

Allday PalmReader 8000

User Guide



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Enrolling users on the PR8000 device

The registration of a user on the system can be done from the software via the use of the Enrol Now feature

This process is very important to get right as the image that is registered during this process is used as a reference for future identification. For this reason it is important to explain the process fully to each new user explaining how to place the left and right hands and then the user is to be told to practice this for both hands until they feel comfortable with hand placement . The new user is to be told that they will be required to place and remove the left hand twice then place and remove the right hand twice.

This short education of the user will ensure that the user understands the process and will help to ensure that they accurately repeats the placement of the hand each time they come to use the terminal and will seriously lower the instance of bad reads.

If after the enrollment process a user is reporting that the PalmReader display often asks them to PLEASE TRY AGAIN or repeatedly they fail to be granted access then it is possible that the enrollment process should be repeated to get a better reference image for that user.

Note you may see the following on the PalmReader display during the enrollment process

- **TOO FAR** this means the hand is not close enough to the scanner to be read
- **TOO NEAR CAMERA** this means the hand or part of the hand is too close to the scanner. The user may be pressing too hard.
- **PLACE PROPERLY !** This means that the scanner has detected that the hand may not be straight or presented in a correct orientation.

Proceed as follows to register a user.

1. From the Employee Details -Terminal screen select the orange Enroll Now button

Employee Details - Terminals

General Absence Time Sheets Exceptions Totals Extended Terminals Job History Shift Pay Periods HR Data

Surname Mason Forename Paul

TERMINAL SETTINGS [Check for Processes](#)

Build Access Rights Expiry 01/01/1800 Office

Terminals (Select/Unselect All)

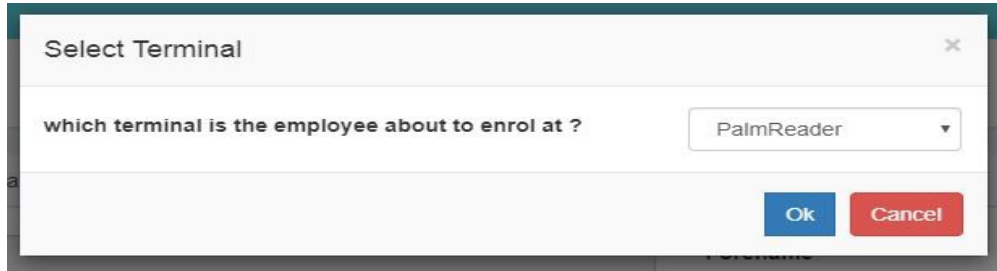
- PalmReader
- Staff Entrance
- Mobile App
- Server Room

SETTINGS FOR PALMREADER

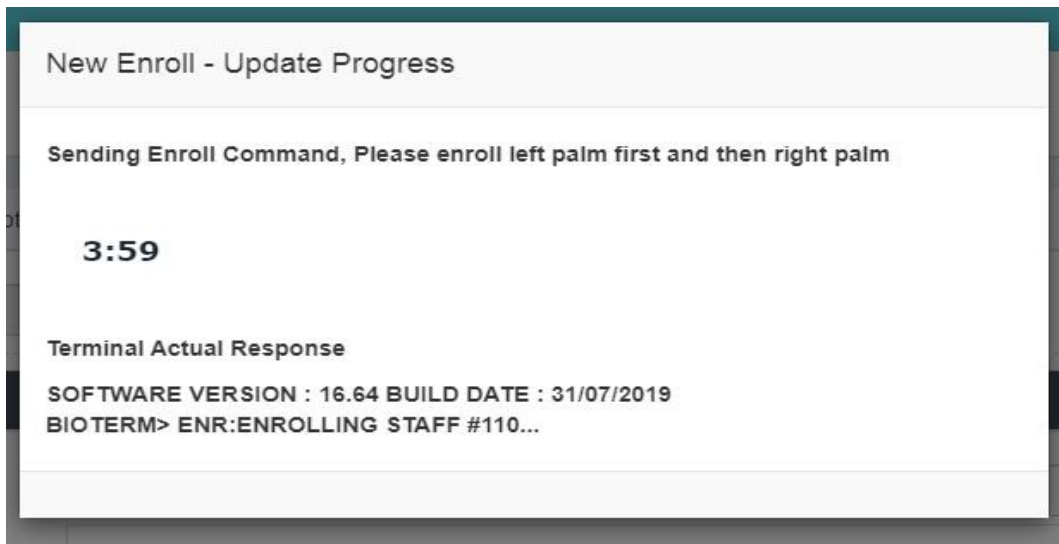
Enrollment Date 29 Jun 2015 Left Retrieved Right Retrieved

RFID Card No 0000 Super User

2. The system will ask which attendance device this employee is about to enroll with.



3. Select the appropriate Terminal and select OK



4. You now have 4 minutes to follow the screen and voice prompts at the attendance device selected to complete the enrollment. Progress for the enrollment will also be shown on the software screen.

At the Palmreader the operator and employee to be enroled will see the following screens along with appropriate voice guidance.

