



Supplement

Quick check

Error display and troubleshooting



ekey finger scanner arte -
with ekey home control panel micro plus

Fingerprint scanner display



blue flashing

Fingerprint scanner operating with factory settings.



blue illuminated

Fingerprint scanner ready for operation.



LED off

LED deactivated or fingerprint scanner not working.



orange flashing

No bus connection to the control panel.



red/green illuminated

The sensor of the fingerprint scanner is soiled or broken.



green illuminated

The fingerprint scanner is lighting up green, but the door will not open.



red illuminated

The finger was not recognized or no fingers have been stored.



What you need to do...

The device is ready for activation as described in the instructions with the ekey home app or using an administrator finger. See the operating instructions or instructional videos (QR codes are listed on the back page).

You can check the wiring using the test mode:

- 1** Connect the power supply. Place a finger on the sensor (for longer than 3 s). The status LED flashes blue.
- 2** Remove the finger from the sensor within the next 2 s. The status LEDs on the fingerprint scanner and the control panel (CP) light up green. The relay switches.

The device has previously been activated with the ekey home app or using an administrator finger. The system is in normal mode.

- A** If the scanner is functional, check the ekey home app to see if the status LED has been deactivated by the fingerprint scanner.
- B** The fingerprint scanner is not working. Check the supply voltage and the polarity at the power supply and the ekey home control panel micro plus. The control panel must flash. If the fingerprint scanner is also getting hot, the A cable on the ekey home control panel micro plus has not been connected correctly (the locking lugs must be aligned one on top of the other).

No connection to the control panel.

Press and hold the reset button on the CP for 5 s. After the reset, the fingerprint scanner must flash blue and the status LED on the control panel must flash green.

Treat the sensor surface with care. Clean the sensor surface of the fingerprint scanner and the fingerprint scanner itself with a damp (not wet), non-abrasive cloth. Q-tips, microfiber cloths, and glasses-cleaning cloths are suitable for this purpose. Cotton-containing materials, paper towels, tissues, kitchen sponges, damp dish towels, and kitchen roll are not suitable. Use clean water without adding detergent. If the fault cannot be rectified, replace the fingerprint scanner.

- A** Check that the control panel switches. In normal mode, the LED on the ekey home control panel micro plus lights up for 3 s as soon as the fingerprint scanner is green.
- B** Check if the motorized lock is faulty or has been connected incorrectly. Carry out the check as described in the manufacturer's instructions.

Swipe the finger over the sensor again (see the instructions on the back page) or store a minimum of one finger.

In general: If a problem persists, contact ekey support directly. Contact details are listed on the back page.

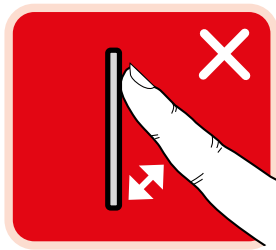
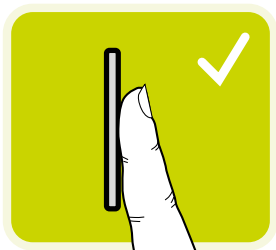
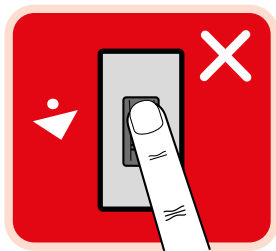
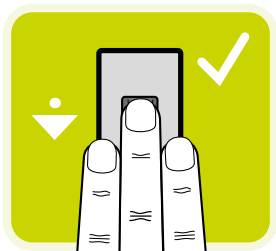
Other important information

● Finger swipe technique

A good finger swipe technique is crucial for optimal detection. The best method is to stretch out ALL of your fingers and place the finger to be scanned on the finger swipe area so that only the first phalanx is in contact with it. The joint of the first phalanx should be directly over the sensor.

Place the other fingers to the left and right of the scanner. Do not roll your finger onto the fingertip while swiping. Apply moderate pressure and swipe your finger evenly over the sensor at a medium speed: not too fast and not too slow. The incorrect amount of pressure will produce poor results.

The amount of pressure required will vary according to your skin type. Soft skin will require less pressure; dry skin will require more. If your hands are dry, it often helps to run your finger over your forehead to moisturize it before swiping it over the fingerprint scanner. Test a few different methods to see how you can achieve the best possible scan results for you. To begin with, the finger swipe technique takes a bit of practice. You will soon learn the best way to operate the scanner (there is a QR code on the back page for a video demonstrating good finger swipe technique).



● Integrated learning capability

Intelligent software:

The ekey software is learning all the time – it can detect the growth of children's fingers as well as minor injuries and changes to users' habits.

Children's fingers:

Children's fingers generally work from around school age. The specified mounting height must be observed in order to ensure correct operation.

Other important information

● Installation position and mounting height

Installation position: Finding the right position for the fingerprint scanner will make the finger swipe technique much easier to master and will improve finger recognition. The fingerprint scanner works just as well whether you are right-handed or left-handed!

It is important to have enough moving space when standing in front of the fingerprint scanner. Straining to reach the scanner will produce poor results.

Mounting height: The scanner can only be used ergonomically if it is mounted at the right height.



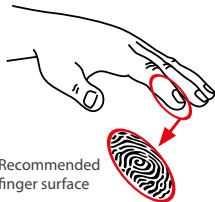
Type	Recommended mounting height
IN (integra)	155 cm
AR (arte)	155 cm
WM (wall-mounted)	135 cm
OM (outlet-mounted)	100/155 cm

● Sensor and finger surface

The sensor is the narrow strip across the bottom part of the finger swipe area. You must swipe the front phalanx fully over the sensor in order to achieve optimal results. The sensor must not be subjected to any mechanical stress other than operation with a finger.

Do not scratch the sensor with your fingernail. Never clean the sensor with the rough side of a sponge or with any aggressive cleaning agents. Damaged sensors must be replaced.

You can find more information about cleaning in this document under: "The sensor of the fingerprint scanner is soiled or broken."



Recommended finger surface

● Finger scan

From experience, the best fingers to use are as follows: **1. middle finger, 2. index finger, 3. ring finger.** The thumb and the little finger should not be used. Each person will have fingers that are more or less suitable for scanning. It is a good idea to use the hand you write with (right-handed/left-handed), as you will have more feeling in this hand. You should choose a clean finger without any cuts or grazes. If your finger has very few lines due to abrasion or for genetic reasons, it will not be detected by the sensor. Clearly visible lines will make it easier to recognize.

Children should use their index finger or whichever finger they instinctively choose to use. Use the fingers that are most comfortable for you and those that are recognized the quickest.

Support

You can find all the information on our products on our website:
www.ekey.net/en/pro-mediacenter.

Storing fingers and using the scanner are usually straightforward processes. However, if this information does not help you, please contact us:

Ticket system (recommended): <https://www.ekey.net/en/tickets>

E-mail: support@ekey.net

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Germany: +49 6187 90696 - 0

Switzerland: +41 71 560 5484

Italy: +39 0471 922 712

Slovenia: +386 1 530 94 95



Video about
finger swipe
technique



Video about
use with
administrator
finger



Video about
operation with
app



Operating
instructions
CP micro plus

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