AXIS Body Worn Live

User manual

This is AXIS Body Worn Live

AXIS Body Worn Live is a cloud service that lets body worn camera users stream live video to our AXIS Body Worn Live web application as long as they have a wireless network connection. AXIS Body Worn Live requires that the body worn system is connected to an organization folder in Identity and Access Management.

Get started

To watch this video, go to the web version of this document.

help.axis.com/?&piaId=88291&section=get-started

To get started with AXIS Body Worn Live:

Create a My Axis account

A My Axis account gives you an Axis identity and access to our cloud-based systems and services, such as AXIS Body Worn Live. You can skip this step if you already have a My Axis account and use the EU servers.

Important

- If you use the US servers, you must create a new My Axis US account.
- If you already have an EU account, but use the US servers, you can't use the same email address for the US account. To use the same inbox, add `+anytext` at the end of your address. For example, `mymail+usa@provider.com`.

1. Go to My Axis - Create Account.

    - Go to *Create Account* if you're located in the EU.

    - Go to *Create Account* if you're located in the US.

2. Enter your information and click **CREATE ACCOUNT**.

Create an organization with folders

In this step you'll create an organization, containing a folder. Typically, a folder represents a location of a body worn system within an organization. When you do this you become the organization owner by default. See *About Organizations, folders and user roles on page 4* for more information.

1. Go to Identity and Access Management.

   - Go to *Identity and Access Management* if your located in the EU

   - Go to *Identity and Access Management* if your located in the US

2. Click **SIGN IN** and sign in using your My Axis account credentials.

3. Click **Create organization**.

4. Enter a name for the organization.

5. Click **CREATE ORGANIZATION**.

6. Select the organization you just created.

7. Click **CONTINUE**.

8. Go to **Folders**.

9. Click **ADD FOLDER**.

10. Enter a name for the new folder.

11. Click **CREATE FOLDER**.

When you create an organization there's a **default** folder, which you can delete if you want. To delete the folder, select it and click **REMOVE FOLDER**.

About Organizations, folders and user roles

The organization is a virtual representation of your Axis system installations, and it's at the center of your body worn cloud services.

- It connects your body worn systems to the users of the AXIS Body Worn Live cloud service.

- You can structure it into folders and sub-folders. Typically, a folder represents a physical site or location, of a body worn system within an organization.

- You can assign user roles, such as **Body worn admin** and **Body worn viewer**, to AXIS Body Worn Live users on both organizations and folders. Folders and sub-folders inherit roles from its parent.

- It connects the body worn systems to your AXIS Body Worn Live licenses.

- You can invite AXIS Body Worn Live users to the organization. See *Invite additional users on page 6* .

To create an organization, you need a My Axis account.

Create a system administrator

This shows you how to give yourself the Body worn admin role for a folder. Typically, a folder represents a location of a body worn system within an organization. To do this, you must be the organization owner. See *About user roles on page 7* for more information.

1. Go to Identity and Access Management.

   - Go to *Identity and Access Management* if your located in the EU

   - Go to *Identity and Access Management* if your located in the US

2. Click **SIGN IN** and sign in using your My Axis credentials.

3. Select the organization containing the folder that represents your body worn system.

4. Click **CONTINUE**.

5. Go to **Folders**.

6. Select the folder representing the location of your body worn system.

7. Click **ADD ACCESS**.

8. Under **Users**, select yourself.

9. Under **Roles**, select **Body worn admin**.

Note
- If you as the system administrator also want to be able to view video, select both **Body worn admin**, and **Body worn viewer**.
- You must be a **Body worn admin** for the organization to start an AXIS Body Worn Live trial.

10. Click **ADD**.

Connect your body worn system to the organization folder

Important

If your body worn system is outside North America, *contact Axis support* before you connect it to the organization folder. Axis support will enable required wireless channels for AXIS W100 and AXIS W101 cameras.

Note

To connect your body worn system to the organization folder, you must be the **Owner** of the organization. The user who creates the organization gets the owner property by default. You must also have the **Body worn admin** role for the folder.

