IQPRO – HS2TCHP(N) UI Update

The NEO touchscreen User Interface (UI) on the HS2TCHP(N) (v1.39 or lower) must be updated when using the touchscreen on the IQPRO panel. (If the part number is HS2TCHPRO (v1.40 or higher) the touchscreen will not work on the IQPRO panel.)

To update the HS2TCHP(N) for use on the IQPRO, please follow the steps below:

Step 1: Download the UI update files from:

- https://www.dropbox.com/s/uuleaamv8z1odj4/HS2TCH%20Upgrade%20-%20IQ%20Pro.zip?dl=0&file_subpath=%2Fsd_fwu_iqpro_with_logo

Step 2: Unzip and save the three files to a blank SD card.

➢ ***Tech Tip:*** Reformat an empty SD card as Fat32. SD card size: 32 GB max.

Step 3: Place the files in the base directory of the SD card.

Step 4: Insert the SD card into the bottom of the NEO Touchscreen.

Step 5: Tap the 'Options' icon on the right side of the screen.

Step 6: Tap 'Installer Menu'.

Step 7: Enter the IQPRO's Installer/Dealer code (defaults were 1111/2222).

Step 8: Tap 'Keypad Programming'.

Step 9: Tap 'Firmware Upgrade'.

Step 10: Proceed and finalize the firmware update.

➢ ***Tech Tip:*** When complete, the HS2TCHP will have the 'IQPanel' logo at the top right-hand corner, instead of the 'DSC' logo.

➢ ***Tech Tip:*** To utilize the HS2TCHP(N) on the IQPRO panel, the UI firmware must be updated. Once the HS2TCHP(N) has been updated, it cannot be used on a NEO control panel.

➢ ***Tech Tip:*** DO NOT remove the HS2TCHP(N) from its backplate with the SD card in place. Or you too, will damage the card slot of the keypad.