

ProxProgrammer® Firmware Upgrade

Technological advancements with chip technology used in HID proximity cards have resulted in the need to upgrade the firmware in your existing ProxProgrammer. This upgrade must be done; without the upgrade, you will no longer be able to correctly program HID proximity cards with your ProxProgrammer. This upgrade is free.

We realize the ProxProgrammer is an integral part of your ability to service your customers with custom programmed proximity cards. To ensure that the required upgrade is performed in a timely and convenient way, HID is offering you two alternatives:

- If you would prefer to change the processor yourself, HID will provide step-by-step instructions with digital photos to assist you. Simply call Charisse Harkless at HID to order a free upgrade kit(s), consisting of a new processor and upgrade instructions. If needed, technical support by telephone will be available. There is **no charge** for the upgrade kit or any necessary support. Call Charisse at (800) 237-7769, ext. 1634, or call +1 949 598-1634 or via E-Mail at charkless@hidcorp.com.
- If you would prefer to have HID perform the required upgrade, please contact Charisse Harkless at HID to schedule an appointment for the return of your unit(s) to the HID factory in Irvine, CA. An appointment date will be scheduled and confirmed by return E-Mail. Once your appointment is confirmed, you will need to complete the enclosed ProxProgrammer request form. Ship the unit(s) and the form prepaid to HID. The upgrade will be done on the appointment date. There is no charge for the firmware, associated labor, or return shipping charges. By pre-scheduling your unit's upgrade, you will ensure a quick turnaround.

Please determine which upgrade alternative will best meet your needs. Then, contact HID Charisse Harkless at (800) 237-7769 (7769), ext. 1634 or via E-Mail at charkless@hidcorp.com.

HID would like to schedule your upgrade for the earliest possible opportunity. This will insure that your ability to program HID proximity cards is not interrupted.

We identify with your business. ●

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