



Doe's or Don't



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Don't



- Do not Attempt to disassemble the sensor.
- There are no user serviceable parts inside.
- Do not operate expose, rain or moisture area.
- Do not operate in high temperature or humidity area.
- Do not operate the sensor beyond its operating voltage.
- Do not pour any liquid directly on the reader window.
- Do not clean the device using organic solvents such as gasoline and alcohol. This may cause malfunctioning.
- Never submerge the reader in liquid.
- Never rub the window with an abrasive material, including paper.

- ❑ Do not poke the window coating with your fingernail or any other item, such as a pen.
- ❑ Do not pour liquids directly onto the sensor or device, as the liquid might seep into the underlying components and cause damage.
- ❑ Do not pour liquids directly onto the sensor or device, as the liquid might seep into the underlying components and cause damage.

- ❑ Most of the unique, repeatable fingerprint information is located in the “pad” of your finger, not in the “tip”. Flat finger placement as shown below will result in fast and accurate fingerprint authentication.

Doe's

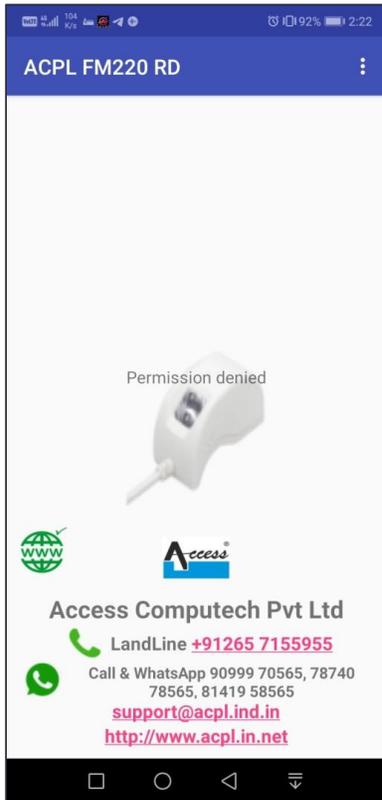


- ✓ Handle the sensor with proper care to avoid damage of the sensor
- ✓ Store the sensor in a cool & dry place when not in use.
- ✓ Disconnect sensor from computer or mobile when not in use.
- ✓ You can safely use a dry or wet paper towel or cloth to wipe off the Window, to remove stubborn dirt.
- ✓ Cleaning agents like glass cleaners and anti bacterial wipes may be use without harming sensor.
- ✓ Most of the unique, repeatable fingerprint information is located in the “pad” of your finger, not in the “tip”. Flat finger placement as shown below will result in fast and accurate fingerprint authentication.





GENERAL ERROR &
SOLUTIONS FOR STARTEK
FM220/FM220U DEVICE
(WINDOWS & ANDROID)



Permission Denied in RD Application:

This message appears in case the user not allowed USB connection while attempt to connect the device.

What to do in case of “Connect FM220/ Check OTG settings” issue in ACPL FM220 Rd app after connecting device?

Solution 1: You have to update all applications from Google play store including all Google related applications in your mobile.

Steps:

- 1) Go to play store in mobile
- 2) Click on "My apps" from your account settings
- 3) Update all the applications including all Google related applications such as Google Drive, Google Maps, Google services, etc.
- 4) Reboot/ Restart your mobile and try again.



Solution 2:

Go to settings-> find APP and notification or Apps Manager-> Find ACPL FM220 Registered Device app->Clear Data and Cache of same app-> Uninstall app 'ACPL FM220 Registered Device' and download newer version of the same application from Google play store or below link.

<https://play.google.com/store/apps/details?id=com.acpl.registersdk>

Solution 3:

Try with different OTG cable and in different phone too.

Solution 4:

To resolve the same, user will have to update their Android OS. If even after update of OS, the same error comes, then please change the handset as it is not a standard OS supported by Google Applications.



How to On OTG connection from phone's settings?

