


AXIS Body Worn Live Axis-hosted

This is AXIS Body Worn Live

With AXIS Body Worn Live, body worn camera users can stream live video and audio over Wi-Fi® or mobile networks. Operators can view the live video, and let the camera users know that they are watching the stream. In a map view, operators can also view the location of cameras that are currently streaming live video. The video stream is encrypted for secure transmission.

When you set up AXIS Body Worn Live, you have two hosting options:

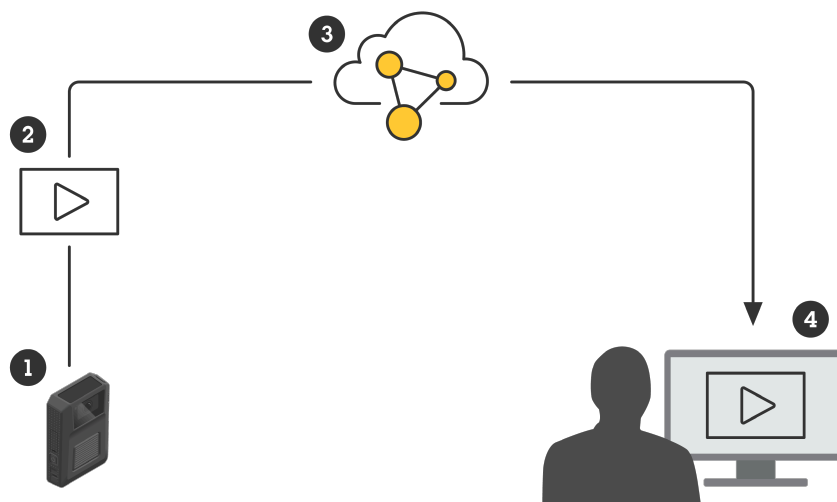
 **Axis-hosted** – hosted in the Axis cloud.

 **Self-hosted** – hosted by you.

This manual helps you set up and use the **Axis-hosted** option.

For instructions on how to set up the self-hosted option, see *AXIS Body Worn Live Self-hosted user manual*.

Solution overview



- 1 Body worn camera
- 2 Live streaming (end-to-end encrypted)
- 3 Cloud hosted by Axis
- 4 Web client

When you use AXIS Body Worn Live, the body worn camera (1) streams live video (2) through the cloud (3) to a web client (4).

Get started


To get started with live streaming from the body worn cameras to AXIS Body Worn Live you must go through all the steps below:

- 1.
- 2.
- 3.
- 4.
- 5.
6. If you use Wi-Fi for streaming:
7. If you use AXIS Body Worn Live in an embedded browser in Genetec™ Security Center:
- 8.

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.

To check the date and time settings in AXIS Body Worn Manager, go to **Settings**  > **System** > **Date and time**.

Create a My Axis account


A My Axis account gives access to My Systems, where you find 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.

1. Go to *My Axis – Create Account*.
2. Enter your information and click **CREATE ACCOUNT**.

Connect your body worn system to AXIS Body Worn Live

Note


If your body worn system contains AXIS W100 or AXIS W101 Body Worn Cameras and is located outside North America, all wireless network channels in the cameras need to be turned on for live streaming to work optimally. Contact Axis support at bodywornlive.support@axis.com and provide your system ID and the country the system is located in before you connect to AXIS Body Worn Live. Axis support will enable required wireless channels for the body worn cameras.

1. In AXIS Body Worn Manager, go to **Add-on services**  > **AXIS Body Worn Live**.
2. Select **Axis-hosted**.
3. Click **Install**.
4. Turn on cloud extensions.
5. Accept the end user license agreement.
6. Sign in to your My Axis account.

7. Under **Organization**, select **+ Create new organization**. You will become the organization owner for the whole organization. You will also get the admin role. See and .
8. Under **Storage location**, select the country where you want to store evidence data. For more information about evidence data, see .
9. Go to AXIS Body Worn Manager and copy the authorization code.
10. Go back to the authorization step and paste the code.
11. Click **Finish**.
A 30-day trial license for AXIS Body Worn Live is automatically activated.

Enable end-to-end encryption




End-to-end encryption ensures secure communication between the body worn cameras and AXIS Body Worn Live. For more information, see .

