



Axon
August 2020
Release Notes


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Overview

This document has Axon product release information for August 2020, along with advanced notice of major upcoming features, updates and applications. Check out this [short video recap](#) for an overview of the changes.

Axon Evidence August Release Updates

The Axon Evidence August release is scheduled for Wednesday, August 26, 2020 to avoid potential conflicts with the Axon Accelerate. We do not expect any downtime during this update. Please refer to the [Axon Evidence Maintenance Schedule](#) on the Axon website for information on the update schedule times for your region.

Note: The release for customers in Australia, New Zealand and the United Kingdom will occur on Tuesday, September 1, 2020. Please refer to the [Axon Evidence Maintenance Schedule](#) on the Axon website for information on the update schedule times for your region.

Attention European Union and United Kingdom customers: Axon Evidence will undergo planned maintenance between 10:00 pm - 11:00 pm UTC (EU) and 11:00 pm - 11:59 pm UTC (UK), on September 9, 2020 that will result in temporary unavailability. The expected duration of this update will be approximately 30 minutes. Once this is completed, a notification will be sent confirming full system functionality has been restored.

Below are the details of what's coming in the August Axon Evidence release.

Axon Auto-Transcribe

We are excited to announce the general availability of Axon Auto-Transcribe on August 25, starting with English.

Axon Auto-Transcribe uses the power of artificial intelligence (AI) to accelerate the review and transcription of evidence, creating significant time and cost saving benefits for agencies. Instead of viewing video, audio, and text as separate elements from an incident, Axon Auto-Transcribe unifies all these elements into one "hypermedia player" enabling powerful connections and efficiencies for public safety agencies. No more having to watch every moment of digital evidence. Instead, users can simply scan the auto-transcript to quickly survey what happened and jump to the significant section by clicking on the spoken words. When it comes time to produce court-ready transcripts, Axon Auto-Transcribe can help produce the transcript in a fraction of the time and at a fraction of the cost of human transcription alone.

As an introduction to Axon Auto-Transcribe, customers with Axon Pro licenses will receive 100 minutes per license and customers with Axon Records licenses will receive 200 minutes for each license. Customers on Axon’s Officer Safety Plan 7+ (which encompasses both Axon Pro and Axon Records offerings) will receive a starter pack of 300 minutes per license. These minutes are pooled within your agency and expire at the end of each calendar year.

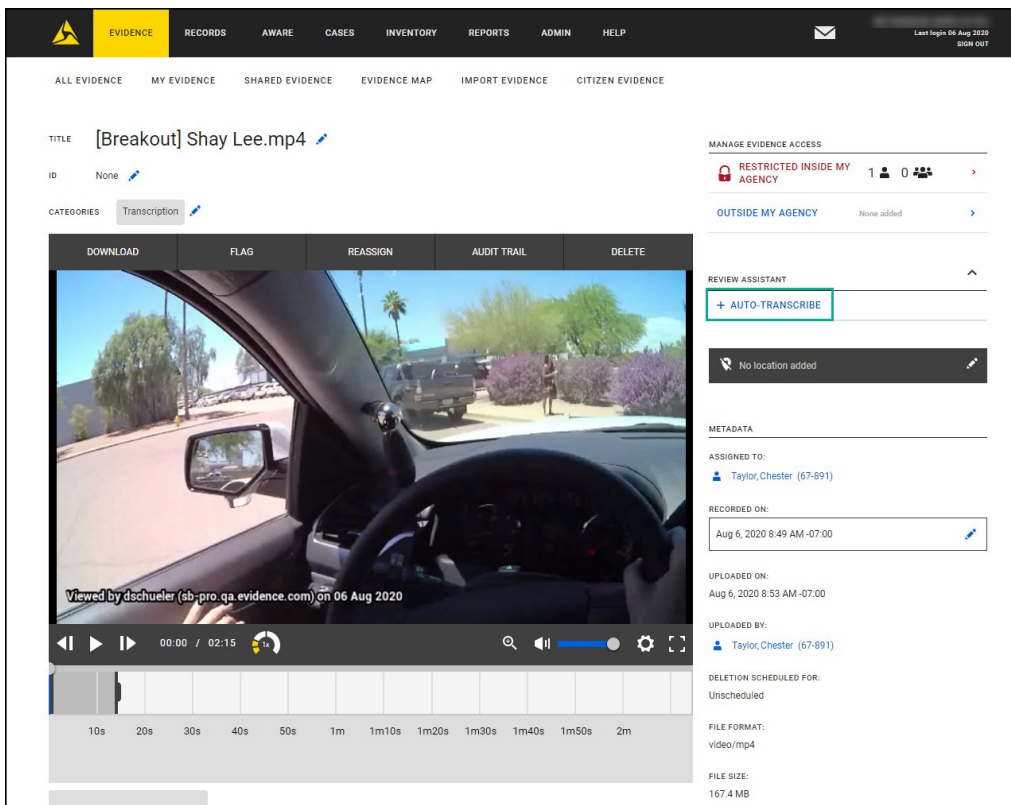
You can watch the Axon Auto-Transcribe webinar from earlier this year to get a product overview: [webinar link](#)

Axon Auto-Transcribe has two major features: Review Assistant and the Transcription Assistant.

Auto-Transcribe Review Assistant

The Auto-Transcribe Review Assistant is shown on the Evidence Detail page on the right-side of the evidence preview. The Review Assistant is used to request an auto-transcript and review the information in a transcript.

