

Axis body worn solution

Axis body worn solution

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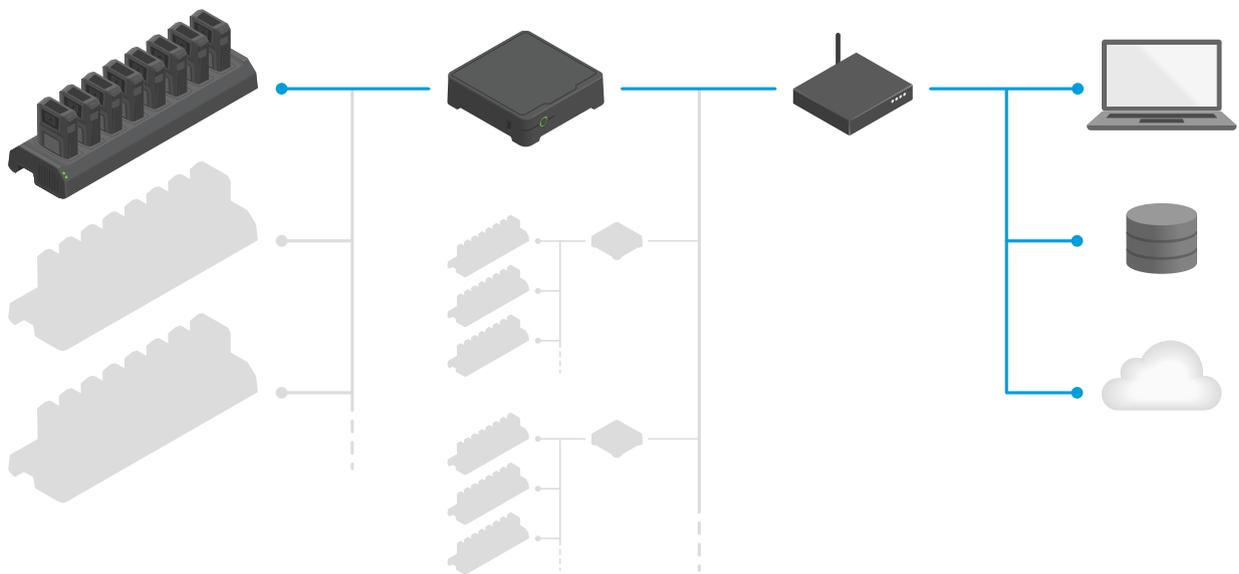
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Axis body worn solution

The Axis body worn solution consists of Axis body worn cameras, Axis docking stations, Axis system controllers, and a content destination. AXIS Body Worn Manager is the web application where you can configure and manage your body worn system.

When you place the camera in the docking station, the docking station charges the camera's battery, and the camera connects to the system. The system controller then seamlessly transfers all data from the camera to the content destination of your choice. The system controller also keeps the cameras up-to-date with the latest firmware and settings, and monitors the health of the Axis body worn solution.

The system is supported by different types of content destinations such as evidence management systems (EMS), video management systems (VMS), and media servers. You can use Axis body worn integration API to integrate with any third party VMS or EMS. Go to www.axis.com/developer-community-intro to join the Axis Developer community, and get access to the Axis body worn integration API documentation.



The Axis body worn solution

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Get started

Get started

The recommended workflow to install and configure your system is:

1. *Install your system on page 5*
2. *Open AXIS Body Worn Manager and configure system settings. See [Access AXIS Body Worn Manager for the first time on page 6](#)*
3. *If not already done, [Connect to your content destination on page 7](#)*
4. *Create a camera profile on page 7*
5. *Create a user on page 9*
6. *Add cameras on page 9*

It is possible to add more than 40 cameras to your system by adding more system controllers. The new system controllers become instances of the existing system. All settings are inherited from the system to the new system controllers. The users and cameras that are added to the new system controller are managed through AXIS Body Worn Manager. For information on how to extend your system by adding more system controllers, see [Extend the system](#).

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Install your system

Install your system

Note

You need these hardware components to install a body worn system:

- System controller(s)
- Docking station(s)
- Body worn camera(s)
- A computer
- Network cables
- We also recommend using a UPS (Uninterruptible Power Supply) to avoid unexpected system shutdowns.

1. Connect the system controller to your network.
2. Connect the docking stations to the **Docking stations** ports on the system controller.
3. Connect a computer to the same network as the system controller.
4. Power on the devices.
5. Dock the cameras.
6. Continue to *Access AXIS Body Worn Manager for the first time on page 6*

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Configure your system

Configure your system

Access AXIS Body Worn Manager for the first time

Note

Use AXIS IP Utility version 4.14 or later.

