

SUPERVISOR'S COMMAND MODE STRUCTURE

SECURITY AUTH. LEVEL 5	ENROLLMENT AUTH. LEVEL 4	MANAGEMENT AUTH. LEVEL 3	SETUP AUTH. LEVEL 2	SERVICE AUTH. LEVEL 1
SET USER DATA	ADD USER	LIST USERS	SET LANGUAGE	CALIBRATE
SET TZ TABLE	ADD REMOVE USER	DATA FRM NETWORK*	SET DATE FORMAT	STATUS DISPLAY
REJECT THRESHOLD		DATA TO NETWORK*	SET TIME & DATE	NETWORK STATUS*
SET PASSWORDS			SET ADDRESS	
CLEAR MEMORY			SET ID LENGTH	
SPECIAL ENROLL			SET OUTPUT MODE	
			SET FACILITY	
			LOCK/SHUNT TIME	
			AUX OUT CONTROL	
			SET READER MODE	
			SET SERIAL	
			SET DURESS CODE	
			PRINT OPTIONS	
* MASTER UNITS ONLY			SET BEEPER	

HandKey II Users' and Supervisors' Guide



Troubleshooting Guide

Symptom	Suggested Remedy
User must often "try again."	Check score. It should average under 30. Check user hand placement. Check user and global reject threshold. Run calibration, clean platen.
User not allowed to try	Check database and time zone restrictions.
ID refused	Have another user successfully use the reader to clear lockout.
User denied at other readers on the network.	Check computer database (if used) or run "data to network" (master-remote networks), run status display and check network.
Supervisor denied access to command mode menu.	Check supervisors' authority level. Check command mode passwords.
User allowed access to command mode menu	Check user's authority level. It should be zero.