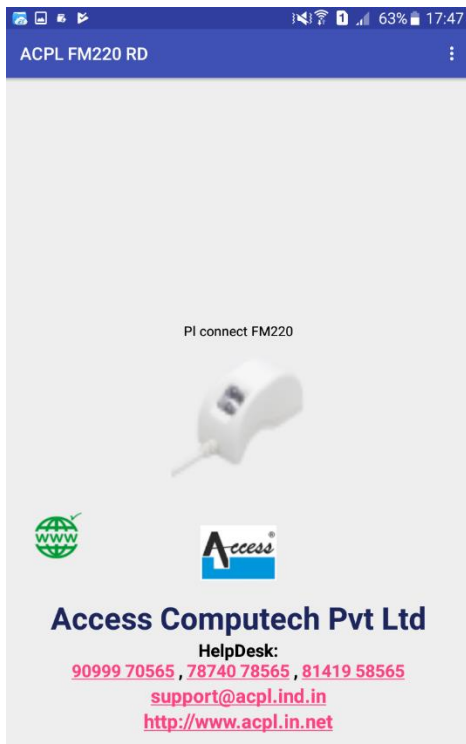
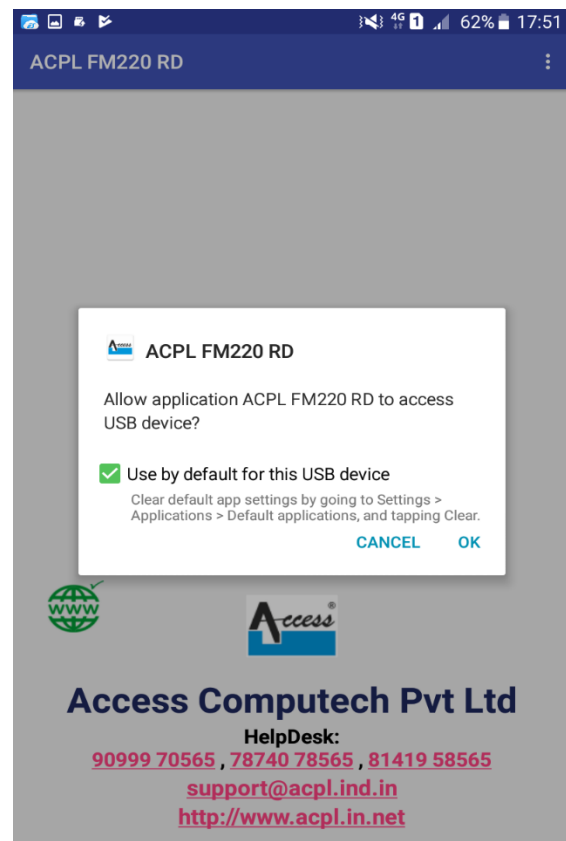
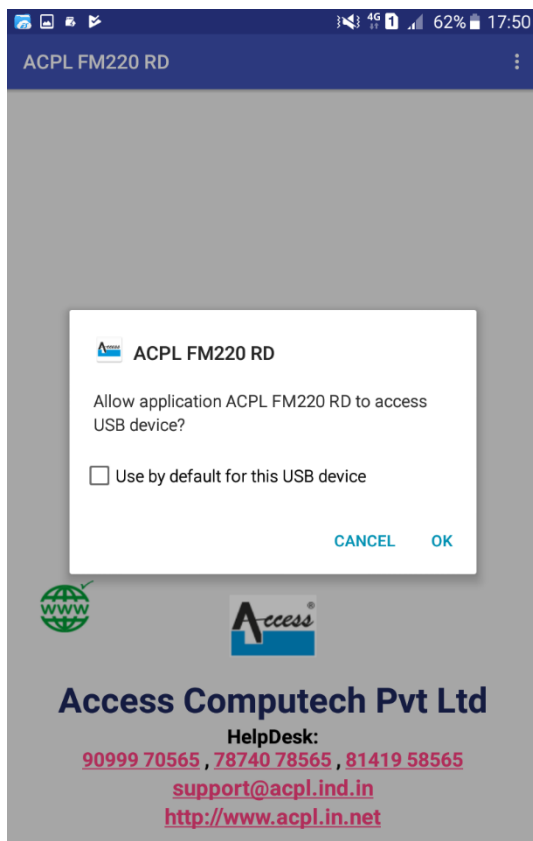


