



Finger Reader User Manual

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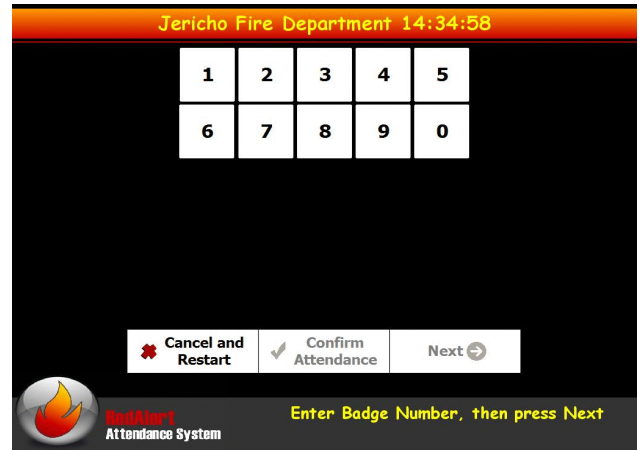
Introduction

This manual describes how to use the finger kiosk application and finger manager module.

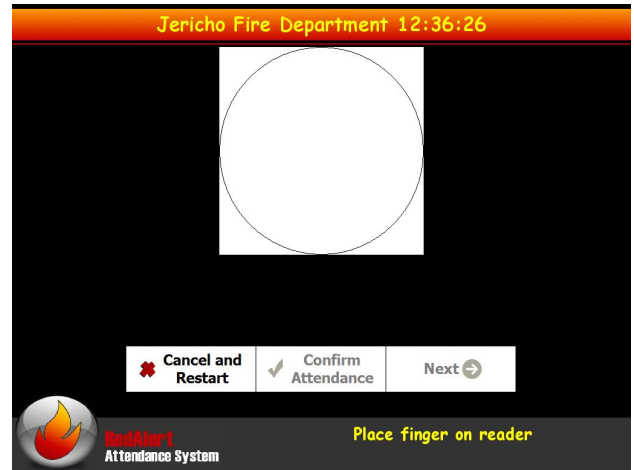
Record Call/Event Attendance

Following these steps to get credit for an event using the finger reader.

1. Dispatch a call or create an event.
2. End the alarm and open kiosk(s).
3. The program will prompt to enter your badge number. Select *Next* once you have entered your badge number.



4. The program will then prompt you to place your finger on the reader. As you place your finger on the reader, you will see the image in the middle of the screen.



5. Click on the call(s) or event(s) to get credit for. Select *Next*.



6. Click on the apparatus you rode on.
7. Click on the position/task.



8. Press *Confirm Attendance*. System will reset for the next user.

Note: Steps 6 and 7 are not applicable when confirming a non incident event by itself. Selected unit and position will be applied to all selected incidents upon confirmation.

Cancel and Restart Feature

At any point in the application, you can press the *Cancel and Restart* button. This will take you back to the starting screen and will reset the system for a new user. Attendance will not be recorded.

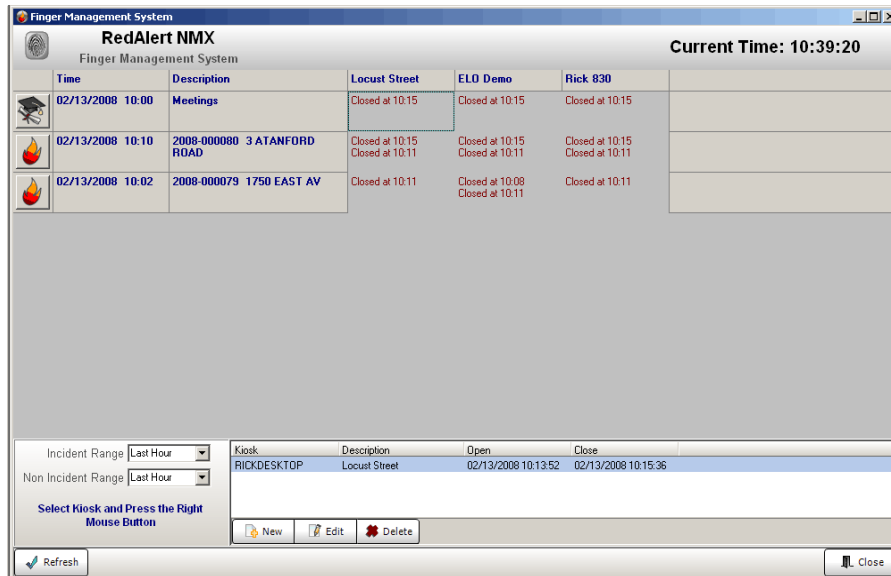
Exiting the Application

Following these steps in order to exit the system:

1. Press the *Cancel and Restart* button.
2. Press the RedAlert icon twice in the lower left.

Finger Kiosk Manager

This section covers how to access and use the Finger Kiosk Manager. Press the Finger button found in the tool bar or on the top right Auxiliary menu.



This screen displays the Finger Kiosk Manager. From this screen you can open and close the kiosks.

Finger Kiosk Manager Screen Layout

This screen will display a table grid of events (rows) and available system kiosks (columns). Events displayed are based on a time range that is set in the bottom left of the screen, one time range for incidents and another for non-incidents. Kiosk history is displayed in the bottom right; select a kiosk, and the history of that kiosk for a specific event will display. Manually refresh this screen by hitting the *Refresh* button in the bottom left corner of this screen.

Setup a Kiosk

Follow these steps to create a kiosk.

1. Go the finger kiosk setup window. Click on the drop down arrow next to the finger button in the auxiliary menu and then select *Setup*.
2. Select *New*
3. Enter computer name. If you are on the kiosk itself simply press the *Get Name* button next to the *Computer Name* field. If you are not in the kiosk, verify that the name you are entering the full computer name.
4. Enter Description.
5. Check *Finger Reader Terminal*.
6. Select *Save*. In the kiosk manager window the new kiosk will appear.

Open a Single Kiosk

Follow these steps to open a kiosk.

1. Select a Kiosk for an event.
2. Right Click.
3. Select *Open Single Kiosk*.

Open All Kiosks

Follow these steps to open all kiosks for a single event.

1. Select any Kiosk for an event.
2. Right Click
3. Select *Open All Kiosks*.

Note: Another method for opening all kiosks is to click on the icon next to event that you want the kiosks to be open for.

Close a Single Kiosk

Follow these steps to open a kiosk.

1. Select a Kiosk for an event.
2. Right Click.
3. Select *Close Single Kiosk*.

Close All Kiosks

Follow these steps to open all kiosks for a single event.

