

HID® Reader Manager™ App

User Guide (iOS)

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December 2025



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Contacts

For technical support, please visit: <https://support.hidglobal.com>.

What's new

Date	Description	Revision
December 2025	<ul style="list-style-type: none"> Section 3.2 Connect to a reader. Added Note related to BLE reader name change. Section 3.8 Change BLE reader name. Added Change BLE reader name screen shots and updates reader name to BLE reader name. Section 3.9 Change Reader Friendly Name. Added section for new feature to change the reader name (UUID) to a friendly name. Section 4.5 Authorization Keys. Added note and screen shot related to performing a Key Roll. Section 4.7.1 Apple wallet configuration. Added screens to note to show a Not Configured Apple wallet. Section 4.7.2 Google wallet configuration. Added screens to note to show a Not Configured Google wallet. Section A.1.3 HID Signo readers. Updated reader firmware table for upgrade and configuration support for firmware R10.0.11.5. 	D.1

A complete list of revisions is available in [Revision history](#).

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Section **01**

Introduction

1.1 Document purpose

This document provides an overview of the HID® Reader Manager™ solution and provides information for Technicians to manage supported HID Mobile Access® readers using the HID Reader Manager app on iOS compatible devices.

1.2 Intended audience

This document is intended for Reader Manager Technicians performing the following tasks:

- Create and manage reader configuration templates.
- Locate, inspect, configure, and upgrade supported HID Mobile Access readers.
- Upgrade supported Mobile-Capable HID iCLASS SE™/multiCLASS SE® readers with Bluetooth Low Energy modules.

1.3 HID Reader Manager solution overview

The HID Reader Manager solution streamlines management of readers in the field. HID Reader Manager Technicians can easily adjust certain configuration settings, upgrade firmware, inspect connected reader status, and extend functionality on supported HID Mobile Access readers.

The main components of the HID Reader Manager solution are:

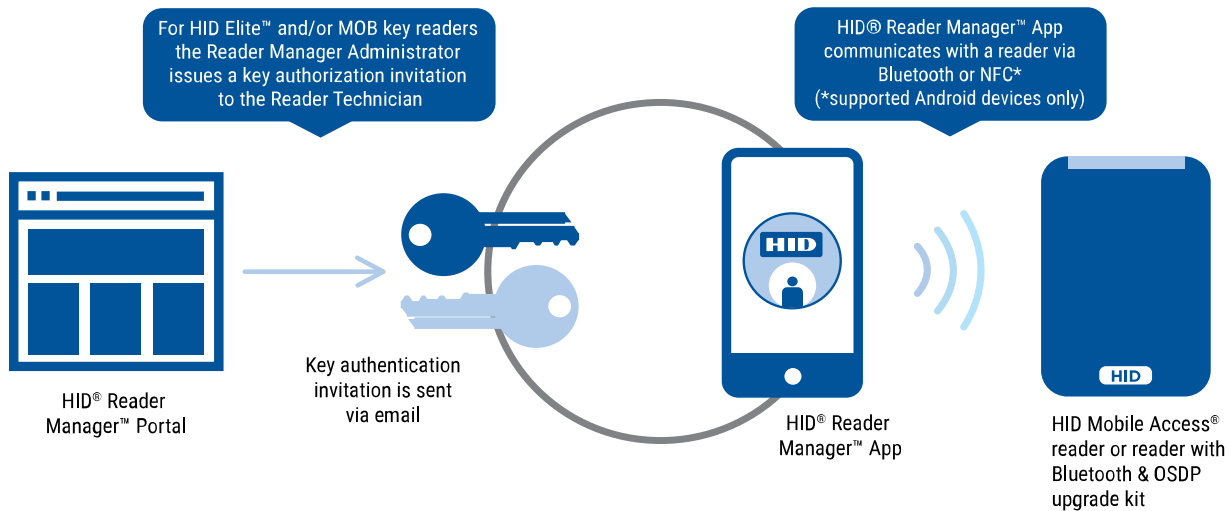
- **HID Reader Manager service:** All organizational accounts setup on the HID® Origo™ Management Portal have access to the HID Reader Manager service by default. The service facilitates Reader Technicians to use the HID Reader Manager App with readers that have HID Elite™ and/or MOB keys. HID Elite and/or MOB key administrators use the Reader Manger service to issue Key Authorization to authorized Reader Technicians.

Note: The HID Reader Manager App can be used to configure Standard Key readers, however authorization within the HID Reader Manager service is not required for these readers as they do not use HID Elite and/or MOB keys.

- **HID Reader Manager Application:** Mobile app which connects, via Bluetooth, to a reader for configuration changes, firmware upgrades, and reader inspections by Reader Technicians.

- **HID Mobile Access readers:** HID® Signo™ readers (including HID Signo Factory Feature Block NO BLE and No LF, Signo Express, and Signo Transparent Mode Express), the HID iCLASS SE Express reader, HID Vento™ readers, and supported HID iCLASS SE/multiCLASS SE readers.

Note: HID iCLASS SE/multiCLASS SE, Rev E readers that do not already have Bluetooth/OSDP capability can be upgraded to support these technologies via HID iCLASS SE Bluetooth & OSDP upgrade kits. For more information, refer to the **Reader upgrade** section.



1.3.1 Mobile Access setup

An account is created for an organization through a HID Global onboarding process. During this process, HID Global will set up an account on the HID® Origo™ Management Portal for the organization. Once the account is created and the organization is setup in the system, org administrators can log into the portal (<https://portal.origo.hidglobal.com>) and have access to the Mobile Identities service and the HID Reader Manager service.

- The Mobile Identities service allows organization administrators to order and purchase subscription user licenses or Mobile IDs through your Access Control Provider, manage their organizations Mobile Access users, and issue and revoke Mobile IDs to user’s mobile devices.
- The HID Reader Manager service allows administrators to enroll and manage Reader Technicians, issue/revoke authorization keys, and conduct HID Reader Manager service administration. For more information refer to the *HID Reader Manager Portal Administration Guide* (PLT-06368).

1.3.2 Automated onboarding

Automated onboarding is an online self-registration process where an organization can setup up an account for the HID Origo Management Portal. Automated onboarding provides instant onboarding and simplifies the ordering process.

To create a HID Origo Management Portal account via the automated onboarding process, go to the Management Portal (<https://portal.origo.hidglobal.com>) site, click **CREATE ACCOUNT**, and enter your organization details.

Once the onboarding process and registration is complete you will be taken through a guided tour of the HID Origo Management Portal, together with the option to enable a free of charge trial subscription.

Note: Organizations that wish to register for the HID Elite Security Program (HID's most advanced level of card to reader security, designed to provide unique authentication keys for each customer) are required to conduct a formal enrollment and acceptance by HID Global. For additional information refer to the *HID Readers and Credentials How to Order Guide* (PLT-02630).

1.4 Reader and Mobile device compatibility

1.4.1 Readers

The HID Reader Manager solution is compatible with HID® Signo™ readers, the HID Vento reader, the HID iCLASS SE Express R10 reader, and HID iCLASS SE/multiCLASS SE Rev E readers (via NFC and/or Bluetooth Smart). While most firmware versions of HID iCLASS SE and multiCLASS SE Rev E readers are compatible you will need to verify this, even if the reader is “Mobile-ready” or “Mobile-enabled”. For details on supported firmware versions, refer to the **Reader upgrade** section.

1.4.2 Mobile devices

The HID Reader Manager application is compatible and available for Android OS version 9 or newer, and iOS OS version 11 or newer. As more supported devices are added with new releases you will need to check for version compatibility at:

<https://www.hidglobal.com/reader-manager-system-requirements>

Section **02**

HID Reader Manager setup

2.1 Overview

This section provides the required steps and procedures to be performed by the Reader Technician to install, register, and activate the HID® Reader Manager™ app on a supported mobile device.

The HID Reader Manager app setup process consists of the following steps:

1. The Reader Technician downloads and installs the HID Reader Manager app onto a supported mobile device. See [Download and install the HID Reader Manager app](#).

Note: For the list of mobile devices compatible with the latest version of the HID Reader Manager App, refer to: <https://www.hidglobal.com/reader-manager-system-requirements>

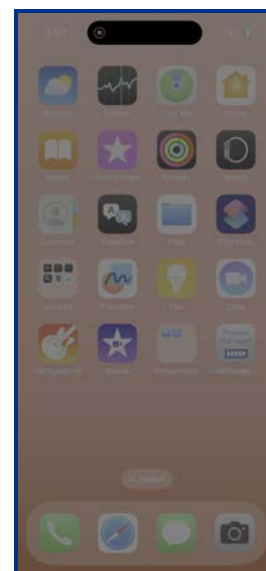
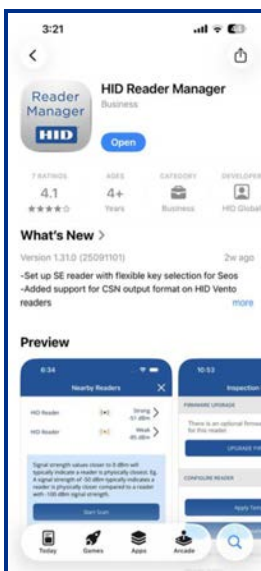
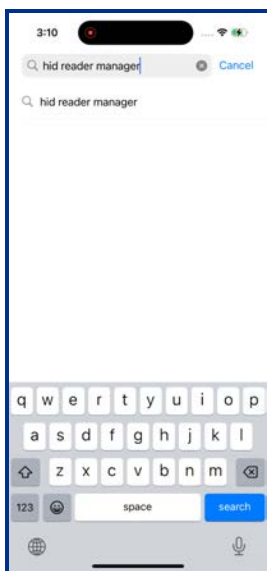
2. The Reader Technician performs registration with the HID Reader Manager app. See [Register a new account within the app](#).

The following additional setup steps are required for HID Elite or Mobile (MOB) key users:

1. The Reader Manager Administrator enrolls the Reader Technician using the HID Reader Manager service and issues an invitation code and key authorization. See the *HID Reader Manager Portal Administration Guide* (PLT-06368).
2. The Reader Technician activates the issued invitation code in the HID Reader Manager app. See the [Register a new account within the app](#) section.
3. The Reader Technician verifies key authorization has been received in the HID Reader Manager app. See the [Display authorized keys](#) section.

2.2 Download and install the HID Reader Manager app

1. Ensure your iOS mobile device is connected to the Internet, either via mobile data network or Wi-Fi.
2. On your mobile device go to the App Store.
3. Search for **HID Reader Manager**.
4. Download and install the app on your mobile device.

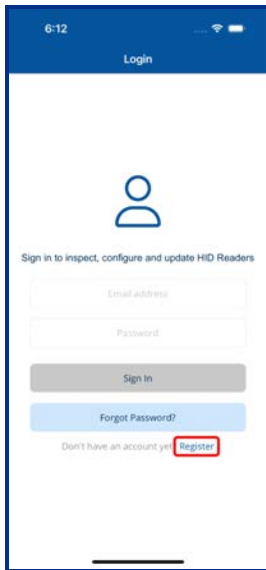


2.3 Register a new account within the app

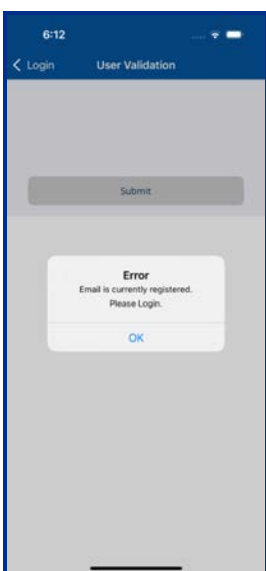
1. Open the HID Reader Manager app on your mobile device.

Note: On the first occurrence of launching the app a **Privacy Notice** is displayed. Read the Privacy Notice content and select **Agree** to continue.

2. On the **Login** screen, tap the **Register** link.
3. On the **User Validation** screen, enter your email address and tap **Submit**.



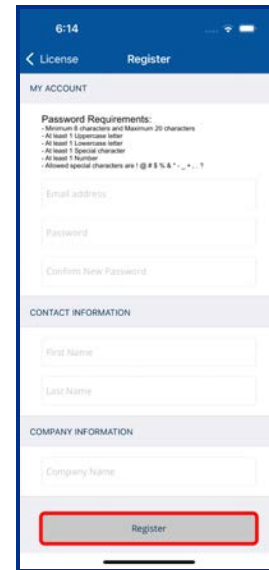
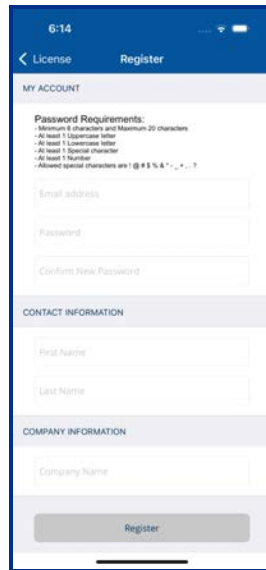
Note: If the entered email address is associated with an existing HID Origo Management Portal account (for example, an Org Admin or Reader Manager Admin) or the email address is already registered then the following message is displayed. Tap **OK** to return the **Login** screen and enter your existing credentials to log into HID Reader Manager.



- On the **License** screen, read the privacy policies and license agreements and tap **AGREE**.

Note: Tapping **DISAGREE** will return you to the **User Validation** screen.

- Enter your registration details and tap **Register**.



- After receiving a **Success** prompt, tap **OK**.
- Check your registered email account for a HID Reader Manager email containing an activation link. If you do not receive the HID Reader Manager email within a few minutes of registration, check your Spam or Junk Email folder in case the email was delivered there instead of your Inbox.
- Open the HID Reader Manager email and click on the activation link included in the email.

Note: If the account is not activated at this time, on the next attempt to login into HID Reader Manager, the Reader Technician has the ability to resend the activation link email again. The activation link email can be resent a maximum of five times, after which you will be prompted to contact HID Technical Support for further assistance.

- A successful activation message will appear in a new browser. You can now log into the HID Reader Manager app using the registered email address and password.

2.4 Log into HID Reader Manager

When the account registration process has been completed you can log into the HID Reader Manager app. On the **Login** screen enter the email address and password details provided during registration and tap **Sign In**.

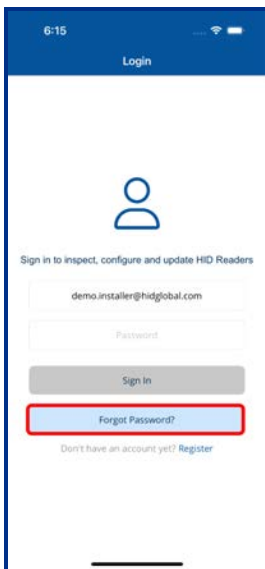
Note: If the user account is inactive you are prompted to complete the registration process by activating the link in the initial registration email.

2.4.1 Password reset

If you have forgotten your password, on the **Login** screen, tap **Forgot Password?**. Enter your email address and tap **Reset**. Your password will be reset via the HID Origo Management Portal therefore check your registered mail account for a password reset email.

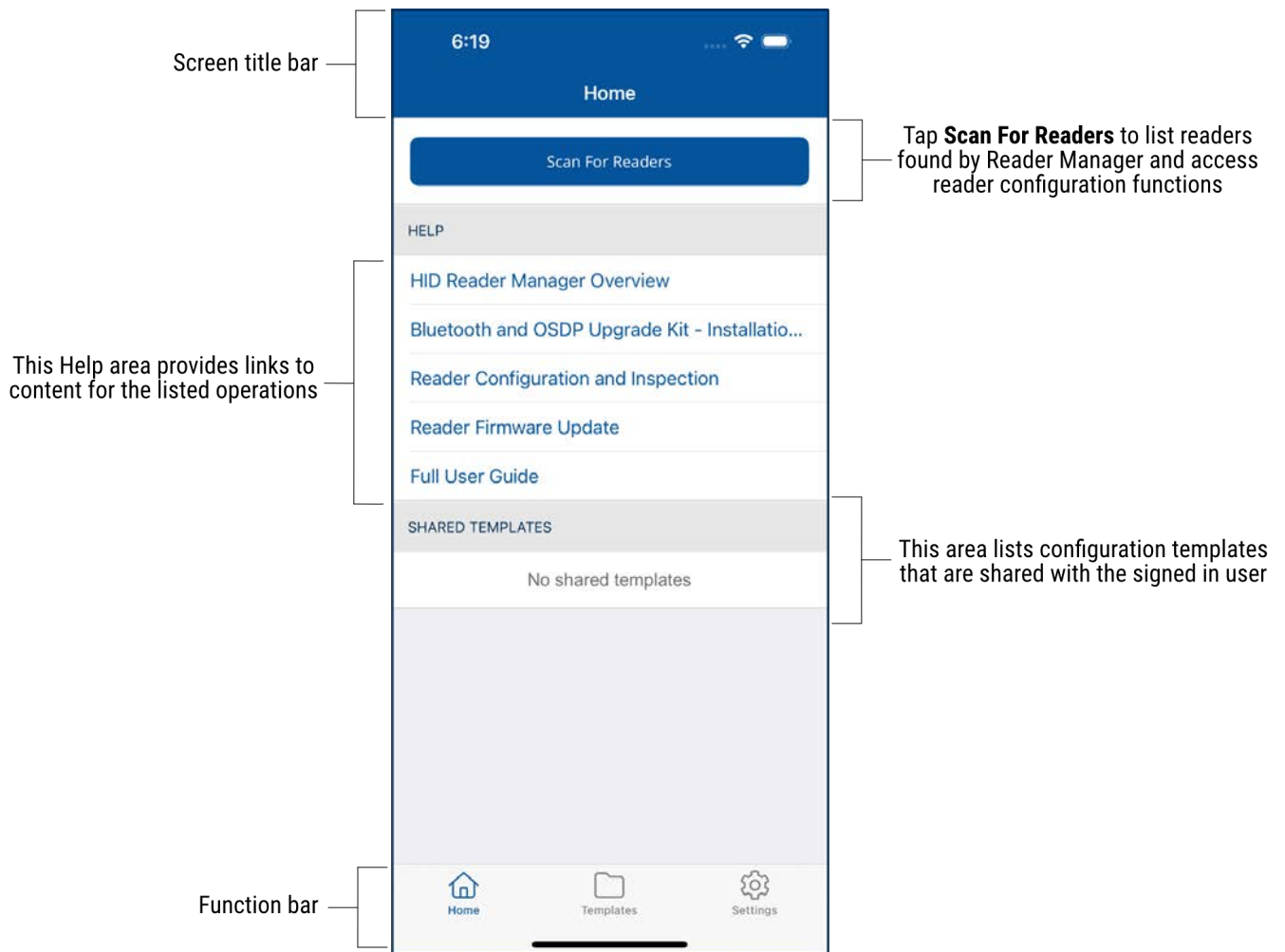
Note:

- If the login credentials are associated with an Org Admin or Reader Manager Admin then the password can only be reset from within the HID Origo Management Portal.
- A user account is locked after eight invalid/unsuccessful login attempts. If this occurs use the **Forgot Password** option in the HID Origo Management Portal to regain access to the account.
- HID Reader Manager does not support multiple accounts on a single device.



2.4.2 Home screen layout

The following provides a description of the HID Reader Manager App **Home** screen.



2.5 Authorization Keys in HID Reader Manager

HID Reader Manager uses key authorization to:

- Securely connect and control access by the mobile app to HID Signo readers, the HID iCLASS SE Express R10 reader, and HID iCLASS SE/multiCLASS SE readers using either of two keyset types:
 - Mobile (MOB####): Issued for HID Mobile Access credentials only.
 - HID Elite (ICE####): Issued for HID Elite physical and/or HID Mobile Access credentials.
- Securely pair the readers and credentials to ensure only matching secure pairs will communicate with each other.

Each key is specific to the individual customer and is issued when enrolling into either the HID Mobile Access or HID Elite credential programs.

Note:

- Access to authorization keys must be carefully controlled to ensure only authorized personnel have configuration access to readers and to prevent keys being used and loaded onto unauthorized readers.
- HID Vento mobile access credentials are pre-programmed with a fixed format and only work with Vento reader, therefore MOB or ICE keys cannot be issued to the reader using the HID Reader Manager App.

Prior to issuing Authorization Keys, the HID Reader Manager Administrator must enroll the Reader Technician within the HID Reader Manager service, see the *HID Reader Manager Portal Administration Guide* (PLT-06368). Once the Reader Technician has been enrolled an email will be sent to the Technician's registered email address containing an invitation code. To redeem the invitation code:

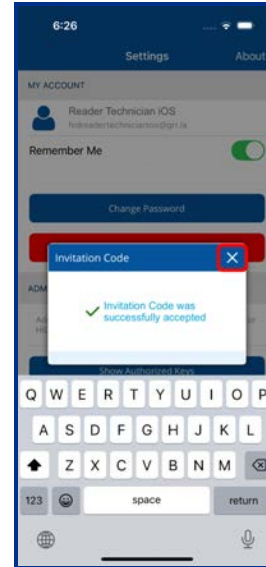
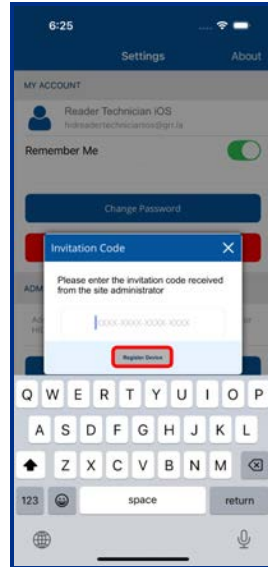
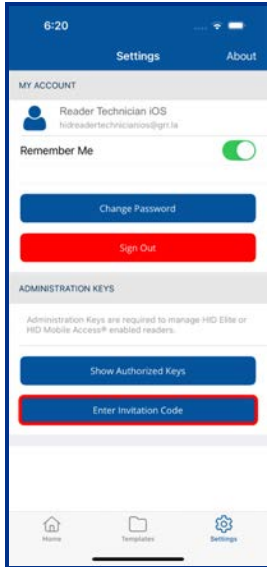
1. Log into the HID Reader Manager app using your registered email and password.
2. On the **Home** screen, tap the **Settings** icon.
3. Open the invitation email on the device and tap the invitation link. The invitation code will be automatically entered in the HID Reader Manager App.

Alternatively, manually enter the invitation code by tapping **Enter Invitation Code** on the **Settings** screen.

4. Tap **Register Device**.

Note: The invitation code is a one-time use code.

An **Invitation code was successfully accepted!** message will display if the code was valid and entered correctly. Tap **X** to close.



