# AXON

# Body 2 Camera
# User Guide

Models: AX1001, AX1019

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# Contents

# Introduction and registration

Axon Body 2 is a body-worn camera system for use in tough environmental conditions encountered by law enforcement, corrections, military, and security personnel. The camera records events for secure storage, retrieval, and analysis on Axon Evidence or Axon Evidence Local. The Axon View app lets you review footage on a smart device prior to uploading.

Watch this video for a quick start guide to your Body 2 camera.

## Important safety and health information

Read, understand, and follow all warnings and instructions before using this product. The most up-to-date warnings and instructions are available at www.axon.com.

## Additional reading

This manual discusses how to operate the camera. Other manuals cover additional aspects of the camera system. These documents are available at help.axon.com.

For details on working with uploaded videos and managing cameras, including inventory management and organization-wide settings, see the Axon Evidence User and Administrator Reference Guide.

For details on installing and setting up the dock to transfer information and recharge your camera, see the **Axon Dock** section (or PDF) on your camera's product page at my.Axon.

For instructions on using Axon cameras with a smart device, see the Axon View for Devices User Manual for Android or iOS.

Links to Axon Academy training videos appear in relevant topics of this guide, including how to register for and use the Axon Evidence website, configure settings, install Evidence Sync software, assign personnel to cameras, recharge your camera, and transfer video to a computer.

## Register camera

Cameras must be registered by your organization before they can be assigned to users. Additionally, you should adjust the organization-wide camera settings in Axon Evidence before assigning cameras to users.

An admin registers a Body 2 camera using Evidence Sync or by placing it in a registered and networked Body 2 dock. Learn more about these two methods at Axon Academy.

# FAQs

For camera registration FAQs, including error codes when registering through ADM, see [Camera registration](#) in Troubleshooting on page 25.

# Get to know your camera

## Button actions

There are several buttons and features that perform as described below.

Watch this [video](#) for an overview of Body 2 button layout and functions.

**Front view**



1. Lens
2. Dual-channel mic
3. Speaker
4. Power
5. On/off indicator
6. Function
7. Event
8. Battery LED
9. Battery status
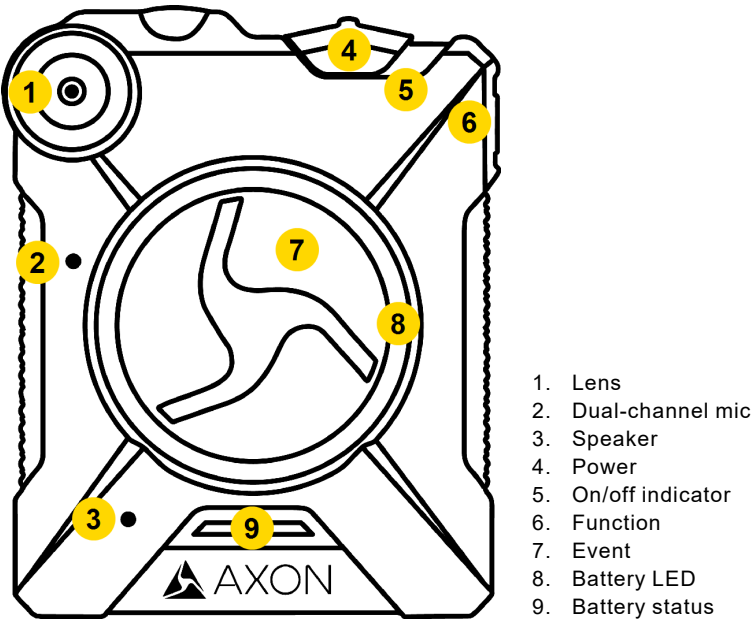
| Action | Button Presses |
|---|---|
| Battery status button | Press to view battery capacity on Battery LED (see [LEDs and sounds](#) on page 11). |
| Function button | Used for device pairing, mute, and to add markers while recording. |
| Marker, add | Press **Function** while recording |
| Mute on/off | Press **Function** for three seconds while recording |
| Pairing | Press **Event + Program** simultaneously |
| Power off | Move **Power** to Off (red indicator hidden) |
| Power on | Move **Power** to On (red indicator shows) |
| Recording start | Double-press **Event** |
| Recording stop | Press **Event** for three seconds |

| Action | Button Presses |
|---|---|
| Stealth mode, enter | Press **Battery status** for 10 seconds* |
| Stealth mode, exit | Press **Battery status** for 10 seconds* |

* The camera remembers the previous volume and light settings when exiting Stealth mode.

For details on screen icons and meanings of both the top and front LEDs, see LEDs and sounds on page 11.

