





Axon Device Manager for Android Guide

Document Revision: C

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Introduction

Axon Device Manager is an application (or app) for Android devices that allows you to easily and efficiently register, assign, and reassign Axon devices.

Axon Device Manager for Android can be used with Axon Evidence.com and Axon Commander.

For instructions on operating Axon devices, refer to the user manual for the appropriate device.

Android Device Requirements

Your Android device must have Near Field Communication (NFC) and Android v5.0 or later to use Axon Device Manager.

To determine if your Android device has NFC, go to the settings app and tap More. You should see a row titled NFC. Ensure this is enabled. If you do not see NFC, check the specifications for your Android device to ensure that NFC is on your phone.

Axon Evidence.com Required Permissions

To use Axon Device Manager with Axon Evidence.com, your assigned Role in Axon Evidence.com must have the correct permissions enabled. Check with your Axon Evidence.com administrator to determine if your Role has the required permissions.

The following permissions are needed to use Axon Device Manager:

- Login Access - Axon Capture = Allowed
- Search Access - User Search = Allowed

This setting is required to unlock the Device Search, Device Administration, and CEW Administration permissions.

- Search Access - Inventory Search = Allowed

This setting is required to unlock the Device Administration and CEW Administration permissions.

- Evidence Management – View CEW Firing Logs = any setting except Prohibited

This setting is required to unlock the CEW Administration permission. This setting is not needed if the user will not work with CEWs.

- Admin Access - Device Administration = Allowed

This permission is required to register and assign non-CEW devices.

- Admin Access - CEW Administration = Allowed

This permission is required to register and assign CEWs (handle, battery, and cartridge). If CEW Administration is set to Prohibited, then users can only assign their own CEW to another user.

Axon Commander Required User Rights

To use Axon Device Manager with Axon Commander, you must have the correct user right enabled. Check with you Axon Commander administrator to determine if you have the required rights.

The following right is needed to use Axon Device Manager:

- Manage Device Assignment

Installing Axon Device Manager on an Android Device

Axon Device Manager for Android is available as a download in the Google Play Store.

1. On the home screen of the Android device, tap the applications icon. This icon is typically located in the lower right corner of the home screen.
2. Swipe right or left until you find the Play Store icon.
3. Tap **Play Store**.
4. Tap the search box, type **Axon Device Manager** and tap **Enter**.
5. In the list of search results, tap **Axon Device Manager**.
6. Tap **Install**.
7. Tap **Accept**.

Axon Device Manager downloads and installs.

8. Tap **Open.**

Axon Device Manager opens.

9. Log in using your Axon Evidence.com or Axon Commander credentials.

If you are unable to log in to ADM, check with your Axon administrator to ensure you have the required permissions.

Using Axon Device Manager with Axon Devices

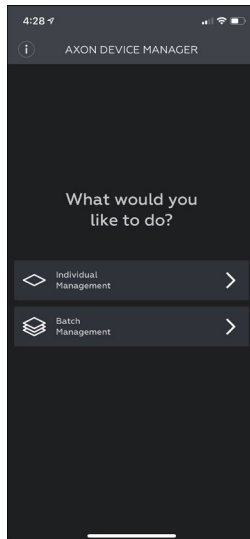
Axon Device Manager (ADM) can be used to register, assign, and reassign Axon Devices. ADM supports the following devices:

- Axon Body 2 cameras
- Axon Flex 2 cameras and controllers
- Axon Signal Sidearm (includes firmware updates)
- TASER 7 handles
- TASER 7 batteries
- TASER 7 cartridges (2D code scan only)
- TASER X26P CEWs (2D code scan only)
- Axon Signal Unit (only for firmware updates)

Using ADM app is the preferred method for registering, assigning, and reassigning Axon devices. Axon devices can also be assigned and reassign using Axon Evidence.com or Axon Commander.

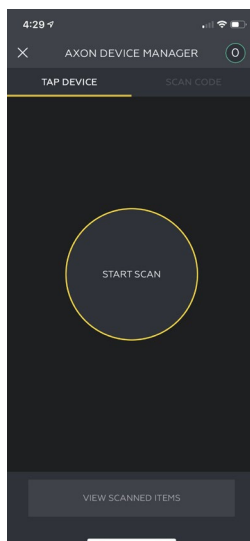
Working with a Single Device

1. Open the ADM app.
2. Log in with your Axon Evidence.com or Axon Commander credentials.
3. Tap **Individual Management**.



