TASER®
AXON® System

End-to-End Deployment Guide

This document provides step by step instructions for set-up, deployment, and use of the AXON flexTM and AXON body camera systems in conjunction with the EVIDENCE.com digital evidence management platform.

We're excited to get you up and running with your AXON® system and EVIDENCE.com. Once you have completed the below steps you will be able to record video, review video on the mobile application, upload videos to EVIDENCE.com, and much more.

Use this checklist as an overview to help you navigate the deployment guide. Although the training videos feature the AXON flex system, the procedures are similar for the AXON body camera. Substitute the AXON body camera for the AXON flex camera for uploading video.

1. [ ] Set up and configure your EVIDENCE.com account

    • If you do not have an account, go to http://www.taser.com/support/contact-us

    • See page 5 of this Deployment Guide

    • Already have an account, go to item 2 on this checklist

    • Training Videos on managing EVIDENCE.com accounts: http://www.taser.com/support/evidence/videos 2. [ ] Download and install EVIDENCE Sync software

    • Go to http://info.taser.com/syncregistration.html

    • See page 8 of this Deployment Guide

• EVIDENCE Sync training videos: http://www.taser.com/support/evidence-sync/videos 3. [ ] Receive your hardware

    • Haven't received gear? Go to http://www.taser.com/support/contact-us 4. [ ] Assigning AXON cameras

    • See page 9 of this Deployment Guide

• Training Videos on assigning cameras:
http://www.taser.com/support/axon-flex/videos 5. [ ] Register
and assign ETM

• See page 14 of this Deployment
Guide

• ETM training videos:
http://www.taser.com/support/etm/videos

• Not using an ETM? See how to upload videos with EVIDENCE Sync software:
http://www.taser.com/support/axon-flex/uploading-video 6. [ ] Install AXON
Mobile app and pair to smart device

• Download AXON Mobile from the Google Play or Apple®
Application Store

• See page 14 of this Deployment
Guide

• AXON Mobile training video: http://www.taser.com/support/axon-mobile/videos 7. [ ] Capture and upload video

• See page 15 of this Deployment
Guide

• AXON Flex training videos: http://www.taser.com/support/axon- flex/videos
Questions? We have lots of answers on our TASER product support page:
http://www.taser.com/support/axon-flex/videos

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Stage 1: EVIDENCE.com Set Up

Step 1 – Agency Creation

Your TASER sales representative will create an EVIDENCE.com account for your agency or reconfigure your existing agency account for AXON use. If this has not yet been completed, please contact your TASER sales representative for assistance at 1.800.978.2737. If this has been completed, you can begin the agency configuration process in Step 2.

Step 2 – Agency Configuration

Task A – Establish Roles and Permissions

1. Go to your agency's EVIDENCE.com web address.

2. Log in to your EVIDENCE.com account.

3. In the **Settings** menu, select **Configuration Settings** and then select **Roles and**

> **Permissions**.

4. If standard roles do not meet your needs, add new custom roles.

> 4.a Click **+ ADD NEW ROLE**.

> 4.b Enter a Role Name.

> 4.c Select the desired permission level

settings.

4.d Click **Save**.

Task B – Establish Categories and Retention

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Agencies are responsible for developing and enforcing their own permissions
and record retention policies.

1. On EVIDENCE.com, from the **Settings** menu, select **Configuration Settings**
and then

select **Categories and
Retention**.

2. If standard categories do not meet your needs, add new custom
categories.

2.a Click **NEW
CATEGORY**.

2.b Enter a category
name.

2.c Select the color and shape of the map pin to represent files of this category
on the

evidence
map.

2.d Select the **retention duration unit** from the drop-down list and enter the
desired

retention
period.

2.e Click **Save
Category**.

Task C – Establish Security Settings

1. On EVIDENCE.com, from the **Settings** menu, select **Security Settings**, and then select

> **Security Settings**.

2. If desired, enable IP security:

> 2.a Select **Single IP Address** or **Range of IP Addresses**.

> 2.b Enter IP Address or IP address range to be allowed access.

