



Respond for the Web User Guide

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Introduction

Tip Axon Respond is now Axon Fusus. If you are still using Respond, contact your Axon representative about updating to the new and improved experience in Fusus.

Axon Respond for browsers (web) fills critical information gaps with a network of intelligent, connected devices that improve officer safety and efficiency.

We built this network with Axon body cameras, Axon Fleet cameras, and Axon Air drones. The built-in capabilities of these devices provide real-time alerts, real-time location, and livestreaming of critical incidents on the Axon Respond map. These capabilities are directly accessible from Axon Evidence.

Along with these new capabilities, privacy and security are top of mind:

- **Livestreaming** – Available while a camera is recording, but location updates depend on agency settings. Agencies can optionally enable livestreaming while Axon Fleet 3 cameras are buffering.
- **Permissions** – Manage who can access the Axon Respond map and mobile app.
- **Communication** – All in secure, encrypted channels.
- **Audit trail logging** – See who accessed the live map or a livestream and when.

Key features

Axon Device Connectivity and Fusus Plus licenses (formerly known as Respond and Respond+) include these features for body cameras.

Feature	Device Connectivity license	Fusus Plus license*
Real-time location	✓	
Real-time Signal alerts	✓	
Device state, Battery information (data) (see page 8)	✓	
Livestreaming (see page 8)		✓
Bi-directional communications **		✓
Watch Me **		✓

* Requires Device Connectivity license. ** Link is for Body 4.

System requirements

Supported browsers

Axon Respond Web supports the latest release of the following desktop browsers:

- Apple Safari
- Google Chrome
- Microsoft Edge (Chromium-based)
- Mozilla Firefox

Respond Web does not support the following desktop browsers:

- Microsoft Edge (non-Chromium based)
- Microsoft Internet Explorer
- Brave and other custom browsers

Respond Web does not support mobile browsers, but the mobile app is available for:

- Android
- iOS

Limitations

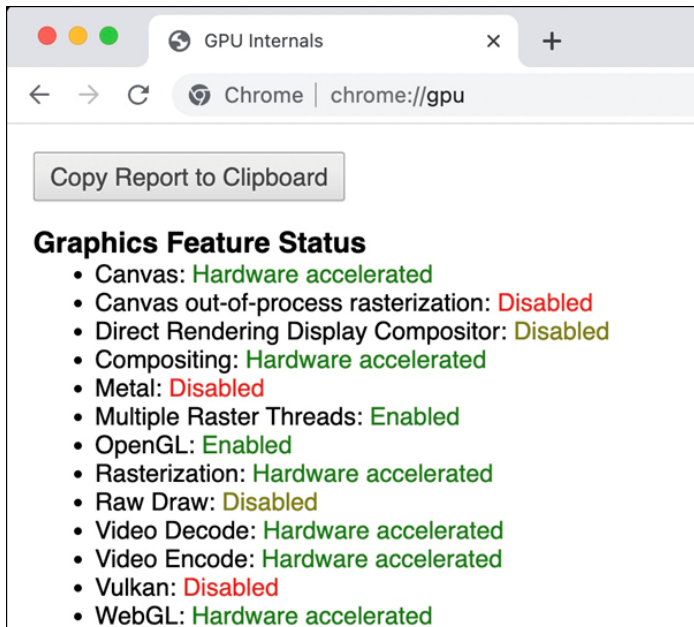
Due to a known issue in Firefox, livestreaming can fail when attempting to view two or more streams at the same time.

CPU, GPU, and RAM requirements

Respond Web requires a PC to have a 64-bit CPU, 64-bit operating system, and minimum 8 gb of RAM.

It requires GPU (Graphics Processing Unit) hardware acceleration to be turned on. To check your computer, type **chrome://gpu/** in the address bar of a Chrome browser and press Enter. The entry for WebGL, shown at the bottom of the sample screen below, should read

"Hardware accelerated." If it does not, contact your IT support to enable hardware acceleration on your computer.



Bandwidth requirements

Respond livestreaming requires a minimum download bandwidth of 10 Mbit/s. This will support approximately five concurrent livestreams. Each additional concurrent livestream will require approximately 2 Mbit/s additional download bandwidth.

Evidence.com network traffic should not be subject to bandwidth rate-limiting or quality-of-service-lowering policies. Insufficient available bandwidth can cause stream failures, delays in starting streams, and stalls during the stream.

Updates to the Respond map display, especially downloading map tiles when actively scrubbing or zooming, can cause spikes in bandwidth use. Camera and vehicle position updates also consume bandwidth. Along with all other concurrent uses of the Internet, this competes with the livestreaming data and must be considered when determining the bandwidth available for livestreaming.

Body-worn cameras must have access to LTE service. A livestreaming BWC consumes approximately 2 Mbit/s.

