



TASER
INTERNATIONAL



Data Port User Manual
V.16

TASER INTERNATIONAL, INC.
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WARNING!!!

Note: Failure to follow safety precautions and instructions contained in this document may result in serious injury and/or damage to equipment. TASER International, Inc. assumes no liability for not following established procedures.

Pre-Installation Information:

- Uninstall all previous versions of the X26 dataport software and FTDI USB drivers before installing the latest version. See page 24 for instructions for Windows 98se and Windows ME. See page 29 for instructions for Windows 2000 and Windows XP.
- The installation is a two-step process. The X26 dataport software is installed first and followed by the driver installation.
- Driver installation instructions vary slightly depending on your Windows operating system. To determine your operating system, see *MINIMUM SYSTEM REQUIREMENTS* on page 4.
- Windows XP users: The workstation must be disconnected from your LAN prior to installation.
- Administrative privileges for the workstation are needed when installing X26 dataport software and USB drivers. Contact your department help desk if you receive an access denied message during installation.
- This document is intended to provide basic operational instructions for more detailed information and technical support, contact TASER International at 800-978-2737 or email us at support@taser.com or view the X26 Download Troubleshooting Guide at <http://www.TASER.com>.
- Downloading and/or saving data from the X26 does not erase the data from the X26 memory. There are no options for users to erase data from the X26 memory.
- Ensure the computer time and time zone information is correct prior to downloading.

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SAFETY PRECAUTIONS

Prior to Inserting USB cable into the X26, complete the following steps:

1. Ensure that the X26 Safety is in the down (SAFE) position.
2. Remove the TASER Cartridge from the X26.
3. Do not attempt hardware installation if the USB cable is damaged.

MINIMUM SYSTEM REQUIREMENTS

Software Components

Operating System:	Windows 98se/ME/2000/XP with latest Service Pack
Internet Explorer:	Version 5.5 or Higher
Disk Space:	100K of available disk space
Communications Ports:	1 available USB port

Hardware Components

X26 USB Interface Kit

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INSTALLING X26 DATA PORT SOFTWARE

1. Close all running programs.
2. Windows XP users, unplug from the LAN. Your network cable is similar to a phone cord but has a larger jack and a thicker cord.
3. Insert The CD, and after a short delay the setup program will appear. Click **Install Taser X26 Software** (Figure 1).

Note: If the X26 installation screen does not appear automatically, click **My Computer** and double-click the CD drive titled **TASER**. If the installation screen still does not appear, download the software from the TASER Web site or contact customer service for a replacement CD.



Figure 1

4. Follow the onscreen prompts to complete the software installation.
5. Plug the USB cable into the USB port. Do not insert the USB DPM into the weapon until the USB driver installation is complete.
6. The USB cable DPM will illuminate red and the FOUND NEW HARDWARE WIZARD window will appear.

INSTALLING USB DRIVERS: WINDOWS 98SE, ME, 2000

1. Click **Next** to continue (Figure 2).



Figure 2

2. Select the **CD-ROM drives** check box, clear all other check boxes, and then click **Next** (Figure 3).

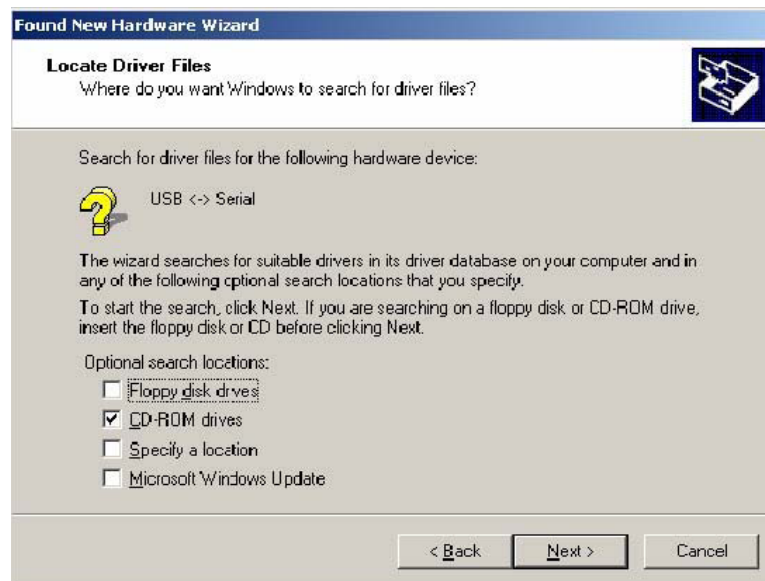


Figure 3

3. Click **Next** (Figure 4).

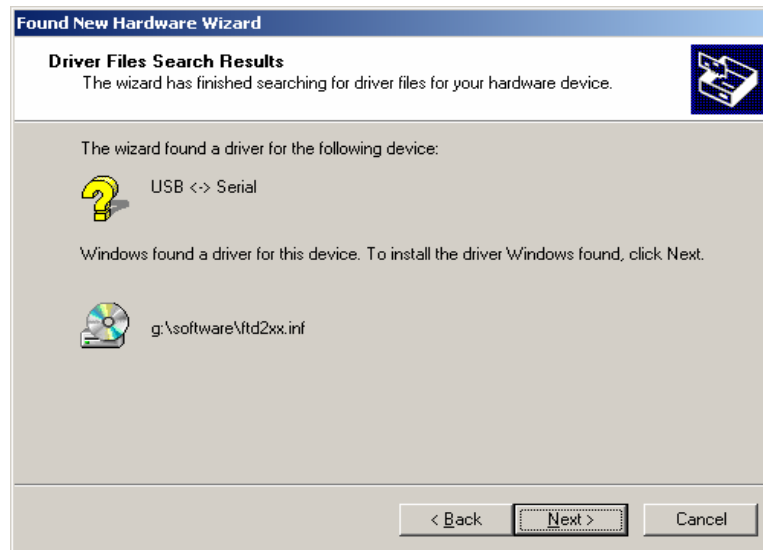


Figure 4

4. Click **Finish** to complete the hardware installation (Figure 5).



Figure 5

5. Installation is complete. You can remove the CD.

INSTALLING USB DRIVERS: WINDOWS XP

1. In the **Found New Hardware Wizard** dialog box, select **Install the Software Automatically (Recommended)** and click **Next** (Figure 6).

Note: If the system displays a prompt asking if you want to connect to the internet for a suitable driver, select **No, not at this time** and continue.



Figure 6

2. Select **FTDI FT8U2XX Device** and click **Next** (Figure 7).

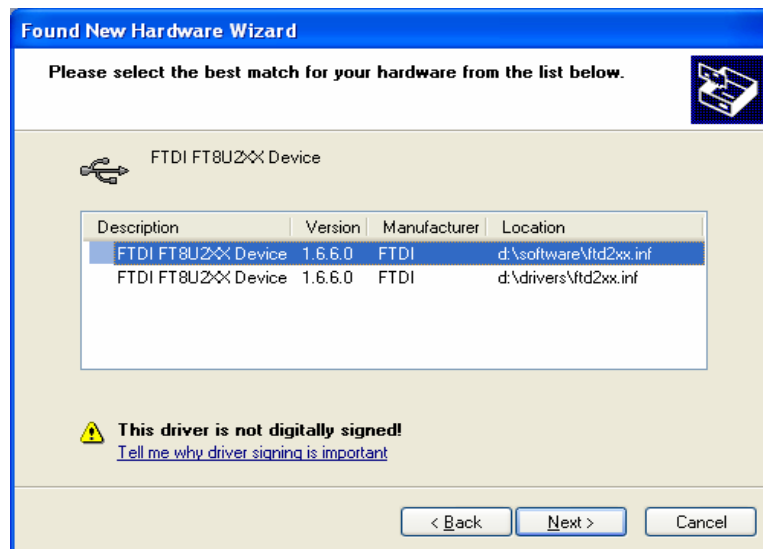


Figure 7

3. In the Hardware Installation dialog box, click **Continue Anyway** (Figure 8).



Figure 8

4. Click **Finish** to complete the hardware installation (Figure 9).



Figure 9

5. Installation is complete. You can remove the CD.
6. Reconnect your network cable (if applicable).

CLOCK OPERATION AND INFORMATION

- The clock in the X26 is an industry standard clock using a crystal similar to clocks in other electronic devices. While the clocks are generally reliable, the clock can drift several minutes per month. This is normal and is inherent in the design of the clock. The clock is not intended to be extremely accurate similar to an atomic clock.
- The X26 internal clock is set to Greenwich Mean Time (GMT) only, The download files will include both GMT and local time..
- When a download is attempted, the software compares the clock time and the time zone settings on your computer (Date and Time Properties) to the hour setting in the weapon. **Note:** The time zone selected on your computer represents the number of hours between local time and GMT. For instance, if the computer is set to EST, the software will look for a 5-hour difference between the hour setting in the weapon and the hour setting on the computer.
- The software will then compare the minute setting on your computer and the minute setting in the weapon.
- Finally, the software will check to see if you have selected the “Are you currently on Daylight Savings Time” box on the Welcome page and adjust the hour comparison accordingly. For instance, in the above example, if the DST box is checked, the software will look for a four hour difference instead of five.
Note: Selecting the Daylight Savings Time box on the computer has no effect on the download software. The software only looks at the DST box on the Welcome screen.
- If the date, hour, or minute comparison does not match (within ± 10 minutes), the software will display a “TIME DISCREPANCY” message.
- Most often, this is due to the drift of the computer clock. The software will prompt you to double-check the time and time zone on your computer to ensure that it is accurate. If the computer time is accurate, the weapon clock may have drifted, or it might have been synchronized to a different computer with an inaccurate time.
- TASER International highly recommends using one computer for downloading unless multiple computers are connected to a network that synchronizes the computers to minimize the chances of a time discrepancy.
- The time recorded in the download data log represents the end of the firing cycle, not when the trigger is pulled. The X26 only records the total duration of each firing, not each trigger pull. If the trigger is pulled multiple times in one cycle (e.g., double tapping), this will not be indicated in the download data.

DOWNLOADING DATA FROM THE X26

GENERAL OPERATING NOTES:

- THE X26 INTERNAL CLOCK IS SET TO GMT (GREENWICH MEAN TIME). DOWNLOAD FILES WILL INCLUDE BOTH GMT AND LOCAL TIME BASED ON THE TIME ZONE SETTINGS ON YOUR COMPUTER AND THE DAYLIGHT SAVINGS TIME. CHECK BOX ON THE X26 WELCOME SCREEN.
- THE TIME RECORDED IN THE DOWNLOAD DATA LOG REPRESENTS THE END OF THE FIRING CYCLE, NOT WHEN THE TRIGGER IS PULLED.
- THE X26 ONLY RECORDS THE TOTAL DURATION OF EACH FIRING, NOT EACH TRIGGER PULL. IF THE TRIGGER IS PULLED MULTIPLE TIMES IN ONE CYCLE (E.G. DOUBLE TAPPING), THIS WILL NOT BE INDICATED IN THE DOWNLOAD DATA.
- DOWNLOADING AND/OR SAVING DATA FROM THE X26 DOES NOT ERASE THE DATA FROM THE X26 MEMORY. THERE ARE NO OPTIONS FOR USERS TO ERASE DATA FROM THE X26 MEMORY.
- THE FIRST TIME THE DATAPORT DOWNLOAD SOFTWARE IS USED YOU MUST ENTER THE "DOWNLOADED BY" INFORMATION. THIS INFORMATION WILL BE STORED FOR ALL SUBSEQUENT USES (Figure 10).

