

# Axon Updates August 2025

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The schedule for the **August 2025** release is as follows:

- Customers in the Enterprise region (.ent.evidence.com), Canada (ca.evidence.com), the Netherlands, new European region (.eur.evidence.com), and European legacy region (.eu.evidence.com) regions receive on **August 27, 2025**.
- Customers in U.S. Federal (.evidence.com) and U.S. law enforcement receive on **August 28, 2025**.
- Customers in Australia and New Zealand (au.evidence.com), South America (.la.evidence.com), and the United Kingdom receive on **September 3, 2025**.

For information on the update schedule times for your region, refer to the [Axon Evidence Maintenance Schedule](#) on the Axon website.

We don't expect any downtime during this update.

Additional help documentation for the products included in these release notes is located at [axon.com/help](https://axon.com/help).

# Contents

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<b>Digital evidence management</b> .....	<b>4</b>
Core Platform and UI Updates .....	4
“View Message Center” toggle removed .....	4
“All Time” audit period option restored for evidence audit trails .....	4
AI-powered features .....	4
Axon Evidence .....	4
Draft One .....	4
Policy Chat .....	5
Third-Party Video support .....	5
Reporting .....	6
Coming Soon .....	6
Redesigned Axon Evidence .....	6
Axon Evidence .....	7
<b>Cameras and sensors</b> .....	<b>8</b>
Axon Body 4 .....	8
Firmware v1.2528 releasing .....	8
Axon Body 3 .....	8
Firmware v1.2528 releasing .....	8
Axon Body Workforce .....	8
Firmware v1.2528 releasing .....	8
Axon Fleet .....	9
Firmware v2.2529 2025 Q3 interim releasing .....	9
Hypermedia markers added to Fleet 3 video .....	9
Axon ALPR .....	9
Update Axon Fleet dashboard .....	9
Axon Device Manager .....	10
Security improvements .....	10
Axon View XL .....	10
Axon Evidence Local support (Standalone mode) .....	10
Coming soon .....	10
Axon Body 4 and Body Workforce .....	10
Axon Body 3 .....	10
<b>TASER energy weapons</b> .....	<b>12</b>
<b>TASER</b> .....	<b>13</b>
Resolved issues .....	13

**Axon VR Training** ..... **14**

    Escalate and De-Escalate in Simulator Training: vRBT ..... 14

    Crisis De-Escalation in Community Engagement Training ..... 14

    New trainee headset sign-in for VR training ..... 15

    Legacy Simulator Training application deprecation ..... 15

    Resolved issues ..... 15

    Coming soon ..... 15

**Update required (August 2025)** ..... **17**

**Change log** ..... **18**

# Digital evidence management

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## Core Platform and UI Updates

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### “View Message Center” toggle removed

The View Message Center toggle, previously found under **Admin > Roles & Permissions > Create Role**, has been removed because it was an outdated feature.

[Admin](#) | [Federal](#) | [Deprecated](#)

### “All Time” audit period option restored for evidence audit trails

Evidence audit trails will again have the “All Time” option for the audit period option.

[Admin](#) | [Federal](#)

## AI-powered features

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Features including the AI Era Plan tag ([AI Era plan](#)) use artificial intelligence to provide insights, recommendations, or analysis based on available data and user inputs. These outputs may include inaccuracies, limitations, or outdated information. These tools are designed to support—not replace—professional judgment, legal interpretation, and human oversight. Users are responsible for carefully reviewing and verifying AI-powered content before acting on it. Axon continually works to enhance AI accuracy, mitigate bias, and uphold ethical standards. Learn more at [Axon AI](#).

Looking for what's next? See the [Coming Soon](#) section for AI-powered features planned for future releases.

## Axon Evidence

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### Draft One

#### Typing additional details

Now, in addition to using your voice and narrating to provide additional details, you can also type relevant information that Draft One will incorporate into the generated narrative draft.

Improvement | AI Era plan | Federal | UI/Accessibility

## Low quality transcript warnings

You will now see a warning if you select evidence files whose transcripts are of lower quality, indicating that they may not result in a high-quality draft. You can still use these evidence files, but Draft One will encourage you to provide additional details to result in a higher quality generated draft.

Improvement | AI Era plan | Federal | UI/Accessibility

## Policy Chat

### Updated GPT

We switched our model from GPT 4o-mini to GPT 4o to improve the quality of the results and provide more relevant citations.

Improvement | AI Era plan

### General availability

Starting August 31, Policy Chat will be generally available for organizations in the U.S. Law Enforcement region.

Improvement | AI Era plan

### Suggested question removal

We removed the suggested questions on the home screen to ensure consistency across different organizations.

Improvement | AI Era plan

### Feedback on responses

You can now submit feedback when a response is unhelpful. For unhelpful responses, select Not Helpful after a response and a pop-up message allows you to provide additional feedback.

