TECHNICAL SERVICE BULLETIN

Johnson Controls

IQ PRO - 4.2.1n SOFTWARE UPDATE - RELEASE NOTES AND INSTRUCTIONS

TSB #: 230227
DATE: 02/27/23
RE: IQ PRO - 4.2.1n SOFTWARE UPDATE - RELEASE NOTES & INSTRUCTIONS

Overview:

We are pleased to announce the North American release of **IQ Pro and IQ Installer 1.1,** the new hybrid panel combining the IQ Platform, PowerSeries Neo and years of experience that Johnson Controls brings to the hybrid security market.
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

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

New Features & Enhancements Included in 4.2.1n Software:

- Added support for 1000 users

    - Supports one Duress Code for each partition enabled

- Added Z-Wave Support

- Added support for IQ Remote PG (IQR-PG)

- Added support for the PowerSeries NEO Touchscreen (HS2TCHP)

    - The HS2TCHP will require an update utilizing a SD Card, click here: <u>HS2TCHP Upgrade</u>

- Added Control4 Support

- Added support for Common Zones

- Added support for Global Keypads on the following models:

    - HS2LCDP/N and HS2TCHP

- Added advanced Wi-Fi settings

- Added full PowerG Photoelectric Beam support, including anti-masking (PG9200AX, PG9350SL)

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Local IQ Installer Interface Enhancements:

- Added Z-Wave Device control
- Added ability to utilize the site's Wi-Fi to extend the IQ Installer range
- Added the ability to send Dealer Branding image to IQ Remote and IQ Remote PG (when paired via Wi-Fi)
- Added the ability to upgrade firmware using the Panel Access Point
- Added the ability to utilize CORBUS module confirmation
- Added PowerG Signal Strength RSSI

Corrected the Following Limitations from IQ Pro Soft Launch Firmware (4.2.0n):

- Urgency beeps for Entry/Exit delay
- Incorrect SRF Sensor ID's showing on Alarm.com MobileTech
- UL Supervision as part of an Alarm.com service package no longer turns off Power Management on the Panel.
- Trouble conditions not properly restoring on the Alarm.com backend
- External inputs on PowerG Devices no longer cause a trouble if enrolled with the tamper open
- Removed support for the MX945 (to be replaced with MX975i)

Local Installer Interface v1.0

An IQ Pro on **4.2.0n** will need to be upgraded first with IQ Installer Interface (PRO 4.2.0). Once upgraded, the app will disconnect, and you will then need to pair the IQ Pro using IQ Installer interface version 1.1 to continue programming.

	Apple Store	**Google Play Store**
IQ PRO 4.2.0	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

Available for download on iOS and Android. Compatible with IQ pro version **4.2.0n ONLY**.

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Local Installer Interface v1.1:

Please use IQ Installer interface version 1.1 to begin programming IQ Pro on **4.2.1n**.

Apple Store

https://apps.apple.com/us/app/iq-installer-interface/id1643672940

Google Play Store

https://play.google.com/store/apps/details?id=com.visonic.iqinstaller.ga&pli=1

Available for download on iOS and Android. Compatible with IQ Pro version **4.2.1n** & **higher**.

Compatibility:

IQ Pro is compatible with all the PowerG sensors available in the JCI portfolio and the following modules and keypads available for PowerSeries NEO.

Module	Device Firmware Version	Max #
HS2LCD(N)– LCD Keypad	Minimum Version 1.2	16 (combined)
HS2LCDP(N)– LCD Keypad with Prox	Minimum Version 1.2	
HS2LCDRF9(N)– LCD keypad with HOST*	Minimum Version 1.35	
HS2LCDRFP9(N)– LCD keypad with prox and HOST*	Minimum Version 1.35	
HS2TCHP(N)– Touch Screen Keypad	Requires firmware upgrade with SD Card (Link)	
HS2LCDWF(N)– Wire Free Keypad	Minimum Version 1.37	5 (combined)
HS2LCDWFP9(N)– Wire-free with Prox	Minimum Version 1.37	
HS2LCDWFPV9(N)– Wire-free Prox and Voice	Minimum Version 1.37	
IQR-PG (IQ Remote PG)**	All IQ Remote PG	