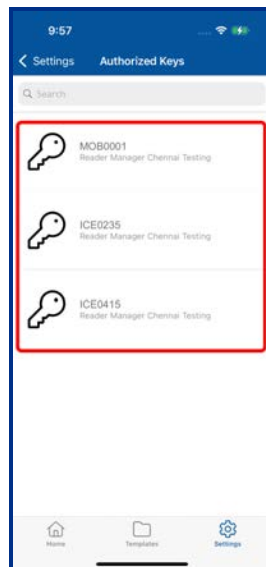
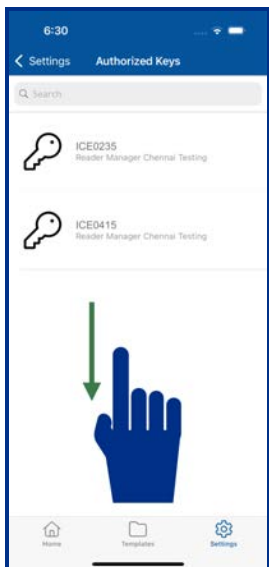
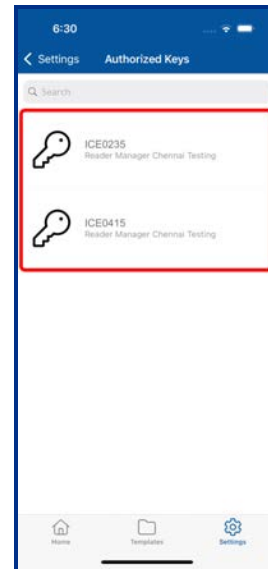
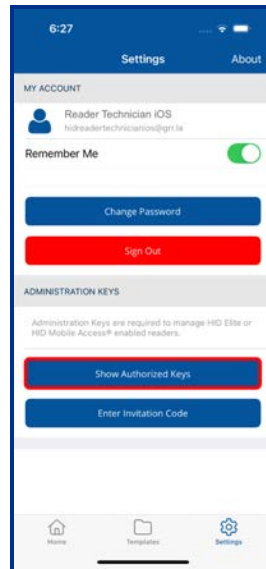
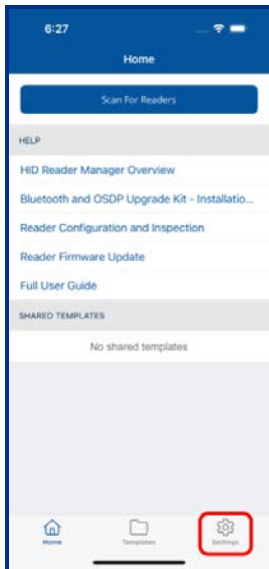
2.5.1 Display authorized keys

Note: This section does not apply to Standard Key readers as these do not use HID Elite and/or MOB Keys.

Authorized keys issued via the HID Reader Manager service can be viewed in the HID Reader Manager app:

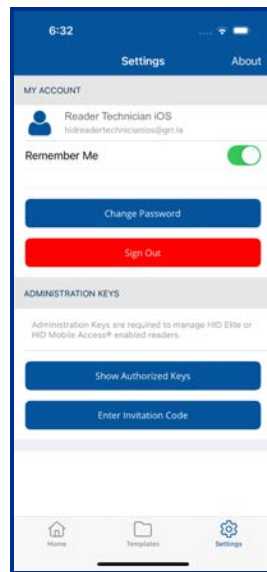
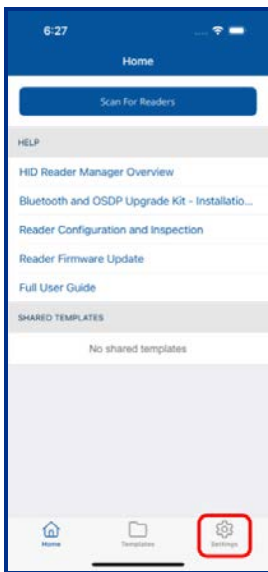
1. On the **Home** screen, tap the **Settings** icon.
2. Tap **Show Authorized Keys** to display authorized keys.

Note: If additional authorized keys are issued they will only be visible after a screen refresh. If an authorized key is not displayed swipe down to refresh the screen.



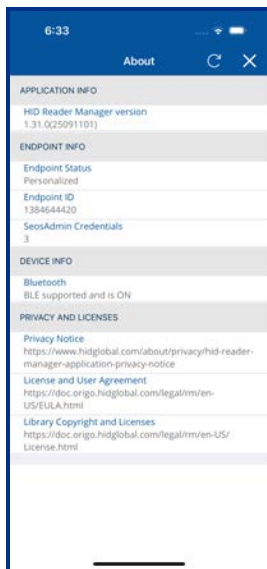
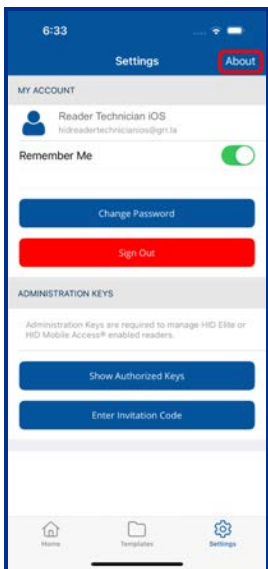
2.6 HID Reader Manager app settings

On the **Home** screen, tap the **Settings** icon to access HID Reader Manager app settings.



2.6.1 About HID Reader Manager

On the **Settings** screen, tap **About** to display Application, Endpoint, and Device information as well as Privacy and License agreements.



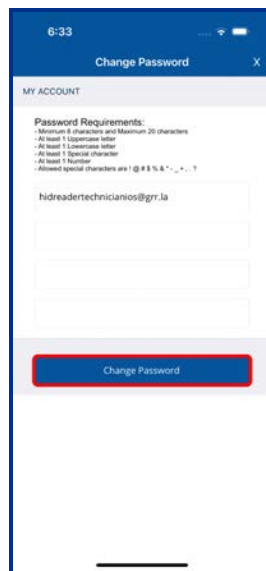
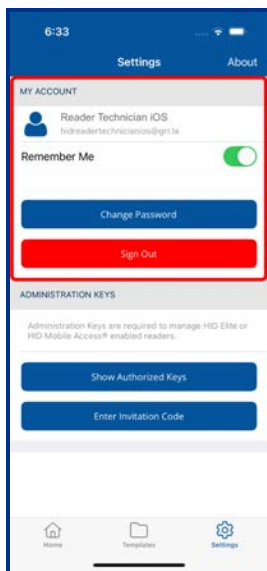
2.6.2 My Account

The **MY ACCOUNT** area displays user account information and provides the following options:

- **Remember Me:** enable this option so that the app remembers your account information.
- **Change Password:** tap to access the **Change Password** screen. Enter a new app login password (refer to the on-screen password requirements) and tap **Change Password**.

Note: If the login credentials are associated with an Org Admin or Reader Manager Admin then the password will need to be changed in the HID Origo Management Portal.

- **Sign Out:** tap to exit the app. When signed out of HID Reader Manager, the user will have to manually enter their email id and password on the login screen to open the app.



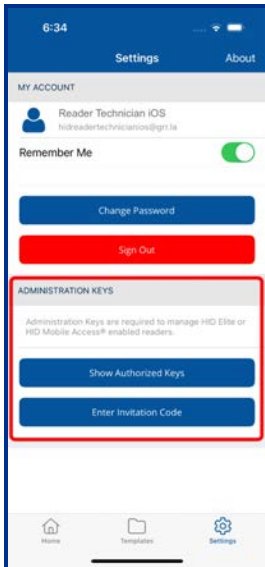
2.6.3 Administration Keys

In the **ADMINISTRATION KEYS** area the following functions are available:

- **Show Authorized Keys:** displays a list of the issued authorized keys.

Note: Authorized keys are linked to the specific app/device they are issued to. They are not linked to an individual Reader Technician. If a Reader Technician has multiple devices they will require an invitation code/key authorization for each device.

- **Enter Invitation Code:** allows you to enter and redeem the issued invitation code in the app.



Section **03**

HID Reader administration

3.1 Overview

The HID Reader Manager App supports configuration of the following readers:

- HID Signo (including HID Signo Factory Feature Block NO BLE and No LF, Signo Express, Signo Transparent Mode Express)
- HID Vento
- HID iCLASS SE/multiCLASS SE (including iCLASS SE Express)

Reader configuration administration with the HID Reader Manager App consists of the following steps:

1. **Locate:** Scan, locate, and connect to reader for communication. See [Connect to a reader](#).
2. **Inspect:** Examine connected reader hardware, firmware, and configuration details. See [Reader inspection report](#).
3. **Configure:** Apply reader configuration changes. See [View detailed reader configuration](#).
4. **Upgrade:** Inspect, and if necessary, upgrade reader firmware. See [Firmware upgrade](#).

3.2 Connect to a reader

Note: Before attempting to connect to a reader using the HID Reader Manager App, it is recommended you detach the reader from any communication/beeper/LED control lines.

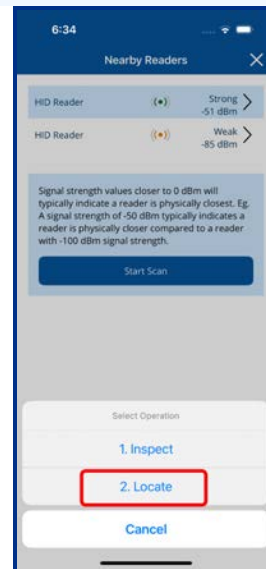
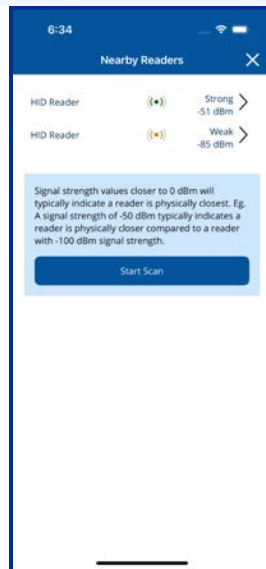
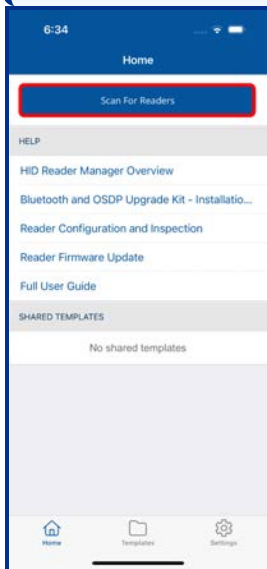
1. On the HID Reader Manager **Home** screen, tap **Scan For Readers**. This will scan for nearby Mobile-enabled or Mobile-ready readers.

2. Select a displayed reader from the **Nearby Readers** screen and, from the **Select Operation** menu, tap **Locate** to ensure the correct reader is selected. The reader will flash and beep for approximately eight seconds.

Note:

- Normally the reader LED will flash blue/magenta during the **Locate** operation, however for HID Signo readers on firmware version 10.0.7.5, the reader LED will flash yellow.
- For readers connected via OSDP the reader will not flash or beep during the **Locate** operation.
- Readers are categorized into four signal strength levels based on dBm levels:
 - **Very Strong:** 0 to -50 dBm
 - **Strong:** -50 to -75 dBm
 - **Weak:** -75 to -90 dBm
 - **Poor:** above -90 dBm

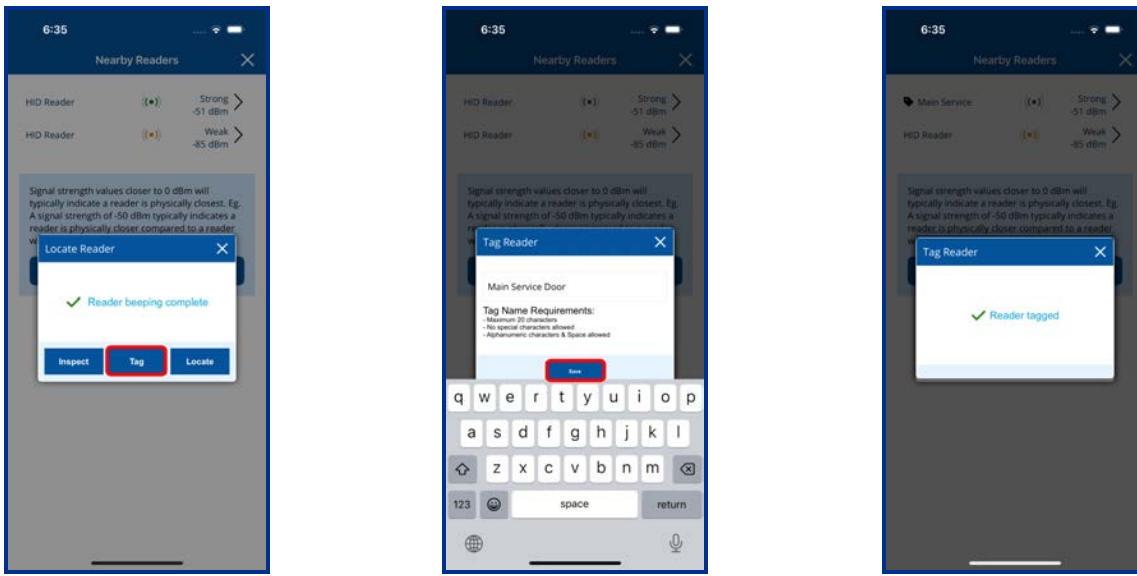
Very Strong and **Strong** readers offer reliable Bluetooth LE connection with HID Reader Manager. It is advised to move closer to readers with **Weak** or **Poor** signal levels to ensure good communication.



- If you wish to name the reader for easier identification, tap **Tag**, enter a name (the tagged reader BLE name is only visible on your mobile device), and tap **Save**.

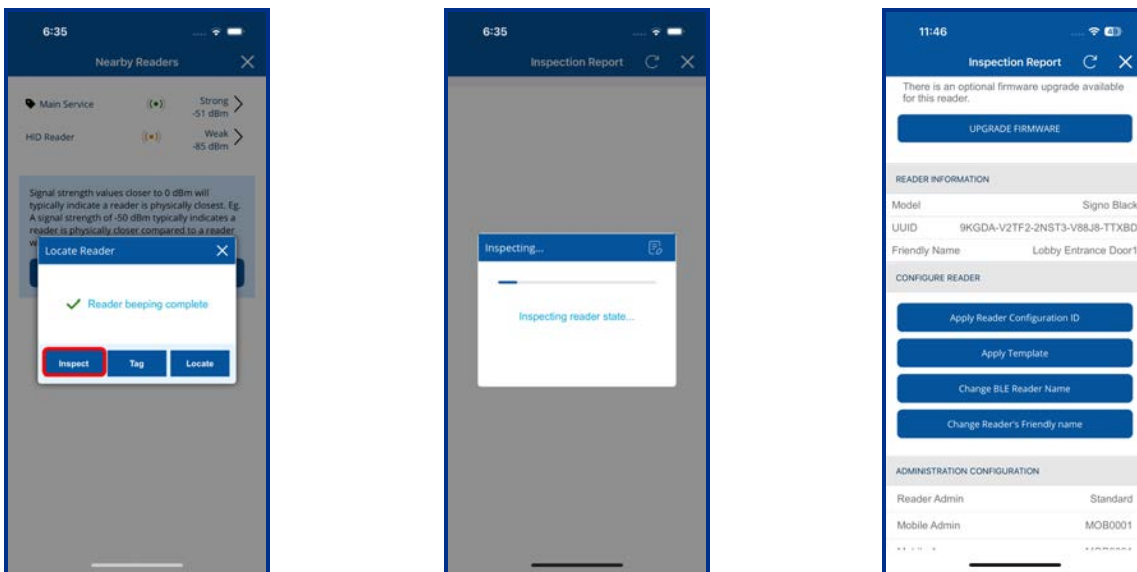
Note:

- The reader BLE name can be changed whenever necessary using the **3.8 Change BLE reader name** option (applicable to both SE and Signo readers).
- The reader name visible across both users and HID® Linq™ Cloud can be updated for HID Signo readers. See **3.9 Change reader name** for more information.



- Tap **Inspect**. The reader is now connected and reader information is displayed on the **Inspection Report** screen, see **Reader inspection report**.

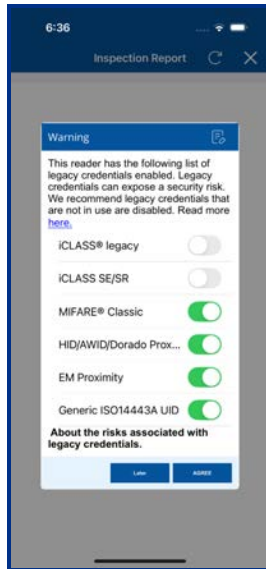
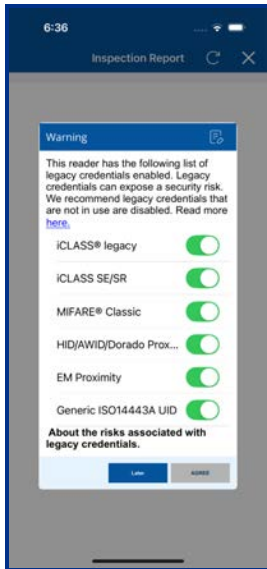
Note: For HID iCLASS SE/multiCLASS SE readers the inspection operation disables Configuration Card use.



3.2.1 Disable legacy credentials

When performing a reader inspection for HID iCLASS SE or HID multiCLASS SE readers, if legacy credentials are detected, then these are listed and you have the option to disable any that may constitute a potential security risk.

1. After the reader has been inspected, legacy credentials are listed. Disable credentials that are not required.
2. Tap **AGREE**.



Note:

- The ability to re-enable legacy credentials is granted via the HID Reader Manager Portal, therefore contact your HID Reader Manager Administrator or HID for this functionality.
- If permission to re-enable legacy credentials is granted via the HID Reader Manager Portal, the HID Reader Manager app must be stopped and re-launched (or log out of the app and then log in again) for this option to be enabled in the app.
- Applying a template to an SE reader does not enable legacy credentials. Reader Technicians have access to enable legacy credentials.

3.3 Reader inspection report

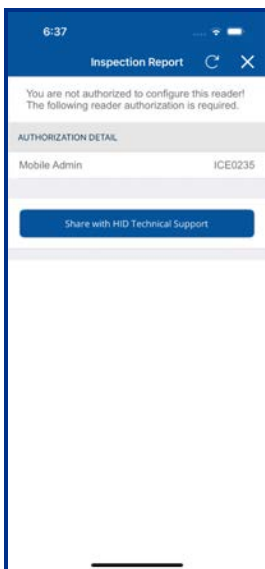
When the reader inspection process is complete the **Inspection Report** screen displays the following configuration details for the connected reader.

Note:

- After inspection of HID iCLASS SE or HID multiCLASS SE readers, legacy credentials are listed and you have the option to disable them, see [Disable legacy credentials](#).

- Reader information relating to the Reader Model and UUID (HID Signo readers only)
- Administration configuration information
- Firmware information
- Hardware configuration information

Note: If the Reader Technician does not have authorization for the key loaded in the reader a notification message is displayed along with key authorization details. In order to configure the reader, the Reader Technician must obtain authorization for the key displayed under **AUTHORIZATION DETAIL**.



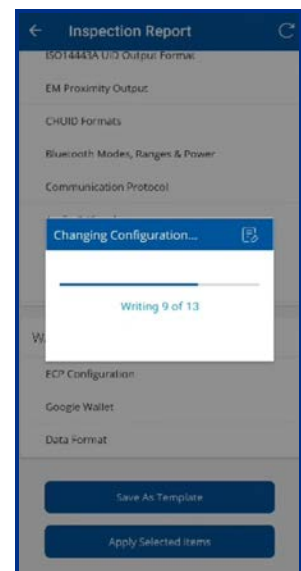
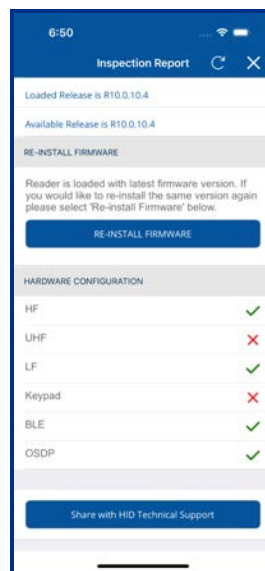
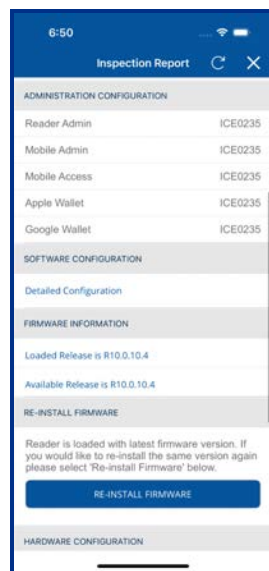
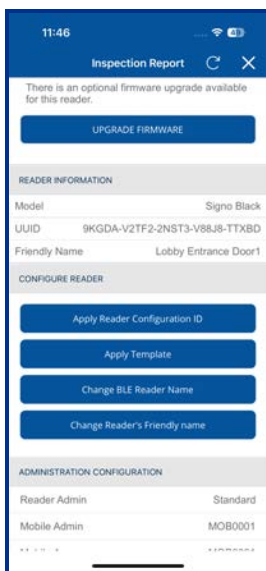
From the **Inspection Report** screen the following can be conducted:

- **Firmware Upgrade:** If prompted perform a reader firmware upgrade or re-install the same version. See the **Firmware upgrade** section.
- **Apply Device Configuration ID:** For HID Signo readers only, select to apply a Reader Configuration ID to the reader. See the **Apply Reader Configuration ID** section.
- **Detailed Configuration:** Select to access detailed reader settings, modify settings, and directly apply them to the reader. See the **View detailed reader configuration** section.
- **Configure Reader:**
 - Tap **Apply Template** to select and apply template configuration settings to the reader. See the **Apply a template configuration** section.

Note:

- Templates are not available to apply if the reader type/profile does not match or the template is out of date.
- Before applying a template, inspect the reader with the HID Reader Manager app to determine available configuration settings. Only include valid configurations in the template definition.
- Applying offline templates is not supported on the HID Vento reader.
- Create Incident IDs in real time during reader inspections and apply configurations during firmware upgrade operations from HID Reader Manager version 1.31.0 or newer. Click the **Incident ID** icon. A Reader Technician will confirm the incident and an Incident ID is created. Quote the Incident ID number when contacting HID Support.

- Tap **Change BLE Reader Name** to assign a name to the reader. See **3.8 Change BLE reader name**.
- **Share with HID Technical Support:** Select if you experience an issue while using the application. The issue will be logged in the Incident Reporting System and you will be provided with Incident Id for reference. The Incident Id will need to be quoted when contacting HID Support. For additional information, see **Contact HID Support**.



3.4 Firmware upgrade

On the **Inspection Report** screen you will be notified about firmware upgrade options in the **FIRMWARE UPGRADE** section. It is recommended that optional firmware upgrades are not implemented, other than to resolve a specific issue.

