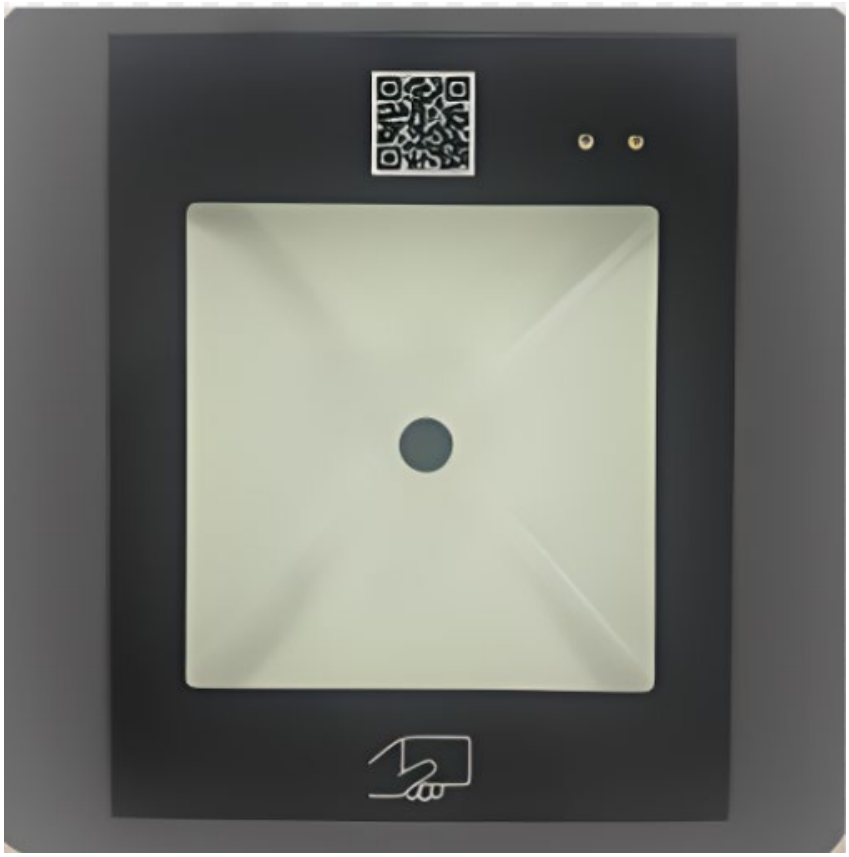
2026-06-19



QR500-Pro-B with ACT365 – Wiegand Protocol

This document describes how to connect and enable the QR500-Pro-B and QR code e-mailing/reading in ACT365.

NOTES:

- Wiegand only reader
- Green LED control only on the reader
- No card reading supported against ACT365
- Supports credential numbers 1000 -> 4294967295

Acre security

Vanderbilt International (UK) Limited
Unit 31 Springboard Business Innovation Centre
Llantarnam Industrial Park
Cwmbran
NP44 3AW

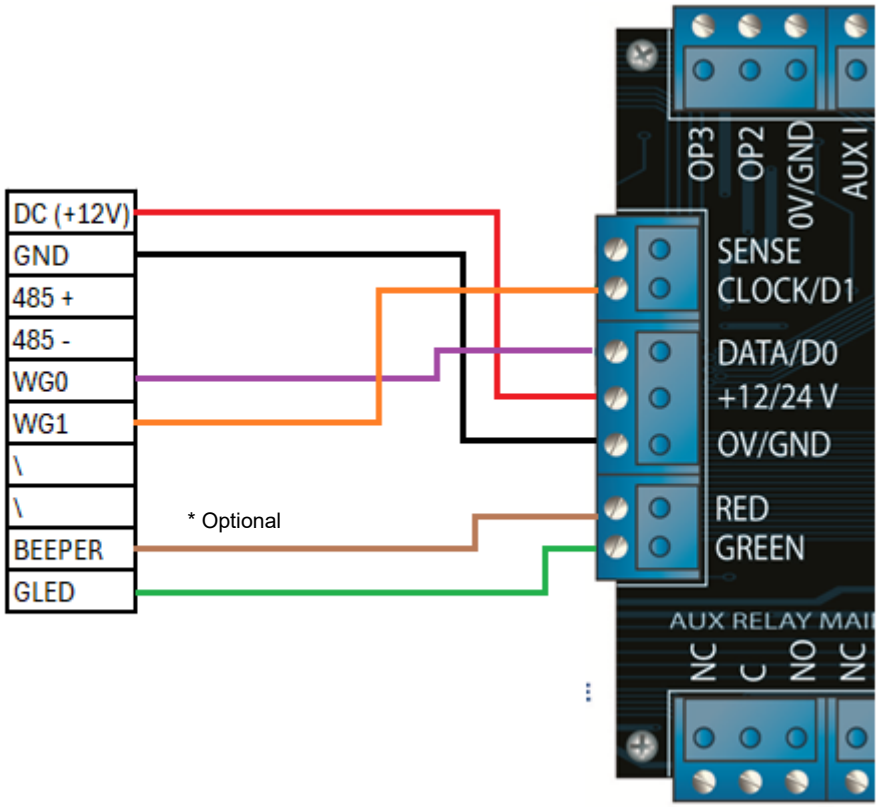
+44 0203 6301652
acresecurity.com @acre_og acrellc

