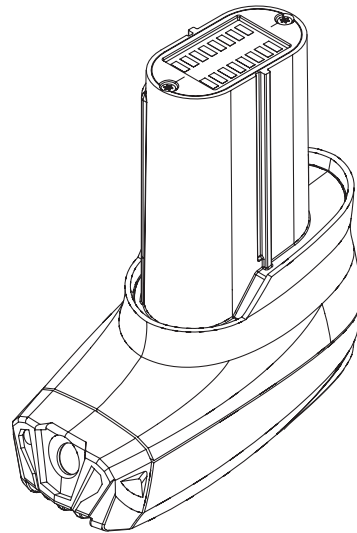




# TASER CAM HD Recorder User Manual



Models 26810, 26820



## **IMPORTANT SAFETY INSTRUCTIONS**

Read all warnings and instructions. Save these instructions.

The most up-to-date warnings and instructions are available at [www.axon.com](http://www.axon.com)

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# Chapter 1: Warnings and Cautions

## General Safety Information

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

*5-Second Discharge Cutoff and Audio Alert.* The optional Automatic Shut-Down TASER CAM HD recorder will stop a continual CEW trigger discharge at 5 seconds (even if the user continues to hold back the trigger) and require the user to depress the ARC switch for an additional cycle. Depending on how the Automatic Shut-Down TASER CAM HD recorder is configured, an ARC switch (in an X2 CEW) discharge may stop after 5 seconds. The CEW programmed with the Automatic Shut-Down TASER CAM HD Recorder makes an audible alert 2 seconds before the CEW output cycle ends. Under high stress circumstances or noisy environments, the user may not hear the audible warning.

## Battery Safety Information

**Failure to maintain the TASER CAM HD battery as instructed may cause the battery, CEW, 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 HD 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. If the battery is not fully functional, immediately replace it with a fully functional battery. See the *TASER CAM HD Battery Replacement Guide* for instructions.

*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.

**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 the battery, do not rub the eyes. Rinse the eyes with clean running water, and seek medical attention immediately. Battery fluid'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.

*Replacement.* The rechargeable battery in the TASER CAM HD system may be replaced by a qualified technician. Do not use any battery other than those designated by Axon. Doing so may cause battery explosion, battery leakage, system damage, injury, or fire.

*Handling.* Do not carry or store the TASER CAM HD 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

**Failure to use or maintain the TASER CAM HD system as instructed may cause the CEW 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:**

Only Use the TASER CAM HD Recorder with Compatible CEW Models. Do not use the TASER CAM HD recorder with unapproved CEW models. Use with unapproved CEW models may damage the CEW and/or TASER CAM HD recorder and will result in the CEW and TASER CAM HD recorder malfunctioning or failing to malfunction properly.

*Charging the TASER CAM HD Recorder.* Do not insert the TASER CAM HD recorder into a CEW until the recorder is fully charged. Recharge the TASER CAM HD recorder frequently, before the remaining battery capacity is less than 40 percent. If the battery is not properly charged the CEW and/or the TASER CAM HD recorder 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 HD 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 HD 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.axon.com](http://www.axon.com). NEVER disconnect the TASER CAM HD recorder from the USB download cable during a firmware update, whether you are updating the recorder or CEW.

*USB Download Cable.* Never shift the CEW safety to the up (ARMED) position or pull the trigger when the USB download cable is plugged into the TASER CAM HD recorder. Never insert the TASER CAM HD recorder into a CEW while the TASER CAM HD recorder is connected to a computer or wall charger. Do not unplug the USB download cable from the PC or TASER CAM HD recorder while downloading from the device.

*Removal of the TASER CAM HD Recorder.* Do not remove the TASER CAM HD recorder from the CEW while the safety is in the up (ARMED) position.

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

*Handling the TASER CAM HD Recorder.* Avoid dropping the TASER CAM HD 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 HD recorder is drenched or immersed in water, seawater, 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

**Failure to maintain the TASER CAM HD recorder or CEW 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.**

# Chapter 2: General Overview

## What is the TASER CAM HD Recorder?

The TASER CAM HD recorder is an optional accessory for use with compatible TASER conducted electrical weapons, such as TASER X2 or X26P CEWs. The TASER CAM HD system, with its microphone and light-sensitive camera, adds audio and video recording capabilities to the CEW. It is also rechargeable.

