

IRIS Touch NG and IRIS Connect Firmware Enhancements and Additions from Versions 2.18 and 2.19 to Version 2.21

Overview

This document details changes to the IRIS Touch NG range and IRIS Connect from firmware Versions 2.18 and 2.19 to Version 2.21.

This release (V2.21) is available on Chiron's reflash server with immediate effect. IRIS diallers can be upgraded by connecting them over IP to our reflash server, so you can be sure of having all the latest facilities, even if you have already taken delivery of the dialler. This can be done prior to install, at install or even remotely after install.

Please note that one of the changes is protection of the EXT 2 expansion board against excessive PSTN line voltages, so any dialler fitted with an EXT 2 board must be upgraded. See below for more details.

Changes in this Release

New features

Support for Vanderbilt (Siemens) SPC panels on the IRIS Touch 4xxNG range

The IRIS Touch 4xxNG range now supports connection of Vanderbilt (formally Siemens) SPC alarm panels via the panel Ethernet output connected to the dialler's second Ethernet socket (ETH2). This includes alarm transmission, remote panel upload/download and reporting of lost connection to the monitoring centre.

Please contact Chiron for detailed technical setup information.

Please note – in some situations a problem downloading audio files to the panel may be encountered. This will be resolved in a future release of software.

Remote access to IP equipment via the second Ethernet socket on the IRIS Touch 4xxNG range

Using the IRIS remote Service App, it is now possible to connect IP applications running on a remote computer to IP equipment connected to the second Ethernet socket on the IRIS Touch 4xxNG range. This can be used, for example, for remote connection to IP cameras and other web enabled equipment.

Please contact Chiron for detailed technical setup information.

Improvements

High PSTN line voltage protection

It has been identified that an excessive PSTN line voltage can cause gradual degradation of one of the components on the EXT 2 expansion board for the IRIS Touch 4xxNG series. This can result in the PSTN line not being detected by the dialler, in which case the dialler will never attempt to make any PSTN calls. A modification to software has been made to protect the EXT 2 against any high line voltages. This update must be applied to all IRIS Touch 4xxNG series diallers that have the EXT 2 extension board fitted.

Special characters in SMS messages sent via the dialler serial interface

On diallers with a GPRS/3G interface it is possible to send SMS messages using commands on the dialler's serial interface. This feature has been enhanced so that special characters (e.g. 'æ') can be included in the SMS.

Notifier fire panel interface improvements

IRIS diallers support serial connection to Notifier fire alarm panels so that the monitoring centre can receive additional information to indicate where in the premises a fire or fault has been detected. The handling of event messages from Notifier fire panels via a serial connection has been extended so that additional information can be sent from the panel to the monitoring centre. This includes information such as Panel Number, Module Type and Loop Number.

Please contact Chiron for a full specification.

Serial port speed and format can be changed via settings menus

IRIS dialler serial ports can be used to connect external equipment such as fire panels (e.g. Notifier and ESPA enabled panels) and these can use different serial port speeds and formats. To make setup simpler for the installer, the serial port speeds and format (8bit no parity, 7 bit even parity or 7 bit odd parity) can now be changed from the Settings menus.

Line Fail reporting from IRIS Connect to Galaxy alarm panel

A fault has been corrected, where Line Fail was reported by IRIS Connect diallers to bus connected Honeywell Galaxy panels, when WiFi was available.

WiFi path failure report by SMS

Chiron diallers with a GPRS/3G interface are able to report Ethernet, GPRS/3G and PSTN path failures via an SMS message in order to notify installers and system owners directly. This function has been extended to cover the WiFi interface on the IRIS Connect Duo.

Alarm transmission using PSTN as a backup

In situations where an IRIS Touch 4xxNG is set to use PSTN as an additional backup to Ethernet and/or 3G/GPRS for alarms that have been received via the dialler's 'dial capture' interface, it has been identified that there can be transmission failures if the PSTN path is being used and the panel sends more than one alarm. This is not a significant issue as the alarm will be successfully transmitted on the second attempt by the panel, but has been solved anyway.

Please note that Alarm Override should not be used in this configuration where PSTN is used as a backup to Ethernet and/or 3G/GPRS as the account number of the alarm sent over PSTN will not be modified to be the same as the IRIS account number.

How to Reflash

Reflashing can be instigated remotely via the IRIS Secure Apps system to which the dialler is reporting, thereby saving the need for a site visit. This can be done either by using the Reflasher App within IRIS Secure Apps or within the IRIS Secure Apps Dialler Dialogue App, by instructing the dialler to 'Start Dialler Management' to the reflash server IP address (see below).

Alternatively, for local upgrade, connection to the reflash server can be instigated from the installer menu, Settings->Reflash:



The reflash IP address is set by default to Chiron's reflash server (195.59.117.164) and does not need to be changed unless another reflash server is to be used.

Reflashing can also be carried out by direct local connection to diallers, using our IRIS Touch USB Reflasher that can be downloaded from our web site www.chironsc.com