



## PC500/PC550 Gateway Software Update FAQs

**What:** Remote gateway software updates for PC500/PC550 gateways with software version 2.3 or lower will no longer be supported on **January 29<sup>th</sup>, 2025**.

**Action Needed:** An e-mail was sent to customers impacted with step-by-step instructions to initiate a remote gateway software update.

**If Action is not Taken:** An automatic remote software update will be sent to all PC500/PC550 gateways with software version 2.3 or lower around this date.

### Frequently Asked Questions

#### How do I know if the gateway needs a software update?

There will be a green bubble over the gateway tab. Note, support for remote gateway software updates for starting software version of 2.3 and lower will end on January 29<sup>th</sup>, 2025. Remote software updates for software version 2.4 and higher will still be available after this date.



#### How do I check the current gateway software version?

Click on the site, click **Gateways** and the gateway software version is displayed.



#### Will functionalities other than remote software updates be affected after January 29th if the gateway software is still 2.3 or lower?

No, they will not. The gateway and PowerCommand Cloud will continue to operate as normal (e.g. e-mail notifications will still work, remote start/stop, etc) The only functionality affected after the date is the remote software update for gateways with software version 2.3 and lower.

#### My software is still version 2.3 or lower. Can the gateway software be updated after January 29<sup>th</sup>?

Yes, but it must be done by physically connecting to the gateway on-site and you may incur a cost. Refer to the Owner's Manual or [TSB240042](#) for more information on completing a local software update.