

USB Host Diagnostics

Please read this document and confirm that:

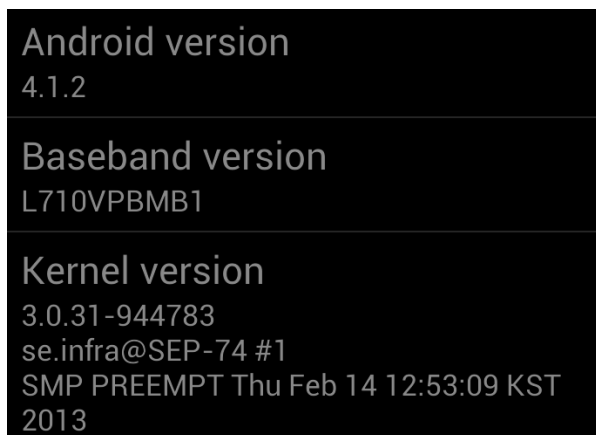
- Your Android device is running Android 3.1 or later
- Your Android device has a USB Host Controller
- The SecuGen fingerprint reader is recognized by your Android device

Currently, SecuGen Hamster Plus™ (HSDU03P) and Hamster IV™ (HSDU04P) fingerprint readers are supported. Earlier model numbers not shown here are not supported.

1. Verify that your Android device is running Android 3.1 or later

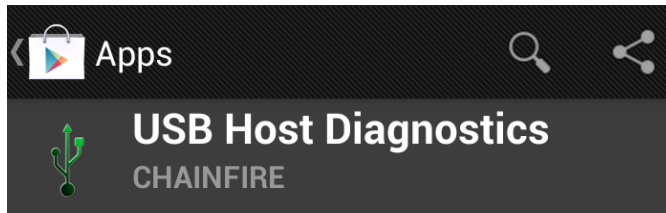
- a. Run the **Settings** app and select **About Device**
- b. Scroll down until you find **Android version**
- c. It should be 3.1 or later

For example:

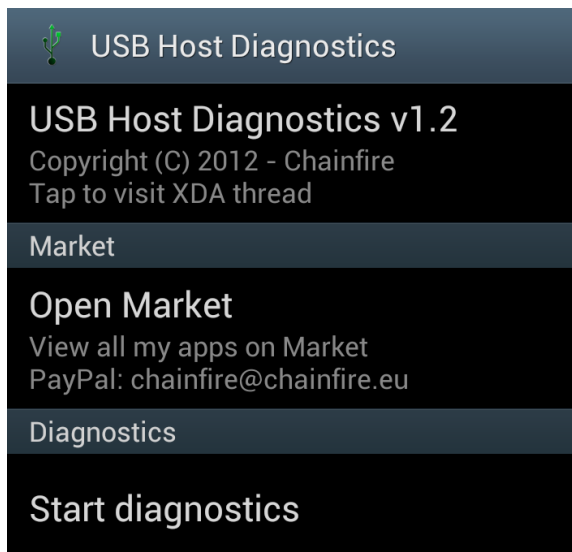


2. Verify that your Android device has a USB Host Controller

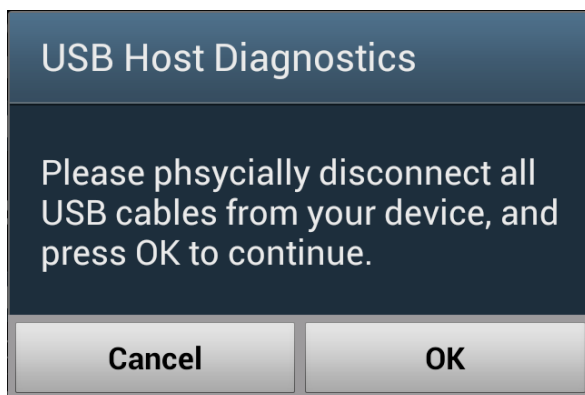
- a. Download and install Chainfire USB Host Diagnostics on your Android device.



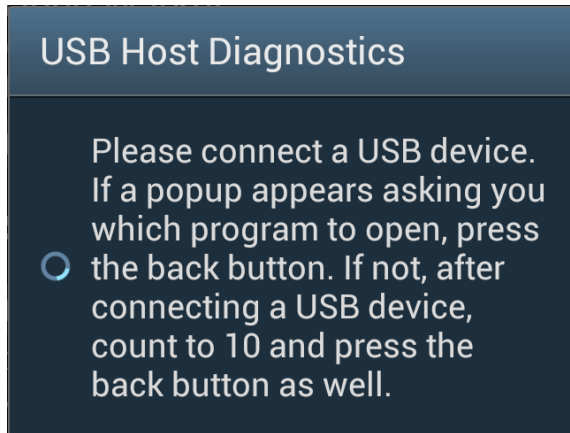
- b. Unplug all USB devices, and run the USB Host Diagnostics tool.



