


Carrier v9.0 App Loader User Guide

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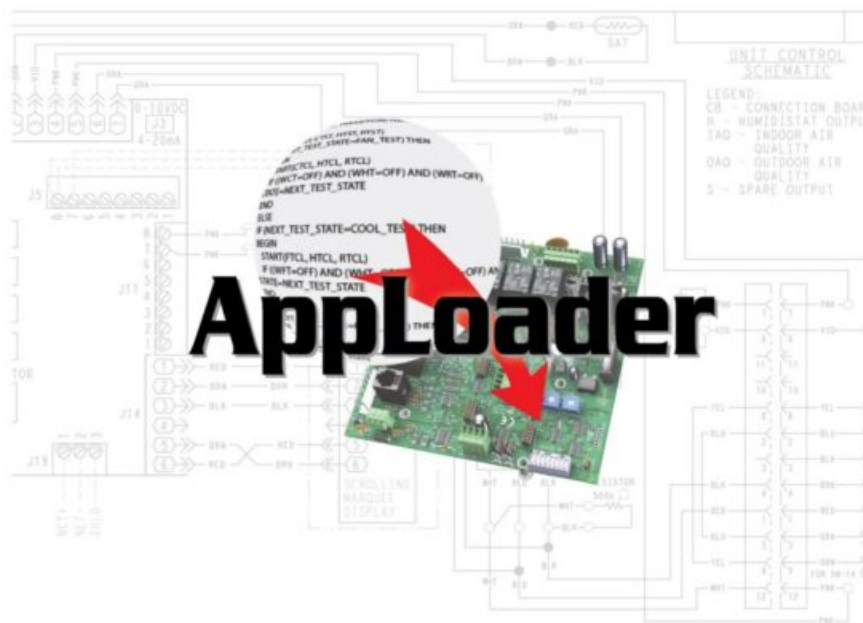


AppLoader v9.0 User Guide

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v9.0 App Loader



⚠ Verify that you have the most current version of this document from www.hvacpartners.com, the Carrier Partner Community website, or your local Carrier office.

Important changes are listed in Document revision history at the end of this document.

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Installing AppLoader

AppLoader is a software utility that enables field technicians to restore the original factory settings or install updated files to a controller or router. A clipping may include a driver, control program, graphics, and screen files.

1. Connect the computer to your controller with one of the following cables:

- USB Link cable for local access communication Open devices only

NOTE Make sure your computer has the USB Link driver. The USB Link driver is installed with an i-Vu® or Field Assistant v6 or later system. Please refer to the Silicon Labs website and search for “CP210x USB to UART Bridge VCP Drivers” for the most current device drivers. Install the driver before you connect the USB Link to your computer.

- Ethernet cable for IP communication

- USB Type-A Male to Male USB cable

2. Once your computer is connected to your device, insert the i-Vu® Tech Tools USB drive into the computer.

3. Click AppLoader under Other Installs. NOTE If the screen does not automatically appear after inserting the USB drive, navigate to i-Vu_Tools v9.0 on your computer and open the AppLoader folder. Double-click AppLoader_x.x_windows_setup.exe to start the installation.

4. Follow the Setup Wizard and wait for it to finish.

NOTE Place the program on your computer to prevent having to use the USB drive every time you need it.

5. In the i-Vu_Tools v9.0 folders, double-click Resources and open the Clippings folder.

6. Copy the .clipping files to a folder on your computer.

Downloading a clipping using an Rnet connection to an Open device

From your desktop, click Start > All Programs and open AppLoader x.x or browse to your program location.

1. Select Connection and check Rnet.

2. Select Access Port and check the COM port for the USB Link.

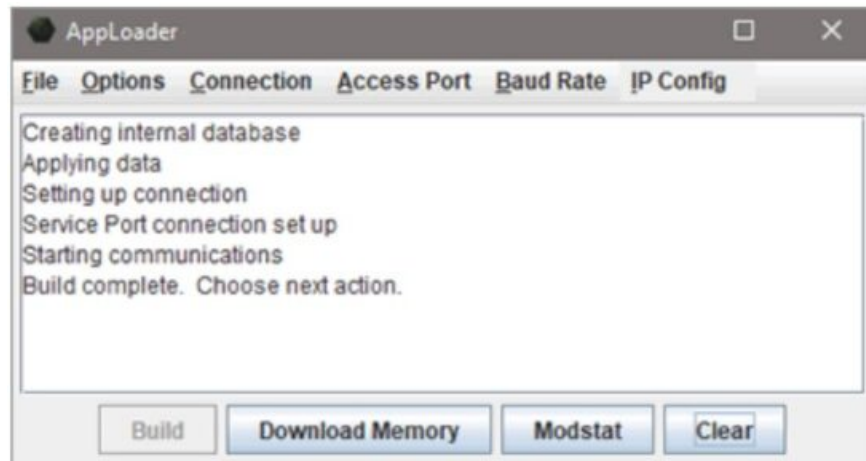
To find the correct port:

