

**Customer Advice Note
CAN #148**


MPI Upgrade Process

Date: September 2021

Introduction

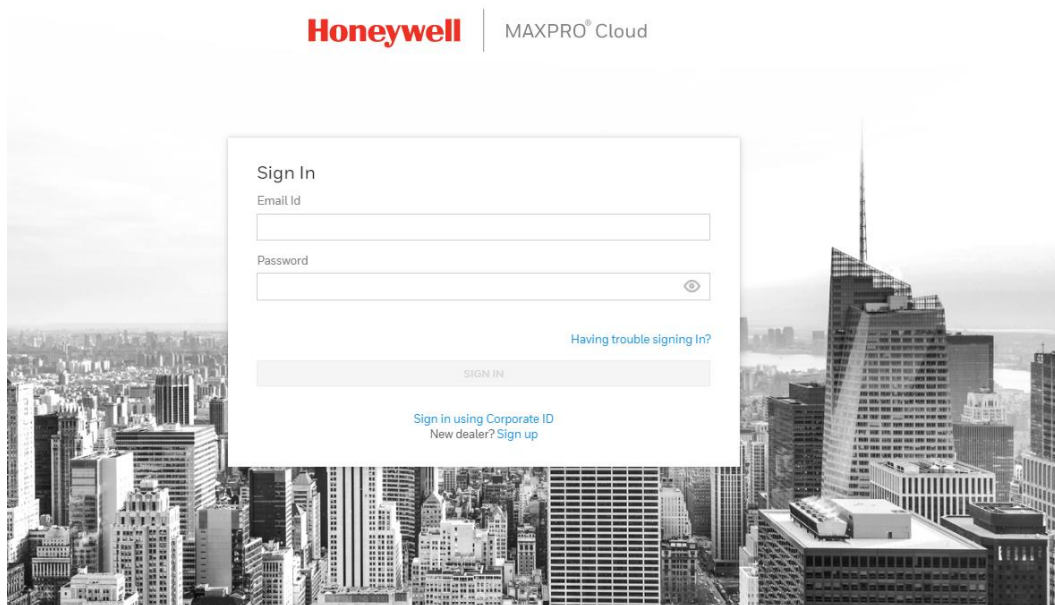
This Customer Advice Note details the Upgrade process for MAXPRO Intrusion, as part of our commitment to on-going product improvement, the steps listed below will take your MAXPRO Intrusion Controller to the latest version with minimal fuss.

Availability

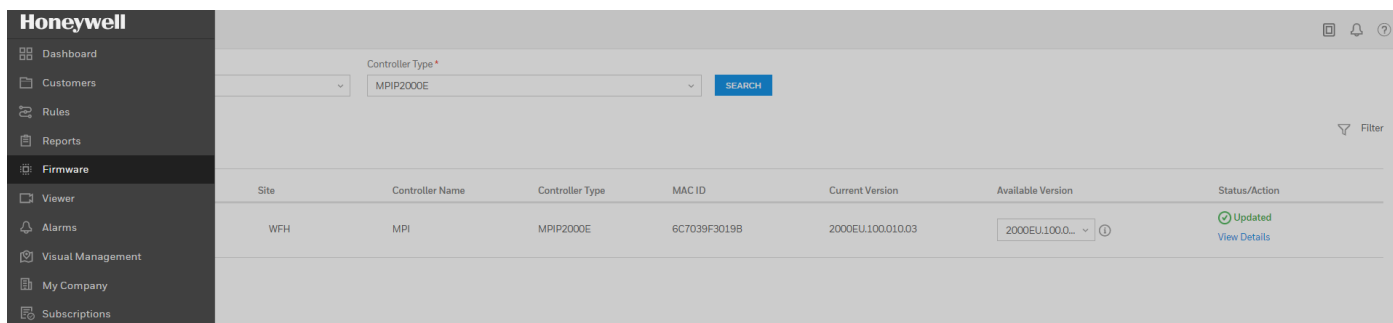
To access this Update feature, please login to your MAXPRO Cloud account and go to Firmware section from the Hamburger Icon/button .

