PRODUCT LINE:	ACCESS		
PRODUCT NAME:	NGCR Mullion Reader		
MODEL(S):	VR50M-MF	**CATEGORY:**	BUG FIX
CONTACT:	Local Technical Support	**DATE:**	2020-11-27

An issue had been identified that was affecting VR50M-MF readers with the FW revision 2.002.000 (product revision: 05). Mullion readers with this firmware were becoming unresponsive and did not acknowledge either key presses or card batching any longer. The units could only be recovered by physically rebooting the device. After reboot, the issue was reoccurring in varying time intervals.

This issue has been resolved with the release of FW 2.002.004 (product revision: 06). The new firmware addresses a bug that gave a smoother operation on the key scanning a higher priority than some vital functions of the operating system. The order of the priority has been restored in the new firmware. Furthermore, the watchdog functionality has been enabled to allow the device to restart if necessary and to ensure a swift operation over the lifetime of the product.

To improve the responsiveness of the reader to key inputs, the previous firmware version had the keypad scanning routine running at a higher priority than the operating system. Occasionally, if a key was pressed, it could interrupt the operating system, causing the reader to crash. An external hardware watchdog should cause the reader to reset, but this was disabled in previous versions.

The current version has been improved as follows:
- Keypad scanning runs at a lower priority. Operating system cannot be interrupted.
- External hardware watchdog is enabled.

We have updated our stock and are advising affected customers to either upgrade the firmware in the field or return affected units for direct replacements.

Please find below an example of where to find the product revision number, serial number and FW revision on both the product and packaging label.

VANDERBILT