



SALON TRACKER

m a n a g e m e n t s o f t w a r e

Finger Print Reader Issues



Fingerprint Reader Common Issues

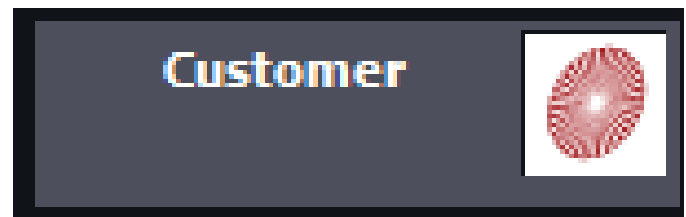
- **My Finger Print Reader isn't recognising my customers prints.**
- **There is a cross next to the Fingerprint Icon**
- **My Fingerprint Reader is Disconnected**

My Fingerprint Reader isn't recognising my customers print.

This can be caused by two different things:

1. Your reader needs to be wiped clean
2. The original print taken by the customer was not clear enough

The first thing you should do in this situation is get a cloth and give the fingerprint reader a wipe down. This should be done regularly or between each customer.



If this doesn't work the next thing you should do is reset their print:



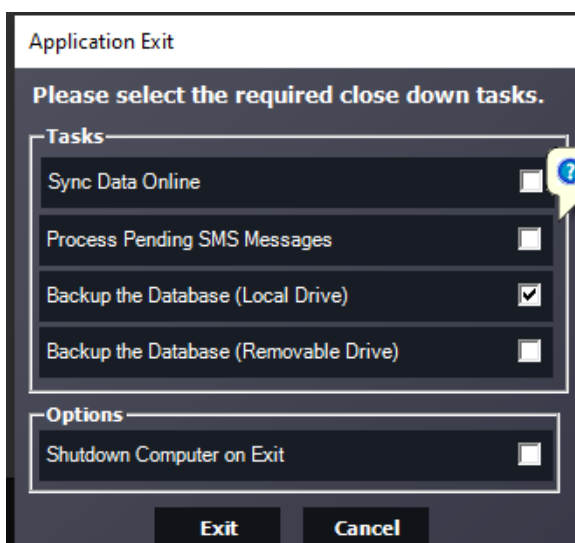
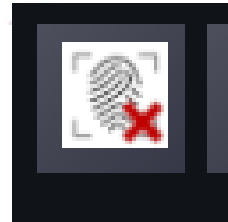
1. Go to the customer card and click edit.
2. Go to the Fingerprint Tab and select 'reset finger print'
3. Ask the customer to place their finger on the reader and then once it has registered click save. (Left is an example of a good print).

If this isn't showing continue following this guide

There is a cross next to my Fingerprint Icon

This means that your fingerprint needs resetting.

The first thing you should do is click the fingerprint icon and select to reset the reader. This should make the icon disappear and will reconnect your reader.



If this doesn't work you should check that the fingerprint reader is fully plugged into your PC and then restart Salon Tracker. This should now pull the connection through.

If this isn't showing continue following this guide

My Fingerprint still isn't connected.

If after completing all of the before steps, the reason for your fingerprint disconnecting may be that your PC needs to do some updates.

To check to see if this is the case follow these steps:

1. Close Salon Tracker and Type in 'Updates' on your Windows search bar.
2. Click the 'Check for updates' button and do any of the updates that come up.
3. Once these have done and your PC has restarted, go back to the updates page.
4. Go to 'Advanced Options' and then 'Optional Updates' and do any driver updates there is.
5. Once these are all done re open Salon Tracker and this will re connect your Fingerprint Reader.

Check for updates

🏠 View optional updates

If none of these steps work call 0113 350 8230 and leave a voicemail detailing your issue and someone will be with you as soon as possible.