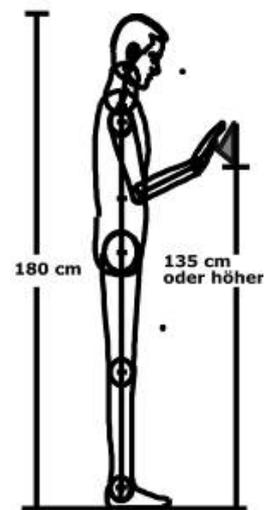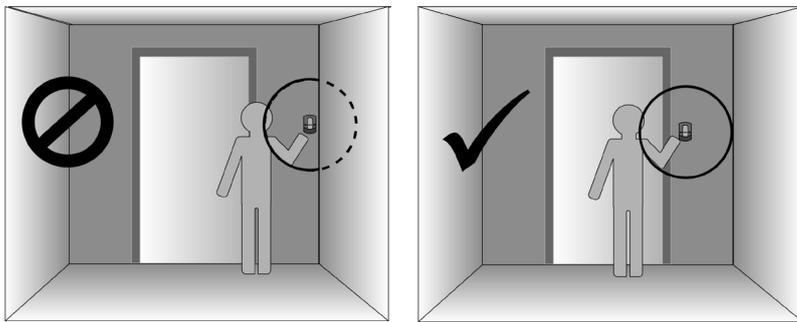**CONGRATULATIONS!!!**

With this ekey product you are holding biometric access authorisation in your hands. The comfortable biometric future for you has now begun! In order for you to be able to fully enjoy all the advantages of ekey, we have summarised a few suggestions for you, to help you with the operation.

Mounting height

Positioning the fingerprint scanner at the correct height for the user makes it considerably easier to swipe your finger and thereby improves the recognition capability of the device. For right-handed people the fingerprint scanner should be mounted, so that the user can operate it with his/her right hand, while standing to the left of the scanner. It should be guaranteed that the scanner can be operated in a relaxed manner.

If the user has to strain in any way to operate the scanner, then the scanning result is worsened.

Please note: The scanner should be mounted, so that the middle finger or index finger can be comfortably swiped over the sensor in a straight line.

Mounting heights

It is imperative to make sure that you mount your fingerprint scanner at least at a height of 135cm, or at best slightly higher. If you have a fingerprint scanner from the ekey integra range, then you should have it integrated into your door or intercom system at a height of 155cm or higher. Only if mounted at this height is ergonomically correct operation possible. Do not worry that your children will not be able to reach the device. Normally even small school children can easily reach the sensor with an outstretched arm. It may sound strange, but this also makes it easier for children to operate the scanner correctly. Here it is merely important, that children are able to see the sensor. In this context integra solutions are potentially recommended, as with them it is easier for children to see and operate the scanner.

Please note: Mount the fingerprint scanner at least at a height of 135cm (integra versions at least at 155cm).
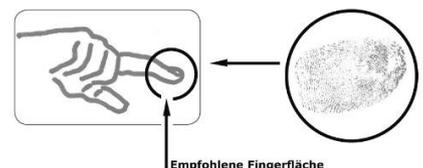
Mounting the control panel

The control panel is the fingerprint scanner's protection against manipulation and should only be mounted in protected indoor areas. Mount the control panel so that it is easily accessible for programming.

Please note: The control panel must be in an easy to reach place in the house.

The sensor

The sensor responsible for the whole recognition performance is merely the thin strip on the finger guide of the fingerprint scanner. It is important that the top of the finger phalanx is swiped fully over the sensor, in order to achieve optimum results. Apart from its intended operation, the sensor should not be exposed to any additional mechanical stresses. Avoid scratching the sensor with fingernails. The abrasive side of a sponge or keys should never come into contact with the sensor. A damaged sensor can no longer function.
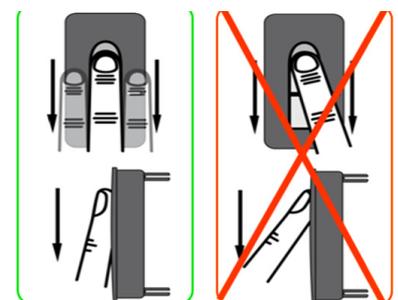

Empfohlene Fingerfläche

Please note: The sensor must not be damaged.

