



# Los Angeles County Sheriff's Department

## **INSTRUCTIONAL BULLETIN**

### **CUSTODY DIVISION HEADQUARTERS BUREAU**

Date: 02-01-13

#### **TASER DOWNLOADING PROBLEMS**

Recently there have been several incidents wherein the TASER download data has reflected the wrong date and time. Obviously, this is problematic when accuracy is paramount in our documentation. Failure to record accurate TASER data could have a negative effect on criminal and administrative investigations as well as court proceedings.

Problems can occur when there is a disconnect or lack of continuity between the DPM (Digital Power Magazine) and the TASER. The TASER needs to have a constant supply of power for the internal software to function properly. These DPMs must be inserted solidly when uploading new software to avoid a disconnect and software corruption. Be sure the DPM release button pops out to indicate that the DPM is fully seated. (TASER users guide Version 18). If there is a loss of power for 3 to 5 hours, the unit could revert back to original software and reflect the date from either the year 1999 or 2000. This has happened on numerous occasions over the past years.

When powering up the TASER, users must be sure once the DPM (digital power magazine) is inserted that they allow the TASER to fully boot up. Do not remove a new DPM or XDPM or move the safety switch into the up (armed) position during the programming mode. (TASER users guide version 18) This process takes approximately thirty seconds. Any disruption in the process could result in corruption of the software. The TASER cannot be fired during this boot up.

Prior to placing the TASER in use the user should inspect the Taser to ensure that there is no damage to the unit (cracks or breaks). Also inspect the DPM to make sure the gasket around the DPM base is in good working order and not missing or split. Additionally, failure to securely lock the DPM/XDPM or TASER Cam into the X26 ECD could result in a disconnect prior to or during a TASER cycle in the field, resulting in a loss of power.

To help avoid problems in the future TASER International recommends that units are downloaded and synced every three months (quarterly). The units should be checked for the correct date and time. It is within TASER guidelines that the unit may lose up to four seconds per day. The Training Bureau recommends that all jail facilities/units download and sync their TASERS at least once a month to ensure accurate time and date information. Failure to do so could be problematic for Custody Division upon a force committee review or during a trial.

If you have any questions or concerns regarding this bulletin contact the Custody Headquarters Training Bureau at [REDACTED] ATTN: [REDACTED].