Background: On November 2, 2020, Axon will release an updated firmware for the TASER 7 Dock Charger. Firmware version 1.0.17 will include the following key updates:

- **LED Indicator Change:** A blinking blue LED is shown on the TASER 7 Dock or Dataport to show users when a Log Sync Error is occurring. The LED will blink blue and yellow if the battery is charging, and will blink blue and green if the battery is fully charged.
  
  o The previous indicator for this error was a blinking red LED. The reason behind this change is so that users can easily discern if a battery error is something that can be resolved immediately.
  
  o **To fix the Log Sync Error (blinking blue LED), follow these steps:**
    - Remove the battery pack from the dock.
    - Insert the battery into a TASER 7 CEW.
    - Wait for the hourglass to disappear from the CID (ensure that the CID is blank).
    - Remove the battery from the CEW.
    - Re-dock the battery pack.
    - Once the battery pack is re-docked, it should show a blinking yellow LED (while the CEW log uploads) and then transition to a solid yellow LED.
  
  o This change is shown in our newest quick start guides which can be found on help.axon.com.

- **Battery Capacity Checks will occur every 90 days.**
  
  o Battery Capacity Checks were updated to set the battery percentage to 0% in Charger Firmware 0.10.10 in February of 2020. The reconditioning is performed so the battery packs re-test and calibrate themselves over time.
    
    ▪ This Capacity Check helps maximize rechargeable battery health and effectiveness over each battery’s 5 year useful life.
    
    ▪ Reminder: The Dock LED Indicator shows solid yellow or blinking yellow/blue during a Capacity Check, and batteries should only be removed from the dock for field use when showing a solid green or blinking green/blue LED.
  
  o Firmware 1.0.17 updates this to occur every 90 days (as opposed to 30 days).
Image showing a TASER 7 Six-Bay Dock where LED indicator is blinking blue to show that a Log Sync Error occurred on the battery pack.

For questions, contact Technical Support at 1-800-978-2737 or support@axon.com.