IP camera firmware update for Tuxedo Touch cameras – Instructions

General Information

This document provides information on ensuring the **iPCAM-PT**, **iPCAM-WO**, and the **iPCAM-WI2** cameras have the proper firmware version to work with the following Honeywell products:

- Tuxedo Touch Series (TUXS, TUXW)
- Tuxedo Touch WIFI (TUXWIFIS)

If the firmware needs to be updated, this procedure provides a simple method.

Essentially the dealer will create a test account in AlarmNet Direct, enroll the cameras, and view their firmware version. Up to 6 cameras can be enrolled per account.

You can then verify which cameras need updating. Then you log into Total Connect 2 and update the firmware for each camera. Next you go back to AlarmNet Direct and delete the cameras (releases their MAC numbers from the system).

Lastly the camera boxes can be marked as "Tuxedo Ready" and returned to stock.

iPCAM-PT Camera

⚠
Firmware must be v1.0.**14**R00 or higher

iPCAM-WO Camera

⚠
Firmware must be v1.0.**05**R00 or higher

iPCAM-WI2 (and WI2B)

⚠
Firmware must be v1.0.**02**R00 or higher
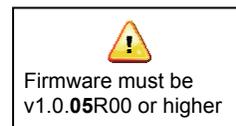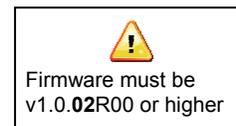
1 Create a test account and enroll the cameras in AlarmNet Direct

Note: Ensure each camera is powered up and connected to the internet via a switch or router.

1. Log into AlarmNet Direct and choose **Program New Device GSM/I**. (https://services.alarmnet.com/AlarmNetDirect/)

2. Check the Video Services Only box.

3. Enter the Account Number consisting of the; Primary City ID, Primary CSID, and Primary Subscriber.

4. Click **DONE**.

5. Using the Actions dropdown menu, select Total Connect Setup, then click **GO**.

6. Choose Total Connect 2.0, then click **NEXT**.

7. Enter a User Name, Account Name, and email address for the new account.   (Use an account name such as "Keypad IP camera TEST" to clearly identify the account.)

8. Click **SUBMIT**. You will be directed to the newly created account and two welcome emails will be sent, containing the user name and password for the TC2 account.

9. From the Actions dropdown menu, choose Manage TC2 Accounts, the click **GO**.

10. Ensure the Search field is set to Account Name, and find the new account. (In this example "Keypad IP camera TEST.")

11. At the left-side account bar, click the red ✚ icon to expand the account. Then at the location bar, click the Add Device to Location ➕ icon and add a camera.

12. Enter the camera's MAC ID (located on the camera), then click **Save**. Repeat for each camera.

13. At the location bar, click the IP Camera Details 🛈 icon to reveal the camera's firmware information.

14. Verify each camera has the necessary firmware version.

2 Update the camera's firmware

1. Go to the Total Connect 2 website and login using the user name and password emailed to you for the account. (https://rs.alarmnet.com/TotalConnect2/)

2. Open the Video module. The cameras that need firmware updates will have the notification icon present.

   Note: Even though certain cameras may have the required firmware for use with Tuxedo products, this is a good time to update the firmware for all the cameras.

3. Click the icon and follow the prompts to update the firmware. Do one camera at a time.

4. Using a paper clip, depress and hold the reset button for 12 seconds, then RELEASE.

3 Free up the camera's MAC IDs

1. At AlarmNet Direct, delete the cameras from service. This frees up the MAC IDs for use.

2. Repack the cameras and mark their boxes "Tuxedo Ready" to identify them.

3. They are now ready for installation with Tuxedo products.

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