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

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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.
  o https://portal.allegionengage.com/signin

- Go to “Advanced” > “Firmware.”
  o 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
  o See the Audits to determine the approximate time each device checks in
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”
  
  o 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
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
    - 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](res/8112206362.jpg)  ![Network Joined](res/8112206329.jpg)
- 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

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

**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
  o Go to the mobile device’s settings and select Wi-Fi networks
  o Connect to the Gateway’s Wi-Fi network (named after the Gateway)
  o When asked for the network’s password, use a long press and select paste, to paste ENGAGE’s password into the field
  o Select join and wait for the Screen to indicate the network has been joined
  o 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
  o 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, its 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.