With Individual Management you can assign, unassign, reassign, edit the device name, edit the device status, and change the device home for one device.

4. Select how you will read and assign the Axon Device. Select **Tap Device** to use the NFC tag or select **Scan Code** to use the 2D code.



Tap **Start Scan**.

5. Your next action depends on if you selected Tap or Scan.

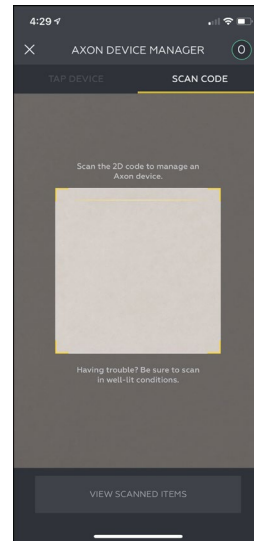
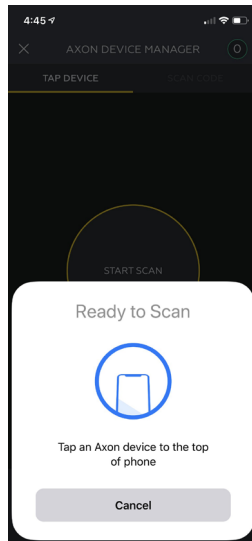
Tap a Device

Place the Axon device near the top of the phone and slowly move it around to find the Near Field Communication (NFC) tag.

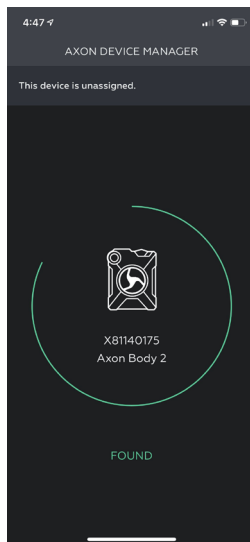
Scan Code

Find the code on the Axon device and use the phone's camera to read the information.

The code must be well lit and intact.

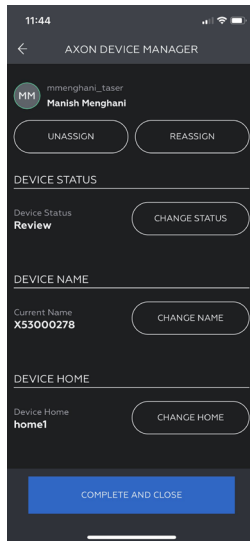


6. After ADM finds the device, the found message is shown.



If the device is not registered to your agency, you tap **Register** to register it.

7. Tap the action you want to take.



- **Assign or Reassign:** Tap to assign/reassign the device. Enter the name of the person you want to assign the device to and tap the name on the list. After selecting the name, you are returned to the actions list.
- **Unassign:** Tap to unassign the device.
- **Change Status:** (not available for Axon Commander) Tap to change the device status. ADM shows the list of device statuses with a check mark adjacent to the status for the current device.

Tap the new status, ADM updates the status and shows a bold check mark adjacent to the new status. Tap **Close** to return to the actions list.

Note that the Lost and Stolen status options are disabled because you can't scan tap or scan a lost or stolen device. Updating the status for lost or stolen devices must be done in Axon Evidence.com.

- **Change Name:** Tap to change the device name. Enter the new name for the device and tap **Return** to save the change and return to the actions list.
- **Change Home:** (not available for Axon Commander) Tap to change the device home for the device. ADM shows the list of device homes with a check mark adjacent to the current device home.

Tap the new device home, ADM updates the information and shows a bold check mark adjacent to the new home. You are returned to the actions list.

8. Tap **Complete and Close** to return to the individual or batch management selection screen.

Working with Multiple Devices at One Time

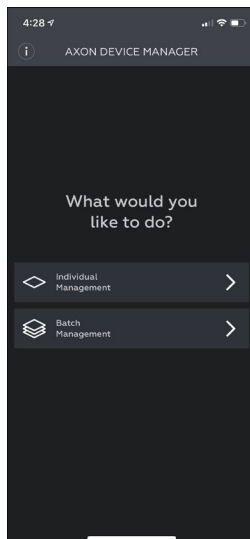
With Batch Management you can assign, unassign, reassign, edit the device status, and change the device home for multiple devices at one time.

