Hamster Air™ User Guide

Hamster Air™ is **different** from other SecuGen fingerprint readers

Contactless

Contact

With Hamster Air, there is no contact with the sensor.
We've provided these guidelines to help you get the best results.

Before first use

Plastic film

1. Remove plastic film

2. Pull up on red tab

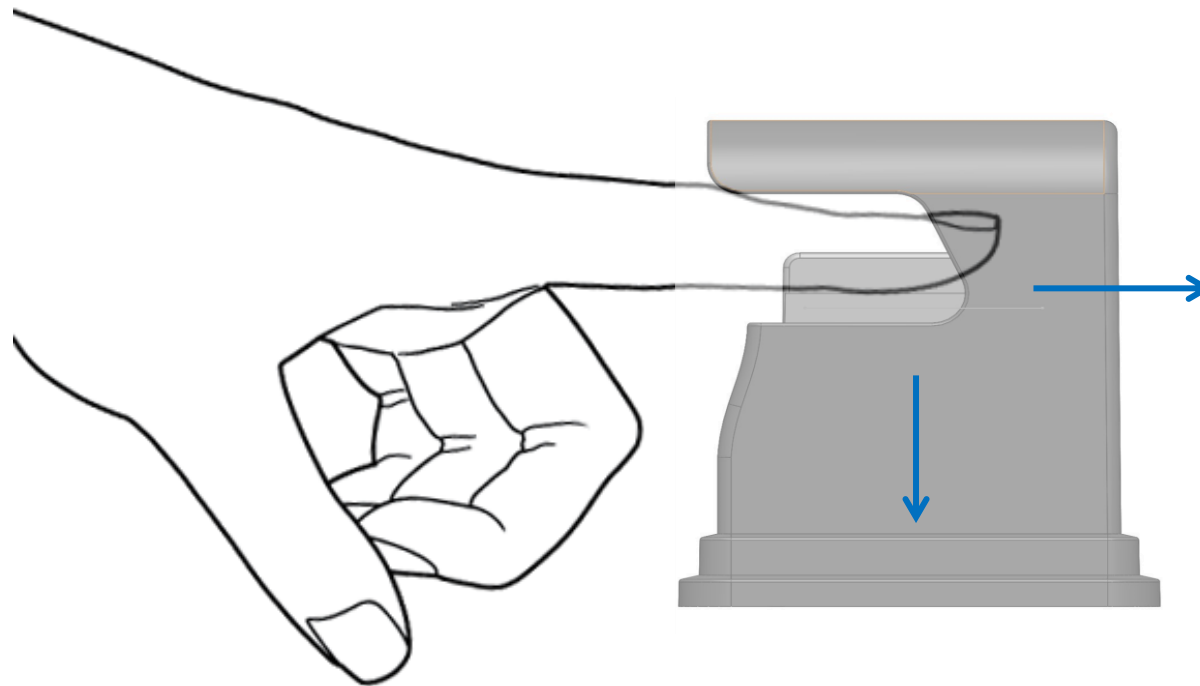3. Discard

3

How to use

1. Place your finger straight into the center of the reader

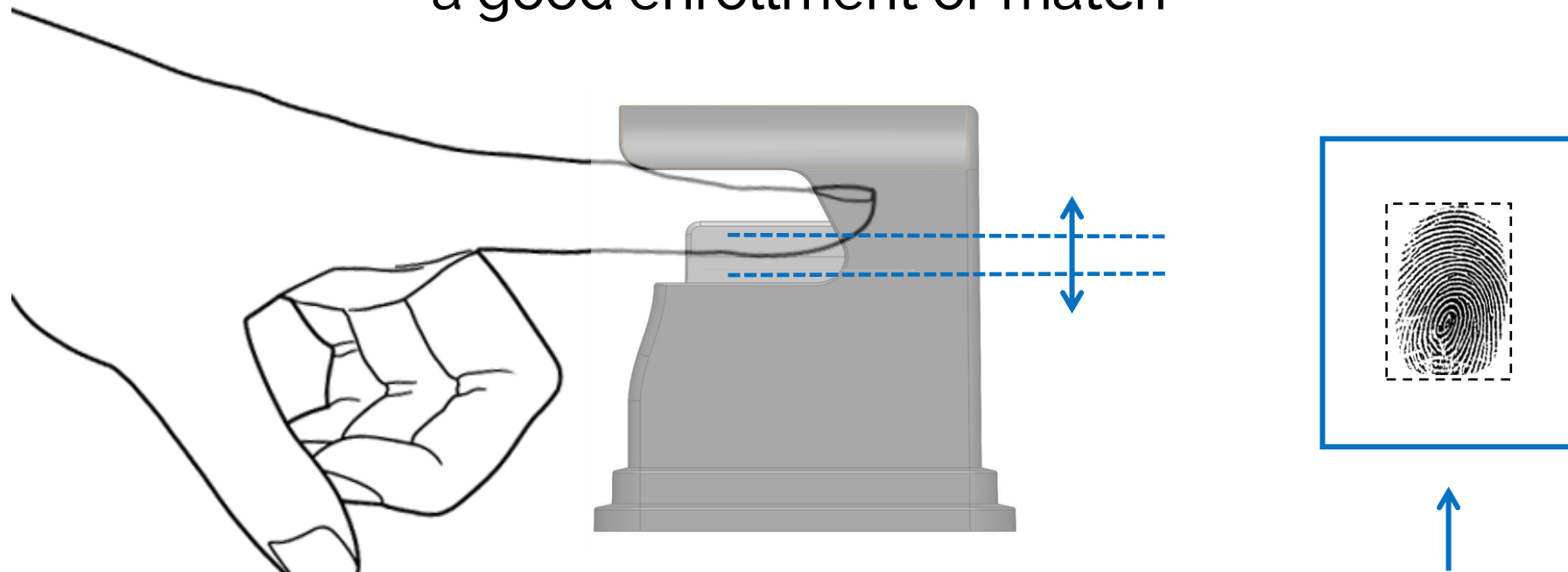Keep your finger flat and pointing straight
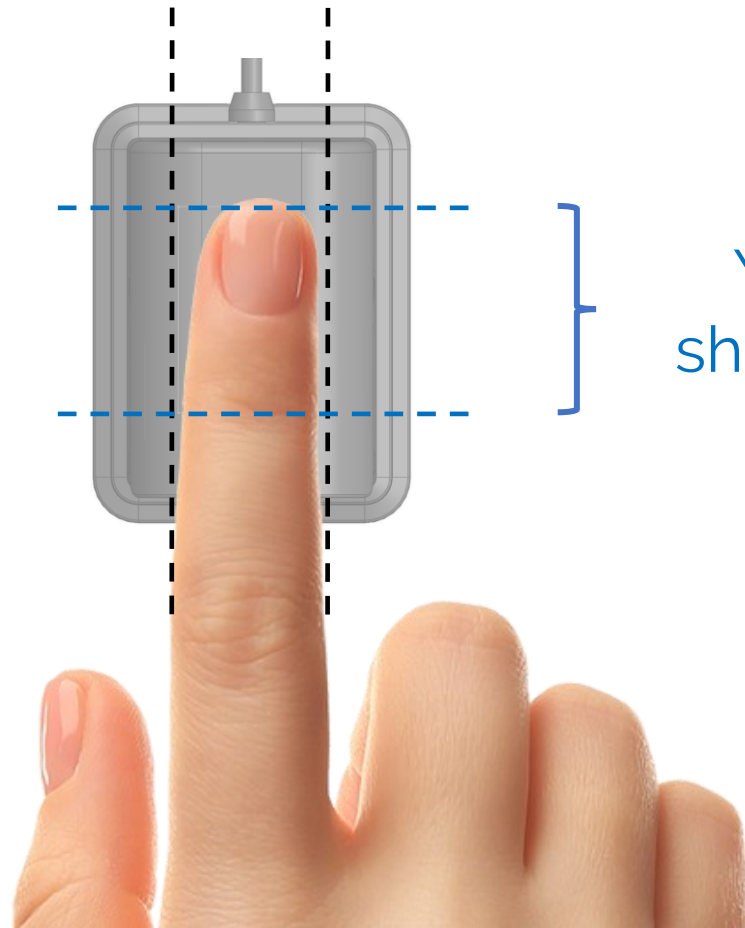
Your fingerprint should face down

