<Major Q&A List>

Q.1) Can FaceStation 2 be connected to CS-40 through RS-485 or Wiegand?

A.1) Both of that is possible.

Wiegand Wiring: To use Wiegand device for FaceStation 2, you should connect a LAN to FaceStation2 and manage the face template via BioStar2 SW. And then, connect the Wiegand line of FaceStation 2 to the Wiegand port of CoreStation. FaceStation2 should be Wiegand Output reader and CoreStation is Wiegand Input as a door controller.

RS485 Wiring: FaceStation2 will be a RS485 Salve reader to CoreStation. Suprema will launch a new firmware of CoreStation to authenticate the face template from RS485 slave.

In short, Face Matching doesn't support to CST(RS485 master). We are going to release by 2Q 2020.

Q.2) Does CoreStation support 4 doors only?

A.2) CoreStation has built-in 4 relays which is to control 4 doors, but adding DM-20 or SIO2 which adds more relays to the solution, allows more doors under one CoreStation to be controlled, more details will come in the presentation. By RS485, 64 slaves can connect to CS-40. By Wiegand, 132 slaves can connect to CS-40.

Q.3) Does CoreStation "4 door control" or "132 door control"?

Q.3)CoreStation contains 4 relays within itself to control door relays, this can be added upon using the RS485 connections with the DM2 and SIO2.

Q.4) If FS2 is connected with CoreStation via RS485, Is that meaning CS-40 will do face matching as well?

A.4) It's not possible to current CoreStation FW, but we are going to support that by 2020 2Q.

Q.5) Whether the 4 door controller is with in and out reader?

A.5) If you want to set the door as Antipass back, you can connect 8 readers to 1ea CS-40. You will be able to use two readers per relay, One for in, one for out. CoreStation has a capacity of 64 devices to be connected through RS-485, so each device will be counted regardless the relay numbers. More details will come in the presentation

Q.6) Can we use HID multiclass Keypad reader with core station?

A.6) You can connect it, but CoreStation doesn't support BCD(Binary-coded decimal) method like HID Keypad reader. We should do a customization for now. It's because CoreStation doesn't support the single key output from Wiegand signal. We will make new feature for support HID multiclass Keypad reader in the future.

Q.7) Is the 485 connect in Star or Parallel Format?
A.7) Parallel format is recommended. For more details, refer to the link.

Q.8) Do we need to give separate power when using such controllers?

A.8) Yes, either by having the ENCR-10 or your own external power supply which is 12VDC @ 3A

Q.9) the DM20 supervise input , can monitor is the cable sensor cable been cut or the cable resistance drop?
A.9) The DM20 can be setup to detect 4 circuit resistances, 0 = Short, Infinite = Open, 4.4 = Off, 2.2 = On
Please check the below link for more details:
http://kb.supremainc.com/knowledge/doku.php?id=en:tc_appnote_dm20_wiring_examples

Q.10) How about powering slave devices? Can we get it from Controllers?
A.10) With slave devices, there are four 12v outs provided on the Corestation

Q.11) What rating are the power outputs for the maglocks?

A.11) Usually the maglocks has wither 12VDC @ 0.5A or 24VDC @ 0.25A

Q.12) What's maximum length we can go with RS485

A.12) Using the proper cable of RS-485 which has 120 ohm impedance, it can go for up to 1,200 meters

Q.13) Can you confirm how many simultaneous matches can Corestation can handled when multiple biometric readers are connected in RS485 OSDP?

A.13) it is 8 fingers in one second based that the 8 fingers reaches the CoreStation at the same second, So CoreStation can provide a response in 1 second for 8 fingers matching. For more details, click here.

Q.14) if CS40 breakdown, all slave still can function?

A.14) currently, all slaves cannot function. but we are considering to have FC code mode for DM-20

Q.15) DM20 can support 8 or 9 device ?

A.15) DM-20 is one of the devices which has 4 relays which support 4 doors and will be counted as one device from the total capacity of the CoreStation 64 devices

Q.16) We do not use the BioStar sw, but the BioStar SDK. Will you be speaking about it and how the CS is supported in the SDK?

A.16) You can use BioStar2 Device SDK. There are APIs of BioStar2 SDK. We are not going to have the part today, but you might be available to attend our webinar to next time for SDK integration. We are planning to make the webinar at the end of this month.

For SDK document, refer to the link.

Q.17) That means In/Out readers means controller have the two port is it?

A.17) CS40 has 4ea relays. You can connect 2 readers by RS485 to 1ch RS485 port of CS-40 and use 1 relay. CS-40 has 5ch RS485 ports and 4 wiegand ports.

