Neo v1.38 firmware update to v1.39

Firmware update guide

Introduction

This document is intended to be a step by step guide to updgrading the firmware of the Neo v1.38 to Neo v1.39. The purpose of this upgrade is to correct an issue affecting Neo hardware on v1.38 panels only.   The v1.39 update **cannot be applied to Neo panels version 1.37 or lower.**

Required Components

- Version 1.38 Neo Panel (HS2016, HS2032, HS2064 or HS2128).

- PC running Windows 7 or higher.

- DLS 5 - Software program which facilitates the firmware update.

- PC-LINK - Serial cable and header that connects a PC to the NEO v1.38.

- USB to serial adapter - Converts the serial DB9 connector of the PC-LINK to USB for connection to modern PCs/laptops.   **At this time, only the USB to Serial adapter that comes with the PC-LINK USB kit is recommended for use with DLS 5.   See step 7 "Connecting the PC-LINK to the NEO v1.38" for details.**

Downloading the DLS 5 software

The DLS 5 software can be downloaded from www.dsc.com.   A username and password will be required to access the installation files.   The DLS 5 software is designed to run on Windows 7 and higher.

Note: If you have DLS 5 already installed, please ensure it is up to date.   Open the DLS 5 software and select "**Help**" then "**Updates**" and then "**Check for updates**".   Select and install the available updates to complete the process.   Start at **step 7**.

Procedure
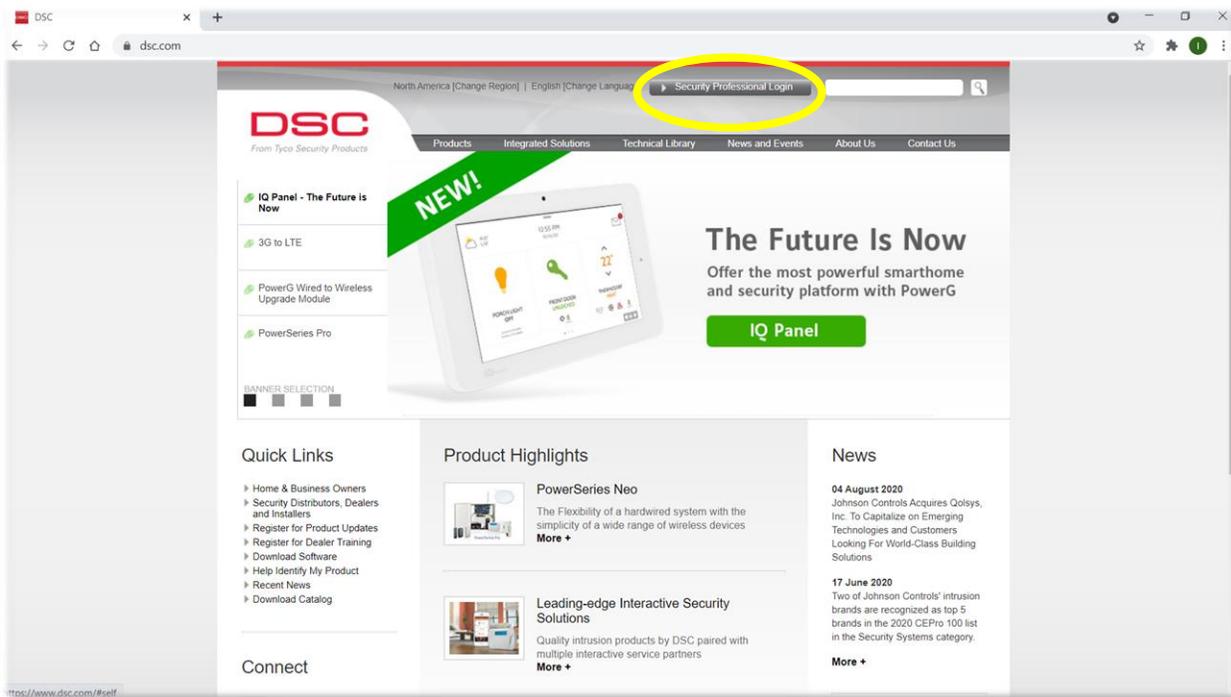
1. Open a web browser on the PC that the DLS 5 sofware will be installed on. Navigate to www.dsc.com.

    Click on the "**Security Professional Login**" button at the top of the page.
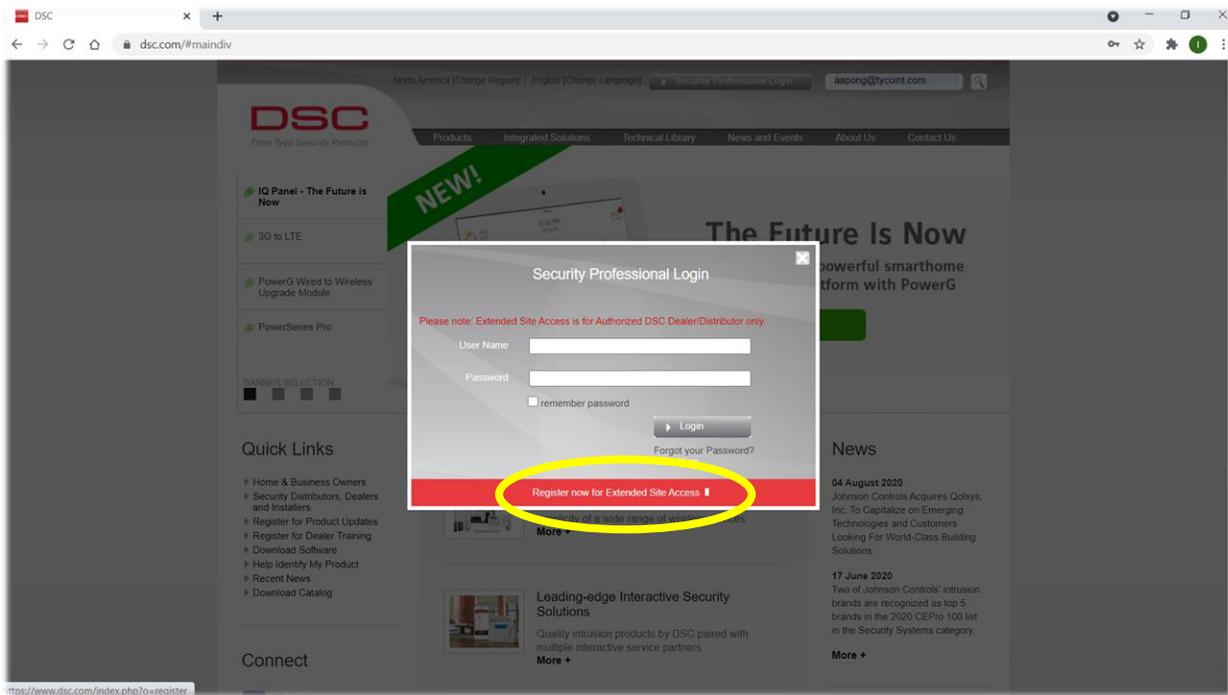
2. If you already have a User Name and Password for www.dsc.com, enter the information now and click the "**Login**" button.   Skip to **step 5**.

