Keypad Firmware Update

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
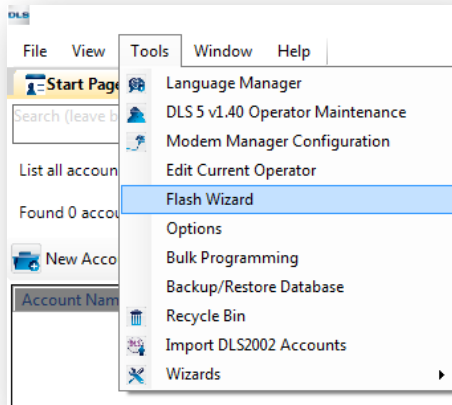
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Step 1:

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 ***
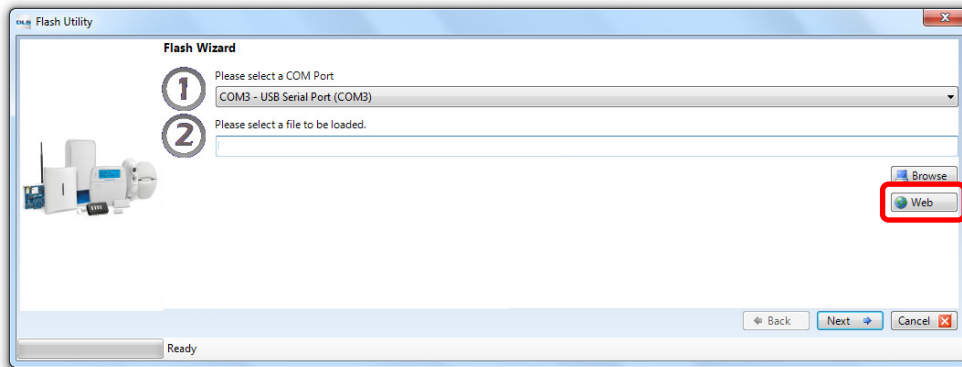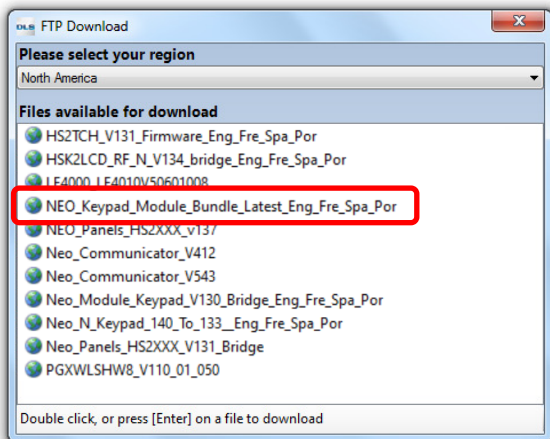
Step 2:

Select 'Tools' / 'Flash Wizard':

Step 3:

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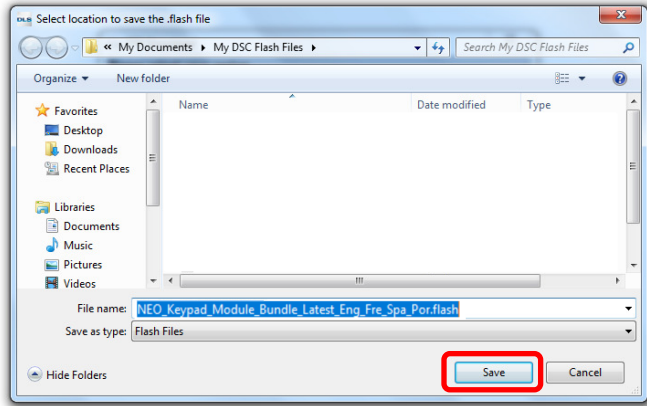

B) Double click on the desired Firmware File to download:

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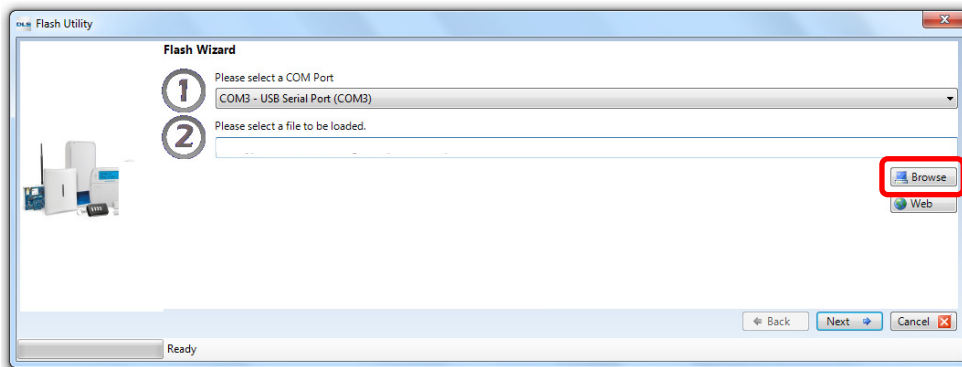
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C) Save the Firmware File by clicking 'Save':
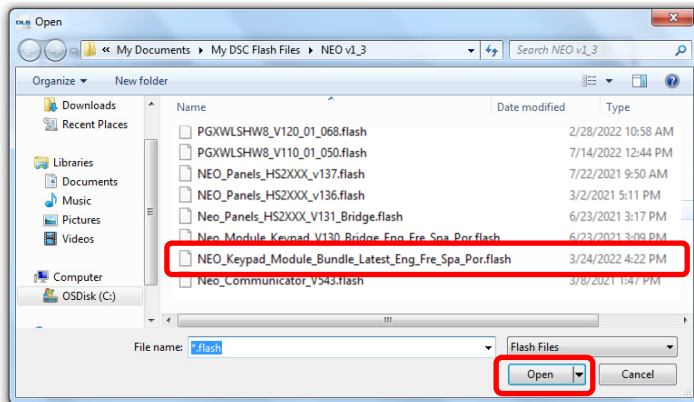

Step 4:

Begin the Keypad Firmware Update process:

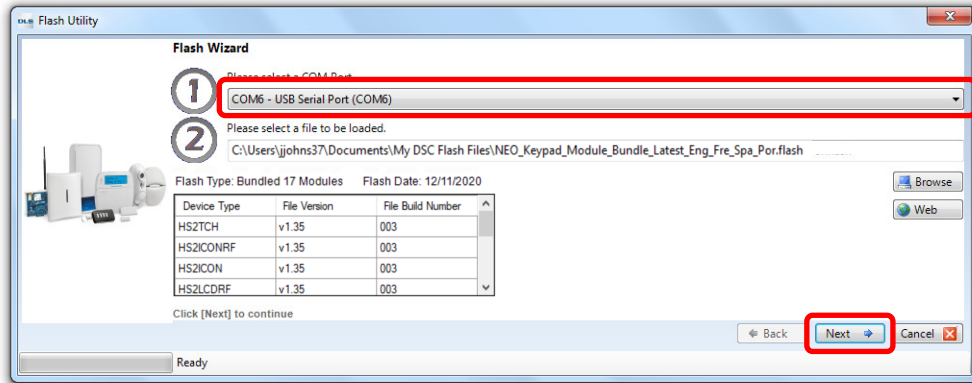A) Select the Firmware File by clicking 'Browse':

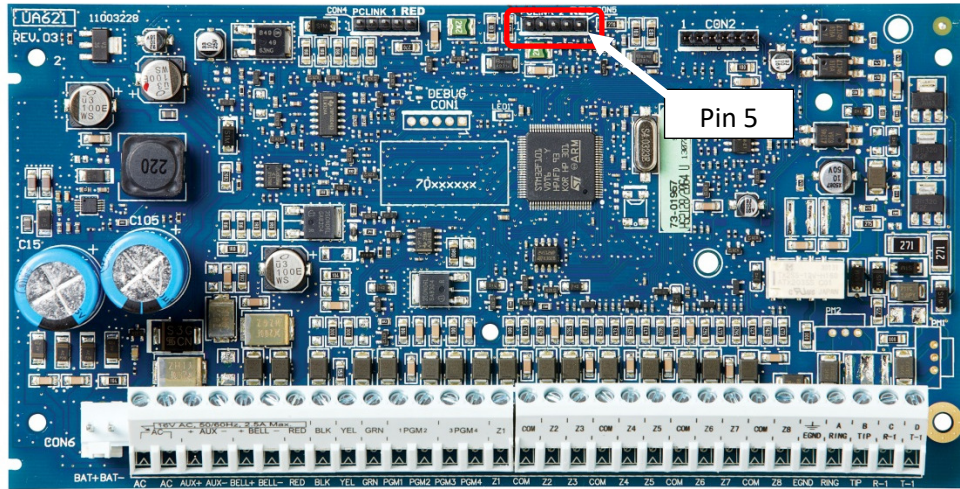B) Select the desired Firmware File and click 'Open':

