



Signal Sidearm User Guide



Models: AX1012

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Introduction

Overview

Signal Sidearm is a sensor that alerts Axon cameras when a user draws their firearm. It attaches to popular duty holsters and is powered by an off-the-shelf coin cell battery. Signal Sidearm is supported on:

- Axon Body 4, Axon Body 3, Axon Body Workforce, Axon Body 2, Axon Flex 2, and Fleet system cameras
- Axon Device Manager v2.0 or higher

Watch this [video](#) for an overview of Signal Sidearm.

Important safety instructions

Warning Read all warnings and instructions. Save and follow these safety instructions.

The most up-to-date warnings and instructions are available at www.axon.com/legal.

Product functions and specifications may change without notice and the actual product may vary from the illustrations in this document.

Read these warnings prior to using this sensor.

- Please read and carefully follow all sensor installation and operation instructions. Failure to follow these instructions may result in improper installation which could interfere with the holster's performance.
- Do not install the sensor in a way that interferes with the proper functioning of the holster.
- Do not install the sensor while a firearm is in the holster.
- Use great care when handling, storing or transporting firearms or when placing or removing a firearm from a holster.
- If a holster fitted with a sensor becomes worn, loose, broken, defective or ill-fitting, or unsafe, cease use immediately.

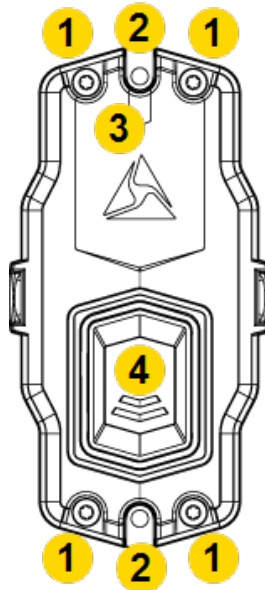
Failure to follow these warnings may result in serious injury or death to you or others.

Operation

Tip Admins or armors looking for initial setup guidance should skip to [Installation](#) on page 5.

Signal Sidearm from Axon mounts to either an integrated holster or a retrofit bracket that adapts your existing holster (whether for firearm, pepper spray, handcuffs, or baton). Once properly installed and calibrated, it uses Axon Signal technology to automatically turn on nearby Axon Body and Fleet cameras if you draw your device. If it's on your holster, your armorer has already installed it, assigned it to you, and calibrated it. So let's talk about how to use it.




Device layout



1. These screws hold the sensor together. Remove to replace the battery.
2. These screws attach the sensor to the holster bracket. Remove to separate the sensor from the bracket.
3. LED shows battery status and other status information.
4. Button used to select different operating modes.


Operating modes

Signal Sidearm has the following operating modes. In some cases, the LED illuminates to indicate mode, then deactivates. In other cases, it will stay illuminated.

Mode	Access	LED	Description
Field	Automatic after exiting Test mode. Or, after calibration, press button for three seconds	 Green	The sensor is calibrated and ready for use in the field. In this mode, the sensor alerts nearby Axon cameras to begin recording when your firearm is removed from the holster.
Low Power	Automatic 30 seconds after reset	none	The sensor is asleep. Leave the sensor in this mode when not in use for an extended duration.
Mute	Press button for three seconds	 Green or Red	Lets you remove your firearm from the holster without alerting Axon cameras to record. Color indicates battery status.
Test	During calibration process, double-press button	 Yellow	The sensor is learning when a firearm is removed from the holster

Field mode

The sensor can only enter **Field** mode from **Test** mode



Press the button for three seconds to move from Test to Field mode. The LED turns green , then slowly blinks three times to confirm. In Field mode, the LED is off. The sensor alerts Axon cameras to record when you remove your firearm from the holster. The alert lasts for 30 seconds.

To remove your firearm without alerting Axon cameras to record, put your sensor in **Mute** mode (next section).

Mute mode

The sensor can only enter **Mute** mode from **Field** mode (prior section).



















Use Mute mode to remove your firearm from the holster without alerting Axon cameras to record.

1. While in **Field** mode, press the button for three seconds to enter **Mute** mode. The LED illuminates solid and then slowly blinks. Mute mode is active and the color of the LED indicates the battery status:
 -  Green – Battery is good
 -  Red – Battery needs replacement
2. Remove your firearm.

The sensor returns to **Field** mode when you return your firearm to its holster or after 30 seconds, whichever happens first.

The SSA sends a low-battery alert when its battery drops below 20%, ensuring you are notified when it's time to recharge. While it doesn't provide earlier warnings or display battery percentage on the inventory page, it regularly communicates its status to the body camera. To receive low-battery notifications and maintain accurate audit trails, the SSA must be assigned, as unassigned devices cannot send alerts. Keeping device assignments updated helps ensure reliable notifications and device readiness.

