

Finger Print Identification System

Aloha Table Service® / Aloha Quick Service®

User's Guide
Software Version 2.0 or higher

December 1st, 2004

For use with the Digital Persona URU 4000 FingerPrint Sensor.



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This document describes how to use the Finger Print Identification System with Aloha Table Service / Aloha Quick Service.

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1 Background Information

How Does the Finger Print Identification System work?

The Aloha Table Service / Quick Service system does not natively support the Digital Persona URU FingerPrint Sensor.

Lone Tree has developed a system where the URU FingerPrint Sensor *acts just like a Magnetic Card Reader.*

Valid Finger Print reads are translated into an Magnetic Card swipe to Aloha on the Front of House. In fact, you setup each employee in Aloha Manager as if they were using Magnetic Cards for login/logout security! It's that simple!

How are the fingerprints matched with Employees?

Each Employee can have up to 10 fingerprints registered in the system. You use the Finger Print Registry program on the Aloha Back of House Server to record each fingerprint.

All the fingerprints of an employee are associated with only 1 magnetic card ID record.

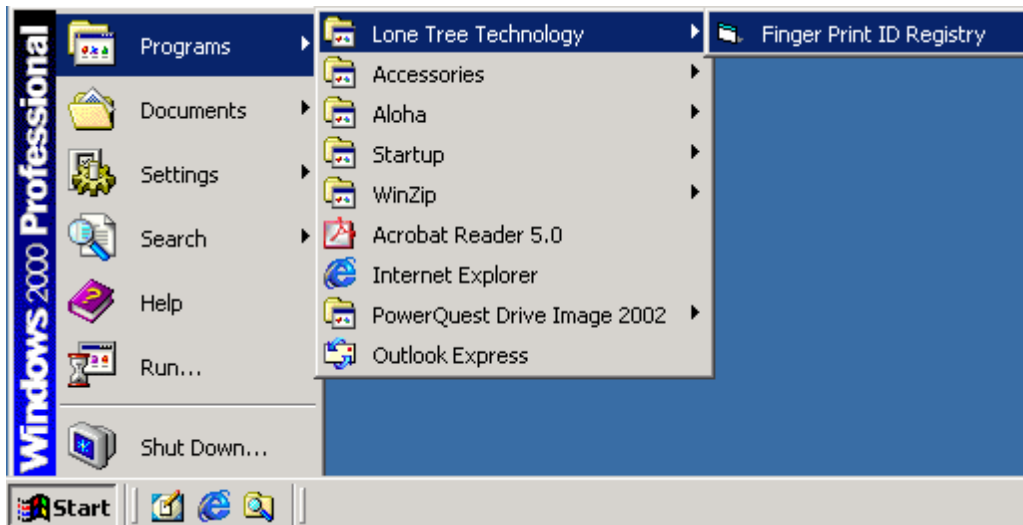
2 Basic Setup Steps

To setup an employee for use with the Finger Print System and Aloha, the following steps are performed:

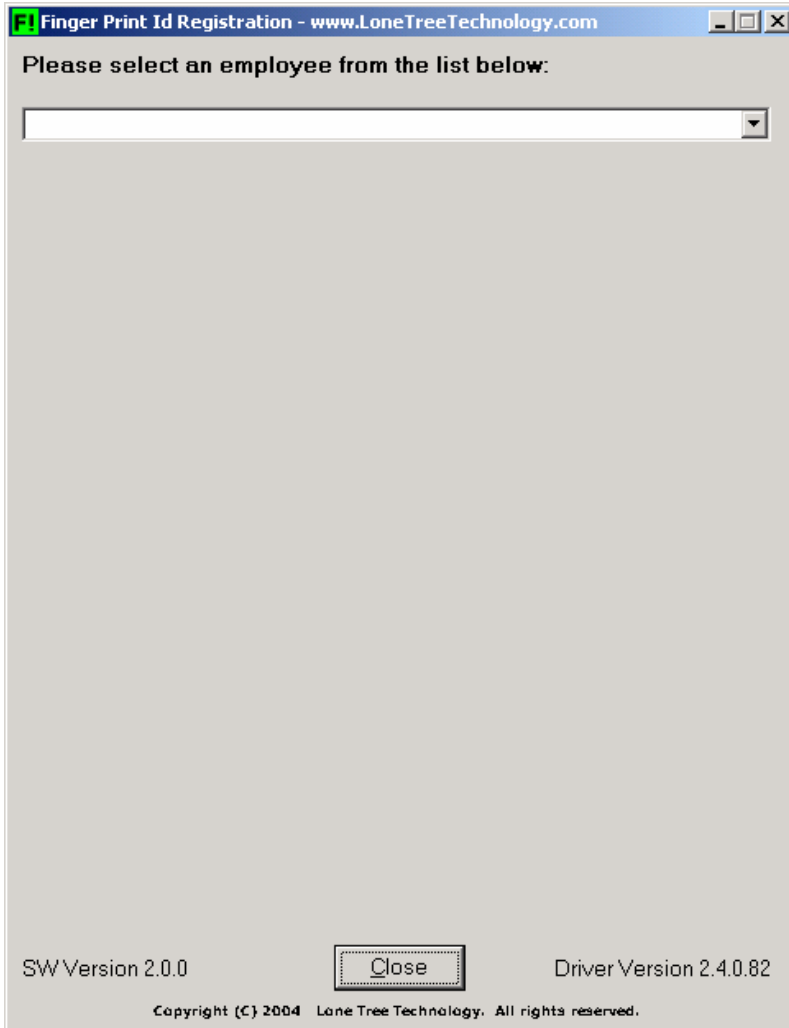
- 1) Register 1 or more employee fingers (fingerprints) with the Finger Print Registry program.
- 2) Setup the Employee in Aloha Manager to login with Magnetic Cards
- 3) Enter the Mag Stripe Card into Aloha using the FingerPrint Registry program for each employee.

