

POWERG FIRMWARE 81.18 & PG9975 EARLY LOW BATTERY

TSB #: 220229

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RE: POWERG FIRMWARE 81.18 & PG9975 EARLY LOW BATTERY

Overview:

We recently discovered an issue between IQ Panel 2 & IQ Panel 4 systems that are running PowerG Radio Firmware Version **81.18** and **PG9975** door/window sensors, that causes an early low battery condition on the sensor.

When this combination is used, PG9975's will consume the battery more rapidly than under normal conditions. To check if a Panel is running 81.18 Radio Firmware, go to Settings/Advanced Settings/About, then expand the PowerG section. You can also view the Radio Firmware remotely from the Alarm.com Partner Portal by checking the PowerG Firmware Version on the Customer Info page.

Note: Other than reduced battery life, other functions of the sensor are not affected, and the sensor will behave normally.

Resolution:

This issue is fixed in PowerG Radio Firmware Version 82.8 which is automatically packaged with IQ Panel 4 [software 4.1.0](#) (released 2/28/22) and IQ Panel 2 software 2.7.0 (release date TBD). Panels that are affected and that have PG9975's paired should update to this software at the earliest possible time. Additionally, after the software update you may need to replace the battery on PG9975 door/window sensors that have consumed some or all of the battery power.