





Dataport User Manual V.17

TASER INTERNATIONAL, INC. Dataport User Manual Version 17 Copyright 2000–2009

WARNING!

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

Pre-Installation Information:

- Contact TASER International, Inc., to confirm the latest version of the software before proceeding with the instructions in this manual.
- Uninstall all previous versions of the X26 dataport software before installing the latest version. See page 31 for instructions for Windows® 98se. See page 36 for instructions for Windows® 2000 and Windows XP®.
- The installation is a two-step process. The X26 dataport software is installed first, followed by the USB driver installation.
- USB driver installation instructions vary slightly depending on your Windows operating system. To determine your operating system, see *MINIMUM SYSTEM REQUIREMENTS* on page 4.
- Administrative privileges for the workstation are needed when installing X26 dataport software and USB drivers. Contact your agency's 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, by email at support@taser.com, or view the X26 Download Troubleshooting Guide at http://www.TASER.com.
- Downloading or saving data from the X26 device does not erase the data from the X26 device memory. There are no options for users to erase data from the X26 device memory.
- Ensure the computer time and time zone information are correct prior to downloading.

Windows® and Windows XP® are registered trademarks of Microsoft Corporation.

© 2009 TASER International, Inc. TASER, the "Globe and Lightning Bolt" logo ®, X26 and Protect Life are TASER trademarks or ® U.S.A. All rights reserved.



TABLE OF CONTENTS

SAFETY PRECAUTIONS	4
MINIMUM SYSTEM REQUIREMENTS	4
INSTALLING X26 DATAPORT SOFTWARE	5
INSTALLING USB DRIVERS: WINDOWS 98se, 2000	10
INSTALLING USB DRIVERS: WINDOWS XP	12
CLOCK OPERATION AND INFORMATION	14
DOWNLOADING DATA FROM THE X26 DEVICE	14
VIEWING A PREVIOUSLY SAVED RECORD	28
UNINSTALLING PREVIOUS VERSIONS OF THE X26 DATAPORT SOFTWARE AND DRIVERS Windows 98se	31 31
UNINSTALLING PREVIOUS VERSIONS OF THE X26 DATAPORT SOFTWARE AND DRIVERS	36
	30
	41
INSTALLING USB DRIVERS FROM THE INTERNET: WINDOWS 98se, 2000	41
INSTALLING USB DRIVERS FROM THE INTERNET: WINDOWS XP	44
TASER INTERNATIONAL USB DOWNLOADING TROUBLESHOOTING GUIDE	47



SAFETY PRECAUTIONS

Before inserting a USB cable into the X26 device, complete the following steps:

- 1. Ensure that the X26 device's safety switch is in the down (SAFE) position.
- 2. Remove the TASER cartridge from the X26 device.

Do not attempt hardware installation if the USB cable is damaged.

MINIMUM SYSTEM REQUIREMENTS

Software Components

Operating System:	Windows 98se/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



INSTALLING X26 DATAPORT SOFTWARE

- 1. Close all running programs on your computer.
- 2. Insert the X26 Dataport Software CD, and after a short delay the setup program will appear.
- 3. Click setup.exe.

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 (see the *INSTALLING X26 DATAPORT SOFTWARE FROM THE INTERNET* instructions on page 41) or contact TASER International's customer service department for a replacement CD.

4. Click Next (Figure 1).

₿ X26 DataPort	
Welcome to the X26 DataPort Setup Wizard	K TASER
The installer will guide you through the steps required to install X26 DataPort on your co	nputer.
WARNING: This computer program is protected by copyright law and international treat Unauthorized duplication or distribution of this program, or any portion of it, may result in or criminal penalties, and will be prosecuted to the maximum extent possible under the I	ies. severe civil aw.
Cancel <back< th=""><th><u>N</u>ext ></th></back<>	<u>N</u> ext >

Figure 1



- Read the End User License Agreement and, if it is not already selected, click the I Agree button if you accept the terms (Figure 2).
- 6. Click Next.

₿ X26 DataPort			
License Agreement			TASER
Please take a moment to read the li Agree", then "Next". Otherwise click	cense agreement now. "Cancel".	If you accept the terms b	elow, click "l
END	TASER Data Port Pro USER LICENSE AGI	gram REEMENT	
By using the TASER Internation Program (the "Software") you in Agreement (the "Agreement"). sound, and text incorporated in United States copyright laws an expressly licensed herein, all rig	ial Inc. (the "Company" ndicate your agreement The Software, all exect the Software, is owned d international treaty pr hts are reserved to Cor	') product, the TASER to the terms of this End utable instructions, imag (by Company and is provisions. Except to the npany.	Data Port I User License es, icons, otected by extent
OIDo Not Agree			
	Cancel	< <u>B</u> ack	<u>N</u> ext >

Figure 2



- 7. Based on your organization's policy, indicate the access for this software (Figure 3).
 - If anyone who uses the computer is allowed access to the software, then click the **Everyone** button.
 - If you are the only one who is allowed access to the software, then click the Just me button. When the Just Me option is selected, anyone logging in with a different user ID should not be able to see the dataport software.
- 8. Click Next.

