

Fleet, Train the Trainer

To ensure the most efficient training experience, we recommend meeting the following conditions.

- The customer has completed Axon's Fleet pre-deployment kick-off analysis call provided by an Axon Technical Project Manager.
- The customer understands and meets Axon Fleet's requirements.
- All Information technology personnel related to the project attend the entire training session.
- Network/Cellular infrastructure is active and capable of passing data traffic to Evidence.com.
 - When Applicable NetMotion Bypass Policies have been created and active
- 2FF SIM Cards are Onsite and Active
- The Evidence.com administrator is available or has granted someone else attending the training session Administrative access to Evidence.com.
- Access to the training location is available to the trainer and not restricted or an access pass is available.
- One vehicle is dedicated to entire training session and that vehicle is temporarily, out-of-service.

1st Segment

Anticipated Duration: 4-6 Hours

- A breakdown and explanation of each component of the Fleet system and how the system functions
- Step by step process of the installation is explained to the up-fitters/agency installers
 - [Axon Fleet 2 Installation Manual](#)
- Hands on, complete installation training of Fleet with the up-fitters into a single vehicle
- Installation and basic configuration of Axon View XL MDT
 - [Downloading View XL from Evidence.com](#)
- Q&A/Troubleshooting

2nd Segment

Anticipated Duration: 4-6 hours

- Work with IT to setup and configure Fleet and Axon Signal vehicle in Evidence.com
 - Requires Evidence.com administrative rights
- Work with IT to set up Cradlepoint/networking configuration and View XL software
 - Requires the NetCloud manager/IT Manager presence
- Video offload validation
- User training
 - Introduction to the Fleet system and how it functions
 - Using Fleet on a daily basis
 - Axon View XL Training
 - View XL Overview and Sign
 - <https://help.axon.com/hc/en-us/articles/115000553113-View-XL-Overview-and-Sign-In>
 - View XL and Axon Body Worn Cameras
 - <https://help.axon.com/hc/en-us/articles/115004433454-View-XL-and-Axon-Body-Worn-Cameras>
 - <https://help.axon.com/hc/en-us/categories/115000031214-Axon-Fleet>
 - How to utilize evidence.com for fleet
- Q&A/Troubleshooting
- 2nd vehicle at trainer's discretion/time and resource permitting

Time and resource permitting, we may utilize the following day as buffer in case there are additional installation questions or if there is troubleshooting necessary to ensure a successful deployment.

Thank you for your patronage,

Axon Enterprise, Inc.

<https://www.axon.com/>



Axon Fleet Lesson Plans & Course Outlines Train-the-Trainer

Release Date: August 2018 V2

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Axon Fleet – Train the Trainer

Target Audience

- Customers who purchased SKU 80131 as part of the Axon Fleet solution.
- Customers who desire Axon Fleet deployment assistance training.
- Customer who expect limited assistance from Axon as part of the deployment process.
 - For those customers anticipate otherwise should contact their sales representative.

Attendees

- Recommended
 - Agency's project decision maker/manager
- Required
 - 12+VDC Equipment Installer, fleet or shop manager, vehicle up-fitter
 - NetMotion or similar VPN administrator
 - Technical computer network administrator

Pre-training Requirements

- Primary attendees have received and reviewed Axon Fleet deployment documentation
 - If missing or not available please contact rwright@axon.com
- Customer has verbally spoken with Axon's Fleet Technical Project Manager
Customer has confirmed deployment readiness through the "Pre-deployment Technical Checklist"
 - Please note: Non-compliance can result in additional fees, customer paid change order fees and installation training cancellations.
- Customer meets all pre-deployment requirements for Fleet
 - Please note: Fleet installation training cannot proceed without the proper scheduled attendees, required components and infrastructure.
- Customer's network infrastructure is active and functioning
- Administrative rights are available on the MDT used during the training session
- A cellular carrier enabled and active SIM is available to be placed in the router
 - Note: Traffic steering is accomplished using the Cradlepoint router.

