

DigitalPersona, Inc.

Copyright © 2001-2002 DigitalPersona, Inc. All Rights Reserved.

All intellectual property rights in the U.are.U software, firmware, hardware, and documentation included with or described in this Guide are owned by DigitalPersona or its suppliers and are protected by United States copyright laws, other applicable copyright laws, and international treaty provisions. DigitalPersona and its suppliers retain all rights not expressly granted.

U.are.U®, DigitalPersona™ and One Touch™ are registered trademarks of DigitalPersona, Inc.

Windows and Windows XP are registered trademarks of Microsoft Corporation. All other trademarks are property of their respective owners.

This U.are.U Personal Guide and the software it describes are furnished under license as set forth in the Installation Software screen "License Agreement." Except as permitted by such license, no part of this document may be reproduced, stored, transmitted or translated, in any form and by any means, without the prior written consent of DigitalPersona. The contents of this manual are furnished for informational use only and are subject to change without notice. Any mention of third-party companies and products is for demonstration purposes only and constitutes neither an endorsement nor a recommendation. DigitalPersona assumes no responsibility with regard to the performance or use of these third-party products. DigitalPersona makes every effort to ensure the accuracy of its documentation and assumes no responsibility or liability for any errors or inaccuracies that may appear in it. This document is subject to the DigitalPersona LIMITED WARRANTY and other general provisions set forth in the Appendix of this booklet.

Should you have any questions concerning this document, or if you need to contact DigitalPersona for any other reason, write to:

DigitalPersona, Inc.  
805 Veterans Blvd., Suite 301  
Redwood City, CA 94063 USA



# Contents

1	Getting Started	1
	Installing U.are.U Personal	2
	Removing U.are.U Personal	2
	Registering a Finger	3
	Creating Windows User Accounts	3
	Creating a Windows XP User Account	3
	Creating a Windows 98/Me User Account	3
	Accessing Your Windows XP Account with Your Finger	5
	Enabling the Welcome Screen and Fast User Switching	5
	Accessing Your Windows 98/Me Account with Your Finger	7
	Protecting Your Windows 98/Me PC with One Touch Unlock	7
	One Touch Menu	9
	Quick Links	9
	Replace Passwords	9
	Encrypt Files	9
	Help	9
	Cool Stuff	9
	Properties	9
	Sensor Icon and Menu	11
	Configuring U.are.U Personal	13

2	One Touch Internet	15	Limited Warranties and Warranty Service	32
	Creating a Logon Profile	17	General Provisions	34
	Editing Existing Logon Profiles	19	Regulatory Information	36
	Editing Logon Profile Data	19		
	Renaming a Logon Profile	19		
	Deleting a Logon Profile	19		
	Using a Logon Profile to Access Web Sites and Applications	20		
3	One Touch Crypto	21		
	Encrypting Files	23		
	Decrypting Files	23		
	Decrypting Files with the Recovery Utility	24		
4	Troubleshooting	25		
	Software Troubleshooting Tips	26		
	Installation Troubleshooting	26		
	Logon and Fast User Switching Troubleshooting	26		
	One Touch Internet Troubleshooting	26		
	One Touch Crypto Troubleshooting	27		
	Hardware Troubleshooting Tips	27		
	Finger Recognition Troubleshooting	27		
	Sensor Troubleshooting	28		
	Appendix	29		
	Increasing PC Security	30		
	Cleaning the Sensor	31		
	Sensor Maintenance Warnings	31		



# Getting Started

The U.are.U® Personal Fingerprint Recognition System includes the software and hardware you need to replace your passwords with the touch of a finger. With it, you can log on to your Windows user account by simply touching the U.are.U® Sensor.

U.are.U Personal extends this convenience to web sites and applications, as well. With One Touch™ Internet, you can use your finger to automatically access and log on to any password-protected Internet account or application.

For more security-conscious users, One Touch™ Crypto encrypts your sensitive files which can then be decrypted with your finger.

If you're running Windows XP, you can quickly switch to your user account from another user account without navigating menus or entering passwords. Just touch the sensor and U.are.U Personal performs the Windows XP Fast User Switching feature for you.

If you run Windows 98/Me, you can use One Touch™ Unlock to lock your workstation with your favorite password-protected screen saver; however, instead of typing your password, you only have to touch the sensor to unlock your PC.

In this chapter, you will

- Install the U.are.U Personal software and U.are.U Sensor
- Register a finger that will replace your passwords
- Log on to your Windows user account using only your finger
- Learn how to instantly switch between Windows XP user accounts or secure your PC with your Windows 98/Me screen saver
- Learn to access U.are.U Personal features from the One Touch Menu

## Installing U.are.U Personal

Before installation, ensure your PC meets the following requirements

- Intel Pentium processor (or compatible)
- USB port
- Microsoft Windows XP Home or Professional Edition, Windows 98 or Me
- A Windows XP user account with administrator rights or a Windows 98/Me user account (see “Creating Windows User Accounts,” next page)

To install U.are.U Personal software and the sensor

- 1 Insert the U.are.U Personal CD in your CD-ROM drive. The installer will launch automatically. Follow the on-screen instructions.

### NOTE

If the installer does not launch automatically, double-click Setup.exe on the U.are.U Personal CD.

- 2 After restarting, log on to your user account and connect the sensor to a USB port on your PC.

Windows XP will automatically install the sensor driver software; the New Hardware Found wizard will launch on Windows 98/Me PCs.

- 3 Follow the on-screen instructions (if any) to install the driver. When driver installation is complete, the sensor light will turn on.

After installing U.are.U Personal, on-screen instructions are provided for registering a finger. You can also refer to the next page for instructions.

## Removing U.are.U Personal

Like most Windows software, U.are.U Personal can be removed with the Add or Remove Programs Control Panel.

To remove U.are.U Personal

- 1 Window XP users: On the Start menu, click Control Panel and then click Add or Remove Programs.\*

Windows 98/Me users: On the Start menu, point to Settings and then click Control Panel. Double-click Add/Remove Programs.

- 2 On the Add or Remove Programs Control Panel, locate and select U.are.U Personal and click the Remove (or the Add/Remove) button.
- 3 Follow the on-screen instructions.

