



TASER
INTERNATIONAL



Dataport User Manual
V.17.4

TASER INTERNATIONAL, INC.
Dataport User Manual Version 17.4
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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:

- 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.

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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).

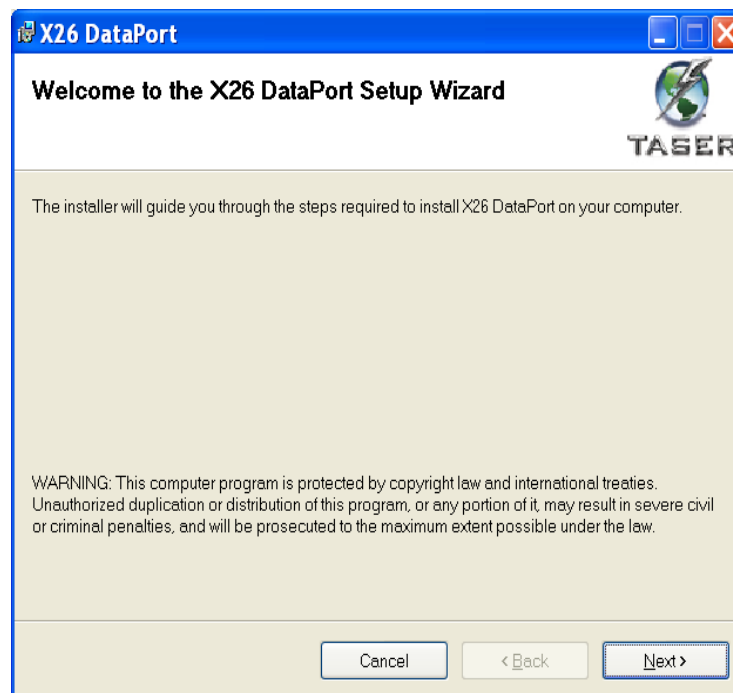


Figure 1

5. 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**.

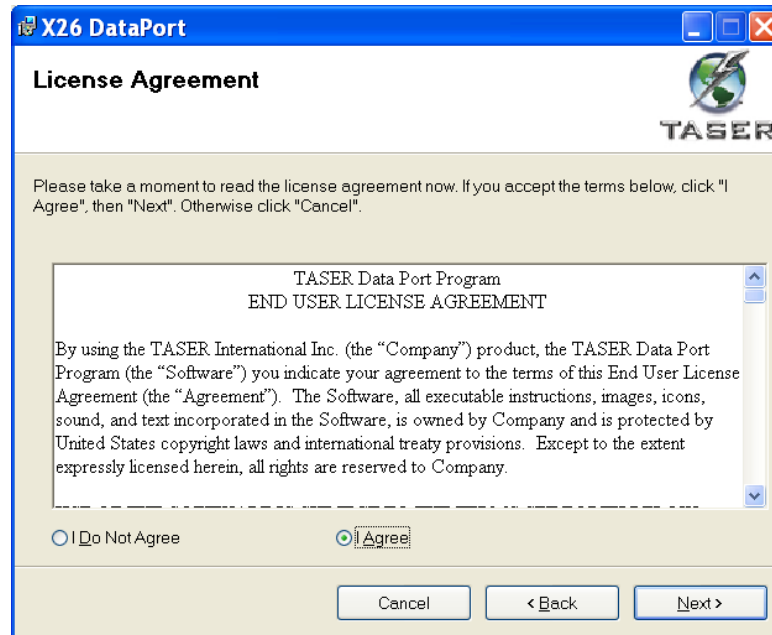


Figure 2

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**.

