TECHNICAL SERVICE BULLETIN

IQ PANEL 2 PLUS - 80.17 PowerG DELAYED TRANSMISSIONS

TSB #: 190620
DATE: 06/20/19
RE: IQ PANEL 2 PLUS - 80.17 PowerG DELAYED TRANSMISSIONS

Background:

An issue affecting Qolsys IQ Panel 2 Plus systems with v80.17 PowerG modem firmware in certain enrollment configurations has recently been discovered. Users may experience delayed alarm transmissions on PowerG sensors enrolled on sensor zones 1, 2, or 3 of the Qolsys IQ Panel 2 Plus on affected units. This issue does not affect PowerG sensors that are enrolled in sensor zones 4, 5, 6 or 7 of the Qolsys IQ Panel 2 Plus system.   This delay is most noticeable on Door/Window sensors or other sensors that have the door chime feature enabled. The delay could potentially cause a false alarm if the delay causes a transmission later than the system became armed. The delay could potentially occur on other device types such as smoke and CO detectors, but only if they are enrolled on zones 1, 2, or 3.

Status:

A PowerG radio card firmware upgrade has been developed to correct this issue. This firmware has been made available immediately for installation via patch tag. This update will also be made available for remote upgrades via the Alarm.com interactive portal on June 24. This upgrade is mandatory for any new Qolsys IQ Panel 2 Plus installations. This upgrade is also mandatory for existing Qolsys IQ Panel 2 Plus sites using v80.17 PowerG, and you should apply it to existing systems either via patch tag or remotely once the new firmware is available on the Alarm.com portal.

Update Instructions:

To correct affected Qolsys IQ Panel 2 Plus systems with v80.17 PowerG radio firmware in the field and/or to ensure that a new system has the most recent version during installation, please follow the instructions below to upgrade the PowerG radio card firmware via patch tag.

Compatibility Note: Your IQ Panel must be on software version 2.0.1 or higher and 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 **v3cardfix1** then touch OK.
6- Touch "Upgrade Using Network" (panel must be connected to Wi-Fi). Update will download and install. Note that the progress bar may pause ¼ of the way through the upgrade, and then jump to the end once the upgrade is complete. This is expected behavior for this upgrade, and does not signify a problem with the installation of the upgrade.
7- Once the panel has completed its reboot, it may take up to 20 minutes before the PowerG sensors re-sync with the panel. During this time, you may experience delayed open/close reports from some sensors. Once the devices have all checked in, there will be no delay.

TECHNICAL SERVICE BULLETIN

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...continued from page 1

AirFX Remote Firmware Upgrade Instructions:

Instructions to upgrade remotely can be found in the Alarm.com Knowledge Base at the link below:

https://answers.alarm.com/ADC/Partner/Installation_and_Troubleshooting/Panels/Qolsys_IQ_Panel_2/Upgrade_the_firmware_on_a_Qolsys_IQ_Panel_2

You can verify that the PowerG radio 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 "PowerG".
6- Radio Firmware version will display 80.25 to show that the modem has been upgraded

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