

**Date:** 25/11/2020  
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**SUBJECT:** Service Alert: Need of upgrading iTM internal software

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Dear Madam, dear Sir,

Herewith we'd like to alert you to the need to upgrade the internal software of the DCM601A52 Daikin intelligent Touch Manager ("iTM") centralized controller in order to maintain the possibility of remote access through a web browser (so-called "Web Access").

The Web Access feature, which is a standard feature of the iTM, incorporated Adobe Flash technology until the internal software version 1.28.00.



However, on December 31<sup>st</sup>, 2020, Adobe will terminate support of the Adobe Flash technology and most web browsers will cease to display Flash content. This would render the Web Access feature unusable.

The solution to prevent this is to upgrade the iTM internal software to version 1.29.00 or later, which incorporates HTML5 technology instead of Flash and which will remain functional even after December 31<sup>st</sup>, 2020.



## Upgrade procedure

The upgrade of the internal software does not require any special tools or qualifications, only an empty USB flash drive (min. 8GB, max 32GB). The upgrade must be performed on site – it cannot be done remotely. The software and an instructional video including subtitles describing the backup and upgrade process is available on our Partner Portal (please log into the Portal first, before following the links):

[https://my.daikin.eu/denv/en\\_US/home/applications/software-finder/service-software/unit-software/controls/itm.html](https://my.daikin.eu/denv/en_US/home/applications/software-finder/service-software/unit-software/controls/itm.html)

### Direct links:

Software:

[https://my.daikin.eu/content/dam/SoftwareDownload/ServiceSoftware/Unit%20Software/Controls/iTM/iTM\\_Ver1-29-00/iTM\\_VersionupTool\\_Ver1.29.00.zip](https://my.daikin.eu/content/dam/SoftwareDownload/ServiceSoftware/Unit%20Software/Controls/iTM/iTM_Ver1-29-00/iTM_VersionupTool_Ver1.29.00.zip)

Video with subtitle file:

[https://my.daikin.eu/content/dam/document-library/service-product-training/ctrl/iCM/iTM%20\(DCM601A51\)%20Software%20update\\_srt\\_rev1.zip](https://my.daikin.eu/content/dam/document-library/service-product-training/ctrl/iCM/iTM%20(DCM601A51)%20Software%20update_srt_rev1.zip)

Should you have any questions, don't hesitate to contact your Daikin contact.



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