

# Card and Pin does not work with Edge Plus Readers

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## Symptom

When a card is presented to the reader, Alarm Monitoring displays "Invalid Card format."

Cardholder Options are set to 4-digit with manual entry.

## Resolution

In System Administration, on the Cardholder Options tab, change the Badge PIN code generation to 9-digit with manual entry.

**Note:** Changing the setting to use a 9-digit PIN code does not mean you have to fully use nine digits in the code. This simply means the maximum code length is nine digits.

## Applies To

OnGuard (All versions)

## Additional Information

None

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