Lesson Plan

- Axon View XL, Evidence.com and NetCloud manager traffic allowed to pass-through the network infrastructure and bypass rules are implemented for the NetMotion application or similar.
- Customer must remove all weapons from vehicle(s) used for training session.
- The location is furnished by the customer

Course Summary

One Day Train the Trainer Expectations

- Customer is compliant with all pre-training requirements
- Axon will demonstrate the assisted installation of one police package vehicle
 - Axon will demonstrate the assisted installation of a second police package vehicle if time permits
- Axon will provide recommendations based on customer's explained operations

Components Overview

- Axon Signal Unit
 - How does it work?
 - What can it do?
 - What does it not do?
 - 12+VDC
 - Power
 - Ground
 - Ignition
 - Wiring Quality Control
 - Triggers
 - ASU vs Router Triggers
 - Recommendations
 - Importance of Design and Documentation
 - How ASU installation affects customer support/troubleshooting
 - Evidence.com Settings
 - Importance of Fleet design
 - Serial number significance

Lesson Plan

- Front camera
 - Battery box
 - Power
 - Ground
 - Ignition
 - I2C
 - Terminals
 - Wiring Quality Control
 - Basic operation
 - Related Evidence.com configurations/settings
 - Basic troubleshooting
 - Mounting
- Prisoner camera
 - Battery box
 - Power
 - Ground
 - Ignition
 - I2C
 - Wiring Quality Control
 - Basic operation
 - Basic troubleshooting
 - Mounting
- Router
 - How does it work?
 - What does it do for Axon Fleet?
 - What can it do?
 - What does it not do?
 - How does it interface with Axon View XL?
 - How does it send GPS coordinates to AVL/CAD?
 - What are the recommended settings?
 - GPIO Cable
 - Power
 - Ground

Lesson Plan

- Ignition
- Wiring Quality Control
- 5-in-1 External Antenna
 - Installation recommendations
 - Installation placement
- SIM Card
 - 2FF Carrier SIM
 - Placement
 - SIM door open/close
- GPS
 - Port
 - Multi-cast
 - CAD/AVL
- Axon View XL
 - How does it work?
 - What can it do?
 - What it does not do?
 - How does it get installed?
 - How does it get updated?
 - Basic officer operation
 - Where can we find documentation?
 - Are there any training videos?
 - How to pair a BW
 - Technical configuration
 - NetMotion or VPN bypass recommendations
 - GPS ports
 - CAD/AVL recommendations
- Evidence.com Configuration Recommendations
- How to reach customer service/support
 - Fleet training videos



Axon Fleet

Lesson Plans & Course Outlines

Group User Training

Release Date: April 07, 2018 – V1

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Axon and Evidence.com

Target Audience

End-users of the Fleet camera system and Evidence.com solutions.

Pre-Training Checklist

- Officers are invited via email to Evidence.com (agency-specific policy).
- Officers accept invite and log into Evidence.com (agency-specific policy).
- All Fleet equipment is installed, configured and operational.
- Fleet in-car camera policy is completed and published.

Course Summary

This training course provides an overview of the Axon Fleet and Evidence.com systems.

Topics include:

- Axon Fleet and Router Support
- Camera system components review
- Agency operational configuration (agency-specific)
- Axon View XL operations
- Evidence.com (agency-specific, based on agency policy)

Course Materials

- Agency deployed vehicle with Axon Fleet installed and operational
- Axon View XL application installed on customer MDT
- User-level permissions to EVIDENCE.com

Training Outline

1. Axon Fleet Support

- a. help.axon.com
- b. 800-978-2737 option 2

2. Axon Router Support (Cradlepoint)

- a. http://knowledgebase.cradlepoint.com/pkb_Home?q=ibr900&l=en_US
- b. 855-813-3385

3. System components overview (15 min)

- a. Hardware
- b. Software

**4. Hands-on Demo with participants (Variable)
Up to 10 Users per Session**

- a. Logging into Axon View XL application
- b. Pairing camera to Axon View XL via Bluetooth
- c. Camera behaviors
- d. Triggers/activation
- e. Starting and stopping a recording
- f. Recording sample video
- g. Adding metadata to sample video
- h. Categorizing video
- i. Video Offload (agency-specific)

5. Offloading (5 min)

- a. Agency offload method
- b. Docking a camera properly (if applicable)

6. Overview of Evidence.com (40 min)

- a. Signing in to Evidence.com
- b. Searching for evidence
- c. Viewing a video
- d. Fleet system specific features
- e. Adding metadata through Evidence.com
- f. Adding markers, clips, notes etc.