🕏 X26 DataPort 📃 🗖 🔀
Select Installation Folder
The installer will install X26 DataPort to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
<u>E</u> older:
C\Program Files\TASER International\X26 DataPort\ Browse
Disk Cost
Install X26 DataPort for yourself, or for anyone who uses this computer:
O <u>E</u> veryone
⊙ Just <u>m</u> e
Cancel < <u>B</u> ack <u>N</u> ext >

Figure 3



9. Click **Next** (Figure 4). The software will install (Figure 5).

🖨 X26 DataPort			
Confirm Installation			TASER
The installer is ready to install X26 Data	aPort on your computer.		
Click "Next" to start the installation.			
	Cancel	< <u>B</u> ack	<u>N</u> ext >

Figure 4





10. Click **Close** (Figure 6).

₿ X26 DataPort			
Installation Complete			TASER
X26 DataPort has been successfully insta	dled.		
Click "Close" to exit.			
	Cancel	< <u>B</u> ack	Close



11. Plug the USB cable into the USB port.

Note: Do not insert the USB DPM into the X26 device until the USB driver installation is complete. See the instructions for installing USB drivers beginning on page 10.

12. The USB cable DPM will illuminate red (the USB DPM is translucent plastic and has LEDs inside, so it appears that the USB DPM is illuminated) and the FOUND NEW HARDWARE WIZARD window should appear (Figure 7). At this point, go to INSTALLING USB DRIVERS: WINDOWS 98se, 2000 on page 10 or INSTALLING USB DRIVERS: WINDOWS YP on page 12.



INSTALLING USB DRIVERS: WINDOWS 98SE, 2000

1. Click **Next** to continue (Figure 7).





2. Select the **CD-ROM drives** check box, clear all other check boxes, and then click **Next** (Figure 8).

Locate Driver Files	
Where do you want Windows to sea	arch for driver files?
Search for driver files for the followin	g hardware device:
USB <-> Serial	
The wizard searches for suitable driv any of the following cptional search I	rers in its driver database on your computer and in locations that you specify.
To start the search, click Next. If you insert the floppy disk or CD before cli	u are searching on a floppy disk or CD-ROM drive, icking Next.
Optional search locations:	
Floppy <u>d</u> isk drives	
CD-ROM drives	
Specify a location	
🔲 Microsoft Windows Update	

Figure 8



3. Click **Next** (Figure 9).

Found New Hardware Wizard
Driver Files Search Results The wizard has finished searching for driver files for your hardware device.
The wizard found a driver for the following device:
USB <-> Serial
Windows found a driver for this device. To install the driver Windows found, click Next.
g:\software\ftd2xx.inf
< <u>B</u> ack <u>Next></u> Cancel

Figure 9

4. Click **Finish** to complete the hardware installation (Figure 10).



Figure 10

- 5. Installation is complete. You may remove the software installation CD from your computer.
- 6. Reconnect your network cable (if applicable).



INSTALLING USB DRIVERS: WINDOWS XP

1. In the Found New Hardware Wizard dialog box, select Install the Software

Automatically (Recommended) and click Next (Figure 11).

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 11

2. Select FTDI FT8U2XX Device and click Next (Figure 12).

Found New	Hardware Wizard	I			
Please se	lect the best match	h for your	hardware fro	m the list below.	
÷	FTDI FT8U2XX Dev	vice			
Desc	cription	Version	Manufacturer	Location	
F	TDI FT8U2XX Device	1.6.6.0	FTDI	d:\software\ftd2xx.inf	
F	[DI FT8U2☆ Device	1.6.6.0	FTDI	d:\drivers\ftd2xx.inf	
<u>▲ ⊺</u>	his driver is not dig ell me why driver signin	jitally sign g is importa	ned! ant < <u>B</u> ack	<u>N</u> ext>	Cancel

Figure 12



3. In the Hardware Installation dialog box, click Continue Anyway (Figure 13).



Figure 13

4. Click **Finish** to complete the hardware installation (Figure 14).



Figure 14

- 5. Installation is complete. You can remove the software installation CD from your computer.
- 6. Reconnect your network cable (if applicable).



CLOCK OPERATION AND INFORMATION

- The clock in the X26 device is an industry standard clock using a crystal similar to clocks in other electronic devices. 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 as accurate as an atomic clock.
- The X26 device's internal clock is set to Greenwich Mean Time (GMT) only. Download files will include both the GMT and local time based on the time zone and daylight savings time settings on your computer.
- When a download is attempted, the software compares the clock time and the time zone settings (including the daylight savings time settings) on your computer (Date and Time Properties) to the hour setting in the X26 device. The software will then compare the minute setting on your computer and the minute setting in the device.

