

FREQUENTLY ASKED QUESTIONS:

Q

Can the car start without the user's fingerprint if I have the key to the ignition?

A

No, the car can only be started by an enrolled and authorized fingerprint. If an unauthorized person breaks into the vehicle, or unlocks it without permission of the system owner, the car will alarm immediately. Without the correct fingerprint verification, the Quick Alarming function will prevent vehicle ignition and stop fuel supply to the engine. The car can not be started without the correct fingerprint input.

Q

What is the possibility of a thief over-riding the Fingerprint Car Starter System, similar in the way RF units can be over-ridden by code scanners?

A

IT IS IMPOSSIBLE TO OVER-RIDE THIS DEVICE. The new technology requires the input of a unique, live fingerprint to identify the driver. This technology is regarded as the most reliable fingerprint scanner in the world. The Fingerprint Starter also prevents the copying and decrypting of the 40 bit-string; a problem that Radio-Frequency Identification (RFID) technology fails to solve.

Q

Are any "Upgrades" for the Fingerprint Car Starter available? Will there be any more in the future?

A

The Anti carjacking function, prevent fatigue function, and mobile phone convertible function are all available upgrades. WE ARE ALSO PUTTING DEVELOPING AN R & D FUNCTION. We will continue to develop new functions as well as products in the future.

Q

Could the unit also be used on Motorcycles?

A

No, the Fingerprint Car Starter unit has not been tested on motorcycles, the mechanical system between a car and motorcycle could vary. We do not recommend motorcycle applications.

Q

Can you tell me the difference between "Live Fingerprint Identification" (The Fingerprint Car Starter) and "Optical Fingerprint Identification. (Competitor's Products)?

A

Live Fingerprint Identification is recognized by blood pressure, temperature and vein patterns, while optical fingerprint identification is merely identification by rigid images. Other suppliers miss-lead consumers by naming their product with "Optical Identification", which only identifies a copy of an image rather than the user's actual fingerprint. (This type of identification de-values the technology and is easily fooled by a copy of a print.)

Q

Is the "Voice Instruction Guide" easy to follow and understand?

A

Yes, instruction is given clearly in English and in Chinese. The Voice Instruction Guide is a leading advantage of The Fingerprint Car Starter System. The voice Instruction guidance is a very advanced user interface program that similar suppliers can not achieve.

Q

If I were to cut my finger could I still start the car? If I need to send my car to the mechanic can the Quick Alarming Function can be disabled?

A

Yes, your master driver hold 1 six-digit password, by using your pin-pad and following the voice instruction, you can always disable (or enable) the Quick Alarming Function. After disabling the alarm just use your car key to start the car. This alarm is convenient and flexible.

Q

What happens if the vehicle's battery is disconnected?

A

The vehicle will still remain immobile. The system has its own alternative power source & will function as normal, and will not lose any memory.

Q

How many fingerprints can be stored?

A

The Fingerprint Car Starter can store a maximum of 9 user's fingerprints, divided into 3 categories. The owner of the vehicle holds 1 password that can easily enroll or delete records to adjust users. This makes the Fingerprint Car Starter great for friends, family, or fleet management purposes.

Q:

Can this unit be used in ALL makes and models of vehicles?

A:

Yes, the unit is universal for all different car models; trucks, SUVs, Buses, Tractors or Passenger Cars of 24V or 12V DC, Diesel or gasoline, Manual or Automatic transmissions.

Q:

Does the unit affect pre-existing car alarms/Immobilizers that may have been fitted to the car?

A:

If the car already has an immobilizer, we are unable to know which units the former immobilizer controls therefore it is better to remove the former product before installing our product. If it is just an alarm, it doesn't matter if you install our product.

Q

Does the car need to have an ECU? I know new cars have them now but some old cars don't, does this make a difference?

A

It is not necessary, our product controls the fuel pump, the power supply and ECU, since 1998 new cars are equipped with ECU's , but older models don't. It is not necessary to connect the wiring to an ECU during installation if your car doesn't have one. If so, just neglect the ECU connection from the wiring diagram during installation.

Q

You mentioned "Mobile Phone Convertible Function" is this Bluetooth?

A

No, it is not Bluetooth (converting mobile calls to Audio Stereo Speakers), the system will connect your mobile phone with a socket and your incoming calls will be transferred to your car audio stereo sound system automatically. You can enjoy hands free calling while driving.

