



LIVESCAN USER GUIDE

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Version 1.0

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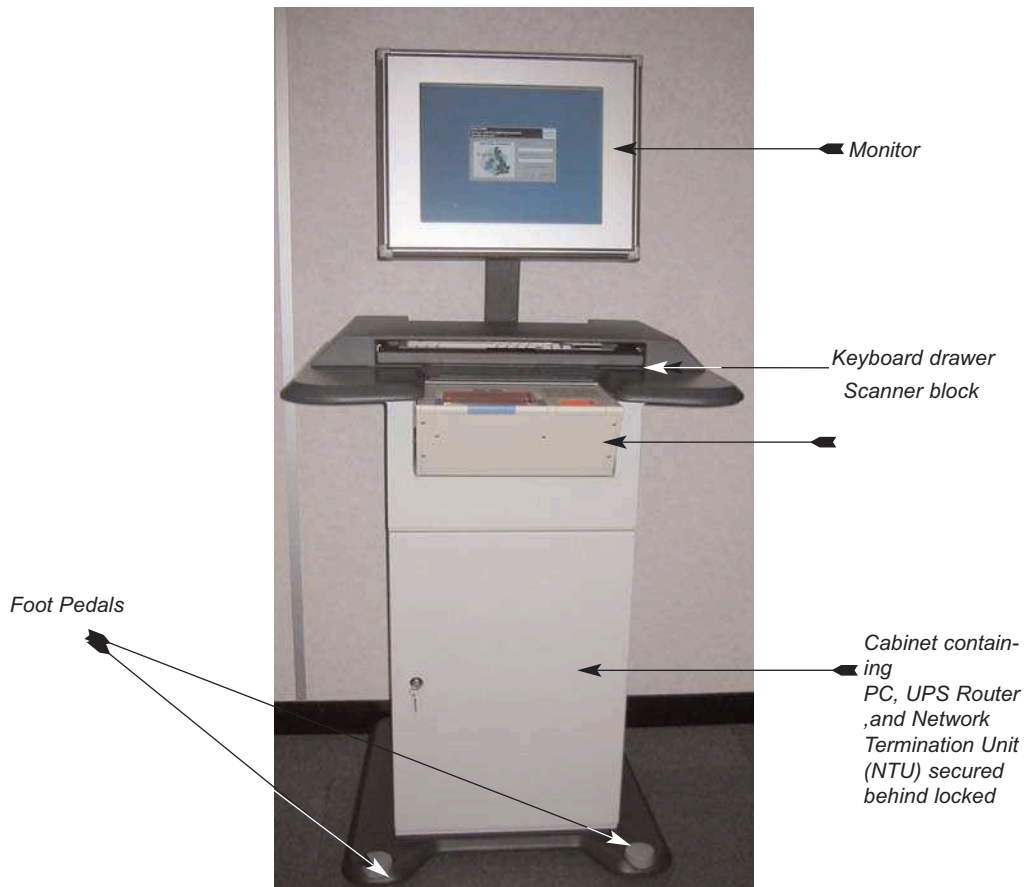
1. Introduction to the Livescan Unit

The Livescan Unit electronically captures finger and palmprint images and demographic data. It communicates with the *National Automated Fingerprint Identification System (NAFIS)* and with the *Immigration System*.

The system compares plain and rolled finger impressions with each other, providing a sequence check. After capture, the finger and palmprints will be printed on a high resolution laser printer at the local fingerprint bureau and electronically transmitted to *NAFIS* and/or *IND* (fingers only).

The capture of good quality fingerprints are of paramount importance as identification ratios will go up with good quality prints and the printed hardcopy forms will provide the fingerprint bureau with good quality source data.

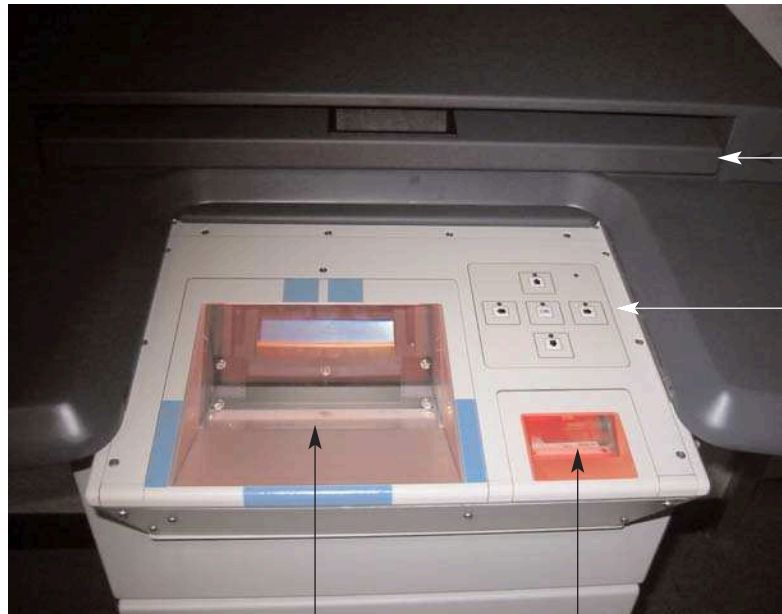
1.1 Livescan Cabinet Overview



1.2 Livescan Configuration

The Livescan Unit(s) are located in police station custody suites. The Livescan Unit has a maximum capacity of 300 forms (or 1000 forms if it has a mirror disk). The Livescan unit is connected to a PC called the *Store and Forward* and a printer located in the Force Fingerprint Bureau. The *Store and Forward* will transmit the images to *NAFIS* and print the forms when necessary. The Livescan Unit is connected to the Fingerprint Bureau *Store and Forward* by a secure frame relay communication network.

1.3 Scanning Block and Keyboard



Keyboard drawer
- pull out to access keyboard

Function Pad -
relates to on screen display and varies dependant on activity

Large Platen -
used to capture plain impressions

Small Platen -
used to capture rolled finger images

1.3.1 Using the Keyboard

Pull out the keyboard drawer from the cabinet. If the user wishes, the front of the keyboard drawer can be pushed down for easier access to the keyboard itself and to provide wrist support. The keyboard has a built in touch sensitive mouse pad. To move the cursor, place a finger on mouse pad and drag it to the desired location. Below the mouse pad are two buttons that act as normal left and right mouse buttons.

At the top of the keyboard are function keys marked F1 to F12, which can be used to activate Livescan functions.

1.3.2 Finger, Palm and Signature Capture


All activities during the finger and palm capture process can be operated by using the relevant keys on the scanner block or by using the foot pedal. The mouse and keyboard are not used whilst capturing the finger and palm prints.

Pressing the foot pedal is generally used to proceed with the current functional step, e.g., to commence capture of a finger impression or to confirm the result. However, some users may prefer to use the OK button on the function pad.

The function buttons are used during the capture process if it is necessary to begin the capture, recapture, optimise the contrast etc.

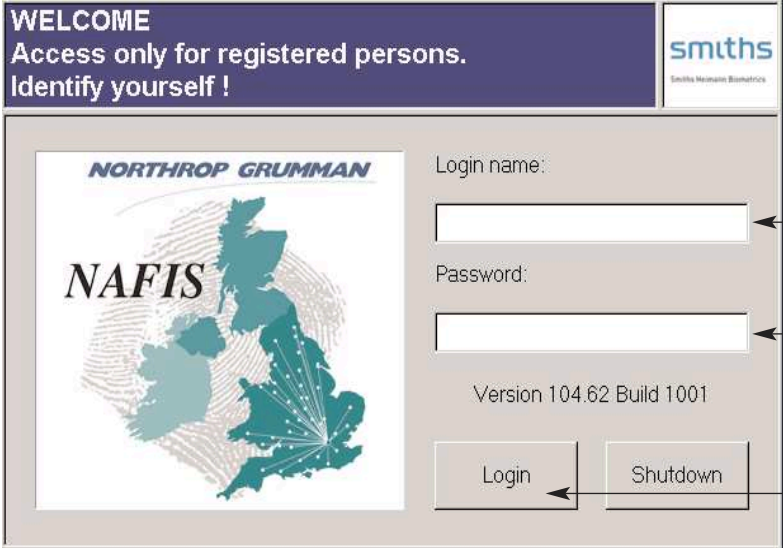
2. User Accounts and Passwords

Only authorised users can login and unauthorised persons or those with invalid passwords are denied access. An account will be created for all users by the site's system manager. They will inform the users of their username and initial password.



It is unlawful to access the Livescan Unit using another user's login and password – it is a breach of the Data Protection Act, the Computer Misuse Act, and PACE. Any person accessing Livescan unlawfully may be prosecuted.

2.1 Accessing the Livescan Unit (Login)



WELCOME
Access only for registered persons.
Identify yourself!

smiths
Smiths Neuman Biometrics

NORTHROP GRUMMAN

NAFIS

Login name:

2a Enter username

Password:

2b Enter password

Version 104.62 Build 1001


Login 2c Select to accept details Shutdown

To login:

- Enter username in *Login name* **2a** field and press the tab key.
- Enter the password in the *Password* field **2b** and select *Login* **2c**. For password conventions, see section 2.2, Changing the Password.

2.2 Changing the Password

The password is initially added to Livescan by a system manager. When the new user logs in the first time they will be prompted to create their own private password that will be valid for all further login sessions.

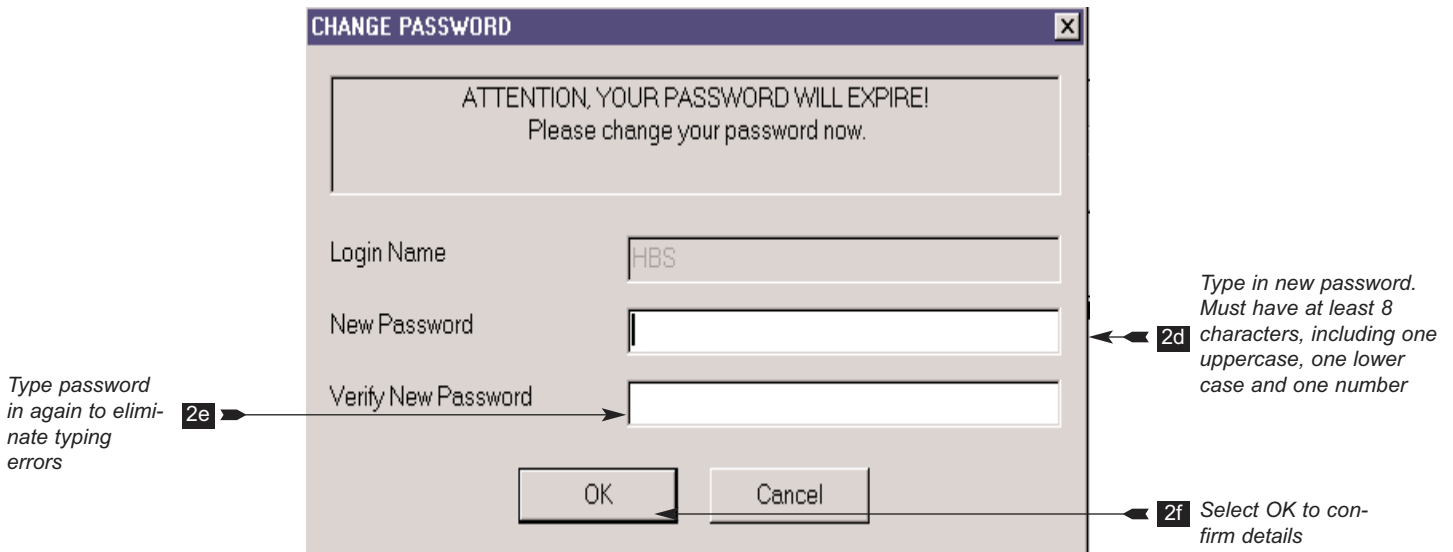


The password must be at least eight characters long and must contain at least one upper case character, at least one lower case character, and a minimum of one number.

The password will expire after a determined period of time, e.g., 30 days and the user will be prompted to change the password. This will appear four days prior to the expiration date. If the new password is not entered before the expiration date, the system will prevent the user to access the unit. The user must contact the system manager, who can then reset the password.

If the user forgets their password then they must contact the system manager, who will reset the password. A user may also change their password at any time by accessing the *F-5 Change Password* button in the *Main Tasks* screen.

If prompted to change the password, the following screen will appear automatically when the user attempts to login:



- Enter new password in the *New Password* **2d** field.
- Press the tab key to move into the *Verify New Password* **2e** field.
- Type in the new password again.
- Select *OK* **2f**.

If the password was changed successfully a message will appear letting the user know. If for any reason the password change failed, the user will be prompted to type in their new password again.

3. The Main Tasks Screen

When the user has successfully logged in, the *Main Tasks* screen will be displayed and it is from this screen that all Livescan activities are selected. It displays important status information as well as providing access to the system functions.

MAIN TASKS Choose an available task!	
Information about the current user	Status of the components
Login name: HBS	<input checked="" type="checkbox"/> Capture Server
Force Station Code: 92AX	<input checked="" type="checkbox"/> Sequence Check Server
Number of the booking station: ZW	<input checked="" type="checkbox"/> Store and Forward Cache
	F10 - SOFT REBOOT
F1 - NEW	Start a capture process for a new person (ten-print-submission, live-id, print-to-mark).
F2 - EDIT / DELETE	Edit, continue or delete an existing data record.
F3 - MESSAGES	Check mail folder for incoming response or messages.
F4 - ADMIN	User management, System configuration and diagnostics.
F5 - PASSWORD	Change your password.
ESC - LOGOFF	Log-Off and return to Login Screen.

The upper fields display system information, whilst the field on the right displays the presence of functional software modules. All three boxes must contain the check marks. If any checks are missing contact the Helpdesk.

The lower half of the screen gives access to the main tasks of the system. These tasks are accessed by the use of the corresponding function keys on the keyboard or by using the mouse. An explanation of each task is displayed next to it.

General users do not have access to the *F4- Admin* **3a** function as this is only available to system managers.

4. Capturing a New Set of Prints (F1 - NEW)

To capture a new set of fingerprints, it is necessary to select *F1 - NEW* on the *Main Tasks* screen, which will invoke the *Start Sequence* screen.

4.1 Start Sequence Screen

The Start Sequence screen is displayed below.

START SEQUENCE
Note the job reference number. This controlling number will become the Form ID Number.

smiths
Smiths Biometric Biometrics

Job Reference - this reference is used as folder name :
NAZY0000013

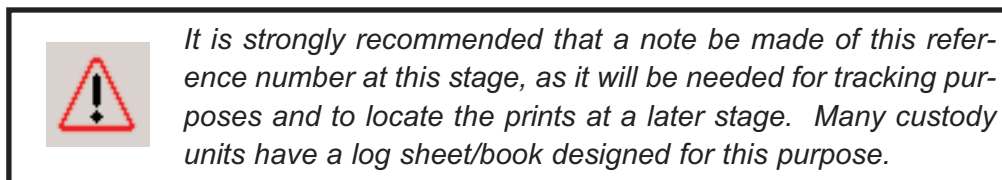
Unique Job Reference Number is displayed 4a

Select to roll all ten digits 4b

F1 - START SEQUENCE (normal) F2 - START SEQUENCE (missing fingers) ESC - CANCEL 4c

Select if one or more fingers can not be rolled

A unique reference number called the *Job Reference Number* 4a is generated at this stage. This number identifies this particular set of prints. The *Job Reference Number* will be displayed in the bottom left hand corner of ALL the screens during the capture process.

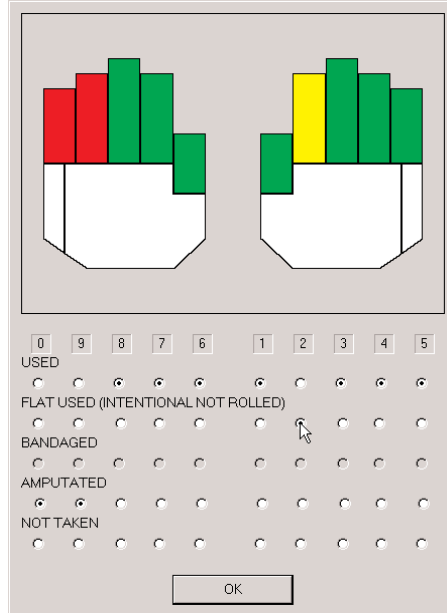


To begin capturing a set of prints:

- Ensure that the detainee has washed his/her hands prior to capture.
- Examine the hands for missing/injured fingers.
- If ALL fingers are present and it is possible to roll them, select *F1 - START SEQUENCE (normal)* 4b. This will move the user on to the *Initial Demographics* screen (see Section 4.3, Initial Demographic Data Entry).
- If it will not be possible to capture or roll ALL fingers, select *F2 - START SEQUENCE (missing fingers)* 4c. This will invoke the *Missing Fingers Definition* screen .

