***SPYDR***

**Program Trouble Report**

Date: Earcup Serial Number (include L / R):

Location (Wing/Squadron/Base):

Person completing this report:

Describe symptoms in your own words:

**Field Diagnostic Procedure**

Start with SPYDR in the off position (or best guess at what off is). With the USB-C connector NOT CONNECTED to anything. Push button and turn SPYDR to “on” position.

Did the red light illuminate? Yes / No

Wait 10 seconds. Did the red light go out? Yes / No If yes, after how long? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Did the 2-beeps sound? Yes / No

Did the battery level annunciation sound? Yes / No If yes, what was the battery level? \_\_\_\_\_\_\_\_\_\_ %

Plug the earcup into the USB hub.

Does the computer make the USB enumeration sound? (Check sound on). Yes / No

Did the red light go off (NOTE – if data are being downloaded, the red light should come on during download, then go back off when download complete). Yes / No

Open the downloader, does the earcup show up in the GUI? Yes / No

Does the data download and erase? Yes / No

Does the earcup go back to sleep? Yes / No

Disconnect the earcup, does it auto-reboot? Yes / No

If it does not reboot, did the red light come back on? Yes / No

If you answered YES to all the above, why are you filling out this report?

**STOP**. Return this form with the earcups to:

Spotlight Labs

Attn: Customer Support

186 Industrial Ln

Barre, VT 05641

For shipping labels, please contact us: [support@spotlightlabs.com](mailto:support@spotlightlabs.com)

Date shipped:

Date received: Received By:

Able to reproduce issues consistent with report above? Yes / No

Actions Taken:

Diagnosis:

Final disposition:

If unit has been restored to full functionality ship SPYDR back to:

Spotlight Labs

186 Industrial Ln

Barre, VT 05641

If unit is permanently disabled, quarantine defective parts and ship all other good components to:

Jerry Fowler

Kalow Technologies

155 Seward Rd

Rutland, VT 05701