



Face ID 3

Face Recognition System for
Door Access & Time Attendance

User Guide

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1 • GETTING STARTED

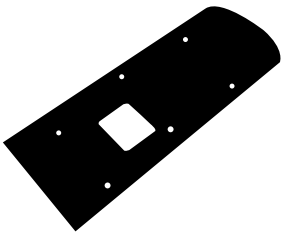
Viewing the User Guide on the Internet

The User Guide is available in the package when you purchase the product.

The User Guide is also published online at <http://www.fingertec.com> and <http://user.fingertec.com>

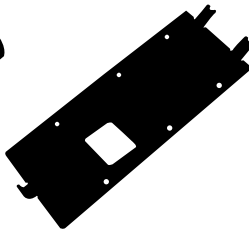
Choose the language you prefer to view the User Guide in.

Included Accessories



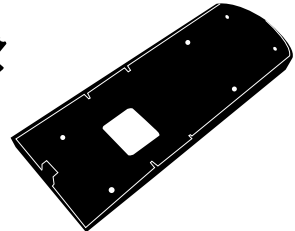
Rubber Cushion

Place this plate on a wall to position the terminal firmly on smooth surfaces, the plate also acts as current absorber.



Metal Back Plate

Secure this plate on top of the rubber cushion and hang the terminal on top of it.



Plastic Back Plate

Use this plate to conceal wires for a cleaner installation.



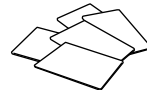
Diode

For installation of door lock system, allowing electrical current to pass through it in one direction only; can be thought of as a check valve. Diode is not required for installation with AdapTec AC.



A Packet of Bolts

Use the bolts to mount the back plate of terminal on the wall.



RFID Cards (5 pcs)

FingerTec provides extra cards for RFID (5pcs) and for Mifare Card, every package comes with only 1 sample card.



Screwdriver

T10 screwdriver to open the back plate of terminal for installation.



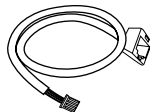
Stylus

For easy navigation on touch screen LCD panel.



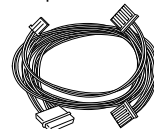
Measurement Tape

Measuring installation height to achieve optimum performance for terminal.



Ethernet Converter Cable

To connect the CAT5 to the terminal and another end to the LAN connection.



Connection Wires

To connect the wires to door lock, doorbell, RS232 and RS485, if required.

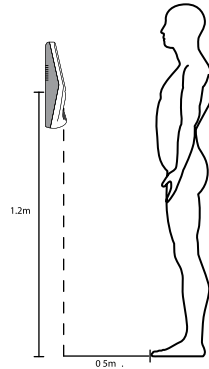
Included Printed Materials

- FingerTec Comprehensive DVD
- Quick Start Guide
- Pamphlet
- User Enrollment Template Form
- Warranty Card

Installation Tips

Best installation location for Face ID 3:

1. Avoid from facing strong sunlight.
2. Must be at least 2 meters away from any strong light source e.g. ceiling fluorescent light
3. The height must be at least 1.2m from the ground level to the Face ID 3 camera.



ACTIVATING TERMINAL

Every FingerTec access control model comes bundled with a unique license key. To start using the terminal with Ingress, you must connect the terminal to Ingress and perform online activation. Ingress reads the serial number of your terminal and sends it for verification at the FingerTec server via Internet.

In case you do not have an Internet connection, you would need to do offline activation. Please send the serial number and models of your terminals to your local resellers or support@fingertec.com to request for a product key and activation key.

Registering Warranty

Make sure that you register your Face ID 3 warranty with us at

http://www.fingertec.com/ver2/english/e_main.html#

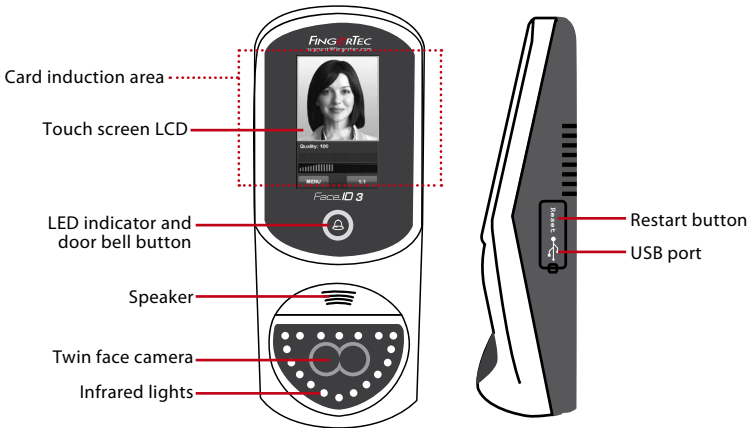
2 • BASICS

Introduction

Introducing Face ID 3, the new facial recognition technology product combined with card technology. Face ID 3 can identify an identity in split seconds without any contact or hassle. It only requires a user to look at the machine to get verified.

Face ID 3 is loaded with a powerful microprocessor that can process facial authentication method for accurate personal identification and for collection of precise data for time attendance and door access. In addition, the Face ID 3 terminal accepts card verification as an added security measure. If you are looking for a contactless, hassle free biometrics product, choose Face ID 3. With one look you are good to go!

Overview

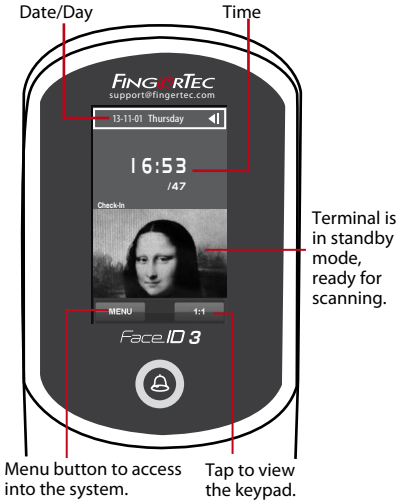


Item	Function
Card induction area	Read the card information based on the card system of Face ID 3.
Touch Screen LCD	Touch to access the Face ID 3 system to do configuration.
LED Light Indicator	Indicate the status of reader. Green indicates standby mode or verification is successful. Red indicates problem or verification has failed.
Door Bell button	Press to ring the external door bell.
Speaker	Emit instructions from Face ID 3.
Twin Face Camera	Capture face images in a few directions.
Reset button	To restart the machine.
USB Port	Connect the USB extension provided here to download/upload data from/to Face ID 3.

