Fleet 3 User Guide

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Axon Enterprise, Inc.
17800 N 85th St
Scottsdale AZ 85255
USA

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Contents

Introduction **1**
Additional reading 1
Axon Fleet 3 components 2
Dual-View Camera 2
Interior camera 2
Fleet Hub 2
Fleet Dashboard 3
Cradlepoint IBR900 router 3
Airgain 5-in-1 antenna 3
3-in-1 antenna 3
Wireless mic (optional) 4
Signal Vehicle 4

Requirements **5**
Axon Evidence 5
Axon Signal Vehicle 5
Mobile Data Terminal/Computer (MDT/C) 6
Router/network 6
Vehicle 7

Component detail **8**
Camera front 8
Camera rear 10
Interior camera 11
Camera zoom 12
Hub 12
Audio prompts 12
Summary of button presses 13

Recording **14**
Operating modes 14
Buffering mode 14
Event mode (recording) 14
Recording specifications 15
Maximum video length 15
Axon Signal 16
Smart Capture 16

Body camera and Fleet activation **17**
How it works 17
Body camera activates Fleet 17
Fleet activates a body camera 17
Stopping a recording 17

Requirements and limitations ... 18
Supported devices ... 18
Not supported ... 18
Connection requirements ... 18
Firmware ... 18
Configure in Axon Evidence ... 18
Evidence and audit trail ... 19

Agency Specific Activation ... 19
Navigate to Agency Specific Activation ... 19
Agency Specific Activation setting layout ... 20
Enable or disable Agency Specific Activation ... 21
Add or remove a partner agency ... 21
Add or remove partner device types ... 22

Organization Specific Activation ... 22
Navigate to Organization Specific Activation ... 23
Organization Specific Activation setting layout ... 23
Enable or disable Organization Specific Activation ... 24
Add or remove a partner organization ... 24
Add or remove partner device types ... 25

Cradlepoint configuration ... 26
Fleet 3 requirements and recommendations ... 27
Management ... 27
Requirements ... 27
Recommendations ... 27
Group creation ... 27
Update operating system ... 28
Group configuration ... 28
Copy group configuration ... 29
Move devices into groups ... 29

Admin settings ... 30
Video ... 30
Audio ... 31
Light ... 31
Location ... 31
Activation settings ... 32
Fusus livestreaming ... 32
Device management ... 32
Evidence review ... 33
Upload ... 33
User permission ... 33

Root CA certificates **35**

Troubleshooting **36**

General issues 36

Axon Fleet 3 and Signal 37

Axon Evidence connectivity 37

Fleet 3 devices 38

General FAQs **39**

Does Fleet 3 require a Mobile Data Computer/Terminal (MDC/T)? 39

How do you stop the interior camera if it doesn't have a button? 39

What recording capacities are available and can they be upgraded? 39

What are the available resolutions for video recording? 39

What parts of Fleet 3 are configurable? 39

What recording capacities are available for Fleet 3 and are these upgradable? 40

What camera configurations are available? 40

Does Fleet 3 support prisoner transport van configurations? 40

Are Fleet 3 cameras compatible with the Fleet 2 or Fleet 1 system? 40

Fleet 3 contains a "Dual-View camera"; are both lenses in the camera recording video all the time? 40

How do I start a recording? 40

How does Fleet 3 perform in low light? 41

How does Fleet 3 video compare to previous Fleet products? 42

What components make up the system? 42

Why did Fleet 3 move from Wi-Fi to Power over Ethernet (PoE) connections? 42

Do I need a router? 42

Can we use our existing antenna? 43

Can we use our existing MDC? 43

Can we connect to the MDC to the router using Wi-Fi similar to Fleet 2? 43

Can we use our iOS/Android devices? 43

What features use LTE/Wi-Fi connectivity? 43

What features are available when I have no LTE SIM? 44

Can Fleet 3 use the LTE SIM in the MDC? 44

Does Fleet 3 support relay outputs? 44

What are the USB and RS-232 ports for on the Fleet 3 Hub? 44

What is the maximum length of a video? 44

If no user is signed into the Dashboard when video is uploaded, who is the video assigned to in Axon Evidence? 44

Signal FAQs **45**

What is Axon Signal? 45

Does Fleet 3 support Axon Signal? 45

How does Fleet 3 start recording automatically? 45

What contextual information does Fleet 3 save? 45

How can I review contextual information saved in my Fleet 3 evidence? 46
Does Fleet 3 require an Axon Signal Vehicle (ASV) device to activate? 46
Can my Axon body camera trigger Fleet 3 to start recording? 46
Does body camera and Fleet activation replace Axon Signal Vehicle? 46
Can Fleet 3 activate or deactivate based on entering or exiting a geofence? 46
What cameras can Fleet 3 activate using Signal? 47
Can I configure different camera activation behavior for different vehicles? 47
Can I configure different vehicles with different 12V inputs? 47
Can I add a human readable label to 12V inputs? 47
How do I configure Signal? 47
I'm upgrading from Fleet 1 or 2. Do I need to configure Signal settings again? 47

Fusus FAQs **48**
Can I initiate the Fusus live video stream at any time? 48
What video will I see during livestreaming? 48
Where can I see the video livestreaming? 48
Can I see where the vehicle is located? 48
Will the officer in the vehicle know if their camera is being livestreamed? 48
How often is the vehicle position updated? 48
How much LTE data does location updates use? 48
How much LTE data does livestreaming use? 49
What is the accuracy of location updates? 49
Will location updates continue in garages and tunnels? 49
Can I configure Fusus alerts with Fleet 3? 49

Body-worn camera FAQs **50**
What connected Axon devices are compatible with Fleet 3? 50
How do I connect my body-worn camera (BWC) to Fleet 3? 50
What do I gain by connecting a BWC to Fleet 3? 50
How many BWCs can be connected to Fleet 3? 50
What metadata can I associate to BWC evidence? 50
Can I add metadata to my BWC evidence after it's been uploaded? 50
Does connecting a BWC to Fleet affect my BWC's battery life? 51
Why doesn't my BWC connect to Fleet 3? 51
Can my body camera and Fleet 3 start each other's recordings? 51
Do I need an additional license for body camera and Fleet activation? 51
Does body camera and Fleet activation work with Fleet 1 or Fleet 2, or with Axon Body 3, Body 2, or Body Mini? 51
Why does a single press on the Dual-View Camera do nothing when body camera activation is configured? 51

Installation FAQs **52**
Why is installation necessary? 52
Our agency has in-house installers or contracted upfitters. Can I remove installation from the 52

contract?
Who does installation? 52
How long does it take to deploy Fleet to my vehicles? 52
What is the installation process? 52
What are the requirements for a Fleet 3 installation? 53
How do I prepare for installation? 53
I have an existing Axon system, what do I do with my old Fleet 1 or 2 equipment? 53
Where does the installation happen? 53
What utilities are needed at the installation site? 53
Who needs to attend the installation? 54
How long will individual vehicles be out of service? 54
Is it ready for use immediately after installation? 54
When do my officers get trained to use the system? 54
Does the Fleet 3 system and installation have a warranty? 54
How do we get help after installation? 54
Fleet 1 and 2 were wireless. Is Fleet 3 difficult to install because it's wired? 55
How much does installation cost? 55
Are installation costs covered by TAP? 55

Wireless offload server FAQs 56

Technical information 57
Warranty 57
Warnings 57
Radio waves 57
Exposure to radio frequency radiation 57
Federal Communications Commission (FCC) statement 58
FCC radiation exposure statement 58
Innovation, Science and Economic Development Canada (ISED) statement 58
Caution: Exposure to radio frequency radiation 59
Compliance 59
Compliance marks 59
EU declaration of conformity 60

Vehicles configuration 61
Add a Fleet 3 vehicle 61
Add a Fleet 1 or 2 vehicle 61
Add multiple vehicles 62
Edit vehicle information 62
ALPR introduction 63
Guidance on use 63
Performance 64
Temperature 64
Capture rate and read accuracy 64
Alert latency 64

Comparison to legacy ALPR systems ... 64

Use cases ... **66**
Parked parallel to passing traffic ... 66
Parked perpendicular to passing traffic ... 66
Perpendicular parking lots ... 67
Diagonal parking lots ... 69
ALPR notification settings ... 69

Hotlists ... **71**
Types of hotlists ... 71
USA FBI or NCIC hotlists ... 71
State, DMV, or DOR hotlists ... 71
Local BOLO or APB hotlists ... 72
Amber or Silver alert hotlists ... 72
Upload a local hotlist ... 72
Create or add to a hotlist ... 73
Offense category codes ... 73
Hotlist priority codes ... 75
Alert settings ... 75
Fusus alerts ... 75
Vehicle alerts ... 76
Person alerts ... 76
Alert email notification ... 77
Hotlist management ... 77
Delete a hotlist ... 77
View hotlist details ... 77
Status indicators ... 77

Search in Axon Evidence ... **78**
Search ALPR records ... 78
Search fields ... 79
Plate number ... 79
Owner ... 79
Date/time ... 79
Hit/read category ... 79
Search results ... 80
List view ... 80
Gallery view ... 80
Detail view ... 80
Map-based search ... 80
Polygon search ... 81
Export search results and schedule recurring reports ... 81
Delete records ... 81

Convert records to evidence **82**

ALPR and Dashboard **84**
Hit reviews 84
Review and mark a hit 84
Hit and read record reviews 84
ALPR settings in Dashboard 85
Notification settings 85

Snooze ALPR alerts in Dashboard **87**
Snooze an alert 87
Receive Snooze notification 87
Snooze from record search page 88
Cancel snooze or change duration 88

FAQs **89**
How does ALPR work in Fleet 3? 89
How do I enable Fleet 3 ALPR? 89
Can I use ALPR independent of Fleet 3 system/cameras? 89
How do I turn on ALPR in the vehicle? 89
How do I turn ALPR off? 89
How are High priority alerts defined? 89
What configuration options does ALPR have? 90
How well does ALPR perform compared to legacy systems? 90
How accurate is ALPR? 90
What happens when I get a false positive alert? 90
How fast does the hit alert happen after the plate read? 91
How can I help improve ALPR capability in my area? 91
What is ALPR low-light performance and how does this compare to the dedicated ALPR system my organization already has? 91
How is installation of Fleet 3 ALPR different than traditional ALPR systems? 91
How does ALPR work with other technology in the car, like CAD and ICV? 91
How does the environment affect ALPR performance? 92
What will ALPR do if multiple hot plates are read at the same time? 92
What will ALPR do if I am following the same plate(s) for a while? 92
Does ALPR recognize plate state of origin and vehicle color, make, and model? 92
Does ALPR require an LTE connection? 93
What happens to hit/read records? 93
How long are hit/read records retained? 93
Can I search read records with ALPR? 93
What types of hotlists does ALPR support? 93
How are organization hotlists supported? 93
Who in my organization can create a hotlist? 94
Can we edit state and NCIC hotlists, like if we discover an incorrect record? 94

How often are hotlists updated? 94
Can we remove or correct a high-priority alert, such as if the plate is incorrect or the vehicle is apprehended? 94
What happens to the list if my vehicle doesn't have an active LTE connection (out of range) at the time my hotlist record is updated? 94
How do I identify Fleet 3 systems with out-of-date hotlists? 94
Who has access to the read/hit record database? 94
Can I share read/hit data with other/partner law enforcement agencies? 95
Does Axon's search application require a warrant number or have other process limitations before I can search a read/hit database? 95
Can I save my search results? 95
In what regions does ALPR work? 95

Admin settings 96
License management 96
Assign (or remove) individual license 96
Assign (or remove) licenses in bulk 96

Permissions 97
Enable permissions 97
View ALPR devices in Fusus 97

Public policy and usage 98

Dashboard overview 101

Introduction 102
Download 102
System requirements 102
Sign in and out 103
First user sign-in 103
Second user sign-in 104
Sign in with IWA 104
Sign out 104

Videos tab 105
Play a recording 105
Remove video from incident 105
Apply metadata 105
Priority Upload 106

Video recall 107
View recalled video queue 107
Recalled video in Axon Evidence 107

Devices tab 108
Start and stop recording 108
Full screen display 108

Mute audio 108
Zoom 108
Add markers while recording 109
Device settings 109

Body cameras **110**
Pair a body camera 110
Unpair a body camera 110

ALPR tab **111**

Settings tab **112**
ALPR 112

Camera updates **113**

Microphone introduction **114**
Hardware kit 114
Charge outside the vehicle 115

Installation **116**
Before you start 116
Install components 117

Get to know your wireless mic **119**
Components 119
Notifications 120
Charging base 120
Charging status 121
Pairing 121
Firmware updates 121

Operation **122**
Actions 122
Notifications 123

Working in Dashboard **124**
Evidence review in Dashboard 124
Review in Evidence 124

Technical information **125**
Troubleshooting 125
Technical support 125
Warnings 125
Radio waves 125
Compliance marks 127

Router and VPN configuration **128**
Router configuration 128

Cradlepoint configuration 128
Requirements 128
Recommendations 128
VPN configuration 129
Local traffic 129
Video upload 129

MDC configuration 130
MDC system requirements 130
Multicast DNS 130
Firewall settings 130
Proxy settings 131
Dashboard notifications 131

Cradlepoint router configuration 132
Configuration for Wi-Fi-connected dashboard 132

Introduction

The Axon Fleet 3 solution is a purpose-built in-vehicle, AI-driven recording system for capturing audio and video in high-risk environments encountered by law enforcement, corrections, military, emergency medical services (EMS), and private security. The system records events for secure storage, retrieval, and analysis leveraging Axon Evidence services. Recordings transfer securely to Axon Evidence using LTE, Wi-Fi, or manual operations.

Fleet 3 typically consists of at least two cameras: one in the front of the vehicle in a windshield mount and the second pointed at the law enforcement vehicle's prisoner compartment. These cameras are connected to and controlled by the Fleet Hub, which can control additional cameras, such as for side views. Add an Axon Signal Vehicle device to automatically activate nearby Axon Body-Worn Cameras (BWC) during Fleet recording events.

Fleet 3 cameras have two operating modes:

- The default **Buffering** mode provides pre-event buffering to capture activities that occur prior to activating cameras.
- **Event** mode records events.

The Axon Fleet 3 system automatically powers on upon detecting vehicle ignition power and the shutdown delay of the system after ignition power-off is programmable.

For details on Fleet Dashboard, the application used with Fleet 3, see the individual Dashboard topics or complete user guide on the Fleet 3 product page at my.Axon.com/s/axon-fleet3.

Additional reading

Other manuals cover other aspects of the Fleet 3 system. These documents and additional information are available on the Fleet 3 product page at my.Axon.com.

For additional administrative topics on managing users, vehicles, and Fleet camera settings, as well as working with videos, see the Axon Evidence User and Administrator Guide.

Visit academy.axon.com for additional training resources.

Axon Fleet 3 components

Dual-View Camera



- Evidence capture and ALPR
- Wide Field of View (FOV) Sensor - 160° for Video Evidence Capture
- Narrow FOV Sensor - 60° for 12x Zoom and Automated License Plate Reader (ALPR)
- Three integrated microphones for audio recording inside vehicle
- Resolutions supported:
  - 16:9 aspect ratio – 1080p (1920x1080), 720p (1280×720), 480p (854×480)
  - 5:2 aspect ratio – 2240x900, 1344x540, 896x360

Interior camera



- Color camera in light conditions
- Infrared illumination in dark conditions
- Two integrated microphones for audio recording inside vehicle
- Resolutions supported:
  - 16:9 aspect ratio – 1080p (1920x1080), 720p (1280×720), 480p (854×480)
  - 5:2 aspect ratio – 2240x900, 1344x540, 896x360
  - 4:3 aspect ratio – 1080p (1400x1050), 720p (1024×768), 480p (640×480)

Fleet Hub



- 240 GB solid state drive
- Wi-Fi 6 and BLE
- GNSS with IMU and dead reckoning
- Controls recording of cameras and mics
- Stores all evidence securely
- Automatic wireless evidence upload using Ethernet connected WAN source
- Automatically starts recording on Fleet 3 cameras when a configured event occurs, such as light bar activation

Fleet Dashboard

- Software interface for camera activation, evidence review, and evidence tagging.
- ALPR hotlist notification and response
- Windows 10 or 11 recommended, Windows 7 supported

For details on Fleet Dashboard, see the individual Dashboard topics or complete user guide on the Fleet 3 product page at my.Axon.com/s/axon-fleet3.

Cradlepoint IBR900 router



- The router connects to the Fleet Hub through an ethernet cable. When the router has an active 2FF SIM in the primary modem, it can provide WAN via LTE. When the router connects to a Wireless Access Point network with direct Internet connectivity, the router can be configured to connect as a Client enabling Wi-Fi as WAN.
- The Mobile Data Terminal/Computer (MDT/C) connects to the hub through the router.

Airgain 5-in-1 antenna

- Mounted to the exterior of the vehicle
- Enables WAN connectivity and GNSS positioning for the vehicle router
- Includes two elements for Wi-Fi, two for cellular, and one for GNSS communications



3-in-1 antenna

- Internally mounted in the vehicle on glass or flat surface with view of sky
- Enables communication between Fleet Hub and Axon Body Worn cameras (BWCs)
- Enables GNSS positioning data in evidence and Axon Fusus.
- Includes 2 elements for Wi-Fi and Bluetooth, and a GNSS antenna

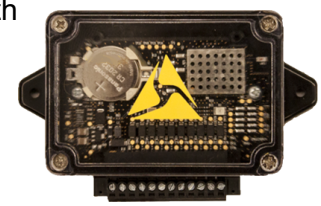


Wireless mic (optional)



- Includes harging base, lapel mic, and belt clip
- Maximum of two per vehicle
- 1,000-ft. range with 12-hour battery life
- When inserted in the charging base, a wireless mic will recharge to 85% within 90 minutes
- RapidLock mount works seamlessly with existing Axon body-worn camera (BWC) mounting solutions

Signal Vehicle



- Automatically starts recording of Axon body cameras in Bluetooth range when an appropriate event occurs (such as the lightbar being activated)
- 30-ft. range
- 30-second broadcast

Requirements

Axon Evidence

Axon Fleet 3 requires the Axon Evidence platform to provide a cloud-connected in-car video solution for essential public service organizations. Depending on your need, Fleet 3 can provide video capture, secure digital media storage and management, and paperless tracking and reporting. This unique system is suitable for all sizes of agencies trying to streamline and become more economical.

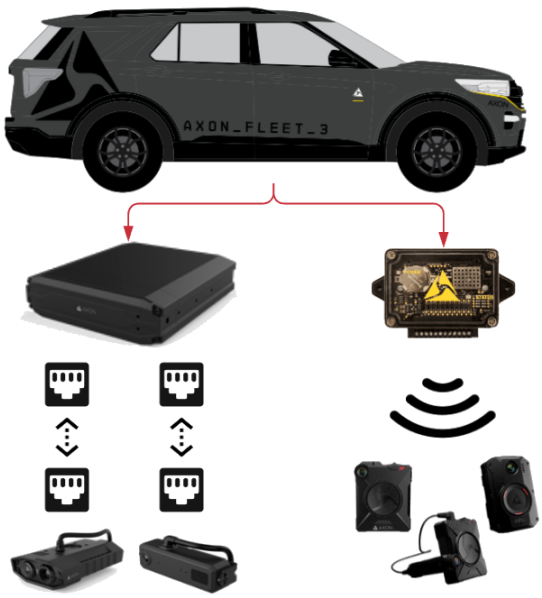
Typically, the person most responsible for Axon Evidence at your agency owns the first administrator account created during initial implementation. They define security settings, create custom roles and permissions, add users, set evidence retention policies, set device permissions, and configure other administrative features of your Axon Evidence account.

Each active user requires a user license and appropriate permissions to sign into Fleet Dashboard and operate the Fleet 3 system.

Axon Signal Vehicle

The in-vehicle Axon Fleet Hub and Axon Signal Vehicle detect certain trigger events, such as turning on a vehicle's light bar, and alert the connected Fleet camera and nearby Axon body cameras to start recording. With Axon Signal helping to record events, officers can focus on critical situations rather than on their cameras. The Axon Evidence administrator configures which Axon Signal, Fleet Hub, and weapon triggers will activate body-worn and vehicle cameras.

Axon Fleet 3 cameras are activated by their ethernet-connected Fleet Hub, while Axon body-worn cameras are activated by Axon Signal Vehicle. Agencies that don't want to activate body-worn cameras using Fleet trigger events do not need Axon Signal Vehicle.



Additionally, certain TASER weapons equipped with a Signal Performance Power Magazine (SPPM) can trigger Axon body-worn and Fleet cameras to start recording. The system administrator can configure if the SPPM alerts cameras when the TASER is armed, when the trigger is pulled, and/or when the arc is energized.



Mobile Data Terminal/Computer (MDT/C)

Axon Fleet 3 uses the vehicle's MDC to interface with the Fleet Hub through software that enables a verified user of the system to initiate and terminate recordings, review and tag videos, and modify user preferences.

Axon Fleet Dashboard has the following minimum specifications for PC:

- **Operating system** – Windows 10 or later
- **Processor** – Intel Core i5-11th Gen or newer
- **Memory** – 8 GB RAM or more
- **Storage** – 10 GB of free space
- **Display** – 1024x768 or higher
- **Network** – 1 Gbps ethernet port or 1 Gbps USB3 ethernet adapter

While hardware with lower specs may still function, meeting these requirements will ensure the best possible experience with Axon Fleet Dashboard.

MDC alternatives

Without an MDC, the Axon Fleet 3 system may be configured to automatically upload evidence through the agency's selected upload method at the end of each recording. However, users can't use Automatic License Plate Recognition (ALPR) without an MDC.

The Axon Fleet 3 system must be able to transfer data via WAN, otherwise firmware updates, product registration/synchronization, ALPR, system configuration and evidence upload will not occur.

Router/network

Axon Fleet 3 requires an ethernet connection to an in-vehicle mobile router for communications between the hub and Axon Evidence over LTE, Wi-Fi, or both. Axon does not provide LTE carrier service. Customers using an APN may require special configurations, including network firewall exemptions, to enable communication between the Fleet Hub and Axon Evidence.

Vehicle

The Axon Fleet 3 system is suitable for use in most emergency vehicles, including some electric vehicles, but excludes marine applications and motorcycles. All components of the system other the external antenna must be enclosed within the vehicle.

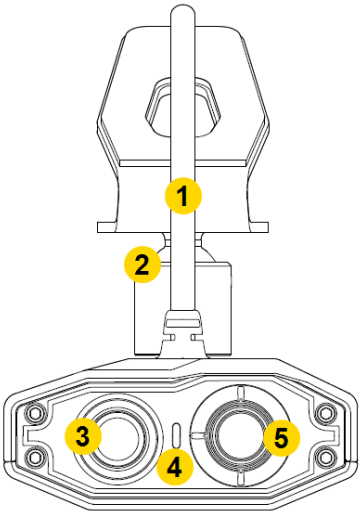
- Constant power voltage: 11.6 – 14.8 V, nominal 12 V
- Key ON voltage (Ignition Wire): 4 – 19.5 V, nominal 12 V
- Key OFF voltage: 30 mA
- Chassis ground: Impedance 0 – 0.25 Ω. Use dedicated ground bus bars or connect directly to the chassis.
  - Do not use a floating ground.
  - Do not use a ground path that may be compromised by vehicle shock and vibration.
  - Do not share a ground path with UHF/VHF radios.
- Distance from system ground to high current load: >12 in. Examples of high current load: UHF/VHF radios or any device consuming more than 1 A.

Component detail

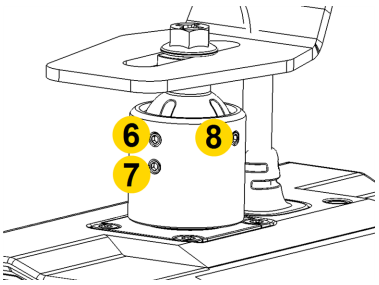
Although your Axon Fleet 3 system can be configured for automated transfer from Buffering to Event (recording) mode under the right conditions, the Dual-View camera still includes physical controls to enable recording. Additionally, the camera will also provide visual and audible notification of the Axon Fleet 3 system's state of operation.

Many of the features activated by the buttons below also can be activated in Fleet Dashboard (see user guide on the Fleet 3 product page at my.Axon.com).

Camera front



1. Power/data cable
2. Ball joint
3. Evidence lens
4. Operation indicator
5. ALPR lens



6. Tilt set screw
7. Pan set screw
8. Roll set screw

1. **Power cable** – Provides power from Fleet Hub.
2. **Ball joint** – Attaches camera to camera mount. The camera supports pan, tilt, and roll. To restrict any of these, tighten the screws. For general use, tighten the roll and tilt screws and leave the pan set screw loose.
3. **Evidence lens** – Lens for recording evidence.

4. **Operation indicator** – Indicates camera recording status.
5. **ALPR lens** – Lens for Automated License Plate Recognition (ALPR) processing.

Dual-View camera pan and tilt

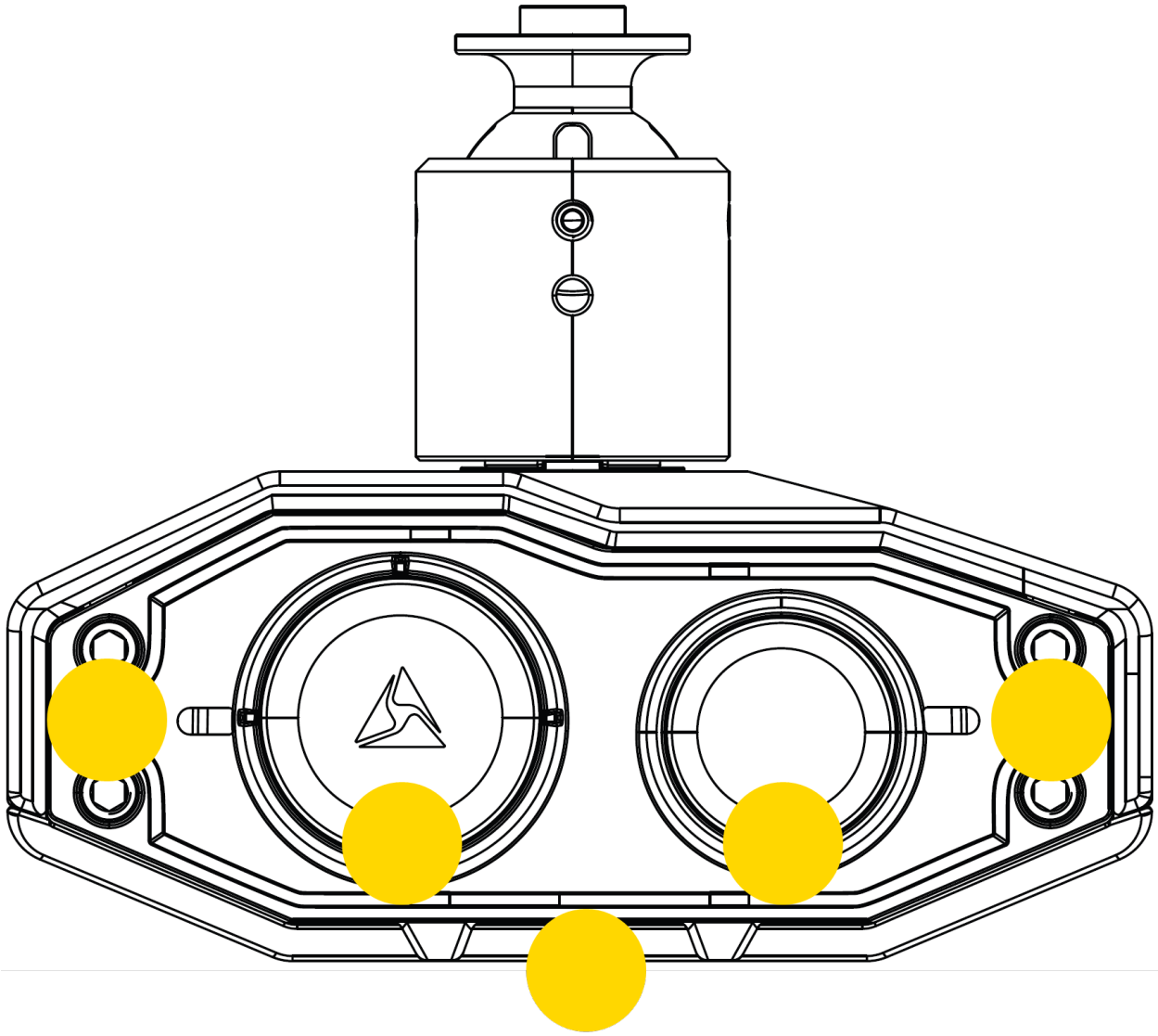
The Axon Fleet 3 Dual-View camera's joint lets you pan and tilt to capture objects of interest otherwise camera’s field of view. The ball joint has detents that click and hold the camera at every 22.5 degrees horizontal pan.

