iotega®

Remote Firmware Upgrade Process:

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

Step 1
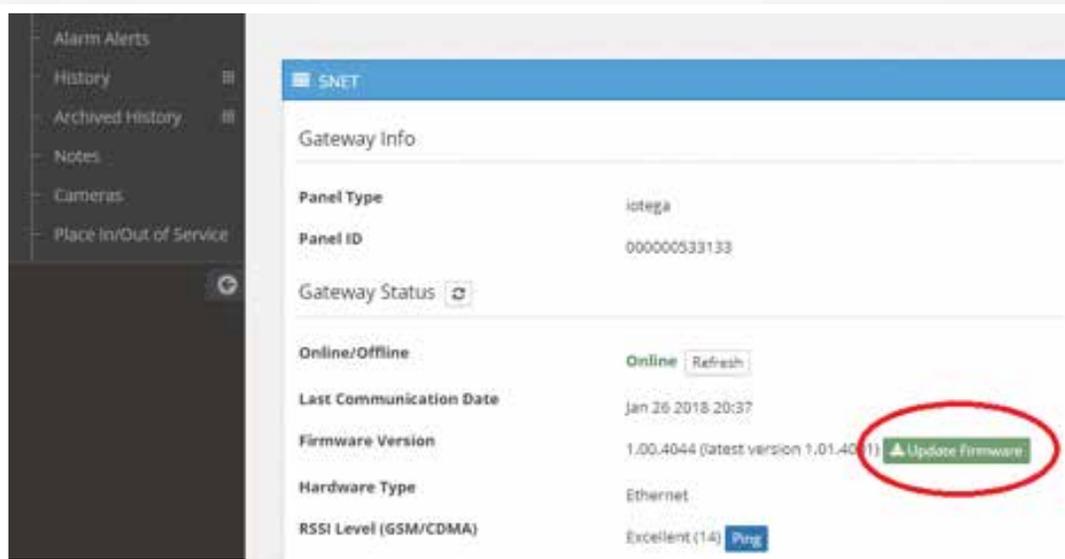· Ensure iotega panel is connected to Ethernet or Wi-Fi and Online.
· Ensure end users are informed that panel maybe offline for 15-20 min.
· Ensure panel is not Armed and it's connected to AC power.

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.

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

⬆ Update Gateway Firmware

Gateway firmware update from **1.00.4044** to **1.01.4001**

⚠ 0% Complete

Cancel   Update Firmware

⬆ Update Gateway Firmware

Gateway firmware update from **1.00.4044** to **1.01.4001**

Download in Progress   ⚠ **5% Complete**

5%

Hide

⬆ 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

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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