

PIN codes do not work on Schlage SERIII-W Scramble Keypad reader

Last Modified on 01/12/2022 3:50 pm EST

Symptom

When using the Schlage SERIII-W Scramble Keypad reader, you may experience any or all of the following issues:

- PIN codes do not work.
- Access Granted events are not displayed in Alarm Monitoring.
- Access denied even when a valid PIN was entered at the reader.
- PIN Only Request events may be displayed in Alarm Monitoring.
- Invalid Card Format events may be displayed in Alarm Monitoring.
- No events appear at all in Alarm Monitoring during keypad input.

Resolution

To resolve these issues, verify the following settings:

- 1) On the reader, set both Facility Code mode dials to zero "(0)".
- 2) On the reader, set the Operating Mode dial to "A".
- 3) From the **Access Control** menu in System Administration, select **Readers**.
- 4) The Reader folder opens. Select the entry for the Schlage SERIII-W Scramble Keypad reader from the listing window.
- 5) On the Reader tab, verify that the **Type** field is set to "Wiegand / Prox".
- 6) Verify that the **Keypad** drop-down is set to "Eight Bit Output Keypads".
- 7) On the Settings tab, verify that the **LED Mode** drop-down is set to "2-Wire LED Control".
- 8) Insert the reader's buzzer (BZR) wire into the voltage (VO) terminal of the reader port on the Series 2 RIM (LNL-1300 or LNL-1320) or LNL-2220 access panel.

Note: Moving the reader's buzzer (BZR) wire to the voltage (VO) terminal of the reader port on the RIM or access panel is the key step that should allow the system to accept PIN codes correctly.

If this does not resolve the issue, contact Lenel Technical Support for further assistance.

Applies To

OnGuard (All versions)

Additional Information

None
