TASER® CAM™ Recorder

User Manual

Models 22000, 22001, 22002, 22003

IMPORTANT SAFETY INSTRUCTIONS.
Read all warnings and instructions. Save these instructions.

MMU0041 Rev: B

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Warnings & Cautions

1

General Safety Information

⚠ CAUTION

Read, study, understand, and follow all instructions, product manuals, warnings, information, training bulletins, and TASER training materials before using the TASER CAM system. Failure to comply could result in injury, system malfunctions, or loss of data.

Battery Safety Information

⚠ CAUTION

Failure to maintain the TASER CAM as instructed may cause the battery, X26 ECD or system to malfunction or fail to function properly or optimally. Follow and comply with the following instructions to reduce the risk of malfunction, including failure:

Charge the Battery Before Use. The TASER CAM battery must be charged and functional prior to use. Be aware that a battery can fail to function, fail to charge, fail to maintain a charge, or deteriorate over time. Properly maintain the battery and ensure that it is fully functional.

Cleaning Battery Terminals. In case the battery terminals (electrical contacts) are contaminated, clean the terminals with a dry cloth before use. Otherwise power failure or charge failure may occur due to the poor connection between the battery and the electronic circuitry of the device.

⚠ WARNING

To prevent potential injuries, leaking, overheating or explosion of batteries, please be advised to take the following precautions:

Battery Fluid Contact with Skin or Eyes. In case the battery fluid gets into the eyes due to the leakage of battery, do not rub the eyes. Rinse the eyes with clean running water, and seek medical attention immediately. Battery acid's contact with the eyes or skin could cause serious injury, including a loss of eyesight.

Extreme Temperatures. Do not expose the battery to excessive heat, cold, or water. Do not use or leave the battery near a heat source or at a very high temperature (for example, fire, heater, in strong direct sunlight, or in a vehicle in extremely hot weather). Otherwise, the battery may overheat, cause a fire, or its performance will be degenerated and its service life will be shortened.

Static Electricity. Keep the battery away from sources of static electricity. Static electricity can cause damage to the battery, which could result in serious injury.

Disassembly. 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.

Handling. Do not carry or store the TASER CAM recorder in places where the battery contacts may become dirty or short-circuited. To avoid risk of fire, burns, or damage to your battery pack, do not allow a metal object to touch the battery contacts. Do not strike or throw the battery against hard surfaces. Do not directly solder the battery or pierce the battery with a nail or other sharp object. Never disassemble, short circuit, or heat batteries or put batteries in a fire. Doing so may cause battery explosion, battery leakage, system damage, injury, or fire.

Abnormal Appearance. If the battery gives off an odor, generates heat, becomes discolored or deformed, or in any way appears abnormal during use, recharging, or storage, immediately remove it from the device or battery charger and place it in a contained vessel such as a metal box.

Disposal. Dispose of the battery properly; contact your local waste disposal provider regarding local restrictions on the disposal or recycling of batteries. Do not dispose of the battery in fire or heat. The battery may explode if placed in the fire.

Safety Information: General Maintenance & Use

⚠ CAUTION
Failure to use or maintain the TASER CAM system as instructed may cause the ECD or system to malfunction or fail to function properly or optimally. Follow and comply with the following instructions to reduce the risk of malfunction, including failure or loss of data:
Charging the TASER CAM recorder. Do not insert the TASER CAM recorder into an X26 ECD until the recorder is fully charged. Recharge the TASER CAM recorder frequently, before the remaining battery capacity is less than 50 percent. If the battery is not properly charged the ECD and/or the TASER CAM may not work or may fail to function as expected. To charge the recorder, only use the approved TASER charging cables. 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 damage to the battery and may also cause deterioration of the battery's characteristics and cycle life.
Update Software. The TASER CAM recorder has the capability for firmware updating. It is important to acquire, update, and maintain the latest firmware update. Current software may be obtained from www.TASER.com. NEVER disconnect the TASER CAM recorder from the USB download cable during a firmware update, whether you are updating the recorder or X26 ECD.
Programming. Never connect a PC or wall charger to a TASER CAM recorder that is updating the X26 programming ("P" indicated on the CID).
USB download cable. Never shift the ECD safety to the up (ARMED) position or pull the trigger when the USB download cable is plugged into the TASER CAM recorder. Never insert the TASER CAM recorder into an X26 ECD while the TASER CAM recorder is connected to a computer or wall charger. Do not unplug the USB download cable from the PC or TASER CAM recorder while downloading from the device.
Removal of the TASER CAM recorder. Do not remove the TASER CAM recorder from the ECD while the safety is in the up (ARMED) position.
Keeping the battery pack with the ECD. Leaving the TASER CAM recorder out of an X26 ECD for more than four hours without replacing it with a DPM/XDPM battery pack may result in problems with the ECD such as corrupted data, clock errors, software problems, and weapon failure.
EMI. High voltage discharge or electromagnetic interference (EMI) may cause video corruption in the TASER CAM recorder.

