

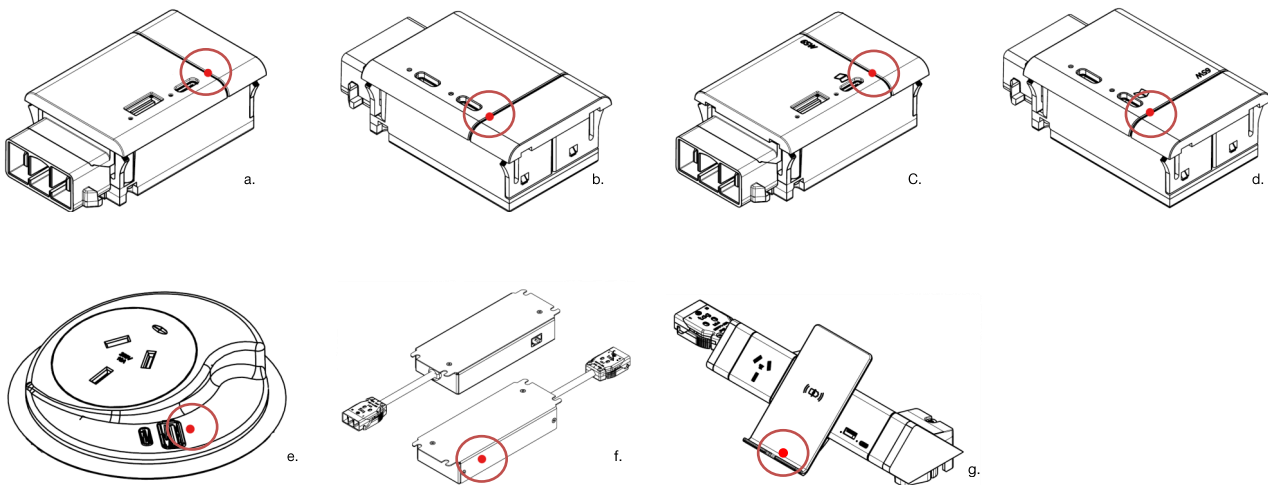
# USB CHARGER TROUBLESHOOTING

## Reset and re-energising procedure

For all CMS technology equipment, it is possible for the device to get into an unrecoverable situation, below are the reset procedures for CMS devices with and without reset buttons.

### Products with reset button

Many CMS products with integrated USB charging now include a reset button to assist in power cycling the charger without needing to physically disconnect the product. (reset button locations indicated in red);



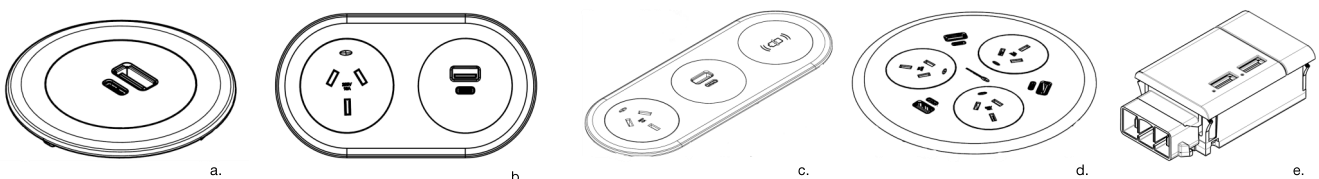
Products included;

a.) Inline USB A/C 30W, b.) Inline USB C/C 30W, c.) Inline USB A/C 65W, d.) Inline USB A/C 65W, e.) KonexUS A/C (30W / 65W), f.) 100W USB charger, g.) Helistand wireless charger

### Products without reset button

Remove all devices and USB cables connected to the USB Charger, wait 30 seconds and check whether the issue persists. If this does not resolve the issue, please de-energise the unit as detailed below.

De-energise the unit by disconnecting its power source, wait 30 seconds, then plug back in, to allow the device to fully reboot. If this does not return the unit to normal operation, or the condition occurs again in a relatively short period of time, then we suggest contacting the sales representative to discuss options for warranty/replacement.



Products included;

a.) Echo, b.) Echo Duo, c.) Echo Trio, d.) Blinky, e.) Inline 30W A/A