4.2 Missing Fingers

If the detainee has amputated or injured finger(s) then the user should select the *F2 – START SEQUENCE (Missing Fingers)* button. The *Missing Fingers Definition* screen will be displayed.



This screen allows the user to inform the system of the status of each finger, e.g., those fingers that may be taken and rolled (green), those fingers that may be taken but captured as plain impressions (yellow), and those fingers that are amputated or cannot be taken because of injury (red).

The example shown above indicates that the left ring and little fingers (fingers 9 and 0) have both been amputated and the right index finger (finger 2) is not to be rolled.

Each finger is represented by a number (0-9). The numbers are displayed below the finger that they represent.

Below the numbers are categories, each one indicating a different action.

Category	When to use
Used	This is the default. Indicates that the finger is available and will be rolled.
Flat Used (Intentional not Rolled)	A plain impression will be used. This should be used if the detainee has limited movement and it is not possible to roll the finger.
Bandaged	NOT AVAILABLE
Amputated	No image will be taken. This should be used for amputated fingers.
Not Taken	No image will be taken. This should be used for those fingers that cannot be taken because of a plaster, bandage or open wound.

To change the status of a finger, keep pressing the corresponding number. For example, to change the right forefinger to amputated:

- Use the pictogram to locate the finger number. The right forefinger is finger two.
- Press 2 once. This moves the dot from *Used* to *Flat Used (Intentional Not Rolled)*.
- Press 2 a second time. This moves the corresponding dot from *Flat Used (Intentional Not Rolled)* to *Amputated*.



If the desired action is missed i.e. the number is pressed one time too many, it is possible to keep pressing the relevant finger number until the desired option comes round again.

- Once the user is satisfied that the screen reflects the situation correctly, select the OK button and the system moves to the initial *Demographics* screen.

4.3 Initial Demographic Data Entry

Prior to taking the finger and palm prints the user must input some important demographic data.

The screenshot shows the 'FINGERPRINT TRANSMISSION FORM' interface. The form is divided into several sections. The 'Demographic Data' section at the top contains fields for 'FIN Number' (LANAZY000037V), 'CRO Number', 'IFB Number', 'NAFIS 1A(L)', and 'Transaction Type'. Below this is the 'ARREST/SUMMONS NUMBER' section, which includes 'Fingerprints of: Surname' (BLOGGS), 'Forename(s)' (JOE), 'Taken by: Name', 'Rank/Number', 'Date' (24/09/2004), 'Force (Force Code)', and 'Signature'. The 'HEALTH AND SAFETY' section contains 'Offence (1)', 'Place of Offence (Station Code)', 'Apposing/Attending', and 'Charging Station (Station Code)'. The 'EXHIBIT LABEL' section includes 'Custody no.' (1234/04). At the bottom, there are 'Remarks' and 'Special Notes' fields, and a 'Geographical Search Area (L/R/N)' field. The form has a 'F1 - Confirm' button and an 'Esc - Cancel' button. Annotations 4d through 4i point to specific fields: 4d points to 'Enter surname', 4e to 'Enter forename', 4g to 'Enter date of birth (DDMMYYYY)', 4f to 'Enter the exhibit identity number', 4h to 'Enter custody number', and 4i to 'Press confirm to accept data and move to next screen'.

The detainee's name, date of birth, sex, and the relevant custody number are mandatory fields (pink fields) that must be completed at this stage. In some forces the exhibit identity number is also entered at this stage. In this example the user has the choice of entering it now or later.

All data input will automatically be converted to uppercase.

To complete the demographics:

- Type in the surname in the *Surname* **4d** field and press tab to move onto the next field (If the detainee refuses, this can be left *ANON*.)
- Enter the forename in the *Forename(s)* **4e** field and press tab to move onto the next field (If the detainee refuses, this can be left *ANON*.)
- Enter the exhibit identity number in the *Exhibit Identity Number* **4f** field and press tab to move onto the next field.
- Enter the date of birth in the *Date of Birth* **4g** field. The year must contain four characters, e.g., 1972. It is not necessary to use the tab key to move between fields.
- Finally enter the custody number in the *Custody No.* **4h** field.
- Press *F1 - Confirm* **4i**. This will invoke the *Health and Safety Advice* screen.

The keyboard is not required for the capture process and may now be pushed back into the cabinet.

4.4 Health and Safety Advice

This screen informs the user to thoroughly clean the surfaces of the two platens as the last person captured on the Livescan Unit may have contaminated them.

It is also necessary to maintain the cleanliness of the platens to ensure high quality finger/palm impressions with no background interference.

4.4.1 Cleaning the Platens



Only the recommended cleaning agents should be used as these kill bacteria as well as clean the surface. Using an alternative product may cause damage to the scanner block.

A cleaning product order form may be obtained via force supplies.

To clean the platens:

- Spray the platens with the cleaning product or if using wipes, thoroughly clean the platen with the wipe.
- Use a tissue to dry the platen.

- To move on, either press the foot pedal or use the function buttons on the scanner block to select *Done* **4j**, i.e., the fourth button down.

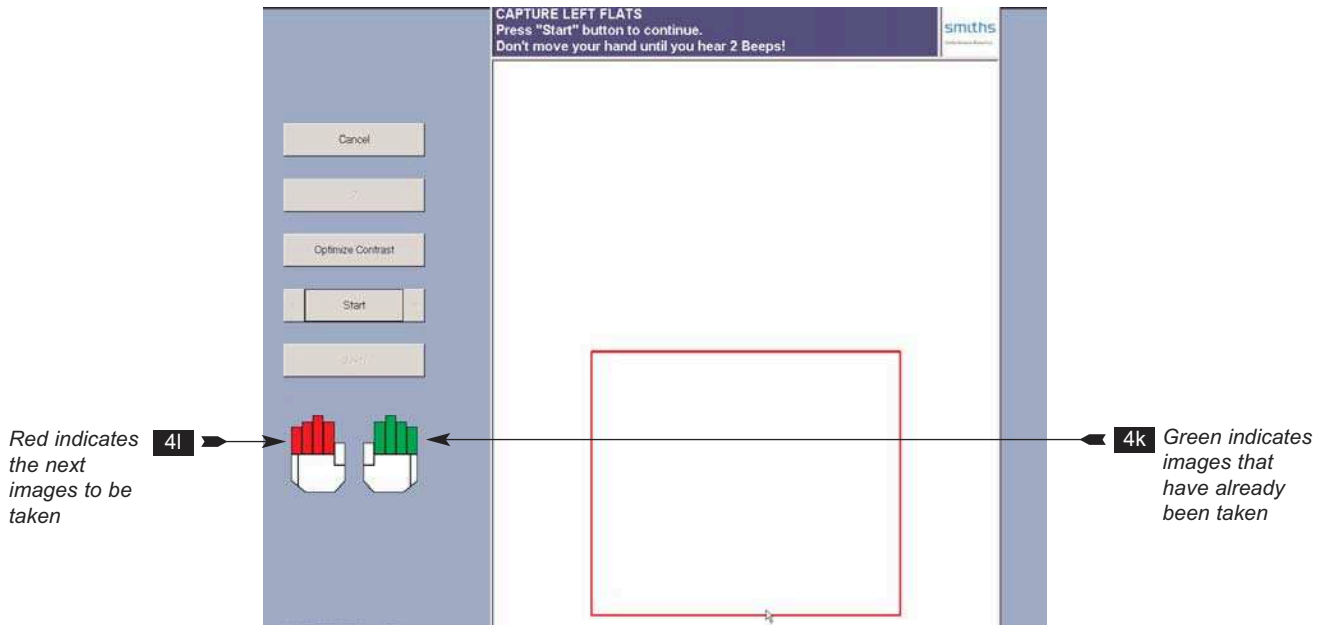


4.5 Capturing the Plain Impressions

The system expects the plain images in the following order:

- Right plains
- Left plains
- Thumbs

The top of the screen details the image to be captured and on the left hand side of the screen is a pictogram, showing two hands. Green **4k** shows images that have already been captured. Red **4l** indicates the image to be taken.



To capture the plain impressions:

- Place the fingers of the right hand on the large glass platen.
- Adjust the fingers to ensure that the tips are WITHIN the boundary of the red box and the fingers are as upright as possible.
- Enhance the image as necessary using Optimize Contrast, wipes, cream, etc.
- When ready to capture the image, either press the foot pedal once (there is no need to hold it down) or select *Start*.
- Hold the fingers in place until two beeps are heard.

The system will carry out basic quality checks. If the images fail these checks, the system will alert the user (several beeps are heard and the blue panel at the top turns pink). It will be necessary to take the images again. If this is the case, the only option for the user is to press the *Again* button (the foot pedal will not work).

If the images pass the system's quality check, the images will be displayed for review.



GOOD PRACTICE

Do not press down on the fingers with too much force as this will produce a very dark image and may distort the ridges.

Take care in placing the fingers. Ensure that ALL the tips are captured.

Ensure that the fingers are as upright as possible.

Hold the fingers together.

If the images are too light/dark, select Optimize Contrast. This will enhance the quality of the image.

If Optimize Contrast is not effective, use the cream or wipes (on very pale/patchy images) or tissues (on very dark images).

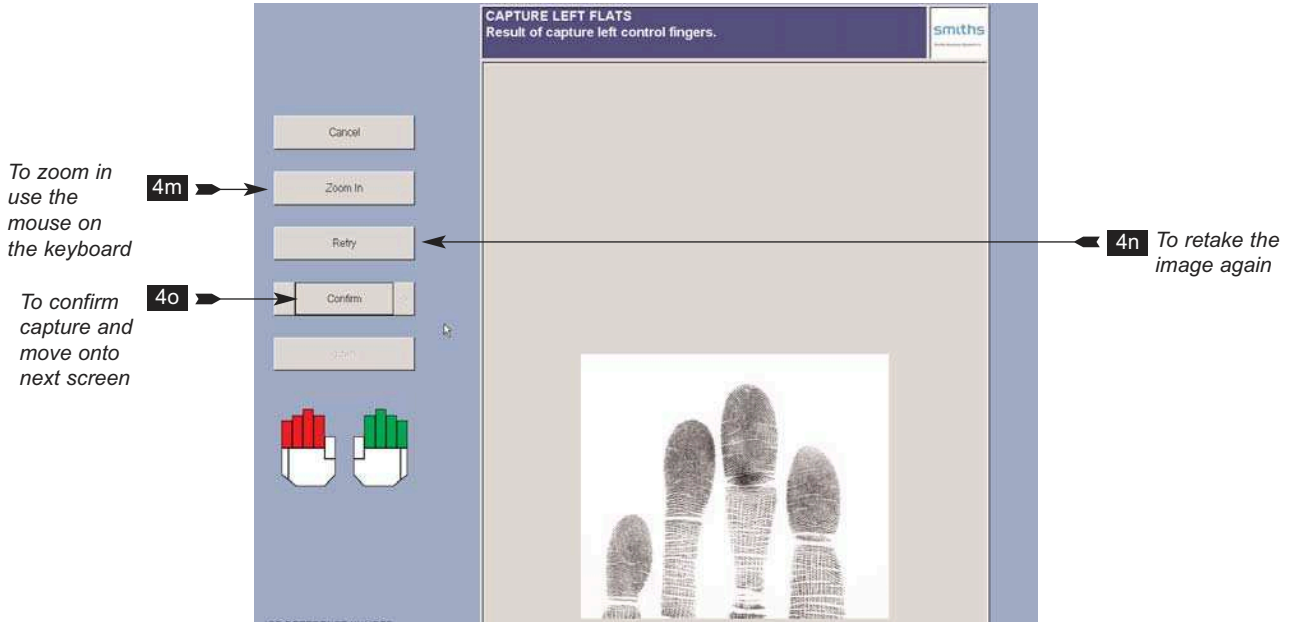
The user should keep their hand on that of the detainee to eliminate any movement.

Do not release fingers until the second beep is heard as this may cause movement.

Both thumbs are captured simultaneously and should not be moved during the capture process. To increase the capture area, light pressure should be placed on the tips of the detainee's thumbs.

4.5.1 Assessing the Quality of the Plain Impressions

The system will display the captured image for assessment. The quality of the plain impressions is of vital importance. Poorly captured plain impressions will lead to rejections when capturing the rolled impressions.



It is necessary to review the quality of the captured images.

- If a closer look is required, it is possible to select *Zoom In* **4m** using the mouse, to view enlarged images.
- If the image is not of the desired quality, select *Retry* **4n** using the mouse.
- If the image is satisfactory, select *Confirm* **4o** or press the foot pedal once, to move onto the next image.



GOOD PRACTICE

Although the system carries out a quality check, it is very basic and should only be used as a guide. ALWAYS retake an image if it does not reach the appropriate standard, even if it passes the system's quality check.

Capturing a good quality set of fingerprints will improve the overall quality of the National Fingerprint Database and can mean the difference between identifying a scene of crime mark and missing it.

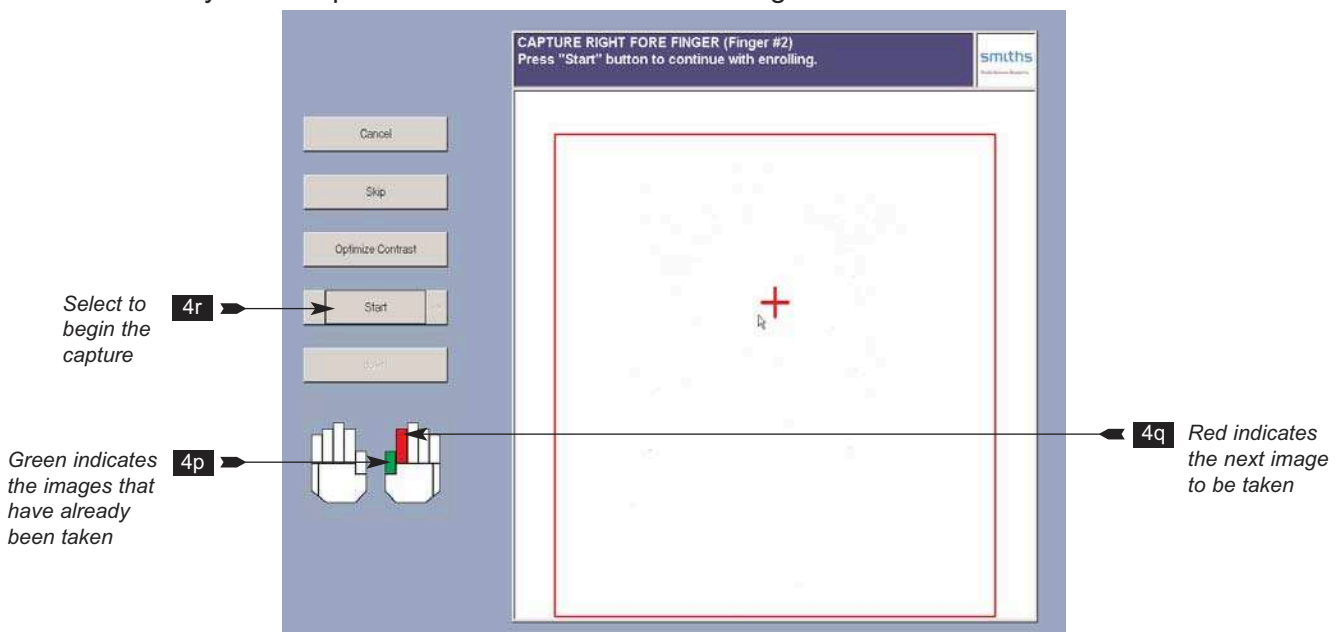
4.6 Capturing the Rolled Impressions

All rolled impressions are captured on the small platen situated on the right side of the scanner. The system expects the rolled images in the following order:

- Right hand (thumb through to little finger)
- Left hand (thumb through to little finger)

If any images were previously indicated as not being taken, the system will not expect these images to be rolled and will be greyed out in the pictogram.

The top of the screen displays the image to be captured and on the left hand side of the screen is a pictogram, showing two hands. Green **4p** shows images that have already been captured. Red **4q** indicates the image to be taken.




- Place the required finger flat on the small platen in an upright position and centre the image.
- When ready to commence the capture, roll the finger to one side (either left or right).
- Select *Start* **4r** or press the foot pedal once.
- Roll the finger on the platen.
- When capture is complete, remove finger from the platen and press the foot pedal to confirm if the image is of the required quality.



If it is not possible to capture a particular image (due to a previously unnoticed wound), the Skip button will allow the user to bypass that finger. It should however, only be used as a last resort.

Core 4s

GOOD PRACTICE




Ensure the detainee's hands are clean.

