TECHNICAL NOTE
Concord®, C4 Panel, Firmware Version Identification

Revision 1.0

Release Date: 06/24/2019

Subject:
How to find your Concord panel firmware version

Note:
Due to recent field related inquiries in regards to how to find the firmware version of your Concord panel, whether prior to or after installation, the following document has been prepared.

Prior to installation:
The panel firmware version can be found on the outside of the box as well as on 2 different places on the Concord board itself. The date range of Concord v4.82 for example, is 08/08/2017 to 03/06/2019. So any date code within that range would indicate the panel firmware version is v4.82. Please review the picture below.

Date Range is 08/08/2017 to 03/06/2019
Date = Day 290 of 2017

After installation or removed from the original box:

On the main panel board, we include a sticker that identifies the firmware version (4317 in this example, but 4318 also relates to this FW version) as well as the day and year on a separate sticker.

The four digits in the second group of digits are the firmware revision and 4317 represents firmware version 4.82.
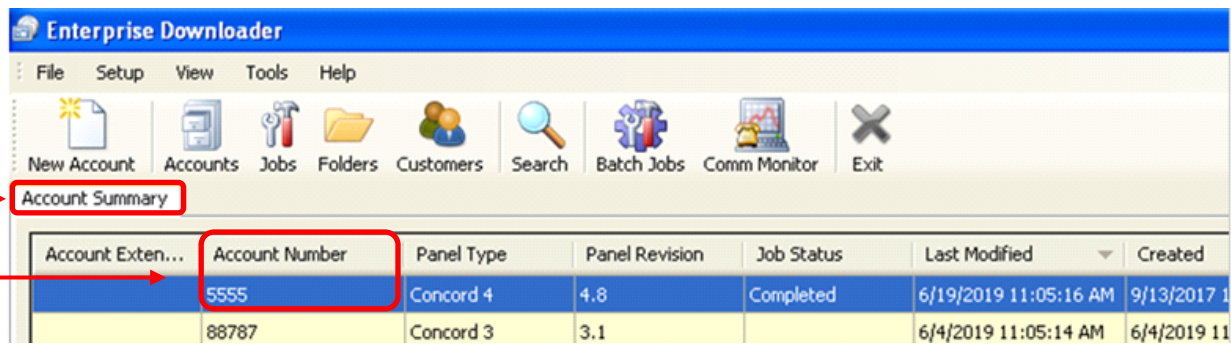
Date = Day 283 of 2017

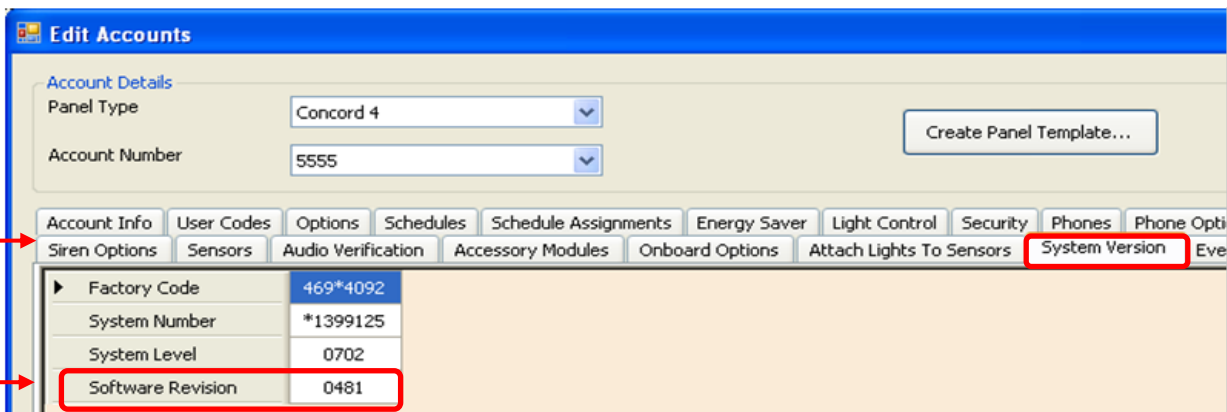**Date Range is 08/08/2017 to 03/06/2019**

From the keypad, you can view the factory code as well. 4317 and 4318 both indicate v4.82 for example. To enter programming, press 9 + installer or master or dealer code. Press down

From EDS (the Enterprise Downloader Software), you can remotely view the panel's firmware version.

1. Launch EDUI.
2. Go to the Account Summary page.
3. Double click on the Account Number for further details.

4. Click on the System Version tab

5. Look for the Software Revision number

   NOTE: 0481 is v4.81, **0482 is v4.82** and so on