New | AI Era plan

### Resolved Issues

- You can now close policies by selecting X instead of the Related Documents button.

## Third-Party Video support

This update includes the following improvements:

- Added a new parser for .dvt video files to support improved handling of embedded timing metadata.
- Introduced support for new aceformats:
  - Apollo .exe aceformat to support playback and processing of legacy Apollo DVR files.
  - XMedia .exe aceformat for compatibility with older XMedia export files.
  - Panasonic .n3r aceformat to enhance compatibility and decoding performance for certain Panasonic N3R variants.
  - mpvc\_h264 aceformat to improve decoding accuracy and compatibility with MPVC H.264-encoded files.
- Added support for ExacqVision .psx files to improve file parsing and playback stability.
- Updated .dat format parsing to separate multiple embedded streams and improve timestamp accuracy.

If you encounter an unsupported video format, please contact [support@axon.com](mailto:support@axon.com).

Improvement | Federal

## Resolved Issues

- You can now close policies by selecting X instead of the Related Documents button.

## Reporting

### Resolved Issues

- All report date formats on the reporting tab are localized to user language via the website and API.

## Coming Soon

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### Redesigned Axon Evidence

A redesigned version of Axon Evidence is coming this October, bringing a fresh look and feel to the platform you use every day. The new experience introduces a modern layout, streamlined sidebar navigation, and intuitive workflows—making it easier to navigate, organize, and take action across all your digital tools and data.

The redesigned Axon Evidence introduces a simplified new interface that adapts to how you work, with updates like light and dark mode, collapsible navigation, and improved search options with map-based filtering. It also supports being able to move between the

redesigned and legacy version through the rollout. The redesigned evidence detail page features expanded metadata, supports multi-cam playback, and so much more. Users can move between the current and redesigned versions throughout the rollout.

More details and training resources will be shared closer to release.

[New](#) | [Admin](#)

## Axon Evidence

### Policy Chat

#### Policy Chat in new regions

Policy Chat will be available for organizations in Canada, Australia/New Zealand, United Kingdom, and parts of Europe soon. Contact your Axon representative for more information.

[New](#) | [AI Era plan](#)

# Cameras and sensors

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## Axon Body 4

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### Firmware v1.2528 releasing

Starts with early access devices on August 4, with phased rollout spanning three weeks with general availability targeted for August 27. Contains primarily minor updates. To enroll devices in early access ahead of the general release, visit [Early Access Devices](#).

Improvement | Federal

## Axon Body 3

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### Firmware v1.2528 releasing

Starts with early access devices on August 4, with phased rollout spanning three weeks with general availability targeted for September 2. Contains primarily minor updates. To enroll devices in early access ahead of the general release, visit [Early Access Devices](#).

Improvement | Federal

## Axon Body Workforce

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### Firmware v1.2528 releasing

Starts with early access devices on August 4, with phased rollout spanning three weeks with general availability targeted for September 2. Contains primarily minor updates. To enroll devices in early access ahead of the general release, visit [Early Access Devices](#).

Improvement

# Axon Fleet

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## Note

See the [ALPR](#) section for an important Axon Fleet dashboard update.

## Firmware v2.2529 2025 Q3 interim releasing

Starts with early access devices on August 12, with phased rollout spanning three weeks with general availability targeted for August 26. Contains primarily minor updates. To enroll devices in early access ahead of the general release, visit [Early Access Devices](#).

Improvement

## Hypermedia markers added to Fleet 3 video

Hypermedia markers are automatically-generated bookmarks that mark key moments in a video for easier location later. Learn more at [Working with clips and markers](#).

Improvement | Federal

# Axon ALPR

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## Update Axon Fleet dashboard

Axon is deprecating an older ALPR service related to hotlists in mid-August. No data will be lost, but Fleet Dashboard will not receive new hotlist entries unless updated to v2.2439 or later. Because Fleet Dashboard enforces automatic updates, with regular use, it should remain updated. If it shows a red stop sign icon and “Update Required”, download the newest version from Axon Evidence by selecting the question mark **Help** icon in the menu bar, then **Axon Fleet**.

Deprecated | Federal

# Axon Device Manager

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## Security improvements

ADM for Android v3.19 and iOS v3.2.9 includes updates that strengthen app defenses, addresses potential vulnerabilities, and ensures alignment with the latest security best practices.

Improvement | Federal

## Axon View XL

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### Axon Evidence Local support (Standalone mode)

Firmware v1.32 adds support for Axon Evidence Local in View XL by enabling standalone mode for customers who need to operate View XL without a live connection to Axon Evidence, ideal for secure or offline environments. Includes improvements to enhance reliability, reduce errors, and support a smoother user experience.

Improvement | Federal

## Coming soon

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### Axon Body 4 and Body Workforce

#### Firmware v1.2534 releasing

Starts with early access devices on September 15 with phased rollout spanning three weeks with general availability targeted for October 7. This will include performance improvements to live alerts and additional flexibility in Axon Evidence.

