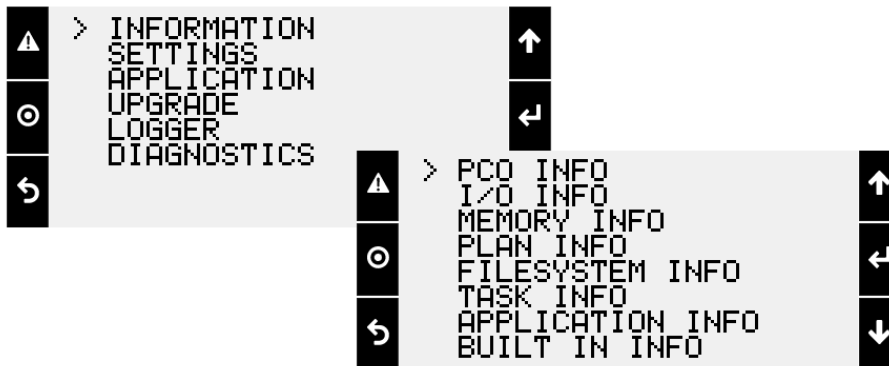## Frequently Asked Questions
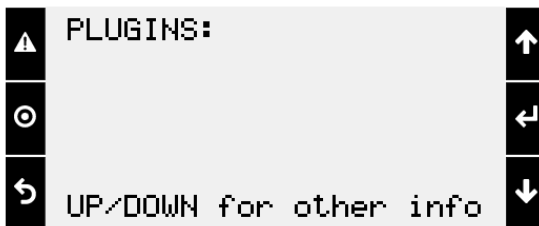
How do I add BACnet MSTP/IP to my unit in the field?

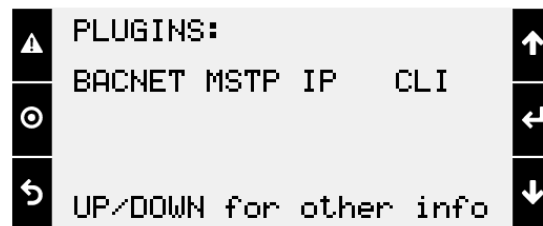### Verifying If a License Is Already Installed

1. Hold the Alarm and Enter buttons until a new screen appears.
2. Select INFORMATION.
3. Select PCO INFO.
4. Scroll down to Plugins and verify if a license is installed or not.
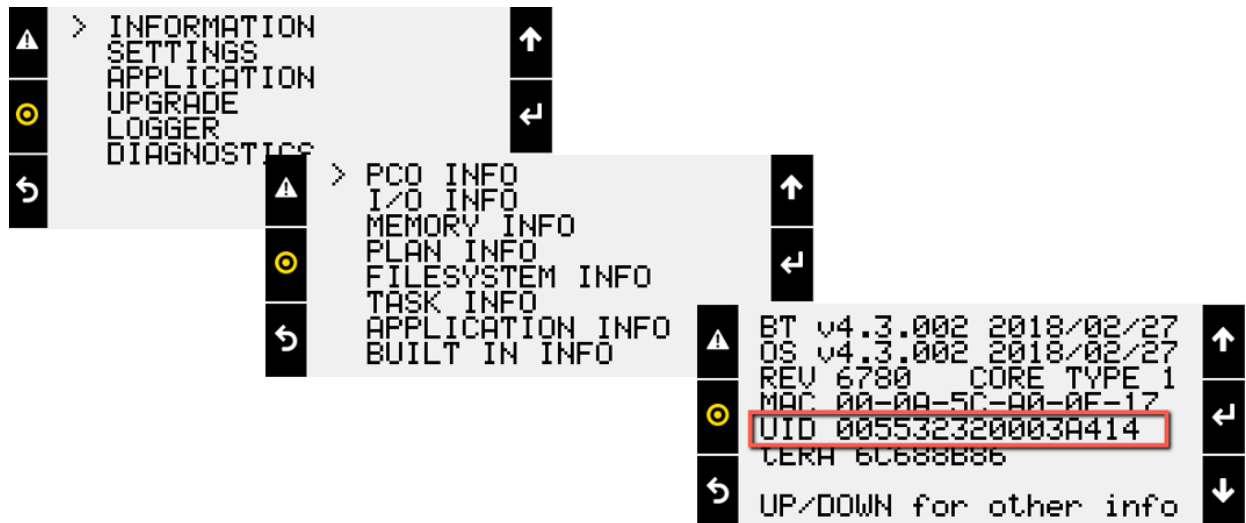

