

# Remote Software Upgrade

This guide explains how to perform remote upgrade of your Agility main panel software using the Agility Configuration Software. Remote software upgrade is performed via IP or GPRS.

## Prerequisites

- 🌀 Agility Configuration Software version 1.0.1.7 and above
- 🌀 Agility Main Panel version 1.77 and above
- 🌀 Agility system equipped with a GSM/GPRS or IP module

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**Note:** It is recommended to back up all client information before performing software upgrade.

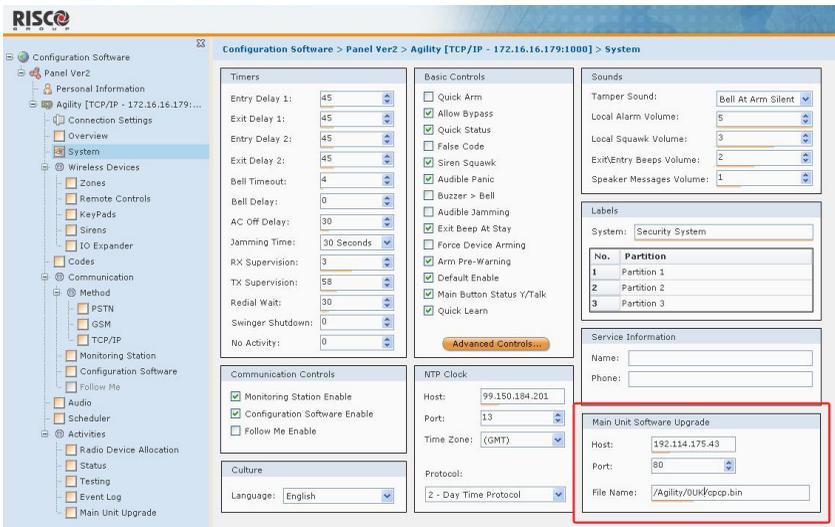
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## Step 1: Verify the current version of your Agility main panel

In order to later confirm that the upgrade procedure has been successful (step 4), take note of the current version of your Agility main panel software.

1. Login to the Agility Configuration Software program.
2. Select a client.
3. Click **Connect**  to establish connection to the Agility main panel.
4. Go to the **Activities** → **Testing** screen.
5. In the *Main Unit* tab, click on the **Test** button. The current version of the main panel appears in the *Panel version* textbox.

## Step 2: Enter the location of the upgrade file



1. In the **System** screen, in the *Main Unit Software Upgrade* section, enter the relevant information regarding the location of the upgrade file:

- 🌀 **Host:** Enter the IP address of the router/gateway where the upgrade file is located.  
Default: **192.114.175.43**
- 🌀 **Port:** Enter the port on the router/gateway where the upgrade file is located. Default: **80**
- 🌀 **File Name:** Enter the upgrade file name. For example: /Agility/0UK/cpcp.bin

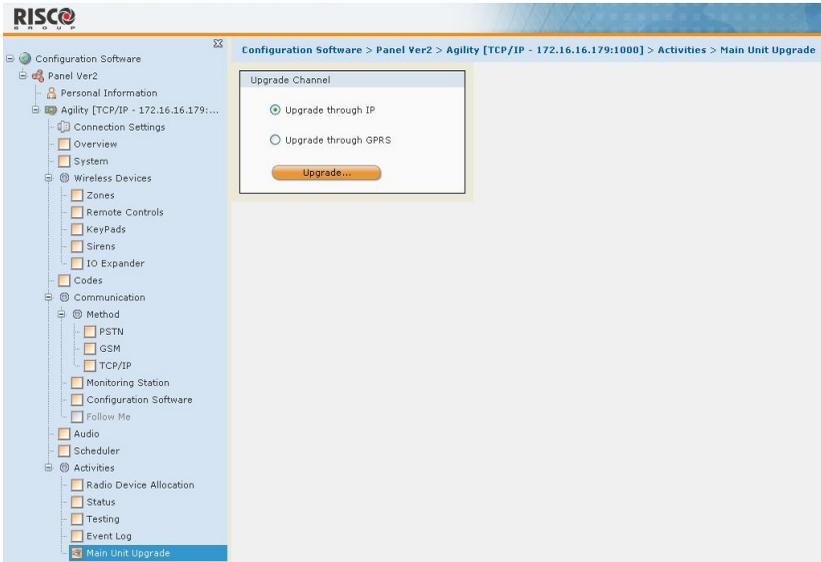
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Please contact Customer Support services for the file name parameters.