### Top view
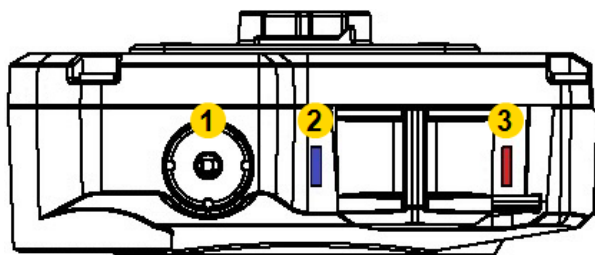


1. Connection socket
2. Function LED
3. Operation LED

**Connection socket** – For data transfer and charging.

**Function LED** – Communicates mute mode, Bluetooth, Axon View XL connection, and errors.

**Operation LED** – Communicates recording, buffering, power on/off, and errors.

### Bottom view
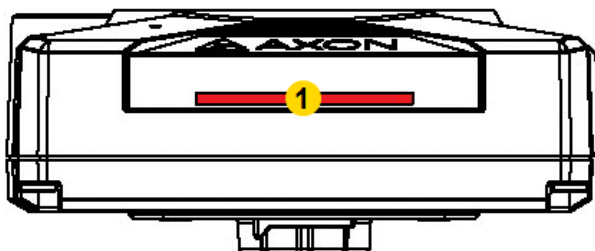


1. Status LED

- **Status LED** – Displays camera status when docked.

## Accessories and mounts

The Body 2 camera works with a variety of Axon mounting systems.

> **Note** As with any radio frequency or electronic device, Axon recommends to avoid placing the camera directly next to your radio to prevent inadvertent radio activation.

The various mounts that use this system can be used with a wide variety of uniforms to fasten the camera to your shirt, vest, or jacket.

In general, Axon mounting systems consist of the attachment piece (called the key) on the camera and the attachment receiver (called the lock) on the mount. To lock a camera in place, insert the key of the camera into the lock of the mount (the camera will typically be sideways) and turn it 90 degrees counterclockwise (when you are looking straight at the mount). To release the camera from the mount, turn the camera 90 degrees clockwise.

When wearing the camera, you can use the livestreaming feature of the [Axon View](#) app (see page 13) to show the camera's view.

You can find further information on mounting options, including demonstration videos, on my.Axon at [Body-Worn Camera Mounting Options](#).

# Configure your camera

During normal operation, the camera uses lights, sounds, and vibrations (haptic feedback) to notify you of the camera status. These indicators and notifications are managed by your organization and can be configured to allow you to change the setting for your assigned camera.

Check with your Axon administrator to learn which configuration settings you can change. In addition to the methods described below, you may also be able to configure some settings from different software applications:

- **Axon View** – Install on your smart device from your app store, select **Settings** (see Axon View on page 13). Go to the Axon View product page or see the Axon View for Devices User Manual for Android or iOS for details about using Axon View. Your camera must be turned on and paired with your mobile device.

- **Axon Evidence** – If your role allows access to the Admin menu, select **Admin** > **Devices and Applications** > **Axon** *model*. Settings will update the next time you dock the camera or it connect to approved Wi-Fi (if enabled).

- **Evidence Sync** – Download from Axon Evidence under **Help**. For details on all the following features, see the Evidence Sync product page.

## Adjust volume

During normal operation, the camera emits beeping sounds, called audio prompts, to notify you of the camera status.

To adjust camera audio prompt volume:

### Use Axon View or View XL

In Settings, tap **Volume** and select the volume level. The camera beeps once at the volume you tapped, or if you tapped Off, the camera is silent.

## Light setting

During normal operation, the camera shows camera status using LEDs. For a description of what the different colors indicate, see LEDs and sounds on page 11. Settings or the ability to change them may be restricted by your administrator.

To change the brightness of the LEDs:

### Use Axon View or View XL

Tap the switch to the right of **Indicator Lights** to change the setting.

## Camera vibration

During normal operation, the camera uses vibrations (haptic feedback) to indicate camera status.

### Use Axon View or View XL

Tap the switch to the right of **Vibration** to change the setting.

## Axon Signal

This camera is compatible with Axon Signal technology. Your administrator must activate Axon Signal capability prior to use.

When it is active, Axon Signal technology can broadcast a signal that allows your camera to transition from Ready to Recording mode automatically. When your camera starts recording, you will see, hear, and feel all the normal start-recording notifications.

Axon Signal technology transmissions only allow cameras to start recording. Axon Signal technology does not transmit a signal to end recording. The camera must be stopped manually.

Axon Signal technology cannot power an Axon camera on. If the camera is off, it will not record.

Devices equipped with Axon Signal technology have a signal range of approximately 30 feet (9.1 meters) and can be purchased separately from the Axon Body camera.

## Other settings (admin)

Your organization's Axon administrator can configure additional settings and functionality (such as video quality and pre-event buffer time) for your camera. The list of options is in Admin settings on page 16. Check with your Axon administrator for information about which settings and functionality are available for your camera.

