



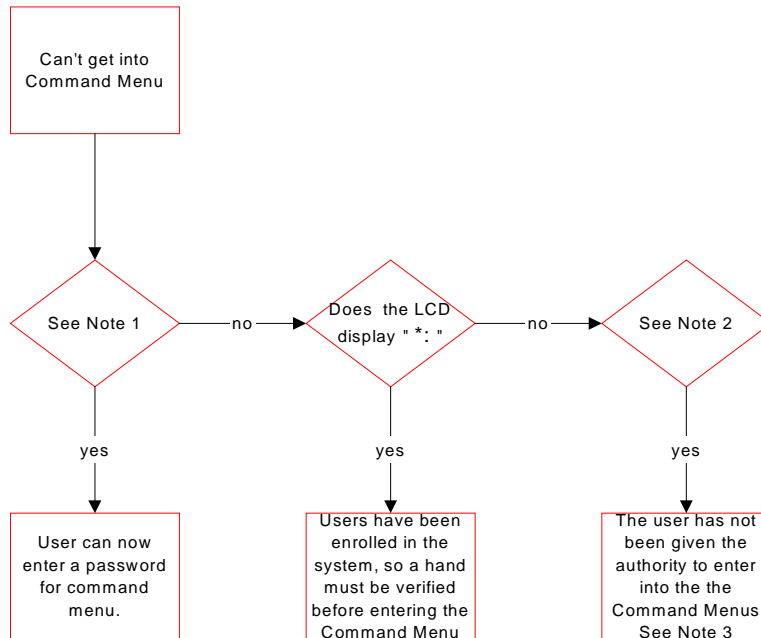
Recognition Systems®

TROUBLESHOOTING CHARTS
BETA VERSION

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Command Menu

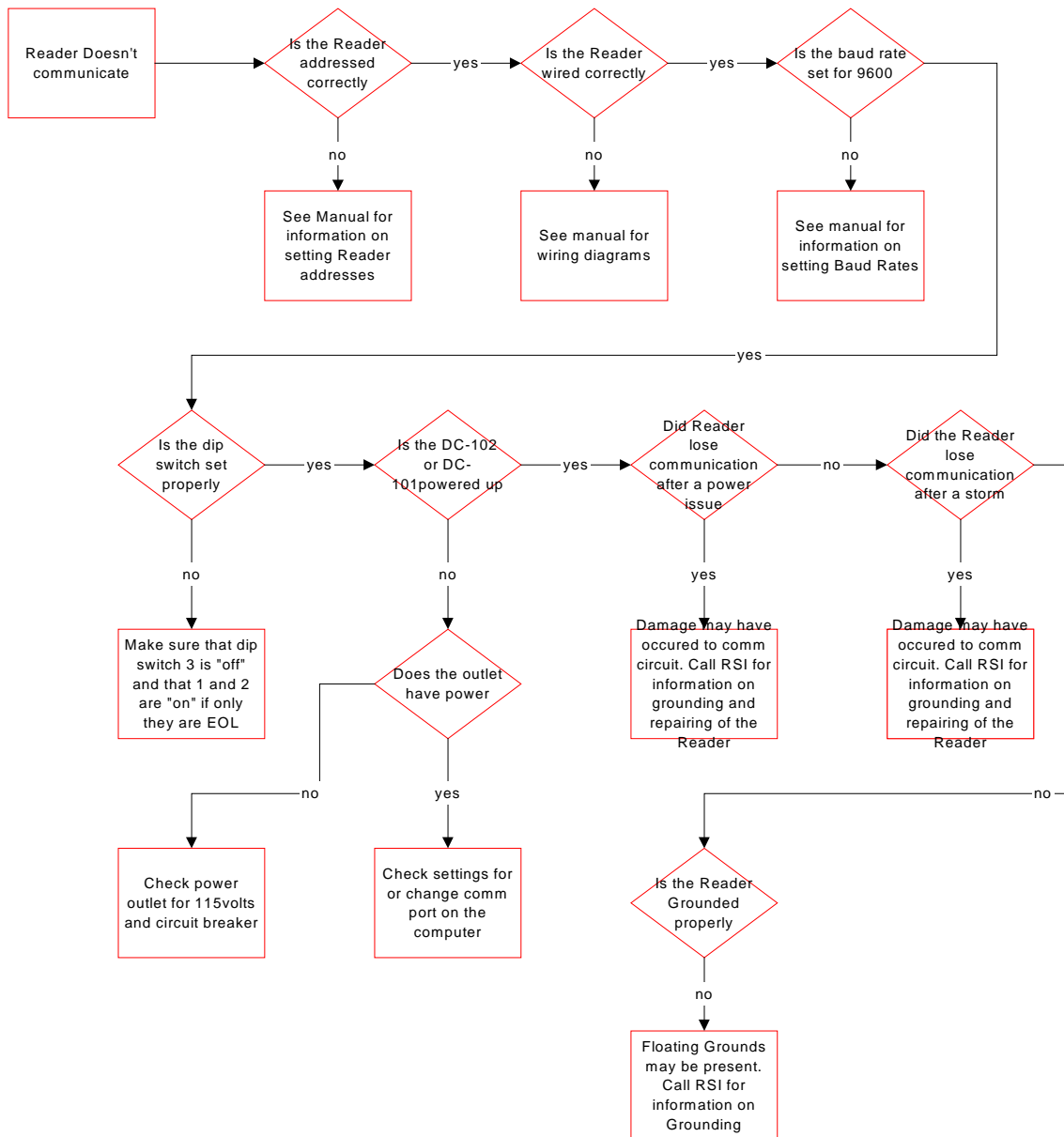


NOTES -

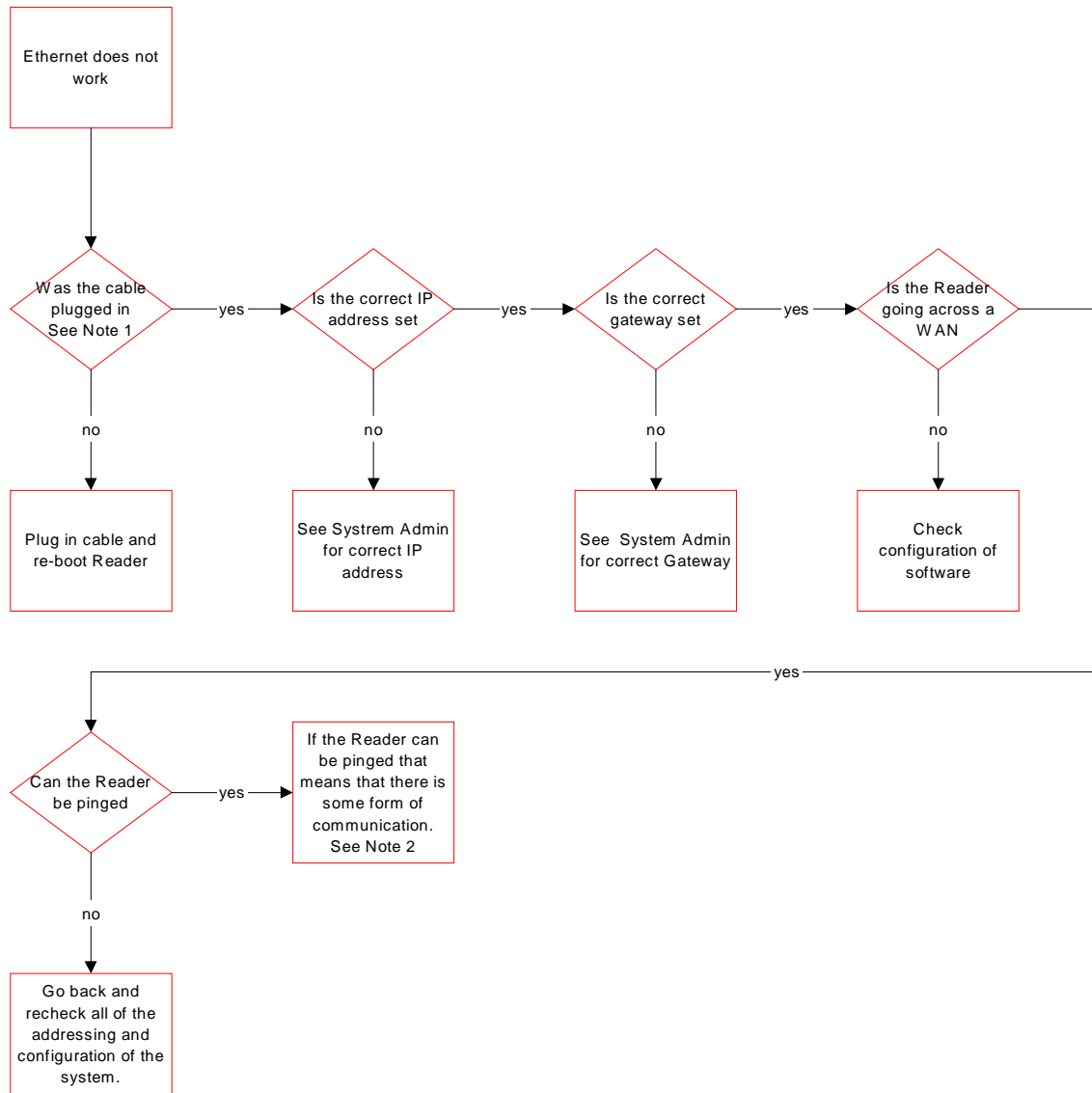
1. Press "CLEAR" and then "ENTER" to get into the Command Menu. Does the display say "ENTER PASSWORD"?
2. Does the LCD display go back to the "READY" or "ENTER ID" prompt when a hand has been verified?
3. Please see the System Administrator to see if that user ever to have the authority to enter into the Command menus before their authority status is changed.