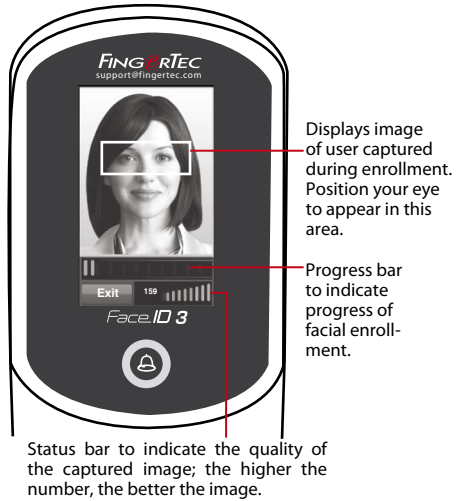
The Display of LCD Panel

Take a closer look at the touch screen LCD panel for some basic and important information. Press moderately on the LCD when input commands to maintain a longer lifespan of the terminal. Clean the camera area with a microfiber cloth to maintain the performance of face scanning.

STANDBY MODE



ENROLLMENT MODE



VERIFICATION MODE



SUCCESSFUL VERIFICATION MODE



Main Menu



New User

Add new user to the Face ID 3.

User

Enroll, edit, delete, and insert user information from User icon. The Face ID 3 allows storage of 200 facial images.

Connection

Setup the Face ID 3 communication with computer through LAN, RS232 and RS485. Set communication with a computer for a secure data transfer.

System

Configure the settings of the Face ID 3 including attendance and update settings.

Data

Check user attendance and transaction logs that are available in the Face ID 3 and perform housekeeping of the terminal.

Date/Time

Shortcut to set date/time into the Face ID 3.

Auto Test

Run tests on the Face ID 3 to diagnose the terminal on various aspects.

USB

Transfer data to and from the Face ID 3 using a USB flash disk.

Sys Info

Show basic information of the Face ID 3 and its storage status.

Touch Keypad



Press 1:1 to view the touch keypad. You can input information into the Face ID 3 through the touch keypad. It contains numbers from 0-9, face verification mode (1 to 1 or 1 to many), password verification mode, Cancel, and Backspace buttons.

Keyboard

Use the onscreen QWERTY keyboard to type in alphabet and number input into the Face ID 3.



Type Upper Case

Tap the arrow pointing up on the left corner of the keyboard to change the lowercase to upper case.

Type Number

Tap the 123 key to change the keyboard to display numbers.

Return

Tap Enter to return. Tap X on the keyboard top right corner when you are done using the onscreen keyboard.

Date/Time

The Face ID 3 displays date and time at the home screen. Choose a date and time format based on your preference. Press Menu > Date/Time > Select value > Save. You can select the time format to be either the 12-hour format or the 24-hour format.

Voice Control

Voice Control lets you control the level of volume emitted by the Face ID 3. Turn On/Off – The Face ID 3 lets you to turn on/off the voice based on your preference. Press Menu > System > General > Voice Prompts > On/Off > Save.

ADJUST VOLUME

The default volume of the Face ID 3 voice is Mid (medium). To sustain the performance of the speaker in the Face ID 3, the volume is recommended to remain at Mid value. To adjust the volume Press Menu > System > General > Volume > Select Low | Mid | High

Security Features

Security features help protect the information in the Face ID 3 from being accessed by others.

ADMIN AFFIRM

Register an administrator into the system by enrolling a face or password to a user ID. Press Menu > Add User > Privilege: Administrator > Choose enrollment method > Save.

After enrolling an administrator, the main menu can only be accessed by administrator.

TAMPER SWITCH

The Face ID 3 comes with a tamper switch located at the rear of the terminal. During installation, the tamper switch is compressed against the back plate. Any attempt to dismantle the Face ID 3 will trigger the internal alarm and the LCD panel will display "System Broken" to notify users.

Cleaning

Please turn off the terminal before cleaning it.

CLEAN TOUCH PANEL

Use a microfiber cloth to clean the Face ID 3. Do not use any liquids, household cleaners, aerosol spray, solvents, alcohol, ammonia and abrasive solutions to clean the touch screen panel of the Face ID 3 because it could damage the panel.

Restarting and Resetting

If something isn't working right, try restarting or resetting the Face ID 3.

RESTARTING THE TERMINAL

Open the USB port cover to look for the Restart button use a pin, press the button once to restart the terminal.

RESETTING THE TERMINAL

Go to Menu > Data and click on Restore to Factory Settings. Press Yes to confirm. Resetting of the Face ID 3 will cause all your settings to return to the original factory settings.

3 • CONNECTION – SYNCING TERMINALS

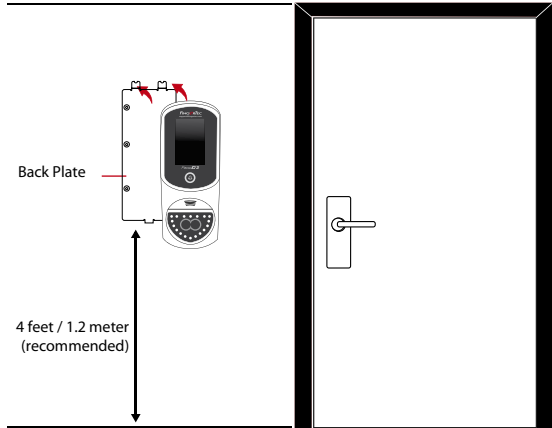
Installation

FingerTec terminals offer several connections for power and communications. To install the Face ID 3, follow the instructions below.