# Operate your camera

Before operating an Axon Body Camera, ensure it is fully charged and properly configured. For details, see Charge the battery on page 18.
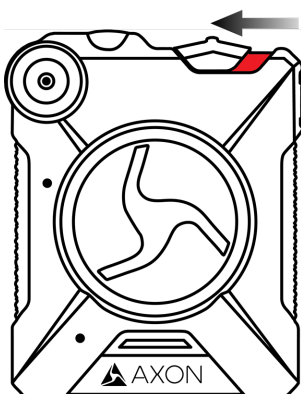
## Operating modes

This camera has two operating modes:

- Ready (Buffering) – Camera is on and is pre-event buffering
- Recording (Event) – Camera is recording

### Turn on the camera and Ready mode (buffering)

Move **Power** to On so the red indicator shows. The camera enters Ready (Buffering) mode.



When the camera is in Ready mode:

- The Operation LED on top of the camera blinks green ▮▮▮▮▮
- The camera is capturing video but not recording to permanent memory

The pre-event buffer is configurable between 0 and 120 seconds, but set at 30 seconds by default.

When Recording (Event) mode is activated, the buffered video captured directly before the event is saved and attached to the event in permanent memory. This feature captures the video of an incident just before a recording begins. The camera does not capture audio within the pre-event buffer by default (but can be set to do so by an admin).

Ready mode starts when the camera is turned on. It does not buffer video when the camera is turned off or docked.

### Start Recording mode (event)

1. To begin recording, double-press **Event**. When your camera starts recording, it emits two short tones and two short vibrations. The camera provides indications it is in Recording mode:

   - The Operation LED on the camera blinks red ▮▮▮▮▮.
   - The camera emits two short tones and two short vibrations every two minutes as a recording reminder.

2. To stop recording and return to Ready mode, press **Event** for three seconds. The camera emits one long tone and vibrates.

The maximum length of a recording is four hours. If your recording reaches this limit, the camera stops and starts a new one.

## Mute audio recording

If your organization's administrator has configured your camera to do so, you can mute audio while recording video.

1. Press **Function** for three seconds to mute audio capture. The Function LED blinks blue ▮▮▮▮▮ while the camera is muted.

2. Press **Function** another three seconds to cancel mute.

## Stealth mode

Use Stealth mode to turn off the LEDs, sounds (audio prompts), and vibrations (haptic feedback) on your camera. This is useful for both tactical situations and when dealing with members of the public with light/sound sensitivity.

### Use camera controls

- To enter or exit Stealth mode – Press **Battery status** on the front for 10 seconds.

### Use Axon View or View XL

Tap the switch to the right of **Stealth mode** to change the setting.

## Add markers while recording

Markers are useful for indicating an important event that you want to easily find when replaying the video. The marker is shown when the video is replayed in Axon Evidence and documented in the audit trail.

To add a marker to a video while you are recording, press **Function**.

## Battery status

The battery capacity for your camera appears on the camera display as a percentage. The Operation LEDs also reflect battery level; see LEDs and sounds on page 11.

# LEDs and sounds

This section lists LED indications and haptic feedback signals used by the camera.

| Description | Operation LED | Function LED | Battery LED |
|---|---|---|---|
| Battery capacity (press **Battery status**, front bottom) | | | ▬ Green: 40–100%<br>▬ Yellow: 20–39%<br>▬ Red: <20% |
| Bluetooth connecting | | ▬ Blue | |
| Clock not set or error | ▬ Red | ▬ Red | |
| Event (Recording) mode (including if started by Axon Signal*) | ▦ Blinking red | | ▦ Blinking red** |
| Mute mode | | ▦ Blinking blue | |
| Powering on/off | ▬ Red | | |
| Ready (Buffering) mode (if configured) | ▦ Blinking green | | ▦ Blinking green** |
| Recovering interrupted video | ▦ Blinking red | ▦ Blinking red | |
| View XL, connecting (Fleet only) | | ▦ Blinking purple | |
| View XL, connected (Fleet only) | | ▬ Purple | |

* May not be enabled at your agency. ** If configured to mimic Operation LED.