LED reference

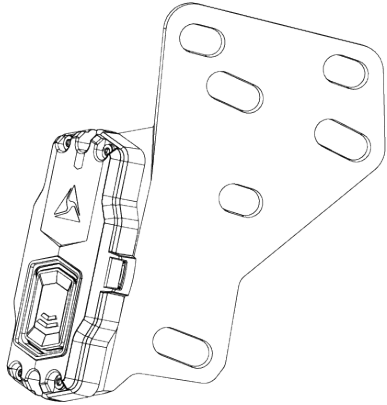
Mode	Status LED indication
Low power	Off
Test	<p>Rapidly blinking yellow  occurs after button double press. Wait 10 seconds and remove firearm. The LED blinks blue  and then green . Repeat the following twice:</p> <ul style="list-style-type: none"> • Holster firearm, LED is green  • Remove firearm from holster, LED is off  <p>After calibrating, leave firearm in holster. For questions, see FAQs on page 20.</p>
Field	<p>Solid green  and then slowly blinking green  three times is the result of a three-second button press to enter Field mode from Test mode. Off  means the firearm is holstered or removed.</p>
Mute	<p>Solid green  and then blinking green  or red  three times is a result of a three-second button press to enter Mute mode. Green  means battery power is good. Red  means battery needs replacement.</p>
Sensor reset	<p>Solid or blinking green / means battery power is good. Solid or blinking red / means battery needs replacement. Blinking blue  means sensor reset has started.</p>

Watch this [video](#) for an overview of SSA button operations.

Installation

Tip This topic is intended for the armor or admin who will set up new Signal Sensors. For user guidance, see [Operation](#) on page 2.

Use a bracket to add Signal Sidearm to a holster. Check the **Mount compatibility guide** on [My.Axon](#) to find correct bracket for your holster.



Read this Installation section completely before beginning. Holster must be empty during installation.

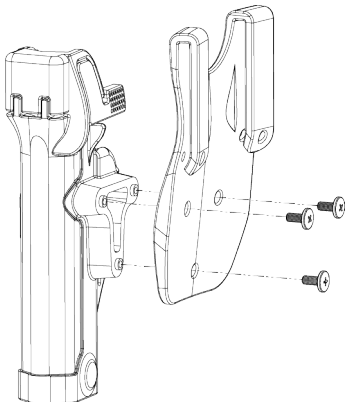
Tools needed

- Either a 1/8" hex key or #2 Phillips screwdriver, depending on your holster
- A Torx T6 screwdriver to change the battery

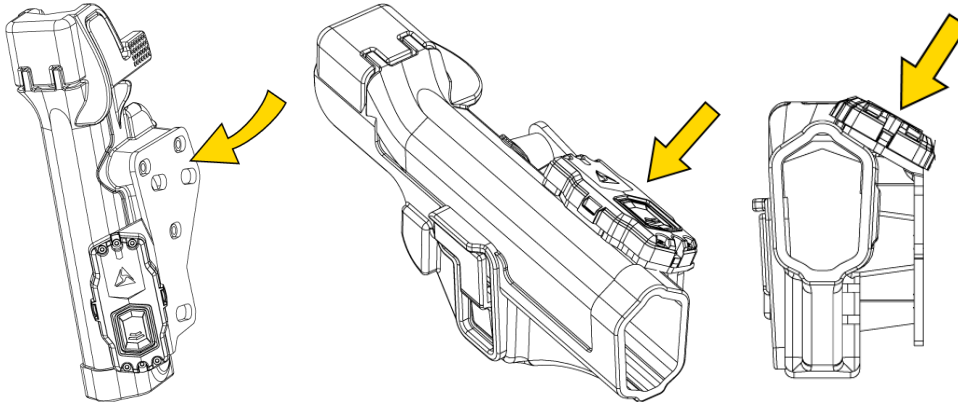
Install Signal Sidearm

These instructions show a sample holster. Your holster may look slightly different but the overall procedure is the same.

1. Remove holster from belt and unscrew and remove the belt clip.



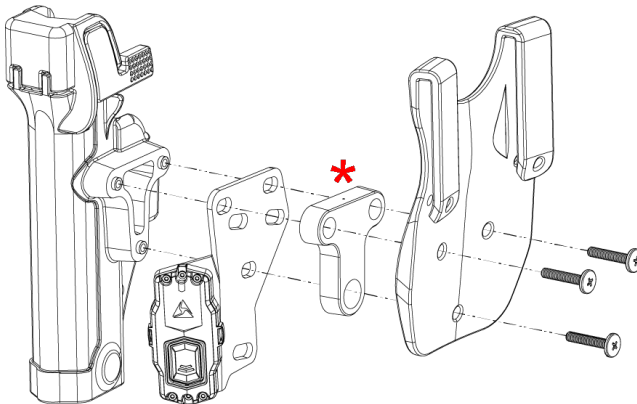
2. Select the bracket hole pattern corresponding to your holster that places the sensor closest to the holster. The bracket must line up with all three screw holes (first image) and be as close to the holster as possible (second and third images).



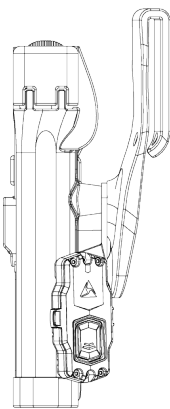
3. Reattach the belt clip to the holster with the new longer screws provided. As you tighten the screws, ensure the sensor stays as close to the holster as possible.

Note

For a drop leg or QLS-accessorized holster, install the otherwise optional T-shaped spacer (* below) between the bracket and belt clip and use the longer screws (D) provided with the spacer.