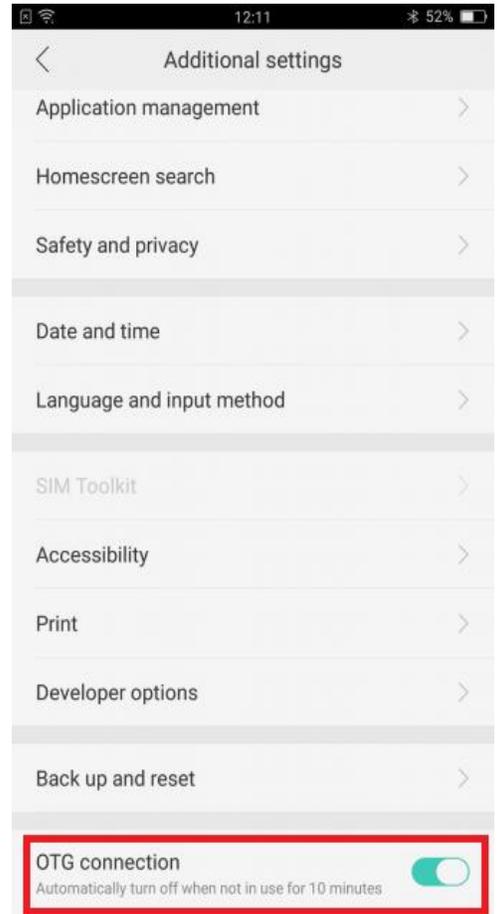
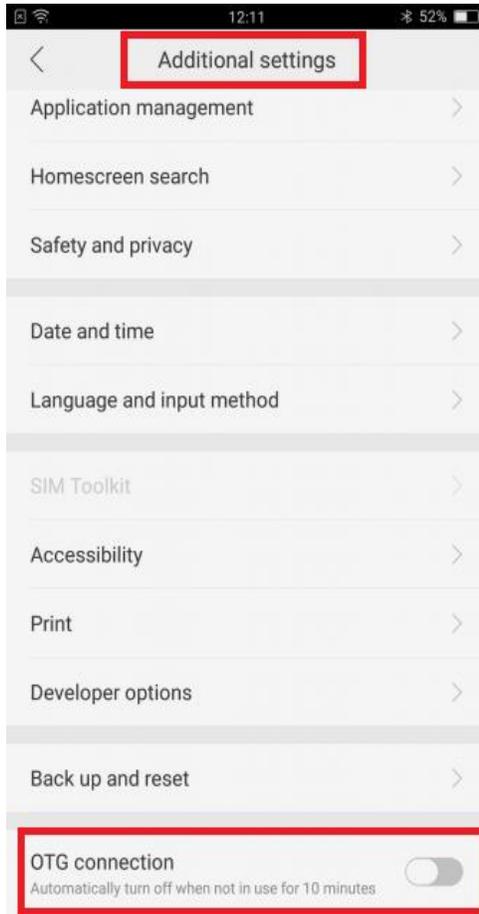
Go to settings-> Find Advanced settings or more settings or Additional settings-> find OTG connection option or OTG option-> enable that option (ON) -> now try in our RD app.

For Redmi phone: Try with USB debugging option

1. Open settings
2. Scroll down and tap on about phone
3. Tap on build number (MIUI) 07 times until the confirmation of developer options enabled flashes on the screen
4. Open settings
5. Scroll down and tap on developer options
6. Tap on USB debugging to enable it and done.