## LEDs while docked

The round Battery LED on the front of the camera and Status LED on the bottom (top when docked) shows information while docked.

| Description | Battery LED |
|---|---|
| **Battery charging** – LED colors show the charge level. | ▬ Green: >98%<br>▬ Yellow: 20–98%<br>▬ Red: <20% |

| Description | Status LED |
|---|---|
| **Dock has no communication** with the camera. Ensure the camera is fully seated and the dock core and bays are properly connected. | LED off |
| **Error** – Device not assigned, agency mismatch, camera in offline mode, or device error | ▮▮▮▮▮ Blinking red |
| **Error, Transfer** – Data transfer error, re-trying | ▮▮▮▮▮ ▮▮▮▮▮ Blinking green and yellow |
| **Network error** – Verify dock is registered (see dock manual) | ▮▮▮▮▮ ▮▮▮▮▮ ▮▮▮▮▮ Blinking red, yellow, and green (all colors) |
| **Updating, charge, or memory** – Firmware update, battery charging, extremely low battery, or memory full; DO NOT remove camera from dock | ▮▮▮▮▮ ▮▮▮▮▮ Blinking red and yellow |
| **Video** queued, waiting to upload | ▮▮ Yellow |
| **Video** uploading | ▮▮▮▮▮ Blinking yellow |
| **Video** uploaded, device ready | ▮▮ Green |

## Audible and haptic notifications

The camera emits audio prompts to notify you of device status. These prompts are accompanied by a vibration (haptic feedback). These prompts usually occur after you perform an action with the camera.

| Operating Mode or Action | Audio Notification (beep) | Haptic Notification (vibration) |
|---|---|---|
| Battery low, buffering (<20 minutes remaining) | Four every 20 seconds | Four every 20 seconds |
| Battery low, recording (<3 minutes remaining) | Four every 20 seconds | Four every 20 seconds |
| Camera memory full | Three | Three |
| Internal clock not set or error (Operation and Function LEDs also solid red ▮▮) | Five every 20 seconds | Five every 20 seconds |
| Power on or off | One | One |
| Recording | Two at start and every two minutes | Two, every two minutes |
| Recording stop, return to Ready mode | One, long | One, long duration |

# Axon View

The Axon View application lets you replay video and add metadata (title, case ID, and category) to your videos using a smart device. It also allows you to view the live feed of your camera whether buffering or recording.

To download and install Axon View:

1. Download the Axon View application from your device's app store.

2. Install and open the Axon View app.

3. Follow the on-screen instructions or go to help.axon.com for additional information.

| | |
|---|---|
| **Note** | All data is stored on the Axon camera. No videos are stored on your smart device. |

Go to the Axon View product page or see the Axon View for Devices User Manual for Android or iOS for details about using Axon View.

## Pair your camera with a smart device

For additional information on using Axon cameras with a smart device, see Sign in and connect body camera at my.Axon.

| | |
|---|---|
| **Note** | Internet access is required to pair the camera with Axon View. The security model for Axon View with the camera requires server login access when pairing and when the authorization on the camera expires (approximately every 10 days). Your admin must enable **Pair with Axon Applications** under App Support to pair with Axon View. |

1. Turn on the camera.

2. Open Axon View, select your camera, and tap **Initiate Pairing**.

3. On the camera, press **Event** and **Function** simultaneously. You'll hear three short rising-pitch beeps and the Operation LED blinks blue ▮▮▮▮.

4. Follow the Axon View on-screen instructions. Tap the serial number for your camera. When pairing is complete, live video appears in Axon View.

# Evidence Sync

If you do not have an Axon Dock, your agency can let you use Evidence Sync on a Windows compatible computer to upload your videos to Axon Evidence or download them to a computer.

The Preview mode noted below is only for identifying videos; the video may appear choppy and does not represent the quality of the uploaded video.

## Upload to Axon Evidence

1. Start Evidence Sync by double-clicking the SYNC desktop icon, or **Start** > **All Programs** > **SYNC** and select **SYNC**.
2. Enter your sign-in information and select **Submit**.
3. Connect the camera to the computer using the USB Sync cable.
4. Select the **Video List** tab.
5. On the video row, select the video and then **Click here to play** to preview the desired video(s).
6. Select the check box next to the video(s) to upload.
7. Select **Upload Selected**. The video uploads to Axon Evidence and is removed from the camera.
8. Find the uploaded video in the list.
9. Select **View Uploaded** to watch the video on Axon Evidence. Individual users can only load a camera assigned to them; an administrator can load any camera.

## Download in offline mode

1. Start Evidence Sync in Offline mode. If you are in Online mode, select **Go Offline** at the upper right.
2. Connect the camera to the computer using the USB Sync cable.
3. Select the **Video List** tab.
4. On the video row, select the video and then **Click here to play** to preview the desired video(s).
5. Select the check box next to the video(s) to upload.
6. Select **Download Selected**.
7. In the Status column, select **Downloaded** on the video row and review the video to confirm the download completed.

8. Select **Delete Selected** to delete the video.

> **Tip**   In Offline mode, videos are not automatically deleted from the camera after download. Since the camera will not record if its memory is full, it's important to delete videos after an offline download.

9. To find the original video file, select the **Downloaded Videos** tab and then **Locate** next to any video thumbnail to open its host folder.

