





Axon Interview Installation and Configuration Guide

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Overview

This document has information on installing and configuring the Axon Interview Primary and Secondary Server software, and the touch panel software.

Installation and Configuration of Axon Interview Components

These instructions will walk you through installing the following software in this order for best results:

- Axon Interview Server with configuration
- Axon Interview Client
 - Also installs the Axon Interview Client Configuration application which is used to configure the client.
 - Installing for Touch Panels and PC's
 - Installing for Servers
- Axon Live Streaming Client
- Axon Buffer Extractor
- Axon Server Updater

Note: The standard installation is completed using the suite installers. Components can be installed individually, which will be covered also.

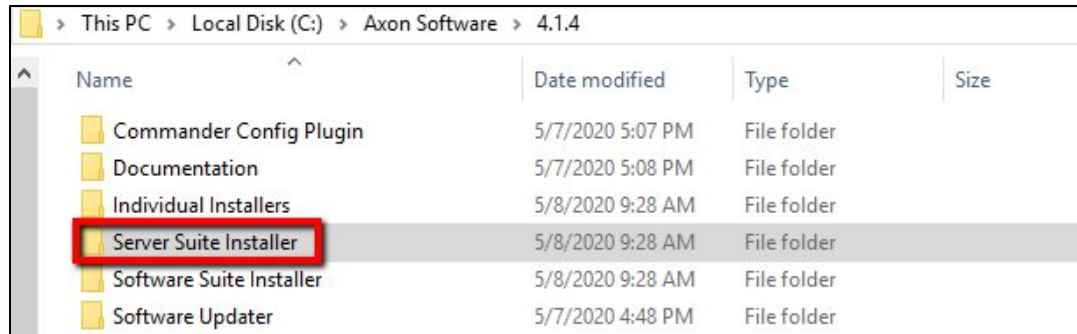
Important notes:

- The IP addresses listed in this document are for reference only. Actual IP's can be found in the room configuration documentation left by your Axon representative.

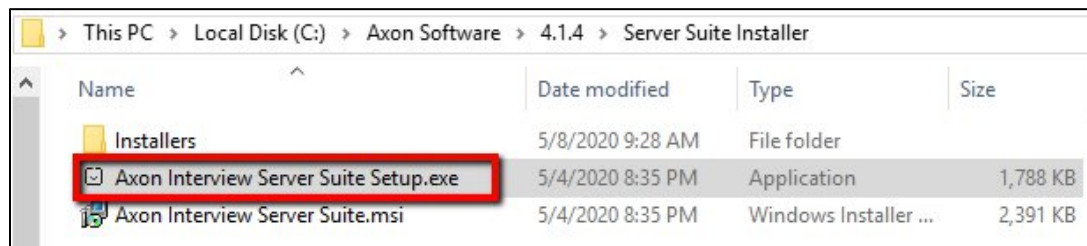
If you are unable to locate the room configuration document, please contact your Axon Support Representative at 1-800-978-2737 or support@axon.com.
- .NET 4.7.2 is a prerequisite for all Interview applications and is included in the prerequisite folder with the installation files.

Installation of Axon Interview Server Suite

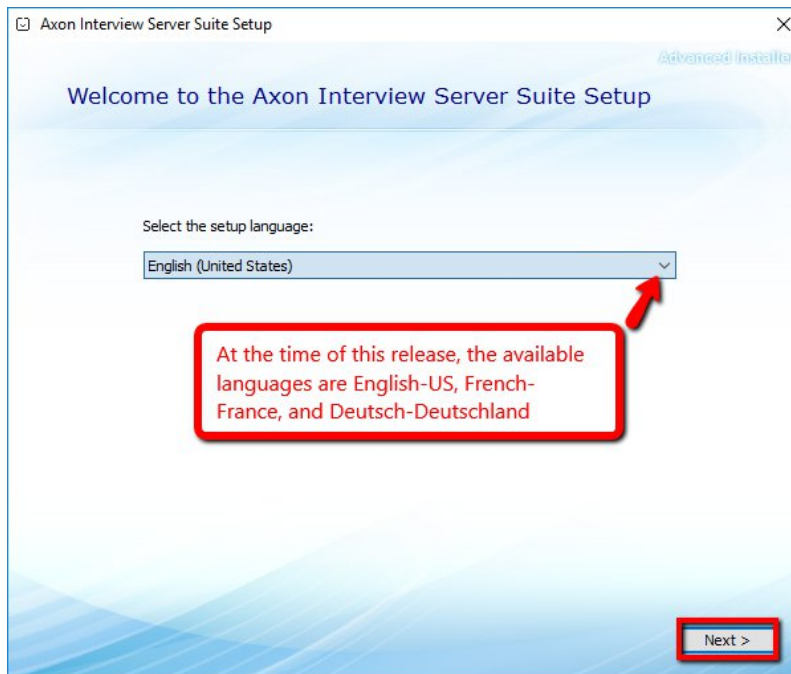
1. Locate the Server Suite installation folder and open it.



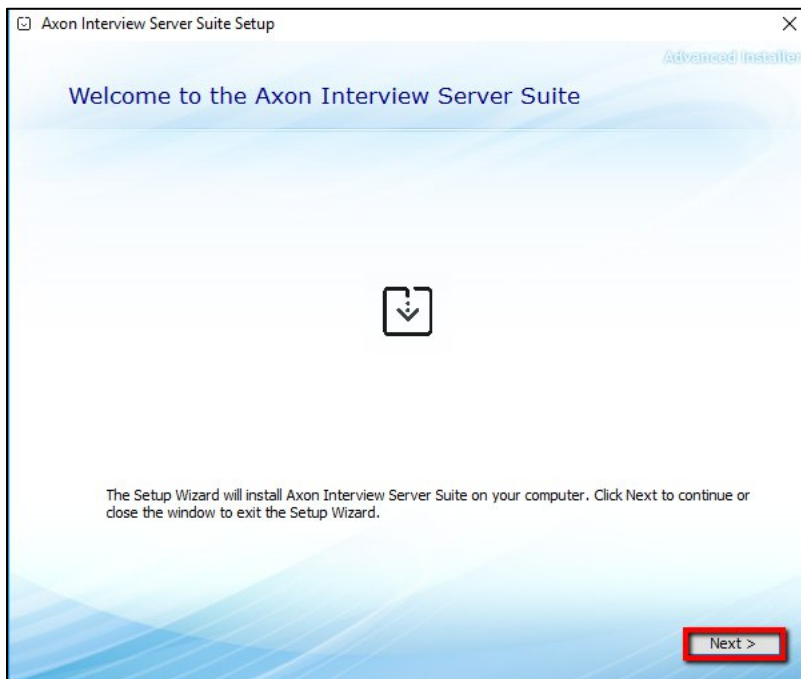
2. Right-click **Axon Interview Server Suite Setup.exe** and select **Run as Administrator**.



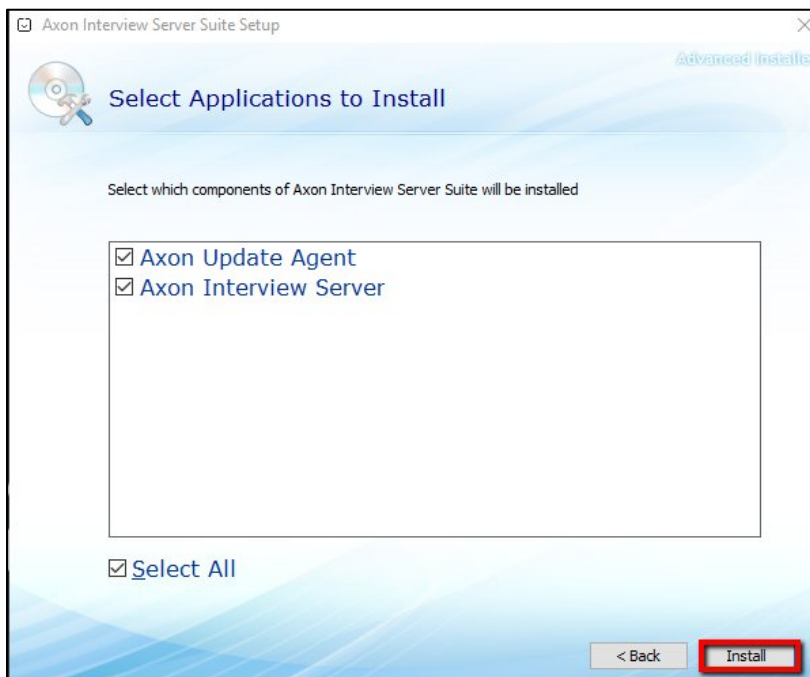
3. Select the appropriate regional language and click **Next** on the install wizard.



4. Click **Next**.

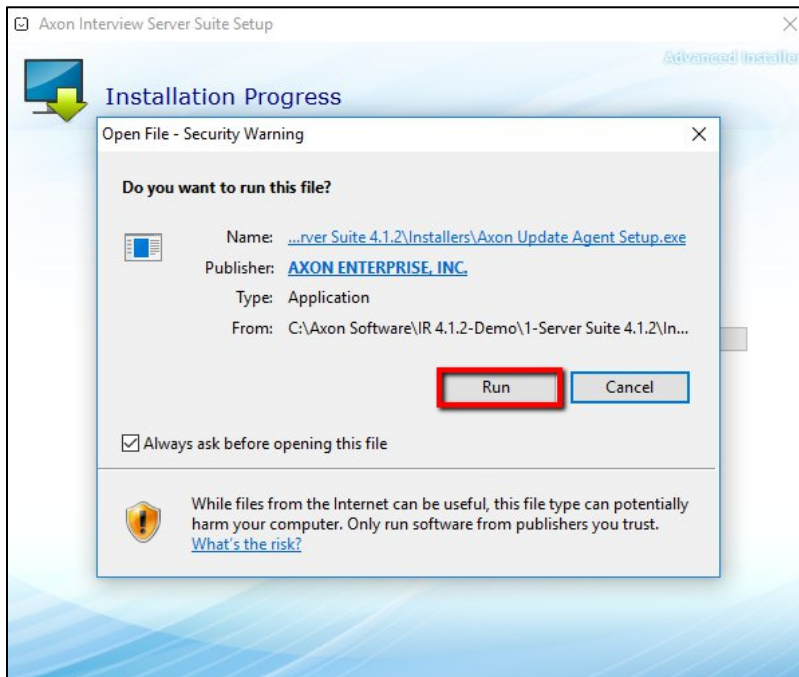


5. On the select Applications page, the needed software will automatically be checked. Click **Install** to proceed.

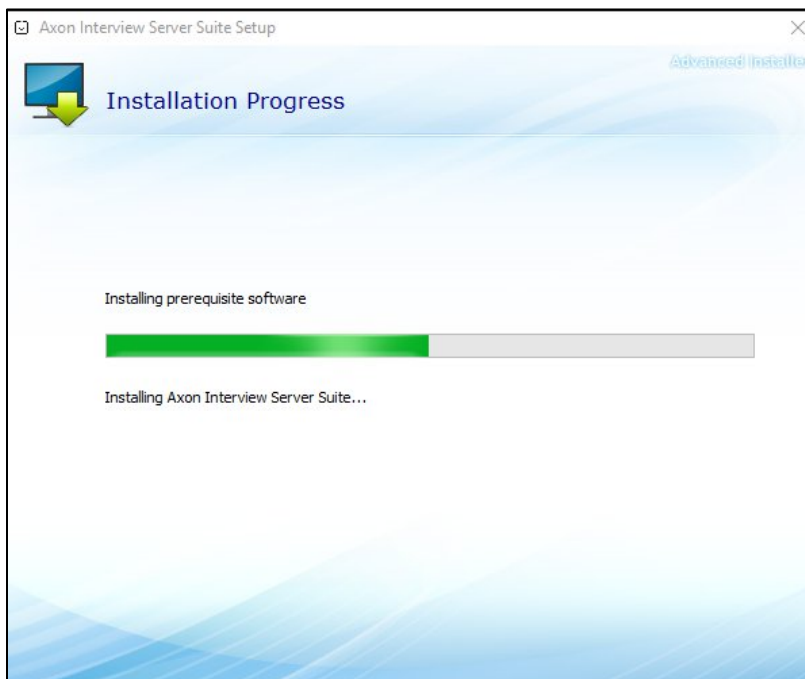


- Axon Update Agent checks to see if the installed version is the most current and must be installed on all servers and workstations running any Axon Interview software.

- Axon Interview Server is the main component.
6. On the Security Warning dialog, click **Run**. This will appear four times, including once for the Update Agent, Server Installer, Wowza, and other Prerequisites.



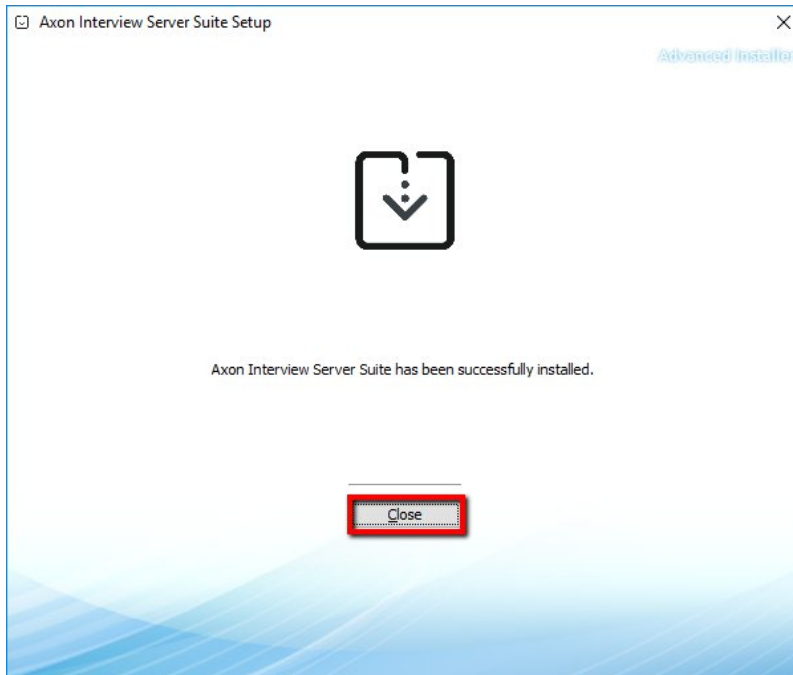
7. The installer will run as below.



- When the install is complete, the Axon Interview Server icon will be placed on the desktop and quick launch bar.

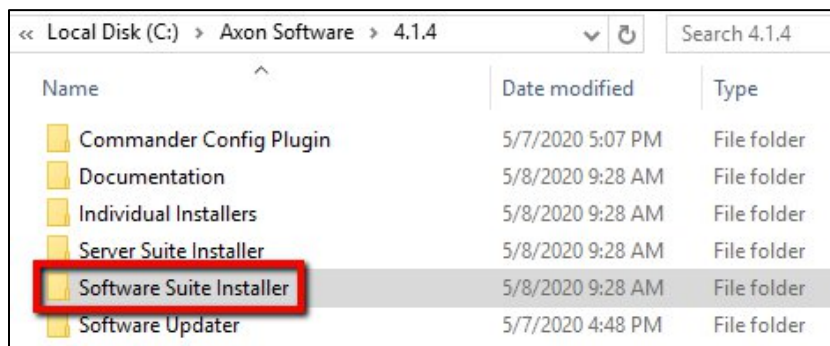


- Click **Close**.

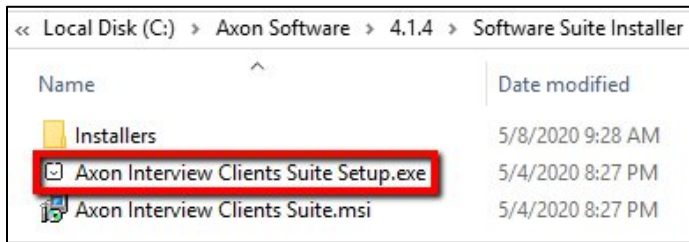


Installation of Axon Interview Client Suite on the server

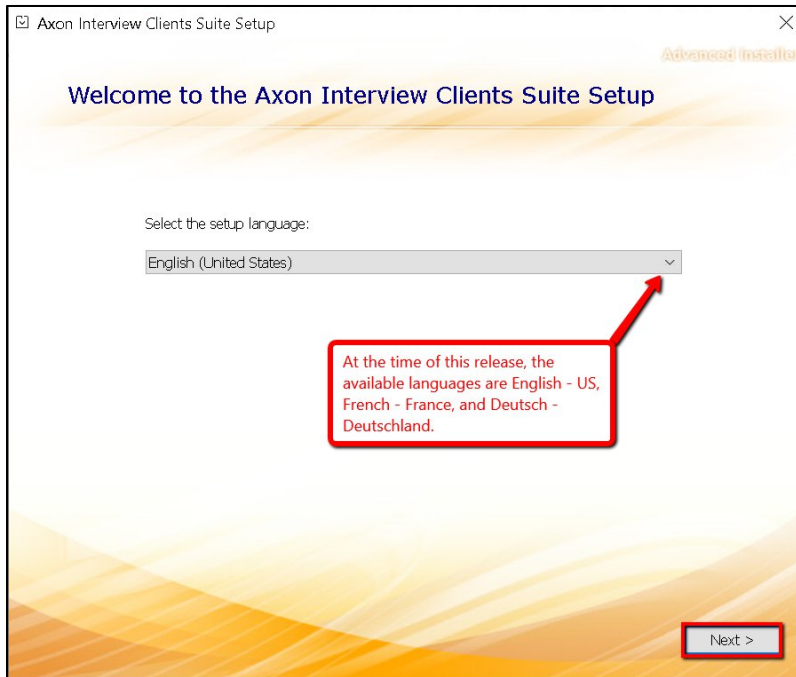
- Locate the Software Suite Installer folder and open it.



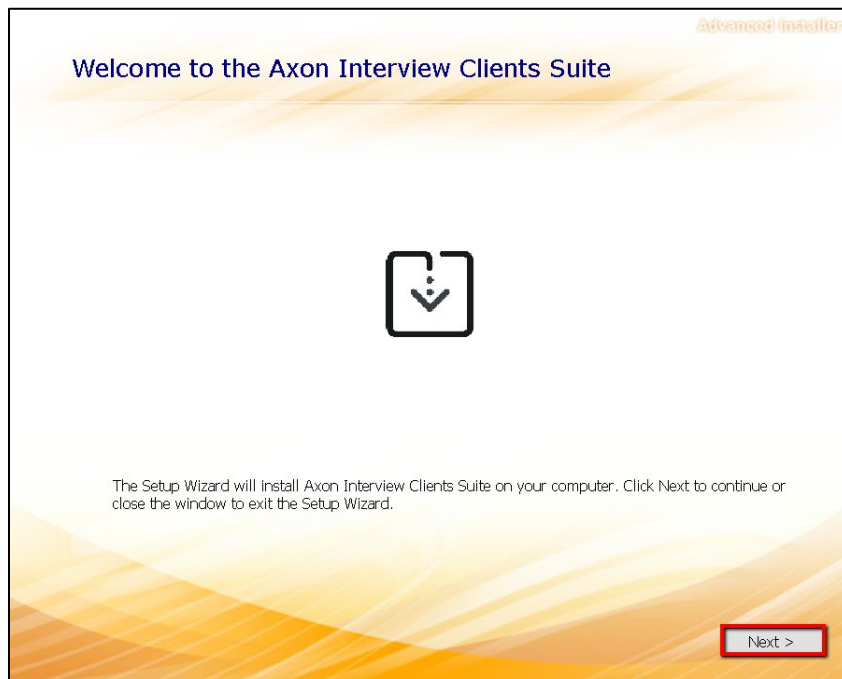
2. Right-click **Axon Interview Clients Suite Setup.exe** and select **Run as Administrator**.



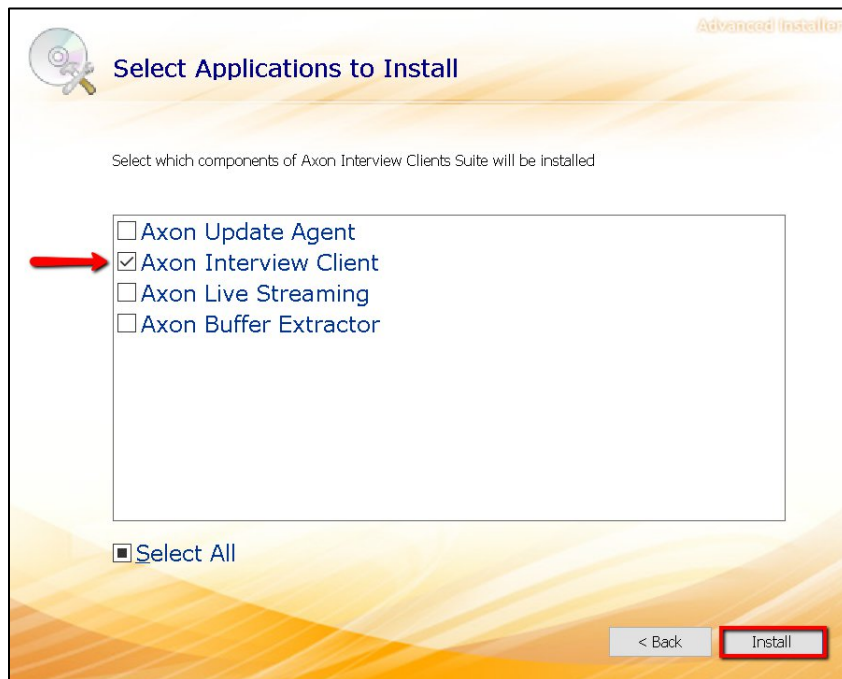
3. Select the appropriate regional language and click **Next** on the install wizard.



4. Click **Next**.

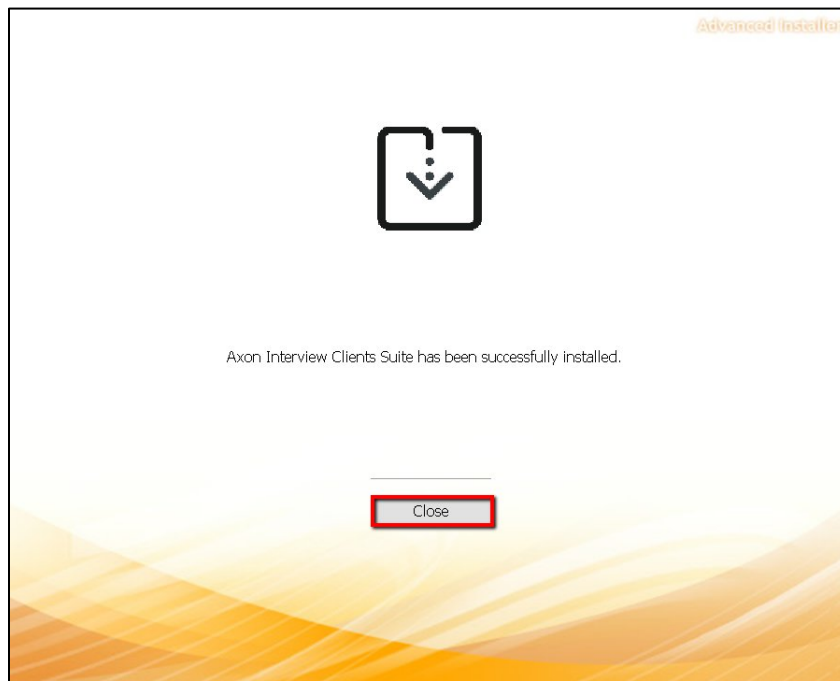


5. On the Select Applications page, the Axon Interview Client software will automatically be checked. If any other software is needed, simply click in the box to check them. Once ready, click **Install** to proceed.

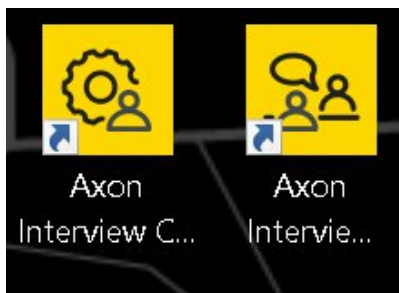


- Axon Update Agent will check if the installed version is the most current.
- Axon Interview Client is the main component.

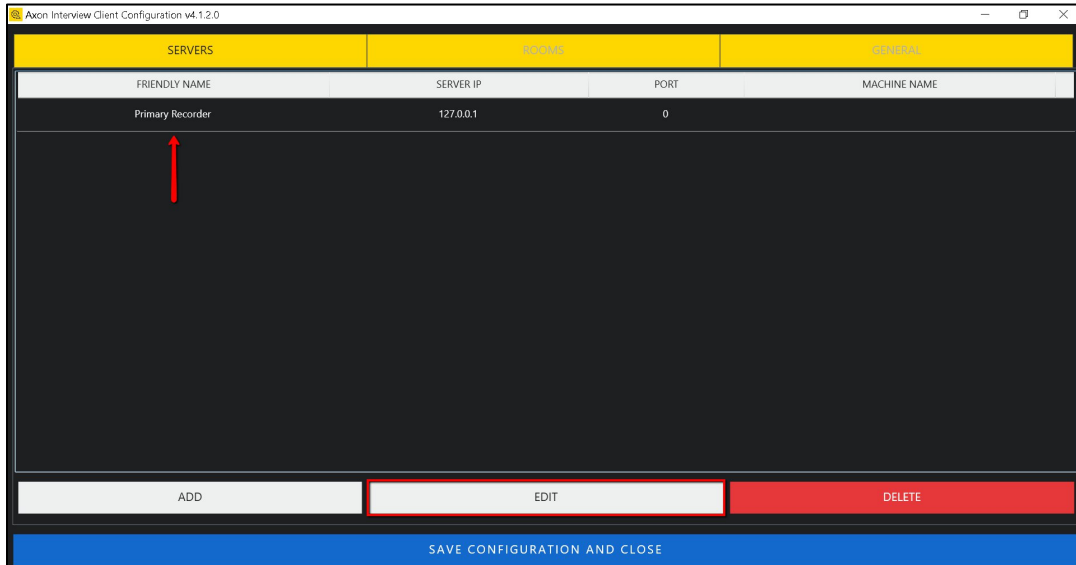
- Axon Live Streaming is used to watch camera's and/or recordings live. Can be installed on the server as an admin tool.
 - Axon Buffer Extractor allows admins to extract video that was not captured. Should be installed on the server as an admin tool.
6. Once the Axon Interview Client and Axon Interview Client Configuration application are installed the below message will be presented.



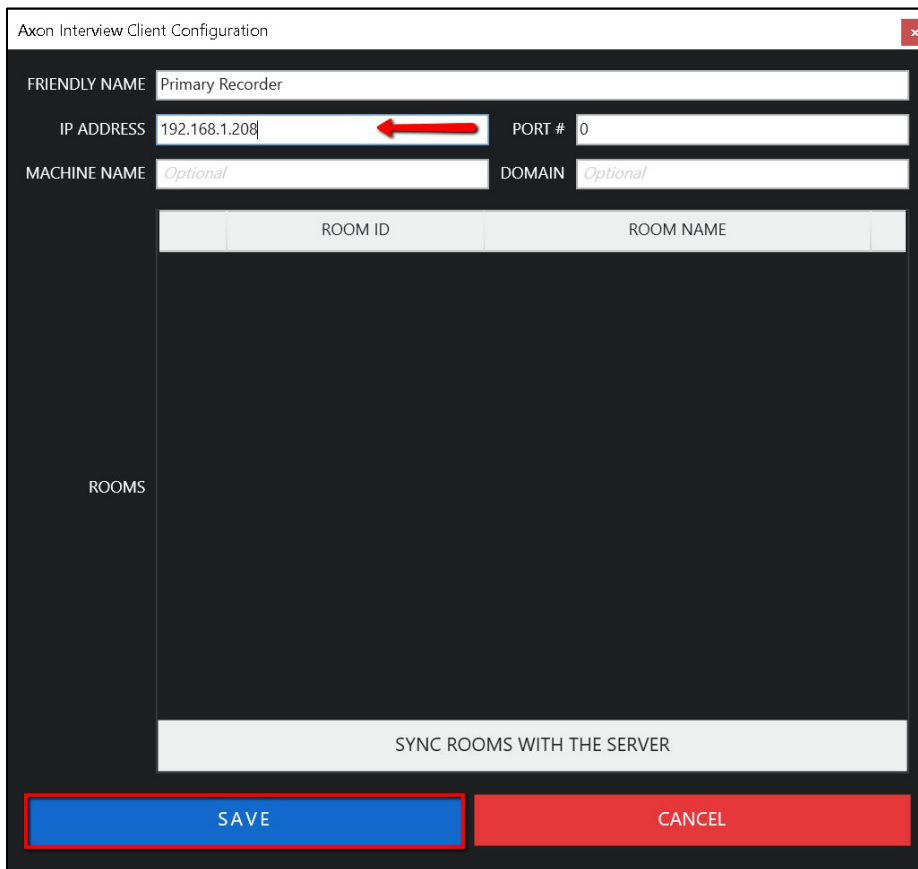
7. When the install is complete, the Axon Interview Client Config icon and Axon Interview Client icon will be placed on the desktop. Launching the Axon Interview Client Configuration icon allows users to configure the client to point to the servers.



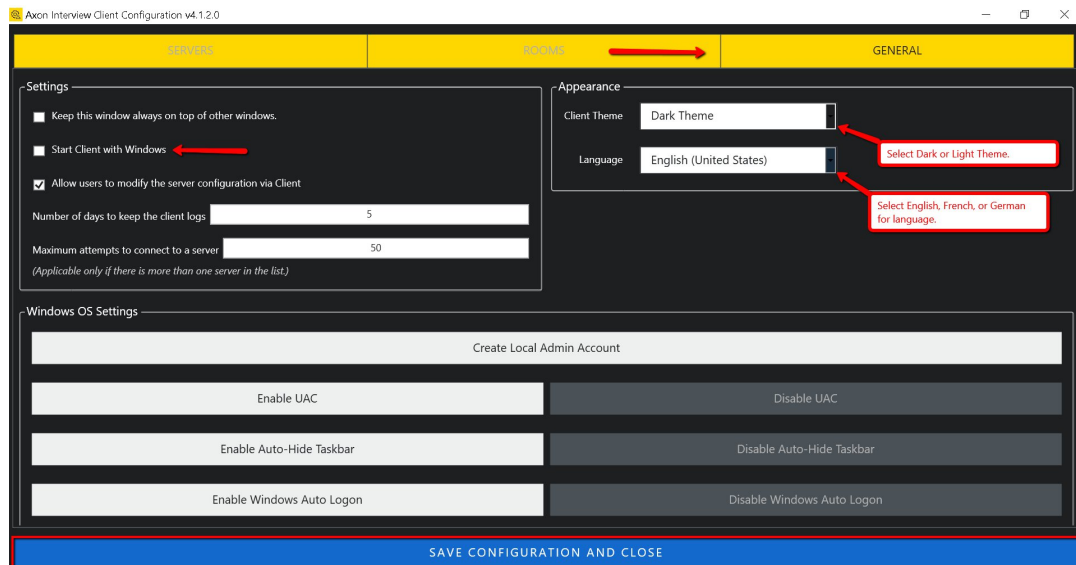
- 8. Inside of the Axon Interview Client Config, either double click on the Primary Recorder name or click it once and at the bottom click **Edit**.



- 9. Change the IP address to the address of the Primary Server. Leave the port at 0 and click **Save** at the bottom.



10. In the top right corner, click the **General** tab.



Settings

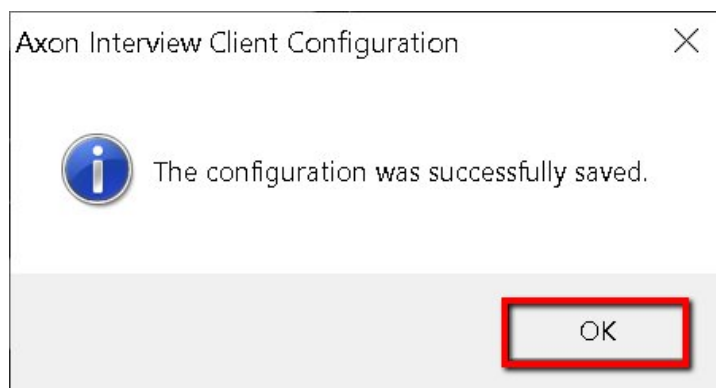
- Unselect the **Start Client with Windows** radio button.
- Place a check in the **Allow users to modify the server configuration via Client** box.

Appearance

- Client Theme: Select from the drop down either Light or Dark Theme.
- Language: Select from the drop down either English, French, or German.

11. Once the settings have been configured, select **Save Configuration and Close** at the bottom.

12. Click **OK**.



Note: This process will also need to be duplicated on the secondary server.

Wowza License Key Configuration

1. Axon Interview uses a separate encoding software for streaming capabilities. There are two methods of authenticating:
 - A hardware USB key that authenticates locally.
 - A call-in license that authenticates over the internet to a licensing server.
2. The license key needs to be entered manually on each server in the following location:
C:\Program Files (x86)\Wowza Media Systems\Wowza Streaming Engine\conf\server.license

NOTE: If you need assistance with acquiring your Wowza license keys please contact your Axon Support Representative at 1-800-978-2737 or support@axon.com.

Configuring Axon Interview

Configuring Axon Interview General Tab

1. Login into the Axon Interview Client with an Axon Evidence username and password. If the cloud config has not yet been generated to use Axon Evidence credentials, the following credentials can be used:
 - Username: admin
 - Password: pass

CENTRAL AREA
Primary Recorder (Server)

APR 8 2020 | 8:31:08 AM

LOGIN

PLEASE ENTER YOUR USERNAME & PASSWORD

USERNAME

PASSWORD

~ ! @ # \$ % ^ & * () _ + = Back

Tab Q W E R T Y U I O P { [] " ' . ,

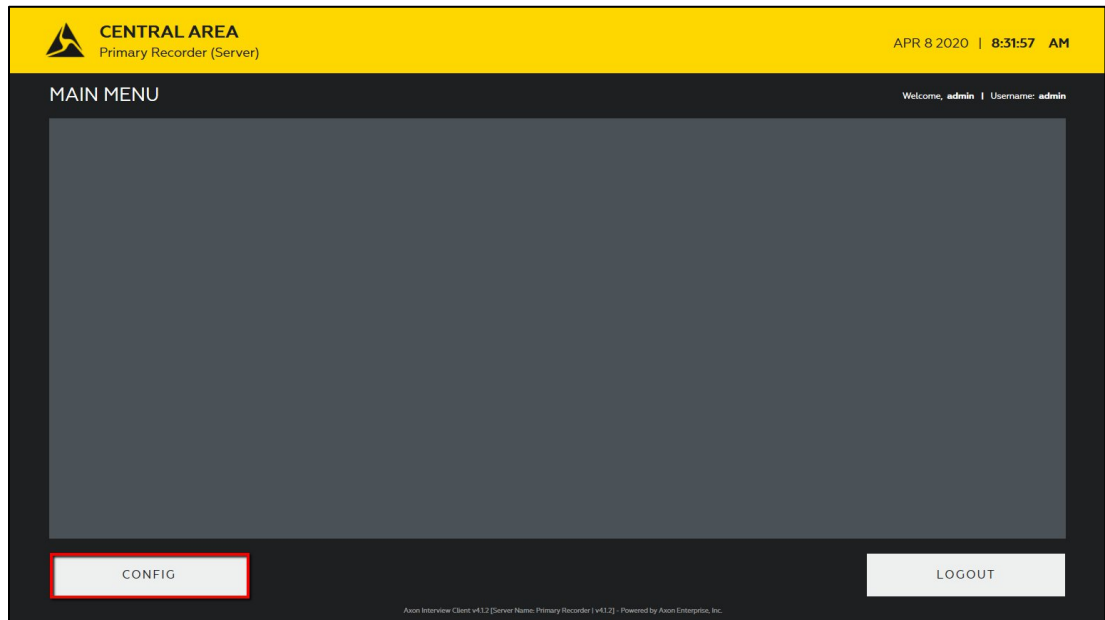
Caps Lock | \ A S D F G H J K L ; : ' " Enter

Shift | \ Z X C V B N M < , > . / ? Shift AltGr

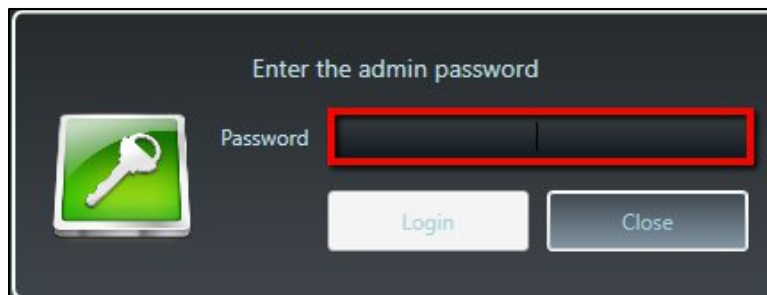
LOGIN

Axon Interview Client v1.12 [Server Name: Primary Recorder | v1.12] - Powered by Axon Enterprise, Inc.

