

Quick Start Guide
to
Evidence SYNC™
and EVIDENCE.COM™ Lite

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REGISTER

1. Open the e-mail message from the agency administrator.
2. Click on the URL in the e-mail message. It will open **EVIDENCE.COM™ Lite** in a web browser window.
3. Enter the appropriate information in the following fields:

Note: All of the fields are required to contain information.

- First Name
 - Last Name
 - Badge ID
 - Username
 - Email
 - Password
 - CAPTCHA code confirmation
 - Gender
 - Date of Birth
 - Select two of the following security questions to answer:
 - What is the make of your first car?
 - What is the name of your best friend?
 - What is the name of the city you were born in?
 - What is the name of your first pet?
 - What is your favorite sports team?
 - What is your favorite vacation spot?
 - What is your favorite song/band?
 - What is the name of the street you grew up on?
 - What is the name/type of your High School Mascot?
4. When all of the fields are valid, click **Submit**. Access to **EVIDENCE.COM Lite** is granted immediately.

DOWNLOAD AND INSTALL EVIDENCE SYNC

1. Click **MY DASHBOARD**.
2. Click on **DOWNLOAD EVIDENCE SYNC** to download the **Evidence SYNC™** setup file.



3. When the download has completed, navigate to where the file was downloaded and double-click on the **Setup.exe** file.

Note: Evidence SYNC has the following system requirements in order to work properly on your computer:

- Windows XP or Vista (32 or 64 bit)
- 1 GB RAM

- A network connection
 - Internet Explorer (IE) 6 or higher (we recommend IE 7)
4. The **Setup Wizard** opens.
 - To continue, click **next**.
 - To cancel, click **Cancel**. This will close the **Setup Wizard**.
 5. Read the license agreement and then select one of the following options:
 - Click **I Agree** to proceed with the installation.
 - Click **Back** to return to the first page of the Setup Wizard.
 - To stop the installation, click **Cancel**. This will close the **Setup Wizard**.
 6. The destination will automatically default to the **Program Files** folder on the computer. The screen will also display the **Required Disk Space** and the **Remaining Disk Space** amounts.

Note: You may select the destination where the program will be installed.

 - To change the installation destination, click **Browse** to look for the preferred installation location.
 - Click **Install** to proceed with the installation.
 - Click **Back** to return to the first page of the Setup Wizard.
 - To stop the installation, click **Cancel**. This will close the **Setup Wizard**.
 7. The setup file will proceed to install the **Evidence SYNC** application.
 8. When the installation is concluded, click **Finish** to complete process.
 9. **Evidence SYNC** will automatically open to the **Sign In** screen.
 10. When the **SIGN IN** screen appears, type your **Username** and **Password**.

Note: The **Username** and **Password** are the same for **Evidence SYNC** and **EVIDENCE.COM Lite**.

11. Select your agency from the **Agency** drop-down menu.
12. Click the **SUBMIT** button.
 - If an ECD or a TASER CAM Recorder is already connected, the information will be displayed.
 - If an ECD or a TASER CAM Recorder is not connected, Sync will state that a device should be connected. To do so, follow the appropriate section below based on the device type.

LOG ON TO EVIDENCE SYNC FROM THE START MENU

1. Click **Start** → **All Programs**.
2. Scroll to the **TASER International** folder, and then click on the folder to open it.
3. Click **Sync**.
4. When the **SIGN IN** screen appears, type your **Username** and **Password**.

Note: The **Username** and **Password** are the same for **Evidence SYNC** and **EVIDENCE.COM Lite**.

5. Select your agency from the **Agency** drop-down menu.
6. Click the **SUBMIT** button.
 - If an ECD or a TASER CAM Recorder is already connected, the information will be displayed.
 - If an ECD or a TASER CAM Recorder is not connected, Sync will state that a device should be connected. To do so, follow the appropriate section below based on the device type.

CONNECT A X26™ ECD

Before inserting a USB cable into the device, complete the following steps:

1. Ensure that the device's safety switch is in the down (SAFE) position.
2. Remove the TASER cartridge from the device.
3. Remove the DPM from the X26 ECD .

IMPORTANT: Do not attempt hardware installation if the USB cable is damaged.

4. Insert the **USB Dataport Download Kit** into the device.
5. Insert the USB plug into a USB port on the computer.
6. **Evidence SYNC** will recognize the device, and begin to download the data.
 - If a different X26 ECD needs to have data downloaded, proceed to step 6.
 - If only one X26 ECD needs to have data downloaded, the process is complete. Proceed to [View and Verify Data Logs](#) to validate the data download was successful.
7. Remove the USB plug from the computer, and then remove the **USB Dataport Download Kit** from the device.
8. Repeat steps 1 through 7 for each X26 ECD as needed.

CONNECT A X3™ ECD

Before inserting a USB cable into the device, complete the following steps:

1. Ensure that the device's safety switch is in the down (SAFE) position.
2. Remove the TASER cartridges from the X3 ECD .
3. Remove the DPM from the X3 ECD .

