

EntraGuard® Gold: Firmware v7.3.10

1.0 EntraGuard® Gold Firmware v7.3.10

EntraGuard® Gold Firmware v7.3.10 release makes the following improvements:

1. The communication connection to the EntraGuard Gold internal modem was unreliable over long distance connections. This has been fixed.
2. When the Door Forced Output or Door Held Output were set to “Disable” in the *Doors* software, the EntraGuard Gold unit would override the command and sound an alarm anyway. This has been fixed so when “Disable” is chosen for either the Door Forced or Door Held outputs, it will be disabled in the EntraGuard Gold unit.

2.0 Compatibility

- Firmware release 7.3.10 and PIC v1.07 can only be used in EntraGuard® Gold controllers. The leading '7' digit in the release number indicates that this release is for the EntraGuard® Gold.
- Firmware PROM 7.3.10 and PIC v1.07 are interconnected and both must be installed on an EntraGuard® controller for proper operation.
- To ensure proper EntraGuard Gold unit-to-unit compatibility, all other EntraGuard Gold units in an access control network must be use firmware v7.3.08 (or later) and PIC v1.06 (or later).
- Firmware release 7.3.10 and *Doors* v3.74 (or higher) must be used together to enable all the new features offered by this firmware release.
- To ensure proper EntraGuard Gold operation with *Doors* software, *Doors* must be at v3.74 or higher.
- To ensure proper PXL-250 operation with *Doors* software in mixed EntraGuard Gold/PXL-250 access control networks, *Doors* v3.74 (or higher) **only** supports PXL-250 controllers with v6.3.20 or higher firmware.
- Beginning with v3.2 (and for all higher revisions), *Doors* is **not** compatible with PXL-100 controllers.

NOTE: For additional compatibility information, see the Compatibility Guide - Series 3 (P/N 01876-001).



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3.0 Known Issues

1. When using either the internal or an external modem for communication, the EG-G will **not** automatically dial out when the event buffer is full. Collection of events from the EG-G must be done manually (see the Doors Users Guide P/N 01821-002, for instructions on how to collect events). The EG-G **will** automatically dial out if communication is made via a direct connect serial line.
2. Remote commands are **not** enabled in this release. Remote commands allow a user to call the EG-G from an external telephone (one not a part of the building controlled by the EG-G) and execute commands.
3. Under a unique set of circumstances, a slave EG-G 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 EG-G 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 EG-G will continue ringing the apartment indefinitely; it will never timeout/disconnect. To disconnect the slave EG-G, either the user must press "Clear" on the keypad or the apartment must answer the call.