

Please be advised that configurations for your **WeCanX<sup>®</sup> 2250** lightbar transferred prior to the **Whelen Command<sup>®</sup>** update version 2.2.18.0 (released on October 18th, 2023) may experience overload issues with the **2250 Load Lights**.

To resolve this issue, configurations created or transferred before the update will need to be retransferred to the affected devices by following the steps outlined below.

## Steps to Correct the Issue:

### 1. Automatic Correction:

If you open a configuration that uses the old “100% On” pattern in the latest Command version, the issue will be automatically corrected. However, you must still transfer the updated configuration to your device to fully resolve the problem.

### 2. Extract and Correct:

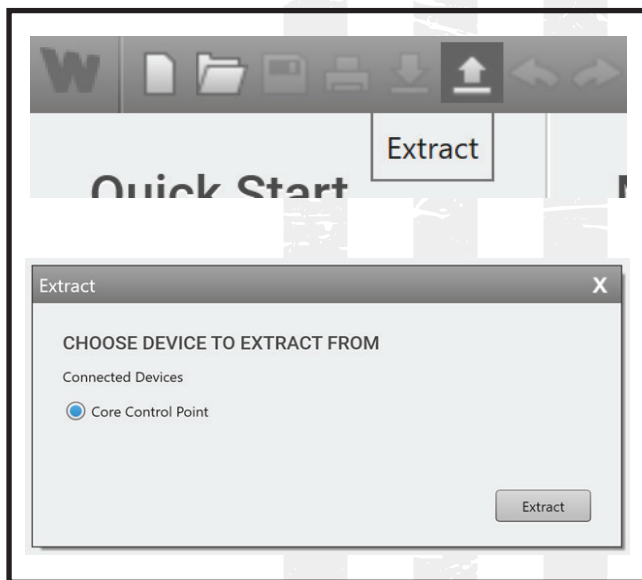
If the original configuration is not available, follow these steps:

Step 1: Connect the device to your computer using a USB cable.

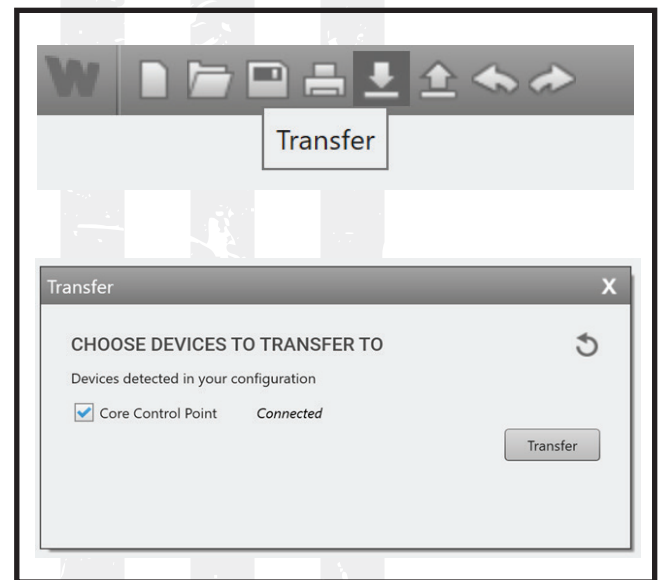
Step 2: Extract the configuration stored on the device into Whelen Command (see image below).

Step 3: Once the configuration is extracted and automatically corrected, transfer the configuration back to your device (see image below).

Step 4: Verify the new configuration on the device and disconnect once complete.



Step 2



Step 3

This process ensures that the **2250 Load Lights** are functioning correctly with the latest **Whelen Command** update.

If you need further assistance, please email our technical support team at [custserv@whelen.com](mailto:custserv@whelen.com) or call **(860)526-9504**.

Thank you for your attention to this important update.