# COGENT SSYSTEMS BEYOND COMPARISON™

# MobileID with BlueCheck II & Blackberry v1.5 Build No: 0.6

# **BlackBerry Device**



### **Charging the BlackBerry**



- Connect the BlackBerry to the wall charger and plug the wall charger into an electrical socket.
- It will take approximately 1.5 hours to fully mains charge the BlackBerry.
- To maintain battery life, switch off the BlackBerry when not in use.
- Charging via the USB Charging
   Cable is also possible, however,
   takes longer than mains charging.





# **BlackBerry Battery Indicators**



The Battery Icon will display one of the following:



Battery is fully charged



Battery is charging



Low Battery

The Battery Indicator will display one of the following:

Flashing: Battery is plugged in and charging

Solid Green: Battery is plugged in and charged

Flashing Red: Battery charge is nearly depleted and immediate

charging is required.

### **BlueCheck II Device**





# **Charging the BlueCheck**

- Plug the mains charger into an electrical socket and connect the BlueCheck, via the charging port underneath the rubber cover.
- It will take approximately 4.5 hours to fully mains charge the BlueCheck.
- To maintain battery life, switch off the BlueCheck when not in use.
- Charging via the USB Charging Cable is also possible, however, this takes longer than mains charging.





## **BlueCheck II Battery Indicators**



The Battery Indicator will display one of the following:

Solid Red: Battery is plugged in and charging

Not Lit: Battery is plugged in and fully charged

Flashing Red: Battery charge is nearly depleted and immediate

charging is required.

The Battery Life Icon will indicate the charge level of the battery as follows:

**Green & Moving:** Battery is plugged in and charging

**Green & Solid:** Battery is plugged in and charged

White: Battery is unplugged and charged

Red & Empty: Approximately 10 minutes of operation left

The device will 'beep' 3 times every two minutes during

this period





# Preparing for a New Identification



### **Paired Devices**



- □ The most important factor in preparing for a new identification, is to ensure that you have PAIRED DEVICES.
- Paired Devices consist of a BlueCheck and a BlackBerry that have been set up for the Bluetooth Connection to work between those two devices ONLY.
- Each pair will have a Physical Marker to indicate the pairing, being the Force Reference Number and a digit, e.g. EP numbers and an ID number which will be the same.
- This pairing reference can be found underneath the batteries and on the devices.



### **BlackBerry - Device Password**



- □ The IT Service Desk will confirm the current Device Password.
- □ The Device Password is the first layer of authentication for the MobileID devices and will unlock the BlackBerry.
- It will be made up of at 6 characters and s31 FOIA applies
- The Device Password is currently set to 'time out' after 10 minutes of inactivity and will lock out.
- If this happens, re-enter the Device Password and press the trackpad.



## **BlackBerry - Device Password (continued)**

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To enter a number, you will need to press the pressing the number.

alt

key before

- ☐ If the Device Password is entered incorrectly TEN times, you will lock yourself out of the BB and it will not be usable and will have to be returned to Cogent.
- Don't go that far, please contact the IT Service Desk if you have.





### Mobile ID Application Username & Password

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Your MobileID Application Username will also be made up of 8 characters and the following:

### s31 FOIA applies

The MobileID Application Password will be set by 3M Cogent, will last for 120 days and will be made up of 7 digits, being a mix of alpha and numeric.



### Mobile ID Application Username & Password

- If you enter your MobileID Application Password incorrectly FIVE times, you will be locked out.
- If after THREE tries you have not been successful, please call the IT Service Desk to reset the password.



## **Turning On the BlackBerry**

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- Momentarily hold down the key until the BlackBerry comes on and tap the key.
- Use the trackpad to select Unlock.

Enter in the Device Password and press the trackpad.

- The Home screen will be displayed.
- If the BlackBerry screen goes into 'standby mode', the screen will go black. When this happens, press the key on the BlackBerry to 'wake' it up.









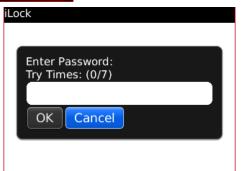
### BlackBerry - Lockdown

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- The BlackBerry has been locked down so access is only given to the MobileID Application and to lock the device.
- If you accidently select one of the other applications, e.g. Manage Connections, the iLock password screen will be displayed.

Use the trackpad to scroll to Cancel and press to select.





- If you wish to lock the BlackBerry, use the trackpad to highlight and select Password Lock.
- The Locked Home screen will be displayed.





### **Logging into MobileID**

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On the Home screen of the BlackBerry, use the trackpad to highlight and click the MobileID icon.



