

TASER CAM User Manual

TASER CAM™ *USER MANUAL*



TASER CAM User Manual

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Note: The following warnings and cautions are in addition to the TASER® X26 electronic control device warnings and cautions.

WARNINGS

Never point the X26 device at the eyes or face.

Always make certain that the safety is in the down (SAFE) position whenever the X26 device is loaded and not intended for immediate use.

To prevent fire or shock hazard, do not immerse the TASER CAM™ recorder in water or expose it to significant moisture.

Do not disassemble or alter the TASER CAM recorder in any way. Doing so may result in injury or damage to the unit, and voids the warranty.

The TASER CAM recorder uses a lithium ion polymer rechargeable battery. Do not continue to operate the TASER CAM recorder if there is any leaking or smoke from the unit. The liquid from the battery is flammable and may cause skin irritation.

The lithium ion polymer rechargeable battery in the TASER CAM recorder may rupture, ignite, or explode when exposed to high temperatures. Do not leave the TASER CAM recorder in or expose it to extreme heat, such as in a vehicle during hot weather.

CAUTIONS

Always disconnect the TASER CAM recorder from the charging cable (wall charger or USB cable) before inserting the TASER CAM recorder into an X26 device.

Never connect a PC or wall charger to a TASER CAM recorder that is updating the X26 programming ("P" indicated on the CID).

The TASER CAM recorder is designed for use between the temperatures of -4 °F and 122 °F (-20 °C and 50 °C). Extended exposure to sub-zero temperatures may increase the likelihood of video corruption.

High voltage discharge or electromagnetic interference (EMI) may cause video corruption in the TASER CAM recorder.

Do not carry or store the TASER CAM recorder in places where the battery contacts may become dirty or short-circuited.

Do not recharge the TASER CAM recorder out of the recommended temperature range of 32 °F to 104 °F (0 °C to 40 °C). Charging out of this recommended range may cause

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damage to the battery and may also cause deterioration of the battery's characteristics and cycle life.

Recharge the TASER CAM recorder frequently, before the remaining battery capacity is less than 50 percent.

Avoid dropping the TASER CAM recorder.

Only recharge the TASER CAM recorder using the approved cable(s) and charger.

Do not plug the TASER CAM cable into a PC or wall charger if there is physical damage to the cable.

Do not unplug the USB download cable from the PC while downloading from the device.

The camera lens can be scratched if not handled with care, possibly resulting in a distorted image.

Leaving the TASER CAM recorder out of an X26 for more than four hours without replacing it with a DPM/XDPM may result in problems such as corrupted data, clock errors, software problems, and weapon failure.

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THE TASER CAM: A GENERAL OVERVIEW

The TASER CAM recorder is an optional system for use with any X26 device. It does not change any of the existing functions of the weapon. The TASER CAM recorder, with its microphone and sensitive camera, adds to the X26 device the ability to record audio and video, even in low light environments, while being powered from a rechargeable battery.

The TASER CAM recorder is also available without the audio recording capability for locations where audio recording is restricted.

The TASER CAM recorder comes with PC software that downloads firing records and audio/video files and stores them in a library. Firing records can be downloaded from the weapon using the TASER CAM download cable. The software also generates reports that include firing/video data and use of the weapon.

TASER CAM Features

- Infrared illumination that allows for low-light recording. The infrared light automatically adjusts to the level of lighting in the environment. Because the TASER CAM recorder has an infrared light, the X26 device's Low Intensity Lights (LIL) are not required for low-light operations.
- A fully charged battery will provide enough power for approximately 100 five-second firings at 77 °F (25 °C) and 2 hours of video/audio recording. **Note:** Only the last 1.5 hours of video will be stored.
- The TASER CAM system records both video and audio any time the safety is in the up (ARMED) position, and stops recording when the safety is in the down (SAFE) position. **Note:** There is an approximately 1.5-second delay between the safety being placed in the up (ARMED) position and when the TASER CAM begins to record.
- The TASER CAM recorder stores the video and audio records; the X26 device stores the firing records. Because these data are kept in different places, it is preferred to use the same TASER CAM recorder and X26 device together.
- There is a distinct difference between the TASER CAM battery and a DPM/XDPM. The TASER CAM battery supplies less voltage to the X26 device than a standard X26 DPM/XDPM, so the X26 device's Low Intensity Lights may flash when the unit is firing. This is normal and DOES NOT indicate a low battery or a low power output.

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MINIMUM SYSTEM REQUIREMENTS

Windows 2000, 2003, or XP

Microsoft Direct X (Version 7.0 or greater for exported incident video processing)

Adobe PDF Viewer

Windows Media Player 6.4 or later (for exported video playback)

Pentium III (Pentium 4 preferred), or AMD Athlon

128 MB of RAM

Audio card

Video card (800 x 600 resolution or better, with 24-bit color)

PATA hard drive with at least 2 GB of available disk space

Internet access (recommended)

2.0 self-powered USB BUS or HUB

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CHARGING THE TASER CAM

Note: The TASER CAM recorder must be fully charged using the wall power charging cable, not the USB, prior to the first use (before it is inserted into an X26 device). It is advisable to download and save the X26 device's firing logs before upgrading the weapon software.

After the initial charging cycle is complete, there are two ways to recharge the TASER CAM recorder: through a wall power charging cable or a PC USB download cable. Depending on the amount of charge in the battery, it may take up to 5 hours for the TASER CAM recorder to fully charge. Charging can be accomplished with the TASER CAM recorder in the X26 device or independently (with the TASER CAM recorder out of the X26 device).

Charging the TASER CAM Using the Wall Power Charging Cable

1. Connect the wall power cable to the TASER CAM recorder.
2. Connect the wall power cable to a wall outlet.
3. A green light near the TASER CAM lens will flash to indicate charging.
4. When charging is complete, the green light will remain steady.
5. After unplugging the cable from the TASER CAM recorder, remember to replace the dataport plug on the TASER CAM recorder to prevent damage from any debris or moisture.

Charging the TASER CAM Recorder Using the PC USB Download Cable

Note: Before charging the TASER CAM recorder with a PC, ensure that the proper software is installed on the computer (See the *TASER CAM PC SOFTWARE INSTALLATION* section).

1. Connect the USB download cable to the TASER CAM recorder .
2. Connect the USB download cable to the PC. Be sure to fully insert the cable into the USB port.
3. A green light near the TASER CAM lens will flash to indicate charging.
4. When the TASER CAM recorder is fully charged, the green light will remain steady.

Note: The download application should be closed while charging, in order to minimize the charging duration. Keeping the application open can almost double the charging time.

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5. After unplugging the cable from the TASER CAM recorder, remember to replace the dataport plug on the TASER CAM recorder to prevent damage from any debris or moisture.

If the TASER CAM recorder is charging while it is in the X26 device, the right half of the X26 CID will display the following sequence and repeat every 30 seconds:

- The battery level, represented by a scale from 1–9 (1 = 10%, 2 = 20%, 3 = 30%, etc.). When the battery is fully charged, three horizontal segments will be displayed.
- A “U” is displayed if the TASER CAM recorder is being charged using the PC download cable. Nothing is displayed if it is being charged using the wall power cable.
- A sequence of one, two, and then three horizontal segments is displayed for about 25 seconds while charging. When the battery is fully charged, a decimal point will be displayed in the lower right corner of the CID for about 25 seconds.

Note: When the USB download cable or wall charging cable is disconnected from the TASER CAM recorder while in the X26 device, the X26 device will go through its boot-up sequence as if a DPM/XDPM were removed and reinserted. Never remove the TASER CAM recorder from the X26 device while it is going through the boot-up sequence, or while the safety is in the up (ARMED) position.

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OPERATING THE TASER CAM SYSTEM

When the TASER CAM recorder is inserted into an X26 device and disconnected from an external charging source (PC or wall power), it provides power to the weapon and to the sensitive camera and microphone used by the TASER CAM recorder.

Testing the TASER CAM Recorder

1. Remove the TASER cartridge from the X26 device.
2. Disconnect the TASER CAM recorder from the PC or wall power.
3. Confirm that the X26 safety is in the down (SAFE) position.
4. Remove the DPM.
5. Firmly insert the TASER CAM recorder into the weapon until it clicks and the ejector button pops out.

