TECHNICAL INFORMATION COMMUNICATION

United Technologies
Building & Industrial Systems

Quality and Continuous Improvement

Number: TIC 2017-0003   **Date:** 3/13/2017

Title: Infinity Touch / Evolution Connex V14 Software Release

Product Category: Wall Controls

Products Affected
SYSTXCCITC01, SYSTXCCITC01-A
SYSTXCCITW01, SYSTXCCITW01-A

SYSTXBBECC01, SYSTXBBECC01-A
SYSTXBBECW01, SYSTXBBECW01-A

Situation

Version 14 software is available for download for install via either USB Flash drive or via Over-The-Air update for Wi-Fi® controls that are connected to the server.

Updated features include:

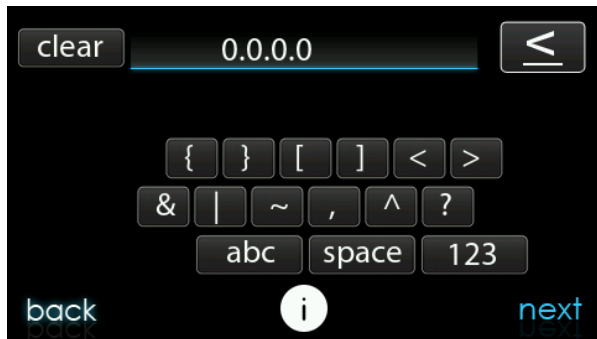**Special characters**, including "?", are now available for wireless passwords

Simultaneous Heat/Cool Demand Mode is designed for zoning systems that have concurrent demands for heating and cooling in different zones. The default remains that this mode is disabled in order to maximize energy savings. However, in some zoning applications with very different load profiles in separate zones, this capability is available to provide better comfort. Note that enabling this mode will likely lead to greater energy usage as comfort is increased, especially when air can move freely from zone to zone. If air does move freely from zone to zone, it's always best to try to balance heat and cool demands with a higher level of continuous fan, rather than with the HVAC equipment heat and cool capacity.

Geothermal Heat Pump Energy Tracking Version 14 also includes the capability for future Infinity/Evolution System geothermal heat pump energy tracking. This feature will require product changes to the geothermal heat pumps to add an entering water temperature (EWT) sensor. Watch for notices from the geothermal HP product team for product changes to support this feature.

High Stage Latches for Geothermal HP

High Cool and High Heat Latches now have an option for Always

Home Screen refresh issue has been resolved – Previously, there were reports of systems that displayed Heating or Cooling in the lower-right corner of the screen, even though the system may not have been running. We determined that there was a condition that the display could get into where it would stop updating. Checking the date and time at the top of the screen would help identify the condition. Also, contractors trying to get into the service screen by holding the service icon would not see the icon change colors and could not get into the service screen. Power cycling the control would restore the display to normal operation.

Nuisance filter notification issue has been resolved.

For the full list of changes in this and previous software versions, see the Release Notes document in the .zip file on HVACPartners or the Consumer Website under the Downloads tab.

To download the Carrier software for installation via USB flash drive, go to https://www.myinfinitytouch.carrier.com/Infinity/Downloads and click on the link to Get the Latest Software for Your Infinity® Touch Control

Software may also be downloaded from HVACPartners under the Product Catalog, Thermostats, SYSTX, Select an Infinity Control, Documents, Software, Firmware Installer

To download the Bryant software for installation via USB flash drive, go to https://www.myevolutionconnex.bryant.com/Evolution/Downloads and click on the link to Get the Latest Software for Your Evolution® Connex Control

Software may also be downloaded from HVACPartners under the Product Catalog, Thermostats, SYSTX, Select an Evolution Control, Documents, Software, Firmware Installer

For controls that are connected via Wi-Fi, are registered to a user remote access account, and have V10 or newer, the update will be downloaded automatically and a message will be displayed on the screen notifying the user that A Software Update is Available.