Ensure that the platen is clean prior to capturing EACH image.

Place finger FLAT in the centre of the small platen in an upright position.

Place the cross at the top of the core 4s.



Examine the image prior to capture by rolling the finger from side to side to see if it appears to be too dry or too moist and it is all captured in the red box.

If the image is too light/dark, select Optimize Contrast. This will enhance the quality of the image.

If Optimize Contrast is not effective, use the cream or wet wipes (on pale/patchy images) or tissues (on very dark images).

Take hold of the detainee's hand in such a way that it is possible to control the movement and ensure a smooth and even roll. Place light pressure on the tip of the finger to ensure that it is fully captured.

When rolling the finger do not look at the screen, instead look at the finger as it is being rolled.

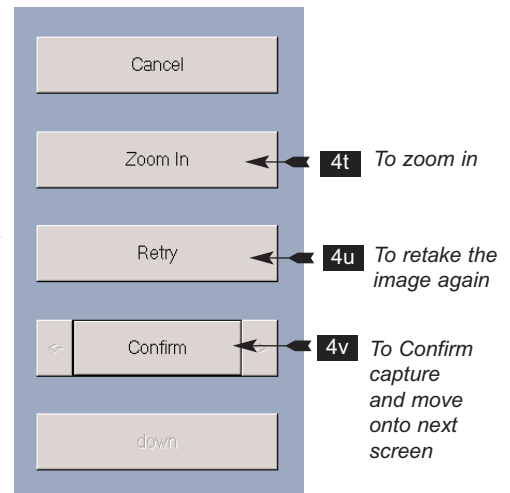
Use light, even pressure.

Ensure that the finger is FULLY rolled, then roll back slightly before lifting the finger off the platen, which stops the capture process.

4.6.1 Assessing the Quality of the Rolled Impressions

The system will display the captured image for assessment. As with the capture of the plain impressions:

- Review the quality of the captured images.
- If a closer look is required, it is possible to select **Zoom In 4t**, to view enlarged images (see overleaf).
- If the image is not of the desired quality, select **Retry 4u**.
- If the image is satisfactory, select **Confirm 4v** or press the foot pedal once, to move onto the next image.





REMEMBER, GOOD PRACTICE!

Although the system carries out quality checks, they are very basic and should only be used as a guide. ALWAYS retake an image if it does not reach the appropriate standard, even if it passes the system's quality checks.

Capturing a good quality set of fingerprints will improve the overall quality of the National Fingerprint Database and can mean the difference between identifying a scene of crime mark and missing it.

4.7 Recapturing Images

The user can capture an image up to four times by selecting the *Retry* button.

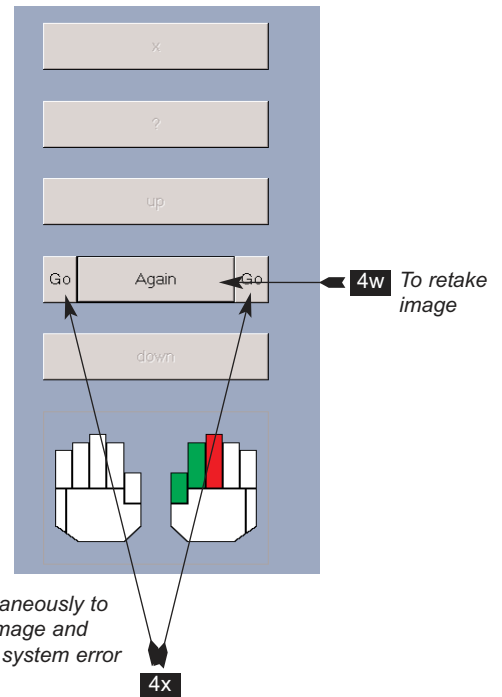
The system runs a number of checks on each image; among these is a quality check, a slippage check, and a sequence check. The first time the image fails for any of these reasons, the user is forced to retake the image (*Again* **4w** will be the only button available and the foot pedal will not function).

If the image is retaken and on a subsequent attempt it fails one of the checks, the user has the ability to override the system. This should only be done if it is not possible to improve on the quality of the captured image. To do this:

- The user should press the two *Go* **4x** buttons simultaneously.

The system will then move onto the next check. If this check fails, it may be necessary for the user to override the system again.

- Once the checks are completed, the user needs to select *Confirm* to move on to the next image.

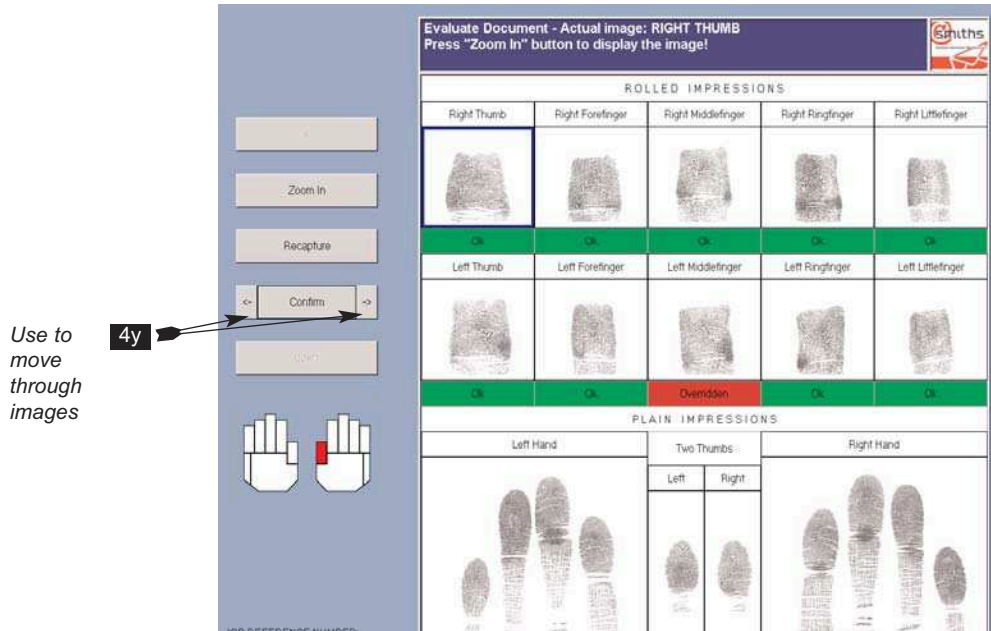


GOOD PRACTICE

If an image fails one of the system checks, READ the message that is displayed in the title bar and take the appropriate action.

4.8 Finger Image Evaluation Screen

After completing the capture of both the plain and rolled impressions, all previously captured images are displayed in the Evaluation screen. This will be the last opportunity to assess and recapture any of the rolled impressions.



When first accessing the screen, a blue rectangle surrounds the right thumb rolled impression indicating that it is the active image. This can be moved to select other fingers by using the left or right arrows **4y**. The user can highlight any image and either *Zoom In* and/or *Recapture* (by using the mouse).

This procedure could, if necessary, be carried out on all of the rolled impressions until the best possible quality is obtained. It is not possible to recapture plain impressions.

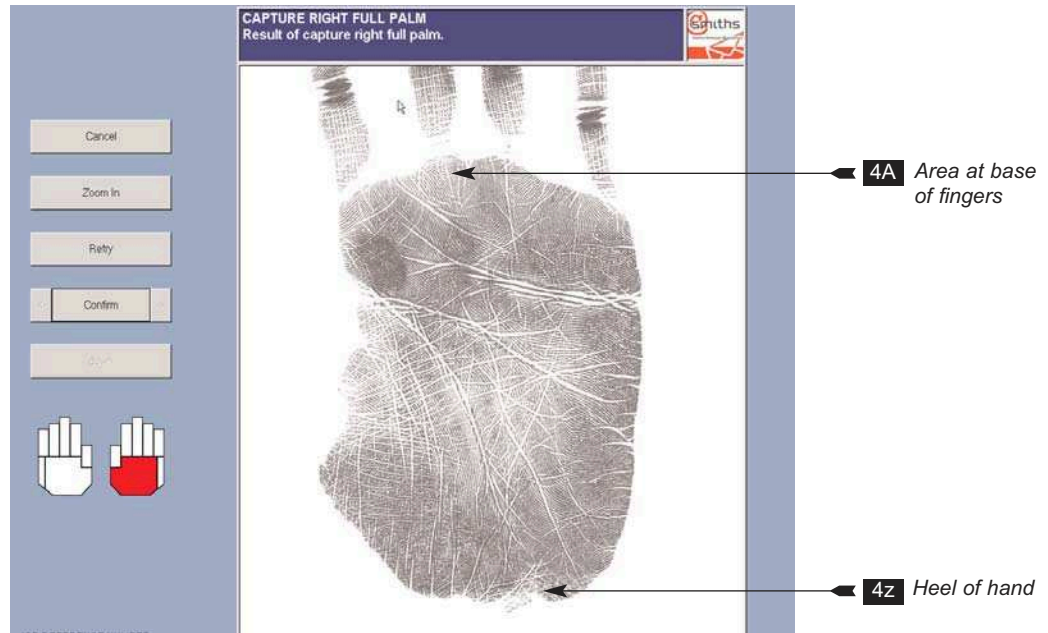
- To move on to the next screen select Confirm or press the foot pedal.

Below each image is a log showing whether the system quality checks have been overridden. If an image has had the quality check overridden, it is highlighted in red and has *Overridden* displayed.

4.9 Capturing the Palm Impressions

All palm impressions are captured on the large platen. The system expects the palm images in the following order:

- Right Palm
- Right Hypothenar (writer's edge)
- Left Palm
- Left Hypothenar (writer's edge)



To capture the palm impressions:

- Place the right palm on the large glass platen.
- Adjust the palm to ensure that the area from the HEEL **4z** of the hand to the BASE OF THE FINGERS **4A** is captured. It is not necessary to capture the fingers at this stage.
- Enhance the image as necessary (*Optimize Contrast/cream/wipes/tissues*).
- When ready to capture the image, either press the foot pedal once (there is no need to hold it down) or select *Start*.
- Hold the palm in place until two beeps are heard.
- Assess the image and if satisfied with the quality, select *Confirm* or press the foot pedal.
- If the image does not reach the required standard, press *Retry*.



GOOD PRACTICE

Palm images are generally drier than the finger images, therefore it is very likely that some sort of enhancement will be required (Optimize contrast/hand cream/wet wipes).

Ensure that the HEEL of the hand is captured.

Ensure that the area around the base of the fingers is captured.

To capture centre of palm, place one hand on top of detainee's and press down gently.

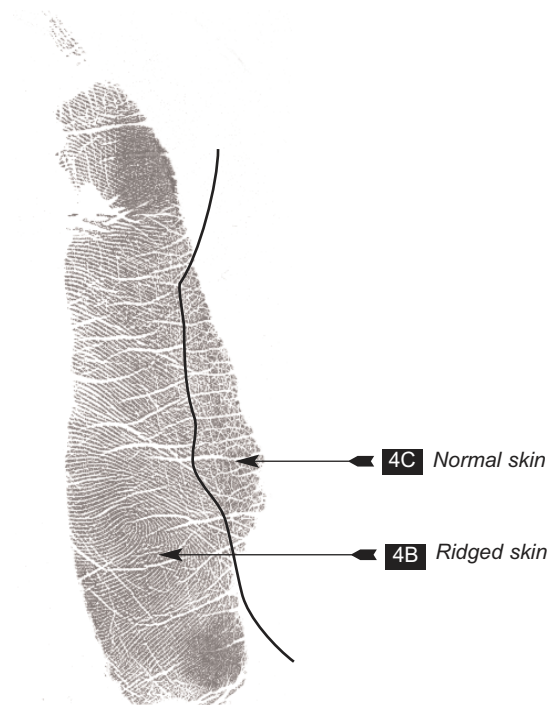
Continued overleaf...



To capture the area at the base of the fingers, place other hand across the base of the detainee's fingers and apply gentle pressure.

Ask the detainee to lower their elbow, so that it is slightly below the level of the platen.

To capture the hypothenar:



- Place the hand area to be captured within the red box.
- Ensure that the ridged skin **4B** leading up to the “normal” skin **4C** is captured.
- Enhance the image as necessary (*Optimize Contrast/cream/wipes/tissues*).
- When ready to capture the image, either press the foot pedal once (there is no need to hold it down) or select *Start*.
- Hold the palm in place until two beeps are heard.
- Assess the image and if satisfied with the quality, select *Confirm* or press the foot pedal.
- If the image does not reach the required standard, press *Retry*.

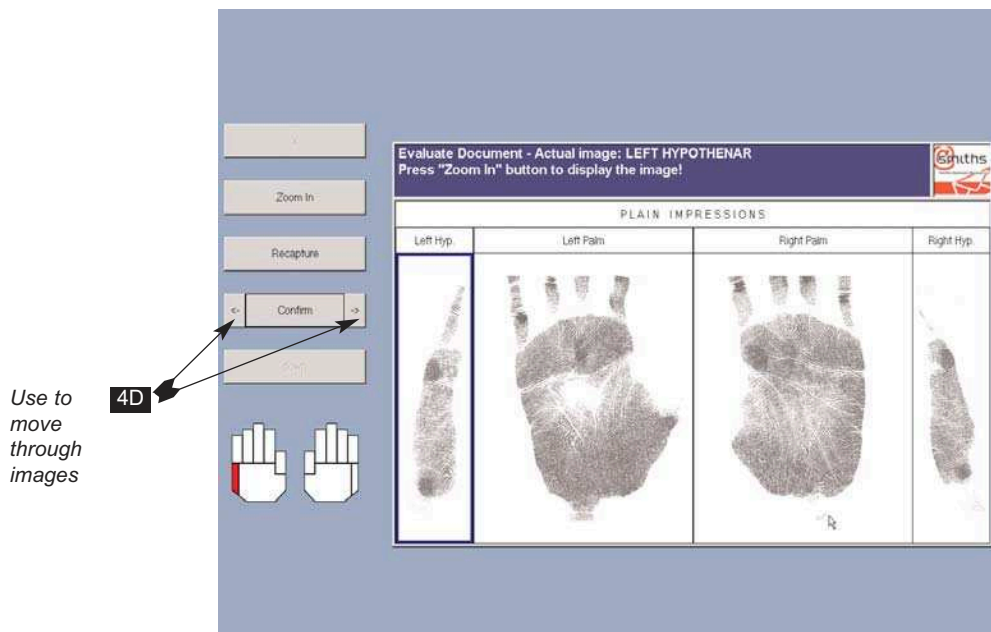


GOOD PRACTICE

Once the palm is captured, hold the detainee's hand in place until ready to take the hypothenar. Then, simply raise the thumb off the platen until the ridged skin leading up to the "normal" skin is revealed.

4.9.1 Assessing the Quality of the Palm Impressions

When the user has captured the palm images to their satisfaction the Palm Evaluation screen will be displayed. This will be the last opportunity to assess and recapture any of the palm impressions.



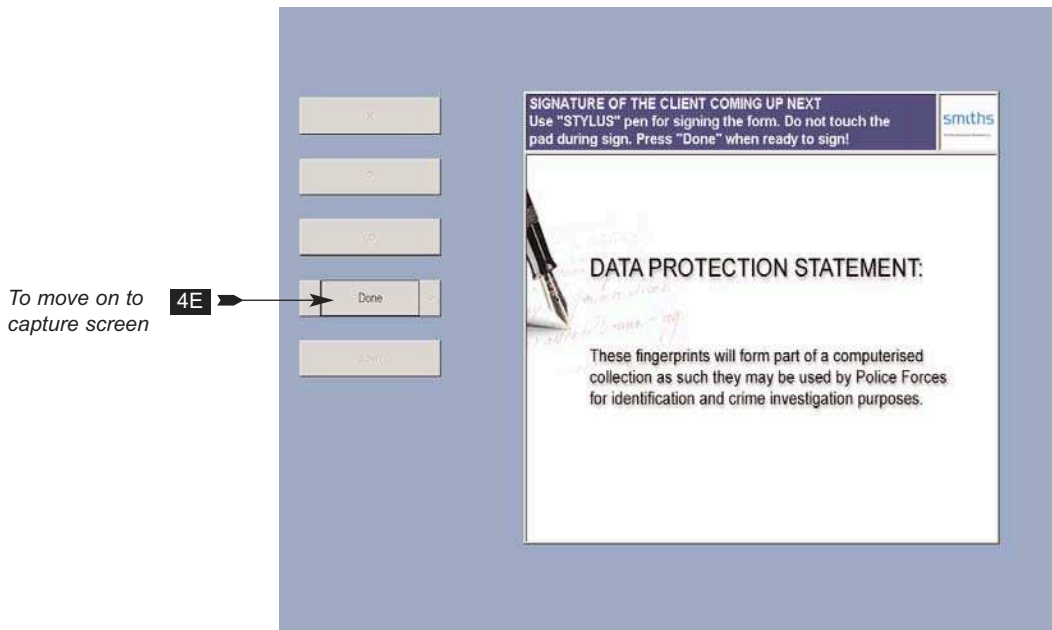
When first accessing the screen, a blue rectangle surrounds the left hypothenar indicating that it is the active image. This can be moved to select other images by using the left or right arrows **4D**. The user can highlight any image and either *Zoom In* and/or *Recapture* (by using the mouse).