Note: If the X26 weapon software is an older revision, the TASER CAM recorder will update the software. A “P” will appear on the X26 CID indicating that the weapon software is being updated. DO NOT REMOVE THE TASER CAM RECORDER UNTIL THE SOFTWARE UPDATE AND BOOT UP SEQUENCE IS COMPLETE. DOING SO **WILL** CORRUPT THE SOFTWARE IN THE X26.

6. Observe the boot up sequence on the X26 CID. The boot up sequence should be the same as when a standard DPM/XDPM is inserted.
7. Confirm that the TASER cartridge is removed.
8. Put the safety in the up (ARMED) position. The TASER CAM recorder will begin recording.

Note: The CID will flash “88” if the camera lens is blocked by hands, gloves, debris, etc., resulting in poor or no visibility in the video. Audio recording is unaffected.

Note: There is an approximately 1.5-second delay between the safety being placed in the up (ARMED) position and when the TASER CAM begins to record.

9. Test fire the X26 device. The LIL may flash. This is normal.
10. Put the safety in the down (SAFE) position. The TASER CAM recorder will stop recording.

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11. Connect the TASER CAM recorder to a PC to download and view the video/audio recorded during this test. You also can use the TASER CAM recorder to download the firing logs from the weapon (see the *TASER CAM DOWNLOADING* section).

Note: Remember that the X26 device is being powered by the TASER CAM battery, and as with any X26 device, it must not be without power for an extended period of time (4 or more hours) in order to maintain the integrity of the software and clock. If the TASER CAM recorder is removed from an X26 device, a DPM/XDPM should be inserted to keep the unit continually powered. The X26 device (with weapon software that supports the TASER CAM recorder) will support an older-version DPM/XDPM.

Using the TASER CAM Recorder

The function and use of the X26 device do not change with the addition of a TASER CAM recorder. However, there are a few points to remember:

- The TASER CAM recorder will begin to record approximately one and a half seconds after the safety is put in the up (ARMED) position and stop recording when the safety is put in the down (SAFE) position.
- Do not block the lens of the TASER CAM recorder. If the lens is blocked, “88” will flash on the CID and the laser will flash. With a two-handed hold, the user might unintentionally block the lens, particularly when wearing gloves. **Note:** The CID and laser also may flash in conditions of extreme darkness even if the lens is not blocked. The TASER CAM recorder will still be able to record video if the infrared light is not covered.
- Hold the weapon as steady as possible while recording.
- Recharge the TASER CAM recorder before the remaining battery capacity is less than 50 percent.

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TASER CAM PC SOFTWARE INSTALLATION

With Version 2, the TASER CAM software installation process also installs the drivers. The drivers are also available separately on the CD-ROM in the \Drivers\ folder for manual installation, if needed.

1. Do not plug the USB cable into the computer at this step.
2. Close all open applications.
3. Insert the TASER CAM CD. The TASER CAM Setup Wizard Screen should appear automatically (Figure 1). If it does not, go to the CD/DVD drive and click setup.exe.



Figure 1

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4. Click **Next** to begin the installation. The license agreement displays (Figure 2).

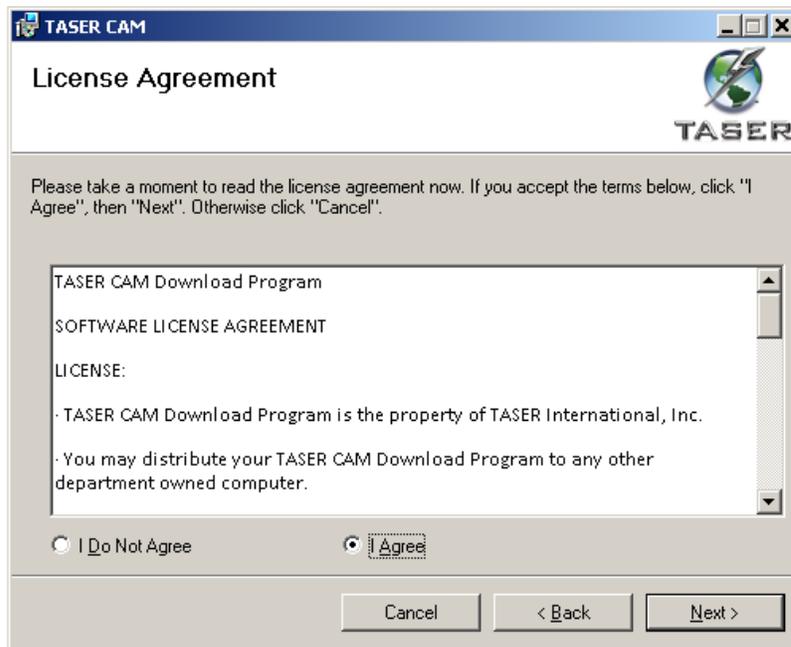


Figure 2

5. Click **Next**. The Welcome to the TASER CAM Data Setup Wizard dialog box displays (Figure 3).

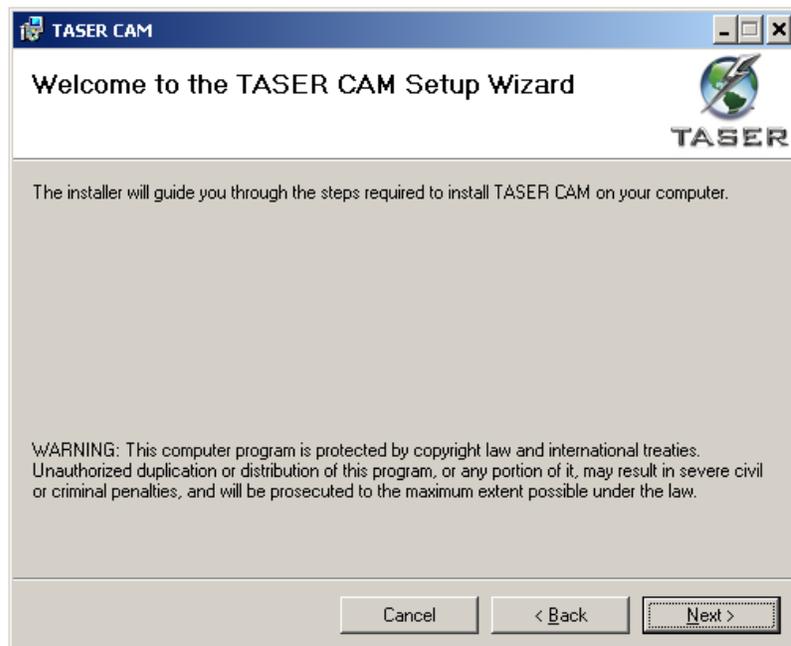


Figure 3

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6. Click **Next**. The Incident Data Import/Upgrade dialog box displays (Figure 4).

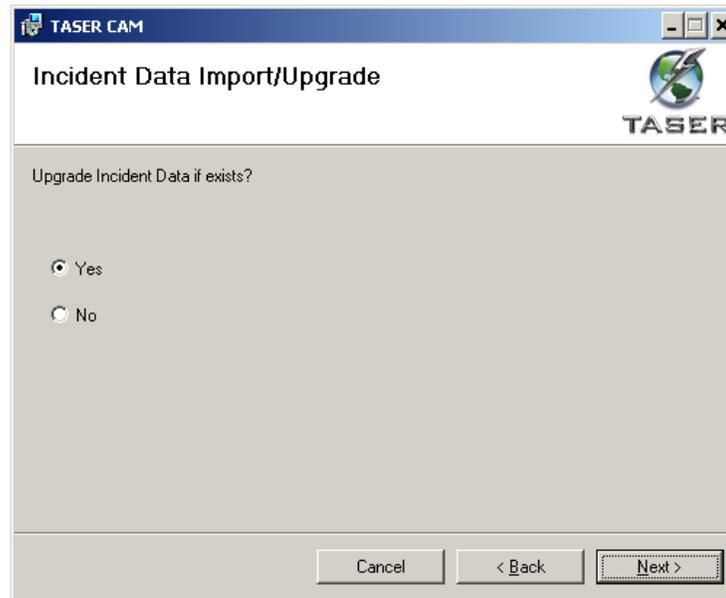


Figure 4

7. Click **Next**.
8. Designate the folder where the software will be installed. The wizard will designate a default location (recommended) or you may choose a different location (Figure 5).

