



# **Axon Dock User Guide**

Body 4 models: AX1039, AX1040

Body 3 and Workforce models: AX1026, AX1027

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Axon Enterprise, Inc.  
17800 N 85th St  
Scottsdale AZ 85255  
USA

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## Introduction

Axon docks give Axon body cameras a wired network connection to Axon Evidence or Evidence Local to upload evidence and download camera updates. While information transfers securely to your organization's account, the dock also recharges the camera's battery.

Watch these videos for an overview of docking a:

- [Body 4](#) camera
- [Body 3 or Body Workforce](#) camera

## Health and safety warnings

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Read the latest warnings and instructions Save this manual.

The health and safety warnings are to reduce the risk of personal injury or property damage. **Read those warnings fully before using this product.**

## Axon Dock types

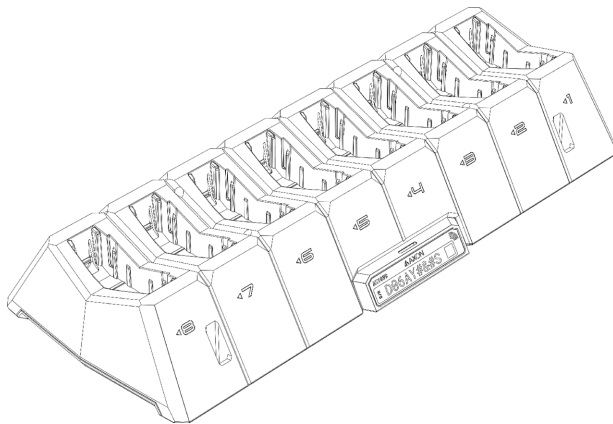
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Axon has different docks for Body 4 (below) and Body 3/Workforce (next section).

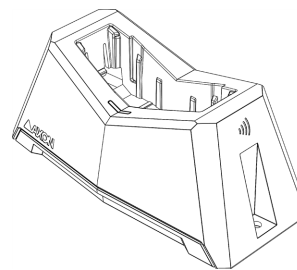
### Axon Body 4 Dock

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There are two types of Axon Body 4 Docks: an 8-bay dock and a 1-bay dock.



8-Bay Dock, AX1039

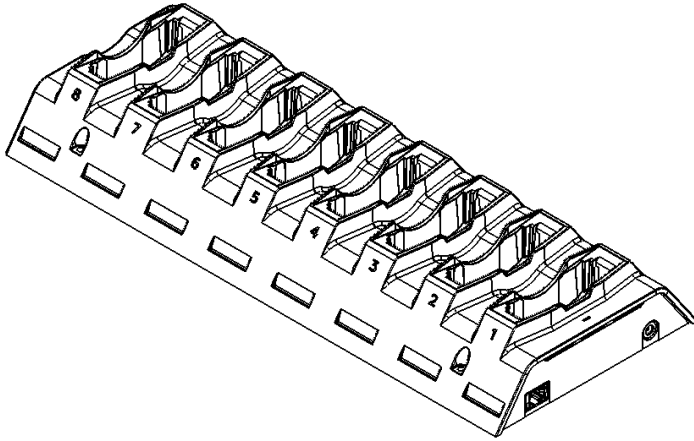


1-Bay Dock, AX1040

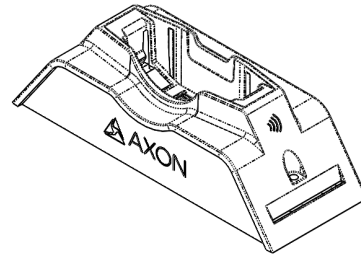
## Axon Body 3/Workforce Dock

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There are two types of Axon Body 3 Docks: an 8-bay dock and a 1-bay dock.



