





# **Axon Respond Mobile App Guide**

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## Introduction

The Axon Respond mobile app is a secure and powerful tool that provides additional flexibility for agencies using Axon Respond. It boosts situational awareness by notifying commanders in real-time when urgent events occur. With the Axon Respond mobile app commanders and supervisor can see the location of officers and view livestream broadcasts from an officer's body camera. All of this happens seamlessly and instantly with just a few clicks on their mobile device.

This guide provides information on setting up and using Axon Respond Mobile app.

## Installation

The Axon Respond mobile app supports devices and tablets with the following operating systems:

- iOS devices: iOS 13 and above.
- Android devices: Android 8.0 and above.

The Axon Respond mobile app is available for download and installation from the App Store (iOS) and Google Play Store (Android).

## Axon Respond Permissions and Settings

The Axon Respond mobile app uses the same permissions and settings as the browser version of Axon Respond.

This section provides an overview of the Role permissions and camera settings needed to use Axon Respond, both the browser version and mobile app, at your agency.

### Role Permissions

Users must be assigned to roles with the appropriate permissions to view the map and camera livestreams. There are two permissions associated with Axon Respond.

- View Location Map: Allows the user to access the Respond Location Map and view camera locations.
- Live Stream: Allows the user to view camera livestreams for the Location Map.

### Axon Body 3 Camera Settings

The following Axon Body 3 camera settings must be enabled in your agency's Axon Evidence account to use Axon Respond. An Axon Evidence administrator can enable these settings.

- Location information available to Axon Respond: This setting determines if location information is made available in near real-time to authorized agency users, when cameras are recording.
- Live streaming: This setting determines if cameras can stream audio and video while recording to authorized agency users. This setting is only available if Axon Respond+ is enabled for your agency.
- Gunshot detection notification: This setting determines if a notification is made available in near real-time to authorized agency users. This feature is still in beta testing.

### Axon Respond Notification Configuration

**Note:** Your agency's Axon Body 3 cameras must have operating system v1.4 to use this functionality.

The Respond Notification Configuration page allows your agency to configure which Axon Signal based alerts are shown on the Respond map in the Axon Respond browser and Axon Respond mobile app.

Each setting has three options: High Priority Alerts, General Officer Activity, and Off. Each option is described below.

- High Priority Alerts - When this notification occurs, information is sent to the mobile app and browser. For the mobile app, an in-app notification (if app is currently open) or a push notification (if app is not open) is sent to the mobile device. For the browser, an alert is shown in the alerts banner on the Respond Map. For both, the associated camera marker on the map is highlighted with red circle.
- General Officer Activity - The information is only noted in the Officer History section (browser) or Event History section (mobile app) under associated camera's live stream window and does not generate an alert or trigger push/in-app notification.
- Off - No information is shown on the Respond map or Axon Respond mobile app.

## Compliance and Security Information

### Single Sign-On

The Axon Respond mobile app supports Single Sign On (SSO). When a user from an agency with SSO enabled enters agency domain, the app opens a browser to take user to their agency's SSO page. The user signs in with their SSO credentials. After a successful sign in, the user is redirected back to the Axon Respond mobile app and can begin using the app.

