Care and Maintenance of your Reader

How rugged is the reader?
The reader was designed for PC use, not for use outdoors or in unattended public installations which are subject to vandalism and abuse. It is warranted for used in an office environment as a PC/network access peripheral. When used in conditions and environments similar to this, the reader provides high performance and reliability. See question 6 for instructions on cleaning.

Do I need to clean my reader to keep it working well?
Depending on the amount of use, the reader window may need to be cleaned from time to time. It will pick up dirt and salts from fingers.

Recommended cleaning:
Apply the sticky side of a piece of adhesive cellophane tape to the window and then peel it away, OR

Gently dab the fingerprint reader window with a cloth that has been dampened with a mild ammonia-based glass cleaner, such as Windex. (Do not use paper!)

Never do the following:
Clean the reader window with paper

Pour glass cleaner directly on the reader window

Use alcohol-based cleaners

Submerge the reader in liquid

Do not poke the window coating with your fingernail or any other item, such as a pen.

If a scratch or smear on the glass occurs, does this reduce performance? What is the repair procedure if a failure occurs?
Scratches, pokes or other physical damage to the window coating can compromise the system's ability to recognize fingerprints. Such damage cannot be repaired. Please contact your sales representative for information on purchasing a replacement unit.

Will build up of dust on the reader window reduce performance?
A small amount of dust on the reader window will not cause problems. A large amount of dust may make it more difficult to read the fingerprint. Dust can easily be removed by applying the sticky side of a piece of adhesive cellophane tape on the window and peeling it away.

Why doesn't the system recognize my fingerprint?
Dry fingers sometimes cause the reader to fail. Using hand lotion or rubbing your finger on your forehead before placing it on the reader sometimes helps. If this does not help, try registering your fingerprint again.