- The Login window will be displayed.
- Enter your user name into the *User Name* field.
- Using the trackpad, move the cursor to the Password field to enter your password.
- Using the trackpad, highlight and click the Login button.
- Training Username: s31 FOIA applies
- Training Password: s31 FOIA applies







### Logging into Mobile ID (continued)



- The Mobile Transaction Queue window will be displayed.
- The transactions held in the Mobile Transaction Queue screen are currently set to purge after a 12 hour period on a first-infirst-out manner.

Mobile Transaction Queue			
Time	Description	Status	
<ul><li>№ 18:35:49</li><li>№ 18:40:40</li><li>№ 18:45:11</li><li>№ 18:45:59</li></ul>	Training Sample Training Sample Training Sample Training sample	Error Not Sent Match Not Match	
18:50:51	Training Sample	Sent	
BlueCheck: Disconnected			

When you log into MobileID, please remember that the transaction queue is not specific to your login and it will show any undeleted transactions taken within the 12 hour purge window.

### Logging into Mobile ID (continued)



- □ The MobileID application is currently set to 'time out' after 15 minutes of inactivity and will lock out.
- Re-enter your MobileID application password to continue.
- After 2 hours of inactivity, you will be logged out of MobileID.
- Re-enter your MobileID application username and password to continue.

Mobile Transaction Queue		
Time	Description	Status
X 18:35:49	Training Sample	Error
18:40:40	Training Sample	Not Sent
18:45:11	Training Sample	Match
18:45:59	Training sample	Not Match
18:50:51	Training Sample	Sent
BlueCheck: Disconnected		

If you want to look at the battery icons, 'minimise' the MobileID application, by touching the key and then the key to bring it back onto the screen.





# **Managing Transactions**



# **Viewing Transaction Detail**

- To view the detail behind any transaction showing on the BlackBerry in the MobileID Transaction Queue screen:
- Use the trackpad to select the relevant transaction and press to bring up the menu.
- Scroll down to View Transaction and press.

- The Transaction View screen will be displayed.
- If a positive response is received, the Status will be showing as Match and details of the subject will be displayed.

Mobile Transaction Queue		
Time	Description	Status
09:27:17	F DVR	Sent
	Training Sample	Error
18:40:40	Training Sample	Not Sent
18:45:11	Training Sample	Match
18:45:59	Training sample	Not Match
18:50:5	Turining Control	Sent
	New Identification	
	View Transaction	
	Delete Transaction	
	Switch Application	
BlueCheck:	Full Menu	

Transaction View				
Details of the transaction: 1009020016				
Status:	Match			
Name:	Smith, JOHN			
Sex:	M			
Hit DOB:	196000000			
CRO Number:	UK/285723/37D			
CRO Number(PNC):				
Submitted Details:				
Description:	Training Sample			
Transaction:	J041009020016			
Police Worker Ref:	TestId			
Login Hser	training			



### Resending a Transaction



- □ If there is a need to Resend a 'Not Sent' transaction, e.g. in a bad Network area and the transaction did not get submitted to the database:
- Use the trackpad to select the relevant transaction and press to bring up the menu.
- Scroll down to Resend Transaction and press.

Mobile Transaction Queue		
Time	Description	Status
09:27:17	F DVR	Sent
	Training Sample	Error
18:40:40	Training Sample	Not Sent
18:45:11	Training Sample	Match
18:45:5		Not Match
18:50:5	New Identification	Sent
	View Transaction	
	Resend Transaction	
	Delete Transaction	
	Switch Application	
BlueCheck:	Full Menu	connect.



### **Deleting a Transaction**



- If there is a need to Delete a transaction:
- Use the trackpad to select the relevant transaction and press to bring up the menu.
- Scroll down to *Delete Transaction* and press.

Mobile Transaction Queue			
Time	Description	Status	
X 18:35:49	Training Sample	Error	
18:40:40	Training Sample	Not Sent	
18:45:11	Training Sample	Match	
18:45:59	Training sample	Not Match	
18:50:51	Training Sample	Sent	
	New Identification View Transaction  Delete Transaction  Switch Application		
BlueCheck:	Full Menu	connect.	





# **Ending the New Identification Process**



### **Logging off MobileID**



- Touch the key, and use the trackpad to select Yes.
- You will be returned to the Home screen.



DO NOT just touch the key, as this will only minimise the MobileID application and return you to the Home screen, but NOT log you out of the application.