1. Verify that the computer time and time zone information are correct.

2. Click the **Taser X26 Dataport** desktop icon.

Note: The first time the dataport download software is used, you must enter the "downloaded by" information. This information will be stored for all subsequent uses (Figure 10).

3. Insert the USB cable into the computer. The USB DPM will illuminate red if the cable is connected correctly.

4. Ensure the X26 safety switch is in down (SAFE) position and remove the TASER Cartridge.

5. Insert the USB DPM into the X26. After a few seconds the USB DPM illumination will change from red to green and a 'U' will appear on the X26 CID. **Note:** If the cable does not turn green, remove and reinsert the cable in the computer and X26.

6. Select the **Daylight Savings Time zone** check box if your time zone is currently on daylight savings time.
7. Click the **Download X26** button (Figure 10).



Figure 10

8. If the **ALERT Time Discrepancy** dialog box (Figure 11) appears, the date/time on your computer is not within ± 10 minutes of the weapon time. See the *CLOCK OPERATION AND INFORMATION* section and perform the following steps. You will not be able to proceed until resolving the time discrepancy.

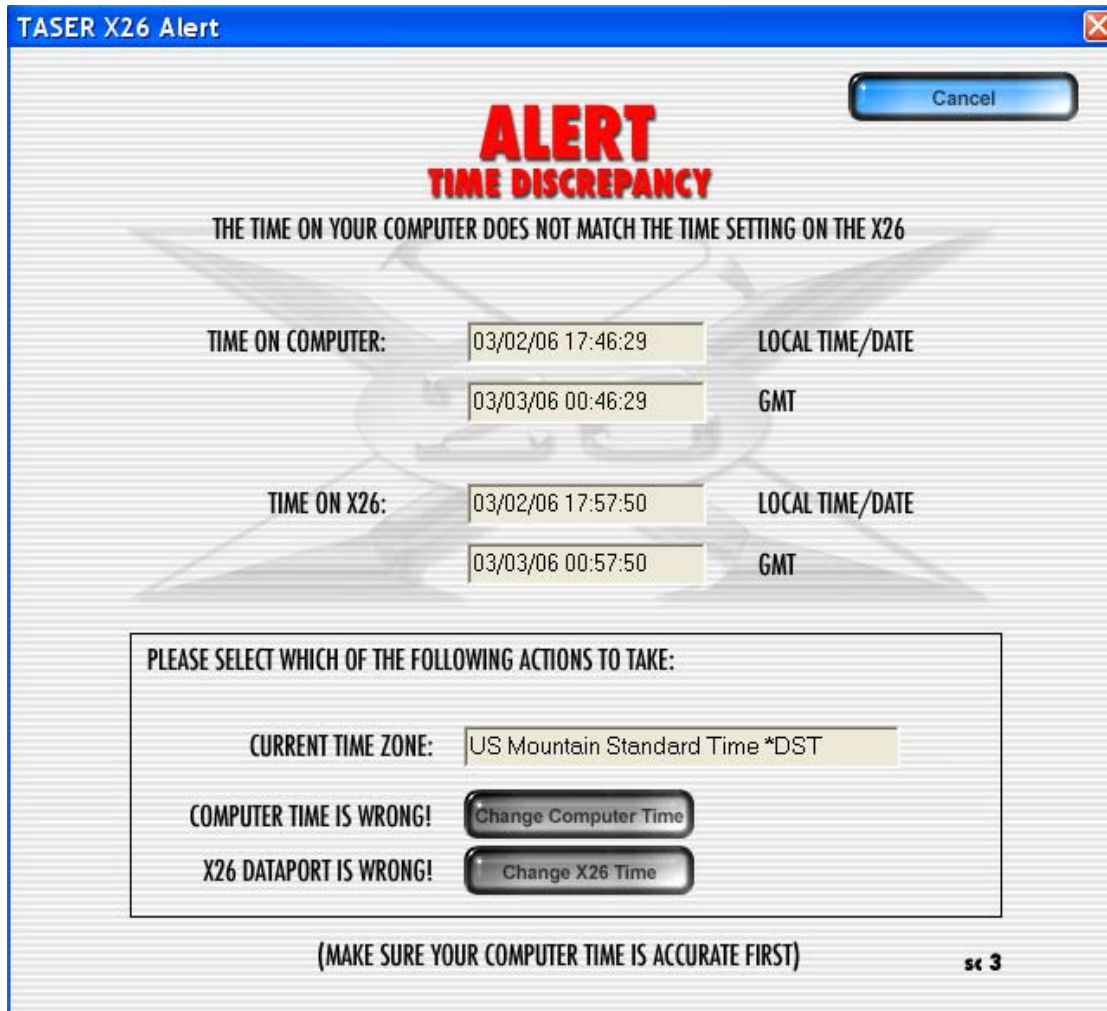


Figure 11

- a. Check the computer time displayed on the ALERT page. If the computer time is incorrect, click **Change Computer Time** to open the Windows Date/Time box and adjust the time. Proceed to step 9.
- b. Check the X26 time displayed on the ALERT page. If the X26 time is incorrect, click **Change X26 Time**.

- c. A **PLEASE CONFIRM** dialog box (Figure 12) will appear to verify that you want to change the time in the X26. Changing the time requires the (case-sensitive) password located on the CD case. You also can obtain the password by contacting TASER International Technical Support at 1.800.978.2737.

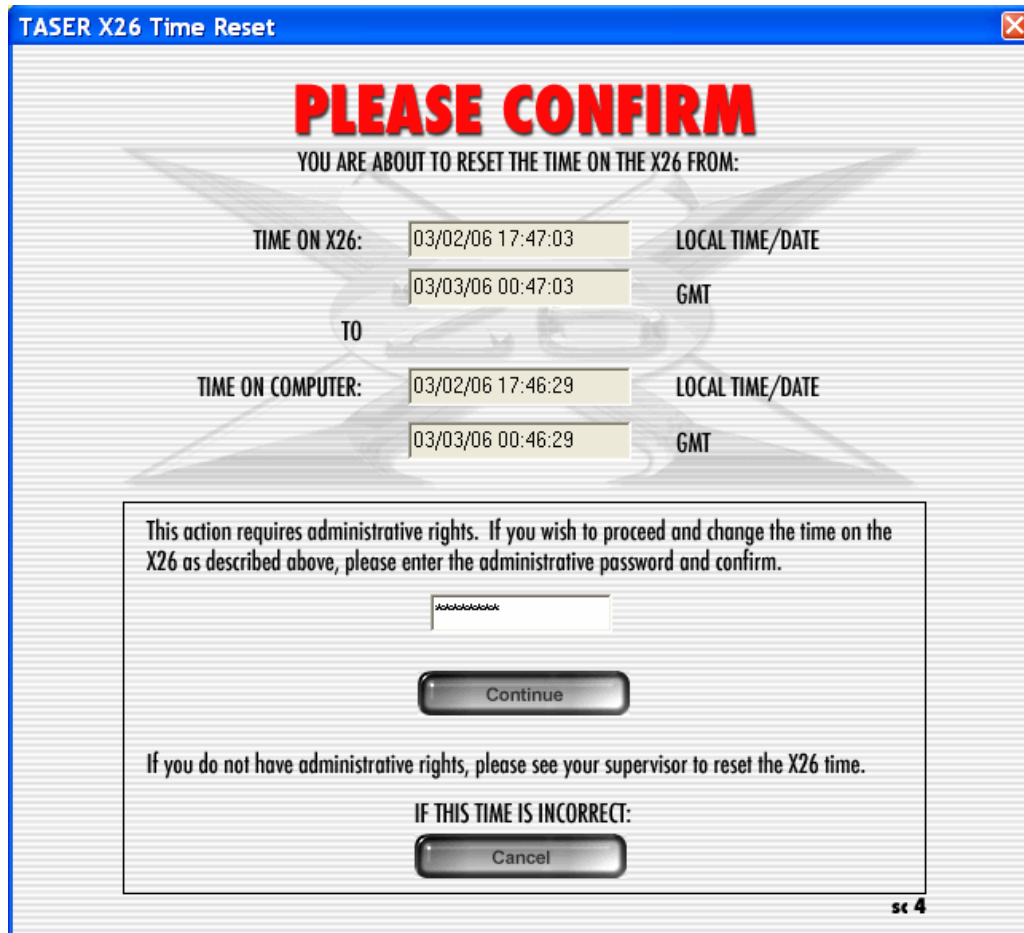


Figure 12

- d. Type the password and click **Continue**.

Note: Changing the time on the X26 does not change the time stamp on previous firing records stored in the X26 and both the old (FROM) and new (TO) times are displayed on the firing record.

9. Select the desired date range or **DOWNLOAD ALL FIRING DATA** and click **Continue** (Figure 13).

Note: If the date range is selected, time change records that overlap dates outside the range may be inaccurate.

