

Technical Advisory

HS2LCD, HS2ICN Keypads

Date: December, 21 2023
Region: NA
Product: HS2LCD, HS2ICN all G models
Brand: DSC



Dear Valued Customer,

We are reaching out to inform you about an issue identified with the HS2LCD and HS2ICN keypads running V1.39 software. Please review the details below for more information:

Issue Description:

Customers using HS2LCD or HS2ICN keypads with V1.39 software may encounter performance issues, particularly in larger systems with extensive Corbus wiring (+1000ft). The keypad(s) could become unresponsive after attempting functions such as arming/disarming or viewing status.

Users may encounter the following messages:

- *System Fault [#] to Silence -After pressing #, the message changes to System Fault Call for Service*
- *Panel Response Not Received*

It's important to note that other modules on the system, including keypads that are not V1.39 and zone expanders, remain fully functional. The system will generate module supervisory trouble conditions for the impacted keypads.

Resolution Steps:

To address this issue, we recommend performing a firmware update to V1.50.

For impacted systems to undergo the firmware update, it may be necessary to temporarily disconnect long wire runs and relocate the affected keypads near the control panel.

If utilizing DLS5 for the update, ensure that your DLS has the "**Neo V1.50 G Keypad Local Firmware Update Hotfix**" installed.

We sincerely apologize for any inconvenience this may cause and appreciate your prompt attention to this matter. If you have any questions or require further assistance, please don't hesitate to contact our support team.

Thank you for your understanding and cooperation.

CONTACT INFORMATION	
Order Entry	1-888-888-7838 be-intrusionorderentryna@jci.com
Sales	Contact your local sales rep. or email TSPCA_InsideSales_NA_Intrusion@jci.com
Technical Support	<p><u>NA Toll Free and Direct Numbers:</u> 1-800-387-3630 (DSC) 1-855-476-5797 (Qolsys) 1-800-503-5869 (SG) 1-888-251-7458 or 1-888-955-5583 (C24)</p> <p><u>LATAM Toll Free and Direct Numbers:</u> (416) 645-8083 1-800-387-3630 (DSC) 1-855-476-5797 (Qolsys) 1-800-503-5869 (SG)</p> <p><u>EMEA Toll Free and Direct Dial Numbers:</u> Toll Free: +800 CALLTYCO or (+800-2255 8926) Direct: +31 475 352 722</p> <p><u>APAC Local Direct Dial Numbers:</u> India: +91-80-4199-0994 China: +86-21-8011-9593 Singapore: +65-3105-1590 Australia: +61-28-317-1322 Oceania/New Zealand: +64-9942-4004</p> <p><u>APAC Toll-Free Numbers:</u> Australia: 1-800-580-946 China: 400-6711-528 India: 0008009191506</p> <p>or email: intrusion-support@jci.com</p>
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