EntraGuard® Gold: Firmware v7.3.14

1.0 EntraGuard® Gold Firmware v7.3.14

EntraGuard® Gold Firmware v7.3.14 release makes the following improvements:

1. When a letter lower than or equal to the first letter of the first entry in the directory was selected, a line of solid squares followed by the first and second entries would be displayed. If this was followed by scrolling up or down, the system display would be muddled. This has been fixed.
2. When in alphabetical keypad mode, if the #/A key was selected without first clearing any letters that have previously been entered, the letters would be overwritten by the numbers pressed. This has been fixed so that when the #/A key is selected, the system clears any letters previously entered.
3. When an incorrect directory code was 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 were selected, the banner would be overwritten with the keys selected. This has been fixed so that the banner is not overwritten.

2.0 Compatibility

- Firmware release 7.3.14 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 7.3.14 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 7.3.14 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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01809-012 Rev. A

Page 1 of 2

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3.0   Known Issues

1. It is no longer necessary nor possible to adjust the microphone gain (vol) through the EntraGuard's diagnostics menu.

2. 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 <u>Doors Users Guide</u> 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.

3. 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.

4. 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.

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Page 2 of 2