USER GUIDE FOR “ACPL FM220 RD” APPLICATION

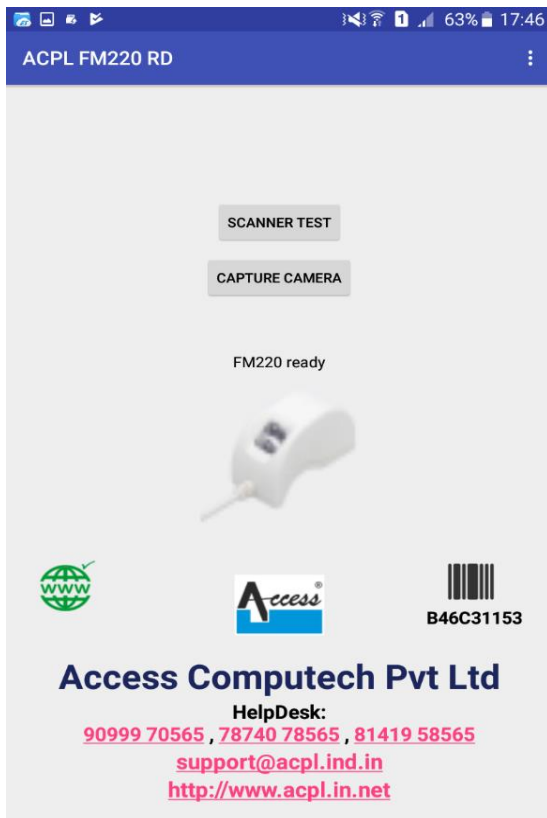
1. Device Connection:



After connecting device to mobile it will display pop-up message to allow the application to access device. Give Permission for Device access.

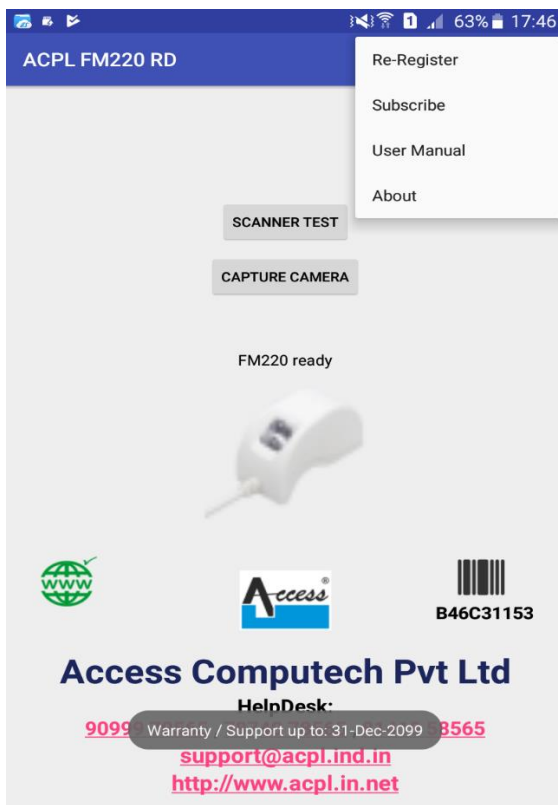


1.1 Device Registration :-



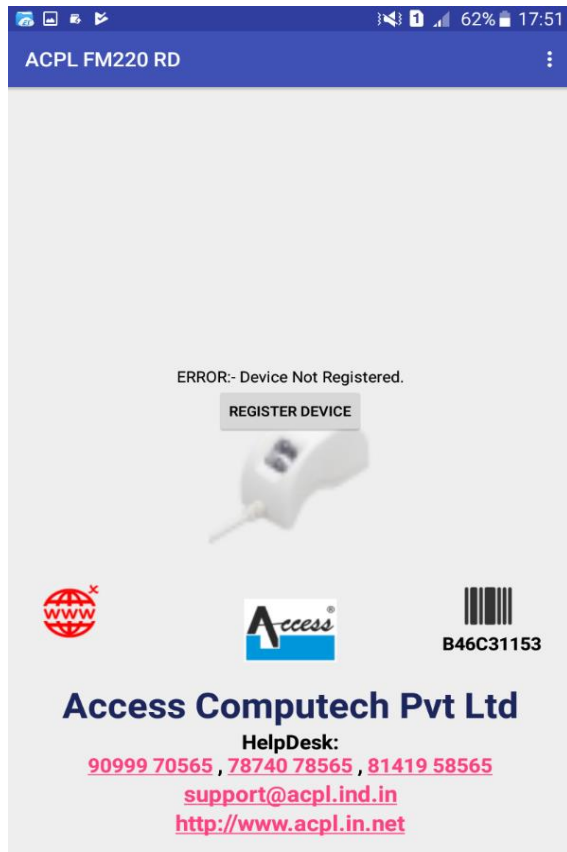
This screen will be display if only your device was already registered. Otherwise your device automatically register when you connect Startek FM220 with Android device Or click on “REGISTER DEVICE” Button .

