

AXIS Body Worn Live, Axis Hosted

This is AXIS Body Worn Live

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

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



Hosted by Axis – hosted in the Axis cloud.

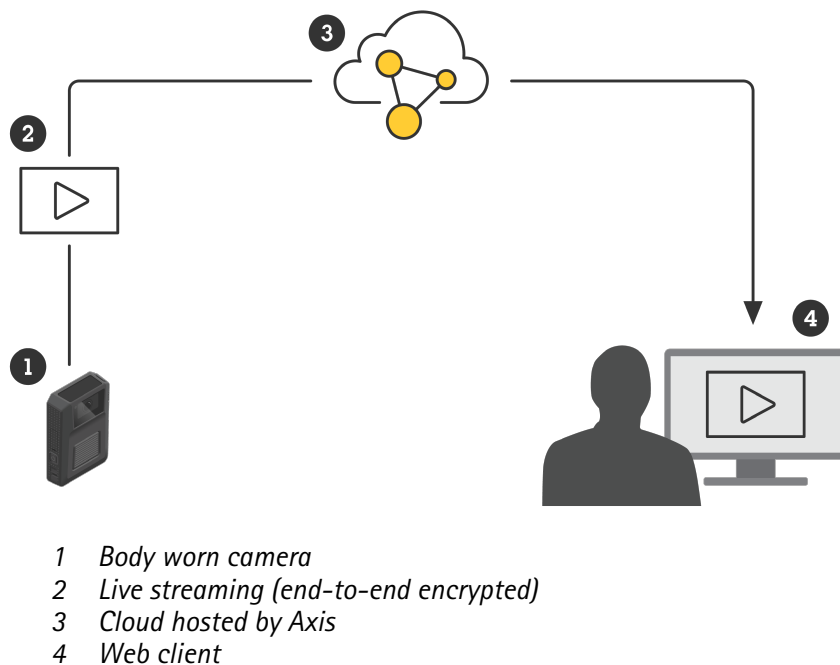


Self-hosted – hosted by you.

This manual helps you set up and use the option that is **hosted by Axis**.

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

Solution overview



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. *Synchronize time, on page 3*
2. *Create a My Axis account, on page 3*
3. *Connect your body worn system to AXIS Body Worn Live, on page 3*
4. *Enable end-to-end encryption, on page 4*
5. *Enable live streaming, on page 4*
6. If you use Wi-Fi for streaming: *Add Wi-Fi networks, on page 5*
7. If you use AXIS Body Worn Live in an embedded browser in Genetec™ Security Center: *Change default browser in Genetec™ Security Center, on page 6*
8. *Invite operators to AXIS Body Worn Live, on page 6*

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

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 *Organizations, on page 9* and *User roles, on page 9*.
8. Under **Storage location**, select the country where you want to store evidence data. For more information about evidence data, see *Evidence data and metadata, on page 10*.
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 *End-to-end encryption, on page 9*.

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 *Licenses, on page 9*.

1. In AXIS Body Worn Manager, go to **Camera profiles**  and select a profile.

2. Under **AXIS Body Worn Live**, turn on **Streaming**.
3. To always start a live stream whenever the camera wearer starts a recording, turn on **Live stream on record**.
4. To allow operators to start live streaming remotely, turn on **Remote stream activation**.
 - 4.1. Select a **Mode**:
 - **While recording** – Makes it possible for operators to start live streams when the camera records.
 - **Always** – Makes it possible for operators to start live streams as soon as the camera is undocked.

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 wearer. You can assign a Wi-Fi network to the camera wearer either through camera profiles or directly to the camera wearer.

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 1: Assign Wi-Fi network through camera profile in AXIS Body Worn Manager, on page 5*.

Option 2a: Assign Wi-Fi network directly to the camera wearer in AXIS Body Worn Manager – You can assign a Wi-Fi network directly to a camera wearer in AXIS Body Worn Manager. This network overrides any network assigned through the camera profile. For instructions, see *Option 2a: Assign Wi-Fi network directly to the camera wearer in AXIS Body Worn Manager, on page 6*.

