

Axon Updates September 2025

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

- Customers in the Enterprise region (.ent.evidence.com), U.S. Federal (.evidence.com), the Netherlands, new European region (.eur.evidence.com), and European legacy region (.eu.evidence.com) regions receive on **September 30, 2025**.
- Customers in U.S. law enforcement and Canada (ca.evidence.com) receive on **October 1, 2025**.
- Customers in South America (.la.evidence.com), Australia and New Zealand (au.evidence.com), and the United Kingdom receive on **October 2, 2025**.

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

We don't expect any downtime during this update.

Additional help documentation for the products included in these release notes is located at axon.com/help.

Contents

Digital evidence management	4
Core platform and UI updates	4
Device audit trail default output	4
Evidence audit trail includes source device information	4
AI-powered features	4
Axon Evidence	5
Axon Performance	5
Case Management	5
Draft One	6
Redaction	6
Reporting	7
Mobile	7
Axon App	7
Axon Capture	8
Coming soon	8
New Admin Console	8
Redesigned Axon Evidence	8
New sub-domain for the Axon Admin Console	9
My90	10
Cameras and sensors	11
Axon Body 4	11
Firmware v1.2534 releasing	11
Configurable Sleep mode reminder	11
Axon Assistant	11
Axon Body 3	11
Firmware v1.2534 releasing	11
Axon Fleet	12
Q4 Interim Firmware v2.2537 releasing	12
Resolved Issues:	12
Axon View XL	12
Firmware v1.33 releases	12
Coming soon	12
Body Cameras	12
TASER energy weapons	13
TASER	13
Resolved Issues	13

Axon Justice	14
Filter transcript moments	14
Resolved Issues	14
Axon VR Training	15
Handgun VR Controller optics brightness adjustment	15
Simulator Training: Range Skills now available in additional languages	15
Verbal Skills Training app coming later this month	16
Axon Evidence and headset sign-in for Canadian agencies	16
MyAxon sign-in discontinuing later this month	16
Legacy VR hardware discontinued	16
Resolved Issues	17
Coming Soon	17
Axon VR	17
Enterprise	18
Retail Crime Hub	18
Change log	19

Digital evidence management

Core platform and UI updates

Device audit trail default output

Device audit trails now default to the .CSV output option to make audit trail generation faster. You can still choose the .PDF option, but it will be slower to generate.

Improvement

Evidence audit trail includes source device information

The evidence audit trail now includes source information, showing how the evidence was captured or uploaded.

Improvement

AI-powered features

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

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

Axon Evidence

Axon Performance

Adjustments to Performance and Command Hierarchy Logic

You can now configure your Command Hierarchy without requiring user monitors at the lowest level. Axon Performance supports two logic options for reading your Command Hierarchy structure. By default, agencies already set up with Performance will continue using the legacy method.

If your agency would like to switch to the new logic, contact your Axon representative. When the new logic is enabled, a banner will appear at the top of your organizations's Command Hierarchy view in Axon Performance.

For more information, see [Command Hierarchy Settings in Axon Performance](#) and [Command Hierarchy without Monitoring Relationship Logic](#).

New | **Admin** | **Federal** | **UI/Accessibility**

Power Cycling and Sleep Cycling in Policy Review Feedback

You can now review and add power and sleep cycling metrics for officers. This update provides parity to all body-worn-camera metrics for policy reviews. For more information, see [Reviewing Officer Performance](#).

New | **Admin** | **Federal** | **UI/Accessibility**

Case Management

New sharing option columns in the Case Evidence table

We've added columns to share information in the Case Evidence table:

- **Shared On:** Displays evidence shared on a specific date and time.
- **Received On:** Displays evidence received from another agency on a specific date and time.

For more information, see [Case Details Evidence Tab](#).

Improvement | **Federal** | **UI/Accessibility**

Resolved Issues

- Fixed an issue where changing a Case ID or Case Title retroactively altered historical entries in Case and Evidence Audit Trails. Audit events are now immutable and display both original titles and unique IDs to ensure compliance, traceability, and readability. The original title is only available for audit events recorded after this fix is released.

Draft One

Undo button in Report Writer

You can now use an **Undo** button in the Report Writer toolbar when editing your drafts.

Improvement | **AI Era plan** | **Federal** | **UI/Accessibility**

Generate drafts in 3rd-person perspective

You can now enable a Generate third-person drafts setting on the Draft One Settings page to make all drafts generated by Draft One be written from the third-person perspective (Officer Smith did this...). The default perspective is first-person (I did this...). For more information, see [Draft One settings](#).

