Axon Flex/Body, SYNC, CAD/RMS Interface and Evidence.com - User Manual
The Axon Flex is an On-Officer camera system from TASER International.

AXON Flex is the leader in On-Officer Point of View Camera systems. The AXON Flex has been used in many different situation and scenarios.
Three components make up the Flex system:

- **Controller/Battery**
- **Connecting Cable**
- **Flex Camera**
The AXON Flex camera houses the camera, data storage, and microphone. Data is encrypted and stored on a 8 gigabyte SD card.

Built as close to the human eye as possible. (Wanting to represent the perception of officers)
Axon Flex Camera

Volume / Pairing Button

Microphone

Camera Lens

LED Indicator
• The Controller is the power source for the AXON Flex system

• Videos are started and stopped from the Controller

• It is designed to provide 12+ hours in buffering mode when fully charged
<table>
<thead>
<tr>
<th>Controller Battery Status</th>
<th>LED Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% - 40%</td>
<td>Solid Green</td>
</tr>
<tr>
<td>40% - 20%</td>
<td>Solid Yellow</td>
</tr>
<tr>
<td>20% - 0%</td>
<td>Solid Red</td>
</tr>
<tr>
<td>Completely Depleted / Dead</td>
<td>Flashing Red and Yellow</td>
</tr>
</tbody>
</table>

Battery Status
Notice the Operation LED Light at the top of the Controller. Notice on the graph four different colors of the LED light and the definitions of each light.
There are two ways to change the quality of the camera (Admin only):

- **Evidence.Com**
  - Select the “Settings” tab and look in the “Configuration Setting” sub-folder under “TASER video settings”

- **Evidence SYNC**
  - In the “Device Settings” tab

<table>
<thead>
<tr>
<th>Recording Quality/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highest Quality</td>
</tr>
<tr>
<td>Medium Quality</td>
</tr>
<tr>
<td>Lowest Quality</td>
</tr>
</tbody>
</table>
Connect the straight cable end into the back of Camera
Connect the right angle cable into the top of the Controller
- The Wire Management Clip holds the wire in place.
- Not using the clip may cause a disconnect which will prevent the camera from recording or stop videos that are actively recording.
Oakley Glasses: The AXON Flex camera can be attached to Oakley Flak Jacket® glasses. With this system, the camera is designed to directly capture your point of view because it is mounted at eye level.

Collar Mount: This mount consists of an inside magnetic clip combined with a metal band designed to wrap underneath the collar, towards the back of the neck to offer more support for the shirt collar.

Epaulette Mount: Designed for uniforms and shirts that have an epaulette.
There are two ways to charge your devices:

1- ETM device which not only uploads the data to EVIDENCE.com but also charges the devices

2- The AXON Flex system also comes with a sync cable and wall mount USB charger. Both AXON Flex camera and Controller can be charged using sync cable and USB wall mount charger
Notice the Battery LED and the definitions of each light.

Green – Fully Charged  
Yellow – 20 -40 %  
Red – Less than 20%

*If the Battery LED is giving a blinking Red and Yellow, the battery has been completely depleted and needs a full recharge.*
AXON Flex Controller
• Charges in 4 - 6 hrs. from a completely depleted level
• Can be charged using the Sync/charging cable

AXON Flex Camera
• Small internal battery that requires charging to maintain the time stamp function
• Charges within 15 minutes

Battery Charging

AXON Flex Controller – Depending on how it’s charging could affect the charge rate. For example, recharge time is a lot longer if charging off of a computer USB port rather than a wall mount or ETM.

AXON Flex camera – Will charge within 15 – 20 minutes depending on the type charging as well.
To start recording a video, double tap the Event button on the Controller.

To stop recording, press and hold the Event button for about five seconds.

The Event button is located on the front and center of the Controller.
Issued Parts
The AXON Body is a One-Piece On-Officer Audio/Video Recording Device.