Users that have the Auto-Transcribe permission enabled for their assigned Role can request an auto-transcript by clicking **+ Auto-Transcribe**. Once a transcript is requested, Review Assistant shows the auto-transcription is in progress and Axon Evidence will send an email notification when the auto-transcription is complete. All auto-transcript processing is done in the system background and does not impact Axon Evidence performance.

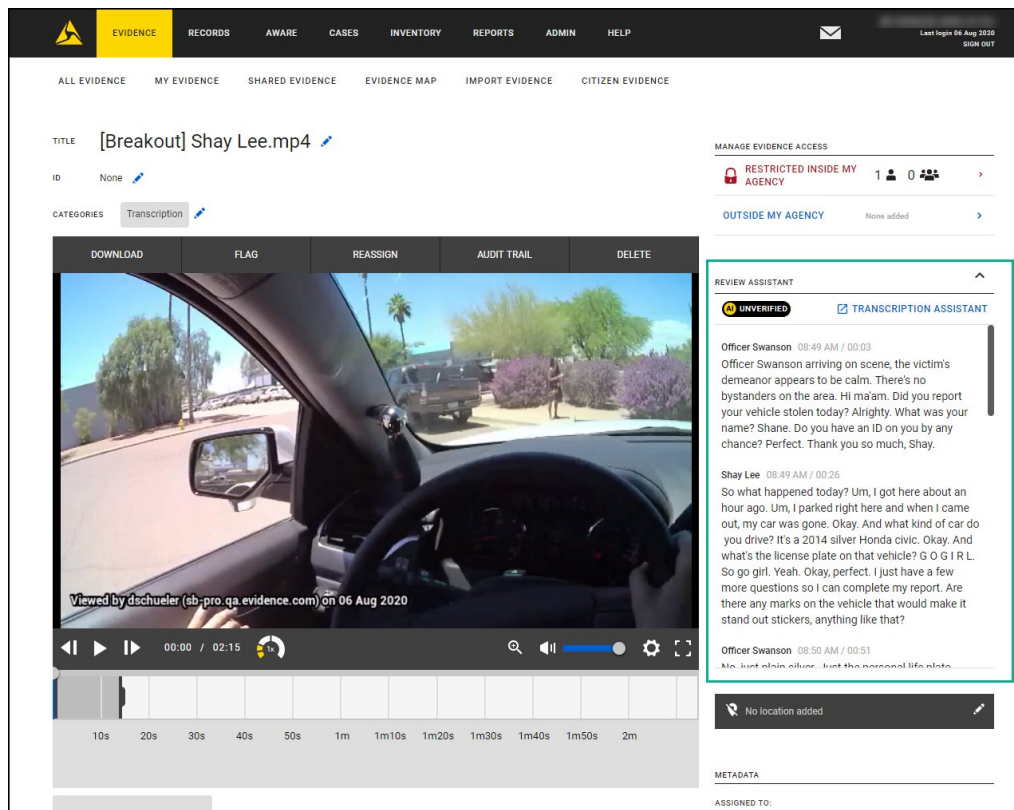


Note: Users that have permission to view the evidence, but do not have the Auto-Transcribe permission enabled for their assigned Role will only see the Review Assistant if an auto-transcript has been created.

When an auto-transcript is complete, the Review Assistant can be used to review the information in an auto-transcript.

Auto-transcripts are time-synced with the video or audio file. As you play a file, the highlighted word in the transcript aligns to the current point in playback. Users can navigate to a specific point in the video or audio file by clicking on the word or timestamp in the transcript.

Review Assistant leverages your browser’s text search capability to search the transcript. Simultaneously press the **Ctrl + F (Windows)** or **Command + F (Mac)** keys to show the browser text search field. Type the text you want to find into the field and use the browser controls to move between instances of the text on the Evidence Detail page.

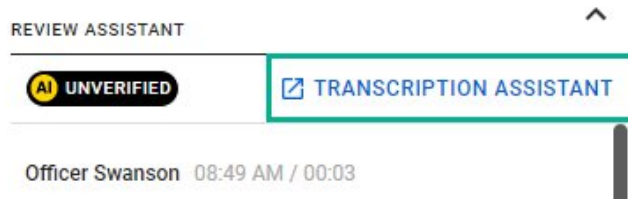


Auto-Transcribe Transcription Assistant

The Auto-Transcribe Transcription Assistant is used to download, edit, and verify the content of an auto-transcript. Transcription Assistant was specifically designed to help you edit auto-transcripts as fast as possible, whether you're a full-time transcriber or only transcribing occasionally. The optional "TAB-to-confirm" workflow allows transcribers to quickly move through sections where the suggestions are correct, while also being able to make edits when needed. Incorrect suggestions are automatically removed as words are confirmed.