1. From Start or explore, on your computer, right-click Computer and select Manage.
2. Select Device Manager in the tree on the left.
3. Click the arrow next to Ports (COM & LPT1).
4. Your port is listed next to Silicon Labs USB to UART Bridge.

3. In AppLoader, select Baud Rate and check 115200.

NOTE The I/O Controller-E uses 38,400 baud rate and the USB-K cable for Local Access communication. All other Open devices use 115,200 baud rate and the USB-L cable.

4. Select File > Open, browse to your clipping folder, select the clipping file, and then click Open.
5. Click Build. Wait for the message that the build is complete.



6. Click Modstat to verify successful communication. Check your connection if there are problems.
7. If communicating properly, click Download Memory.
8. In the Set Device ID popup, make sure Use auto-assign device ID is checked and click OK.
9. Wait for the message Download Successful.

NOTE Downloads can take up to 10 minutes, depending on the controller.

Downloading a clipping using the Service Port on the i-Vu® XT or TruVu™ device

To use AppLoader with i-Vu® XT or TruVu™ devices, you can connect to the controller through the Service Port. Depending on which device you are connecting to, the Service Port is either an Ethernet or a USB port. See the device's Installation and Start-up Guide for more information.

You must perform the following steps. They are each explained in detail below.

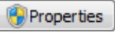
1. Enable DHCP on your computer.
2. Connect AppLoader to the i-Vu® XT or TruVu™ device's Service Port to download clipping.

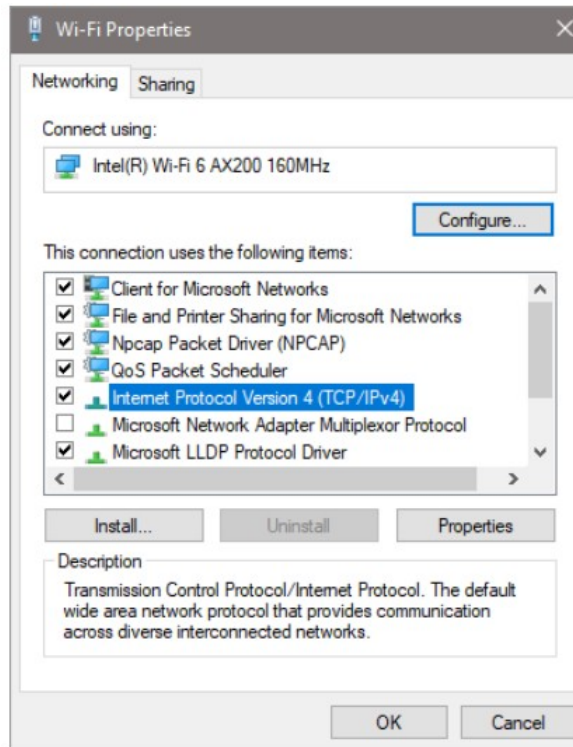


WARNINGS AppLoader will NOT function unless you do the following:

- Disconnect your computer and the i-Vu® XT or TruVu™ device from your building network.
- Shut down the i-Vu® or Field Assistant application that may be running on your computer.
- Turn off the computer's Wi-Fi.
- If you have more than one network interface card (NIC), AppLoader automatically selects the one with the lowest IP address. You must disable the networks that you do not want AppLoader to use.

Step 1: Enable DHCP on your computer

1. Click Start > Control panel > Network and Internet > Network and Sharing Center.
2. Under active networks, double-click your Connections link to open Status.
3. Click the Properties button  and then double-click Internet Protocol Version 4 (TCP/IPv4).



4. Check Obtain an IP address automatically and click OK to close the window.
5. Click OK again.
6. Click Close.
7. Leave the Network and Sharing Center page open. You will use it again later.

Step 2: Connect AppLoader to the i-Vu® XT or TruVu™ device's Service Port to download clipping
Depending on which device you are connecting to, the Service Port is either an Ethernet or a USB port.

