

STANDARD OPERATING PROCEDURE



SUBJECT:
**BODY-WORN CAMERAS
(BWC)**
DPS SOP 2015-02

DIVISION:

DEPARTMENT OF
PUBLIC SAFETY

DISTRIBUTION:

ALL PERSONNEL

ISSUING AUTHORITY:

CRAIG A. STONE
ASSOC. V.P. & CHIEF, CAMPUS SAFETY AND
EMERGENCY MANAGEMENT SERVICES

(SIGNED ELECTRONICALLY)

EFFECTIVE DATE:

AUGUST 26, 2015

REVISED DATE:

JANUARY 9, 2023

SUPERSEDES:

BODY-WORN CAMERAS (BWC)

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REFERENCES:

- Implementing a Body-Worn Camera Program: U.S. Department of Justice
- Body-Worn Camera Model Policy: NYS Municipal Police Training Council DCJS
- Onondaga County District Attorney's Body Worn Camera Policy Guidelines
- SOP 2009-23 Video Monitoring/Recording: CCTV / In-Car Video
- SOP 2013-09 Collection & Preservation of Evidence
- SOP 2001-07 Central Records
- SOP 2011-02 Use of Force
- BWC & Charging Port Assignments-(Forms Folder on G Drive)
- Axon BWC Warnings (Forms Folder on G Drive)
- Axon BWC User Manual (Forms Folder on G Drive)

ATTACHMENTS: Axon BWC User Manual (Also in Forms Folder)

I. APPLICABILITY: This Standard Operating Procedure is applicable to all Syracuse University Department of Public Safety (DPS) employees.

II. PURPOSE: The purpose of this policy is intended to provide members (sworn and non-sworn) with instructions on when and how to use body-worn cameras (BWCs) so that members may reliably record their contacts with the public in accordance with the law.

It is the intent of this policy to provide recordings of DPS interactions with the public to provide an independent and accurate record of law enforcement interactions. It is expected that the recording will be of evidentiary value available for both personnel and criminal matters. This SOP also sets forth protocols for use, management, access, storage and retention of the BWC recordings. This policy does not cover surreptitious recording devices used in undercover operations.

III. POLICY: It is the policy of the DPS that all members (sworn and non-sworn) assigned a body-worn camera (BWC) will activate the BWC for their law enforcement related duties as set forth in the SOP during the performance of his or her official duties and advise persons being recorded of that fact as early as possible in the interaction in order to provide complete, accurate and unbiased recorded accounts of public interactions with DPS members. **(9.1.7 a) (41.3.8 a)**

IV. DEFINITIONS:

- A. Body-Worn Camera (BWC): A device issued by DPS to department sworn and non-sworn members and worn for hands-free audio and video recording of public interactions.
- B. Sensitive/Confidential Interactions: Interviewing a sexual assault victim, a young child or a person who is in a state of undress or being present in a locker room or bathroom facility where there is an expectation of privacy are examples.

This restriction does not include nudity or partial undress that is associated with an incident under investigation such as fighting, assaulting or menacing an officer or other person which may be recorded as evidence.

- C. Law Enforcement Related Activities (Listing of Included Activities)
 - 1. Calls for Service
 - 2. Traffic Stops
 - 3. Arrests
 - 4. Investigatory activities
 - 5. Confrontational/adversarial citizen contacts
 - 6. At Members Discretion, if they feel the situation could result in an issue where the recording would be beneficial and not otherwise prohibited by this SOP.

V. PROCEDURES: Body Worn Cameras

A. General Guidelines and Protocols Regarding BWC Use:

1. DPS has adopted the use of the BWC to accomplish several objectives, including:
 - a. To provide accurate, transparent documentation of public safety public contacts, arrests, and critical incidents;
 - b. To improve how information is captured and enhance the accuracy of officer reports;
 - c. To enhance the DPS's ability to review probable cause for arrest, officer and suspect interaction, and evidence for investigative and prosecutorial purposes;
 - d. To protect sworn and non-sworn members against false complaints;
 - e. To provide evidence of improper actions;
 - f. To identify matters to be addressed by future training.
2. The DPS Chief is the BWC Program "Agency Administrator": The Chief has the authority to control assignment, use and access to BWC's and their recordings. The Chief may also designate other persons within the DPS to perform supervisory, technical and maintenance duties associated with the BWC program as he may see fit.
 - a. As the BWC Program Agency Administrator, the Chief will assign a yearly review of the BWC program, to include a policy review.
 - b. BWC equipment is issued to sworn uniformed personnel, up to the rank of Lieutenant, and non-sworn Community Service Officers as authorized by DPS, to include Special Event Details. (9.1.7 a) (41.3.8 a) (01/09/23)
 - c. Sworn and non-sworn members who are assigned BWC equipment must use the equipment for all official interactions with the public as set forth in this SOP unless otherwise authorized by supervisory personnel. (41.3.8 b)
 - d. Immediately upon receipt of a dispatched call or when an on-view incident is observed, members will activate their BWC. (41.3.8 b)
 - e. All members who respond to a call for service in a back-up capacity (code 10), either by dispatch or self-determination, will activate their BWC upon receipt of the call or when the decision is made to assist the primary unit. (41.3.8 b)
 - f. Members will deactivate the BWC recording when the enforcement related activity has concluded. (41.3.8 b)
 - g. Members will deactivate the BWC recording upon the entrance of DPS headquarters (not to include the general reception area of (DPS) when responding to a complaint at DPS headquarters.) (41.3.8 b) (01/09/23)
 - i. If the member determines that a complainant, witness, victim or suspect needs to be interviewed at DPS headquarters the member will deactivate the BWC camera while in transit through the building. Once the member enters a room used for interviews (juvenile/interview room, report writing room, DPS conference room) the BWC will be activated to record the interaction.
 - ii. Once the interview is completed the BWC will be deactivated upon exit of the room used for the interview and the complainant, witness, victim or suspect will be escorted out of DPS headquarters.

3. Members will use only BWCs issued by the DPS: The BWC equipment and all data, images, video, and metadata captured, recorded, or otherwise produced by the equipment is the sole property of the University.
4. BWC **Operation** Unit LED Status Lights: (Refer to Attachment for operational details) **(01/09/23)**
5. Water resistant – Non submersible: Wearable Video Camera
The BWC is designed to be operated and worn on an outer garment, outdoors and unprotected from the elements. It will operate in direct water spray conditions, but is NOT submersible. It is not waterproof.
6. BWC Training: DPS members who are issued a BWC must complete the DPS approved In-Service and/or Roll Call Training. That may include training provided by outside agencies or vendors to ensure proper use and operations. **(41.3.8 f)**
 - a. Additional In-Service or Roll Call Training may be given as required to ensure continued effective use, operation and performance of the equipment and also to promote compliance with this policy and to otherwise accommodate changes, updates, or other revisions in the policy or equipment.

