

**Customer Advice Note  
CAN #153**

**MPI Upgrade Process 2.0**

**Date: November 2021**

# Introduction


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

This process has two stages.

**Panel Update Note:** Authorization from keypad required.

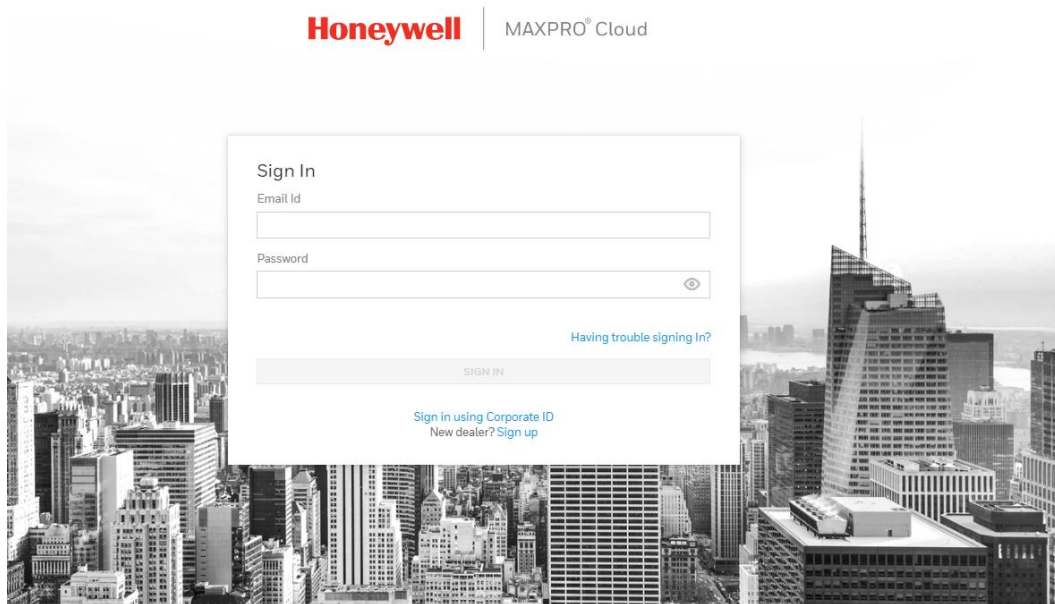
**Peripherals Update Note:** Only One Authorization from keypad required see below for timing.


# Availability

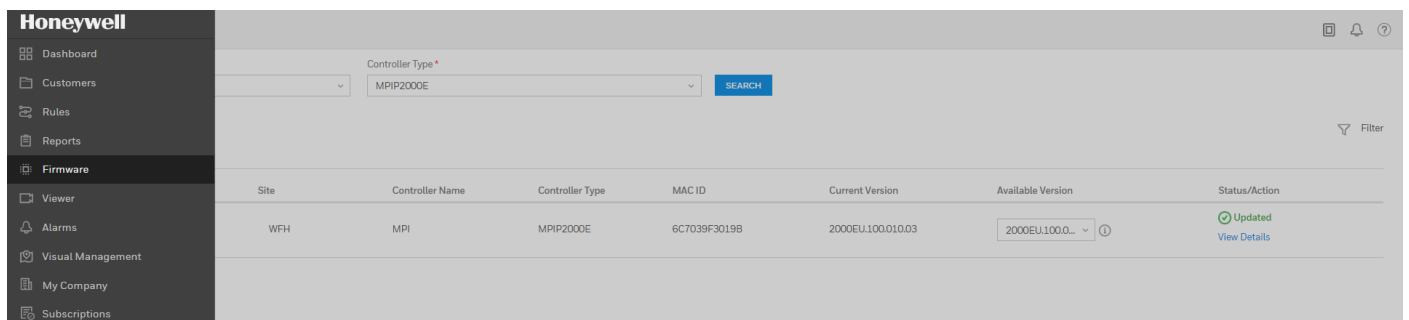
To access this Update feature, please login to your MAXPRO Cloud account and go to Firmware section from the Hamburger Icon/button .