2. Slightly raise or lower your finger until you get a good enrollment or match

If your app shows your fingerprint, try to get a clear image in focus

3. Make sure your finger is in the center of the reader

Your whole fingertip
should also be centered

If your app shows your fingerprint,
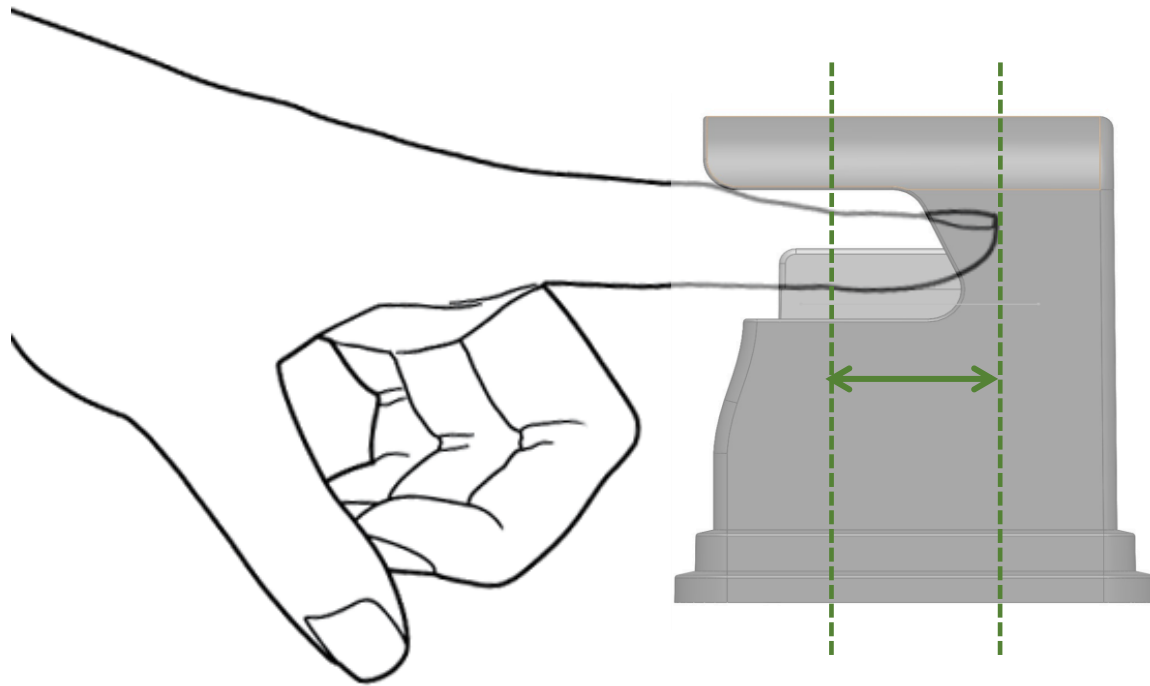use it to help you find the center

