iotega®

Remote Firmware Upgrade Process:

Please read and follow the steps below to remote firmware upgrade an iotega with SecureNet.

Step 1

- Ensure iotega panel is connected to Ethernet or Wi-Fi and Online.
- Ensure end users are informed that panel maybe offline for 15-20 min.
- Ensure panel is not Armed and it's connected to AC power.

Step 2

• Login to the SmartTech SecureNet (https://cloud.secure.direct/smarttech/login) Installer Portal and proceed to the following sections:

Accounts > System > SNET> Gateway Status > Firmware Version

• A green box labeled <u>Update Firmware</u> will be shown when the update is available. Select this box in order to begin the firmware update.

Alarm Alerts		
History II	SNET	
Archived History III Notes	Gateway Info	
- Carteras	Panel Type	ictera
Place in/Out of Service	Panel ID	000000533133
G	Gateway Status	
	Online/Offline	Online Refresh
	Last Communication Date	Jan 26 2018 20:37
	Firmware Version	1.00.4044 (atest version 1.01.40 (1) Allpsore firmware
	Hardware Type	Ethernet
	RSSI Level (GSM/CDMA)	Excellent (14) Pung

• Status bar will appear to show the status of the firmware upgrade.

1 Update Gateway Firmware	
Gateway firmware update from 1.00.4044 to 1.01.4001	
	A 0% Complete
Cancel	pdate Firmware
▲ Update Gateway Firmware	
Gateway firmware update from 1.00.4044 to 1.01.4001	
Download in Progress	▲ 5% Complete
	Hide
1 Update Gateway Firmware	
Gateway firmware update from 1.00.4044 to 1.01.4001	
Firmware upgrade complete. Note: Gateway will check in its firmware version when it reconnects.	100% Complete
	Done

Step 3

Once firmware upgrade has been completed please return to step 2 and ensure the latest version is listed under Firmware version.

Notes:

- Panel will be offline and the local keypad will spin (indicating firmware upgrade is in progress).
- Firmware download take 2-3 min.
- Firmware install will take 10-12 min.
- Panel power cycle 5 min (Panel does beep during power cycle).
- Total install typically take 15-20 min.



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