

TECHNICAL SUPPORT BULLETIN

Subject: Protocol 3™ Lock Up when using Communications

Purpose: To bring to your attention a potential lock up of the controller when using RS485 Modbus communications.







This applies to a controller with revision level 2.2 and lower. Firmware revision of 2.3 or higher is recommended for this application.

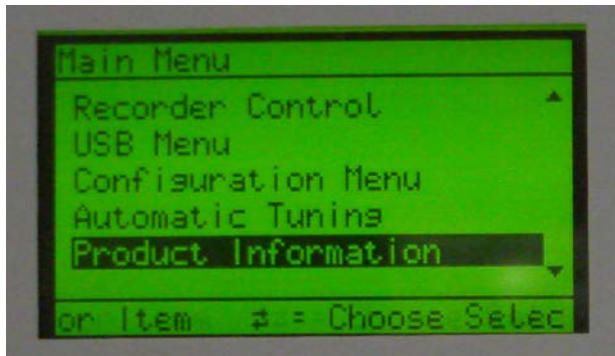
Verify the Firmware revision of the controller, if you plan to or are using communications to remotely communicate with the Protocol Manager software or your own software package.


To access the revision level you need to go the **Main Menu**, which provides access to a number of useful sub menus.

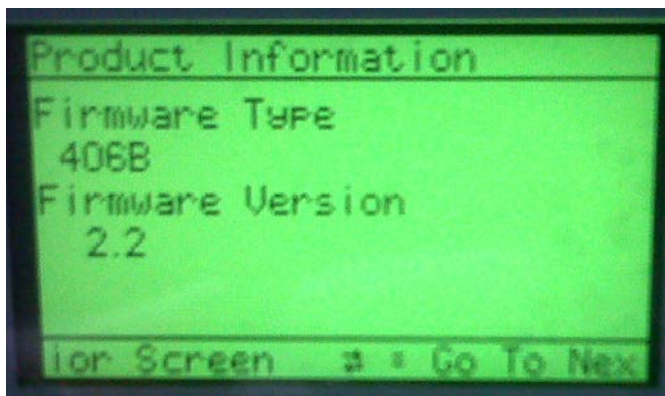
Access the **Main Menu** from the **Select a Mode** screen





1. Simultaneously press  and .
2. Press  or  to navigate,  to select the **Product Information** Option.
3. Press  to enter that mode.



4. Press  Four time to the screen that shows the Firmware level.



5. Simultaneously press  and  twice to go back to the **Select Mode** screen.
6. Please contact the Parts group at 1-800-473-7373, option 3 or service@despatch.com , if you need to replace the controller.