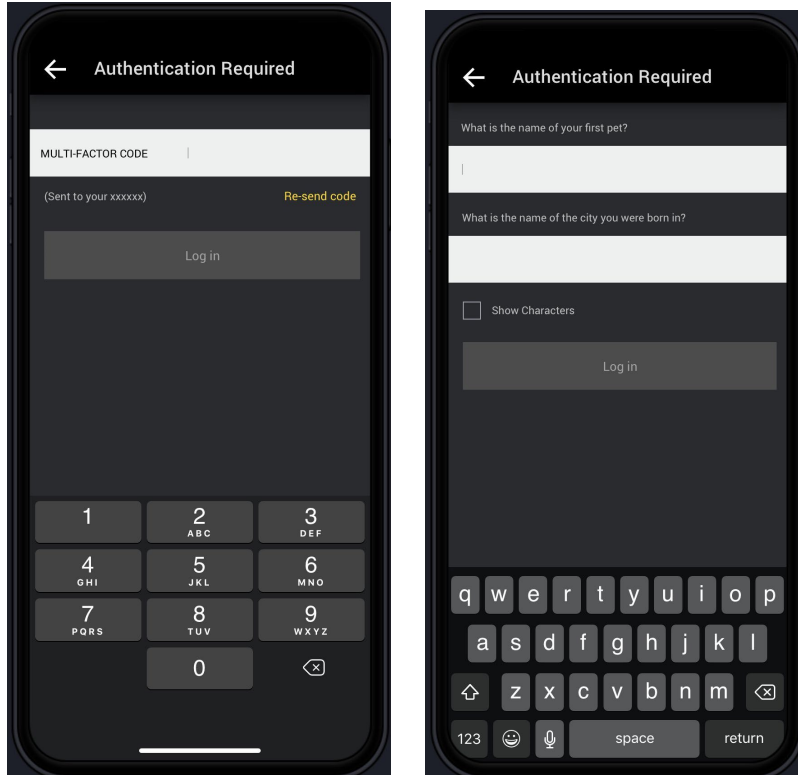
### Multi-Factor Authentication

The Axon Respond mobile app supports Multi-Factor Authentication (MFA). When a user at an agency that uses MFA logs in, they are prompted for an MFA code or security questions depending on agency configurations.

The MFA code is sent to the user by email, text message, phone call, or a mobile authentication app. The user enters the code to complete the login. If needed, the user can request that a new MFA code be sent.

If prompted for security questions, the user must provide correct answers to login.

For more information about MFA, see [Multi-Factor Authentication \(MFA\) User Guide](#).



### IP Address Exceptions

Axon team is working to add the Axon Respond mobile app to the Axon Application Exceptions list on the IP Address Settings page in Axon Evidence. That option allows administrators to exempt the Axon Respond mobile app from agency IP restrictions, so the app can be used while inside an agency that uses IP restrictions.

Until this option is available, users must sign in to and use the app from outside an agency's network or an Axon Evidence administrator must add the IP address for each user's device to the list of Allowed IP Addresses.

### Audit Trail

When a user successfully signs in to the Axon Respond mobile app and when a livestream is accessed, the following information is logged in the User and Device Audit Trails.

- The User Audit Trail shows the date, time, IP address, and client that user signed in from.
- The Device Audit Trail shows the date, time, and user information when a user requests a livestream, accesses a livestream, and leaves a livestream.

### Known Issues and Exceptions

- **iOS devices** – When a user is viewing a livestream with wired headphones and unplugs the headphones, the livestream audio will not switch to device speaker as expected. To work-around this issue, the user should close and reopen the livestream.
- **DeX** – For some mobile devices that are using a Desktop Experience, when user clicks the maximize icon to view livestream the app returns the user to the sign in screen.
- **Axon Air** - The map icon shown for Axon Air is an Axon Body 3 icon instead of an Axon Air icon.

## Using the Axon Respond Mobile App

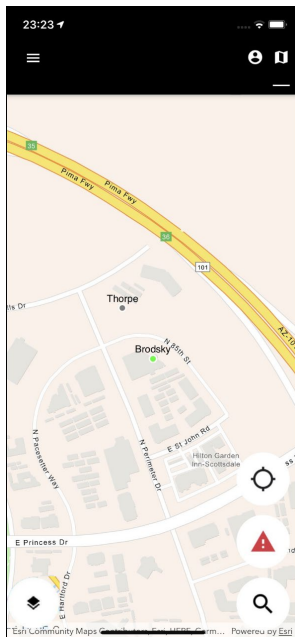
The Axon Respond mobile app uses standard smart device actions to move around the map, zoom in, and zoom out. This section provides additional information on using the mobile app.

### Signing in to the Axon Respond Mobile app

1. Open the Axon Respond Mobile app. If you have not previously signed in, enter your Axon Evidence.com agency URL.
2. Enter your Axon Evidence.com Username and Password.
3. If this is your first time signing in, allow the app to use your location and send you notifications. You can control app permissions in your device's Settings.
4. After signing in for the first time, you must set up a 6-digit PIN code that is used for app authentication.

**Note:** If you are inactive for more than 30 minutes, you must enter this PIN code when opening the app. A login session lasts for 12 hours.

5. The Respond Map is shown.

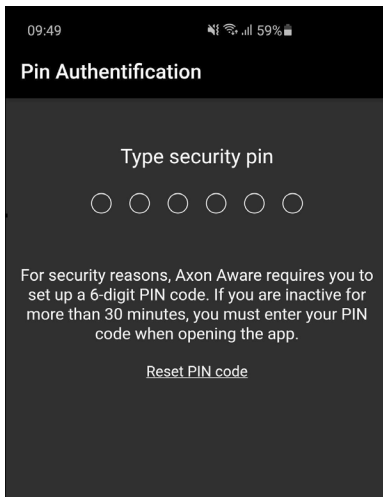


The app uses standard smart device actions to move around the map, zoom in, and zoom out.

