The SureID®
Registration Station

Installation Instructions
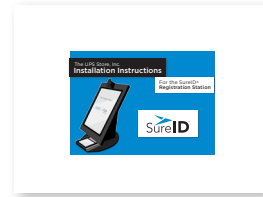
Items included in your shipment

1. SureID® Registration Station (SRS)
2. Secure Connectivity Unit (SCU)
3. Custom Packaging
4. Installation instructions envelope
   - Installation instructions

SureID Registration Station (SRS) Features

Camera with manual vertical tilt adjustment to accommodate most applicants

Protected on/off switch that limits unwanted access

Touch screen

Two SC/PIV card readers

Slap scanner (or optional single fingerprint scanner)

Secure Connectivity Unit (SCU) Features

Cellular antennas (paddle shaped)

Self-adhesive strips

Wi-Fi antennas (pencil shaped)

Power supply cable

Before Installing the SRS and SCU

Choose a location for the SRS

1. Place the SRS in a location that ensures the applicant's visual and audio privacy
   - SureID, our organization, and the applicant are all impacted if personal information is stolen!
   - Do not place where bystanders can easily read the screen.
   - Keep the SRS where conversations between applicants and associates are as private as possible.
2. Make sure an associate or administrator can take physical control of SRS quickly to avoid
   - Vandalism or damage
   - Theft
   - Any attempts to hack or control the system outside of appropriate use
3. Maintain good conditions for photos
   - A neutral color backdrop with minimal pattern
   - Adequate lighting, such as in a well-lit room for detailed assembly work
   - Pointed away from windows or sources of bright light and out of direct sunlight
4. Provide ADA/Section 508 compliance
   - SRS base 29 (± 1) inches above the floor
   - At least 7 feet (84 inches) of vertical clearance
   - At least 4 feet (48 inches) of horizontal clearance
5. Use the SRS indoors only
   - Within a temperature range of 65°F-85°F
   - In a location where humidity is less than 85%
6. Keep within 4 feet of two US 110VAC wall outlets

Choose a location for the SCU

1. Place the SCU away from the SRS in a secure low-traffic location, such as on a wall behind a counter or next to the administrator's desk.
   - You can place the SCU in an adjacent room if the WiFi signal is still at least 3 of 4 bars.
     - If the SCU does not get a good signal, you will need to work with a SureID authorized technician to move the SCU to a better location.
2. While maintaining at least 1 foot of clearance between the paddle-shaped antenna and the ceiling, mount the SCU as high on a wall as possible.
3. Position within 5 feet of one 110VAC wall outlet.
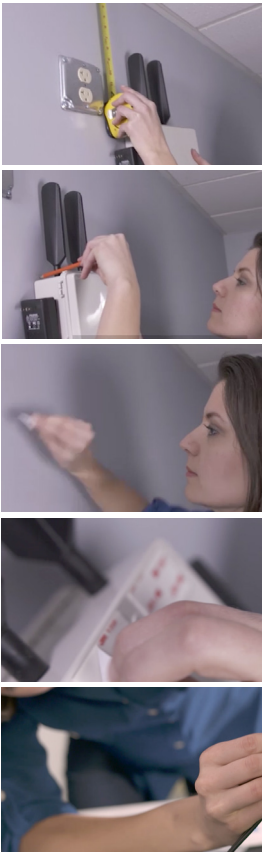
Installing the SCU

Items in the SCU Package

1. One Secure Connectivity Unit (SCU) with self-adhesive mounting strips and hook-and-loop attached power supply
2. One alcohol prep pad

Installation tools needed

1. Pencil
2. Measuring tape
3. Step stool or ladder (if applicable)

Mounting instructions

1. Remove the SCU and alcohol prep pad from the packaging.

2. Ensure that the SCU is within 5 feet of a US 110VAC power outlet .

3. Position the SCU on the wall as high as possible with the paddle-shaped antennas pointing up.
   - Measure at least 12 inches of distance from the cell antenna tips to the ceiling.
   - Make sure the SCU can be still be plugged in; move down if needed.
   - Mark the top of the SCU position on the wall with a pencil.

4. Set the SCU down.

5. Using the included alcohol prep pad, wipe the wall area below the pencil mark thoroughly and wait about 2 minutes to let the alcohol dry.

6. Turn the SCU over and peel off the plastic backing (marked 3M VHB™) from the adhesive tape, being careful not to touch the adhesive underneath.

7. Align the SCU below the pencil mark on the wall with the paddle-shaped antennas pointing up, and press it against the wall. Apply direct pressure on the SCU for about 30 seconds to ensure adhesion.