This procedure could, if necessary, be carried out on all of the palm impressions until the best possible quality is obtained.

- To move on to the next screen select *Confirm* or press the foot pedal. This will now move onto the signature capture screen.

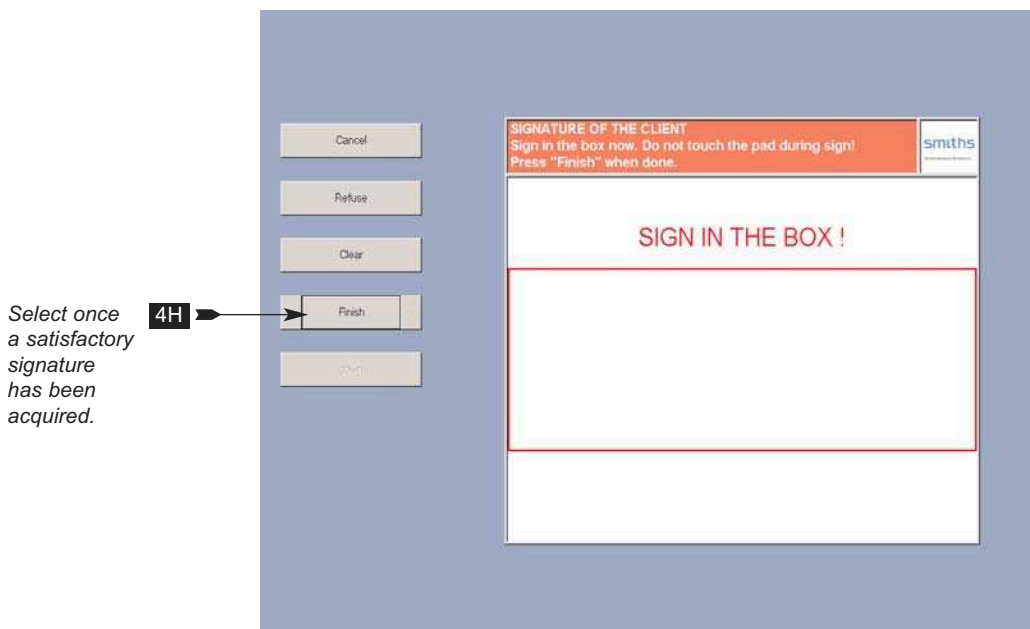
4.10 Capturing the Signatures

Signatures are captured on the signature pad on the right side of the scanner block. The first screen visible is the *Data Protection Statement* screen.



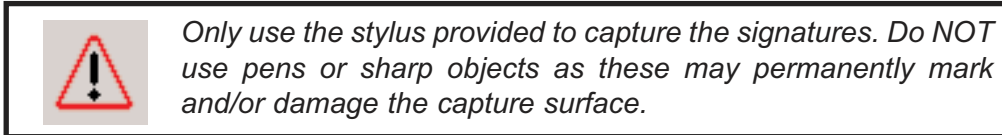
To capture the signatures:

- Ask the detainee to read the statement or read it aloud to them. Once completed, press the foot pedal or *Done* **4E**. This will move to the *Signature Capture* screen.



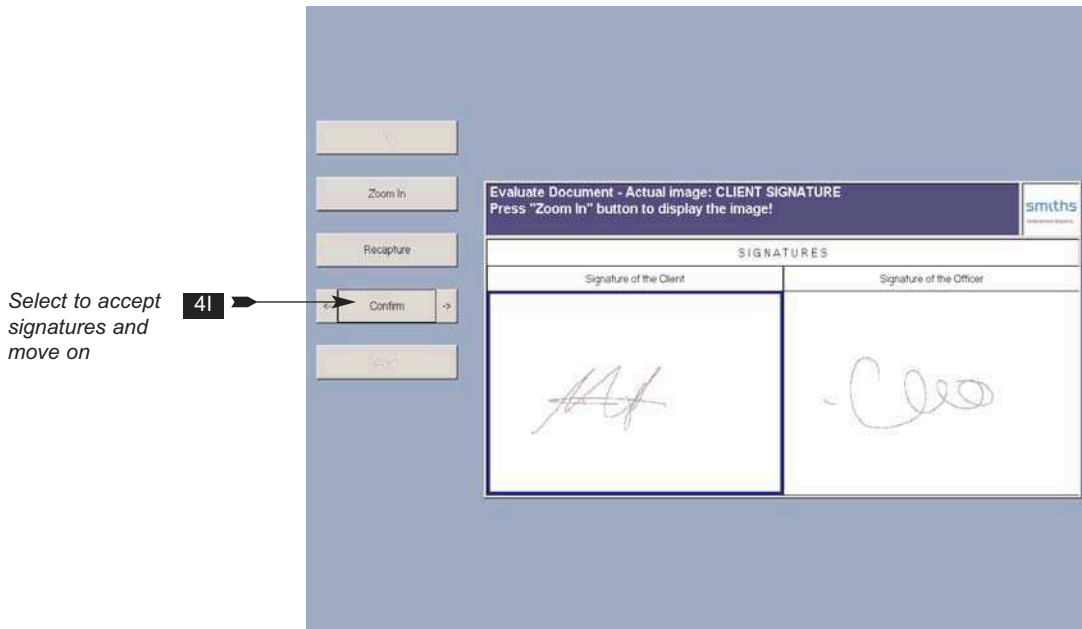
- Using the stylus provided ask the detainee to sign in the box. When satisfied with the signature select *Finish* **4H** or press the foot pedal.

- To recapture the signature press *Clear* and the *Data Protection* screen will once again become available.
- If the detainee refuses to sign, select *Refuse*.
- Once the detainee's signature has been captured and accepted, the officer is required to sign. Repeat the process above.



4.10.1 Signature Evaluation

Following the capture of all relevant signatures the *Signature Evaluation* screen will be displayed.



By using the mouse it is possible to zoom in or recapture either of the two signatures.

- To accept the signatures and move on, select *Confirm* **41**.

4.11 Interrupting a Set of Prints

There may be occasions when it is necessary to interrupt the capture of a set of fingerprints prior to their completion. There are two methods of doing this. The user can temporarily lock the screen or save the prints and log out.

4.11.1 Locking the Screen

This is a temporary measure that when used locks the Livescan unit until the logged in user enters their password. It should not be used if the machine is to be left unattended.

To lock the screen:

- Press the “x” in the top right hand corner of the screen **4J**.



The STOP banner will be displayed, covering up any text on the screen. The Livescan Unit is now locked and can only be unlocked by the user who initially locked it. To unlock the screen:

- Enter password and select *Unlock*.

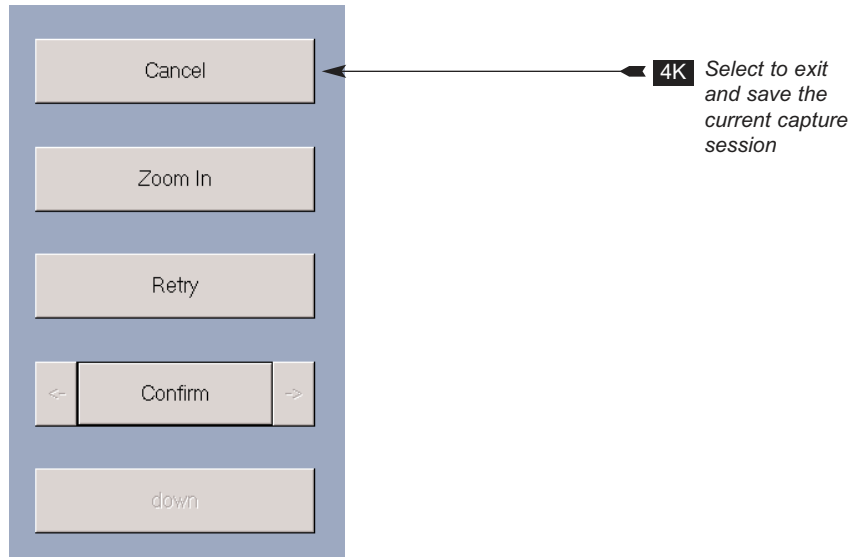


Only to be used as a temporary measure. If the machine is left with the lock turned on, it will not be available to others until the user unlocks the screen.

The lock will come on automatically if a user is logged in and does not use the machine for five minutes.

4.11.2 Saving an Interrupted Set of Prints

Once the signatures are captured and accepted, the capture process is complete. On occasions it may be desirable to stop the capture process prior to the acceptance of signatures and save the images captured so that they can be accessed at a later time. For example, if the detainee is taken ill.

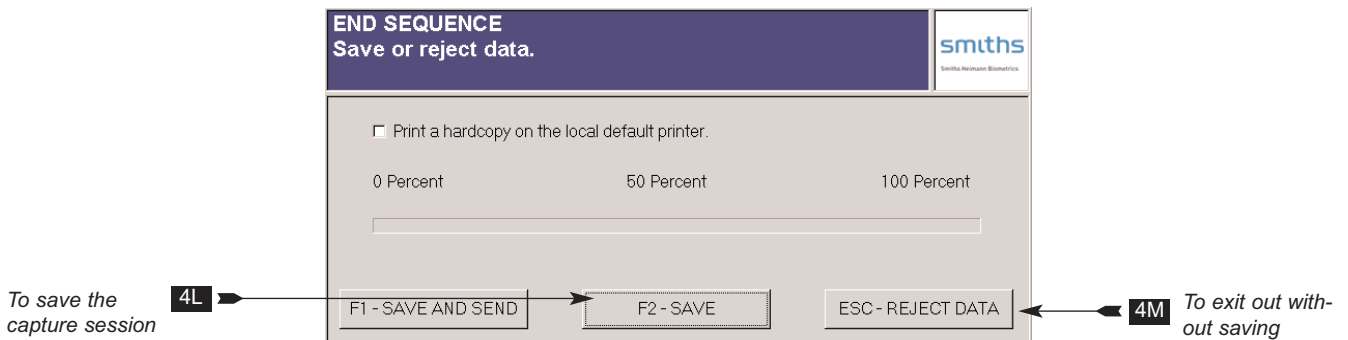


The *Cancel* **4K** button is displayed at the top of all the capture screens. To exit and save a capture session:


- Select *Cancel* by using the mouse. A pop up box will appear asking if you would like to cancel the current capture session.



- If the button was pressed in error select *No*. This will return the user to the capture screens. To exit, select *Yes*. This will now display the *End Sequence* screen.



- To save the prints select **F2 - SAVE** **4L**.
- If the prints are no longer required, select **ESC** **4M**. This will remove the prints completely from the system.

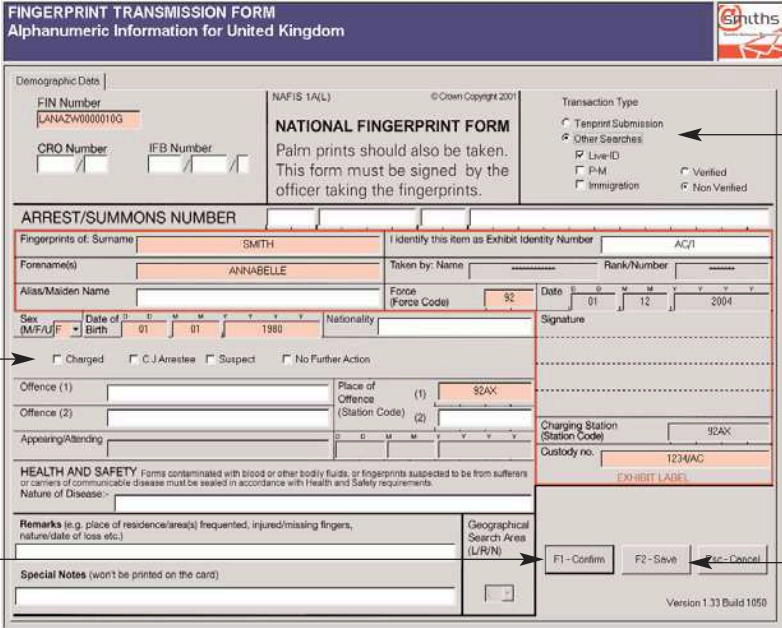


If the prints have been saved prior to accepting the signatures, only the person who was capturing them is able to login and continue.

To access saved prints and continue with the capture session, see Section 5.1 Completing an Incomplete Form (F1 - CONTINUE).

4.12 End Demographics

On successful capture of the signatures, the *End Demographics* screen is displayed.



The screenshot shows the 'FINGERPRINT TRANSMISSION FORM' interface. Callouts point to specific fields and buttons:

- 4T** (Disposal options): Points to the 'Disposal' radio button options at the bottom right.
- 4O** (Select when all demographics are complete and form is ready to be transmitted): Points to the 'Remarks' field.
- 4N** (Select prior to completing demographics): Points to the 'Transaction Type' section, specifically the 'Other Searches' option.
- 4P** (Select to save, but not send the form): Points to the 'F2 - Save' button.

The screen is similar to its paper fingerprint form equivalent. There are, however, some notable differences, including some additional fields that are required for the electronic processing of the record.

Pink fields are mandatory and must be completed before the form can be transmitted. White fields are optional and if the relevant information is available then it should be entered. Grey fields are automatically completed by the system and cannot be accessed by the user. These fields include *Taken By, Name, and Rank/Number*.

The data is input by moving from one field to the other by means of the tab key or mouse and will automatically be converted to uppercase.

4.12.1 Transaction Types

On entering the demographic screen the user should begin by selecting the *Transaction Type* **4N**. The user has the following options.

Transaction Type	Explanation
Live-ID	This is the default. It is an identity check and can either be verified or non-verified. A non-verified Live-ID has NOT been confirmed by fingerprint experts, therefore it is necessary to check the description matches on PNC. If in doubt, a verified Live-ID can be launched. The result is confirmed by fingerprint experts.
P-M	This is a speculative search of the unidentified scene of crime mark database and the serious crime cache database. The user is able to select a local, regional or national search area. It is strongly advised to contact the fingerprint bureau prior to launching a P-M search. The results are sent to the fingerprint bureau for comparison prior to the result being sent to the Livescan Unit.
Immigration	This is a search of the immigration database (only to be used for non-EC nationals). It can either be verified or non-verified. If mugshots are available the images will also be returned.
Tenprint Submission	This should be used once the officer is satisfied with the person's details (by means of the above searches or alternative means) and if the disposal decision has been made. The form will be sent to the fingerprint bureau to be processed, added to the NAFIS database, and updated.

If *Tenprint Submission* is selected, all the other options are greyed out and therefore unavailable.

If any of the other options (*Live-ID*, *P-M*, or *Immigration*) are selected, *Tenprint Submission* is greyed out.

It is possible to select one or more searches at a time, i.e., *Live-ID* and *Immigration*.

NOTE: For *Live-ID* searches and *Immigration* searches, the default is set to *Non-verified*, unless a *P-M* search is selected.

4.12.2 Completing the Demographic Data

The selection of *Transaction Type* will alter the mandatory/optional fields accordingly.



GOOD PRACTICE

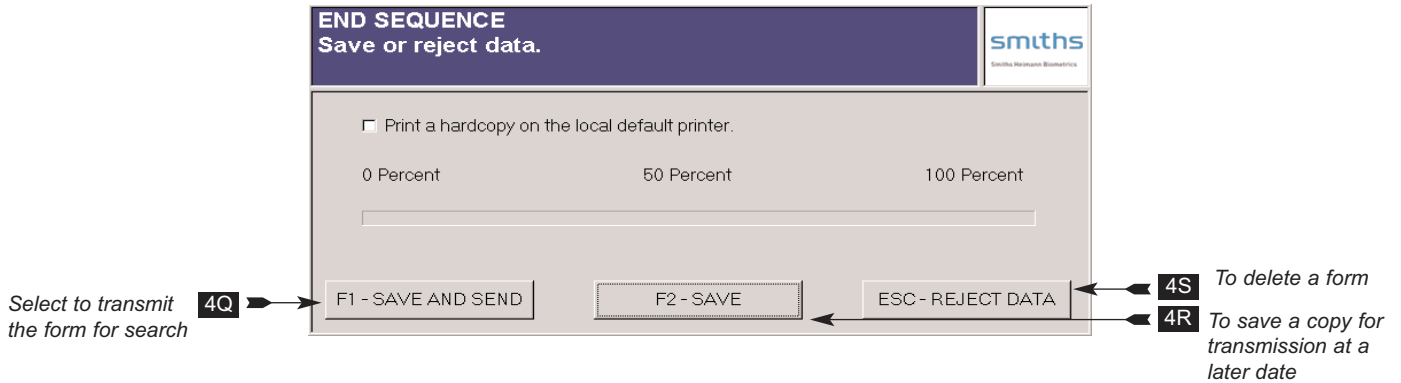
Complete as much information as possible, even if the data is optional. This will allow the record to be dealt with in a timely fashion.

