XR5 Fire Alarm Control Panel Firmware Update
July 31, 2001

Firmware Update

Effective the first week of August 2001, all XR5 Commercial Fire panels are being shipped from the factory with version 104 (7/26/01) updated firmware. This is an update from the version 104 (1/24/01) firmware previously shipped and contains updated operation to correct a communication issue.

The following three items must occur to produce the issue described further below.

1. The panel's communication type programming must be CID or 4-2.
2. The panel's telephone line must be shared with a modem.
3. The panel must try to send a message while the modem is in use.

DMP PANELS THAT USE SDLC OR M2E COMMUNICATION FORMAT ARE NOT AFFECTED AND DO NOT NEED THIS UPDATE. DMP PANELS THAT DO NOT SHARE A PHONE LINE WITH A MODEM ARE NOT AFFECTED AND DO NOT NEED THIS UPDATE. PANELS CONNECTED TO DSL TELEPHONE LINES ARE ALSO NOT AFFECTED.

Updated Operation

✶ ✶ ✶ IMPORTANT UPDATE INFORMATION ✶ ✶ ✶

Disconnect Internet at Line Seizure

Just after line seizure, the panel will now place the phone line on-hook (flash) for two seconds to hang up on any end-user call that may have been in progress. The panel then picks up the phone line and sends the message to the receiver. Previously, if the telephone line was being used and connected to a modem (Internet connection), at line seizure the panel occasionally mistook the ISP modem for a DMP receiver and switched from the programmed CID or 4-2 format to SDLC communication for the ten dial attempts. This could result in the loss of a panel message if a modem was on line when the panel first seizes the line. Only panels using CID or 4-2 communication were possibly affected.

IMPORTANT NOTICE: DMP STRONGLY RECOMMENDS THAT ALL AFFECTED COMMAND PROCESSOR SYSTEMS THAT ARE PROGRAMMED TO USE CID OR 4-2 COMMUNICATION AND SHARE A PHONE LINE WITH A MODEM BE UPDATED WITH THE NEW FIRMWARE VERSION.

AS A SECOND OPTION, THE PANEL COMMUNICATION TYPE PROGRAMMING CAN BE ADJUSTED TO DD (SDLC) OR M2E TO ALLOW COMMUNICATION TO AN SDLC OR MODEM IIE RECEIVER.

✶ ✶ ✶ IMPORTANT UPDATE INFORMATION ✶ ✶ ✶

Upgrading/Ordering New Firmware

New firmware PROMs may be obtained by calling Technical Support at 1-888-436-7832 and ordering the XR5/UPDATE panel update. There is no charge for this update. Any panels returned for repair automatically receive the latest firmware update.

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