

## IQ REMOTE PG FIRMWARE COMPATIBILITY

TSB #: 260711

DATE: 07/11/26

RE: IQ REMOTE PG FIRMWARE COMPATIBILITY

### Purpose:

IQ Remote-PG (IQR-PG) units manufactured in June 2026 and later contain updated memory and firmware. In order for these units to be compatible with IQ Panel 4, IQ Panel 5 & IQ Pro, it is important that the main panel be updated to the correct baseline software **PRIOR** to pairing the IQ Remote-PG. Enrollment must not be attempted on lower, unsupported software versions.

### Supported Software Baselines:

#### IQ Panel 4:

Software: 4.6.2, 4.6.3i or later

Patch Tag: iqpanel4.6.2, iqpanel4.6.3i

#### IQ Pro:

Software: 4.4.2n, 4.4.2p or later

Patch Tag: iqpro4.4.2n, iqpro4.4.2p

#### IQ Panel 5

Software: 5.0.3 or later

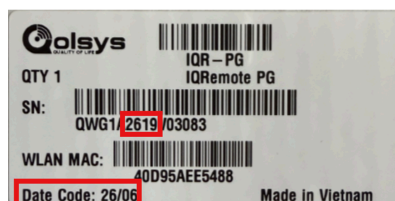
Patch Tag: iqpanel5.0.3

### Compatibility Restriction

Once an IQ Remote-PG, even those manufactured prior to June 2026, has been paired on a supported software baseline, the device cannot be downgraded for use on earlier IQ4, IQ5, or IQ Pro software version.

### Identifying Affected Units

The date code can be found via the Serial Number (SN), printed on both the box and device label, or via the Date Code printed on the box label only. Impacted devices contain a SN date code of 2619 or higher (digits 6, 7, 8, 9) or a box date code of 26/06 (June 2026) or later.



**Important Note:** The electrostatic bag used for IQ Remote-PG shipments may include a sticker stating that IQ Panel 5 requires firmware v5.1.0. The correct minimum firmware requirement is v5.0.3. Updated stickers will be applied at the manufacturing facility going forward.