AC Series Controller
INTERNAL FAQ Document

Where can I get information on the AC Series Controller?

HID employees can get information on the AC Series Controllers from:

1. Salesforce Chatter Group "AC Series Controller"
2. HID's Agile System

Where can the AC Series Controller be sold?

There is an internal document called "AC Series Controller Availability by Country" that lists countries cleared for sale. Please check with the local sales representatives before making any sort of external communication.

The preliminary target regions/countries are:

1. LATAM
2. ASEAN
3. Turkey
4. Levant
5. Africa

Who can buy the AC Series Controller?

A set of partner requirements have been set to purchase the AC Series Controllers:

- Partners must be a distributor or integrator serving the target countries
- Partners must not ship to the products outside the target region/countries
  - This is particularly important for LATAM distributors based in Miami. North America is off limits. The product itself has not been certified for North America.
- Partners must be able to service and support the products
  - See Clause 4.3.2 Support Level Responsibility in HID's "Customer Guide to Technical Support and Maintenance"
- Partners should be able to train and promote the product throughout their channel network

Failure to adhere to the 'musts' will result in a warning followed by a suspension of sales, if corrective actions/plans are not seen.

Where can partners get information on the AC Series Controller?

Partners can get information on the AC Series Controllers from:

1. HID Partner Community
   a. Access to material will be restricted to Distributors and Integrators within the target countries
2. Their Local HID Representative
3. HID Academy *(TBD, but will be limited to training materials)*

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Where can installers and end customers get information on the AC Series Controllers?

Installers and end customers can get information on the AC Series Controllers from:

1. DVD Contained Within the ACW2-XN Unit Box
2. Their Local HID Partner

Is there are particular reader and credential we would like to promote with this product.

Yes, the product's primary target is distribution channels serving small businesses and thus we are trying to standardize on the reader and credential. The document "HID ACW2-XN Buyer's Guide" lists the target readers and credentials.

- Select Seos Profile Readers [R10, RK40, R10(BLE), RK40(BLE)]
- Seos 8K H10302 Cards

Do we support a mix/match of different card formats?

No, the system will only allow the user to select one of 5 options: H10301, H10302, H10304, C1K(35/48-bit), and Passthrough. The Passthrough mode uses the raw binary data truncated at 48 bits and should be used for formats that are not supported by the system.

Do we support custom Wiegand formats?

No, the system does not fully support custom Wiegand formats. However, cards with custom Wiegand formats can still be used with the system using the Passthrough Wiegand setting.

Do we support a reader with keypad?

Yes, HID readers set to a 4-bit burst mode are supported, the RK40 Seos Profile Reader is recommended.

Do we support 3rd party Wiegand readers?

Yes, we support a variety of 3rd party Wiegand readers that have the pulse width and interval settings within the following range:

Pulse Width: 21µS to 100µS

Pulse Interval: 200µS to 8000µS (8mS)

Is there an API/SDK for the AC Series Controller?

Currently there is no API/SDK for the AC Series Controller; however there are plans to introduce an API/SDK in the future. No date had been set for the release and thus the communication plan is to notify partners that an API/SDK is being planned, but no date has been committed for the release.

In the meantime, 3rd party solution providers can make a very basic integration into the embedded web-server via the UDP output feature.

Will there be future expansion modules for the AC Series?

There are plans to introduce an OSDP and I/O module in the future; however, no fixed date has been for the release. The communication plan is similar to the API/SDK. Partners should be notified that more modules variants are currently being planned, but no date has been committed for the release.

What relation does HID have with Impro?

This product is an OEM product branded 'HID' and developed by Impro. HID and Impro in terms of a market facing point-of-view are completely unrelated. Another note is that Impro should not be openly promoted nor mentioned. Only respond to questions in regards to Impro, if directly asked. In a sense and purpose this is an HID product.

Does HID have to service/support Impro components?

No, HID products should only be used with HID components. If such a mix/match is discovered in field, please report it right away to your corresponding regional product marketing manager.

Can you mix/match HID/Impro products?

As the base protocols are all the same, it is technically possible. This is both in terms of the H/W components as well as the S/W. This also potentially allows HID partners to contact Impro to expand their existing system beyond the current limit. This will not be encouraged or allowed within the initial release. This scenario is also completely untested.