Admin | **New** | **AI Era plan** | **Federal** | **UI/Accessibility**

Resolved Issues

- Now, when generating a draft narrative, you can select evidence files that have been uploaded over LTE by other officers in your Command Hierarchy Group. Previously, you could only select files from other users after their cameras were docked.

Redaction

ID cards redaction

You can now redact ID cards. This process checks the video for things like drivers licenses and passports. For more information, see [What's new with Redaction](#) and [Using Redaction Assistant](#).

New | **Admin** | **Federal** | **UI/Accessibility**

Reporting

Resolved Issues

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

Mobile

Axon App

New version of the Axon app

A new version of the Axon app - 1.7.0 for Android and 1.6.0 for iOS - will begin rolling out in the app stores September 29, 2025. The new versions will include the new features described below.

New | **Federal**

Safe Mode

When you need to hand your device to someone else for an action such as getting a signature or sharing a QR code, it's important that they can't access other information in the app or on your device. Safe Mode activates when you start certain workflows in the Axon app, and locks in-app navigation, turns on your device's Do Not Disturb mode, and prompts you to turn on Screen Pinning (Android) or Guided Access (iOS) for added security. Learn more at [Safe Mode in the Axon app](#).

Improvement | **Federal**

Cases

You can now create, review, and share cases directly from the Axon app. Learn more at [Cases in the Axon app](#).

Improvement | **Federal**

Photo capture (Android only)

Version 1.7.0 of the Axon app for Android can capture photo evidence and upload it directly to Axon Evidence. Learn more at [Capture evidence with the Axon app](#).

Improvement | **Federal**

Axon Capture

Smart Capture now available to use on Desktop Report Writer

For Axon Records customers, you can now use Desktop Report Writer to also add a person using Smart Capture. Smart Capture is only available on iOS and organizations with the AI Era Plan. For more information, see [Smart Capture in the Axon App](#).

New | AI Era plan

Smart Capture now supports mobile NCIC search

Axon NCIC customers can trigger an NCIC person search directly in the Axon app. After scanning a driver's license barcode, select NCIC Search to do a mobile NCIC lookup directly in the iOS Axon app. For more information, see [Smart Capture in the Axon App](#).

New | AI Era plan

Coming soon

New Admin Console

This October, alongside the redesigned Axon Evidence, we are introducing a new navigation experience for the Admin Console. Designed with your feedback in mind, the redesigned layout makes it easier for administrators to find the right tools, manage settings, and keep everything organized.

The updated Admin Console features a modern menu with clear categories, collapsible sections, and built-in search to help you quickly reach the tools you need. You will also have the flexibility to personalize your view with light and dark modes.

To make the transition smooth, admins will be able to switch between the classic and redesigned versions during rollout—giving you time to explore the improvements at your own pace.

The new Admin Console is intuitive, organized, and efficient so you can spend less time searching and more time focusing on what matters most.

Watch a recording of the [New Admin Experience Overview webinar](#).

New | Admin

Redesigned Axon Evidence

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

organize, and take action across all your digital tools and data.

The redesigned Axon Evidence introduces a simplified new interface that adapts to how you work, with updates like light and dark mode, collapsible navigation, and improved search options with map-based filtering. It also supports being able to move between the redesigned and legacy version through the rollout. The redesigned evidence detail page features expanded metadata, supports multi-cam playback, and so much more. Users can move between the current and redesigned versions throughout the rollout.

Learn more and access training resources:

- Explore how-to topics on our [Redesigned Axon Evidence landing page](#)
- Watch on-demand recordings from past webinar sessions, including [Redesign Overview](#) and [New Admin Experience Overview](#)
- [Register for the final webinar](#) on September 24, 2025 at 2 PM ET

New | **Admin**

New sub-domain for the Axon Admin Console

Coming in March, we are migrating Axon Admin Experience in Evidence.com to a new dedicated sub-domain: "admin.<region code>.axon.com". This update ensures the administrator application is hosted on a dedicated sub-domain, improving reliability, reducing potential points of failure, and making it easier for IT teams to manage access controls in Axon Evidence. The new Admin sub-domain will be used in all regions. The current domain and URI path will remain accessible during the transition period.

Required Actions

To prepare, please review and update firewall/network policies to allow access to "admin.<region>.axon.com".

