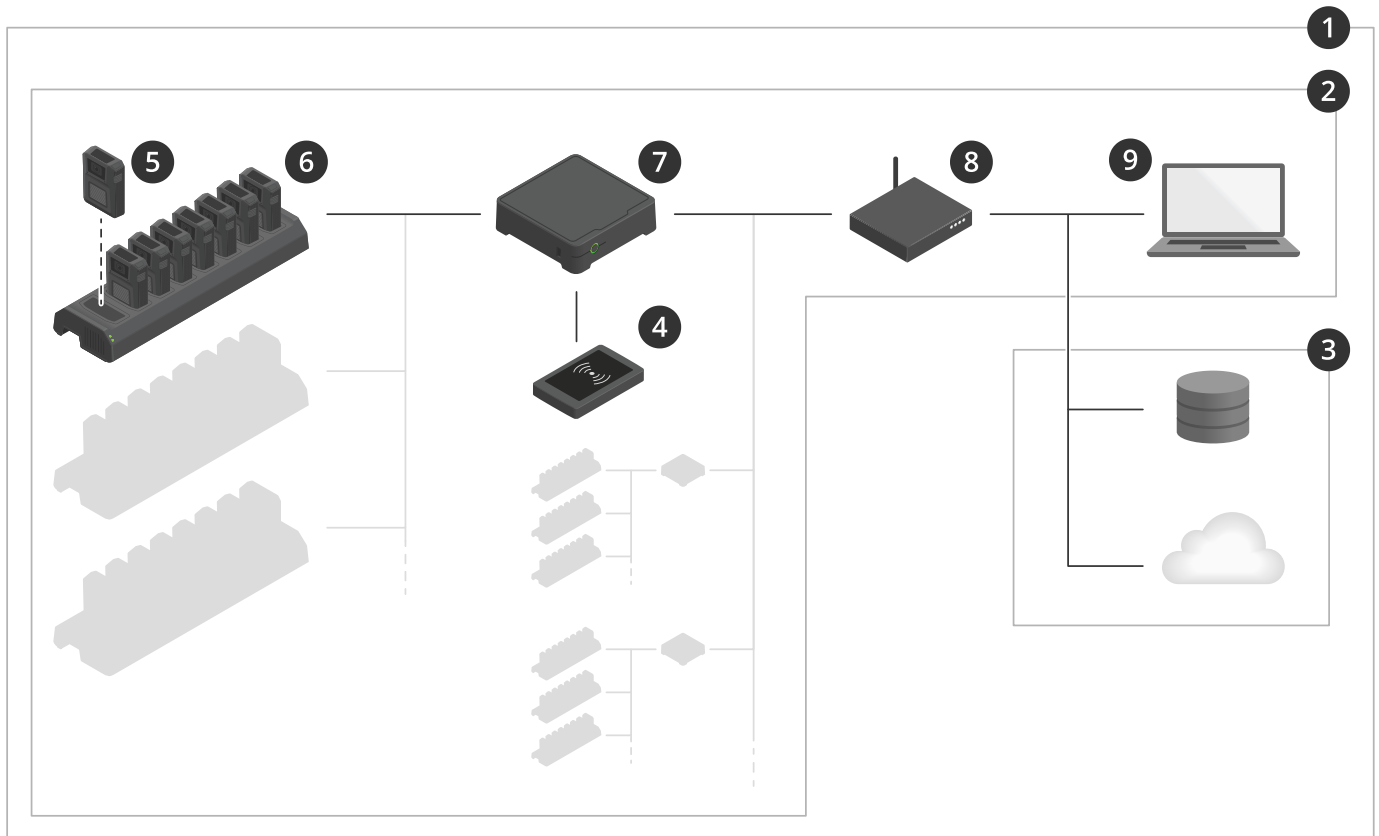




AXIS W100 Body Worn Camera

This is the Axis body worn solution



The Axis body worn solution

1. *Body worn solution*
2. *Body worn system*
3. *Content destination*
4. *RFID reader (optional)*



AXIS W100 Body Worn Camera

3. AXIS BODY WORN MANAGER

The Axis body worn **solution** is one or more Axis body worn systems connected to a content destination. The body worn system functions only when it's connected to a content destination.

The Axis body worn **system** consists of Axis body worn cameras, Axis docking stations, Axis system controllers, and AXIS Body Worn Manager.

AXIS Body Worn Manager is the web application where you can configure and manage your body worn system.

AXIS Body Worn Assistant is an application for mobile devices that connects directly to the body worn camera and, for instance, lets you view recorded video.

An optional RFID reader can be connected to the system controller. It lets the camera user self-assign any available body worn camera, using their self-assign tag.

When you place the camera in the docking station, the docking station charges the camera's battery, and the camera connects to the system. The system controller then seamlessly transfers all data from the camera to the content destination of your choice. The system controller also keeps the cameras up-to-date with the latest firmware and settings, and monitors the health of the Axis body worn solution.

The system is supported by different types of content destinations such as evidence management systems (EMS), video management systems (VMS), and media servers. You can use the Body Worn Integration API to integrate with any third party VMS or EMS. Go to www.axis.com/developer-community-intro to join the Axis Developer community, and get access to the Body Worn Integration API documentation.

What's new in the latest release?

Firmware version report – The firmware version report shows the firmware version for all cameras and system controllers, in the body worn system, at a given date and time. This provides the traceability and a historical overview of the system and enables system

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Monitor system controller storage – AXIS Body Worn Manager shows how much storage is used for each system controller. A continuous high level of storage used may indicate that content is stuck during transfer to the content destination. You can also receive email notifications when storage space is critically low. See [Monitor system controller storage](#) for more information.

Monitor camera use – AXIS Body Worn Manager shows for how long a camera has been in use. For example, this can give you an indication that a camera is lost or needs a firmware upgrade.

15 second pre-buffer – There's now also a 15 second option, in addition to the existing 30, 60, and 90 second pre-buffer.

Added mounting flexibility for AXIS TW1201 – In the camera profile you can now choose to rotate the video image, which gives you added mounting flexibility for AXIS TW1201 Body Worn Mini Cube Sensor.

Support for 802.1x networks – The body worn system now supports IEEE 802.1X.

Get started

The recommended workflow to install and configure your system is:

1. [Install your system](#)
2. Open AXIS Body Worn Manager and configure system settings. See [Access AXIS Body Worn Manager for the first time](#)
3. [Create a camera profile](#)
4. [Create a user](#)
5. [Add cameras](#)
6. If you're using fixed camera assignment, [Assign a camera to a user](#). Alternatively, if you're using self-assign camera assignment, see [Set up self-assign camera assignment](#).

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Getting started with the Axis body worn solution

It is possible to add more than 40 cameras to your system by adding more system controllers. The extension system controllers become instances of the existing system. All settings are inherited from the system to the extension system controllers. The users and cameras that are added to the extension system controller are managed through AXIS Body Worn Manager. For information on how to extend your system by adding more system controllers, see [Extend the system](#).

Install your system

Note

You need these hardware components to install a body worn system:

- System controller(s)
- Docking station(s)
- Body worn camera(s)
- A computer



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1. Connect the system controller to your network.
2. Connect the docking stations to the **Docking stations** ports on the system controller.
3. Optionally, connect the RFID reader to the system controller USB connector.
4. Connect a computer to the same network as the system controller.
5. Power on the devices.
6. Dock the cameras.
7. Continue to [Access AXIS Body Worn Manager for the first time](#)

Configure your system

Access AXIS Body Worn Manager for the first time

Note

Use AXIS IP Utility version 4.14 or later.

Before you start, make sure you have the:

latest firmware available. You can download it at axis.com.

content destination connection file available, see [Content destinations](#).

1. Find the system controller on your network:
 - 1.1. Go to axis.com/support/downloads and download AXIS IP Utility.
 - 1.2. Start AXIS IP Utility.



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Select **Create a new system** if you are configuring a single system controller setup, or if you are configuring the first system controller in a multi system controller setup. Select **Extend an existing system** if you want to add more system controllers to your existing system. In this step you can also choose your preferred language for the body worn system.

Create an administrator account. Your administrator username is `root`.

Install the latest firmware. Download the latest firmware at axis.com.

The **System restore key** is an important security feature. The body worn system requires a System restore key for certain operations. These operations include for instance, reestablishing the connection between the body worn system and the existing cameras, after replacing a system controller that has failed.

