IDvisor® ID Scanner

Hardware User Manual

Mobile	Counter Top
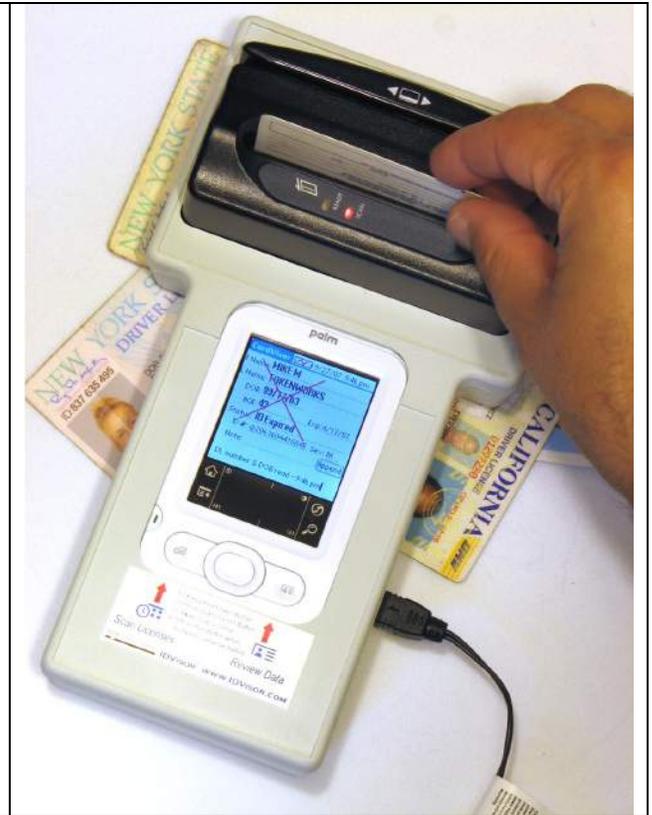
About This Document

This document describes how to use the IDvisor® ID hardware – the first part of the manual focuses on hardware and the later part on the built in software.

This document should be used in conjunction with the Palm Z22 user manual (on the Palm CD or available on-line at Palm.com), and the **CardVisor Software User manual** that details installation and use of PC data transfer software.

What's in the box

Mobile Version

1. IDvisor® ID Scanner with CardVisor® software installed in memory.
2. USB Hotsync™ cable
3. AC Adapter – 12 Volt, 1 Amp DC output.
4. Orange Palm CD - Palm Desktop software and HotSync Manager
5. TokenWorks® White CD with User Manuals and VIP/Banned list utilities
6. Printed Software and Hardware User Manuals

CounterTop Version

1. IDvisor® ID Scanner with CardVisor® software installed in memory.
2. USB Hotsync™ cable – For downloading data to PC
3. USB AC Adapter – Necessary to Power/Operate Scanner
4. Orange Palm CD - Palm Desktop software and HotSync Manager
5. TokenWorks® White CD with User Manuals and VIP/Banned list utilities
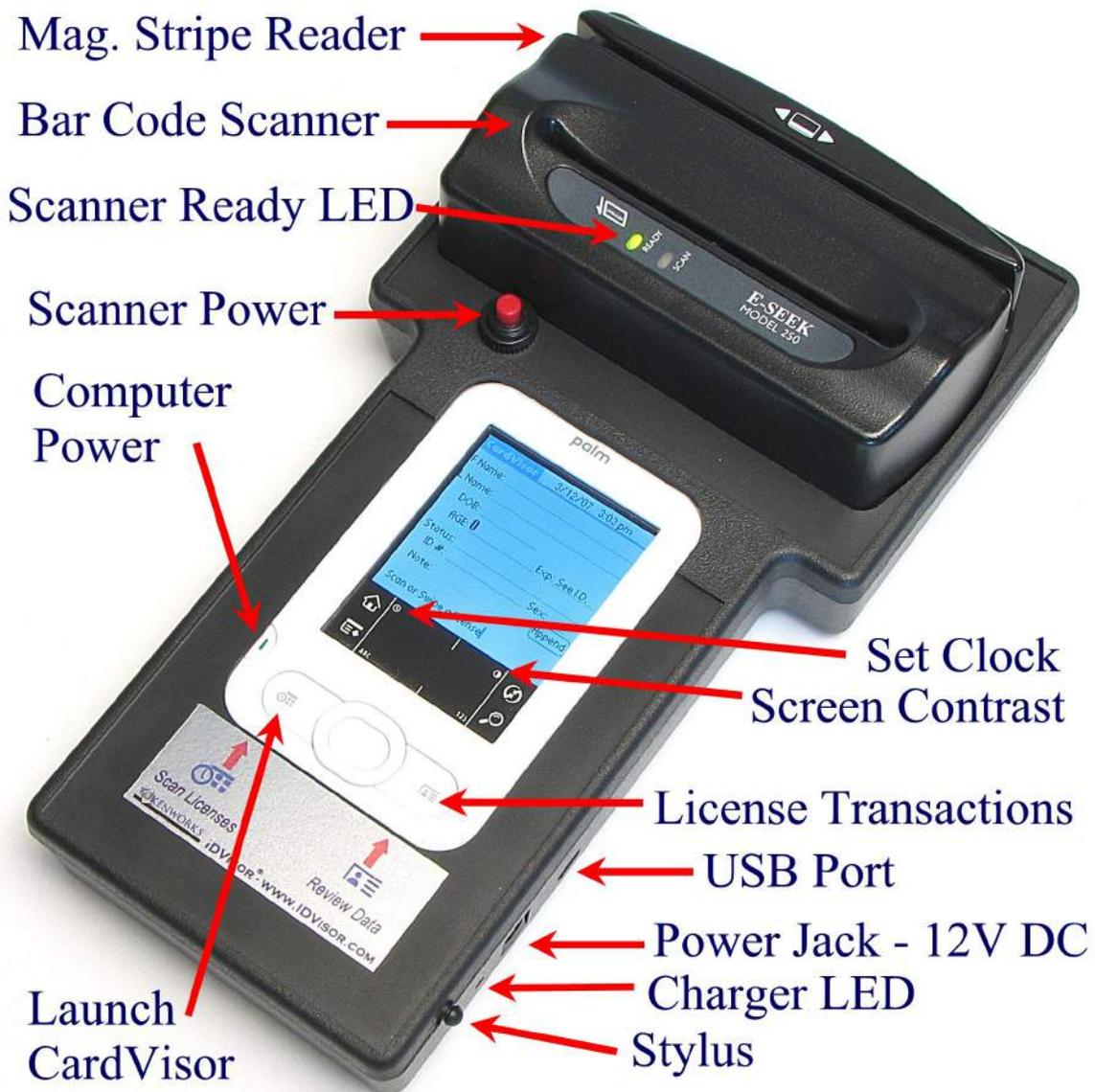6. Printed Software and Hardware User Manuals

Table of Contents

Parts Diagram

Mobile Version

Mag. Stripe Reader

Bar Code Scanner

Ready LED

Set Clock

Screen Contrast

Computer Power

Launch ID Program

License Data

USB & Power Port

Stylus

Display icon
Tap to set the
brightness and
contrast of the
screen.

Sync
Tap to synchronize
your handheld and
desktop software.

Clock Icon

Home

Find

Menu

Power button
Press to turn
handheld on/off.

Contacts
Press to turn on
handheld and
open Contacts.

Calendar
Press to turn on
handheld and
open Calendar.

5-way navigator

Shown are the buttons and icons referred to throughout this manual. Note the location of the Calendar and Contacts buttons, Home and Menu icons.

Mobile Version – Battery Issues

There are two batteries in the IDVisor scanner. One powers the bar code/magnetic stripe scanner and its charge state is indicated by the LED on the side of the case. The other battery is built into the Palm Z22 PDA and its charge state is visible at the top of the main screen. A lightning bolt over the battery indicator means the handheld's battery is charging. When it is fully charged, the lightning bolt will change to a filled battery icon.

Charging the Batteries

To charge the batteries, just plug the wall adapter into the side of the Reader Cradle and the LED should turn red, indicating the unit is charging.