2. Click **Config** in the lower left.



3. Enter the password and click **Login** to go to the Axon Interview configuration pages.



4. In the **General** tab, configure the following items:

The screenshot displays the 'General' configuration tab for Axon Interview. The interface is divided into several sections:

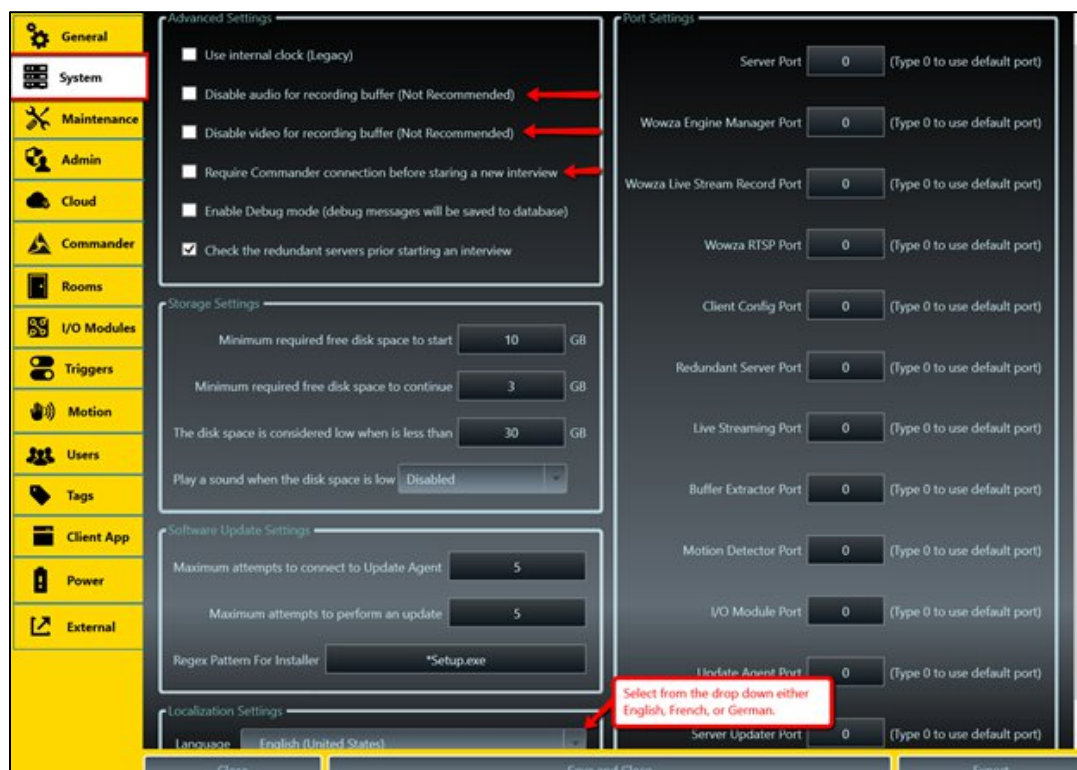
- Recorder Settings:**
 - Buffer Directory: C:\Axon Interview\Buffer\
 - Archive Directory: C:\Axon Interview\Archive\
 - Database Directory: C:\Axon Interview\Database\
 - Offline Directory: C:\Axon Interview\Offline\
 - Wowza Logs Directory: C:\Axon Interview\Wowza\Logs
 - Wowza Online Delay: 5 (seconds)
 - Segment Duration: 10 (minutes)
 - Java Heap Size: Production
 - Recording Mode: Event Based with Buffer
 - Pre Record: 0 (seconds) | Post Record: 0
 - Wowza Credential: [Redacted]
 - Public RTSP Credential: [Redacted]
 - Time Zone: (UTC-05:00) Eastern Time (US & Canada)
 - Database Operation: None
- Metadata Settings:**
 - Area: Test
 - Source: Primary Recorder
 - Automatically complete Post-Recording metadata after: 60 (minutes)
- Multimedia Container Format Settings:**
 - Segment Format: FLV (Recommended) MP4
 - Audio/Video Format: MP4 MKV
 - Audio-Only Format: MP3 AAC
- Cleanup Settings:**
 - Delete database entries older than: 200 (days)
 - Delete Wowza logs older than: 5 (days)
 - Delete the buffer segments older than: 180.00:00:00 (d.hh:mm:ss)
 - Delete the buffer segments when low on disk space. Drive Full: 80 (%)

- Under Recorder Settings, the directory can be changed to the appropriate locations where the data needs to be stored. The default setting is the C: drive.
- Leave the **Wowza Online Delay**, segment duration, and java heap size as is.
- If the buffer is being used (the cameras are automatically buffering 24/7 with video and audio), the **Pre-Record** and **Post-Record** values can be set to any time amount needed. Pre-record is used to capture data before the start of an interview, and post record is used to capture data after the interview has been completed.
- Leave the **Wowza Credential** and **Public RTSP Credential** as is.
- Change the **Time Zone** to your agency's current time zone.
- Leave the **Database Operation** as is.
- Metadata Settings:
 - Change **Area** to your agency's name.
 - Change **Source** to either Primary Recorder or Secondary Recorder, depending on which server you are configuring.
 - Leave **Automatically Complete Post-Recording Metadata After** as is.
- Leave the Multimedia Container Format Settings area as is.
- Cleanup Settings:

- Leave **Delete database entries older than** and the **Delete Wowza logs older than** as is.
- Set **Delete the buffer segments older than** to the length of time you want the data captured from the cameras to be stored. You can store it by days, hours, minutes or seconds.
- Set **Delete the buffer segments when low on disk space. Drive Full:** to the percentage of full the storage used before the system starts to delete old files.

Configuring Axon Interview System Tab

1. Click the **System** tab and configure the following items:



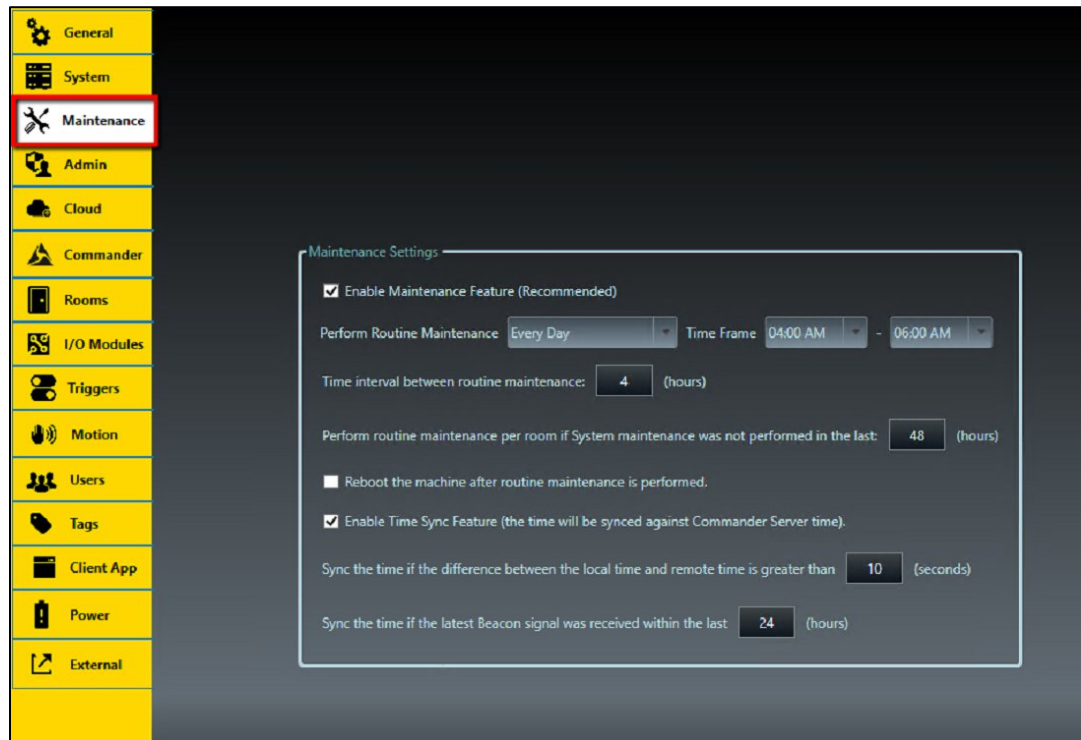
- Advanced Settings:
 - Optionally, **Use internal clock** can be checked if the software's clock is to be used (this is not recommended).
 - If you are not using the audio buffer, check **Disable audio for recording buffer**.
 - If you are not using the video buffer, check **Disable video for recording buffer**.

- If using Axon Commander (not Axon Evidence.com), check **Require Commander connection before starting a new interview**.
- **Enable Debug mode** can be checked if you want the software to debug itself constantly (this is not recommended).
- Storage Settings:
 - Optionally, set the **Minimum required disk space to start** an interview value in Gigabytes.
 - Optionally, set the **Disk space is considered low when less than** value in Gigabytes. This sets when the low disk space warning is shown in the Axon Interview Client.
 - Optionally, set if **Play a sound when the disk space is low** is enabled or disabled. The default is disabled but can be enabled if users want to be notified with a ping every few seconds.
- Software Update Settings:
 - Optionally, set the **Maximum attempts to connect to Update Agent** for the software.
 - Optionally, set the **Maximum attempts to perform an update** for the software.
 - Optionally, set the **Regex Pattern For Installer** to the end installer to end with.
- **Port Settings** allows users to change which port number is used for a specific application. If any are changed, ensure it is documented for you agency and add it to the firewall as an open port.
- Under **Localization Settings**, select the appropriate language, English, French, or German, as the needed.

Configuring Axon Interview Maintenance Tab

The **Maintenance** tab sets the time for the servers to perform routine maintenance.

1. Click **Maintenance** and configure the following items:

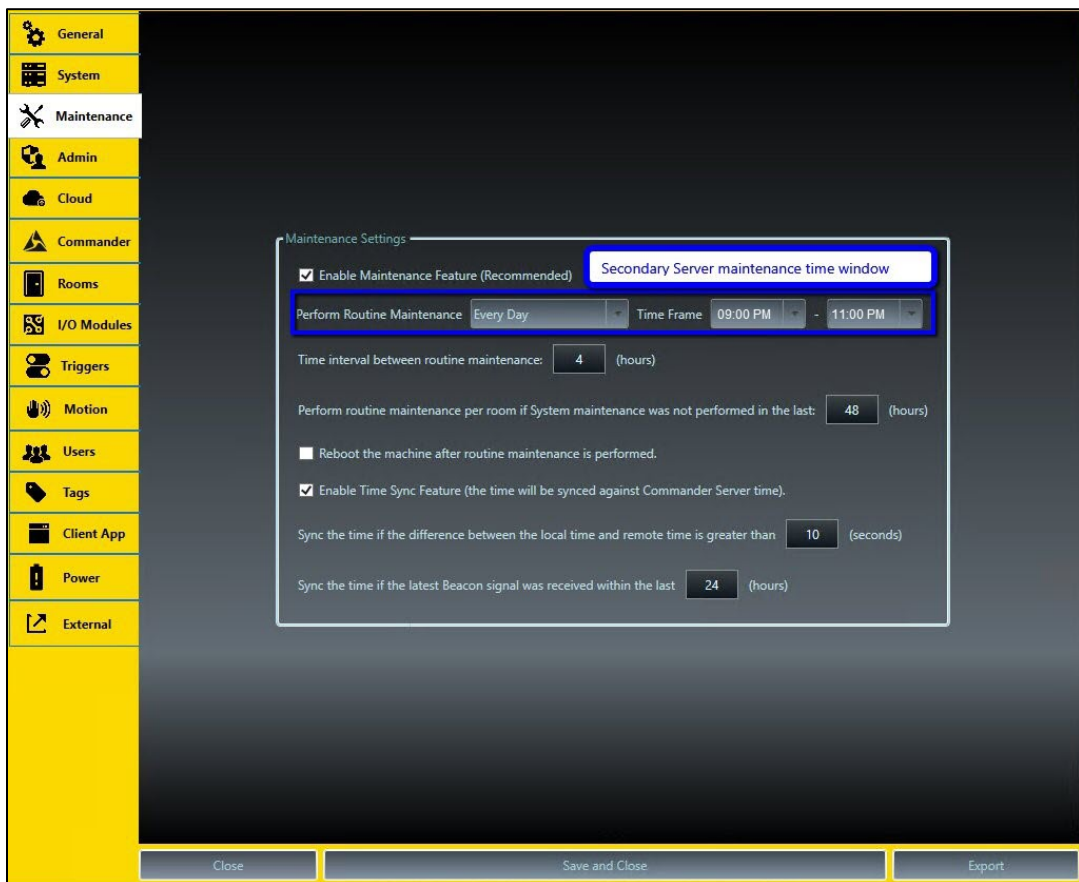
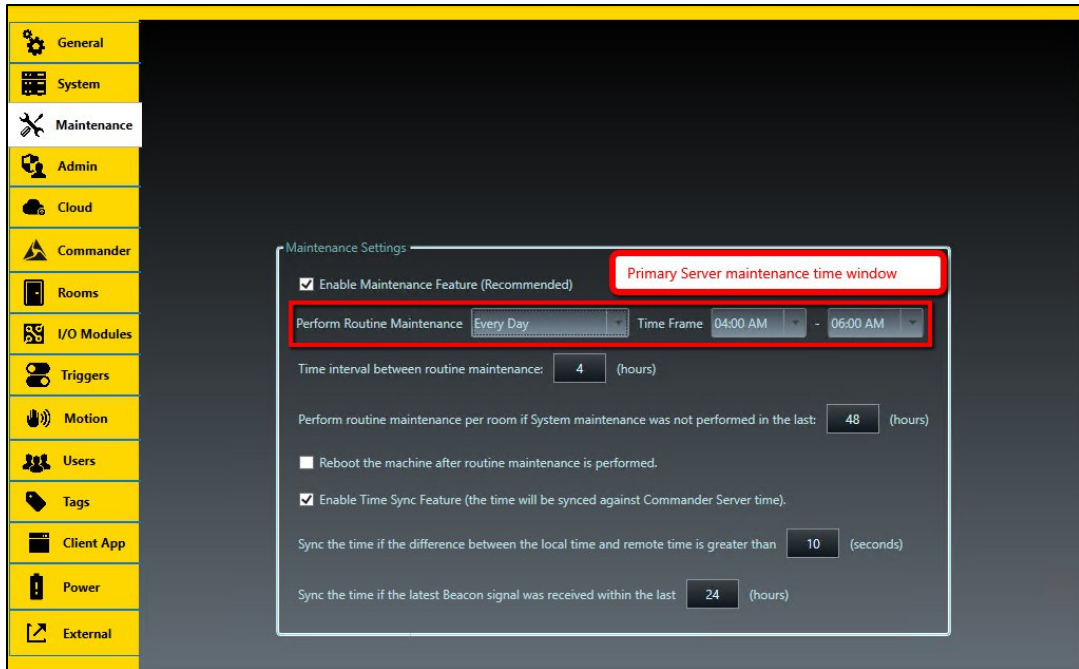


2. The **Perform Routine Maintenance** options control the server's maintenance time window.

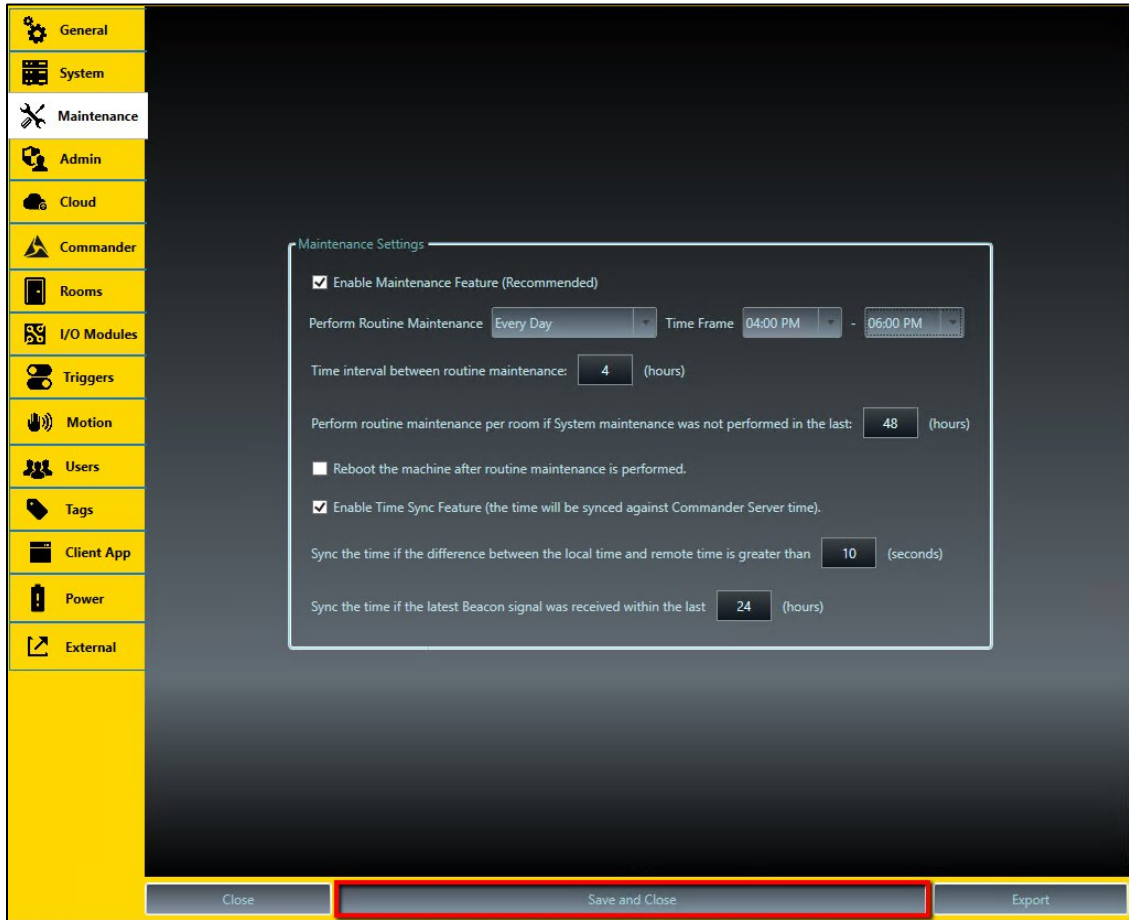
Axon recommends that you stagger the times between servers and during expected hours of lower Interview Room utilization.

An example of a typical setup is:

- For the Primary server select: **4:00 AM - 6:00 AM**
- For the Secondary server select: **9:00 PM - 11:00 PM**



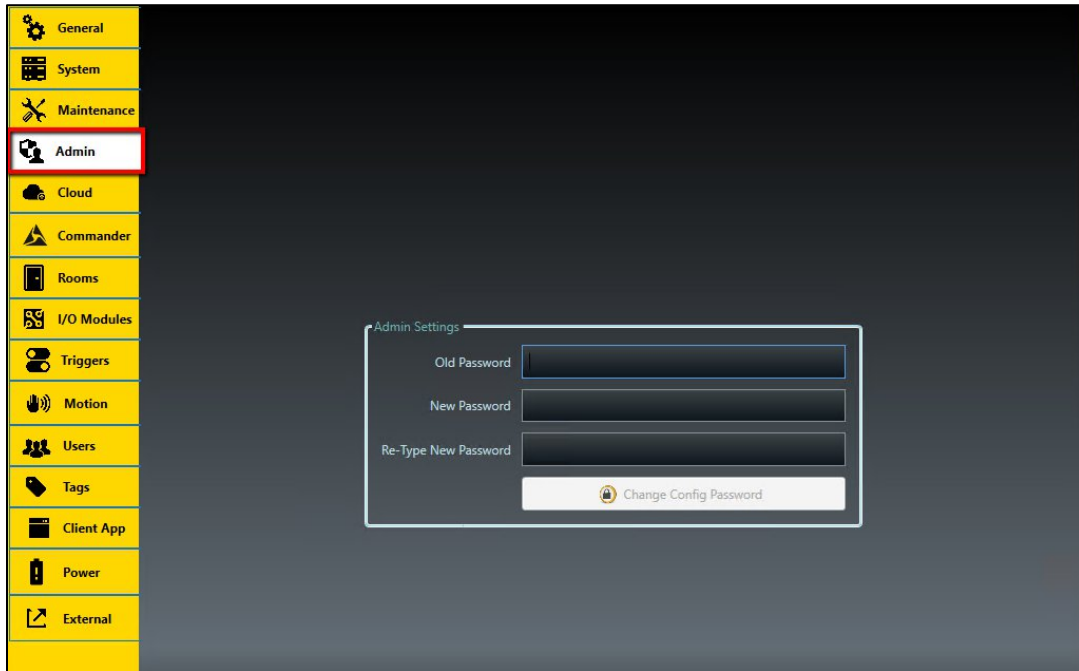
3. Once you have completed the configuration changes, click **Save and Close** to save the configuration and restart the application. Otherwise proceed to the next tab.



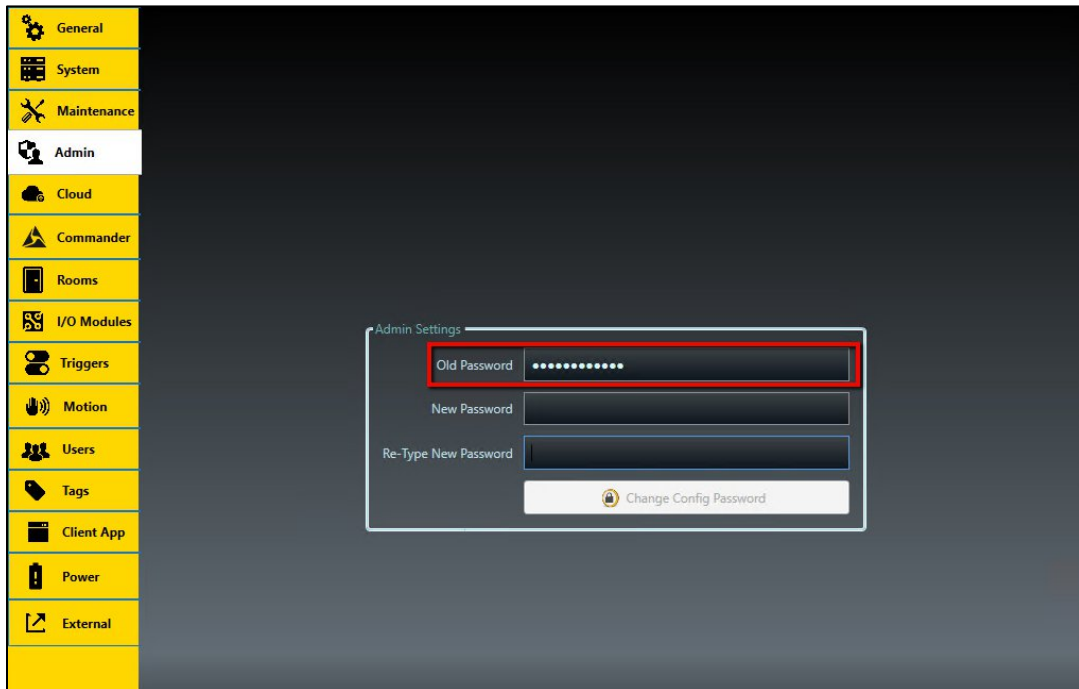
Configuring Axon Interview Admin Tab

The **Admin** tab allows users to change the default configuration password.

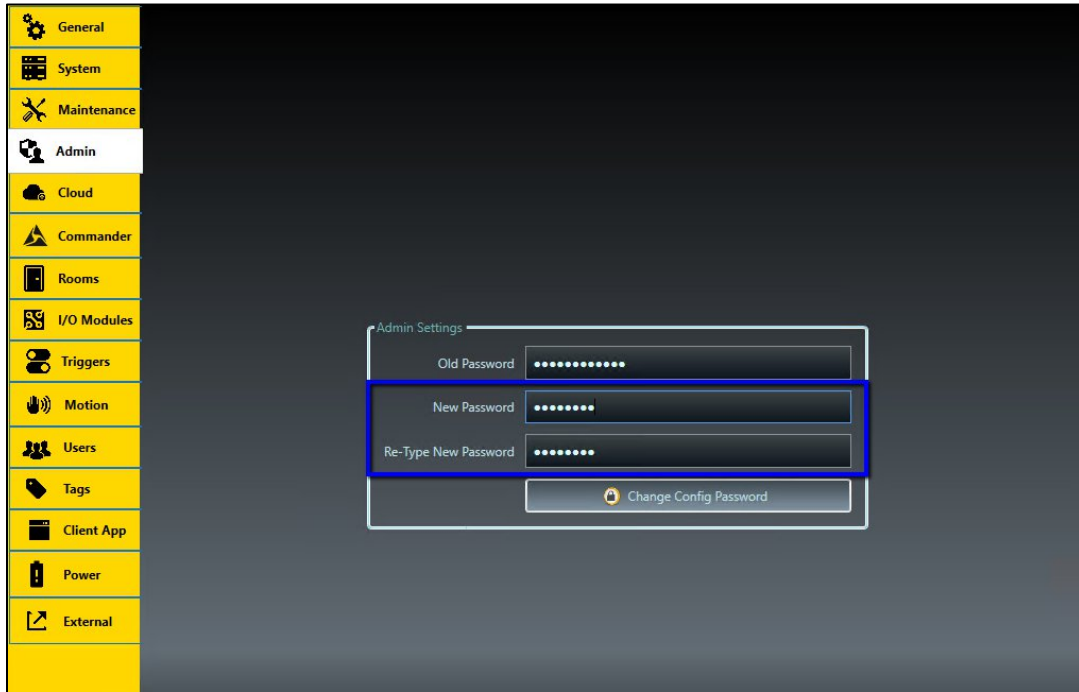
1. Click **Admin**.



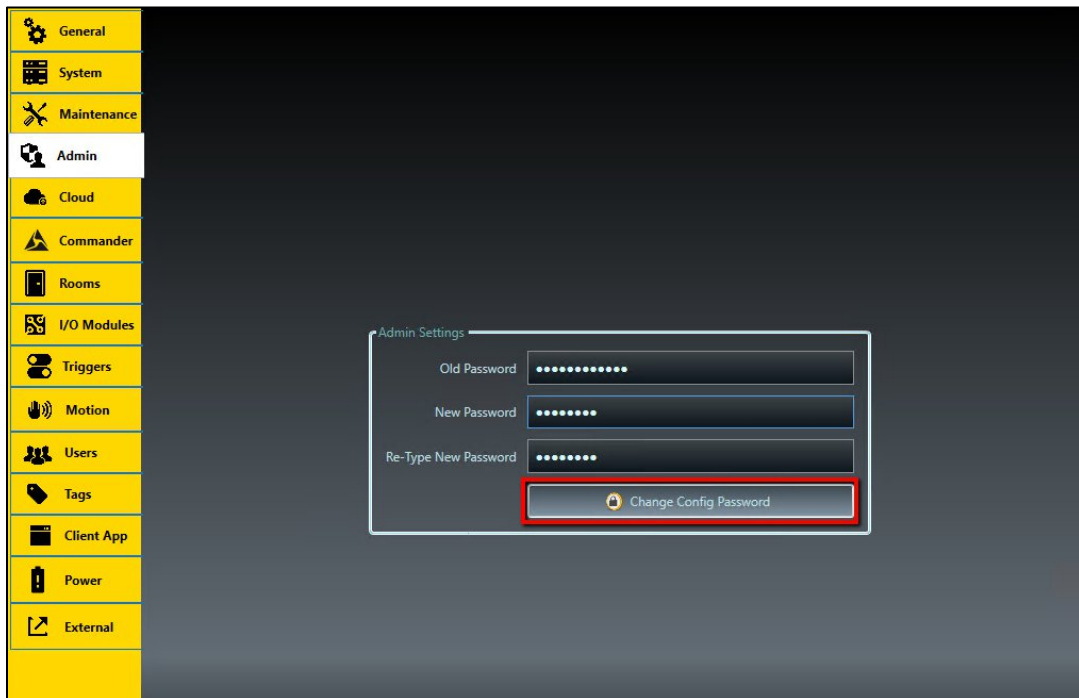
2. Enter the current password into the **Old Password** field.

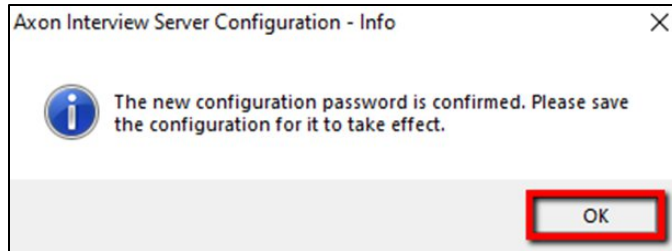


3. To change the password, enter the new desired password into the **New Password** and the **Re-Type New Password** fields.

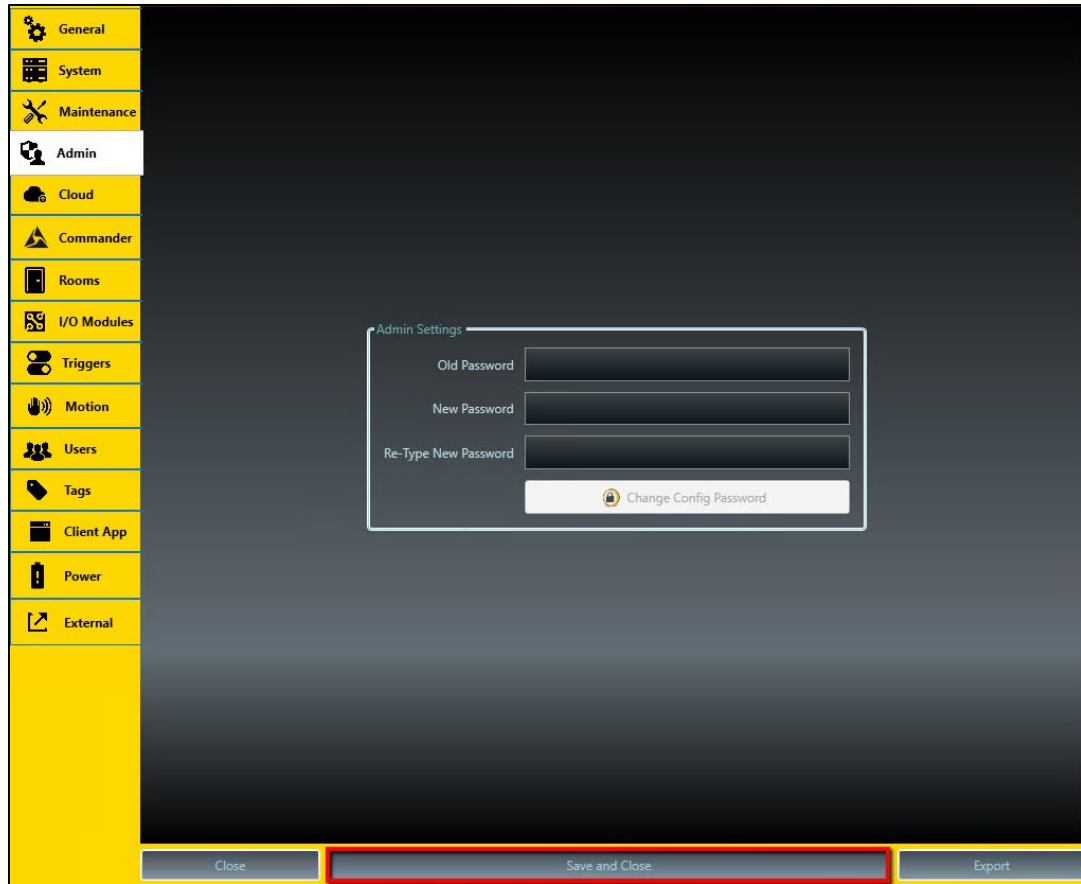


4. Click **Change Config Password** and then click **OK** on the prompt to save the new password.





5. If you are done with configuration changes, click **Save and Close** to save the configuration and restart the application. Otherwise proceed to the next tab.



Configuring Axon Interview Cloud Tab

The Cloud tab stores the Interview API client information created in Axon Evidence to send and receive data from the servers.

1. Click **Cloud**.

The screenshot shows the 'Cloud Settings' configuration page in the Axon Interview application. The left sidebar contains a list of configuration tabs: General, System, Maintenance, Admin, Cloud (highlighted), Commander, Rooms, I/O Modules, Triggers, Motion, Users, Tags, Client App, Power, and External. The main content area is titled 'Cloud Settings' and includes a note: '(Note: There is no configuration specified for the cloud.)'. The form contains the following fields and options:

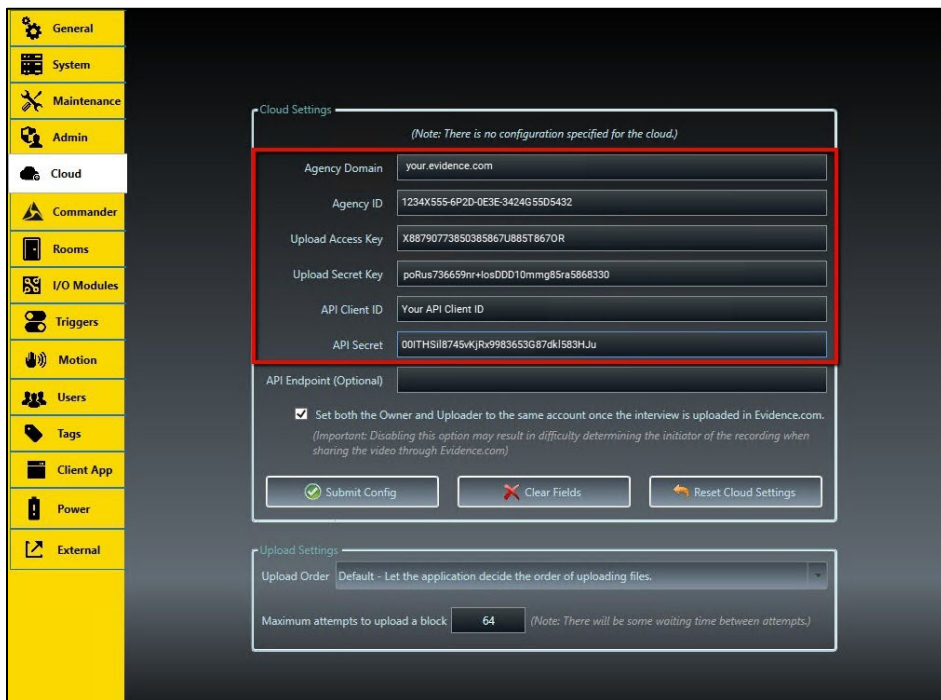
- Agency Domain
- Agency ID
- Upload Access Key
- Upload Secret Key
- API Client ID
- API Secret
- API Endpoint (Optional)
- Set both the Owner and Uploader to the same account once the interview is uploaded in Evidence.com. (Important: Disabling this option may result in difficulty determining the initiator of the recording when sharing the video through Evidence.com)

At the bottom of the form are three buttons: 'Submit Config', 'Clear Fields', and 'Reset Cloud Settings'. Below the form is the 'Upload Settings' section, which includes a dropdown menu for 'Upload Order' (set to 'Default - Let the application decide the order of uploading files.') and a text input for 'Maximum attempts to upload a block' (set to '64'). A note below this field states: '(Note: There will be some waiting time between attempts.)'

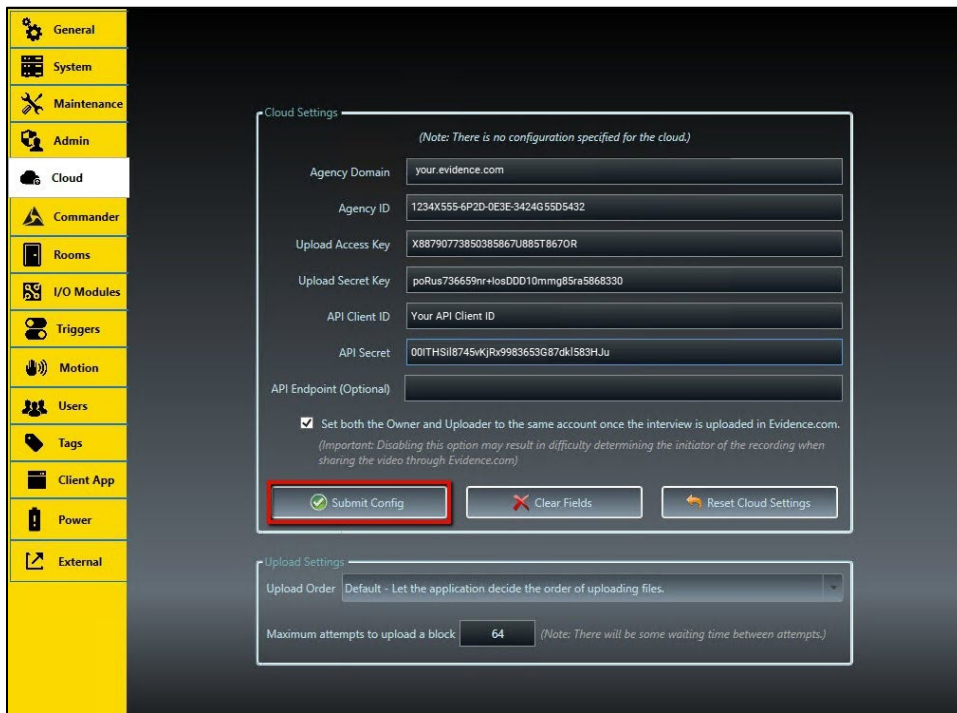
2. The API client information is generated through API Settings under the Admin tab in Evidence.com:

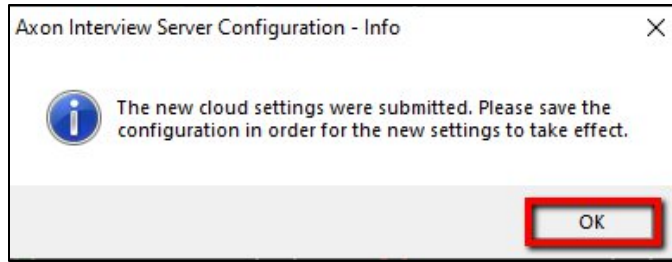
- If you need assistance with setting up the API, please contact your Axon Support Representative. [1-800-978-2737](tel:1-800-978-2737) or support@axon.com

- Once the values are created, they can be entered in their corresponding fields.

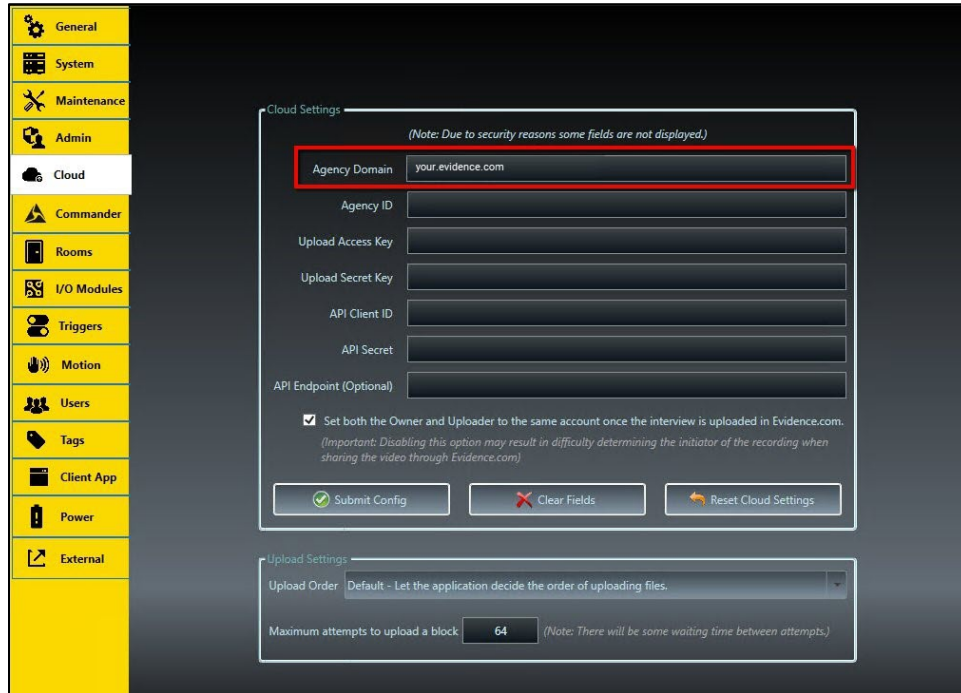


3. After entering the information, click **Submit Config** to submit the API values and the click **OK** on the prompt to confirm the submission.





- 4. When submitted, the Axon Evidence instance is displayed in the **Agency Domain** field.



5. Optionally, you can change the Upload Order setting.

The screenshot displays the configuration interface for Axon Interview. On the left is a vertical navigation menu with yellow buttons for: General, System, Maintenance, Admin, Cloud (highlighted), Commander, Rooms, I/O Modules, Triggers, Motion, Users, Tags, Client App, Power, and External. The main content area is titled 'Cloud Settings' and contains several input fields for configuration. Below these fields is a checkbox and a note. At the bottom of the Cloud Settings section are three buttons: 'Submit Config', 'Clear Fields', and 'Reset Cloud Settings'. Below the Cloud Settings section is the 'Upload Settings' section, which is highlighted with a red box. It contains two dropdown menus: 'Upload Order' and 'Maximum attempts'. The 'Upload Order' dropdown is currently set to 'Default - Let the application decide the order of uploading files.' and is open, showing the following options: 'Default - Let the application decide the order of uploading files.', 'Standard - Upload the files in the order they were read.', 'Random - Upload the files in a random order.', 'Newest first - Upload the newest files first.', and 'Oldest first - Upload the oldest files first.'

Cloud Settings

(Note: There is no configuration specified for the cloud.)