The **Super admin passphrase** provides extra security for the body worn system. System critical actions, for example restoring the system, require verification with the Super admin passphrase. It is also required when unlocking a camera that for security reasons is locked and can't be used in the system. The passphrase can't be changed.

Download the **System restore key** to your computer and store it in a secure location.

Name your body worn system. This makes it easier identifying it in your content destination and in different cloud services, and when you receive email notifications about critical system events. You can change the system name under **Settings** in AXIS Body Worn Manager.

Configure network settings.

Date and time. Setting the time correctly is critical for several reasons. See [Adjust date and time](#) for information.

Cloud extensions. The body worn system comes with a set of standard features out of the box. The Cloud extensions are a set of additional cloud-based capabilities that, for example, give you improved location data performance. You can choose to enable Cloud extensions in AXIS Body Worn Manager at any time. However once enabled, Cloud extensions can't be turned off without resetting the system. See [Cloud extensions](#) for more information.



AXIS W100 BODY WORN CAMERA

there is less image flicker. The American regions usually use 60 Hz. The rest of the world mostly uses 50 Hz. If you're not sure of your region's power line frequency, check with the local authorities.

You can assign cameras to users in two ways. With **Fixed** camera assignment every user is manually assigned to a specific camera. With **Self-assign** the camera user taps a self-assign tag on an RFID reader, connected to the system, to pick up any available camera. It is not possible to switch between **Fixed** and **Self-assign** without resetting the system. See [Camera assignment](#) for more information.

Open AXIS Body Worn Manager

1. Open a browser and enter the IP address or host name of the system controller.
If you do not know the IP address, see [Access AXIS Body Worn Manager for the first time](#).
2. Enter the username `root` and your administrator password.
AXIS Body Worn Manager opens in your browser.

Content destinations

The content destination stores and manages your recordings and metadata. A content destination is for instance an EMS (evidence management system), a VMS (video management system) or a media server. The Axis body worn solution supports a number of different content destinations.

They all require a connection file to integrate with the Axis body worn system. The connection file is generated in your content destination. For information about how to generate the connection file, please refer to the user help in your content destination.

The connection with the content destination also requires that the network communication is working properly. This may include proxy, firewall, and anti-virus configuration.

Connect to AXIS Camera Station



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Note

Firmware 10.2.0.3 or later is required to connect to AXIS Case Insight.

Integrate with third party applications

Go to [Body worn integrations](#) for help on how to integrate with third party applications.

Note

The body worn system pushes changes to the content destination, for example when you add, remove, or change a user, or when you change a camera name. This type of communication is one way, which means that the content destination doesn't push corresponding changes to the body worn system.

You must connect to a content destination before you can use the body worn system.

We recommend that you delete the connection file from your computer after connecting to the content destination.

The body worn system is locked to a content destination once connected to it. To change to another content destination, you need to reset the body worn system first.

Never remove or reset the content destination before resetting the body worn system. Always reset the body worn system first. If you remove or reset the content destination first, recordings can remain on cameras or in the system controllers, preventing you from resetting the body worn system. This is a security feature ensuring that all evidence is uploaded to the content destination.

Associate recordings with a user in AXIS Case Insight

A recording transferred to AXIS Case Insight is now associated with a user. The AXIS Case Insight user corresponds to the person wearing the camera.



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System backup

The system backup saves all your configurations. It lets you restore the body worn system in the unlikely event that the system controller, on which the system was initially created on, malfunctions. The backup includes all users, camera profiles, camera assignment, and system settings. The backup is updated automatically every 24 hours. System backup is available on systems with more than one system controller.

To configure the system backup:

1. Go to **Settings > System backup**.
2. Click **Configure**.
3. Select **System controller backup**.
4. Select the extension system controller that you want to save the backup to.
5. Click **Save**.

Note

The backup does not include any recorded evidence.

We recommend that you physically label the backup system controller. This will be your way of identifying it in the unlikely event that the system controller, on which the system was initially created on, malfunctions.

See [Restore a system with more than one system controller](#) if you want to restore a system.

You can receive a system notification if the system backup fails to synchronize. See [Email notifications](#).

About camera profiles



AXIS W100 Body Worn Camera

Recording activation		Choose if you want to start the recording using a Single click or a Double click of the front button.
	Fall detection	Turn on to start a recording when the camera detects a fall.
Front recording indicator	—	Choose if you want the front recording indicator to be Steady None Flash during recording. When AXIS TW1201 Mini Cube Sensor is connected, this behavior is applied to the mini cube sensor's front recording indicator.
Notification	—	Choose camera feedback for starting and stopping recordings: Beep and vibration Beep Vibration
Periodic recording reminder	—	The camera vibrates periodically while recording as a reminder and as reassurance. Select a preferred interval for the periodic reminder, or turn it off.
Allow silent mode	—	Allows the camera user to turn the display, front recording indicator, beep, and vibration on or off.



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AXIS TW1201 Mini Cube Sensor	Description
Disable main camera front button	Disables the main body worn camera's front button (used to start and stop recordings) when the mini cube sensor is connected. Select this option if you want to use the recording button on the mini cube sensor only.
Rotate image 180 degrees	The ability to rotate the image gives you added mounting flexibility for the mini cube sensor.

AXIS Body Worn Assistant settings	Description
Allow access to recordings	Choose whether the camera user is allowed to view recordings in AXIS Body Worn Assistant, or not.

Recording settings	Sub-setting	Description
Resolution	—	Choose between 1080p and 720p image resolution.
Text overlay	—	Select the data to include in the text overlay. User ID is entered when you create a user. Location data shows the start position for a recording.



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for post results in a higher bitrate.

	processin g	
Pre-buffer		Ensures that the whole event is captured by adding recording time before the recording is started. The pre-buffer has a dedicated space on the camera storage. When using the maximum resolution 1080p in very complex scenes with a lot of movement, or in low light, the pre-buffer memory can get full, resulting in a slightly shorter pre-buffer time than configured.
	Length	The pre-buffer time in 15, 30, 60, or 90 seconds.
	Audio	Turn on to include audio in the pre-buffer.
Location data Assisted GNSS (ephemeris) enabled	—	Record the geographical position of the camera when and where a recording is started and stopped, if the camera has GPS signal. Turn off location data for indoor use. Location data increases power consumption.

Create a camera profile

1. [Open AXIS Body Worn Manager](#)
2. Go to **Camera profile** and select one of the pre-configured camera profiles.
3. Edit the camera profile name.
4. Edit the **Camera settings**.
5. Edit the **Recording settings**.



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Example - Camera settings for user group 1

The following needs were identified for a user group:

Get maximum image and audio quality.

Record events (video and audio) that happened during the 90 seconds before the recording button (Front button) was pressed.

Record data showing the location where the recording took place.

Enable the camera user to operate without being detected, by allowing the camera user to turn off all camera feedback (LED, sound, vibration).

Allow the user to turn off the microphone while recording.

The table below shows the Recording and Camera settings that fulfill the needs listed above.

Need	Recording settings	Camera settings
Maximum image and audio quality	Resolution: 1080p Audio: On Select Optimized for post-processing ⁽¹⁾	
Record before pressing button	Pre-buffer ⁽²⁾ : On Length: 90s Audio: On	
Record location data	Location data ⁽³⁾ : On	
Operate without being detected		Select Allow silent mode
Turn off the microphone while recording		Select Allow audio recording off



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3. Location data is for outdoor use only. We recommend turning Location data off for indoor use.

Example - Camera settings for user group 2

The following needs were identified for a user group:

Allow user to record video and audio continuously during a long shift, by saving storage and battery.

Help people understand that they are being video recorded (by making sure that the camera always indicates that it is recording).

Allow the user to turn off the microphone while recording.

The table below shows the Recording and Camera settings that fulfill the needs listed above.

Need	Recording settings	Camera settings
Record continuously	Resolution: 720p Audio: On De-select Optimize for post-processing Location data⁽¹⁾: Off	
Show that camera is recording		De-select Allow silent mode
Turn off the microphone while recording		Select Allow audio recording off


1. Location data is for outdoor use only. We recommend turning Location data off for indoor use.



AXIS W100 Body Worn Camera

1. Go to **Users**.



2. Click  to add a new user.
3. Enter user information:
 - 3.1. Name of the user.
 - 3.2. User's unique ID within the organization. This ID can displayed in the overlay.
 - 3.3. Optionally, enter the AXIS Case Insight username.

Note

This option is presented only if you're using AXIS Case Insight.