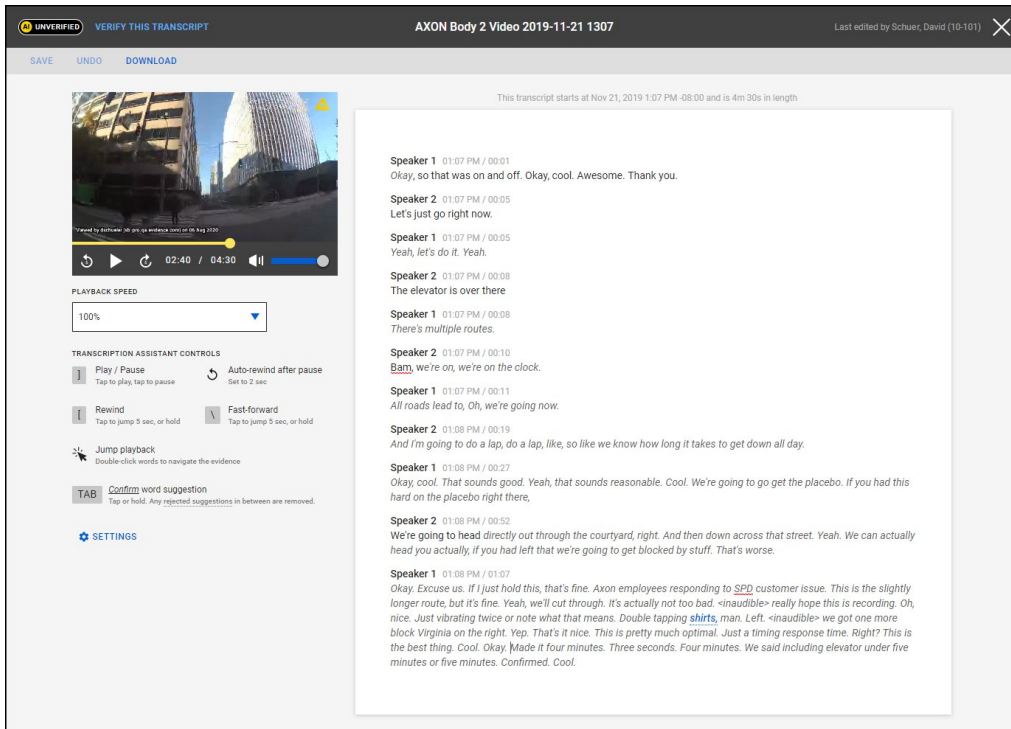
Users assigned to a Pro Role that do not have Edit Auto-Transcript permission can open Transcript Assistant to review and download transcripts. Users assigned to a Basic Role cannot open Transcript Assistant, but can download transcripts from the Evidence Detail page.

To open Transaction Assistant, click **Transcription Assistant** in the Review Assistant section of the Evidence Detail page.



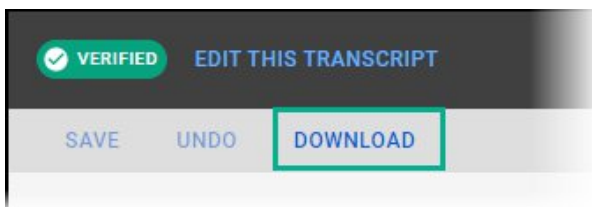
Similar to the Review Assistant, the auto-transcripts in Transcription Assistant are time-synced with the video or audio file, even after you have made edits. While playing the file, the word that aligns to the current point in playback is highlighted and you can navigate to a specific point in the media, click on the timestamp or double-click on any word within the Transcription Assistant text.

Transcription Assistant uses media player controls and keyboard controls for file playback. Additionally, Transcription Assistant also supports foot pedal use while editing.



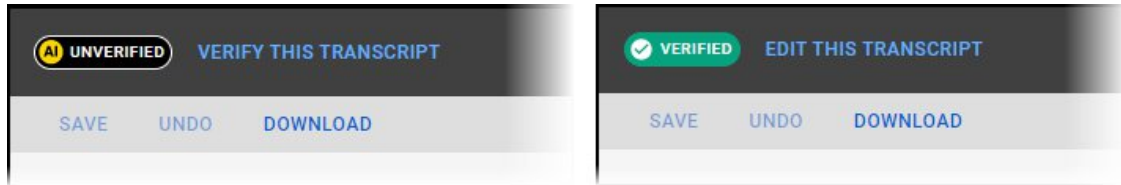
The initial auto-transcript is machine-generated and may be split into different sections with different speaker labels. The machine generated text and speaker labels can require some human input to ensure the transcript is accurate. Transcription Assistant is used to edit and confirm the machine-generated text, to add new speaker sections and speaker labels, and to rename the speaker labels.

Users with access to the evidence can download a copy of a transcript from the Transcription Assistant. Currently, the transcript is downloaded as a Word doc (.docx) file.



Transcript Verification

Auto-transcripts are generated using a combination of speech-to-text technology and human input. The transcript can be in one of the following states:



- **Unverified:** An unverified transcript means that it has not yet been marked as verified by a human and should therefore not be treated as a source of truth. Only unverified transcripts can be edited.
- **Verified:** A verified transcript indicates that it has been reviewed and approved by a human. Once a transcript is verified, it is no longer editable. However, users with the appropriate permissions can change the status to unverified, if edits do need to be made.

Sharing Transcripts

Transcriptions can be shared inside and outside your agency. The information below provides a brief overview of how transcripts can be shared.

