



# FLEXI/FLEXI GOLD

Battery standalone, and mains powered.



**USER GUIDELINES**

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## Connective Touch

*Biometric finger-print door locking solution,  
turning any room into a secure area*

**Flexi/Flexi Gold and COMPAD**

**user manual**

ConnectiveTouch.com

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# GETTING STARTED

## INTRODUCTION

The **Connective Touch Flexi** is a standalone door locking solution using fingerprints to control access. Compatibility with most internal doors means the handle can be quickly installed to provide robust and reliable access control.

Once installed, 150 people can enrol on each **Flexi** unit with a maximum 11-character user name each.

The ComPad is provided to enrol approved personnel into the Flexi unit. Each Flexi or group of Flexis is uniquely encrypted to a **ComPad**, making it the combination unique. The ComPad is accessed with one password at Administrator level (*Default password:1111*) can then enrol 5 System Supervisors whose names are stored in permanent memory of the **ComPad**. See *LEVELS OF PERMISSIONS - (page 6)*-

The Flexi unit enters a ‘sleep’ state to conserve battery life. Upon sensing a finger placed in the sensor area, the unit “wakes” and enters the scanning and print matching stages.

LED’s surrounding the sensor and a small buzzer provide visual and audible notification of a failed or successful fingerprint match.

The patented ‘Smart’ spindle disengages the front spindle from the mortise, only engaging when a finger has been recognized. This eliminates the risk of “over-torque” attacks to the spindle.

The Rear Handle (safe side) is permanently connected to the mortise ensuring safe exit at all times, by anyone.

## IMPORTANT SAFEGUARDS

### INSTALLATION LOCATION

Do not install terminal in areas which are exposed to rain, as the fingerprint readers are not designed to work in those areas. Fingerprint readers are not waterproof.

### USE OF SENSOR

Do not abuse the fingerprint sensor by scratching the surface, contacting the sensor's surface with heat, pressing excessively hard during placement of fingerprint for verification, or use abrasive cleaning products or implements. Clean the sensor occasionally with dry wipes to maintain the performance of the sensor.

### COMPLETE PACKAGE



*2 COMPAD UNIT*



*2 FLEXI UNIT*

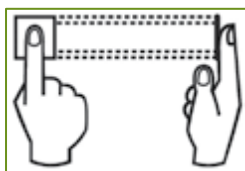
# ENROLMENT PROCESS

The ComPad is provided to enrol approved personnel into the Flexi unit. The level permissions of each user are saved in the Flexi Unit so that can be downloaded to the ComPad.

## TIPS FOR BEST FINGERPRINT ENROLMENT



### WHAT YOU SHOULD DO

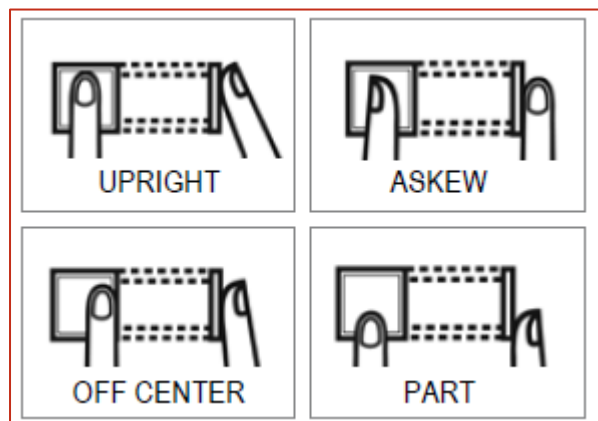


Place finger **flat** on the fingerprint sensor. Make sure the **finger's midpoint** is placed at the centre of the fingerprint sensor.

