



PRODUCT BULLETIN

(PBN1205-01)

One-Click Diagnostics Tool

August 1, 2012

Product Affected: Green Box Controller (GBC-800-001)

Product Update:

Cypress EnviroSystems has developed a One-Click Diagnostics tool for the Green Box Controller (GBC) that now comes preinstalled on every GBC shipped. One-Click evaluates several performance characteristics of the Wireless Pneumatic Thermostat (WPT) system during commissioning to determine if the system is operating as designed. It is the policy of Cypress EnviroSystems that the One-Click Diagnostics tool is run on every new installation to ensure the system is running properly before handing the system off to the end customer.

One-Click Benefits:

The One-Click Diagnostic tool will provide our VARs with the following benefits:

- Higher customer satisfaction
- Faster and easier installations
- Confidence that installations are performing as designed
- Documentation to substantiate quality of installations
- Faster troubleshooting
- Fewer service calls

One-Click Features:

One-Click provides a report summarizing the health status of each element in the WPT system. The report can be used as a punch-list to identify and troubleshoot problems. Once the problems have been addressed, One-Click can be run again to verify the system is working properly and the installation is successful. The One-Click tool evaluates each component of the WPT system and will provide warnings on possible issues identified with the following:

- Wireless Pneumatic Thermostat (WPT)
 - Pneumatic control problems due to:
 - WPT not calibrated
 - HVAC terminal equipment
 - Compressed air
 - Count of WPTs
 - Duplicate IDs
 - Stranded or offline WPTs (commissioned but not communicating with GBC)
 - Non-commissioned WPTs (communicating with GBC but not commissioned)
 - Firmware version
- Wireless repeaters (RWAL)
 - Count of WPTs per repeater

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- Duplicate IDs
 - Stranded or offline RWALs (commissioned but not communicating with GBC)
 - Non-commissioned RWALs (communicating with GBC but not commissioned)
 - Firmware version
- Green Box Controller (GBC) and wireless hub (HUSB):
 - Count of WPTs per HUSB
 - Count of WPTs per GBC
 - Status of CPU and memory
 - Status of software and database
- Wireless communications
 - Successful communication rate
 - Communication path and number of communication hops
 - Wireless strength for each communication hop

Training:

The One-Click Diagnostic tool is a simple software application that is intuitive to run and understand. Visit Cypress EnviroSystems' Partner Portal to view a video tutorial to learn how to use the One-Click tool. The Partner Portal is located on the Contact Us page on our website:

- Partner Portal: <http://www.cypressenvirosystems.com/partner-resources/contact-us-3/>
- The Partner Portal is password protected. If you need a password, please submit a request to: cys_support@cypress.com

In addition, One-Click training will be fully integrated into our comprehensive Certified Integrator program. It is important that all of your technicians that work on the WPT system are certified by Cypress EnviroSystems. If your team needs additional training, please place a request through the contact information below.

One-Click software is also available for download on the Partner Portal if you would like to install and use it at an existing installation. The software can be run on any GBC or SBAC with software version 19.3.2 or later.

Support:

If any of your installations require technical support, please run the One-Click tool as a first step. If you need further support from Cypress EnviroSystems, our team will request the One-Click report to determine the appropriate course of action.

Contact information for technical support

- Phone: (888) 987-3210
- E-mail: cys_support@cypress.com