Lesson Plan

- g. Redaction (if applicable)
 - h. Viewing audit trails
 - i. Building cases (if applicable)
- 7. Questions and Answers (15 min)**
- a. Open Forum

AXON BODY-WORN CAMERA AND AXON EVIDENCE TRAINING COURSE OVERVIEW

ADMIN COURSE (~4 HOURS)

BODY-WORN CAMERAS (BWC), MOBILE APPLICATIONS, DOCKS

- ▶ BWC Operating Function/Nomenclature
 - ▶ Muting (Optional)
 - ▶ Markers (Optional)
- ▶ Mounting Options
- ▶ Mobile Applications
 - ▶ Axon View (Optional)
 - Pairing
 - Adding Metadata
 - Reviewing Evidence
 - Settings
 - ▶ Axon Capture (Optional)
- ▶ Axon Dock
- ▶ Axon Device Manager (Optional)

AXON EVIDENCE

Dashboard (Brief Overview)

- ▶ System Alerts
- ▶ Critical Device Alerts
- ▶ Upcoming Evidence Deletions (user / system initiated)
 - ▶ System Usage
 - ▶ My Latest Uploads
 - ▶ Evidence Shared with Me

Evidence

- ▶ All Evidence/My Evidence/Shared Evidence
 - ▶ Search Functions
 - ▶ Bulk Features (Update ID, Add Category, Reassign, Redact, Download, Manage Access, Delete, Restore, Export)
- ▶ Search Results, Accessing Evidence Page
- ▶ Evidence Page

- ▶ Editing Metadata (ID, Title, and Category)
- ▶ Player Controls
- ▶ Multi-cam
- ▶ Download
- ▶ Flag
- ▶ Audit Trail
- ▶ Delete
- ▶ Extend
- ▶ Manage Evidence Access (Inside / Outside Agency, Restrict Evidence)
- ▶ Clips
- ▶ Markers
- ▶ Redaction
- ▶ Add Evidence to Cases
- ▶ Tags
- ▶ Import Evidence

Cases

- ▶ All Cases/My Cases/Shared Cases
 - ▶ Search Functions
 - ▶ Bulk Features (Update Category, Update Status, Reassign, Add Member, Delete, Export)
- ▶ Search Results
 - ▶ Accessing Case Page
- ▶ Case Page
 - ▶ Add Evidence
 - ▶ Share Entire Case
 - Add Agency Member
 - Send Download Link
 - Share with Partner Agency
 - View Members
 - View Audit Trail
 - Editing Metadata
 - All Evidence Folder
 - ▶ Add to Folder

- Remove from Case
- ▶ Add Folder
- ▶ Delete Folder
- ▶ Create Case

Devices

- ▶ All Devices/My Devices
 - ▶ Search Functions
 - ▶ Export
- ▶ Search Results
 - ▶ Accessing Device Page
- ▶ Device Page
 - ▶ Summary
 - Device Audit Trail
 - ▶ Settings
 - ▶ Assign Device
 - ▶ Device Evidence
- ▶ Bulk Assignment

Reports

- ▶ Overview

Administrative (User Roles and Permissions Configuration)

- ▶ Search Functions
- ▶ Bulk Features (Update Role, Reinvite Users, Deactivate Users, Reactivate Users, Reset Password, Export)
- ▶ Search Results
 - ▶ Accessing User Profile
- ▶ User Page
 - ▶ Manage User (Unlock Account, Reset Credentials, Deactivate User)
- ▶ Add User
- ▶ Import User (.csv, .txt)
- ▶ Devices
 - ▶ Body Camera Settings
 - ▶ Signal Configuration (Optional)

- ▶ Signal Sidearm Registration (Optional)
- ▶ Agency Settings & Profile
 - ▶ Partner Agencies
 - ▶ Retention Categories
 - ▶ Roles and Permissions
 - ▶ Field Validation (Optional)
 - ▶ Citizen Settings (Optional)
- ▶ Security Settings
 - ▶ IP Address
 - ▶ IP Active Session Security
 - ▶ Multi-Factor Authentication (MFA)
- ▶ Password Configuration
- ▶ View User Audit Trail

