

Wiegand Output Not Being Received at Panel

Wiegand Ground Wire Not Connected

Symptoms: Broken or inconsistent wiegand/ no wiegand being received from the panel.

1. The wiegand ground wire must be connected to the reader port; this is required for Suprema products. Generally the 12VDC negative on the reader port is where this wire will need to be connected.

Wiegand Output Field Not Selected

Symptoms: No wiegand being received from the panel.

1. By default, Suprema readers do not output Wiegand. This is set in the Wiegand Output tab of the device in BioStar.
2. Select either User or Card from the Wiegand Input/Output dropdown
 - a. User will send the "User ID" while Card will send the "Card ID" when a fingerprint is verified
3. Click Apply – The reader will now send wiegand data when there is a successful identification/verification at the reader.

The screenshot shows the 'Device' configuration window in BioStar, specifically the 'Wiegand' tab. The 'Basic Information' section shows the device name '13436[10.0.0.210]', device ID '13436', firmware 'V1.2_140415', and device type 'BST2M-OC'. The 'Wiegand' tab is active, showing 'Wiegand Mode' set to 'Legacy' and 'Wiegand In/Out' set to 'Wiegand (User) Out'. The 'Wiegand Format' section is expanded, showing 'Format' set to '26 bit Standard' with a 'Change Format' button. Below this, a bit pattern is displayed: 'EAAA AAAA AIII IIII IIII IIII IO'. To the right of the bit pattern, 'Total Bits' is 26, 'ID Bits' is 16, and 'Custom ID Bits' is 0. A legend below the bit pattern defines the characters: 'I : ID bit / C : Custom ID bit / O : ParityBit(Odd) / E : ParityBit(Even) / X : Undefined'. Further down, 'FC Code' is set to 'Disable', 'Pulse Width(us)' is 40, 'Pulse Interval(us)' is 10000, and 'Field Default Values' and 'Fail Code Value' are also visible. At the bottom of the window, there are buttons for 'Add', 'Modify', 'Delete', 'Apply to Others', and 'Apply'.