Verify with your IT/security team that any allowed lists or security groups are updated accordingly. Complete these updates before March 1st, 2026 to avoid disruptions. If you need any support or concerns about this change, please reach out to support@axon.com.

Customer Region	Customer Domain	New Admin Domain
Australia/Southeast Asia	<agency>.au.evidence.com	admin.au.axon.com
Canada	<agency>.ca.evidence.com	admin.ca.axon.com
Commerical/Enterprise	<agency>.ent.evidence.com	admin.ent.axon.com
European Union	<agency>.eur.evidence.com	admin.eur.axon.com

European Union (Legacy)	<agency>.eu.evidence.com	admin.eu.axon.com
Germany	<agency>.de.evidence.com	admin.de.axon.com
Latin America/South America	<agency>.la.evidence.com	admin.la.axon.com
United Kingdom	<agency>.uk.evidence.com	admin.uk.axon.com
United States Federal	<agency>.us.evidence.com	admin.axonfed.us
United States Government/Law Enforcement	<agency>.evidence.com	admin.usa.axon.com

New | **Admin**

My90

My90 is enhancing its feature set to now include Automated Messaging (aka pre-arrival notifications). This functionality expands the abilities of My90 to accomplish a few things:

1. The feature now provides near real-time communication with community members after calling 911 for assistance.
2. The system integrates with the agencies CAD system via Fusus CAD Core to provide fast pre-arrival and delayed arrival messaging. This will also allow agencies to self-service manage My90 post-contact messaging.
3. Agencies will be able to configure all the templates/messaging at a per call-type level allowing for extremely high level of configuration to support the community.

New

Cameras and sensors

To enroll devices in early access ahead of the general release, visit [Early Access Devices](#).

Axon Body 4

Firmware v1.2534 releasing

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

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

Configurable Sleep mode reminder

Starting with v1.2534, administrators can adjust the camera Sleep mode reminder frequency to 2, 5, 10, or 15 minutes, or turn the reminder off entirely. This setting will be visible starting with the September Axon Evidence release but will only be functional when 1.2534 is released to cameras. Customers on prior firmware will continue to use the default 15-minute frequency. Learn more at [Body 4 admin settings](#).

[Improvement](#) | [Federal](#)

Axon Assistant

Documentation for use of Axon Assistant announced in June, with channels for Real-Time Translation and General Knowledge, is now available at [Axon Assistant AB4](#).

[Improvement](#) | [Federal](#) | [AI Era plan](#)

Axon Body 3

Firmware v1.2534 releasing

Starts with early access devices on September 15, with phased rollout spanning three weeks with general availability targeted for October 8. Includes security updates and performance improvements to live alerts in Axon Evidence.

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

Axon Fleet

Q4 Interim Firmware v2.2537 releasing

Starts with early access devices early October, with general availability targeted for late October. Includes updated chipset security to protect against published vulnerabilities.

Improvement | Federal

Resolved Issues:

- Resolved user-reported issues and made performance enhancements for a smoother and more reliable experience.

Axon View XL

Firmware v1.33 releases

Includes behind-the-scenes improvements to enhance reliability, reduce errors, and support a smoother user experience.

Improvement | Federal

Coming soon

Body Cameras

Axon Body 3 and Axon Body 4 firmware v1.2540 releasing

Starts with early access devices on October 28, with phased rollout spanning three weeks with general availability targeted for November 18. Includes performance improvements and minor bug fixes.

TASER energy weapons

TASER

Resolved Issues

- Expanding the [Deployments Tracker](#) time window from 30 to 365 days unintentionally caused previously confirmed deployments to be reopened for confirmation. This has been resolved by graying out all deployments that were confirmed before the expansion of the Deployments Tracker window.
- Resolved an issue where false critical errors were showing up on Axon Evidence despite the handles themselves not actually having critical errors.

Axon Justice

Filter transcript moments

Brief One now gives users the ability to filter by moment category or categories within transcript moments. The visible categories are dynamic based on the piece of evidence or within the case evidence. The following transcript moment categories are now generally available to all Brief One users: Miranda Rights, Field Sobriety Test, Request for Identification, Person Search, Legal Representation, Vehicle Mentioned, Person Mentioned. For more information, see [Brief One Transcript Summaries and Moments](#).