1. In AXIS Body Worn Manager, go to **Add-on services**  > **AXIS Body Worn Live** > **End-to-end encryption**.
2. Click **Generate key**.

The key is saved in AXIS Body Worn Manager, and distributed to the cameras when they're docked.

Reuse key in several body worn systems

If you want operators to view live video from several body worn systems, you can reuse the encryption key from the first body worn system in the others.


1. In AXIS Body Worn Manager of the first body worn system, go to **Add-on services**  > **AXIS Body Worn Live**.
2. Click **Open AXIS Body Worn Live** .
3. Select **Copy link with key** or **Copy password-protected link with key**.
4. In AXIS Body Worn Manager of the other body worn system, go to **Add-on services**  > **AXIS Body Worn Live**.
5. Click **Import link with key**.
6. Type a name for the link with key.
7. In **Link with key**, paste the link from the first system.
8. Click **Import**.

Verify end-to-end encryption (optional)

The generated key has a thumbprint that you can use to verify the end-to-end-encryption. You can find the 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.

Note


If you view live streams from several body worn systems in AXIS Body Worn Live, the thumbprints in all the systems must match.

In AXIS Body Worn Manager, you find the thumbprint in the list of keys in **Add-on services**  > **AXIS Body Worn Live** > **End-to-end encryption** > **Show more**.

In AXIS Body Worn Live, you find the thumbprint in **Settings** > **End-to-end encryption**.

Enable live streaming

We recommend that you dedicate a camera profile for live streaming to minimize the number of licenses used. For more information, see .

1. In AXIS Body Worn Manager, go to **Camera profiles** .
2. Under **AXIS Body Worn Live**, turn on **Streaming**.

Add Wi-Fi networks

Note

If the camera has a SIM card and uses only mobile networks, you don't have to add and assign Wi-Fi networks.

The body worn camera must be connected to a Wi-Fi or mobile network to stream video. For Wi-Fi networks, the body worn camera uses networks assigned to the camera user. You can assign a Wi-Fi network to the camera user either through camera profiles or directly to the camera user.

Option 1: Assign Wi-Fi network through camera profile in AXIS Body Worn Manager – You can add one or more Wi-Fi networks in AXIS Body Worn Manager and assign them to different camera profiles. For instructions, see .



Option 2a: Assign Wi-Fi network directly to the camera user in AXIS Body Worn Manager – You can assign a Wi-Fi network directly to a camera user in AXIS Body Worn Manager. This network overrides any network assigned through the camera profile. For instructions, see .

Option 2b: Assign Wi-Fi network directly to the camera user in AXIS Body Worn Assistant – You can assign a Wi-Fi network directly to a camera user in AXIS Body Worn Assistant. The camera users can add Wi-Fi networks on their own. This is especially useful if you have many camera users, and want to use many individual Wi-Fi networks. When you assign a Wi-Fi network directly to the user in AXIS Body Worn Assistant, it overrides any other assigned network. For instructions, see .

Note

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



Option 1: Assign Wi-Fi network through camera profile in AXIS Body Worn Manager

1. In AXIS Body Worn Manager, go to **Settings**  > **Camera**.
2. Under **Wi-Fi networks**, click **Add**.
3. Enter the **Name (SSID)** and **Password** for the Wi-Fi network.
4. Click **Add**.
5. Go to **Camera profiles** .
6. Select the camera profile you want to assign the Wi-Fi network to.
7. Expand the **Wireless connection** panel.
8. Select a Wi-Fi network to assign it to the camera profile.
9. Go to **Users** and select the camera user you want to assign the Wi-Fi network to.
10. Select the camera profile that has the appropriate Wi-Fi network.


Option 2a: Assign Wi-Fi network directly to the camera user in AXIS Body Worn Manager

Note

Before you can assign a Wi-Fi network directly to the camera user, you must enable streaming, see .

1. In AXIS Body Worn Manager, go to Users  and select the user you want to add a Wi-Fi network to.
2. In Network, click .
3. Enter the Name (SSID) and Password for the Wi-Fi network.
4. Click Add.