3. Plan/Side views

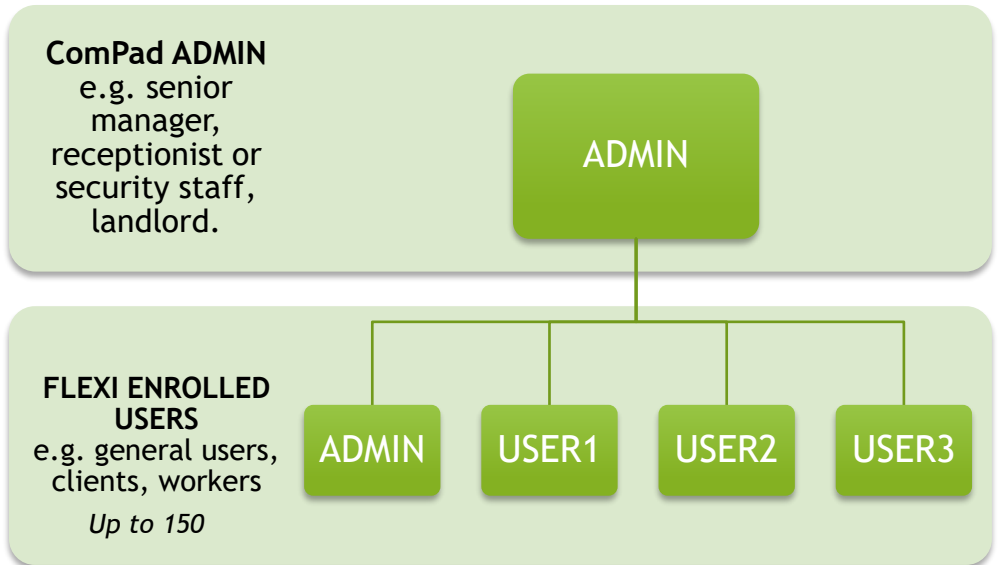


### WHAT YOU SHOULD NOT DO



4. Plan/Side views

## LEVELS OF PERMISSIONS



### ADMIN (*Max. 1 Admin - ComPad*)

- **Add ADMIN.**
- **Enrol ADMIN and USERS.**
- **Delete ADMIN and USERS.**
- **Get USERS** (download USERS from *Flexi* unit).
- **Display USERS** (downloaded from *Flexi* unit).
- **SEND LIST PC** (download USERS from *ComPad* to PC via USB)
- **Change ADMIN password.**
- **Delete all USERS.**
- **Access secured area.**

### USER (*Max. 150 Users - Flexi Unit*)

- **Access secured area.**

Options	Page	Description
COMPAD MENU DEL ALL USRS	17	Deletes all user access permissions from the Flexi. Use 'GET USERS' after to update.
COMPAD MENU CHANGE PSWD	10	Changes the ComPad Admin Password.
COMPAD MENU SEND LIST PC	15	Sends enrolled Usernames list from ComPad to the PC software. Use 'GET USERS' before to update.
COMPAD MENU DISPLAY USER	14	Shows enrolled Usernames on the screen. Use 'GET USERS' before to update.
COMPAD MENU ENROL ADMIN	8	Gives access permission to the Admin
COMPAD MENU DELETE ADMIN	9	Deletes Admin details
COMPAD MENU ADD ADMIN	8	Changes Admin details
COMPAD MENU GET USERS	13	Transfers enrolled Usernames from Flexi to ComPad
COMPAD MENU DELETE USER	16	Deletes access permission User from Flexi
COMPAD MENU ENROL USER	11	Gives access permission to a new User



## COMPAD MENU

### ENTER COMPAD MENU

1. Switch On by pressing “I/O” key for 1 seconds
2. Display shows “ENTER PSWD”
3. Enter the ADMIN 4-digit password.

COMPAD WILL ASK FOR A NEW ADMIN PASSWORD when first time the DEFAULT PASSWORD: 1111 is entered.

### ENROL ADMIN

See [TIPS FOR BEST FINGERPRINT ENROLLMENT](#) *-(page 4)-*

COMPAD MENU  
ENROL ADMIN

**Find** this option using **UP/DOWN** in COMPAD MENU and press **ENTER** on keypad.

ENROLLING...  
<ADMIN NAME>

**Wait** for the next screen

PLACE FINGER  
ON SENSOR...

**Keep finger** on the fingerprint sensor.

PRESS SEND  
On ComPad

**Keep finger** on the fingerprint sensor.

SENDING  
WAIT...

**Keep finger** on the fingerprint sensor.

ENROLLED OK  
PUSH ANY KEY

**Enrolment successful**, move finger away.

## DELETE ADMIN

**DELETE ADMIN** wipes only the **ADMIN** Name and Password from the ComPad and not the fingerprint from the *Flexi* lock it does NOT affect any of the **SUPERVISORS** or **USERS**)

COMPAD MENU  
DELETE ADMIN

Find this option using **UP/DOWN** in COMPAD MENU and press **ENTER** on keypad.