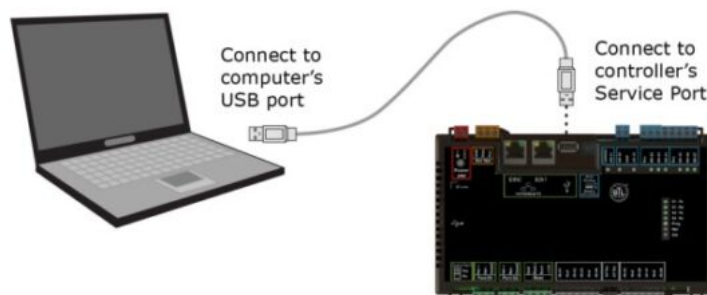
Using an Ethernet Service port

Connect an Ethernet cable from your computer to the i-Vu® XT or TruVu™ device's Service Port, as shown below.



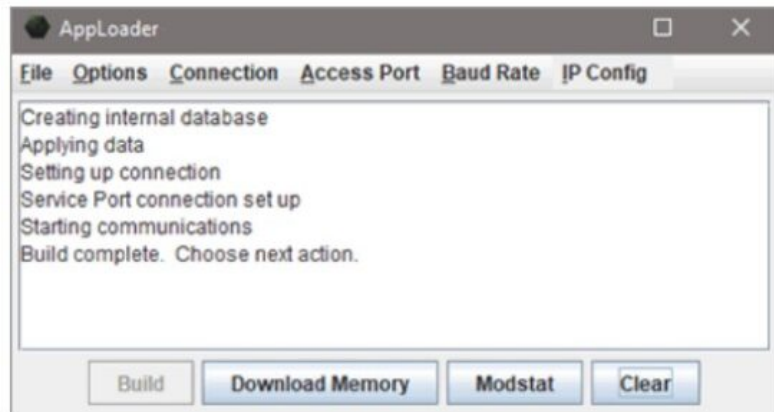
Using a USB Service port

Connect a USB Type-A Male to Male USB cable from a computer to the controller's USB Service Port, as shown below. Turn off the computer's Wi-Fi, if it is on.



After connecting the device to your computer

1. Open a web browser on the computer.
2. Navigate to <http://local.access> or <http://169.254.1.1> to see the controller setup pages.
NOTE If you do not see the pages, review the previous steps. Check your Ethernet cable and make sure DHCP is set.
3. Launch AppLoader.
4. Set AppLoader to communicate over IP by clicking Connection in the top menu and checking Service Port.
5. Select File > Open, browse to your clipping folder, select the clipping file, and then click Open.
6. Click Build. Wait for the message that the build is complete.



7. Click Modstat to verify successful communication. Check your connection if there are problems.
8. If communicating properly, click Download Memory.
9. In the Set Device ID popup, make sure Use assigned device ID is checked and click OK.
10. Wait for the message Download Successful.
NOTE Downloads can take up to 10 minutes, depending on the controller.
11. Close AppLoader.
12. Disconnect the cable from the Service Port.

Downloading a clipping using an IPv4 connection to an Open or i-Vu® XT or TruVu™ device

To use AppLoader with Open or i-Vu® XT or TruVu™ devices, you can connect over IP. You must perform the following steps. They are each explained in detail below.

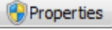
1. Enable DHCP on your computer.
2. Connect to the Open or i-Vu® XT or TruVu™ device and set the IP address of the Open or i-Vu® XT or TruVu™ device using Service Port.
3. Set device address for default IP address network.
4. Connect AppLoader to the Open or i-Vu® XT or TruVu™ device's Ethernet port to download clipping.

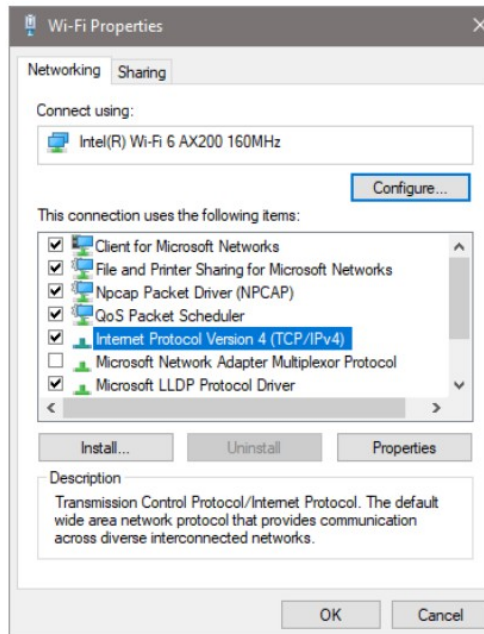


WARNINGS AppLoader will NOT function unless you do the following:

