Update the firmware of a video device

The firmware of an Alarm.com video device can be updated remotely using or Alarm.com customer website. Keeping the firmware up-to-date ensures that the device will be compatible with new features.

Note: The *Upgrade* option only appears when there is an available update for the video device.

If the firmware upgrade is failing during installation, see Firmware upgrade fails during video device installation.

To update the firmware

The firmware of an Alarm.com video device can be updated remotely using the Partner Portal, Partner MobileTech app, or Alarm.com customer website. Keeping the firmware up-to-date ensures that the device will be compatible with new features.
Partner Portal Partner MobileTech app Alarm.com customer website

Partner Portal

1. Log in to the Partner Portal.
2. Find the customer account.
3. Click **Equipment**.
4. Click **Video Devices**.
5. Using the *Video Device* dropdown menu, select the video device to update.
6. In *Device Firmware*, click **Upgrade**.
7. On the *Firmware Upgrade* page, click **Upgrade** to send the update to the video device.

Partner MobileTech app

1. Log in to the Partner MobileTech app.
2. Find the customer account.
3. Tap **Equipment**.
4. In *Video Devices*, tap the name of the video device to update.
5. Tap **Upgrade Video Device Firmware**.
6. Tap **Ok** to send the update to the video device.

Alarm.com customer website

1. Log in to the Alarm.com customer website.
2. Click **Video**.
3. Click **Settings**.
4. Select the video device to update.
5. Click **General**.
6. Click **Firmware Version**.
7. Click **Update Firmware** to send the update to the video device.