

# PRODUCT UPDATE BULLETIN

PUB-TX3-004



## TX3 VOICE & CARD ACCESS SOFTWARE

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

CONFIGURATOR SOFTWARE	COMPATIBLE FIRMWARE	VERSION
<b>TX3 Configurator Software</b>	All Voice/Touch Access and Card Access firmware	2.10.3
<b>TX3 Touch Configurator</b>	All Touch Access firmware	2.10.3

## TX3 VOICE & CARD ACCESS 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
<b>Voice Access System</b>	MD-1086 & MD-1245	3.5.27	2.9.6 or higher
<b>Card Access System</b>	MD-1093	3.6.7	2.10.0 or higher
<b>Aperio Access System</b>	MD-1067	3.6.7	2.10.0 or higher
<b>Elevator Restriction Unit</b>	MD-1094	3.5.19	2.9.6 or higher

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

### New Features

- Door Status Monitoring to monitor the status of a door that is connected to a door contact
- Card Discovery Mode to receive the raw data of an unknown formatted card
- Custom Card Format will allow to add new card formats including different bit lengths
- Added Import functionality for resident and card database using an excel spreadsheet (Excel 97-2003 format)

### Enhancements

- The database engine has been upgraded to SQL 2014
- Support for correlations to Nano from a TX3 system
- Touch screen units have customizable buttons (Call Reception, Leave Message) that can correlate to dial a dial code
- SIP integration with Elevator Restriction unit

## Custom Card Format

The TX3 Configurator (v 2.10.3 and higher) with card access firmware v3.6.7 and higher provides the ability to create custom card formats. Card formats can be created with a diverse range of formats flexibility that includes –

- Formats up to 64-bits
- Customized facility and card code sizes
- Even and Odd parity masking

The screenshot shows the 'Custom Card Detail' dialog box. It has a title bar with '1 of 1' and navigation icons. The main area contains several sections: 'Name' (My 26-bit) and 'Bit Length' (26) with asterisks indicating required fields; 'Full Code' (1 to 26) and three parity mask rows (Even parity mask, Odd parity mask, Even parity 1 mask, Odd parity 1 mask); 'Card Number' and 'Facility Code' sections, each with 'Start bit' (1) and 'Bit length' (0) dropdowns; and a 'Parity' section with a note 'Note: hex e.g.: 1FE0000' and eight dropdown/checkbox fields for even and odd parity settings. At the bottom are 'Basic' and 'OK' buttons.

\* Please refer to LT-995 for more detailed information on Custom Card Format.

## Upgrading the Configurator

When upgrading the configurator, existing job files are retained. It is highly recommended to backup existing jobs as a precaution in case some unexpected error occurs. This is done by selecting File from the menu bar and then Backup. Choose *Backup all jobs*. All jobs will be saved in a folder with current date in the default Backup folder. If the jobs are not available after installing, choose File from the menu bar and then restore. Select the folder with the current date. Press <Ctrl-A> to select all files and then choose 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 Configurator

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

### Firmware/Software Compatibility Chart

Lobby firmware v3.5.27 is compatible with both MD-1086 and MD-1245 boards. Below is a chart which shows the compatibility of multiple panels connected using RS-485 or TCP/IP.

CONTROL UNIT BOARD	FIRMWARE	CONTROL UNIT/SOFTWARE	COMPATIBLE WITH FIRMWARE/SOFTWARE
Lobby board (MD-1086 & MD-1245)	v3.5.27	Configurator Software	v2.9.x
		Lobby, Elevator, Card Access or Aperio	v3.5.x, v3.6.x
		NSL	v3.0.x
Lobby board (MD-951 & MD-1086)	v2.4.9	Configurator Software	v2.8.x v2.9.x
		Lobby, Elevator, Card Access	v2.4.x, v3.4.x
		NSL	v1.0.x, v1.1.x, v2.0.x, v3.0.x
		Aperio	v3.4.x
Card Access board (MD-1093)	v3.6.7	Configurator Software	v2.10.x
		Card Access, Elevator, Lobby or Aperio	v3.5.x, v3.6.x
Aperio Controller board (MD-1067)	v3.6.7	Configurator Software	v2.10.x
		Card Access, Elevator, Lobby or Aperio	v3.5.x, v3.6.x

### Firmware Compatibility Issue

On a multi-node system if one of the lobby or card access panels have a firmware v3.5.x or higher, all other lobby and card access panels must have firmware v3.5.x or higher. An incompatible firmware will fail to send correlation and the job file to the system.

### Upgrading Firmware and Retention of Programming

The firmware version number is composed of a major (M), minor (m) and sub-minor (s) numbers in the form M.m.s (ie. Firmware v3 (major).5 (minor).17(sub-minor)). 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 back up job if doing a Major or a Minor firmware upgrade. If only the sub-minor number changes, then the panel will retain its programming.

### Software Compatibility Issue

Card Access firmware v3.6.x is only compatible with Configurator v2.10.x  
Elevator Restriction Unit firmware v2.4.x, v3.4.x, and 3.5.x with Configurator software v2.8.x and v2.9.x uses "Floor Groups" tab for elevator programming. The older firmware versions use the "Legacy Elevator Control" for Elevator programming.

## Network Firmware Upgrade

To use the Network Firmware Upgrade, first connect to the panels as normal with the corresponding job file open. From the menu bar click on Panel, then click on Network Firmware Upgrade. You will be shown a list of all the panels with their current firmware versions. Check those panels you wish to upgrade. Press the Select Firmware button. Browse to the Voice Access, Card Access and Elevator firmware as required. Choose OK when all the firmware has been selected. You will now be shown the new version that will be sent to the panel as well as the existing version. Press the Upgrade button to send the new firmware to the checked panels. If there is an error in the transmitting of the firmware, you will be shown the error and the panel will continue to run with the old version firmware.

**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.

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 web site, 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 visit the Mircom Technical Support Forum at <http://www.mircom.com/forum.html> or contact the Technical Support Department directly

## **TX3 VOICE ACCESS**

TX3-NANO-S4 is available for order. Visit <https://www.mircom.com/tx3nano> for more info.

## **TX3 ACCESS CONTROL**

Mircom is offering new 4, 6, and 8 door controllers and 4, 6, and 8 door controller kits (with proximity readers). All 4, 6, and 8 door controller and kits come with an IP module to provide the best possible connectivity solution you can get.

## **WE WANT YOUR FEEDBACK**

**We are always looking for your feedback on our Products and Solutions.**

- Suggestions, Ideas, Needs, Problems
- Project Wins & Losses
- Case Studies & Installation Photos
- Sales & Marketing Tools
- Anything else that help our business grow together

If you have any questions or comments, please contact us directly at:

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