3 Starting the Registry Program

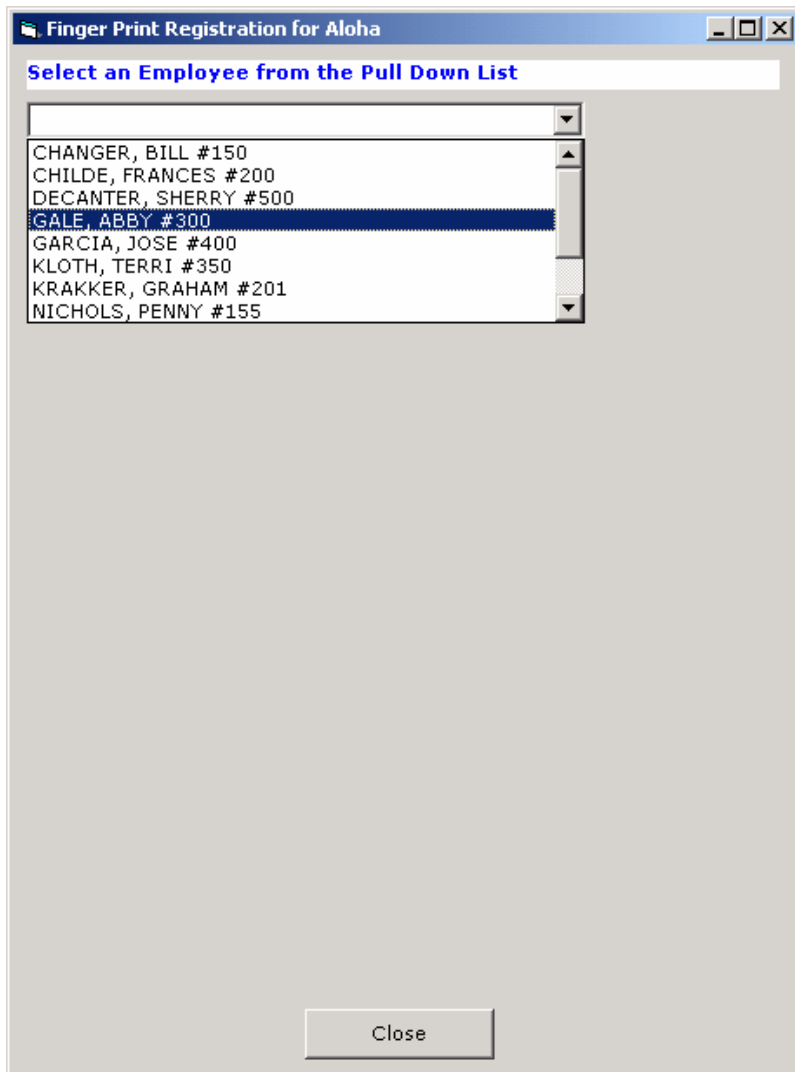
To Start the Finger Print Registry program, on the Back of House Server, click on START->PROGRAMS->LONE TREE TECHNOLOGY->FINGER PRINT ID REGISTRY (see below).



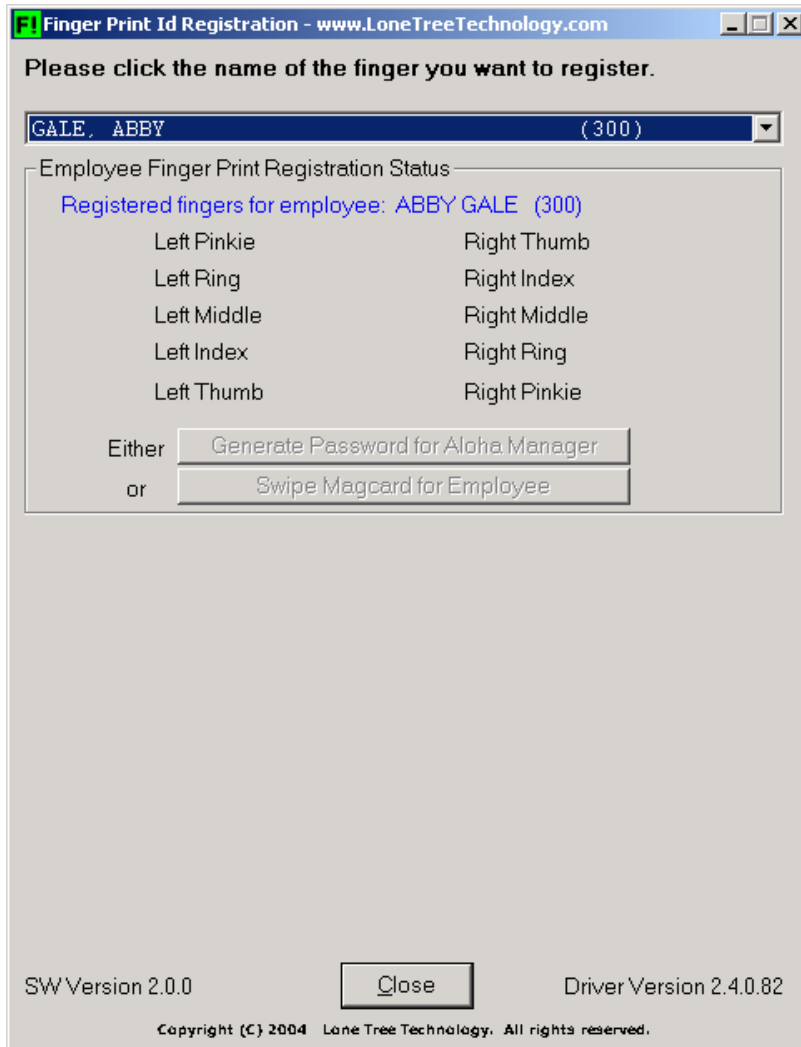
- The following window is displayed:



- Click on the pull down list to select an employee:



- Click on the desired Employee. The Employee Fingerprint Registration Status pane is displayed (see below).