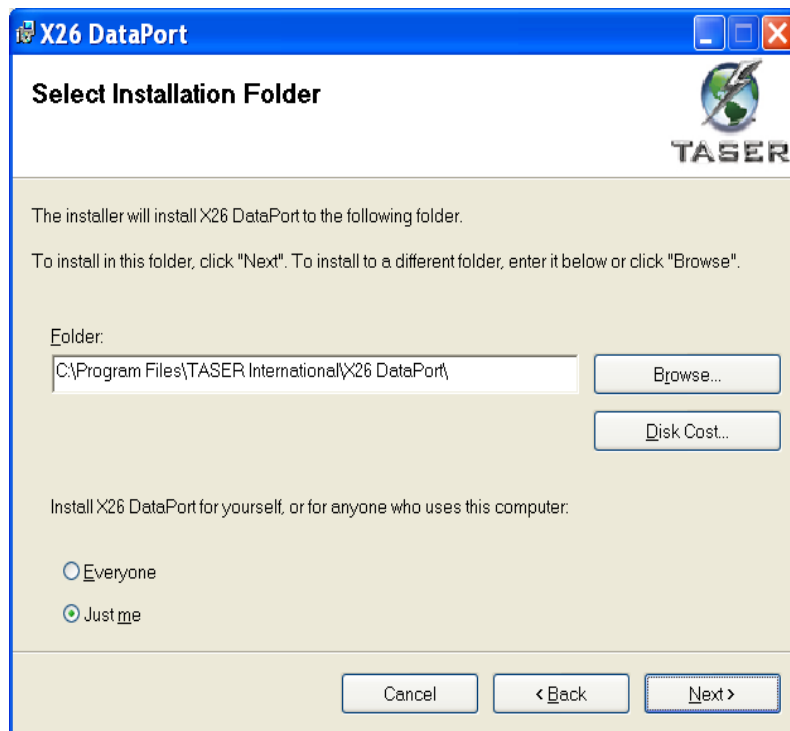


Figure 3

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

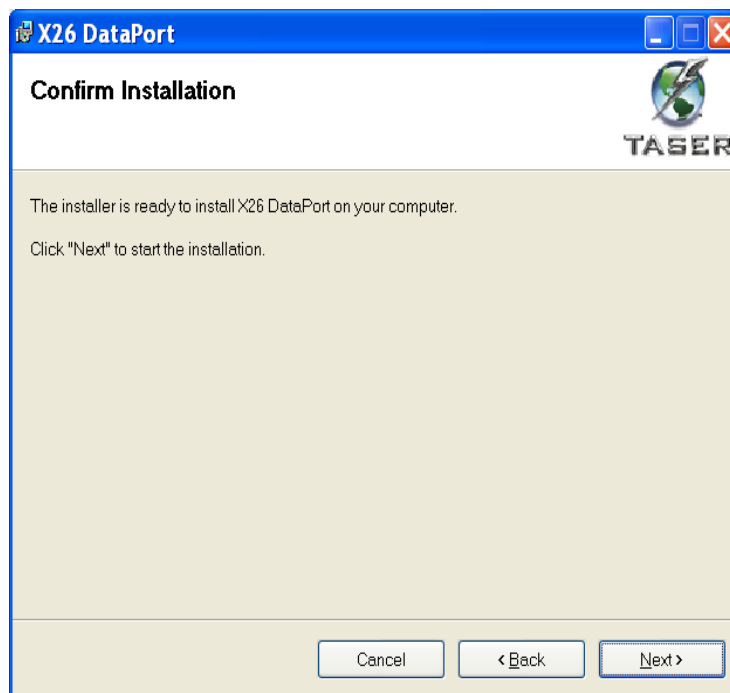


Figure 4

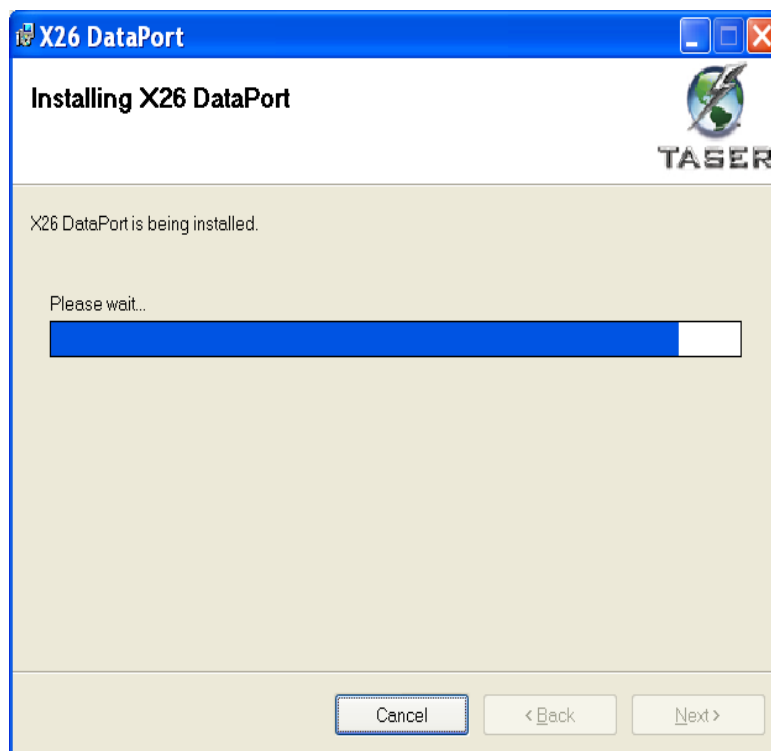


Figure 5

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

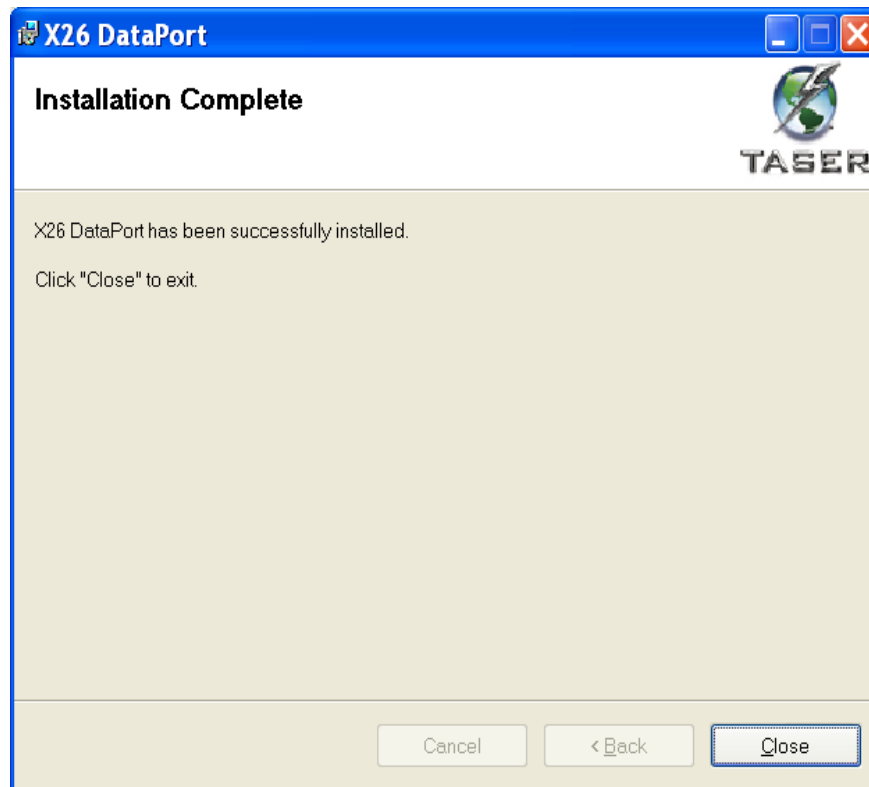


Figure 6

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 XP* on page 12.

INSTALLING USB DRIVERS: WINDOWS 98SE, 2000

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



Figure 7

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

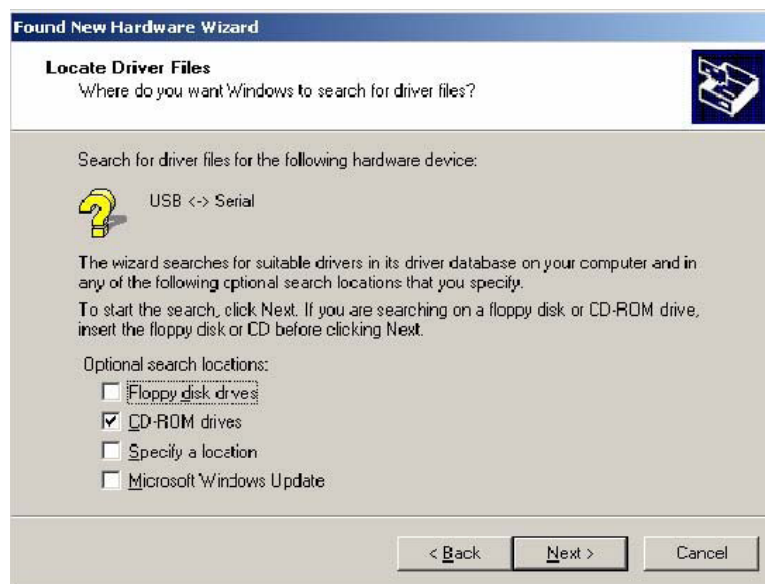


Figure 8

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

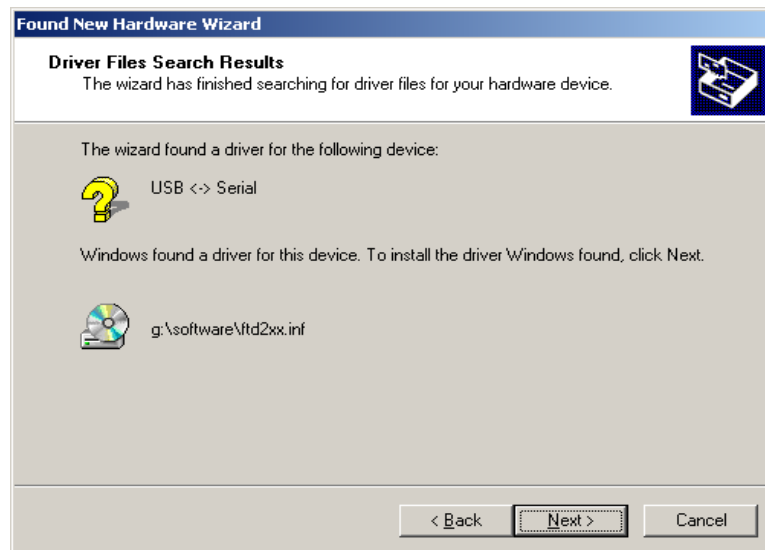


Figure 9

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

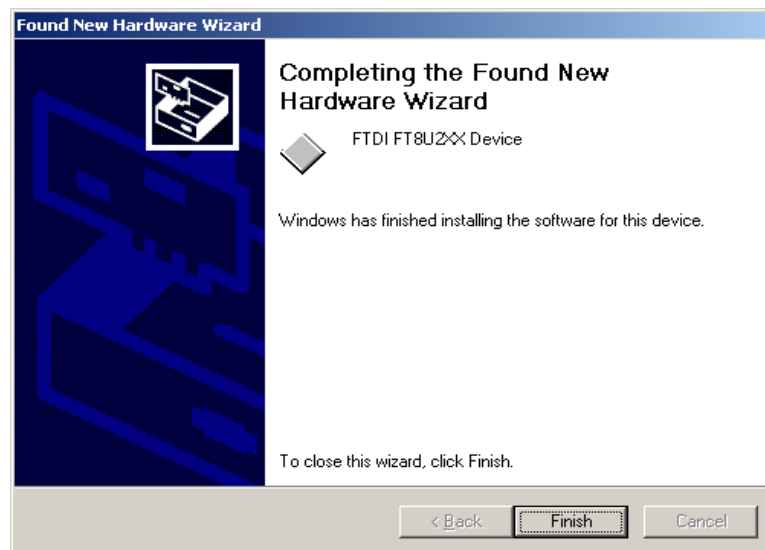


Figure 10

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).

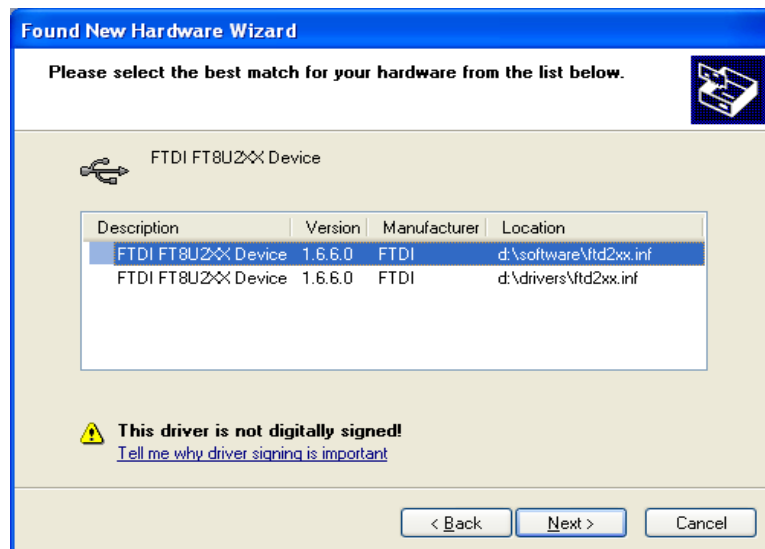


Figure 12

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.
5. 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.

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



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.

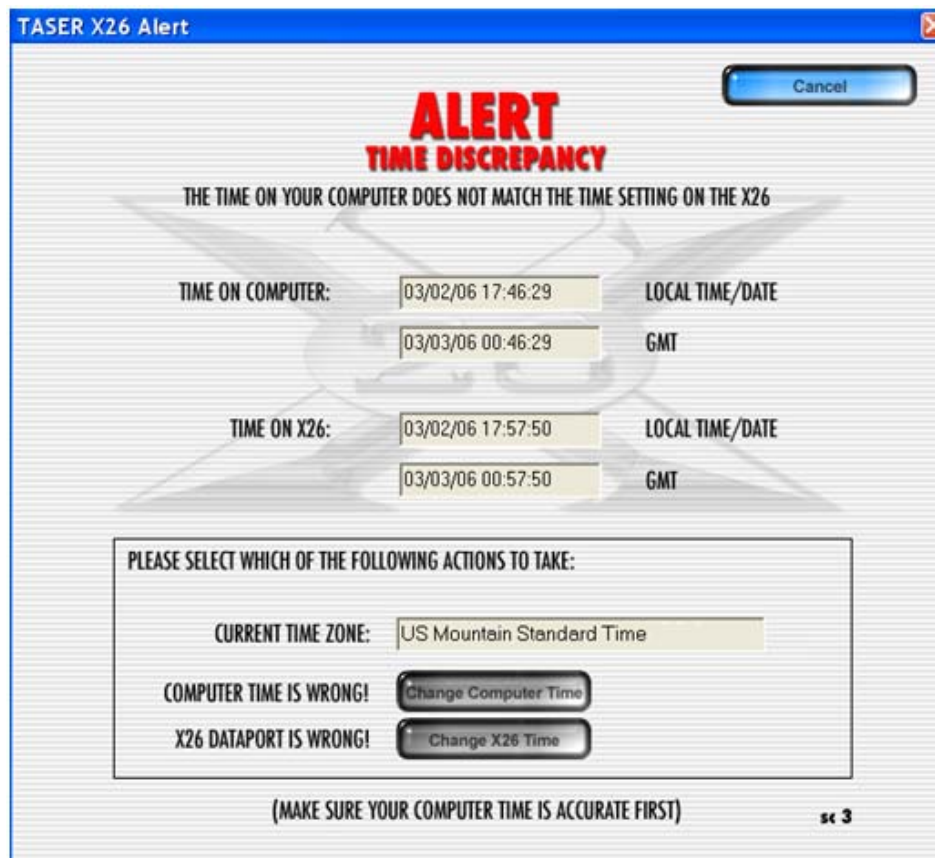


Figure 16

- 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 case-sensitive 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.