Mount On Wall

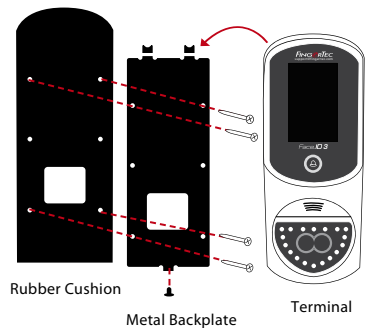
Attach the back plate on to the wall securely and attach the terminal on to the back plate when mounting it on the wall.

FingerTec provides two kinds of wall plates with the Face ID 3. Choose either one that suits to your installation requirement.



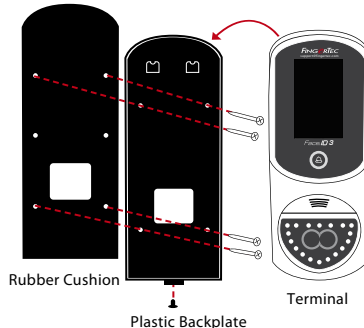
OPTION A

Installation using Metal Backplate



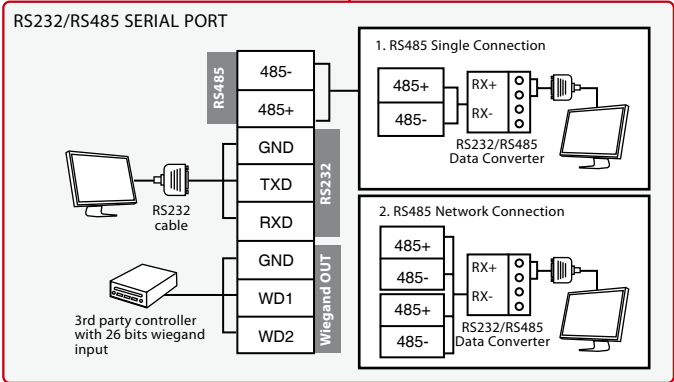
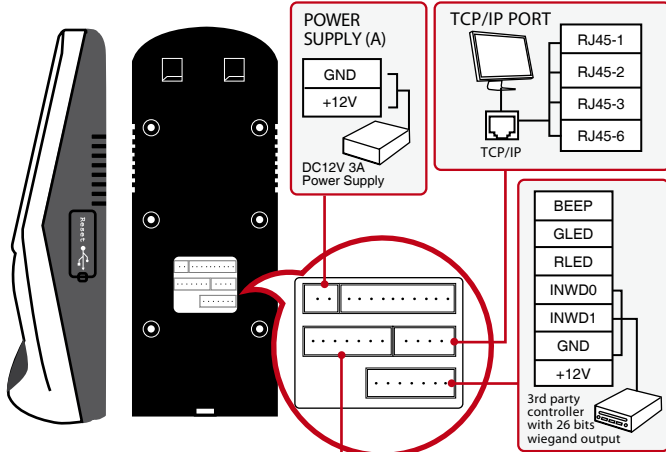
OPTION B

Installation using Plastic Backplate

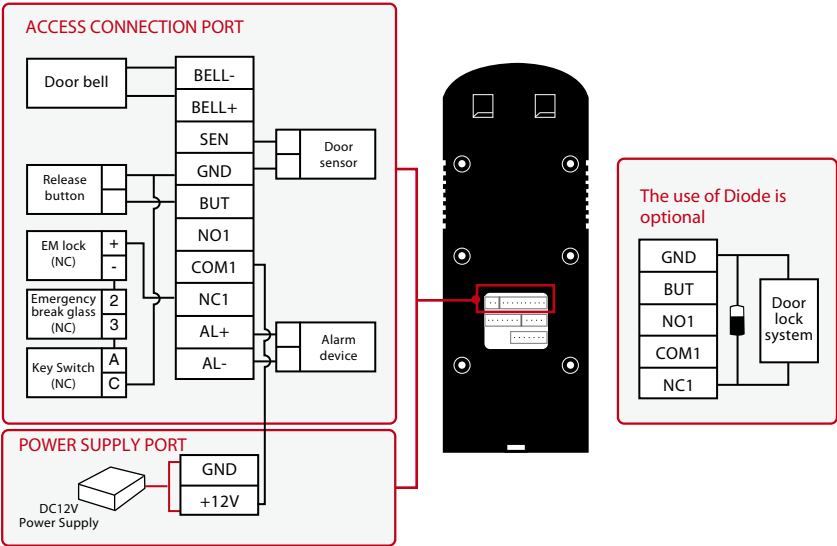


Communication Diagrams

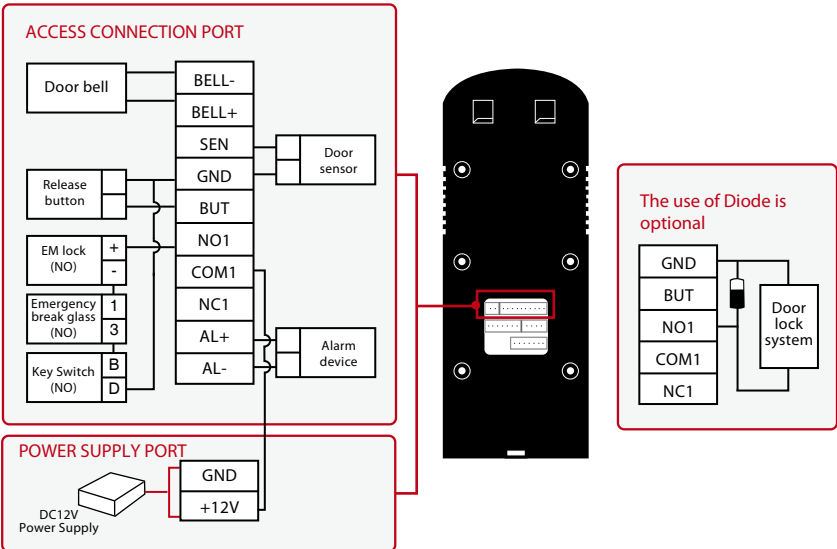
Connection points for power and communication are available at the back of the terminal. Refer to the following diagrams for the correct installations.