⚠ CAUTION

Handling the TASER CAM recorder. Avoid dropping the TASER CAM recorder. Handle the camera lens with care, if the camera lens is scratched this may result in a distorted image.

Avoid Exposure to Wet Conditions. If the TASER CAM recorder is drenched or immersed in water or other liquid, DO NOT use the recorder until completing the procedure recommended in the current version of the TASER Instructor Training materials or the product manual. Do not attempt to dry the recorder with an external heat source, such as a microwave oven or hair dryer. A recorder that has been damaged as a result of exposure to liquids is not serviceable.

Safety Information: Loss of Data

⚠ CAUTION

Failure to maintain the TASER CAM recorder or ECD as instructed may cause the system to malfunction or fail to function properly or optimally. Recorded content in memory may be destroyed or erased by operating mistakes, unit malfunction, or during repair work. Back up and save important content after each shift and before returning the unit for repair work.

General Overview

2

What is the TASER CAM Recorder?

The TASER CAM recorder is an optional accessory for use with TASER X26™ electronic control device (ECD). It does not change any of the existing functions of the weapon. The TASER CAM system, with its microphone and light-sensitive camera, adds audio and video recording capabilities to the X26 ECD. It is also rechargeable.

The TASER CAM recorder can be configured without the audio recording capability for locations where audio recording is restricted. Configuration settings are available in the EVIDENCE Sync software.

The TASER CAM recorder works with EVIDENCE Sync software to download audiovisual files onto a local computer or server and store them in a searchable library. Files may also be stored on the EVIDENCE.com website, offering digital storage in a highly secure easily accessible environment.

TASER CAM General Features

The latest TASER CAM recorder improves upon the previous TASER CAM product with enhanced image and sound quality.

A fully charged battery will provide enough power for approximately 100 5-second firings and approximately 4.5 hours of video/audio recording at VGA quality.

The TASER CAM system records both video and audio any time the ECD's safety is in the up (ARMED) position, and stops recording when the safety is in the down (SAFE) position.

NOTE: There is an approximate 2-second delay between the safety switch 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 ECD stores the firing records. Because these data are kept in different places, the same recorder and ECD should be used together.

There is a distinct difference between the TASER CAM battery and a DPM/XDPM battery pack. The TASER CAM battery supplies less voltage to the X26 ECD than a standard X26 DPM/XDPM battery pack, therefore when a TASER CAM is installed the X26 ECD'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.

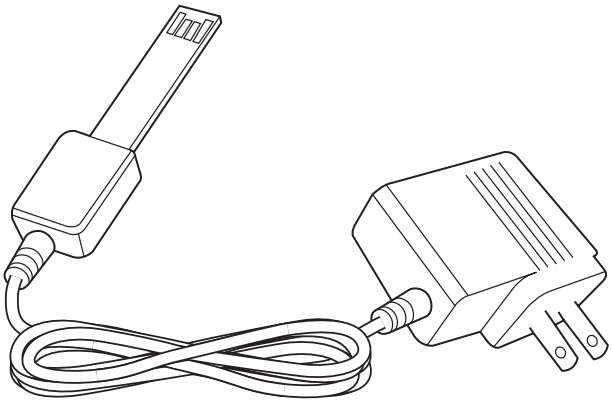
Minimum System Requirements

- Windows® 2000, 2003, XP, or 7
- Microsoft Direct X® (Version 7.0 or greater for exported incident video processing)

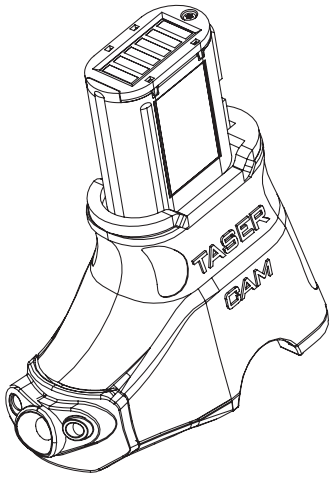
- Adobe® Reader®
- Apple® QuickTime® or VLC™ media player
- Pentium® 4 or AMD Athlon™ processor
- 128 MB of RAM
- Audio card
- Video card (800 x 600 resolution or better, with 24-bit color)
- PATA hard drive with at least 2 GB of available disk space
- Internet access (recommended)
- 2.0 self-powered USB BUS or HUB

In the Box

Your TASER CAM system includes a wall charger assembly. A USB download cable is available separately.