The TASER CAM HD 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 HD 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 secure and easily accessible environment.

## TASER CAM HD General Features

The TASER CAM HD recorder improves upon the previous TASER CAM product with color footage and superior image quality.

A fully charged battery will provide enough power for approximately 100 five-second firings at 77 °F (25 °C) and one hour of video/audio recording at maximum video resolution and frame rate. The TASER CAM HD recorder can store 1 hour of records. After that, new footage will overwrite the oldest footage in 10-minute segments.

The TASER CAM system records both video and audio when the 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 HD recorder stores the video and audio records; the CEW stores the firing records. Because these data are kept in different places, the same recorder and CEW should be used together.

## Automatic Shut-Down TASER CAM HD Recorder

The optional auto shut-down TASER CAM HD (AS) recorder is a modified recorder that shuts down the output of the CEW after 5 seconds and also contains a built-in speaker that alerts the user to the impending shut down. The AS recorder provides an audible beeping alert for the last 2 seconds of a firing cycle before automatically shutting down the cycle.

There are 2 ways your agency may have configured your X2 CEW to work with the TASER CAM HD AS recorder. With one option, shut down will occur 5 seconds after a trigger-initiated energy burst, but

ARC switch functioning will not be affected. With the other option, shut down will occur after 5 seconds whether you press the trigger or the ARC switch.

When the TASER CAM HD AS recorder is used with the X26P CEW, shut down will occur 5 seconds after you press the trigger.

**Note:** The TASER CAM HD AS feature has no impact on video and audio recording; however the audio alert will be captured on the recording and may distort any audio captured from the incident during the duration of the audio alert. As long as the safety switch is in the up (ARMED) position, the TASER CAM HD AS will continue to capture the event.

**Under stressful situations, audio exclusion might prevent you from hearing the alert from the automatic shut-down TASER CAM HD recorder.**

Your CEW recognizes the TASER CAM HD AS as a unique type of battery pack which enables the automatic shut-down feature of the CEW. The CEW will indicate that this feature is enabled via a special TASER CAM HD AS icon in the upper left hand corner of the CEW CID as shown below:

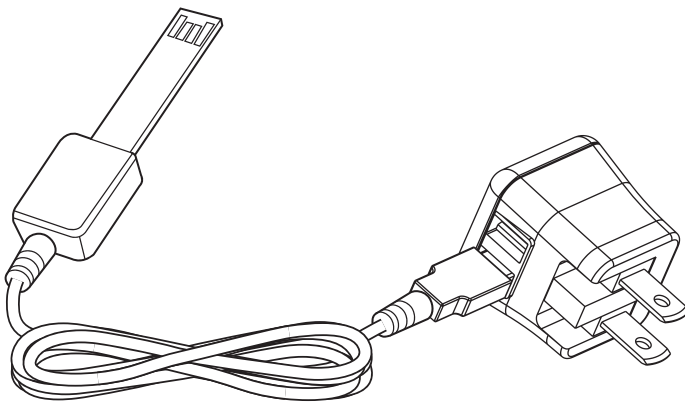


This feature is automatically disabled if replaced by another battery pack type, and the CEW will return to its normal configuration—that is, there will no longer be an audio alert, and the energy cycle will continue after 5 seconds if your finger is still holding down the trigger (or ARC switch, in the case of an X2 CEW). Always confirm that the CEW performs as expected before returning it to duty after changing any battery pack.

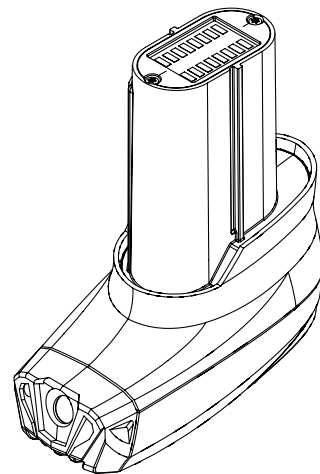
**Remove the cartridges before testing the CEW function. See the applicable CEW user manual for more information.**

## In the Box

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



Wall Charger



TASER CAM HD

## Further Reading

For information on the transferring videos to your computer, uploading videos to Evidence.com, or updating the firmware in your TASER CAM HD recorder, see the *Evidence Sync User Manual*.

