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Dallas, Texas, USA

# LENNOX® CORE UNIT CONTROLLER (M4)

CONTROLS  
508268-01  
09/2023

Supersedes 01/2022

## INSTALLATION INSTRUCTIONS FOR CORE UNIT CONTROLLER (M4) FIRMWARE UPDATE

### **! IMPORTANT**

Improper installation, adjustment, alteration, service or maintenance can cause personal injury, loss of life, or damage to property.

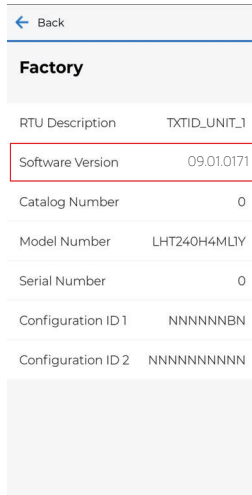
Installation and service must be performed by a licensed professional installer (or equivalent) or a service agency.

### Overview

Firmware updating is available using the M4 Unit Controller USB port. Use the following procedures to update the M4 Unit controller firmware.

### CONFIRMING CURRENT M4 UNIT CONTROLLER FIRMWARE VERSION

1. Launch the Lennox CORE Service App and pair your mobile device to the Lennox CORE Control System.
2. Navigate to **MENU > RTU MENU > DATA > FACTORY > SOFTWARE VERSION**. The current firmware version is listed at the top of the screen.



3. Scan the QR Code or visit <https://www.lennoxcommercial.com/Resources/Software/> to locate the latest firmware version.



The operating firmware version **MUST** match the version posted on the site.

4. Follow the installation instructions to update the firmware version (if necessary).

### Preparing USB Flash Drive

- USB flash drive media must be formatted using the FAT32 file system
- USB flash drive with a maximum of 32GB capacity is recommended

### FILES NEEDED FOR UPDATE

File needed to upgrade M4 unit controller from USB flash drive: **COREXXXXXXXXX.C1F**

**NOTE:** Recommend all uppercase, but not mandatory.

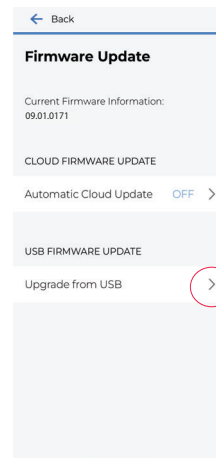
**NOTE:** The xxxxxxxx are place holders for major and minor versions and build number information in the actual file name, and varies from one version to the next.

### CREATING FOLDER

1. Create a folder on the root of the USB flash drive called "Firmware".
2. Create a sub-folder under the "Firmware" folder called "M4".
3. Place a copy of the COREXXXXXXXXX.C1F file into the sub-folder labeled "M4".

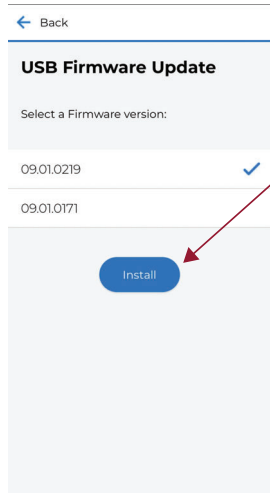
### Updating Firmware

1. Insert the USB flash drive into the CORE Unit Controller USB port.
2. Use the CORE Service app to update the firmware. Navigate to **MENU > RTU MENU > SERVICE > FIRMWARE UPDATE** and select **Upgrade from USB** option.



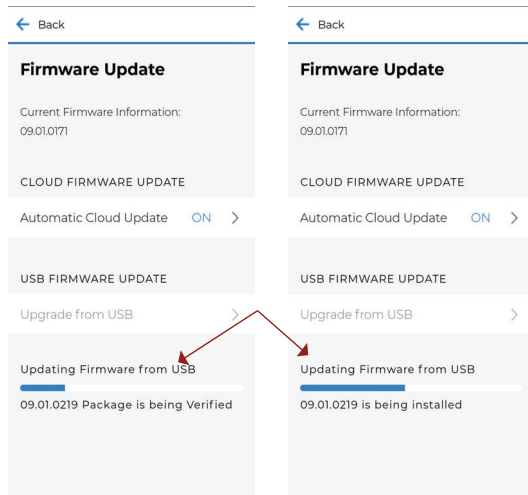
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- The firmware version on the USB flash drive displays.
3. Select the updated firmware and press **Install**.



**NOTE:** A firmware upgrade will take 10 to 15 minutes.

The next screen displays the firmware update status.



A confirmation screen displays, after the update is complete. The system will reboot.

4. Repeat steps 1 and 2 to verify the firmware has been updated after the unit controller has rebooted and the CORE Service app has reconnected.

**NOTE:** Firmware information is also listed on the unit controller's seven segment display during boot-up. The firmware is listed in the following order:

- Major
- Minor
- Build

**NOTE:** Firmware updates do not alter the unit controller configuration settings. All settings will be retained after the firmware has been updated.

## Saving and Loading System Profile

### SAVING SYSTEM PROFILE

This functionality saves a “profile” on the controller. What that means is that it sets a restore point on the controller that the controller can be returned to in case the controller is configured incorrectly, loses configuration, etc. This profile is created from the parameters already saved on the controller.

Because of that, there is no need to source a file from the USB, mobile app, etc. Instead, the user just clicks save, and the controller saves the appropriate parameters internally.

1. Insert a compatible USB storage device.
2. On the CORE service app, go to **RTU MENU > REPORT** and select **SYSTEM PROFILE**.
3. Type a unique name for the profile in the **PROFILE NAME** field
4. Choose **SAVE** under either **MOBILE** or **USB** depending on the device you would like to use.

If **MOBILE** is selected, your device will prompt you to choose a location.

**NOTE:** If the CORE Service App indicates the unit controller was unable to read the USB storage device, remove and reinsert USB storage device and attempt to save the profile again.

### LOADING SYSTEM PROFILE

1. Insert the USB storage device that contains the current saved System profile, or continue if you have a system profile saved on your mobile device.
2. Go to **SERVICE > REPORT**.
3. Choose **LOAD** under mobile or USB, depending on where your system profile is saved.

**NOTE:** The CORE Service app may indicate either the unit controller was unable to read the USB storage device or it is missing. Remove and reinsert USB storage device and attempt to load the System Profile again. If the issue continues, all data will have to be entered manually.

4. Select the desired System Profile by using the CORE service app. If loading a system profile from USB, select **NEXT** to continue. If the process was completed successfully, the app will indicate “System Profile Loaded.”