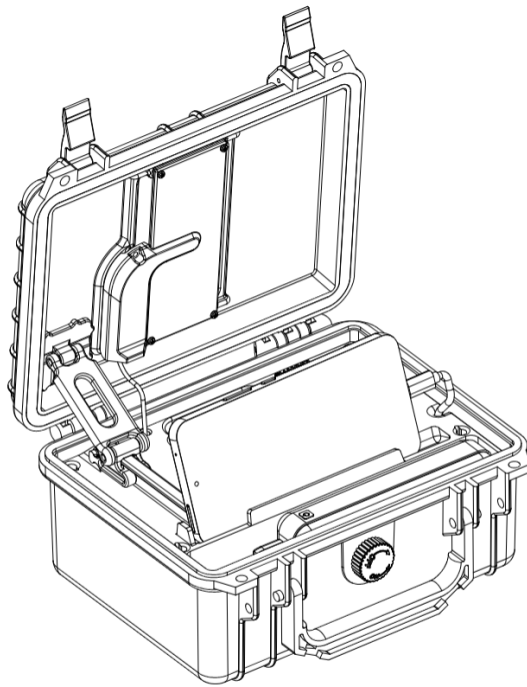


SKY-HERO

by  AXON

Sync Box User Guide



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Axon Sync Box

The Sky-Hero by Axon Sync Box is a compact, mission-ready solution that converts analog radio frequency (RF) video from Sky-Hero-deployed UAVs, UGVs, and tactical pole cameras into secure, real-time digital streams. Designed for seamless integration with platforms like Axon Respond, Axon Fusus, and DroneSense, the Sync Box transmits video through USB-C connections to a network-enabled smartphone, empowering agencies to modernize their operations and make mission-critical decisions based on live intelligence.

Fully compatible with the Sky-Hero by Axon tactical robotic system—including the Loki MkII, Sigyn MkI, and Narfi MkI Tactical Camera —this product can track and stream videos from up to four Sky-Hero by Axon robots. To enable digital streaming to a smartphone, users must install the DroneSense CoPilot or fūsusOPS™ apps, ensuring smooth connectivity and situational awareness across supported platforms.

Sky-Hero by Axon Sync Box Kit Contents

- Pelican case with the following integrated components:
 - USB-A cable attachment
 - USB-C cable attachment
 - Power bank
 - Tactical Monitor
 - ClearClick Video2Digital Converter 2.0 (Second Gen, SD card compatible) or similar
 - HDMI to USB-C converter
 - External antenna (built-in to the Pelican case)
- Up to four Sky-Hero by Axon robots per Sync Box (Loki MkII, Sigyn MkI, and/or Narfi MkI Tactical Camera). Multiple Sync Boxes can view the video feed from a single device.

Additional Items

- Optional if streaming to a larger screen: A Windows or Mac computer with access to Axon Fusus or DroneSense and Evidence.
- Optional if streaming to Axon Fusus: Download the [USB Camera Viewer](#) app.
- A mobile phone Android device with DroneSense CoPilot or fūsusOPS™ installed and a mission created.

Best Practices for Use

Before Mission

- Charge all equipment fully including the Android device, Sky-Hero by Axon robot batteries, Tactical Monitor (detach from Sync Box first) GCS MkII, and power bank.
- Connect all non-powered cables before the mission to ensure smooth, timely operation in the field.
- Preset missions in DroneSense CoPilot or fūsusOPS™ and ensure devices are appearing in the device list prior to mission start.

During Missions

- Keep the Android device unlocked and the screen awake during streaming.
- Label your missions clearly so they're easy to find in the field. For more information, see the DroneSense CoPilot app help topic on [Missions](#).