Wall Charger



TASER CAM

Charging

3

Charging the TASER CAM Recorder

Ensure that you fully charge the TASER CAM recorder before the first use (before it is inserted into an X26 ECD).

For any subsequent charging performed with the recorder inserted in the ECD, ensure that the safety switch is in the down (SAFE) position and that the cartridge is removed from the ECD.

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 ECD or independently (with the TASER CAM recorder out of the X26 ECD).

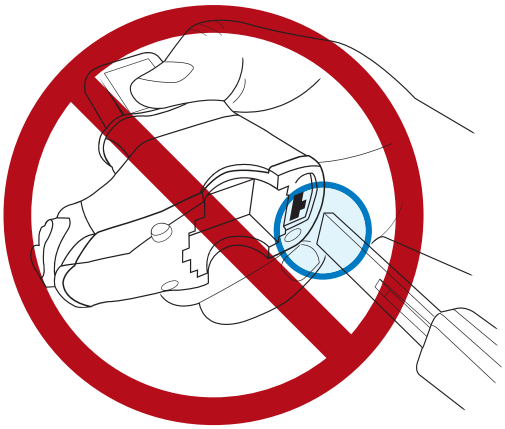
NOTE: Never remove the TASER CAM recorder from the ECD while the recorder is plugged into a computer.

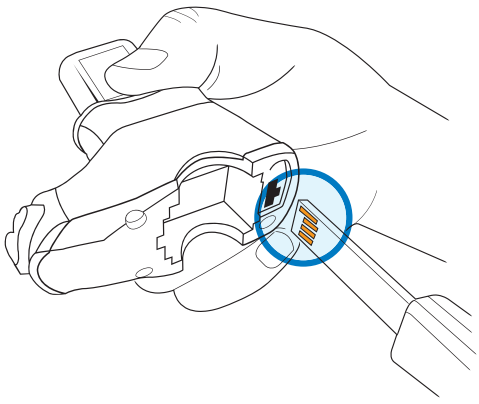
Charging the TASER CAM Recorder Using the Wall Power Charging Cable

NOTE: Some previous TASER CAM models could be charged with a PC USB cable. This will not work with TASER CAM recorders with serial numbers starting with V13.

1. Shift the X26 ECD's safety switch to the down (SAFE) position.
2. Safely remove the TASER cartridge.
3. Remove the data port plug from the bottom of the TASER CAM recorder.
4. Connect the wall power cable to the TASER CAM recorder.

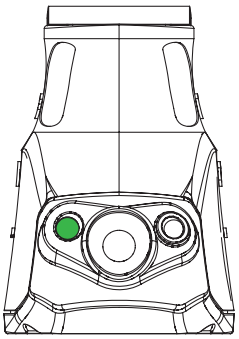
   NOTE: When inserting the power cable, it is important that the gold tabs face forward toward the camera lens.





5 Connect the wall power cable to a wall outlet.

6 A green light near the TASER CAM lens will flash to indicate charging.



7 When charging is complete, the green light will remain steady.

8 After unplugging the charging 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.

NOTE: Never remove the TASER CAM recorder from the ECD while the safety is in the up (ARMED) position.

If the TASER CAM recorder is charging while it is in the X26 ECD, the right half of the X26 CID will display a sequence of numbers. When the battery is fully charged, three horizontal segments will be displayed.

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

Software Installation

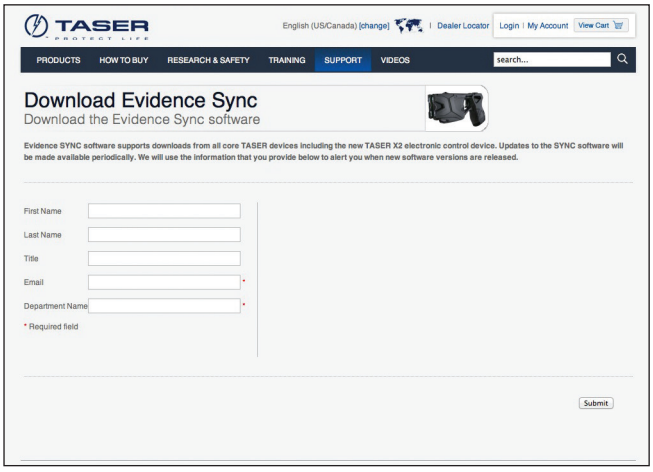
4

Installing the EVIDENCE Sync Software

To download videos from your TASER CAM recorder, you will need to install the EVIDENCE Sync software onto your PC.