When you enter a user's email address as username, a corresponding guest user is created in AXIS Case Insight. This guest user has no access to any recorded evidence in the system. Access rights for the user are managed in AXIS Case Insight.

You can't enter or change the username for an existing user. To do this, you must remove the user and add it again.

- 3.4. Choose a **Camera profile**
4. Click **Add user**.

Import body worn users

The body worn system allows you to import your body worn users from a CSV UTF-8 (Comma delimited) file. This is the most efficient way to add new users, as well as update usernames and camera profiles for existing body worn users with a user ID.

To import body worn users:



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5. Click **Select CSV file** and select the file that you created.
6. Resolve any conflicts shown in the status window and then click **Import**.

Add cameras

1. Dock the camera you want to add to your system. All camera LEDs will flash with amber light.
2. Go to **Devices**.
3. In the camera list, click **New**.
4. In the **Add cameras** list, select the camera(s) you want to add and click **Add**. All LEDs stop flashing when the camera has been added successfully, which may take a couple of minutes.

Camera assignment

There are two ways to assign a camera to a user:

Fixed camera assignment – The body worn system administrator assigns a specific camera to the camera user. The camera user always uses the same body worn camera. See [Assign a camera to a user](#)

Self-assign camera assignment – The camera user taps a self-assign tag on an RFID reader connected to the system. The system then assigns an available camera to the user. All LEDs on the self-assigned camera flash green, which means that the user can undock the camera. For self-assign camera assignment setup, see [Set up self-assign camera assignment](#).

Note

A camera doesn't function unless a user is assigned to it. All LEDs flash red when you undock it to indicate that a user must be assigned to the camera before use.



AXIS W100 Body Worn Camera

2. Open the camera you want to assign.
3. In the **Assigned to** list, select a user.

Set up self-assign camera assignment

How to set up self-assign camera assignment for yo...



Set up self-assign camera assignment

Note

Self-assign camera assignment mode is accessed through the system setup wizard, and is available after a system reset.

The RFID reader required for this setup is **External RFID Card Reader 125kHz + 13.56MHz with NFC (USB)**.

Always install your RFID reader(s) in the same location as your docking stations.




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2. Disconnect the RFID reader from the system controller.
3. Connect the **same** RFID reader to the computer that you use for accessing AXIS Body Worn Manager.

Note

Setup via any remote desktop solution is not supported. The RFID reader must be connected directly to the computer that you use for accessing AXIS Body Worn Manager.

4. In AXIS Body Worn Manager, go to **Users**.
5. Select the user that you want to pair the self-assign tag with.
6. Click  to pair new equipment.
7. Click **Pair** (Self-assign tag).
8. Tap the self-assign tag on the RFID reader to register it. Keep tapping until all dots turn blue.
9. Disconnect the RFID reader from the computer.
10. Connect the **same** RFID reader to the system controller.

Now the camera user can use the tag to self-assign a body worn camera.

Extend the system

1. Connect the new system controller to the same network as the existing body worn system.
2. Access the new system controller, see [Access AXIS Body Worn Manager for the first time](#).
3. Select **Extend an existing system**.
4. Create an administrator password and click **Okay**.



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Extend the system controller

1. Install the new system controller, see [Extend the system](#)
2. Go to **Devices**.

3. In the system controller list, click **New**.
4. In the **Add system controllers** list, select the system controller(s) you want to add and click **Add**.


Certificates

Certificates authenticate devices on a network, and enable encrypted web browsing using HTTPS. We recommend using certificates to securely connect to your body worn system.

To securely connect to your body worn system:

1. [Create a certificate signing request](#)
2. Use your CA (certificate authority) to sign the CSR (certificate signing request).
3. [Install certificate](#)

Create a certificate signing request

1. Go to **Settings > Certificates**.
2. Click **Create**.
3. In **Create self-signed certificate**, enter your values and click **Create**.
4. Open the context menu  next to the new certificate.
5. Click **Create signing request**.
6. In **Create certificate signing request**, click **Create**.




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Install certificate

1. Go to **Settings > Certificates**

1. Click **Settings** > **Certificates**.

2. Click **Install**.
3. Click **Select file** and locate your signed certificate with the filename `<filename>.crt`.
4. Click **Install**.
5. Open the context menu  next to the certificate.
6. Click **Activate**.

Note

The installed certificate gets its name from the uploaded .crt file, minus the suffix. This name must be unique.

Automatic recording activation

In combination with pre-buffer, automatic recording activation ensures that the whole incident is captured without the need for the camera user to manually start a recording. Recording can be started automatically using:

[Fall detection](#)

[Unholster detection](#)

Fall detection



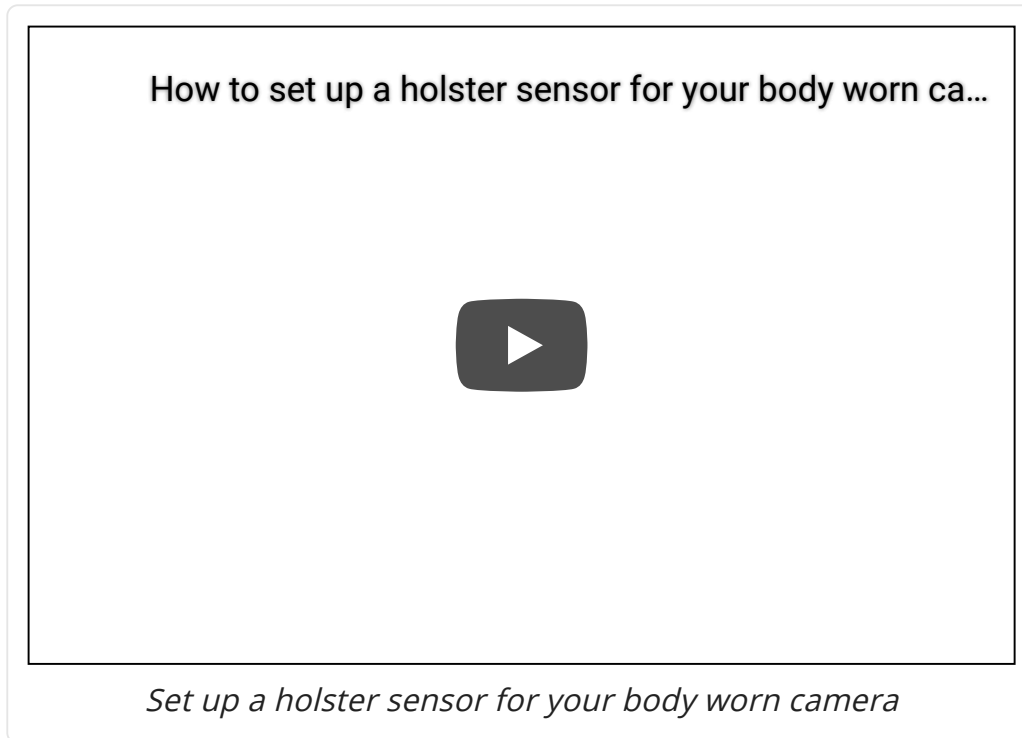
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2. Open the camera profile that you want to edit.
3. Turn on **Fall detection**.

Unholster detection

A holster sensor detects unholstering to automatically trigger video recording. In combination

A holster sensor detects unholstering to automatically trigger video recording. In combination with pre-buffer, this feature ensures that the whole incident is captured without manual activation. This feature requires pairing the user with a [Yardarm](#) holster sensor.



To enable unholster detection:

1. Make sure the holster sensor is disconnected from its power supply.
2. Go to **Users** and select the user that you want to pair the holster sensor with.



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want to pair the holster sensor with.

Self-assign camera assignment: Make sure a camera is docked.

6. Enter the 6 digit serial number found on the holster sensor.
7. Undock the camera (do one of the following, based on camera assignment method):

Fixed camera assignment: Undock the camera and wait for it to start. Operation status LED lights up green.

Self-assign camera assignment: Self-assign a camera, undock it, and wait for it to start. Operation status LED lights up green.

8. Connect power supply to the holster sensor.
9. The wireless connectivity status LED on the camera pulses yellow to show that the pairing started. Wait for the wireless connectivity status LED on the camera to light up green, which indicates a successful pairing (can take up to 20 seconds). The wireless connectivity status LED lights up red if the pairing failed.
10. Disconnect power from the holster sensor.
11. Install the holster sensor and unholster to make sure the pairing was successful. The recording LED on the camera should light up red.
12. Dock the camera.

After completing the pairing, check the pairing status for the holster sensor under **Paired equipment**. Green status shows that the pairing is registered in the body worn system.

To connect the camera to a holster sensor in the daily use, undock the camera and make sure that it is in the holster sensor's range within 10 minutes after undocking. Under normal circumstances the range is 5–10 m (16–33 ft.).

Record location data

You can turn on **Location data** to record the geographical position of the camera. If the camera has GPS signal, it saves its position when and where a recording is started and stopped. This means that the camera can save up to two positions for each recording. This



AXIS W100 Body Worn Camera

To turn on Location data:

1. Go to **Camera profiles**.
2. Open the camera profile for which you want to turn on **Location data**.
3. Turn on **Location data**.

Note

Different content destinations may present or use location data in different ways. For example, it can be used for searching recordings, or be displayed in a map or bookmark for a recording.

You can also include the start position for a recording as an overlay in the video. To do this, go to the camera profile and select **Location data** in the **Text overlay** section.

Limit access to recordings

The **Allow access to recordings** setting lets you decide whether the camera user can view recordings in AXIS Body Worn Assistant, or not. You can turn it on or off in the camera profile. To turn off access to recordings:

1. Go to **Camera profiles**.
2. Open the profile you want to edit.
3. Deselect **Allow access to recordings**.

Cloud extensions



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Email notifications – The notifications help reduce time spent monitoring the system health. See [Email notifications](#) for more information.

Note

Once enabled, Cloud extensions can't be turned off without resetting the system.

To turn cloud extensions on:

1. Go to **Settings > Cloud**.
2. Turn **Cloud extensions** on.
3. Select a **Cloud server location**.

Note

To enable cloud extensions, you also need to make sure that your body worn system has access to ***.bodyworn.axis.cloud**.

The Cloud server location is the geographical location where your data is stored. You can only change the cloud server location by resetting the body worn system.

These are the hostnames used by bodyworn.axis.cloud that the system must have access to when setting up and when using cloud extensions:

Global, *.bodyworn.axis.cloud			
Region	Domain	Port	Purpose
Global	logs.bodyworn.axis.cloud	443 (HTTPS)	Endpoint for uploading zipped logs from system controller. (Azure Front Door)



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Global	agnss.bodyworn.axis.cloud	443 (HTTPS)	API for fetching Assisted GNSS (GPS) data files. (Azure Front Door)
Global	api.bodyworn.axis.cloud	443 (HTTPS)	API for global endpoints (i.e. fetching Regions). (Azure Front Door)

Global	dispatchse 1- st.axis.co m:443 dispatchse 1- st.axis.co m:80 dispatchse 2- st.axis.co m:443 dispatchse 2- st.axis.co m:80 dispatcher - st.axis.co m:443	443 (TLS) 80 (TLS)	<p>System controller regional onboarding. Used for establishing trust and registering the system controller to a regional onboarding service. The system controller may try to establish connections to any of these addresses. If the system controller can't establish connection it will try another entry in the list. This means that it is okay to allow connections to only a subset, for example, "dispatchse1-st.axis.com:443" and "dispatchus1-st.axis.com:443". We recommend allowing connections to more than one for service availability reasons.</p>
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	m:80 dispatchus 1- st.axis.co m:443 dispatchus 1- st.axis.co m:80	
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dispatchjp 1- st.axis.co m:443	dispatchjp 1- st.axis.co m:80	195.60.68. 120:443	195.60.68. 120:80	195.60.68. 121:443	195.60.68. 121:80
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required for registering the system controller to a regional onboarding service.

Europe (Germany), *.de.bodyworn.axis.cloud

Region	Domain	Port	Purpose
EU Germany	logs.de.body worn.axis.cl oud	443 (HTTPS)	Endpoint for uploading zipped logs from system controller. (Azure Front Door)

EU Germany	flags.de.bod ywn.axis.c loud	443 (HTTPS)	API for feature flags. Front for api.flagsmith.com. (Azure Front Door)
EU Germany	agnss.de.bo dywn.axis. cloud	443 (HTTPS)	API for fetching Assisted GNSS (GPS) data files. (Azure Front Door)
EU Germany	device.de.bo dywn.axis. cloud	443 (HTTPS)	API endpoint onboarding system controllers. Used for initiating onboarding sequence.
EU Germany	axisbws- de.azure- devices.net	443 (HTTPS, WSS)	Endpoint used for application communication between system controller and cloud. (Azure IoT Hub)



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	03c- 02.de.bodyw orn.axis.clou d		return.
EU Germany	noreply@de. mail.bodywo rn.axis.com	N/A	Email notifications are sent from this email address.

North America (US), *.useast.bodyworn.axis.cloud			
Region	Domain	Port	Purpose
US East	logs.useast.bodyworn.axis.cloud	443 (HTTPS)	Endpoint for uploading zipped logs from system controller. (Azure Front Door)
US East	flags.useast.bodyworn.axis.cloud	443 (HTTPS)	API for feature flags. Front for api.flagsmith.com. (Azure Front Door)
US East	agnss.useast.bodyworn.axis.cloud	443 (HTTPS)	API for fetching Assisted GNSS (GPS) data files. (Azure Front Door)
US East	device.useast.bodyworn.axis.cloud	443 (HTTPS)	API endpoint onboarding system controllers. Used for initiating onboarding sequence.



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US East	o3c-01.useast.bodyworn.axis.cloud o3c-02.useast.bodyworn.axis.cloud	443 (HTTPS)	System controller regional onboarding. The system controller identifies itself with a trusted certificate and will get Azure IoT Hub credentials in return.
US East	notifications@useast.bodyworn.axis.cloud	N/A	Email notifications are sent from this email address.

US East	noreply@useast.mail.bodyworn.axis.com	N/A	Email notifications are sent from this email address.
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Email notifications

You can receive emails from the body worn system notifying you about the following critical events:

- Lost connection to content destination
- Lost connection to extension system controller
- System controller storage space is low
- Failed to synchronize system backup

To turn on system notifications:

1. Go to **Settings > Email notifications**.
2. Enter your email address.



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The Email notifications feature requires access to Cloud extensions.
To send email notifications to more than one person, use a mailing list.

Manage users


Transfer a camera to a different user

Important

Assigning a camera to a different user may affect the user structure in your content destination. Make sure to update the user structure there as well if needed.

1. [Assign a camera to a user](#)
2. Go to your content destination and make the required changes to the user structure.

Remove a user

1. Go to **Users**.
2. Click the user you want to delete.
3. Open the context menu  .
4. Click **Remove**.



AXIS W100 Body Worn Camera

Maintenance

Always initiate all body worn system maintenance, such as resetting the system, or removing a camera, from AXIS Body Worn Manager.

Change password

1. Go to **Settings > Password**

1. GO TO **Settings > Password**.
2. Enter your old password and your new password.
3. Click **Save**.

Download system report

You can download a system report from your body worn system. Axis support uses the system report for troubleshooting.

1. Go to **Support > System report**.
2. Click **Download system report**.
3. Send the file to Axis support.

Note

A system report includes the system controller that you are signed-in to, and the cameras that are, or have been docked to it. The latest logs from a camera are included after it's docked.



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4. Send the file to Axis support.

Transfer a camera to another body worn system


To use a body worn camera in another system, you must first remove the camera from your current system. Then you can add the camera to the new system.

To transfer a camera to another body worn system:

1. Remove the camera from your current system, see [Remove a camera](#).
2. Follow the instructions in [Add cameras](#) to add the camera in the new system.

Change connection file

Replacing the current connection file with a new one, may be a solution if connection to the content destination is lost. This typically happens when the content destination gets a new IP address, or when certain configurations are changed in the content destination.

1. Go to **Settings**.
2. Click  under **Configuration** for your content destination.
3. Upload the new connection file.
4. Click **Save**.

Note

If you want to switch to a different content destination you need to reset the system, see [Reset system](#).




AXIS W100 Body Worn Camera

Note

You can remove a camera both docked and when it's in use. If you choose to remove the camera when it's in use, all content is transferred, and the camera is removed after it's docked. When the content transfer is complete, the camera is reset to factory default with the latest uploaded firmware.

To remove a camera from the body worn system:

1. Go to **Devices**.
2. Click the camera you want to remove.
3. Open the context menu  .

4. Click **Remove**.

Important

Never remove body worn cameras from your content destination. Always use AXIS Body Worn Manager to remove cameras.