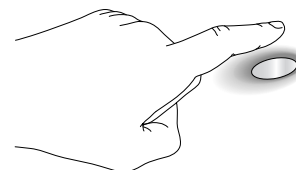
\* If you are running Windows XP, your user account must have administrator privileges before you can uninstall U.are.U Personal.

## Registering a Finger

When you have successfully installed U.are.U Personal, use the Finger Registration Wizard to register the finger(s) you will use to replace your passwords.

To launch the Finger Registration Wizard

- 1 Ensure you are logged on to your user account and touch the sensor.



- 2 When the Finger Registration Wizard launches, follow the on-screen instructions for registering your finger(s).

### NOTE

Other users who want to use U.are.U Personal must have their own Windows user account (described below) before registering a finger.

## Creating Windows User Accounts

Every user who wants to use U.are.U Personal must have a user account.

### Creating a Windows XP User Account

To create a Windows XP user account, click Control Panel on the Start menu and then click User Accounts. Click “Create a new account” and follow the on-screen instructions.

### NOTE

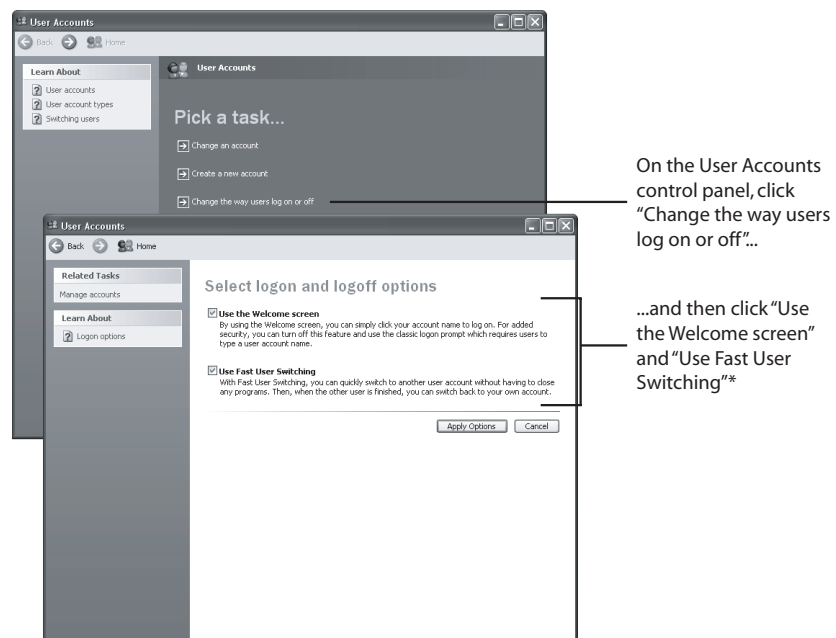
You need administrator rights to create Windows XP user accounts.

### Creating a Windows 98/Me User Account

To create a Windows 98/Me user account, point to Settings on the Start menu and click Control Panel. Then, double-click Users. If a user account does not exist, the Enable Multi-user Settings wizard guides you through the process of creating one.

If you already created a user account and are adding a new one, the User Settings dialog box opens. Click Add user to launch the Enable Multi-user Settings wizard. Then, follow the on-screen instructions.

## Enabling Fast User Switching and the Welcome Screen for Windows XP



\* You cannot use the Welcome Screen or Fast User Switching with network domain logon; One Touch Logon is used instead.

## Accessing Your Windows XP Account with Your Finger

There are three ways to access your Windows XP user account using your finger

- At the Welcome screen,\* touch the sensor with a registered finger to be automatically logged on to your user account.

When enabled, the Welcome screen appears when you boot up your computer. It allows you to choose a user account to log on to. Without U.are.U Personal, you must select a user account and then type a password. With U.are.U Personal, touch the sensor and your user account is selected and your password is submitted.

- When another user is logged on and Fast User Switching\* is enabled, touch the sensor with any registered finger to automatically switch to your user account.

Fast User Switching allows you to log on to your user account without closing another users applications. Normally, if you want to switch to your user account using Fast User Switching, you must navigate menus and type a password; however, with U.are.U Personal installed, just touch the sensor to instantly switch to your account.

- If your user account belongs to a network domain, the standard Windows logon dialog box is replaced by the One Touch Logon dialog box. Just touch the sensor with any registered finger to log on.

### Enabling the Welcome Screen and Fast User Switching

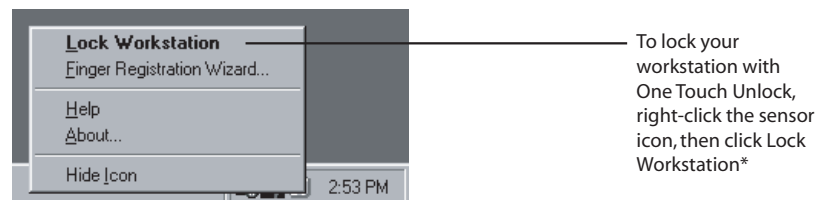
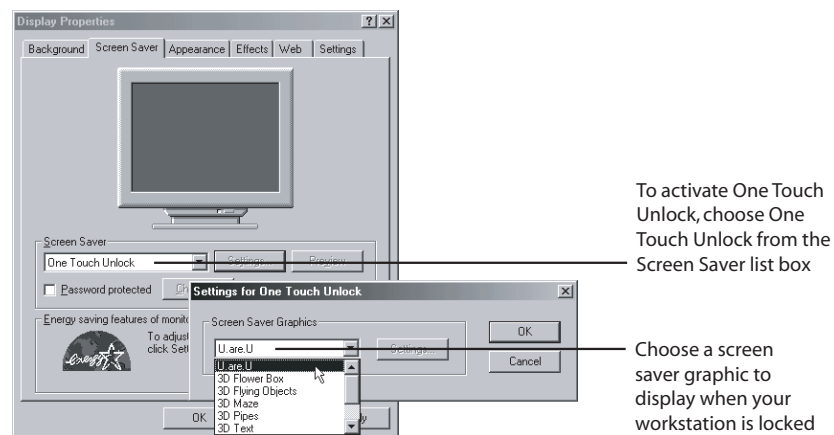
Before you can use U.are.U Personal to access your Windows account through the Welcome screen or Fast User Switching, you must enable these features on your Windows XP PC.\*

To enable the Welcome screen and Fast User Switching

- 1 Log on to a user account with administrator privileges and, on the Start menu, click Control Panel. Then, click User Accounts.
- 2 On the User Accounts Control Panel, click "Change the way users log on or off" (shown left).
- 3 To use U.are.U Personal to switch between user accounts, click Use Fast User Switching. To log on to your account with your finger, click Use the Welcome screen (shown left).
- 4 Click Apply Options to save your changes.