The Lens has a 130 Degree Field of View
Top View

Operational LED Indicator

Bottom View

LED Indicator

Volume and Pairing Button
• To Start Recording: Double tap the Event Button. (There will be a visual and audible notification)

• To Stop Recording: Press and Hold Event Button for 5 Full Seconds. (There will a visual and audible notification)
<table>
<thead>
<tr>
<th>Operation LED</th>
<th>Operating Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blinking Red</td>
<td>Recording</td>
</tr>
<tr>
<td>Blinking Green</td>
<td>Buffering</td>
</tr>
<tr>
<td>Solid Red</td>
<td>Booting Up</td>
</tr>
</tbody>
</table>
When you leave the station, your camera should be in the on position. That way when you contact someone you just double tap the Event button and the video will have the 30 second pre-event buffer with no audio. Just like MVR, the audio won't start until the record function is engaged, but it shows what the user and the subject are doing just before contact. This prevents you from having to wait for the camera to boot up before you can start a recording if you are out in the field with the camera in the off position. As per General Orders, when driving Code 3 or responding to level 1 and 2 calls your camera should be recording while enroute.
Camera usage in the field (Pre Event buffer)
Our application supports both Android and IOS based phones.
Step 1: Download the AXON Mobile App (DO NOT USE A PERSONAL DEVICE)
Step 2: Verify that the software installed properly on your Bluetooth device (phone).
Step 3: Open the Settings menu. Turn on your Bluetooth option.
Step 4: Make sure the AXON Flex is connected properly. Make sure the Controller is in "OFF" mode.
Step 5: Press and Hold the Volume/Pairing button first. While holding the Volume Pairing button, turn the Controller on. Remember to keep holding the Volume/Pairing Button up to 15 seconds.
Step 6: Once the AXON Flex camera starts to blink GREEN, the system is now in pairing mode.

Step 7: Now return back to smartphone and search for new devices. The AXON Flex unit should be listed by the four digits on the device.
Step 8: Select the AXON Flex you wish to connect, CONFIRM paired device.
Step 9: Confirm the pairing was successful by checking the Live Preview on the AXON Mobile App.

Pairing your AXON Flex to a Smart Device

Step 1: The AXON Mobil App can be download from the Google Play Store (Android Market) or the Apple App store. Both versions are free.
Step 2: Verify by opening the App, you will be asked to pair an AXON Flex.
Step 3: Turn on Bluetooth option on your device (phone).
Step 4: Connect the AXON Flex camera and Controller, but do not turn the system on.
Step 5: While hold the Pairing button, turn on the Controller.
Step 1: Download the AXON Mobile App (DO NOT USE A PERSONAL DEVICE)
Step 2: Verify that the software installed properly on your Bluetooth device (phone).
Step 3: Open the Settings menu. Turn on your Bluetooth option.
Step 4: Make sure the AXON Body is in “OFF” mode.
Step 5: Press and Hold the Volume/Pairing button first. While holding the Volume Pairing button, turn the AXON Body on. Remember to keep holding the Volume/Pairing Button up to 15 seconds.
Step 6: Once the AXON Body camera starts to blink GREEN, the system is now in pairing mode.
Step 7: Now return back to smartphone and search for new devices. The AXON Body unit should be listed by the four digits on the device.
Step 8: Select the AXON Body you wish to connect, CONFIRM paired device.
Step 9: Confirm the pairing was successful by checking the Live Preview on the AXON Mobile App.

Pairing your AXON Body to a Smart Device
Live Preview will allow you to remotely view over Bluetooth streaming directly from the Axon camera.

There is only five frames per second when streaming to a mobile device over Bluetooth.
• While videos are still on the Axon camera they can be viewed before upload

• The video playback on a mobile device, like the live preview function, is also only five frames per second when streaming over Bluetooth
To label the videos before they are uploaded, select the video from the list.

Once selected, there will be options in which the Title, ID, and Category* can be changed.

Case numbers shall be labeled in the ID field.
• Taser Axon body worn cameras currently used by the Tucson Police Department do not cause RFI errors on INTOX 8000

• The Moto G mobile device issued with the cameras may cause an RFI the same as any other cellphone

RFI on the INTOX 8000
Uploading AXON videos

These are the three ways to upload AXON videos to Evidence.com. No data is stored on City of Tucson servers.

These are three options to upload digital data to EVIDENCE.com services.
Evidence.com Dock

C11 Sergeants Office - 2 six bay docks (four open bays for Motors)

C12 Briefing - 2 six bay docks (four open bays for Motors)

C12 Motor Office – 2 six bay docks (all bays are for Motors)

C13 Debrief - 2 six bay docks (four open bays for Motors)

C14 Laptop Room - 2 six bay docks (four open bays for Motors)

C15 Debrief - 1 six bay docks (all bays are for Motors)

C15 Bikes/Walking - 2 six bay docks (all bays are for Bikes/Walking)

7575 E Speedway - 2 six bay docks (all bays are for Motors)

• Timestamp synchronization occurs when a camera is connected to evidence.com via a dock
Docking the Camera

- When docking a camera, make sure the charge port slides in first and the imager is facing up.
- Make sure to keep the magnet side down.

