

FREQUENTLY ASKED QUESTIONS

COSEC PE/GE/ME/LE

What
When
Which
Where
How
Who
Why



Date: 23rd January 2015

Version: V1R1

Author: Ankit Joshi

Restoring Device from Booting Mode

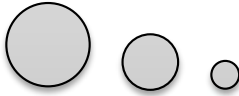
One of our device is not booting up (i.e. it is stuck in bootig mode). We need to find a way to fix this. On the Device display it shows
“ WAITING FOR FIRMWARE”



Device display

```
MATRIX SECURITY SOL  
WAITING FOR FIRMWARE
```

COSEC Utility in C Drive
> C:\Program
Files\Matrix\Matrix
COSEC Monitor >
COSEC_Utility.exe .
Using this I can
manually send the
firmware to the Device



Disable all the
Networks for ex.
Wi-fi, Bluetooth
etc.

Open COSEC_
Utility

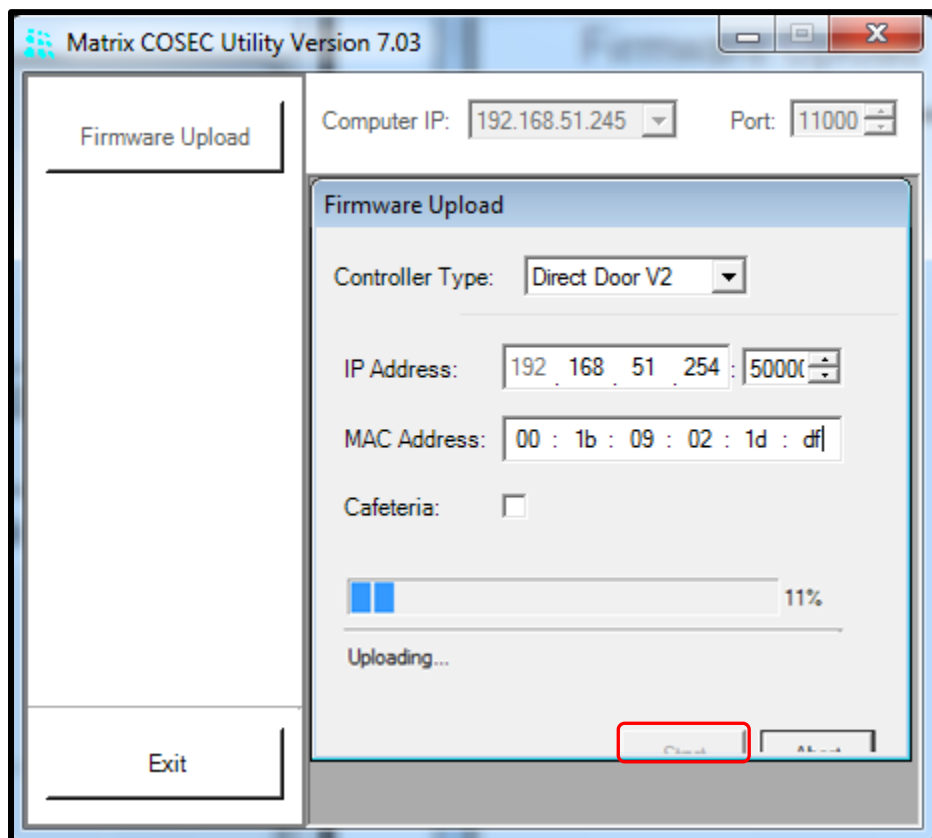
Ensure your LAN
IP and port to be
11000

Carefully select
the device type
and enter MAC

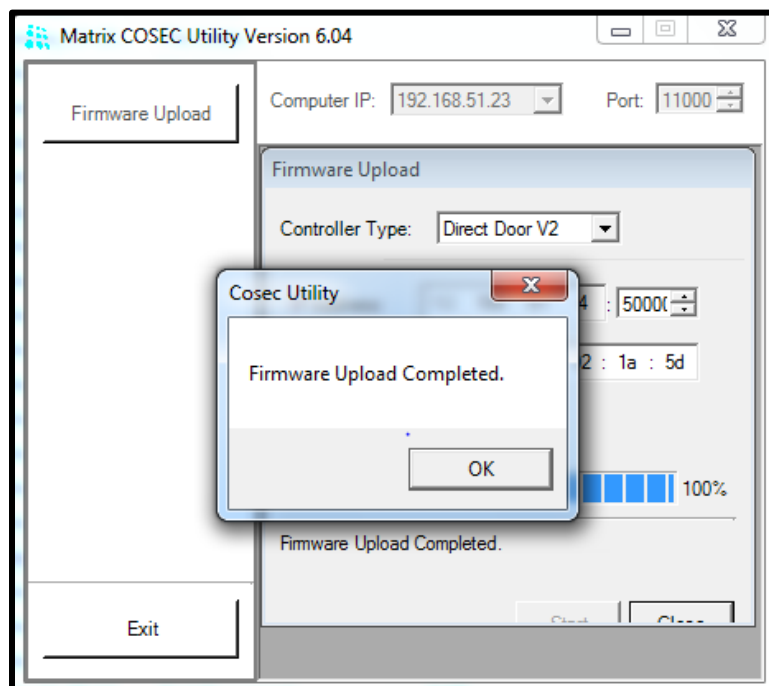
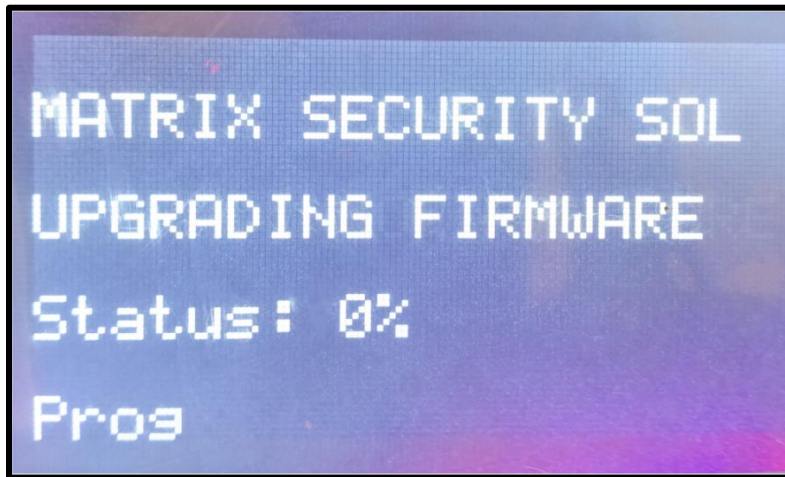
Enter Device Details

Turn OFF Device

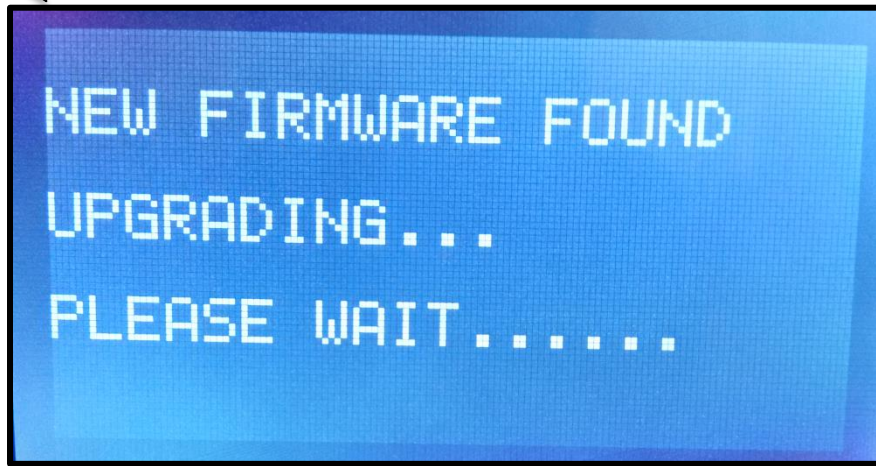
Turn on the Device and instantly click on Start Button



Device display



Device display



That's seriously appreciable! Similarly I can convert Panel Door into Direct Door as well following the same set of procedure



For more information, contact
Matrix Technical Training Team
Training@MatrixComSec.com

Disclaimer: The information contained in this e-mail and/or attachment may contain confidential or privileged information. Unauthorized use, disclosure or copying is strictly prohibited and may constitute unlawful act and can possibly attract legal action, civil and/or criminal. The contents of this message need not necessarily reflect or endorse the views of Matrix ComSec Pvt Ltd on any subject matter. Any action taken or omitted on this message is not entirely at your risk and the originator of this message nor does Matrix ComSec Pvt Ltd take any responsibility or liability towards the same. If you are not the intended recipient, please notify us immediately and permanently delete the message.