Communications

Direct Connect or RS422



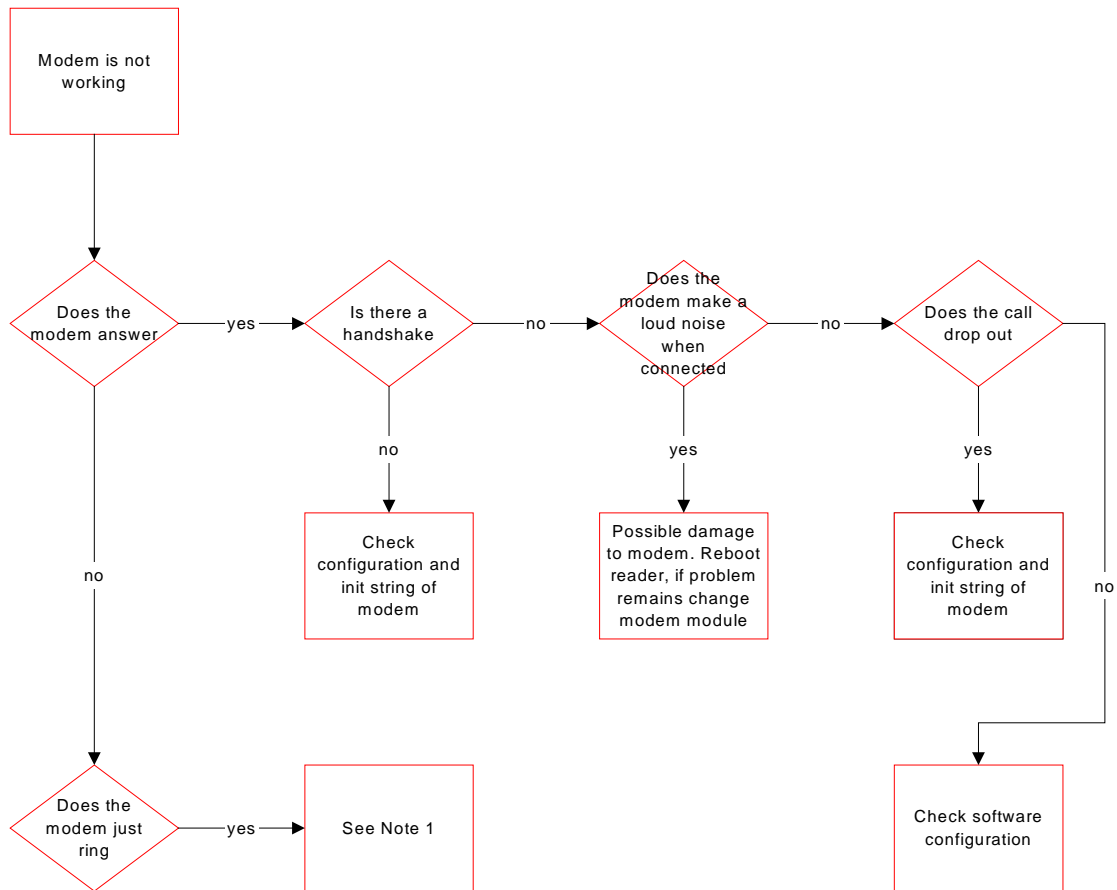
Ethernet



NOTES -

1. The cable must be plugged into the Reader upon power up, otherwise the Reader will not detect the network .
2. The installer or tech can prove that the unit works by testing the Reader in a LAN. The switches and routers have not been set up properly yet. Contact System Admin to do so. If that does not work call RSI's Customer Care Center for support.
3. When the Host bit is changed the reader can take up to 6 min to recognize the change due to the internal time. To speed this process up the Reader can be power cycled to reset the flags.

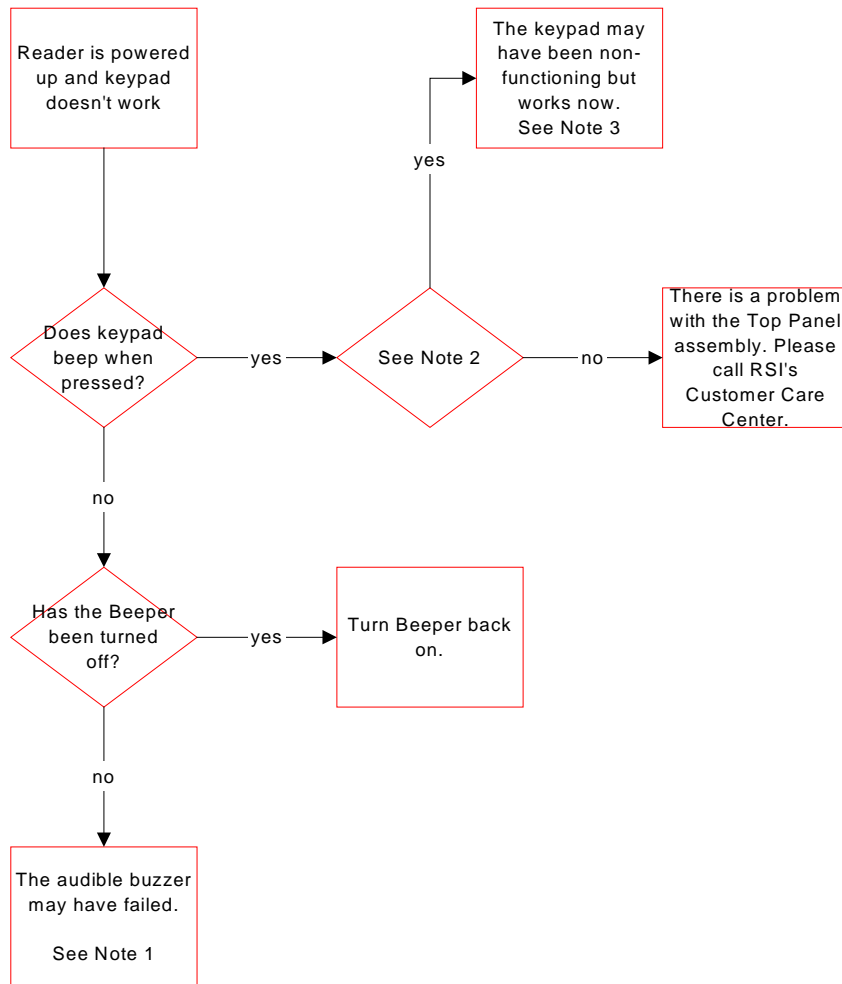
Modem



NOTES -

1. May be a timing issue with a PBX. Call RSi for specs on modem. There may also be damage to the modem reboot the Reader to reset the modem and try again.

