
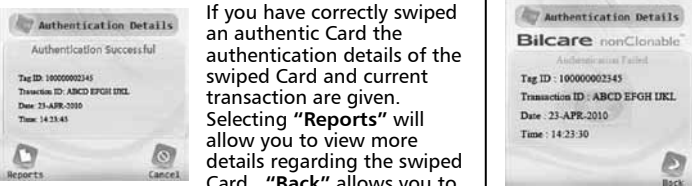
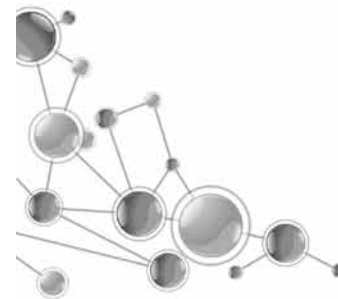
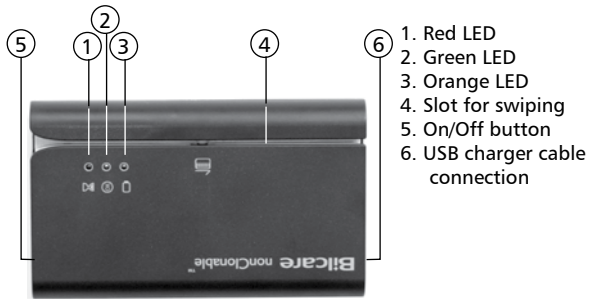


Steps	Possible errors & help/solutions
<p>Make sure you continue to swipe the Card all the way through the Reader slot. The green LED will blink rapidly as you swipe the Card.</p>	<ul style="list-style-type: none"> • Do not bend the Card while swiping. • Do not tilt the Card while swiping. • The more you practise, the more familiar you will become with the swiping motion.
<p>5. Authenticating the Card</p>  <p>After you have successfully swiped the Card, your mobile phone will display these two screens consecutively while it reads the data from the Reader and sends it to the BATS Server.</p>	<p>There are a number of different error/warning messages that may appear on your mobile if the Card has not been correctly swiped. For a detailed list of these, please refer to Section 4.4 User Manual. The red light on the Reader will glow and an error/warning message may be displayed because you have:</p> <ol style="list-style-type: none"> a) Swiped too fast – swipe again more slowly b) Swiped too slowly – swipe again faster c) Your swiping motion may be incorrect (see above) or the barcode may be dirty and need a wipe before swiping again. <p>Try swiping again after you have checked the barcode integrity and your swiping action.</p>
<p>6. Verification of authentic Card</p>  <p>If you have correctly swiped an authentic Card the authentication details of the swiped Card and current transaction are given. Selecting "Reports" will allow you to view more details regarding the swiped Card. "Back" allows you to return to swipe another Card.</p> <p>To finish using the application, select "Exit", then "Yes". Selecting "No" allows you to return to swipe another card.</p>	<p>If you have swiped a non-authentic Card, the application will notify you that the authentication has failed and details for the current transaction will be given. Selecting "Back" will allow you to return to swipe another Card.</p> <p>If you receive this message, it is advisable to re-swipe the Card. If the Card still cannot be authenticated, refer to your company policy regarding non-authenticated Cards.</p>
<p>7. Repeat swiping</p> <p>Once your mobile phone has displayed a result from swiping the Card, (either a response from the database or an error message), the Reader and mobile phone are immediately ready to swipe another Card. You just need to return to the screen inviting you to start swiping your Card.</p>	
<p>8. Switching off the Reader</p> <p>To switch off the Reader, push the On/Off power button. All LEDs will go off (unless the Reader is powered via the USB socket, in which case the orange LED will continue to glow), indicating that the Reader has been shut down properly.</p>	



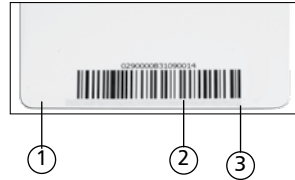
Bilcare nonClonable™
READER SX21

Overview of the Reader SX21



1. Red LED
2. Green LED
3. Orange LED
4. Slot for swiping
5. On/Off button
6. USB charger cable connection

Bilcare nonClonable™ identity card (the "Card")