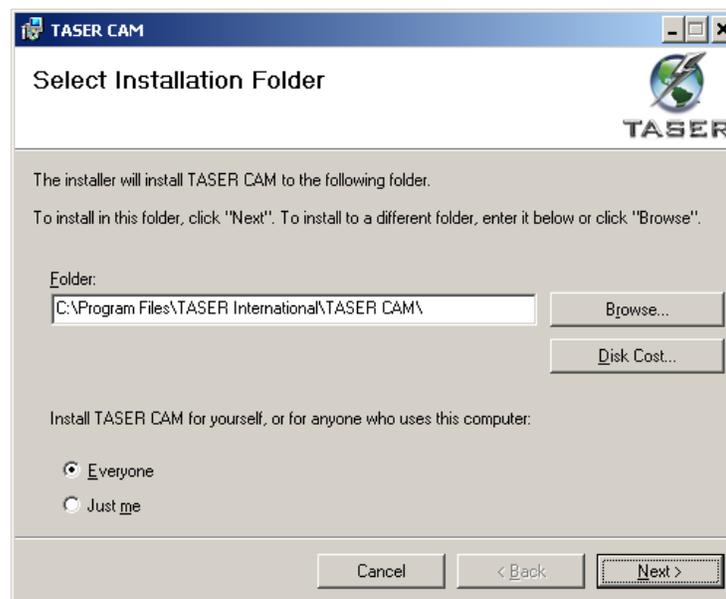


Figure 5

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9. Click **Next** to continue.
10. The system displays the Confirm Installation screen. Click **Next** to continue (Figure 6).

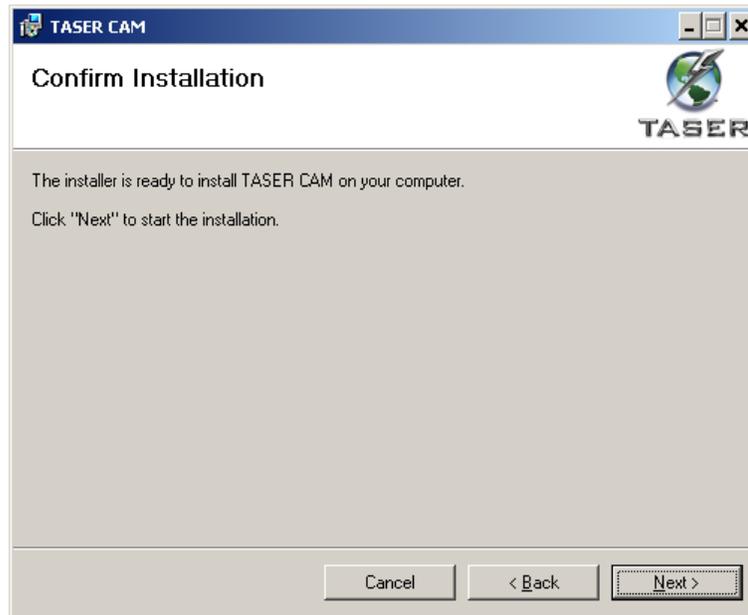


Figure 6

11. The installation status displays (Figure 7).

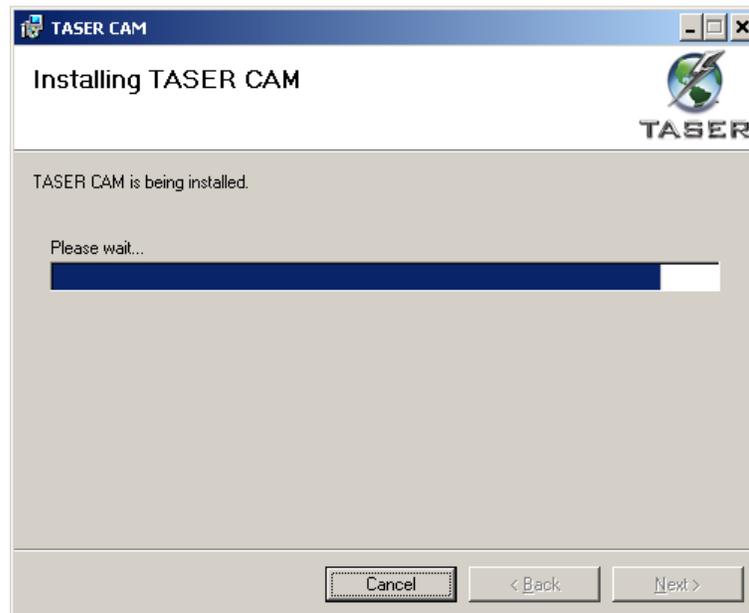


Figure 7

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12. The installation is complete. Click **Close** to exit (Figure 8).

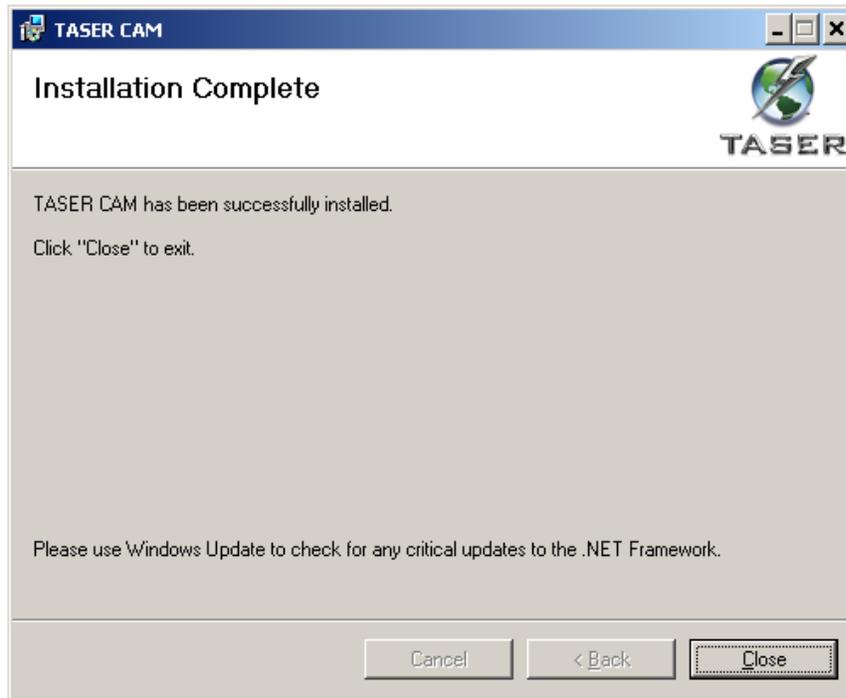


Figure 8

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TASER CAM DOWNLOADING

Downloading Video Files from the TASER CAM

Note: The proper software must be installed before video/audio recordings and firing logs can be downloaded (see *TASER CAM PC Software installation*).

Note: Because video/audio records are stored in the TASER CAM and firing record data are stored in the X26 device, remember to download firing records from the weapon before or after downloading video/audio from the TASER CAM. You also can download both video/audio records and firing data by inserting the TASER CAM in the associated weapon before running the TASER CAM Download Software wizard (see step 11 on page 23).

1. Connect the TASER CAM recorder to the PC with the USB download cable.
2. Open the TASER CAM PC software. The introductory screen (Figure 9) and then the main screen will appear (Figure 10).

Note: If the displayed TASER CAM software version ends in **.xx** or **.ee**, there may be a connection error between the PC and the USB TASER CAM recorder. This state also can disable the software's ability to download from the TASER CAM. Disconnect the TASER CAM recorder from the computer and wait two seconds before reconnecting it. Then wait another five seconds to allow the internal software to initialize.