Agency Domain: your.evidence.com

Agency ID: 1234X555-6P2D-0E3E-3424G55D5432

Upload Access Key: X88790773850385867U885T867OR

Upload Secret Key: poRus736659n+IosDD010mmg85ra5868330

API Client ID: Your API Client ID

API Secret: 00ITHSIl8745wKJR9983653G87aklS83HJu

API Endpoint (Optional):

Set both the Owner and Uploader to the same account once the interview is uploaded in Evidence.com.
(Important: Disabling this option may result in difficulty determining the initiator of the recording when sharing the video through Evidence.com)

Submit Config Clear Fields Reset Cloud Settings

Upload Settings

Upload Order: Default - Let the application decide the order of uploading files.

Maximum attempts: Standard - Upload the files in the order they were read.

Random - Upload the files in a random order.

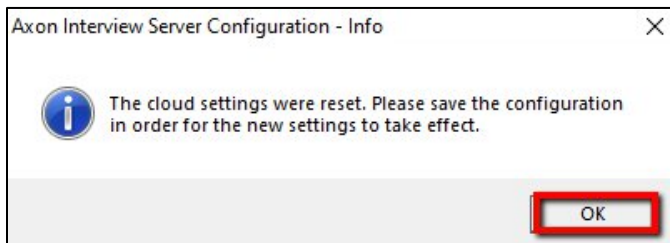
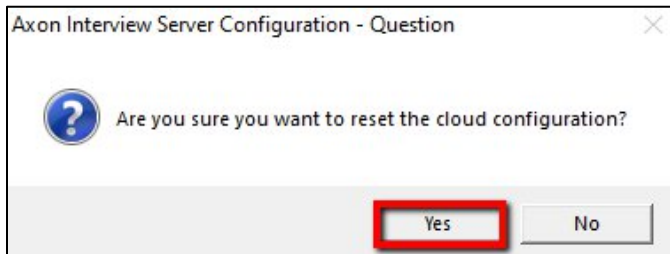
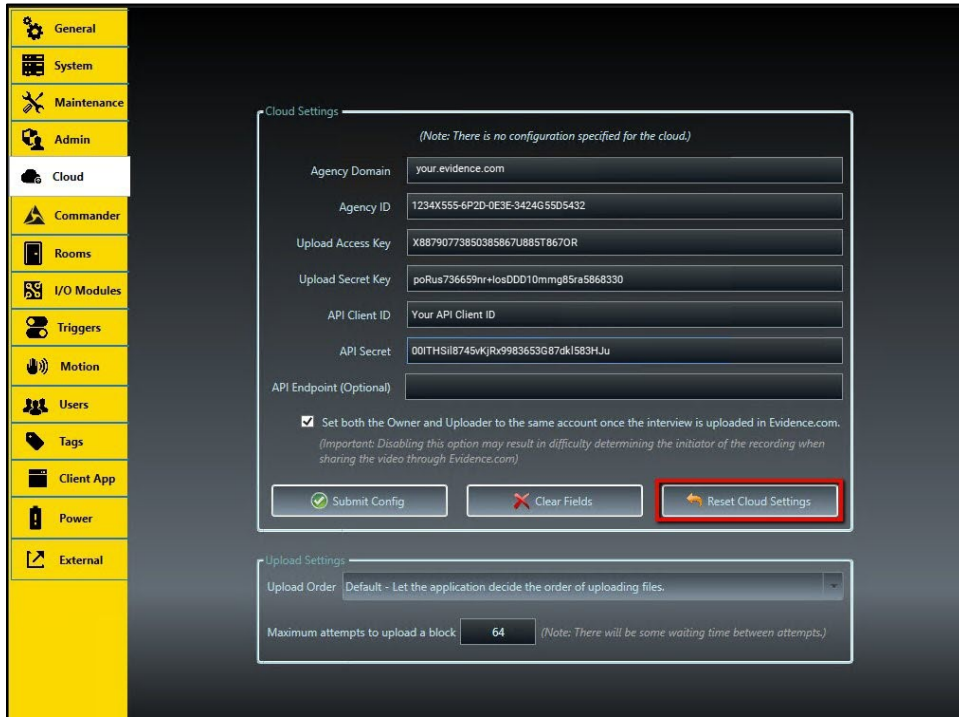
Newest first - Upload the newest files first.

Oldest first - Upload the oldest files first.

The following options are available:

- Default – Let the application decide the order of uploading files.
- Standard – Upload the files in the order they were read.
- Random – Upload files in a random order.
- Newest First – Upload the newest files first.
- Oldest First – Upload the oldest files first.

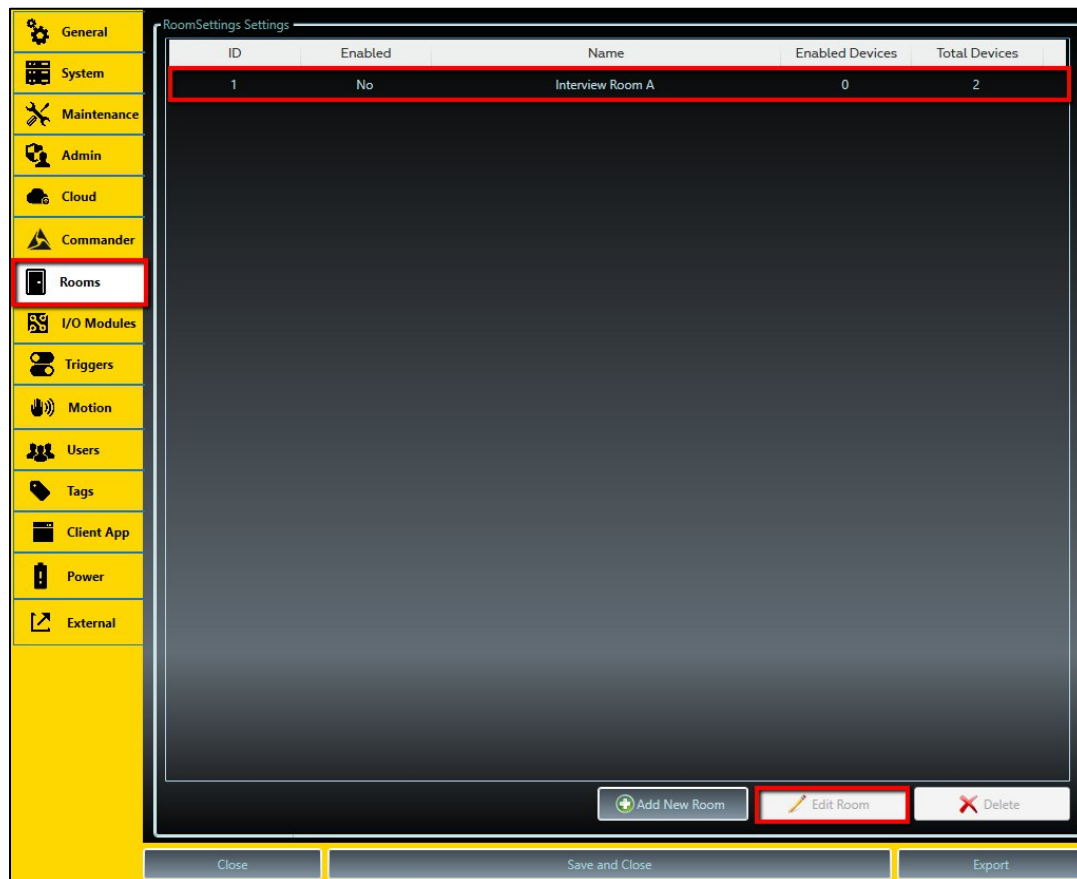
- 6. If needed, the API settings can be reset to default by clicking **Reset Cloud Settings**, clicking **Yes**, and then **OK** on the prompts that follow.



Adding Rooms in Axon Interview

Rooms in Axon Interview are the backbone of the software. It allows users to customize room names, audio, and video settings.

1. Click **Rooms**. Select the existing room and then click **Edit Room** in the bottom right corner.



2. Starting from the top of the screen:

Room Info:

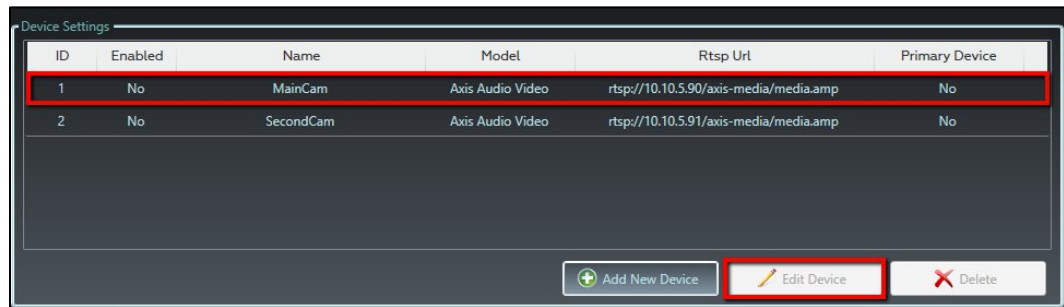
- ID: The software automatically assigns each room an ID number. It's important that these numbers match on both the Primary and Secondary Recorders.
- Name: This is where the user will change the name of the room. This will appear on the Touch Panel and will be customer facing.

- **Enabled:** Toggles the server to allow the Touch Panels to sync the room.

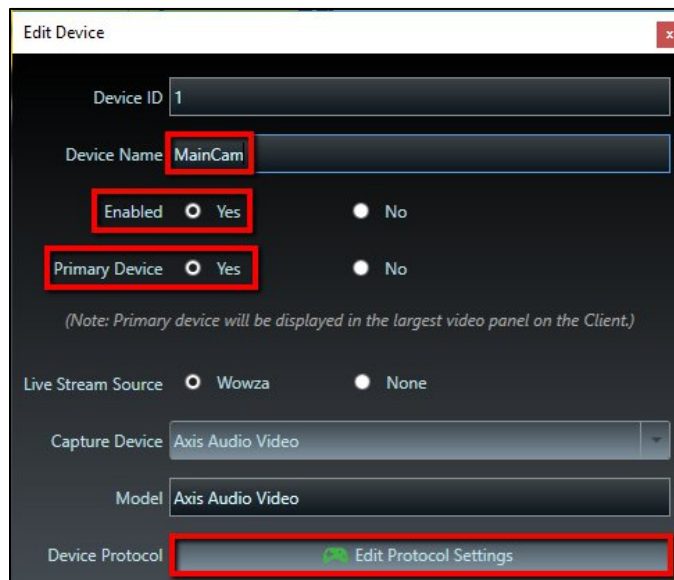


Device Settings:

- Select a pre-populated device available. Click **Edit Device**.



- A new window will pop-up that allows users to change settings on the camera.



- **Device ID:** The ID associated with the device. This needs to match on both the Primary and Secondary Recorders.
- **Device Name:** Rename the device (CovertRm250, Dome, PTZ, etc.).
- **Enabled:** Toggles the server to enable the camera.
- **Primary Device:** Set the device to be in the Primary View on the Touch Panel (generally the camera that shows most of the room).

- Live Stream Source: Always Wowza.
- Capture Device: Define which type of device will be capturing data. For typical installs it's defaulted to Axis Audio Video.
- Model: Define the audio and video settings. Non-editable.
- Device Protocol: Defines the protocols if used with an I/O Module. Save after changing any settings.

Edit Device Protocol Settings

Device ID: 1

Device Name: MainCam

I/O Protocol: Axis IO Module

Trigger: Test

LED On: While Recording

LED Blink: Never

LED Off: Standby

Save Cancel

- I/O Protocol: Click the drop-down menu and select Axis IO Module.
- Trigger: The user will need to configure a Trigger before adding the Trigger to the device. See Configuring I/O Room Triggers.
- LED On: Defines when the LED should turn on. Generally, While Recording is most used.
- LED Blink: Defines if the LED light will blink while in use.
- LED Off: Defines when the LED light will remain in the off position.

- o Audio Settings: Defines the audio settings for the camera. Save after changing any settings.

- Info

Device ID: ID number associated with the device.

Device Name: Name given to device by user.

Audio Settings ID: Automatically assigned by software.

- Audio Input

Audio Source: Defines what type of microphone is installed. Typical installs call for External Microphone (Powered). The cameras can push 12V power and hence line mics are able to be used. (Change to Ring-Powered Line 12 V if this is the case).

- Audio Gain:

Audio Input Gain Value: Changes the sensitivity of the microphone. Higher number = more sensitivity. These settings will overwrite the gain selected via the camera web interface. A gain of 21 db is a good starting point prior to conducting audio testing. **Adjust based on feedback from agency.**

Alert Notification Threshold (Input): Leave as default.

- o Video Settings: Defines video settings for the camera. Save after changing any settings.

The screenshot shows the 'Edit Video Settings' window with the following configuration:

- Device Info:** Device ID: 1, Device Name: MainCam
- Overlay Settings:** Include date, time and text in the video image.
- Primary Stream Settings:**
 - Video Settings ID: 1 (Use 1 as default)
 - Resolution: 1280x720 (16:9)
 - Frame Rate: 30
 - Bitrate: CBR (1.5 Mbps)
 - Compression: 30
 - Group Of Pictures: 32
- Secondary Stream Settings:** Enable Substream: Yes

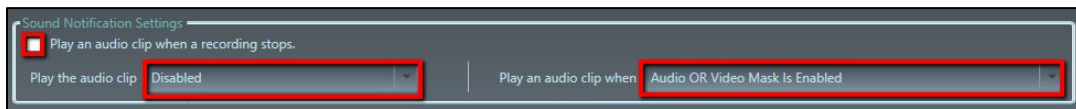
- Device Info
 - Device ID: ID number associated with the device.
 - Device Name: Name given to device by user.
- Primary Stream Settings (Video Stream Settings)
 - Video Settings ID: Leave as default.
 - Resolution: Select the needed resolution dependent on agency's needs.
 - Frame Rate: Leave as default.
 - Bitrate: Leave as default.
 - Compression: Leave as default.
 - Group Of Pictures: Leave as default.
- Overlay Settings: Leave as default.
- Secondary Stream Settings
 - Enable Substream: Leave as default.

- RTSP Url: Change the IP address here to reflect the assigned static IP address of the camera. Copy this Url when adding other devices.
- Admin Username: This needs to match with the credentials used to access the web-based GUI.
- Admin Password: This needs to match with the credentials used to access the web-based GUI.
- Stream Username: This needs to match with the credentials used to access the web-based GUI.
- Stream Password: This needs to match with the credentials used to access the web-based GUI.

Note: If Axon Interview was installed by Axon, please see customer spreadsheet that was provided after the install for Usernames & Password. If you are doing a Self-Installation, contact your Axon representative to obtain the Usernames & Passwords.

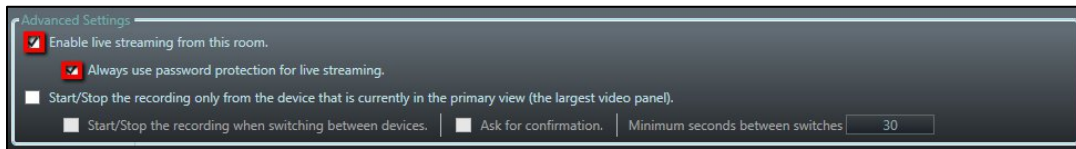


3. Sound Notification Settings:



- Play an audio clip when a recording stops: If the agency wants to be alerted when the interview has been stopped OR after an interval of time.
- Play an audio clip when: If the agency wants to be alerted when the Mask Audio or Mask Video option has been selected from the Touch Panel.

4. Advanced Settings

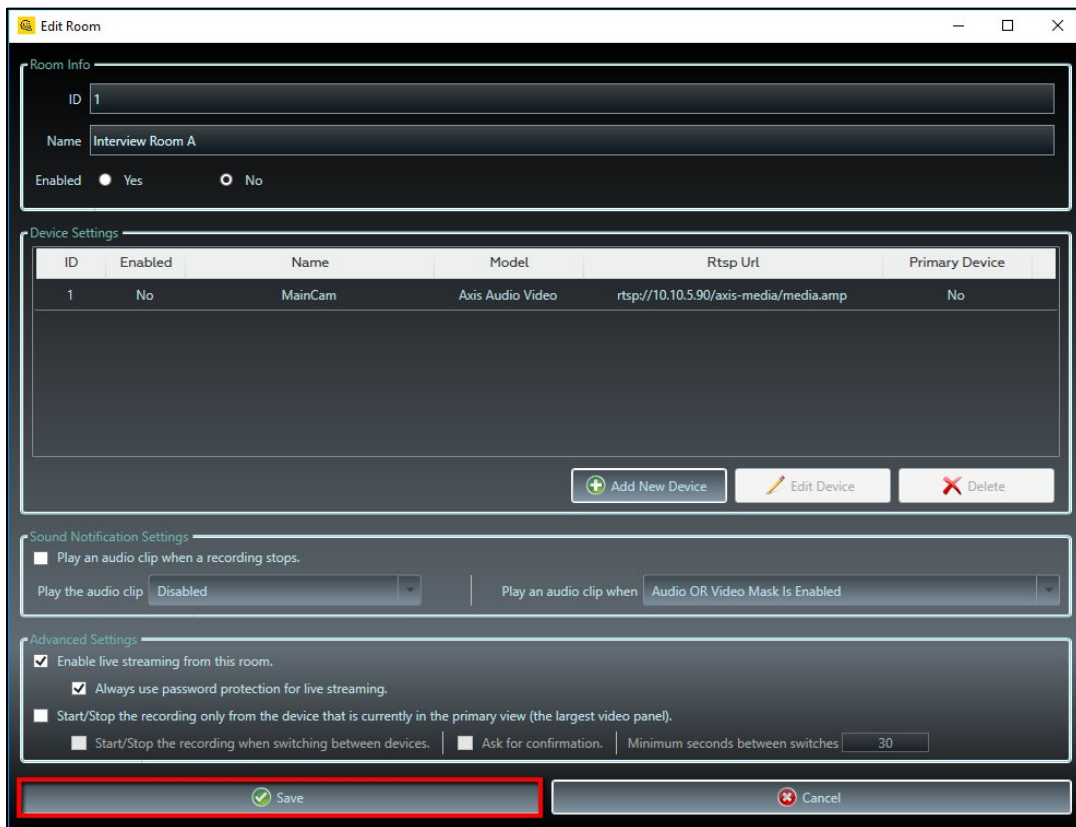


- Enable live streaming from this room: This allows the room to be viewed in the Axon Live Streaming Application.

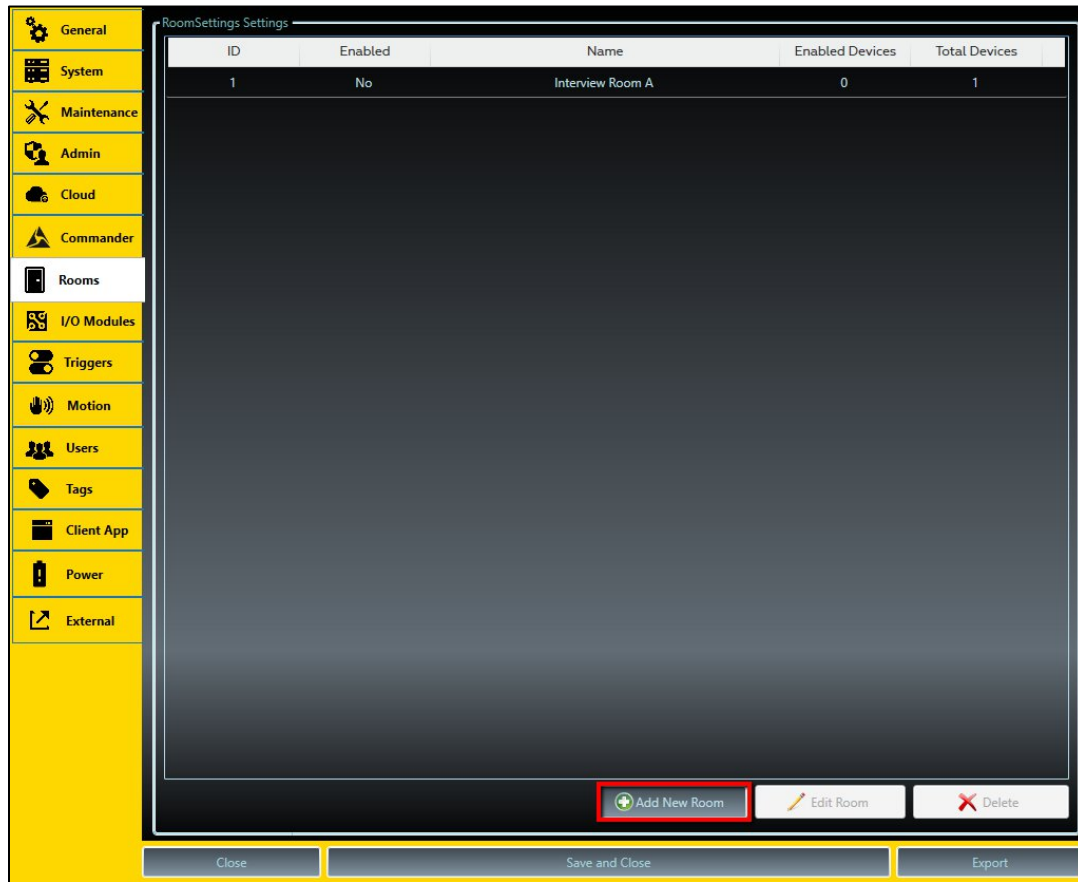
Always use password protection for live streaming: Forces a password to be generated and entered to view the interview currently in progress within the Axon Live Streaming Application.

- Start/Stop the recording only from the device that is currently in the primary view (the largest video panel): Leave as default.

5. Click **Save** in the lower left.



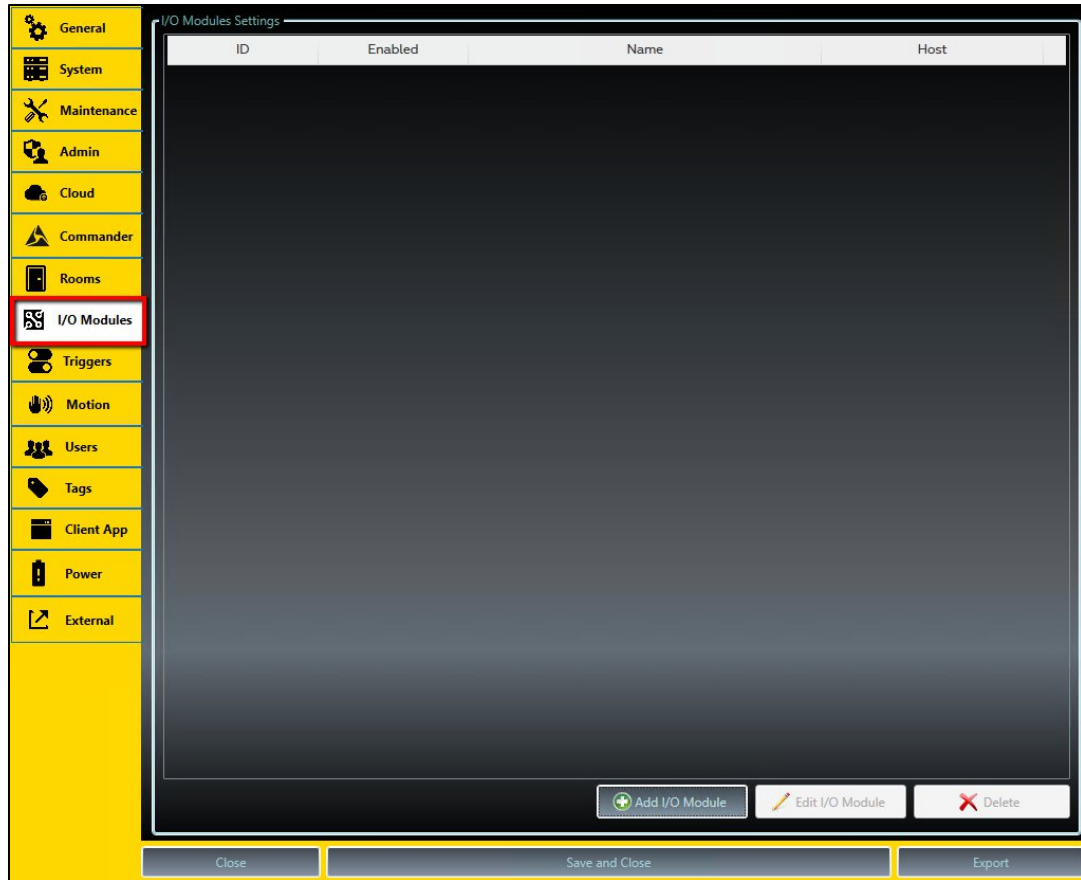
- To add additional rooms to the software click **Add New Room** in the lower right. Repeat the steps above for each room and device added.



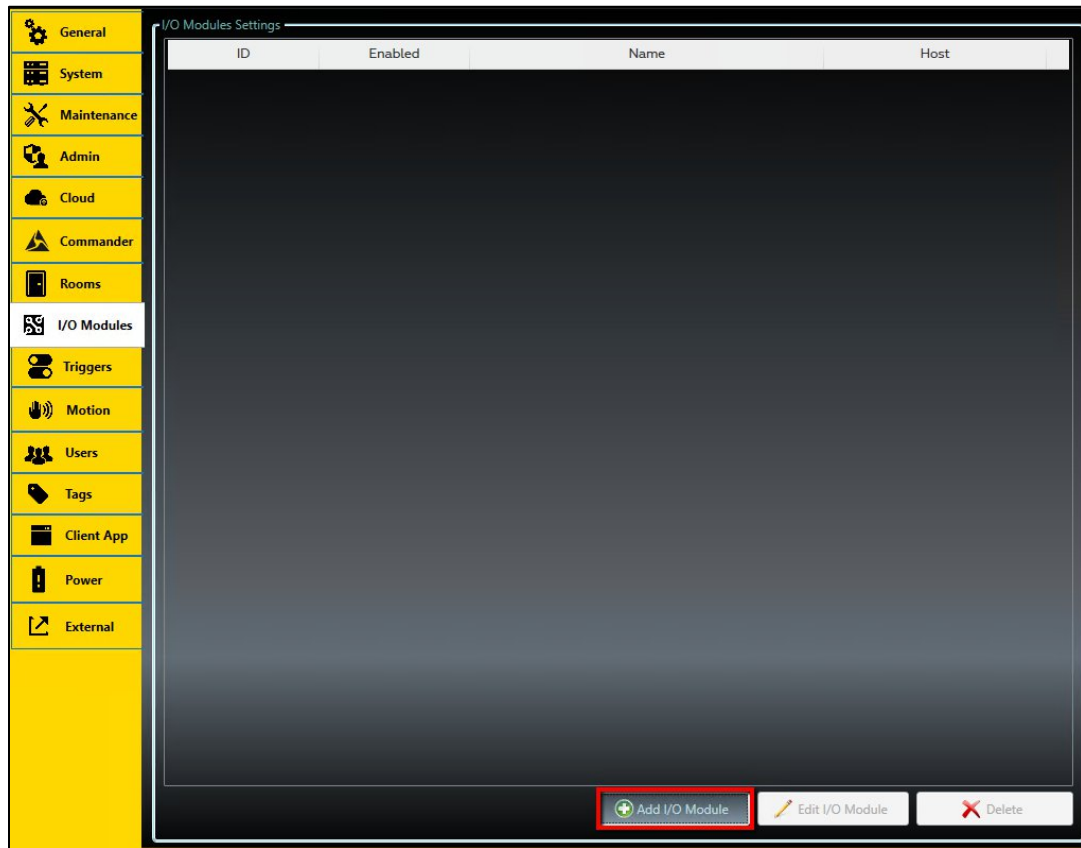
Configuring Axon Interview I/O Module Tab

The I/O Modules tab creates the IO module details for an install requiring inputs and outputs.

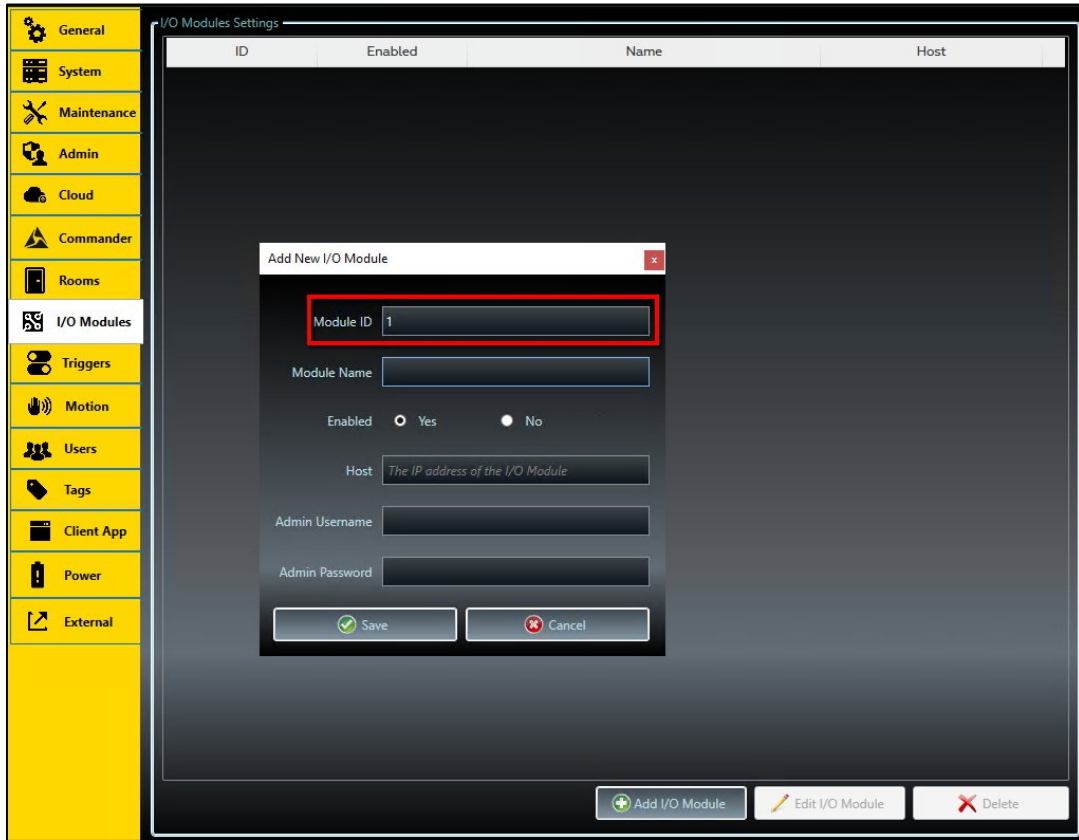
1. Click **I/O Modules**.



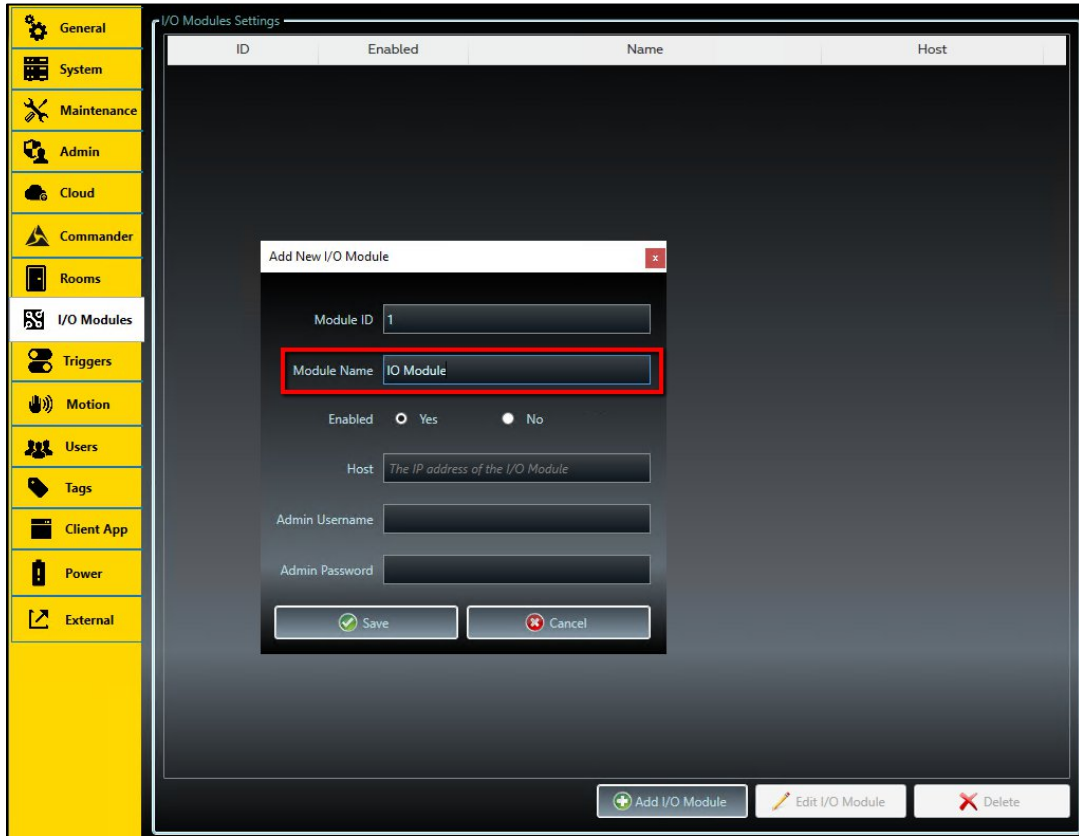
2. Click **Add I/O Module**.



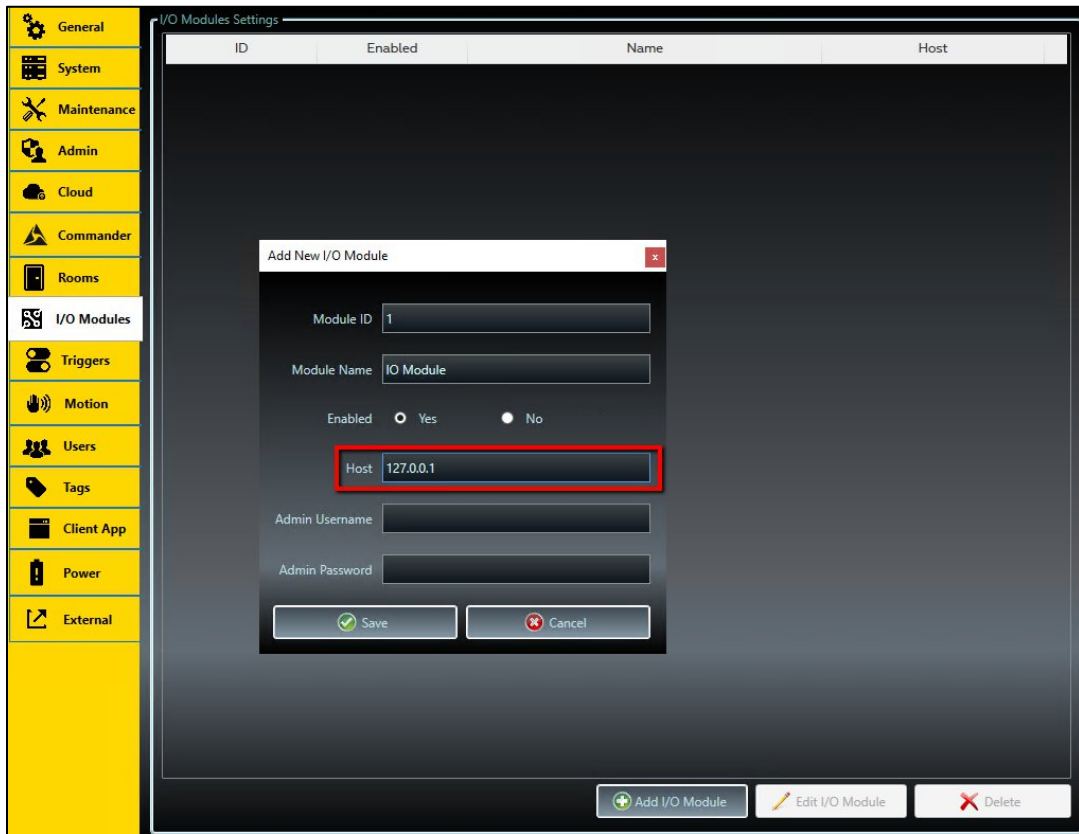
- 3. The Module ID is an automatically generated ID field that is added to each created I/O module.



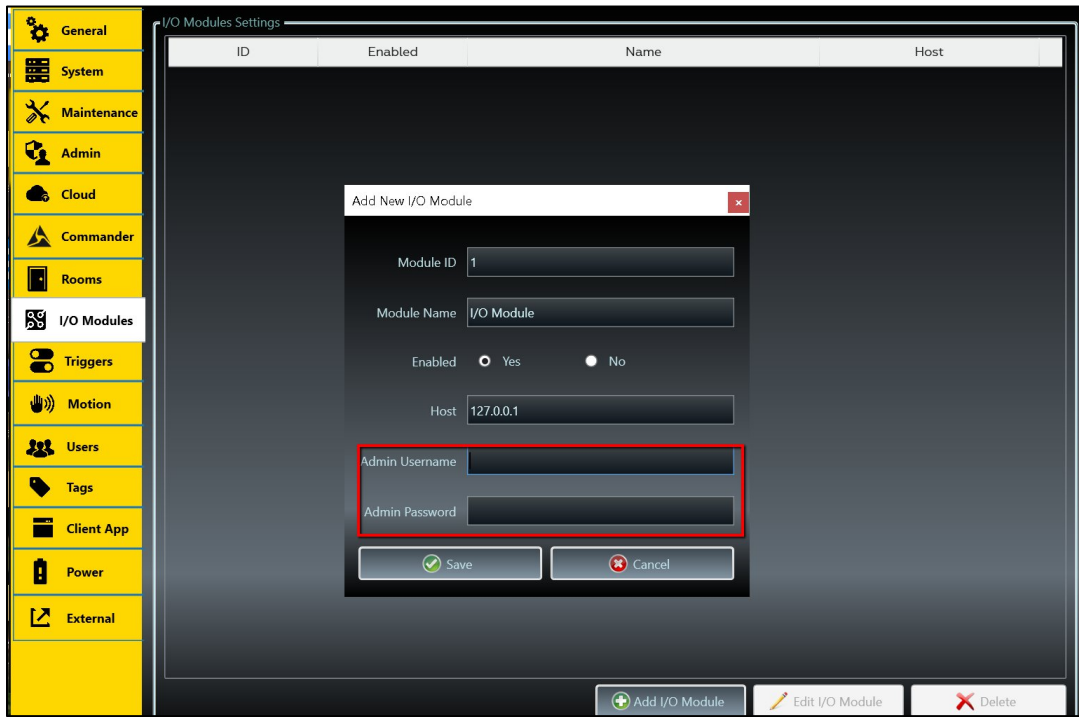
4. Enter the name for the I/O module in the **Module Name** field (it is recommended that you use a descriptive name, such as Location, Floor, etc).