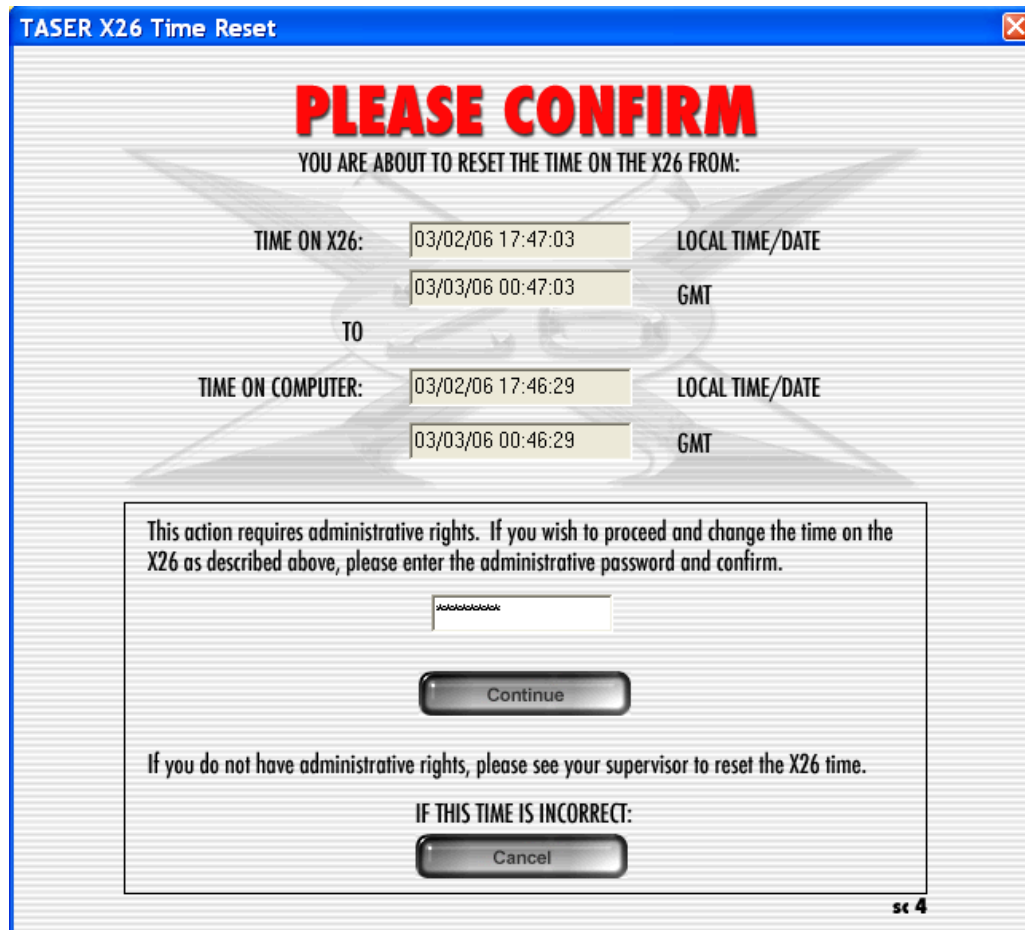


Figure 17

- 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.

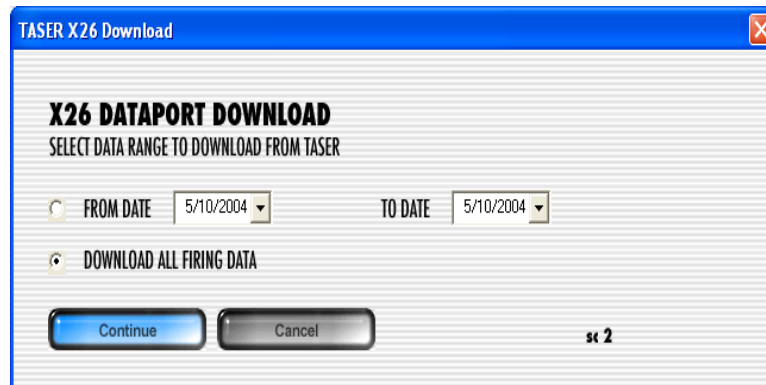


Figure 18

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

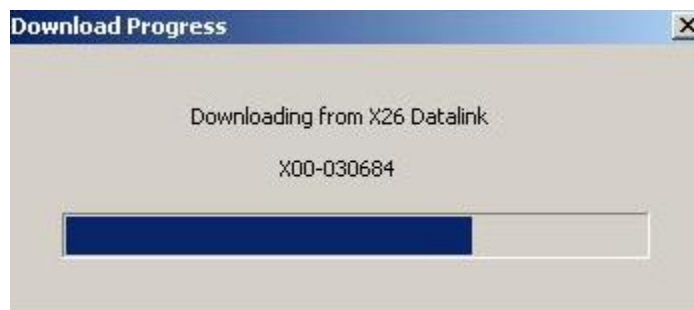


Figure 19

10. The **X26 Dataport Download** screen provides options for refreshing the device's time, viewing, printing, and saving data (Figure 20).

The screenshot shows the 'TASER X26 Download' window. It contains several input fields for download settings, a table of recorded firing data, a table of time change records, and a set of action buttons at the bottom.

X26 DATAPORT DOWNLOAD

Serial Number of X26: X00-411665 Model #: X26

Date of Download: 10/27/08 11:09:29 (Local)

Local Times Calculated for: US Mountain Standard Time

Date Range Downloaded: All Data

Current PC Time (Local): 10/27/08 11:09:42

Current X26 Time (Local): 10/27/08 11:10:20

Time Difference: 00 Hours 00 Minutes -38 Seconds

Buttons: Create Debug File, Refresh Time, Sync Time

RECORDED FIRING DATA

SEQ#	GMT Time	Local Time	Duration [Secs]	Temperature [deg. C]	Battery [%]
0003	10/13/08 13:57:03	10/13/08 06:57:03	5	22	99
0004	10/13/08 14:12:27	10/13/08 07:12:27	5	23	99

TIME CHANGE RECORD

SEQ#	GMT TIME	Local Time	Change Type
0001	10/10/08 19:18:03	10/10/08 12:18:03	FROM
0002	10/10/08 10:10:03	10/10/08 10:10:03	TO

Buttons: Zoom Out, Print Preview, Save Encrypted Record, Exit

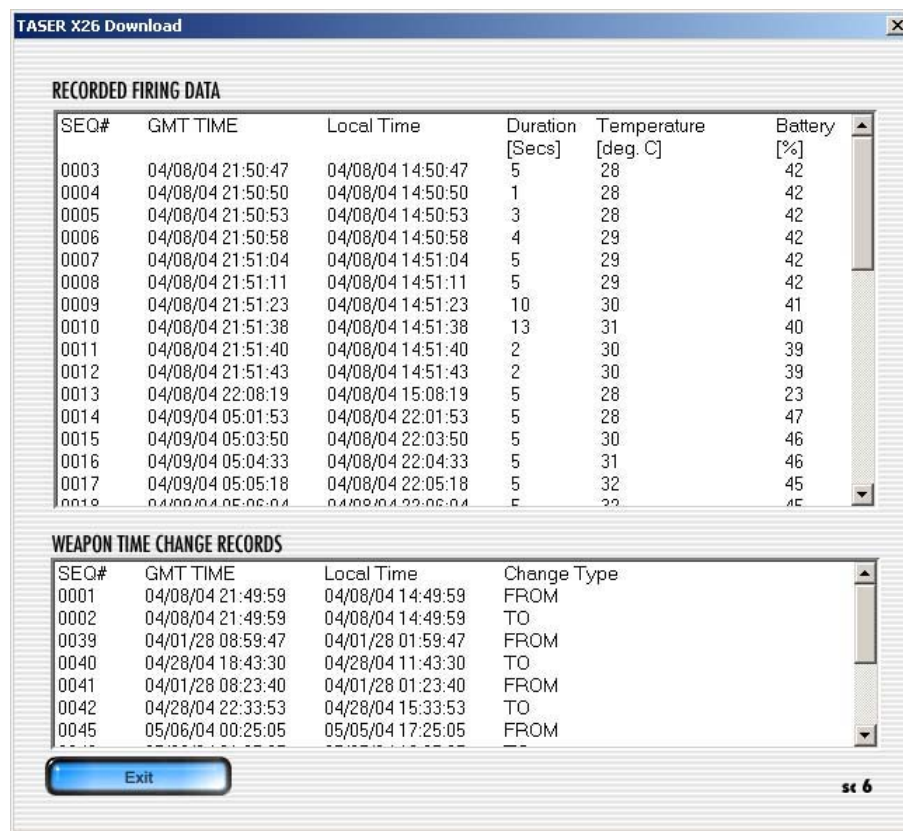
Figure 20

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).



The screenshot shows a window titled "TASER X26 Download". It contains two tables. The first table, "RECORDED FIRING DATA", has columns for SEQ#, GMT TIME, Local Time, Duration [Secs], Temperature [deg. C], and Battery [%]. The second table, "WEAPON TIME CHANGE RECORDS", has columns for SEQ#, GMT TIME, Local Time, and Change Type. Both tables have a scroll bar on the right. At the bottom left is an "Exit" button, and at the bottom right is the text "sc 6".

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

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

Figure 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).



