

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.



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.



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.

5	Enterprise Dow	nloader							
1	File Setup Vie	w Tools He	elp						
				& 🔍	1	<u>a</u>	×		
	New Account Accounts Jobs Folders Customers Search Batch Jobs Comm Monitor Exit Account Summary								
	Account Exten	Account Numbe	er	Panel Type	Panel Revision	Job Status	Last Modified	- Created	
		5555		Concord 4	4.8	Completed	6/19/2019 11:05:16	5 AM 9/13/201	
		88787	-	Concord 3	3.1		6/4/2019 11:05:14	AM 6/4/2019	

4. Click on the System Version tab

Í	•	Edit Accounts						
	C	Account Details						
		Panel Type	Concord 4	~				
		Account Number			Create Panel Template			
		Account Number	5555	~				
		Account Info User Codes	Options Sche	edules Schedule Assign	ments Energy Saver	Light Control Securi	ty Phones Phone Opti	
ľ		Siren Options Sensors	Audio Verification	n Accessory Modules	Onboard Options	Attach Lights To Sensors	System Version Eve	
		 Factory Code 	469*4092					
		System Number	*1399125					
		System Level	0702					
	•	Software Revision	0481					

5. Look for the Software Revision number

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