THIS IS UPGRADE FUNCTION, WE ARE POSSIBLY ELEMENATING THIS FUNCTION SOON, AS BLUETOOTH TECHNOLOGY IS MORE COMMON NOW. THE CONNECTION IS DONE BY A PLUG WHICH CONNECTS YOUR MOBILE PHONE TO THE CAR SECURITY SYSTEM AND THEN TRANSFERS PHONE CALLS TO THE CAR AUDIO SPEAKER. DEFINITE MOBILE PHONE MODELS ARE SUITABLE FOR THIS FUNCTION FOR EX. NOKIA / MOTOROLA DUE TO THE COMPATIBLE CONNECTION PLUG.

Q

How does the installation of this unit affect the original manufacturer's system?

A

IT DOES NOT AFFECT THE ORIGINAL MANUFACTURER'S SYSTEM BECAUSE THIS SYSTEM IS INDEPENDANT AND DOESN'T CHANGE THE ORIGINAL CAR SYSTEM.

Q

Do you have the Installation guide in written format as well as the VCD?

A

Yes, BOTH. Please go to <http://www.yourbiometricsusa.com>. All the installation and operation information is available for download.

Q

Is the installation easy?

A

Yes, the installation can be done by any competent car electrician, as they can easily understand the wiring diagram given in manual or the installation CD. It takes about 45 minutes for the installation to be done.

FREQUENTLY ASKED **TECHNICAL QUESTIONS** AND **ANSWERED SOLUTIONS**

Q

The technical issue is as follows:

- 1. The LED Light on the password controller is on, however no voice instruction is given.**
- 2. When troubleshooting this issue in correspondence with the manual, the technician proceeded to reset the unit. Upon resetting the unit voice instruction was given, however when attempting to press '2' for English commands the technician was given Chinese commands.**
- 3. After many attempts to return to the main menu from the Chinese commands, the technician reset the starter once more and was given the choice for English or Chinese. He pressed '2' for English and was given English commands, at this point ALL functionality of the buttons on the password controller were lost, the voice instruction was given, but there was no way to enter a number for command.**

A

According to your description that after resetting, the voice instruction is given, but the PINPAD password controller doesn't respond we believe that you should check the connection of the PINPAD.

Is it well-connected and inserted into the plug connection port?

If any component has faulty performance, you should first check the connection of wires or cables of such component, if you still can't rectify the issue, you can further substitute the same component from another set to find out the true reason.

For any replacement of new components, the system must be reset again, and during resetting, you must hold for about 20 seconds when following the measures of resetting.

Q1

When we turn the key to start the car, the fingerprint is required, however when we turn the key back and then forward again quickly , we are not prompted for the fingerprint input, the car will start with only the key. Is this normal? The system does not need a fingerprint if you turn the key off and on quickly at any time interval... 10 seconds etc...?

A1.a

Yes, this is normal. When the car key is turned to the off position or taken out for 10 seconds you will need to re-input your fingerprint to start the car engine. If the key is taken out for less than 10 seconds, you may start the car again just by turning the car key to the on position.

A1.b

The main reason for this system setting is due to possible local regulations that require drivers to turn off the car when they stop and park. It is for the convenience of the driver to restart the car quickly by just turning on the car key without being requested to input their fingerprint again.

A1.c

Also, if this product is installed on vehicles with a manual transmission, when the vehicle climbs uphill and stops on a steep slope, when the driver starts the vehicle, the engine is very easily shut down due to 'un-proper gear pedal control' or 'un-proper control of the pedal to the fuel supply'. In this situation, it would be difficult to re-input your fingerprint to start the car.

A1.d

Remember to if your technicians have correctly and properly connected the ' ACC' and ' ON ' testing wires. Most cars do have 1-ACC and 2-ON gears, but some cars only have an ' ON ' gear. The ACC and ON wires should be connected respectively to 'ACC' and 'ON ' according to the wiring diagram. However, if the car you are installing on doesn't have the 'ACC' gear, please connect both ' ACC' and 'ON ' wires to the 'ON'.

A1.e

Please check the connection of wires and assure of this is properly connected. Sometime, when you turn the car key to the 'OFF' position, then there won't be any more electric power for both ACC/ON. But for some cars when you turn the key to 'OFF' position where 'ACC' is still remain have little electric current. That's why we highly recommend that when you turn off the key, you should take out the car key to be sure that electric power is cut.

