Customer Advice Note
CAN #189
MPI Maximum Peripherals
Date: APRIL / 2024

Introduction

This Customer Advice Note (CAN) outlines a recent adjustment to the maximum supported peripherals on the **MPIP3000E** panel. This alteration reduces the maximum peripheral support from **92** to **65** devices.

Please note: While the **MPIP3000E** maintains a **46** peripheral devices per dataline limit, this adjustment results in only **19** peripheral devices remaining for additional capacity.

The **MPIP2000E** and **MPIP2100E** controllers are not affected and will support **46** peripheral devices on the bus line.

MAXPRO Cloud Warning

For **MPIP3000E**, attempting to add more than **65** peripheral devices will prompt an error message on the MAXPRO Cloud web application. The error will state: "**The maximum device limit has been reached for the controller. You cannot add further devices**."

Resolution

This change is currently under investigation, and the **65**-device limit has been implemented as a precautionary measure. Rest assured, efforts are underway to rectify this limitation promptly, and the maximum peripheral support will be reinstated to **92** in due course. Tentative targeted date for resolution July 2024 .

Self Service Tech Support Portal
https://myhoneywellbuildingsuniversity.com/training/support

UK
E-mail: **hsguktechsupport@honeywell.com**
Tel: +44 1 344 238 266

Netherlands
E-mail: **hsgnltechsupport@honeywell.com**
Tel: +31 108 080 688

France
E-mail: **hsgfrtechsupport@honeywell.com**
Tel: +33 3 66 88 01 42

Spain
E-mail: **hsgestechsupport@honeywell.com**
Tel: +34 911 238 038

Italy
E-mail: **hsgittechsupport@honeywell.com**
Tel: +39 0399 301 301

Eastern Europe
E-mail: **securityacademy@honeywell.com**

Nordics
E-mail: **hsgnortechsupport@honeywell.com**
Tel: Norway: +47 80 05 44 68
        Sweden   +46 20 16 04 71
         Denmark +45 80 81 03 15
          Finland   +441928378005

Impact

Hardware	y		Miscellaneous Changes	n
Reporting	n		Signaling Changes	n
Standards and Legislation	n		Technical Changes	n
Part Numbers Affected	y		Programming	n