

IQ Pro Best Practices



- **Firmware upgrade (Panel)**
 - **All panels must be updated to 4.3.0n**
 - During the firmware upgrade IQ Installer will disconnect, this is expected behavior.
 - Always wait for the panel LED to turn green after an update, trying to connect with IQ Installer, rebooting or powering down the system during the update may result in instability.

- **V1.39 keypad update**
 - **Enroll on a 4.3.0n panel.**
 - Connect keypads on a short wire run.
 - Keypads will update to v1.50
 - Each unique firmware version on the keypad will take 10-15 minutes to update.
 - Updates are concurrent – *as an example, 2 different firmware versions on keypads will take approximately 30 minutes to update.*
 - **DO NOT** touch the keypad(s) until you see firmware upgrade in progress and the keypad(s) reboot -

- **IQR-PG**
 - Pairing
 - Pairing an IQR-PG is a process, it needs to download any updates available and will reboot up to 3 times – be patient.
 - Firmware upgrade
 - To avoid confusion- below is the terminology used.
 - PowerG Paired = the remote is paired via PowerG - *You can still connect to a WiFi network when utilizing PowerG pairing.*
 - WiFi Paired = the remote is paired via WiFi
 - Always ensure that the IQR-PG is updated prior to utilizing the IQR-PG
 - If firmware is not updating automatically on PowerG paired IQR-PG, drag down the settings tray and click IQ Remote PG Upgrade – the remote will check in and download updates - please note the remote must either be connected (*not paired*) to the same WiFi network as the panel or within range of the Panel AP (~30 feet)
 - Camera streaming
 - Currently on 4.3.0n video streaming to IQR-PG is not officially supported.

- **PowerG Host / RF Keypad Limitations**
 - Limitations when utilizing the HS2LCDRF or the HSM2HOST9 the following are not supported.
 - IQR-PG
 - PG9WLSHW8 / PG9HRDW8
 - PowerG Photo Beams (PG9200AX/PG9350SL)
 - PowerG Automation devices
 - PowerG+ sensors
 - **IMPORTANT NOTE:** We are releasing a PGPHost9 module summer 2024 that will support these devices.

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- **IQ Installer (best practices)**
 - If you can't arm the system, make sure IQ Installer is not connected.
 - Whenever possible, use IQ Installer for local firmware updates, you are not reliant on the customer's network and the upgrade process is quicker.
 - Always ensure that the IQ Pro Blue LED is flashing before attempting to start an IQ Installer pairing session.
- **Hardwired Keypad best practices**
 - Disable auto bypass (in IQ Installer) so the green ready check mark turns off when a zone is open.
 - HS2LCD(RF)(P)- Firmware version 1.4(x) not supported. 1.4(x) keypads will need to either be updated with DLS5 or swapped for compatible versions
- **MX Diagnostics**
 - Within the IQ Installer HSM3105 menu you will see a button for a MX Diagnostics tool, that will help you with installation and troubleshooting of MX Devices.
- **MX Enrollment**
 - Ensure in HSM3105 programming that the loop configuration (2 Wire Spur or 4-wire loop) and the Power mode (High or Low Power mode) is correctly set.
 - MX Enrollment will take 5 minutes (keep IQ Installer in the foreground during this time) **BE PATIENT**
- **HS2TCH(P) firmware update**
 - Always ensure you download and install the SD Card firmware that is posted in the TSB.
 - Most IQ Pro updates will include a SD Card update the HS2TCH(P)
- **Port requirements**
 - Panel
 - 7443(TCP), 8443(TCP), 9443(UDP), 5959(UDP), 1121(UDP)
 - IQ Installer / IQ Remote
 - 8883(TCP) for local communication

Corbus Module Auto Firmware Update Information

This document provides details regarding the process of updating Corbus module firmware automatically and outlines the restrictions associated with auto updates. Additionally, it includes a table specifying the minimum acceptable version for auto updates, considering certain Neo modules requiring a bridge file, which IQPRO does not support.

Update Process Overview:

- 1. Preconditions:** File transfer will not initiate if the panel's AC or battery is unplugged or if the battery level is low.
- 2. Duration:** The file transfer process typically takes between 10 to 20 minutes per module type.
- 3. Sequence:** File transfer occurs sequentially for each module type, following a first-come-first-serve order. For example, module types such as HS2LCDN, HS2LCD non-N, HS2LCDRF, HSM3105, etc.
- 4. Background Transfer:** File transfer occurs in the background without user notification. Upon completion, the keypad displays "Firmware update in Progress" while applying the update, a process lasting approximately 30-60 seconds.
- 5. Trigger:** Firmware update checks are performed either upon module enrollment or every time the panel is rebooted.

Auto Update Min Version Table for IQPRO V4.3:

Modules	Min Version Supported	Updated Version for IQPRO V4.3
HS2LCD N	1.32	1.35
HS2LCD	1.11	1.35
HS2LCDRFN	1.34	1.38
HS2LCDRF	1.11	1.38
HSM2HOST	1.1	1.33
HS2TCH N	1.3	1.35 (SD Card update required - UI)
HS2TCH	1.03	1.35 (SD Card updated require - UI)
HS2LCDRF/HS2LCD (AKA G keypad)	1.39	1.50
HSM3105	1.31.00.31	1.31.00.32

Note: It is strongly advised to perform a complete system reboot by removing the power source after an automatic firmware update for PGH, PGHP, and LCDRF keypads. This step should be taken before enrolling any PG devices to ensure seamless functionality and optimal performance.