For information on CEW operation and safety, see the *TASER X2 CEW User Manual* or the *TASER X26P CEW User Manual*, as appropriate.

# Chapter 3: Charging the TASER CAM HD Recorder

## Notes:

- Ensure that you fully charge the TASER CAM HD recorder before the first use (before it is inserted into a CEW).
- For any subsequent charging performed with the recorder inserted in the CEW, ensure that the safety switch is in the down (SAFE) position and that the cartridges are removed from the CEW. See the applicable CEW user manual for more information.

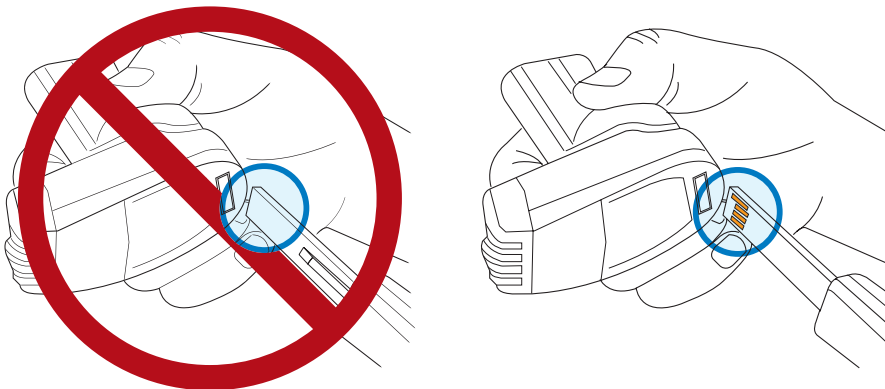
After the initial charging cycle is complete, there are 2 ways to recharge the TASER CAM HD recorder, through a: (1) wall power charging cable; or (2) PC USB download cable. Depending on the amount of charge in the battery, it may take up to 5 hours for the TASER CAM HD recorder to fully charge. Charging can be accomplished with the TASER CAM HD recorder in the CEW or independently (with the TASER CAM HD recorder out of the CEW).

When the battery drops to 40 percent capacity, or every 30 days, fully recharge the battery.

## Charging the TASER CAM HD Recorder Using the Wall Power Charging Cable

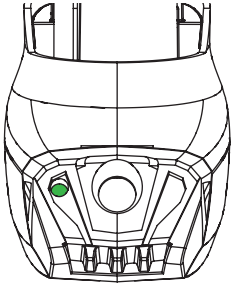
- 1 Remove the data port plug from the bottom of the TASER CAM HD recorder.
- 2 Connect the wall power cable to the TASER CAM HD recorder.

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



- 3 Connect the wall power cable to a wall outlet.

- 4 A green light near the TASER CAM HD lens will flash to indicate charging.
- 5 When charging is complete, the green light will remain steady.

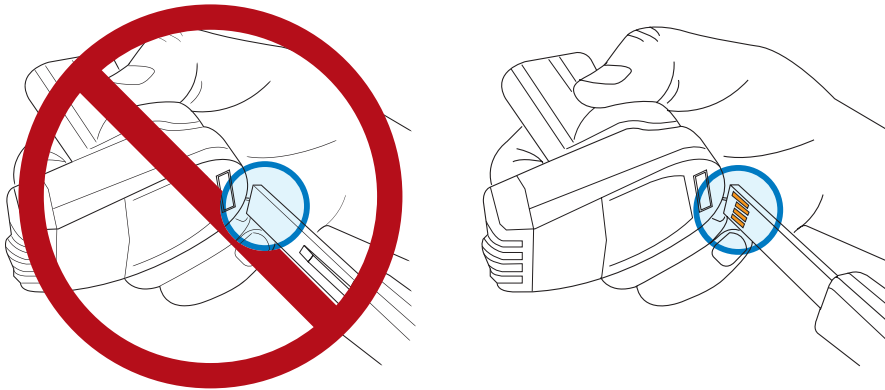


- 6 After unplugging the charging cable from the TASER CAM HD recorder, remember to replace the dataport plug on the TASER CAM HD recorder to prevent damage from any debris or moisture.

