

FINGERTEC® TROUBLESHOOTING CARD

1 Error in connection or connection error

Error Message: "Error169"

- Check COMM Setting
(Hardware: Menu > Options > COMM Option)
- Check "FingerTec Terminal" setting
(Software user manual, page 14)
- Check LAN's IP address
(Control Panel > Network Connection > Properties)
- Check cable
(Use cable tester or new cable)
- Windows Command Prompt
(Type "arp -d 192.168.1.201")
- Reset reader's options
(Menu > Options > System Options > Advance Options > Reset Option)
- Replace IO controller
(For AC800 reader)
- Replace MCU
(Video clip on technical tips)
- Replace Core board
(Video clip on technical tips)

2 Unable to startup TCMS software even if the connection is available

Error Message: N/A

- Check PMAC address in Windows command prompt
(Type "arp -a 192.168.1.201")
- Check activation of terminal, product & activation key in "FingerTec Terminal".

3 Optical Sensor Error

Error Message: "FP Reader Error"

- Check cable from optical sensor to core board
- Replace optical sensor

4 Verification is not successful

Error Message: Keep showing "Please Try Again"

- Check setting for 1:1 verification (Menu > Option > System Option > Advance Option)
- Delete & Re-enroll fingerprint
- Re-calibrate scanner

5 No voice emitted by the reader

Error Message: N/A

- Check voice setting & conduct voice test
(Menu>Option>System Option>Advanced Option>Voice)
(Menu>Option>Auto Test>Voice Test)
- Check speaker connector
- Replace speaker

6 No display on LCD

Indication: LCD with only background light, no font

- Adjust contrast
- Check connector from LCD to MCU
- Replace IC
- Replace LCD
- Replace MCU

7 No power at all

Indication: LCD with only background light, no font

- Replace 5V power adapter or power coat
- Replace IO controller (AC800)
- Replace MCU
- Replace Core board

8 Buttons do not respond when pressed

Indication: LCD with only background light, no font

- Check keyboard's connector
- Re-solders the button
(If certain buttons)
- Replace circuit board