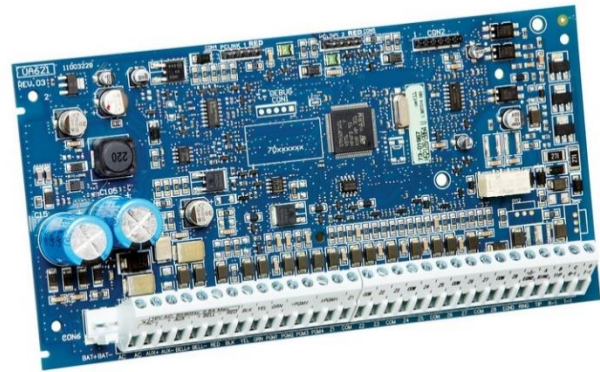


Technical Advisory

HSM2016 HSM2032 HSM2064 HSM2128 1.39 Firmware release

Date: November 29, 2023
Region: Global
Product: PowerSeries NEO
Brand: DSC



Overview

We are pleased to announce the new v1.39 firmware to upgrade PowerSeries Neo panels v1.38 is available now. The new version v1.39 focuses on enhancing system performance particularly in Corbus interface. Key improvements include:

- **Optimized Corbus**
 - Corbus has been upgraded to improve communication speed and processing power.
 - Corbus increases its capacity to handle more information and improves connection with keypads and modules.
- **Improved DLS Interaction:**
 - More powerful connection over PCLink.
 - Improved real-time visualization of the system with more precise information.
- **Continuous Status Upload:**
 - Resolved the issue related to continuous status upload that could, in some cases, cause a cold start reset.

This firmware release addresses bug fixes and enhancements, ensuring a smoother and more reliable experience for PowerSeries Neo users.



How to Update

- For panels not connected to Alarm.com please update on DLS utilizing the standard firmware update procedure. Please contact your technical account manager for more details on this procedure.
- For panels managed on Alarm.com, please follow instructions on the ADC dealer portal.
- Once you have completed the field updates, we invite you to report relevant information to the following link: <https://security.johnsoncontrols.com/PowerSeriesNeoUpdate>

Additional notes:

1. All panels produced after December 1st 2023 will include the new version v1.39
2. This upgrade is available only for panels version v1.38
3. Panels version v1.37 and below can't be upgraded to version v1.39.

Please contact us with any questions regarding this Technical Advisory using the contact information provided below.

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