

SecuGen

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

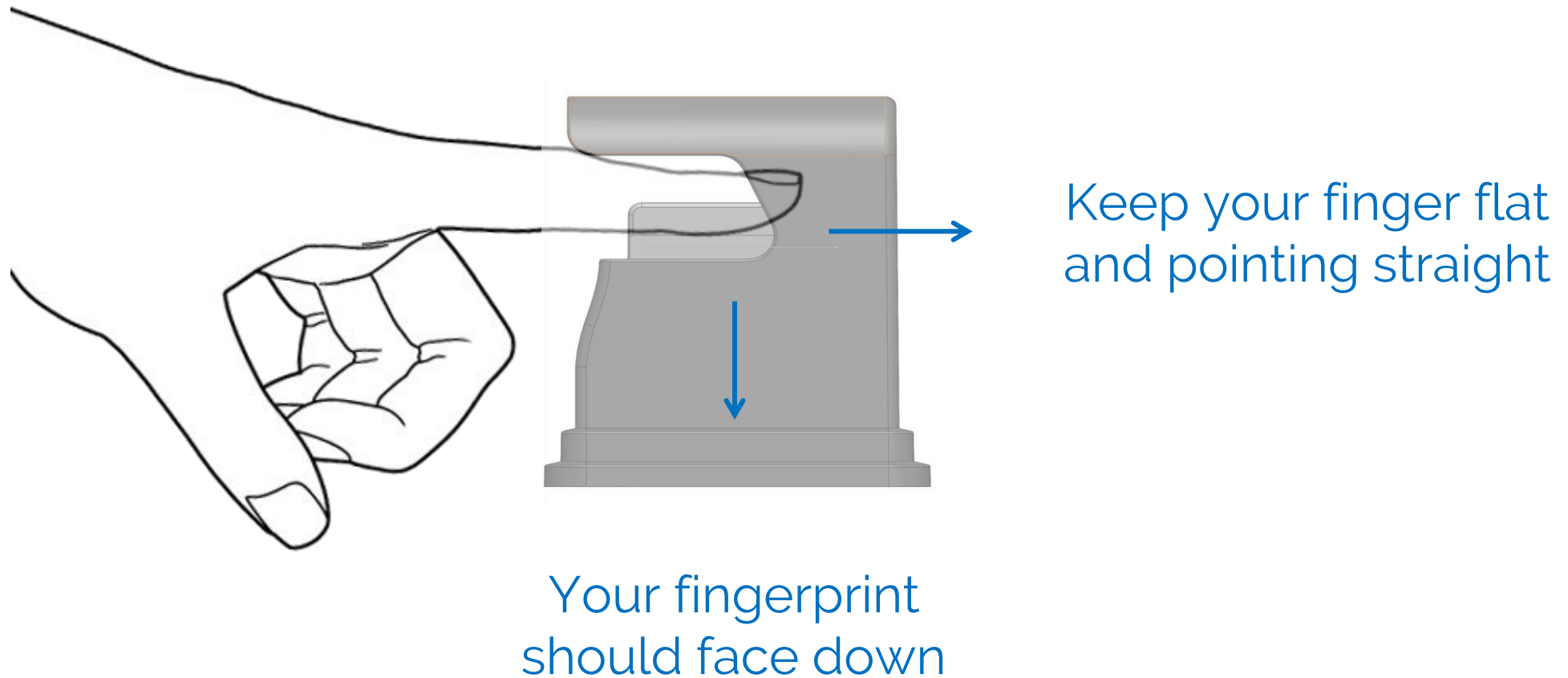


3. Discard

How to use

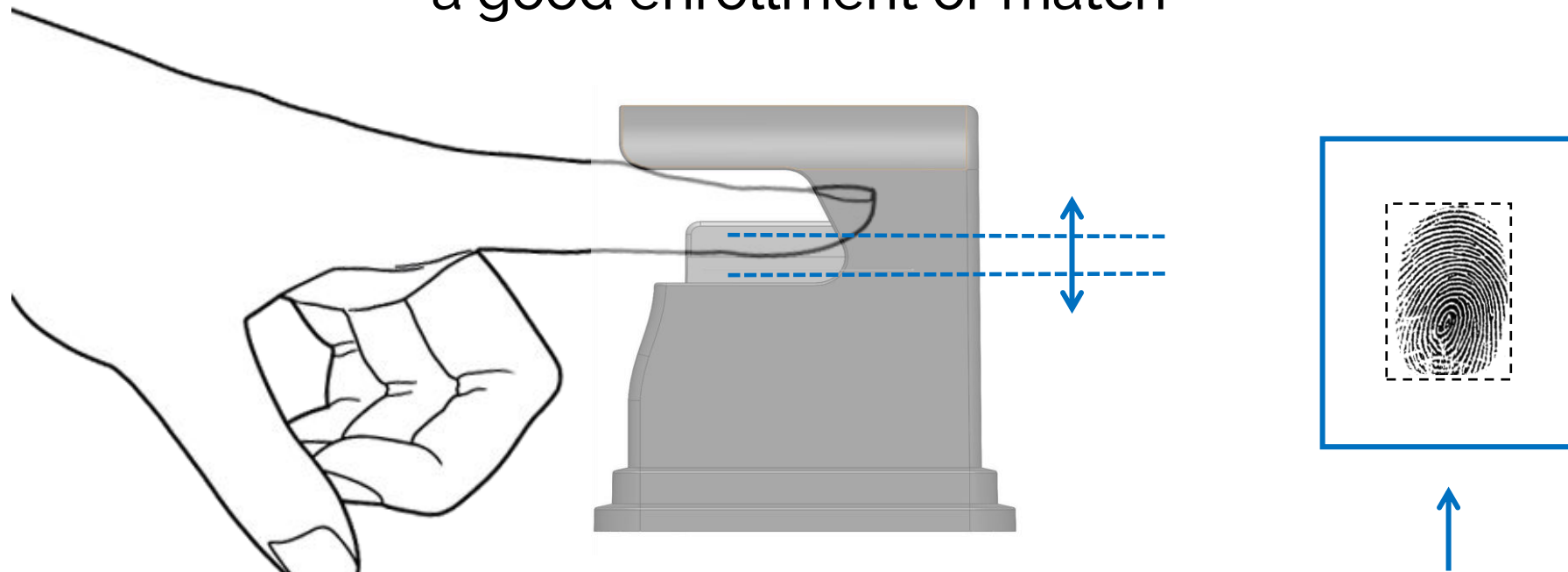
How to use