8-Bay Dock, AX1026

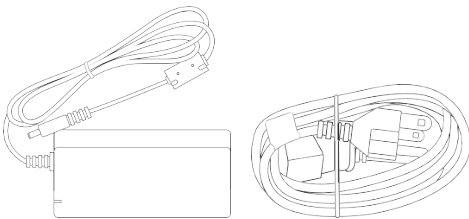


1-Bay Dock, AX1027

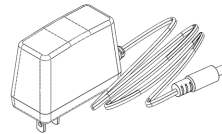
## Additional materials

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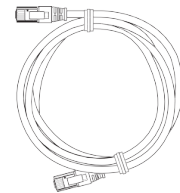
An Axon Dock may come with an ethernet cable and an external power supply.



Power supply, 8-Bay Dock  
(SKU 100142)



Power supply, 1-Bay Dock  
(SKU 71104)



Ethernet  
cable

## Find dock information in Axon Evidence

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Information about an Axon Dock and the devices connected to them is available in your agency's Axon Evidence account by going to the **Device Profile** page for the dock. Your dock must be registered (see next section) to use the this page.

The Device Profile page shows the dock model, serial number, and status of cameras connected to the dock. The **Connected Devices** section of the page is built by assembling the reports sent from a camera each it is docked.

This screen shows an Axon Body 4 single-bay device profile page in Axon Evidence including information on the docked device.

**Axon Body 4 Dock (1 Bay)**

**Summary**

Model	Serial Number	Warranty
Axon Body 4 Dock (1 Bay)	D05164BJ2	-

**Connected Devices**


BAY	DEVICE	STATUS	MAC ADDRESS	BATTERY	LAST UPDATE
1	Model: Axon Body 4 Serial: D01A06750 Assignee: Drewnowski, Dan (	Connected to Axon Evidence over LAN Error status: Good LAN IP: 192.168.1.30	0025DF689457	100% (fully charged)	Feb 26, 2024 11:28 AM

## Registration

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

If you do not have an Axon Evidence account, contact your Axon administrator and ask for an account invitation. When the email invitation arrives from [noreply@evidence.com](mailto:noreply@evidence.com), accept it and create an account.

Registration and configuration of Axon Docks is not required, but registering does make inventory management of your docks, including returns through Axon Evidence, much easier. Your dock must be registered to use the Device Profile page in Axon Evidence.

1. Use Axon Device Manager (ADM) to register and name Axon Body Docks for inventory and management purposes.
2. When using the ADM Tap Device option to look for the NFC tag (for Body 3, Workforce, and Body 4), hold your mobile device near the  icon on the dock. For the 1-bay dock, the icon is on the side of the dock nearest to the ethernet port. For the 8-bay dock, the icon is near bay 1, on the side of the dock near the power connection.
3. Use logical names when changing the Device Name in Axon Evidence. This will assist in understanding the location and purpose for the dock.
4. Use the [Device Home](#) feature in Axon Evidence if you have more than one location with Axon Docks.

## Network configuration

Axon Body Cameras capture video and audio recordings. Place the camera in an Axon Dock to securely upload the content securely to your agency's Axon Evidence or Evidence Local instance.

An Axon Body Camera can be docked in any compatible Axon Dock and still connect to your evidence repository to upload video. When docked, the camera obtains its own IP address to establish a direct encrypted communication channel. The dock functions as an ethernet adapter, unmanaged network switch, and charger.

To get a dock up and running, you may need some assistance from your IT department.

If you have questions, contact Axon customer service.

### Warning

Never connect a dock directly to the internet. The dock must be connected behind a firewall or secure network.

## Network infrastructure

### Note

If you are moving from previous generation Axon body-worn cameras to Axon Body 3, Workforce, or later cameras, you may need to make changes to your network infrastructure. If you have network questions, contact your Axon representative in advance of your deployment so they can help as early as possible.

