

Invalid Card Format when entering PIN on LPKP-6840 or KP-6840 reader

Last Modified on 06/04/2025 9:53 am EDT

Symptom

You have either a LenelProx LPKP-6840 reader, or an AWID KP-6840 reader, that is programmed to output a 26-bit sequence. A card presented to the reader will read properly. However a PIN code produces an **Invalid Card Format** error in Alarm Monitoring, regardless of which reader interface module the reader is attached to (LNL-1300, LNL-1320, LNL-2210, LNL-2220).

Resolution

OnGuard accepts only 4- or 8-bit outputs. The reader must be re-flashed to produce an 8-bit output:

1. At the reader, press and hold the <8> key. Keep this key pressed until instructed to release it below.
2. Power cycle the reader.
3. Upon power up, the reader will re-flash itself. The LED will flash amber and red, and the reader will beep for 5 to 15 seconds.
4. When the activity on the reader subsides, release the <8> key. The keypad is now set for an 8-bit output.
5. Attach the reader to the reader interface.
6. On the **General** tab of the **Readers and Doors** form, configure the reader keypad as **Eight Bit Output Keypads**.
7. Verify both the card and the PIN entry modes. If the first attempt with the PIN mode is not successful, try entering a “#” after the PIN.

Applies To

OnGuard (All versions)

LenelProx LPKP-6840 reader

AWID KP-6840 reader

Additional Information

None
