

Training Bulletin 21 - 02: TASER 7 Firmware V1.3.10 release on 3/14/2019

Background: Under normal operation the firmware in the handle tracks battery capacity accurately. Firmware versions 1.2.4 and 1.3.8 may not track battery capacity correctly in scenarios where a fault may occur that causes the CEW to stay on or power up incorrectly.

- Hotfix 1.3.10 improves detection and reporting of these faults, implements improved battery capacity management, fault handling and shutdown procedures, and captures additional information in logs to aid debuggability.
- Certain customers reporting that a small percentage of CEWs do not turn on a few days after their batteries were taken fully charged from a Dock or that the CEW does turn on, shows a nearly full battery but the pulse rate is low or dying. In some of these cases, the handle does not turn on when the safety is shifted to the up (ARMED) position. Reinserting the battery appears to fix the observed condition.

TASER 7 Docking Station Firmware V0.7.4 release on 3/7/2019 for the TASER 7 Docks that fixes the following issues:

- Fixed bug in starting/stopping Real-Time Clock (RTC) oscillator if the charger had been powered continuously for over 49 days.
- Improved detection of tripped battery packs, recovery of RTC and extended temperature range while charging.
- Fixed issue with reporting 99% charged on WebUI even when fully charged and the battery is at 100%.
- Fixed incorrect reporting of failed load tests to Evidence.com.
- Reduced minimum acceptable non-rechargeable voltage for brand-new packs from 12.5 to 12.0 volts, since the minimum acceptable cell voltage is 3.0 volts.
- Lowered minimum acceptable pack temperature for charging from 53.6 °F (12 °C) to 42.8 °F (6 °C).
- Improved logging, other general improvements, and minor bug fixes.