

Technical Bulletin

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Model/Part No.:	NCSP3DCCT		

Re: NCSP3DCCT iN·Command Control System Display Crashing/Rebooting

Details: NCSP3DCCT iN·Command display will become unresponsive and crash falling into a loop. An immediate form of relief is to remove and reapply power to the back of the display. This will allow the display to fall out of the crashing loop to allow users to operate functions on their display.

ASA Electronics has issued a new software version for the iN·Command display to resolve these issues. NCSP3DCCT iN·Command display ships with DC OS 2.4.60 software. This will need to be updated to the new DC OS 2.5.66 and should be applied to all NCSP3DCCT iN·Command displays.

There are three methods of updating the iN·Command software update as follows:

1. Obtaining the software through Over the Air (OTA) updates
 - a. This involves connecting the iN·Command display to a Wi-Fi network and allowing the display to download the new DC OS 2.5.66 update online
 - i. Connect Display Commander to Wi-Fi within **Settings > Wi-Fi**
 - ii. Download available updates on Display Commander within **Settings > Software > OTA**
 - iii. Note that after connecting Display Commander to Wi-Fi, it will take a minimum of several minutes and may take longer for the update to become available for download – the system will continue attempting the download while connected. Speed of internet will affect time of download completion.
 - iv. While downloading and updating the Display Commander should not be removed from power to avoid corrupting the update process
 - v. Support for walking through downloading OTA is offered through ASA Customer Service (see below contact information)
2. Obtaining the software by downloading from the www.in-command.net website
 - a. This involves visiting the website, selecting the iN·Command with Global Connect system, selecting Updates, and downloading the DC OS 2.5.66 files
 - i. Instructions for applying these updates are also found on the website. These instructions will guide the user on how to install the updates via USB flash drive to the USB port found on the bottom of iN·Command display
 - ii. Support for walking through this installation process via USB is offered through ASA Customer Service (see below contact information)
3. Obtaining the software by contacting **ASA Customer Service at 877-845-8750** or emailing at inquiry@asaelectronics.com
 - a. ASA will mail a USB flash drive preloaded with the necessary DC OS 2.5.66 software as well as instructions to any customer or dealer at no charge