- Disconnect your computer and the device from your building network.
- Shut down the i-Vu® or Field Assistant application that may be running on your computer.
- Turn off the computer's Wi-Fi.
- If you have more than one network interface card (NIC), AppLoader automatically selects the one with the lowest IP address. You must disable the networks that you do not want AppLoader to use.

Step 1: Enable DHCP on your computer

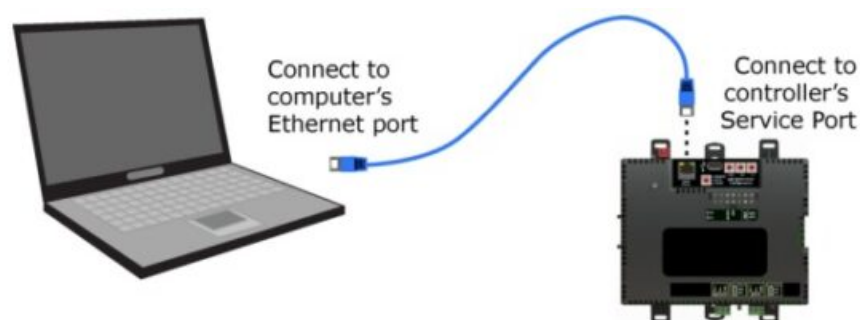
1. Click Start > Control panel > Network and Internet > Network and Sharing Center.
2. Under active networks, double-click the Local Area Connection link to open Local Area Connection Status.
3. Click the Properties button  and then double-click Internet Protocol Version 4 (TCP/IPv4).



4. Check Obtain an IP address automatically and click OK to close the window.
5. Click OK again.
6. Click Close.
7. Leave the Network and Sharing Center page open. You will use it again later.

Step 2: Set the address of the Open or i-Vu® XT or TruVu™ device

1. Connect an Ethernet cable from your computer to the Open or i-Vu® XT or TruVu™ device's Service Port, as shown below.



2. Open a web browser on the computer.
3. Navigate to <http://local.access> or <http://169.254.1.1> to see the controller setup pages.
4. On the Ports tab, under IP Port, you will see your current configuration. Make note of the settings. You will need them later.
5. Check Custom Static and type the following addresses:
 - IP address: 192.168.168.1
 - Subnet Mask: 255.255.255.0**NOTE** Do not change Default Gateway.
6. Click Save.


7. Remove the Ethernet cable to disconnect from the Service Port.

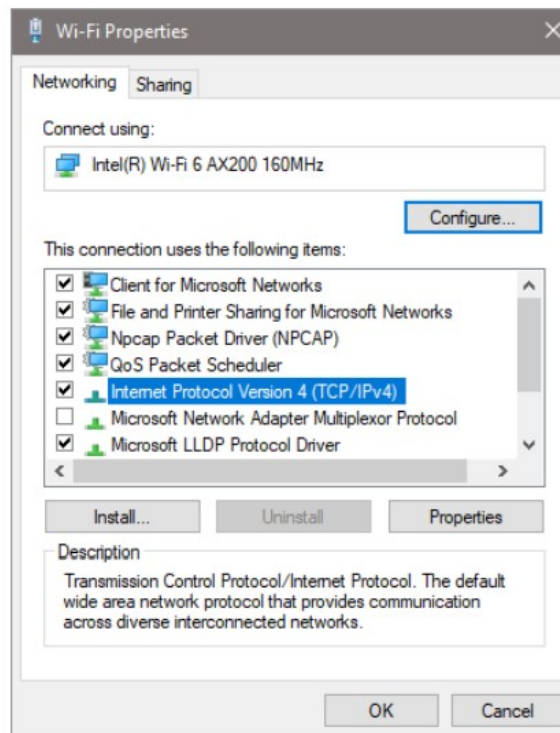
Step 3: Disable DHCP and set device address for default IP address network

When using IP connection, set the device to default IP and place the computer running the AppLoader software on the same subnet.



CAUTION You must disable all other network and wireless ports on the computer.

