EVIDENCE Sync
User Manual

TASER

For use with:

AXON® body and AXON flex® cameras
TASER CAM™ and TASER CAM HD recorders
X2™, X26™, and X26P™ conducted electrical weapons

IMPORTANT SAFETY INSTRUCTIONS

Read all warnings and instructions. Save these instructions.

The most up-to-date warnings and instructions are available at www.TASER.com.

MMU0051 Rev: C
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Chapter 1: Introduction

EVIDENCE Sync software enables you to transfer device event records and video from a TASER X2, X26, or X26P conducted electrical weapon (CEW), TASER CAM or TASER CAM HD recorder, or AXON body or AXON flex camera to a computer or the EVIDENCE.com website. The software also enables you to adjust settings on these TASER devices. EVIDENCE Sync is available only for use with Microsoft Windows-based computers.

This manual is intended for EVIDENCE Sync end users. For information on installing and configuring EVIDENCE Sync for an organization, see the TASER AXON System End-to-End Deployment Guide.

A Brief Look at EVIDENCE Sync

Figure 1 and Figure 2 show two typical EVIDENCE Sync screens. Figure 1 is an EVIDENCE Sync screen on a computer connected to an X2 CEW equipped with a TASER CAM HD recorder. The CEW is the selected device, meaning the CEW information is displayed on the screen. The CEW’s firing records are available, with information such as the discharge duration, cartridge bay activity, temperature, and CEW battery percentage. When a TASER CEW is connected to the computer, the device’s data will be uploaded automatically into the EVIDENCE Sync application from the CEW. The time stamp is created by the CEW in Greenwich Mean Time (GMT), but the EVIDENCE Sync software will convert it to your computer’s local time.

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The ADVANCED TASER® M26™ CEW is not compatible with EVIDENCE Sync or EVIDENCE.com.
In Figure 2, the same CEW and recorder are connected to the computer, but the recorder is the selected device and its details are displayed.

Figure 2 Recorder Details with a TASER CAM HD Recorder and X2 CEW (Online Mode)

Figure 3 shows an AXON flex camera connected to the computer. Some of the same buttons appear in this screen, but the list of files is displayed differently. TASER CAM videos are displayed in table view, while EVIDENCE Sync defaults to gallery view with TASER AXON videos.
Figure 3

Screen appearance and options will vary depending on the type of TASER product you are using with EVIDENCE Sync. These differences are explained in this manual.

**Buttons**

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PDF report</strong></td>
<td>Download a copy of the CEW event logs in PDF format.</td>
</tr>
<tr>
<td><strong>Upload All</strong></td>
<td>Upload all videos stored on a device.</td>
</tr>
<tr>
<td><strong>Graphs</strong></td>
<td>Download a graph of the X2 or X26P pulse logs in PDF format.</td>
</tr>
<tr>
<td><strong>Upload Selected</strong></td>
<td>Upload the selected videos to EVIDENCE.com</td>
</tr>
<tr>
<td><strong>Cancel Upload</strong></td>
<td>Select a video that is being uploaded and then click this button to cancel an upload to EVIDENCE.com</td>
</tr>
<tr>
<td><strong>Clear Completed</strong></td>
<td>Remove uploaded videos from the screen.</td>
</tr>
<tr>
<td><strong>Table</strong></td>
<td>Toggle button to display videos in table format.</td>
</tr>
<tr>
<td><strong>Gallery</strong></td>
<td>Toggle button to display videos in gallery format.</td>
</tr>
<tr>
<td><strong>View Uploaded</strong></td>
<td>Watch video that has been uploaded to the EVIDENCE.com website.</td>
</tr>
<tr>
<td><strong>Upload Queue</strong></td>
<td>View the progress of videos uploading to EVIDENCE.com.</td>
</tr>
<tr>
<td><strong>Change Title</strong></td>
<td>Change the title, add case identification, or add case classifications to the selected video.</td>
</tr>
<tr>
<td>Action</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>✨</td>
<td>Accept edits or changes.</td>
</tr>
<tr>
<td>✖</td>
<td>Cancel edits or changes.</td>
</tr>
<tr>
<td>✖</td>
<td>Close a view.</td>
</tr>
<tr>
<td><img src="image" alt="Sign out" /></td>
<td>Log out of online mode.</td>
</tr>
<tr>
<td><strong>Bulk Edit ID</strong></td>
<td>Change the ID assigned to all videos displayed in the video list.</td>
</tr>
<tr>
<td><strong>Bulk Edit Categories</strong></td>
<td>Assign categories to all videos displayed in the video list.</td>
</tr>
<tr>
<td><strong>Bulk Edit Assignee</strong></td>
<td>Assign someone to all videos displayed in the video list.</td>
</tr>
<tr>
<td><img src="image" alt="Play" /></td>
<td>Play video.</td>
</tr>
<tr>
<td><img src="image" alt="Return" /></td>
<td>Return to the previous screen.</td>
</tr>
<tr>
<td><img src="image" alt="Upload" /></td>
<td>Upload the video to the EVIDENCE.com website.</td>
</tr>
<tr>
<td><img src="image" alt="Volume" /></td>
<td>Click to adjust the video playback volume settings. You will be able to increase or reduce the volume, or turn the sound off.</td>
</tr>
<tr>
<td><img src="image" alt="Mute" /></td>
<td>Change the sound settings (by clicking the vertical bars on the right or clicking the X to mute the video).</td>
</tr>
<tr>
<td><img src="image" alt="Mute" /></td>
<td>Video sound muted (turned off).</td>
</tr>
<tr>
<td><img src="image" alt="Load Categories" /></td>
<td>Assign categories to your videos in MDT mode.</td>
</tr>
</tbody>
</table>

**Terms and Concepts**

**Download**

Transferring data from a TASER device to your computer using the EVIDENCE Sync software.

