Version 172 Update (05/25/18) for XR150/XR550 Series Panels

Version 172 (5/25/18) firmware is now available for download on the DMP Dealer Direct website at DMP.com/Dealer_Direct.

Effective June 1, 2018, all XR150/XR550 Series panels will be manufactured with updated Version 172 (5/25/18) firmware. All inventory will be updated by July 13, 2018.

Updated Functionality

Verizon is working with DMP and our modem provider on a tower communication issue and we hope to quickly resolve the problem. DMP has implemented this firmware update as a precautionary step in the event that any other Verizon towers begin to exhibit this behavior.

While very few systems have developed this issue, the condition created a failure in the operation of the LTE Cellular device.

DMP recommends that dealers who have installed LTE cellular devices on XR150/XR550 Series panels upgrade these as soon as possible.

Obtaining the New Firmware

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

If you have any questions or concerns about implementing this firmware update, please contact DMP Technical Support by calling 1.888.436.7832 or e-mailing techsupport@dmp.com.