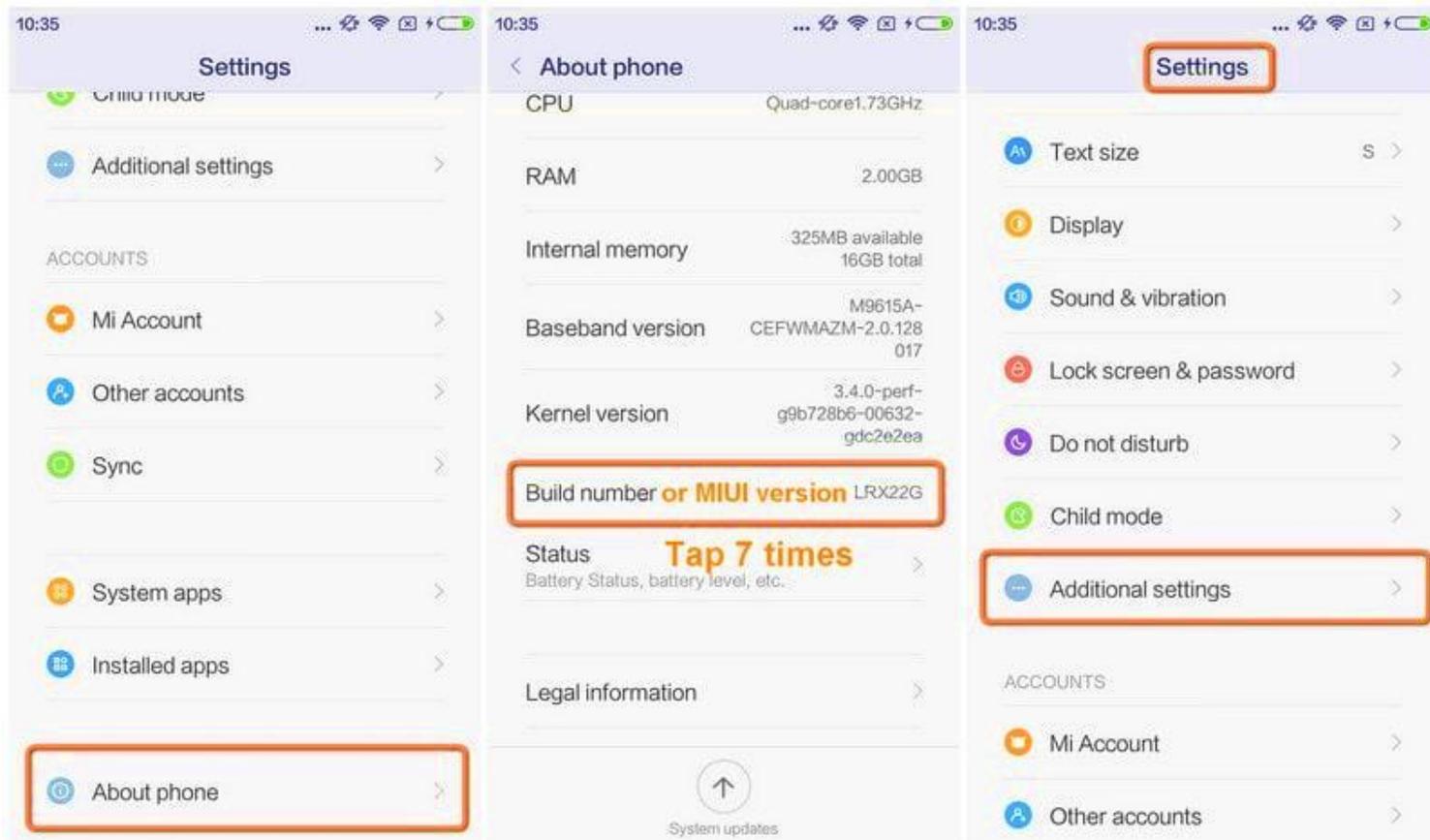


OTG Settings :





USB debugging option





USB debugging option

The image displays three sequential screenshots of an Android phone's settings application, illustrating the steps to enable USB debugging. Each screenshot has a red box highlighting the next step in the process.

- First Screenshot (Settings):** Shows the main 'Settings' menu. The 'Additional settings' option is highlighted with a red box.
- Second Screenshot (Additional settings):** Shows the 'Additional settings' menu. The 'Developer options' option is highlighted with a red box.
- Third Screenshot (Developer options):** Shows the 'Developer options' menu. The 'USB debugging' option is highlighted with a red box, and the toggle switch next to it is turned on.

The 'Developer options' menu includes the following items:

- Skip screen lock (Go directly to Home screen from wake)
- Enable Bluetooth HCI snoop log (Capture all Bluetooth HCI packets in a file)
- Bluetooth trace log (Bluetooth trace log)
- OEM unlocking (Allow the bootloader to be unlocked)
- WebView implementation (Chrome Beta)
- Multiprocess WebView (Run WebView renderers separately)
- Mi Unlock status (Check if the device is locked)
- Demo mode (Show demo icon in the status bar)
- DEBUGGING
 - USB debugging (Debug mode when USB is connected)



Automatic time zone error:

“We recommend keeping time zone and timing settings in auto mode. Wrong time zone can leads to fail finger capture!”?

Go to Settings in Mobile-> Date and Time -> Select time Zone "GMT +5:30 Kolkata/Mumbai India" -> Set date and time and time zone to automatic time zone mode.

“Error: 999: 'Mobile / Tablet Is not Trusted'.” issue?

Solution 1:

- 1) Go to play store in mobile
- 2) Click on "My apps" from your account settings
- 3) Update all the applications including all Google related applications such as Google Drive, Google Maps, Google services, etc.
- 4) Reboot/ Restart your mobile and try again.



Solution 2:

To resolve the same, user will have to update their Android OS. If even after update of OS, the same error comes, then please change the handset as it is not a standard OS supported by Google Applications.

”Error: 999 please check production certificate, your certificate is invalid.”

Go to settings-> find App or Apps and notification or Apps Manager-> Find ACPL FM220 Registered Device app->Clear Data and Cache of same app-> Uninstall app 'ACPL FM220 Registered Device' and download newer version of the same application from Google play store or below link.

https://play.google.com/store/apps/details?id=com.acpl.register_sdk



'Warranty/Subscription/Support Validity is over. PI Renew.'

if you get this issue after connecting device in a phone, you will need to pay subscription charges to renew/reactivate your device. To get subscription, follow below steps:

1. Open ACPL FM220 RD app-> connect your device in phone-> Click ok when you get popup up message to grant permission-> On app title, click on 3 dots-> select Subscribe option-> fill the form and select 1year or life time option-> click submit->pay online via online gateway.
2. If you want to get subscription using computer/laptop, open below link in browser:
[https://www.acpl.in.net/fm220_entry/DEV SUB_EXTN.aspx?](https://www.acpl.in.net/fm220_entry/DEV_SUB_EXTN.aspx?)

