

Firmware 3.06 Issue Affecting KT-1 and KT-2 controllers

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Issue

We identified an issue relating to firmware version 3.06 that randomly affects a small number of KT-1 and KT-2 controllers. Affected units have a solid blue heartbeat and the units are unresponsive. It does not impact EntraPass software upgrades.

Solution

The issue resolves with the most recent firmware release, version 3.09.10. This version is available for download.

If you received a KT-1 or KT-2 controller with a solid blue heartbeat, then remove the lithium battery for 20 seconds. If the issue does not resolve, then follow the standard RMA process.

Contact Information

If you have any questions regarding this Technical Advisory Bulletin, please contact Kantech Technical Support.

Contact details for your region can be found at [Contact Details - Kantech Support](#)

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