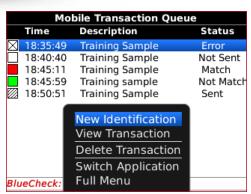


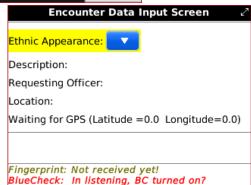


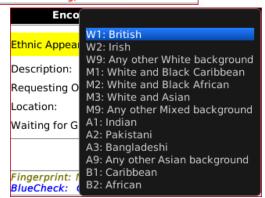
# Performing a New 'Immediate' Identification

### A New 'Immediate' Identification

- In advance of starting a new transaction, ensure that the BlueCheck is 'awake'; press either the Blue or Green button, so *Capture* appears on the screen.
- From the menu, use the trackpad to select New Identification.
- The Encounter Data Input Screen will be displayed.
- Where a field is highlighted in YELLOW, the information required is mandatory.
- In the Ethnic Appearance field, use the trackpad to move through the drop down menu to select the appropriate Ethnic Appearance of the subject.









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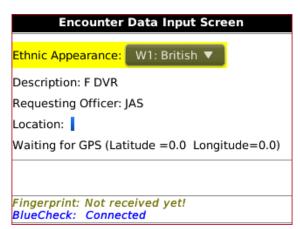
Use the trackpad to move through the various fields on the screen:

**Description:** Officer's choice to aid customer.

Requesting Officer: where you have been asked to undertake an identification by a colleague, it's their name that goes in here.

Location: the GPS should pick this up.

- The Fingerprint Status at the bottom of the screen will state Not received yet!
- □ The BlueCheck Status at the bottom of the screen should state *Connected*: the Bluetooth Connection Indicator on the BlueCheck will be Solid Blue.
- The fingerprint capture process can now be undertaken on the BlueCheck.





- □ With *Capture* displayed on the BlueCheck, press the Blue button (*OK*).
- Initializing... will momentarily appear, followed by the R index finger capture screen.
- The red lights will now be on within the Fingerprint Sensor.
- If you do not proceed with capturing the fingerprint within 15 seconds of entering this screen, it will revert back to the *Capture* screen,





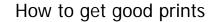




- □ To capture a 'good quality' fingerprint it is imperative that:
- the subject's index finger is placed onto the fingerprint sensor as far on as possible, with the tip of the finger in the rounded area above the sensor.
- the subject's index finger is placed onto the sensor as straight as possible and not at an angle.
- the subject's finger covers as much of the sensor as possible.
- the subject understands that a certain amount of pressure is required against the fingerprint sensor.



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**Too Light** – It may be that the subject's finger's are very dry, ask them to breathe on the fingers OR draw their finger across their forehead

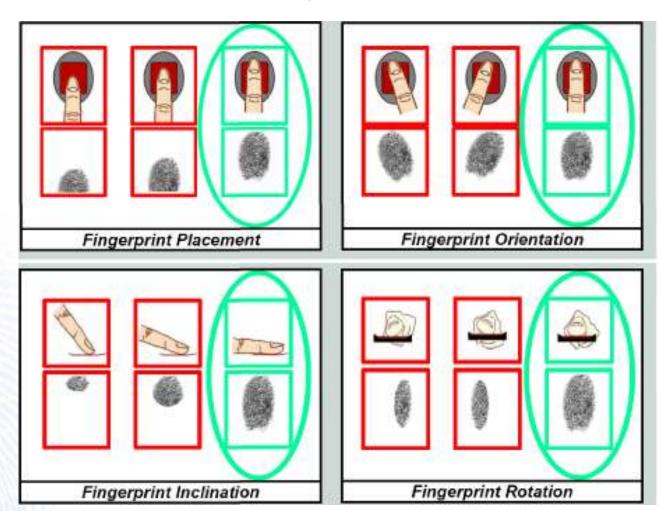
**Too Dark** – Ask them to dry their finger







### Plant the finger don't roll it



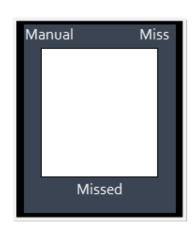


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- Depending on whether the subject's right index finger is available, missing/damaged/bandaged, take one of the following actions:
- Have the subject place his/her right index finger on the Fingerprint Sensor and press down.
- The subject's right index fingerprint will be captured and the message Captured will appear in the Display Panel.
- The fingerprint will only be captured when there is sufficient pressure to generate a quality print

b. Press the Blue button (*Miss*) to indicate that he right index finger is missing or damaged – *Missed* will appear in the Display Panel.





