

Dear Valued Customer,

We would like to inform you that Moxa is going to make changes to the PT-G503 Series. These changes will be implemented by January 01, 2024. Please review the details below to determine how these changes will affect your products and/or operations.

### What will change?

Changes will be made to the PT-G503 Series to upgrade firmware from V5.2 to V5.3. The latter version includes changes to relay behavior, new security patches, and the fixing of software bugs.

- Refer to [PT-G503 firmware release note](#) to learn more about the software changes, including security patches and bugs fixed.
- The changes to relay behavior are regarding relays switching to normally open (NO) or normally closed (NC).
  1. When no event is happening, power on relay switches to NO and power off relay switches to NC.

#### FWR V5.2 and previous versions

	PWR1 Status	PWR2 Status	Relay Status
1	Off	Off	NC
2	Off	On	NC
3	On	On	NC
4	On	Off	NC

#### FWR V5.3 and later versions

	PWR1 Status	PWR2 Status	Relay Status
1	Off	Off	NC
2	Off	On	NO
3	On	On	NO
4	On	Off	NO

2. When an event is happening and the relay action is enabled, the relay status will change from NO to NC.

#### FWR V5.2 and previous versions

	Event	Enable Relay	Relay status
1	PWR1 on → off	ENABLE	NO
2	PWR2 on → off	ENABLE	NO

#### FWR V5.3 and later versions

	Event	Enable Relay	Relay Status
1	PWR1 on → off	ENABLE	NC
2	PWR2 on → off	ENABLE	NC

### Which products will be affected?

Product Name	Current Version	New Version
PT-G503 Series	V2.0.0	V2.0.1

### When will the new versions be available?

Product Name	New Version	Available for Order
PT-G503 Series	V2.0.1	Available in January 2024

If you have any questions, please contact Alison Lin at [alisonyh.lin@moxa.com](mailto:alisonyh.lin@moxa.com), or contact your regional sales representative.