7-Inch Touchscreen Keypads
8862 and 8863

TECHNICAL UPDATE | NOVEMBER 2026

Keypad Version 347.1.0.1707 Update

The 8862 and 8863 7-inch Touchscreen Keypads have been updated to Version 347.1.0.1707.

UI Updates

Wi-Fi Settings Improvements

Forget Network Icon

The icon to forget a Wi-Fi network in Wi-Fi settings has been changed from an information icon to a trashcan icon. When you want to forget a network, simply select the icon and confirm that you want to proceed.

Text Under Wi-Fi Name

Text has been added to the Wi-Fi Settings page to indicate the keypad relationship with the listed network options. The type of text you may see is as follows:

- When the keypad is connected to a network, **Connected** appears under the network name.
- If the keypad has connected to a specific network previously, but is not currently connected to that network, **Saved/Not Connected** appears under the network name.
- If the keypad has forgotten a network or never been connected to it, no text appears under the network name.

Wi-Fi Status Icon

The Wi-Fi icon in the top bar now reflects the real-time Wi-Fi connection status.

Reentering the Panel Wi-Fi Password

If a panel connected to Wi-Fi suddenly cannot connect to the network, and identifies it as an issue with the Wi-Fi password, the keypad screen changes to a 2-line display that says **INVLD WIFI PSWRD, CHANGE?**. Select **YES** to reenter the Wi-Fi password. Select **NO** to keep the Wi-Fi password the same and dismiss the message.



Cloud Connection Status Icon

A new icon has been added which indicates the keypad's connection to the cloud. You may see one of the following:



If your keypad is connected to a Wi-Fi/Ethernet network, but cannot send or receive information from the internet, this icon appears.



If your keypad is connected to a Wi-Fi/Ethernet network and can communicate with Dealer Admin, but is not registered with Dealer Admin, this icon appears.

- If your keypad is not connected to a Wi-Fi/Ethernet network, no icon appears.
- If your keypad is communicating normally over the connected Wi-Fi/Ethernet network, no icon appears.

Event Screen Improvements

Arm/Disarm Snapshot Resolution

Event snapshots now display at full resolution on the keypad.

Event Snapshot Functionality

The pinch-to-zoom functionality has been improved, and images no longer crop by default or allow swiping to an adjacent black screen.

Wi-Fi Roaming Between Wi-Fi Access Points

Keypads can now automatically switch between access points broadcasting the same network name, maintaining connectivity when moving between coverage areas.

Note: For roaming to be active, you need to forget and reconnect to the Wi-Fi network.

Bluetooth Disarming Discovery

Bluetooth device discovery time has been increased from 3 seconds to 10 seconds when adding a device.

Display Correction

Previously, on some keypads, when a system was armed and the keypad was in screen-off mode, activating an entry/exit zone played the entry delay tone, but the keypad screen remained off instead of waking up. This has been corrected so the keypad wakes up and displays the **Enter Code** screen.

Home Shield Touch Sensitivity

The home shield touch sensitivity has been improved so the button registers a press even if consistent pressure or positioning of where you press on the button cannot be maintained.

Multi-Camera Clip Display

In some systems with multiple cameras associated to the keypad, if you viewed the live video stream of one camera, then swiped to the next and opened **Video Clips**, the keypad displayed clips from the previous camera. This has been corrected so only the clips associated with the camera you are currently viewing display when you open **Video Clips**.

Block Exit Delay During Instant Arm

Previously, after **Instant Arm** was selected during **Exit Delay**, some systems would momentarily flash the **Exit Delay** again after transitioning to the home screen. This has been resolved and **Exit Delay** no longer reappears after the keypad transitions to the home screen.

Obtaining the New Firmware

Firmware updates are available on Dealer Admin (dealer.securecomwireless.com) and in the **Installer Options** menu on the keypad. Follow the instructions below to update the keypad firmware on Dealer Admin and at the keypad.

Note: This update could take several minutes. If you are updating from Dealer Admin, please refresh the page to verify that the keypad has checked in with its new version number.

Update the Keypad on Dealer Admin

1. Ensure that the keypad is connected to the Wi-Fi network before proceeding.
2. Navigate to Dealer Admin.
3. Select the user and system.
4. Next to the keypad name, select **Update**.

Update the Keypad in Installer Options

1. Ensure that the keypad is connected to the Wi-Fi network before proceeding.
2. Select **Options** from the Carousel menu, then select **Installer Options**.
3. Enter **3577** and enter **CMD**. Select **Check for Updates**. Follow the on-screen prompts.

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