	Charge LED Color (near power input jack)		
	Red	Green	Yellow
Mode	Charging	Charge Complete	Fault
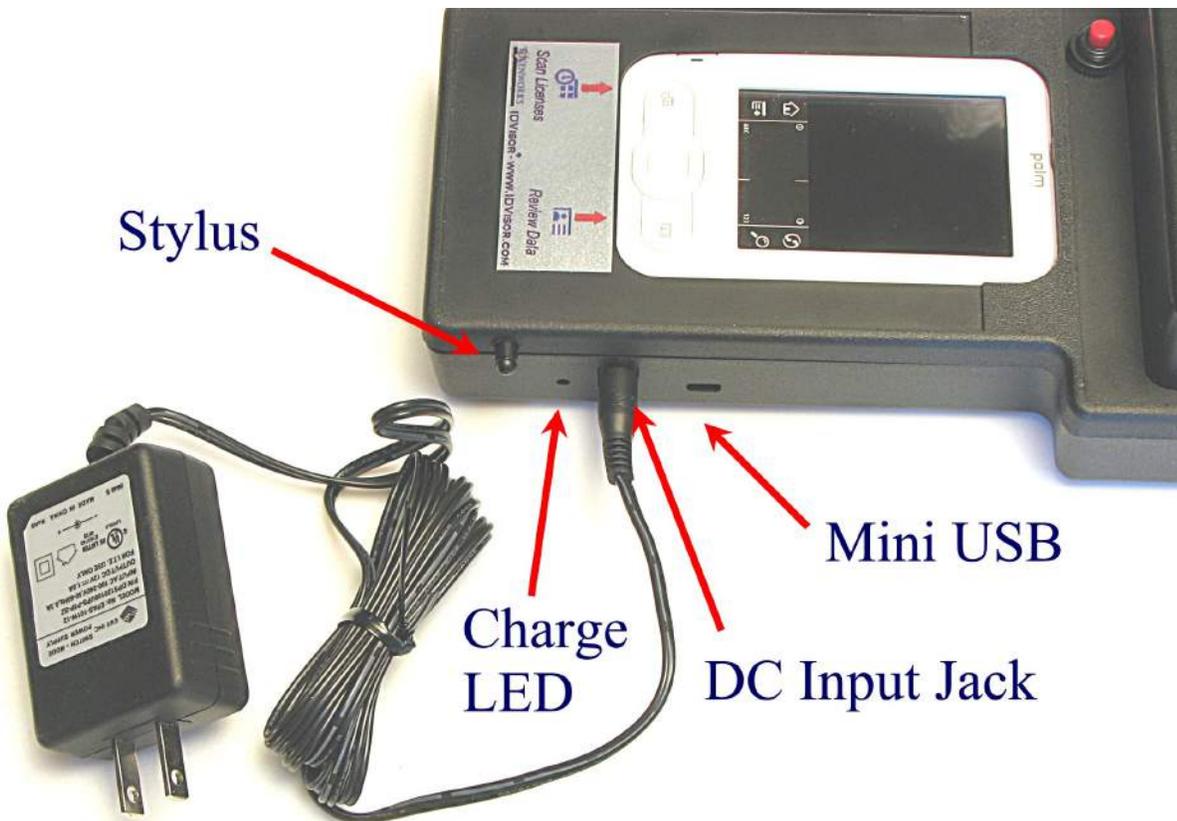
Battery Charging – Red Lighting Bolt

Battery at 40% - Yellow

The Red Lighting Bolt should display whenever the external power is connected to the unit. If not, contact support at Tokenworks as this may indicate a problem with the wall charger.

A full charge will require approximately 4 hours. The charger will automatically switch from full charge mode to standby as soon as the battery reaches full charge. The charger will not overcharge the battery and it is recommended to leave the charger connected.

If the Charge LED is Yellow, try turning the wall power on/off. If this does not resolve the fault condition, it means there is a problem with the battery charger or battery and technical support is required. DO NOT OPEN THE CASE TO SERVICE THE BATTERY. Contact support@tokenworks.com to obtain technical support. Do not use a wall charger other than that supplied by Tokenworks. Using one with a higher voltage or reversed polarity will damage the scanner. Using one with a lower voltage or current rating will not charge the batteries.

IF THE PALM HANDHELD'S BATTERY IS FULLY DEPLETED, THE MAIN SCREEN WILL NOT TURN ON UNTIL FOR ABOUT FIVE MINUTES. Wait 5 minutes and if screen does not turn on, try soft reset procedure (described in this manual).

Battery Life

The battery, which powers the License Scanner, is oversized compared to the capacity of the Palm Z22 handheld. Therefore use the battery level of the Palm Z22 handheld to determine remaining battery life.

If the batteries become low, an alert appears on the handheld screen describing the low battery condition. If this alert appears, reconnect the unit to power as soon as possible.

Alert when battery drops below 20%	Alert when battery drops below 10% - Ignore instructions to replace AAA batteries. This applies to another version of product.

A fully charged unit will scan 6000 licenses, which is more than enough to last one evening. As a rule of thumb, return the unit to the charger at the end of the night/shift or leave it plugged in all the time. The batteries will NOT over charge.

Note: The Green Ready LED on the bar code scanner will always turn on when external power is supplied regardless if the red scanner power button is on or off.

Note: When *connected to external power the ID scanner display will not automatically power off so that it is always ready to scan.*

CounterTop Version

In the CounterTop version, there is only one battery in the Palm PDA which automatically charges when the scanner is connected to the AC wall adapter. However, since this version requires external power, this battery charge status only matters if the unit has not been powered for several weeks. See not below.

The Scanner Ready LEDs should turn Green when powered AND the RED Lighting bolt should display in the battery icon at the top of the screen. The PDA may power on without external power but the Magnetic/Bar Code scanner requires External power.

IF THE PALM HANDHELD'S BATTERY IS FULLY DEPLETED, THE MAIN SCREEN WILL NOT TURN ON FOR ABOUT FIVE MINUTES. Wait 5 minutes, press the on button and if screen does not turn on, try soft reset procedure (described in this manual).

Palm OS Simulator - [Tigga_Release_Sim...

CardVisor 11/27/07 3:23 pm

First: _____ Sex: ____

Last: _____

DOB: _____ Exp: See I.D.

AGE: 0   #: _____

Status: _____

Note: _____ [Append]

Ready For Next ID

APPLICATIONS

CALCULATOR

MENU   abcde   12345   FIND

Mobile Version Setup/Operation

1.) Press Red Scanner Power button – listen/wait for triple beep and Green Ready LED

2.) Press Scan License button – listen for triple beep and message to scan/swipe a license

2D Bar Code

3.) Dunk license with 2D Bar Code into bar code reader slot until license is fully inserted. The Red LED will start flickering and remove the license. When the bar code reader beeps the display will update. If not, see scanning tips below.

Magnetic Stripe

3.) Swipe license with Magnetic Stripe facing display in Magnetic reader slot using a smooth continuous motion. If the reader beeps the display will update. If not, try again from other direction. See swiping tips below.

Mobile Version - When unit is not in use for extended time, turn scanner power off by pressing RED scanner power button to conserve the license scanner battery pack. The Palm power manager will automatically power off after 2 minutes of inactivity (which can be changed via the preference settings on the main screen), but the scanner must be manually powered off.

CounterTop Setup / Operation

1.) Plug in Power – listen/wait for triple beep and Green Ready LED on Scanner

2.) Press Scan License button – listen for triple beep and message on screen

⊘ 1D Bar Code ——— Insert & Remove

✔ 2D Bar Code ———

2D Bar Code must be facing Operator and be completely inserted and removed.

1D Bar Codes will not scan.

3.) Dunk license with 2D Bar Code into bar code reader slot until license is fully inserted. The Red LED will start flickering and remove the license with a smooth continuous motion. If the bar code reader beeps the display will update. If not, see scanning tips at end of this section.

Magnetic Stripe must be facing Operator when swiping. May be swiped either direction.

