

Clean your scanner before every use!



Use the steps below to speed up the fingerprinting process and improve the prints you take.

Cleaning the Scanner

- 1 Before fingerprinting, gently wipe marks or smudges off the scanner surface using 70% alcohol prep pads.
- 2 Wipe off excess alcohol with a lint-free cloth until the scanner is thoroughly dry.

Using Fingertip Moistener

Use Sortkwik™ fingertip moistener to help capture fingerprints from dry hands. Our system will tell you if an applicant's fingertips seem dry.

- 1 Ask the applicant to rub a thin amount of moistener on each fingertip.
- 2 Have the applicant rub their hands together to moisten their fingers lightly.
- 3 Repeat as needed and watch the scanner for too much moistener.

Too much moistener on the scanner can cause smudged or latent images, which means the fingerprints might be rejected.

Fix this issue by cleaning the scanner and asking the applicant to rub their hands together again for better distribution.

Save your scanner from potential damage!



Use only cleaners and cleaning techniques mentioned in this guide.

Avoiding Damage

To prevent damage to the scanner, **do not use any other cleaners or cleaning techniques.**

- ⊘ Do not use products like paper towels or cleaning rags to wipe the scanner surface.
- ⊘ Do not use a cleaning solution other than the 70% isopropyl alcohol prep pads.
- ⊘ Do not try to clean the scanner with a lint-free cloth alone. Use the cloth only after wiping the scanner with alcohol.

Throw away dirty or discolored lint-free cloths.

Keep unused lint-free cloths fully sealed in a recloseable bag to keep them clean.

Need help?

Contact SureID Support with any questions.

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