Option 2b: Assign Wi-Fi network directly to the camera user in AXIS Body Worn Assistant

1. In AXIS Body Worn Assistant, go to Camera.
2. Tap the pen icon .
3. Enter the Wi-Fi network name and password, and tap OK.

Note

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



Change default browser in Genetec™Security Center

If you use Genetec™Security Center, you have to change the default browser to avoid issues with the live stream. Genetec™ Security Center uses the Google Chrome™ browser by default. Change it to Microsoft Edge® by editing a config file:

1. On your computer, go to Program Files (x86) > Genetec Security Center 5.xx > ConfigurationFiles.
2. Log in as administrator and edit the file App.SecurityDesk.config.
3. In Presentation, add WebBrowserType="Edge" to the list.
4. Restart Genetec™Security Center.


Invite operators to AXIS Body Worn Live

To make it possible for operators to start using AXIS Body Worn Live, an admin must add them as users in My Systems and share the link to AXIS Body Worn Live with them.

1. Invite the operators to your organization in *My Systems*. For instructions, see *My Systems user manual*.
2. Make sure the operators accept the invitation. They must all have individual My Axis accounts.
3. Assign a user role to each operator. For instructions, see *My Systems user manual*. For information about what each role can do in AXIS Body Worn Live, see .
4. In AXIS Body Worn Manager, go to Add-on services  > AXIS Body Worn Live.
5. Click Open AXIS Body Worn Live .
6. Select one of the options in the list. The link including the encryption key is copied to your computer's clipboard.
7. Share the link with the operators in a secure way.

Ready to start streaming

You have now finalized the required steps for setting up the system.

To access AXIS Body Worn Live from AXIS Body Worn Manager, go to Add-on services  > AXIS Body Worn Live and click Open AXIS Body Worn Live.


Configure your system

Make it possible to view cameras on a map

Operators can view the geographical position of cameras that are currently streaming live video. To make that possible, you must enable **Location** in AXIS Body Worn Manager.

Note

It's only possible to view the geographical position for some camera models.

1. In AXIS Body Worn Manager, go to **Camera profiles** .
2. Select the camera profile that you enabled live streaming for.
3. For each camera model, turn on **Location**.

Set up automatic notifications to SOC

To make sure the operators in the security operating center (SOC) get notified when a new live stream starts, you can set up the system to send notifications automatically. You set up a connection between your organization and the security operating center.

1. Go to **Settings**.
2. Click **+ New SOC integration**.
3. Enter the URL for the security operating center.
4. Optionally, click **Sign messages** and enter a payload signature. This is used on the receiving end to verify that the notification comes from the correct source.
5. Click **Add**.

For instructions on how to set up the integration on the receiving end, download the *SOC integration* document.

Learn more

Organizations

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

- The organization connects your body worn system to your AXIS Body Worn Live licenses.
- The organization connects your body worn system to the AXIS Body Worn Live users.

You can learn more about organizations in *My Systems user manual*.

User roles

Note

- AXIS Body Worn Live users are separate from the camera users in AXIS Body Worn Manager
- AXIS Body Worn Live users need a My Axis account to sign in.

In AXIS Body Worn Live, there are three user roles:

Viewer – Views and acknowledges incoming live streams.

Operator – Views and acknowledges incoming live streams.

Admin – Manages the AXIS Body Worn Live settings. The administrator connects the body worn system to AXIS Body Worn Live, invites users, and assigns user roles. Administrators can also view and acknowledge incoming live streams.

Licenses

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

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

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

To learn more about licenses for Axis products and services, see *My Systems user manual*.

End-to-end encryption

End-to-end encryption is a method to secure the communication between a sender and a recipient. End-to-end encryption ensures that only the intended recipients can access the video streams from the body worn cameras. It's implemented through two matching keys, a public one in the body worn camera and a private one in the browser that runs AXIS Body Worn Live. You generate the key pair in AXIS Body Worn Manager and add the private key to the browser where you access AXIS Body Worn Live. AXIS Body Worn Manager distributes the public key to the cameras when they're docked.