- An Axon Body 3 or later camera is capable of upload speeds up to 25 Mbit/s per device if not regulated.
- Each camera requires its own IP address when docked. The Axon Body 3 Dock itself has no IP address, but each bay has its own Media Access Control (MAC) address. The list of MAC addresses for each bay is on the end of each dock.
- Static IP addresses are not supported, as the camera is a true mobile device that can be docked anywhere.
  - Use Dynamic Host Configuration Protocol (DHCP) to provision the IP address and network settings. Each dock bay functions as an ethernet card with its own MAC address.
  - If your agency currently uses static IP addresses for older Axon docks and other equipment and you want to continue using specific IP addresses for devices in specific dock bays, use DHCP reservations. Because each Axon Body 3 or later dock bay has its own MAC address, these addresses can be used for DHCP reservations. The list of MAC addresses for each bay is on the end of each dock.

- Axon Body 3 or later docks do not support upload bandwidth restrictions. If your agency requires upload rate-limiting, here are two options:
  - **Recommended** – Deploy rate-limiting restrictions in your layer-3 networking infrastructure. Your network switches have an aggregated view of devices and traffic and can allocate all available bandwidth to a single device or small number of devices when they are the only ones with uploads queued, while limiting the total bandwidth when large numbers of devices are uploading at once.
  - **Not recommended** – There is an agency-wide Axon Body 3 or later camera setting in Axon Evidence that can limit the upload rate of all cameras when docked. While available, it is not optimal, since all Axon Body 3 or later cameras will honor this restriction even when there are few or no other devices uploading.
- Cameras require direct access to Axon Evidence through their dock; they do not support use of a proxy server.

## Network requirements

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The Axon Body 3 or later dock acts as a custom molded USB-C-to-ethernet adapter for the camera to connect to an Axon Digital Evidence Management System (DEMS). The dock does not have an embedded computer and provides no functionality beyond facilitation of data connection and charging of the camera battery over the same physical connection.

While the dock should be deployed in accordance with agency policy, it is inaccessible and transparent from the network perspective and does not require it to operate behind a firewall or router to prevent unauthorized connections. As such, this gives upi greater flexibility in how these units are deployed, including authorization of trusted individuals for home use.

## Firewall configuration

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The dock and Axon devices do not require any incoming data ports for regular operation. All dock communications are outbound. All video and data files transmit securely using HTTPS (SSL) and TLS1.2 AES encryption. For proper operation, the dock requires the following outbound firewall ports:

1. Port 443 (TCP) opened for outgoing traffic to your agency's Axon Evidence instance (youragency.evidence.com). This is used to send video and data files to Axon Evidence or Evidence Local using the HTTPS protocol.
2. Port 80 (TCP) for time synchronization.

## Installation, single-bay

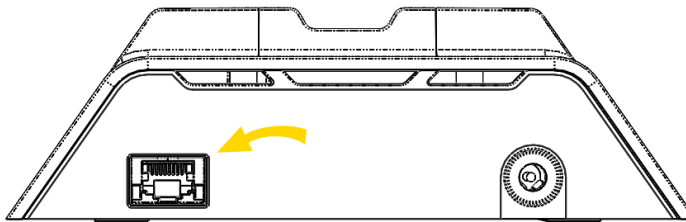
For multi-bay dock wall installation, skip to [Wall-mounting, multi-bay](#) on page 7.

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

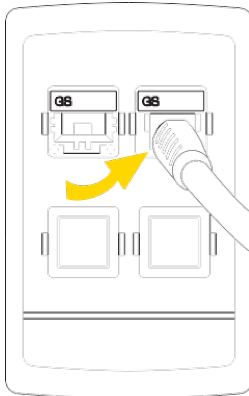
Axon Docks should be installed in a cool, well-ventilated space. The ideal ambient temperature when all equipment is powered on and cameras are docked or charging is 41–80 °F (5–27 °C). Temperatures outside this recommended range may lead to battery performance degradation over time while charging.

For desktop/shelf use (images shown are for Body 3; later docks are similar):

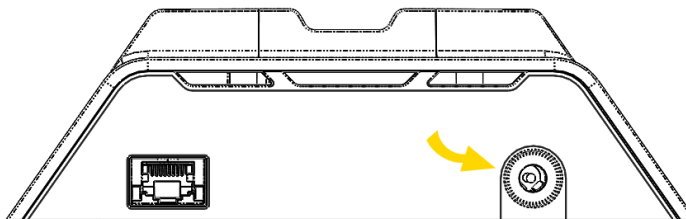
1. Plug the ethernet cable into the WAN port on the dock.