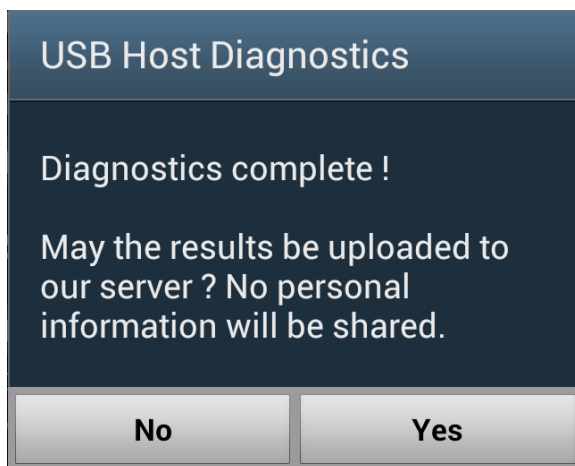
- c. Click **Start Diagnostics**. Click **OK** to confirm that no USB devices are attached.



- d. You will receive a prompt asking you to connect a USB device.



- e. Plug in the SecuGen USB fingerprint reader using a USB On-The-Go (OTG) cable. If a USB host controller is present, the dialog box above will be dismissed and a Diagnostics Complete message will be displayed as shown below.



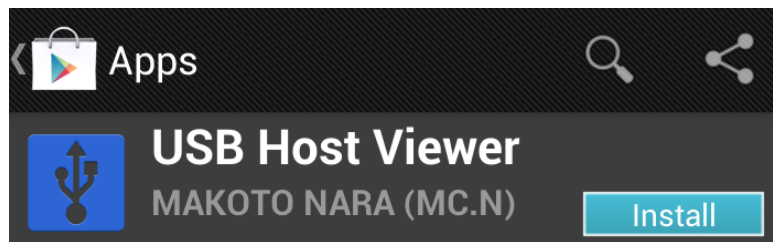
- f. **IMPORTANT: If the Diagnostics Complete message is not displayed when the USB device is plugged in, your Android device does not have a host controller. Select an alternative Android device to work with. Do not contact SecuGen technical support if this test has not passed.**

- g. Confirm successful completion of the test by verifying that **Device Detected** in the **Kernel** section is set to **Yes**.

Kernel	
Claims support	Yes
Device detected	Yes
Verdict	
OS support	Yes
3rd party apps	Full

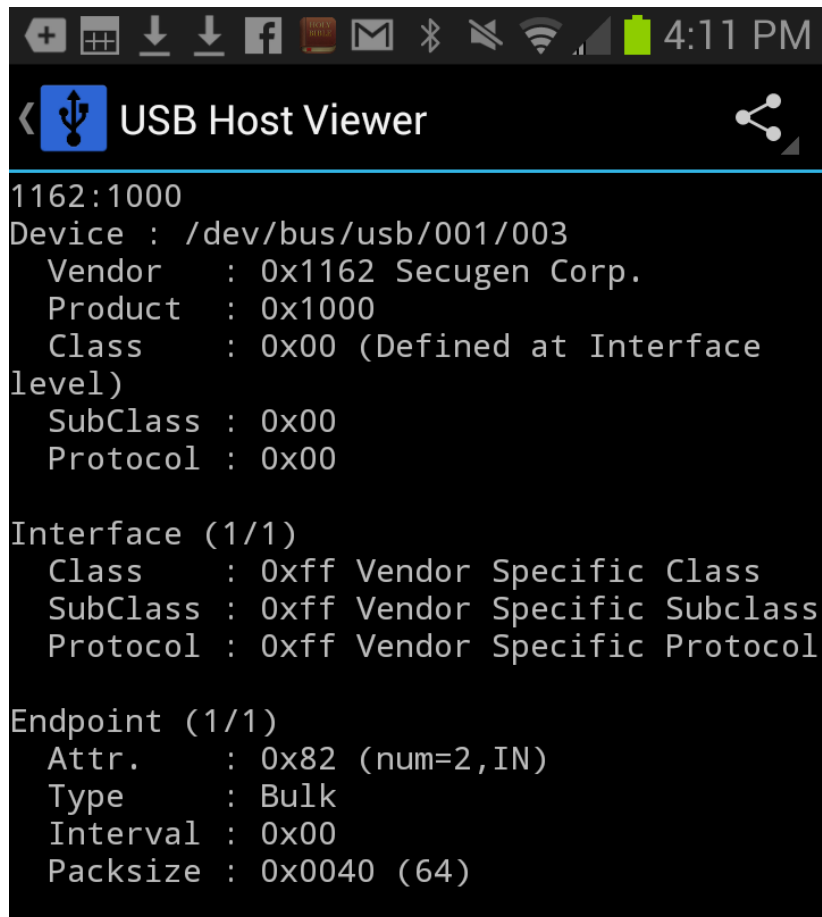
3. Verify that the SecuGen fingerprint reader is recognized

- a. Download and install the “USB Host Viewer” app



- b. Plug in the SecuGen USB fingerprint reader.
- c. Launch the USB Host Viewer app

- d. If the Hamster Plus (HSDU03P) reader is recognized, the following information will be displayed:



- e. If the Hamster IV (HSDU04P) reader is recognized, the following information will be displayed:



- f. If any device other than those listed below is displayed, this SDK will not function correctly.
- i. 1162:1000 – Hamster Plus (SDU03P)
 - ii. 1162:2000 – Hamster IV (SDU04P)