

## **Training Bulletin 21 - 03: TASER 7 Firmware V1.3.13 release on 5/7/2019**

**Background:** A small number of isolated cases were reported where a TASER 7 CEW became locked in a state such that the device failed to properly boot up upon the activation of the safety switch. In order to reset the device in this scenario, the battery pack had to be removed and reinserted. FW 1.3.13 **resolves this issue.**

**Please note:** In rare instances, an “X” will appear on the screen of the TASER 7 CEW after the FW update has completed. If a user experiences this update error, please contact Axon Technical Support, who will assist in setting up an RMA for the device (free shipping). The Axon RMA Team will reset the software configuration, update the firmware to 1.3.13, and will promptly return the device to your agency.

For questions, contact Technical Support at 1-800-978-2737 or [support@axon.com](mailto:support@axon.com).