

## IQ PANEL 2 & 2 PLUS - 2.5.5 SOFTWARE UPDATE - RELEASE NOTES AND INSTRUCTIONS

TSB #: 210315

DATE: 03/15/21

RE: IQ PANEL 2 & 2 PLUS - 2.5.5 SOFTWARE UPDATE  
RELEASE NOTES & UPDATE INSTRUCTIONS

### Release Notes:

Fixes/Improvements:

- All the features and improvements from 2.5.4: <https://dealers.qolsys.com/wp-content/uploads/2020/12/TSB-201217-254-Update.pdf>
- Plus the following:
  - Fixed a rare issue with PowerG device syncing in 2.5.3 & 2.5.4 after updating or power cycling the panel: <https://dealers.qolsys.com/wp-content/uploads/2021/01/TSB-210114-PowerG-Device-Syncing.pdf>
  - Fixed an issue where some non-english Help Videos on the Panel would not play properly
  - Includes the critical **firmware2** fix that could cause certain panels to automatically reboot: <https://dealers.qolsys.com/wp-content/uploads/2021/03/TSB-210308-Firmware-Issue.pdf>

### Update Instructions:

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. Panels running 2.5.0 & 2.5.1 must be updated to 2.5.3 before they can be updated to 2.5.5

- 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 *iqpanel2.5.5* 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](mailto:techsupport@qolsys.com)