SGS

NJ2009 Project

Biometrics Reader

Operator User Guide

Version 1.0

Version Date:

March 28, 2011

Document Title: Biometrics Reader Operator User Guide

Includes:

Revision Level: 1.0

Revision Date: 03/28/2011

Document Status: Final

Approvals:

	Printed Name	Signature	Date
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Record of Revision:

Rev. Number	Rev. Date	Description of Revision
0.1	03/22/2011	Original draft of document ready for internal review

Agency Signatures:

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Table of Contents

List of Figures

1. INTRODUCTION

This document will be used to train Inspectors on the use and care of the Secugen biometrics fingerprint reader.

2. FINGERPRINT PLACEMENT OVERVIEW

The proper placement of your finger on the sensor during fingerprint input can help produce more consistent results. The following tips on usage and care will help you obtain an optimal fingerprint image quality that ensures better performance and reduces the chances for failure to enroll and match correctly

Place the pad of your finger at the center of the sensor

The pad is the fleshy part of the finger, located near the middle of the first segment of the finger. Be sure that the pad (not the tip) covers as much of the sensor window as possible so that the core of your fingerprint can be scanned. (Figure 2-1 below)

Apply light pressure

Apply pressure lightly and evenly during the capturing process. You only need to apply as much pressure as is required to hold a piece of paper between your fingers. Pressing too hard may result in an overly dark or blurred image.

Keep your finger still

Wait for the red LED to light up, indicating the device is activated, and keep your finger in place while the fingerprint is captured.
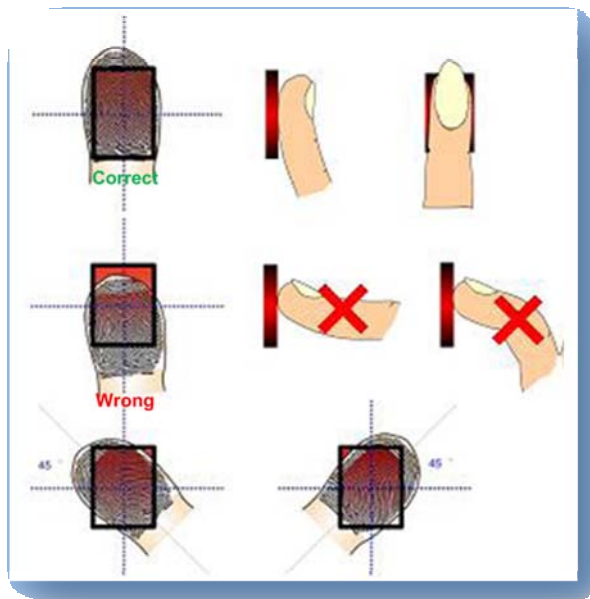

Figure 2-1: Fingerprint Placement Guide

3. LOG IN USING YOUR FINGER PRINT READER

N OTE: **Prior to using the fingerprint reader to login wipe your finger clean of grease and dirt.**

(1) When the login screen appears SCAN your inspector badge barcode.

(2) Place your finger on the finger print reader, following the placement directions from section 2, and hold until fingerprint is displayed in the box.

Note: The fingerprint that is displayed is only an image and is not your actual fingerprint. (See Figure 3-1 below)

(3) A fingerprint is captured if a green line is displayed around the fingerprint icon. If a red message is displayed "Login Failed". The most likely cause is that the user name, password or fingerprint may be incorrect". Repeat logon using a different finger that was collected. If the same response is received consistently when using other fingers new prints may need to be collected. (See Fig 3-1)
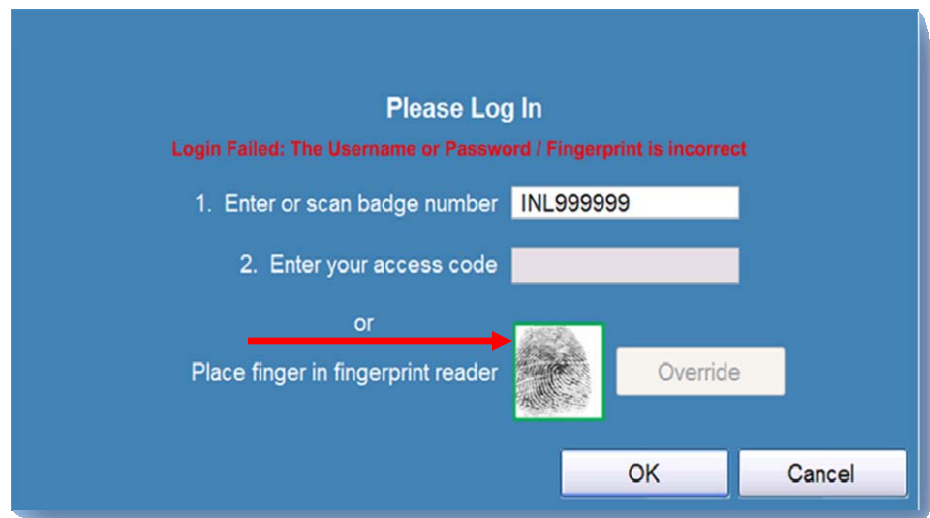