3. If you do not have a User Name and Password click on the "**Register now for Extended Site Access**" link.
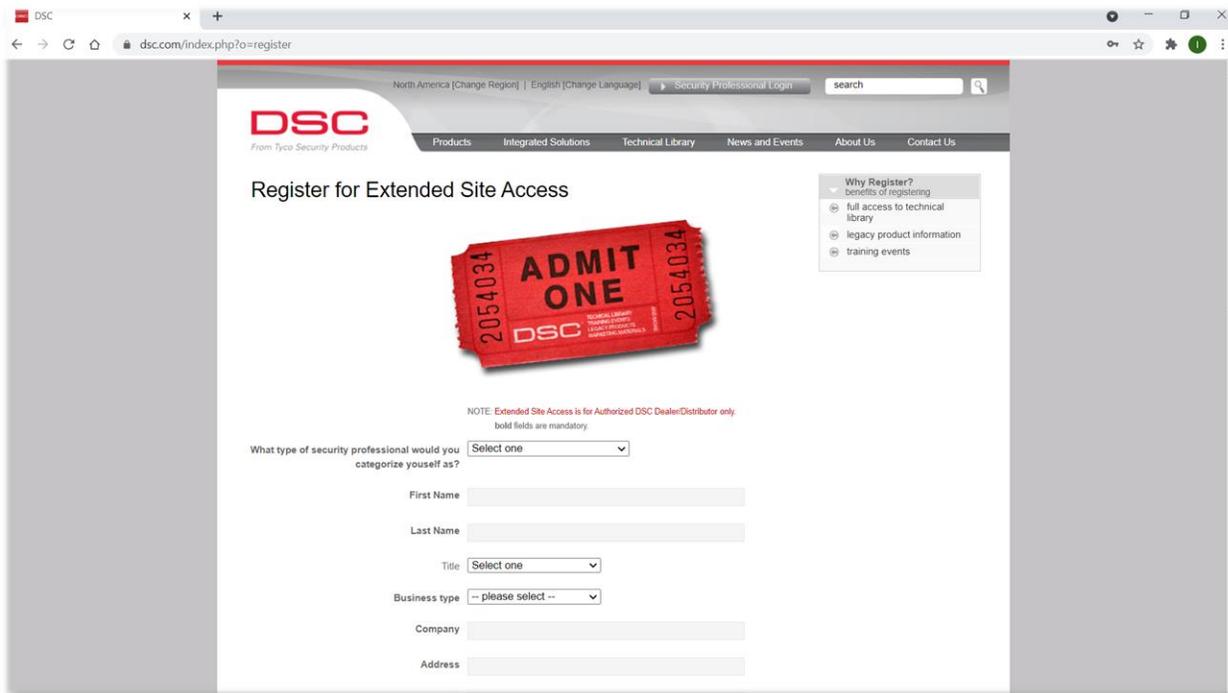
4. Enter your information on the registration page. When complete, click the "**Submit**" button at the bottom of the page. Processing of your information may take up to 3 business days, but is usually quicker. You should receive an email notifying you that your User Name and Password have been approved. If you do not receive an email regarding your application within 3 business days, please contact your local Technical Account Manager or Regional Sales Manager for assistance.

Once you receive approval of your User Name and Password for www.dsc.com, login as directed in **step 2**.
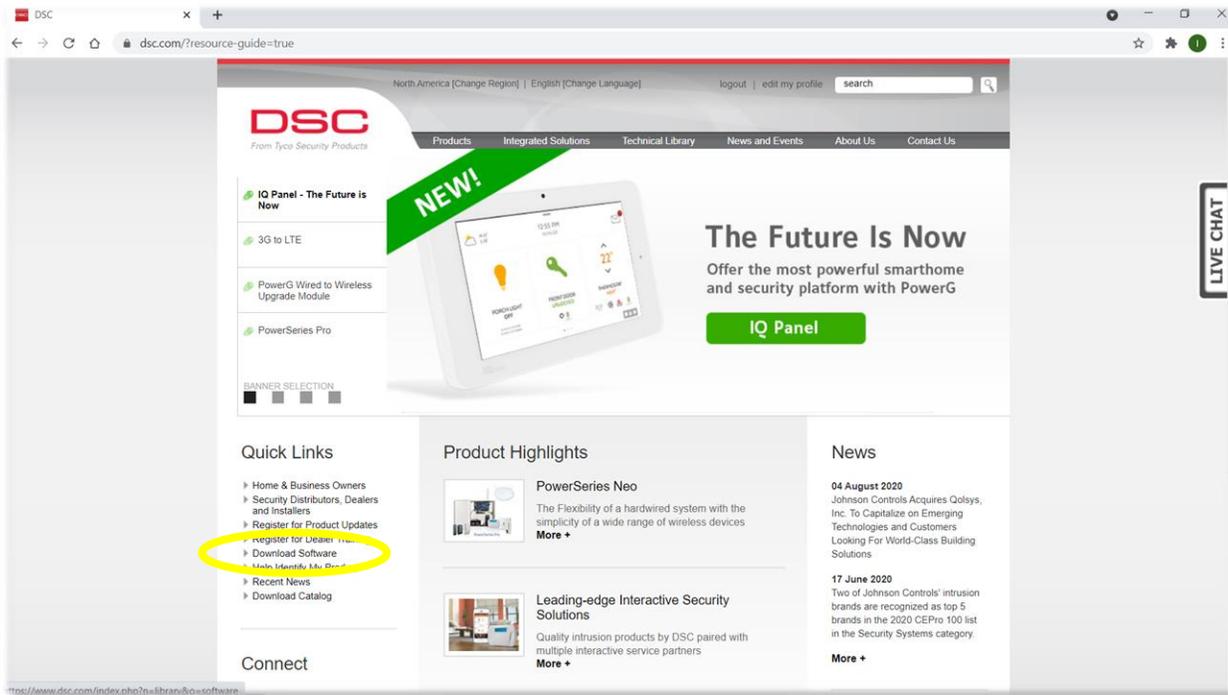
5. When logged in to the website, click on the "**Download Software**" link under "**Quick Links**".

6. Scroll down and click on the **DLS 5 vX.XXX (NA)** installation file. At the time of this writing the software is DLS 5 v1.741(NA).   Download and install the DLS 5 software.

Initial programming of Neo panel before firmware update

1. The Neo main panel must be powered up on both AC and battery.
2. From an enrolled keypad, enter [*][8] [installer code] [382][5]. The toggle option should show **Alternate Comm Y** when selected. If not press [5] again to toggle the option. Press [#][#] to exit programming.