**Event (CEW)**

A change in a CEW that is displayed in EVIDENCE Sync. EVIDENCE Sync records X26 trigger events (when you pressed the trigger and discharged the CEW) and Sync events (when you connected the CEW to EVIDENCE Sync).

EVIDENCE Sync records more events for the X2 and X26P CEWs: trigger pull, USB connected, firmware update, Safe/Armed (when the safety switch’s position is changed), time sync (the CEW is synchronized to the time displayed on your computer), and Power Magazine Change (the battery pack is replaced). The X2 CEW also displays ARC switch occurrences and duration, operating mode configuration, and cartridge information.
Filter
To apply limitations to the information displayed on an EVIDENCE Sync screen. This feature enables you to quickly find records of a specific type, or records that occurred within a range of time.

Firmware
Computer programming that is embedded in the hardware. EVIDENCE Sync can be used to update the firmware in TASER devices.

Muted
A state in which a TASER CAM² or TASER CAM HD recorder or AXON flex or AXON body camera has its microphone turned off. The device will record video but not sound when it is muted. This feature was designed for jurisdictions in which audio recording is prohibited. The ability to turn microphones off can be restricted to certain user roles.

Operating Mode
EVIDENCE Sync is available in three different operating modes to fit your situation: online, offline, and MDT. See EVIDENCE Sync Operating Modes for more information.

Upload
Transferring data from a TASER device to the EVIDENCE.com website using the EVIDENCE Sync software.

EVIDENCE Sync Operating Modes
EVIDENCE Sync operates in one of three modes: online, offline, and MDT.

Online
In the online mode, the EVIDENCE Sync software uploads data from your TASER device to your EVIDENCE.com or EVIDENCE.com Lite³ account. CEW firing records are automatically uploaded to EVIDENCE.com, but you have to tell EVIDENCE Sync to upload TASER CAM and AXON videos⁴ to the EVIDENCE.com website.

Offline
In the offline mode, the EVIDENCE Sync software downloads data from your CEW or recorder to your computer. If your organization does not use EVIDENCE.com, you will always use EVIDENCE Sync in the offline mode.

MDT
Mobile data terminal, a computer used in a police car. An MDT may also be called a mobile data computer (MDC) or mobile computer terminal (MCT). EVIDENCE Sync has an operating mode for use with an MDT, called MDT mode.

<table>
<thead>
<tr>
<th>View CEW event logs</th>
<th>Online</th>
<th>Offline</th>
<th>MDT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>⚫</td>
<td>⚫</td>
<td>⚫</td>
</tr>
</tbody>
</table>

² TASER CAM recorders with a serial number lower than V13 are configured at the factory and EVIDENCE.com cannot turn the microphone on or off with these recorders. These recorders also have limited compatibility with EVIDENCE Sync.
³ EVIDENCE.com Lite does not work with AXON video.
⁴ If the AXON flex camera or body camera are docked in an ETM or EVIDENCE dock, the video will be automatically uploaded to the EVIDENCE.com website.
<table>
<thead>
<tr>
<th>Feature</th>
<th>Online</th>
<th>Offline</th>
<th>MDT</th>
</tr>
</thead>
<tbody>
<tr>
<td>View CEW pulse graph</td>
<td>●</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upload to EVIDENCE.com</td>
<td>●</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Download video to PC</td>
<td></td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Playback video</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Add case ID and categories to TASER CAM video</td>
<td>●</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Modify title of AXON video</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Add case ID and categories to AXON video</td>
<td>●</td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Change device settings</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Filter records</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>
Chapter 2: Installing EVIDENCE Sync Software

**Note:** Do NOT connect a TASER device to your computer at this step.

1. On your computer, close all open applications.
2. Launch your Web browser.
4. Fill out the information and click **Submit** (Figure 4).

   **Figure 4**

   You should receive a confirmation e-mail in 24–48 hours.

5. After receiving a confirmation e-mail, follow the instructions in the message.
6. Click **Download EVIDENCE Sync** and follow the instructions.
7. When the installation is complete, click **Finish** to exit.
Chapter 3: EVIDENCE Sync Settings

Auto-Update

When started, EVIDENCE Sync automatically installs available software updates. This process only updates the EVIDENCE Sync software, and does not update the firmware in any TASER devices attached to the computer.

- In online mode, automatic update occurs after you log in.
- In offline mode, it will occur when EVIDENCE Sync is launched and has an active internet connection.
- In all modes, this EVIDENCE Sync upgrade will only occur if you do not have the most current version of EVIDENCE Sync and you will be able cancel the upgrade.

You can turn the automatic updates off by following these steps. (When automatic update is off, the system will tell you that an upgrade is available and ask whether or not to upgrade your software. This upgrade also requires an internet connection.)

1. Click Start and select All Programs.
2. Click SYNC and select SYNC.
3. Click SYNC, select Auto-Update, and then select Off (Figure 5).

If you click Learn more, you will see further explanation of how the feature works (Figure 6).

Note: When the auto update feature is turned off, Sync will still search for updates, and prompt you to install them when they are available (Figure 7).
Changing the Destination Folder for Downloaded Files

EVIDENCE Sync has a default folder for saving downloaded TASER CAM and AXON videos and CEW logs.\(^5\) If you prefer to put the files in a different location, follow the steps in this procedure.

1. Click **Start** and select **All Programs**.
2. Click **SYNC** and select **SYNC**.
3. Click **SYNC**, select **Mode**, and then select **Offline** (Figure 8).

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\(^5\) The CEW logs are saved in PDF format.
4. Click **SYNC**, select **Data Folder**, and then select **Change** (Figure 9).

5. Click the **Libraries** folder and navigate to where you want to put the videos (Figure 10).
6. After navigating to the new location, click Select Folder (Figure 11).

