

### HS2LCD, HS2ICN all G models

From time to time, there are enhancements, feature upgrades and fixes 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**

Systems using HS2LCD or HS2ICN keypads with V1.39 software may encounter performance issues, particularly in larger systems with extensive Corbus wiring (+1000ft). The keypad(s) could become unresponsive after attempting functions such as arming/disarming or viewing status.

Please refer to the December 21, 2023 Technical Advisory Bulletin for more details:

https://cms.dsc.com/download.php?t=1&id=26740

#### Affected Keypads

HS2LCD, HS2ICN all V1.39 G models

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:

Confirm the DLS5 software is v1.74 Assembly Versions 1.3.2202.17001, see Help / About DLS.

DLE	About DLS 5 v1.74	×
DLS 5 v1.74 Assembly Versions 1.3.2202.17001 Operator		Details
admin M5403310 3/5/2024 11:39:52 AM		
Copyright © 2005-2022 Tyco International plc		
Last update check: 3/5/2024	ОК	Copy to clipboard

and that all updates have been installed, see Help / Updates / Check for Updates.

Confirm under *Help / Updates / Show Installed Updates* that the 'Neo V1.50 G Keypad Local Firmware Update Hotfix' is installed.

DLS	U	pdates		×
The	e following updates have been installed:			
	Description	Date	Version	File ^
	Driver pack for the LE2080SM v5.6	8/31/2023	1.3.2308.31001	DLS_5_IVNA_DP_LE2080SM_v5.6(1
	Driver pack for the LE2080SM v5.6	1/26/2024	1.3.2308.31001	DLS_5_IVNA_DP_LE2080SM_v5.61
	Neo V1.50 G Keypad Local Firmware Update Hotfix	/26/2024	1.3.2312.12001	DLS_5_IVNA_DP_Neo_1.5KeypadH
	<			>
				OK

#### Step 2: (optional)

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

\*\*\* Save the account file and disconnect the software session from the panel \*\*\*

#### Step 3:

Select 'Tools' / 'Flash Wizard':



#### Step 4:

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

	Ready	← Back Next → Cancel
	Click [Next] to continue	
	File Buik File Date	
	Device h NEO_HS File Vers NEO_HS	Rows Web
	DSC Flas	
	Please select a file to be loaded.	
	COM4 - USB Serial Port (COM4)	
	Flash Wizard	
🛀 Flash Utility		

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



Neo\_Keypad\_Modules \_Bundle\_V150\_Eng\_Fre\_Spa\_Por

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

→ ~ ↑	OneDrive - Johnson Controls	s > Documents > My DSC Flash Fi	iles v ලී Sear	ch My DSC Flash Files	٩,
)rganize 🔻 Ne	older			== <b>•</b>	0
	<ul> <li>Name</li> </ul>	Status	Date modified	Туре	Size
Quick access	2_Neo_Panels_HS2	XXX_v1.35_Firmware.fl	4/13/2021 2:43 PM	FLASH File	
Desktop	HS2TCH_V130_Brid	lge.flash	3/2/2021 5:03 PM	FLASH File	
Downloads	HS2TCH_V131_Firm	nware_Eng_Fre_Spa_Po 🥝	9/6/2023 12:38 PM	FLASH File	
Ocuments	LE4000_LE4010V506	601008.flash	2/22/2022 1:22 PM	FLASH File	
3D Objects	v «				>
File name:	EO_Keypad_Module_Bundle_V	/150_Eng_Fre_Spa_Por.flash			
Save as type:	ash Files (*.flash)				,

#### <u>Step 5:</u>

Begin the Keypad Firmware Update process:

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

🚥 Flash Utility	Flash Wizard	×
	Please select a COM Port COM4 - USB Serial Port (COM4)	~
	2 Web	se
	Select a flash file by clicking on the [Browse] button above	×
	Ready	