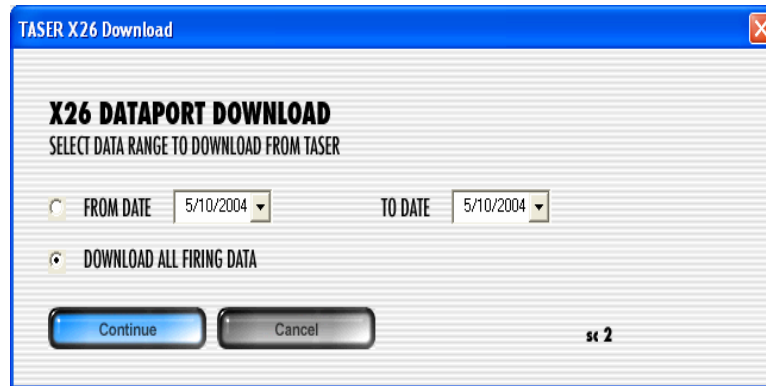


Figure 13

10. The **Download Progress** dialog box will confirm download progress (Figure 14).

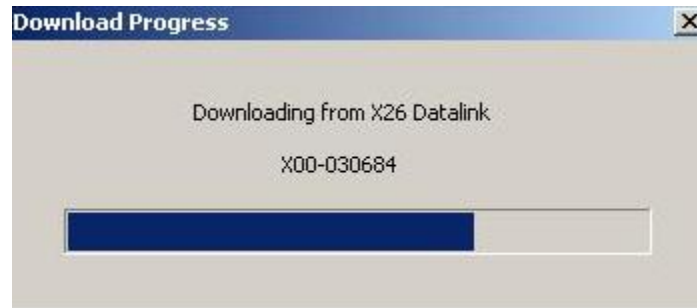
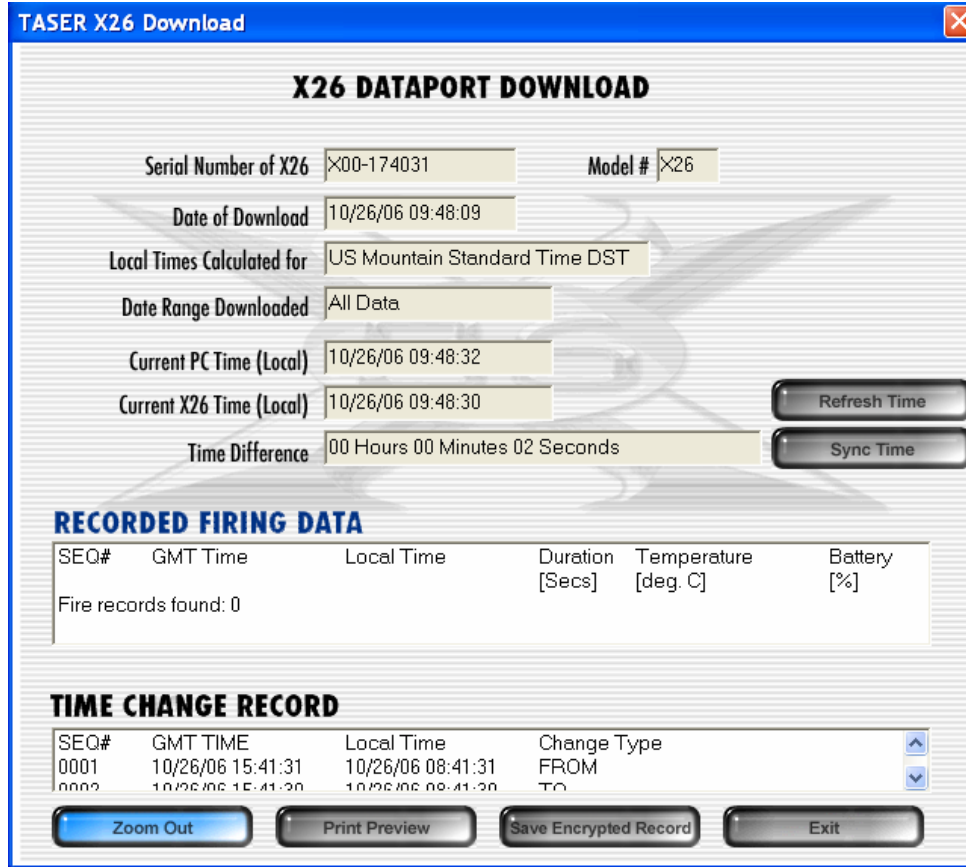


Figure 14

11. The **X26 Dataport Download** screen provides options for refreshing the weapon time, viewing, printing and saving data (Figure 15).



TASER X26 Download

X26 DATAPORT DOWNLOAD

Serial Number of X26: X00-174031 Model #: X26

Date of Download: 10/26/06 09:48:09

Local Times Calculated for: US Mountain Standard Time DST

Date Range Downloaded: All Data

Current PC Time (Local): 10/26/06 09:48:32

Current X26 Time (Local): 10/26/06 09:48:30

Time Difference: 00 Hours 00 Minutes 02 Seconds

Refresh Time Sync Time

RECORDED FIRING DATA

SEQ#	GMT Time	Local Time	Duration [Secs]	Temperature [deg. C]	Battery [%]
Fire records found: 0					

TIME CHANGE RECORD

SEQ#	GMT TIME	Local Time	Change Type
0001	10/26/06 15:41:31	10/26/06 08:41:31	FROM
0002	10/26/06 15:41:30	10/26/06 08:41:30	TO

Zoom Out Print Preview Save Encrypted Record Exit

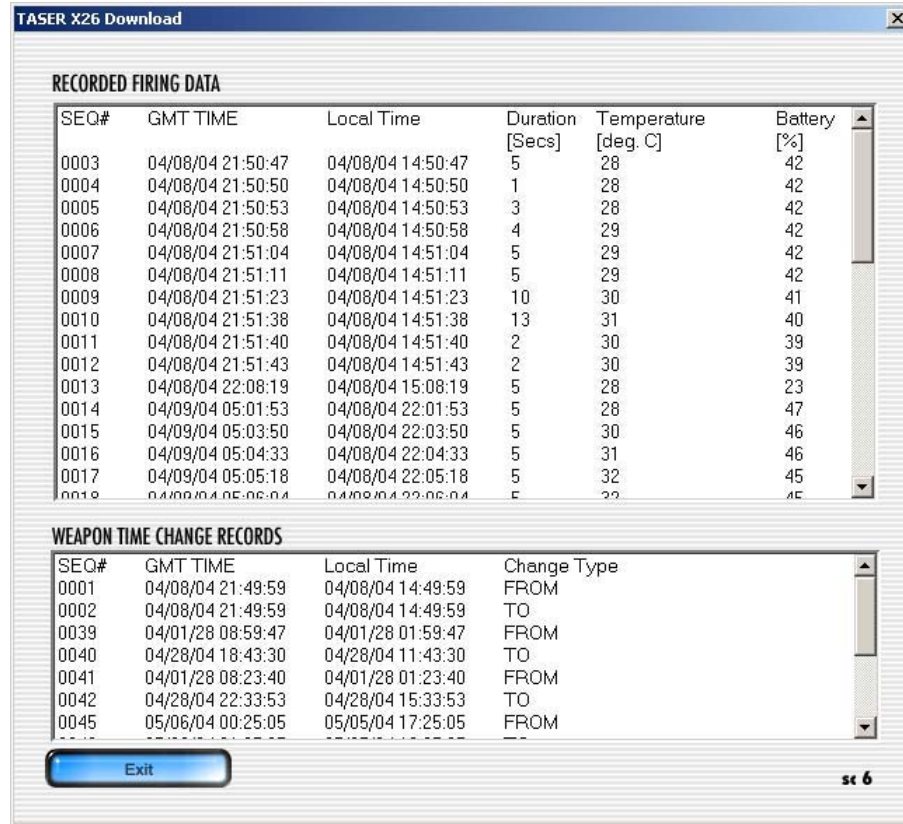
Figure 15

Notes:

- The X26 only records each firing, not each trigger pull. If the trigger is pulled multiple times in one cycle (double tapping) it will not be indicated on the report.
- The time recorded in the download data log represents the end of the firing cycle.
- The temperature is the internal X26 temperature.
- Time changes provide a log of all changes to the X26 internal clock. If the X26 internal clock has never been updated, this area is blank.

12. There are three options for viewing information: **Zoom Out, Print Preview, and Save Encrypted Record** (Figure 15).

13. The **Zoom Out** option (Figure 15) provides an expanded view of the recorded firing data and time change records in separate lists (Figure 16).



The screenshot shows a window titled "TASER X26 Download" with two data tables. The first table, "RECORDED FIRING DATA", lists firing events with columns for SEQ#, GMT TIME, Local Time, Duration [Secs], Temperature [deg. C], and Battery [%]. The second table, "WEAPON TIME CHANGE RECORDS", lists time changes with columns for SEQ#, GMT TIME, Local Time, and Change Type. An "Exit" button is at the bottom left, and "sc 6" is at the bottom right.

RECORDED FIRING DATA					
SEQ#	GMT TIME	Local Time	Duration [Secs]	Temperature [deg. C]	Battery [%]
0003	04/08/04 21:50:47	04/08/04 14:50:47	5	28	42
0004	04/08/04 21:50:50	04/08/04 14:50:50	1	28	42
0005	04/08/04 21:50:53	04/08/04 14:50:53	3	28	42
0006	04/08/04 21:50:58	04/08/04 14:50:58	4	29	42
0007	04/08/04 21:51:04	04/08/04 14:51:04	5	29	42
0008	04/08/04 21:51:11	04/08/04 14:51:11	5	29	42
0009	04/08/04 21:51:23	04/08/04 14:51:23	10	30	41
0010	04/08/04 21:51:38	04/08/04 14:51:38	13	31	40
0011	04/08/04 21:51:40	04/08/04 14:51:40	2	30	39
0012	04/08/04 21:51:43	04/08/04 14:51:43	2	30	39
0013	04/08/04 22:08:19	04/08/04 15:08:19	5	28	23
0014	04/09/04 05:01:53	04/08/04 22:01:53	5	28	47
0015	04/09/04 05:03:50	04/08/04 22:03:50	5	30	46
0016	04/09/04 05:04:33	04/08/04 22:04:33	5	31	46
0017	04/09/04 05:05:18	04/08/04 22:05:18	5	32	45
0018	04/09/04 05:06:04	04/08/04 22:06:04	5	32	45

WEAPON TIME CHANGE RECORDS			
SEQ#	GMT TIME	Local Time	Change Type
0001	04/08/04 21:49:59	04/08/04 14:49:59	FROM
0002	04/08/04 21:49:59	04/08/04 14:49:59	TO
0039	04/01/28 08:59:47	04/01/28 01:59:47	FROM
0040	04/28/04 18:43:30	04/28/04 11:43:30	TO
0041	04/01/28 08:23:40	04/01/28 01:23:40	FROM
0042	04/28/04 22:33:53	04/28/04 15:33:53	TO
0045	05/06/04 00:25:05	05/05/04 17:25:05	FROM

Figure 16

14. The **Print Preview** option (Figure 15) provides a preview of printed records in the print format. A dialog box will appear with the option to combine the time records with the firings records in one chronological list (Figure 17).



Figure 17

15. A partial screen will appear showing the heading section of the printout. You can scroll through the entire report if desired (Figure 18).



Figure 18

Note: If the X26 Dataport software cannot download the data associated with a particular firing cycle, "Incomplete Data" will be displayed under the GMT Time column (Figure 19).