1. Select any Kiosk for an event.
2. Right Click
3. Select *Close All Kiosks*.

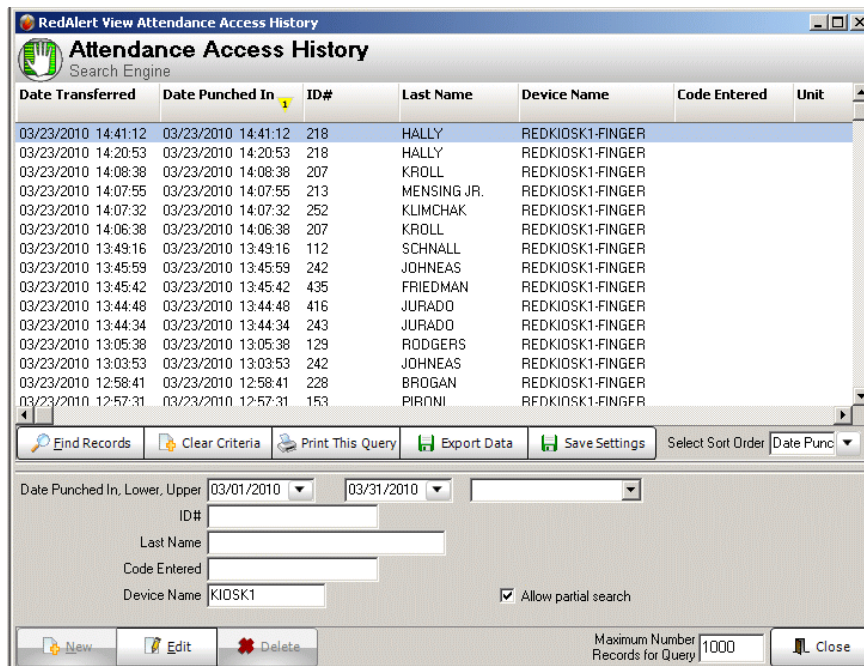
Troubleshooting Kiosk Messages

Message	Potential Problem	Solution
"Unknown finger print . . . Press Cancel"	User is not enrolled in the system.	Enroll the user in the system.
	User in not using the correct finger.	Upon enrollment the user can select which finger to enroll with. Make sure that you are using the correct finger. It is recommended that users enroll several or all of their fingers into the system.
	Finger is not on reader correctly.	Make sure that your finger is on the reader correctly. Try positioning your finger differently on the reader or using another finger that you know was enrolled into the system.
	User is not enrolled with a finger override number.	Make sure that the user that is set up with a finger override number enters their badge number correctly. Finger override numbers are setup by the system administrator in the personnel module.
	User did not hold finger on reader long enough.	Make sure that you hold your finger on the reader until the system processes it.
	Finger is dirty or wet.	Make sure that your finger is clean and dry prior to placing it on the finger reader.
"There are no events available for credit"	Kiosk is closed.	Open Kiosk in the Kiosk Manager. Make sure that the kiosk you are trying to use is in the system.
	Kiosk open time has expired.	Reopen the kiosk in the Kiosk Manager.
	Kiosk system time is not synced with the computer that open the kiosk.	Make sure that the kiosk system time and the system time of the computer that opened the kiosk are exactly the same. It is recommended that this be checked often or a time sync manager is installed on the kiosk.
"### is not a valid code for this procedure"	User is not enrolled in the system.	Make sure that the user exists in the system.
	User entered the wrong badge number.	Enter your correct badge number.

Accessing Kiosk History

Follow these steps to view the finger reader history.

1. Select the Auxiliary tab in the main menu.
2. Select the drop down arrow next to the finger print icon.
3. Select the history menu item.

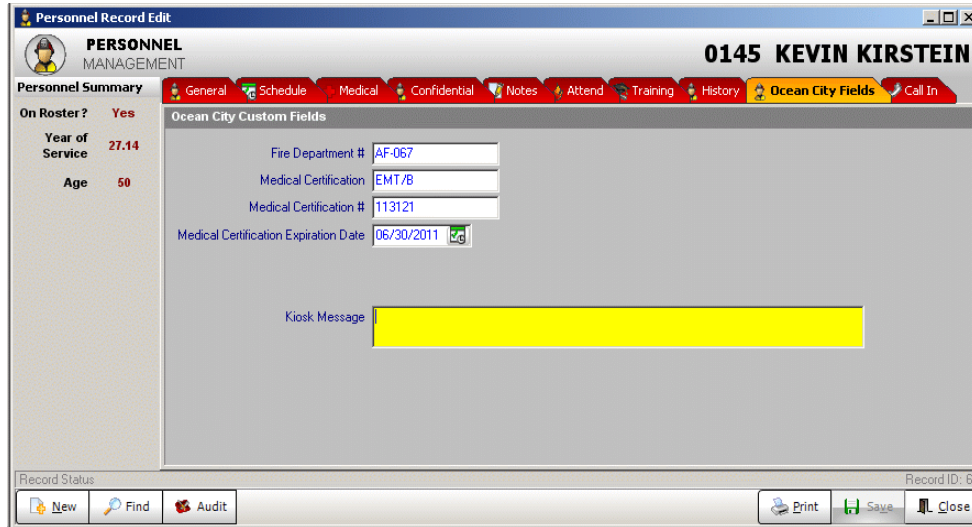


4. You can enter any search criteria in the search fields. Remember to check off the **Allow Partial Search** check box to find partial searches.
5. Press the **Fine Records** button to find data.
6. Press the **Print This Query** button to print the data.

Kiosk Message Entry

This section covers how to enter a message that is displayed on the Kiosk. Please note, each system is different and the custom tab might have a different label name.

1. Access the membership module and goto the custom tab for your personnel entry system.
2. On the custom tab, enter the message in the space provide.



3. The next time the member accesses the Kiosk for sign in, this message will be displayed.