**Figure 10**

**Figure 11**

**Scheduling Automatic Uploads**

The Auto-Upload feature allows you to upload files and evidence from your local directory to your EVIDENCE.com account without having to manually do so at your computer. For this to work, your computer must have an active Internet connection.

These uploads will occur even if you are signed out of EVIDENCE Sync, and even if you are logged out of your Windows account.

1. Click **Start** and select **All Programs**.
2. Click **SYNC** and select **SYNC**.
3. Click **SYNC**, select **Mode**, and then select **Online**.
4. Type your login information and click **Sign in**.
5. In the navigation pane, navigate to the folder containing the files you want to upload.
   The file path may be **Computer > OS Disk (C:) > Program Files (x86) > SYNC > Videos** (Figure 12).
6. Click **Schedule Auto-Uploads**.

![Figure 12](image)

7. Schedule your uploads (Figure 13).
Configuring Upload Bandwidth

1. Click **Start** and select **All Programs**.
2. Click **SYNC** and select **SYNC**.
3. Click **SYNC**, select **Mode**, and then select **Online**.
4. Type your login information and click **Sign in**.
5. Click **Upload Settings** and select **Throttle Bandwidth** (Figure 14).
6. Configure your system's bandwidth, as appropriate (Figure 15).
Chapter 4: Connecting TASER Devices to a Computer

Connecting CEWs to a Computer

The TASER X2, X26, and X26P CEWs are connected to a computer with a dataport plug that is inserted into the weapon in place of the battery pack. The other end of the dataport cable fits the USB port of the computer. There is one dataport plug designed for the X26 CEW and another dataport plug design that works with both the X2 and X26P CEWs.

Connecting TASER CAM Recorders to a Computer.

The TASER CAM and TASER CAM HD recorders are connected to a computer with a USB download cable. Different cables are used for the two different recorders. The TASER CAM HD cable has a shorter plug at the end.

Note: When inserting the power cable, it is important that the gold tabs face forward toward the camera lens. Compare Figure 17 and Figure 18.
Connecting TASER AXON Cameras to a Computer

The AXON flex and AXON body cameras use a 2.5 mm to USB cable to connect to a computer.

DO NOT plug an AXON flex controller into a computer for registration or downloading. Familiarize yourself with the differences between an AXON flex controller and an AXON body camera (Figure 19, Figure 20).

Figure 18 Do Not Insert the Plug This Way

Figure 19 AXON flex camera  AXON flex controller  AXON body camera

Figure 20 AXON flex camera, 2.5 mm to USB Cable, and Laptop Computer
Chapter 5: Using EVIDENCE Sync with TASER CAM Recorders

Viewing Records

The illustrations in this chapter show an X26P CEW with a TASER CAM HD recorder, but the procedures will be the same if you are using an X2 CEW with your recorder. The procedures also will be the same if you are using an X26 CEW and a TASER CAM recorder.

Note: You can perform these procedures without the recorder installed in a CEW. Because video/audio records are stored in the TASER CAM recorder and firing record data are stored in the CEW, you may prefer to keep the recorder installed in its CEW so you can transfer both devices’ information at the same time.

Online Mode

Previewing TASER CAM Videos with EVIDENCE Sync Software (Online)

You can preview videos before uploading them.

1. Confirm that the CEW’s safety is in the down (SAFE) position.

   **DO NOT** shift the CEW’s safety switch to the up (ARMED) position while the TASER CAM recorder is connected to the computer.

2. Remove the cartridges from the CEW. (See the applicable CEW user manual for more information on unloading cartridges.)

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

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

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

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

5. Click **SYNC** and select **SYNC**.

6. Type your login information and click **Sign in** (Figure 21).
7. Click the recorder so it is selected (Figure 22).

8. Click the title of the video you want to view.

9. Click the **Click here to play** button (Figure 23).
10. Click the Play button and watch the video (Figure 24).

If you want, you can upload the video to EVIDENCE.com by clicking the Upload button and going to step 11. For further instructions on uploading videos, see Uploading.
11. Keep the recorder connected to the computer during the upload process.
12. After the uploads are completed, unplug the cable from the recorder. After unplugging the cable from the recorder, remember to replace the dataport plug on the recorder to prevent damage from any debris or moisture.

Uploading TASER CAM Records to EVIDENCE.com Services and Adding Categories to Videos with EVIDENCE Sync Software (Online)

1. Perform steps 1–7 of Previewing TASER CAM Videos with EVIDENCE Sync Software (Online).
2. Click the check boxes to select the videos you want to upload (Figure 25).
3. Click Next.

   ![Figure 25](image)

4. Add the categories.
   You have several options for categorizing TASER CAM videos (Figure 26).
   - Replace the system-generated title with a new one.
   - Apply an appropriate ID for a video by typing it in the Edit ID box. If appropriate, you can add the same ID to all videos on this screen by clicking Bulk Edit ID first.
   - Add your agency’s case categories for a field by clicking Edit Categories and selecting the appropriate categories from the drop-down menu.
• Your ID should appear in the Assignee boxes. If you need to change the person assigned to the videos, type the appropriate ID in the boxes. If the same person will be assigned to all videos, click the **Bulk Edit Assignee** box.

5. Click **Upload** (Figure 27).
6. Wait for the videos to upload (Figure 28). Keep the recorder connected to the computer during the upload process.

![Figure 28](image)

7. If you want to remove uploaded videos from the queue, click **Clear Completed** (Figure 29).

   **Note:** Videos will remain stored on the recorder (until overwritten by new footage) whether they are uploaded or not.
8. After the uploads are completed, unplug the cable from the recorder. After unplugging the cable from the recorder, remember to replace the dataport plug on the recorder to prevent damage from any debris or moisture.

