

## Building Manager Reset

This technical bulletin applies to all versions of the QD2040 Building Manager, QD3041 BACnet Building Manager, and the QWL2040 Panel

While QD/QWL Building Managers are designed to run continuously for long periods of time, they do occasionally stop functioning properly. This can happen for a host of reasons, such as a power loss or Ethernet service interruption, changes in network wiring, or other anomalies which may not be readily identifiable.

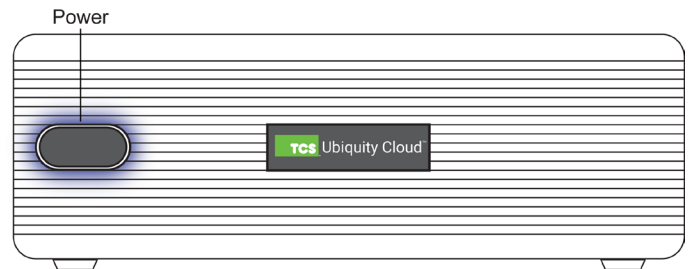
When this happens, resetting the device will usually restore the device to normal operation; the steps are listed below.

**NOTE:** Before attempting to reset the device, ensure the power cord is plugged into a working 120VAC outlet.

### QD2040/QD3041

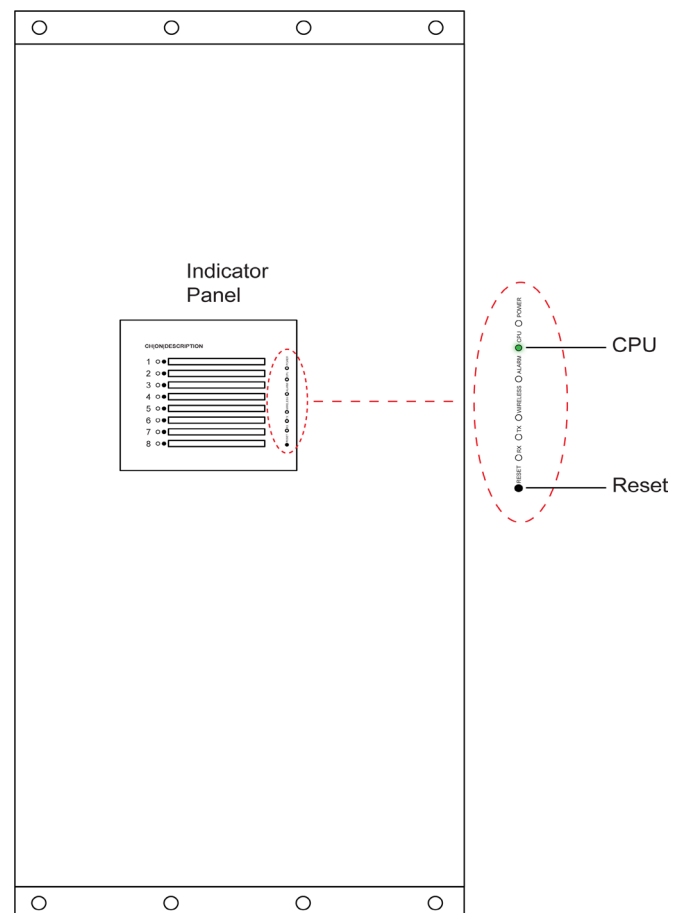
The reset process is the same for both models:

1. Press and hold the Power button on the front of the device until the blue indicator light shuts off.
2. Pause five seconds, then press the Power button again. The blue indicator light will immediately turn on.
3. Wait five minutes for the device to completely reboot.



### QWL2040 Panel

1. Press and hold the Reset button on the front of the device until the green CPU light shuts off.
2. Pause five seconds, then press the Reset button again. The green CPU light will immediately turn on.
3. Wait five minutes for the device to completely reboot.



If the device fails to power on or return to normal operation, call TCS Technical Support at 800.388.9383, ext. 2 (Monday – Friday, 7:00 AM through 7:00 PM CST)

