

# Biometric Lock Systems

This system consists of three major components:

- Lock and Electric Strike
- Biometric Reader
- Control Panel

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## Issue - Lock Non-Functional

- You can refer back to the Door Lock section for trouble shooting tips.

## Issue - Biometric Reader Non-Functional

- Can anyone use their finger to operate the reader (present finger and L.E.D. turns Green for Access Granted). If no one does clean the reader with a piece of clear tape. Press the tape onto the read head and then remove, this should remove debris or oil from peoples fingers. Test the operation of the Biometric reader.
- Confirm that the reader is working. Have another person who has access into the room try their finger. If their finger works confirm that the person having a problem is enrolled in the reader. See the Handout for Biometric systems. The L.E.D. should turn from Red to Green if they are enrolled into the reader.
- If the system still does not grant access, (Finger presented, L.E.D. turns from Red to Green Access Granted) contact Loss Prevention to confirm they are enrolled in the data base of the control panel.
- The control can only be serviced by an authorized technician.