Customer Service Bulletin

Product: CVSM, CIWS, CSM, Standalone Pro 6000 with cradles  Date: 2019-05-24

Subject: Pro 6000 Post Failure

HW Version(s) Affected: All  SW Version(s) Affected: 5.25

Serial Numbers Affected: All  Lot or Date Code Affected: N/A

Classification: As Needed

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

Training Required: ☒ Yes  ☐ No

Summary: When removing the Pro 6000 with v5.25 software from the cradle, the handle may not complete a POST. Rather, goes to the “Ready” state. This is normal behavior for this version of software.

If this situation occurs and you are attempting to enter the “CAL” mode:

1) Do not redock the device
2) Allow the device to go to sleep
3) Press the “Start” or “C/F” button
4) Then immediately press both “C/F” and MEM” button simultaneously until you hear a tone. (approximately 8 seconds)

Release buttons and you are in “CAL” mode.

<table>
<thead>
<tr>
<th>Version</th>
<th>Sec, Pg, Para Changed</th>
<th>Change Made</th>
<th>Date Version Created</th>
<th>Version Created By (initials)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>N/A</td>
<td>Initial Release</td>
<td>2019-05-24</td>
<td>MDB</td>
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FCD-1482 Rev K  Parent: WI-17206803