



Thumbies®

FINGERPRINT KEEPSAKES

A MESSENGER FAMILY CO.

First Time Setup

Thumbies® App and Fingerprint Scanner Guide

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customercare@thumbies.com

Thumbies® App

Step 1 - Wifi Connection

Step 2 - Downloading the Thumbies® App

Step 3 - Account Key

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General Information

Scanner Layout

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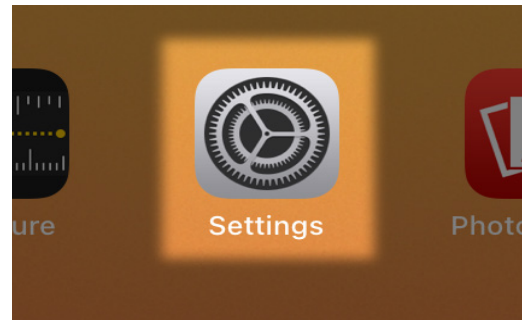
Thumbies® App

Step 1 - Wifi Connection

Connecting to WiFi

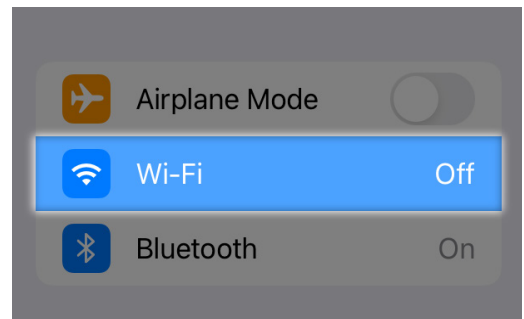
1. Settings

On your device, go to Settings and select Wifi. Ensure Wifi is on.

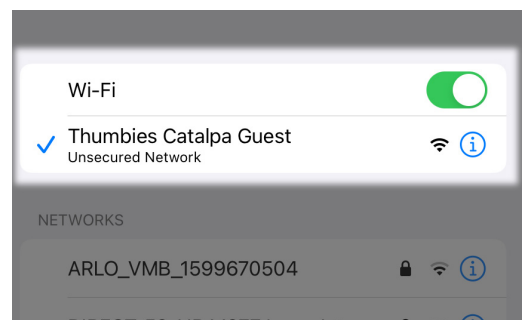
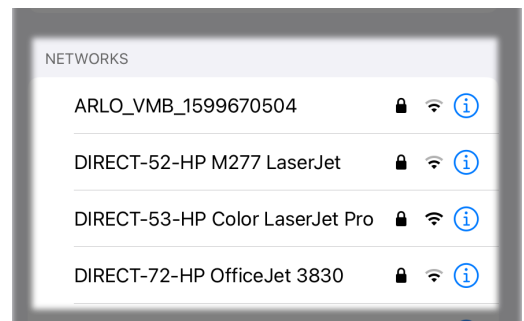


2. Network

Select your Wifi Network and input security information (passwords ect.)




3. Wi-Fi Network should now be connected and ready to go.

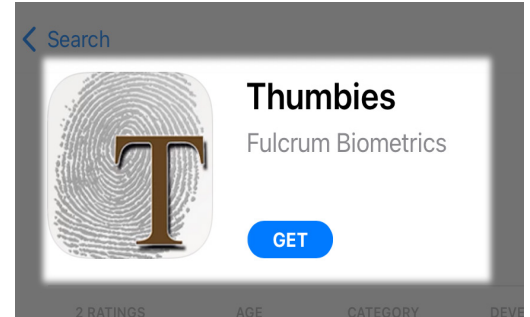
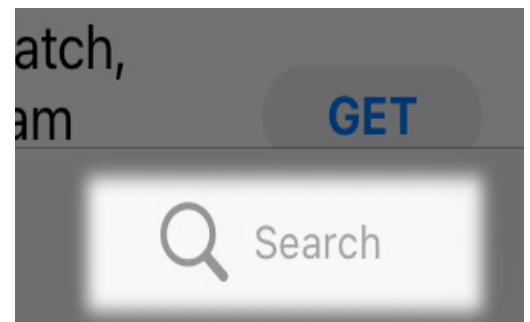
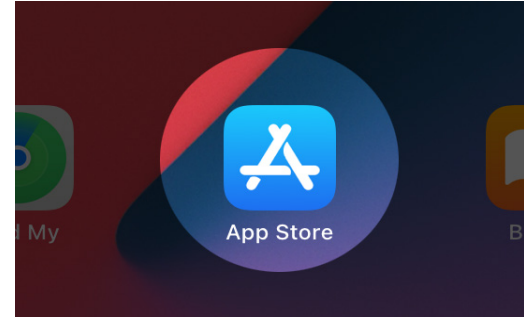