Remove an extension system controller

Note

Always remove the extension system controller from the system in AXIS Body Worn Manager before you physically disconnect it.

When you remove a system controller from the body worn system, all content is transferred to the content destination, and the system controller is reset to factory default settings.



AXIS W100 Body Worn Camera

4. Click **Remove**.

Replace system hardware

You can replace cameras and system controllers in the body worn system.

Replace a camera

1. Dock the camera that you want to replace.
2. Wait for the storage LED on the camera to turn green, which means that all recordings are transferred.
3. [Open AXIS Body Worn Manager](#) and remove the camera that you want to replace, see

[Remove a camera.](#)

4. Undock the old camera.
5. Add the new camera to the system, see [Add cameras.](#)

Replace extension system controller

To replace a system controller, that is part of the extended body worn system:

1. Remove the old system controller, see [Remove an extension system controller.](#)
2. Add the new system controller, see [Add system controllers.](#)

Replace system controller

If the system controller that you created the system on has failed, you may need to replace the system controller and restore the system, see [Restore a system with a single system controller.](#)



AXIS W100 Body Worn Camera


Reset camera

To reset a camera to factory default settings, remove it from the body worn system, see [Remove a camera.](#)

Reset extension system controller

You can reset an extension system controller to factory default settings by removing it from the body worn system, see [Remove an extension system controller.](#)

If you can't access the body worn system through AXIS Body Worn Manager, you can reset each extension system controller by accessing them separately:

1. Access the extension system controller.
2. Open the context menu  .
3. Click **Reset system controller**

Note

The backup extension system controller can't be reset to factory default settings.

Reset system

Important

Never remove or reset the content destination before resetting the body worn system. Always reset the body worn system first. If you remove or reset the content destination first, recordings can remain on cameras or in the system controllers, preventing you from resetting the body worn system. This is a security feature ensuring that all evidence is uploaded to the content destination.

Never remove cameras or users in the content destination before they're removed in AXIS Body Worn Manager.



AXIS W100 Body Worn Camera

3. Remove all extension system controllers, see [Remove an extension system controller](#).
4. Go to **Support > System reset**.
5. Click **Reset system**.

Remove paired equipment

1. Go to **Users**.
2. Click the user that you want to remove a pairing from.
3. Locate the equipment that you want to remove, and open the context menu.
4. Click **Remove**.

Note

When a pairing between a body worn user and AXIS Body Worn Assistant is removed from the body worn system, it still remains in AXIS Body Worn Assistant. To replace the existing pairing in AXIS Body Worn Assistant, see [Replace existing pairing](#).

System restore

You can restore a system in the unlikely event that the system controller, on which the system was initially created on, malfunctions. Restoring a system with more than one system controller is different from restoring a system with a single system controller:

More than one system controller – Lets you restore the system, including all users, camera profiles, camera assignment, and system settings. When you restore the system from a backup saved on an extension system controller, it becomes the system controller where you access AXIS Body Worn Manager. The system restore takes about the same amount of time it




AXIS W100 Body Worn Camera

Restore a system with more than one system controller

Restoring the body worn system requires a [System backup](#).

To restore the body worn system:

1. Access the extension system controller containing the system backup (enter the IP address of the system controller in a web browser).
2. Open the context menu  .
3. Click **Restore system**.
4. Enter the Super admin passphrase.
5. Click **Restore**.
6. Reestablish the connection between the restored system and the existing extension system controllers:

6.1. Reset all extension system controllers, see [Reset extension system controller](#)

- 6.1. Reset all extension system controllers, see [Reset extension system controller](#).
- 6.2. Configure all extension system controllers, see [Extend the system](#).
7. Reestablish the connection between the body worn system and the existing cameras. see [Unlock cameras](#).

Important

Remember to re-configure the backup when the system restore is done. The previous backup system controller is now where you access AXIS Body Worn Manager. You also need to replace the malfunctioning system controller with a new one.

Restore a system with a single system controller

1. Install a new system controller.



AXIS W100 Body Worn Camera

6. Click **Select file** and select your System restore key.
7. Click **Upload**.
8. Finish the system setup.
9. [Unlock cameras](#).

Important

Restoring a system with only one system controller means reestablishing the connection between the body worn system and the existing cameras. It doesn't restore system configurations, such as users, camera profiles, content destination, etc.

You can only restore a system if you have the System restore key. You may not be able to download a System restore key if the system has failed. We recommend that you download the System restore key during the initial system setup, and store it in a secure location.

Download System restore key

There are two ways to download the System restore key:

The System restore key is generated and downloaded during the system setup.

You can also download a System restore key at any time in AXIS Body Worn Manager

To download the System restore key in AXIS Body Worn Manager:

1. Go to **Support > System restore key**.
2. Click **Download System restore key**.
3. Enter the Super admin passphrase that you created in the system setup.
4. Click **Download** and store the System restore key in a secure location.




AXIS W100 Body Worn Camera

Unlock cameras

You can unlock a camera, that for security reasons is locked, and can't be used in the system. To unlock cameras, you need to enter the Super admin passphrase that you created during the system setup.

To unlock a camera:

1. Go to **Dashboard** .
2. Open the camera with status **Locked**.
3. Enter your Super admin passphrase.
4. Click **Unlock**.

Adjust date and time

All body worn cameras in the body worn system get the same date and time as the system.

Important

We recommend using **NTP server (DHCP)** or **NTP static and fallback server** as opposed to **Manual time**, as these ensure an accurate system time.

The time and time zone of your body worn system must always match the time and time zone of the content destination.

If the time set in the body worn system is incorrect, time difference may prevent the GPS from providing location data in the recording.

A correct system time is critical when using recordings as evidence material.

To set the date and time:



AXIS W100 Body Worn Camera

Upgrade system firmware

The body worn system detects new system firmware versions when they are released. A notification appears in AXIS Body Worn Manager.

Note

Automatic system firmware detection requires that the system has access to <https://www.axis.com>.

To upgrade the system firmware:

1. Go to **Settings > Firmware**.
2. Click the link **axis.com**, that takes you to the Firmware page on axis.com.
3. Download the new firmware.
4. In AXIS Body Worn Manager, click **Choose file...** to select the new system firmware file.

5. Click **Upload and install**.

A system firmware upgrade takes effect immediately. All system controllers in the system are upgraded. When the upgrade is done, the system restarts. Cameras that are in use are upgraded on docking.

Downgrade system firmware

Note

Downgrading to an earlier firmware version requires resetting the body worn system. Never upload an earlier firmware version directly in AXIS Body Worn Manager.

To downgrade the body worn system to an earlier firmware version:



AXIS W100 Body Worn Camera

The firmware version report shows the firmware version for all cameras and system controllers, in the body worn system, at a given date and time. This provides the traceability and a historical overview of the system and enables system administrators to keep track of status of a device throughout its lifetime.

You can download the Firmware version report under **Support > Firmware**.

System controller

The system controller is the central integration and management point of the body worn solution. It controls the transfer of evidence, from the body worn camera to the content destination in a secure way.

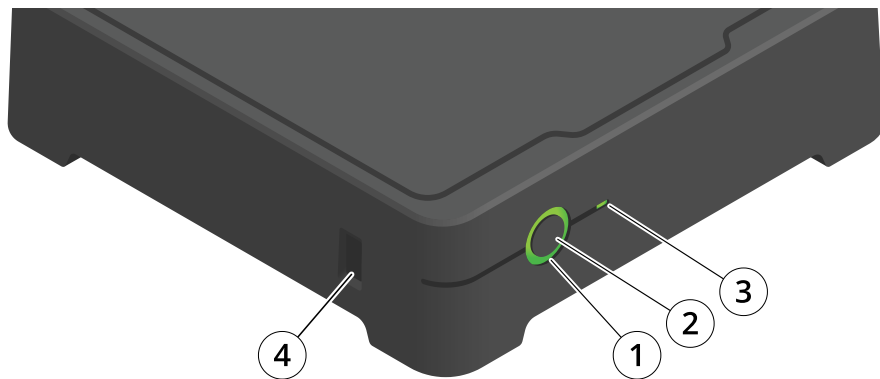
Note

The System controller is not a storage device. The storage in the system controller is used as a buffer when content is transferred from a camera to the content destination. The body worn system only works when it's connected to a content destination, where the

recordings are stored.



