

IQ PANEL 2 PLUS - 80.25 PowerG MODEM FIRMWARE - MANDATORY UPDATE

TSB #: 190621

DATE: 06/21/19

RE: IQ PANEL 2 PLUS - 80.25 PowerG MODEM FIRMWARE - MANDATORY UPDATE

Release Notes:

We are pleased to announce the release of V80.25 firmware for the PowerG Wireless radio used in the Qolsys IQ Panel 2 Plus. This firmware resolves incompatibility with certain older PowerG detector versions, and contains improvements that resolve delayed transmissions from PowerG sensors enrolled in certain zones. This is a mandatory upgrade for any new Qolsys IQ Panel 2 units, and for any existing Qolsys IQ Panel 2 units with V80.17 PowerG radio firmware that are installed in the field.

Fixes/Improvements:

- Resolves incompatibility with PowerG Wireless Carbon Monoxide Detector (PG9933) V1.0.3
- Resolves incompatibility with PowerG Wireless Digital Pet-Immune PIR Motion Detector (PG9914) V3.0.5 and V3.0.7
- Resolves delayed transmissions from PowerG sensors enrolled on zones 1, 2, and 3

Update Instructions:

This firmware is available for install now via patch tag. This firmware will also be made available for over-the-air upgrade via the Alarm.com Dealer portal on June 24. Instructions for installation via patch tag or over-the-air method can be found below.

It is mandatory that this upgrade be used on any new Qolsys IQ Panel 2 Plus installations, to ensure proper functionality. Existing installs should be upgraded to the new firmware by patch tag if there is a technician on site, or remotely via the Alarm.com interactive portal on or after June 24.

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.

continued on page 2...

IQ PANEL 2 PLUS - 80.25 PowerG MODEM FIRMWARE UPDATE

...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