

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

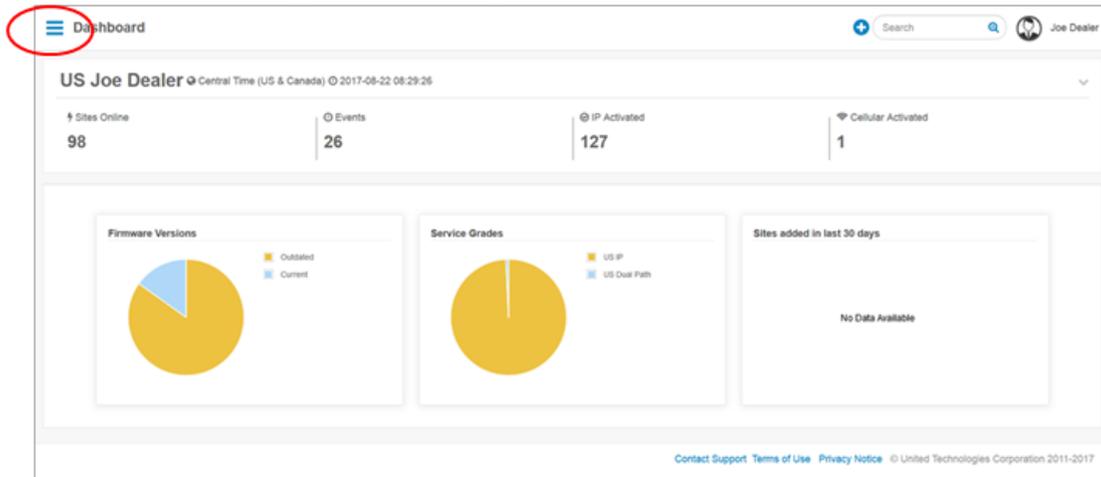
Defaults

- 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

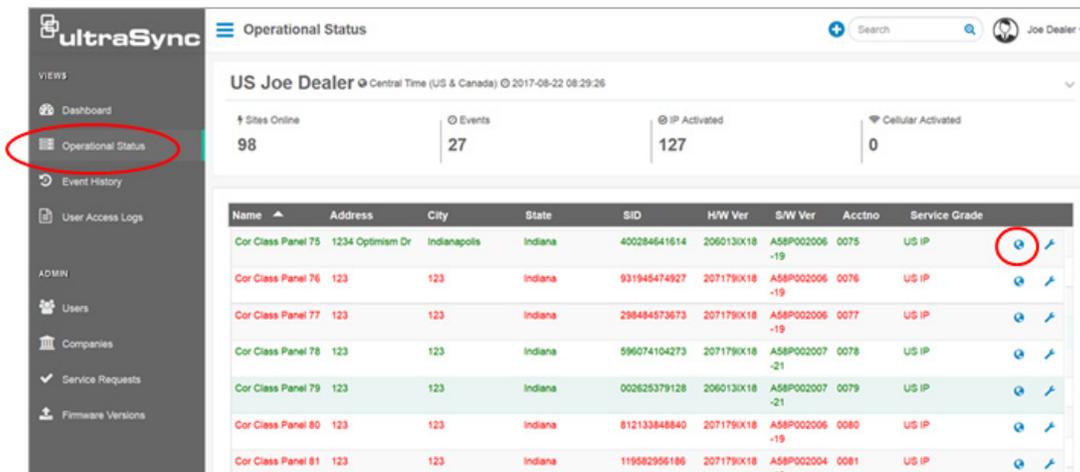
Before Upgrading via Web Portal verify that panel is connected via Wi-Fi or Ethernet (not cellular).

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.



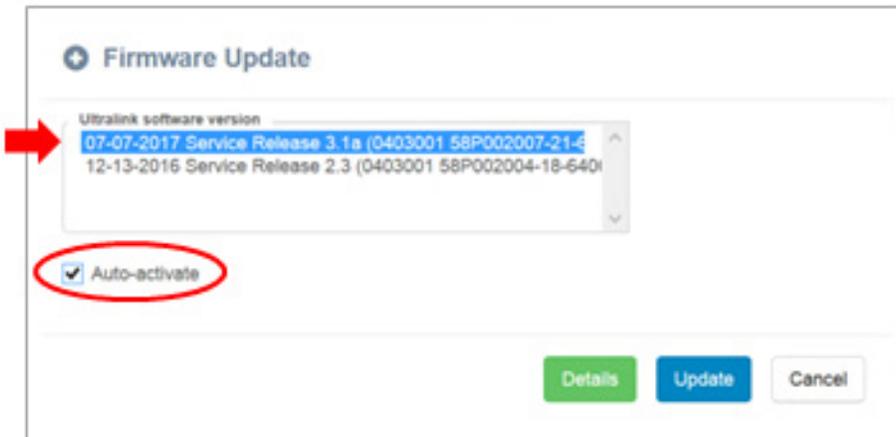
3. Select **Operation Status** and click on the globe icon 'Retrieve Live Status' in the row for the customer you wish to upgrade.