COMPAD MENU  
YES(1) NO(0)

Press **1** to delete

COMPAD MENU  
DELETING...

Wait for the next screen

DELETING...  
DELETED

Wait for the next screen

ENT ADM NAME

Type **NEW ADMIN'S NAME** using the keypad.

The name is entered using the **keypad keys** (up to 11 characters). Characters will roll at the same cursor position if the same key is pressed but if there is a pause of about 1 second, the same key will enter characters at the next cursor position.

**Note:** pressing '0' key on the keypad after entering the name will abort the menu if a mistake is made

## Recommendations

It's highly recommended typing **NAME SURNAME** (use abbreviation if too long) to identify each **USER** stored in the lock so that can be removed easily later. See the example below:

Real User name:      **MICHAEL WILLIAMS** - Too long for ComPad

Tips for spelling:    **M WILLIAMS - MICHAEL WIL -MICHL WILLMS**

ENT ADMIN PW

–

Type **NEW numeric** 4-digit Password using the keypad.

COMPAD MENU  
ENROL ADMIN

NEW ADMIN added **successful**.

**Note: DO NOT** forget this password as the ComPad will **NOT** work without it.

To Delete the **ADMIN** from the lock, use the **GET USERS** option and then the **DELETE USER** option as described in this document, otherwise his/her fingerprint will still have access through that door.

## ENROL USER

See **TIPS FOR BEST FINGERPRINT ENROLLMENT** *-(page 4)-*

COMPAD MENU  
ENROL USER

Find this option using **UP/DOWN** in COMPAD MENU and press **ENTER** on keypad.

ENTER NAME

—

Type the USER'S NAME by using the keypad.

The name is entered using the **keypad keys** (up to 11 characters). Characters will roll at the same cursor position if the same key is pressed but if there is a pause of about 1 second, the same key will enter characters at the next cursor position.

**Note:** pressing '0' key on the keypad after entering the name will abort the menu if a mistake is made

## Recommendations

It's highly recommended typing **NAME SURNAME** (use abbreviation if too long) to identify each USER stored in the lock so that can be removed easily later. See the example below:

Real User name: MICHAEL WILLIAMS - Too long for ComPad

Tips for registering: **M WILLIAMS - MICHAEL WIL- MICHL WILLMS**

ENROLLING...  
<USER'S NAME>

Wait for the next screen

PLACE FINGER  
ON SENSOR...

Keep finger on the fingerprint sensor.

PRESS SEND  
On ComPad

Keep finger on the fingerprint sensor.

SENDING  
WAIT...

Keep **finger** on the fingerprint **sensor**.

ENROLLED OK  
PUSH ANY KEY

Enrolment successful, move **finger** away.

NO LOCK RESP  
PRESS ANY KEY

If **ENROLMENT FAILS**, this message will be shown, in which case try again.

## GET USERS

This will download the USER list from the Lock.

The list stored in the ComPad will be deleted and after a while the display will GET the current list from the lock.

COMPAD MENU  
GET USERS

Find this option using **UP/DOWN** in COMPAD MENU and press **ENTER** on keypad.

REPLACE OLD?  
YES(1) NO(0)

Press **1** to get the users from **FLEXI** to **Com.Pad** or Press **0** to cancel and return

ERASING LIST  
WAIT...

Wait for the next screen

PLACE FINGER  
ON SENSOR...

Place and Keep an **UNREGISTERED FINGER** on the **FLEXI** sensor to 'wake it up'.

PRESS SEND  
On ComPad

Keep finger on **FLEXI** sensor and Press send.

GETTING LIST  
WAIT...

Keep finger on **FLEXI** sensor (Max. 1 min)

LIST LOADED  
PUSH ANY KEY

Get USERS successful.