## Charging the TASER CAM HD Recorder Using the PC USB Download Cable

**Note:** Do not connect the TASER CAM HD recorder to your computer until you have installed the Evidence Sync software. See the *Evidence Sync User Manual* for information on installing the software.

- 1 Connect the USB download cable to the TASER CAM HD recorder.



- 2 Connect the USB download cable to the computer. Be sure to fully insert the cable into the USB port.
- 3 A green light near the TASER CAM HD lens will flash to indicate charging.
- 4 When the TASER CAM HD recorder is fully charged, the green light will remain steady.
- 5 After unplugging the cable from the TASER CAM HD recorder, remember to replace the dataport plug on the TASER CAM HD recorder to prevent damage from any debris or moisture.

**Notes:**

- Never remove the TASER CAM HD recorder from the CEW while the safety is in the up (ARMED) position.
- Never remove the TASER CAM HD recorder from the CEW while the recorder is plugged into a computer.

- If the TASER CAM HD recorder is recharged while inserted in an CEW, the battery might not charge above 95 percent capacity. This is because the CEW consumes power while the battery is charging.

# Chapter 4: Operating the TASER CAM System

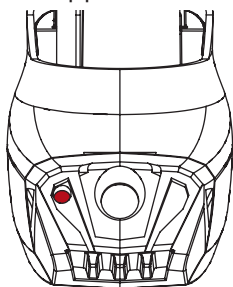
When the TASER CAM HD recorder is inserted into a CEW and disconnected from an external charging source (computer or wall power), it provides power to the CEW and to the sensitive camera and microphone used by the TASER CAM HD recorder.


Install the Evidence Sync software on your computer, update the X2 CEW and TASER CAM HD devices' firmware, and configure your TASER CAM HD recorder before attempting to use it with the CEW. See the *Evidence Sync User Manual* for more information.

**The X2 CEW's firmware must be upgraded to firmware version v03.022 or greater before installing the TASER CAM HD recorder. If the firmware is outdated the recorder should provide power to the CEW, but the recording function will not work.**

## Testing the TASER CAM HD Recorder

- 1 Disconnect the TASER CAM HD recorder from the PC or wall power and remove the charging cable from the recorder.
- 2 Confirm that the CEW's safety is in the down (SAFE) position.
- 3 Remove the cartridges from the CEW. (See the appropriate CEW user manual for more information on unloading cartridges.)
- 4 Confirm that the charging cable is removed from the TASER CAM HD recorder.
- 5 Firmly insert the TASER CAM HD recorder into the CEW until it clicks and the CEW's ejector button pops out completely.
  - When the CEW's safety is in the up (ARMED) position, the TASER CAM HD unit starts recording. The light next to the TASER CAM HD recorder's lens will blink red to indicate the unit is recording. When the CEW's safety is in the down (SAFE) position, the TASER CAM HD recorder stops recording. (If the flashlight and LASERs are turned off, the red LED will not blink. See the applicable CEW user manual for more information on light and LASER settings.)




- Also when the CEW's safety is in the up (ARMED) position, the camera icon  should display in the upper-left hand corner of the CEW's central information display (CID). (These pictures show an X2 CID. The operating mode icon will not display in an X26P CID.)

**Note:** If your CEW has firmware version 4.020 or greater, the recorder icon will only display after the TASER CAM HD begins recording, or approximately 2 seconds after the safety switch is shifted to the up/armed position.



CID Screen with TASER CAM HD Recorder Installed

- If an automatic shut-down TASER CAM HD AS recorder is installed correctly in a CEW and the recorder is functioning properly, the automatic shut-down  icon should display in the upper-left side of the central information display (CID):



CID Screen with TASER CAM HD AS Recorder Installed

- If the camera lens is blocked by hands, gloves, debris, etc., the CID will flash. When the CID flashes, the colors will reverse (the icons will be black and the background will be yellow). Blocking the lens will result in poor or no visibility in the video.