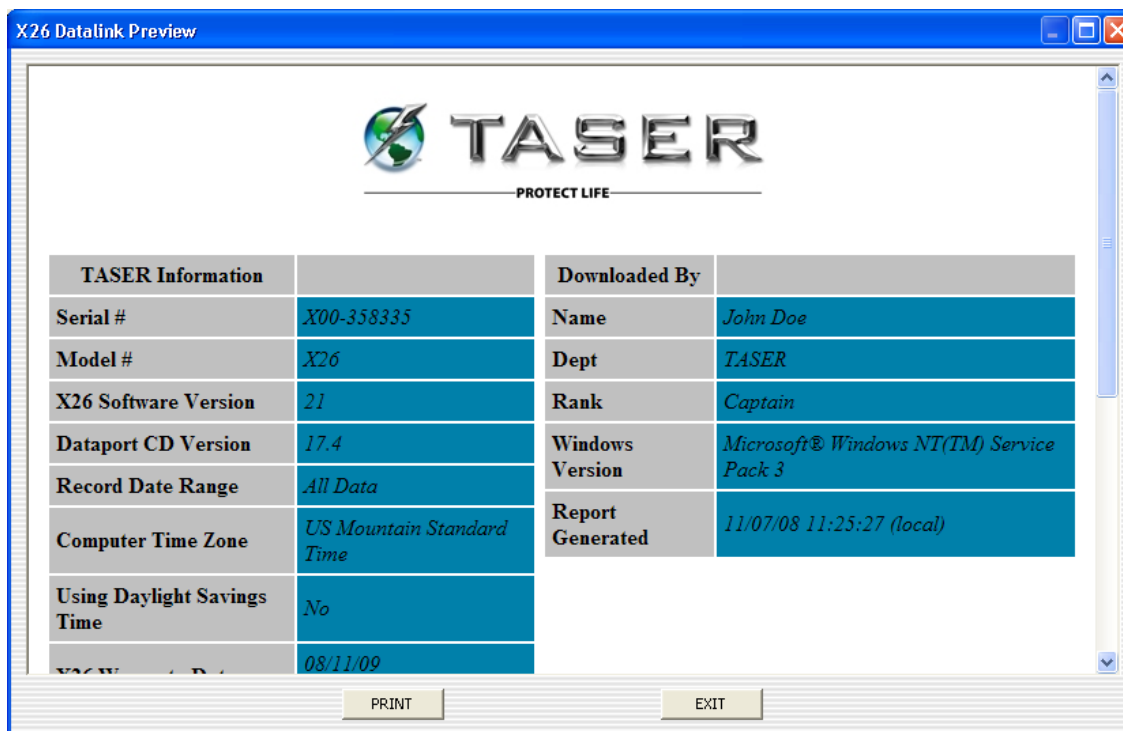
Figure 22

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

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Magazine (CDPM™), the model number will display as an “X26R.”



The screenshot shows a window titled "X26 Datalink Preview" with the TASER logo and "PROTECT LIFE" tagline. Below the logo is a table with two columns: "TASER Information" and "Downloaded By". The table contains the following data:

TASER Information		Downloaded By	
Serial #	X00-358335	Name	John Doe
Model #	X26	Dept	TASER
X26 Software Version	21	Rank	Captain
Dataport CD Version	17.4	Windows Version	Microsoft® Windows NT(TM) Service Pack 3
Record Date Range	All Data	Report Generated	11/07/08 11:25:27 (local)
Computer Time Zone	US Mountain Standard Time		
Using Daylight Savings Time	No		
X26W / R / S	08/11/09		

At the bottom of the window are two buttons: "PRINT" and "EXIT".

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).

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X26 Datalink 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/Time					
0010	Invalid Date/Time					
0011	Invalid Date/Time					
0012	Invalid Date/Time					
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						
EXIT						

Figure 24

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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	21	Rank	Captain
Dataport CD Version	17.4	Windows Version	Microsoft® Windows NT(TM) Service Pack 3
Record Date Range	All Data	Report Generated	11/07/08 11:41:37 (local)
Computer Time Zone	US Mountain Standard Time		
Using Daylight Savings Time	No		
X26 Warranty Date	08/11/09 State: Active		

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		

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).

TASER X26 Download

X26 DATAPORT DOWNLOAD

Serial Number of X26: X00-411665 Model #: X26

Date of Download: 10/27/08 11:09:29 (Local)

Local Times Calculated for: US Mountain Standard Time

Date Range Downloaded: All Data

Current PC Time (Local): 10/27/08 11:09:42

Current X26 Time (Local): 10/27/08 11:10:20

Time Difference: 00 Hours 00 Minutes -38 Seconds

Create Debug File

Refresh Time

Sync Time

RECORDED FIRING DATA

SEQ#	GMT Time	Local Time	Duration [Secs]	Temperature [deg. C]	Battery [%]
0003	10/13/08 13:57:03	10/13/08 06:57:03	5	22	99
0004	10/13/08 14:12:27	10/13/08 07:12:27	5	23	99

TIME CHANGE RECORD

SEQ#	GMT TIME	Local Time	Change Type
0001	10/10/08 19:18:03	10/10/08 12:18:03	FROM
0002	10/10/08 19:19:03	10/10/08 12:19:03	TO

Zoom Out Print Preview Save Encrypted Record Exit

Figure 26

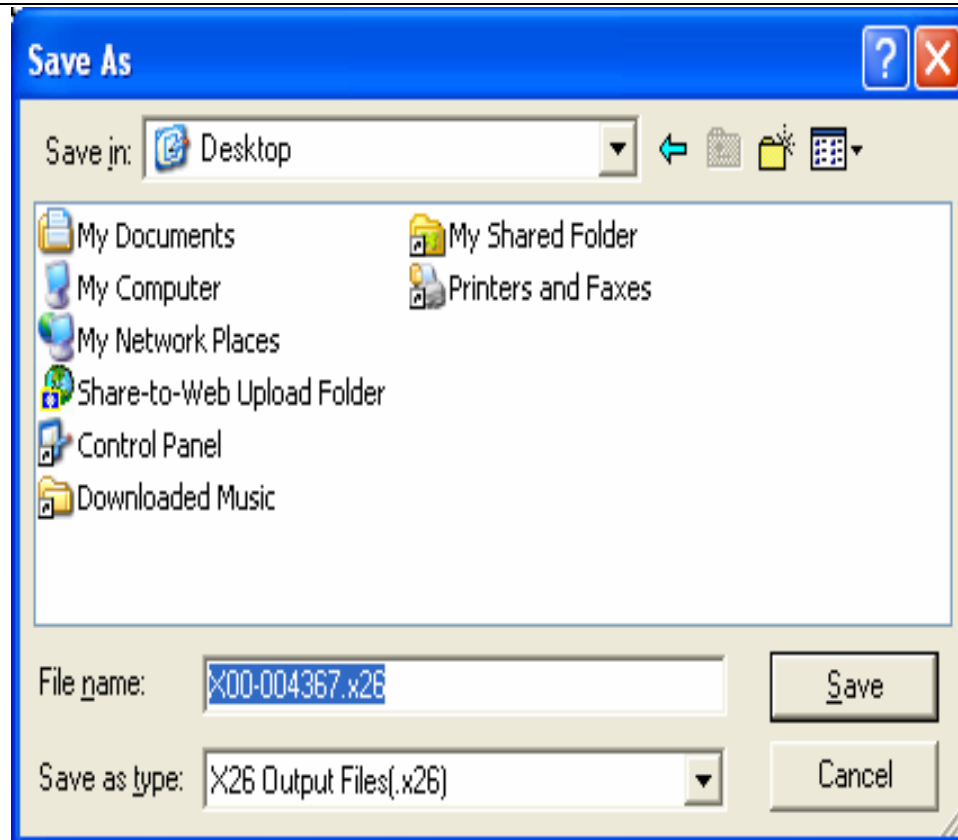


Figure 27

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 case-sensitive password located on the CD case. You also can obtain the password by contacting TASER International Technical Support at 1.800.978.2737.
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.