No BACnet License Installed   BACnet License Installed

1. Request a BACnet license quote from the parts group
2. Provide PO towards quote

Obtaining a License

1. Request a BACnet license quote from the parts group.
2. Provide technical support with purchase order number (PO) as proof of purchase.
3. All BACnet licenses are unique and specific to each controller. Due to this, the technical support team needs the UID (Unique ID) of the controller in question.
    a. To record the UID of the Carel controller, follow the below steps.
        i. Hold the Alarm and Enter buttons until a new screen appears.
        ii. Select Information.
        iii. Select PCO INFO..
        iv. Record the UID (snap a photo) & send it to Technical Support with the PO.
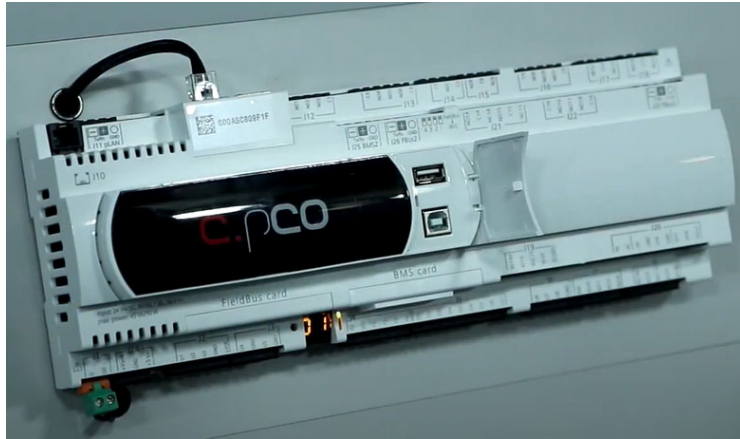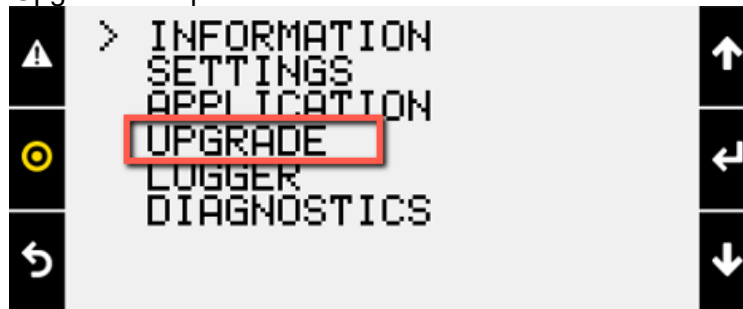

Installing a BACnet License

Notes:

- A USB flash drive with the FAT32 file system is required to upload the BACnet license.

1. Obtain the BACnet license from Technical Support.
2. Insert the USB flash drive into the USB port on the computer.
3. Create a folder on the flash drive called **UPGRADE**.
4. Place the BACnet license into the UPGRADE folder & remove the USB flash drive from the computer.
5. Disable Unit
    a. Navigate to the Unit Enable screen from the Main Menu of the Carel Controller.
    b. Change the unit from "Enabled" to "Disabled".
    c. Press Enter to disable the unit.

6. Upload the BACnet License.
   a. Insert the USB flash drive into the USB-A slot on the controller.

   b. Hold the Alarm and Enter buttons until a new screen appears.
   c. Arrow down to Upgrade and press Enter.

   d. Select the BACnet license from the list.
   e. The upload may take a few minutes. The LCD will continue to show the progress of the upload of the install.
   f. When the LCD says, *"Upload Successful",* remove the USB flash drive and press the Enter button (when prompted) to restart the controller.

7. Verify the license was properly installed by going through the steps from the section, "**Verify If a License Is Already Installed**".