

# UPDATE THE FIRMWARE ON THE CONTROL PANEL AND TS1



## OVERVIEW

This document describes how to update the firmware version on your Control Panel and your TS1 using a PC. To use the Firmware Update Tool, your Control Panel must have at least version 1.5 or newer.

**NOTE:** Updating the firmware does not alter the system configuration or the user configuration of the panel. You will not need to re-learn sensors into the Control Panel.

**IMPORTANT:** Both the TS1 and the Control Panel must have same version of firmware before the TS1 can be paired with a Control Panel! To check the firmware version on the TS1, see "Checking the Firmware Version on the TS1" on page 4.

Two Different Options exist to update the TS1 Firmware:

- 1 OTA from alarm.com (requires cell radio and live account with ADC)
- 2 Update the TS1 using the firmware update cable and separate extender pins

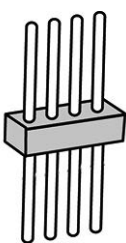
**IMPORTANT:** Assembly Required!

## BEFORE YOU BEGIN

- Contact the Central Station to ensure that the user account is set to TEST.
- You must know how to install drivers and run applications on a Windows computer. Your PC must be running Windows XP™ or later. Recommended packages include:
  - Windows Vista™
  - Windows XP 10™ (Service Pack 3)
  - Windows XP 12™ (Service Pack 3)
- Your PC needs to have at least 1 available USB port.
- Your PC must have internet access and you must have administrative rights or be logged in as Administrator.

**NOTE:** Mac OS is NOT supported.

- You have the 4-pin Extender Pin.
- You have a Firmware Update Cable (2GIG-UPCBL2).



**IMPORTANT:** DO NOT attempt to plug the Firmware Update Cable into the TS1 or the Control Panel at this time!

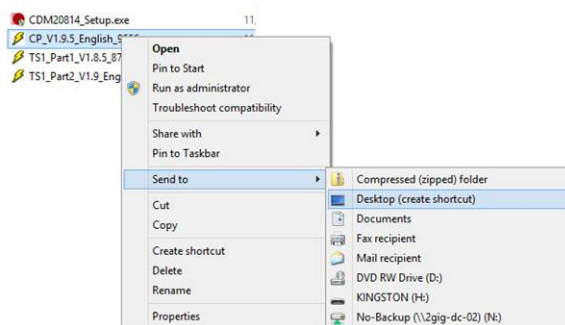
## DOWNLOADING THE FIRMWARE UPDATE TOOL

- 1 Login to the **dealer.2gig.com** website.
- 2 Under Support / Firmware Update Tool, select the Update Tool Kit in the appropriate language. A zip file containing the following is downloaded to your PC:
  - CDM20814\_Setup.exe
  - CP\_[version#]\_English\_[build#].exe
  - TS1\_[version#]\_English\_[build#].exe
- 3 Extract the files from the zip file to a folder.
- 4 To install the Firmware Update Cable Drivers, run **CDM20814\_Setup.exe**.
- 5 To open the Device Manager, click the Windows Start Menu.
- 6 In the text box, type "device manager."
- 7 From the search results, select **Device Manager**.
- 8 To make a note of the COM ports currently assigned, expand **Ports (COM & LPT)**.
- 9 *Plug the Firmware Update Cable into the PC.* Wait for the driver to complete installing. A new USB Serial Port (COMX) appears.
- 10 Make a note of the COM Port Number.

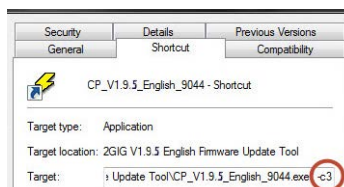
**TIP:** X = COM Port Number such as 3, 4, 5, etc.

## INSTALLING THE UPDATE TOOL

- 1 Find the folder where you extracted the zip files to in step 3 above.
- 2 Right-click on CP\_[version#]\_English\_[build#].exe. From the Right-click menu, select **Send to**.
- 3 From the **Send to** menu, select **Desktop** (create shortcut).



- 4 To edit the Properties of the shortcut file, right-click the shortcut file. From the Right-click menu, select **Properties**.