Features

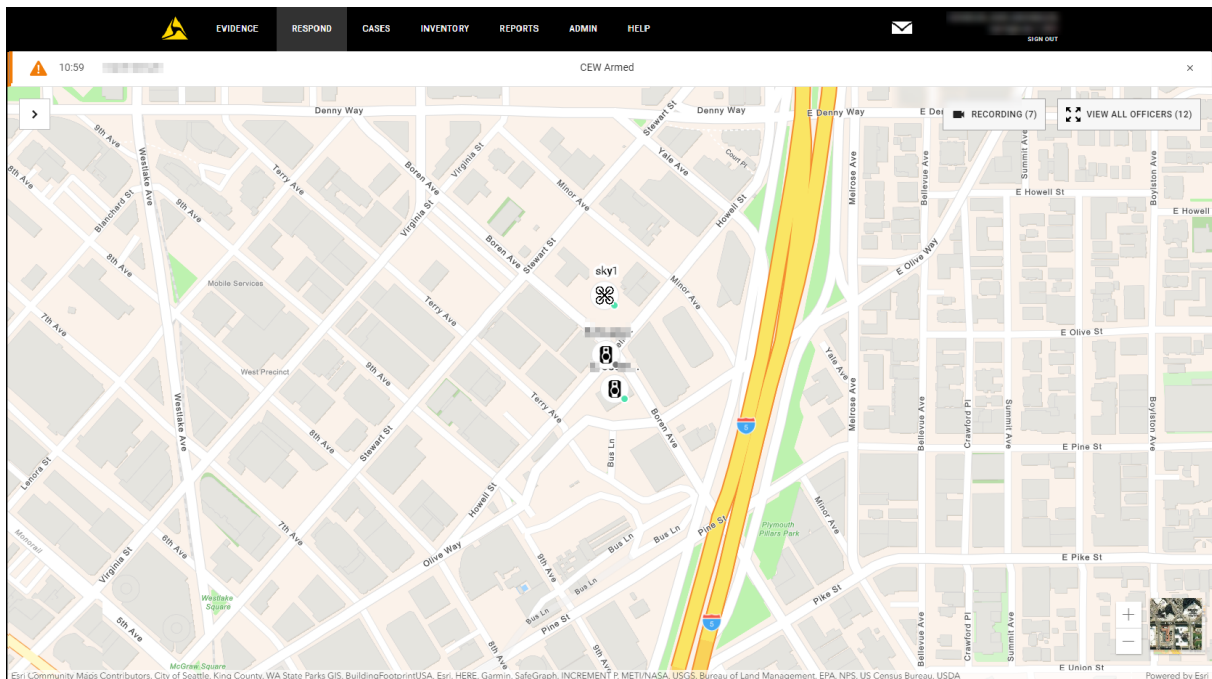
This section describes different Axon Respond Web features and lists known issues and exceptions.

Location reporting and GPS accuracy



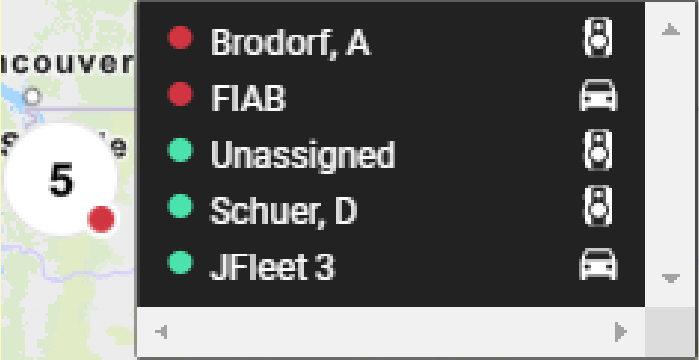

While recording, Axon Body, Fleet, and Air cameras send location updates based on their associated GPS sensors. Location updates depend on agency settings and the device type:

- For Axon Fleet 3, location updates send approximately every 10 seconds when the system is powered on.
- Axon Body cameras update approximately every 10 seconds when recording or 15 minutes when buffering.
- Axon Air updates approximately every 10 seconds, or every five seconds during online flights (or flights associated with a mission). It does not send updates when not recording.

The Respond map and Recording list are updated based on when a device last sent a location update.



Map icons include:

Icon	Description
	<p>The center icon shows the camera type and location. The icons at left show an Axon Body camera, Axon Fleet 3 camera, and Axon Air drone camera.</p> <ul style="list-style-type: none"> • A red ■ dot indicates the device is recording and the icon is showing the device's current location. • A green ■ dot indicates the device is buffering and the icon is showing the device's last reported location, depending on the device and agency settings. • A gray ■ dot indicates the device is off or docked. The icon may show the last reported location, depending on agency settings.
	<p>A number marker indicates a cluster of multiple devices, indicated by number. Select to zoom in or manually zoom in to see individual camera markers. If devices are in different states, the color dot is shown for the highest state in the following order: recording (red ■), buffering (green ■), and off/docked (gray ■).</p> <p>Right-click a cluster to show a list of devices in the cluster. The order of device listing is: active devices with alerts, active devices with recently active alerts, recently active devices, and devices that are off.</p> 
	<p>Because location of the marker is based on GPS, the accuracy of a camera's location can vary. Select an item in the above list to jump to the map location. The marker includes a blue ■ circle indicating approximate GPS location; the camera is in the circle, but not necessarily in the center.</p> <p>For Axon Air, if the device does not have a GPS lock, it will appear in the Recording list, but not on the Respond map.</p>

Navigate the map

- Drag your mouse to move around the map.
- Select the map **+** or **-** icons or mouse wheel to zoom in or out.
- Select **View All Officers** to zoom out to all cameras currently on the map.

Real-time alerts

When a user takes an action that is configured for notification, including actions for Axon Fleet 3 vehicles, the information is passed to Axon Respond as an alert or general user activity notification.

Actions configured as **High Priority Alerts** send an alert to Axon Respond in real-time. Users see alerts as a banner at the top of the map:



Selecting the banner takes you to the map location of the alert. Select **X** to dismiss the banner.

The alert also appears in the livestream view, Recording list, and map marker for the officer with a red ring:



The alerts are shown in the Recording list, marker, and map for four hours or until marked as false or resolved.

Actions configured for **General Officer Activity** send the information to the livestream view, Recording list, and marker in the Officer Activity section.

