NOTIFIER TECH TIP

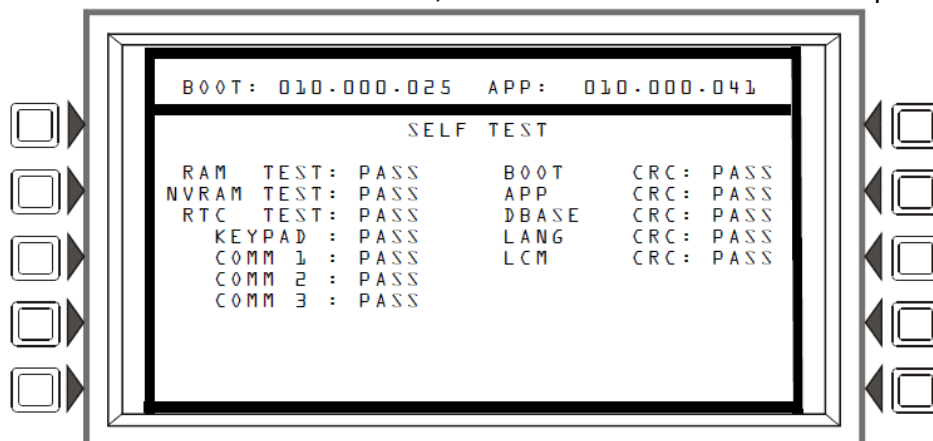| AFP-3030	"Software Mismatch" Fault	V1.0 CH 29/03/17

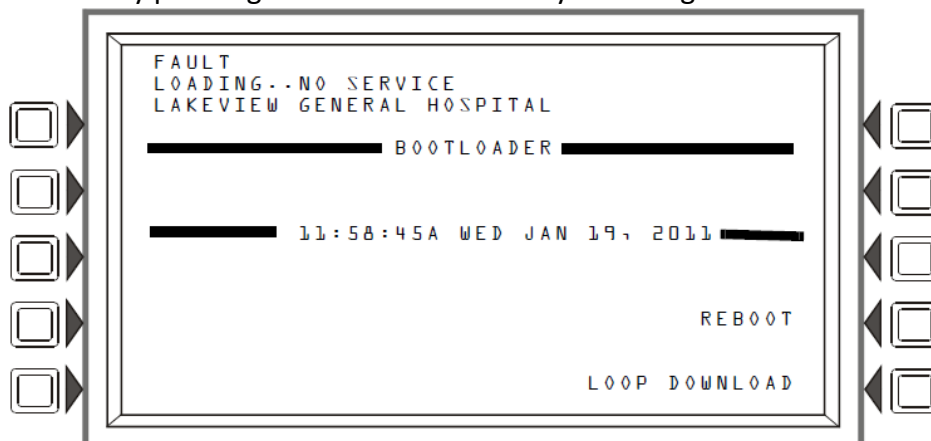| Issue:	*The panel is displaying the fault "Software Mismatch" following the installation of an additional Loop Card or Loop Control Module (LCM).*
	The panel checks the firmware revision of any installed Loop Cards when starting up and if the version of the installed firmware does not match that held internally in the panel it will raise a "Software Mismatch".
Solution:	To force the panel to download the required version to any Loop Cards it is necessary to perform the following steps.