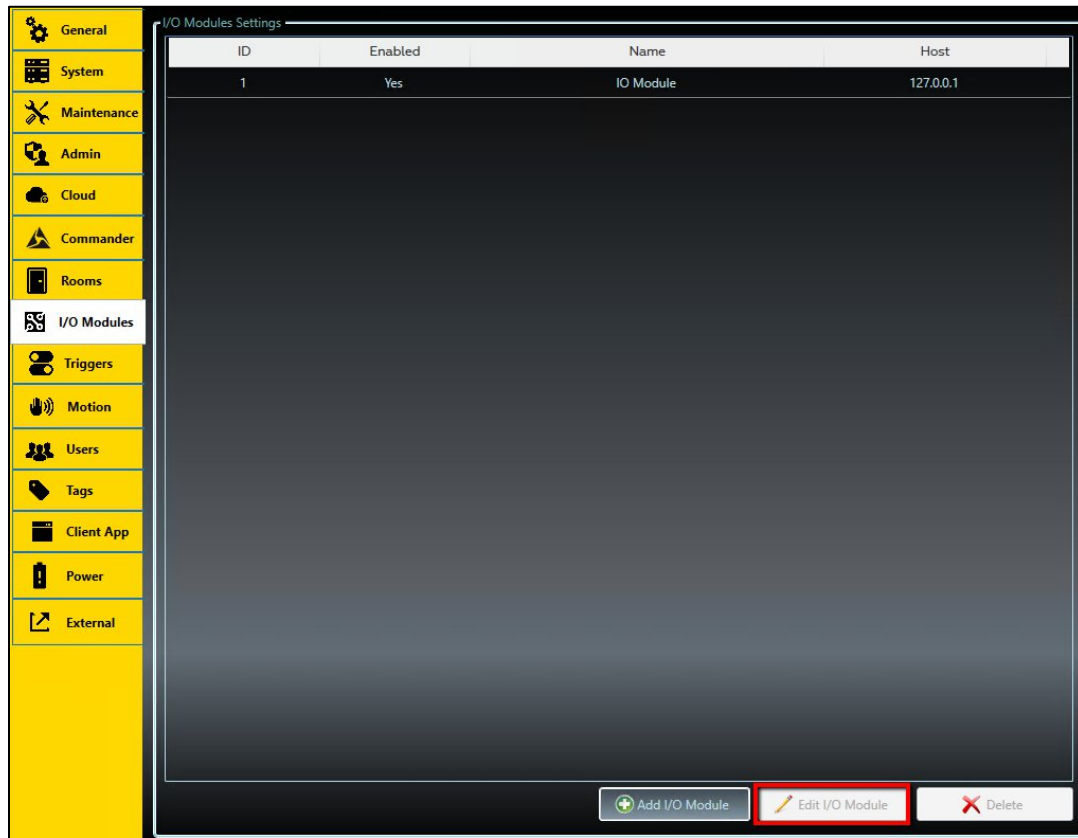
- 5. Enter the IP address of the I/O module in the **Host** field.



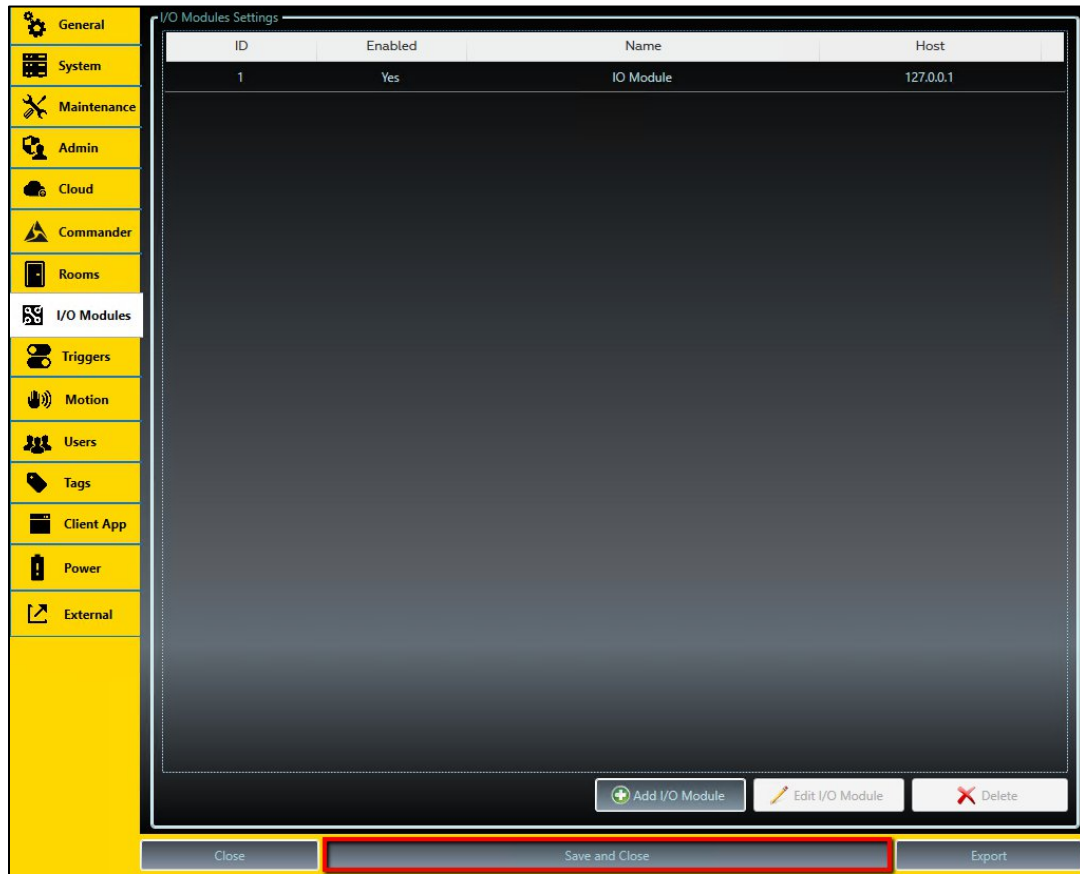
6. Enter the username and password used to access the I/O module via the web interface in the **Admin Username** and **Admin Password** fields.



7. If needed, click **Edit I/O Module** to edit any I/O module entries.



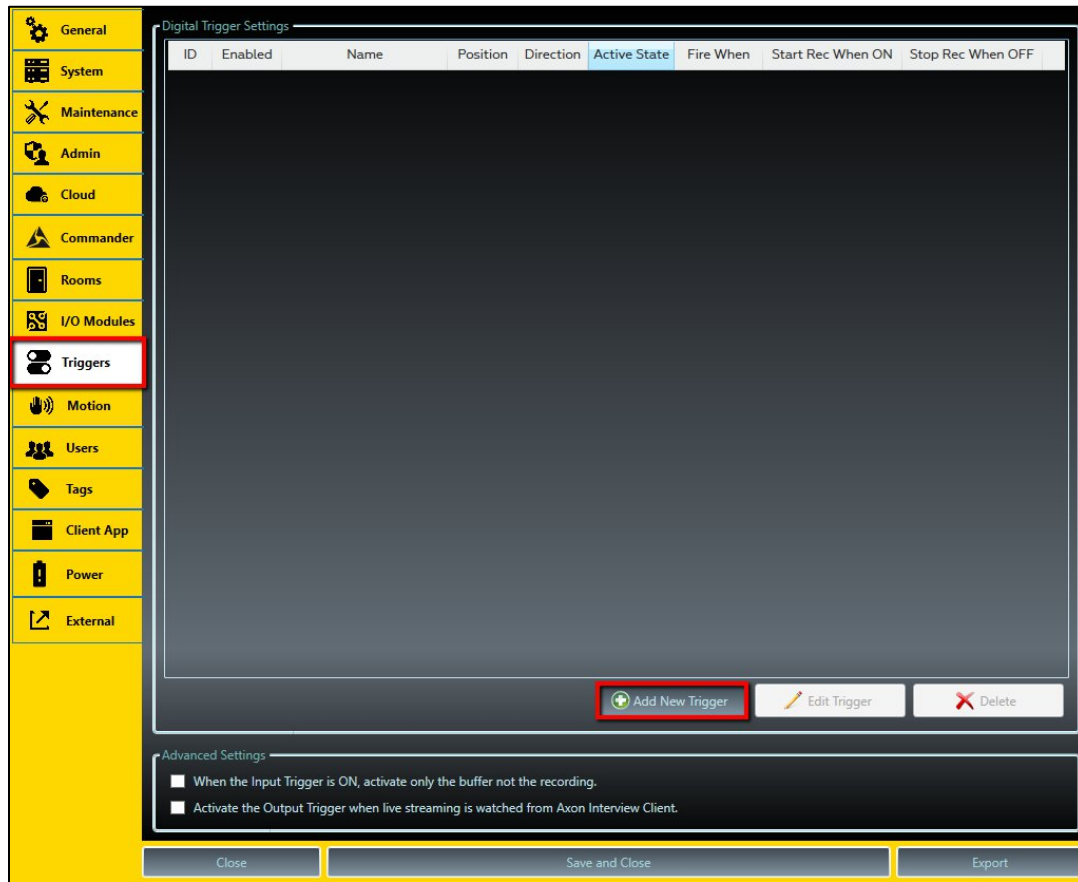
8. Click **Save and Close** to save the configuration and restart the application with the saved I/O modules.



Configuring Triggers in Axon Interview

Axon Interview allows agencies to add additional components to their installation in the form of LED lights, buttons, and switches to start and stop interviews. For the additional components to work, triggers need to be configured. The triggers tell the components what action needs to be taken based on user input. For example, an LED light is installed above the door and will be lit once an interview is started from the Touch Panel and turned off when the interview has concluded.

1. Click **Triggers**. Click **Add New Trigger** in the bottom right corner.



2. The information entered depends on the type of trigger.

Adding an LED Light (Output)

The screenshot shows the 'Add New Trigger' configuration window. The fields and their values are:

- Name: LED Light
- ID: 1
- Position: 16
- Enabled: Yes
- Direction: Output
- Active State: Closed
- Trigger Is ON When: Closed - circuit being closed fires the trigger

The 'Rooms' section is empty. The 'I/O Modules' section has a checked checkbox for 'Test'. The 'Save' and 'Cancel' buttons are at the bottom.

- **Name** the trigger (ideally with room number).
- **ID** is generated automatically.
- Set the **Position** to correspond with the position that the LED Light was plugged into on the relay (9-16) portion of the I/O Module.
- Set **Enabled** to Yes.
- Set the **Direction** to Output.
- Set the **Active State** to Closed.
- Set **Trigger is ON When** to Closed – circuit being closed fires the trigger.
- Select the appropriate I/O Module if more than one was installed.
- Click **Save** in the lower left.

Adding a Button or Switch Trigger

Edit Trigger

Name ID Position

Enabled Direction Active State

Trigger Is ON When

Recordings

Start Recording When ON Stop Recording When OFF

Digital Triggers

Activate Trigger When ON Deactivate Trigger When OFF

LED Light

Markers

Create a marker when the trigger is activated and the selected devices are recording

I/O Modules

Test

Send notifications continuously while trigger is ON every (seconds)
(Note: Type 0 if you want to disable continuous notification)

The trigger will be considered OFF if no notification is received after (seconds)

- **Name** the trigger (ideally with room name or number).
- **ID** is generated automatically.
- Set **Position** to correspond with the position the Button or Switch was wired to in the I/O module (1-8) of the web interface of the I/O Module.
- Set **Enabled** to Yes.
- Set **Direction** to Input.
- Set **Active State** to Closed.
- Set **Trigger is ON When:** to Opened – circuit being opened fires the trigger.
- Recordings:

Start Recording When ON: Yes -This tells the server to begin recording when the button or switch is activated.

Start Recording When OFF: Yes -This tells the server to stop recording when the button or switch is deactivated.

- Digital Triggers are only used if an LED Light is also installed.

Activate Trigger When ON: Yes- if an LED Light is being used in conjunction with the Switch or Button. No- if there is no LED Light.

Activate Trigger When OFF: Yes- if an LED Light is being used in conjunction with the Switch or Button. No- if there is no LED Light.

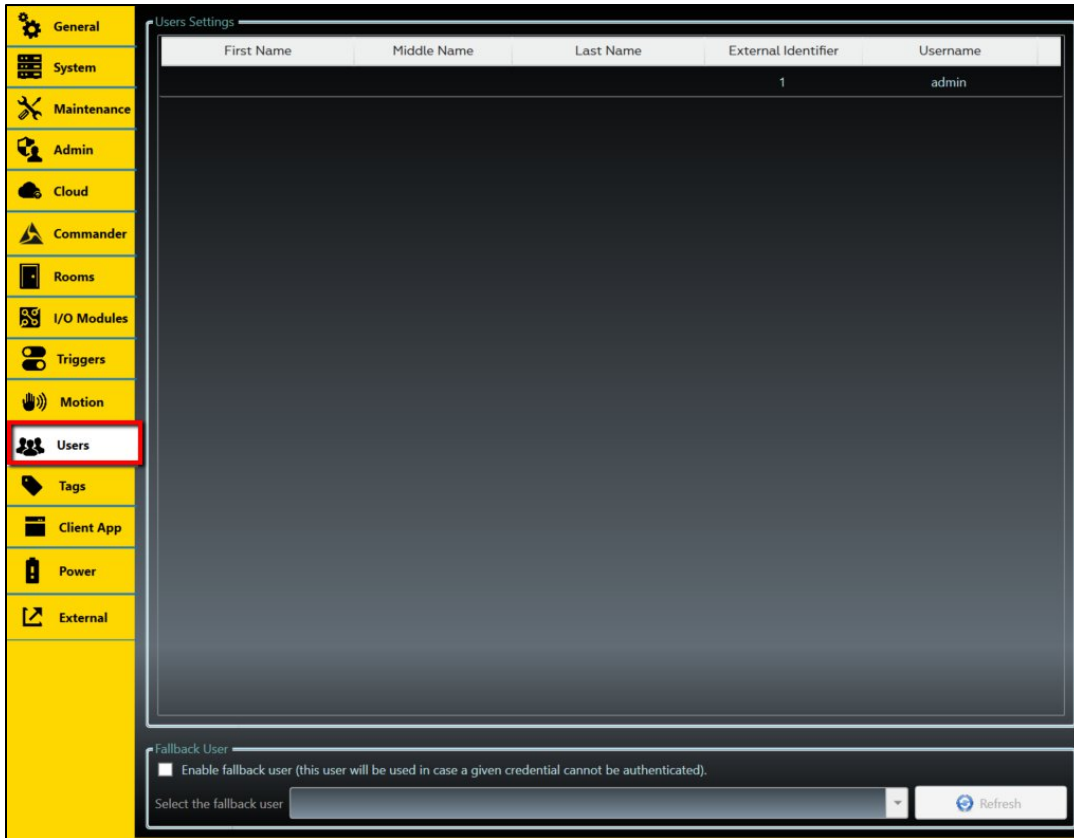
Select the appropriate Digital Trigger created when the LED Light was added.

- If additional buttons or switches are installed, they can be used to create Markers within the video. Same idea as Event Flags with BWCs.
 - Select the appropriate I/O Module if more than one is installed.
 - Click **Save** in the lower left.
3. Once all the triggers are configured, go back into the **Rooms** tab and follow the procedure under the rooms section to Edit Device and Edit Protocol Settings to add the new I/O and triggers.

Configuring Axon Interview Users Tab

By default, the **Users** tab will only list the admin account that is built into Interview Room. It cannot be modified.

- If Single Sign-on has been enabled in the **Client App** tab, the list of users that is synchronized with Evidence.com/Active Directory will show on this tab.
- The Fallback User, when needed, can be selected from the list of users. If no user is available or selected, the admin account is the default failover.



Configuring Tag Settings Tab

The Tags section is used to configure the metadata entry options that are displayed in the client for a recording,

Adding a Tag

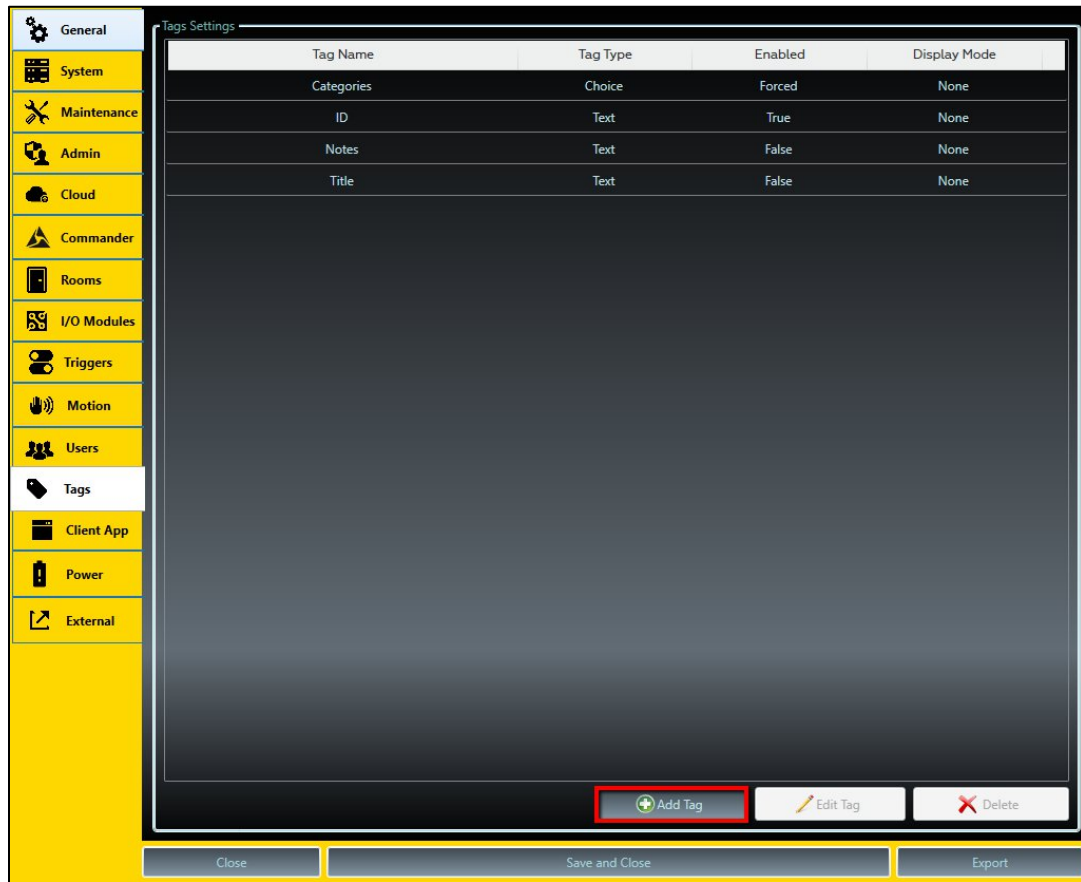
1. Click **Tags**.



The following tags are shown by default: Categories, ID, Notes, and Title.

When enabled, the tags will be displayed before or after a recording and allow the metadata to be included with the recording when uploaded to Evidence.com.

- 2. To add a tag, click **Add Tag** and the Edit Tag Settings dialog opens.



This allows the user to add the name, tag type (Text/Choice), Enable (False, True, Forced), display mode, and severity.

Choice Tag Type

Edit Tag Settings

Tag Name


Tag Type

Enabled False True Forced

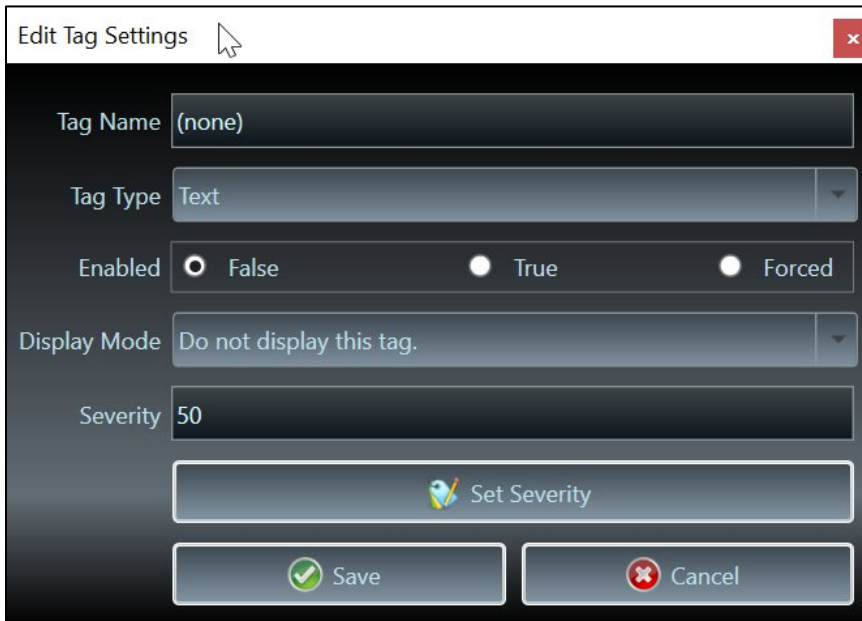
Display Mode

Name	Severity
------	----------

Choices

 Set Severity

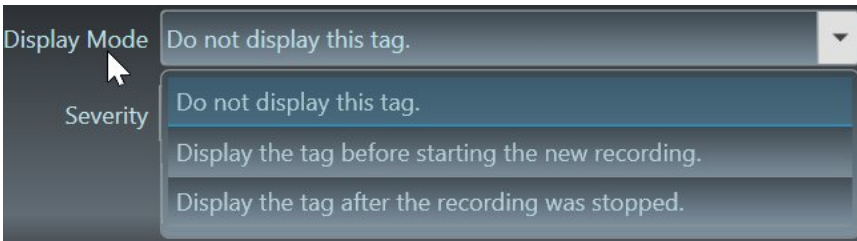
Text Tag Type



Enable options: False - tag will not display; True - tag will display and user has option to input metadata; Forced - tag will display and requires user to input metadata.

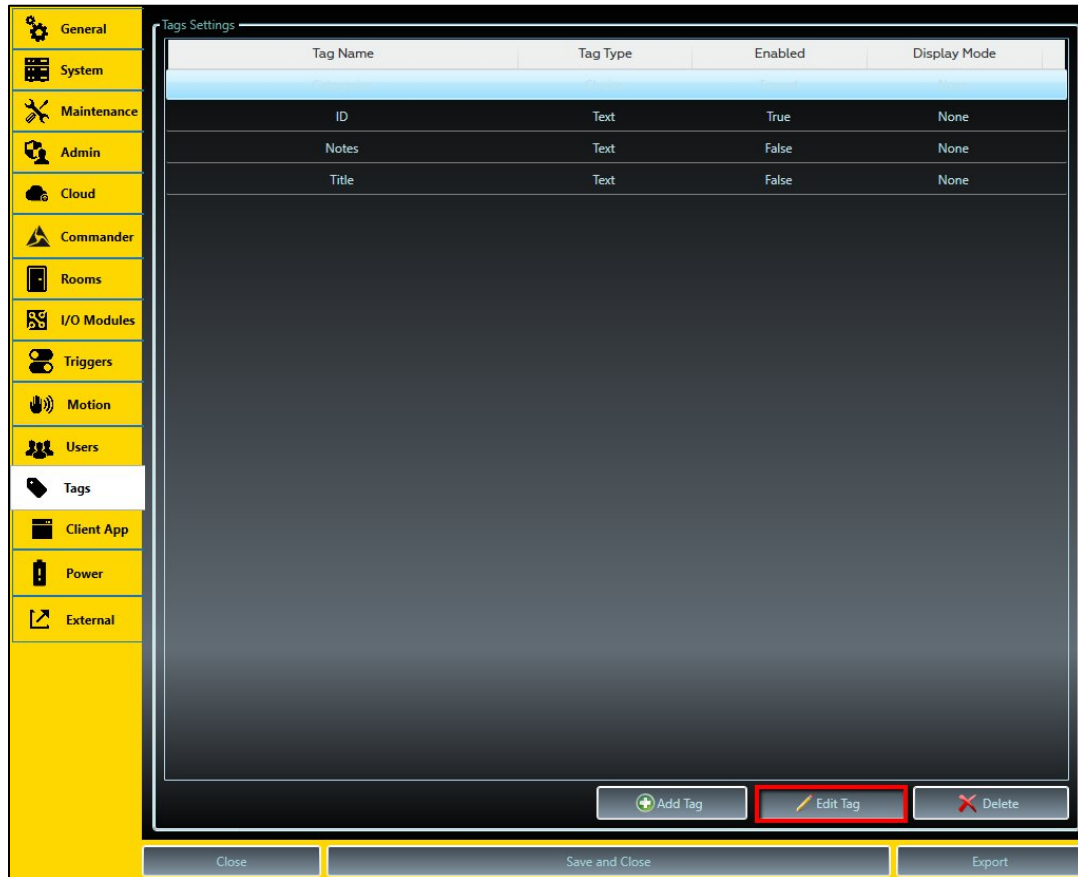


Display Mode options: Do not display, Display before start of recording, Display after recording was stopped.



Editing and Enabling a Tag

1. To enable a default tag, select the desired tag and then click **Edit Tag** (you can also double-click on the tag to open settings). This will open the Edit Tag Settings menu to edit options:



2. Select the appropriate settings for **Enabled** and **Display Mode**.

Tag Name: Categories

Enabled: False True Forced

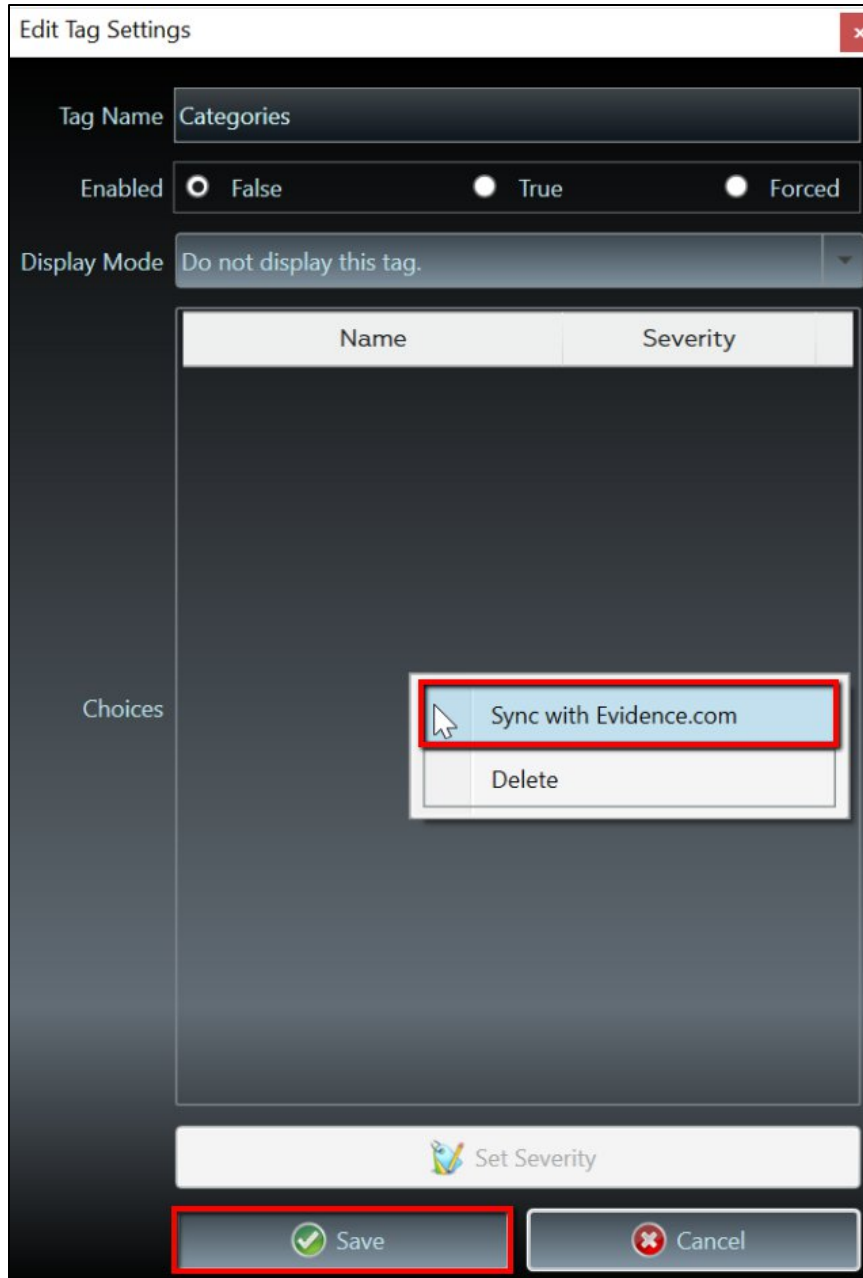
Display Mode: Do not display this tag.

Name	Severity
Choices	

Buttons: Set Severity, Save, Cancel

The default **Categories** tag is designed specifically to sync with Axon Evidence and pull down the established Retention Policy Categories. This cannot be done until after configuring the **Cloud** tab. To sync these categories, right click in the empty Choices field and select **Sync with Evidence.com**. Select the preferred choices, then click **Save**. Save and close after enabling a tag.

NOTE: The Axon Evidence categories are not automatically in sync. Any changes to the categories in Axon Evidence will require a manual sync on both servers.

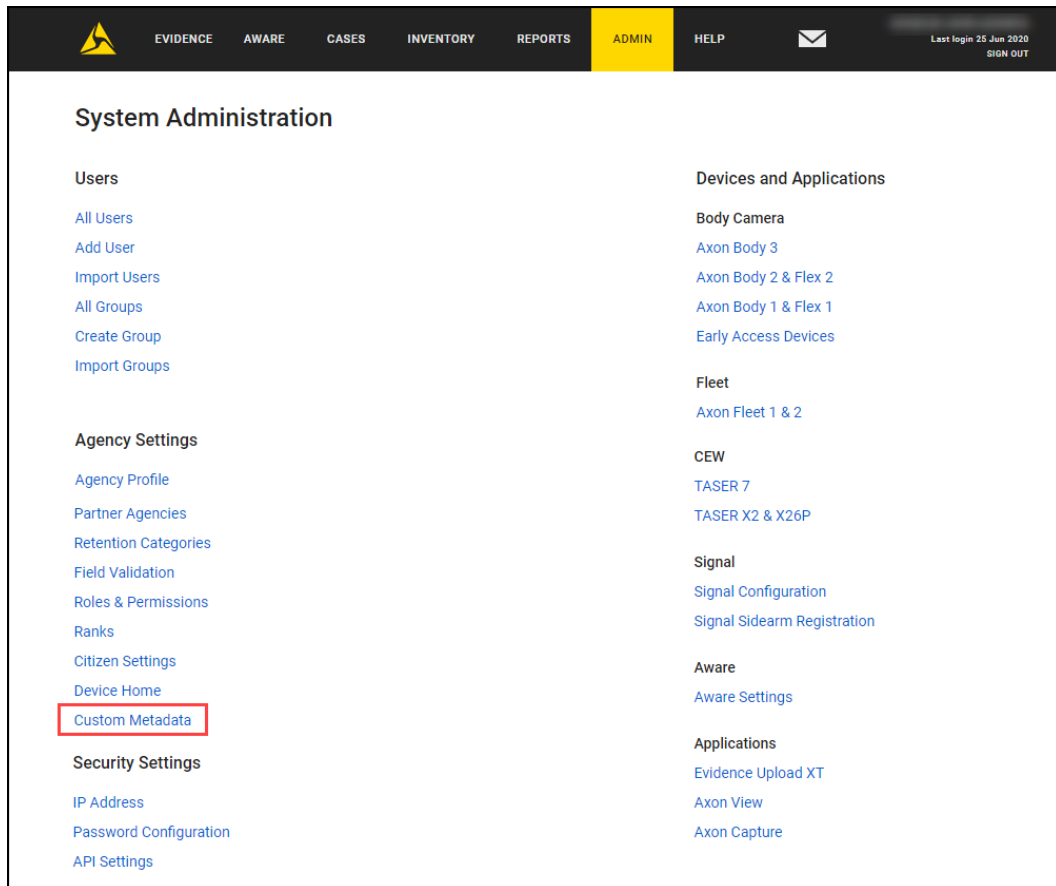


- 3. After the user has finalized the Tag settings, the results will look similar to the image below. More Tags may be used dependent on the agency's needs.

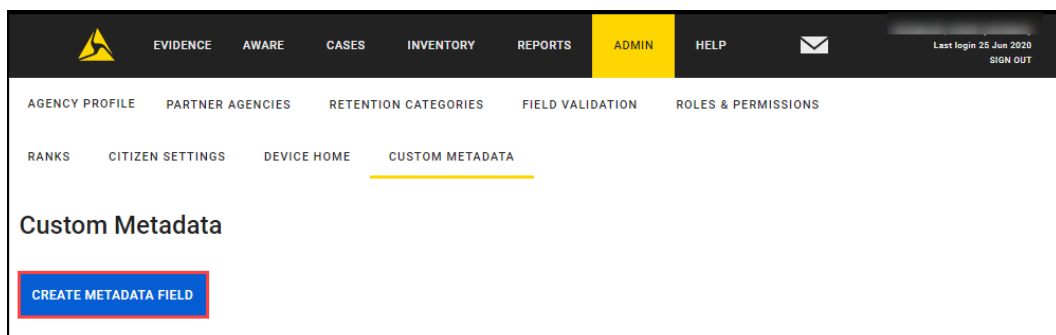


4. Custom Tags added within the client config must be added in your Axon Evidence account (*for metadata to be searchable). Sign in to your Axon Evidence account, on the menu bar, click **Admin** and then under Agency Settings, click **Custom Metadata**.

Note: Your Axon Evidence assigned Role must have permission to change agency settings.



5. Click **Create Metadata Field** to add custom tag.



6. Select the type of field you want to create- Freeform, Validated (regex), or Drop-down List. For the selected option, enter the Display Title and required fields. The Unique Field ID is automatically filled in as you enter the title, but you can change it as needed.

The screenshot shows the 'Create Metadata Field' dialog box. At the top, there are three radio button options: 'Freeform' (which is selected), 'Validated', and 'Drop-down List'. Below these is a text input field labeled 'DISPLAY TITLE *' with the placeholder text 'Enter Display Title'. Underneath is a toggle switch labeled 'Enabled' which is turned on. Below the toggle is another text input field labeled 'UNIQUE FIELD ID *' with the placeholder text 'Enter Unique Field ID'. At the bottom of the dialog are two buttons: 'CANCEL' and 'SAVE'.

- If you are creating a Validated field; in the **Regex** field, enter the regular expression that you want to use for field validation.

This screenshot shows the 'Create Metadata Field' dialog box with the 'Validated' radio button selected. The layout is similar to the previous screenshot, but it includes an additional text input field labeled 'REGEX *' with the placeholder text '/^ \$/'. Below the 'REGEX' field is another text input field labeled 'DESCRIPTION *' with the placeholder text 'Enter Regex Description'. The 'ENABLED' toggle switch remains turned on. The 'CANCEL' and 'SAVE' buttons are at the bottom.

- If you are creating a Drop-down List field, under Drop-Down Items; enter the text for the first option, enter the text for the second option, and if needed, click **Add**

another list item and enter the text for the option. Repeat as needed until all the options are added.

Create Metadata Field

Freeform Validated Drop-down List

DISPLAY TITLE *

Enter Display Title

Enabled

UNIQUE FIELD ID *

Enter Unique Field ID

DROP-DOWN ITEMS

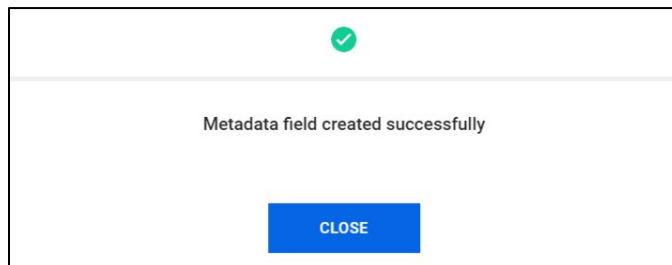
Enter text for list item

Enter text for list item

[Add another list item](#)

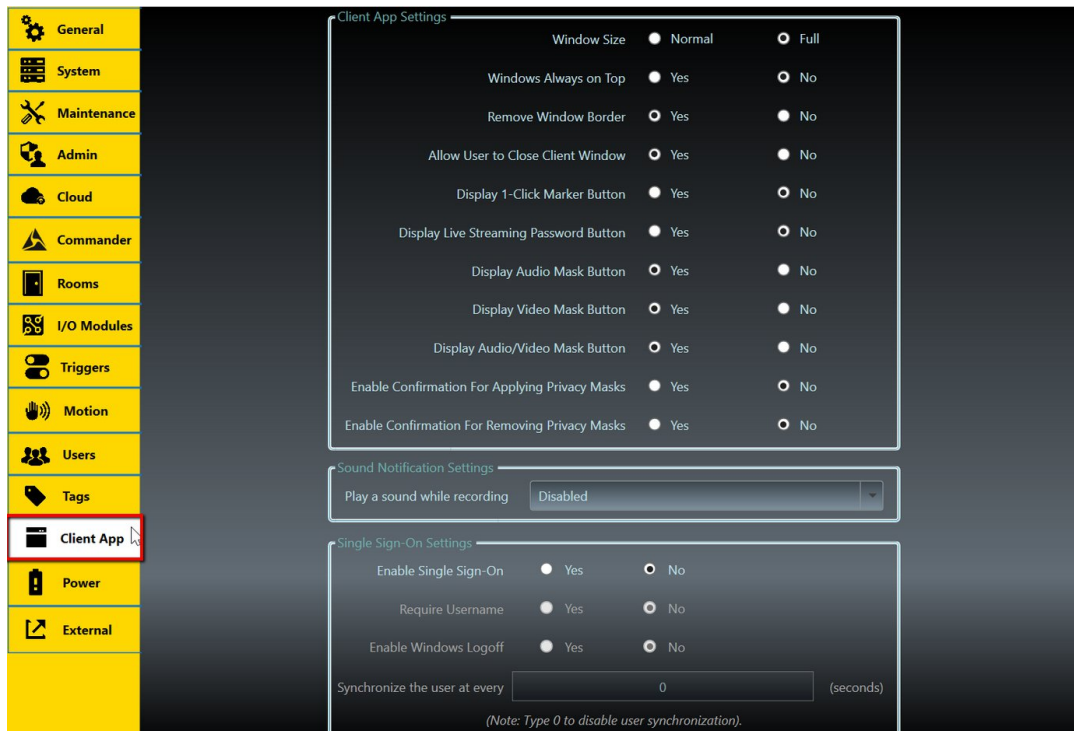
CANCEL SAVE

7. Click **Save** to save the Metadata field and then click **Close**.

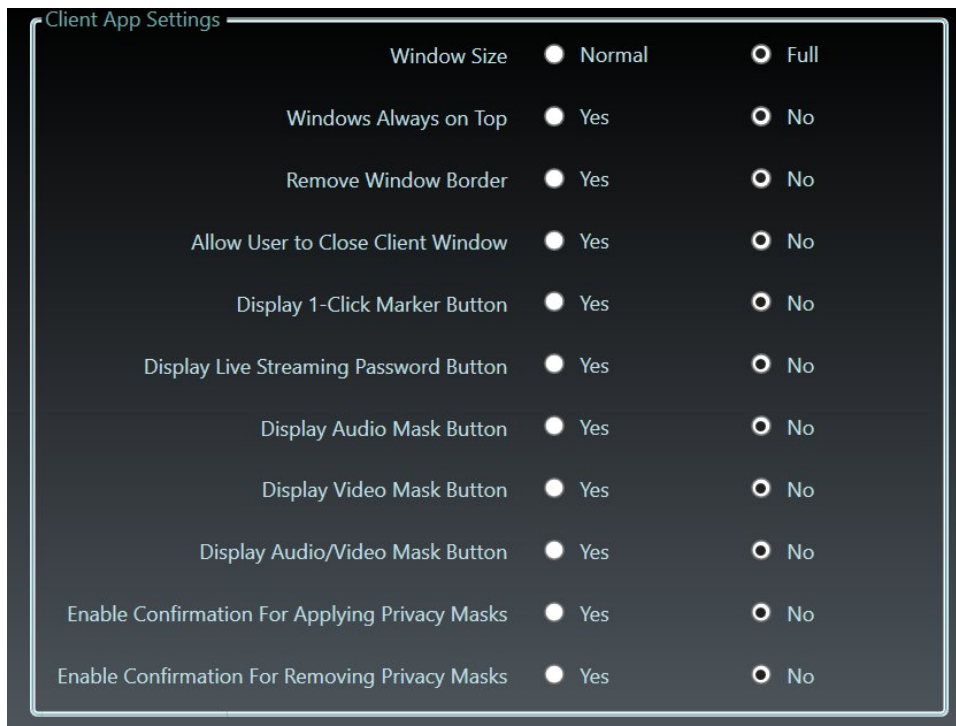


Configuring the Axon Interview Client App

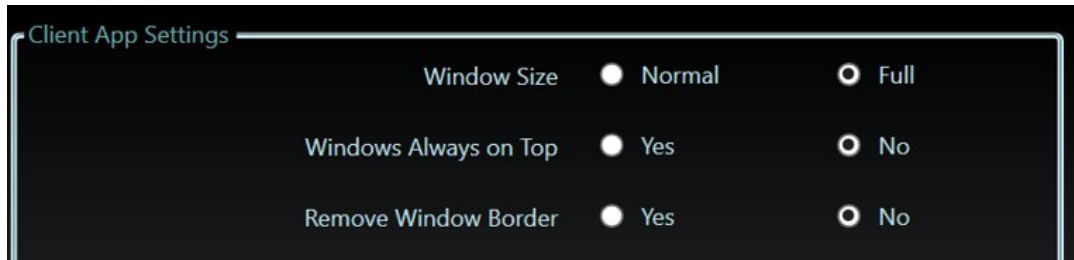
1. Click **Client App**.



