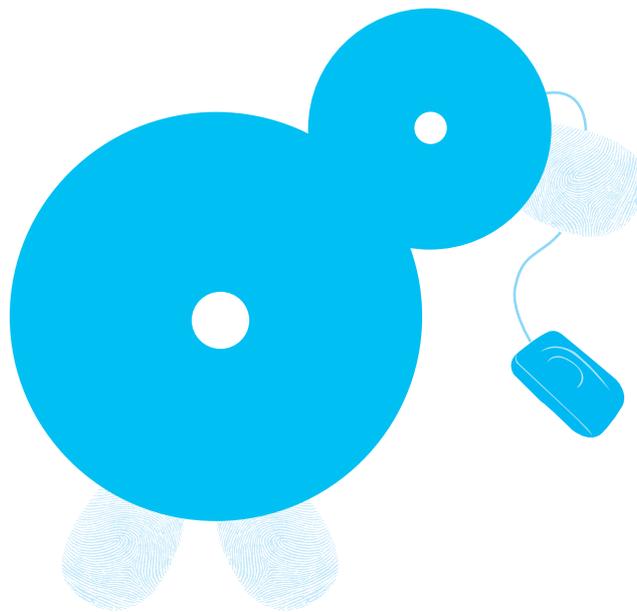# FINGERTEC.

TIPS FOR FINGERTEC®
OFIS RELATED PRODUCT
SUGGESTIONS & SOLUTIONS FOR OFIS

FingerTec® OFIS Scanner could not be detected by Microsoft Windows

This error occurs when the Fingertec® OFIS Scanner Driver didn't install properly. It might happens because the FingerTec® OFIS Scanner is plugged into the Microsoft Windows prior to the installation of FingerTec® OFIS Scanner Driver.
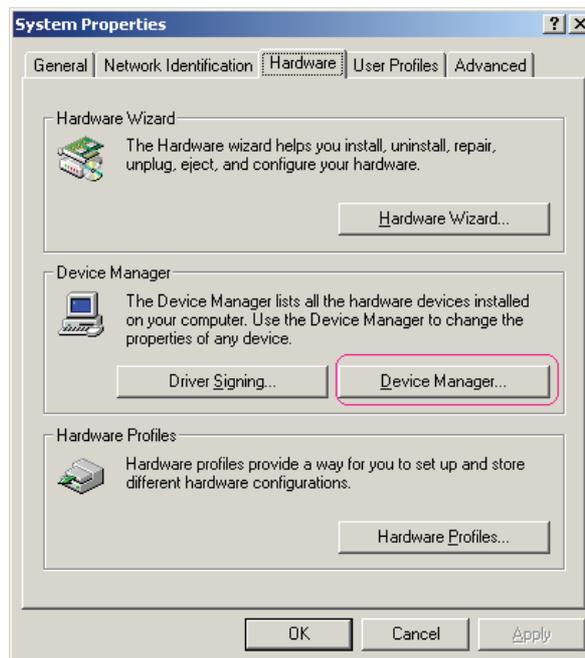
Please do the following steps to fix the error.

STEP 1
Please disconnect and unplug the Fingertec® OFIS scanner from your computer.
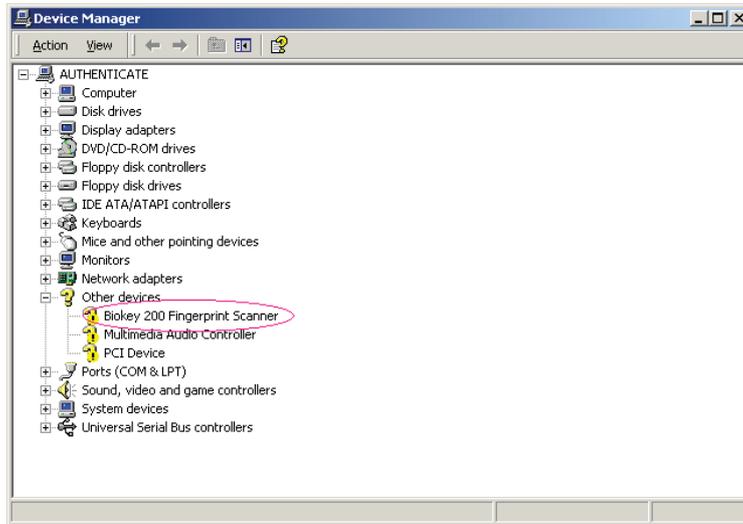
STEP 2
Please go to your Hardware device manager. You may access via My computer(Right click) -> Properties -> go to hardware tab -> click on device manager.
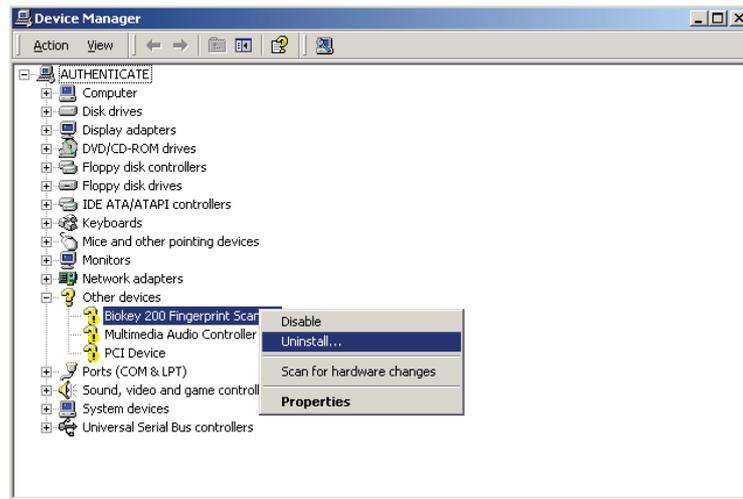
STEP 3

You will see the following screenshot and Biokey 2000 Fingerprint scanner in question mark.

STEP 4

Select the Biokey 200 Fingerprint scanner and right click to uninstall it. Please follow the step to uninstall. Remember to restart your computer after uninstalling.

STEP 5
Please install the "FingerTec® OFIS Scanner Software 1.0 setup.exe" located in your FingerTec® OFIS client CD.

STEP 6
After finished installing the "FingerTec® OFIS Scanner Software 1.0 setup.exe", plug in the fingertec® ofis scanner and the problem should be fixed.