1. Open AXIS Body Worn Manager.

2. Go to **Cloud**.

3. If you haven't already, select your **Region**.

Note

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

4. Click **Connect**.

5. Click **Connect** to confirm.

6. Click **Connect to organization**.

7. Click the link **Connect to organization**. The guide that helps you connect to an organization opens on a new browser tab.

8. If you haven't already, create a My Axis account, and then click **Next**.

9. If you haven't already, create an organization, and then click **Next**.

10. Select your organization and click **Next**.

11. Select the folder that represents the location of your body worn system, and click **Next**. This creates a sub-folder named after your body worn system in this folder.

12. Go to AXIS Body Worn Manager and copy the authorization code.

13. Go back to the authorization step and paste the code.

14. Click **Finish**.

Activate the AXIS Body Worn Live license

Note

You must be a **Body worn admin** for the organization to start an AXIS Body Worn Live trial.

See *About licenses on page 6* to learn more.

1. Go to *AXIS Body Worn Live* and sign in using your My Axis account credentials.

2. Click **Activate license** or start a trial license. See *AXIS License Manager User manual* for more information.

Note

To start a trial, you must have the Body worn admin role.

About licenses

The number of cameras assigned to users with a live streaming enabled camera profile during a 24-hour period determines the number of AXIS Body Worn Live licenses you need.

The license model is the same whether you use fixed- or self-assign camera assignment.

We recommend dedicating a camera profile for live streaming to minimize the number of licenses used.

Invite additional users

As an organization owner, you can invite other users to your organization. You must do this to be able to assign roles, such as admins or viewers, to the AXIS Body Worn Live users. See *About user roles on page 7* for more information.

1. Go to Identity and Access Management.

    - Go to *Identity and Access Management* if your located in the EU

    - Go to *Identity and Access Management* if your located in the US

2. Click **SIGN IN** and sign in using your My Axis account credentials.

3. Select the organization containing the folder that represents your body worn system.

4. Click **CONTINUE**.

5. Click **INVITE USER**.

6. Enter the email address for the person you want to invite. This is the email that the person uses for their My Axis account.

7. Click **SEND INVITE**. The user is added in the list of invitees, and receives an invitation by email.

The invitation is valid for seven days. When the user accepts the invitation, see *Accept invitation on page 6*, you can assign the different AXIS Body Worn Live roles to the user, see *Assign user roles on page 7*.

Accept invitation

To accept an invitation to an organization:

1. Open the invitation email.

2. Click **Accept**. This takes you to Identity and Access Management.

3. Click **SIGN IN** and sign in using your My Axis account credentials.

4. Click **ACCEPT ALL INVITES**.

Assign user roles

This shows you how to assign user roles for the AXIS Body Worn Live users. To do this, you must be the organization owner.

1. Go to Identity and Access Management.

    -   Go to *Identity and Access Management* if your located in the EU

    -   Go to *Identity and Access Management* if your located in the US

2. Click **SIGN IN** and sign in using your My Axis credentials.

3. Select the organization containing the folder that represents your body worn system.

4. Click **CONTINUE**.

5. Go to **Folders**.

6. Select the folder that represents your body worn system.

7. Click **ADD ACCESS**.

8. Under **Users**, select the users you want to assign the role to. You can select multiple users.

9. Under **Roles**, select **Body worn admin** or **Body worn viewer**, or both.

10. Click **ADD**.

About user roles

All AXIS Body Worn Live users must have a My Axis account. The users in AXIS Body Worn Live are managed in the organization and are separate from the camera users in AXIS Body Worn Manager. You need the following roles in your organization for AXIS Body Worn Live:

-   The **Body worn admin** sets up AXIS Body Worn Live and, manages other users and settings. This role is defined during the initial setup. The user with the Body worn admin role can't view video in AXIS Body Worn Live.

-   The **Body worn viewer** responds to, and view incoming live streams from body worn cameras. The Body worn admin creates this role through invitation.

You can assign more than one role for each user.

Note

> You can assign more than one role for each user, and there can be previously added roles used in other Axis cloud services.

Enable end-to-end encryption

Note

-   End-to-end encryption is mandatory, and you must repeat this step for each browser using AXIS Body Worn Live.
-   AXIS Body Worn Manager distributes the public key to the cameras once they're docked. If you want the cameras to get the public key as soon as possible, dock them before you add the key in AXIS Body Worn Manager.
-   We recommend using a name for the public key that helps identify the computer or browser using the private key.

