

XT30/XT50 and XTLplus™ Series Control Panels



TECHNICAL UPDATE | MAY 2018

Version 172 Update (05/25/18) for XT & XTLplus™ Panels

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 XT30/XT50 and XTLplus Series panels will be manufactured with updated Version 172 (5/25/18) firmware.

Updated Functionality

This change was implemented as a result of a condition found on a small sample of DMP XTLplus panels in a localized region, where the cellular was being used as a back-up communication device. Verizon is working with DMP and our modem provider on this 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 panels have developed this issue, the condition created a failure in the operation of the LTE Cellular device and potentially also resulted in the inability of the Wi-Fi to properly communicate.

DMP recommends that dealers who have installed LTE cellular devices on XT30, XT50, or XTLplus panels upgrade these as soon as possible. Future conversions or additions of LTE cellular devices to XT family panels will also require an update of the panel firmware to Version 172 (5/25/18).

Obtaining the New Software

Affected XT30/XT50, and XTLplus panels that have been added to the Dealer Admin site™ (DMPDealerAdmin.com) can be viewed and updated by logging in and choosing **XT/XTLplus Special Update** from the **Tools** section of the side menu.

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.