# Frequently Asked Questions (FAQ)

### 1. Q: What is biometrics?

**A:** Biometrics identifies people by a unique human characteristic. The size and shape of a hand, a fingerprint, the voice and several aspects of the eye are just some unique attributes. "The word "biometric" simply means the measurement of a living trait, whether physiological or behavioral. Biometric technologies compare a person's unique characteristics against a previously enrolled image for the purpose of recognizing."

#### 2. Q: What is Hand Geometry?

**A:** HandKey uses a field-proven technology called hand geometry, which verifies an individual's identity based on the size and shape of the hand. It does not take fingerprints or handprints.

#### 3. Q: Is Hand Geometry new?

**A:** Hand Geometry has been in use longer than any other biometric. Two-dimensional hand geometry devices have been around since the 1970's. Ingersoll Rand Recognition Systems has sold thousands of HandKey HandReaders since 1986.

#### 4. Q: How does it work?

A: HandReaders work by shining a light on the user's hand, taking a picture, and looking at the hand silhouette. The illumination is provided by LEDs similar to the remote control on a TV. Think of it as a flashlight casting a shadow of a hand. Geometric measurements of the hand (lengths, widths, areas, and heights) are calculated from the silhouette and then "compressed" by a mathematical formula into a 9-byte numerical template. Since the compression is so high, it is infeasible to reverse-engineer the 9-byte template into the hand image or even the raw geometric measurements of the person that used the HandReader

#### 5. Q: Do rings or Band-Aids have an effect?

**A:** Not usually enough to reject a valid user. Just make sure the ring is in the upright position and hand placement is proper and there should not be any issues.

#### 6. Q: What happens if I injure my hand and have it bandages or in a cast?

**A:** You can be enrolled with your left hand; palm up while the right hand is disabled. It's not as comfortable but will work fine.

# 7. Q: My employees are concerned about hygiene issues. How do I address this concern? A: Every HandReader contains antimicrobial technology which inhibits the growth of a broad spectrum of bacteria, mold, and fungi, making the platen's surface more hygienic. This silver-based agent is embedded into the materials used to produce the platen during the manufacturing process. As such, they cannot leach out or wash off the surface thus remain active for the life of the biometric reader. Schlage Biometrics has been providing HandReaders for more than 20 years. Everyday several hundred thousand hand geometry units are used by millions of people in applications like day care centers, athletic clubs, hotels, manufacturing facilities, government installations, education facilities, quick serve restaurants, and grocery stores globally. Schlage Biometric HandReaders have a proven track record in the field and are the durable and reliable biometric you can count on.

## 8. Q: Are there any privacy issues?

A: The HandReader terminal does not collect and store an image of the hand, but instead it converts the image to a 9-byte numerical template which is a mathematical representation of size and shape of the hand. Once this numerical template is developed it is stored in a memory location which is defined by the person's ID number. To authenticate a user already verified in the

database, the users ID is entered and their hand is placed on the platen (surface area where users place their hand). An image of the hand is captured and then converted to a 9-byte numerical template. If the new template matches the stored template, the person's identity is verified and the transaction is recorded. No personally-identifiable characteristics such as scars, marks, tattoos, fingerprints or palm prints are captured or detected by the terminal.

#### 9. Q: Is the HandKey safe?

The infrared lights used in the hand reader are similar to those used in remote controls for TV's and VCR's. Internal testing concluded that the light intensity generated by the infrared lights in the HandReader is significantly less than the light intensity generated by direct sunlight. Using a HandReader for 30 seconds a day is comparable to standing in the sun for 0.2 seconds. Schlage Biometrics has submitted HandReader information to the U.S. Occupational Safety and Health Administration (OSHA). OSHA did not report any hazards. The Federal Communications Commission requires that computers meet sub-part J of Part 15 of FCC rules. This section details radiated energy. Schlage Biometrics has tested to these standards and meets or exceeds them. Schlage Biometrics also meets the requirements of the European Community and is CE