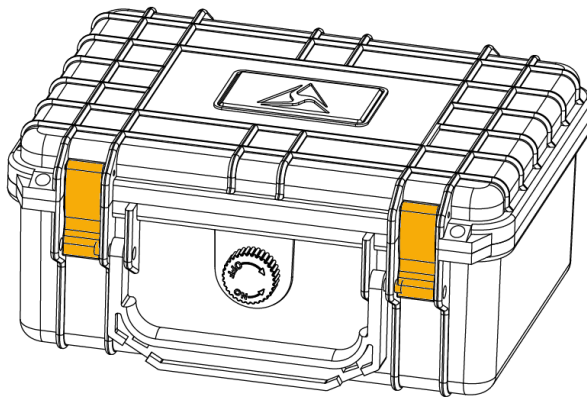
Power On and Initialize

Set Up Sky-Hero by Axon Devices

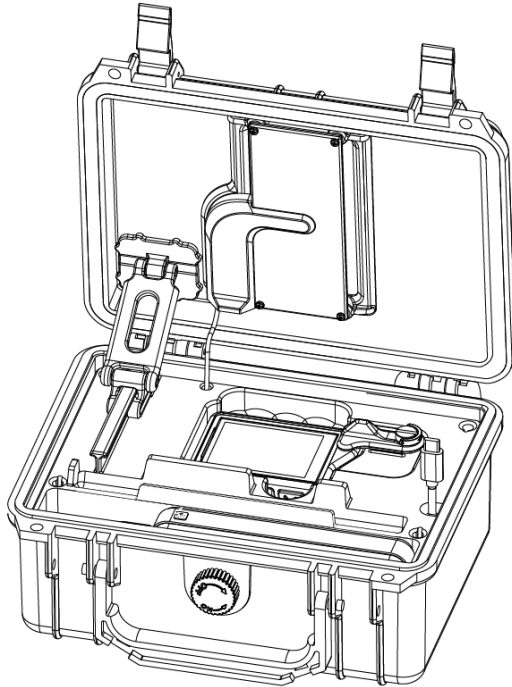
1. Power on the Ground Control Station (GCS) MkII and Sky-Hero by Axon devices that you will be operating.
2. Make sure that all deployed robots, cameras, and the GCS MkII are paired and synchronized. This includes verifying stable communication links, testing device recognition with the control system, and validating that each component is configured to operate.
3. Make sure that all deployed robots, cameras, and the GCS MkII are paired and fully synchronized. This includes verifying stable communication links, confirming device recognition within the control system, and validating that each component is configured to operate. See the *Loki MkII* and *Sigyn Mkl User Guides* to learn more about these processes.

