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Problems	Possible Reasons	Try Solution
Read tag distance shorter or don't read tag	Reader's parameters settings correct or not?	Connect demo : connect--basic parameters-default all parameters--set parameters
	Environmental signal interference	Move the card reader to other places to test At 1KM)
	Check whether the polarization direction of the tag and antenna matches	If the antenna is polarized, the tag needs to be aligned horizontally
	Check whether the label surface is covered with other materials	If the label surface is covered with other materials, and this material The frequency offset of tag antenna caused by material will directly affect the performance of tag antenna. To the reader's reading effect. If it is made of metal, by If the radio frequency signal can not penetrate the metal, the reader will not be able to read Tags
	Check tag attributes	Metal labels are generally required to be mounted on metal surfaces, so that It can give full play to the performance of metal labels. for other labels, It is better not be installed close to the metal surface.
	Normal aging of label performance	Due to long-term use, the performance of tags will be not as good as before. this will has little effect for the reading distance. if the tags are severe aging,it may influence on the reading distances strongly reading distance will get very close. At this point, you need to consider changing the label.
	Whether the label is UHF card	Make sure your card meets EPC GEN2 standard or ISO18000-6B or ISO18000-6C
Connect Wiegand26 controller, no output (no card number upload)	Whether the reader parameters are set correctly	Connect demo : connect--basic parameters-default all parameters--set parameters
	whether the reader's GND connect to controller's GND	The black line of the card reader is connected to the controller D0 D1. On GND
	Communication distance exceeding 10M	Using twisted-pair shielding wire, the power line signal line is separated.
	Connect the Wigan controller, the controller displays the same card number.	please refer to deal the same number for WG data
RS232 485 Serial Port Can't Connect	Wether the card reader get on 12V power ?	Check the power supply to confirm whether there is a problem with the power supply and whether it is on. When the power supply is OK, the card reader may burn out without prompting. Or the control board loosened (loosening needs to be detected by removing the cover);
	Whether to use serial card or not	Update Serial Card Driver, (Recommended use of CH340 chip and FTDI chip USB Transfer 232 converter)
	Whether to Use USB Converter of Prolific Chip Scheme	Most of these converters are incompatible
	Is the baud rate set correctly?	Baud Rate Dropdown Menu Settings 9600 or 115200 (Different versions of card readers have different baud rates)
	COM port is correct or not	Is the COM port selected connected to the reader and PC? Coincide
	Serial Cable Connection Correct, Cable Not Connected or Connected Insecurity will cause PC commands not to be sent to read and write implement	iew the port number in Device Manager
	Whether the serial cable or network cable is connected correctly and electrically Unconnected or unreliable cables can cause PC commands Cannot send to reader	Detecting Connection Line
Network Port Can't Connect	The default IP address set when the reader leaves the factory is: 192.168.2.116, as long as the PC's IP address and read-write The IP address of the device is in the same network segment, such as "192.168.2.XXX" can be reliably connected to the reader.	Inserting card reader wires into routing of the same network as a computer In the device, open the demo software, switch to network communication, use Search networking device buttons for card reader lookup, IP parameters Number configuration. (Reference (081x) TCPIP Config (TCPIP) Parameter Settings). PDF Document
there is no Buzzer voice or flashing LED when swipe cards	if the reader is power on? if there is power,it will have flashing LED light and voice	Check the power supply to confirm whether there is a problem with the power supply and whether it is on. When the power supply is OK, the card reader may burn out without prompting. Or the control board loosened (loosening needs to be detected by removing the cover);
	Is the card reader set to response mode?	connect the demo software,and change the passive mode to active mode