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Overview

The vision of Axon Respond for Devices is to fill the critical information gaps with a network of intelligent, connected devices, which ultimately improve officer safety and efficiency.

We are building this network with the Axon Body 3 camera, Axon Fleet 3, and Axon Air. Leveraging the built-in capabilities of these devices, we will provide real-time alerts, real-time location, and livestreaming of critical incidents on the Axon Respond map. These capabilities are directly accessible from Axon Evidence.

With these new capabilities, privacy and security are top of mind:

- Livestreaming is available while a camera is recording, location updates depend on agency settings. Agencies have the option to enable livestreaming while Axon Fleet 3 cameras are buffering.
- Permissions are available to restrict who can access the Axon Respond map and mobile app.
- All communications are encrypted in secure channels.
- Audit trail logging shows who accessed the live map and when, and who accessed a livestream and when.

Key Features

The following features are included with Axon Respond for Devices licenses and Respond for Devices+ licenses. Each feature is described after the table.

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<tr>
<th>Feature</th>
<th>Respond for Devices License</th>
<th>Respond for Devices+ License</th>
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<tr>
<td>Location reporting and GPS Accuracy</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Real-time alerts</td>
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<td>Recording List</td>
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<td>User Search</td>
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<tr>
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<tr>
<td>Livestreaming</td>
<td>No</td>
<td>Yes</td>
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<tr>
<td>Priority Evidence Upload</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Audio Offload</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Location Reporting and GPS Accuracy

While recording, Axon Body 3, Axon Fleet 3, and Axon Air cameras send location updates based on their associated GPS sensors. Location updates depend on agency settings and the device type. For Axon Fleet 3, location updates are sent approximately every 10 seconds when the system is powered on. For Axon Body 3 and Axon Air cameras that are recording, location updates are sent approximately every 10 seconds. When not recording, Axon Body 3 camera location updates depend on agency settings and Axon Air does not send location updates. The Respond map and Recording list are updated based on when an Axon Body 3, Axon Fleet3, or Axon Air camera last sent a location update.

The map shows several different icons:

The center icon shows the camera type and location. The images to the left show an Axon Body 3 camera (top), Axon Fleet 3 (center), and an Axon Air (bottom).

The color dot in the lower-right indicates device status.

- A red dot indicates that the device is recording.
- A green dot indicates that the device is buffering. It may indicate the last reported location of the device location, depending on the device and agency settings.
- A gray dot indicates that the device is off or docked. It may indicate the last reported location, depending on agency settings. The length of time it remains on the map depends on the Respond Device Location Filter setting for your agency.
A number marker indicates a cluster of multiple devices, indicated by number, near the location. Click to zoom in or manually zoom in to see individual camera markers. If devices are in different states, the color dot is shown for the highest state in the following order: recording, buffering, and off/docked.

Right-clicking on a cluster shows a list of devices in the cluster. The order of device listing is: active devices with alerts, active devices with recently active alerts, recently active devices, and devices that are off.

Because location of the marker is based on GPS, the actual accuracy of a camera's location can vary. When the location is clicked from the Recording list, the map jumps to the location and the marker shows a blue circle around it, as shown in the image to the left. The blue circle provides a visual indication of the approximate camera location. The camera is in the circle, but not necessarily in the center.

**Navigating the Map**

- Click, hold, and drag your mouse to move around the map.
- Click the map + or – icons (lower right of the map) to zoom in or out.
  OR
  Use your mouse wheel to zoom in and out.
- Click **View All Officers** to zoom out to all cameras currently on the map.

**Real-time Alerts**

When an officer takes an action that is configured for notification, including actions for Axon Fleet 3 vehicles, the information is passed to Axon Respond for Devices as an alert or general officer activity notification.

Actions configured as High Priority Alerts send an alert to Axon Respond for Devices in real-time. Users are shown alerts as a banner at the top of the map.
Clicking on the banner takes you to the map location of the alert. Clicking X dismisses the banner.

The alert is also shown in the livestream view, Recording list, and map marker for the officer has a red ring placed around it, as shown below.

The alerts are shown in the Recording list, marker, and map for 4 hours or until marked as false or resolved.