Sync Box Setup

1. Unclip the two latches to open the Pelican case.

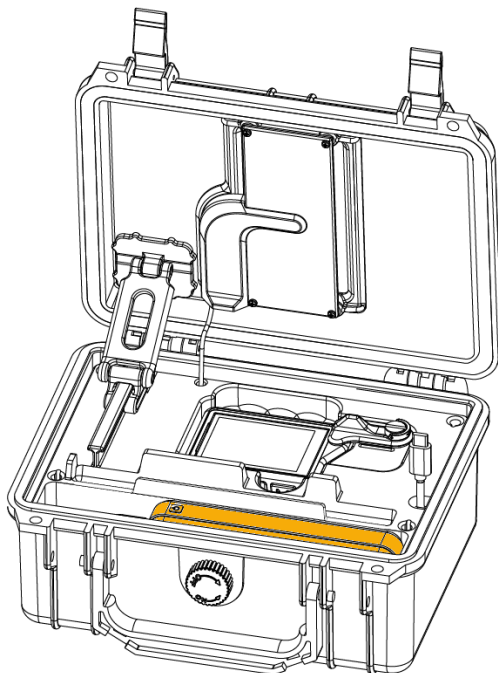


2. Lift the top lid of the Pelican case to a fully vertical position until it stays in place.

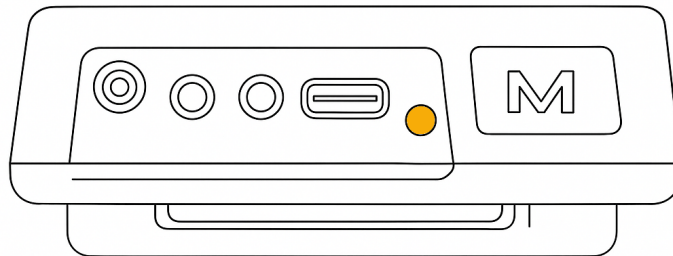
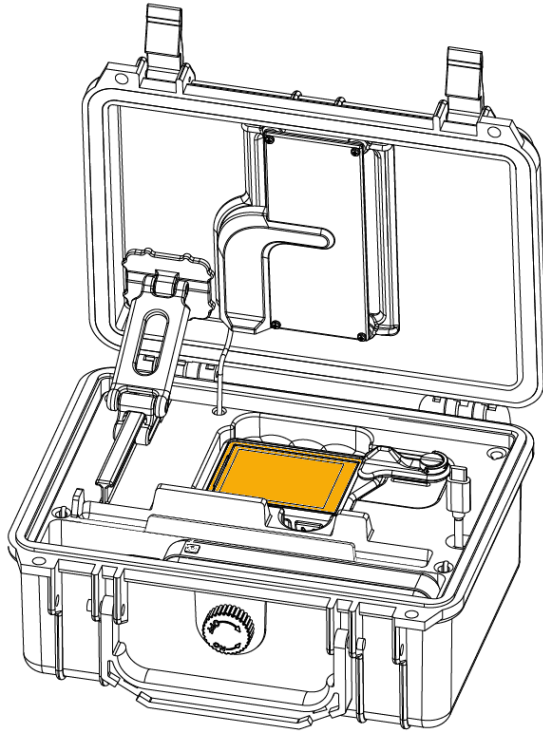


Note A built-in mechanical stop built into the top lid of the Pelican case ensures optimal antenna alignment when the case is open to a fully vertical position—this improves signal range by positioning the integrated antenna at its most effective angle.

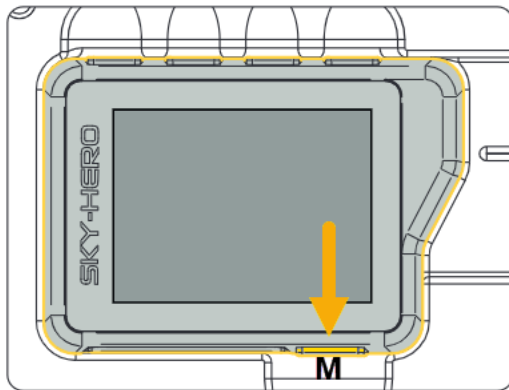
3. Remove the power bank from its dedicated slot at the front of the case.



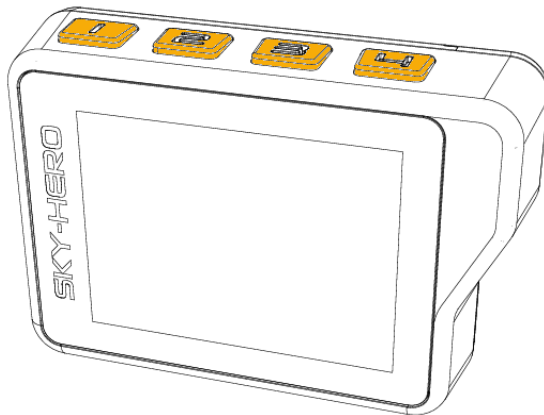
4. Plug the power bank into the exposed USB-A cable in the Pelican case slot you pulled the power bank from. It will power on automatically, delivering energy to all system components. You will see a small LED indicator light up beneath the screen of the integrated Tactical Monitor (shown below), confirming power delivery.



5. Press and hold the **M** button, located below the screen next to the power LED. This turns the Tactical Monitor on. For detailed display operation, please consult the *Quick Start Guide for the Tactical Monitor*.