3.) Swipe license with Magnetic Stripe facing display in Magnetic reader slot using a smooth continuous motion. If the reader beeps the display will update. If not, try again from other direction. See swiping tips at end of this section.

<u>**Tips on scanning 2D Bar Codes**</u>

1. Make sure the green reader LED is on. If not, press RED scanner power button.
2. Insert the Driver's license into the bar code reader 'dunk' slot with the bar code facing the display. Make sure the license is fully inserted.
3. The Red LED will start flickering. Wait for the Red Led to stop flickering and remove the license with a smooth continuous motion.
4. *If the card was decoded properly, the bar code reader will beep and shortly thereafter the display will update. If not, try inserting & removing the license until you hear the single good read beep.*

Tip: Try a few scans to get the feel and timing of the bar code reader. It isn't always necessary to wait for the Red LED to stop flickering. The scan time depends on the amount of data and the condition of the bar code. In states like New York, the licenses can be read as fast as the license can be fully inserted and withdrawn.

<u>**Swiping a Magnetic Card**</u>

1. Make sure the green reader LED is on. If not, press RED scanner power button
2. With the CardVisor application running, hold the drivers license with the MagStripe facing towards the display and swipe the card through the slot.
3. Ensure that the magnetic card's edge remains in full contact with the base of the card slot, swipe the card completely through the card slot.
4. It does not matter which way the card is swiped, but it is important that the card is not skewed / tipped during the swipe. Skewing occurs if the card is tilted or lifted as it is swiped through the slot.
5. If the card was decoded properly, the scanner will beep and shortly thereafter the display will update. If not, try swiping in the other direction and speed up or slow down the swipe.

The CardVisor software is stored in the flash memory of the Palm Z22 computer. It is stored in non-volatile memory, which means it is protected, even if the battery drains completely. All you have to do is recharge to regain access to your information. If the application is manually deleted or erased due to a hard reset, then it will be necessary to re-install on the Palm computer using the Palm Desktop installation software (i.e. HotSyncing).

Associating Calendar & Contact Buttons with CardVisor and/or MemoPad Application

The Calendar and Contact Buttons are associated with the CardVisor and MemoPad application from the factory. In the event of a Hard Reset which resets all the Palm settings and in the case when the Palm has not been backed up via the Hotsync Process, it is necessary to re-associate these buttons with the above applications.

To make the CardVisor application launch when the Calendar button is pressed or see the license data when the Contacts button is pressed, tap on the 'Home' icon in the graffiti area and then tap on the 'Prefs' icon on the main screen. Once in the preferences application, select 'buttons' and from the pull down menu next to the Calendar button, highlight CardVisor. Do likewise on the Contacts button for Memos. Once completed, these buttons will launch CardVisor or MemoPad which either starts the age verification program or reviews the stored transaction data.

Non-Volatile Memory

The Palm Z22 uses non-volatile memory. This means the information on your handheld is protected — even if you're on the go and don't have time to recharge. The non-volatile memory keeps your information safe, even if your battery drains completely. All you have to do is recharge to regain access to your information.

Setting Date - Time
It is VITAL to check the date and time displayed in the top right corner of the screen.
If the date is not correct, then the calculated age will be incorrect! To set the
date/time, click on the clock Icon that is in the graffiti area (see Palm Z22 Button &
Icon Layout in previous section). Tap on the box, which contains the date or time,
and then follow the prompts to change. Details also provided in the Palm Z22 User
guide.

Make Sure Date & Time at the top right corner of the form is
correct. It will update on each swipe/scan.

Note: Only version III and IV have the Notes Field

The main screen is where the magnetic card data and status is displayed after each swipe.   At the bottom of the screen are Alcohol/Cigarette Icons which indicates the ID status depending on age threshold set in the configuration screen. The Status line is highlighted if a person ID is underage or expired.

Note: Main Screen after an Under 21 / Expired ID is scanned

What is the Graffiti Area?

The Graffiti writing area is divided into two parts: one for writing letters, and one for writing numbers. The little "abc" or "123" at the bottom corners of the Graffiti writing area tell you where to write letters or numbers. You can also tap the "abc" or "123" to bring up the onscreen keyboard.

The Options menu is used to configure the CardVisor™ software. To access it, click on the Menu Icon, just below the Application icon (small house in the graffiti area - see previous diagram), or tap on the word 'CardVisor' in the top left corner of the screen. Depending on the version of IDvisor software, there are three or four items on the Options menu. The Reset option will re-initialize the program and you should hear a triple beep from the scanner. If the unit is not responding to a card swipe, try the reset option. If successful, the "Scan or Swipe ID" message will be displayed. If not, see the trouble shooting section in this document.

Options Menu of CardVisor
CardVisor I and II do NOT have the 'Test VIP/Banned Database' item

Screen After Reset Command

The 'About CardVisor' displays information on the application and its developer. The 'Age Threshold and Alarms' item sets the age thresholds for various alarm events, alarm sounds, and display options. See the Age Threshold and Alarm section in this document for additional details. The 'Test VIP / Banned Database' item is present in CardVisor III & IV and should be run whenever a new Banned/VIP database is loaded into the handheld.

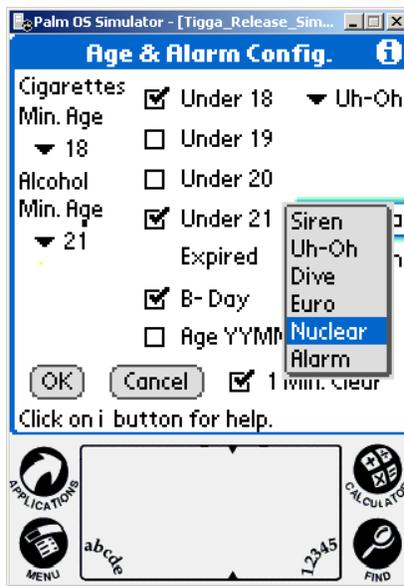## Age Threshold and Alarms

The Age Threshold and Alarm screen configures at what age CardVisor software will alarm at and what alarm sound will be played. There are six sounds available for the under 18, under 19, under 20, under 21, and expired license conditions. After selecting a new sound, it will play it before updating the display.

The Expired alarm may not be disabled, only the alarm sound may be changed. The Happy Birthday song may be disabled by un-checking the check box. If checked, one may select either the long or short version of the Happy Birthday. The Visual indication of a birthday will be displayed on the main screen status line.