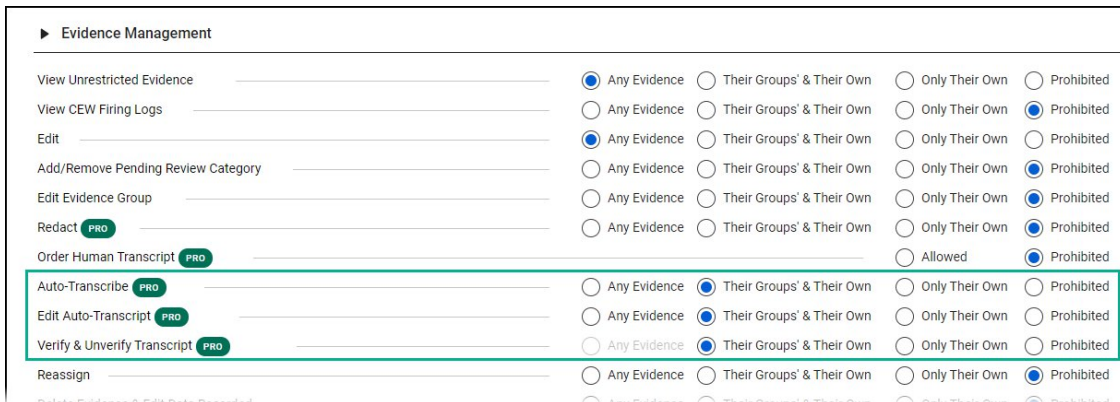
- **Inside My Agency Sharing** - If a user normally has access to or is added to the access list for a piece of evidence, the user can view that evidence and the associated transcript.
- **Outside My Agency Sharing** - Similar to Inside My agency sharing, if a user is added to the access list for a piece of evidence, the user can view that evidence and the associated transcript.
Similar to other Outside My Agency sharing options, users that are not part of an Axon Evidence agency can view evidence through their my.evidence.com account. If they do not have a my.evidence.com account, the message will include a link to create an account.
- **Transcripts and Case Sharing**
 - **Inside My Agency Sharing** - If a user normally has access to or is added to the access list for a case, the user can view transcripts associated with evidence in the case.
 - **Partner Agency Sharing** - if a user shares a case with a partner agency, the user has the option to include transcripts.

- **Bulk Download Evidence** - If a user downloads multiple pieces of evidence in bulk, the user has the option to include transcripts in the download.
- **Sharing Outside My Agency by Download Link** - If evidence or a case is shared by emailing a download link, the user has the option to include text file copies of the transcripts.

Axon Auto-Transcribe Permissions

Agency Axon Evidence.com administrators must enable the appropriate permissions for the Roles that will use Auto-Transcribe.

Auto-Transcribe permissions are in the Evidence Management permissions section and require a Pro license. The Auto-Transcribe permission settings and requirements are described below.



- **Auto-Transcribe:** Allows the user to request an auto-transcript. This can be set to allow the user to request an auto-transcript for any evidence or only evidence belonging to the user or the user’s groups. This permission requires the View Unrestricted Evidence permission.
- **Edit Auto-Transcript:** Allows the user to access and use the Transcription Assistant to edit an auto-transcript. This can be set to allow the user to edit the auto-transcript for any evidence or only evidence belonging to the user or the user’s groups. This permission requires the View Unrestricted Evidence and Edit permissions.
- **Verify & Unverify Transcript:** Allows the user to verify and unverify an auto-transcript. This can be set to allow the user to verify and unverify the auto-transcript for any evidence or only evidence belonging to the user or the user’s groups. This permission requires the View Unrestricted Evidence, Edit, and Edit Auto-Transcript permissions.

Users assigned to a Role with Pro license that do not have Edit Auto-Transcript permission can still open Transcript Assistant to review and download transcripts. Users assigned to a

Basic Role cannot open Transcript Assistant, but can download transcripts from the Evidence Detail page.

False Gunshot Detection Workflow Automatic Categorization

In the August release we are adding the option to automatically add a Category to videos that are dismissed by the [False Gunshot Detection workflow](#). When the option is enabled, agency administrators can select the category that will be automatically added to the video.

The setting is on the Axon Body 3 Settings page, under the False Activity Detection Cancellation setting.

False activity detection cancellation
Determines if the officer can cancel an alert. Officers use the camera Select button to take this action.

False activity detection cancellation default category
Select the category automatically applied to recordings cancelled as false activations.

DEFAULT CATEGORY

Uncategorized	▼
Uncategorized	✓
Officer Injury	
Pending Review	
Traffic Stop	
Training Demo	
Use of Force	

Video playback from device


If needed, administrators can create a new Retention Category to associate with the False Gunshot Detection workflow.

User Audit Trail Update

Currently, when a user makes changes to a device, such as Status or Assignment changes, these are added to the Device Audit Trail but not to the User Audit Trail. This change will add device updates to the associated user’s User Audit Trail, as shown below.

Sing, Hash - hs001

Document generated: 13 Aug 2020 - 08:44:25 -07:00 by Sing, Hash(hs001)



Associated IPs

24.206.119.243
74.17.204.6
109.197.182.109
182.98.86.237

USER AUDIT TRAIL

User ID: 811d2c3c18cd4c45acf0022f

#	Date	Time	Activity
1	13 Aug 2020	08:43:39 (-07:00)	Axon Body 2 'X81005794' assigned to Sing, Hash (Badge ID: hs001) Username: hsing By: Sing, Hash (Badge ID: hs001) Username: hsing
2	13 Aug 2020	08:43:39 (-07:00)	Axon Body 2 'X81005794' unassigned from Gupta-Iwasaki, Nikhil (Badge ID: 45645645) Username: ngiwasaki By: Sing, Hash (Badge ID: hs001) Username: hsing
3	13 Aug 2020	08:43:26 (-07:00)	Axon Body 2 'X81005794' assigned to Gupta-Iwasaki, Nikhil (Badge ID: 45645645) Username: ngiwasaki By: Sing, Hash (Badge ID: hs001) Username: hsing
4	13 Aug 2020	08:43:26 (-07:00)	Axon Body 2 'X81005794' unassigned from Sing, Hash (Badge ID: hs001) Username: hsing By: Sing, Hash (Badge ID: hs001) Username: hsing
5	13 Aug 2020	08:43:09 (-07:00)	Axon Body 2 'X81005794' renamed from X81005794 to Test Device Owner: Sing, Hash (Badge ID: hs001) Username: hsing By: Sing, Hash (Badge ID: hs001) Username: hsing

End of Support - Legacy Video Player and Flash Player

In July 2017, Adobe announced they would stop distributing and updating Flash Player at the end of 2020. The announcement also said that Flash-based content will be blocked from running in Adobe Flash Player after December 31, 2020. The Flash Player is used for video playback on the Legacy Video Playback page and on Internet Explorer 11 (IE 11) on Windows 7 and Windows 8 systems.

