

## Leader in *BIOMETRIC RFID IoT* Products & Solutions and Cloud Platform for Workforce Management and Access Control

*Last update made on Dec.,2025.*

\*Please note that as an IoT cloud solution, all software and hardware MUST be under warranty for any support services, due to product and solution complexity, problems occurred which often have nothing to do with our products but due to end user network settings etc, we end up trouble shooting end user network.

If only software is under warranty, we will ONLY support the software and WILL NOT service any issue related to hardware and vice versa for hardware.

Update on AMS Licensing  
*Jakin® ID Solutions and ACTAtek™ Products.*

Dear Resellers,

The ACTA series of hardware was first launched in Cebit 2004, the largest IT exhibition in the world, with much acclaim. It continued to receive numerous awards including Product of the Year from SC Magazine (USA), Network Products Guide (USA), Frost Sullivan Biometric Product Market World Penetration Award in London.

AMS™ stands for *Access Manager Suite* and it is a proprietary software provided by *Jakin®* as a solution to manage remotely one or multiple *Jakin®* products, such as *ACTAtek™* terminals, offering users administration, biometric and RFID card data, time zones management, log/events, and much more.

Over the years we have placed a nominal license charge for the AMS just to cover the cost of issuance. However, we have found ourselves providing a wide range of technical support on the AMS ranging from installation to detail application settings drawing much of our technical support colleagues working hours at a great cost.

So much development effort and manpower have been spent and continue to do so on the AMS. The functions and features are unrivalled and the very best as a cloud application and platform for the management of our fingerprint RFID IoT devices with latest:

1. upgrade to TLS forgoing the aging and less secure SSL encryption;
2. proven national application with 50,000 users with over 1,000 units allowing uninterrupted mass transactions of user and transaction data whilst giving the best administrative functions of manipulating user data and access rights;
3. the only biometric and RFID IoT with best network features such as SNMP compliant, DDNS support, Google Cloud support for developers.....

## Leader in *BIOMETRICRFID IoT* Products & Solutions and Cloud Platform for Workforce Management and Access Control

4. A fingerprint sensors which is almost indestructible.... plus many others

We continue to develop other workforce management and both physical and logical access applications to run on the platform in modulo forms.

We also feel the need to further clarify and better define our license and warranty as well as technical support statements and schemes of the AMS and our other products. Hence we attached all the update statements for your information and future actions.

We are revising our charges and terms and conditions of all the warranties and support terms so as to clarify as much as possible to make it self-explanatory. If you still have any issues or questions, please don't hesitate to contact us. Thank you for your kind understanding.

Yours sincerely,

Jakin/Actatek Marketing

*Best Value Products and Solutions with*

*Best Possible Services;*

*Best Possible Solution;&*

*Best Possible Technologies.*