If the Age YYMMDD item is checked, then the age will be displayed in years months and days. This allows one to see how close somebody's birthday is and wish them a pre-happy birthday. If un-checked, then the age is displayed just in years.
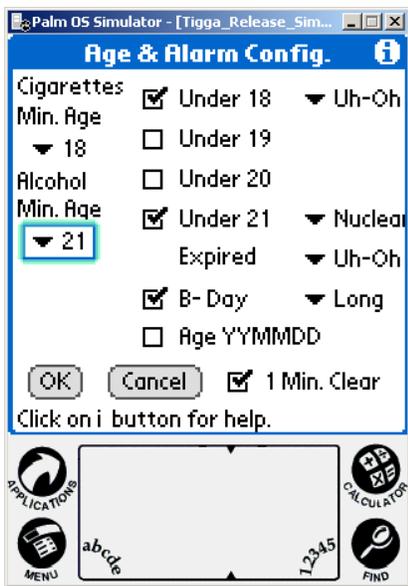
| Under 18 and Under 21 age alarms configured. | Pop Up menu for Under 21 Audible Alarm | Happy Birthday Song – Long or Short Version |
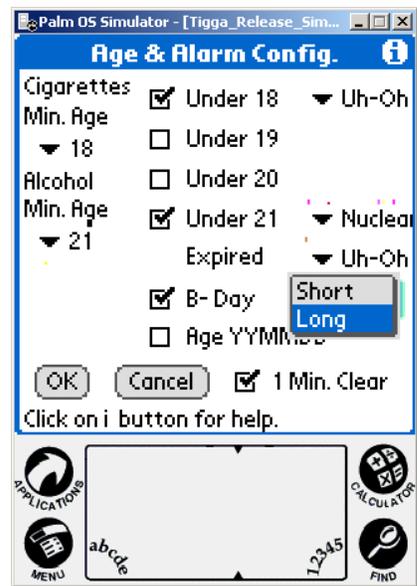
The Minimum Age for the Cigarette and Alcohol Icons are set using the pull down menus on the left side of the screen. Options are 18,19,20,21 and off. The 'Off' option disables that alarm and is an option for bars that only allow those over 21 to enter for Alcohol. The Icons will display REGARDLESS of the Under18, Under19, Under20 and Under21 check box settings.
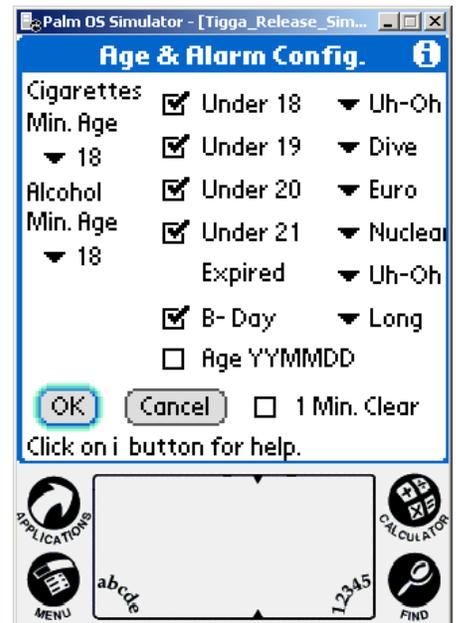
The 1 Minute Clear Check box clears the screen data from the previous swipe after a one-minute delay. It is typically checked for Liquor/C Stores when they do not want customer data to remain on the screen.
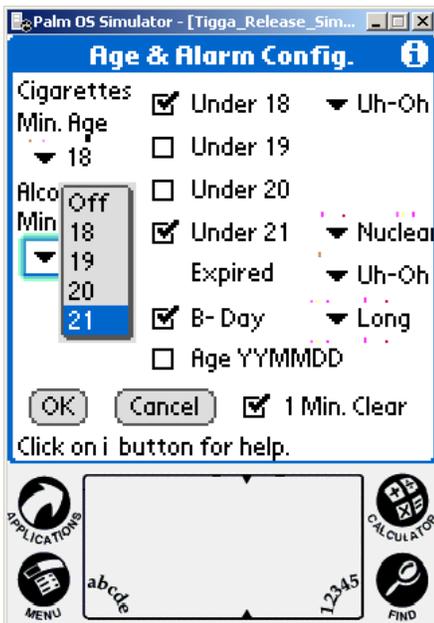
Alcohol Age Threshold Option Menu
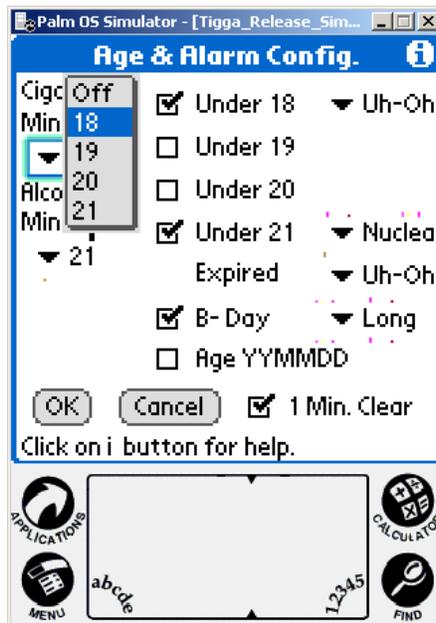
Cigarettes Age Threshold Option Menu

1 Minute Screen Clear Check Box - Bottom Right corner of screen

Memo Pad

Press the Memo Pad Button to see the stored license data. Tapping on each line will provide a detailed view of the swiped license data. The driver's license data is parsed and stored as Memos in *MemoPad* application (built-in Palm OS application) under the *IDvisor* category. Shown below is a list of Parsed transactions on the main *MemoPad* screen.   On the right is the detailed data showing the following parsed information; First, Middle, Last Name, Title (Jr., Sr., II, 3rd, etc.), Address, City, State, Zip, Driver's License number (0213654424), Expiration date (YYYYMMDD), Date of Birth YYYYMMDD of birth, Gender (M/F), the status of the swipe (OK, Under 18, Under 19, ID Expired, etc.), and the scan date & time. Also shown are the field separator characters (^), used when importing the data into programs like Microsoft ACCESS or Microsoft Excel.
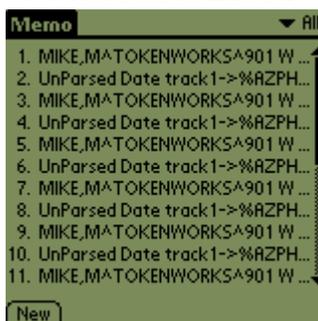

MemoPad showing all memo Categories

Parsed Data in IDvisor Category

Individual Memo showing parsed data

In addition to the parsed data, an unparsed record is also stored in the MemoPad application under the *RawData* category. This provides a convenient method to cross

check the parsed information, provide technical feedback to TokenWorks and verify additional fields from the driver's license..
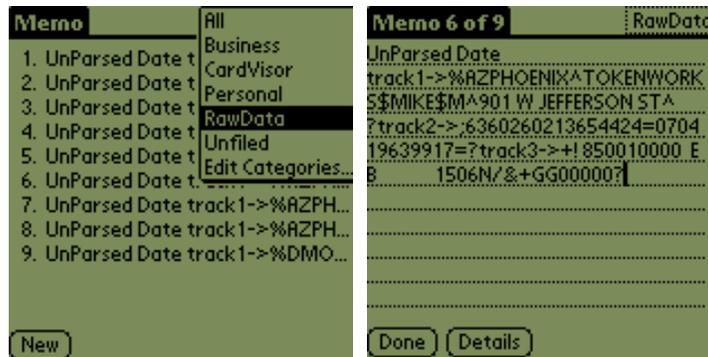
Unparsed Data in 'RawData' Category	**Individual Memo showing unparsed data**

Before a new Memo is stored in MemoPad, the last memo is compared to the new pending Memo. If it is identical in every respect, including the date and time stamp, then the new memo is not stored. If the new Memo differs in just the time, it is still stored. This feature prevents redundant Memos for the same license swiped repeatedly in succession.

Protecting ID Scanner Data

This feature should be used with caution as forgetting the PIN code will require erasing all saved transaction data. Drivers License Transaction data records are stored as Memos (in MemoPad application) and are marked *Private* by the IDvisor software. They may be *hidden* or *masked* by entering a user selected PIN code via the security application (old fashion key icon on home screen).   Shown below is what the transaction data stored in MemoPad look like when *masked* or *hidden*.

| Transaction Data Visible	Transaction Data Masked	Transaction Data Hidden
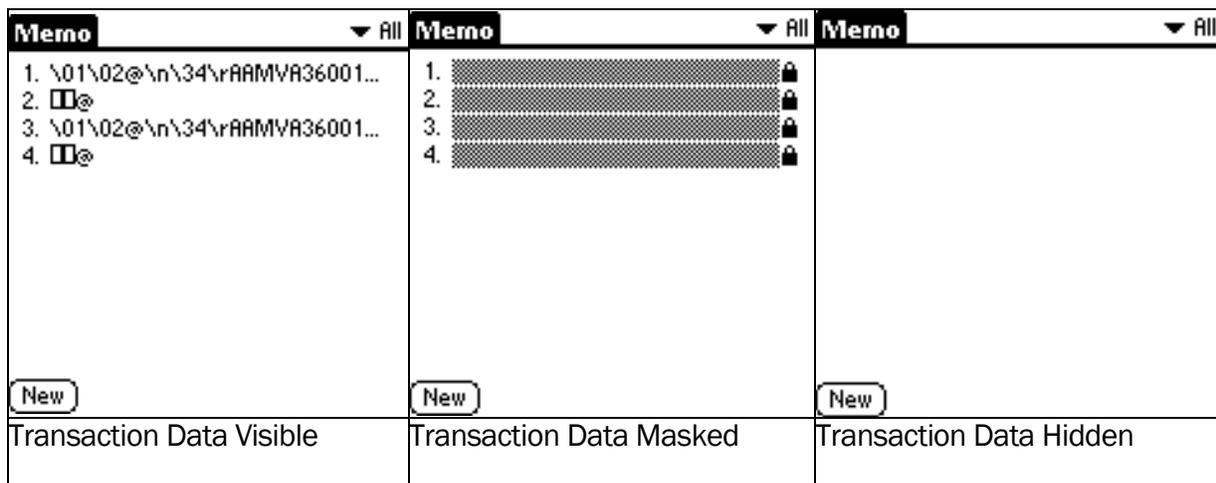
To set the PIN code, select the Security Application (shown below) from the Home screen. Then select *Mask Records* or *Hide Records* from the **Current Privacy** Menu.