1. Find the system controller on your network:
 - 1.1 Go to axis.com/support/downloads and download AXIS IP Utility.
 - 1.2 Start AXIS IP Utility.
 - 1.3 Use the serial number, that you can find on the underside of the system controller, to locate the system controller in the list.
 - 1.4 In the search result list, double-click your system controller. AXIS Body Worn Manager opens in your browser.
2. Follow the wizard to set up the system:
 - Select **Create a new system** if you are configuring a single system controller setup, or if you are configuring the first system controller in a multi system controller setup. Select **Extend an existing system** if you want to add more system controllers to your existing system.
 - Create an administrator password.
 - Install the latest firmware. Download the latest firmware at axis.com/bodyworn.
 - Configure network settings.
 - Select a content destination. The content destination is where your recordings and metadata are stored and managed. You can skip this step and connect to your content destination later.
 - Date and time. It is important that the time and time zone of your system matches the time and time zone of the content destination.
 - Select the power line frequency that is used in your region. With the right frequency, there is less image flicker. The American regions usually use 60 Hz. The rest of the world mostly uses 50 Hz. If you're not sure of your region's power line frequency, check with the local authorities.
 - Download the master key. The body worn system requires a master key for certain operations. These operations include for instance, unlocking a camera that hasn't been docked for over three months. Always store the master key in a secure location.

Open AXIS Body Worn Manager

1. Open a browser and enter the IP address or host name of the system controller.

If you do not know the IP address, see *Access AXIS Body Worn Manager for the first time on page 6*.
2. Enter the username `root` and your administrator password.

AXIS Body Worn Manager opens in your browser.

Content destinations

The content destination stores and manages your recordings and metadata. A content destination is for instance an EMS (evidence management system), a VMS (video management system) or a media server. The Axis body worn solution supports a number of different content destinations. They all require a connection file to integrate with the Axis body worn system. The connection file is

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Configure your system

generated in your content destination. For information about how to generate the connection file, please refer to the user help in your content destination.

Note

- The body worn system pushes changes to the content destination, for example when you add, remove, or change a user, or when you change a camera name. This type of communication is one way, which means that the content destination doesn't push corresponding changes to the body worn system.
- You must connect to a content destination before you can use the body worn system. It is not possible to assign users to cameras, or to use cameras, until the body worn system is connected to a content destination.

Get an AXIS Camera Station connection file

1. Open AXIS Camera Station and login.
2. Go to  > Other > Axis body worn settings.
3. Select an AXIS Camera Station server.
4. Enter a name for the AXIS Camera Station Server
5. Enter the IP address of the AXIS Camera Station server.
6. Click Export.
7. Save the connection file.

Connect to your content destination

Before you connect to your content destination you need to generate a connection file, see *Content destinations*. If you are using AXIS Camera Station, see *Get an AXIS Camera Station connection file*. You also need to make sure the network communication works. This may include proxy, firewall, and anti-virus configuration.

1. Go to Settings > Content destination.
2. Select your connection file.
3. Run the connection test, to make sure that the connection file is valid and that all parameters are correct.
4. If everything is okay, click Save.

About users and camera profiles

- A camera doesn't function unless a user is assigned to it. All LEDs flash red when you undock it, to indicate that a user must be assigned to the camera before use.
- A user in the system is the link between a recording and a user of a camera.
- Use *camera profiles* to apply the same camera settings to a group of users. You can for example create different profiles for the day and night shifts.
- A default camera profile is assigned to new users.

Create a camera profile

1. Open *AXIS Body Worn Manager* on page 6
2. Go to Camera profile and select one of the pre-configured camera profiles.
3. Enter a Name.

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Configure your system

4. Enter **Camera settings**.
5. Enter **Recording settings**.
6. Click **Save**.

Example - Camera settings for user group 1 on page 8 and Example - Camera settings for user group 2 on page 8 show how different camera and recording settings can be used to create camera profiles for specific needs.

Example - Camera settings for user group 1

The following needs were identified for a user group:

- Get maximum image and audio quality.
- Record events (video and audio) that happened during the 90 seconds before the recording button (Front button) was pressed.
- Record data showing the location where the recording took place.
- Enable the camera user to operate without being detected, by allowing the camera user to turn off all camera feedback (LED, sound, vibration).
- Allow the user to turn off the microphone while recording.

The table below shows the Recording and Camera settings that fulfill the needs listed above.

| Need | Recording settings | Camera settings |
|---|--|----------------------------------|
| Maximum image and audio quality | Resolution: 1080p Audio: On Select Optimized for post-processing Zipstream for bodyworn: Off | |
| Record before pressing button | Pre-buffer: On Length: 90s Audio: On | |
| Record location data | Location tracking: On | |
| Operate without being detected | | Select Allow stealth mode |
| Turn off the microphone while recording | | Select Allow muting audio |

Example - Camera settings for user group 2

The following needs were identified for a user group:

- Allow user to record video and audio continuously during a long shift, by saving storage and battery.
- Help people understand that they are being video recorded (by making sure that the camera always indicates that it is recording).
- Allow the user to turn off the microphone while recording.

The table below shows the Recording and Camera settings that fulfill the needs listed above.

