

## POWERG PIR CAMERAS - IQ PANEL 4, IQ4 HUB, IQ4NS - 4.5.1

**TSB #:** 241014

**DATE:** 10/14/24

**RE:** POWERG PIR CAMERAS - IQ PANEL 4, IQ4 HUB, IQ4NS - 4.5.1

### **Overview:**

We have recently discovered that IQ Panel 4, IQ4 Hub and IQ4NS panels utilizing PowerG PIR Cameras (PGx934(P), NEXT CAM PG2, NEXT CAM K9-85 PG2, BW-IRC, BW-IPC, PGx944, TOWER CAM PG2, BW-ODC, PGPx934P, NEXT CAM P8Mx), and that have upgraded the panel firmware to v4.5.1, may encounter an issue where PowerG PIR Cameras are draining the batteries at a higher-than-expected rate. If you utilize PowerG PIR Cameras, it is recommended to not update panel firmware to v4.5.1.

### **Interim Resolution:**

If you are experiencing this issue, the following should be done:

- Arm the system to **Away**. Wait 30 seconds. Disarm the system.
- Assign **ALL** PowerG PIR Cameras on the system to **Away Groups** only (17, 20, 25 or 44). Do not use Stay or Night arm Groups.
- Change the Settle Delay Timer to **Zero (0)** seconds.
- These settings may be changed remotely from Alarm.com

### **Resolution:**

This issue will be addressed in an upcoming firmware release.