Selecting either will prompt a Password or PIN code to be entered, which must then be confirmed.

Prefs Icon - lower left	Select Security	Select Show or Mask
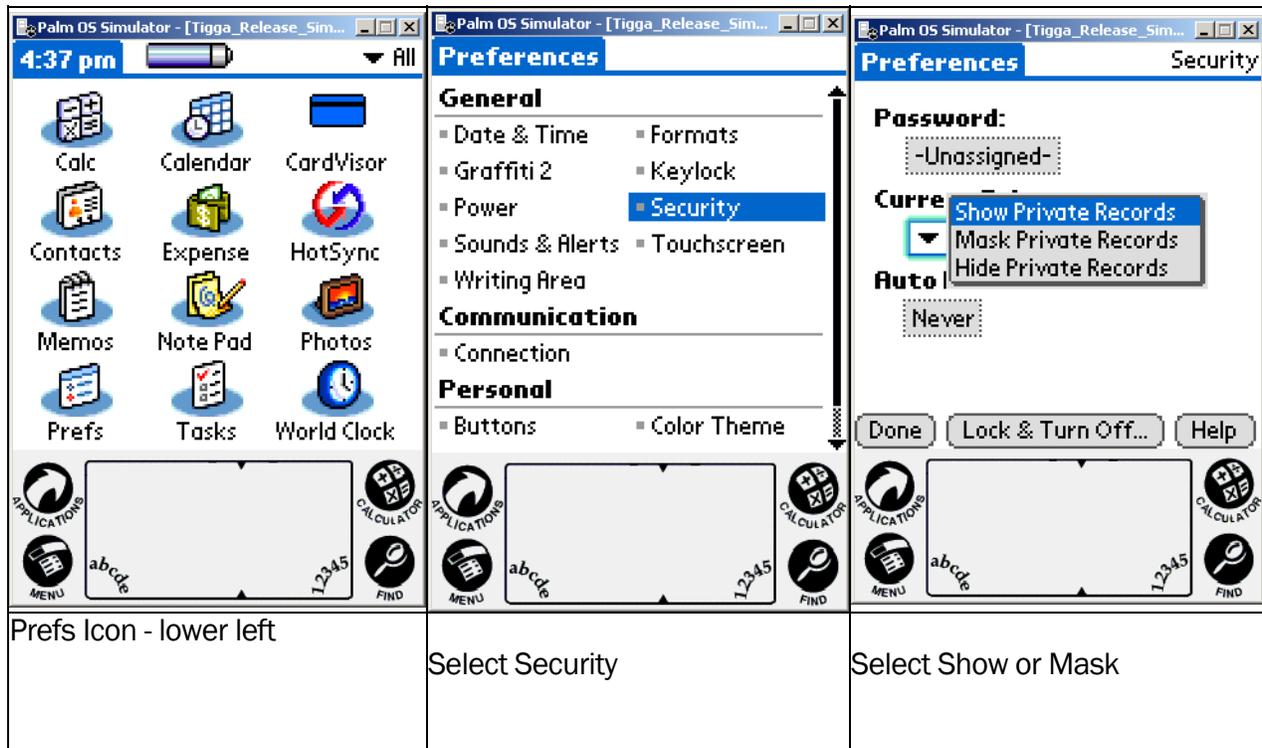
Note: If the PIN code or Password is forgotten, there is no way to recover it via the standard security application. Resetting the Password will delete all the transaction data. **Use this feature with caution**.

Enter Password	Confirm Password	Mask Records Enabled
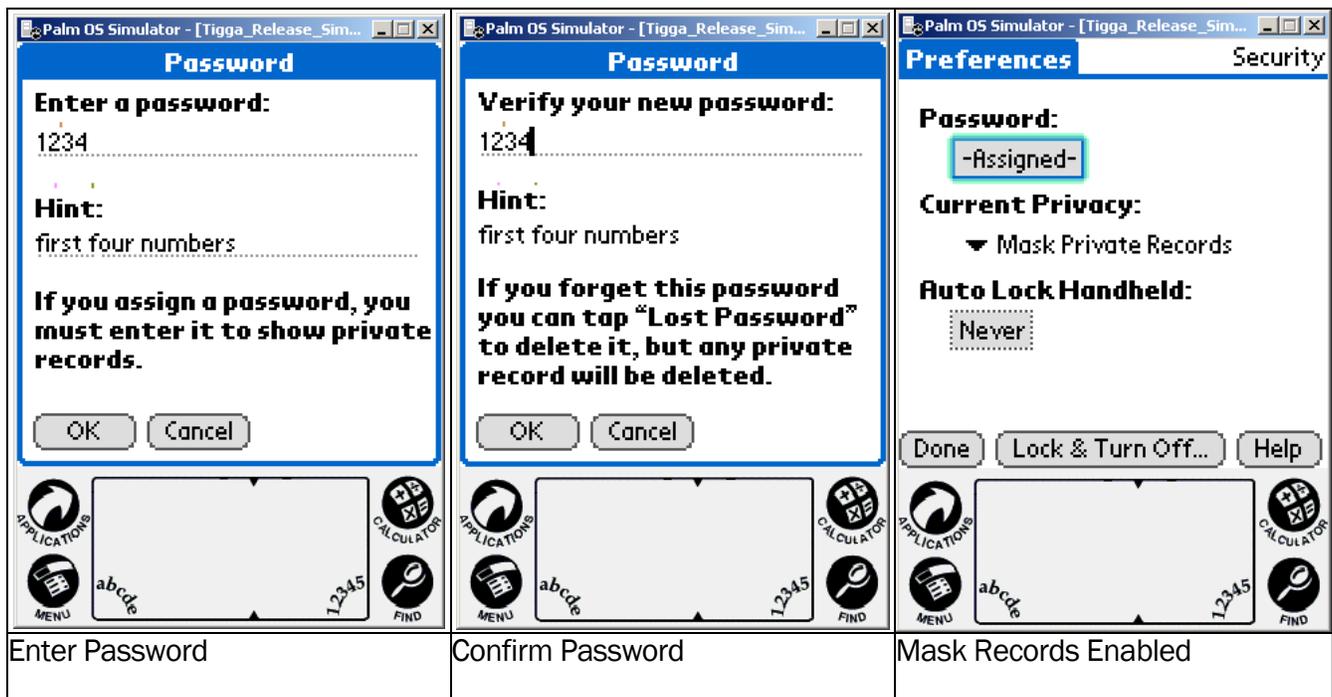
Note: This same PIN code can be to 'lock' the system so that turning it back on requires the PIN code. See the Handspring User guide for using this feature. Again, use the PIN code feature with caution as forgetting the PIN code requires a hard reset which will erase all data in the handheld.

After a license has been swiped, it is possible to add one or more comments that will be uploaded to one or more columns in the Excel spread sheet. This is a great way for CardVisor® III & IV clients to mark a customer as a VIP or Banned individual if their scan data is not visible on the screen using the Notes field. Whenever the Excel import wizard sees the ^ character, it puts the following data into the next column of the spreadsheet. At the end of each parsed string (CardVisor Category Memo), there is the carat character. Just tap the stylus at the end of the line and start making notes. Notes can be made using the keyboard or via Graffiti (see Graffiti chart in this manual).