Directors:
John Skowronski
Brad Wolfe
Mark Carton

Registered in United Kingdom
Company Number: 9299461
VAT GB 206 5829 06

1. Wiring

The QR500-Pro-B connects to the ACU as a Wiegand reader, and requires connection in the following way:

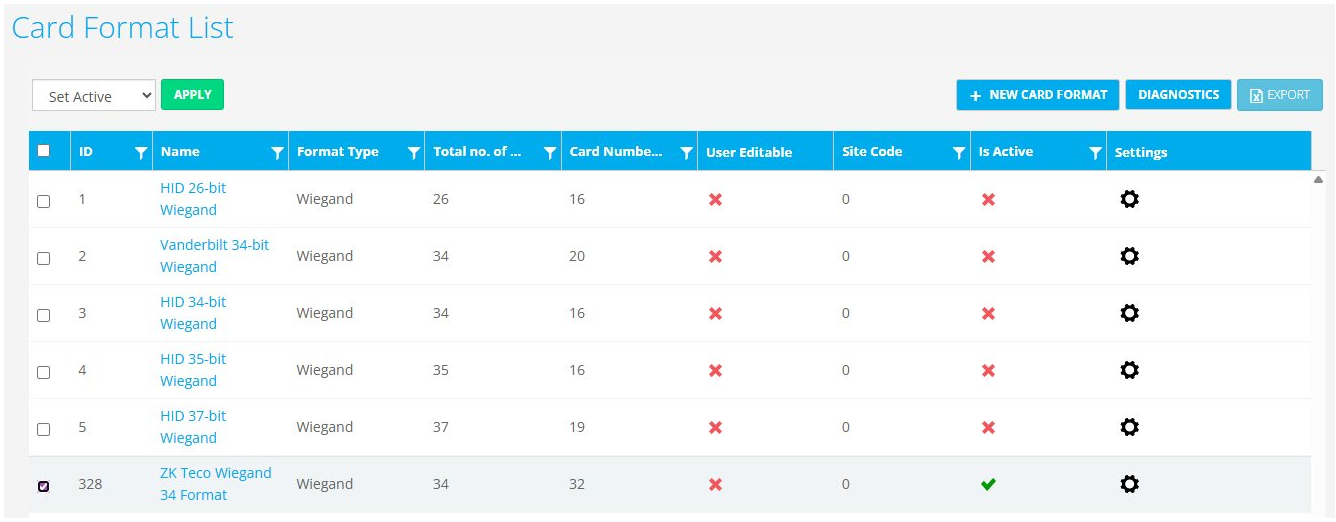


QR500-Pro	ACU
DC (+12v)	+12/24v
GND	0v
WG0	Data/D0
WG1	Clock/D1
GLED	Green
BEEPER*	Red*

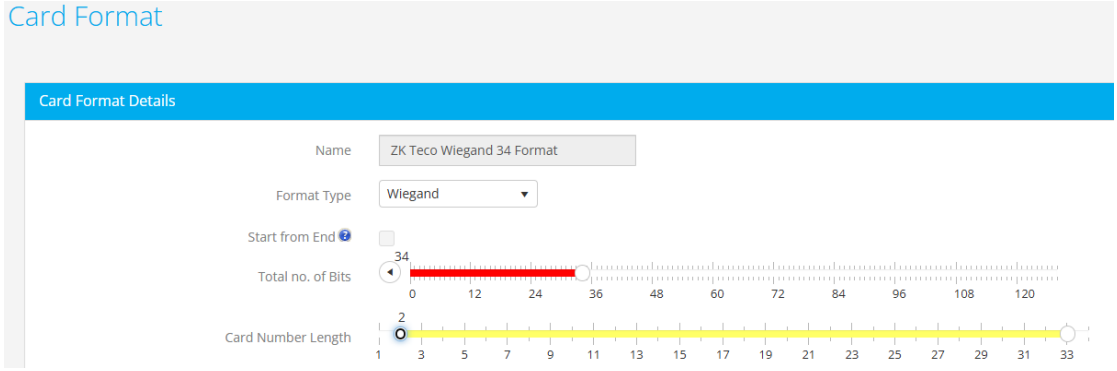
* Connection of Beeper to RED LED of the ACU is optional and will result in the reader sounder activating when an invalid card event is triggered.