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 Eastern Standard Time (EST), the software will look for a 5-hour difference between the hour setting in the device and the hour setting on the computer.

- 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 X26 device's clock may have drifted, or it might have been synchronized to a different computer with an inaccurate time. (This matter is addressed further in the DOWNLOADING DATA FROM THE X26 DEVICE instructions below.)
- TASER International highly recommends using one computer for downloading to minimize the chances of a time discrepancy. Multiple computers that are connected to a network which synchronizes the computers may also be used to minimize the chances of a time discrepancy.

DOWNLOADING DATA FROM THE X26 DEVICE

General operating notes:

- The time recorded in the download data log represents the end of the firing cycle, not when the trigger switch is initially pulled.
- The X26 device only records the total duration of each firing, not each trigger pull. If the trigger is pulled multiple times in one 5-second cycle (e.g., double tapping), this



will not be indicated in the download data.

- Downloading or saving data from the X26 device does not erase the data from the X26 device's memory. There are no options for users to erase data from the X26 device's memory.
- 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 15). If multiple users will be using the dataport download software, then the user information on Figure 15 will need to be updated with each new user.

- 3. Insert the USB end of the DPM cable into the computer. The USB DPM will illuminate red if the cable is connected correctly.
- 4. Ensure the X26 device's safety switch is in down (SAFE) position and remove the TASER cartridge.
- Insert the USB DPM into the X26 device. After a few seconds the USB DPM illumination will change from red to green and a 'U' will appear on the X26 device's central information display (CID).

Note: If the cable does not turn green, remove and reinsert the cable in the computer and X26 device.



6. Click the **Download X26** button (Figure 15).

STASER International Inc	. v17		
		HE XZ System	6
DOWNLOADED BY			
RANK:	Captain	Download	X26
FIRST NAME:	John	View Saved	Record
LAST NAME:	Doe	Exit	
DEPARTMENT:	TASER	LAN	

Figure 15



7. If the ALERT Time Discrepancy dialog box (Figure 16) appears, the date/time on your computer is not within ±10 minutes of the device's time. See the CLOCK OPERATION AND INFORMATION section on page 14 and then perform the following steps. You will not be able to proceed until resolving the time discrepancy.

	ALEDT	Ca
т	ME DISCREPANCY	
THE TIME ON YOUR COMPU	TER DOES NOT MATCH THE TI	ME SETTING ON THE X26
TIME ON COMPLITER-	03/02/06 17:46:29	LOCAL TIME/DATE
	03/03/06 00:46:29	GMT
TIME ON X26:	03/02/06 17:57:50	LOCAL TIME/DATE
120	03/03/06 00:57:50	GMT
PLEASE SELECT WHICH OF THE FOLI	LOWING ACTIONS TO TAKE:	
CURRENT TIME ZONE:	US Mountain Standard	I Time
COMPUTER TIME IS WRONG!	Change Computer Time	
X26 DATAPORT IS WRONG!	Change X26 Time	



- 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 8.
- 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 17) will appear to verify that you want to change the time in the X26 device. Changing the time requires the casesensitive password located on the X26 Dataport CD case. You also may obtain the password by contacting TASER International Technical Support at 1.800.978.2737.

TIME ON X26.	03/02/06 17:47:03	LOCAL TIME/DATE
	03/03/06 00:47:03	GMT
то	- K	38 7
TIME ON COMPUTER:	03/02/06 17:46:29	LOCAL TIME/DATE
1	03/03/06 00:46:29	GMT
X26 as described above, plea	se enter the administrative pa	ssword and confirm.

Figure 17

d. Type the password and click Continue.

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



8. Select the desired date range or **DOWNLOAD ALL FIRING DATA** and click **Continue**

(Figure 18).

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

TASER X26 Download	X
X26 DATAPORT DOWNLOAD Select data Range to download from taser	
C FROM DATE 5/10/2004 ▼ TO DATE 5/10/2004 ▼	
C DOWNLOAD ALL FIRING DATA	
Continue Cancel	sc 2

Figure 18

9. The **Download Progress** dialog box will confirm download progress (Figure 19).

	Downloa	ding from X	26 Datalii	nk	
		X00-03068	14		
4					

Figure 19



10. The X26 Dataport Download screen provides options for refreshing the device's time,

viewing, printing, and saving data (Figure 20).

