Access Control Reader Firmware Upgrade Procedure

This procedure shows how to update the firmware revision of Card Access readers. Keeping the firmware updated is an important step to prevent issues and get the best support for BASIS.

IMPORTANT: Please only do this for each reader. Do not do this for panels, as panel updates have already been done by the Access Control Team. If you accidentally update a panel, all readers connected to that panel will lock while the firmware is being updated.

NOTE: A reader firmware update takes approximately 10 minutes. During a reader firmware update, the reader may be in a 'locked' state, which means that no one will be able to enter the door, even if they swipe their card. You will still be able to exit the door however, as requests to exit still work.

NOTE: After a reader firmware update, the device may reset back to its default state. For most readers, this will be “card only”. You will have to change the reader mode back to its correct state. Timezones will not automatically set the mode of the reader. For example, if your reader automatically unlocks at 8:00 AM and locks at 5:00 PM, if it defaults to ‘locked’, it will be set to locked after the firmware update, even if the device should be unlocked at that time. You will have to manually set the reader to the correct mode. The reader will automatically lock at 5:00 PM as usual, and unlock the next day at 8:00 AM, as usual. For this reason, it is recommended to note the current mode of each reader before starting this process, so you can set it back after the firmware update.
1. Open Alarm Monitoring.
2. Click on “Status Tree” to show the hardware devices.

3. Click on the “+” symbol next to your panel. This will show all Alarm panels, readers, and local I/O’s for that panel.
4. Click on “Options”, then check “Display Device Firmware Revisions”.

You should now see the current firmware revision of your devices, which looks like this:

- Back lobby door E3 (Firmware Revision: 1.27; access mode: unlocked)
- Back stairwell door E2 (Firmware Revision: 1.27; access mode: unlocked)

As of writing, the current firmware revisions are as follows:

| Reader | 1.33, 1.31, 1.13, or 1.11 |

NOTE: If your firmware revisions do not match any of the revisions above, then proceed to update the firmware. Otherwise, you should not update your firmware, and can stop following this guide.
5. Proceed to update your firmware by right-clicking on a reader, and selecting “Download Firmware”.

**NOTE:** You can update multiple readers at one time.

The firmware will take time to download.

<table>
<thead>
<tr>
<th>Device</th>
<th>Estimated Time to Update Firmware (in minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Readers</td>
<td>10</td>
</tr>
</tbody>
</table>

You should see the following message appear:

Click “OK”. The device should then say “Downloading Firmware…”.
6. After the firmware is finished, the device should then show the current firmware revision. Do this for each reader that has an outdated firmware revision. If a device goes through the firmware update process and does not show one of the current firmware revisions from step 4, then please submit a ticket.