

## CAP2D - New Issue Identified with Quick Fix

A short production run of the CAP2Ds have been reported to be unable to enter the local Admin mode or connect to internet/MyQ Business during troubleshooting. This was found to be caused by a jumper being left in place during the manufacturing and testing process, which you'll see pointed out in the attachment to this email.

### Unable to access the local Admin mode or connect to internet/MyQ Business on a CAP2D

**Description:** When troubleshooting a CAP2D and attempting to access the local Admin mode via the provided USB cable or connect to internet/MyQ Business. You will find that the computer is not reading the CAP2D as being connected, even after manually installing the CAP2D driver.

**Status:** This issue was found among CAP2Ds manufactured during the 2019/41 production run.

### Special Instructions:

This can be caused by a jumper being left in place from manufacturing.

There is a set of three jumper pairs underneath the Ethernet port on the CAP2D board.

If there is a blue jumper in place connecting one of these jumper pairs, power down the CAP2D.

Remove the blue jumper on this block, and power up the CAP2D. There should be no jumpers in place on any of these three terminals.

The CAP2D should now be able to enter into the local Admin mode.