10. To play a video, select the **Downloaded Videos** tab, then select a thumbnail.

# Admin settings

This section discusses camera settings available in Axon Evidence under **Admin** > **Devices and Applications** > **Body Camera** > **Axon Body 2 & Flex 2**. Not all settings may be applicable at your organization.

## Video

| Action | Definition |
|---|---|
| Quality | Determines the camera's recording quality. |
| Pre-Event Buffer | Determines the buffer duration included in the final video. |
| Watermark | Adds a permanent watermark with date, time, and camera serial number to the upper-right corner of videos. |
| Show recording status with front camera light | Illuminates the front-facing Battery LED to provide a visible indication of recording status. The light blinks green ▮▮▮▮ during buffering, red ▮▮▮▮ when recording. |

## Audio

| Action | Definition |
|---|---|
| Record Audio | Enables audio along with the video. |
| Toggle Camera Audio | Lets users mute audio on their camera. |
| Pre-Event Buffer Audio | Enables audio in the pre-event buffer. |

## App support

| Action | Definition |
|---|---|
| Axon View | Allows cameras to be paired with Axon View. When disabled, cameras can still be connected via wired connection to View XL (Standalone). |

## Axon Signal

Configure assigned personnel activation in Axon Evidence under **Admin** > **Signal**.

| Action | Definition |
| --- | --- |
| Signal Activation | Lets camera recording be activated by Axon Signal. |

## User configurable settings

| Action | Definition |
| --- | --- |
| Users Can Use Stealth Mode | Lets users enable Stealth mode on their camera, which disables all lights, audio, and haptic feedback. |

## Additional settings

| Action | Definition |
| --- | --- |
| Bookmark while recording | Lets users add a bookmark during a recording by pressing **Function** on the side of the camera. The bookmark appears on the video in Axon Evidence. |
| Offline Configuration | Determines if Axon Body 2 and Axon Flex 2 cameras can be used in standalone (offline) mode. |
| Enhanced Low Power Warnings | Warns of low battery capacity using the Battery LED and audio signals. The in-field Battery LED is green ▬ above 66%, yellow ▭ at 66–33%, red ▬ below 33%, and blinking red ▌▌▌▌▌ and yellow ▐▐▐▐▐ when critically low. The audio warning consists of four audio beeps and haptic vibrations at 20%, 15%, 10%, and 5% battery. Immediately before the device shuts down due to low power, it will emit an extra-long audio beep and haptic vibration. |

# Care and maintenance

This section describes cleaning, charging, and storage for the camera.

Never disassemble the camera beyond what is required to change the battery as this can compromise camera integrity and invalidate the warranty. The camera does not contain a memory card or any user-replaceable parts other than the battery.

Follow all cleaning agent manufacturer directions.

## Clean the camera

Watch this [video](#) for an overview of body camera cleaning for a Body 3.

Use a soft, damp cloth to clean the surface of the camera. Do not use harsh cleaners or solvents. Ideally, moisten the cloth with isopropyl alcohol.

Do not immerse the camera in water or cleaning solutions.

If the camera lens becomes dirty, use a lens blower brush to clean it and then wipe it with a soft cloth as needed.

If the camera display becomes dirty, clean with a damp cloth and dry with a soft cloth. Do not use ammonia-based or similar type window cleaners on the camera lens or display as these normally contain abrasives that can scratch.

Do not place the lens under running water or apply jets of water.

Do not use compressed air to clean the camera. Compressed air may damage the camera's microphones.

Ensure the microphone openings are clear of debris.

## Charge the battery

A fully charged camera battery should provide enough power for approximately 12 hours of normal operation. Recharging a battery after a 12-hour use can take up to nine hours if you are recharging on an Axon Dock. Recharging could take considerably longer if recharging from a computer.

Charge the camera battery by placing the camera in the dock or connecting a USB Sync cable.

| Note | Ensure the Connection socket is dry and free of dirt and debris before placing the camera in a dock or connecting a USB Sync cable. |
|---|---|

The dock functions as an ethernet adapter, an unmanaged network switch, and charger. It charges and uploads video to Axon Evidence simultaneously.

When approximately 10% of the battery capacity remains, the camera emits four quick tones and four short vibrations. These alerts repeat at 5% capacity.

Recharge a depleted battery as soon as reasonably possible.

Instructions for replacing the camera battery are available from your Axon representative.

## Charge without a dock

To charge the camera when no dock is available, use a USB Sync cable. You should still regularly place your camera in its dock to ensure it has the correct time synchronization and receives the latest firmware updates.

Charge your camera with a USB Sync cable.

1. Connect the camera to the USB Sync cable.
2. Connect the cable to a power adapter or USB port. A power adapter generally provides more charging power than a device's USB port.

