

NOMADTM 30

Pocket Reader

User Guide

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Nomad 30 Pocket Reader 1

Product description

The Nomad 30 Pocket Reader is a PIV-certified, FAP 30 single fingerprint capture device. The device draws power from the smartphone, tablet, or computer and therefore does not require charging.

A USB OTG cable (included) is required to connect the Nomad to a smartphone, tablet, or computer. In case of replacement, note that a USB OTG must be the type of cable used. This type of cable allows for power and communication, providing the ability to transmit fingerprint images.

Integration of the reader utilizes the Crossmatch U.are.U SDK.



Figure 1 Examples of the Nomad 30 Pocket Reader connected to a tablet and connected to a smartphone in a folio.

Using the reader

After it is connected to a mobile device or computer and receiving power, the Nomad 30 Pocket Reader provides visible and haptic cues for ease of use.

When the reader is ready to capture a fingerprint, blue LED lights illuminate on both sides of the sensor (referred to as “landing lights” - see Figure 2).

During a capture, the LED lights turn off and the device vibrates briefly when the fingerprint image quality is good (typically 1 to 2 seconds).



Figure 2 Landing lights and bezel on the Nomad 30 Pocket Reader

Capture a fingerprint

Note: A subject's finger must touch the bezel in order for a fingerprint image to be captured (see bezel area in Figure 2).

- 1 To capture a fingerprint, have the subject place a finger on the sensor and make sure that the finger is also touching the bezel.
- 2 The subject must hold the finger on the sensor and bezel until the reader vibrates and the landing lights turn off, indicating that the print was captured.

Troubleshooting tips

- A fingerprint that is too light could happen when a finger is dry. To remedy this, have the subject apply moisturizer. If moisturizer is not available, have the subject touch the forehead in case enough natural oil is present on the skin.
- A fingerprint that is too dark could happen when a finger is wet or excess oil is present. To remedy this, have the subject wash hands with soap to remove excess oil and then dry thoroughly.

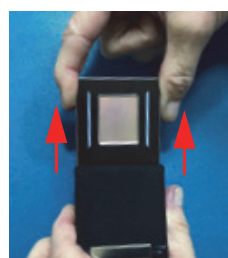
Power management

When a smartphone, tablet, or laptop is powered on or in sleep mode, a connected Nomad can draw a small amount of power from it. When the Nomad is not in use, you should always disconnect it from the smartphone, tablet, or laptop to preserve battery life.

Safety and handling

To prevent the sensor from scratches or other damage, always keep the Nomad in a protective case or covering when not in use. The sensor can be cleaned gently with a microfiber cloth.

If you need to remove the Nomad from the case, disconnect the cable and then push up from the bottom of the case when possible. Grip the device only from the sides to finish removing it. Do not touch or squeeze the sensor when removing the Nomad from or returning it to a case.



Customer Care & Support

Customer Care

For general inquiries, you can contact Crossmatch Customer Care by email at cmcc@crossmatch.com.

Customer Care is also available by telephone Monday through Friday from 8 a.m. to 6 p.m. (Eastern Time Zone) using the phone numbers listed below.

United States	International
Toll Free: 1-866-276-7761	1-561-622-9210
Fax: 1-561-622-8769	

Be prepared to provide the following information when you contact Crossmatch Customer Care:

- Company name and contact person
- Product serial number
- Configuration information about your computer or device
- Error messages or related log files

Technical Support

You can request technical support by email or from the Crossmatch website.

To open a technical support case by email, send a message to customersupport@crossmatch.com and include your company name, software version(s), and a description of the issue.

To open a technical support case from the website, complete the form at <http://www.crossmatch.com/company/support/request>.

After submitting the email request or website form, you will receive an automated email reply that references a case number. Note that if you reply to the automated email, the correspondence will be logged in your case record.

A technician will contact you to begin the troubleshooting process.

Warranty

For warranty information, see <http://www.crossmatch.com/legal>.

Contact information

For global contact information, see <http://www.crossmatch.com/company/contact-us>.