4 Registering an Employee in the Fingerprint system

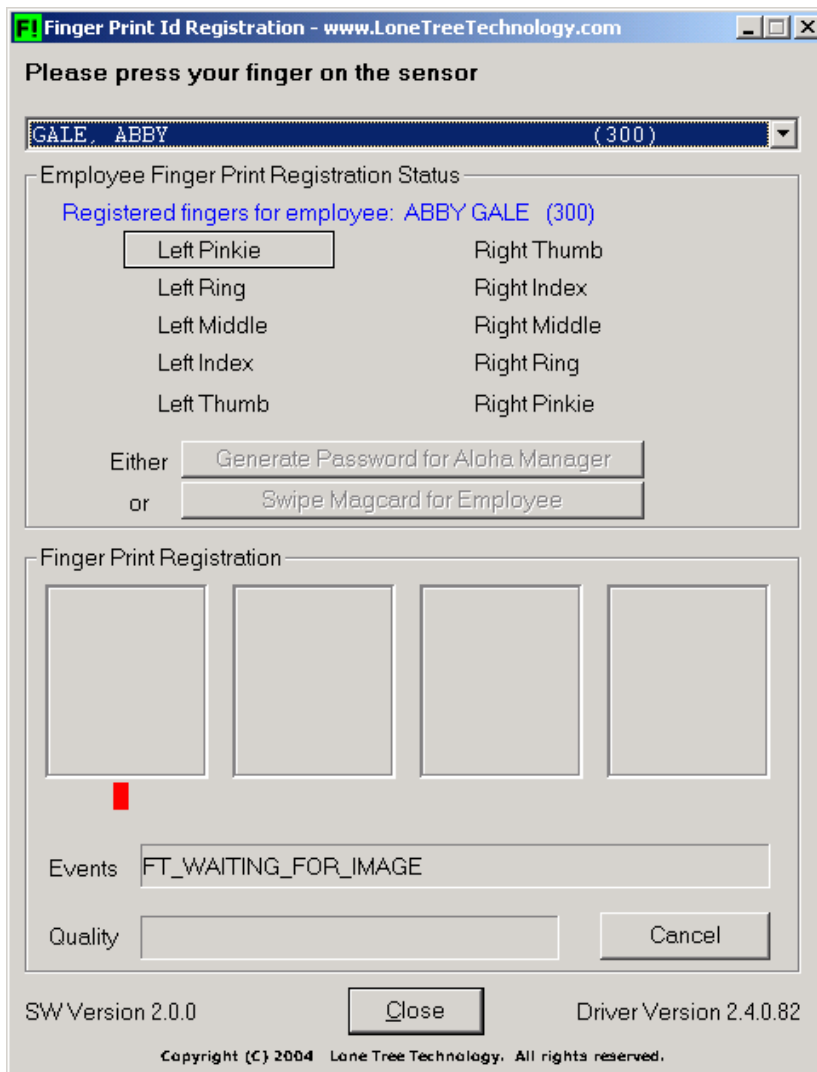
- An employee is registered when 1 or more on the Employee's fingerprints have been properly recorded in the fingerprint registry.
- You can register up to 10 fingerprints per employee. Although you can register only 1, it is strongly recommended that you register at least 2 fingers per employee.
- It is recommended that the same set of fingers (Left Pinkie, Right Thumb, etc.) be registered for each employee.

- After registering all the desired fingers, the employee's Aloha Card data must be enabled to allow them to use their fingerprint with Aloha Login.

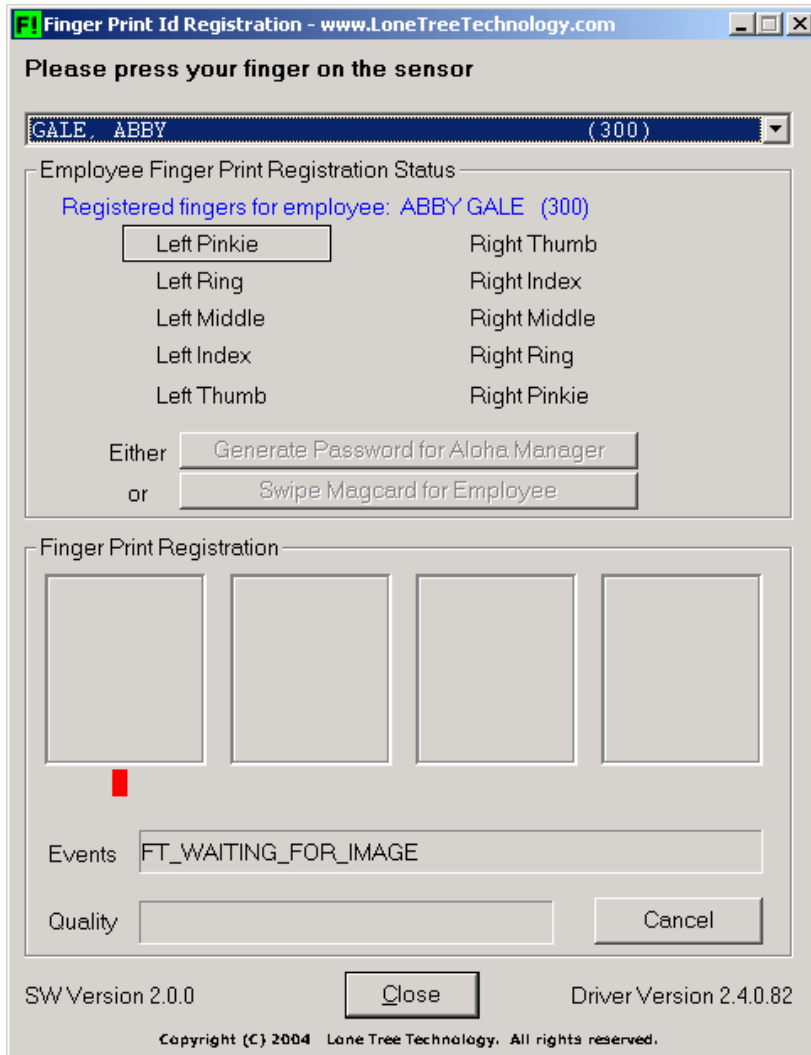
5 Register a Finger

The fingerprint registration process requires that the same fingerprint be successfully read **4 times in a row**. You must use the same finger for each of those 4 read attempts or the registration process will fail.

