

## HID 16K and 32K iCLASS cards

Dear Customer,

L-1 and HID have recently determined that users of Bioscrypt V-Smart iCLASS or Bioscrypt V-Station iCLASS products may experience difficulty reading new HID 16k and 32k iCLASS cards. This issue is caused by incompatibility of new HID iCLASS cards with existing Bioscrypt V-Smart iCLASS and V-Station iCLASS readers. Our two companies are aggressively working together to resolve this.

If you are currently experiencing this issue, please take the following actions:

- If you have these iCLASS Bioscrypt products deployed and are ordering additional HID cards, please contact HID, Mark Rivoli at 949-598-1677 or e-mail, [mrivoli@hidcorp.com](mailto:mrivoli@hidcorp.com) before ordering new cards. HID will work with you to order specific cards to ensure proper operation with your Bioscrypt products.
- If you received HID cards that do not work with your installed Bioscrypt products, please contact HID, Mark Rivoli at 949-598-1677 or e-mail, [mrivoli@hidcorp.com](mailto:mrivoli@hidcorp.com).

Arrangements will be made to promptly replace your cards at no charge.

Sincerely,

L-1 and HID Global Corporation