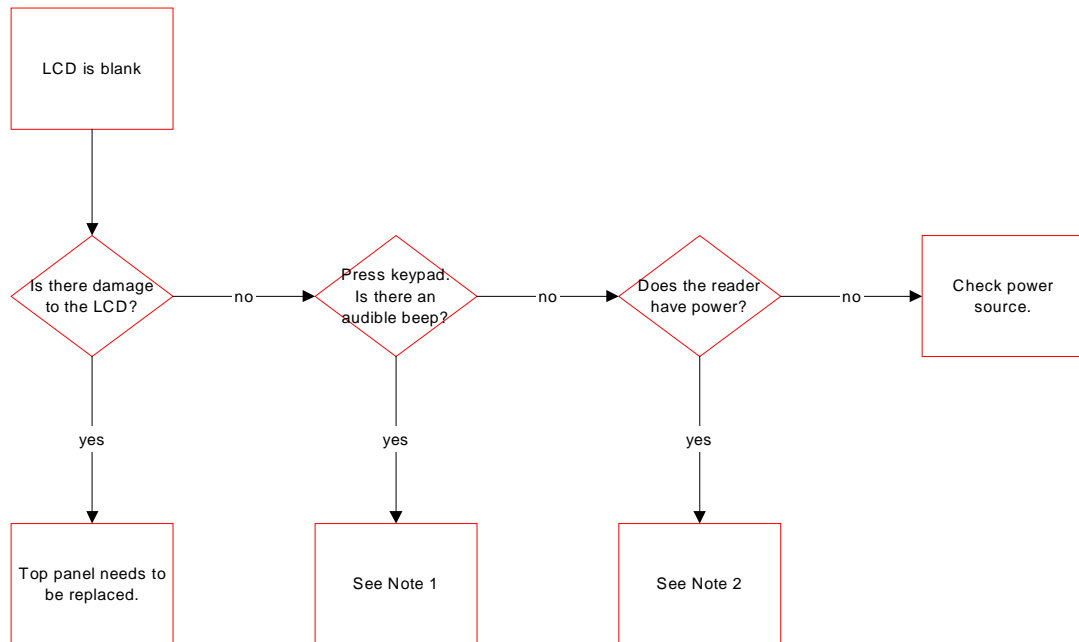
Keypad



NOTES -

1. The buzzer may have gotten moisture in it. This can happen due to the environment the reader resides in or it could have happened during the board stuffing process.
2. Does the LCD display the correct number when the keypad is pressed. If not the keypad decoder has been damaged by static or the keypad has failed on a E6 Reader.
3. Moisture or a liquid such as coffee may have been spilled onto the keypad and wasn't working for a while, but when the moisture or liquid or moisture has dried the keypad started working again. Be aware that there may be corrosion damage in the near future if this has happened.