## Axon Respond Mobile App PIN code

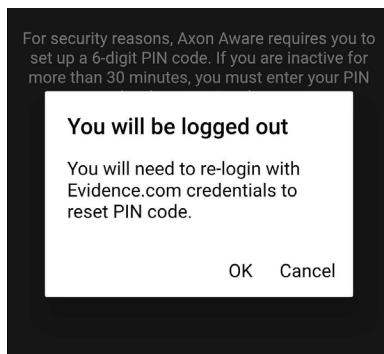
Due to the potentially sensitive information presented in Axon Respond, the Axon Respond mobile app requires the use of a PIN code when opening the app.

Additionally, if you are inactive or away from the app for more than 30 minutes, you are asked to enter your PIN code when opening the app.











- When you sign in to the Axon Respond mobile app for the first time, you are asked to set up a 6-digit PIN code.
- If you forget your PIN, tap **Reset PIN code** and you are signed out of the app. When you sign in to the mobile app again, you are asked to set up a new PIN.

If you enter the incorrect PIN code 5 times, you are automatically signed out. To continue using the app, you must sign in and set up a new PIN code.


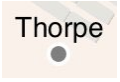



**Axon Respond Mobile app icons**

**Controls**

	App Settings and Sign Out
	User screen/tab: View list of officers and search for officers
	Map screen/tab: View map
	Center map on your location
 	Alerts: <ul style="list-style-type: none"> <li>• gray = no alerts,</li> <li>• red = active alerts</li> </ul>
	Opens user list to search for officers
	Filter: Hide non-recording cameras without alerts and toggle between satellite and normal map view.

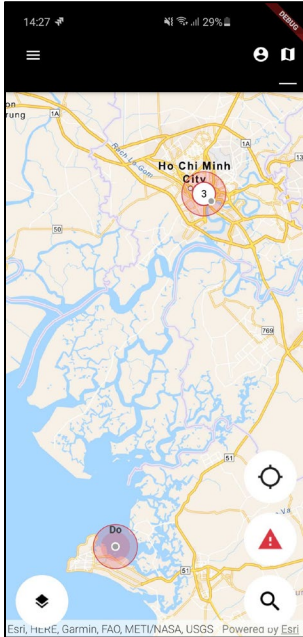
**Respond Map Icons**

	Camera marker: camera recording,
	Camera marker: camera not recording
	Multiple cameras, indicated by number, at location. Tap or manually zoom in to see individual camera markers.

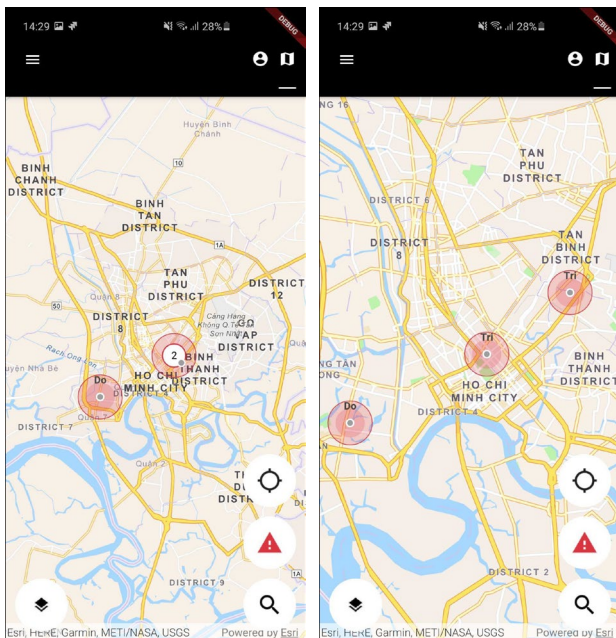
**Device Clustering**

To avoid displaying overlapping devices on the map, the Axon Respond mobile app uses a cluster view. In situations where you have a wide view shown on the map and there are a several devices located close to each other; the Axon Respond mobile app shows a circle with the number of devices near the location. This prevents cluttering the map with separate device markers overlapping each other.

The number of devices included in a cluster depends on your current map zoom level and how close devices are to each other.

