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Software Bulletin

SB 1019

BSI Approved Syncro Version 5.20 EN – Network Compatibility Information

Overview

The Syncro EN range of control panels are approved by BSI and have the BSI Kitemark to identify compliance to the requirements of EN54-2 and EN54-4.

In order to achieve compliance, a number of hardware and firmware revisions have been made to the Syncro product. These revisions include –

- The addition of a write enable switch to the display card, to physically protect the site configuration information from accidental changes.
- Changes to the Access Level 2 menu structure to remove timed disablements, change the test mode response options and to add a “Disable Immediate output response” menu to allow delays to outputs to be activated.

(For full details of the changes to the Syncro EN panels, please refer to Software Bulletin SB1018)

These changes required some additional event information messages to be created, which can lead to confusion when connecting this panel to existing networks.

Compatibility with older systems

The menu navigation amendments on the EN version Syncro panel will not affect the operation of other older panels on the network. When any disablements or zones are put into test mode on the EN version panel, then other older panels on the network will respond as expected (if configured to do so).

However, there are two new event messages generated by the EN Syncro panel that could be misleading if displayed on older panels, these are –

Event Message	Purpose of Message	Display on older panels
Memory Write Enable On	This is an information message to notify the user that the configuration memory is vulnerable and can be amended	*STATUS* NODE 1 Panel Name EVACUATE
Immediate Output Disabled	This message will be shown when the panel is configured with delays to outputs. To enable these delays, it is necessary to disable the immediate output operation using a disablement menu option	*STATUS* NODE 1 Panel Name FIRE UNTIMED

IMPORTANT - Whilst these messages are misleading, none of the panels will be in a fire / evacuate condition and no sounder and fire outputs will be switched.

Network compatibility firmware upgrade

If any panel with version 5.20-EN54 is installed on a network containing older firmware panels, then a notification message will be reported on all panels with the V5.20-EN54 firmware installed.

The message will take the format -

‘WARNING! Non EN54 Panel on Network’

This warning message is designed to notify the user that there may be possible network compatibility issues, as detailed above.

To allow V5.20 EN54 panels to be connected to a network with older panels with Issue 10 (or older) display hardware, it will be necessary to upgrade the older panels to a special firmware version.

This special firmware version will allow the features of the EN54 approved panels but will not attempt to monitor the write enable switch or report an error in the absence of this switch.

Please contact Kentec Technical Support department if you require a copy of this panel firmware.

NOTE – Under no circumstances should any Kitemarked approved control panel firmware be changed. This will invalidate the approval certification and may not work correctly on this revised panel hardware.

Loop Explorer compatibility

Version 5.20 panels must be configured using Loop Explorer **Version 4.0 or later**.

Older versions of Loop Explorer are not compatible with any panels installed with V5.0 or later operating system.

Hardware Compatibility

Operating system firmware Version 5.20-EN54 may be only be installed on panels with display panel hardware issue 11 or later.

Should you have any questions on this subject, please feel free to contact a member of the Technical Support department on +44 (0) 1322 222121.

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