

My Card Won't Read or is Reading Improperly

Most readers have built in card modules that allow for dual authentication. It is important to note the type of card module your reader has as well as your card type and wiegand format. Some card formats are proprietary while most use a generic bit structure that you can setup in BioStar.

Card Compatibility

If you place the card on the reader and you get no response, first check the chart below to compare the product code with your card type. If they do not match up, you need to purchase a different card type for that reader or a different reader for that card type.

Reader	Product Code	Card Type
Face Station	BS-FSM	Mifare
BioStation T2	BS-BSTMOC	Mifare
BioLite Net	BS-BLNOC	Mifare
BioEntry W	BS-BEWHOC	Prox
	BS-BEWIOC	iClass SE
	BS-BEWMOC	Mifare
BioEntry Plus	BS-BEPHOC	Prox
	BS-BEPIOC	iClass (Standard)
	BS-BEPMOC	Mifare
	BS-BEPLOC	No Card Module
BioLite Solo	BS-BLSOC	No Card Module
Xpass	BS-XPHE	Prox

Reader Operation Mode Not Set Correctly

Symptoms: This is typically indicated by no response when the card is presented at the reader.

- The Reader should always be set to normal and NOT wiegand in card reading mode. One exception is with ICLASS cards when the **Secure ID** is set at the reader type.
- The printed badge number will generally match the number being shown in the BioStar card tab
- If the card number looks unfamiliar, confirm in the device tab that the readers have been set to Normal or Secure ID and not Wiegand.

The screenshot shows the BioStar configuration interface with the following sections:

- Operation Mode:** Fingerprint, Camera, Network, Access Control, Interphone, Input, Output, Black List, Display/Sound, T & A
- BioStation T2 Time:** Date: 8/ 4/2014, Time: 12:13:18 PM, Get Device Time, Set Device Time
- ID Operation Mode:**
 - ID + Fingerprint: No Time
 - ID + Password: No Time
 - ID + Fingerprint/Password: Always
 - ID + Fingerprint + Password: No Time
- Fingerprint Operation Mode:**
 - Fingerprint: Always
 - Fingerprint + Password: No Time
 - Func Key + Fingerprint: No Time
 - Func Key + Fingerprint + Password: No Time
- Card Operation Mode:**
 - Card Only: No Time
 - Card + Fingerprint: No Time
 - Card + Password: No Time
 - Card + Fingerprint/Password: Always
 - Card + Fingerprint + Password: No Time
- Other Settings:** Private Auth: Disable, Double Mode: No Time, Detect Face: Not Use, Server Matching: Disable, Matching Timeout: 3 sec
- Mifare:** Not use Mifare, Use Template on Card, View Mifare Layout
- Card ID Format:** Format Type: Normal (dropdown), Byte Order: MSB, Bit Order: MSB

- Wiegand Mode should be set as Legacy - there are many types of wiegand formats used. Common formats include 26 Bit Standard, 35 Bit Corp 1000, and 37 Bit H10304.
- 26 bit Standard is the default card format within BioStar. This means you should immediately be able to read your cards out of the box. Other wiegand formats need to be configured through the "Change Format" box. Please note that some proprietary and formats may not be compatible. Please contact our support team if you have any questions regarding card formats.

The screenshot shows the Wiegand configuration interface with the following sections:

- Wiegand Mode:** Legacy
- Wiegand Input:** Disabled
- Wiegand Output:** Wiegand (Card)
- Wiegand Format:**
 - Format: 26 bit Standard, Change Format
 - Format string: EAAA AAAA AIII IIII IIII IIII IO
 - Total Bits: 26
 - ID Bits: 16
 - Custom ID Bits: 0
 - Legend: I : ID bit / C : Custom ID bit / O : ParityBit(Odd) / E : ParityBit(Even) / X : Undefined
 - FC Code: Disable
 - Default Field Data: [dropdown]
 - Fail Code Value: 0000... [checkbox Use Fail Code]
 - Pulse Width(us): 50 (20 ~ 100 (us))
 - Pulse space(us): 2000 (200 ~ 20000 (us))

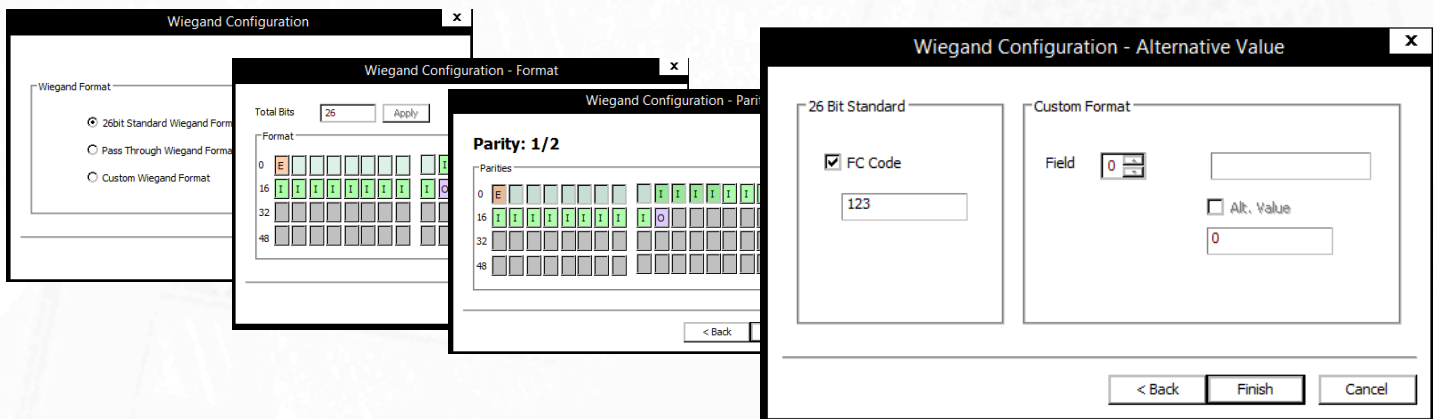
Custom Card Type Required

Symptoms: This is generally indicated by incorrect information being stored in the BioStar software (wrong card number), or a rejection on the reader after the card has been successfully registered in BioStar.

- All Suprema readers are set to 26 bit Standard wiegand format by default. If the card format is different than 26 bit, this must be configured at the reader before the card information can be stored and work properly.
- Entertech Support has some card types on file and they can help configure the readers using the custom card format option

Adding a Facility Code to 26 Bit

Click *Change Format* → *Next*, until you reach the Alternative Value window.



Adding a Facility Code to Another Format

Follow the instructions above – except you will add the FC code into the Alt. Value Box.