



Axon Capture User Guide

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

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Axon Capture

Axon Capture is a mobile application (app) that allows you to perform the following actions:

- Capture audio, video, and photos.
- Categorize files with a title, case ID, and a retention category.
- Enable the application to add geolocation metadata to evidence files automatically.
- Upload audio, video, and photo evidence captured with the application or saved on the mobile device to your Axon Evidence agency, using either a cellular data connection or Wi-Fi Internet connection.
- Depending on your agency's policies, you may be able to delete evidence files that were accidentally recorded.

Recorded evidence is stored on the mobile device and is deleted after it has been successfully uploaded to Axon Evidence.

Axon Capture can also be used to send Axon Community Request invitations for accounts that support that action.

Notes

- Axon Capture does not work with Axon Evidence Lite accounts.
- The actions you can perform in Axon Capture are configured by your agency's Axon Evidence administrator. Contact your agency's Axon Evidence administrator for questions about which features are available to you.
- Axon Capture cannot interact with Axon cameras.
- Photos and videos taken with another application can be imported into Axon Capture. However, Axon Capture cannot import or otherwise work with audio files recorded by other applications. Use Axon Capture to record any audio you intend to use with the Axon Capture application.
- If you experience issues with Axon Capture or have any feedback, please contact Axon Technical Support (support@axon.com).

IP Restrictions

If an agency uses IP restrictions, access to its Axon Evidence account is restricted to only those IP addresses the agency has allowed. When officers are outside the agency's allowed IP addresses, they will be able to use Axon Capture to record audio and video

and take photos. However, they will be unable to log in to Axon Evidence, upload files to the website, or update category lists on the application until they move back into the allowed network IP range.

Axon recommends that agencies wanting to use IP restrictions enable the Axon Application Exceptions for Axon Capture in Axon Evidence to avoid these limitations. This allows officers using Axon Capture in the field to access Axon Evidence.

Alternately, agencies can deploy a Virtual Private Network (VPN) to mobile devices using Axon Capture. This allows officers using Axon Capture in the field to access Axon Evidence through the agency's allowed networks. The VPN connection will also add an additional layer of security to the connection.

Install Axon Capture

Watch this [video](#) for an overview of how to download and install the Axon Capture mobile app.

Device Requirements

Axon mobile applications support the following operation systems:

- **iOS devices:** iOS 16 and above.
- **Android devices:** Android 11 and above.

Axon mobile applications that are installed on devices with the older operating systems will continue to function, but those applications will not receive version updates.

Note

The Private Space feature in Android 15 is not supported and may interrupt functionality in Axon apps. Learn more about [Private Space Compatibility with Axon Apps](#).

Android Users

Axon Capture is available from the Google Play Store app.

1. On the home screen of the Android mobile device, select **Apps**.
2. Swipe right or left until you find the **Play Store** icon.
3. Select **Play Store**.
4. Enter **Axon Capture** in the search box.
5. In the list of search results, select **Axon Capture**. The Play Store app shows the Axon Capture page.
6. Select **Install**.
7. Select **Accept**. Axon Capture downloads and installs. In the Play Store app, the **Open** button appears.
8. Select **Open** to open Axon Capture.

iOS Users

Axon Capture is available from the App Store.

Note

If you experience sign-in issues, you may need to disable Private Relay on your iOS device. For more information, see [iCloud Private Relay & Privacy](#).

1. On the iOS mobile device, open the **App Store** app.
2. Enter **Axon Capture** in the search box.
3. In the list of search results, select **Axon Capture**.
4. Select **Get**, and then select **Install**.
5. Select **Accept**. Axon Capture downloads and installs.
6. Select **Open** to open Axon Capture.

Log in and out

Before you can upload evidence to your Axon Evidence agency or tag evidence with a retention category, you must first retrieve your agency's retention categories.

Log in

1. Open the Axon Capture app.
2. If the **I Have an Account** button appears, tap it and skip to step 5.
3. In the upper right, tap the **Settings** icon. The Settings screen appears.
4. At the bottom of the screen, tap **Log In**. The Log In screen appears. Below "Please enter your agency", the box for specifying your agency shows the text `youragency.evidence.com`.
5. Tap **youragency** and then type the unique, first part of your Evidence.com agency's URL.
For example, if your agency URL were `example.evidence.com`, you would type `example`.
6. Tap **Continue**.
7. Username and Password boxes appear.
8. For each box, tap the box and type your information.
9. After you have entered your username and password, tap **Login**. The Settings screen appears.
10. If you want to return to the Capture screen, in the upper left, tap the **back** button.

