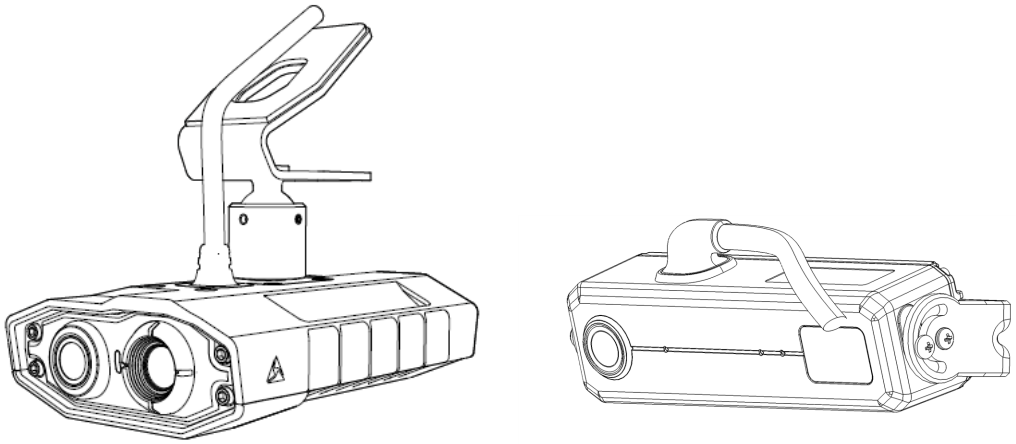
Fleet 3
User Guide



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USA

For Fleet Dual-View camera model AX1031 and Fleet interior camera mode AX1032.

Contents

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

This manual includes how to operate Fleet 3 camera hardware, use Automatic License Plate Recognition (ALPR), pair body cameras, and manage Fleet 3 recordings in Axon Evidence.

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)

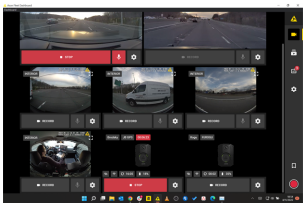
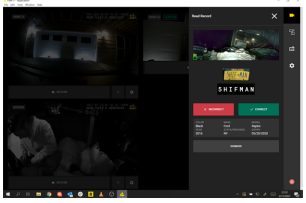
Fleet Hub

- 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

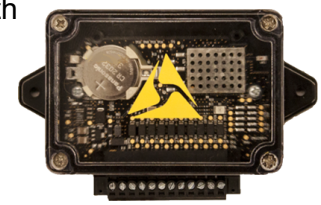
- Internally mounted in the vehicle on glass or flat surface with view of sky
- Enables communication between Fleet Hub and Axon Body Worn cameras (BWCs)
- Enables GNSS positioning data in evidence and Axon Respond.
- Includes 2 elements for Wi-Fi and Bluetooth, and a GNSS antenna

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.

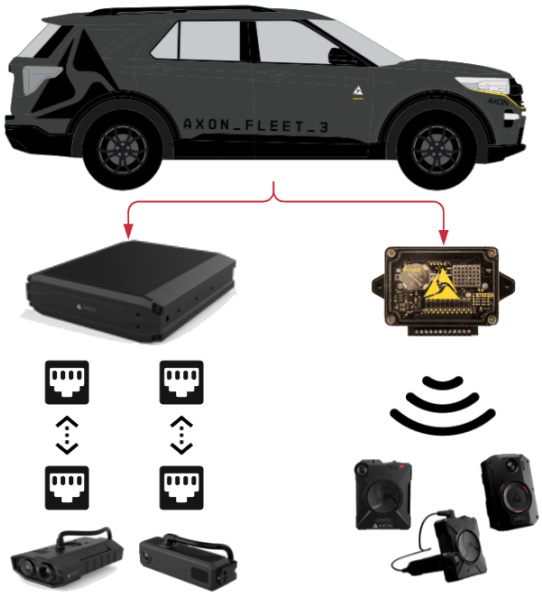
Typically, the person most responsible for Axon Evidence at your agency owns the first administrator account created during initial implementation. They define security settings, create custom roles and permissions, add users, set evidence retention policies, set device permissions, and configure other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