NOTE: Do NOT plug the TASER CAM recorder's USB cable into the computer at this step.

1. On your computer, close all open applications.
2. Launch your web browser.
3. Go to www.TASER.com/sync_download.
4. Click ***Download Software Evidence Sync*** and follow the instructions.
5. When the installation is complete, click ***Finish*** to exit.



Configuration

5

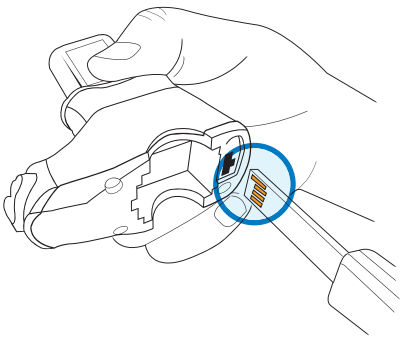
Configuring the TASER CAM Recorder with EVIDENCE Sync Software

The EVIDENCE Sync software is used to set up your recorder.

1 Shift the X26 ECD's safety switch to the down (SAFE) position.

2 Safely remove the TASER cartridge.

3 Connect the USB download cable (available separately) to the TASER CAM recorder.



4 Connect the USB download cable to your computer.

The LED status indicator on the TASER CAM recorder will flash green, then red.

If the TASER CAM recorder is installed in an X26 ECD, a "U" is displayed on the CID when the TASER CAM recorder is plugged into a computer. While the recorder is plugged into the computer, the CID will display the battery percentage, followed by a letter U, and then a blank screen.

5 Click ***Start*** and select ***All Programs***.

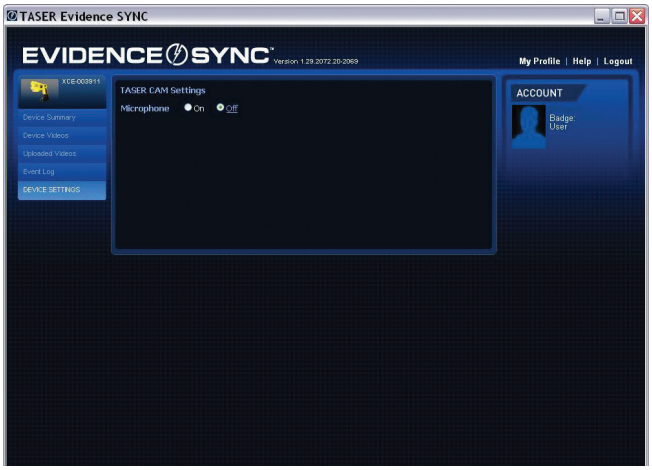
5a Click ***TASER International*** and select ***SYNC***.

5 If you have an EVIDENCE.com account, type your login information and click ***Submit***.

If you do not have an EVIDENCE.com account, click ***Go Offline*** and then click ***OK***. The program will restart in the offline mode.

7 Click ***DEVICE SETTINGS***.

You can turn your recorder's microphone on or off. This option is included because some jurisdictions restrict audio recordings.



Viewing Device Information

The EVIDENCE Sync software is used to set up your recorder.

1. Shift the X26 ECD's safety switch to the down (SAFE) position.
2. Safely remove the TASER cartridge.
3. Connect the TASER CAM recorder to your computer with the USB download cable.
4. Click ***Start*** and select ***All Programs***.

   4a Click ***TASER International*** and select ***SYNC***.

   - If you have an EVIDENCE.com account, type your login information and click ***Submit***.
   - If you do not have an EVIDENCE.com account, click ***Go Offline*** and then click ***OK***. The program will restart in the offline mode.

5. Click ***DEVICE SUMMARY***.

   The screen displays information about the ECD and the TASER CAM recorder, and provides you the ability to print reports and update device firmware.

Operation

6

Operating the TASER CAM System

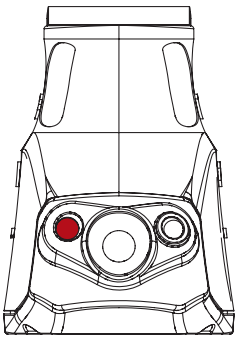
When the TASER CAM recorder is inserted into an X26 ECD and disconnected from an external charging source (PC or wall power), it provides power to the ECD and to the sensitive camera and microphone used by the TASER CAM recorder.

