

IRIS Touch Firmware Enhancements and Additions From Version 1.9 to Version 1.9.2 (incorporating Version 1.9.1)

Overview

This document details enhancements and additions to the feature set of the IRIS Touch from firmware Version 1.9 to Version 1.9.2. An interim release (Version 1.9.1) is also incorporated.

As part of Chiron's commitment to our clients we continually strive to improve our products with new features, based on feedback we receive from our customer base. This includes new features for ease of use and new features that open up more applications to which our products can be applied.

All IRIS Touch 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.

Please note:

This release and Version 1.9.1 incorporate an important change for those diallers using GPRS. We have identified from recent feedback from installations that with some GPRS network providers there is a very small possibility that GPRS communications between the network and the dialler can be lost. This situation is caused by a network error, and can require the dialler to be repowered to recover the communications. Versions 1.9.1 and 1.9.2 prevent this happening.

We would therefore recommend that if at all possible, this upgrade should be applied to any dialler earlier than version 1.9.1 that uses GPRS.

In addition, with the new release version 1.9.2 it is possible to reflash and upgrade most diallers already installed, without an engineer site visit being required. This is possible as when any dialler using Version 1.8 software or later is reflashed with Version 1.9.2 its configuration is retained and not defaulted.

For earlier diallers (e.g. Version 1.7) it will unfortunately be necessary for an engineer to attend site to reconfigure the dialler after it has been updated.

However, Version 1.8 was released very soon after the IRIS Touch series was launched, so the majority of diallers installed will be Version 1.8 or later.

For advice on how to upgrade diallers remotely, please contact Chiron.

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How to Reflash

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 (80.176.196.134) and does not need to be changed unless another reflash server is to be used.

The next section of this document is a list of enhancements and additions.

Enhancements and Additions

Improved Performance of GPRS

A change has been made to the software driver within the IRIS Touch that controls the interface to the GPRS network. This improves the recovery from intermittent network failures and communications problems within the network.

This situation has only been identified on a small number of GPRS networks and happens very infrequently, but can result in the need to repower the dialler to recover the situation.

It is therefore recommended that any diallers using GPRS are upgraded as a precaution – see above.

Feature for Alarm Applications that Require Voice Calls

For applications such as speech diallers and elevator alarms, where voice calls as well as alarm message transmission is required, the dialler can be set so that an existing telephone line interface from the dialler can be connected directly to the dial port of the IRIS Touch and the phone number already programmed in the speech dialler will be routed, unmodified, to either PSTN (Touch 440R) or to GSM (Touch 440).

This is set up via the Settings->Panel Interface->Dial Port menu.



The alarms can be generated using the input pins on the dialler, in the normal way.

Improvement to Automatic IP Address Assignment (DHCP)

A problem has been found with a few IP routers that do not set the packet checksum when they assign an IP address to the dialler using the DHCP protocol. This has been solved. Rather than reject the messages, the dialler now accepts them.

Ease of Use

The virtual touch screen that can be accessed from the Dialler Configuration software is now accessible remotely over IP. This means that installers using the touch screen can be supported remotely.

The polling algorithm has been slightly changed, so that if connection cannot be made over either Ethernet or GPRS to a main and backup polling engine (i.e. no polling is possible), after 4 attempts the dialler falls back to retrying every 30 seconds, rather than every second. This reduces the possibility of a customer's network getting flooded in the event of a significant failure of the IP network connection to the monitoring centre.

On earlier releases of the IRIS Touch there was the possibility that whilst the installation wizard was being used, the dialler would report 'Polling disabled' if the polling parameters had only just been set up. This situation has been solved.

Modifications for use with DSC SN4441 High Security Communicator

To overcome the possibility that large messages sent over GPRS from the DSC SN4441 communicator get lost or duplicated, the serial interface speed to the SN4441 has been increased from 2400 baud to 9600 baud.

Note – this requires a different setting within the SN4441 menu of the DSC alarm panel.

