

Axon Updates October 2025

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

- Customers in the Enterprise region (.ent.evidence.com), Canada (ca.evidence.com), the Netherlands, new European region (.eur.evidence.com), and European legacy region (.eu.evidence.com) regions receive on **October 28, 2025**.
- Customers in U.S. Federal (.evidence.com) and U.S. law enforcement receive on **October 29, 2025**.
- Customers in Australia and New Zealand (au.evidence.com), South America (.la.evidence.com), and the United Kingdom receive on **November 4, 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.

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Digital evidence management

Core platform and UI updates

“All Time” audit period option restored for more audit trails

Case, user, agency, group, device, Respond, and Community Request audit trails will all again have the “All Time” option for the audit period option. The default selection when building the audit trail remains at 2 weeks.

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

Partner API updates

The Axon Evidence Partner API Guide has been updated with the changes to the Partner API. You can view the API Guide at <https://developers.axon.com>. If you are unable to access the API Guide site, see [Accessing the Axon Developer Community](#).

The following changes are part of the Axon Partner API for October:

- We are updating rate limits across most API endpoints. Make sure your API clients support dynamically retrying requests that fail due to an HTTP 429 error. See [API Responses and Error Handling](#) to learn more.

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 These outputs may include inaccuracies, limitations, or outdated information.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 Evidence

Extending retention periods permissions and configuration

The ability to extend evidence retention is controlled through a new, separate permission within Evidence Management on the Roles and Permissions page. For more information, see [Extending Retention Periods](#).

New | **Admin** | **Federal**

Brief One Transcript Summaries and Moments (US law enforcement, only)

We are introducing Transcript Summaries and Transcript Moments, two AI-powered tools to improve video and audio evidence review. Transcript Summaries automatically generate concise overviews of transcripts, helping you quickly understand key events. Transcript Moments identify and timestamp the most important excerpts (e.g., Miranda rights). Together, they convert footage into clear, searchable insights. For more information, see [Brief One Transcript Summaries and Moments in Axon Evidence](#).

New | **AI Era Plan**

Axon Auto-Tagging

Metadata Suggestions in the Axon App

This feature helps customers quickly categorize videos such as equipment testing, training, or accidental recordings. It allows agencies to set a recommended duration range for these types of videos. If a video remains untagged for 48 hours and its duration falls within the configured range, Auto Tagging automatically suggests the appropriate category for the video. For more information, see [Metadata Suggestions](#).

New

Axon Auto-Transcribe

New transcription and translation languages generally available

The following languages are now generally available for transcription and evidence translation:

- Dutch (Netherlands)
- French (Canada)

- French (France)
- German (Germany)
- Italian (Italy)
- Portuguese (Brazil)
- Spanish (United States)

New | AI Era Plan | Federal

Axon Performance

Resolved issues

- We resolved an issue where TASER 10 armed event counts differed between the Axon Performance TASER dashboard and device logs. Training events are now excluded from the Performance dashboard to ensure alignment with TASER 10 logs and provide more accurate reporting.
- We addressed a power cycling issue affecting how devices were factored into calculations. Moving forward, devices with no power cycling activity (such as power off/on, docking, or reassignment) within a 24-hour period will now be correctly handled in metrics related to sleep mode and power cycling.
- Previously, dashboards could display negative sleep cycling percentages in rare cases where total sleep mode time exceeded undocked powered-on time (for example, when a sleep session started before the selected date range). These instances now display as 0% instead of a negative value, ensuring consistency with overall aggregation logic.

Case Management

Resolved issues

- Replaced “Case Title” with “Case ID” in audit events for adding evidence to case in the Evidence Audit Trail. The new terminology will be used for the related audit trails exported after October release.
- Fixed a regression causing the "Not Shared To" filter to exclude unshared cases and return incorrect results.

Policy Chat

Keyword detection

Policy Chat is able to distinguish a keyword search compared to a question and respond accordingly.

If a keyword search is detected, e.g., "use of force", "leave policy", "TASER", Policy chat returns a list of relevant policies. Policies cited can be opened. If a question is asked, Policy Chat answers the question and provides citations. For more information, see [Using Policy Chat](#).