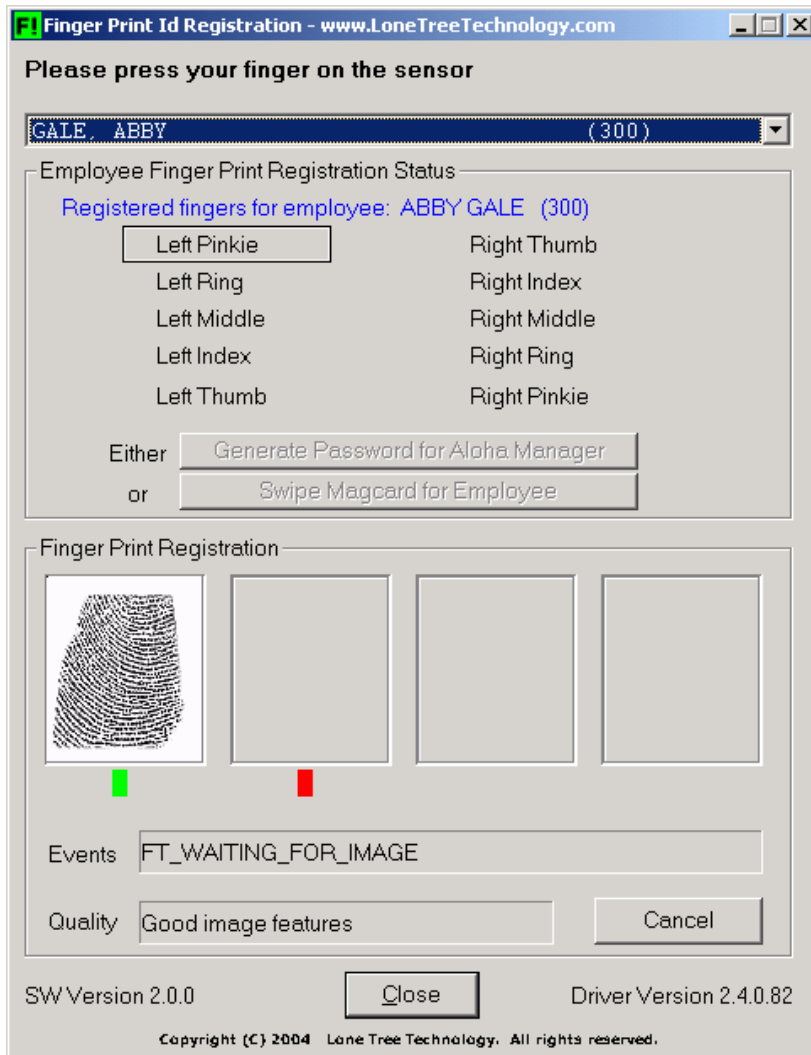
To register a finger, click on the desired finger. The Finger Registration Panel is displayed (see below).



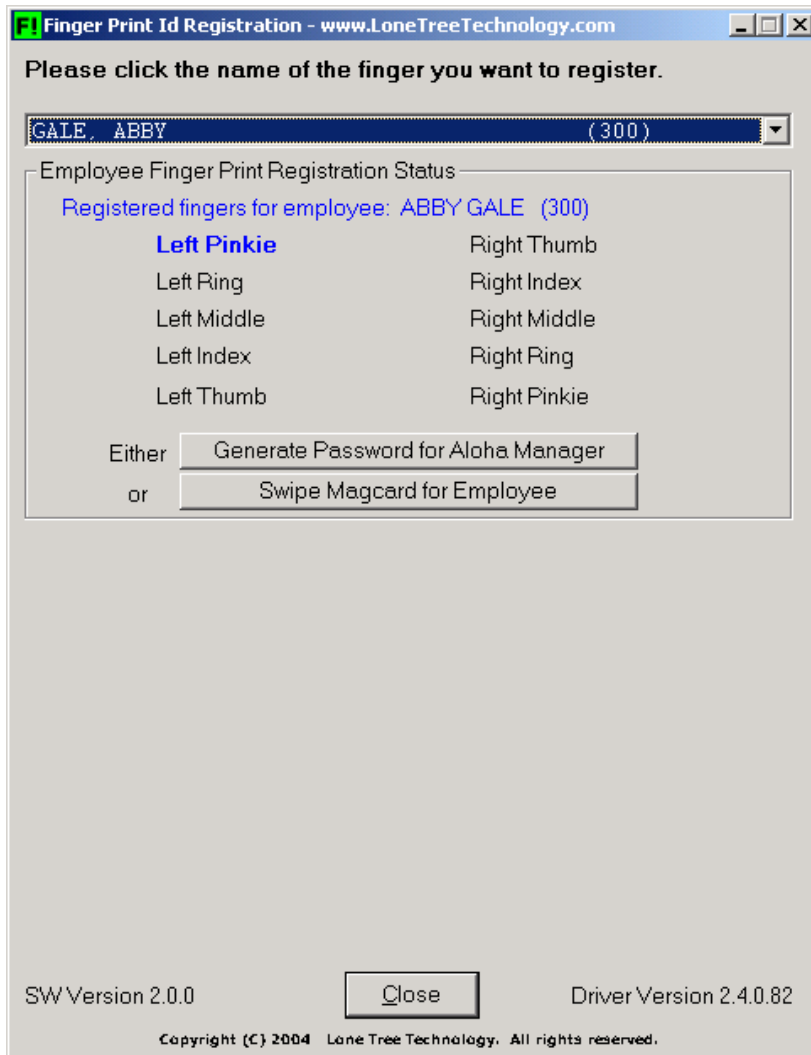
- Firmly place the finger on the URU Finger Print sensor. Hold the finger down for ½ second, then remove the finger. The sensor's backlighting should flash, indicating that a fingerprint was read.



- If a fingerprint was detected, it will be displayed in one of the registration panels.
- If the fingerprint read was acceptable, the Red Indicator dot moves to the next panel, indicating that the system is ready for the next read.



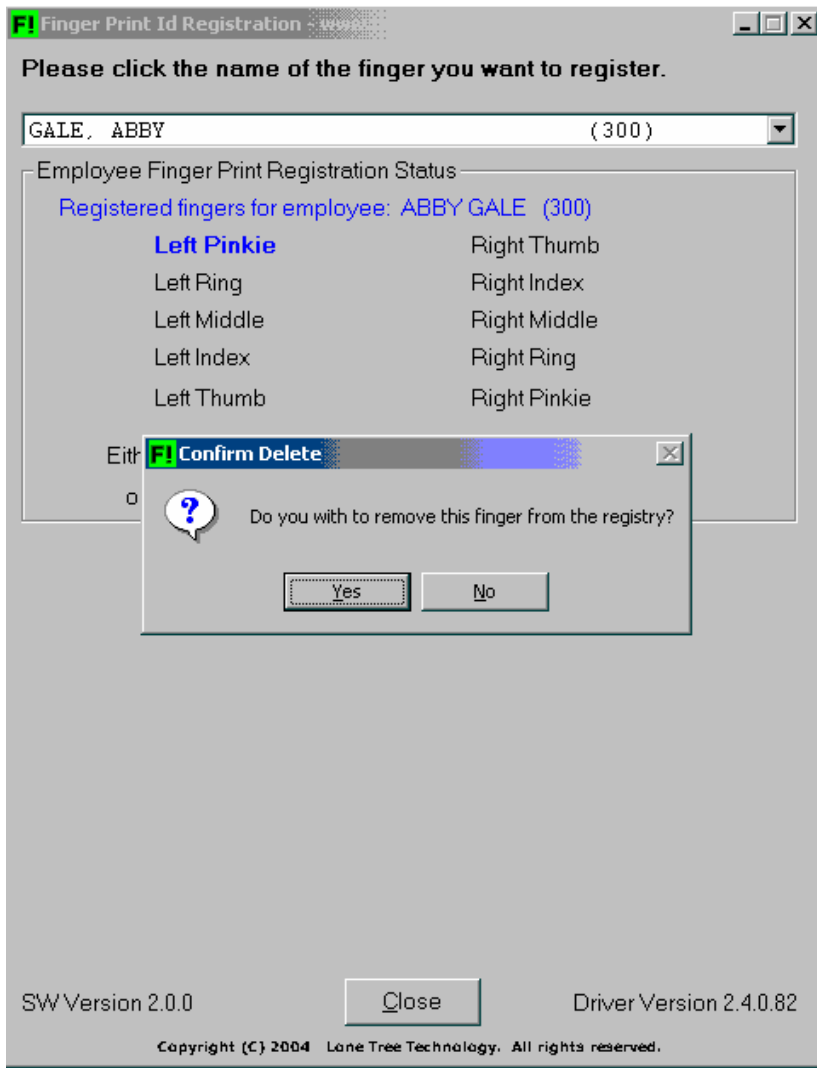
- If the fingerprint read was NOT acceptable, the Red Indicator dot stays underneath the fingerprint, indicating that you should be rescanned.
- To cancel the fingerprint registration process, press CANCEL.
- After 4 successful and matching reads of the fingerprint, the finger is registered in the fingerprint registry for that employee. The window is updated to show the registered finger in **BLUE BOLD**.