Actions configured for General Officer Activity send the information to the livestream view, Recording list and marker in the Officer Activity section.

See Axon Respond Notification Configuration for information on configuring alerts and notifications.

### Marking Alerts as False or Resolved

When an alert is shown on the Respond map, authorized users can click the additional actions button (•••) and select to mark alerts as False or Resolved from the recording list or livestream window. After an alert is marked as false or resolved, the red alert ring is removed from the device map icon on the Respond map. Note that if there are other active alerts associated with the device, the red ring will remain on the device map icon.

If comments are optional or required, a text box appears for the user to enter a comment. Comments can be seen by hovering your cursor over the false or resolved alert.
See **Respond Deactivated Alerts Configuration** and **Axon Respond for Devices Role Permissions** for more information about enabling this option and the required user permissions.

### Recording List and User Search

The Recording button on the map shows the number of cameras that are currently recording. Clicking the button opens the Recording list, which shows a list of names for active or recently active users, vehicles, or devices. The Recording list can be used to show the most recent device location and start a livestream. The list is sorted alphabetically with cameras that are currently recording listed first.

The length of time a marker remains on the map depends on the **Respond Device Location Filter setting** for your agency.

**Note:** Livestreaming is only available for Axon Respond for Device+ license users.

- Clicking location moves the map to the marker location and shows the marker information.
- Clicking **Live Stream** starts a livestream for the selected camera.
  
  **Note:** For Axon Fleet 3, only the Dual View is available for livestreaming.
- Open multiple livestreams by selecting the check box for each camera and then click **Stream Active Cameras**.
There is also a search option where the viewer can type a user's name to search for the user.

- Click to minimize list
- Name search
- Stream selected cameras
- Battery charge (Axon Body 3 only) and LTE signal level (signal level only shown when recording)
- Select camera
- Assigned user or vehicle name
- Click to open livestream
- Click location update to go to camera position on the map
Device State and Battery Information

When a marker is clicked on the map or the location is clicked from the Recording list, the device information is shown. If the camera is recording, a livestream can be started.

Livestreaming

While recording, livestreams can be viewed from Axon Body 3 and Axon Air cameras. Multiple users, up to 25, can view the same stream from a single camera, and the latency is generally less than 1 second.

Livestreaming can impact Axon Body 3 camera battery capacity, reducing charge by approximately an additional 10% for every 30 minutes of livestreaming. But this will also depend on other environmental factors.

A viewer must click on the marker on the map or open the Recording list and click Live Stream to start the livestream. The Live Stream button is gray if you are watching the livestream.

The livestream views are opened on the map above the camera marker. You can have up to 25 livestream views open at a time. The volume can be changed or muted and the livestream can be expanded to the full screen by clicking the full screen icon.

Livestreaming default ratings are:

- Bitrate is 1 Mbps for video and 128 Kbps for audio (bitrate measures the amount of data transmitted in a given amount of time).
- Streaming quality (resolution) is 480p (848x480).
- Frames per second is 30fps.
To move the livestream view window, click, hold, and drag the window in your browser. Users can have multiple livestream view windows opened and move them to provide an optimal viewing experience. Each livestream view includes an icon denoting if the window untethered from the camera marker (has been moved away from the marker) or if it is tethered to the marker.

Clicking the untethered icon moves the window back to camera marker and tethers it there.

When a livestream ends or fails due to signal strength or connection issues, a message is displayed on the livestream viewer.

### Audit Trail

When a livestream is accessed, the information is logged in the user and device audit trails.

- The user audit trail shows the date-time the livestream is accessed and closed, along with the serial number of the camera.
- The device audit trail shows the date-time the livestream is accessed and closed.
**Known Issues and Exceptions**

- While a stream is active, if the computer goes to sleep the livestream is not automatically stopped; a viewer has to either stop recording or the stream has to be restarted and stopped.

- The signal strength for Axon Fleet 3 vehicles is not displayed as part of the initial release.

- Gunshot detection alerts are not provided if the Axon Body 3 camera is already recording.
Axon Respond for Devices Settings and Permissions

This section provides information on the required Axon Body 3 camera settings and Role permissions to use Axon Respond for Devices at your agency.

