

# Important! Product Follow up

## Syncro XT+

Keeping your installed panels at the latest firmware revisions is of major importance as it ensures the panels have the latest features and fixes. This is a reminder that failing to update your panel when new firmware revisions are available may leave your system vulnerable.

At the end of March 2019 Bulletin PR1018 (copy attached) Kentec notified our customers of a new firmware version for the Syncro XT+. One of the modifications included in this new firmware version V6.54 was to address the possibility of an unwanted activation of the extinguishing system after removing a panel from test mode. The unwanted activation was only possible when a particular sequence was followed to remove the panel from test mode as detailed below:

1. Syncro panel is in test mode and extinguishing release module is in manual mode
2. Syncro panel is removed from the test mode and extinguishing release module is still in manual mode
3. Extinguishing release module is changed from manual to auto/manual mode

Only this specific sequence of events following testing can lead to a potential unwanted activation.

It has come to our attention that some of our customers have not been updating their installed panels in-line with our recommendations.

We are contacting you as our records show you have purchased Syncro XT+ panels prior to Mar 2019 which would have required this update. Due to the risk associated with the above issue we would remind you to check any Syncro XT+ panels you have installed as soon as possible and arrange to update to the latest firmware revision where needed.

Syncro XT+ has firmware within the Syncro panel module and within the extinguishing release modules, the latest versions of these are as follows:

**Syncro XT+ panel firmware V6.57**

**Syncro XT+ Extinguishing module firmware V1.62**

Syncro XT+ Panel firmware is field upgradeable however the Syncro XT+ extinguishing module firmware is not, to update the extinguishing modules they would need replacing to access all new features and fixes.

The latest Syncro XT+ panel firmware is available for download through our website

<https://kentec.co.uk/resources/software/>

Should you have any questions or advice regarding how to carry out a firmware upgrade please contact our technical support department:

Technical Support

Tel: +44(0)1322 222121

E-mail: [techsupport@kentec.co.uk](mailto:techsupport@kentec.co.uk)



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For further information visit

[www.kentec.co.uk](http://www.kentec.co.uk)

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Training is also available on our products with available courses shown on our website [www.kentec.co.uk](http://www.kentec.co.uk) or contact [training@kentec.co.uk](mailto:training@kentec.co.uk)

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# FIRMWARE RELEASE BULLETIN

## New! Syncro XT+ Firmware release

In line with our program of continuous product development Kentec have released new firmware versions for the Syncro XT+ Addressable extinguishing control panel and the associated extinguishing release modules (UK and Finnish variants only):

Module	New firmware revision
Syncro XT+	6.54
Extinguishing module	1.62

Configuration of the new features will also require LE2 programming software 3.2.73.12

**Important!** Although the Syncro XT+ firmware (6.54) is field upgradable the extinguishing release modules are NOT, to upgrade to all of the below features the extinguishing modules will need to be replaced. A partial upgrade is possible see the field upgrade section of this bulletin.

### New features

#### **Activation by coincidence of devices**

Syncro XT+ can now be programmed for coincidence by device as well as by zone allowing for enhanced cause and effects.

#### **Extinguishing event logging**

Syncro XT+ has been improved to provide logging of events relating to the extinguishing release modules within the Syncro modules event log. This allows for more detailed diagnostics based on historical information.

#### **Matrix panel**

Syncro XT+ now fully supports the Kentec Matrix panels. Matrix panels provide a customised building floor plan with areas illuminated by flexible fibre optic light guides providing a clear, geographical indication of fire alarm or other system activation enabling speedy identification of the source of an alarm or other events.

### Major fixes

#### **Test mode cleared in manual mode**

An issue has been addressed in this firmware where a particular set of circumstances can trigger a release imminent countdown following testing. The issue occurs with the following sequence of events **only** –

1. Syncro module in test mode and extinguishing release module in manual mode
2. Syncro module is taken out of test mode, release module still in manual mode
3. Extinguishing release module changed to Auto/Manual

### **Outputs latching**

This firmware addresses an issue on the Syncro module where outputs that were configured to be triggered by a transparent input were intermittently latching. This has been addressed and all outputs triggered by a transparent input will be non-latching.

### **Field upgrades**

Syncro XT+ firmware is field upgradable using the LE2 configuration software, however extinguishing modules cannot be upgraded in the field. Two upgrade options for existing installations exist.

#### **Partial field upgrade**

Syncro XT+ Firmware 6.54 has been tested with the previous release of extinguishing module firmware – revision 1.58. Upgrading an existing Syncro XT+ with 6.54 without replacing the revision 1.58 extinguishing modules will allow a partial upgrade providing all the features and fixes listed in this bulletin excluding the event logging feature. It is strongly recommended this upgrade be implemented for existing installations where event logging is not a necessity.

#### **Full upgrade**

Customers who require the full benefits of firmware 6.54 including event logging will need to replace their extinguishing modules.

Customers who have existing installations with extinguishing modules preceding 1.58 cannot be guaranteed compatibility with 6.54 and therefore also must replace their extinguishing modules.

Syncro XT+ firmware is available from Kentec Tech Support on request.

Please contact your Kentec sales representative or our technical support team for any advice regarding field upgrades.

**Philip J Barton**  
**Commercial Product Manager**