Note: The front of house (FOH) terminals check once per minute for updates to the finger print registry.

6 Remove a Finger from the Registry

To remove a finger print from the Registry, click on one of the Blue Bold finger names (registered fingers). You are asked to confirm the deletion (see below). Click on YES to remove the finger.



Note: The front of house (FOH) terminals check once per minute for updates to the finger print registry.

7 Configuring the Employee in Aloha

With version 2.0, you have 2 ways of registering an employee with Aloha:

- Use the Finger Print Registry to generate the Aloha Mag Card Stripe for the Employee;
 - This method prevents a mag card from being used at the same time for the employee;

OR

- Use the Employee's current Aloha Mag Card Stripe with the Finger Print ID System.

- o This method allows mag cards to be used in conjunction with the Fingerprint ID system for the employee.

Both registration methods are now described.

7.1 Configuring an Employee to only use Finger Prints for Login

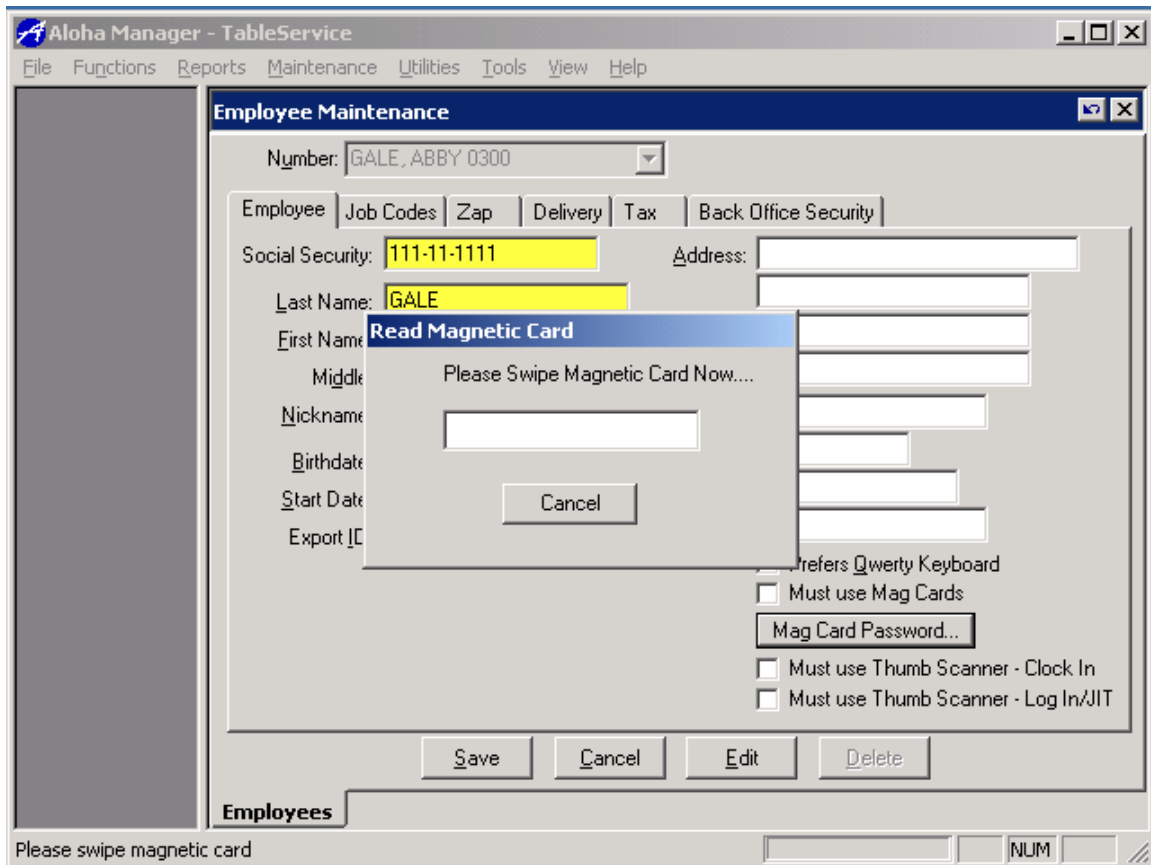
After registering one or more of the employee's fingers in the fingerprint system, the employee must be configured in Aloha to accept Mag Card Input from the Finger Print system.

NOTE: This step requires some manual coordination between the fingerprint system and aloha manager. The user is responsible for insuring that the correct employee is displayed in both applications!