B) Select the 'Neo\_Keypad\_Modules \_Bundle\_V150\_Eng\_Fre\_Spa\_Por' file and click 'Open':

	OneDrive - Johnson Controls > Documents > My	DSC Flash File	es ∨ ♂ Searc	h My DSC Flash Files	Q
Organize 👻 New fol	der			≣≡≡ ▼ [	. ?
Desktop	Name Name	Status	Date modified	Туре	Size
Ø Documents	NEO Kevpad Module Bundle Latest Eng	0	9/6/2023 12:39 PM	FLASH File	-
Downloads	NEO_Keypad_Module_Bundle_V150_Eng	0	3/5/2024 12:53 PM	FLASH File	
Music	Neo_Module_Keypad_V130_Bridge_Eng_F	0	6/23/2021 3:09 PM	FLASH File	_
E Pictures	Neo_Panels_HS2XXX_V131_Bridge.flash	0	3/5/2024 11:41 AM	FLASH File	
Videos	NEO_Panels_HS2XXX_v136.flash	0	3/2/2021 5:11 PM	FLASH File	
SDisk (C:)	NEO_Panels_HS2XXX_v137.flash	0	7/22/2021 9:50 AM	FLASH File	
Paravani (Di)	<				>
File	name: NEO_Keypad_Module_Bundle_V150_Eng_Fre	Spa_Por.flas	h v Flast	Files (*.flash)	~

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

••• Flash Utility						×
	Flash Wizard					
		select a COM Port 4 - USB Serial Port (0	COM4)			~
	Please Contr Flash Type: Bund	select a file to be lo ols\Documents\My dled 21 Modules	aded. / DSC Flash Files\NEO_H	(eypac	ad_Module_Bundle_V150_Eng_Fre_Spa_Por.fla	sh
	Device Type	File Version	File Build Number	^	Web	
	HS2TCH	v1.50	012		Web	-
	HS2ICONRF	v1.50	012			
	HS2ICON	v1.50	012			
	HS2LCDRF	v1.50	012	~	]	
	Click [Next] to co	ntinue				
					🛭 🕸 Back 🛛 Next 🌩 Cancel 💈	
	Ready					

Flash Type: Bundled 17 Modules Flash Date: 12/11/2020

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.



- <u>Tech Tip:</u> 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 ~ Alternate Communicator Enabled – 'Y' Section [401] toggle Option 7 ~ Alternate Communicator DLS – 'Y'

Click 'Next':

🚥 Flash Utility		×
Po	wer Resi Flash Utility	
(	Connect the PC-Link cable to the panel (PC-Link2) now	
	Section [382] Option [5] and [401] Option [7] Must Be Enabled To Start Firmware Upgrade	
Cli	ck [Next] to continue	el 🔀
R	eady	

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

🚥 Flash Utility		×
	Current Panel Info	
	HS2064 v1.3CP-01 Version: 1.35 Test 012 Boot Code Version: 1.01.00.034	
	HS2LUDG Current Settings (software in the panel) Slot 1 Part Identification: HS2LCDG Program Version: 1.39.03.009 Boot Code Version: 1.12.03.009	New Settings (software to be flashed) Device type: HS2LCDG File Version: v1 50 File Build: 012 File Date: -12-11
	Click [Next] to load this Flash version	🗢 Back 🛛 💌 Cancel 🔀
	ready to program	

G) The Firmware Update process will automatically proceed:

Once the 'Neo\_Keypad\_Modules\_Bundle\_V150\_Eng\_Fre\_Spa\_Por' has run, click 'Finish':

🚥 Flash Utility			×
	Finished		
	HS2064 v1.3CP-01 Version: 1.35 Test: 012		
	HS2LCDG		
	Current Settings (software in the panel)		
	Slot 1 Part Identification: HS2LCDG Program Version: 1.50.03.012		
	Click [Back] to flash another unit, or [Finish] to close		
		Back     Finish     Cancel	×
	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 ~ 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.