

ENGAGE Firmware Update with Mobile Device

There are four ways to update firmware in an ENGAGE enabled Device

- Automatic Firmware Update
- Manual Firmware Update with Wi-Fi
- Manual Firmware Update without Wi-Fi
- Gateway Managed Firmware Update

Contents

Automatic Firmware Update:.....	1
Manual Firmware Update with Wi-Fi:	2
Manual Firmware Update without Wi-Fi:.....	3
Gateway Managed Firmware Update	6
Firmware Update Notes:	7

Automatic Firmware Update:

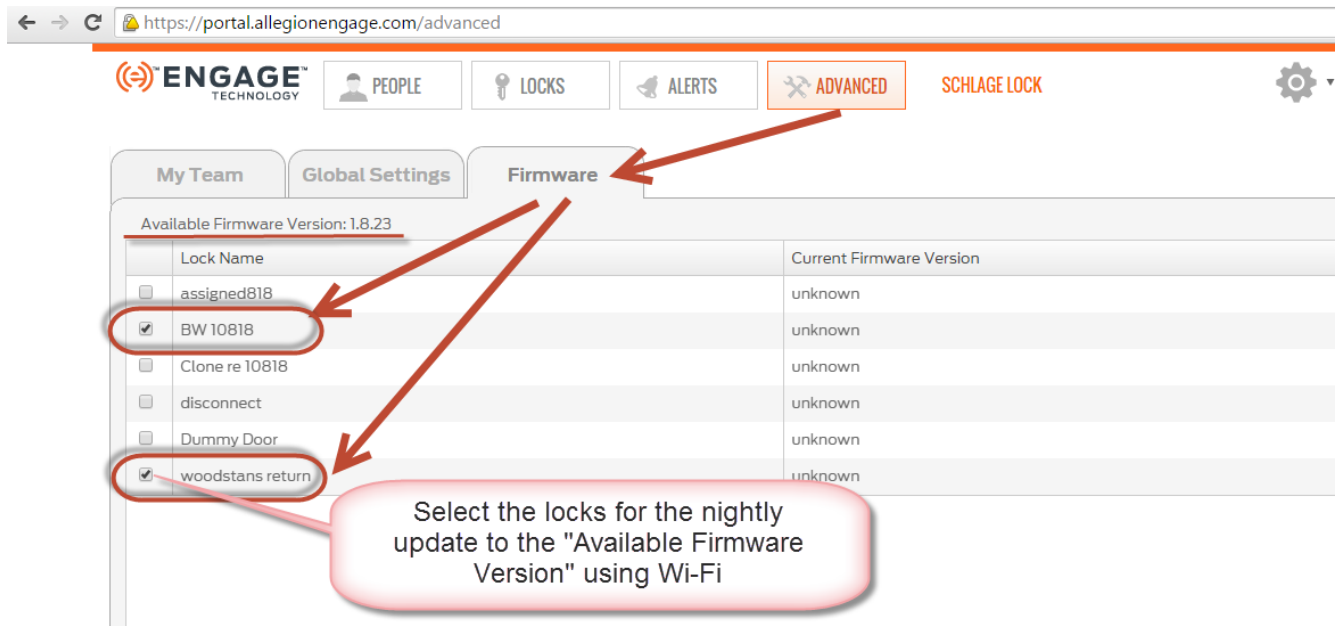
- √ Wi-Fi set to “On” and network information is configured
- √ Device will use Wi-Fi to check ENGAGE for updates nightly

To Schedule an Automatic Firmware Update:

- Open the ENGAGE WEB application and log into the account.
 - <https://portal.allegionengage.com/signin>
- Go to “Advanced” > “Firmware.”
 - This page shows the new “Available Firmware Version” revision number and all the devices in your facility
- Check each device you want to update during the next nightly update
- The device will get a Firmware update during its nightly call in
 - See the Audits to determine the approximate time each device checks in

TECHNICAL NOTE: ENGAGE Firmware Update Options

SES20170508-A



Engage firmware update web page

Manual Firmware Update with Wi-Fi:

- ✓ Wi-Fi set to “On” and network information has been configured
- ✓ An immediate Firmware Update is desired

To request a Manual Firmware Update:

- Log in to the Mobile application
- Within Bluetooth range of the desired device, select “Connect”
- From the list of available devices find the name of the device you want to update and select to connect
- When connected to the device, select “Update Firmware”
 - The Device will now begin the firmware update using the set Wi-Fi
 - During this update, the device’s LED will be amber and the Mobile Application will indicate Firmware Download in Progress
 - When the download is finished the device will begin the firmware update

Contact Technical Support for any questions concerning this Technical Bulletin

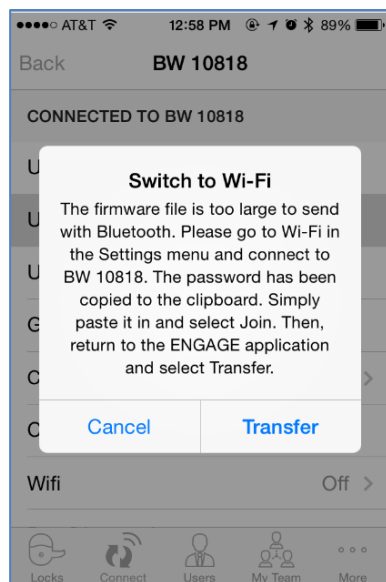
1-877-671-7011 Option 2 – Hours of Operation 8 AM to 8 PM EST

Manual Firmware Update without Wi-Fi (SoftAP Mode):

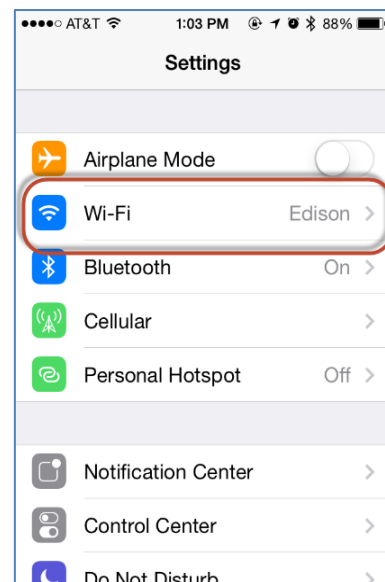
- √ Wi-Fi Set to “Off”
- √ A Firmware Update is desired

To Update Firmware using SoftAP Mode:

- Log in to the Mobile application
- Within Bluetooth range of the desired device, select “Connect”
- From the list of available devices find the name of the device you want to update and select to connect
- When connected to the device, select “Update Firmware”
 - The app will pop up this message explaining the process for updating the firmware



Screen when Wi-Fi is OFF



Setting's screen on an iPhone

- Follow the instructions in the message to continue
 - Go to the mobile device's settings and select Wi-Fi networks

- Connect to the Device's Wi-Fi network (named after the device's name)

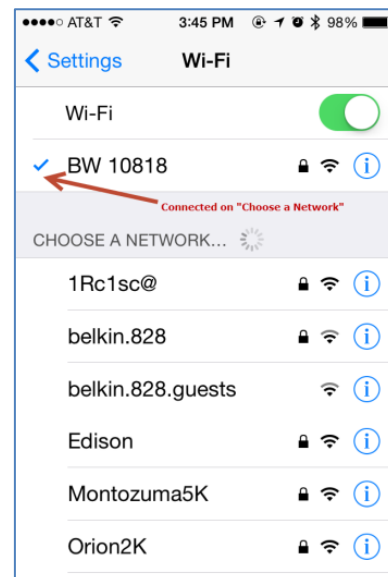


Device's Wi-Fi Network

- When asked for the network's password, use a long press and select paste, to paste ENGAGE's password into the field
- Select join and wait for the Screen to indicate the network has been joined

