9800 Series Wireless Graphic Touchscreen Keypads

June 2016

Version 109 Firmware Update

Effective June 15, 2016, all 9800 Series Wireless Graphic Touchscreen Keypads will be manufactured with updated Version 109 (6/14/16) firmware. Version 109 (6/14/16) will begin shipping immediately.

Features

Wireless Keypad Auto Pairing

Wireless keypad auto pairing allows you to skip the Wireless Keypad Association process and automatically connect a keypad to a panel. Auto pairing is only available for 9800 Series Wireless Graphic Touchscreen Keypads (Version 109 or higher) that do not have a previously assigned house code. A maximum of four wireless keypads are allowed on each panel.

To pair a 9800 Series keypad with an XTLplus panel, power up both the panel and the keypad. A 10 minute pairing timer begins. The auto pairing process starts immediately and the keypad displays *Pairing Keypad With System*. See Figure 1.
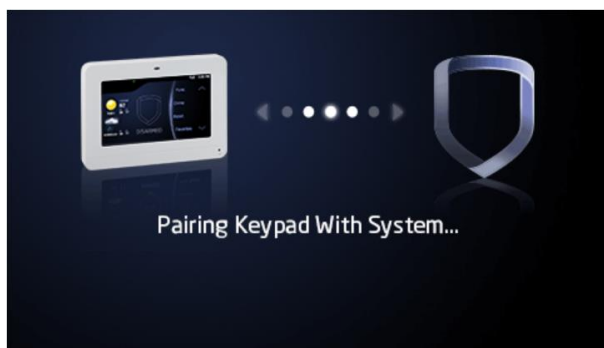

Figure 1: Pairing Keypad With System Display
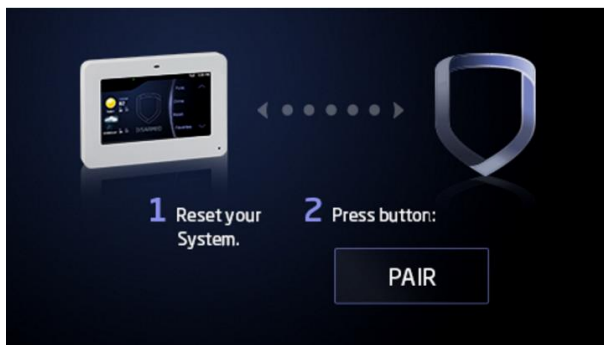

Figure 2: Pairing Failed Display

Figure 3: Reset Display

Figure 4: No Communication With System Display

If the panel acquires the keypad during that time, the home screen displays signaling that pairing is complete.

If the panel does not acquire the keypad by the end of the 10 minute pairing timer, the keypad displays Pairing Failed, followed by the Reset screen. See Figure 2 and Figure 3. Reset your panel and tap the Pair button to restart the pairing process.

If the keypad loses communication with the panel, the No Communication With System display appears and provides the option to reattempt pairing. See Figure 4.

Arming Type Auto Detect (on select keypads and panels)

When an XTLplus panel's arming type (A/P, H/S/A, Area) is changed, 9800 Series keypads (Version 109 or higher) will automatically sync their arming type to match the panel. This prevents you from having to manually change the keypad arming type to match the XTLplus panel's settings.

Obtaining the New Firmware

For keypads with Version 107 (4/20/15) or higher software, use the Micro SD card slot to load firmware updates.

1. Navigate to dmp.com/dealer_direct and select **Software Downloads**. Select the 9800 Software Update download. Enter your information to receive a download link for the .zip files.

2. After download is complete, unzip the files and save the unzipped files to the root directory of a Micro SD card.

3. Insert the Micro SD card into the Micro SD card slot on the right side of the 9800 Series keypad. See Figure 5.

4. Enter the Installer Menu (3577), choose **KPD OPT** and press **CMD** to go to the **Restart Keypad** screen (just after Select Language).

Micro SD Card Slot

Figure 5: 9800 Keypad Micro SD Card Slot

5. Press **RESTART**. The keypad will load the new firmware from the Micro SD Card and then restart. **Caution:** Do not remove the Micro SD card or disrupt power during this process.

6. When the keypad is finished restarting, remove the Micro SD card from the keypad.

For keypads with Versions 106 (10/8/14) or earlier, login to the Customer Return Center website at dmp.com/returncenter and follow these instructions:

1. Click **Create RMA Request** on the home page.

2. Verify your contact, billing, and shipping information and click **Continue** when you are finished making any changes.

3. Click **Continue** again.

4. Enter the product serial number in the **Serial*** field and click **Continue**.
   Note: The product serial number is a 6, 7, or 8 digit number found on a small label on the product.

5. Select the correct product model from the **Model** drop-down menu and click **Continue**.

6. Review the product's warranty status and click **Continue** to move on with the return, or click **Go Back** to cancel the return.
   Note: Units out of warranty may be subject to a repair fee.

7. If you are moving on with the return, add additional information on the **Repair/Update** page and click **Continue**.

8. Review the return information and, if everything is correct, click **Unit Information Correct – Continue** to submit the RMA.

9. Click **Complete RMA**. Then, select **Print RMA** and place the printed summary in the box with the unit you are returning.
   Note: At any time, you can navigate back to the Customer Return Center website and view the status of your return by clicking on **View RMAs** on the home page.

To learn more about the Customer Return Center website or the RMA process, explore the resources available at dmp.com/returncenter.