For ALPR use, Axon recommends the following positioning:

- In most situations, including typical roadway patrol, aim the camera directly forward. The ALPR lens will cover three lanes: the lane in-front and the lanes on either side of the vehicle.
- When patrolling parking lots with either perpendicular or diagonal parking, pan the camera to the 22.5- or 45-degree detents to better capture plate information.
- When parked roadside, panning the camera to the first off-center detent of 22.5 degrees will cover an additional lane of traffic: the lane in front and two lanes adjacent to the same side.

See ALPR system use case recommendations on my.Axon for additional details on camera positions.

Camera rear



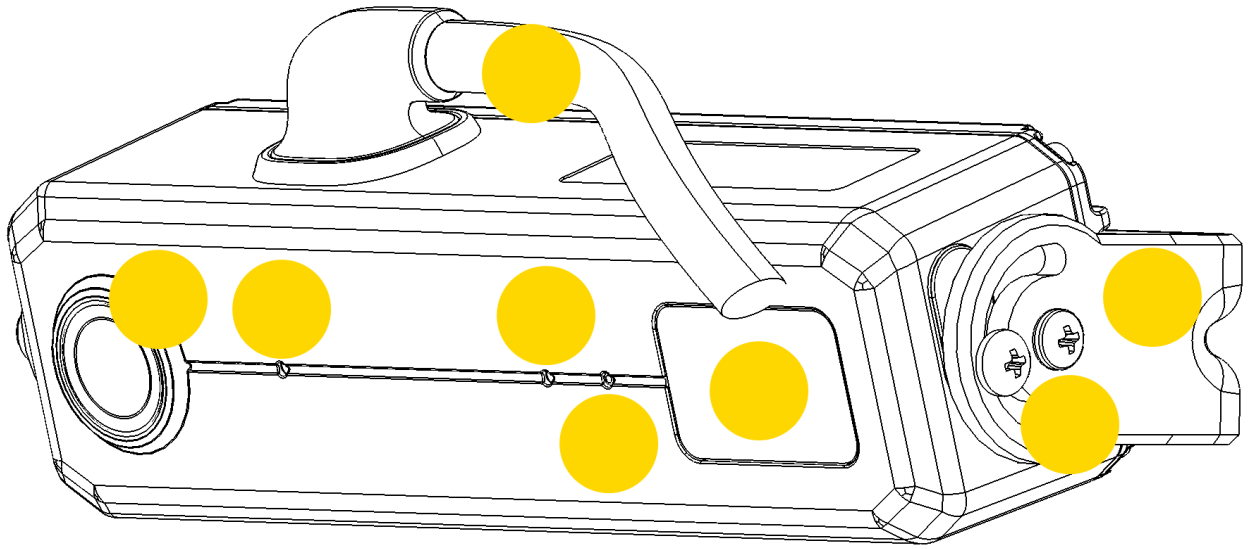
1. **Primary LED** – Indicates the Dual-View camera's current operating status.
2. **Primary button** – Use to manually start and stop recording for Dual-View camera.
3. **Secondary button** – Use to manually start and stop recording for interior camera.
4. **Secondary LED** – Indicates the interior camera's current operating status.
5. **Microphones and speaker** on bottom – Provide full audio ability.

The primary LED displays operating status of the front Dual-View (DV) camera. The secondary LED displays operating status of the interior (Int.) camera.

Camera Status	LED Behavior	Camera
Buffering	Solid green	DV & Int.
Camera updating	Blinking white	DV & Int.
Error encountered	Blinking yellow	DV & Int.
Livestreaming while buffering	Blinking purple	DV
Livestreaming while recording	Blinking red and purple	DV
Powering on	Rapid blinking green	DV & Int.
Recording	Blinking red	DV & Int.
Installing firmware update	Alternating white LEDs (#1 and #4 in preceding image)	DV

Watch this video for an overview of the Fleet 3 camera LEDs.

Interior camera



1. **Cable** – Connects the camera to the camera controller.
2. **Lens** – The camera lens.
3. **Microphone** – For recording in-cabin audio.
4. **Ambient light sensor** – Engages infra-red (IR) illumination at low ambient light.
5. **IR illumination window** – Infrared (IR) illumination source.

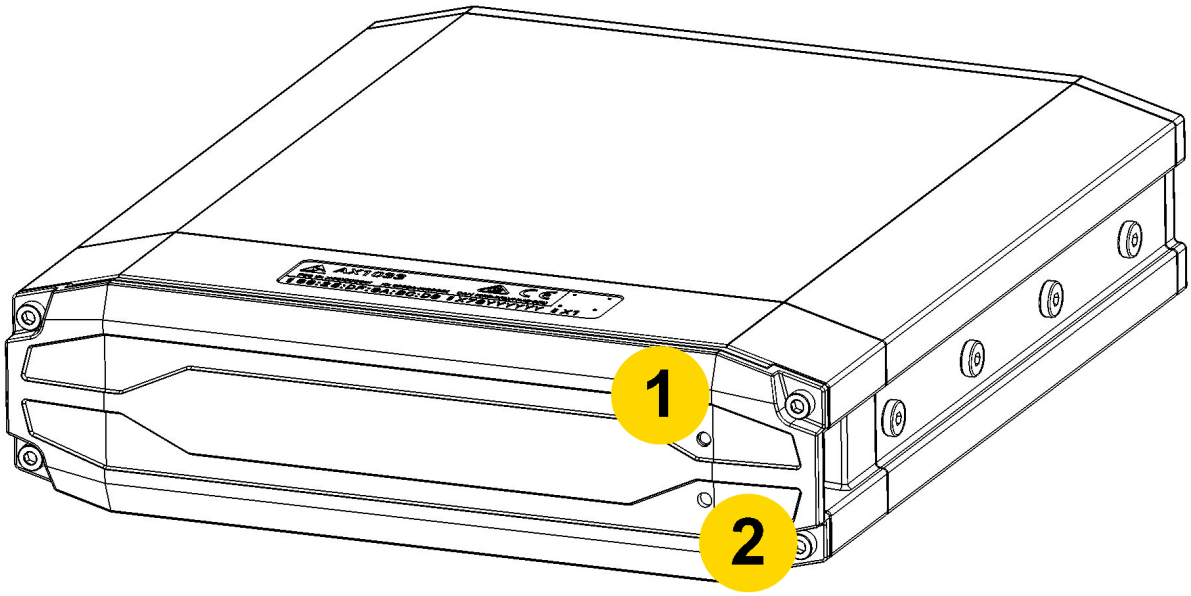
6. **Angle adjustment screws** – Allows adjustment of camera tilt.
7. **Mount** – Attaches camera to the vehicle.

Camera zoom

The camera zoom works in both Buffering and Event modes to magnify the image shown in preview.

1. In the Fleet Dashboard, select **Full-screen** on the desired camera title.
2. Tap anywhere on the screen to magnify that area by 2x. Tap again for 4x or use the slider on the right. Magnification returns to normal 10 seconds after your last tap.
3. Tap **Lock** to stop the 10-second countdown. If Hold is used during recording, magnification returns to normal when the recording stops.
4. Tap **Full Screen** to return to the dashboard.

Hub



1. **LED** – Indicates the hub's current operating status.
2. **Restart button** – Use as described in Troubleshootingon page 1.

Audio prompts

The Fleet system emits beeping audio prompts to indicate system status. These audio prompts usually occur after a camera action.

Operating Mode	Audio Notification	
Powering on or off		One tone
Recording an event		Two tones every two minutes
Mute on or off		Two tones
The device is ending an event and returning to Buffering mode		One long tone
Fusus Livestreaming started		Three rising pitch tones

Summary of button presses

The primary and secondary buttons on the Fleet 3 Dual-View Camera (DVC) performs multiple functions depending on the number and duration of presses. The primary button operates the DVC; the secondary button operates the interior camera(s).

Primary	Secondary	Duration	Result
Single press*		<3 sec.	Start or stop recording, as applicable
Double press		<1 sec.	Start recording
Long press		3–8 sec.	Stop recording
Very long press	n/a	>8 sec.	Stop recording after 3 sec. (system reboot message sent at 8 sec. mark even if button is not released)
Triple press	n/a	<1.5 sec.	Firmware installation begins when the DVC displays alternating blinking LEDs

* A single press from the same button must occur more than one second apart. Another single press within one second will be discarded.

Recording

The Axon Fleet 3 Dual-View and Interior cameras can operate independently of each other.

Warning

Axon Fleet 3 cameras may become very hot during operation, especially when exposed to increased ambient temperatures. Use caution when touching the surface of the camera to avoid the risk of burn injury.

Watch this video for an overview recording using the Fleet 3 camera.

Operating modes

The Axon Fleet 3 camera system has two operating modes:

1. Buffering mode – Pre-event buffering; not actively recording
2. Event mode – Event recording

Buffering mode

The cameras is always powered on and in pre-event buffering mode when the hub senses the ignition is on, during which:

- The Primary and Secondary LED on the back of the camera are solid green .
- The camera captures video but does not record to permanent memory unless your agency has Video Recall enabled.
- Pre-event buffered video duration is 30 seconds by default, adjustable from 0–120 seconds.

When Event mode is activated, the buffered video captured directly before the event is appended to the start of the event in permanent memory. By default, this buffer does not include audio, but can if selected in Axon Evidence admin settings(see page 1).

Event mode (recording)

Recording starts when one of the following occur:

- Start recording in Fleet Dashboard.
- Press the primary button to turn on the Dual-View Camera or the secondary button for the interior camera.
- The Fleet Hub detects a trigger event and starts recording automatically, such as an activated light bar or Signal ping.
- An officer double-presses the Event button on a connected Axon Body 4. See Body camera and Fleet activation.

When the camera starts event recording, it beeps twice, as well as logs the GPS coordinates provided by the hub. During recording, it beeps twice and logs coordinates every two minutes.

To stop recording and return to Buffering mode, stop recording in Fleet Dashboard or press the primary button. To end recording on the interior camera, press the secondary button. The system sounds one long tone to confirm.

If your agency configured a Dual-View Camera button to also activate body cameras, double-press the button to start recording and long-press it to stop. A single press does nothing. See Body camera and Fleet activation.

Recording specifications

Both the Dual-View and interior camera can be set to various aspect ratios and resolutions. Higher resolution videos are larger files, take longer and consumer more bandwidth to upload, and consume more storage on Axon Evidence. Your agency's camera recording resolution is set by an admin in Axon Evidence. Video data is stored in the hub, not either of the cameras.

Maximum video length

The maximum recording length for Axon Fleet 3 cameras is six hours, at which point the hub will automatically terminate the recording and start a new one. The **Hours on hub** columns below are for one camera.

Camera	Format	Aspect Ratio	Pixels (x,y)	GB/hr	Hrs on Fleet Hub, 240 GB*	Hrs on Fleet Hub, 1.8 TB*
Dual-View, Interior	High HD 1080p	5:2 Panoramic	2240, 900	4.9	42	345
	HD 720p†		1344, 540	2.4	87	706
	SD 480p		896, 360	1.0	210	1694
	High HD 1080p	16:9	1920, 1080	4.9	42	345
	HD 720p		1280, 720	2.4	87	706
	SD 480p		854, 480	1.0	210	1694
Interior	High HD 1080p	4:3	1400, 1050	3.9	53	434
	HD 720p‡		1024, 768	1.9	110	891
	SD 480p		640, 480	0.7	300	2420

* Approximate hours without Video Recall; subtract 10% with Video Recall; some space reserved for system files. † Dual-view default setting. ‡ Interior default setting.

Fleet Hub storage example: A vehicle has one Dual-View (DV) Camera at HD 720p 16:9 and one interior camera (IC) at HD 720p 4:3. The GB/hr is 4.3 (2.4 DV + 1.9 IC). Without Video Recall enabled, the 240 GB and 1.8 TB Fleet Hubs can store 48 (87+110/4.1) and 399 (706+891/4.1) hours of video, respectively.

Axon Signal

Axon Signal technology is included with the Fleet 3 system. Once your agency's Axon Evidence admin configures it, it can automatically move both Axon Fleet and body cameras from Buffering to Event (recording) mode when triggered, such as by a light bar activation. Depending on configuration, it can also trigger other nearby Axon cameras within Bluetooth range of about 30 feet (9.1 meters).

Axon Signal will only trigger a camera to start recording; it will not end a recording. Stop recordings manually. It will only trigger Axon systems that are powered on; Signal will not cause a powered-off Axon camera to turn on.

Body camera and Fleet activation is a separate feature from Axon Signal and Nearby Body Camera Activation. It lets a connected Axon Body 4 and Fleet 3 start each other's recordings. See Body camera and Fleet activation.

Smart Capture

To learn more about capturing evidence with Smart Capture in the Axon App, see Smart Capture in the Axon app.

Body camera and Fleet activation

When using Fleet 3, a connected Axon Body 4 (AB4) can self-activate. This gives officers synchronized in-vehicle and body-worn recording without needing to manually start both systems. This is useful when exiting a vehicle during a fast-moving incident, or when starting a response from inside the vehicle and all cameras need to be recording together.

This is a separate feature from Nearby Body Camera Activation, which uses proximity-based Bluetooth broadcasting to allow nearby AB4 cameras to self-activate, and from Axon Signal, which uses Signal-enabled hardware (such as a light bar or Signal Vehicle device) to trigger activation. Agencies using Axon Signal Vehicle can continue to do so. This feature is an additional activation pathway, not a replacement.

How it works

Body camera activates Fleet

1. An officer double-presses the Event button on an AB4 that is connected to Fleet 3.
2. The body camera sends an activation signal to the Fleet 3 Hub over Bluetooth.
3. Configured Fleet cameras (front camera only or all Fleet cameras) self-activate and begin recording, typically within 1–3 seconds.
4. Fleet Dashboard shows a notification confirming the recording was activated by a connected body camera.

Fleet activates a body camera

- **Notify All button (Fleet Dashboard)** – Starts all connected Fleet cameras and up to two connected body cameras. Notify All only starts body camera recordings; it can't be used to stop them.
- **Dual-View Camera buttons** – An admin can configure the Primary and Secondary buttons on the Dual-View Camera to also activate connected body cameras. When a button is configured this way, double-pressing it starts the configured cameras (including body cameras), and a long press stops that Fleet camera. A single press does nothing, which prevents an officer trying to stop a Fleet camera from accidentally starting a new body camera recording. If a button isn't configured to include body cameras, its normal single-press behavior is unchanged.

Stopping a recording

Body camera and Fleet recordings stop independently of each other. Stopping the Fleet recording doesn't stop the connected body camera, and stopping the body camera doesn't stop Fleet. Stop each recording on its own device. You can also stop Fleet recordings from Fleet Dashboard.

Requirements and limitations

Supported devices

Axon Body 4, connected to Axon Fleet 3.

Not supported

Axon Body 3, Axon Body 2, Axon Body Mini, and older body camera models. Axon Fleet 1 and Fleet 2.

Connection requirements

Unlike Nearby Body Camera Activation, which uses proximity-based broadcasting, this feature requires an active Bluetooth connection between the body camera and the Fleet 3 Hub. The body camera must be connected to the Hub at the moment of activation for either direction to work. To connect a body camera, see Body cameras.

Firmware

Requires current generally available firmware for Axon Body 4 and Fleet 3.

Configure in Axon Evidence

Go to Axon Evidence **Admin** > **Devices and Applications** > **Axon Fleet 3**. These settings are also available from the Fleet Dashboard app on iOS and Android, and from Axon Commander for on-premise agencies.

Three settings control this feature:

- **Activation of Connected Fleet Cameras via BWC Double-Press** – Choose whether a body camera double-press activates the **Front camera only** or **All Fleet cameras** (front and interior).
- **Primary Button Activation** – For the Dual-View Camera Primary button, choose **Front camera only**, **Front camera and Interior cameras**, or **All Fleet cameras + BWCs** to also activate connected body cameras from that button.
- **Secondary Button Activation** – For the Dual-View Camera Secondary button, choose **Front camera only**, **Front camera and Interior cameras**, or **All Fleet cameras + BWCs** to also activate connected body cameras from that button.

The Notify All button doesn't have a separate setting. It activates connected body cameras automatically once this feature is turned on for the agency.

This feature is controlled at the agency level. No additional license is required; it's included for Axon Body 4 customers with Fleet 3.

Evidence and audit trail

Recordings started by this feature are logged in the following audit trails. To protect officer privacy, the serial number or officer ID of the activating device is not captured in any of these entries.

- **Agency Audit Trail** – Timestamp, user name, and setting change when an admin enables or disables this feature.
- **Fleet Hub Device Audit Trail** – Timestamp and activation mechanism when Fleet recording starts because of a connected body camera double-press.
- **BWC Device Audit Trail** – Timestamp and activation mechanism when body camera recording starts because of a Notify All button press or a Dual-View Camera Primary or Secondary button press.
- **Hub Audit Trail** – Timestamp of when the Notify All button is pressed and when the activation event is sent to connected body cameras.

For answers to common questions, see Body-worn camera FAQs.

Agency Specific Activation

Agency Specific Activation, also called Agency Only Activation, gives you granular control over cross-agency camera activation. You can specify which partner agencies can activate your cameras, and through which devices (Axon Signal Vehicle, TASER energy weapons, Signal Sidearm, and Signal Sensor).

If no partner agencies or devices are selected, only your agency's own devices can activate your body cameras.

Note

If Agency Specific Activation isn't visible in your account, contact your Axon CSM to enable it.

After you change Agency Specific Activation settings, dock your body cameras so they can download the changes. This applies to:

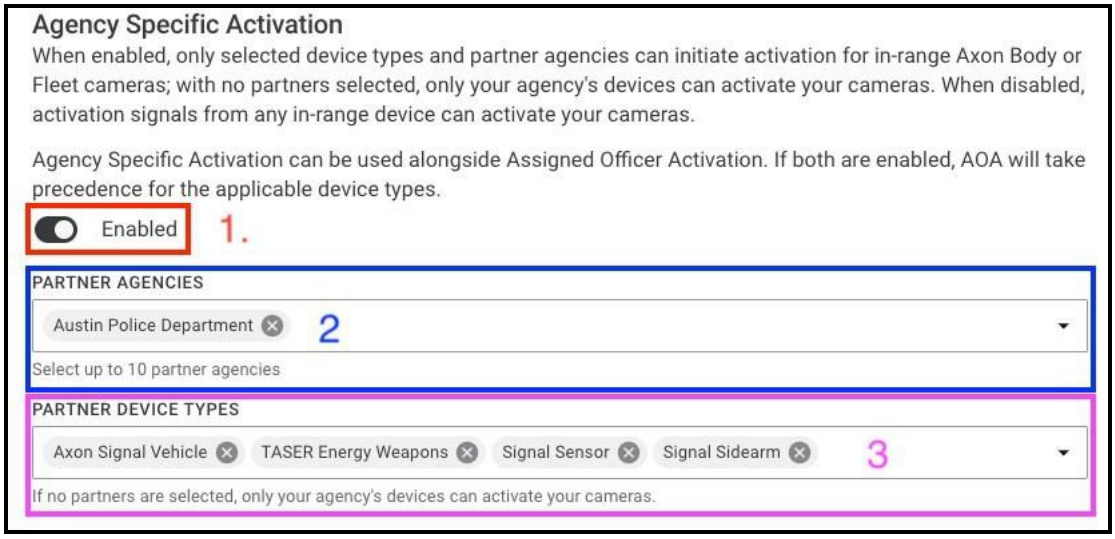
- Toggling the setting on or off
- Adding or removing partner agencies
- Adding or removing activation methods (device types)

Navigate to Agency Specific Activation

1. Sign in to your Axon Evidence admin account.
2. Select **Admin**.
3. Under **Device Management** select **Device Settings**.

4. Select **Signal Sidearm and Signal Sensor**.
5. The **Agency Specific Activation** setting is located below **Assigned Officer Activation**.

Agency Specific Activation setting layout



- **Setting toggle**: Turns the setting on or off.
- **Partner search**: Add up to 10 partner agencies.
- **Partner device types**: Determines which devices your partner agencies can use to activate your agency's body cameras. Supported devices include Axon Signal Vehicle, TASER energy weapons, Signal Sidearm, and Signal Sensor. If no devices are selected, partner agency devices can't activate your body cameras.

Enable or disable Agency Specific Activation

Select the toggle to turn Agency Specific Activation on or off.

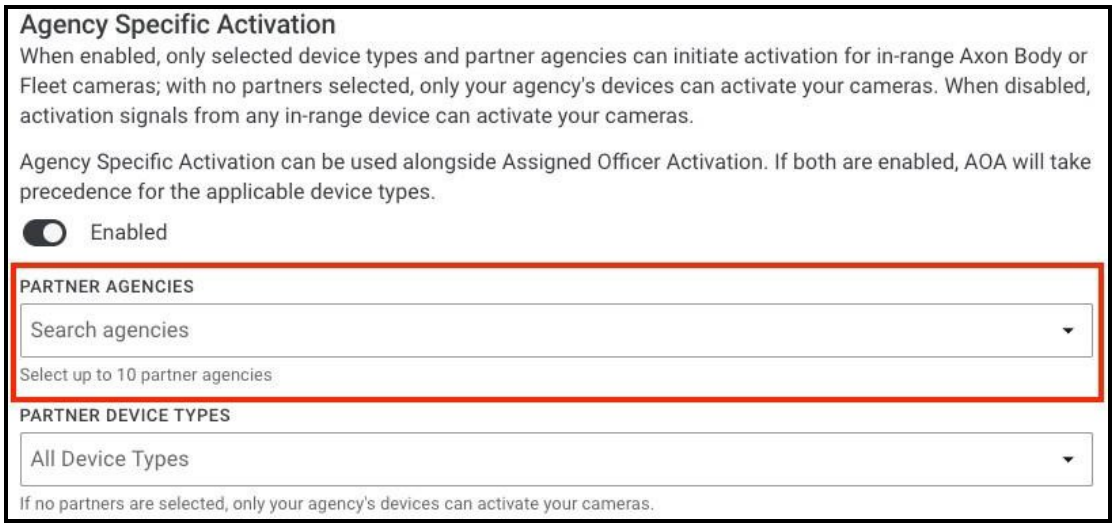


Add or remove a partner agency

Partner agencies are outside agencies whose officers can activate your cameras. To add a partner agency, select the partner search box, then type to search. Select an agency from the results to add it.

Note

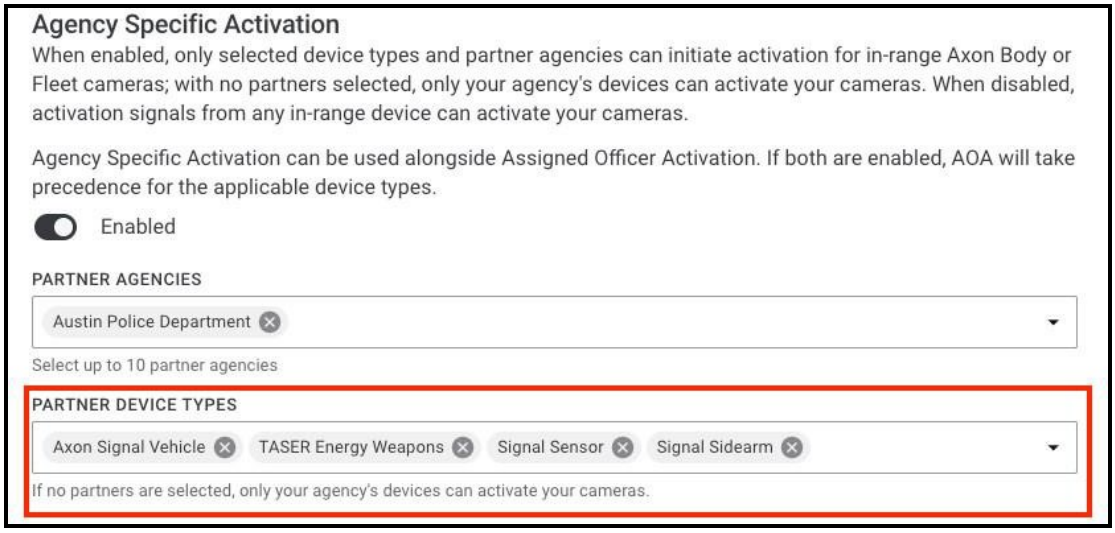
Make sure an agency's name matches exactly with the one you want to add. Some agencies share the same name across multiple states or locations.



Add or remove partner device types

Select which device types your partner agencies can use to activate your agency's body cameras. If no devices are selected, partner agency devices can't activate your body cameras. Only the devices you select can activate your agency's cameras.

Supported devices: Axon Signal Vehicle, TASER energy weapons, Signal Sidearm, and Signal Sensor.



If you encounter an error or need help, contact Axon customer support.

Organization Specific Activation

Organization Specific Activation, also called Organization Only Activation, gives you granular control over cross-organization camera activation. You can specify which partner organizations can activate your cameras, and through which devices (Axon Signal Vehicle, TASER energy weapons, Signal Sidearm, and Signal Sensor).

If no partner organizations or devices are selected, only your organization's own devices can activate your body cameras.

Note

If Organization Specific Activation isn't visible in your account, contact your Axon CSM to enable it.

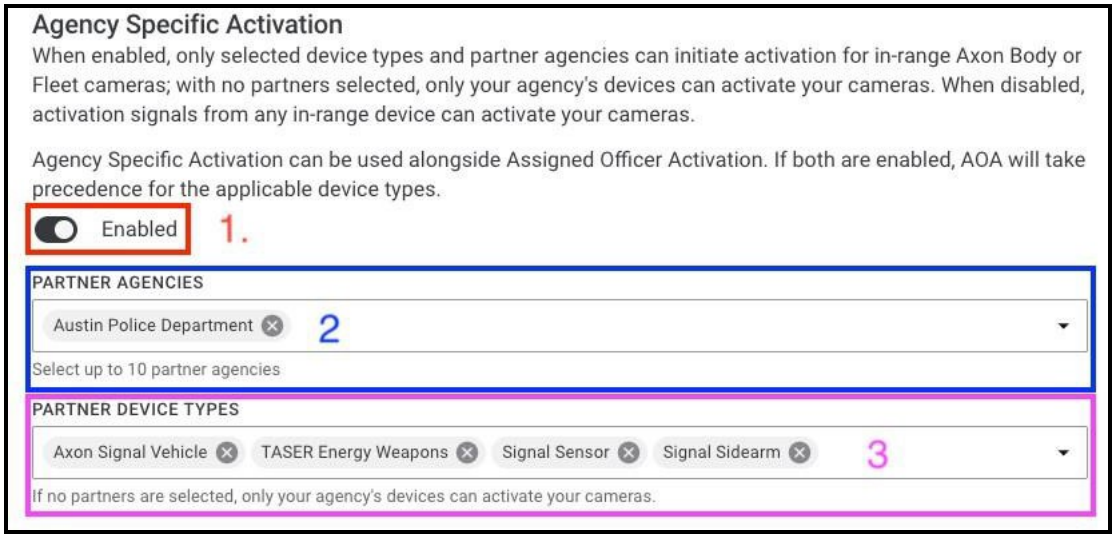
After you change Organization Specific Activation settings, dock your body cameras so they can download the changes. This applies to:

- Toggling the setting on or off
- Adding or removing partner organizations
- Adding or removing activation methods (device types)

Navigate to Organization Specific Activation

1. Sign in to your Axon Evidence admin account.
2. Select **Admin**.
3. Under **Device Management** select **Device Settings**.
4. Select **Signal Sidearm and Signal Sensor**.
5. The **Organization Specific Activation** setting is located below **Assigned Officer Activation**.

Organization Specific Activation setting layout



- **Setting toggle**: Turns the setting on or off.
- **Partner search**: Add up to 10 partner organizations.
- **Partner device types**: Determines which devices your partner organizations can use to activate your organization's body cameras. Supported devices include Axon Signal Vehicle, TASER energy weapons, Signal Sidearm, and Signal Sensor. If no devices are selected, partner organization devices can't activate your body cameras.

Enable or disable Organization Specific Activation

Select the toggle to turn Organization Specific Activation on or off.

