



# **Respond Mobile User Guide**

Rev: 27 Aug 2025

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## Introduction

The Axon Respond mobile app is a secure and powerful tool that provides additional flexibility for agencies using Respond. It boosts situational awareness by notifying commanders in real-time on their smart device when urgent events occur. Commanders and supervisor can see the location of officers and view livestream broadcasts from a user's body camera. All of this happens seamlessly and instantly with just a few taps.

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

## Installation

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The app supports devices and tablets with the following operating systems:

- **iOS devices** – iOS 11 and above
- **Android devices** – Android 6.0 and above

The app is available from your app store ([Apple](#) or [Android](#)).

Testing with Apple iOS15 showed no compatibility issues with Axon mobile applications (Axon Device Manager, Axon View, Axon Capture, and Axon Respond mobile). Axon continues to test our applications after new OS releases and respond to customer-reported issues.

## Permissions and settings

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The mobile app uses the same permissions and settings as the [web browser](#) version of Axon Respond and Respond+.

## Known issues and exceptions

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- **iOS devices** – When viewing a livestream with wired headphones and you unplug the headphones, the livestream audio may not switch to the device speaker as expected. To work around this issue, close and reopen the livestream.
- **DeX** – For some mobile devices using a desktop experience, clicking the maximize icon for the livestream returns you to the sign-in screen.
- **Axon Air** – The map uses an Axon Body 3 icon for Axon Air.

## Compliance and security

### Single sign-on

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The Axon Respond mobile app supports single sign-on (SSO). If your agency has SSO enabled and you enter the agency domain, the app opens your agency's SSO page in a browser window. After you sign in with your SSO credentials you'll be directed back to the app.

### Multi-factor authentication

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The Respond app supports multi-factor authentication (MFA). If you sign in and your agency uses MFA, you'll be prompted for either an MFA code or answers to security questions, depending on how it's configured.

The MFA code is sent by email, text message, phone call, or a mobile authentication app. Enter the code to complete the sign-in.

Learn more about MFA in the [user guide](#) or [admin guide](#).

### IP address exceptions

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Respond mobile is on the Axon Application Exceptions on the IP Address Settings page in Axon Evidence. This lets administrators exempt it from agency IP restrictions so it can be used while inside an agency that uses IP restrictions.

Until this option is available, sign into and use the app from outside an agency's network. Or, an Axon Evidence administrator must add the IP address for each user's device to the list of allowed IP addresses.

### Audit trail

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When a user signs into the mobile app and accesses a livestream, the following information is logged in the user and device audit trails:

- The user audit trail shows the date, time, IP address, and client that user signed in from.
- The device audit trail shows the date, time, and user information when a user requests, accesses, and exits a livestream.

## Features

This article discusses sign-in, controls, and icons in Axon Respond mobile.

### Sign in

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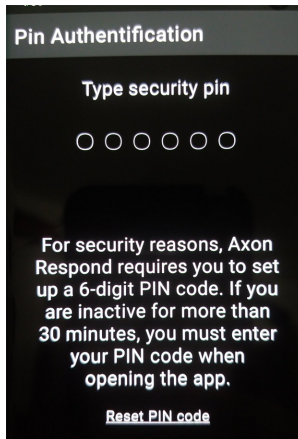
1. Open the Axon Respond mobile app. If you have not previously signed in, enter your Axon Evidence agency URL.
2. Enter your Axon Evidence **Username** and **Password**.
3. If this is your first time signing in, allow the app to use your location and send you notifications. You can control app permissions in your device's settings.
4. After signing in for the first time, you must set up a 6-digit **PIN** (personal identification number) for app authentication. If you are inactive for more than 30 minutes, you must enter this PIN code when opening the app. A session lasts up to 12 hours.

The app uses standard smart device actions to move around the map, zoom in, and zoom out.

