IQ PRO SOFT LAUNCH (4.2.0n)

TSB #: 220727
DATE: 07/27/22
RE: IQ PRO SOFT LAUNCH (4.2.0n)

Overview:

We are pleased to introduce **IQ Pro,** the new hybrid panel combining the IQ Platform, PowerSeries Neo and years of experiences that Johnson Controls has in the hybrid security market. IQ Pro addresses the needs of commercial, SMB, large residential/custom homes, campuses, and K-12 markets. IQ Pro is now available to a limited number of our most valued customers in **North America** prior to the full launch and wide release.

IQ Pro supports PowerG's advanced sensor technology with industry-leading wireless range with an extensive portfolio of life safety and security devices. It also supports traditional hardwired sensors and addressable loop sensors based on JCI's MX technology.

IQ Pro provides installers the flexibility to connect over Wi-Fi or Ethernet, while simultaneously communicating via LTE. The industry's best dual path connectivity improves redundancy and reliability. Integration with the Alarm.com commercial services platform, delivering best in class remote connectivity, management, and access.

IQ Pro redefines the commercial category for Johnson Controls Security Product lineup bringing flexible architecture enabling future hardware, expanding software innovations and integrations.

Installation Instructions:

- To ensure that IQ Pro can receive firmware updates remotely, including in the event of a cellular disruption, all panels MUST be connected to Wi-Fi or Ethernet.

- IQ Pro can only be programmed utilizing the IQ Local Installer Interface, thru Alarm.com MobileTech or the Alarm.com dealer portal
    - To install the IQ Local Installer Interface – Please scan the applicable QR Code located at the bottom of this document

Soft Launch Notes:

Notes	Status
Z-Wave Support	Z-Wave hardware & a new SKU will be added for Full Launch
User Codes	239 users for Soft Launch - 1000 Users will be supported at Full Launch - 4.2.1n
Software upgrade via Panel Access Point	Access point upgrades will be supported for Full Launch- 4.2.1n
Dealer Branding via Panel Access Point	Access point Dealer branding will be supported for Full Launch- 4.2.1n

TECHNICAL SERVICE BULLETIN

Johnson Controls

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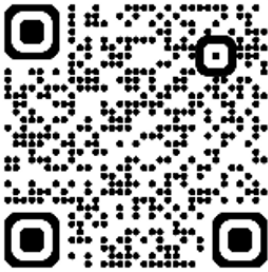| Notes	Status
Advanced Wi-Fi Settings (PMF, Band Steering) support	All advanced Wi-Fi Settings will be supported for Full Launch - 4.2.1n
Urgency beeps - Entry / Exit delay	Supported for Full Launch - 4.2.1n
Silent Panics / Duress events - PG PIR Camera	Supported for Full Launch - 4.2.1n
Incorrect SRF Sensor DL Id is Showing While Enrolling through AutoLearn utilizing ADC MobileTech	Addressed in 4.2.1n
Enabling UL supervision from ADC dealer portal (service package) turns off Power management in Panel	Addressed in 4.2.1n
Any trouble condition that occurs before an alarm.com account is created will not automatically clear on the alarm.com back end - Workaround: Clear all troubles before the alarm.com account is created	Addressed in 4.2.1n
IQ Remote PowerG and IQ Hardwire PowerG (PG9WLSHW8/ PG9HRDW8) are only supported using the on-board PowerG card - if utilizing these devices, please do NOT connect a HSM2HOST9 or HS2LCDRF9	Will be addressed with new HSM2HOST9/HS2LCDRF9 devices being released 2023
HS2LCDRF9 keypads cannot be wired to an IQ Hardwire PowerG modules (PG9WLSHW8/PG9HRDW8)	Addressed in 4.2.1n
Backup and Restore from alarm.com is not supported	Will be supported in 4.2.1n
External Inputs (PG9309, PG9945, PG9312) - These devices MUST be enrolled with the Device Tamper closed. Workaround: if enrolled with Tamper open, delete sensor and enroll with the Device Tamper closed.	Addressed in 4.2.1n
Partition Labelling on alarm.com shows incorrect partition - Workaround - Exit installer programming from the IQ Installer Interface and the correct partition labelling will update on alarm.com	Addressed in 4.2.1n
2-Way Voice	2-Way Voice is not supported on IQ Pro
LTE Antenna Extension Kits	LTE Antenna Extension Kits are only supported on IQ Pro – Metal can

Compatibility:

IQ Pro is fully programmable using the smartphone/tablet interface IQ Installer available at no charge from iOS and Android App Stores. The IQ Installer leverages local connection enabling easy access to system information and configuration screens.

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Local Installer Interface:

App Store	**Android Play**
https://apps.apple.com/us/app/iq-installer/id1548516054	https://play.google.com/store/apps/details?id=com.visonic.configurator.alarm_in.qolsys&hl=en_US&gl=US

Certifications:

- FCC Part 15 Subpart B and ISED Canada ICES-03 Digital Emissions Class B compliance
- UL/ULC Residential Fire and Burglary (UL985/UL1023/ULC-S304 Security Level I)
- UL Commercial Burglary UL2610 (Mercantile/Financial Central Station) with Encrypted Communication Line Security (using 180s supervision with supervising station and AES 256-bit encryption)
- ULC Commercial Burglary Security Level II, Communication Line Security Level Passive P1 or Active A1-A3 (using 180s supervision with SRC receiver, 90s heartbeat and AES 256-bit encryption)
- NIST Validation for AES 256-bit encryption algorithm implementation
- CSFM Listing for Residential Fire applications
- PTCRB certification
- AT&T and Verizon Network approvals