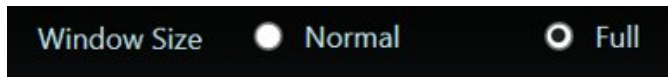
2. Changes made within the Client App Settings allow users to adjust the application window, buttons and mask settings.



3. Window Options:



Window Size (Adjust normal or full screen view).



Windows always on top – yes/no



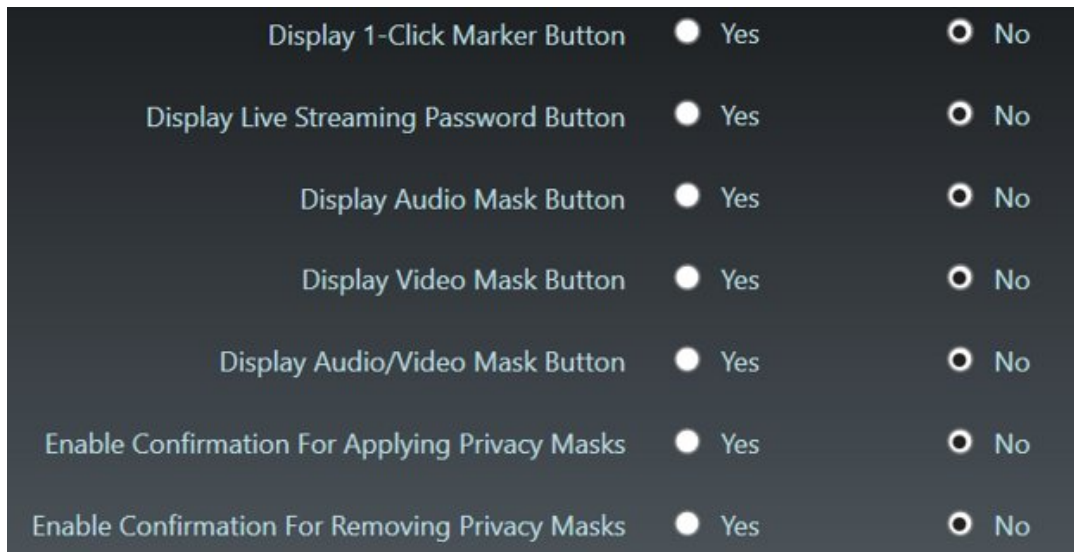
Remove Window Border (window trim is not displayed for app).



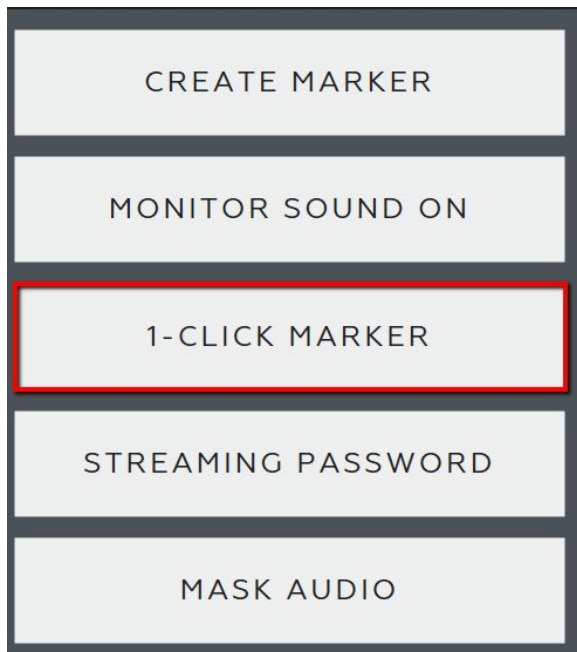
Allow User to Close Client Window (window border must be enabled).



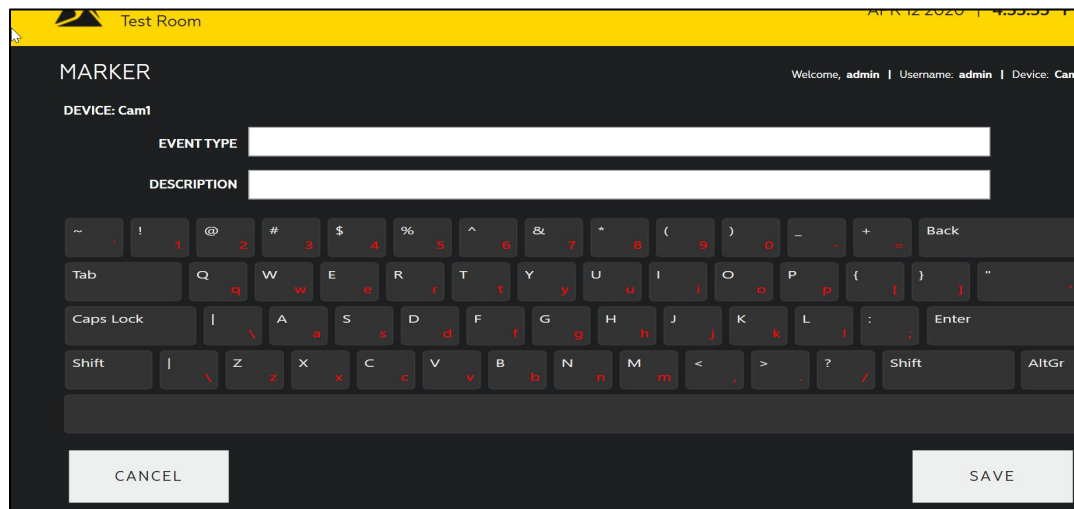
4. Display Button Options:



Display 1-Click Marker Button creates a marker without needing to input additional metadata.

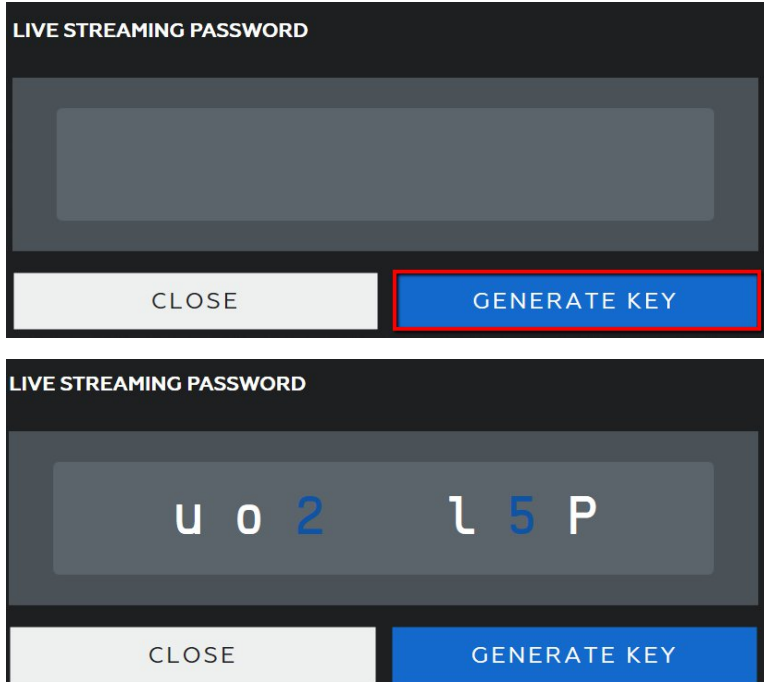


The Create Marker button is displayed by default allowing input of event type and description metadata.

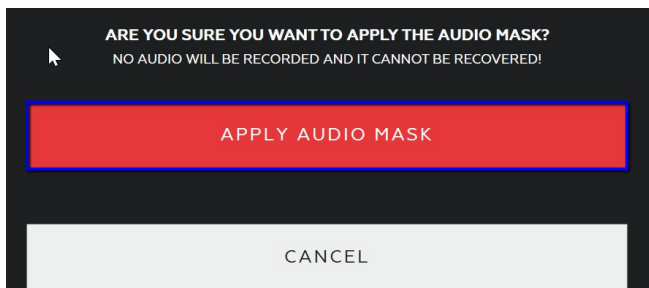
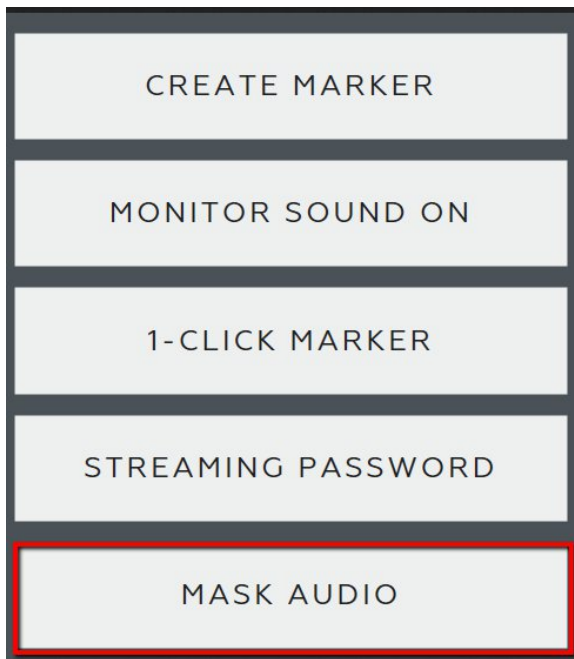


Display Live Streaming Password Button allows user to “lock” a room requiring a password to view a room from Axon Live Streaming Software.

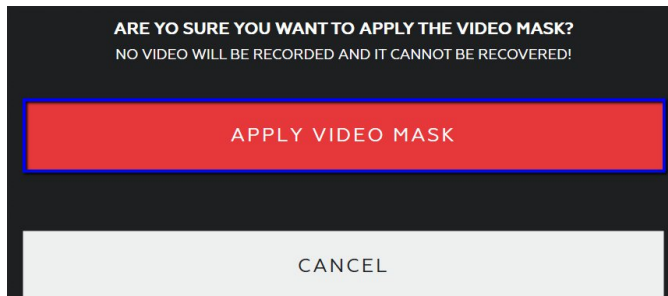
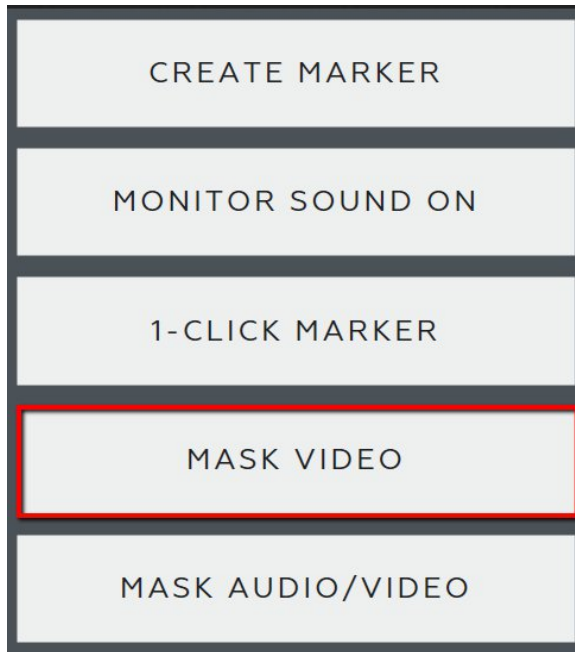
- Click **Live Streaming**.
- Generate Key. A 6 digit code will be displayed.
- Click **Close**.



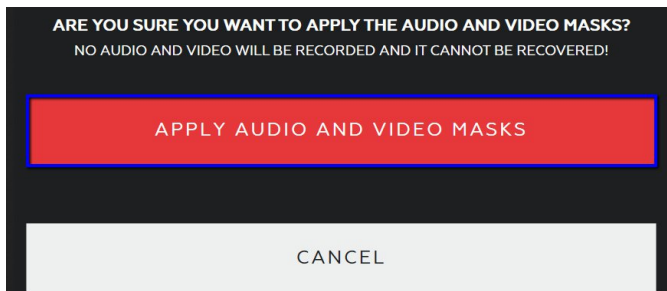
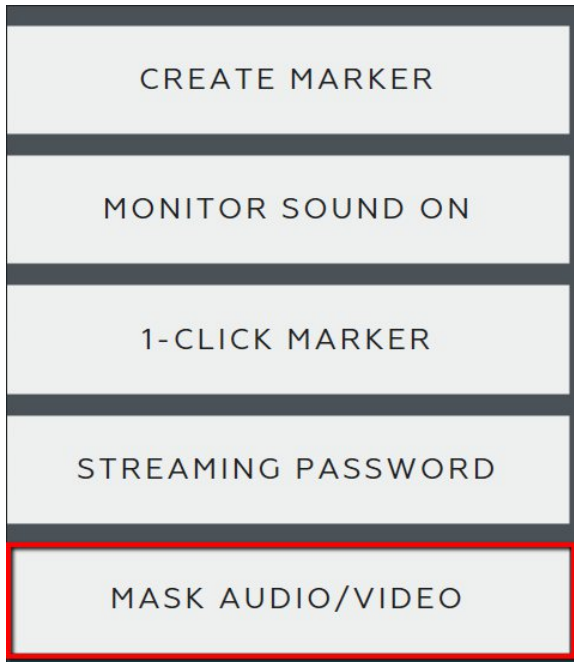
Display Audio Mask Button toggles only the Audio stream on/off during a recording.



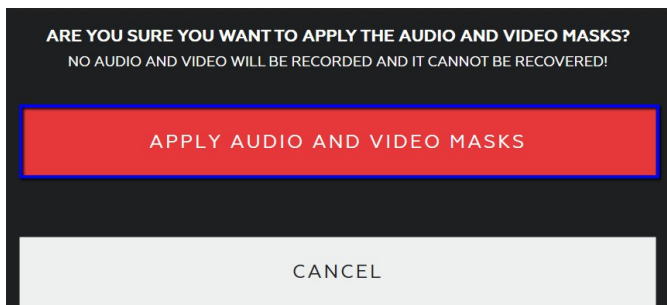
Display Video Mask Button toggles only the Video Stream on/off during a recording.



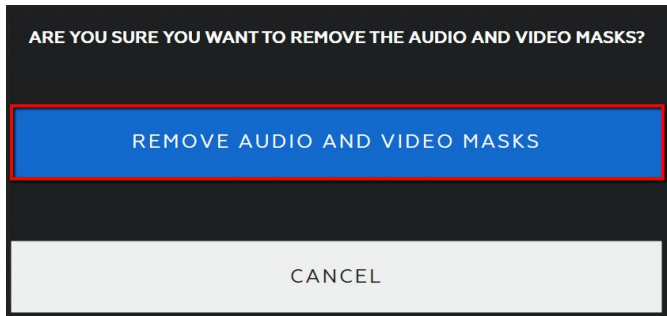
Display Audio/Video Mask Button toggles both audio and video on/off during a recording.



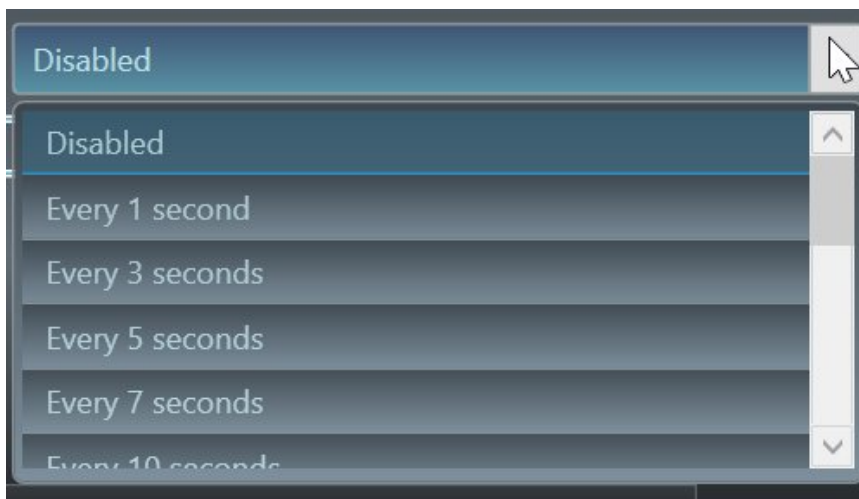
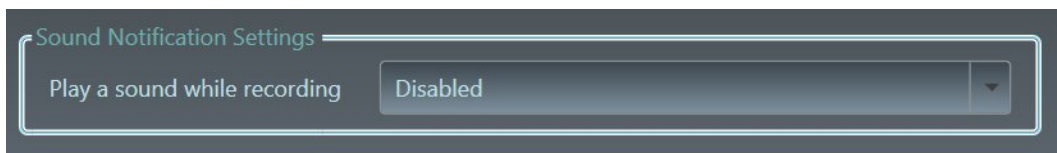
Enable Confirmation for Applying Privacy Masks prompts a notification to confirm the Mask is on.



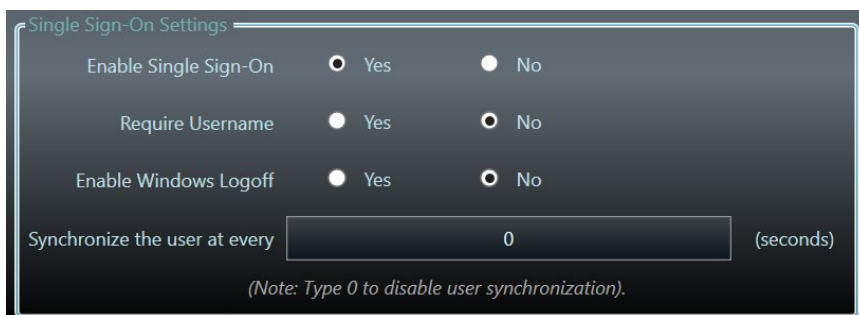
Enable Confirmation for Removing Privacy Masks prompts a notification to confirm the Mask is off.



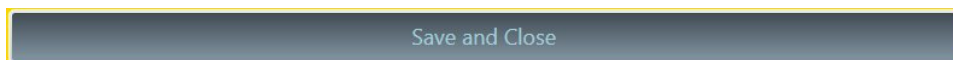
5. Sound Notification Settings – Play sound during recording, choose disabled/interval.



6. Single Sign on Settings – choose to enable, require username, enable windows logoff and intervals to synchronize the user.



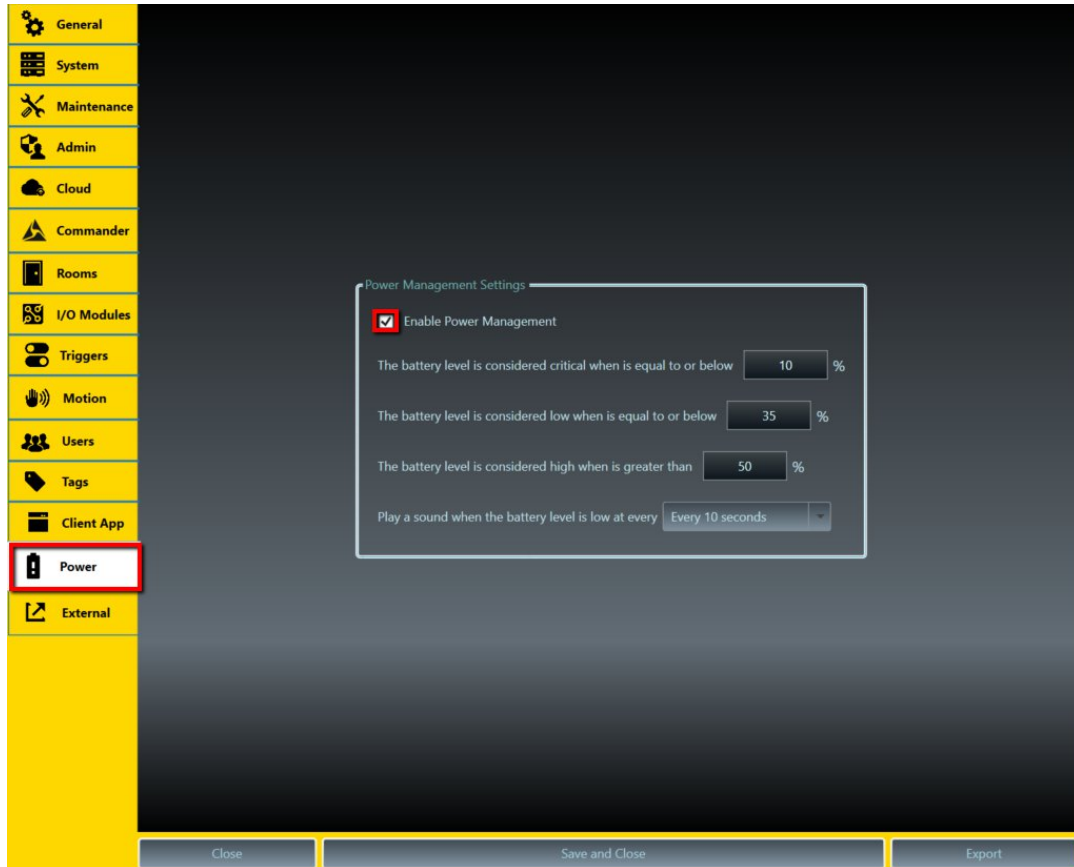
7. Click **Save and Close** to restart the Axon Interview services and apply the changes.



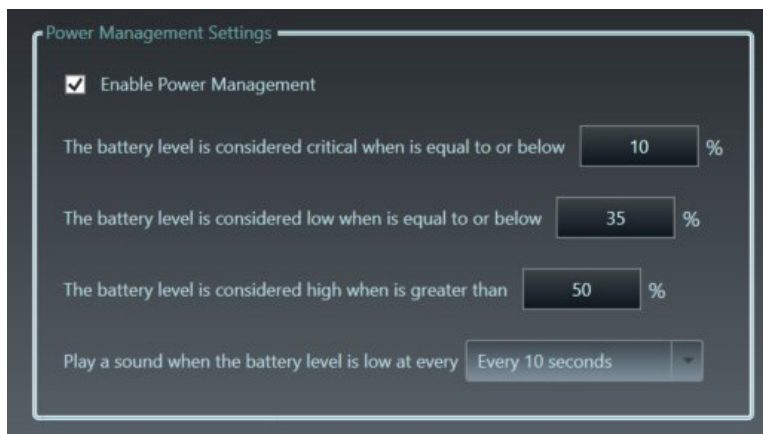
Enable Power Management (Interview Portable Kit Only)

Note: Power Management is only used for the Axon Interview Portable Kit Configurations.

1. Log into the config module using the IR Client and Click **Power**.



2. Check the **Enable Power Management** box and customize them as needed.



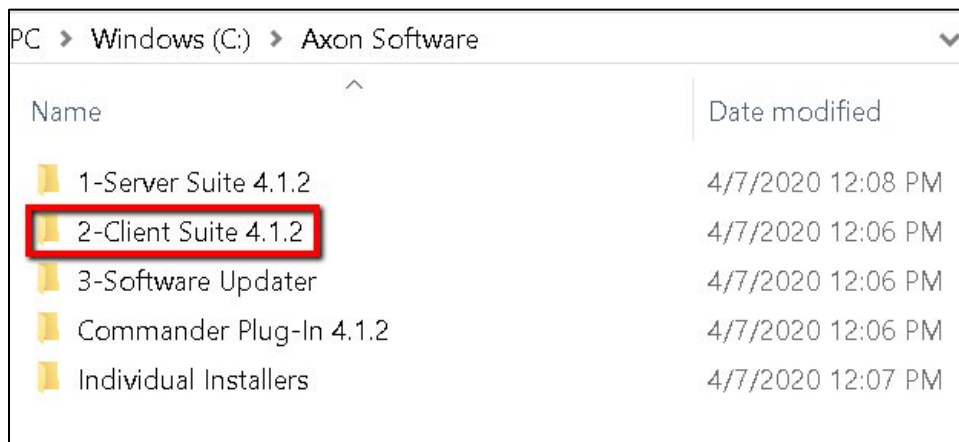
- When done, click **Save and Close** to restart the Axon Interview services and apply the changes.



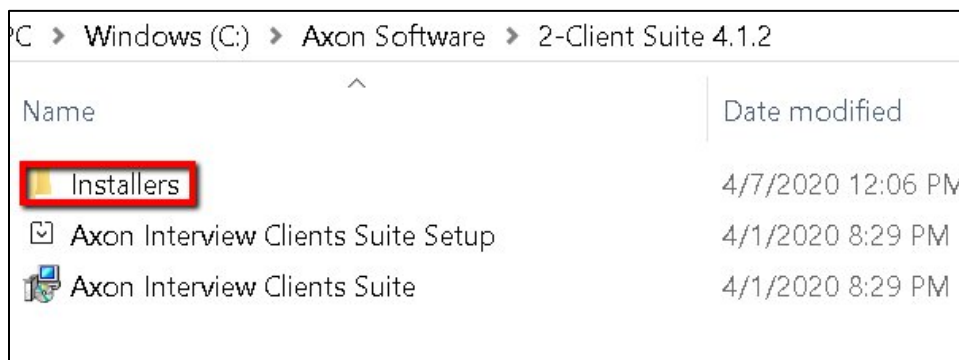
Installation and Configuration of Axon Interview Client for PC's and Touch Panels

Note: When installing any Axon Interview application, you must also separately [install the Axon Update Agent](#) to ensure the automatic update feature functions properly.

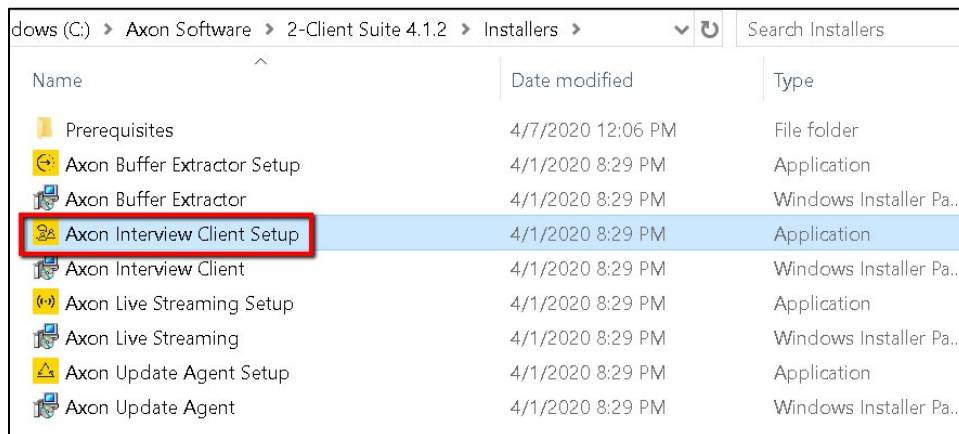
- To install the Axon Interview Client by itself, open the Client Suite folder.



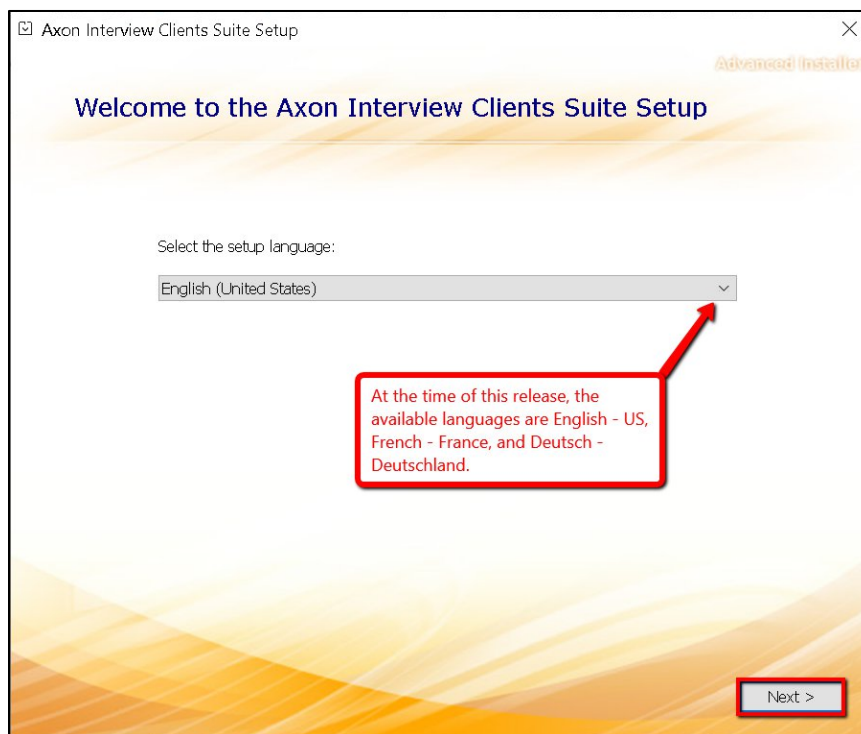
- Open the Installers folder.



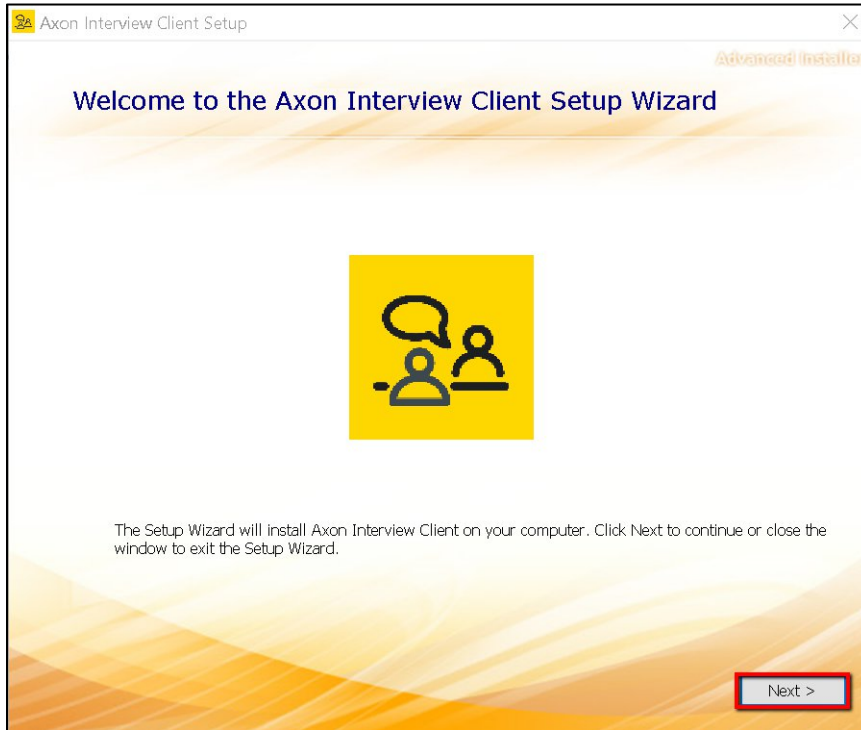
3. Right click on Axon Interview Client Setup and select **Run as Administrator**.



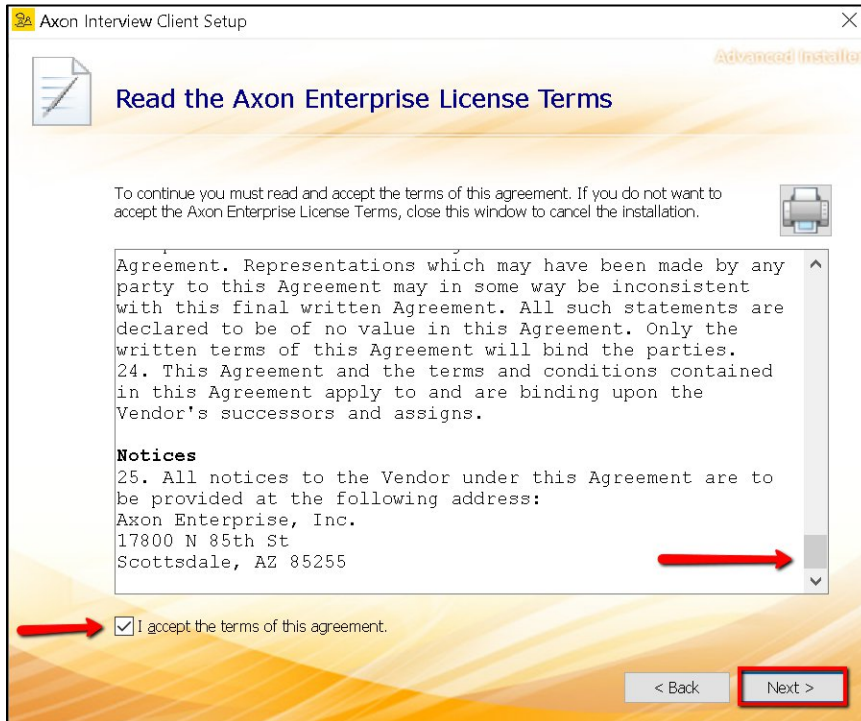
4. Select the appropriate regional language and click **Next**.



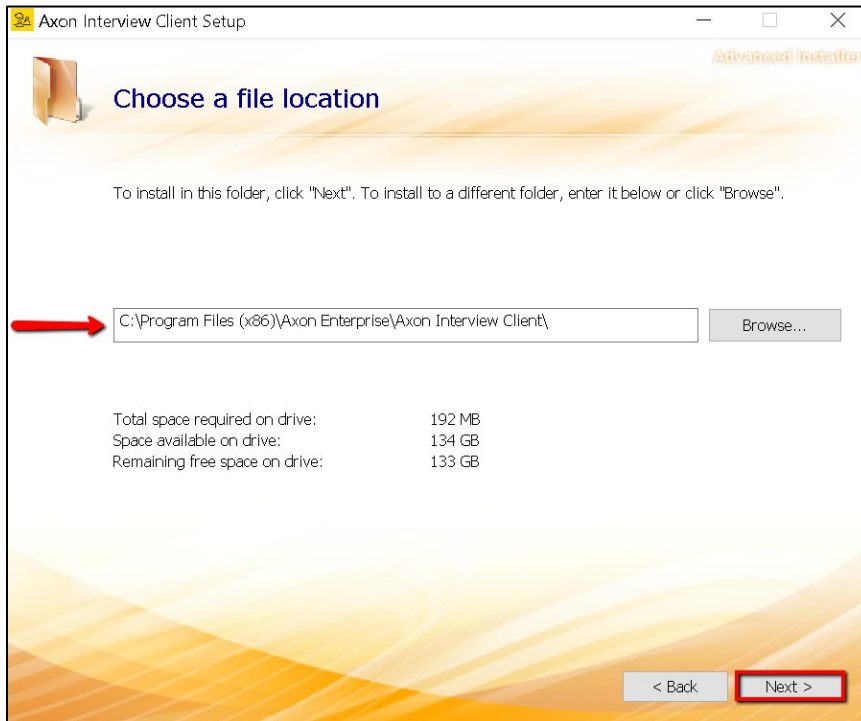
- 5. The Axon Interview Client Setup Wizard will appear, click **Next** on the bottom right corner.



- 6. On the Axon Enterprise License Terms screen, scroll through the terms, select the **I accept the terms of this agreement** box, and click **Next**.



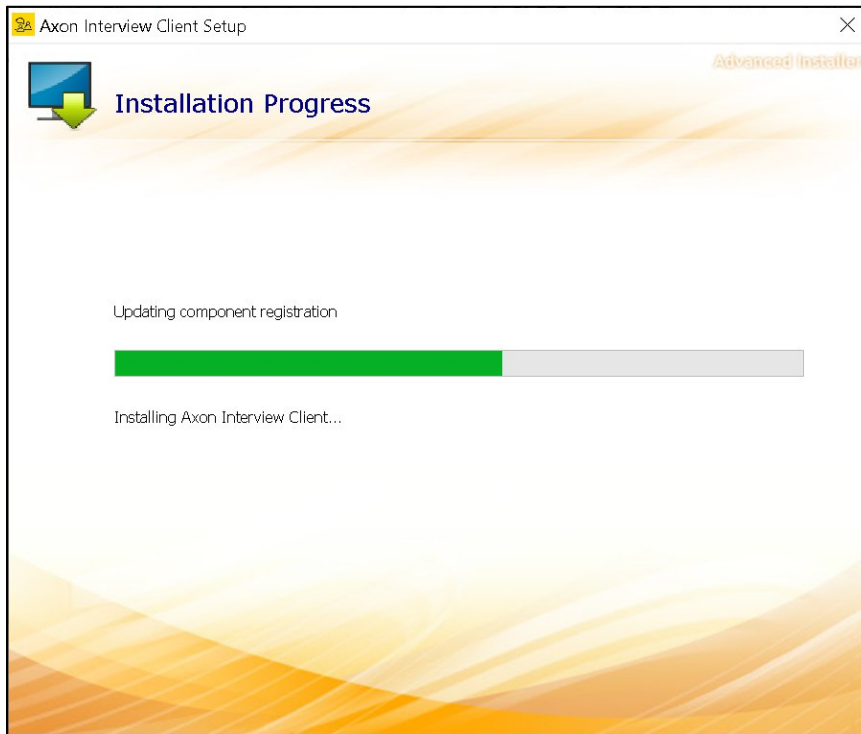
- 7. The File Path can remain as is, unless the agency needs the software installed in different location. Click **Next**.



