

Product Maintenance and Warranties

Hardware Issues

This column addresses issues with finger recognition and the sensor.

Finger Recognition Troubleshooting

If the sensor is having difficulty acquiring an image of your finger, read the following

- The sensor window may need cleaning, as described in “Cleaning the Sensor” (right column).
- You may not be touching the sensor correctly. In order for the sensor to acquire a good image of your finger, you must place the pad of your finger—not the tip—in the center of the oval window, and apply gentle, even pressure. Do not “roll” your finger. Pressing too hard will distort your fingerprint. Pressing too lightly will not expose a large enough area of your finger.

Also, make sure to hold your finger on the sensor until you see the sensor light blink; this may take longer for dry fingers. Then, lift your finger. Although you may use any finger with the sensor, your index finger of either hand works best.

- If the sensor is capturing your finger image (as indicated by the sensor blink) and you have tried all the above suggestions, you may need to reregister your finger.

Sensor Troubleshooting

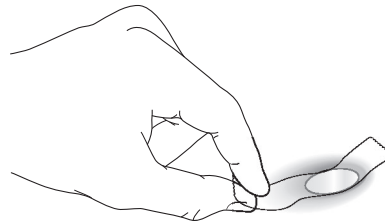
There are a few known sensor issues

- If you activate your PC power saver function—but a third-party component installed in the PC does not support it—the PC will not go into sleep mode but the sensor will. To reactivate the sensor, unplug it from the USB port and then plug it in again.
- If the sensor does not light up when you plug it in, try unplugging it and then plugging it in again. Also, make sure it is plugged in to a self-powered USB port.

Cleaning the Sensor

Depending on the amount of use, the sensor window may need to be cleaned periodically.

To clean it, apply the sticky side of a piece of adhesive cellophane tape on the window and peel it away.



Under heavy usage, the window coating on some sensors may turn cloudy from the salt in perspiration. In this case, gently wipe the window with a cloth (not paper) dampened with a mild ammonia-based glass cleaner.

Sensor Maintenance Warnings

There are several things you should never do when cleaning or using the sensor

- Do not pour the glass cleaner directly on the sensor window.
- Do not use alcohol-based cleaners.
- Never submerge the sensor in liquid.
- Never rub the window with an abrasive material, including paper.
- Do not poke the window coating with your fingernail or any item, such as a pen.

Limited Warranties and Warranty Service

The DigitalPersona U.are.U Fingerprint Recognition System (the "SYSTEM") you acquired may include: the U.are.U Finger Sensor, (the "SENSOR"); and the U.are.U Software, the software embedded in the SENSOR and their associated media, printed material, and "online" or electronic documentation (the "SOFTWARE PRODUCT"). The SOFTWARE PRODUCT is licensed, not sold.

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If you discover an error or defect covered under this limited warranty, DigitalPersona's sole obligation, and your exclusive remedy, shall be, at DigitalPersona's option, either (a) to return the price paid, if any; or (b) to replace the SOFTWARE PRODUCT or the SENSOR using new or remanufactured components. Any replacement SOFTWARE PRODUCT will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Any replacement of the SENSOR will be warranted for the remainder of the original warranty period.

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Product Failures Not Covered By This Warranty. This warranty covers defects in manufacturing that arise during normal use and proper care in an office environment. It does not cover damage caused by any misuse, improper maintenance, including physical abuse to the SOFTWARE PRODUCT or to the SENSOR (for example, but not limited to, cuts or scratches to the SENSOR window), or use of corrosive, abrasive, or improper cleaning materials, or any misapplication, improper modifications or repair, activity intended to circumvent the security devices incorporated into the SENSOR or SOFTWARE PRODUCT, criminal activity, moisture, shipping, or high voltage surges from external sources such as power lines or other connected equipment. This warranty also does not apply to any product with an altered or defaced serial number. Opening the SENSOR automatically voids this warranty.

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Regulatory Information

The U.are.U Finger Sensor has been tested and found to comply with the limits for a Class B digital device under Part 15 of the Federal Communication Commission (FCC) rules, and it is subject to the following conditions: a) It may not cause harmful interference, and b) It must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by DigitalPersona could void your authority to operate this equipment.

This device conforms to emission product standards EN55022 (B) and EN50082-1 of the European Economic Community; AS/NZS 3548 Class B of Australia and New Zealand; VCC1 Class B of Japan.

This digital apparatus does not exceed the Class B limit for radio noise emission from digital apparatus specified in the interference-causing equipment standard entitled "Digital Apparatus," ICES-003 of the Department of Communication of Canada.