A completed installation looks like this:



Videos

Watch these videos for an overview of:

- [Mounting options](#)
- [Bracket mounting](#)
- [Adhesive mounting](#)
- [Adhesive mounting removal](#)
- [Mounting a holster with QLS QRS devices](#)

Next steps

Before deploying, continue reading the next topic to learn how to:

- Register and assign sensors to officers using Axon Device Manager (ADM).
- Calibrate each sensor to its holster.
- Maintain up-to-date device assignments to ensure the accuracy of audit trails and delivery of low battery notifications and other alerts. Unassigned devices will not generate a low-battery notification.
- Configure settings in Axon Evidence.

Setup

Tip This topic is intended for the armor or admin who will set up new Signal Sensors. For user guidance, see [Operation](#) on page 2.

Register and assign

Use one of the two methods below to register and assign a sensor.

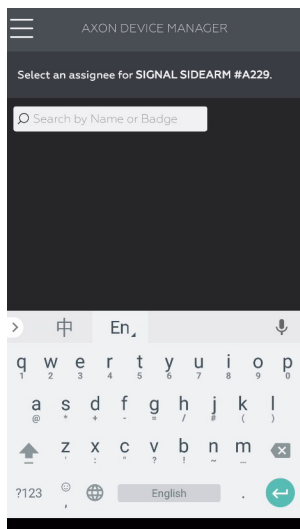
Maintain up-to-date device assignments to ensure the accuracy of audit trails and delivery of low-battery notifications and other alerts. Low-battery notifications can't be sent for unassigned devices.

Watch this [video](#) for an overview of registering and assigning Signal Sidearm devices.

Method 1: Axon Device Manager app (recommended)

Axon Device Manager (ADM, available in your app store) records the sensor's serial number with Near Field Communication (NFC) technology and is the easiest and most accurate way to record serial numbers and assignments to Axon Evidence.

1. Open Axon Device Manager (ADM) on your mobile device.
2. Sign into your Axon Evidence account.
3. Place the sensor on the back of the phone, with the mute button facing the phone. Slowly move the sensor around to find the NFC tag. Hold the unit until ADM finds the sensor (the NFC reader is typically located on the back of a phone; refer to the manufacturer's guide for your device to determine its precise location).
4. Once ADM finds the sensor, enter the name or badge number of the assignee and tap Enter.



- To reassign a sensor, tap **Reassign**, enter the name or badge number of the new assignee as shown above, and tap Enter.



- Tap **Complete** to exit or return to step 3 to scan another sensor.

Method 2: Axon Evidence

Administrators can manually transcribe sensor serial numbers in Axon Evidence to register and assign them to users. To manage sensors in Axon Evidence, you must have Device Administration permission.

Note

Because serial numbers are located on the back of the sensor, it is a best practice to register and assign them before they are installed on holsters.

- Sign into your Axon Evidence account.
- On the menu bar, go to **Admin > Devices and Applications > Signal > Signal Sidearm**.

3. Enter the Signal Sidearm sensor **Serial Number** and (optionally) **Assignee** name or badge number in the registration section.

Signal Sidearm

SIGNAL SIDEARM ACTIVATIONS CAMERA ACTIVATIONS

Weapon Drawn Body Worn, Back, Front

Assigned Officer Activation
When enabled, the Axon Signal transmission from a Signal Sidearm device only activates the Axon body worn camera assigned to the device user. When disabled, the Axon Signal transmission from a Signal Sidearm device activates any in-range Axon body worn camera.

Disabled

Mute Mode Capability
When Mute Mode capability is enabled for your agency, officers can use the Signal Sidearm button to enter Mute Mode. Mute Mode allows officers to remove their firearm from their holster without alerting Axon cameras to record.

Disabled

Signal Sidearm Registration

Axon Device Manager is the preferred method for registering and assigning devices. Use this page to register and assign Signal Sidearm units if you don't have access to Axon Device Manager.
Maintaining up-to-date Signal Sidearm and assignee ensures accurate audit trail information and improves firmware update process of the unit.

SERIAL NUMBER ASSIGNEE (OPTIONAL)