A description of all the demographic fields is shown overleaf.

Field	Explanation
CRO Number	For a Tenprint Submission a CRO number should be entered if known. If a Live-ID was launched and a respondent was returned with High confidence, this field will automatically be populated with that CRO.
IFB Number	Complete this field prior to sending off a Tenprint Submission ONLY if a positive Immigration search was launched.
Arrest Summons Number	This field is usually mandatory once the disposal decision has been made and it is necessary to send the prints as a Tenprint Submission. It is not required for a Live-ID, Immigration, or P-M search.
Name, Sex, and Date of Birth	When sending the form as a Tenprint Submission, it is vital that these fields correspond to the charge details, i.e. the details provided to Phoenix to create the record on PNC.
Exhibit Identity Number	The user's reference for that set of fingerprints on any statement made for a Court of Law.
Nationality	A pop up box is displayed, containing most countries in the world. The United Kingdom is at the top of the list. To reach the appropriate country, keep pressing the first letter of the country required until it is displayed. When the country is highlighted select OK.
Offence	Must be completed prior to sending a Tenprint Submission (and in some forces for Live-ID). There are two boxes allowing for the prisoner to have two charges.
Place of Offence	This must be a valid PNC code
Appearing/Attending	Enter the court details, court name, and the date in the field. If the person is not appearing in court, e.g. is cautioned, enter "caution" in the Appearing/Attending field and enter the date of the caution in the Date field.
Disposal	These must be completed prior to launching a Tenprint Submission. The user can choose between: Charged, CJ Arrestee, NFA, and Suspect. See Section 4.12.3 Selecting a Disposal.
Custody Number	Mandatory for all Tenprint Submissions.
Health and Safety	This field does not need to be completed as the detainee is not in contact with the fingerprint form.
Remarks	Enter the name of the Officer in the Case, any relevant reference numbers, or details e.g. scene of crime ref numbers, and any information relating to the quality of the fingers/palms, e.g. right thumb amputated; left middle finger bandaged; fingers very sweaty, etc. This information is printed on the reverse of the fingerprint form.
Special Notes	Any information entered here will not be printed on the fingerprint form and is only viewable in the Demographics screen. The information entered here can be used to assist the Livescan Manager and should be completed where necessary, e.g. bail information, etc.
Geographic Region	This only applies to P-M searches. The user is able to select from local (L), regional (R), or national (N). It is important to note that it is not always appropriate to launch a national search. If in doubt, contact the local fingerprint bureau for assistance.
Force (Force Code)	This field automatically defaults to the Local bureau. If a form is taken on behalf of another force, it is possible to select an alternative fingerprint bureau to redirect the images to. It is important to note that the Arrest Summons Number to be entered MUST be generated by the force that the form is being redirected to.

- Once the demographics have been completed select **F1 - Confirm** **4O** (page 26) if the prints are to be transmitted. If all of the information is not available it is possible to select **F2 - SAVE** **4P** and return to the form at a later time.

Selecting **F1 - Confirm** will move the user onto the *End Sequence* screen.



- Select **F1 - SAVE AND SEND** **4Q** to transmit the selected transaction and save a copy on the Livescan Unit.
- Select **F2 - SAVE** **4R** to save the form, but not to transmit the transaction.
- **ESC - REJECT DATA** **4S** will delete the form.

For data protection reasons the user will automatically be logged out after completing the transaction.

4.12.3 Selecting a Disposal

Once the disposal decision has been made and prior to launching a *Tenprint Submission*, it is necessary to complete this field. There are four choices: *Charged*, *CJ Arrestee*, *Suspect* and *NFA* **4T** (page 26).

Charged To be used for charged, cautioned, reprimand, final warnings, and penalty notice.

CJ Arrestee Released on bail to return to a police station.

Suspect No ASN is required for this. Use this if the fingerprints are to be compared against a specific known mark (or marks),
or
registering sex offender in order to check identity,
or
a hard copy of the prints is required at the bureau for any reason.

NFA If the decision is no further action or not to proceed with the matter any further.

4.12.4 Redirecting Forms to Another Force

There may be occasions where it is necessary to send forms to an alternative bureau. For example, if a BTP detainee has had their prints taken on Livescan at another force's custody, it is now possible to send the *Tenprint Submission* to BTP's fingerprint bureau to process it. However, it is important to note that the *Arrest Summons Number* to be entered MUST be a BTP generated number.

FINGERPRINT TRANSMISSION FORM
Alphanumeric Information for United Kingdom

Demographic Data
FIN Number: LAHAZV000010G
CRO Number: 000001 / 96P
IFB Number: []

Transaction Type
 Tenprint Submission
 Other Searches
 Mailed
 Non Mailed

NATIONAL FINGERPRINT FORM
Palm prints should also be taken. This form must be signed by the officer taking the fingerprints.

ARREST/SUMMONS NUMBER: 06 0000 00 00000822804

Fingerprints of: Surname: SMITH | I identify this item as Exhibit Identity Number: AC/1
Forename(s): ANNABELLE | Taken by: Name: [] Rank/Number: []
Alias/Maiden Name: [] | Force (Force Code): 92 | Date: 01/01/2004
Sex (M/F/U/F): [] | Date of Birth: 01/01/1980 | Nationality: [] | Signature: []
 Charged C.J.Arrestee Suspect No Further Action

Offence (1): THEFT | Place of Offence (1): 92AX
Offence (2): [] | Station Code (2): []
Charging Station (Station Code): 92AX
Outbody no.: 1234/AC
EXHIBIT LABEL

HEALTH AND SAFETY: Forms contaminated with blood or other bodily fluids, or fingerprints suspected to be from sufferers or carriers of communicable disease must be sealed in accordance with Health and Safety requirements.
Nature of Disease: []

Remarks (e.g. place of residence/area(s) frequented, injured/missing fingers, nature/date of loss etc.): []
Special Notes (won't be printed on the card): []
Geographical Search Area (L/R/N): []

F1 - Confirm F2 - Save Esc - Cancel
Version 1.33 Build 1050

A drop down list has been included in the final *Demographics* screen.

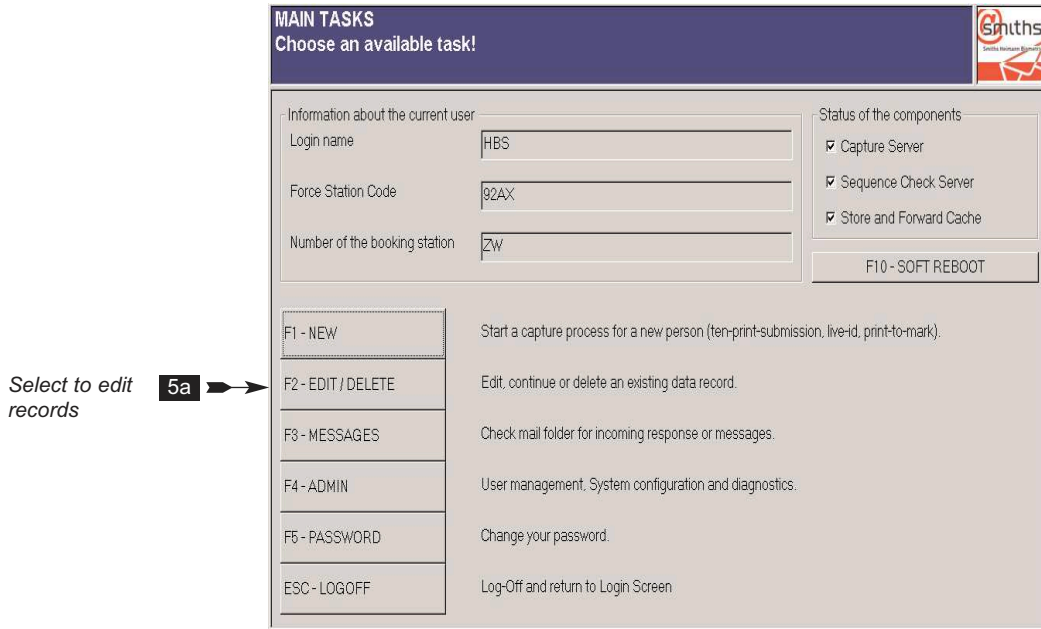
To redirect a Tenprint:

- Double click on the Force (*Force Code*) field **4U** and select the desired Force from the drop down list. Send the form as normal.

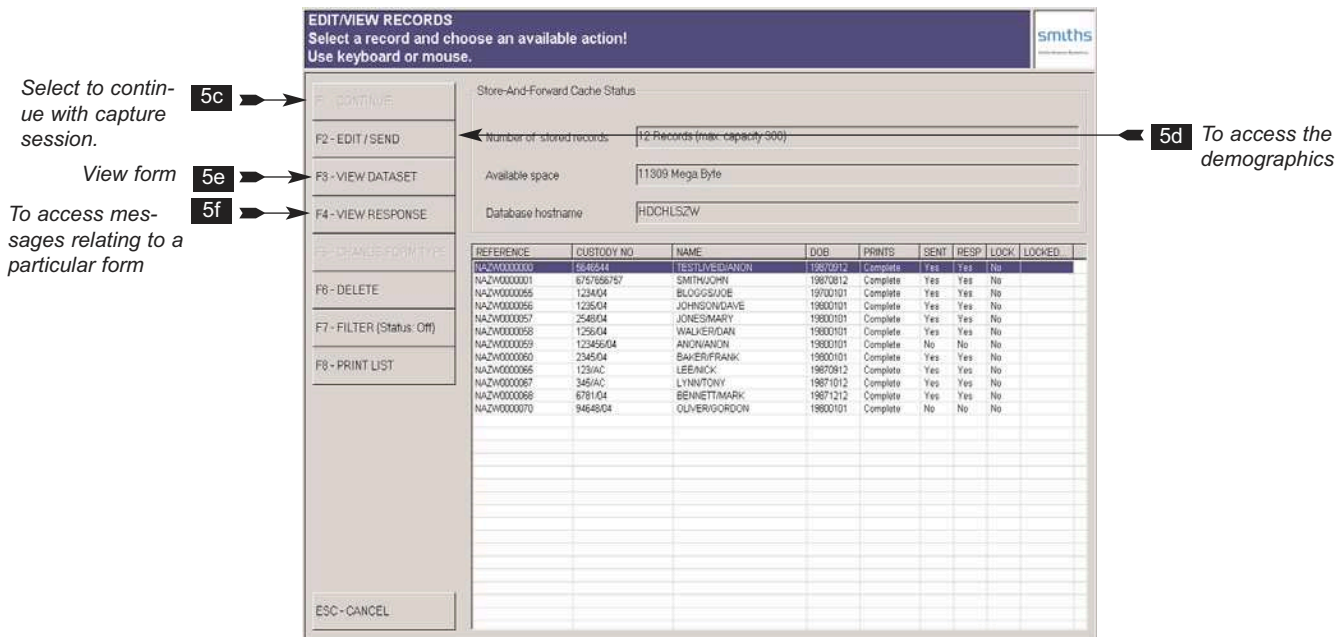
The hardcopy of the form will print out at the local fingerprint unit (and should be sent on by fingerprint staff). The electronic copy, however, will be redirected automatically to the selected Force's fingerprint bureau.

5. Editing Existing Forms (F2 - EDIT/DELETE)

When a user has taken a set of prints they are either transmitted for a search (and a copy is saved on the Livescan Unit) or simply saved on the Livescan unit for later transmission. It is possible to edit the demographic data previously saved, to change the transaction type and re-transmit the form, and to delete the form.



- Login and on the *Main Tasks* screen, select **F2 - EDIT/DELETE** **5a**. This will invoke the *Edit/View Records* screen.



All saved forms are displayed in the *Edit/View Records* screen. The *Job Reference Number, Custody Number, Name, and Date of Birth* are displayed. In addition to this, each transaction will show whether it is complete or incomplete, whether it has been transmitted, and whether it has had any messages returned (these can be *Acknowledgments, Search Results, or Errors*).

5.1 Completing an Incomplete Form (F1 - CONTINUE)

If, for whatever reason a form is saved prior to the acceptance of the signatures, it is then deemed to be incomplete. Any incomplete forms can be identified because they show *Incomplete* and a username in the *Locked* field **5b**. Only the user whose name appears next to the record can access the form and complete the capture process.

F1 - CONTINUE	Store-And-Forward Cache Status																																																																																																																													
F2 - EDIT/SEND	Number of stored records	12 Records (max. capacity 300)																																																																																																																												
F3 - VIEW DATASET	Available space	11311 Mega Byte																																																																																																																												
F4 - VIEW RESPONSE	Database hostname	HDCHLSZW																																																																																																																												
F5 - CHANGE FORM TYPE	<table border="1"> <thead> <tr> <th>REFERENCE</th> <th>CUSTODY NO</th> <th>NAME</th> <th>DOB</th> <th>PRINTS</th> <th>SENT</th> <th>RESP</th> <th>LOCK</th> <th>LOCKED...</th> </tr> </thead> <tbody> <tr> <td>NAZW0000000</td> <td>5646544</td> <td>TESTLVEID/ANON</td> <td>19870912</td> <td>Complete</td> <td>Yes</td> <td>Yes</td> <td>No</td> <td></td> </tr> <tr> <td>NAZW0000001</td> <td>6757656757</td> <td>SMITH/JOHN</td> <td>19870812</td> <td>Complete</td> <td>Yes</td> <td>Yes</td> <td>No</td> <td></td> </tr> <tr> <td>NAZW0000055</td> <td>1234/04</td> <td>BLOGGS/JOE</td> <td>19700101</td> <td>Complete</td> <td>Yes</td> <td>Yes</td> <td>No</td> <td></td> </tr> <tr> <td>NAZW0000056</td> <td>1235/04</td> <td>JOHNSON/DAVE</td> <td>19800101</td> <td>Complete</td> <td>Yes</td> <td>Yes</td> <td>No</td> <td></td> </tr> <tr> <td>NAZW0000057</td> <td>2548/04</td> <td>JONES/MARY</td> <td>19800101</td> <td>Complete</td> <td>No</td> <td>No</td> <td>No</td> <td></td> </tr> <tr> <td>NAZW0000058</td> <td>1256/04</td> <td>WALKER/DAN</td> <td>19800101</td> <td>Complete</td> <td>No</td> <td>No</td> <td>No</td> <td></td> </tr> <tr> <td>NAZW0000059</td> <td>123456/04</td> <td>ANON/ANON</td> <td>19800101</td> <td>Complete</td> <td>No</td> <td>No</td> <td>No</td> <td></td> </tr> <tr> <td>NAZW0000060</td> <td>2345/04</td> <td>BAKER/FRANK</td> <td>19800101</td> <td>Complete</td> <td>Yes</td> <td>Yes</td> <td>No</td> <td></td> </tr> <tr> <td>NAZW0000065</td> <td>123/AC</td> <td>LEE/NICK</td> <td>19870912</td> <td>Complete</td> <td>Yes</td> <td>Yes</td> <td>No</td> <td></td> </tr> <tr> <td>NAZW0000067</td> <td>345/AC</td> <td>LYNN/TONY</td> <td>19871012</td> <td>Complete</td> <td>Yes</td> <td>Yes</td> <td>No</td> <td></td> </tr> <tr> <td>NAZW0000068</td> <td>6781/04</td> <td>BENNETT/MARK</td> <td>19871212</td> <td>Complete</td> <td>Yes</td> <td>Yes</td> <td>No</td> <td></td> </tr> <tr> <td>NAZW0000070</td> <td>94648/04</td> <td>OLIVER/GORDON</td> <td>19800101</td> <td>Incomplete</td> <td>No</td> <td>No</td> <td>Yes</td> <td>HBS</td> </tr> </tbody> </table>									REFERENCE	CUSTODY NO	NAME	DOB	PRINTS	SENT	RESP	LOCK	LOCKED...	NAZW0000000	5646544	TESTLVEID/ANON	19870912	Complete	Yes	Yes	No		NAZW0000001	6757656757	SMITH/JOHN	19870812	Complete	Yes	Yes	No		NAZW0000055	1234/04	BLOGGS/JOE	19700101	Complete	Yes	Yes	No		NAZW0000056	1235/04	JOHNSON/DAVE	19800101	Complete	Yes	Yes	No		NAZW0000057	2548/04	JONES/MARY	19800101	Complete	No	No	No		NAZW0000058	1256/04	WALKER/DAN	19800101	Complete	No	No	No		NAZW0000059	123456/04	ANON/ANON	19800101	Complete	No	No	No		NAZW0000060	2345/04	BAKER/FRANK	19800101	Complete	Yes	Yes	No		NAZW0000065	123/AC	LEE/NICK	19870912	Complete	Yes	Yes	No		NAZW0000067	345/AC	LYNN/TONY	19871012	Complete	Yes	Yes	No		NAZW0000068	6781/04	BENNETT/MARK	19871212	Complete	Yes	Yes	No		NAZW0000070	94648/04	OLIVER/GORDON	19800101	Incomplete	No	No	Yes	HBS
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F6 - DELETE																																																																																																																														
F7 - FILTER (Status: Off)																																																																																																																														
F8 - PRINT LIST																																																																																																																														

5b Incomplete transaction

To finish taking a set of incomplete prints:

- Highlight the relevant transaction.
- Select *F1 - CONTINUE* **5c** (previous page).