Figure 9

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Figure 10

3. Fill in the operator information (Figure 11, Figure 12).



Figure 11

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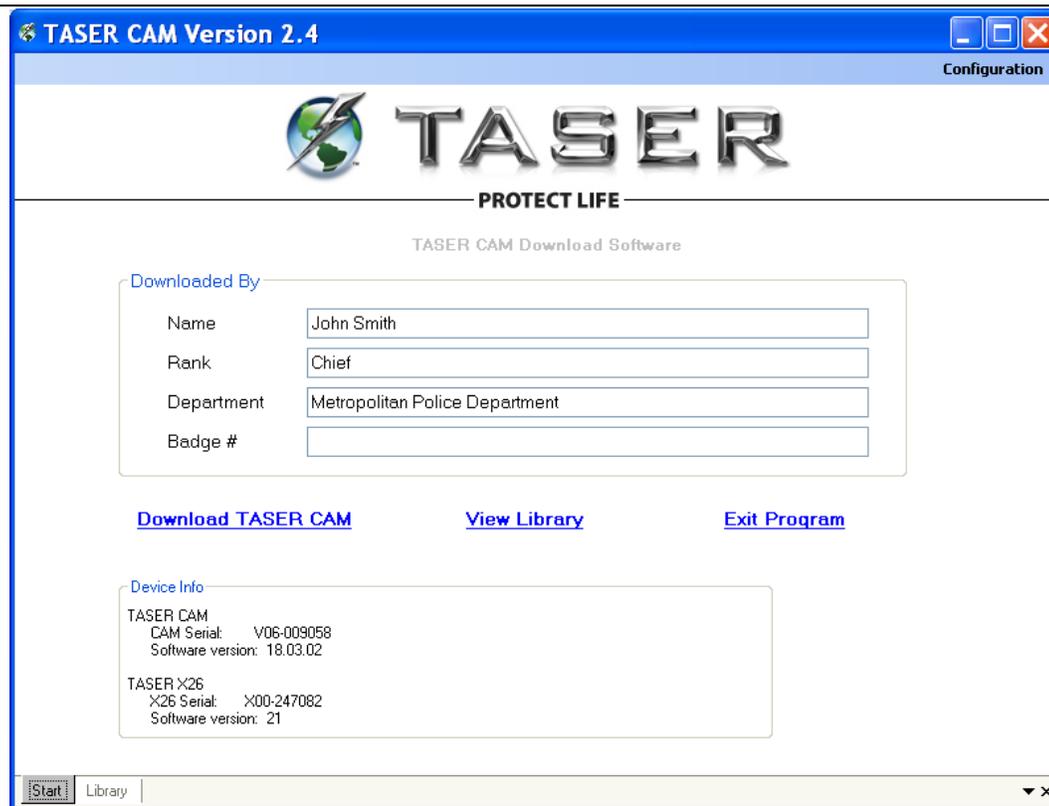


Figure 12

Notes:

- The information typed in these fields (Figure 12) will remain as you download additional devices, but can be re-entered at any time.
 - It might take several seconds before the **Download TASER CAM** link is active (is clickable).
 - The **Configuration** button allows you to select whether the temperature information is displayed in Fahrenheit or Celsius. This function has other capabilities as well. See the *CONFIGURING THE TASER CAM* section for more information.
4. Click the **Download TASER CAM** link.

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5. The TASER CAM Download Wizard will guide the process (Figure 13). Click **Next** to continue.



Figure 13

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- Select which incidents/video files to download from the TASER CAM recorder (Figure 14).

Note: “Incident” refers to TASER CAM activation; when the safety is moved to the up (ARMED) position. The TASER CAM recorder begins a set of video/audio files until the safety is moved to the down (SAFE) position.

- The **TASER Serial** column matches the X26 device’s serial number to the incident. If there are different serial numbers in this column, the TASER CAM recorder was activated with more than one X26 device.
- The **Previously Downloaded** column indicates whether or not the incident was downloaded to the PC.

Note: Version 1 TASER CAM files are grouped in 10-second segments. The Version 2 TASER CAM software will group the segments into a continuous incident if the Single File Export option is selected (see the *CONFIGURING THE TASER CAM SYSTEM* section for more information).

- Click **Next** to continue.

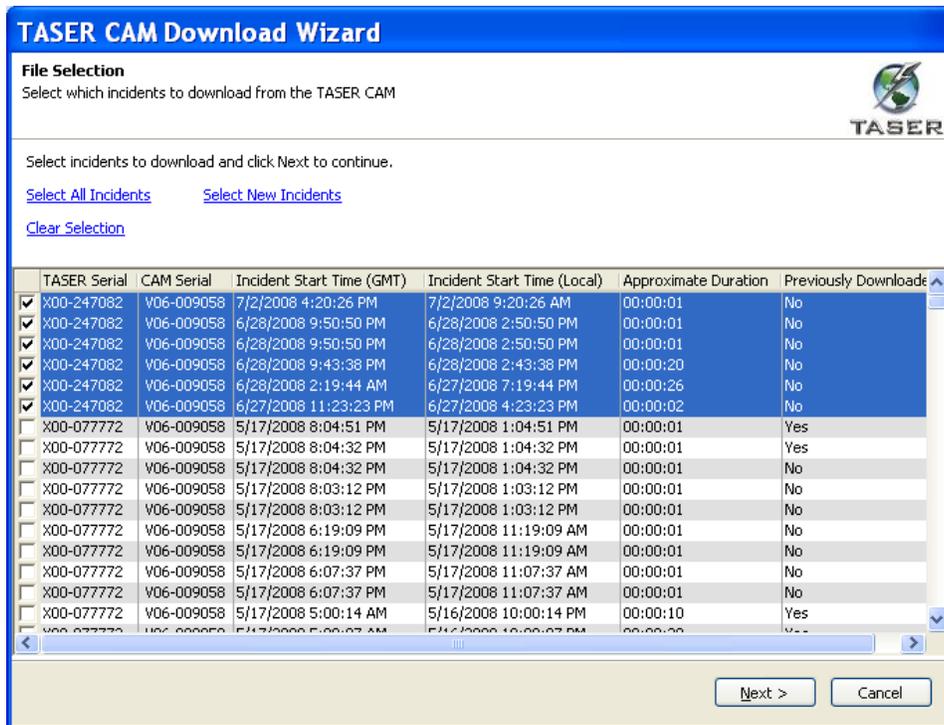


Figure 14

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The download progress is indicated by a status bar and the incidents remaining to be downloaded are listed below it (Figure 15).

Note: Be sure to allow the Download process to complete, and do not interrupt the process by disconnecting the TASER CAM device. A partially downloaded incident will not display in the TASER CAM Library. Incidents partially downloaded and/or aborted should be re-downloaded so the data on the weapon and related firing logs are updated. If the TASER CAM recorder is disconnected, re-insert it and also disconnect and reattach the USB cable.

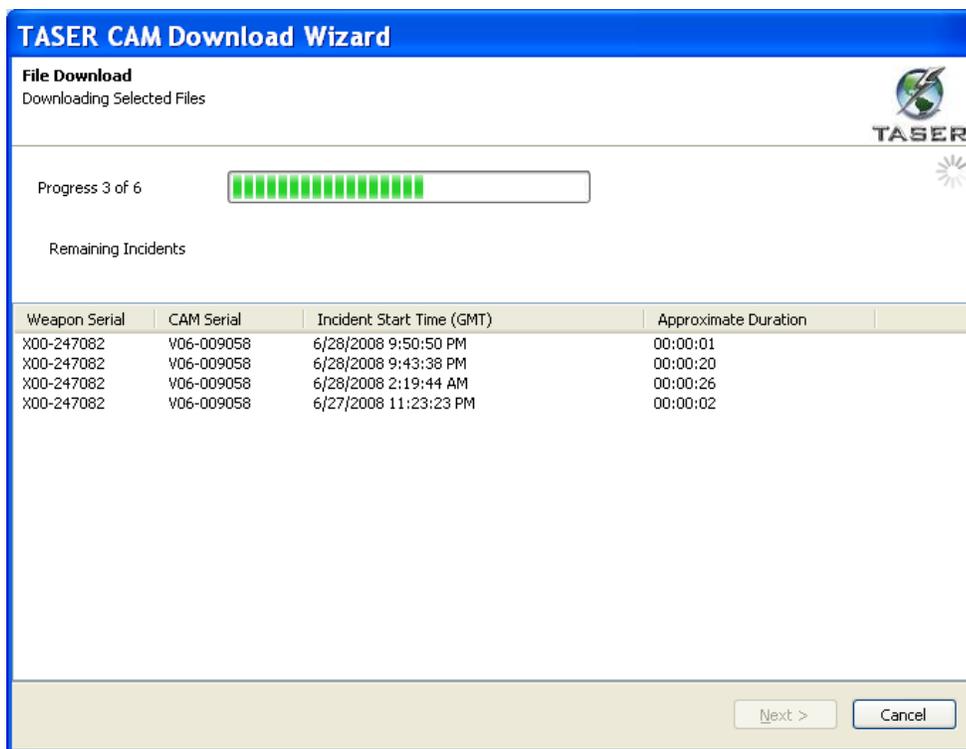


Figure 15

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- When the downloading is complete, click **Next** to continue (Figure 16).