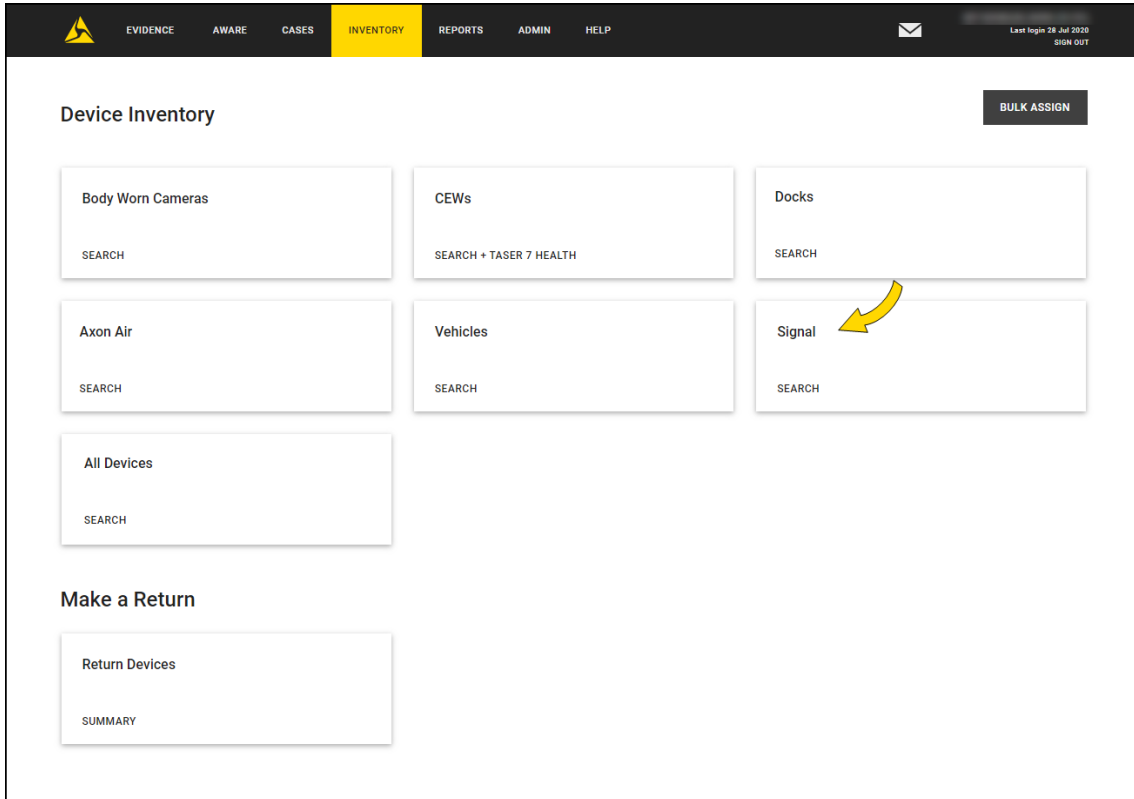
X99... Enter name, email address, or badge ID

REGISTER DEVICE

4. Select **Register Device**.

Reassign user in Axon Evidence

1. Sign into your Axon Evidence account.
2. On the menu bar, go to **Inventory** > **Signal**.



The screenshot displays the Axon Evidence web interface. At the top, a navigation menu includes 'EVIDENCE', 'AWARE', 'CASES', 'INVENTORY' (highlighted in yellow), 'REPORTS', 'ADMIN', and 'HELP'. On the right side of the menu, there is a notification icon and the text 'Last login 28 Jul 2020 SIGN OUT'. Below the menu, the main content area is titled 'Device Inventory' and features a 'BULK ASSIGN' button in the top right corner. The interface is organized into several sections:

- Body Worn Cameras**: Includes a 'SEARCH' button.
- CEWs**: Includes a 'SEARCH + TASER 7 HEALTH' button.
- Docks**: Includes a 'SEARCH' button.
- Axon Air**: Includes a 'SEARCH' button.
- Vehicles**: Includes a 'SEARCH' button.
- Signal**: Includes a 'SEARCH' button. A yellow curved arrow points to this section.
- All Devices**: Includes a 'SEARCH' button.

Below the 'Device Inventory' section, there is a 'Make a Return' section with a 'Return Devices' button and a 'SUMMARY' link.

3. Search for the sensor to reassign. Search by serial number, device name, or currently assigned user. In the search results, select the serial number for the device to open its profile page.

158 ITEMS FOUND

MODEL	SERIAL NUMBER	DEVICE NAME	ASSIGNEE	LAST UPLOAD	DEVICE HOME	DEVICE STATUS	ERROR STATUS	FIRMWARE	WARRANTY
Signal Sidearm	X99005462	X99005462	JONES, Joshua (Hoffst)	None		Assigned	Good		None
Signal Sidearm	X99005313	X99005313	JONES, Joshua (Hoffst)	None		Assigned	Good		None
Signal Sidearm	X99005306	X99005306	JONES, Joshua (Hoffst)	None		Assigned	Good		None
Signal Sidearm	X99005430	X99005430	JONES, Joshua (Hoffst)	None		Assigned	Good		None

4. On the device's profile page, select **Reassign**.

Signal Sidearm

STATUS: Assigned

DEVICE NAME: X99002942

DEVICE HOME: None

AUDIT TRAIL

User Information

ASSIGNEE	ASSIGNED SINCE
JONES, Joshua (Hoffst)	Dec 13, 2017

REASSIGN

Summary

Model	Serial Number	Warranty
Signal Sidearm	X99002942	—











Enter the name or badge number of the new assignee in the **Reassign Device** field.

5. Select **Reassign**.

Sensor calibration

Note The sensor DOES NOT alert cameras to record during calibration because it is in **Test** mode. Don't leave the sensor idle for 30 seconds or it will return to **Low Power** mode.

Warning Ensure the firearm is unloaded during this process.