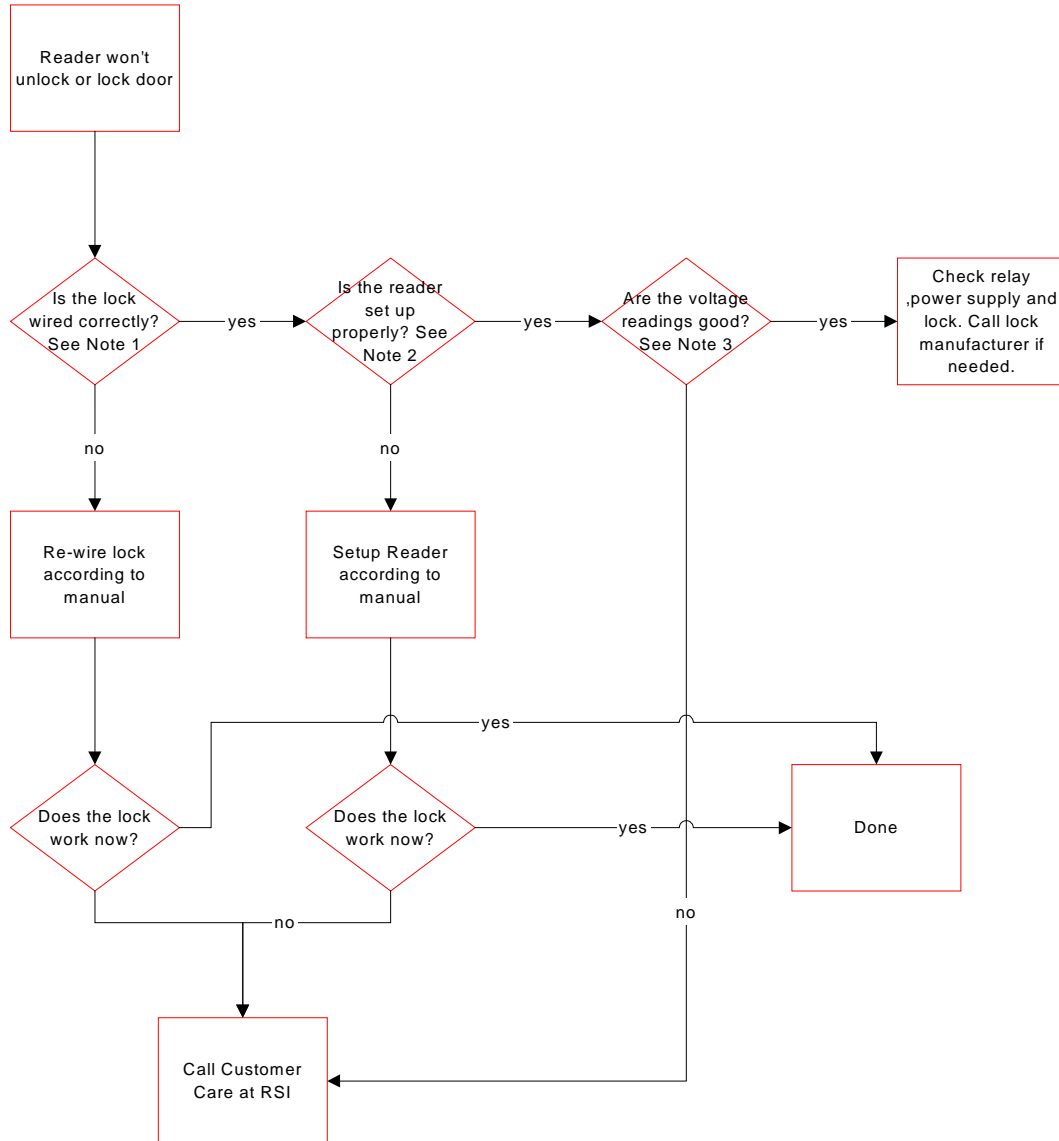
LCD



NOTES-

- (a) The main PCB may have been shorted or the Reader may have experienced a power surge.
 - (b) Check to see if the locking bar has shorted out across the LCD. This will happen when an attempt is made to shut the Reader with force, instead of releasing the lock to close the Reader.
 - (c) If the Reader has been taken apart for any reason, check to make sure that the LCD cable has been replaced and seated properly.
 - (d) The LCD or top panel PCB component may have failed.
2. Check for voltage at the outlet/source. If a power supply is used other than an RSI provided power supply or if there are multiple Readers on one power supply, is there enough voltage and/or amperage supplied to the Reader(s). See manual for power supply specs.

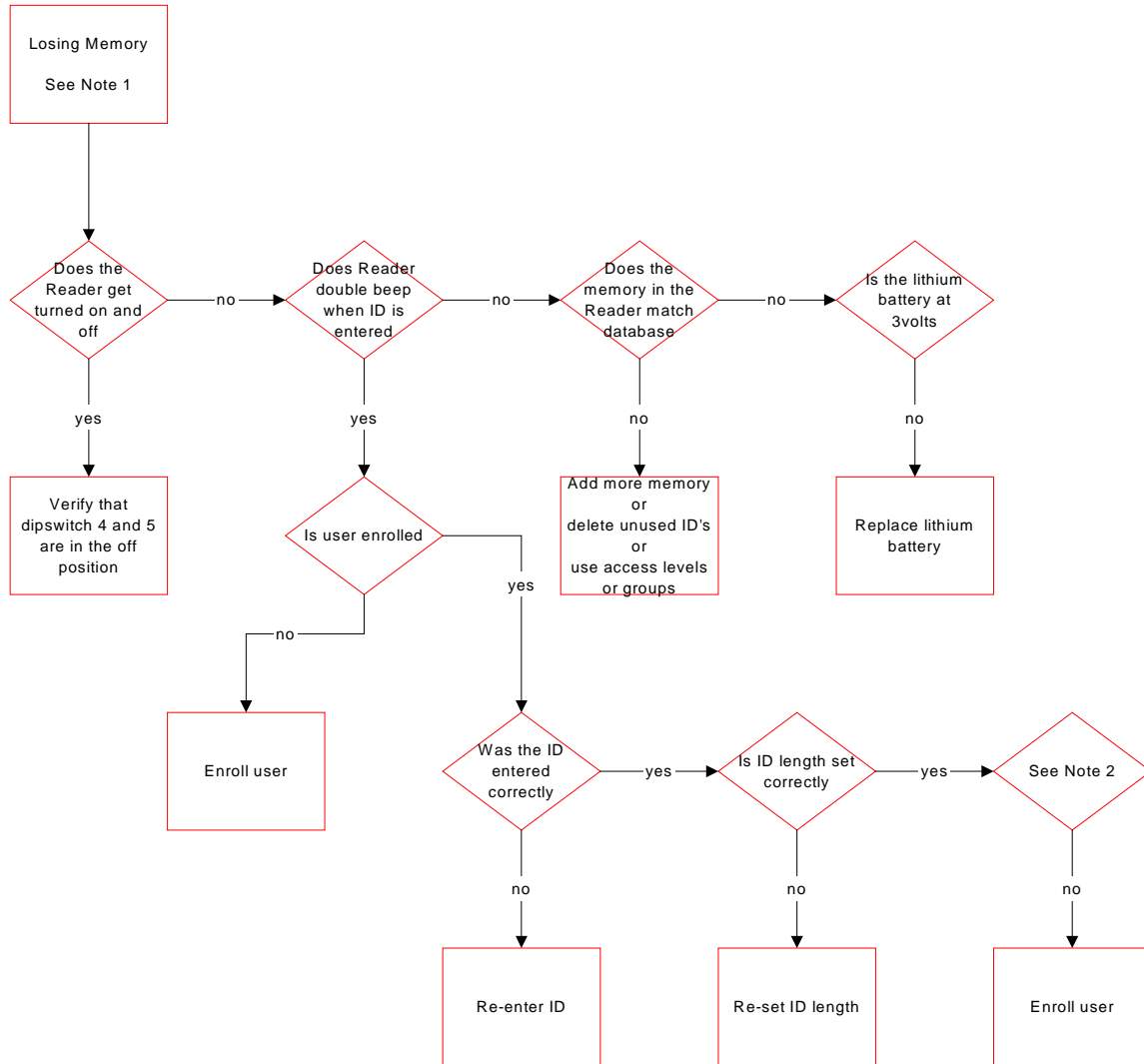
Lock Output



NOTES -

1. See manual for diagram of wiring scheme.
2. See manual for setup information.
3. Check for voltage across pins 19 and 20 the voltage should read 4.6v to 5volts. When a hand is verified the voltage across pins 19 and 20 should drop to 0volts. If neither of these conditions exist call RSI's Customer Care Center. The lock output chip has probably blown. Before re-installing a Reader check the installation for miss-wiring, the specifications of the relay and the power supply.