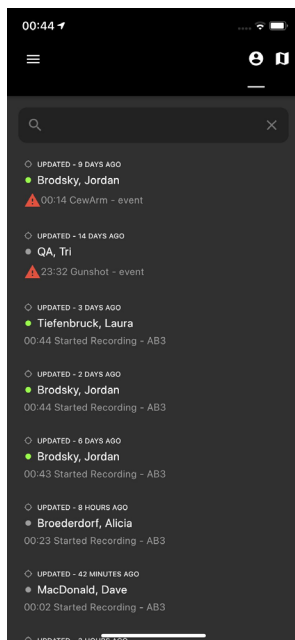


To see more details about the cluster, you can tap on the cluster to zoom in or manually zoom in on the map. As the map zoom level changes, devices are separated out from the cluster.



## Searching for Officers

1. On the Respond Map, tap the search icon (🔍) or switch to User tab.
2. You can view officer's full name, their recording status (green is recording, gray is not recording), their camera location status together with timestamp of latest location update, and most recent Axon Respond notification associated with officer with a red alert icon indicating a high priority alert.
3. Type the name of the officer, device serial number, or badge ID to filter the officer list.



4. Tap on the officer's name to view their location on the Respond Map and view livestream if camera is recording.

## Viewing a Livestream

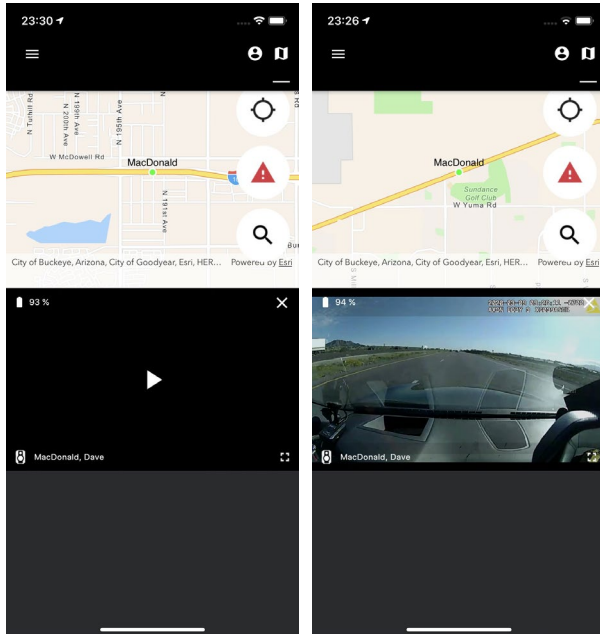
1. On the Respond Map, find the officer you want to livestream and tap the associated camera icon.

**Note:** You can only livestream cameras that are recording (showing green status)

- 2. Tap the play icon. The livestream starts.

Tap the full screen icon to view the livestream in full screen mode.

Tap the close (X) icon to end the livestream.



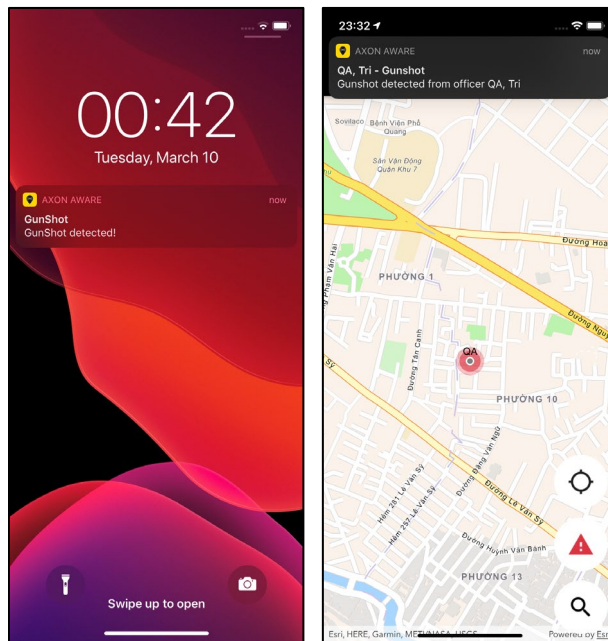
An event history section is shown below the livestream window. This section displays all high priority alerts and general officer activities associated with camera during the previous 4 hours.



## Receiving Real-Time Alert Notifications

The alerts received by Axon Respond depend on the Respond Notification Configuration for your agency. Check with your Axon Evidence administrator for information on configuration settings.