> 2.c Enter an optional label for the IP address or address range.

> 2.d Click **Add Allowed IP Address**.

> 2.e Repeat steps 2.a–2.d for all desired IP addresses.

> 2.f Click the **Enable IP Security** check box.*

3. If desired, enable dual factor authentication.

> 3.a Select the desired authentication protocol.

> 3.b Enter desired verification code duration (maximum 60 minutes).

> 3.c Click **Save**.

> 3.d Select the **Enable Dual Factor Authentication** check box.**

*Once IP security is enabled, computers with unapproved IP addresses will be unable to log into your agency account on EVIDENCE.com, even if they have correct username and password combinations. **When dual factor authentication is enabled, every time a user signs in to their account, a verification code will be sent to them that they must enter before being granted access to their account.

Task D – Establish Password Settings

1. On EVIDENCE.com, from the **Settings** menu, select **Security Settings**, and then select

Password Configuration.

2. If desired, adjust the settings.

3. After adjusting the settings, click **Save** for the new settings to be applied.

Task E – Establish Agency Camera Settings

1. On EVIDENCE.com, from the **Settings** menu, select **Configuration Settings**, and then

select **TASER Video Settings**.

2. If desired, adjust the agency microphone and/or video quality settings.*

3. After adjusting settings, click **Save Settings** for new settings to be applied.

*Agency settings will be applied to all cameras for your agency when next connected to an ETM or to EVIDENCE Sync in online mode.

Step 3 – Add User Accounts

Option A – Single Account

Creation

1. On EVIDENCE.com, from the **Users** menu, select **Add User**.

   1.a Enter the user information.

   1.b Select the user role from drop-down list.*

   1.c Click **Add**.

2. The user will receive an email invite.

3. The user opens the link in the email invite and completes the registration.

*User permissions are determined by role; see "Establish Roles and Permissions" section for more information.

Option B – Batch Account Creation

1. On EVIDENCE.com, from the **Users** menu, select **Import Users**.

   1.a Click the "**Click here to download a template to use for importing users**"

      hyperlink

      .

2. After the download completes, open the **Evidence-ImportUsers.csv** file.

   2.a Fill in columns A–D starting on row 2 for all desired users.

   2.b Select **Save As** from the Excel drop-down menu.

   2.c Save the file on your computer in a location you will remember.

3. On EVIDENCE.com, from the **Users** menu, select **Import Users**.

    3.a Click **Browse**.

    3.b Select the saved spreadsheet from your computer and click **Open**.

    3.c Click **Next**.

    3.d Click a check box in the row of each user to be created.

    3.e Select a user role from the drop-down list to be assigned to all users you are

        creating.
        *

    3.f Click **Next**.

    3.g Review user information and role selected, then click **Next**.

4. Users will receive email invites.

5. Users open the link in the email invite and complete registration.

*User permissions are determined by role; see "Establish Roles and Permissions" section for more information.

Step 4 – Download and Install EVIDENCE Sync Software

CAUTION

Do NOT plug the USB cable into the computer at this step. If you attempt to connect your AXON camera to your computer before you install the EVIDENCE Sync software, you will have to use the Windows Device Manager to manually point the camera to the drivers.

1. On EVIDENCE.com, from the **Help** list, select **Download SYNC**.

2. Start **Evidence_SYNC_Setup.exe**.

3. If asked "Do you want to run this file?" click **Run**.

4. Follow the wizard's instructions to complete EVIDENCE Sync installation.

   4.a Click **Next** to initiate the installation wizard.

   4.b Read the License Agreement and click **I Agree**. If you do not agree with the

      License Agreement do not use or install the software.

   4.c Select the location for installation and click **Install**.

      Note: It is recommended that you allow the EVIDENCE Sync software to install in

         the default location.

   4.d Once the installation is complete, click **Finish**.

Installing EVIDENCE Sync on a Computer Not Connected to the Internet

Some computers, such as Mobile Data Computers (MDCs)/Mobile Data Terminals (MDTs) may not be connected to the Internet. To install the EVIDENCE Sync software

on an unconnected computer, follow these steps:

1. On a computer that is connected to the Internet, Go to your agency's EVIDENCE.com

web
address.