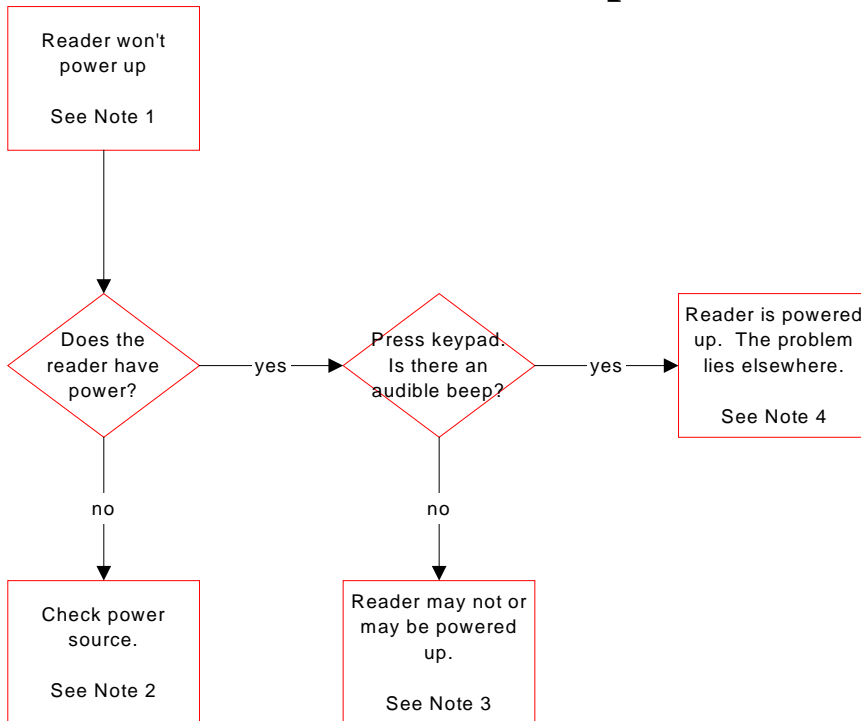
Memory



NOTES -

1. The Readers are not known to randomly lose memory. Due to a lack of education on the users part if they experience one of the symptoms above it is believed that the template is lost. If the user is not experiencing any of the above symptoms and they are still experiencing "memory Loss", disconnect the Reader from the software, and then problem should the go away. This is due to a procedural error while running the software.