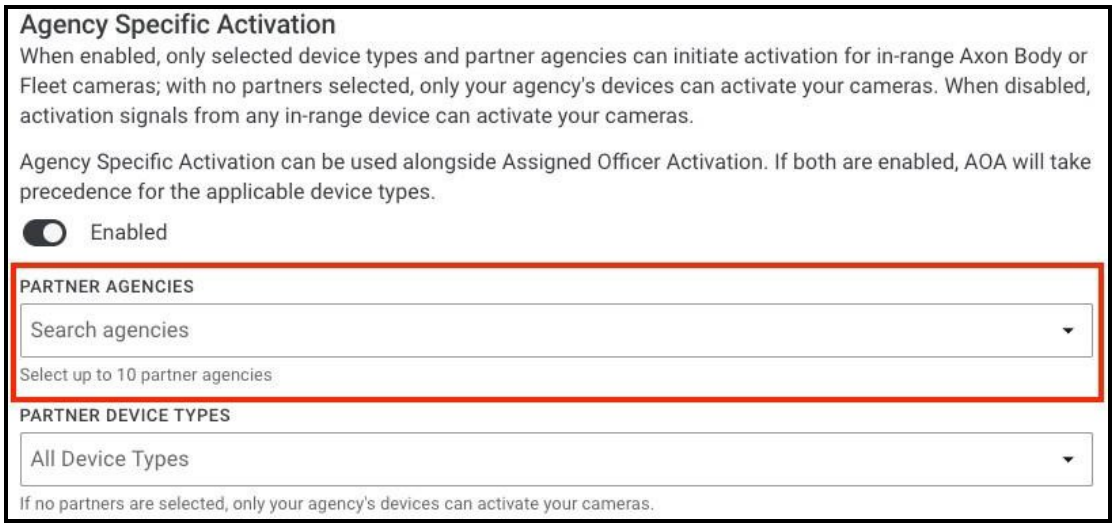


Add or remove a partner organization

Partner organizations are outside organizations whose users can activate your cameras. To add a partner organization, select the partner search box, then type to search. Select an organization from the results to add it.

Note

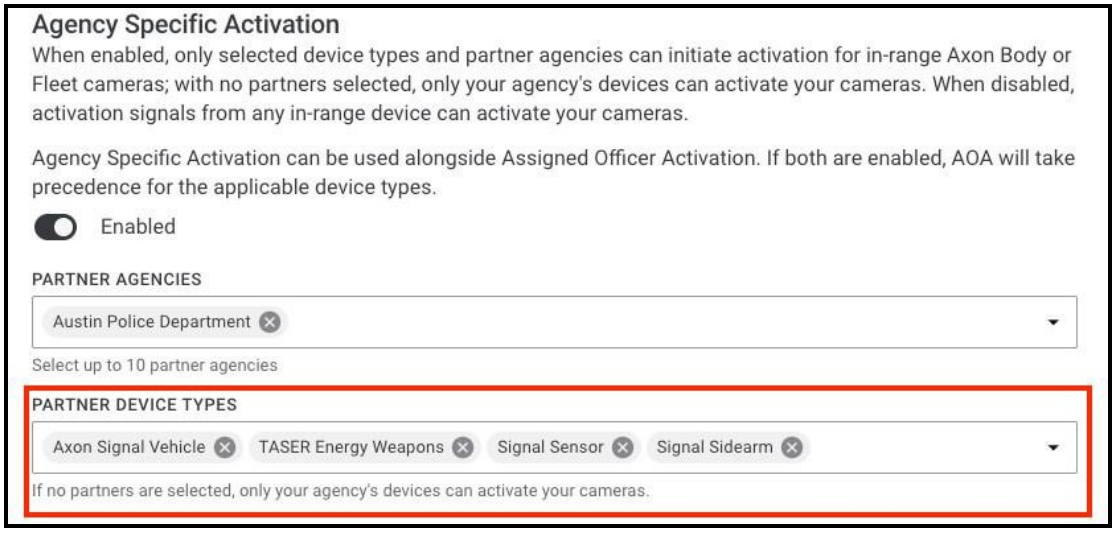
Make sure an organization's name matches exactly with the one you want to add. Some organizations share the same name across multiple states or locations.



Add or remove partner device types

Select which device types your partner organizations can use to activate your organization's body cameras. If no devices are selected, partner organization devices can't activate your body cameras. Only the devices you select can activate your organization's cameras.

Supported devices: Axon Signal Vehicle, TASER energy weapons, Signal Sidearm, and Signal Sensor.



If you encounter an error or need help, contact Axon customer support.

Cradlepoint configuration

This section is intended for Axon Evidence administrators. For user-based topics, start with Introduction on page 1.

Viewing this page requires the *ALPR System Administration* permission.

Cradlepoint NetCloud Manager™ (NCM) is a next-generation software and services platform that provides software-defined and cloud-delivered management, connectivity, security services, and more. Sign in at www.cradlepointecm.com.

Watch this video for an overview of this function.

This topic includes the standard recommended configuration for operating a Cradlepoint IBR900 series router with the Axon Fleet system. Your purchase of Cradlepoint routers from Axon generally includes NetCloud licensing and a NetCloud administrator was chosen at the time of purchase and should have received an invitation for account setup. Your administrator or designee must be available for access. Axon does not have access to your NetCloud account.

For more information about Cradlepoint devices or NetCloud Manager, see:

- Get started with NetCloud Manager
- IBR900 – Getting started
- IBR1700 – Getting started

Note

Each device should be registered and configured from NetCloud Manager. All changes should be made from the NCM interface and not the local device UI. However, the device changes outlined below may be referenced and applied via the local UI when necessary as a last resort.

Important

An active, 2FF size SIM should be installed in the router's internal modem. Use SIM slot 1. For the IBR900, slot 1 is closest to the bottom of the router. For remote management of Cradlepoint routers, the router must have internet access and should have a SIM installed with no restrictions on access to Cradlepoint servers. When using an APN with your cellular provider, network administrators must ensure access as outlined in Series 3 NCM Access via a private-network.

Fleet 3 requirements and recommendations

Management

To help manage your pool of Cradlepoint routers:

- Create device groups for testing and production
- Configure device group
- Move devices into groups

Requirements

- Hub and computer must be connected directly to router ethernet port.
- MDT should be connected to router ethernet port. MDT to router Wi-Fi works.
- MDT and hub must be on the same subnet.
- If using Wi-Fi Direct, ensure http://fleetevidenceping.com (52.247.154.57) is only reachable over a Wi-Fi interface.

Recommendations

- Change the router local domain to "local" to enable DNS fallback.
- Configure ignition sensing shutdown delay to match Fleet 3 to enable video upload and firmware download while vehicle is off.

Group creation

Axon recommends creating three new groups to facilitate deployment and future scalability:

Note

Groups are model specific. Be sure to select the proper device model when adding groups. If you are unsure which device to select, contact your Axon sales engineer.

1. Canary (optional in-house test) – Used to support lab environments only. It is designed to be used with a device at a workbench or otherwise installed in a non-mission critical setup. This is used for testing settings alterations and firmware updates before pushing them to the field group.
2. Field test – Should contain limited field units. This group is the second phase of testing configuration changes, used for final validation before pushing alterations to the production group.
3. Production – Contains the remainder of the deployed fleet. Deploy alterations to configurations here as a final phase only after testing in previous groups.

Use of a phased deployment for upgrades and alterations provides a smooth transition for the devices. In the event of any disabling changes, canary and/or test group changes can be reversed and mitigate system-wide outages.

Important

Some configuration changes and all firmware upgrades will cause online devices to go offline while the updates are applied. In some cases, the units may be offline for up to 15 minutes. Please take caution when applying updates to avoid downtime during critical events. Offline devices will update as soon as they connect after the update has been executed in NCM.

Create the groups using the instructions at Set up a group to manage endpoints.

Complete the following fields when adding a new group:

- **Group Name** – Choose a name as outlined above.
- **Sub-account** – This defaults to your main account. Click the **Change** link to select one of your sub-accounts.
- **Product** – Select your product name from the dropdown list (such as IBR900 or IBR1700).
- **NetCloud OS** – Select a NetCloud OS version from the drop-down list. This NetCloud OS version will be pushed to devices when you add them to the group.

At any given time, the latest available NetCloud Operating System within Netcloud, for each Cradlepoint model, has been verified and approved for use with all supported generations of Axon Fleet.

Update operating system

When necessary, update the NCOS from NCM see How to upgrade router firmware via NetCloud Manager.

When updating NCOS, the preferred method is to update the groups in phases: Canary, Field Test, and then Production. As a general practice, routers should not be moved between groups for the sole purpose of updating. (such as creating a new group with an updated NCOS and then moving devices from group to group).

Group configuration

Apply device settings at a group level.

- Shutdown delay timer – Cradlepoint routers can sense ignition just like Fleet 3. Power and ignition sensing is supplied to the router from the Fleet 3 wire harness. If configuring a shutdown delay in Fleet 3 settings, pick the same time frame for the router. See Get started with ignition sensing.
- Change the router local domain to "local" – Configure the local domain at **System** > **Administration** > **Local Management**.

- If there are insufficient LAN ports, the WAN port can be converted to LAN. See NCOS Change the LAN WAN Ethernet Port Mode of a Cradlepoint with Multiple Ethernet Ports.
- If using Wi-Fi Direct, ensure http://fleetevidenceping.com (52.247.154.57) is only reachable over Wi-Fi interface.

Copy group configuration

Once you have completed the initial group configuration for the Canary group, apply the configuration to the remaining groups. See How to back up router configurations in NCM.

Move devices into groups

Move all devices into a group so each receives the proper group settings. Split devices between the groups as needed. Preferably, place a workbench or IT vehicle router in the Canary group, at least two routers in Test, and the remainder in Production. These numbers will vary based on the size of your fleet. See Manage your Cradlepoint Devices.

Admin settings

This section is intended for Axon Evidence administrators. For user-based topics, start with Introduction on page 1.

Admins can define default Fleet 3 camera settings in Axon Evidence, including video quality, video pre-event buffering, audio mute control, and indicator light control. These settings are not available for earlier versions of Fleet.

Some setting changes will only be enforced on Fleet cameras after they are updated by Axon View XL or connected to an Evidence Sync application.

On the menu bar in Axon Evidence, select **Admin**, then under Devices and Applications select **Axon Fleet 3**. These settings affect all Axon Fleet 3 cameras at your agency.

When done making changes, select **Save Settings** at the bottom.

If you're looking for Fleet Hub Signal settings, see Signal Configuration in the Axon Evidence topics at my.Axon.com.

Watch this video for an overview of this function.

Video

Video quality – Controls the video quality for Fleet camera recordings. Higher quality videos will take up more storage space. Each Fleet camera can have a different setting.

- Defining the Axon video encoding rate or the space used per hour of recording is useful when trying to reduce the effect of Axon video uploads on your internet connection.
- After making video quality changes, record and view a test video to ensure the result is what you expected.
- For the best balance of quality and storage space, Axon recommends recording in HD 16:9 or HD 4:3.

Pre-event buffering – Determines if video will be recorded in the pre-event buffer.

Watermark – Determines if a permanent watermark appears in the upper right corner of all Fleet videos. The watermark displays the date, time, and camera serial number for the duration of the video. Time displays as either UTC, Agency time zone (default), or User time zone.

- The watermark time uses the ISO 8601 international standard 24-hour format with a trailing Z for "Zulu" or "zero hours" from Coordinated Universal Time (UTC) time standard.
- UTC is based on Greenwich Mean Time (GMT), but UTC is preferred because Greenwich observes daylight savings time in the form of British Summer Time (BST), then switches back to GMT in the winter.

- The International Organization for Standardization (ISO) created the Coordinated Universal Time (UTC) as a way to represent dates and times using numbers in a form accepted by the national standardization body in most countries globally. This standard is used by most militaries and the aviation industry worldwide to ensure all references to time are coordinated to the same standard.
- After uploading, Axon Evidence converts the time for each video to local time shown in the upper right corner next to the video player.

Watermark in local time – Sets the time zone displayed in the permanent watermark to the local time zone based on agency configuration.

Video recall – Enables powered Fleet 3 cameras to constantly capture video when not actively recording. Video recall stores up to 24 hours of video per camera on standard 256 GB hubs and seven days on high capacity 1.8 TB hubs, continually overwriting the oldest video segments to make room for new.

- Video recall quality is preset to 480p at 30fps with no audio.
- Recall is not overwritten by event recording.
- Other settings note if they affect recall.
- Accessing recall video is controlled by a role permission; it does not upload automatically.
- Axon recommends enabling this feature.

Audio

Audio recording – Determines if Fleet 3 cameras record audio while recording video. Axon recommends enabling this feature.

Pre-event buffering audio recording – Determines if audio is recorded in the pre-event buffer. Axon recommends enabling this feature.

Light

Dual-View camera LED behavior – Sets the behavior of the camera-side LED for Dual-View cameras (typically facing out the front of the vehicle). During pre-event buffering, the light will be solid green. During recording, the light will blink red. Stealth mode must be disabled for this setting to be enabled. These LEDs inform officers and the public when the system is recording. Axon recommends enabling this feature.

The front camera light and quality settings can be set separately for the Fleet front and back cameras.

Location

Record location and speed information in video – Determines if GNSS/GPS location and speed data is saved in videos during recording.

Include location information in axon respond and device inventory – Determines if GNSS/GPS location data is made available in near real-time to authorized agency users in Axon Fusus and on the Axon Evidence Device page. For the best Axon Fusus experience, Axon recommends enabling this feature.

Activation settings

Speed activation – Determines if the Dual-View camera activates video recording (transitions from Buffering to Event mode) when a specified speed threshold is exceeded. Default: off.

Speed reactivation – Determines if the camera automatically reactivates recording while the vehicle speed remains greater than the configured threshold. When disabled, ending a video while greater than the speed threshold will prevent speed activation until the threshold is exceeded again. Default: off.

Motion activation – Determines if cameras automatically transition from Buffering to Event mode when the hub detects sudden changes in acceleration that may have been caused by a motor-vehicle accident. Default: off.

Prevent Stopped Recording during Signal Activation – Prevents stopping a recording if lights and/or sirens are active. Default: off.

Signal Ignore – When on, and the vehicle ignition is off and the system is in shutdown delay timer mode, the system will only begin recording due to impact/crash, Dashboard clicks, or pressing the front camera button; it will ignore CEW, SSA, and 12V signals. Default: off.

Activation of Connected Fleet Cameras via BWC Double-Press – Determines if a double-press of the Event button on a connected Axon Body 4 activates the front camera only or all Fleet cameras.

Primary Button Activation and **Secondary Button Activation** – Determine which cameras the Dual-View Camera Primary and Secondary buttons activate, including connected body cameras. See Body camera and Fleet activation.

Fusus livestreaming

Livestream – Determines if the Dual-View camera can stream audio and video to authorized agency users while recording or while recording and buffering. For the best balance of information and privacy, Axon recommends enabling livestream during recording only.

Device management

Body-worn camera pairing – Determines if body-worn cameras can be paired with the Fleet 3 system. Pairing allows video review, tagging, upload, and settings management by the Fleet 3 system.

Evidence review

Evidence playback – Determines is evidence can be played in the Dashboard application.

Edit evidence metadata – Determines if evidence metadata can be edited in the Dashboard application. Metadata includes evidence title, categories, tags, and ID.

Evidence review period – Determines how long evidence remains on the Fleet hub after recording is stopped, for playback review editing metadata. Metadata edits from Dashboard during this period overwrite the metadata stored on Axon Evidence. Fleet 3 uploads evidence whenever sufficient internet access is available.

Upload

Wi-Fi-only upload – Limits Fleet 3 to only use Wi-Fi for evidence upload. It also limits the download of software updates to Wi-Fi.

- This setting requires coordination with vehicle router settings.
- The domain (IP) of http://fleetevidenceping.com (52.247.154.57) must only be reachable over the router Wi-Fi interface.
- This upload method can overwhelm Wi-Fi networks.
- Discuss this option with your Axon representative before using.

Priority Upload – Sets if a user can upload evidence from the system using any connection method available to the Fleet hub. This setting allows the system to disregard normal routing rules.

Power off delay – Sets the Fleet 3 system power-off delay. The shutdown timer starts when the ignition sensing wire no longer detects voltage. During a power-off delay, Fleet 3 can record evidence, upload video, and download updates.

- The length of time required to upload videos depends upon many factors, such as video quality, length, quantity, and internet bandwidth.
- Power during the power off delay is supplied by the vehicle battery.
- Chose a delay length that enables videos from a shift to offload without draining the battery.

User permission

Users can mute during recording – Controls if your users can use Fleet Dashboard to enable or disable audio recording while the Fleet cameras are recording video. This setting is only applicable if the *Camera Audio Recording* setting is enabled.

Users can adjust indicator light settings – Determines if users can adjust indicator light brightness or turn them off.

Users can use Stealth mode – Determines whether users can place Fleet 3 into Stealth mode, which disables visual and audible feedback. Stealth mode does not affect the Fleet Dashboard.

Root CA certificates

This section is intended for Axon Evidence administrators. For user-based topics, start with Introduction on page 1.

Root CA Certificates establish a validation chain that verifies other certificates signed by the included roots. For example, to establish a secure connection to a web server.

A customer that self-hosts a WOS and uses their own TLS certificate (such as from an internal CA or a public CA) must ensure the TLS certificate comes from one of the root CAs on Axon's Fleet 3 trust list (below). Otherwise, offloading will fail due to trust errors.

Axon products use the following root certificates:

- Baltimore CyberTrust Root
- COMODO ECC Certification Authority
- COMODO RSA Certification Authority
- DigiCert Assured ID Root CA
- DigiCert Assured ID Root G2
- DigiCert Assured ID Root G3
- DigiCert Global Root CA
- DigiCert Global Root G2
- DigiCert Global Root G3
- DigiCert High Assurance EV Root CA
- DigiCert TLS ECC P384 Root G5
- DigiCert TLS RSA4096 Root G5
- DigiCert Trusted Root G4
- ISRG Root X1
- ISRG Root X2
- IdenTrust Commercial Root CA 1
- IdenTrust Public Sector Root CA 1
- USERTrust ECC Certification Authority
- USERTrust RSA Certification Authority

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Troubleshooting

Axon Fleet 3 is resilient to errors. If it cannot resolve the issue by itself, it will notify you of the error. This article has possible issues and solutions.

If the problem is not listed here, contact Axon technical support.

Restarting the Fleet 3 system can resolve many transient issues. There are three ways to force a restart:

1. In Dashboard, tap **Settings**, scroll down, and select **Reboot Fleet 3**. Or,
2. Turn off the ignition, wait until the shutdown delay timer expires so the hub powers down, then turn the ignition back on to restart the hub. Or,
3. There is a restart button on the front of the "Hub" on page 12 (see page 12). Use a paperclip or similar item to press the button.
   - For a soft reset, press until the adjacent green LED goes out.
   - For a hard reset, press for at least 12 seconds to cycle the CPU's reset signal.

If you don't see your issue here, also check the FAQ'sstarting on page 1.

General issues

Dashboard can't connect to the hub (required to function)

- Confirm the Mobile Data Computer/Terminal (MDC/T) is connected to the vehicle’s router with the ethernet cable or through Wi-Fi.
- Refresh the Dashboard application using one of these methods:
  - Tap any part of the Dashboard application to select it, then select Ctrl+R to reload.
  - Or, select **View** in the top left menu and then **Reload**.
- Restart Axon Dashboard.
- Restart the hub and cameras.

Advanced options:

- Confirm devices are correctly connected to each other.
  - Connect the computer through ethernet to the router LAN port or WAN port in LAN mode. Or, connect it to the router using Wi-Fi.
  - The Fleet Hub must be connected to the same router through another LAN port or WAN port in LAN mode.
- Confirm the router is powered on and operational. A Cradlepoint router can take up to two minutes after power on to become operational.

Dashboard can't connect to hub – high temperature

When internal device temperature is too high, the Fleet 3 Hub shuts down to protect itself. Reduce vehicle temperature. After cooling, you may need to restart the Fleet Hub.

Axon Fleet 3 and Signal

Axon Signal is not activating body cameras

- Ensure Axon Signal activation is enabled for your body cameras on the Body Camera Settings page in your Axon Evidence account.
- Ensure the Signal Vehicle camera configuration settings are correct on the Signal Vehicle page in your Axon Evidence account.

Axon Signal is not activating Fleet 3 cameras

Ensure the Fleet 3 Hub camera configuration settings are correct on the Fleet 3 Hub page in your Axon Evidence account.

Axon Evidence connectivity

Dashboard can't reach Axon Evidence

Fleet Dashboard requires a connection to Axon Evidence during sign-in.

- Confirm the Mobile Data Computer/Terminal (MDC/T) has internet access.

Advanced options:

Confirm Axon Evidence addresses are allowed on the network. See Managing network allowlists with Axon Cloud Services.

Fleet Hub can't reach Axon Evidence

The Fleet Hub requires a connection to Axon Evidence during sign-in. Advanced options:

- Confirm the hub is correctly wired to the router's LAN port or WAN port in LAN mode.
- Confirm the vehicle router is powered on and has internet access. Many routers indicate their power and connectivity with LEDs or through a management interface. Refer to your router user manual for exact details.
- Confirm Axon Evidence addresses are allowed on the network. See Managing network allowlists with Axon Cloud Services.

Fleet 3 devices

Camera can't record, storage is full

If storage is full, Fleet 3 can't record. Move the vehicle where it can connect to the internet or approved Wi-Fi and let it upload video to free up memory.

Camera can't record

Restart the hub and cameras.

Camera not detected

Connected and powered-on cameras display in Dashboard. If a camera is missing, it may be rebooting, be experiencing an error, or have been removed from the vehicle.

- Confirm the camera is connected to one of the Fleet Hub's LAN ethernet ports.
- The camera may need some extra time to start when powering on. If the camera does not start after two minutes, restart the system.

Camera not detected, camera overheat

When internal device temperature is too high, Fleet 3 devices protect themselves by not powering on. The system is unable to display an error in this case.

If devices are powered on when the temperature threshold is reached, they will shut down to protect themselves, system LEDs will flash yellow, and an error displays in Dashboard.

Reduce the temperature in the vehicle, then restart the hub and cameras.

Camera not detected, camera connection

Confirm the camera is connected to one of the Fleet Hub's ethernet cable ports.

Video does not upload

Fleet 3 video upload requires internet or Wi-Fi connectivity. Move vehicle to a location with connectivity for video upload. If the error persists, contact your Axon Evidence admin.

Unable to edit video metadata

Dashboard needs to access the videos to add or edit metadata. If the videos have been uploaded to Axon Evidence, Dashboard needs to be able to connect to Axon Evidence. Move vehicle to a location with internet or approved Wi-Fi connectivity to edit metadata.

General FAQs

Does Fleet 3 require a Mobile Data Computer/Terminal (MDC/T)?

No. Activate Fleet 3 cameras by Signal triggers or manually pressing buttons on the back of the Dual-View camera. After you press stop, videos automatically upload to Axon Evidence as Wi-Fi or LTE connectivity allows.

How do you stop the interior camera if it doesn't have a button?

The interior camera has no button because it is out of reach of the officer; this also prevents a detainee from stopping it. Use the secondary button on the right of the Dual-View camera to start or stop recording of the interior camera.

What recording capacities are available and can they be upgraded?

Fleet 3 has two hub models. Standard capacity hubs support 74 hours of video and 24 hours of video recall per camera at 720p resolution.

What are the available resolutions for video recording?

See the table in Recording on page 15.

What parts of Fleet 3 are configurable?

The operator of the vehicle may adjust:

- Volume of camera sounds
- Brightness of the LED
- Mute mode
- Stealth mode

The agency administrator can configure things like:

- Activation triggers
- Video resolution
- Pre-roll buffer (0–120 seconds, audio on or off)
- Video upload method (LTE or Wi-Fi)
- Signal triggers (12V inputs, speed, motion, devices)
- Video Recall (On or Off)

What recording capacities are available for Fleet 3 and are these upgradable?

With a normal two-camera system operating at 720p resolution, the expected capacity is 74 hours of video evidence and 24 hours of video recall per camera.

What camera configurations are available?

Standard configuration is a Dual-View camera facing forward and an interior camera in the rear partition facing the occupant. Fleet 3 can support up to three additional cameras.

Watch this video for an overview of configuring cameras.

Watch this video for an overview of assignment workflows for pooled vehicles.

Does Fleet 3 support prisoner transport van configurations?

Yes. Fleet 3 supports up to five total cameras for full coverage of the van. It can operate without an MDC via Axon Evidence vehicle assignment. Use of the Fleet 3 Dashboard app is optional.

Are Fleet 3 cameras compatible with the Fleet 2 or Fleet 1 system?

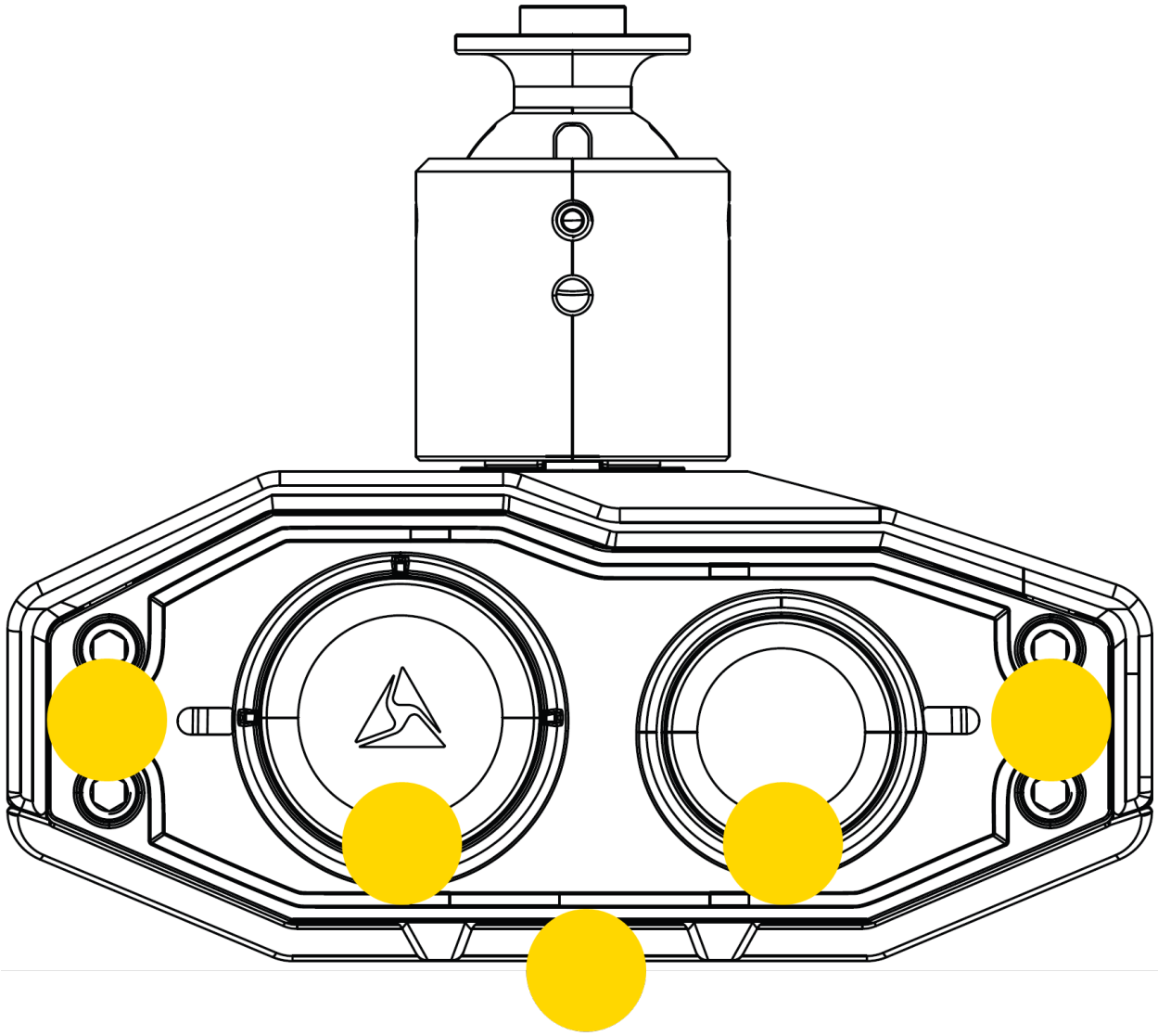
No. Fleet 3 cameras require the Fleet 3 Hub to operate.

Fleet 3 contains a "Dual-View camera"; are both lenses in the camera recording video all the time?

No. The wide-angle camera captures a 160º Field of View (FoV) image. The high resolution 4k camera with a 60º FoV is used for ALPR to capture plate reads even when the wide-angle camera is recording video.

How do I start a recording?

The simplest method is to press one of the buttons on the Dual-View camera. The left primary button activates the Dual-View camera and the right secondary button activates the interior camera. The Dashboard app has buttons to control recording of all connected cameras either individually or all-together. Various triggers can be configured to automatically start recordings, such as light bar activation, vehicle speed, or Signal.



