

EntraGuard® Titanium/Silver Firmware v7.4.03

Quick Start Guide

1.0 EntraGuard Titanium/Silver Firmware v7.4.03

This firmware release makes the following improvement:

1. On some EntraGuard Titanium and EntraGuard Silver units, performing a “Smart Update,” “Total Update,” or “Operate Doors > Update Doors” on *Doors* would cause any future keypad commands to be ignored by the EntraGuard unit. The EntraGuard Titanium or EntraGuard Silver unit would remain in this state until power was cycled to the unit. This issue has been fixed.

NOTE: *Upgrading the EntraGuard Titanium/Silver firmware to v7.4.03 requires the following associated upgrades:*

- **Doors Software v4.58**
- **PXL-500/PXL-510 v8.4.51**
- **EntraGuard Platinum v9.1.4**

2.0 Compatibility

- Firmware release 7.4.03 and PIC v1.10 can only be used in EntraGuard Titanium and EntraGuard Silver controllers. The leading '7' digit in the release number indicates that this release is for the EntraGuard Titanium and EntraGuard Silver.
- Firmware PROM 7.4.03 and PIC v1.10 are interconnected and both **MUST** be installed on an EntraGuard Titanium or EntraGuard Silver controller for proper operation.
- To ensure proper EntraGuard unit-to-unit compatibility, all other EntraGuard Titanium or EntraGuard Silver units in an access control network **MUST** use the same firmware revision.
- Firmware release 7.4.03 and *Doors* v4.58 (or higher) **MUST** be used together to enable all the new features offered by this firmware release.
- To ensure proper EntraGuard Titanium and EntraGuard Silver operation with *Doors* software, *Doors* **MUST** be at v4.58 or higher.
- To ensure proper PXL-250 operation with *Doors* software in mixed EntraGuard Titanium/Silver/PXL-250 access control networks, *Doors* v4.58 (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 Titanium/Silver/PXL access control networks, *Doors* v4.58 (or higher) **only** supports PXL-500/PXL-510 controllers with v8.4.51 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).*

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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.

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