Viewing Uploaded TASER CAM Videos

You can view your uploaded videos by accessing the EVIDENCE.com website. You also can access uploaded videos through EVIDENCE Sync. This procedure describes how to view uploaded videos through EVIDENCE Sync.

1. Perform the *Uploading TASER CAM Records to EVIDENCE.com Services and Adding Categories to Videos with EVIDENCE Sync Software (Online)* procedure.

2. Click the title of a previously uploaded video you want to view (Figure 30). You can tell whether a video has been uploaded or not by reading the *Status* column.

3. Click *View Uploaded* or *View on EVIDENCE.com*. 

![Figure 29](image-url)
4. Type your EVIDENCE.com credentials and click **Sign In** (Figure 31).

You now can view your video on EVIDENCE.com (Figure 32).
Offline Mode

Previewing TASER CAM Videos with EVIDENCE Sync (Offline)

You can preview videos before downloading them.

1. Confirm that the CEW’s safety is in the down (SAFE) position.
   
   **DO NOT** shift the CEW’s safety switch to the up (ARMED) position while the TASER CAM recorder is connected to the computer.

2. Remove the cartridges from the CEW. (See the applicable CEW user manual for more information on unloading cartridges.)

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

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

5. Click **SYNC** and select **SYNC**.

6. Click **SYNC**, select **Mode**, and then select **Offline** (Figure 33).
7. Click the TASER CAM recorder so it is selected (Figure 34).

8. Click the title of a video you want to watch (Figure 35).

9. Click the **Click here to play** button.
10. Click the **Play** button (Figure 36).

11. Keep the recorder connected to the computer during the playback process. After you are done, unplug the cable from the recorder. After unplugging the cable from the recorder, remember to replace the dataport plug on the recorder to prevent damage from any debris or moisture.
Downloading TASER CAM Videos with EVIDENCE Sync (Offline)

1. Perform steps 1–7 of Previewing TASER CAM Videos with EVIDENCE Sync (Offline).

2. Click the check boxes next to the videos you want to download (Figure 37).

   Videos will remain stored on the recorder (until overwritten by new footage) whether they are downloaded or not.

   **Note:** When a CEW is connected, the CEW’s data will be downloaded automatically into EVIDENCE Sync from the CEW.

3. Click **Download Selected**.

   The screen displays the status of the downloads as they occur (Figure 38).
When download is complete, the **Status** column will update accordingly (Figure 39).

4. Keep the recorder connected to the computer during the download process.

5. After the downloads are completed, unplug the cable from the recorder. After unplugging the cable from the recorder, remember to replace the dataport plug on the recorder to prevent damage from any debris or moisture.
Viewing Downloaded Videos (Offline)

Follow these steps for viewing videos that have already been downloaded. It is not necessary to have a recorder connected to the computer to perform this procedure.

1. Click **Start** and select **All Programs**.
2. Click **SYNC** and select **SYNC**.
3. Click **SYNC**, select **Mode**, and then select **Offline**.
4. Click **SYNC**, select **Data Folder**, and then select **Open** (Figure 40).

   ![Figure 40](image)

5. Double-click the video file you want to watch (Figure 41).

   ![Figure 41](image)
Viewing Videos in MDT Mode

If you connect your recorder to an MDT, follow these steps. MDT mode is similar to offline mode, but in MDT mode you cannot download video.

1. Confirm that the CEW’s safety is in the down (SAFE) position.
   
   **DO NOT** shift the CEW’s safety switch to the up (ARMED) position while the TASER CAM recorder is connected to the computer.

2. Remove the cartridges from the CEW. (See the applicable CEW user manual for more information on unloading cartridges.)

3. Connect the recorder to your computer with the USB download cable.
   
The LED status indicator on the TASER CAM or TASER CAM HD recorder will flash green, then red.

   If you are using a TASER CAM recorder with an X26 CEW, a “U” is displayed on the CID when the TASER CAM recorder is plugged into a computer. While the recorder is plugged into the computer, the CID will display the battery percentage, followed by a letter U, and then a blank screen.

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

5. Click **SYNC** and select **SYNC**.

6. Click **SYNC**, select **Mode**, and select **MDT** (Figure 42).

   ![Figure 42](image)

7. Click the recorder so it is selected.

8. Click the title of the video you want to watch (Figure 43).

9. Click the **Click here to play** button.
10. Keep the recorder connected to the computer while you watch the videos.

11. After you have finished watching videos, unplug the cable from the recorder. After unplugging the cable from the recorder, remember to replace the dataport plug on the recorder to prevent damage from any debris or moisture.
Chapter 6: Using EVIDENCE Sync with TASER AXON Cameras

This chapter shows an AXON flex camera used with EVIDENCE Sync, but the procedures are the same with an AXON body camera.

Online Mode

**Previewing TASER AXON Videos with EVIDENCE Sync (Online)**

1. Connect the camera to your computer with the 2.5 mm to USB cable.
2. Click **Start** and select **All Programs**.
3. Click **SYNC** and select **SYNC**.
4. Type your login information and click **Sign in**.

![Image](image_url)

**Figure 44**

5. Double-click the video you want to watch (Figure 45).
6. Click the **Play** button and watch the video.
Adding Categories to Records with EVIDENCE Sync (Online)

This procedure explains how to add information to a record, one record at a time. If you need to bulk update a record (add information to multiple records at once), read Uploading Records to EVIDENCE.com with EVIDENCE Sync (Online).

1. Perform steps 1–4 of Previewing TASER AXON Videos with EVIDENCE Sync (Online).

2. Click the Edit button on the video you want to update (Figure 47).

3. Add the categories.
   
   You have several options for categorizing AXON videos (Figure 48).
   - Replace the system-generated title with a new one.
   - Apply an appropriate ID for a video by typing it in the Edit ID box.
   - Add your agency’s case categories for a field by clicking Edit Categories and selecting the appropriate categories from the drop-down menu.
   - Your ID should appear in the Assignee box. If you need to change the person assigned to the videos, type the appropriate ID in the boxes.

