

Product News

Survey / GIS

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MobileMapper CX WiFi USB key issue

Product concerned

Product Name: **MobileMapper CX**

Product Family: **Survey / GIS**

1. PURPOSE

US Robotics WiFi USB key (USR805421) may become unoperational.

2. DESCRIPTION

Some of our MobileMapper CX customers are currently experiencing issues with the US Robotics WiFi USB key we recommend. The customer effect is that the US Robotics WiFi key can become unoperational after having been used with the MobileMapper CX.

Magellan has performed a failure analysis on the US Robotics WiFi keys and has found that it may come from the behaviour of the WiFi key during the shut down of the MobileMapper CX. We are currently informing US Robotics of this quality issue on their products.

In the mean time, we recommend, as long as US Robotics has not provided a solution, to **unplug the US Robotics WiFi key before shutting down the MobileMapper CX.**

Magellan is taking every possible action to bring a permanent solution to our customers.

3. CUSTOMER NOTIFICATION

Dealers will be notified about this issue and workaround via the Product News / Sales Info / Dealer Web Site, as well as via our Regional Sales Managers.