Log Out

1. On the Capture screen, tap the Settings icon in the upper left of the screen. The Settings screen appears.
2. At the bottom of the screen, tap **Log Out**.
3. On the confirmation dialog box, tap **Log Out**.
 - The Log In option appears on the Settings page, confirming that you are logged out of your Axon Evidence agency.

Capture photos, videos, and audio

Axon Capture enables easy access to the camera application on your mobile device and automatically prompts you to apply metadata to the recorded evidence files when you are done capturing them.

Depending on your agency's policies, you may be able to capture photos, videos, and audio files. Your agency can also allow you to import photo and video files from your device's photo/video library and remove evidence files that were accidentally recorded. Check with your agency Axon Evidence administrator to determine what actions you can take with Axon Capture.

Axon recommends placing your mobile device in airplane mode before recording video and audio, as interruptions such as phone calls or text messages will stop the recording.

Capture photos

Axon Capture allows easy access to the camera app on your mobile device and automatically prompts you to apply metadata tags to the recorded evidence files when you are done capturing them.

1. In Axon Capture, go to the Capture screen and tap **Photo**. The camera app opens.
2. Tap the Flash icon to set the camera flash for the photos.
 - Options include:
 - Automatic flash
 - Flash on
 - Flash off.
3. Tap the round button at the bottom of the screen to take a photo. Capture as many photos as you need.
4. When you are done capturing photos, tap **Done**.
5. The Evidence Review screen appears or, if you captured more than one photo, the Bulk Edit screen appears.
6. If you do not want to tag the evidence, tap **Back**.
7. For instructions on tagging evidence, see [Add metadata to files](#).

Watch this video for a quick explanation of [capturing photos](#).

Capture videos

Axon Capture enables easy access to the camera app on your mobile device and automatically prompts you to apply metadata tags to the recorded evidence files when you are done capturing them.

Note

Axon recommends you enter airplane mode before starting a video recording. If a call comes in while you are recording, Axon Capture will stop the recording.

1. In Axon Capture, go to the **Capture** screen and tap **Video**. The camera app opens.
2. To start a video, tap the round button at the bottom of the screen. The button changes to a red square and the elapsed time is shown to the right of the button.
3. Tap the red button to stop recording, the button changes back to a round button. Tap the round button to start a new video.
4. When you have finished recording video evidence, tap the **done** button in the lower-right. The Evidence Review screen appears or, if you captured more than one video, the Bulk Edit screen appears.
5. If you do not want to tag the evidence, tap **back**.
6. For instructions on tagging evidence, see [Add metadata to files](#).

Video watermark

Axon Capture for iOS has the ability to include the visual Axon watermark for video evidence captured through the application. The watermark contains the date and time the video file was captured, a notation that the video source is Axon Capture, and the elapsed time for the video. The watermark is placed in the upper right of the video.

The watermark date and time information uses the ISO 8601 international standard to indicate time in a 24-hour format and adds a Z zone designator directly after the time to denote zero offset from Coordinated Universal Time (UTC) time.

The watermark setting for Axon Capture for iOS is enabled and disabled by the **Watermark** setting on the Axon Capture Settings page in Axon Evidence and can be changed by Axon Evidence administrators.

Capture audio

Axon Capture provides the ability to capture audio evidence. When you are done capturing audio evidence, Axon Capture automatically prompts you to apply metadata tags to the recorded audio-evidence files.

Note: Axon recommends you enter airplane mode before starting an audio recording. If a call comes in while you are recording, Axon Capture will stop the recording.

1. In Axon Capture, go to the **Capture** screen and tap **Audio**. The Audio Recording screen opens.
2. At the bottom of the screen, tap the circular button. Axon Capture begins recording audio evidence.
3. When you have finished recording audio evidence, tap **Done**. The Evidence Review screen appears.
4. If you do not want to tag the audio-evidence file, tap **Done**.
5. For instructions on tagging evidence, see [Add metadata to files](#).

Import photos and videos

If allowed by your organization, you can import photos or videos from your device's photo/video library so that they can be uploaded with Axon Capture. You can import files one at a time only.

Watch [this video](#) for an overview of how to import photo and video files into Axon Capture.

Note

Axon Capture cannot import or otherwise work with audio files recorded by other applications. Use Axon Capture to record any audio you intend to use with the Axon Capture application.

To import photos or videos:

1. In Axon Capture, go to the **Capture** screen and tap **Import**.
2. Use the mobile device to select the file that you want to import into Axon Capture as evidence.
 - Exact steps vary depending on operating system version, user preferences, and other settings.
3. The **Evidence Review** screen appears.
4. If you do not want to tag the file, tap **Done**.
5. For instructions on tagging evidence, see [Add metadata to files](#).

Add metadata to files

You can use Axon Capture to attach metadata, such as ID, title, and retention category to the files you record. Information that you apply does not alter the original evidence file.

When you upload captured evidence files to your Axon Evidence agency, the tag information that you apply to each evidence file also uploads. Other users in your agency who have adequate permissions can view the evidence.

Whether you add metadata to files immediately after capturing them or later by selecting them from the Evidence List screen, the following list explains the metadata tags that you can apply:

- **ID:** Tap the ID box and type the case ID that you want to apply to the evidence file.
 - If you specified an ID prefix, the prefix automatically appears in the ID box when you tap it. You can add text after the prefix. If necessary, you can also edit the prefix text.
 - For information about specifying an ID prefix, see [Settings](#).
- **Title:** Tap the Title box and type the title that you want to apply to the evidence file. The Title box is not available when you bulk tag more than one evidence file.
- **Category:** Tap Category and then, on the Select Category screen, tap the category that you want to apply to the evidence file.
 - If you have not signed in to your Axon Evidence agency or successfully applied a category, Axon Capture prompts for your Axon Evidence agency so that it can get the correct list of categories.

Add metadata to a single file

From the Evidence Review screen, you can apply ID, title, and retention category metadata to a specific evidence file.

1. In the Axon Capture app, tap the **Evidence List** icon in the upper right of the app. The Evidence List screen shows a list of evidence thumbnails.
2. To filter the evidence list to show specific evidence types, tap the **more actions menu** in upper-right corner, then tap the evidence type that you want to see.
3. Scroll to the thumbnail of the file you want to add metadata to and then tap it. The Evidence Review screen is shown.
4. Tap **Edit** in the upper right.
5. For the ID and Title metadata fields, enter the appropriate information.
6. To add categories, tap **Add Categories** and select the appropriate categories. After selecting the categories, tap **Continue** to return to the edit screen.

7. When you have finished adding metadata, tap **Save** in the upper right. The Evidence Review screen is shown.
8. At this point, you can upload the file to Axon Evidence by tapping **Upload**.
 - If you chose to upload the file later, see [Upload evidence](#).
9. To return to the Capture screen, tap the **back icon** in the upper left of the screen.

Add metadata to files in bulk

If you need to apply an ID or retention category to more than one evidence file, you can use the Bulk Edit screen. This screen enables you to apply one ID and one retention category to all the files that you select. You cannot edit the evidence title using the Bulk Edit option.

1. In the Axon Capture app, tap the **Evidence List** icon in the upper right of the app. The Evidence List screen shows a list of evidence thumbnails.
2. If you want to limit the evidence list to one type of evidence, tap the **more actions menu** in the upper right and then tap the evidence type that you want to view. To return to viewing everything in the evidence list, click **View All**.
3. For each evidence file you want to include in adding metadata in bulk, tap the circle to the left of the evidence thumbnail or tap **Select All** to select all the files.
4. After you have selected all the files you want to add metadata to, tap **Edit** in the lower right of the screen. The Bulk Edit screen shows the ID and Category fields.
5. Tap the ID metadata field and enter the appropriate information.
6. Tap **Add Categories** and select the appropriate categories. After selecting the categories, tap **Continue** to return to the edit screen.
7. When you have finished adding metadata, tap **Save** in the upper right. The Evidence List screen reappears.
8. At this point, you can upload the files to Axon Evidence by tapping **Upload**.
 - If you chose to upload the files later, see [Upload evidence](#).
9. To return to the Capture screen, tap the **back icon** in the upper left of the screen.

