1. **[What if I forget my password?](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com" \l "what-if-forget-my-password)**
2. [**How do I connect my device?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#how-do-i-connect-my-device)
3. [**Is it possible to connect multiple devices at the same time?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#possible-to-connect-multiple-devices)
4. **[If I have multiple devices, how do I view the logs for a different device?](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com" \l "view-logs-for-different-devices)**
5. [**I do not like my avatar, how do I change it?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#change-my-avatar)
6. [**How do I change my profile information?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#change-my-profile-information)
7. [**How do I change my current password?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#change-my-password)
8. [**How do I change the officer assigned to the device?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#change-the-assigned-officer)
9. [**How do I view the number of times the device has been fired?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#view-the-number-of-times-device-has-fired)
10. [**What do I do if the device is not recognized by Evidence SYNC after I connect it?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#device-not-recognized)
11. [**How do I update the firmware on my device?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#update-the-firmware)
12. [**Can I assign multiple officers to one device?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#assign-multiple-officers-to-one-device)
13. **[How do I update my warranty on the device?](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com" \l "update-my-warranty)**
14. [**What do I do if my device status is listed as something other than Good?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#status-is-not-good)
15. [**What types of errors could occur on my device? And how do I get them fixed?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#types-of-errors)
16. [**I tried to download a PDF report, but nothing happened. What should I do?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#pdf-report)
17. [**How do upload a video from my camera?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#how-to-upload-video)
18. [**If I am uploading a video, can I view the logs on my X26 device at the same time?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#upload-and-view-logs)
19. [**I was uploading a video, but half way through the upload Evidence SYNC stopped working. Do I have to upload the video again?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#video-upload-again)
20. [**I have a question about one of my devices, but there isn’t an answer listed here. Who do I contact?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#question-not-on-page)
21. [**Where does SYNC keep the log file on this computer?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#question-log-file)

**ANSWERS**

1. **What if I forget my password?**
   1. Click on **Forget your Password?** button, this will open the **evidence.com** web site.
   2. Enter your e-mail address.
   3. Select the appropriate partner from the drop-down menu.
   4. Enter the letter sequence displayed on the page in the **Captcha Code** field.
   5. Click **Submit**.
   6. The system will send an e-mail message with your password. A confirmation message states the password has been sent to your e-mail account.
   7. Close the box to be redirected to the login screen.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **How do I connect my device?**
   1. Plug in the device to a USB port on the computer. **Evidence SYNC** will recognize the device and download the information.
   2. If you remove the USB connection, **Evidence SYNC** will scan for a device. If one is not present **Evidence SYNC** will display a message stating to **Please Connect Device**.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **Is it possible to connect multiple devices at the same time?**

Yes, **Evidence SYNC** has the ability to support multiple devices at the same time.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **If I have multiple devices, how do I view the logs for a different device?**

Click on **Device Summary** under each device to view that device’s event logs and other information.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **I do not like my avatar, how do I change it?**
   1. Go to the **My Profile** screen, and click **Choose File**.
   2. Navigate to the folder that contains the .jpg file you would like to use.
   3. Click on the file and then click **Open**.
   4. Click **Save**.
   5. If you choose not to use the avatar you have selected, click **Cancel**.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **How do I change my profile information?**

You are able to change any of following profile information:

* 1. First Name
  2. Last Name
  3. Date of Birth
  4. Gender
  5. Current Password, to change your password, follow the steps in [**How do I change my current password?**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#change-my-password).
  6. If you change any of the information, click **Save** to save the changes to your profile.
  7. If you do not want to keep the changes, click **Cancel** to discard the changes.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **How do I change my current password?**
   1. Click **My Profile**.
   2. Enter your current password in the appropriate field.
   3. Enter the new password in the **New Password** field.
   4. Re-enter the new password in the **Confirm Password** field.
   5. Click **Save**.
   6. Your password has been changed.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **How do I change the officer assigned to the device?**
   1. To change the assigned officer, type in the officer’s last name.
   2. Click on the newly assigned officer’s name, and then click **Assign Device**.
   3. The new officer is now the primary user of the device.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **How do I view the number of times the device has been fired?**
   1. Click **Event Log**.
   2. In the FILTER RESULTS window, select **Fire Event** from the drop-down menu.
   3. If you would like to view the fire times for a specific group of days, select the appropriate **Time Stamp** from the drop-down menu.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **What do I do if the device is not recognized by Evidence SYNC after I connect it?**
   1. Unplug the device, and then close the application.
   2. Restart the application, and then plug the device back in.
      * If **Evidence SYNC** still does not recognize the device, unplug the device, close the application, and then restart**Windows**.
   3. When **Windows** has started again, restart **Evidence SYNC** and plug the device back in.
      * If **Evidence SYNC** still fails to recognize the device, contact **TASER Technical Support**.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **How do I update the firmware on my device?**
   1. A notification on the **Device Summary** page will be displayed.
   2. Click the **Update Firmware** button.
   3. Confirm the update, and the firmware will be updated.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **Can I assign multiple officers to one device?**

**Evidence SYNC** does not support this functionality.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **How do I update my warranty on the device?**

The functionality to update your warranty information will not be supported using **Evidence SYNC**. Contact your sales representative.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **What do I do if my device status is listed as something other than Good?**

Report the issue to your agency administrator, or contact **TASER Technical Support**.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **What types of errors could occur on my device? And how do I get them fixed?**

If the device status is listed as good, you may continue to use the device. If the status is not listed as good, comply with the instructions on the **Device Status** screen and report the issue to your agency administrator, or contact**TASER Technical Support**.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **I tried to download a PDF report, but nothing happened. What should I do?**

All device reports require [**Adobe Reader**](http://get.adobe.com/reader?openin=external) in order to open and view the PDF report. If you do not have Adobe Reader, you can download it at no cost from [**here**](http://get.adobe.com/reader?openin=external).

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **How do upload a video from my camera?**
   1. Click **Device VIDEOS**.
   2. Find the video you want to upload.
   3. Click **UPLOAD VIDEO**.

Your video should now be uploaded to evidence.com.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **If I am uploading a video, can I view the logs on my X26 device at the same time?**

Yes, you may view the logs at the same time as a video is being uploaded.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **I was uploading a video, but half way through the upload Evidence SYNC stopped working. Do I have to upload the video again?**

Yes, you will need to upload the video again.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **I have a question about one of my devices, but there isn’t an answer listed here. Who do I contact?**

Contact **TASER Technical Support** if you have any issues that are not addressed on this page.

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)

1. **Where does SYNC keep the log file on this computer?**

Your log is stored in this file: [**C:/Users/rschickel/AppData/Local/Taser International/Logs/logger.txt**](javascript:TASER.cef().OpenFile(%22C:/Users/rschickel/AppData/Local/Taser%20International/Logs/logger.txt%22)). [[**Open folder**](javascript:TASER.cef().OpenFolder(%22$log%22))].

[**Top**](https://oceansidepdca.evidence.com/syncui/index.html?username=im1ca832&agency_domain=oceansidepdca.evidence.com#faq-top-anchor)