- Repeat the process for the left index fingerprint capture.
- □ If the subject places his/her left finger onto the Fingerprint Sensor before it is ready, Remove Finger will appear on the Display Panel.
- Have the subject remove his/her until *L index* is displayed.



- Remove Finger may also appear when the fingerprint sensor requires cleaning.
- If being used in direct sunlight, the camera within the Fingerprint Sensor may not work. This is due to the high sensitivity of the sensor to light, in order to provide the highest quality of image.
- Either turn away out of the direct sunlight, or cover the Fingerprint Sensor for a few seconds.



- It the Sensor is unable to capture the fingerprint, you can manually force it's capture.
- Once the finger has been placed on the Fingerprint Sensor, press the Green button for *Manual* and the fingerprint will be captured.
- The screen will automatically move on.



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 Saving Image will momentarily be displayed on the Display Panel.

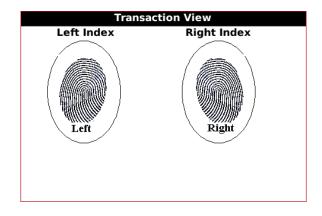


- Provided the devices are connected via Bluetooth, the prints will be automatically sent to be matched against the database and Sending 1/2 and then Sending 2/2 will be displayed on the BlueCheck.
- Capture will the re-appear on the Display Panel, indicating the BlueCheck is back in a standby state.

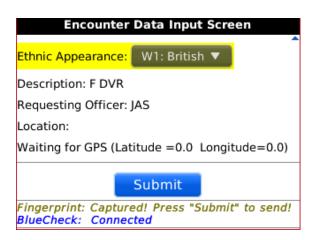


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■ The captured fingerprints will momentarily appear on the BlackBerry screen.



- Then the Encounter Data Input Screen will re-appear.
- □ The Fingerprint Status will be showing as Captured! Press "Submit "to send!
- Use the trackpad to select and press on Submit.





#### A New 'Immediate' Identification (continued)

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- The captured prints will be automatically send to CAFIS and the new identification transaction will be showing in the Mobile Transaction Queue screen, with a Status of 'Sent'.
- The BlueCheck Status is now showing Disconnected; this is as designed, not an error message.

Mobile Transaction Queue				
	Time	Description	Status	
	09:27:17	F DVR	Sent	
$\boxtimes$	18:35:49	Training Sample	Error	
	18:40:40	Training Sample	Not Sent	
	18:45:11	Training Sample	Match	
	18:45:59	Training sample	Not Match	
	18:50:51	Training Sample	Sent	
BlueCheck: Disconnected				
bidecheck: Disconnected				

#### CAFIS = Cogent Automated Fingerprint Identification System

This system matches prints by comparing the attribute maps of each of the prints stored in the database with the attribute map of the search point and assigns them a score. This score ranks the degree of similarity between the search point and the file prints. This score is not presented to the user.



#### A New 'Immediate' Identification (continued)

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- When the results are received, the status of the transaction will be updated and the Blackberry will audibly 'beep': different for Match and No Match.
- If the subject is found in the CAFIS database, a RED square will be displayed to the left of the transaction and *Match* will be displayed in the Status column.
- If the subject is not found or only a subject with scores below the designated threshold are found in the CAFIS database, a GREEN square will be displayed to the left of the transaction and *Not Match* will be displayed in the Status column.

Description	Status
F DVR	Sent
Training Sample	Error
Training Sample	Not Sent
Training Sample	Match
Training sample	Not Match
Training Sample	Sent
	F DVR Training Sample Training Sample Training Sample Training sample





# Performing a New 'Delayed' Identification

### A New 'Delayed' Identification



- If the BlueCheck is not in range of the BlackBerry's Bluetooth, or the BlackBerry has been switched off, e.g. in a hospital, its attempt to communicate will fail.
- Saving Image will momentarily be displayed on the Display Panel, followed by Prints not sent and then Submission failed!







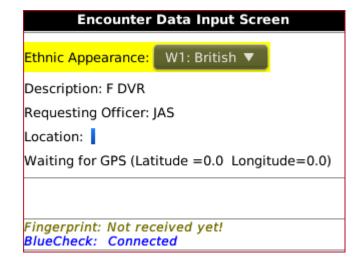
The captured fingerprints will, therefore, need to be manually sent to the BlackBerry.

#### A New 'Delayed' Identification



- Once back in the Encounter Data Input Screen of the BlackBerry and the Bluetooth connection has been restored, the set of prints can be sent from the BlueCheck.
- Enter the relevant information into the Encounter Data Input Screen.