Neo_Keypad_Modules _Bundle_Latest_Eng_Fre_Spa_Por

Keypad Firmware Update

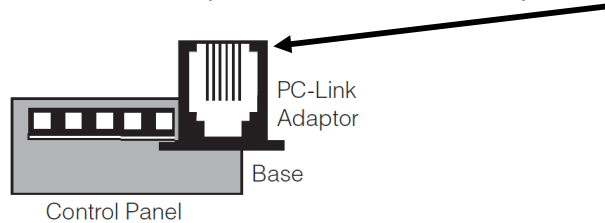C) Select and verify the COM Port and click 'Next':

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".
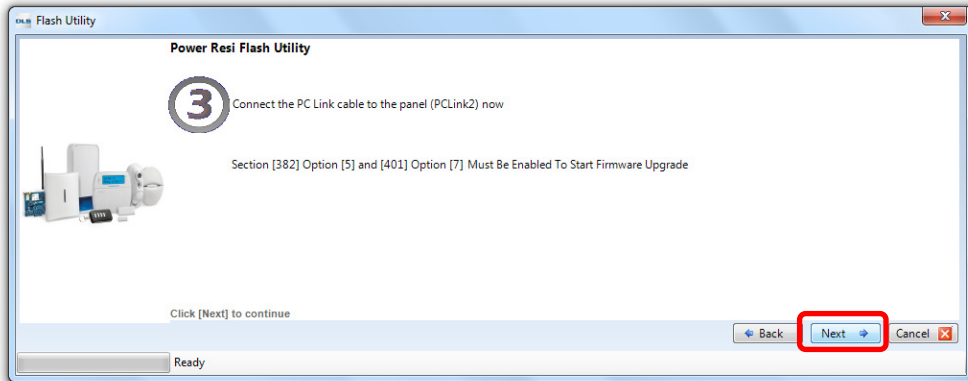

E) Confirm that the required programming settings are correct:

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

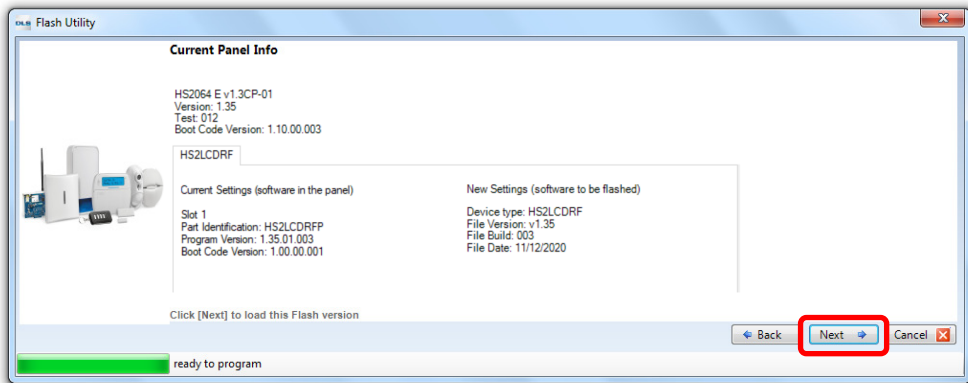Section [401] toggle Option 7 "ON" ~ Alternate Communicator DLS – Y

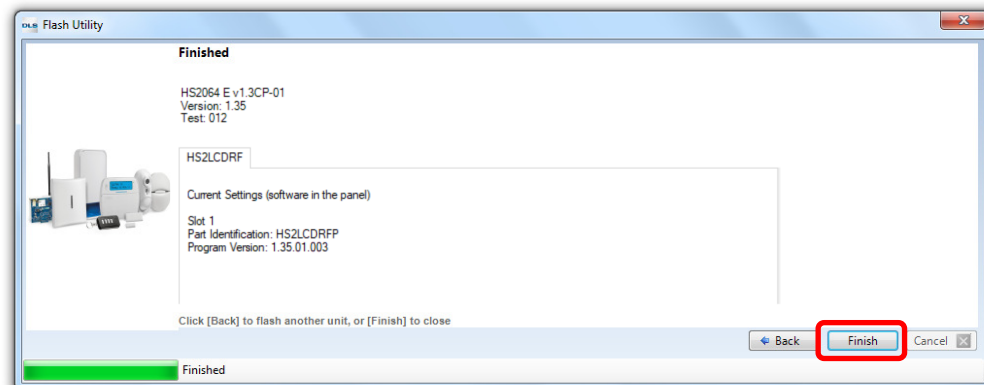# Keypad Firmware Update

Click 'Next':

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

G) The Firmware Update process with automatically proceed:

  ➢ Once the 'Neo_Keypad_Modules_Bundle_Latest_Eng_Fre_Spa_Por' has run – click 'Finish'.

H) The Keypad Firmware Update process is complete.

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> **_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.