



# **Remote Software Upgrade**

This guide explains how to perform remote upgrade of your Agility main panel software using the Agility Configuration Software. Remote software upgrade is performed via IP or GPRS.

#### **Prerequisites**

- Agility Configuration Software version 1.0.1.7 and above
- Agility Main Panel version 1.77 and above
- Agility system equipped with a GSM/GPRS or IP module

Note: It is recommended to back up all client information before performing software upgrade.

#### Step 1: Verify the current version of your Agility main panel

In order to later confirm that the upgrade procedure has been successful (step 4), take note of the current version of your Agility main panel software.

- 1. Login to the Agility Configuration Software program.
- 2. Select a client.
- 3. Click **Connect I** to establish connection to the Agility main panel.
- 4. Go to the **Activities**  $\rightarrow$  **Testing** screen.
- 5. In the *Main Unit* tab, click on the **Test** button. The current version of the main panel appears in the *Panel version* textbox.

#### Step 2: Enter the location of the upgrade file

🖹 🖏 Panel Ver2	Timers	Basic Controls	Sounds	
Personal Information     Apolity (TCP/JP - 172.16.179:)     Connection Settings     Overview     Over	Inters         45         0           Exit Delay 1:         45         0           Exit Delay 2:         45         0           Exit Delay 2:         45         0           Exit Delay 2:         45         0           Bell Torleay 2:         45         0           Bell Delay 2:         45         0           Bell Torleay 2:         45         0           Rescension 2:         0         0           Jamming Time:         30         0           RX Supervision:         3         0           Redial Wait:         0         0           No Activit:         0         0           Communication Controls         0         0           I' Nolow Me tnable         Configuration Software Enable         Follow Me tnable	Desic Cultures Quick Arm Q Allow Spass Quick Status Guick Status Guick Status Guick Status Guick Status Guick Main Butch Status V/Talk Quick Learn Advanced Controls NTP Clock Host: 99.150.164.201 Ports 13 C	Journals Tamper Sound: Local Alarm Volume: Local Squark Volume: ExitVEntry Beeps Volume: ExitVEntry Beeps Volume: Speaker Messages Volume: Labels System: Security System No. Partition Partition Partition Partition Partition Partition Partition Service Information Name: Phone: Main Unit Software Upgrade Host: 192.134.175x Port: 00	Bell At Arm Silent         ©           5         ©           2         ©           1         ©

1. In the **System** screen, in the *Main Unit Software Upgrade* section, enter the relevant information regarding the location of the upgrade file:

- Host: Enter the IP address of the router/gateway where the upgrade file is located. Default: 192.114.175.43
- Port: Enter the port on the router/gateway where the upgrade file is located. Default: 80
- **File Name**: Enter the upgrade file name. For example: /Agility/0UK/cpcp.bin
  Please contact Customer Support services for the file name parameters.
- 2. Click Send <sup>®</sup>.

## Step 3: Perform upgrade

Configuration Software	Configuration Software > Panel Ver2 > Agility [TCP/IP - 172.16.16.179:1000] > Activities > Main	n Unit Upgrade
🔩 Panel Ver2	Upgrade Channel	
- 🔒 Personal Information		
Agility [TCP/IP - 172.16.16.179:	Opgrade through IP	
- 🕼 Connection Settings	O Userade Masurah CDD C	
- Overview	O opgrade drough GFRS	
System	Lingrade	
Wireless Devices		
- Zones		
Remote Controls		
I to Eveneder		
O Method		
PSTN		
GSM		
TCP/IP		
- Monitoring Station		
- 🔲 Configuration Software		
- 🗖 Follow Me		
- 📃 Audio		
- 🧾 Scheduler		
😑 🔘 Activities		
- 📃 Radio Device Allocation		
- 📃 Status		
- 🔲 Testing		
- Event Log		
- 🌌 Main Unit Upgrade		

Note: Make sure you are online and connected to the Agility main panel (if not, click Connect 1).