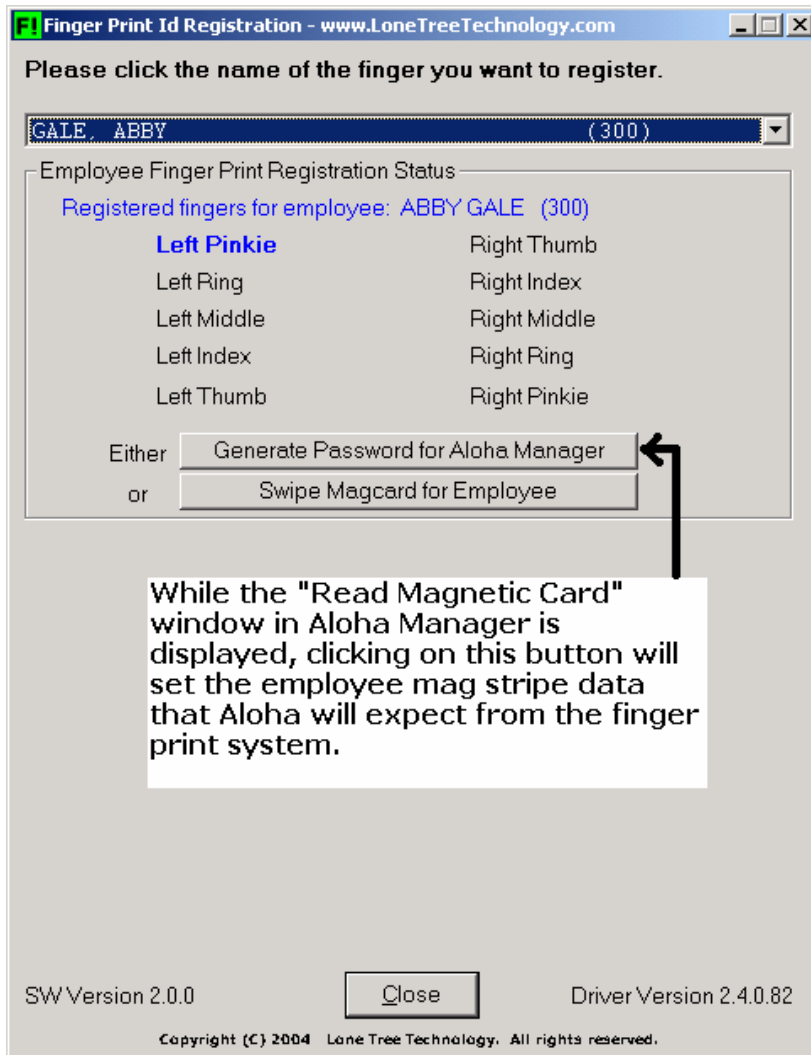
In Aloha Manager, select the desired employee to use fingerprint login (see below).

The screenshot shows the 'Employee Maintenance' window in 'Aloha Manager - TableService'. The window title is 'Employee Maintenance'. The 'Number' field is set to 'GALE, ABBY 0300'. The 'Employee' tab is selected, showing fields for Social Security (111-11-1111), Last Name (GALE), First Name (ABBY), Middle, Nickname (ABBY), Birthdate (00/00/0000), Start Date (00/00/0000), Export ID (0), and Address. There are also fields for City / Town, State, Postal Code, and Telephone. A 'Must use Mag Cards' checkbox is checked. Below the form are buttons for 'Save', 'Cancel', 'Edit', and 'Delete'. At the bottom, there is a status bar with the text 'Employee required to log in with mag card?' and a 'NUM' field.

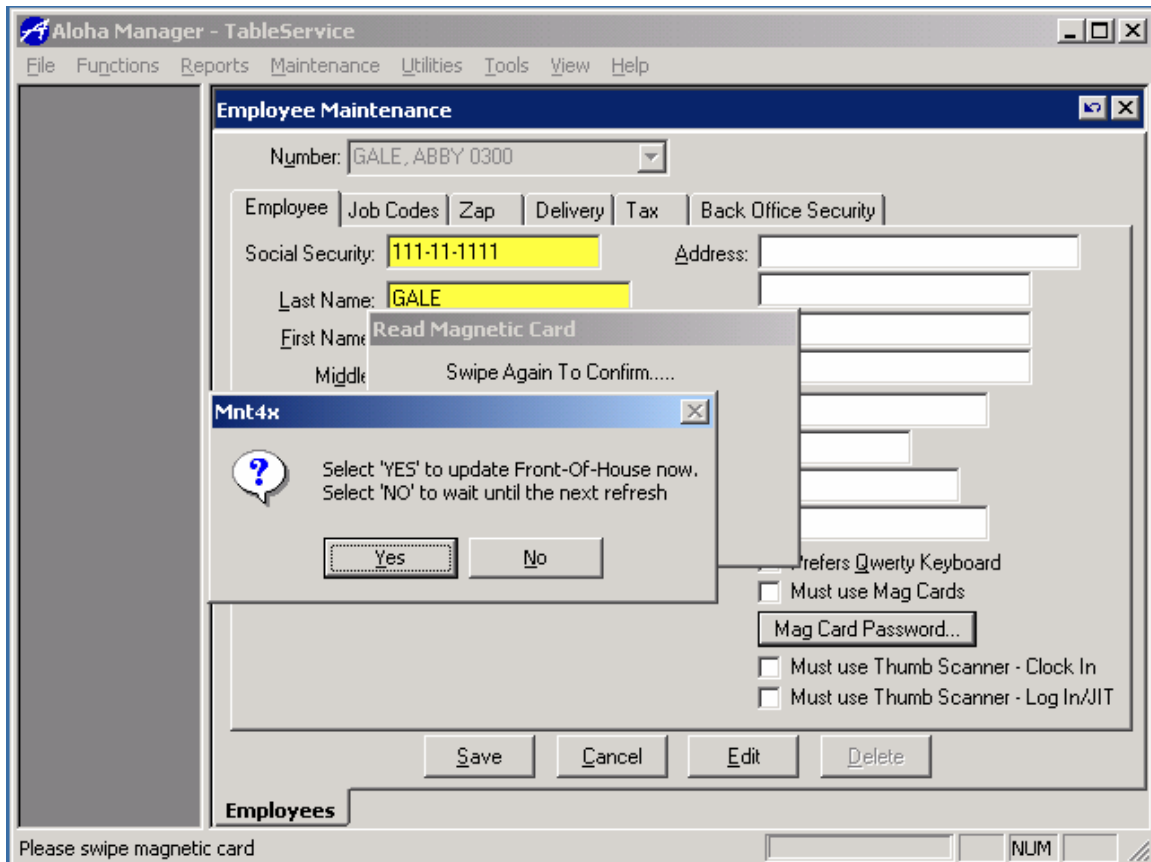
- Click on the Edit Button.
- To force finger print ID use for each login, verify that the **MUST USE MAG CARDS** checkbox is checked.
- Click on the “**Mag Card Password...**” button. The following window is displayed:



- In the Fingerprint Registry Program, select the same employee. Click on the “**Generate Password for Aloha Manager**” button (see below).