Serial Number of X26	×00-411665	Mod	el # 🔀	
Date of Download	10/27/08 11:09:29 (Lo	cal)		
al Times Calculated for	US Mountain Standar	rd Time		
ate Range Downloaded	All Data			
Current PC Time (Local)	10/27/08 11:09:42			Create Debug I
urrent X26 Time (Local)	10/27/08 11:10:20		\sim	Refresh Time
Time Difference	00 Hours 00 Minutes -	-38 Seconds	ş (Sync Time
DED FIRING D	ATA			
GMT Time	Local Time	Duration [Secs]	Temperature	Battery
10/13/08 13:57:03 10/13/08 14:12:27	10/13/08 06:57:03 10/13/08 07:12:27	5 5	22 23	99 99 99
HANGE RECOR	D			
GMT TIME	Local Time	Change 7	Гуре	
	Serial Number of X26 Date of Download al Times Calculated for ate Range Downloaded Current PC Time (Local) urrent X26 Time (Local) Time Difference CDED FIRING DA GMT Time 10/13/08 13:57:03 10/13/08 14:12:27	Serial Number of X26 ×00-411665 Date of Download 10/27/08 11:09:29 (Local Times Calculated for al Times Calculated for US Mountain Standar ate Range Downloaded All Data Current PC Time (Local) 10/27/08 11:09:42 urrent X26 Time (Local) 10/27/08 11:10:20 Time Difference 00 Hours 00 Minutes CDED FIRING DATA GMT Time Local Time 10/13/08 13:57:03 10/13/08 06:57:03 10/13/08 13:57:03 10/13/08 06:57:03 10/13/08 13:57:03 10/13/08 06:57:03 00 HAURE Local Time	Serial Number of X26 X00-411665 Mod Date of Download 10/27/08 11:09:29 (Local) Image: Standard Time al Times Calculated for US Mountain Standard Time ate Range Downloaded All Data Current PC Time (Local) 10/27/08 11:09:42 urrent X26 Time (Local) 10/27/08 11:10:20 Time Difference 00 Hours 00 Minutes -38 Seconds CEDED FIRING DATA Duration GMT Time Local Time Duration 10/13/08 13:57:03 10/13/08 06:57:03 5 10/13/08 13:57:03 10/13/08 06:57:03 5 10/13/08 13:57:03 10/13/08 06:57:03 5 CHANGE RECORD GMT TIME Local Time Change D	Serial Number of X26 X00-411665 Model # X26 Date of Download 10/27/08 11:09:29 (Local) Image: Comparison of Compar

Figure 20

Notes:

- The X26 device only records each firing, not each trigger pull. If the trigger is pulled multiple times in one 5-second 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 device temperature.
- The "Time Change Record" provides a log of all changes to the X26 device's internal clock.
- 11. There are three options for viewing information: **Zoom Out, Print Preview,** and **Save**

Encrypted Record (Figure 20).



12. The **Zoom Out** option provides an expanded view of the recorded firing data and time

change records in separate lists (Figure 21).

SEQ#	GMT TIME	Local Time	Duration	Temperature	Battery
	0410010404 50 47	04100104445047	[Secs]	[deg. C]	[%]
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		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
0010	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	04/06/04 22:06:19	04/06/04 15:06:19	5	20	23
0014	04/09/04 05:01:53	04/08/04 22:01:53	5	20	47
0015	04/09/04 05:03:50	04/08/04 22:03:50	5	30	46
0015	04/09/04 05:04:33	04/08/04 22:04:33	5	31	46
0017	04/03/04 05:05:10 04/00/04 0E:06:04	04/00/04 22:05:10	5 E	32 20	45 75
VEAPON T	IME CHANGE RECORDS				
SEQ#	GMT TIME	Local Time	Change T	ype	
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	то		
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	то		
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	то		
0045	05/06/04 00:25:05	05/05/04 17:25:05	FROM		

Figure 21

13. The **Print Preview** option 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 22).

X26 Data	Link		×
2	Do you want time change	records combined with firing	g records?
	Yes	No	



14. A partial screen will appear showing the heading section of the printout. You can scroll through the entire report if desired (Figure 23).

Note: If the device has been configured to work with a Controlled Digital Power



	5 TA	ASE Rotect life	R
TASER Information		Downloaded By	
Serial #	X00-358335	Name	John Doe
Model #	X26	Dept	TASER
X26 Software Version	22	Rank	Captain
Dataport CD Version	17	Windows	Microsoft® Windows NT(TM) Service
Record Date Range	All Data	Version	Pack 3
Computer Time Zone	US Mountain Standard Time	Report Generated	11/07/08 11:25:27 (local)
Using Daylight Savings Time	No		

Magazine (CDPM[™]), the model number will display as an "X26R."