1. Primary LED
2. Primary button
3. Secondary button
4. Secondary LED

How does Fleet 3 perform in low light?

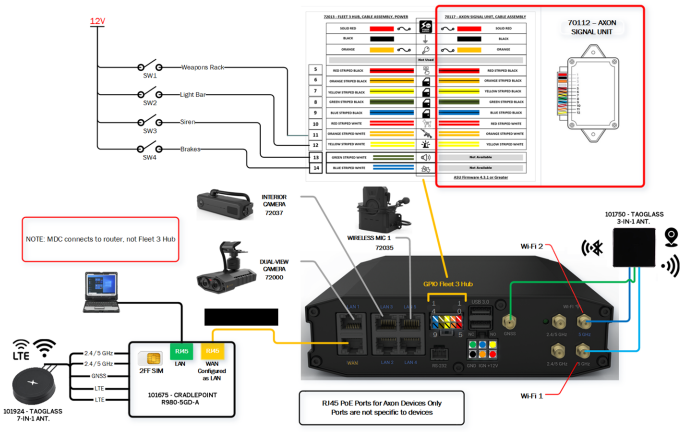
Fleet 3 camera auto-exposure adjusts to wide range of lighting conditions. Image quality in low light conditions will exceed Fleet 2 video. The interior camera has an infrared illuminator so people and objects can be seen in monochrome in complete darkness. Low-light capture is dependent on multiple factors, including headlight brightness, rain on the windshield, the angle of the vehicle's approach, and speed. Very generally, if you can see it with your eyes, so can the Fleet 3 camera.

How does Fleet 3 video compare to previous Fleet products?

Fleet 3 camera video performance meets or exceeds that of Fleet 2. Moving objects will have less motion blur and the interior camera will have color video in light conditions.

What components make up the system?

- Fleet 3 includes a Dual-View camera and an interior camera connected to the Fleet Hub.
- The hub and MDC are connected to a Cradlepoint router.
- Antennas and triggers are connected to the hub and the router.
- An ASV is included for body-worn camera integration.
- A wireless mic with charging base is available.
- Connect a mix of up to five cameras and two wireless mic charging bases to the hub, for a total of five devices.



Why did Fleet 3 move from Wi-Fi to Power over Ethernet (PoE) connections?

The camera needs wired power and therefore there is no installation benefit by avoiding wires for communications. Fleet 1 and Fleet 2 systems experienced connection issues in some vehicles due to wireless interference. Using standard CAT6 ethernet cable for power and communications provides a reliable connection to the camera for high-speed data transfer, improves ease of installation, and eliminates wireless connection issues.

Do I need a router?

Yes, Axon Fleet 3 requires an in-vehicle router to function. The Dashboard app communicates with the Fleet 3 system over the router's local network, while the router uses

its WAN interface to connect to Axon Evidence via cellular (LTE/5G) or Wi-Fi. The Dashboard app can connect to the router via Ethernet for Windows 10/11 MDC devices and either Ethernet or Wi-Fi for mobile devices.

We recommend using a Cradlepoint router, as several models are validated for optimal performance. Contact your account representative for the latest list of compatible routers. Routers from other vendors may require specific configurations or have limitations that could affect Fleet 3 functionality.

Customers using an APN or VPN might need additional configurations, such as firewall exemptions.

Can we use our existing antenna?

Maybe, but Fleet 3 performance has been validated and will only be supported with the included antenna.

Can we use our existing MDC?

MDCs compatible with Fleet 2 are compatible with Fleet 3. We recommend using a Windows 10 or 11 MDC with Fleet 3. MDCs require 500MB of memory, 4 GB of RAM, and an ethernet port to connect to the router.

Can we connect to the MDC to the router using Wi-Fi similar to Fleet 2?

Though an ethernet cable is preferred for its high reliability, an MDC can also use Wi-Fi to connect with the router. Configure it to use a Wi-Fi radio frequency (5 or 2.4 GHz) different from agency Wi-Fi access points (APs) used by Fleet 3. When using a Wi-Fi connection between MDC and router, it's possible the MDC prioritizes the connection to an AP outside the vehicle, leading to a loss of communication between the hub and Dashboard. If this happens, use Windows to manually select the in-car router network. This will let the Dashboard application re-establish its connection with the hub.

Can we use our iOS/Android devices?

Fleet 3 supports Windows, tablets, and mobile phones. Find device-specific Dashboard help topics at https://my.axon.com/s/axon-fleet3 as they become available.

What features use LTE/Wi-Fi connectivity?

Fleet 3 uses the router to access the internet via Wi-Fi or LTE. These features use LTE when Wi-Fi is unavailable:

- Dashboard app login
- Configure vehicle

- Synchronize time
- Download and apply settings
- Video live streaming
- Live vehicle status updates, including location
- ALPR hotlist updates
- ALPR hotlist aware notifications

These features can be configured to only use Wi-Fi to reduce LTE usage:

- Download and install updates
- Evidence upload

What features are available when I have no LTE SIM?

All features listed in the prior FAQ are available over Wi-Fi, but the power of ALPR and Fusus comes from LTE coverage throughout the patrol area.

Can Fleet 3 use the LTE SIM in the MDC?

No. Fleet 3 relies on the router to connect to the internet and the hub cannot access the internet using the SIM in the MDC. If the SIM is in the MDC and there is no SIM in the router, all the above features will only work when the router has internet access over Wi-Fi.

Does Fleet 3 support relay outputs?

Yes, the Fleet 3 Hub has relay control ports for relay outputs.

What are the USB and RS-232 ports for on the Fleet 3 Hub?

The USB and RS-232 ports are for future expansion.

What is the maximum length of a video?

Fleet 3 videos have a maximum length of six hours. If a recording exceed this time, Fleet 3 will continue the recording on a new video. Avoid recording videos of extreme length as they can become time-consuming to upload and work with.

If no user is signed into the Dashboard when video is uploaded, who is the video assigned to in Axon Evidence?

The last officer signed in is assigned as the **Uploaded By** user.

Signal FAQs

What is Axon Signal?

Axon Signal is a technology that lets your Axon devices detect nearby events as well as in-car conditions to log information or start recording. This lets you focus on the situation at hand. Fleet 3 includes several Signal capabilities at no extra cost.

Does Fleet 3 support Axon Signal?

Yes. Fleet 3 supports Axon Signal to activate cameras. Fleet 3 includes new features to save contextual information for investigations and display during video playback (video overlays).

How does Fleet 3 start recording automatically?

12V status

Fleet 3 has ten 12V inputs that it uses to detect status changes from any compatible trigger, such as door open, light bar on, sirens on, gun lock unlocked, or any other 0–12V transition signal. Fleet 3 is compatible with all Fleet 1 and 2 12V triggers. Configure a total of 10 discrete 12V inputs as triggers and indicators.

Motion

Fleet 3 uses a 3-axis accelerometer in the hub to detect extreme change in velocity forces common to car accidents. Axon completed hard brake testing with actual hubs to determine this threshold.

Speed threshold

Cameras will activate above a configurable speed threshold. Speed is measured with a GNSS unit in the hub and can determine speed even when satellites are briefly unavailable.

Signal broadcast

Fleet 3 can detect BLE broadcasts from Axon Signal-enabled devices. Triggers can include:

- Unholstering a firearm from an Signal Sidearm (SSA) equipped holster
- Arming, arcing, or firing a TASER 7, X2, or SPPM-equipped TASER device
- Triggering an Axon Signal Vehicle unit.

What contextual information does Fleet 3 save?

Fleet 3 videos retain the following data points:

- Speed detected by the GNSS sensor
- Recording reason and officer
- Status of connected 12V triggers, such as brake status, light bar status, siren status, and door open/closed.

How can I review contextual information saved in my Fleet 3 evidence?

Contextual information saved in the evidence can be viewed in a few places:

- Brakes, lights, sirens, and speed are saved continuously in video evidence. View it using a video's **overlay** option in the Evidence.com video viewer. This will show the status of the patrol vehicle in realtime.
- Use the same **overlay** option to view recording reason, officer, and vehicle.
- GNSS data is located in a panel to the right of the video viewer.
- 12V trigger status changes are saved in the device audit trail.

Does Fleet 3 require an Axon Signal Vehicle (ASV) device to activate?

No. Fleet 3 uses the ASV to activate Axon body cameras. After a firmware upgrade, an existing ASV can be reused with your Fleet 3 system.

Can my Axon body camera trigger Fleet 3 to start recording?

Yes, an Axon Body 4 connected to Fleet 3 can start Fleet recording when the officer double-presses its Event button. See Body camera and Fleet activation. Other body camera models can't trigger Fleet 3 to start recording.

You can also start a Fleet 3 recording using:

- The Dashboard app
- Buttons on the Dual-View camera
- The button on the wireless microphone
- Any of the automated activation triggers configured for the vehicle.

Does body camera and Fleet activation replace Axon Signal Vehicle?

No. Body camera and Fleet activation is an additional activation pathway that works alongside Axon Signal Vehicle, Axon Signal, and Nearby Body Camera Activation. See Body camera and Fleet activation.

Can Fleet 3 activate or deactivate based on entering or exiting a geofence?

No, this capability is not yet available.

What cameras can Fleet 3 activate using Signal?

Configure Fleet 3 to activate any cameras connected to the hub by ethernet cable and any Axon body cameras in BLE range.

Can I configure different camera activation behavior for different vehicles?

No, this capability is not yet available.

Can I configure different vehicles with different 12V inputs?

Yes. While there is one Signal configuration for your entire agency, each of the ten 12V inputs can be wired uniquely by vehicle.

Can I add a human readable label to 12V inputs?

Yes. There are a number of different labels included for typical inputs:

- Brakes
- Front Doors
- Front Door Driver Side
- Front Door Passenger Side
- K9 Door
- Light Bar
- Light Bar Code 1
- Light Bar Code 2
- Light Bar Code 3
- Rear Doors
- Rear Door Driver Side
- Rear Door Passenger Side
- Siren
- Switch 1
- Switch 2
- Trunk
- Weapon Rack 1
- Weapon Rack 2

How do I configure Signal?

1. Determine which cameras you want to activate
2. Determine which triggers you will use, including 12V inputs, CEWs, Signal Sidearm, speed threshold, and/or impact detection.
3. In Evidence.com, go to **Admin** > **Signal** > **Fleet 3** and review or adjust your settings. Admins can refer to Signal Configuration for details about this page.

I'm upgrading from Fleet 1 or 2. Do I need to configure Signal settings again?

Yes, you'll need to set Signal settings for Fleet 3 (see link above). Existing Signal settings for Axon Signal Vehicle will still apply to Fleet 1, 2, and body cameras.

Fusus FAQs

Watch this video for an overview of using Fusus with Fleet 3 cameras.

Can I initiate the Fusus live video stream at any time?

Agencies can configure whether Fleet cameras can stream anytime, only while recording, or never. You can never start livestreaming if the camera is off.

What video will I see during livestreaming?

You'll receive the video and audio from the forward-facing wide-angle view of the Dual-View Camera.

Where can I see the video livestreaming?

In Evidence.com, use the Fusus tab to go to the Axon Fusus map, which will show a list of all vehicles available for livestreaming. Select the **Live Stream** button to open a video window. Alternatively, view livestreams in Fusus mobile.

Can I see where the vehicle is located?

Yes, while a vehicle is on, the Fleet 3 system will provide regular location updates to Fusus.

Will the officer in the vehicle know if their camera is being livestreamed?

Yes, the officer will receive a notification that someone has started a livestream with an audio tone as well as a flashing purple LED on the forward-facing camera.

How often is the vehicle position updated?

When the system is on and there is a data connection, the position is updated every 10 seconds when the vehicle is moving, assuming the vehicle is in network coverage. To disable reporting of location information to Fusus, go to **Admin** > **Axon Fleet 3** and toggle **Include Location Information in Axon Fusus and Device Inventory** off.

How much LTE data does location updates use?

The quantity of LTE data consumed is dependent on the number of hours the vehicle is in operation. Location updates use roughly 1 KB/hour. On a monthly basis, 40 hours of weekly operation would consume about 10 MB of data while 24/7 operation would consume about

45 MB.

How much LTE data does livestreaming use?

Livestreaming uses about 1 Mbps for video and 128 Kbps for audio.

What is the accuracy of location updates?

Location updates are usually accurate with five meters. When a vehicle is in a tunnel or garage for a long time, the uncertainty increases at a rate of about 5% of distance traveled. To mitigate these issues, Fleet uses both GNSS and dead reckoning technology. Selected map markers indicate the approximate location of the camera within a blue circle.

Will location updates continue in garages and tunnels?

The Fleet Hub has GNSS with inertial dead reckoning to determine position even when satellite signals are blocked. Location updates will be transmitted to Fusus as long as the router can access the internet through Wi-Fi or LTE.

Can I configure Fusus alerts with Fleet 3?

Yes. Configure any Signal trigger (12V, Bluetooth, speed, or motion) set to activate recordings as a High Priority Alert or General Officer Activity in Axon Evidence.

Body-worn camera FAQs

What connected Axon devices are compatible with Fleet 3?

Fleet 3 supports the same devices as Fleet 2: Axon Body 2, Flex 2, Body 3, and Body 4 cameras. Connecting other Axon cameras to Fleet 3 makes your patrol vehicle a powerhouse of consolidated audio and visual signal storage.

How do I connect my body-worn camera (BWC) to Fleet 3?

Pair and connect a BWC to Fleet 3 through the Fleet Dashboard app on your Mobile Data Computer/Terminal (MDC/T). See Dashboard and body cameras on my.Axon.

What do I gain by connecting a BWC to Fleet 3?

Connecting an Axon body-worn camera brings following abilities:

- View evidence across devices from one place in Dashboard. Evidence recorded within one minute of each other is grouped in an Incident, allowing metadata addition at the Incident level rather than per video, saving you time.
- Upload BWC evidence wirelessly through Fleet's LTE connection.
- View BWC streams in Dashboard, aiding in pre-patrol setup.
- Use Dashboard to start/stop BWC recordings.
- Start Fleet and Axon Body 4 recordings together. See Body camera and Fleet activation.
- Use Dashboard to modify settings and configurations of all cameras.

How many BWCs can be connected to Fleet 3?

Two officers signed into Dashboard can add a BWC simultaneously.

What metadata can I associate to BWC evidence?

Adding metadata to videos from the comfort of your vehicle is part of Dashboard's Evidence Review workflow and includes assigning ID, title, categories, and tags to both Fleet and BWC evidence.

Can I add metadata to my BWC evidence after it's been uploaded?

No. After BWC evidence is uploaded to Axon Evidence it is securely deleted from the device. Manage uploaded evidence in Axon Evidence.

Does connecting a BWC to Fleet affect my BWC's battery life?

Fleet 3 integration with BWCs has minimal effect on a body camera's battery life. By default, the system uses Bluetooth for low-energy communication. Interacting with a BWC's video stream or evidence will temporarily enable Wi-Fi, which will slightly increase battery draw. These interactions turn on Wi-Fi:

- Reviewing a body camera's video evidence from Dashboard.
- Priority Uploading body camera video evidence to Axon Evidence.
- Viewing a body camera's video stream (whether from Dashboard or Axon Fusus).

View the status of your camera's Wi-Fi usage from the BWC tile in Dashboard's Devices tab. The Wi-Fi indicator illuminates when Wi-Fi is in use.

Why doesn't my BWC connect to Fleet 3?

If your BWC won't pair with Fleet 3, check the following:

- A BWC can only pair to Fleet 3 if the camera owner is also signed into Dashboard.
- A BWC must be manually paired to Dashboard in each new vehicle you use.
- BWC pairing to Dashboard lasts for 10 days, after which you'll need to manually pair again.

Can my body camera and Fleet 3 start each other's recordings?

Yes, with an Axon Body 4 connected to Fleet 3. See Body camera and Fleet activation.

Do I need an additional license for body camera and Fleet activation?

No. It's included for Axon Body 4 customers with Fleet 3.

Does body camera and Fleet activation work with Fleet 1 or Fleet 2, or with Axon Body 3, Body 2, or Body Mini?

No. This feature currently requires Axon Body 4 and Axon Fleet 3.

Why does a single press on the Dual-View Camera do nothing when body camera activation is configured?

A Dual-View Camera single press can't be distinguished between starting and stopping a recording. If single-press were active, an officer trying to stop a Fleet recording could unintentionally start a new body camera recording. Double-press starts recording and long-press stops it whenever a button is configured to include body cameras.

Installation FAQs

Watch this video for an overview of installation.

Why is installation necessary?

Fleet 3 requires fastening hardware, routing cables, and connecting to the vehicle power system. It occasionally requires partial disassembly and physical modification of your vehicle.

Our agency has in-house installers or contracted upfitters. Can I remove installation from the contract?

Based on our experience with Fleet 1 and 2, we determined installation and deployment are always included. If you have a have a team already identified, Axon will provide training and quality assurance to ensure your installers are successful and the Fleet 3 system performs to expectations.

Who does installation?

Axon-trained personnel install the system in each vehicle. A Fleet 3 expert reviews each installation for quality assurance.

How long does it take to deploy Fleet to my vehicles?

Installation time will vary depending on existing infrastructure, chosen upload method, Fleet 3 configuration, quantity/diversity of vehicles, wireless infrastructure, and administrative and IT staff availability. Your Axon deployment team will help you navigate these details and build a timeline.

Once you've chosen an upload approach and installed any needed Wi-Fi network upgrades, it can take up to a day for one of our field deployment engineers to contact your Fleet admin and IT staff to configure the Axon, Cradlepoint, and network systems. Following that, each vehicle installation will take 1–4 hours.

What is the installation process?

Our sales team will help you navigate the capabilities, options, and requirements of the system. After you sign an agreement, Axon's Professional Services team will guide you through infrastructure preparation, system configuration, and installation. Our installers are certified by Axon and each vehicle will be reviewed by an expert before installation is

complete. Axon will train your administrators and users or will train your trainers, depending on the scale and needs of your organization. When installation is complete, your Customer Success Manager will step in as your dedicated Axon partner.

What are the requirements for a Fleet 3 installation?

- The vehicle needs a 12V negative-ground power supply.
- The hub and router can be installed in the trunk of a sedan, rear storage of an SUV on the floor or in a tray, or on a vertical partition. The hub may also be installed in a center console. The hub is single DIN size (179 x 49 x 207 mm) with cables all connected on the back plate.
- The main 5-in-1 antenna is mounted on the roof of the vehicle with a drill-through mount for the five RF cables; the internal 3-in-1 antenna may be mounted with adhesive on side glass of an SUV or on the deck behind the rear seats in a sedan.

How do I prepare for installation?

Your Axon team will partner with you to build and execute a deployment plan tailored to your agency's needs. Pre-installation preparation can include:

- Complete network upgrades
- Configure your agency network, in-car routers, or Axon Evidence settings
- Remove existing in-car video systems (most common)
- Ensure personnel, facilities, and vehicles are available for the installation

I have an existing Axon system, what do I do with my old Fleet 1 or 2 equipment?

Dispose of or recycle the equipment at your convenience. Keep in mind that equipment purchased with grant funds may need to remain with the department for a specific period of time.

Where does the installation happen?

Your Axon deployment team will help you choose an appropriate location.

What utilities are needed at the installation site?

The installation site requires space for the vehicles to be partially dismantled and internet access to Evidence.com through Wi-Fi or LTE network for configuration and testing. Installation and configuration can be performed at different locations, if needed.

Who needs to attend the installation?

An IT administrator and Axon Evidence administrator are often needed on location for at least the first day.

How long will individual vehicles be out of service?

Installation averages one to four hours per vehicle. The length of time each vehicle will be out of service depends on details such as vehicle type, pre-existing systems, and chosen Fleet 3 configuration. Contact your Axon deployment team to get the most accurate estimate for your vehicles.

Is it ready for use immediately after installation?

Yes! After installation the system is ready for immediate use.

When do my officers get trained to use the system?

Training is often run in parallel with deployment so officers can begin using the system immediately after installation. Contact your deployment team to plan the best process for your agency.

Does the Fleet 3 system and installation have a warranty?

Yes, it does. See **Law Enforcement Product Warranties** at www.axon.com/legal for details.

How do we get help after installation?

Email us at support@axon.com or contact technical support by phone at:

Region	Phone
North America	1-800-978-2737 ext 2
UK	+44 1-327-709-666
Australia	1-800-512-069
New Zealand	1-800-005-161
International	See https://www.axon.com/contact

Fleet 1 and 2 were wireless. Is Fleet 3 difficult to install because it's wired?

Installation is not difficult for experienced police vehicle upfitters. See Why did Fleet 3 move from Wi-Fi to Power over Ethernet (PoE) connections? on page 1.

How much does installation cost?

Installation is included in the price of every Fleet 3 purchase. If you are upgrading to Fleet 3 using the TASER Assurance Plan (TAP), a TAP renewal bundle includes ongoing license, storage, warranty, and installation of your new Fleet 3 system.

Are installation costs covered by TAP?

No, the TAP program does not cover installation. When you're ready to take delivery of a TAP upgrade, consult with your sales rep to assess what Fleet 3 services you want to add. Your sales rep can compile a bundle that includes installation, extended warranty, ongoing unlimited storage, and optional Aware and ALPR (Automatic License Plate Recognition) services at the best possible price.

Wireless offload server FAQs

When will the Wireless Offload Server (WOS) be available?

The Fleet 3 WOS system is now available for all Fleet 3 systems.

If I already use WOS with Fleet 2, will I need anything new for Fleet 3?

You won't need any new hardware. If you purchased a physical WOS server from Axon, your existing hardware will suffice. If you use a virtual machine (VM) for your WOS server, you may need to upgrade its allocated disk space for Fleet 3's increased load. Once you have the right infrastructure specs for your server, coordinate a new software installation with Axon. The latest version of WOS software is compatible with both Fleet 2 and Fleet 3 systems.

Can I use a VM in my agency's data center to host WOS?

Yes, you can deploy WOS as a VM in your existing data center. You'll need Windows Server 2019 Essentials, sufficient hardware specifications, and a fully qualified domain name.

Technical information

If you are experiencing problems with your Axon Fleet 3 system, refer to Troubleshooting on page 1. If the information there doesn't resolve the difficulties, contact Axon Customer Service for additional support.

Warranty

Axon Enterprise warranty provisions are applicable on all Axon Fleet system products. See www.axon.com for detailed warranty information.

Warnings

For a full list of the warning associated with this product, see www.axon.com.

Radio waves

The frequency bands and the maximum transmitted power (EIRP) in EU for the Axon Fleet Hub system are:

- 2402–2480 MHz, 9.92 dBm (EIRP)
- 2412–2472 MHz, 18.48 dBm (EIRP)
- 2422–2462 MHz, 18.99 dBm (EIRP)
- 5470–5725, 28.63 dBm (EIRP)
- 5725–5850, 12.66 dBm (EIRP)

Exposure to radio frequency radiation

This product complies with EU requirements regarding restriction of exposure of persons to radio-frequency energy (RF) emitted by telecommunication and radio devices as it is designed and manufactured in such a way as not to exceed the exposure limits indicated by the European Union Commission.

The equipment should not accept software and/or firmware which results in the equipment no longer being compliant with the DFS requirements, such as:

- Software and/or firmware provided by the manufacturer but intended for other regulatory regimes
- Modified software and/or firmware where the software and/or firmware is available as open source code
- Previous versions of the software and/or firmware (downgrade)

Federal Communications Commission (FCC) statement

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

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 the dealer or an experienced radio/TV technician for help.
- Consult Axon Technical Support for help.

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 of the device.

FCC radiation exposure statement

This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator (antenna) and your body.

Innovation, Science and Economic Development Canada (ISED) statement

This Class B digital apparatus complies with Canadian ICES-003 and RSS-247.

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(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 numérique de classe B est conforme à la norme NMB-003 et RSS-247

L’émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d’Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L’exploitation est autorisée aux deux conditions suivantes :

l'appareil ne doit pas produire de brouillage, et, and

l'utilisateur de l'appareil doit accepter tout brouillage radioelectrique subi, meme si le brouillage est susceptible d'en compromettre le fonctionnement.

Caution: Exposure to radio frequency radiation

To comply with the Canadian RF exposure compliance requirements, this device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

To comply with RSS 102 RF exposure compliance requirements, a separation distance of at least 20 cm must be maintained between the antenna of this device and all persons.

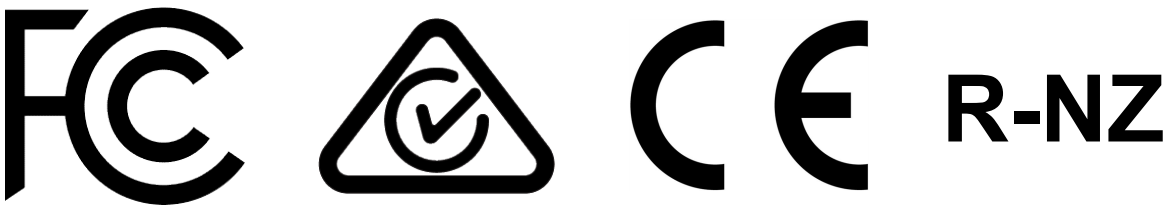
Attention: exposition au rayonnement radiofréquence

Pour se conformer aux exigences de conformité RF canadienne l'exposition, cet appareil et son antenne ne doivent pas être co-localisés ou fonctionnant en conjonction avec une autre antenne ou transmetteur.

Pour se conformer aux exigences de conformité CNR 102 RF exposition, une distance de séparation d'au moins 20 cm doit être maintenue entre l'antenne de cet appareil et toutes les personnes.

Compliance

Compliance marks





AGREE PAR L'ANRT MAROC

Numéro d'agrément :
MR00039815ANRT2023

Date d'agrément :
05/09/2023



ICES-3(B)/NMB-3(B)

EU declaration of conformity

Hereby, Axon Enterprise, Inc. declares that the radio equipment type Fleet Hub is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at www.axon.com.

Vehicles configuration

This section is intended for Axon Evidence administrators. For user-based topics, start with Introduction on page 1.

Vehicle configuration settings are only available to agencies that use Axon Fleet.

Configure vehicle information in Axon Evidence so Axon View XL can connect and Fleet cameras can upload videos. The mobile data terminal/computer (MDT/C) in the vehicle uses the SSID information to connect to Axon Evidence.

Watch this video for an overview of building vehicles with Fleet 3 devices.

Add a Fleet 3 vehicle

1. On the menu bar, select **Inventory** > **Vehicles**.
2. Select **Guided Vehicle Creation** and then **Fleet 3**.
3. Enter a **Vehicle Name** the vehicle and select **Create Vehicle**.
4. In the Fleet Hub row, select **Assign**.
5. Enter the serial number of the Fleet hub installed in the vehicle and select **Assign**.
6. To add another vehicle, repeat the previous steps.

Add a Fleet 1 or 2 vehicle

1. On the menu bar, select **Inventory** > **Vehicles**.
2. Select **Create Vehicle** and then **Fleet 1 or 2**.
3. Enter a **Vehicle Name** and then **Save and Continue**.
4. Enter the serial number for the Axon Signal Vehicle associated with the vehicle and select **Save and Continue**. An Axon Signal Vehicle serial number begins with X87.
5. If applicable, enter the serial numbers for the Axon Fleet power units associated with the Fleet Camera front and back mounts, then select **Save and Continue**.
6. Enter the **SSID** (case-sensitive and used by the MDT to connect to Axon Evidence) and **Password** for the vehicle and select the **Authentication Type**.
7. Select the **wireless offload** switch if appropriate. If disabled, the Fleet camera must be manually removed from the vehicle and docked to upload videos to Axon Evidence.
8. Select **Save and Complete**.
9. To add another vehicle, select **Add Another** and repeat from step 3.

Add multiple vehicles

Use a comma-separated value (csv) file to add multiple vehicles at once. This requires the same information as when adding a single vehicle. The file must have seven columns and the first row must contain the header information for the file, as shown here:

Vehicle Name	Signal	Front Mount	Rear Mount	SSID	Password	Wireless Offload
ID444	X87000025	X850000022	X850000023	garage-a	arc-2343x9	
ID447	X87000026	X850000024	X850000025	garage-a	arc-2343x9	TRUE
ID449	X87000027	X850000026	X850000027	garage-a	arc-2343x9	FALSE

- **Vehicle Name** – A unique name for the vehicle.
- **Signal** – The serial number for the Axon Signal Vehicle unit for the vehicle. This serial number begins with X87.
- **Front Mount** – The serial number for the Axon Fleet Power Unit connected to the front camera. This serial number begins with X85.
- **Rear Mount** – The serial number for the Axon Fleet Power Unit connected to the rear camera. This serial number begins with X85.
- **SSID** – The case-sensitive Service Set Identifier (SSID) for the network used by the vehicle.
- **Password** – The network password.
- **Wireless Offload** – TRUE if the vehicle will use wireless offload, FALSE or blank if not.