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Configure your system

| Need | Recording settings | Camera settings |
|---|--|------------------------------|
| Record continuously | Resolution: 720p Audio: On De-select Optimize for post-processing: Mono Location tracking: Off Zipstream for bodyworn: On | |
| Show that camera is recording | | De-select Allow stealth mode |
| Turn off the microphone while recording | | Select Allow muting audio |

Create a user

1. Go to Users.
2. Click Add user.
3. Enter the required information and click Add user.

Add cameras

1. Dock the camera you want to add to your system. All camera LEDs will flash with amber light.
2. Go to Devices.
3. In the camera list, click New.
4. In the Add cameras list, select the camera(s) you want to add and click Add. All LEDs will stop flashing when the camera has been added successfully, which may take a couple of minutes.

Assign a camera to a user

1. Go to Devices and click the camera you want to assign.
2. In the Assigned to list, select a user.
3. Click Save.

Extend the system

1. Connect the new system controller to the same network as the existing body worn system.
2. Access the new system controller, see *Access AXIS Body Worn Manager for the first time*.
3. Select Extend an existing system and click Okay.
4. Type in your credentials and click Okay.
5. Type in the IP address of the original system controller and click Connect.
6. Add the new system controller to the body worn system, see *Add system controllers*.

Add system controllers

1. Install the new system controller, see *Extend the system*
2. Go to Devices.

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Configure your system

3. In the system controller list, click **New**.
4. In the **Add system controllers** list, select the system controller(s) you want to add and click **Add**.

Certificates

Certificates authenticate devices on a network, and enable encrypted web browsing using HTTPS. We recommend using certificates to securely connect to your body worn system.

To securely connect to your body worn system:

1. *Create a certificate signing request*
2. Use your CA (certificate authority) to sign the CSR (certificate signing request).
3. *Install certificate*

Create a certificate signing request

1. Go to **Settings > Certificates**.
2. Click **Create**.
3. In **Create self-signed certificate**, enter your values and click **Create**.
4. Open the context menu  next to the new certificate.
5. Click **Create signing request**.
6. In **Create certificate signing request**, click **Create**.
7. In the **Signing request** dialog, copy the whole text and paste it into a file with the filename `<filename>.csr`.

Note

Alternatively, you can create a signing request for the already existing **Default (self-signed)** certificate.

Install certificate

1. Go to **Settings > Certificates**.
2. Click **Install**.
3. Click **Select file** and locate your signed certificate with the filename `<filename>.crt`.
4. Click **Install**.
5. Open the context menu  next to the certificate.
6. Click **Activate**.

Note

The installed certificate gets its name from the uploaded .crt file, minus the suffix. This name must be unique.

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Manage users

Manage users

Transfer a camera to a different user

Important

Assigning a camera to a different user may affect the user structure in your content destination. Make sure to update the user structure there as well if needed.

1. *Assign a camera to a user on page 9*
2. Go to your content destination and make the required changes to the user structure.

Delete a user

1. Go to Users.
2. Click the user you want to delete.
3. Open the context menu .
4. Click Remove.

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Manage your system

Manage your system

Change password

1. Go to **Settings > Password**.
2. Enter your old password and your new password.
3. Click **Save**.

Download system report

You can download a system report from your body worn system. Axis support uses the system report for troubleshooting.

1. Go to **Support > System report**.
2. Click **Download system report**.
3. Send the file to Axis support.

Note

A system report includes the system controller that you are signed-in to, and the cameras that are, or have been docked to it.

To download a system report from a system controller, that is part of the extended system:

1. Access the system controller.
2. Open the context menu  .
3. Click **Download system report**.
4. Send the file to Axis support.

Transfer a camera to another body worn system

To use a body worn camera in another system, you must first remove the camera from your current system. Then you can add the camera to the new system.

Note

You can remove a camera both docked and undocked. If you choose to remove the camera when it's undocked, all content is transferred on docking. When the content transfer is complete, the camera is reset to factory default with the latest uploaded firmware.

To transfer a camera to another body worn system:

1. Remove the camera from your current system, see *Remove a camera from the body worn system on page 12*.
2. Follow the instructions in *Add cameras* to add the camera in the new system.

Remove a camera from the body worn system

1. Go to **Devices**.
2. Click the camera you want to remove.
3. Open the context menu  .

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Manage your system

4. Click Remove.

Replace a camera

1. Dock the camera that you want to replace.
2. Wait for the storage LED on the camera to turn green, which means that all recordings are transferred.
3. *Open AXIS Body Worn Manager and remove the camera that you want to replace, see [Remove a camera from the body worn system](#).*
4. Undock the old camera.
5. Add the new camera to the system, see [Add cameras](#).
6. Assign the new camera to the user, see [Assign a camera to a user](#).

System restore

You can replace a broken system controller and reestablish the connection between the body worn system and the existing cameras, see [Restore system](#).

You can also unlock a camera, that for security reasons is locked, and can't be used in the system, see [Unlock cameras](#).

To restore the system, or to unlock cameras, you need a master key, see [Create master key](#). The master key is passphrase protected.

Important

You can only restore a system, or unlock cameras if you have the master key. You can't generate a master key after the system has failed. We recommend that you download the master key during the initial system setup.

