HA-6400 Côr™ Home Automation Côr Panel, Firmware Upgrade



Technical Supplement

SUBJECT

Upgrade firmware on a Côr panel from the UltraSync portal. There are 2 methods. Single panel or Batch upgrade.

INFO

Defaults

- Panel defaults are not altered as a result of firmware upgrade
- To alter panel defaults in line with UL compatible firmware on-site manual defaulting of Côr Panel is required
- Installer level access is required to perform panel default

Before Upgrading via Web Portal verify that panel is connected via Wi-Fi or Ethernet (not cellular).

Upgrading the firmware to a single Côr panel:

- 1. Login to UltraSync Web Portal (https://webportal.ultra-sync.com).
- 2. Click on the three blue line in the upper left corner to expand the Menu on the left of the screen.



3. Select **Operation Status** and click on the globe icon '**Retrieve Live Status**' in the row for the customer you wish to upgrade.

⁸ ultraSyn		Status						Search	٩	0	loe Deak
views	US Joe De	aler @ Central Tim	te (US & Canada)	© 2017-08-22 08:2	9.26						,
2 Dashboard	+ Sites Online		O Events		@ IP Ac	tivated			cellular Activated		
Operational Status	98		27		127			0			
D Event History											
User Access Logs	Name 🔺	Address	City	State	SID	H/W Ver	S/W Ver	Acctno	Service Grade		
	Cor Class Panel 75	1234 Optimism Dr	Indianapolis	Indiana	400284641614	206013IX18	A58P002006 -19	0075	US IP	0)*
ADMIN	Cor Class Panel 76	123	123	Indiana	931945474927	207179IX18	A58P002006 -19	0076	US IP	0	1
🖀 Users	Cor Class Panel 77	123	123	Indiana	298484573673	2071790X18	A58P002006 -19	0077	US IP	0	1
Companies	Cor Class Panel 78	123	123	Indiana	596074104273	2071790X18	A58P002007 -21	0078	US IP	0	+
 Service Requests 	Cor Class Panel 79	123	123	Indiana	002625379128	206013IX18	A58P002007	0079	USIP	0	+
2 Firmware Versions	Cor Class Panel 80	123	123	Indiana	812133848840	2071790X18	A58P002006	0080	USIP	0	1
	Cor Class Panel 81	123	123	Indiana	119582956186	2071790X18	A58P002004	0081	US IP	0	1

4. Click on the Update button located in the Firmware box.



5. Select the firmware file you wish to download to the Côr panel. Checking 'Auto-activate' will automatically install the firmware and reboot the panel after download is complete.

Ultralink softwa	reversion	0 0 10 2002007	
12-13-2016	Service Release 2.3 (0403001 5	8P002004-18-640	
		Ŷ	
Auto-activa			

6. A progress bar is displayed to show the status of the firmware download to the Côr panel. Download speed depends on the internet connection at the location of the Côr panel and typically takes about 4-6 minutes.

Firmware	history
Stop	
Downloading (384 KB Of 987 KB) SW:804030	01A58P001001-09.mif_

7. If 'Auto-activate' was not previously checked, click on 'Activate' to install the firmware update. Panel will reboot and install the update.



8. FINISHED!

Scheduling a batch upgrade of multiple Côr panels:

- 1. Login to UltraSync Web Portal (<u>https://webportal.ultra-sync.com</u>).
- 2. Click on the three blue line in the upper left corner to expand the Menu on the left of the screen.

Dashboard				Search C	eol 🔇 🌢
US Joe Dealer @ Central Tir	me (US & Canada) @ 2017-08-22	08:29:26			
† Sites Online 98	© Events 26		© IP Activated 127	♥ Cellular Activated 1	
Firmware Versions	Cuidated	Service Grades	US IP	Sites added in last 30 days	
				No Data Available	

3. Select Firmware Versions in the menu list and scroll down the list to locate the firmware file that you wish to use.

⁶ ultraSync	Firmware Ve	rsions					Joe Dealer ~			
VIEWS	US Joe Dea	aler @ Central Ti	me (US & Canada) © 20	017-08-22 08:29:26			~			
n Dashboard	9 Sites Online		Ø Events		@ IP Activated	Cellular Activated				
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💰 Reports	Name	Kernel	Apps	HW Name 🔺	HW Version	HW Description				
2 Reports Content Library ADM/N Sees	Name B0403002A58P00 1002-14-GR (B0403002A58P00 1002-14 (menustring(Englis h)(Greek)()	Kernel 0403002	Apps 58P001002-14-G R	HW Name A	HW Version 205165	HW Description Dual Path - Interactive - Alarm System (ZW-6404)	© b			
Reports Content Library ADMIN Users Companies Service Requests	Name B0403002A58P00 1002-14-GR (B0403002A58P00 1002-14 [menustring(Englis h(Greek)]) B0403002A58P00 1002-141 (B0403002A58P00 1002-14	Kernel 0403002 0403002	Apps 58P001002-14-G R 58P001002-14-IT	HW Name A Zerowire	HW Version 205165 205165	HW Description Dual Path - Interactive - Alarm System (ZW-6404) Dual Path - Interactive - Alarm System (ZW-6404)	© b			