Thumbies® App

Step 2 - Downloading the Thumbies® App

Via the App Store

1. Go to the App Store, select  Search, and type in Thumbies into the searchbar.
2. Select the Thumbies app
(Not Thumbies® Snap)
3. Select “Get” and wait for the installation to finish.
4. The app should be installed and ready to be configured.



Via the QR Code

1. Scan the QR code with your device's camera
2. Select Download in App Store and wait for the application to open.
3. Select “Get” to install the app.



Apple



Android

Thumbies® App

Step 3 - Account Key

Before you begin, please ensure that...

1. Your device is connected to WiFi
(See "Connecting to WiFi" for more information.)
2. The Thumbies® App is Downloaded to your device
(See "Downloading the Thumbies® App" for instructions)
3. You are logged into your iTunes® or Google Play account.

Account Key

In order to use the Thumbies® App you will need the input an Account Key. For this you will have to contact the Thumbies Support Team at customercare@thumbies.com or call 877.848.6243. After receiving your Account Key, type it into the box.

Multiple Locations:

If you have multiple locations you will need a separate Account Key for each. Relay this information to the Thumbies Support Team and they will provide you with Account Keys for every location.

Steps for Multiple Accounts:

1. Click "Add Another Account" and input your Account Key.
2. Continue doing so until you have input Account Keys for all your locations.
3. Double check that the Keys are correct and then tap "Done."

NOTE:

First time use only: A pop up box will appear that says, "Thumbies' Would Like to Access Your Photos." This is necessary for print collection, so select "OK" to continue.

If you have Multiple Locations:

Tap on the drop-down box and select a location. (If you only have one location, you will not see this prompt again.) If you have multiple locations, this will be the start screen whenever you open the Thumbies App.

Thumbies® App

Step 4 - Scanner Connection

1. Ensure the scanner is on
2. Choose "SecuGen" when given scanner options.

Testing Connection:

To ensure connection, Take a Test Print for each Vault to confirm that the configuration was completed successfully.

1. On the "Identify the Individual" page, you can put "Test" for the first name and last name. Put "XX" for the initials in the print-taker line, choose any date and then press next.
2. Select a finger to scan and then tap "Next."
3. Pair the SecuGen Bluetooth Scanner to your device.
4. Press the Power button for approximately 1.5 seconds, until you see a green light on the top left of the scanner.
5. Once the light turns solid blue, it is connected and ready to scan.

Note:

- If you do not see a green light or see a blinking red light on the bottom of the scanner, the scanner needs to be charged.
- Wait until you see a blinking blue light on the top right of the scanner. Once you see the blinking blue light, the device should pair automatically.
- If the blinking blue light has turned solid blue, the scanner and your device are connected. If you encountered difficulties, contact the Thumbies