Create master key

There are two ways to create the master key:

- The master key is generated and downloaded during the system setup.
- You can also download a master key at any time in [AXIS Body Worn Manager](#)

To download the master key in [AXIS Body Worn Manager](#):

1. Go to **Support > Master key**.
2. Click **Download master key**.
3. Enter a master key passphrase.
4. Click **Download** and save the master key.

Important

Always store the master key in a secure location.

Restore system

To restore a body worn system:

1. Access the system through any system controller connected to your body worn system, see [Open AXIS Body Worn Manager](#)
2. Click **Reset system controller**. All recordings on the system controller are uploaded to the content destination.
3. Access the same system controller when the factory default is complete.
4. Click **Create a new system**.

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Manage your system

5. In the **Master key** step of the system setup, click **upload an existing master key**.
6. Enter your master key passphrase.
7. Click **Select file** and select your master key.
8. Click **Upload**.
9. Finish the system setup.
10. Access your remaining system controllers and click **Factory default**.
11. *Extend the system* with all system controllers.
12. *Unlock cameras*.

Unlock cameras

To unlock a camera:

1. Go to **System status**.
2. Under **Cameras**, click **Locked**.
3. Select the cameras that you want to unlock.
4. Click **Next**.
5. Enter your master key passphrase.
6. Click **Unlock**.

Adjust date and time

All body worn cameras in the body worn system get the same date and time as the system.

Important

It is important that the time and time zone of your body worn system matches the time and time zone of the content destination.

To set the date and time:

1. *Open AXIS Body Worn Manager on page 6*
2. Go to **Settings > Date and time**.

Upgrade system firmware

An upgrade of the system firmware takes effect immediately. Un-docked cameras are upgraded on docking.

1. Go to axis.com/support/firmware and download the firmware file to your computer.
2. *Open AXIS Body Worn Manager on page 6*
3. Go to **Settings > Firmware**.
4. Select the new system firmware file and click **Upgrade and install**. When the upgrade has finished, the system restarts.

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System controller user guide

System controller user guide

| Number | Name | Description |
|--------|--------------|--|
| 1 | Status LED | Green: The system controller is ready to use. Amber: Storage warning. Less than 8% storage left. Red: General warning. Connection with Content destination failed, or storage error. |
| 2 | Power button | See table below. |
| 3 | Storage LED | Green: Standby Flashing green: Accessing storage Red: Storage error |

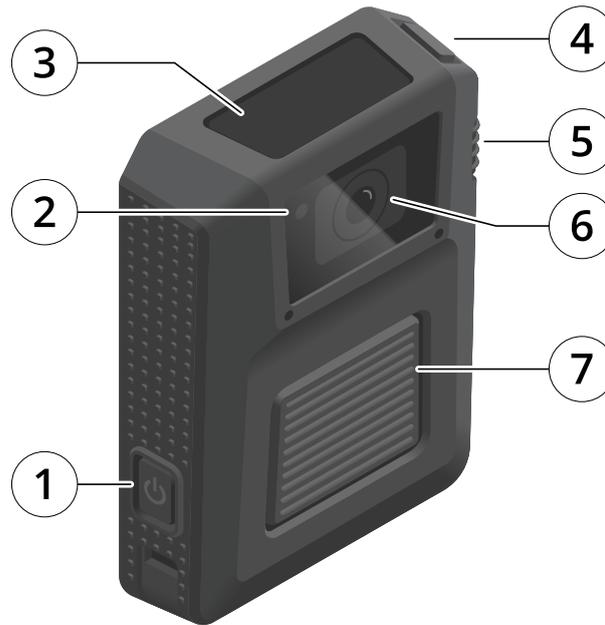
| I want to... | Action needed | Information |
|--------------------------------|--|---|
| Turn on the system controller | Press the power button . | The status LED turns amber. The status LED turns green when the system controller is ready for use. |
| Turn off the system controller | Press and hold the power button until the status LED turns amber. | Shut down begins when the status LED turns amber. The system controller is off when the status LED turns off. |

