Technical Advisory Bulletin

DSC

**Date: October 2, 2017**

**To: Global distributors and dealers**

# PowerSeries Neo HS2LCD(RF)(P) Keypad Firmware V1.31




## Scope of the Issue

In some cases, it has been found that the buzzer volume of HS2LCD variant keypads may not be adequate to cover larger areas or be audible to those with some degree of hearing loss.

## Status

We are pleased to announce the release of a new keypad firmware version to address this limitation. This version includes a change to the frequency of keypad buzzer tones, which effectively increases their volume to be more easily heard throughout the home or business where they are installed. The default buzzer tone of the keypads will remain the same as previous, but customers who would like to have the buzzer more audible can adjust the buzzer tone by entering the *6 menu and selecting 'Buzzer Tone'.

This firmware will be available September 28th, 2017 to upgrade existing keypads to V1.31. Upgrading can be completed using either local or remote firmware capabilities of PowerSeries Neo and the DLS 5 downloading software.

New production of keypads with v1.31 firmware will begin October 4th.

## Affected Part Numbers

| Model | Description |
|---|---|
| HS2LCD | PowerSeries Neo LCD Keypad |
| HS2LCDP | PowerSeries Neo LCD Keypad with prox |
| HS2LCDRF4 | PowerSeries Neo LCD Keypad w/built in 433MHz Transceiver |
| HS2LCDRF8 | PowerSeries Neo LCD Keypad w/built in 868 MHz Transceiver |
| HS2LCDRF9 | PowerSeries Neo LCD Keypad w/built in 915 MHz Transceiver |
| HS2LCDRFP4 | PowerSeries Neo LCD Keypad 433 MHz Transceiver and prox |
| HS2LCDRFP8 | PowerSeries Neo LCD Keypad 868 MHz Transceiver and prox |
| HS2LCDRFP9 | PowerSeries Neo LCD Keypad 915 MHz Transceiver and prox |
| HS2ICN | PowerSeries Neo ICON Keypad |
| HS2ICNP | PowerSeries Neo ICON Keypad w/prox |
| HS2ICNRF4 | PowerSeries Neo ICON Keypad w/ 433 MHz Transceiver |
| HS2ICNRF8 | PowerSeries Neo ICON Keypad w/ 868 MHz Transceiver |
| HS2ICNRF9 | PowerSeries Neo ICON Keypad w/ 915 MHz Transceiver |
| HS2ICNRFP4 | PowerSeries Neo ICON Keypad w/ 433 MHz Transceiver + prox |
| HS2ICNRFP8 | PowerSeries Neo ICON Keypad w/ 868 MHz Transceiver + prox |
| HS2ICNRFP9 | PowerSeries Neo ICON Keypad w/ 915 MHz Transceiver + prox |

*Note Icon keypad variants were found to have an acceptable volume and will have the new firmware version update for production consistency. There is no volume increase for HS2ICN keypad variants.

## Compatibility

- V1.31 keypads are compatible with all existing versions of PowerSeries Neo control panels and modules
- Wire-free keypads are not firmware upgradable and cannot be upgraded to V1.31

## Instructions for install base and warehouse stock

Products installed or in stock can be upgraded to V1.31 in advance, or at the time of install.

**Order Entry Contact**
1-888-888-7838

**Sales Contact**
For additional information please contact your local sales representative or email info@dsc.com

**Technical Support Contact**
North America: +1-800-387-3630
Latin America: +1-416-645-8083
EMEA – Local: +31 475 352 722
EMEA - Toll Free: 800-22558926
APAC – Local: +86-21-61916510
APAC - Toll Free: +800-22558926