1. Reset the sensor as described in the prior section.
2. Remove the firearm from the holster.
3. Press the button to wake the sensor from **Low Power** mode. The LED blinks green/blue/green , then red . The sensor is now in **Placement** mode.
 - Let the LED blink red  for **10 seconds** while the sensor learns the holster is empty.
4. Return the firearm to the holster.
 - Let the LED blink green  for **10 seconds** while the sensor learns the firearm is in the holster.
5. Double-press the button and the LED rapidly blinks yellow . The sensor is now in **Test** mode.
 - Let the LED blink yellow  for **10 seconds**.
6. Remove the firearm from the holster. The LED flashes blue . Wait for it to flash green .
7. Return the firearm to the holster.
 - The LED illuminates solid green , confirming calibration.
8. Remove the firearm.
 - The LED goes out, confirming calibration.
9. Return the firearm to the holster and test the calibration with multiple holster movements:
 - a. Remove and return the firearm to the holster **three** more times, ensuring the LED illuminates solid **green**  while the firearm is in the holster and **goes out** when it's removed.
 - b. Finish with the firearm holstered.
10. If the LED does not illuminate or turns off, repeat from step 1, paying close attention to the details in each step. If the problem persists:
 - a. Adhesive mount – Remove the mount and install a new mount, ensuring correct sensor placement, and restart at step 1.
 - b. Bracket mount – Restart at step 1, ensuring the sensor is as close to the holster as possible.

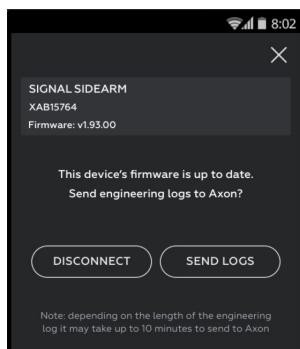
11. Press the button for **three seconds**. The LED blinks green ■ ■ ■ ■ before going dark. The sensor is now calibrated and in **Field** mode.
12. With a body camera powered on nearby (and not docked), remove the firearm. The body camera should start recording. If it doesn't:
 - a. Ensure an admin has enabled Signal Sidearm in Axon Evidence Admin settings.
 - b. After Signal Sidearm is enabled in Axon Evidence, body cameras must be docked for at least [an hour] to download the setting change.

Watch this [video](#) for an overview of calibration.

Upload logs

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

1. Follow all steps in [Update firmware](#) (see page 16).
2. When the firmware is up-to-date, the sensor appears; tap **Options** ⋮.
3. Tap **Send Logs**. A status bar shows upload progress. Multiple device logs can be uploaded at one time.





Sensor reset

Before resetting, refer to the [FAQs](#) on page 18 for possible solutions. If you do need to reset, you can do so from any mode.

Note A red icon during this process indicates low battery. Replace the battery before calibrating.

1. Press the button for about 25 seconds.
2. The LED shows a solid green ■ or red ■, which indicates battery status (see [Mute mode](#) on page 8). Continue holding the button.
3. The LED begins blinking. Continue holding the button.
4. When the LED blinks blue ■ ■ ■ ■, release the button to reset the sensor.
5. The LED blinks green/blue/green ■ ■ ■ ■/■ ■ ■ ■/■ ■ ■ ■ when reset is complete, then red ■ ■ ■ ■. Wait 30 seconds for the sensor to return to Low Power mode.

The sensor can now be [calibrated](#) (see page 13).

Do not continue to hold the button after the LED blinks blue . This turns the LED solid red  and restores the sensor back to its original factory settings. If this happens, use Axon Device Manager to ensure the sensor has the latest [firmware](#) (see page 16) before calibrating.

Update firmware

Tip This topic is intended for the armor or admin who will set up new Signal Sensors. For user guidance, see [Operation](#) on page 2.


This topic describes how to check for firmware updates manually on calibrated sensors.

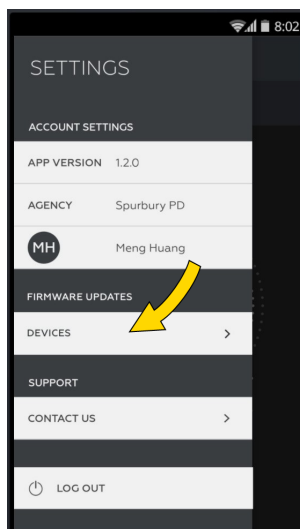
Signal Sensor will stay updated if near a body camera assigned to the same user. Over the course of a typical shift (about every two hours), the camera will ensure Signal Sensor firmware is up to date, download data, and check battery life.

Firmware update

Axon periodically releases firmware updates for its devices. Keep your firmware updated to get the best performance and stability.

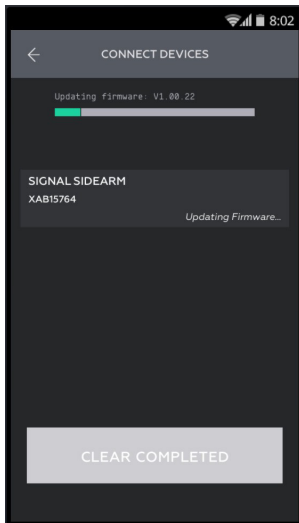
Watch this [video](#) for an overview of updating Signal Sidearm firmware.

1. Open Axon Device Manager (ADM).
2. Sign into your Axon Evidence account.
3. Tap **Settings**  and then under Firmware Updates, **Devices**.

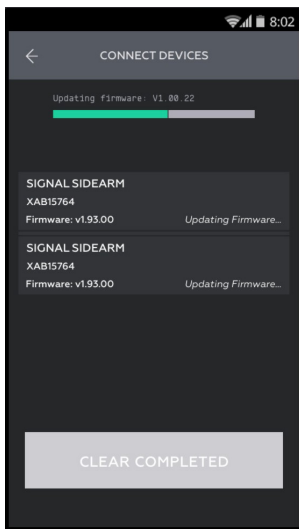


4. Tap **Signal Sidearm** in the list. If this is your first time here, you might be asked to enable location services; tap **Okay** to do so, as it's necessary to connect over Bluetooth.
5. Hold the sensor button three seconds to enter Mute mode. The sensor automatically returns to Field mode after 30 seconds; if this happens, return to Mute mode.
6. Place the sensor on the back of the phone, with the button facing the phone, to initiate Bluetooth pairing to the phone.