Because regular security updates are vital for protecting systems from malicious attacks, Axon Evidence will no longer support IE 11 on Windows 7 and Windows 8 systems and video playback on the Legacy Video Playback page after December 31, 2020.

Note that this change does not affect Windows 8.1 and higher. But due to [IE 11's limitations](#), some of our most powerful features, such as Redaction Studio, Axon Aware and Axon Auto-Transcribe, are not fully supported. Axon recommends your agency upgrade to a newer browser such as [Google Chrome](#), [Mozilla Firefox](#), or [Microsoft Edge](#), in order to ensure you continue to have access to all of the features of the Axon Network with the best possible performance.

End of Support - Legacy Redaction Tools

After the June 2021 release, support for the Legacy Redaction Tools will no longer be available. Between now and then, Axon will update Redaction Studio to include all the legacy tools, including the Skin Blur tool.

Over the next few months, Axon Customer Success Managers will contact agencies that are still using the Legacy Redaction Tools to assist with the transition to Redaction Studio, our latest redaction tool.

Issues Resolved with Axon Evidence in August 2020

Axon resolved the following issues in this Axon Evidence release:

- **Evidence Details:** Evidence uploaded by an API client showed as Uploaded By: None on the Evidence Search and Evidence Details pages. This fix will show the API client name in the Uploaded By: field.
- **User Roles:** In some situations, a Role could not be changed from a Pro license tier to a Basic license tier.
- **TASER 7 Terminology:** Changed the terms *Functional Test* and *Functional Check* to *Function Check* and *Function Test* to be consistent with other CEW terminology.
- **TASER 7 Evidence Log:** The Warranty Expiration date format shown on TASER 7 evidence logs used the incorrect date format.

Axon Evidence Partner API Updates

The Axon Evidence Partner API provides a programmatic means to access the data in your Axon Evidence agency. By developing API-compliant client software or using third-party client software, you can use the Partner API to integrate your Axon Evidence agency with other systems. An API client can request, create, read, update, and delete operations on a variety of data resources. The Partner API is available to all Axon Evidence agencies. To request access to the Partner API, contact your Axon representative. If you need assistance developing API client software, Axon Professional Services are available for billable work.

New User Information Attributes

This update adds new user attributes to the responses for requesting a user list and request information for a single user. The new attributes show a user's sub-status, whether they invited or have a password reset, and the license tier associated with the user's assigned Role.

This change only affects the responses for the following resources:

- GET /api/v4/agencies/{agency ID}/users
- GET /api/v4/agencies/{agency ID}/users/{user ID}

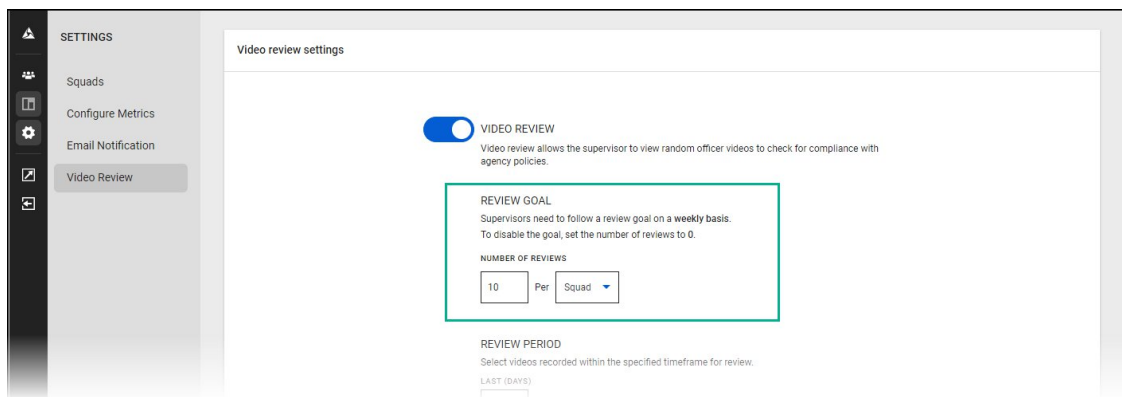
If your agency uses the above resources, you should review your API client to ensure it can support the appearance of new attributes.

See the *Axon Evidence Partner API Guide* for information on the new attributes.