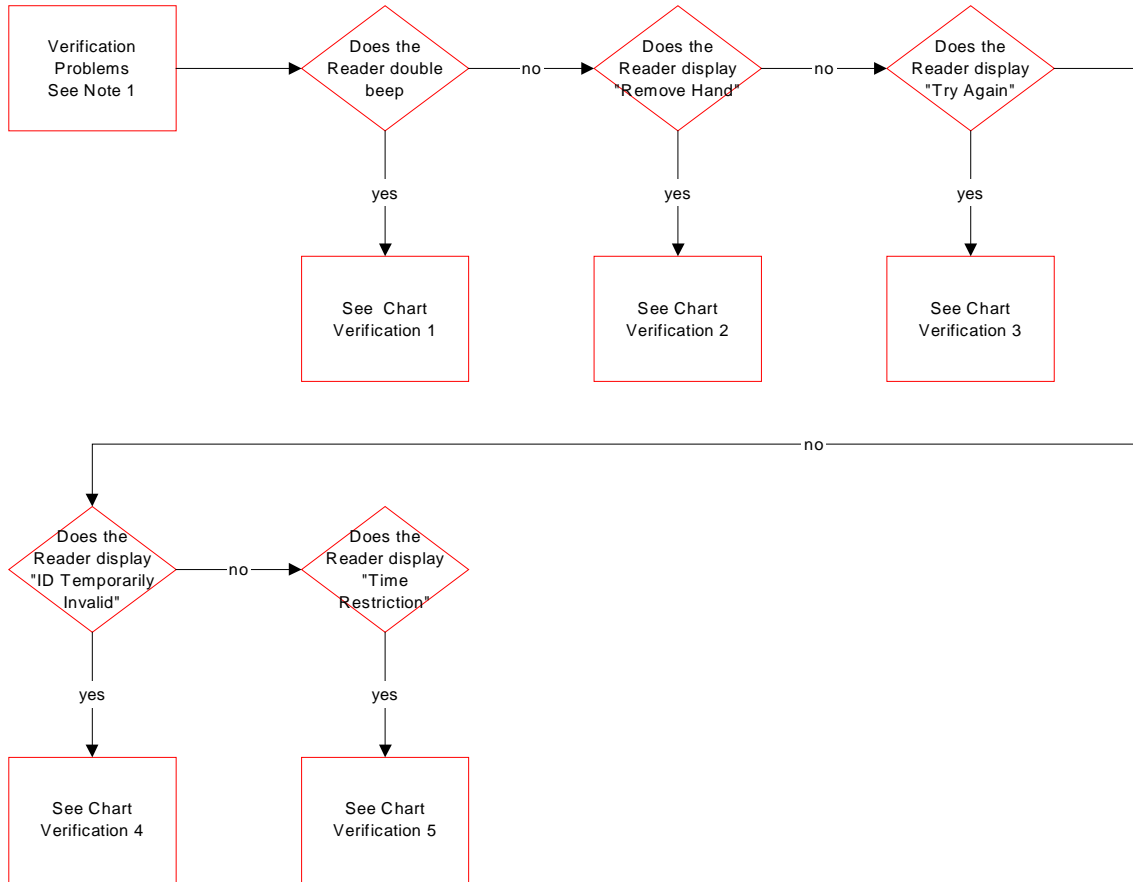
Power Up



NOTES-

1. Reader may in fact be powered up, there may be no active display.
2. Check for voltage at the outlet/source. If a power supply is used other than an RSI provided power supply or if there are multiple Readers on one power supply, is there enough voltage and/or amperage supplied to the Reader(s). See manual for power supply specs.
3.
 - (a) Check power connection.
 - (b) The main PCB may have been shorted or the Reader may have experienced a power surge.
 - (c) If the back of the Reader has been removed for any reason. Check to make sure that the inter-connect cable has been seated properly and that the cable has not been pinched between the chassis and the back plate.
 - (d) Check for corrosion on the main PCB. Corrosion can cause the main PCB to short out as well as the inter-connect cable and the top panel PCB too.
 - (e) Check to see if the locking bar has shorted out across the LCD. This will happen when an attempt is made to shut the Reader with force, instead of releasing the lock to close the Reader.
 - (f) The main or top panel PCB component may have failed.
4.
 - (a) The main PCB may have been shorted or the Reader may have experienced a power surge.
 - (b) Check to see if the locking bar has shorted out across the LCD. This will happen when an attempt is made to shut the Reader with force, instead of releasing the lock to close the Reader.
 - (c) If the Reader has been taken apart for any reason, check to make sure that the LCD cable has been replaced and seated properly.
 - (d) The LCD or top panel PCB component may have failed.

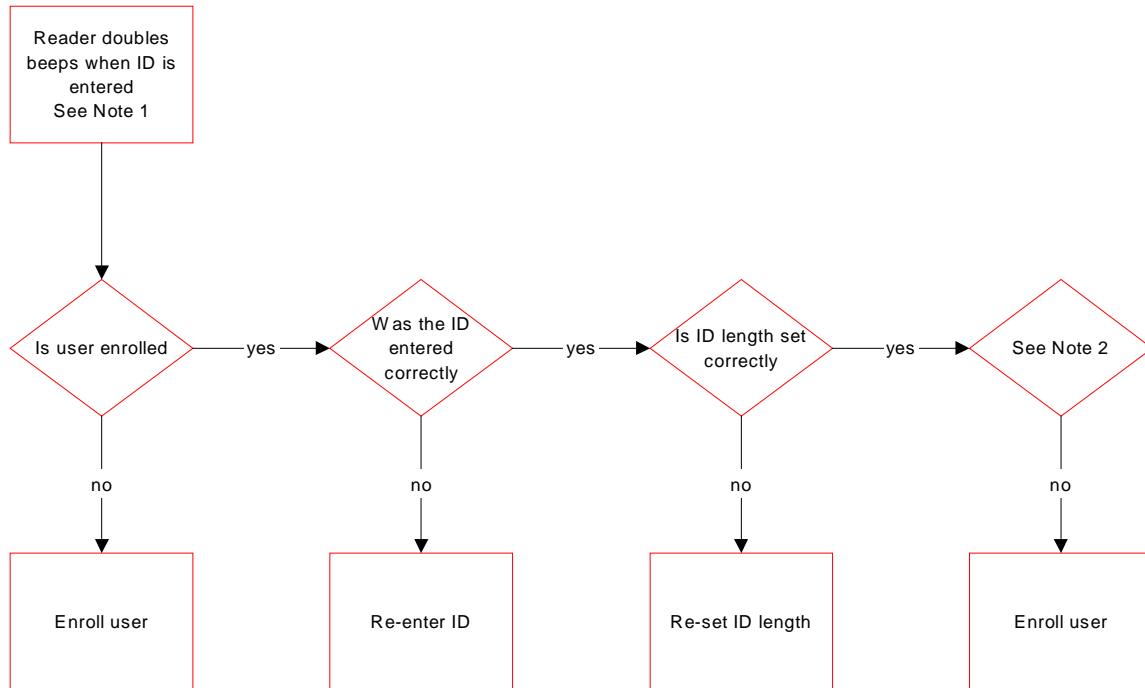
Verification



NOTES -

1. There are many different reasons for verification problems. Follow the flowchart above to the description that best matches the symptom the Reader is exhibiting.

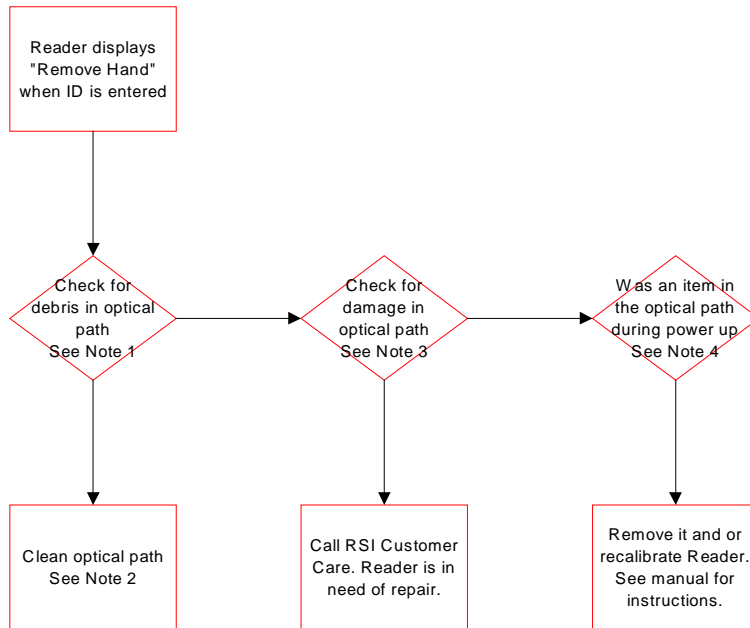
Double Beeps



NOTES -

1. This issue does not really fall under verification, but due to the frequent inquiries Recognition System receives on why a user can not place their hand, it has been placed under verification.
2. The ID is in the system but the user has not been enrolled yet or the user has been enrolled but there is communication errors in the network and the template has not made it to the Reader being used.