This is very important so that you do not damage your AXON Flex camera. Please plug in the Camera and Controller with the connecting cable ports facing toward the ETM. The Camera lens should be facing out of the ETM when uploading. When the camera is plugged in, it will: upload videos to the EVIDENCE.com account the camera registered to, charge the camera, and update firmware.
Docking the Camera

<table>
<thead>
<tr>
<th>Camera Action</th>
<th>Camera LED Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device Ready (All Videos Uploaded Successfully to Evidence.com) and Fully Charged.</td>
<td>Solid Green</td>
</tr>
<tr>
<td>In Queue Awaiting Upload.</td>
<td>Solid Yellow</td>
</tr>
<tr>
<td>Initial Connection (Momentary).</td>
<td>Solid Red</td>
</tr>
<tr>
<td>ETM has No Communication with Camera.</td>
<td>LED Off</td>
</tr>
<tr>
<td>Uploading Data.</td>
<td>Blinking Yellow</td>
</tr>
<tr>
<td>Firmware Update/Internal Battery Charging/ Memory Full.</td>
<td>Blinking Red and Yellow DO NOT Remove the Camera from the ETM.</td>
</tr>
<tr>
<td>ETM or Network Error.</td>
<td>Blinking Red, Yellow, and then Green</td>
</tr>
<tr>
<td>Device Is Not Assigned</td>
<td>Flashing Red</td>
</tr>
</tbody>
</table>
Docking the Controller

- When docking the Controller, it will give you a status light to show the level of charge.

<table>
<thead>
<tr>
<th>Controller Battery Status</th>
<th>LED Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Charge.</td>
<td>Solid Green</td>
</tr>
<tr>
<td>Charging in Progress.</td>
<td>Solid Yellow</td>
</tr>
<tr>
<td>20 Percent Charge or Less.</td>
<td>Solid Red</td>
</tr>
</tbody>
</table>
The evidence.com interface uses the data from your unit history in the Computer Aided Dispatch (CAD) system. You must be checked out on an Event within three minutes of the start of your recording and you have to stop recording within three minutes after you are cleared from the Event. Any videos recorded inside the -3/+3 minute window should be matched, so you do not have to start and stop recordings exclusively based on the Event time beginning and end. This rule also applies to when you are not checked out on an Event and record video. Since there is no Event times to cross reference, there is nothing for the interface to do with it. It is perfectly acceptable to record videos while not on an Event, just understand that you will have to manually label these videos.
When the interface matches the CAD data from your unit history Events to the timestamps of the videos you recorded in evidence.com, it labels the videos with the appropriate data in the ID field. If the Event did not result in a Case (no case number was assigned to the Event), the CAD data is sent to evidence.com and it labels the ID field with the Event number. If there was a Case number assigned, the system waits for the Records Management System (RMS) data as it cannot overwrite an Event number with a Case number at a later date. An exception to this process is an S-Sam clearance. The interface is set so that when a Case number is assigned and the call is cleared S-Sam, the Case number is sent to evidence.com the same as it would if it was an Event number. It will label the ID field without waiting for RMS data because there will be no Case report written.
CAD Interface
Automated Video Labeling

Each morning at 0600hrs we (the automated system) send the previous five days of CAD/RMS data to evidence.com through the interface and it is usually completed processing by 0930hrs. This means that all videos that were uploaded for cleared Events before that time should be touched by the system and have the Event number added into the ID field. All videos that do not have a data match between CAD and evidence.com, or the video is waiting for RMS data, it will be in the “Unmatched” Category. **IF YOU DO NOT UPLOAD YOUR VIDEOS WITHIN FOUR(+) DAYS OF RECORDING THEM, OR YOU DO NOT HAVE YOUR CASE REPORT APPROVED TO LEVEL 2 WITHIN FOUR(+) DAYS OF THE INCIDENT OCCURRING, THE INTERFACE WILL NOT TAG YOUR VIDEOS. EVER. YOU WILL NEED TO LABEL THEM MANUALLY.** Per General Orders, all videos must have the ID field labeled with the Case number when one is assigned.
If a report reaches Approval level 2 within four(+) days of the Event creation, the interface will send the RMS data.