Connecting the PC-LINK to the Neo v1.38

7. Pictured above is the kit called "PC-LINK-USB". This kit includes the PC-LINK header, cable, DB9 connector and USB to serial adapter.   The USB to Serial adapter included in the PC-LINK kit is currently the only adapter recommended for use with the DLS 5 software.

8. Notice the orientation of the 4 pin PC-LINK header on the NEO **PCLINK 2** five pin connector. Typically when downloading programming changes to the NEO control panel, you would connect to the PCLINK 1 pins. When doing a firmware update, you **MUST** connect to the **PCLINK 2** pins. The header must be connected on pins 1 to 4 from left to right. Pin 5 should be sticking out along the right side the PC-LINK header as in the photo.
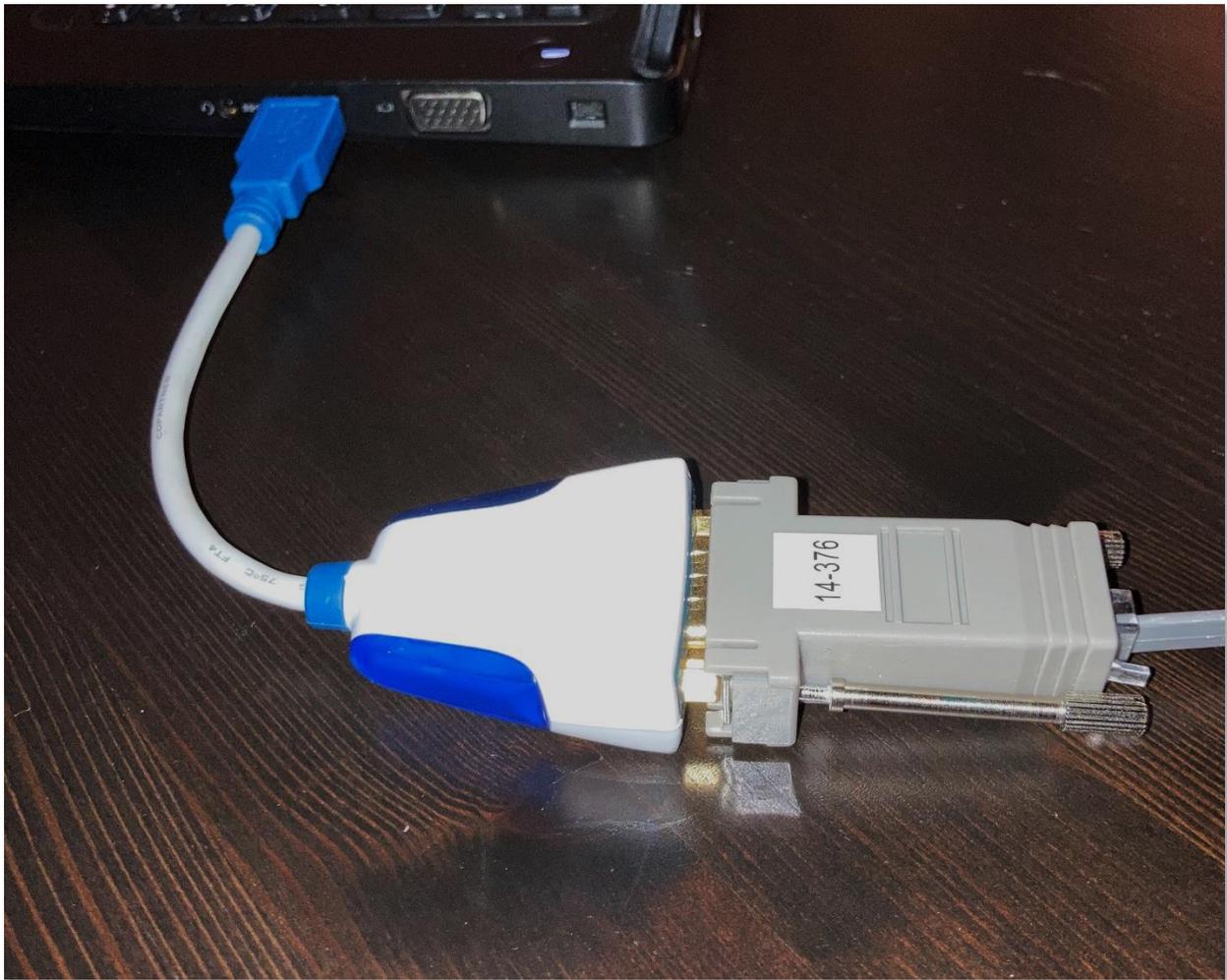
9. Connect the other end of the PC-LINK cable to the PC.   If the PC has a DB9 COM port available you can connect the PC-Link DB9 connector directly to it.   Otherwise, plug the PC-LINK DB9 into the USB to Serial DB9 connector, and then plug the USB end into a USB port on your PC.