2. Ensure the Wiegand Format is enabled – ACT365

In the **Customer Portal** navigate to **Settings > Card Formats.**
This page details all currently defined card formats.
Ensure that ZK Teco Wiegand 34 is set to Active. this is predefined for all customers using ACT365:



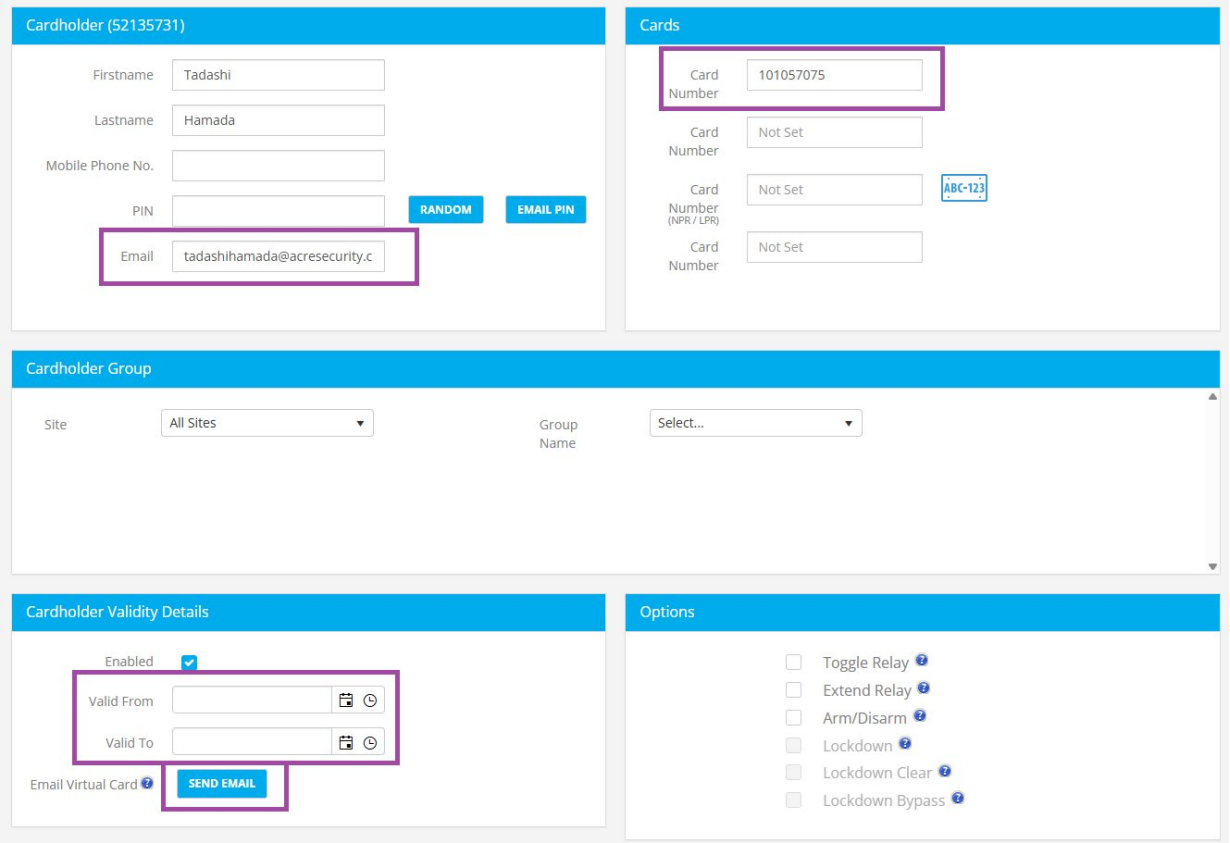
The format is defined as follows:



Total number of bits = 34
Card number = 2->33
(No Parity bits defined)

3. Generating QR Codes in ACT365

- In the Customer Portal navigate to **Access Control > Cardholders**.
- Select a cardholder and enter their “details” page.
- Ensure the email address field is populated with a valid email.
- Fill in required cardholder validity period details and enter in a card number in the available field.
    - (Ensure Cardholder Group details are correct so a visitor is not granted to unwanted doors).
- Click “Send Email" to e-mail a cardholder’s virtual card to them.



NOTE - If all parameters are not complete, the send virtual card option will not complete.

4. Restrictions on QR code Generation in ACT365

- The QR code generated in ACT365 uses 1st Card Number listed in the cardholder details page.
- A virtual Card Number must be generated in the number range: 1000 to 4294967295.

NOTE - A number less than 4 DEC will not be read by the QR500-Pro-B

If you have any questions, please contact our Global Technical Services team.

Contact details can be found on our website.