The biometric finger

Experience shows that human fingers are most suitable for fingerprint scanners in the following order: 1. the middle finger, 2. the index finger, 3. the thumb, 4. the ring finger and 5. the little finger.

Each person essentially has some fingers that are better suited for scanning and others that are less suitable.

Please choose a finger which does not have any injuries and burns or which is not dirty. If the contour structure is too flat, as can be caused genetically or by burns, the fingerprint cannot be registered by the sensor. A nice, visible contour structure makes recognition easier. If there is any doubt just try a finger. People who do manual work should above all try their little finger, with children it is recommended to try the index finger and then the thumb.

Please note: The finger which is the most comfortable to use and is recognised faster, is the biometric finger.

Saving fingerprints
As the preferred finger on a hand may be injured at some point, one fingerprint should be recorded per hand.

Therefore: person 1:   Memory slot 1, F3 for the middle finger on the left hand
Memory slot 1, F8 for the middle finger on the right hand

With fingerprints that are hard to recognise, as small children, elderly people or manual workers may have, there is an option to record the same finger several times. The 99 memory slots of the ekey home products are not designed for recording one fingerprint of 99 different people, but provide memory space for multiple recordings. Essentially the rule applies that it is better to record one finger ten times that to record ten fingers once. The recognition is thereby increased and the system will allow borderline areas (dry fingers, make-up or sweat after sport) or improper operation. It is recommended to keep a log of the recorded fingers in the form of a table (see below).

Please note: For optimal recognition, record the preferred fingerprint in memory slot 1 under F1 to F5, and the preferred fingerprint of the "back-up hand" in memory slot 1 under F6 to F0.

Nr.:	Name, name, nom, nome, naam	Finger, finger, doigt, dito, vinger										Tag, day, jour, giorno, dag
		F1	F2	F3	F4	F5	F6	F7	F8	F9	F0	
01	Papa	F3	F3	F3				F8	F8	F8		23.09.2006
02	Mama	F3	F3	F3				F8	F8	F8		25.09.2006
03	Susi	F4	F4	F4				F7	F7	F7		26.09.2006
04	Peter	F3	F3	F3				F8	F8	F8		24.01.2007

Children and fingerprints
Essentially children's fingerprints from school age can be used to operate ekey systems. Using the multiple saving feature described above it is however, if necessary, possible for children above the age of 3 or 4 to operate the device. This requires at least a partially correct operation and a suitable mounting height. Essentially even here it is better to mount the device higher rather than lower.

TIPS for troubleshooting

Moist or wet fingers (after sport, rain or exertion)
Fingers that are too wet cannot be recognised by the thermal contour sensor, as water is an insulator.
Solution: Rub the finger dry (for example on clothing), and then "re-lubricate" the finger by wiping quickly across your brow.

Dry fingers (after gardening or construction work)
Dry or chapped fingers have a different complexion, which means that they are also harder to recognise.
Solution: "Re-lubricate" the finger by wiping it quickly across your brow. Increase or change the pressure when operating the scanner.

Problems with the motorised lock
With new installations the motorised lock may sometimes not open.
Solution: First connect the scanner and test it. Then also check the motorised lock separately. Finally connect them together and check them both.

One more optimizing tip:
In case the recognition performance varies according to the environmental conditions (sunlight, night, spring, autumn…), it is possible to optimize recognition by enrolling the finger repeatedly, so that it is at least enrolled once under each one of the different environmental conditions (i.e. several reference templates will then be saved for this one finger).

Excessive solar radiation:
Your finger scanner may not function properly if exposed to excessive solar radiation (reflecting surfaces nearby).
Solution: Build a shadow with your hand or body (1 second). Swipe your finger then within this shadow.

These guidelines will help you to operate the scanner better in borderline conditions. Usually recording fingerprints is a simple matter and the handling is completely uncomplicated. If, in spite of this, further problems arise, **please contact our support team on +43 732 890 500 - 1000.**

NOTE: If you follow the advice here, you will be able to enjoy your device for a long time and will be amazed by its comfort.