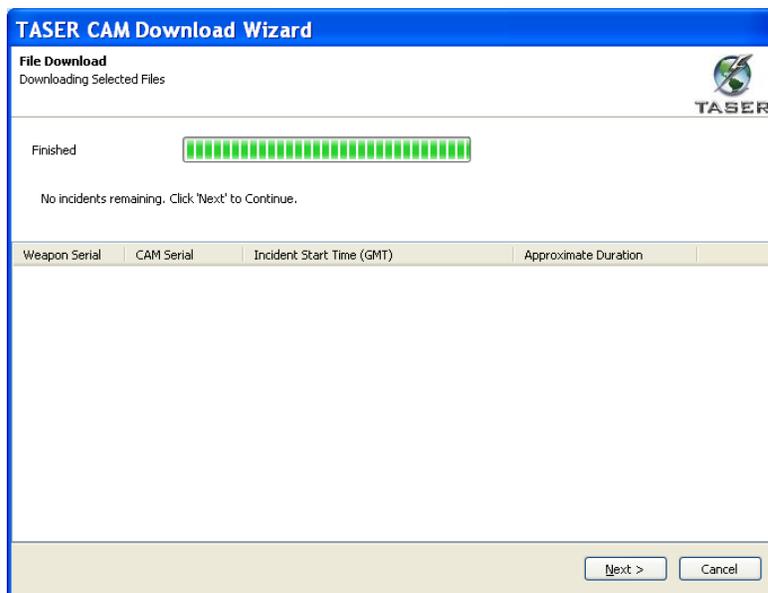


Figure 16

- If a weapon is connected, the software will verify that the time on the X26 is correctly set. If it is not correct, you will be prompted to change the time (Figure 17). Verify that your PC time is correct and if necessary, click **Update Weapon Time** to set the time correctly.

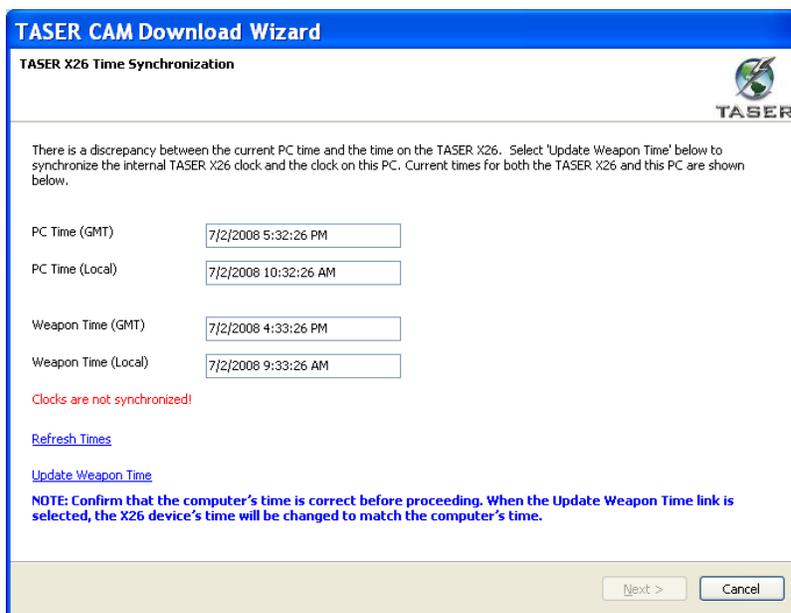


Figure 17

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10. When the time is correct, click **Next** (Figure 18).

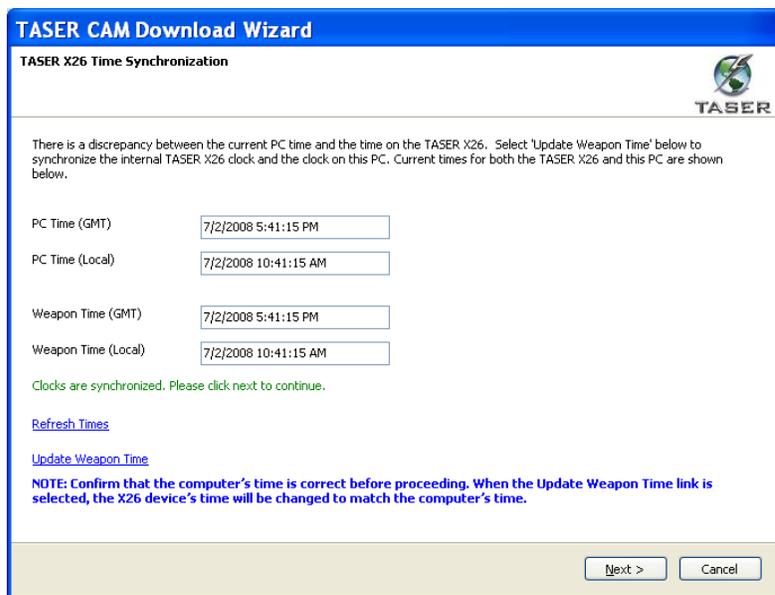


Figure 18

11. If a weapon is connected, the firing records will also be downloaded (Figure 19).

Note: Be sure to download X26 firing data after performing 2,000 firings; otherwise the firing history may be overwritten or otherwise lost.

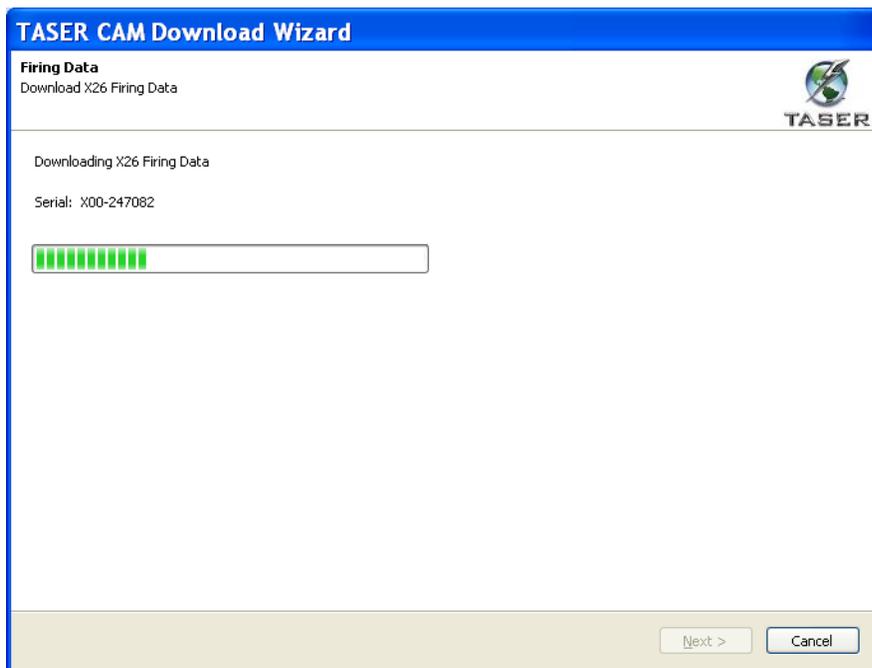


Figure 19

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12. After the incidents and firing records have been downloaded, click **Next** (Figure 20). You can view the data library (lists all the video and firing records that have been downloaded to the PC) or download another TASER CAM recorder and/or X26 device (Figure 21).