1. Click Start > Control panel > Network and Internet > Network and Sharing Center.
2. Under active networks, double-click your Connections link to open Status.
3. Click the Properties button  and then double-click Internet Protocol Version 4 (TCP/IPv4).



4. Check Use the following IP address and enter

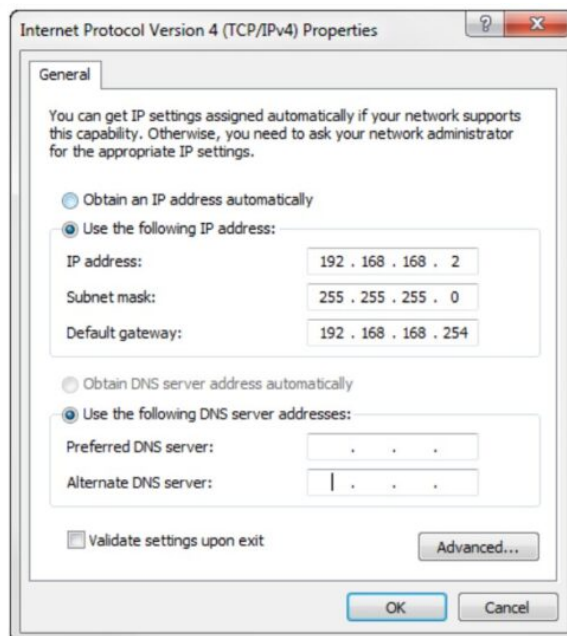
- 192.168.168.2



CAUTION The final digit can be anything except .1.

- 255.255.255.0

- 192.168.168.254



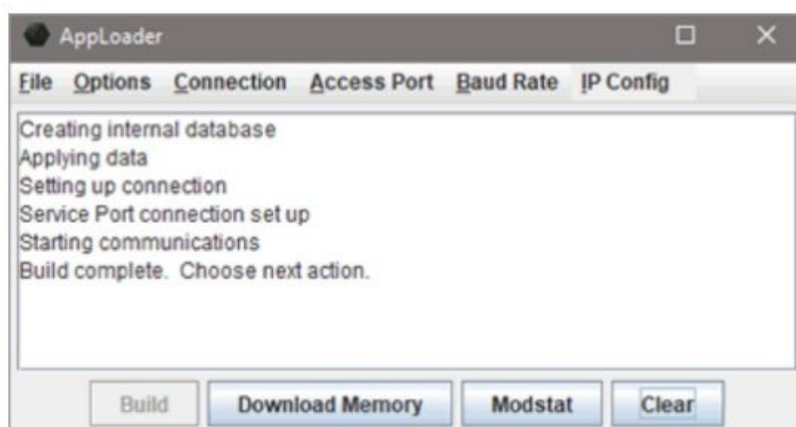
5. Click OK.
6. Click OK.
7. Click Close.

Step 4: Connect AppLoader to Ethernet to download clipping

1. Connect the Ethernet cable from your computer to the device's Ethernet port.

NOTES

- Depending on your device, the port may be called 10/100 Base T Ethernet Port, Gig-E, or Eth1 or Eth2.
 - Use a crossover Ethernet cable or a Hub and 2 straight-through Ethernet cables. Make sure cables are attached before attempting communications.
2. Launch AppLoader.
 3. Set AppLoader to communicate over IP by clicking Connection in the top menu and checking IPv4.
 4. Select File > Open, browse to your clipping folder, select the clipping file, and then click Open.
 5. Click Build. Wait for the message that the build is complete.



6. Click Modstat to verify successful communication. Check your connection if there are problems.
7. If communicating properly, click Download Memory.
8. In the Set Device ID popup, make sure Use assigned device ID is checked and click OK.
9. Wait for the message Download Successful.

NOTE Downloads can take up to 10 minutes, depending on the controller.

10. Close AppLoader.

11. Disconnect the cable from the Ethernet port.

Downloading a clipping using an IPv6 connection

To use AppLoader with i-Vu® XT or TruVu™ devices with a drv_gen5 driver, you connect to the controller over an IPv6 network.

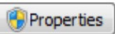
You must perform the following steps. They are each explained in detail below.

