

Fingerprint Reader Troubleshooting Guide

Simple steps to get your fingerprint reader working again.



Work through the guide in order and stop as soon as the reader starts working.

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What problem are you having?

Choose the option that best matches what you can see, then go to that page.



1. A customer's fingerprint is not being recognised

The reader responds, but it will not recognise a customer.

Go to [page 4](#)



2. There is a red X next to the fingerprint icon

Salon Tracker has lost its connection to the reader.

Go to [page 5](#)



3. The fingerprint reader is disconnected

The reader is not responding at all, or keeps disconnecting.

Go to [page 6](#)

Fingerprint not being recognised?

If the reader is responding but one customer cannot be recognised, try these two quick fixes.

1. Clean the fingerprint reader

Wipe the scanning surface with a clean, soft cloth, then ask the customer to try again.

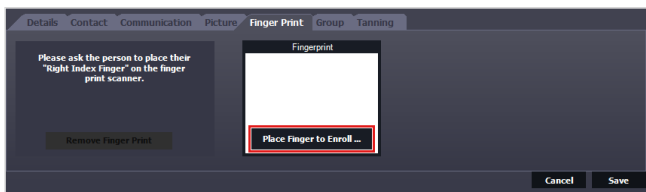


PLEASE TRY AGAIN

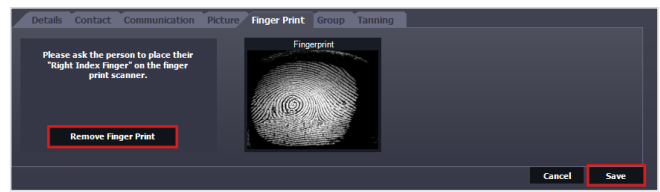
Ask the customer to try their fingerprint again. If it is recognised, no further action is needed. If it still is not recognised, continue to step 2.

2. Reset the customer's saved fingerprint

1. Open the customer record and click **Edit**.
2. Open the **Finger Print** tab.
3. Select **Remove Finger Print** to remove the old print.
4. Ask the customer to place their finger on the reader again.
5. When a clear fingerprint appears, click **Save**.



Reader connected and waiting: **Place Finger to Enroll...**



A clear fingerprint has been captured. Click **Save**.

NO "PLACE FINGER TO ENROLL" MESSAGE?

If the white box is blank with no message at the bottom, Salon Tracker cannot see the reader. Continue to [page 5](#).

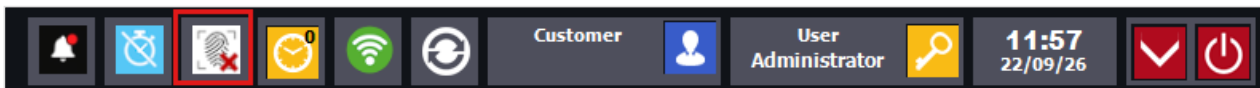
If the reader is not responding at all, continue to [page 5](#).

Red X next to the fingerprint icon?

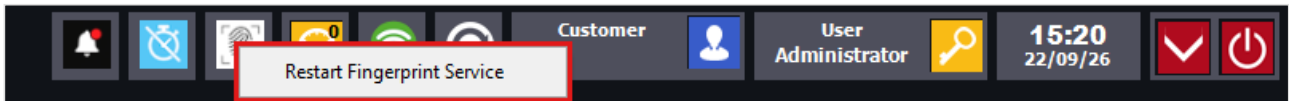
This usually means Salon Tracker has lost its connection to the fingerprint reader.

1. Restart the fingerprint service

1. Click the fingerprint icon with the red X in the top-right area of Salon Tracker.
2. Select **Restart Fingerprint Service**.
3. Wait a few seconds, then try the reader again.



The red X appears on the fingerprint icon in the Salon Tracker toolbar.



Click the icon, then select Restart Fingerprint Service.

HAS THE RED X DISAPPEARED?

Try the fingerprint reader again. If it is working, you can stop here.

STILL SEEING THE RED X, OR THE READER IS STILL DISCONNECTED?

Continue to [page 6](#) to reconnect the reader and check whether Windows can see it.

Reader still disconnected?

Reconnect the reader first, then check whether a USB hub may be affecting the connection.

1. Reconnect the reader

1. Close Salon Tracker.
2. Check that the fingerprint reader is fully plugged into the computer.
3. Unplug it and wait 5 seconds.
4. Plug it into a different USB port.
5. Open Salon Tracker and try again.



2. Check whether you are using a powered USB hub

If the fingerprint reader is connected through a USB hub, the hub needs its own power supply.

- | | |
|-----------------------|--|
| Powered hub: | Has its own mains power adapter. The fingerprint reader should work through a powered hub. |
| Unpowered hub: | Only connects to the PC by USB and has no separate power adapter. The fingerprint reader will not work correctly through an unpowered hub. |
| What to do: | Connect the fingerprint reader directly to the PC, or use a powered USB hub instead. |



Recommended powered USB hub

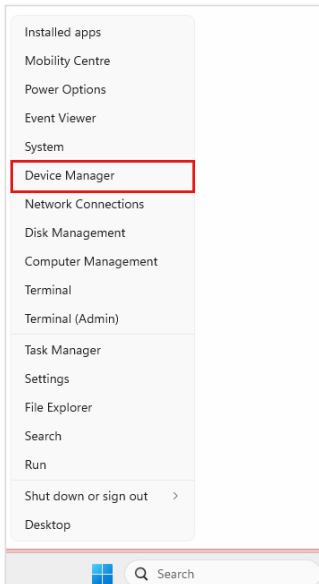
[View on Amazon](#)

If the reader is still disconnected, continue to [page 7](#).