## DISPLAY USERS

This menu must only be used if the **USER** list has been downloaded previously from the lock (This must be done using the **GET USERS option** to read the **USERS LIST** from the *Flexi* lock before the **USERS** in a specific lock can be viewed or deleted

This displays **ALL** the fingerprints saved in the Lock **ADMIN, SUPERVISORS** and **USERS**

COMPAD MENU  
DISPLAY USER

**Find** this option using **UP/DOWN** in COMPAD MENU and press **ENTER** on keypad.

SCROLL UP/DN  
<SUPRV NAME>

**Find** the **USER NAMES** using the arrow **BUTTONS**.

**Note:** if a User is deleted from the Lock, it will **NOT** be deleted from this list until the list has been downloaded again to update it, **GET USERS**

## SEND LIST TO PC

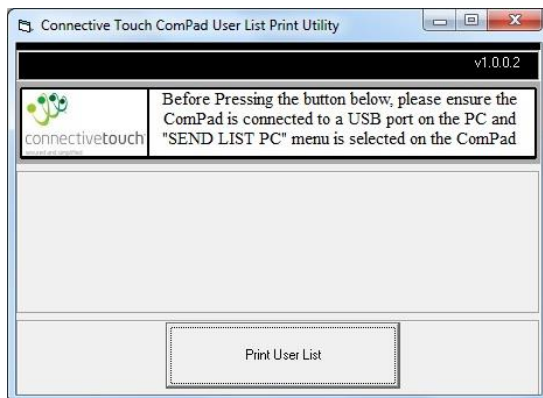
This menu must only be used if the **USER** list has been downloaded previously from the Flexi lock (This must be done using the **GET USERS option** to read the **USERS LIST** from the *Flexi* lock before the **USERS** in a specific lock can be viewed or deleted)

The ComPad Print PC software must be installed.

Connect the ComPad to the USB on the PC with a Mini-USB cable.

Wait for the drivers to be installed.

Open the ConnectiveTouch ComPad Print software.

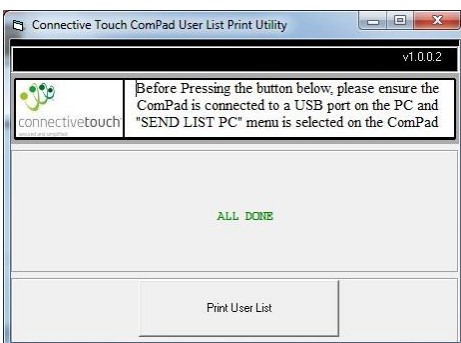
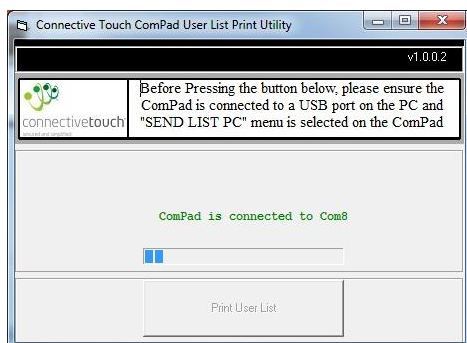


COMPAD MENU  
SEND LIST PC

Find this option using **UP/DOWN** in COMPAD MENU and press **ENTER** on keypad.

SENDING LIST  
WAIT...

**AND THEN CLICK PRINT USER LIST BUTTON - PC**





## DELETE USER

Find this option in COMPAD MENU *-(page 6)-* (using the arrow BUTTONS). Press ENTER key on keypad and display will show:

COMPAD MENU  
DELETE USER

Find this option using **UP/DOWN** in COMPAD MENU and press **ENTER** on keypad.

SCROLL UP/DN  
<USER'S NAME>

Find the USER'S NAME using the arrows.

DELETING...  
<USER'S NAME>

Wait for the next screen

SENDING  
WAIT...

Keep finger on the fingerprint sensor.

DELETED!!  
PUSH ANY KEY

Press any key. Deleted successful

**Note:** if a User is deleted from the Lock, it will NOT be deleted from this list until the list has been downloaded again using **GET USERS** option.

## DELETE ALL USERS

This deletes **ALL** Fingerprints in the *Flexi* Lock. **ADMIN** and **USERS**.

Note the *Flexi* Lock must be put into active MENU PRIOR to sending the DELETE command by placing an **UNREGISTERED finger** for at least 5 seconds on the finger print sensor.

COMPAD MENU  
DEL ALL USRS

Find this option using **UP/DOWN** in COMPAD MENU and press **ENTER** on keypad.

DEL ALL USRS  
YES(1) NO(0)

Place and **Keep** an *unregistered finger* on the *FLEXI* sensor and press **1** to delete.