Figure 23

Note: If a firing record does not have a valid date or time (e.g., the month is greater than 12, the day is greater than 31, etc.), "Invalid Date/Time" will be displayed on the screen (Figure 24).



atalink Preview					
0001	11/07/08 18:33:44	11/07/08 11:33:44	Old Time	-	
0002	11/07/08 18:33:44	11/07/08 11:33:44	New Time		
0003	11/07/08 18:34:52	11/07/08 11:34:52	1	26	96
0004	11/07/08 18:34:58	11/07/08 11:34:58	5	27	96
0005	11/07/08 18:35:02	11/07/08 11:35:02	4	27	96
0006	11/07/08 18:35:05	11/07/08 11:35:05	2	27	96
0007	11/07/08 18:35:39	11/07/08 11:35:39	Old Time		
0008	01/01/70 12:00:00	01/01/70 05:00:00	New Time		
0009		Invalid Date/T	ïme		
0010		Invalid Date/T	ïme		
0011		Invalid Date/Time			
0012		Invalid Date/T	ime		
0013	01/01/70 05:00:00	12/31/69 22:00:00	Old Time		
0014	11/07/08 18:37:07	11/07/08 11:37:07	New Time		
	PRINT	EX	IT		

Figure 24



15. Click **Print** (Figure 20) to print the firing report (Figure 25).



TASER Information		Downloaded By	
Serial #	X00-358335	Name	John Doe
Model #	X26	Dept	TASER
X26 Software Version	22	Rank	Captain
Dataport CD Version	17	Windows	Microsoft® Windows NT(TM)
Record Date Range	All Data	version	Service Pack 3
Computer Time Zone	US Mountain Standard Time	Report Generated	11/07/08 11:41:37 (local)
Using Daylight Savings Time	No		

Recorded Firing Data

Seq	GMT Time	Local Time	Duration	Temp	Battery
0001	08/11/08 16:42:06	08/11/08 09:42:06	Old Time		
0002	08/11/08 16:42:05	08/11/08 09:42:05	New Time		

/08/09:4041/200021/68/14/2008/11/08 16/30934...08/11/08/09:42

Figure 25

16. The **Create Debug File** (Figure 26) feature is used to save raw data for engineering purposes. This data is used by TASER International, Inc. and you may be asked to create a debug file by TASER International Technical Services if you are requesting analysis of your download records from TASER International.



17. The Save Encrypted Record option (Figure 26) stores the record for future access. The file name defaults to the device's 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 27).

	X	26 DATAPORT D	OWNLO#	1D	
	Serial Number of X26	×00-411665	Mod	el # <mark>×26</mark>	
	Date of Download	10/27/08 11:09:29 (Lo	cal)		
Lo	cal Times Calculated for	US Mountain Standar	rd Time	2	
C	ate Range Downloaded	All Data			
	Current PC Time (Local)	10/27/08 11:09:42			Create Debug F
C	urrent X26 Time (Local)	10/27/08 11:10:20			Refresh Time
	Time Difference	00 Hours 00 Minutes -	38 Seconds	3	Sync Time
RECOR	RDED FIRING D	ATA			
SEQ#	GMT Time	Local Time	Duration [Secs]	Temperature [deg_C]	Battery
0003 0004	10/13/08 13:57:03 10/13/08 14:12:27	10/13/08 06:57:03 10/13/08 07:12:27	5 5	22 23	99 99 🗸
FIME (CHANGE RECOR	D			
SEQ# 0001	GMT TIME 10/10/08 19:18:03	Local Time 10/10/08 12:18:03	Change T FROM	Гуре	~ ~

Figure 26



Save As			? 🔀
Savejn: 🞯 Desktop	•	ı 💼	🛉 🎫
My Documents My Computer My Network Places Share-to-Web Upload Folde Control Panel	An Shared Folder Printers and Faxes		
File <u>n</u> ame: X00-004367.x26			<u>S</u> ave
Save as type: X26 Output File	s(.x26)	•	Cancel



- 18. The **Refresh Time** option (Figure 20) 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 20) synchronizes the X26 time to the computer time regardless of the time difference. This feature allows synchronizing of the times when the difference is less than 10 minutes.



- a. A PLEASE CONFIRM dialog box (Figure 28) will appear to verify that you want to change the time in the X26 device. Changing the time requires the casesensitive password located on the CD case. You also can obtain the password by contacting TASER International Technical Support at 1.800.978.2737.
- 20. Type the password and click **Continue**.

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

TIME ON X26:	10/06/06 14:28:07	LOCAL TIME/DATE
	10/06/06 21:28:07	GMT
то		307
TIME ON COMPUTER:	10/06/06 14:28:12	LOCAL TIME/DATE
	10/06/06 21:28:12	GMT
This action requires administ X26 as described above, plea	rative rights. If you wish to pr se enter the administrative pa	oceed and change the time on the ssword and confirm.
	,	

Figure 28



VIEWING A PREVIOUSLY SAVED RECORD

1. To view a previously saved record, select **View Saved Record** from the initial program screen (Figure 29).

🌾 TASER International Inc. v	/17		
TA	WELCOME	TO THE 2°×26 LOAD SYSTEM	
DOWNLOADED BY			
RANK:	Captain	Download X26	
FIRST NAME:	John	View Saved Record	
LAST NAME:	Doe	Exit	
DEPARTMENT:	TASER		

Figure 29



2. Select the desired file from the appropriate folder (Figure 30).

Open		? ×
Look in:	🔁 DOWNLOAD RECORDS 💽 🗢 🖻 📸 📰 🔻	
My Recent Documents Desktop		
My Documents		
My Computer		
My Network Places	File name: X00-018850 Image: Comparison Comparison)pen ancel

Figure 30



The remainder of the screens function the same as during a download (Figure 31).
Note: You might want to use the Save Encrypted Record tool to encrypt your records.
Only do this for just-downloaded files. Do not use this feature for previously saved records.

