



[Manuals.plus](#) /

> [HID](#) /

> HID Global Signo 20 Mullion Reader User Manual

HID 20NKS-T0-000000

HID Global Signo 20 Mullion Reader User Manual

Model: 20NKS-T0-000000

1. INTRODUCTION

The HID Global Signo 20 Mullion Terminal Strip Reader (Model 20NKS-T0-000000) is an advanced access control reader designed for secure and versatile credential authentication. This reader supports multiple frequencies and communication protocols, making it suitable for various security environments. It is mobile-ready, supporting credentials in Apple Wallet, and features robust multi-layered security.

This manual provides essential information for the proper installation, operation, and maintenance of your Signo 20 Mullion Reader.



Figure 1: Front view of the HID Global Signo 20 Mullion Reader.

2. SETUP AND INSTALLATION

Proper installation is crucial for the optimal performance and security of the Signo 20 Mullion Reader. This reader is designed for flat mounting and connects via a pigtail or terminal strip.

2.1 Mounting

The Signo 20 is designed for flat mount installations. Ensure the mounting surface is stable and provides adequate support for the device. Refer to local building codes and electrical standards for proper mounting procedures.

2.2 Wiring and Connections

The reader utilizes a pigtail (18"/0.5m) or terminal strip for communication and power connections. It supports Wiegand and RS-485 Half Duplex (OSDP) protocols.

- **Power Supply:** Connect the reader to a 12V DC power source.
- **Communication:** Connect the appropriate wires for Wiegand or OSDP (RS-485) communication to your access control panel.
- **Grounding:** Ensure proper grounding to prevent electrical interference and ensure safety.

Warning: All wiring should be performed by qualified personnel in accordance with all local and national electrical codes.

3. OPERATION

The Signo 20 Mullion Reader is designed for intuitive operation, supporting various credential types and mobile access solutions.

3.1 Credential Presentation

To gain access, present your authorized credential to the reader. The reader will indicate successful authentication, typically with a visual or audible signal.

- **Supported Contactless Smart Cards (13.56 MHz):** Seos, iCLASS SE, iCLASS, MIFARE DESFireEV1/EV2/EV3, and MIFARE Classic.
- **Supported Contactless Cards (125 kHz):** HID Prox, Indala Prox, Dorado Prox, and EM Prox legacy contactless credentials.

3.2 Mobile Access

The reader is mobile-ready by default, supporting native Bluetooth and NFC. It includes Apple's Enhanced Contactless Polling (ECP) to support credentials stored in Apple Wallet.

- **Bluetooth:** Ensure Bluetooth is enabled on your mobile device and the credential is provisioned.
- **NFC:** Hold your NFC-enabled mobile device near the reader.
- **Apple Wallet:** For credentials in Apple Wallet, follow the instructions provided by your access control administrator for proper setup and usage.

3.3 Device Management

Configuration and management of the reader can be performed using HID Reader Manager or via OSDP configuration post-installation. Refer to the HID Reader Manager documentation for detailed instructions on advanced settings and updates.

4. MAINTENANCE

The Signo 20 Mullion Reader is designed for durability and robust outdoor performance with an IP65 rating. Minimal maintenance is required to ensure its longevity and optimal function.

- **Cleaning:** Periodically clean the reader's surface with a soft, damp cloth. Avoid abrasive cleaners or solvents that could damage the finish.
- **Inspection:** Regularly inspect the reader and its connections for any signs of damage or wear.
- **Firmware Updates:** Keep the reader's firmware updated as recommended by HID Global to ensure compatibility and access to the latest features and security enhancements.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with the Signo 20 Mullion Reader.

Problem	Possible Cause	Solution
---------	----------------	----------

Problem	Possible Cause	Solution
Reader does not power on.	No power supply or incorrect wiring.	Verify 12V DC power connection. Check wiring for continuity and correct polarity.
Credential not read.	Incorrect credential type, damaged credential, or reader malfunction.	Ensure the credential is supported (13.56 MHz or 125 kHz). Try a different, known-good credential. Check reader configuration via HID Reader Manager.
Mobile access not working.	Bluetooth/NFC disabled, credential not provisioned, or mobile device issue.	Verify Bluetooth/NFC is active on your device. Confirm mobile credential is correctly provisioned and active. Ensure device is held correctly near the reader.
Intermittent reading issues.	Environmental interference or loose connections.	Check for sources of electromagnetic interference. Inspect all wiring connections for tightness and integrity.

If the problem persists after attempting these solutions, contact HID Global technical support for further assistance.

6. SPECIFICATIONS

Detailed technical specifications for the HID Global Signo 20 Mullion Reader (Model 20NKS-T0-000000).

Model: 20NKS-T0-000000

Color: Black bezel with silver trim baseplate

Supported Contactless Smart Cards (13.56 MHz): Seos, iCLASS SE, iCLASS, MIFARE DESFireEV1/EV2/EV3, MIFARE Classic

Supported Contactless Cards (125 kHz): HID Prox, Indala Prox, Dorado Prox, EM Prox legacy credentials

Transmit Frequency: 125kHz, 13.56MHz, 2.4GHz

Communications & Panel Connection: Wiegand and RS-485 Half Duplex (OSDP) via Pigtail (18"/0.5m) or Terminal Strip

Device Management: HID Reader Manager / OSDP configuration

Operating Temperature & Humidity: -31°F to +150°F (-35°C to +65°C), 0% to 95% non-condensing

Storage Temperature: -40°F to +185°F (-40°C to +85°C)

Environmental Rating: UL294 Outdoor and Indoor rated, IP65

Operating Voltage: 12V DC

Current Draw: NSC4: 60mA, Peak: 250mA, Max. Avg: 70mA, IPM5: 45mA

Dimensions: 1.77" x 4.78" x 0.77" (45mm x 121.4mm x 19.6mm)

Weight: 2.65 oz (75 g)

7. WARRANTY AND SUPPORT

For information regarding the product warranty, please refer to the official HID Global warranty statement available on their website or contact your authorized HID Global distributor.

For technical support, product inquiries, or to report issues, please contact HID Global customer service or visit their official support portal. Ensure you have your product model number (20NKS-T0-000000) and any relevant purchase information available when seeking support.

HID Global Contact Information: Please visit www.hidglobal.com/support for the most current support resources and contact details.