

SERVICE BULLETIN



Carrier Corporation

North American Operations

Title: LID2B SERVICE Password

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Models Affected: All Chillers with PIC-I Control and LID2B

Purpose:

To inform the field of the problems associated with forcing the SERVICE menu password using Network Service Tool (part#: CEAS121367-06 (version IV)) and the LID2B (part#: CESO130036) in PIC I control and to provide a solution.

Information:

A feature included in the PIC I (Product Integrated Control I) design is the ability to attach to a LID (Local Interface Device) with Network Service Tool, upload it's configuration and disable the SERVICE menu password when the password to the SERVICE menu has been lost or forgotten. This feature works when a LID1B is incorporated in the PIC control but does not function properly when a LID2B is installed. The method of forcing the SERVICE password is as follows:

Using a Laptop or portable personal computer (PC) install the Network Service Tool hardware key. Using a Carrier approved protocol converter (B&B Electronics line powered RS-232 / RS-485 converter, model: 485CARLP9 or similar) attach the communication bus (COM1) from the PC to the LID. Using a LID1B the connection is terminated at COMM1 terminals 1,2 and 3 (red, white, and black) on the PSIO (Processor Sensor Input Output module). If a LID2B is installed the connection can be made at plug J8 (RJ-11 phone connector) labeled SERVICE. Enter the Service Tool Menu and follow the steps below:

- 1.) Select item [2] Carrier Controls
- 2.) Choose SELECT or ADD the LID controller at default bus: 0, address: 230 (or other address if the PIC control is part of a network). Choose MODIFY and UPLOAD if the current loaded configuration in Service Tool does not match the device being modified.
- 3.) Select DIAGNOSTIC
- 4.) Select MAINTENANCE
- 5.) Select from list with Enter key 'Disable service password'

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- 6.) Select FORCE to execute with the following results:
 - a.) With the LID1B:
Use the Space Bar to toggle the selection from NO to YES.
Press F2 function key to transmit force value and bypass the password on the SERVICE menu.
The force will be transmitted and access will be allowed into the SERVICE menu without entering a password.
 - b.) With the LID2B:
Use the Space Bar to toggle the selection from 0 to 1.
Press F2 function key to transmit force value. The following error message will be displayed: 'Variable not in controller dictionary Press any key to continue:'. The force will not be transmitted to the LID2B and access will not be allowed to the SERVICE menu unless the password is entered.

Solution:

A method has been developed to reset the SERVICE menu password back to the default value of 1111 on the LID2B by depressing the softkeys (buttons) following the procedure described below:

- 1.) Cycle power to the PIC I controls by opening the disconnect (CB2) to the control transformer (T1) inside the motor starter, waiting a moment and closing again.
- 2.) After the control power is cycled the LID2B goes through its power up sequence and several events occur. First, the display looks dark and blank. Second, the Carrier oval is displayed. Third, the back lighting is turned on and the message 'PRESS KEY NOW TO START SELF TESTS' is displayed. As soon as this message is displayed double click (press twice within 1-2 seconds) the leftmost softkey (the softkey under which the CCN menu selection is displayed on the default screen). The message 'DO YOU WANT TO CONTINUE ?' will be displayed. If the LID2B did not sense the double click you will enter the SELF TEST. Repeat step 1.
- 3.) When the message 'DO YOU WANT TO CONTINUE ?' is displayed, double click (press twice within 1-2 seconds) the rightmost softkey (the softkey under which the MENU selection is displayed on the default screen). If you delay long enough the default screen will be displayed. Repeat step 1.
- 4.) When the proper sequence has been followed, after double clicking the rightmost softkey, the following events will occur:
 - a.) The display will go blank for a few seconds with the back lighting turned on.
 - b.) The back lighting will turn off and the display will remain blank for a couple more seconds.
 - c.) The Carrier oval will appear for a few seconds with no back lighting.
 - d.) The back lighting will turn on and the prompt for the SELF TEST will appear for 1 second.
 - e.) The LID2B module will now auto-attach, uploading tables from the PSIO module whose address has been set in the CONTROLLER IDENTIFICATION menu under the SERVICE menu and the message 'UPLOADING TABLES. PLEASE WAIT' will appear.
 - f.) When the LID is finished uploading tables the default screen will be displayed and the SERVICE password will be reset to the default 1111.