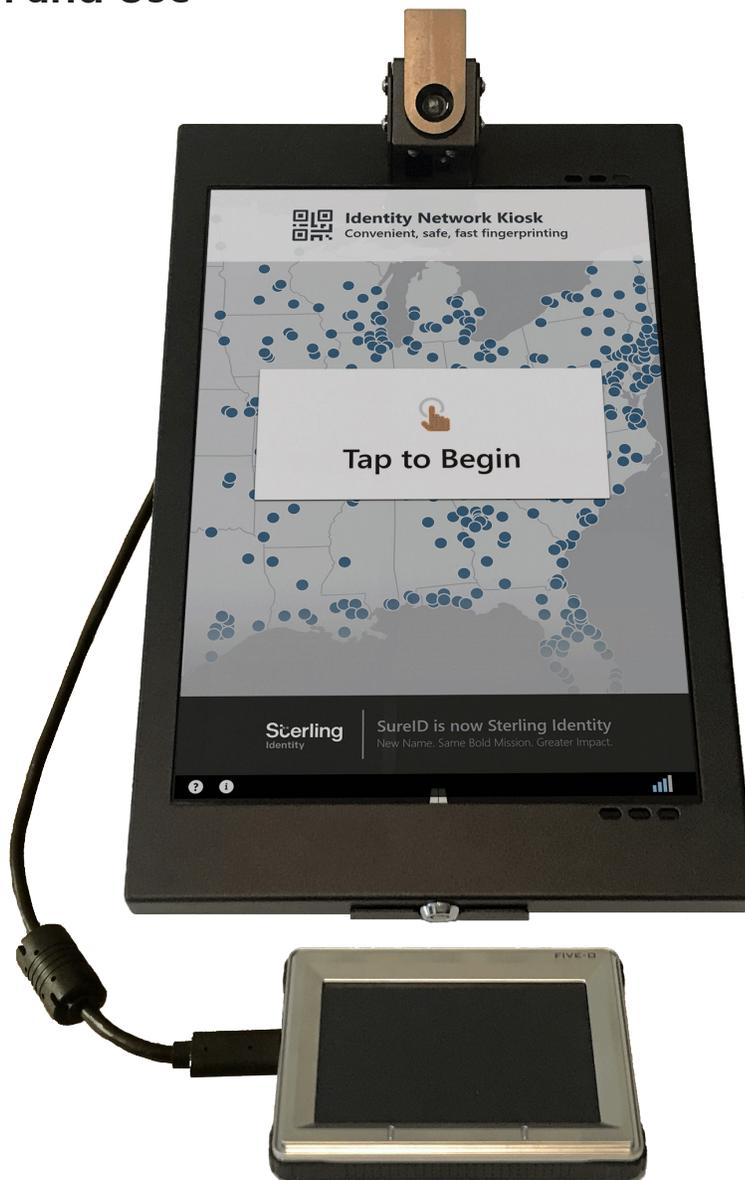


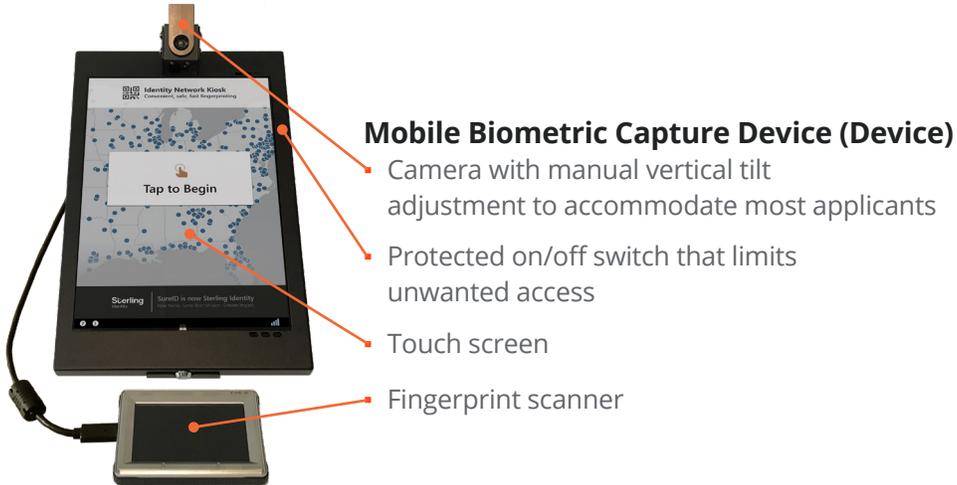
Mobile Biometric Capture Device

Installation and Use

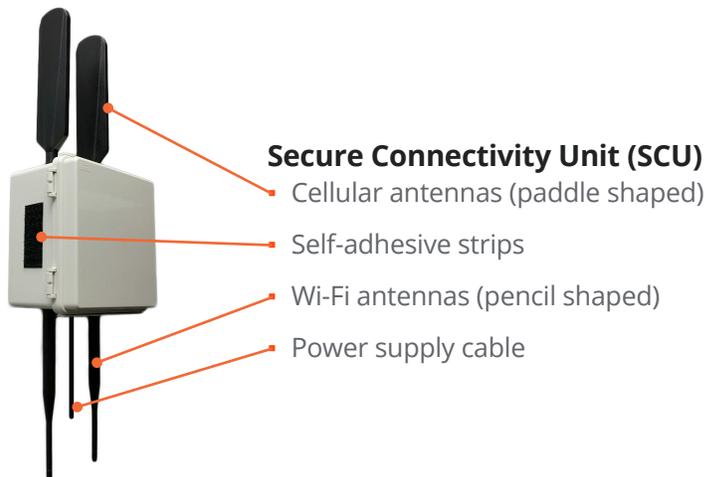


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What You Should Receive



Installation Instructions



Before Installing the Device and SCU

Choose a location for the Device

1. Place the device in a location that ensures the applicant's visual and audio privacy.
2. Make sure an associate or administrator can take physical control of device quickly.
3. Maintain good conditions for photos.
4. Provide ADA/Section 508 compliance.
5. Use the device indoors only.
6. Keep within 8 feet of a wall outlet.

Choose a location for the SCU

1. Place the SCU away from the device in a secure low-traffic location, such as on a wall behind a counter or next to the administrator's desk.
2. While maintaining at least 1 foot of clearance between the paddle-shaped antenna and the ceiling, mount the SCU as high on a wall as possible.
3. Position within 5 feet of one 110VAC wall outlet.

Installing the SCU

Items in the SCU Package (if delivered)

- One Secure Connectivity Unit (SCU) with self-adhesive mounting strips and hook-and-loop attached power supply
- One alcohol prep pad



Installation tools needed (if required)