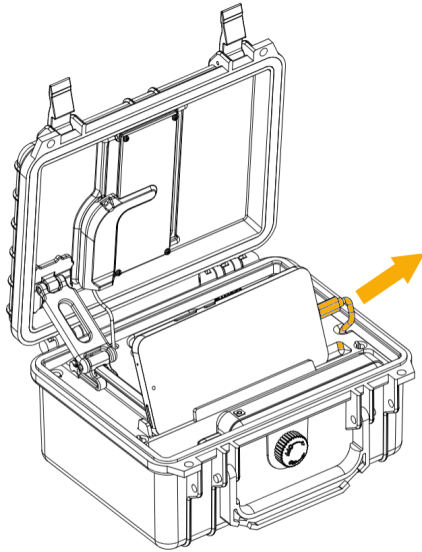
6. Make sure the display is configured to use the external antenna. This is essential for optimal signal range. Navigate through the Tactical Monitor menu and select the External Antenna option. For detailed display operation, please consult the *Quick Start Guide for the Tactical Monitor*.
7. Use the four buttons on top of the Tactical Monitor to assign up to four deployed devices. Match the screen's receiver frequencies to those of your active units. The selected video stream (1 to 4) will display accordingly.



- Place your smartphone (preloaded with the appropriate app) horizontally into the designated dock. Connect it using the dedicated USB-C cable.

Note

This USB-C port is not intended for charging your device. It's used to transfer the converted A/V stream from the deployed robot(s). Make sure your smartphone is fully charged before use.



- Open your app of choice - DroneSense CoPilot, etc. - and follow its standard connection process.

Streaming to the DroneSense CoPilot app

Caution

Connectivity & Service Disclaimer

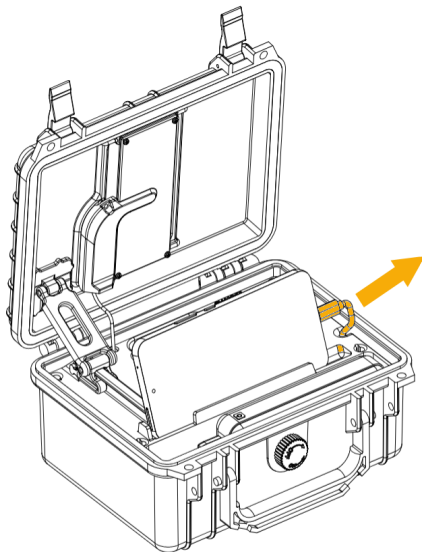
Sky-Hero by Axon Sync Boxes and as well as their connected features (such as live video streaming through Axon systems) depend on your local network and internet service, which are provided by third parties. Service quality may vary due to coverage, bandwidth, settings, interference, maintenance, or outages.

Axon does not guarantee uninterrupted operation or data transmission and is not responsible for delays, interruptions, or data loss caused by network issues or events outside Axon's control.

1. Install and sign into the DroneSense CoPilot on an Android device. [Learn more](#).
2. If prompted, allow all permissions the app requests (location, camera, microphone, and notifications).
3. Place the Android device horizontally into the designated dock in Sync Box. Connect it using the USB-C cable and confirm its connection when prompted on the phone.

Note

This USB-C port is not intended for charging your device. It's used to transfer the converted A/V stream from the deployed robot(s). Make sure your smartphone is fully charged before use.



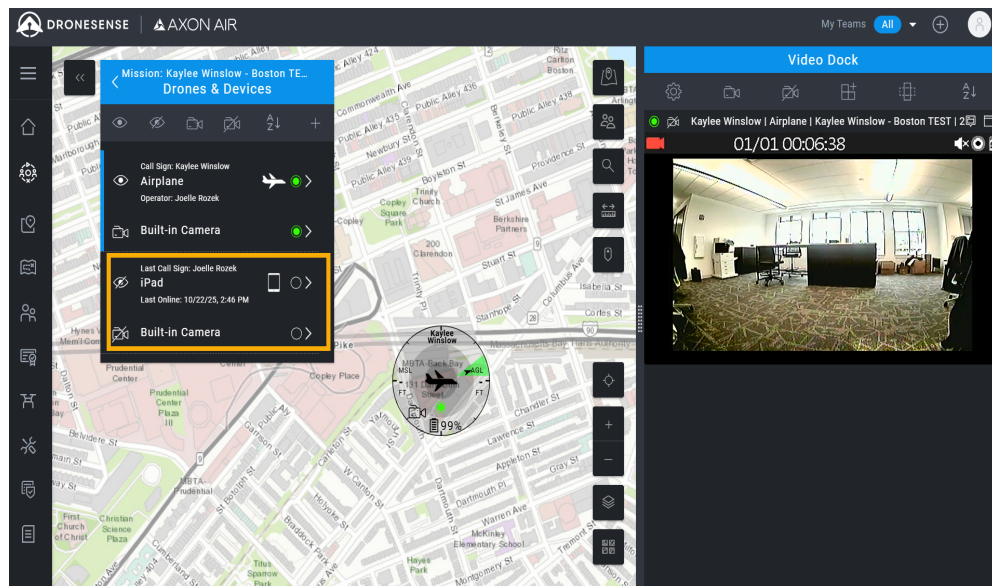
4. Select a mission in DroneSense CoPilot.