1.2 Re-Register Device:-



If you want to Re-Register your device please connect device and open menu option and Click on Re-Register menu tab .

1.3 Network Connectivity: -

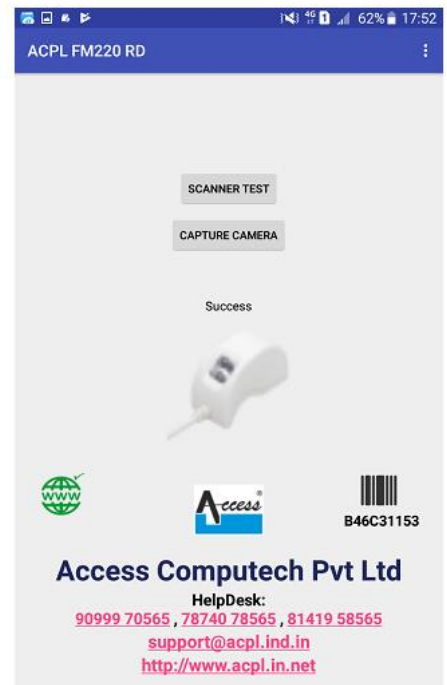


Please check Internet connectivity before checking and testing device. In case of no internet connectivity, then it will display “No Internet” message.

2. Testing of Registered Device:

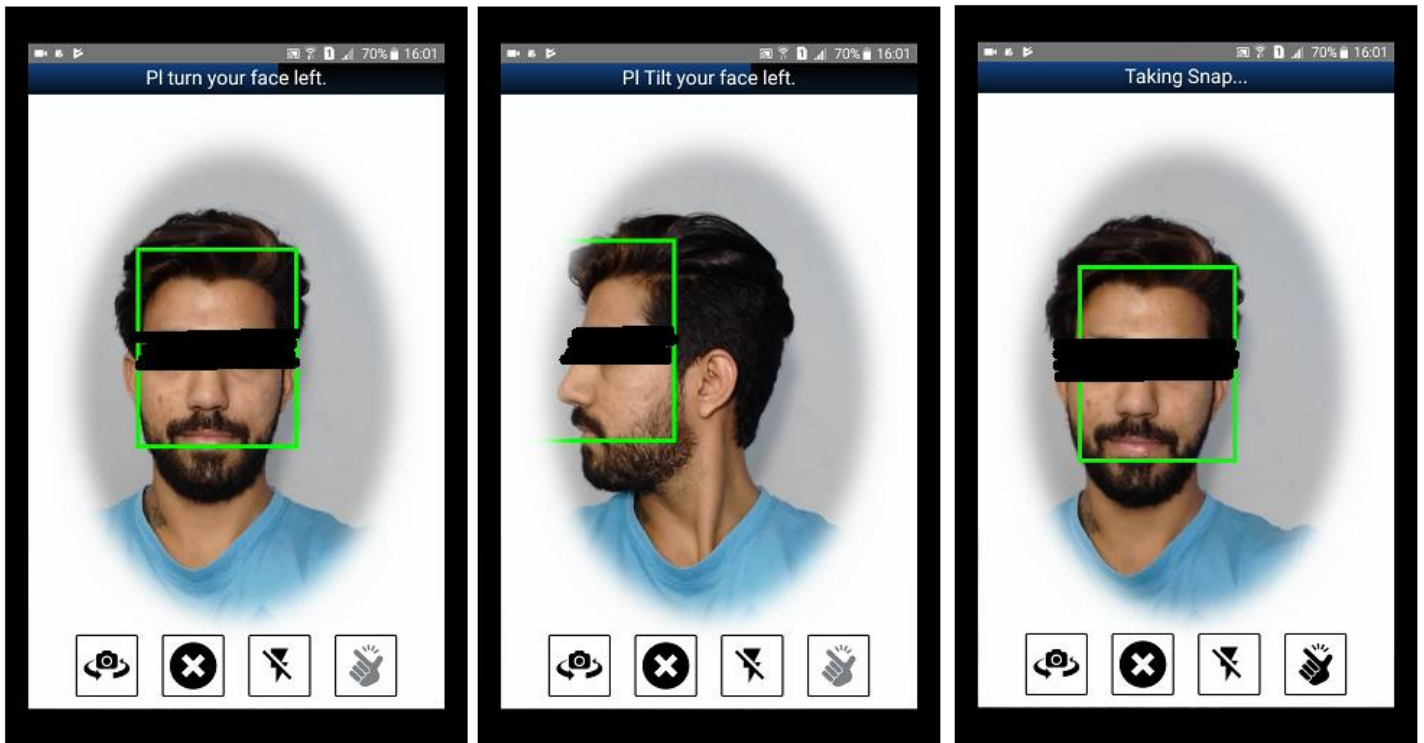
2.1 Scanner Testing:

- Now start taking fingerprint by clicking on “Scanner Test” Button.