Improvement | AI Era Plan

Third-party video support updates

This month's update expands support for several video formats and improves playback reliability across a wide range of systems. Key highlights include the following:

- **Bosch:** Improved playback support for BVMS and DXA formats, including more reliable multi-stream handling and better video smoothness.
- **ACTi:** Extended V23 parser to better support audio variations from ACTi V2x series devices.
- **Milestone:** Added support for embedded audio, improving audio playback in exported files.
- **ExacqVision:** Enhanced audio decoding for .exe exports with AAC audio.
- **Vicon:** Now supports channel names and numbers in exported video.
- **Network Optix Ecosystem:** Improved compatibility with .nov files from DW Spectrum, Hanwha Wisenet WAVE, and Nx Witness.
- **Panasonic / i-PRO:** Expanded support for .n3r files, improving timestamp accuracy and playback stability
- **NiceVision / Hikvision:** Enhanced support for .nvf files with improved decoding reliability.
- **Timespace:** Fixed audio playback in .xba files from Timespace DVR systems.
- Other Improvements:
 - Added support for Eyeonet_BKFL and Cryptovision-encrypted containers
 - Improved decoding of MPVC_H264 files

If you encounter an unsupported format, contact support@axon.com.

Mobile

Axon App

AI Auto Tagging - Beta

This beta feature tags evidence from nearby Body cameras to relate it to evidence from the first camera at the scene and suggests categories based on the evidence transcript. If your organization wants to be involved in the beta of this feature, contact your Axon representative. See [AI Auto Tagging](#) to learn more.

Beta | [AI Era Plan](#)

Axon Evidence Sync

Evidence Sync Firmware Update 3.23.10

General availability targeted for early November. Includes behind-the-scenes improvements to enhance authentication security and reliability. Older app versions will no longer be supported and will display a warning when opened. See [Keep your Axon apps](#) up to date for more information.

Deprecated | [Federal](#)

Coming soon

Admin Console

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

The global launch of the redesigned Axon Evidence is scheduled for December 2, 2025.

We're extending early access so more organizations can explore the redesign. Admins can enroll by October 31, 2025 to receive hands-on access starting the first week of November 2025. Use the early access form to participate.

[Join Extended Early Access](#)

The new experience delivers a modern layout, streamlined sidebar navigation, and intuitive workflows that make it easier to find, organize, and manage your evidence. You'll notice a simplified interface that adapts to how you work—featuring light and dark mode, collapsible navigation, and enhanced search options with map-based filtering. While you are getting familiar with the redesigned Axon Evidence, you can switch back to the legacy version at any time.

Learn more and access training resources:

- Explore how-to topics on our [Redesigned Axon Evidence landing page](#)
- Access the [Admin support toolkit](#) for resources to support administrators as you guide your teams through the transition.
- Watch recorded webinar sessions, including [Redesign Overview](#), [New Admin Experience Overview](#), and [Final Redesigned Axon Evidence](#).

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

New sub-domain for the Axon Admin Console

Coming in March, we are migrating Axon Admin Experience in Axon Evidence 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**

Axon Evidence

Axon Community Request

Area Request: New functionality is coming in December called Area Request. Area Request allows city or county law enforcement agencies to geo-fence an area on a map and invite Ring smart camera owners to share video evidence related to an incident in minutes, while preserving privacy, choice, and chain of custody. The goal is to improve time-consuming door-to-door canvassing with instant digital outreach, accelerating case resolution.

New

My90

Community Notify: Launching this November, Community Notify takes communication and transparency to the next level. Built into My90, it automatically sends pre-arrival, delayed arrival, and post-contact messages using CAD data, helping agencies stay connected with their communities. The rollout begins with active My90 customers with a

Fusus CAD Core and will then expand to all My90 customers through the end of the year. With Community Notify, agencies can drive efficiency in incident response, provide the community with transparency, and build trust by managing expectations.

Active My90 agencies will receive updated information. For more information or a demo, please contact your Axon representative.

New

Axon Academy

A redesigned Axon Academy is coming soon, with an improved user experience that makes it easier to find and use the training resources you need. The new platform requires Axon Evidence credentials to sign-in.

Improvement

Cameras and sensors

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

Axon Body 4

Firmware v1.2534

Starts with early access devices on September 22, with phased rollout spanning four weeks with general availability targeted for October 23. Includes security updates and performance improvements to live alerts in Axon Evidence.

Improvement | Federal

Configurable Sleep mode reminder

This new feature lets organization admins set the frequency of the current user Sleep mode reminder (or turn them off).

New | Admin | Federal

Firmware v1.2540

Starts with early access devices on October 28, with phased rollout spanning three weeks with general availability targeted for November 19. Includes general improvements to communication between Axon devices, location service improvements, and updates to security.