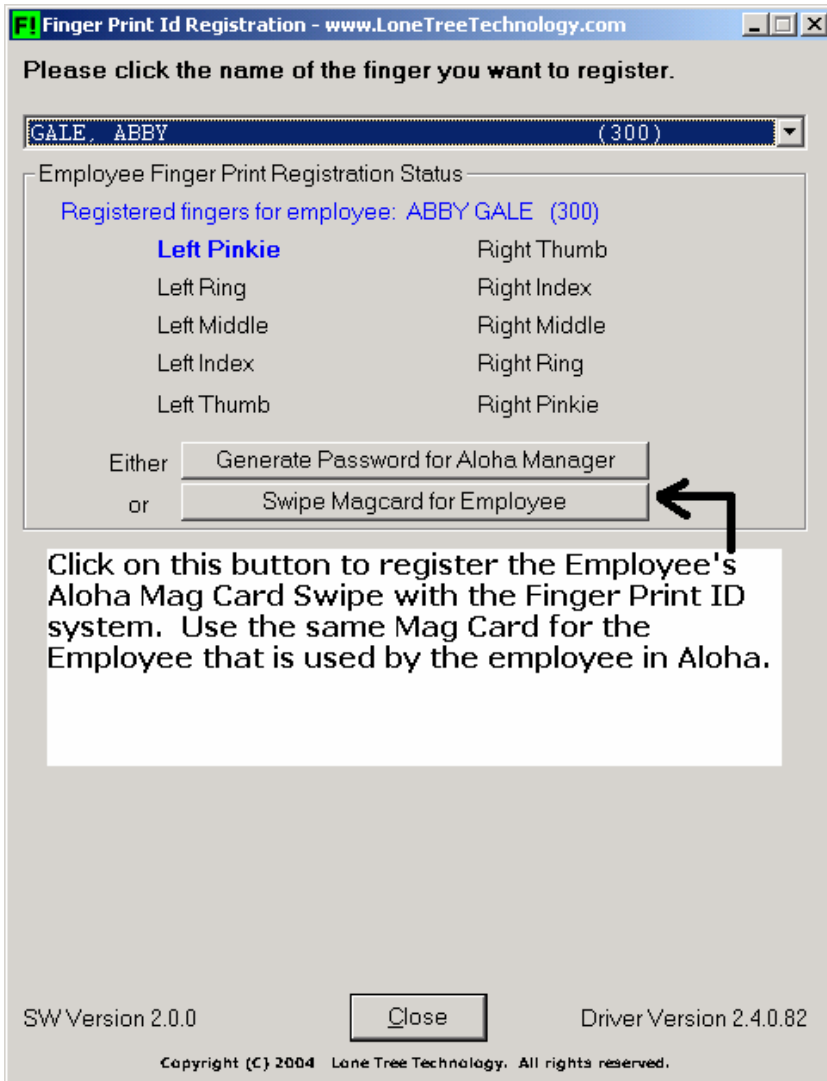
- If the process was successful, then the following should be displayed on Aloha Manager:



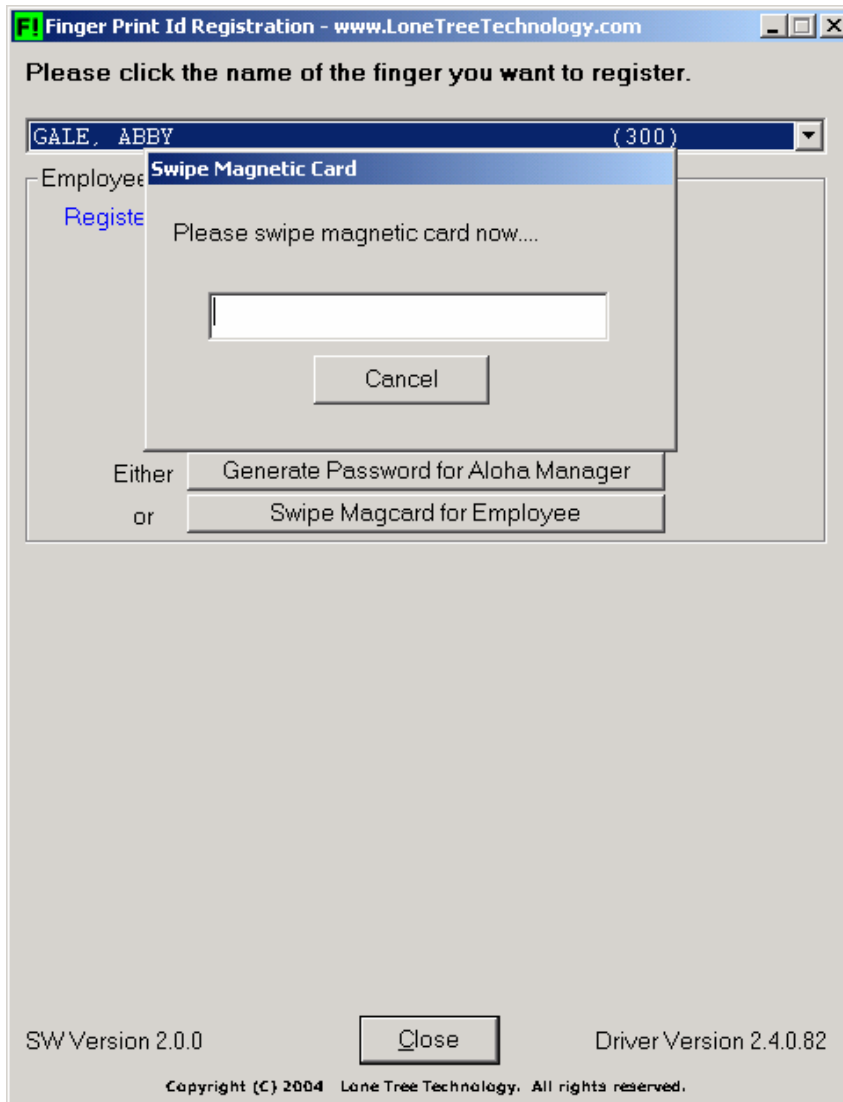
- Click on YES to update the Front of House.

7.2 Configuring an Employee to use either Mag Stripe or Finger Prints for Login

- Using this method, the selected employees will be able to use either a mag card or their fingerprint for login purposes.
- Obtain the employee's Mag Stripe Card that is used by the employee for Aloha Logins.
- Start the Finger Print Registration program, and select the appropriate employee.
- Click on the "Swipe Magcard for Employee" button. (see below):



The following window is displayed:



- Swipe the Employee's Mag Card.
- You will be asked to Swipe the Card twice to verify that it has been correctly read.