2. Plug the other end of this ethernet cable into an active network port.



3. Connect the power cord to the power supply block.
4. Plug the power supply cord into the power connection port on the dock.



5. Plug the power cord to a standard power outlet.

Place an Axon body camera in the dock and look for the charging icon on the camera display. Once a dock is installed, it can be used to register and charge cameras.

## Wall-mount, multi-bay

For desktop installation, see [Installation, single-bay](#) on page 6.

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

This section describes how to wall-mount a multi-bay dock. If you don't need to wall-mount your dock, skip to [Technical information](#) on page 12.

### Note

The wall mount for the Body 4 8-bay dock is the same as the mount used for the Body 3 8-bay dock, legacy Body 2 6-bay dock, and legacy Flex 2 6-bay dock. If you already have this wall mount (SKU 70033), you can reuse it with the 8-bay Axon Body 3 or later dock by removing the core and legacy 6-bay dock modules and attaching the 8-bay Axon Body 3 or later dock.

## Safety instructions

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Before mounting your dock:

- Ensure the area behind the wall where the dock will be located is clear of obstructions to avoid damage to surroundings, pipes, or existing wiring.
- Ensure your cables meet all applicable building and fire codes. For in-wall installation, most require UL-rated wire labeled CL2 or CL3.
- Leave adequate space around all sides of the dock for proper ventilation and maneuvering around it without people or items bumping it.

## Tools and materials

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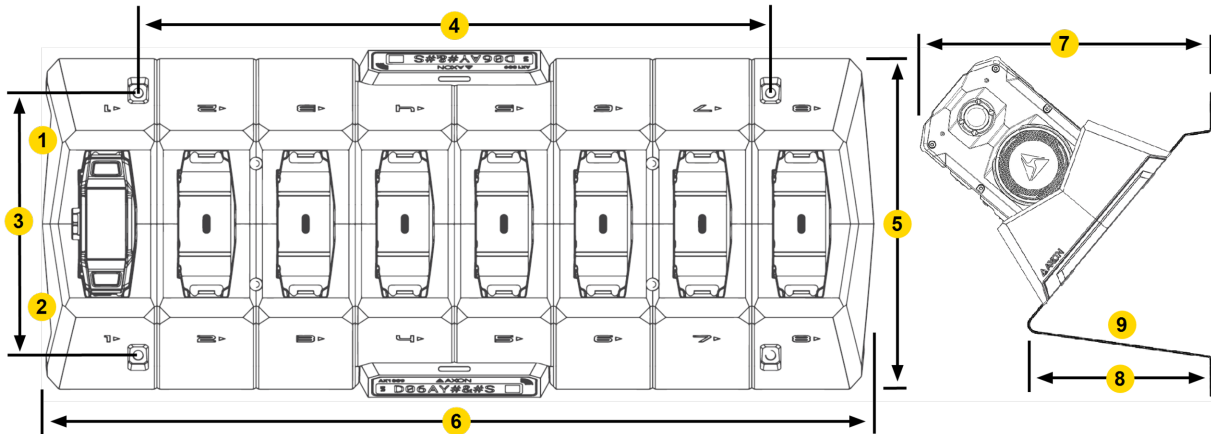
- Cable-wire tester/locator
- Level
- Pencil
- Drill and bits
- Screwdriver
- Stud finder
- Tape measure
- Wall-mount kit

