

Summary	USB Stick Reset Procedure/USB Stick Replacement				
Products Affected	System 4 Controller				
Key Word Tags	I.916, USB, Reset				
Tools/Equipment (If Required)	Phillips Screwdriver with #2 Tip, Small Flat Blade Screwdriver				
Parts/Materials (If Required)	4GB Non Metallic USB Stick PN R00142020 or Locally Sourced Equivalent				
Related Media					
Author	Randy Meyer -Rev A. M. Burzlaff 3/19/15	Issue Date	11/20/13	Status	Active

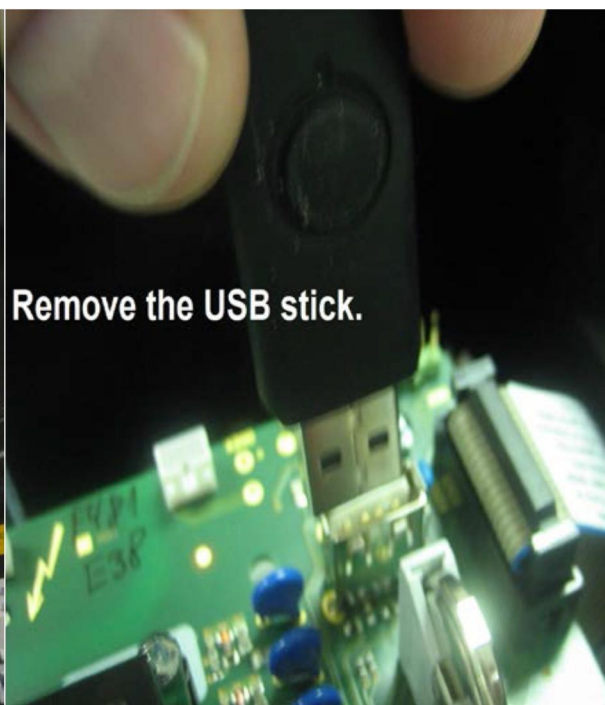
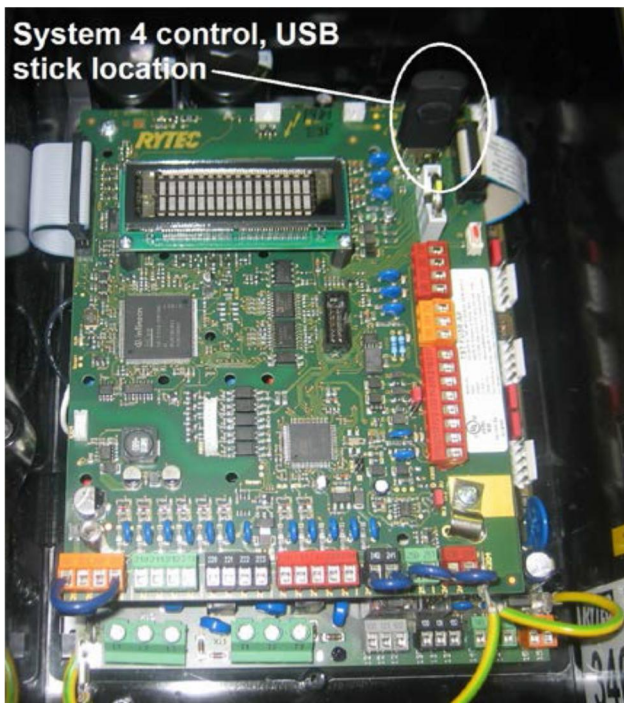
Please Read The Entire Bulletin Before Proceeding

⚠ CAUTION

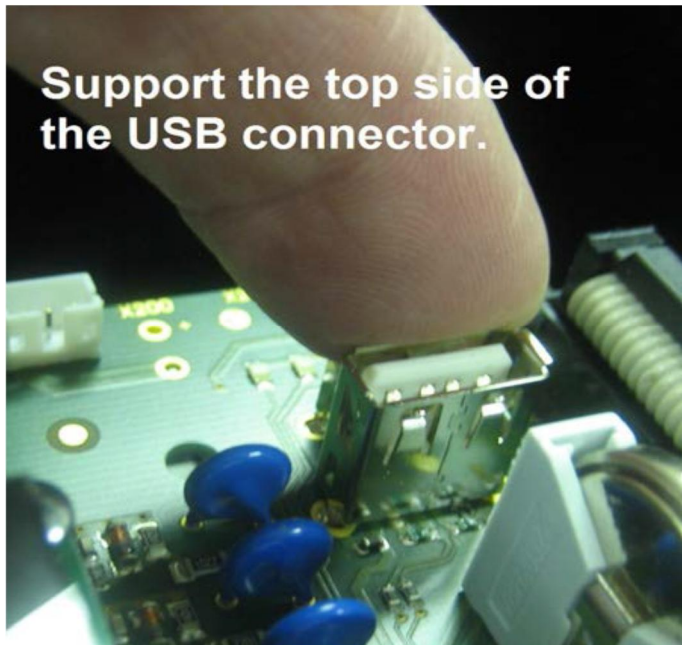
Lockout and tag out the electrical supply before performing the following procedure.