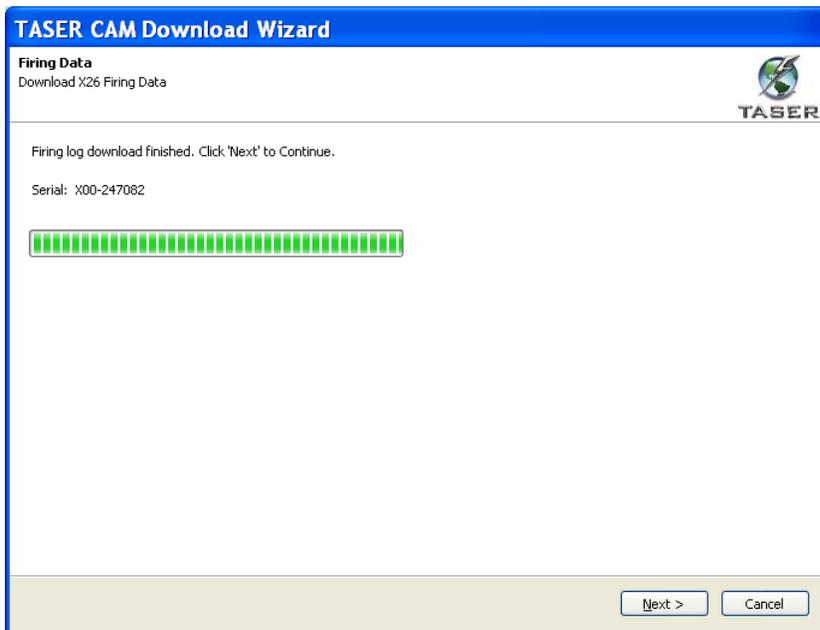


Figure 20

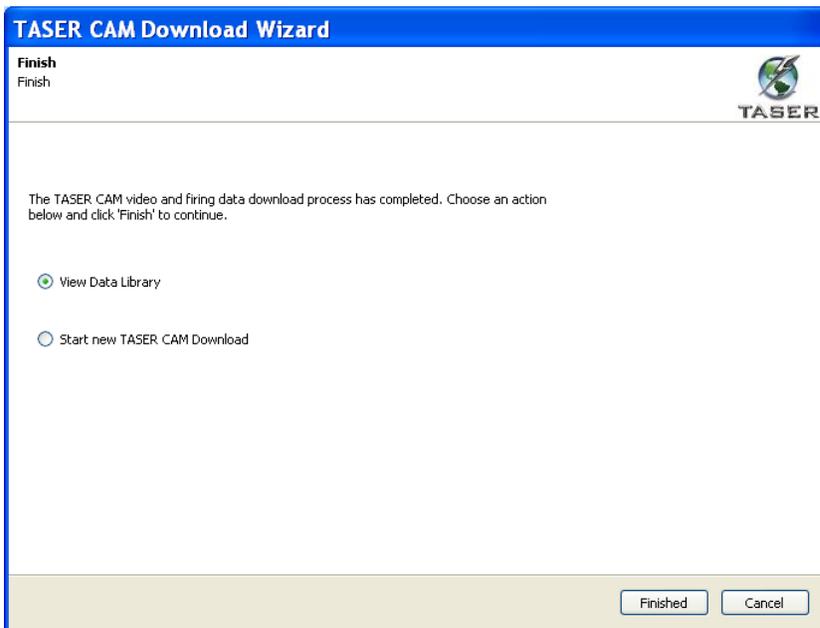


Figure 21

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13. Choose an action and click **Finish** to continue.
14. If **Start new TASER CAM Download** is selected, the first download wizard screen will appear (Figure 13).
15. If View Data Library was selected, a list of downloaded weapons will be listed (Figure 22).

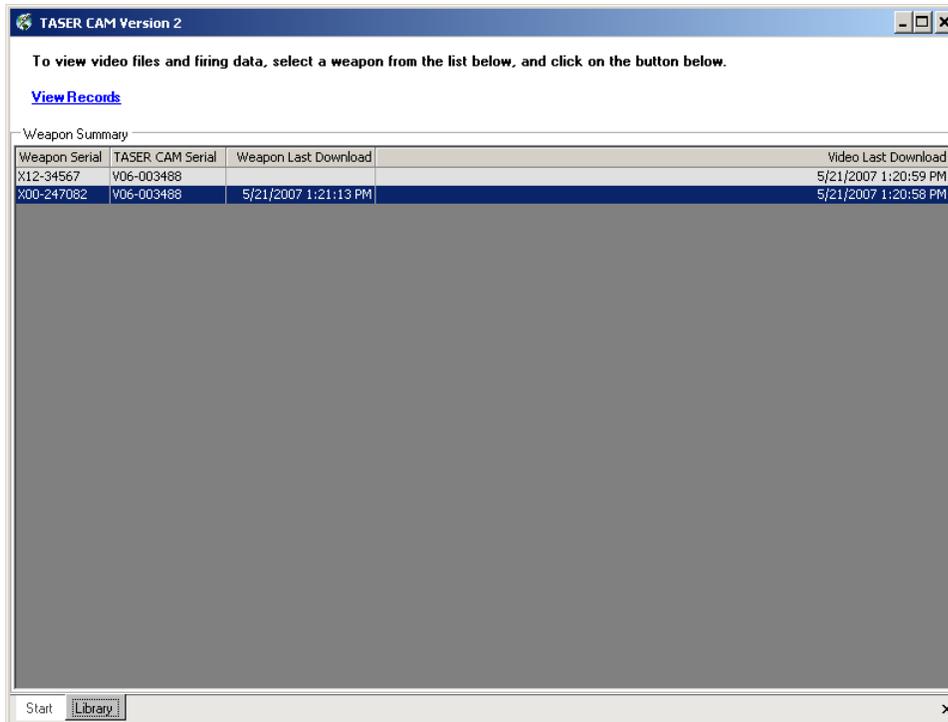


Figure 22

- 15.a. To view an incident or firing record, select a serial number from the list and click **View Records**.

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- The selected weapon's firing records and downloaded incidents will be displayed (Figure 23).

Note: Video data added within the last 24 hours will display a red icon in the **Duration** column.

Note: You can sort the **Firing Data** and **Video Data** in ascending/descending order by clicking the headings at the tops of the columns. You can further sort the data by using the **Filter by Date Range (Local Time)** tools in the upper right-hand section of the screen. (The **Time Changes** data cannot be sorted.)

The screenshot displays the TASER CAM Version 2 software interface. It features three main data tables: Firing Data, Time Changes, and Video Data. The Firing Data table includes columns for Sequence, GMT Time, Local Time, Duration, Temp (C), and Batt Remaining. The Time Changes table includes Sequence, GMT Time, Local Time, and Type. The Video Data table includes checkboxes, TASER CAM Serial, Incident Start Time (GMT), Incident Start Time (Local), and Duration. A filter tool on the right allows filtering by date range (Local Time) with 'FROM' and 'TO' date inputs. At the bottom, there are buttons for 'Select All Videos', 'Clear Video Selection', 'View Selected Videos', 'Export Selected Videos', and 'Generate Report'. The status bar at the bottom shows 'Start | Library | X00-262009'.

Sequence	GMT Time	Local Time	Duration	Temp (C)	Batt Remaining
94	6/7/2007 11:22:22 PM	6/7/2007 4:22:22 PM	00:00:05	32 °C	98%
95	6/7/2007 11:22:29 PM	6/7/2007 4:22:29 PM	00:00:06	33 °C	98%
96	6/7/2007 11:22:35 PM	6/7/2007 4:22:35 PM	00:00:06	33 °C	97%
97	6/7/2007 11:22:41 PM	6/7/2007 4:22:41 PM	00:00:05	33 °C	97%
98	6/7/2007 11:22:47 PM	6/7/2007 4:22:47 PM	00:00:05	34 °C	97%
99	6/8/2007 4:10:43 PM	6/8/2007 9:10:43 AM	00:00:01	27 °C	98%
100	6/8/2007 4:11:13 PM	6/8/2007 9:11:13 AM	00:00:01	26 °C	98%

Sequence	GMT Time	Local Time	Type
1	3/8/2007 5:15:11 PM	3/8/2007 10:15:11 AM	FROM
2	3/8/2007 5:15:11 PM	3/8/2007 10:15:11 AM	TO
6	4/23/2007 10:24:11 PM	4/23/2007 3:24:11 PM	FROM
7	4/23/2007 10:22:59 PM	4/23/2007 3:22:59 PM	TO

TASER CAM Serial	Incident Start Time (GMT)	Incident Start Time (Local)	Duration
<input type="checkbox"/> V06-006392	6/7/2007 11:21:22 PM	6/7/2007 4:21:22 PM	00:01:29
<input type="checkbox"/> V06-012983	6/8/2007 9:25:44 PM	6/8/2007 2:25:44 PM	00:00:26

Figure 23

- To view an incident, select the file(s) from the Video Data list and click **View Selected Videos**.
- To export incidents, select the file(s) from the Video Data list and click **Export Selected Videos**.

