TECHNICAL SERVICE BULLETIN

NOTICE REGARDING 2.5.4 & 2.5.5 Z-WAVE BEHAVIOR

TSB #: 210511
DATE: 05/11/21
RE: NOTICE REGARDING 2.5.4 & 2.5.5 Z-WAVE BEHAVIOR

Overview:
An issue was recently discovered in software versions 2.5.4 & 2.5.5 where, on rare occasions, initial commands to paired Z-Wave devices may buffer and begin repeatedly sending the same command to the device every 30 minutes.

While any paired Z-Wave device could potentially exhibit this behavior, it is more likely to occur with the GoControl/Linear GD00Z-8-GC garage door opener.

Corrective Action:
Update the panel to firmware 2.6.0 or higher. This corrective action is strongly recommended for all IQ Panel 2/2+ panels running 2.5.4 or 2.5.5 and that have Z-Wave devices enrolled.

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 first, then they can be updated to 2.6.0

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 *iqpanel2.6.0* 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