



## Technical Tip

# **ERROR 7775 UPON UPDATING EIDC<sup>32</sup> FIRMWARE**

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## 1.0 Issue Definition and Description

When updating firmware on an EIDC<sup>32</sup> Door Controller there are a small number of them that will fail on an update. This failed attempt of updating the firmware will result in an error message, “**Error 7775. These controllers cannot be upgraded, please contact support for replacement and reference this error number. Serial number::**”



## 2.0 Issue Resolution

There is currently no workaround for this issue. Please contact technical support for an Advanced Replacement.