	X2	26 DATAPORT D	OWNLO	AD.	
	Serial Number of X26	×00-411517	Mod	el # ×26	
	Date of Download	10/28/08 15:34:58 (Lo	cal)		
Lo	cal Times Calculated for	US Mountain Standar	rd Time	1	
D	Date Range Downloaded	All Data			
	Current PC Time (Local)	- 58 - 68			
C	urrent X26 Time (Local)				
	Time Difference				
RECOR	RDED FIRING D	ATA		2	
SEQ#	GMT Time	Local Time	Duration	Temperature	Battery
0003 0004	10/27/08 17:01:02 10/27/08 17:01:09	10/27/08 10:01:02 10/27/08 10:01:09	[3803] 5 5	31 31 31	5 5 5
IME (CHANGE RECOR	D			
SEQ#	GMT TIME	Local Time	Change T	Гуре	^

Figure 31



UNINSTALLING PREVIOUS VERSIONS OF THE X26 DATAPORT SOFTWARE AND DRIVERS

Windows 98se

- 1. Click the Start button (located on the lower left corner of the screen).
- 2. Click Settings and then click Control Panel (Figure 32).



Figure 32



3. Double-click the Add/Remove Programs icon (Figure 33).



Figure 33



4. Select FTDI USB-to-Serial Converter Drivers (Figure 34).

5. Click the **Add/Remove** button (Figure 34).

Add/Remov	e Programs Pr	operties			? ×
Install/Unin	istall Windows \$	Setup St	artup Disk]	
Z	To install a new drive, click Insta	program fro II.	om a floppy	disk or CD-RO	м
			[Install	
3	The following so Windows. To rer components, sel Add/Remove.	ftware can move a pro lect it from	be automa gram or to the list and	atically removed modify its install click	by ed
Finnish M French M German I Gizmos S Greek M Hebrew I Hungaria Icon Mał	tenus and Dialog tenus and Dialog B-to-Serial Conve Menus and Dialog 8 enus and Dialogs Language Suppo In Menus and Dia ker	s for Intern s for Intern ster Driver gs for Intern for Interne tt alogs for Int	et Explorer et Explorer net Explore et Explore ternet Explo	r Drer	
			I	Add/ <u>R</u> emove.	
		ок	Cance	el Ap;	oly

Figure 34

6. Click **Continue** on the **FTDI Uninstaller** confirmation panel (Figure 35).

ninstaller Version 2.1	×
If your USB device is connected, please unplug it now	
Press Continue to uninstall the drivers, or Cancel to quit.	
Continue Cancel	
	If your USB device is connected, please unplug it now Press Continue to uninstall the drivers, or Cancel to quit.

Figure 35



7. Select **Finish** (Figure 36).

FTDI Uninstal	ller Version 2.1	×
Unin: Delet Delet Unin:	stalling VID_0403&PID_6001 ting registry entries ting files stall complete, press Finish to exit.	
J	Continue	

Figure 36

8. Select **Taser X26** then click the **Add/Remove** button (Figure 37).

Add/Remove Programs Properties	? ×
Install/Uninstall Windows Setup Startup Disk	
To install a new program from a floppy disk or CD-ROI drive, click Install.	м
<u>I</u> nstall	
I he following software can be automatically removed Windows. To remove a program or to modify its install components, select it from the list and click Add/Remove.	by ed
Street Atlas USA 7.0 Swedish Menus and Dialogs for Internet Explorer System Files Update Taser Data Download Program v2.0 Taser X26 Thai Language Support ThingWorld ThingScreenSaver 1.2 Turkish Manus and Dialogs for Internet Fundame	
UPS Quick Cost Calculator V4.1	
Add/ <u>R</u> emove.	
OK Cancel App	ly.

Figure 37



9. Click Yes on the Uninstalling Taser X26 confirmation panel (Figure 38) and click OK

when the uninstall is finished (Figure 39).





💞 Uninstalling Taser X26	×
Deleting Registry settings Deleting files Waiting for the process to finish Uninstallation was successful	
	ОК

Figure 39



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 40).



