

# FING@RTEC. TIPS FOR FINGERTEC® OFIS RELATED PRODUCT

# FingerTec® OFIS Scanner could not be detected by Microsoft Windows

This error occurs when the Fingertec<sup>®</sup> OFIS Scanner Driver didn't install properly. It might happens because the FingerTec<sup>®</sup> OFIS Scanner is plugged into the Microsoft Windows prior to the installation of FingerTec<sup>®</sup> OFIS Scanner Driver.

Please do the following steps to fix the error.

#### **STEP 1**

Please disconnect and unplug the Fingertec® OFIS scanner from your computer.

## STEP 2

Please go to your Hardware device manager. You may access via My computer(Right click) -> Properties -> go to hardware tab -> click on device manager.



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# STEP 3

You will see the following screenshot and Biokey 2000 Fingerprint scanner in question mark.



#### **STEP 4**

Select the Biokey 200 Fingerprint scanner and right click to uninstall it. Please follow the step to uninstall. Remember to restart your computer after uninstalling.

Disk drives			
🕂 🔲 Display adapters			
F DVD/CD-ROM drives			
Floppy disk controllers			
E Boppy disk drives			
🗄 🚭 IDE ATA/ATAPI controllers			
🗄 🎲 Keyboards			
🗄 🕤 Mice and other pointing devices			
🗄 🗐 Monitors			
🗄 👜 Network adapters			
🗄 🍟 Other devices			
	Disable		
猾 Multimedia Audio Controller 📲	Lipipstall		
PCI Device	Grindediri		
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🗄 🕰 Universal Serial Bus controllers			

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## STEP 5

Please install the "FingerTec® OFIS Scanner Software 1.0 setup.exe" located in your FingerTec® OFIS client CD.

## STEP 6

After finished installing the "FingerTec® OFIS Scanner Software 1.0 setup.exe", plug in the fingertec<sup>®</sup> of is scanner and the problem should be fixed.

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