

CP-800 USB detection and connection to a computer

Service Notice # 0011

Release date: September 17, 2014

SYMPTOM/PROBLEM DESCRIPTIONS:

The computer will sometimes be unable to detect the CP-800 via USB.

TEST CONDITIONS FOR VERIFICATION:

CP-800 Windows drivers are updated
The use of a lengthy USB cable to connect the computer to the CP-800.
A computer with +5v USB supply on lower limit
Suspect unit within specified scope below

ROOT CAUSE:

A drop in the computers USB +5VDC supply over a lengthy USB cable may cause an under-voltage condition in the CP-800s USB detection circuit.

SCOPE:

All PCBAs with BOM R7E08-03-03S
CP-800 S/N 2145000 – 2145213, 2146000 – 2146132

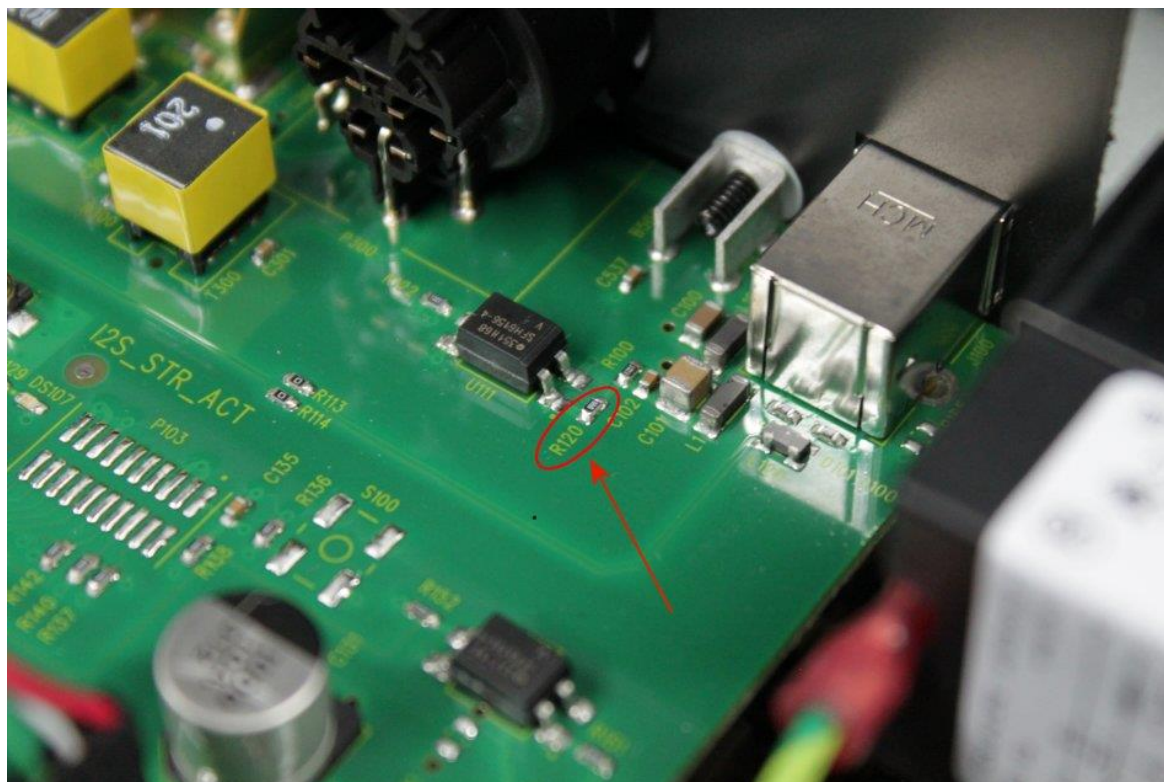
SOLUTION:

On location R120, replace 2K2, p/n G211-1750-XR00 (RMC1/162K201%R) with
825 ohm, p/n G211-1917-XR00 (CR0603F8250T1LF).

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NOTES:
