Technical Service Bulletin

Product: Connex Spot Monitor (CSM)  
Date: 2016-11-03

Subject: TSB- Connex Spot Monitor (CSM) will not turn on issue

HW Version(s) Affected: All  
SW Version(s) Affected: All

Serial Numbers Affected: All  
Lot or Date Code Affected: All

Classification: Informational Only

Distribution: ☒ Customer Care  ☒ Product Service  ☒ Field Service  
☐ ASPs  ☐ Distributors  ☐ Customers  ☒ Company Confidential

Training Required: ☒ Yes  ☐ No

Summary:

• **Issue:** CSM devices can present a condition where the device appears locked up and the device's green/amber LED is functioning along with the charge circuit but the device will not power up.

• **Failure Mode:** It has been determined that the PIC processor is turning on component Q1300 causing the power button to be held down. After 8 - 10 seconds of that, the PMIC powers down and the device is off except for the +5.0v, 3.3v supplies and the PIC processor. The PIC processor never releases the power button so it does not matter how many times you press the power button; the device will never turn on.

• **Required Actions:** The only fix for this lock-up issue is to remove all power sources (AC & Device Battery) and reapply them. This will fix the device. There is no need to replace the battery or send the device in for repair services. Software version 1.23 or above was released to fix this issue. Perform the removal of power sources to boot device then upgrade software to latest version.

Create a complaint against the device and complete the findings with Part Code
TSB- Connex Spot Monitor (CSM) will not turn on

Electrical and problem code SWF so complaints can be track for this failure.

<table>
<thead>
<tr>
<th>Version</th>
<th>Sec, Pg, Para Changed</th>
<th>Change Made</th>
<th>Date Version Created</th>
<th>Version Created By (initials)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>N/A</td>
<td>Initial Release</td>
<td>2016-03-01</td>
<td>KMG</td>
</tr>
<tr>
<td>B</td>
<td>Summary</td>
<td>Updated Required Actions with fix</td>
<td>2016-11-03</td>
<td>KMG</td>
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</table>