### Axon Respond mobile app PIN

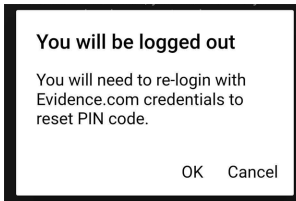
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Due to the potentially sensitive information presented in Axon Respond, the Axon Respond mobile app requires a PIN when opening the app. If you are inactive or away from the app for more than 30 minutes, you will be asked to re-enter your PIN. Create a PIN when you first sign into Respond mobile:



If you forget your PIN, tap **Reset PIN code** and create a new PIN the next time you sign in.

If you enter the incorrect PIN five times, you will be signed out. To continue using the app, sign in and set up a new PIN.











## Icons

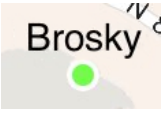

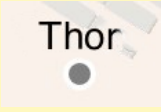


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### App icons

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Icon	Description
	Alerts: active
	Alerts: none
	App settings and sign-out
	Center map on your location
	Filter: Hide non-recording cameras without alerts and toggle between satellite and normal map view
	Map screen/tab: View map
	User list to search for officers
	User screen/tab: View list of and search for officers

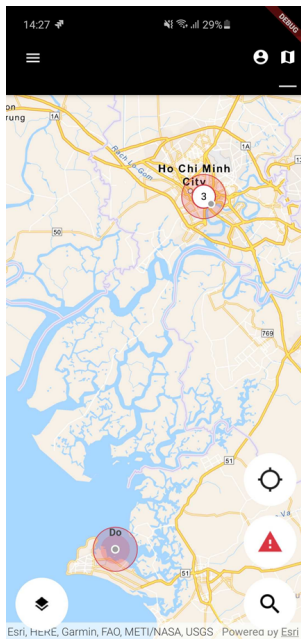
## Map icons

Icon	Description
	Camera marker green  : camera is recording
	Camera marker gray  : camera is not recording
	Multiple cameras: indicated by number, at location. Tap or manually zoom in to see individual camera markers

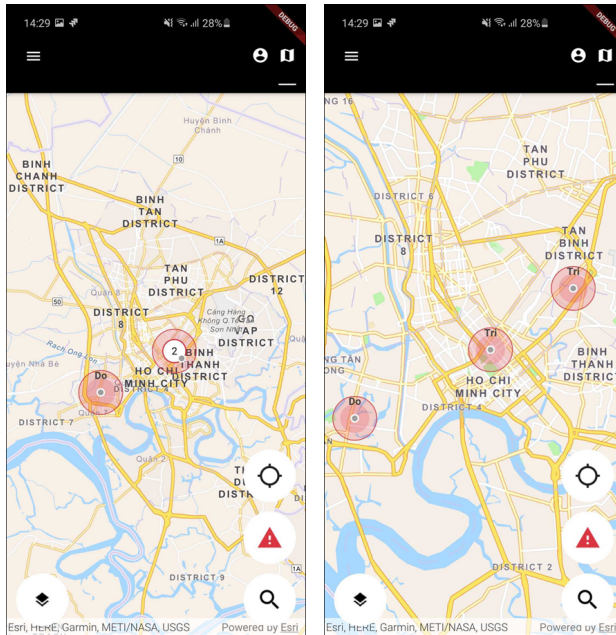
## Device clustering

To avoid displaying overlapping devices on the map, the app uses a cluster view. When the map has several devices located close to each other, the app shows a circle with the number of devices near the location. This prevents cluttering the map with multiple overlapping device markers.

The number of devices included in a cluster depends on your current map zoom level and how close devices are to each other.




To see individual devices in the cluster, tap on the cluster to zoom in or zoom in manually. As the map zoom level changes and devices move out of the cluster range, they appear individually.

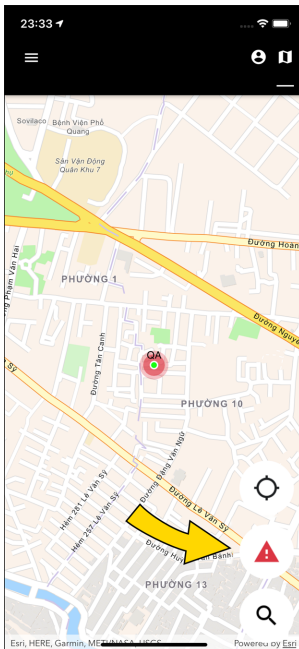


## Locate and search


When you're viewing the map, use it to find yourself, others, and alerts.