Install the EVIDENCE Sync software on your computer, update the X26 and TASER CAM devices' firmware, and configure your TASER CAM recorder before attempting to use it with the ECD. See ***Chapter 3: Charging the TASER CAM Recorder*** and ***Chapter 5: Configuring the TASER CAM Recorder with EVIDENCE Sync Software***.

Testing the TASER CAM Recorder

1. Disconnect the TASER CAM recorder from the PC or wall power and remove the charging cable from the recorder.
2. Confirm that the X26 safety is in the down (SAFE) position.
3. Remove the TASER cartridge from the X26 ECD. (See the ***TASER X26E ECD User Manual*** for more information on unloading TASER cartridges.)
4. Confirm that the charging cable is removed from the TASER CAM recorder.
5. Firmly insert the TASER CAM recorder into the ECD until it clicks and the X26 ECD's ejector button pops out completely.

- 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 ECD.



6 Observe the boot up sequence on the X26 CID. The boot up sequence should be the same as when a standard DPM/XDPM battery pack is inserted.

7 Shift the safety to the up (ARMED) position. The TASER CAM recorder will begin recording in approximately 2 seconds.

NOTE: The CID will flash "88" if the camera lens is blocked resulting in poor or no visibility in the video. Audio recording is unaffected.

NOTE: When the ECD's safety is in the up (ARMED) position, the TASER CAM unit starts recording. The light next to the TASER CAM recorder's lens will blink red to indicate the unit is recording. When the ECD's safety is in the down (SAFE) position, the TASER CAM recorder stops recording. (If the ECD is in the stealth mode or the flashlight and LASERs are turned OFF [OO], the red LED will STILL blink. See the ***TASER X26E ECD User Manual*** for more information on light and LASER settings.)

8 Test fire the X26 ECD. The flashlight may flash. This is normal.

9 Shift the safety to the down (SAFE) position. The TASER CAM recorder will stop recording.

10 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 ***Chapter 6: Operating the TASER CAM System*** for more information).

NOTE: Remember that the X26 ECD is being powered by the TASER CAM battery, and as with any X26 ECD, 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 ECD, a DPM/XDPM battery pack should be inserted to keep the unit continually powered. The X26 ECD (with weapon software that supports the TASER CAM recorder) will support an older-version DPM/XDPM battery pack.

Using the TASER CAM Recorder

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

- The TASER CAM recorder does not have a flashlight. For low-light video recording, the X26 ECD must have its LED flashlight turned on.
- Hold the ECD as steady as possible while recording.
- Recharge the TASER CAM recorder before the remaining battery capacity is less than 50 percent.
- 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 also may flash in conditions of extreme darkness even if the lens is not blocked.

Records

7

Downloading and Viewing Records

The proper software must be installed before video/audio recordings and firing logs can be downloaded (see ***Chapter 4: Installing the EVIDENCE Sync Software***).

The TASER CAM recorder can store approximately 4.5 hours of records. After that, new footage will overwrite the old footage in 10-minute segments.

NOTE: Because video/audio records are stored in the TASER CAM recorder and firing record data are stored in the X26 ECD, if downloading records separately, remember to download firing records from the weapon before or after downloading video/audio from the TASER CAM recorder. You also can download both video/audio records and firing data by inserting the TASER CAM recorder in the associated ECD and then downloading both through the EVIDENCE Sync software.

Uploading Records to EVIDENCE.com Services with EVIDENCE Sync *Online* Software (Available with Evidence Sync 1.30 and Above)

Follow these instructions if you have an EVIDENCE.com account. If you do not have an EVIDENCE.com account, see ***Downloading Records to Your Computer with EVIDENCE Sync Offline Software***.

