

PRODUCT LINE:	ACCESS		
PRODUCT NAME:	NGCR Mullion Reader		
MODEL(S):	VR20M-MF, VR50M-MF	CATEGORY:	UPDATE
CONTACT:	Local Technical Support	DATE:	2020-11-20

A few months ago, an issue has been identified in the field, that was affecting the Mullion NGCR range of card readers. When a statically charged card holder approached the reader, the LEDs of the card reader started flashing. Once the disturbance was removed, the card reader resumed normal operation. Even though, this behavior had no impact on the long-term reliability of the card reader, Vanderbilt made sure to address the identified problem immediately for enhanced customer satisfaction.

This issue has been solved with the release of FW 2.002.004 (product revision: 06). The new firmware reduces the sensitivity on the reader inputs by filtering out noise. 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.

