

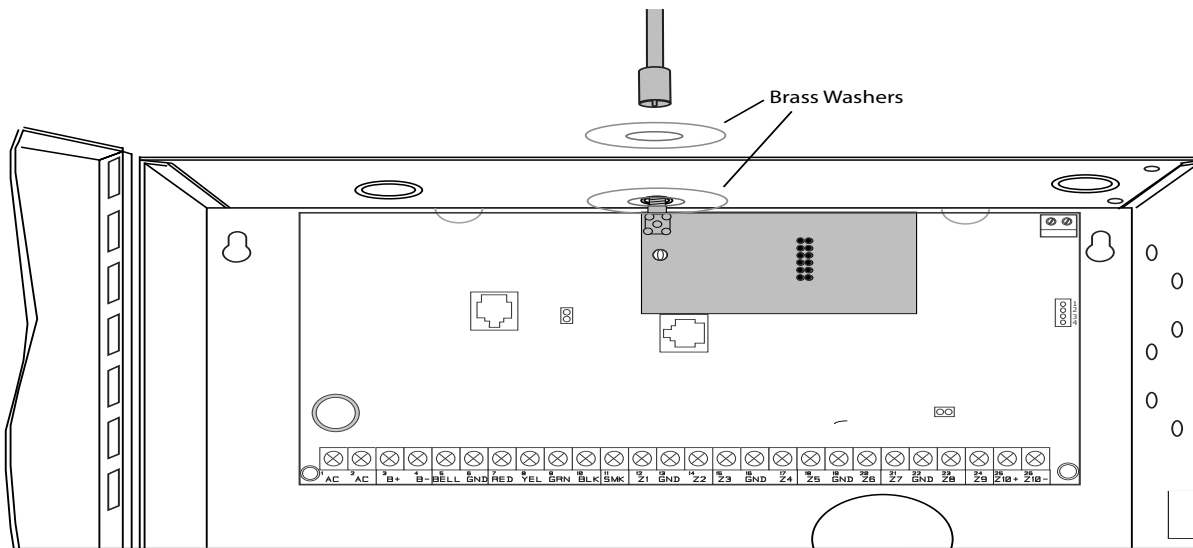
HARDWARE UPDATE

Since May 2018, all 263LTE-V cellular modules included a white 2 ¾" antenna. This is a multi-band antenna that can be used with both LTE and HSPA devices.

Some dealers have reported that when using the white antenna the cellular signal strength fluctuates significantly and, in some cases, remote sessions disconnect unexpectedly. By placing a 1 ¼" brass washer over the antenna connector on top and bottom of the enclosure both issues are corrected.

There have been no reports of this issue on XR Series panels or XT30 panels using the 263LTE-V.

As of August 30th, 2018, the 263LTE-V cellular module will now include the 1 ¼" brass washers to be used during the installation of the cellular antenna.



If additional washers are needed for any existing installations they are available from DMP. Please contact DMP customer service at 1-800-641-4282 and request part number FP-0142. In the event that a solution is needed immediately, see the links below for alternative resources from Lowe's or Fastenal. While there are many options available for different finishing washers, DMP recommends brass.

Lowe's - <https://low.es/2wrOzKq>

Fastenal - <https://bit.ly/2N5UT1l>