

February 12, 2020

Firmware Update Recommendation
VP3300 – USB and Bluetooth Readers

Dear Valued ID TECH Customer:

It has been identified that VP3300 USB and VP3300 Bluetooth products with a specific range of firmware may experience an issue of locking up and becoming unrecoverable. While the rate of this situation occurring is low, it is strongly recommended to update firmware in your VP3300 devices to the latest revision to avoid the device becoming inoperable.

Affected FirmWare Range:	USB: NEO 1.01.135 through NEO 1.01.183 Bluetooth: NEO 1.01.111 through NEO 1.01.159
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Affected Product Revisions:	USB:																		
	<table border="1"> <thead> <tr> <th>Hardware Part number</th> <th>Hardware Revision</th> </tr> </thead> <tbody> <tr> <td>IDVP-11, IDVP-11A, IDVP-11AP, IDVP-11N, IDVP-11P</td> <td>J</td> </tr> <tr> <td>IDVP-12, IDVP-12A, IDVP-12AP, IDVP-12N, IDVP-12P</td> <td>J</td> </tr> <tr> <td>IDVP-21, IDVP-21A, IDVP-21AP, IDVP-21N, IDVP-21P</td> <td>J</td> </tr> <tr> <td>IDVP-22, IDVP-22A, IDVP-22AP, IDVP-22N, IDVP-22P</td> <td>J</td> </tr> <tr> <td>IDVP-31, IDVP-31A, IDVP-31AP, IDVP-31N, IDVP-31P</td> <td>J</td> </tr> <tr> <td>IDVP-32, IDVP-32A, IDVP-32AP, IDVP-32N, IDVP-32P</td> <td>J</td> </tr> <tr> <td>IDVP-61, IDVP-61A, IDVP-61AP, IDVP-61N, IDVP-61P</td> <td>J</td> </tr> <tr> <td>IDVP-62, IDVP-62A, IDVP-62AP, IDVP-62N, IDVP-62P</td> <td>J</td> </tr> </tbody> </table>	Hardware Part number	Hardware Revision	IDVP-11, IDVP-11A, IDVP-11AP, IDVP-11N, IDVP-11P	J	IDVP-12, IDVP-12A, IDVP-12AP, IDVP-12N, IDVP-12P	J	IDVP-21, IDVP-21A, IDVP-21AP, IDVP-21N, IDVP-21P	J	IDVP-22, IDVP-22A, IDVP-22AP, IDVP-22N, IDVP-22P	J	IDVP-31, IDVP-31A, IDVP-31AP, IDVP-31N, IDVP-31P	J	IDVP-32, IDVP-32A, IDVP-32AP, IDVP-32N, IDVP-32P	J	IDVP-61, IDVP-61A, IDVP-61AP, IDVP-61N, IDVP-61P	J	IDVP-62, IDVP-62A, IDVP-62AP, IDVP-62N, IDVP-62P	J
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Bluetooth:

Hardware Part number	Hardware Revision
IDMR-BT93133	F
IDMR-BT93133A	E
IDMR-BT93133AP	E
IDMR-BT93133APW	E
IDMR-BT93133AW	E
IDMR-BT93133N	E
IDMR-BT93133NW	E
IDMR-BT93133P	E
IDMR-BT93133PW	E
IDMR-BT93133PW-K333	E
IDMR-BT93133W	F

If you've purchased product with the revision indicated above, please work with your sales manager and ID TECH technical support to perform a firmware upgrade to the device. If you purchased a revision prior to that listed above but had performed firmware updates with firmware identified in the affected range, please work with your sales manager and ID TECH technical support to upgrade the firmware in your devices.

ID TECH performs periodic firmware updates to our products that fix identified issues as well as add new features, so please work with your sales manager to get notified when updates are available.

For questions, please contact your Sales Manager at ID TECH. Thank you in advance for your understanding!

Sincerely,

Product Management
ID TECH