## Dimensions

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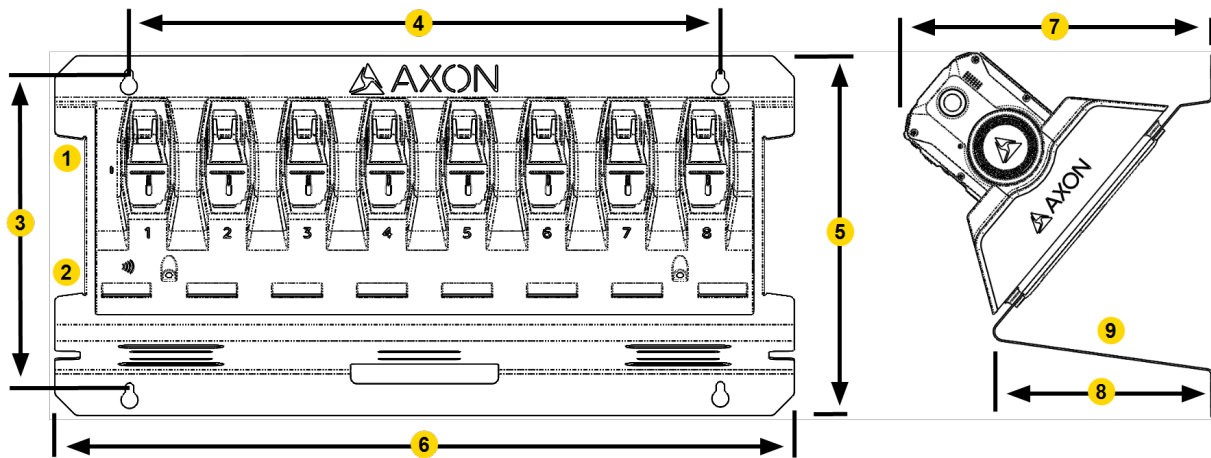
The dimensions below show the mounting hole locations of the wall mount bracket and the overall size of the assembly with the dock attached. Place the power supply behind the unit on the horizontal shelf.

### Dimensions for Body 4 multi-bay dock



- |                                     |                            |
|-------------------------------------|----------------------------|
| 1. Ethernet port                    | 5. 8.5" (21.6 cm)          |
| 2. Power port                       | 6. 17.5" (44.5 cm)         |
| 3. 7.68" (19.5 cm) center-to-center | 7. 7.75" (19.7 cm)         |
| 4. 14.0" (35.6 cm) center-to-center | 8. 5.17" (13.1 cm)         |
|                                     | 9. Place power supply here |

### Dimensions for Body 3 and Workforce multi-bay dock



- |                                      |                            |
|--------------------------------------|----------------------------|
| 1. Ethernet port                     | 5. 8.51" (21.6 cm)         |
| 2. Power port                        | 6. 17.5" (44.5 cm)         |
| 3. 7.375" (18.7 cm) center-to-center | 7. 7.55" (19.2 cm)         |
| 4. 14.0" (35.6 cm) center-to-center  | 8. 5.21" (13.2 cm)         |
|                                      | 9. Place power supply here |

## Step 1 – Preparation

1. Ensure you have all necessary hardware and cables required to complete the installation.

2. Read all installation instructions for both the dock and the wall mount bracket.
3. Decide if you will leave the cables showing or hide them in the wall behind your dock.

## Step 2 – Attach the dock to the wall mount bracket

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1. Align the holes of the dock with the holes on the wall mount bracket.
2. Use the screws provided in the dock wall mount kit to attach the dock to the bracket.
3. As the screws come out the back of the bracket, attach the washers and add the wing nuts.
4. Tighten all screws.

## Step 3 – Identify dock placement

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1. Find a location away from heat sources and direct sunlight that does not obstruct movement.
2. Choose a location close to an electrical outlet and a network outlet. Measure the length of the dock's power cord to ensure it will reach.

## Step 4 – Attach the wall mount bracket to the wall (stud mount)

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Your wall mount kit comes with hardware for mounting the bracket to a stud or mounting directly into drywall (if mounting to drywall, skip to Step 5). Use the longer screw for mounting the bracket into a stud.

1. Using a stud finder, mark the location of each stud's center with a pencil.
2. Use a nail to confirm stud location.

**Note**

Depending on the wall construction, you may not be able to mount both ends of the wall mount bracket into a stud. If needed, use the drywall anchors for the other mounting locations.