1. ID card
2. Barcode
3. Tag containing the Fingerprint

Steps	Possible errors & help/solutions
<p>1. Mobile phone setup Turn on your mobile phone. Make sure you have a valid SIM card inserted with GPRS connectivity, that you have a Symbian phone preferably of the Nokia E Series and that your mobile phone is equipped with Bluetooth capabilities. The application has been tested on Nokia E63, E71 and E72. The recommended screen resolution is 320x240 pixels. You will also need to download the software onto your mobile phone by following the instructions in Section 3.2 User Manual.</p>	<p>See Section 3.1 User Manual for detailed information and instructions regarding your mobile phone and its compatibility with the Bilcare nonClonable™ System.</p>
<p>2. Switch on the Reader Insert the battery and charge with the USB charger cable for 5 hours for first-time use. See Section 3.4 User Manual for more detailed information regarding charging the battery. Once you have charged the battery, push the On/Off power button to switch on the Reader. The red LED will glow briefly while the Reader self-calibrates. Wait for the green LED to start flashing. The green LED will continue to flash slowly until the Reader has successfully paired with your mobile phone, when it will turn to a solid green light, indicating the system is ready for use.</p>	<p>If the Reader won't switch on, make sure the battery is charged by following the battery charging steps given in Section 3.4 User Manual. The orange LED will blink slowly if the battery is low. You will need to charge the battery for 5 hours for first-time use. Please also ensure that you are using the battery provided with the Reader. For replacement batteries please contact Bilcare Technologies. Use of unauthorized batteries may damage the Reader and will result in the product warranty being void. If the red light stays on and is not replaced by a blinking green light, it may be because the Reader is unable to self-calibrate. Switch the Reader off then on again. If the problem persists, please refer to Section 1.3 User Manual for technical support information.</p>
<p>3. Starting the application Find and select the Bilcare nonClonable™ mobile application on your mobile phone.</p> <p>First time use: The first time you use this application, you will be prompted to enter the Domain name (obtainable from your IT administrator) and phone number of the mobile phone you are using. You will only be asked for this information once and will not be able to change the entries unless you reinstall the program. The End User License Agreement (EULA) screen will be displayed. Select "Accept" if you agree to the EULA and wish to proceed. Please enable Bluetooth on your mobile phone if prompted to do so. Thereafter, if the Reader and mobile are being paired for the first time, a welcome screen will be displayed, saying that you are "Currently not paired to any device". Selecting "Search", allows you to search for Bilcare nonClonable™ Readers within Bluetooth range of your mobile phone. A list of</p>	<p>If the application will not start on your mobile phone, it might be due to multiple applications running on your phone and you should consult the mobile user manual to terminate unwanted applications. Alternatively, the application may be corrupted. Please refer to Section 1.3 User Manual for technical support information.</p> <p>If the Reader is not detected by the mobile phone for Bluetooth pairing, please make sure that:</p> <ol style="list-style-type: none"> 1) The Reader is switched on and the green LED is blinking 2) Your mobile phone's Bluetooth is switched on and that the Reader is within 5 metres of your mobile phone. <p>Once both the Reader and mobile phone are switched on, pair them via Bluetooth using the steps outlined here and in Section 3.6 User Manual. If you are still experiencing problems, try steps 1-3 as</p>

Steps

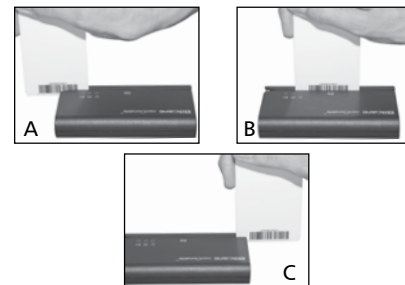
devices found will be displayed and selecting **"Pair"** allows you to proceed. Your mobile phone will then prompt you to enter the Bluetooth passcode. The default passcode is four zeros, i.e.: 0000. Once the passcode has been correctly entered, select **"Yes"** to allow the application to connect with the Reader. If you authorize your phone to use the software, following the steps described in **Section 3.3 User Manual**, from then on whenever you use the application the message **"Please swipe card"** will be displayed on your mobile phone at this stage. If you have not yet authorized your phone to use the software (see **Section 3.3 User Manual**) you will always be asked if you allow the application to use the network to send or receive data, which you do by selecting **"Yes"** to connect the application to the BATS Server and then choosing a valid access point. Your mobile phone will then show that device authentication is in progress. The message **"Please swipe card"** will appear once the mobile phone ID has been authenticated by the BATS Server.

Subsequent use: If the mobile phone has been paired with a Reader previously, after you have found and selected the application on your mobile, it will give the name of the previously paired Reader. If you are pairing with the same Reader then select the **"Pair"** option. If you are pairing with a different Reader then select **"Options"**, which allows you to search for all for Bilcare nonClonable™ Readers within Bluetooth communication range. Once you have chosen a valid access point and your mobile phone has been authenticated by the BATS Server, the message **"Please swipe card"** will appear. The solid green LED will glow and you will now be prompted to start swiping the Card.

4. Swiping the card

The figures below show the correct swiping procedure.

Place the Reader on an even, stable surface, such as a table. Taking a firm, central grip of the Card, insert the Card into the leading edge of the Reader slot, ensuring that no part of the pack overlaps with the sensor area in the middle of the slot when you start swiping and that the Barcode is oriented towards the Barcode Symbol. Using a steady hand, swipe the Card smoothly right through the slot in the Reader as shown in **Figures A to C**:

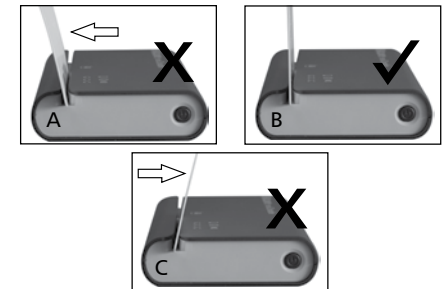


Possible errors & help/solutions

described in **Section 7.4 User Manual**. If the error message **"Network communication error"** is displayed, your mobile phone is unable to establish connection with the Internet. This may be because you are in an area of poor reception (network coverage). Another possibility is that the SIM card in your mobile phone does not have GPRS connectivity. Contact your service provider to upgrade to activate GPRS on your SIM card, or to obtain a SIM card that is GPRS-enabled. There may be restrictions on using Bluetooth technology in some locations. Check with your local authorities or service provider. You will also receive this message if the application fails to connect with the BATS Server. If you select **"OK"** at the network communication error message, you will be asked if you wish to send again.

The red LED on the Reader will blink rapidly if the Reader has not been able to read the Card.

You must swipe the Card again making sure of the following:



- Make sure you insert the outer edge of the Card into the leading edge of the Reader slot – do not have any part of the pack overlapping with the sensor area in the middle of the slot.
- Swipe the Card at moderate speed, smoothly all the way through the Reader slot, without jerking.