Honeywell

Automation and Control Solutions

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Honeywell has discovered a low probability anomaly that in certain conditions will cause the IPGSM-4G radio to enter a failure state.

These failures manifest themselves as:

- No messages are sent from the communicator
- Local communicator Fault, and comm. failure conditions
- The communicator red Fault LED may be on solid

A power cycle is required to restore the radio.

Our records indicate that this issue appeared in production units, with a date range of Nov 3, 2014- July 30, 2015 (Date codes X307 through Y211).

Communications Failure Notification

- Fire Alarm Control Panel local annunciation will be triggered by a radio fault.

- AlarmNet will send a communications failure message to the central station in accordance with the account's supervision interval.

Firmware Upgrade

We have created enhanced firmware to address this behavior. See the table below for the appropriate firmware versions affected.

Radio Models	Affected Firmware versions	Firmware required to eliminate the possibly of this issue affecting a system	Link to Instructions for upgrading firmware
IPGSM-4G/IPGSM-4GC	V3.0-V3.02	V3.0.7 or greater	IPGSM-4G Firmware Upgrade Instructions

A radio firmware upgrade kit (part# UPG-KT) and a laptop is required to upgrade the firmware to the latest firmware version. The firmware upgrade kit is available at no charge upon request. Honeywell strongly recommends that you upgrade all affected radios utilizing the UPG-KT at your next site visit.