Note: For the list of mobile devices compatible with the latest version of the HID Reader Manager App, refer to: <https://www.hidglobal.com/reader-manager-system-requirements>

Before starting a firmware upgrade, the following prerequisites/actions are recommended:

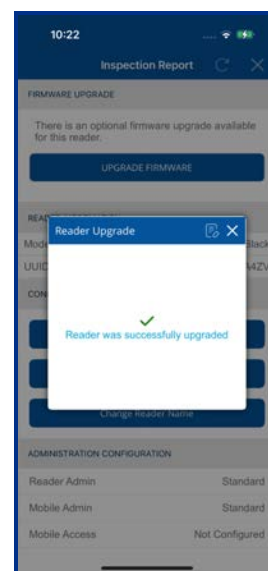
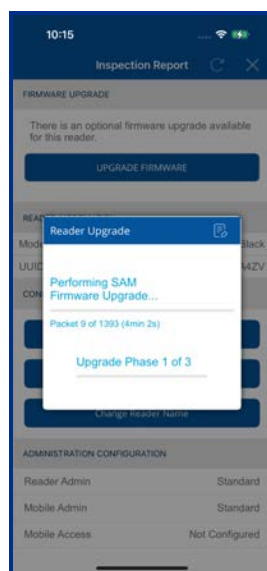
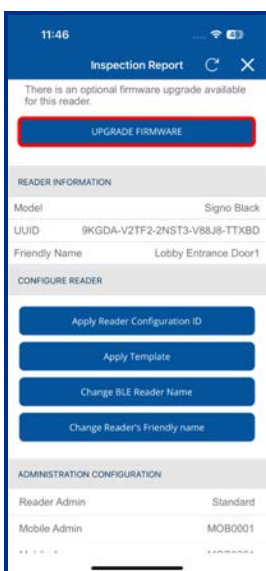
- Disable **Power Saving** mode on the mobile device.
- Ensure the mobile device is fully charged to allow for approximately 15 minutes upgrade per reader.
- Ensure there is good Mobile/Wi-Fi network connectivity (for example, 3 signal bars or more).
- Disconnect any Bluetooth LE connections to other devices (for example, smartwatch, headphones, keyboards, etc.).
- Only have the HID Reader Manager App running (ensure you fully close any other open apps).
- If the firmware upgrade is via Bluetooth LE, and not NFC, it is recommended to disable NFC (if possible) or set the Mobile Access App to **App is in foreground** to prevent mobile credential read attempts.
- During the upgrade process keep the mobile device within a 3 to 5 meter (10 to 16 ft) Bluetooth LE range.

To start the firmware update process, on the **Inspection Report** screen, tap **UPGRADE FIRMWARE**.

Note:

- If the firmware upgrade process fails to start, try power cycling the reader and mobile device, then retry the **Scan/Inspect/Upgrade** steps.
- If the firmware upgrade process fails during a phase, try power cycling the reader and ensure the same device is used to resume the upgrade process.
- If a phase of the upgrade process is interrupted, you can try restarting the process by tapping the **RESUME UPGRADE** option. The upgrade will automatically resume when connection to the device is restored.

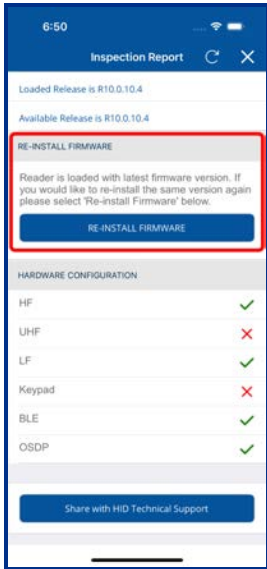
During firmware upgrade the progress of each phase is displayed (the number of upgrade phases may vary depending on the product and firmware release). You are notified when the reader has been successfully upgraded and the reader is automatically re-inspected so that the firmware version can be verified on the **Inspection Report** screen.



3.4.1 Re-install firmware

If the firmware is already at the latest release then an option to re-install the same firmware version is available.

Note: A re-install of R8.9.1.4 firmware may fail in phase four of the re-install process. If this occurs reader functionality is not affected as the reader is already running R8.9.1.4 firmware.



3.5 Apply Reader Configuration ID

The ability to apply a Reader Configuration ID is only available for HID Signo readers and therefore this option is not displayed for other reader models. Currently there are two different Reader Configuration ID formats that can be obtained by contacting your HID Pre-Sales representative:

- **Full Config Reader Configuration ID:** Contains all reader configuration settings and keys.
- **Delta Reader Configuration ID:** Contains a limited number reader configuration settings or one specific reader configuration setting.

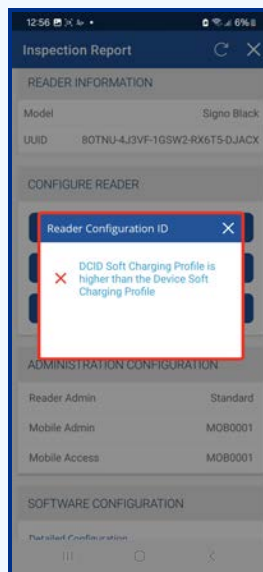
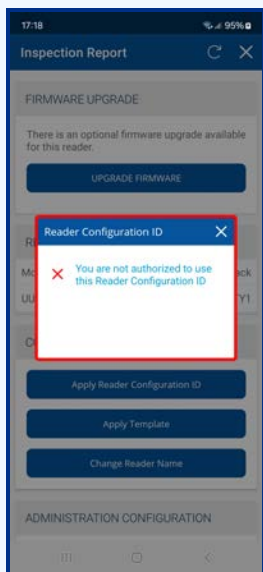
Before attempting to apply a Reader Configuration ID to a HID Signo reader, please note the following:

- To apply a Full Config Reader Configuration ID, the Reader Configuration ID must match the Reader Admin type (Standard or Elite) and the Reader Credential Profile (Standard, Seos®, Smart, or Custom). If the keys do not match a **Not Authorized** message is displayed. If the Credential Profile does not match, you are notified that **DCID Soft Charging Profile is higher than the Device Soft Charging Profile**.

Note:

Reader Configuration IDs can be applied to Seos, Smart, Standard, or Custom credential profiles in HID Reader Manager app version 1.30.0 or newer. The Configuration IDs must be compatible with the reader's admin type (Standard or Elite), authorized keys, and meet the following criteria:

- **Custom credential profile** supports: *Seos, Smart, Standard* and *Custom* Configuration IDs
- **Standard credential profile** supports: *Seos, Smart* and *Standard* Configuration IDs
- **Smart credential profile** supports: *Seos* and *Smart* Configuration IDs
- **Seos credential profile** supports: *Seos* Configuration IDs only



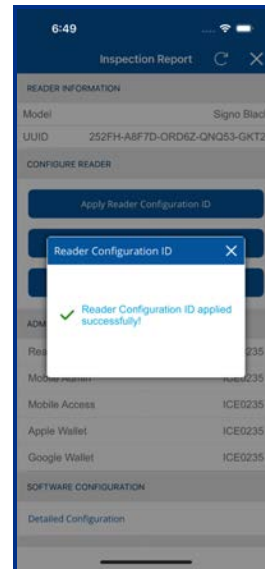
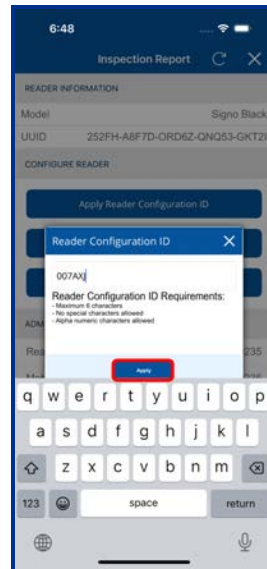
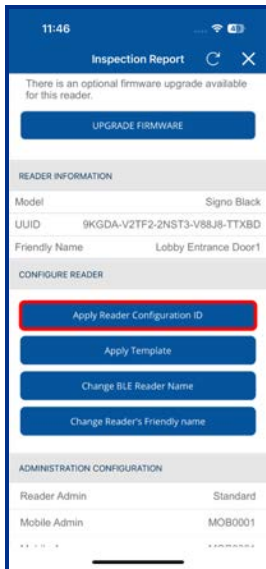
- When applying a Reader Configuration ID to enable Apple Wallet and Google Wallet support, HID Signo readers with firmware version below 10.0.3.1 will not enable the Wallet configuration until the Reader Technician reloads the ICE or MOB keys to the reader.
- A Delta Reader Configuration ID can be applied to any Reader Admin type (Standard or Elite) with any Reader Credential Profile (Standard, Seos, Smart, or Custom).
- Key rolling via applying a Reader Configuration ID is supported for Standard to Elite readers and for Elite to Standard readers.

- Reader Configuration IDs cannot be applied if they have a non-published status or you are not authorized to use the Reader Configuration ID. If the app displays the error message **Reader Configuration ID is not published**, please contact your Pre-Sales representative.
- Reader Configuration IDs cannot be applied on HID Express readers from HID Reader Manager app version 1.3.0.

To apply a Reader Configuration ID to a HID Signo reader:

1. On the **Inspection Report** screen, tap **Apply Reader Configuration ID**.
2. Enter the Reader Configuration ID code and tap **Apply**.

Note: It can take up to minute to fetch and prepare a Full Config Reader Configuration ID.

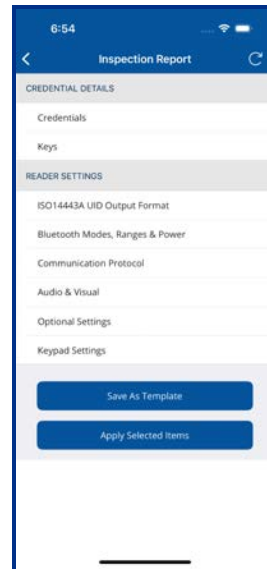
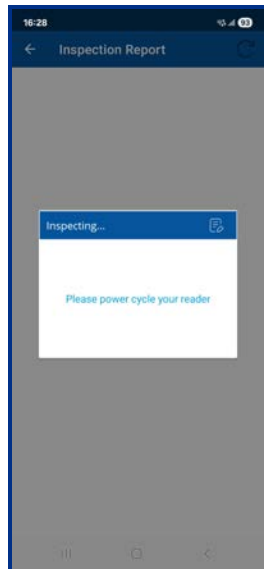
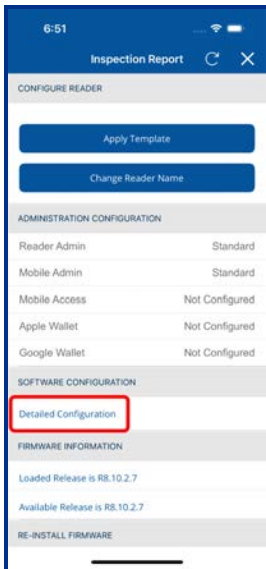


3.6 View detailed reader configuration

When connected to a reader, on the **Inspection Report** screen, tap **Detailed Configuration** to view and access detailed reader configuration settings.

Note:

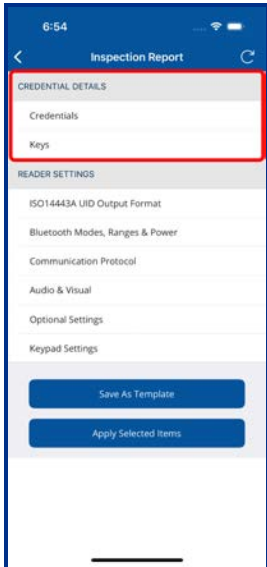
- If the reader is a Standard key Mobile-Ready reader, a HID Vento reader, or an iCLASS SE Express R10 reader you will be prompted to power cycle the reader. If you power cycle the reader from the power source, make sure to keep the mobile device within Bluetooth range to avoid losing connection with the reader.
- For ICE/MOB enabled readers no reader power cycle is required.



3.6.1 Credential details

The **CREDENTIAL DETAILS** section provides options to view the reader profile (for HID Signo reader only), enable/disable credential settings and view/add authorization keys:

- **Credentials:** see the [4.3.1 Credential configuration](#) section.
- **Keys:** see the [4.5 Authorization Keys](#) section.



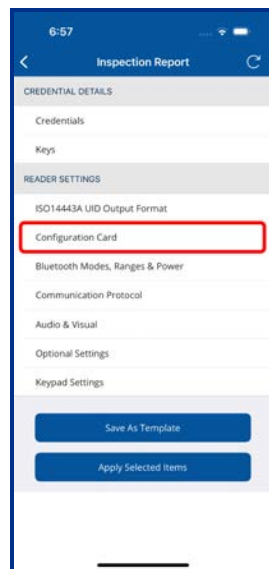
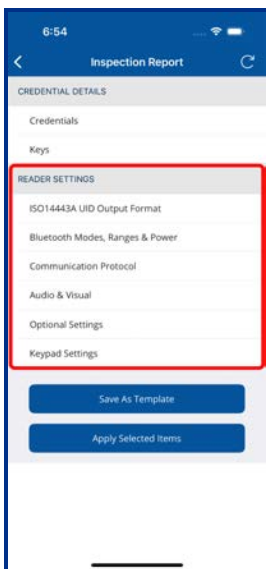
3.6.2 Reader Settings

In the **READER SETTINGS** section, the following can be configured.

- **ISO14443A UID Output Format:** see the [ISO14443A UID Output Format](#) section.
- **EM Proximity Output Format:** see the [EM Proximity Output](#) section (HID Signo readers only).
- **CHUID Formats:** see the [CHUID Formats](#) section.
- **Bluetooth Modes, Ranges & Power:** see the [Bluetooth Modes, Ranges & Power](#) section.
- **Communication Protocol:** see the [Communication Protocol](#) section.
- **Audio & Visual:** see the [Audio & Visual](#) section.
- **Optional Settings:** see the [Optional Settings](#) section.
- **Keypad Settings:** see [Keypad Settings](#) section.
- **Wallet Settings:** see the [Wallet configuration](#) section.

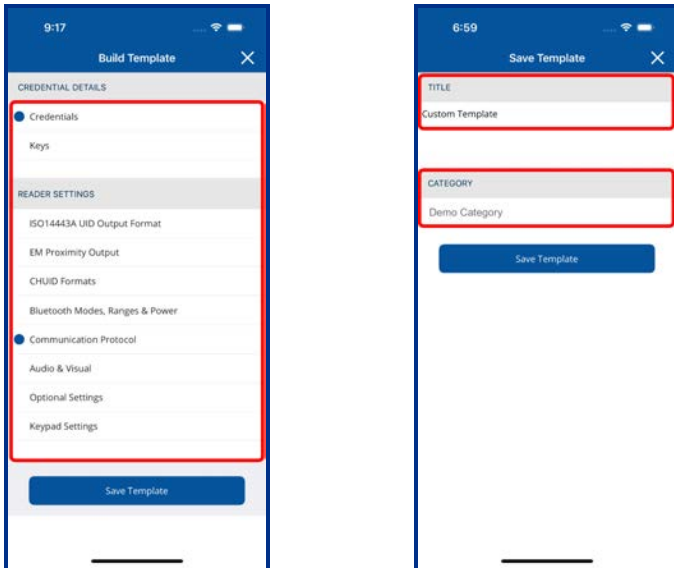
Note:

- For iCLASS SE readers, Configuration Card support is granted via the HID Reader Manager Portal, therefore contact your Reader Manager Administrator or HID for this functionality.
- If Configuration Card support is granted via the HID Reader Manager Portal, the HID Reader Manager app must be stopped and re-launched (or log out of the app and then log in again) for the **Configuration Card** option to be available under **READER SETTINGS**.
- All reader setting options are the same for both Signo and SE readers, excluding Wallet settings for SE readers.



3.6.3 Save as template

Any changed configuration settings are indicated with a blue circle. To save changed configuration settings to a template, tap **Save as Template**, enter a template **Title** and **Category**, and tap **Save Template**. To apply template settings, see the [Apply a template configuration](#) section.

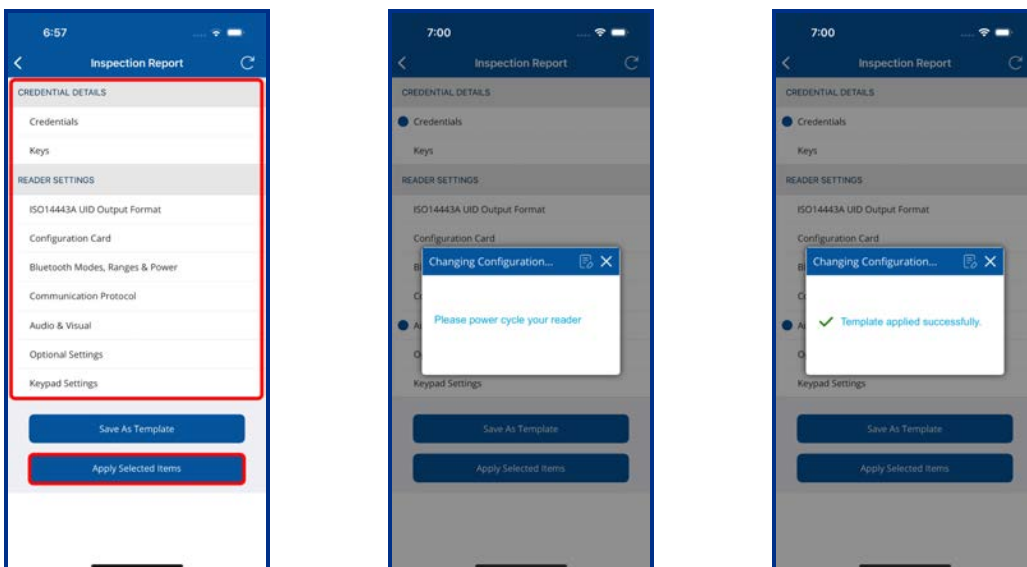


3.6.4 Apply selected items

Any changed configuration settings are indicated with a blue circle. To apply changed configuration changes directly to the connected reader, tap **Apply Selected Items**.

Note:

- If the reader is a Standard key Mobile-Ready reader, a HID Vento reader, or an iCLASS SE Express R10 reader you will be prompted to power cycle the reader. If you power cycle the reader from the power source, make sure to keep the mobile device within Bluetooth range to avoid losing connection with the reader.
- For ICE/MOB enabled readers no reader power cycle is required.

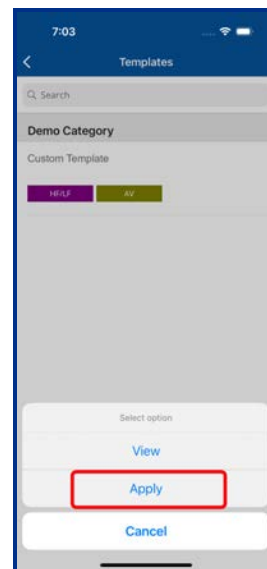
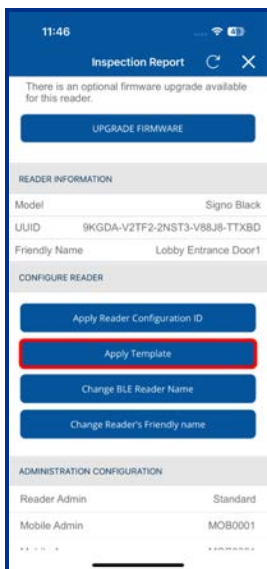


3.7 Apply a template configuration

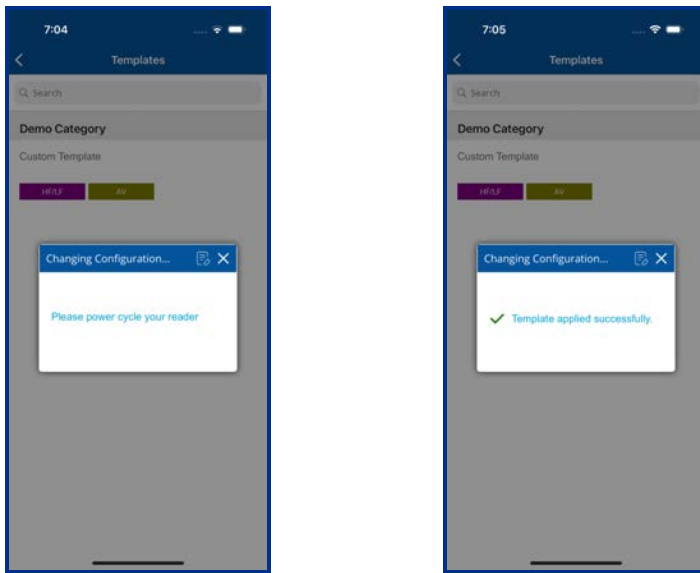
1. When viewing a reader **Inspection Report**, tap **Apply Template**.
2. Select a listed template from the **Templates** screen. From the **Select Operation** menu, tap **Apply**.

Note:

- If the Reader Type and Soft Charging Profile match, offline templates created for Non-Keypad readers will be displayed on the **Templates** screen. Templates are not available to apply if the reader type/profile does not match or the template is out of date.
- If the reader is a Standard key Mobile-Ready reader, a HID Vento reader, or an iCLASS SE Express R10 reader you will be prompted to power cycle the reader. If you power cycle the reader from the power source, make sure to keep the mobile device within Bluetooth range to avoid losing connection with the reader.
- Templates created using HID Reader Manager 1.17.2 (and below) that contain enabled/disabled legacy credentials as part of the configuration options, when shared with a Reader Technician using HID Reader Manager 1.18.0, the enabled/disabled legacy credential options cannot be viewed and will not be applied to a reader using HID Reader Manager 1.18.0. All other configuration options in the shared template will be applied.



3. The status of changing the reader configuration is displayed on the screen.



Note: If the operation to apply configuration changes fails, for example “SNMP Authentication Failed”, refer to the [Troubleshooting](#) section for a possible description of the cause for the failure.

3.8 Change BLE reader name

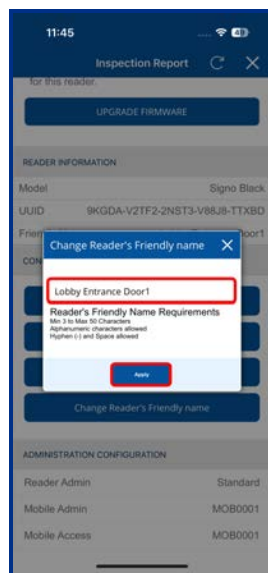
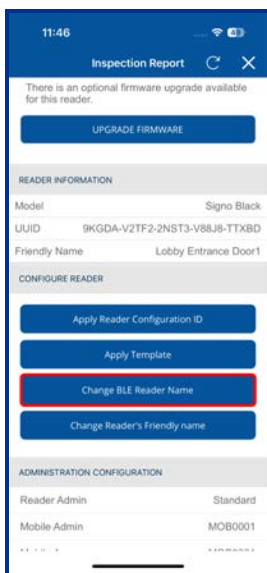
On the **Inspection Report** screen the BLE reader name can be changed. When changing a BLE reader name with **Change BLE Reader Name**, the reader’s name, for example, “iCLASS SE”, is changed to a custom name. This custom BLE reader name is visible from within any other Technician’s HID Reader Manager app.

