

PRODUCT LINE: ACCESS

PRODUCT: Proximity Credentials & Readers

MODEL: See Table **CATEGORY:** PRODUCT ISSUE

CONTACT: Local Technical Support **DATE:** 2021-08-05

We wish to inform you of a recent issue with some combinations of Vanderbilt Proximity credentials and Readers. A recent batch of credentials used in the following products may not be authorized by the following readers.

Credentials
ACT Prox FOB - B EM10T3
ACT Prox ISO - B EM10C3
ACT Prox Duo - B (EM10C5)
ACT Prox HS - B (EM10C4)

Reader Part Numbers	Description
V54504-F141-A100	ACTpro 1030e Prox 125kHz Mullion Reader
V54504-F142-A100	ACTpro 1040e Prox 125kHz Reader
V54504-F143-A100	ACTpro 1050e Prox 125kHz Keypad Reader

Reader versions between V10 (June 2010) and V14(August 2018) are affected.
 Reader versions since September 2018, V15 and V16 (current release version) are not affected.

Corrective Action:

If you have experienced the issue described above, please follow one of the following options:

- Return the credentials.** Please follow the RMA procedure to return the credentials. We will provide a replacement credential as proposed in **Error! Reference source not found.** under preventative action.

OR

- Update reader configuration.** Please request an EM reader configuration card from the Customer Service department your local technical support team. (support.uk@vanderbiltindustries.com). The configuration card will be supplied with instructions on how to configure the reader to accept these cards.

Preventative action:

Sales of the credentials in **Error! Reference source not found.** above have been temporarily restricted. Please order one of the alternatives recommended in **Error! Reference source not found.** below.

Original Part	Proposed Replacement
ACT Prox FOB - B EM10T3	1 - ACT 125 FOB – B(EM10T1) or 2 - HID FOB Prox - B (EMxT2)
ACT Prox ISO - B EM10C3	1 - ACT 125 ISO - B (EM10C1) or 2 - HID ISO Prox - B (EMxC2)
ACT Prox Duo - B (EM10C5)	HID Duo Prox - B (EMxC6)
ACT Prox HS - B (EM10C4)	HID Prox 11 - B (EMxC4)