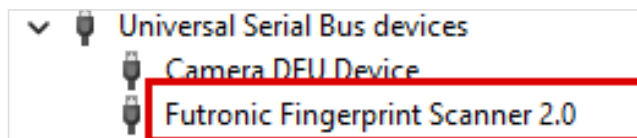
Check Device Manager

Use Device Manager to check whether Windows can see the fingerprint reader.

1. Look for the reader in Device Manager



1. Right-click the Windows **Start** button and select **Device Manager**.
2. Expand **Universal Serial Bus devices**.
3. Look for **Futronic Fingerprint Scanner 2.0**.



Look for Futronic Fingerprint Scanner 2.0.

THE READER IS LISTED

Windows can see the fingerprint reader. Continue to [page 8](#) and check Windows Updates.

THE READER IS NOT LISTED

Try another USB port. If the reader still does not appear, continue to [page 8](#), as a driver update may be needed.

USING A USB HUB?

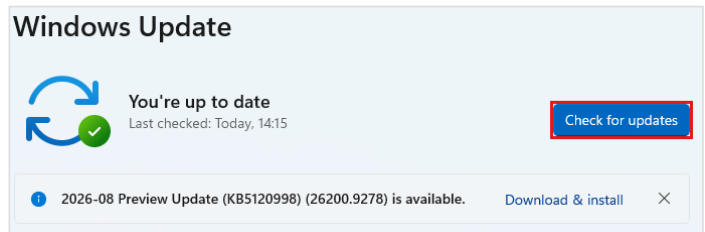
If the reader works when connected directly to the PC but not through a hub, check that the hub has its own mains power adapter connected.

Check Windows and driver updates

The fingerprint reader uses a Futronic driver. Windows Update can restore or update this driver.

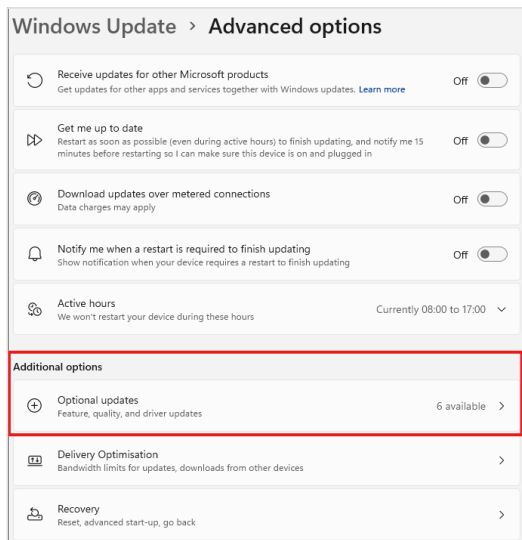
1. Check for Windows Updates

1. Open **Settings > Windows Update**.
2. Select **Check for updates** and install any available updates.
3. Restart the PC if Windows asks you to.

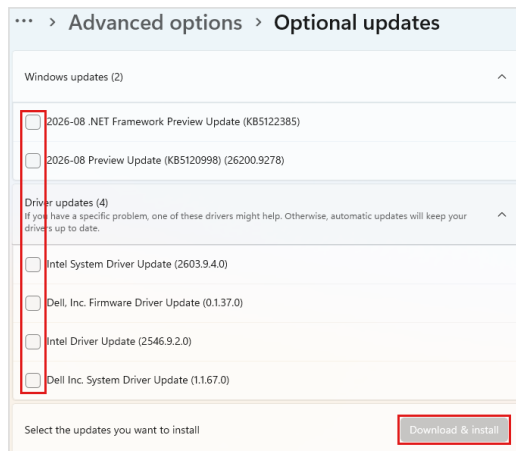


2. Check Optional Updates

1. Return to Windows Update and open **Advanced options**.
2. Under **Additional options**, select **Optional updates**.
3. Open **Driver updates**. If you see an update with **Futronic** in the name, tick it.
4. Tick any other pending updates, then select **Download & install**.



Advanced options



Optional updates

AFTER UPDATING

Restart the PC if Windows asks you to, then open Salon Tracker and try the reader again. If Futronic was not listed, check again after restarting. Still not working? Continue to [page 9](#).

Still not working?

If you have completed the previous steps and the fingerprint reader is still not working, please contact Salon Tracker Support so we can take a closer look.

Contact Salon Tracker Support

Support Chat

salontracker.co.uk/help

Telephone

0113 350 8230

What we can check

Our Support Team can check the main areas that can affect the fingerprint reader, including:

- The fingerprint reader's connection to the PC
- Whether Windows is detecting the reader correctly
- The fingerprint service within Salon Tracker
- Windows Updates and the Futronic driver



Before you contact us

Please let us know what happened during these checks. It helps us fix the problem faster.

- Was there a red X next to the fingerprint icon?
- Did Restart Fingerprint Service remove the red X?
- Did you try a different USB port, or plug in directly rather than through a hub?
- Does Futronic Fingerprint Scanner 2.0 appear in Device Manager?
- Did you complete Windows Updates and Optional Updates?

TIP

If possible, have Salon Tracker open and keep the fingerprint reader connected to the computer. This means we can begin checking the issue straight away.