Important

- End-to-end encryption is mandatory.
- When you download a link to AXIS Body Worn Live including a key, you can encrypt it with a passphrase for increased security. Each operator has to enter the passphrase when they use the link with the key.
- The browser removes the key if you remove cookies and other site data. This can happen when you clear your browsing history. One way to avoid this is to bookmark the AXIS Body Worn Live link including the key in the browser.

Evidence data and metadata

When a body worn camera streams live video, both evidence data and metadata are produced. When you connect your body worn system to AXIS Body Worn Live, you can choose between several countries for storing evidence data.

Evidence data:

- Encrypted video and audio streams
- Encrypted incident positioning data

Metadata:


- User-related, such as user ID, username, stream ID, and organization ID.
- Stream-related, such as start time, end time, and duration.

Daily use

Important

For security reasons, AXIS Body Worn Live requires that the camera is docked at least once every six days. Live streaming only works if you dock the camera within the six-day interval.

Open AXIS Body Worn Live



1. Click the link to AXIS Body Worn Live provided by your body worn systems administrator.
2. Use your My Axis account credentials to sign in.
3. Select the organization  that is connected to the body worn system where AXIS Body Worn Live is configured.

Note

- You'll stay signed in as long as you keep your web browser open, even if you close the AXIS Body Worn Live tab.
- You'll be signed 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 on the body worn camera. The recording LED turns red, and depending on your camera model:
 - The Wi-Fi® connectivity LED starts pulsing amber.
 -  turns white.
2. When the camera has established a connection and started streaming to AXIS Body Worn Live, depending on your camera model:
 - The Wi-Fi connectivity LED turns green.
 -  turns green.
3. The camera provides feedback when the SOC (security operating center) operator acknowledges the stream, see .

Note




You can start a live stream whether you're already recording or not. If you're not already recording, a recording starts at the same time as the live stream.


Stop a live stream

To stop the live stream and the recording, press and hold the recording button. Check the *camera's user manual* for information about how long you need to keep the button pressed.

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. Click the camera user whose video stream you want to view.
3. To switch between map view and live stream view, click  and .

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

View several live streams at the same time


You can view live streams from up to four camera users next to each other. To create a group of camera users and view their live streams simultaneously:

1. Go to streams .
2. Click .
3. Type a name for the group.
4. Click  and select up to four camera users.
5. Click **Create**.
6. To view the live streams, click the group name.

You can also drag-and-drop camera users to create a new group or to add a user to an existing group.

View recent streams


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

1. Go to recordings .
2. Click the camera user whose video stream you want to view.
3. Click the stream you want to view.



View cameras on a map

If you want to find out where a camera user who is currently streaming live video is located and how they are moving, you can view the camera's geographical position on a map.



Important

- You need to turn on **Location** in AXIS Body Worn Manager before you can view camera positions. See .
- You can't view camera movements if the camera can't receive GPS signals. If a camera stopped receiving GPS signals, it's indicated by  in the map. When you hover the icon you see when the position was last updated.
- A camera user that started streaming but didn't yet get a position, isn't visible in the map.

To view the camera users' positions in a map:


1. Go to streams .
2. Click .

Note

- If you want to see how camera users have moved in the last 20–30 seconds, you can click  to turn on trails.
- If several camera users are close to each other, they are clustered on the map and a number lets you know how many cameras are included in the cluster.
- In the list of camera users, hover a user and click  to center the map around that user.

Troubleshooting

To help troubleshoot some issues, you can use troubleshooting mode in AXIS W102 and AXIS W120 Body Worn Cameras. To turn it on:

1. In AXIS Body Worn Manager, go to **Add-on services**  > **AXIS Body Worn Live**.
2. In **Axis-hosted overview**, click **Show more**.
3. Turn on **Allow troubleshooting mode**.
4. On the body worn camera, double-press the top button.
To show the next page, single-press the top button.
To leave troubleshooting mode, press and hold the top button for 5 seconds.