4. The LED light will turn on when scanning. Keep your finger steady.

Tips for better scanning

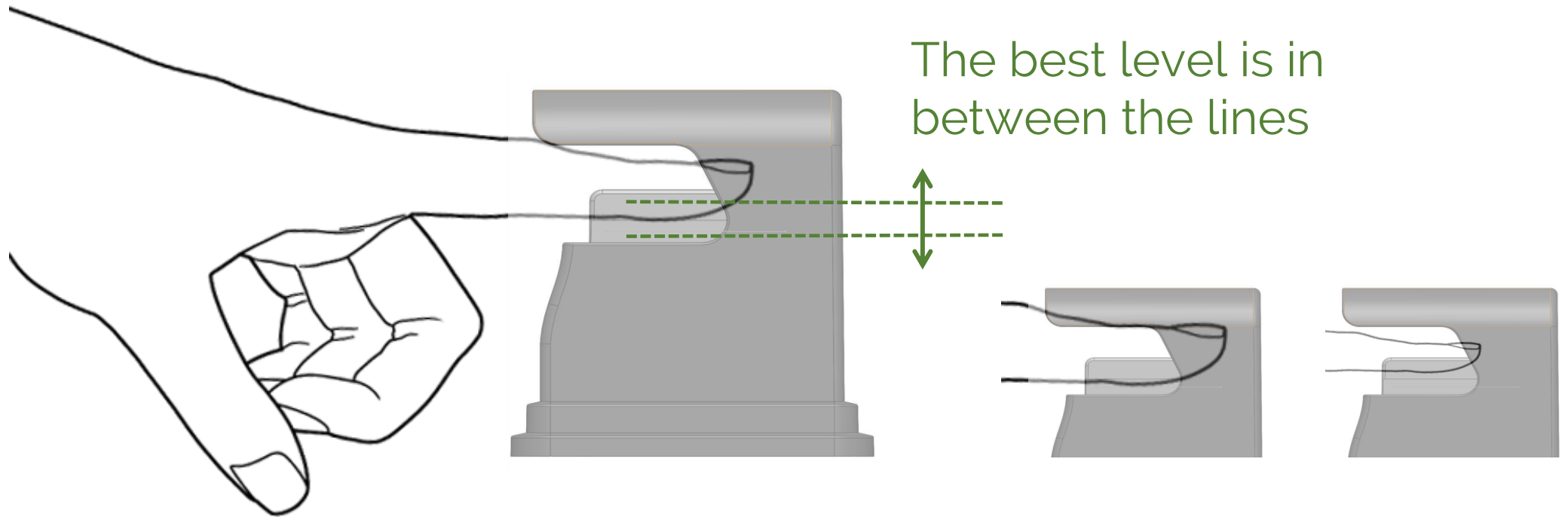✓ Make sure your whole fingertip is in the center of the reader

The whole fingertip starts from the first joint and continues to the end of the finger

It contains the fingerprint core, which is used for enrolling and matching

Tips for better scanning

✓ Keep your finger flat within the range shown below

The best level is in between the lines

This helps you scan a good quality fingerprint – even for large or small fingers

Tips for better scanning

✓ Center your fingerprint in the app window (if available)

YES

This helps you scan the most important part of your fingerprint

Tips for better scanning

- When scanning to <u>enroll</u>, lower your finger until you get a large, clear fingerprint. If multiple scans are required, repeat scanning at slightly different heights.

- When scanning to <u>match</u>, slightly raise or lower your finger until a match is complete.

- If your fingerprint looks out of focus or incomplete – or if you are having trouble matching, check the following examples of wrong finger placement and adjust your finger accordingly.

Examples of wrong finger placement

Tilted down or bent

Rotated left

Too low

Tilted up

Rotated right

Too high

Using Hamster Air with contact readers

Contactless

Contact

- Errors may occur when matching contactless fingerprints with fingerprints enrolled on a contact reader

- This may be caused by:
  - Differences in height of the finger held above the contactless reader
  - Unique characteristics of a finger that result in different fingerprint images on contact and contactless readers
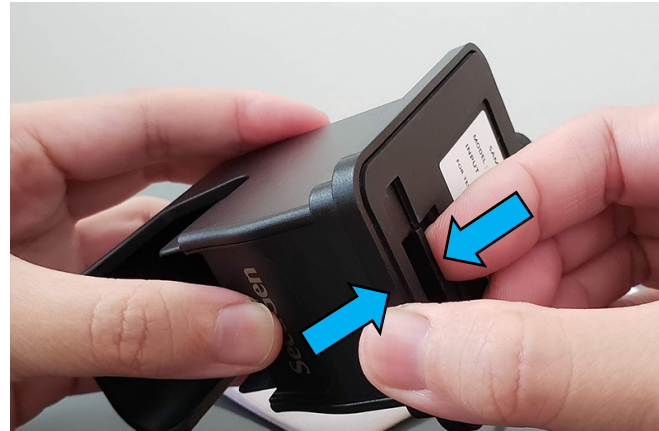
RECOMMENDED

If Hamster Air is used together with SecuGen contact readers, it is best to enroll both contactless and contact fingerprint templates for each user to improve accuracy

How to clean

1. Find tab at bottom

2. Press tab and squeeze

3. Press panel at same time

4. Slide out front panel

5. Wipe glass with cloth

6. Replace front panel

< click >

Questions or Comments?

Contact your sales representative or email us at

techsupport@secugen.com for help or

to let us know what you think about the Hamster Air