

# **Technical Support Notification**

## USM Module Update

#### Overview

Veeder-Root has released a new version of the USM Module (332812-001) with additional noise filtering capabilities. The modifications were designed to specifically address DPLLD Comm Alarms at sites with Variable Speed Motors and include changes in internal hardware and firmware of the USM Module.

With the release of software version 9S, USM Modules manufactured before 2021 can upgrade their firmware to improve performance for installations that are exposed to high levels of electrical noise. All new USM Modules come with hardware improvements and the firmware pre-installed.

### Identifying the New Modules

All USM Modules manufactured in 2021 come pre-installed with the new hardware and firmware. There are two ways to identify these modules – the serial number or the build date.

All USM Modules with a **serial number of 549121010051 or higher** come pre-installed with the new hardware and firmware. The serial number can be found on the USM Module or in the diagnostics menu of the console. Modules with older serial numbers can upgrade the firmware only (*instructions on the next page*).



On the console go to Menu → Diagnostics → Module → HW Configuration

The USM Module serial number, hardware build date and firmware revision will be displayed.

The new firmware revision is 001-E.

Diagnost	ics Module	HW Configuration	0	<b>&gt;</b>				
Address	Module Type		Seria	l Number	Hardwa	re Build Date	Firmwar	e Revision
B1.S1	UNIVERSAL S	SENS MODULE - 16	002	1010422		01/25/2021		001-E
B1.S2	INPUT/OUTPU	JT MODULE - 14	001	9080089		08/08/2019		001-C
B1.S3	INPUT/OUTPU	JT MODULE - 14	001	9080090		08/08/2019		001-C

**Note:** The first four digits (5491) of the serial number displayed on the sticker do not appear on the console. Scroll to the right to view the hardware build date and firmware revision.

All consoles manufactured in 2021 will ship out with the new USM Modules. The console serial number for all 2021 consoles starts with the letter "W". The serial number is located on a sticker on the bottom of the console.

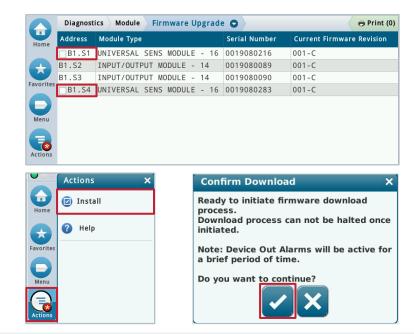
### Instructions for Upgrading Firmware

#### Menu → Diagnostics → Module → Firmware

 Check the box for the first USM module to be updated

Note: Only one USM can be selected at a time

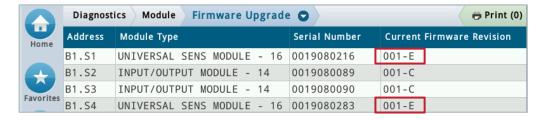
- Select Actions → Install
- 3. When ready, select the to continue





Note: As shown on the Confirm Download screen, all programmed devices will go into open/out/comm alarms. These alarms will automatically clear after a few minutes.

The new firmware revision will be displayed: 001-E



#### **Further Information**

- Contact Veeder-Root Technical Support at 1-800-323-1799 for additional help or questions.
- Learn more on our TLS-450PLUS on our webpage.

125 Powder Forest Drive • PO Box 2003 • Simsbury, CT 06070 • ©2021 Veeder-Root • P/N 576047-374

Technical Support Hours: M-F EST: 8am-7pm technicalsupport@veeder.com







