



Frequently Asked Questions (FAQ) on iDEA Matrix

Commercial based

(1) Q: What is "Biometrics"?

A: Biometrics is a common term used alternatively to describe the characteristics or a process. As a characteristic, it's a biological and behavioral characteristic that can be used for automated recognition. As a process, it is an automated method of recognizing an individual based on measurable biological characteristics.

(2) Q: Why biometrics based devices are better choice than other security based devices?

A: For example, password based devices; there is a high percentage of possibility to forget the passwords by people, but the fingerprint stays with the people ever.

| | Secret Knowledge | Personal Possession | Biometrics |
|-------------------|------------------|-------------------------|------------------------|
| Examples | Password, PIN | Key, ID card/ pass | Fingerprint, Face, DNA |
| Copied | "Software" | easy to very difficult* | easy to difficult* |
| Lost | "forgotten" | easy | very difficult |
| Stolen | spied | possible | difficult |
| Circulated | easy | easy | easy to difficult |
| Changed | easy | easy | easy to very difficult |

(3) Q: How are biometrics collected?

A: Biometrics are normally collected by "sensors." These sensors are used to get the data needed for recognition and to convert the data to a digital form. The quality of the sensor used has a significant impact on the recognition results.



(4) Q: I have dry/wet fingers, can I still use the system?

A: Generally, dry/wet fingers are not a problem, but if the finger is too dry or too wet, the image quality will not be sufficient for creating a high quality template. This may result in false or reject of fingerprints which means you have to press your finger in the scanner one more time to access it. Better rub the finger before press on the scanner.

(5) Q: I have cut my finger, can I still use the system?

A: However, it is recommended to enroll minimum one finger from each hand as a backup in case the finger normally used for authentication is unavailable.

(6) Q: Where can biometrics be used?

A: Biometrics can be used in almost any application that requires the accurate identification of an individual.

(7) Q: What is special about fingerprints?

A: Each fingerprint of humans is unique. Also, each finger on each hand is unique. So the right index should be used to authenticate as it enrolled before. So, different fingers can be implemented for different actions. Moreover, the fingerprint based security systems improves user convenience, reduces the risk and lowers the operating cost.



Technical based

Switch and LED details of iDEA Matrix



(1) Q: What does the alternative red/blue blinking followed by blinking red LED light in the iDEA Matrix mean?

A: It means it does not have any fingerprints in its memory so far. In other words, it is waiting for the fingerprint authentication.

(2) Q: What does the steady blue LED light during finger swiping of iDEA Matrix mean?

A: It shows the acceptance of a correct fingerprint when you are enrolling the finger prints while authentication.



(3) Q: After enrollment, what does the steady red LED light of iDEA Matrix mean?

A: It indicates the wrong finger authentication or false (wet/dry finger) enrollment of a finger.





(4) Q: What happens to iDEA Matrix when I do not see any LED light after three wrong attempts during authentication?

A: It indicates that iDEA Matrix is switched off (auto shutdown) after three rejects of enrolled fingerprints. So, you have to unplug and plug in again for fingerprint authentication.

(5) Q: What happens if the user leaves the company without resetting the iDEA Matrix?

A: Administrator has the authority to reset the device. The data will be safe in both the sectors of iDEA Matrix which are private and public, but the data will be safe in the private sector until resizing it (the Disk Manager2 is used to resize the device as mentioned below).

(6) Q: What happens if the administrator leaves the company without resetting the iDEA Matrix?

A: Impossible to reset the device, even the manufacturer will not be able to recover the data of iDEA Matrix as it is designed to have no back door.

(7) Q: Why is there sometimes red blinking light when I am attempting to authenticate iDEA Matrix with the correct finger prints?

A: Possibility of unclean sensor. Please clean the sensor only with soft cloth, but under no circumstances should any cleaning fluids be used.

(8) Q: What is the functionality of "Disk Manager2" tool of iDEA Matrix?

A: Disk Manager2 is third party integrated software. It helps to partition the storage of the device by resizing it as Private and Public areas. The Private area is dual protection whereby the data stored in this area can be secured by passwords as well as your fingerprints. The data stored in Private sector will be safe until you are resizing the storage, it will be formatted otherwise.

(9) Q: What does the switch on the iDEA Matrix mean?

A: As in the picture above, it indicates the modes of the device which are Factory (switch down) and User (switch up) modes. The fingerprint settings are made while the switch is in Factory mode and the switch should be in User mode when you are using the device after settings, it will be reset the fingerprints which you have set already otherwise.



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(10) Q: What are the security features of iDEA Matrix?

A: The security features of iDEA Matrix are,

- Protection using Biometric Swipe sensor
- 2 Admin and 4 User finger prints
- Dual protection for private area data (fingerprint & password authentication)
- Chip-based Hardware AES 256 Encryption for private area data
- Truly Driverless
- Zero footprint technology

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