

SENSAPHONE®

**IMS-1000**

**Firmware Upgrade Notice  
and  
Upgrade Procedures**

**Equipment Firmware**

**IMS-1000 1.12.75.215**

**Release Date May 28, 2020**

The upgrade package has no prerequisites and supersedes all other upgrade or software fix packages previously distributed. Unpredictable results may occur if you do not follow the upgrade procedure completely.

# IMS-1000 Embedded Firmware Feature and Correction Summary

## Version 1.12.75.215 (May 28, 2020)

- Corrected an issue which caused the unit to periodically restart.
- Improved management of flash memory

## Version 1.9.74.161 (May 17, 2017)

- Corrected an issue which caused the unit to fall-back to dhcp unexpectedly.

## Version 1.6.170.80 (November 17, 2014)

- Corrected an issue in which an alarm datalog record would be recorded before the channel met the alarm recognition time requirement.

## Version 1.6.154.137 (October 15, 2014)

- Corrected an issue which potentially allowed a bogus datalog record to be recorded instead of an event log record.

## Version 1.5.197.244 (June 3, 2014)

- Added support for the IMS External Temperature Sensor (IMS-4816).

## Version 1.5.168.3 (October 25, 2013)

- Corrected voice issue where it would not speak digits after the decimal properly.

## Version 1.5.67.217 (May 1, 2013)

- Corrected an issue which sometimes caused a voice call to disconnect unexpectedly.

## Version 1.4.155.28 (November 12, 2012)

- Added software support for newer serial flash chips.

## Version 1.4.65.29 (April 26, 2012)

- Corrected fax and alpha-pager alarm message to use the “last alarm” value instead of the current time.
- Corrected usage of alphanumeric paging passwords in the destination string.
- Updated the firmware download link on the Advanced Configuration page.
- Added the Alarm Hold Time parameter to environmental inputs.

## Version 1.3.167.250 (October 25, 2011)

- Enhanced the performance of the History export function.
- Removed SNMP, SNMP-Trap, and IRC from the IP Alarm menu.

## Version 1.2.133.177 (August 25, 2010)

- Improved the processing of camera snapshots sent via e-mail
- Improved the error messages related to camera snapshots

## Version 1.2.112.228 (July 20, 2010)

- Updated kernel to support updated Intel/Numonyx flash memory chip. Previous firmware versions will not allow flash updating if newer flash memory chip is installed. In this case, factory reprogramming is required.
- Improved Alarm Response camera routines.

## Version 1.2.47.146 (March 26, 2010)

- Running a flash update will now delete files to ensure that there is enough room on the file system to upload, extract, and complete the system update.
- Must be running firmware version 1.0.115.151 or greater before you can install this update (see instructions).

**Version 1.2.4.49** (January 15, 2010)

- Corrected an issue which caused a delay in the delivery of subsequent alarms whenever a prior alarm was acknowledged on a voice call.
- Must be running firmware version 1.0.115.151 or greater before you can install this update (see instructions).

**Version 1.1.123.140** (August 17, 2009)

- Corrected an issue affecting IP Alarms where the IP Alarm process could potentially fail to detect the presence of a valid network device.
- Must be running firmware version 1.0.115.151 or greater before you can install this update (see instructions).

**Version 1.1.38.113** (March 9, 2009)

- Corrected issue when alarms would reactivate due to expired reset time. Only affected e-mail delivery.
- Must be running firmware version 1.0.115.151 or greater before you can install this update (see instructions).

**Version 1.0.139.66** (September 3, 2008)

- Can now specify port number on SMTP settings screen.
- Must be running firmware version 1.0.115.151 or greater before you can install this update (see instructions).

**Version 1.0.134.59** (August 25, 2008)

- New Kernel Image.
- Updated Ethernet driver.
- Corrected voice issue which could occur when system is booted without an active ethernet connection.
- New Flash Update Requirements/Procedure (see instructions for mandatory procedure). The IMS-1000 must be running firmware version 1.0.115.151 before you can install this update.

**Version 1.0.115.151** (August 25, 2008)

- Updated modem watchdog process.
- Required to be installed before installing any newer versions.

**Version 1.0.89.60** (June 9, 2008)

- Changed the subject line for e-mails containing camera snapshots to display “IMS-1000”.
- Corrected an issue which caused camera alarm response programming changes to not take effect.
- Corrected an issue on the camera alarm response programming screen which caused the first environmental channel to be omitted from the list.

**Version 1.0.84.151** (May 20, 2008)

- First production version.

## IMS-1000 Firmware Installation Instructions

Follow the instructions below to install firmware updates into your Unit. The entire process will take about 5 minutes. If you have any questions please contact our technical support department at 610.558.2700 x260.

1) **Save your programming.** Use your web browser and go to the *Config.asp* page or from the *Network Settings* tab, click the Config button, then enter the Master Administration password (default is *ims1k*), then select the *Advanced* tab. Find the Upload/Download Programming section and click *Download*. This will Save your programming and voice messages to a file that can be used to reprogram your system if necessary.

2) **Check the version of Firmware** currently running in your unit. This can be found at the top of the screen on the *Advanced* Tab. If your IMS-1000 is running firmware version 1.0.78.242, 1.0.84.151, or 1.0.89.60 - you must first install version 1.0.115.151. Then you can install the latest version (e.g. 1.12.75.215).

If your IMS-1000 is running firmware version 1.0.115.151 or higher - you can proceed to install the latest version.

3) **Check to see if a newer version is available** by going to [www.sensaphone.com](http://www.sensaphone.com) and clicking Support then IMS-1000. Compare the version installed in your unit to that posted on the web page. Download the new file to your computer if you would like to install the upgrade.

4) **Make sure there's enough free memory.** Click the *History* tab and on the Event Log page click *Delete ALL Records*. Next, select the Data Log tab and choose All Channels, then click *Delete Records*.

5) **To install the new firmware**, click the *Browse* button on the *Advanced* tab, then navigate to the file you downloaded in step 3 and click *OK*. Click the Install button. The file will be uploaded to the unit, then the flash memory will be programmed. Do not disrupt the IMS-1000 or your computer until the file has finished uploading and the LEDs on the IMS-1000 have stopped blinking. The unit will reboot when the installation process is completed. Your network settings and programming will be retained unless otherwise noted in the release notes for the specific firmware version installed. Note that this process can take as long as 20 minutes. Turning off the unit prematurely will cause unrecoverable errors.

6) **Check the new firmware version.** After the unit has finished rebooting, login and go to the *Advanced* tab once more and check that the new firmware version is installed. If the new firmware version is not displayed repeat the installation process in step 5.

7) **Check your programming and test the system.** Review your sensor and IP alarm programming to make sure everything is still programmed correctly. Test the system by activating an alarm and allowing the unit to go through the notification process.

If you have further questions regarding the IMS-1000, please contact Sensaphone Technical Support at 610.558.2700 x260, or by e-mail at [support@sensaphone.com](mailto:support@sensaphone.com).