

Updated Supporting Products

Effective June 1st, 2020, Dealer Admin, Tech APP, and Virtual Keypad are updated. The following feature is available.

3G Upgrade Program

The 3G Upgrade Program allows Virtual Keypad users to schedule system upgrades so your technicians can replace 3G cellular communicators with LTE communicators. Before users can schedule an upgrade in Virtual Keypad, you must configure 3G upgrade settings in Dealer Admin.

Dealers: Configure 3G Upgrade Settings in Dealer Admin

To configure 3G Upgrade settings, complete the following steps or refer to the video for [How to Set Up & Schedule 3G Upgrades](#).

1. Log in to [Dealer Admin](#).
2. Go to **Tools > Cellular Sunset**.
3. In **Requested Upgrades**, select **Configure**.
4. In **Service Days**, select the days of the week that your technicians are available for upgrades.
5. In **Service Times**, select the time blocks during Service Days when your technicians are available for upgrades.
6. To limit the number of upgrades that can be scheduled on your selected days and times, enter the maximum number of upgrades in **Limit Upgrades per Timeframe**.
7. In **Service Message**, enter an upgrade message displayed to users in Virtual Keypad.
8. In **Dealer Contact**, enter the email address where you want scheduling confirmations to be sent.
9. In **Select Customers**, select the customers that you want to offer 3G upgrade scheduling.
10. Select **Save**.

Users: Schedule a System Upgrade in Virtual Keypad

To schedule a system upgrade, complete the following steps or refer to the video for [Scheduling a 3G Upgrade Using Virtual Keypad](#).

1. Open the Virtual Keypad App. At the bottom of the screen, select the **System Upgrade Required** banner.
2. After reading the message from your alarm company, select **Schedule Service**.
3. Select a date from the calendar.
4. Select a time slot for the upgrade.
5. A confirmation dialog pops up. To finish scheduling the upgrade, select **Confirm**.
6. A message pops up to confirm that service has been scheduled. Select **OK**.

Technicians: View Requested Upgrades in Tech APP

To view a requested upgrade and related information, complete the following steps.

1. Tap **Requested Upgrades**.
2. To view details of a scheduled upgrade, tap one of the listed items.
3. To return to the requested upgrades list, tap the Back icon.

Technicians: Replace a 3G Cellular Communicator

For complete instructions on installing LTE cellular communicators, refer to the [263LTE](#), [265LTE](#), or [265LTE-V-TOUCH](#) installation guides.

Touch grounded metal to discharge static before handling the panel.

1. Disconnect power from the panel. Unscrew and remove the installed communicator antenna.
2. Apply even pressure to carefully disconnect and pull the communicator away from the panel CELL MODULE connector. Do not bend the connector pins.
3. Hold the communicator inside the enclosure and install the antenna from the top enclosure hole.
4. Align the cell communicator connector with the panel CELL MODULE pins. Apply even pressure to seat the communicator.
5. Close the enclosure and reapply power to the panel. After the communicator is successfully replaced, Dealer Admin deactivates the replaced 3G communicator and activates the new LTE communicator.
6. Test cellular communication before closing the service request.

Requirements

The 3G Upgrade tool requires panel firmware Version 201 or higher. When a user schedules a service request in Virtual Keypad, their system is automatically updated to Version 201. To manually update panels, you can use Bulk Firmware Updates or update each panel individually. For more information, refer to the Dealer Admin Help article "[Remote Update a System](#)".

Obtaining the New Software

Virtual Keypad app and Tech APP updates are available for download, free of charge, from the Google Play™ store and the App Store®.