Insertion point showing cursor after last carat (^) character

Adding data to a Memo entry using the 'Keyboard' instead of Graffiti.

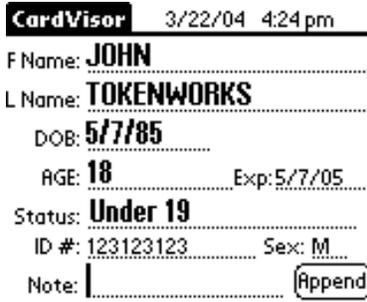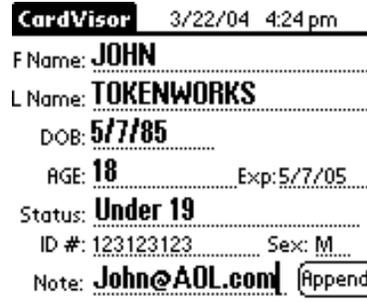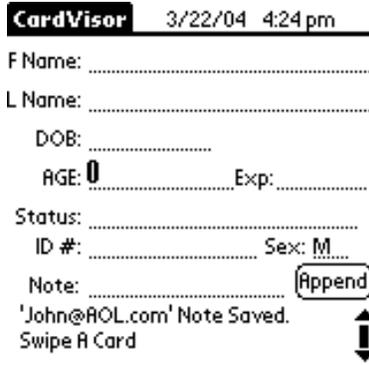Memo entry after adding 'VIP' to the end of the string

Memo entry after adding 'VIP' & email address to the end of the. Note: '^' character between fields

Additional columns can be added to the spreadsheet by appending additional ^ characters. See the Graffiti chart on how to write this character. Note: It is not necessary to have a carat symbol as the last character in the memo. Excel will put the last field in the proper column with or without a carat symbol at the end.

CardVisor III & IV software allows additional notes (up to 80 characters) to be added to the Parsed License Data Memo. This is useful for recording marketing information such as phone numbers and email address or other significant information about an individual.

After License Scan

Input Note (email address)

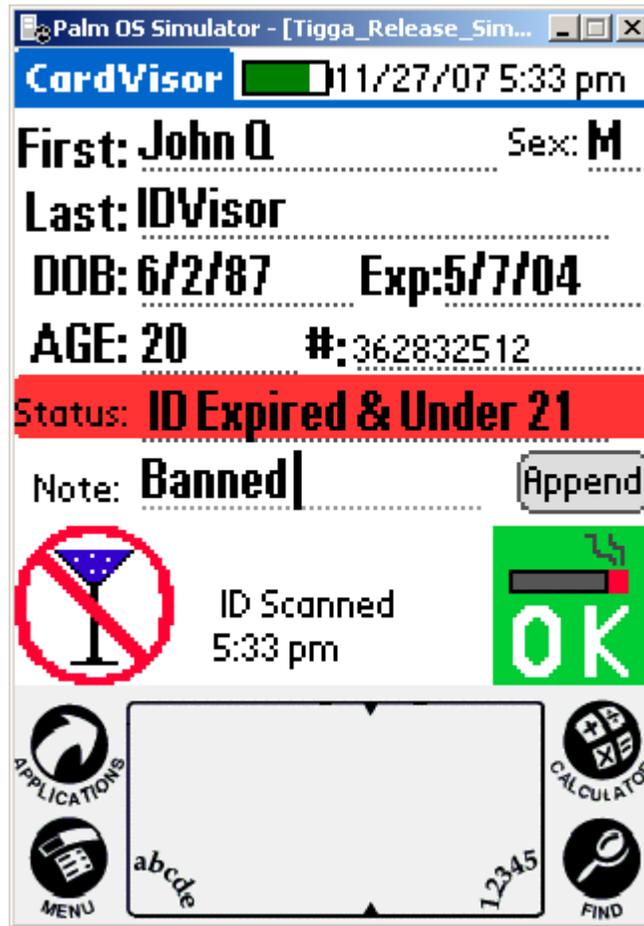After hitting Append button – Note Confirmation Message

Only one note can be appended to a license that is swiped successively. In other words, if a license is swiped and a note is appended and the same license is swiped again and a new note is appended, the second note will replace the first note. If a multiple field note is desired, then insert the '^' character between each field when inputting the note.

<u>**Palm Shortcuts – using Palm Shortcuts to speed Note Entry**</u>

Palm Shortcuts allow one or two characters to be used to enter an entire phrase or sentence. Below is an example using the number one (1) for the word (Banned).

Scan ID and then tap on Notes Field – Cursor will appear

Write the ShortCut stroke in the Graffiti area.

Enter ShortCut name – in this example – the number one (1) which is a vertical

After graffiting in ShortCut character ⚞and the one (1) character, the associated text will appear in the Note field, saving keystrokes/time.3

Defining a Palm Shortcut – Step by Step directions.

Select Prefs Icon - lower left   Select ShortCuts   Select New

Create ShortCut Entry   Enter ShortCut with Text -   Select New

Congratulations, you've just defined a ShortCut. To use the shortcut, just tap on the Notes field after scanning a license, enter the ShortCut character ( ) and the number one (1).

CardVisor® IV age verification software has all the features of IDvisor III plus an ID **Anti-Pass-Back** feature. This feature may be used several ways;

- at the front door to detect licenses which are 'Passed-Back' to outsiders,
- at the bar to identify individuals who are consuming too much, or
- at the bar to identify individuals who are purchasing for their underage friends.
- at the front door to confirm returning patrons have paid cover charge.
- helps detect fake IDs which have the same 'cloned' data stripe.

Some clubs use the ID Pass-Back detection to ensure wrist bands or ink stamps have not been transferred from exiting customers. If a customer's ID was scanned when they first entered and were banded/marked, then when they leave & return, an 'ID Pass-Back' alarm should be generated when the ID is rescanned.

Shows license number, DOB with current scan time at the top of the list and previous scans below.	Multiple scans in a short period of time may indicate over serving or drinks are being purchased for underage friends

Automatic Anti Pass-Back Database Management

The database used by the Anti Pass-Back code is automatically deleted after 12 hours of inactivity. In normal operation, this means the database is cleared and ready for use on a nightly basis, assuming no IDs are swiped for 12 hours. This automatic management feature can be over ridden by manually deleting the database from the handheld computer's memory.

Manually deletion of Anti Pass-Back database		
Select Delete from main menu	Select AntiPassBack Database	Confirm Deletion

To HotSync the data, you must first install the Hotsync software on the Orange Palm. See the *CardVisor Software User Manual* for step by step instructions.

Shown below is how to connect the handheld to the charging HotSync cradle, after it is removed from the bar code reader cradle.

Connect the Mini USB connector to the IDVisor.	Connect the USB cable to the USB port on the back of the computer.
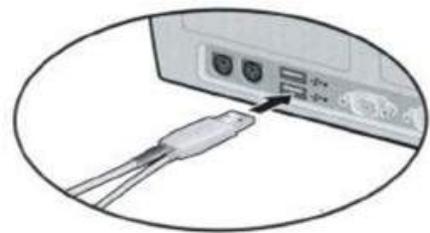
- Install the included screen protector over the LCD. This will protect the LCD against damage and surface scratches.
- The ID Scanner is not waterproof. Do not expose to rain or moisture
- Do not drop it or subject it to strong impact.
- Protect it from temperature extremes. Do not leave on the dashboard of a car on a hot day and keep it away from heaters and other heat sources.
- Do not store or use it in any location that is extremely dusty, damp or wet.
- Ensure the magnetic heads are occasionally cleaned with commercially available magnetic cleaning cards.
- Clean exterior of case with a dry lint free cloth and do not use abrasive cleaning products.
- To clean the bar code scanner, use commercially available canned air cleaning duster and direct air blast into bar code reader slot opening to dislodge any dust.
- Check bar code scanner slot for paper stickers or parts of broken licenses and remove by turning scanner upside down and gently tapping side of case.

Under normal circumstances, you will not have to use the reset button. On occasions, however your handheld may no longer respond to buttons, card swipes or screen taps. In this case, you need to perform a reset to get your handheld running again.

