

Mercury 310 Early Production Issues

OPERATORS: Mercury 310 Controller

DATE: 08/27/2021

SUBJECT: Possible pre-production firmware and sensor registration error

FIELD PROGRAMMING DEVICE: USB flash drive

SUBJECT DESCRIPTION:

One customer has received a Mercury310 with the incorrect version of firmware and with sensors added to the sensor registry. This was a fault in our production process that has since been corrected and only affects some Mercury 310s.

FIELD OR DISTRIBUTOR SOLUTION:

- **If the version number on power up does not read “1.0”, then a firmware upgrade is needed:**
 1. Download initial production release firmware from the Nice | HySecurity support centre (<https://support.hysecurity.com/hc/en-us/categories/360003202873-Software>).
 2. Perform a firmware update as described in the steps on page 44 of the Mercury 310 Installation and Programming Manual (<https://support.hysecurity.com/hc/en-us/articles/4404808203927-Mercury-310-Installation-and-Programming-Manual>).
- **If the open and/or close sensor LEDs are flashing upon first power up out of the box, then a sensor registry clear should be performed prior to installation. To clear the sensor registry:**
 1. Power on the unit
 2. Press and hold the Stop/Clear button for at least 3 seconds until the BlueBus LED, Open Sensor LED, and Close Sensor LED turn ON.
 3. Release the Stop/Close button after the said three LEDs have turned ON, then confirm the following:
 - ◇ The display should then flash “bb” indicating that a BlueBus scan is in progress.
 - ◇ The display will flash “LL” when scanning for sensors is complete.
 - ◇ The open and close sensor LEDs should be OFF.
 4. Continue with installation per the instruction manual.
- **Some CBOX 310 units were built with the wiring in the wrong terminals. This will not damage anything but does make the open button non-functional. To correct this, install the button wires between the REMOTE and COM terminals (see images below):**