Improvement

### Axon Body 3

#### Firmware v1.2534 releasing

Starts with early access devices on September 15 with phased rollout spanning three weeks with general availability targeted for October 7. This will include performance improvements to live alerts in Axon Evidence and minor updates.

## Improvement

# TASER energy weapons

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# TASER

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## Improved Deployments Tracker Error Reporting

Deployments Tracker now displays error messages when common issues occur with TREND forms, such as missing forms, outdated versions, or insufficient permissions to create a form. See [Deployments Tracker](#) for more information.

### Improvement

## Resolved issues

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- Fixed an error that appeared when cartridges were changed from “None” status to “Assigned” when they already had an assignee.

# Axon VR Training

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## Escalate and De-Escalate in Simulator Training: vRBT

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Trainers can now adjust scenario intensity in real time using the new Escalate and De-Escalate feature. During tablet-facilitated sessions, trainers can prompt more resistant or compliant subject behavior to challenge or reinforce trainee decisions in real time without disrupting training flow. Learn more about [using Escalate and De-Escalate](#).

**New**

## Crisis De-Escalation in Community Engagement Training

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In this new Community Engagement Training scenario, Crisis De-Escalation, trainees respond to a mental health crisis using de-escalation strategies grounded in Crisis Intervention Training (CIT). Trainees engage with an unarmed individual in distress and apply verbal and non-verbal techniques to reduce tension, slow the pace, and make safe, informed decisions. Learn more about [Crisis De-Escalation](#).

**New**

## New trainee headset sign-in for VR training

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Trainees in the U.S. can now sign in to the Simulator Training application directly from the headset using a unique QR code linked to their Axon Evidence account. Trainers can help trainees retrieve their code ahead of time, allowing trainees to train offline and have their records saved to VR web app ([vr.evidence.com](https://vr.evidence.com)) once online. Learn more about the [VR headset sign-in](#).

New

## Legacy Simulator Training application deprecation

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The Legacy Simulator Training application was officially deprecated on August 5, 2025. The application is no longer accessible on VR headsets or tablets. Customers should begin using the latest Simulator Training app, which installs automatically when devices are connected to Wi-Fi.

Deprecated

## Resolved issues

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- Fixed an issue where subject voices weren't audible on the tablet across all Simulator Training: vRBT scenarios.
- Fixed an issue that caused the tablet screen to go blank when loading a new playlist in Simulator Training: vRBT.
- Fixed an issue in Simulator Training: vRBT where Library tabs extended beyond the edge of the menu, with the selected tab protruding more than the others.

## Coming soon

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- Tactical Clearance is coming soon to Simulator Training in Axon VR. These scenarios will give officers realistic, team-based VR practice in room-clearing tactics. One- or two-officer teams will navigate open doorways and dead spaces and train on key skills like movement, communication, and threat assessment. Learn more about [Tactical Clearance](#).

New

- Verbal Training Skills is coming soon to Axon VR as a standalone application. This application will let trainees practice effective communication in immersive, open-ended scenarios powered by generative AI. The experience will adapt in real time to what you say and helps build empathy, confidence, and sound decision-making. Learn more about [Verbal Skills Training](#).

**New**

- Trainees in Canada will soon be able to sign in to the Simulator Training application directly from the headset using a unique QR code link to their Axon Evidence account. Trainers can send this code ahead of time, allowing trainees to train offline and have their records saved to VR web app ([vr.evidence.com](https://vr.evidence.com)) once online. Learn more about the [VR headset sign-in](#).

**New**

- Support for legacy VR hardware in the latest Simulator Training application will officially end on September 16, 2025. After this date, Axon VR will no longer support or guarantee compatibility with the VR-enabled SIRT 115C controller, HTC Focus 3 wrist tracker, or TASER 7 VR cartridges. Agencies should plan to transition to [supported hardware](#) to avoid training disruptions.

**Deprecated**

# Update required (August 2025)

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For feature improvements, update Axon Investigate to version 4.0.0. or later. Older app versions will no longer be supported and will display a warning when opened. Learn more at [Keep your Axon apps up to date](#).

Deprecated | Federal

# Change log

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The table below contains a log of all changes made to these release notes.

Date	Product	Description of change
August 19, 2025	Initial notes created	
August 20, 2025	Axon Investigate & Axon Interview	Moved note about Axon Investigate that was marked Axon Interview
August 25, 2025	Release notes	Updated release dates
September 5, 2025	Reporting	Added resolved issue

If you have any questions about the information in this release, contact your Axon representative or Technical Support.

1-800-978-2737 ext. 4

[support@axon.com](mailto:support@axon.com)

Do you have feedback about Axon's release notes? Submit it [here](#).

Sincerely,

The Axon Team

Axon Enterprise, Inc.