Johnson Controls

Ducted Systems
Technical Services
Service Tips Letter

Letter: **ST-010-2018**

Date: June 25, 2018

To: All DX Ducted Systems Products Branch Service, Sales, and Training Managers
All DX Ducted Systems Products Distribution Service, Sales, and Training Managers

Subject: **Map Gateway Initial Login Error**

Product: Commercial

Summary: Reports of MAP Gateway Initial Login Error require factory reset of device per the attached process

The Technical Service team in Norman has received reports of current production Map Gateways (S1-YK-MAP1810-0P & S1-YK-MAP1810-0S) sold thru Source 1 that have a login error upon the initial use of the device. If you receive this error message during the initial login to the device, a factory reset of the MAP Gateway is required. Please see the instructions outlined below to perform the necessary reset function.

Our Engineering Teams are diligently working with the supplier for a resolution on this concern, and upon the final determination of the root cause, this communication may be amended with further details.

If you require additional assistance to perform this function please contact a team member at 877-874-7378.

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Reset Button Operation and Description

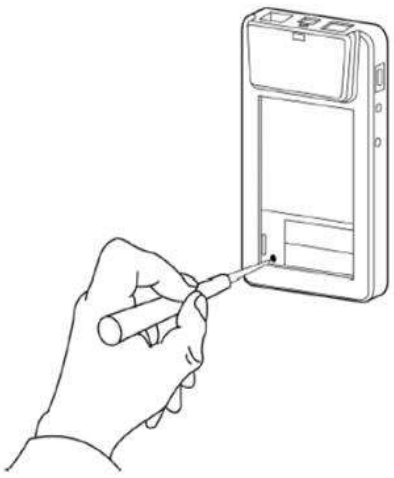
If you lose your password or if you want to restore the unit to factory defaults, the MAP Gateway offers two reset functions: a Network Reset function that only resets Wi-Fi and Ethernet settings and a Reset to Factory Defaults function that resets all unit settings (including user profiles). Reset to Factory Defaults also resets your SSL certificate to the Johnson Controls® self-signed certificate that is in the device when it comes from the factory.

The Network Reset function is intended for users who forget their Wi-Fi connection information, and the Reset to Factory Defaults function is for use by administrators who may want to clear all configured settings including all user profiles from a device. For information on resetting the unit, see *Table 3*.

Note: To use a unit that is reset to factory defaults, you must have the default login information supplied in the Quick Start Guide that shipped with the unit. This includes the factory SSID and passphrase. The Reset to Factory Defaults function does not change the version of the application. If you did a software upgrade, the MAP Gateway remains at the upgraded version rather than resetting to the version that it was running when it left the factory.

The reset button is on the back of the device, and it is embedded into the MAP Gateway housing so that it cannot be activated by accident. To press the reset button, use a small screwdriver or similar tool.

Figure 9: Reset Button



Before attempting either of the following reset functions, apply power to the MAP Gateway and wait until the Fault LED stops flashing.

Notes:
• If you are connected to the network when you press the reset button, you are disconnected.
• If you press the reset button for more than 9 seconds or do not confirm the reset, the reset operation is canceled.
• If a fault condition already exists, the reset button is disabled.

Table 3: Reset Button Operation and Description

Reset Function	Reset Operation
Reset Only Wi-Fi and Ethernet Settings (Network Reset) to Factory Defaults	1. Press and hold the reset button. After 2 seconds, the Fault LED displays a slow flicker. 2. Release the reset button within 3 seconds. The Fault LED continues slow flicker. 3. Within 5 seconds, press and release the reset button to confirm that you wish to reset the Wi-Fi and Ethernet settings. (If you do not confirm within 5 seconds, the reset operation is canceled.). **DO NOT** cycle power. The LEDs may continue to flash until the MAP Gateway resets and returns to normal operation. The Wi-Fi and Ethernet settings are reset to factory defaults. Use the Default SSID and passphrase to connect to the MAP Gateway and then login to reconfigure all the required settings.
Reset to Factory Defaults	1. Press and hold the reset button. After 2 seconds, the Fault LED displays a slow flicker. Continue holding the reset button until the Fault LED changes to a fast flicker. 2. Release the reset button within 3 seconds of the change to fast flicker. The Fault LED continues fast flicker. 3. Within 5 seconds, press and immediately release the reset button to confirm that you wish to reset to factory defaults. The Fault LED will go out. (If you do not confirm within 5 seconds, the reset operation is canceled.) **DO NOT** cycle power. The LEDs may continue to flash normally until the MAP Gateway resets and then returns to normal operation. All unit settings are reset to factory defaults. Use the Default SSID and passphrase to connect to the MAP Gateway and then login using the default User and Password to reconfigure all the required settings.