

Subject: Capacitor Required with Some Wiegand Readers

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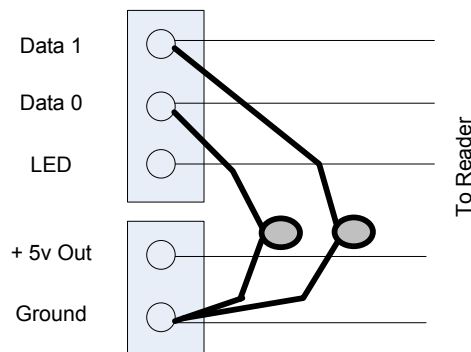
Products Affected: **nPort-R1 Single Door Controller**

Problem: In certain situations, the card reader signal is not being interpreted correctly by the nPort access controller. The result is an incorrect card number being sent to the system. This can be verified using the Door Status/Access tab in the Inspector Application (version 2.0 of nSecure software).

Example: *Card number 12 was being used at the card reader, but card number 4096 was being displayed at the software.*

How to Fix: Place a **.1uf ceramic capacitor** between reader ground and data 0 input and a second .1uf capacitor between reader ground and data 1 input. This should be done on the blue connector where the reader terminates inside the nPort controller.

The .1 (point 1) uf (microfarad) capacitor can be purchased from Radio Shack.



Please note that an incorrect facility code number entered into the software during installation can also generate an wrong card read. For clarification, double-check facility code from the paperwork supplied (or call us), and reload the hubs (from the Inspector Application). In a few minutes try it again and determine if problem still exists.

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