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



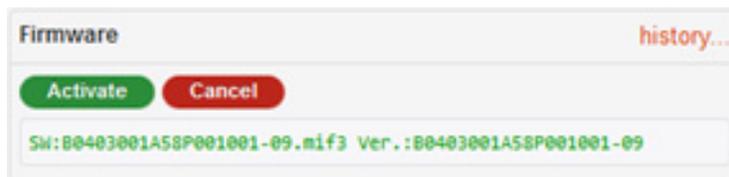
5. Select the firmware file you wish to download to the Côt panel. Checking '**Auto-activate**' will automatically install the firmware and reboot the panel after download is complete.



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



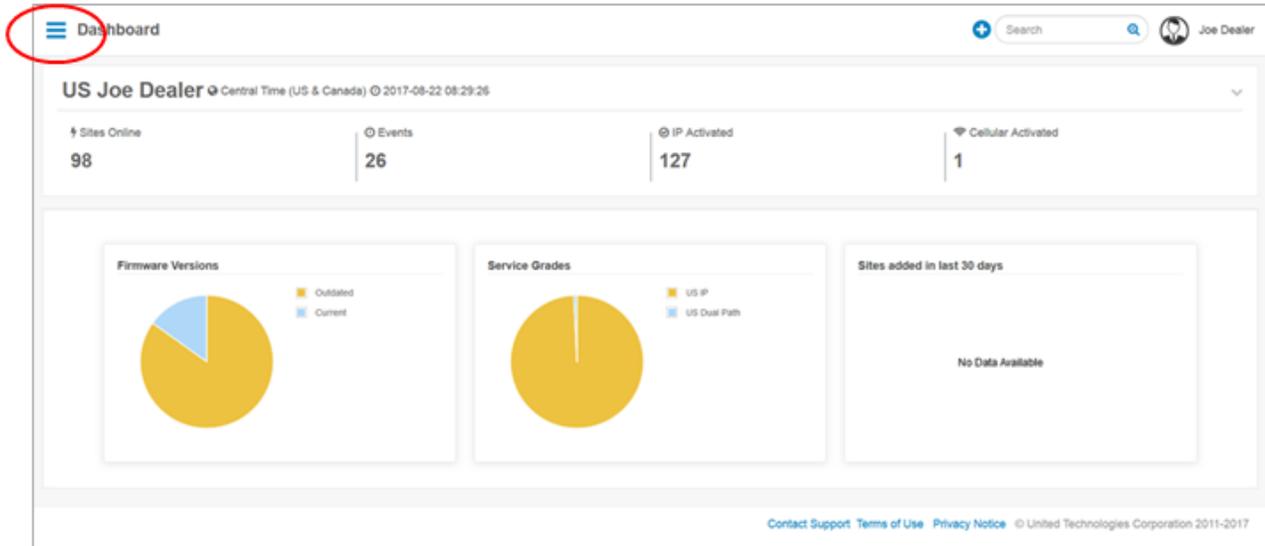
7. If '**Auto-activate**' was not previously checked, click on '**Activate**' to install the firmware update. Panel will reboot and install the update.



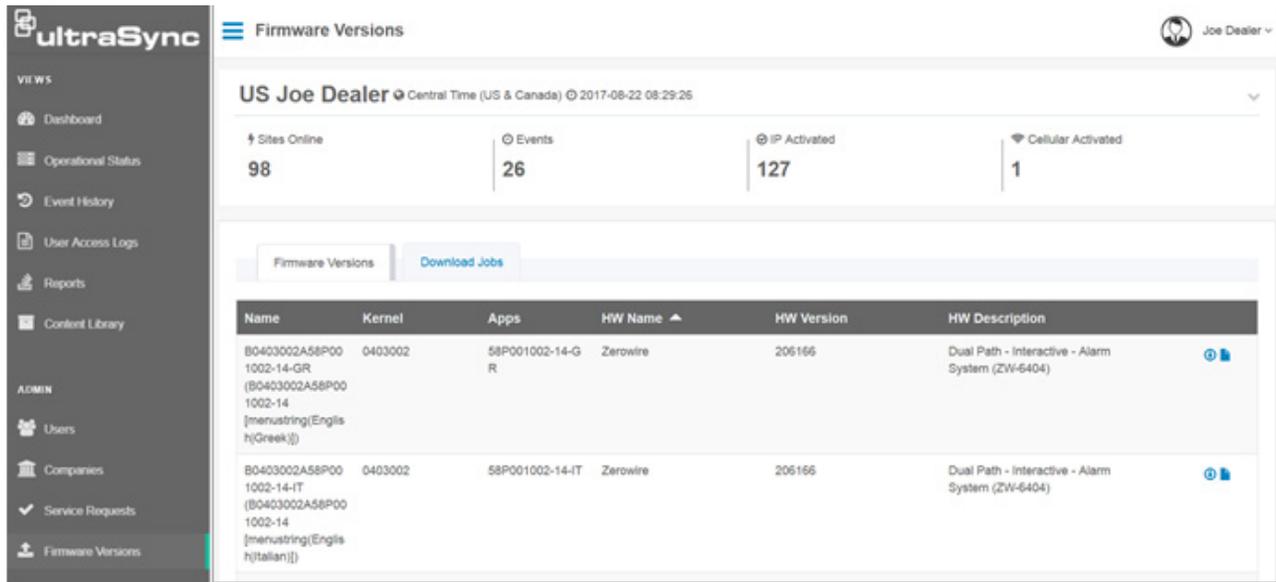
8. FINISHED!