Option 2b: Assign Wi-Fi network directly to the camera wearer in AXIS Body Worn Assistant – You can assign a Wi-Fi network directly to a camera wearer in AXIS Body Worn Assistant. The wearers can add Wi-Fi networks on their own. This is especially useful if you have many camera wearers, and want to use many individual Wi-Fi networks. When you assign a Wi-Fi network directly to the wearer in AXIS Body Worn Assistant, it overrides any other assigned network. For instructions, see *Option 2b: Assign Wi-Fi network directly to the camera wearer in AXIS Body Worn Assistant, on page 6*.

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 wearer in AXIS Body Worn Manager

Note

Before you can assign a Wi-Fi network directly to the camera wearer, you must enable streaming, see *Enable live streaming, on page 4*.

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 wearer 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 *User roles, on page 9*.
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**.

You can also reach AXIS Body Worn Live at <https://live.bw.mysystems.axis.com/>

Configure your system

Make it possible to view cameras on a map

Operators can view the geographical position of cameras. 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**.
4. Select a **Mode**:
 - **While recording or streaming** – shows the position of cameras that are currently recording or streaming.
 - **Always** – shows the position of cameras that are undocked.

Add and assign APNs

If you use mobile networks for streaming, some cellular network providers require you to add an access point name (APN) to the body worn system. If your cameras use SIM cards from different cellular network providers, for example if they're used in different countries, you might need to add several APNs.

To add an APN to the system:

1. In AXIS Body Worn Manager, go to **Settings**  > **Camera** > **Mobile networks**.
2. Click **Add**.
3. Enter the access point name used by your cellular network provider.
4. If you want this APN to be the default option, select **Use as default**.

The default APN is automatically assigned to new SIM cards but not to SIM cards that are already in use. For SIM cards that are already in use, you must assign APNs manually.

To manually assign or change the APN for the SIM card in a camera:

1. In AXIS Body Worn Manager, go to **Cameras**  and click the camera.
2. In **Access point name (APN)**, select the APN you want to use.

To assign an APN to a camera profile:

1. In AXIS Body Worn Manager, go to **Camera profiles**  and select a camera profile from the list.
2. Click .
3. Select the APN that you want to assign to users with this camera profile.
4. Click **Done**.

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.
- Viewers in AXIS Body Worn Live have access to recordings for playback.

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

Viewer – Views and acknowledges incoming live streams. Views recordings.

Operator – Views and acknowledges incoming live streams. Views recordings.

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 and view recordings.

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. You can also reach AXIS Body Worn Live at <https://live.bw.mysystems.axis.com/>.
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

There are two ways to start a live stream:

- The camera wearer can start a live stream from the camera, see *Start a live stream from the camera, on page 11*.
- The SOC (security operating center) operator can start a live stream from AXIS Body Worn Live, see *Start a live stream remotely, on page 11*.

Start a live stream from the camera

1. If the body worn system administrator has turned on **Live stream on record** in the camera profile, press the recording button on the body worn camera. Otherwise, double-press the function button on the camera. The recording LED turns red, and depending on your camera model:
 - The Wi-Fi® connectivity LED starts pulsing amber.
 -  becomes visible.
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 *View and acknowledge a live stream, on page 12*.

Note

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

Start a live stream remotely

Important

To start a live stream from AXIS Body Worn Live, **Remote stream activation** must be turned on. For instructions, see *Enable live streaming, on page 4*.

1. Go to streams .

2. Click the camera wearer whose video stream you want to view.
3. Click **Start stream**.

Note

You can start a live stream whether the camera is already recording or not. If it's not recording, the system starts a recording 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.

Note

- It's not possible to stop the live stream remotely.
- It's not possible to stop the live stream without also stopping the recording.

View and acknowledge a live stream

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

1. Go to streams  > **Wearers**.
2. Click the camera wearer whose video stream you want to view.
3. To let the wearer know that you have opened the live stream, click . The camera vibrates to notify the wearer.

View live streams and map locations at the same time

In one view, you can mix live streams and map locations from multiple wearers at the same time. You can save a view to access it quickly at a later time.