4. Once you locate the firmware file, click on the download icon ⁽¹⁾ 'Start Batch Firmware Upgrade'.

	00102192021 webpage:W0102])						
	07-07-2017 Service Release 3.1a (B0403001A58P002007 -21-6400-US mil3 [menustring: (English[French(Canad a)[Portugues(Brazil)[S panish(Mexico)]] [menustring.2W_1.02A 0001021(B2021 webpage:W0102])	0403001	58P002007-21-8400- US	Zerowiee	SC Hub	Dual Path - Interactive - Alarm System (ZW- 6400)	0
(09-19-2017 Service Release 3.2 100403001A59D-02008	0403001	58P002008-25-6400- US	Zerowie	SC Hub	Dual Path - Interactive - Alarm System (ZW- 6400)	01
	-25-6400-US ml3 [menustring: (English)French(Canad a)(Portuguese(Brazil)[s parish(Mesico)]] [menustring.2W_104E 0001021f92021 webpage W0102])		ook for the firn ated with " Ze ost recent date	nware that i cowire " tha of the firm	s t contains ware.		
	Display 20 • recor	ds					

5. Select 'Self Monitoring' from the first dropdown menu. Next, enter the 'First account number' and the 'Last account number' range of the panels i.e. 0000 and 9999. Click on 'Update' to schedule the upgrade.

Schedule Batch Firr	mware Upgrade				
Central Station Central Station Central Station Self Monitoring 208013	•				
S/W Ver	~				
First account number					
Last account number					
2017-08-22 10:39:07	🔳 🗙 🛑 As a	n added option, you ca	an also set up a sched	lule date and time to ir	nitiate the upgrade.
There are 98 devices selected.					
		Update Close			

6. Click on 'Download Jobs' tab next to 'Firmware Versions'.

Cperational Status	98		27		127	0	
2 Event History							
User Access Logs	Download job batch w	as successfully created	L				×
ADMIN	Firmware Vers	ions Download	Jobs				
管 Users	Name	Kernel	Apps	HW Name 🔺	HW Version	HW Description	
Companies	B0403002A58P00 1002-14-GR	0403002	58P001002-14-G R	Zerowire	206166	Dual Path - Interactive - Alarm System (ZW-6404)	•

7. You will see all the scheduled jobs on this page. Download speed depends on the internet connection at the location of the Côr panel and typically takes about 4-6 minutes.

User Access Logs	Firmware Versions	Download Jobs					
ADMIN	Central Station	Acctno	SID	Description	Version	Time 🔻	Status
달 Users 宜 Companies ✔ Service Requests	Self Monitoring	1001	822287429144	B0403001A58P002007-21- 6400-US mit3 [menuatring: (English/French/Canada)/P ortuguese(Brazil)(Spanish) Mexico)(I) [menuatring:2W_1.02A000 102180201	80403001A58P0020 07-21-6400-US	2017-08-22 11:57:10	Activating
1. Firmulana Varsiona				webpage W0102]			
	Self Monitoring	1002	446948088952	B0403001A58P002007-21- 6400-US mit3 [menustring: (English/French(Canada))P ortuguese(Brazil)(Spanish) Meximuli)	80403001A58P0020 07-21-6400-US	2017-08-22 11:57:10	Remote connection failed

8. Once firmware is finished downloading, an 'A' will appear on the right of a panel account. Click on 'A' next to <u>any one</u> of the scheduled accounts.

ADMIN	Cellulai atauoti	Acculo	3IU	Description	version	1111100 -	otaus
曾 Users 血 Companies ✔ Service Requests	Self Monitoring	1002	445948088952	B0403001A58P002007-21- 6400-US.mt3 [menustring: (English]French(Canada)[P ortuguese(Brazi)(Spanish) Mexico)() [menustring 22W_1 0.2A000 102192021 webpage:W0102]	80403001A58P0020 07-21-6400-US	2017-08-22 11:57:10	Remote connection failed
2 Firmware Versions	Self Monitoring	1001	822287429144	B0403001A58P002007-21- 6400-US.ml73 [menustring: (English French(Canada))P ortuguese(Brazi)(Spanish) Mexico)(] [menustring:ZW_1.02A000 102192021 webpage:W0102]	B0403001A58P0020 07-21-6400-US	2017-08-22 11:57:10	Activating 100%
	Self Monitoring	1002	445948088952	B0403001A58P002007-21- 6400-US.mit3 [menustring: (English)French(Canada)[P	B0403001A58P0020 07-21-6400-US	2017-08-22 11:51:14	Activated

9. On the popup menu, click on 'Activate' to install the firmware on that panel. Click on 'Activate All' to install firmware on <u>all</u> the panels that were scheduled to be updated. Panel will reboot after install.



10. FINISHED!

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