FOR NC (NORMALLY CLOSE) DOOR LOCK SYSTEM



FOR NO (NORMALLY OPEN) DOOR LOCK SYSTEM



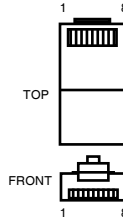
Please refer to AdapTec Plus Installer Manual if you are using AdapTec Plus.

NOTE

Descriptions of Available Connections

USB PORT

Linking with USB flash disk for remote data transfer.



TCP/IP PORT

Connect with a CAT5 cable for LAN connection, one end to terminal's port and another end to the computer's TCP/IP Port.

TCP/IP for Single Connection

Linking the terminal to a single computer using TCP/IP requires Ethernet 10/100Base-T Crossover Cable. The cable can be used to cascade hubs or to connect Ethernet stations back-to-back without a hub. It works with both 10Base-T and 100Base-TX.

JOINT 1 PIN		JOINT 2 PIN	
TX+	1	3	RX+
TX-	2	6	RX-
RX+	3	1	TX+
RX-	6	2	TX-

TCP/IP for Network Connection

Linking the terminals to multiple computers using TCP/IP requires Ethernet 10/100Base-T Straight Thru Cable or "whips". The cable works with both 10Base-T and 100Base-TX, connecting a network interface card to a hub or network outlet.

CONNECTOR PIN	CABLE COLOR	CONNECTOR
TX+	1 White/Orange	1 TX+
TX-	2 Orange	2 TX-
RX+	3 White/Green	3 RX+
	4 Blue	4
	5 White/Blue	5
RX-	6 Green	6 RX-
	7 White/Brown	7
	8 Brown	8

POWER SUPPLY PORT

Insert the Power Adapter point to this port for power.

RS485/WIEGAND INPUT CONNECTION PORT

RS485 Single Connection: Connection to a single computer using RS485 wire.

RS485 Network Connection: Connection to multiple computers using Daisy Chain connection.

Wiegand Output: Connecting with third party connector or terminal(s).

ACCESS CONNECTION

Links the terminal to a door lock system.

BELL PORT

Links the terminal to doorbell.

NOTE

Link all cables to the correct connection point(s) before attempting to connect the terminals to software.

Ingress Online Activation

Ingress is a genuine software by FingerTec. Every FingerTec access control model comes bundled with a unique license key. To start using the terminal with Ingress, you must connect the terminal to Ingress and perform online activation. Ingress reads the serial number of your terminal and sends it for verification at the FingerTec server via Internet.

In case you do not have an Internet connection, you would need to do offline activation. Please send the serial number and models of your terminals to your local resellers or support@fingertec.com to request for a product key and activation key.

Installation and Setup of Ingress

Install Ingress in a PC that fulfills Ingress' minimum requirements. Refer to <http://www.fingertec.com/customer/download/postsales/SUM-Ingress-E.pdf> for the Ingress user guide online. Setup Wizard will require you to do online activation before connection establish between Ingress and terminals.

Connecting the Terminals to Ingress

DETERMINING TERMINAL NUMBER

Identify the number of your terminals to differentiate them between one another. Ingress can connect up to 999 units of terminal. Press Menu > Options > Comm Opt > Dev Num > Select the number.

USING TCP/IP

IP address is important, as it is a unique address of the terminal in LAN. Without the IP address, locating the specific terminal is not possible. **To input the IP address of the terminal:** Press Menu > Options > Comm Opt > IP Addr > Key in IP address.

USING TCP/IP

It is important to setup the Ethernet to connect the terminals using TCP/IP connection. **Setting up the Ethernet is done by enabling the Ethernet function:** Press Menu > Options > Comm Opt > Ethernet > Yes.

Turn off the terminal after you have set the Ethernet setting to Yes. Now, plug-in the network plug to the Ethernet interface and turn the power on.

Determining the Netmask, Gateway and NetSpeed: For TCP/IP connection, please configure the netmask, gateway and netspeed for the terminal.

Press Menu > Options > Comm Opt > NetMask > Insert the numbers.

Press Menu > Options > Comm Opt > Gateway > Insert the numbers.

Press Menu > Options > Comm Opt > NetSpeed > Choose the speed of your Ethernet connection.

USING RS232 CONNECTION

For connection via RS232, baudrate is the determinant of communication speed between the terminal and the software. The higher the baudrate, the faster the speed is.

To turn on RS232 connection and set the baudrate: Press Menu > Options > Comm Opt > RS232 > Change the RS232 connection to Y.

To change baudrate: Press Menu > Options > Comm Opt > Baudrate > Change the Baudrate accordingly.

USING RS485 CONNECTION

For connection via RS485, baudrate is also the determinant of communication speed between the terminal and the software but the speed must be according to the speed of the converter. Check your converter for the speed.

To turn on RS485 connection and set the baudrate: Press Menu > Options > Comm Opt > RS232 > Change the RS485 connection to Y.

To change baudrate: Press Menu > Options > Comm Opt > Baudrate > Change the Baudrate accordingly.

Using USB to Download/Upload Data

A USB flash disk is useful in cases where the terminal is installed far from a PC or there is a connection problem. To determine the type of USB flash disks compatible with the terminal, please refer to this link at

http://www.fingertec.com/newsletter/HL_74.html using USB

Press Menu > PenDrive Mgmt > Choose the operation that you want to carry out via USB flash disk.