Updating the firmware with DLS 5
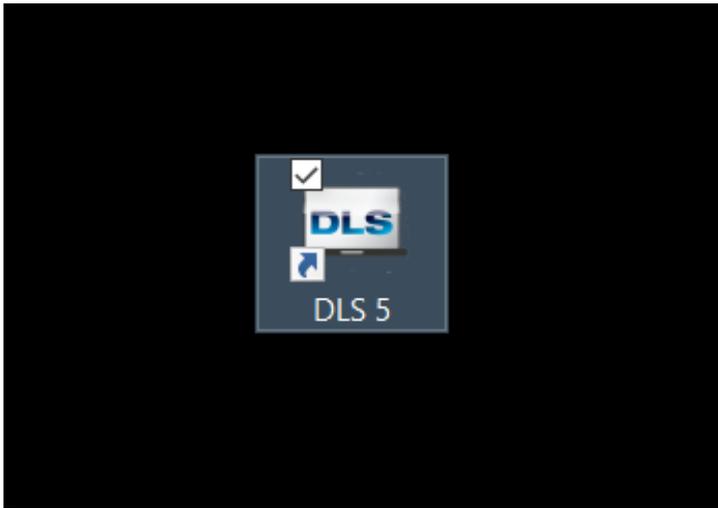
10. Double click on the DLS 5 icon to start the application.
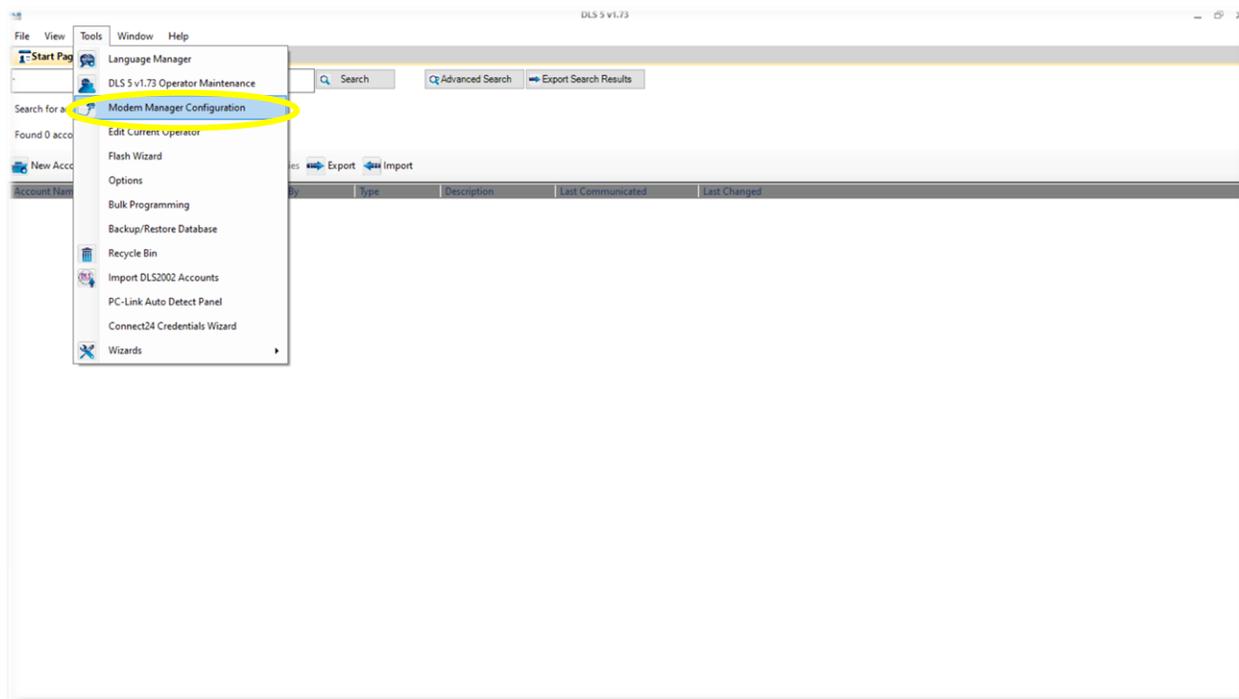
11. Select "**Tools**" from the top toolbar and then select "**Modem Manager Configuration**".
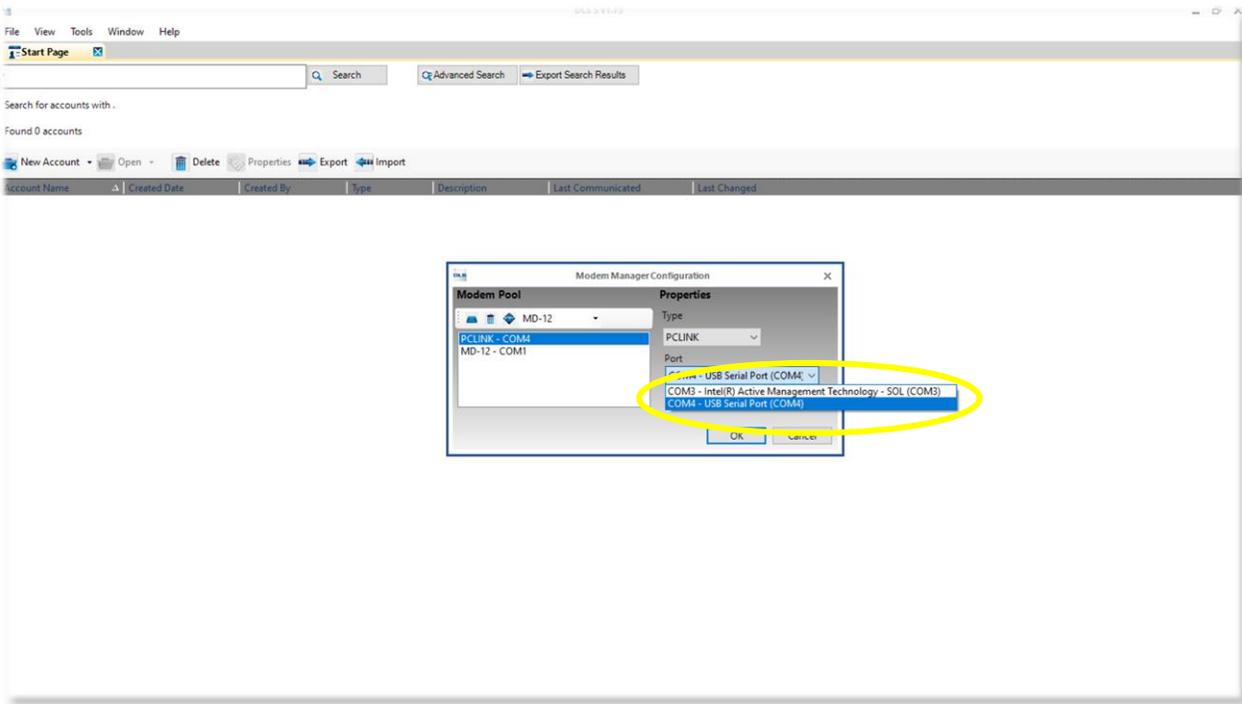
12. Ensure "**PCLINK**" is selected in the "**Type**" dropdown. Choose the COM port of your USB to Serial adapter from the "**Port**" dropdown.
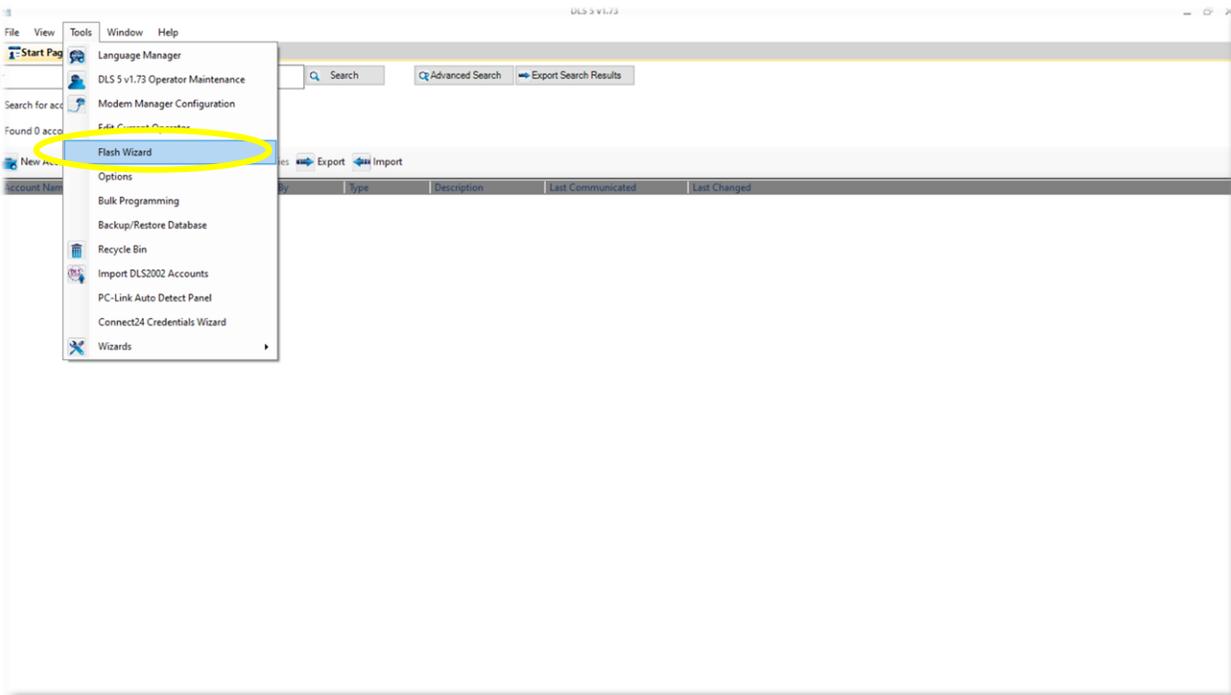
