

PRODUCT UPDATE BULLETIN

PUB-TX3-014

Dec 01, 2020



TX3 VOICE ENTRY, CARD ACCESS AND ELEVATOR RESTRICTION SOFTWARE

Mircom is releasing upgraded TX3 Configurator Software (computer software) and Touch Screen software. The new version numbers are as follows:

CONFIGURATOR SOFTWARE	COMPATIBLE FIRMWARE	VERSION
TX3 Configurator Software	All Voice/Touch Access and Card Access firmware	2.12.12
TX3 Touch Configurator	All Touch Access firmware	2.12.12

*Note: Please read this **entire document** before upgrading systems to ensure all compatibility issues are addressed and to ensure correct upgrade procedures are followed.*

TX3 VOICE ENTRY, CARD ACCESS AND ELEVATOR RESTRICTION FIRMWARE

Mircom is releasing new firmware for the IP-capable boards. The new firmware version numbers are as follows:

CONTROL PANEL	COMPATIBLE BOARD	FIRMWARE	COMPATIBLE CONFIGURATOR
Voice Entry System	MD-1086 & MD-1245	3.7.7	2.12.x or higher
Card Access System	MD-1093	3.7.3	2.12.x or higher
Elevator Restriction Unit	MD-1094 & MD-1323	3.7.11	2.12.x or higher

New Features

- TX3 Voice Entry - Wiegand module support for 3rd party Access Control integration
- Added support for relay activation schedule
- Added support for configurator password reset

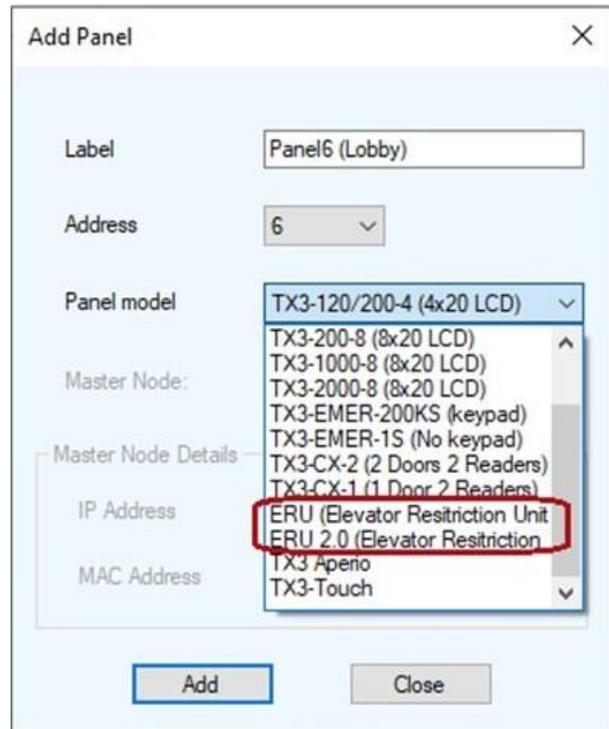
Enhancements

- The number of maximum Elevator Floor Groups is increased from 128 to 254
- Added support to turn on all 96 Elevator relays simultaneously (increased from 24 to 96)
- The number of maximum elevator restriction units in a single job file is increased from 6 to 16
- New Time Zone is added for Job Detail Configuration. The control panel clock will be adjusted according to the time zone selected in the job file
- Get job error when Elevator controllers are present has been fixed

ERU and ERU2

When you add a new control panel in a TX3 Configurator v2.12.12 or higher, 2 Elevator Restriction Units (ERU & ERU2.0) can be found. The 2 ERUs can be identified using the table below –

Model Number	Configurator Panel Name	Main Board
TX3-ER-8-A	ERU	MD-1094
TX3-ER-8-B	ERU 2.0	MD-1323



Both ERU and ERU2.0 can work together; however, ERU2.0 has some feature advantages that are listed below -