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Note: If the Single File Export option is selected, one file is exported in ASF format to the location you specify. This file is viewable using standard video players as well as the MS-Media Player supplied with windows. If Single File Export is not enabled, then multiple video files (MPEG) will be exported and a WPL (Windows Play List) file is included, enabling you to view the video files in the sequence in which they were recorded. (See the *CONFIGURING THE TASER CAM* section for more information.)

- To save a still image of the current frame in the video, click the disk icon (Figure 24).

Notes:

- To print a still from the video, click the printer icon.
- To display in full screen mode, click the icon to the left of the disk icon.

Press **F** to switch from full screen to normal view.

Press **P** to pause the video.

Press **SPACEBAR** to advance the frame.

Press **M** to mute the audio.

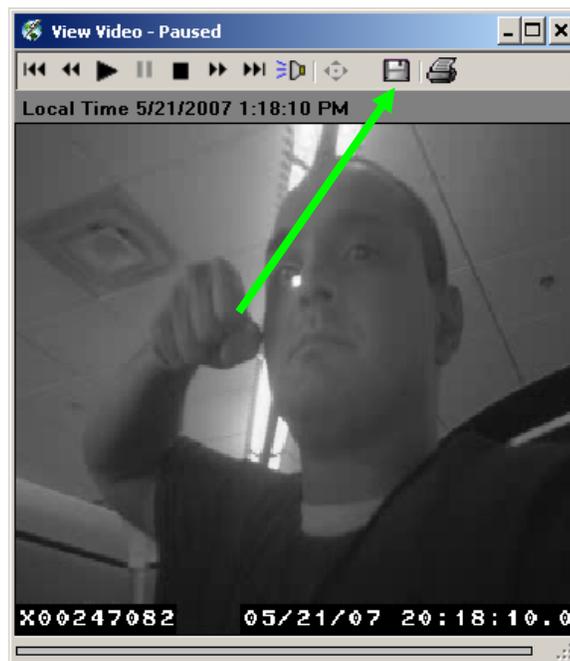


Figure 24

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19. You will be prompted for a location to save the selected incidents. Select a location and click **OK** (Figure 25).

Note: Depending on the length of the incident, the number of incidents selected, and your machine's performance, this process can take hours to complete.



Figure 25

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20. To generate a report of the firing records for the X26, click the **Generate Report** link. You will be prompted for a location to save the firing report (Figure 26).

Note: The TASER CAM program generates PDF files by itself; it does not need to have other PDF-writing software installed on the computer.

Note: A report generated in a TASER CAM download is (Figure 27) not as detailed as one generated with an X26 download. If you need to include the firmware version, etc., use the standard X26 download procedure.

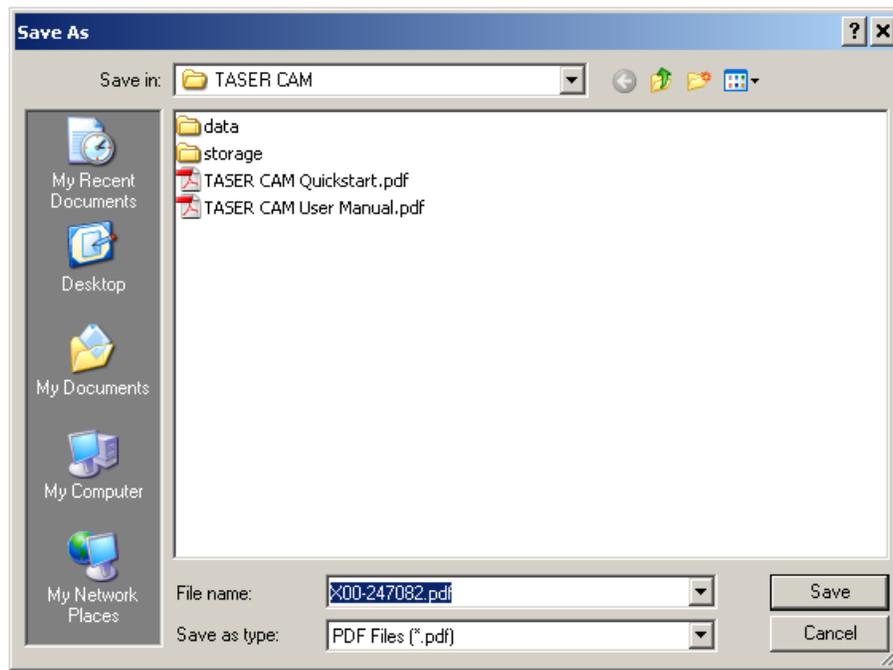


Figure 26

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downloaded by	Chief John Smith
department	Podunk Police Department
first download date of firing record	6/22/2007 11:37:23 AM
last download date of firing record	6/24/2007 2:14:19 PM
first download date of video record	6/22/2007 11:36:52 AM
last download date of video record	6/22/2007 11:57:20 AM

Firings

Sequence	GMT Time	Local Time	Duration	Temp (C)	Batt Remaining
1	6/22/2007 11:35:07 AM	12/21/1998 5:03:07 PM	00:00:32	33 AC	72%
2	6/22/2007 6:22:38 AM	6/22/2007 11:23:38 AM	00:00:08	33 AC	85%
3	6/22/2007 6:22:42 AM	6/22/2007 11:23:42 AM	00:00:03	33 AC	84%
4	6/22/2007 6:35:34 AM	6/22/2007 11:35:34 AM	00:00:32	36 AC	81%
5	6/22/2007 6:35:43 AM	6/22/2007 11:35:43 AM	00:00:33	36 AC	81%
6	6/22/2007 6:35:46 AM	6/22/2007 11:35:46 AM	00:00:04	33 AC	81%
7	6/22/2007 6:36:58 AM	6/22/2007 11:36:58 AM	00:00:03	33 AC	82%
8	6/22/2007 6:45:57 AM	6/22/2007 11:46:57 AM	00:00:08	38 AC	81%
9	6/22/2007 10:10:39 AM	6/22/2007 3:10:39 AM	00:00:08	33 AC	85%

Time Changes

Sequence	GMT Time	Local Time	Type
1	6/22/2007 9:54:16 AM	11/22/2007 3:54:16 PM	FROM
2	6/22/2007 8:56:31 AM	6/22/2007 1:56:31 AM	TO
3	6/22/2007 8:57:35 AM	6/22/2007 1:57:35 AM	FROM
4	6/22/2007 8:22:16 AM	6/22/2007 11:22:16 AM	FROM
5	6/22/2007 6:22:16 AM	6/22/2007 11:22:16 AM	TO
6	6/22/2007 6:37:32 PM	6/22/2007 11:37:32 AM	TO
7	6/22/2007 6:56:16 AM	6/22/2007 11:56:16 AM	FROM

Figure 27

Note: Files from the TASER CAM recorder should be downloaded to a PC frequently. The TASER CAM system records in a “loop.” Once the memory in the TASER CAM recorder is filled (approximately 1.5 hours of video), the TASER CAM recorder will record new video over the oldest video records.

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CONFIGURING THE TASER CAM SYSTEM

When beginning a TASER CAM download, you have the option to apply special settings.

1. Click the **Configuration** button (Figure 28). The Configuration dialog box displays (Figure 29).
 - The Temperature Display section determines whether temperature is displayed in Celsius or Fahrenheit.
 - In the Video section, the **Generate Preview** option will create a preview of the first valid frame retrievable from the videos in the last selected incident in the TASER CAM Library. The **Single File Export** option links all the selected, grouped videos into one single ASF file. If this option is not enabled, all the selected, grouped videos will be exported singly. The export will include a Windows Playlist viewable with most Windows video players (including Windows Media Player).