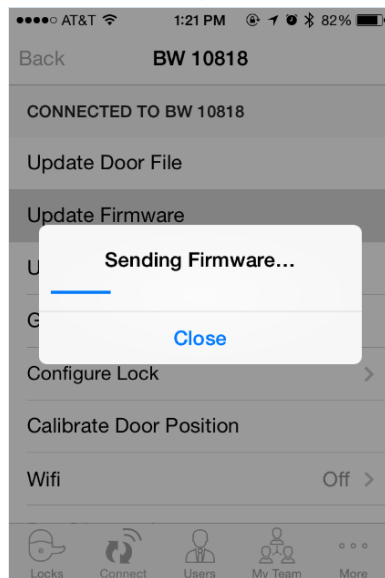


Joining in Progress

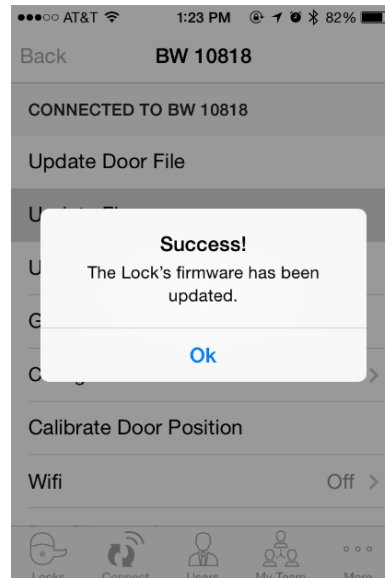


Network Joined

- Return to the Engage App and tap “Transfer”
 - The LED will now flash amber and the Mobile Application will display “Sending Firmware”
 - When the app has finished sending the Firmware a Success message will be displayed



Sending Firmware



Firmware transfer has completed

- When the Transfer is complete the Device will begin its Firmware Update process
- Audits may be checked to show the Firmware updated successfully

11:14:35 AM 4/3/2015

Lock Audits: BW 10818				
Lock Name	Event	Event Data	Date	Time
BW 10818	Firmware Updated		04/03/2015	11:09 AM
BW 10818	Wi-Fi Host Connection	Disconnected from host	04/03/2015	11:08 AM
BW 10818	Wi-Fi: Download Successful		04/03/2015	11:08 AM
BW 10818	Valid HTTP header received		04/03/2015	11:05 AM
BW 10818	Wi-Fi Power	Power on	04/03/2015	11:05 AM
BW 10818	Wi-Fi Power	Power off	04/03/2015	11:05 AM

Successful Firmware update event in the Audit

Gateway Managed Firmware Update

- √ Devices are connected to an ENGAGE Gateway
- √ An Firmware Update is desired

To request a Gateway Managed Firmware Update

- Log in to the Mobile application
- From the list of available Gateways, find the name of the Gateway who's devices you want to update and select "Update Linked Devices"
- Choose the Family of Devices to update: NDE, LE, or Control
- The app will pop up a message explaining the process for updating the firmware
 - Go to the mobile device's settings and select Wi-Fi networks
 - Connect to the Gateway's Wi-Fi network (named after the Gateway)
 - When asked for the network's password, use a long press and select paste, to paste ENGAGE's password into the field
 - Select join and wait for the Screen to indicate the network has been joined
 - Return to the Engage App and tap "Transfer"
 - The LED will now flash amber and the Mobile Application will display "Sending Firmware"
 - When the app has finished sending the Firmware a Success message will be displayed
 - The Gateway will then begin to send the firmware to all connected Device's in the selected Family
 - At this time you can disconnect from the Gateway with the mobile device
 - This process can be repeated for other connected Devices in a different family after the firmware update has completed
 - It may take up to 8 hours for the Gateway to distribute the firmware update to connected devices

Firmware Update Notes:

- While the device is updating its firmware, it's LED will alternate flashing Red and Green
- While the device is updating firmware, it is not responsive to normal operations
- During updates, the device will be Secure, Unsecure, or As-Is, depending on the "Battery Fail" setting in the device configuration
- Firmware updates can take six minutes to complete.
- When the firmware update is complete, the device will beep three times and flash the LED Green
- Loading or updating firmware will NOT change access rights or configuration settings on the device