Axon Body 3 Camera Settings for Axon Respond for Devices

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

See the Axon Evidence Help Center Body Camera Settings article or Administrator Reference Guide for information on changing the agency settings for your Axon Body 3 cameras.

- **Make location information available to Axon Respond**: This setting determines if location information is made available in near real-time to authorized agency users.

  **Note**: The Location available when camera is recording and buffering setting requires Axon Body 3 camera operating system 1.10 or higher.

- **Live streaming**: This setting determines if cameras can stream audio and video while recording to authorized agency users. This setting is only available if your agency has Axon Respond for Devices+ license users.
- **Gunshot detection notification**: This setting determines if a notification is made available in near real-time to authorized agency users.

**Note:** Gunshot detection is still in beta testing.

### Axon Fleet 3 Camera Settings for Axon Respond

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

See the *Administrator Reference Guide* for information on changing the agency settings for your Axon Fleet 3 settings.
• **Include Location Information in Axon Respond and Device Inventory:** This setting determines if GNSS/GPS location data is made available in near real-time to authorized agency users in Axon Respond and on the Axon Evidence Device page.

• **Livestream:** This setting determines if the Dual-View camera can stream audio and video to authorized agency users while recording or while recording and buffering. This setting is only available if your agency has Axon Respond for Devices+ license users.

## Axon Respond for Devices Role Permissions

Agency Axon Evidence administrators must enable the appropriate permissions for the Roles that will use Axon Respond for Devices before users can access the Respond map.

The administrators can modify an existing Role to enable the permissions. If you do not want to modify an existing Role you can create a new Role or copy an existing Role and enable Axon Respond permissions. We recommend you name the Role to indicate access to Axon Respond.

See the Axon Evidence.com Help Center [Roles & Permissions article](#) or [Administrator Reference Guide](#) for information on adding or editing Roles and permissions in Axon Evidence.

There are three permissions associated with Axon Respond for Devices.

<table>
<thead>
<tr>
<th>Permission</th>
<th>Allow</th>
<th>Prohibit</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Location Map</td>
<td>Allowed</td>
<td>Prohibited</td>
</tr>
<tr>
<td>Live Stream</td>
<td>Allowed</td>
<td>Prohibited</td>
</tr>
<tr>
<td>View Respond Audit Log</td>
<td>Allowed</td>
<td>Prohibited</td>
</tr>
<tr>
<td>Mark Alert as False or Resolved</td>
<td>Allowed</td>
<td>Prohibited</td>
</tr>
</tbody>
</table>

- **View Location Map:** Allows the user to access the Axon Respond map and view camera locations.

- **Live Stream:** Allows the user to view camera livestreams on the Axon Respond map.

- **View Respond Audit Log:** Allows as user to view and download the record of Axon Respond for Devices activity.

- **Mark Alert as False or Resolved:** Allows a user to mark and alert (gunshot or CEW) as false or resolved in Axon Respond.

Users must be assigned to roles with the appropriate permissions to view the map and camera livestreams.
Axon Respond for Devices Settings

The Respond Settings page provides access to the Axon Respond for Devices Agency Audit Trail, the Respond Notification Configuration options, and the Respond Warning Configuration.

Agency Audit Trail

The agency Axon Respond for Devices Audit Trail consolidates all Axon Respond for Devices information, such as which users accessed the Axon Respond map or a livestream, into a single audit trail.

Only users with the View Respond Audit Log permission set to Allowed for their assigned Role can access and download the audit trail.

The audit trail is launched from the Respond Settings page. The user can select the time frame shown in the audit trail.

Note that Axon Respond information is also contained in the individual device and user audit trails. Those audit trails will continue to show Axon Respond for Devices information for the devices and users.

Notification Configuration

The Respond Notification Configuration section allows your agency to configure which Axon Signal based alerts are shown by Axon Respond.

The configuration page lists the Axon Signal based activations available to your agency, based on your Signal Configuration settings, Axon Fleet 3 Configurations, and Axon Body 3 gunshot detection.
Note: The Axon Body 3 gunshot detection feature is currently in beta testing.