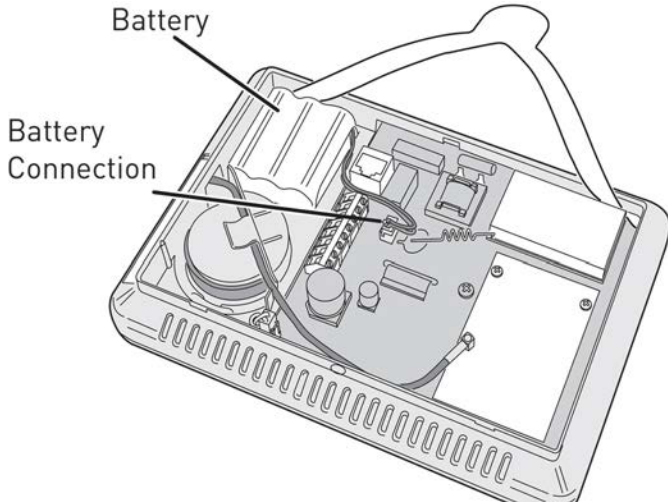


Edit Target field. To the end of the field, add a " -CX". See the example: Add a space, hyphen and a C followed by the COM Port Number X (where X is the COM Port number you determined in step 10). Click OK.

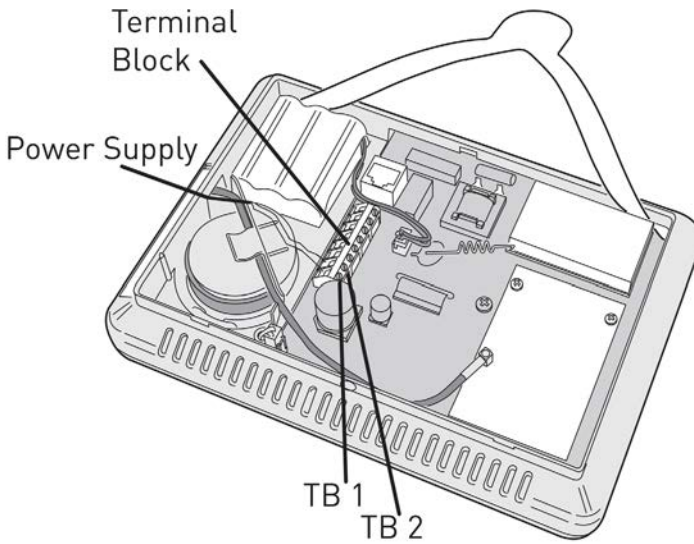
## CONNECTING THE CONTROL PANEL TO YOUR PC

You will need a small screwdriver to open the Control Panel.

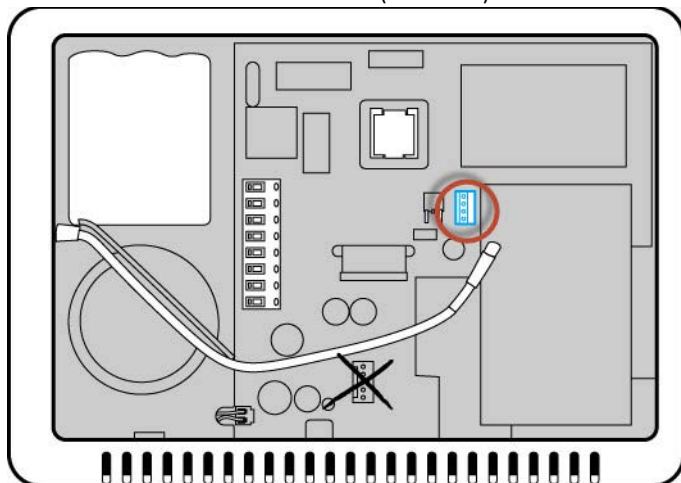
- 1 Remove the screw from the top of the panel and open it.
- 2 Hang the panel from the back plate using the “third-hand” strap.
- 3 Disconnect the battery from the Control Panel.