New | **Federal**

Resolved Issues

- Evidence tags now show in the new Folder view.
- Filmstrip in the Justice Reviewer only shows evidence contained in the folder selected.
- Added the following fields to the new Folder view:
 - Uploaded by
 - Assigned to
 - Collected by
- The categories column now displays correctly in the new Folder view.
- Case-share recipient list now shows only active users, not invited users.
- Case-Evidence view now persists after exiting the evidence detail page.

Axon VR Training

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

- Customers in the Enterprise region (.ent.evidence.com), U.S. Federal (.evidence.com), the Netherlands, new European region (.eur.evidence.com), and European legacy region (.eu.evidence.com) regions receive on **September 30, 2025**.
- Customers in U.S. law enforcement and Canada (ca.evidence.com) receive on **October 1, 2025**.
- Customers in South America (.la.evidence.com), Australia and New Zealand (au.evidence.com), and the United Kingdom receive on **October 2, 2025**.

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

We don't expect any downtime during this update.

Additional help documentation for the products included in these release notes is located at axon.com/help.

Handgun VR Controller optics brightness adjustment

Trainees can now adjust the brightness of the optic on the Handgun VR Controller to better match various lighting conditions. This improves training realism and visual accuracy in both low-light and high-light environments. Learn more about customizing the [Handgun VR Controller optics](#).

Improvement

Simulator Training: Range Skills now available in additional languages

Simulator Training: Range Skills is now available in Brazilian Portuguese, Dutch, French Canadian, German, Italian, Latin American Spanish, and Spanish. Learn how to [change the language on the VR headset](#).

Improvement

Verbal Skills Training app coming later this month

Verbal Skills Training will be available later this month to let trainees practice effective communication in immersive, open-ended scenarios powered by generative AI. The experience adapts in real time to what you say and helps build empathy, confidence, and sound decision-making. Learn more about [Verbal Skills Training](#).

New

Axon Evidence and headset sign-in for Canadian agencies

Canadian agencies will soon be able to sign into the VR tablet and VR web app (vr.ca.evidence.com) using Axon Evidence credentials. Once enabled, trainees can also sign in to Simulator Training directly from the headset. All training records will upload securely to the Axon Canada Cloud and be accessible through [VR web app](#). Learn more about VR web app.

New

MyAxon sign-in discontinuing later this month

As of September 30, 2025, the VR tablet and VR web app will no longer support MyAxon sign-in. Agencies should transition to Axon Evidence accounts before this date to avoid disruptions. Support for Canadian and US Enterprise agencies will continue until Axon Evidence sign-in becomes available. Learn how to [access VR systems through Axon Evidence](#).

Deprecated

Legacy VR hardware discontinued

Support for legacy VR hardware in the latest Simulator Training application officially ended on September 16, 2025. Axon VR no longer supports or guarantees compatibility with the VIVE Focus Plus, VR-enabled SIRT 115C controller, HTC Focus 3 wrist tracker, or TASER 7 VR cartridges. Agencies should transition to [supported hardware](#) to avoid training disruptions.

Deprecated

Resolved Issues

- Fixed an issue where the number of pass and fail exercises was not properly logged in Simulator Training: TASER 10 VR Validation Courses.
- Fixed an issue where trainees were not prompted to replay a failed drill after a probe hit a sensitive area in Simulator Training: TASER 10 VR Core II.
- Fixed an issue where the **Continue** button was missing from the After-Action Report in Simulator Training: TASER 10 VR Core II.
- Fixed an issue where the Learning Objectives did not display correctly on copied Simulator Training: Virtual Reality-Based Training scenarios on the VR tablet.

Coming Soon

Axon VR

- Three new [Virtual Reality-Based Training Live Action](#) scenarios are coming soon, designed specifically for healthcare security responses. Each scenario delivers realistic training to help trainees navigate complex real-world scenarios unique to healthcare environments.

New

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

New

Enterprise

Retail Crime Hub

For early access customers, you can now view and track Auror data within Axon Evidence using the Retail Crime Hub. For more information see [Retail Crime Hub](#).

Alpha | UI/Accessibility

Change log

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

Date	Product	Description of change
September 16, 2025	Initial notes created	
September 17, 2025	Case Management	Updated summary to be more clear.
September 18, 2025	Core platform and UI updates	Added content.
October 1, 2025	Release notes	Updated release dates
October 10, 2025	Fleet	Removed mention of Fusus A/V access.

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

1-800-978-2737 ext. 4

support@axon.com

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

Sincerely,

The Axon Team

Axon Enterprise, Inc.