To import the CSV:

1. On the menu bar, select **Inventory** > **Vehicles**.
2. Select **Bulk Creation**.
3. Optional: select **Download Template** to download a sample CSV; delete or overwrite the sample data in the second row.
4. If or when your CSV is ready, select **Choose File** or drag the CSV file inside the dashed box.
5. Review the vehicle information and select an entry if a correction is necessary. Use **Delete** to remove a vehicle row.
6. Select **Create *x* Vehicles** to create the new vehicles.

Edit vehicle information

1. On the menu bar, select **Admin** > **Devices** > **Vehicles**.
2. Select the **Vehicle Name** you want to edit. Optionally, use the **Search** box to narrow the list of vehicles.
3. On the vehicle page, select **Edit** for the information you want to change.

4. Enter the updated information. Remember that SSID is case-sensitive. Select **Save and Continue** (or **Save and Complete**).
5. If needed, edit the next set of information.
6. Once all edits are completed, you can go to any other Evidence.com page.

ALPR introduction

The Axon Automatic License Plate Recognition (ALPR) system encompasses two complementary components—one in-vehicle and another in-office—to provide a high-quality, real-time, in-vehicle alerting on plates of interest. Plate read data collected during patrol is retained and can be queried through Axon Evidence in later investigations.

The in-vehicle component is incorporated into Axon Fleet 3 and provides notifications on Axon Fleet Dashboard when it reads a plate that matches in an agency hotlist.

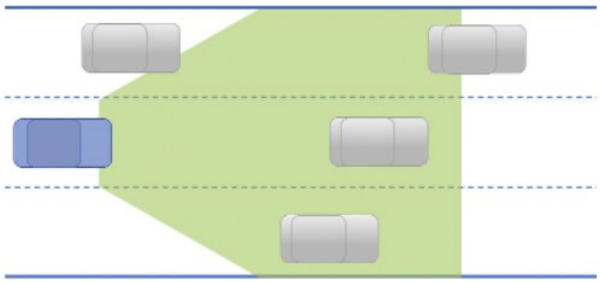
The in-office component included in Axon Evidence allows ALPR record searching and system management.

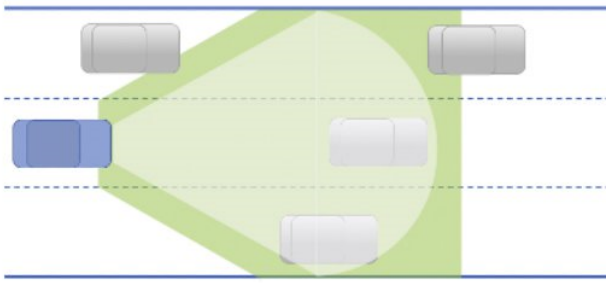
ALPR is managed in-vehicle in the Axon Dashboard app, which is available for different mobile operating systems. Because background notifications are not yet available in the iOS application, you must keep Fleet 3 Dashboard in the foreground of iOS to receive Hit notifications.

Guidance on use

Axon Fleet 3 ALPR is a three-lane, mobile ALPR system with a 60° field of view, covering three lanes of traffic out to a distance of 50 feet—referred to as the capture area (image, left)—and will read plates passing at closing speeds of up to 140 mph.

Plate capture is highly dependent on sufficient illumination. In low light/night conditions, the capture area is limited to the headlight illuminated area within the three lanes in front of the vehicle (image, right). Generally, if you can't read the plate with your eyes, it won't be captured.





Typically, with the camera pointed straight forward, the capture area is the center lane and both adjacent lanes. The camera also has predefined pan detents every 22.5°. to capture left or right. In all but some specific cases described below, keep the camera facing straight forward for best ALPR results.

Performance

Temperature

The Fleet 3 camera will disable ALPR if the camera internal temperature exceeds 185 °F (85 °C). If starting a shift with a hot vehicle, running the air conditioner will help ALPR cool down to operating temperature in 10–15 minutes. The ALPR camera view will indicate ALPR OFF if the ALPR service is not available.

Capture rate and read accuracy

Capture rate is the percentage of plates read. **Read accuracy** is the percentage of reads that are accurate.

ALPR performance, much like driving visibility, is negatively affected by heavy precipitation or fog, especially when accumulated on the windshield. The camera must be able to see a plate clearly to read it. Generally, if you can't read the plate with your eyes, ALPR can't either.

An advantage of Axon ALPR over traditional systems is the benefit of the vehicle windshield wipers to clear precipitation from the camera's view. Externally-mounted systems usually have no mechanism to clear the camera's view. While use of windshield wipers will mitigate the effects of precipitation, it will not completely eliminate it.

Windshield cleanliness and proper wiper maintenance/upkeep are also important factors in ensuring good ALPR performance; smudges or streaks due to worn wipers or dirty windshields will make plates appear blurry to the camera.

Fog will also degrade performance proportionally to its density.

Alert latency

ALPR will alert on a hotlist match within one second of the plate passing through the capture area.

Comparison to legacy ALPR systems

Legacy ALPR systems rely on camera technology that was initially developed for fixed ALPR applications. The typical ALPR camera focuses on one lane of travel, with a very narrow field of view and very specific focal length, yielding a capture area that is approximately 4x4x6 feet. Plates must pass through this small capture area to be read.

In fixed applications, this works quite well, but when mounted to a mobile application, the capture area is not static, so many plates simply do not pass through the read area and are never read. To counter this, these systems may employ multiple cameras.

Conversely, Axon Fleet 3 ALPR uses a wide 60° field of view covering three lanes out to 50 feet away. While a legacy ALPR system with two forward facing cameras has a detection area of approximately 192 cu. feet, Axon ALPR's detection area is nearly 90 times greater.

Use cases

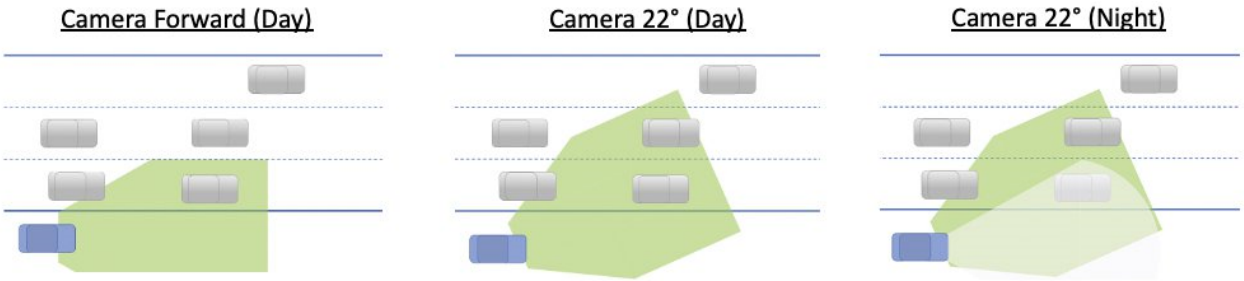
This section provides recommendations on positioning the Axon Fleet 3 Dual View camera for the best ALPR results in different situations.

In particular, consider lane width when collecting in parking lots. This guidance is general and applicable in most cases, but parking lot configurations vary widely.

In all cases, poorly performing headlights (dim, dirty, broken) will reduce plate capture performance at night.

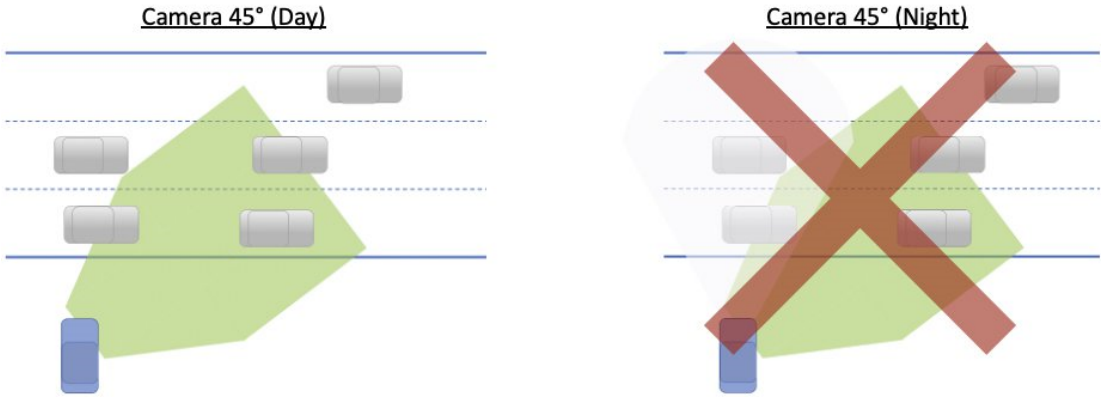
Parked parallel to passing traffic

Pan camera to first detent, 22.5°, to shift the capture area to cover two adjacent lanes while also parking a safe distance from the fog line. The limitations of headlight illumination at night will limit the capture area to one adjacent lane.



Parked perpendicular to passing traffic

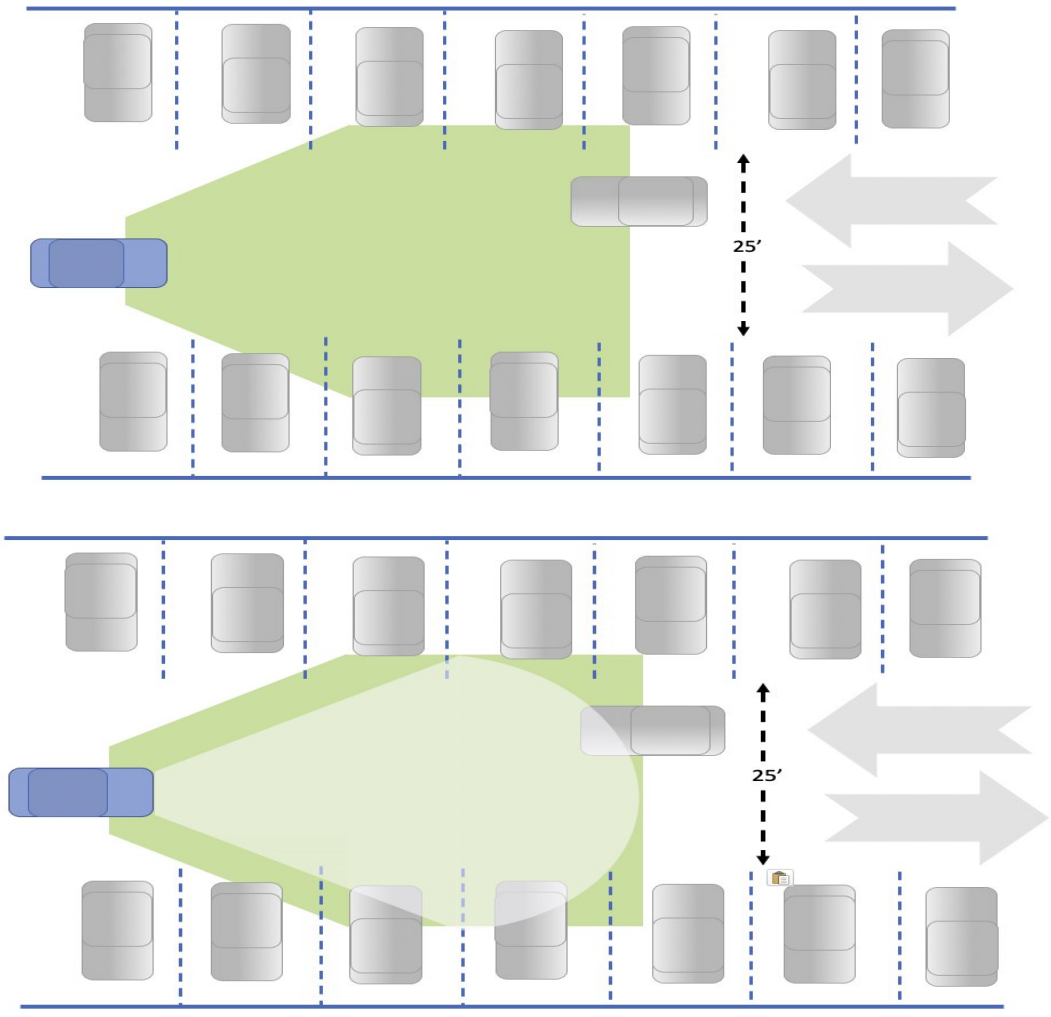
Pan camera to second detent, 45°, to capture passing traffic. At night, the overlap of the capture area with headlight illumination when perpendicular to traffic is so small that Axon Fleet 3 ALPR performance will decrease greatly.



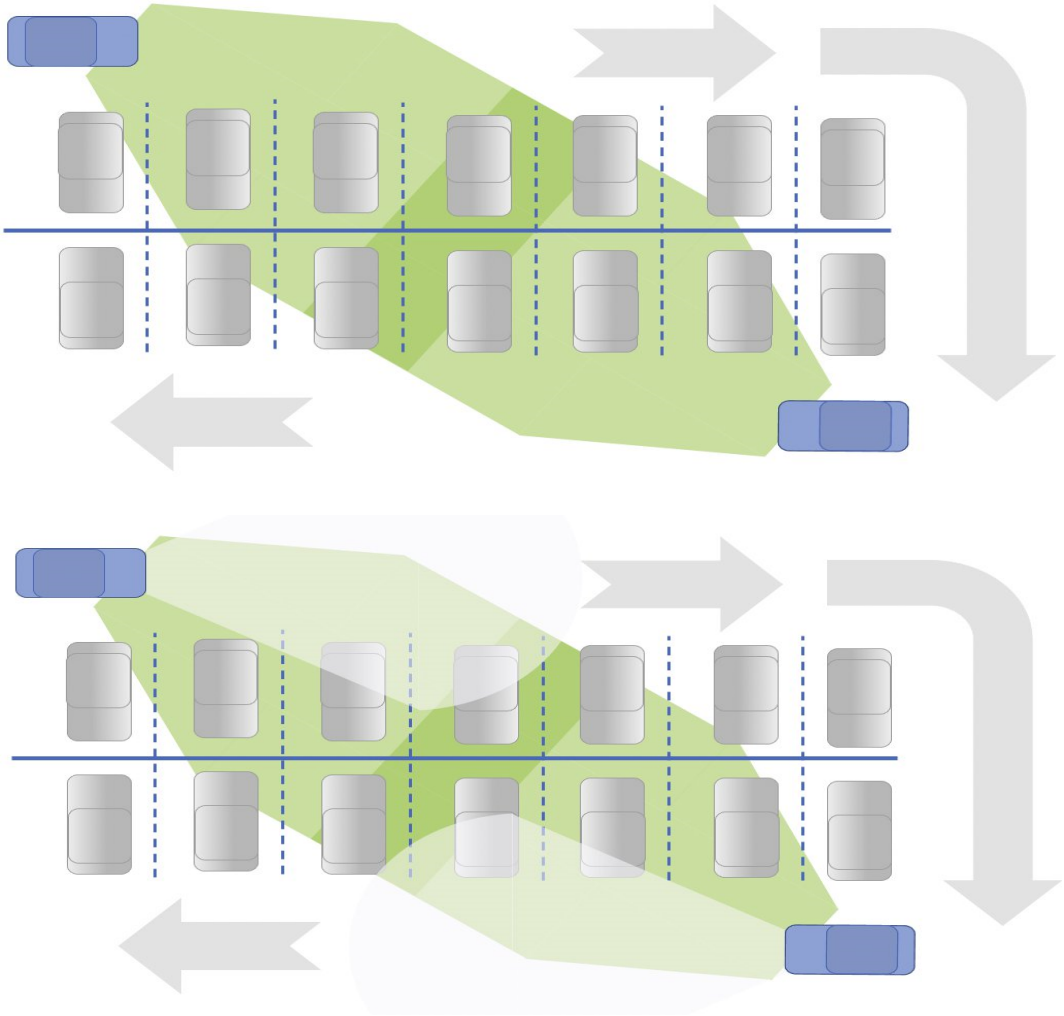
Perpendicular parking lots

Panning the camera at 45° is the recommended position for perpendicular parking scenarios in all lighting conditions.

Perpendicular parking lots are usually configured to support two-way traffic. Lane width can be 25 ft. or wider. Vehicles/plates on the left side of the lane are barely within the capture area and, combined with the skew angle of the perpendicular plates, will capture poorly with the camera facing forward. Performance at night is further affected by the limited headlight illumination on the left side of the lane.



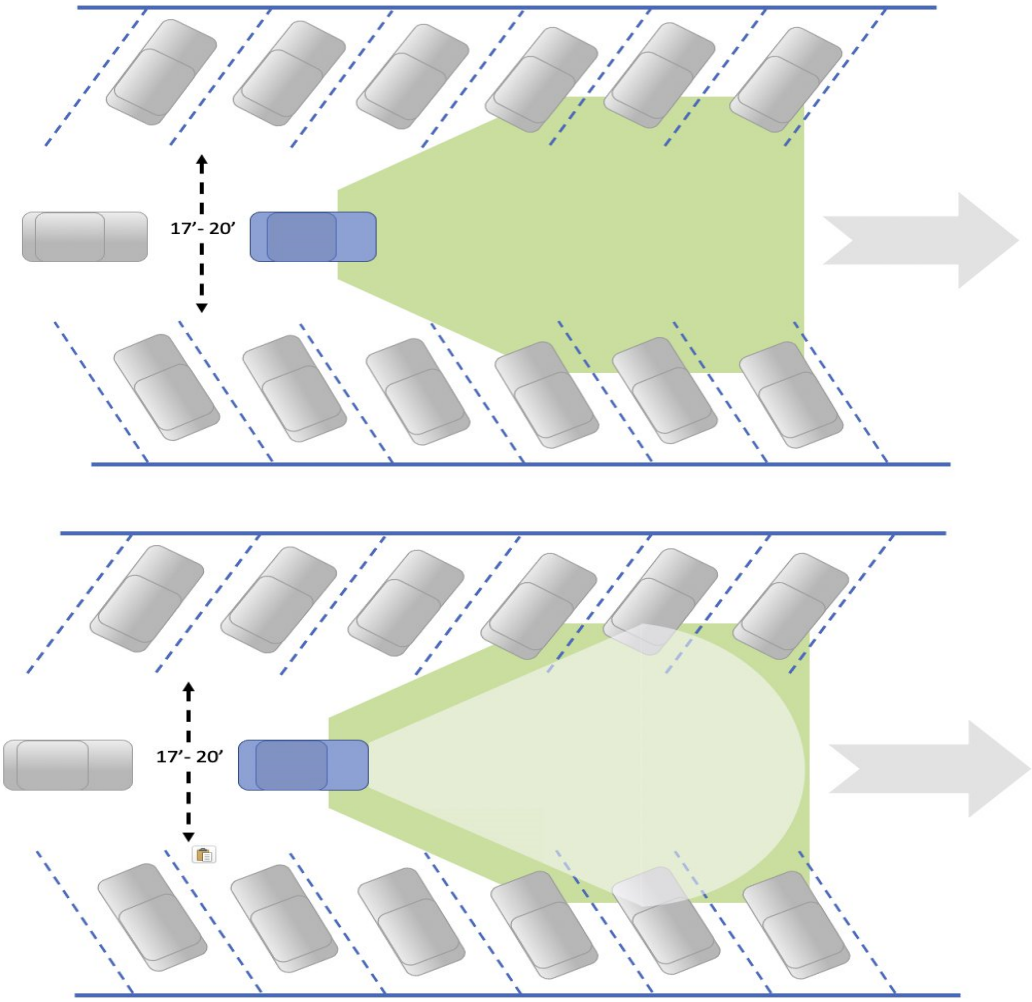
Panning the camera to the 2nd detent (45°) toward the right side significantly improves plate capture performance. Axon internal testing indicates better daylight capture by as much as 30% and as much as 100% at night with good headlight illumination.



Diagonal parking lots

Camera forward is the recommended camera position for diagonal parking lots in all lighting conditions.

Diagonal parking lots are usually one-way and narrower than perpendicular parking lots. Plates to either side of the ALPR camera are within the capture area.



ALPR notification settings

In Fleet Dashboard, select **Settings** on the right, then scroll down to toggle on/off either of the following two settings:

- Mute alerts
- Dashboard moves to front on Hit Alert

For a complete discussion of how to use and interact with ALPR hits and information in the Fleet Dashboard app, see the individual Dashboard topics or complete user guide (PDF) on the Fleet 3 product page. This includes:

- Notification settings (above)
- Hit reviews
- Snoozing alerts

Hotlists

Hotlists are lists of known license plates and vehicles of interest, typically stolen or associated with unlawful activity or missing persons. This article describes how to upload and add to a local, state, and federal hotlist in Axon Evidence.

Hotlists fall into the following general categories of license plates or vehicles:

- Known to be stolen.
- Known to be associated with known or potential criminal activity, such as gangs, watch lists, or known associates of criminal activity
- Having administrative issues such as unpaid car tabs or unpaid traffic fines

Watch this video for an overview of ALPR record search and hotlist management.

Types of hotlists

Different countries, states, and jurisdictions have different lists for different reasons, but they generally scrape a variety of data sources to identify important vehicles of interest. Sample hotlists include:

USA FBI or NCIC hotlists

A collection of lists of stolen automobiles or other automobiles of interest associated with known persons of interest or terrorists.

Access to NCIC hotlists is available to all law enforcement agencies nationwide, but each state has a process agencies must follow to allow ALPR system suppliers, including Axon, to gain access. There is no national standard practice for ALPR system supplier access approval, but typically it only needs to be completed once in each state. Axon will work with each agency and the respective CJIS Systems Agency (CSA) to meet the access approval requirements.

Once approved, Axon Evidence can automatically ingest the NCIC hotlist from state CJIS Systems Agency (CSA) network and push updates to active Fleet 3 systems without agency manual interaction.

State, DMV, or DOR hotlists

Some states maintain a list of vehicles of interest for various processes such as insurance violations, local stolen property lists, or known gang members.

Similar to NCIC, access to these lists are typically controlled by the state CSA and agencies wishing to use Axon ALPR to alert against these lists must follow their state's applicable ALPR vendor access approval process. Axon will work with each agency and the respective CSA to meet the access approval requirements.

Unlike NCIC, state lists vary in content and format from state to state. Integration with these hotlists requires custom API development. Work with your Axon representative to detail the technical and security/legal requirements for your state to enable these integrations.

Local BOLO or APB hotlists

Hotlists can be specific to a police agency or region within a city or county. This includes city-wide APB (All Points/Police Bulletin) or BOLO (Be On the Lookout) alerts for vehicles of interest that don't appear in the NCIC system.

Amber or Silver alert hotlists

Amber alerts for missing children are a critical safety program in the USA that notifies not only all law enforcement but also the public of the details of an abducted child and information on the vehicle involved.

Upload a local hotlist

Uploaded hotlist files cannot exceed 500,000 records and/or 50 MB, whichever comes first. Agency maximum total hotlist records is 15 million.

To upload a local hotlist:

1. On the menu bar in Axon Evidence, select **ALPR** and then **Hotlist upload**.
2. If you're updating a hotlist that already exists in your database, toggle **Update existing hotlist** on. Updating an existing hotlist will remove any records that do not appear in the uploaded file.
3. If the hotlist is not already in the prescribed Axon .csv format, download the linked template file and fill it in using Excel or a similar program. File column headers are:
   - Key, **licensePlate**, **registrationState**, **offenseCategoryId**, **offensePriority**, year, model, vin, color, vehicle Type, registrationDate, expirationDate, note, firstName, lastName, gender, address1, address2, city, state, zip, weight, height, eyes, and birthdate. *The bold items require an entry*.
   - Most fields are self-explanitory, there are a few special ones:
     - **key** – The unique record identifier within your hot list. During list upload, if the key matches a key in a list that already exists in Axon Evidence with the same list name, then that associated record will be updated in that list with the information in the newly uploaded list. If the key does not match a key in a list that already exists with the same list name, a new record is added to that list. If you are using some other database type tool to manage hotlists, each record should already have a unique key which can be used to populate this field.
     - **offenseCategoryId** – This is a coded entry. See Offense category codes on page 73.
     - **offensePriority** – This is a coded entry. See Hotlist priority codes on page 75.
4. Enter the **List name** of the list you're uploading.

5. Enter the **List expiration** date when you'd like this hotlist to expire.
6. Select **Choose file** to attach the completed hotlist file.
7. Select **Submit** to upload the hotlist.

Create or add to a hotlist

When selecting ALPR in the menu, users with hotlist management permissions default to the ALPR Hotlist Record Management screen.

To add to an existing hotlist:

1. On the menu bar in Axon Evidence, select **ALPR** > **Hotlist record** > **New**.
2. In the details pane that displays on the right side, enter or select the appropriate content for each field.
3. In the **List Name** field:
    a. To add this record to an existing hotlist, enter a few letters and then select it from the list. Or,...
    b. To create this record in a new hotlist, enter a name, like "Axon" (above), then select the last entry, "Create Axon hotlist".
4. The **Notes** field is optional. Enter any additional vehicle or vehicle-owner details you have in the **Car information** and **Owner information** sections.
5. Select **Submit.**

Offense category codes

Following are the codes for offense category used in CSV file uploads.

Code	Category	Code	Category	Code	Category
0	Other	1	Abandoned Vehicle	2	Amber Alert
3	Armed Robbery	4	Assault	5	Battery Assault
6	Capias Warrant	7	Car Jacking	8	Child Abduction
9	Deported Felon	10	Disorderly Conduct	11	Expired
12	Felony Theft	13	Felony Warrant	14	Fugitive
15	Gang Member	16	Hit and Run	17	Homicide
18	Law Enforcement Suspect	19	Misdemeanor	20	Missing Person

Code	Category	Code	Category	Code	Category
21	Narcotics	22	Prostitution	23	Protection Order
24	Revoked License	25	Sex Offender	26	Stolen License Plate
27	Stolen Vehicle	28	Suspect	29	Terrorist
30	Unlicensed Driver	31	Wanted Person	32	Wanted Vehicle
101	Suspended Registration	102	Suspended Driver	103	Suspended in Possession
104	Suspended with Registrant	105	Terminated	106	Stolen / Unissued License
107	Spoiled	108	Missing License / License Plate	109	Unattached
110	No Insurance	111	Sanctioned Driver	112	Cancelled/Terminated
113	Unrenewable	114	Expired Tag	115	Expired License
116	Felony Vehicle	117	Attempt to Locate	118	Used in Misdemeanor or Felony Offense
119	Reported Lost/Missing	120	Person of Interest	121	Threats to Law Enforcement
122	BOLO	123	HAZMAT	124	Stop and Hold
125	Court Action	126	Special Interest Person (SIP)	127	Prohibited
128	Suspended Plate	129	Plate in Poor Standing	130	Supervised Release
131	Protective Interest	132	Violent Person	133	Immigration Violator
134	CPIC Data Records	135	Gang or Suspected Terrorist	136	Warrants
137	Notice of Seizure	138	Stop & ID	139	Pointer Vehicle
140	Revoked Plate	141	Disqualified Plate	142	Aggravated Assault
143	Arson	144	Bank Robbery	145	Bias Incident
146	Burglary	147	Death Suspicious	148	Harassment
149	Kidnapping	150	Law Enforcement Purpose	151	Parole

Code	Category	Code	Category	Code	Category
152	Robbery	153	Sex Offense	154	Stalking
155	Theft	156	Threat to Kill	157	Weapons Poss/Dist
158	Terrorist Suspect	159	DFS Alert	160	Silver Alert

Hotlist priority codes

Following are codes for hotlist priority used in CSV file uploads.