5. Make sure **EXT** (External Camera) is selected on the mission in DroneSense CoPilot. This changes the video stream from the phone to a Sky-Hero device and should automatically be set when a Sky-Hero by Axon device is connected.

When the video stream starts, it will get automatically uploaded to DroneSense CoPilot.

Note Once video from the Sky-Hero by Axon device starts, it will stop broadcasting on the digital converter's video screen.

6. Optional: Livestream to larger screens.
 - a. Log into DroneSense CoPilot on the larger screen (ex. television, laptop) you want to broadcast to.
 - b. Click the eye icon next to your device to show the location on the map.
 - c. Click the video icon next to "Built-in Camera" to enable the video feed.



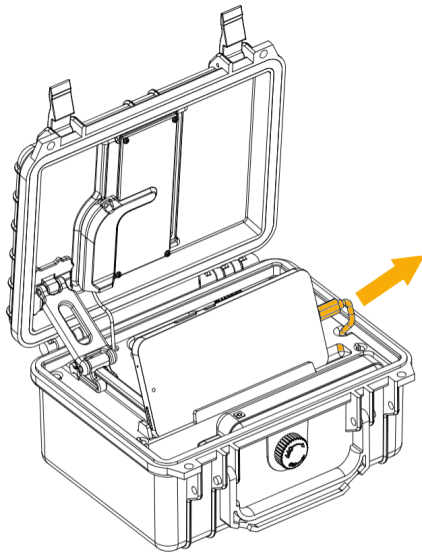
7. Click the **Record** button on the digital converter. A long press will record video and a short press will take a screenshot.

Streaming to the fūsusOPS™ app

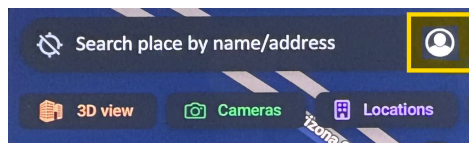
Caution Any notifications including text messages and alerts on the Android phone will be streamed along with the video feed from Sky-Hero by Axon devices. Make sure these are hidden or non-intrusive before beginning your feed.

1. Install and sign into the fūsusOPS™ app on an Android device.
2. If prompted, allow all permissions the app requests (location, camera, microphone, and notifications).
3. Place the Android device horizontally into the designated dock in Sync Box. Connect it using the USB-C cable and confirm its connection when prompted on the phone.

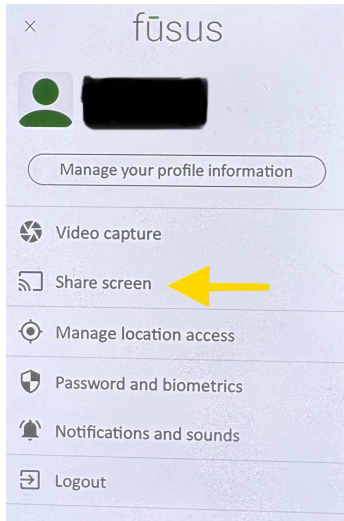
Note This USB-C port is not intended for charging your device. It's used to transfer the converted A/V stream from the deployed robot(s). Make sure your smartphone is fully charged before use.



4. Click on the **profile** icon at the upper right corner of your screen.



- Click the **“Share screen”** tab, then click the **Connections** button.