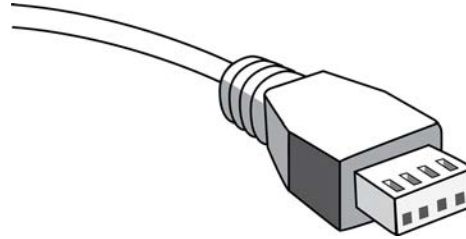
- 4 Disconnect the power supply from TB1 and 2 on the Control Panel terminal block or unplug the panel power supply from the wall outlet.



- 5 Connect one end of the Firmware Update Cable to the available USB slot on your PC.
- 6 Connect the other end of the Firmware Update Cable to the Control Panel in the J4 connector (as shown).



**IMPORTANT:** Make sure that the slotted side of the connector is facing away from the tab on the J4 connector. Failure to do so may result in damage to the Control Panel.

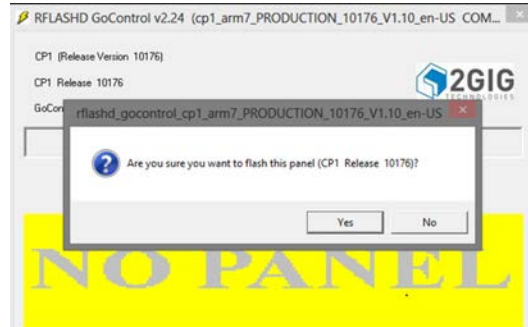


**IMPORTANT:** Make sure that all of the pins are covered by the connector. Failure to do so may result in damage to the Control Panel.

- 7 Locate the shortcut file on your desktop, and run the shortcut file. The following screen displays while a connection from your PC to the Control Panel is established.



- 8 You will be asked to confirm the update:

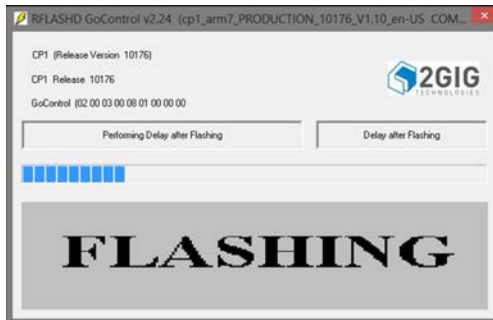


**NOTE:** If the screen displays a RED FAIL message, check to ensure that the firmware update cable is plugged into your PC correctly in the proper USB slot. Also check to ensure that the correct COM Port appears in the Firmware Update Tool Shortcut’s Target field.

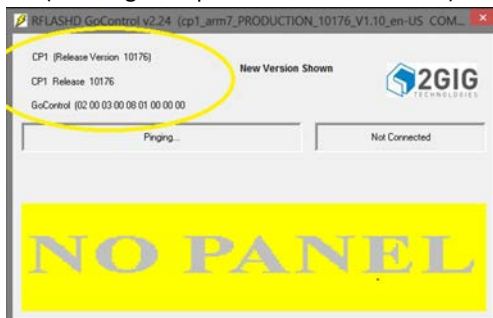
- 9 Re-connect the battery to the Control Panel.
- 10 Re-connect the power to the Control Panel.
- 11 Your computer screen should go from displaying the “No Panel” screen, to displaying “Flashing” (see figure below). Check to ensure that the status bar indicates progress.



- 12 After status bar completes on the first “Flashing” screen, the second “Flashing” screen appears:



**IMPORTANT:** DO NOT disconnect the cable, the power to the Control Panel, or close the Firmware Update Tool until the status bar has completed and the final screen appears (showing the updated firmware version).