See Axon Respond Notification Configuration for information on configuring alerts and notifications.

Recording list and user search

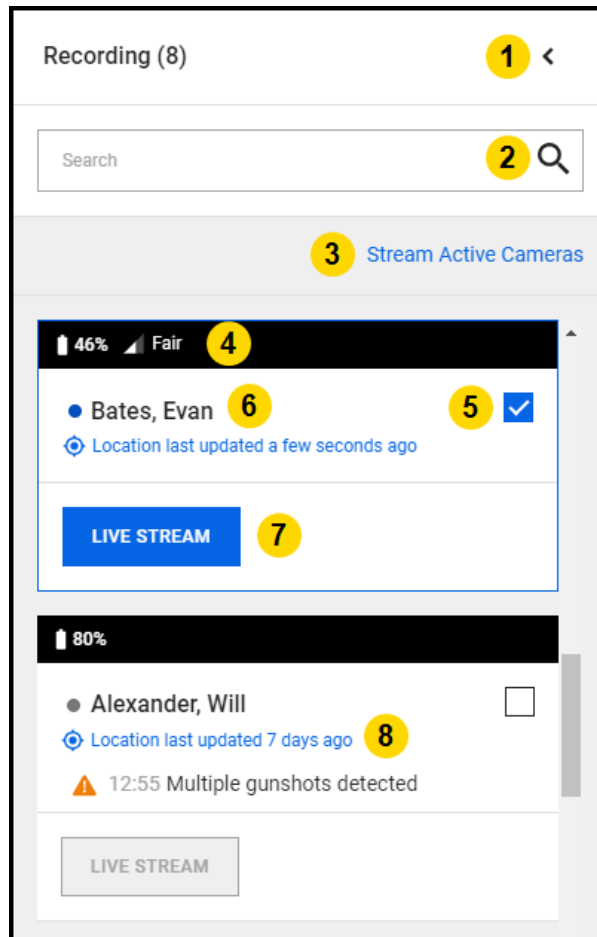
The **Recording** button on the map shows the number of cameras currently recording. Select to open the Recording list, which shows a list of names for active or recently active users, vehicles, or devices. Use the Recording list to show the most recent device location and start a livestream. The list is sorted alphabetically, with cameras currently recording listed first.

The length of time a marker remains on the map depends on the [Respond device location filter](#) setting for your agency. Livestreaming is only available for Fusus Plus or Fleet 3 livestreaming license users.

- Select a camera location to move the map to the marker location and show its information.

- Select **Livestream** to start a livestream for the selected camera. For Fleet 3, only the Dual View is available for livestreaming.
- Open multiple livestreams by selecting the check box for each camera and then selecting **Stream Active Cameras**.

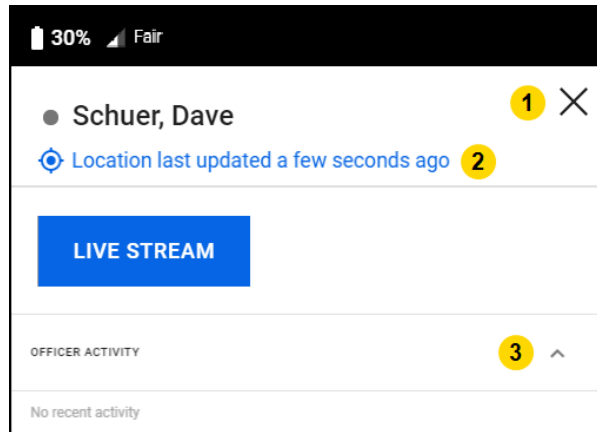
To search by user name:



1. Click to minimize list
2. Name search
3. Stream selected cameras
4. Battery charge and data signal level (when recording)
5. Select camera
6. Assigned user or vehicle name
7. Select to open livestream
8. Select location update to go to camera position on the map

Device state and battery information

Select a marker on the map or a Recording list to display the device information. If the camera is recording, you can start a livestream.



1. Select to close
2. Last location update
3. Alerts list


Livestreaming

While recording, body camera, Fleet 3, and Axon Air camera livestreams can be viewed in Respond. Axon Air streams begin after an online flight (or a flight in a mission) is initiated in the mobile app. Up to 25 users can view the same livestream with a latency generally less than one second.

Livestreaming affects body camera battery capacity, consuming an additional ~10% for every 30 minutes of livestreaming (but also dependent on other environmental factors). Performance differs between different body camera models, such as Body 3 and Body 4.

Livestreaming with Axon Air does not affect the drone battery, but it does affect the battery capacity for the mobile device connected to the controller.

Select the marker on the map or open the Recording list and select **Livestream** to start a livestream. The button is gray if you are watching the livestream.

Adjust or mute the stream volume as needed or expand to full screen using **Full Screen** .

