

PANELS, KEYPADS, MODULES

Date: Monday April 27, 2015

To: NA Distribution

PowerSeries Neo Version 1.12 Release

Tyco Security Products has identified a potential issue with PowerSeries Neo version 1.0 modules/keypads.

PowerSeries
neo



You may experience:

- Keypad freeze
- Keypad 'Ready' light off with no zones open
- Zone and/or PGM output unresponsive

In order to identify the module version please use one of the following methods:

1. On each module there is a sticker indicating the version.
2. In the installers programming section [900], select each module and the version number will be identified.
3. In DLS 5 the version information is available in the signature graphic.

In the event that there is any module version 1.0 it is recommended to either update the main panel to version 1.12 or replace the modules with version 1.10. Firmware updates are available using DLS 5 software.

Dealers, distributors and installers should contact their potentially affected end user customers and make arrangements to provide one of the foregoing remediation actions. Please contact your DSC distributor for an RMA if a module replacement is required.

Any module manufactured after December 6th 2014, will be version 1.10 and will not exhibit these symptoms.