

RF IDEAS

Solutions for Identification and Access

Frequently asked Questions:

COMPANY

Who is RF IDEas?

RF IDEas is an industry leader in the design, development and manufacturing of proximity and contactless reader/writer solutions. We enhance and expand the functionality of proximity and contactless cards from door access, to virtually hundreds of new applications. Our products are as easy to install as a keyboard and install fast due to their true plug-n-play properties. In addition our products can read and write to virtually any of the 500 million cards currently deployed today.













How long has RF IDEas been in the industry?

RF IDEas has been providing cutting edge technology and services to the industry for more than 13 years.













What types of credentials will your desktop and OEM products work with.

Our products work with virtually all 125 kHz proximity and 13.56 MHz contactless cards in the industry today. The charts below can assist you in determining what RF IDEas products will work with your particular credential. You can reference the RDR part number on our website to get the name of the particular product or you can simply email us at sales@RFIDEas.com with the number and we will contact you.

Solutions for

Card Manufacturer	Markings	RF IDEas PN see legend
HID Prox 125kHz		RDR-6081AKU
HID iCLASS 13.56MHz		RDR-7x81AKU 0-ID; 5-CSN low cost
Casi-Rusco Prox		RDR-6281AKU
Indala Prox		RDR-6381AKU-XXXXX custom
Pyramid Prox		RDR-6471AKU
Kantech Prox		RDR-6781AKU
AWID Prox		RDR-6981AKU
EM 410x HiTag Deister*	None or 	RDR-6E81AKU-XXXXX custom
Keri Prox		RDR-6K81AKU
NexWatch Prox		RDR-6N81AKU
G-Prox*		RDR-6G81AKU
MIFARE & ISO 14443a	None	RDR-7581AKU
LEGIC		RDR-7L81AKU

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Kantech Prox		RDR-6781AKU
AWID Prox		RDR-6981AKU
EM 410x HiTag Deister*	None or 	RDR-6E81AKU-XXXXX <i>custom</i>
Keri Prox		RDR-6K81AKU
NexWatch Prox		RDR-6N81AKU
G-Prox*		RDR-6G81AKU
MIFARE & ISO 14443a	None	RDR-7581AKU
LEGIC		RDR-7L81AKU

Solutions for Integrators

Where can I buy RF IDEas products?

You can purchase our products quickly and easily right from our online store at www.store.rfideas.com or you can call us at 1-866-439-4884 Toll Free and one of our sales assistants will be happy to help you with your order.

What is an SDK?

SDK stands for software developer's kit and is a software program that assists software developers/authors and IT professionals with integrating card data to a physical device or database/software program. The SDK enables you to grab the cards data and deliver it via your software to a device or program that it can then use to perform a specific function. Our SDK is leading edge because it works for almost every type of manufacturers credentials giving you more flexibility when marketing your product.

Is there a lot of testing involved in deploying your products?

No. This is where our products really add value. Our products are known as true plug-n-play. The computer or other devices look at our USB products as a keyboard so there is no testing or even training to get you up and running right out of the box.

If I am not sure what I need to order can you help me?

Yes! From the moment you contact us we will be happy to discuss your needs and provide a competitive and comprehensive solution. We have a friendly, courteous staff that is dedicated to making your purchase a positive experience. Call us today at Toll Free at 1-866-439-4884.

Do you sell other products other than RF IDEas readers and writers?

Yes, we sell an entire selection of other products from other manufacturers like HID, LEGIC, Indala and MIFARE readers and credentials, tags and tokens just to mention a few.

CUSTOMER SUPPORT

pcProx Enroll – AIR ID Enroll:

When I present my card to the pcProx/Air ID Enrollment reader the number displayed is not the number printed on my card or the same number my access control system displays, why?

Check with your supplier for the card format information, since there are some credentials that require a custom format reader. You may possess one of these types of credentials. The pcProx / AIR ID Enrollment reader may need to be configured to output the required credential number, i.e. FAC, ID or CSN using the pcProx and AIR ID Enroll Configuration Utility for USB and RS-232 readers. You can download our configuration program free of charge by cutting and pasting this path into you web browser <http://www.rfideas.com/Software/pcProxConfig.exe>. Once downloaded please review the User's Manual for configuration instructions. If you have any questions please contact RF Ideas technical support.

What software application can I use to view the ASCII output card data from a RDR-6081AKF or RDR-6081AKE?

Since these readers use a virtual Com port, the pcProx and AIR ID Enroll Configuration Utility for USB and RS-32 readers can be used to configure your reader, copy and paste the following path into your web browser and download to your computer.