2. Log in to your EVIDENCE.com
account.

3. Insert a USB flash drive (a thumb drive) into a USB port on the computer.

4. From the EVIDENCE.com **Help** list, select **Download SYNC**.

5. From the **Save** drop-down menu, select **Save as**.

6. Navigate to the USB flash drive and click **Save**.

7. Eject the USB flash drive and connect it to the unconnected computer.

8. Navigate to the USB flash drive.

9. Double-click to the **Evidence_SYNC_Setup** icon.

10. Click **Run**.

11. Follow the wizard's instructions to complete EVIDENCE Sync installation.

11.a Click **Next** to initiate the installation wizard.

11.b Read the License Agreement and click **I Agree**. If you do not agree with the License

> Agreement do not use or install the
> software.

11.c Select the location for installation and click **Install**.

> **Note:** It is recommended that you allow the EVIDENCE Sync software to install in

>> the default
>> location.

12. Once the installation is complete, click **Finish**.

Stage 2: Registering and Assigning AXON Cameras

The step-by-step instructions show an AXON flex camera in use. If you are using the AXON body camera, the procedure is the same.

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Do not plug an AXON flex controller into a computer for registration or downloading. If your agency uses both the AXON flex and AXON body systems, familiarize yourself with the differences between an AXON flex controller and an AXON body camera.

AXON flex camera AXON flex controller AXON body camera
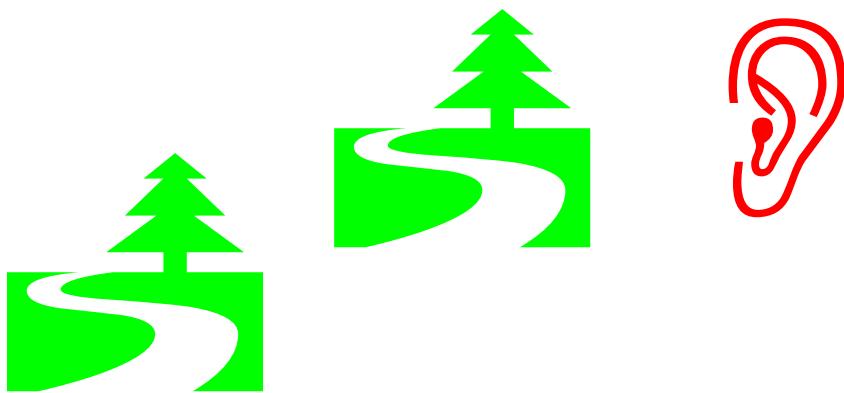
Option A – Administrator Configures and Assigns All Cameras to the Officers

1. Click **Start** and select **All Programs**. (If you do not have the EVIDENCE Sync software

   installed, see *Download and Install EVIDENCE Sync*.)

2. Click **SYNC** and select **SYNC**.

3. Type your login information and click
Submit.

4. Connect an AXON camera to your computer using the 2.5 mm to USB
cable.

5. When prompted, start typing the last name of the officer to whom the camera will
be

assigned, select the correct officer from the drop-down list, and then click
ASSIGN.

6. Click the **Device Settings** tab to review and confirm proper camera
settings.

6.a Agency settings can be changed on EVIDENCE.com, but not in
EVIDENCE Sync.

• Agency settings include microphone and video
configuration.

6.b User settings can be changed either on EVIDENCE.com or in
EVIDENCE Sync.

• Orientation – flips the video to match side of the body on which the officer
wears the camera. (This feature is intended for use with the AXON flex
system.)

• Mode (EVIDENCE Sync Online or Offline) – can only be changed

by an Administrator or Armorer when the agency allows.

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An agency that uses its EVIDENCE Sync system in the Offline mode is responsible for the storage and management of its offline evidence. TASER is not responsible for chain of custody of evidence saved in the Offline mode.

6.c If any settings are changed, click **SAVE** for the new settings to be applied.