CID Screen Indicating a Blocked Lens

**Note:** With previous-generation TASER CAM recorders, the CEW's LASER sight would flash when the TASER CAM lens was covered. Covering the lens of a TASER CAM HD recorder will not cause the LASER to flash; the CID flashes instead.

- 6 Shift the safety to the up (ARMED) position. The TASER CAM HD recorder will begin recording in approximately 2 seconds.
- 7 Test fire the CEW.
- 8 Shift the safety to the down (SAFE) position. The TASER CAM HD recorder will stop recording.
- 9 Connect the TASER CAM HD recorder to a PC to download and view the video/audio recorded during this test. You also can use the TASER CAM HD recorder to download the firing logs from the weapon.

## Using the TASER CAM HD Recorder

The function and use of the CEW do not change with the addition of a TASER CAM HD recorder (unless you have installed a TASER CAM HD AS recorder; see *Chapter 2: General Overview*). However, there are a few points to remember:

- The TASER CAM HD recorder does not have a flashlight. For low-light video recording, the CEW must have its LED flashlight turned on.
- Hold the CEW as steady as possible while recording.
- Recharge the TASER CAM HD recorder before the remaining battery capacity is less than 40 percent.
- Do not block the lens of the TASER CAM HD recorder. If the lens is blocked, the CID will flash. With a 2-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.

# Chapter 5: Records

## Downloading, Uploading, and Viewing Records

**Note:** Video/audio records are stored in the TASER CAM HD recorder and firing record data are stored in the CEW. If transferring records separately, remember to download or upload firing records from the weapon before or after transferring video/audio from the TASER CAM HD recorder. You also can transfer both video/audio records and firing data by inserting the TASER CAM HD recorder in the associated CEW and then downloading both through the Evidence Sync software. See the *Evidence Sync User Manual* for more information.

**Before downloading records, remove the cartridges from the CEW. See the applicable CEW user manual for instructions.**

## Chapter 6: Firmware Update

It is important that your X2 CEW has firmware revision V03.022 or later when using it with the TASER CAM HD recorder. (See the *Evidence Sync User Manual* for information on firmware updates. See the applicable CEW user manual for instructions on determining your CEW's firmware revision.)

# Chapter 7: Use and Care

## Storage

- Do not store the TASER CAM HD recorder in extreme cold or heat.
- Do not store the TASER CAM HD recorder where the contacts may become short-circuited.
- Keep the TASER CAM HD recorder dry.
- Recharge the battery every 30 days or when the battery charge drops to 40%. If the TASER CAM recorder is not being used, it still needs to be recharged every 30 days. 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 (for example Windex or similar cleaners).

### Gold Contacts

Debris on the gold contacts may cause the TASER CAM HD recorder and/or the CEW to not function correctly. Clean the contacts using the Axon Enterprise recommended cleaning kit.

### Battery

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

- Fully charge the battery before using the TASER CAM HD recorder for the first time.
- Frequently charge the battery. Do not let the battery capacity go below 40 percent.
- Keep the TASER CAM HD 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.
- If it takes longer than 7 hours to charge the battery, contact Axon Enterprise for assistance.

## Replacing the TASER CAM Battery

The TASER CAM HD recorder's battery may be replaced by a qualified technician. See the *TASER CAM HD Battery Replacement Guide* for more information.

**DO NOT attempt to replace the TASER CAM HD battery unless you have been trained in the replacement procedure.**

## Chapter 8: CID Icons

A CEW equipped with a TASER CAM HD recorder may display one or more of the combinations of icons shown here. For information on other CID icons, see the applicable CEW user manual.



The TASER CAM HD icon displays in the upper-left corner of the CID.



This TASER CAM HD recorder is configured with the Auto Shut-Down feature.



A Flashing CID indicates the camera lens is covered.



No TASER CAM HD icon indicates that the firmware on the CEW needs to be updated.



When the TASER CAM HD battery is depleted, the CID will display a RECHARGE BATTERY warning. The CEW will not operate until the battery is recharged.








When the battery capacity is 1 to 20 percent, the CID will display a flashing LO BATT warning.

