

QOLSYS GROUP 50 REPORTING

TSB #: 240515

DATE: 05/15/24

RE: QOLSYS GROUP 50 REPORTING

Overview:

Alarm.com (ADC) and Johnson Controls (JCI) recently discovered that PowerG temperature sensors programmed as Group 50 on IQ Panel 4, IQ4 Hub, IQ4 NS, and IQ Pro panels will not communicate to the Central Station (CS) as intended.

Group 50 was designed to allow sensors to utilize Smarter Business Temperature Monitoring (SBTM) while also forwarding high or low temperature signals to the CS. Currently, the CS will not receive high or low temperature alarms from sensors in Group 50 when a temperature threshold is crossed.

ADC and JCI are working on a resolution and will deploy updated firmware as soon as possible. In the meantime, **please discontinue use of Group 50 and change the group type for any install where Group 50 is used.** Groups 51 ("Temp Non-Reporting"), 52 ("Freeze"), and 53 ("Temp Reporting") are still available and work as expected. These groups are recommended as solutions until the signaling for Group 50 is corrected.

Suggested groups for temperature reporting:

- Group 51 ("Temp Non-Reporting"): Allows for temperature monitoring through SBTM with customizable high/low threshold settings. No signals are sent to the CS.
- Group 52 ("Freeze"): Triggers an alarm to CS when sensor detects low temperatures.
- Group 53 ("Temp Reporting"): Triggers an alarm to CS when sensor detects high temperatures.

Please reach out to support@alarm.com if you would like a list of customers under your dealer account with Group 50 sensors enabled.