IMPORTANT: Do not attempt hardware installation if the USB cable is damaged.

4. Insert the **USB Dataport Download Kit** into the device.
5. Insert the USB plug into a USB port on the computer.
6. **Evidence SYNC** will recognize the device, and begin to download the data.
 - If a different X3 ECD needs to have data downloaded, proceed to step 6.
 - If only one X3 ECD needs to have data downloaded, the process is complete. Proceed to [View and Verify Data Logs](#) to validate the data download was successful.

7. Remove the USB plug from the computer, and then remove the **USB Dataport Download Kit** from the device.
8. Repeat steps 1 through 7 for each X3 ECD as needed.

CONNECT A TASER CAM™ RECORDER

1. Insert the **USB Dataport Download Kit** into the TASER CAM Recorder.

IMPORTANT: Do not attempt hardware installation if the USB cable is damaged.

2. Insert the USB plug into a USB port on the computer.
3. **Evidence SYNC** will recognize the device.
4. To upload a video, click **TCAM Videos** on the left navigation bar.
5. Select the video that should be uploaded, and then click **UPLOAD VIDEO**.
 - If a different TASER CAM Recorder needs to have videos downloaded, proceed to step 6.
 - If only one TASER CAM Recorder needs to have videos downloaded, the process is complete. Proceed to [View TASER CAM Videos](#) to validate the video download was successful.
6. Remove the USB plug from the computer, and then remove the **USB Dataport Download Kit** from the TASER CAM Recorder.
7. Repeat steps 1 through 6 for each TASER CAM Recorder as needed.

CONNECT A X26 ECD WITH TASER CAM RECORDER

Before inserting a USB cable into the device, complete the following steps:

1. Ensure that the device's safety switch is in the down (SAFE) position.
2. Remove the TASER cartridge from the X26 ECD .

IMPORTANT: Do not attempt hardware installation if the USB cable is damaged.

3. Insert the **USB Dataport Download Kit** into the X26 ECD with TASER CAM Recorder.
4. Insert the USB plug into a USB port on the computer.
5. **Evidence SYNC** will recognize the device, and begin to download the data.
 - If a different X26 ECD with TASER CAM Recorder needs to have data downloaded, proceed to step 7.
 - If only one X26 ECD with TASER CAM Recorder needs to have data downloaded, follow the appropriate steps below:
 - If a video needs to be downloaded, proceed to step 5.
 - If the data is the only information needed to download, the process is complete. Proceed to [View and Verify Data Logs](#) to validate the data download was successful.
6. To upload a video, click **TCAM Videos** on the left navigation bar.
7. Select the video that should be uploaded, and then click **UPLOAD VIDEO**.

- If a different X26 ECD with TASER CAM Recorder needs to have videos downloaded, proceed to step 7.
 - If only one X26 ECD with TASER CAM Recorder needs to have videos downloaded, the process is complete. Proceed to [View TASER CAM Videos](#) to validate the video download was successful.
8. Remove the USB plug from the computer, and then remove the **USB Dataport Download Kit** from the X26 ECD with TASER CAM Recorder.
 9. Repeat steps 1 through 8 for each X26 ECD with TASER CAM Recorder as needed.

LOG ON TO EVIDENCE.COM LITE

1. In an internet browser, open the following URL:

<http://lite.evidence.com>

2. When the **Sign In** screen appears, type your **Username** and **Password**.

Note: The **Username** and **Password** are the same for **Evidence SYNC** and **EVIDENCE.COM Lite**.

3. Select your agency from the **Agency** drop-down menu.
4. Click **Submit**.

VIEW AND VERIFY DATA LOGS

1. When the data has been uploaded to **EVIDENCE.COM Lite** (this is done automatically by **Evidence SYNC**), log onto **EVIDENCE.COM Lite** according to [Log On To EVIDENCE.COM Lite](#).
2. Click **MY PROFILE**.
3. In the left navigation bar, click **DEVICES**.
4. Locate the device that is connected to the computer by scrolling through the list of devices.
5. Click on the device avatar.
6. Verify that the event logs have been uploaded by clicking on **Event Info**, and comparing the data logs in **Evidence SYNC** and **EVIDENCE.COM Lite**.

VIEW TASER CAM VIDEOS

1. When the video has been uploaded to **lite.evidence.com**, log onto the site according to [Log On To EVIDENCE.COM Lite](#).
2. Look under **MY EVIDENCE**, click on the video that was recently uploaded.
3. The video will begin to play. The controls are on the bottom of the video player and allow the following:
 - Play or Pause
 - Rewind
 - Fast Forward
 - Track bar to manually skip or re-watch specific portions of the video



ADD YOUR PROFESSIONAL PROFILE

1. Click **My Profile**.
2. In the left navigation bar under **ACCOUNT SETTINGS**, click **Professional Info**.
3. In the **SUMMARY** window, click **EDIT**.
4. Enter the information, and then choose one of the following options:
 - Click **Save** to save the information.
 - Click **Cancel** to discard the information.
5. In the **PROFESSIONAL EXPERIENCE** window, click the **ADD** button.
6. Enter the information in the following fields:
 - Agency/Company Name

- Title
- Time Period

Note: Click on the **Calendar** icon to select the dates

- Description

Note: If this is your current position, click the checkbox next to **I currently work at this position**.