- Click the **+** icon.
- Enter the name of the device you are connecting and then enter either the RTMP or RTSP streaming URL. This URL will be sent to your agency in an email from Axon.
- Click the **checkmark** icon.
- Select the **Connections** tab.
- Select the device you just added.
- Click **Start/Stop Screencast** and open the USB camera view application on your phone.

Note This will share your entire screen, not just the video camera feed.

Pulling the Stream Into Axon Fūsus (One-time setup per stream):

- Open Fūsus on your computer and use the menu icon at the top left to show the various pages
- Click the **“Cameras”** subsection and press the **+** button on the bottom right.

Note This will show the location where the camera was set up, not where it currently is.

- In the **General** tab, give your stream a name and select the type of device (Turn on Public if you would like other people/devices to be able to view this stream).
- Switch to the **Stream** tab and select **Direct Connect**.
- Change the stream type from JPEG to **SLDP**.

6. For the URL customize this link with the same path name you used in Step 7 of the Streaming to Fusus procedure.
7. Click **Save**.

View and Upload Evidence

For security reasons, logs and videos are not stored on Sky-Hero by Axon devices. All videos are sent directly to the connected app, so there is no need to upload evidence.

If you intend to stream video to Axon products such as Fusus, the DroneSense CoPilot or fūsusOPS™ apps are required.

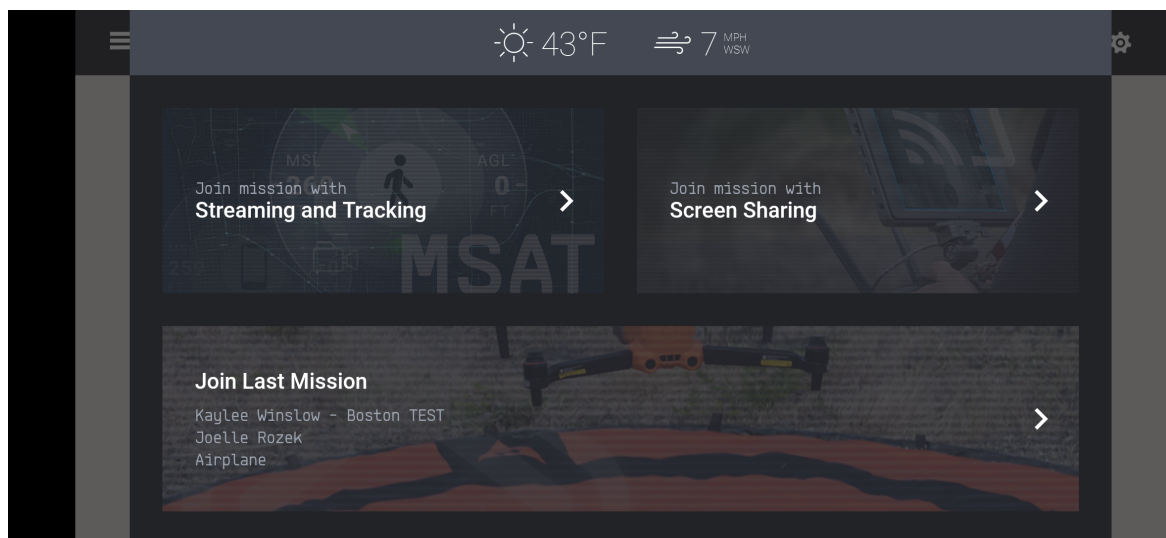
To view live-streaming video and uploaded evidence, use the following instructions.

DroneSense CoPilot App

1. Open the app on your Android phone.
2. Sign in with your credentials.

Note If you do not yet have a DroneSense account, sign up using their desktop web application.

3. Click either **Join Last Mission** to go to a previously flown mission or **Streaming and Tracking** to select a mission.