4. Click Save.
Uploading Records to EVIDENCE.com with EVIDENCE Sync (Online)

**Note:** When this procedure is complete, videos uploaded to EVIDENCE.com will be automatically removed from your TASER AXON camera.

1. Perform steps 1–4 of *Previewing TASER AXON Videos with EVIDENCE Sync (Online).*
2. Click the check box next to the video(s) you want to upload (Figure 49).
3. Click **Next**.
• If you want to update the files in bulk, go to step 4.
• If you want to upload all the files now, go to step 5.

4. Add the categories.

You have several options for categorizing TASER CAM videos (Figure 50).

• Replace the system-generated title with a new one.
• Apply an appropriate ID for a video by typing it in the **Edit ID** box. If appropriate, you can add the same ID to all videos on this screen by clicking **Bulk Edit ID** first.
• Add your agency’s case categories for a field by clicking **Edit Categories** and selecting the appropriate categories from the drop-down menu.
• Your ID should appear in the Assignee boxes. If you need to change the person assigned to the videos, type the appropriate ID in the boxes. If the same person will be assigned to all videos, click the **Bulk Edit Assignee** box first.

5. Click **Upload**.
The screen will show progress as the system processes and completes the upload.

**Offline Mode**

**Previewing TASER AXON Videos with EVIDENCE Sync (Offline)**

1. Connect the camera to your computer with the 2.5 mm to USB download cable.
2. Click **Start** and select **All Programs**.

3. Click **SYNC** and select **SYNC**.

4. Click **SYNC**, select **Mode**, and then select **Offline** (Figure 52).

![SYNC Interface](image)

**Figure 52**

5. Click the title of the video you want to watch (Figure 53).

6. Click the **Click here to play** button.
7. Click the Play button 🎬 (Figure 54).
Editing the Title of a File with EVIDENCE Sync (Offline)

The offline mode offers fewer options than online mode for adding notes to video. In offline mode you can modify the title, but not the case ID. Also, you cannot add categories in offline mode.

1. Perform steps 1–4 of *Previewing TASER AXON Videos with EVIDENCE Sync (Offline).*

2. Click the title of the video you want to modify (Figure 55).

3. Click the **Edit** button.

![Figure 55](image)

4. In the **Title** box, type the update to the title (Figure 56).
   - If you want to reject the changes, click the **Cancel** button.
   - If you want to accept the changes, click the **Check** button.
Download TASER AXON Videos with EVIDENCE Sync (Offline)

1. Perform steps 1–4 Previewing TASER AXON Videos with EVIDENCE Sync (Offline).
2. Click the check box(es) next to the video(s) you want to download (Figure 57).
3. Click Download Selected (Figure 58).
Viewing Downloaded Videos with EVIDENCE Sync (Offline)

1. Perform steps 1–4 of Previewing TASER AXON Videos with EVIDENCE Sync (Offline).

   In the Status column, downloaded videos are described as Downloaded (Figure 59).

2. Click the title of the video you want to watch (Figure 60).
3. Click **Click here to play** and watch the video.

![Figure 60](image)

**Removing Videos from a TASER AXON Camera (Offline)**

When a TASER AXON camera’s memory is full (has reached its storage limit), the camera will stop recording. To prevent this, you must either upload the videos to EVIDENCE.com or, if you are in the offline mode, manually remove the videos after downloading them.

1. Perform the *Downloading TASER AXON Videos with EVIDENCE Sync (Offline)* procedure.
2. Click the check box next to the videos you want to delete.
   
   Downloaded videos will be described as **Downloaded** or **In folder** (Figure 61).
3. Click **Delete Selected**.
4. Click **OK** (Figure 62).
MDT Mode

Loading Categories with EVIDENCE Sync (MDT)

Notes:

• To perform this procedure, you need to be connected to the Internet.
• Your camera’s Device Mode must be set to Online for this procedure to work. See Configuring Your TASER AXON Camera and Updating the Firmware (Online) in Chapter 9: Configuring Your TASER CAM Recorder, TASER AXON Camera, or CEW for more information.
• Unlike with online and offline modes, there is no way to remove videos from the camera in MDT mode.
• When a TASER AXON camera’s memory is full (has reached its storage limit), the camera will stop recording. To remove videos from the camera, the EVIDENCE Sync software must be in the online mode or offline mode. See Removing Videos from a TASER AXON Camera (Offline) and Uploading TASER CAM Records to EVIDENCE.com Services and Adding Categories to Videos with EVIDENCE Sync Software (Online).

1. Connect the camera to your computer with the 2.5 mm to USB download cable.
2. Click Start and select All Programs.
3. Click SYNC and select SYNC.
4. Click SYNC, select Mode, and then select MDT.
5. Click Load Categories.

![Figure 63](image)

6. In the Enter agency field, type your agency’s EVIDENCE.com domain (Figure 64).
7. Click **Retrieve**.

The “Remote categories loaded” message is displayed (Figure 65).

### Adding Categories (MDT)

1. Perform the **Loading Categories with EVIDENCE Sync (MDT)** procedure.
2. Click the camera so it is selected (Figure 66).

3. Click the check box next to the video you want to update and then click **Next**.

4. Type the case ID in the **Edit ID** box (Figure 67).

5. In the **Edit Categories** box, use the drop-down menu to select all applicable categories.

6. Click **Save**.
Chapter 7: Uploading Other File Types to EVIDENCE.com

EVIDENCE Sync is not limited to files produced by TASER devices. You can use EVIDENCE Sync to add identifying information to any digital file and upload it EVIDENCE.com.

This procedure only works in the online mode.