The Rytec Corporation System 4 controller utilizes a USB stick to store information and events of the System 4 Controller. The USB stick is installed at Rytec during the manufacturing process and shipped inside the control box. Due to shipping, the connector for the USB stick can be affected and prevent the USB stick from communicating with the System 4 control board. If this condition has occurred, "I:916 USB Stick Missing or Failure" messages may appear on the display. The message can also appear if the USB storage drive is full. The "I:916 USB Stick Missing or Failure" message doesn't affect the operation of the door however; events are not recorded to the USB stick. Often tightening the connector for the USB resolves the "I:916 USB Stick Missing or Failure" message. Below are pictures of the USB connector and the prongs that can be adjusted to repair the condition. NOTE: The USB connector is soldered into the System 4 control board caution MUST be taken when performing the following procedure to prevent damage.

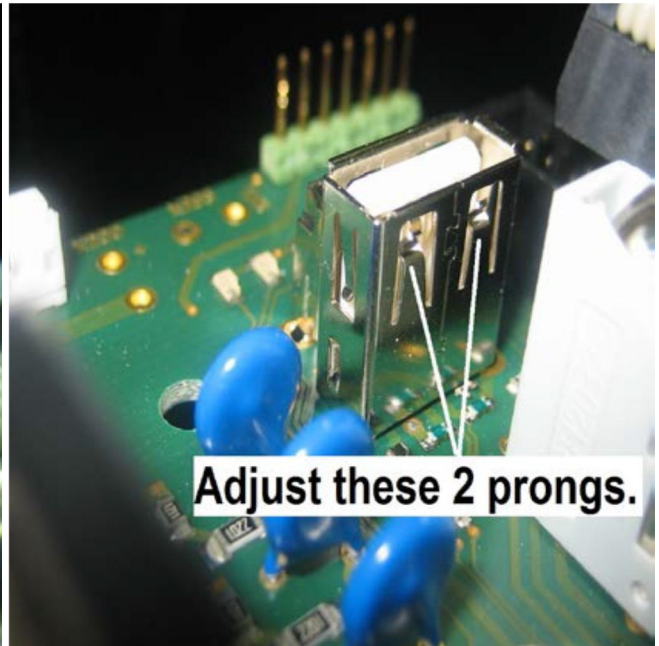
System 4 control, USB stick location



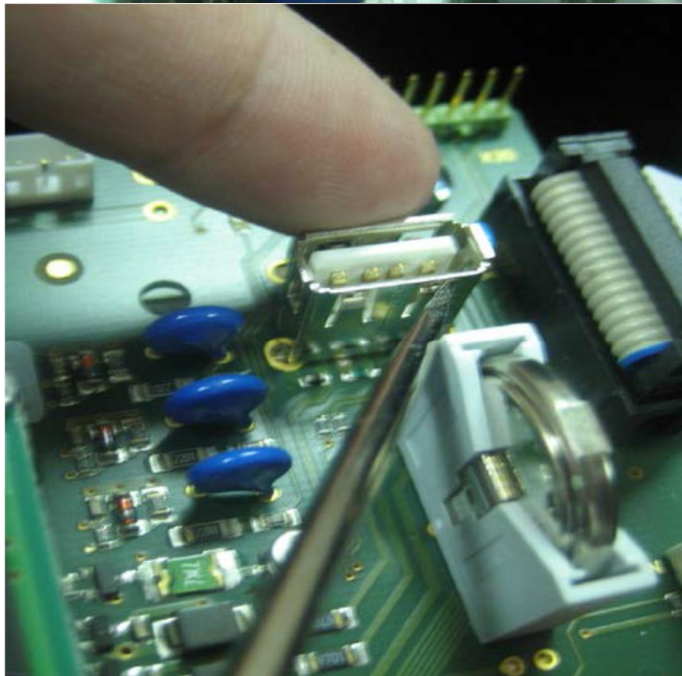
Important: The next steps present the process to tighten the connection to the USB stick. It is very important to support the USB socket while prying the prongs. Failure to support the connector may damage the solder connections from the USB connector to the System 4 board and the entire control board will require replacement for repair.



Support the top side of the USB connector.



Adjust these 2 prongs.



Support the top of the USB connector while pushing the prongs. Make small adjustments and re-install the USB stick to determine if the message is gone. If the message re-appears insert the USB stick into a computer. If a computer doesn't recognize the USB stick, the USB stick must be replaced. If the computer does recognize the USB stick try to re-format the USB stick using FAT file formatting.

Replace the USB stick with any 4GB, USB stick, Rytec PN R00142020 or can be purchased at many local retailers.

If there are any questions, please call Rytec Customer Support at (800) 628-1909