



Integrated Control Technology

Protege GX Offline Wireless Locking System

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Introduction

ICT is pleased to announce a new software and firmware release package for the Protege offline wireless locking system. This includes:

- Protege GX version 4.3.402.1
- Protege Config App version 1.0.7.7 (Android) / 1.0.8.0 (iPhone)
- Protege GX controller firmware 2.08.1580
- Update point reader firmware 1.05.397
- Wireless lock firmware 1.1.109

For best performance, we recommend that you use all of these software and firmware versions together in your Protege GX offline locking system.

Other Important Updates

Apart from updates to the offline wireless locking system, these versions include some significant changes that may affect your Protege GX system.

For more information about changes to the Protege GX software and detailed upgrade instructions, see [Application Note 366: Upgrading Protege GX to Version 4.3.402.](#)

For complete release notes covering changes that are not related to wireless locks, contact ICT Technical Support.

Note: TSL Reader Firmware

Be aware that there are two different firmware variants for TSL card readers: one for standard TSL readers, and one for update point readers. When you upgrade the firmware, ensure that you select the **UPR** firmware variant.

Wireless Lock System Updates

Feature Enhancements

Config App UI Improvements

This version of the Protege Config App offers an improved user experience to make it easier to manage offline locks.

- Previously, the config app would continuously connect to update point readers to retrieve the latest data. This could interrupt processes such as initializing and updating locks. Now, the app will only connect to the update point reader when you tap the **Sync from Update Point** button, so you update the lock data only when you intend to.
- Use the **Reset Site Keys** button in the main menu to clear the keys from a previous site without logging out.
- The app includes new tabs for **Default** and **Flash Firmware**. By default, these tabs display a list of locks sorted by signal strength. You can tap **Disable Auto** to freeze the current list of locks, preventing the list from rearranging itself while you work.
- The new **Diagnostics** page enables you to retrieve key details from the locks, such as firmware version, serial number and current battery voltage.
- Improved process and error messages.

Issues Resolved

Lock Operation

- Resolved an issue where the lock could permanently stop responding to app commands after certain communication errors.
- Resolved an issue where the lock could restart when Bluetooth and card reads occurred simultaneously.
- Improved the lock's sensitivity for card detection, resolving an issue where cards sometimes did not trigger the lock to wake up.
- Resolved an issue where some events could be dropped when transferring a large batch of events over Bluetooth.
- Resolved an issue where events could be lost from the lock if the transfer process was interrupted.
- Resolved an issue where initial pairing of a lock could intermittently fail.
- Resolved an issue where defaulting the lock did not always clear the configuration, leaving it in an inconsistent state.
- Resolved an issue where the lock could stop responding to cards for short periods.

Events and Status

- Resolved an issue where the controller could remain unaware of a lock update.
- Resolved an issue where old data from other locks could overwrite more recent statuses.

Software UI

- Resolved an issue where operators with restricted sites could not enroll credentials for offline wireless locks.
- Resolved an issue where wireless lock doors could remain in the **Initialization required** state in the software even after they were initialized successfully. This typically occurred when initializing large batches of locks (more than 50).

Controller

- Resolved an issue where the controller could get stuck in a permanent loop while generating lock configuration data.

- Resolved an issue where the controller would fail to load the lock list into the config app.

Update Point Reader

- Resolved an issue where an update point reader could grant access without updating the data on the card.
- Resolved an issue where the update point reader would sometimes read invalid MIFARE Classic cards.
- The card reader now reports **System Debug** messages to Protege GX when it encounters an error. You can see these debug messages in the event log.
- If the card reader detects a hardware fault when it first starts up, it flashes an error code:
 - **1 slow red flash, repeating**: Reader cannot communicate with internal peripherals (e.g. SAM chip).
 - **2 rapid red flashes, repeating**: Reader cannot load configuration.
 - **5 rapid red flashes, repeating**: SAM or NFC chip failed.

Config App

- Menu items are no longer grayed out on startup.
- The "What's New" popup no longer appears after first installation of the app.
- When you initialize locks, only locks that can be initialized are displayed in the list.
- Locks that were defaulted after a firmware upgrade are now correctly displayed in the initialization list.
- Resolved an issue where the app would hang on the opening screen in some languages.

Known Issues

ICT would like to make you aware of the following new known issues that affect the offline wireless locking system:

- If you pull a credential away from the update point reader while it is still being initialized, the credential can become corrupted and unusable. This most commonly affects smaller credentials such as tags that have a smaller read range. To prevent this, we recommend initializing small tags, wristbands, discs, etc. for the first time using the desktop USB encoder rather than the update point reader.
- Some credentials with smaller storage space may not be initialized by the update point reader, even if there is actually space for the data.
- If the update point reader fails to write to a card due to insufficient storage space, it currently silently fails instead of displaying a warning to the user.

For more known issues, see the [Protege Wireless Lock Configuration Guide](#).

Upgrading Software and Firmware

This section contains instructions for upgrading the software and firmware components required for this wireless lock release.

Upgrading Protege GX to the Latest Build

If your Protege GX system is currently on a version **earlier than 4.3.370**, there are additional actions you must take before you upgrade. For detailed information and instructions, see [Application Note 366: Upgrading Protege GX to Version 4.3.402](#).

