

WaspTime Biometric Solution

*Big Business Tools.
Small Business Attitude.*

*Solutions to the most common problems
with the Wasp Biometric Time Clock*



Help! My Biometric Sensor Is Dirty.

WARNING: The sensor on this clock can be damaged if not cleaned properly. The fingerprint sensor is coated with a rubberized material that can be damaged by sharp objects or chemicals. Please advise any employees that will be using the clock to avoid touching it with objects that may harm the sensor. Although damage due to mistreatment of the sensor is not covered under warranty, the sensor may be replaced by Wasp for a fee.

If the sensor is dirty or appears cloudy, do not use any liquid or chemical cleaners on the sensor. Simply apply transparent Scotch® tape to the sensor, and rub lightly. Then remove the tape, and repeat as necessary with a new piece of tape. Do not use any kind of industrial tape. Regular cleaning will ensure that the sensor continues to function properly.



Help! I Don't Want My Fingerprint Floating Around The Internet.

When your fingerprint is registered by the biometric clock, the print is converted into a mathematical formula for storage. This formula cannot be used to reconstruct an image of your fingerprint. Additionally, the fingerprint data resides on the clock and is not transmitted to a computer when an employee clocks in or out. In the event that fingerprint data is transferred to the PC or clock for backup or distribution to a new clock, this information is transmitted in numerical format. These precautions ensure the security of your personal fingerprint data.

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Help! The Clock Is Not Reading Employee Prints.

Occasionally, an employee may complain that the clock will not read his or her fingerprint. It is extremely uncommon that a fingerprint cannot be scanned by the biometric clock. If you have verified that the sensor is clean, we suggest the following steps to identify the problem.

- 1** Walk with the employee to the clock and ask him to clock in. If the clock successfully reads the punch, then it is likely that the clock will always be able to read this employee's fingerprint. The following factors may affect an employee's ability to clock in:
 - Employee's fingers are occasionally damaged or change over time. If an employee's print had been working, but will now work only after several attempts, re-register that same finger or register a different finger. Up to 10 prints per person can be stored.
 - Other environmental factors include dry or dirty skin.

- 2** If the reader rejects an employee print, check the following things:
 - Is the employee using the same finger that was registered? Ask the employee to attempt to clock in using another finger on each hand, in the event that the employee cannot recall which finger was registered. Wasp recommends requiring the employee to register both index fingers at a minimum. This way you can ensure that the employee is using a registered fingerprint.
 - Did the employee center his or her finger fully on the sensor, applying light pressure? Improper placement or excessive pressure can yield a failed read.
 - Did the employee hold the finger in place for 2-3 seconds? Removing the finger from the sensor too quickly may cause a failed read. Additionally, any movement during scanning may also result in a failure to read.
 - Where is the clock located? In direct sunlight or under bright lights, the clock may take a few moments to begin the read. If an employee has small fingers, the excess light coming in around the finger may result in a failed read. Wasp recommends that clocks be placed in a low-light area.
 - Are the employee's prints registered on this clock? In multi-clock installations, it is important to ensure that the administrator distributed the employee's prints to all clocks, not just the particular clock the employee registered on. The Bio Utility will assist you with this.

- 3** If the employee is using the clock correctly and it still does not read consistently, the following actions are recommended:
 - Register additional fingerprints. Occasionally one finger will read more consistently than another.
 - Register a different finger on each clock. In the event that an employee has a fingerprint that is difficult to read, a slight variation in environment (like lighting) from one clock to another may be enough to cause failure in reading. In this case, registering a different print on each clock can resolve the issue.
 - Have the employee type in his or her badge number, press the OK button, and then place the finger on the sensor. This limits the search to prints registered for that badge only. Without typing in the badge number as a reference, the clock references all prints registered to find a match.
 - If the above methods do not improve the consistency of reading, the 1:1 Match Threshold may be changed. This adjusts how closely a print must match the print on file in order to be a valid match. It is important to adjust this downward in 1-unit increments, as significant changes may cause employees to be identified incorrectly. The default value is 15.