B. Duties and Responsibilities of Members Using a BWC:

1. Take body camera (BWC) from charger making sure that the BWC is charged and ready for use.
2. User Manual: It is suggested that persons using the BWC for the first time or experiencing operating problems read the entire BWC User Manual Attachment to become familiar with all features and associated procedures.
3. Assignment of a BWC to Sworn and Non-Sworn Members - Testing the Unit: Members will be assigned a personal BWC for their use. Members will make sure they take the BWC from the charger unit that is assigned to them by number.
4. Inspect and test the BWC at the start of each shift in order to verify proper functioning. Make sure BWC is on and that the BWC is ready for use. (Refer to BWC Operations Attachment, if not sure of BWC status).
5. If your assigned BWC has not been utilized during a calendar month, it must be turned on and operated by producing a short test video. Once this is completed, the BWC may be operated normally.
6. Spare BWC's: If a member's personal BWC is not properly functioning they are to sign out one of the spare BWC units. Use the BWC log to indicate which spare camera number is being utilized and the member's name, date, time and shift.
 - a. Return the Spare unit to the Multi-Dock to the proper numbered charging dock for downloading at the end of a tour of duty. Sign it back in on the BWC Log next to their sign-out.
 - b. A spare BWC should be used until they have their assigned unit returned. Members should make notes of the BWC # used to facilitate recovery of an event recording at a later time.
7. Service and Repair: Report BWC's requiring repair by email to the "Video Access Security Technology Team" (VASTT) and leave the BWC in its assigned spot in the gang charger. **(41.3.8 e)**

8. Placement of BWC on Uniform: Members will place the BWC on their outer most uniform garment at the chest/sternum height. Make sure the BWC is positioned on your chest mid-way with camera positioned as noted in this illustration.



9. To activate BWC and begin recording refer to BWC User Manual attachment, for detailed instructions (*Event Button*, pgs. 16-19) relating to the current BWC device in use by DPS.
10. Record Official Interactions: Sworn and non-sworn members will activate the BWC to record all contacts with citizens in the performance of official duties except for those Sensitive and Confidential interactions as defined by this SOP. **(9.1.7 a) (41.3.8 a)**
- a. Members in patrol vehicles will activate the BWC:
 - i. When they are dispatched and responding to a call:
 - ii. When the decision is made to make a self-initiated traffic stop and the vehicle emergency lights are activated;
 - iii. When, in response to another service related matter, including being flagged down by a person for service.
 - b. Activate the BWC before leaving the patrol vehicle (or if walking or on bike, before engaging the community member, witness or suspect) and terminate the recording ONLY after the interaction is fully dismissed or upon the entrance of DPS headquarters (not to include the general reception area of DPS). The BWC will remain activated until the event is completed. **(41.3.8 b) (01/09/23)**
 - c. Officer or Citizen Safety: It is understood that in a circumstance where there is an immediate threat to the member or a civilian that it may be impractical to activate the BWC before taking action. The department member will activate the BWC at the earliest safe opportunity and will document those actions in their reports. **(41.3.8 b)**
 - d. If BWC is turned off, Document in reports: If a member fails to activate the BWC, fails to record the entire contact, or interrupts the recording, the member will document why a recording was not made, was interrupted, or was terminated. **(41.3.8 b)**

In cases where the BWC is turned off during a contact which would be otherwise recorded, the reason for deactivating the BWC may be stated and recorded by the member prior to turning the device off, as well as documented in their report of the matter.

11. When responding to an Incident Inform Persons that They are Being Recorded: **(41.3.8 a, b)**
 - a. Members should announce as early in the contact with a person that the incident is being recorded, unless making such an announcement would create a risk to the member.
 - i. Example of Possible Notice: *"I want you to know that this interaction is being recorded."*
 - b. Civilians will not be allowed to review the recordings at the scene.
12. BWC assigned equipment is the responsibility of individual members and will be used with reasonable care to ensure proper functioning. **(41.3.8 e)**
 - a. **Operation** LED Status Light re Low Power or recording capacity near full:

When a BWC indicates that it is low on power or at capacity, the member is to return to the office at their earliest convenience, dock the camera to charge it and to download the video contained in the BWC. (Refer to attachment for detailed instructions). Sign out a spare unit during this process.
 - b. Equipment malfunctions will be brought to the attention of VASTT by email as soon as possible so that unit can be repaired. BWC's needing service or repair should be left at the ECC for that service after sending the Email.
13. Reports: If a report is written regarding any event recorded with a BWC, that fact is to be documented in the report and document if the BWC was not used or not available for use. **(41.3.8 c)**
 - a. BWC are not a replacement for any written documentation or report.
 - b. BWC #: Indicate in reports, in space provided on the short forms or in CNY Leads report narratives, the number of the BWC used.
14. Inform Supervisor of High Value Recordings: Sworn and non-sworn members are encouraged to inform his or her supervisor of any recordings that may be of value to an investigation or for training purposes. **(41.3.8 c)**
15. Upload Recording at End of Tour: All files will be securely uploaded no later than the end of each shift by returning their BWC gently into the proper numbered Multi-Dock charging bay with the slots lined up carefully to avoid damage to the charger and/or the charging bay.
 - a. Files are uploaded to a secure server maintained by Syracuse University Information Technology Services.
16. Sworn and non-sworn members are responsible to download and charge their assigned BWC (including spare BWCs if utilized). To download files and charge the unit, members will carefully place the BWC in the Multi-Dock. (Refer to attachment for details)
17. Unauthorized Connection of the BWC: The member will NOT tamper with the BWC, nor attempt to download the unit at other than the DPS designated docking station. Do not attempt to connect the BWC to any other equipment.
18. DWI Investigations or Arrests: Ensure that related reports submitted to the D.A.'s Office note that BWC recordings were made so they may be available as evidence. **(41.3.8 c)**

C. Restrictions on Use of the BWC / When to Deactivate BWC (9.1.7a) (41.3.8 b)

1. Turn off BWC on Suspected Bomb Matters: (The BWC emits a radio signal) When responding to a reported suspicious package or bomb threat complaint the BWC must be turned off to avoid accidental detonation of an explosive device. (Refer to Axon BWC Warnings in Forms folder – on G Drive)
2. BWC will be used only in conjunction with official law enforcement duties. Without extenuating circumstances, the BWC will not be used to record:
 - a. Sensitive/Confidential Interactions: Interviewing a sexual assault victim, a young child or a person who is in a state of undress or being present in a locker room or bathroom facility where there is an expectation of privacy, are examples of when the (BWC) cameras are to be turned off.

(Nudity or partial undress that is associated with an incident under investigation such as fighting, assaulting or menacing an officer or other person may be recorded.)
 - b. Communications with other DPS personnel without permission of the Chief of Public Safety; or in DPS headquarters (not to include the general reception area of DPS). (01/09/23)
 - c. Encounters with undercover officers or confidential informants;
 - d. Activities or personnel of other law enforcement agencies during routine, non-law enforcement activities unless directed to do so by a Supervisor.
 - e. If a member is using an approved interview room with audio-visual recording which is functioning properly, the BWC shall be turned off and noted in reports.
 - f. When on a meal break or otherwise engaged in personal activities.
 - g. Private Residences: As with all public interactions and complaints, leave the BWC in the Record mode.

If asked to turn the BWC off by the resident and they remain adamant that they wish the BWC turned off after being advised of the DPS policy, call a supervisor to let the supervisor interview the resident to make the determination if an exception exists sufficient to authorize deactivating the BWC.