The system will access the prints in question and after a few seconds will allow the user to continue taking the prints where he/she left off, i.e., if all the rolled prints on the right hand were taken prior to saving the set, the system will automatically display the next digit to capture (left thumb). The user can then continue with the set as normal.

5.2 Editing the Demographic Data (F2 - EDIT/SEND)

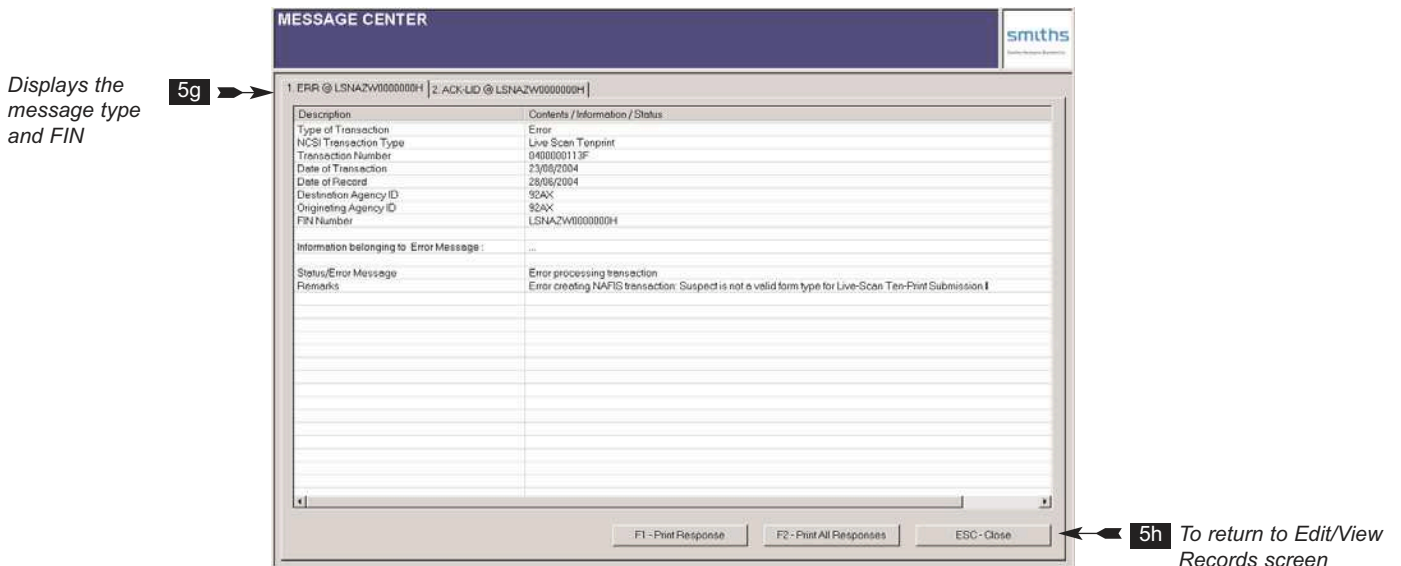
F2 - EDIT/SEND **5d** (previous page) will take the user immediately to the *End Demographics* screen where data may be entered or edited and the record may be transmitted for a search, e.g., *Live-ID, P-M, Immigration, or Tenprint Submission*.

5.3 Viewing a Set of Fingerprints (F3 - VIEW DATASET)

The *F3 - VIEW DATASET* **5e** (page 31) option allows for all the images (finger and palm), the signatures, and demographic data to be viewed. Livescan managers or trainers can use this facility to check the quality of images taken by users. It is possible to view each image in an enlarged format by using the *Zoom In* function. It is not possible to make any modifications to the images (recapture) or the demographic data using this function.

5.4 Viewing All Messages for a Form (F4 - VIEW RESPONSE)

The *F4 - View Response* **5f** (page 31) option allows the user to view all of the messages received in respect to a specific record. All the messages (*Acknowledgments*, *Search Results*, *Errors*, and *System Errors*) can be viewed.



Each message has a tab **5g** showing the type of message and the message number. The most recent message is the one that sits on top and is numbered 1. The oldest message has the highest number.

To view each message:

- Click on the relevant tab.
- If there is a local printer attached to the unit, it is possible to print the messages by selecting either *F1 - Print Response* or *F2 - Print All Responses*.
- To exit the message centre and return to the *Edit/View Records* screen, select *ESC - Close* **5h**.


5.5 Deleting Transactions (F6 - DELETE)

All *Charged*, *CJ Arrestee*, and *NFA* records sent as *Tenprint Submissions* are auto-deleted if they process successfully through NAFIS, i.e., the transaction is processed by the fingerprint bureau and added to the national fingerprint database and PNC is updated with details of that particular arrest. The auto-delete function may be set between zero and ten days. It may, however, be necessary to manually delete a record off the Livescan Unit.

To do this:

- In the *Edit/View* screen, highlight the record to be removed.
- Select *F6 - Delete* (see page 32).
- A pop up box will appear asking for confirmation of deletion.

Once deleted, the form will be removed from the *Edit/View Records* screen and any messages relating to that form will also be deleted.



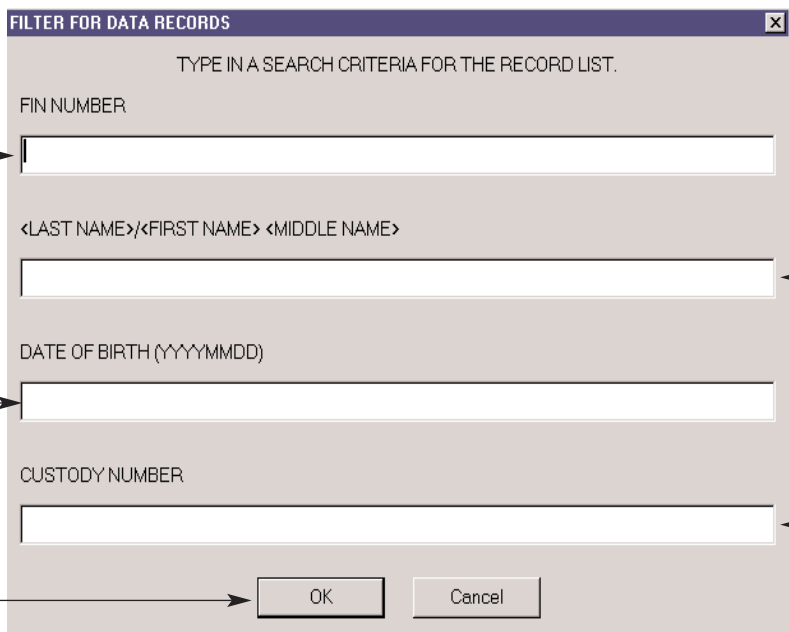
There is NO recycle bin. Once the user has confirmed deletion, the form is deleted and CANNOT be recovered. It is therefore vital that forms are not deleted in error.

5.6 Locating a Form (F7 - FILTER)

The *F7 - Filter* button allows the user to locate a form using any of the following: job reference number, name, date of birth, or custody number.

To use this function:

- Select *F7 - Filter*. This will display the filter screen.



Enter all or part of the Job Reference Number **5i**

Search using the detainee's name **5j**

Locate the form using the detainee's date of birth **5k**

Enter the custody number **5l**

Select to apply filter **5m**

- Enter either all or part of the *Job Reference* in the *FIN Number* **5i** field, or
- enter all or part of the name in the relevant field **5j**, or
- enter all or part of the date of birth in the relevant field **5k**, or
- enter all or part of the custody number in the last field **5l**.
- Select *OK* **5m**.

The system will filter the respondents and display any that match the search criteria.

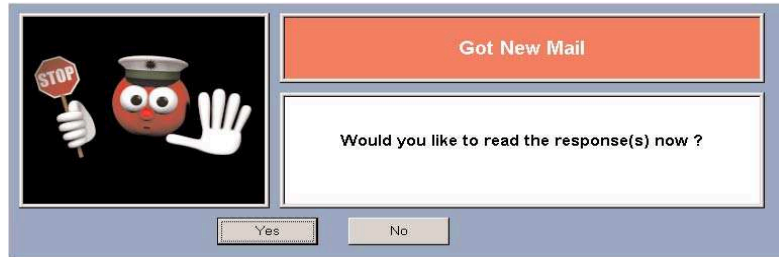
5.7 Printing the List of Forms (F8 - PRINT LIST)

This functionality is only available if there is a local printer attached to the Livescan Unit. It will not provide the ability to print forms locally as all fingerprint forms are printed out at the Force Fingerprint Bureau.

6. Viewing Messages (F3 - MESSAGES)

Whenever a search is launched messages are sent back to the Livescan unit informing of the status of the transaction, whether it was received successfully or not, and any corresponding search results, etc. These messages can be viewed by accessing the *Message Centre*.

If there are any unread messages on the system, a pop up box will be displayed whenever a user logs in asking if they would like to view the messages.



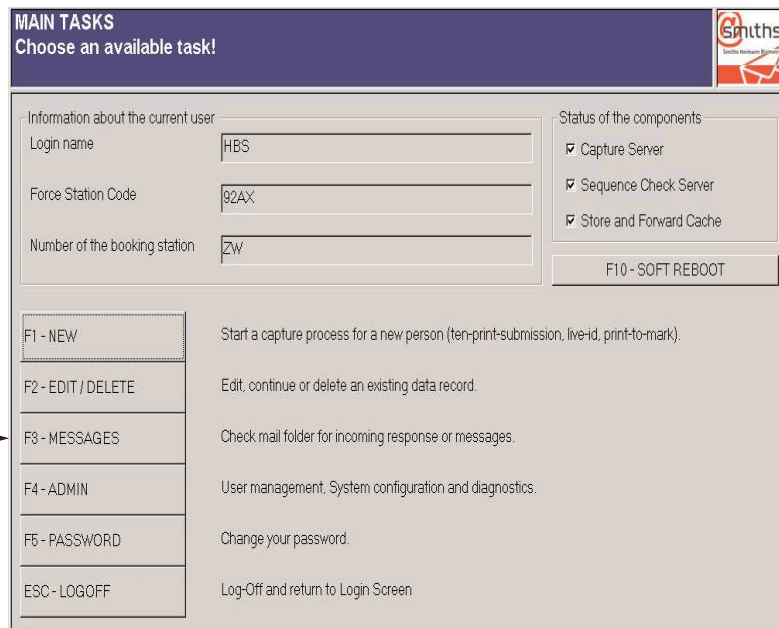
Selecting *Yes* will access the *Message Centre* directly.

Alternatively, to access the *Message Centre*:

- Select *F3 - MESSAGES* **6a** from the *Main Tasks* screen.

To access the
*Message
Centre*

6a



The *Message Centre* contains the messages for all the forms currently stored on the Livescan Unit. These messages are viewable by all users and are not restricted to the user who took the form.

The screenshot shows a window titled "MESSAGE CENTER" with a "Response List" table. The table has three columns: "Response", "Belong To", and "Status". The "Response" column contains alphanumeric strings in reverse chronological order. The "Belong To" column contains "NAZW0000000". The "Status" column contains various message types like "ACK (Live ID / Crime Check)", "ACK (Live ID)", "SRE (Live ID)", "ACK (Tenprint)", "SYS", and "new SRE (Live ID)".

Response	Belong To	Status
RESP_20040823_131131_076	NAZW0000000	ACK (Live ID / Crime Check)
RESP_20040824_163849_699	NAZW0000000	ACK (Live ID)
RESP_20040824_164841_960	NAZW0000000	SRE (Live ID)
RESP_20040825_132118_394	NAZW0000000	ACK (Live ID)
RESP_20040825_132534_052	NAZW0000000	SRE (Live ID)
RESP_20040825_132935_296	NAZW0000000	ACK (Tenprint)
RESP_20040830_125618_510	NAZW0000000	SYS
RESP_20040923_162121_296	NAZW0000000	ACK (Live ID)
RESP_20040923_162486_726	NAZW0000000	SRE (Live ID)
RESP_20041014_151708_052	NAZW0000000	ACK (Live ID)
RESP_20041014_151716_274	NAZW0000001	ACK (Live ID)
RESP_20041014_151721_872	NAZW0000056	ACK (Live ID)
RESP_20041014_154211_915	NAZW0000000	SRE (Live ID)
RESP_20041014_154214_018	NAZW0000001	SRE (Live ID)
RESP_20041014_154215_209	NAZW0000056	SRE (Live ID)
RESP_20041020_103731_419	NAZW0000065	SYS
RESP_20041022_132800_027	NAZW0000065	SYS
RESP_20041022_133145_401	NAZW0000055	SYS
RESP_20041025_103052_316	NAZW0000067	ACK (Live ID)
RESP_20041025_103318_927	NAZW0000067	SRE (Live ID)
RESP_20041025_105259_502	NAZW0000068	ERR (Tenprint)
RESP_20041025_120550_687	NAZW0000060	ERR (Live ID)
RESP_20041025_130553_678	NAZW0000067	ACK (Live ID)
RESP_20041025_132551_391	NAZW0000065	ACK (Live ID)
RESP_20041025_132811_081	NAZW0000065	new SRE (Live ID)

Callouts in the image:

- 6b**: Points to the "Response" column header.
- 6c**: Points to the "Belong To" column header.
- 6d**: Points to the "Status" column header.
- 6e**: Points to the "F1 - Load" button.

It is not possible to delete messages, therefore there is no danger of a message being deleted prior to a user viewing it. Whenever a form is deleted (either by the autodelete mechanism or by a system manager), any related messages will be removed automatically.

The left hand column **6b** shows the date and time when the message was received (it is in reverse order). The middle column **6c** displays the *Job Reference Number* of the form the message belongs to and the right hand column **6d** shows what type of message it is. Unread messages are prefixed by the word *New*.

The messages are displayed in the order that they are received by the Livescan unit. It is possible to sort the lists into alphabetical or numerical order by single clicking in the title bar, i.e., to sort into *Job Reference Number* order, click on *Belong To*.

To view a message:

- Highlight the message in question and press *F1 - Load* **6e**.

To print a list of the messages:

- Select *F2 - PRINT LIST*.

This function will only work if there is a local Livescan printer attached to the unit.

6.1 Livescan Messages

There are four message types: *Acknowledgement (ACK)*, *Search Result (SRE)*, *Error (ERR)*, and *System Error (SYS)*. The first three are messages generated by NAFIS, whereas the fourth message is generated by the Livescan Unit itself.

Acknowledgement (ACK) When a form is transmitted and received by NAFIS a check is carried out to ensure the file has arrived and can be processed. If there are no issues with the file, an *ACK* is returned to the Livescan unit a few minutes after transmission, confirming that NAFIS has successfully received the transaction.

Search Result (SRE) An *SRE* is returned to the Livescan unit. This will be received after the *ACK* and once the search has been completed (and verified if requested). This will contain the result of the search. If a search is verified, i.e. has been viewed by a fingerprint expert, there will be one CRO. If the search is non-verified, there may be up to four respondents displayed, with system confidence ratings (*High, Medium, or Low*). If the result is a no trace, *No Respondents* will be displayed.

Error (ERR) On receipt of the transaction, NAFIS may produce an error or the form may be rejected by staff at the bureau. If an error message is generated, take the relevant action dependent on the local force policy.

System Error (SYS) This error message is generated by the Livescan Unit itself, usually because it is unable to transmit the form or because there is an error saving the form. Once again, it is necessary to take action on receipt of this message.



GOOD PRACTICE

Always return to the Livescan Unit a few minutes after transmitting a form to ensure that an ACK has been received.