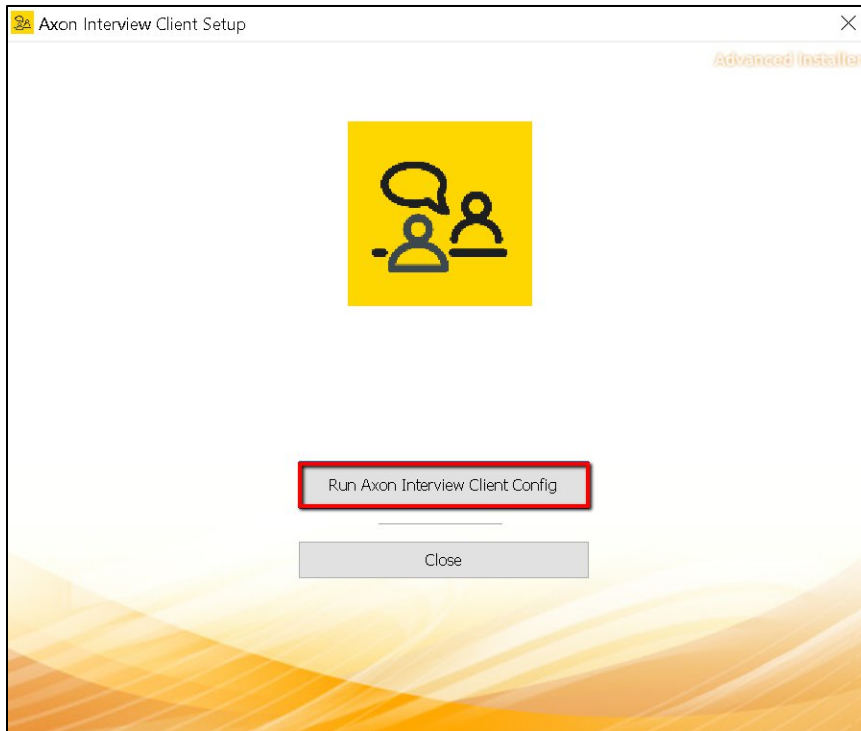
- 8. Click **Install**.



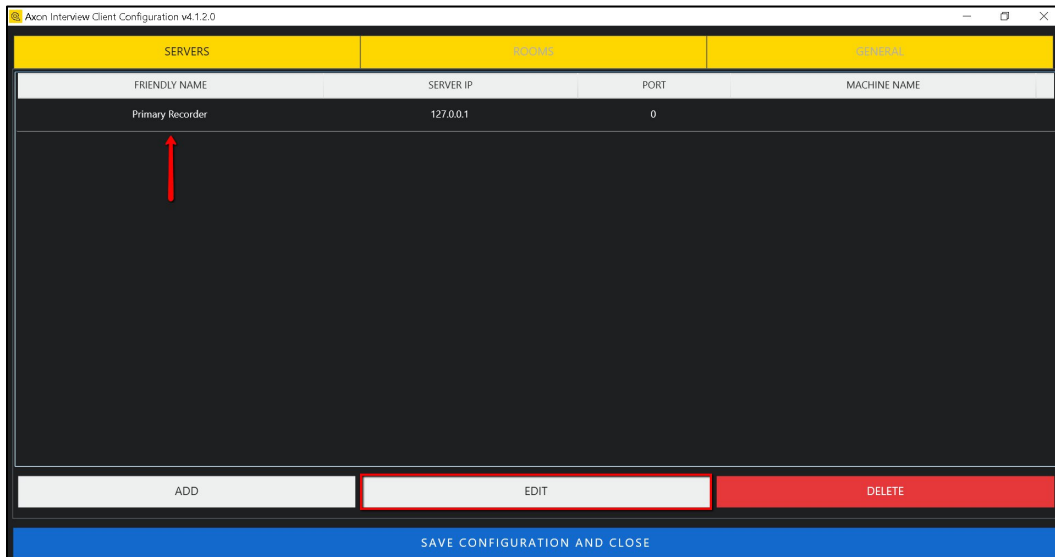
- 9. The installation progress is shown.



- 10. Once it has finished installing, click **Run Axon Interview Client Config**.



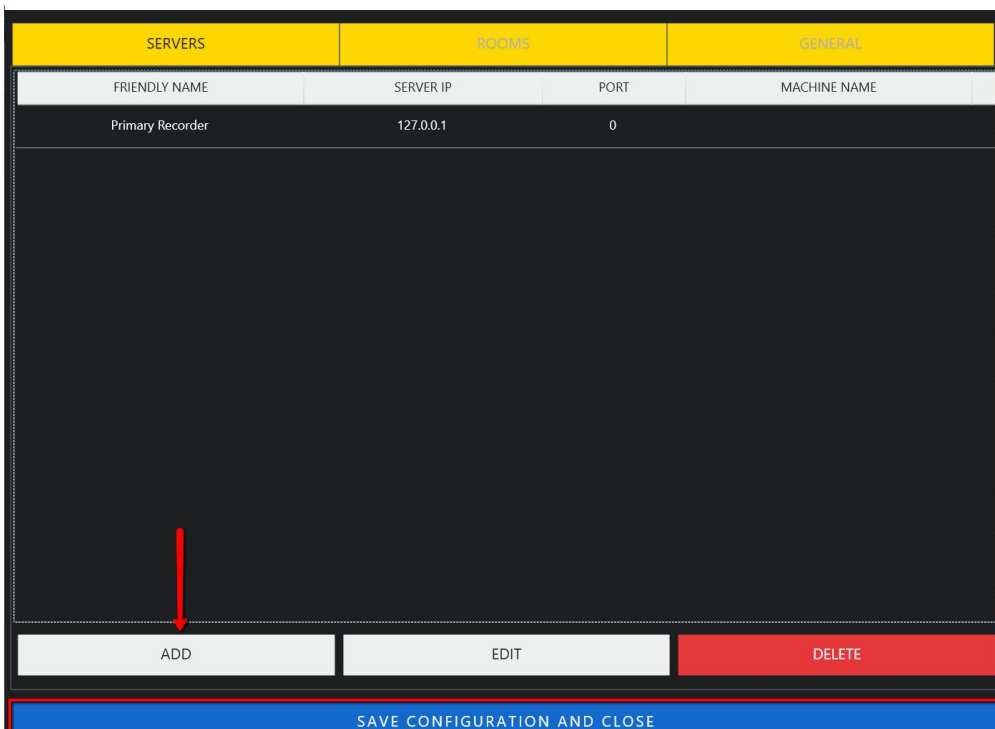
11. Inside of the Axon Interview Client Config, either double click on the Primary Recorder name or click it once and then click **Edit**.



12. Change the IP address to the address of the Primary Server. Leave the port at 0 and click **Sync Rooms with the Server**. This brings up all rooms that have been configured within the server.

- Select the Room the PC/touch panel will use.
- Once selected, click **Save**.

13. Click **Add** to add the secondary server/recorder.



14. Press the tab button on the keyboard and enter in **Secondary Recorder** under Friendly Name.
- In the IP address box, enter in the IP address for the secondary server.
 - Enter 0 in the Port # box.
 - Click **Sync Rooms with the Server** and select the same room you selected for the Primary Server.
 - Once complete, click **Save**.

Axon Interview Client Configuration

FRIENDLY NAME Secondary Recorder

IP ADDRESS 127.0.0.2 PORT # 0

MACHINE NAME Optional DOMAIN Optional

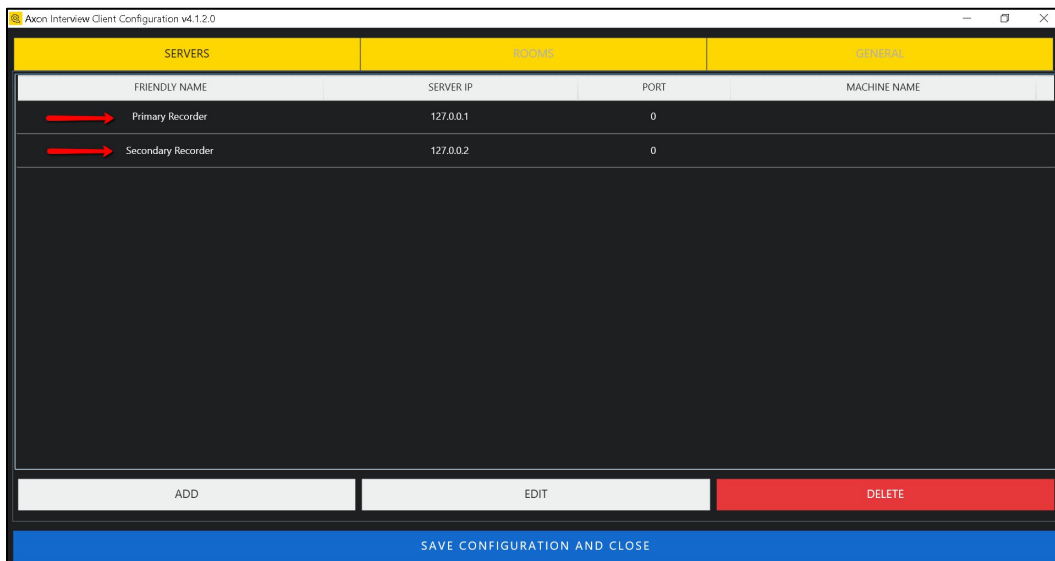
	ROOM ID	ROOM NAME
<input checked="" type="checkbox"/>	1	Interview Room A

ROOMS

SYNC ROOMS WITH THE SERVER

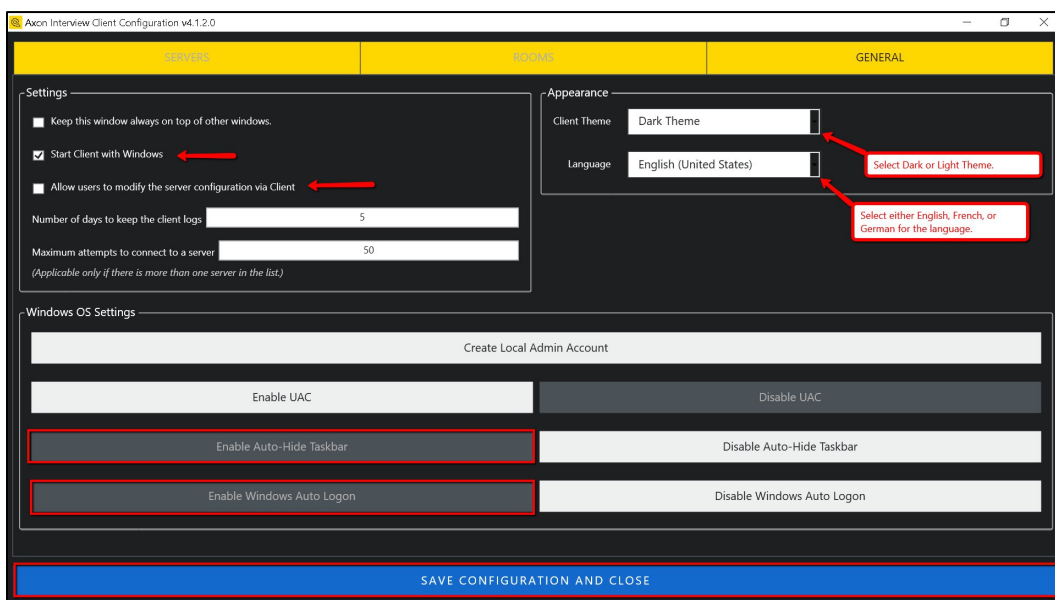
SAVE CANCEL

15. Two recorders are shown.

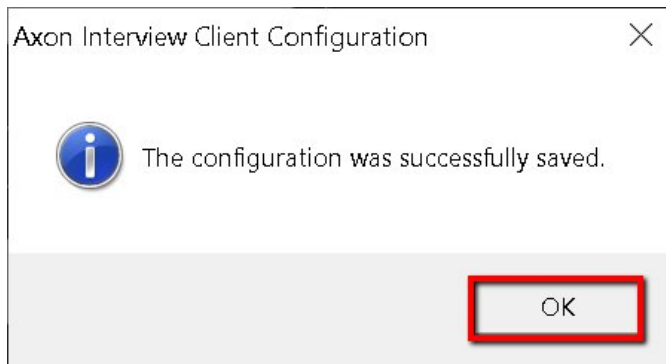


16. In the top right corner click **General**. In the General tab, unselect the **Allow users to modify the server configuration via Client** box.

- Client Theme: Select from the drop down either Light or Dark Theme.
- Language: Select the appropriate language (English, French, or German) from the drop down.
- Select **Enable Auto-Hide Taskbar** (it will grey out once it has been selected).
- Select **Enable Windows Auto Logon** (it will grey out once it has been selected).
- When finished configuring the settings, click **Save Configuration and Close** at the bottom.



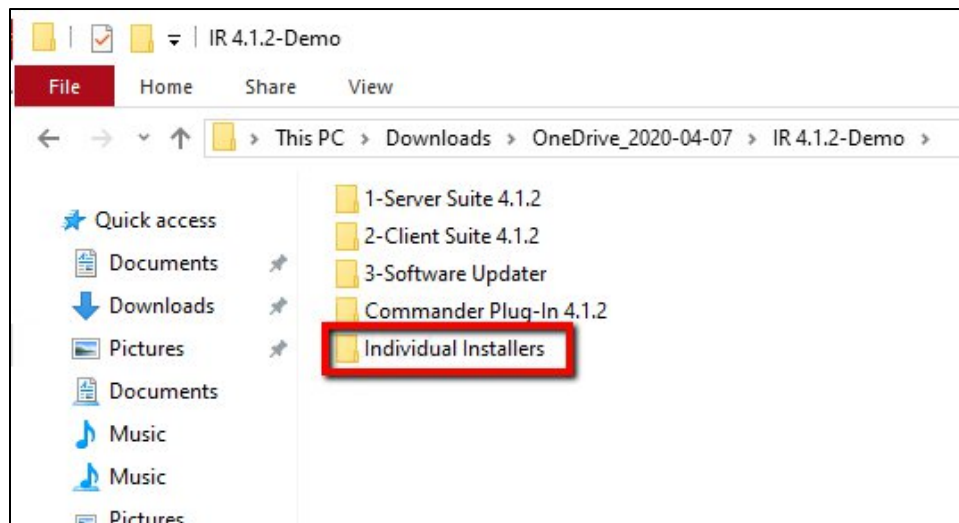
17. Click **OK**.



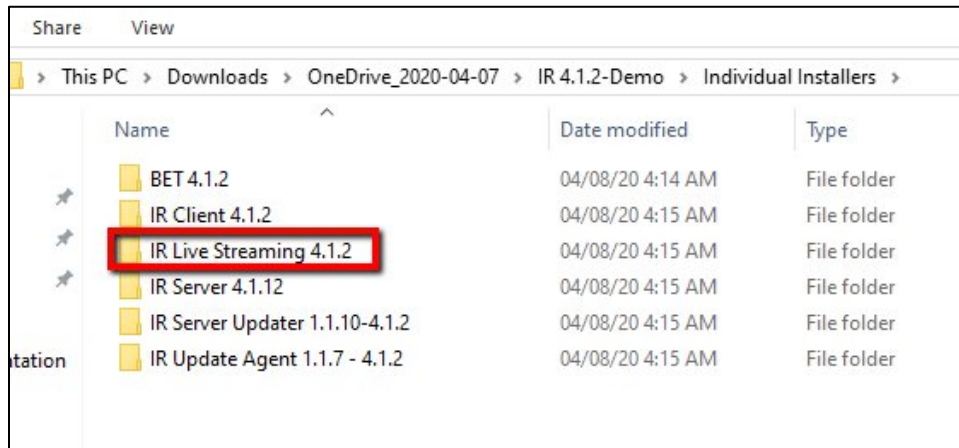
Installation and Configuration of Axon Live Streaming Client

Note: When installing any Axon Interview application, you must also separately [install the Axon Update Agent](#) to ensure the automatic update feature functions properly.

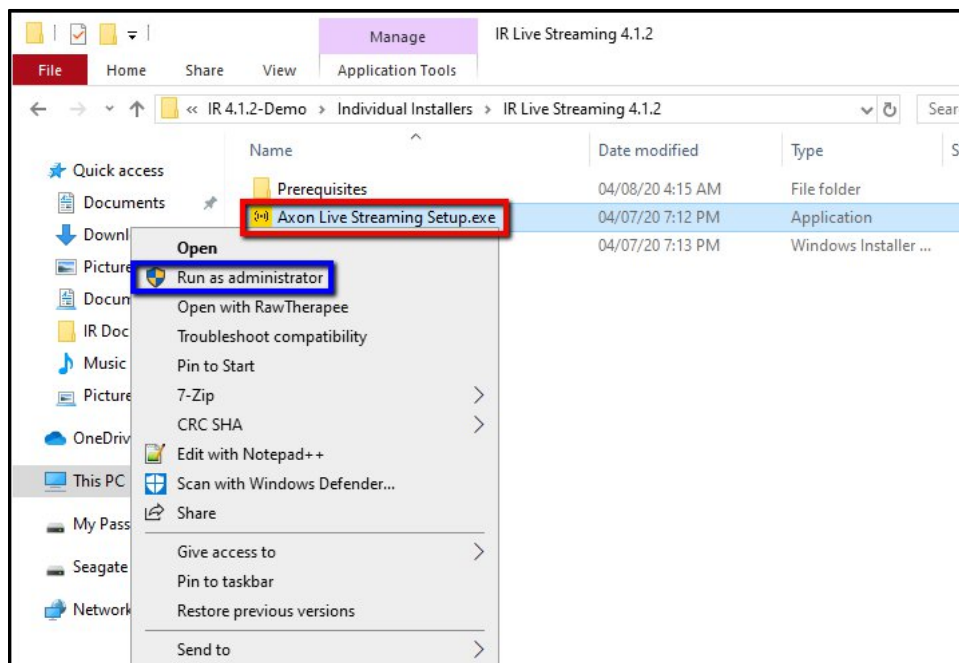
1. Locate and open the Individual Installers folder.



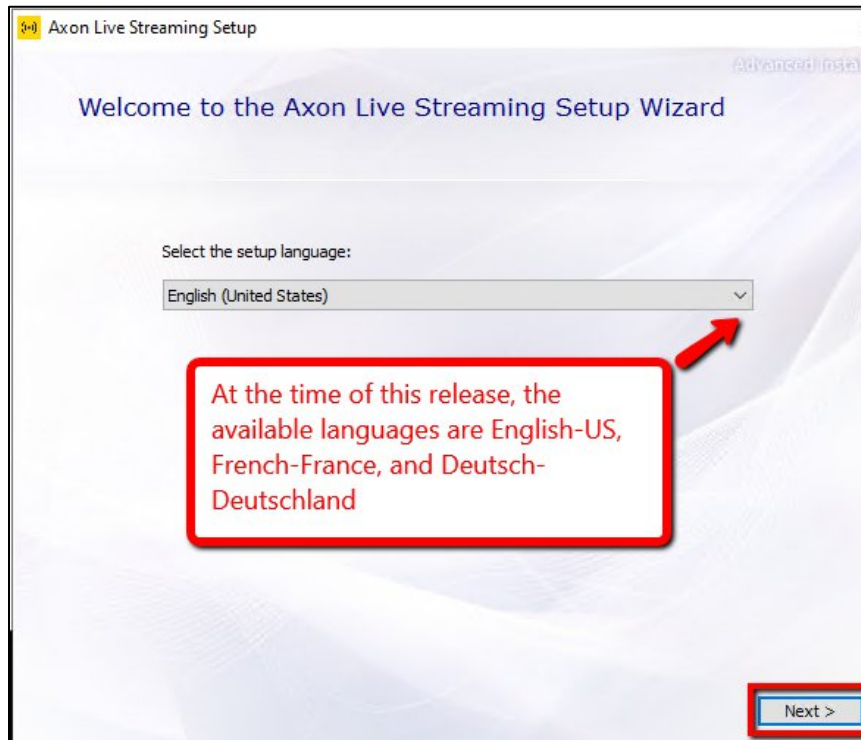
2. Locate and open the IR Live Streaming folder.



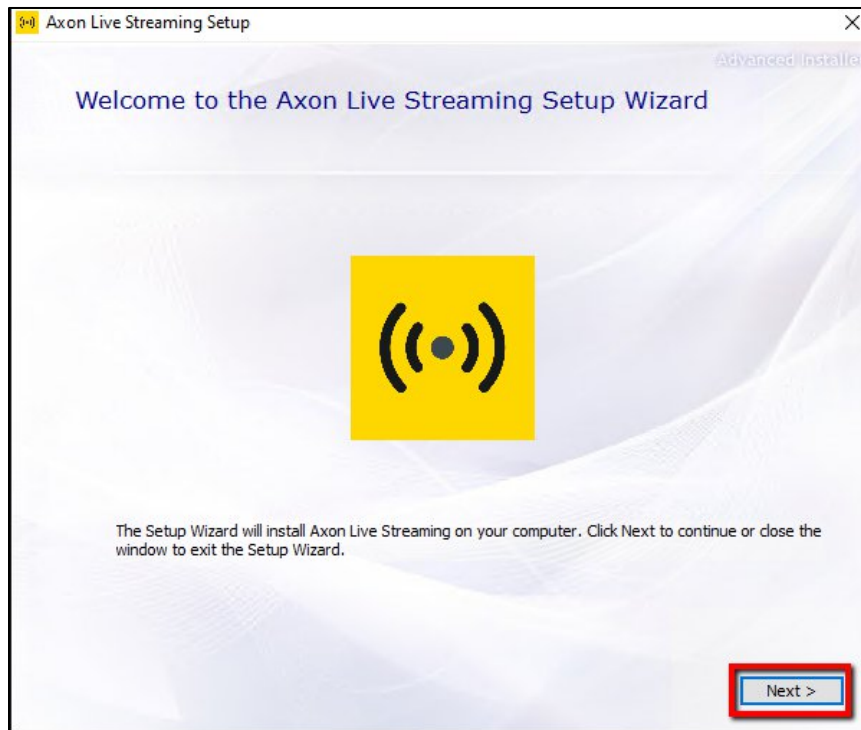
3. Right-click Live Streaming Setup.exe and select **Run as Administrator**.



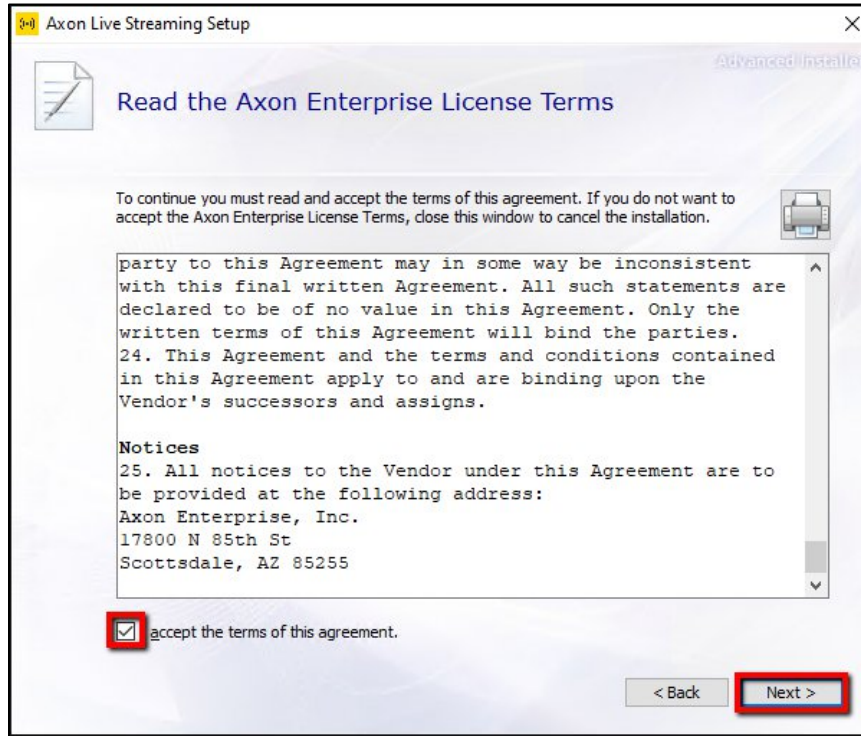
4. Select the appropriate regional language and click **Next**.



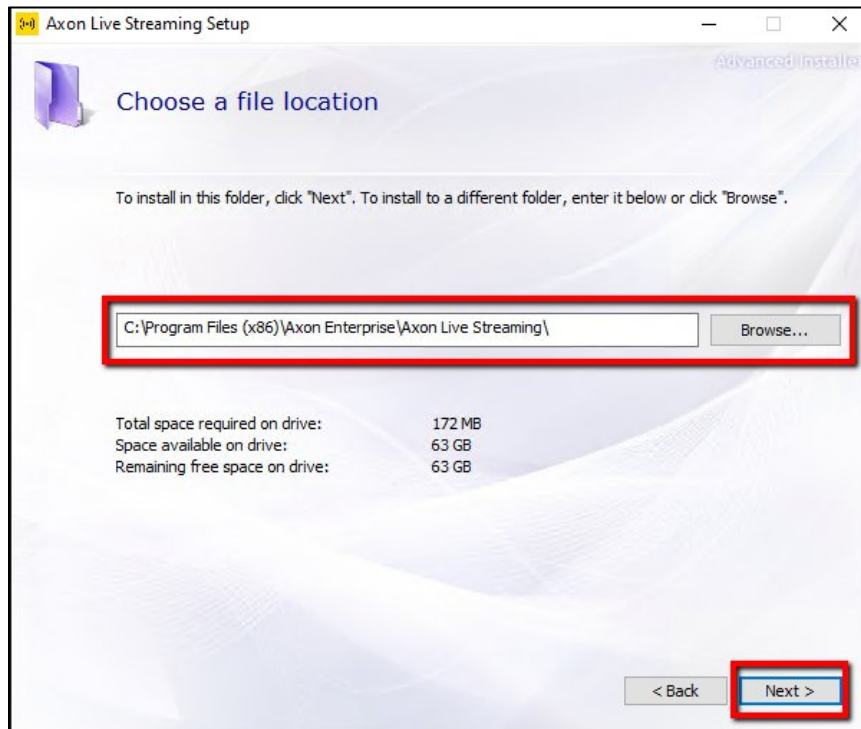
5. Click **Next** on the Setup Wizard welcome screen.



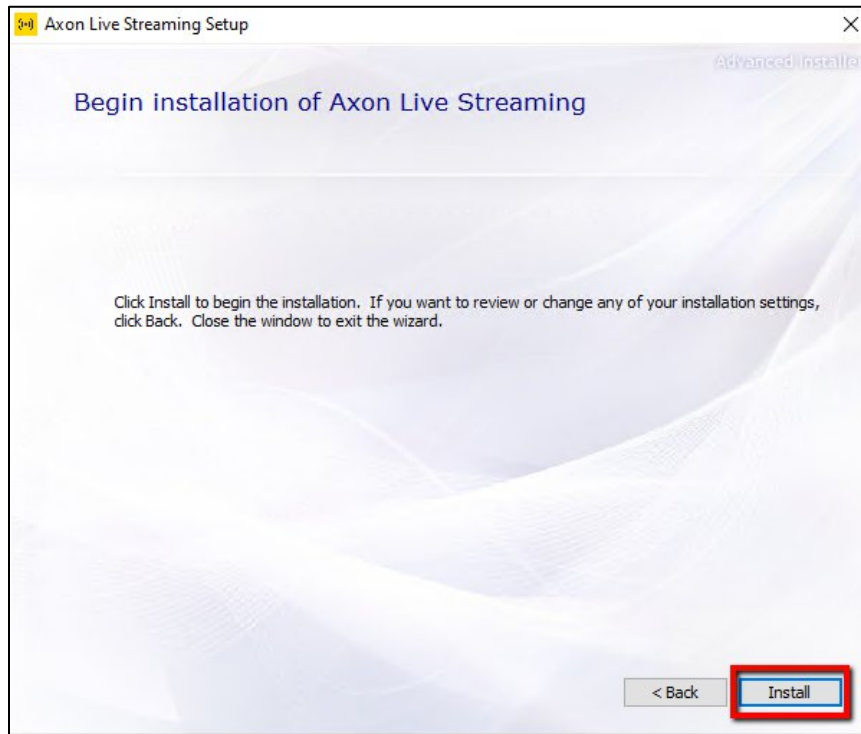
6. On the Axon Enterprise License Terms screen, scroll through the terms, select the **I accept the terms of this agreement** box, and click **Next**.



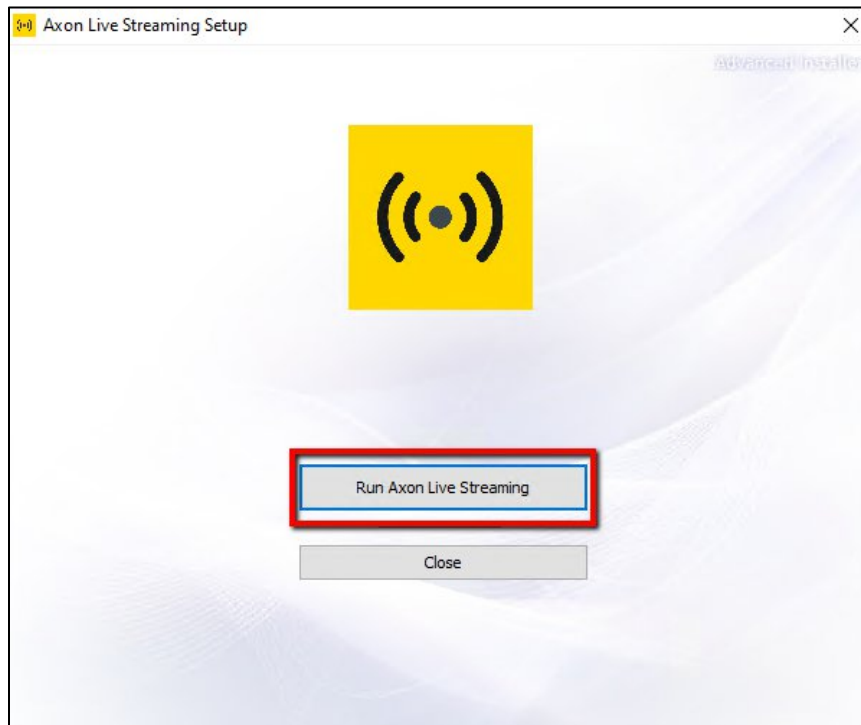
7. The File Path can remain unless the agency needs the software installed in different location. Click **Next**.



- 8. Click **Install** to begin the installation process.



- 9. When the installation is complete, the Axon Live Streaming icon will be placed on the desktop and a quick launch bar will appear. Click **Run Live Streaming** to begin configuration.

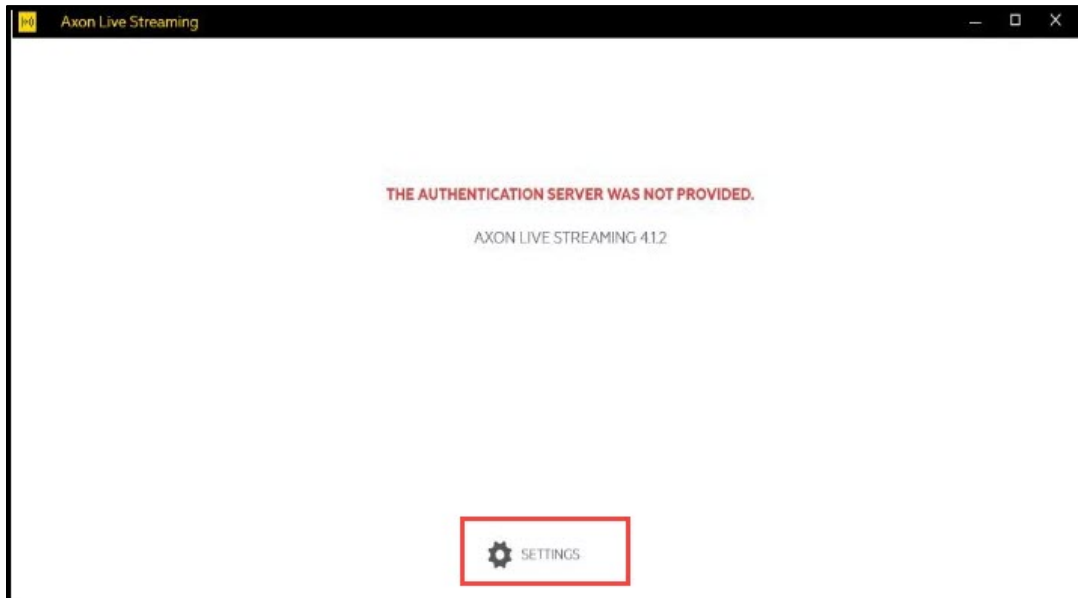


Configuration of Axon Live Streaming Client

1. After opening Live Streaming for the first time, the message **The Authentication Server Was Not Provided** is shown to indicate that the application needs configuration.



2. Click the **Settings** icon to enter the configuration screen.



3. Click **Add** to add the Primary Server.

The screenshot shows a web interface with two main sections: **SERVERS** and **GENERAL**. The **SERVERS** section contains a table with columns for **FRIENDLY NAME**, **IP**, and **PORT**. Below the table are three buttons: **ADD** (highlighted with a red box), **EDIT**, and **DELETE**. The **GENERAL** section contains several configuration options: **KEEP LOGS FOR** (7 DAYS), **AUTHENTICATION SERVER** (dropdown), **SINGLE SIGN-ON** (Disable Single Sign-On), **HIGH BANDWIDTH** (Disable High Bandwidth Mode), and **LANGUAGE** (English (United States)). At the bottom are **BACK** and **SAVE CONFIGURATION** buttons.

4. To configure the primary server, enter the following values and then click **Save**:

- In the Friendly Name field, enter "Primary Recorder".
- In the IP Address field, enter the IP address for the primary server.
- In the Port Number field, enter "0".

The screenshot shows a configuration dialog box with the following fields: **FRIENDLY NAME** (Primary Recorder), **IP ADDRESS** (1270.0.1), and **PORT NUMBER** (0). A blue box highlights the **IP ADDRESS** field, with a blue arrow pointing to it and the text "Enter the IP address for the Primary Recorder". Below the fields are **CANCEL** and **SAVE** buttons, with the **SAVE** button highlighted by a red box.

- 5. To add the Secondary server, repeat steps 3 and 4 with the Secondary server's information and then click **Save**.

SERVICES

FRIENDLY NAME	IP	PORT
Primary Recorder	1270.0.1	0

ADD **EDIT** **DELETE**

GENERAL

KEEP LOGS FOR DAYS

AUTHENTICATION SERVER

SINGLE SIGN-ON

HIGH BANDWIDTH

LANGUAGE

BACK **SAVE CONFIGURATION**

FRIENDLY NAME

IP ADDRESS Enter the IP address for the Secondary Recorder

PORT NUMBER (Type 0 to use the default port)

CANCEL **SAVE**

- Under the General section, select **Primary Recorder** from the Authentication Server drop-down list and then click **Save Configuration**.

SERVERS

FRIENDLY NAME	IP	PORT
Primary Recorder	127.0.0.1	0
Secondary Recorder	127.0.0.2	0

ADD EDIT DELETE

GENERAL

KEEP LOGS FOR DAYS

AUTHENTICATION SERVER Primary Recorder (IP: 127.0.0.1)

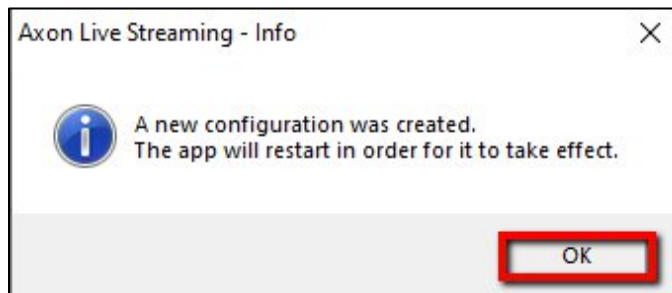
SINGLE SIGN-ON Primary Recorder (IP: 127.0.0.1)

HIGH BANDWIDTH

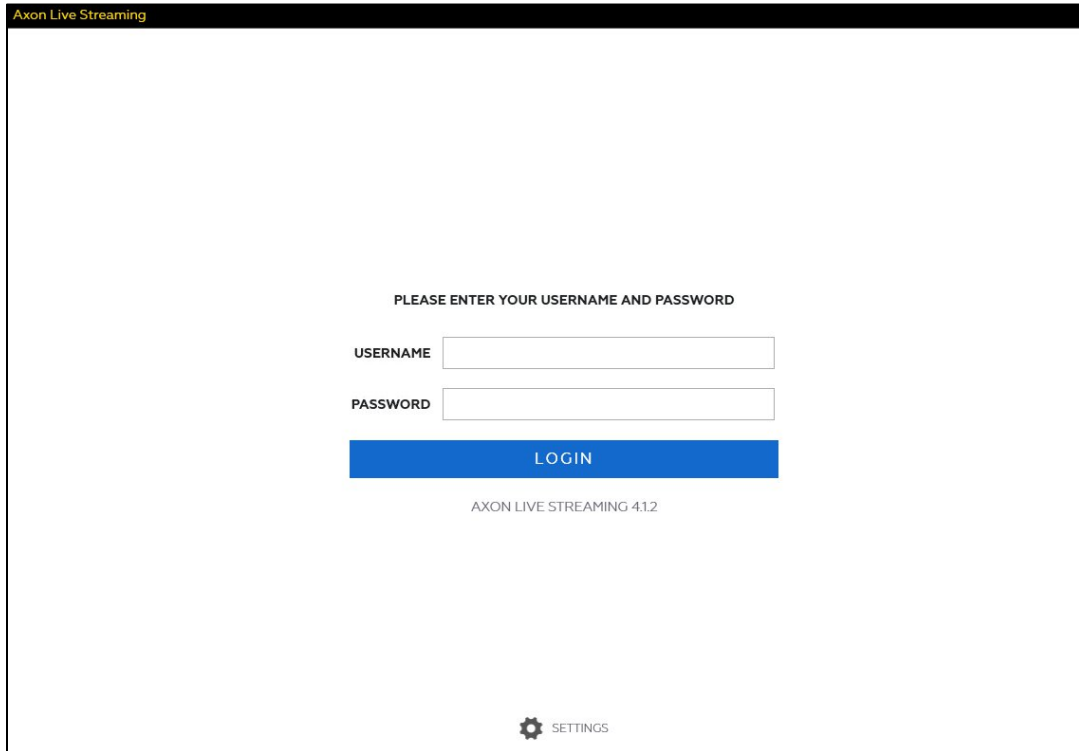
LANGUAGE

BACK SAVE CONFIGURATION

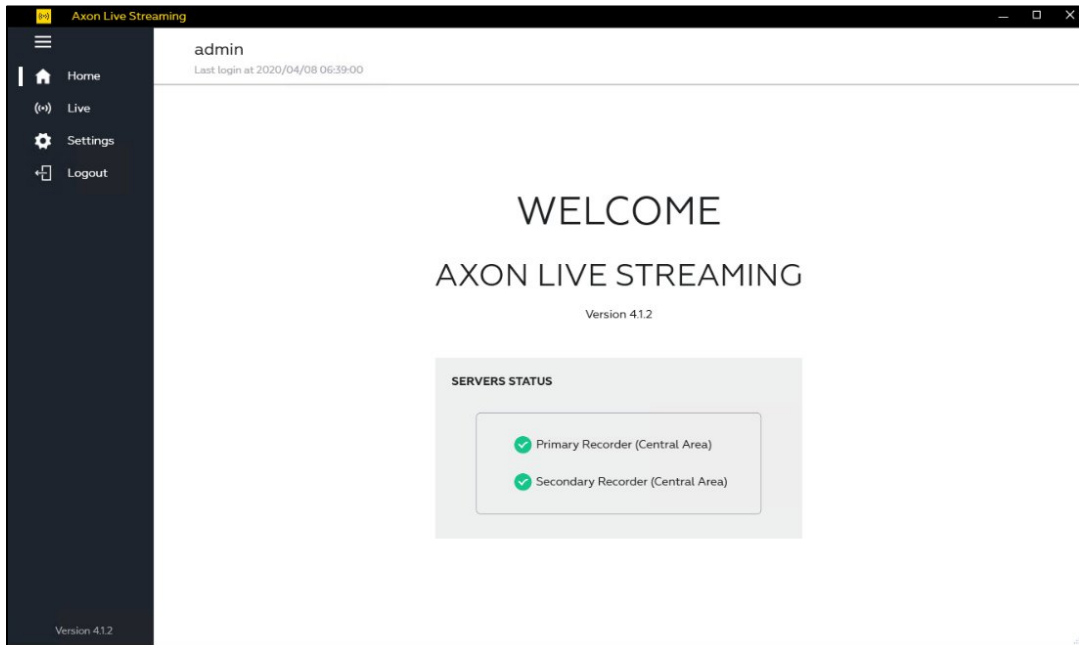
- When the configuration is saved, the application will restart with the new settings. Click **OK** to restart the application.



