

MC92N0^{ex} – USB connection issue

Problem:

Active Sync or Microsoft Mobile Device Center connection is not working.

Root cause:

Combination of several things.

- The Ex conversion also includes limiting the external circuits. This includes the USB interface.
- Problem occurs especially on Dell and HP computers. However, it can also affect other PC's.

Statement:

Due to the modification for Ex i, the USB interface is at the lower limit of the interface specification. When connecting to computers, the manufacturers use interfaces that are also in the lower part of the specification may lead to connection problems.

Solution:

Use of an external USB hub with external power supply.

Important is:

- Used USB interface may be max. Be USB 2.0
- USB 3.0 is not supported

Further solution if it does not work:

- Clean Boot to reset device.
=> In rare cases log files in the system additionally prevent a connection.
- If the devices are built before February 2015, then a technical change is required since February 2015, the state of the art.
To check is necessary
Type number
Serial number

Affected approvals and device types:

Device	Certification	Type	Affected
MC92N0 ^{ex} series Zone 1	Zone 1: PTB 13 ATEX 2019X IECEX PTB 13 0043 X	17-A1A3-xxxx/xxxxxxxx	Yes
MC92N0 ^{ex} series Division 1	Division 1: UL File E226123	17-A1A1-xxxx/xxxxxxxx 17-A1A2-xxxx/xxxxxxxx	No
MC92N0 ^{ex} series Division 2 / Zone 2/22	Division 1: UL 20151222-E321557 Zone 2/22 EPS 14 ATEX 1 782 X IECEX EPS 14.0100X	B7-A2A1-xxxx/xxxxxxxx B7-A2A3-xxxx/xxxxxxxx B7-A2A4-xxxx/xxxxxxxx	No