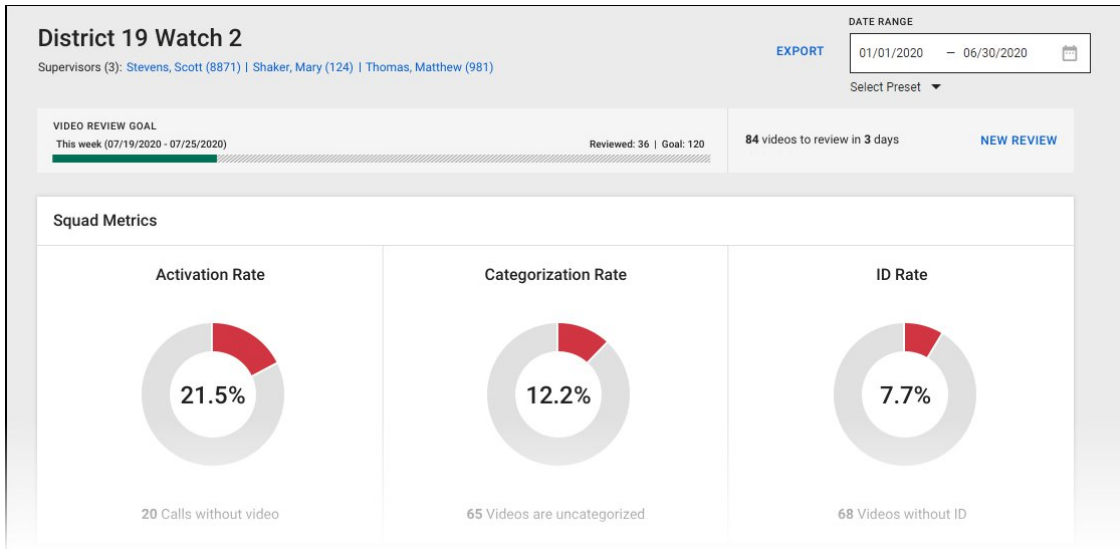
Axon Performance Updates

In August Axon Performance will add a new Video Review Goal and update the Squad Dashboard page to include the list of supervisors for a squad.

The new Video Review Goal is at the top of the Video Review Setting page. The video review goal sets the number of reviews that supervisors should conduct on a weekly basis. The total number can be set on a per squad or per officer basis. If set on a per officer basis, then the number of reviews is multiplied by the number of officers in the squad to determine the goal. For example, if you set 10 reviews per officer and a squad has 10 officers, then the review goal is 100 reviews.



The Squad Dashboard page update will show the list of supervisors under the squad name. If the Video Review Goal is active (not set to 0), the current status of meeting the goal is shown above the squad metrics.



Clicking a supervisor name displays the video reviews completed for the selected date range. Supervisors that were part of the squad during the selected date range but are no longer with the squad will be shown in gray text.

Supervisor (5) 01/01/2020 - 06/30/2020
Date Range

SUPERVISOR	VIDEO REVIEWS
Stevens, Scott (8871)	2
Shaker, Mary (124)	11
Thomas, Matthew (981)	0
David , Schueler (9867531) (Transferred)	0
Dave, Shoe (PER9929) (Transferred)	0

CLOSE

Axon Body 3 Operating System v1.8

In August, we will begin deploying an Axon Body 3 camera Operating System (OS) performance update that includes the following:

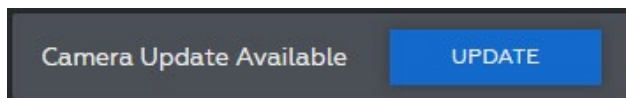
- The recording end date (dateRecordEnd field) for Axon Body 3 recordings will be populated for Axon Evidence reports.
- The camera display backlight will consistently remain on for 5 seconds after a double press of the Select button.
- General bug fixes and stability improvements.

The phased deployment will take approximately three weeks. Your agency will receive a separate email notification approximately one week before the production release is deployed to your agency.

Axon Fleet Update

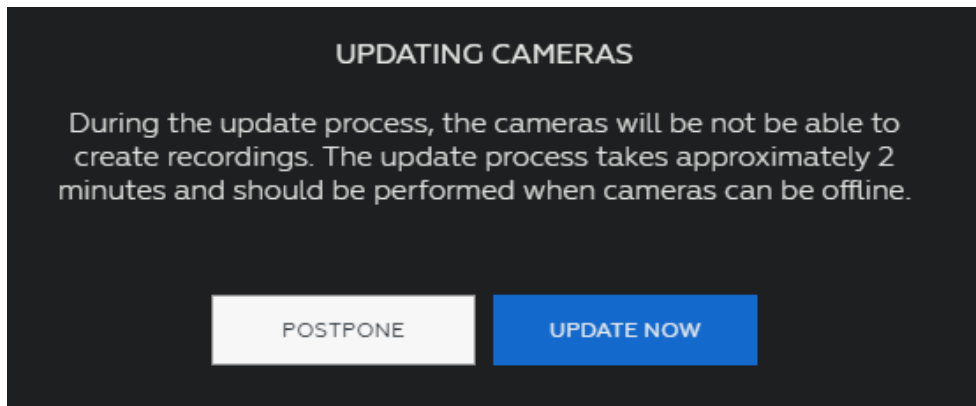
Axon has begun deployment of firmware patch v1.23.7 for Axon Fleet and Fleet 2 Front cameras. This update improves recording activation in the event of a vehicular collision.

When the camera firmware update is available, it is automatically downloaded to Axon View XL and an Update button is shown to indicate the update is ready to install. Axon recommends installing updates at the beginning of a shift.



To install the update, tap the **Update** button in Axon View XL and then tap **Update Now**.

You can tap **Postpone** to dismiss the update notification until the next time the cameras connect. The update option will still be visible in the View XL Settings screen.



When the update is initiated, View XL displays the progress of the firmware transfer to the camera. Once completed, the cameras reboot and reconnect to View XL.