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



How to use

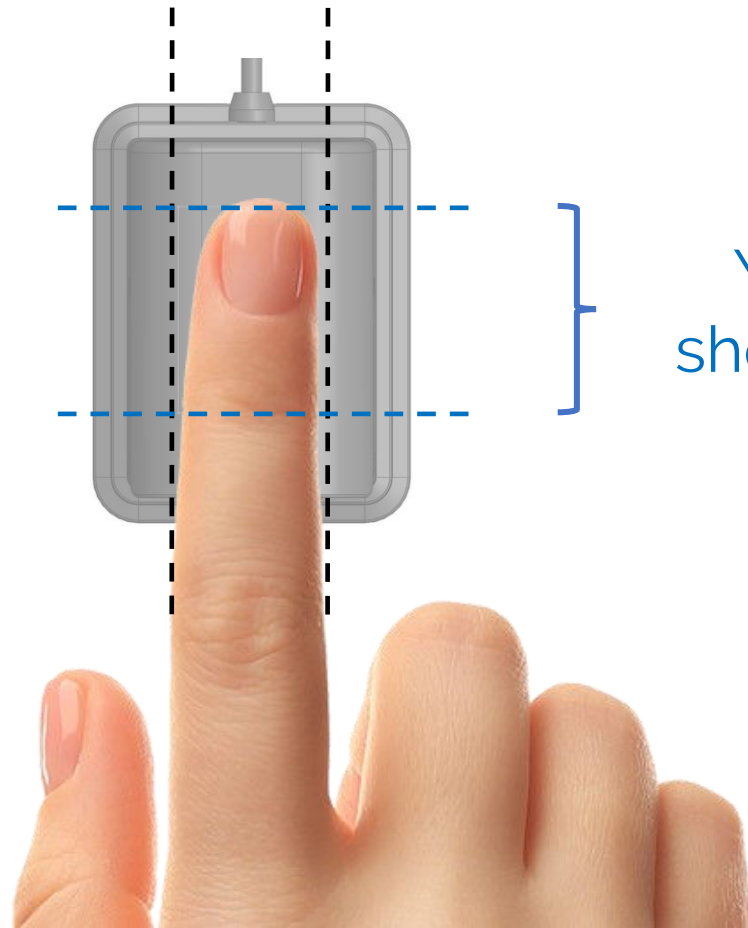
2. Slightly raise or lower your finger until you get a good enrollment or match