Best practices

- ▶ Applicable terminology
- ▶ On the job uses
- ▶ Examples to use and ones to avoid
- ▶ Discussions on uses on the road and how they can be administered to their specific agency and agency policy
- ▶ Local and country laws as they relate to use of the cameras
- ▶ Cover all aspects of Axon Evidence



Lesson Plans & Course Outlines Train-the-Trainer

June 2018

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Axon Body Cameras and Evidence.com

Target Audience

Trainers of the Axon body-worn camera and Evidence.com systems

Course Summary

This training provides a deep-dive into Evidence.com for staff members that will be using Evidence.com and teaching others how to operate the devices and software solutions. Topics include:

- Agency policy guidelines (*agency-specific*)
- Operation and fitting of the camera
- Axon Mobile application
- Evidence Sync
- Evidence.com
 - Searching Users and conducting User Audits
 - Creating reports
 - User groups
 - Building cases
 - Sharing data within and outside agency
 - Sharing data with partner agencies

Course Materials

- Classroom projection device
- PC or network connection if feasible
- HDMI or similar connection to projection device
- Camera systems and accessories/mounts

Pre-Training Checklist

- Users are invited via email to Evidence.com (*if not already in the system*)
- Users accept invite and create credentials to log into Evidence.com
- Cameras are assigned to all officers attending training
- Axon Docks are installed and configured
- Retention categories created or amended
- Body worn camera policy or practice created or amended by agency

Training Outline

- 1. Policy and Project Overview (30 min – 1 hr)**
- 2. Camera/Battery Overview (15 min)**
 - a. Operation
 - b. Specifications
 - c. Features
- 3. Hands-on Demo with participants (20 min)**
 - a. Powering up camera system
 - b. Recording sample video
 - c. Ending a recording
 - d. Mounting options
- 4. Docking Station (10 min)**
 - a. Docking a camera properly
 - b. Functions of Dock
 - c. Removing camera from Dock
- 5. Axon Mobile Application – Axon View and Axon Capture (30 min)**
 - a. Pairing camera to mobile device
 - b. Reviewing live-streaming video
 - c. Adding metadata to video
 - d. Settings on camera to match agency protocol
 - e. Set up of Axon Capture credentials
 - f. Capture evidence using Axon Capture mobile application
 - g. Uploading Axon Capture files via device or pend upload for Wi-Fi
- 6. Evidence Sync (20 min)**
 - a. Signing into Evidence Sync
 - b. Connecting camera and adding metadata
 - c. Viewing files on camera
 - d. Importing external evidence
- 7. Overview of Evidence.com (1 – 1.5 hours)**
 - a. Home page overview
 - b. Evidence search
 - c. User search
 - d. User audit
 - e. Managing users and devices
- 8. Viewing videos (15 min)**
 - a. Media player page overview
 - b. Clips & markers
 - c. Redaction
 - d. Evidence audit log

Training Outline – *continued*

9. Cases (15-20 mins)

- a. Creating a case
- b. Adding evidence to a case
- c. Viewing case audit log

10. Sharing within and outside of agency (20-30 min)

- a. Sharing cases
- b. Sharing individual videos
- c. Sharing with a partner agency

11. Evidence Management (20-30 min)

- a. Category retention & reassignment
- b. Reassigning ownership of videos
- c. Downloading evidence
- d. Deleting evidence

12. Redaction and the Redaction Studio (30-45 min)

- a. Legacy redaction tools
 - i. Manual
 - ii. Smart Tracker
 - iii. Skin Blur
 - iv. Import redacted file
- b. Redaction Studio
 - i. Manual (Spray Paint)
 - ii. Object Tracker with real time processing
 - iii. Audio mute

13. User management (20-30 min)

- a. User search
- b. Adding/deactivating users
- c. Auditing users
- d. Creating/managing reports

14. Device management (20-30 min)

- a. Searching for a device in Evidence.com
- b. Reassigning devices
- c. Return Material Authorization (RMA) process for all equipment



Lesson Plans & Course Outlines

User Training

Release Date: February 2016
Version 1.0

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Axon and Evidence.com

Target Audience

End-users of the Axon body-worn camera and Evidence.com systems

Course Summary

This training course provides an overview of the Axon Body Camera and Evidence.com systems. Topics include:

- Agency policy guidelines (*agency-specific*)
- Operation and fitting of the camera
- Evidence.com
- Axon Mobile app (*if applicable*)
- Evidence Sync (*if applicable*)

Course Materials

- Projector
- Pre-assigned cameras
- Camera Accessories/Mounts

Pre-Training Checklist

- Officers are invited via email to Evidence.com.
- Officers accept invite and log into Evidence.com.
- Cameras are assigned to all officers attending training.
- All Axon Docks are installed and configured.
- Body worn camera policy is completed and published.