Axon fūsusOPS™ app

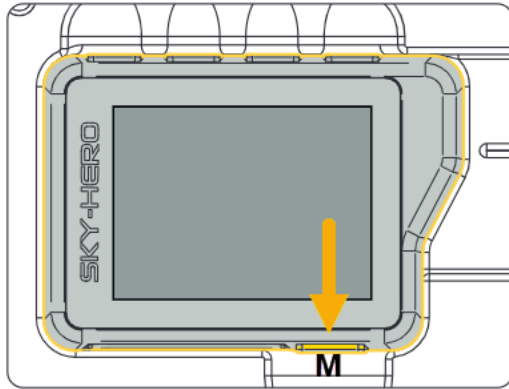
See [Viewing a Livestream in the Mobile app](#).

Axon Respond

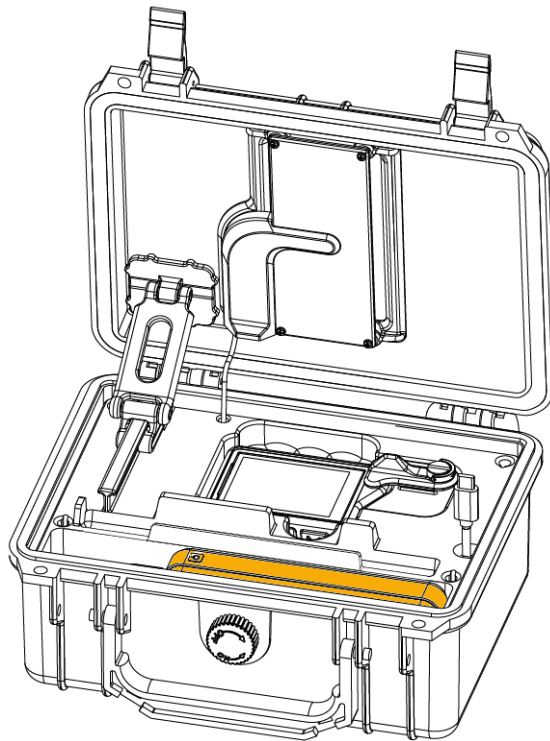
See [Livestreaming to Operations Hub and Axon Respond](#).

Power Off

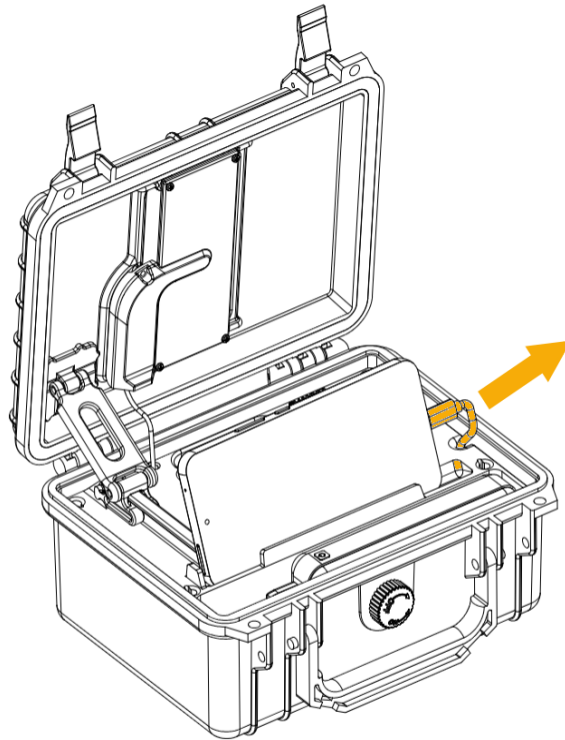
1. Power off the Tactical Monitor by pressing and holding the **M** button, located below the screen next to the power LED. For detailed display operation, please consult the *Quick Start Guide for the Tactical Monitor*.



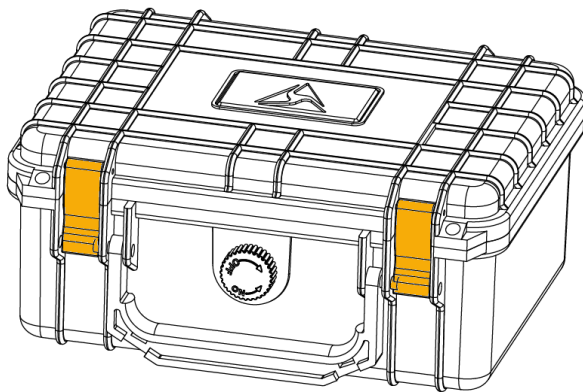
2. Remove and power off the power bank by unplugging its USB-A cable.
3. For Sync Box:
 - a. Place the power bank back in its dedicated slot at the front of the case.