Fill up the form and pay using online gateway.



‘Device not subscribed.’

Approach our support team with Finger print device serial number and device purchase Invoice or DC copy via Helpline number: 0265-7155955 or share message on our Helpdesk Whatsapp numbers: 9099970565 / 7874078565 / 8141958565.

‘Device data not available. Please contact helpdesk.’

Approach our support team with Finger print device serial number and problem photos via Helpline number: 0265-7155955 or share message on our Helpdesk Whatsapp numbers: 9099970565 /7874078565 / 8141958565.



How to install Startek FM220/FM220U device RD Service

Visit our website <https://www.acpl.in.net/RdService.html?> or download both setup for RD Service.

1. Window's Certified RD service
2. Window's Support tools for Rd service

Installation Guide Book

Installation Guide for computer/laptop from below links and refer pages 2 to 7, 17 to 19 from https://acpl.in.net/assets/pdf/WINDOWS_RD_SERVICE_INSTALLATION_GUIDE.pdf

Google Drive Link: (1.0.3 VERSION)

https://drive.google.com/drive/folders/1uu_Lg4P7qVI34enJ0Ld7KAlq-MNmDQle?usp=sharing



How to check device working condition and device registration in our Rd service?

Answer: Find out 'Access' icon in a taskbar of your windows on bottom left-> right click on it-> check Rd status if it is 'ready' or not-> if 'ready', click Register device option-> wait for Registration success message.-> click Test Capture'-> Put your finger on device to capture fingerprint.

Note: The similar icon will be available on computer's desktop. That is a shortcut file for our Rd service named as 'ACPL_FM220_tools.exe'. Do not mistake it for taskbar icon. If you click on that icon, you will get simple message as 'FM220 tools is already running'. That message is also not an error or problem.



Windows 10

Windows

What to do while trying to register device in Rd, get “FM220 Service not working” or “FM220 is not ready” or ‘FM220 Connection blocked and busy status’ notifications?

Follow below steps:

Step 1: Please uninstall older Rd service setup files (1. ACPL FM220 RD 2. ACPL FM220 Support Tools for RD)

Step 2: Restart computer (Necessary).

Step 3: Now install New FM220 RD service setup files (RD service and support tools) in computer/laptop from below link:

Google Drive Link: (NEW VERSION OF RD SERVICE)

https://drive.google.com/drive/folders/1uu_Lg4P7qVI34enJ0Ld7KA1q-MNmDQle?usp=sharing



Step 4: After installing both the set up files, go to taskbar-> right click on 'Access' icon-> check if Rd status is 'ready' or not-> if yes, click Register device option-> wait for Registration success message.

What to do if even after re-installing new RD set up files, get "FM220 Connection blocked and busy status" in Rd service?

Approach our support team after download and installing 'Team viewer' or 'Anydesk' remote control app in computer/laptop with Finger print device serial via Helpline number: 0265-7155955 or share message on our Helpdesk Whatsapp numbers: 9099970565 /7874078565/8141958565.

What is the procedure to manually start the Rd service from windows' local service?

There are many options to open services:

In windows start menu, search 'services'

Right click on 'My Computer' or 'This PC' shortcut file from desktop-> Select 'Manage' option-> On left side, find 'Services and Applications'-> select 'services'

Click windows + R -> in run command, write services.msc

Now, find 'ACPL FM220 Registered Device service'-> right click on service and select Start option-> wait for service to start.

What to do, if while trying to start the service manually, get “Error: 1067 the process terminated unexpectedly” or “Error: 1053 the service started and then stopped on a local computer” issue?

Follow below steps:

Step 1: Please uninstall older Rd service setup files

1. ACPL FM220 RD
2. ACPL FM220 Support Tools for RD

Step 2: Restart computer (Necessary).

Step 3: Now install New FM220 RD service setup files (RD service and support tools) in computer/laptop from above link:



Google Drive Link: (NEW VERSION OF RD SERVICE)

https://drive.google.com/drive/folders/1uu_Lg4P7qVI34enJ0Ld7KAlq-MNmDQle?usp=sharing

Step 4: After installing both the set up files, go to taskbar-> right click on 'Access' icon-> check if Rd status is 'ready' or not-> if yes, click Register device option-> wait for Registration success message.



Support Timings
09:00 am to 06.00 p.m
Lunch time :
1.00 p.m to .1:30 pm



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