The BLE reader name labels the reader BLE module and is displayed when the reader advertises in a BLE scan.

Note:

- Only HID Signo and iCLASS SE/multiCLASS SE readers support the assignment of a BLE reader name.
- The maximum number of characters for a HID Signo BLE reader name is 7. The maximum number of characters for a HID iCLASS/multiCLASS reader name is 13.

1. Tap **Change BLE Reader Name** and enter a new BLE reader name, following the listed reader BLE name requirements.
2. Tap **Apply**.



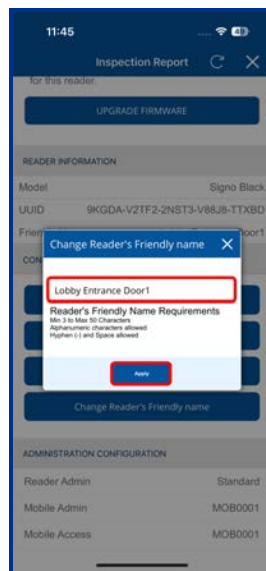
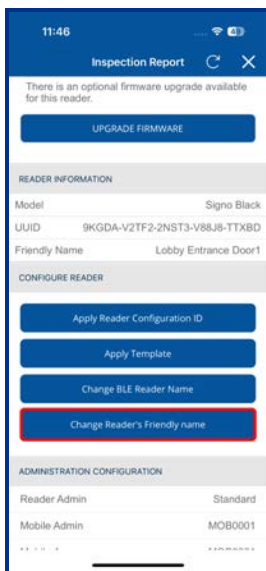
3.9 Change reader name

HID Signo Readers can be provided with a user-friendly name that identifies the reader uniquely to the customer organization and it is accessible for Reader Technicians across both HID Reader Manager and HID Linq Cloud. HID Signo readers use their UUID as the name by default. This can be modified on the Inspection Report screen of the HID Reader Manager app. The new reader name is reflected in HID Linq Cloud and is visible to all Reader Technicians assigned to the customer organization. If a Reader Technician updates the reader name in HID Linq Cloud, the change is reflected in the HID Reader Manager app.

Note:

- Friendly name changes are only supported by HID Signo readers.
- The Reader Friendly Name can be updated via NFC or BLE.
- Please refer to *HID Linq Cloud User Guide (PT-07202)* for more information.

1. Tap **Change Reader's Friendly Name** and enter a new friendly name, following the listed requirements.
2. Tap **Apply**.



Section 04

HID Reader templates

4.1 Overview

Templates store reader configuration settings. When a template is created it can be applied to multiple readers, of the same model, that require the same configuration or shared with other Technicians to speed up reader configuration.

Note:

- HID is continuously adding new reader features and functionality which can result in technical limitations being introduced into existing older templates. It is therefore recommended that new templates are routinely created so that they continue to be compatible with the latest available versions of HID Reader Manager that support all reader functions.
- Applying offline templates is not supported on the HID Vento reader.
- Templates created for a specific reader type/profile will only be displayed to apply to a reader of the same type/profile.

4.2 Create a new template

To create a new template:

1. On the **Home** screen, tap the **Templates** icon and on the **Templates** screen, tap the plus icon **[+]**.
2. Tap in the **READER TYPE** field and select a reader type from the displayed list.
3. Tap in the **CREDENTIAL PROFILE** field and select a credential profile from the list displayed (not applicable to HID iCLASS SE and HID multiCLASS SE readers).

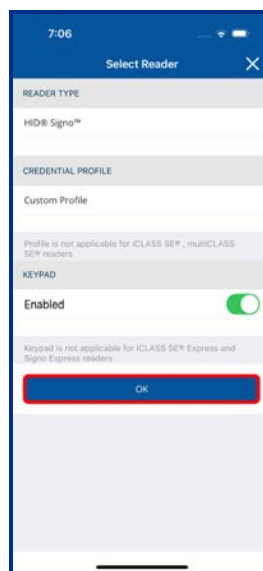
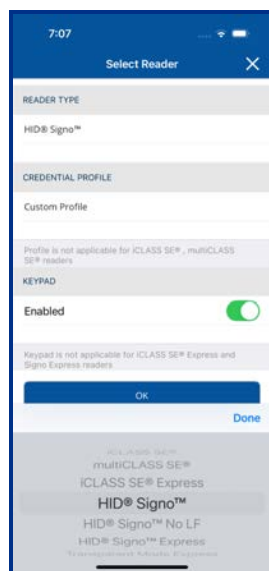
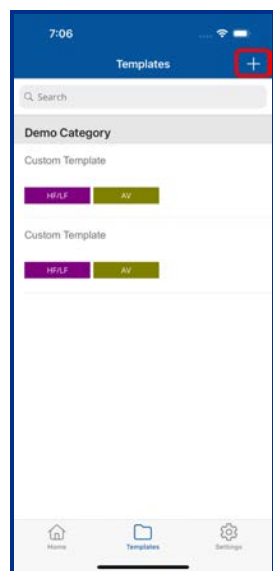
Note:

The reader credential profile can be determined by inspecting the reader with HID Reader Manager and selecting **Credential Details** (see [View detailed reader configuration](#)), or manually from the reader part number:

- HID Signo Credential Profiles: **00** = Standard, **01** = Seos, **02** = Smart, **03** = Custom.
Example: 20TKS-**00**-000000
- HID iCLASS SE Express Credential Profiles: **S** = Seos no Bluetooth LE, **B** = Seos with Bluetooth LE, **C** = Seos+CSN no Bluetooth LE,
D = Seos+CSN with Bluetooth LE. Example: 900NSNNFK20000

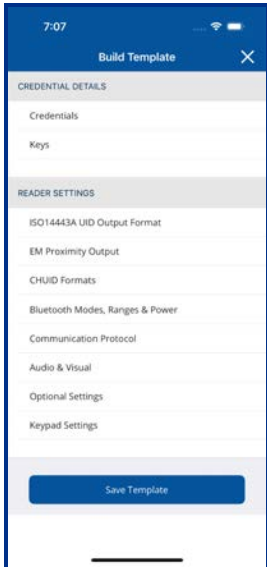
For more detailed information, refer to the *Readers and Credentials How to Order Guide* (PLT-02630).

4. If applicable enable the **KEYPAD** option (HID Signo readers and iCLASS SE/multiCLASS SE only). Tap **OK**.



From the **Build Template** screen you can configure and add settings to a template. These reader settings are described in the following sections.

Note: Templates only need to include the reader settings that are applicable to the selected reader type.



4.3 Credential Details configuration for Signo readers

4.3.1 Credential configuration

1. From the **CREDENTIAL DETAILS** section, tap **Credentials**.

Note: For HID Signo readers, the credential profile is displayed.

2. Select the desired HID Mobile Access option, **NFC**, and/or **BLE**.

Note:

When Bluetooth LE is disabled in Mobile Access, the reader's Bluetooth LE functionality is turned off. When a Mobile Access app user presents valid credentials, a "**Mobile ID Rejected**" error message is displayed and the opening event fails. When Bluetooth LE enabled, the reader allows the Mobile Access app to communicate via Bluetooth LE.

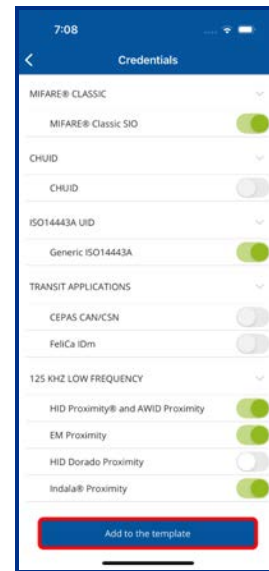
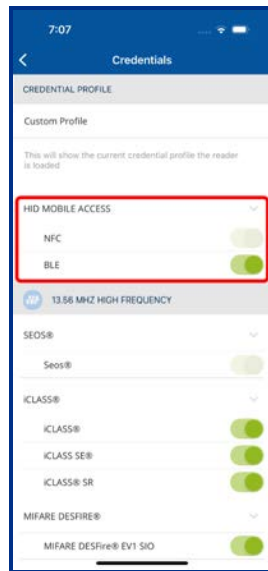
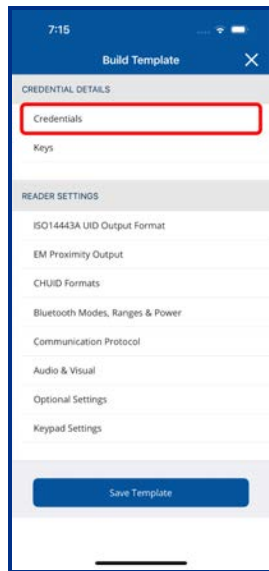


3. Enable/disable the required credential types.

Note:

- The ability to re-enable legacy credentials is granted via the HID Reader Manager Portal, therefore contact your Reader Manager Administrator or HID. However HID does not recommended the use of legacy credentials.
- For the iCLASS SE Express reader Bluetooth LE, MIFARE DESFire® UID, and MIFARE Classic UID settings can only be changed if the reader was initially configured with these options when purchased.
- Configuring Transact Mobile is only applicable to HID Signo Custom Profile (03 and T3) for customers that are enrolled in the Transact program.

4. Tap **Add to the template** to save.



4.4 Credential configuration for SE readers

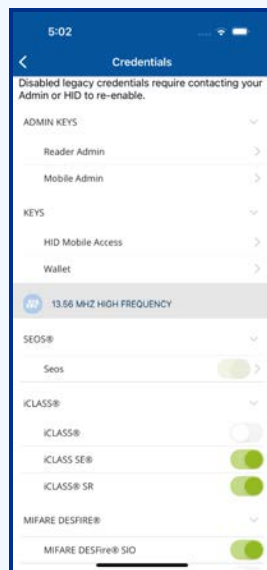
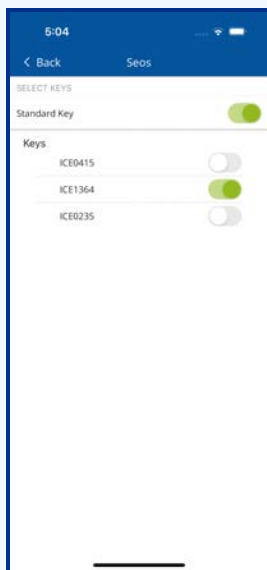
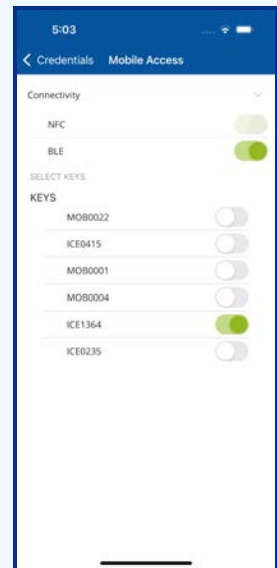
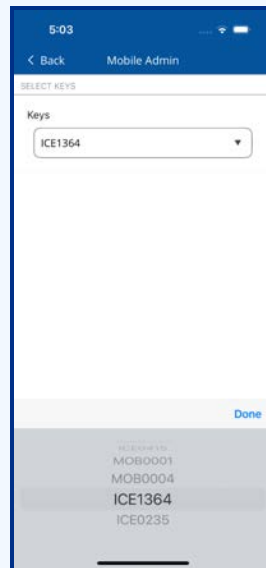
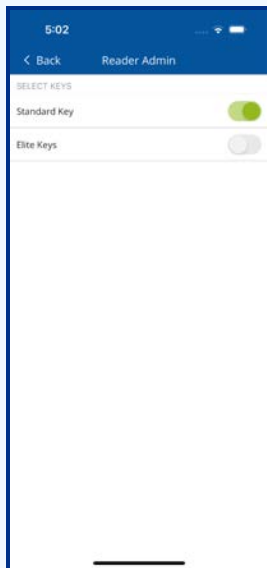
4.4.1 Credential configuration

- From the **CREDENTIAL DETAILS** section, tap **Credentials**.

Note:

Reader Technicians can push different keys from the HID Reader Manager application:

- **Reader Admin** - Reader Technician can select Standard or any of their authorized ICE keys.
- **Mobile Admin** - Reader Technician can select any of their authorized MOB or ICE keys.
- **Mobile Access** - Reader Technician can select any authorized MOB or ICE keys (multi selection).
- **Seos Cards** - Reader Technician can select either Standard or any of their authorized ICE keys (for example, both Standard and ICE).



- **Apple Wallet** - Reader Technician can select either of their authorized MOB or ICE key.
- **Google Wallet** - Reader Technician can select any authorized MOB or ICE key (multi selection).

2. Select the desired HID Mobile Access option, **NFC**, and/or **BLE**.

Note:

When Bluetooth LE is disabled in Mobile Access, the reader's Bluetooth LE functionality is turned off. When a Mobile Access app user presents valid credentials, a "**Mobile ID Rejected**" error message is displayed and the opening event fails. When Bluetooth LE enabled, the reader allows the Mobile Access app to communicate via Bluetooth LE.

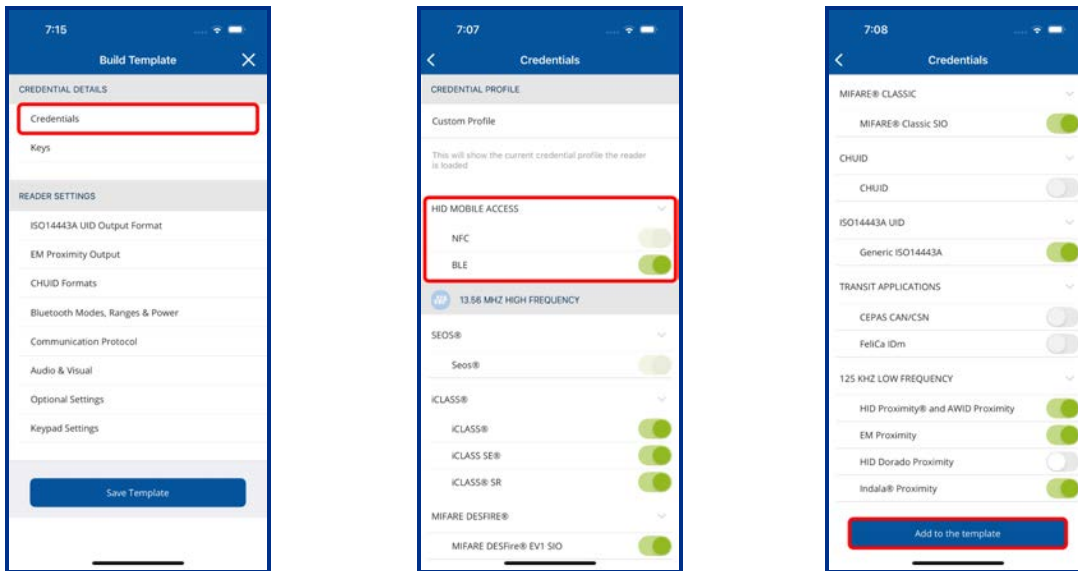


3. Enable/disable the required credential types.

Note:

- The ability to re-enable legacy credentials is granted via the HID Reader Manager Portal, therefore contact your Reader Manager Administrator or HID. However HID does not recommended the use of legacy credentials.
- For the iCLASS SE Express reader Bluetooth LE, MIFARE DESFire® UID, and MIFARE Classic UID settings can only be changed if the reader was initially configured with these options when purchased.
- Configuring Transact Mobile is only applicable to HID Signo Custom Profile (03 and T3) for customers that are enrolled in the Transact program.
- Creating an Offline template will not support Mix and Match UI components.

4. Tap **Add to the template** to save.

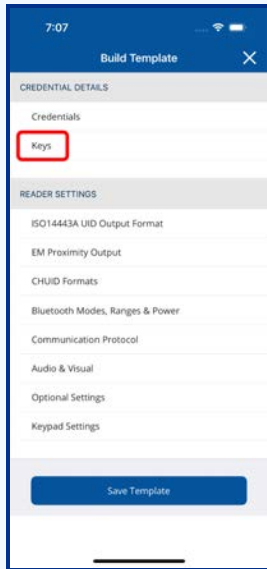


4.5 Authorization Keys

1. From the **CREDENTIAL DETAILS** section, tap **Keys**.
2. In the **KEYS** section, tap **Add Keys**.
3. Authorized keys are displayed on the screen. Select an authorization key to load onto the reader (only one key can be loaded).

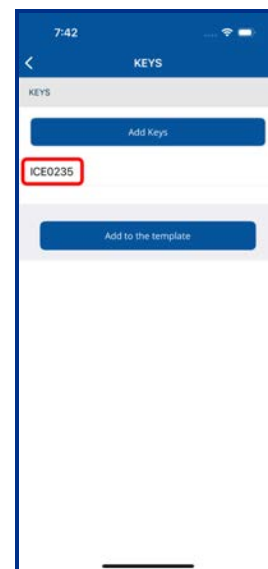
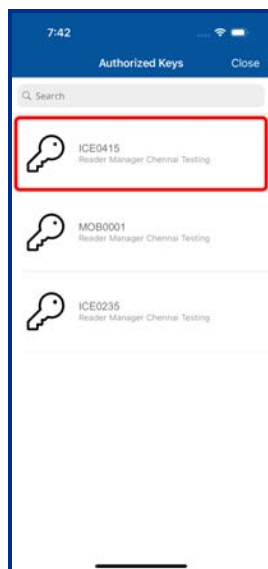
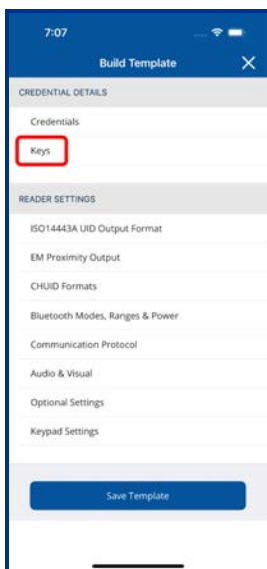
Note:

- From HID Reader Manager v1.31.0 it is recommended for Reader Technicians to always use the Mix and Match UI components designed for SE readers (via **Inspection Report > Credential details > Keys**) to issue keys to any Mobile, Reader, Mobile Access, and Wallets. If keys are pushed via the legacy approach (**Credential details > Keys**), they replace the existing keysets of the Mobile, Reader, Mobile Access, and Wallet credentials. See **4.4.1 Credential configuration** for more information.
- Key roll can be performed from keys present in the **Credential Details** section for HID Signo readers.



- HID Reader Manager performs a key store memory check and only displays authorized keys based on the available reader memory space. When attempting to push a key to a reader, if no memory space is available, an **insufficient memory** notification message is displayed.
- Adding an Elite Key (ICEXXXX) will upgrade all credential keys to that Elite Key.
- HID Vento mobile access credentials are pre-programmed with a fixed format and only work with Vento reader, therefore MOB or ICE keys cannot be issued to the reader using the HID Reader Manager App.

4. Tap **Add to the template** to save.



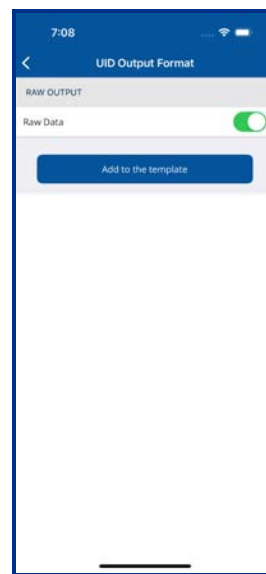
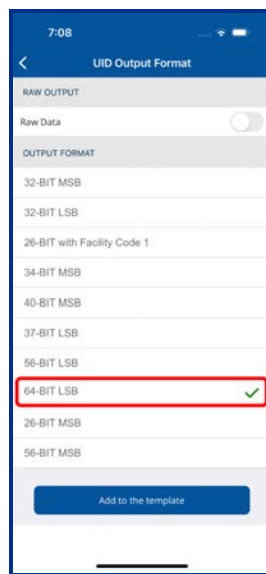
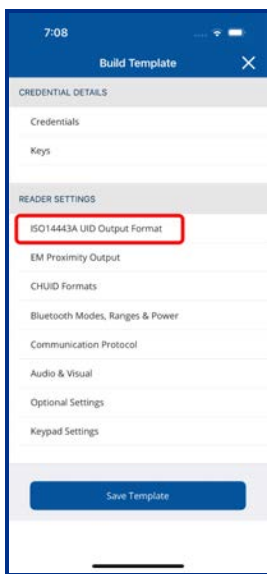
4.6 Reader Settings configuration

4.6.1 ISO14443A UID Output Format

Note:

- For HID iCLASS and HID Signo readers, ISO14443A UID Output Format configuration settings are only valid for certain credential profiles.
- HID Reader Manager v1.31.0 supports both Raw Data and CSN format. Previous versions only support Raw Data.

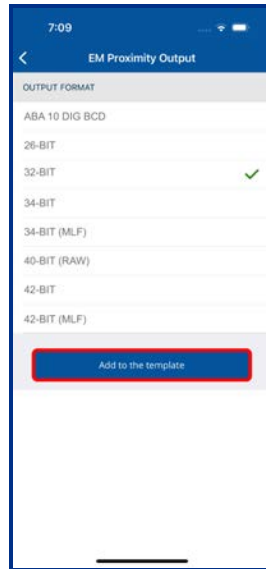
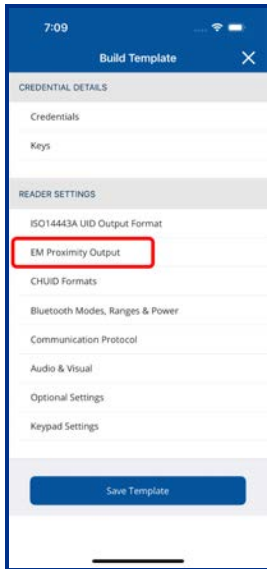
1. From the **READER SETTINGS** section, tap **ISO14443A UID Output Format**.
2. Select output format from the displayed list.
3. If RAW CSN/UID cards are to be supported enable the **Raw Data** option.
4. Tap **Add to the template** to save.



4.6.2 EM Proximity Output

Note: Only applicable for HID Signo readers with a **Standard** or **Custom** credential profile.

1. From the **READER SETTINGS** section, tap **EM Proximity Output**.
2. Select an available **OUTPUT FORMAT**.
3. Tap **Add to the Template** for any changed settings.



