Customer Service Bulletin

Product:	Spot LXi, Spot LXi Repair Tool	**Date:**	2015-09-01

Subject:	Using the Spot LXi Repair Tool on Windows 7 & 8 requires using a Serial Cable and adapter

HW Version(s) Affected:	All versions of Spot LXi	**SW Version(s) Affected:**	All versions of Spot LXi Repair Tool
Serial Numbers Affected:	NA	**Lot or Date Code Affected:**	NA

Classification:	Informational Only

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

Training Required:	☐ Yes ☒ No

Summary:	In order to have the Spot LXi Repair Tool fully functional on the Windows 7 and 8 operating systems, the user needs to use a serial cable to connect the PC running the LXi Repair Tool to the Spot LXi device instead of a USB cable, as was used with prior versions of Windows.
Service Strategy:	Spot LXi service documents describe a USB connection between the Spot LXi device and the Windows computer running the Repair Tool. Unfortunately, the USB driver that facilitates this connection does not function properly on the Windows 7 and Windows 8 operating systems.

To work around this issue, users can connect their Windows 7/8 computers to the Spot LXi using a Serial connection. A standard RS232 Serial cable should be used, WA part # 403204 being one example. Although this mode of communication is slower than USB, all of the capabilities of the Repair Tool are fully functional in this configuration.

In order to support serial communication between a PC and the Spot LXi, a DB9 Male / Female Null Modem Adapter must be used between the serial cable and the LXi. An example of this adapter is WA Part # 703878 Null Modem, 9-PIN, Male/Female, 4-40. Another example is the DMA060MF Slimline Null Modem Adapter, DB9 Male / Female available from L-com (www.l-com.com). |

NOTES:

(1) Some users may find that their installation of Windows does not include the "Windows Help" program. In this situation, the Repair Tool Help feature will not function properly. This program is readily available on the Microsoft Support website. Users with this issue need to download and install the Windows Help program.

(2) For computers that don't have a serial port, users can use a USB to serial adapter. Welch Allyn offers an adapter that has been tested for this purpose (4500-926 Tripp-Lite Key Span Model USA-19HS Serial/USB Port Adapter)

(3) In order to interact with a Spot LXi via a serial connection, the "printer" feature needs to be set to "On" in the Internal Configuration Mode. Activating this setting also instructs the user as to which of the two serials ports to use.

(4) There is a minor deviation to the documented firmware upgrade process for the Spot LXi to be noted.   After completing an upgrade, the LXi resets to factory defaults and shuts down. One configuration change that occurs at shutdown is that the serial ports are turned off. As a result, when the Spot LXi Repair Tool attempts to gather the device configuration information post-upgrade, it can't because the communication link is broken. This does not impact the upgrade process in any way other than the main window logs this error as opposed to logging the post-upgrade device information. Per Note (3), continued use of the Repair Tool after an upgrade would require the serial "printer" feature to be reset to "On".

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2015-08-14	EGW

MPD FCD-1482 Rev 8