Improvement | Federal

New options for watermark time

Starting with the October Release of Axon Evidence, body cameras have a third option for watermark time (if enabled). This option sets the watermark to the assigned user's time zone (different from device time zone).

New | Admin | Federal

Resolved issues

- Corrected an issue during translation where instructional text did not fully display on the screen.
- Corrected an issue where Video Recall continued when camera storage is low.
- Corrected an issue where camera displayed “Recovering” after registration with View XL.
- Corrected an issue where location didn’t update while camera is in Sleep mode.

Axon Body 3

Firmware v1.2534

Starts with early access devices on September 22, with phased rollout spanning four weeks with general availability targeted for October 22. Includes security updates and performance improvements to live alerts in Axon Evidence.

Improvement | Federal

Firmware v1.2540

Starts with early access devices on October 27, with phased rollout spanning three weeks with general availability targeted for November 19. Includes general improvements to communication between Axon devices, location service improvements, and updates to security.

Improvement | Federal

New options for watermark time

Starting with the October Release of Axon Evidence, body cameras have a third option for watermark time (if enabled). This option sets the watermark to the assigned user’s time zone (different from device time zone).

New | Admin | Federal

Resolved issues

- Corrected an issue where location didn’t update while camera is in Sleep mode.

Axon Body Workforce

Firmware v1.2534

General availability targeted for October 30. Contains primarily minor updates.

Admin | **Improvement**

Firmware 1.2540

General availability targeted for November 24. Includes performance updates and minor updates.

Admin | **Improvement**

Resolved issues

- Corrected an issue where location didn't update while camera is in Sleep mode.

Axon Fleet

Q4 interim firmware v2.2537

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

Improvement | **Federal**

New options for watermark time

Starting with the October Release of Axon Evidence, body cameras have a third option for watermark time (if enabled). This option sets the watermark to the assigned user's time zone (different from device time zone).

New | **Admin** | **Federal**

Resolved issues

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

Axon Interview

Critical Update to Interview v4.18.4.5

Agencies currently using v4.17.x should update to v4.18.4.5 as soon as possible to maintain reliable recording and avoid potential system issues. IT administrators can perform the upgrade using the Interview Software Updater tool or by contacting Axon Support for help. This release includes two critical fixes for known issues in v4.17.x:

- **Recording reliability:** Resolves a problem where the client interface might show an active recording when none is taking place, which could result in lost evidence.
- **Storage management:** Addresses a server issue where canceled recordings were not deleted, leading to disk space errors that could take interview rooms offline.

Support details are available in the [October Interview Release Notes](#).

Improvement | Federal

Coming soon

Axon Body 4 and Axon Body 3 cameras

Firmware 1.2546 releasing (all regions): Starts with early access devices on December 9, with phased rollout spanning five weeks with general availability targeted for January 13 (January 14 for Axon Body 4). Includes activation improvements.

Admin | Improvement

Axon Body Workforce

Firmware 1.2546 releasing (selected regions): General availability targeted for January 20. Includes activation improvements.

Admin | Improvement

Docks for Axon Body cameras and TASER CEWs

Firmware v3.22 releasing (all regions): Starting with early access devices on November 4, new firmware will include several critical security improvements to the Axon Body 2, Flex 2, and TASER docks, targeting general availability on December 2.

This update includes the following features:

- Automatic De-Registration for Offline Docks
- New Dock WAN Access Setting
- New Credential Requirements
- Support for Bulgarian in WebUI

For more information, see the [Dock user guide](#).

Admin | **Improvement**

TASER energy weapons

TASER Program Dashboard

Starts with early access late October with general availability targeted for early November. The TASER Program Dashboard helps agencies monitor TASER program compliance and readiness within Axon Evidence. The latest update introduces clearer alerts, actionable metrics, and improved officer notifications, plus a dedicated TASER tab that centralizes TASER program management. Agencies can quickly identify issues such as overdue docking, missed function tests, and firmware updates, take corrective action, and maintain confidence that TASER energy weapons remain in policy and deployment-ready.

Learn more about setting up and using the [TASER Program Dashboard](#).

Improvement | Federal

TASER 10 Live Duty Cartridges

TASER 10 live duty cartridges now ship with an updated spear featuring a precision LASER-cut design. The new three-barb spear improves probe retention across various angles of engagement and reduces the risk of dislodgment during dynamic scenarios.

For more information on these cartridges, see the [Specification on LASER-Cut Spear Improvements](#) and [Loading and Unloading the TASER 10 Energy Weapon](#).