Use Axon Community Request in Axon Capture

This article explains how to send an Axon Community Request invitation through Axon Capture.

Note

You must be allowed to send Axon Community Request invitations in Axon Evidence and have Axon Capture for Android version 3.6 or later or Axon Capture for iOS version 3.7 or later to send an Axon Community Request invitation.

To send a community request:

1. Open the Axon Capture app.
2. Go to the **Capture** screen and tap **Community Request**.
3. On the **Invite Individual** screen, enter the **Incident ID** or **NA**, as required by your agency.
4. Add **Categories** as needed. An individual invitation can have multiple categories.
 - For categories with set retention periods, the retention time countdown begins when the evidence file is uploaded, not when the file was created.
5. Enter the **Description** as needed.
 - The **Description** field is used by the person sending the invitation to provide additional information about the incident to the recipient.
 - The Description field has a maximum length of 2,000 characters.
6. Select if the invitation will be sent to a **Phone** (text message) or **Email**.
 - For phone numbers, select the country code and enter the **Phone Number** for the community member submitting items.
 - For email, enter the **Email** for the community member submitting items.
7. If allowed by your agency, you can select to store a contact's information in Axon Evidence.
 - If your agency requires contact information to be stored in Axon Evidence, this option will not be shown.
8. If the contact's information should be stored, enter the name and birth date information for the contact.

9. Tap **Send**.

- The invitation is sent to the phone number or email address. The message contains a one-time-use link to a website where the community member can upload video, photo, and audio files for submission.

After the contact uploads the submission, you will receive an email message from Axon Evidence.

On the **Invite Sent** screen, you can:

- Tap **OK** to return to the main **Capture** screen.
- Tap **Create another invite** to use the same Incident ID and Categories for a new invitation. Repeat the steps above and tap **Send** to send a new invitation.

Upload evidence

Axon Capture uploads evidence to your Axon Evidence agency only when you select the evidence files and start the upload.

The user account that you signed in with becomes the owner of the evidence that you are uploading.

1. In the Axon Capture app, tap **Evidence List** . The Evidence List screen shows a list of evidence thumbnails.
2. If you want to limit the evidence list to one type of evidence, tap **More Actions** and then tap the evidence type that you want to see.
3. For each evidence file that you want to upload to your Axon Evidence agency, tap the circle to the left of the evidence thumbnail.
4. After you have selected all the files that you want to upload, tap **Upload**.
5. If you are signed in to an Axon Evidence agency, Axon Capture immediately begins uploading the evidence to your agency.
6. If you are not signed in, Axon Capture will begin uploading immediately after you sign in to an Axon Evidence agency.

Settings

The Settings screen allows you to configure Axon Capture settings for the following subjects:

- Location tracking
- ID prefix
- Cellular uploads

It also provides a way to log out of your Axon Evidence account and contact Axon Support.

The Contact Us option also shows the Axon Capture version information and agency the app is logged in to.

Adjust settings

This procedure provides the general steps for making changes on the Settings screen. Additional information about each setting appears in the following sections.

1. Open the Axon Capture app.
2. Tap the Settings icon in the upper left of the screen. The Settings screen appears.
3. Adjust the settings as needed. Refer to the following sections for additional information about each setting.
4. When you have finished adjusting settings, tap the close icon in the upper left of the screen.

ID prefix

The ID Prefix setting allows you to apply text at the beginning of evidence file IDs. This feature helps save you time and reduces ID tagging errors. For example, if the IDs used by your agency always begin with the year and a hyphen, you can specify an ID prefix value of "2016-" and eliminate the need to enter those five characters each time you tag an evidence file with an ID. When you tag a file, the ID prefix appears automatically in the ID box when you start to edit the box.

If you want to provide a prefix for the IDs that you can tag evidence files with:

1. To the right of **ID Prefix**, tap the blank space.
2. Type the characters that should appear at the beginning of all IDs.

