



# Tech Tip

## MARCH 2025

## Verification of Link Software Update via App

- With the release of R454b our 5TEMC and 5TAMX air handlers need a manual update to 9.0SW unless the TLINK kit present ends with a G.
- When the update successfully pushes the updated firmware to the System Controller (SC360) There will be a green checkmark which means it is ok to disconnect the device from the System Controller.
- Verify that the update has been moved to the System Controller (SC360) by reconnecting to the system via Bluetooth and check the dashboard of the Technician App.
- On the dashboard there will be a Message saying "Copying Firmware to Device" which is confirmation that the update is working.
- If that message is not present, then try again.
- Once the update has been installed, check the dashboard to see that the UX360 and SC360 have 9.0SW which is final confirmation.
- Scan the QR code to the right to see the video from FieldTechHelp.com about the Link Firmware Update process.

**Copying Firmware to Device**  
App may disconnect and reconnect as equipment is updating. The update will take several hours. When complete the system will reboot with the new firmware.

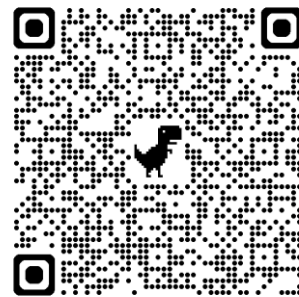
### Equipment Summary

**SC360 System Controller** ✓  
Model TSYS2C60A2VVUCA  
Serial 2250K80DRX

Status **Connected**  
Software 09.00.00.241105  
Warranty Status **Active**  
Enrollment Status Not Enrolled

**UX360 Thermostat** ✓  
Model THUI2360A200UCA  
Serial 2309DLHK1X

Status **Connected**  
Software 09.00.00.241105  
Warranty Status Not Found



Field Service Representative Contact

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