D. Duties and Responsibilities of Supervisory Personnel (41.3.8 g)

1. Operational Supervision of BWC Use: Supervisory personnel will ensure that sworn and non-sworn members equipped with BWC devices utilize the equipment in accordance with this policy.
2. Weekly Random Review: On a weekly basis, the Patrol Sergeant, CSO Coordinators or unit supervisors will randomly review BWC recordings from the sworn and non-sworn members assigned to their shift or unit (using files securely stored on G drive) to ensure that the equipment is operating properly, that members are using the device properly and performing in accordance to DPS policy.
 - a. The results of that review will be reported by memorandum, titled “Weekly BWC Review Week ending 00/00/00” to their respective Commander noting their findings and any actions taken.
 - b. Sworn and non-sworn members found to be NOT using the BWC as required by this policy will in the first instance be verbally counseled on the proper and

required use of the BWC. That counseling will be noted in the supervisor's weekly BWC memorandum.

- c. Sworn and non-sworn members found to be in violation of the BWC policy after a verbal counseling session may be subject to disciplinary action.
3. Commanders Monthly BWC Spot check: A Commander will perform a monthly spot check of the BWC recordings made by sworn and non-sworn members of their command.
 - a. They will indicate the member's name, date and time of the recordings reviewed in a memorandum to "Monthly BWC Review for month ending on 00/00/00" to the Associate Chief of Law Enforcement and Community Policing noting their findings and any actions taken.
 - b. When sworn and non-sworn members are found to be NOT using the BWC as required by this policy and this specific incident has not been previously cited by another supervisor, the Commander will refer this matter back to the Patrol Sergeant for actions as cited above. That counseling will be noted in the supervisor's weekly BWC memorandum.
 - c. Sworn and non-sworn members and supervisors found to be in violation of the BWC policy after a verbal counseling session may be subject to disciplinary action.
4. Document BWC Compliance Problems: Each instance where it is noted that there is a lack of proper BWC policy or procedural compliance, it is to be documented through email, conversation form or written reprimand and forwarded to the Sergeant of Compliance.
 - a. The progressive discipline of BWC Policy/Procedural lack of compliance offenses is based on a period of 6 months, July-December and January-June.
 - b. At the end of six months, the employee's offenses reset to zero. This is all kept on a spreadsheet located in the Supervisors Only folder, labeled "BWC Non-Compliance List, and
 - c. BWC lack of compliance will be among the materials reviewed relating to performance ratings and suitability for promotion or reassignment.
5. Progressive BWC Discipline procedures.(02/02/18)
 - a. First offense-verbal reminder to the employee regarding the compliance issues with BWC
 - b. Second offense-written Supervisory Conversation form to the employee regarding the compliance issue
 - c. Written reprimand by the employees supervisor
 - d. Second written reprimand, suspension from duty.
6. Evidence: The Patrol Sergeant is responsible to select and record portions of BWC recordings that are to be secured as evidence. Those records of events will be labeled and secured as is the common practice for other forms of digital evidence. *Refer to SOP 2013-09 Collection & Preservation of Evidence (41.3.8 c)*
7. Performance Evaluation Use: The supervisor may refer to BWC recordings as they relate to specific performance elements relating to employees they supervise and/or rate. **(41.3.8 c)**

8. Training Use: Supervisors are authorized and encouraged to utilize the video recordings to identify areas in which additional training or guidance might be necessary to include that officers are conducting themselves in a professional manner.
9. Personnel Complaints or Investigations: If a complaint is associated with a recorded event, or a member or supervisor believes an incident may generate a complaint, or internal affairs, use of force or officer injury investigation, the supervisor will flag the video for retention and notify the Commander. **(41.3.8 c)**
10. Video Recall Access of BWC Videos: Under exigent circumstances the video recall function allows authorized users to review lower-resolution video evidence when the camera is not actively recording. Based on the circumstances/seriousness of the incident supervisory personnel will have access of the involved officers camera footage if needed for investigative purposes. Examples as follows:
 - a. Officer ambushed or officer involved shooting
 - b. Suspect of a criminal investigationOnly the Associate Vice President and Chief of Campus Safety and Emergency Management Services or their designee will grant permission for supervisory or other authorized personnel to review BWC footage using the video function. **(01/09/23)**

E. Use and Release Protocols for BWC Data and Recordings (9.1.7 b) (41.3.8 c)

1. Supervisory Investigations: If a member is suspected of wrongdoing or involved in an officer-involved shooting or other use of force, the DPS reserves the right to restrict the member and other personnel from reviewing the video file.
 - a. For the purpose of securing footage from the BWC where it may involve a sensitive nature or needed for an internal investigation, there has been a folder added to the *Supervisor's only folder* on the G Drive, named "BWC-CCTV" and has restricted access.
 - b. There also is a folder in the Commanders Shared File named "BWC-CCTV". (Restricted Access) for the purpose of saving BWC or other sensitive material for internal and/or sensitive investigations. Once footage is saved by a sergeant, depending on the nature of the investigation, that file may be transferred to the Commanders Shared Folder.
2. Editing of Recording Restricted: Requests for deletion of portions of the recording (i.e. in the event of a personal recording) must be submitted in writing and approved by the Chief of Public Safety or his or her designee. All requests and final decisions will be kept on file.
 - a. Personnel will not edit, alter, erase, duplicate, copy, share, or otherwise distribute in any manner BWC recordings.
3. Release of Video Recordings: Any and all disclosure of BWC data must be consistent with the department's record release policy and applicable statutes regarding, but not limited to, evidence discovery and disclosure pursuant to the Freedom of Information Law (FOIL). The Chief of Public Safety, in consultation with the University Administration and legal counsel is solely authorized to direct video footage to be released to the public or media or released per a freedom of information law request. The Chief will work with University Administration and legal counsel to review and appropriately redact (or authorize a designee to copy and redact) applicable footage to be released.

- a. The original recording shall not be redacted or modified in any way; a copy of the original recording will be made and any such redacting will be made to the copy only.
4. Access Log: An access log will be maintained by the Chief of Public Safety or his designee showing the names and dates associated with the release of BWC recordings, intended use and supervisor authorizing the release.
5. BWC Recordings as Evidence: Video to be used for evidence in court must be requested through the Office of the Chief of Public Safety.
6. BWC Recordings for Use in OSRR Cases: When DPS cases are referred to OSRR (with or without an arrest), OSRR may make a request to the Chief of DPS, (or Designee) to review BWC media. DPS will make the digital media available to OSRR for review under DPS supervision.
7. Note on Time Stamping of BWC Videos: The initial locating of BWC videos is directly related to the BWC unit number, date and actual local time of the event to be viewed. It is noted that the video time stamping on the playback is displayed as "UTC-Z"
(UTC - Universal Time Coding) - & "Z" meaning Zulu Military 24 hours clock timing based on Greenwich Mean Time – which is 4 hours later than local time during standard time in our region and 5 hours later during daylight savings time. This time differential may also result in a change from the local time related date stamped on the video that may have to be explained to a court when the video is viewed as evidence)

F. Storage, Access and Retention: (9.1.7 c) (41.3.8 d)

1. Property of the University: All images and audio files are the property of the University and are considered "Law Enforcement Confidential" material. Accessing, copying, or releasing files for non-law enforcement purposes is prohibited.
2. Classifications/Categories of Recordings: Data captured in video recordings will be **classified and tagged under the DR number** based on the type of event or incident as follows:
 - a. Traffic (not including DWIs)
 - b. Driving While Intoxicated
 - c. Special Victims (domestic disputes, sexual assaults, child victim, etc.)
 - d. Narcotics
 - e. General Felony (Assaults, Burglaries, Weapons, Mischief, Grand Larceny, etc.)
 - f. General Misdemeanor
 - g. Homicide
 - h. Persons in Crisis (PIC)
 - i. Internal Affairs
 - j. Officer Injuries
 - k. Use of Force
 - l. Other categories as determined by the agency and the District Attorney's Office
3. Access to Recordings: Access to the BWC archived files is authorized by the Chief of Public Safety or his or her designee. **(41.3.8 c, d)**