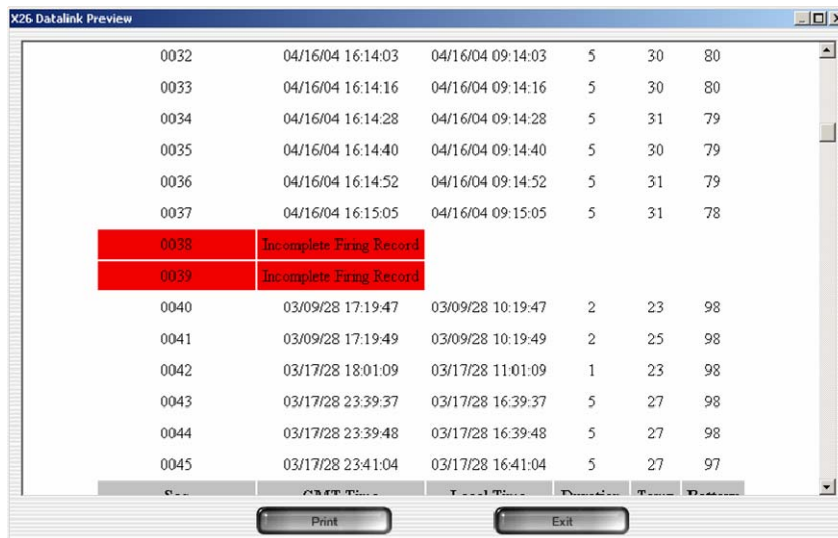


Figure 19

16. Click **Print** (Figure 15) to print the firing report (Figure 20).



TASER Information		Downloaded By	
Serial #	<i>X00-174031</i>	Name	<i>John Szakach</i>
Model #	<i>X26</i>	Dept	<i>TASER</i>
X26 Software Version	<i>18</i>	Rank	<i>Captain</i>
Dataport CD Version	<i>16.0</i>	Windows Version	<i>Microsoft® Windows NT(TM) Service Pack 2</i>
Record Date Range	<i>All Data</i>	Report Generated	<i>10/26/06 09:51:02 (local)</i>
Computer Time Zone	<i>US Mountain Standard Time</i>		
Using Daylight Savings Time	<i>No</i>		
X26 Warranty Date	<i>10/26/10</i> <i>State: Active</i>		

Recorded Firing Data

Seq	GMT Time	Local Time	Duration	Temp	Battery
0001	10/26/06 15:41:31	10/26/06 08:41:31	Old Time		
0002	10/26/06 15:41:30	10/26/06 08:41:30	New Time		
0003	10/26/06 15:43:52	10/26/06 08:43:52	Old Time		
0004	10/26/06 15:43:53	10/26/06 08:43:53	New Time		
0005	10/26/06 16:50:09	10/26/06 09:50:09	5	26	45
0006	10/26/06 16:50:22	10/26/06 09:50:22	4	26	45
0007	10/26/06 16:50:35	10/26/06 09:50:35	9	27	45

End of Report.

Figure 20

17. The **Save Encrypted Record** option (Figure 15) stores the record for future access.

The file name defaults to the weapon serial number and may be modified if desired. The file is saved as an “.x26” file and can only be viewed using the download software (Figure 21).

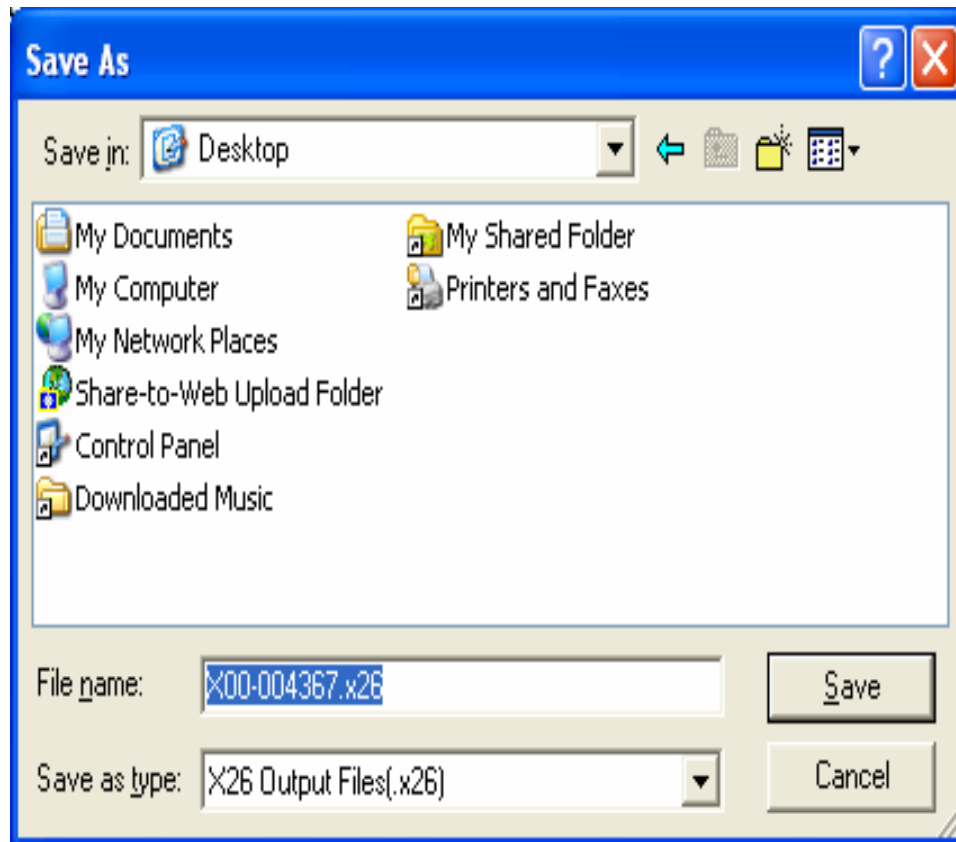


Figure 21

18. The **Refresh Time** option (Figure 15) updates the current time on the download page.

Normally, the time on this screen does not increment while viewing.

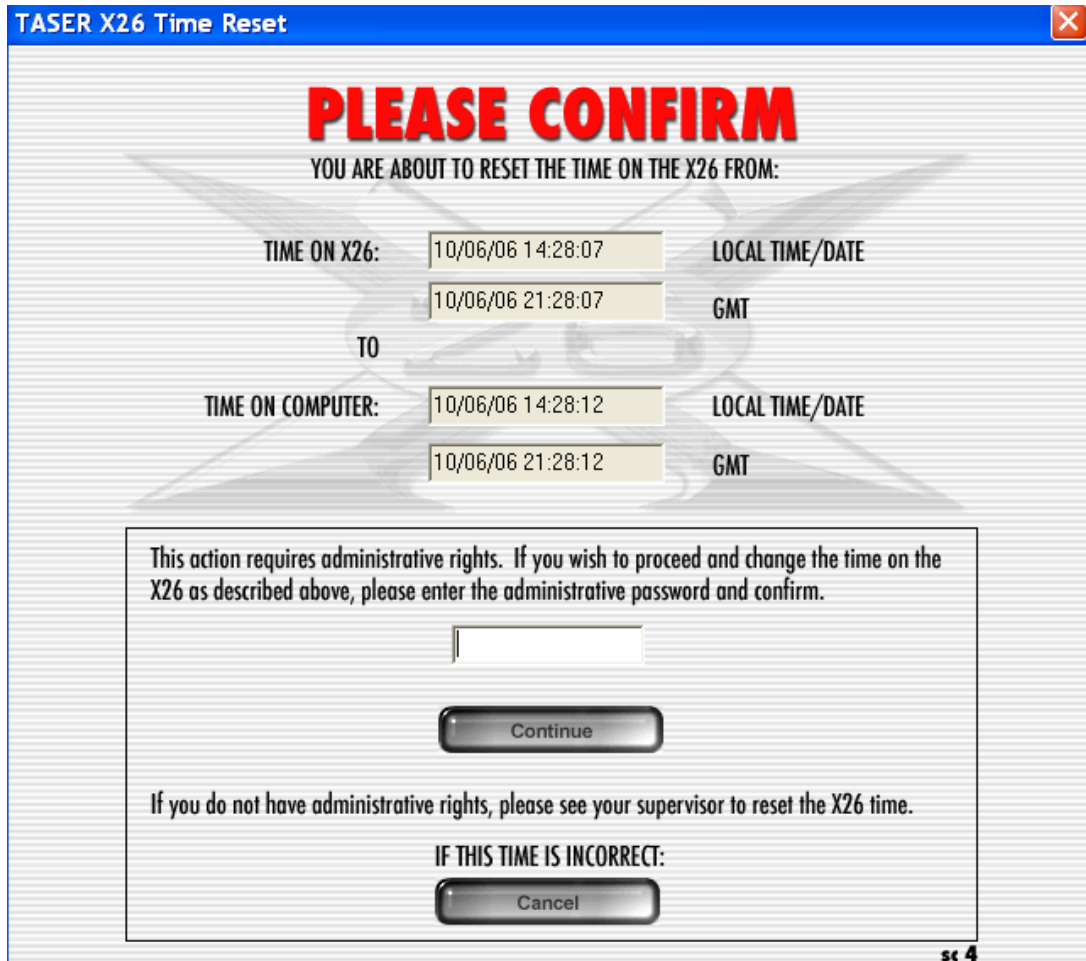
19. The **Sync Time** option (Figure 15) synchronizes the X26 time to the computer time regardless of the time difference. This feature allows synchronizing the times when the difference is less than 10 minutes. The **Alert Time Synchronization** screen will appear and the instructions are the same as previously described (Figure 22).

20. A **PLEASE CONFIRM** dialog box will appear to verify that you want to change the time in the X26. Changing the time requires the (case-sensitive) password located on the CD

case. You also can obtain the password by contacting TASER International Technical Support at 1.800.978.2737 (Figure 22).

21. Type the password and click **Continue**.

Note: Changing the time on the X26 does not change the time stamp on previous firing records stored in the X26 and both the old (FROM) and new (TO) times are displayed on the firing record.



TASER X26 Time Reset

PLEASE CONFIRM

YOU ARE ABOUT TO RESET THE TIME ON THE X26 FROM:

TIME ON X26:	10/06/06 14:28:07	LOCAL TIME/DATE
	10/06/06 21:28:07	GMT
TO		
TIME ON COMPUTER:	10/06/06 14:28:12	LOCAL TIME/DATE
	10/06/06 21:28:12	GMT

This action requires administrative rights. If you wish to proceed and change the time on the X26 as described above, please enter the administrative password and confirm.

Continue

If you do not have administrative rights, please see your supervisor to reset the X26 time.

IF THIS TIME IS INCORRECT:

Cancel

sc 4

Figure 22

VIEWING A PREVIOUSLY SAVED RECORD

1. To view a previously saved record, select **View Saved Record** from the initial program screen Figure 23).

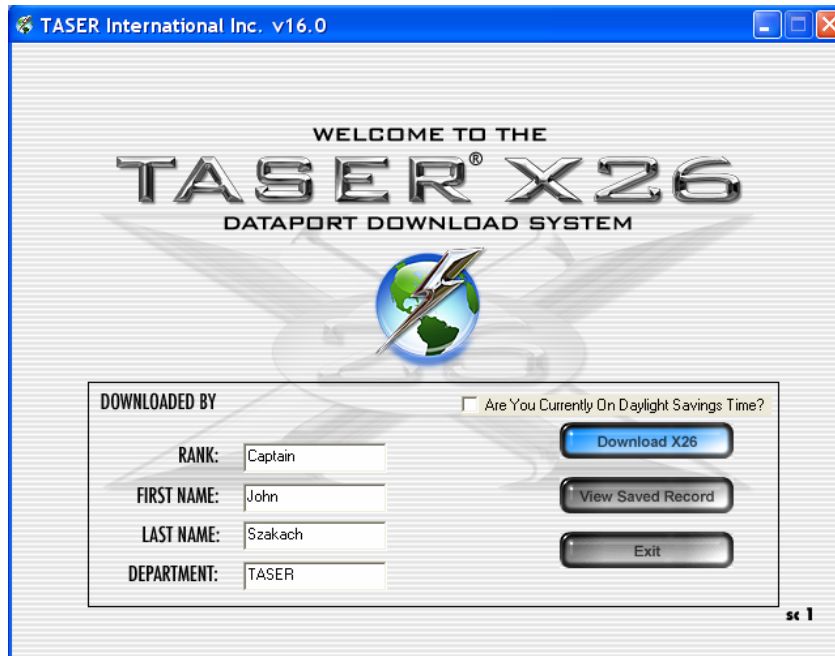


Figure 23

2. Select the desired file from the appropriate folder (Figure 24).

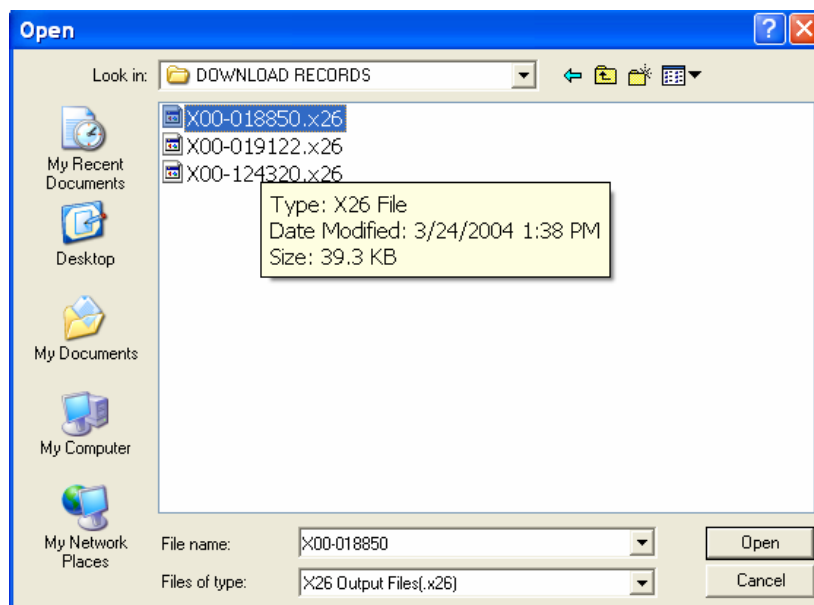


Figure 24

3. The remainder of the screens function the same as during a download (Figure 25).

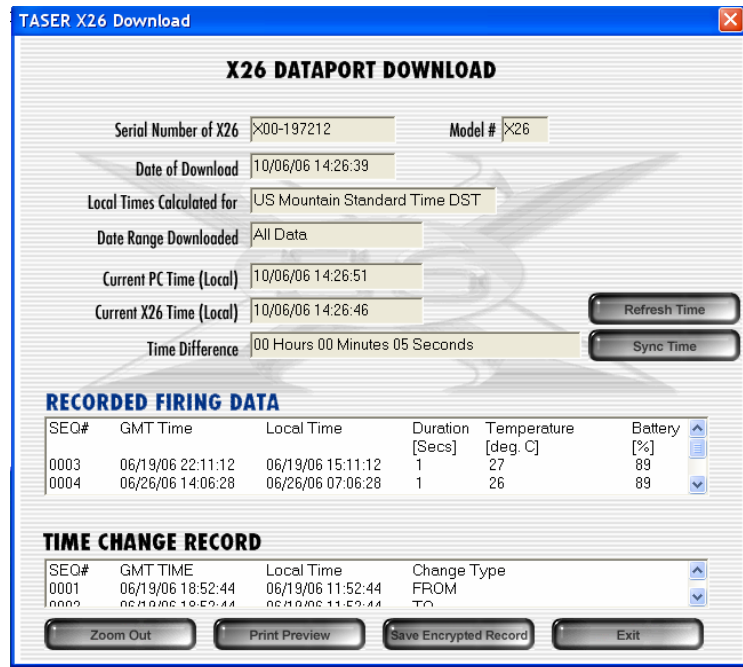


Figure 25

UNINSTALLING PREVIOUS VERSIONS OF THE X26 DATAPORT SOFTWARE AND DRIVERS

Windows 98se, Me

1. Click the **Start** button (located on the lower left corner of the screen).
2. Click **Settings** and then click **Control Panel** (Figure 26).