\* You cannot use the Welcome screen or Fast User Switching with network domain logon; One Touch Logon is used instead.

## Using One Touch Unlock with Windows 98/Me



\* You can also double-click the sensor icon to lock your workstation.

Accessing Your Windows 98/Me Account with Your Finger With U.are.U Personal, you can access your Windows 98/Me user account in two ways

- When prompted to log on to your user account with the One Touch Logon dialog box, just touch the sensor and your user name and password are automatically submitted for you.
- When your workstation is locked with a password-protected screen saver and One Touch Unlock is enabled (described below), touch the sensor with any registered finger to instantly unlock your workstation.

### Protecting Your Windows 98/Me PC with One Touch Unlock

One Touch Unlock locks your PC with any of your Windows password-protected screen savers; however, to unlock it, you just touch the sensor instead of typing a password.

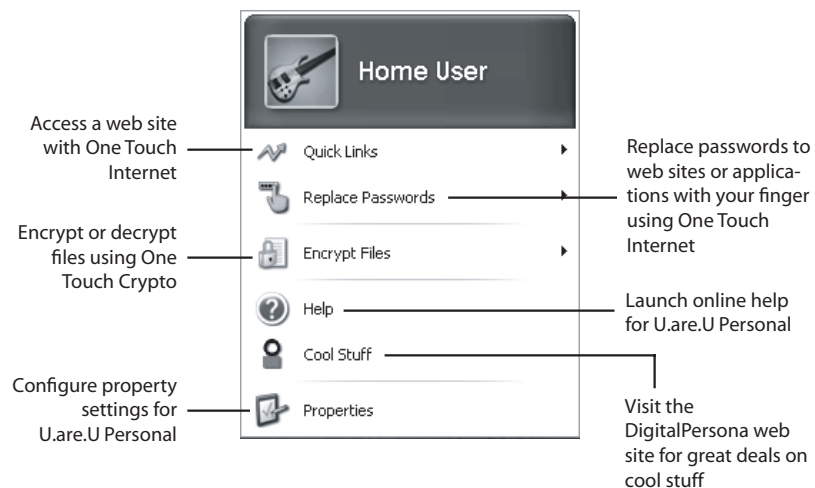
Before using One Touch Unlock, you must first activate it

- 1 Right-click anywhere on the desktop and click Properties. On the Display Properties dialog box, click the Screen Saver tab.
  - 2 Click One Touch Unlock on the Screen Saver list box (shown left).
  - 3 To choose which of your password-protected screen savers to use with One Touch Unlock, click the Settings button.
  - 4 On the Settings for One Touch Unlock dialog box, choose a screen saver from the Screen Saver Graphics list box.
- One Touch Unlock functionality will remain, but the screen saver graphics that display are determined by your selection.
- 5 If the screen saver you choose is configurable, you can click the Settings button to configure the screen saver options.
  - 6 When you are finished, click OK. Then, click Apply on the Properties dialog box—and then OK—to save your changes.

When One Touch Unlock is activated, you can lock your workstation while you are away from your desk by right-clicking the sensor icon (located in the system tray on the taskbar) and clicking Lock Workstation (shown left). You can also double-click the sensor icon.

When you return, simply touch the sensor with any registered finger to unlock your workstation.

## One Touch Menu



## One Touch Menu

The One Touch Menu provides fast and convenient access to the U.are.U Personal applications, settings and help. To display the One Touch Menu, touch the sensor with any registered finger.

### NOTE

The One Touch Menu will not be displayed if you are browsing a web site or application that has a One Touch Internet logon profile created for it. In this case, select another window that does not have a profile before touching the sensor.

Following is a description of each item on the One Touch Menu.

### Quick Links

Displays the Quick Links for all One Touch Internet profiles that were created for web sites. Click a Quick Link to launch the associated password-protected web site and automatically submit your logon credentials. For more information on One Touch Internet and Quick Links, refer to Chapter 2, One Touch Internet.

### Replace Passwords

Allows you to use One Touch Internet to set up and edit logon profiles for password-protected web sites and applications, as described in Chapter 2, One Touch Internet.

### Encrypt Files

Launches the Encrypt Files or Decrypt Files dialog box, which allows you to locate and select files you want to encrypt or decrypt with One Touch Crypto, as described in Chapter 3, One Touch Crypto.

### Help

Launches the online help for U.are.U Personal, which contains step-by-step instructions for using various product features.

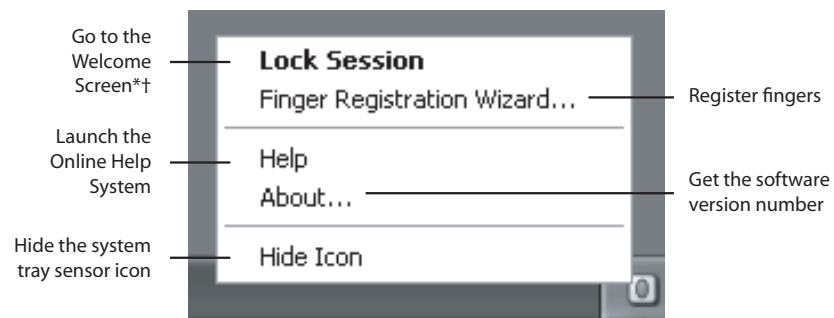
### Cool Stuff

Launches your default web browser and points it to DigitalPersona's web site for great deals on cool stuff.

### Properties

Provides custom configuration options for U.are.U Personal, as described in "Configuring U.are.U Personal" at the end of this chapter.