Livestreaming default ratings as of Body 3 are:

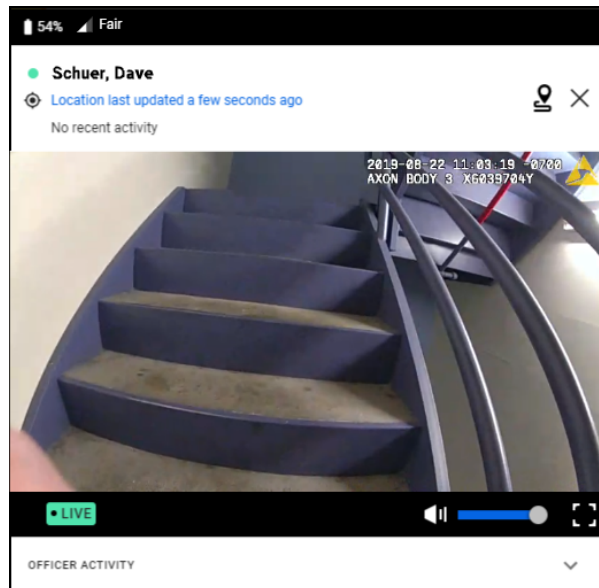
- **Bitrate** – 1 Mbps for video and 128 Kbps for audio (bitrate measures the amount of data transmitted over a given time)
- **Streaming quality (resolution)** – 480p (848 x 480)
- **Frames per second (fps)** – 30 fps

To move the livestream view window, drag the window in the browser. Open multiple livestream view windows and move them to provide an optimal viewing experience. Each

livestream view includes an icon noting if the window is still tethered to the marker or has been moved away from it.



Selecting the untethered icon tethers the window back to the camera marker.



1. Window is teathered to marker
2. Volume
3. Fullscreen

When a livestream ends or fails due to signal strength or connection issues, a message displays on the livestream viewer.

Audit trail

When a livestream is accessed, the information is logged in the user and device audit trails.

- The **user** audit trail shows the date-time the livestream is accessed and closed along with the serial number of the device.
- The **device** audit trail (including for Axon Air) shows the date-time the livestream is accessed and closed and by what the user.

Known issues and exceptions

- If the computer goes to sleep during an active livestream, the stream is not automatically stopped; a viewer must either stop recording or the stream must be restarted and stopped.
- Due to a known issue in Firefox, livestreaming can fail when attempting to view two or more streams at the same time.

FAQs

In addition to these FAQs, see [Troubleshooting](#) on page 12. For additional help, contact Axon Technical Support.

Respond web and mobile

Why does location reporting show a circle with a radius instead of an accurate location on the map?

Because GPS accuracy can vary. The blue circle is a visual indication of the approximate camera location. The camera is in the circle, but not necessarily in the center.

Why aren't all the officers on shift showing up in the user list and Respond map?

A camera must have recorded in the last four hours to show up in the user panel on the left of the screen in **Respond Web** and on the **User** screen of the app. For the cameras to show up on the map, they must have acquired a location fix during that recording.

How do I zoom out of the map when I click on a livestream?

On a browser, zoom in or out with the **+** or **-** buttons or use the mouse wheel. To zoom out to all the cameras currently on the map, select **View All Officers**.

On the mobile app, use a pinch gesture to zoom in and out.

What does a number on a map location mean?

The number indicates multiple cameras at the location. Click on the number or zoom in to see individual camera markers.

What does a red circle around a marker mean?

The red circle indicates an alert associated with the map. Alert status drops off after eight hours on the **Respond** page and four hours on the app.

How long do high priority alerts display in Respond?

After the alert is reported, high priority alerts remain on the map for eight hours in a browser page and four hours in the mobile app.

Respond for the web

How do I access the Respond audit trail?

Respond information is contained in the agency **Respond audit trail**, along with the individual device and user audit trails. The agency Respond audit trail consolidates all Respond information, such as which users accessed the map or a livestream, into a single audit trail. The device and user audit trails show Respond information for those specific devices and users.

The agency Respond audit trail is at **Admin > Respond settings**. You need [permission](#) to view the audit trail and permission to access the profile page.

How do I access the video after a livestream has ended?

You can only livestream cameras that are actively recording. All recorded videos, whether livestreamed or not, save on the camera and upload to Axon Evidence the next time the camera is docked(or through View XL standalone mode).

Troubleshooting

In addition to these possible issues and solutions, see the [FAQs](#) on page 10. For additional help, contact Axon Technical Support.

Livestream fails to load and a *Could not start stream* error message appears for all cameras

This is likely due to network-based controls your agency implemented to manage internet access. If access is blocked, the cameras will still get a livestream message and show the connection on the camera display, but the livestream will fail.

A failure to initiate livestreaming can also be caused by using an older or unsupported browser. Upgrade to the latest versions of Chrome, Firefox, Safari, or Chromium-based Edge.

To view livestreams, allow TCP port 443 access on the user network for your location as follows:

Economic Area	Region-Specific External IP Addresses	Public URL*
Australia	20.37.47.79 20.37.47.86	au.evidence.com
Canada	40.85.244.71 40.85.253.137	ca.evidence.com
European Union	13.93.3.108 13.93.7.228	eur.evidence.com
European Union (legacy)	3.248.2.170 108.128.24.31	eu.evidence.com
Latin/South America	191.239.248.108 191.239.249.95	la.evidence.com
United Kingdom	51.140.84.175 52.151.85.29	uk.evidence.com
United States (government/law enforcement)	52.247.153.163 52.247.159.196	evidence.com
United States (federal)	13.72.13.26 13.72.17.148	us.evidence.com
United States (commercial/enterprise)	52.183.44.115 13.77.150.90	ent.evidence.com

* Precede each with "axon-aware-streaming-relay."

See [Managing network allowlists with Axon Cloud Services](#) for more information about allowlist requirements.

General issues

Livestream fails to load and reports *Could not start stream for one camera*

Restart the camera and try again. If the issue persists, contact Axon technical sSupport with the camera serial number for additional information and further troubleshooting. See comment about using a current browser in the previous issue.

The Livestream button is not available when user information is in the search list

The **Livestream** button is available only when the camera is recording.

Livestream can't be viewed on the Respond page

Check with your Axon Evidence admin to ensure you have the correct [Respond permissions](#) to view livestreams.