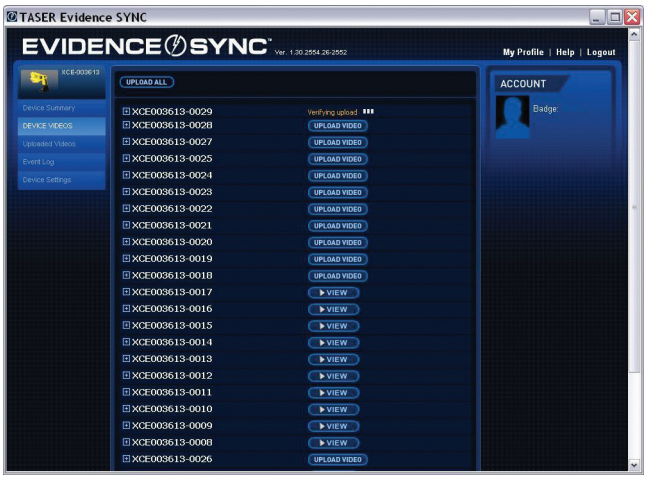
1. Confirm that the X26 safety is in the down (SAFE) position.
2. Remove the TASER cartridge from the ECD. (See the ***TASER X26E ECD User Manual*** for more information on unloading TASER cartridges.)
3. Connect the TASER CAM recorder to your computer with the USB download cable.
4. Click ***Start*** and select ***All Programs***.
   - 4a Click ***TASER International*** and select ***SYNC***.
5. Type your login information and click ***Submit***.
6. Click ***DEVICE VIDEOS***.
7. Click UPLOAD for the video(s) you wish to review. The TIME STAMP column gives you the time each video was recorded.

   NOTE: When an ECD is connected to the recorder during this process, the X26 ECD's data will be uploaded automatically into the EVIDENCE Sync application from the ECD. The time stamp is created by the ECD in Greenwich Mean Time (GMT), but the EVIDENCE Sync software will convert it to your computer's local time. Videos will remain stored on the TASER CAM recorder (until overwritten by new footage) whether they are uploaded or not.

   After the videos and the ECD's data have been uploaded, you can play the video(s) or upload another TASER

CAM recorder and/or X26 ECD.

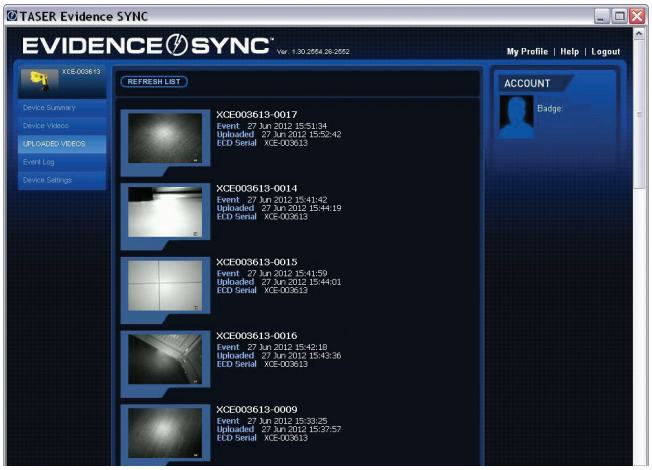
You will be able to see records only for the recorder and ECD connected to your computer. To view records for other devices, disconnect and follow the instructions in ***Viewing Uploaded Videos (Online)***.



Viewing Uploaded Videos (Online)

As described in ***Uploading Records to EVIDENCE.com Services with EVIDENCE Sync Online Software***, you can view videos you just uploaded while your recorder is connected to your computer. (If you have disconnected the recorder from your computer, go to the EVIDENCE.com website to view the records.)

1. Ensure your device is connected to the computer.
2. Click ***Start*** and select ***All Programs***.
   - 2a Click ***TASER International*** and select ***SYNC***.
3. Type your login information and click ***Submit***.
4. Click ***UPLOADED VIDEOS***.



5. Click the thumbnail for the video you want to watch.

Viewing the ECD Data (Online)

If you uploaded your TASER CAM recorder while it was installed in the ECD, you can use the EVIDENCE Sync program to view the ECD Data.

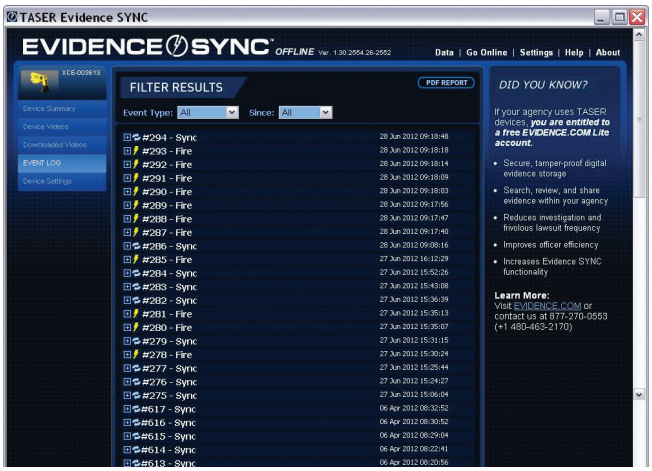
1 Click ***Start*** and select ***All Programs***.