AXIS W100 Body Worn Camera



Number	Name	Description
1	Status LED	Green: The system controller is ready to use. Amber: Storage warning. Less than 8% storage left. Red: General warning. Connection with Content destination failed, or storage error.
2	Power button	See table below.

3	Storage LED	Green: Standby Flashing green: Accessing storage Red: Storage error
4	USB connector	

I want to...	Action needed	Information
Turn on the	Press the power button .	The status LED turns amber. The status LED

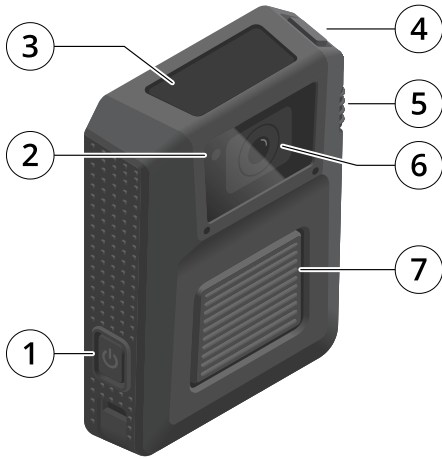


AXIS W100 Body Worn Camera

Restart an extension system controller remotely	<ol style="list-style-type: none"> 1. Access the extension system controller in your web browser. 2. Open the context menu. 3. Click Restart system controller. 	Restarting a system controller stops all ongoing processes, and makes it temporarily inaccessible.
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Camera user guide

Product overview

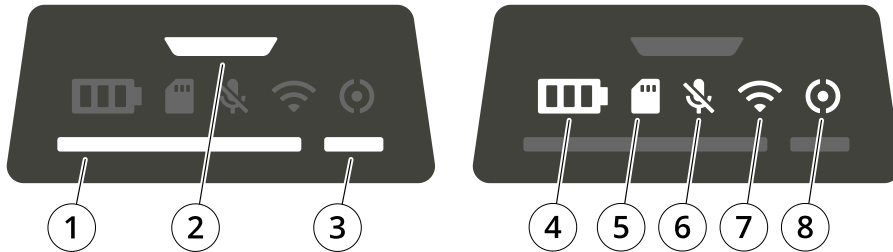


- 1. Power button
- 2. Front recording indicator



AXIS W100 Body Worn Camera

1. FRONT DASHBOARD



Number	Name	Description
1	Docking status	Green: Camera is ready to use (battery charged, files transferred, software up to date). Pulsing amber: Battery charging, file transfer, software update (any combination of) is ongoing.
2	Recording status	Red: Recording
3	Operation	Green: Standby, ready to use

	status	<p>Flashing green: Less than 0.5 hours of battery (red battery status) or storage (red storage status) left</p> <p>Amber: Recording not possible (storage error, software error, or other operational error)</p>
4	Battery status	<p>Green: >1 hour left</p> <p>Amber: 0.5–1 hours left</p> <p>Red: 0–0.5 hours left</p>



AXIS W100 Body Worn Camera

	e	
7	Wireless connectivity status	<p>Lights up green: Paired</p> <p>Pulsing amber: Pairing</p> <p>Lights up red: Pairing failed</p>
8	Camera extension	<p>Green: Camera extension connected</p> <p>Pulsing amber: Switching between camera sources when connecting the camera extension to the body worn camera. Recording is disabled.</p> <p>Red: Camera extension error</p>

Daily use

I want to...	Action needed	Information
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Turn on my camera	Press the power button .	The status LEDs pulse amber until the camera is ready for use. Then the operation status LED turns green. This takes about 15 s.
Turn off my camera	Press and hold the power button for 5 s.	The camera vibrates and beeps.
Start a recording	Press the front button once.	The camera vibrates, beeps and the front recording indicator turns on when the recording starts.



AXIS W100 Body Worn Camera

(audio is on by default)	button for at least 3 s.	
Turn on microphone	Press the function button for at least 3 s.	Microphone LED off
Turn on silent mode	Press the top button for at least 3 s.	Turns off the display, front recording indicator, beep, and vibration.
Turn off silent mode	Press the top button for at least 3 s.	Turns on the display, front recording indicator, beep, and vibration.
Check remaining battery capacity	Press the top button and check the battery status on the display.	Green: >1 hour left Amber: 0.5–1 hours left Red: 0–0.5 hours left
Check remaining storage capacity	Press the top button and check the storage status on the display.	Green: > 1 hour of recording left Amber: 0.5–1 hours of recording left

Red: 0–0.5 hours of recording left

1. This can be configured in AXIS Body Worn Manager.

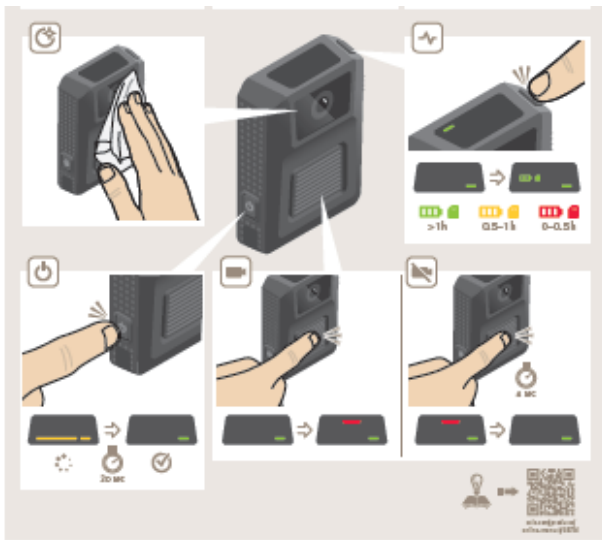
Download and print the AXIS W100 Daily Use Guide to help the camera users in their daily work.



[AXIS W100 Daily Use Guide](#)



AXIS W100 Body Worn Camera



AXIS W100 Daily Use Guide

Starting a shift

We recommend checking a few things before starting a shift:

Before you undock the camera, make sure that the docking status is green, which indicates that the battery is charged, all files are transferred, and that the software is up to date.

If you're using self-assign camera assignment, tap your self-assign tag on the RFID reader. All LEDs on the self-assigned camera flash green, indicating that it's ready to be

undocked. You must undock the camera within 15 seconds after tapping the self-assign tag. Only one user can self-assign a camera at a time.

If you're connecting the camera to a holster sensor, make sure that it is in the camera's range within 10 minutes after you undock the camera. Under normal circumstances the range is 5–10 m (16–33 ft.).

When you undock the camera, it restarts. This takes about 20 seconds, after which the camera is ready to use.

Clean the window, using a dry, nonabrasive cloth. See [Cleaning](#) for more cleaning recommendations.



AXIS W100 Body Worn Camera

important

Always dock your body worn camera after a shift. This ensures that:

- the camera battery is charged before the next shift
- all content is uploaded to the system controller
- the camera's software is up to date
- camera settings and user configuration is synchronized with the system

When you dock the camera, it restarts. After about 10 seconds the status LEDs start pulsing with amber light. After another 10 seconds the camera starts uploading content. The docking status LED shows amber light.

It takes 3–6.5 hours to fully charge a depleted battery.

The time to upload recorded video varies. For example, 12 hours of recorded video can take up to about 30 minutes to upload to the system controller, depending on the bitrate of the video recordings.

Note

If a camera is not docked for eight weeks, it's locked by the system for security reasons, see [Unlock cameras](#).

Battery health

To ensure optimal battery capacity throughout the life of the product, follow these recommendations on normal use.

NOTICE

Always use the camera within the operating temperature range -20°C (-4 °F) to 55°C (131 °F). Using the camera outside of the specified temperature range damages the



AXIS W100 Body Worn Camera

specified temperature range.

Always recharge a camera that is turned off with a low battery, as soon as possible. The battery discharges over time, which shortens the expected battery life.

Do not leave a fully charged camera on the docking station or connected to USB charging for a long time. It can shorten the expected battery life.

To ensure optimal battery capacity throughout the life of the product, follow these recommendations on storage.

NOTICE

Always remove the camera from the body worn system through AXIS Body Worn Manager before storing it. When you remove the camera from the system, the camera enters shipping mode, which ensures a healthy battery level.

Always store the camera at the recommended storage temperature. If you are storing the camera for less than 3 months, the recommended storage temperature range is -20°C (-4 °F) to 45°C (113 °F). If you are storing the camera for more than 3 months, the recommended storage temperature is 25°C (77 °F). Storing the camera outside of the specified temperature damages the battery.

