

TECHNICAL UPDATE | MAY 2018

Version 172 Update (05/25/18) for CellCom-LTE-V Series Universal Alarm Communicators

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

Effective May 25, 2018 all CellCom-LTE-V Series Universal Alarm Communicators will be manufactured with updated Version 172 (5/25/18) firmware.

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 CellCom-LTE-V Series Universal Alarm Communicators update 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.