If an ERR or SYS message is received instead, take action. Do NOT ignore the message. ERR or SYS messages mean that the form will NOT be processed until such a time as they are actioned.

Always check SRE messages as soon as possible. In the case of Live-ID SREs, they should be checked PRIOR to releasing the detainee.

If the result of a non-verified Live-ID is not received within the hour, contact the Helpdesk.

6.1.1 Acknowledgement (ACK)

Description	Contents / Information / Status
Type of Transaction	Acknowledge ← 6f
NCSI Transaction Type	Live-ID Identity Check ← 6g
Transaction Number	040000098P ← 6h
Date of Transaction	09/08/2004 ← 6h
Date of Record	28/06/2004 ← 6h
Destination Agency ID	92AX ← 6j
Originating Agency ID	92AX ← 6j
FIN Number	LANAZW0000000U ← 6j
Information belonging to Acknowledgement :	...
Status/Error Message	NAFIS successfully received this transaction ← 6k
Remarks	— not used —

The type of message i.e., *Acknowledgement*, *Search Result*, or *Error* is displayed in the top row (as well as on the TAB) 6f.

The following row displays the *Transaction Type* of the message, i.e *Live-ID*, *Livescan Tenprint*, etc 6g.

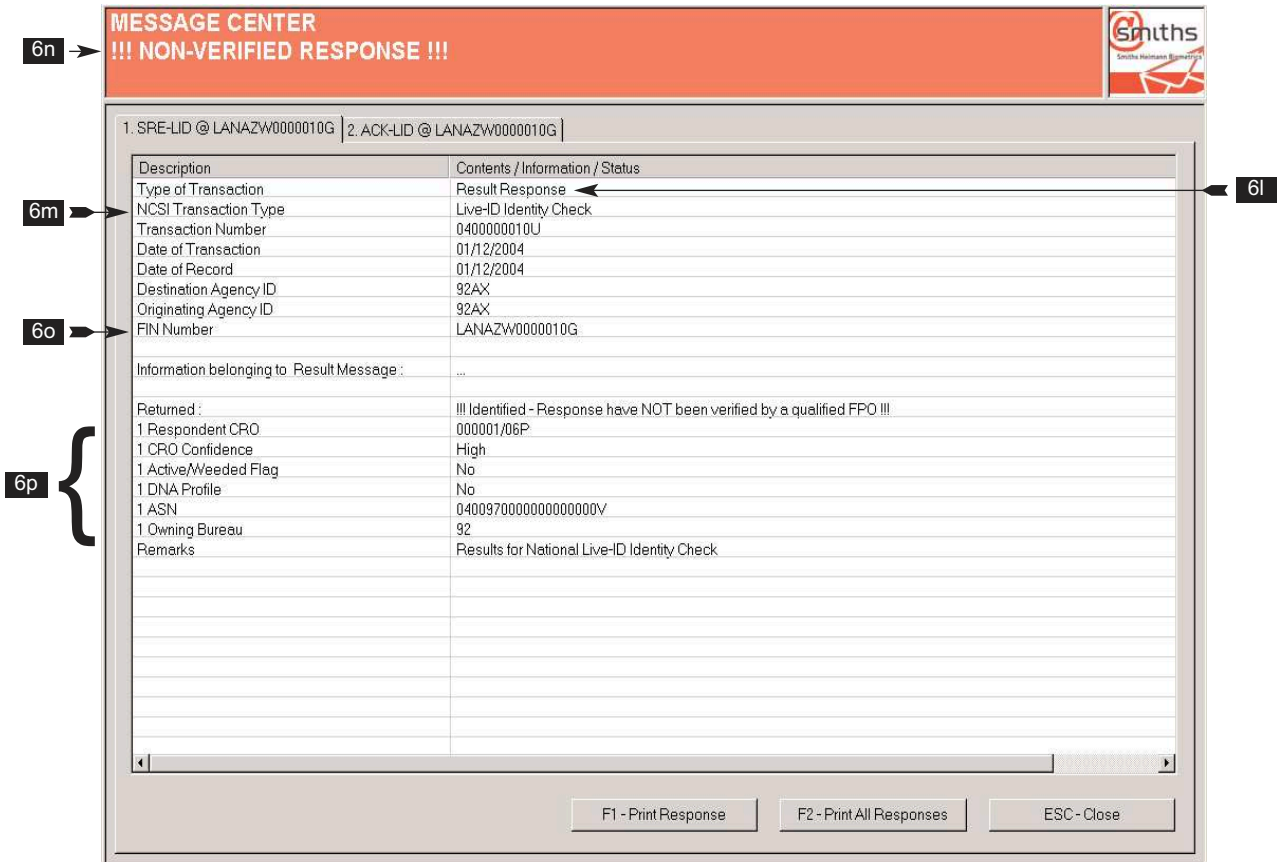
The date when the message was generated is also shown 6h. This will not necessarily coincide with the date that the form was captured, as it is possible to launch searches at a later time.

The date the form was completed 6i, i.e., this is the date on which the prints and signatures were captured and accepted.

The *Job Reference Number* the message relates to 6j.

The *Acknowledgement* message 6k.

6.1.2 Non-Verified Live-ID Search Result (SRE)



The type of message **6l**, i.e., *Acknowledgement, Search Result, etc.*

The *Transaction Type* that the message relates to **6m**. In the above example the message is a *Search Result* for a *Live-ID* search.


6n displays whether the result is *verified* (confirmed by Fingerprint Experts) or *non-verified* (intelligence only). If the message is verified the bar at the top remains blue, however if the message is non-verified, this will change to a salmon/pink colour to alert the user of this.

The *Form Identification Number (FIN)* the message relates to **6o**.

6p shows details of the respondents. For a non-verified search there may be up to four respondents listed. Each one showing the respondent *CRO* and confidence rating (*High, Medium, or Low*).

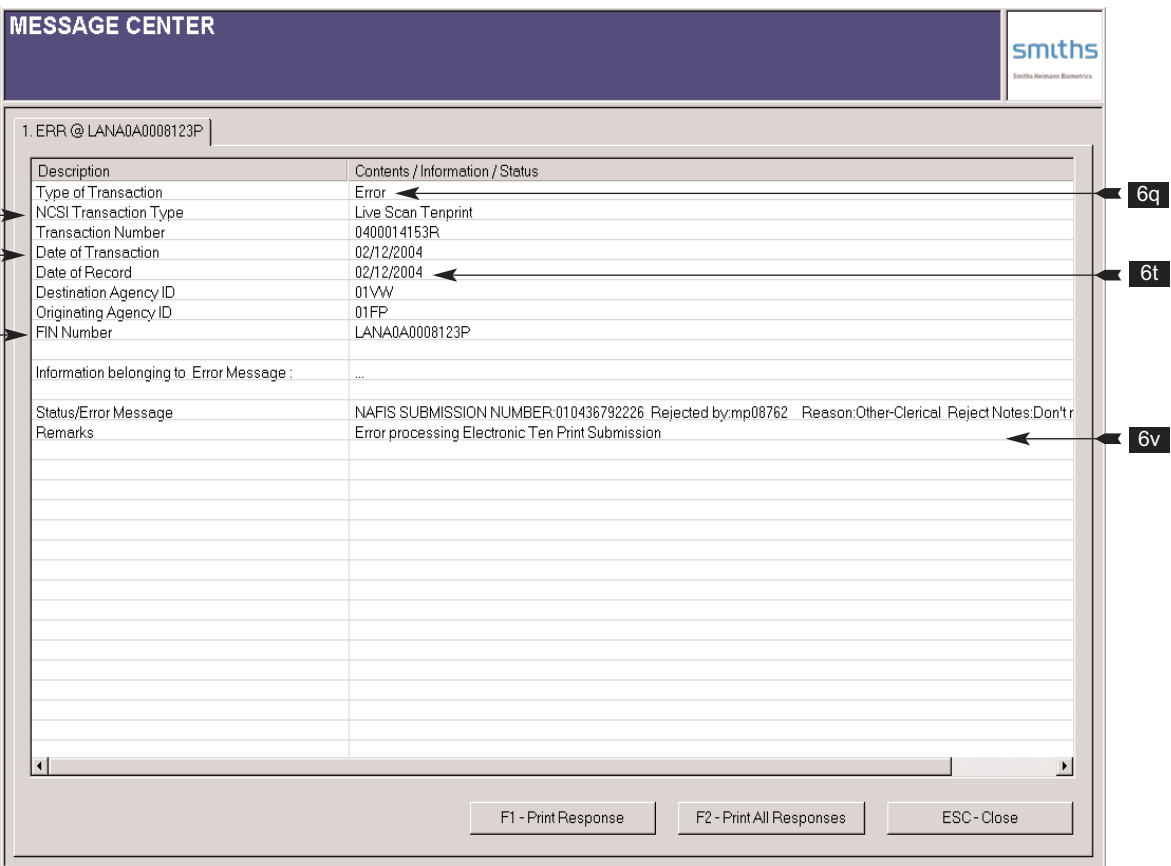
In addition to the *CRO* and *Confidence* fields, some respondents may display an *Active/Weeded Flag* that indicates if there is a PNC record available, i.e., if the respondent has fingerprints on the NAFIS database, but there is no PNC record because they have been acquitted of the offence. *No* in this field indicates that the PNC data is NOT weeded and therefore available to view. If *Yes* is displayed, it will be necessary to contact the fingerprint bureau to get more information on the respondent in question.

A *DNA Profile* flag is also viewable; this indicates whether it is necessary to capture DNA for an individual or not. If *Yes* is displayed, it means that there is profiled DNA available for that respondent and they will not require another sample to be taken. *No* suggests that there is no DNA available for that individual and it will be necessary to take sample.



If the Live-ID is non-verified, the result is to be treated as intelligence only. It is vital that the descriptors for the CRO are checked on the PNC.

6.1.3 Error/System Error (ERR or SYS)



Description	Contents / Information / Status
Type of Transaction	Error
NCSI Transaction Type	Live Scan Tenprint
Transaction Number	0400014153R
Date of Transaction	02/12/2004
Date of Record	02/12/2004
Destination Agency ID	01VW
Originating Agency ID	01FP
FIN Number	LANA0A0008123P
Information belonging to Error Message :	...
Status/Error Message/Remarks	NAFIS SUBMISSION NUMBER:010436792226 Rejected by:mp08762 Reason:Other-Clerical Reject Notes:Don't r Error processing Electronic Ten Print Submission

The type of message, i.e., *Acknowledgement*, *Search Result*, or *Error* is displayed in the top row (as well as on the TAB) **6q**.


The following row displays the *Transaction Type* of the message, i.e *Live-ID*, *Livescan Tenprint*, etc **6r**.

The date when the message was generated is also shown **6s**. This will not necessarily coincide with the date that the form was captured as it is possible to launch searches at a later time.

The date the form was completed **6t**, i.e., this is the date on which the prints and signatures were captured and accepted.

The *Job Reference Number* the message relates to **6u**.

The error message **6v**.



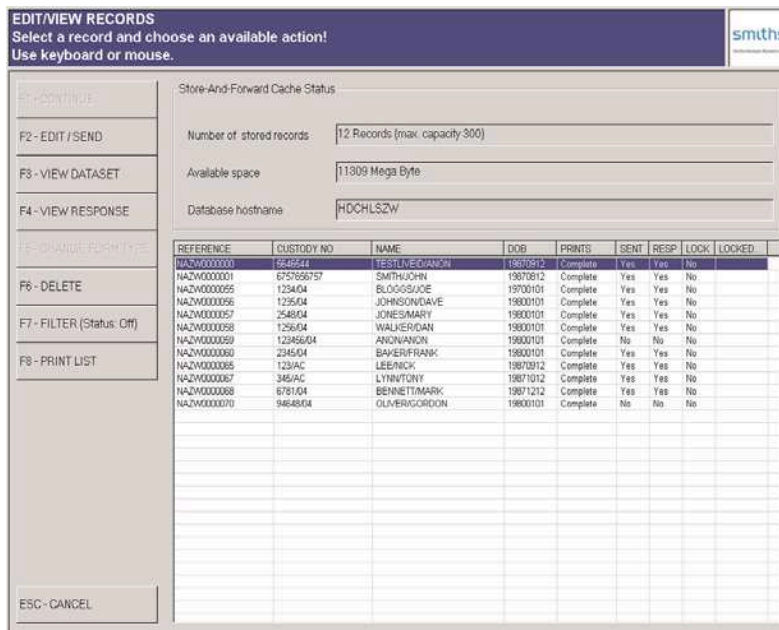
For information on how to process error and system error messages, refer to the Error Message List provided in the Information Pack.

6.2 Viewing Messages for One Form (F4 - VIEW RESPONSE)

It may be easier for the user to view all the messages relating to one form together. This is particularly useful for managers wishing to see what searches have been launched on a particular form.

In order to view all of the messages received in respect of a specific record:

- Select **F2 - EDIT/DELETE** from the *Main Tasks* screen. This will display the *Edit/View Records* screen.



EDIT/VIEW RECORDS
 Select a record and choose an available action!
 Use keyboard or mouse.

Store-And-Forward Cache Status

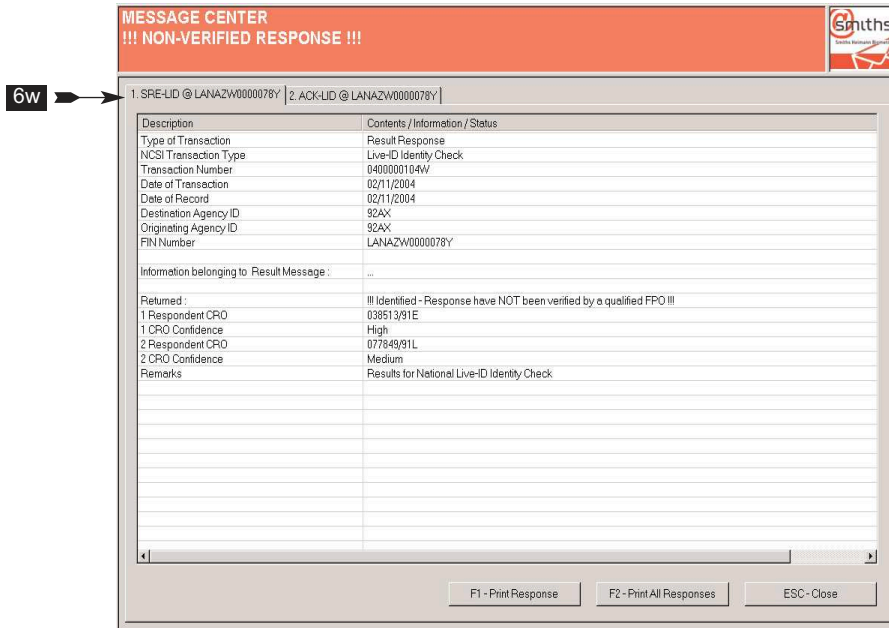
Number of stored records: 12 Records (max. capacity:300)

Available space: 11809 Mega Byte

Database hostname: HDCHLSZW

REFERENCE	CUSTODY NO	NAME	DOB	PRINTS	SENT	RESP	LOCK	LOCKED
NAZM0000001	675766757	SMITHJOHN	19670812	Complete	Yes	Yes	No	
NAZM0000055	123404	BLOGSJOE	19700101	Complete	Yes	Yes	No	
NAZM0000056	123504	JOHNSONDAVE	19800101	Complete	Yes	Yes	No	
NAZM0000057	254804	JONESMARY	19800101	Complete	Yes	Yes	No	
NAZM0000058	123604	WALKERJAN	19800101	Complete	Yes	Yes	No	
NAZM0000059	1236604	ANDERSON	19800101	Complete	No	No	No	
NAZM0000060	234504	BAKERFRANK	19800101	Complete	Yes	Yes	No	
NAZM0000065	123AC	LEBRACK	19670912	Complete	Yes	Yes	No	
NAZM0000067	345AC	LYNNTONY	19871012	Complete	Yes	Yes	No	
NAZM0000068	676104	BENNETTMARK	19871212	Complete	Yes	Yes	No	
NAZM0000070	9464804	OLIVERGORDON	19800101	Complete	No	No	No	

- Highlight the form in question and select **F4 - VIEW RESPONSE**. This will display all the messages relating to this one form.



There will be a number of tabs displayed at the top of the screen **6w** each with a number and the type of message received.

The most recent message is always on top and is numbered one, and the oldest message will have the highest number. By selecting the relevant tab the individual message will be displayed.

6.3 Printing Messages

This functionality is only available if there is a local Livescan printer attached to the unit. To print a message:

- Select *F1 - Print Response*.

To print all the messages for the user:

- Select *F2 - Print All Responses*.

