

# Service Information



**Date:** September 14, 2011

**Ref. No.:** NS-19-11

**To:** Service Manual Holders  
National, International, Canada  
Field Sales and Waynesboro Personnel

**Subject:** Screen Saver Mode in the Quantum LX Control System with the Q5 processor

We have discovered an intermittent problem when using the Screen Saver mode on Quantum LX Control Systems with the Q5 Processor. Please note that this intermittent problem does not affect Quantum LX Control Systems with the Q4 processor.

When the Quantum LX with the Q5 processor enters the Screen Saver mode, the LCD display should dim in intensity, but remain visible and then return to normal intensity when any key is pressed. What occurs intermittently is when the Quantum LX enters the Screen Saver mode; the LCD display will go black and will not exit from this mode when any key is pressed. The power to the Quantum LX must be cycled to recover from this event.

A temporary immediate work around of this problem is to disable the Screen Saver mode in the Quantum LX. This is accomplished by going to Menu>Session and entering 2 in the User Level and 20 in the Password and then pressing the Submit key. Go to Menu>Configuration>Compressor and set the Screen Saver setpoint to zero.

We have released a new version of the Quantum LX software (version 7.03) that when installed, will disable the Screen Saver function and will not allow the Quantum LX to enter the Screen Saver mode. At the same time, Frick is continuing to work on a more permanent solution that will allow the use of the Screen Saver mode without a risk of the LCD display shutdown.

The Quantum LX software version 7.03 can be downloaded from our web site to your PC and then copied to your USB Flash Drive to use to upgrade your Quantum LX with the Q5 processor.

You can download the latest version of the Quantum LX Compressor software from our web site at: <http://www.frickcontrols.com/> You will find the instructions and the compressed (zipped) files under Quantum LX>Quantum LX Compressor Upgrade. The upgrade instructions explain how to get the compressed files from our web site to your PC. Once on the PC, you can extract the files and you will find the remaining instructions on how to copy the new Quantum LX software image to your new USB Flash Drive (thumb drive). Then you can use the Quantum LX USB Program Upgrade Flash Drive to upgrade the existing program on your Quantum LX control panel.

If you prefer not to use the software download, you can purchase a Quantum LX USB Program Upgrade Flash Drive (p/n 649A1063G01) from the Frick Baltimore Parts Center.

If you have any questions, please feel free to contact me.

Regards,

*Greg Stains*

Greg Stains

**Johnson Controls, Frick**

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