

## FEATURE UPDATE | SEPTEMBER 2025

### New Features

Dealer Admin has been updated to include the following features:

- Panel Serial Number in Serial 3 Messages
- Holdup Zone Type

To use these features, panel firmware Version 254 is required.

### Serial Number in Serial 3 Messages

This update allows you to enable Serial 3 messages to include the panel serial number. If enabled, the panel family and corresponding serial number appear at the end of each Serial 3 message, allowing the monitoring center to identify the correct system if two panels unintentionally use the same account numbers.

This update requires one of the following:

- SCS-VR Virtual Receiver
- SCS-1R Network Enabled Receiver with the [SCS-150 Main Processor Card at firmware Version 108 \(9/23/25\)](#).

To enable Serial 3 messages to include the panels serial number, complete the following steps:

1. Log in to Dealer Admin ([dealer.securecomwireless.com](http://dealer.securecomwireless.com)).
2. Go to **Customers** and select the **System Name**.
3. Go to **Programming**.
4. Go to **System Reports**, then navigate to **System Information**.

 **Note:** For XF6 Series Control Panels, go to **Communication**, then navigate to **System Information**.

5. Select **Yes** to enable Serial 3 messages to include the panel serial number. The default option is set to **No**.
6. At the top of the screen, select **Send All Changes**.

### Holdup Zone Type

A new zone type called **Holdup** has been added to **Zone Information**. Holdup zones operate as silent panics and do not trigger audible or visual alerts on the keypad.

To program a zone type as Holdup on Dealer Admin, complete the following steps:

1. Log in to Dealer Admin ([dealer.securecomwireless.com](http://dealer.securecomwireless.com)).
2. Go to **Customers** and select the **System Name**.
3. Go to **Programming**.
4. Go to **Zone Information**, then select **+ Add Zone**.
5. At **Zone Type**, select **Holdup**.
6. Configure additional **Zone Information** options as needed.
7. At the top of the screen, select **Send All Changes**.

## More Information

For more information about how to program Holdup zone types and Serial 3 messages to include the panel serial number at a keypad, refer to the following documentation:

- [XTL Series Version 254 \(11/18/25\) Technical Update](#)
- [XT30/XT50 Version 254 \(11/18/25\) Technical Update](#)
- [XR Series Version 254 \(9/17/25\) Technical Update](#)
- [XT75 Version 254 \(9/19/25\) Technical Update](#)
- [XF6 Series Version 254 \(9/19/25\) Technical Update](#)
- [TMSentry Version 254 \(9/18/25\) Technical Update](#)
- [Com Series Version 254 \(9/19/25\) Technical Update](#)