Improvement | Federal

TASER 10 Firmware v1.7.0

Starts with early access devices in early December with general availability targeted for mid-December. This version enhances security, reliability, and includes minor bug fixes. Agencies are encouraged to update their TASER 10 energy weapons as soon as possible to benefit from these improvements.

Admin | Improvement | Federal

Coming soon

Docks for Axon Body cameras and TASER CEWs

Firmware v3.22 releasing (all regions): Starting with early access devices on November 4, new firmware will include several critical security improvements to the Axon Body 2, Flex 2, and TASER docks, targeting general availability on December 2.

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

Axon VR Training

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

- Customers in the Enterprise region (.ent.evidence.com), Canada (ca.evidence.com), the Netherlands, new European region (.eur.evidence.com), and European legacy region (.eu.evidence.com) regions receive on **October 28, 2025**.
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Simulator Training: Tactical Clearance

Tactical Clearance scenarios give officers realistic, team-based VR practice on 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

Verbal Skills Training app

Verbal Skills Training lets 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

Virtual Reality-Based Training Live Action scenarios

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

New

Axon Evidence and headset self-identification for Canadian agencies

Canadian agencies can now sign in to 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 and tablet. All training records upload securely to the Axon Canada Cloud and be accessible through VR web app. Learn more about [VR web app](#).

New

Point blank target enhancement added to select Simulator Training exercises

Point blank targets have been added to the following Simulator Training: Range Skills exercises: Clothing, Draw Reps, Distance, and Time Deployment, as well as Simulator Training: TASER 10 VR Validation courses. This enhancement helps trainees build proficiency with TASER 10 during close-range deployment scenarios.

Improvement

Drill Summary update

In Simulator Training: Range Skills and Simulator Training: TASER 10 VR Validation courses, the [Drill Summary](#) feature will now appear only after a failed drill. This change improves pacing and validation time while preserving essential training feedback.

Improvement

VR Facilitator's Guides now available as PDFs on MyAxon

All VR Community Engagement Training (CET) and Virtual Reality-Based Training (vRBT) Live Action Facilitator's Guides are now available as downloadable PDFs on the [Instructional Content](#) page. These guides support trainers in integrating VR modules and exercises into their training curriculum. Interactive CET courses remain available within Axon Academy.

Improvement

Resolved issues

- Resolved an issue where an unauthorized access error message appeared after a successful sign-in on the VR tablet.
- Resolved an issue where some tablets were missing the login buttons on the sign-in screen.
- Resolved an issue during device pairing where the headset and tablet views did not match.
- Resolved an issue on the tablet where the trainee list flickered and the Trainees tab showed a constant loading icon during Facilitated trainings in the Simulator Training app.
- Resolved multiple localization issues in the Simulator Training app, including missing translations and overflowing text.
- Resolved an issue where TASER 10 probe deployments were not logged correctly in Simulator Training: Core II and Gauntlet.
- Resolved an issue where Simulator Training: Range Skills would not start if the Handgun VR Controller was unholstered, even when only the TASER VR Controller was required for the exercise.
- Resolved an issue where Simulator Training: Range Skills crashed during the Timed Deployment drill.
- Resolved an issue where vRBT displayed a black screen when launched offline.
- Resolved an issue where a non-playable character didn't react to probe hits in vRBT.

- Resolved an issue where adding a scenario to a custom vRBT playlist caused a blank screen on the tablet.
- Resolved an issue where users could open vRBT during initial content download, with no indication that the app was still installing.
- Resolved multiple issues with TASER-related After-Action reports, including inaccurate NMI visuals and displaying probe hits that occurred after a drill ended.
- Resolved an issue where trainees could quit training while viewing the After-Action Report in-headset during Facilitated mode, even when the tablet was still paired with the headset.
- Resolved an issue where data from an incomplete training session was uploaded to VR web app.

Coming soon

Rifle VR Controller (VRM4R): This Rifle VR Controller lets officers practice rifle-based skills and scenarios to build confidence and sharpen decision-making. It will be supported in three Simulator Training modules: Tactical Clearance (available now) and the new Rifle Targets and Rifle Transitions exercises, which will launch simultaneously with the Rifle VR Controller.

New

Change log

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

Date	Product	Description of Change
October 21, 2025	Initial notes created	
October 23, 2025	TASER	Added a link to the TASER 10 Live Duty Cartridges section
October 23, 2025	Redesigned DEMS experience	Updated language in the coming soon section.
October 27, 2025	Release notes	Updated release notes delivery date.
November 20, 2025	Dock	Updated firmware details for Axon Dock.

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.