Communication Key

Since the software is controlled by an activation code and a product key, set the COMM key to zero. Press Menu > Options > Comm Opt > COMM Key > Set to 0.

4 • USER

Enrolling Users

The Face ID 3 can contain up to 200 face templates and 10,000 card users.

FACE ENROLLMENT

One face registration would take approximately 30 sec to complete. The terminal snaps images from of your face and generates a 3 dimensional template for storage. During enrollment on the Face ID 3, please stand straight and do not move your face or body, and make sure that your face is calm with no extreme expression. For height between 150cm to 180cm, recommended distance between the Face ID 3 and user is 0.5m.

To enroll face: Press Menu > New User > User ID > Insert User ID > Select Face > A green rectangular box will be displayed on the screen > Align your eye position into the green box > Adjust your head position to align your eyes into the green box > repeat 2 times > Face enrollment is complete > Select Privilege > User > Save

CARD ENROLLMENT

The default card for the Face ID 3 is RFID. MiFare and HID card systems are available upon requests.

To enroll card: Press Menu > New User > User ID > Insert User ID > Select Card > Wave the card at the scanning area until the screen displays the Card ID > Select Privilege > User > Save

PASSWORD ENROLLMENT

The Face ID 3 offers different enrollment methods and password can be used alone or in combination with the face verification methods. The maximum length of a password is 8 digits.

To enroll password: Press Menu > New User > User ID > Insert User ID > Select Password > Input password using the touch keypad > OK > Reconfirm password > OK > Select Privilege > User > Save

Voice/Message

Voice / Message	What Does It Mean?
"Verified"	Identity verification is successful, the Face ID 3 stores the transaction logs and opens the door (if connected to door access)
"Try again please"	Identity verification failed because the face is not properly positioned, the card or face template is not available in the Face ID 3 or the password is incorrect.

Voice / Message	What Does It Mean?
"Admin Affirm"	You are not the administrator of the system and you cannot access Menu page.
"Invalid ID"	For 1:1 verification, User ID entered does not match the face or password.

Face Verification

1:N – 1:N verification does not require any input of your user ID. Stand in front of the Face ID 3 until you can see the reflection of your face on the panel and look at the cameras. The Face ID 3 takes a second to verify your face.

1:1 – 1:1 requires input of User ID before the Face ID 3 reads and verifies. Press 1:1/1:N > Input ID on the screen > Press face icon > the Face ID 3 reads and verifies. Some precautions have to be taken to get a good read everytime.

- Stand firm, do not move your head
- Do not cover your face
- Stay calm, do not make extreme facial expressions like sticking your tongue out or cringing your face
- Do not stand too close or too far from the Face ID 3.

Adding User Information

User information can be added into the Face ID 3 through two ways. One is through the terminal and another is through the software. To add/change user information via the Face ID 3, press Menu > User > Select User ID > Edit/Add > Save. To search for users by name, click on the alphabets at the bottom of the screen.

Field	What can you do?
USER ID	Edit user ID based on your company's employee numbering system. Maximum length of user ID is 9 digit
NAME	Edit/Add name of in this field. Maximum number of characters is 24
FACE	Delete/Add Face
CARD	Delete/Add Card
PASSWORD	Delete/Add Password
PRIVILEGE	Change privilege of users
USER ACCESS	Change Verify Type, Time Zone of the users

It is recommended that the updating of user information be done through the software. After the information is updated, sync the software and the Face ID 3 to display the information.

Deleting User

Only an administrator can perform user deletion at the Face ID 3. To delete certain user(s), press Menu > User > Select User ID to delete > Press Delete > Press Yes to confirm > Press Delete another time for confirmation.

Access Level/Privilege

The Face ID 3 offers four types of access level or privilege.

PRIVILEGE	USER ROLES
Normal User	Only use the terminal to verify your identity. You cannot access into the Menu and make changes on settings and system.
Enroller	You are allowed to access into the menu to enroll user only.
Administrator	You are allowed to access into the menu to enroll users only and edit simple settings and system excluding access options and advanced options.
Supervisor	You are allowed to access into the menu to enroll users and edit settings and system.

5 • SYSTEM

General Settings

ADJUSTING DATE/TIME

The Face ID 3 is a terminal that records time attendance and door access activities of employees. Precision in time and date cannot be compromised for the system to work efficiently. Adjust Date/Time according to your time zone. Press Menu > Date/Time > Select Value > Save

DATE FORMAT

Date format can differ based on countries for example in Malaysia, date-month-year format is used while in America the month comes first. Choose your date format according to your preference. The default format is dd-mm-yy. Press Menu > Date/Time > Select Format > Save

SOUND OF KEYBOARD

The Face ID 3 emits a sound when you press any of its buttons. To turn on/off the keypad sound: Press Menu > System > General > Keyboard beep > On/Off > Save

VOICE

The Face ID 3 has certain voice commands to guide user, during enrollment and to notify users during verification. Press Menu > System > General > Voice > On/Off > Save

VOLUME (LOW/MID/HIGH)

Voice Control lets you control the level of volume emitted by Face ID 3. The default volume of the Face ID 3 is Mid. To sustain the performance of speaker in Face ID 3, it's recommended to stay at Mid. To adjust the volume, press Menu > System > General > Volume > Low/Mid/High > Save

Display Settings

Customize the Face ID 3 display to your preference and requirements.

SYSTEM LANGUAGE

The Face ID 3 offers various languages to match your local requirements. Maximum of 3 language packs are available in the Face ID 3 and it's set according to your request during purchase. The default language is English. Press Menu > System > Display > Language > Choose your language > Save

VIEW TOOLBAR



You can choose to either to hide or display the toolbar on the screen.

Always Display: The toolbar will always be displayed at the side of the screen.