<u>**Performing a soft reset**</u>

A soft reset tells the handheld to stop what it's doing and start over again. All records and entries stored in your handheld are retained with a soft reset.

Remove the built in stylus from the holder on the right side of the ID scanner.
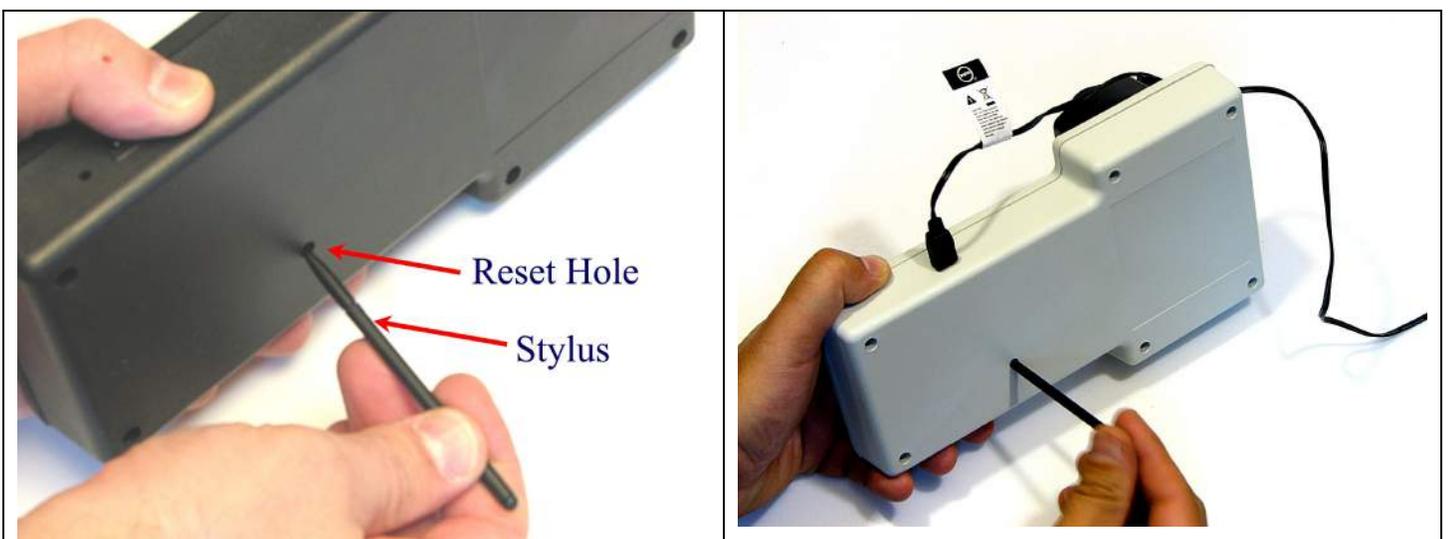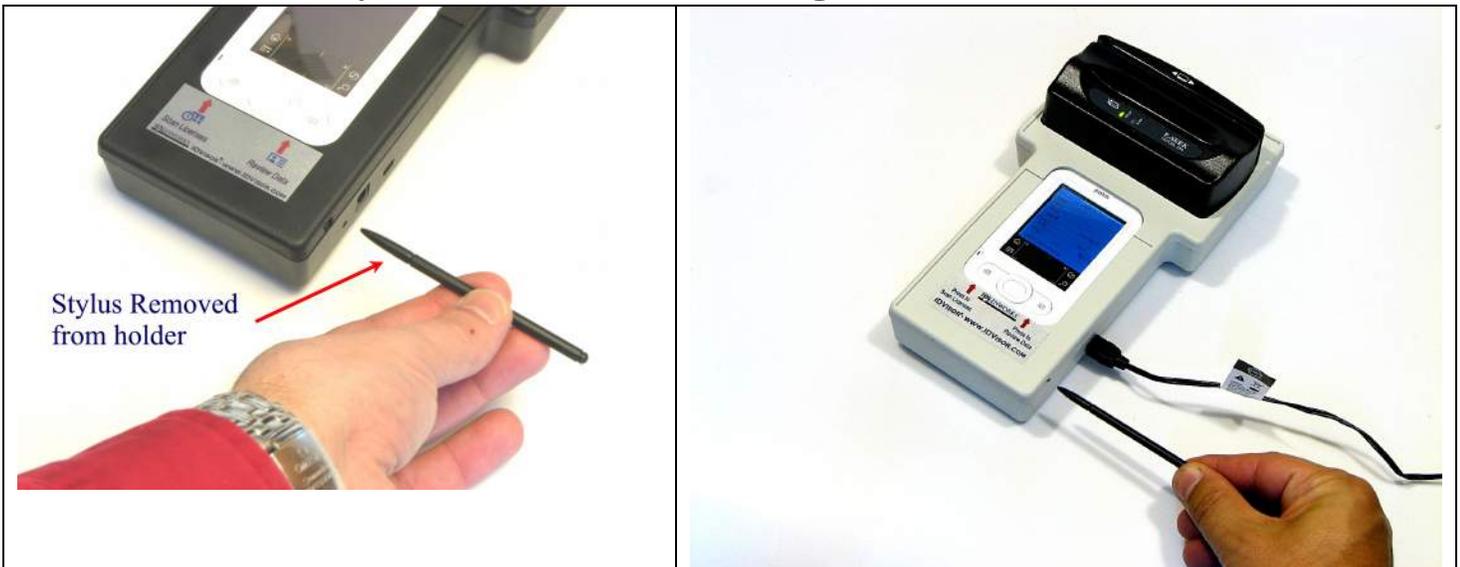
Gently press the reset button inside the hole on the back panel of your handheld.

After a soft reset, the General Preferences screen will display the current time and date. Make sure the date/time is accurate. Then press the Date Book button and swipe a card.

<u>**Performing a Hard Reset**</u>

Warning: A HARD RESET WILL ERASE ALL TRANSACTION DATA and THE CARDVISOR PROGRAM. Don't perform a hard reset unless the soft reset has not worked and you've backed up your data. You will need to reinstall the CardVisor Age Verification software after a hard reset and will lose the transaction data not back up to the PC. Take this step as a last resort.

To perform a hard reset:

1. Hold down the power (on/off) button on your device.
2. While holding down the power button, turn over your device so that you can see the back of it. Using the stylus, gently press the reset hole on the back of the unit.
3. When the device's screen displays the Palm Computing Platform logo, release the power button.
4. A message will appear warning that you are about to erase all the data stored on your handheld. In response, do one of the following:
   - Press the up scroll button on the front panel of your handheld to complete the hard reset, erasing everything on your device
     or
   - Press any other button to begin a soft reset, leaving your data intact.
5. Your device will then take you through a series of screens to calibrate the digitizer and verify the time and date.

Note: A hard reset does not delete the current date and time. It does restore other settings to the factory default. .

Problem	Possible Problem	Possible Solution
Palm does not power up when any button is pressed – Screen does not light up.	Batteries are low or dead	Connect charger and wait 5 minutes for Palm to charge. Palm will take 5 minutes to turn on if battery fully depleted.
	Palm Computer Hung up.	Try soft reset – turn over so that you can see the back of it. Using the stylus, gently press the reset hole on the back. See the Resetting the Handheld section.
	Hardware failure	Contact TokenWorks Technical support. Note: if Handspring Visor not purchased from TokenWorks, then contact Handspring technical support at www.handspring.com
CardVisor does not launch when Calendar button is pressed – instead Palm Calendar displays.	Calendar button not associated with Cardvisor Application	See Associating Calendar & Contact Buttons with CardVisor Application and/or MemoPad above
License data does not display when Contacts button is pressed – instead Contacts Screen displays.	Contacts button not associated with MemoPad Application	See Associating Calendar & Contact Buttons with CardVisor Application and/or MemoPad above
License data does not display when Contacts button is pressed – Swipe data missing in MemoPad Application	The MemoPad Category is set to display only personal or business memos.	Change Category to 'All' or 'CardVisor.' Tap on category displayed in upper right corner of screen, from pull down menu, select CardVisor or All.
	PIN Code has been set	Open Security application and present PIN code.
CardVisor application not visible on Main application launcher screen	Category not set to All or unfiled.	Select All or unfiled in the top right corner of the screen.
	CardVisor application has been deleted	Reinstall CardVisor software using Palm Desktop installation tool.
Bar Code Reader does not decode license – No beep after withdrawing license from reader.	Bar Code is dirty	Examine bar code for scratches, dirty and clean with soft cloth.
	Bar Code is damaged	If sufficiently damaged, it may be impossible to read. Try another license
	License skewed / tilted during insert	Try reinserting and removing license while ensuring it goes in and comes out without tilting or skewing card.

