Replacing old R910 and R915 with new modules (V5.01.003)

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Preface

This document will explain the replacement procedure of an older R910 and R915 readers, with the recently released R910 and R915 (with new hardware ECO X158 and firmware V5.01.003).

ACM12 modules with firmware older than V4.70 are sometimes not recognizing the new R910 and R915 readers, therefore the following actions/procedure is required to make it work.

Upgrading procedure

Best practice for replacing an old R910 and R915 with a new one would be to upgrade the firmware of the ACM12 to the latest version (V4.75.002 and up). We are recommending full system firmware upgrades (panel and modules) when installers are on site, for best experience with our products.

If the ACM12 firmware upgrade is not possible due to logistical issues, please follow this procedure:

1. After removing the existing R910 or R915 and prior to connecting the new one, it is required to reset the ACM12 to factory default values (using section 4001 in keypad programming)
2. Power cycle the ACM12
3. Wait for the ACM12 sync all the users programming from the panel (it takes about 1 minute – RX/TX LEDs will be lit solid during this process)
4. Re-program the ACM12

Following the above steps will ensure that the ACM12 will recognize the new R910 or R915 and will operate properly.