Code	Priority
1	Low
2	Normal
3	High

Alert settings

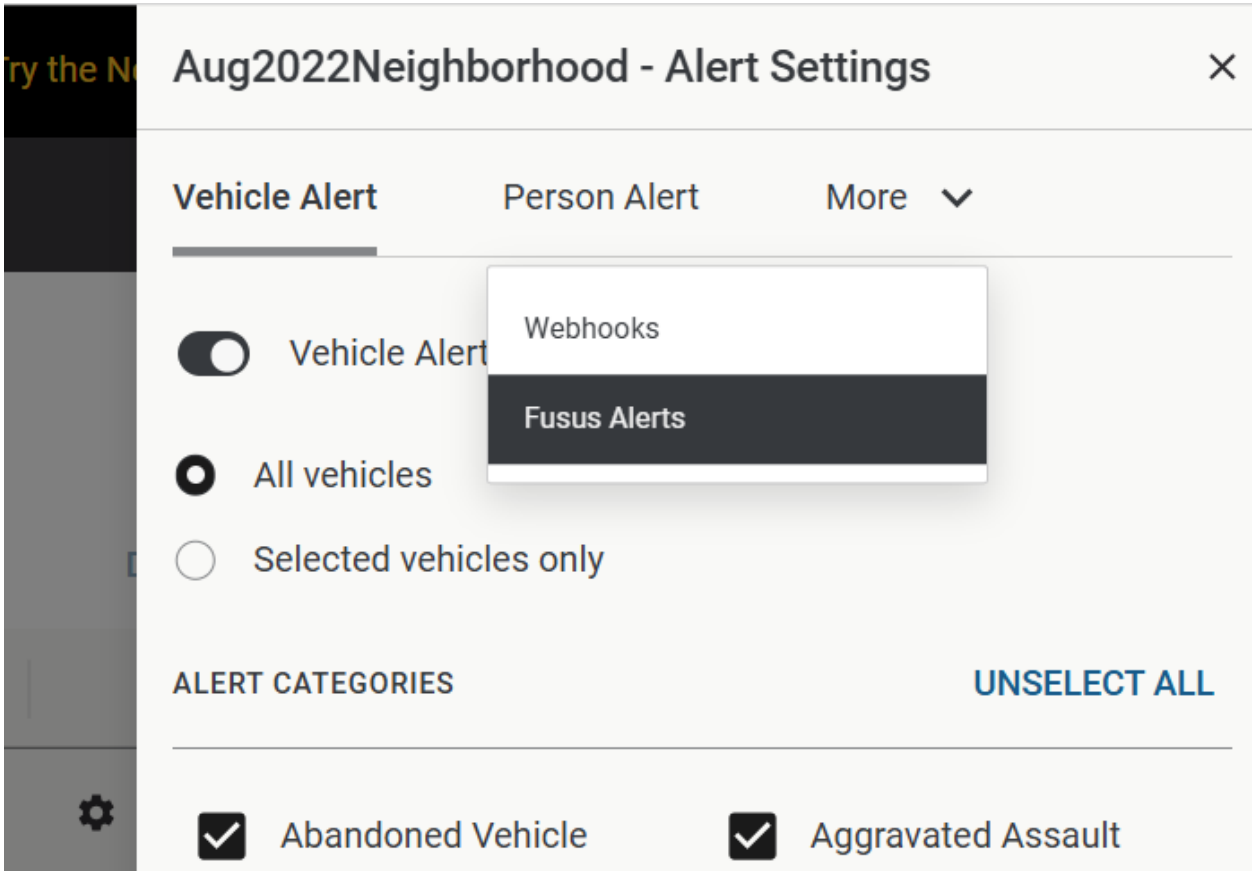
Watch this video for an overview of configuring alerts.

To disable vehicle alerts for a hotlist:

1. Go to **ALPR** > **Hotlist Files**.
2. Select **Alert Settings** for the hotlist.
3. Toggle off **Vehicle Alert**.

Fusus alerts

To start receiving alerts in Fusus, your admin can enable this setting. For more information on using Fusus alerts, see ALPR Alerts in Fusus.



Vehicle alerts

As shown above, initially all vehicles are enabled for alerts and all enabled categories are active.

To enable or disable alerting in certain vehicles:

1. Select **Selected vehicles only**.
2. To add a vehicle, select from the **Vehicles Not Alerted** list to move them to the **Vehicles Alerted** list.
3. To remove a vehicle, select from the **Vehicles Alerted** list to move them to the **Vehicles Not Alerted** list.
4. If needed, scroll down to add or remove alert categories.
5. **Save** your changes.

Person alerts

Your admin can choose to alert a specific person or user group.

1. Toggling on **Person Alert**on the **Person Alert** tab.
2. Add people or user groups by entering a name in the **Search People** field.

3. Select the **Alert Categories** this person or user group should be alerted for.
4. **Save** your changes.

By default, initially no persons or categories will be active.

To stop alerting specific users or user groups, select the **X**.

Alert email notification

When a license plate of interest it detected, all users on the alert list will receive an email with details specific to their role and agency:

Hotlist management

Delete a hotlist

1. Select **ALPR** > **Hotlist Files.**
2. Check the box of the hotlist(s) to delete.
3. Select **Delete** at the top, then again in the confirmation dialog box.

You can't delete an NCIC hotlist.

View hotlist details

To view update history for a selected hotlist, select **ALPR** > **Hotlist Files**, then select the hotlist.

Status indicators

To view hotlist upload status and history or access error reports for user hotlists, select **ALPR** > **Hotlist Files**, then view the status report next to the hotlist. There are three types of hotlist status:

- Pending
- Failed
- Completed with errors

Search in Axon Evidence

Axon Evidence lets authorized users analyze and correlate ALPR data in support of forensic investigations and proactive crime prevention to solve and prevent crimes. You can search for ALPR data, download ALPR records, and directly attach evidence to a case within Axon Evidence.

Watch this video for an overview of this function.

The Record Search feature lets you search by license plate number or by the name of the officer who collected the record, and you can limit your search by date or by the type of ALPR capture (hit, read, or all).

When you select ALPR in the menu, user permissions dictate what you'll see:

- With ALPR search permissions, your view defaults to the ALPR **Record Search** screen defaulted to your agency address (set in **Agency Profile**):
- With ALPR search permissions for users with the Vehicle Characteristic enrichment service enabled, you can also search using Plate State, Vehicle Body, Vehicle Make, Vehicle Color, and Plate Type.

  Confidence sliders under some vehicle attribute search fields let you adjust the volume of search results based on your investigative needs. The default value is 75%.
- With hotlist management permissions, your view defaults to the ALPR **Hotlist Records Management** screen:

Search ALPR records

1. On the Axon Evidence menu bar, select **ALPR**, then **Record Search**.
2. Enter information to search by, such as:
   - A full or partial plate number in the **Plate Number** field.
   - The name of the officer who captured the plate number in the **Owner** field.
   - The vehicle name in the **Vehicle** field.
   - To search for multiple items in one field, separate with a comma, such as "PLATE1, PLATE2, PLATE3".
3. Use **Date** to specify the date and time the plate number was captured. The maximum range is one year.
4. Use **Hit/Read Category** to filter by Read records, Hit records, or both.
5. Enter the **Search Reason** for your plate number search. This is required for auditing purposes.
6. Select **Search** to perform your search.

When viewing search results on the map, **Read** records are gray and **Hit** records are blue.

Whenever viewing the map, search a street address, county, city, or ZIP code directly from the field at the top-left corner.

Switch between map and satellite view using the thumbnail at the bottom-left of the map:

A **Direction of travel** selector at the top right of the map enables indicators between ALPR read records and GPS markers. If a search identifies (a) one or more plates with either multiple plate reads or (b) multiple GPS markers associated with a plate read, this selector is enabled automatically to show directional lines between read records or GPS Markers captured by one or more vehicles within a 60-minute window of each other.

Search fields

Plate number

By default, a plate number search will only find an exact match of the characters entered. For a partial plate search, replace a single unknown number with ? (such as HK7?43) or multiple unknown numbers with * (such as HK*43).

Alternatively, wrap specific plate characters in brackets to search against the included characters. For example, searching A[B8]C[L1]23 would yield any matches with B or 8 as the second character and L or 1 as the fourth: ABC123, ABCL23, A8C123, or A8CL23.

Owner

An owner search returns results for the officer who was operating the vehicle and signed into Fleet Dashboard when the plate was read. Begin typing a name to see a list of matches to select.

Date/time

Set a specific date and/or time range. The default search period is the prior 90 days. Note that while the maximum ALPR search range is up to one year, your agency's retention policy may be less.

Hit/read category

Read record – License plate number read by the ALPR system that, at the time of capture, did not exist on any active hotlists.

Hit record – License plate number read by the ALPR system that, at the time of capture, existed on at least one active hotlists.

Search results

Display search results in list view or gallery view using the two icons at the top right of the results (see next image).

List view

This view presents a simple list of every record matching your search, including plate number, evidence owner, date the record was captured, and hit/read indicator.

The date displayed may be a single date/time or a range. A range indicates the vehicle was spotted either multiple times in succession or stayed in frame for an extended period of time. The maximum rate at which additional records are collected is one record every two minutes with a maximum time-out-of-frame of 10 minutes.

For example, if a plate is read and then goes out of frame for nine minutes but then returns to frame, a subsequent read of that same plate is collected and recorded on the original read record. If that same plate goes out of frame for 11 minutes, a new record is created.

Gallery view

This view presents the same information but includes a thumbnail image of the evidence.

Enable **Bounding boxes** at the top to place a box around the license plate.

Detail view

Hover over map markers for more detail on each hit or read record without having to open each record. View the data above the map marker or pin it to the right side of the map panel using .

Select **View** to open the detail panel. Details include category type, plate image, plate number, an overview image, record owner, capture date/time, and an option to convert to evidence, which can then be attached to a case.

If the plate was on a hotlist at the time it was collected, this view will include its hotlist record details.

To enlarge the view of the context image from the gallery or detail view, right-click it and select **Open image in new tab**.

Map-based search

When viewing search results, you can pan and zoom the map area, then use **Search in this area** to apply the same search parameters for hits in the new area.

Polygon search

To search a specific area on the map:

1. Select **Draw polygon** .
2. Draw a shape (up to 20 non-intersecting points) on the map by clicking around the perimeter. Close the shape by either clicking again on the first point again or pressing **Enter** to auto-complete, at which point the area turns green.
3. If you make an error while drawing, use **Undo** to correct the shape or **Cancel** to remove the search area.
4. Select **Search in this area** (including any additional defined filters).

Export search results and schedule recurring reports

You can export your search results from the ALPR search page or set up recurring ALPR records reports as a downloadable .csv file.

Watch this video for an overview of this function.

To export search results:

1. Search and filter records as described above.
2. At the bottom of the search results window, select **Export Results**, then **Export current search results** to initiate the .csv download.
3. To set up automated data retrieval, instead select **Schedule recurring reports** above, then define the frequency. Report run at 12:01 a.m. of the day following the requested period.
   - **Daily** – Runs the following day to report on the previous day's data.
   - **Weekly** – Runs the following Monday to report on the previous week's data.
   - **Monthly** – Runs the first day of the subsequent month to report on the previous month's data.
   - **Quarterly** – Runs on the first day of the month of the following quarter to report on the previous quarter's data.
   - **Annually** – Runs January 1st to report on the previous year's data.

Delete records

Also on the **Record Search** tab, above the search results, is an option to delete ALPR records. Hover over a search(s) result to delete and select the checkbox , select **Delete**, provide a reason, and select **Delete** to confirm.

Convert records to evidence

Convert an ALPR record to evidence in Axon Evidence, or convert an ALPR Hit to evidence in the Dashboard app. The resulting evidence will be retained per your agency's retention setting and available in evidence workflows, such as adding to a case, just like any other evidence.

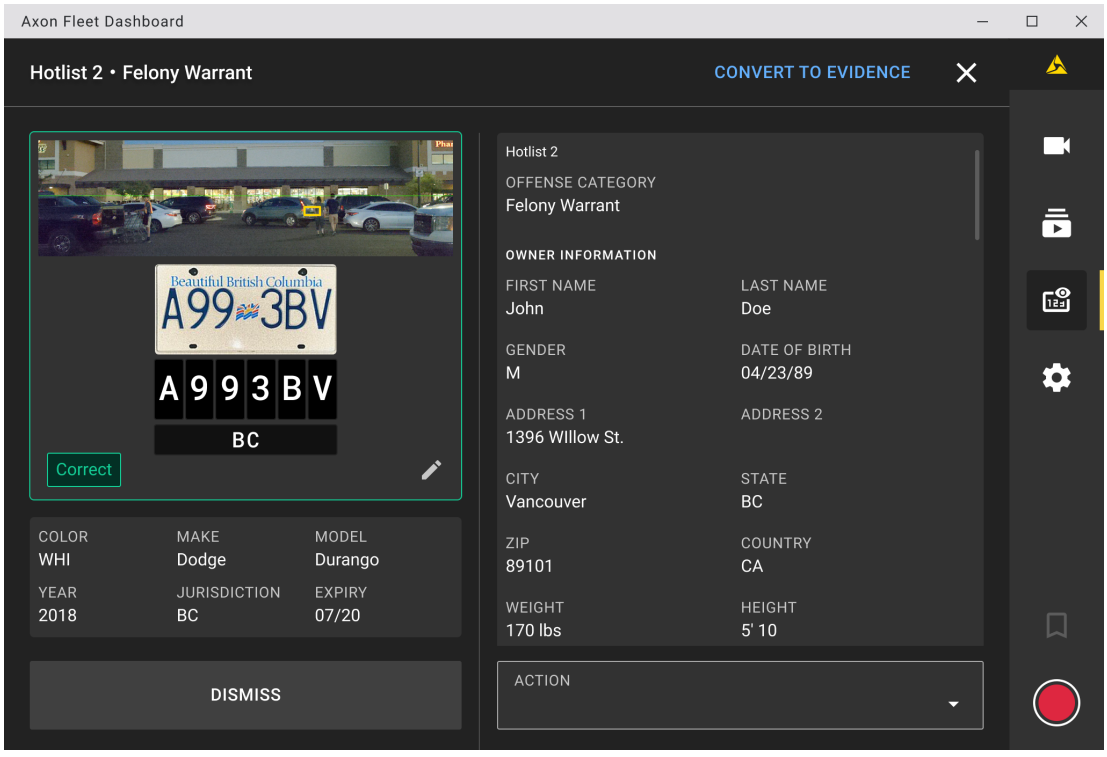
To convert an ALPR record to evidence:

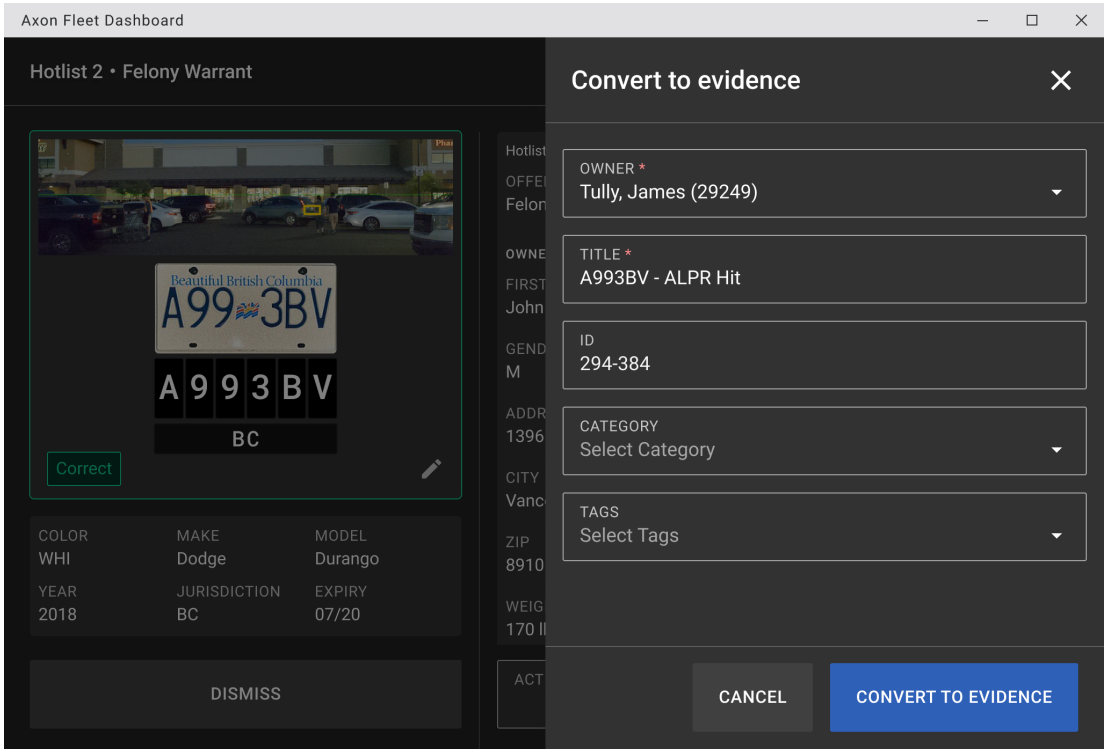
1. Select **Convert to Evidence** at the bottom of the detail view.
2. Enter the **Owner**, **Title**, **Case** (optional), and **Evidence ID** (optional).
3. Select **Convert to Evidence**.

A confirmation displays when the conversion is complete.

To convert an ALPR Hit to evidence in the Dashboard app:

1. Select **Convert to Evidence** at the top right of the ALPR Hit details.
2. Enter the **Owner**, **Title**, **Evidence ID**, **Category** (optional), and **Tags** (optional).
3. Select **Convert to Evidence**.
4. View upload status in the Videos tab. After the upload completes, the new evidence file is available in Axon Evidence.





The evidence is a ZIP file containing the plate crop image, context image, and a PDF report including both images and metadata (plate read, date/time, and location). You must download the ZIP to view these files.

The evidence detail page displays the following:

1. The original metadata string in the **Description**.
2. **Assigned to** – The Axon Evidence owner assigned when the read record was converted to evidence.
3. **Recorded on** – The date/time the read record was captured.
4. **Uploaded on** – The date/time the read record was converted to evidence.
5. **Uploaded by** – The Axon Evidence user who converted the read record to evidence.
6. **Map** – A pin where the read record was captured.

ALPR and Dashboard

Hit reviews

The ALPR tab in Fleet Dashboard shows ALPR system hit record and read record information. For details on the Dashboard app, see the user guide at the Fleet 3 product page or start with the first topic there for your operating system under **Dashboard operation**.

Dashboard screen layouts will differ by Dashboard platform, such as Windows (used in this guide) or Android.

When the ALPR reads a plate matching a plate number in a hotlist stored in the Fleet hub, it displays a five-second visual notification on the Mobile Data Computer/Terminal (MDC/T) and sounds an audible tone. The hit notification includes the Hotlist source and offense category.

Note

When the ALPR camera is zoomed, full screen, or recording, ALPR is disabled and displays as Off on the Fleet Dashboard.

Watch this video for an overview of using ALPR with the Fleet Dashboard.

Review and mark a hit

1. Select a notification to open the review window.
2. Mark the plate hit as one of the following:
   - **Correct read** – Confirm the hit and open the detail page with additional information from the hotlist. Fleet Dashboard automatically copies the plate text to the clipboard for pasting into your CAD system for plate/wanted reason verification.
   - **Wrong state** – Mark as correct plate text but incorrect state of origin. This dismisses the alert and stores the record in the hit log as wrong state.
   - **Incorrect read** – Mark the hit as not matching the hot list plate number. This dismisses the alert and stores the record in the hit log as an incorrect hit.
   - **Dismiss** – Dismiss the notification and store as an unconfirmed hit. You can review the hit later in the hit log; see Hit and read record reviews on page 84.
3. Review the hit details, which will vary depending on the originating hotlist.
4. Select the action taken for this hit from the **Action** field.
5. Select **Close X** at the upper-right or **Dismiss** to exit.

Hit and read record reviews

Review ALPR hit and read records on Dashboard's **ALPR** tab.

The ALPR tab **Hits** sub-tab shows results captured by the user(s) logged in for the current shift. The table lists the time of the hit, the plate information, a summary of the hotlist information, and the status of the hit record.

The available statuses include:

- **Correct** – Hit classified as a correct match
- **Incorrect** – Hit classified as an incorrect match
- **Review** – Hit dismissed

1. Select the hit record you want to review. The detail page that displays includes the ALPR system-generated images, plate text, and hotlist information.
2. To change the action taken for this hit, select a new **Action** from the dropdown list.
3. Whether changing the action or not, select **Close X** at the upper-right or **Dismiss** to exit.
4. Optionally, view a wider list of ALPR hits on the **All Reads** tab.

ALPR settings in Dashboard

Fleet Dashboard users can manually mute and enable hotlist alerts and have the alerts always display in front of other open windows. While alerts are disabled the ALPR system still collects reads and hits. But alerts, with the exception of those defined as High Priority by your agency, are suspended.

1. Select Dashboard **Settings**.
2. In the ALPR section:
   - **Mute alerts** – Toggle to disable or enable alerts.
   - **Dashboard moves to front on hit alert** – Toggle on to make Dashboard move to the front on a hit alert.

Notification settings

The Dashboard displays notifications for ALPR hits. The default notification duration in Windows is five seconds. Axon recommends making the display time longer to provide more time for officer response.

Windows 10

1. Press Windows+S to open the search bar.
2. Type **Settings** and press Enter.
3. Select the **Ease of Access** section. If you can't find this option, contact your IT support for assistance.
4. Under **Show notifications for**, select the preferred duration.

Windows 7

1. Open the Control Panel. If you can't find this option, contact your IT support for assistance.
2. Select **All Control Panel Items** > **Ease of Access Center** > **Make it easier to focus on tasks**.
3. For **Adjust time limits and flashing visuals**, select the preferred display time length.
4. Click **Apply**, then **OK**.

Snooze ALPR alerts in Dashboard

Because hotlists are flat-file extracts from live databases, they start becoming stale the moment after they are generated. Common practices within law enforcement to mitigate stale lists include:

- Daily hotlist updates – Hotlists are updated daily or even multiple times per day to mitigate the potential for a nuisance alert or bad stop.
- Hit alert validation – It is standard policy for officers to review hotlist alerts and run the plate against live systems via CAD or call to dispatch prior to making a stop.

ALPR, while very accurate, can't prevent every nuisance alert:

- Axon ALPR reads plate numbers with over 90% accuracy. However, it does not identify plate state/province. Because many U.S. states use common character combinations, alerts can result from plates with the correct characters but from the wrong state.
- ALPR occasionally reads objects that are not license plates, which will also produce an alert if the characters match a hotlisted plate. Axon ALPR works very hard to minimize these occurrences, but they are not completely unavoidable.

Unlike traditional ALPR systems, Axon ALPR is broadly deployable, often across entire patrol fleets. Nuisance alerts that are tolerable among a small number of vehicles may be unacceptable in fleet-wide deployments. The Snooze Alerts feature helps you mitigate the effect of nuisance alerts.

Watch this video for an overview of snoozing ALPR alerts.

Snooze an alert

1. When you encounter a stale or inaccurate hit alert, select the appropriate **Action** taken, such as Not Stolen or No Action Taken.
2. Select **Snooze** at the top right of the alert window. This disables alerting against this hotlist record for the period defined by your agency (12 hours, 24 hours, or indefinitely) across all Fleet 3 systems operated by your agency.
   Note
   Snooze applies to the hotlist record, not the plate number. If the plate exists on other hotlists used by your agency, those will still generate alerts.

Receive Snooze notification

If your user profile has Hotlist Management permission you can enable email notifications of Snoozed hotlist records.

1. Sign into Axon Evidence and select your profile, then **Notifications**.
2. Toggle **ALPR snoozed alert notification** on to receive an email when an alert has been snoozed.

3. Review snoozed alerts in Axon Evidence by selecting **ALPR**, then **Snoozed Alerts**:

Snooze from record search page

These steps require your user profile to have ALPR Record Search permission.

1. Select **ALPR**, then **Fleet Search**.
2. Select a hit record to open the detail pane.
3. Select **Snooze Alert** at the top left.
4. Select a snooze duration.
5. Select **Update**. The snooze icon will indicate the record is snoozed. The record will be listed on the Snoozed Alerts page and includes plate number, owner, state, alert category, action taken, hotlist name, and expiration. Records snoozed from the Record Search page have an **Action Taken** of **None**.

Cancel snooze or change duration

These steps require your user profile to have ALPR Record Search permission.

1. Select **ALPR**, then **Snoozed Alerts**.
2. Select the checkbox of the desired record(s). To select all, use the box in the header.
3. Select **Update snooze duration** or **Delete** (cancel) as needed.
4. Alternatively, select a plate number to open the hit record detail pane and then **Unsnooze Alert** to cancel it and resume alerts.
5. On the detail pane, select **View associated records** to return to the record search page ready to **Search** that plate number. The pre-populated search reason will be **Snoozed record search**.

   Select **Unsnooze alert** to cancel the snooze and begin receiving alerts again.

FAQs

How does ALPR work in Fleet 3?

The Fleet 3 Dual-View Camera includes a dedicated 4K image sensor for ALPR image capture and Axon's AI-enabled plate-reading software. The 60° field of view camera reads plates across three lanes out to 50 feet in front of the vehicle and passes those reads to the hub. Plate reads are compared to lists of plates of interest (hotlists) and matches generate alerts that display on the Fleet Dashboard application for officer disposition. Plate reads and hits are encrypted, stored on the hub, and securely uploaded to CJIS certified cloud storage.

How do I enable Fleet 3 ALPR?

ALPR is a subscription service activated by an Axon Evidence administrator. No additional equipment is required. If the subscription is activated on initial deployment, the service will be immediately enabled. If subscription is activated after Fleet 3 initial deployment, it will become available in each vehicle within 10 minutes. Vehicles must be connected to Axon Evidence.

Can I use ALPR independent of Fleet 3 system/cameras?

No, ALPR is only available in the Fleet 3 in-car video system.

How do I turn on ALPR in the vehicle?

Once enabled, Fleet 3 ALPR will activate automatically when Fleet 3 powers on.

How do I turn ALPR off?

Unless your organization terminates its subscription, ALPR is functioning whenever Fleet 3 is powered on. Even if Fleet Dashboard is not running or the MDT is off, ALPR will function and the Dual-View camera will still produce audible alerts.

Fleet Dashboard settings let you suspend hotlist alerts, during which reads and hits are still collected but alerts, with the exception of those defined by your organization as "High Priority", are suspended.

How are High priority alerts defined?

Your admin defines your organization's alert priorities in Axon Evidence when they create the hotlist.

What configuration options does ALPR have?

- In the vehicle – Use Axon Fleet Dashboard to mute alerts, which suspends low and normal priority alerts (high priority alerts remain active).
- In the office – Your admin defines which offense categories will generate alerts and assign priorities: high, normal, or low.
- In Axon Evidence: The Fleet 3 Hub will sync hotlist alert configurations within five minutes of configurations being saved in Axon Evidence, assuming the hub is powered on and connected to Axon Evidence.

How well does ALPR perform compared to legacy systems?

Legacy ALPR systems rely on camera technology that was initially developed for fixed ALPR applications. The typical ALPR camera focuses on one lane of travel, with a very narrow field of view and very specific focal length, yielding a capture area that is approximately 4x4x6 feet. Plates must pass through this small capture area to be read.

In fixed applications, this works quite well, but when mounted to a mobile application, the capture area is not static, so many plates simply do not pass through the read area and are never read. To counter this, these systems may employ multiple cameras.

Conversely, Axon Fleet 3 ALPR uses a wide 60° field of view covering three lanes out to 50 feet away. While a legacy ALPR system with two forward facing cameras has a detection area of approximately 192 cu. feet, ALPR's detection area is nearly 90 times greater.

ALPR is not active IR illuminated like traditional ALPR systems. Plate capture is dependent on sufficient illumination. In low light/night conditions, the capture area is limited to the headlight illuminated area within the 3 lanes in front of the vehicle: everything the light touches. Generally, if you cannot read the plate with your eyes, the camera can't either.

How accurate is ALPR?

ALPR read accuracy is equal to or greater than 90% in all conditions.

What happens when I get a false positive alert?

Each hit alert lets you quickly identify the alert as correct or incorrect based on the plate read text comparison to the plate image and the plate state comparison to the hotlist state of origin. If either is incorrect, simply select **Incorrect** or **Wrong State/Province** in the alert window to close the alert. In addition, if the false positive is related to a plate that has not yet been removed from the hotlist, use the suspend alerts feature to prevent additional alerts.

How fast does the hit alert happen after the plate read?

ALPR will alert within one second after the plate is read to assist in a fast response even in high closing speed scenarios.

How can I help improve ALPR capability in my area?

Sign up for the Axon Customer Experience Improvement Program (ACEIP) at the Tier 1 level. This data sharing agreement lets us use anonymized data collected by your organization to support continuous product improvements. The data includes the plate crop and metadata such as date, time, and read confidence score. Axon does not collect GPS location, hotlist information, or any organization input into the record, other than correct/incorrect determination. For details, see https://www.axon.com/aceip.

What is ALPR low-light performance and how does this compare to the dedicated ALPR system my organization already has?

The Dual-View camera is mounted behind the windshield and is not IR-illuminated. It will read plates in low light conditions if the plates are sufficiently illuminated by ambient light sources or headlights. Fleet 3 will generally not read plates in total darkness. In low light or nighttime conditions, license plates illuminated by headlights can be detected and read accurately.

How is installation of Fleet 3 ALPR different than traditional ALPR systems?