7. If the sensor's firmware is out-of-date, an update automatically begins after pairing, which can be monitored with the progress bar at the top of the screen.



8. Repeat steps 5 and 6 with other sensors to update the firmware for multiple at one time, up to five at once. If multiple devices are being updated, there is still only one progress bar.



9. When a firmware update is complete, the sensor reboots and unpairs from the phone.

Watch this [video](#) for an overview of updating firmware.

Maintenance and FAQs

Tip This topic is intended for the armor or admin who will set up new Signal Sensors. For user guidance, see [Operation](#) on page 2.

This topic discusses battery replacement, FAQs, and contact information for Axon technical support.

Extended exposure to concentrated amounts of sunscreen can cause cracks in the Signal Sidearm device plastic housing. If you notice cracks in your device, please contact Technical Support.

Watch the following videos for more information about SSA battery replacements:

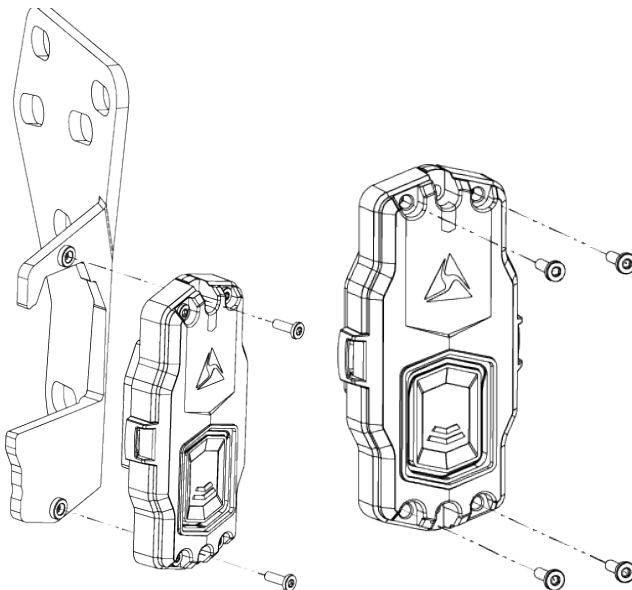
- [Signal Sidearm battery replacement](#)
- [How to manage low battery notifications for Signal](#)

Battery replacement

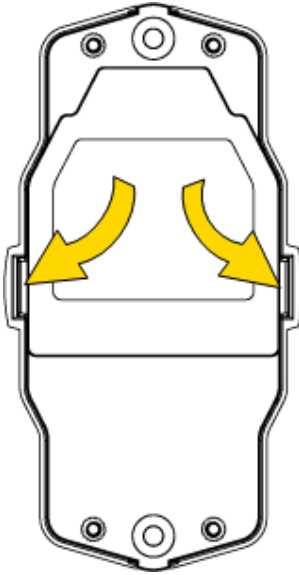
Replace the battery when the LED blinks red ■■■■ in Mute mode or you receive a notification email from Axon Evidence. You'll need a Torx T6 screwdriver, which was provided to your agency at the time of purchase, a small flat head screwdriver, and a CR2430 battery.

Warning Ensure the firearm is unloaded during this process.

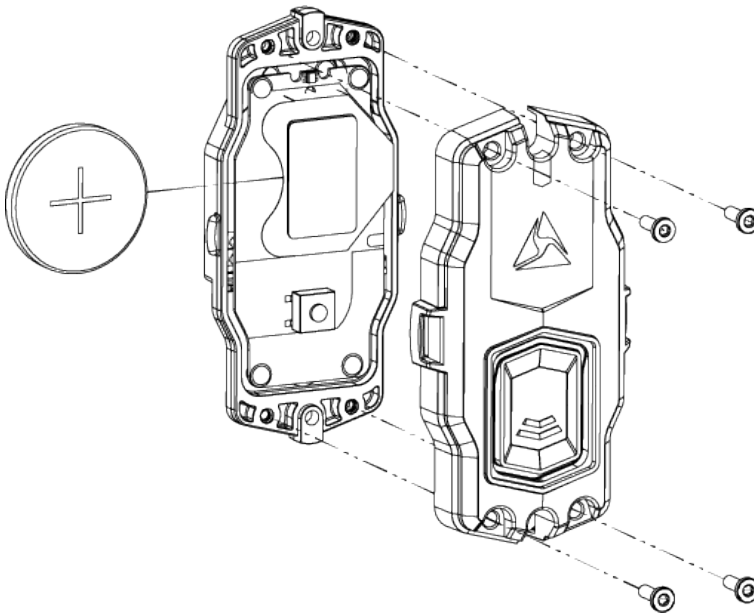
1. Put the sensor in [Mute mode](#) (see page 3) and remove your firearm.
2. Remove the top and bottom center screws that attach the sensor to the bracket, then remove the four outer screws.