1a Click ***TASER International*** and select ***SYNC***.

2 Type your login information and click ***Submit***.

3 Click ***EVENT LOG***.

You can filter (sort) the events by type, and the time they occurred. You also can generate a formatted event report by clicking the **PDF REPORT** button.



Downloading Records to Your Computer with EVIDENCE Sync Offline Software

Follow these instructions if you do not have an EVIDENCE.com account. If you have an EVIDENCE.com account, see ***Uploading Records to EVIDENCE.com Services with EVIDENCE Sync Online Software***.

1 Confirm that the X26 safety is in the down (SAFE) position.

2 Remove the TASER cartridge from the ECD. (See the ***TASER X26E ECD User Manual*** for more information on unloading TASER cartridges.)

3 Connect the TASER CAM recorder to your computer with the USB download cable.

4 Click ***Start*** and select ***All Programs***.

4a Click ***TASER International*** and select ***SYNC***.

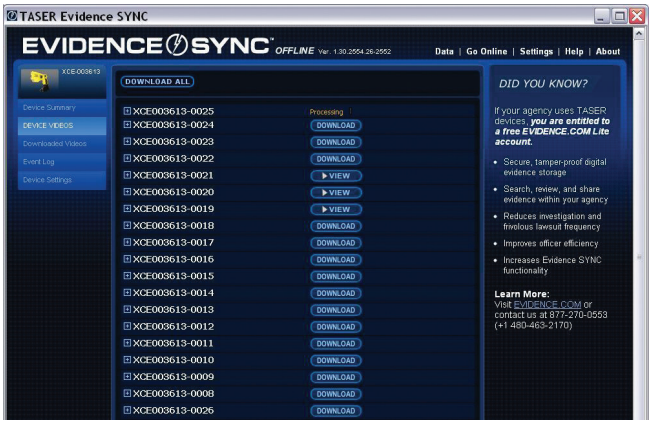
5 Click ***Go Offline***.

5a Click ***OK***.

6 Wait for the device information to load.

7 Click ***DEVICE VIDEOS***.

8 Click ***DOWNLOAD*** for the video(s) you wish to review. The TIME STAMP column gives you the time each video was recorded.



The time stamp is created by the ECD in Greenwich Mean Time (GMT), but the EVIDENCE Sync software will convert it to your computer's local time. Videos will remain stored on the TASER CAM recorder (until overwritten by new footage) whether they are uploaded or not.

NOTE: When an ECD is connected, the ECD's data will be downloaded automatically into EVIDENCE Sync from the ECD.

After the videos and firing records have been downloaded, you can play the video(s) or download another TASER CAM recorder and/or X26 ECD.

You will be able to see records only for the recorder and ECD connected to your computer. To view records for other devices, disconnect and follow the instructions in ***Viewing Downloaded Videos (Offline)***.

Viewing Downloaded Videos (Offline)

As described in ***Downloading Records to Your Computer with EVIDENCE Sync Offline Software***, you can view videos you just uploaded while your recorder is connected to your computer.

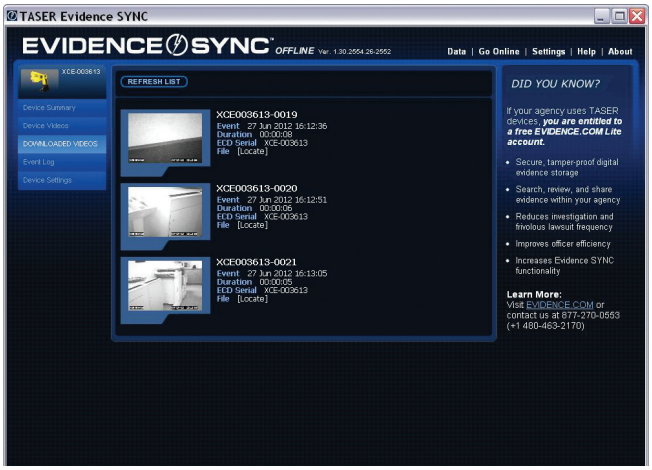
1 Click ***Start*** and select ***All Programs***.

1a Click ***TASER International*** and select ***SYNC***.

2 Click ***Go Offline***.

2a Click ***OK***.

