BioSync Troubleshooting

This troubleshooting guide provides instructions to assist in tracking down and resolving many BioSync basic installation problems. If there is a problem with installation of your BioManager and BioSync installation, please review the following instructions and if a problem matches one you see listed below, review the possible cause and recommended corrective action.

The Red LED on the Biometric Reader is blinking all the time

There were 15 unsuccessful attempts of authentication (Finger or PIN). The Red LED will turn off after the first accepted finger or PIN.

The keypad of the Biometric Reader is not working

The operation Mode of the Biometric Reader is set as "Finger". Please select "Keycode OR Finger" mode.

Enrollment from desktop reader can be done, but the Fingerprints are not sent to all Biometric Readers in the network

- Check the serial number of the readers.
- Check if proper termination has been done as documented.
- Check that the BioSync readers are online (right-click >> Memory Status or Check Version)
- Check if the communication wires (wires A and B) are properly connected to the reader
- Check the assigned access rights of the User.

The Biometric Reader is not powered ON. The tri-color LED is OFF

- Check the power Supply (red & black wire) and verify the incoming voltage from the power-supply.
- If the BioSync is receiving the correct voltage check if the sensor LED has been disabled (Right-click the BioSync in BioManager >> Properties >> Disable Backlight.

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Fingerprint (or PIN Code) is recognized (the tricolor LED is green), but the controller reports other ID number and the access is denied

- If the user is not deleted from the reader and the same user is enrolled again with a new ID, the reader will recognize the finger with the first ID. To resolve this, delete all users from the reader and then upload all users to the reader.
- Check the Wiegand bus (Data 0 and Data 1 wires)
- Check if the ground of the controller and the BioSync reader is the same
- Check if the cable run length between the BioSync reader and the controller is less than 50m.

Electromagnetic interference/Discharge is affecting the Fingerprint Scan

Connect the housing of the Biometric Reader to the earth wire

PIN Codes are working correctly, finger scan does not work. The tri-colour LED is OFF.

- Fingerprint sensor malfunction
- Check the sensor position and its physical condition.
- Reset the system.
- Contact your installer.

Finger scanner reading is greatly reduced

- Check if the fingerprint read area is dirty. **DO NOT** clean the device with any form of liquid. Use a soft, dry cloth only.
- Check if the read area is damaged . If the damage is minor, try calibrating the sensor.

Fingerprint is not being Recognized

- Retry after drying your finger.
- If your finger is too dry, try touching your forehead and attempting again.
- If you have a cut on your finger you should try enrolling a different fingerprint.