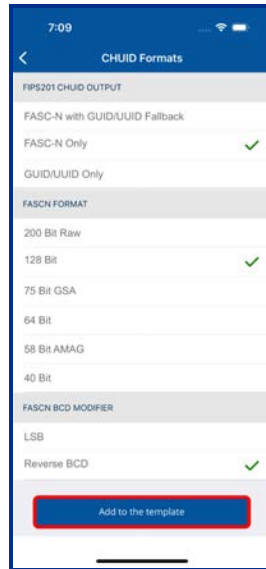
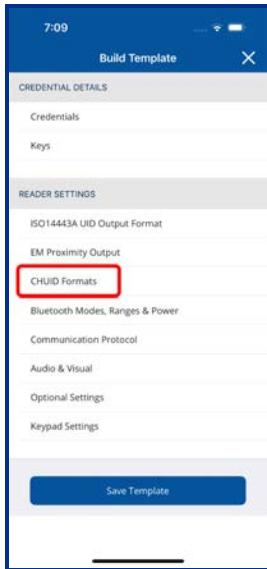
4.6.3 CHUID Formats

Note: Only applicable for HID Signo readers with a **Custom** credential profile.

1. From the **READER SETTINGS** section, tap **CHUID Formats**.
2. Select a **CHUID OUTPUT**, **FASCN FORMAT**, and **FASCN BCD MODIFIER** (if applicable).

Note: A **FASCN BCD MODIFIER** option can only be selected if the FASCN Format is 128 Bit, 64 Bit, or 40 Bit.

3. Tap **Add to the Template** for any changed settings.



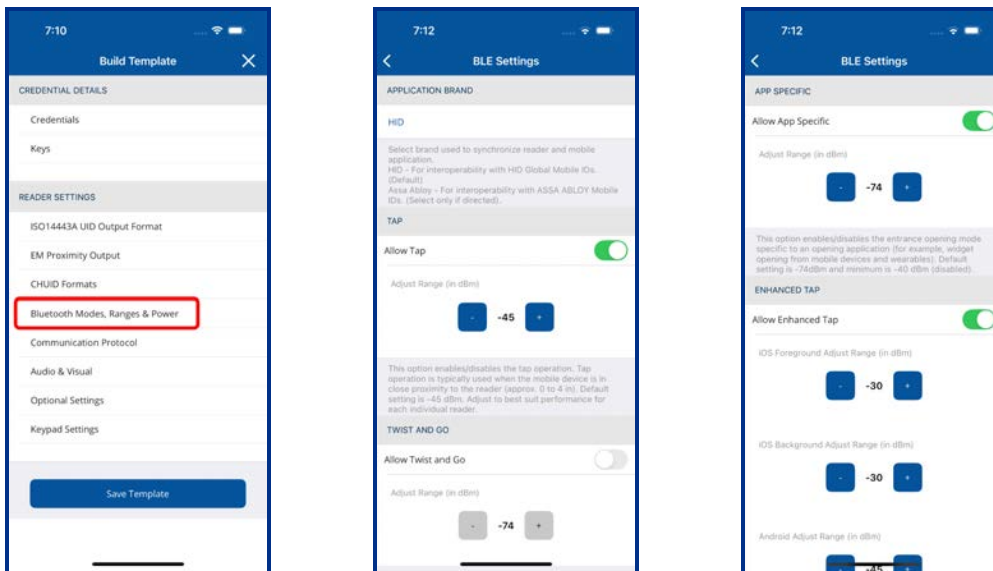
4.6.4 Bluetooth Modes, Ranges & Power

1. From the **READER SETTINGS** section, tap **Bluetooth Modes, Ranges & Power**.
2. On the **BLE Settings** screen, tap in the **APPLICATION BRAND** field and select a listed option.

Note: The **Custom** option requires a **lock service code**. A lock service code prevents Bluetooth LE conflicts between the Mobile Access App and Partner Apps on the same phone and are currently managed by Partner Services.

3. Enable/disable the opening mode and, if necessary, adjust the range settings:
 - **Tap:** Default Tap range for HID Signo is **-45 dBm**. Default tap range for SE readers is **-40 dBm**.
 - **Twist and Go:** Default Twist and Go range is **-74 dBm**.
 - **App Specific:** Default App Specific range is **-74 dBm**.
 - **Enhanced Tap:** For HID Signo readers only, default ranges for iOS Background: **-30 dBm**, iOS Foreground: **-30 dBm**, Android: **-45 dBm**.

Note: For each opening mode, the default range value is provided on the **BLE Settings** screen.



4. The default Transmit Power setting (Default for HID Signo reader is **-0 dBm**. Default for a SE reader is **-4 dBm**) should not be changed unless absolutely necessary.

Note: For certain installations a higher or lower Transmit Power may be required, however this setting should only be adjusted if the default range settings do not result in the desired read range.

5. Tap **Add to the template** to save.

Note: When connected to a reader that has Standard Keys, the reader must be power cycled to activate updated Bluetooth LE settings.

As opening ranges deviate between different mobile devices, you should always test and fine tune settings for a specific site. The read range settings listed below provide a starting point for common locations:

SE readers

Location	Tap	Twist and Go
Office environment	-48 dBm	-67 dBm
Elevators	-40 dBm	-57 dBm
Outdoor entrances	-48 dBm	-67 dBm
Garage (user inside vehicle)	-53 dBm	-74 dBm

HID Signo readers

Location	Tap	Twist and Go	Enhanced Tap (iOS) ¹	Enhanced Tap (Android)
Office environment	-45 dBm	-74 dBm	-30 dBm	-45 dBm

1. iOS Background and iOS Foreground.

4.6.5 Communication Protocol

1. From the **READER SETTINGS** section, tap **Communication Protocol**.
2. Enable the Reader to Controller communication protocol, either **Wiegand** or **OSDP** (not both).

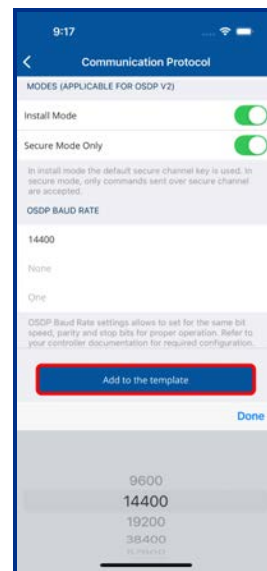
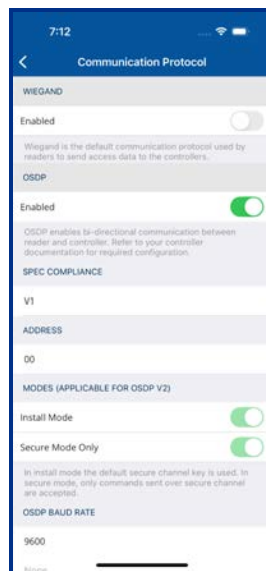
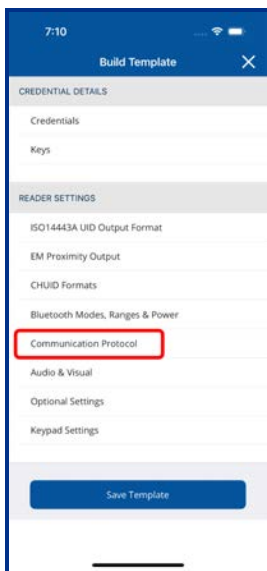
Note:

- OSDP is not applicable to iCLASS SE Express readers, as these are Wiegand capable only.
- Wiegand is not applicable to Signo Transparent Mode Express readers, as these are OSDP capable only.

3. If **OSDP** is enabled:
 - Select the spec compliance value, **V1** or **V2**.
 - Enable **Install Mode** (default) to use factory default keys (only applicable if **V2** is selected as the spec compliance value).
 - Enable **Secure Mode** (not default) to require the reader to use secure communication (only applicable if **V2** is selected as the spec compliance value).

Note: For the reader to successfully connect to a panel via OSDP V2, it is recommended that **Secure Mode** is disabled.

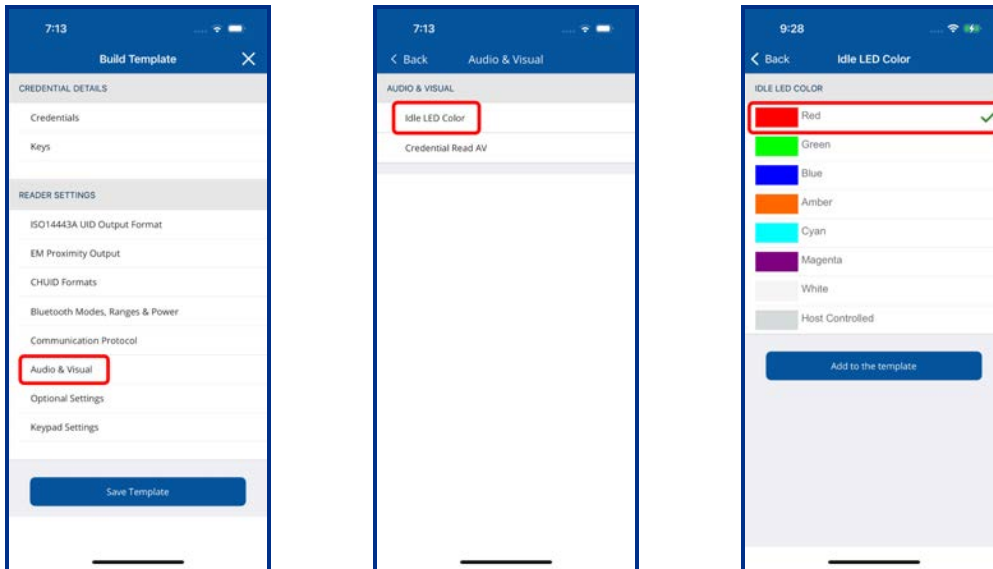
- Select the **OSDP Baud Rate** (the **Stop bit** and **Parity** fields are read only).
4. Tap **Add to the template** to save.



4.6.6 Audio & Visual

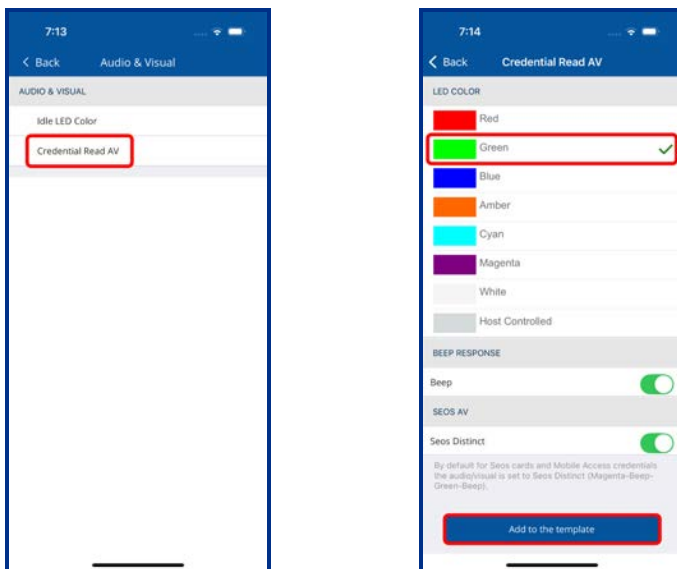
1. From the **READER SETTINGS** section, tap **Audio & Visual**.
2. From the **Audio/Visual** section, tap **Idle LED Color**.
3. Select a color and tap **Add to the template**.

Note: Idle LED Color selections for the HID iCLASS SE Express R10 reader are **Red** or **Blue**.



4. Tap **Credential Read AV**.
5. Select a color and enable/disable the **BEEP RESPONSE** and **SEOS AV** settings using the options. Tap **Add to the template** to save.

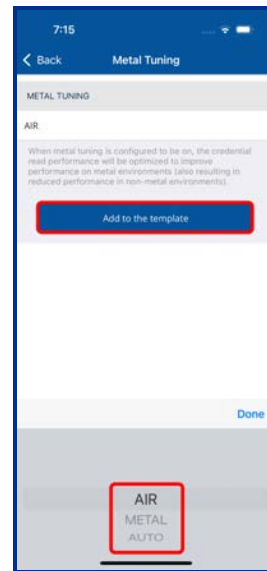
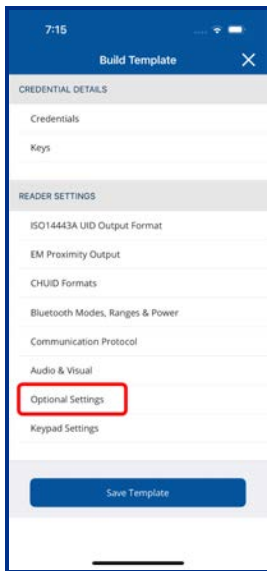
Note: Credential Read AV options for the iCLASS SE Express R10 reader are **Green** or **No Response**.



4.6.7 Optional Settings

1. From the **READER SETTINGS** section, tap **Optional Settings**.
2. Enable/disable the following options as necessary:
 - **Intelligent Power Management**
 - **Velocity checking**
 - **Metal Tuning**. Select a listed setting (HID Signo readers, HID Vento readers, and iCLASS SE Express R10 only).
 - Tap **Add to the Template** for any changed settings.

Note: For HID Vento readers only the Metal Tuning setting is configurable.



4.6.8 Keypad Settings

If the **KEYPAD** option is enabled (for HID Signo readers, HID Signo Factory Feature Block NO BLE and No LF, and iCLASS SE/multiCLASS SE only):

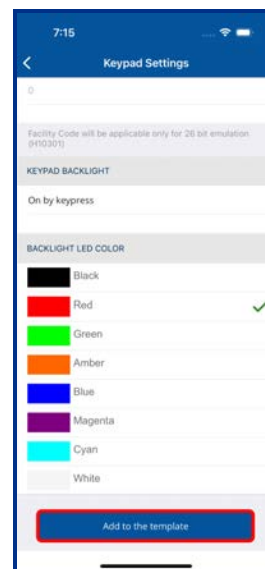
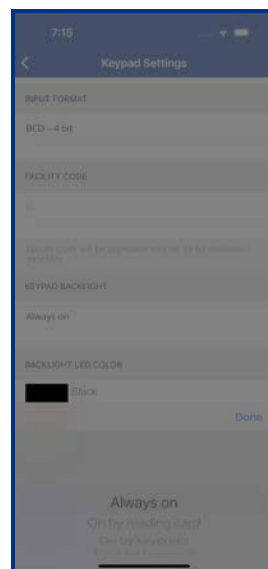
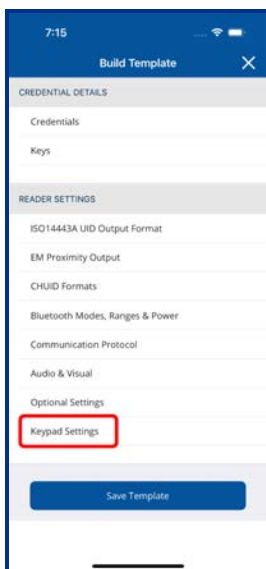
1. From the **READER SETTINGS** section, tap **Keypad Settings**.
2. Select an available **INPUT FORMAT** and, if applicable, enter a **FACILITY CODE**.

Note: When selecting 26-bit emulation and assigning Facility Code 255, after the template has been applied, the reader will flash red/green and requires a three digit Facility Code, followed by #, to be entered on the keypad (therefore, if Facility Code 255 is required, 255# should be entered on the keypad).

3. Select a keypad backlight option, the following configurations are supported:

Note: Switching the communication protocol from Wiegand to OSDP (or vice versa) will result in the keypad backlight being set to Always on.

- Always on
 - On by reading card
 - On by keypress
 - Blink on keypress
 - Always off
4. Select a keypad backlight color from the displayed list (HID Signo readers only).
 5. Tap **Add to the Template** for any changed settings.



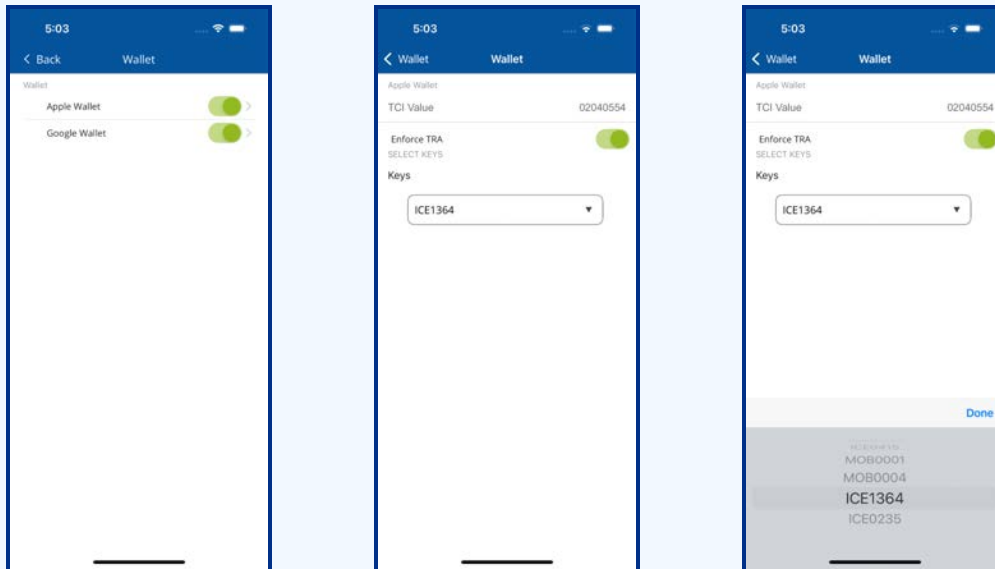
4.7 Wallet configuration

From HID Reader Manager 1.16.0, if any key gets loaded onto the reader, both Apple and Google Wallet configurations are enabled within the reader.

4.7.1 Apple Wallet configuration

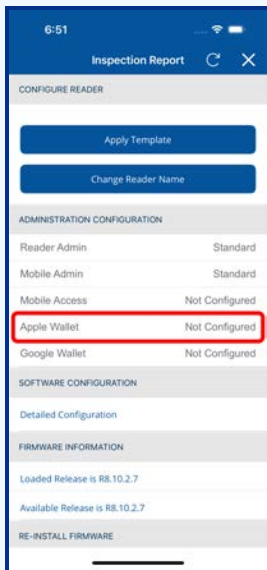
Note:

- It is recommended to configure Wallet settings for SE readers using the new HID Reader Manager v1.31.0 user interface under **Credential details > Credentials**.

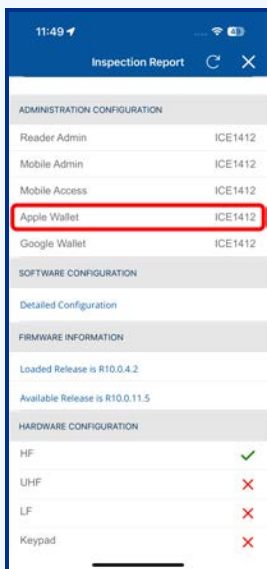


Note:

- If the Apple wallet is displaying as **Not Configured** the wallet credentials are not configured and not currently supported. To enable wallet credentials it is recommended to perform a key roll to the reader **OR** apply the correct DCID that will enable the wallet credentials.



- Perform a DCID or key roll via Key from credentials to assign keys to a HID Signo reader. See [4.5 Authorization Keys](#) for more information.
- Perform a Key Roll via the Mix and Match UI to assign keys to a HID SE reader. See [4.5 Authorization Keys](#) for more information.
- If the Apple wallet is displayed with any key value, the reader is already configured to support wallet credentials.



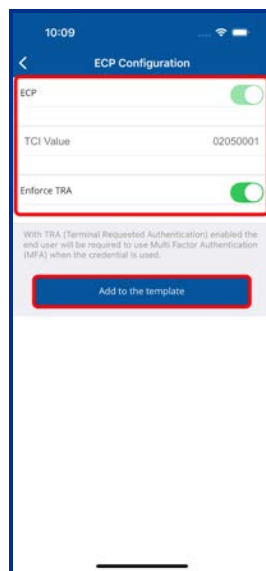
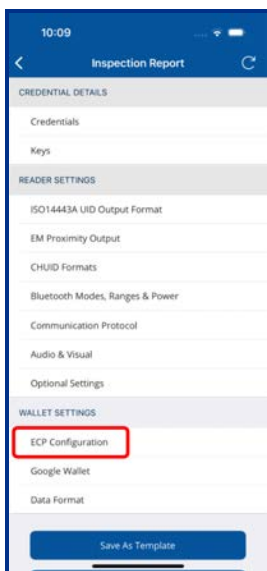
- Mobile Wallet configuration is only applicable for customers that are enrolled in the Wallet program.
- The HID Vento reader does not support Wallet credentials.
- When upgrading a reader to firmware version 8.9.x from firmware version 8.8.x.x and below, it is recommended that the Reader Technician reloads the ICE or MOB keys in order to re-enable Apple Wallet and Google Wallet.

Enabling ECP (Enhanced Contactless Polling) will allow Wallet keys to be pushed along with Mobile Access keys. The following reader configuration specifications apply:

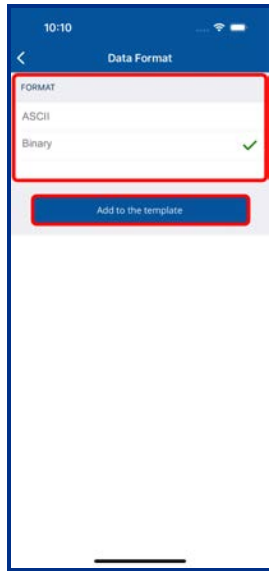
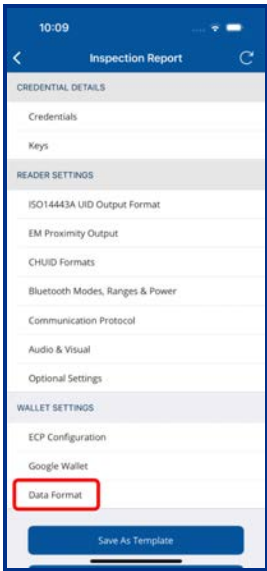
- Wallet settings are only applicable for HID Signo/iCLASS SE readers that are loaded with MOB or ICE keys.
- Wallet settings are only supported in HID iCLASS SE/multiCLASS SE Readers with firmware version 8.9 and above. Readers with firmware version 8.8 or below must be upgraded to version 8.9 for Wallet settings to be supported. It is recommended to apply changes from the new UI.
- Wallet settings are supported in HID Signo readers by default for all firmware versions.
- From HID Reader Manager 1.6.0 Wallet configuration has been optimized, reducing the number of steps needed to complete Wallet setting configuration:
 - For standard readers, the user only needs to push MOB or ICE keys. The rest of the process is automated.
 - For readers shipped from HID with MOB or ICE Mobile Keysets, the user only needs to enable the TCI value in the reader configuration.

If the HID Signo reader configuration supports Wallet settings:

1. From the **WALLET SETTINGS** section, tap **ECP Configuration**.
2. Enable the **ECP** option. A **TCI Value** is automatically assigned.
3. To force mobile access users to use MFA (Multi Factor Authentication) when a mobile device is presented to the reader, enable the **Enforce TRA** option.
4. Tap **Add to the Template** for the selected settings.