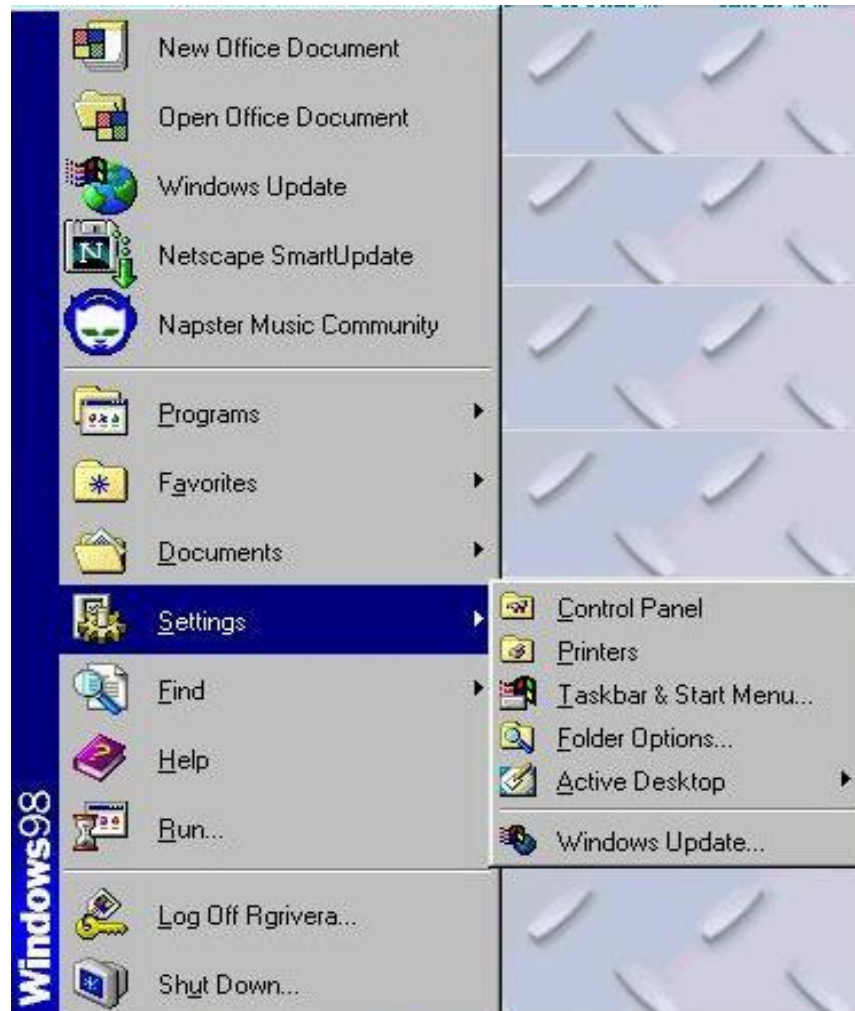


Figure 26

3. Double-click the **Add/Remove Programs** icon (Figure 27).

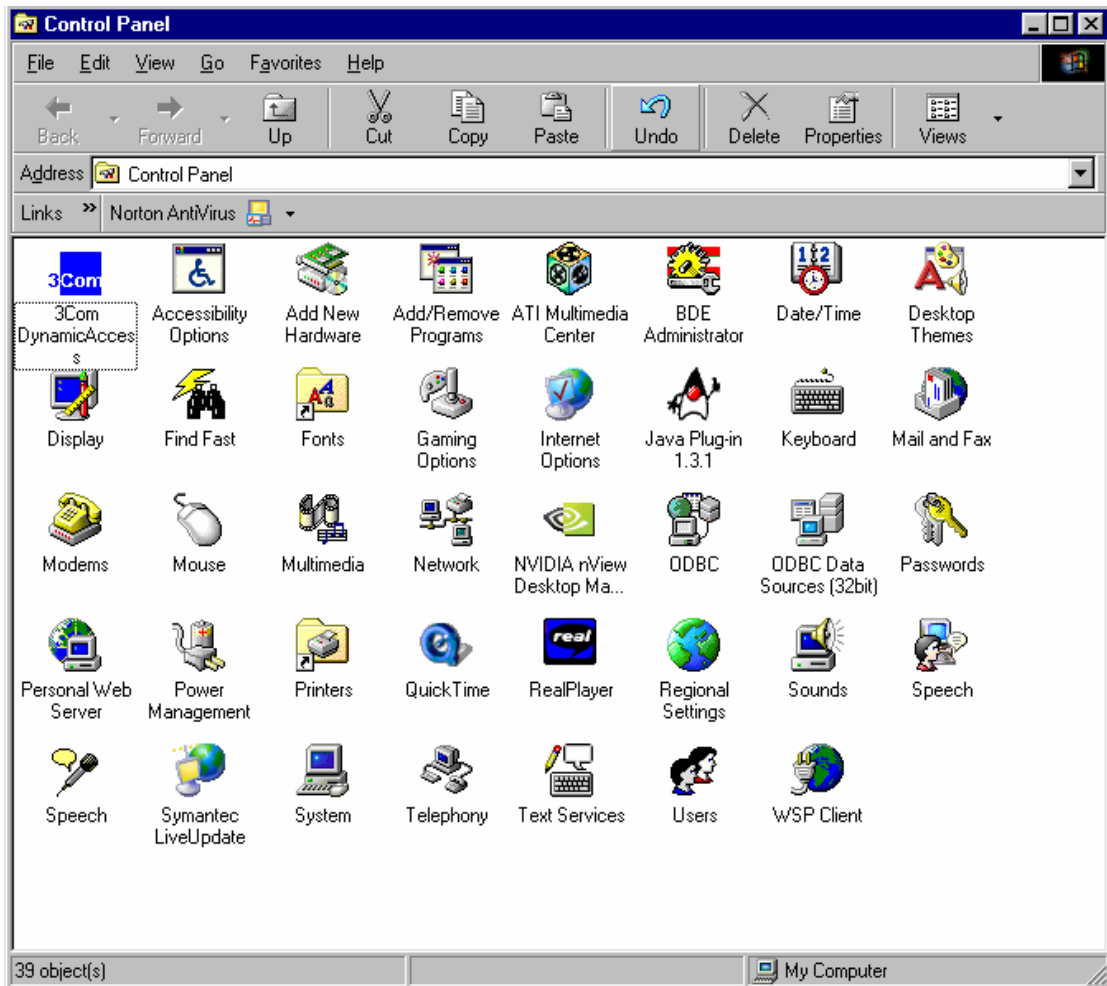


Figure 27

4. Select **FTDI USB-to-Serial Converter Drivers** (Figure 28).
5. Click the **Add/Remove** button (Figure 28).

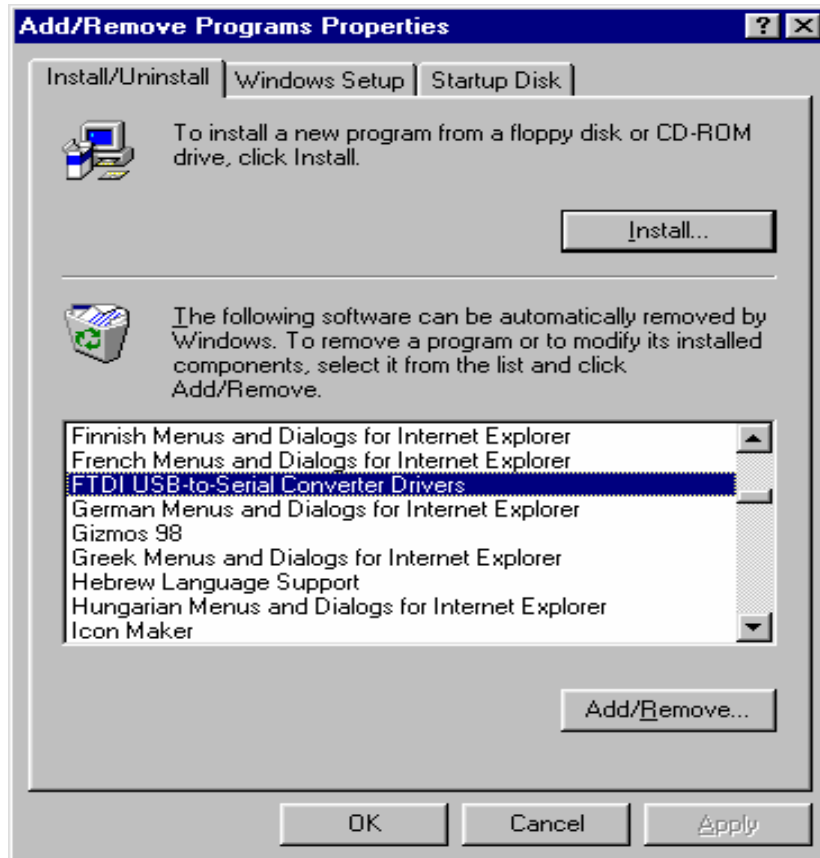


Figure 28

6. Click **Continue** on the **FTDI Uninstaller** confirmation panel (Figure 29).

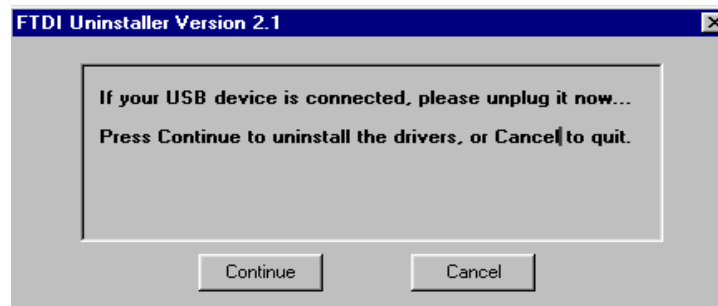


Figure 29

7. Select **Finish** (Figure 30).



Figure 30

8. Select **Taser X26** then click the **Add/Remove** button (Figure 31).

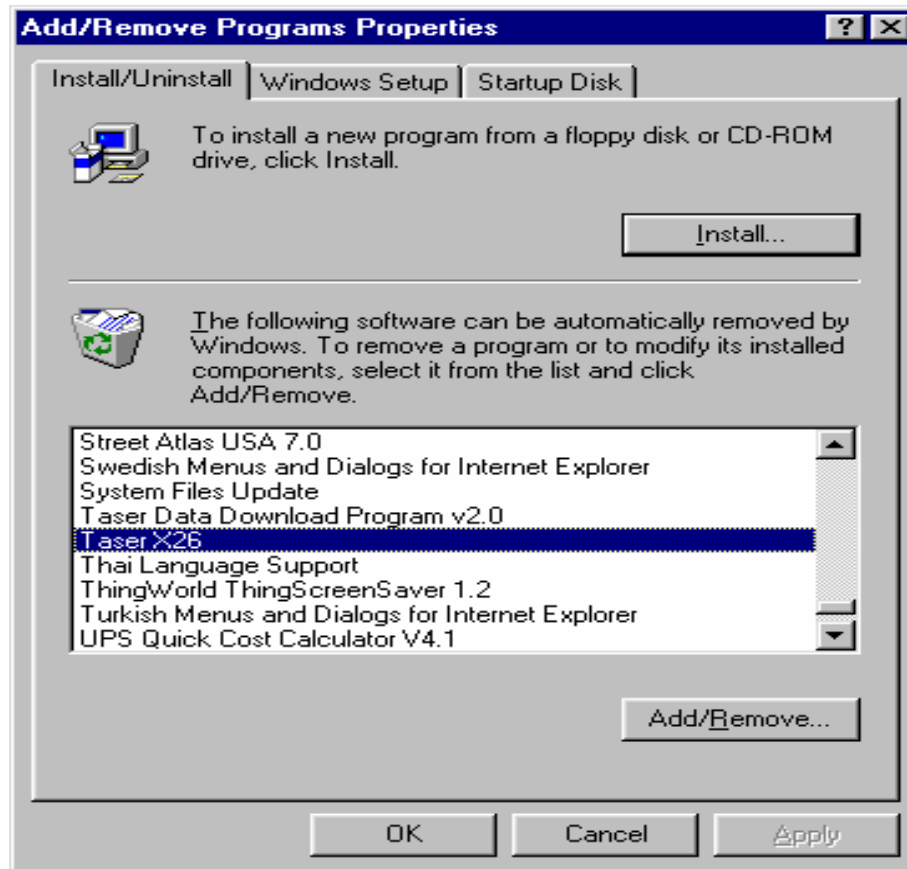


Figure 31

9. Click **Yes** on the **Uninstalling Taser X26** confirmation panel (Figure 32) and click **OK** when the uninstall is finished (Figure 33).

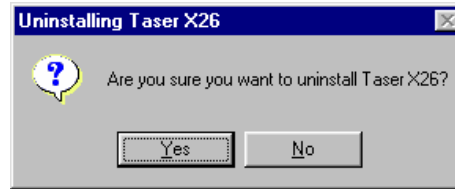


Figure 32

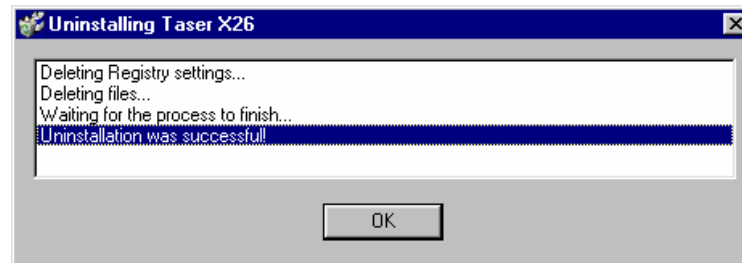


Figure 33

UNINSTALLING PREVIOUS VERSIONS OF THE X26 DATAPORT SOFTWARE AND DRIVERS

Windows 2000 and Windows XP

1. Click the **Start** button (located on the lower left corner).
2. Click **Settings** and then click **Control Panel** (Figure 34).

