

<i>Assemblies Affected:</i>	SPLCD39, SPLCD57, SPLCD64V, SPLCD64G
<i>Symptom:</i>	Can't communicate, query, transfer firmware or project to panel.
<i>Cause:</i>	Panel may be locked

If any of the symptoms above persist, and communication port has been verified:

- 1) Open Universal Dragon
- 2) Click base unit, upgrade Smartpad LCD.
- 3) Select the latest firmware or highest revision firmware in the current firmware folder (Do not click open or start the transfer).
- 4) Press the reset button on the front of the panel. Reset is a small square white button located between the USB and 3 pin serial communication ports. Now click open to start the transfer process.
- 5) "Transferring Data" will appear on your screen and a green status indicator should flash on the black portion of the small green pcb board.
- 6) When the message "Transfer Succeeded" appears, the transfer has been completed.
- 7) Now try performing "Base Unit>Who am I"
- 8) If you're able to read the firmware revision just uploaded and other relative information pertaining to the panel, the process was completed successfully.
- 9) If not please call Xantech Technical Support at 800 843 5465.