	License withdrawn from reader too soon.	Wait for red LED to stop flashing before withdrawing license.
	No 2D bar code or 2D bar code not facing PDA	Make sure there is a 2D bar code and that it is facing the PDA. A 2D bar code looks like this: D E M O ‖‖‖‖‖‖‖‖‖‖‖‖‖‖‖‖‖
	Foreign object in slot	Try to clear objects by holding reader upside down and gently shaking. Do not insert metal objects or other objects to clear slot!
	Reader is broken	Contact TokenWorks for support

Problem	Possible Problem	Possible Solution
Magnetic Cards not decoding *"swipe again"* displayed	Magnetic stripe is dirty	Clean stripe with soft cloth.
	Magnetic Card may be damaged	Try another card.
	Magnetic Card may be miss-aligned during card swipe	Ensure card is being held flush to base of card track during swipe. Try swiping at different speeds, in a different direction, holding the card at different locations, or changing the orientation of the Handspring.
	Magnetic read head dirty.	Use credit card reader cleaning card to clean dirty off Magnetic read head.

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Limited Warranty -

TokenWorks® Inc. (hereafter "TokenWorks") warrants the TokenWorks® IDvisor® ID scanner reader, the CardVisor® software, and this Manual, hereafter jointly or individually the "product" IN ITS ENTIRETY, to be in good working order for a period of 90 days from the date of purchase. Should this product fail to be in good working order at any time during this warranty period, TokenWorks will, at its option, repair or replace this product at no additional charge except as set forth below. Repair parts and replacement products will be furnished on an exchange basis and will be either reconditioned or new. All replaced parts and products become the property of TokenWorks. This limited warranty does not include service to repair damage to the product resulting from accident, disaster, misuse, abuse, or modification of the product performed without the prior written approval of TokenWorks.

Limited Warranty service may be obtained by sending the product during the warranty period to TokenWorks. Before sending material, please obtain a Return Material Authorization (RMA) number by requesting one from TokenWorks. To obtain additional return and contact information, visit www.tokenworks.com. If this product is to be returned you agree: (a) to insure the product or assume the risk of loss or damage in transit; (b) to prepay shipping charges to the warranty service location, and (c) to use the original shipping container or equivalent.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR USE, ARE LIMITED IN DURATION TO A PERIOD OF 90 DAYS FROM THE DATE OF PURCHASE, AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, SHALL CONTINUE BEYOND SUCH PERIOD. EACH PURCHASER UNDERSTANDS THAT THE TOKENWORKS PRODUCT IS OFFERED AS IS. TOKENWORKS AND ITS SUPPLIERS ASSUME NO RESPONSIBILITY FOR ANY DAMAGE OR LOSS CAUSED BY DELETION OF DATA AS A RESULT OF MALFUNCTION, DEAD BATTERY, OR REPAIRS. BE SURE TO MAKE BACKUP COPIES OF ALL IMPORTANT DATA ON OTHER MEDIA TO PROTECT AGAINST DATA LOSS.

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Age Verification Calculation Limitations

The CardVisor application is warranted to read the date of birth information encoded on the machine-readable (magnetic or 2D bar code) stripe and display the current age based on current date/time information contained in the handheld computers real time clock (RTC). It will also read other information on the stripe and present it to the operator. It should be understood that the displayed age may differ from the actual age of the person presenting the card for any one of a number of reasons. Among the most likely are:

- the card does not belong to the person presenting it,
- the encoded machine-readable stripe has been altered,
- the date of birth presented to the issuing authority was misrepresented,
- the issuing authority mis-encoded the date of birth on the card,
- the handheld computer real time clock is not set to the current date/time.

The above list of reasons is not exhaustive.

State and Local Privacy Laws, Ordinances or Rules

Some states and local government units regulate who, how and what information from a driver's license can be electronically viewed or recorded. Check with the authorities in your jurisdiction before using the IDvisor® product. Purchaser is wholly responsible for insuring full compliance with the laws of the jurisdiction wherein the product is to be used. TokenWorks fully disclaims any liability for any loss, damages or untoward circumstances that may arise from the inappropriate use of the product or of the data retrieved through its use.

Graffiti® 2 Alphabet

(●) Heavy Dot Indicates Starting Point

Write these characters on the Left side of the writing area

Write these characters on the Right side of the writing area

Capital Letters
Write letters across the division of the two sides.

Accented Characters
Follow letter on Left with accent on Right.

back
space space tab return

Special Characters

First enter the Punctuation Shift upstroke and then enter a special character on either side, then enter again.

TokenWorks provides the IDvisor ID scanner to automate and document the ID checking process for purchasing age sensitive products (Tobacco/Alcohol).

The number one cause for citations, according to enforcement officers, is mental errors such as failing to check an ID or making a math error when calculating the age from the date of birth. In a busy retail environment, it is easy to understand a new or tired clerk/server skipping important steps or making calculation errors.

Recording the ID data, ID status (OK, under21, etc.) with a date/time stamp provides an affirmative defense for organizations cited for serving a minor. Several states have affirmative defense legislation which helps defend an organization's liquor license if an ID scanner was used.

The IDvisor ID scanners will help detect some fake or altered IDs. Just having one will cause some people to think twice about presenting such an ID. For example, the ID scanner will help detect if the printed date of birth or expiration date has been altered using ink (e.g. changing a 3 to an 8) by reading the unaltered date encoded on the data stripe and display an underage/expired warning. Another possibility is the encoded data stripe doesn't match the printed data on the front of the license (e.g. John Smith is printed on the front, but Mary Jones is encoded on the stripe). In this case, the ID scanner will NOT produce a warning but an operator who is cross checking the displayed versus printed data should notice the discrepancy.

However, fake IDs are like counterfeit money in that if the person creating them has sufficient skill and resources, it is extremely difficult to detect without proper investigation resources. Merchants serving age sensitive products are expected to make a reasonable effort when checking IDs and using an ID scanner is a significant indicator of such effort. That is why many states have affirmative defense legislation for merchants who use an ID scanner.

Cross Check Data

Always cross check the data displayed on the scanner versus what is shown on the front of the ID. Some fake IDs have a 'cloned' or copied data stripe from another person who is over 21 years old.

The "F.E.A.R." method of carding from the PA Liquor Control Board.

1. **FEEL FOR:**
   * Glue line or bumpy surfaces by the picture or birth date.
   * Pin holes on the surface.
   * Thickness of an ID. If it's been re-laminated, it may be thicker.
2. **EXAMINE:**
   * The photo and physical description. They should match the person handing you the ID.
   * The expiration date. You CANNOT accept an expired ID.
   * The birth date. Do your math. Are they 21?
   * Whether or not the ID is a duplicate. If it is, ask for another form of ID.
   * The state logo. If it's partially missing or appears altered, the ID might be fake.
   * The hologram. Is it a genuine hologram or a basic hologram added to a fake ID?
   * The card's reverse side lettering. Some ID-makers neglect the back side of the ID. Look for blurred lettering or a cut out piece of paper.
   * Whether it is an out-of-state license. Use an ID checking guide when you're looking at an unfamiliar license.
3. **ASK:**
   * About basic information on the card, such as the birth date, middle initial, zip code, age, etc.
   * For a second form of ID. People with fakes rarely carry back-up identification.
   *
4. **RETURN:**
   * If you are satisfied that the proof of age is valid, you may permit the individual to be served.
   * If you're not convinced, however, **do not serve them.**