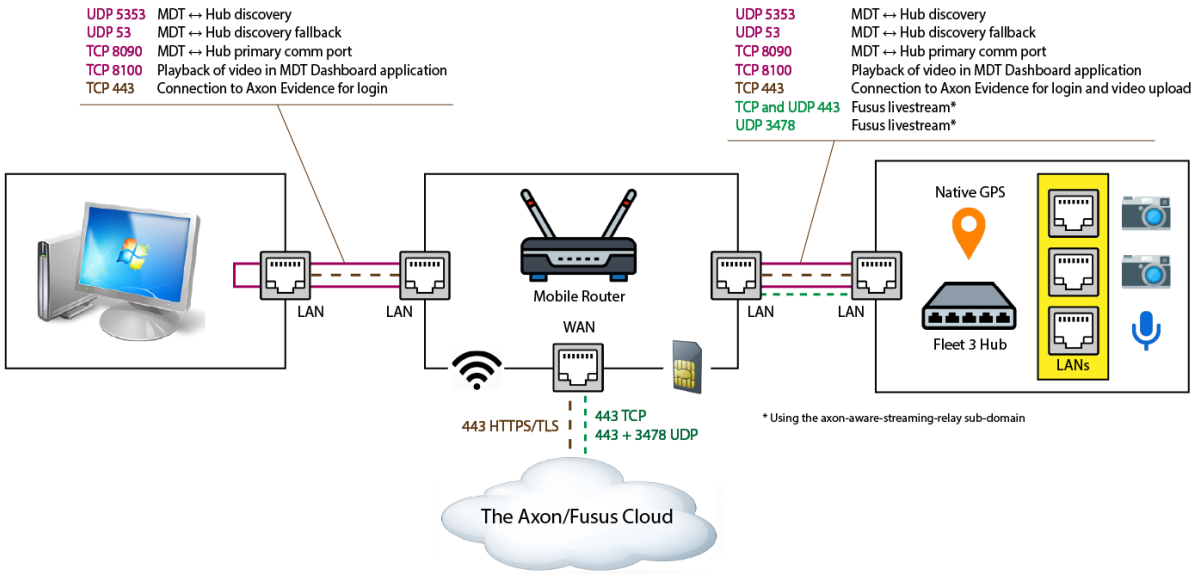
Without an MDC, the Axon Fleet 3 system may be configured to automatically upload evidence through the agency's selected upload method at the end of each recording. However, users can't use Automatic License Plate Recognition (ALPR) without an MDC.

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.

System configuration:



LAN = Local Area Network; WAN = Wide Area Network

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.

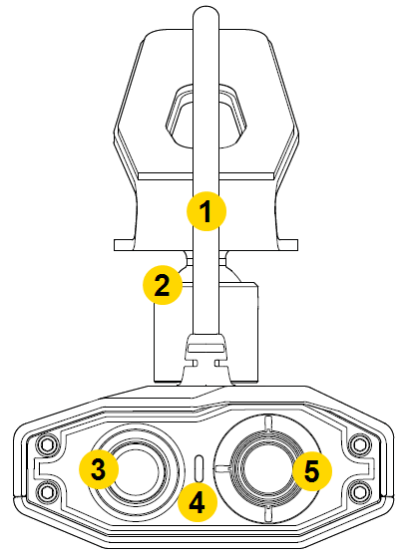
- Constant power voltage: 11.6 – 14.8 V, nominal 12 V
- Key ON voltage (Ignition Wire): 4 – 19.5 V, nominal 12 V
- Key OFF voltage: 30 mA
- Chassis ground: Impedance 0 – 0.25 Ω. Use dedicated ground bus bars or connect directly to the chassis.
  - Do not use a floating ground.
  - Do not use a ground 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

