7800 Series Graphic Keypads

October 2014

Version 106 Software Update

Effective October 15, 2014, all 7800 Series Graphic Keypads will be manufactured and shipped with updated Version 106 (10/8/14) software.

✶ ✶ ✶ IMPORTANT UPDATE INFORMATION ✶ ✶ ✶

Keypad Zone Operation

On rare occasion, the on-board zones of the Model 7872 keypad could lose the capability to detect a trip from a connected device such as a door contact. When this occurred, the keypad required power to be cycled to begin detection of zone trips.

IF KEYPAD ZONES ARE NOT USED THIS ISSUE HAS NO AFFECT ON OTHER KEYPAD OPERATION.

FOR MODEL 7872 KEYPADS WHERE THE KEYPAD ZONES ARE USED IN THE INSTALLATION, DMP STRONGLY RECOMMENDS THEY BE RETURNED TO DMP TO BE UPDATED TO VERSION 106 SOFTWARE.

AS A SECOND OPTION, ZONES CONNECTED TO THE MODEL 7872 CAN BE MOVED TO OTHER ZONE EXPANSION DEVICES SUCH AS A 714, OR DIRECTLY TO THE CONTROL PANEL.

✶ ✶ ✶ IMPORTANT UPDATE INFORMATION ✶ ✶ ✶

10-Digit Proximity Credentials

When a 10 digit Proximity credential was scanned to disarm the system or for door access, the keypad sent the incorrect user code to the panel if all of the following conditions were met:

- The keypad was operating with Version 102 or higher software.

- The number of User Code Digits in Installer Options was set to 10.

- The last two digits of the User Code from the card were the same (for example: 2137367855).

When this occurred, the system would not disarm or access was denied. Invalid Code was displayed at the keypad.

The keypad sent the proper user code if the last two digits were not the same or if the Number of User Code Digits was not set to 10.

Fire Panic Message

When a user was arming but then accidently pressed the arming icon TWICE and then had to enter their user code, on occasion the keypad could have sent a fire panic message to the panel.

This issue only occurred if all of the following conditions were met:

- The Arm Panic Keys option in the keypad's Installer Options for fire had been reprogrammed to Yes from the default No.

- Closing Code (typically used in Commercial applications) was reprogrammed to Yes from the default NO

- Home/Away or All/Perimeter (typically used in Residential applications) was programmed in System Options for the System type.

- The keypad was connected to a XR150/XR350/XR550 or XT30/XT50/XTL Series Control Panel

- The arming icon was pressed twice.

Home Away Arming

If the Away arming icon was pressed and held until the keypad displayed the exit delay, the next time the user attempted to arm Home the system would incorrectly arm Away.

Obtaining the New Software

To update to the latest software, return the 7800 Series Graphic Keypad to DMP and simply indicate "Update to latest software" of the 6-digit Repair Authorization tag. If you need Repair Authorization tags contact DMP Customer Service at 1-800-641-4282. This update will be performed as a warranty repair.