Q.18) But 18x4 + 4 = 76 slave devices > 64 slave devices maximum capacity!??

A.18) The 64 capacity is for the devices which is connected via RS-485, so the wiegand devices are not counted. In short, CoreStation has a capacity of 64 devices connected via RS-485 and all wiegand devices doesn't count in this case.

Q.19) Can we connect CS40 to another CS40 using RS485?

A.19) No, you can connect another cs-40 to server separately by TCP/IP.

Q.20) If the Corestation network is Down, Can DM20 still operational? or What will happen to the doors, still locked?

A.20) When the CoreStation network is down, the CoreStation will remain working in offline mode as it stores all transaction until the network is back and will upload all the logs back to the database. It has capacity of storing 5,000,000 text logs.

Q.21) Can we connect generation 1 suprema devices as Wiegand device ?

A.21)

It's up to the system.

<Wiegand Device>

If you could connect Gen 1 device to TCP and manage the user information, you can connect Gen 1 device as Wiegand device.

<RS485 Device>

Or, several types of Gen 1 card readers can be upgraded to Gen 2 and would work over RS485, but with Biometric readers, if fingerprints and wiegand info are already present on device, the Corestation would be able to receive.

Q.22) According to the slide there were 18x RS485 slave devices per each of the 4 RS485 port on the CS and the extra 4 slave devices... not Wiegand devices

A.22) When you receive the presentation, you find out that the total of all the RS-485 devices were 63 only as the last port was having 9 devices only. Again, the 18 RS-485 were only on 3 ports and the last port was having 9 devices only. so 18+18+18+9 = 63.

Q.23) What about fire integration over hardware and software?

A.23) BioStar2 AC Licensed version supports Fire Alarm Zone. You can connect the input of Suprema device from file alarm panel. For more details, click here.

Q.24) Can I upgrade BioStar 1.x (with license dongle) to BioStar2? Without purchasing the license.
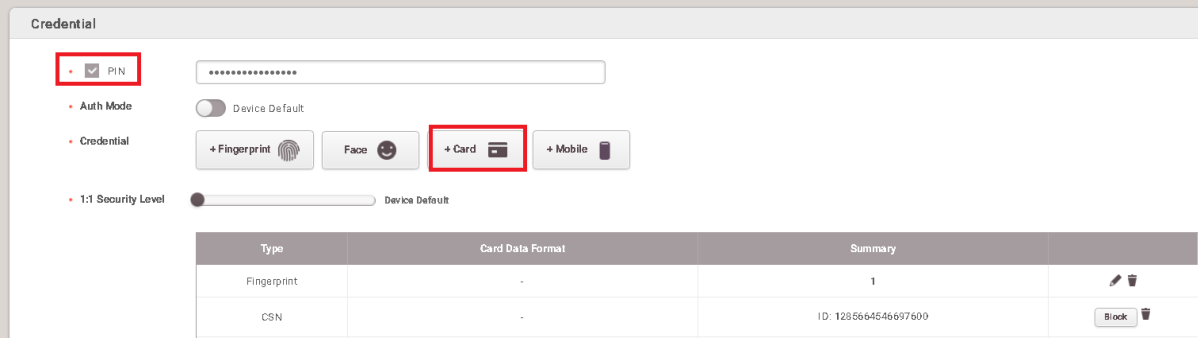
A.24) Unfortunately it is not possible. It would be best to upgrade BioStar 1.8 to 1.93 before carrying out upgrade, you will then be able to use the migration tool to transfer data (card data is limited to csv only). You would then need a license on BioStar 2 depending on how many doors were present on previous.

Q.25) How did you search slave devices? I missed that click.

A.25) Right clicking on cs-40. For more details, click here.

Q.26) D2 Keypad can use the keypad getting a card ID. then how can i use card + PIN solution? (previous question) & then, 2 card should be enrolled and the credential should be card+card?

A.26) Regarding D2 keypad, there are two ways.   There is not a mode for Card+Card.