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, an alert is shown in the alerts banner on the Respond map, the associated camera marker is surrounded by a red circle, and the alert is added to the device marker.

- **General Officer Activity** - The information is only noted in the Officer Activity section on the device marker and will not generate an alert.

- **Off** - No information is shown by Axon Respond.
Setting Axon Respond Notification Configurations

Agency Axon Evidence administrators can configure the notification options.

1. On the menu bar, click **Admin** and then, under Devices and Applications – Respond, click **Respond Settings**.

2. On the Respond Settings page, scroll down to the Respond Notification Configuration section.

3. Find the Axon Signal based activation you want to change and click the settings icon (***).

4. Select the appropriate option from the list.

5. Repeat steps 3 and 4 until all the activations are in the appropriate sections.
Respond Warning Configuration

The Axon Respond Warning Configuration can be used by agencies that allow wide access to the Respond map to remind users about the potentially sensitive information available on the Respond map and livestream view. When the option is enabled, a custom warning message is shown to a user when they open the Respond map and requires them to confirm the message to view the Respond map. Each time a user confirms the message or cancels and exits the Respond map, it is recorded in the user and agency audit trails. An example warning is shown below.

Enabling the Respond Warning

Agency Axon Evidence administrators can enable the option and set the warning message title and text.

1. On the menu bar, click **Admin** and then, under Devices and Applications – Respond, click **Respond Settings**.
2. On the Respond Settings page, scroll down to the Respond Warning Configuration section.

3. Select the toggle switch to enable the warning.

4. Enter the warning title and text information:
   - In the Warning Title field, enter the title for the warning message. The title can be a maximum of 25 characters.
   - In the Warning Text field, enter the text for the warning message. The message text can be a maximum of 255 characters.

5. Click Save.

   The system asks you to confirm the change.

When a user tries to go to the Respond map, the message is displayed, and the user must confirm they understand the message before they can view the map.

### Disabling the Respond Warning

Agency Axon Evidence.com administrators can disable the option. Note that the existing warning message title and text is not removed when the warning is disabled.

1. On the menu bar, click Admin and then, under Devices and Applications – Respond, click Respond Settings.

2. On the Respond Settings page, scroll down to the Respond Warning Configuration section.

3. Select the toggle switch to disable warning.

4. Click Save.

   The system asks you to confirm the change.
**Respond Deactivated Alerts Configuration**

The Respond Deactivated Alerts Configuration feature allows authorized users to deactivate alerts by marking them as false or resolved and add comments to events.

1. On the menu bar, click **Admin** and then, under Devices and Applications – Respond, click **Respond Settings**.

2. On the Respond Settings page, scroll down to the Respond Deactivated Alerts Configuration section.

3. Select the toggle switch to enable the feature.

4. Select the appropriate Comments option for your agency.
   - Required means that users must enter a comment before an alert can be marked as false or resolved. Optional allows, but does not require, users to enter a comment. Disabled does not allow users to add comments.

5. Click **Save**.

Once the feature is enabled, users with the Mark Alert as False or Resolved permission set to allowed can mark alerts as false or resolved.

**Respond Device Location Filter Setting**

The Respond Device Location Filter setting allows agencies to set how long the most recent device location is shown on the Respond map.

When the filter is enabled, the default setting is within 8 hours. Only devices that have reported a location within the selected time are shown on the Respond map. When the filter setting is disabled, only devices that have sent location information within the previous 30 seconds are shown on the Respond map. Changes to the Respond Device Location Filter setting are tracked in the Agency and User Audit Trails.
**Note:** This setting only affects the Respond browser map does not affect the Axon Aware mobile application.

1. On the menu bar, click **Admin** and then, under Devices and Applications – Respond, click **Respond Settings**.

2. On the Respond Settings page, scroll down to the Respond Device Location Filter section.

3. Select the toggle switch to enable the feature.

4. Select the appropriate time option for your agency.

5. Click **Save**.

When the filter is enabled, only devices that have reported a location within the selected time are shown on the Respond map. When the filter setting is disabled, only devices that have sent location information within the previous 30 seconds are shown on the Respond map.