

EntraGuard® Gold: Firmware v7.3.11

1.0 EntraGuard® Gold Firmware v7.3.11

EntraGuard® Gold Firmware v7.3.11 release makes the following improvements:

1. The “search the directory list” feature has been fixed so that when using the alpha keypad and a letter key is selected that does not match any of the entries, the database will not get hung searching for a match.

2.0 Compatibility

- Firmware release 7.3.11 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 7.3.11 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 7.3.11 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.