Mobile Biometric Capture Device (SCU)
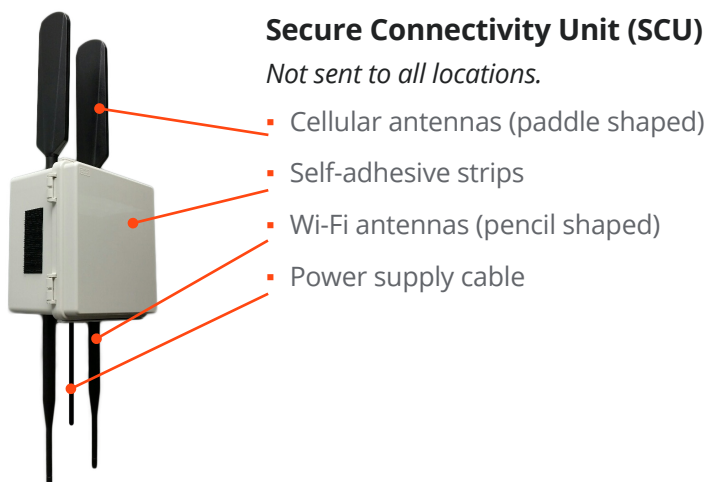
Setup and Use Guide

What You Should Receive

Mobile Biometric Capture Device (Device)

- Protected on/off switch that limits unwanted access
- Built-in camera on touch screen
- Touch screen
- Fingerprint scanner

Setup Instructions

Secure Connectivity Unit (SCU)

Not sent to all locations.

- Cellular antennas (paddle shaped)
- Self-adhesive strips
- Wi-Fi antennas (pencil shaped)
- Power supply cable
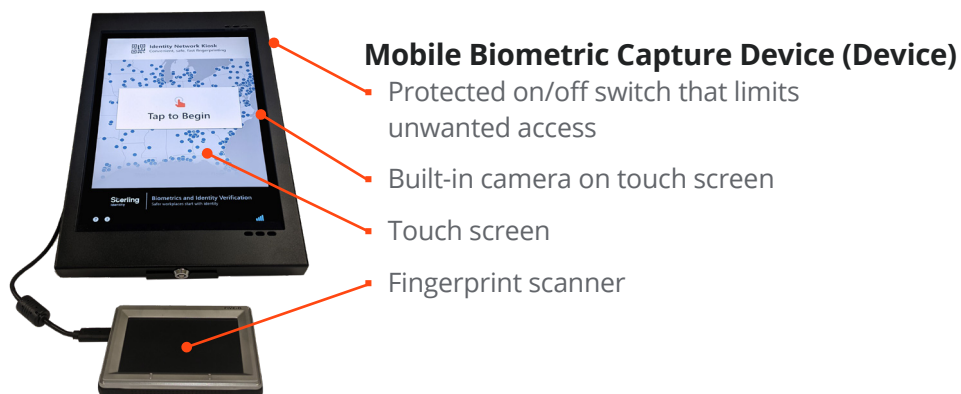
Before Setting Up the Device

Choose a location for the Device

1. Place the device in a location that ensures the applicant's visual and audio privacy.
2. Make sure an associate or administrator can take physical control of device quickly.
3. Maintain good conditions for photos.
4. Provide ADA/Section 508 compliance.
5. Use the device indoors only.
6. Keep within 8 feet of a wall outlet.

When the device is not in use, please store in a secure location preferably powered on and plugged in for the device to charge, consume updates, and be ready for fingerprinting customers.
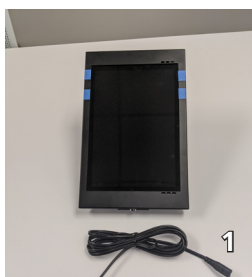
Setting Up the Mobile Biometric Capture Device

Items in the device packaging

- One Mobile Biometric Capture Device
- One power cord

Setup tools needed

None

Setup instructions

1. Remove the device from its packaging.

2. Place the device where you intend to take fingerprints.

3. Remove the protective cover from the scanner on the back of the device.

4. Plug the power cord into the device.

5. Plug the device into the wall socket.

6. Turn the device 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 device to boot up.

8. Once the device has booted, check that the LTE signal icon shows at least 3 out of 4 bars. If not, contact Sterling Identity Support.

   Phone: 844.787.3431
   E-mail: support@sterlingidentity.com

### After Setting Up Sterling Identity Equipment

After you have set up the device, your organization's administrator should:

1. Contact Sterling Identity at 844.787.3431 to confirm installation, and

2. Have all associates review the training provided on the device.

Using the Mobile Device

If you need to move the device temporarily to a new location for fingerprinting, you can unplug the power cable and use battery power for up to 3 hours.
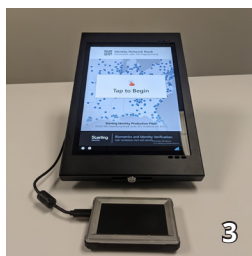
Setup instructions

1. Remove the scanner from its velcro attachment on the back of the device and gently pull on the cable to untuck it from the hole in the base.

2. Place the scanner in front of the device so that the two marks on the bezel are on the bottom.

3. Follow the directions on the screen to take fingerprints and photos.

    - If you cannot get a good camera angle, you can also tilt the device forward, lifting the base from the surface, then take a photo.

4. When done, reattach the scanner to the back of the device and tuck the cable into the base before transporting.

5. If you unplugged the device, return it to its original location and plug it back in to avoid draining the battery.

Note: the battery on the device can run for up to 3 hours. When not in use, keep the device ON and plugged in for important software updates.

When not plugged in, the device will go into sleep mode after 15 minutes of non-use. To wake the device, press the power button through the access port on the upper right side using any non-sharp/non-pointed object.

Installation instructions if you received an SCU

Installing the SCU

Items in the SCU Package
- One Secure Connectivity Unit (SCU) with self-adhesive mounting strips and hook-and-loop attached power supply

- One alcohol prep pad

Installation tools needed
- Pencil

- Measuring tape

- 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 110V AC power outlet.

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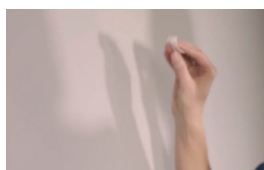
Troubleshooting and Returns

If the device is not functioning properly, try a reboot.

1. Turn the device OFF by pressing the on/off switch for 15 seconds through the access port.

2. Wait 20 seconds.

3. Turn the device ON.

4. The device should boot up and display the opening screen.

**If the device is still not functioning properly,
please contact Sterling Identity Support,**

Phone: 844.787.3431
Email: support@sterlingidentity.com

Your device 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 device, please pack the item(s) following the Sterling Identity Support representative's instructions using the original packaging.

2. If you cannot locate the original packaging, please ask Sterling Identity Support for a replacement set.

Identity Network Kiosk Removal Instructions

1. Unplug the power supply cable from the US 110V AC outlet.

2. Repackage the device and power cable in the original container.

End-of-Service Returns

1. If you decide to discontinue the use of Sterling Identity equipment, please contact Sterling Identity Support.

   Phone: 844.787.3431
   Email: support@sterlingidentity.com

2. Support will issue an RMA give you instructions to return your equipment (see the **RMA Returns** section).

3. Repackage the device 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. Your organization may be charged for any lost, negligently damaged, or missing equipment. If you are missing any packaging items or need assistance with the packaging process, please contact Sterling Identity Support.