Auto Hide: The toolbar is hidden and will reappear when you touch the soft touch panel. Menu > System > Display > Toolbar > Choose your style > Save

SLEEP TIME

Sleep time is a period before the Face ID 3 goes into sleep mode. This setting is available as a power saving feature of Face ID 3. The time range is from 0-999 seconds. Menu > System > Display > Sleep Time > Determine your time > Save

NUMBER OF TRIES

You can set the limit of the number of tries for face verification. The range is from 1-9. If a user's number of try exceeds the limit, the Face ID 3 could trigger the alarm system to alert security that somebody is meddling with the terminal. Menu > System > Access Control parameters > Failure alarm threshold > Determine the Level > Save

Face Settings

SETTING THRESHOLD

Threshold is a level of infrared scanner's sensitivity. Threshold determines how many percent of your face is being read by the system. The higher the threshold level, the more percentage is being read, the more restricted the system. Configure the threshold for 1:1 and 1:N methods.

For 1:1, the range is from 0-99 and the recommended value is 70.

For 1:N, the range is from 0-99 and the recommended value is 80.

Menu > System > Face > 1:1 Threshold/1:N Threshold > Input your value > Save

CAMERA EXPOSURE

You can adjust the light exposure level of infrared cameras in the Face ID 3. Improper value to the settings could affect the performance of the camera. The recommended value is 320. Menu > System > Face > Exposure > Input your value > Save

ADJUSTING IMAGE QUALITY

To determine the quality of face images captured by the Face ID 3 cameras during enrollment and verification, you can adjust the quality - the recommended value is 80. Press Menu > System > Face > Quality > Input your value > Save

Log Settings

Every time the Face ID 3 is being used, transaction logs are kept in the memory. These settings are for the Face ID 3 to regulate housekeeping of logs.

LOG ALERT

When log storage is at a certain level, users/administrator need to be alerted to avoid underperformance of the terminal. The recommended value is 99. Menu > System icon > Log Settings > Log Alert > Input your value > Save

Update

FingerTec offers updates of the Face ID 3 regularly. Always consult your local reseller before you update the firmware of the terminal or alternatively you can contact us at support@fingertec.com

System Information

This option allows installers to check the information of the terminal including storage, firmware, algorithm, etc. To retrieve the Face ID 3's System Information. Press Menu > Sys Info > Record/Device



RECORD

Shows free storage and used storage of the Face ID 3 detailing user count, admin count and password user. It also displays other information such as face templates, logs templates that have been used and are available.



DEVICE

A tap on device displays the Name, Serial Number of Face ID 3, MAC Address, Face algorithm, Firmware version, Manufacturer and Manufactured date and time.

6 • DATA

Every time an enrollment is performed or verification is done, a transaction log is stored inside the Face ID 3. The data contains Terminal ID, date, time, user ID and transaction activities. For example, 01050210090000000000010000:

Description	Code
Terminal ID	01
Date (ddmmyy)	050210
Time (hhmm)	0900
User ID	000000001
Transaction Code	00
Terminal Activity	00

These logs need to be managed to maintain the effectiveness of the terminal. It is recommended to do the housekeeping of data from the software but there are 5 functions available in Data icon to enable you to manage your data in Face ID 3.

Deleting Transaction Logs

Please make sure that you are certain when you want to do this operation. The logs that are stored inside the Face ID 3 are the ones that have not been downloaded into software. Deleting the logs means that no backup data available.

If you are not using software but a 3rd party software, make sure that you have already downloaded the transactions before you proceed to delete.

Menu > Data Management > Delete Transactions > Confirmation is required (Yes/No)

Deleting All Data

This function allows you to delete all attendance data and user information in the terminal. Make sure that all user information has been backed up in software before performing this task. Menu > Data Management > Delete All Data > Confirmation is required (Yes/No)

MANAGING USER PRIVILEGE

There are 2 administrator privileges in the Face ID 3, administrator and supervisor. You can delete the administrator and supervisor privilege but without an administrator, normal users can access the menu easily and interrupt the settings. Menu > Data > Delete Administrator > Confirmation is required (Yes/No)

RESETTING TO FACTORY SETTINGS

There are some instances, which require you to restore the Face ID 3 to original factory settings. Upon completion of this task, the Face ID 3 will no longer keep your settings in all functions. Please redo all the settings to suit to your company's requirements.

Menu > Data > Restore to Factory Settings > Confirmation is required (Yes/No)

DELETE RECORDS

In the event you will not be using the software to download records nor you do not need the transaction records, you may delete the records manually. This is to avoid the records from exceeding the storage limit of the Face ID 3. Besides that, you will also need to delete the records if you are using a USB flash disk to download transaction records from the Face ID 3.

To delete the records: Press Menu > Data > Delete Transaction > OK to confirm.

7 • USB

Understanding the Need for USB Flash Disk

Communication between the Face ID 3 and a PC is very important to upload and download transaction data for time attendance and door access reports. The Face ID 3 offers a few communication options such as LAN and serial cable connections but sometimes there are scenarios that require USB (Universal Serial Bus) connectivity. USB can connect Face ID 3 with a computer for download and upload of user information and transaction logs.

Type of USB

There are various types of USB flashdisks available in the market. The Face ID 3 can only work with USB flash disks that supports minimum Linux Kernel 2.4.x, works fine with Imation, Transcend and Pen Drive (minimum support Linux Kernel 2.4.x) To determine the type of USB compatible by FingerTec terminal, please refer to this link at http://www.fingertec.com/newsletter/HL_74.html

Downloading Attendance Logs

To download attendance logs from the Face ID 3 to the computer: Menu > USB > Download Transactions. After the download process is complete, eject USB flask disk from the Face ID 3 and connect it to your PC that has been installed with the Software. Upload the data from the USB into the software for further processing.

