

ROCKEY 200

advanced smart card reader



ROCKEY200's Frequent Asked Questions

FAQ - Frequently Asked Questions

This faq or frequently asked questions section will help you to resolve some questions you or your customers may run into when using ROCKEY200 Smart Card readers. We have listed the questions and the answers here for your reference.

1. What will I get when I purchase a ROCKEY200 Retail Pack?

The ROCKEY200 Retail Pack consist of one unit ROCKEY200 Smart Card reader + Installation Manual + Driver CD-ROM.

2. Can ROCKEY200 support any of my smart card applications?

ROCKEY200 may or may not support your smart card applications, please check on your smart card specifications and confirm whether it is ISO7816-1/2/3/4 and must be Microprocessor Smart Card.

Example : ROCKEY200 support MyKad, Malaysian New Smart Card IC.

3. Is ROCKEY200 ready to read/write my smart card?

No, ROCKEY200 does not come with any smart card applications and will not be able to read/write any smart card by itself. You must get the relevant smart card application installed in order to get ROCKEY200 work on your smart card.

Example : You need to install MyKey signing program for Malaysian's e-Tax Filing. Please visit to www.mykey.com.my for more details.

4. What do I need to do after I purchase ROCKEY200 and assume I have installed my smart card application?

You just require to install ROCKEY200's driver into your PC. Please refer to ROCKEY200's Installation Guide. You can start using ROCKEY200 with your smart card application upon completion of installation of ROCKEY200's driver.

5. Why my ROCKEY200 does not work even after I installed the driver according to the instructions?

If ROCKEY200 not working, you should find its light is either blinking or off. You need to check 2

possible causes:-

- Confirm the USB port functioning well by trying any other USB devices into this USB port.
- Confirm ROCKEY200's driver is installed properly by uninstall ROCKEY200 driver, reboot the system, reinstall ROCKEY200 driver and reboot again.

If you have tried both the above and problem remain, please contact ROCKEY support by support@rockey.com.my or call Tel : +603-8076 6225 Service Hotline.

6. How can I further test my ROCKEY200 reader before I return it for warranty?

Please try with the simple PC/SC reader tester which you can find it in Windows\Test of ROCKEY200's CD-ROM, there will be detailed instructions which might help to check on ROCKEY200's functionality.