

Security Command Keypad Hardware Update

December, 2004

Hardware Update

Beginning October 25, 2004, all Security Command keypads are being manufactured with updated Level 'D' hardware. This list includes the models 630F, 690, 690F, 790, 790F, 791 and 793.

LCD Display Startup

The keypads have been updated to provide proper LCD startup when the keypad is powered up. In rare cases, the display of the Security Command keypad would only display the top line at startup. If the display starts up normally no issue exists. The new Level "D" hardware will provide proper LCD startup.

This issue is only related to Security Command keypads manufactured between August 26, 2004 and October 25, 2004. The serial number range for this time period is 1320726 to 1352211.

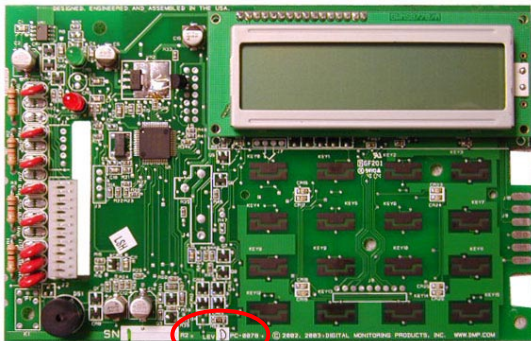
Other Keypad Functions

This update DOES NOT affect keypad operation such as zone processing, keyboard operation, status LEDs or the proximity reader.

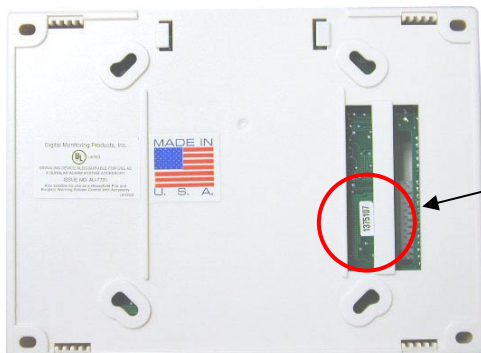
Security Command keypads that are currently installed and properly displaying both lines of alpha text DO NOT need to be updated and no action is required.

Receiving the New Hardware

If you have a Security Command keypad that exhibits this startup condition, it can be updated by returning it to DMP. Simply indicate "Update to Level D" on the 5-digit RMA tag. The update will be done as a Warranty Repair at no charge, regardless of when the keypad was purchased. If a keypad is returned for other repair needs, this update will be done automatically as a standard part of the repair. If you need RMA tags, contact DMP Customer Service at 1-800-641-4282.



Level Indicator



Serial Number Indicator

REPAIR AUTHORIZATION

DO NOT SEND METAL CABINETS WITH CIRCUIT BOARD

099581

PRINT CLEARLY THIS IS YOUR RETURN SHIPPING ADDRESS

Company ALARM CO. NAME

Address ADDRESS

City 793 State State Zip Zip

Model No. 793 S/N S/N

Installation Site Installation Site

Describe Problem UPDATE TO LEVEL D

Preferred return shipping method Preferred return shipping method

FOR DMP USE ONLY

Received Received By By Code Code

Bench Test Bench Test In-Circuit Test In-Circuit Test Functional Test Functional Test

Repaired Repaired By By Code Code

Parts Replaced Parts Replaced

☐ PCB ☐ Housing ☐ Box ☐

Final Test Final Test By By

Shipped Shipped By By

Data Entry Data Entry By By

KEEP THIS STUB FOR YOUR RECORDS

Repair Voucher 099581

Model No. Model No. S/N S/N

Installation Site Installation Site

Date Returned Date Returned By By