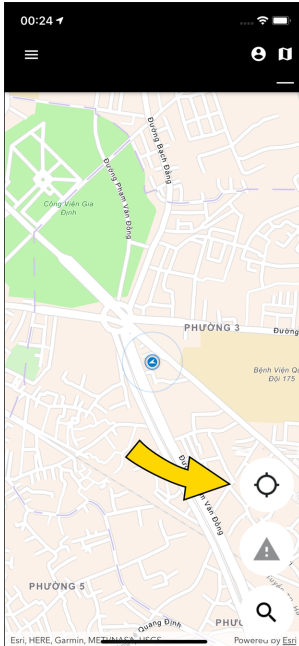
### Locate active alerts

Tap **Alerts**  to center the map on any active alerts. Cameras with alerts are highlighted with a red circle. Alerts remain on the map for four hours. Pinch to zoom out and see the user's location relative to yours.






## Locate yourself

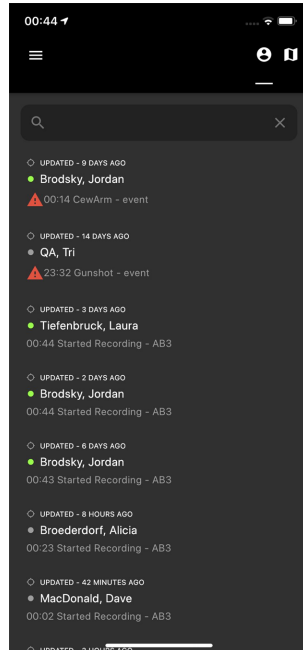
Tap **Center**  to center the map on your location. Nearby officers may also display on the map.



## Search for a user

1. Tap **Search**  or switch to the **User** tab.
2. Enter a name, device serial number, or badge ID in the search field to filter the list.  
Results show:
  - a. Full name
  - b. Recording status (green  = recording, gray  = not recording)
  - c. Camera location status
  - d. Timestamp of latest location update


- e. Most recent Respond notification associated with a red high-priority alert

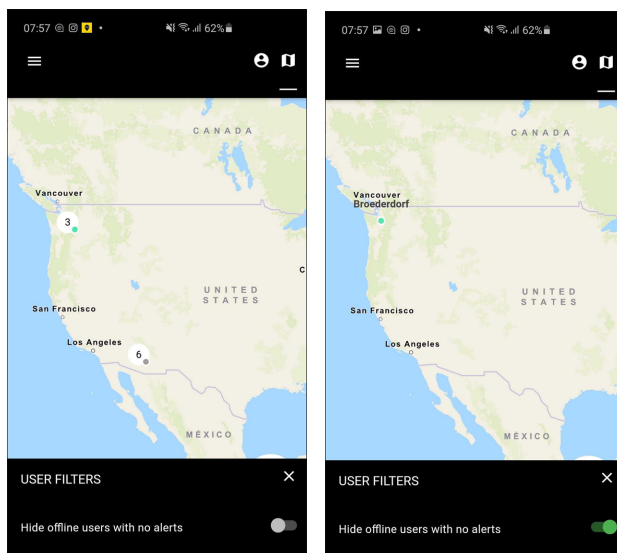


3. Tap the officer's name to view their location on the map and view their livestream if the camera is recording.

## Filter devices






You can filter the map so you don't see devices not recording and with no alerts. This creates a clearer view of recording devices and alerts.

