

Product Support [AWID Internal]

Access Control Systems – ATTENTION – Needs for Particular Systems

When AWID's readers are used with access control systems from the named OEMs, the following ideas may help to assure good code reading. AWID people can Copy & Paste or paraphrase the individual section for a customer who seeks a solution to a problem in that OEM's system.

DOORKING

1. For Model 1835 and possibly other multi-port panels, DoorKing instructs installers to connect the reader only on **reader port number 2** – NOT on port number 1. Look at DoorKing's wiring diagram to decide what terminal numbers (usually groups of four terminals) are assigned to the number 2 reader input.
2. UHF cards **offered by DoorKing** for AWID's long-range ("LR_") readers may not read. Confirm that the cards have "AWID" printed in the line of code data.
3. AWID's UHF cards and tags should NOT be inserted in **card pockets or sleeves**. See AWID's instructions sheet for the credential type (available on www.awid.com or from AWID's Technical Support. (DK's instructions refer to use of card pockets or sleeves.)

FEDERAL ADP

Some Federal ADP Passport systems require attention to the **DC power** source for the AWID reader, and to the sequence of the code **data fields** in the 26-bit standard format. For detailed explanation, please read AWID's Technical Reference "Interfacing AWID's Readers to Federal APD's Passport System".

GE TOPAZ

The Topaz system can be programmed for up to 5 different code formats (different numbers of bits). When a credential with one of these formats is presented to the reader, the system's software displays a string of 3 decimal data fields: company code (4 digits) – facility code (4 digits) – ID number (10 digits). If a credential with a typical Wiegand 2-field format is read, the credential's facility code is displayed as the company code, and the credential's ID number is displayed as the ID number. The displayed facility code is 0000. Therefore, when programming code data into the Topaz, the Topaz's company code must be programmed with the credential's facility code, and the Topaz's facility code must be programmed as zero.

KANTECH

Some Kantech system models use **hexadecimal code** for programming the cards' facility code (or site code) into the system. (But the card ID numbers are programmed as decimal numbers.) Confirm whether the facility code should be entered as a hex number or a decimal number. Contact AWID's Technical Support for assistance in number-system conversion. [Hex numbers use single characters 0-9 + A-F for decimal numbers 0-15.]

LENEL

AWID's low-frequency readers that are sold by Lenel have a **flashing-red LED** for stand-by, instead of the common steady-red. If you want to convert your reader so that its LED is steady-red instead of flashing-red, contact your Lenel sales office and ask for the Lenel mode card that makes that conversion in the reader.

MIRCOM

1. For AWID's UHF long-range readers, reduce the reader's "**read repeat rate**" to a slower value than the default 3 reads per second. See AWID's Technical Reference "UHF Long-Range Readers – Suppressing Multiple Reads, Etc.". Download the "LongRangerReaderSettings" program installer and instructions from www.awid.com.
2. On the Mircom multi-port controller, try a different reader **input port**.
3. Be sure that just a **single AWID card** or tag is present in the long-range reader's effective RF field.

PAXTON [Ref. Case No. 6406]

1. Paxton's systems are supplied with pre-programmed code formats, "Paxton" and "Standard". Select "**Standard**".
2. Paxton's systems can be programmed for only **ONE site code**, and that site code must **NOT be "000"**.

RBH

In January 2018 Vineesh Chandran reported a single case where the LR-2200 reader's read repeat rate had to be reduced for correct reading in an RBH system (model unknown). This needs to be confirmed or canceled. (Vineesh is RBH's Regional Support Engineer.)

Other Systems

If code input from an AWID UHF long-range reader is not received reliably by the controller, reduce the reader's "read repeat rate" to a slower value than the default 3 reads per second. See AWID's Technical Reference "UHF Long-Range Readers – Suppressing Multiple Reads, Etc.". Download the "LongRangerReaderSettings" program installer and instructions from www.awid.com.