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Camera user guide

Camera user guide

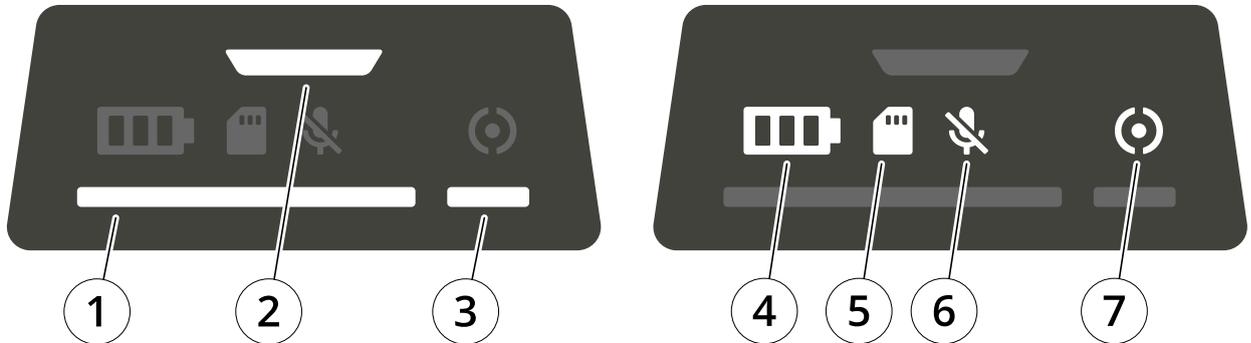
Product overview



1. Power button
2. Front recording indicator
3. Display
4. Top button
5. Function button
6. Camera lens
7. Front button

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Camera user guide



| Number | Name | Description |
|--------|------------------|---|
| 1 | Docking status | Green: Camera is ready to use (battery charged, files transferred, software up to date). Pulsing amber: Battery charging, file transfer, software update (any combination of) is ongoing. |
| 2 | Recording status | Green: Buffering video. The buffered video will be saved only if you press record. This means that you can access video that occurred up to 90 second before the event. Red: Recording |
| 3 | Operation status | Green: Standby, ready to use Flashing green: Less than 0.5 hours of battery (red battery status) or storage (red storage status) left Amber: Recording not possible (storage error, software error, or other operational error) |
| 4 | Battery status | Green: >1 hour left Amber: 0.5–1 hours left Red: 0–0.5 hours left |
| 5 | Storage status | Green: >1 hour of recording left Amber: 0.5–1 hours of recording left Red: 0–0.5 hours of recording left |
| 6 | Microphone | Lights up if you've turned off the microphone |
| 7 | Camera extension | Green: Camera extension connected |

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Camera user guide

Daily use

| I want to... | Action needed | Information |
|--|--|--|
| Turn on my camera | Press the power button . | The status LEDs pulse amber until the camera is ready for use. Then the operation status LED turns green. This takes about 15 s. |
| Turn off my camera | Press and hold the power button for 5 s. | The camera vibrates and beeps. |
| Start a recording | Press the front button once. 1 | The camera vibrates, beeps and the front recording indicator turns on when the recording starts. 1 |
| Stop a recording | Press the front button for at least 4 s. | The camera vibrates and beeps when the recording stops. |
| Turn off microphone (audio is on by default) | Press the function button for at least 3 s. | Microphone LED on. |
| Turn on microphone | Press the function button for at least 3 s. | Microphone LED off |
| Turn on stealth mode | Press the top button for at least 3 s. | Turns off the display, front recording indicator, beep, and vibration. |
| Turn off stealth mode | Press the top button for at least 3 s. | Turns on the display, front recording indicator, beep, and vibration. |
| Check remaining battery capacity | Press the top button and check the battery status on the display. | Green: >1 hour left Amber: 0.5–1 hours left Red: 0–0.5 hours left |
| Check remaining storage capacity | Press the top button and check the storage status on the display. | Green: > 1 hour of recording left Amber: 0.5–1 hours of recording left Red: 0–0.5 hours of recording left |

1. This can be configured in AXIS Body Worn Manager.

Starting a shift

We recommend checking a few things before starting a shift:

- Before you undock the camera, make sure that the docking status is green, which indicates that the battery is charged, all files are transferred, and that the software is up to date.

Note

If file transfer is not complete when you undock the camera, you must dock it to the same system controller at the end of the shift. A different system controller will not accept the camera. The storage LED lights up and the docking status LED flashes amber to indicate that you need to dock the camera in the system controller that was used initially for the file transfer.

- When you undock the camera, it restarts. This takes about 20 seconds, after which the camera is ready to use.
- Clean the window, using a dry, nonabrasive cloth. See *Cleaning* for more cleaning recommendations.

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Camera user guide

Ending a shift

Important

Always dock your body worn camera after a shift. This ensures that:

- the camera battery is charged before the next shift
- all content is uploaded to the system controller
- the camera's software is up to date
- camera settings and user configuration is synchronized with the system
- When you dock the camera, it restarts. After about 10 seconds the status LEDs start pulsing with amber light. After another 10 seconds the camera starts uploading content. The docking status LED shows amber light.
- It takes 3–6.5 hours to fully charge a depleted battery.
- The time to upload recorded video varies. For example, 12 hours of recorded video can take up to about 30 minutes to upload to the system controller, depending on the bitrate of the video recordings.

Note

If a camera is not docked for over three months, it's locked by the system for security reasons, see *Unlock cameras*.

Battery health

To ensure optimal battery capacity throughout the life of the product, follow these recommendations on normal use.

NOTICE

- Always use the camera within the operating temperature range -20°C (-4 °F) to 55°C (131 °F). Using the camera outside of the specified temperature range damages the battery.
- Always charge the camera within the charging temperature range -0°C (32 °F) to 40°C (104 °F). Charging the camera outside of the specified temperature range damages the battery.
- Do not leave the camera in your car. Temperatures in parked cars can exceed the specified temperature range.
- Always recharge a camera that is turned off with a low battery, as soon as possible. The battery discharges over time, which shortens the expected battery life.

To ensure optimal battery capacity throughout the life of the product, follow these recommendations on storage.