7. System Management and Administration

Good and effective management is the key to ensuring the success of any Livescan Unit. The system manager is responsible for monitoring the records, updating them, transmitting, or deleting as necessary. There are a number of other functions such as user administration and system tests that the Livescan system managers are responsible for. The *F4 - ADMIN* function on the *Main Tasks* screen is only available to system managers and accesses both the *User Administration* screen and the *Self Test* screens.

7.1 Managing the Forms

The Livescan Unit has a maximum capacity of approximately 300 forms or 1000 forms if there is a mirror disk. When the unit reaches its maximum capacity, it will not be possible to capture any more forms until the forms are transmitted as *Tenprint Submissions* and processed by the fingerprint bureau.

It is the responsibility of the Livescan system manager to review the forms on a regular basis and ensure that the forms are being actioned and processed fully. Frequently, users send a *Live-ID*, but do not follow through and send the *Tenprint Submission* when required. This results in forms building up on the Livescan Unit and not being added to NAFIS or updating the PNC.

7.2 User Administration

It is the system manager's role to add new users to the system, edit user accounts as required, and remove users when they are transferred or will no longer be using the system.

To access the *User Manager* screen:

- Select *F4 - ADMIN* from the *Main Tasks* screen. This will invoke the *User Manager* screen.

The screenshot shows the 'Administration' window with the 'User Manager' tab selected. The window title is 'Administration' and it features the 'smiths' logo in the top right corner. Below the title bar are three tabs: 'User Manager', 'System Information', and 'System Selftest'. The main area contains a table with the following columns: 'User Name', 'Rank', 'Login Name', 'Description', and 'User Rights'. The table lists various users such as ADDISON, AMEY, ANDERSON, ANKER, ASHLEY, ASPINALL, ATKIN, AYRES, BARNETT, BARTON, BEBBINGTON, BECK, BEEVERS, BEGLEY, BELL, and BELL. Below the table are four buttons: 'New User', 'Delete User', 'Edit User', and 'Main Menu'. Two callouts are present: '7k' points to the 'Edit User' button with the text 'Select to modify an existing account', and '7a' points to the 'New User' button with the text 'Select to create a new user'.

User Name	Rank	Login Name	Description	User Rights
840	pc	840	lincoln	user
ADDISON	PS	450	MARKET RASEN	user
AMEY	PC	1272	GAINSBOROUGH	user
ANDERSON	CIO	1817	CIU	user
ANDERSON	PC 1047	1047	LINCOLN	user
ANKER	PC	318	LINCOLN	user
ASHLEY	PC	882	G.BORO	user
ASPINALL	PC	425	RURAL TASK FORCE	user
ATKIN	PC	866	LINCOLN	user
AYRES	PC	545	Market Rasen	user
BARNETT	PC	340	LINCOLN	user
BARNETT	PC865	965	LINCOLN	user
BARTON	Constable	1417	Lincoln	user
BEBBINGTON	PC	1404	LINCOLN	user
BECK	PC 505	505	LINCOLN	user
BEEVERS	PC	979	Market Rasen	user
BEGLEY	PC 1291	1291	LINCOLN	user
BELL	DS	640	LINCOLN	user
BELL	PC	412	TRAFFIC	user

7.2.1 Adding a New User

To add a new user:



Select *New User* **7a**. This will display the *User Properties* box.


The screenshot shows the 'User Properties' dialog box with the following fields and options:

- 7b** points to the **User Name** text box. Callout: "Enter name as it will appear on the form".
- 7c** points to the **Rank** text box. Callout: "Enter the rank and number as it will appear on the form".
- 7d** points to the **Description** text box. Callout: "Enter team or shift".
- 7e** points to the **Login Name** text box. Callout: "The name the user will type in on log in".
- 7f** points to the **Password** text box. Callout: "Enter the password".
- 7g** points to the **Password Verification** text box. Callout: "Re-enter the password".
- 7h** points to the radio button options: **Trainee**, **User** (selected), **Manager**, **Administrator**, and **Service**. Callout: "Select user permissions".
- 7i** points to the **User must change the password** checkbox, which is checked. Callout: "Sets whether user will receive a prompt to change password on login".
- 7j** points to the **OK** button. Callout: "Select to create account".

- In the *User Name* field **7b**, enter the name of the user as it will appear in the Taken By field in the fingerprint form, e.g., SMITH, A. As the entire fingerprint form is in uppercase, it is advisable to type this field in uppercase.
- In the *Rank* **7c** field, enter the person's rank and number, e.g., PC 123. This will be printed on the form in the Rank and Number field. Once again, for consistency, ensure that this is in uppercase.
- The *Description* **7d** field is used to enter the team or the department the person works on, e.g Team A, Custody etc. This will not be printed on the form.
- In the *Login Name* **7e** field, enter what will be used to access the system, e.g., smith or p123456. This field is case sensitive, therefore the user must use the same case when attempting to log in to the system.
- The *Password* **7f** needs to be a minimum of eight characters long. It must contain at least one uppercase character, at least one lowercase character, and at least one number e.g., Pa55Word.
- The password needs to be entered again in the *Password Verification* field **7g** as a check.
- Select the user permission: *Trainee*, *User*, or *Manager* **7h**.

User	Permission
Trainee	Will allow for prints to be taken in a safe environment. Any prints taken by a user who has trainee permissions will not be transmitted to NAFIS. In effect, the trainee mode is a practice mode. Forms taken with trainee permissions can be identified because they are suffixed with <code>_TRAINEE</code> .
User	Allows for the capturing and sending of prints. The users can edit existing sets and view messages. The only activities that users cannot carry out are user administration, deleting of forms, and powering down the Livescan Unit.
Manager	This user can carry out all activities on the Livescan Unit. They can capture and transmit forms, edit forms, delete forms and view messages, access user administration, and power down the Livescan unit.

- The *User must change the password* field  should be selected as appropriate. If the manager entered a generic password, the tick should be left in this field, thus prompting the user to change their password on their first log in. If on the other hand, the user has entered their own personal password, it is necessary to remove the tick so that they are not prompted to change it again the first time they attempt to log in.
- To create the account, select *OK* .




It is the responsibility of the local system manager to create user accounts. For security reasons, the Livescan Service Desk is unable to create accounts for new users.

7.2.2 Editing Existing User Accounts

On occasions it may be necessary to edit an existing user account, e.g., the user has forgotten their password, the user has been promoted or changed team.

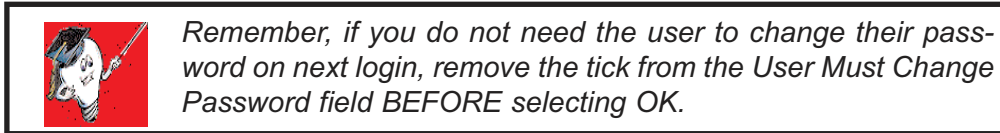
To do this:

- Access the *User Administration* screen (Section 7. System Management and Administration).
- Locate the record in question. The list is displayed in alphabetical order by *User Name*.
- Highlight the user in question and select *Edit User*  (page 44). The *User Properties* box will be displayed (page 45).

It is possible to modify any field except the *Login Name*. If the *Login Name* needs to be modified, it will be necessary to delete the account and re-add it.

To edit a field:

- Highlight the text that needs to be changed.
- Type in the new text.
- Select OK.



7.2.3 Deleting User Accounts

If a user leaves the division or will no longer be using the Livescan unit, it is important to remove the user from the list of authorised users. To do this:

- Access the *User Administration* screen (Section 7, System Management and Administration).
- Locate the record in question. The list is displayed in alphabetical order by *User Name*.
- Highlight the user in question and select *Delete User*. A pop up box will be displayed asking for confirmation of deletion.



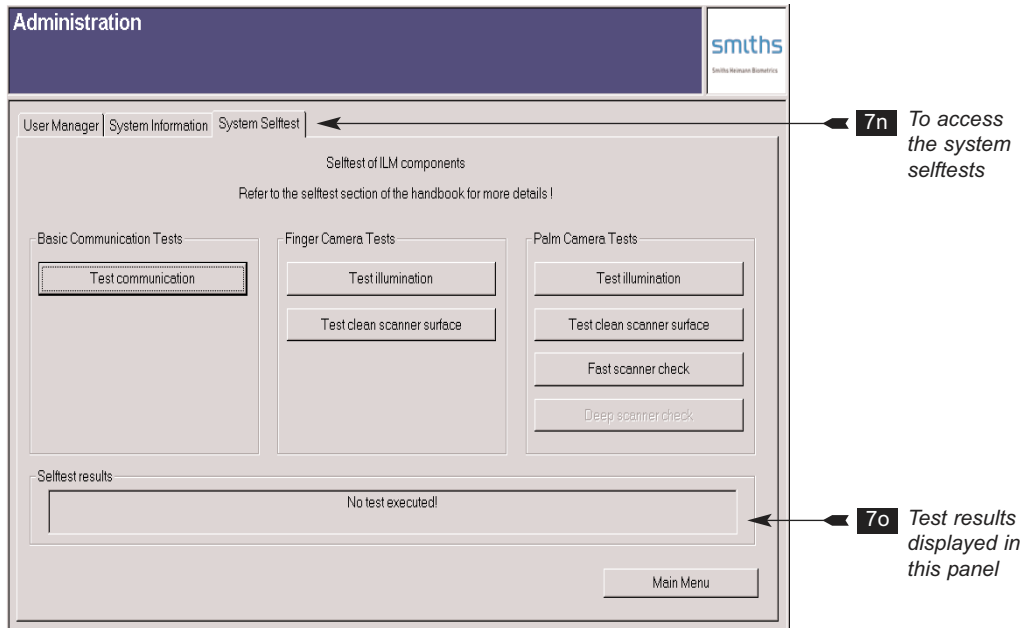
- If you wish to delete the user account, select Yes **7l**. If you have highlighted a user by mistake, select No **7m** to cancel the action.

7.3 System Self Tests

These tests should be carried out regularly by the Livescan manager. The tests ensure that the system is working correctly and there are no errors on any of the hardware.

To access the *System Self Test* screen:

- Select *F4 - ADMIN* from the *Main Tasks* screen. This will display the *Administration* screen.



- The *User Manager* tab is displayed on top, but to access the self tests, select the *Selftest* tab **7n**.

The following tests are available to the manager:

Test communications

Test illumination (one for large and one for small platen)

Test clean scanner surface (one for large and one for small platen)

Fast scanner check (for large platen only)

Deep scanner check (only available if fast scanner test fails)

- Carry out each test in turn by selecting the relevant button.

Each test takes seconds to run. The results of each test will be displayed at the bottom of the screen **7o**. Any errors will be displayed here. If *Fast Scanner Check* produces any errors, it is necessary to carry out the *Deep scanner check*.



GOOD PRACTICE

Run the tests once a month.

If any errors are produced, reboot the Livescan Unit and run the test again. See Section 8.1, Rebooting the Livescan Unit.

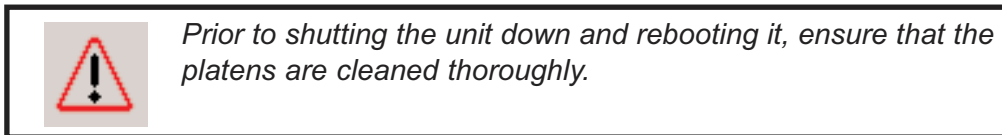
If the error persists, contact the helpdesk immediately.

8. Regular Maintenance of the Livescan Unit

In order to ensure that the unit is working at its optimum level, regular maintenance of the unit is essential. These activities range from cleaning the monitor to rebooting the Livescan Unit.

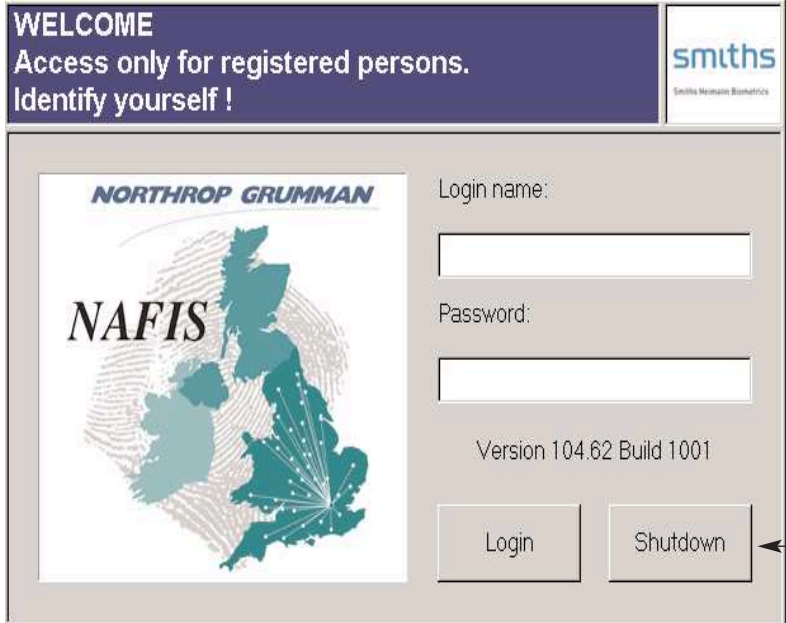
8.1 Rebooting the Livescan Unit

Only a manager can carry out this activity, as the shutting down of the unit is limited by login. The Livescan Unit should be rebooted once a week.



To reboot the Livescan Unit:

- Enter the *Login name* and *Password* on the login screen.



WELCOME
Access only for registered persons.
Identify yourself!

smiths
Smiths Neuman Electronics

NORTHROP GRUMMAN

NAFIS

Login name:

Password:

Version 104.62 Build 1001

Login Shutdown

8a Select to shutdown unit

- Select *Shutdown* **8a**. This will power down the Livescan unit (the PC), but not the UPS (battery unit in case of power failure) or the scanning block, which will remain in standby.
- To access the PC and UPS, open the bottom cabinet door using the key provided.

The power light on the monitor will flash when the unit is powered off.



- After a few seconds, turn the PC on. To turn the unit back on, press the power button **8b**.

The unit takes a few minutes to power itself back on. Once the login screen is displayed, the unit is ready to use.

8.2 Full Power Down of Livescan

The Livescan Unit is designed to remain powered on ALL of the time. Any unit that is powered down for any length of time will raise an alarm at the Service Desk. There may be occasions when it is necessary to power the Livescan unit off completely, i.e., if there is a health and safety issue, e.g., a leak in the vicinity of the unit, or if the room is to be decorated.

To power down the unit:

- Enter the *Username* and *Password* on the Login screen.
- Select *Shutdown* **8a** (previous page). This will power down the Livescan unit (the PC), but not the UPS (battery unit in case of power failure) or the scanning block, which will remain in standby.
- Once the PC has powered down completely (the power light is out), press the *Off* button on the UPS **8c**.

The Livescan Unit is now completely powered down, and it is possible to unplug it or cover it with a dust sheet if necessary.



If the unit is to be powered down for any length of time it is necessary to contact the helpdesk PRIOR to the power down.

If the unit is to be moved into storage for a period of time, do NOT move the unit yourself. Contact your local Northrop Grumman User Support Representative AT LEAST TWO weeks in advance of the move, and they will make the necessary arrangements.

If there is the possibility that the unit will be moved to a new location (perhaps as part of a refurbishment), the local Northrop Grumman User Support Representative should be contacted as soon as possible. They will arrange for the unit to be moved and for the telecommunications supplier to move the line. Please bear in mind that if the unit is going to move location there is approximately a THREE MONTH lead time to move the comms line (this is a costed option).

8.3 Powering On the Livescan Unit

If the Livescan Unit has been completely powered off and it needs to be powered back on:

- Ensure the comms line is connected and the power lead is plugged in and turned on.
- Open the bottom cabinet door and press the *On* button **8d** on the UPS.
- Wait for all the lights to stabilise. Check that at least three or four of the charge lights are lit up **8e**.





If the unit has been powered down for any length of time or the power was drained from the UPS, it may take approximately 30 minutes for the unit to charge up sufficiently.

If there is insufficient charge in the UPS it may beep and will not allow the PC to be powered up.

- Clean the platens thoroughly.
- Press the power button on the PC to power up the Livescan Unit.



If the unit has been powered down for any length of time, allow at least 40 minutes for the platens to reach their operating temperature before capturing prints.

8.4 Cleaning the Monitor

The monitor should be cleaned regularly to ensure that it is free of dust. Simply wipe the screen with a soft dry cloth. Do NOT use glass cleaner.

8.5 Consumables

When the Livescan Unit is first delivered, it will have an initial supply of authorised anti-bacterial cleaning spray, tissues, hand cream, and a stylus. It is the responsibility of the Livescan manager to order future supplies and ensure that only authorised products are used.

Consumable order forms can be obtained from Force stores.

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