

Code No.: N/A

Fixture No.: N/A

SYMPTOM	CAUSE & SOLUTION
Reader appears to be dead, none of the LEDs are lit.	The Reader may not be connected or is in reset due to low supply voltage. Check cable connections and that the supply voltage at the reader is greater than 4.2Vdc.
Will not read card and green PWR LED, near USB I/O connector, is not fully lit.	Operating system does not recognize the device and has not enumerated it. Check if reader is properly connected and the device drivers are installed.
Will not read card, the green PWR LED is on and the red TXD LED flashes a number of times when the card is inserted and then stops.	The card data is not being input by the application software (the TXD LED stops then the reader USB buffer is full). Check if the application is running and is servicing the reader.
All the LEDs are operating as expected, but card will not read.	The card data is sent only when the data checks good by the reader. Possible causes: Card inserted upside down. Card not encoded. Card encoded with wrong format. Card encoding has been damaged.
When first connected the entry LEDs are on, after the first card insertion the LEDs do not return on. (Reader is setup for Automatic Lamp Function)	The entry LEDs go off then the card is detected at the rear of the reader and return on when the card is completely removed. Cause: The front card detect is stuck on. Check for debris in reader slot.
When first connected the entry LEDs flash on and go immediately off. (Reader is setup for Automatic Lamp Function)	Cause: The rear card detect is stuck on. Check for debris in reader slot.
Reader is setup for read on insertion (OUT to IN) and will not read card.	Cause: The front card detect is stuck on. Check for debris in reader slot.
Reader is setup for read on withdrawal (IN to OUT) and will not read card.	Cause: The rear card detect is stuck off. Check for debris in reader slot.
Card reads are intermittent.	Cause: Card read head is not making proper contact with card. Check for debris/dirt in reader slot near read head. Clean face of read head.