# Chapter 9: Troubleshooting

## Troubleshooting the TASER CAM HD Recorder



Symptom	Cause	Possible Solution
The TASER CAM HD recorder will not charge fully or at all, but the charge indicator light is flashing.	The battery may not be functioning properly.	Replace the battery.
The TASER CAM HD 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 on the PC.	Use a different port on the PC.
	The USB/wall charging cable is disconnected.	Make sure the cable is connected properly.
	The USB/wall charging cable is not properly inserted into the TASER CAM HD recorder.	Make sure the cable is inserted properly.
	The TASER CAM HD recorder is damaged.	Contact Axon Enterprise.
The TASER CAM HD recorder power runs down too quickly.	The TASER CAM HD recorder is operating in extremely cold conditions.	
	The battery has had too many charge cycles.	Replace the battery.
	The battery capacity is too low to maintain power.	Replace the battery.

Symptom	Cause	Possible Solution
<p>The CID battery icon is displaying a blinking exclamation point.</p> 	<p>The TASER CAM HD recorder is not making good contact with the CEW because it is not fully inserted.</p>	<p>Fully insert the TASER CAM HD recorder into the CEW.</p>
	<p>The TASER CAM HD recorder is not making good contact with the CEW because of debris on the gold battery contacts.</p>	<p>Clean the gold battery contacts using the Axon Enterprise recommended cleaning kit.</p> <p>If the problem persists after applying the above solutions, contact Axon Enterprise for further instructions.</p>
<p>The TASER CAM HD recorder is installed properly, but the TASER CAM icon does not display on the CID.</p> 	<p>The CEW's firmware is outdated.</p>	<p>Check if the firmware is at revision V03.022 or higher for the X2 CEW. Follow the instructions in <i>Chapter 6: Firmware Update</i>.</p> <p>If the problem persists, contact Axon Enterprise for instructions.</p>
	<p>The TASER CAM HD recorder may have an error.</p>	<p>Contact customer service.</p>
	<p>The battery contacts may be dirty.</p>	<p>Clean the battery contacts with a dry, clean cloth or cotton swab.</p>
	<p>The firmware version is 4.020 or greater.</p>	<p>Wait 2 seconds for the icon to display on the CID after shifting the safety switch to the up (ARMED) position.</p>
<p>The CID is displaying <b>RE-CHARGE BATTERY.</b></p> 	<p>The TASER CAM HD battery is depleted.</p>	<p>Charge the TASER CAM HD recorder.</p>
<p>The CID is displaying <b>LO BATT.</b></p> 	<p>When the TASER CAM HD battery is at 20% to 1%, the CID will flash <b>LO BATT</b>. The CEW and TASER CAM HD Recorder will continue normal functionality during this time. However, the battery needs to be charged.</p>	<p>Charge the TASER CAM HD recorder.</p>

Symptom	Cause	Possible Solution
<p>The CID colors are reversed, and the CID is flashing.</p> 	<p>The lens is obstructed (possibly by the operator's hand).</p>	<p>Check for obstructions over the lens. Remove the obstructions.</p>
<p>The CEW is not working at all with the TASER CAM HD recorder inserted.</p>	<p>The TASER CAM HD recorder is not fully inserted.</p>	<p>Remove the TASER CAM HD recorder, clean the contacts, and fully insert the recorder into the CEW.</p> <p>If the problem persists, contact Axon Enterprise for further instructions.</p>
<p>The EVIDENCE Sync application does not recognize the device.</p>	<p>The USB port is not working on the PC.</p>	<p>Use a different port on the PC.</p>
	<p>The USB cable is not fully inserted into the PC.</p>	<p>Fully insert the USB cable into the PC and TASER CAM HD recorder.</p> <p>If the problem persists after applying the above solutions, contact Axon Enterprise for further instructions.</p>
<p>The video recording is unclear or distorted.</p>	<p>There is debris on the TASER CAM lens.</p>	<p>Clean the lens using a soft cloth.</p>
	<p>The lens of the TASER CAM HD recorder is scratched/damaged.</p>	<p>Contact Axon Enterprise.</p>
	<p>The TASER CAM HD recorder is unfocused.</p>	<p>Contact Axon Enterprise.</p>



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