

EntraGuard® Gold: Firmware v7.3.13

1.0 EntraGuard® Gold Firmware v7.3.13

EntraGuard® Gold Firmware v7.3.13 release makes the following improvements:

1. A volume level graphic has been added to the LCD when a connection is made between the EntraGuard Gold unit and the tenant phone. Volume may be changed by pressing the VOL up or down arrows on the keypad (to change the volume with the mechanical keypad, simply press the volume button). The speaker volume remains at the level selected following a connection.
2. When a user is entering their User ID into the EntraGuard Gold unit, an asterisk appears on the LCD for each key selection helping the user to keep track of how many digits have been entered.
3. When entering all 0 digits, the EntraGuard Gold unit would continue to allow 0's to be entered without end. This has been changed so that once the maximum number of digits has been reached (as configured in the *Doors* program) the LCD will display "Invalid Dial Code" and reset itself.
4. Use of the EG Gold's keypad to dial into an EntraGuard Gold/PBX system through the EntraGuard unit using all access and extension numbers required by the PBX system and then the regular telephone number to contact a tenant has been restored.

2.0 Compatibility

- Firmware release 7.3.13 and PIC v1.09 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 7.3.13 and PIC v1.09 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 using firmware v7.3.08 (or later) and PIC v1.06 (or later).
- Firmware release 7.3.13 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.
- To ensure proper PXL-500/PXL-510 operation with *Doors* software in mixed EntraGuard Gold/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 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 an incorrect directory code is entered and the EntraGuard display reached its time out set in Doors returning the LCD to the banner message, if any of the 0-9, *, or # keys are selected, the banner is overwritten with the keys selected.
2. When in alphabetical keypad mode, if the #/A key is selected without first clearing any letters that have previously been entered, the letters are overwritten by the numbers pressed.
3. It is no longer necessary nor possible to adjust the microphone gain (vol) through the EntraGuard's diagnostics menu.
4. When using either the internal or an external modem for communication, the EG Gold will **not** automatically dial out when the event buffer is full. Collection of events from the EG Gold must be done manually (see the Doors Users Guide P/N 01914-100, for instructions on how to collect events). The EG Gold **will** automatically dial out if communication is made via a direct connect serial line.
5. Remote commands are **not** enabled in this release. Remote commands allow a user to call the EG Gold from an external telephone (one not a part of the building controlled by the EG Gold) and execute commands.
6. Under a unique set of circumstances, a slave EG Gold 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 Gold 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 Gold will continue ringing the apartment indefinitely; it will never time out/disconnect. To disconnect the slave EG Gold, either the user must press "Clear" on the keypad or the apartment must answer the call.