7. Disconnect the camera from your computer.

8. Put the camera back in the box and write the officer's name on the box.*

9. Issue the box to the assigned officer.

10. For additional cameras, re-start at step 4.

*Allows documentation to be issued along with camera system.

Option B – Administrator Configures the Camera but does not Assign the Camera to an Officer*

1. Click **Start** and select **All Programs**. (If you do not have the EVIDENCE Sync software

installed, see *Download and Install EVIDENCE Sync*).

2. Click **SYNC** and select **SYNC**.

3. Type your login information and click **Submit**.

4. Connect the camera to your computer using the 2.5 mm to USB
cable.

5. Click **Cancel** on the device assignment
window.**

6. Click the **Device Settings** tab to review and confirm proper camera
settings.

   • Agency settings can be changed on EVIDENCE.com, but not in
   EVIDENCE Sync.

     o Agency settings include microphone and video
     configuration.

   • User settings can be changed either on EVIDENCE.com or in
   EVIDENCE Sync.

     o Orientation - flips the video to match the side of the body on which the
     officer

        wears the camera. (This feature is intended for use with the AXON flex
        system.)

     o Mode (EVIDENCE Sync Online or Offline) - can only be changed by
     Administrator or

        Armorer when agency
        allows.

6.a If any settings are changed, click **SAVE** for new settings to be applied.

7. Disconnect the camera.

8. Issue all cameras to the officers.***

9. Users begin at Step 1 of "Option C - User Assigns."

*Best practice is to assign the cameras to each officer before they are deployed (go to "Option A – Administrator Configures and Assigns All Cameras to the Officers" section). **Officer will not be able to upload the video from the camera through an ETM until the camera is assigned. ***Videos recorded while the cameras are unassigned will be uploaded to the account of the user who is next assigned to the camera.

Option C – User Assigns the Camera

1. Click **Start** and select **All Programs**. (If you do not have the EVIDENCE Sync software

installed, see *Download and Install EVIDENCE Sync*.)

2. Click **SYNC** and select **SYNC**.

3. Type your login information and click **Submit**.

4. Connect the camera to your computer using the 2.5 mm to USB cable.

5. Type your name and click **OK** to assign the camera to yourself.

> **Note:** After this step is complete, your camera can now upload to the EVIDENCE.com website directly through the ETM. The next time you dock this camera into the ETM, the system will recognize the camera as assigned to you, and upload the data to the appropriate location on EVIDENCE.com.

6. Click the **Device Settings** tab to review and confirm the proper camera settings.

> • Agency-level settings can be changed on the EVIDENCE.com website, but not on a local computer using EVIDENCE Sync software. Agency-level settings can only be configured by an agency Administrator. Agency settings include microphone and video configuration.

> • User-level settings, like the orientation setting that rotates the video to match the side of the body on which the officer wears the camera, can be changed either on the EVIDENCE.com website or on a local computer with the EVIDENCE Sync software. (The orientation feature is intended for use with the AXON flex system.)

7. If you change any settings, click **SAVE** for new settings to be applied.

8. Disconnect the camera from the computer.

Stage 3: Additional System Set-up

Step 1 – ETM Set-up

1. Using an Ethernet cable, connect the WAN port on the ETM to the internet.

2. Using an Ethernet cable, connect the LAN port on the ETM to your computer.

3. Connect the ETM to a power source.

4. With the computer still connected to the LAN port, go to http://10.10.1.1.

   You will see a step-by-step guide in the browser.

   • The ETM configuration webpage verifies proper connection and provides instructions on additional setup.

   • If needed, contact TASER technical support at 1.877.270.0553.

5. The ETM can now accept AXON flex and AXON body cameras for upload to

   EVIDENCE.com, and AXON flex controllers for recharging.

Step 2 – AXON Mobile Application Installation

The AXON Mobile application is available for both AndroidTM and iOS® smart devices. This application enables you to play back video recorded on your AXON camera via your smart device. Also, you will be able use your smart device to add descriptions to videos.