To upgrade to the latest version, you may be required to uninstall the previous version first. The installer will inform you if this is the case.

1. Prior to performing an upgrade, you should always back up your database:
 - Open the Protege GX application and log in using an operator account with administrative permissions, or at minimum the ability to perform system functions.
 - Select **Global | Global settings** from the main menu.
 - Under the **Main database backup** options, select **Backup now**.

Wait for the backup to be completed before proceeding.

2. Run the installation for the server:
 - Run the supplied setup file (setup.exe) and follow the onscreen instructions.
 - When the installer is launched it looks for the previous version of Protege GX installed on the local workstation and upgrades it to the latest build.
 - Progress is displayed as the database is upgraded and the application installed.
3. Run the installer again on each client machine to update the client interface.

Detailed installation instructions can be found in the Protege GX Installation Manual.

Upgrading Controller Firmware

Upgrading controller firmware can be carried out from the Protege GX user interface. It is also possible to upgrade the firmware of individual controllers from the **Application Software** section of the controller web interface.

Before Upgrading Firmware

- This process will take approximately 10 minutes per controller and it is recommended that firmware updates are performed when the site is closed for maintenance or at times of low activity. The controller will not be able to perform its normal function while firmware is being updated.
- Ensure that the controller does not lose power during the firmware upgrade process.
- Ensure that there is a stable network connection between the controller and the Protege GX server before you begin upgrading the firmware. If the network connection is unstable, we recommend upgrading locally from the controller's web interface.
- Controllers do not support defaulting and firmware upgrade at the same time. Before you upgrade the controller firmware, ensure that the wire link used to default the controller is **not** connected.
- We strongly recommend having a technician on site during the firmware upgrade process to respond to any issues that might arise.

Losing power or network connection during the upgrade process or upgrading with a default link connected can cause the controller to become inoperable.

PCB and DIN controllers run completely different firmware. **Deploying incorrect firmware to a controller will result in total failure.** This can be corrected, however the process to do so is time consuming. Please ensure you download and install the correct firmware for your device.

Upgrading Firmware from the Protege GX User Interface

1. Open and log in to the Protege GX application and ensure that you have a connection to the controller that you wish to upgrade.
2. From the main menu, select **Sites | Controllers**.
3. Right click on a controller and select **Update firmware**.
4. Click the **[...]** button and browse to the supplied firmware (.bin) file.
5. Choose which controller(s) to update by selecting the **Include** option. Only the selected controller(s) will be updated.
6. Click **Update** to commence the firmware upgrade procedure.
The upgrade can take up to 10 minutes per controller to complete. Once complete, the controller is automatically restarted.
7. On completion of a firmware upgrade a download is required to update controller programming. Right click on the controller record and select **Force download**.

Updating TSL Reader Firmware

TSL readers support over-the-network updates from the controller's web interface.

1. Connect the TSL reader to a controller or reader expander using ICT RS-485 or OSDP configuration.
Readers connected in Wiegand configuration cannot be upgraded over the network.
2. Log in to the controller's web interface.
3. **In Protege GX:** Navigate to **Application Software**.
In Protege WX: Navigate to **System | Application Software**.
4. Open the **Module** dropdown to view the card readers connected to the system. TSL readers that support over-the-network firmware updates are displayed in white. Readers that don't support upgrade are grayed out.
5. Select the reader to upgrade.
6. Click **Upload Firmware** and select the new .bin file.
7. The web interface will show progress as the controller uploads the firmware to the reader. The reader will remain operational and respond to card badges and PINs while it is loading the new firmware.
The warning in the **Update Module Firmware** section does not apply to TSL readers. Updating a TSL reader does not put the network into maintenance mode.
8. When the upload is complete, the reader will flash purple for approximately 10 seconds while it reboots. It will not respond to card badges or PINs during this time.
9. After rebooting, the reader will begin operating as normal with the new firmware. Click **OK** to close the window.

You must refresh the page to see the new firmware version in the **Module** dropdown.

Upgrading Wireless Lock Firmware

Wireless lock firmware is upgraded automatically whenever you initialize or update a lock using the latest Protege Config App. To upgrade your locks:

1. Ensure that you are running the latest Protege Config App version. You can view the version in the side menu of the config app.
If you do not have the latest app version, check for updates on the Apple App Store or Google Play Store.
2. If you are initializing new locks, simply badge the config app at an update point reader, then initialize the locks as normal.
3. If you wish to upgrade existing locks, in Protege GX navigate to **Programming | Doors**. Right click on each wireless lock and select **Force update**. Then badge the config app at an update point reader and update each lock as normal.
4. The config app will upgrade the lock's firmware before it initializes or updates it. The lock's LEDs will flash blue and red while the firmware is being upgraded. This may take a minute or two, so stay in Bluetooth® range of the lock until the lock flashes blue.
5. Repeat to upgrade each lock.
6. Return to the update point reader to upload the lock status updates to Protege GX.

We recommend that you only initialize or update up to 50 wireless locks at a time before returning to the update point reader to upload the data.

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