## Sensor Icon and Menu



\* Displays, "Lock Workstation," for Windows 98/Me users.

† Goes to the One Touch Logon prompt for Windows XP users who log on to network domains.

## Sensor Icon and Menu

U.are.U Personal places a sensor icon in the system tray on the taskbar. It displays the connectivity status of the sensor and provides convenient access to various functions.



When the sensor is connected and the driver installed, the sensor icon appears as shown on the left.



If the sensor is not plugged in, a red X is displayed over the icon (shown left).

The following menu items are available on the sensor icon context menu

- Lock Session or Lock Workstation

Windows XP (Lock Session): Go to the Welcome screen, which is the equivalent of using the Switch User function in Windows XP. You can also double-click the icon for the same function.

Windows 98/Me (Lock Workstation): Use One Touch Unlock to secure the workstation, as described in "Accessing Your Windows 98/Me Account with Your Finger" in this chapter.

- Finger Registration Wizard

Launch the Finger Registration Wizard to register additional fingers. You can also launch the wizard from the Start menu:

Windows XP: All Programs->DigitalPersona->U.are.U Personal->Finger Registration Wizard.

Windows 98/Me: Start menu->Programs->DigitalPersona->U.are.U Personal->Finger Registration Wizard.

- Help

Launches the online help for U.are.U Personal, which contains step-by-step instructions for using various product features.

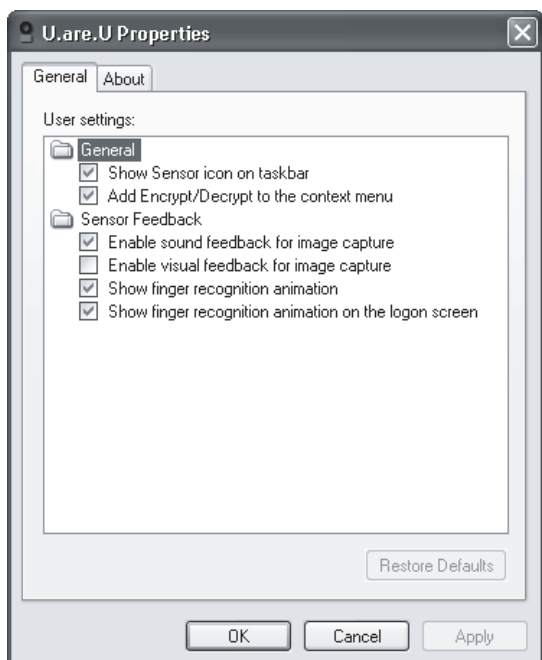
- About

Get the version number of U.are.U Personal.

- Hide Icon

Hide the sensor icon. Use the the Properties window, as described in "Configuring U.are.U Personal" on the next two pages, to redisplay it.

## U.are.U Properties





\* The option, "Use logon security," is available on Windows 98/Me (not shown in this illustration).

## Configuring U.are.U Personal

You can edit various U.are.U Personal properties using the U.are.U Properties window, which can be accessed on the One Touch Menu by clicking Properties.

Following is a description of each property

- **Show Sensor icon on taskbar**  
Shows the sensor icon in the system tray on the taskbar, as described in "Sensor Icon and Menu" earlier in this chapter.
- **Add Encrypt/Decrypt to the context menu**  
Adds the Encrypt Files and Decrypt Files menu items to the context menus of files and folders.
- **Use logon security\***  
Disallows Windows 98/Me users to bypass the user account logon dialog box using the Escape key.
- **Enable sound feedback for image capture**  
Plays a sound when the sensor acquires an image of your fingerprint, indicating that you may lift your finger from the sensor.
- **Enable visual feedback for image capture**  
Displays an animation (series of circles that quickly expand from the center of the screen outward) when the sensor acquires an image of your finger. It indicates when you may lift your finger from the sensor.
- **Show finger recognition animation**  
Displays an animation on the desktop of a finger touching a sensor when it is touched and an image is acquired (shown left). It also indicates whether the finger was recognized.  
 
- **Show finger recognition animation on the logon screen**  
Shows the finger recognition animation (described above) on the Welcome screen for Windows XP and logon screen for both Windows XP and Windows 98/Me.

\* This option is for Windows 98/Me users only.



## One Touch Internet

One Touch Internet lets you log on to password-protected web sites and applications with the touch of a finger. With it, you'll never have to remember or type your user name or password again for any web site or application that requires them.

To leverage the convenience and power of One Touch Internet, you must create a logon profile for each web site or application you want to access with your finger. A profile consists of all the necessary data—such as a user name and password—that you would normally have to supply to the web site or application manually.

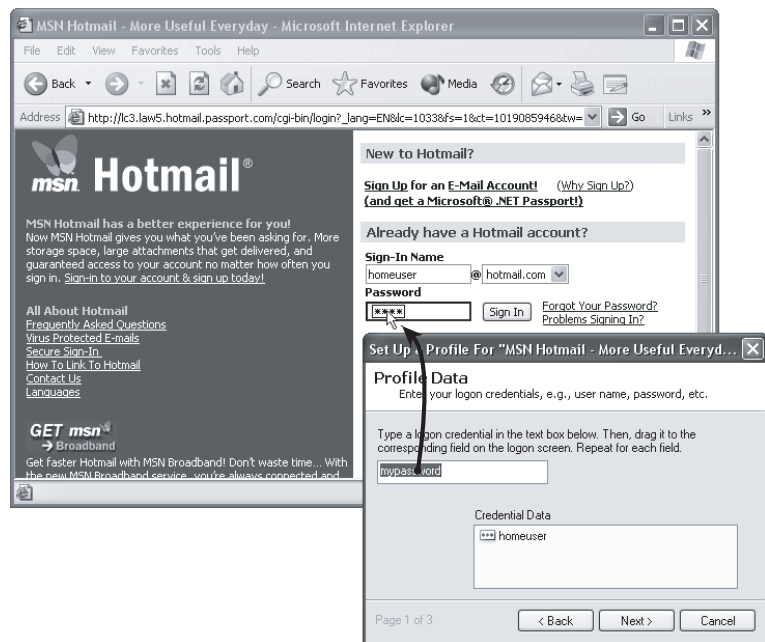
Once a profile is created, simply browse to the web site or launch the application for which the profile was created and touch the sensor with a registered finger. One Touch Internet enters the data you added to the profile in the appropriate web site or application text boxes. You can even configure One Touch Internet to automatically submit your logon data for you (the equivalent of pressing the Enter key on web pages or clicking OK on application dialog boxes).