<http://www.rfideas.com/Software/pcProxConfig.exe> Once downloaded and installed you can use it to configure the readers and view the output data. HyperTerminal or ProComm Plus can also be helpful in viewing card data.

What configuration utility do I use to configure the 125 kHz pcProx Enroll, 13.56 MHz AIR ID Enroll and Weigand products?

The products above may or may not require configuration depending on the badge or card type you are using. If you do need to configure them we have a free download. The Configuration Utility for USB and RS-232 readers can be found at <http://www.rfideas.com/Software/pcProxConfig.exe>

What configuration utility do I use to configure the RDR-7P71AKx FIPS201 reader?

There is currently a beta version called pcProxPlusConfig-Beta.exe for configuring your FIPS201 reader. Copy and paste the following link into your web browser and the beta version will automatically begin to download <http://www.rfideas.com/Software/pcProxPlusConfig-Beta.exe>. Please note that this program is a special utility to configure our FIPS201/long format devices only.

Presence Detector

Is the pcProx Sonar suitable for outdoor use?

The pcProx Sonar was designed for indoor use and is not suitable for use in outdoor conditions. It does not feature any weatherproofing or moisture seals that would allow it to function in outside environments.

Can the pcProx Sonar be mounted behind glass to protect it?

In order for the pcProx Sonar to operate effectively, it must not have any physical barriers between it and the user. Any enclosure (glass, plastic, metal, etc...) will hinder the presence detection technology from correctly recognizing when a user has stepped away from their workstation.

Will the pcProx Sonar work in extreme cold?

The pcProx Sonar is intended for indoor use and is specified to work between an operating temperature range of: 40° to 120°F (4.44° to 48.8°C) with an operating humidity range of: 0% to 95% relative humidity, non-condensing.

Wiegand Splitter (Part #OEM-OPTW)

What is the maximum distance that a device can be from the Wiegand Splitter?

The maximum recommended distance is 500 feet from the Wiegand Splitter.

Does the Wiegand Splitter have to be mounted close to the control panel or reader?

As long as it is within the 500 feet recommended maximum distance, the Wiegand Splitter can be mounted wherever it is convenient.

How many Wiegand Splitters can be linked together ?

As long as there is a continuous 5 Volt DC input to the Wiegand Splitter there should be no limit on the number that can be linked together.

What is the maximum voltage you input to the Wiegand Splitter?

The maximum voltage is 5 Volts DC.

AKO

What is the AKO?

It is a CDC Device that appears as a virtual serial port but has a USB connector.

Where does the AKO reader device appear under Linux and Mac?

Under Linux and Mac BSD you should find a device like /dev/ttyACMO. This can be opened with putty or minicom as a serial device.

Why must I poll the USB card reader?

The nature of USB is not event driven per se, it operates on a host/client protocol that during enumeration asks the host to poll at a specific rate. As a keyboard we are polled by the OS every 10ms, the same speed your keyboard and mouse is. We use feature report packets to configure the readers. We also communicate to the DLL API through Feature Reports for HID devices. The AKO units that are RS-232 or CDC can speak English with using the ASCII COMMAND PROTOCOL such as "rfid:help" in Hyper Terminal or putty. We recommend you poll the units every 250ms for the card id, except for AKO unit and this with a QueuedID, as the reader will report the age of the card id up to 52 minutes. Without the SDK the units can send unsolicited card id when the card is in the rf field. These appear as USB keystrokes or Serial data for RS-232 and CDC models. Take a look at the pcProx manuals it may help you get a better idea of the AKO protocol. The HID is a proprietary binary protocol, where as the AKO units are open protocol.

APPLICATIONS

Do you have RFID solutions for long read range?

Yes, we have several products that can track a vehicle up to 33 feet and traveling as fast as 120 miles per hour. Go to our website at www.RFIDeas.com, and select products and select the long-range tab for more information.

How can I use a proximity card for logon?

One of the fastest growing areas in contactless and proximity technology is what is known as single sign on or SSO for short. We have technology solutions that can assist you in converting your current building access badge into a multifunctional badge for use inside the building. The conversion will enable you to log in and out of a computer, punch you into the time clock, control multi functional printers and much more. Contact our sales office at 1-866-439-4884 Toll Free to find out more.

Can I use your product for tracking meeting registration and training attendance?

Yes. Our products can be used to track training attendance and meeting registration. Contact our sales office at 1-866-439-4884 Toll Free to find out more on how our products can be used for meeting registration, training attendance and many other applications.