

## Ducted Systems Technical Services: Service Tips Letter

Letter: ST-003-23

Date: January 25, 2023

To: S1 HVAC Branch and Distributor Principal, Sales Manager, Service Manager, Parts Manager, Warranty Manager, Training Manager, Delegated Administrator. Ducted Systems Technical Services, DS Parts/S1, ES Americas, ADTI Channel, Account Representatives, Marketing, Sales, Warranty teams.

## Subject: Ducted Systems Equipment Firmware Location

Product/s: All Ducted Systems Products

## Summary: This letter is to provide instruction for locating Ducted Systems equipment firmware on Solutions Navigator

Dear valued customer:

Since the launch of Solutions Navigator, there have been updates to information locations which have caused some confusion when searching for important information/files. Technical Services has fielded many calls with the most asked being how to locate firmware on Navigator. The below instruction can be used to assist in navigating to the firmware location on Solutions Navigator. To access these pages requires an active Solutions Navigator account. Contact your appointed Solutions Navigator administrator for all login requests or contact Navigator support at the email below.

Solutions Navigator Support: navigatorsupport@hvacnavigator.com or 844-319-0726 option 1

Warm regards,

Victor Panicci Product Technical Support Eng II Building Technologies & Solutions Ducted Systems Johnson Controls <u>cg-upgtechsupport@jci.com</u> 877-874-7378



## Firmware Location on Navigator

**Step 1.** Hover your mouse pointer on "Applications" then move pointer to "Product Tools". (No mouse clicks are necessary for this step. Continue to move mouse pointer over to "UPG Tech Service Software" and select it by clicking your left mouse button.

Solution	Q Search by product, brand, series, model, type, SKU, parts number						Q. Ω <sup>2</sup>		
		PRC		APPLICATIONS	FAVOR	RITES			
		Marketing & Commun	nication Order Tools	Parts Tools Produc	ct Tools Train	ning Tools Warranty Tools			
ВІМІ	Product Library		Building Automatior	& Controls		Configure		Ducted Systems	
Air Te	erminal - Blower		EasylO			Quick Quote	*	AHRI Ratings	*
Air Te	erminal - Fan Coil		FX Community Ask To	loin		Selection Navigator	*	Application Bulletins and Servic	e Tips 🔺
Air Te	erminal - VAV		Lux Portal Ask To Join			Special Pricing		Case Create	*
Chille	ers - Air Cooled		Verasys					Commercial Old to New Model Number	*
Chille	ers - Water Cooled							Ducted Systems Technical Reso	urces 🖈
Duction	less - VRF							Information Center	*
Packa	aged - Indoor							IPE Software	
Parka	aged - RTU	*						Norman Modification Center	*
Packa	aged - Split DX							Price Pages	*
								Product Info	*
								LIDC Tech Capilos Coffware	*
								UPG Tech Service Software	
Duct	tless Systems		LUX Document Repo	sitory		Miller Picking		Quantech	

Step 2. All Ducted Systems firmware will be listed by type. Select the appropriate type.

Solution Navigator	Q Search by product, brand, series, model, type, SKU, parts number					
	PRODUCTS API	PLICATIONS FAVORITES				
Home > Product Tools > Ducted Systems > UPG Tech Set UPG Tech Service Software Filter	vice Software					
application/octet-stream application/pdf application/ynd.openxmlformats- officedocument.wordprocessingml.document application/x-zip-compressed bdm pkg Literature Type General Information Software	SSE Firmware     Premier Firmware					
	YPAL/Eco2 C.ECO.21.08					
	YPAL/Eco2 C.ECO.01.25 »					
	> C.LCR.11.09 » > C.LCR.11.08 »					
	WCSC L-Series/Versecon C.VER.01.18 »     WCSC L-Series/Versecon C.VER.01.16 »					



The remaining steps taken (example shown below) depend on which type of firmware you are looking for. For SSE and Premier the instructions for loading the firmware are in this location as well.



<ul> <li>SSE Firmware</li> <li>Changes since Previous Release</li> <li>Firmware Updates</li> <li>New bug fixes:         <ul> <li>Fixed an issue where the UI manager could temporarily show the wrong point value if user presses 'enter' on an invalid configuration.</li> <li>Fixed an issue that caused the UI to display the wrong message when performing a 'full clone' operation.</li> <li>Added complete FC-Bus provisioning feature to this release. Please note: this does not mean the customer can utilize this feature yet, as supervisory controllers such as Verasys have yet to support this feature currently.</li> <li>Added changes to the Local Display to Support FC-Bus provisioning.</li> <li>Added a feature that saves Data Flash statistics/usage history for internal investigation. These statistics can be retrieved in the Device Diagnostic object via the DATA_USAGE_ATTR.</li> </ul> </li> <li>Control Application Updates         <ul> <li>New functionality and bug fixes:</li> </ul> </li> </ul>									
<ul> <li>New point "Cooling Rapid Start Enable" / "ClgRapidStartEn" added to Details &gt; Cooling &gt; Setup menu and to BACnet/Modbus/N2.</li> <li>New point "Heating Rapid Start Enable" / "HtgRapidStartEn" added to Details &gt; Heating &gt; Setup menu and to BACnet/Modbus/N2.</li> <li>Fixed bug where no compressors would turn on during satisfied dehumidification for the "Single Modulating Cir1 With 2 Stage Cir2" configuration.</li> <li>Fixed bug where N2 Analog Input points could not be mapped.</li> <li>Fixed bug where a compressor could potentially get stuck on.</li> <li>Fixed bug where rends for circuit 2 would be the same as circuit 1.</li> <li>Updated logic so that LowAmb-MinPos and LowAmb-Sp can be set to 0 without disabling the feature.</li> </ul>									
Document Description	Language 🔻 Brand								
Software (2)				_	_				
Smart Equipment 4.3.1.24 Firmware Update	4.3.1.24.secusb.pkg.zip	English		•	Ø				
Smart Equipment 4.3.1.24 Firmware Update Instructions	smart equipment 4.3.1.24 firmware update instructions.pdf	English		•	e				
	<ul><li>O</li><li>O</li></ul>								

= "Preview" button. On firmware files it will initiate download, on .pdf files it will open for viewing.

Q

= "Link" button. This will copy the link of the selected file to the clipboard of your device. It can then be pasted into an email and sent. (Can be used to send firmware and instructions to customers who **do not** have Navigator access)