- 1. In the Activities → Main Unit Upgrade screen select the Upgrade Channel from two options:
  - **@** Upgrade through IP
  - Upgrade through GPRS
- 2. Click on the Upgrade... button. The following dialog box appears:

mote Upgrade	E
Are you sure you want to upgrade the	e software?
* Upgrading the software may return	the panel to default values.
* It is recommended to backup all cli	ent information prior to software upgrade.
Upgrade Password	
Patrol	lloguada

The message that appears informs you that remote software upgrade may result in returning the main panel to its default values, therefore it is recommended to backup all client information before performing the upgrade.

3. Enter the Upgrade Security password and click **Upgrade...**. Please contact Customer Support services at your local RISCO Group branch for the password. Note: For users with Agility Configuration Software version 1.0.2.0 and above, the following message will appear: "*The upgrade process will commence after disconnecting this session.*" Click **OK**.

Disconnect from the current session (Click **Disconnect** ≤) to begin the upgrade procedure. The LEDs on the Agility main panel will begin to flash during the upgrade procedure as follows: The Power 
 LED will light up and the other LEDs will flash rapidly.

#### Notes:

- 1. The upgrade procedure may take approximately 13 minutes to complete. This will vary according to whether the procedure is performed via GPRS or IP.
- 2. If upgrade fails, the previous Agility main panel software version is automatically recovered.

#### Step 4: Verify that upgrade has been successful

1. Connect to the system (click **Connect )**.

**Note**: If connection to the main panel has failed it is possible that the main panel has returned to its default values during the upgrade procedure. In this case, refer to section *Restoring Communication with the Main Panel* on page 3.

 Go to the Activities → Testing screen. In the Main Unit tab, click on the Test button. The upgraded version of the main panel will appear in the Panel version textbox.

**Note:** If upgrade has failed the previous software version of the main panel will appear in the *Panel version* textbox.

### **Restoring Communication with the Main Panel**

To establish communication with the main panel click **Connect I**.

If you are unable to establish communication it is possible that the main panel has returned to its default values during the upgrade procedure. In this case follow this procedure:

- 1. Go to the **Configuration Software** screen.
- 2. Before restoring to default values, write down all of the client's **Security Parameters** (Access Code, Remote ID Code, MS Lock) in this screen. You will need these values for step 5 of this procedure.
- 3. To restore the Security Parameters to their default values, right click on each of the Access Code, Remote ID Code and MS Lock fields and select Restore Defaults.
- 4. Reconnect to the system (click **Connect S**-.).

#### Note for IP connection:

If connection fails, go to the **Communication** → **Method** → **TCP/IP** screen and enter the client's **IP Address** and **Subnet Mask** parameters. These parameters can be obtained from the keypad. Then reconnect to the system.

- 5. After communication has been successfully established go to the **Configuration Software** screen and restore the original Security Parameters values that you previously noted in step 2 of this procedure.
- 6. Download these values to the main panel.

## **Contacting RISCO Group**

RISCO Group is committed to customer service and product support. You can contact us through our website www.riscogroup.com or as follows:

United Kingdom Tel: +44-161-655-5500 technical@riscogroup.co.uk

Italy Tel: +39-02-66590054 support@riscogroup.it

Spain Tel: +34-91-490-2133 support-es@riscogroup.com

France Tel: +33-164-73-28-50 support-fr@riscogroup.com

BENELUX Tel: +32-2522-7622 support-be@riscogroup.com USA

Tel: +1-631-719-4400 support-usa@riscogroup.com

Brazil Tel: +1-866-969-5111 support-br@riscogroup.com

China Tel: +86-21-52-39-0066 support-cn@riscogroup.com

## Poland Tel: +48-22-500-28-40 support-pl@riscogroup.com

**Israel** Tel: +972-3-963-7777

support@riscogroup.com

All rights reserved.

No part of this document may be reproduced in any form without prior written permission from the publisher.

© RISCO Group 10/09

5IN1354