TECHNICAL SERVICE BULLETIN

IQ PANEL 2 & 2 PLUS - 2.5.2 SOFTWARE UPDATE - RELEASE NOTES AND INSTRUCTIONS

TSB #: 200413
DATE: 05/04/20
RE: IQ PANEL 2 & 2 PLUS - 2.5.2 SOFTWARE UPDATE
RELEASE NOTES & UPDATE INSTRUCTIONS - **REVISED**

<u>Release Notes:</u>

Qolsys Fixes/Improvements:
• Improved filtering for low battery alerts when using an IQ Hardwire 16

Alarm.com Fixes/Improvements:
• Updates to broadband communication between the panel and Alarm.com
• Fix for reporting carrier stats to the backend for enhanced troubleshooting
• Fixes for intermittent issues with image uploads

__NOTE:__ If manually applying the 2.5.2 software update via the patch tag below to a panel currently running 2.5.0 or 2.5.1 software, you must FIRST do the following:

1. *Change the Log Level to Verbose from Settings/Advanced Settings/Installation/System Logs. Wait 2 minutes.*
2. *Change the Log Level back to Debug from Settings/Advanced Settings/Installation/System Logs. Wait 2 minutes.*
3. *Reboot the Panel from Settings/Advanced Settings/Panel Reboot.*
4. *After the Panel reboots, wait 10 minutes for all sensors to re-sync and for systems to come back online. You may then update like normal via the patch tag in the instructions below.*

If the update is pushed remotely from Alarm.com these steps are done automatically and no action or manual log level change is required.

<u>Update Instructions:</u>

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 ***iqpanel2.5.2*** 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.

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