GENT
by Honeywell

Technical Bulletin

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Product parts affected

Nano Panel



Details

We have recently received a few calls from commissioning Engineers that are experiencing Commissioning Tool connectivity problems with Nano Panels where the PC is reporting 'USB Device not Recognized' despite having been able to communicate with the panel previously.

The issue is currently being investigated and until a permanent solution is found we advise:

1. Avoid powering the panel up and down whilst the PC is connected to Panel. Powering up with the cable attached doesn't damage the panel, the panel software will not recognize the USB device if it is done this way.
2. If possible, power down the panel and remove the Lithium battery from the Main Control board for one hour.
3. Try with different laptops and USB cables after power down if possible.

Connectivity to the panel is tested multiple times in the factory so we do not believe this is a problem with the panel alone…it's an interaction between panel/USB cable/laptop. If a connection cannot be achieved it is still possible to commission the system through the panel.

Action

Make sure engineers are aware

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