See *About end-to-end encryption on page 8* to learn more.

1. Go to *AXIS Body Worn Live* and sign in using your My Axis account credentials.

2. Go to **Settings**.

3. Click **Generate keys**.

4. Click **Copy public key**.

5. In AXIS Body Worn Manager, go to **Cloud**.

6. On the **AXIS Body Worn Live** card, under **Public key**, click **Add**.

7. Enter a name for the public key.

8. Paste the copied public key.

Verify end-to-end encryption

The public key has a public key thumbprint, which you can use to verify the end-to-end-encryption. You can find the public key thumbprint in both AXIS Body Worn Manager and in AXIS Body Worn Live. To verify the end-to-end encryption, compare these two thumbprints and make sure they're the same.

In AXIS Body Worn Manager, the public key thumbprint is located in the list of public keys on the Cloud page under **AXIS Body Worn Live**.

In AXIS Body Worn Live, the public key thumbprint is located on the **Settings** page under **End-to-end encryption**.

About end-to-end encryption

End-to-end encryption ensures that only the intended recipients can access the streamed video. A public key in each body worn camera and a private key in each browser using AXIS Body Worn Live enable this secure communication.

Important

- The browser removes the private key if you remove cookies and other site data. This can happen when you clear your browsing history. One way to avoid this is make an exception for AXIS Body Worn Live in the browser.

- If you remove the private key, for example, when you clear the browsing history, you must repeat the instructions in *Enable end-to-end encryption on page 7* and remove the old public key from AXIS Body Worn Manager.

Enable live streaming

We recommend dedicating a camera profile for live streaming to minimize the number of licenses used. See *About licenses on page 6*

1. Open AXIS Body Worn Manager.

2. Go to **Camera profiles**.

3. Select the camera profile you want to enable live streaming for.

4. Under **AXIS Body Worn Live**, turn on **Streaming**.

Add wireless networks

The body worn camera must be connected to a wireless network to stream video. The body worn camera uses wireless networks assigned to the camera user. You can assign the wireless network to the camera user in three different ways:

Option 1: Assign wireless network through camera profile in AXIS Body Worn Manager – You can add one or more wireless networks in AXIS Body Worn Manager and assign them to different camera profiles. You can consider these wireless networks system global within the body worn system, since you can manage them in one place, and they can be assigned to many camera users through camera profiles. See *Assign wireless network through camera profile in AXIS Body Worn Manager on page 9* .

Option 2: Assign wireless network directly to the camera user in AXIS Body Worn Manager – You can assign a wireless network directly to a camera user in AXIS Body Worn Manager. You can consider these wireless networks local in the body worn system, since

you manage them separately for each camera user. A wireless network assigned like this overrides any network assigned through the camera profile. See *Assign wireless network directly to the camera user in AXIS Body Worn Manager on page 9* .

Option 3: Assign wireless network directly to the camera user in AXIS Body Worn Assistant – You can assign a wireless network directly to a camera user in AXIS Body Worn Assistant. You can consider these wireless networks local in the body worn system, since you manage them separately for each camera user. One advantage of using this method is that you can let camera users add wireless networks on their own. This is especially useful if you have many camera users, and want to use many individual wireless networks. When you add a wireless network this way it overrides and networks added in the camera profile, or directly to the user in AXIS Body Worn Manager. See *Assign wireless network directly to the camera user in AXIS Body Worn Assistant on page 9* .

Note

AXIS W100 Body Worn Camera and AXIS W101 Body Worn Camera support the 2.4 GHz frequency band only.

Assign wireless network through camera profile in AXIS Body Worn Manager

1. Open AXIS Body Worn Manager.

2. Go to **Cloud** > **AXIS Body Worn Live** .

3. Under **Wireless networks**, click Add.

4. Enter the **Name (SSID)** and **Password** for the wireless network.

5. Click **Add.**

6. Go to **Camera profiles**.

7. Select the camera profile you want to assign the wireless network to.

8. Expand the **AXIS Body Worn Live** panel.

9. Select a wireless network to assign it to the camera profile.

10. Go to **Users** and select the camera user you want to assign the wireless network to.

11. Select the camera profile that has the appropriate wireless network.

Assign wireless network directly to the camera user in AXIS Body Worn Manager

Note

Before you can assign a wireless network directly to the camera user, you must enable streaming, see *Enable live streaming on page 8* .