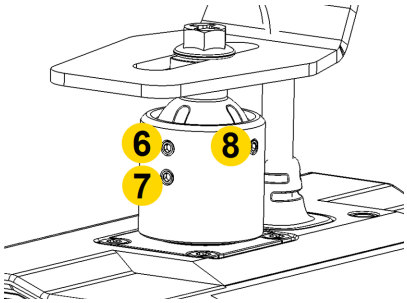
Although your Axon Fleet 3 system can be configured for automated transfer from Buffering to Event (recording) mode under the right conditions, the Dual-View camera still includes physical controls to enable recording. Additionally, the camera will also provide visual and audible notification of the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

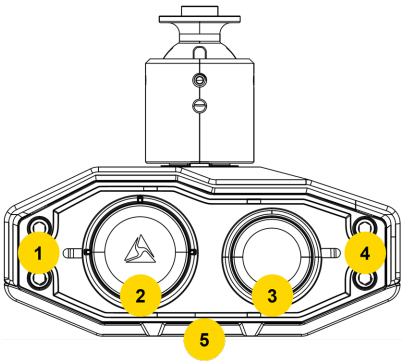
The Axon Fleet 3 Dual-View camera's joint lets you pan and tilt to capture objects of interest otherwise camera's field of view. The ball joint has detents that click and hold the camera at every 22.5 degrees horizontal pan.

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
2. Primary button
3. Secondary button
4. Secondary LED
5. 3 mics, 1 speaker

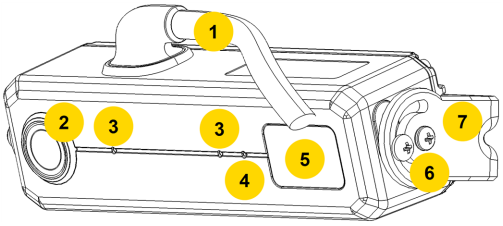
1. **Primary LED** – Indicates the Dual-View camera's current operating status.
2. **Primary button** – Use to manually start and stop recording for Dual-View camera.
3. **Secondary button** – Use to manually start and stop recording for interior camera.
4. **Secondary LED** – Indicates the interior 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
2. Lens
3. Microphone (2)
4. Ambient light sensor
5. IR illumination window
6. Angle adjustment screws (2)
7. Mount

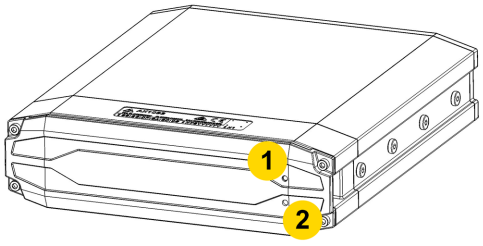
1. **Cable** – Connects the camera to the camera controller.
2. **Lens** – The camera lens.
3. **Microphone** – For recording in-cabin audio.
4. **Ambient light sensor** – Engages infra-red (IR) illumination at low ambient light.
5. **IR illumination window** – Infrared (IR) illumination source.
6. **Angle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

1. **LED** – Indicates the hub's current operating status.
2. **Restart button** – Use as described in Troubleshooting on page 25.

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
Respond 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.

> **Caution** 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 21).

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.

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.

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.

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 Respond and on the Axon Evidence Device page. For the best Axon Respond 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.

Respond 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
- AAA Certificate Services
- 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 11 (see page 11). 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 28.

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.

FAQs

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 14.

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?

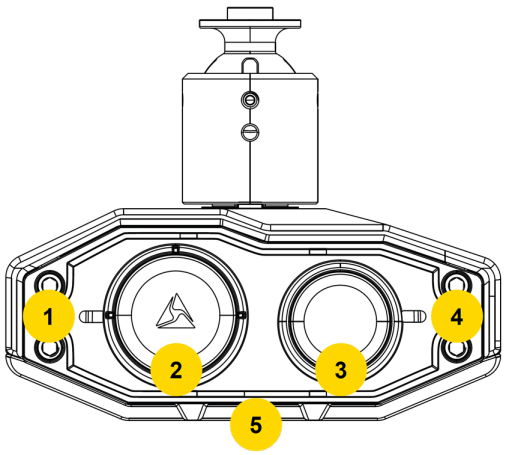
No. Fleet 3 cameras require the Fleet 3 Hub to operate.

