TECHNICAL SERVICE BULLETIN

Johnson Controls

IQ PANEL 4/IQ4 HUB – 4.2.1 SOFTWARE UPDATE – RELEASE NOTES AND INSTRUCTIONS

TSB #: 221017
DATE: 10/17/22
RE: IQ PANEL 4/IQ4 HUB – 4.2.1 SOFTWARE UPDATE
     RELEASE NOTES & UPDATE INSTRUCTIONS

Release Notes:

Fixes/Improvements:
- Corrected an issue where a small number of IQ Panel 4's experienced a false panel overheating shutdown event caused by an inaccurate panel battery temperature reading.

Update Instructions:

Compatibility Note: Your IQ Panel must be on software version 4.1.1 or higher and connected to Wi-Fi to install this update wirelessly. Panels running 4.0.0, 4.0.1 or 4.1.0 must be updated to 4.1.1 first, then they can be updated directly to 4.2.1.

1- Swipe down from the top of the screen and touch "Settings"
2- Touch "Advanced Settings"
3- Enter a valid installer code (default is 1111)
4- Touch "Upgrade Software"
5 -Touch "Patch Tag" and enter the patch *iqpanel4.2.1* then touch OK
6- Touch "Upgrade Using Network" (panel must be connected to Wi-Fi). Update will download and install
7- Once complete touch "OK" to reboot the panel. **DO NOT TOUCH THE SCREEN.** The update process will take approximately 5 minutes. After the panel reboots the home screen will appear and the LED will turn green.