

Chiron Technical Bulletin 2011-1

Chiron IRIS Touch Software Release 1.12.3

Our latest release of IRIS Touch software 1.12.3 has enabled customers to benefit from our new Remote Service App with operation over the dial capture port and response has been very strong and positive. However one of our customers has identified a potential issue with the DSC SN4030 alarm panel and this software version that can affect operation when the panel is set to use the SIA protocol. We have found the root cause and have solved this in a new release of IRIS Touch software – version 1.12.4. This is available for download with immediate affect.

We have tested extensively with other types of alarm panel, with panels from other manufacturers and with other alarm protocols and as far as we are aware this problem only affects operation with DSC SN4030 panels and only when set to send alarms using the SIA protocol.

There have already been a small number of shipments of IRIS diallers with version 1.12.3 software and there may also be some in stocks held at distribution points. As a precaution we would advise that installers should check the version before installation and if the dialler is at version 1.12.3 it should be upgraded to version 1.12.4 from our reflash server or the reflash server operated by the monitoring centre before commissioning. Reflashing is easily achieved remotely over IP using the settings menu on the touch screen.

If any assistance is required please do not hesitate to contact the Technical Support Team at Chiron Security.

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