The Batch Management option is useful in several situations, such as:

- You want to assign several devices, such as a body worn camera and TASER CEW, to one officer.
- You are updating the device status or device home for several devices.
- You want to unassign multiple devices.

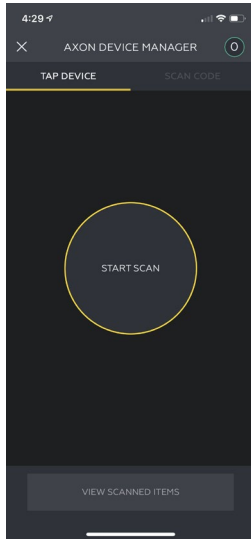
To use Batch Management:

1. Open the ADM app.
2. Log in with your Axon Evidence.com or Axon Commander credentials.
3. Tap **Batch Management**.



With Batch Management you can assign, unassign, reassign, edit the device status, and change the device home for multiple devices.

4. Select how you will read and assign the Axon Device. Select **Tap Device** to use the NFC tag or select **Scan Code** to use the 2D code.



Tap **Start Scan**.

5. Your next action depends on if you selected Tap or Scan.

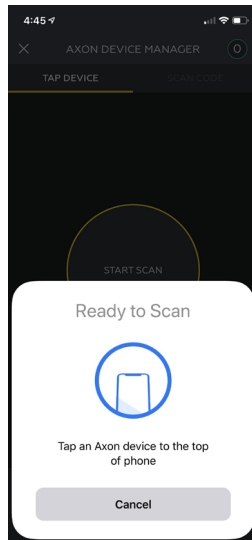
Tap a Device

Place the Axon device near the top of the phone and slowly move it around to find the Near Field Communication (NFC) tag.

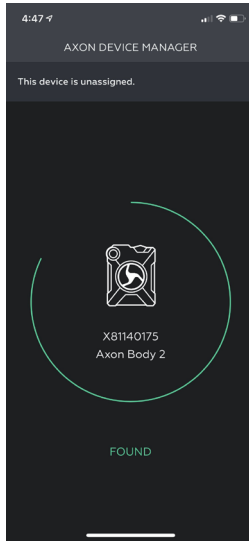
Scan Code

Find the code on the Axon device and use the phone's camera to read the information.

The code must be well lit and intact.

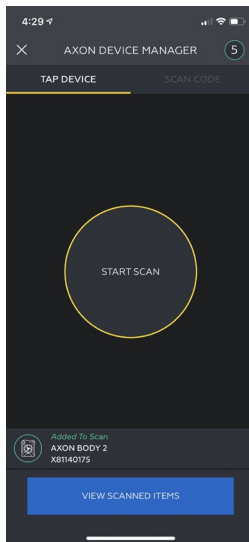


6. After ADM finds the device, the found message is shown.



If the device is not registered to your agency, you tap **Register** to register it.

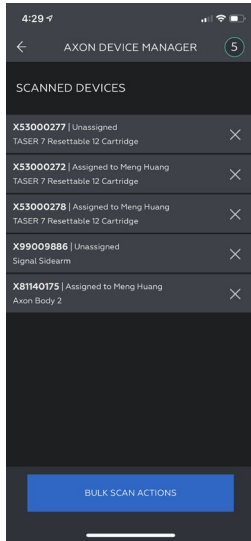
When the device is added, ADM shows the device information at the bottom of the screen.



Repeat steps 4 and 5 until all devices have been scanned. The number to the right of the Axon Device Manager title shows the total number of devices that have been scanned.

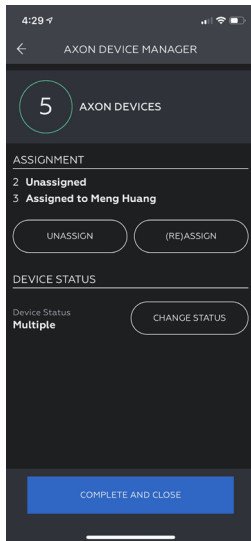
After all devices have been scanned, tap **View Scanned Items**.