Upgrade Process

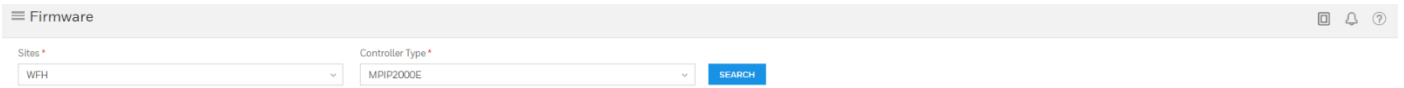
1. Login to MAXPRO Cloud



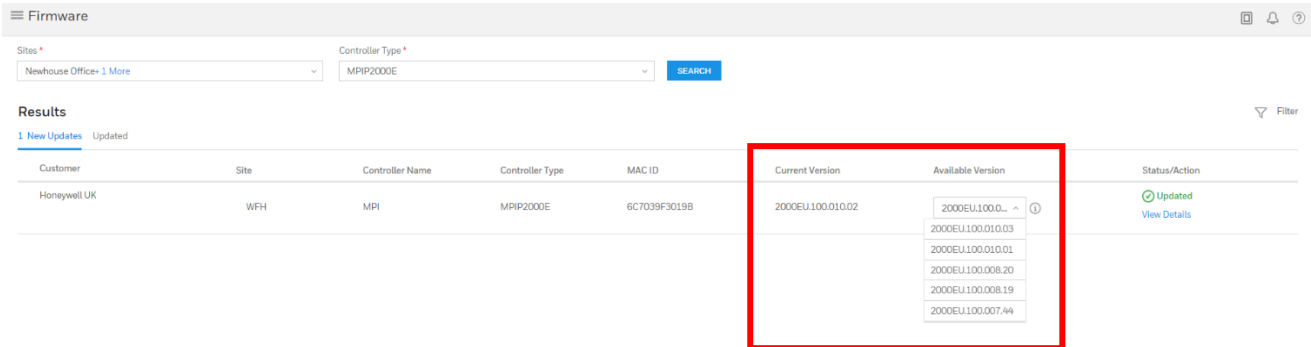
2. Go to Hamburger Icon / button  then Firmware.



3. Select Site and Controller Type to update

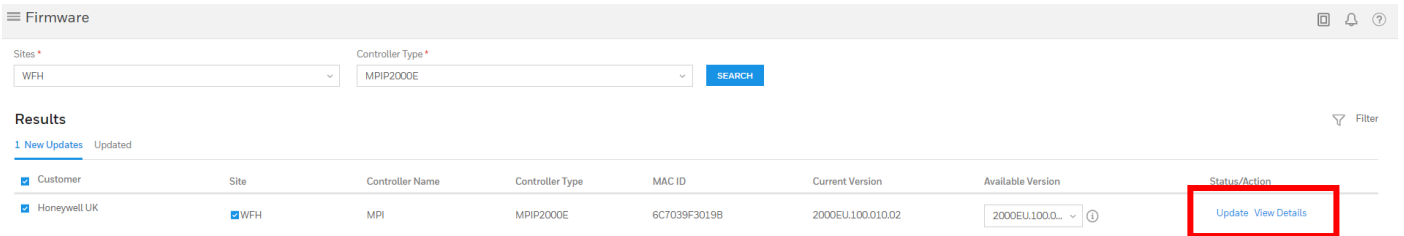


4. Here we have Current Version 10.02 we will select 10.03 as the Available Version for Update.
Note: Controller Firmware version: 2000EU.100.010.03 X.XX is controller firmware version.



- a. **Note:** For a 4G only connection the data consumption will be around **80Mb** of data. Please take this into consideration for data allowance with SIM Card service provider.

5. Click the check box for Customer Site and then on Update



6. Confirm the Update.

Update Firmware

Would you like to update the following panel(s)?

- MPI to version 2000EU.100.010.03

Note for MPI controller

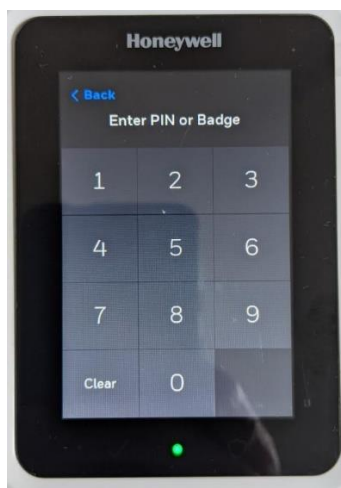
Once download is complete, need to be authorised via the Arming Station to complete the process



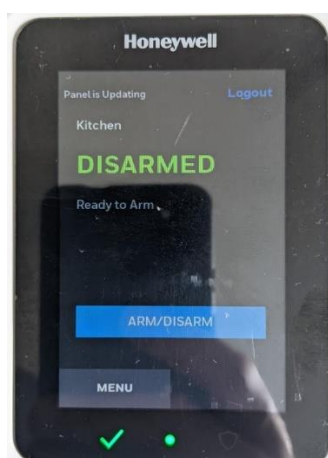
- Once download is complete the update must be authorised via the Arming Station to complete the process.



- Select Upgrade Firmware.



- Enter PIN Code

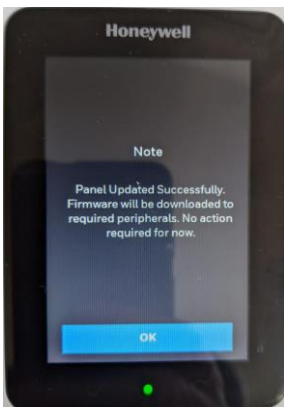


- Panel is Updating appears in the top left-hand side of keypad display.