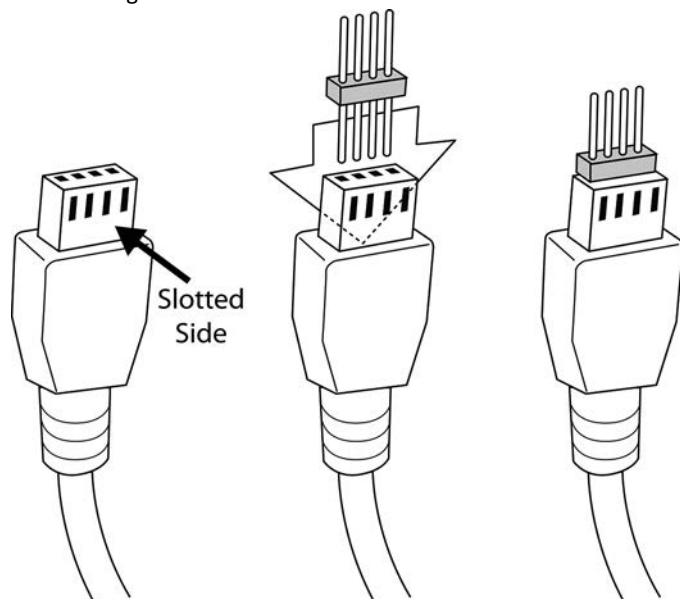


The entire update takes approximately 7 -8 minutes. The Pass screen flashes briefly to signal that firmware has updated successfully. Only when the yellow “No Panel” screen reappears (as shown above), do the following.

- 1 Disconnect the power from the Control Panel.
- 2 Remove the firmware update cable from the Control Panel.
- 3 Reconnect the battery in the Control Panel.
- 4 Reconnect the power to the Control Panel.

## BEFORE UPDATING THE TS1 FIRMWARE

- 1 Assemble the Extender Pins and the Firmware Update Cable.
- 2 Holding the slotted side of the Firmware Update Cable towards you, plug the 4-pin extender pins into the 4 slots as shown in the following illustration.



- 3 Plug the USB end of the Firmware update Cable into your computer’s COM port.

## Verify your Computer’s COM Port Number

- 1 To open the Device Manager, click the Windows Start Menu.
  - 2 In the text box, type “device manager.”
  - 3 From the search results, select **Device Manager**.
  - 4 Expand **Ports (COM & LPT)**.
  - 5 Make a note of the COM Port number.
- TIP:** X = COM Port number such as 3, 4, 5, etc.
- 6 Download the v1.10 exe file from your email.
  - 7 From the **Send to** menu, select **Desktop** (create shortcut).
  - 8 To edit the Properties of the shortcut file, right-click the shortcut file that you just created on your desktop. From the Right-click menu, select **Properties**.
  - 9 Edit **Target** field. To the end of the field, add a “-CX” as shown in the example above. Add a space, hyphen and a C followed by the COM Port number “X” (where X is the COM Port number you determined in step 5).
  - 10 Click **OK**.

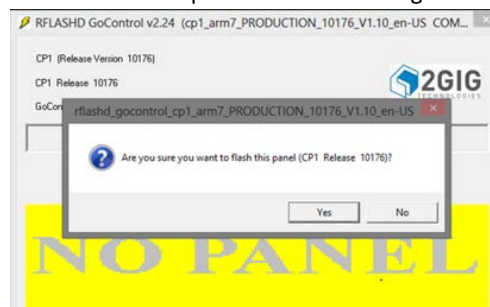
## UPDATING THE TS1 FIRMWARE

**Disconnect all power from the TS1 panel!**

- 1 Locate the shortcut file on your desktop, and run the shortcut file. The following screen displays while a connection from your PC to the TS1 is established.



- 2 Confirm the update on the following screen.

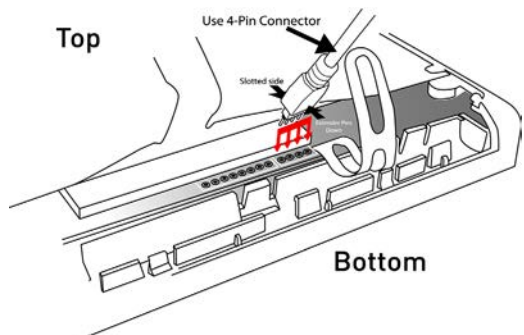


**NOTE:** If the screen displays a RED FAIL message, check to ensure that the firmware update cable is plugged into your PC correctly in the proper USB slot. Also check to ensure that the correct COM Port appears in the Firmware Update Tool Shortcut’s Target field.

## Locating the slots to Plug in the Firmware Update Cable

- 1 Remove the mounting plate from the back of the TS1.
- 2 Slots exist for 8-, 5-, and 4-pin connections. Insert the Firmware Update Cable (with extender pins) **into the 4-pin slot**.