One is for entering password of the user and other is for entering the card number directly. Both of ways are not available to use at the same time.


i.e. – How To Use Keypad (Card+PIN)

1) Entering Card and then, press the keypad for entering user password, press # at the end of entering the password. To set the operation mode, please use Device Manager Mobile App or set a private auth mode as follows.
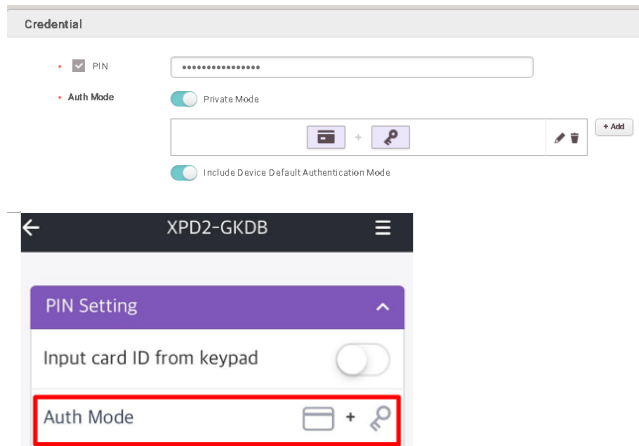
How To Use Keypad (Input card ID from Keypad)

2) Press the card ID to the keypad and, press # at the end. To set the operation mode, please use Device Manager Mobile App.
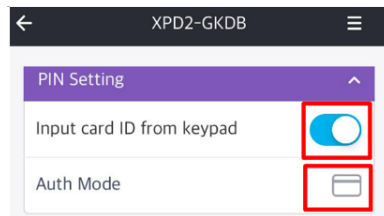
Q.27) I currently have 40doors on Bio Start 1.8. The Reader is BioEntry Plus. No Central Contrller and all Bio Entryplus link though Ethernet. Do I need to buy license for Bio Star 2?

A.27) Yes, you have to do firmware upgrade to the Gen 1 devices to be compatible with BioStar2 and then you will require a license (Standard which is for 50 doors).

Q.28) Since all data stored in CoreStation, how the system function when Offline or CoreStation faulty?

A.28) The CoreStation has a capacity to store 5,000,000 logs in offline mode, If the CoreStation is faulty, we are developing the feature of backup the CoreStation configuration which can be applied to the new CoreStation replacement and the system will work again.

Q.29) Social distancing is going to be a trend till 2022 as per media. So if there is Anti Social distance camera coming can we avail anti-tailgating and implement. Also if the answer is Yes ,Include a place we will rename Anti-tail gating.

A.29) We are currently working on it, but as you said, you can use the Anti-Tailgating feature which will work for now.

Q.30) is there any network redundancy for CoreStation? cos still single point of failure for all doors

A.30) Currently CoreStation has only one network port so redundancy is not possible through TCP/IP, however, the CoreStation will work offline and store all transactions until the network is back Capacity is 5,000,000 text logs on the CoreStation until the network is back.

Q.31) This setup manager did not work for me even after upgrading the fw.

A.31) If the CoreStation is connected to Biostar2, you can not use SetupManager. Or, could you try to press [Init] button on CoreStation? BioStar 2 server and CoreStation web server cannot currently be ran at the same time.

Q.32) Which solution config again system (CoreStation + R2 + DM-20) when CoreStation failed?

A.32) We are releasing a future firmware for the CoreStation where you will be able to backup previous config and restore to a new CoreStation.

Q.33) Do we have an option to use the third party reader?

A.33) yes. 3rd party reader can connect to CS-40 by Wiegand

Q.34) Can I Use Mobile Card (NFC/BLE) in Facestation 2 for Authentication and access control ?

A.34) Yes when you use the FS2-AWB. We are developing our Mobile Card solution now and for FS2 it will be ready by September 2020.

Q.35) How many type of card format it supply 26 Bit, 36 Bit and can we custom the card format?

A.35) Up to 16 different wiegnad format.   And the maximum wiegand format is 256 bit. You can make your own format in accordance with Wiegand Data.

Q.36) Sorry back to previous configuration topic. Previously we have a concern on CoreStation hardware fail. We tested that if CoreStation have to be replaced, all slave device have to be added again. Door , access level / group need to reconfigure again. Will it have
  same problem at this moment?

A.36) Currently, readers will have to be re-added. The development team is currently working on firmware that will allow you to backup and restore configuration of a corestation.

Q.37) What is the use of secure i/o

A.37) SIO2 (Secure IO2) is having the below:
1 relay
2 input
so it is used to add the relay and inputs for door control

Q.38) how do i know the release date?

A.38) By visiting our support.supremainc.com after you login you can go to announcement and you will see a button (FOLLOW) all the new articles, will be sent to your mail.

Q.39) When Push Button / remote control is press, the visitor had no idea the door is being release

A.39) You can connect a green light for showing the door is open

Q.40) How to connect the supervised input?

A.40) Please check the below link:
http://kb.supremainc.com/knowledge/doku.php?id=en:tc_appnote_dm20_wiring_examples

Q.41) if i short the fire input, it will open?

A.41) You can make the delay for Input detection. Click here.