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

How to use

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

How to use

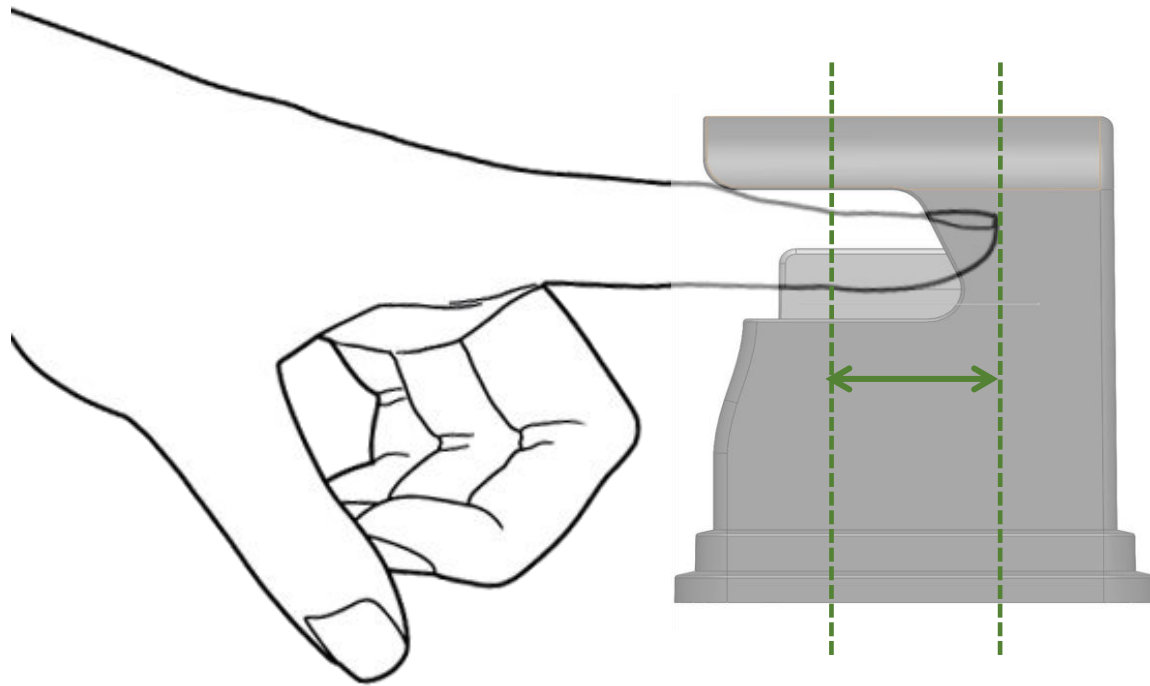
4. The LED light will turn on when scanning. Keep your finger steady.



Tips for better scanning

Tips for better scanning

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

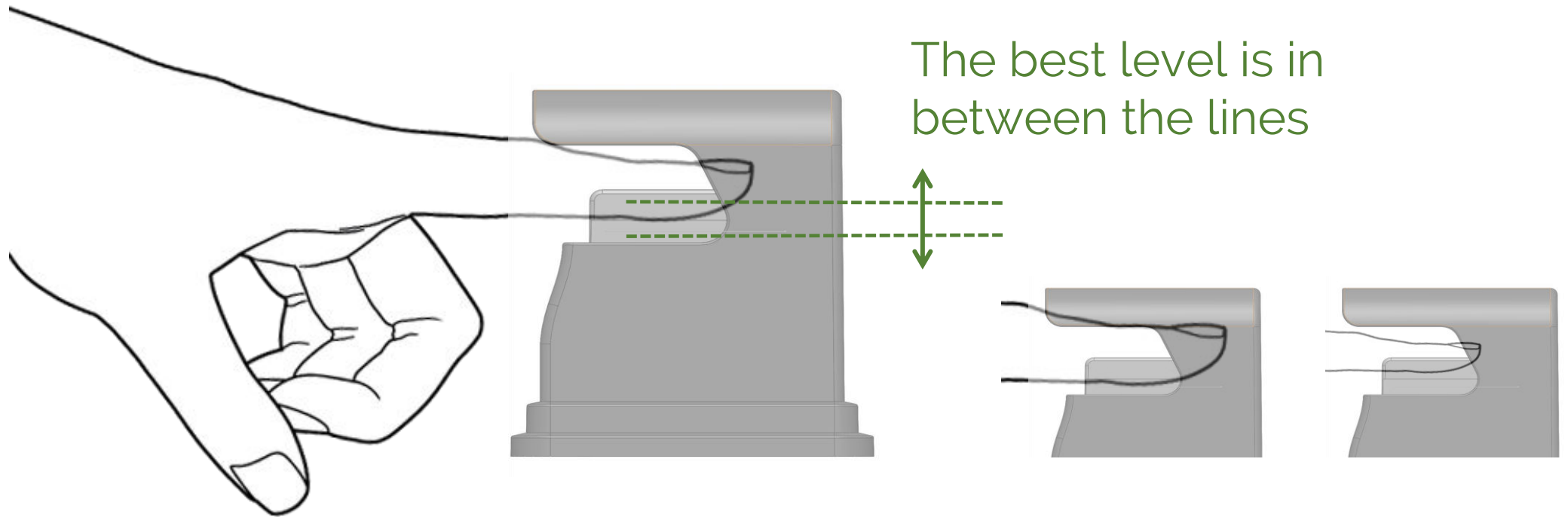


The whole fingertip starts from the first joint and continues to the end of the finger

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



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

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