Do not store the camera with the battery fully charged. Doing so shortens the expected battery life.

Do not store the camera with a depleted battery. Doing so shortens the expected battery life.

If you are storing the camera for more than 3 months, charge the camera every 3 months.

Do not store the camera in damp environments. This may increase battery discharge rates.

Use the camera at least once a year so that the battery is discharged and charged again. This helps to activate the battery and restore its energy.



AXIS W100 Body Worn Camera

Dry with a soft cloth to prevent water spotting.

NOTICE

Never use harsh detergents, such as gasoline, benzene or acetone, to avoid material degradation.

Never use abrasives of any kind to clean the camera.

To disinfect the camera:

Use disinfection products with up to 50 percent isopropyl alcohol on the exterior surfaces of the camera.

Apply with a soft microfiber cloth, or non-abrasive sponge.

Charging the camera

To charge the body worn camera, always use one of the following options:

AXIS W700 Docking Station 1-bay

AXIS W701 Docking Station 8-bay

5 V DC output mobile phone charger with a USB Type-A connector.

5 V DC output power bank with a USB Type-A connector.

Operating time

Operating time varies depending on how you use the body worn camera. The limiting factors of operating time are battery capacity, and storage space. These are affected by power consumption, and recording bitrate, respectively.

Factors that increase power consumption are:



AXIS W100 Body Worn Camera

uses power in relation to the movement in the scene.

Factors that increase recording bitrate are:

Movement – Increased movement in the scene, or camera movement.

Image resolution – High recording resolution.

Light – Low light increases image noise.

Scene complexity – A scene with few objects and colors, for instance a typical office, results in a lower bitrate than a more complex scene.

Note

The pre-buffer has a dedicated space on the camera storage. When using the maximum resolution 1080p in very complex scenes with a lot of movement, or in low light, the pre-buffer memory can get full, resulting in a slightly shorter pre-buffer time than configured in AXIS Body Worn Manager.

Body worn camera error feedback





Use the body worn camera feedback to identify different errors. The table below shows the different camera behaviors, what they mean, and how to solve the problem.

Behavior	What it means	What to do
All LEDs are off when the	No user is assigned to the	If you are using fixed camera

<p>camera is docked</p>	<p>camera.</p>	<p>assignment, assign a user to the camera, see Assign a camera to a user.</p> <p>If you are using self-assign camera assignment, this means that the camera is ready to be self-assigned.</p>
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AXIS W100 Body Worn Camera

 <p>LED: Operation status amber</p> <p>Beep: 2 short, 1 long</p> <p>Buzz: 2 short, 1 long</p>	<p>Recording not possible, SW error or other operational error.</p>	<p>Try the General troubleshooting steps. If the problem persists try axis.com/support.</p>
 <p>LED: Camera extension red, Operation status green</p> <p>Beep: 1 short</p> <p>Buzz: 1 short</p>	<p>Faulty sensor camera, or body worn camera.</p>	<p>Disconnect the sensor camera to eliminate body worn camera error. Press the top button. If the camera extension LED is still red, then there is something wrong with the body worn camera. If the camera extension LED is off, then there is something wrong with the sensor camera. Try replacing the sensor camera.</p>
 <p>LED: All flash amber</p>	<p>The camera is not added in the body worn system.</p>	<p>Add the camera to the body worn system, see Add cameras.</p>
	<p>A user is not assigned to the camera.</p>	<p>Dock the camera and assign a user to it, see Assign a camera to a user.</p>

LED: All flash red		
Beep: intermittent		
Buzz: intermittent		



AXIS W100 Body Worn Camera

flashes amber		
 <p>LED: Docking status flashes amber, Storage red</p>	Error when uploading content to the system controller	Check the connection between the body worn camera and the docking station. Check the connection between the docking station and the system controller. Make sure that the system controller is okay, see Dashboard .
 <p>LED: Docking status flashes amber, Battery red</p>	Battery is not charging	Try the General troubleshooting steps . If the problem persists try axis.com/support .

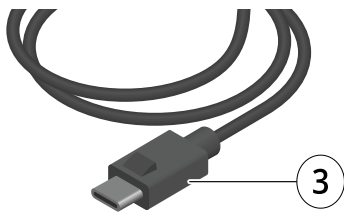
1. The body worn camera is in shipping mode until it is docked and added to a body worn system. Shipping mode is a power saving mode used for transportation and storage.

AXIS TW1201 Mini Cube Sensor

AXIS TW1201 Body Worn Mini Cube Sensor connects to AXIS W100 Body Worn Camera via a USB cable. It gives you more flexibility to choose how you want to wear the main body worn camera.



AXIS W100 Body Worn Camera



Number	Name	Description
1	Recording button	Use the recording button to start and stop recording. (1)
2	Front recording indicator	Lights up red when recording
3	USB connector	Connects to the main body worn camera

1. You can choose to disable the Front button (used to start and stop recordings) on the main body worn camera, and use only the recording button on AXIS TW1201 Body Worn Mini Cube Sensor. To do this, go to the camera profile in AXIS Body Worn Manager.

Note

AXIS TW1201 Body Worn Mini Cube Sensor has no built in microphone. If audio recording is critical, make sure the microphone on the main body worn camera is free of any obstructions.

AXIS Body Worn Assistant

AXIS Body Worn Assistant is an application that lets you:



AXIS W100 Body Worn Camera

access user help, including the Daily Use Guide

You can download AXIS Body Worn Assistant for Android and iOS, on Google Play and App Store, respectively.

Note

Recorded video can't be saved to your mobile device.

The visual watermark in the image is only visible when viewing video in AXIS Body Worn Assistant. The purpose of the visual watermark is to prevent anyone from spreading video without the possibility to trace its origin.

You can view the recordings in AXIS Body Worn Assistant up until the moment you dock the camera. After docking, the system controller transfers the recordings to the content destination and empties the camera.

Connect AXIS Body Worn Assistant to a body worn camera

Note

Before you connect AXIS Body Worn Assistant to your body worn camera for the first time, the body worn system administrator must pair your body worn user with AXIS Body Worn Assistant on the mobile device.

1. Open AXIS Body Worn Assistant on your mobile device.
2. Tap **Connect**.

3. Follow the on-screen instructions in AXIS Body Worn Assistant.

Pair a body worn user with AXIS Body Worn Assistant



AXIS W100 Body Worn Camera

AXIS Body Worn Assistant - Pair and connect



Pair and connect AXIS Body Worn Assistant

AXIS Body Worn Manager offers two ways to pair a body worn user with a mobile device.


Local pairing – You have access to the body worn user's camera and mobile device.

Remote pairing – You don't have access to the body worn user's camera and mobile device. The body worn user receives a pairing request per email.

Note

To complete the pairing, the camera to pair must be assigned to the body worn user.

1. Go to **Users**.

2. Click the user you want to pair with the mobile device.
3. Click  to start pairing.
4. In the AXIS Body Worn Assistant option, click **Pair**.



AXIS W100 Body Worn Camera


The QR Code® and the PIN code are valid for 24 hours.

You must enter the PIN code in AXIS Body Worn Assistant within 5 minutes after you undock the body worn camera.

A mobile device can be paired with one body worn user only.

AXIS Body Worn Assistant is paired with a body worn user. This means that you can connect any camera to AXIS Body Worn Assistant, once the camera is assigned to the paired user.

Replace existing pairing

1. Remove the existing pairing, see [Remove paired equipment](#).
2. Tap the new pairing icon  in AXIS Body Worn Assistant.
3. Confirm that you want to remove the existing pairing in AXIS Body Worn Assistant.
4. Start a new pairing, see [Pair a body worn user with AXIS Body Worn Assistant](#).

AXIS Body Worn Assistant user guide

I want to...	Action needed
Skip one frame forward or backward	Double-tap the right side of the video to go one frame forward. Double-tap the left side of the video to go one frame backward.
Watch recorded	Press and hold anywhere on the video.

video in slow motion	
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AXIS W100 Body Worn Camera

Add a category to a recorded video	Open the video you want to categorize. Select one of the predefined categories. See Category and notes for more information.
Add notes to a recorded video	Open the video you want to add notes to. Add your notes. The notes are saved when you leave the Information view. See Category and notes for more information.

Category and notes

Categories and notes contain additional information about a recording. This information can for instance help investigators or evidence management systems when building a case, or when managing files. You can add a category and notes to a recording using AXIS Body Worn Assistant, while the recording is on the camera.