ALPR is embedded into Fleet 3. There is no additional installation effort required to enable ALPR. No additional equipment, no holes to drill, no additional external mounting hardware or cables, and no complicated camera aiming/calibration process.

How does ALPR work with other technology in the car, like CAD and ICV?

ALPR is integrated with the Fleet 3 in-car video evidence system and shares a common application (Fleet Dashboard) that runs on an MDC or mobile device. Move easily between ALPR and in-car video work-flows within the Fleet Dashboard application on your device. Video evidence and ALPR read/hit records upload to Axon Evidence. Once an alert is detected and confirmed correct, ALPR automatically copies the plate number to the clipboard for easy pasting into the CAD application.

How does the environment affect ALPR performance?

Unlike traditional ALPR systems, the Fleet 3 front camera is inside the vehicle and behind the windshield, protected from harsh weather conditions with the exception of extreme temperatures (heat/cold). Operational temperature range is -40 ºC to +85 ºC.

ALPR performance, much like driving visibility, is degraded by heavy precipitation (rain/snow) or fog. The camera must be able to see plates clearly enough to read them.

- Accumulation of precipitation on the windshield (rain or snow) that obstructs or partially obstructs the camera's clear view will degrade performance. The degree of performance degradation is positively correlated to the severity of the precipitation.
- An advantage of Fleet 3 ALPR over traditional systems is the benefit of the vehicles windshield wipers to clear accumulations of precipitation from the camera's view. Traditional, externally mounted systems have no built in windshield wiper or other device to keep the camera view clear.
- Fog will also degrade performance. Unlike precipitation, windshield wipers provide no mitigation. The degree of performance degradation is positively correlated to the severity of the fog.

What will ALPR do if multiple hot plates are read at the same time?

All hits are saved, with the highest severity hit prioritized for alert.

What will ALPR do if I am following the same plate(s) for a while?

This is referred to as a "long track", meaning Fleet 3 maintains a track on the same plate for a period of time after the initial read. Fleet 3 will generate a sub-record of geo-position and time stamp every two minutes, which will be included in the read record. This will continue as long as the plate is not out of view of the camera for longer than 10 minutes. Records with long tracks will show a time range of detection in the record search results, indicating the vehicle was spotted either multiple times in succession or stayed in frame for an extended period of time.

For example, if a plate is read and then goes out of frame but returns nine minutes later, a subsequent read of that same plate is collected and recorded on the original read record. If that same plate goes out of frame for 11 minutes, a new record is created.

Does ALPR recognize plate state of origin and vehicle color, make, and model?

Axon Fleet 3 uses artificial intelligence (AI) to process ALPR reads and establish a range of attributes including vehicle color, make, and type to support vehicle-based investigations.

Does ALPR require an LTE connection?

Yes. Several features rely on communication with Axon Evidence over LTE to function:

- Downloading and maintaining the most current hotlist
- Supporting Amber Alert, BOLO, and other high priority alert distributions
- Read and hit record uploading

Basic ALPR functionality (plate reading and alerting against on-board hotlists) do not require LTE connection to be active and will continue to function even during temporary loss of LTE signal.

What happens to hit/read records?

Both read and hit records are generated in the Fleet 3 Hub and temporarily stored there before uploading. You can view the records stored in the hub on the reads and hits pages in Dashboard. Copies of read and hit records are stored on the hub for 24 hours. Both read and hit records are uploaded to Axon Evidence cloud storage where they can be searched for investigative purposes and used for evidence in a case.

How long are hit/read records retained?

Hit and read record retention is organization configurable. The default retention period is 30 days, after which records are deleted and cannot be retrieved.

Can I search read records with ALPR?

Yes. ALPR supports record searching by full or partial plate number, vehicle, owner, category (hit/read), and date/time range.

What types of hotlists does ALPR support?

Axon ALPR supports any hotlist you are using today, including NCIC vehicle list, state, provincial, regional, and any lists generated by your organization. Upload hotlists in Axon Evidence or automatically via Axon API (requires PSO service to build the integration).

How are organization hotlists supported?

Axon Evidence supports creation and management of hotlists, editing expiry settings, and configuring alert categories. Organization lists are broadcast to each Fleet 3 installed vehicle and stored in the Fleet 3 Hub.

Who in my organization can create a hotlist?

This is up to your organization. Your organization's administrator can assign list creation privileges to any user in your organization.

Can we edit state and NCIC hotlists, like if we discover an incorrect record?

No, not directly. Errors must be corrected at the source. This requires a strict CJIS protocol your organization is already trained to follow.

How often are hotlists updated?

NCIC and state list update intervals are based on the respective data update intervals defined by those agencies. NCIC is four times per day (every six hours). Organization-generated lists can be updated any time in Axon Evidence and the Fleet 3 hub checks for new or updated hotlists every 30 minutes.

For high priority alerts like AMBER Alerts, BOLOs, and ATLs, Axon Evidence can quickly create a single hot record that can be immediately broadcast to all Fleet 3 installed vehicles.

Can we remove or correct a high-priority alert, such as if the plate is incorrect or the vehicle is apprehended?

Yes, Axon Evidence lets you edit and delete any organization-created hotlist.

What happens to the list if my vehicle doesn't have an active LTE connection (out of range) at the time my hotlist record is updated?

Your vehicle will update its list, including any missed changes, within 30 minutes of regaining an active data connection.

How do I identify Fleet 3 systems with out-of-date hotlists?

The hub details page in Axon Evidence identifies list status by list type, such as organization or NCIC. Go to **Admin** > **Inventory** > **Vehicles**:

Who has access to the read/hit record database?

Your admin will assign access privileges to hit/read records to individual users within your organization.

Can I share read/hit data with other/partner law enforcement agencies?

Any third party willing to sign Axon's *Partner API Terms of Use* may use the Search API to support third-party integrations.

Does Axon's search application require a warrant number or have other process limitations before I can search a read/hit database?

Search reason is a required field for any search and is logged and auditable. This helps ensure plate read data is accessed only for appropriate reasons. Your admin grants users search privileges per your organization's policy. This addresses some states' legal requirements for ALPR usage and is core to Axon's ethical approach to use of ALPR.

Can I save my search results?

Search results can be saved as evidence and assigned to cases. Read records saved as evidence are subject to your organization's evidence retention policy.

In what regions does ALPR work?

ALPR is currently trained to read plates within the U.S., Canada, and the UK, with constant expansion into additional international regions.

Admin settings

This section is intended for Axon Evidence administrators. For user-based topics, start with Introductionon page 1.

Admins can define certain ALPR settings in Axon Evidence.

Watch this video for an overview of managing ALPR permissions and settings.

1. Select **Admin**, then under the **Agency Settings** section, **ALPR Settings**.
2. Set durations for **Read retention**, **Hit retention**, and **Snooze record alert** and toggle license plate **State of Origin Setting**(recommended Enabled).
3. Select the checkbox for each category you want to generate alerts from hotlists.
4. Select **Save**

License management

Use of ALPR is licensed on a by-vehicle basis. You can enable (or disable) ALPR for one vehicle at a time or in bulk.

Warning
License status can only be changed once per vehicle every 24 hours.

Assign (or remove) individual license

1. Select the vehicle from **Inventory** > **Vehicles**.
2. Toggle **ALPR License** to Enabled (or Disabled to remove).
3. Confirm by selecting **Enable** (or **Disable**, if removing).

Assign (or remove) licenses in bulk

1. Select check boxes for vehicles in the Vehicles list.
2. Select **Update ALPR License**.
3. Select whether to Enable or Disable.
4. Select **Update**

Permissions

This section is intended for Axon Evidence administrators. For user-based topics, start with Introductionon page 1.

An admin must enable the appropriate permissions for the roles that will use ALPR before users can access and use ALPR functionality.

Watch this video for an overview of managing ALPR permissions and settings.

Enable permissions

1. On the menu bar in Axon Evidence, select **Admin**, then under Agency Settings select **Roles & Permissions**.
2. Do one of the following to either create or edit:
   - Select **Create role**, then enter the role **Name** and select the license **Tier**. Or,
   - Select **Edit** on the line of the role you want to edit.
3. Scroll to the ALPR section and select **Allowed** or **Prohibited** as needed.
   - **Read/hit record search** – Lets a user search and view any agency ALPR records.
   - **Hotlist management** – Lets a user search, modify, and create agency hotlists.
   - **ALPR system administration**– Lets a user modify agency-level ALPR settings such as record retention, alert categories, and access the LPR Audit page in Fusus.

     The *Agency administrator* role has all three of these permissions by default. Admins can modify existing roles, create new roles, or copy and modify a role to enable Performance permissions.
4. When done making changes, select **Save** at the bottom. Axon Evidence begins enforcing the new permissions.

After you've created or edited your roles, don't forget to assign users to them.

View ALPR devices in Fusus

To view ALPR devices in Fusus, it requires these permissions

- View Map is required to see any ALPR devices on Fusus Map
- For Outpost/ Lightpost, also enable Fixed ALPR Location and Livestreams

Public policy and usage

This section is intended for Axon Evidence administrators. For user-based topics, start with Introductionon page 1.

Viewing this page requires the *ALPR System Administration* permission.

The ALPR Policy and Usage Dashboard lets you selectively publish ALPR policy and usage information to a publicly available web page to facilitate community transparency and build trust in the agency's ethical and compliant use of ALPR.

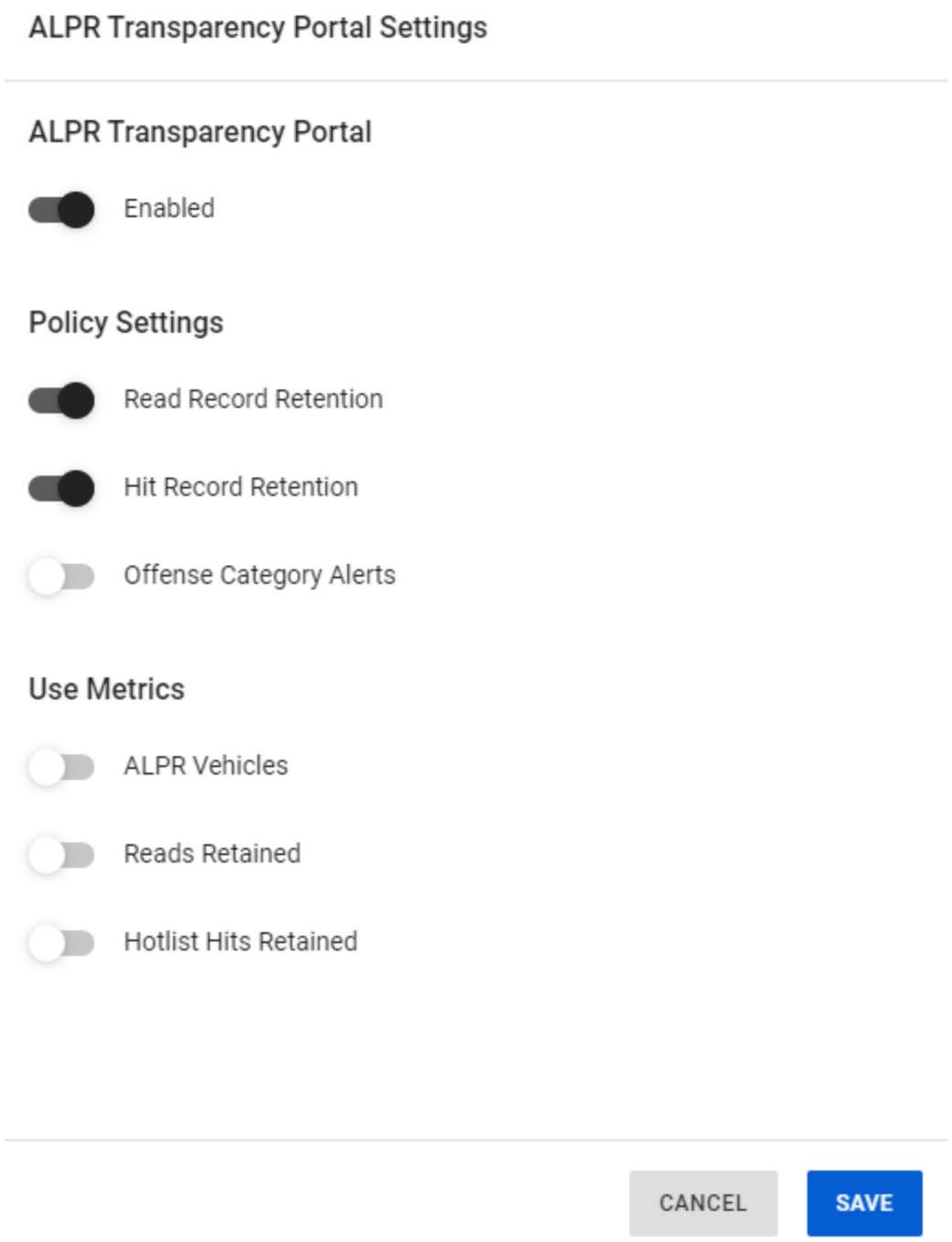
A live version of an ALPR Policy and Usage page is available at https://lewisvillepdtx.evidence.com/alpr/public/policy. Thanks to the Lewisville Police Department, Lewisville TX, for allowing us to link to their site.

Enable and edit the ALPR Policy and Usage page:

1. On the menu bar in Axon Evidence, select **Admin**, then under Agency Settings select **ALPR Policy and Usage**. This displays the ALPR Policy and Usage Dashboard:

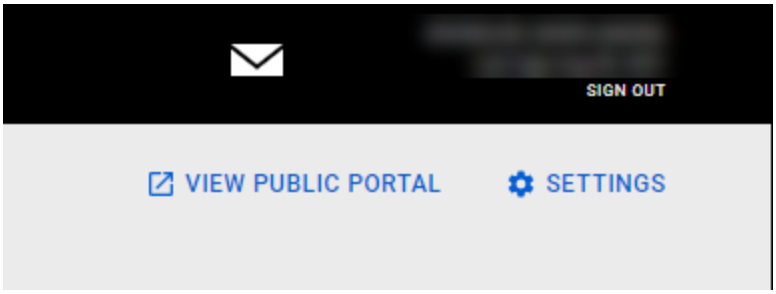
2. Select **Settings**.

3. Enable the **ALPR Transparency Portal** and toggle other settings as needed.



4. Select **Save**. It may take up to 24 hours to any portal setting changes, including the initial portal publication, on the public-facing portal page.

5. To review the public-facing portal page, select **View Public Portal** at the upper-right.



Data publishes to the public page approximately every 24 hours. The URL for your page is `<agency domain.com>/alpr/public/policy`.

If the public page is not activated, the url will present a 404 error page.

For a sample public policy and usage page, see the link for Lewisville PD at the beginning of this topic.

Dashboard overview

Fleet Dashboard has four tabs:

1. **Devices** – Shows camera status, has the manual interface to start and stop camera recording, and provides access to the camera live views. If Dashboard is paired with an Axon Body Camera, that camera also appears here.
2. **Videos** – Use to review and add metadata to videos, set priority upload, and check video upload status.
3. **ALPR**– Supports Automatic License Plate Recognition (ALPR) system notifications and responses. This tab may not be enabled at your agency.
4. **Settings** – Provides vehicle, user, and system information. It provides controls for Axon Fleet camera settings, along with pairing with and changing settings for Axon Body Cameras. Sign out on this tab.

Watch this video for an overview of the Fleet 3 Dashboard.

Introduction

Use Axon Dashboard to control and support Axon Fleet 3 cameras from a mobile device (phone or tablet) or mobile digital computer/terminal (MDC/T, hereafter just MDC) in a police vehicle. Dashboard lets you start and stop camera recording, play recordings, and add metadata to videos. It also supports Axon Automatic License Plate Recognition (ALPR) system notifications and responses. Additionally, Dashboard provides the same functions as the Axon View mobile app for Axon body and Flex cameras, eliminating the need for both. Axon Fleet Dashboard requires that the MDC or mobile device be physically connected to the Fleet hub.

Because background notifications are not yet available in the iOS application, you must keep Fleet 3 Dashboard in the foreground of iOS to receive Hit notifications.

Download

The Fleet Dashboard application must be installed by a user with Admin privileges on the MDC. Both the MDC and hub require internet access for sign-in and registration.

1. In Axon Evidence, select **the question mark icon** in the top menu (legacy Axon Evidence) or side menu (new Axon Evidence). When the product page opens, select **Axon Fleet**.
2. Install and run the Dashboard application.
3. Sign into Dashboard using your Axon Evidence credentials.
   - The first sign-in registers the devices to your Axon Evidence account.
   - On first sign-in, the hub may take up to an hour to check for hub and Dashboard updates. Force this update check any time using the **Restart** link on the **Settings** page.
   - An update can take up to 90 minutes to download, depending on connection speed. Once downloaded, a dialogue in Fleet Dashboard shows that an update is available. Accept the update. A Dashboard update typically completes within 15 minutes.

System requirements

Axon Fleet Dashboard has the following minimum specifications for PC:

- **Operating system** – Windows 10 or later
- **Processor** – Intel Core i5-11th Gen or newer
- **Memory** – 8 GB RAM or more
- **Storage** – 10 GB of free space

- **Display** – 1024x768 or higher
- **Network** – 1 Gbps ethernet port or 1 Gbps USB3 ethernet adapter

While hardware with lower specs may still function, meeting these requirements will ensure the best possible experience with Axon Fleet Dashboard.

> **Tip** The Dashboard user interface requires your device to use a screen zoom setting of no more than 125%. Higher zoom settings may cause display errors. If screen text or elements are overlapping, reduce your device's screen zoom level (terminology will differ between manufacturers) in system settings.

Sign in and out

Axon Dashboard lets two officers sign into the same session. Video evidence recorded when two officers are signed in will have dual ownership when uploaded to Axon Evidence, allowing both officers equal access.

If no officer is signed in when Dashboard uploads a file to Axon Evidence, it will use the last officers who were signed in.

First user sign-in

1. Open Axon Dashboard.
2. If signing in for the first time:
    a. Enter your agency's Axon Evidence URL and select **Continue**.
    b. Enter your Axon Evidence **Username** and **Password** and select **Sign in**.
3. If the hub is not yet assigned to this vehicle:
    a. Select **Create new vehicle**.
    b. Enter the **Vehicle ID** and select **Continue**.
4. If the vehicle already exists in Axon Evidence:
    a. Select **Assign existing vehicle to Hub**.
    b. Choose the vehicle name.
    c. Select **Create**.

The Axon Dashboard connects with Axon Evidence and retrieves the information associated with the vehicle so it can connect to the vehicle cameras and Fleet hub.

Camera status appears after you sign in.

Second user sign-in

To sign in a second user:

1. Go to the **Settings** page.
2. Tap **Add Officer**.
3. Enter the Axon Evidence **Username** and **Password** and select **Sign In**.

Sign in with IWA

If your agency uses Integrated Windows Authentication (IWA), toggle on the external login option in each installed Dashboard app.

1. Sign out of Dashboard.
2. Open Dashboard and select the **Dashboard** menu.
3. Select **[BETA] Use External Login** so it has a check mark.
4. Select Dashboard again and ensure the check mark remains. If it doesn't, close Dashboard and restart at step 2.

Sign out

1. Go to the **Settings** page.
2. Select **Sign Out** in the section with your information.

Videos tab

Use the **Videos** tab to play recordings, add metadata, or prioritize uploads.

This tab displays recordings on the cameras within the review period (set by your agency).

Recordings with overlapping recording times or that start within one minute of the previous recording's end are automatically grouped together into an **incident**. Incidents are sorted by date and time. You can remove recordings from incidents if needed.

Play a recording

Move between different videos using the scroll bar.

1. On the **Videos** tab, select a video, then **Play** to play it. Once the video is playing, the play icon becomes **Pause**.
2. Drag the end of the progress bar to rewind or fast-forward the video.
3. Use the **Volume** and **Full Screen** features as needed.

Remove video from incident

To remove a recording from an incident group, select **Remove**.

Apply metadata

Metadata includes:

- **ID** – Enter the case ID to apply to this recording.
- **Title** – Enter the title to apply to this recording.
- **Categories** – Select **Categories** and then the category to apply to this recording.
  - Start typing to see matching categories.
  - You can assign multiple categories.
  - To remove a category, select the **X**.
- **Tags** – Select **Tags** and then the tag to apply to this recording.
  - Create a new tag by typing the name of the category.
  - You can add multiple tags.
  - To remove a tag, select the **X**.
  - Tags are not added as metadata to body camera videos, even if the camera video is part of an incident group.

Priority Upload

Optionally, toggle **Priority Upload** on to move this video to the top of the upload queue.

This option lets you place paired body camera video in the upload queue. Use to transfer important video to Axon Evidence without waiting to place your camera in an Axon Dock.

Use Priority Upload for body camera videos only to upload critical videos. The wireless upload from the camera is slower than the transfer rate in an Axon Dock and places additional load on the camera's battery, causing it to deplete at a faster rate.

Select **Done** when you've finished adding metadata.

Videos upload to Axon Evidence based on your agency's settings in Axon Evidence.

Watch this video for an overview of adding metadata and using priority upload with the Fleet 3 Dashboard.

Video recall

Officers make every effort to capture video evidence using the automatic and manual means of activation. In the heat of the moment, it can be difficult or even unsafe for an officer to activate Fleet cameras.

Building on the success of our Signal activation technology, Axon Fleet 3 offers a new video recall feature that lets you to retain and retrieve the last 24 hours of video in case of a missed recording. Critical evidence won't be missed and communities receive another layer of accountability.

Video recall must be enabled by an admin in Axon Evidence agency settings. Video captured with Video Recall has a lower resolution and no audio.

Priority evidence will upload before video recall files. The hub will upload 30-minute video recall segments for each camera to Axon Evidence. Your vehicle must be powered on and have good Wi-Fi connectivity to ensure successful and timely data upload.

View recalled video queue

1. Select the **Settings** tab.
2. In the **Video Recall** section, select **Request**.
3. Select **Request** on the Video Recall pop-up.
4. Scheduled recording uploads appear in a queue.

Recalled video in Axon Evidence

Locate recordings by searching for evidence by vehicle name or hub serial number. Video Recall file names will start with **Video Recall**.

Recalled video will also be tagged as such.

Devices tab

The **Devices** tab shows live camera views and status in individual panels. Start or stop recording and control camera audio from these panels. If Dashboard is paired with an Axon Body Camera, that camera also appears here.

Start and stop recording

Select **Record** to start a recording for a specific camera. The button title will change to **Stop**. Select again to stop recording.

To start a recording on all cameras, select **Record All** (this does not include body cameras). Select again to stop recording on all cameras.

To start recording on all connected Fleet cameras and up to two connected body cameras, select **Notify All**. Notify All only starts body camera recordings; it can't be used to stop them. See Body camera and Fleet activation.

Full screen display

To display a camera view in full screen, select **Full Screen**.

Select **Exit Full Screen** on the full screen view to return to the normal camera panel view.

Mute audio

If your agency lets you mute and enable audio recording while the Fleet cameras are recording video, additional audio controls are available at the bottom of the associated camera panel.

Select **Mute** to mute the audio recording for the camera. Select again to cancel mute.

To listen to the audio from any interior camera, select the Microphone on the individual screen. Select again to toggle off.

Zoom

The Axon Fleet 3 Dual-View Camera can zoom to magnify the image in both Buffering and Event modes.

Select **Full Screen** for the front dual-view camera.

Use **+** and **–** to zoom in or out of the view. The Zoom will end after 10 seconds; select **Lock** to lock the zoomed view.

Select **Exit Full Screen** on the full screen view to return to the normal camera panel view.

If the ALPR camera is in full screen, zoomed, or recording, ALPR will turn off until zoom or recording has stopped.

Add markers while recording

Use markers to easily find an event when replaying video. The marker appears when you play the video in Axon Evidence and is documented in the audit trail.

To add a marker while recording, select **Marker** at the bottom right. The marker is added to the recording for all cameras currently recording.

Device settings

If allowed by your agency, you can adjust the settings for Fleet 3 and paired body cameras.

Select **Settings** for the desired camera.

Adjust camera settings as needed.

Fleet 3 cameras

- Volume
- Outward LED
- Inward LED
- Stealth mode

Body cameras

- Volume – Sets the volume of the camera's audio prompts used to report camera status.
- Vibration – Toggles vibrations (haptic feedback) used to report camera status.
- LED brightness (Axon Body 3 only) – Sets the brightness of the triad (ring) LED and the top LED.
- Stealth – Toggles Stealth mode. When on, the camera will not beep or vibrate, regardless of other settings, and all camera lights are off.
- Orientation (Axon Flex 2 cameras only) – Sets whether the camera is mounted on left or right side of the body to ensure proper video orientation.
- Remove camera pairing.

The camera serial number also appears on the **Settings** tab.

Save changes to exit.

Body cameras

Fleet Dashboard provides the same function as the Axon View mobile app for Axon Body 4, Body 3, Body 2, and Flex 2 cameras, eliminating the need to use both.

After you pair your device with Dashboard, you can use it to review and add metadata to videos recorded by both Fleet 3 and body cameras at the same time, as well as change camera settings.

Pair a body camera

Watch this video for an overview of this function.

1. Ensure the Axon Body-Worn Camera (BWC) is assigned to you.
2. Turn the camera on.
3. In Dashboard, select **Settings**.
4. In the **Users** section, select **Add device**.
5. Select the Axon camera.
6. Follow the on-screen instructions to put your camera in pairing mode.

The pairing instructions will disappear when the camera is detected and starts connecting. Once connected, Dashboard returns to the Devices page and displays information about your camera.

Unpair a body camera

1. Go to the **Devices** tab.
2. Select **Settings** for the camera.
3. Select **Remove camera**.

ALPR tab

Note

Because background notifications are not yet available in the iOS application, you must keep Fleet 3 Dashboard in the foreground of iOS to receive Hit notifications.

The **ALPR** tab shows system hit record and read record information. For a complete discussion of the Automatic License Plate Recognition feature, see the **ALPR User Guide**; the PDF is available at my.Axon, or start with the first online topic.

This feature may not be enabled at your agency.

Settings tab

The **Settings** tab provides information about your Fleet 3 system, Fleet 3 cameras, body cameras paired with Fleet Dashboard, current location, and ALPR information. This page also lets you sign out and initiate pairing with Axon body cameras.

ALPR

This section lets you toggle alert mute on and off. Additionally, you can view hotlists that are **Out of date** to see a list obsolete hotlists.

Camera updates

While Fleet Dashboard is connected to Axon Evidence, it will automatically check for and apply any updated configuration settings every 10 minutes. This ensures your Dashboard and Fleet systems always have the most current settings.

Axon periodically distributes updates for Dashboard software and Fleet 3 camera firmware. The system automatically downloads available updates and displays an update message on the **Settings** tab. Install updates at the beginning of a shift.

To update firmware:

1. Go to the **Settings** tab and **View** the update.
2. Review the update information and when you are ready, select **Apply Update**.

Microphone introduction

The Axon Fleet 3 wireless microphone is a hardware solution for audio capture outside the Fleet 3-equipped vehicle where Axon body cameras are not deployed. The charge base is mounted in the vehicle, connected to the hub via ethernet, and handles all charging and data needs for the mic while docked. The charge base also facilitates all pairing and audio communication to the microphone while in use. The Axon Fleet 3 Hub supports up to two wireless microphones and two charge bases per vehicle.

Wireless microphone performance:



- Range of 1,000 ft (300 m) with unobstructed line-of-sight and at least 500 ft (150 m) with a person and vehicle obstruction.
- Lasts 12 hours with full charge. In the charging base, recharges to 85% within 90 minutes.
- Uses the Axon RAPIDLOCK mounting solution, sharing all the same mounting configurations as Axon body cameras.
- Includes an optional lapel microphone (shown at right) for superior audio capture quality and wind noise cancellation.

Hardware kit

The Fleet 3 Wireless Microphone Kit (SKU 72035) includes the following components:

SKU	Component
72020	Fleet 3 wireless mic
11509	belt clip, RAPIDLOCK
72022	Fleet 3 wireless mic, charging base
72024	Fleet 3 wireless mic, charging base, remote antenna
72032	Fleet ethernet cable, CAT6, 20 ft
72025	Fleet 3 wireless mic, lapel mic

Charge outside the vehicle

A hardware kit for charging outside the vehicle consists of an AC power over ethernet (PoE) injector and charging base, To supplement your in-vehicle charging with in-office charging, purchase an additional charging base and an injector for each microphone.

SKU	Component
7202	Fleet 3 wireless mic, AC power Poe injector
7202	Fleet 3 wireless mic, charging base

Axon Fleet 3 Wireless Mic User Guide

Axon Fleet 3 Wireless Mic Spec Sheet

Installation

This section describes how to install a Fleet 3 wireless microphone in a vehicle. Ensure you have all the following parts: charging base, microphone, ethernet cable, lapel microphone, windshield antenna, microphone mount.



