

**Background:** On November 2, 2020, Axon released an updated firmware for the TASER 7 Dock Charger, Firmware Version 1.0.17. This Bulletin can be viewed as an addendum to Training Bulletin 22.0-04 (which was released to notify the field of the firmware update) and serves to provide further background about this release and TASER 7 Dock Charger FW.

Each slot on a TASER 7 Dock or Dataport runs a specific firmware which determines the behavior of that charging bay. The firmware on these dock charging bays do not impact the firmware running on the TASER 7 CEW or its battery pack. Dock Chargers will update once a battery pack is removed from that bay, and the following sequence will be observed:

- In instances where a TASER 7 Dock and Core are connected via ethernet - a couple of seconds after a battery pack is removed from a specific charging port, the dock LED will begin to blink yellow. If using SYNC, the charger will update after the user logs into their Evidence.com account.
- This indicates that the firmware is currently updating. Batteries should not be inserted into that bay during this time.
- After the FW update is complete, the LED will flash blue, then red, and then green.
- The bay's LED will then turn off which is when a battery can be re-inserted into that specific charging bay.
- The charging bays will update independent of one another. They do not have to all be empty to receive the FW update.

Customers do not need to specifically work to update each of their dock chargers. Over time, all charging bays will be updated, as batteries are removed from each bay through the standard dock and walk workflow.

Specific updates for Dock Charger Firmware Version 1.0.17 will include the following:

- **LED Indicator Change:** A blinking blue LED is shown on the TASER 7 Dock or Dataport to show users when a Log Sync Error is occurring. The LED will blink blue and yellow if the battery is charging, and will blink blue and green if the battery is fully charged.
  - The previous indicator for this error was a blinking red LED. This change was made so users can easily discern if a battery error is something that can be resolved immediately.
  - **To fix the Log Sync Error (blinking blue LED), follow these steps:**
    - Remove the battery pack from the dock.
    - Insert the battery into a TASER 7 CEW.
    - Wait for the hourglass to disappear from the CID (ensure that the CID is blank).
    - Remove the battery from the CEW.
    - Re-dock the battery pack.



- Once the battery pack is re-docked, it should show a blinking yellow LED (while the CEW log uploads) and then transition to a solid yellow LED.
- This change is shown in our newest TASER 7 Dock quick start guide which can be found on [help.axon.com](https://help.axon.com)
- **Battery Capacity Checks will occur every 90 days.**
  - Battery Capacity Checks were updated to set the battery percentage to 0% in Charger Firmware 0.10.10 in February of 2020. The reconditioning is performed so the battery packs re-test and calibrate themselves over time.
  - This Capacity Check helps maximize rechargeable battery health and effectiveness over each battery's 5-year useful life.
  - Reminder: The Dock LED Indicator shows solid yellow or blinking yellow/blue during a Capacity Check, and batteries should only be removed from the dock for field use when showing a solid green or blinking green/blue LED.
  - Firmware 1.0.17 updates this to occur every 90 days (as opposed to 30 days)



Image showing a TASER 7 Six-Bay Dock where LED indicator is blinking blue to show that a Log Sync Error occurred on the battery pack.

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