Installing the AXON Mobile Application on an Android Smart Device

1. On your smart device, tap **Play Store**.

2. Click the search icon (the magnifying glass).

3. Type **AXON Mobile** and tap **Enter**.

4. Press **AXON Mobile**.

5. Tap I**NSTALL**.

6. Tap **Accept & Download**.

7. Tap **Open**.

   The system will ask you if you want to install TASER AXON Service.

8. Tap **OK**.

9. Tap **Install**.

10. Tap **Accept & Download**.

11. See the *AXON Mobile for Android Devices* user manual for advanced features.

Installing the AXON Mobile Application on an iOS Smart Device

1. On your smart device, enter the **iOS App Store** application.

2. Go to **Search** (the magnifying glass).

3. Type **AXON Mobile** in the search bar at the top of the page and tap **Enter**.

4. Tap the **FREE** button on the **AXON Mobile** summary.

5. Tap **INSTALL APP**.

6. See the *AXON Mobile for iOS Devices* user manual for advanced features.

Note: No video is stored on the smart device (phone) and the application does not upload anything to EVIDENCE.com directly. The video preview on the smart device is only 5 frames per second while the AXON camera records and stores at full frame rate (15–30 FPS). Intelligent Video Attributes (Case ID, Categories, GPS, Title) added in the smart device application and stored on the camera will be uploaded to EVIDENCE.com with event files.

Stage 4: AXON Camera Use

1. Ensure your camera is properly mounted.

2. If you are using the AXON flex system, ensure your camera is connected to the controller

using the 2.5 mm to 2.5 mm cable.

3. Move the power switch to the on position.

4. Wait until the LED starts blinking green.

5. Double-tap the EVENT button on the AXON body camera or AXON flex controller to start

recordin g.

6. Hold the EVENT button on the controller or body camera for 3 seconds to stop

recordin

g.

7. See the AXON body or AXON flex quick start guide for information on status

notifications

.

Note: Camera has 4–6 hours of recording depending on video setting. If the camera is full it will not record over existing videos.

Stage 5: Video Transfer and Charge

Step 1 – Video Upload/Download

Option A –Camera Upload to EVIDENCE.com Using the ETM

1. Make sure the ETM is powered on and connected to the internet.
2. Turn the controller or body camera off.
3. If you are using the AXON flex system, unhook the wire from the controller and camera.
4. Dock the camera into a puck in the ETM. (Initial connection will show a momentary red
LED on the camera.)
System Status Camera Bottom LED Indication Uploading data Blinking yellow
DO NOT remove the camera from the ETM Device ready (all videos uploaded successfully) Solid green
In queue awaiting upload Solid yellow Initial connection (momentary) Solid red Device not assigned, agency mismatch, or camera set in the offline mode
Blinking red Consult ETM support page. ETM has no communication with camera LED off
Firmware update, extremely low battery, or memory full

Blinking red and yellow **DO NOT remove the camera from the ETM** Network error Blinking
red, yellow, and green

Note: If an AXON setting (e.g., orientation, audio, video setting) has changed in EVIDENCE.com this will be updated while the camera is docked in ETM.

Option B – Flex Camera Upload to EVIDENCE.com Using EVIDENCE Sync Software

1. Click **Start** and select **All Programs**.

2. Click **TASER International** and select **SYNC**.

3. Type your login information and click **Submit**.

4. Connect the camera to the computer using the 2.5 mm to USB cable.

5. Click the **Video List** tab.

6. On the video row, click the video and then click **Click here to play** and play back to

identify the desired
video(s).

Note: Preview is intended to identify videos, and the video may appear choppy and

does not represent the quality of the video once
uploaded.

7. Click of the check box next to the video you want to
upload.

8. Click the **Upload
Selected**.

Note: Once the video is successfully uploaded to EVIDENCE.com, the video is removed

from the
camera.

9. Find the uploaded video in the
list.

10. Click **View Uploaded** to watch the video on
EVIDENCE.com.

Note: User (role) accounts will only be able to load cameras assigned to them; Administrator and Armorer can load any camera.