8. After the application restarts, the login prompt will appear, and a user can login with their Axon Evidence credentials.



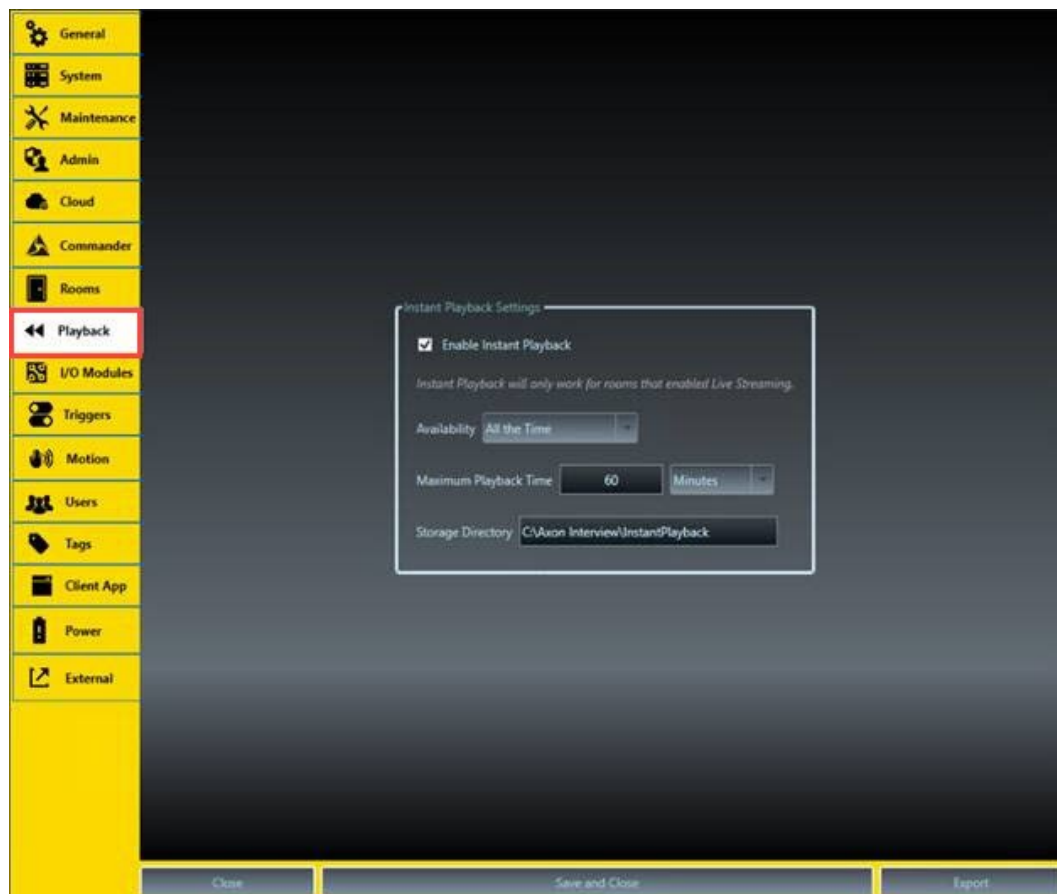
9. After logging into the application, the home screen is shown and the software is ready to use.



Configuring Instant Playback

The Instant Playback feature adds the ability to replay portions of an interview while an interview is in-progress. Instant Playback mode leverages the Live Streaming application to provide controls to pause, rewind, and playback a section of the interview while recording.

1. Login into the Axon Interview Client with an Axon Evidence username and password.
2. Click **Config** in the lower left. Enter the password and click **Login** to go to the Axon Interview configuration pages.
3. Click the **Playback** tab.



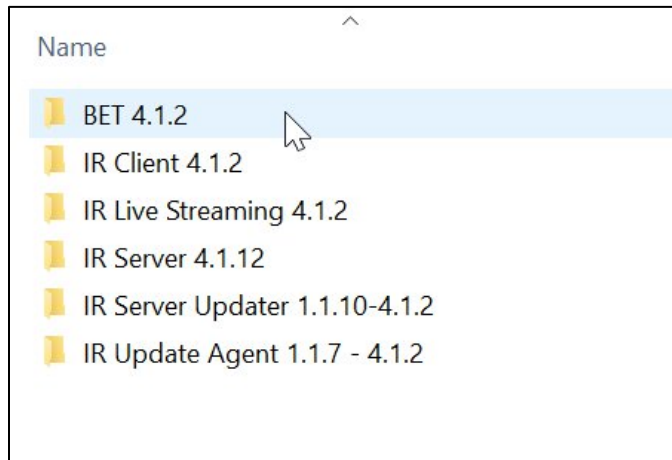
4. Select the **Enable Instant Playback** check box.
Note: Instant Playback is only available for rooms that are enabled for Live Streaming.
5. Select Instant Playback **Availability**.
6. Set the **Maximum Playback Time**.
7. If needed, you can change the **Storage Directory**.
8. Click **Save and Close** to save the changes.

Installation/Configuration and Use of Axon Buffer Extractor Tool

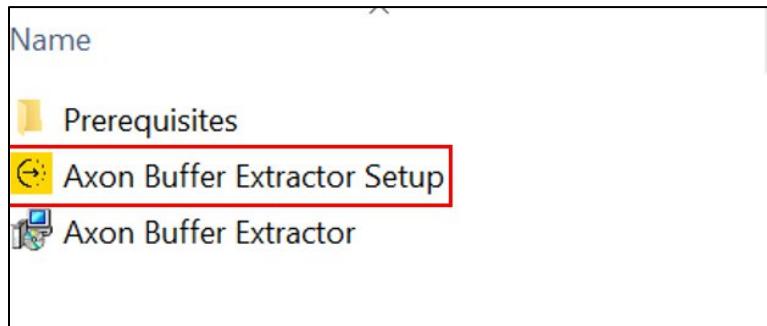
The Buffer Extraction Tool (BET) is used to recover interviews from the Secondary recorder when the Primary experienced a failure during a recording.

Note: When installing any Axon Interview application, you must also separately [install the Axon Update Agent](#) to ensure the automatic update feature functions properly.

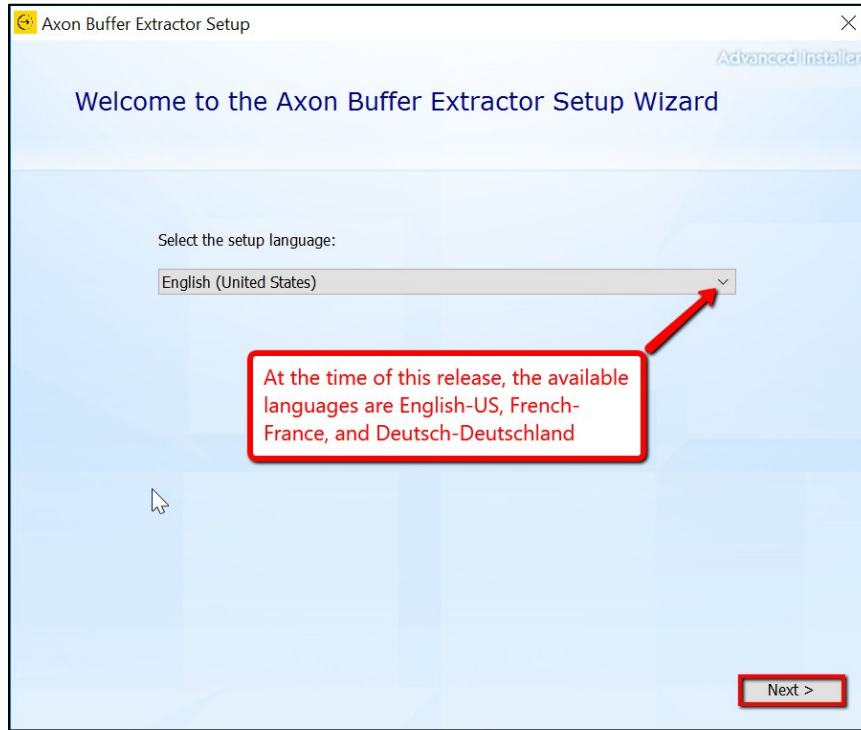
1. Locate the Individual Software Folder, Select the BET folder.



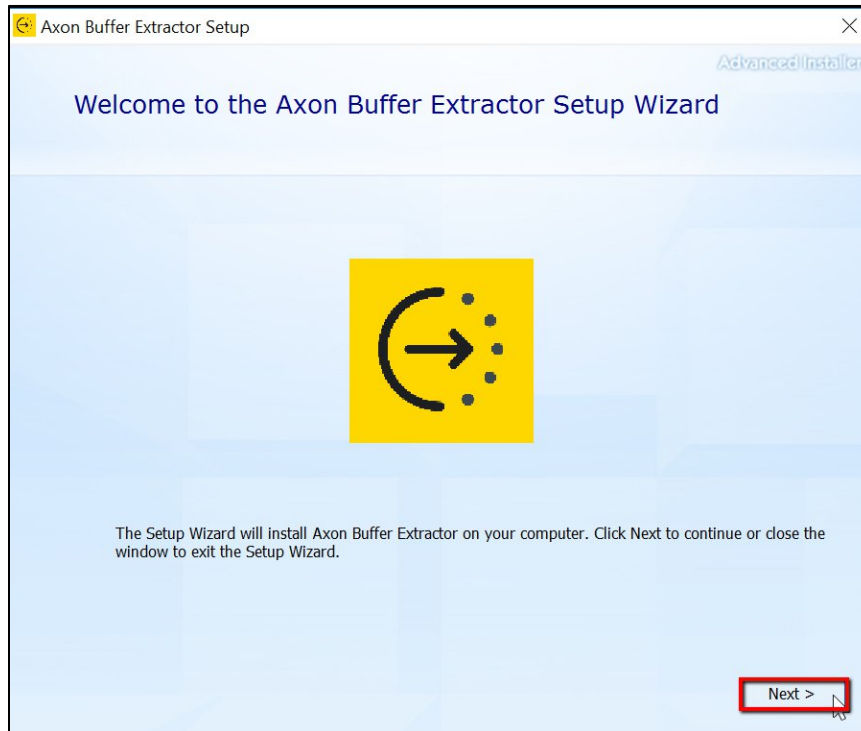
2. Right click on Axon Buffer Extractor Setup.exe and choose **Run as Administrator**.



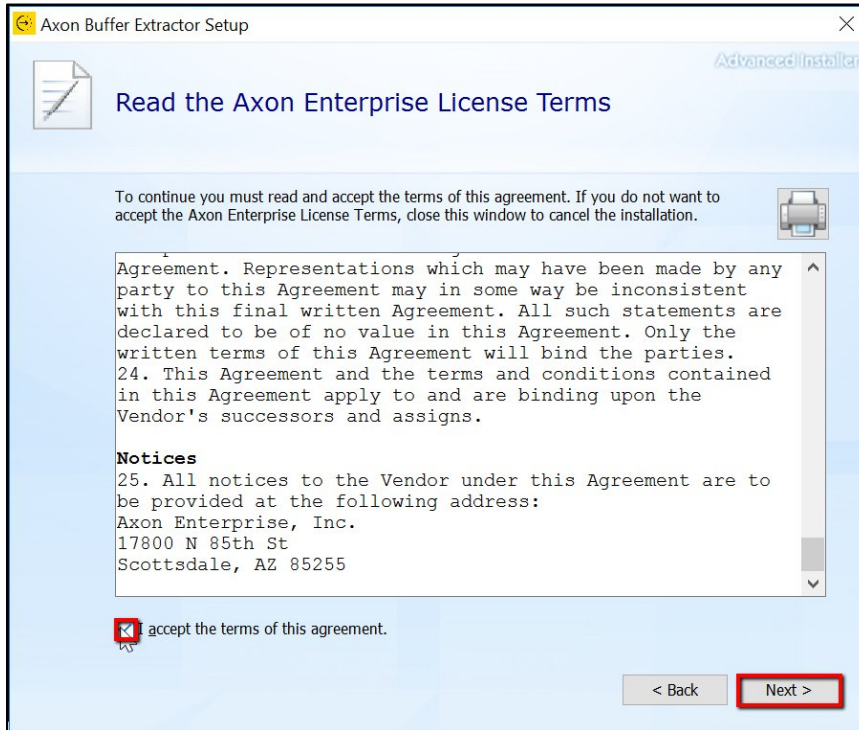
3. Select the appropriate regional language and click **Next**.



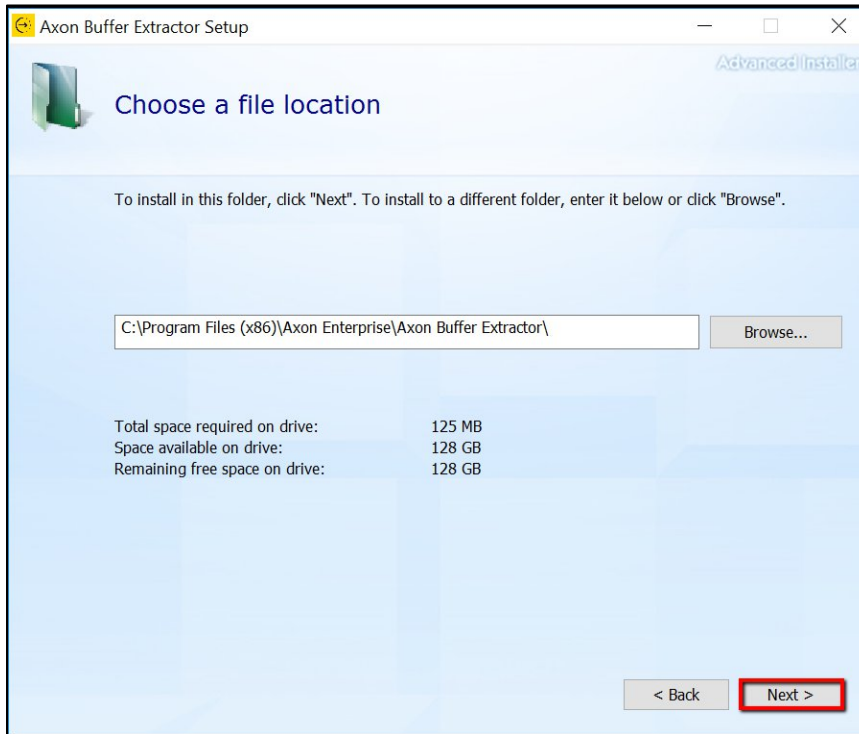
4. Click **Next** to start the setup wizard.



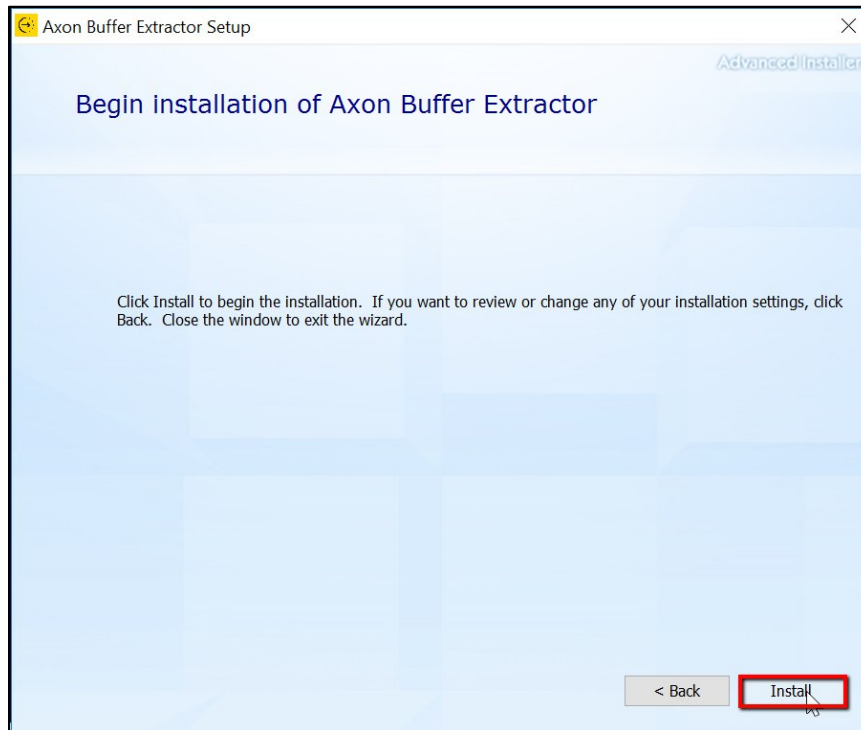
5. On the Axon Enterprise License Terms screen, scroll through the terms and select the **I accept the terms of this agreement** box and then click **Next**.



6. The File Path can remain unless the agency needs the software installed in different location. Click **Next**.



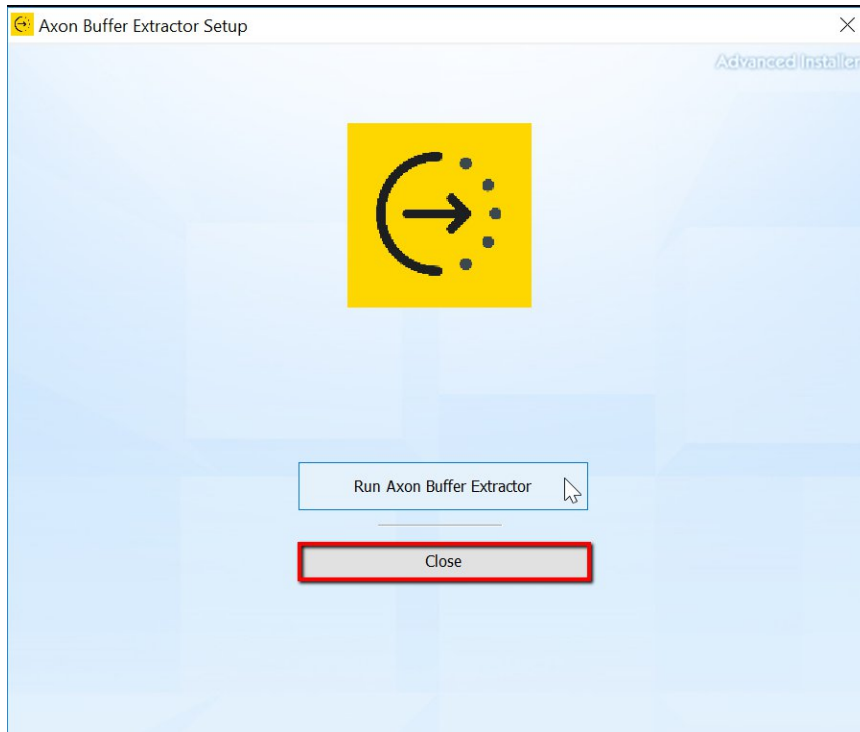
7. Click **Install** to begin the installation.



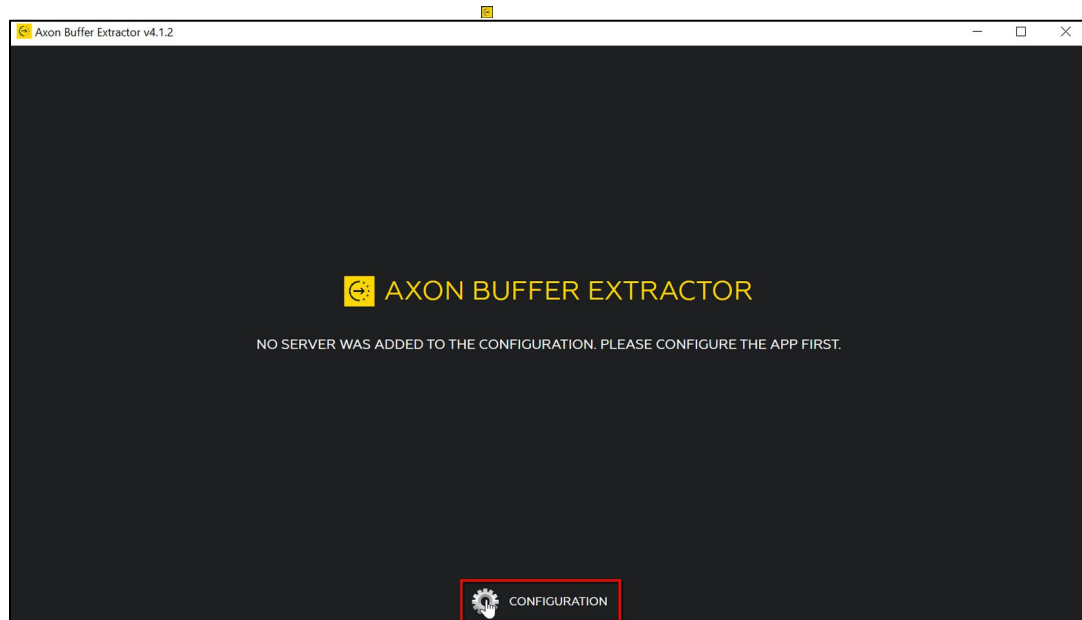
8. When the installation is complete, the Axon Buffer Extractor icon will be placed on the desktop and quick launch bar.



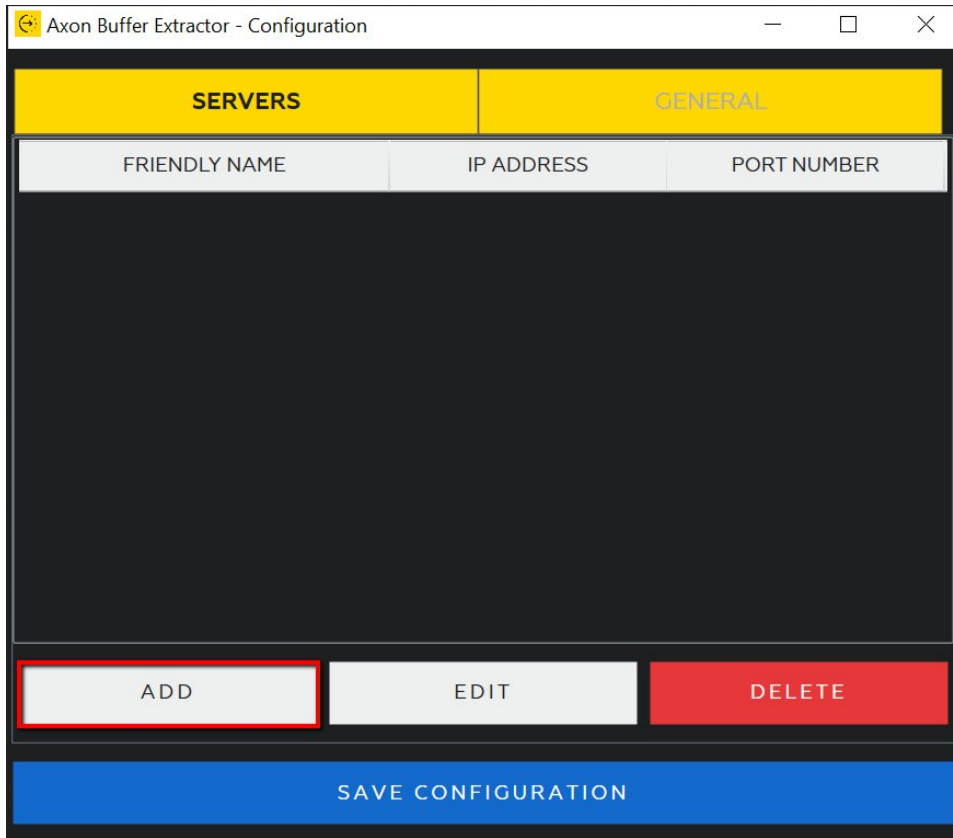
9. Click **Close**.



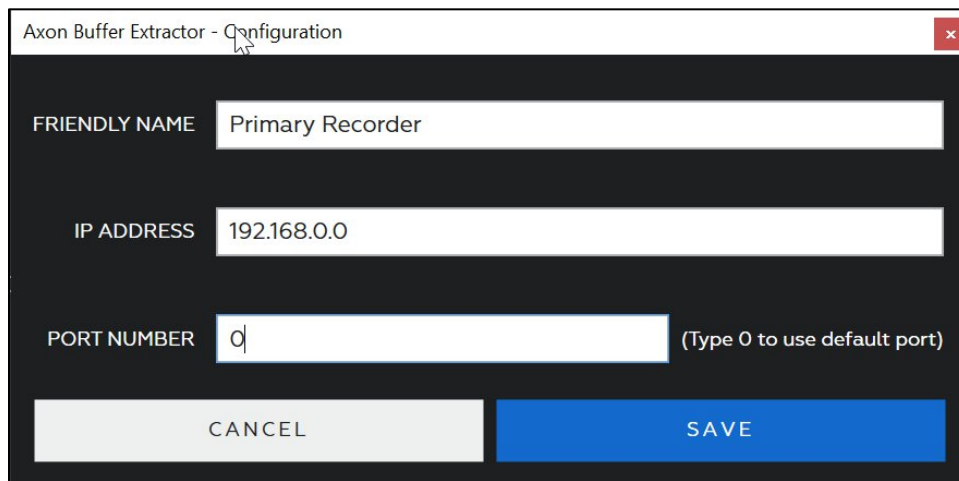
10. To Setup the Axon Buffer Extraction Tool Software, open the Buffer Extraction Tool by clicking the icon in the Toolbar. Click the **Configuration** icon at the bottom of the screen.



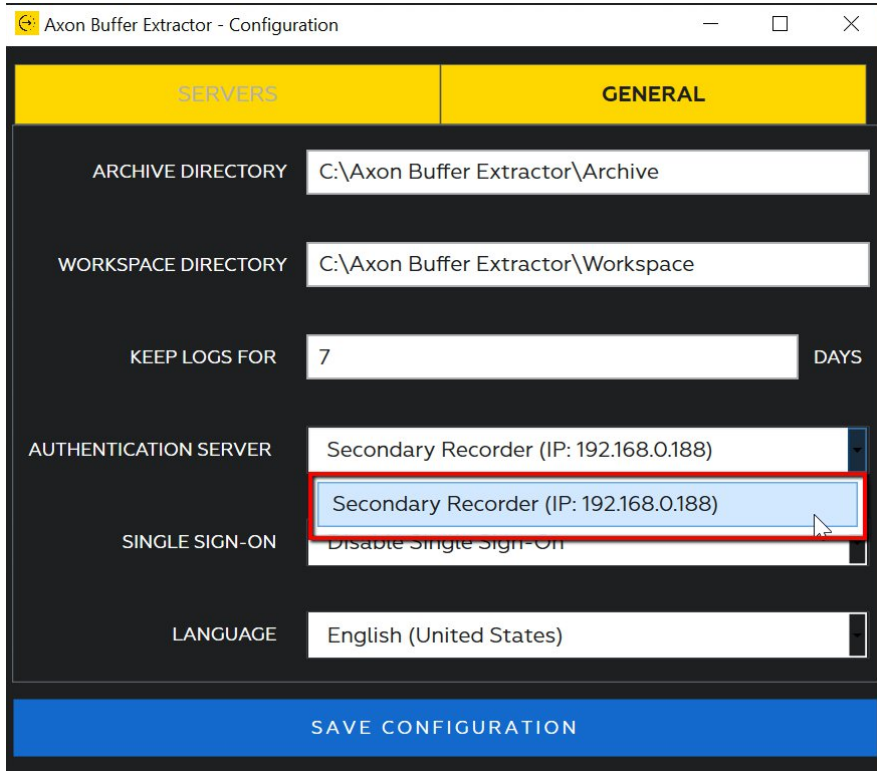
- 11. To configure, click the "Server" tab then "Add" to input server details.



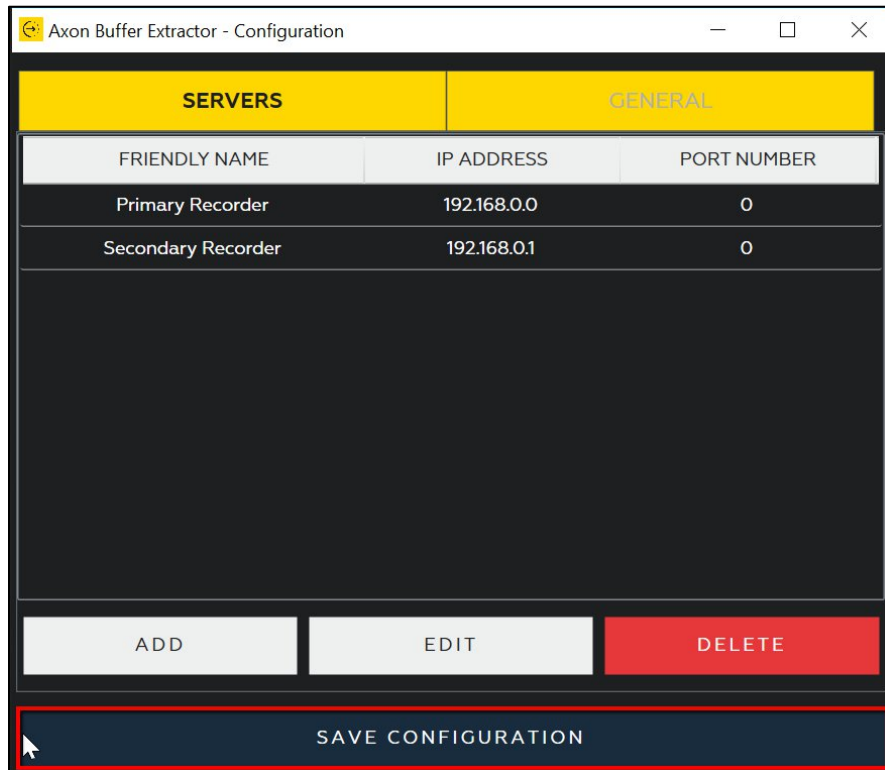
- 12. Enter the Recorder Name (i.e. Primary recorder/Secondary recorder), IP Address and Port Number (0).



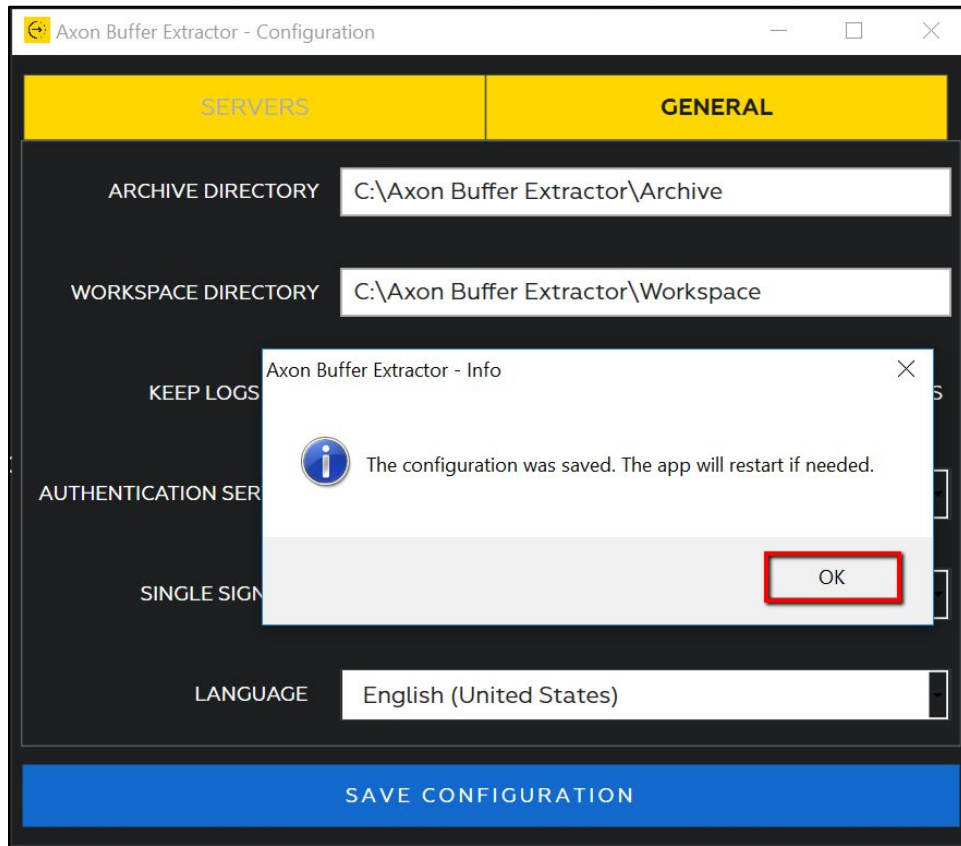
- 13. After adding the Server information, click the **General** tab and select the Authentication Server.



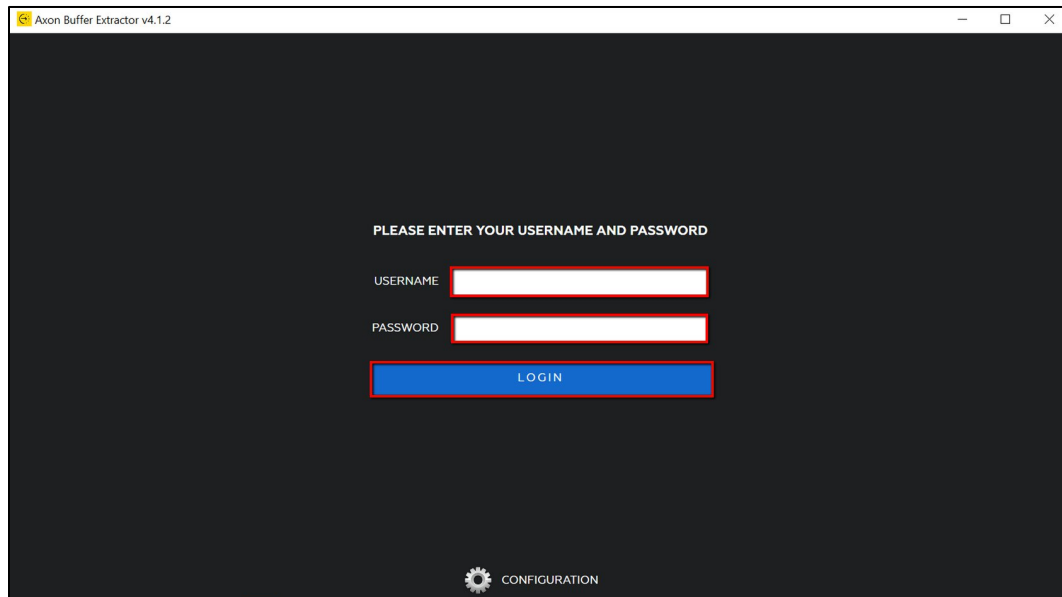
- 14. Click **Save Configuration**. The application will restart if needed.



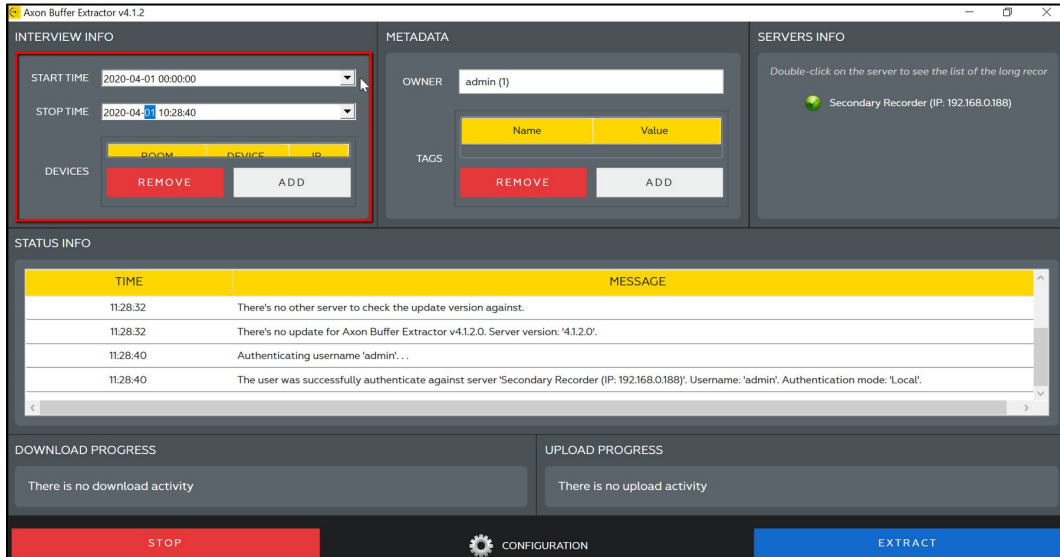
15. Click **OK**.



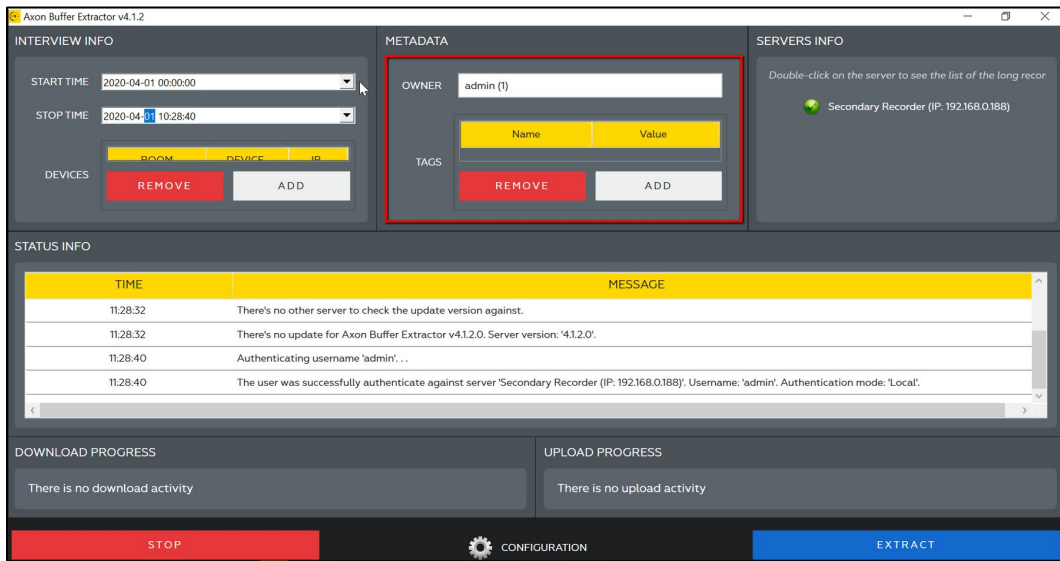
16. After the application restarts, enter your Axon Evidence credentials to log in.