For customers that are enrolled in the Transact program, from the **WALLET SETTINGS** section, tap **Data Format** and select a format for Transact Credential output. Tap **Add to the template** for the selected settings.

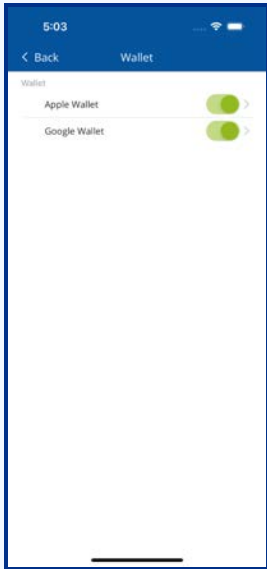


4.7.2 Google Wallet configuration

From HID Reader Manager 1.18.0, if any key gets loaded onto the reader, both Apple and Google Wallet configurations are enabled within the reader. The Application ID (AID) is automatically configured for Google Wallet.

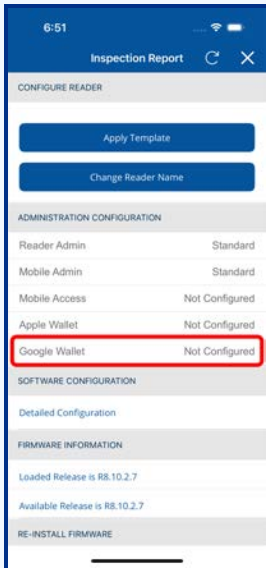
Note:

- It is recommended to configure Wallet settings for SE readers using the new HID Reader Manager v1.31.0 user interface under **Credential details > Credentials**.

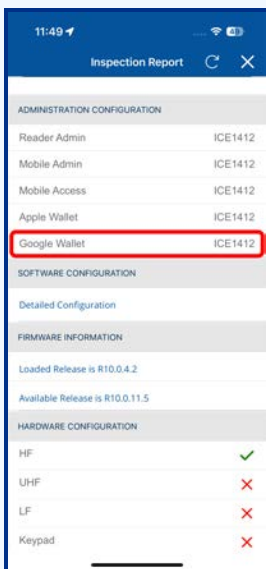


Note:

- If the Google wallet is displaying as **Not Configured** the wallet credentials are not configured and not currently supported. To enable wallet credentials it is recommended to perform a key roll to the reader **OR** apply the correct DCID that will enable the wallet credentials.

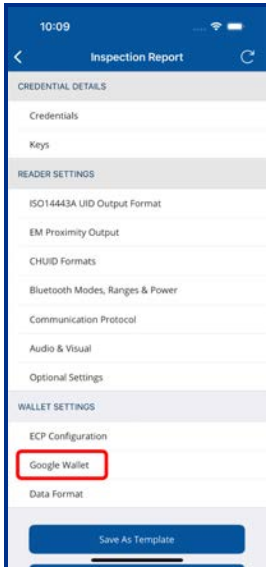


- Perform a DCID or key roll via Key from credentials to assign keys to a HID Signo reader. See [4.5 Authorization Keys](#) for more information.
- Perform a Key Roll via the Mix and Match UI to assign keys to a HID SE reader. See [4.5 Authorization Keys](#) for more information.
- If the Google wallet is displayed with any key value, the reader is already configured to support wallet credentials.



Note:

- HID Reader Manager displays Google Wallet configuration for all HID Signo reader firmware versions and HID iCLASS SE readers where the firmware version is 8.9.0.11 and above.
- When applying a Reader Configuration ID to enable Apple Wallet and Google Wallet support, HID Signo readers with firmware version below 10.0.3.1 will not enable the Wallet configuration until the Reader Technician reloads the ICE or MOB keys to the reader.
- When upgrading a reader to firmware version 8.9.x from firmware version 8.8.x.x and below, it is recommended that the Reader Technician reloads the ICE or MOB keys in order to re-enable Apple Wallet and Google Wallet. It is recommended to apply changes from the new 1.31.0 UI.



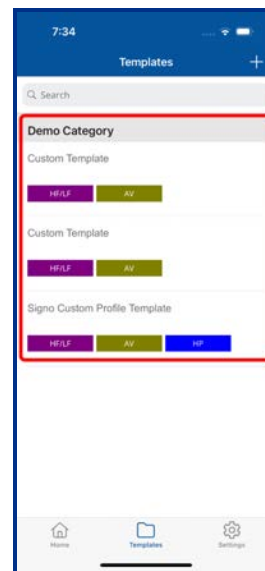
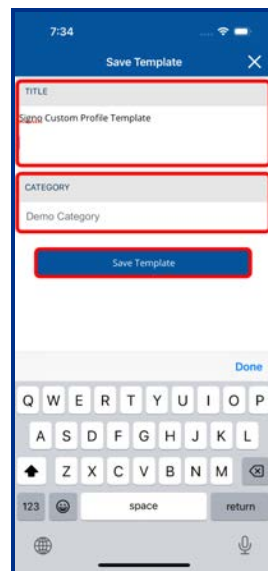
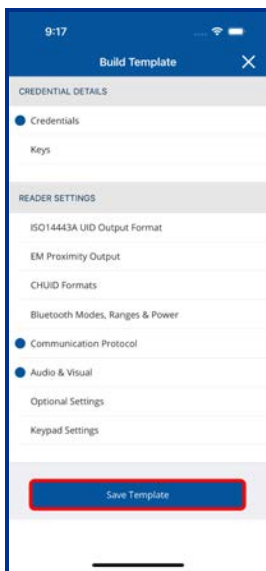
4.8 Manage templates

4.8.1 Save a new template

1. When configuration settings are selected and added to the template, tap **Save Template**.
2. Tap in the **TITLE** area and enter a title for the template.
3. Tap in the **CATEGORY** area and tap **Select Category**. Select an existing category from the displayed list or add a new category and select this newly created category. Tap **Save Template**.

Note: A category must be selected before the template can be saved.

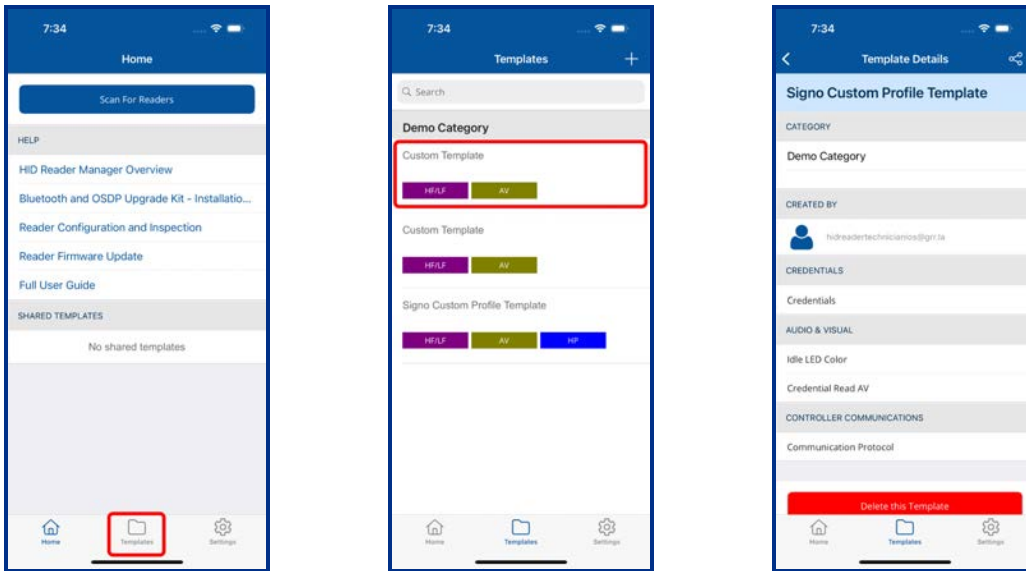
The new template is displayed on the **Templates** screen with indicators for the configuration types within the template.



4.8.2 Display template details

To view the list of created templates tap the **Templates** icon on the HID Reader Manager **Home** screen. Existing templates are listed on the **Templates** screen. Tap on a displayed template to view the template details.

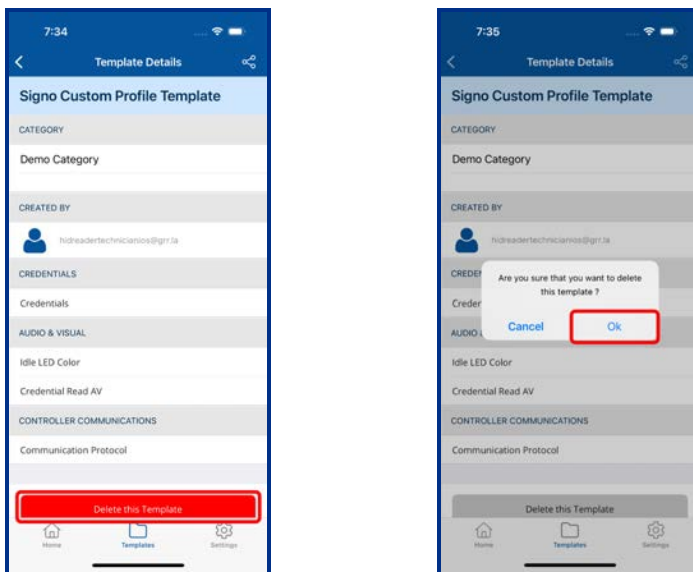
Note: Templates that have been shared can be added to the template list, see [Add a shared a template](#).



4.8.3 Delete a template

When template details are displayed, the template can be deleted:

1. Swipe down to the bottom of the **Template Details** screen and tap **Delete this Template**.
2. Tap **Ok** to delete the template.



4.8.4 Shared templates

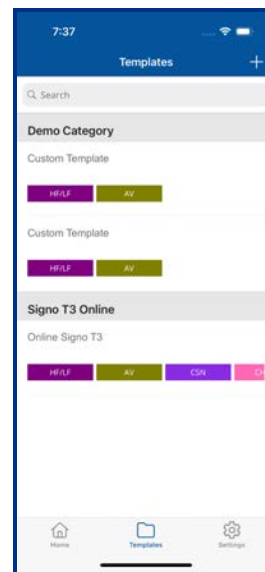
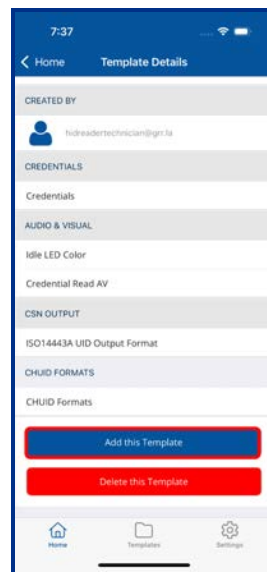
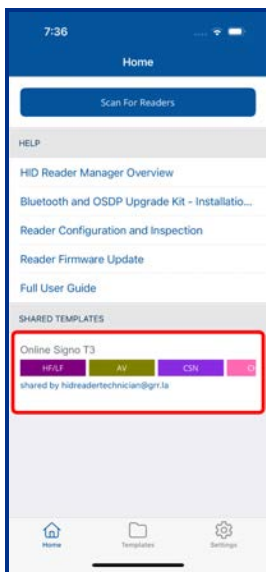
Templates can be shared between Reader Technicians to speed up the configuration of multiple readers.

Note: Templates that contain a MOB/ICE key can only be shared with reader technicians that are authorized for that specific key.

Add a shared a template


To add a template that has been shared with you:

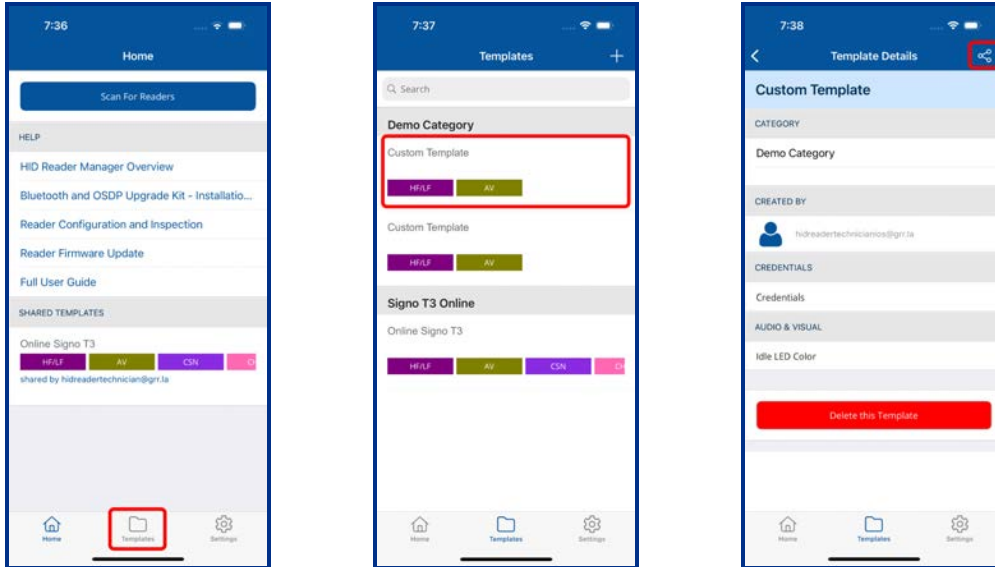
1. On the **Home** screen, under the **SHARED TEMPLATES** section, tap a displayed shared template.
2. On the **Template Details** screen, tap **Add this template**. The added shared template will display in the list of available templates.




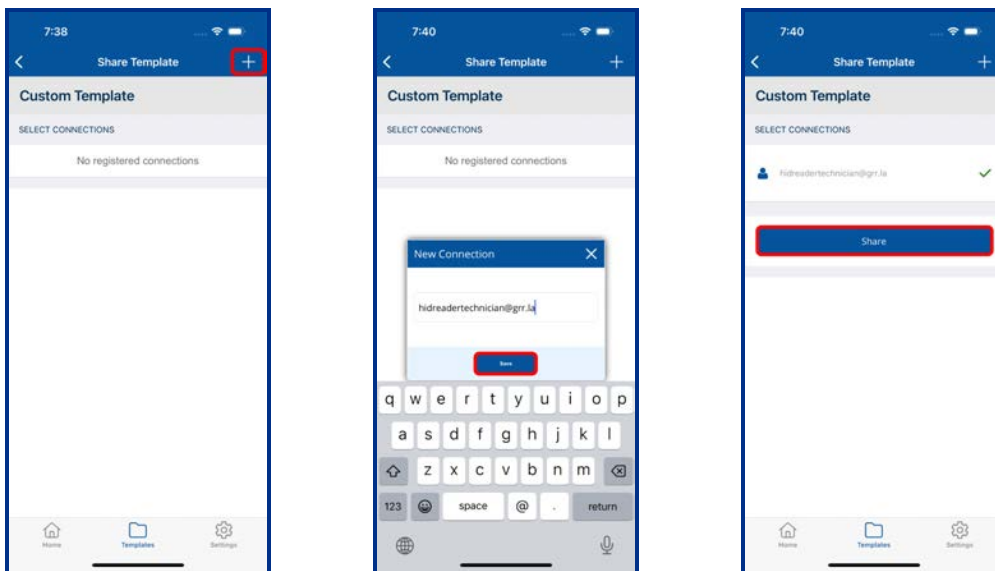
Share a template

To share a template with another Reader Technician:

1. On the **Home** screen, tap the **Templates** icon and select a displayed template to be shared. On the **Template Details** screen tap the share icon .



2. Tap the plus icon  and, in the **New Connection** box, enter the email address of another Technician (this can be any Technician that is already registered). Tap **Save**.
3. When the connection has been made, tap **Share**. A success message is displayed at the bottom of the screen.



Section 05

Troubleshooting

5.1 HID Reader Manager App messages

5.1.1 Error and warning messages

Message	Description and next step to attempt resolution
<i>"There does not seem to be an internet connection."</i>	Internet connectivity is not available for the mobile device. Check the mobile device Settings > Connections.
<i>"Problem connecting to HID Servers."</i>	The HID Reader Manager app could not reach HID Reader Manager servers. Please check mobile device Internet connection.
<i>"Issues at HID Servers, please try again."</i>	HID Reader Manager servers are down. Please periodically try again and check your email for any service distribution notification. If the issue persists uninstall and reinstall the app and try to log in again.
<i>"Invalid Email or Password."</i>	The entered username or password, or both are incorrect. Please enter a valid email or password. Note: If you have login credentials for the HID Origo Management Portal then use these to log into the HID Reader Manager App or reset your password through the Portal.
<i>"This user already exists."</i>	During registration, the entered user is already registered. Login using existing credentials. Note: If you have login credentials for the HID Origo Management Portal then use these to log into the HID Reader Manager App or reset your password through the Portal.
<i>"Failed to register the user."</i>	The user tries to register when HID Reader Manager servers are down. Please periodically try again and check the HID Origo Service Status page.
<i>"This category already exists."</i>	The user tries to add a template category that already exists. Please use a new category or select the existing category.
<i>"You are not authorized to apply this template."</i>	The user is not authorized to apply the template. Please request key authorization for this reader from the HID Reader Manager Service Administrator.
<i>"The template cannot be applied. iCLASS SE reader does not support the selected {configuration_item} in the template."</i>	The template being applied to the reader contains configuration items not supported by the reader. Make sure the configuration items in the template are valid for your reader.
<i>"Invalid Invitation Code, Please Try again."</i>	The user has entered an incorrect or invalid invitation code. Please ensure the code was entered correctly. If the issue persists, contact the HID Reader Manager Service Administrator to check if the code has already been redeemed and to request a new invite code.
<i>"Failed to connect to reader."</i>	Lost Bluetooth LE connection. The reader does not respond to the HID Reader Manager app. Ensure the Bluetooth LE module is seated securely (iCLASS SE reader only), devices is compatible HID Reader Manager, and the reader is properly powered. Please try again with the mobile device closer to the reader.

Message	Description and next step to attempt resolution
<i>"There was an error during the name change."</i>	During a Change Reader Name transaction the Bluetooth LE/Internet connection is disrupted. Please try again.
<i>"You are not authorized to configure this reader."</i>	The user does not have authorization keys/credentials to access the reader. Please request key authorization for this reader from the HID Reader Manager Service Administrator.
<i>"An unknown error has occurred."</i>	A general non-specific error has occurred. Please try again.
<i>"Please close all other applications on this device and ensure it remains unlocked during upgrade."</i>	Before upgrade close all open applications on the mobile device to avoid Bluetooth LE collision.
<i>"Required permission to access Readers."</i>	The user has disabled device Location Services for the HID Reader Manager app. Please enable location services for the HID Reader Manager app in the mobile device settings.
<i>"To reenable, please go to Settings and turn on Location Service for this app."</i>	The user should ensure mobile device Location Services is enabled for the HID Reader Manager app.
<i>"Please power cycle your reader."</i>	Power cycle the reader to authenticate the user and proceed with transactions such as upgrade firmware, updating config items.
<i>"The version of firmware currently loaded is not supported with the HID Reader Manger application. Please refer to the user guide located on home screen for supported firmware versions."</i>	The firmware version is unsupported by the HID Reader Manager app.
<i>"This module cannot be used to upgrade the Reader. Use the module with the latest firmware."</i>	The Bluetooth LE smart module firmware/hardware version is unsupported by the HID Reader Manager app. Please ensure the module used for the upgrade is from a Bluetooth and OSDP Upgrade Kit. See HID iCLASS SE Bluetooth & OSDP upgrade kits .
<i>"This reader is protected using Custom Admin keys and cannot be configured or upgraded."</i>	The reader is configured with custom keys. The reader technician cannot proceed with configuration changes or upgrade as this reader is not supported.
<i>"SNMP Authentication Failed. This reader has previously been updated with SNMP keys which have not been synched with the Reader Manager service. Due to this Reader Manager cannot be used to configure or upgrade the Reader."</i>	HID Reader Manager does not upgrade and/or configure a reader that has had the SNMP keys rolled using Configuration Cards (specifically, SEC9X-CRD-E-P000, SEC9X-CRD-E-P002, or CP1000D Configuration Cards), as the new SNMP keys have not been synched with the HID Reader Manager Service. A resolution for this issue is targeted for a future HID Reader Manager release.

5.1.2 Information messages

Message	Description and next step to attempt resolution
<i>"You will receive an email at {registered_email} to activate your Account."</i>	Information message to the user to activate the account with the mail sent to registered email address. Please activate account to use the application.
<i>"No reader found"</i>	No nearby readers were found during the Scan For Readers action. Please move the mobile device closer to the reader and scan for readers again.
<i>"Reader beeping complete"</i>	Locating the reader is completed. Reader is identified and can now be tagged or inspected.
<i>"A new category was saved"</i>	A new template category added has been successfully added and saved.
<i>"Your template has been saved"</i>	A new template has been successfully added and saved.

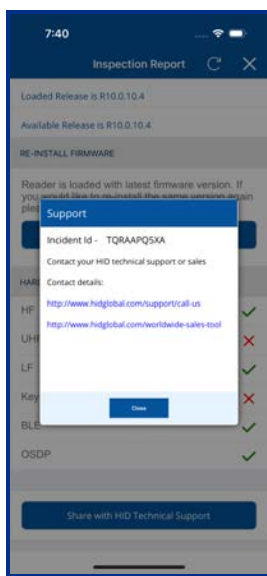
5.1.3 Validation messages

Message	Description and next step to attempt resolution
<i>"New Password is not compliant to requirements"</i>	The new Password entered has not met the password requirement rules. Please use a password which meets the requirements detailed on the screen.
<i>"New Password & Confirm New Password are not same"</i>	The entered Password and Confirm password do not match. Please re-enter passwords.
<i>"Invalid old Password"</i>	A previously used password has attempted to be used. Please use a different password.
<i>"No Configuration item has been selected"</i>	User tries to save reader configuration options without selecting any configuration values. Please select a configuration option before saving.

5.2 Contact HID Support

When using the HID Reader Manager app, if any issues are experienced with a reader, for example, Locate reader, Inspect reader, View Detailed Inspection Report, Configure reader, Upgrade firmware, you can generate an **Incident Id**.

On the **Inspection Report** screen, tap **Share with HID Technical Support**. An **Incident Id** reference will be generated and HID Support contact details are displayed. Take a note of the **Incident Id** reference number and provide this when contacting HID Support about the issue.



5.2.1 Additional information

Below is a sample of additional information that you may be asked to provide to HID Support:

- What is the HW Version?
- Have any firmware or configuration cards been used on the reader? If yes, why?
- Can you provide a photo of the reader label, including the QR code?
- Is the reader operating in Wiegand or OSDP?
- How is the reader powered? Panel or power supply?
- What is the make/model of the panel/power supply?
- What is the voltage at the reader?
- What is the available current for the reader?
- What is the cable type utilized for the connection from the panel/power supply to the reader?
- What is the cable length between the panel/power supply and the reader?
- What type of card(s) are being used with the reader? (Be as specific as possible, provide photos of the cards).
- What is the reader mounted to? (For example, Drywall, Masonry, Metal, etc.).
- Is the reader used with Mobile Access (If yes, what mobile device is being used and is Bluetooth LE or NFC being utilized)?
- Please describe, in as much detail as possible, the issue being seen.

