



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 user 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 no circumstances should any cleaning fluids be used.