Downloading User Data

Enrollment of user must be done at the Face ID 3 and during enrollment user data such as name and user ID are inputted. To sync the data in the Face ID 3 and computer: Menu > USB > Download User

Uploading User Data from USB to Terminal

While an administrator can input user data into the Face ID 3, the rests of user information is completed in software. Get the latest updates of user information from Software to the Face ID 3 terminal using USB Flash Disk. Menu > USB > Upload User

Uploading User Photo

User photo can be included in user information in software. To get the same photos being displayed when users gets verified, upload the user photo from the software to Face ID 3. The size of each photo must be 320 x 240 resolution. To do it using USB Flash Disk: Menu > USB > Upload User photo

8 • SHORTCUT KEY

Shortcut Keys in Short

Shortcut keys give you quick access to your most used functions. A total of 6 shortcut keys are available for you to configure. They are labeled with defined names and display on side of the screen.

Configuring Shortcut Keys

Menu > System > Shortcut Definition > Tap on the key one at a time and select the function you want for the specific key > Save

Some of the functions you can configure for your shortcut keys include status key, work code, viewing of sms, settings of face, setting of fingerprint, etc.

9 • AUTO TEST

Who should do the Auto Test?

Auto Test page is to diagnose or analyze the conditions in the Face ID 3. There are several tests available in the Auto Test page and only an administrator is allowed to perform the test. Before running any tests, kindly contact your reseller for advice or you could email support@fingertec.com

Is the Screen OK?

Test Screen determines the quality and sensitivity of the Face ID 3 touch screen panel. You will see lines of different colors; click the screen to continue testing. If there's a broken line or distorted colors on the screen, kindly send your Face ID 3 for repair. Menu > Auto Test > Test Screen

Checking the Voice Message

Test Voice determines the quality of the Face ID 3's audio. Every click on the screen will emit different voice message. If you find any distorted sound in any of the voice message or instruction, kindly send your Face ID 3 for checking. Menu > Auto Test > Test Voice

Checking the Infrared Camera

To know the condition of the infrared face scanner, you need to run face test. The Face ID 3 will display 2 images of your face: color display and infrared. Make sure both cameras capture and show your face image. Look at the infrared camera capture image, make sure it is a square in the middle of the screen; you have to look into the camera. If you can see your image in the square, the camera is working fine. Check the quality status bar to adjust to the best capture image. Otherwise, kindly send your Face ID 3 for checking. Menu > Auto Test > Test Face

Is the Time Accurate?

Time is an essence in the Face ID 3 and it can't be compromised. The Test Time will display date, time, 0 (s): 0 (ms). Tap the screen to start the test. The 0 (s): 0 (ms) will start to run and every 10ms change the second to 1. If it doesn't run well, kindly send your Face ID 3 for checking. Menu > Auto Test > Test Time

10 • CALIBRATION

Calibrating Screen Sensitivity to Default Level

Menu > Auto Test > Calibration

The screen will display five dots, one at a time in all corners of the screen and one at the center. You need to touch the center of the dot for the system to calibrate the screen automatically. When the process is done, the screen will return to the main menu.

Definition of Schedule Bell

Schedule bell is a function to alert employees or users at a certain time based on your company's scheduling and preference. For example, a group of employee's lunch time is at 10:30a.m while the other group is at 2:00p.m. the Face ID 3 offers up to 15 schedules you can define.

Menu > Date/Time > Bell > Choose the options that you want to change and change the value accordingly > Save

Inserting Day and Time to Trigger Schedule Bell

The screen displays 00:00 as default time. A tap on the selected bell will bring you to another setting page. Input the day/time you want the bell to ring, day. The time format is 24:00 hours.

Determining the Ring Type of Schedule Bell

The Face ID 3 offers various type of ringtones to choose from. A tap on the ringtone will change the sound of the bell. Select the one you prefer.

Adjusting Volume of the Bell

Where you want it loud or not, it's up to you. The Face ID 3 offers low/mid/high volume, and the default is Mid. A tap on the Volume will lead you to select low/mid/high volume. Select your volume to determine the level of volume you desire.

Repetition

How many times do you want the bell to ring? A tap on the value will prompt the keypad. Input the numbers and the bell will ring according to your settings.

State

You can enable or disable the schedule bell with a tap on Enable/Disable bar.

12 • ACCESS

Most Commonly Used Access Features

The Face ID 3 can be connected to door access accessories like electromagnetic lock and doorbolt to control access to doors. FingerTec provides all kinds of door-lock accessories which can be viewed at accessory.fingertec.com. Under Access Control Parameter In Access icon, you can configure 4 most common used function, which are explained below. To access to Access Control Parameter: Menu > System > Access Control Settings > Access Control Parameter

HOW LONG IT TAKES BEFORE THE DOOR LOCKS AGAIN (Lock Delay)

This value is the time period for the door to lock again after it unlocks on a successful verification. The default value is 10 seconds and the range is between 1 to 10. A tap on the value will prompt a keypad. Input the value in seconds.

DELAYING DOOR SENSOR (Door Sensor Delay)

This function only works if a door sensor is available. When a door does not close for a specified time, the sensor will trigger alarm system. Specify the time of the delay. Default value is 10s, the range is 0-99 s. A tap on the value will prompt a keypad. Input the value in seconds.

CHOOSING DOOR SENSOR TYPE (Door Sensor Mode)

There are two types of door sensors available for door access which are Normally Open (NO) and Normally Close (NC). Once a door sensor is available, you have to choose the door sensor type. Default is None.

DELAYING ALARM (Alarm Delay)

This function only works when there is alarm system installed with Face ID 3. You can adjust the time before Face ID 3 triggering an alarm system if the door is not closed. A tap on the value will prompt a keypad. Input the value in seconds. The default value is 30s.

Door Access by Time Control

TIME ZONE

The period where a user is allowed access is called TIME ZONE or time period (TP). In total there are 50 time zones available in the Face ID 3. Each Time Zone has 7 time slots for Monday until Sunday. To define time zone: Press Menu > System > Access

Control Settings > Time Zone Settings > Select the Time Zone number and determine the time for each day.