- a. DPS reserves the right to restrict members and other personnel from reviewing a BWC video and at no time shall authorization be given to view the BWC video related to alleged member's intentional wrongdoing without consultation and consent from the District Attorney's Office.
 - b. Members will be permitted to review video footage of an incident in which they were involved for purposes of:
 - i. Conducting a criminal investigation;
 - ii. Preparing for courtroom testimony or courtroom presentation;
 - iii. Providing testimony pursuant to an administrative inquiry;
 - iv. Assisting the member in professional development.
 - c. Members shall not access or view another member's BWC recording unless doing so involves a legitimate law enforcement purpose and proper authorization has been given.
 - d. BWC video files will be automatically backed up to a server that is managed by SU Information Technology Services (ITS).
 - e. Supervisors shall copy BWC video files to the G drive for back up purposes when necessary.
 - f. Members suspected of intentional wrongdoing may NOT be authorized to view the BWC video recordings prior to providing a statement or report.
 - g. Prosecutors may be permitted warrantless access to review BWC video footage as it pertains to DPS related investigations at the discretion of the Chief or designee.
4. BWC Videos as Evidence: Supervisors will be provided with secure login information in the event a specific portion of a video file is required for a case or investigation. **(41.3.8 b c)**
- a. For evidentiary purposes, related files should be secured as is other digital evidence so they may be later accessed from the external drive.
 - b. When a Supervisor saves a video file as evidence, they will utilize the "Detail Description" area in BEAST to document the type of incident in the proper classification/category as outlined above in F. 2. Classifications/Categories of Recordings (i.e., Criminal Investigation, Domestic Dispute, Office of Community Standards Review, etc.). **(01/09/23)**
 - c. Student Arrested and/or Referred to Office of Student Rights and Responsibilities (OSRR): In any case referred to OSRR, the BWC recordings will be made available for viewing by OSRR employees upon request to the Chief. The Commander of Operational Support and Inspections, or a designee will arrange for the viewing when directed by the Chief.
 - d. When a digital recording is to be used as evidence a Pre Trial Notice Form 710.30 will be prepared:
 - i. If it is a City of Syracuse case the D.A. assigned to City Court will prepare the 710.30 form.
 - ii. If the case relates to a jurisdiction other than the City of Syracuse, a 710.30 Form must be submitted to the court with jurisdiction with the associated paperwork. These forms are maintained in the Roll Call Room.

5. Access Logs Use and Review: Access logs are to be audited quarterly by a report produced by the Manager of Technology and provided to the Chief of Public Safety or his or her designee to ensure that only authorized users (i.e. shift supervisors) are accessing the data for legitimate purposes.
6. Retention and Destruction of Video Files: (41.3.8 d)
 - a. Video footage containing incidents warranting retention for administrative or legal use will be retained for 3 years (but not until any minor has attained age 21, and not until 1 year after any litigation or criminal proceedings have concluded).
 - b. In arrest cases, when litigation and/or criminal proceedings have not commenced, the video will be retained for 3 years, but not until any individual has attained age 21.
 - c. Video footage not containing any incident warranting retention for administrative or legal use will be retained for 90 days.
 - d. Under some circumstances, video footage may be flagged and is allowed to be retained indefinitely until all administrative and/or legal matters and appeal periods have expired for the incident in question.
 - e. Retention and preservation of case documents, including BWC evidence, may be required by formal litigation holds as stated by either subpoena/law or by SU Counsel's Office request. **(2.2.4)**
 - f. Certain serious investigations, such as death investigations should be retained indefinitely.

POLICY REVISION HISTORY

NO	SECTION REVISED	DATE
1	Revised re Policy, Officer, & Supv. Duties, Evidence, Storage re BWC's	11/20/15
2	Revised per recommendations from Onondaga County DA	09/02/16
3	Revised re new Equip. VieVU LE 4 Body Worn Camera/Grant Review	12/13/16
4	Revised re Policy Review for Grant & Pre-Record Disabled	02/27/17
5	Revised re Private Residences Pg. 9 Supervisory Duties Pg.10, 11	02/02/18
6	Revised re New Equipment (Axon): BWC Operations attachment	04/15/18
7	Revised Training Use	03/31/21
8	Revised re Sworn and Non-Sworn Members	07/20/21
9	Revised re Axon Body 3; Video Recall; Restrictions	01/09/23

Attachment, "Axon BWC User Manual" Starts on Following Page.

Axon Body 3 Camera

User Manual



Models AX1023, AX1024, AX1025
Document Revision: E
September 2021

1. Introduction

The Axon Body 3 is a camera system incorporating an audio and video recording device. This camera is designed for use in tough environmental conditions encountered in law enforcement, corrections, military, and security activities. The Axon Body 3 camera is designed to record events for secure storage, retrieval, and analysis to the Axon Evidence or

Axon Commander services. The recorded events are transferred to your storage solution using the Axon Body 3 Dock. Additionally, the Axon View application enables playback of footage on a smart device for review prior to storing the data.

The Axon Body 3 camera has 2 operating modes; Ready mode and Recording mode. The Ready, or Buffering, mode provides pre-event buffering to capture activities that occur prior to the user activating the Recording, or Event, mode.

Note: The Axon Body 3 camera does not support offline mode and is not compatible with Evidence Sync.

Important Safety and Health Information

Read, understand, and follow all warnings and instructions before using this product. The most up-to-date warnings and instructions are available at www.axon.com.

Additional Reading

This manual explains how to operate the Axon Body 3 camera hardware. Other manuals cover additional aspects of the Axon Body 3 system. These documents are available at help.axon.com.

For information on working with uploaded videos and managing Axon Body 3 cameras, including inventory management and agency-wide settings, see the *Axon Evidence User and Administrator Reference Guide*.

For information on installing and setting up Axon Body 3 Docks to transfer information and recharge your camera, see the *Axon Body 3 Dock Installation Manual*.

For instructions on using Axon cameras with a smart device, see the *Axon View for Android Devices User Manual* or the *Axon View for iOS Devices User Manual*.

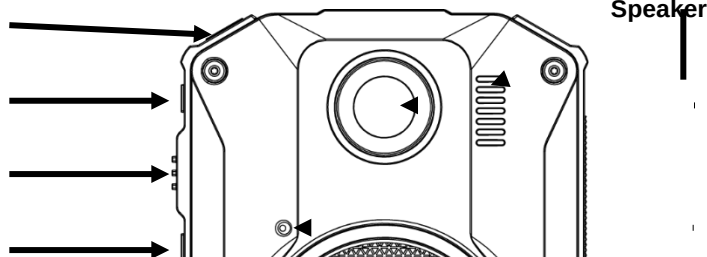
The Axon Academy website explains how to register for and use the Axon Evidence (Evidence.com) website, configure settings, install Evidence Sync software, assign personnel to cameras, recharge your camera, and transfer video from an Axon device to a computer.

2. Getting to Know Your Axon Body 3 Camera

The Axon Body 3 camera includes physical controls to enable video and audio capture while providing visual, audible, and vibration notifications of the Axon Body 3 camera's state of operation.

The following images show the different components on the Axon Body 3 camera.

