

Dormakaba USA, Inc.  
6161 E. 75th Street  
Indianapolis, IN 46250

Valued Customer,

**BEST Wi-Q & Mercury Integration Update**

To whom it may concern,

The intent of this letter is to inform you of a system integration constraint which affects the Best Wi-Q product and Mercury LP4502 Control Boards.

The LP4502 is advertised as supporting 32 SIO's, or up to 32 Wi-Q gateways through the BEST integration. It has recently been discovered that the total number of gateways that can be supported by an LP4502 is **also dependent on the total number of credentials associated with a panel.**

The Mercury team is aware of the issue and plans to improve the capacity through future development efforts.

Until the time that this update can be made, please see below for a chart showing total number of gateways supported by LP4502 based on credential count.

Maximum Credential Count Per LP4502*	200	400	1,000	4,000	8,000	16,000
Maximum Supported Gateways Per Panel*	12	10	6	4	3	2

*\*When determining how many LP4502 panels will be needed to support a Wi-Q system, please consider the total credentials associated with locks downstream of the LP4502 panel.*

If there are any additional questions or clarifications, please feel free to let us know.

Sincerely,

Edward Horst  
Dormakaba - Electronic Lock Product Manager

Sincerely,

Steve Lucas  
HID - VP Sales, NAM OEM Accounts