Camera records but livestream is not available on Respond

Livestreaming is only available if your organization has enabled **Axon Respond+**. Check with your Axon Evidence admin about Respond permissions.

Sometimes the livestream video pulsates and refocuses

This is normal behavior and expected for still images.

Respond logs off while viewing a livestream

This could be due to a security setting which prevents you from changing IP addresses while viewing streams. If you log into **Respond+** on another device simultaneously from another network, you will be logged out from your current session.

Camera issues

Battery discharges faster while livestreaming

Livestreaming requires more power. Battery level is reduced about an extra 10% for every 30 minutes of livestreaming. Battery discharge can also be affected by other environmental factors.

The Operation LED blinks purple while recording

This indicates someone is livestreaming the video in Respond.

Settings

This section is intended for Axon Evidence administrators. For user-based topics, start with [Introduction](#) on page 1.

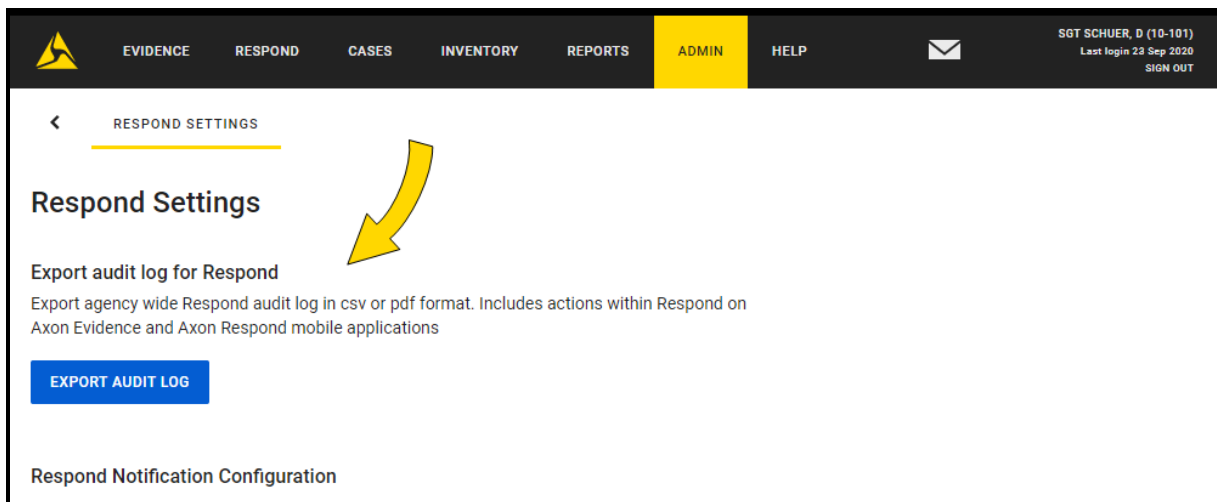
The Respond Settings page provides access to the Axon Respond web Agency Audit Trail, the Respond Notification Configuration options, the Respond Warning Configuration, Respond Deactivated Alerts Configuration, and Respond Device Location Filter Setting.

Agency audit trail

The agency Respond web Audit Trail consolidates all Respond web information, such as which users accessed the Respond map or a livestream, into a single audit trail.

Only users with the **View Respond Audit Log** permission set to Allowed for their assigned role can access and download the audit trail.

Launch the audit trail from **Admin > Settings**. Select the time frame shown in the audit trail.



Axon Respond information is also contained in the individual device and user audit trails. Those audit trails will continue to show Axon Respond web information for the devices and users.

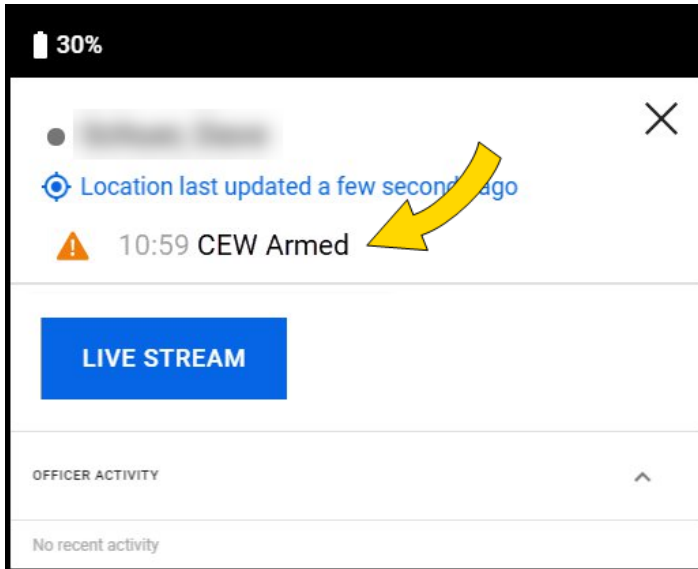
Notification configuration

The Respond Notification Configuration section allows your agency to configure which Axon Signal-based alerts are shown by Axon Respond.