1. Save the file to your computer.
2. Click Start and select All Programs.
3. Click SYNC and select SYNC.
4. Type your login information and click Sign in.

The main screen displays (Figure 68).

You can use the icons in the navigation pane (Figure 69) to navigate to any file you need to upload to EVIDENCE.com.
5. Select the file (or files) you want to upload (Figure 70).

6. Click **Next**.

![Figure 69](image)

![Figure 70](image)

You can add details to your file (Figure 71).

6.a Type the case ID in the **Edit ID** box.

6.b In the **Edit Categories** box, use the drop-down menu to select all applicable categories.
6.c Reassign the file, if appropriate.

7. Click **Upload**.

![Figure 71]
Chapter 8: Viewing CEW Logs

Introduction to CEW Records

When you are in the online mode, the logs are automatically uploaded to EVIDENCE.com. The type of information collected depends on the type of CEW you have. Information displayed in Figure 72, for an X26 CEW, includes:

- Sync (CEW was connected to the computer and the time was synchronized)
- Trigger pulls, with the discharge time and duration, CEW temperature, and battery percentage.

Clicking the PDF Report button produces a copy of the event logs in PDF format and saves the file to your computer.⁶

Online and Offline PDF Reports

Different information is available when you produce reports in the online or offline modes. Both online and offline reports should display this information:

- Serial (number)
- Model
- Firmware version
- Health (the CEW’s general condition)⁷
- Local time zone
- Generated on (date and time)
- Local time (date and time of event)
- Event type
- Cartridge information⁸
- Duration (in seconds)
- Temperature (Celsius)
- Battery percentage remaining

Note: Event times in PDF reports from X2 and X26P CEWs are rounded to milliseconds. Therefore, there may be time discrepancies when adding together time duration from different events.

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⁶ PDF files also can be generated from EVIDENCE.com. There may be time discrepancies between PDF files generated in EVIDENCE.com and EVIDENCE Sync.
⁷ This is not available in offline reports for the X26 CEW.
⁸ This is only available for the X2 CEW.
The X26P and X2 CEWs include more detail than is available with the X26 CEW (Figure 73, Figure 74). You can produce the pulse logs for your X26P and X2 CEWs by clicking the **Graphs** button.

**Note:** Producing a graph will automatically save a PDF copy to your computer.
If you are using an X2 CEW, there will be additional information, such as cartridge deployment by bay and ARC switch events (Figure 74).

![Figure 74 X2 Records](image)

**Viewing CEW Records with EVIDENCE Sync (Online)**

1. Confirm that the CEW’s safety is in the down (SAFE) position.
2. Remove the cartridges from the CEW. (See the applicable CEW user manual for more information on unloading cartridges.)
3. Connect the CEW to your computer with the USB download cable.
4. Click **Start** and select **All Programs**.
5. Click **SYNC** and select **SYNC**.
6. Type your login information and click **Login**.

   See Figure 72, Figure 73, and Figure 74, for examples of CEW data available in the online mode.

**Viewing CEW Records with EVIDENCE Sync (Offline and MDT)**

1. Confirm that the CEW’s safety is in the down (SAFE) position.
2. Remove the cartridges from the CEW. (See the applicable CEW user manual for more information on unloading cartridges.)
3. Connect the CEW to your computer with the USB download cable.
4. Click **Start** and select **All Programs**.
5. Click **SYNC** and select **SYNC**.
6. From the **SYNC** menu, click Mode and select **Offline** or **MDT**.
7. View the CEW data (Figure 75 for offline; Figure 76 for MDT).
Notes:

- Pulse log information is not available in the offline or MDT mode. In the offline mode, event logs are not uploaded to EVIDENCE.com; however, you can generate event logs in PDF format.
- Clicking **PDF Report** will automatically save a PDF copy to your computer.
Chapter 9: Configuring Your TASER CAM Recorder, TASER AXON Camera, or CEW

Configuring TASER CAM Recorders and Updating the Firmware (Online)

Notes:

- This procedure illustrates a TASER CAM HD recorder, but the process is the same with a TASER CAM recorder.\(^9\)
- If you are an Administrator, the changes you make to the agency-level device settings will affect all devices in your agency after the devices are connected to EVIDENCE Sync. These settings cannot be changed by someone with non-administrative permissions.
- Your ability to adjust onscreen settings may depend on your user permissions and agency-wide settings.

1. Perform steps 1–7 *Previewing TASER CAM Videos with EVIDENCE Sync Software (Online)*.
   If you receive a message that your firmware needs an update, follow the onscreen instructions.

2. Click the **Device Settings** tab.

3. Configure the device as appropriate (Figure 77).\(^10\)
   By default, the **Device Name** is the same as the serial number, but you can change it after clicking the **Edit** button (Figure 78).
   You also can change the person to whom the recorder is assigned by updating the **Assignee**.
   Some jurisdictions require the TASER CAM recorder to be video-only (no sound recorded). If your organization operates in such a jurisdiction, select the **Muted** option. You also can adjust the resolution and frame rate.

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\(^9\) TASER CAM recorders with a serial number lower than V13 are configured at the factory. EVIDENCE.com cannot turn the microphone on or off with these recorders. These recorders also have limited compatibility with EVIDENCE Sync.

\(^10\) Depending on your access level, some options displayed here might not be available.
4. Keep the recorder connected to the computer during configuration.

5. After configuration is completed, unplug the cable from the recorder. After unplugging the cable from the recorder, remember to replace the dataport plug on the recorder to prevent damage from any debris or moisture.
Configuring TASER CAM Recorders and Updating the Firmware (Offline)

1. Perform steps 1–7 of *Previewing TASER CAM Videos with EVIDENCE Sync (Offline)*.

2. Click **Device Settings**.

   Some jurisdictions require the TASER CAM recorder to be video-only (no sound recorded). If your organization operates in such a jurisdiction, select the **Muted** option. You also can adjust the resolution and frame rate (Figure 79).