Note

These features are available if supported by your content destination.

App permissions

Operating system	Function	Requires	
Android 10 and earlier	Camera	Permission	-
	Location	Permission	-
	Location	Activation	by user

	Wireless	Activation	by app
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AXIS W100 Body Worn Camera

iOS 11 and earlier	Camera	Permission	-
iOS 11 and later	Camera	Permission	-
	Local network	Permission	-

Troubleshooting

Basic troubleshooting

	Problem	Cause	Solution
Body worn camera	Camera doesn't turn on.	Camera is in shipping mode.	Add the camera to the body worn system, see Add cameras
		Camera is out of battery.	Charge the camera, see Charging the camera . If charging the camera doesn't help, see below.



AXIS W100 Body Worn Camera

		<p>wait until it's charged.</p> <p>3. Undock the camera and wait for it to restart.</p> <p>Or if you don't have access to a docking station:</p> <ol style="list-style-type: none"> 1. Press and hold the power button on the camera for 4 seconds. 2. Charge the camera using a USB charger. See Charging the camera.
Camera doesn't record.	Camera storage is full (storage status is red).	Dock the camera.
Pre-buffer video is not complete. Pre-buffer time is shorter than configured in AXIS Body Worn Manager.	Recording started directly after the camera was turned on, or directly after the previous recording was ended.	-
	Recording started directly after the previous recording was ended.	-
	When using the maximum resolution 1080p in very complex scenes with a lot of movement, or in low light, the pre-buffer memory can get full.	-
Image looks fuzzy	The lens is dirty.	Clean the lens, see Cleaning



AXIS W100 Body Worn Camera

Problem	Camera problem	Solution
Offloading recordings is slow.	Many simultaneous offloads affect transfer speed.	Check camera status in AXIS Body Worn Manager. Wait for recordings to be transferred.
Camera is not discovered by the system and doesn't appear in AXIS Body Worn Manager	The docking station is connected to the system controller through a router.	Enable IPv6 on the network.
No camera is assigned to the user when the user taps the RFID tag on the reader (using self-assign).	None of the cameras are currently ready for use. A camera is ready for use when it has enough storage and battery, and it has the same firmware version as the rest of the system.	Wait until a camera is ready for use.
Not recording location data.	The time it takes to receive the first GPS position after starting the camera depends on the outdoor environment. For example, tall buildings and humidity in the atmosphere can increase the time it takes to get the first GPS position.	-



AXIS W100 Body Worn Camera

			<p>server (DHCP) or NTP static and fallback server as opposed to Manual time, as these ensure an accurate system time.</p>
	Can't remove camera.	An extension system controller has been disconnected physically from the system before it was removed in AXIS Body Worn Manager. This prevents the system from verifying the transfer status.	To make sure that all content has been transferred to the content destination, remove the extension system controller in AXIS Body Worn Manager before you remove it from the system physically. Then you can remove the camera.
Docking station	Docking station LED doesn't turn on.	The docking station doesn't have power.	Connect the docking station to the power supply. Docking stations can't be powered by PoE.
System controller	Can't find system controller in AXIS IP Utility.	You are using an old version of AXIS IP Utility.	Upgrade to AXIS IP Utility version 4.14 or later.
		System controller is turned off.	Connect the system controller to the power supply.
		System controller is not connected correctly to the network.	Connect the system controller to the network.
Content destination	Recordings don't appear in content destination	Content destination is unavailable.	Check the content destination status on the Dashboard in AXIS Body Worn Manager



AXIS W100 Body Worn Camera

		transferred. Transfer status history is displayed for three days after the transfer is complete.
	Camera was undocked before the transfer of the recording was completed.	Open the device in AXIS Body Worn Manager to check the transfer status. Dock the camera and wait for all recordings to be transferred. Transfer status history is displayed for three days after the transfer is complete.
	The time in the body worn system doesn't match the time of the content destination.	Make sure that the body worn system and the content destination have matching time.
	Out of licenses.	Check licenses and buy additional licenses if needed.
Recordings have the wrong resolution.	The image resolution setting in AXIS Body Worn Manager is wrong.	Go to the camera profile in AXIS Body Worn Manager and set the correct image resolution.




AXIS W100 Body Worn Camera

		days, and the recording on the camera is 8 days old when docking, then the recording will be deleted when it reaches the content destination.	
	Recording is transferred from camera to system controller, but not from the system controller to the content destination.	The camera has been removed from the content destination.	Rename the user that the camera is assigned to, and restart the system controller.
	Connection between the body worn system and the content destination is lost.	Certain configurations, such as the IP address of the content destination were changed.	Change connection file
AXIS Body Worn Assistant	Can't complete pairing	The wireless range between the mobile device and the body worn camera is limited.	Keep the mobile device and the body worn camera closer together.
	Can't connect to body worn camera		
	Can't use Live view		



AXIS W100 Body Worn Camera

	Can't connect to body worn camera.	The pairing is removed from the body worn system.	Contact the system administrator and request a new pairing. Once you receive the information needed, open the app and tap the new pairing icon  .
RFID reader	The LED on the reader doesn't turn green when connecting it to the system controller.	You are using an RFID reader that is not supported by the body worn system.	Use External RFID Card Reader 125kHz + 13.56MHz with NFC (USB)
Video	No location data in text overlay	Location data is turned off	Turn Location data on in the camera profile
		No GPS signal at the start of the recording	-
	No user ID in text overlay	The body worn user has no user ID	Add a user ID to the body worn user
Holster sensor	Recording doesn't start when unholstering	The holster sensor is not connected to the camera	When you connect the camera to the holster sensor, make sure that it is in the camera's range within 10 minutes after you undock the camera. Under normal circumstances the range is 5–10 m (16–33 ft.).






AXIS W100 Body Worn Camera

Holster sensor doesn't pair or connect to camera

The Holster Aware Setup mobile application is connected to the holster sensor

Close The Holster Aware Setup mobile application and start the pairing process over

Dashboard

The **Dashboard**  gives you an overview of your devices and system health. It also highlights any issues that require attention. If there are any issues the page gives you easy access and help to fix the problem.

Details about any issue is shown when you hover the respective device in the list.

General troubleshooting steps

If you're not sure what's causing the problem with your body worn system, one of the following actions may help:

Camera

1. Restart the body worn camera.

If the camera is docked, undock the camera and dock it again.

If the camera is undocked, use the power button to turn it off, and then turn it back on again.

2. Upgrade the body worn camera with the latest firmware, see [Upgrade system firmware](#).
3. Dock the camera and remove it from the system through AXIS Body Worn Manager. This resets the camera to factory default. Add the camera to the system again. See [Reset camera](#).



AXIS W100 Body Worn Camera

controller that the body worn system was initially created on), using one of the following methods:

We recommend that you reset the extension system controller from AXIS Body Worn Manager, see [Reset extension system controller](#).

When the above method is not possible, access the extension system controller and click **Reset system controller**.

4. Reset the body worn system to factory default settings, see [Reset system](#).

Also see [Monitor system controller storage](#) and [Monitor camera use](#) for more help on how to identify potential problems.

Monitor system controller storage

Monitoring system controller storage can help you identify potential file transfer error.

AXIS Body Worn manager displays **Storage used** and **Storage reserved** for each system controller.

Storage used – The storage in the system controller is used as a buffer when recordings are transferred from a camera to the content destination. A continuous high level of storage used may indicate transfer error.

Storage reserved – When a camera is docked it reserves the memory needed to offload its content to the system controller. When all files are transferred to the content destination, the reservation is removed. Any remaining storage reserved may indicate transfer error.

To view Storage information go to **Devices**, and open the system controller that you're interested in.

Monitor camera use

AXIS Body Worn Manager shows for how long a camera has been in use. For example, this can give you an indication that a camera is lost or needs a firmware upgrade.



AXIS W100 Body Worn Camera

Secure passwords

Important

Axis devices send the initially set password in clear text over the network. To protect your device after the first login, set up a secure and encrypted HTTPS connection and then change the password.

The device password is the primary protection for your data and services. Axis devices do not impose a password policy as they may be used in various types of installations.

To protect your data we strongly recommend that you:

- Use a password with at least 8 characters, preferably created by a password generator.

- Don't expose the password.

- Change the password at a recurring interval, at least once a year.

Need more help?

Contact support

Contact support at axis.com/support.



AXIS W100 Body Worn Camera

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