

# TECHNICAL INFORMATION COMMUNICATION



**United  
Technologies**

Building & Industrial Systems

Quality and Continuous Improvement

**Number:** TIC2015-0004

**Date:** 2/27/2015

**Title:** Version 12 Software and HVACPartners Portal Updates

**Product Category:** Wall Controls

## Products Affected

**SYSTXCCITW01-A, SYSTXCCITC01-A, SYSTXCCITN01-A  
SYSTXBBECW01-A, SYSTXBBECC01-A, SYSTXBBECN01-A**

## Situation

**Software Version 12 is being released for Infinity<sup>®</sup> Touch controls and Evolution<sup>®</sup> Connex<sup>™</sup> controls. The HVACPartners portal is also being updated to provide more information.**

## Technical Information

Updates to Version 12 software include expanded CFM and static pressure control, expanded Infinity Greenspeed<sup>®</sup> and Evolution Extreme heat pump charging capabilities, and updates to service and installation screens.

The new HVACPartners portal, when used with the above listed wall controls with version 11 or later software installed, provides more information about Infinity/Evolution systems than was previously available.

The new portal provides remote read access to virtually all data points available within a complete Infinity/Evolution HVAC system, and provides the ability to remotely modify key system settings. Generally, any system setting that doesn't require a service person to be on-site to look at, listen to, or feel the effects of the change will be allowed to be modified remotely through the portal; system settings requiring a service person to be on-site cannot be modified through the new dealer portal on HVP.

General categories of information that is now available remotely includes (depending on equipment installed as part of the Infinity/Evolution system):

Only trained and qualified personnel should design, install, repair and service HVAC systems and equipment. All national standards and safety codes must be followed when designing, installing, repairing and servicing HVAC systems and equipment. It is the responsibility of the Dealer to ensure local codes, standards, and ordinances are met.

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## Previous Dealer Portal

- Notifications
- Notification Settings
- Equipment Profile
- Current System Status
- System Configuration and Program Schedules

## Upgraded Dealer Portal

*(When used with V-11 or later)*

- Notifications
- Notification Settings
- Equipment Profile (expanded)
- Current System Status (expanded)
- Utility Event
- Indoor Unit Status
- Indoor Unit Fault(s)
- Outdoor Unit Status
- Outdoor Unit Fault(s)
- Last 10 System Events
- Root Cause Data (selected systems)
- Historical System Data
  
- System Configuration and Program Schedules
- Indoor Unit Setup
- Outdoor Unit Setup
- Servicing Dealer Information

## *Version 12 (February 2015)*

- Expanded CFM and Static Pressure Control
  - Works with new indoor unit blower systems
  - (Watch indoor unit Product Bulletins for details)
- New Airflow Verification screens
- Expanded Infinity<sup>®</sup> Greenspeed<sup>®</sup>/Evolution<sup>®</sup> Extreme heat pump charging capabilities
- More indoor coils added to the system configuration
- Added 13kBTUH size for Infinity 18VS/Evolution V systems
- Updates to several Service and Installation screens

## References

See Marketing Bulletin 101-14-39 for more details.

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