This includes mounting hardware for the charging base:

- (5) self-drilling #8 x ¾ screws
- (5) 8/32” 0.50 in, pan head Phillips screws
- (5) 8/32” hex nuts
- Alcohol prep wipe

Before you start

Identify a mounting location for the charging base. Ideal locations are on the front of the prisoner partition adjacent to the driver’s seat or on the side of the console. To reduce inadvertent bodily contact with the charging base, consider mounting in on the passenger side of the console.

Identify a mounting location on the front windshield for the antenna. Test as needed to find a location that provides the best range and performance. Generally, a top corner works well.

Ensure the antenna cable can reach between the charging base and the antenna.

Install components

1. Mount the base using either the nuts and bolts provided or the self-tapping screws. If using hardware, ensure you know what lies behind the mounting surface.



2. Use the alcohol preparation wipe to clean the glass surface where the antenna will be mounted, then wipe with a clean, dry cloth.
3. Remove the tape backing from the antenna and mount it to the windshield.



4. Route the cable to the charging base mounting location.

5. Connect the windshield antenna SMA connector to the side of the charging base and torque to 4 in/lb. If the connector is over-tightened, it may begin to spin.



6. Connect the charging base ethernet pigtail to the hub using the provided ethernet cable. Secure the pigtail and ethernet cable together using the provided ethernet pigtail splints. Refer to the Fleet 3 installation guide on my.Axon on proper splint installation procedures.
7. Power on the Fleet 3 system with the wireless microphone docked. The microphone pairs and then enters READY status.
8. Undock the microphone and double-press **Event** on the front. Ensure the Fleet 3 front camera begins recording. This confirms the installation is successful and the communication protocols are functional.
9. Stop the recording in Fleet Dashboard. The wireless mic should return to **Ready** status.

Get to know your wireless mic

Components

These are the different components of the Axon Fleet 3 wireless microphone:



1. Top status LED (mimics the Fleet 3 camera operating mode, except for error states)
2. LCD screen



1. Speaker
2. Front LED
3. Event button
4. Internal microphone



1. Volume up
2. Select
3. Volume down
4. Power
5. Lapel mic input

Notifications

Operating Mode	LEDs	Audio	Haptic
Power on or off	–	One beep	Once
Buffering (ready to record)	Blinking green	–	–
Recording (Event mode)	Blinking red	Two beeps every two minutes	Twice every two minutes
Audio muted	Blinking blue	–	–
Low battery notification • When buffering, 20 minutes or less remaining • When recording, battery nearly discharged	–	Four beeps every 20 seconds	Four times every 20 seconds
Connection lost or out of range	Blinking yellow	One beep every 10 seconds	Once every 10 seconds

A fully charged Fleet 3 wireless microphone battery allows approximately 14 hours of normal operation. Charge for a minimum of 1.5 hours it in its charging base after a typical 12-hour shift. Operational thermal limits for charging are 41–104 ºF (5–40 ºC). No audio is recorded while the mic is docked.

Charging base



1. Insert mic at the top of the charging base.
2. Antenna
3. Ethernet



1. Mounting bracket

Charging status

While docked, the wireless microphone’s top and front Status LEDs show information on the charge level. The LEDs are yellow when battery is below 100% and green at full charge. Battery charge appears as a percentage next to a battery icon on the screen.

Pairing

The mic pairs with a charging base the first time it's inserted. Once paired, it automatically connects when:

- It is (or comes back) in range
- It powers on

If you put the mic in a different charging base, it switches pairing to that one. While pairing, the screen displays PAIRING and the LED blinks white . Once paired, the screen changes to READY and the LED shows the charge level (if docked) or the recording status (if undocked).

Firmware updates

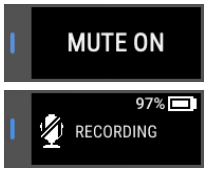
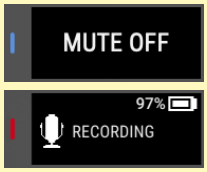
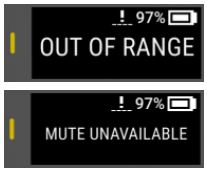
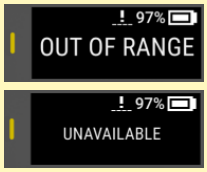
Firmware updates for the wireless microphone and charging base occur through the Fleet Dashboard application **Settings** tab (example below). Before installing a Fleet 3 update, dock the wireless mic so it also updates.

While updating firmware, the mic's display confirms progress with UPDATING.

Operation

This section describes actions and notifications for the wireless mic.

Actions

Action	Control	Display
Backlight on/off	Double press **Select**. The display back-light turns off after five seconds.	
Hard reset	If the mic becomes unresponsive even while paired, try a hard reset by holding **Power** for 10 seconds to reset and restart.	
Mute on	Hold **Select** for three seconds while recording to mute; the LED blinks blue, the screen displays MUTE ON and then the mute icon, and the mic beeps and vibrates. Mute only works while recording.	
Mute off	Hold **Select** for three seconds to un-mute; the LED returns to blinking red to reflect active recording, the displays MUTE OFF and then mute icon disappears, and the mic beeps vibrates to confirm. Mute cancels automatically when a recording ends.	
Mute while out of range	If you request mute while out of range of the charging base, the display shows OUT OF RANGE and then MUTE UNAVAILABLE, and the mic beeps and vibrates.	
Record while out of range	If you request to record while out of range of the charging base, the display shows OUT OF RANGE and then UNAVAILABLE and the mic beeps and vibrates.	
Power on/off	Press **Power** until you feel a short vibration. The mic beeps, pairs, the screen displays the Axon logo and then READY, and the Status LED blinks green. Use the same key-press to power off.	

Action	Control	Display
Recording start/stop	Double-press **Event** to start recording. The LEDs blink red, RECORDING and an icon appear on the display, and the mic beeps and vibrates every two minutes as a reminder. Stop recording from Fleet Dashboard.	
Stealth on	Press **Volume Down** ▼ for three seconds to turn lights, vibration, and sounds off. STEALTH ON and then the Stealth icon appear on the top-left corner of the screen. The backlight still illuminates if you press **Select**. Use the same key-press to turn Stealth off.	
Volume up/down	Press **Volume Up** ▲ or **Volume Down** ▼. The volume icon changes and the speaker beeps at the new volume level. At the lowest volume, the screen displays SOUND OFF and the mic vibrates once. This only changes the volume of the speaker, not the video recording.	

Notifications

Notification	Control	Display
Battery exceeds thermal limits	If the microphone's battery is outside the operational limits of 6–176 ºF (-21–80 ºC), the mic enters thermal shutdown. If undocked, it turns off immediately; if docked, the displays shows TEMP. The Status LED blinks yellow.	
Battery status: critical	Mic emits four beeps and vibrations every 20 seconds when battery reaches 20%, 15%, 10%, 5%. Screen displays battery critical icon with charge percentage.	
Error	If the mic encounters an error state, the Status LED blinks yellow and ERROR displays on the screen. Power if off and then on again to reset the mic. If the error persists, contact Axon.	
Lapel mic plugged in	When you plug the lapel mic into the port on the right side of your wireless mic, the screen shows a mic icon next to the signal strength bars.	
Ready to record	This is the default state after pairing. Display shows READY, LED blinks green .	
Signal strength	Signal strength is represented by !–4 bars, with four bars indicating the strongest.	
Wireless connection lost	The Status LED blinks yellow and the mic beeps and vibrates every 10 seconds as a reminder.	

Working in Dashboard

A wireless microphone **ready indicator** displays on Fleet 3 Dashboard's camera view tab. Icons on the front 1x tile shows when a wireless microphone charging base is plugged into the Fleet 3 Hub. It has one of two states:

- **MIC ON** – The wireless microphone is paired, ready or in use, and undocked from the charging base.
- **MIC OFF** – The wireless microphone is not paired or available to record audio.

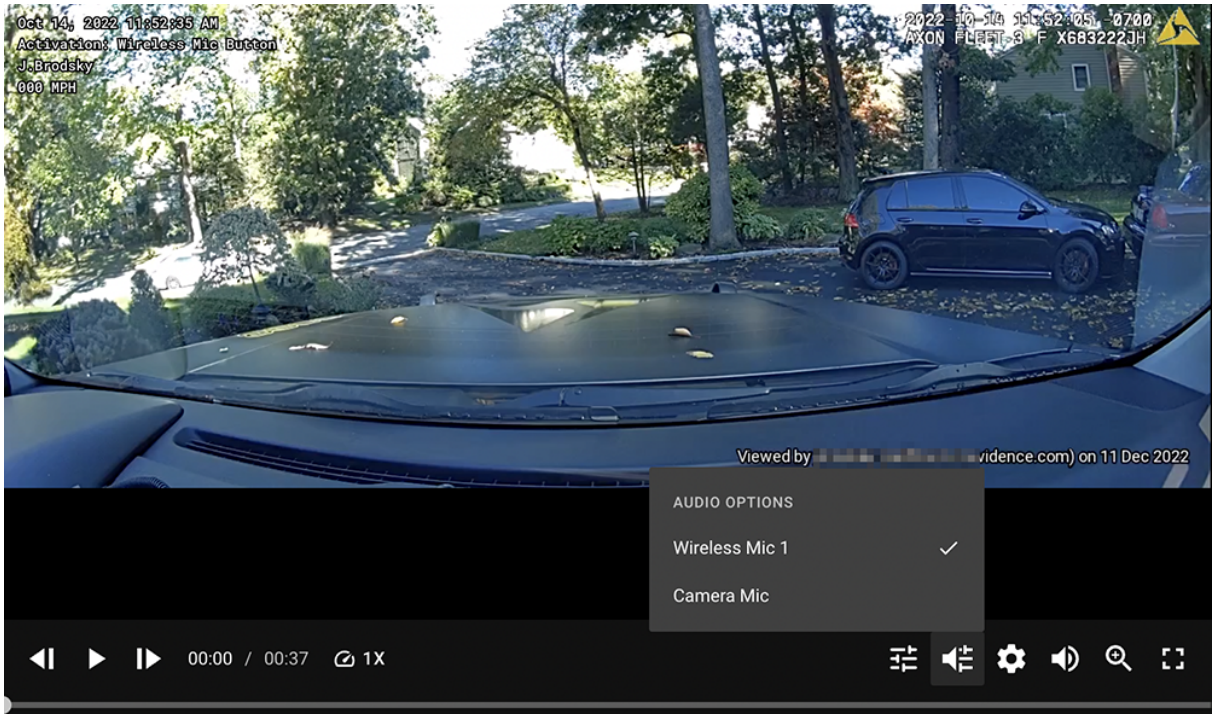
Evidence review in Dashboard

When you play front camera evidence files recorded with a wireless microphone, only the mic audio plays. The front camera audio stream is available in Axon Evidence.

For vehicles with two wireless microphones installed, the audio available within Dashboard comes from the mic paired to the charging base with the lower serial number.

Review in Evidence

Evidence collected while using a Fleet 3 wireless mic uploads in MP4 format and contains multiple audio tracks: one for the front camera audio and one additional for each wireless mic connected to the hub. During playback, the wireless mic audio is the default audio track; use the audio track selection button to toggle between audio sources.



Technical information

Troubleshooting

Any error states encountered with the wireless microphone and/or charging base can usually be cleared by restarting the microphone: press **Power** for several seconds until it turns off, wait 12–15 seconds, then press Power again for a few seconds to power on.

Technical support

Visit www.axon.com/help for support options or call 1-800-978-2737.

Warnings

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

Radio waves

Axon Fleet 3 wireless microphone system transmission is in the frequency range of 902.4–927.6 MHz. Contact Axon for more details.



Federal Communications Commission (FCC) statement

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

Your Wireless device 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 Technical Support for help

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.

FCC Radiation exposure statement

This device must not be co-located or operating in conjunction with any other antenna or transmitter.

For body worn operation, this device has been tested and meets FCC RF exposure guidelines. When used with an accessory that contains metal may not ensure compliance with FCC RF exposure guidelines.

Innovation, Science and Economic Development Canada (ISED) statement

This Class B digital apparatus complies with Canadian ICES-003 and RSS-247.

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada’s license-exempt RSS(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 numérique de classe B est conforme à la norme NMB-003 et RSS-247.

L’émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d’Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L’exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage, et,
2. L'utilisateur de l'appareil doit accepter tout brouillage radioelectrique subi, meme si le brouillage est susceptible d'en compromettre le fonctionnement.

Caution: Exposure to radio frequency radiation

To comply with the Canadian RF exposure compliance requirements, this device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

For body worn operation, this device has been tested and meets RF exposure guidelines when used with an accessory that contains no metal. Use of other accessories may not ensure compliance with RF exposure guidelines.

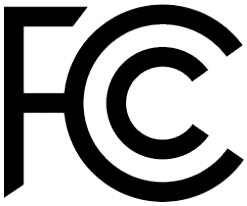
Attention: exposition au rayonnement radiofréquence

Pour se conformer aux exigences de conformité RF canadienne l'exposition, cet appareil et son antenne ne doivent pas être co-localisés ou fonctionnant en conjonction avec une autre antenne ou transmetteur.

Pour une utilisation sur le corps, cet appareil a été testé et respecte les directives sur l'exposition aux RF lorsqu'il est utilisé avec un accessoire sans métal. L'utilisation d'autres accessoires peut ne pas garantir la conformité aux directives d'exposition aux RF.

Compliance marks

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



Router and VPN configuration

This guide describes requirements, recommendations, and configuration information for the network, router, Wi-Fi, mobile data computer/terminal (MDC/T, hereafter referred to as just MDC) and mobile computing devices (Android and iOS) for Axon Fleet 3 common deployments.

For installation of the Fleet Dashboard application, see the first topic in the **Dashboard operation** section for your operating system on the Fleet 3 product page.

Router configuration

The Axon Fleet 3 Hub and MDC require ethernet connections to the in-vehicle router to communicate with the Axon Service (such as Axon Evidence) through cellular (3G/LTE/5G) and/or Wi-Fi connections. Axon does not provide cellular service or a SIM card. Customers using an APN or VPN may require special configurations, including firewall exemptions, to enable communication between Fleet Hub and Axon Service.

Axon Fleet 3 uses the Local Area Network (LAN) of the in-vehicle router to communicate with the MDC and the router's Wide Area network (WAN) to communicate with Axon Service.

Cradlepoint configuration

For a Cradlepoint router, follow the configuration requirements in Cradlepoint router configurationon page 1.

Requirements

- Hub must be connected directly to router's LAN ethernet port
- For best experience, MDC should also be connected to router's LAN ethernet port; if you prefer to connect your MDC to your router over Wi-Fi, contact your Axon representative
- MDC and hub must be on the same subnet
- Change the router local domain to "local"

Recommendations

- Ignition sensing capability with power off delay configured to match Axon Fleet 3's **Power Off Delay** setting

VPN configuration

Depending on your agency configurations, a VPN may force all IP-based traffic to travel through its tunnel to a remote network. To allow software residing on the MDC to communicate locally to the hub, the traffic must be exempt from the tunnel.

A VPN administrator must be available during Axon Fleet installation.

Local traffic

Use a split tunnel to ensure local network traffic and traffic destined for port 5353 (mDNS) do not flow through the VPN. Refer to your VPN provider documentation for instructions on configuring this exemption.

For example, if the local in-car network is 192.168.0.0/24, implement a rule to exempt traffic destined for this network and port 5353. For details, see https://netmotionsoftware.zendesk.com/hc/en-us/articles/4402637148051-Axon-Fleet-Dashboard-Policy.

Video upload

Video data files may be quite large. If a VPN is enabled on the in-vehicle router, add an exemption for the hub domain name axoncar.local or static IP to prevent offload traffic from being steered through a remote network.

MDC configuration

Axon Fleet 3 uses the vehicle's MDC to interface with the hub through Fleet Dashboard, which lets a user start/stop recordings, review and tag videos, view Automated License Plate Reader (ALPR) hits, and modify user preferences.

MDC system requirements

Axon Fleet Dashboard has the following minimum specifications for PC:

- **Operating system** – Windows 10 or later
- **Processor** – Intel Core i5-11th Gen or newer
- **Memory** – 8 GB RAM or more
- **Storage** – 10 GB of free space
- **Display** – 1024x768 or higher
- **Network** – 1 Gbps ethernet port or 1 Gbps USB3 ethernet adapter

While hardware with lower specs may still function, meeting these requirements will ensure the best possible experience with Axon Fleet Dashboard.

Multicast DNS

Fleet Dashboard uses Multicast DNS (mDNS) to discover the Fleet Hub.

If the MDC uses Windows 10, it supports Multicast DNS by default and no action is needed.

Firewall settings

Firewall considerations:

- Only Dashboard's inbound sign-in flow requires momentarily inboard traffic.
- Fleet Hub and Dashboard originate all traffic (except noted above) for outbound communication; whenever a port is referenced below, it is always initiated by outbound traffic.

Fleet Dashboard must be able to reach the Fleet Hub via **axoncar.local** on the following ports:

- 8000 (TCP): Used by Dashboard to authenticate against Axon Service; inbound traffic only, temporary port usage
- 8090 (TCP): Used for displaying the Axon Dashboard content, LiveView (using wss:// over 8090), and downloading Dashboard application updates
- 8100 (TCP): Used for playing videos
- 5353 (UDP): Used by Dashboard to discover the hub via Multicast DNS

- 53 (UDP): Used by DNS for fallback, Dashboard to Hub discovery, and router local domain configuration

Additionally, Fleet Dashboard must be able to access the following internet addresses:

- *.evidence.com (TCP 443) for signing into Axon Service
- Port 80 (outbound) for reachability checks to Axon Service
- fleetevidenceping.com (TCP 443) for Wi-Fi Direct Offload
- Any SSO provider domains you use
- If you have implemented network-based controls to manage internet access, you might find that your user, client, or device access won't connect with Axon Cloud Services unless specific network configurations are made; for help with this, see Managing network allowlists with Axon Cloud Services on my.Axon.

Proxy settings

Create a local proxy bypass rule to ensure **axoncar.local** traffic is not directed to the proxy and allow the MDC to communicate directly with the Fleet Hub on the in-vehicle LAN.

If using a traditional proxy, it should allow traffic to all internet addresses listed in Firewall settings. LINK

Adding **axoncar.local** to an allowed list should not be necessary.

Dashboard notifications

Dashboard displays notifications for ALPR hits. The default Windows setting for how long notifications are displayed is five seconds. Axon recommends making the display time longer so officers have more time to respond. This setting is found in the **Ease of Access** section. For more details on this setting, see Dashboard ALPR settings at My.Axon or the Axon Dashboard User Guide on the Fleet 3 product page.

Cradlepoint router configuration

Register and configure each Cradlepoint router from NetCloud Manager (NCM). Make changes in the NCM interface, not the local device UI. Use Groups to configure routers with a common configuration.

See Cradlepoint configuration on my.Axon for additional information on configuring a Cradlepoint router for Axon Fleet 3.

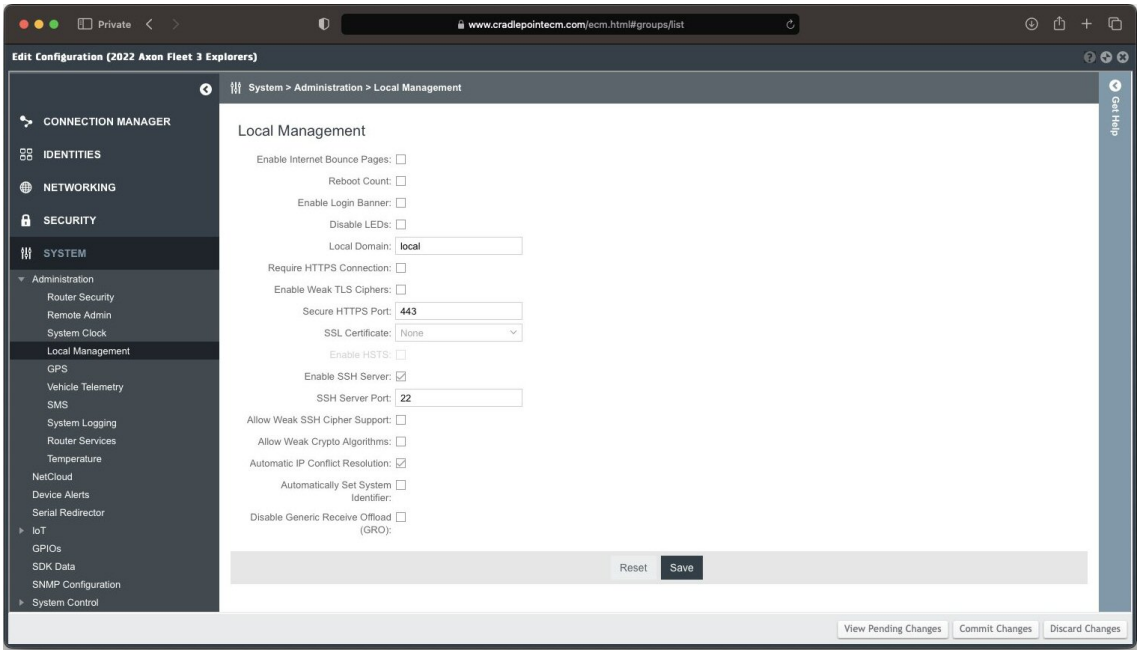
For more information about Cradlepoint devices or NetCloud Manager, see https://customer.cradlepoint.com/s/article/Getting-Started-with-NetCloud-Manager and https://docs.cradlepoint.com/r/IBR900-Getting-Started.

Configuration for Wi-Fi-connected dashboard

This instruction is for using the Cradlepoint user interface. This UI is not controlled by Axon and may have changed since this process was documented here. If you have questions about this process, contact Cradlepoint directly.

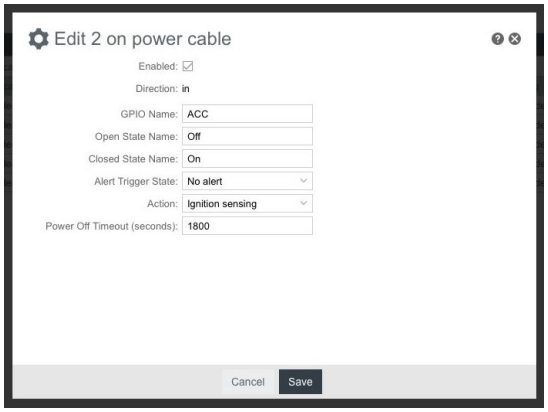
1. Sign in at https://www.cradlepointecm.com.
2. Select the first blue-colored **Connect** button under Netcloud (not the 2nd one under Cascade).
3. If **Switch to Classic UI** displays at top of page, select it. If **Try the New UI** displays, proceed to next step.
4. Prior to making config changes select **Groups** in the left-nav.
    a. Select **Add** and create a new group named **<Agency Name> - Fleet 3 Wireless Dashboard**.
    b. Locate the group the router(s) is/are currently in.
    c. Select the check box next to the group.
    d. In the **Configuration** dropdown, select **Export** and save the config file with a descriptive filename for use later, such as: *IBR900-<agency-name>-default-config-<date/time>.json*.
    e. In the **Configuration** dropdown, select **Copy To** and copy the config to the new group created above.

5. Match the following settings and then **Save**:



6. In the left-nav, select **System** > **GPIOs**.

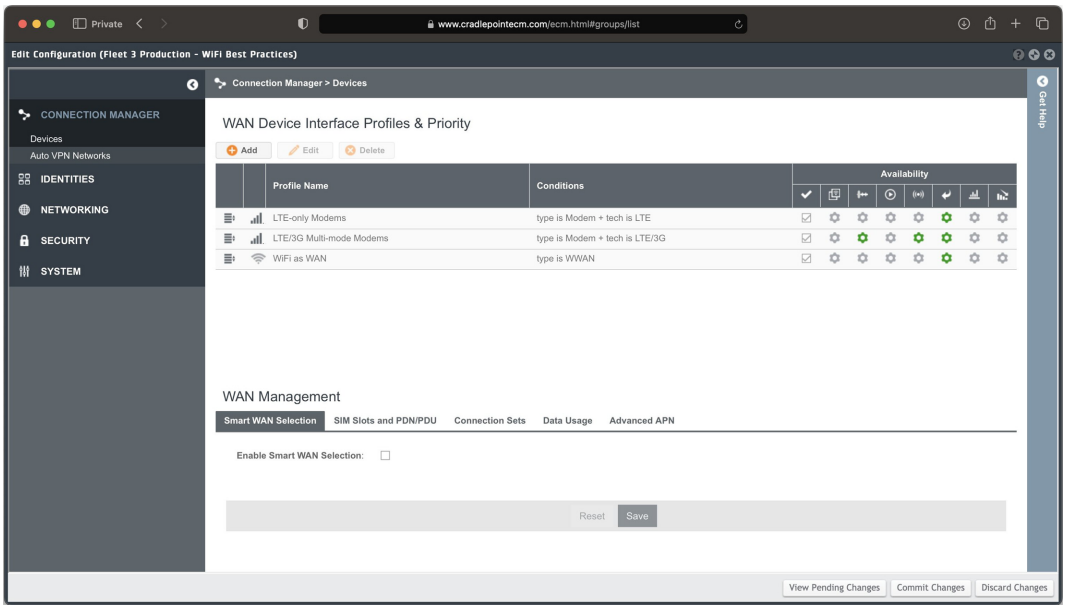
   a. Select the check box for GPIO #2.
   b. Select **Edit**.
   c. Select the **Enabled** check box, set the various fields as shown below, and then **Save**.



7. In the left-nav, select **Connection Manager** > **Devices**.
8. On the **WAN Device Interface Profiles & Priority** page, keep the entries shown in the image below, but delete other entries if the following conditions do not apply, then **Save**:

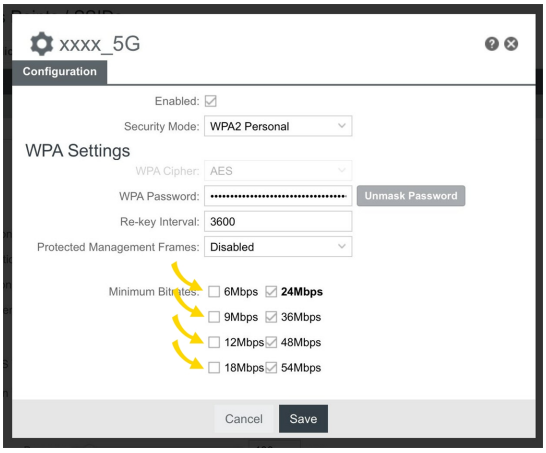
   a. 5G/LTE Multi-mode Modems – Keep if you use a 5G-capable Cradlepoint router+modem+SIM combo
   b. Ethernet – Keep if you connect Cradlepoints to WAN via ethernet (unlikely)

c. 3G-only modems – Keep if you only uses 3G (unlikely)



9. For **LTE/3G Multi-mode Modems**, select the second gear from left to open **WAN Management**.
10. Set **Default Connection State** to **Always On** and then **Save**.
11. Select **WAN Verify** and set the various fields as shown below and then **Save**:
12. In the left-nav, select **Networking** > **Local Networks** > **Wi-Fi Radio #1 (2.4 GHz)** and clear the check box at the top. Select **Yes** to ignore the inaccurate warning about "disable all wireless wireless access to the router“ and then **Save**.
13. In the left-nav, select **Wi-Fi Radio #2 (5 GHz)**.
    a. Set **Channel Selection** to **Daily**.
    b. Set **DTIM** to **3**.
    c. Set **Channel width** to **20 MHz** and then **Save**.
14. Select the check box next to the non-public 5G Wi-Fi SSID (such as **xxxx-5g**), then **Edit** immediately above it.

15. Disable bitrates less than 24 Mbps and then **Save**:



16. In the left-nav, select **Networking** > **VLAN Interfaces**.
17. To set both ethernet ports to LAN:
    a. Delete **wan**.
    b. Select the check box next to **lan** and select **Edit** immediately above it.
    c. Select **Add** and add **Port 0** as **Untagged** and then **Save**.
18. Select **Commit Changes** (see image in step 17).
19. Add each vehicle to the newly created group.
20. On each vehicle:
    a. In the left-nav, select **Networking** > **Local Networks** > **Wi-Fi Radio #2 (5 GHz)**.
    b. Select the check box next to the non-public 5G Wi-Fi SSID (such as **xxxx-5g**), then **Edit** immediately above it.
    c. Set **Wi-Fi Name (SSID)** to vehicle number or identifier, such as **8554-5g** or **Axon12-5g** and then **Save**.
21. Select **Commit Changes** to finish.