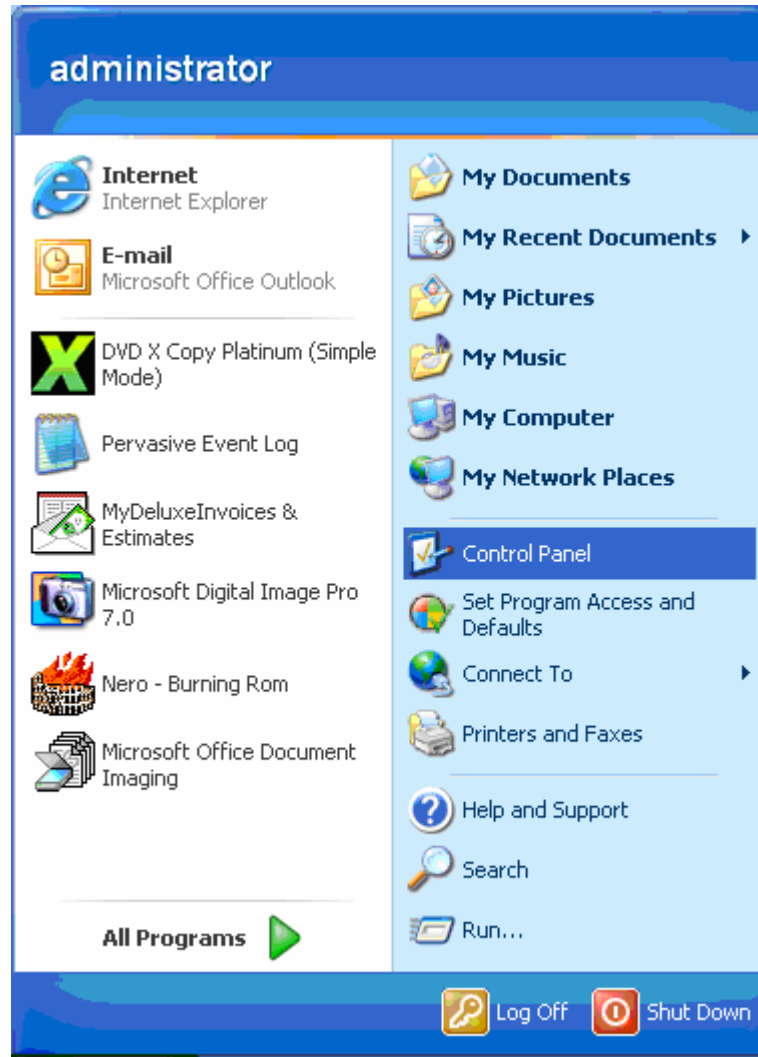


Figure 34

3. Double click the **Add/Remove Programs** icon (Figure 35).

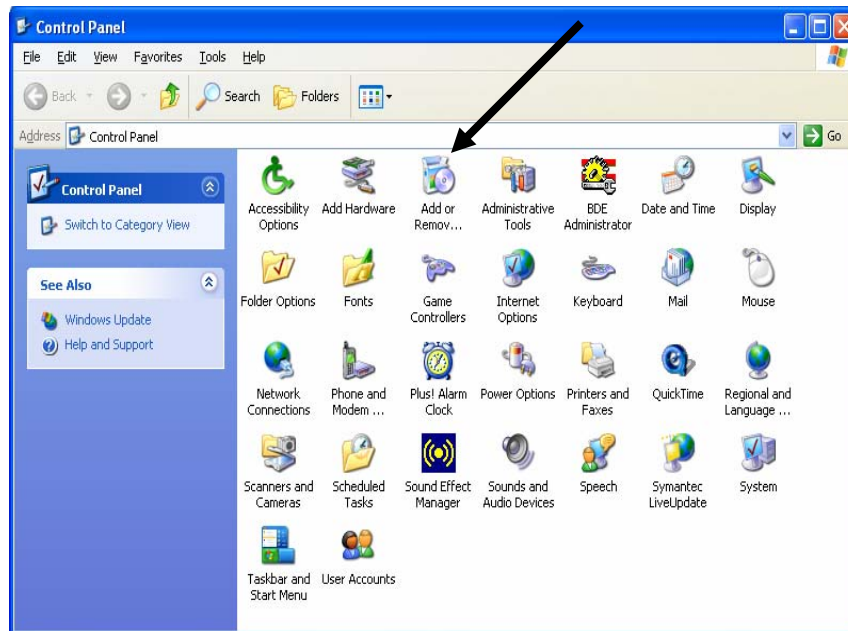


Figure 35

4. Click the “Change/Remove” button (Figure 36).

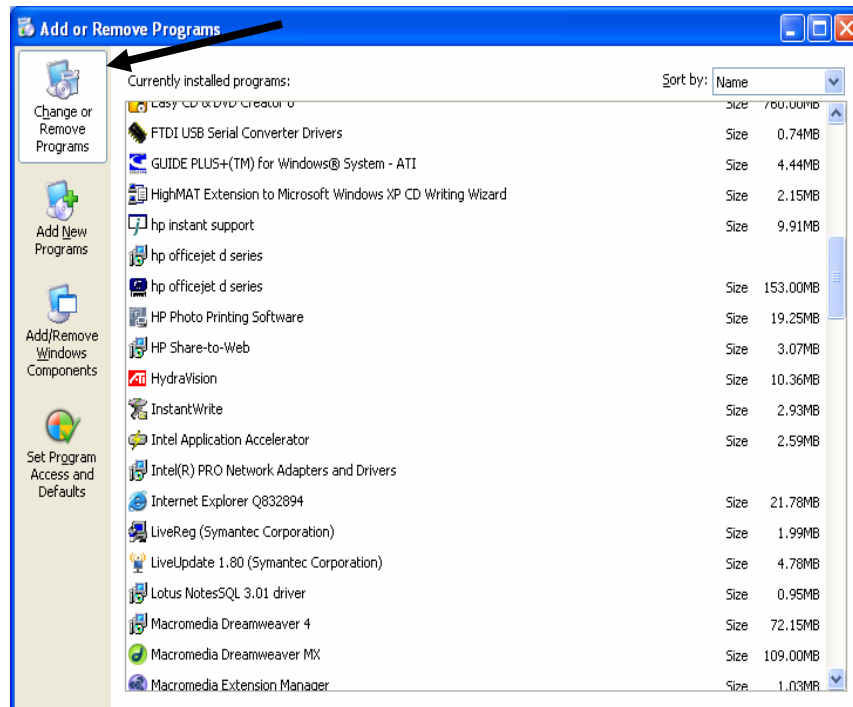


Figure 36

- Click **Change/Remove** in the **FTDI USB Serial Converter Drivers** section. (Figure 37).

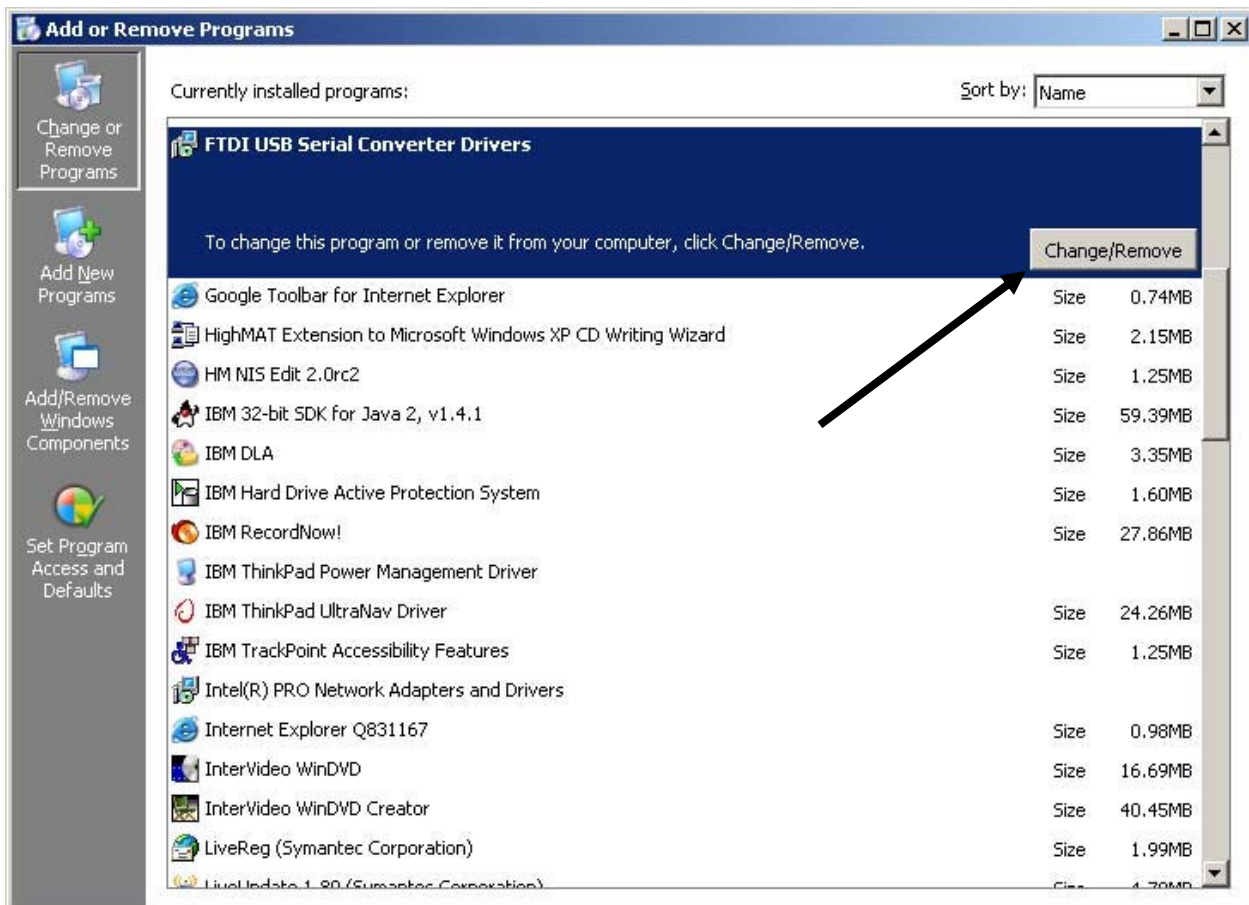


Figure 37

- Click **Continue** on the **FTDI Uninstaller** confirmation panel (Figure 38).

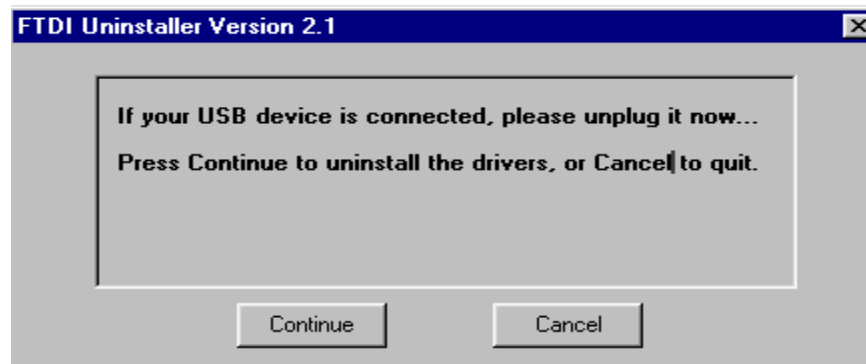


Figure 38

7. Click **Finish** on the **FTDI Uninstaller** confirmation panel (Figure 39).



Figure 39

8. Select **Taser X26** on the **Remove Programs** page (Figure 40).

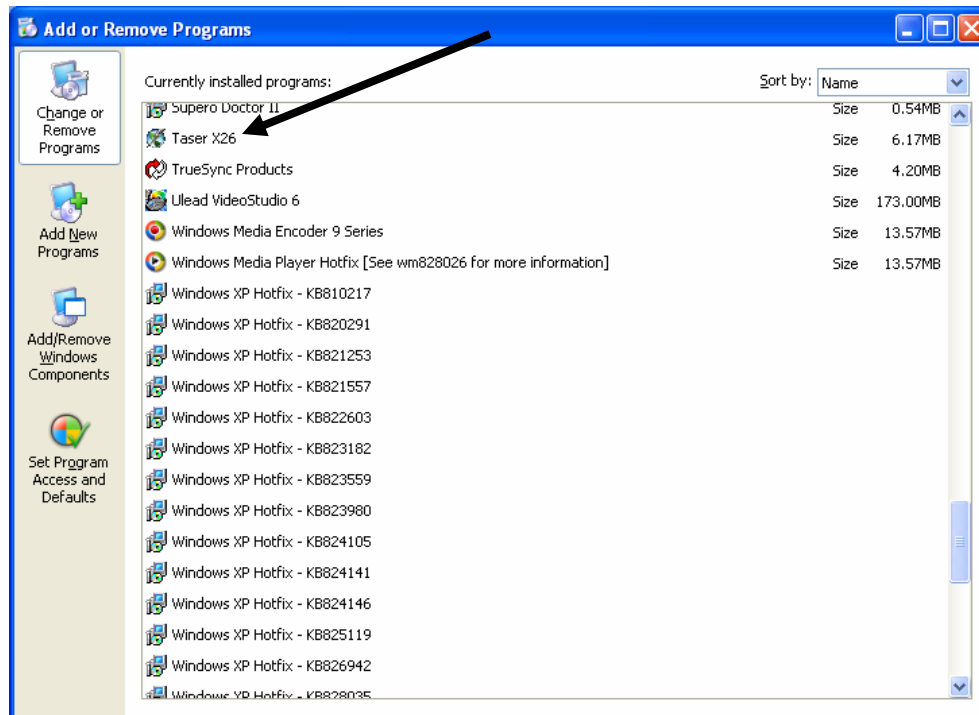


Figure 40

9. Click **Yes** on the **Uninstalling Taser X26** confirmation panel (Figure 41).

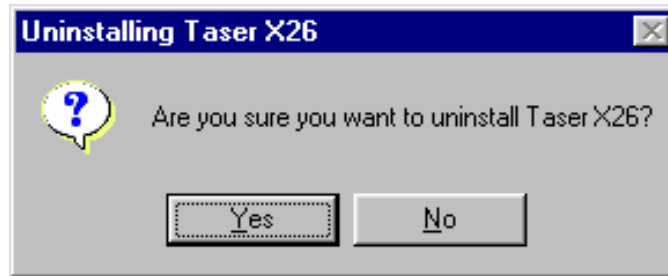


Figure 41

10. Click **OK** when the uninstall is finished (Figure 42).

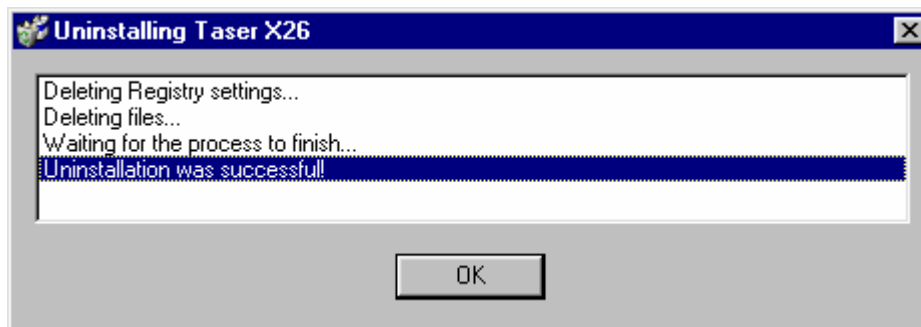


Figure 42

INSTALLING X26 DATAPORT SOFTWARE FROM THE INTERNET:

1. Go to <http://www.taser.com/>. Click the **LAW ENFORCEMENT** button, click **Support** on the left side of the page, and click the **USB Dataport** download link.
2. Click “USB Dataport (current version)” to download “setup.zip” to your desktop.
3. Close all running programs.
4. Windows XP users must unplug the computer from the network (LAN). Your network cable is similar to a phone cord but has a larger jack and thicker cord.
5. Double-click the **setup.zip** file on your desktop.
6. Double-click the **setup.exe** file and the installation program will begin.
7. Follow the on screen prompts to complete the software installation.
8. Plug the USB cable into the USB port. Do not insert the USB DPM into the weapon until the USB driver installation is complete.
9. The USB cable DPM will illuminate red and the FOUND NEW HARDWARE WIZARD window will appear.