Scheduling a batch upgrade of multiple Côt panels:

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



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

00102192021 webpage.W0102j)	07-07-2017 Service Release 3.1a (B0403001A58P002007-21-6400-US.mif3 [menusting: (English French Canada) Portuguese(Brazil) Spanish(Mexico)]) [menusting.ZW_1.02A 000102192021 webpage.W0102j)	0403001	58P002007-21-6400-US	Zerowire	SC Hub	Dual Path - Interactive - Alarm System (ZW-6400)	
09-19-2017 Service Release 3.2 (B0403001A58P002008-25-6400-US.mif3 [menusting: (English French Canada) Portuguese(Brazil) Spanish(Mexico)]) [menusting.ZW_1.04E 000102192021 webpage.W0102j)	0403001	58P002008-25-6400-US	Zerowire	SC Hub	Dual Path - Interactive - Alarm System (ZW-6400)		

TIP: Look for the firmware that is associated with "Zerowire" that contains the most recent date of the firmware.

Display 20 records

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 Firmware Upgrade

Central Station  

Central Station
Self Monitoring 

SW Ver 

First account number 

Last account number 

2017-08-22 10:39:07    As an added option, you can also set up a schedule date and time to initiate the upgrade.

There are 98 devices selected.

Update Close

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

Operational Status	98	27	127	0
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Download job batch was successfully created.

Firmware Versions Download Jobs

Name	Kernel	Apps	HW Name	HW Version	HW Description
B0403002A58P001002-14-GR	0403002	58P001002-14-GR	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 Côt panel and typically takes about 4-6 minutes.

Central Station	Acctno	SID	Description	Version	Time	Status
Self Monitoring	1001	822287429144	B0403001A58P002007-21-6400-US.mf3 [menusting:(English French Canada Portuguese Brazil Spanish Mexico)] [menusting:ZW_1_02A000102192021 webpage:W0102]	B0403001A58P0020 07-21-6400-US	2017-08-22 11:57:10	Activating
Self Monitoring	1002	446948088952	B0403001A58P002007-21-6400-US.mf3 [menusting:(English French Canada Portuguese Brazil Spanish Mexico)] [menusting:ZW_1_02A000102192021 webpage:W0102]	B0403001A58P0020 07-21-6400-US	2017-08-22 11:57:10	Remote connection failed
Self Monitoring	1002	446948088952	B0403001A58P002007-21-6400-US.mf3 [menusting:(English French Canada Portuguese Brazil Spanish Mexico)] [menusting:ZW_1_02A000102192021 webpage:W0102]	B0403001A58P0020 07-21-6400-US	2017-08-22 11:51:14	Activated

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

Central Station	Acctno	SID	Description	Version	Time	Status
Self Monitoring	1002	446948088952	B0403001A58P002007-21-6400-US.mf3 [menusting:(English French Canada Portuguese Brazil Spanish Mexico)] [menusting:ZW_1_02A000102192021 webpage:W0102]	B0403001A58P0020 07-21-6400-US	2017-08-22 11:57:10	Remote connection failed
Self Monitoring	1001	822287429144	B0403001A58P002007-21-6400-US.mf3 [menusting:(English French Canada Portuguese Brazil Spanish Mexico)] [menusting:ZW_1_02A000102192021 webpage:W0102]	B0403001A58P0020 07-21-6400-US	2017-08-22 11:57:10	Activating 100% done A
Self Monitoring	1002	446948088952	B0403001A58P002007-21-6400-US.mf3 [menusting:(English French Canada Portuguese Brazil Spanish Mexico)] [menusting:ZW_1_02A000102192021 webpage:W0102]	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 **all** the panels that were scheduled to be updated. Panel will reboot after install.

 **Edit Download Job Details**

Are you sure you want to activate this? Activate All will activate other download jobs with the same start time.

10. FINISHED!