   - If the camera was off, it enters low-power mode and the current charge level appears on the camera display. When you remove the cable, the camera turns off. During charging, power the camera on normally at any time and it enters Ready mode (buffering).
   - If the camera was on, it remains on with the charging icon beside the battery. When you remove the cable, the icon disappears and the camera remains on.

The color of the Battery status LED provides a visual indication of the charge level. The LED is red ▬▬ when the charge level is 20% or less, yellow ▭▬ at 20–98%, and green ▬▬ at 98% or higher.

## Replace the battery

Replacement batteries are combined with the back portion of the camera. Replacing a battery involves removing the back of the camera and installing a new one.

1. Turn the camera off.
2. Use a Torx T6 screwdriver to remove the six screws from the back of the camera.
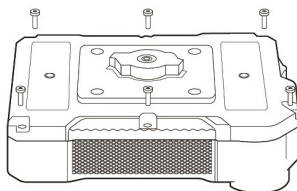
3. Remove the back of the camera.
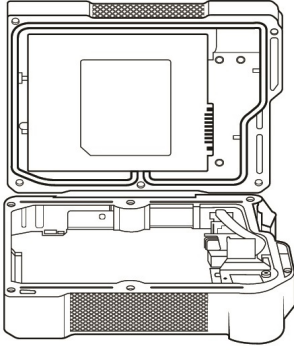


4. Install the new camera back and reinstall the six screws. Do not overtighten.

## Internal clock

Place your camera in an Axon Dock or connect it to View XL Standalone mode to update the camera's internal clock.

## Update firmware

Return your body camera to its networked charging dock on a regular basis, ideally at the end of every daily shift. This will recharge the battery, upload data to Axon Evidence, and download and apply any available firmware updates. While docked, the Status LED on the bottom (now facing up) blinks red ▮▮▮▮▮ and yellow ▮▮▮▮ while downloading new firmware. Avoid removing the camera during a download.

## Moisture

Don't charge your camera while the Connection socket on the camera or dock is wet.

If the Connection socket is wet, use a paper towel or absorbent cloth to blot the connector and then allow it to fully dry before charging.

If a camera is charging when it gets wet, remove it from the charging source (dock or cable), use a paper towel or absorbent cloth to blot the Connection socket, and then allow it to fully dry before charging again.

The Connection socket must be fully dry before placing the camera in a dock or connecting a cable.

## Camera storage

| | |
|---|---|
| -04–95 °F<br>-20–35 °C | Do not store Axon body-worn cameras in environments where the temperature is likely to be outside the maximum (such as under direct sunlight, near heaters, or in a vehicle in extremely hot weather) or minimum values. |

| | |
|---|---|
| 70–75 °F<br>21–24 °C | For long-term storage, ensure room temperature is in this range and Battery LED is yellow 🟨 before powering down. Every six months, run the camera until the battery is depleted, then recharge until Battery LED is yellow 🟨. Do not store the camera battery fully charged or fully discharged. |

## Troubleshooting

Most issues with your camera can be cleared by restarting it. If you can't resolve your issue, contact your Axon administrator or Axon technical support at help.axon.com for additional support.

In this topic:

- General FAQs
- Axon Dock FAQs
- Camera registration FAQs
- ADM error codes

## General FAQs

### Why is my camera LED cycling through all the colors (blinking red, yellow and green)?

- Check your network connection. Un-dock and re-dock your device and check if the error resolves.
- Restart the camera and check and check if the error resolves.
- Ensure the dock is registered.
- Refer to the camera's device profile page in Axon Evidence for additional error information.
- If none of the above work, contact technical support at help.axon.com.

### I accidentally undocked my camera while it was updating firmware. What do I do?

No special action is needed, nor is your camera damaged. Avoid removing a camera from the dock while firmware is being applied, indicated by the Status LED blinking red ▐▐▐▐▐ and yellow ▐▐▐▐. But if it happens:

- If the camera was undocked when downloading the firmware, it resumes downloading the next time it's docked.
- If the camera was undocked while updating firmware, it continues updating until it is completed. Ensure the camera has enough battery power for the update to complete.

  | | **Important** | Never power the camera off while firmware is being applied. |
  |---|---|---|

### Why does Windows Media Player (WMP) keep playing the wrong audio track?

This is a known issue with WMP and dual-track media files. One solution is to select the other audio track in WMP, which is different for each version. Another is to use a different media player, like the free and open-source VLC Media Player (Axon does not specifically approve use of any one media player).

### Why is the buffer video length shorter than expected?

A recorded video may have a shorter buffer period than expected if:

- You started a recording shortly after turning the camera on, so the preconfigured buffer length has not yet elapsed.
- You ended one recording and started another before the preconfigured buffer length elapsed.
- The buffer is off or set to a different duration than expected in Axon Evidence.