- You can add up to 6 TX3-ER-8(-A) Elevator Restriction Units (ERU) to a job, and up to 16 TX3-ER-8-B (ERU 2.0) to a job. You can add a combination of TX3-ER-8-A (ERU) and TX3-ER-8-B (ERU 2.0) Elevator Restriction Units in a job. The maximum number of Elevator Restriction Units in a job is 16.
- With TX3-ER-8(-A) (ERU), a maximum of 24 relays can be activated simultaneously. With TX3-ER-8-B (ERU 2.0), a maximum of 96 relays can be activated simultaneously (using Floor Groups)
- Individual relay schedules work only with TX3-ER-8-B (ERU 2.0)

Upgrading the Configurator

When upgrading the configurator, existing job files are retained. It is highly recommended to back up existing jobs as a precaution in case some unexpected error occurs.

To back up the job:

1. Select *File* from the menu bar and then click *Backup*.
2. Select *Backup all jobs*.
3. Click *Backup Now*.

All jobs are saved in a folder with the current date in the default Backup folder.

If the jobs are not available after installing, do the following:

1. Select *File* from the menu bar and then click *Restore*.
2. Select the folder with the current date.
3. Press <Ctrl-A> to select all files.
4. Click *Open* to restore all files in the folder.

Users can go to Control Panel → Windows updates to install the latest windows updates. Users are required to update their Windows to have a successful installation of the new database engine, SQL 2014.

Upgrading the Touch Screen Software

Instructions for updating the Touch Screen are included with the Touch Screen software when it is downloaded from the web site.

Firmware/Software Compatibility

- The job can have a mix of panels with 3.4.x and 2.4.x versions of firmware as long as the Configurator is 2.8.13 or higher. (Firmware versions 3.4.x and 2.4.x introduced floor groups)
- A panel with version 3.5.x is compatible with other panels with version 3.5.x as long as the Configurator is version 2.9.11 or higher. (Firmware version 3.5.x introduced enhanced correlations)
- If the job has a card access panel with version 3.6.x, then the other panels can have either version 3.6.x or version 3.5.x as long as the Configurator is version 2.10.3 or higher. (Firmware version 3.6.x introduced custom card formats)
- If the job has no Elevator Restriction Units, then it can have a mix of versions 3.7.x, 3.6.x, and 3.5.x, as long as the Configurator is version 2.12.12 or higher
- If the job has Elevator Restriction Units, and one panel in the job has version 3.7.x or higher, then all panels in the job must have version 3.7.x or higher, and the Configurator must be version 2.12.12 or higher
- TX3-ER-8-A can be upgraded to 3.7.x firmware, but ERU 2.0 features such as schedules are not available

Note: An incompatible firmware will fail to send correlation and the job file to the system.

TX3 Touch Compatibility and Replacement

The new TX3 Touch (-D) models have a new PC board (*MD-1346*) and a new 32 GB CFast card. The changes have impact on system compatibility and part replacement. Below are some scenarios that show how the compatibility can be retained and a replacement can be done while using an older TX3 Touch model.

Scenario	Event	Solution
1	You have multiple TX3 Touch (-C) systems and you wish to add a new TX3 Touch (-D) system	The new TX3 Touch (-D) system will be compatible with the older models as long as the firmware compatibility is maintained
2	You have a TX3 Touch (-C) system and you need to replace the PC board (<i>MD-1062</i>)	You can purchase the new replacement PC board RB-MD-1346-15 / RPL-MD-1346-22 and upgrade your TX3 Touch (-C) model to a TX3 Touch (-D) model

Scenario	Event	Solution
3	You have a TX3 Touch (-B) system and you need to replace the PC board (MD-1062)	You can purchase the TX3 Touch upgrade kit, RPL-MD-1245-TOUCH (includes new lobby board + mic) + the new replacement PC board RB-MD-1346-15 / RPL-MD-1346-22 and upgrade your TX3 Touch (-B) model to a TX3 Touch (-D) model
4	You have a TX3 Touch (-C) system and you need to replace the CFast card	You can use the replacement CFast card for the TX3-Touch (-C) models, RPL-TX3-CF8G-15B / RPL-TX3-CF8G-22
5	You have a TX3 Touch (-D) system and you need to replace the CFast card	You can use the replacement CFast card for the TX3-Touch (-D) models, RPL-TX3-CF32W7-15D / RPL-TX3-CF32W7-22D

Upgrading Firmware and Retention of Programming

The firmware version number is composed of a Major, Minor and Revision numbers (for example: Firmware version 3.5.17; Major=3, Minor=5 and Revision=17). When upgrading firmware, the programming information in the panel will be lost if either the Major or Minor numbers changes. Please make sure to have a backup job if doing a Major or a Minor firmware upgrade. If only the Revision number changes, then the panel will retain its programming.