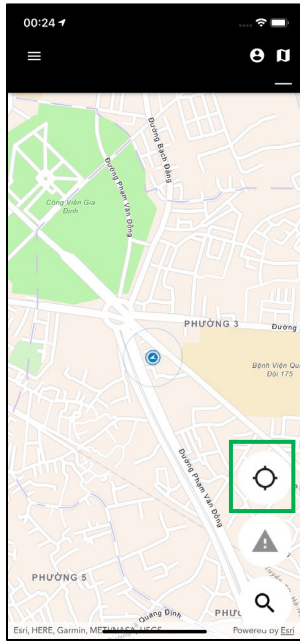
- When a high priority alert is triggered, you will receive an in-app notification on your mobile device if the app is open, or a push notification if the app is running on background.



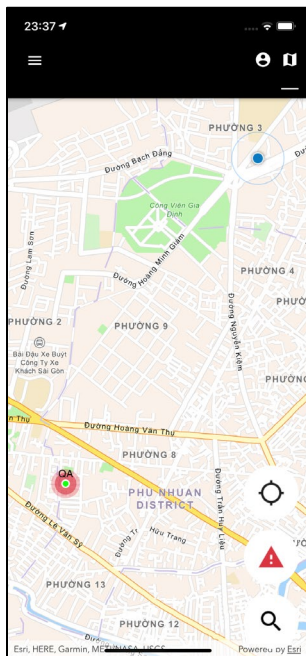
Tap on the notification to show the location of the device that generated the alert on the Respond Map. This view also shows if the camera is recording.

## Locating Yourself in the App

1. On the Respond Map, tap the center on self icon to center map on your location.



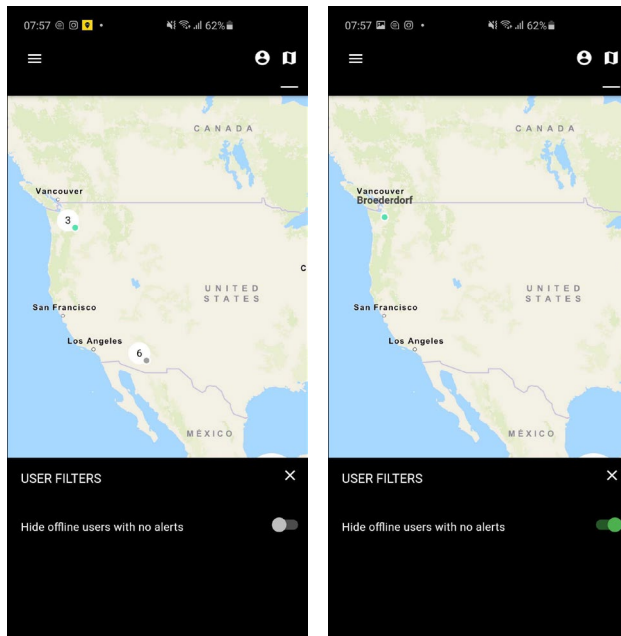
2. You can utilize locate self and locate active alerts features to raise awareness on how far you are from the officers with alerts, as well as how far officers are from each other.



## Device Filtering

In some situations, you may want to change the display so that devices that are not recording and do not have alerts are not shown on the map. This can give you a clearer view of devices that are recording and devices with alerts.

1. Tap the Filter icon (🔍) lower-left corner of the Respond map.
2. Tap the User Filter to enable the filter. Tap the User Filter again to disable the filter.



When the filter is enabled, the app hides devices that are not recording and that do not have any alerts,

When the filter is disabled, the app shows all recording devices, all devices with alerts, and devices that were recording in the previous 4 hours.

## Mobile App Settings

The Axon Respond mobile app setting page provides information about the app version, the current agency, and Axon contact information. You can also sign out of the app from the settings page.

- In the upper-left corner, tap on Settings icon (☰)

Tap **Contact us** to get information and quick access to Axon Support channels: phone number, email, Help Center. You can also find some basic app and agency information on this screen.

Tap on Sign out to log out of the app.

## Updating the Axon Respond Mobile App

Axon team is working hard to bring you more valuable features through regular updates. It is important that you keep the Axon Respond mobile app up-to-date with latest version, in order to continue using the app.

When a new version of the app is available on App Store and Google Play Store, you will be notified when you sign in to the app. Tap **Update App** and follow any on screen instructions to update the app. After the app is updated, you are asked to sign in.