Module	Device Firmware Version	Max #
HSM2108 – 8 Zone Expander	Minimum Version 1.13	14
HSM2208 – PGM Expander	Minimum Version 1.11	16
HSM2300 – 1 Amp Power Supply	Minimum Version 1.13	4
HSM2204 – Power Supply with 4 Outputs	Minimum Version 1.14	
PG9WLSHW8** - PowerG Hardwired Converter – small cabinet	Minimum Version 1.14	2
PG9HRDW8** - PowerG Hardwired Converter – large cabinet		
HSM2HOST9	Minimum Version 1.33	1

* Max 1 in total
** PG9WLSHW8/PG9HRDW8 and IQ Remote PG are only supported via the on-board PowerG Modem and are not supported on the HS2LCDRF/P or HSM2HOST module.

IQ Pro is compatible with the antenna extension listed below. **IQ Pro metal cabinet versions ONLY:**

Model	Length	Requirements
LTE-15ANT	15'	2 antennas per panel
LTE-25ANT	25'	
LTE-50ANT	50'	

IQ Pro is compatible with the MX Addressable devices listed below:

Module	Description
HSM3105MX	MX Loop Interface
MX862	MX Ceiling Mount PIR
MX916	MX smoke/heat
MX920	MX Loop isolator
MX922	MX Glassbreak
MX926	MX Smoke
MX936	MX Heat
MX974	MX PIR w/ animal immunity
MX975	MX Door/Window Contact
MXFBASE	MX fire base

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IQ Pro SKUs:
IQ Pro can be ordered in the following SKU's based on Carrier, PowerG, SRF type and Enclosure Type.

Part Number	Carrier	PowerG	SRF Frequency	Enclosure Type
IQPRO01M	Verizon	Yes	319.5 MHZ	Metal
IQPRO01P	Verizon	Yes	319.5 MHZ	Plastic
IQPRO02M	Verizon	Yes	433 MHZ	Metal
IQPRO02P	Verizon	Yes	433 MHZ	Plastic
IQPRO03M	Verizon	Yes	345 MHZ	Metal
IQPRO03P	Verizon	Yes	345 MHZ	Plastic
IQPRO17M	Verizon	Yes	None	Metal
IQPRO17P	Verizon	Yes	None	Plastic
IQPRO04M	AT&T	Yes	319.5 MHZ	Metal
IQPRO04P	AT&T	Yes	433 MHZ	Plastic
IQPRO05M	AT&T	Yes	433 MHZ	Metal
IQPRO05P	AT&T	Yes	319.5 MHZ	Plastic
IQPRO06M	AT&T	Yes	345 MHZ	Metal
IQPRO06P	AT&T	Yes	345 MHZ	Plastic
IQPRO19M	AT&T	Yes	None	Metal
IQPRO19P	AT&T	Yes	None	Plastic
IQPRO07M	TELUS	Yes	319.5 MHZ	Metal
IQPRO07P	TELUS	Yes	319.5 MHZ	Plastic
IQPRO08M	TELUS	Yes	433 MHZ	Metal
IQPRO08P	TELUS	Yes	433 MHZ	Plastic
IQPRO09M	TELUS	Yes	345 MHZ	Metal
IQPRO09P	TELUS	Yes	345 MHZ	Plastic
IQPRO18M	TELUS	Yes	None	Metal
IQPRO18P	TELUS	Yes	None	Plastic

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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, Verizon & Telus Network approvals

Update Instructions:

Compatibility Note: Your IQ Pro must be on software version 4.2.0n or higher and connected to Wi-Fi or Ethernet to install this update.

1- Connect to IQ Pro utilizing the IQ Installer Interface
2- Touch "Configuration"
3- Touch "Upgrade Software"
4- Touch "Patch Tag" and enter the patch **iqpro4.2.1n**
5- Touch "Yes, I want to upgrade" (panel must be connected to Wi-Fi or Ethernet). Update will download and install
6- The update process will take approximately 5 minutes. After the panel reboots reconnect the IQ Installer Interface