

7800 Series Graphic Touchscreen Keypads

July 2016

Version 108 Firmware Update

Effective July 29, 2016, all 7800 Series Graphic Touchscreen Keypads will be manufactured and shipped with updated Version 108 (7/28/16) firmware.

Updated Operations

7800 Series Graphic Touchscreen Keypad hardware was updated June 30 to a new internal memory. Keypads with this new hardware began shipping in early July. Recently, an issue was discovered that may prevent the keypad display from properly starting during power-up. Version 108 (7/28/16) software corrects the display startup issue.

7800 Series keypads in the affected range were manufactured between June 30, 2016 and July 20, 2016, and shipped beginning in early July. The effected serial number range is 4873094 to 4889179. See Figure 1 for the serial number location. If you received 7800 keypads during the month of July, and they are in the effected serial number range, they can be updated to Version 108 (7/28/16) software using the micro SD card slot.



Figure 1: 7800 Series Serial Number Label

Obtaining the New Firmware

For keypads with Version 107 (4/20/15) or higher software, use the Micro SD card slot to load firmware updates.

1. Navigate to dmp.com/dealer_direct and select **Software Downloads**. Select the 7800 Software Update download. Enter your information to receive a download link for the .zip files.
2. After download is complete, unzip the files and save the unzipped files to the root directory of a Micro SD card.
3. Before applying power, insert the Micro SD card into the Micro SD card slot on the right side of the 7800 Series keypad. See Figure 2.
4. Apply power to the keypad. It will load the new firmware from the Micro SD Card automatically and then restart.
Caution: Do not remove the Micro SD card or disrupt power during this process.
5. When the keypad is finished restarting, remove the Micro SD card from the keypad.



Figure 2: 7800 Series Micro SD Card Slot