### Why can't I mute the video audio while recording?

This feature must be enabled in the Admin section of your Axon Evidence account. To use, see Mute audio recording on page 9.

### Why is the time/date on my videos off?

See Axon Camera Video Watermark Timestamp for a discussion of how to set or disable time zone in a camera recording watermark.

### Why don't my camera LEDs illuminate?

Your camera may be in Stealth mode. While paired to the camera:

1. Open Axon View.
2. Select the **i** icon in the top left.
3. If Stealth mode is toggled on (green ▬), toggle it off (grey ▬).

### Why does my TASER device SPPM battery not activate my body camera?

See this separate help topic: https://my.axon.com/s/article/SPPM-battery-does-not-activate-Axon-Body-2.

### Why can't I add markers while recording?

This feature must be enabled in the Admin section of your Axon Evidence account. To use, see Add markers while recording on page 9.

### Why can't I put my camera in Stealth mode?

This feature must be enabled in the Admin section of your Axon Evidence account. To use, see [Stealth mode](#) on page 9.

### How do I view my live or recorded video in the field?

See [Axon View](#) on page 13.

## Axon Dock FAQs

### How do I ensure my dock is connected to the network?

If your dock is connected to the network, LEDs in the ethernet port blink green or amber. The camera will also be able to upload videos to Axon Evidence immediately upon docking.

### My dock is registered, so why is "Device Profile" on Axon Evidence empty?

This is a known issue and a fix is in progress.

### Why can't I access my dock's Device Profile page on Axon Evidence?

Your dock must be registered to use the Device Profile page on Axon Evidence. See the **Axon Dock** PDF on your camera's [product page](#) or start with this online [Introduction](#) topic at my.Axon.

### What comes in the box with my dock?

Each dock comes with an ethernet cable, 6-bay power cable and adapter, and 1-bay power adapter. See the **Axon Dock** PDF on your camera's [product page](#) or start with this online [Introduction](#) topic at my.Axon.

## Camera registration FAQs

### Why is my camera not fully charged when I power it on the first time?

Your camera battery ships partially charged as required by shipping regulations. Connect your dock(s) to the network and dock your camera with battery installed to charge it. Always recharge a depleted battery as soon as reasonably possible using an Axon Dock. The Status LED indicates charge level; see Status LEDs while docked on page 11.

### How can I identify which camera failed preparation when multiple cameras are docked?

Check the serial number of the camera displayed in the error message by tapping **Errors**. The serial number is located on the back of the camera.

## ADM error codes

If there is a problem with preparing the camera, Axon Device Manager (ADM) displays an error.

Tap **Errors** to review the error information on ADM and refer to the following instructions to resolve the issue.

If you are unable to register any cameras, this may be due to a connectivity issue. See Managing Network Allowed Lists with Axon Cloud Services to ensure the appropriate network ports are open.

If some cameras are registering but others are not, this may be a transient error. A suggested general troubleshooting approach is to:

1. Start with only one camera docked at a time.

2. Attempt to register. If a registration error occurs, tap **Dismiss All** to allow ADM to retry registration.

3. If registration fails again, power the camera off and then on again and repeat the registration process.

Refer to these error codes and suggested actions:

| Error Code | Description | Troubleshooting Action |
|---|---|---|
| -1 | Communication to the camera has failed | Power the camera off and back on, then retry registration.<br><br>If attempting to register many cameras in close proximity, retry registration with individual cameras.<br><br>If the error occurs again, tap **Dismiss All** and allow ADM to retry registration. |
| 33, -7249973, 43, or 49 | Camera time is inaccurate | Sign out and back into ADM.<br><br>Power the camera off and back on, then allow the camera to remain docked for two minutes to allow sufficient time to synchronize the camera time.<br><br>Confirm your organization network settings allow network communication from dock to Axon Evidence through port 80 and port 443. For details, see Managing Network Allowlists with Axon Cloud Services. |
| 45 or 47 | Camera unable to reach internet | Power the camera off and back on, then allow the camera to remain docked for one minute prior to retrying. It takes about 30 seconds to establish an internet connection. Tap **Dismiss All** and allow ADM to retry the registration.<br><br>If the error persists after retrying to register several times, check the internet connection and troubleshoot the dock internet connection. Common connection issues include organization firewall settings. |
| 46 | Camera unable to reach your organization's Axon Evidence account | Sign out and back into ADM. If you can sign in, retry registration. Otherwise, contact technical support at help.axon.com to see if there are any issues with Axon Evidence. |
| 34, 48, or 50 | Camera provisioning issue | Power the camera off and back on, then retry registration.<br><br>If the error persists, contact your Axon Evidence administrator to confirm that Device Management permission is enabled.<br><br>If Device Management permission is enabled, contact your Axon representative or technical support at help.axon.com for assistance. |

# Technical information

## Technical support

Visit [help.axon.com](help.axon.com) for support options or call 800-978-2737.