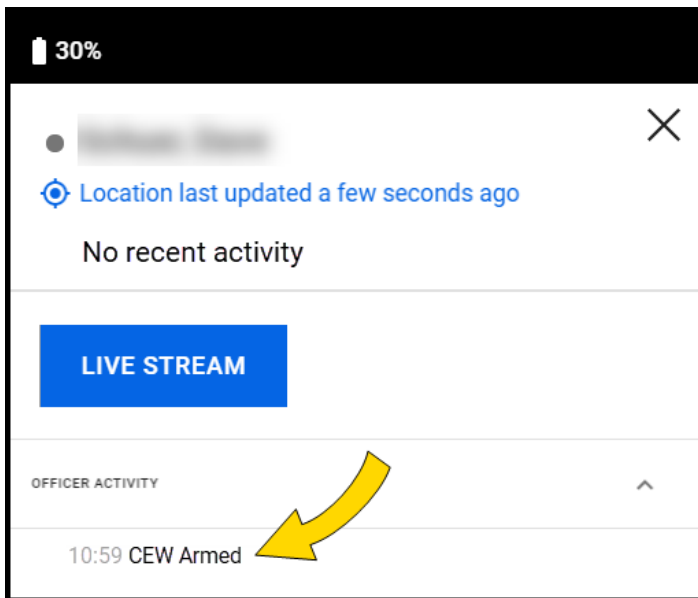
The configuration page lists the Axon Signal-based activations available to your agency, based on your Signal configuration settings, Axon Fleet 3 configurations, and Axon Body 3 gunshot detection (currently in beta testing).

Each setting has three options:

- **High priority alerts** – An alert displays in the alerts banner on the Respond map, the associated camera marker is surrounded by a red circle, and the alert is added to the device marker.



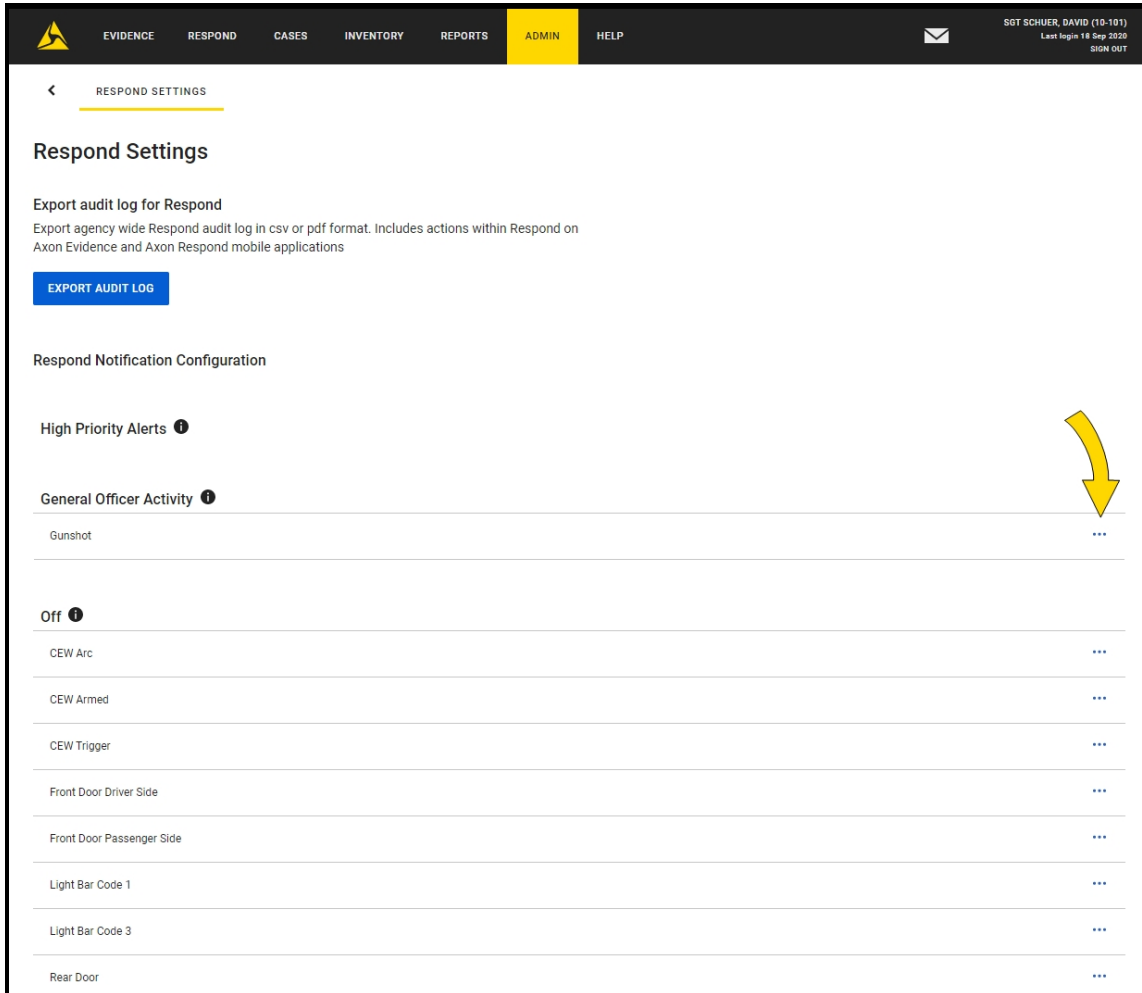
- **General officer activity** – The information is only noted in the Officer Activity section on the device marker and will not generate an alert.



- **Off** – No information shown by Axon Respond.

Setting Axon Respond notification configurations

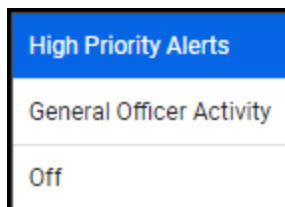
1. Select **Admin > Respond Settings**.
2. In the **Respond Notification Configuration** section, select **More options ...** for the Signal-based activation you want to change.