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2. Click **Send** .

### Step 3: Perform upgrade

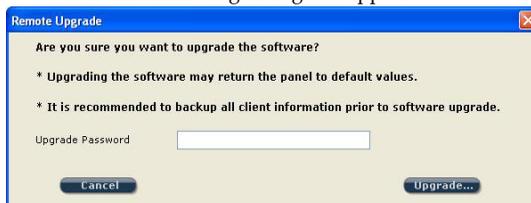



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**Note:** Make sure you are online and connected to the Agility main panel (if not, click **Connect** ).

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1. In the **Activities** → **Main Unit Upgrade** screen select the Upgrade Channel from two options:
  - 🌀 **Upgrade through IP**
  - 🌀 **Upgrade through GPRS**
2. Click on the **Upgrade...** button. The following dialog box appears:




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The message that appears informs you that remote software upgrade may result in returning the main panel to its default values, therefore it is recommended to backup all client information before performing the upgrade.

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3. Enter the Upgrade Security password and click **Upgrade...**  
Please contact Customer Support services at your local RISCO Group branch for the password.

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**Note:** For users with Agility Configuration Software version 1.0.2.0 and above, the following message will appear: "The upgrade process will commence after disconnecting this session."  
Click **OK**.

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4. Disconnect from the current session (Click **Disconnect** ) to begin the upgrade procedure. The LEDs on the Agility main panel will begin to flash during the upgrade procedure as follows: The Power  LED will light up and the other LEDs will flash rapidly.
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**Notes:**

1. The upgrade procedure may take approximately 13 minutes to complete. This will vary according to whether the procedure is performed via GPRS or IP.
  2. If upgrade fails, the previous Agility main panel software version is automatically recovered.
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### Step 4: Verify that upgrade has been successful

1. Connect to the system (click **Connect** )
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**Note:** If connection to the main panel has failed it is possible that the main panel has returned to its default values during the upgrade procedure. In this case, refer to section *Restoring Communication with the Main Panel* on page 3.

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2. Go to the **Activities** → **Testing** screen. In the *Main Unit* tab, click on the **Test** button. The upgraded version of the main panel will appear in the *Panel version* textbox.
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**Note:** If upgrade has failed the previous software version of the main panel will appear in the *Panel version* textbox.

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### Restoring Communication with the Main Panel

To establish communication with the main panel click **Connect** .

If you are unable to establish communication it is possible that the main panel has returned to its default values during the upgrade procedure. In this case follow this procedure:

1. Go to the **Configuration Software** screen.
  2. Before restoring to default values, write down all of the client's **Security Parameters** (Access Code, Remote ID Code, MS Lock) in this screen. You will need these values for step 5 of this procedure.
  3. To restore the Security Parameters to their default values, right click on each of the **Access Code**, **Remote ID Code** and **MS Lock** fields and select **Restore Defaults**.
  4. Reconnect to the system (click **Connect** )
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**Note for IP connection:**

If connection fails, go to the **Communication** → **Method** → **TCP/IP** screen and enter the client's **IP Address** and **Subnet Mask** parameters. These parameters can be obtained from the keypad.  
Then reconnect to the system.

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5. After communication has been successfully established go to the **Configuration Software** screen and restore the original Security Parameters values that you previously noted in step 2 of this procedure.
6. Download these values to the main panel.

## Contacting RISCO Group

RISCO Group is committed to customer service and product support. You can contact us through our website [www.riscogroup.com](http://www.riscogroup.com) or as follows:

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