Background: This Training Bulletin 21.0-11 supersedes and renders obsolete Training Bulletin 21.0-09 (released on March 23, 2020) as well as Training Bulletin 21.0-11 Version 1.0 (released on April 3, 2020) regarding the latest TASER 7 CEW FW.

One of the features of the TASER 7 conducted energy weapons (CEWs) is the ability to upload new operating firmware as upgrades are developed. Promptly installing firmware updates is critical for helping to ensure the health and serviceability of your agency’s CEWs. These releases may provide simple bug fixes, enhancements that result in a more reliable weapon, or brand-new features that make your CEWs perform better in the field.

On April 7, 2020, Axon released an updated firmware for the TASER 7 CEW only. Firmware Version 1.5.5 will include critical updates to ensure devices are functioning at peak level performance. Please update all devices immediately to ensure CEWs have this firmware as soon as possible.

Firmware Version 1.5.3 was released on March 23, 2020 out of an abundance of caution to ensure potential CEW to cartridge communication issues would be properly detected. Upon detailed investigation we have found that certain cartridges may falsely error out despite having a proper connection to the CEW. Firmware Version 1.5.5 improves CEW and cartridge communication to increase the accuracy of cartridge error reporting on TASER 7 CEWs.

The features and additional instructions for TASER 7 CEWs updated with FW 1.5.5 are described below:

- **Key Change:** Added increased detection for potential cartridge to CEW communication issues. The following actions should be taken if a user sees a cartridge show up as an ‘X’ on the CID:
  
  o Place the CEW on safe, remove the cartridges and re-insert them into the CEW. Ensure that you hear the distinct “click” sound which indicates that the cartridges are fully seated. If your cartridges do not “click” into your TASER 7, the CEW should be sent to Axon RMA.

  o Place CEW back to the armed position.
  
  - If the fault is cleared → continue with daily functional tests and use the cartridges in the field.

  o If a cartridge shows as an ‘X’ on the CID twice on the same CEW → swap the bay position of each cartridge.
  
  - If the fault is cleared → continue with daily functional test and use the cartridges in the field.

  - If the fault follows the cartridge and is observed in both bays of the CEW → the affected cartridge(s) should be sent to Axon RMA.

  o If the problem occurs multiple times on the same bay of the CEW with two different cartridges → the CEW should be sent to Axon RMA.

- Compatibility with the TASER 7 Disconnect Battery Pack.

- Improved performance by addressing minor bugs.
Reminders and Items to Note:

- If a TASER 7 CEW ever reads a fault on a cartridge, the device will automatically deploy the other (non-faulted) cartridge first.

- The hourglass on the CID indicates that the TASER 7 CEW is syncing its logs to the battery pack or updating firmware. Do not remove a battery pack from a TASER 7 if anything is shown on the CID, as this could lead to Log Sync Errors resulting in a blinking red LED on dock. This includes not removing the battery pack from the weapon in CID mode when the battery percentage is displaying on the CID.

- Daily functional tests are essential to ensure the proper and optimal performance of all TASER CEWs.