INSTALLING USB DRIVERS FROM THE INTERNET: WINDOWS 98SE, ME, 2000

1. Click **Next** to continue (Figure 43).



Figure 43

2. Check the **Specify a Location** box, uncheck all other boxes, and then click **Next** (Figure 44).

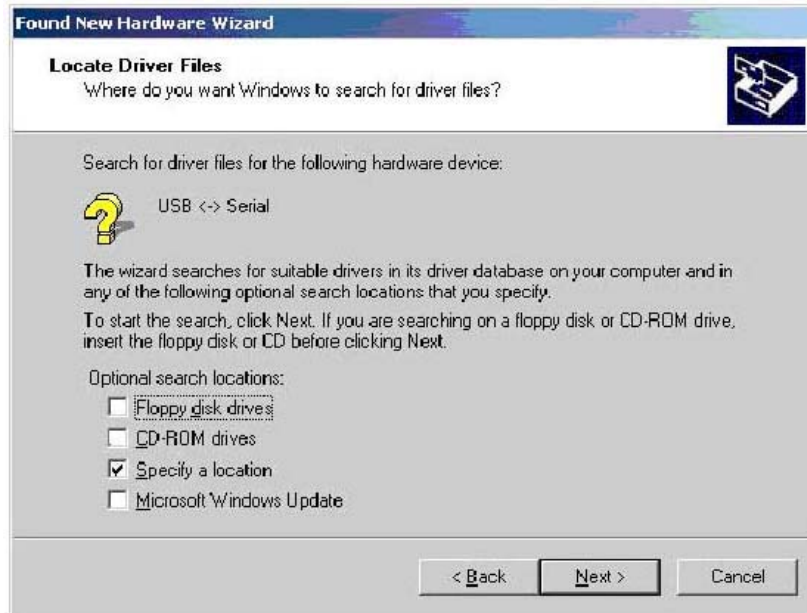


Figure 44

3. In the **Found New Hardware Wizard** dialog box, click the **Copy manufacturer's files** text box.
 - a. Type the following line into the text box:

C:\Program Files\Taser X26\X26 Usb Drivers



Figure 45

- b. Click **OK** (Figure 45).

4. Click **Finish** to complete hardware installation (Figure 46).



Figure 46

5. Proceed to the *DOWNLOADING DATA FROM the X26* section on page 11.

INSTALLING USB DRIVERS FROM THE INTERNET: WINDOWS XP

1. In the Found New Hardware Wizard dialog box, select **Install from a list or specific location (Advanced)** and click **Next** (Figure 47).

Note: If the system displays a prompt asking if you want to connect to the internet for a suitable driver, select **No, not at this time** and continue.



Figure 47

2. Select **Search for the best driver** in these locations and select the **Include this location in the search** check box.

a. Type the following line into the text box:.

C:\Program Files\Taser X26\X26 USB Drivers

b. Click **Next** (Figure 48).

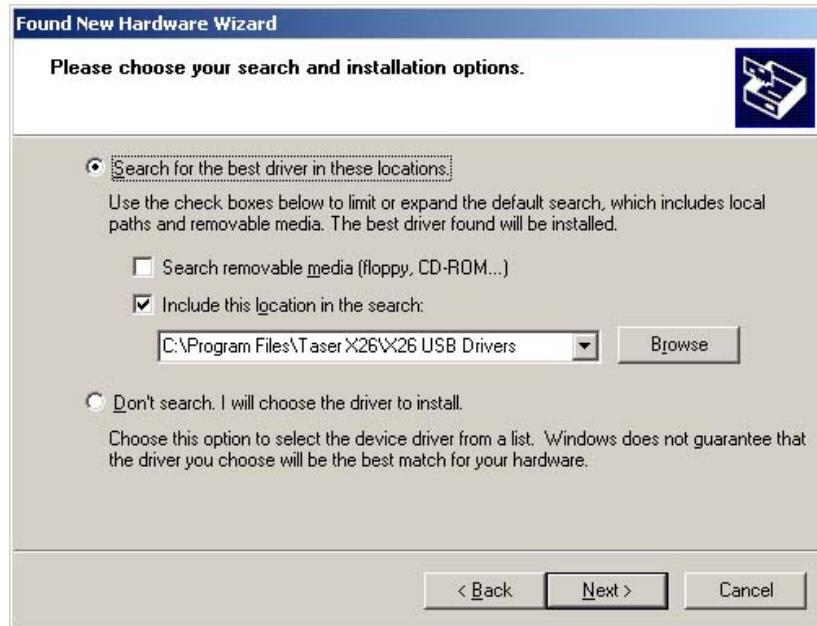


Figure 48

3. In the **Hardware Installation** dialog box, click **Continue Anyway** (Figure 49).



Figure 49

4. Click **Finish** to complete the hardware installation (Figure 50).



Figure 50

5. Reconnect your network cable (if applicable).
6. Proceed to the *DOWNLOADING DATA FROM the X26* section on page 11.

TASER INTERNATIONAL USB DOWNLOADING TROUBLESHOOTING GUIDE

<p>Symptom</p>	<p>When the USB cable is plugged into the computer, the USB DPM does not illuminate red.</p> <p style="text-align: center;">OR</p> <p>When the USB cable is plugged into the X26, the USB DPM does not change from red to green and/or the X26 CID does not display a "U".</p>
<p>Possible Cause</p>	<p>Verify the USB/X26 device is connected and that the X26 is powered up. The USB DPM cable may be damaged or a good connection might not have been made between the X26 and the USB DPM.</p>
<p>Remedy</p>	<p>Disconnect the USB DPM from the weapon and the computer. Wait a few seconds and reattach the USB DPM to the computer and then to the X26. If the problem persists, please contact TASER customer support at 800-978-2737.</p>
<p>Symptom</p>	<p>Removed CD before completing the driver installation.</p> <p style="text-align: center;">OR</p> <p>When the X26 Dataport Download software starts one of the following error messages is displayed: “Error: Can’t load USB device driver.” or “FT_OPEN is not valid.”</p>
<p>Possible Cause</p>	<p>The driver installation was unsuccessful or was not performed during installation.</p>
<p>Remedy</p>	<p>Please refer to the X26 Dataport Download user’s manual or contact TASER customer support at 800-978-2737 for help with correct driver installation.</p>
<p>Symptom</p>	<p>When “Download X26” is selected the following error message appears: “USB device and/or X26 not found.”</p>
<p>Possible Cause</p>	<p>Verify the USB/X26 device is connected and that the X26 is powered up. The USB DPM cable may be damaged or a good connection might not have been made between the X26 and the USB DPM. Or, the driver installation was unsuccessful or was not performed during installation.</p>
<p>Remedy</p>	<p>Disconnect the USB DPM from the weapon and the computer. Wait a few seconds and reattach the USB DPM to the computer and then to the X26. If the problem persists, please refer to the X26 Dataport Download user’s manual or contact TASER customer support at 800-978-2737 for help with correct driver installation.</p>

Symptom	Department/company policy prohibits disconnecting the computer from the network (LAN). This applies to Windows XP users only.
Possible Cause	Windows XP users must disconnect from the LAN to prevent the Windows software from attempting to find software drivers on the internet.
Remedy	The LAN cable is typically blue, and is connected to the computer with a jack similar to a standard phone jack. Contact your computer support personnel if unable to determine the proper cable. If department policy prohibits disconnecting the computer from the LAN, contact TASER customer support for Tech Support on installing drivers using an alternative procedure.
Symptom	When I “zoom out” to view firing records, it appears that some sequence numbers are missing.
Possible Cause	This is not an error. The sequence numbers are chronological, and each firing record requires a separate sequence number. In addition, each time change requires two sequence numbers – FROM and TO. Missing numbers in the firing record correspond to time change records.
Remedy	Select the “Print Preview” option, and then select “Yes” to combine time changes and firing records into one sequential display. This format will show all sequence numbers in chronological order.
Symptom	When I load, print, and view previously saved records, the X26 weapon software version number on the printout indicates OO.
Possible Cause	For X26 Dataport Download software versions before 15.5, the weapon software version is not saved with the download file.
Remedy	Upgrade to the current X26 Dataport Download software version available on the TASER International web site or from TASER International customer support.
Symptom	The “Time Discrepancy” dialog is displayed.
Possible Cause	The computer clock and the weapon internal clock differ by more than 10 minutes. Most likely, the computer clock time is wrong, or the computer time zone is incorrect.
Remedy	Follow the on screen prompts to change computer time or time zone. If computer time and time zone are correct, select “Change X26 Time” to change the X26 internal clock. A password is required to change the weapon clock and can be obtained from your administrator or by contacting TASER customer support at 800-978-2737.

Symptom	Data could not be written to this memory location and was therefore moved to the next available location.
Possible Cause	A corruption occurred during the firing cycle that prevented the software from recording the firing record.
Remedy	There is no correction available for this problem. Other records are not affected, and new data will be recorded normally.
Symptom	The “Error: Time Still Not in Sync” dialog is displayed after attempting to synchronize the X26 internal clock.
Possible Cause	A good connection might not have been made between the X26 and the USB DPM or between the USB cable and the computer and/or an older version of the dataport download software is being used.
Remedy	Disconnect the USB DPM from the weapon and the computer. Wait a few seconds and reattach the USB DPM to the computer and then to the X26. Upgrade to the current X26 Dataport Download software version available on the TASER International web site or from TASER International customer support. If the problem persists, please contact TASER International customer support at 800-978-2737.
Symptom	When I click the print button on the “Print Preview” page, nothing happens or the dataport download program and /or Windows locks up.
Possible Cause	All available updates for Windows have not been installed from Microsoft.
Remedy	Connect to the internet and connect to http://windowsupdate.microsoft.com . Download and install all available updates for Windows. This may require administrative privileges and if unable to install updates, contact your computer support personnel.