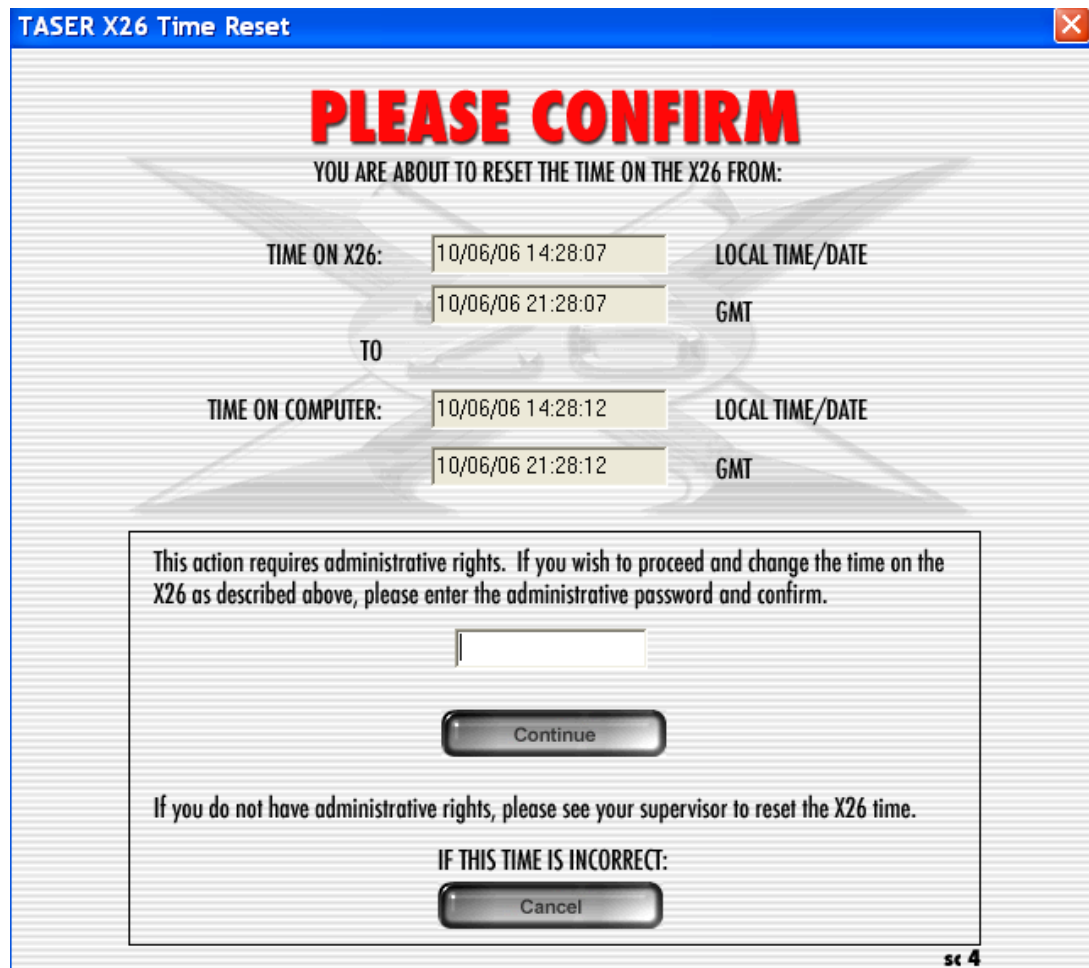


Figure 28

VIEWING A PREVIOUSLY SAVED RECORD

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

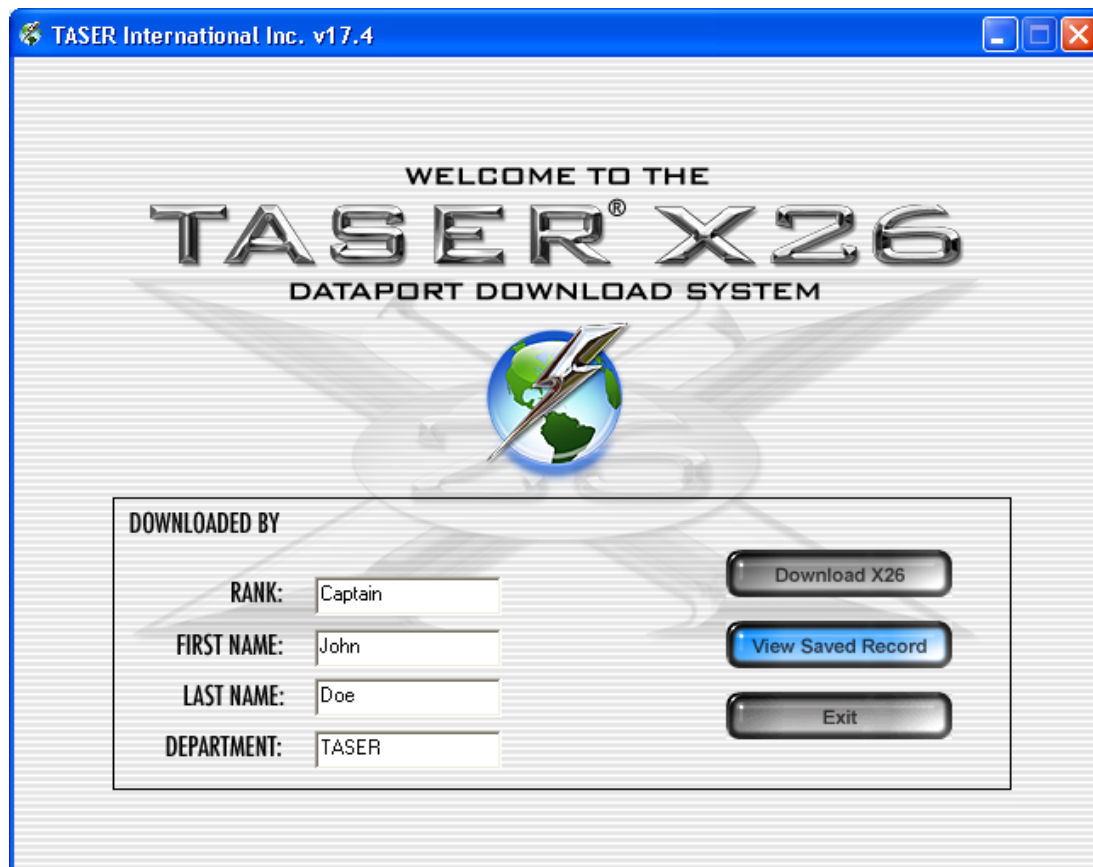


Figure 29

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

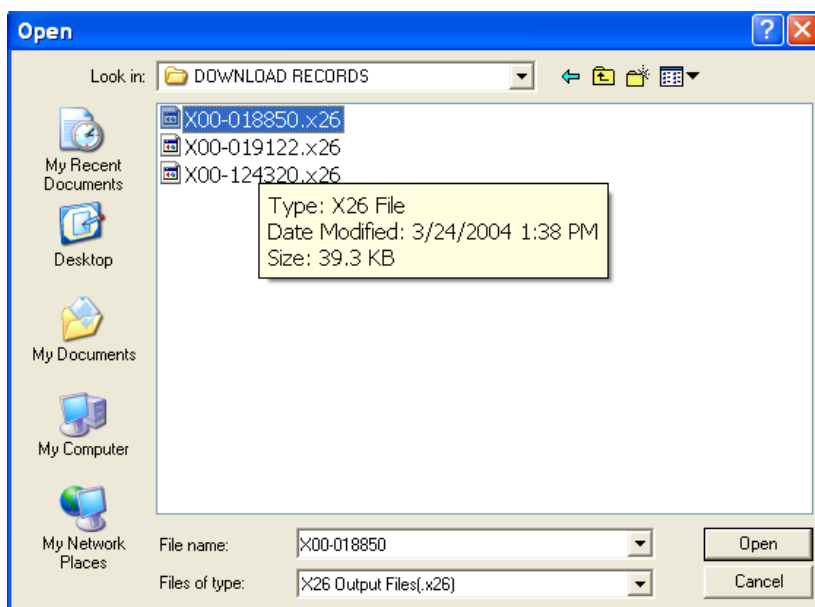


Figure 30

3. 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.

TASER X26 Download

X26 DATAPORT DOWNLOAD

Serial Number of X26: X00-411517 Model #: X26

Date of Download: 10/28/08 15:34:58 (Local)

Local Times Calculated for: US Mountain Standard Time

Date Range Downloaded: All Data

Current PC Time (Local):

Current X26 Time (Local):

Time Difference:

RECORDED FIRING DATA

SEQ#	GMT Time	Local Time	Duration [Secs]	Temperature [deg. C]	Battery [%]
0003	10/27/08 17:01:02	10/27/08 10:01:02	5	31	5
0004	10/27/08 17:01:09	10/27/08 10:01:09	5	31	5

TIME CHANGE RECORD

SEQ#	GMT TIME	Local Time	Change Type
0001	10/27/08 17:00:25	10/27/08 10:00:25	FROM
0002	10/27/08 17:00:26	10/27/08 10:00:26	TO

Zoom Out Print Preview Save Encrypted Record Exit

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).