Attention:

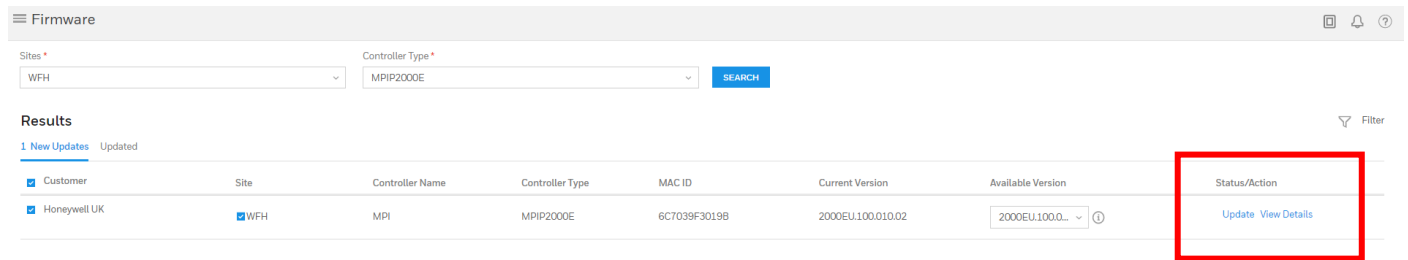
- During firmware update power will be removed from panel AUX 1 and AUX 2 supply. AUX 3 / Ext siren will drop from 12v to 7v this may have an impact on the connected device, panel outputs will disengage for the duration of the update maximum 3 mins.
- Panel firmware update to V10.03 will take around 30mins as Operating System & firmware application are part of the update. Please note during this process it is recommended not to access Engineer Mode.
- All the peripherals (Arming Station, Zone Expander, Door Control Module, Relay Module, Smart Power Supply) and Cell Radio Module (LTE) will be updated to newer versions (refer to Updated FW Version table for details). Keypad (AMS) firmware update per Keypad (AMS) per IB2 Bus will take around 4.5hrs. Rest of each peripherals (DCM/ZE/RM/PSU) per IB2 Bus will take around 15~30 mins to update. Further authorization from Keypad (AMS) is required to complete these updates **Note: Steps 7,8,9** will be repeated for this additional part of the process.
- **Important:** For the duration of the update an AC supply must be available for Main Control Unit and Remote Power Supplies. Updates cannot be carried out on back up battery.

11. Once all updates have completed this message will be displayed on the keypad select **OK**.

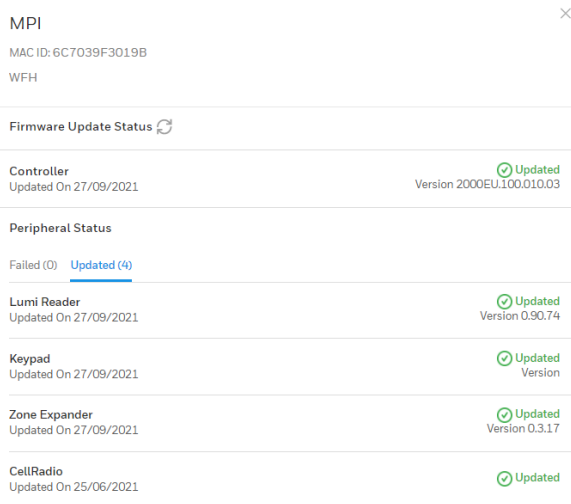


Trouble Shooting

You can check the status of the updated Peripherals and Controllers from the Firmware section. Go to Firmware, select Site and Controller Type then **View Details**.



From the **View Details** pane, we can see the updated Peripherals, Controller, and current update status.



If a Failure has occurred, please check power and data connections to the Peripheral.

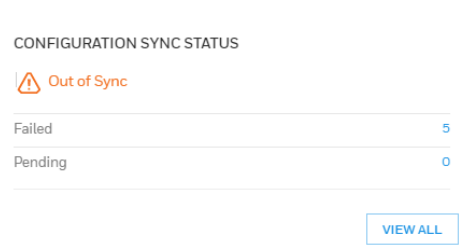
Please make sure system has an adequate AC supply for the Main Control Panel and Remote Power Supplies, the system cannot be updated on back up battery.

Please make sure the system is online and full connected to the Internet.

For 4G only connection make sure you have adequate signal strength at location and please make sure you have the correct data allowance to accommodate these updates.

If an update is Pending, check Configuration Sync Status for Failed or Pending Configuration changes. Go to Controllers then select your controller, notice the sync status in the right-hand pane.

Select **View all** to search for Pending or Failed configuration changes.



If you have persistent Pending or Failed configuration changes, please contact Tech Support for assistance from the numbers below.

For further enquires contact Technical Support, your local Sales Representative or alternatively visit the self-service portal below.

Self Service Tech Support Portal

<https://honeywelldiscovertraining.com/default.asp>

UK

E-mail: hsguktechsupport@honeywell.com

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Denmark +45 80 81 03 15

Finland +441928378005

Impact

Hardware	y
Reporting	n
Standards and Legislation	n
Part Numbers Affected	n

Miscellaneous Changes	n
Signaling Changes	n
Technical Changes	n
Programming	n