For added convenience, you can access the web sites you create profiles for from the One Touch Menu. Just touch the sensor to display the One Touch Menu, point to Quick Links and click the profile that corresponds to the web site you want to access. Your default web browser is automatically launched and you are instantly logged on to the web site.

This chapter describes how you can take advantage of the features of One Touch Internet. In it, you will

- Create a logon profile for a web site or application
- Learn how to edit profile data and rename or delete a profile
- Log on to a web site or application using a profile you created

## One Touch Internet - Adding Profile Credentials



Drag and Drop  
Type the credential in the text box on the wizard and then drag it to the corresponding field on the web page

## Creating a Logon Profile

To create a One Touch Internet logon profile

- 1 Browse to any web site or launch any application which requires logon credentials to access it.
- 2 Touch the sensor and, on the One Touch Menu, point to Replace Passwords and click Set up. When the "Set Up a New Profile" Wizard launches, click Next.
- 3 Type a logon credential, e.g., user name or password, in the text box on the wizard. Then, drag the text you typed to the corresponding text box on the web page (shown left) or dialog box.

For example, if you want to add your user name to a profile, type it in the text box on the wizard. Then, drag the user name you just typed to the user name text box on the web page or application.

As you perform this step for each credential, it is added to the Credential Data table.

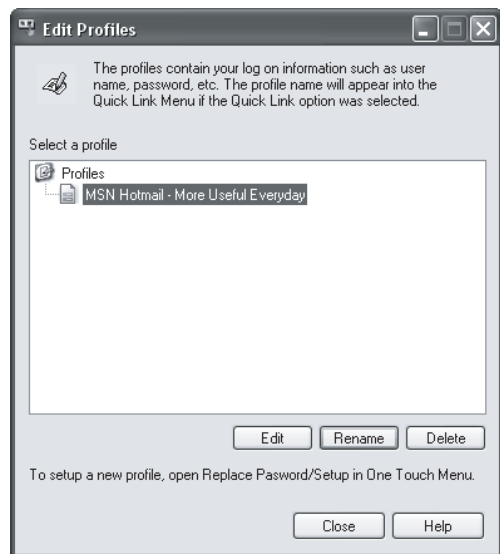
### NOTE

You can edit the value of or delete any credential in the Credential Data table by right-clicking it and then clicking Edit or Delete, respectively.

- 4 When you are finished adding credentials to the profile, click Next.
- 5 On the Profile Properties page, you can make these modifications:
  - By default, the profile is given the same name as the application or web page. To rename it, type a new name in the Profile name text box.
  - If you want One Touch Internet to automatically submit your logon data, click "Automatically submit logon screen" to check it.
  - If you want to use a Quick Link to access a web site, as described at the end of this chapter, leave the "Use it from the Quick Links menu" button checked.\*
  - If you are creating a profile for a web page, you can change the default title by typing a new one in the Page title text box.\*
  - Also, if the default web address supplied in the Page address field is different than the URL of the web site you are creating a profile for, type the correct one in the Page address field.\*
- 6 To save your newly created profile, click Next and then Finish.

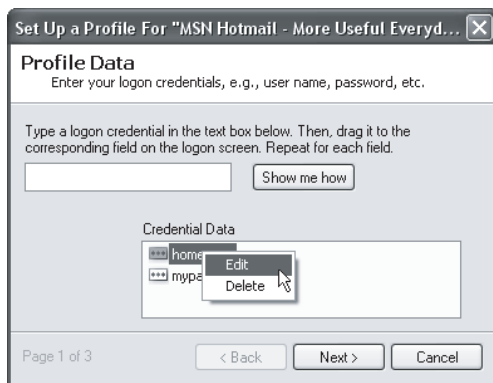
\* Only available to users of Microsoft Internet Explorer 5 or later. Click the Advanced button to access these options.

## One Touch Internet - Editing an Existing Profile



Modify Existing Profiles  
You can edit credential data for an existing profile, as well as rename or delete it

Modify Profile Credential Data  
You can add, edit or delete credential data in an existing profile



## Editing Existing Logon Profiles

You can edit the data in an existing logon profile, as well as rename or delete the profile itself. To perform these operations, touch the sensor and, on the One Touch Menu, point to Replace Passwords and click Edit.

### NOTE

If you touch the sensor while browsing a web site or using an application for which a profile exists, you must select another application or window to access the One Touch Menu.

When you click Edit, the Edit Profiles dialog box displays, listing each profile in the Select a profile tree.

The next three sections provide instructions for editing profile credentials and renaming a profile or deleting one, respectively.

### Editing Logon Profile Data

- 1 In the Select a profile tree on the Edit Profiles dialog box, click the name of a profile for which you want to edit data.
- 2 Click the Edit button. The Set Up a Profile wizard launches, allowing you to add credentials, as described in "Creating a Logon Profile" in this chapter. You can also edit and delete credentials displayed in the Credential Data table on the wizard by right-clicking them and choosing the appropriate option on the context menu (shown left).
- 3 To save your changes, click Close on the Edit Profiles dialog box.

### Renaming a Logon Profile

- 1 In the Select a profile tree of the Edit Profiles dialog box, click the name of a profile you want to rename.
- 2 Click the Rename button.
- 3 Type a new name for the profile and then press the Enter key.
- 4 To save your changes, click Close on the Edit Profiles dialog box.

### Deleting a Logon Profile

- 1 In the Select a profile tree of the Edit Profiles dialog box, click the name of a profile you want to delete.
- 2 Click the Delete button.
- 3 To save your changes, click Close on the Edit Profiles dialog box.

## Using a Logon Profile to Access Web Sites and Applications

You can use a One Touch Internet logon profile to access a web site or application in two ways

- Browse to the web site or launch the application that has a logon profile set up for it and touch the sensor. Your logon credentials are automatically typed in the appropriate text boxes for you.

