

关于 dormakaba 酒店锁系统升级的通知

多玛凯拔集团 中国区

Date: April 29, 2020

Subject Line: ILCO RFID System Update Needed

Dear dormakaba Customer:

Thank you for selecting dormakaba as your trusted partner for access solutions. Proactive and timely communication is important to maintaining that trust. We know that this is a time of great uncertainty due to the impacts of the unprecedented global pandemic. People are at the core of dormakaba and we remain committed to doing what is right by our customers, our teams, and our shared communities. In that spirit, we are working to endure the current health crisis, support your business continuity, and prepare for a robust recovery.

This letter is an important product alert impacting the ILCO RFID lock system currently in use on your property. If you are not responsible for technical updates, please forward this letter to the owner, general manager, or other appropriate person at your property.

Issue

- **On November 24, 2021**, the lock system time measurement technology will be obsoleted causing the lock audit to report wrong dates/times and therefore impact the reliability of audits produced.
- Your locking system will no longer function properly, and your RFID audit will begin reporting wrong dates after 8:00 pm local time.

- For clients using ILCO FDU G4: The audit logs will report wrong dates after November 24, 2021 and therefore, impact the reliability of audits produced.
- For clients using ATLAS: For the cards issued before the November 24, 2021 date only guest or resident credentials (physical key cards or mobile keys) will continue to work until expiry; all other key cards will cease to work on that date, including emergency key cards.

Resolution

- Your technical support team at dormakaba can resolve this issue with an update solution consisting of both digital and on-site tasks. There is no charge for remotely updating your existing Atlas or Front Desk Unit (FDU) G4 systems performed digitally by dormakaba.
- For clients using ATLAS: After the update is performed to your Atlas systems you will be required to reprogram all locks on property. Further details will be provided by our support agents at the time of the remote system upgrade by dormakaba.

Please call our dedicated Customer Resolution Center at +86-18516121036 to schedule your resolution. Please email joyce.wan@dormakaba.com for additional information.

Our goal is to make this a simple and non-disruptive enhancement to your system prior to the deadline of November 24, 2021 at 8:00 pm local time. If you are not responsible for technical updates, please pass this letter to the appropriate person.

Please reach out to us with any questions. Thank you for your continued loyalty and support.

Sincerely,

Your dormakaba Team

ILCO RFID 系统更新需求

致尊敬的 dormakaba 客户：

感谢您选择 dormakaba 作为您的解决方案和服务领域可信赖的合作伙伴。积极和及时的沟通对保持这种信任很重要。我们知道，由于全球范围内爆发的前所未有的大流行病，目前局势充满了不确定性。致力于以我们的客户，我们的团队和我们的共享群体为 dormakaba 的核心。本着这种精神，我们将尽全力在当前的健康危机中，继续支持您的业务连续性，并为之后复苏做好强有力的准备。

此邮件将传达给您重要产品资讯，是关于您当前在使用的 ILC0 感应（卡）锁系统。如果您现在已不再负责产品技术的更新，请将此邮件转发给业主，项目经理或其他相关负责人员。

涉及问题：

- 至 2021 年 11 月 24 日，您所使用的 ILC0 感应（卡）锁系统将停止更新其技术使用有效性，导致显示日期/时间出现报错现象，从而将影响其信息反馈的可靠性。
- 本地时间 2021 年 11 月 24 日 20:00 之后，您的感应（卡）锁将无法正常运行，RFID 感应卡验证信息将会报错。
- 对于 ILC0 FDU G4 的使用客户：2021 年 11 月 24 日之后将会出现验证记录报错的情况。因此，将影响验证信息生成的有效性。
- 对于 ATLAS 的使用客户：对于 2021 年 11 月 24 日之前发行的钥匙卡，除访客或身份验证授权过的（实体卡或手机密钥）可继续使用，所有其他钥匙卡，包括紧急钥匙卡在内将在该日期后停止运行。

解决方案：

- dormakaba 的技术支持团队可以通过后台数据和现场设置更新给出此问题的解决方案。dormakaba 将免费为您提供针对现有的 Atlas 或 FDU G4 系统远程技术升级。
- 对于 ATLAS 的使用客户：对 Atlas 或系统执行更新后，将需要对您所有锁性能进行重新编程。通过 dormakaba 进行远程系统升级的同时，我们将支持我们的代理商在提供服务时提供更多详细信息。

如果您想要了解更多信息可致电+86-18516121036，或发送电子邮件至 joyce.wan@dormakaba.com，我们会给您提供专业且适合的解决方案。

我们的目标是于当地时间 2021 年 11 月 24 日 20:00 前，对您的系统进行简单且有效的升级。如果您现在已不负责技术更新，请将此邮件转发给相关的人员。

如有任何问题，请与我们联系。感谢您一直以来的信任与支持！

顺颂商祺，

来自 dormakaba 团队

2020.04.29