8. Detach the power supply on the side of the SCU, uncoil the cord, and plug into the US 110VAC power outlet.

9. Coil any excess power cord and secure with the included tie wrap.

SureID Registration Station Installation Procedure

Items in the SRS packaging

1. One SureID Registration Station (SRS) with hook-and-loop attached hub power supply and main power cable

Installation tools needed

None

Mounting instructions

1. Remove the SRS from its packaging.

2. Place the SRS on workstation so that the fingerprint scanner is even with the edge of the workstation.

3. Uncoil the main power cable and plug into the top of the outlet.

4. Detach the power supply, uncoil the power cord, and plug it into the bottom of the outlet.

5. Use the hook-and-loop strips that secured the power cables to manage any loose cable.
   - The hook-and-loop strips can be used to coil and secure excess power cord.
   - The strips can also be cut in half and used to secure the two cables together.

6. Turn the SRS on by accessing the power button through the access port on the upper right side using any non-sharp/non-pointed object.

7. Wait for the SRS to boot up.

8. Once the machine has booted, check that the WiFI signal icon shows at least 3 out of 4 bars. If not, contact Sure ID Support.
   - Phone: 844.787.3431
   - E-mail: support@sureid.com

You are now ready to register applicants!

After Installing SureID Equipment

 After you have installed the SRS and SCU, your organization's administrator should"

1. Contact SureID at 844.787.3431 to confirm installation, and
2. Review the training materials posted on The UPS Store, Inc. HUB and provide to associates.

Cleaning Instructions

1. Use 70% or less Isopropyl alcohol on a soft lint-free cloth or soft tissue or alcohol prep wipes.
2. Gently wipe off any fingerprint marks or smudges.
3. Dry excess alcohol with a dry soft lint-free cloth or soft tissue.
4. To prevent damage to the equipment, do not use any other cleaners or cleaning methods.

Troubleshooting

If the SRS is not functioning properly, try a soft reboot.

1. Turn the Registration Station OFF by pressing the on/off switch for 15 seconds through the access port.
2. Wait 20 seconds.
3. Turn the Registration Station ON.
4. The Registration Station should boot up and display the opening screen.

If the procedure above does not solve the problem, try a full reboot.

1. Turn the Registration Station OFF by pressing the on/off switch for 15 seconds through the access port.
2. Unplug the SCU power supply.
3. Wait 20 seconds for full power down.
4. Plug the SCU power supply back in.
5. Wait for the Secure Connectivity Unit to boot up.
6. Turn the Registration Station ON by pressing the on/off switch through the access port until the screen turns on.
7. The Registration Station should boot up to display the registration options screen.

If the Registration Station is still not functioning properly, please contact SureID Support
- Phone: 844.787.3431
- Email: support@sureid.com

Your SRS and SCU will be remotely analyzed, and the problem will be resolved within 4 business days.

Return Merchandise Authorization (RMA) Returns

1. If an RMA is issued to replace your SRS and/or SCU, please pack the item(s) following the SureID Support representative's instructions using the original packaging.

2. If you cannot locate the original packaging, please inform the SureID Support representative and a replacement set will be sent to you.

Secure Connectivity Unit Removal Instructions

1. Unplug the power supply from the outlet and attach to the hook-and-loop panel on the SCU.

2. Coil the power cord and secure with the included tie wrap.

3. While securely holding the SCU with one hand, insert a 1 ½ inch-wide putty knife blade (preferably made of plastic) or a similar flat, stiff object between the wall and the four adhesive tape strips to disrupt the bond.

4. Once the tape bond is fully disrupted, remove the SCU from the wall.

5. Detach any residual adhesive tape from the SCU by rolling the tape with your fingertips.

6. Repackage the SCU in the original container.

SureID Registration Station Removal Instructions

1. Unplug the two power supply cables from the US 110V AC outlet.
    *   Coil the hub power supply cable and secure with the included hook-and-loop strip.
    *   Attach the hub power supply to the hook-and-loop panel on the SRS.
    *   Coil the main power supply power cord and secure with the included hook-and-loop strip.

2. Detach the SRS from the approved fixture by removing the two screws using the included T-27 Torx-Pin L-key.

3. Repackage the SRS in the original container.

End-of-Service Returns

1. If you decide to discontinue the use of SureID equipment, please contact the SureID Support department.
    *   Phone: 844.787.3431
    *   Email: support@sureid.com

2. An RMA will be issued and you will be given instructions to return your equipment according to the process in the RMA Returns section.

3. Repackage the SRS, SCU, and any other optional items in the original packaging.

Remember to include all of the accessories, hardware, and specific tools that were provided with your original shipment. If you are missing any packaging items or need assistance with the packaging process, please contact the SureID Support department.