3. On the back, use a small flat head screwdriver to gently pry open the snaps so you can remove the back of the case.



4. Slide out the old CR2430 battery and insert a new one.



5. With a new battery, the sensor enters Test mode. If it doesn't detect any activity after 30 seconds in Test mode, it enters Low Power mode.
6. Re-assemble and reattach the sensor to the bracket.
7. Place the sensor in [Mute mode](#) (see page 3).
8. Use Axon Device Manager (ADM) to connect to the sensor and check for updated [firmware](#) (see page 16).

Connecting to ADM verifies the sensor is working correctly using Bluetooth and that the sensor's clock is set. Optionally, upload the sensor's logs after checking for firmware updates.

Watch this [video](#) for an overview of accessing logs.

FAQs

If your issue is not listed here, see [Technical support](#) on page 24.

How do I find my SSA serial number?

The 9-digit serial number is on top of the back of the sensor and starts with the letter X.

- To use ADM, see [Register and assign](#), Method 1; the serial number is visible in step 5 on page 8.
- The serial number is also visible in your Axon Evidence inventory.
- To view the physical number on a bracket-mounted sensor, remove the two screws labeled #2 in [Device layout](#) on page 2).

Why does my LED continue to blink yellow during calibration?



This indicates the sensor can't detect the insertion and removal of the firearm. This can occur if [calibration](#) (see page 13) was started with the firearm removed from the holster. Place the firearm in the holster and restart calibration. Check for proper placement of the sensor.

Why does calibration fail and the LED blinks red?



This indicates an error during calibration and that the results of calibration were not acceptable to appropriately function in Field mode. Ensure the firearm is fully removed from the holster for the duration of [calibration](#) (see page 13). Check for proper placement of the sensor.

Why doesn't my Axon camera activate when I draw my firearm?

- Ensure the camera is powered on and has sufficient battery power. If you received a notification indicating your Signal Sidearm sensor is low on battery, check battery status. See [Mute mode](#) on page 3.
- The sensor is loose or not installed correctly. If any of the screws holding the sensor to the bracket or the bracket to the holster have come loose, it may not be able to consistently determine the state of your firearm. Tighten all screws. Also ensure the sensor bracket is correct for your holster.
- The sensor was installed on a non-approved holster or with an incorrect bracket. Obtain the correct bracket from Axon for your holster and reinstall.
- The sensor was subjected to a major impact, became submerged, or was otherwise damaged to the point where it can no longer function properly. To check battery status, see [Mute mode](#) on page 3. To reset the sensor, see [Sensor Reset](#) on page 14.

- If the sensor was used outside the operating temperature range, you may experience unexpected behavior. Allow the sensor to return to the storage and operating temperature range of -4–122 °F (-20–50 °C).
- Update the [firmware](#) (see page 16).
- There may be a problem with your camera. Consult your camera's troubleshooting guide.
- An aftermarket modification to your firearm or holster is interfering with the functionality of the sensor. Signal Sidearm only works with approved unmodified holsters and firearms. Modifications such as using an aftermarket slide or painting the holster may cause the sensor to malfunction.
- Your sensor is not in Field mode.
 - If it's in Mute mode (blinking green  or red  LED), wait 30 seconds for the sensor to exit to Field mode.
 - Your sensor may be in Test mode (LED on solid if firearm is in holster or off if firearm is out of holster). Hold the button for five seconds to enter Field mode.
 - Your sensor may be in Low Power mode. Press the button to enter Test mode, then press for five seconds to enter Field mode.

Why can't I enter Mute mode?

- Your sensor is not in Field mode.
 - If it's in Mute mode (blinking green  or red  LED), wait 30 seconds for the sensor to exit to Field mode.
 - Your sensor may be in Test mode (LED on solid if firearm is in holster or off if firearm is out of holster). Hold the button for five seconds to enter Field mode.
 - Your sensor may be in Low Power mode. Press the button to enter Test mode, then press for five seconds to enter Field mode.
- The button may be damaged and unable to receive input. To test, replace the [battery](#) (see page 18) and then hold the button for five seconds to exit Test mode; if it won't, the button is damaged. Stop using your Signal Sidearm sensor.
- Update the [firmware](#) (see page 16).

Why does my camera activate but I haven't drawn my firearm?

- Your camera may have activated because another Axon Signal device was used in range of your camera. This is intended functionality of your camera.
- Your Signal Sidearm sensor may have registered a false positive. Inspect the sensor for damage. If you get repeated false positives, your sensor may be malfunctioning.

Why won't the sensor install properly on my holster?

Sometimes it's too tight and the bracket is bending, or there's a big gap between the sensor and the holster.

- Ensure your bracket is correct for your holster and your holster is a supported model. If you do not have the correct bracket, request one from Axon.
- You may have placed a spacer on the incorrect side of the bracket. Use of a holster spacer is acceptable, provided the spacer is installed between the bracket and the belt clip. Do not install a spacer between the bracket and the holster as this reduces performance of the sensor.

Why does my battery last much less than the published battery life?

The battery life estimate is based on typical sensor use. If you use Mute mode or draw your firearm much more frequently than the typical use case, battery life can be reduced. Axon does not recommend adjusting the use of your firearm and holster to improve battery life.