NOTICE

- Always remove the camera from the body worn system through AXIS Body Worn Manager before storing it. When you remove the camera from the system, the camera enters shipping mode, which ensures a healthy battery level.
- Always store the camera at the recommended storage temperature. If you are storing the camera for less than 3 months, the recommended storage temperature range is -20°C (-4 °F) to 45°C (113 °F). If you are storing the camera for more than 3 months, the recommended storage temperature is 25°C (77 °F). Storing the camera outside of the specified temperature damages the battery.
- Do not store the camera with the battery fully charged. Doing so shortens the expected battery life.
- Do not store the camera with a depleted battery. Doing so shortens the expected battery life.
- If you are storing the camera for more than 3 months, charge the camera every 3 months.
- Do not store the camera in damp environments. This may increase battery discharge rates.

Cleaning

To clean the body worn camera:

- Use a non-abrasive, solvent-free neutral soap, or detergent, with water.
- Use a soft microfiber cloth, or moist non-abrasive sponge.

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- Dry with a soft cloth to prevent water spotting.

NOTICE

- Never use harsh detergents, such as gasoline, benzene or acetone, to avoid material degradation.
- Never use abrasives of any kind to clean the camera.

Charging the camera

To charge the body worn camera, always use one of the following options:

- AXIS W700 Docking Station 1-bay
- AXIS W701 Docking Station 8-bay
- 5 V DC output mobile phone charger, or power bank, with a USB Type-C connector.

Operating time

Operating time varies depending on how you use the body worn camera. The limiting factors of operating time are battery capacity, and storage space. These are affected by power consumption, and recording bitrate, respectively.

Factors that increase power consumption are:

Outdoor use – When you use the camera outdoors, the LED display increases its intensity, which increases power consumption.

Location tracking – When the camera GPS is on.

Temperature – +25°C (77 °F) is the optimal operating temperature. Using the camera in temperatures above or below this increases power consumption.

Movement – Increased movement in the scene, or camera movement. The camera processor uses power in relation to the movement in the scene.

Factors that increase recording bitrate are:

Movement – Increased movement in the scene, or camera movement.

Image resolution – High recording resolution.

Light – Low light increases image noise.

Scene complexity – A scene with few objects and colors, for instance a typical office, results in a lower bitrate than a more complex scene.

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Troubleshooting

Troubleshooting

If you can't find what you're looking for here, try the troubleshooting section at axis.com/support.

Check System status

System status gives you an overview of how the different components of your system - the cameras, the system controllers, and the content destination - are functioning. If your system is okay all components will show **Okay**. Messages are presented under the respective system component. To resolve a problem, click the message. See the table below for information about the probable cause and solution to each message.

| | Message | Cause | Solution |
|--------------------|--------------------------------|--|---|
| Cameras | Locked | Camera lost connection with the body worn system | <i>Unlock cameras</i> |
| | New | New cameras are docked but not added to the system | <i>Add cameras</i> |
| | No cameras added to the system | No cameras have been added to the system | <i>Add cameras</i> |
| | Storage error | Camera storage may be faulty | <ul style="list-style-type: none">• Try <i>General troubleshooting steps</i>.• If the problem persists, try axis.com/support. |
| | Firmware update pending | Camera firmware is not up to date with the system | <ul style="list-style-type: none">• Dock the camera.• If the problem persists, try <i>General troubleshooting steps</i>.• If the problem persists, try axis.com/support. |
| System controllers | Unavailable | The initial system controller has changed IP address causing a system controller, part of the extended system, to loose connection with the body worn system | Make sure that the IP addresses are aligned |
| | Storage error | System controller storage may be faulty | <ul style="list-style-type: none">• Try <i>General troubleshooting steps</i>.• If the problem persists, try axis.com/support. |
| | Storage low | System controller storage is almost full | <ul style="list-style-type: none">• Make sure that the connection with the content destination is working.• Make sure your network capacity supports the size |

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Troubleshooting

| | Message | Cause | Solution |
|---------------------|----------------------|--|--|
| | | | of your body worn system. <ul style="list-style-type: none">• Avoid docking cameras to the affected System controller until the problem is resolved. |
| | New | There are new system controllers connected but not added to the system | <i>Add system controllers</i> |
| Content destination | Authorization failed | There is an incorrect signature in the connection file. The content destination won't accept uploads | Try generating a new connection file, or troubleshoot your existing connection file. |
| | Connection failed | General network problem | Make sure that your network connection is working. |
| | Not configured | You haven't configured a content destination yet | <i>Connect to your content destination</i> |
| | Connection failed | The system can't reach the endpoints | Make sure that your firewalls accept connection with the listed endpoints. |

General troubleshooting steps

If you're not sure what's causing the problem with your body worn camera, one of the following actions may help:

1. Restart the body worn camera
 - If the camera is docked, undock the camera and dock it again.
 - If the camera is undocked, use the power button to turn it off, and then turn it back on again.
2. Force restart the body worn camera by docking it while pressing the top and front button at the same time.
3. Upgrade the body worn camera with the latest firmware.
4. Dock the camera and remove it from the system through AXIS Body Worn Manager. This resets the camera to factory default. Add the camera to the system again.