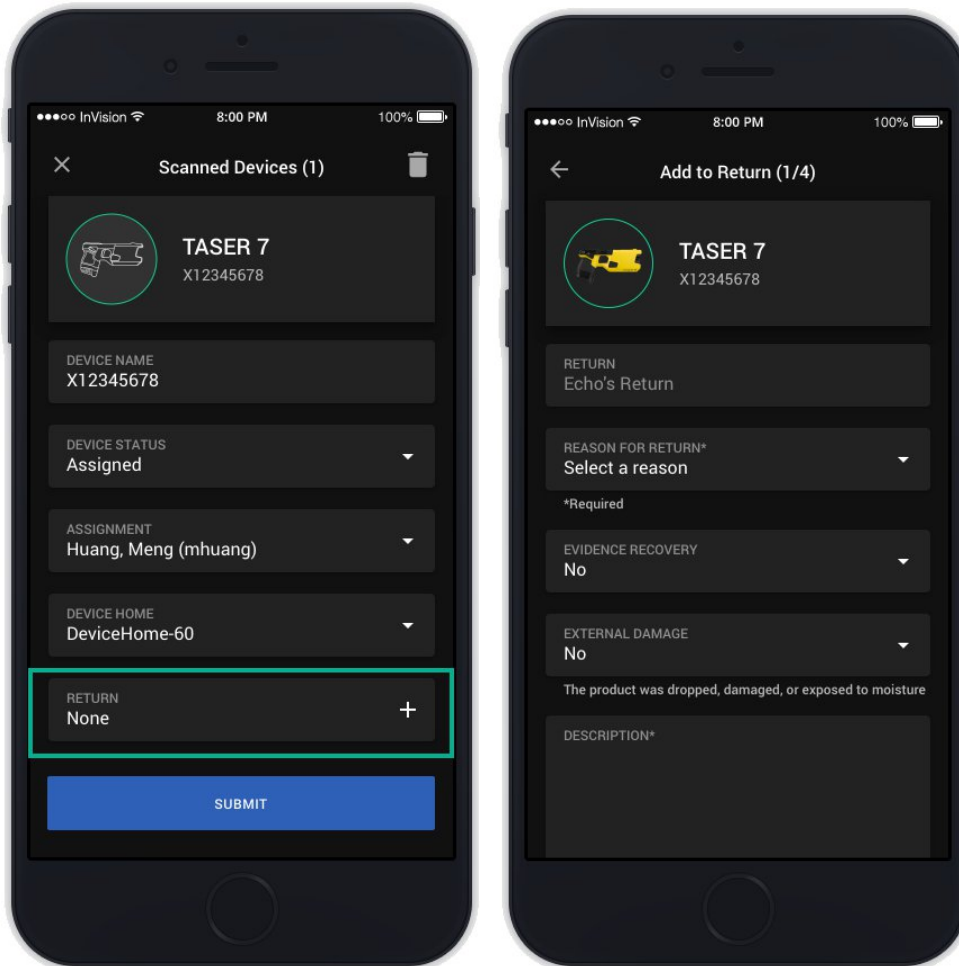
You can view the firmware version for your cameras in Axon View XL by tapping the **Settings** icon and looking in the System Info section.

Note: If your system is configured for manual uploads, also known as Dock & Walk, your Axon Fleet cameras will receive firmware updates through the Axon Dock.

Axon Device Manager Updates

In August we will release an updated version of Axon Device Manager that allows users to initiate a device return through Axon Device Manager.

Users with the Return Administration permission will see the new Return option when they tap or scan a device and can be used with multiple devices. This option allows the user to be entering Returns information for the selected devices.



Axon Mobile Application Upgrades

In September 2020, Axon will make service changes for our mobile applications. These changes are incompatible with some older versions of Axon Capture, Axon View, and Axon Device Manager. If users do not upgrade to a supported version, they may not be able to sign in to and use these applications.

To avoid any issues, Axon recommends that agencies check the current version of their Axon mobile applications and, if using an outdated application, update to the most recent version before the end of September 2020.

The following list shows the minimum supported version for each Axon mobile application after September 2020:

- Axon Capture for Android version 4.1 or above. (Current version 5.2.0)
- Axon Capture for iOS version 5.0.1 or above. (Current version 5.0.5)
- Axon View for Android version 5.0.3 or above. (Current version 5.2.0)
- Axon View for iOS version 5.0.1 or above. (Current version 5.2.1)
- Axon Device Manager for Android version 3.0.4 or above. (Current version 3.0.7)
- Axon Device Manager for iOS version 2.0.5 or above. (Current version 2.0.9)

Mobile Application Support Reminder

At the end of August 2020, Axon mobile applications will no longer provide support for older versions of Android operating systems. After August, Axon mobile applications will only support the following Android operating systems:

- Android devices: Android 7.0 and above. The latest version is Android 10.

Axon mobile applications installed on the devices with the older operating systems will continue to function, but those applications will not receive version updates.

Customers are encouraged to upgrade their devices to a supported operating system before the end of August 2020.