Example 1

TIME ZONE	SUN	MON	TUE	WED	THU	FRI	SAT
1	0900:1800	0900:1800	0900:1800	0900:1800	0900:1800	0900:1800	0900:1800

What does Time Zone 1 mean?

Time Zone 1 consists of a constant access time for a period of one week where a user checks in at 9am and leaves at 6pm. User have no access before 9am or after 6pm.

Example 2

TIME ZONE	SUN	MON	TUE	WED	THU	FRI	SAT
2	0900:1800	0900:1800	0900:1800	0900:1800	0900:1800	0900:1800	0900:1800

What does Time Zone 2 mean?

Time Zone 2 is showing variation in access schedule from 2pm-6pm from Mondays to Fridays and users are not allowed any access on the weekends

GROUPING

When a group of users are having an almost similar time zone assignment, they can be grouped together. For example, Time Zone 2 and Time Zone 3 are suitable for one group where users in this group checks in at 8:00 until 12:00 has a break time from 12:00 to 14:00 , continue from 14:00 to 18:00, and no one is allowed access during weekends.

Therefore, these users will be in Group Time Zone 1. The table below illustrates the Group Time Zone concept.

TIME ZONE	SUN	MON	TUE	WED	THU	FRI	SAT
2	0000:2359	1400:1800	1400:1800	1400:1800	1400:1800	1400:1800	0000:2359

There are a total of 5 Group Time Zones available in the system. The system default is Group 1 and Time Zone 1. Therefore, the newly enrolled users automatically will be in an unlocking status. If those users are not included in the grouping combination setting, they are given permission to record attendance but they can't unlock any door. To define Group Time Zone: Press Menu > System > Access Control Settings > Group Settings > Tab a Group to edit or Add to add a new group.

There are a total of 5 Group Time Zone offered and each Group Time Zone accepts only 3 time zones.

ACCESS COMBINATION

Access Combination is when you combine different user's verification in order to gain access. The system offers 10 different Access Combos and each combination applies to 3 Group Time Zones:

ACCESS COMBO	GROUP TIME ZONE	
1	1	TP1: 0900 – 13:00
	2	TP2: 1000 – 1500
	3	TP3: 1300 - 1400

To use the Access Combo, users from all the three time zones must be present for verification and the time period of the three groups must be valid in order to gain access. As shown in these time zones, 13:00 is the overlapping time where all of them can gain access.

To configure Access Combo: press Menu > System > Access Control Settings > Unlock Combination Settings > Select the combination you want for example Comb1 > OK > input the number, in this case 123 to represent GRP TP1, GRP TP2, GRP TP3 > OK

Each access combination supports maximum 5 time zones.

HOLIDAY SETTINGS

You can set date range of holiday into the Face ID 3, then to adjust the allowed access time. Set the time zone of access time, then press Menu > System > Access Control Settings > Holiday Settings > Add > Set the parameters as below:

- Code – Reference number of the holiday, range from 1 to 24
- Start date – When holiday starts
- End date – When the holiday ends
- Time Zone – time zone for access

Individual Access Option

BY TIME

After a user has been enrolled, you can configure his/her access option settings. Press Menu > User > Select User > User Access > Determine the below settings:

VerType – To assign verify method for particular users (see details in Different Verification method)

Use group time zone – Yes to follow default group time zone (check by Menu > User > Select User > Group No). No to define new time zone by following time zone 1, 2 and 3.

- Time Zone 1 – Tap to prompt the keypad to insert the desired time zone
- Time Zone 2 – Tap to prompt the keypad to insert the desired time zone
- Time Zone 3 – Tap to prompt the keypad to insert the desired time zone

13 • TROUBLESHOOTING

“UNABLE TO CONNECT” APPEARS

When this message appears, it means that the settings for the Face ID 3 and the computer are not properly done. Find out which method you are using to connect. The Face ID 3 offers LAN, RS232, RS485 and USB communication methods. Refer to Chapter 3 to further understand the topic.

“ADMIN AFFIRM” APPEARS

You are not the administrator of this Face ID 3 terminal. Only an authorized administrator of the system is allowed to access the Menu. Any attempt from a normal user to access the Menu will prompt “Admin Affirm” message on the screen. In case the administrator has resigned from the company, kindly contact your FingerTec authorized reseller to access the terminal.

THE TERMINAL DOESN'T READ YOUR FACE

Have you stood properly without making any facial expressions? Your position from the camera must be at a proper distance from the camera. If you see your reflection at the camera, you are in the right position. Now, were you making facial expression during verification? Stay calm and look at the camera, and please do not cover your face with anything. Have you tested the camera of the Face ID 3? The camera might not be working properly. Test your camera's performance. Refer to Chapter 9 to Test the Face Camera.

THE LED IS BLINKING ALL THE TIME

You have nothing to worry about unless the blinking light is red. The green blinking light is indicating that the terminal is under the standby mode. Red blinking light may signal a problem in the Face ID 3. Contact your reseller for consultation.

RFID CARD DOESN'T RESPOND

Two possibilities for this problem:

Have you registered the card to the terminal? The card must be registered to the Face ID 3 before the terminal could read the information in the card. Refer to chapter 4 User for card enrollment.

Have you assigned the user ID to the verification group that supports RFID card? Without setting the terminal that you are under a group that supports RFID card, the Face ID 3 wouldn't read your card.

NO SOUND

Two possible causes for this problem:

The Face ID 3 voice mode is silent. Perhaps someone has turned off the voice in your Face ID 3 or reduced its volume to 0%. Refer to Chapter 5 System under Voice to rectify.

Speaker is damaged. Once you have rectified the voice mode and the problem persists, proceed to test the voice. Refer to Chapter 9 to do the test. If no voice is emitted, contact your local reseller for support.