Body worn camera error feedback

Use the body worn camera feedback to identify different errors. The table below shows the different camera behaviors, what they mean, and how to solve the problem.

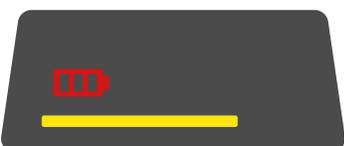
Axis body worn solution

Troubleshooting

| Behavior | What it means | What to do |
|--|---|---|
| <ul style="list-style-type: none"> No feedback Camera doesn't start | The camera has run out of battery, or the camera is in shipping mode ¹ | Add the camera in the body worn system, see <i>Add cameras</i> . |
|  <ul style="list-style-type: none"> LED: Operation status amber Beep: 2 short, 1 long Buzz: 2 short, 1 long | Recording not possible, SW error or other operational error. | Try the <i>General troubleshooting steps</i> . If the problem persists try axis.com/support . |
|  <ul style="list-style-type: none"> LED: Camera extension red, Operation status green Beep: 1 short Buzz: 1 short | Faulty sensor camera, or body worn camera. | Disconnect the sensor camera to eliminate body worn camera error. Press the top button. If the camera extension LED is still red, then there is something wrong with the body worn camera. If the camera extension LED is off, then there is something wrong with the sensor camera. Try replacing the sensor camera. |
|  <p>LED: All flash amber</p> | The camera is not added in the body worn system. | Add the camera to the body worn system, see <i>Add cameras</i> . |
|  <ul style="list-style-type: none"> LED: All flash red Beep: intermittent Buzz: intermittent | A user is not assigned to the camera.. | Dock the camera and assign a user to it, see <i>Assign a camera to a user</i> . |

Axis body worn solution

Troubleshooting

| Behavior | What it means | What to do |
|---|---|---|
|  LED: Docking status flashes amber | General error | Try the <i>General troubleshooting steps</i> . If the problem persists try axis.com/support . |
|  LED: Docking status flashes amber, Storage red | Error when uploading content to the system controller | Check the connection between the body worn camera and the docking station. Check the connection between the docking station and the system controller. Make sure that the system controller is okay, see <i>Check System status</i> . |
|  LED: Docking status flashes amber, Battery red | Battery is not charging | Try the <i>General troubleshooting steps</i> . If the problem persists try axis.com/support . |

1. The body worn camera is in shipping mode until it is docked and added to a body worn system. Shipping mode is a power saving mode used for transportation and storage.

Recover content from a broken camera

In a situation where the body worn camera becomes damaged and it is no longer possible to dock it or get a connection to the docking station, or for some other reason it is not possible to upload content from the camera to the system controller:

- Follow the *General troubleshooting steps*.
- Contact support at axis.com/support for instructions on how to recover content from your broken camera.

Important

Opening a body worn camera will void the camera's warranty.

Axis body worn solution

Learn more

Learn more

Secure passwords

Important

Axis devices send the initially set password in clear text over the network. To protect your device after the first login, set up a secure and encrypted HTTPS connection and then change the password.

The device password is the primary protection for your data and services. Axis devices do not impose a password policy as they may be used in various types of installations.

To protect your data we strongly recommend that you:

- Use a password with at least 8 characters, preferably created by a password generator.
- Don't expose the password.
- Change the password at a recurring interval, at least once a year.

Axis body worn solution

Need more help?

Need more help?

Contact support

Contact support at axis.com/support.

EU DECLARATION OF CONFORMITY



Hereby, AXIS COMMUNICATIONS AB declares that the radio equipment type AXIS W100 BODY WORN CAMERA is in compliance with Directive 2014/53/EU. The most recent and valid version of the DoC (Declaration of Conformity) can be viewed at [www.axis.com /en/product-certification](http://www.axis.com/en/product-certification).

FCC Regulations:

- This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- This 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.
- Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

IC Notice

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired

operation of the device.

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

IC: 3919A-W100

IC Radiation Exposure Statement

This EUT is in compliance with SAR for general population/uncontrolled exposure limits in IC RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209. This equipment should be installed and operated with minimum distance of 0 cm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Radio frequency (RF) energy

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States and Industry Canada.

During SAR testing, this device is set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against the head with no separation, and near the body with the separation of 0 mm. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless devices employing a unit of measurement is known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg and 1.6 W/kg by Industry Canada.

This device is in compliance with SAR for general population /uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and Canada RSS 102 and had been tested in accordance with the measurement methods and procedures specified in IEEE1528 and Canada RSS 102. This device has been tested and meets the FCC and IC RF exposure guidelines when tested with the device directly contacted to the body.

For this device, the highest reported SAR value for usage near the body is 0.262 W/kg.

While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement.

SAR compliance for body-worn operation is based on a separation distance of 0 mm between the unit and the human body. Carry this device at least 0 mm away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose the belt clips or holsters that do not contain metallic components to maintain a separation of 0 mm between this device and your body.