8 Front of House Operations

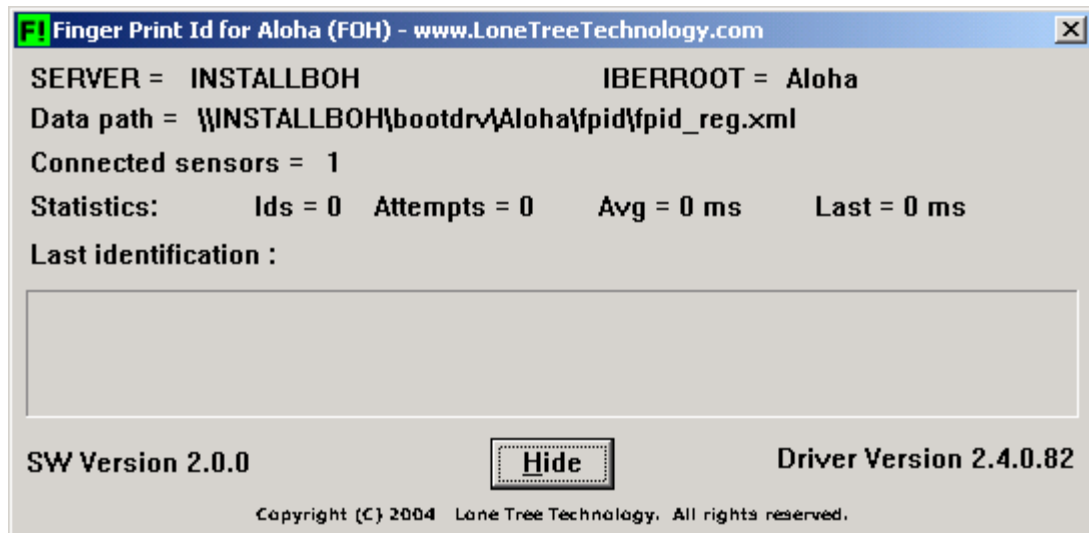
- The Finger Print ID for Aloha Front of House starts at windows startup. Upon successful startup, the **F!** symbol will be displayed in the system tray.
- **NOTE: Startup is not complete until the software is able to read the FPID.LIC file in the ALOHA(QS)\FPID directory**

on the BOH Server machine. If the file is missing, the FOH software assumes the server is down, and rechecks every 5 seconds looking for the file.

- If startup was unsuccessful, the **F!** symbol will be displayed in the system tray. Unsuccessful startup occurs when:
 - The FOH machine cannot read the fingerprint template database on the server. If the initial read attempt failed, the system will attempt to re-read the database every 5 seconds, for up to 60 seconds. If after 60 seconds the database cannot be read, the server is assumed down and the software attempts to locate the local copy of the Finger Print template database. If the local copy cannot be found, an error occurs.
 - The software cannot find an attached Finger Print Sensor. Check the connection and restart the software.
 - The Attached Finger Print Sensor device is not listed in the License file. Either update the license file or attach a sensor purchased from Lone Tree Technology and restart.
- **Aloha Redundancy Mode:**
 - The software checks once every 60 seconds for updates to the Finger Print Template Database on the Aloha BOH Server.
 - If updates are detected, a copy of the template DB file is made on the local terminal (refreshing the copy made at program startup).
 - If the network connection with the Aloha BOH server is lost, and the terminal is NOT rebooted, the Finger Print ID software will continue to operate as normal, and continues to check for updates once every 60 seconds.
 - If the FOH Terminal is rebooted and/or the Finger Print ID software is restarted but the Aloha BOH server has not been restored after 60 seconds, the software will look for it's local copy of the Finger Print Template database. If this copy can be located, the program will use this as the source of Finger Print templates. This operation is

indicated by the **F!** symbol in the system tray. The database path listed on the Finger Print ID display console will show a local path name for the finger print template db file.

- The program is active at all times. You can use it to enter a Employee Password at all the same times as you normally would in Aloha.
- The Front Of House (FOH) terminals check once per minute for updates to the finger print registry.
- Note: The fingerprint sensor software uses the same interface with Aloha as Magnetic Card Readers and Bar Code Readers. Using the Fingerprint sensor when Aloha is expecting a Credit Card or Bar Code Input may result in an error!
- Double Clicking on the **F!** symbol in the system tray will cause the FOH Sensor display console to be displayed (see below).



The display console can be used to test the fingerprint system operations independent of Aloha operation.

- Click on the HIDE button to Hide the display.
- The software utilizes Aloha Environment variables **SERVER** and **IBERROOT** to determine the location of data files. The value of these variable are shown.

- The Statistics section shows the following information:
 - **IDs** – number of successful identifications
 - **Attempts** – number of finger print ID read attempts
 - **Avg** – Average time in milleseconds of all finger print reads
 - **Last** – Time in milleseconds to process the last fingerprint read
- The Software Version Number is listed in the lower left hand corner.

NOTE: You can use the FOH Finger Print ID software while Aloha is not running for test purposes. However, in this mode, the first fingerprint read may take 15+ seconds to process, as the software searches for Aloha.

9 Front of House Sensor Usage

- To login, firmly place the finger on the URU Finger Print sensor. Hold the finger down for no more than ½ second, then remove finger.
- The sensor's backlighting should flash, indicating that a fingerprint was read. When you see the flash, remove the finger as the fingerprint read process is complete.
- When using the sensor, keep the finger in 1 position. Sliding the finger while on the sensor prevents a proper read from occurring.
- If you are having difficulty reading a finger, try rubbing it once across your forehead!
- If a fingerprint match was found, the employee's magnetic card login data will be sent to Aloha.
- If no match could be found, due to a wrong finger or an unsuccessful read attempt, Aloha will display the following error message: **"Invalid Employee number, try again"**.

- **NOTE:** If desired, you can disable the Aloha Error message display for invalid read attempts. To do this, add the **-DS** parameter (disable send of invalids) to the program command line as shown below:
 - **FPIDFOH.EXE -DS**

9.1 Debug Mode

- The Front of House Sensor software offers a debug mode. To put the software in debug mode, add the following to the command line: **-LOG=DEBUG**
 - **FPIDFOH.EXE -LOG=DEBUG**
- Messages will be written to the **FPID.log** file in the Aloha TMP directory of the Front of House Terminal.