Coming Soon

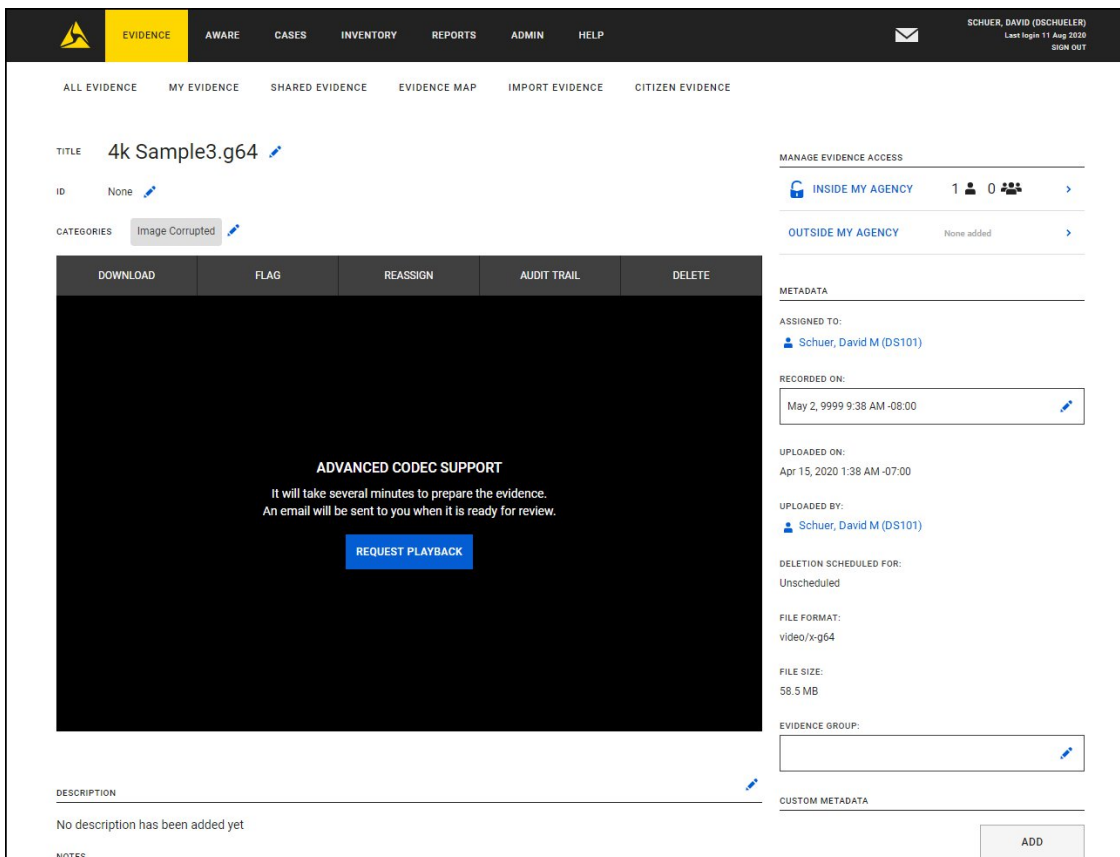
This section provides advanced notice about major upcoming features, updates, and applications that may require new or updated agency processes.

Third-Party Video Support

We will be adding support for third-party video playback in Axon Evidence in the coming months. This feature allows users with appropriate permissions to playback videos that are not supported by the Axon Evidence default video player. We will begin early access testing of this feature after the August release. If your agency is interested in participating, please contact your Axon representative.

When the feature is enabled and a third-party video is uploaded to Axon Evidence, the system will automatically start converting the file so that it can be viewed in Axon Evidence. The video in the original format is also maintained in the system.

Users can manually request conversion for files that were uploaded before the feature was enabled.



Files that are converted will show an informational message at the top of the video player to let the viewer know the video is not presented in its original format.

The screenshot displays the Axon Evidence web application interface. At the top, there is a navigation bar with tabs for EVIDENCE, AWARE, CASES, INVENTORY, REPORTS, ADMIN, and HELP. The user is logged in as SCHUER, DAVID (DSCHUELER) with a last login of 11 Aug 2020. Below the navigation bar, there are several tabs: ALL EVIDENCE, MY EVIDENCE, SHARED EVIDENCE, EVIDENCE MAP, IMPORT EVIDENCE, and CITIZEN EVIDENCE. The main content area shows details for a video titled 'evp-cctv'. The video player is currently displaying a message: 'This video is not presented in its original file format.' with a 'Learn more' link. The video player controls show a duration of 00:00 / 55:20. To the right of the video player, there are sections for 'MANAGE EVIDENCE ACCESS' (with 'INSIDE MY AGENCY' and 'OUTSIDE MY AGENCY' options), 'METADATA', 'ASSIGNED TO: Schuer, David M (DS101)', 'RECORDED ON: Aug 2, 2020 7:22 AM -07:00', 'UPLOADED ON: Aug 2, 2020 7:23 AM -07:00', 'UPLOADED BY: Schuer, David M (DS101)', 'DELETION SCHEDULED FOR: Unscheduled', 'FILE FORMAT: video/x-psf', 'FILE SIZE: 48.7 MB', and 'EVIDENCE GROUP:'. At the bottom, there is a section for 'CUSTOM METADATA' with an 'ADD' button.

The initial release of the feature will support the most common third-party file types. It will not support file types that are supported by the default video player (mp4, avi, etc.) but require a proprietary player/codec for playback. We are working to expand support to include these file types as well.

This feature will be available for Enterprise licensed customers and as an agency-wide add-on for OSP 7+ customers. For more information, contact your Axon representative.

Axon Evidence Usability Updates

In upcoming releases, we will add usability updates to improve the overall functionality of Axon Evidence. Some of the upcoming changes include:

- **User Import** - Improves existing web-based user import process. We are also evaluating user-requested features, such as the option to make edits after uploading a file and using the import process to update information for existing users.