13. Select "**Tools**" from the top toolbar, this time select "**Flash Wizard**".
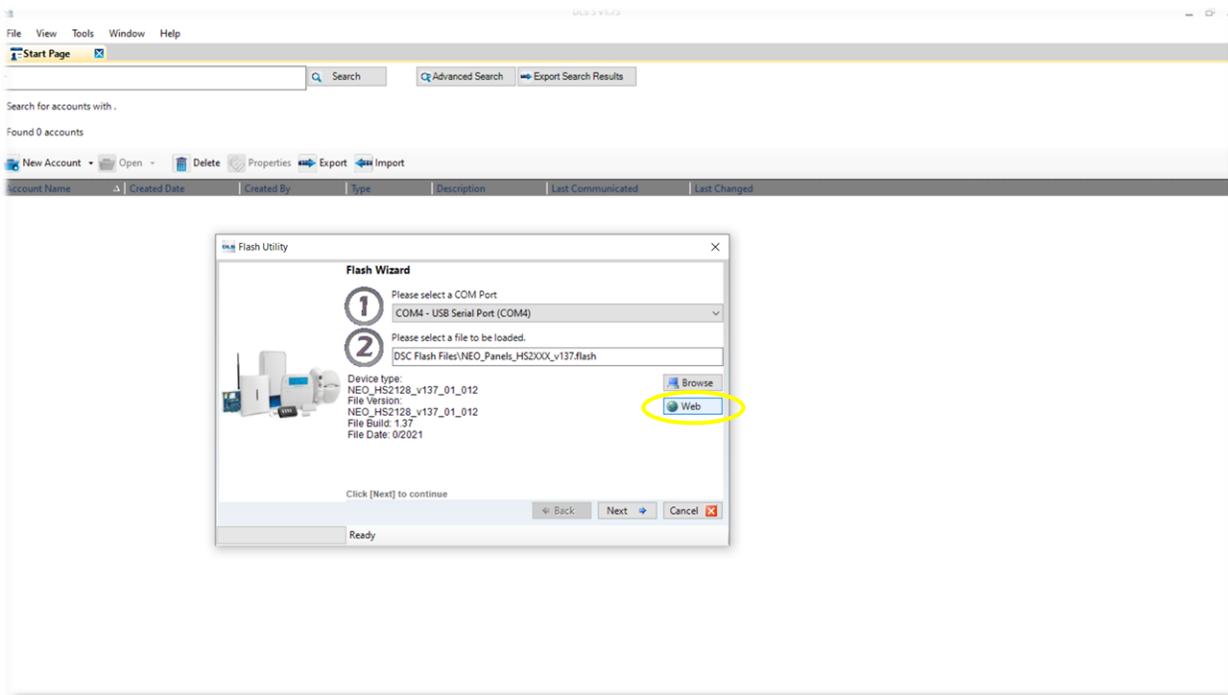
14. The Flash Utility window will appear.   Click on the "**Web**" button.
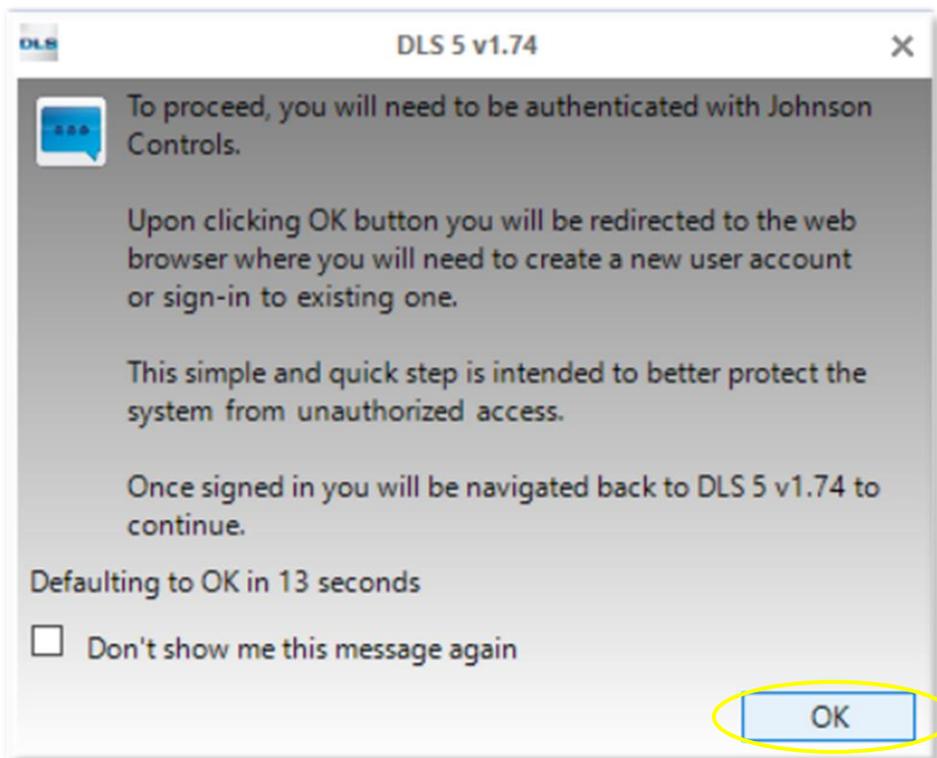
15. Authenticate your connection to the JCI server containing the DLS 5 update files.   Click **OK**.
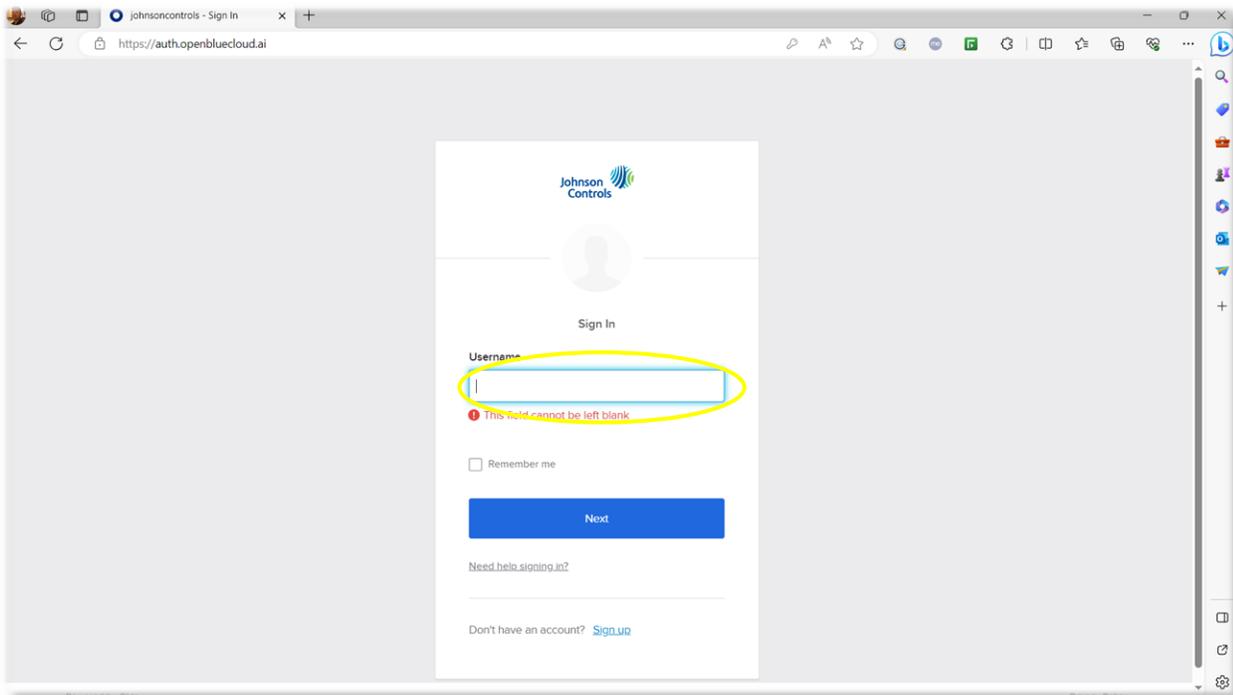
16. Enter your email address as your Username and select **"Next"**. Once authenticated you be asked to close the browser page and return to your DLS 5 software.
