



Operators Affected: Nice 936 Controller
Nice 1550
Titan 12L Systems
More info, click: [Technical Support](#).

TECHNICAL BULLETIN

Firmware Update for 936 Controllers

Date: 07/13/2018

ISSUE

Reports indicate that Nice operators are experiencing issues related to learning operator limits, and setting up and operating a dual gate set-up. Reported issues include the following:

- **Incomplete Learning Process** - When in Learn Mode, gate operator successfully learns close limits and positions, but fails, or is unresponsive, to the Open command in order to learn open limits and positions. An incomplete learning process results in a "chasing cursor" display until fixed.
- **Sensitive Obstruction Detection** - Entrapment protection devices, edge sensor devices, and other sensing equipment sensitivity may need to be adjusted per the installation environment.
- **Dual Gate Learned Limit Synchronization** - Learned limits do not remain set after initial set-up leading to unsynchronized gate opening and closing, and final gate setting.
- **Dual Gate Speed Inconsistencies** - Decelerating opening and closing speeds are inconsistent. Motor 1 deceleration shows greater instances of inconsistent deceleration.

Resolution

The latest firmware release, Revision 7.1, for Nice 936 Controllers is now available. Login or register and download code you need from the, [HySecurity website](#)., or contact Technical Support at 1-800-226-0178, or technicalsupport@niceforyou.com.

TECHNICAL SUPPORT

For Technical Support, call your installer or authorized HySecurity/Nice distributor. Obtain the serial number of your gate operator before calling. For the name of a distributor near you, contact HySecurity at 800-321-9947. For additional information, refer to the, [HySecurity website](#).

When you access the HySecurity website and log in using your registered email and password and locate the software release by clicking:

[TechSupport Resources](#) --> [Operator Software](#) --> [Current Operator Software Versions](#)

For UL 325 Standard of Safety information about installation of monitored external entrapment protection sensors, click the following link: [UL 325 - 2018 Sensor Cutsheet](#).