7. Review the list of scanned devices.



- Tap the back icon to go back to scanning devices.
- Tap **X** on the same line as a device to remove it from the list.
- Tap **Bulk Scan Actions** to take actions with the scanned devices.

8. Tap the action you want to take.



- **Assign or Reassign:** Tap to assign/reassign the devices. Enter the name of the person you want to assign the devices to and tap the name on the list. After selecting the name, you are returned to the actions list.
- **Unassign:** Tap to unassign the devices.

- **Change Status:** (not available for Axon Commander) Tap to change the device status. ADM shows the list of device statuses with a check mark adjacent to the status for the devices. If devices are in multiple states, Multiple is shown.

Tap the new status, ADM updates the status and shows a bold check mark adjacent to the new status. Tap **Close** to return to the actions list.

Note that the Lost and Stolen status options are disabled because you can't scan tap or scan a lost or stolen device. Updating the status for lost or stolen devices must be done in Axon Evidence.com.

- **Change Home:** (not available for Axon Commander) Tap to change the device home for the device. ADM shows the list of device homes with a check mark adjacent to the current device home.

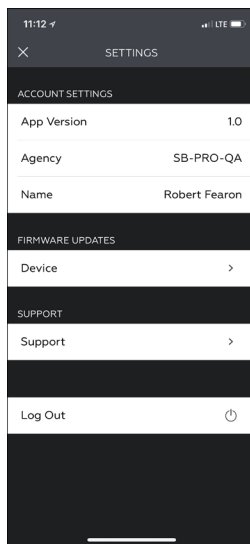
Tap the new device home, ADM updates the information and shows a bold check mark adjacent to the new home. You are returned to the actions list.

9. Tap **Complete and Close** to return to the individual or batch management selection screen.

Updating Signal Sidearm Sensor Firmware

Axon periodically releases updates for the firmware of all Axon devices. Maintain the latest firmware on your Signal Sidearm units to achieve optimal performance and device stability.

1. Open the ADM app.
2. Log in with your Axon Evidence.com credentials.
3. In ADM, tap the Settings menu in the upper left.
4. Under Firmware Updates, tap **Device**.



5. Tap **Signal Sidearm** in the devices list.



Note: Note: If this is the first time you are updating Signal Sidearm firmware or uploading, you might be asked to enable location services. Tap **Okay** to enable location services. This is necessary to connect over Bluetooth.

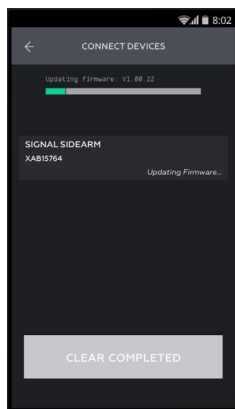
6. Place the Signal Sidearm unit you are updating in Mute Mode.

Note: The sensor automatically returns to Field Mode after 30 seconds elapses. If the sensor returns to Field Mode before the firmware update begins, you must place it in Mute Mode again. You do not need to re-enter mute mode after the Sidearm unit has begun firmware updating.

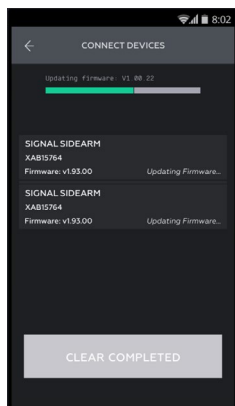
7. Place the Signal Sidearm unit on the back of the phone, ensuring the mute button is facing up, and make contact with the back of the phone. This will initiate the Bluetooth pairing of the device to the phone.

If you need more information on how to initiate Bluetooth pairing, tap **Show me how** to see a help page.

8. If Signal Sidearm unit's firmware is out-of-date, an update will automatically begin after pairing. The update can be monitored by the progress bar at the top.



9. Repeat steps 6 and 7 with other signal sidearm units to update multiple devices' firmware at one time. We recommend updating no more than 5 units at one time.

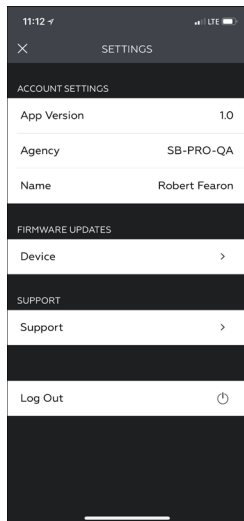


10. When the firmware update is complete, the Sidearm unit will reboot and automatically unpair from the phone. If the Sidearm unit does not automatically reboot, then manually reset the unit.