The screenshot shows the 'Respond Settings' page in the Axon Respond web interface. The top navigation bar includes 'EVIDENCE', 'RESPOND', 'CASES', 'INVENTORY', 'REPORTS', 'ADMIN' (highlighted in yellow), and 'HELP'. The user is identified as 'SGT SCHUER, DAVID (10-101)' with a 'Last login 16 Sep 2020' and a 'SIGN OUT' link. The main content area is titled 'Respond Settings' and includes an 'EXPORT AUDIT LOG' button. Below this is the 'Respond Notification Configuration' section, which is divided into three categories: 'High Priority Alerts', 'General Officer Activity', and 'Off'. Each category contains a list of signal-based activations. A yellow arrow points to the 'More options ...' menu icon next to the 'Gunshot' activation under 'General Officer Activity'.

Category	Activation	More Options
High Priority Alerts		
General Officer Activity	Gunshot	...
Off	CEW Arc	...
	CEW Armed	...
	CEW Trigger	...
	Front Door Driver Side	...
	Front Door Passenger Side	...
	Light Bar Code 1	...
	Light Bar Code 3	...
	Rear Door	...

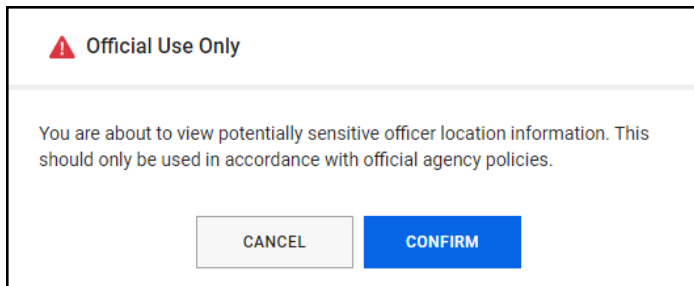
3. Select the appropriate option from the list. The activation is moved to the appropriate section.



4. Repeat until all the activations are in the appropriate sections.

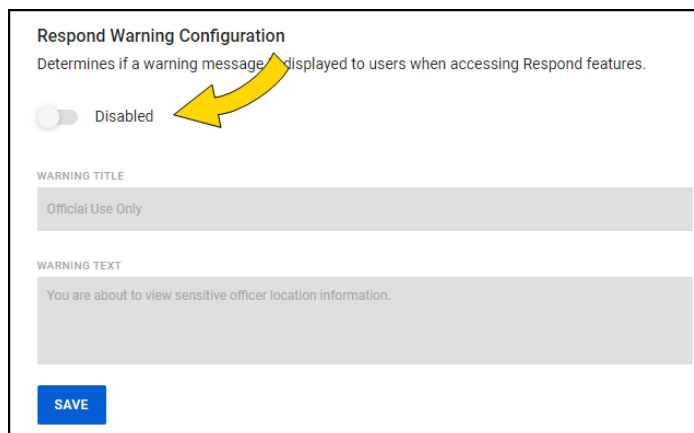
Respond warning configuration

Respond Warning Configuration can be used by agencies that allow wide access to the Respond map to remind users about the potentially sensitive information available on the Respond map and livestream view. When the option is enabled, a custom warning message appears on the Respond map and requires user confirmation before allowing use of the map. Each time a user confirms the message or cancels and exits the Respond map, it is recorded in the user audit trail.



Enable the Respond warning

1. Select **Admin > Respond Settings**.
2. In the **Respond Warning Configuration** section, select the toggle to enable the warning.



3. Enter the warning title and text information:
 - **Warning Title** – Enter the title for the warning message; maximum 25 characters.
 - **Warning Text** – Enter the text for the warning message; maximum 255 characters.
4. Select **Save** and confirm.

When user next access the Respond map, the message displays and the user must confirm they understand the message before they can view the map.

Disable the Respond warning

1. Select **Admin > Respond Settings**.
2. In the **Respond Warning Configuration** section, select the toggle switch (shown in prior section) to disable the warning.
3. Select **Save** and confirm.

Respond deactivated alerts configuration

This feature lets authorized users deactivate alerts by marking them as false or resolved and add comments to events.

1. Select **Admin > Respond Settings**.
2. In the **Respond Deactivated Alerts Configuration** section, select the toggle to enable the feature.



3. Select the appropriate **Comments** option for your agency:
 - **Required** – Users must enter a comment before an alert can be marked as false or resolved.
 - **Optional** – Users can enter a comment, but it is optional.
 - **Disabled** – Users can't add comments.
4. Select **Save**.

Once the feature is enabled, users with the **Mark Alert as False or Resolved** permission set to Allowed can mark alerts as false or resolved.

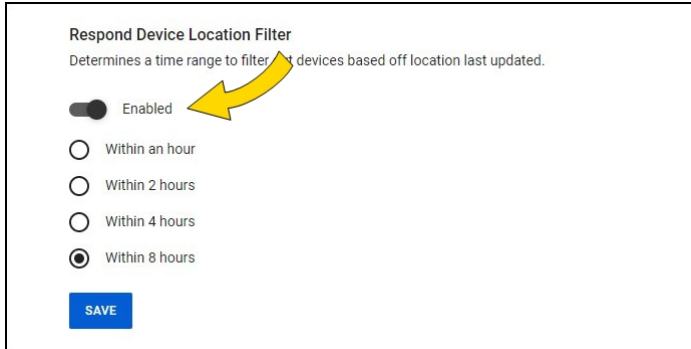
Respond device location filter

This feature lets agencies set how long the most recent device location displays on the Respond map.

