

# Biometrics Best Practices



## #1 Rule – **ENVIRONMENT** and **USAGE** is everything

Few would argue that a luxury sedan is a GREAT car... on DRY road surfaces. But consider how poorly that same car performs in heavy snow conditions.

To ensure a positive luxury sedan driving experience in snow you might need:



Sand & Salt covered road surface?  
 Snow tires? Snow chains?  
 Lower air pressure in your tires?  
 Sand bags in your trunk?  
 Experienced driver behind the wheel?  
 Consider not driving your car in snow?  
 Consider driving a different car model?

Consumers familiar with luxury sedans are aware of these things PRIOR to purchasing the car. Consumers realize a luxury sedan is not suitable for all weather conditions nor every driver.

Likewise with **Biometrics**, you need to optimize your environment (i.e. avoid snow covered roads) and train users (i.e. drivers) in order to have a positive user experience.

Follow the tips in this user guide and you'll be able to derive the two primary benefits of **Biometrics**:

1. **Security** – Prevents unauthorized access by someone misusing an authorized ID badge.
2. **Convenience** – Prevents accidental lockout when you forget/lose your ID badge.

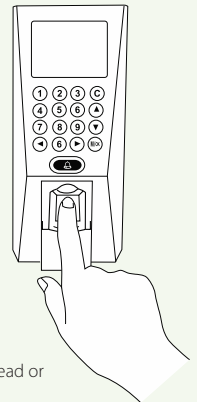
While ZKAccess has one of the best fingerprint sensors & matching algorithms in the industry, still there will be times when some users cannot be recognized by our fingerprint readers. This is most often due to changing environmental variables and/or lack of user-training.

So here are some useful tips to help improve the reliability of your **ZKAccess fingerprint reader(s)**:

**#2 Rule: If you can successfully enroll a fingerprint, then you should be able to match that same fingerprint 100% of the time.**

**If however, a previous successfully enrolled finger cannot be subsequently matched, then assume something has CHANGED since you last successfully enrolled that same user's fingerprint;**

- Finger is dirty (try cleaning it)
- Finger has a scratch (try enrolling a different finger)
- Sensor is dirty (try cleaning with a lint-free cloth)
- Insufficient moisture on your finger (rub finger against your forehead or cheek to obtain oil from your skin and try again)
- Biometric reader has become damaged



**But IF you CANNOT enroll any fingerprints... then try the following:**

- Make sure finger(s) are clean and free from cuts or scratches.
- Rub the finger you wish to enroll against your forehead (or cheek) to obtain more oil from your skin and try again. This helps when in dry/cold environments.
- Lower the threshold setting on the reader (which desensitizes the fingerprint scanner)
- Change from 1:N matching to 1:1 matching (1:1 matching requires the user first enter their User ID# prior to presenting their fingerprint).

### IF ALL ABOVE TIPS FAIL

It's possible the condition of your workplace (i.e. dirty/dusty), weather (very cold/arid) or employee demographics (ages younger than 10 years or older than 65 years) may contribute to less than optimal fingerprint recognition results. If this is the case, inquire about alternative ZKAccess biometric technologies (i.e. facial, finger vein pattern, etc.).

Lastly, it's possible that based on your environment, users and/or budget that a traditional card-based access control system is best suited for you.

## ZKAccess

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