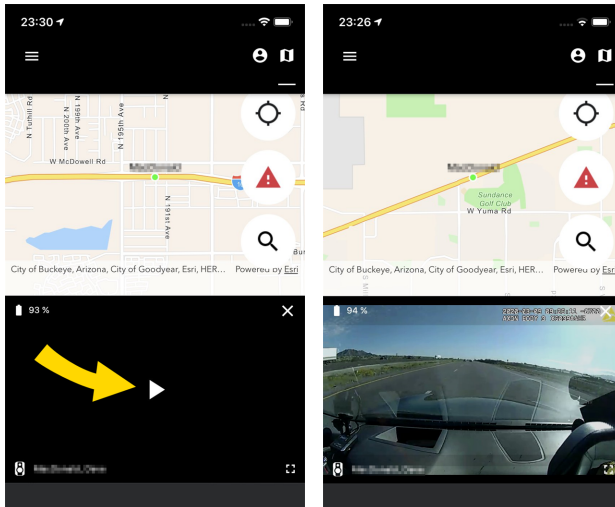
1. Tap **Filter**  (visible in [Device clustering](#) on page 5).
2. With the **Hide** filter toggled off (left image), the map shows all recording devices, all devices with alerts, and devices that were recording in the previous four hours. Toggle the filter **on** (right image) to hide devices that aren't recording or don't have any alerts.





## View a livestream

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

1. On the Respond map, tap the camera icon of the user you want to livestream. You can only livestream cameras that are in recording (red ) status (gray  means offline, green  means online and buffering, and purple  means already livestreaming).
2. If the livestream doesn't start automatically, tap **Play** .



3. Tap **Full screen**  (shown in prior step) for full screen mode; tap the now inverted icon  to return to regular view.




4. Tap **Close X** or **End Stream** to end the livestream.

An event history section displays below the livestream window. It displays all high priority alerts and general user activities associated with the camera during the previous four hours.

## Settings

### Settings screen

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Tap **Settings**  for to see app version, current agency, and Axon contact information. You can also sign out of the app here.

Tap **Contact us** to get information and quick access to Axon Support phone number, email, and Help Center. This screen also shows basic app and agency information.

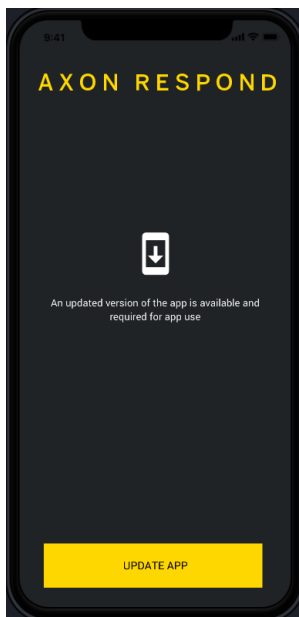
Tap **Sign out** to...well, you know.

### Updates

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Axon works hard to improve device features through regular updates. To receive these improved features, keep your app updated to the latest version.

If a new version is available on your app store, you'll be notified when you sign in. Tap **Update App** and follow the instructions. After the app is updated, sign in and enjoy the new experience.



## FAQs

In addition to these FAQs, see [Troubleshooting](#) on page 14. For additional help, contact Axon Technical Support.

### Respond web and mobile

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#### Why does location reporting show a circle with a radius instead of an accurate location on the map?

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Because GPS accuracy can vary. The blue circle is a visual indication of the approximate camera location. The camera is in the circle, but not necessarily in the center.

#### Why aren't all the officers on shift showing up in the user list and Respond map?

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A camera must have recorded in the last four hours to show up in the user panel on the left of the screen in **Respond Web** and on the **User** screen of the app. For the cameras to show up on the map, they must have acquired a location fix during that recording.

#### How do I zoom out of the map when I click on a livestream?

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On a browser, zoom in or out with the **+** or **-** buttons or use the mouse wheel. To zoom out to all the cameras currently on the map, select **View All Officers**.

On the mobile app, use a pinch gesture to zoom in and out.

#### What does a number on a map location mean?

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The number indicates multiple cameras at the location. Click on the number or zoom in to see individual camera markers.

#### What does a red circle around a marker mean?

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The red circle indicates an alert associated with the map. Alert status drops off after eight hours on the **Respond** page and four hours on the app.

#### How long do high priority alerts display in Respond?

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After the alert is reported, high priority alerts remain on the map for eight hours in a browser page and four hours in the mobile app.