1. Open AXIS Body Worn Manager.

2. Go to **Users** and select the user you want to add a wireless network to.

3. Click .

4. Enter the **Name (SSID)** and **Password** for the wireless network.

5. Click **Add.**

Assign wireless network directly to the camera user in AXIS Body Worn Assistant

1. Open AXIS Body Worn Assistant.

2. Go to **Camera**.

3. Tap the pen icon .

4. Enter the wireless network name and password, and tap **OK**.

Note

When you add a wireless network this way it overrides and networks added in the camera profile, or directly to the user in AXIS Body Worn Manager.

Synchronize time

Important

- Browsers used for viewing AXIS Body Worn Live streams must have the same time, give or take a few seconds, as the body worn system.
- AXIS Body Worn Live prevents video streaming if the time between the system and the client isn't synchronized.
- We recommend using the same NTP server and time settings on the computers used for viewing AXIS Body Worn Live streams, as in the body worn system.

Daily use

> **Important**
>
> For security reasons, AXIS Body Worn Live requires docking the camera at least every three days, and live streaming only works if you dock the camera within the three-day interval.

Open AXIS Body Worn Live

1. Go to *AXIS Body Worn Live*.

2. Sign in using your My Axis account credentials.

> **Note**
>
> - You'll stay logged in as long as you keep your web browser open, even if you close the AXIS Body Worn Live tab.
> - You'll be logged out if you close the web browser and don't open it again within seven days.

Start a live stream

To start a live stream:

1. Double press the Function button (5) on the body worn camera.

2. The Recording status LED (2) turns red, and the Wireless connectivity status LED (7) starts pulsing amber to indicate that the camera is trying to establish a connection with AXIS Body Worn Live.

3. The Wireless connectivity status LED (7) turns green when the camera has a connection and the video stream is live.

4. The camera vibrates when the SOC operator acknowledges the stream, see *View and acknowledge a live stream on page 13*.

> **Important**
>
> This notification means that the SOC operator has opened and acknowledged the live stream. It does not guarantee that the operator is watching.
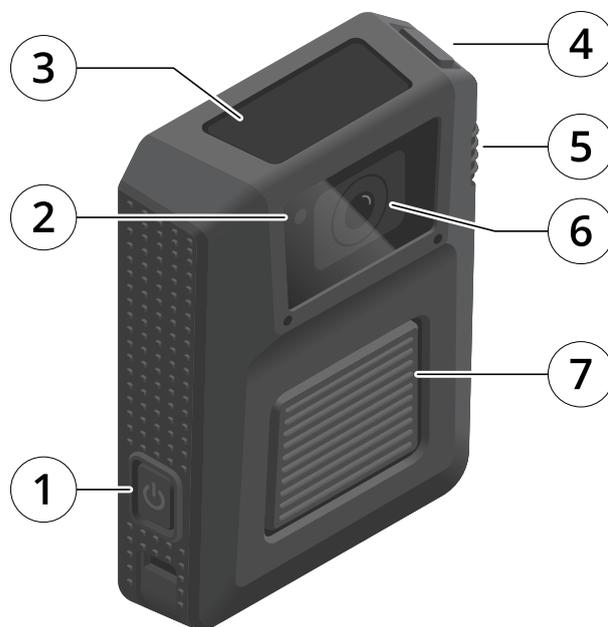
> **Note**
>
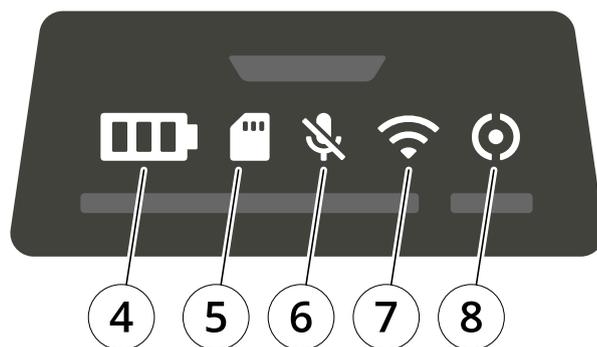> You can start a live stream while recording, or you can start recording and streaming at the same time.
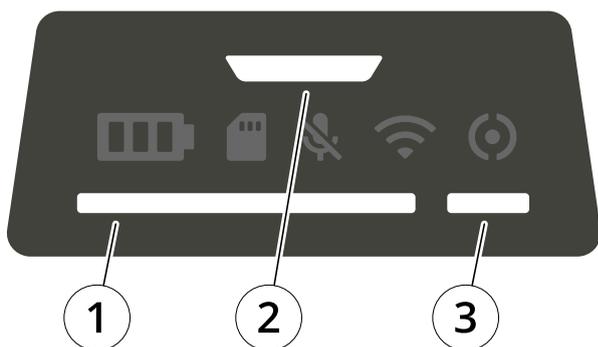
AXIS Body Worn Live

