

TECHNICAL NOTE

NEW Concord 5" Touchscreen (60-924-3-C4TS5-2) with Firmware Patching Mechanism

1.0

Release Date: 10/21/2019

Subject:

NEW Concord 5" Touchscreen Version 2 with the firmware version above 2.1B is equipped with a new functionality allowing patching the panel from version 4.82 to version 4.82X. 4.82X is the functional equivalent of 4.83. Patch functionality works with: Concord 4 Residential and Concord 4 Commercial firmware version 4.82.

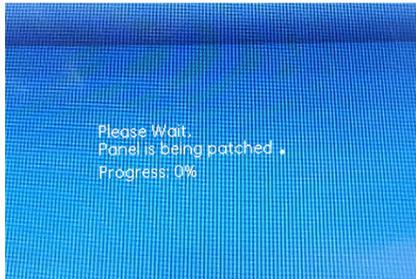
Info:

Patching Procedure

1. Connect the Concord 5" Touchscreen Version 2 with the firmware version above 2.1B to the Concord 4 panel Residential/ Commercial.
2. Turn on the Concord 4 panel by turning on AC power and connecting the backup battery.
3. Allow the Concord 4 panel to scan for bus devices.
4. Wait until the Touchscreen Version 2 displays the message "ATTENTION! Incompatible panel detected! Press here to perform panel patching."(The message will only appear in Concord 4 panel version 4.82)
5. Press the message displayed on the Touchscreen Version 2.



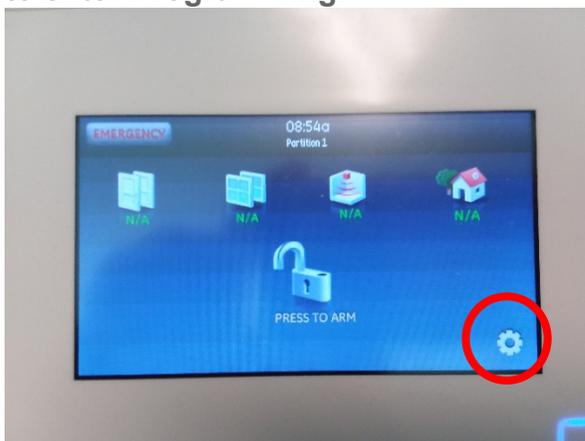
6. The patching process begins. Touchscreen Version 2 displays the message “Please Wait. The panel is being patched. Progress: X%.” During the patching process the bus interface power supply will be reset once. **(WARNING - DO NOT INTERRUPT THE PATCHING PROCESS. ANY INTERRUPTION MAY CAUSE DAMAGE TO THE PANEL FIRMWARE. THE PROCESS TAKES UP TO 20 SECONDS. EACH PANEL IS PATCHED ONE TIME.)**



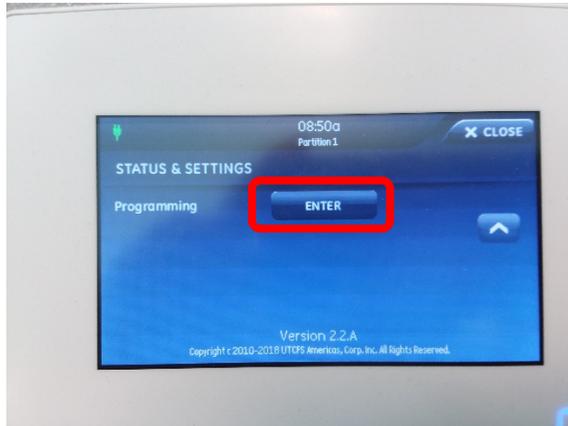
7. After the patching process, the Touchscreen Version 2 displays the message “ATTENTION! Panel successfully patched. Press here to confirm.”
8. Press the message displayed on the Touchscreen Version 2. The panel patching process is finished.



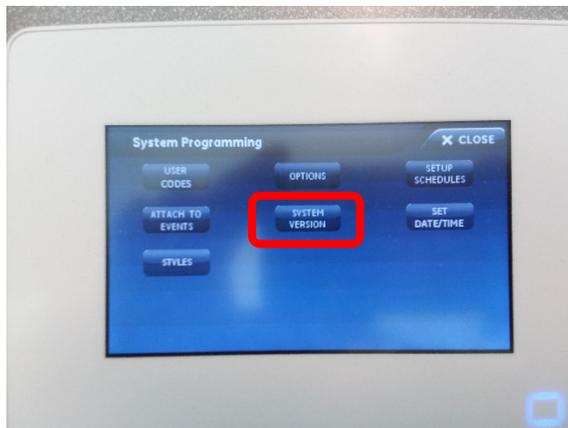
9. Check the panel firmware version by following the steps below:
 - a. Press the Gear icon in lower right hand corner of the screen and scroll down to enter Programming:



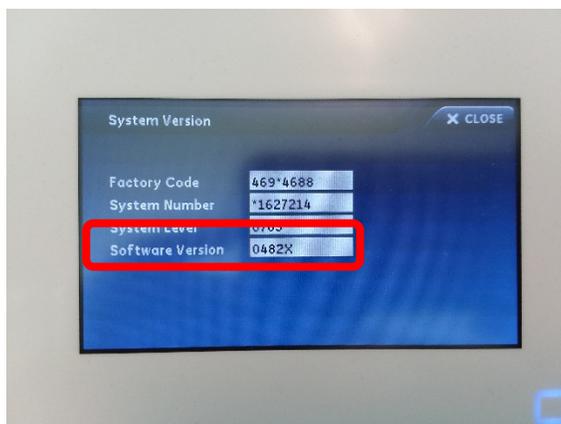
b. Press the Programming button and enter in the Master or Programming Code:



c. Press the System Version button:



d. When the patch is successfully deployed, the System Version at the bottom of the screen should be 4.82X, which is the equivalent to 4.83.



WARNING:

- The process shall only be carried out by an Authorized Dealer/Installer.
- Any problem that was noticed during the operation should be reported to Technical Support.
- In case of error, please provide Technical Support with the error code.