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.

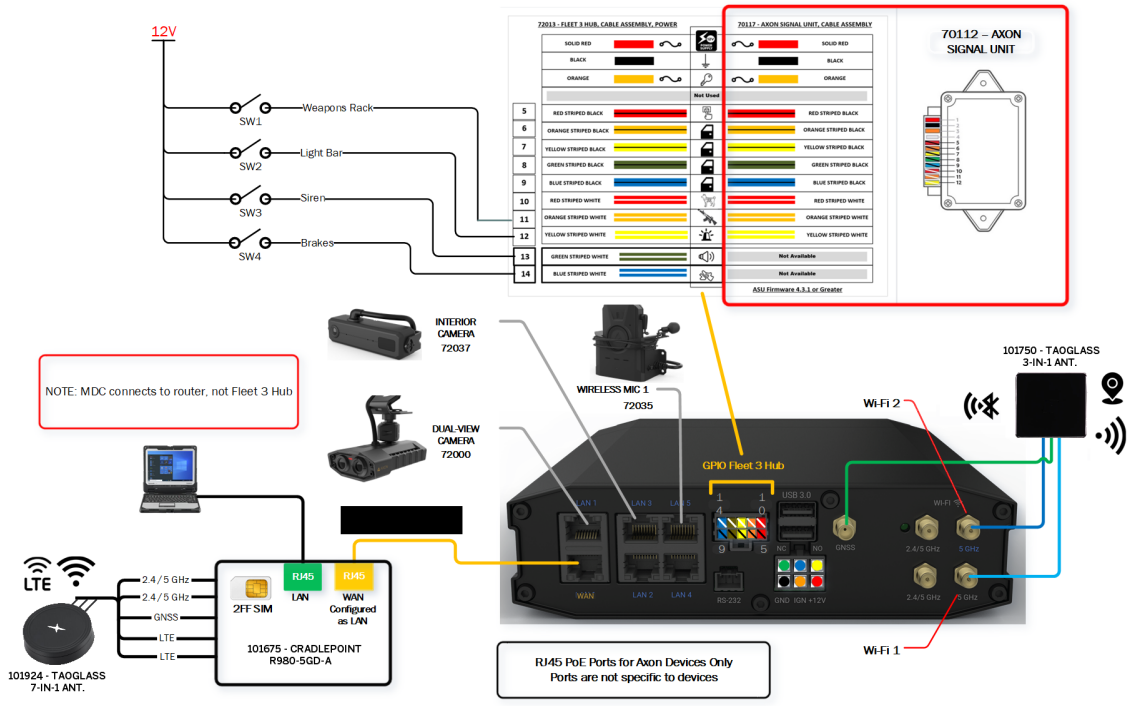
How does Fleet 3 video compare to previous Fleet products?

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 Respond 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?

No. 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.

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.

Respond FAQs

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

Can I initiate the Respond 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 Respond tab to go to the Axon Respond 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 Respond mobile.

Can I see where the vehicle is located?