Power button (top)



Volume ▲ button

Lens

Select button Volume ▼

button

Microphone

Triad LED Program button

Event button

Microphone

Axon Body 3 Camera front

Power button – Turns the camera's power on or off.

To power on the camera, press the Power button until you feel a short vibration. The camera starts, emits two short rising-pitch tones with a long vibration and then enters Ready (Buffering) mode.

To power off the camera, press and hold the Power button for 3 seconds. The camera emits three short lowering-pitch tones with a long vibration when powering off. The camera might take several additional seconds to close out of the video if it is powered off before stopping a recording.

Lens – The camera lens.

Speaker – Provides audio notifications.

Volume ▲ button – Used to increase speaker volume, turn off the camera lights, and exit stealth mode.

Select button – Used to mute audio recording, to add markers to the video during recording, and activate display backlight.

Volume ▼ button – Used to decrease speaker volume and enter or exit stealth mode.

Microphones – For recording audio.

Event button – Used to start and stop recording. Double-press to start recording. Press and hold for 3 seconds to stop recording and return to Ready (buffering) mode.

Triad LED – In the field, can show the camera's operating mode. In an Axon Dock, displays camera status and battery capacity.

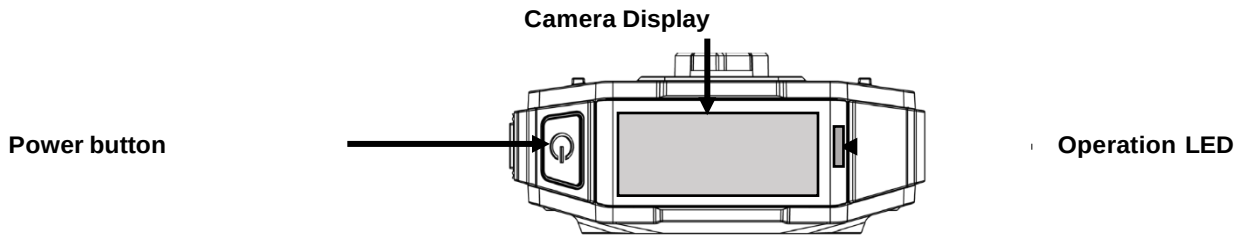
In the field, the Triad LED on the front of the camera can be configured to display the camera's operating mode.

Operating Mode	Triad LED
Ready (Buffering)	Blinking green
Recording	Blinking red

In the Axon Dock, the Triad LED on the front of the camera shows the device status and battery capacity. See the camera display for additional information.

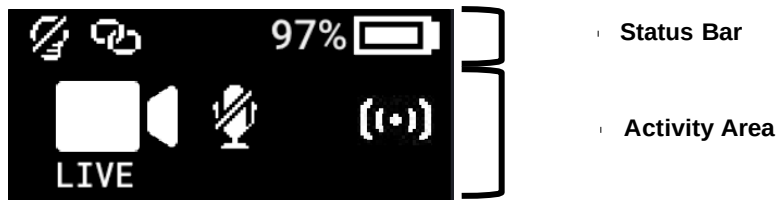
Device Status	Triad LED
Battery is fully charged (90% or more)	Solid green
Battery capacity is at mid-range (11% to 89%)	Solid yellow
Battery capacity is at low-range (10% or less)	Solid red
Uploading data, downloading data, or applying device settings	Spinning yellow (cycling yellow on each Triad LED)
Applying a firmware update	Spinning white (cycling white on each Triad LED)
Possible network error. Refer to Troubleshooting section of the Axon Body 3 User Manual or go to help.axon.com .	Blinking red and green
Device error. Refer to device page in Axon Evidence.	Blinking red

Program button – Used in conjunction with the Event button to activate pairing.



Axon Body 3 Camera top

Camera Display – Shows information on camera status and activity. Different information is shown when the Axon Body 3 camera is in the field and in an Axon Dock. Note that some icons may not be active or displayed at your agency. The display is divided into a Status Bar and Activity Area.



In the Field

Status Bar Icon	Description
58%	Battery capacity
	Camera paired
	Lights off
	Stealth mode on
	Battery low warning (to the right of the battery capacity icon)

Activity Area Icon	Description
	Ready (Buffering) mode
	Recording
	Recording started by Axon Signal broadcast
	Axon Respond Livestreaming
	Recording started by gunshot detection
	Microphone off (mute mode)

In an Axon Dock

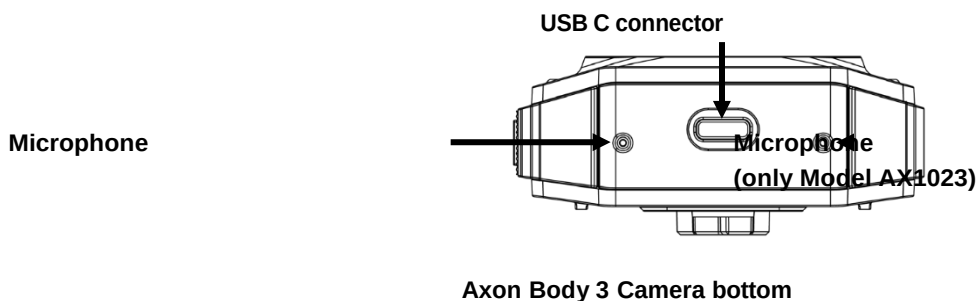
Status Bar Icon	Description
58% 	Battery capacity
	Charging (to the right of the battery capacity icon)
	Update in progress

Activity Area Icon	Description
UPLOADING	Upload in progress
UPDATING	Updating firmware or settings
NETWORK ERROR	Possible network error. Check network connection and refer to device profile page in Axon Evidence.
USERID123	Assigned officer ID (shown when no other activity is in progress)

Operation LED – Shows information about the camera's current operating mode.

Operating Mode	Operation LED
Recording	Blinking red
Ready (Buffering)	Blinking green
Booting up/powering down	Solid red
Mute enabled or Pairing mode	Blinking blue
Axon Respond Livestreaming*	Blinking purple
Low battery or error	Blinking yellow
In an Axon Dock with no other action	Battery capacity color
Firmware update (while in an Axon Dock)	Solid white

* May not be enabled at your agency.



USB C connector – Used for data transfer and charging when placed in an Axon Dock.

3. **Operating the Axon Body 3 Camera**

Before using an Axon Body 3 camera, ensure it is fully charged and properly configured. See [Charging the Battery](#) for more information.

Operating Modes

The Axon Body 3 camera has two operating modes:

- Ready (Buffering) – turning on the camera and starting pre-event buffering
- Recording (Event) - event recording

Turning on the Camera and Ready (Buffering) Mode

1. Press the **Power** button until you feel a short vibration. The camera starts, emits two short rising-pitch tones with a long vibration and then enters Ready (Buffering) mode.

When the camera is in Ready mode:

- The Camera Display shows READY
- The Operation LED on top of the camera blinks green
- The camera will be capturing video but does not record to permanent memory while in Ready mode.

Buffered video duration is 30 seconds by default (00:00:30).

When Recording (Event) mode is activated, the buffered video captured directly before the event is saved and attached to the event in permanent memory. This feature is intended to capture the video of an incident just before a recording begins.

With default settings, the camera does not capture audio during camera buffering, so anything recorded in that mode will be video-only.

Ready mode starts only after the Axon Body 3 camera is turned on. The system does not record when the camera is turned off.

