

biometrics installation guide.

Welcome to your new CoolCare biometric device. This is the first guide in setting up your new hardware, please follow the instructions below to make sure that the device is suitably installed in the home.

This guide is designed for both wi-fi and ethernet versions of biometrics and includes details of how to fit and attach your device to the wall. You will then be able to follow the instructions to connect the device to the internet and start enrolling your staff members.

what's in the box?

When you receive your device, you will find the following enclosed in the delivery:

- 1x Biometric device
- 1x wall mounting plate
- 1x wall mounting template
- 2x wall plugs and screws
- 1x Power supply unit
- 1x MiFare admin card

Please check the contents carefully and if anything is missing contact the CoolCare Support team on 0113 385 3853 as soon as possible.

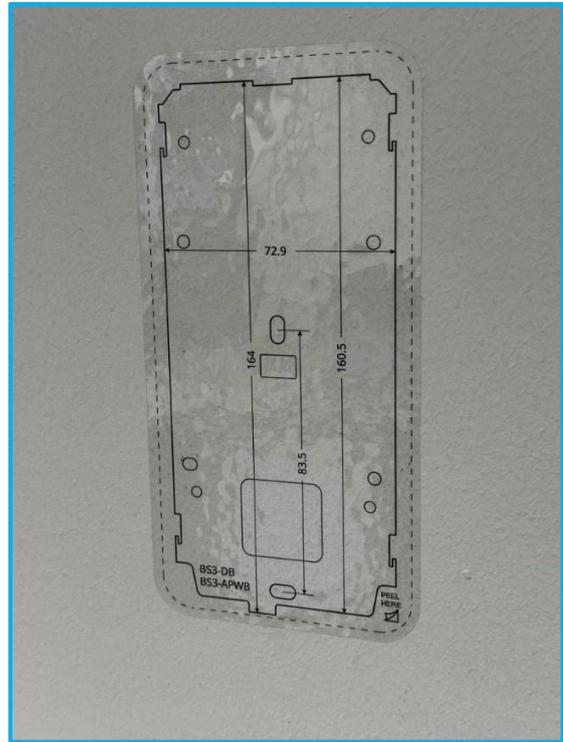
how to install your new device.

- Ensure that there is a power supply within the vicinity of the device
- Measure 1.36 metres from the floor (recommended height)

when locating the device please remember:

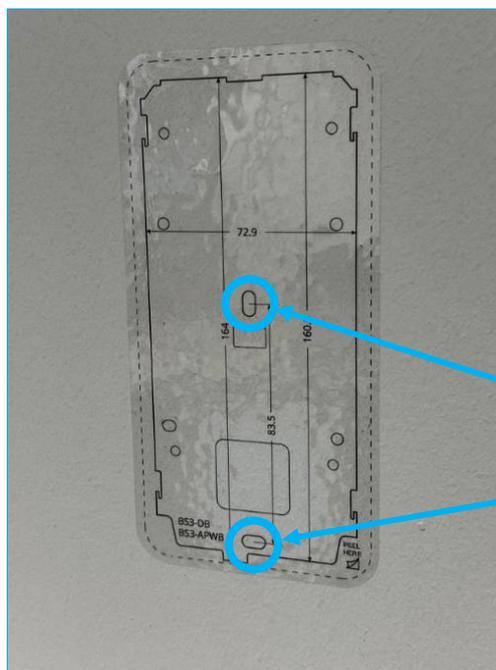
- Ethernet versions of the device will need a power supply and a LAN port in a suitable location
- Power over Ethernet versions only require a CAT5/LAN connection at the unit end but will require a POE switch at the router end of the LAN connection
- Wi-fi devices need to be located where the connection is most stable (e.g., ideally not in a basement or an area with electrical interference or metal cladding)
- CoolCare are unable to provide any additional installation support with appropriate cabling, any drilling or electrical works. Appropriate cabling and power must be in place in advance of us contacting you to arrange delivery. If you need further information, please do let us know
- Be aware of installing the device directly facing entrances or windows. Whilst units are state of the art, they can struggle to recognise faces when users are heavily backlit (such as bright sunshine from a door or window directly behind the user). This may affect the devices' ability to recognise a face at certain times of day. The unit has the ability work in low light without the need for additional lighting

installing your biometric device.

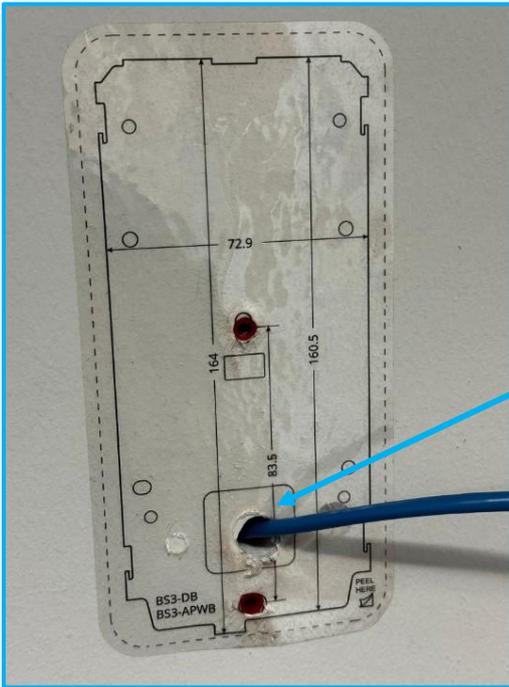


Remove the template sticker from the yellow backing.

Place the bottom of this template at the top of your 1.36m measurement. Ensure this template is straight.



The two holes marked here need to be drilled and the wall plugs inserted.



Please Note: if the cables are to go through the wall the large square hole shown on the template should be cut out, otherwise the cables will come down the left side of the device. An example of cables through the wall and wall plugs in can be seen here.

At this point the template can be removed from the wall, this step is optional as it will be covered by the device.



Place the metal mounting plate provided onto the wall and screw in, adjust so the device is as straight as possible.

If the cables are going through the wall they can be placed as shown, otherwise run the cables down the channel on the right-hand side of the mounting plate.



To install your power cable and/or ethernet cable (POE Wi-Fi devices can be powered with a single ethernet cable), remove the six screws on the back of the device and plug in your cables.



Place the biometric device onto the mounting plate and pull down gently (ensure no wires are pinched)

Once in place use a Phillips head screwdriver to tighten the device on the mounting bracket.



Your device is now installed and ready to be powered on.

If you require further support, you can call our customer service team on 0113 385 3853.

If you are setting up a wi-fi device, please read our second guide: *Setting up Wi-Fi for your biometric device.*

If you've set up your ethernet device, you can proceed to our third guide: *Enrolling staff on biometrics.*