TECHNICAL SERVICE BULLETIN

NOTICE REGARDING IQ PANEL 2+ FIRMWARE ISSUE

TSB #: 210308
DATE: 03/08/21
RE: NOTICE REGARDING IQ PANEL 2+ FIRMWARE ISSUE

Overview:
A critical firmware issue affecting a batch of Qolsys IQ Panel 2+ systems has recently been discovered. This issue may cause affected units to automatically reboot in certain cases.

Corrective Action:
A firmware upgrade has been developed to correct this issue. This firmware has been made available immediately for installation via patch tag and can be applied to any affected panel with software version 2.4.2 or higher. This update will also be made available for remote upgrades via the Alarm.com partner portal in the near future. Lastly, future versions of IQ Panel 2+ software (i.e. 2.5.5, 2.6.0, etc) will include the necessary firmware fix.

This upgrade is mandatory for all new installations as well as for all existing Qolsys IQ Panel 2+ installations if the hardware used is from the affected batch. You should apply it to existing systems either locally via patch tag or remotely once the new firmware is available on the Alarm.com portal.

Affected Qolsys SKU's:
All IQ Panel 2+ SKU's manufactured from 2020, Week 35 or Week 37 (depending on the factory code) through 2021, Week 05 are affected. This corresponds to **Date Codes G035 - G105 and J037 - J105** (digits 6-9 of the Panel Serial Number).

The Panel Serial Number (SN) may be found on the Panel box, back of Panel and in the ABOUT menu of the Panel software. Panels with software 2.5.0 and higher also report their SN on the Alarm.com partner portal:

Example:
Label on Panel Box
Date Code J037

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Update Instructions:

Compatibility Note: Your IQ Panel must be on software version 2.4.2 or higher, be from the affected batch above and be connected to Wi-Fi to install this update wirelessly.

1- Swipe down from the top of the screen and touch "Settings"
2- Touch "Advanced Settings"
3- Enter a valid installer code (default is 1111)
4- Touch "Upgrade Software"
5- Touch "Patch Tag" and enter the patch *firmware2* then touch OK
6- Touch "Upgrade Using Network" (panel must be connected to Wi-Fi). Update will download and install
7- Once complete touch "OK" to reboot the panel. **DO NOT TOUCH THE SCREEN.** The update process will take approximately 5 minutes. After the panel reboots the home screen will appear and the LED will turn green.

You can verify that the firmware was updated successfully by following the steps below:

1- Swipe down from the top of the screen and touch "Settings".
2- Touch "Advanced Settings".
3- Enter a valid installer code (default is 1111).
4- Touch "About".
5- Touch "Software".
6- The "Build Number" will show 20210219_sp1 indicating that the firmware has been upgraded

For more information visit: https://dealers.qolsys.com/software-downloads/ or email: techsupport@qolsys.com