4. Notes:

- An agency can turn off camera buffering. If your agency has deactivated camera buffering, your Axon Body 3 camera will operate the same way as described in this manual, but the camera will not record anything until you double-press the EVENT button.

- An agency can extend the camera buffering duration to 2 minutes total (00:02:00).
- An agency can configure the camera buffering to records audio as well as video.

Starting Recording (Event) Mode

1. To begin recording, double-press the **Event** button on the camera.
 - Depending on your agency configuration, other events or actions can cause your camera to transition from Ready (buffering) to Recording mode. An example of this is if a device with Axon Signal technology broadcasts a signal.

When your camera starts recording, the camera emits 2 short tones and 2 short vibrations. The camera display shows the recording icon.

The camera now records audio as well as video. The buffered video captured directly preceding the event is saved and attached to the event recording (Note: With default settings, the buffered video does not contain audio). The moment Recording mode begins, both video and audio are recorded from the camera and GPS coordinates are recorded. This will continue throughout the duration of the recording until you stop the recording.

The camera provides you with indications that it is in Recording mode:

- The camera display shows STARTING and then the recording icon.
 - The Operation LED on the camera blinks red.
 - At the start of an event and every 2 minutes during an event, the camera emits 2 short tones and 2 short vibrations.
2. To stop recording and return to Ready mode, Press and hold the **Event** button for 3 seconds.

The camera will emit one long tone and vibrate once. The camera display shows SAVING and then READY. The Operation LED blinks green.

3. To turn off the camera, press and hold the power switch for 3 seconds.

Muting Audio Recording

If your organization's administrator has configured your Axon Body 3 camera to do so, you can use the Select button to enter mute mode (disable audio recording) while recording video. This feature may be useful in sensitive situations.

To enter and exit mute mode:

1. Press and hold the **Select** button for 3 seconds to mute the audio capture. The microphone off icon is shown on the camera display and the Operation LED will blink blue while the camera is muted.
2. Press and hold the **Select** button another 3 seconds to re-enable the audio recording.

Adding Markers while Recording

The Select button can be used to add a marker while recording video. The marker is shown when the video is replayed in Axon Evidence and documented in the audit trail. Markers are useful for indicating an important event that you want to easily find when replaying the video.

To add a marker to a video while you are recording:

- Press and release the **Select** button within 1 second. The camera will vibrate once.

Lighting the Camera Display

At night and in low-light situations, you can use the Select button to backlight the Camera Display. To backlight the display:

- Double-press the **Select** button. The camera display is backlit for 5 seconds.

Battery Status

The battery capacity for your Axon Body 3 camera is shown in the camera display.

Configuring Your Camera

During normal operation an Axon Body 3 camera uses lights, sounds (audio prompts), and vibrations (haptic feedback) to notify you of the camera status. These indicators and notifications are normally managed by your organization but can be configured to allow you to change the setting for your assigned camera. Check with your organization's Axon administrator to learn which configuration settings you can change.

Adjusting Audio Prompt Volume

During normal operation, Axon Body 3 cameras emit beeping sounds, called audio prompts, to notify you of the camera status.

If allowed by your organization, there are several ways you can adjust camera audio prompt volume.

Using Camera Controls

Use the Volume ▲ and Volume ▼ buttons to adjust the volume. The camera provides audio feedback and indicates the volume setting on the Camera Display as the volume changes.

Turning On or Off Camera Lights

During normal operation, Axon Body 3 cameras use the LED lights to show the camera status.

For some situations, you may wish to turn off the LED lights for your camera. If allowed by your organization, there are several ways you can turn off and on the camera lights.

Using Camera Controls

- To turn off the camera lights - Press and hold Volume ▲ for 3 seconds, the lights will turn off and the Lights Out icon is shown on Camera Display.
- To turn on the camera lights - Press and hold Volume ▲ for 3 seconds, the lights will turn on and the Lights Out icon is no longer shown on Camera Display.

Using Axon Evidence:

Go to the [Edit Device Setting Product Guide page](#) or see the *Axon Evidence User and Administrator Reference Guide* for detailed information about changing device settings.

Note: The updated settings will not take effect until the next time the camera is docked.

Sign in to your Axon Evidence account and go to the Device Profile page for your Axon Body 3 camera. In the Device Settings section, Use the **Indicator Lights** toggle switch to turn the light off or on. Save the new setting.

Setting Camera Automatic LED Brightness

The Automatic Brightness feature automatically adjusts the brightness of the camera's front and top LED lights based on ambient light conditions.

Agency Axon Evidence administrators can enable the Automatic Brightness setting in the Lights section on the Axon Body 3 Settings page and users must have permission to adjust indicator lights to enable Auto Brightness mode from the camera or Axon applications.

Using Camera Controls

- To enter Auto Brightness mode - Press and hold Volume ▲ for 3 seconds to cycle through the camera light options until the display shows LIGHTS AUTO.
- To exit Auto Brightness mode, press and hold the Volume Up button for 3 seconds to cycle through the camera light options until the display shows LIGHTS DIM. In this

mode, the camera LED lights maintain the dim brightness level.

Using Axon Evidence:

- To switch the lights off, press and hold the Volume Up button for 3 seconds to cycle through the camera light options until the display shows LIGHTS OFF. In this mode all camera LED lights are off.

Go to the [Edit Device Setting Product Guide page](#) or see the *Axon Evidence User and Administrator Reference Guide* for detailed information about changing device settings.

Note: The updated settings will not take effect until the next time the camera is docked.

Sign in to your Axon Evidence account and go to the Device Profile page for your Axon Body 3 camera. In the Device Settings section, Use the **Automatic Brightness** toggle switch to turn on or off the feature. Save the new setting.

Turning On or Off Camera Vibrations

During normal operation, Axon Body 3 cameras use vibrations (haptic feedback) to notify you of the camera status.

For some situations, you may wish to turn off the vibrations for your camera. If allowed by your organization, there are several ways you can turn off and on the camera vibrations.

Using Axon Evidence:

Go to the [Edit Device Setting Product Guide page](#) or see the *Axon Evidence User and Administrator Reference Guide* for detailed information about changing device settings.

Note: The updated settings will not take effect until the next time the camera is docked.

Sign in to your Axon Evidence account and go to the Device Profile page for your Axon Body 3 camera. In the Device Settings section, Use the **Vibration** toggle switch to turn the light off or on. Save the new setting.

Stealth Mode

For some situations, you may wish to turn off the LED lights, sounds (audio prompts), and vibrations (haptic feedback) on your Axon camera. Turning off all the indicators and notifications is also known as stealth mode.

If allowed by your organization, there are several ways you can enter and exit stealth mode.

Using Camera Controls

- To enter Stealth mode - Press and hold Volume ▼ for 3 seconds. The word STEALTH is briefly shown in camera display activity area and an S icon is shown in the camera display

status bar.

- To exit Stealth mode - Press and hold Volume ▼ or Volume ▲ for 3 seconds. The S icon is no longer shown on Camera Display status bar.

Using Axon Evidence:

Go to the [Edit Device Setting Product Guide page](#) or see the *Axon Evidence User and Administrator Reference Guide* for detailed information about changing device settings.

Note: The updated settings will not take effect until the next time the camera is docked.

Sign in to your Axon Evidence account and go to the Device Profile page for your Axon Body 3 camera. In the Device Settings section, Use the **Stealth** toggle switch to turn the light off or on. Save the new setting.