The Categories are tied to the Charge type in Intergraph.
• Find the SYNC software in the start menu
• Use the search function if you cannot locate it
• All CF-53 laptops have SYNC on them
SYNC takes approximately five minutes to load on a laptop when running off the air card.

Log into your EVIDENCE.com or SYNC account using the same username and password.
If you do not have an account in evidence.com, switch to MDT mode. MDT mode will allow you to view videos from a camera.

Log In
• Connect the SYNC/Charging Cable into the back of the camera

• Connect the USB end into the USB port of your computer after SYNC has loaded
Once the camera loads, the videos on it can be accessed.

EVIDENCE Sync is software created by TASER International Inc.

Once the AXON Flex camera is connected, click on the “DEVICE VIDEOS” tab. There will be an option to upload all videos to the EVIDENCE.com services.
Select the video(s) you want to label the ID field or Categorize by checking the box on the left and clicking Next.

Labeling the ID field or adding a Category
You can add a case number to the ID field or add a Category to the video(s) you selected

Labeling the ID field or adding a Category
The SYNC software allows you to view videos on the camera using a computer. Admins can also use it to upload videos.

Viewing/Uploading AXON Videos
When using SYNC, the videos are viewed at the full 30fps. This occurs before the videos are uploaded to evidence.com.

Viewing Videos

To preview videos off of the AXON Flex camera, simply click on the “PREVIEW” tab. This will open a new window that will allow you to preview specific videos.
Updating firmware on your AXON Flex system:

Step 1: Open the EVIDENCE Sync software
Step 2: Connect the Sync Cable to the camera and then into the USB port on your computer
Step 3: Log in to your EVIDENCE.com account
When the AXON Flex camera is recognized, it will automatically check for a firmware update. If one is available, it will show in the window on the right.

**Updating Firmware**

If there is an update available it will show in the in yellow letters.
During the firmware update, allow the process to continue without interruption

Updating Firmware

The firmware update process should not be interrupted
After the update, the home page will be visible
The Video List and Device Settings can now be selected

Updating Firmware
Admins can change the orientation of the Flex camera to be worn on the left or right side from SYNC or evidence.com.

**Camera Configuration**

The DEVICE SETTINGS tab on the left of the screen will allow you to adjust the: Video quality, Microphone Capabilities, Orientation of the Flex, and Mode of usage.
Open an internet web browser and go to https://tucsonpd.evidence.com
The Axon symbol (dashboard) will always bring you back to the home page

Dashboard
The Evidence tab will show all evidence (including firing logs) and search field options

Evidence
The My Evidence tab will filter out evidence to just the person who is logged in

My Evidence
To add a case number to a video from the evidence screen, check the box on the left for the appropriate videos, click UPDATE ID, add the case number, and click UPDATE.
If the Event is split into two Cases, The ID field should be labeled with both Case numbers separated by a space. The ID field can fit up to 24 characters.

Labeling Videos
To add a case number to a video from the video player screen, click the pencil next to the video title. The text box for the ID field can now be edited.

Labeling Videos
To add a Category to a video from the evidence screen, check the box on the left for the appropriate videos, click ADD CATEGORY, select the Category from the drop down list, and click UPDATE.
To add a Category to a video from the video player screen, click the pencil next to CATEGORIES, select the Category from the drop down list, then click ADD.

Categorizing Videos
You can also delete unwanted Categories from this screen. If the video has a case number associated the CAD Category shall not be used.

Categorizing Videos
To search for videos, use the search boxes to help narrow down the results. Case numbers are listed under ID.
Evidence.com will sign you out after 15 minutes of inactivity

Auto Sign Out

Evidence.com is web based and follows CJIS rules.
Video Request System

Requesting Videos

- Videos can be requested by using the webform
- The Video Request link is on the TPD wiki
- City Prosecutors will make their own requests
The requestor of a video will receive an email informing them of a successful request creation. The requestor will also receive an email when the request is completed.
A camera user and their supervisor will receive a message when a user is named in a video request. If the request has not been handled after ten days, the message is resent and their Captain is also included.
Video Request System
User Actions

When a user clicks the link in the email they are brought to the webform where they can indicate video status.
Video Request System
User Actions

- If a camera user is off work for an extended period of time, the user’s supervisor is responsible for handling the request.