Q

Today an installer was having issues enrolling a fingerprint in a newly installed fingerprint starter. All wiring is correct and the product is installed on a 2008 KIA Sonata, however after navigating through the main menu for a NEW ENROLLMENT, and selecting group one, the technician was prompted to Press 1 to enroll the first position, after pressing one the voice instruction beeped twice and responded with 'The input is not correct'. The technician never got the voice instruction to enter for the first time. Instead he was prompted to press 1, 2, or 3 to enroll the 1st, 2nd, or 3rd position. We have troubleshooted with him on this issue, trying many things such as; inputting the fingerprint before pressing 1 and after, resetting the alarm, and enabling the alarm function. After many attempts to enroll a new fingerprint, our technician was still given the prompt, '(Beep, Beep) the input is not correct.' And the voice instruction never guided the technician to enter his fingerprint, only to press one to do so.

A

This issue could possibly be caused by pulling the enroller causing the plug on the back of the enroller to loosen. Solution: Please check the wire connection. There are 4 screws on the back of fingerprint enroller, unload it, open from the back of the fingerprint enroller and check to see if the connection of the wire is OK, then tighten the screws back again. Then you will get the voice instruction for input fingerprint correctly and normally.

Q

When changing parameters I changed something by mistake and now the car is not starting automatically, if you put your fingerprint the voice says "The car can be started by key." Currently if I open the door and get into the car and turn the key to the on position, I get the instruction for input. When I put my fingerprint on the scanner the voice says the alarm is cancelled you can start the car by key.

A

If you turn the car key to the "ACC" position, not the "ON" position, the voice will say that you can start the car by car key. Please try to remember following things.

1. Every time you input your fingerprint, the key should be already turning to the "ON" position.
2. Every time you turn off the car engine, please turn it to the OFF position and remove the car key from the wheel lock.
3. When you take out the car key, please wait for 10 seconds, this is the default time for system alarm resetting.

Q

I've enrolled a new user's fingerprint to start the system, but after this he put his fingerprint on the enroller but the car doesn't start.

A

Whenever you enroll a new fingerprint input, you should turn off the car key and take it out and then wait for 10 seconds for the system to reset before the new user's fingerprint can work properly.

Q

During today's tests the voice instruction disappeared. Reset was working but without voice it is impossible to make anything in setup. We checked the speaker- it is ok; we've also change the black box- and it is working again. We have opened this broken black box and all seemed ok, integrated circuit are rather fine, please advice us.

A

Concerning about the voice instruction disappeared, OK, it is very often of the problem connection of the wire, and it is really related if the audio wire is not being connected tightly and properly. Please check the speaker wire connection and you will fix it.

Q

Please teach me how to reset the system.

A

Please check the Black Main Host, on the top edge there is a small hole for resetting the system. There is a fuse on the cable, please take out the fuse first, use a pencil of a nail inserts and points into the Reset hole on the main host, hold it in and simultaneously insert back the fuse and hold it for around 20 seconds. Then the system will be reset and the system will resume the initial setting.

Q

According to my tests, I have three main issues:

1) The fingerprint reader is very sensitive, I have to place my finger precisely using the part of the finger I have enrolled, when I touch the fingerprint reader with another part of the finger it doesn't work, the voice says "Wrong fingerprint".

A

1. Please see the manual book, we have the following mentioned note of Caution: " Fingerprint has to be input 3 times of the same finger, The system will reject the input if there is a large deviation of the contact position between the fingerprint and the enroller panel. The system will also reject the input if the contact position is the same without any changes."

Q

2) When I start the car, then turn the car to the OFF position and attempt to restart the car fingerprint reader is not asking for a fingerprint, I have to start it from the key. In my opinion it must activate every time you turn off the car, even without taking out keys from the ignition.

A

2) The normal procedure is to turn off the car and take out the. Every time you want to start the car with your fingerprint, the car key has to turn to the " ON " position, if you turn off the key and want to start the car again, you will have to take out the car key and wait for 10 seconds for the system to reset.

Q

3) Sometimes the voice instruction says that the fingerprint is not correct and also starts the car.

A

3) If your last fingerprint input was not correct, the system noticed this and it was about to give you the voice message. If you were to place your fingerprint incorrectly and then correctly on the fingerprint scanner the car would start and then deliver the message from the incorrect print. When you input your fingerprint, please be assured that you are correctly placing it flatly on your fingerprint enroller to avoid un-successful attempts. Be patient and don't panic, if the system records the correct input, it will definitely start.