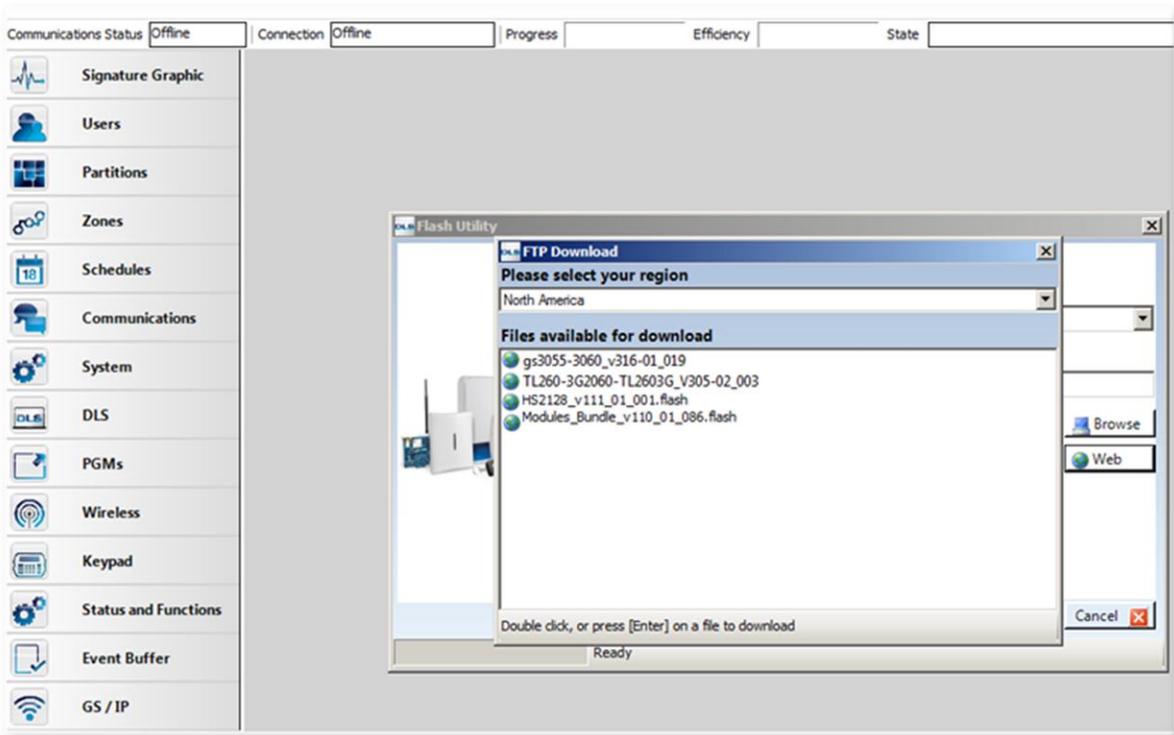
17. A new window with the available flash files will appear. Scroll down and double click on the **HS2128_V139_02_003.flash** driver to download it into your DLS 5 flash update files.
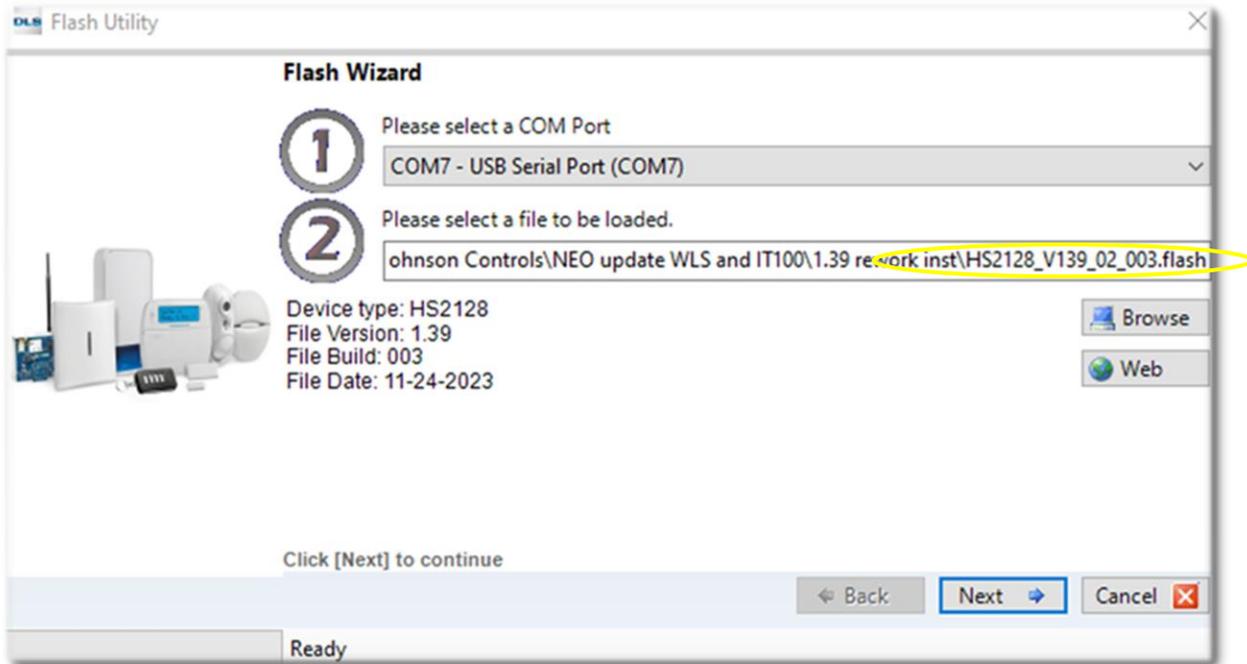
18. Ensure that the **HS2128_V139_02_003.flash** file is showing in the "2" field. If not, select "**browse**" and select the file from the location you saved it to in the previous step. Once loaded, click "**Next**".