- The supervisor can access the systems the same way as the user.
The video request system also has a status page that shows all active requests. All requests are archived and searchable via the search function.
Reviewing Videos

1) Moto G - Use the Moto G to watch a video before it is uploaded to evidence.com.
Pros - This is the quickest way because you can do it right after you stop recording in the field.
Cons - The sound might not be as good as some would like to hear what people are saying (use earbuds if available) and the frame rate is only 5-7fps. It requires a paired Moto G.

2) Taser SYNC - Plug your camera into a laptop and play videos through the Taser SYNC software before they are uploaded to evidence.com.
Pros - No waiting for videos to upload, full 30fps frame rate, good audio through a laptop.
Cons - You have to turn off your camera and plug it in via a SYNC cable into the laptop. Sync takes about 4 minutes to load when wireless is enabled (once the program is loaded there is no wait time for the videos).

3) Evidence.com via laptop in the field - Use a laptop and watch videos after they are uploaded to evidence.com
Pros - Full 30fps frame rate, good audio through a laptop.
Cons - You have to wait for the video to be uploaded to evidence.com then you have to log into evidence.com and find the videos. Because this is web based and you are on a Verizon air card/MultiIP you may experience issues with buffering of the videos or the servers may be down.

4) Evidence.com via a laptop with wireless disabled or a desktop in the station - Use a laptop (wireless disabled) or desktop in a station with an ethernet cable plugged in after the videos are uploaded to evidence.com.
Pros - Full 30fps frame rate, good audio through a laptop/desktop, no buffering issues (minus whatever is created by our own city network).
Cons - You have to wait for the video to be uploaded to evidence.com then you have to log into evidence.com and find the videos. Because this is web based, the servers may be down.
Documenting a Body Worn Camera was used

A concern that has come up with both prosecutors and defense is how do we know if an officer has a body worn camera. To reduce issues with all parties (including ourselves) we send out the user list to the local prosecutors, who in turn provided it to defense. We continuously update and send the list as changes occur. This will help both TPD and the prosecutors with unnecessary requests. This still requires the user to document that they used their camera by bullet pointing in the very beginning or ending of their narrative BODY WORN CAMERA USED.

PCAO had contacted us and advised that there was a case where the officer who is assigned a camera wrote in his report that he had a camera and did not use it. The PCAO found this helpful because the defense would have called it into question based on the user list but this was mitigated by the officer documenting it up front. If you find yourself on a scene and realize you haven't activated your camera, do so as soon as possible. It is better to get less video than none at all.
Report Writing

For the most part your report writing shouldn’t change. You do not need to review a video if you do not feel it is necessary. This is up to you based on your needs and abilities. When writing a report, always document your probable cause. It is not acceptable to just say “The arrestee admitted he committed a crime. See video for details”

The idea behind the video is to supplement your report writing. Remember that a detective, officer, or prosecutor will still need the appropriate information about the incident without reviewing your video. Some things may be more or less important based on what your camera can capture. If the only way the information is being documented is through your writing, you may need more details. This would be true when documenting a smell or a use of force when someone tenses up and attempts to pull away. These things cannot be captured by the camera. You as the user and report writer will need to decide what is important. If you feel an exact quote is important then you may wish to review the video. Do not contradict yourself in your report in relation to your video.
City Court Civil Hearings

BODY WORN CAMERA
Civil Court video viewing laptops

Instructions:
The power switch is the slider on the right (pull towards you).
Select the "TPD" profile. The password is "TPD" (upper case).
Open Internet Explorer by clicking the Internet Explorer icon in the taskbar. It should open to http://tucsonpd.evidence.com.
Log in with your evidence.com username and password.
Plug laptop back in when done with hearing.

Netbooks with instructions are available in the City Court liaison office

These are to be used in Civil Hearings if the officer wants to present body worn camera video.
Troubleshooting

• Consult the User Manual when lights on the body worn camera system are abnormal

• Most issues are created by a disconnected or damaged cable. Try using a spare cable

• If your camera is not deployable, notify your supervisor and send a detailed message to TPDBWC@tucsonaz.gov
Questions???

Email TPDBWC@tucsonaz.gov with any issues or questions