The information is organized in pages in this way:

Page 1:

- System time
- Network status (**Net**)
- Wi-Fi or mobile network mode (**Submode: WLAN or LTE**)
- Signal strength in dB

Page 2 – when using Wi-Fi:

- SSID
- Authentication method (**Auth**)
- The camera's IPv4 address
- Authentication status (**Status**)
- MAC address of the connected access point

Page 2 – when using mobile networks:

- The camera's IP address
- Roaming status
- SIM status
- APN


Page 3:






- Nameservers used by the camera


Page 4:

- Response code from endpoint query

General issues

Problem or symptom	Cause	Solution
I can't turn on cloud extensions in AXIS Body Worn Manager.	There is an issue with the network configuration.	In AXIS Body Worn Manager, go to Settings  > Network and check the network configuration, including IP address, DNS settings, proxy server, and firewall rules to make sure the body worn system can establish a connection
The body worn camera doesn't react when I try to start a live stream.	Streaming isn't turned on in the user's camera profile.	See .


Problem or symptom	Cause	Solution
	Your AXIS Body Worn Live license has expired.	In AXIS Body Worn Live, go to Settings and check the license information.
The body worn camera won't connect to the Wi-Fi® network. The Wi-Fi connectivity LED turns red/I get a Wi-Fi warning: 	A wireless network hasn't been assigned to the user using the camera.	See
	The camera hasn't been docked for over six days. For security reasons, AXIS Body Worn Live requires docking the camera at least every six days, and live streaming only works if you dock the camera within the six-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 W100 and AXIS W101 Body Worn Cameras 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.
Can't stream video through mobile network/I get a mobile network warning: 	The SSID for the Wi-Fi network is wrong or missing.	Enter the correct SSID for the Wi-Fi network.
	The SIM card PIN is wrong or missing.	In AXIS Body Worn Manager, go to Cameras  and click the camera. Enter the correct PIN.
	The SIM card has been replaced while the camera was turned on and undocked.	Dock the camera.
	The gateway between the mobile network and the internet, the access point name (APN), is required by the operator.	Add the APN in AXIS Body Worn Manager: <ol style="list-style-type: none"> Go to Settings  > Camera > Mobile networks. Click Show advanced. Enter the access point name used by your network provider.
	The camera isn't enabled for use by the network provider.	<ol style="list-style-type: none"> In AXIS Body Worn Manager, go to Cameras  and click the camera to find the camera's international mobile equipment identity (IMEI) number.

Problem or symptom	Cause	Solution
		<ol style="list-style-type: none"> 2. Check if the IMEI is blocked, for example at <i>imeicheck.com</i>. 3. If the IMEI is blocked, contact the operator to allow it.
	The SIM card is broken.	Replace the SIM card.
I get an AXIS Body Worn Live error: 	The camera hasn't been docked for more than 6 days.	Dock the camera. Make sure the body worn system has access to the hostnames listed in .
I don't see an image in the live stream player.	The time in the body worn system is different from the time on the computer used for AXIS Body Worn Live.	Use an NTP server to set the date and time both in the body worn system and on the computer used for AXIS Body Worn Live.
Live streaming doesn't work optimally.	Your system is located in Europe, your system contains AXIS W100 or W101 cameras, and your Wi-Fi router uses channel 12 or 13.	Contact bodywornlive.support@axis.com and provide your system ID and the country the system is located in.
I experience issues with the live stream in the embedded browser in Genetec™ Security Center.	Genetec™ Security Center uses the Google Chrome™ browser by default.	Change the default browser to Microsoft Edge® by editing a config file. For example, go to Program Files (x86) > Genetec Security Center 5.11 > ConfigurationFiles > App. SecurityDesk.config . In Presentation , add or change WebBrowserType to Edge.
I experience issues with the live stream in the embedded browser in AXIS Camera Station.	The AXIS Camera Station version is too old.	Upgrade to version 5.50 or later.
	The Microsoft® Windows version is too old.	Upgrade to the latest version.

Wi-Fi issues






Problem: The body worn camera won't connect to the Wi-Fi network.

Symptom	Cause	Solution
When I turn on troubleshooting mode, the submode is LTE.	There's a SIM card in the camera.	Turn off the camera and remove the SIM card.
When I turn on troubleshooting mode, the camera has no IPv4 address.	WPA2 isn't allowed by the access point.	Enable WPA2 on the access point.
	The password for the Wi-Fi network is wrong.	In AXIS Body Worn Manager or AXIS Body Worn Assistant, enter the correct password.
When I turn on troubleshooting mode, the access point has no MAC address.	Wrong SSID.	Enter the correct SSID.