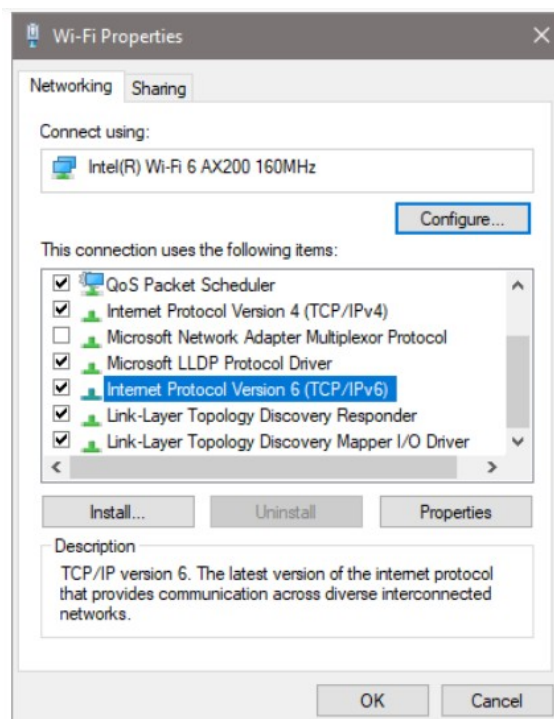
1. Enable DHCP on your computer.
2. Connect to the i-Vu® XT or TruVu™ device using the Service Port and set its device instance and IPv6 address mode.
3. Connect AppLoader to the Ethernet port to download clipping.
4. Reconfigure the i-Vu® XT or TruVu™ device to its original device instance and IP address settings.

 **WARNINGS** AppLoader will NOT function unless you do the following:

- Disconnect your computer and the i-Vu® XT or TruVu™ device from your building network.
- Shut down the i-Vu® or Field Assistant application that may be running on your computer.
- Turn off the computer's Wi-Fi.
- If you have more than one network interface card (NIC), AppLoader automatically selects the one with the lowest IP address. You must disable the networks that you do not want AppLoader to use.

Step 1: Enable DHCP on your computer

1. Click Start > Control panel > Network and Internet > Network and Sharing Center.
2. Under active networks, double-click your Connection link to open Status.
3. Click the Properties button  and then double-click Internet Protocol Version 6 (TCP/IPv6).

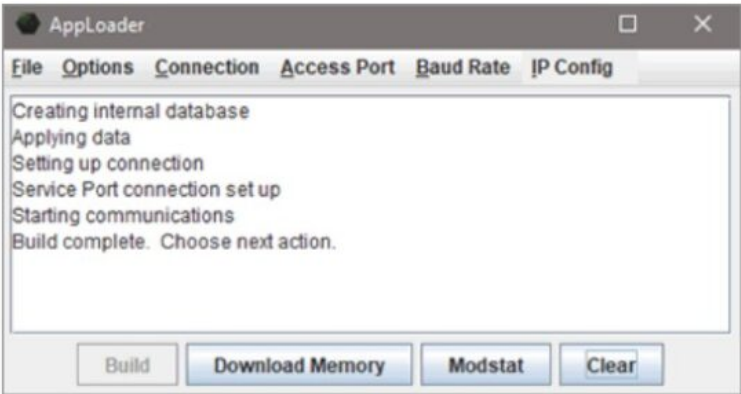


4. Check Obtain an IPv6 address automatically and click OK to close the window.
5. Click OK again.

6. Click Close.

Step 2: Connect AppLoader to the Ethernet port to download clipping

- 1. Connect the Ethernet cable from your computer to the i-Vu® XT or TruVu™ device’s Ethernet port that has been configured for IPv6.
- 2. Launch AppLoader.
- 3. Set AppLoader to communicate over IPv6 by clicking Connection in the top menu and checking IPv6.
- 4. Select File > Open, browse to your clipping folder, select the clipping file, and then click Open.
- 5. Click Build. Wait for the message that the build is complete.



- 6. Click Modstat to verify successful communication. Check your connection if there are problems.
- 7. If communicating properly, click Download Memory.
- 8. In the Set Device ID popup, make sure Use assigned device ID is checked and click OK.
- 9. Wait for the message Download Successful.

NOTE Downloads can take up to 10 minutes, depending on the controller.

- 10. Close AppLoader.
- 11. Disconnect the cable from the Ethernet port.

Document revision history


Important changes to this document are listed below. Minor changes such as typographical or formatting errors are not listed.

Date	Topic	Change description	Code*
		No updates yet.	

* For internal use only
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User Guide
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Documents / Resources

	Carrier v9.0 App Loader [pdf] User Guide v9.0 App Loader, v9.0, App Loader, Loader
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References

- [HVACpartners](#)
- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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