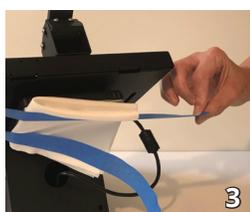
- Pencil
- Measuring tape
- Step stool or ladder (if applicable)



Mounting instructions

If you have already installed the SCU, skip this step.

1. Remove the SCU and alcohol prep pad from the packaging.
2. Ensure that the SCU is within 5 feet of a US 110VAC power outlet.
3. Position the SCU on the wall as high as possible with the paddle-shaped antennas pointing up.
 - Measure at least 12 inches of distance from the cell antenna tips to the ceiling.
 - Make sure the SCU can be still be plugged in; move down if needed.
 - Mark the top of the SCU position on the wall with a pencil.
4. Set the SCU down.
5. Using the included alcohol prep pad, wipe the wall area below the pencil mark thoroughly and wait about 2 minutes to let the alcohol dry.
6. Turn the SCU over and peel off the plastic backing (marked 3M VHB™) from the adhesive tape, being careful not to touch the adhesive underneath.
7. Align the SCU below the pencil mark on the wall with the paddle-shaped antennas pointing up, and press it against the wall. Apply direct pressure on the SCU for about 30 seconds to ensure adhesion.
8. Detach the power supply on the side of the SCU, uncoil the cord, and plug into the US 110VAC power outlet.
9. Coil any excess power cord and secure with the included tie wrap.