## Warranty

Axon Enterprise, Inc. warranty provisions are applicable on all Body system products. See [www.axon.com/legal](www.axon.com/legal) for detailed warranty information.

This warranty does not apply, and Axon shall not be liable for any loss, loss of data, damage, or other liability arising out of:

a. Damage caused by failure to follow instructions regarding the use of the product;

b. Damage caused by the use of non-Axon products or the use of cartridges, batteries or other parts, components or accessories not manufactured or recommended by Axon;

c. Damage caused by abuse, misuse, intentional or deliberate damage to the product, or force majeure;

d. Damage to a product or part that has been repaired or modified by persons not authorized by Axon or without Axon's written permission, or

e. If any Axon serial number has been removed or tampered with.

Thus, any handling of the camera that alters the condition of the equipment by unauthorized personnel without proper technical training may result in the immediate loss of the manufacturer's standard warranty coverage by impacting the integrity of the equipment and rendering the quality testing performed by specialized technical personnel impossible after handling the equipment.

## Warnings

For a full list of the warning associated with this product, see [www.axon.com/legal](www.axon.com/legal).

## Radio waves

The camera system transmission is in the frequency ranges of 2402–2480 MHz, 2412–2462 MHz, 5150–5350 MHz, 5470–5725 MHz, and 5725–5850 MHz. Additionally, depending on the model number and country, it may transmit in the frequencies listed below:

- AX1001, AX1019: 2402–2480 MHz, 2412–2462 MHz, 5745–5825 MHz

## FCC compliance statement

Changes or modifications to the equipment not expressly approved by the manufacturer could void the product warranty and the user's authority to operate the equipment.

Your wireless device (models AX1001 and AX1019) is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. Before a device model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure.

Axon equipment (models AX1001 and AX1019) has been tested and found to comply with the limits for Class B digital devices, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult Axon technical support for help.

Axon systems comply with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## ISED Canada compliance statement

This equipment (models AX1001 and AX1019) complies with the IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.

Énoncé d'exposition aux rayonnements: Cet équipement (modèles AX1001 et AX1019) est conforme aux limites d'exposition aux rayonnements ioniques RSS-102 pour un environnement incontrôlé.

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Les dispositifs fonctionnant dans la bande de 5150 à 5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

Section 8.4 of RSS-GEN

Axon systems (models AX1001 and AX1019) comply with Industry Canada License-exempt RSS standard(s). Operation is subject to the following two conditions: 1) this device may not cause interference, and 2) this device must accept any interference, including interference that may cause undesired operation of the device.

Systèmes Axon (modèles AX1001 et AX1019) est conforme aux normes d'exemption de licence RSS d'Industrie Canada. Son utilisation est soumise aux conditions suivantes : 1) cet appareil ne doit pas causer de brouillage, et 2) doit accepter tout brouillage, y compris le brouillage pouvant entraîner un fonctionnement indésirable.

These digital apparatus (models AX1001 and AX1019) comply with Canadian ICES-003 Class B. Digital apparatus model AX1026 complies with Canadian ICES-003 Class A.

Ces appareils numériques (modèles AX1001 et AX1019) sont conformes à la norme canadienne NMB-003 Classe B. Appareil numérique modèle AX1026 conforme à la norme canadienne NMB-003 Classe A.

THIS AXON SYSTEM MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

CE SYSTÈME AXONE RÉPOND AUX EXIGENCES DU GOUVERNEMENT EN MATIÈRE D'EXPOSITION AUX ONDES RADIO.

## Declaration of conformity and EU compliance statement

Axon declares that this Axon system is compliant with the requirements of the Radio Equipment Directive (RED) 2014/53/EU and the Electromagnetic Compatibility (EMC) Directive 2014/30/EU of the European Parliament and of the Council. A copy of the original Declaration of Conformity is at www.axon.com/legal.

Country of origin: Finished in the U.S. with U.S. and imported parts.

## Compliance marks

Also see axon.com/legal/compliance-documentation.

**RCPAXA17-0147**

| Ukraine: | Singapore: Complies with IMDA Standards DA106455 | Morocco: AGREE PART L'ANRT MAROC; Numéro d´agrément: MR 17017 ANRT 2018; Date d´agrément: 03 JUL 2018 | Indonesia: 55982/SDPPI/2018 7277 |
|---|---|---|---|

UA.TR.052

Brazil:

01608-19-10342

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados

Este produto está homologado pela ANATEL, de acordo com os procedimentos regulamentados pela Resolução nº 242/2000 e atende aos requisitos técnicos aplicados. Para maiores informações, consulte o site da ANATEL www.anatel.gov.br