

Oracle® MICROS Hardware External Fingerprint Reader Setup Guide



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ORACLE®

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Preface

Oracle and Crossmatch have partnered to release the EikonTouch® 510 capacitive touch fingerprint reader. It is a standalone external USB silicon fingerprint reader which uses the same technology as the one integrated into the Workstation 3 and Workstation 6 series.

Audience

This document is intended for those who will be setting up, installing, and operating the fingerprint reader. Additional information regarding more detailed integration with the POS system or other related software applications can be obtained from the respective application guides.

Important Information

The following product specifications and/or manual content may be changed without prior notice.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screenshots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/hospitality/>

Revision History

Date	Description of Change
January 2019	Initial publication.

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Overview

The fingerprint reader hardware requires associated drivers in order to function with RES or Symphony. The Digital Persona® drivers from Crossmatch are loaded on initial application installation with the Client Application Loader (CAL). Hardware diagnostics can be run at the workstation level to validate basic operation.

RES Installation

1. Do not connect the fingerprint reader until both drivers are installed.
2. In Microsoft Windows, go to *Micros\Digital Persona\U.are.U_RTE* and double-click **InstallOnly.bat**.
 - a. Allow a reboot if prompted.
3. Go to *Micros\Digital Persona\TouchChipAddOn* and double-click **setup.msi**.
 - a. Allow a reboot if prompted.

Simphony Installation

1. Deploy the biometrics CAL package to the workstation (or whole property). Once deployed, the drivers install automatically.

Hardware Diagnostic Testing

Currently only the Workstation 3 Series includes a diagnostic test utility for the fingerprint reader.

1. Open *C:\bin\Diagnostics*, scroll down, and then select **Fingerprint Reader**.
2. Select **Refresh**, and then select a reader from the list (if more than one installed).
3. Select **Initialize**, and then select **Start Verification**.
4. Place finger on reader.
5. Place finger on reader a second time.

Troubleshooting

I cannot get the external USB fingerprint reader to work in Ops

- **Cause 1:** The Eikon USB fingerprint reader must be connected when the workstation boots up.
 - Solution: Connect the fingerprint to a USB port and reboot the workstation.
- **Cause 2:** Both drivers are not installed. To verify driver installation, open Microsoft Windows Control Panel, and then select **Programs and Features**.
 - Solution: See steps to install drivers above.
- **Cause 3:** An integrated fingerprint reader is already installed, which gets detected first, and therefore used by Ops. If no integrated reader is visible in front, check the upper right corner on the back of the workstation.
 - Solution: Disable the integrated fingerprint reader in Microsoft Windows Device Manager:
 1. Disconnect the Eikon USB fingerprint reader (so it will not show in Device Manager).
 2. Open Microsoft Windows Control Panel, and then select **Device Manager**.
 3. Select **Authentication Devices**, and then right-click **TouchChip FingerPrint Coprocessor** and select **Disable**.
 4. Connect the Eikon USB fingerprint reader and reboot the workstation.

Specifications

Form Factor

- Fingerprint Sensor TCS1S (touch)
- Package Size (mm) 84 x 33.8 x 14.3
- Scanned Finger Area (mm) 12.8 x 18
- Pixel Array Size (pixels) 256 x 360
- Weight (g) 74
- Cable Length (cm) 50 or 180

Performance

- Acquisition Speed 5.5 frames/sec
- Image Resolution 508 ppi
- Grayscale Image Depth 8-bit (256 levels)

- Interface USB 2.0 full speed (Type A)

Ruggedization

- ESD Protection IEC 61000-4-2 level 4: 15kV air, 8kV contact
- Ingress Protection IP 63 for moisture and dust protection
- Operating Temperature 0° to + 40° C
- Protective Coating > 4 million touches
- Humidity 5% to 93% RH @ 30° C
- Certification CE/FCC/USB2.0/WHQL

Power Management

- Power Imaging ~ 120 mA @ 5V
- Power Standby ~ 1 mA @ 5V

FCC Compliance Information

This device complies with Part 15 FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and may radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.