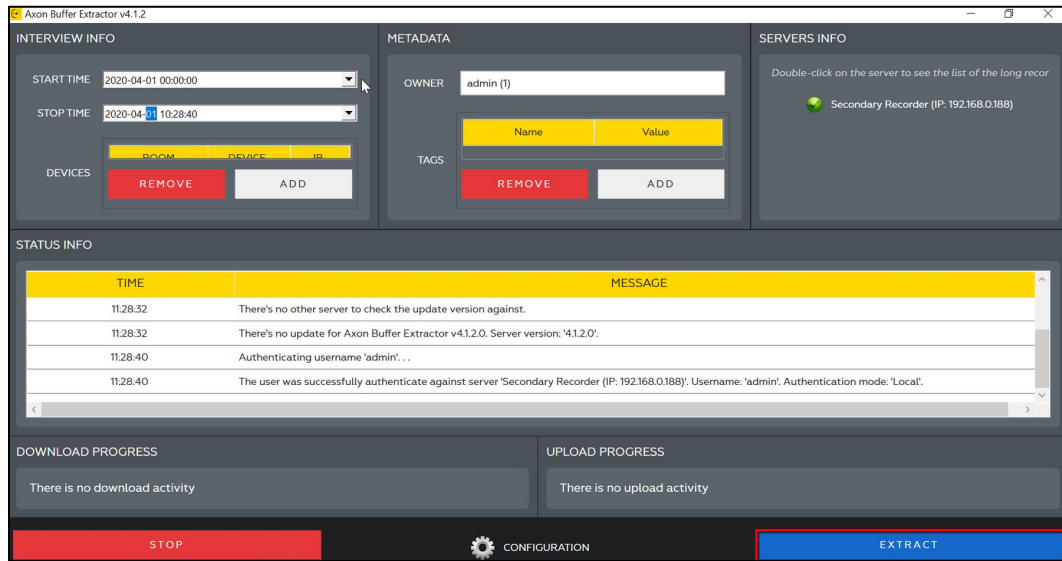
17. Enter the desired start and stop time, and select the device for the segment of video to be extracted.



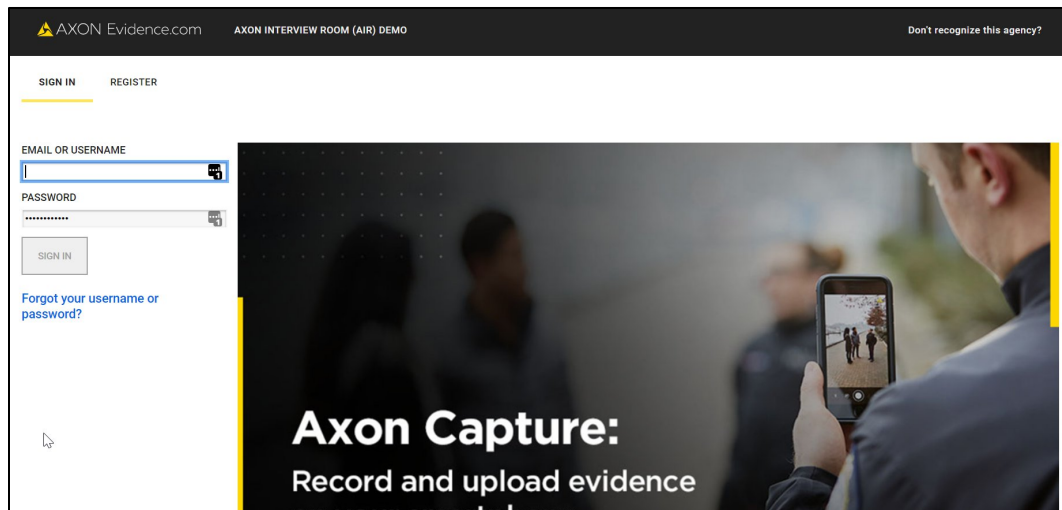
18. Enter the metadata to be included with the extracted video by clicking the **Add** button and entering the information (i.e. Title, Category, ID etc.).



19. After the metadata has been added, click the **Extract** button.

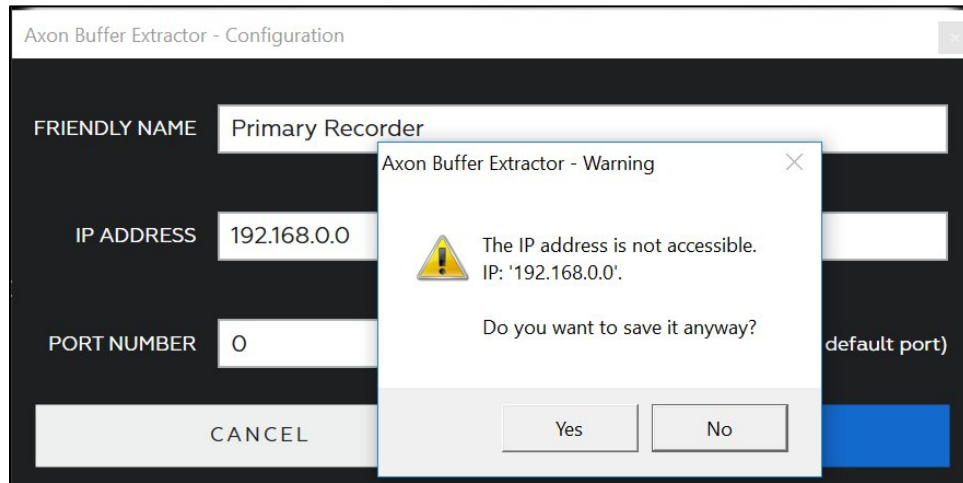


20. After extraction is completed, sign in to your Axon Evidence account to view the video.

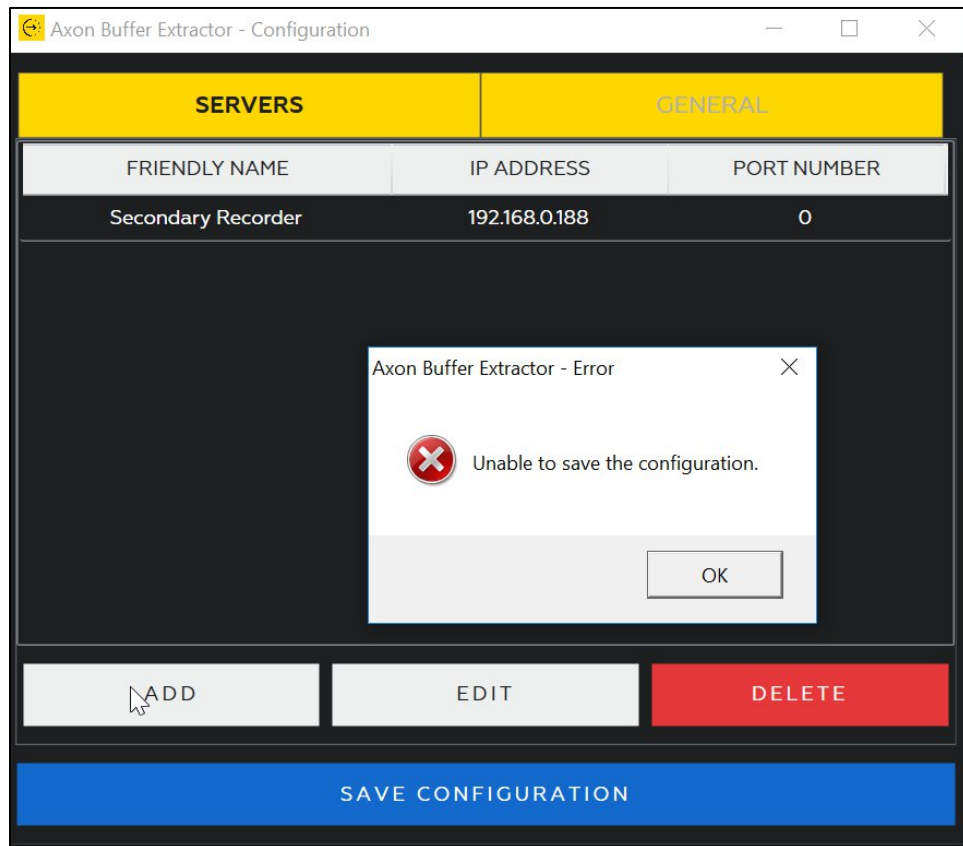


Possible Errors When Configuring the Software:

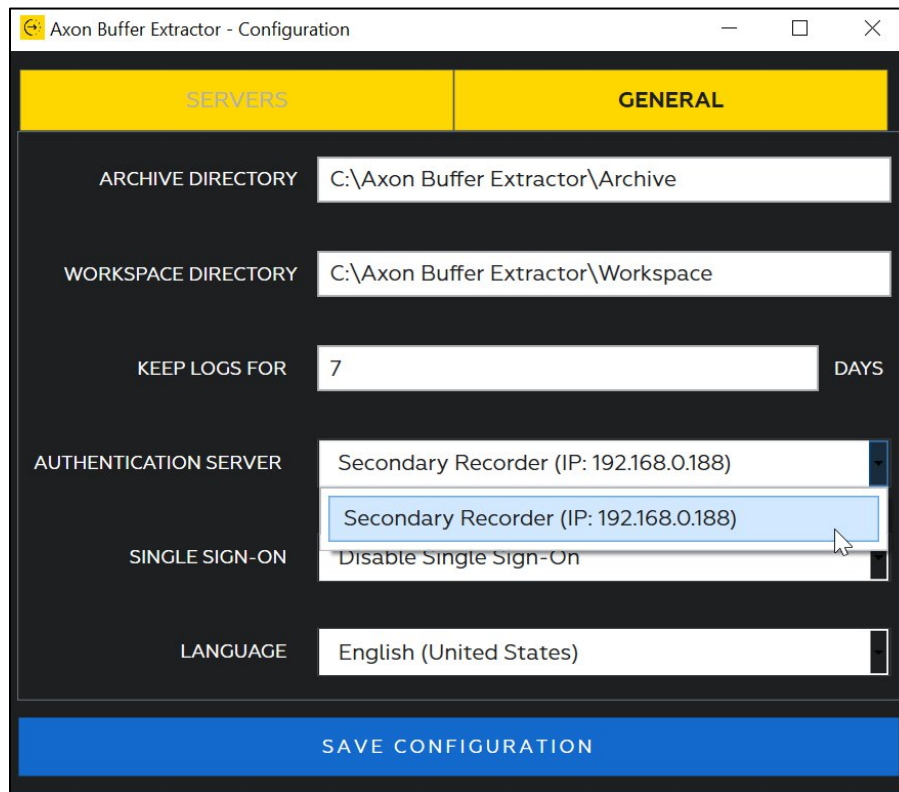
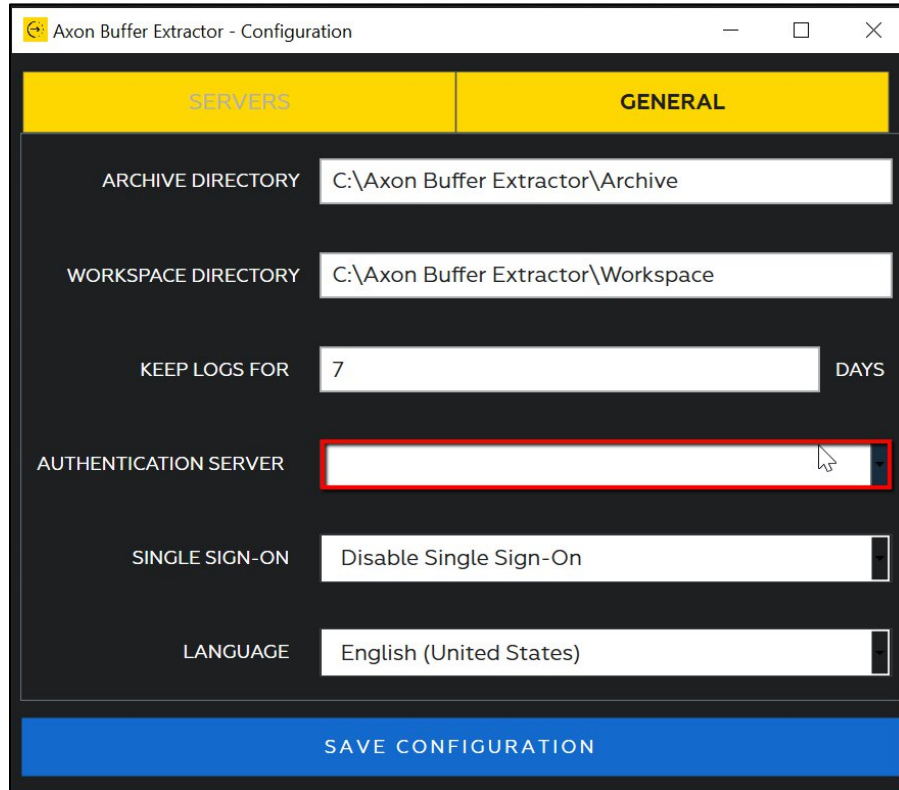
- When adding a server and entering the IP information, the error below may be a result if connectivity has not been established to the server or if the incorrect IP is entered.



- When unable to save the configuration and receive the following error.



Ensure the Authentication server has been selected the **General** tab.

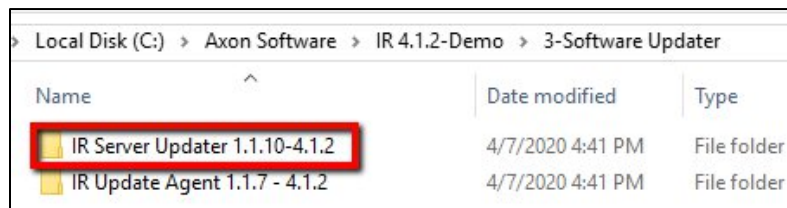


Installation of Axon Interview Server Updater

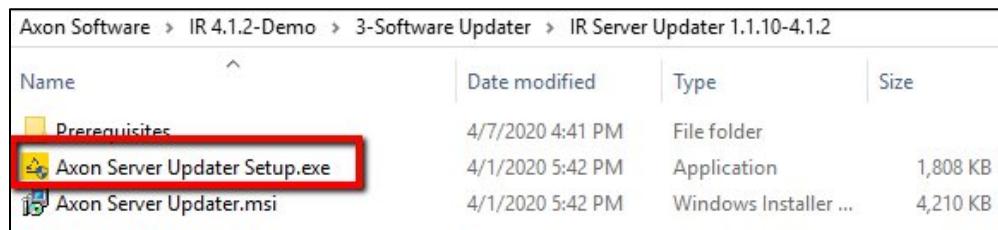
What This Software Does: Automatic Software Update - After this version is installed, Axon Interview administrators will be able to easily monitor and control version updates for their Axon Interview systems. Axon is introducing a new application, Axon Server Updater, which allows agencies to monitor and update connected servers. When Axon Interview Client, Live Streaming and Buffer Extractor Tool applications start next time, they'll be updated by the server automatically.

Note: When installing any Axon Interview application, you must also separately [install the Axon Update Agent](#) to ensure the automatic update feature functions properly.

1. Locate the Server Updater 4.1.2 installation folder.



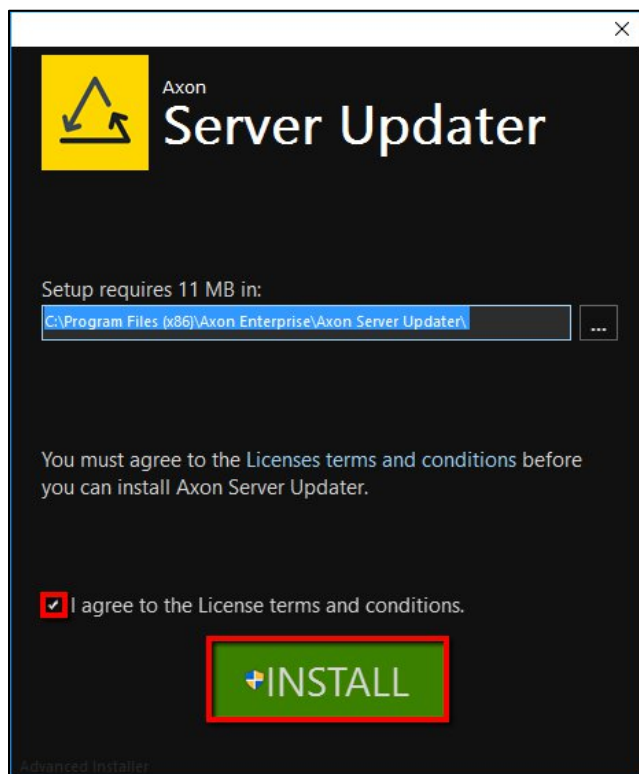
2. Right click on Axon Server Updater Setup.exe and choose **Run as Administrator**.



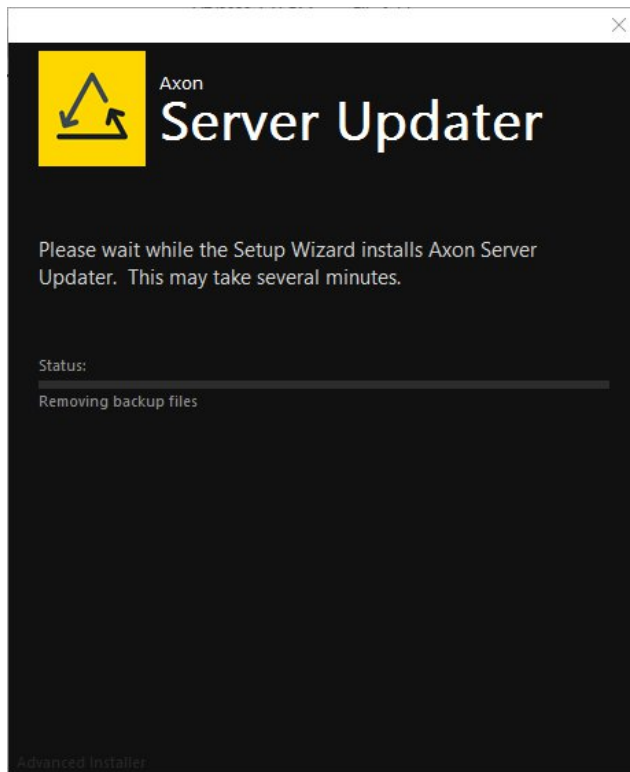
3. Select the appropriate regional language and click **Next**.



4. The File Path can remain unless the agency needs the software installed in a different location. Agree to the license terms and click **Install**.



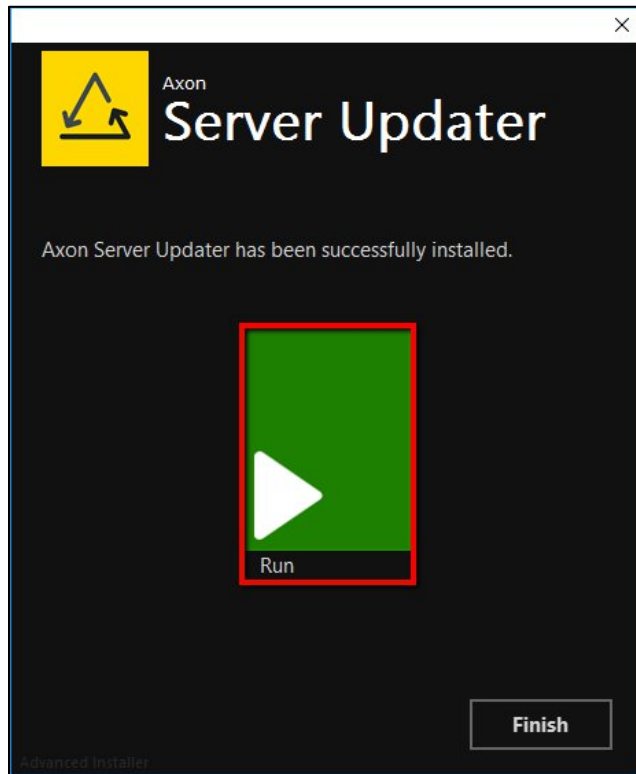
5. The installer will run as below.



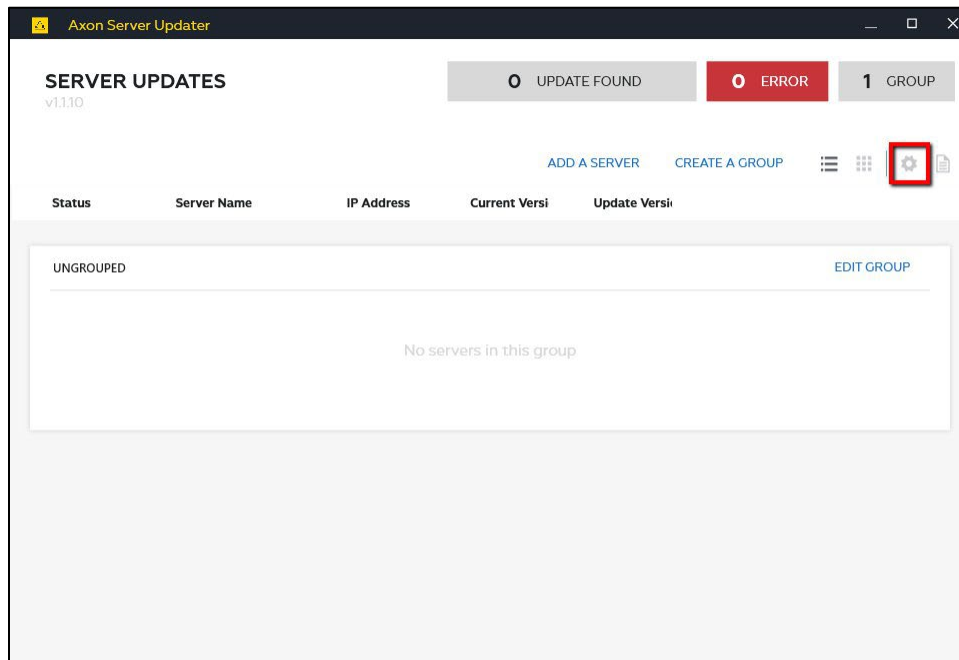
6. When the install is complete, the Axon Interview Server Updater icon will be placed on the desktop and quick launch bar.



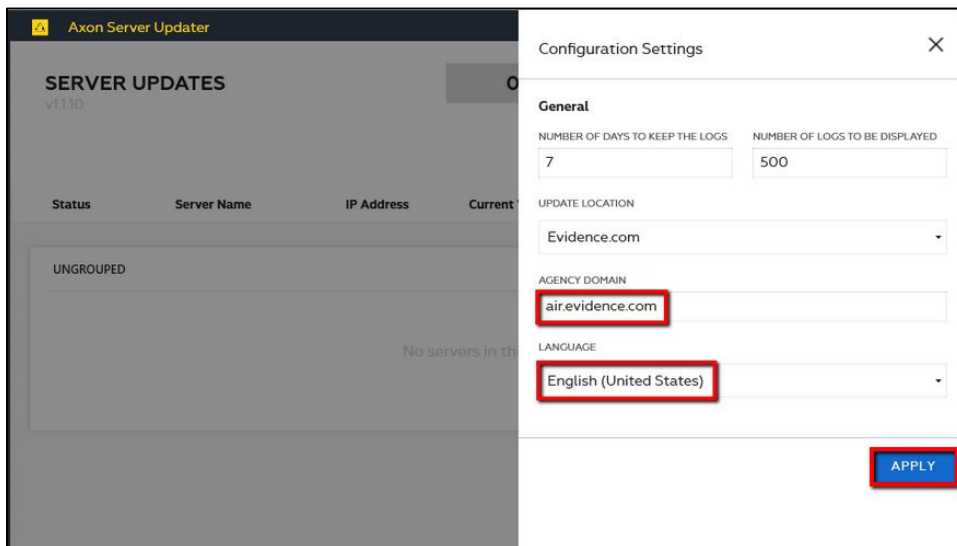
7. Click **Run**. This opens the Server Updater Software.



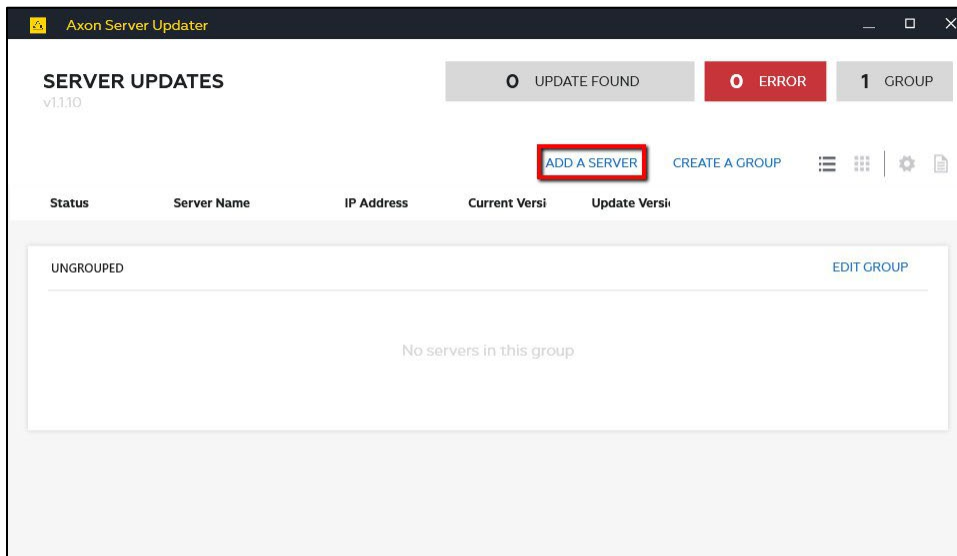
8. The Updater Software needs to point at the agency's Evidence.com tenant. Click the Gear icon under GROUP.



- 9. Copy and paste the agency's Axon Evidence domain and select the appropriate language from the drop down. Click **Apply**.

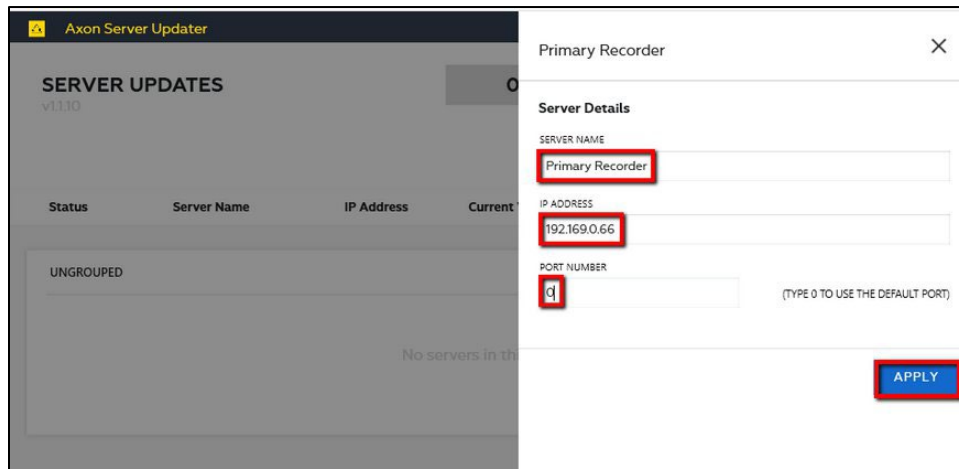


- 10. Servers will need to be added at this point. Click **Add a Server**.



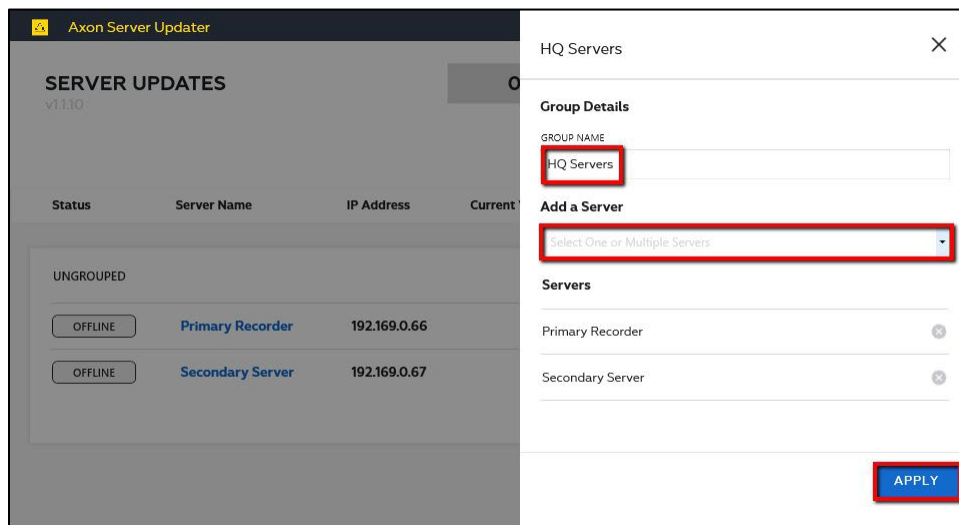
11. Enter the Server information in the fields. Click **Apply**.

- Server Name: Primary or Secondary.
- IP Address of the server.
- Default port is 0.



12. To help better manage servers spread across different locations, Groups can be created.

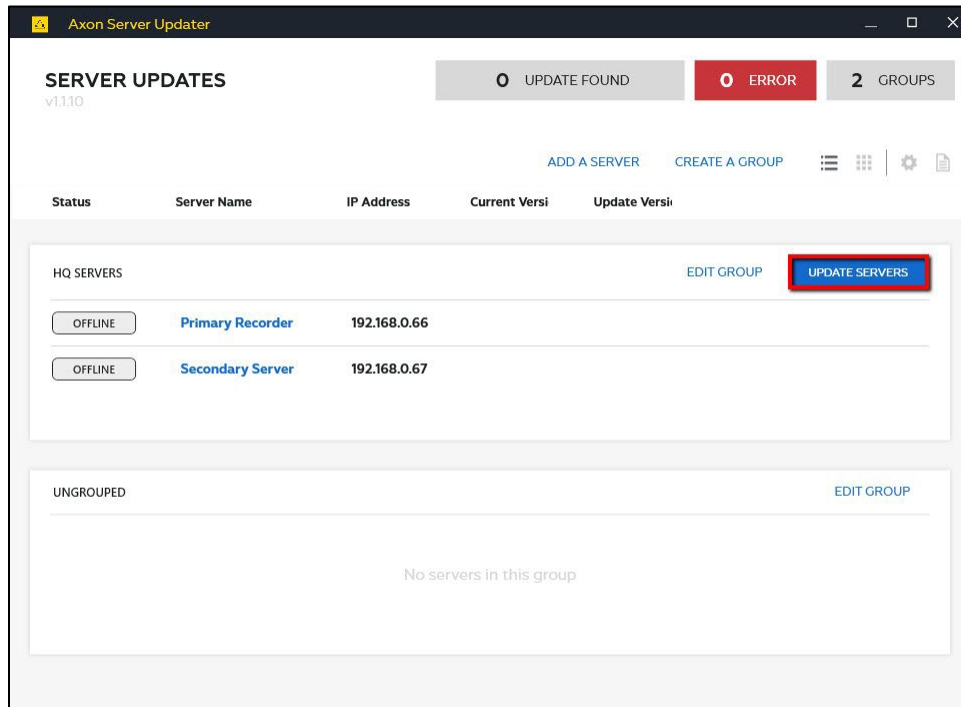
- Define the group name.
- Add the servers from the drop down.
- Click **Apply**.



13. To update the servers, click **Update Servers**.

Note: Updating the servers will make the Interview system inoperable for up to 30 minutes as the software updates. Axon recommends that you schedule a maintenance window to ensure the system is not in use during this time. After the servers finished

updating each client application will automatically update the next time they connect to the server.



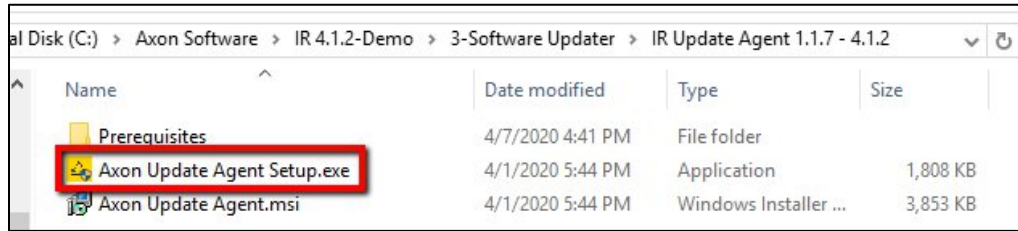
Installation of Axon Interview Update Agent

The Update Agent should be installed on any server or workstation that is running Axon Interview software. The agent queries the servers to see if there is a newer version available. If so, the newer version will be installed (This is controlled by the Server Updater Application).

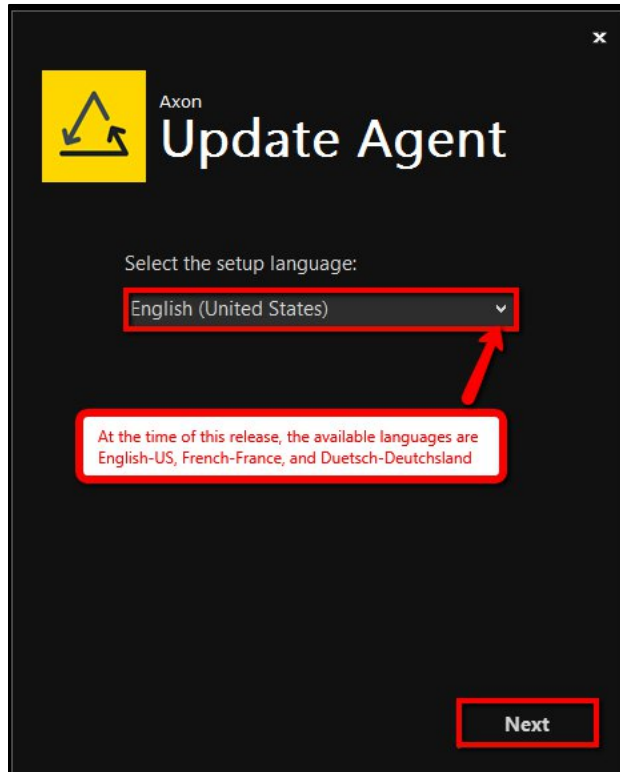
1. Locate the IR Update Agent installation folder.



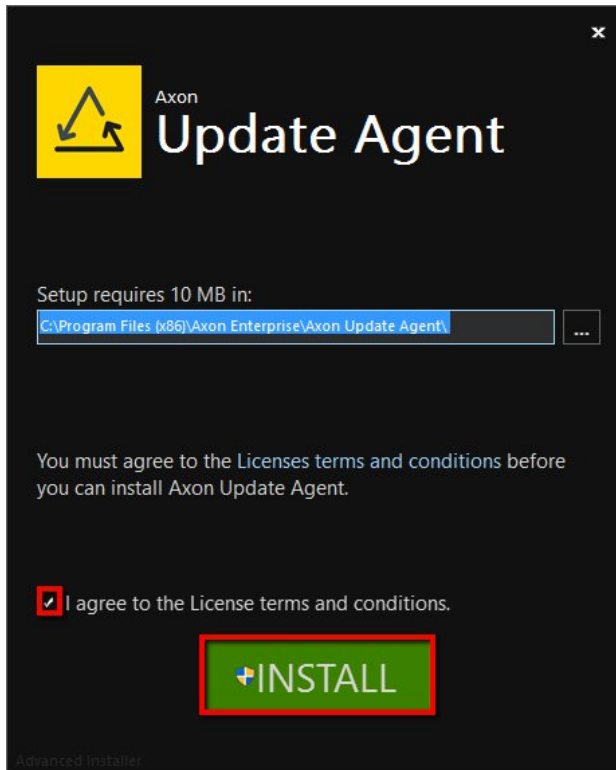
2. Right click on Axon Update Agent Setup.exe and choose **Run as Administrator**.



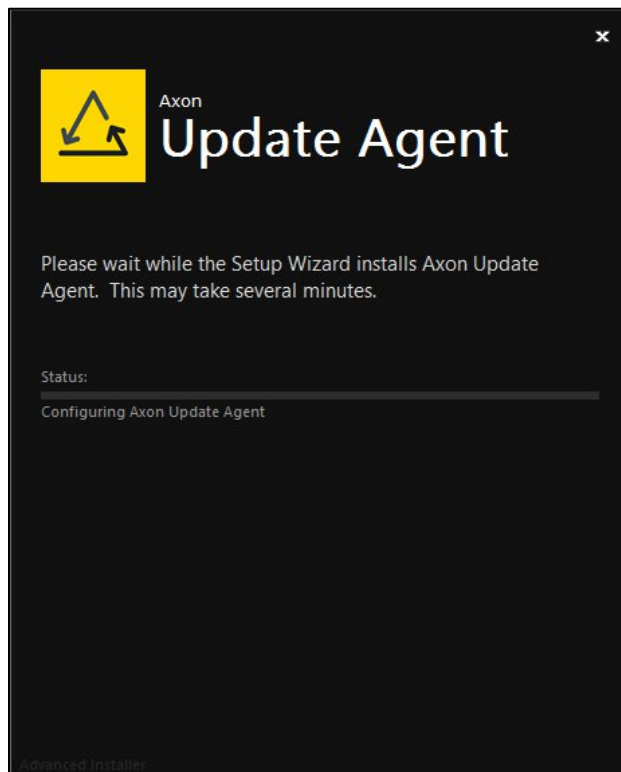
3. Select the appropriate regional language and click **Next**.



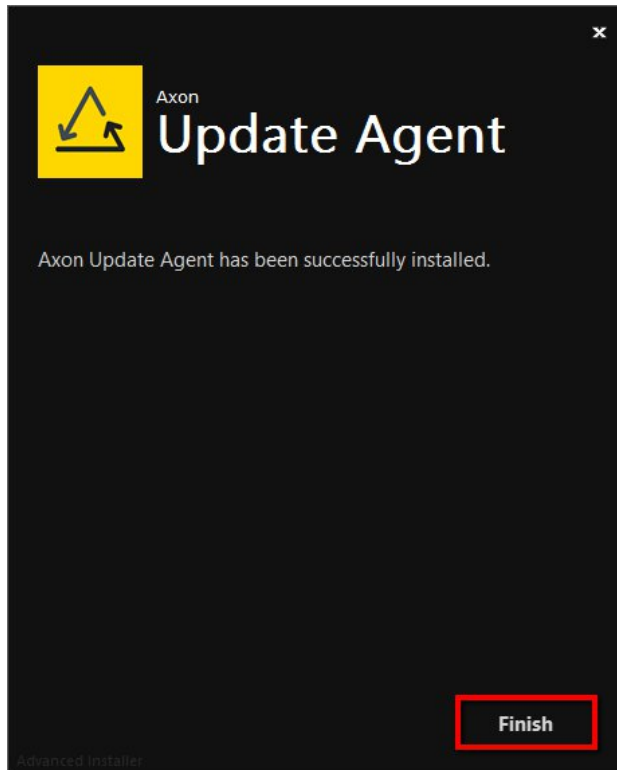
- 4. The File Path can remain unless the agency needs the software installed in different location. Agree to license terms and click **Install**.



- 5. The installer will run as shown below.



6. When the install is complete, the Axon Update Agent will present a successfully installed window. Click **Finish**.



7. The installation was successful.
For Additional help and information go to [Help.Axon.com](https://help.axon.com)