Daily use

1   *Power button*
2   *Front recording indicator*
3   *Display*
4   *Top button*
5   *Function button*
6   *Camera lens*
7   *Front button*

1   *Docking status*
2   *Recording status*
3   *Operation status*
4   *Battery status*
5   *Storage status*
6   *Microphone*
7   *Wireless connectivity status*
8   *Camera extension*

Stop a live stream

To stop a live stream, press and hold the Front button (7) for 5 seconds. This also stops the recording.

View and acknowledge a live stream

When a camera user starts a live stream, their body worn user name appears under **Active streams**. To view a live stream:

1. Go to streams .

2. Under Active streams, click the body worn user's name.

3. To let the camera user know that you have opened the live stream, click . The camera vibrates to notify the camera user.

View recent streams

AXIS Body Worn Live saves all streams for 24 hours. To view recent streams:

1. Go to streams .

2. Under Recent streams, click the body worn user whose video you want to view.

3. Click the stream you want to view.

Maintenance

Move a system to another organization folder

To move a body worn system from one organization folder to another, you must first disconnect the system from the current folder and then connect it to the other one.

1. Open AXIS Body Worn Manager for the system you want to disconnect or move.

2. Open the context menu ⋮ in the top bar and click **About**.

3. Take note of the **System ID**.

4. Go to *AXIS Body Worn Live* and sign in using your My Axis account credentials.

5. Go to settings.

6. Under **Connected systems**, identify the system you want to move using the system ID, and Click **Disconnect**.

7. Connect the body worn system to another organization folder, see *Connect your body worn system to the organization folder on page 5* .

Troubleshooting

Problem or symptom	Cause	Solution
There's no image in the live stream player.	The time in the body worn system is different from the time on the computer using AXIS Body Worn Live.	Make sure you're using automatic time in the body worn system.
The camera user has started a live stream and the camera is connected to the wireless network but the stream doesn't appear in AXIS Body Worn Live.	The private key has been removed from the browser using AXIS Body Worn Live. This can happen for example when you clear your browsing data.	See *Enable end-to-end encryption on page 7*. We recommend that you remove the corresponding public key from AXIS Body Worn Manager as well.
You don't have the permission to view live streams.	You're missing the Body worn viewer role.	See *Assign user roles on page 7*
The body worn camera won't connect to the wireless network. The wireless status LED keeps pulsing amber and doesn't turn green.	A wireless network hasn't been assigned to the user using the camera.	See *Add wireless networks on page 8*
	The camera hasn't been docked for over three days. For security reasons, AXIS Body Worn Live requires docking the camera at least every three days, and live streaming only works if you dock the camera within the three-day interval.	Dock the camera to renew the certificate.
	The network name or password is wrong.	Make sure the network name and password are correct.
	Axis body worn camera models only support 2.4 GHz wireless networks.	Make sure the wireless network uses the 2.4 GHz frequency band. Many phones use the 5 GHz frequency band by default. So if you're connecting to a mobile hotspot you need to go into your phone's settings and enable the 2.4 GHz frequency band.