

NEO HS2LCD(RF)(P)

From time to time, there are enhancements and feature upgrades to most electronic components in the security industry. DSC has designed the NEO platform to be flash upgradable, allowing the platform to migrate into the future. This process allows you to upgrade/update the firmware in the Corbus modules, instead of replacing the hardware.

Technical Advisory

Some of the HS2LCD and HS2LCDRF keypads are displaying incorrect programming messages / fields. The affected keypads were shipped in the period beginning May 30, 2022 to July 18, 2022.

Refer to the July 20, 2022 Technical Advisory Bulletin for more details:

https://cms.dsc.com/download.php?t=1&id=26574

Affected Keypads

HS2LCD(RF)(P)

The firmware update process is completed through the Flash Wizard feature built into the DLS5 software.

The DLS5 software can be downloaded from the DSC website:

http://www.dsc.com/index.php?n=library&o=software

*** Dealer Login Required ***

To register for a Dealer Login visit:

http://www.dsc.com/index.php?o=register

Step 1:

On the Start Page of the DLS5 software open / create an account and upload the existing panel.

*** Save account file and disconnect the software session for the panel ***

Step 2:

Select 'Tools' / 'Flash Wizard':



Step 3:

A) Download the Firmware Files by clicking on 'Web': *** This step requires internet access ***

PLe Flash Utility		
	Flash Wizard	
	Please select a COM Port	
	Disessed at a leaded	•
		Rrowse
		🞯 Web
		🕸 Back Next 🌩 Cancel 🔀
	Ready	

B) Double click on the desired Firmware File to download:



Neo_Keypad_Modules _Bundle_Latest_Eng_Fre_Spa_Por

C) Save the Firmware File by clicking 'Save':

				1.5.10		_
Organize 🔻 New	folder					(
🔆 Favorites	Name			Date modified	Туре	
Nesktop						
鷆 Downloads	-					
归 Recent Places	-					
词 Libraries						
Documents						
🁌 Music						
Pictures						
📕 Videos			III			•
File name:	NEO_Keypad_Mod	lule_Bundle_Late	st_Eng_Fre_Sp	a_Por.flash		
Save as type: F	lash Files					

Step 4:

Begin the Keypad Firmware Update process:

A) Select the Firmware File by clicking 'Browse':

🚥 Flash Utility		×
	lash Wizard	
2	Please select a COM Port	
	Please select a file to be loaded.	
		Rrowse
		🎯 Web
	🗢 Back Next 🗢	Cancel 🔀
	Ready	

B) Select the desired Firmware File and click 'Open':



Neo_Keypad_Modules _Bundle_Latest_Eng_Fre_Spa_Por

C) Select and verify the COM Port and click 'Next':

Flash Utility						
Flash Wizard						
		elect a COM Part				
	COM6 - USB Serial Port (COM6)					
	Please	select a file to be lo	aded.			
	C:\Use	ers\jjohns37\Docu	ments\My DSC Flash F	iles\NE(O_Keypad_Module_Bundle_Latest_Eng_Fre_Spa_Por.flash	
	Flash Type: Bund	lled 17 Modules	Flash Date: 12/11/20	20	🜉 Browse	
	Device Type	File Version	File Build Number	^	S Web	
	HS2TCH v1.35 003					
	HS2ICONRF	v1.35	003			
	HS2ICON	v1.35	003			
	HS2LCDRF	v1.35	003	~		
	Click [Next] to con	ntinue				
					🗢 Back Next 🌩 Cancel 🔀	
	Ready					

D) Connect the PC-Link Adapter onto the PCLINK_2 at the top of the control panel. The 4 Pin PC-Link Adapter connects to the first 4 pins of PCLINK_2, leaving 5 pin "RED" exposed.



- Tech Tip: YOU MUST USE PCLINK_2 FOR THE FLASH UPDATE PROCESS.
- > **Tech Tip:** The PC-Link Adapter is connected to the panel "jack-side up".



E) Confirm that the required programming settings are correct:

Section [382] toggle Option 5 "ON" ~ Alternate Communicator Enabled - Y

Section [401] toggle Option 7 "ON" ~ Alternate Communicator DLS - Y

Click 'Next':

Flash Utility		X
	Power Resi Flash Utility	
	Connect the PC Link cable to the panel (PCLink2) now	
	Section [382] Option [5] and [401] Option [7] Must Be Enabled To Start Firmware Upgrade	
	Click [Next] to continue	🗢 Back Next 🌩 Cancel 🔀
	Ready	

F) Once the Firmware Update process has confirmed the current module firmware, click 'Next':

Flash Utility			×		
Current Panel Info					
	HS2064 E v1 3CP-01 Version: 135 Test: 102 Box Code Version: 1.10.00.003 HS2LCDRF Current Settings (software in the panel) Slot 1 Part Identification: HS2LCDRFP Program Version: 1.35.01.003 Boot Code Version: 1.00.00.001	New Settings (software to be flashed) Device type: HS2LCDRF File Version: v1.35 File Suff: 001 File Date: 11/12/2020			
	Click [Next] to load this Flash version				
			🗢 Back Next 🎐 Cancel 🔀		
	ready to program				

- G) The Firmware Update process with automatically proceed:
 - > Once the 'Neo_Keypad_Modules_Bundle_Latest_Eng_Fre_Spa_Por' has run click 'Finish'.

••• Flash Utility	
	Finished
	HS2064 E v1.3CP-01 Version: 1.35 Test: 012
	HS2LCDRF
	Current Settings (software in the panel)
	Slot 1 Part Identification: HS2LCDRFP Program Vension: 1.35.01.003
	Click (Back) to flash another unit, or (Finish) to close
	Finished

H) The Keypad Firmware Update process is complete.

Tech Tip: If an Alternative Communicator is not going to be reconnected or used, change the following programming in Section [382] back to default: Section [382] toggle Option 5 "OFF" ~ Alternate Communicator Enabled - N

Notes:

4.7.6 Remote Firmware Upgrade

Firmware upgrades can be automatically pushed to the alarm panel and modules from Connect 24 or DLS. A message is displayed on LCD keypads indicating a firmware upgrade is available. On all keypads, the blue proximity tag bar flashes one second on - one second off.

Users authorize the firmware upgrade through [*][6][Master Code][17].

During the update, a message indicating that a firmware upgrade is in progress is displayed on the LCD keypad. If the firmware update fails, an error message is displayed on LCD keypads.

Firmware updates are performed under the following conditions:

- · The system is not armed
- No AC trouble is present
- · No low battery trouble is present
- No FTC trouble is present
- · Every alarm in memory has been viewed
- No events are being communicated
- · An alternate communicator is present

Remote firmware upgrade is possible for the following modules:

- · hardwired keypads, including HS2LCDRF
- wireless transceivers
- · alternate communicators

Note: For UL listed installations, do not use remote programming unless an installer is on the premises.

4.8 Local Firmware Upgrade

Alarm panel firmware can be upgraded locally via DLS. Firmware upgrade prevention rules are ignored when performing a local firmware upgrade.

Note: [382][5] must be enabled to perform a local firmware upgrade.

To perform a local firmware upgrade:

1. Remove the front cover of the alarm panel and plug the DLS header into the PCLink 2 connector on the alarm controller.

2. Open the Flash Utility within DLS, select the latest firmware file from the Web or browse to a saved flash file on your hard drive. Follow the steps as prompted by the Flash Utility application. A message is displayed when download is complete.

3. Once the firmware update is complete, the system powers up.