If you configured the profile to do so, the credentials are automatically submitted, i.e., the Enter key is pressed or the OK button is clicked.

### NOTE

If more than one profile exists for a web site, a dialog box displays, which allows you to choose which profile should be used. Before you can proceed you must select the appropriate profile.

- If you created a profile for a web site, as well as created a Quick Link for it, you can use the One Touch Menu to automatically launch your web browser and use the profile to log on to the web site.

Just touch the sensor with any registered finger to open the One Touch Menu, point to Quick Links and then click the profile that corresponds to the web site you want to log on to.



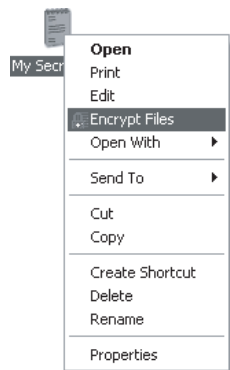
## One Touch Crypto

One Touch Crypto enhances security by allowing you to encrypt and decrypt files and folders using your finger as a password. You can easily select the file you want to encrypt and, to make the process simple, a wizard guides you through the encryption process. And, it's just as easy to decrypt files, too.

In this chapter, you will

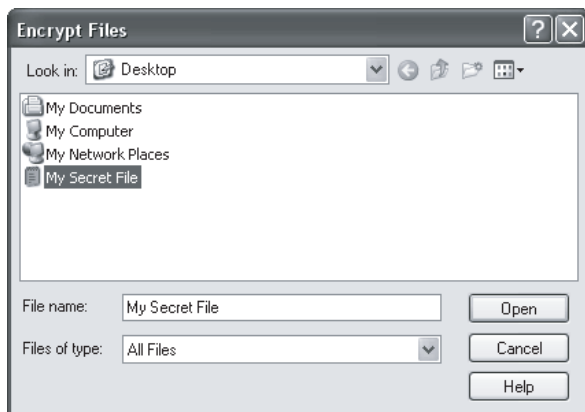
- Learn how to use One Touch Crypto for file encryption
- Learn to decrypt files that are encrypted by One Touch Crypto
- Learn how to use the One Touch Crypto Recovery Utility to decrypt files, which may be necessary in the event you cannot do so using One Touch Crypto

## One Touch Crypto - Encrypting a File



Encrypt via Context Menu  
Right-click a file or folder,  
then click Encrypt Files

Encrypt via Dialog Box  
Locate and select  
the files you want to  
encrypt, then click  
Open



## Encrypting Files

This section describes the process for encrypting files.

To encrypt files with One Touch Crypto

- 1 There are two ways to select a file (or folder of files) for encryption
  - Locate and select the file you want to encrypt in Windows Explorer and click Encrypt Files on the right-click menu (shown left).
  - On the One Touch Menu, point to Encrypt Files and then click Encrypt. Then, use the Encrypt Files dialog box to encrypt the file (shown left).

### NOTE

If this is the first time you have used One Touch Crypto, you are prompted to specify a pass phrase for subsequent use with the One Touch Crypto Recovery Utility (described on the next page).

- 2 Then, touch the sensor with any registered finger to encrypt the file.

To use your Windows password instead of your finger, click Password on the Verify list box and type your password.



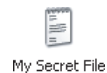
When encrypted, the original file icon is replaced with the encrypted file icon (shown left).

## Decrypting Files

This section describes the process for decrypting files that were encrypted by One Touch Crypto.

To decrypt a file that was encrypted with One Touch Crypto

- 1 There are two ways to select a file (or folder of files) for decryption
  - Locate and select the file you want to decrypt in Windows Explorer and, on the right-click menu, click Decrypt Files. Alternatively, you can click Decrypt and Open, which decrypts and then opens the file (not available when decrypting a folder of files).
  - Click Decrypt File on the One Touch Menu and use the Decrypt Files dialog box to locate and select the file.
- 2 When prompted, touch the sensor with any registered finger or use your password as described above in Step 2 to decrypt the file.



When decrypted, the original file icon is restored (shown left).

## Decrypting Files with the Recovery Utility

The One Touch Crypto Recovery Utility allows you to decrypt files in the event you cannot use One Touch Crypto to do so.

Such events may include

- The encrypted file was moved to another computer
- U.are.U Personal was uninstalled
- The Windows XP user account used when the files were encrypted was deleted
- You are unable to use the sensor and the Windows password with the Recovery Utility

To decrypt files using the Recovery Utility

1 Launch the Recovery Utility in one of the following two ways

- If U.are.U Personal is installed on the PC the files reside on, you can launch the Recovery Utility from the Start menu, as described below:

Windows XP: All Programs->DigitalPersona->U.are.U Personal->One Touch Crypto Recovery Utility

Windows 98/Me: Programs->DigitalPersona->U.are.U Personal->One Touch Crypto Recovery Utility

- If U.are.U Personal is not installed, the Recovery Utility software can be located on the U.are.U Personal CD in the Misc folder. To launch it, double-click Recovery.exe.
- 2 Using the Decrypt Files dialog box, locate and select the encrypted file(s) and click Open.

### NOTE

All encrypted files can be searched for by their .dpe extensions.

3 When prompted, type your pass phrase and click OK to decrypt the selected file(s).

The original icons are restored to the decrypted files, indicating they are decrypted.



# Troubleshooting

This chapter provides assistance to users having difficulty using U.are.U Personal applications or the finger sensor.

Troubleshooting information is provided for

- Installation of U.are.U Personal
- Logon and Fast User Switching usage
- One Touch Internet
- One Touch Crypto
- Finger recognition difficulties
- Sensor issues

## Software Troubleshooting Tips

The following sections describe remedies for issues you may encounter with the U.are.U Personal software.

### Installation Troubleshooting

If you are having difficulty installing U.are.U Personal, read the following

- Only one user can be logged on to the PC during installation. The logon status of all users is displayed on the Welcome screen (Windows XP users only).
- The account you are installing from must have administrator privileges (Windows XP users only).
- If you plug in the sensor before installing the U.are.U Personal software, the New Hardware Found Wizard launches, prompting you for a driver to support the sensor. In this case, insert the U.are.U Personal CD and follow the on-screen instructions. Then, run the Setup.exe file located on the CD to install the U.are.U Personal software.