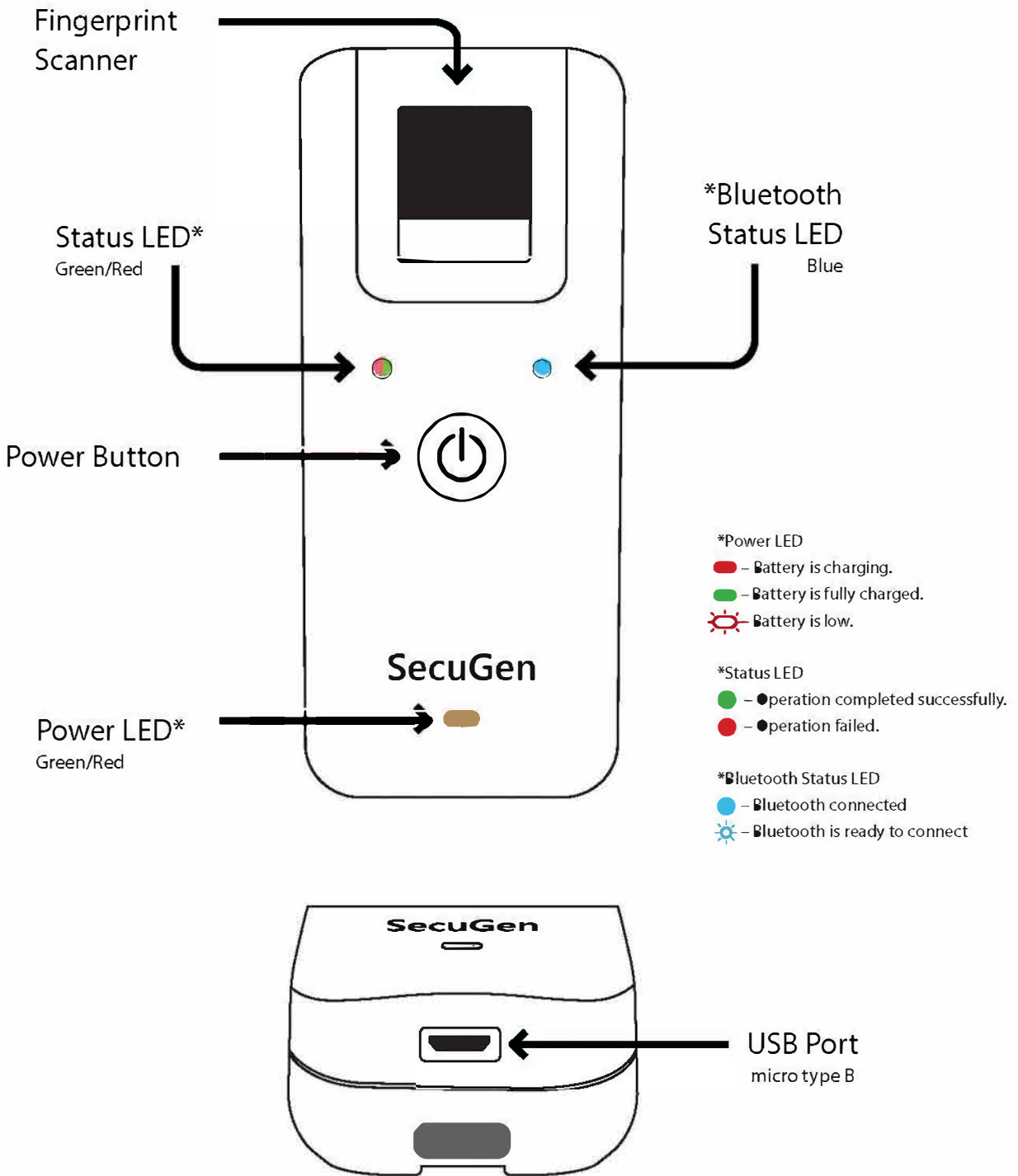
Support Team at customercare@thumbies.com or call 877.848.6243

Once the scanner is connected, press your chosen finger firmly onto the screen of the scanner, with the tip of the finger pointing toward the power button. Keep your finger on the scanner until the transfer is complete. The Thumbies App should now be connected to your Vault(s) and you can begin to take prints.

If you do not have a print confirmation email set up or are not receiving confirmation emails, contact the Thumbies Support Team at customercare@thumbies.com or call 877.848.6243.

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NFIQ Scores

What are NFIQ Scores?

The National Institute of Standards and Technology (NIST) created the standards for National Fingerprint Image Quality (NFIQ)... A standardized scoring of fingerprint quality...on a scale of 1-5 (1 being the highest 5 being lowest) NFIQ, scientific quality grading software, assesses each print taken with the FbFmobileOne scanner. An NFIQ number is a pre-diction of an individual's performance; it reflects the predictive positive or negative contribution of an individual sample to the overall performance of a fingerprint matching system.

NFIQ's 5 levels of quality are intended to be predictive of the relative performance of a minutia based Fingerprint matching system.

NFIQ=1 indicates high quality samples.

NFIQ=5 indicates poor quality samples.

The Thumbies® App will accept any NFIQ score.

Note:

Please strive to obtain a NFIQ score between 1-3 in order to have the best quality fingerprint.