Figure 40



3. Double click the Add/Remove Programs icon (Figure 41).





4. Click the **Change or Remove Programs** button (Figure 42).

🐻 Add or Re	nove Programs		
	Currently installed programs:	Sort by: Name	~
Change or		5128	
Remove	🎭 FTDI USB Serial Converter Drivers	Size	0.74MB
	CuiDE PLUS+(TM) for Windows® System - ATI	Size	4.44MB
	🗐 HighMAT Extension to Microsoft Windows XP CD Writing Wizard	Size	2.15MB
Add <u>N</u> ew	🟳 hp instant support	Size	9.91MB
Programs	🔀 hp officejet d series		
4	🚰 hp officejet d series	Size	153.00MB
	🔃 HP Photo Printing Software	Size	19.25MB 💻
Add/Remove <u>W</u> indows	🔀 HP Share-to-Web	Size	3.07MB
Components	AT HydraVision	Size	10.36MB
	🛣 InstantWrite	Size	2.93MB
	🦈 Intel Application Accelerator	Size	2.59MB
Set Program Access and	🕞 Intel(R) PRO Network Adapters and Drivers		
Defaults	[26] Internet Explorer Q832894	Size	21.78MB
	🛃 LiveReg (Symantec Corporation)	Size	1.99MB
	LiveUpdate 1.80 (Symantec Corporation)	Size	4.78MB
	🔀 Lotus Notes5QL 3.01 driver	Size	0.95MB
	🔀 Macromedia Dreamweaver 4	Size	72.15MB
	🥔 Macromedia Dreamweaver MX	Size	109.00MB
	🗟 Macromedia Extension Manager	Size	1.03MB 💟

Figure 42



5. Click **Change/Remove** in the **FTDI USB Serial Converter Drivers** section (Figure 43).

🐻 Add or Re	move Programs		_ 🗆 ×
5	Currently installed programs:	Sort by: Name	
C <u>h</u> ange or Remove Programs	r骨 FTDI USB Serial Converter Drivers		<u> </u>
	To change this program or remove it from your computer, click Change/Remove.	Chan	ge/Remove
Programs	a Google Toolbar for Internet Explorer	Size	0.74MB
	B HighMAT Extension to Microsoft Windows XP CD Writing Wizard	Size	2.15MB
<u> </u>	🕞 HM NIS Edit 2.0rc2	Size	1.25MB
Add/Remove <u>W</u> indows	🔗 IBM 32-bit SDK for Java 2, v1.4.1	Size	59.39MB
Components	🚳 IBM DLA	Size	3.35MB
	📴 IBM Hard Drive Active Protection System	Size	1.60MB
Set Program 1	S IBM RecordNow!	Size	27.86MB
Access and	😼 IBM ThinkPad Power Management Driver		
Deraults	🕢 IBM ThinkPad UltraNav Driver	Size	24.26MB
	🐙 IBM TrackPoint Accessibility Features	Size	1.25MB
	闘 Intel(R) PRO Network Adapters and Drivers		
	🥌 Internet Explorer Q831167	Size	0.98MB
	InterVideo WinDVD	Size	16.69MB
	腰 InterVideo WinDVD Creator	Size	40.45MB
	LiveReg (Symantec Corporation)	Size	1.99MB
	(2) Livel Indate 1. 20. (Sumpeter Corporation)	Cies	4 70MP

Figure 43

6. Click **Continue** on the **FTDI Uninstaller** confirmation panel (Figure 44).

FTDI U	ninstaller Version 2.1	×
	If your USB device is connected, please unplug it now	
	Press Continue to uninstall the drivers, or Cancel to quit.	
	Continue Cancel	

Figure 44



7. Click Finish on the FTDI Uninstaller confirmation panel (Figure 45).

FTDI U	ninstaller Version 2.1	×
	Uninstalling VID_0403&PID_6001 Deleting registry entries Deleting files Uninstall complete, press Finish to exit.	
	Continue	

Figure 45

8. Select **Taser X26** on the **Remove Programs** page (Figure 46).

🐻 Add or Rei	nove Programs			×
	Currently installed programs:	Sort by: Name		~
Change or	15 Supero Doctor II	Size	0.54MB	~
Remove Programs	🚿 Taser X26	Size	6.17MB	
	😥 TrueSync Products	Size	4.20MB	
	😹 Ulead VideoStudio 6	Size	173.00MB	
Add New	Windows Media Encoder 9 Series	Size	13.57MB	
Programs	Windows Media Player Hotfix [See wm828026 for more information]	Size	13.57MB	
1	🔀 Windows XP Hotfix - KB810217			
Add/Bemous	🔀 Windows XP Hotfix - KB820291			
<u>Windows</u>	🔀 Windows XP Hotfix - KB821253			
Components	🔀 Windows XP Hotfix - KB821557			
	🕵 Windows XP Hotfix - KB822603			
Set Program	🔀 Windows XP Hotfix - KB823182			
Access and	🔀 Windows XP Hotfix - KB823559			
Defaults	🔀 Windows XP Hotfix - KB823980			
	🔀 Windows XP Hotfix - KB824105			=
	🔀 Windows XP Hotfix - KB824141			
	🔀 Windows XP Hotfix - KB824146			
	🕵 Windows XP Hotfix - KB825119			
	🔀 Windows XP Hotfix - KB826942			
	R Mindowe VP Hotfix - KB828035			*

Figure 46



9. Click Yes on the Uninstalling Taser X26 confirmation panel (Figure 47).



Figure 47

10. Click **OK** when the uninstall is finished (Figure 48).

Deleting Begistry settings	-
Deleting files	
Waiting for the process to finish	
Uninstallation was successful!	