The camera display shows  .	The camera is too far away from a Wi-Fi access point.	Use the camera closer to an access point.
When the camera switches from one Wi-Fi access point to another, the stream sometimes lags.	This is a known limitation. For more information, see the release notes.	-

Mobile network issues

Problem: The body worn camera won't connect to the mobile network.

Symptom	Cause	Solution
When I turn on troubleshooting mode, the submode is WLAN .	There's no SIM card in the camera.	Turn off the camera and insert a SIM card.
In AXIS Body Worn Manager, the SIM card's state is Unknown .	The SIM card is incompatible.	Contact the operator or try another SIM card.
The camera display shows  .	The SIM card has been replaced while the camera was turned on and undocked.	Dock the camera.
	The camera isn't enabled for use by the network provider.	<ol style="list-style-type: none"> In AXIS Body Worn Manager, go to Cameras  and click the camera to find the camera's international mobile equipment identity (IMEI) number. Check if the IMEI is blocked, for example at imeicheck.com. If the IMEI is blocked, contact the operator to allow it.
When I dock the camera, I get an alert in AXIS Body Worn Manager that the SIM card is locked.	The SIM card is locked.	Use the PUK code to set a new PIN.
When I dock the camera, I get an alert in AXIS Body Worn Manager that the SIM PIN is wrong or missing.	The SIM card PIN is wrong or missing.	In AXIS Body Worn Manager, go to Cameras  and click the camera. Enter the correct PIN.
 doesn't show up in the camera display.	The operator doesn't support any of the LTE bands that the camera supports.	Compare the LTE bands listed in the camera's datasheet to the operator's band capabilities.
	The camera is too far away from a mast.	Use the camera closer to a mast.
When I turn on troubleshooting mode, the camera has no IPv4 address and there's no APN listed.	The gateway between the mobile network and the internet, the access point name (APN), is required by the operator.	Add the APN in AXIS Body Worn Manager: <ol style="list-style-type: none"> Go to Settings  > Camera > Mobile networks.

		<ol style="list-style-type: none"> 2. Click Show more. 3. Enter the access point name used by your network provider.
When I turn on troubleshooting mode, the camera has no IPv4 address and roaming is inactive.	Roaming is disabled in the mobile network subscription.	<ol style="list-style-type: none"> 1. Dock the camera. 2. Enable roaming in the mobile network subscription.
When I turn on troubleshooting mode, the camera has an IPv4 address.	There is no more credit for data transfer.	Contact the network operator for help.

Hostnames

These are the hostnames that the body worn system must have access to when you set up and use AXIS Body Worn Live. The port is always 443.

Global

Domain	Information	Device type
*.mysystems.axis.com	Web applications.	Clients (web browser)
*.bodyworn.axis.com	Bodyworn specific APIs.	Clients (web browser), body worn cameras, system controllers
*.bodyworn.axis.cloud	Bodyworn specific APIs.	System controllers
*.axis.com	Common Axis APIs.	Clients (web browser), system controllers
axisbwsprod.webpubsub.azure.com	Websocket for application data.	Clients (web browser)
axisbws-prod.azure-devices.net	Application communication between devices and cloud.	Body worn cameras, system controllers

Regional streaming storage

Domain	Region	Device type
axislive31517ebf9edd88f9.blob.core.windows.net	East US	Clients (web browser), body worn cameras
axislive1c7751f2e2c4df77.blob.core.windows.net	West US	
axislivee6dc2820e149af9f.blob.core.windows.net	EU	
axislive980d6ba8adbbf223.blob.core.windows.net	Australia	
axislive9280c1821b19cd35.blob.core.windows.net	Canada	
axislive5894d7bc3cd547d1.blob.core.windows.net	India	
axislive09082556af5ba7de.blob.core.windows.net	France	

axislive8adf5397b85a521e.blob. core.windows.net	Germany	
axislive7411d120eb3dc484.blob. core.windows.net	Switzerland	
axislive39b4a3a4e44aa1f5.blob. core.windows.net	UK	
axislivef1c7db59e587d874.blob. core.windows.net	Japan	

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