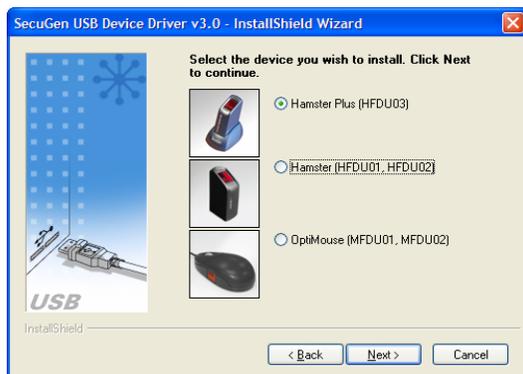


### Install Drivers using the SecuGenDriverInstall Program

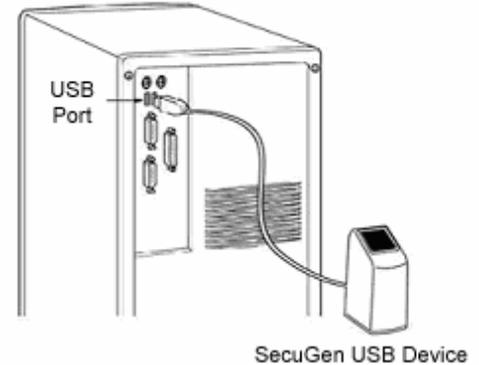
- Step 1** Do not connect the USB device until prompted by the program.
- Step 2** If installing from CD, insert the CD into the CD-ROM drive. If installing from download, run the file *setup.exe*.
- Step 3** When the *SecuGenDriverInstall* program opens, click on **USB Driver**.



- Step 4** Select the device you wish to install.



- Step 5** Follow the instructions on the screen and connect the device when prompted.
- Step 6** You may check the *Device Diagnostic Utility* box to run the utility program to practice capturing fingerprints and to optimize the device settings.



### Troubleshooting Tips

#### Device initialized, but fingerprints aren't captured.

SecuGen® USB devices cannot operate at the same time as high speed USB devices like cameras or some audio devices. Such devices must be turned off before fingerprints can be captured due to the USB bandwidth limitation.

#### Device won't power on.

Make sure the SecuGen device is plugged into either the USB port on the host computer or a self-powered hub. SecuGen USB mice and keyboards have slightly higher power requirements than the Hamster, and require a dedicated USB port to operate. For example, the SecuGen OptiMouse will not operate when plugged into a USB port on a multiple port keyboard because power cannot be shared between the two devices. Instead, plug the SecuGen device into the host computer's USB port.

#### My device is not recognized.

If you are installing an FDU02 device, be sure to use updated device drivers, which are compatible with both FDU02 and FDU01 devices.

#### I've lost my driver CD.

You may obtain updated device drivers by downloading the *SecuGenDriverInstall* program from SecuGen's website at: [www.secugen.com/download](http://www.secugen.com/download).

**For more help:** Refer to the document *SecuGen Peripheral User Guide*, which includes full installation instructions, troubleshooting aid, Device Diagnostic Utility instructions, tips on usage, and technical specifications.

### For Best Results when Reading a Fingerprint:



1. Place the pad (NOT the tip) of your finger so that it covers the sensor window completely.
2. Don't use too much pressure. Apply only as much pressure as you would need to hold a piece of paper between your fingers.