Figure 48



INSTALLING X26 DATAPORT SOFTWARE FROM THE INTERNET

- Go to <u>http://www.taser.com/</u>. Click the SUPPORT button, click Downloads, and click the TASER® X26 Dataport Download Software v.17 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 X26 device until the USB driver installation is complete.
- The USB cable DPM will illuminate red and the FOUND NEW HARDWARE WIZARD window will appear.

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

1. Click **Next** to continue (Figure 49).







2. Check the **Specify a Location** box, uncheck all other boxes, and then click **Next** (Figure 50).

	Files
Where do y	ou want Windows to search for driver files?
Search for c	driver files for the following hardware device:
in the second se	SB ≺-> Serial
The wizard any of the fo	searches for suitable drivers in its driver database on your computer and in sllowing optional search locations that you specify.
To start the insert the flo	search, click Next. If you are searching on a floppy disk or CD-ROM drive, oppy disk or CD before clicking Next.
Optional se	arch locations:
	oy disk drives
Flopp	
Elopp CD-F	ROM drives
□ Elopp □ <u>C</u> D-F ☑ <u>S</u> pec	30M drives sify a location
☐ <u>Flopp</u> ☐ <u>C</u> D-F ☑ <u>S</u> pec	ROM drives sify a location psoft Windows Update

Figure 50

- 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 (Figure 51):

C:\Program Files\TASER International\X26 DataPort\Drivers

Note: If you prefer, you can click the **Browse** button and navigate to this location.

b. Click OK.



Figure 51



4. Click **Finish** to complete hardware installation (Figure 52).



Figure 52

5. Proceed to the *DOWNLOADING DATA FROM THE X26 DEVICE* section of this manual on page 14.



INSTALLING USB DRIVERS FROM THE INTERNET: WINDOWS XP

Note: Perform this procedure *after* following the instructions in *INSTALLING X26 DATAPORT SOFTWARE FROM THE INTERNET* on page 41.

1. In the Found New Hardware Wizard dialog box, select Install from a list or specific

location (Advanced) and click Next (Figure 53).

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 53



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 (Figure 54):

C:\Program Files\TASER International\X26 DataPort\Drivers

Note: If you prefer, you can click the **Browse** button and navigate to this location.

b. Click Next.

^o lease cho	ose your search and installation options.
€ <u>S</u> ear	ch for the best driver in these locations.
Use t paths	he check boxes below to limit or expand the default search, which includes local and removable media. The best driver found will be installed.
Г	Search removable media (floppy, CD-ROM)
V	Include this location in the search:
	C:\Program Files\TASER International\X26 DataPort\Drivers
C <u>D</u> on	t search. I will choose the driver to install.
Choo the d	se this option to select the device driver from a list. Windows does not guarantee iiver you choose will be the best match for your hardware.

Figure 54



3. In the Hardware Installation dialog box, click Continue Anyway (Figure 55).



Figure 55

4. Click **Finish** to complete the hardware installation (Figure 56).



Figure 56

- 5. Reconnect your network cable (if applicable).
- Proceed to the DOWNLOADING DATA FROM THE X26 DEVICE section of this manual on page 14.



TASER INTERNATIONAL USB DOWNLOADING TROUBLESHOOTING GUIDE

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



Symptom	Department/company policy prohibits disconnecting the computer from the network (LAN). This usually 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's 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 chorological order.
Symptom	When I load, print, and view previously saved records, the X26 device software version number on the printout indicates "OO."
Possible Cause	For X26 Dataport Download software versions before 15.5, the device 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 device's internal clock differ by 10 minutes or more. Most likely, the computer clock time is wrong, or the computer time zone is incorrect.
Remedy	Follow the on screen prompts to change the computer time or time zone. If computer time and time zone are correct, select " Change X26 Time " to change the X26 device's internal clock. A password is required to change the device's 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 device's internal clock.
Possible Cause	A good connection might not have been made between the X26 device and the USB DPM or between the USB cable and the computer. Alternatively an older version of the dataport download software may be installed.
Remedy	Disconnect the USB DPM from the device and the computer. Wait a few seconds and reattach the USB DPM to the computer and then to the X26 device. 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's customer support at 800-978-2737.
	<u>.</u>
Symptom	When I click the print button on the " Print Preview " page, nothing happens or the dataport download program 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.

TASER International 17800 N. 85th St. Scottsdale AZ 85255-9603

Internet: <u>http://www.taser.com</u> Email: support@taser.com

