

Tyco security solutions Technical Advisory Bulletin -
PowerG Wireless Digital Pet-Immune PIR Motion
Detector with Qolsys IQ Panel 2 Plus Incompatibility
(NA)



Important:

Technical Advisory

Incompatibility between PowerG Wireless Digital Pet-Immune PIR Motion Detector and Certain Versions of Qolsys IQ Panel 2 Plus

Date: April 18, 2019

Region: North America

Product: PowerG Wireless Digital Pet-Immune PIR Motion Detector (PG9914)

Brand: DSC



Background

Certain versions of the PowerG Wireless Digital Pet-Immune PIR Motion Detector (PG9914) are not compatible with the Qolsys IQ Panel 2 Plus with PowerG firmware Version 80.17 and they should not be used together.

Scope

PowerG Wireless Digital Pet-Immune PIR Motion Detectors built before August 23, 2018, are affected by this issue, only when combined with the Qolsys IQ Panel 2 Plus with PowerG firmware Version 80.17.

Only the Qolsys IQ Panel 2 Plus with PowerG firmware Version 80.17 is affected. Instructions for how to identify whether your panel has PowerG firmware v80.17 are included below. IQ Panel 2 Plus with PowerG firmware v80.17 has been shipping since January, 2019.

Qolsys IQ Panel 2 Plus with PowerG firmware Version 4.06 is not affected and can be used with the PG9914

without being affected by this incompatibility.

In some cases, the PG9914 with V3.0.5 or V3.0.7 firmware will not enroll on the Qolsys IQ Panel 2 Plus with PowerG firmware Version 80.17. In a limited number of cases, the PG9914 will enroll, but even in such cases this device/panel combination should not be used together.

All versions of PG9914 are compatible with PowerSeries Neo, PowerSeries Pro, and iotega panels and can continue to be used on those systems with no restrictions, since they are not affected in any way by this issue.

Status

PG9914 detectors with firmware V4.0.0 have been in production since August 23, 2018. Instructions for how to identify these detectors are included in the Affected Part Numbers section below.

Any PG9914 detectors in your stock that have firmware older than v4.0.0 should be used only with PowerSeries Neo, PowerSeries Pro, iotega, or Qolsys IQ Panel 2 Plus with v4.06 PowerG firmware.

Affected Part Numbers

Part Number	Description	Version
PG9914	PowerG Wireless Digital Pet-Immune PIR Motion Detector	V3.0.5, V3.0.7 Date of Manufacture before August 23, 2018

Potentially Affected PG9914



These detectors can be identified in multiple ways:

1. PowerG Firmware **less than** v4.0.0 on the unit box label (ex: 3.0.5, 3.0.7)
2. Revision 08 **or lower** on the sticker applied to the top of the detector
3. Date of Manufacture **older than** 23.08.2018 on the unit box label

4. First four digits of Serial Number less than '3618' on the unit box label
5. First four digits of Serial Number less than '3618' on the sticker applied to the top of the detector

Unaffected PG9914



- PowerG Firmware (F/W) equal to or greater than v4.00 on the unit box label
- Revision of 09 on the sticker applied to the top of the detector
- Date of Manufacture of more recent than 23.08.2018 on the unit box label
- First four digits of Serial Number equal to or greater than '3518' on the unit box label
- First four digits of Serial Number equal to or greater than '3518' on the sticker applied to the top of the detector

Qolsys IQ Panel 2 Plus

Part Number	Description	Version
QS9201-1208-840	Qolsys IP Panel 2 Plus w/319MHz legacy support and Verizon SIM	Only panels with PowerG firmware Version 80.17 (instructions to identify PowerG version below)
QS9202-1208-840	Qolsys IP Panel 2 Plus w/319MHz legacy support and AT&T SIM	
QS9207-1208-124	Qolsys IP Panel 2 Plus w/319MHz legacy support and Telus SIM	
QS9201-5208-840	Qolsys IP Panel 2 Plus w/345MHz legacy support and Verizon SIM	

QS9202-5208-840	Qolsys IP Panel 2 Plus w/345MHz legacy support and AT&T SIM
QS9207-5208-124	Qolsys IP Panel 2 Plus w/345MHz legacy support and Telus SIM
QS9201-4208-840	Qolsys IP Panel 2 Plus w/433MHz legacy support and Verizon SIM
QS9202-4208-840	Qolsys IP Panel 2 Plus w/433MHz legacy support and AT&T SIM
QS9207-4208-124	Qolsys IP Panel 2 Plus w/433MHz legacy support and Telus SIM

The applicable PowerG firmware version can be identified on IQ Panel 2 Plus units in the field on the panel touchscreen by navigating to ‘Settings – Advanced Settings – About’.

If that page displays PowerG firmware Version 80.17, the panel is affected by this issue, and the PowerG Wireless PowerG Wireless Digital Pet-Immune PIR Motion Detector (PG9914) with V3.0.5 or V3.0.7 firmware should not be used.

If that page displays PowerG firmware Version 4.06, the IQ Panel 2 Plus is not affected by this issue, and any PowerG Wireless Digital Pet-Immune PIR Motion Detector (PG9914) can be used on the system.

Instructions for install base and warehouse stock

Any V3.0.5 or V3.0.7 PG9914 units installed for use in the field on a Qolsys IQ Panel 2 Plus with PowerG firmware Version 80.17 should be removed immediately and replaced with PG9914 with V4.0.0 firmware.

V3.0.5 or V3.0.7 PG9914 units purchased for use with Qolsys IQ Panel 2 Plus with PowerG firmware Version 80.17 should be returned for replacement with PG9914 with V4.0.0 firmware.

PG9914 units purchased for use with PowerSeries Neo, PowerSeries Pro, or iotega panels can continue to be used together and have no restriction on compatibility. No action is required for such units.