

EntraGuard[®] Gold & Titanium: Firmware v7.3.16

1.0 EntraGuard Gold and Titanium Firmware v7.3.16

This firmware release makes the following improvements:

1. When commands are sent from *Doors* to the master controller, there is “handshaking” between the two systems to ensure commands are received by the controllers, and to ensure commands are completed and data is received by *Doors*. For certain status commands, this handshaking was not being handled correctly resulting in unusual controller status results and possibly hanging *Doors* and the controller. Handshaking logic has been rewritten to ensure the process is handled correctly between controller and *Doors*.

2.0 Compatibility

- Firmware release 7.3.16 and PIC v1.10 can only be used in EntraGuard Gold and Titanium controllers. The leading '7' digit in the release number indicates that this release is for the EntraGuard Gold and Titanium.
- Firmware PROM 7.3.16 and PIC v1.10 are interconnected and both must be installed on an EntraGuard controller for proper operation.
- To ensure proper EntraGuard unit-to-unit compatibility, all other EntraGuard units in an access control network must use the same firmware revision.
- Firmware release 7.3.16 and *Doors* v4.50 (or higher) must be used together to enable all the new features offered by this firmware release.
- To ensure proper EntraGuard Gold and Titanium operation with *Doors* software, *Doors* must be at v3.74 or higher (the earliest *Doors* revision that supports Entraguard products).
- To ensure proper PXL-250 operation with *Doors* software in mixed EntraGuard Gold/Titanium/PXL-250 access control networks, *Doors* v3.74 (or higher) **only** supports PXL-250 controllers with v6.3.20 or higher firmware.
- To ensure proper PXL-500/PXL-510 operation with *Doors* software in mixed EntraGuard Gold/Titanium/PXL access control networks, *Doors* v4.01 (or higher) **only** supports PXL-500/PXL-510 controllers with v8.4.01 or higher firmware.
- Beginning with *Doors* v3.2 (and for all higher revisions), *Doors* is **not** compatible with PXL-100 controllers.

NOTE: For specific compatibility information, refer to the Series 3 and 4 Compatibility Guide (P/N 01876-001).



3.0 Known Issues

1. It is no longer necessary nor possible to adjust the microphone gain (volume) through the EntraGuard's diagnostics menu.
2. When using either the internal or an external modem for communication, the EntraGuard unit will **not** automatically dial out when the event buffer is full. Collection of events from the EntraGuard unit must be done manually (see Section Five of the Doors Users Guide P/N 01914-100, for instructions on how to collect events). The EntraGuard unit **will** automatically dial out if communication is made via a direct connect serial line.
3. Remote commands are **not** enabled in this release. Remote commands allow a user to call the EntraGuard unit from an external telephone (one not a part of the building controlled by the unit) and execute commands.
4. Under a unique set of circumstances, a slave EntraGuard unit may get stuck in an apartment dial-up mode that can only be disconnected by an apartment answering or a user clearing the call. For this issue to occur, the following conditions must be true.
 - The network must have two or more EntraGuard units attached (one as the master, the others as slaves).
 - Each unit must have its own phone line.
 - The master is being updated by the host computer **at the same time** that a user is contacting an apartment through a slave.

If the apartment does not respond, the slave unit will continue ringing the apartment indefinitely; it will never time out/disconnect. To disconnect the slave unit, either the user must press "Clear" on the keypad or the apartment must answer the call.