

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.

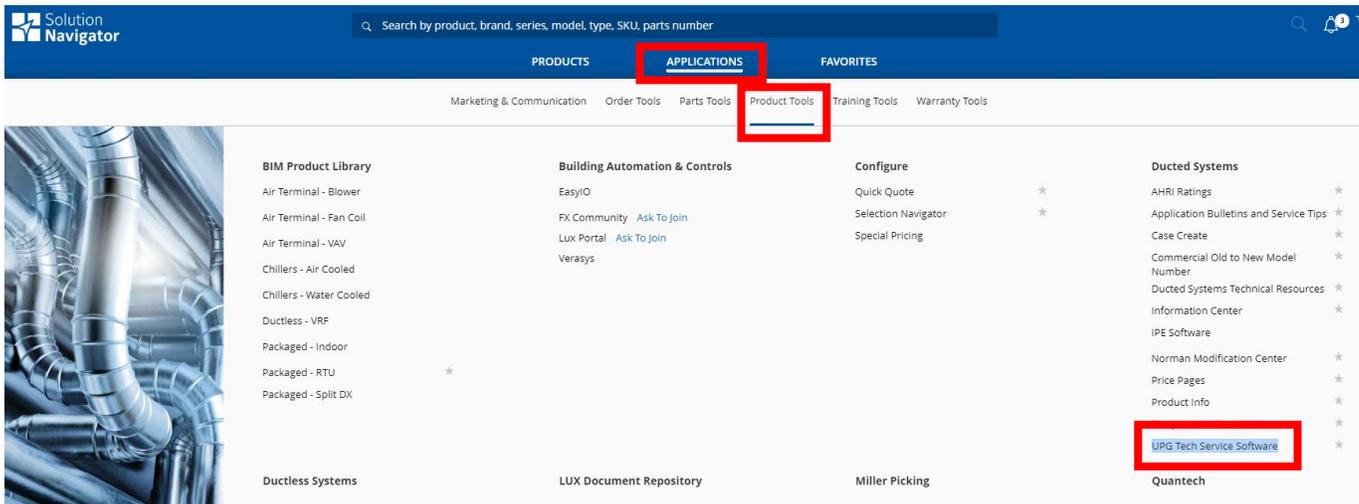
Solutions Navigator Support: navigatorsupport@hvacnavigator.com or 844-319-0726 option 1

Warm regards,

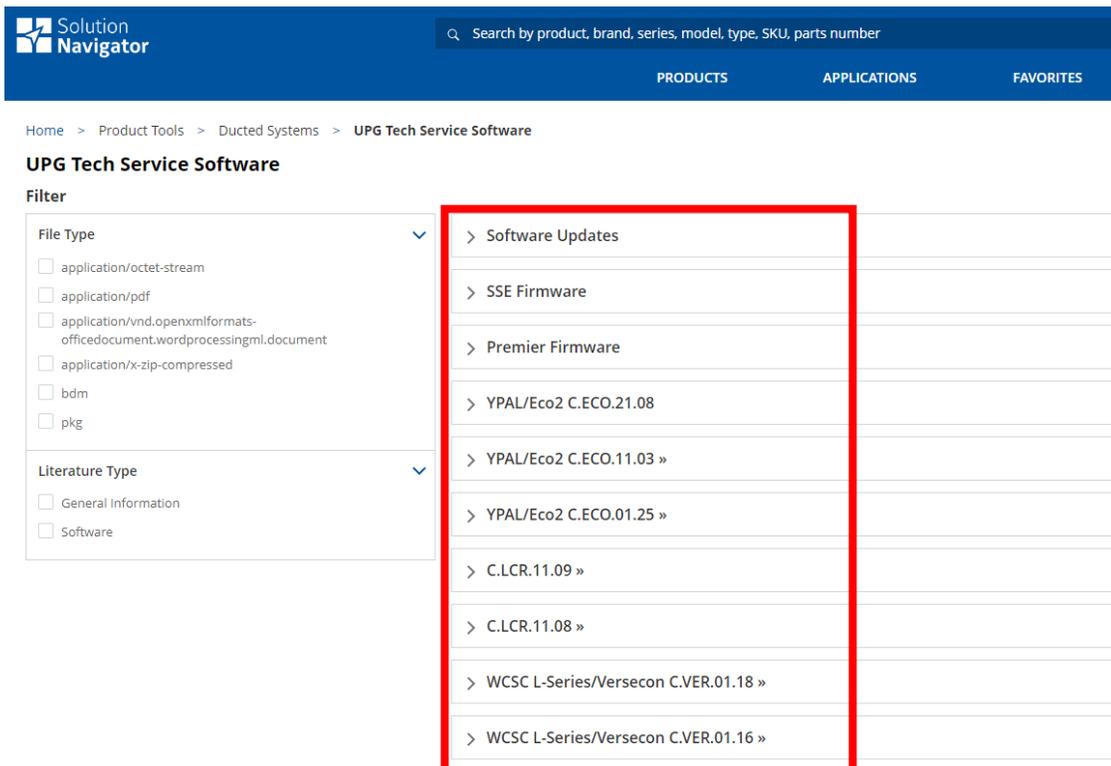
Victor Panicci
Product Technical Support Eng II
Building Technologies & Solutions
Ducted Systems
Johnson Controls
cg-upgtechsupport@jci.com
877-874-7378

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.



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.

[SSE Firmware](#)
Changes since Previous Release
Firmware Updates
 New bug fixes:

- Fixed an issue where the UI manager could temporarily show the wrong point value if user presses 'enter' on an invalid configuration.
- Fixed an issue that caused the UI to display the wrong message when performing a 'full clone' operation.
- 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.
- Added changes to the Local Display to Support FC-Bus provisioning.
- 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.

Control Application Updates
 New functionality and bug fixes:

- Added Rapid Start functionality for cooling and heating.
 - New point "Cooling Rapid Start Enable" / "ClgRapidStartEn" added to Details > Cooling > Setup menu and to BACnet/Modbus/N2.
 - New point "Heating Rapid Start Enable" / "HtgRapidStartEn" added to Details > Heating > Setup menu and to BACnet/Modbus/N2.
- Fixed bug where no compressors would turn on during satisfied dehumidification for the "Single Modulating Cir1 With 2 Stage Cir2" configuration.
- Fixed bug where 'Space Temperature Alarm Setpoint Offset' was not showing the expected value after switching to SI units.
- Fixed bug where N2 Analog Input points could not be mapped.
- Fixed bug where a compressor could potentially get stuck on.
- Fixed bug where trends for circuit 2 would be the same as circuit 1.
- Updated logic so that LowAmb-MinPos and LowAmb-Sp can be set to 0 without disabling the feature.

Document Description	File Name	Language	Brand
Software (2)			
Smart Equipment 4.3.1.24 Firmware Update	4.3.1.24.secusb.pkg.zip	English	
Smart Equipment 4.3.1.24 Firmware Update Instructions	smart equipment 4.3.1.24 firmware update instructions.pdf	English	



= "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)**