### Logon and Fast User Switching Troubleshooting

If you are unable to log on or use Fast User Switching, it may be attributed to the following (Windows XP users only)

- Logon and Fast User Switching using your finger is not available when your account is part of a domain.
- When you enable Fast User Switching, you must restart your PC before using it with U.are.U Personal.
- Fast User Switching must be enabled to log on with U.are.U Personal at the Welcome screen.
- The main administrator account cannot log on at the Welcome Screen with U.are.U Personal if there is more than one administrator account.

### One Touch Internet Troubleshooting

Following are issues you may encounter when using One Touch Internet

- Due to the design of a particular web site or application, One Touch Internet may not save a credential to the profile when dropping it from the Create a Logon Profile wizard on a field.

- The “Add enter key to submit logon” feature of One Touch Internet will not work with web pages that use a non-standard method for submitting forms. To determine if the Submit Logon Profile feature will work, press the Enter key to submit your authentication credentials on the web site you are creating a profile for. If the credentials are not submitted, the Submit Logon Profile feature will not work for that web site.

### One Touch Crypto Troubleshooting

The following issues may arise when working with files and One Touch Crypto

- System, hidden and write-protected files and files that reside in the Windows folder cannot be encrypted.
- If you cannot locate encrypted files on your hard drive, search for file names with a .dpe extension.

## Hardware Troubleshooting Tips

Use this section to address finger recognition and sensor issues.

### Finger Recognition Troubleshooting

If the sensor is having difficulty acquiring an image of your finger, read the following

- The sensor window may need cleaning, as described in Cleaning the Sensor in the Appendix.
- You may not be touching the sensor correctly. In order for the sensor to acquire a good image of your finger, you must place the pad of your finger—not the tip—in the center of the oval window. Apply gentle, even pressure. Do not “roll” your finger. Pressing too hard will distort the image. Pressing too lightly will not expose a large enough area of your finger.
- Make sure to hold your finger on the sensor until you see the sensor light blink; this may take longer for dry fingers. Then, lift your finger.
- Although you may use any finger with the sensor, the index finger of either hand works best.
- If the sensor is capturing your finger image (as indicated by the sensor blink) and you have tried all the above suggestions, you may need to reregister your finger. You may have to use your Windows password to access the Finger Registration Wizard in this case.

### Sensor Troubleshooting

There are a few known sensor issues

- If you activate your PC power saver function—but a third-party component installed in the PC does not support it—the PC will not go into sleep mode but the sensor will. To reactivate the sensor, unplug it from the USB port and then plug it in again.
- If the sensor does not light up when you plug it into an external USB hub, make sure the hub is self-powered.
- If you are installing a new sensor, you must log on to your Windows XP user account before plugging it in. You will need your Windows password in this case.



# Appendix

The Appendix provides the following resources

- Increasing PC Security
- Cleaning the Sensor
- Limited Warranties and Warranty Service
- General Provisions
- Regulatory Information

## Increasing PC Security

Security-conscious users should take extra measures to decrease the likelihood of unauthorized access to their PC. This section describes ways to increase the security of your Windows and Internet accounts using U.are.U Personal.

### WARNING

These suggestions are specific to U.are.U Personal only and do not represent a complete list of security measures. Consult Microsoft's documentation and web site for more information about securing your PC from unauthorized access.

To increase security on your PC

#### 1 Create a secure password for your Windows and Internet accounts.

Because U.are.U Personal allows access to your Windows accounts with a password, you should ensure that your password is secure. Characteristics of a secure password include 12 or more randomly chosen characters using any combination of text, numbers and symbols. Be sure to record the password on paper and store it in a secure place for future use.

You should create secure—and unique—passwords for all your Internet accounts, as well. While One Touch Internet provides more convenient access to your Internet accounts, they still remain accessible via a password. Using a unique and secure password for each account reduces the chances of unauthorized access.

### NOTE

Be sure to update the One Touch Internet profile for each web site you create a secure password for.

#### 2 Use One Touch Crypto to encrypt all confidential files.

A user can access the contents of your hard drive by booting from a boot disk or booting in Safe Mode. Using One Touch Crypto to encrypt all your confidential files will prevent a user from opening them, even though they can view directory listings.

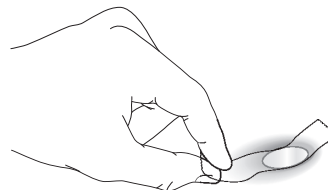
#### 3 Password-protect your hard drive booting.

Although not a security measure specific to U.are.U Personal, password-protecting the booting of your hard drive is one more step to increase security. Refer to your PC BIOS documentation for instructions.

## Cleaning the Sensor

Depending on the amount of use, the sensor window may need to be cleaned periodically.

To clean it, apply the sticky side of a piece of adhesive cellophane tape on the window and peel it away.



Under heavy usage, the window coating on some sensors may turn cloudy from the salt in perspiration. In this case, gently wipe the window with a cloth (not paper) dampened with a mild ammonia-based glass cleaner.

### Sensor Maintenance Warnings

There are several things you should never do when cleaning or using the sensor

- Do not pour the glass cleaner directly on the sensor window.
- Do not use alcohol-based cleaners.
- Never submerge the sensor in liquid.
- Never rub the window with an abrasive material, including paper.
- Do not poke the window coating with your fingernail or any item, such as a pen.

## Limited Warranties and Warranty Service

The DigitalPersona U.are.U Personal Fingerprint Recognition System (the "SYSTEM") you acquired may include: the U.are.U Finger Sensor, (the "SENSOR"); and the U.are.U Personal Software, the software embedded in the SENSOR and their associated media, printed material, and "online" or electronic documentation (the "SOFTWARE PRODUCT"). The SOFTWARE PRODUCT is licensed, not sold, as set forth in the Installation Software screen "License Agreement."

### LIMITED WARRANTY; LIMITATION OF REMEDIES

The warranties provided by DigitalPersona in this statement of limited warranty apply only to U.are.U SYSTEMS you originally purchased from DigitalPersona or an authorized reseller for your personal or business use, and not for resale.

