

7-08/030.05 TASER Download Procedures

TASER download software shall be kept on a computer that is readily available at all times to the watch sergeant, watch commander, or any supervisor. The download cable(s) shall also be available for use at any time. After each use of the TASER, or at the discretion of any supervisor, a TASER shall be downloaded.

Each facility/unit shall develop a schedule that ensures that every TASER in their facility (working or not) shall be downloaded by the seventh day of every month. Each facility shall outline its plan in the form of a Unit Order. A notation shall be made in the watch commander's log to document when the downloads take place. It shall be the responsibility of each Department member who carries a personally owned TASER in a jail facility to ensure that the TASER is downloaded timely each month.

If any irregularities, such as the date resetting to 1/1/2000, are detected during a download, they shall be reviewed by the watch sergeant, watch commander, or any other designated supervisor. This irregularity usually reflects a connection problem. If this problem continues on a monthly basis contact the facility training staff, Custody Standards and Training Bureau (CTSB), or TASER International Customer Support (800-978-2737) for further diagnostics.

The individual(s) designated to conduct the regularly scheduled TASER downloads shall also check the functionality of all TASERCAMS. This will be done by removing the cartridge and placing it away from the Taser. The operator will point the TASER in a safe direction and take the weapon off safe. A test count to five will be conducted, and then the trigger will be pulled to allow for a five second cycle. Once the cycle is complete another test count of five will be conducted. Once this is complete the TASER will be made safe. This test incident will be downloaded and viewed to ensure the device is capturing the pre-incident, the incident, and post incident. If the incident is not captured in its entirety, contact TASER International Customer Support to ascertain the problem. If the TASER is functioning correctly load the weapon and return it to the line for deployment. If there is a problem with the TASERCAM only, remove the TASERCAM and insert a DPM (power source). This will allow the TASER to stay in service if the camera needs to be sent out for repairs.

TASER downloading shall only be done by qualified personnel. All TASER downloads shall be kept in a shared file on the unit's appropriate computer drive.