- Reset the [sensor](#) (see page 14)
- Update the [firmware](#) (see page 16)
- Replace the [battery](#) (see page 18)

If this problem continues, there may be a hardware problem with your sensor.

Why is my Signal Sidearm so sensitive?

Signal Sidearm was designed with the input of law enforcement officers to provide an optimal balance of sensitivity for registering true firearm draws and rejecting normal daily interactions with the firearm. Each holster and firearm combination has slightly different distances the firearm can be withdrawn before the sensor registers the absence of the firearm. In general, once the end of the firearm's slide passes the center of the sensor, the sensor detects that the firearm is no longer present within one and two seconds.

Why does my sensor keep ending up in Test or Low Power mode?

- The design and location of the button on the sensor is intended to prevent accidental presses or holds, but in some rare cases, some action may cause the button to be held down inadvertently, causing the sensor to reset. Study your daily activities to identify the cause.
- Low battery strength may cause the sensor to power off and restart. To check battery status, see [Mute mode](#) on page 3.
- The button or button circuitry may be damaged in such a way that the sensor believes it is being held down. If your sensor is resetting repeatedly and this is the cause, replace the sensor.
- The wrong battery size or type was inserted in the sensor, the battery was inserted upside down, or the battery holder is damaged or corroded, which can cause an intermittent connection. Inspect the sensor [battery](#) (see page 18) and holder. If you find any corrosion or the holder appears to be partially disconnected from the circuit board, stop using the sensor immediately. Ensure that the battery is a CR2430 and is installed with the "+" facing up.

Why is the LED dim, flickering, or not turning on as expected?

- The battery in your sensor may be very low and/or the sensor may be very cold. Replace the [battery](#) (see page 18) and/or allow the sensor to warm up.
- The LED may be damaged. Reset the [sensor](#) (see page 14). If the LED still performs poorly, it is likely damaged. Your sensor will continue functioning without a working LED, but it will be difficult to know when it's in Mute mode.

Technical information

Technical support

Visit help.axon.com for support options or call 800-978-2737.

Warranty

Axon Enterprise, Inc. warranty provisions are applicable on all Axon Signal Sidearm products. See www.axon.com/legal for detailed warranty information.

Radio waves



The Signal Sidearm transmission is in the frequency range of 2402 to 2480 MHz.

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 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. This equipment has been tested and found to comply with the limits for a Class B digital device, 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 Enterprise Technical Support for help.

FCC/IC NOTICE: This device meets the body worn human exposure limits found in ANSI/IEEE C95.1, 2005. Proper operation of this equipment according to the instructions found in this guide will result in exposure substantially below the FCC's recommended limits. To comply with the FCC and ANSI C95.1 RF exposure limits, this device has been tested for compliance with FCC RF Exposure limits in the typical configuration. The radiated output power of this wireless device is far below the FCC radio frequency exposure limits.

AVIS Commission fédérale des Communications (FCC)/Industrie Canada (IC): Cet appareil répond aux limites d'exposition humaines du corps trouvées dans ANSI/IEEE C95.1, 2005. Le bon fonctionnement de cet équipement selon les instructions contenues dans ce guide entraînera une exposition nettement inférieure aux limites recommandées par la Commission Fédérale des Communications (FCC). Afin de respecter les limites d'exposition à l'énergie radiofréquence (RF) de la FCC et de l'ANSI C95.1, ce dispositif a été testé pour se conformer aux limites d'exposition à l'énergie radiofréquence (RF) de la FCC dans la configuration typique. La puissance de sortie rayonnée de ce périphérique sans fil est bien inférieure aux limites d'exposition radiofréquence de la Commission Fédérale des Communications (FCC).

This device complies 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.

THIS MODEL DEVICE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

CE DISPOSITIF RÉPOND AUX EXIGENCES GOUVERNEMENTALES POUR L'EXPOSITION AUX ONDES RADIO.

ISED Canada compliance statement

Section 8.4 of RSS-GEN

This Device complies 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.

Cet appareil 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.

Section 8.3 of RSS-GEN

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio ne peut fonctionner qu'au moyen d'une antenne d'un seul type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique pour les autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas celle requise pour établir une communication satisfaisante.

Declaration of conformity

Axon declares that this Axon system is compliant with the requirements of the Radio Equipment Directive (RED) 2014/53/EU, Electromagnetic Compatibility (EMC) 2014/30/EU directive and the EU Low Voltage Directive 2014/35/EU. A copy of the original Declaration of Conformity can be found at www.axon.com.

Section 6.8 of RSS-GEN

These radio transmitter IC: 8803A-S01105 has been approved by Innovation, Science and Economic Development Canada to operate with the antenna type listed below, with the maximum permissible gain indicated. Antenna types not included in this list that have a gain greater than the maximum gain indicated for any type listed are strictly prohibited for use with this device.

Axon Signal Sidearm uses an integral antenna. Antenna gain is <0dBi at 2.4GHz. The required impedance for this antenna is 50 Ohm.

Compliance marks

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





RCPAXAX18-
1219



MSIP (South Korea)

- Applicant Name: Axon Enterprise, Inc.
- Manufacturer / Manufacturer Country: Axon Enterprise, Inc. / USA
- Name of equipment / model name: Signal Sidearm / AX1012
- Certification Numbers: R-CRM-CEW-S01105
- Year of manufacture: separate marking