# Upgrade Process

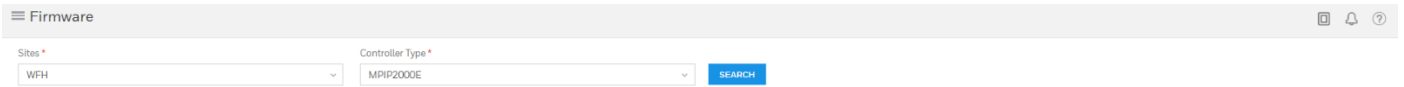
1. Login to MAXPRO Cloud



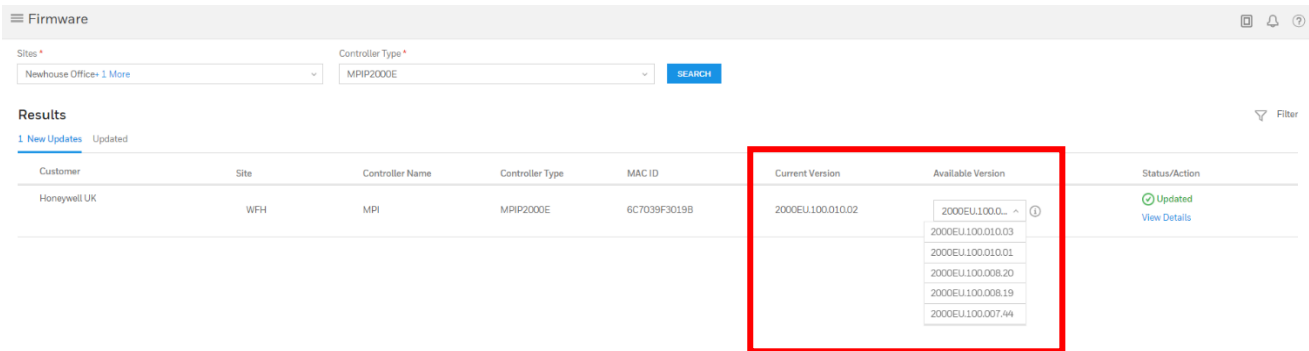
2. Go to Hamburger Icon / button  then Firmware.



3. Select Site and Controller Type to update

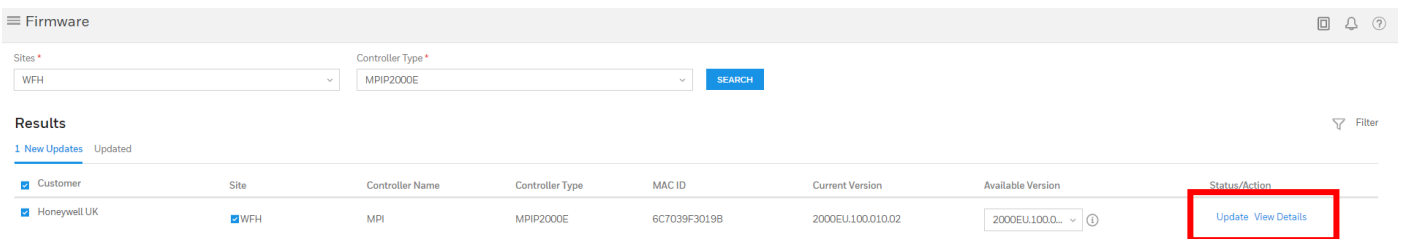


4. Here we have Current Version 10.XX we will select 10.XX as the Available Version for Update.  
**Note:** Controller Firmware version: 2000EU.100.010.03 XX.XX is controller firmware version.



- 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

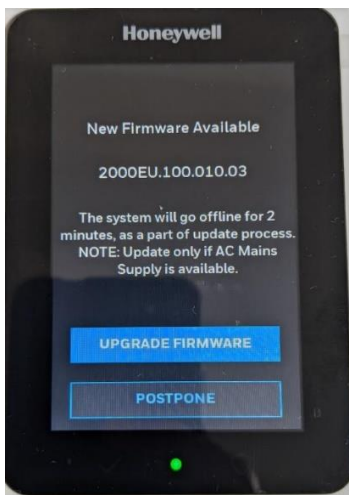
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### Note for MPI controller