## Respond mobile

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### Can I view livestreams on my mobile device?

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Yes, download **Axon Respond mobile** from your device's app store to get alerts and view officer locations and livestreams on your mobile device.

Livestreaming is also supported on:

- Desktop versions of Chrome, Firefox, and Safari
- Android Chrome, iOS Safari, and iOS Chrome

### Why are non-recording cameras not visible on the map?

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Cameras only show on the map for four hours after they stop recording. If **User Filter** configuration is on, you'll only see cameras that are recording and those with high-priority alerts.

### If the user filter in my app is on, why do I still see offline cameras on the map?

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**User Filter** configuration only hides offline cameras with no alerts.

### How long can I stay logged in?

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A session lasts for twelve hours.

### Do I have to set up a new PIN every time I sign in?

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No, a PIN (personal identification number) will keep working for future sessions.

### How often do I have to enter my PIN?

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After 30 minutes of inactivity you'll be asked to enter your PIN to continue.

### How do I reset my PIN?

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When the app asks for your PIN, tap **Reset PIN code**. Once signed out, sign back in with your Axon Evidence credentials and set up a new PIN.

## Troubleshooting

In addition to these possible issues and solutions, see the [FAQs](#) on page 12. For additional help, contact Axon Technical Support.

### Livestream fails to load and a *Could not start stream* error message appears for all cameras

This is likely due to network-based controls your agency implemented to manage internet access. If access is blocked, the cameras will still get a livestream message and show the connection on the camera display, but the livestream will fail.

A failure to initiate livestreaming can also be caused by using an older or unsupported browser. Upgrade to the latest versions of Chrome, Firefox, Safari, or Chromium-based Edge.

To view livestreams, allow TCP port 443 access on the user network for your location as follows:

Economic Area	Region-Specific External IP Addresses	Public URL*
Australia	20.37.47.79 20.37.47.86	au.evidence.com
Canada	40.85.244.71 40.85.253.137	ca.evidence.com
European Union	13.93.3.108 13.93.7.228	eur.evidence.com
European Union (legacy)	3.248.2.170 108.128.24.31	eu.evidence.com
Latin/South America	191.239.248.108 191.239.249.95	la.evidence.com
United Kingdom	51.140.84.175 52.151.85.29	uk.evidence.com
United States (government/law enforcement)	52.247.153.163 52.247.159.196	evidence.com
United States (federal)	13.72.13.26 13.72.17.148	us.evidence.com
United States (commercial/enterprise)	52.183.44.115 13.77.150.90	ent.evidence.com

\* Precede each with "axon-aware-streaming-relay."

See [Managing network allowlists with Axon Cloud Services](#) for more information about allowlist requirements.

## General issues

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### Livestream fails to load and reports *Could not start stream for one camera*

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Restart the camera and try again. If the issue persists, contact Axon technical sSupport with the camera serial number for additional information and further troubleshooting. See comment about using a current browser in the previous issue.

### The Livestream button is not available when user information is in the search list

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The **Livestream** button is available only when the camera is recording.

### Camera records but livestream is not available on Respond

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Livestreaming is only available if your organization has enabled **Axon Respond+**. Check with your Axon Evidence admin about Respond permissions.

### Sometimes the livestream video pulsates and refocuses

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This is normal behavior and expected for still images.

### Respond logs off while viewing a livestream

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This could be due to a security setting which prevents you from changing IP addresses while viewing streams. If you log into **Respond+** on another device simultaneously from another network, you will be logged out from your current session.

## Camera issues

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### Battery discharges faster while livestreaming

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Livestreaming requires more power. Battery level is reduced about an extra 10% for every 30 minutes of livestreaming. Battery discharge can also be affected by other environmental factors.

## **The Operation LED blinks purple while recording**

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This indicates someone is livestreaming the video in Respond.

## **Respond Mobile issues**

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### **No alert notification received on the Respond mobile app**

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Notifications might not be enabled for your agency. Additionally, notifications are only sent for high priority alerts. Your Axon Evidence admin can configure high priority alerts.