DigitalPersona warrants that the SOFTWARE PRODUCT will perform substantially in accordance with the applicable documentation, and that its media will be free from defects in material and workmanship for a period of ninety (90) days from the date of original purchase. DigitalPersona does not warrant that use of the SOFTWARE PRODUCT will be uninterrupted or error-free. DigitalPersona warrants that the SENSOR will be free from defects in materials and workmanship for a period of one (1) year from the original date of purchase.

If you discover an error or defect covered under this limited warranty, DigitalPersona's sole obligation, and your exclusive remedy, shall be, at DigitalPersona's option, either (a) to return the price paid, if any; or (b) to replace the SOFTWARE PRODUCT or the SENSOR using new or remanufactured components. Any replacement SOFTWARE PRODUCT will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Any replacement of the SENSOR will be warranted for the remainder of the original warranty period.

**Warranty Service.** To obtain your remedy under this warranty you must deliver the defective product and the original sales receipt to the place of purchase. For purchases made directly from DigitalPersona, you must first contact DigitalPersona Customer Service and obtain a Return Merchandise Authorization (RMA) number before returning the product to DigitalPersona. You must pre-pay shipping charges to return the product to DigitalPersona and insure the shipment or accept the risk of loss or damage during shipment. DigitalPersona shall not be

responsible for any returned product that is not packaged properly or is returned without a valid and visible RMA number.

**Product Failures Not Covered By This Warranty.** This warranty covers defects in manufacturing that arise during normal use and proper care in an office environment. It does not cover damage caused by any misuse, improper maintenance, including physical abuse to the SOFTWARE PRODUCT or to the SENSOR (for example, but not limited to, cuts or scratches to the SENSOR window), or use of corrosive, abrasive, or improper cleaning materials, or any misapplication, improper modifications or repair, activity intended to circumvent the security devices incorporated into the SENSOR or SOFTWARE PRODUCT, criminal activity, moisture, shipping, or high voltage surges from external sources such as power lines or other connected equipment. This warranty also does not apply to any product with an altered or defaced serial number. Opening the SENSOR automatically voids this warranty.

**Disclaimer of Warranties.** EXCEPT FOR THE FOREGOING LIMITED WARRANTY, DIGITALPERSONA MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES TO THE MAXIMUM EXTENT PERMITTED BY LAW AND SPECIFICALLY DISCLAIMS THE WARRANTIES OF QUALITY, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS WITH REGARDS TO THE SYSTEM AS WELL AS ANY PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES. IF SUCH DISCLAIMER OF ANY IMPLIED WARRANTY IS NOT PERMITTED BY LAW, THE DURATION OF ANY SUCH IMPLIED WARRANTIES IS LIMITED TO 90 DAYS FROM THE DATE OF DELIVERY. SOME JURISDICTIONS DO NOT ALLOW SUCH EXCLUSIONS OR LIMITATIONS, SO THEY MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM JURISDICTION TO JURISDICTION.

## General Provisions

**Limitation on Liability.** TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL DIGITALPERSONA BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, GOODWILL, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, BREACH OF COMPUTER SECURITY SYSTEMS OR ANY OTHER PECUNIARY LOSS) ARISING OUT OF THE USE OF OR INABILITY TO USE THE SYSTEM EVEN IF DIGITALPERSONA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. DIGITALPERSONA DOES NOT GUARANTEE THAT THE SYSTEM WILL MEET ALL YOUR REQUIREMENTS OR ALL REQUIREMENTS OF THE SOFTWARE OR HARDWARE WITH WHICH IT INTERACTS. IN NO EVENT WILL DIGITALPERSONA'S LIABILITY FOR ANY CLAIM, WHETHER IN CONTRACT, TORT OR ANY OTHER THEORY OF LIABILITY, EXCEED THE PURCHASE PRICE OF THE SYSTEM PAID BY YOU. Some jurisdictions do not allow these exclusions or limitations, so such exclusions or limitations may not apply to you. The above limitations will not apply in case of personal injury in countries other than U.S.A. and Canada only if and to the extent that such limitations are expressly prohibited by applicable law.

**Reverse Engineering.** You may not reverse engineer, de-compile, or disassemble the SYSTEM in whole or in part; nor shall you attempt to recreate the source code from the object code of the SOFTWARE PRODUCT. Any other activity regarding the form or substance of the SYSTEM will be allowed only to the extent such activity is expressly permitted by applicable law.

**Export Controls.** You agree that you will not directly or indirectly export the SYSTEM and related technical data in violation of Export Administration regulations of the U.S. Department of Commerce and other applicable laws. You further agree that you will not export, re-export, divert or transfer the SYSTEM (a) into, or to a national or resident of any country to which the United States has embargoed goods, (b) or to anyone included in the U.S. government List of Specially Designated Nationals, the Table of Denial Orders, the Entity List, (c) or to anyone involved in the manufacturing and proliferation of weapons in violation of U.S. applicable laws. By using the SYSTEM you are representing and warranting that you are not located in, or under the control of, or a

national resident of any such country or on any such lists, or involved in any such activity.

**U.S. Government Rights.** If you are an agency or instrumentality of the United States Government, the Software and Documentation included in the SOFTWARE PRODUCT are "commercial computer software" and "commercial computer software documentation", and pursuant to FAR 12.212 or DFARS 227.7202, and their successors, as applicable, use, reproduction and disclosure of the Software and Documentation are governed by the terms of the End User License Agreement.

### Regulatory Information

The U.are.U Finger Sensor has been tested and found to comply with the limits for a Class B digital device under Part 15 of the Federal Communication Commission (FCC) rules, and it is subject to the following conditions: a) It may not cause harmful interference, and b) It must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by DigitalPersona could void your authority to operate this equipment.

This device conforms to emission product standards EN55022 (B) and EN50082-1 of the European Economic Community; AS/NZS 3548 Class B of Australia and New Zealand; VCC1 Class B of Japan.

This digital apparatus does not exceed the Class B limit for radio noise emission from digital apparatus specified in the interference-causing equipment standard entitled "Digital Apparatus", ICES-003 of the Department of Communication of Canada.