19. Click "**Next"**

Flash Utility

Current Panel Info

Current Settings (software in the panel)
Program Version: 1.38
Program Build Number: 013
Part Identification: HS2128 E v1.3
Boot Code Version: 1.20.01.001

New Settings (software to be flashed)
Device type: HS2128
File Version: 1.39
File Build: 003
File Date: 11-24-2023

Click [Next] to load this Flash version

Back | Next | Cancel

ready to program
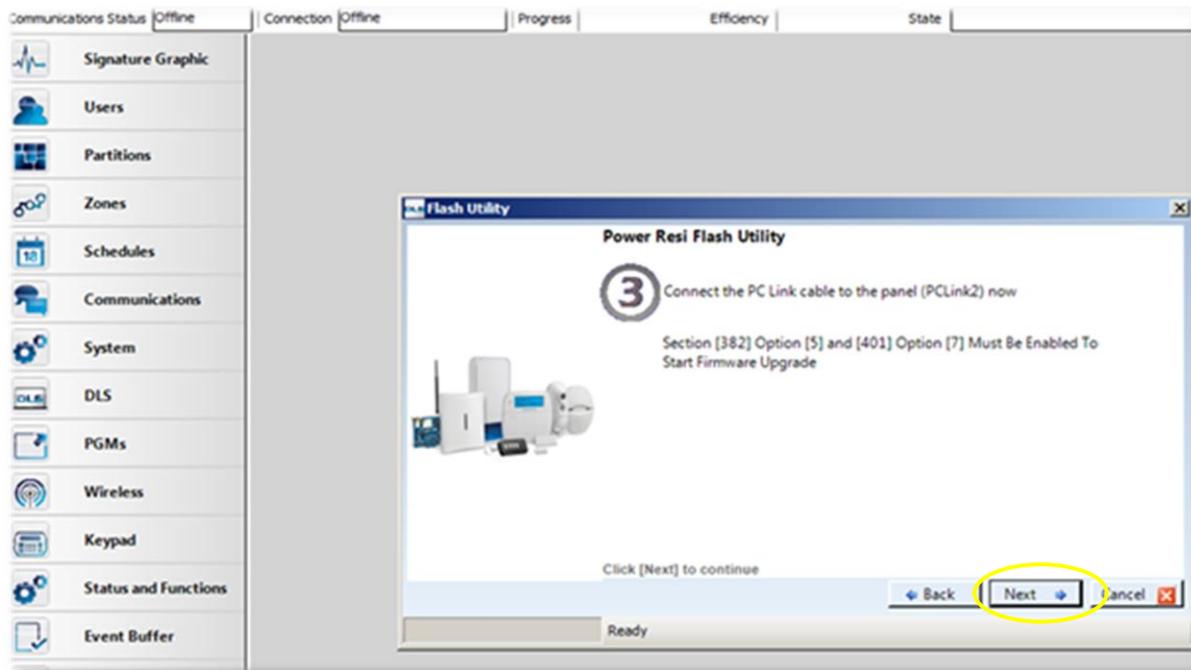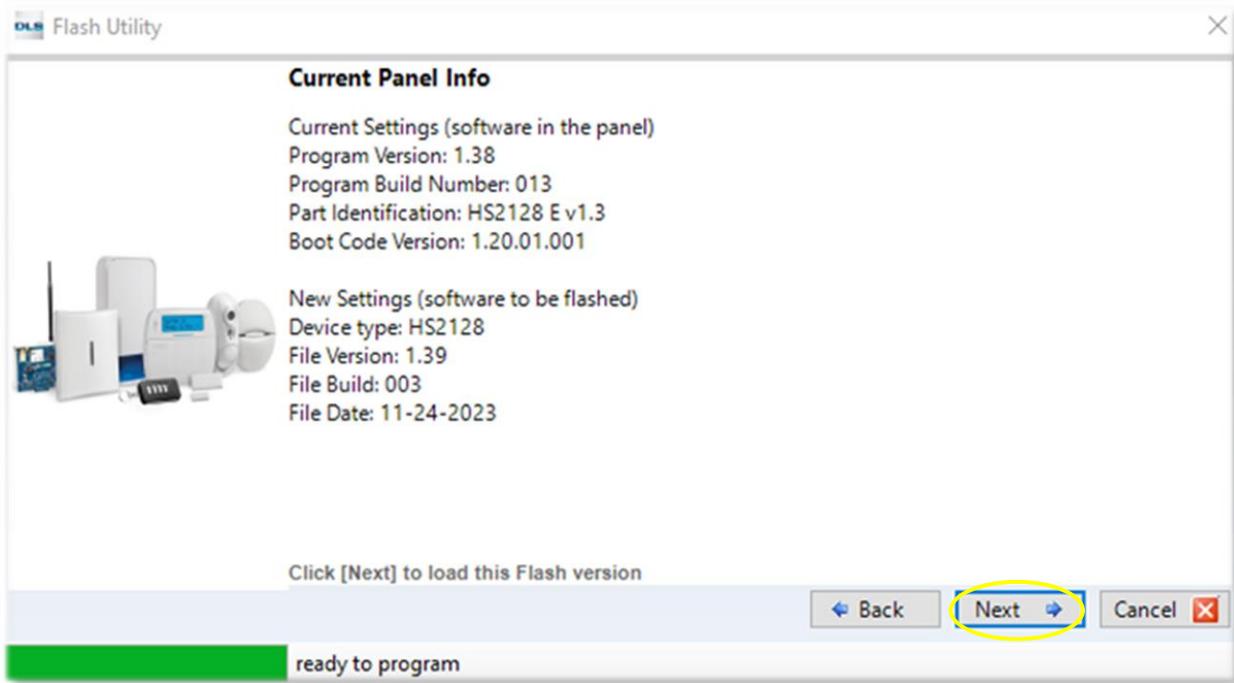
20. The Flash Utility will connect to the Neo v1.38 and show the current firmware version, and the version the unit will be updated to. Click "**Next**".
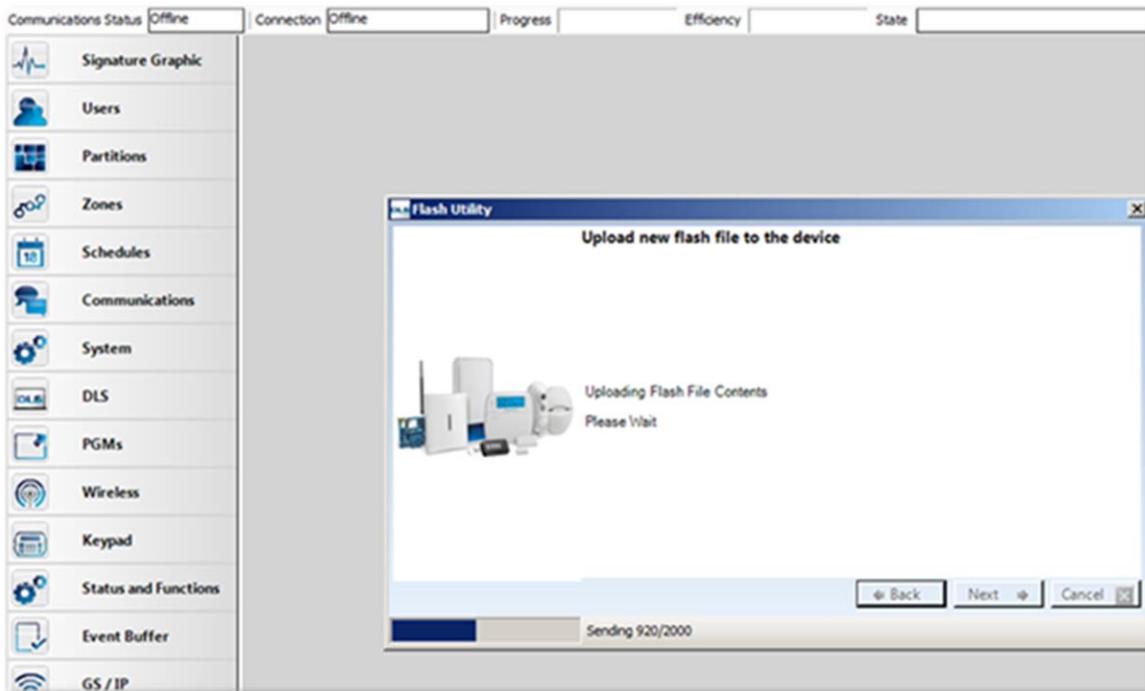
21. Wait for the update to complete. This will take a few minutes.