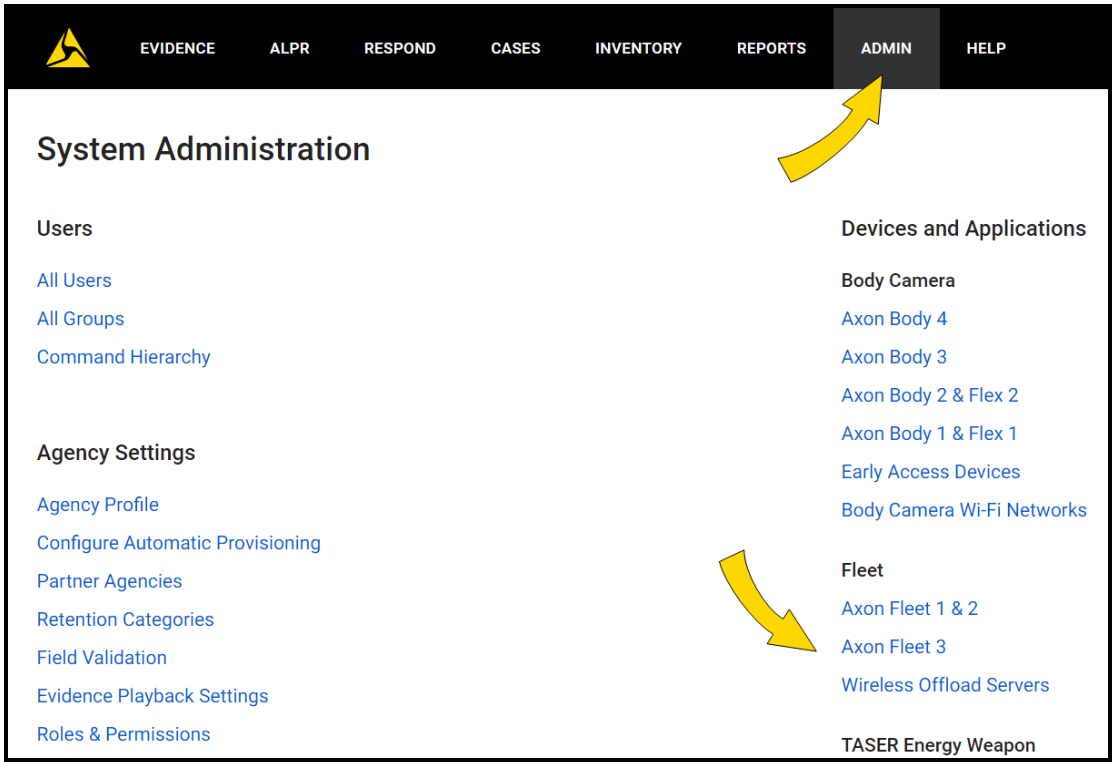
Yes, while a vehicle is on, the Fleet 3 system will provide regular location updates to Respond.

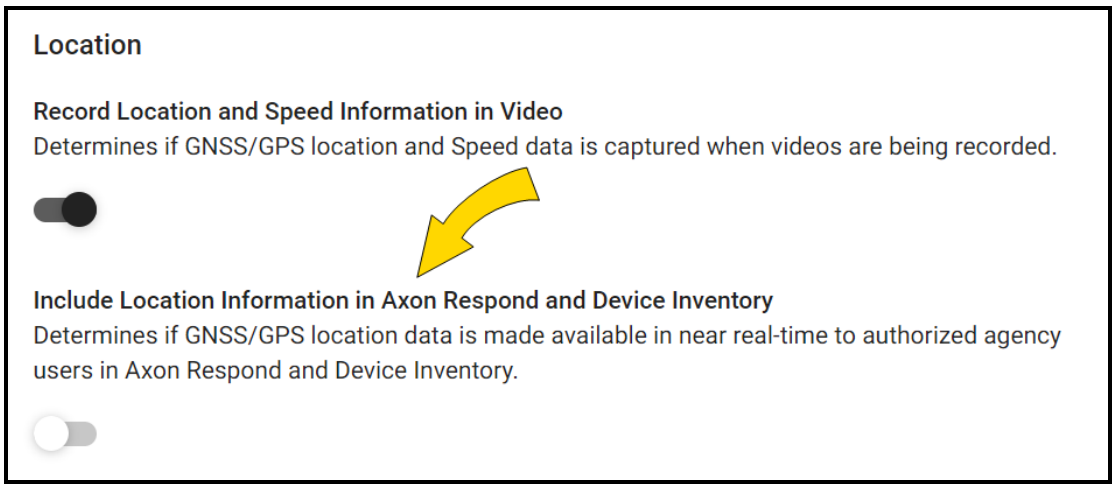
Will the officer in the vehicle know if their camera is being livestreamed?

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 Respond, go to **Admin** > **Axon Fleet 3** and toggle **Include Location Information in Axon Respond 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 Respond as long as the router can access the internet through Wi-Fi or LTE.

Can I configure Aware 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 Evidence.com.

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.
- 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 Respond).

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.

Watch this video for an overview of installation.

Installation FAQs

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 31.

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 25. 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.