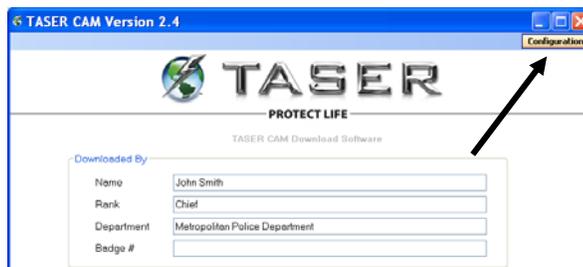


Figure 28

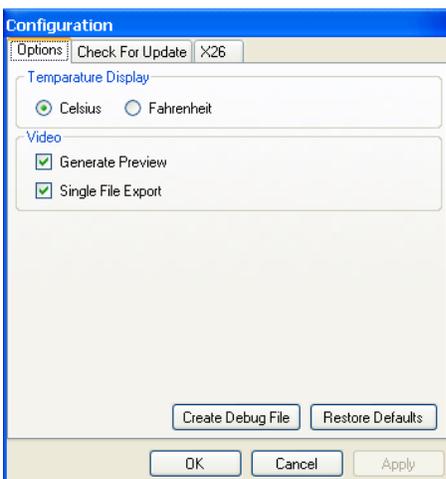


Figure 29

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2. Click the **Check for Update** tab. If any updates are available, the box will display the word **Yes** in the **Available update** section (Figure 30). (This feature requires a valid internet connection.)

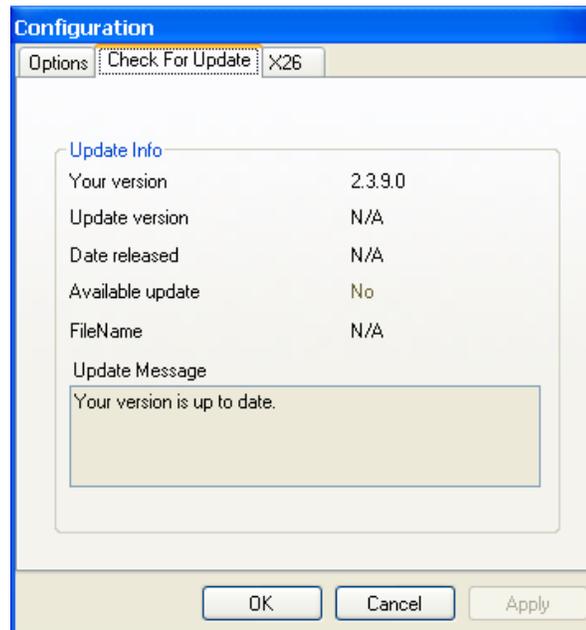


Figure 30

3. If there is an update, click **Yes** and follow the on-screen instructions.

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4. Click the **X26** tab. If the X26 device's time is incorrect, click **Update Weapon Time** (Figure 31).

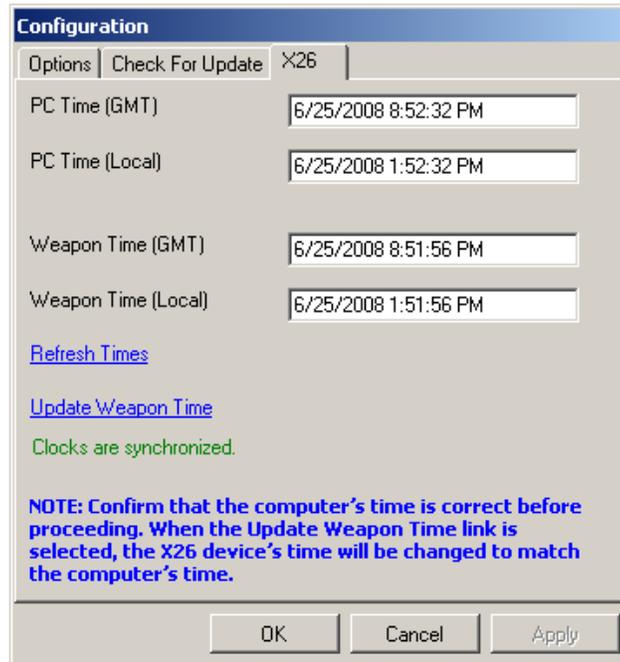


Figure 31

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USE AND CARE

Storage

- Do not store the TASER CAM recorder in extreme cold or heat.
- Do not store the TASER CAM recorder where the contacts may become short-circuited.
- Keep the TASER CAM recorder dry.
- Recharge the battery every 30 to 60 days if not in use. This is intended to maintain battery integrity.

Cleaning

Lens

Clean any debris, fingerprints, dust, etc. from the lens using a soft cloth such as an eyeglass lens cloth. Avoid using any synthetic cleaners. To minimize the chance for the lens to fog over in cold conditions, occasionally clean the lens with an anti-fog lens cleaner. TASER International only recommends Speedo® Anti-Fog Solution.

Gold Contacts

Debris on the gold contacts may cause the TASER CAM recorder and/or the X26 to not function correctly. Clean the contacts using the TASER International recommended cleaning kit.

Battery

The TASER CAM recorder uses a lithium ion polymer rechargeable battery.

- Fully charge the battery before using the TASER CAM recorder for the first time.
- Frequently charge the battery. Do not let the battery capacity go below 50 percent.
- Keep the TASER CAM recorder away from extreme temperatures.
- Do not recharge the battery out of the recommended temperature range of 32 °F to 104 °F (0 °C to 40 °C).
- Battery performance will decrease over time and in lower-temperature environments.
- The lithium ion battery is replaceable at the factory.

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- If it takes longer than 5 hours to charge the battery, contact TASER International for assistance.

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TROUBLESHOOTING THE TASER CAM

Symptom	Cause	Possible Solution
The TASER CAM recorder will not charge fully or at all, but the charge indicator light is flashing.	The battery is defective or there have been too many charge cycles.	Contact TASER International to replace the battery.
The TASER CAM recorder charge indicator light will not come on.	The cable/charger is bad.	Use a different cable.
	The wall outlet is not working.	Use a different wall outlet/socket.
	The USB port is not working.	Use a different port.
	The USB/wall charging cable is disconnected.	Make sure the cable is connected properly.
	The TASER CAM recorder is damaged.	Contact TASER International.
The TASER CAM recorder power runs down too quickly.	The TASER CAM recorder is operating in extremely cold conditions.	
	The battery has had too many charge cycles.	Contact TASER International to replace the battery.
The X26 keeps rebooting with the TASER CAM recorder inserted.	There is debris on the gold battery contacts.	Clean the contacts using the TASER International recommended cleaning kit.
The battery percentage is reading "00".	The TASER CAM battery is discharged.	Charge the TASER CAM recorder.
	The firmware in the TASER CAM recorder is corrupted.	Use the firmware programmer to update the corrupted image.

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Symptom	Cause	Possible Solution
The battery percentage is reading "EE".	The TASER CAM recorder is not making good contact with the X26 because it is not fully inserted.	Fully insert the TASER CAM recorder into the X26.
	The TASER CAM recorder is not making good contact with the X26 because of debris on the gold battery contacts.	Clean the gold battery contacts using the TASER International recommended cleaning kit.
The X26 is not working at all with the TASER CAM inserted.	The TASER CAM recorder is not fully inserted.	Fully insert the TASER CAM recorder into the X26.
	There is something wrong with the TASER CAM recorder .	Check if the X26 is working with a standard DPM/XDPM.
	The X26 weapon software is corrupted from removing the TASER CAM recorder during a software update (while a "P" was showing on the CID).	Contact TASER International to reprogram the weapon.
	The TASER CAM battery is discharged.	Charge the TASER CAM recorder.
Unable to download from the TASER CAM recorder.	The USB port is not working.	Use a different port.
	The USB cable is not fully inserted into the PC.	Fully insert the USB cable.

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Symptom	Cause	Possible Solution
The video recording is unclear or distorted.	<p>There is debris on the TASER CAM lens.</p> <p>The lens of the TASER CAM recorder is scratched/damaged.</p> <p>The TASER CAM recorder is unfocused.</p>	<p>Clean the lens using a soft cloth.</p> <p>Contact TASER International.</p>
The video file does not play, has a # at the end of the file name.	<p>Firing hi voltage-induced recording error.</p> <p>EMI-induced recording error.</p> <p>Extended exposure to sub-zero temperatures.</p> <p>Battery at 50% charge or lower.</p>	<p>The camera should continue to record normally.</p> <p>Recharge the TASER CAM recorder.</p>

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