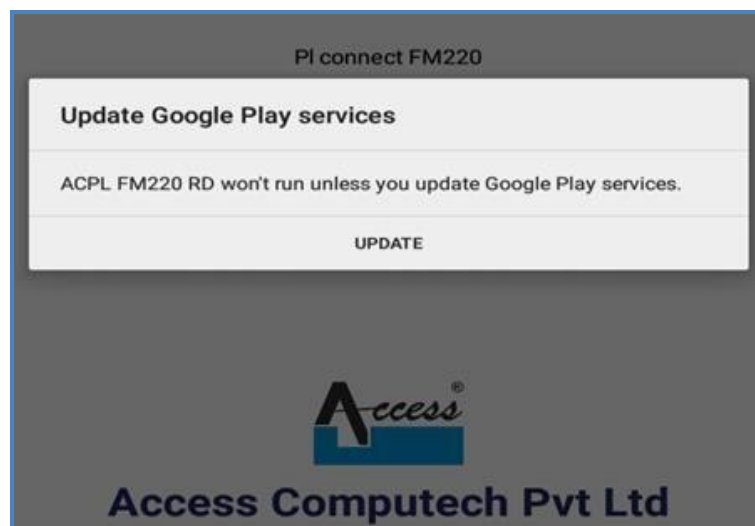
2.2 Capture camera Testing:

- Now start taking face capture by clicking on “Capture Camera” Button.

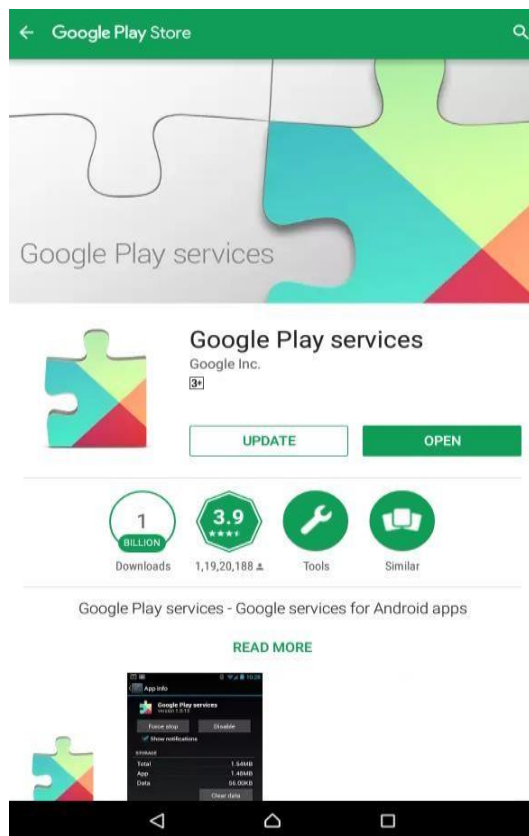


3. Google Play Service Not Updated:

After installing RD Service application, if Google Play Service of Android device is outdated/invalid, then a popup prompting to update Google Play Service will be displayed (as shown in screenshot).



Press update button to reach Google play store and update Google play service to use application.



In case you don't update Google play service, the “FM220 RD service application” will not work properly.

4. **Time and date automatic mode :**



ACPL FM220

We recommend to keep timezone and time setting in auto mode. Wrong time can fail finger capture!

OK

If you are getting this dialog box or error ' Open Settings -> Date & time -> select time zone “ GMT +5:30 kolkata/Mumbai india ” and set Automatic date & time “ON” .

5. Device Data Not Available:



ACPL FM220

ERROR:-DEVICE DATA NOT AVAILABLE, PL CONTACT HELPDESK.

OK

If you see this Error while register your device please check your device serial no which is read by application is correct or same as the display on Barcode if not same pls download "**ACPL Testing Utility**" App from google play store and contact the Helpdesk and RE-config serial no and is serial no is same then pls give device serial no and also users details to Helpdesk .

6. Warranty/Subscription Validity Over :



ACPL FM220

ERROR:-WARRANTY/SUBSCRIPTION/SUPPORT VALIDITY IS OVER. PL RENEW.

OK

If you see this Error while register your device . It mens your device Subscription is over for extened that you have to pay Subscription fees for that pls visit '<https://goo.gl/rfVqGZ>' and contact helpdesk .

7. Device Is Block:



ACPL FM220

ERROR:-YOUR DEVICE IS BLOCKED, PL CONTACT HELPDESK.

OK

If you see this Error while register your device . This error is regarding payment issue in this case please contact helpdesk .

CONTACT INFORMATION

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