Network Firmware Upgrade

To use the Network Firmware Upgrade:

1. Ensure that all the panels to be updated in the network are powered on
2. Connect to the panels as normal with the corresponding job file open
3. Click *Get* on the Tool Bar to get the Job
4. From the menu bar, click *Panel*, then click *Network Firmware Upgrade*
 - a. A list of all the panels with their current firmware versions appears
5. Select the panels on the network to upgrade with new firmware by selecting the corresponding check boxes on the left
6. Click the *Select Firmware Files* button
7. Browse to the Voice Access, Card Access and Elevator firmware as required
8. Click *OK* when all the firmware has been selected
9. The Network Firmware Upgrade window shows the new version that will be sent to the panel as well as the current version
10. Click the *Upgrade* button to send the new firmware to the selected panels
 - a. The firmware upgrade process takes several minutes to complete. A progress of each upgrade is shown next to each panel. Once the firmware has been upgraded, the panel automatically restarts. Wait until all panels have finished restarting before continuing
11. If there is an error transmitting the firmware, the error appears and the panel will continue to run with the old version firmware
12. Once the upgrade completes, click *Send* on the Tool Bar to send the Job back to the panel

Note: Panels running v1.x.x firmware cannot be updated through the Network Firmware Upgrade. Those panels will need to be updated via the Firmware Upgrade Wizard. The wizard can be found under the "Tools" menu and it provides step by step instruction on the upgrade process. The firmware upgrade process (using the Firmware Upgrade Wizard) removes all data from your unit, make sure to keep a backup job file before starting the process.

Upgrading the Voice Access Panel Firmware

When upgrading the Voice Access panel from versions earlier than 2.0.14, the programming in the panel is lost. If you do not have a copy of the job file on the computer already, it is recommended that you connect to the panel and "Get" the job file first. After you have upgraded, send the job file back in.

WARNING:

While upgrading the firmware using Network Firmware Upgrade tool, if the upgrade fails for continuous tries of more than 3 times than the firmware upgrade must be done using the Firmware Upgrade Wizard. Please contact Technical Support for the correct file.

On Voice Access panels running version 3.0.27 the Network Firmware Upgrade will fail. The firmware upgrade must be done using the Firmware Upgrade Wizard. Please contact Technical Support for the correct file.

Other

While the new configurator and firmware is being released on the website, shipped product may continue to have the existing firmware and configurator as existing stock is depleted. Installers are encouraged to update new installations but are free to keep existing systems running at a previous version if they are simply replacing defective parts.

Mircom strives to offer the highest quality products and services, on occasion an issue may require field action and we regret when these issues arise. As part of our commitment to quality we incorporate any findings into a continuous improvement process to better serve our customers in the future. As part of our support offering please feel free to contact us with any inquiries or assistance you may require.

If you have any questions or concerns, please contact the Technical Support Department directly at techsupport@mircom.com

TX3 Elevator Restriction Unit 2.0

TX3-ER-8-B is available for order.

Visit: <https://mircom.com/product-listing/access-control/elevator-restriction/tx3-er-8-elevator-control-required-nsl-system-master-control-panel/> for more info.

Did You Know?

You can download TX3 software and firmware:

<https://mircom.com/technical-support/documents-firmware-software-downloads/tx3-downloads/>

We have FAQ's (Frequently Asked Questions) to troubleshoot our products:

<https://mircom.com/technical-support/mircom-frequently-asked-questions/>

We thank you for your continued support.

If you have any questions or comments, please contact us directly at: pm@mircomgroup.com

Best regards,

Mircom Product Management