Training Outline

- 1. Policy and Project Overview (30 min – 1 hr)**
- 2. Camera/Battery Overview (15 min)**
 - a. Operation
 - b. Specs
- 3. Hands-on Demo with participants (20 min)**
 - a. Turning on camera
 - b. Recording sample video
 - c. Ending a recording
 - d. Demoing mounting options
- 4. Docking Station (10 min)**
 - a. Docking a camera properly
 - b. Functions of dock
 - c. Removing camera from dock
- 5. Axon Mobile Applications – Axon View and Axon Capture (15 min)**
 - a. Pairing camera to mobile device via Bluetooth
 - b. Reviewing live video streaming
 - c. Adding metadata to sample video
- 6. Evidence Sync (20 min)**
 - a. Signing into Evidence Sync
 - b. Connecting camera and adding metadata
 - c. Uploading evidence
- 7. Overview of Evidence.com (40 min)**
 - a. Signing in to Evidence.com
 - b. Searching for evidence
 - c. Viewing a video
 - d. Adding metadata through Evidence.com
 - e. Adding markers, clips, notes etc.
 - f. Redaction (if applicable)
 - g. Viewing audit trails
 - h. Building cases (if applicable)

AXON BODY-WORN CAMERA TRAINING COURSE OVERVIEW

DETECTIVE/EVIDENCE TECHNICIAN COURSE (~3 HOURS)

- ▶ Body-Worn Cameras (BWC), Mobile Applications, Docks
- ▶ BWC Operating Function/Nomenclature
 - ▶ Muting (Optional)
 - ▶ Markers (Optional)
- ▶ Mounting Options
- ▶ Mobile Applications
 - ▶ Axon View (Optional)
 - Pairing
 - Adding Metadata
 - Reviewing Evidence
 - Settings
 - ▶ Axon Capture (Optional)
- ▶ Axon Dock
- ▶ Axon Device Manager (Optional)

Axon Evidence

- ▶ All Evidence/My Evidence/Shared Evidence
 - ▶ Search Functions
 - ▶ Bulk Features (Update ID, Add Category, Reassign, Redact, Download, Manage Access, Delete, Restore, Export)
- ▶ Search Results, Accessing Evidence Page
- ▶ Evidence Page
 - ▶ Editing Metadata (ID, Title, and Category)
 - ▶ Player Controls
 - ▶ Multi-cam
 - ▶ Download
 - ▶ Flag
 - ▶ Audit Trail
 - ▶ Delete

- ▶ Extend
- ▶ Manage Evidence Access (Inside / Outside Agency, Restrict Evidence)
- ▶ Clips
- ▶ Markers
- ▶ Redaction
- ▶ Add Evidence to Cases
- ▶ Tags
- ▶ Import Evidence

Cases (Agency Dependent)

- ▶ All Cases/My Cases/Shared Cases
- ▶ Search Functions
 - ▶ Bulk Features (Update Category, Update Status, Reassign, Add Member, Delete, Export)
- ▶ Search Results
 - ▶ Accessing Case Page
- ▶ Case Page
 - ▶ Add Evidence
 - ▶ Share Entire Case
 - Add Agency Member
 - Send Download Link
 - Share with Partner Agency
 - View Members
 - View Audit Trail
 - Editing Metadata
 - All Evidence Folder
 - ▶ Add to Folder
 - Remove from Case
 - ▶ Add Folder
 - ▶ Delete Folder
- ▶ Create Case

Best practices

- ▶ On the job uses
- ▶ Examples to use and ones to avoid

- ▶ Discussions on uses on the road and how they can be administered to their specific agency and agency policy
- ▶ Local and country laws as they relate to use of the cameras
- ▶ Train on their specific roles and their role's permissions
- ▶ Emphasis case building and partner agency sharing