Background: On November 18th, Axon will release an updated firmware for the TASER 7 conducted energy weapon (CEW), Firmware Version 1.7.2. This firmware version will include the following key updates:

• Fix for False Major Errors - “Non-Critical Part of High Voltage Module has Malfunctioned.”
  o Axon has observed that some TASER 7 units that are functioning properly have reported a Major Error in which Evidence.com (Axon Evidence) notes the following description: “Non-Critical Part of High Voltage Module has Malfunctioned.”
  o The large majority of errors with this description are due to a false error flag in FW versions 1.6.2 and lower.
  o Axon recommends the following for any device that has shown this specific error:
    ▪ Replace the battery pack in the CEW and wait for the hourglass to disappear from the CID.
    ▪ Enter Function Test mode by pressing both Arc switches simultaneously and confirm the CEW is running FW 1.7.2.
    ▪ Perform a function test by arming the CEW, and pressing one of the Arc switches.
    ▪ Confirm that no errors are reported on the CID.
    ▪ Re-dock the battery pack, which will upload newest logs to Axon Evidence removing the error from the “TASER 7 Health” page in Evidence.com (Axon Evidence).
  o In rare occurrences this false major error flag could state the following in Axon Evidence:
    “Critical Part of High Voltage Module has Malfunctioned.”
    ▪ If this error is showing for a CEW, the same steps as above should be taken.

• Fix for Batteries Incorrectly Reporting 0% and Major Low Battery Error.
  o In occasional circumstances, when a battery does not make a strong enough connection to the CEW, it could lead to the battery pack experiencing an error.
    ▪ Most often this occurs if a user does not fully seat the battery pack into the TASER 7 CEW.
    ▪ Typically in these scenarios, a user may see 01/09/2031 in the CEW logs, as the communication issue is related to the Real Time Clock part of the battery pack’s circuit.
  o In FW Versions 1.6.2 and lower, this connection issue could cause the battery pack to encounter an error, which would be cleared the next time the pack is docked.
    ▪ For non-rechargeable battery packs, this same error could lead to the pack dropping 32.5% instantaneously.
    ▪ Any non-rechargeable battery packs which experienced this drop in percentage should be returned to Axon and replaced through the RMA process.
FW Version 1.7.2 increases the robustness of the communication protocols between the CEW and battery pack to ensure that this does not lead to the battery pack experiencing an error.

- **Fix for Major Battery Pack Errors.**
  - Battery packs may have experienced a Major Error running Firmware 1.6.2 and lower which could result in different observations:
    - Battery pack unable to upload logs from a CEW resulting in log sync error on the dock.
    - Hourglass icon persisting and not disappearing from the CID.

- **Improved Evidence.com (Axon Evidence) Reporting of Battery Capacity Checks.**
  - Rechargeable battery packs will undergo a capacity check every 90 days to calibrate themselves for maximum health over their 5-year useful life (see Training Bulletin 22.0-05). The battery pack’s percentage remaining is set to 0% during these capacity checks, and the dock will show a solid yellow LED during this time.
  - FW 1.7.2 will report a new major error to users in Evidence.com when a battery pack is removed from the charger during a capacity check.
    - The error message in Evidence.com is “Battery removed from dock during capacity check.”
    - Batteries that are removed from the charger during a capacity check should be re-docked until the LED on the dock is solid green.
  - To remove the error message from Axon Evidence, upload new logs from the CEW with the pack after the capacity check has completed or with a different battery showing a solid green LED.
    - Capacity checks typically take 6-8 hours to complete.

- **Improved Logging when Multiple Trigger Pulls Occur for Extended Cycle.**
  - In cases where both TASER 7 cartridges have been deployed, and a user desires to extend the cycle past 5 seconds, the user can pull the trigger another time.
  - When this occurs, the cycle will extend by 5 seconds from the time that the trigger is pulled (example if the trigger is pressed again 3 seconds into the weapon’s cycle, the electricity will continue to flow for a total of 8 seconds).
    - Previously, this would show in the logs as an 8-second deployment. Based on feedback from customers and a desire to show the actions that were taken more clearly, the logs will now display a graph for the two distinct trigger pulls. In this example, the logs would show a 3-second activation, followed by a 5-second activation.

- **Other minor improvements and bug fixes.**