Reboot the AFP3030, either by powering down and restarting, or by selecting PROGRAM/ALTER STATUS from the menu and entering "reset" when prompted for the password *(this will only work if you have not entered a password recently).*
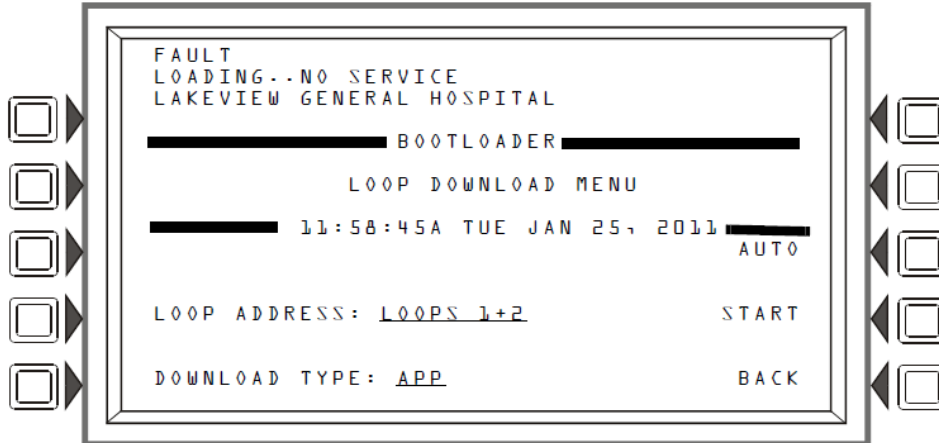
At the following "Power-up Screen", PRESS and HOLD the < RESET > key located within the FIRE BRIGADE PANEL border, until the entire self-test has completed.

You will then be presented with the following Bootloader screen. Select "LCM LOOP DOWNLOAD" by pressing the associated soft-key to the right.

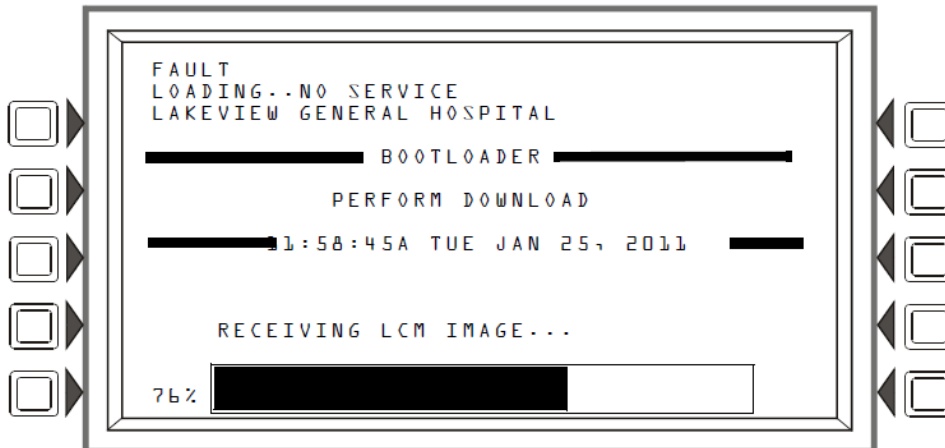You will then be presented with the following "LOOP DOWNLOAD MENU"

```
FAULT
LOADING..NO SERVICE
LAKEVIEW GENERAL HOSPITAL
██████████████████ BOOTLOADER ██████████████
           LOOP DOWNLOAD MENU
██████████ 11:58:45A TUE JAN 25, 2011 ██████
                                       AUTO

LOOP ADDRESS: LOOPS 1+2         START

DOWNLOAD TYPE: APP              BACK
```

LOOP ADDRESS: Press this soft key to scroll through the loops. Stop at the
                    appropriate pair or select ALL.
DOWNLOAD TYPE: Press this soft key to scroll through the download types. Stop
                    at the appropriate type. Usually it should only be required to
                    select APP.
START: Press this once the above selections are made and the panel
                    will then start to download the firmware.

The following download screen will be displayed. The progress meter shows the
current download type and progress.

```
FAULT
LOADING..NO SERVICE
LAKEVIEW GENERAL HOSPITAL
████████████ BOOTLOADER ████████████████
           PERFORM DOWNLOAD
████████ 11:58:45A TUE JAN 25, 2011 ████████

      RECEIVING LCM IMAGE...

76% ██████████████████████
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When the firmware has been updated you will be presented with a screen that has the
REBOOT option available. Press the soft-key to reboot the panel or press LCM LOOP
DOWNLOAD to update the firmware in other Loop Cards.

Once all the required Loop Cards have been updated, press the REBOOT soft-key and
the panel will restart.

This information is also available in DOC-01-032   AFP3030 Programming Manual (AUS)

Product Support Call: 1 800 220 345