Other Settings and Functionality

Your organization's Axon administrator can configure additional settings and functionality (such as video quality, pre-event buffer time, and livestreaming) for your Axon Body 3 camera. Check with your Axon administrator for information about which settings and functionality are available for your camera.

Axon View XL Standalone Mode

The Axon Body 3 camera can be connected to a laptop or computer with Axon View XL to allow priority upload of videos from the camera to Axon Evidence and to charge the camera. Using Axon View XL in standalone mode is separate from using Axon View XL with Axon Fleet products.

The Axon Body 3 camera is connected to the laptop or computer with a USB A to USB C cable and uses the Axon View XL standalone mode.

If your agency will use this functionality:

- Contact your Axon Representative to get an approved and compatible USB A to USB C cable.
- Set up the appropriate Axon Evidence permissions to allow users to sign in to View XL.

After signing in to Axon View XL, the user selects Launch Standalone Mode and then connects the camera to the computer. The normal View XL procedures are used to review recordings, add metadata, and upload recordings. Go to the [Body 3 and View XL Standalone Mode Product Guide section](#) or see the *Axon Body 3 Camera and View XL Standalone Mode Guide* for information on using Axon View XL Standalone mode.

Axon Body 3 Video Recall

The Video Recall feature enables Axon Body 3 cameras to capture lower-resolution evidence when the camera is not actively recording, with optional audio. With the appropriate permissions, users can then retrieve/recall evidence from a period within the last 18 hours of active camera use in the event that a camera was not recording during a critical incident but evidence is needed.

This article provides information on how to [enable Video Recall](#) on devices in your agency, the required [Role permission setting](#), the [Video Recall evidence specifications](#), and how to use [Axon View XL Standalone Mode to recall/retrieve evidence](#) from the Video Recall storage.

The Video Recall feature is available for all Axon Body 3 agencies without any additional add-ons or licenses.

5. Button, Notification, and Display Reference Tables

This section has consolidated lists of the Axon Body 3 camera button actions, notifications, camera display icons, and LED indications.

Button Actions

The Axon Body 3 camera has six buttons. The button actions associated with user action are described below.

Action	Button Actions
Power On	Press Power button until short vibration. Camera starts and enters Ready (Buffering) mode.
Power Off	Press and hold Power button for 3 seconds.
Start Recording	Double-press Event button
End Recording	Press and hold Event button for 3 seconds
Add Marker	While recording, press Select button
Increase speaker volume	Press Volume ▲ button
Decrease speaker volume	Press Volume ▼ button
Turn on or off lights	Press and hold Volume ▲ button for 3 seconds
Enter Stealth mode	Press and hold Volume ▼ button for 3 seconds
Exit Stealth mode	Press and hold Volume ▲ or Volume ▼ button for 3 seconds*
Enter or exit Mute mode	While recording, press and hold Select button for 3 seconds.
Enter Sleep mode	Press Power button and then press Select button.
Exit Sleep mode	Press Power button or double-press Event button.

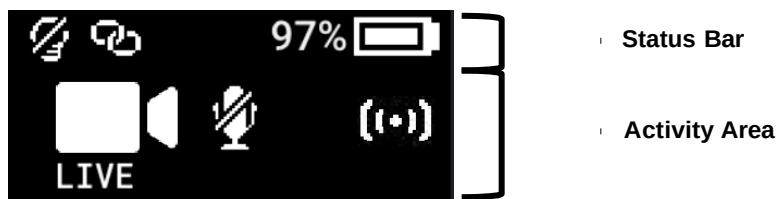
Activate display backlight	Double-press Select button. Display backlight is on for 5 seconds.
Pairing	Simultaneously press the Event and Program buttons and then release

* The camera remembers the previous volume and light settings when exiting Stealth mode.

Camera Display

The display is divided into a Status Bar and Activity Area. Different information is shown when the Axon Body 3 camera is in the field and in an Axon Dock.

Note that some icons may not be active or displayed at your agency.



In the Field

Status Bar Icon	Description
58%	Battery capacity
	Camera paired
	Lights off
	Stealth mode on
	Battery low warning (to the right of the battery capacity icon)

Activity Area Icon	Description
	Ready (Buffering) mode
	Recording
	Recording started by Axon Signal broadcast*
	Axon Respond Livestreaming*
	Recording started by gunshot detection*
	Microphone off (mute mode)
	Sleep Mode*

* May not be enabled for your agency.

In an Axon Dock

Status Bar Icon	Description
58% 	Battery capacity
	Charging (to the right of the battery capacity icon)
	Update in progress

Activity Area Icon	Description
UPLOADING	Upload in progress
UPDATING	Updating firmware or settings
NETWORK ERROR	Possible network error. Check network connection and refer to device profile page in Axon Evidence.
USERID123	Assigned user ID - shown when no other activity is in progress and for 10 seconds after removing from the dock

Notifications

The Axon Body 3 camera emits sounds called audio prompts to notify you of the device status. The audio prompts are accompanied by a vibration that matches the audio. These prompts usually occur after you perform an action with the body camera.

Operating Mode or Action	Audio Notification	Haptic Notification (vibration)
Power on	Two short rising-pitch tones	One - long duration
Power off	Three short lowering-pitch tones	One - long duration
Start recording	Two short tones	Two - short duration
Recording reminder	Two short tones every 2 minutes	Two - short duration every 2 minutes
Stop recording, return to Ready mode	One long tone	One - long duration
Volume up or down	One short tone at new volume level	One – short duration
Axon Respond Livestreaming connected	Three short rising-pitch tones	One – long duration
Enter or Exit Mute mode (microphone off)	One short tone	Two - long duration
Exit Stealth mode	None	two - short duration
Event marker captured	None	One - short duration
Enter or Exit Sleep mode	One short tone	One – long duration
Low battery notifications at 10% and 5% battery capacity.	Four quick high-pitch tones	Four - short duration
Camera enters Pairing mode	Three short rising-pitch tones	None

LED Status

Operation LED

The operation LED shows information about the camera's current operating mode.

Operating Mode	Operation LED
Recording	Blinking red
Ready (Buffering)	Blinking green
Booting up/powering down	Solid red
Mute enabled or Pairing mode	Blinking blue
Axon Respond Livestreaming (may not be enabled at your agency)	Blinking purple
Low battery or error	Blinking yellow
In a Dock (no other action)	Battery capacity color
Firmware update (while in an Axon Dock)	Solid white

Triad LED (in the field)

In the field, the Triad LED on the front of the camera can be configured to display the camera's operating mode.

Operating Mode	Triad LED
Ready (Buffering)	Blinking green
Recording	Blinking red

Triad LED (in an Axon Dock)

In the Axon Dock, the Triad LED on the front of the camera shows the device status and battery capacity. See the camera display for additional information.

Device Status	Triad LED
Battery is fully charged (90% or more)	Solid green
Battery capacity is at mid-range (11% to 89%)	Solid yellow
Battery capacity is at low-range (10% or less)	Solid red
Uploading data, downloading data, or applying device settings	Spinning yellow (cycling yellow on each Triad LED)
Applying a firmware update	Spinning white (cycling white on each Triad LED)
Possible network error. Refer to Troubleshooting section of the manual or Axon Body Product Guide .	Blinking red and green
Device error. Refer to device page in Axon Evidence.	Blinking red

6. Care and Maintenance

This section provides information on cleaning, charging, and storage for your Axon Body 3 camera. Users should never remove the back cover of the camera, as this can compromise camera integrity and invalidate the camera warranty.