   If you want to update the recorder’s firmware, go to step 3.

3. Download the latest firmware from [www.TASER.com](http://www.TASER.com) to your computer.

4. Click **Program Firmware**.

5. Navigate to where you saved the unzipped firmware and click Open (Figure 80).

6. Click **OK** (Figure 81).
7. Wait until the “Reconnect device to use updated firmware” message displays (Figure 82).

8. Un-connect the recorder and then reconnect it to the computer.
Configuring TASER CAM Recorders (MDT)

1. Perform steps 1–7 of Viewing Videos in MDT Mode.
2. Click Device Settings.

Some jurisdictions require the TASER CAM recorder to be video-only (no sound recorded). If your organization operates in such a jurisdiction, select the Muted option. You also can adjust the resolution and frame rate (Figure 83).

Note: Resolution and frame rate are adjustable with the TASER CAM HD recorder, but not with the TASER CAM recorder.

Figure 83

Configuring Your CEW and Updating the Firmware (Online)

Note: Depending on your access settings, some of the options described here might not be available to you.

1. Confirm that the CEW’s safety is in the down (SAFE) position.
2. Remove the cartridges from the CEW. (See the applicable CEW user manual for more information on unloading cartridges.)
3. Connect the CEW to your computer with the USB download cable.
4. Click Start and select All Programs.
5. Click SYNC and select SYNC.
6. Type your login information and click Login.

If you receive a message that your firmware needs an update, follow the onscreen instructions.
7. Click Device Settings (Figure 84).
8. Configure the device, as appropriate.

Whether you have an X2 (Figure 84), X26 (Figure 85), or X26P CEW (Figure 86), you can update the Device Name and Assignee.

If your CEW is an X2, you have additional options:

- Determine whether an automatic shut-down performance power magazine (APPM) will stop only trigger-initiated CEW discharges or both trigger and ARC switch events. See the TASER X2 CEW User Manual for more information on APPM functioning.

- Turn the LASER for 35-foot (10.7 m) Smart™ cartridges on or off.

If your administrator turns off the upload engineering logs option, TASER may not be able to troubleshoot your CEW’s data remotely. It may be necessary to ship the CEW to TASER for troubleshooting.

![Figure 84 X2 Settings](image-url)
Configuring Your CEW and Updating the Firmware (Offline)

In offline mode, you can view CEW status. You also can update the firmware of an X2 or X26P CEW.

1. Confirm that the CEW’s safety is in the down (SAFE) position.
2. Remove the cartridges from the CEW. (See the applicable CEW user manual for more information on unloading cartridges.)

3. Connect the CEW to your computer with the USB download cable.

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

5. Click **SYNC** and select **SYNC**.

6. From the **SYNC** menu, click **Mode** and select **Offline**.

7. Click **Device Settings**.

   The information and options should be the same whether you have an X2 (Figure 87), X26P (Figure 88), or X26 (Figure 89) CEW.

   If you have an X2 or X26P CEW and want to update the firmware, go to step 8.
8. Go to www.TASER.com and download the appropriate CEW firmware to your computer.

9. In EVIDENCE Sync, click **Program Firmware**.

10. Navigate to the firmware you downloaded (Figure 90).
11. Click Open.

12. Wait for the system to update your CEW’s firmware (Figure 91).

Figure 91

Configuring Your TASER AXON Camera and Updating the Firmware (Online)

Notes:

- If you are an Administrator, the changes you make to the agency-level device settings will affect all devices in your agency after the devices are connected to EVIDENCE Sync. These settings cannot be changed by someone with non-administrative permissions.
• Depending on your access settings, some of the options described here might not be available to you.

1. Connect the camera to your computer with the 2.5 mm to USB cable.
2. Click **Start** and select **All Programs**.
3. Click **SYNC** and select **SYNC**.
4. Type your login information and click **Login**.
   If you receive a message that your firmware needs an update (Figure 92), follow the onscreen instructions.

![Upgrade to version: 1.10.1-A57T](image)

Figure 92

5. Click the **Device Settings** tab.
6. Configure the device as appropriate:
   By default, the **Device Name** is the same as the serial number, but you can change it after clicking the **Edit** button (Figure 93) (Figure 94).
   You also can change the person to whom the recorder is assigned by updating the **Assignee** box.

   The device can be set to operate in the online or offline modes.

   By default, the AXON flex camera is intended to be worn on the right side. If you intend to wear your camera on the left side, select the **Mounted on left** option or the video might be recorded upside-down. This setting is not available for the AXON body camera.

   Some jurisdictions require the AXON camera to be video-only (no sound recorded). If your organization operates in such a jurisdiction, select the **Muted** option.

   AXON cameras are shipped with the Balanced video quality option to give you the best combination of image quality and recording time. Agency Administrators can change the setting to Better Quality or Faster Upload.

   AXON cameras have a 30-second buffer in which the 30 seconds of footage recorded before you press the EVENT button is saved. This feature is intended to capture important events that occurred before you were able to press the button. If necessary, this feature can be turned off.
Configuring Your TASER AXON Camera and Updating the Firmware (Offline and MDT)

1. Connect the camera to your computer with the 2.5 mm to USB cable.
2. Click **Start** and select **All Programs**.
3. Click **SYNC** and select **SYNC**.

4. Click the **Device Settings** tab.

5. Click **SYNC**, select **Mode**, and then select **Offline** or **MDT**.

6. Configure the device as appropriate (Figure 95, Figure 96).

Your options are similar to those described in *Configuring Your TASER AXON Camera and Updating the Firmware (Online)*. However, in offline mode, the devices have no device name or assignee.