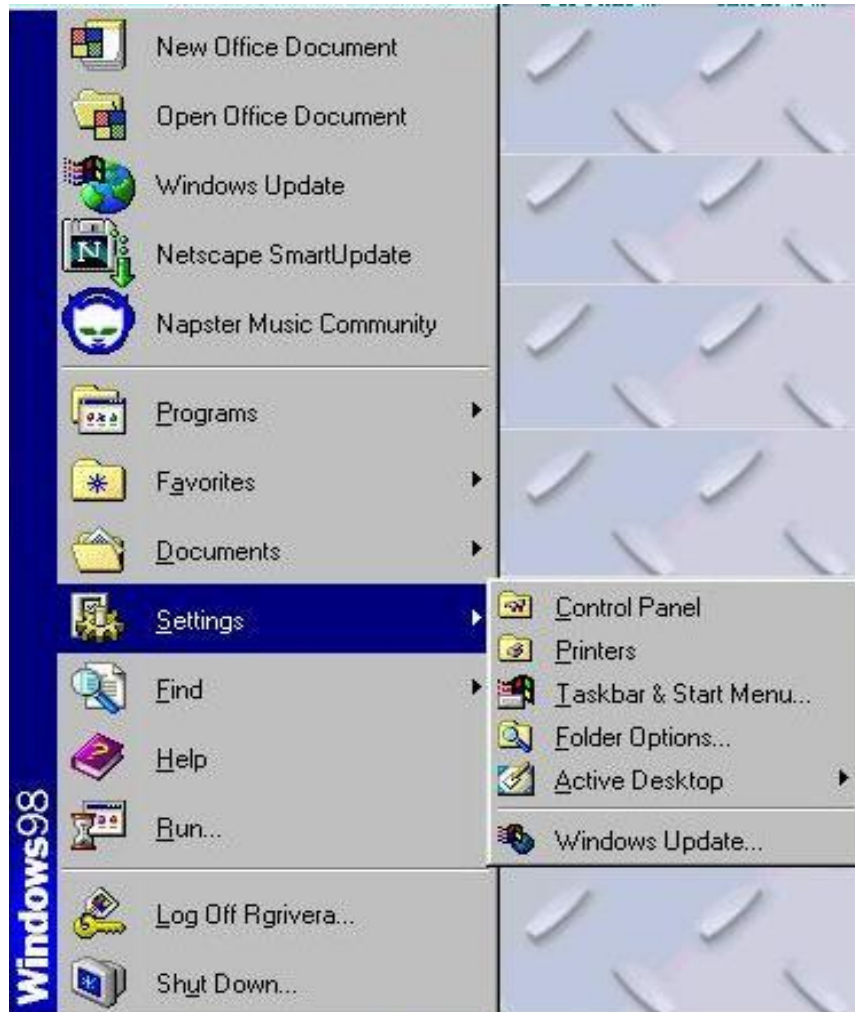


Figure 32

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

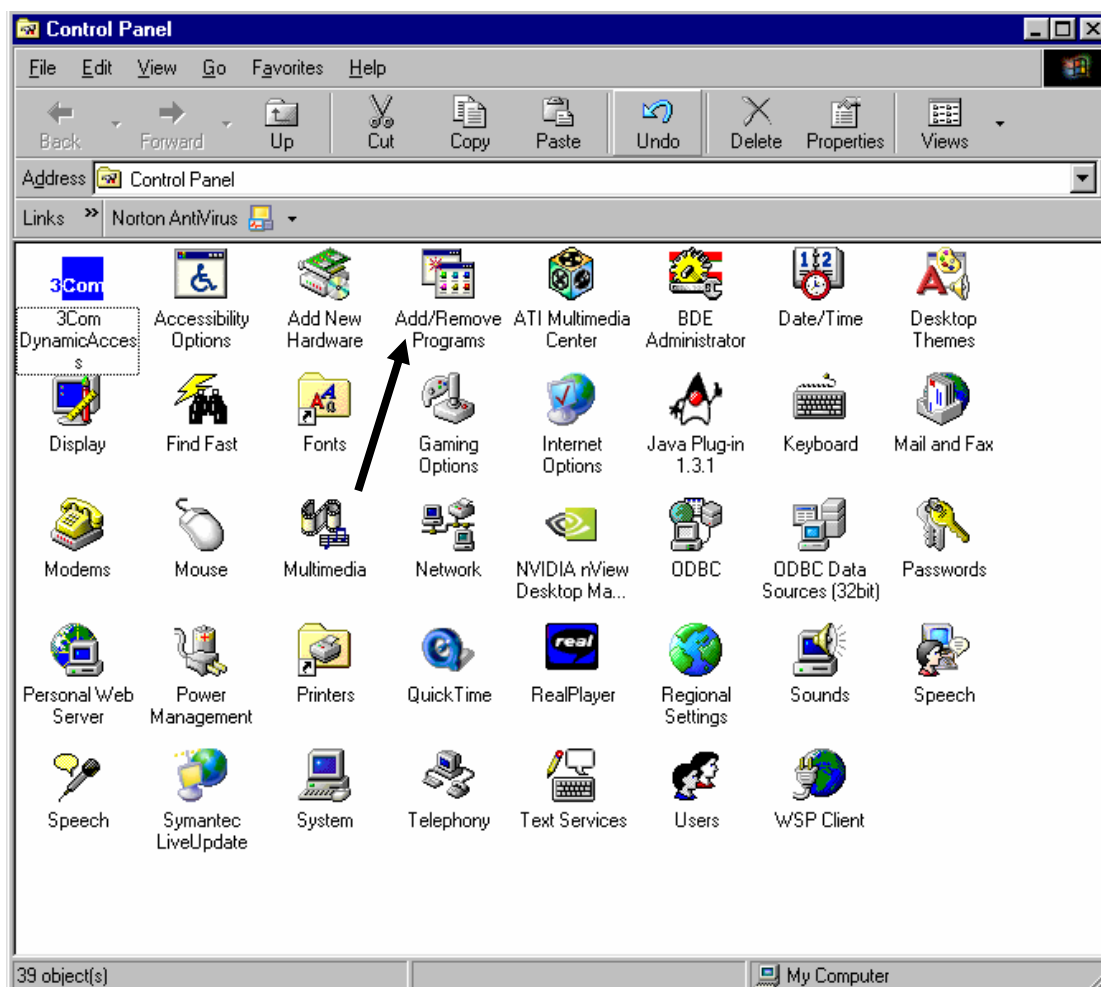


Figure 33

4. Select **FTDI USB-to-Serial Converter Drivers** (Figure 34).
5. Click the **Add/Remove** button (Figure 34).

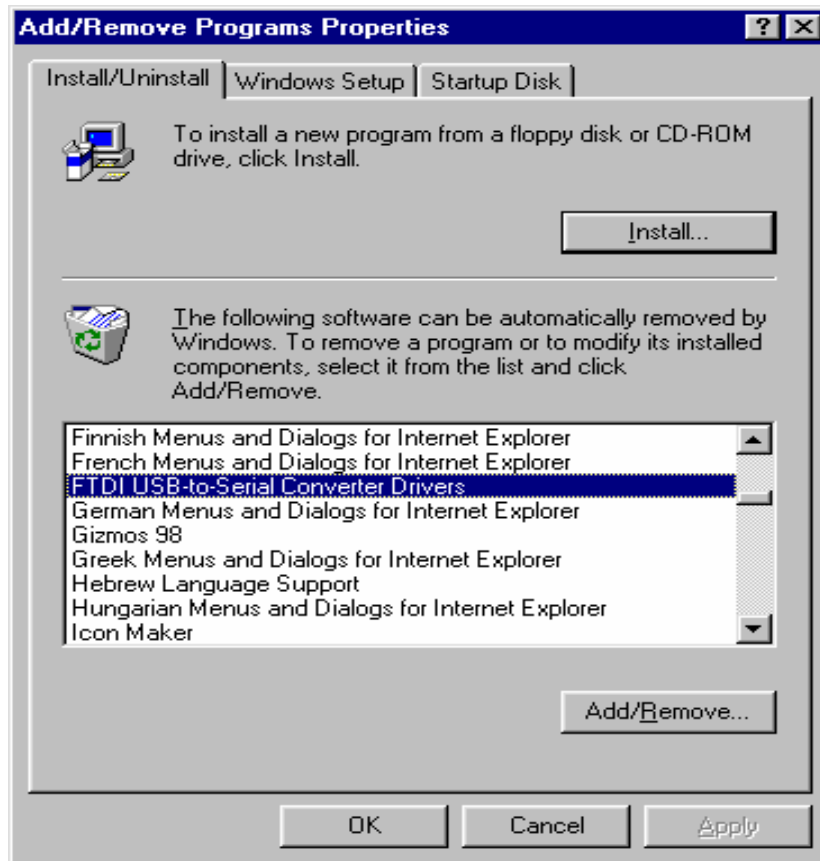


Figure 34

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

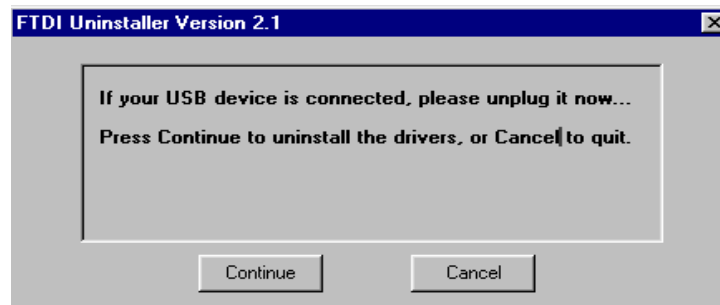


Figure 35

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



Figure 36

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

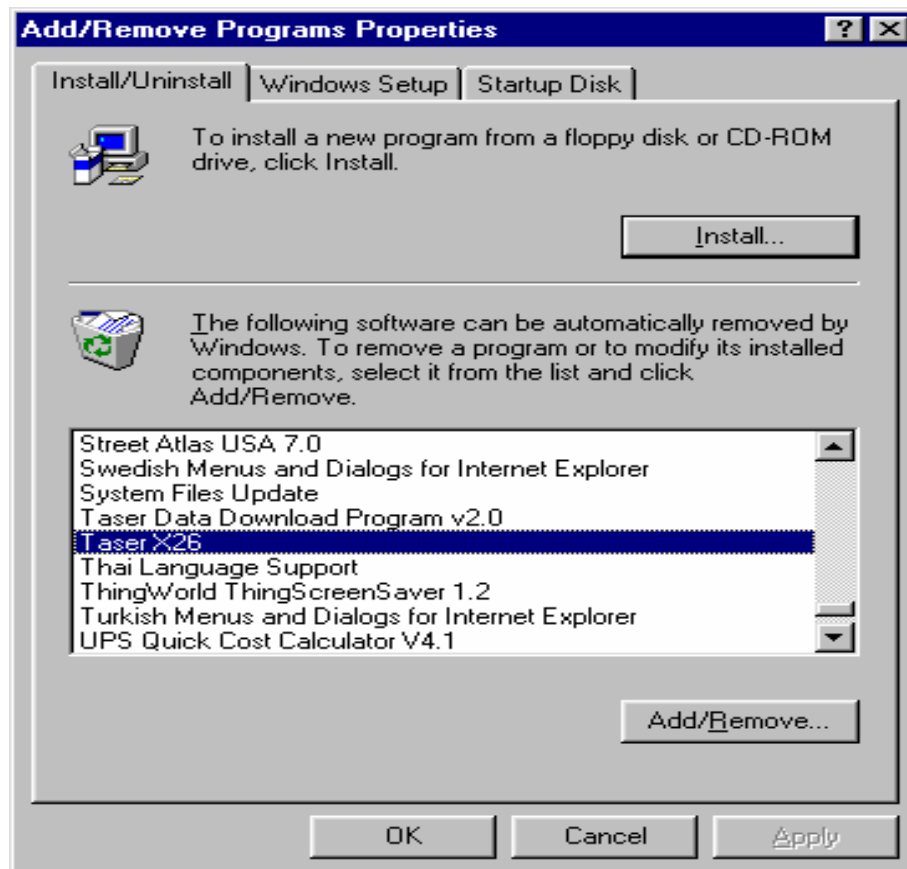


Figure 37

9. Click **Yes** on the **Uninstalling Taser X26** confirmation panel (Figure 38) and click **OK** when the uninstall is finished (Figure 39).

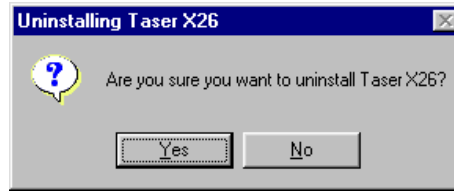


Figure 38

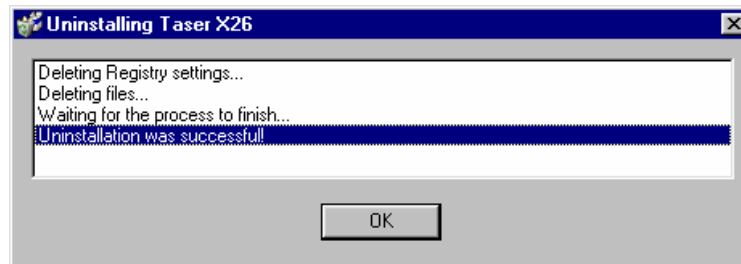


Figure 39

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).