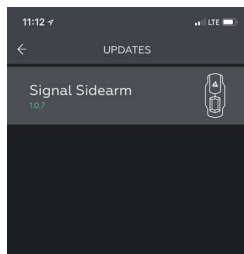
Uploading Signal Sidearm Device Logs to Axon

If a Signal Sidearm unit is not functioning properly, Axon may ask you to upload the device's internal logs.

1. Open the ADM app.
2. Log in with your Axon Evidence.com credentials.
3. In ADM, tap the Settings menu in the upper left.
4. Under Firmware Updates, tap **Devices**.



5. Tap **Signal Sidearm** in the devices list.



Note: If this is the first time you are updating Signal Sidearm firmware or uploading logs, you might be asked to enable location services. Tap **Okay** to enable location services. This is necessary to connect over Bluetooth.

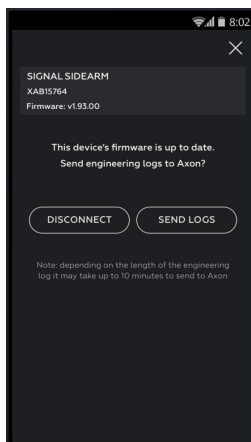
6. Place the Signal Sidearm unit you are updating in Mute Mode by pressing and holding the button for 5 seconds until the LED blinks green or red, depending on battery capacity. This puts the device into Bluetooth pairing mode.

Note: The sensor automatically returns to Field Mode after 30 seconds elapses. If the sensor returns to Field Mode before the firmware update begins, you must place it in Mute Mode again.

7. Place the Signal Sidearm unit on the back of the phone, ensuring the mute button is facing up, and make contact with the back of the phone. This will initiate the Bluetooth pairing of the device to the phone.

If you need more information on how to initiate Bluetooth pairing, tap **Show me how** to see a help page.

8. If the firmware is out-of-date it will immediately begin updating firmware. Once complete, re-pair the unit with the phone.
9. If the firmware is up-to-date, the Signal Sidearm unit will appear with the Options button. Tap **Options**.



10. Tap **Send Logs** - A status bar will appear showing the progress of the log uploads. Multiple device logs can be uploaded at one time.

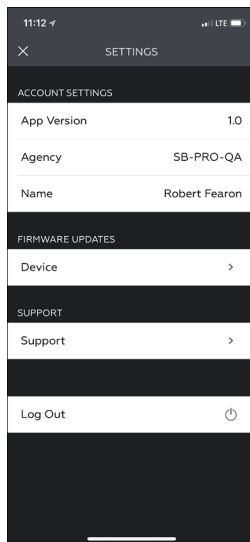
Checking Signal Sidearm Connection after Battery Replacement

After the battery replacement for a Signal Sidearm sensor, use the ADM app to connect to the Signal Sidearm sensor. Connecting to ADM verifies the sensor is working correctly, has the most up to date firmware, and that the sensor's internal clock is set.

Updating Axon Signal Vehicle Firmware

Axon periodically releases updates for the firmware of all Axon devices. Maintain the latest firmware on your Axon Signal Vehicle units to achieve optimal performance and device stability.

1. Open the ADM app.
2. Log in to your agency's Evidence.com account.
3. In ADM, tap the Settings menu in the upper left.
4. Under Firmware Updates, tap **Device**.



5. Tap **Axon Signal Unit** in the devices list.
6. Place the phone near the Axon Signal Unit and tap **Start Scan**. This will initiate the Bluetooth pairing of the device to the phone.

If you need more information on how to initiate Bluetooth pairing, tap **Show me how** to see a help page.

7. If the Axon Signal Unit's firmware is out-of-date, an update will automatically begin after pairing. The update can be monitored by the progress bar at the top.
8. When the firmware update is complete, you have the option to disconnect or send the device logs to Axon Evidence.
 - Tap **Send Logs** to upload the Axon Signal Unit's logs to Axon Evidence. A status bar will appear showing the progress of the log uploads.

- Tap **Disconnect** to disconnect from the Axon Signal Unit.