

TECHNICAL BULLETIN

Simon XTi, Firmware Upgrade from v1.5 to v1.5.1

Release Date: 04/16/2014

Details:

Interlogix recently changed the Simon XTi self-contained security panel firmware from version 1.5 to version 1.5.1. This change incorporates improvements for optimum system performance and robustness. All manufactured product shipping from Interlogix with a product date code equal to or greater than 13221 has version 1.5.1 firmware installed.

Simon XTi panels that were purchased prior to 1/1/2014, which are either being held in inventory or have already been installed, should be upgraded to version 1.5.1.

Future upgrades will continue to bring additional improvements. This initial upgrade should be performed within the first half of 2014 in order to take full advantage of subsequent upgrades.

Actions for Installed Panels:

The method of upgrading the firmware will vary depending upon the existing panel configuration.

Panels equipped with Alarm.com cellular module:

Installed Simon XTi 1.5 panels equipped with an Alarm.com cellular module were upgraded to 1.5.1 during a recent maintenance update. No action is required for Simon XTi panels serviced by Alarm.com.

Panels not equipped with an Alarm.com cellular module, but with a valid PSTN connection:

Installed panels that do not have an Alarm.com cellular module, but do have a valid PSTN connection that is configured to an Interlogix Enterprise Downloader Software (EDS) remote maintenance application, may be upgraded remotely. A new version of EDS 4.5 is required. When a PSTN connection is made between EDS v4.5 and a Simon XTi panel the upgrade to firmware version 1.5.1 will automatically initiate.

Installed panels with a valid PSTN connection, but which are not supported with the Interlogix Enterprise Downloader Software (EDS), and are not equipped with an Alarm.com module, can be easily upgraded manually at the location of the panel by calling into a server at Interlogix.

If you have installed Simon XTi panels that have a valid PSTN connection and are not equipped with an Alarm.com cellular module, contact Interlogix for assistance and support.

For more information, contact the Interlogix Customer Service department at (855)-286-8889 (option 1, Monday through Friday, excluding holidays, between 5 a.m. and 5 p.m. Pacific Time) or by email at: questions@interlogix.com.

Actions for Non-installed Panels:

For Simon XT_i panels that have not been installed, identification of firmware version can be obtained by inspecting the manufacturing date on the container label. Units with a date code between 12053 and 13220 can be returned to Interlogix for replacement. Panels should be returned unopened and in the original packaging. To exchange a non-installed Simon XT_i panel containing version 1.5 firmware, the panel must be returned, either to an Interlogix distributor or through the standard Interlogix RMA process. To speak with a customer service representative regarding the RMA process or for any other product related questions, please contact the Interlogix Customer Service department at (855)-286-8889 (option 1, Monday through Friday, excluding holidays, between 5 a.m. and 5 p.m. Pacific Time) or by email at: questions@interlogix.com.



Panels with a date code equal to or greater than 13221 have version 1.5.1 firmware installed and no action is required.

Questions:

If you have questions regarding this technical bulletin please contact Interlogix Customer Service at 1-855-286-8889 (option 1) during normal business hours (Monday through Friday, excluding holidays, between 5 a.m. and 5 p.m. Pacific Time).

Thank you,

Interlogix, Product Management