From the Capture screen of the BlueCheck, press the Green button (Next) once and Prints not sent will appear on the Display Panel.





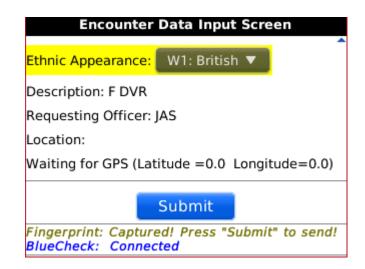
### A New 'Delayed' Identification (continued)

COGENT SYSTEMS

 Press the Blue button (Send) and the message Sending 1/2.... will appear.

- Once received, the BlackBerry will momentarily show the captured fingerprints and then the Encounter Data Input Screen will display the Submit button. Press to select Submit.
- The captured prints will be automatically sent to CAFIS and the new identification transaction will be showing in the Mobile Transaction Queue screen, with a Status of 'Sent'.







### A New 'Delayed' Identification (continued)



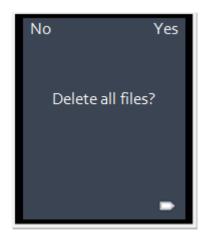
- Only one set of fingerprints taken will be stored on the BlueCheck, until such time that they are either sent to the BlackBerry or deleted.
- If a set of fingerprints has been captured, but are not going to be sent to the BlackBerry, they MUST be deleted from the BlueCheck.
- To DELETE the set of fingerprints from the BlueCheck:
- From the Capture screen, press the Green button (Next) twice and Delete saved prints will appear on the Display Panel.
- Press the Blue button (Del).

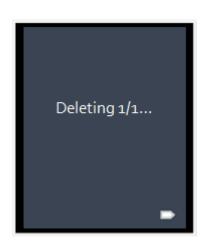


### A New 'Delayed' Identification (continued)

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- A confirmation message will be displayed:
- Press the Green button (No) to return to the Capture screen, or,
- Press the Blue button (Yes) and Deleting 1/1... will be displayed on the screen.
  - 1/1 is the number of SETS of prints being deleted.
- Once the set of prints has been deleted the *Capture* screen will be displayed.





### **Turning Off the BlackBerry**



- Hold down the key until
   'Turning Handheld Off' is displayed.
- The BlackBerry will continue to turn itself off, as long as no key is pressed to abort the action.



### Turning Off the BlueCheck II Device



- Press the On/Off button and 'Power off the device now' will appear in the Display Panel.
- Press the Green (menu) button to select No and return to CAPTURE being displayed on the Display Panel.
- Press the Blue (menu) button to select Yes and continue to turn the BlueCheck off.
- Shut Down... will momentarily appear on the Display Panel and the BlueCheck will switch itself off.





# Cleaning & Maintaining the BlueCheck



### **Cleaning & Maintaining the BlueCheck**



- The device should be cleaned as often as necessary
- Do not drop the BlueCheck or subject it to strong impact
- Avoid extreme temperatures
- Do not store the device in a dusty, damp or wet location





## **Mobile ID Service Support**

#### What Do I Do If I Have a Problem?



- If you have a problem with your BlackBerry, your BlueCheck or the MobileID application, there may be some troubleshooting that you can do try to resolve the problem:
- Make sure that the BlueCheck and BlackBerry that you have been given are paired devices:- each pair will have a physical marker to indicate the pairing.
- □ If there is no network coverage, move around and try to find some.
- If Remove Finger appears on the BlueCheck and there is no finger on the sensor, clean it!
- Log out of MobileID and switch both devices off and back on again.

### Who to Contact for Service Support



- If one or both of the devices have been lost or stolen, please contact your local IT Service Desk.
- If the troubleshooting did not work and you are still have problems and/or issues with MobileID, please contact your local IT Service Desk.
- When contacting your local IT Service Desk, please ensure that you have both devices and the following information to hand:
  - The Physical Marker to indicate the pairing of the two devices, e.g. 43-01.

#### Who to Contact for Service Support (continued)



- □ The IT Service Desk will be able:
  - Advise you of your current Device Password.
  - Reset your MobileID Application Password, via email next day.
  - Advise you on the next best possible action.
  - Advise you of what the Physical Marker is for the Paired Devices, if the labels are missing.
- If you are asked by IT Service Desk to return a non-working device, please ensure that you return BOTH the BlackBerry and the BlueCheck – remember, they come paired and work exclusively with each other.
- ☐ The IT Service Desk will advise you what to return, who to return it to and when.