Appendix **A**

Reader upgrade

A.1 Supported firmware versions for upgrade

A.1.1 HID iCLASS/multiCLASS SE readers

Reader FW	Admin Configuration	FW upgrade/reinstall via Bluetooth LE?	FW upgrade/reinstall via NFC?	Configuration supported via Bluetooth LE?	Configuration supported via NFC?
R7 SP1	Standard/ICE	No	No	No	No
R7 SP3	Standard/ICE	No	No	No	No
R7 SP8	Standard/ICE	No	No	No	No
R8.2.1	Standard/ICE	No	No	No	No
R8.2.2	Standard/ICE	No	No	No	No
R8.3.0	Standard/ICE/MOB	No	No	No	No
R8.3.1.6	Standard/ICE/MOB	No	No	No	No
R8.3.2.1	Standard/ICE/MOB	No	No	No	No
R8.4.0.6	Standard	No	No	No	No
R8.4.0.6	ICE/MOB	Yes	No	No	No
R8.4.1.0	Standard	No	No	No	No
R8.4.1.0	ICE/MOB	Yes	No	No	No
R8.4.2.0	Standard	No	No	No	No
R8.4.2.0	ICE/MOB	Yes	No	No	No
R8.5.0.9	Standard	No	No	No	No
R8.5.0.9	ICE/MOB	Yes	No	No	No
R8.6.0.4	Standard/ICE/MOB	Yes	Yes	Yes	Yes
R8.7	Standard	No	No	No	No
R8.7	ICE/MOB	No	No	No	No
R8.8.0.11	Standard/ICE/MOB	Yes	Yes	Yes	Yes
R8.9.0.11	Standard/ICE/MOB	Yes	Yes	Yes	Yes
R8.9.1.4	Standard/ICE/MOB	Yes	Yes	Yes	Yes
R8.9.2.1	Standard/ICE/MOB	Yes	Yes	Yes	Yes
R8.9.3.6	Standard/ICE/MOB	No	No	Yes	Yes
R8.10.2.7	Standard/ICE/MOB	Yes	Yes	Yes	Yes

A.1.2 HID iCLASS SE Express readers

Reader FW	Admin Configuration	FW upgrade/reinstall via Bluetooth LE?	FW upgrade/reinstall via NFC?	Configuration supported via Bluetooth LE?	Configuration supported via NFC?
R9.0.0.17	Standard/ICE/MOB	No	No	Yes	No

A.1.3 HID Signo readers

Reader FW	Admin Configuration	FW upgrade/reinstall via Bluetooth LE?	FW upgrade/reinstall via NFC?	Configuration supported via Bluetooth LE?	Configuration supported via NFC?
R10.0.0.31	Standard/ICE/MOB	Yes	No	Yes	Yes
R10.0.1.3	Standard/ICE/MOB	Yes	No	Yes	Yes
R10.0.1.7	Standard/ICE/MOB	Yes	No	Yes	Yes
R10.0.2.4	Standard/ICE/MOB	Yes	No	Yes	Yes
R10.0.2.5	Standard/ICE/MOB	Yes	No	Yes	Yes
R10.0.3.0	Standard/ICE/MOB	Yes	No	Yes	Yes
R10.0.3.1*	Standard/ICE/MOB	Yes	No	Yes	Yes
R10.0.4.2	Standard/ICE/MOB	Yes	No	Yes	Yes
R10.0.5.6	Standard/ICE/MOB	Yes	No	Yes	Yes
R10.0.5.7	Standard/ICE/MOB	Yes	No	Yes	Yes
R10.0.7.5	Standard/ICE/MOB	Yes	No	Yes	Yes
R10.0.8.5	Standard/ICE/MOB	Yes	No	Yes	Yes
R10.0.9.1	Standard/ICE/MOB	Yes	No	Yes	Yes
R10.0.10.4	Standard/ICE/MOB	Yes	No	Yes	Yes
R10.0.11.5	Standard/ICE/MOB	Yes	No	Yes	Yes

* Firmware upgrade from 10.0.1.0, 10.0.1.1, 10.0.1.3 (SP1), and 10.0.1.7 (SP1.5) to R10.0.3.1 is supported. Firmware upgrade from R10.0.0.31 to R10.0.3.1 is implemented through an automatic two step upgrade process and therefore can take longer (approx. nine minutes).

A.2 HID iCLASS SE reader upgrade

A.2.1 HID iCLASS SE Bluetooth & OSDP upgrade kits

HID iCLASS SE Bluetooth & OSDP upgrade kits allow HID iCLASS SE/multiCLASS SE Rev E readers without Bluetooth/OSDP capability, to be upgraded to support these technologies.

If your HID iCLASS SE/multiCLASS SE, Rev E reader does not already have Bluetooth/OSDP capability you will need to upgrade the reader using one of the following upgrade kits. Depending on the reader model the following upgrade kits are available:

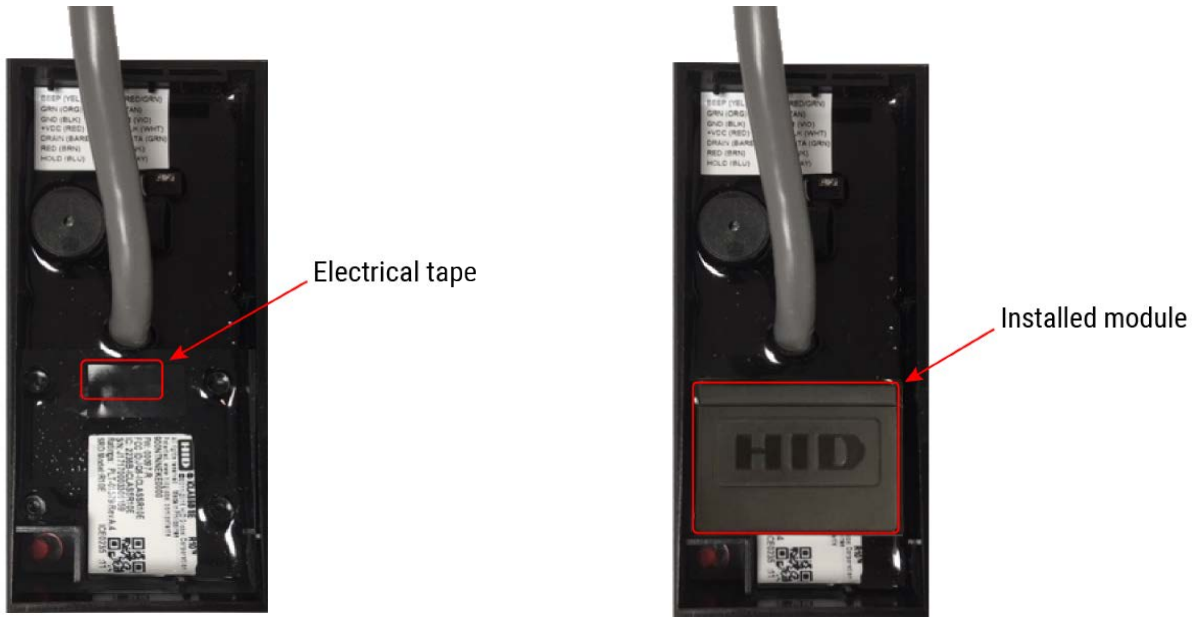
Upgrade kit part number	Description	Reader model
BLEOSDP-UPG-A-900	iCLASS SE Bluetooth & OSDP upgrade kit	R10/RP10
BLEOSDP-UPG-A-910	iCLASS SE Bluetooth & OSDP upgrade kit	R15/RP15
BLEOSDP-UPG-A-920	iCLASS SE Bluetooth & OSDP upgrade kit	R40/RP40
BLEOSDP-UPG-A-921	iCLASS SE Bluetooth & OSDP upgrade kit	RK40/RPK40

Note: The above iCLASS SE Bluetooth & OSDP upgrade kits can only be used for upgrading HID iCLASS SE/multiCLASS SE Rev E readers.

A.2.2 HID iCLASS SE/multiCLASS SE Bluetooth & OSDP upgrade kit instructions

1. Disconnect power to the reader.
2. Remove the reader from the reader backplate.
3. On the back of the reader remove the electrical tape covering the module expansion slot.

Note: If the reader has a module already installed, remove this as it will be replaced with the module from the iCLASS SE Bluetooth & OSDP upgrade kit.

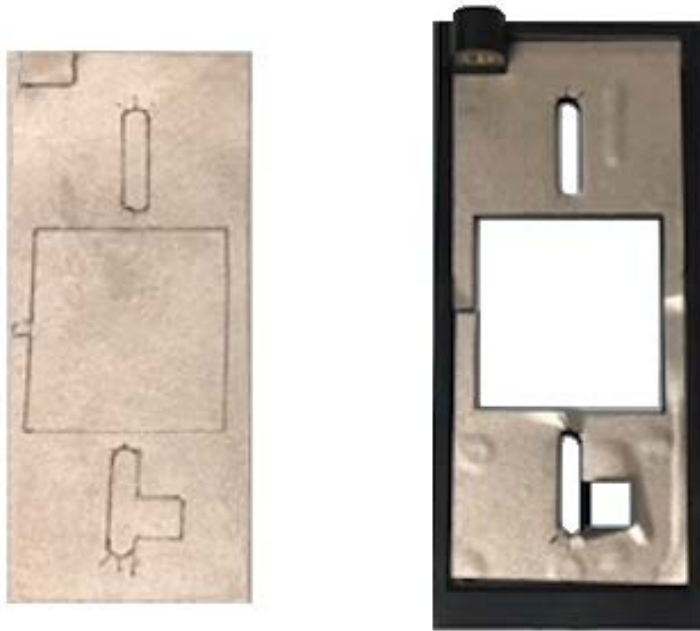


4. Insert the upgrade module into the expansion slot. Take care not to touch the expansion slot with anything apart from the module as this could remove the colorless anti-corrosive compound.



5. Remove the reader backplate from the wall.
6. With paper backing still intact, align the metallic sticker from the upgrade kit with the reader backplate to ensure correct orientation.
7. Remove paper backing from metallic sticker and carefully adhere the sticker to the inside of the reader backplane.

Note: The metallic sticker has cutouts to allow reader wiring to remain intact during installation.



8. Re-install the reader backplate to the wall.
9. Re-install the reader onto the reader backplate. Ensure the reader wiring is correct, refer to the reader installation guide.

Note: Different conductors are used for Wiegand vs OSDP communication.

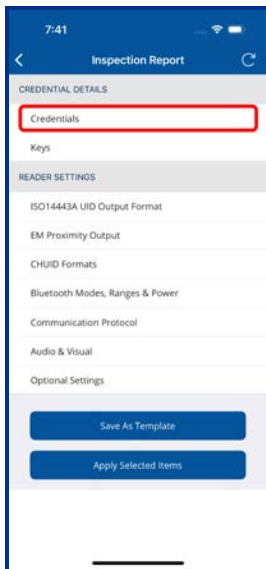
A.2.3 Configure reader in HID Reader Manager

If the reader is ready to be configured, use the following procedure to configure the reader to support Bluetooth for HID Mobile Access and/or OSDP controller communication.

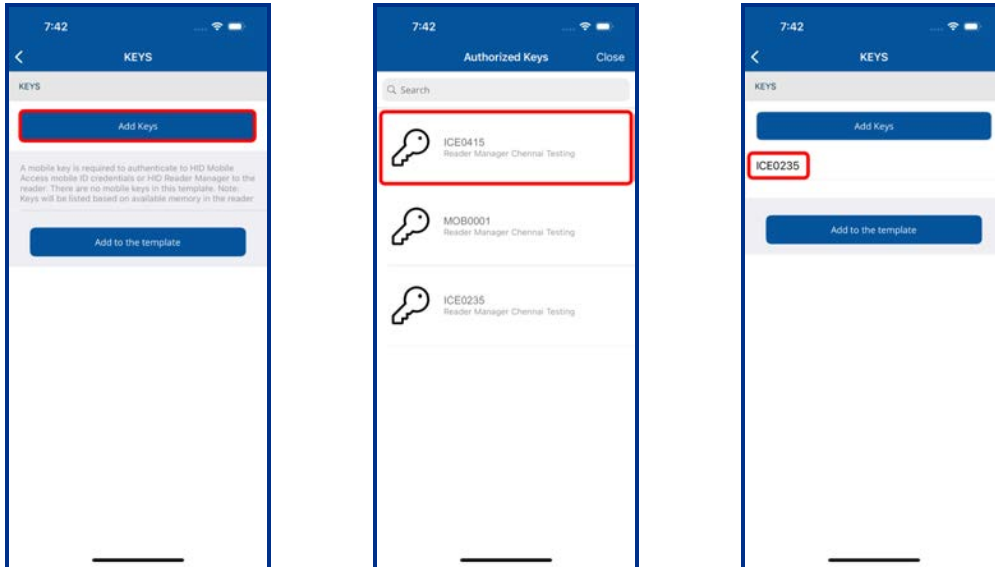
Note: This procedure assumes the Reader Technician has setup the HID Reader Manager app on a mobile device and the Reader Manager Administrator has enrolled the Reader Technician and issued key authorization in the HID Reader Manager Service, refer to the *HID Reader Manager Portal Administration Guide (PLT-06368)*.

1. Log into the HID Reader Manager app.
2. Connect the HID Reader Manager app to the reader. See [Connect to a reader](#).
3. In the HID Reader Manager app inspect the reader configuration and, if indicated, upgrade the reader firmware. See [Reader inspection report](#).
4. To configure the reader to support Bluetooth for HID Mobile Access and/or OSDP controller communication, on the **Inspection Report** screen tap **Detailed Configuration**.
5. In the **CREDENTIAL DETAILS** section, tap **Credentials**.
6. In the **HID MOBILE ACCESS** section, enable the **BLE** option.

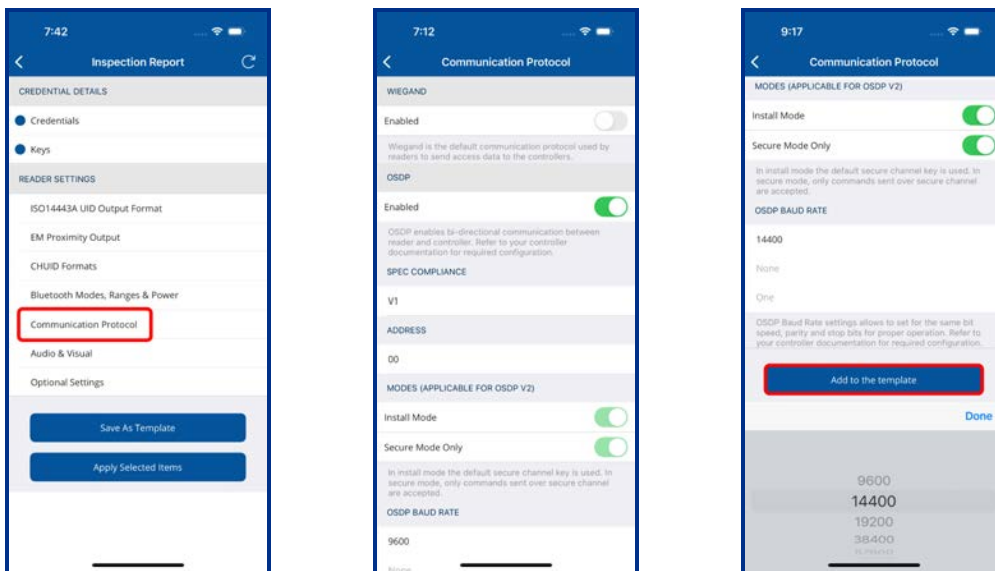
iCLASS SE / multiCLASS SE



7. Back on the **Inspection Report** screen, in the **CREDENTIAL DETAILS** section, tap **Keys**.
8. Tap **Add Keys** and select the authorization key to be loaded onto the reader (only one key can be loaded). The selected authorization key will be displayed on the screen.
9. Tap **Add to the template** to save.

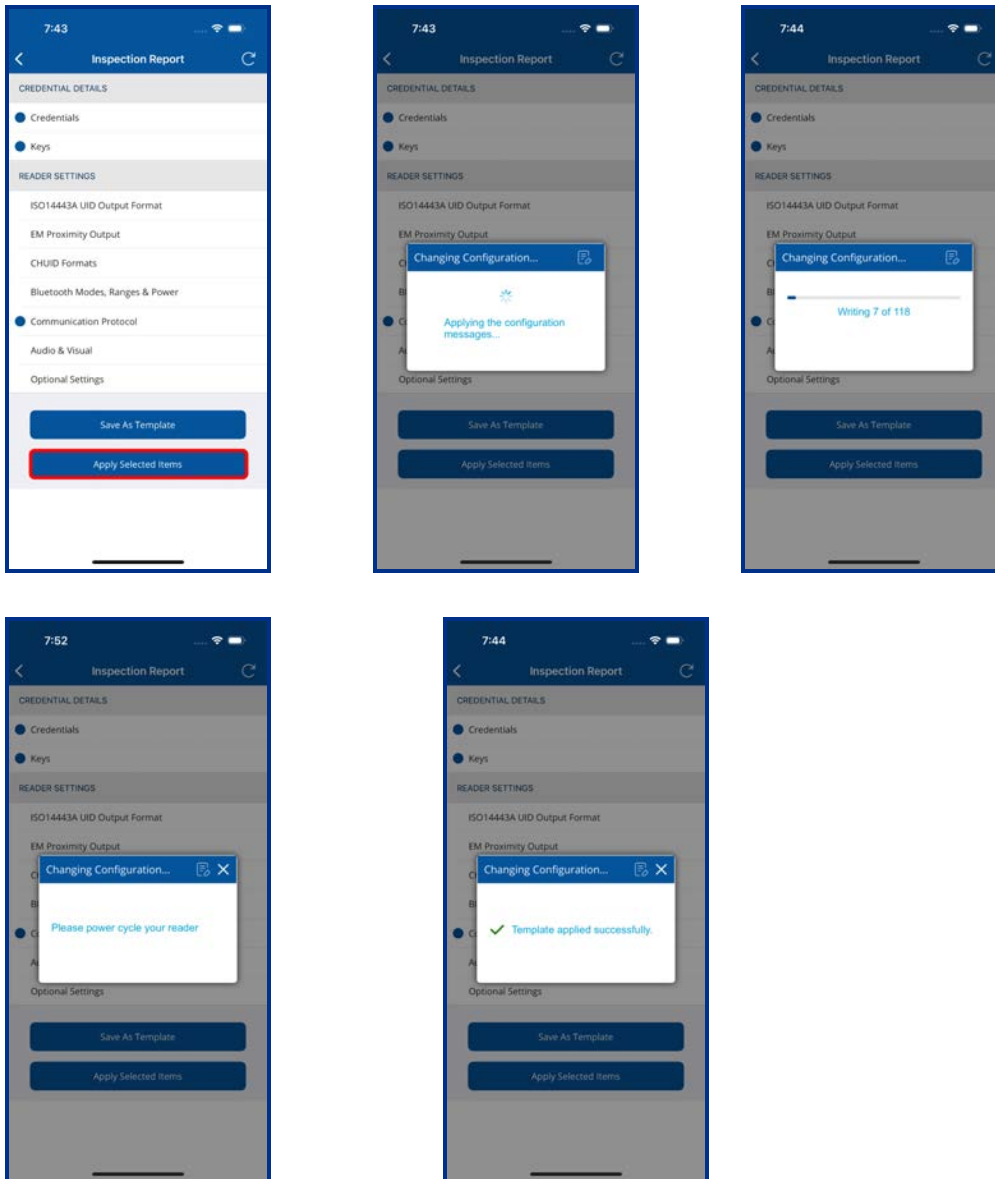


10. To configure the reader for OSDP controller communication (optional), in the **READER SETTINGS** section, tap **Communication Protocol**.
11. Enable the **OSDP** option and tap **Add to the template** to save.



- On the **Inspection Report** screen, tap **Apply Selected Items**. The selected configuration settings are applied to the reader.

Note: If the reader is a Standard key Mobile-Ready reader you will be prompted to power cycle the reader. For ICE/MOB enabled readers no reader power cycle is required.



- It is important to fully test any configuration changes performed with the HID Reader Manager app to ensure complete working functionality:
 - If you have upgraded to Mobile Access, test mobile credentials with the Mobile Access app to confirm communication with the reader and Bluetooth LE operations perform as configured.
 - If you have loaded any mobile keys, ensure that all credentials work at the reader.

Appendix **B**

HID Reader models and identification

B.1 Mobile Access readers

HID Mobile Access and the HID Reader Manager App supports the following readers.

B.1.1 HID® Signo™

HID Signo™ is the signature line of physical access control readers from HID Global and are available in a number of form factors. HID Signo supports the widest range of credential technologies, including HID Mobile Access via native Bluetooth Low Energy (LE) and Near Field Communication (NFC). The readers can be easily and securely managed, configured and upgraded in-field using the HID Reader Manager App.

For more detailed information refer to the following:

- *HID Readers and Credentials How to Order Guide* (PLT-02630).
- *HID Signo Readers Datasheet* (PLT-04831).

B.1.2 HID® Vento™

HID Vento readers are non-keypad readers, supporting both Wiegand & OSDP connections and are NFC and Bluetooth LE compliant. The Vento solution consists of a specific reader, physical card and mobile access credential that work together as the Vento solution:

- One physical card part number.
- One reader part number.
- One mobile access credential.

The HID Vento reader only works with Vento physical credentials or Vento mobile access. The physical and mobile access credentials are pre-programmed with a fixed format and only work with the HID Vento reader. Therefore the following restrictions apply to the HID Vento reader:

- MOB or ICE keys cannot be loaded onto the reader using the HID Reader Manager App.
- Wallet credentials and LF credentials are not supported.
- Offline reader templates are not supported.

For more detailed information refer to the following:

- *HID Vento Solution How to Order Guide* (PLT-07284).

B.1.3 HID® iCLASS/multiCLASS

As part of HID Global's iCLASS SE platform for advanced security, iCLASS SE/multiCLASS SE readers utilize authentication through the platform's Secure Identity Object™ (SIO) data model for trusted and secure communication between the card and reader to prevent unauthorized access. The iCLASS SE/multiCLASS SE reader line is built on the Security Industry Association (SIA) Open Supervised Device Protocol (OSDP) standard which also ensures secure transmission of data from the reader to the controller.

iCLASS SE/multiCLASS SE readers can be easily and securely managed in-field through the HID Reader Manager Mobile App. With the addition of the HID Bluetooth Smart Module or Bluetooth Smart/OSDP upgrade kit, existing readers can be upgraded to support HID Mobile Access.