1. The PalmReader display will change to

**ENROLL LEFT
PLACE YOUR HAND**

2. At this point the new user should place their left hand **as practiced** on the scanner
3. If the hand is placed correctly The PalmReader display will show the following series of screens

ENROLL LEFT DO NOT MOVE	ENROLL LEFT SAVING DATA	ENROLL LEFT REMOVE YOUR HAND
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4. At this point the new user should remove their hand from the scanner
5. The PalmReader display will now show

**ENROLL LEFT
PLACE YOUR HAND**

6. At this point the new user should again place their left hand **as practiced** on the scanner
7. If the hand is placed correctly The PalmReader display will show

ENROLL LEFT DO NOT MOVE	ENROLL LEFT SAVING DATA	ENROLL LEFT REMOVE YOUR HAND
------------------------------------	------------------------------------	-----------------------------------------

8. Then the display will show

**ENROLL RIGHT
PLACE YOUR HAND**

9. At this point the new user should place their right hand **as practiced** on the scanner
10. If the hand is placed correctly The PalmReader display will show

ENROLL RIGHT DO NOT MOVE	ENROLL RIGHT SAVING DATA	ENROLL RIGHT REMOVE YOUR HAND
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11. The new user should remove their hand from the scanner

12. The PalmReader display will now show

**ENROLL RIGHT
PLACE YOUR HAND**

13. At this point the new user should again place their right hand **as practiced** on the scanner

14. If the hand is placed correctly The PalmReader display will show

ENROLL RIGHT DO NOT MOVE	ENROLL RIGHT SAVING DATA	ENROLL RIGHT REMOVE YOUR HAND
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15. Then the display will show

ENROLL COMPLETED

16. The PalmReader will after a short time reset the display and return to normal time date display ready for employee use. The palms for this employee have now been stored in the software data

17. To enroll further new users continue from item 1. above.

To delete an employee from the terminal

Employee palms are fully maintained from the software if you need to delete an employee from the system the employee should be deleted from the software which will remove the palms from all linked units . If you need to just remove the employee from a single palmreader again in the software deselect the Palmreader from the employee record and they will be removed from that Palmreader after a few minutes

Trouble shooting

Please Try Again

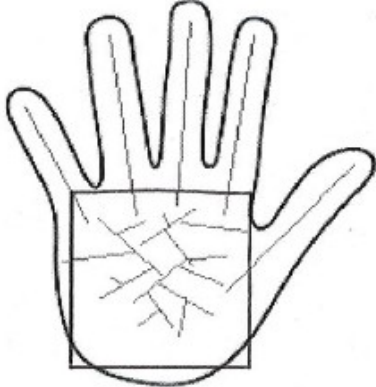
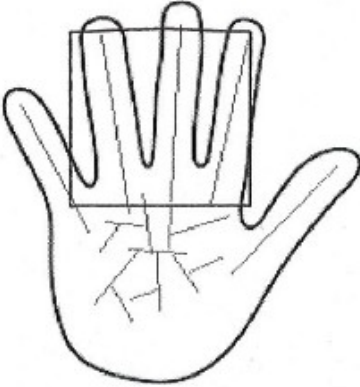

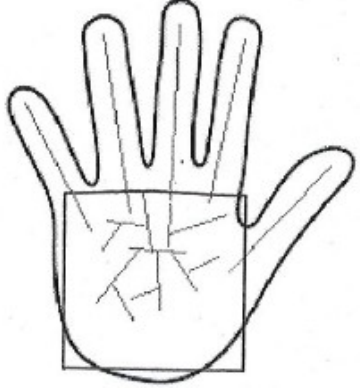
If your users reading when they place their palm on the unit is not successful they will see the message **“Please Try Again”** on the screen, they should try again by removing the hand and replacing it again with a view to improving the alignment of the hand. You should try to align the hand the same way it was when it was first registered on the system. If the hand is dirty , also try with clean hands.

If you cannot remember how you alined your hand when you first registered it on the system and repeatedly get the **“Please Try Again “** message you will need to re-register your palm in the system.

My Palm identifies as someone else

The Palmreader technology is very accurate and will identify the palm presented to it to an extreme level of accuracy. This does however rely on the palms being enrolled to a good standard. Sometimes the task of enrolling staff is passed to more junior staff or staff who are not aware of the need for accurate enrollments this can lead to identification issues **this is not a fault with the system.** Good quality enrollment is essential as you can see from the information below.

What happens when 1 employee is enrolled poorly on a Palmreader.

Employee 1 Palm + veins	Employee 2 Palm + veins
	
<p>Employee 1 enrolls palm correctly showing palm to sensor</p>	<p>Employee 2 enrolls palm poor. They show more of the fingers to the sensor</p>
	
<p>Employee 1 clocks in with hand too low so it looks just like employee 2's fingers so employee 2 is clocked IN/OUT</p>	<p>Employee 2 tries to clock in correctly showing palm but it does not work very well as it does not match his enrollment</p>
<ul style="list-style-type: none"> • Solution = Enroll Employee 2 correctly showing palm to sensor. • This issue gets worse if multiple employees are enrolled poorly as employee 2 was. • Anyone who is getting clockings added to their record that they did not make should be re-enrolled ensuring a better template is recorded for them. 	