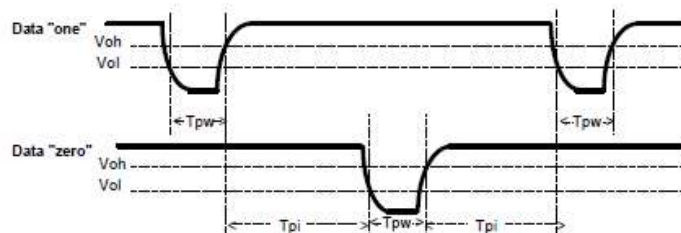# FIELD TECHNICAL BULLETIN

Product(s) Affected:          TRES900 + TRES900S
Model or Part Number(s): TRES900.2 + TRES900S
Release Date:                    May 26, 2020
Subject:                           Access Control Standard

## Background

An issue has been discovered from users in the field that our TRES900S reader does not always output the 26-bit Wiegand consistently to their controller. We have researched the issue by testing many other Wiegand outputted devices and found that others output a Pulse Width of 80µS and a Pulse Period of between 1600µS to 2000µS. Our factory default is 80µS and 1200µS, which also meets the SIA specification noted here.



| SYMBOL | DESCRIPTION | MIN | MAX |
|--------|-------------|-----|-----|
| TPW | Pulse Width Time | 20 µs | 100 µs |
| TPI | Pulse Interval Time | 200 µs | 20 mS |

## Solution

After rigorous testing of many major 26-bit Wiegand outputted devices under the oscilloscope, we noted that even though we meet the SIA specification, some controllers are not fast enough to pick up our outputted data correctly. What TRES is doing from now on, is to set our TRES900S default 26-bit Wiegand output to match the many major 26-bit Wiegand outputted devices, we will set our TRES900S to match our Legacy reader, Pulse Width to 80µS and Pulse Period of 1600µS.

## Recommendations

If you are experiencing the above issue with the new TRES900S, check the 26-bit Wiegand timing using the readers Setup program (you can download from our website). You can easily modify the Wiegand timing to match the other major 26-bit Wiegand outputted devices noted above.

## Ordering Information