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
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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.
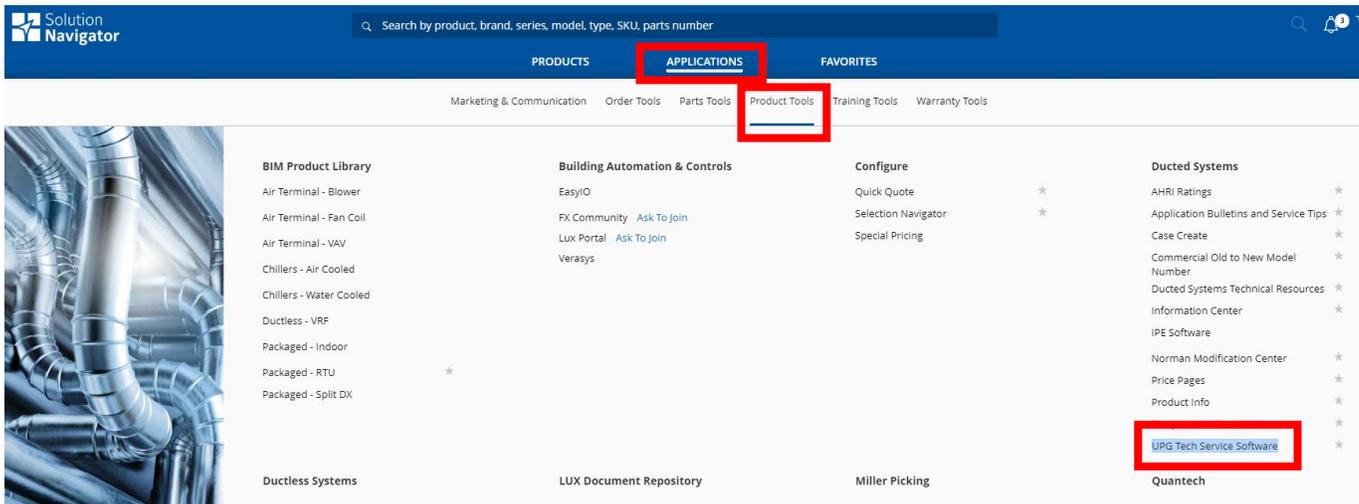
Step 2. All Ducted Systems firmware will be listed by type. Select the appropriate type.
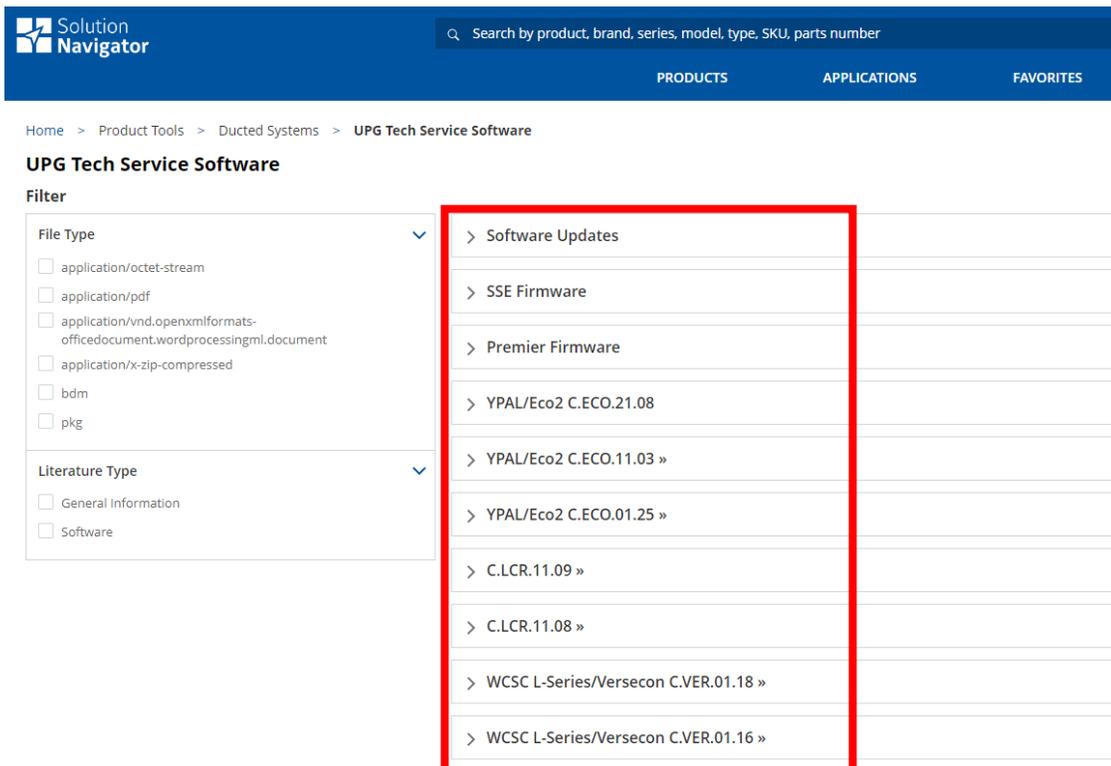
The remaining steps taken (example shown below) depend on which type of firmware you are looking for. For SSE and Premier the instructions for loading the firmware are in this location as well.

Step 3. Choose the desired file and select the appropriate button.

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

= "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)