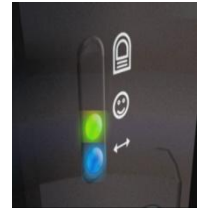




Frequently Asked Questions (FAQ)

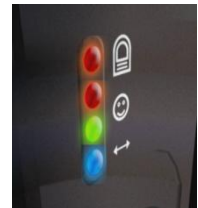
(1) Q: Why am I not able to authenticate Signature when I see a green light blinked using the same fingerprint?

A: Signature recognizes the fingerprint which was enrolled and that is the reason why you could see a green blinked light while using the same fingerprint but could not get it work. Signature has **Dual Fingerprint feature**, which means that you are required to use two unique fingerprints to authenticate the device.



(2) Q: Why is Signature showing traffic lights LED sequence or 4 LEDs blinking simultaneously?

A: Signature is in **Self Destruct Mode** due to tamper attempts or multiple false fingerprint attempts. This is impossible to recover, even for the Manufacturer.



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

A: This indicates that Signature is switched off (auto shutdown) after three rejects of enrolled fingerprints. Please do not repeat more than seven auto shutdown cycle to avoid the functionality of Self Destruct.





(4) Q: What happens if the one user with four fingerprints leaves the company without resetting Signature?

A: Administrator has the authority to reset Signature, but all data will be lost after fresh reset to factory mode.

(5) Q: What happens if the administrator leaves the company without resetting Signature?

A: Impossible to reset, even the Manufacturer could not recover Signature as it is designed to have no backdoor.

(6) Q: Why is there sometimes red blinking light when I am attempting to authenticate Signature with the correct fingerprints?

A: Possibility of unclean sensor. Please clean the sensor only with soft cloth, but under no circumstances should any cleaning fluids be used and also check your fingers before enroll, it should not be wet.



(7) Q: I have enrolled the correct finger, however during the authentication mode, the device did not recognize my fingerprint, and hence the red light blinks.

A: There is a possibility that your fingerprint was enrolled in a different position from the authentication mode. Please do remember to put your fingers in a correct position, do not put half your fingerprint or swipe. Your fingerprint will be saved onboard in a weird position whereby it will be difficult for you to authenticate.



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- (8) Q: I have enrolled 2 Admin fingerprints in factory mode by mistake and I did not format it and I unplug the Signature. So when can I format and use it? Or Do I need to enroll Admin fingerprint again?
- A: Since you enrolled Admin fingerprints in factory mode, your Admin fingerprints will be stored in the device. So, after re-inserting the Signature, it will show Steady blue and orange light, it means you have to enroll 4 new user fingerprints after that device will be shown in “My computer”. The device will now ask for formatting. You no need to enroll your admin fingerprints again.
- 9) Q: Why it's compulsory to give dual fingerprints authentication with two different fingersto access the signature in user mode?
- A: As a security point of view, one fingerprint can be traced but it is quite impossible to get two correct fingerprints on the same time. Since the time duration for enrolling fingerprints is very short about 150 second. So, it's impossible for unauthorized user to hack Signature.
- 10) Q: What if I touch the fingerprint sensor without plugging into USB port? Will my finger print still be there after inserting the Signature?
- A: Fingerprint sensor will not accept any entry in unplug mode. No, your fingerprint will not be there after re-inserting the Signature. As a precaution do not play with fingerprint sensor unnecessarily. The Signature comes in action after plugging into USB port.



- 11) Q: What happen if 3 wrong fingerprints given to the Signature continuously?
A: If 3 invalid authentications are detected within 60 second, power will be cut off immediately. Re-initialization by unplugging Signature and re-inserting it into the USB Port is necessary and at the same time device revert back to authentication mode.
- 12) Q: What is the maximum Fingerprint enrollment period for the Signature and what will happen if I cannot enroll during that time frame?
A: The device will automatically power off if Fingerprint enrollment is not completed within the time frame of 150 second. Device can be re-initiated by inserting device into USB port.
- 13) Q: What are the security features of Signature to protect the confidential Data?
A: Signature provides 3 tier protection system that reinforces each other's strength. Namely;
- a) Fingerprint protection,
 - b) Hardware Encryption (AES128)
 - c) Self-Destruct.
- 14) Q: What is the need for enrolling six different fingerprints to access the Signature?
A: All six fingerprints have to be enrolled to fully secure the device and data inside. If any slot is empty, an unauthorized person may try to misuse the empty space.

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