For more detailed information refer to the following:

- *HID Readers and Credentials How to Order Guide* (PLT-02630).
- *HID iCLASS SE Readers Datasheet* (PLT-00230).

B.2 Physically inspect reader

The following provides a number of ways you can identify the reader product model through physical inspection of the reader:

1. Check the size of the reader to identify the reader model. HID® Signo™, iCLASS SE, and multiCLASS SE readers are available in different form factors for various installation environments. For reader specifications refer to: <https://www.hidglobal.com/products/readers>.
2. Check the reader front product labeling:
 - HID Signo and HID Vento readers have dark or grayscale HID labels.
 - iCLASS SE Express R10 readers have a blue HID label.
 - iCLASS/multiCLASS readers have a blue HID label with "iCLASS SE" or "multiCLASS SE".

HID Signo 20



HID Vento



iCLASS SE Express R10



iCLASS/multiCLASS SE R10



B.3 Check the product labeling

For detailed information on HID reader order part numbers refer to the *HID Readers and Credentials How to Order Guide* (PLT-02630).

B.3.1 HID Signo readers

The HID Signo reader model name and part number is printed on the product labeling, located on the original packaging in which the reader was supplied and on the back of the reader (for example, 40TKS-00-000000).

Note: If the reader is already installed, the reader will have to be removed from its housing to access the product label.



B.3.2 HID Vento reader

The HID Vento reader model name and part number is printed on the product labeling, located on the original packaging in which the reader was supplied and on the back of the reader.

Note: If the reader is already installed, the reader will have to be removed from its housing to access the product label.



B.3.3 iCLASS SE readers

The HID reader model and part number is printed on the product labeling, located on the original packaging in which the reader was supplied and on the back of the reader. iCLASS SE part numbers start with a three-digit number containing the number nine (9xx), for example: **900NSNNEK20000**

Note: If the reader is already installed, the reader will have to be removed from its housing to access the product label.



B.3.4 Mobile-Capable readers

iCLASS SE (R10, R15, R40, and RK40) readers and multiCLASS SE (RP10, RP15, RP40, and RPK40) readers, Revision E or newer. You can identify this version of reader via the part number, either on POs, invoices, or the reader label on inside of the reader. Part numbers that have an **A** as the eighth digit are the iCLASS SE Rev D readers, whereas part numbers that have an **E** as the eighth digit are the iCLASS SE Rev E readers.

- **Rev D Example:** 900NTNNAK00000 (not Mobile-Capable)
- **Rev E Example:** 900NTNNEK00000

B.3.5 Mobile-Enabled and Mobile-Ready readers

Mobile-Enabled and Mobile-Ready readers with Bluetooth LE will have a part number that contains the letter **M** as the fifth character location, for example:

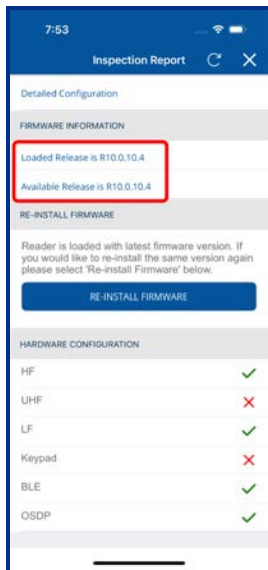
- 920PMNNEKMA010
- 920PMNNEKEA003

B.4 Check the reader firmware version with HID Reader Manager

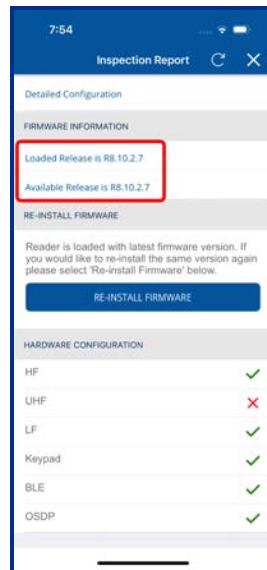
Connect the HID Reader Manager app to a reader and inspect the reader configuration, see [Connect to a reader](#). In the **FIRMWARE INFORMATION** section, check the displayed **Loaded Release** version number:

- If the **Loaded Release** version number is **10.x.x.x**, then the reader is a HID Signo reader.
- If the **Loaded Release** version number is **9.x.x.x**, then the reader is an iCLASS SE Express R10 reader.
- If the **Loaded Release** version number is **8.x.x.x**, then the reader is an iCLASS/multiCLASS SE Rev E reader.

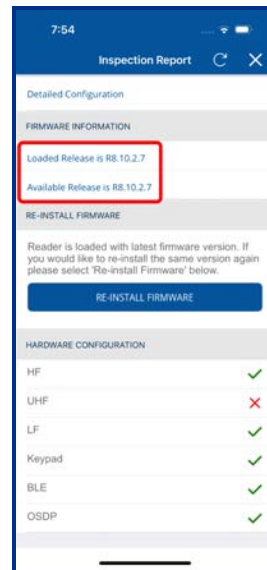
HID Signo



iCLASS SE Express R10



iCLASS/multiCLASS SE Rev E



Glossary

Term	Description
App Specific (opening mode)	This opening mode can be enabled/disabled using the HID Reader Manager App and is specific to an application, for example, widget opening from a wearable such as a smartwatch.
BLE	Bluetooth Low Energy (formerly marketed as Bluetooth Smart) is a wireless personal area network technology.
Credential Container	A mobile device which holds a credential.
End customer	The Organization that uses HID products and services.
Enhanced Tap (opening mode)	<p>This opening mode can be enabled/disabled using the HID Reader Manager App. When approaching a reader the mobile device is brought very close to, or touching the reader (a similar user experience to using a physical credential).</p> <p>As opposed to standard Tap, where your mobile device attempts to connect to the reader, the Enhanced Tap opening mode operates with the reader attempting to connect to the mobile device. This allows the Enhanced Tap operation mode to achieve faster opening times.</p>
Invitation code	Invitation codes are issued to users as the first step in registering a new device. Invitation codes consist of a 16 character alphanumeric sequence and are used to authenticate devices and associate them with the relevant user.
MA	HID Mobile Access. Mobile access is the use of a mobile device, such as a smartphone, tablet, or wearable, to gain access to secured doors, gates, networks, services and more.
MFA	Multi-Factor Authentication. A security system that requires more than one method of authentication from independent categories of credentials to verify the user's identity for a login or other transaction.
Mobile credential/Mobile ID	Virtual credentials that are stored on a mobile device. Mobile IDs are issued and/or revoked via the HID Mobile Access portal. Mobile IDs are unique to each device and cannot be copied. If a user switches devices, a new Mobile ID must be issued.
Mobile-enabled readers	Mobile-enabled readers are fully activated and personalized to support an organization's specific Mobile ID's. These readers can only be ordered after the organization has completed registration for HID Mobile Access or HID Elite program. MOB or ICE Mobile Keypad will be required at time of order.
Mobile-ready readers	Mobile-ready readers are prepared to support HID Mobile Access but lack the personalized configuration (Mobile Keypad) to read an organization's specific Mobile ID's. These readers can be ordered at any time but will require field activation after the organization has completed registration for HID Mobile Access. To support a specific organization's Mobile IDs, these readers need to be personalized (Mobile Keypad loaded) using the HID Reader Manager App or a Mobile Key Card.
Mobile Keypad (MOB or ICE)	<p>Mobile Keypad is a reference number for a set of cryptographic keys loaded into a reader. Mobile IDs, Mobile Key cards, and Mobile Admin cards will securely authenticate only with readers programmed with a matching keypad.</p> <p>An organization is assigned a Mobile Keypad upon registration into either the HID Elite™ (ICE) or HID Mobile Access (MOB) programs.</p> <p>The correct Mobile Keypad must be supplied when ordering mobile-enabled readers, Mobile IDs, Mobile Key cards, and Mobile Admin cards.</p>
Organization Administrator	User with sufficient privileges to add new Reader Manager Administrator users.
Organization ID	<p>Organization ID is a reference number for a unique account within the Mobile Access Portal. It is assigned at the conclusion of account registration.</p> <p>The correct Organization ID must be supplied when ordering Mobile IDs and Mobile Admin cards.</p>

Term	Description
OSDP	Open Supervised Device Protocol (OSDP) is an access control communications standard developed by the Security Industry Association (SIA) to improve interoperability among access control and security products.
Reader Configuration ID	A Reader Configuration ID contains all reader configuration settings and keys. The ability to apply a Reader Configuration ID to a reader, using the HID Reader Manager App, is only available for HID Signo readers. A Reader Configuration ID can be obtained by contacting your HID Pre-Sales representative.
Reader Manager Administrator	User with full access to all HID Reader Manager Service functionality, including enrolling Reader Technicians, issuing invitation codes and authorization keys.
Reader Technician	The person that performs reader upgrades and reader configuration changes using the HID® Reader Manager™ app.
Tap (opening mode)	This opening mode can be enabled/disabled using the HID Reader Manager App. When approaching a reader the mobile device is brought very close to, or touching the reader (a similar user experience to using a physical credential).
Twist and Go (opening mode)	This opening mode can be enabled/disabled using the HID Reader Manager App. When approaching a reader the mobile device holder initiates access by twisting the mobile device in a sharp 90 degree rotation in either direction (a similar motion to using a physical door handle). Typically used when the mobile device is at a longer distance from the reader.

Revision history

Date	Description	Revision
December 2025	<ul style="list-style-type: none"> Section 3.2 Connect to a reader. Added Note related to BLE reader name change. Section 3.8 Change BLE reader name. Added Change BLE reader name screen shots and updates reader name to BLE reader name. Section 3.9 Change Reader Friendly Name. Added section for new feature to change the reader name (UUID) to a friendly name. Section 4.5 Authorization Keys. Added note and screen shot related to performing a Key Roll. Section 4.7.1 Apple wallet configuration. Added screens to note to show a Not Configured Apple wallet. Section 4.7.2 Google wallet configuration. Added screens to note to show a Not Configured Google wallet. Section A.1.3 HID Signo readers. Updated reader firmware table for upgrade and configuration support for firmware R10.0.11.5. 	D.1
October 2025	<ul style="list-style-type: none"> Section 3.3 Reader inspection report. Added a note related to Incident ID creation. Section 3.6.2 Reader settings. Added a note related to Wallet settings for SE readers. Section 4.2 Create a new template. Added a note related to Offline templates not supporting the new Mix and Match UI for SE readers. Section 4.4 Credential Details configuration for SE readers. Added a new section related to the Credential Details Configuration for SE readers. Section 4.4.2 Authorization Keys. Added a paragraph related to Mobile Admin, Mobile Access, Apple Wallet, and Google Wallet reconfiguration. Section 4.4.1 ISO14443A UID Output Format. Added a note related to data formats from v1.31.0 and newer. Section 4.5.1 Apple Wallet configuration. Added a note related to new configuration user interface. Section 4.5.2 Apple Wallet configuration. Added a note related to new configuration user interface. 	D.0
June 2025	<ul style="list-style-type: none"> Section 1.4.3 Mobile devices. Updated available OS versions. Section 3.2 Connect to a reader. Added reader signal strength categorization information. Section 3.5 Apply Reader Configuration ID. Updates error message. <ul style="list-style-type: none"> Added credential profile note and adds error message screenshots. Updated Reader Configuration ID key rolling between Standard and Elite readers. Reader Configuration IDs can be applied to HID Express readers. Section 4.3.1 Credential configuration. Added note related to disabling Bluetooth LE in HID Mobile Access. Section A.1.3 HID Signo Readers. Updated Reader firmware table for upgrade and configuration support for firmware 10.0.10.4. 	C.9
January 2025	Section A.1.3 HID Signo Readers. Updated Reader firmware table for upgrade and configuration support for firmware 10.0.9.1	C.8
November 2024	<ul style="list-style-type: none"> Section 4.4.8 Keypad Settings. Added note to Step 3. Section A.1.3 HID Signo Readers. Updated Reader firmware table for upgrade and configuration support for firmware 10.0.8.5 	C.7

Date	Description	Revision
September 2024	<ul style="list-style-type: none"> Section 3.8 Change reader name. Updated note to state the maximum character length for Signo and iCLASS/multiCLASS readers. Section A.1.1. Updated the Supported firmware versions for upgrade table. 	C.6
June 2024	<ul style="list-style-type: none"> Section 3.2 Connect to a reader. Added a note related to the LED/Beep response during the Locate reader operation. Section 3.3, Section 3.5, and Glossary: <ul style="list-style-type: none"> Changed all occurrences of the acronym "RCID" to "Reader Configuration ID". Changed all occurrences of "Digital Configuration ID" to "Device Configuration ID". Changed all occurrences of "Reader Digital Configuration ID" to "Reader Configuration ID". Section 3.5 Apply Reader Configuration ID. Updated the items to note before applying a Reader Configuration ID. Section 4.5.1 and 4.5.2. Updated Note information relating to the display of Google Wallet and re-loading MOB/ICE keys to re-enable Apple Wallet and Google Wallet after specific firmware upgrades. Section A.1.1 HID iCLASS/multiCLASS SE readers .Updated Reader firmware table for configuration support for firmware 8.9.3.6. Section A.1.3 HID Signo Readers. Updated Reader firmware table for upgrade and configuration support for firmware 10.0.7.5. 	C.5
March 2024	<ul style="list-style-type: none"> Section 3.2.1 Disable legacy credentials. Updated section for re-enabling legacy credentials. Section 3.6.2 Reader Settings. Updated section for enabling Configuration Card functionality. Section 4.3.1 Credential configuration. Updated section for re-enabling legacy credentials. Section 4.5 Wallet configuration. Added information related to Google Wallet configuration. 	C.4
February 2024	<ul style="list-style-type: none"> Section 1.3.2 Automated onboarding. Updated the note information related to the HID Elite Security Program. Section A.1 Supported firmware versions for upgrade. Updated the supported firmware version tables with additional information. 	C.3
January 2024	<ul style="list-style-type: none"> Section 3.2 Connect to a reader. Added information related to disabling legacy credentials in iCLASS SE/multiCLASS SE readers. Section 3.7 Apply a template configuration. Updated the note regarding applying templates that contain legacy credential options. 	C.2
September 2023	<ul style="list-style-type: none"> Updated various sections for HID Reader Manager support for the HID Vento reader. Section 4.6. Updated section relating to adding and sharing templates. Section B.1. New section added to list Mobile Access readers, including the HID Vento reader. 	C.1
August 2023	<ul style="list-style-type: none"> Section 2.3 Register a new account within the app. Updated the note in Step 8 to state that the activation link email can be resent a maximum of five times. Section A.1.3 HID Signo Readers. Reader firmware table updated for HID Signo upgrade and configuration support for firmware 10.0.5.7. 	B.9

Date	Description	Revision
July 2023	<ul style="list-style-type: none"> • Section 1.3 and Section 3.1. Updated sections to mention support for the Signo Transparent Mode Express reader. • Section 2.3 Register a new account within the App. Updated section for the simplified registration process and the ability to resend the activation link. • Section 3.5 Apply Reader Configuration ID. Updated Reader Configuration ID applied successfully image. • Section 3.7 Apply template configuration. Updated section for the ability to apply templates based on Reader Type and Soft Charging Profile. • Section 4.3.1 Credential configuration. Updated section for Transact card support for specific custom profiles. • Section 4.4.8 Keypad settings. Updated section for keypad backlight configuration. • Section A.1 Supported firmware versions for upgrade. Updated firmware versions for upgrade tables. • Section A.1.3 HID Signo readers. Updated section for Signo firmware upgrade and configuration support for 10.0.5.6. 	B.8
February 2023	Section A.1.3 HID Signo readers. Updated supported reader firmware information for 10.0.4.2.	B.7
October 2022	<ul style="list-style-type: none"> • Section 2.4 Log into HID Reader Manager. Added note related to the indication of a not active account. • Section 3.2 Create new template. Updated section for HID Signo No LF. • Section 4.5 Reader Configuration ID. Updated section for "Reader Configuration ID". 	B.6
July 2022	<ul style="list-style-type: none"> • Section 2.3 Register a new account within the app. Added note related to the new Reader Manager Privacy Notice. • Section 3.3.2 Authorization Keys. Added note related to Reader Manager performing a key store memory check when displaying Authorized Keys. • Section 4.3 Reader inspection report. Added note related to Reader Manager displaying configured keys in the reader. • Section 4.4 Firmware upgrade. Updated firmware upgrade recommended prerequisites. Added note related to interruption of the firmware upgrade process and the Resume Upgrade option. • Section 4.5 Apply Reader Configuration ID. New section added for applying a Reader Configuration ID to a HID Signo reader. 	B.5
May 2022	<ul style="list-style-type: none"> • Section A.1.1 HID iCLASS/multiCLASS SE readers. Updated reader firmware information for 8.4.0.6 (Standard), 8.4.1.0 (Standard), 8.4.2.0 (Standard), and 8.5.0.9 (Standard). • Section A.1.3 HID Signo readers. Updated reader firmware information for 10.0.2.5, 10.0.3.0, and 10.0.3.1. 	B.4
April 2022	Section 3.4.5 Communication Protocol. Updated information related to when OSDP is enabled.	B.3

Date	Description	Revision
April 2022	<ul style="list-style-type: none"> Section 2.4 Log into HID Reader Manager. Updated Notes to provide information on unsuccessful login attempts. Section 2.6.2 My Account. Updated description relating to signing out of the App. Section 3.4.3 CHUID Formats. New section added for the ability to configure CHUID output format. Section 3.5 Wallet Settings configuration. Updated section with information relating to configuring the Data Format for Transact Credential output. Section 4.3 Firmware upgrade. Updated section with information relating to recommended prerequisites before starting firmware upgrade. Section 4.4.2 Reader Settings. Added CHUID Formats to the list of reader settings that can be configured. Section A.1.1 HID iCLASS/multiCLASS SE readers. Updated the reader firmware information for R8.4.0.6 (Standard), R8.4.1.0 (Standard), R8.4.2.0 (Standard), and R8.5.0.9 (Standard). Section A.1.3 HID Signo readers. Updated supported firmware upgrade information for R10.0.2.5 (Std), R10.0.2.5 (ICE/MOB), R10.0.3.0 (Std), R10.0.3.0 (ICE/MOB). Section A.1.3 HID Signo readers. Added firmware upgrade support to version R10.0.3.1. Glossary. Updated Glossary to provide definitions for the App Specific/Tap/Enhanced Tap/Twist and Go opening operational modes. Removed content relating to HID Reader Manager Portal. This content can now be found in the HID Reader Manager Portal Administration Guide (PLT-06368). 	B.2
January 2022	<ul style="list-style-type: none"> Section 2.4.1 (Create a new template). Added note relating to Credential Profiles. Section 2.4.1 (Credential details). Updated section for the ability to enable/disable Transact and generic ISO14443A UID credentials. Section 4.2 Contact HID Technical Support. Updated section to list additional information that may be required by HID Technical Support. Section A.1.1 HID iCLASS/multiCLASS SE readers. Added firmware version 8.9.2.1 for HID iCLASS and multiCLASS SE readers. 	B.1
October 2021	<ul style="list-style-type: none"> Section 2.4.1 (EM Proximity Output Format settings). New section added for the capability to select the EM Proximity Output Format. Section A.1.3 HID Signo readers. Added firmware version 10.0.2.5 for HID Signo readers. 	B.0
August 2021	<ul style="list-style-type: none"> Section 2.4.1 (ISO14443A UID Output Format settings). Updated section for the ability to enable/disable the Raw Data option and the 64-Bit LSB format option. Section 2.4.4 Reader Inspection report. Updated section and screenshots for the ability to identify the Reader Model for Signo readers. 	A.9
May 2021	<ul style="list-style-type: none"> Section 2.4.1 (Credential details). Updated section for the capability to enable/disable DESFire EV3 credential read and Proximity Check. Appendix A.1.3. HID Signo readers table. Added entries for R10.0.2.4 firmware support. 	A.8
May 2021	<ul style="list-style-type: none"> Section 2.4.1 (Create a new template). User note added related to template creation. Appendix A.1.1. HID SE readers table. Added entries for R8.9.1.4 firmware support. 	A.7

Date	Description	Revision
February 2021	<ul style="list-style-type: none"> Section 2.4.1 (Wallet Settings). Updated section for optimized Wallet setting configuration in Reader Manager 1.6.0. Section 2.4.4. Updated Reader Inspection Report section. Section 2.4.5. Updated Firmware Upgrade section for the re-install firmware function. Section 3. Removed sections relating to the Legacy SIS Portal. Appendix A.1.1. Table comments updated for the Reader Manager 1.6.0 two-step FW upgrade path to 8.9.1.3. Appendix B.2. Updated section for HID Signo reader product labeling. 	A.6
September 2020	<ul style="list-style-type: none"> Section 2.3.1. Updated the Credential settings sub-section for the ability to enable/disable an Indala Proximity credential and the display of credential profile information for HID Signo readers. Section 2.3.1. Updated the Bluetooth Modes, Ranges & Power settings sub-section to add default range values. Section 2.3.1. Updated the Communication Protocol settings sub-section for the ability to change/configure OSDP baud rate for both HID iCLASS SE and HID Signo readers. Section 2.3.1. Updated the Keypad settings sub-section for setting the keypad backlight color for HID Signo readers. Appendix A.1. Updated section to list reader firmware versions that can be upgraded. 	A.5
May 2020	Updates throughout document for HID Reader Manager 1.4.0.	A.4
September 2019	Updated the following sections for the functionality to enable/disable High Frequency and Low Frequency credentials for iCLASS SE readers: <ul style="list-style-type: none"> Section 2.3.1.1 Credential and Keys settings. Section 2.3.6 View detailed reader configuration. Appendix A - Configure reader in HID Reader Manager. 	A.3
July 2019	<ul style="list-style-type: none"> Section 2.3.1 Create a new template. Updated section for the select reader option and select charging profile option for iCLASS SE Express. Section 2.3.6 View detailed reader configuration. Updated section for enable/disable MIGARE & DESFire UID and Priority options for iCLASS SE Express. Section A.2.2.1 Configure reader in HID Reader Manager. Updated section for enable/disable MIFARE & DESFire UID and Priority options for iCLASS SE Express. Section 2.3.5 Update reader firmware and Section 2.3.7 Apply configuration changes. Added note relating to "SNMP Authentication Failed" message. Section 4.1.1 Error and warning messages. Updated Error and warning message table for "SNMP Authentication Failed" message. 	A.2
January 2019	Updates implemented for Reader Manager 1.1.0 and for the iCLASS SE Express R10: <ul style="list-style-type: none"> Section 2.3 Basic app functionality. Updated sections for new and changed template configuration settings. Section 3.5.2 Enroll Reader Manager Admin (HID Origo Management Portal) Appendix A - Configure reader in HID Reader Manager. Updated section for new settings. Appendix B - Identify HID reader models. New section. 	A.1
September 2018	Initial release.	A.0



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