

Technical Reference

Card & PIN Readers -- Replacing the Keypad

When the numeric keys of a card & PIN reader are damaged, these suggestions may be useful.

What Models Does This Affect?

AWID has two reader models that have a 12-key keypad integrated into the “switchplate” type readers. These models are –

- **KP-6840** for low-frequency (LF proximity) applications.
- **XK-3640** for ultra-high-frequency (UHF) applications.

How Are the Keys Made?

The 12 keys are molded as a single piece of rugged material. This key-sheet is supported firmly against the key switches on the keypad assembly. This assembly plugs into the base reader of the card & PIN reader.

The keypad assembly is secured by the hidden screws that fasten the reader to the utility box or wall or other surface. This assures solid operation when the keys are pressed, and long life for the keys.

What Happens Occasionally to Keypads?

In cases of heavy or long use, the visible numerals and symbols may be worn off the keys. Also, the individual keys may be damaged by vandals. The keypad probably continues to work, but the appearance of the unit may be compromised.

What Can You Do?

1. Contact AWID’s Technical Support staff for instructions – phone 408-825-1100, option 1.
2. Remove the reader’s snap-on cover. Remove the plug-in keypad assembly from the base reader. (Protect the remaining base reader – either dismount it, or replace it with another reader, or snap on the “solid” cover of the equivalent AWID card-only reader.)
3. Ask your distributor or supplier for a Return Material Authorization (RMA).
4. Return the keypad assembly as instructed on the RMA.

How Can You Prevent Future Damage?

- Instruct users to remove gloves, and to press the keys only with the fingertips.
- Press the keys in straight and firmly -- one key at a time.
- Move the card & PIN reader to a location where it is less visible to vandals, or less accessible to them.
- Mount the card & PIN reader inside a *plastic* hood or enclosure, or even a box with a locked, hinged cover. You can read a card or tag through the closed plastic box. (To enter a PIN, unlock the box.)