Important

- To view camera positions on a map, turn on **Location** in AXIS Body Worn Manager. See *Make it possible to view cameras on a map, on page 8*.
- 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 wearer who hasn't yet gotten a position, isn't visible in the map.

1. To add live streams to the view, go to streams  > **Wearers**.
2. Drag-and-drop wearers into the view.
3. To add maps to the view, go to streams  > **Map**.
4. Drag-and-drop maps into the view.
5. To rearrange the live streams and maps, drag-and-drop  of each section.
6. To save your setup, click **Save view**.

Note

- To see how wearers have moved in the last 20–30 seconds, click  to turn on trails.
- If several wearers 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 wearers, hover a wearer and click  to center the map around it.

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 wearer whose video stream you want to view.
3. Click the stream you want to view.

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, start a live stream.
5. 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
- Connection status

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

Page 5 – MQTT connection status:

- The connection status to the MQTT broker (MQTT)
- The IP address of the MQTT broker

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 <i>Enable live streaming, on page 4</i> .
	Your AXIS Body Worn Live license has expired.	In AXIS Body Worn Live, go to Settings and check the license information.
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>Hostnames, on page 19</i> .
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.xx > 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.
When I open AXIS Body Worn Live I get an error message: <code>The request is blocked.</code>	The request is considered malicious by Axis firewall.	Clear the browser's cookies.

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 camera has no IPv4 address.	WPA2™/WPA3™ isn't allowed by the access point.	Enable WPA2/WPA3 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 camera says it's unauthorized.	The Wi-Fi uses 802.1X (WPA-EAP-TLS), which the camera doesn't support.	Use WPA2-Personal/PSK or WPA3-Personal.
	The Wi-Fi has a MAC filter that blocks the camera.	Allow the camera's MAC address in filters.
	The password for the Wi-Fi network is wrong.	Verify the Wi-Fi password in AXIS Body Worn Manager under Settings  > Camera > Wi-Fi networks . Try to connect a different device to the same network using the same password.
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 access point has no MAC address.	Wrong network name (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.
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 camera wearer.	See <i>Add Wi-Fi networks</i> , on page 5.
	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 (SSID) or password for the Wi-Fi network is wrong or missing.	Enter the correct SSID and password for the Wi-Fi network in AXIS Body Worn Manager under Settings  > Camera > Wi-Fi networks .
	The Wi-Fi network has been upgraded from WPA2 to WPA3.	Re-enter the password for the Wi-Fi network in AXIS Body Worn Manager.

	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.
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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 cellular network provider or try another SIM card.
Can't stream video through mobile network/I get a mobile network warning: 	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 cellular network provider.	- 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 cellular network provider to allow it.
	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 gateway between the mobile network and the internet, the access point name (APN), is required by the cellular network provider.	- To add the APN to AXIS Body Worn Manager, go to Settings  > Camera > Mobile networks. - Click Add. - Enter the access point name used by your network provider. - To assign the APN to the camera's SIM card, go to

		Cameras  and click the camera. 5. In Access point name (APN), select the correct APN.
	The SIM card is broken.	Replace the SIM card.
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 cellular network provider doesn't support any of the LTE bands that the camera supports.	Compare the LTE bands listed in the camera's datasheet to the cellular network provider'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 cellular network provider.	- To add the APN to AXIS Body Worn Manager, go to Settings  > Camera > Mobile networks. - Click Add. - Enter the access point name used by your network provider. - To assign the APN to the camera's SIM card, go to Cameras  and click the camera. - In Access point name (APN), select the correct APN.
When I turn on troubleshooting mode, the camera has no IPv4 address and roaming is inactive.	Roaming is disabled in the mobile network subscription.	- Dock the camera. - 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 cellular network provider for help.

When I turn on troubleshooting mode, the connection status is ICCID_EMPTY.	There is no SIM card in the camera.	Insert a SIM card.
When I turn on troubleshooting mode, the connection status is ICCID_MISMATCH.	The SIM card in the camera doesn't match the SIM registered in the system.	Dock the camera.

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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