3 Click ***DOWNLOADED VIDEOS***.



Viewing the ECD Data (Offline)

If you uploaded your TASER CAM recorder while it was installed in the ECD, you can use the EVIDENCE Sync program to view the ECD data.

1 Click ***Start*** and select ***All Programs***.

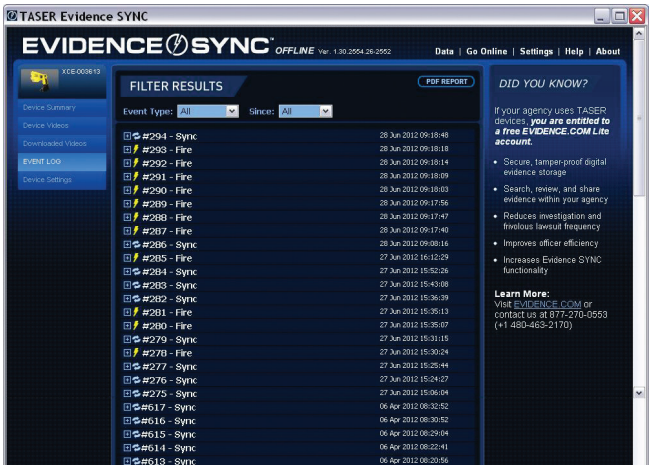
1a Click ***TASER International*** and select ***SYNC***.

2 Click ***Go Offline***.

2a Click ***OK***.

3 Click ***EVENT LOG***.

You can filter (sort) the events by type, and the time they occurred. You also can generate a formatted event report by clicking the ***PDF REPORT*** button.



Use & Care

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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 the 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 (for example Windex® or similar cleaners).

Cleaning the Gold Contacts

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

Battery

The TASER CAM recorder uses a lithium 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 polymer battery is replaceable at the factory.
- If it takes longer than 7 hours to charge the battery, contact TASER International for assistance.

Troubleshooting

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Troubleshooting the TASER CAM

Symptom	Cause	Possible Solution(s)
The TASER CAM recorder will not charge fully or at all, but the charge indicator light is flashing.	The battery may not be working properly.	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 charging cable is disconnected from the wall.	Make sure the cable is connected properly.
	The charging cable is not properly inserted into the TASER CAM recorder.	Make sure the cable is inserted properly.
	The TASER CAM recorder is damaged.	Contact TASER International.
The TASER CAM USB indicator light (Red/Green) will not come on.	The USB port is bad.	Use a different USB socket.
	The USB cable is not properly inserted into the TASER CAM recorder.	Make sure cable is inserted properly.
	The TASER CAM recorder is damaged.	Contact TASER International.
	The TASER CAM recorder is operating in extremely cold conditions.	Contact TASER International.

Symptom	Cause	Possible Solution(s)
The TASER CAM recorder power runs down too quickly.	The battery has had too many charge cycles.	Contact TASER International.
	The battery capacity is too low to maintain power.	Contact TASER International.
	The TASER CAM recorder is not making good contact with the X26 ECD because it is not fully inserted.	Fully insert the TASER CAM recorder into the X26 ECD.
The X26 keeps rebooting with the TASER CAM recorder inserted.	The TASER CAM recorder is not making good contact with the X26 ECD because of debris on the gold battery contacts.	Clean the gold battery contacts using the TASER International recommended cleaning kit. If the problem persists after applying the above solutions, contact TASER International for further instructions.
	The TASER CAM battery is depleted.	Charge the TASER CAM recorder.
	The firmware in the TASER CAM recorder is corrupted.	Update the firmware with Evidence Sync.
The battery percentage is reading "00".	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 battery percentage is reading "EE".	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 TASER CAM recorder is not fully inserted.	Fully insert the recorder into the X26 ECD.
The X26 ECD is not working at all with the TASER CAM recorder inserted.	There is something wrong with the TASER CAM recorder.	Check if the X26 ECD 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.

Symptom	Cause	Possible Solution(s)
	The TASER CAM battery is discharged.	Charge the TASER CAM recorder.
The EVIDENCE Sync application does not recognize the device.	The USB cable is not fully inserted into the PC.	Fully insert the USB cable into the PC and TASER CAM recorder. If the problem persists after applying the above solutions, contact TASER International for further instructions.
	The USB cable is damaged or worn.	Use a newer Cable.
The video recording is unclear or distorted.	The lens of the TASER CAM recorder is scratched/damaged.	Contact TASER International.
	The TASER CAM recorder is unfocused.	Contact TASER International.
	There is debris on the TASER CAM lenses.	Clean the lens using a soft cloth.

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