3. Position the wall mount bracket on the wall and align the mounting keyhole in the left side of the bracket with the center line of the stud.
4. Use a level to ensure the bracket is level before marking the holes.
5. Mark the center of the left side keyholes in the center of each wall stud.
6. Drill a pilot hole smaller than the screw diameter.
7. Install the screws into the stud until there is 1/8" (3.2 mm) of space between the bottom of the screw head and the wall. This will allow the bracket to be placed onto the screws and settle in the keyhole (the holes in the bracket are shaped like keyholes to make it easier to adjust the mount's position on the wall).
8. Repeat steps 4–7 for the other side of the mount bracket.
9. After the wall mount bracket is positioned correctly, tighten all of the screws.

Skip to Step 6.

## Step 5 – Attach the wall-mount bracket to the wall (drywall mount)

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If installing the bracket to a wall stud, go to Step 4 above.

**Note** Use the screw-in anchors and shorter screws for drywall installations.

1. Locate the wall mount bracket on the wall.
2. Using a level to ensure the bracket is level, mark the center of the four keyholes.
3. Remove the wall mount bracket and install the drywall anchors.
4. Leave 1/8" (3.2 mm) of space between the bottom of the screw head and the wall to allow the bracket to settle in the keyhole.

## Step 6 – Connect the cables

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There is space provided on the horizontal shelf to secure the power supply for the dock.

1. Position the power supply between the slots in the bracket and secure the power supply to the bracket with the Velcro strap.
2. Route the barrel connector around the edge guard and plug the barrel connector into the power jack on the dock.
3. Secure the cable in position with the attached zip tie and the associated slots in the bracket.
4. Plug the power supply cable into a power strip or nearby AC outlet.
5. Plug the CAT 5e (or better) cable from your agency's network data jack into the WAN port on the dock. Secure the cable in position with the attached zip tie and the associated slots in the bracket.

The power LED on top will illuminate green when the dock is powered.

## Troubleshooting

An Axon Dock provides a wired network connection for various cameras. It functions as an ethernet adapter, unmanaged network switch, and charger. As long as the dock has power and a network connection, it should continue functioning correctly.

### Axon Dock FAQs

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#### How do I ensure my dock is connected to the network?

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If your dock is connected to the network, LEDs in the ethernet port blink green or amber. The camera will also be able to upload videos to Axon Evidence immediately upon docking.

#### My dock is registered, so why is "Device Profile" on Axon Evidence empty?

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This is a known issue and a fix is in progress.

#### Why can't Axon Device Manager detect my dock?

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When using this option, look for the NFC tag and hold your mobile device near the NFC icon on the dock. For the 1-bay dock, the icon is on the side of the dock nearest to the ethernet port. For the 8-bay dock, the icon is near bay 1, on the side of the dock near the power connection.

Alternatively, switch to the "Scan Code" tab in ADM and scan the 2D OCR code on the back of the dock.

#### Why can't I access my dock's Device Profile page on Axon Evidence?

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Your dock must be registered to use the Device Profile page on Axon Evidence. See the **Axon Dock** PDF on your camera's [product page](#) or start with this online [Introduction](#) topic at my.Axon.

#### What comes in the box with my dock?

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Each dock comes with an ethernet cable, 86-bay power cable and adapter (SKU 100142), and 1-bay power adapter (SKU 71104). See the **Axon Dock** PDF on your camera's [product page](#) or start with this online [Introduction](#) topic at my.Axon.

## Technical information

### Technical support

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Visit [www.axon.com](http://www.axon.com) and view the support options or call 1-800-978-2737.

### Warranty

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Axon Enterprise, Inc. warranty provisions are applicable on all Axon Body products. See [www.axon.com](http://www.axon.com) for detailed warranty information.

### Compliance marks

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Find compliance marks for Axon Docks in the **Technical information** section of the corresponding body camera user guide.