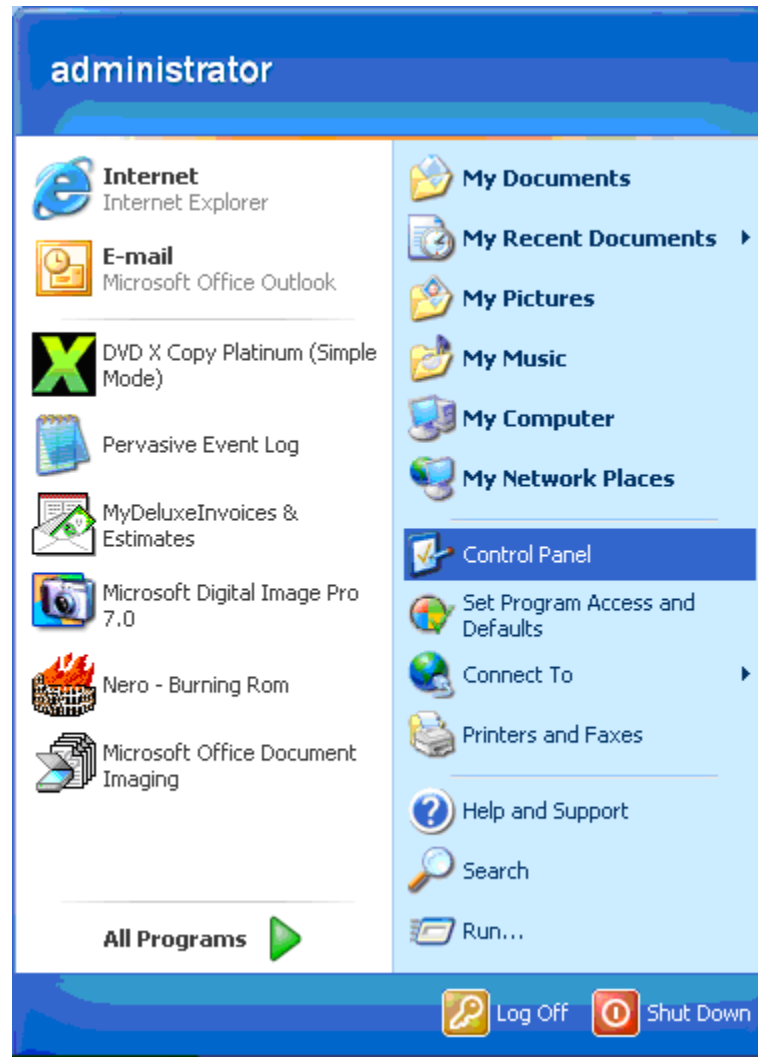


Figure 40

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

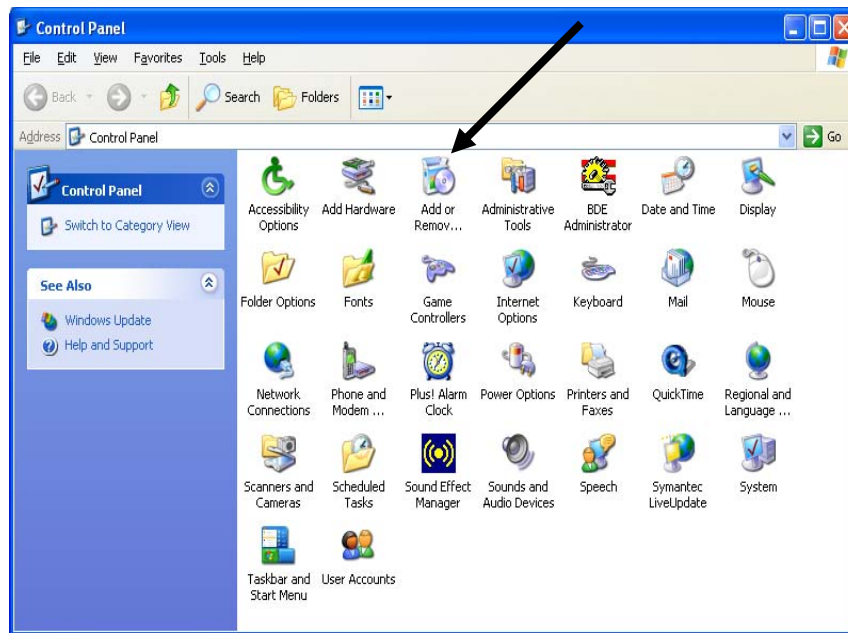


Figure 41

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

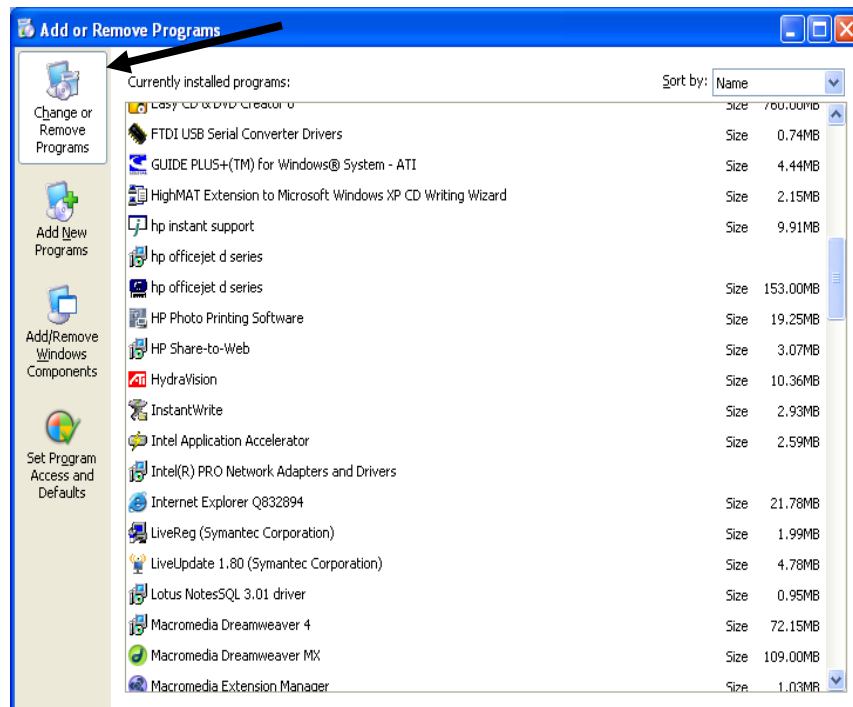


Figure 42

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

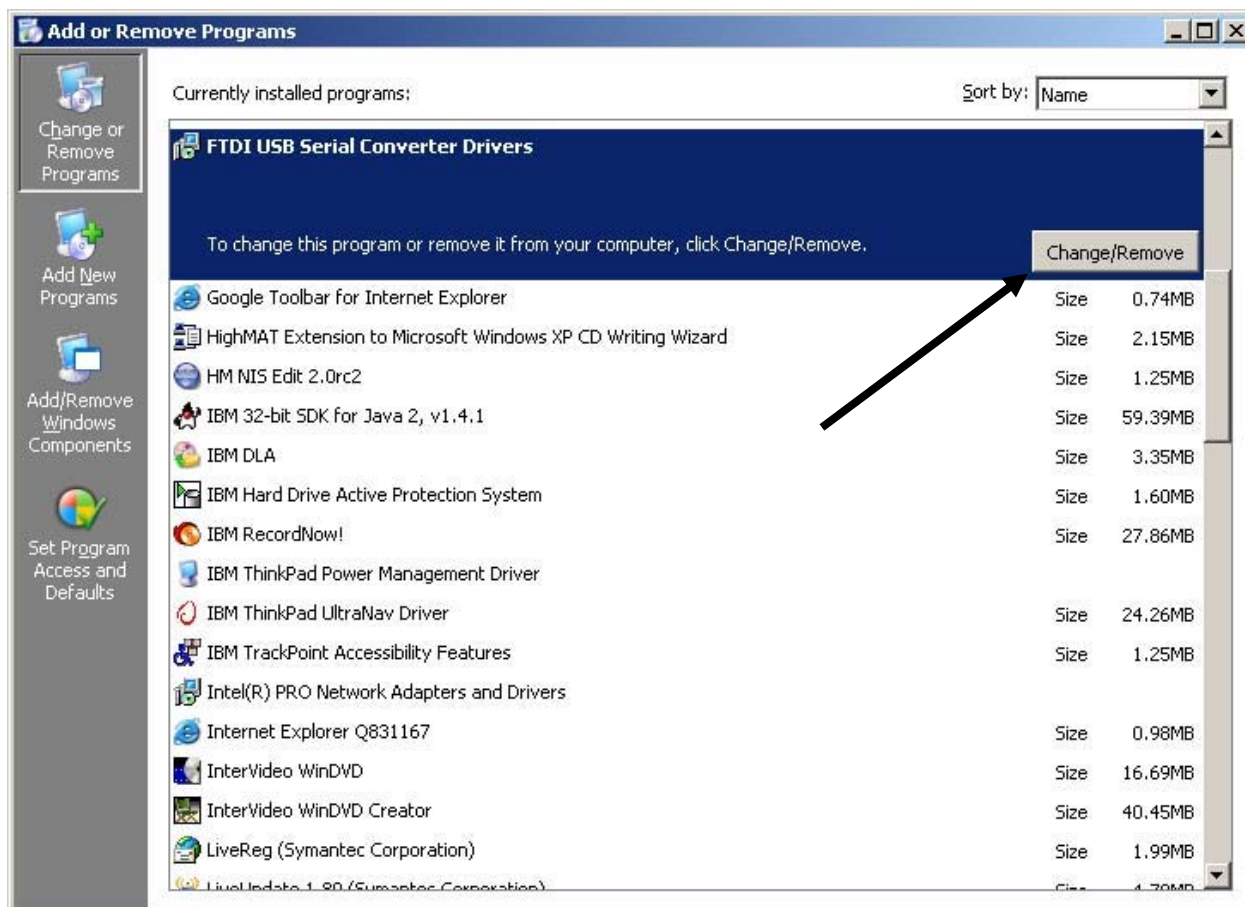


Figure 43

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

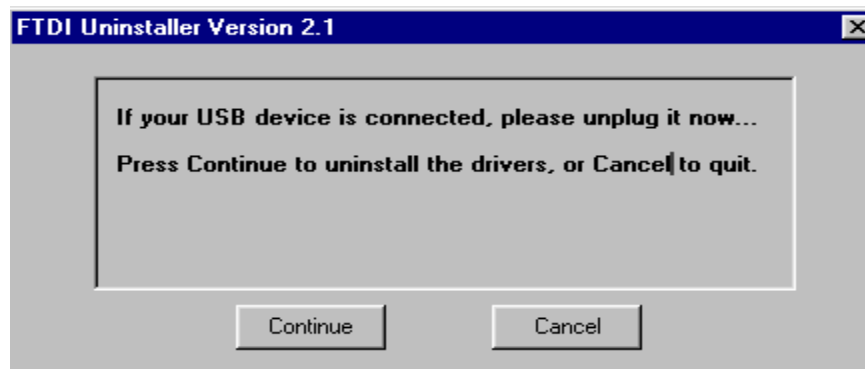


Figure 44

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

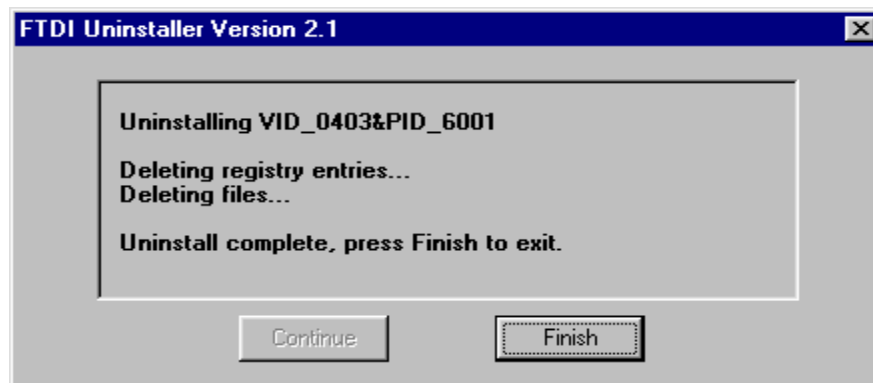


Figure 45

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

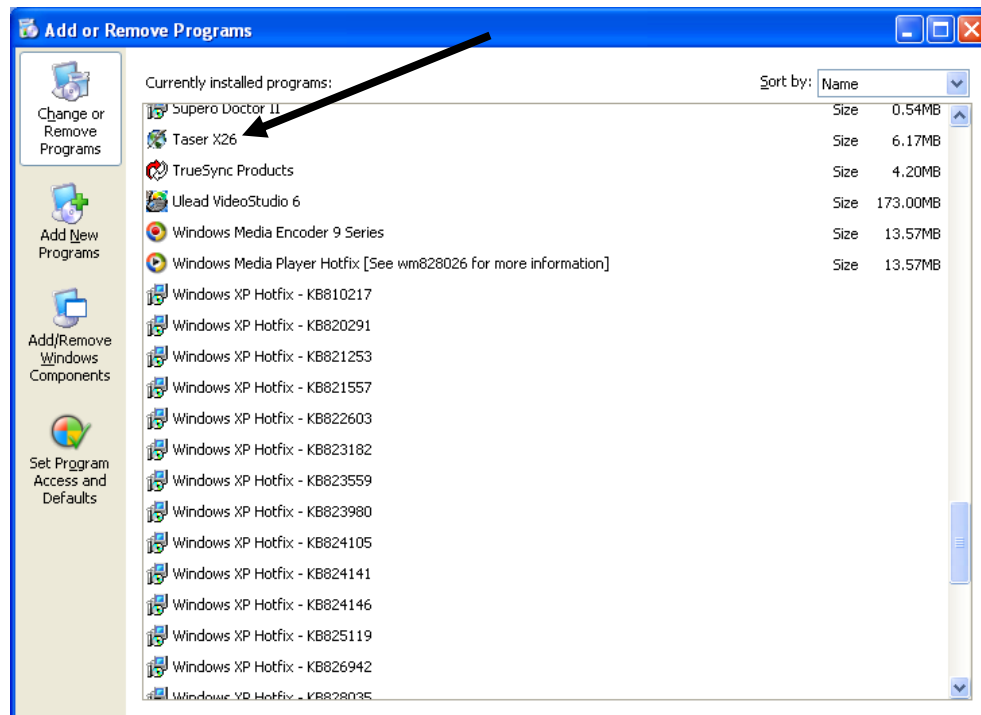


Figure 46

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

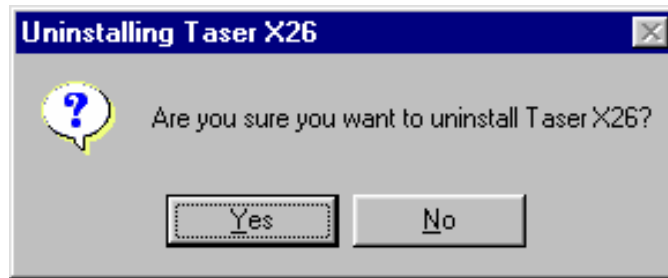


Figure 47

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

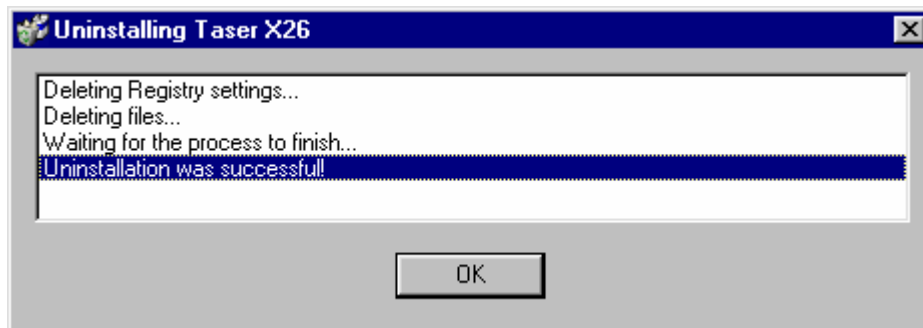


Figure 48

INSTALLING X26 DATAPORT SOFTWARE FROM THE INTERNET

1. Go to <http://www.taser.com/>. Click the **SUPPORT** button, click **Downloads**, and click the **TASER® X26 Dataport Download Software v.17.4** 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.*
9. The USB cable DPM will illuminate red and the **FOUND NEW HARDWARE WIZARD** window will appear.

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

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



Figure 49

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



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**.

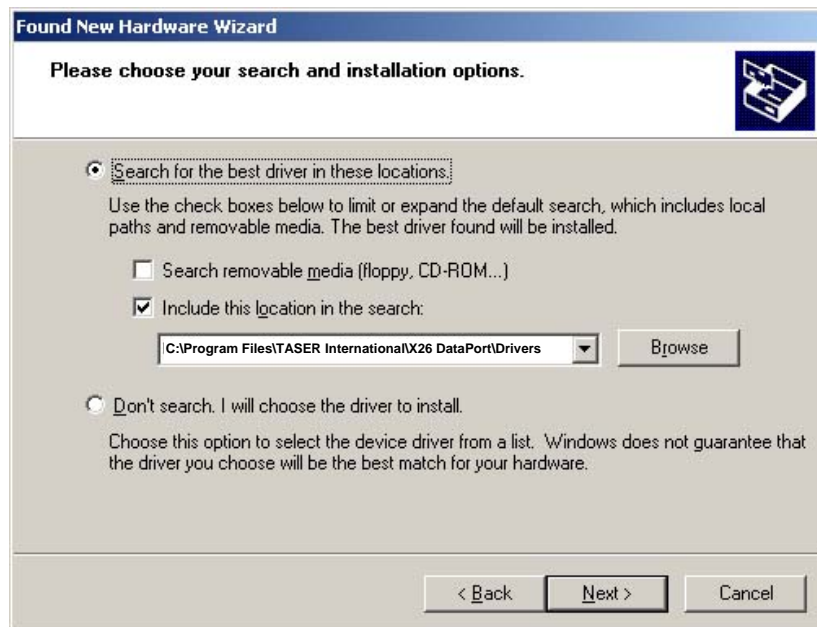


Figure 54

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

TASER INTERNATIONAL USB DOWNLOADING TROUBLESHOOTING GUIDE

Symptom	When the USB cable is plugged into the computer, the USB DPM does not illuminate red. OR 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."
Possible Cause	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 connection might not have been made between the X26 device and the USB DPM.
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. If the problem persists, please contact TASER's customer support at 800-978-2737.
<hr/>	
Symptom	Removed CD before completing the driver installation. OR When the X26 Dataport Download software starts one of the following error messages is displayed: " Error: Can't load USB device driver " or " FT_OPEN is not valid. "
Possible Cause	The driver installation was unsuccessful or was not performed during installation.
Remedy	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.
<hr/>	
Symptom	When "Download X26" is selected the following error message appears: " USB device and/or X26 not found. "
Possible Cause	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 connection might not have been made between the X26 device and the USB DPM. Or, the driver installation was unsuccessful or was not performed during installation.
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. 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 chronological 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.
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.

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