Product	Concord 4 with external receiver.
Date	January 5, 2007

Issue

GE Security has identified a software issue with version 4.01 and 4.02 Concord 4 panels when used with an external receiver or external transceiver. Wireless devices appear to be properly learned into the panel via external receivers or transceivers, however zones learned into them do not produce alarms at the panel or to the central station.

Do not use the following part numbers with Concord 4 unless you have a panel with software version 4.10 or greater:

- 60-764-01-95R-MAX
- 60-764-01-95R-16Z
- 60-764-01-95R-32Z
- 600-1025-01-95R

Panels with software version 4.10 and above contain changes that GE Security implemented in late December 2006. You can use the bar code label on the Concord 4 circuit board to identify the newer firmware (see *Bar code label* on page 2).

Solution

GE Security began production of updated Concord 4 panels that are compatible with the external receivers and transceivers the week of December 18, 2006.

If no external wireless receiver or transceiver is needed, the two original Concord 4 versions work properly. If you need to use an external receiver or transceiver, do one of the following:

- Substitute a Concord 3 RF32 panel (60-792-01-95R-32Z) and transformer (60-778) for the Concord 4 and external receiver.
- Replace the older Concord 4 with a version 4.10 panel. GE Security will compenstate you $100 in product credit for each older Concord 4 replaced in the field.

Contact

If you have questions or concerns, please call technical support at 888.GESECURity (888.437.3287) during normal business hours (Monday through Friday, excluding holidays, between 5 a.m. and 5 p.m. Pacific Time).
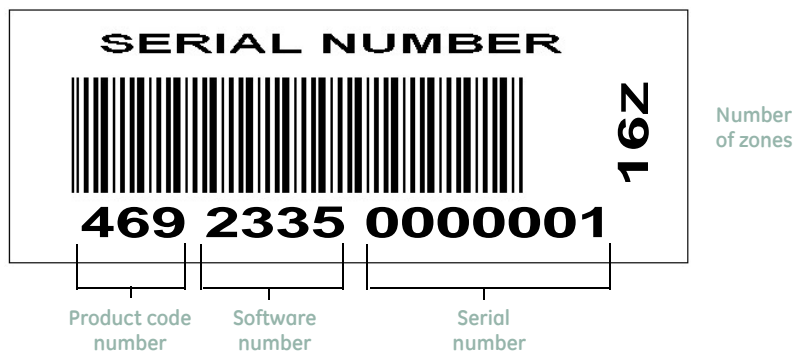
Bar code label

Locate the bar code label on the panel circuit board (*Figure 1*).

Figure 1. Bar code label location
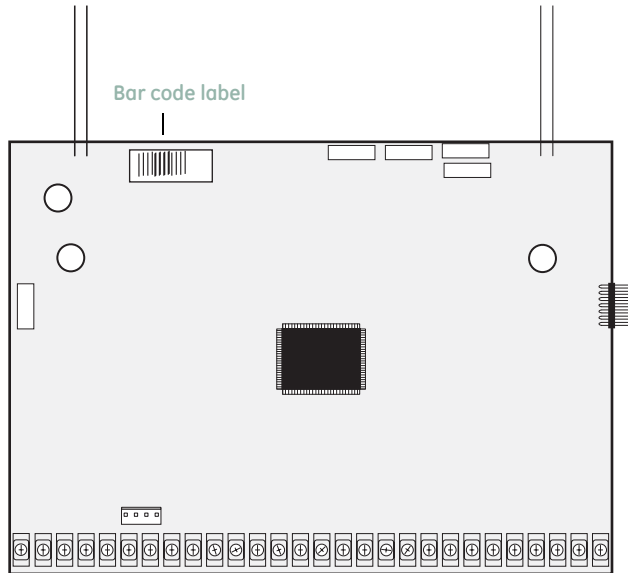
Use the bar code label serial number (*Figure 2*) to identify version 4.10 Concord 4 panels.

Figure 2. Bar code label number

The product code and software numbers for version 4.10 Concord 4 panels will be:

- 469 2335 (Concord 4 Residential)
- 491 2336 (Concord 4 Commercial)
- 504 2337 (Concord 4 Monotronics)

Any other product code and software numbers will indicate versions 4.01 and 4.02 Concord 4 panels.