7. When the information has been added, choose one of the following options:

- Click **Save** to save the information.
- Click **Cancel** to discard the information.

8. Repeat steps 6 and 7 as necessary to add other professional experience.

9. In the **EDUCATION** window, click the **ADD** button.

10. Enter the information in the following fields:

- Country
- School Name
- Degree
- Date Started
- Date Finished

Note: Click on the **Calendar** icon to select the date

- Description

11. When the information has been added, choose one of the following options:

- Click **Save** to save the information.
- Click **Cancel** to discard the information.

12. Repeat steps 10 and 11 as necessary to add other professional experience.

Note: To navigate back to the **Professional Information** page, click the **BACK TO PROFESSIONAL INFORMATION** button in the upper right corner of the window.

UPDATE YOUR AVATAR

1. Click **My Profile**.
2. In the left navigation bar under **ACCOUNT SETTINGS**, click **Edit Avatar**.
3. Click **Browse**.
4. Navigate to the folder that contains the image file.

Note: The avatar image must meet the following criteria:

- The file size cannot exceed 1 MB.
- The file type should be one of the following image file types:

- .jpeg
- .bmp
- .gif
- .png

5. Select the file to use for the avatar.

6. Click **Open**.

- If you choose to use the avatar you have selected, click **Save**.
- If you choose not to use the avatar you have selected, click **Cancel**.

LOG OUT OF EVIDENCE SYNC

In the upper right corner of **Evidence SYNC** click the **Logout** button, a message will be displayed stating "**You are being logged out of Evidence SYNC.**" and the **Sign In** page will open.

LOG OUT OF LITE.EVIDENCE.COM

In the upper right corner of **lite.evidence.com** click **Log out**, the **Sign In** page will open, allowing another user to log in.

GLOSSARY

Term	Definition
Agency	This is the top level group, typically it is the name of the law enforcement office
Agency Device ID	The name that the agency assigns to the device
ATC	AXON Tactical Computer - The tactical computer portion of the TASER AXON™ system.
Avatar	The picture that users may choose to identify themselves with so that other users can quickly identify them
CAPTCHA	C ompletely A utomated P ublic T uring test to tell C omputers and H umans A part
Case	<p>A collection of events and evidence. A case is created by a user in the system to manage various files pertaining to a case they might be working on offline and also as a way for other users to join and collaborate. Users that have been invited to join a case can do the following:</p> <ul style="list-style-type: none"> • Add events and evidence of their own • Make annotations • View other members of the case • View the location of events and evidence associated with the case on a map
ComHub	<p>The AXON Communication hub. The portion of the TASER AXON system that integrates the radio, HeadCam, and ATC. The ComHub contains the following controls:</p> <ul style="list-style-type: none"> • The radio PTT – Push To Talk switch • The EVENT Mode button • The Privacy Mode button • Volume controls
Device	One of three TASER International products, the X26 ECD, the X3 ECD, or the TASER CAM
DPM	D igital P ower M agazine
ECD	E lectronic C ontrol D evice
Event	An event is a video event that is created by AXON. A video file, GPS data, as well as logs will be generated by AXON and added to the event. The owner of the AXON data will be able to share the event with other users.

	Users who have been invited to the event will be able to make annotations, create clips, create markers and view the event on a map. Users with appropriate access will be able to view all the events within the agency on a map.
Evidence	Evidence is all data uploaded to lite.EVIDENCE.COM from Evidence SYNC . Users may upload evidence as standalone data or they may add evidence as a part of a case or an event. Users with proper access will be able to download evidence in its original format.
EVIDENCE.COM	The web based application that allows users to collaborate on events, evidence, and cases using data downloaded from TASER devices. There are three versions: <ol style="list-style-type: none"> 1. Lite 2. Standard 3. Pro
Evidence SYNC	The desktop software application that is used to upload events and videos from X26™ and X3™ ECDs and TASER CAM Recorder to lite.EVIDENCE.COM
Firmware	The application that is running various hardware components
GUI	Graphic User Interface
HeadCam	The portion of the TASER AXON system that is worn above the neck and contains the speaker, microphone, imager, and infrared (IR) illuminator.
NMI	Neuro-Muscular Incapacitation
RTC	Real Time Clock
SYNAPSE ETM	SYNAPSE Evidence Transfer Manager is the docking station that simultaneously recharges the ATC and uploads all of the data captured during an officer's shift to EVIDENCE.COM
TASER AXON	An on-officer tactical computer that has the following features: <ul style="list-style-type: none"> • The capability to record audio and video from the officer's perspective • Video playback with protection from alteration or erasure • Ability for the officers to add audio and visual tags for future reference
USB	Universal Serial Bus