Johnson Controls
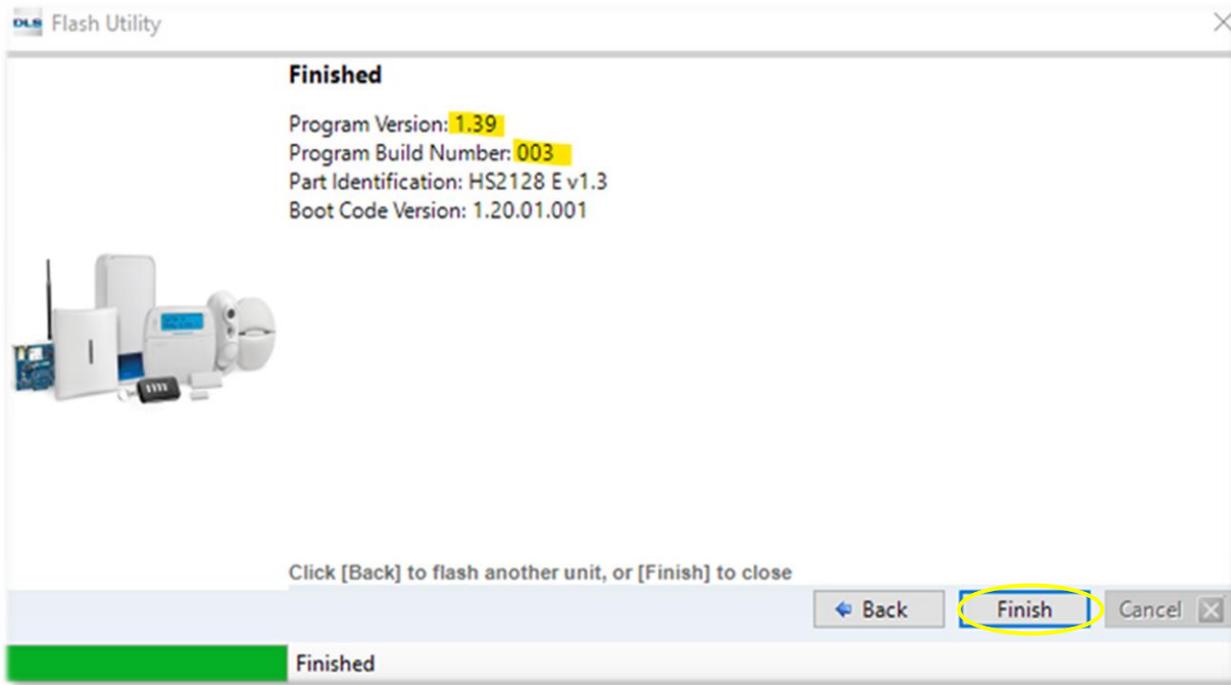
22. When the update is complete, the status at the bottom of the Flash Utility window will show "**Finished**". The current version of Neo, now v1.39, will also show in the window beside "**Program Version**". Click "**Finish**" to complete the process. You can now disconnect the PC-LINK header.

This completes the update of the Neo v1.38 to Neo v1.39