



FEATURE UPDATE | NOVEMBER 2018

Version 182 Date Code Update

Version 182 (11/13/18) firmware is now available for download at DMP.com/Dealer_Direct.

Effective November 26th, 2018, all XR Series panels will be manufactured with updated Version 182 (11/13/18) firmware. All inventory of XR150/XR550 Series panels will be updated as current inventory is depleted.

There have been twelve reported instances nationwide of 263LTE-V and 265LTE-V units experiencing a problem where the modems would not restart during a modem reset. The problem occurred after the modems experienced an abnormal cellular network event that caused panels to reset the modems in order to correct the cellular network problem. Each instance required a site visit to resolve the issue.

Updated Version 182 (11/13/18) firmware provides a solution that will prevent this in the event a modem needs to be reset to correct a cellular network problem. In addition, all current inventory of 263LTE-V and 265LTE-V units have been updated with the latest firmware to provide additional protection during shutdown.

Obtaining the New Firmware

Firmware updates are available for download, free of charge, on the DMP Dealer Direct website at DMP.com/Dealer_Direct.

You can also remotely update panel firmware for free by visiting the Dealer Admin site.

1. Log in to dmpdealeradmin.com.
2. Navigate to a customer and then select an account.
3. Click on the **Remote Update** feature located in the side menu.
4. Click **Update System**. The **Update System** page displays the panel's current firmware version and whether or not an update is available. There is no charge for this firmware update.