Cleaning the Camera

Use a soft, damp cloth to clean the surface of the Axon Body 3 camera. Do not use harsh cleaners or solvents. You may moisten the cloth with isopropyl alcohol.

Do not immerse the Axon Body 3 camera in water or cleaning solutions.

If the Axon Body 3 camera lens becomes dirty, use a lens blower brush to clean it and then wipe it with a soft cloth if necessary.

If the Axon Body 3 camera display becomes dirty, clean the display with soapy water and then dry with a soft cloth.

Do not use ammonia-based or similar type window cleaners on the camera lens or camera display.

Do not place the lens under running water or apply jets of water to the camera lens.

Do not use compressed air to clean the camera. Compressed air may damage the camera's microphones.

Ensure the Axon Body 3 microphone openings are clean and clear of any debris.

Charging the Battery

The Axon Body 3 camera battery is charged by placing the camera in an Axon Body 3 Dock or by connecting a USB-C cable to the camera and then to a power adapter or, for USB-C to USB-A cables, to a computer USB port.

IMPORTANT: Ensure the USB port is dry and free of dirt and debris before placing the camera in a Dock or connecting a USB-C cable.

A fully charged camera battery should provide enough power for approximately 12 hours of normal operation. Recharging a battery after a 12-hour use can take up to 5 hours if you are recharging your Axon Body 3 camera from Axon Body 3 Dock.

The Axon Body 3 Dock only functions as an Ethernet adapter, an unmanaged network switch, and charger. This allows your Axon Body 3 camera to be docked in any Axon Body 3 Dock, and still connect to your agency's Axon Evidence account to upload video.

If the battery depletes significantly during use, the camera display will show LOW BATTERY and the camera emits 4 quick tones and 4 short vibrations. This message indicates that approximately 10 percent of the battery capacity remains and is repeated at 5 percent battery capacity.

Always recharge a depleted battery as soon as reasonably possible.

Charging an Axon Body 3 Camera while Powered Off

Note: Your Axon Body 3 camera must have Operating System (OS) v1.7 or later to charge the camera while powered off. Prior to Axon Body 3 camera Operating System (OS) 1.7, an Axon Body 3 camera that was powered off would automatically power on when connected to a USB-C cable to charge.

The Axon Body 3 camera can be charged by using a USB-C cable while the camera is off. This allows users to charge the Axon Body 3 camera battery when an Axon Body 3 Dock is not available. However, Axon recommends that you regularly place your Axon Body 3 camera in an Axon Body 3 Dock to ensure that the camera has the correct time synchronization and latest firmware updates.

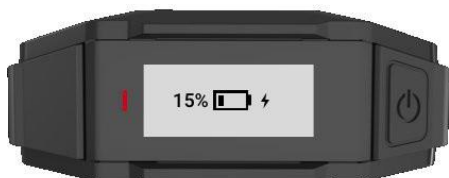
If needed, you can request a USB A to USB C cable directly from Axon. Contact your Axon Representative or Axon Support for assistance.

1. While your Axon Body 3 camera is powered off, connect the camera to a USB-C cable.
2. Connect the cable to a power adapter or, for a USB-C to USB-A cable, to a USB port.

IMPORTANT: Ensure the USB port is dry and free of debris before connecting the USB-C cable.

The camera enters low-power mode and the current charge level is shown on the camera display.

The Operation LED color also provides a visual indication of the charge level. The LED is red when the charge level is less than or equal to 33%, yellow when the charge level is 34% to 97%, and green when the charge level is 98% or higher.



While charging with the camera powered off, you can:

- Power on the camera by pressing the Power button until you feel a short vibration. The camera starts and enters Ready (buffering) mode.
- Shut down the camera by disconnecting the USB-C cable.

Camera Internal Clock

Axon Body 3 cameras should be regularly placed in an Axon Dock or connected to View XL Standalone Mode to update the camera's internal clock.

Wet Axon Body 3 Cameras

Do not charge your Axon Body 3 camera while the USB C connector on the camera or Dock is wet.

If the USB C connector is wet, use a paper towel or absorbent cloth to blot the connector and then allow the connector to fully dry.

If a camera is charging when it gets wet, remove the camera from the charging source (dock or USB cable), use a paper towel or absorbent cloth to blot the connector, and then allow the connector to fully dry.

The USB C connector must be fully dry before placing the camera in a dock or connecting a USB C cable.

Camera Storage

Axon on-officer cameras should not be stored in environments where the temperature is likely to exceed 95 °F (35 °C) (such as under direct sunlight, near heaters, or in a vehicle in extremely hot weather) or exposed to temperatures below -4 °F (-20 °C). Axon recommends storing the camera around room temperature, 70 - 75 °F (21 - 24 °C) and ensuring the battery level is approximately 50% before powering down and putting the camera in long-term storage. Axon recommends charging the stored camera back to around 50% once a year to prevent over-discharge of the battery. Do not store the camera fully charged or fully discharged.

7. Troubleshooting and Other Information

If you are having problems with your Axon Body 3 camera or an error message with code 1001 or 1004 is shown the display, turn the camera off and then turn it on again to see if the problem clears.

An error message with code 1006 may be shown when a camera is in a dock. In this situation, remove the camera from the dock and then return it to the dock, making sure it is firmly seated in the dock bay.

If these actions do not resolve the difficulties, contact Axon Technical Support for additional support.

Go to the [Axon Body 3 Product Guide page](#) and refer to the Axon Body 3 troubleshooting information.

Viewing Camera Information on the Camera Display

You can view some camera information, such as the camera serial number, for the Axon Body 3 camera on the camera display using the following steps:

1. Turn on you Axon Body 3 by pressing the **Power** button.

READY is shown on the camera display when the camera is on.

2. Press **Power** button and **Program** button at the same time.

The camera display shows three options: About, Cellular, and Legal.

3. Use the **Volume ▼** or **Volume ▲** button to highlight About and then press the **Select** button.

The camera display shows four options: Assignee, Firmware, Serial, and Storage.

4. Use the **Volume ▼** or **Volume ▲** button to highlight information you want to view and the press the **Select** button.

Press the **Select** button to return to the four options.

5. Press the **Event** button to return to the normal camera display.

Technical Support

Visit www.axon.com and view the Support options or call 1-800-978-2737.

Warranty Policy

Axon Enterprise warranty provisions are applicable on all Axon Body 3 system products. See Axon Enterprise's website, www.axon.com, for detailed warranty information.

This warranty does not apply, and Axon shall not be liable for any loss, loss of data, damage, or other liability arising out of:

- (a) damage caused by failure to follow instructions regarding the use of the product;
- (b) damage caused by the use of non-AXON products or the use of cartridges, batteries or other parts, components or accessories not manufactured or recommended by AXON;
- (c) damage caused by abuse, misuse, intentional or deliberate damage to the product, or force majeure;
- (d) damage to a product or part that has been repaired or modified by persons not authorized by AXON or without AXON's written permission,
or
- (e) if any AXON serial number has been removed or tampered with.

Thus, any handling of the Axon Body 3 Camera that alters the condition of the equipment by unauthorized personnel without proper technical training may result in the immediate loss of the manufacturer's standard warranty coverage by impacting the integrity of the equipment and rendering the quality testing performed by specialized technical personnel impossible after handling the equipment.

Warnings

For a full list of the warning associated with this product, see www.axon.com.