Option C – AXON Camera Download to your Personal Computer Using EVIDENCE Sync Software in Offline Mode

1. Start the EVIDENCE Sync software in Offline mode (if you are in the Online mode, click

   Go Offline in the upper right-hand corner of the screen).

2. Connect the camera to the computer using the 2.5 mm to USB cable.

3. Click the **Video List** tab.

4. On the video row, click the video and then click **Click here to play** and play back in order

   to identify the desired video(s).

   Note: Preview is intended to identify videos, and the video may appear choppy and

   does not represent the quality of the video once uploaded.

5. Click the check box next to the video you want to download.

5.a Click **Download Selected**.

5.b In the Status column, click **Downloaded** on the video row and review the video to

confirm complete and uncorrupted download.

5.c Click the **Delete Selected** button to initiate video deletion.*

6. Click the **Downloaded Videos** tab.

6.a View the list of videos downloaded from the camera and click the thumbnail of a

video to play it.

Notes: In Offline mode, videos will not be automatically deleted from the camera after download. When camera memory is full it will no longer record, so it is important to delete videos after download. On the Downloaded Videos tab, if you click 'Locate' next to any video thumbnail you can open the data folder and find the original video file.

Step 2 – Charging the Controller or Body Camera

The procedure for charging an AXON flex controller is the same for charging an AXON body camera.

Option A – Charging the AXON Device through the ETM

1. Ensure the ETM is powered on.

2. Dock the controller or body camera in a puck in the ETM.

Battery Status Battery LED Battery capacity is at 41–100 percent Green Battery capacity is 20–40 percent Yellow Battery capacity is less than 20 percent Red

Option B – Charging the AXON Device with a USB Cable

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Do not have EVIDENCE Sync active when performing this procedure.

1. Ensure the computer is powered on.

2. Connect the AXON device to the computer using 2.5 mm to USB cable. See the table under *Option A – Charging the AXON Device through the ETM* for information on the charging status.

Option C – Charging the AXON Device with a Wall Charger

1. Connect the AXON device to the wall charger using the 2.5 mm to USB cable.

2. Plug the wall charger into a standard wall outlet. See the table under *Option A –*

Charging the AXON Device through the ETM for information on the charging status.

Changing the Mode in EVIDENCE Sync

Setting a Camera from Online to Offline Mode in EVIDENCE Sync

The illustrations below show an AXON flex camera, but the procedure is the same for an AXON body camera.

1. Click **Start** and select **All Programs**.

2. Click **SYNC** and select **SYNC**.

3. Type your login information and click **Submit**.

4. Connect the camera to the computer using the 2.5 mm to USB cable.

5. Click the **Device Settings** tab.

6. Under **Device Mode**, Click **Offline**.

    A pop-up message displays asking you change the application to the Offline mode.

7. Click **Go offline**.

8. Repeat steps 4–7 for each camera you want to set to Offline

mode.

Notes: Only users with the "Administrator" role have ability to enable and disable the Offline mode. Your computer and camera must be set to the same mode (Offline or Online) to work together.

Be sure to download and install EVIDENCE Sync software to each local computer where users will be downloading their cameras.

Setting a Unit from Offline to Online Mode in EVIDENCE Sync

1. Click **Start** and select **All Programs**.

2. Click **TASER International** and select **SYNC**.

3. Type your login information and click **Submit**.

4. Connect the camera to your computer using the 2.5 mm to USB cable.

5. Click the **Device Settings** tab.

    5.a Under **Device Mode**, click **Online**.

A pop-up message displays asking you change the application to the Online mode.

5.b Click **Go Online**.

5.c Type your login credentials and click **Login**.

Note: Your computer and camera must be set to the same mode (Offline or Online) to work together.

Document Revision History

Version Change

A Initial release. B Added drawings with the AXON flex camera. Small changes to the text. C Extensive changes throughout the document, including discussion of the new AXON body

camera. D Added a note on page 18 to not have EVIDENCE Sync active when using a computer to

recharge an AXON flex controller or AXON body camera.

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