### TS1 Control Panel (Back side)



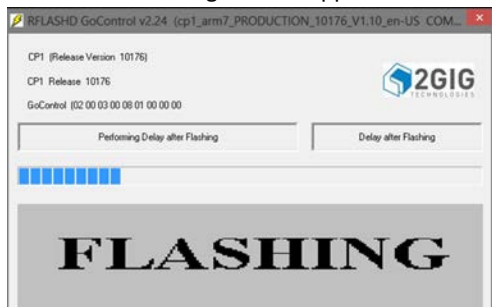
**WARNING:** When inserting the Firmware Update Cable (with the extender pins) it is **EXTREMELY IMPORTANT** to insert the cable with the flat side **DOWN** and the slotted side **UP**.



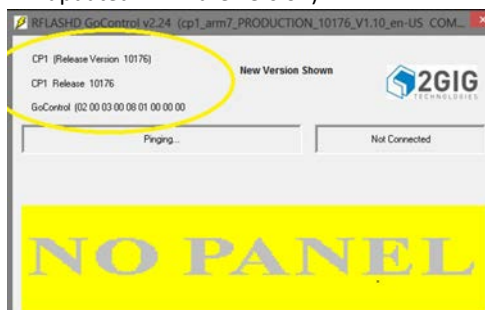
- 3 Power up the TS1 using the AC power transformer (make sure that polarity (ports + and -) is correct when wiring).
- 4 Your computer screen should go from displaying the “No Panel” screen, to displaying “Flashing” (see figure below). Check to ensure that the status bar indicates progress.



- 5 After status bar completes on the first “Flashing” screen, the second “Flashing” screen appears:



**IMPORTANT:** DO NOT disconnect the cable, the power to the TS1, or close the Firmware Update Tool until the status bar has completed and the final screen appears (showing the updated firmware version).

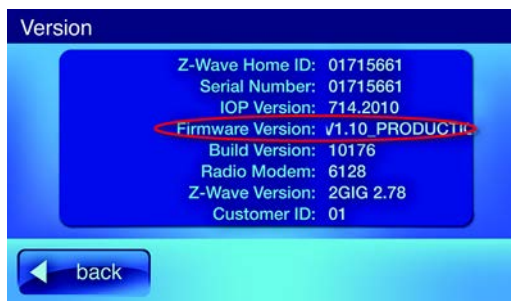


The entire update takes approximately 7 -8 minutes. The Pass screen flashes briefly to signal that firmware has updated successfully. Only when the yellow “No Panel” screen reappears (as shown above), do the following.

- 1 Power down the TS1 (disconnect power).
- 2 Remove the Firmware Update Cable from the TS1.
- 3 Screw the back mounting plate onto the TS1.
- 4 Re-apply power to the TS1 (plug it in).

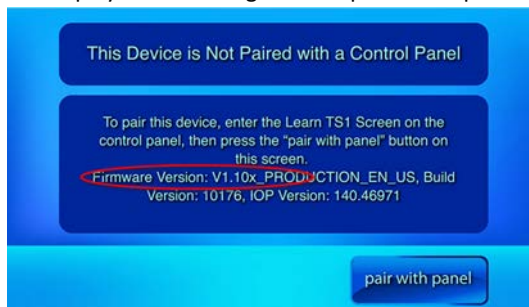
## CONFIRMING THE FIRMWARE UPDATE ON THE CONTROL PANEL

- 1 Wait for the Control Panel to boot up.
- 2 From the Control Panel **Home Screen**, choose **Security / Menu / Toolbox**.
- 3 From the **Toolbox Screen**, use the → arrow until you see the **Version Screen**.



## CHECKING THE FIRMWARE VERSION ON THE TS1

- 1 Wait for the TS1 to boot up. TS1s that are not paired with panels display the following screen upon boot up.



- 2 Make sure that the Firmware Version on the Control Panel matches the Firmware Version on the TS1 before attempting to “learn-in” or pair the TS1 with the Control Panel.

**For technical support in the USA and Canada**  
855-2GIG-TECH (855-244-4832)

**For technical support outside of the USA and Canada**  
Contact your regional distributor  
Visit [2gig.com](http://2gig.com) for a list of distributors in your region  
PN: 77-000001-001 Rev. B