If you want to edit or remove a prefix:

1. To the right of **ID Prefix**, tap the prefix text.
2. Edit the characters in the prefix text, as needed.

Location tracking

The Location Tracking setting controls whether Axon Capture tags evidence files with GPS data from the mobile device. Axon Capture relies upon the mobile device to provide location data. The availability and accuracy of location data is dependent on the mobile device. Generally, a mobile device relies on cellular, Wi-Fi, and GPS modules to determine the geolocation of the device.

When an evidence file that uploads to Axon Evidence includes geolocation metadata, Axon Evidence can use the information to show the evidence location on a map.

To control whether this feature is enabled, to the right of **Location Tracking**, tap the switch.

- If the switch is toggled to the right, location tracking is enabled.
- If the switch is toggled to the left, location tracking is disabled.

Cellular upload limits

Axon Capture lets you limit the size of evidence files that it can upload with a cellular data connection. This helps you prevent unplanned data usage charges from a cellular provider. When Axon Capture accesses the Internet using a Wi-Fi connection, the cellular upload limit does not apply.

By default, Axon Capture does not limit file sizes for cellular uploads.

If you want to limit file sizes for cellular uploads:

1. To the right of **Cell Upload Limit**, tap the toggle switch.
 - If the switch is toggled to the right, the cellular upload limit feature is enabled.
 - The Max File Size box appears below the switch.
2. Tap the Max File Size box and then type the largest size in megabytes for cellular uploads that you want to permit.
 - Valid values are whole numbers only. For example, if you enter 8 and later attempt to upload evidence when a Wi-Fi connection is not available, Axon Capture will not upload any evidence file that is larger than 8 megabytes.

If you do NOT want to limit file sizes for cellular uploads, then to the right of **Cell Upload Limit**, tap the toggle switch. If the switch is toggled to the left, the cellular upload limit feature is disabled and the Max File Size box does not appear.

Troubleshooting

When using Axon Capture, you may encounter issues logging in or uploading files. If you encounter issues you cannot fix, you can upload engineering logs to help Axon Support troubleshoot with you.

Unable to log in

There are three main reasons why a user may have issues logging in to Axon Capture:

- Ensure that the role of the user has the permission for **Axon Capture** set to **Allowed** in your Axon Evidence account. If this is set to Prohibited, the user will not be able to log in.
- If you have IP restrictions enabled in your Axon Evidence account, the IP address of the mobile device must also be in the allowed IP address range. If the IP address of the mobile device is not within your allowed range, the user will not be able to log in to Axon Capture.
- The user is using the wrong agency subdomain. When the app prompts the user to enter their agency name, the user must enter in the subdomain of the agency's Axon Evidence account. For example, if the Axon Evidence account URL is TaserPDAZ.evidence.com, all the user would have to enter is TaserPDAZ.

File upload troubleshooting

Ensure that you have a cellular network connection or are connected to an active Wi-Fi network.

If you are on a new Wi-Fi network, check to make sure there is not a login page when opening up a browser. Some Wi-Fi networks will show as connected in settings, but require additional credentials.

Ensure that you have ALLOW CELLULAR UPLOADS enabled.

You can check this by clicking the "i" icon in the top left of the app.

If you do not want to upload over your cellular network the upload must be completed via a Wi-Fi connection.

Your files may still be in the queue for upload.

Click the three lines with an arrow icon in the top right of the app. Select any files that have not been uploaded, and click **UPLOAD** to upload the selected files to your Axon Evidence account.

iOS15 compatibility

Internal testing with iOS15 showed there were no compatibility issues with Axon mobile applications (Axon Device Manager, Axon View, Axon Capture, and Axon Respond mobile).

At this time Axon does not have any reason to stop customers from updating their Apple devices to iOS15. Axon will continue to test our applications after the full release of iOS15 and watch for any customer reported issues.

Upload engineering logs

When requesting help from Axon support, we may ask you to send a log file to help diagnose the problem. Here's how to upload engineering logs for these apps. This article shows iOS screens for Capture; the method for View and Android is the same, only with minor differences in the look and layout of the screen.

1. Select the **Settings** gear icon at the top left.
2. Select **Contact Us**.
3. Select **support@axon.com**.
4. In the draft email that opens, add any additional email addresses you want.
Engineering log data is included as an attachment or text in the body.
5. Send the email.