Installing the Mobile Biometric Capture Device

Items in the device packaging

- One Mobile Biometric Capture Device
- One power cord

Installation tools needed

None

Mounting instructions

1. Remove the device from its packaging.
2. Place the device where you intend to take fingerprints.
3. Remove the protective cover from the scanner on the back of the device.
4. Plug the power cord into the device.
5. Plug the device into the wall socket.
6. Turn the device on by accessing the power button through the access port on the upper right side using any non-sharp/non-pointed object.
7. Wait for the device to boot up.
8. Once the device has booted, check that the Wi-Fi signal icon shows at least 3 out of 4 bars. If not, contact Sterling Identity Support.

Phone: 844.787.3431

E-mail: support@sterlingidentity.com

You are now ready to register applicants!

After Installing Sterling Identity Equipment

After you have installed the device and SCU, your organization's administrator should:

1. Contact Sterling Identity at 844.787.3431 to confirm installation, and
2. Have all associates review the training provided on the device.

Using the Mobile Device



If you need to move the device temporarily to a new location for fingerprinting, you can unplug the power cable and use battery power for up to 3 hours.

1. Remove the scanner from its velcro attachment on the back of the device and gently pull on the cable to untuck it from the hole in the base.
2. Place the scanner in front of the device so that the two marks on the bezel are on the bottom.
3. Follow the directions on the screen to take fingerprints and photos.
 - You can adjust the camera to take photos of a seated or standing candidate
 - If you cannot get a good camera angle, you can also tilt the Kiosk forward, lifting the base from the surface, then take a photo.
4. When done, reattach the scanner to the back of the device and tuck the cable into the base before transporting.
5. If you unplugged the device, return it to its original location and plug it back in to avoid draining the battery.

Please note: the battery on the device can run for up to 3 hours. When not in use, keep the device ON and plugged in for important software updates.



Troubleshooting and Returns

If the device is not functioning properly, try a reboot.

1. Turn the device OFF by pressing the on/off switch for 15 seconds through the access port.
2. Wait 20 seconds.
3. Turn the device ON.
4. The device should boot up and display the opening screen.

If the procedure above does not solve the problem, try a full reboot.

1. Turn the device OFF by pressing the on/off switch for 15 seconds through the access port.
2. Unplug the SCU power supply.
3. Wait 20 seconds for full power down.
4. Plug the SCU power supply back in.
5. Wait for the SCU to boot up.
6. Turn the device ON by pressing the on/off switch through the access port until the screen turns on.
7. The device should boot up to display the registration options screen.

If the device is still not functioning properly, please contact Sterling Identity Support,

Phone: 844.787.3431

Email: support@sterlingidentity.com

Your device and SCU will be remotely analyzed, and the problem will be resolved within 4 business days.

Return Merchandise Authorization (RMA) Returns

1. If an RMA is issued to replace your device and/or SCU, please pack the item(s) following the Sterling Identity Support representative's instructions using the original packaging.
2. If you cannot locate the original packaging, please ask Sterling Identity Support for a replacement set.

Secure Connectivity Unit Removal Instructions

1. Unplug the power supply from the outlet and attach to the hook-and-loop panel on the SCU.
2. Coil the power cord and secure with the included tie wrap.
3. While securely holding the SCU with one hand, insert a 1 ½ inch-wide putty knife blade (preferably made of plastic) or a similar flat, stiff object between the wall and the four adhesive tape strips to disrupt the bond.
4. Once the tape bond is fully disrupted, remove the SCU from the wall.
5. Detach any residual adhesive tape from the SCU by rolling the tape with your fingertips.
6. Repackage the SCU in the original container.

Identity Network Kiosk Removal Instructions

1. Unplug the power supply cable from the US 110V AC outlet.
2. Repackage the device and power cable in the original container.

End-of-Service Returns

1. If you decide to discontinue the use of Sterling Identity equipment, please contact Sterling Identity Support.
Phone: 844.787.3431
Email: support@sterlingidentity.com
2. Support will issue an RMA give you instructions to return your equipment (see the **RMA Returns** section).
3. Repackage the SRS, SCU, and any other optional items in the original packaging.

Remember to include all of the accessories, hardware, and specific tools that were provided with your original shipment. If you are missing any packaging items or need assistance with the packaging process, please contact Sterling Identity Support.