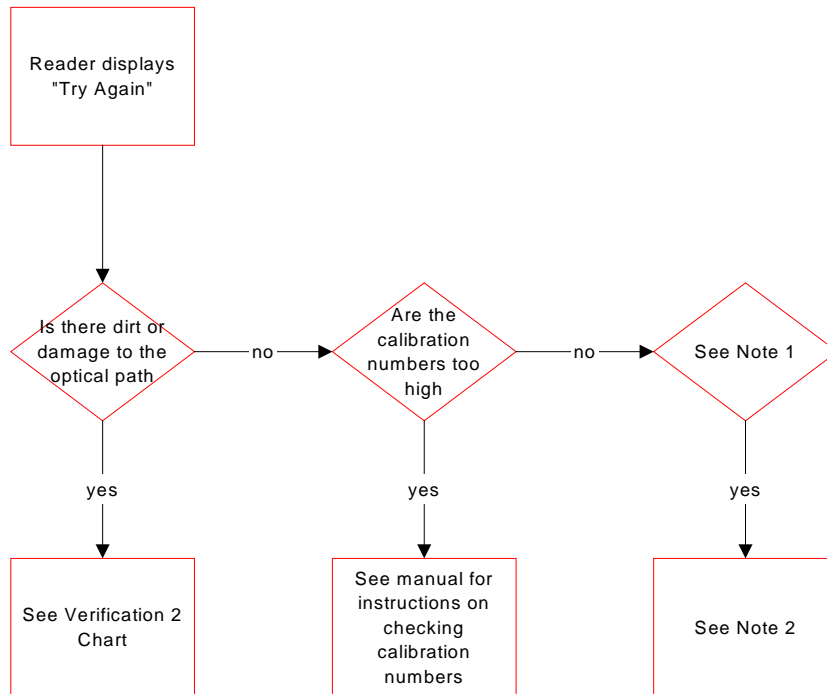
Remove Hand



NOTES -

1. Check for dirt and debris on the black window, side retro, side mirror and the platen surface.
2. To clean the optical path spray W index or another glass cleaner onto a soft cloth and wipe down the black window, side retro and the side mirror, make sure that the corners of these surfaces are clean as well. When cleaning the platen, wipe the platen from back to front making sure that the back corner (where the cal dot is) is free of dirt. Do not use a circular motion when cleaning the platen, it tends to push dirt into that back corner.
3. Check for scratches or gauges on the surface of the black window and platen. Make sure that the side retro is in place and not missing and that the side mirror has not been cracked. If the Reader has any of these symptoms please call RSI's Customer Care Center, the Reader is in need of repair.
4. If there is an object in the optical path during power up or when a Reader is being recalibrated, the Reader's camera will not function properly. The camera takes the object into account when the camera is initiated. It will be like taking a picture with the lens cap on. Remove the object and recalibrate the Reader. Sometimes the installer or the person powering up or recalibrating the Reader will not even realize that their hand or another object is in the optical path.

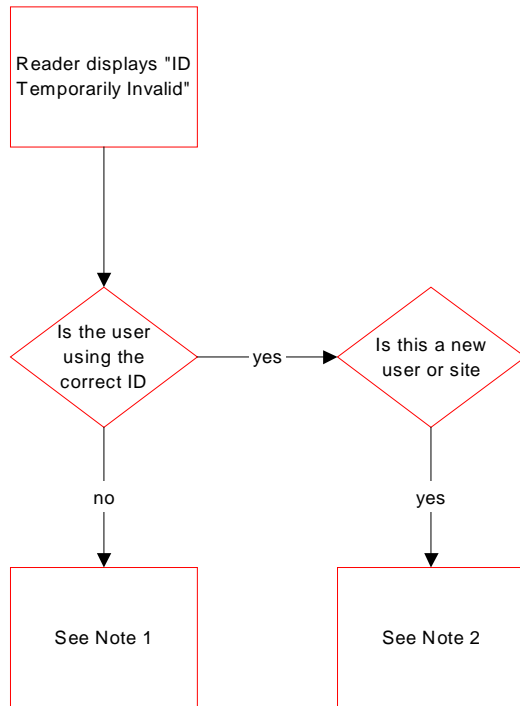
Try Again



NOTES -

1. Is the Reader installed at a new site or is the user a new employee.
2. Turn on the "Status Display" of the Reader so that the verification score can be monitored. Have the employee(s) that are getting the "Try Again" message to verify their hands 10 times. Watch their score, is the score consistently high? If it is, remove their template from the software and re-enroll them. Does their score bounce all over the place? If it does, that user needs to be educated on consistence of their hand placement. Whether the Reader is installed at a new site or the employee is new, education is the key for good enrollments and verification.

ID Temporarily Invalid



NOTES -

1. Verify that the user is using the correct ID number or badge. If the user is not using the correct ID the system is comparing the template for that ID against the user's hand and after exceeding the set number of tries. That ID has been locked out of the system until another ID has been correctly verified.
2. If a user exceeds the number of tries (set in the software or at the Reader itself) that ID will temporarily be locked out of the system. The ID will be unlocked after another user has successfully verified their hand. The user gets locked out because they have repeatedly exceeded the reject level of the system. This is a safety/security feature that keeps false acceptance at a low level. See Verification 3 Chart, Note 2 on how to troubleshoot this.

Time Restrictions

