

Product Notification

Date: March 6, 2014

Subject: HOBO UX100/UX120 Battery Life

Products Affected: All HOBO UX100 and UX120 loggers sold before March 3, 2014

If you have selected Stealth Mode (LCD off) in HOBOWare during Launch, a bug has been uncovered that will result in significantly reduced battery life. The impact of the bug is estimated to reduce our typical one year battery life specification to approximately three months.

What You Need To Do:

If you have not, or do not plan to use Stealth Mode (LCD off), you do not need to do anything at this time. The issue is only present when Stealth Mode is enabled.

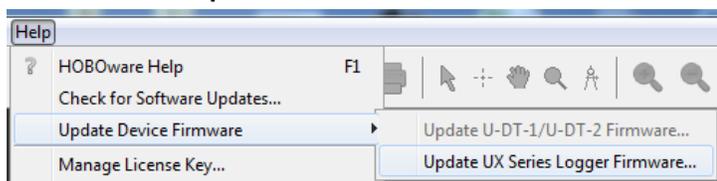
However, if you are using your loggers with the Stealth Mode enabled, to avoid early battery depletion, you must upgrade the logger firmware for the following part numbers:

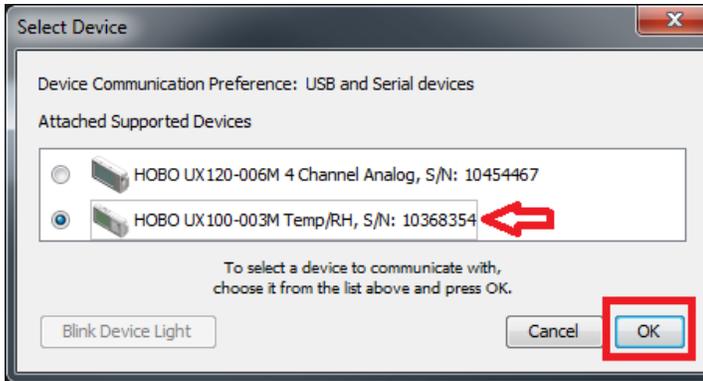
- UX100-001
- UX100-003
- UX100-011
- UX100-014M
- UX100-023
- UX120-006M
- UX120-014M

You will need the latest version of HOBOWare (3.6.2) OR you will need to download the firmware files from our website (See below). *Please note that HOBOWare for Mac does not give you the ability to upgrade Firmware and access to a Windows machine is required.*

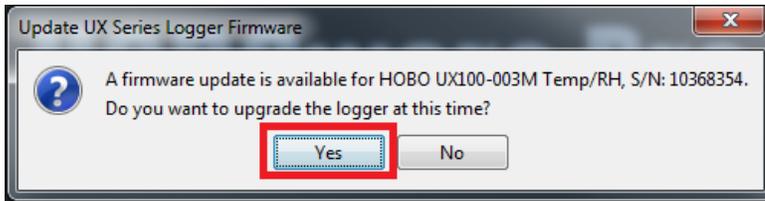
Upgrading using HOBOWare 3.6.2

1. Open HOBOWare and if not prompted to check for updates go to the **Help menu** and select **Check for Software Updates...** You will be directed to <http://www.onsetcomp.com/support/updates#tabset-tab-2> where you can download and install HOBOWare version 3.6.2.
2. IMPORTANT: Prior to upgrading the firmware, be sure to download and save any data that may not have already been saved from the loggers in question.
3. Plug your logger into the USB cable, navigate to the **Help menu** and select **Update Device Firmware** then **Update UX Series Firmware**.



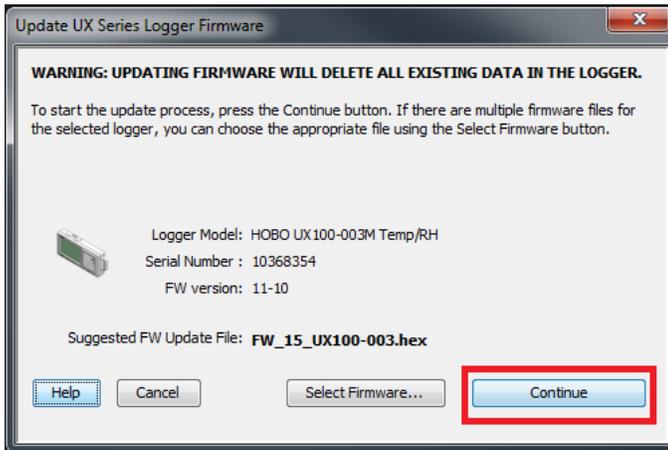


5.

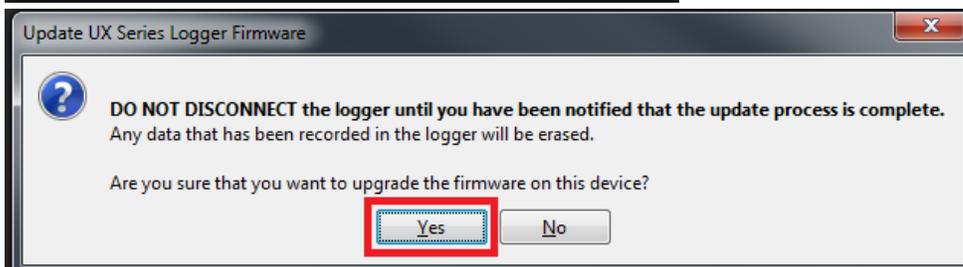


6.

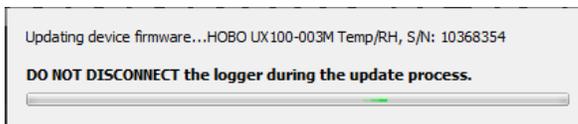
7. HOBOWare will select the appropriate firmware for the logger that is selected, select continue.



8.



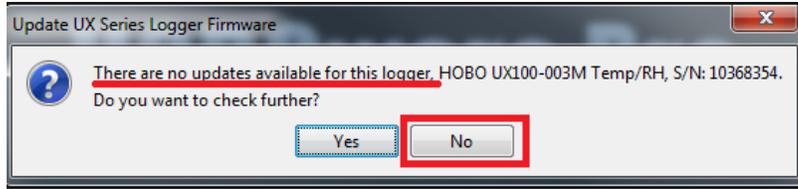
9. Please wait while the firmware is being installed



10.

11. When complete HOBOWare will tell you that there are no updates available and asks if you want to check further, select no and the upgrade is complete.

12.



Upgrading by download the firmware from our website

1. Go to http://www.onsetcomp.com/support/firmware_updates
2. Download the zip file (xxxxx.zip) for your particular model of UX100 to your computer and save the file to disk.
3. Unzip the file to your desktop. The resulting files are named FW_15_UX100-0xx.hex
 - a. Windows 7/8: C:\Users\Public\Documents\HOBOWare Public Files\FWUpdates
 - b. Windows XP: C:\Documents and Settings\All Users\Documents\HOBOWare Public Files\FWUpdates
4. Launch HOBOWare Pro if it is not yet running. Note that HOBOWare Pro for Windows is necessary to perform the update. Note, also requires .NET version 3.5
5. Connect your Logger to your computer.
6. From the Help menu, choose "Update Device Firmware" and follow the instructions above.

We apologize for the inconvenience this issue causes. If you have any questions about this technical notice please do not hesitate to contact Onsets Technical Support team at Loggerhelp@onsetcomp.com, Or call us at 1-508-759-9500.