Gateway firmware Update with ENGAGE

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A) GWE (Gateway) Firmware update with iOS Device and ENGAGE,

The procedure to update firmware in an ENGAGE Gateway GWE is the SoftAP mode firmware update, which is very similar to the SoftAP mode on NDE. SoftAP mode first loads GWE firmware on your mobile device, and then copies the firmware to the GWE using a temporary mobile device.

- SoftAP mode is a manual procedure that need not use the local building Wi-Fi or Ethernet to download firmware.

Caution: When the GWE is updating firmware it will;

a) During the constant solid amber LED GWE is not responsive as a lock controller, and could show as “Off Line” in the access control management system
b) LINKING is not effected by a GWE firmware update, and locks LINKED to the Gateway will still be LINKED after a firmware update. However during the update locks LINKED to the Gateway will not have communication with the access control host.
c) Gateway “Host Properties” settings are not changed during a firmware update.
d) Firmware updates on Gateway takes two minutes after the transfer is complete. Completion of the update and the full operation of the GWE is indicted with the return of the top cover blue LED.

A. Local Firmware copy,

To obtain the newest Gateway firmware available, load it on your mobile device as a local copy. Always load the local copy when your mobile device has cell data service or Wi-Fi available for connection to the internet,

1) Log in to the Mobile application “Partner Site”
2) On the bottom tabs go to “Advanced”
3) Select the “Get Firmware”
4) Select “Get Gateway Firmware”

This local copy will remain available on your Mobile device

Picture 1 – ENGAGE Mobile Get GWE Firmware
The above activity puts a local copy of the newest GWE firmware on your Mobile Device. You update devices with this local copy. The advantage of loading the firmware on the mobile device first is you are no longer dependent on the local building Wi-Fi, or a data service, once the copy is saved in the mobile device. The Gateway update will not be hindered by waiting for a slow mobile device internet connection.

This local copy will remain on your Mobile Device until you get a newer updated version by repeating steps 1 -4 above.

B. Gateway firmware update

1) Login to the ENGAGE Mobile Partner site managing the Gateway.
2) Connect to the Gateway from the connect screen.

Picture 2 – Connect screen
3) Select update firmware to start the procedure

![Update Firmware](image1.png)  ![Set up SofAP](image2.png)

**Picture 3 – Update**  **Picture 4 – Set up SofAP**

4) The Mobil Application will ask you to go to the iOS device “Settings” “Wi-Fi”
   - On the iOS mobile device, single click the home button, find, and open the iOS device settings.

![Home button](image3.png)

**Picture 5- iOS Home button**
Picture 6 – Go to the iOS device Settings screen
5) In settings, open the iOS device Wi-Fi, you will find the name of this Gateway in the “Choose A Network” list. In this example this Gateway was commissioned with the name “GW Staging 0220”

Picture 7  - Choose the GWE you are updating

Tap on the lock name to connect the iOS device with the GWE
6) If asked for a password, with your finger press the entry bar until the paste bubble opens. Select paste and automatically the password from ENGAGE is entered. This password is good for all devices in this site. You may only need to paste in the password on the first device.

![Picture 8 paste bubble](image1)

![Picture 9 – select paste](image2)

7) Confirm the iOS device connects to the GWE with the small check mark,
   a. When the iOS device is joining, the commissioned lock name “GW Staging 0220” in this case example will have a spinning disc next to it. When the connection is complete, the disc becomes a check mark.
8) When connected click the iOS home button and return to the ENGAGE Mobile Application, hit "Transfer"
   i. Mobile Application will display “Sending Firmware” while in progress.
Picture 11- Progress bar

Picture 12 - Success
9) When the new firmware transfer is complete, the GWE will start a sequence to initialize and execute the new firmware.
   a. This sequence has alternating GWE RED/GREEN LED flashes.
   b. Alternating RED/GREEN LED flashes indicates the firmware update is successful and in the final sequence. The GWE is not responsive during the RED/GREEN LED flashes.
   c. When fully operational GWE will display a blue LED

D) Firmware version confirmation

10) You can check the Firmware revision in the GWE by connecting with the ENGAGE Mobile Application and looking under “Configure Device” > “Advanced” and “Main” and observe the new firmware version number.

Picture 13 – Connect to the Gateway by selecting the commissioned name
Picture 14 – When connected, select “Configure Device”

Picture 15 – Select “Advanced” to see device details
Picture 16 – The Gateway main version is displayed under Firmware version

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<th>Revision</th>
<th>Comments</th>
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