



AN EXCHANGE OF TECHNICAL INFORMATION

Number: TL007 - 2025
Subject: USB Detection

Released: November 5, 2025

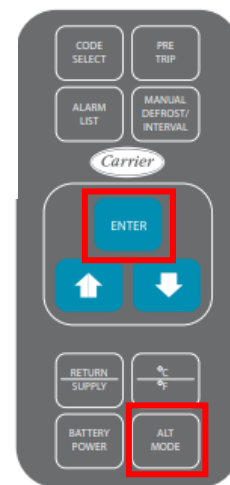
Carrier has received reports of a “no USB” message being displayed primarily on OptimaLINE units. On testing, it was found that the logic to detect USBs was ending too quickly and some USBs would not be detected in time. If this occurs, follow the listed procedure prior to determining the USB is bad.



1. Insert the USB into the ML5 controller.
2. If the unit is off, power on the ML5 unit and wait for the startup sequence to complete and the setpoint to be displayed.
3. Press the ALT MODE key on the keypad.
4. Use the Arrow keys until “USb” is displayed, then press the ENTER key.
5. If “No USb” appears on the screen, press the ALT MODE key and then the ENTER key two times in quick succession. NOTE: if too much time is taken to press the keys a second time, the unit will not detect the USB.
6. After pressing the keys twice, the unit shall recognize the USB and show “download”.



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When loading software ensure the USB has the correct files and is in a working condition by connecting it to a laptop or personal computer. Below is the latest ML5 software as of this release.

Unit	Software Version	Configuration File (loaded separately)
OptimaLINE	6397 with 250615.cf7	250831.cf7*
PrimeLINE	6329 with 241115.cf6	250831.cf6*
	6328 with 241015.cf6	
	6327 with 241015.cf6	

Service Engineering / Container Products

Please circulate copies of this bulletin to all service and management personnel as soon as possible.