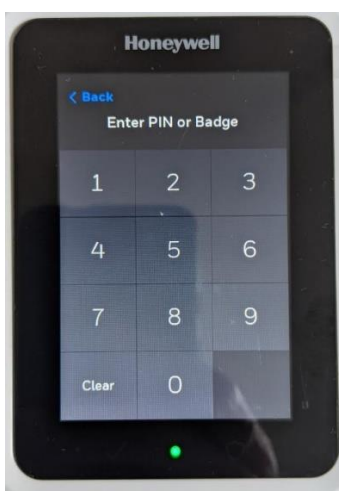
Once download is complete, need to be authorised via the Arming Station to complete the process



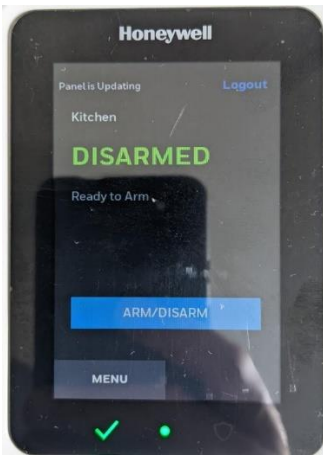
7. Once Panel Firmware download is complete the update must be authorized via the Arming Station to complete the process.



8. Select **Upgrade Firmware**.



9. Enter Manager PIN Code



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

### Attention:

- During the panel firmware update power will be removed from 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 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).
- After firmware update of panel is complete, system will automatically download peripheral firmware updates for (AMS/DCM/ZE/RM/PSU) if required. Once all peripheral firmware is downloaded then a further authorization is required from Keypad (AMS) to update these peripherals.
  - Time taken to download Keypad AMS firmware is **4.5 hrs**
  - Time taken to download other Peripheral's firmware is **20 mins** per device.
  - Example MPI 2000E with 1 x Keypad AMS, 3 x Zone Expanders and 3 x DCM would be 4.5 hrs + 60 mins + 60 mins = **6.5 hrs**
  - **Note:** Authorization message for peripheral update will only occur after this time period. In the example above peripheral authorization will occur after 6.5hrs as an example.
- **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.

## 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**.

Customer	Site	Controller Name	Controller Type	MAC ID	Current Version	Available Version	Status/Action
Honeywell UK	WFH	MPI	MPIP2000E	6C7039F3019B	2000EU.100.010.02	2000EU.100.0... ①	Update View Details

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

MPI ×

MAC ID: 6C7039F3019B  
WFH

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**Firmware Update Status** ↻

**Controller**  
Updated On 27/09/2021 ✔ Updated  
Version 2000EU.100.010.03

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**Peripheral Status**

Failed (0) [Updated \(4\)](#)

**Lumi Reader**  
Updated On 27/09/2021 ✔ Updated  
Version 0.90.74

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**Keypad**  
Updated On 27/09/2021 ✔ Updated  
Version

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**Zone Expander**  
Updated On 27/09/2021 ✔ Updated  
Version 0.3.17

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**CellRadio**  
Updated On 25/06/2021 ✔ Updated

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.

**CONFIGURATION SYNC STATUS**

⚠ **Out of Sync**

Failed	5
Pending	0

[VIEW ALL](#)

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](mailto:hsguktechsupport@honeywell.com)

Tel: +44 1 344 238 266

### Netherlands

E-mail: [hsgnltechsupport@honeywell.com](mailto:hsgnltechsupport@honeywell.com)

Tel: +31 108 080 688

### France

E-mail: [hsgfrtechsupport@honeywell.com](mailto:hsgfrtechsupport@honeywell.com)

Tel: +33 3 66 88 01 42

### Spain

E-mail: [hsgestechsupport@honeywell.com](mailto:hsgestechsupport@honeywell.com)

Tel: +34 911 238 038

### Italy

E-mail: [hsgittechsupport@honeywell.com](mailto:hsgittechsupport@honeywell.com)

Tel: +39 0399 301 301

### Eastern Europe

E-mail: [securityacademy@honeywell.com](mailto:securityacademy@honeywell.com)

### Nordics

E-mail: [hsgnortechsupport@honeywell.com](mailto:hsgnortechsupport@honeywell.com)

Tel: Norway: +47 80 05 44 68

Sweden +46 20 16 04 71

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