Installation Instructions – For installing the Updater Utility on the Computer

The Administrator of the machine is REQUIRED to perform the installation.
If you are not the Administrator, then you MUST have the Administrator password (required for User Account Control)

1. Run the setup file: GSMFirmwareUpdaterSetup_UnitedStates_V1.3.9.exe or the GSMFirmwareUpdaterSetup_Canada_V1.3.9.exe depending on the country you are in.
2. Select Yes/OK when the User Account Control messages appear (ok with unknown publisher; also ok to make changes)
3. If installing as User with elevated Administrator privileges, enter the Administrator password when required
4. If a message pops up that the directory already exists, then select yes to install in that directory.
5. RESTART/REBOOT the computer
6. **After Reboot/Restart, follow the included instructions with the Upgrade Kit (UPG-KT) to install the driver for the USB to Serial cable**

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Installation Instructions to Upgrade the Firmware to IPGSM-4G or IPGSM-4GC

1. Connect the 9-pin end of the official provided cable to a Com Port on your PC
2. Connect the RJ11 end of the official provided cable to the program port of your radio
3. Power up the radio
4. Double-click on the GSM Firmware Updater icon ... the GSM Firmware Updater dialog box with "Not Yet Read" comes up
5. Press [Update Firmware] ... "Select Port" comes up
    a. Select your Com Port, and then press [OK]

    - *If only one com port is shown then select that. If communication with the radio is successful the current firmware version will be displayed under Original Firmware. Continue to step 6.*
    - *If your computer has more than one com port, then your USB to Serial com port will usually NOT be designated as COM1. If connecting the serial cable directly into a serial com port then COM1 will be displayed.*
    - *If the selected com port is not the one the radio is connected to, then a "Could not read version" message will be displayed. Click "OK" to acknowledge the message and repeat step 5 – choosing the correct com port.*
    - *Selecting "Cancel" will exit the program.*
    - *If any scenario other than listed above occurs, then exit out of the utility.*
    - *Disconnect and then reconnect the serial cable.*
    - *Restart from step 4.*

6. The directory with the BIN file comes up
7. Select the BIN file, then press [OPEN]...
    a. Clicking on "CANCEL" will abort the process.
    b. If "OPEN" is selected, then this is the point of no return – if the process does not complete successfully, the radio WILL be inoperable. The update process cannot be aborted.

8. The "Code Update Sent … CYCLE POWER ON UNIT NOW" message box comes up
    a. Cycle your device's power off, then on... then Press [OK]
       *** DO NOT PRESS OK BEFORE CYCLING POWER ***
9. The “Code Update – ALL RSSI LEDS ON?” message box comes up
    a. Check to see that the signal strength LEDs are all on…press [OK]

    - *DO NOT PRESS OK until all the LEDs are on otherwise the radio will be inoperable!*
    - *If the signal strength LEDs don’t turn on after waiting at least 30 seconds and there is no error message displayed, then cycle power on the radio. Once the LEDs are all on then press [OK] and continue to the next step.*

10. A series of messages will be displayed (some more quickly than others) starting with “Please wait…”
    a. Observe the "writing payload" progress until completed (please be patient – it may take some time)

    - *If the payload number does NOT change after more than 3 minutes then the radio is inoperable.*

11. When completed, the updated firmware version will be displayed under Updated Firmware. Press [EXIT]

    - *If any other message is displayed, then check to see if the radio started up normally.*
    - *If yes, then the update process has completed and the radio has been updated.*
    - *If not, then the radio is now inoperable.*
    - *To verify, cycle power and if the signal strength LEDs are all on then this confirms that the radio has been made inoperable.*

12. Any time after the radio is again communicating to your central station, you should use AlarmNet Direct to send the “Software Version Request” command from the Show Programmed Device page or Device Status page. This will update our database so AlarmNet Direct reports will show the new firmware version.

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Additional Notes:
It is best to connect directly to a Serial Com port, i.e. COM1
If using an USB to serial converter, the update may take 10 minutes or more.