RF exposure compliance with any body-worn accessory, which contains metal, was not tested and certified, and using such body-worn accessory should be avoided.

Remarque IC

Cet appareil est conforme aux Normes RSS d'Industry Canada. Son utilisation est soumise à deux conditions:

- (1) Ce dispositif ne peut pas provoquer d'interférences, et
- (2) Ce dispositif doit accepter toutes les interférences reçues, y compris les interférences susceptibles de provoquer un fonctionnement non souhaité.

Cet appareil de classe B est conforme à la norme canadienne ICES-003.

IC: 3919A-W100

Déclaration d'exposition IC

Cet EUT est conforme aux valeurs SAR à la norme SAR pour le grand public ainsi qu'aux limites d'exposition non règlementée IC RSS-102 et a été testé selon les méthodes et procédures spécifiées par les Normes IEEE 1528 et IEC 62209. Cet appareil devrait être installé et utilisé en respectant une distance minimale de 0 cm avec votre corps. Cet appareil et son (ses) antenne (s) ne doivent pas être situés à proximité l'un de l'autre et ne doivent pas fonctionner en même temps qu'une autre antenne ou qu'un autre émetteur.

Énergie radioélectrique

Cet appareil est conçu et fabriqué de façon à ne pas dépasser les limites d'émission pour l'exposition à l'énergie de radiofréquence (RF) fixées par la Federal Communications Commission des États-Unis et Industrie Canada.

Au cours des essais SAR, cet appareil est configuré pour transmettre des données à son niveau de puissance le plus élevé à toutes les bandes de fréquences testées et placées dans l'ensemble des positions simulant l'exposition aux radiofréquences contre la tête et près du corps, avec une séparation de 0 mm. Bien que le DAS soit déterminé par le niveau de puissance le plus élevé, le niveau SAR réel de l'appareil en fonctionnement peut être bien inférieur à la valeur maximale indiquée. Cela est dû au fait que l'appareil est conçu pour fonctionner à plusieurs niveaux d'alimentation, pour s'adapter aux capacités des différents réseaux électriques. De manière général, plus vous vous trouvez près d'une station sans fil, plus la fréquence de transmission sera basse.

La norme d'exposition pour les dispositifs sans fil employant une unité de mesure est connue sous le nom de taux d'absorption spécifique (SAR). La limite SAR fixée par la FCC est de 1,6 W / kg et de 1,6 W / kg par Industrie Canada.

Cet appareil est conforme à la norme SAR pour le grand public ainsi qu'aux limites d'exposition non règlementées ANSI / IEEE C95.1-1992 et Canada RSS 102, et a été testé conformément aux méthodes et procédures spécifiées par les Normes IEEE1528 et Canada RSS 102. Ce dispositif a été testé et respecte les directives FCC et IC sur l'exposition aux radiofréquences lorsqu'il est testé en contact direct avec le corps.

Pour cet appareil, la valeur SAR la plus élevée pour une utilisation près du corps est de 0.262 W/kg.

Bien qu'il puisse exister des différences entre les niveaux de SAR selon les dispositifs et les emplacements où ils sont utilisés, tous répondent aux exigences Gouvernementales.

La valeur SAR déclarée conforme est une distance de 0 mm entre l'unité et le corps humain. Eloignez cet appareil à une distance d'au moins 0 mm de votre corps pour vous assurer que le niveau d'exposition aux RF est conforme ou inférieur au niveau indiqué. Vous pouvez également opter pour un étui ne contenant aucun composant métallique, pour maintenir une séparation de 0 mm entre cet appareil et votre corps.

Pour tout appareil contenant du métal, la conformité de l'exposition aux radiofréquences n'a pas encore été testée / certifiée de manière précise.

Règlementations FCC

Cet appareil est conforme avec les règles FCC Partie 15. Son utilisation est soumise à deux conditions : (1) cet appareil ne doit pas provoquer d'interférence dangereuse et (2) il doit accepter toute interférence reçue, incluant une interférence qui peut provoquer un fonctionnement indésirable.

Ce matériel a été testé et jugé conforme aux normes de la classe B concernant les équipements numériques, selon l'article 15 de la réglementation de la FCC. Ces limitations sont conçues pour offrir une protection raisonnable contre les interférences dans une installation résidentielle. Cet équipement produit, utilise et peut émettre de l'énergie sous forme de radiofréquences ; s'il n'est pas utilisé conformément aux instructions, il peut produire des interférences nuisibles aux communications radio. Toutefois, rien ne garantit l'absence d'interférences dans une installation

particulière. Si l'utilisateur constate des interférences lors de la réception d'émissions de radio ou de télévision (pour le vérifier, il suffit d'allumer, puis d'éteindre l'appareil), pour les éliminer il devra prendre l'une ou plusieurs des mesures suivantes:

- Réorienter ou déplacer l'antenne de réception.
- Augmenter la distance entre l'équipement et le récepteur.
- Connecter l'équipement à une prise située sur un circuit différent de celui du récepteur.
- Demander de l'aide au revendeur ou à un technicien radio ou télévision expérimenté.