

# biometrics quick start guide.

This quick guide will help with your biometric installation process, looking at initial configuration and addressing a few common queries about the device itself. For full details of setup please refer to our other biometric device guides.

## connecting your device to the internet.

### ethernet device

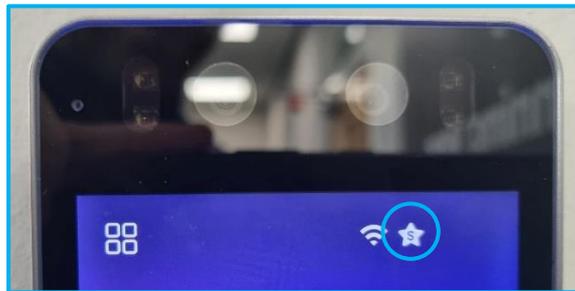
If you're using an ethernet device, you'll need to make sure the ethernet cable is securely connected in the back of the device and to the internet router or port at the other end. As long as the router/port has a stable internet connection, your device will remain connected.

The device uses port 51212, which may need opening on your network's firewall to allow the connection.

### wi-fi device

If you're using a wi-fi device, you'll need to make sure the device has been connected to the wi-fi via the settings page. Please see our guide on *Biometric Wi-Fi Setup* [here](#).

**Please Note:** once successfully connected, the device's home screen will display a star icon at the top next to the connection symbol.



## registering staff on your device.

When registering staff on your device, ensure you are adding faces to the populated user list which is pulled from CoolCare. Do NOT use the red + icon on the user list to add new users, as they will not transfer to CoolCare.

For full details on registering staff, please see our guide on *Enrolling Staff on Biometrics* [here](#).

## common queries.

### why can't I see my staff?

The device may be offline and unable to receive your staff list from CoolCare. Ensure the device is connected to the internet and your connection is stable.

If the device is connected but still not showing any staff, you can contact our support team to investigate further.

### what if the device clocks me multiple times?

CoolCare will discard any additional clocks that are taken within 2 minutes of each other. You should not see multiple clocks appear in CoolCare if the device does clock you multiple times in a short period.

### does the device know if i clock in or out?

CoolCare manages the direction of the clocks, so the device does not know whether you have clocked in or out. If you are unsure, you can see the direction of your last clock via your Staff Portal, and CoolCare admin users can see and manage these clocks on CoolCare itself.