When the filter is enabled, the default setting is within eight hours. Only devices that reported a location within the selected time appear on the Respond map. When the filter setting is disabled, only devices that have sent location information within the previous 30 seconds appear on the map. Changes to this setting are tracked in the Agency and User Audit Trails.

Note This setting requires up to ten minutes to take effect. It only affects the Respond browser map, not the Axon Respond mobile app.

1. Select **Admin > Respond Settings**.
2. In the **Respond Device Location Filter** section, select the toggle to enable the feature.



3. Select the appropriate time option for your agency.
4. Select **Save**.

Watch Me notifications

Watch Me notifications can be enabled in permissions to include additional officer identifiers such as first name, last name, or call sign. To include these additional identifiers in Respond mobile app notifications, Axon will send additional officer identifiers to our push notification providers: Apple Inc. or Google Inc. Similarly, for a Respond webpage, Axon will send additional officer identifiers to our web push notification providers: Apple Inc., Google Inc., or Mozilla Corporation.

Permissions and settings

This section is intended for Axon Evidence administrators. For user-based topics, start with [Introduction](#) on page 1.

This topic describes required Axon body camera role permissions for using Axon Respond at your organization. Enable these settings in the **Admin** menu of Axon Evidence for users to use Axon Respond.

Required permissions

Enable required permissions for the roles that will use Axon Respond so users can access the Respond map. Modify an existing role to enable the permissions, create a new role, or copy an existing role and enable Axon Respond permissions. Name the role to indicate access to Axon Respond. Learn more at [Evidence Roles & Permissions](#).

Many of the permissions associated with Axon Respond are sorted by device type:

▼ Axon Respond	
View Map	<input checked="" type="radio"/> Allowed <input type="radio"/> Prohibited
View BWC Locations	<input checked="" type="radio"/> All <input type="radio"/> Only In Their Command <input type="radio"/> None
View BWC Livestreams	<input checked="" type="radio"/> All <input type="radio"/> Only In Their Command <input type="radio"/> None
View Drone Locations	<input checked="" type="radio"/> All <input type="radio"/> None
View Drone Livestreams	<input checked="" type="radio"/> All <input type="radio"/> None
View In-car Locations	<input checked="" type="radio"/> All <input type="radio"/> None
View In-car Livestreams	<input checked="" type="radio"/> All <input type="radio"/> None
View Respond Audit Log	<input type="radio"/> Allowed <input checked="" type="radio"/> Prohibited
Mark Alert As False or Resolved	<input type="radio"/> Allowed <input checked="" type="radio"/> Prohibited
View and Change Agency Settings for Camera Activation	<input type="radio"/> Allowed <input checked="" type="radio"/> Prohibited
Allow Voice Communication	<input type="radio"/> Allowed <input checked="" type="radio"/> Prohibited

These permissions let a user do the following in Respond:

- **View Map** – Access the map
- **View BWC Locations** – Access the locations of body cameras
- **View BWC Livestreams** – View livestreams from body cameras
- **View Drone Locations** – Access the locations of Axon Air drones
- **View Drone Livestreams** – View the livestreams from an Axon Air drone
- **View In-car Locations** – Access the locations of Fleet 3 vehicles
- **View In-car Livestreams** – View the livestreams from a Fleet 3 vehicle

- **View Respond Audit Log** – View and download the record of Respond activity
- **Mark Alert as False or Resolved** – Mark a gunshot or TASER device alert as false or resolved

Users must be assigned to roles with the appropriate permissions to view the map and camera livestreams.

Some of the permissions may be hidden in your agency based on the licenses and hardware you have deployed. For example, you will not see in-car permissions if your agency does not have Fleet 3.

Body camera settings

For details on all the settings available for each camera model, see [Body Camera Settings](#). Critical settings for Respond include:

- **Make location information available to Axon Respond** – Determines if location information is made available in near real-time to authorized agency users. The "Location available when the camera is recording and buffering" setting requires camera operating system 1.10 or higher in Body 3.
- **Livestreaming** – Determines if cameras can stream audio and video to authorized agency users while recording. This setting is only available if your agency has Axon Respond for Devices+ licenses.

Fleet 3 camera settings

For details on all the settings available for Fleet 3 cameras, see [Fleet 3 admin settings](#). Critical settings for Respond include:

- **Include Location Information in Axon Respond and Device Inventory** – Determines if GNSS/GPS location data is made available in near real-time to authorized agency users in Axon Respond and on the Axon Evidence device page.
- **Respond Livestreaming** – Determines if the dual-view camera can stream audio and video to authorized agency users while recording or while recording and buffering. This setting is only available if your agency has Axon Respond+ license users.

Granular permissions

Axon Respond includes two improvements for more granular role permissions:

- Location and livestream permissions are separated by device type. This lets you limit certain roles accessing only certain types of devices. For example, an agency using Axon Air can create or edit a Role to have access to only drone locations and livestreams while preventing access to BWC locations and livestreams.
- Body-worn camera (BWC) location and livestream permissions have an "In their Command" option which integrates Respond with the [Command hierarchy](#) feature. Agencies can limit roles to only have location and livestream access to a subset of the

BWCs in their agency based on command hierarchy. For example, an agency can edit its "Sergeant" roles so sergeants only have access to the cameras assigned to officers in their shifts.

When Command Hierarchy integration is enabled, Respond will look at Command Hierarchy to find all the groups the signed-in user is a member of and then only display BWCs (or allow livestreams) for cameras assigned to users that are members of the same group(s) or child (subordinate) groups, according to your agency's Command Hierarchy configuration.