# FAQ

1. **Hardware**
   a. How many fingers can a person enroll?
   b. Why some fingers are very difficult to scan?
   c. What happen if there is power failure?
   d. What is anti-passback means?
   e. How can a person scan his or finger if injured, cut or dirty?
   f. What will happen if the Fingerprint scanner fails to scan?
   g. When will I need to do maintenance on the device?
   h. Will this device be very expensive to purchase?

2. **Software**
   a. What are the purposes of software, where to get it?
   b. How many software Vigilance has? What are the differences?
   c. What should I do when the system is "Fail to connect"?
   d. Where do I get the reports information?
   e. How can I monitor multiple readers?

1. **Hardware**
   a. How many fingers can a person enroll?
   *Each person can enroll up to 10 fingers. Normal 2 fingerprints are enrolled which is left & right index finger.*

   b. Why some fingers are very difficult to scan?
      i. *Finger didn't enroll properly.*
      ii. *Finger is too dry, oily, smudginess and make up on the finger.*
      iii. *Fingerprint is not perfect, such as break, molt and callus.*
      iv. *Put the finger in a wrong position.*
      v. *The optical scanner is dirty, under direct sunshine or strong light.*
      vi. *Press with un-enrolled finger.*

   c. What happen if there is power failure?
   *For door access system, there will be a backup battery in the power supply which will last for about 8 hours. For Time attendance readers, users are advised to purchase the mini-UPS that will continue supply power for about 4 hours when there is power failure.*

   d. What is anti-passback means?
   *Anti-passback is a standard term in security door access which means an user must have check-in record before he or she could check-out from the room. This is to protect illegal entrance into a high security location.*

e. How can a person scan his or finger if injured, cut or dirty?
*Vigilance Fingerprint OPTICAL (Glass/Prism) Scanner equipped with LED light to boost the clarity of everyone fingers. We always recommend our customer to enrolled at least 2 fingers as back-up and may go until 10 fingers for each users.*

f. What will happen if the Fingerprint scanner fails to scan?
*Besides enrol fingerprints our device coupled with Proximity Cards and ID Number with Password for those less quality fingerprint image user. Vigilance device will take in 3 scans before rejecting the user fingerprint.*

g. When will I need to do maintenance on the device?
*The device has the 100,000 transactions storage capacity. Whenever you scan your finger the device will capture as a record. The device will prompt a message to notify the user is "FULL". This is when you need to download all transactions from the device and then perform House-Keeping on the device by deleting all the old transactions. As for the OPTICAL scanner, No maintenance required (re-enforced Glass). To prolong the device life-time it is best to place INDOOR and avoid Direct Sunlight, Rain or Hazard environment*

h. Will this device be very expensive to purchase?
*To compare with conventional Mechanical Paper Card Punch Clock is only 50% higher. The Return Of Investment (ROI) are much faster, simultaneously increases accuracies, discipline and punctuality. Fingerprint device will prevent "Buddy Punching" (helping others to clock). Accurate time and reporting will benefit enormous organization where "TIME is MONEY"*

2. **Software**
a. What are the purposes of software, where to get it?
*Software is used to download data from the hardware and to generate attendance reports based on the attendance rules set by users. The software is also used to synchronize users' information between hardware and software. You can "download" the fingerprint template from the reader to software or "upload" the employee name from software to the reader.*

b. How many software Vigilance has? What are the differences?
*We have two software namely VAMS and VTMS. VAMS is basic attendance software bundle with any hardware purchased. VTMS is a comprehensive time management software which is chargeable.*

c. What should I do when the system is "Fail to connect"?
   i. *Check network cable and connectors, unplug it and plug again;*
   ii. *Ensure the router is switch on;*
   iii. *Ensure that IP address in hardware and software are the same.  To check IP address in hardware, press MENU->2 Option->3 Comm Opt->1 IP Addr;*
   iv. *Ensure the IP address in computer in a Fixed IP;*

d. Where do I get the reports information?
   *Upon entering the employee and shift information (refer to software user guide or video), choose report icon, enter the department and date range and click calculate. Now select the report you wish to print from the report list.*

e. How can I monitor multiple readers?
   *The software can connect and monitor up to 256 readers at local or remote offices. Use "Add Device" to connect the readers using different IP address.*