Figure 3-1: Login Screen

(4) If a fingerprint is captured and matches the data on file the software will advance to the next screen.

(5) If a **red line** is displayed around the fingerprint image and red message is displayed "Login Failed", a clear fingerprint was not captured. Make sure fingers are clean of grease/dirt and repeat steps above using other fingers that were collected, typically four fingerprints were collected. (See Fig 3-2 below).
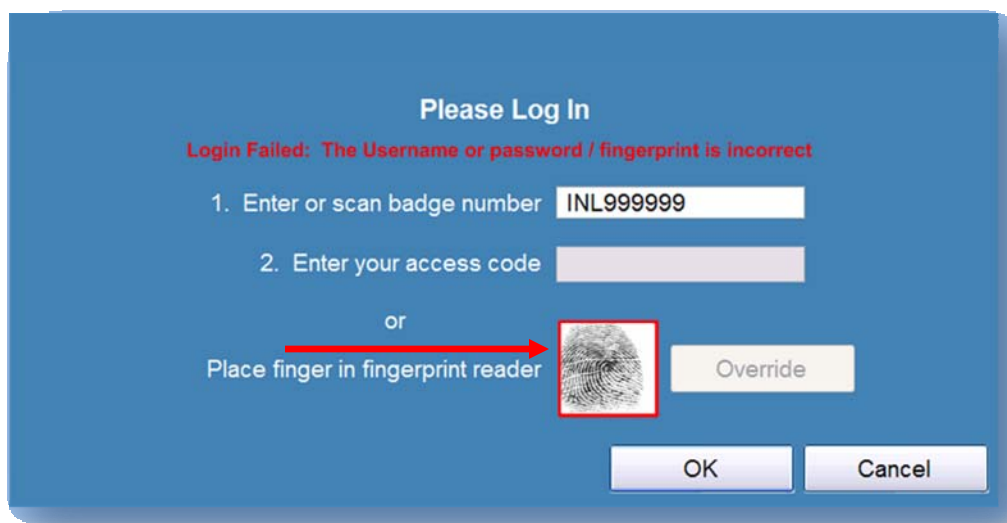

Figure 3-2: Login Failed Message

4. CARE TIPS

Normal skin oil, residue or smudges on the fingerprint sensor window will not cause problems or interfere with capturing fingerprints. The sensor window is designed to withstand heavy use, extreme conditions and climates. The sensor window does not have any coatings and it is made of a hard quartz-like material that resists scratches, etching, and any damage from environmental elements.

If you wish to clean the surface of the sensor window try the following.

(1) You may use a dry or wet paper towel or cloth to wipe off the window. To remove stubborn dirt, you can rub the window with a paper towel or cloth soaked with a soap solution.

(2) Cleaning agents like glass cleaners and anti-bacterial wipes may be used without harming the sensor. However, the plastic housing of the unit may be damaged if strong solvents, acids or caustic solutions are used.

Note: do not pour liquids directly onto the sensor or device, as the liquid might seep into the underlying components and cause damage.

5. TROUBLESHOOTING

(1) If more than one inspector is assigned to the workstation have additional inspectors try to login using biometrics.

    a. If any of the additional assigned inspectors can log in using their fingerprint then the Secugen fingerprint reader is working correctly. The inspector having problems should be re- fingerprinted.

    b. If no inspector can log in using the fingerprint reader please contact SGS help desk @ 888-665-2009.

(2) When you place your finger on the fingerprint reader the LED does not light up.

    a. Make sure the login prompt is displayed on the monitor,

    b. Make sure the fingerprint reader is plugged in to the USB port on the PC,

    c. Try other fingers that were captured during the fingerprinting process, or

    d. Try other inspectors.

(3) When the login screen appears there is a red box around the fingerprint before placing finger on the reader: Call SGS Helpdesk at 888-665-2009 for a new finger print reader.