- b. Unplug your smartphone from the USB-C cable in the Pelican case.



- c. Remove your smartphone.
- d. Close the Pelican case and clip the latches closed.



Troubleshooting

No video on the Tactical Monitor

Re-check the frequency/channel and antenna connections. Make sure the robot is powered on and transmitting.

DroneSense CoPilot shows the phone camera instead of the Sky-Hero by Axon robot feed

Make sure the Android device is connected to the Sync Box via its attached USB-C and that EXT is selected on the side panel.

Android prompts don't appear / stream won't start

Unplug/re-plug the USB-C cable, unlock the phone, and allow all app permissions. Keep the screen awake. Make sure the USB-C port on the Android device is thoroughly cleaned to maintain optimal functionality and prevent potential connectivity issues.

No alert indicating DroneSense source is available in Fusus

Log into Axon Fusus. In Layers, verify Alerts and DroneSense are both enabled. Refresh the map. Confirm you're logged into the right agency.

Drone icon visible in Fusus, but no live video

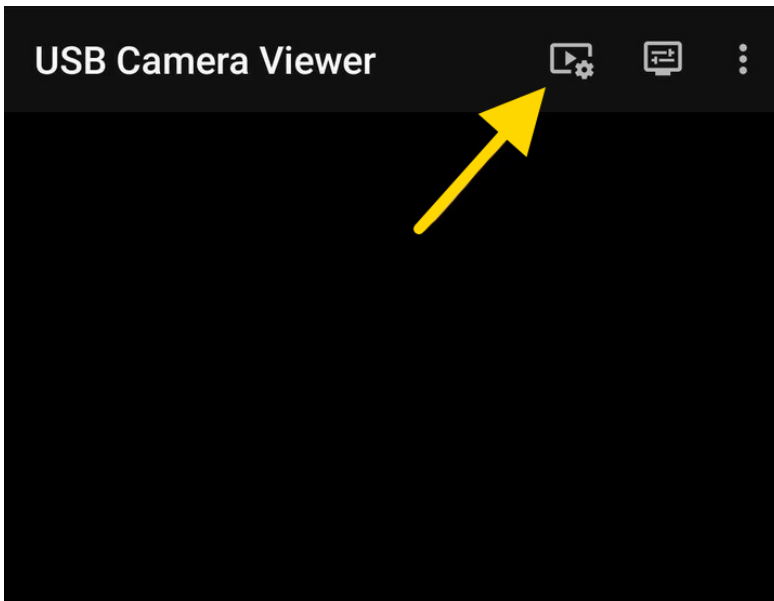
Click the icon again and allow a few seconds for the content to load. If there is still no response, close the pop-up window associated with the icon and reopen it to refresh the display. Check network connectivity for both the Android device and your computer.

General connectivity

Confirm power (power bank charged), cables seated, and network access (cellular/Wi-Fi) for the Android device and your desktop browser.

"Too many frame errors. Try a smaller size or lower frame rate" error appears in USB Camera viewer app

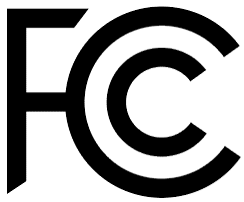
Click this icon in the corner and adjust the setting from MJPEG to YUY2 and the frame rate from 10 FPS to 5.



Declaration of Conformity

Axon Enterprise, Inc. declares that this Axon system is in compliance with the requirements and other relevant provisions of the Radio Equipment Directive (RED) 2014/53/EU and Directive 2014/30/EU regarding electromagnetic compatibility. A copy of the original Declaration of Conformity can be found at www.axon.com.

Compliance marks



APPROVED



Este equipamento não tem direito a proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

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Product functions and specifications may change without notice. The actual product may vary from illustrations in this manual.