**Note:** In MDT mode, you may be limited to changing the camera orientation.

If you want to update your camera’s firmware, visit [www.TASER.com](http://www.TASER.com) and download the firmware to your computer. Click **Program Firmware** and navigate to the downloaded firmware.

**Note:** The Program Firmware feature is not available in the MDT mode. You will therefore need to be in online or offline mode to update your camera’s firmware.

![Figure 95 AXON flex Settings](image-url)
7. Go to www.TASER.com and download the appropriate AXON firmware to your computer.

8. In EVIDENCE Sync, click **Program Firmware**.

9. Navigate to the firmware you downloaded (Figure 97).

10. Click **Open**.

11. Wait for your camera’s firmware to update.
Chapter 10: Filtering Records

EVIDENCE Sync filtering tools enable you to reduce the information displayed onscreen. This helps if you need to find specific date and time records.

Filtering CEW Logs

**Note:** This procedure shows the online mode and includes the login steps. Except login, the steps will be the same in offline and MDT modes.

1. Confirm that the CEW’s safety is in the down (SAFE) position.
2. Remove the cartridges from the CEW. (See the applicable CEW user manual for more information on unloading cartridges.)
3. Connect the CEW to your computer with the USB download cable.
4. Click **Start** and select **All Programs**.
5. Click **SYNC** and select **SYNC**.
6. Type your login information and click **Login**.

See Figure 98–Figure 101 for different ways to filter records.

![Filtering CEW Logs](image)

**Figure 98**
7. Select your start time, start date, end time, end date, and event type. EVIDENCE Sync allows you to quickly specify the month (Figure 102) and year (Figure 103). You do not have to scroll through multiple months.
8. Filter the events as needed.

9. Click the **ON** button to turn the filters on.

10. The information displayed is narrowed to your requirements. In Figure 104, the information displayed is within a specified date and time range, and only armed events are shown (USB events are hidden from view).
Filtering TASER CAM Videos

**Note:** This procedure shows the online mode and includes the login steps. Except login, the steps will be the same in offline and MDT modes.

1. Confirm that the CEW’s safety is in the down (SAFE) position.

   **DO NOT** shift the CEW’s safety switch to the up (ARMED) position while the TASER CAM recorder is connected to the computer.

2. Remove the cartridges from the CEW. (See the applicable CEW user manual for more information on unloading cartridges.)

3. Connect the CEW to your computer with the USB download cable.

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

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

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

5. Click **SYNC** and select **SYNC**.

6. Type your login information and click **Login**.

7. Click the recorder to select it.

   Figure 105–Figure 108 display TASER CAM records and the options for filtering.
Figure 105

Figure 106

Figure 107
8. Select your start time, start date, end time, end date, and event type.

EVIDENCE Sync allows you to quickly specify the month (Figure 109) and year (Figure 110). You do not have to scroll through multiple months.

9. From the Status menu, use the drop-down to select whether to display all videos, videos that are on the device (On device) or videos that have been transferred (Complete) (Figure 111).
10. Click the **ON** button to turn the filter on.

The information displayed is narrowed to your requirements. In Figure 112, the information displayed is within a specified date and time range.

11. Keep the recorder connected to the computer during this procedure.

12. After you are done looking at the records, unplug the cable from the recorder. After unplugging the cable from the recorder, remember to replace the dataport plug on the recorder to prevent damage from any debris or moisture.

### Filtering AXON Videos

**Note:** This procedure shows the online mode and includes the login steps. Except login, the steps will be the same in offline and MDT modes.

1. Connect the camera to your computer with the 2.5 mm to USB cable.
2. Click **Start** and select **All Programs**.
3. Click **SYNC** and select **SYNC**.
4. Type your login information and click **Login**.

Figure 113–Figure 116 Display AXON video logs and options for filtering them.
Figure 113

Figure 114 Start Time
5. Select your start time, start date, end time, and end date.

EVIDENCE Sync allows you to quickly specify the month (Figure 117) and year (Figure 118). You do not have to scroll through multiple months.
6. From the Status menu, use the drop-down to select whether to display videos that are on the device (On device) or videos that have been transferred (Complete) or all of them (Figure 119).

![Figure 119](image)

7. Click the ON button to turn the filters on.

The information is narrowed to your requirements (Figure 120).

![Figure 120](image)
**Sorting AXON Videos**

This is a different process than that described in *Filtering AXON Videos*. Filtering excludes videos from the view based on criteria. Sorting videos places them in order.

**Note:** This procedure shows the online mode and includes the login steps. Except login, the steps will be the same in offline and MDT modes.

1. Connect the camera to your computer with the 2.5 mm to USB cable.
2. Click **Start** and select **All Programs**.
3. Click **SYNC** and select **SYNC**.
4. Type your login information and click **Login**.
5. Click the button next to **Sort by** and use the drop-down to select your criteria (Figure 121).

![Figure 121](image_url)
Chapter 11: Connecting Multiple TASER Devices to EVIDENCE Sync

If your hardware allows it, you can connect multiple TASER devices to EVIDENCE Sync at once. There are several ways to do this:

- Use more than one USB port on your computer.
- Attach EVIDENCE.com Dock individual bays or an EVIDENCE.com Dock 6-bay to your computer. This approach enables you to connect multiple AXON flex and/or AXON body cameras to your computer.

Figure 122 shows an AXON flex camera, two CEWs, and a TASER CAM HD recorder connected to the same computer. The camera is selected. The thinner border around the X2 CEW and TASER CAM HD recorder indicates these two devices are attached. Although Figure 122 depicts EVIDENCE Sync in online mode, you can connect multiple devices in offline and MDT mode.

To process any device through EVIDENCE Sync, select the device and follow the appropriate procedures in this manual.
Product functions and specifications may change without notice and the actual product may vary from the illustrations in this manual.

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