SENDING  
WAIT...

**Keep finger** on the *FLEXI* sensor and wait.

DELETED!!  
PUSH ANY KEY

**Press** any key. Deleted successful

**Note:** if ALL Users is deleted from the Lock, it will NOT be deleted from this list until the list has been downloaded again to update it, **GET USERS**

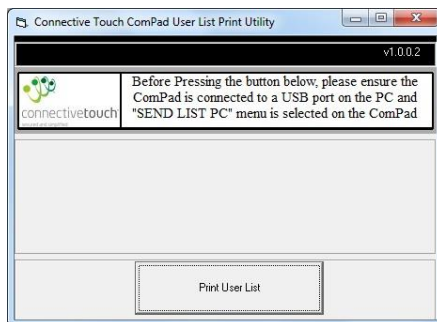
# SOFTWARE INSTALLATION

The ConnectiveTouch Print ComPad list software is provided to easily find the enrolled personnel in a Flexi unit.

## CD Software Installation

A CD is included to install the ConnectiveTouch Print ComPad list software and USB drivers. Follow the next steps:

1. Open ComPad USB Driver folder
2. Double click on Setup.exe file
3. Follow the installation process
4. Open ComPad USB software folder
5. Double click on Setup.exe file
6. Choose the installation directory
7. Wait until the installation process finishes
8. Restart the PC
9. ComPad is ready to be used



# USING THE FLEXI UNIT

## INTRODUCTION

Only ENROLLED USERS can have access to the secure area. Opening the door is possible by placing the ENROLLED FINGER on the fingerprint *Flexi sensor* located on the top edge of the *Flexi unit*.

## OPENING THE DOOR - (ENROLLED USER)

### GETTING ACCESS

Upon sensing a finger placed in the sensor area, the *Flexi unit* 'wakes' and enters the scanning and print matching stages. LED's surrounding the sensor provide visual notification of a failed or successful fingerprint match

Step 1: Make sure the handle stays free in a horizontal position.

Step 2: Place the finger on the fingerprint *Flexi sensor*.

Step 3: Keep the finger on until bleep and flashing LED's. (*Note*<sup>1</sup>)

Step 4: Push the handle down. (*Note*<sup>2</sup>)

Step 5: Push the door and get access to the secure area.

*Note*<sup>1</sup>: If intensive flashing and no audible notification, USER fingerprint is not recognized. (Go to APPENDIX)

*Note*<sup>2</sup>: Handle will disengage in 5 seconds.

### GETTING OUT - (SECURE AREA)

The Rear Handle (safe side) is permanently connected to the mortise ensuring safe exit at all times, by anyone.

# MAINTENANCE

## CHANGE ALKALINE BATTERIES

### FLEXI

It is recommended that a full set of batteries are stored nearby (4 off AA/LR6), which are inserted when the “beep” is reported (please note that batteries **MUST** be correctly inserted so as to not damage the Flexi Unit.

The Flexi will remember the **ENROLLED USERS** upon changing the batteries. You do **NOT** need to reenrol anyone.

### How to change the batteries?

1. Use a **Phillips head screwdriver (+)** to open the upper hatch of the Rear Housing (safe side).
2. Remove all used batteries with care. **Dispose to proper recycling unit**
3. **Insert new batteries**, one by one. Make sure they are correctly inserted by checking drawings on the battery holders so as to not damage the Flexi Unit.
4. When the last battery is connected the green **LEDs** will flash 3 times.
5. **Screw** the hatch on.

### ComPad

It is recommended that a full set of batteries are stored nearby (2 off AA/LR6), which are inserted when the (please note that batteries **MUST** be correctly inserted so as to not damage the ComPad Unit). Take of the batteries hatch from the back side of the ComPad and replace.

## FINGERPRINT SENSOR

Do not abuse the fingerprint sensor by scratching the surface, contacting the sensor’s surface with heat, pressing hard during placement of fingerprint for verification. Clean the sensor

occasionally with dry wipes to maintain the performance of the sensor. Dispose of used batteries to a proper recycling unit.

# APPENDIX

## TROUBLESHOOTING

### FLEXI UNIT BEEPS INTERMITTENTLY.

When the batteries are low, the FLEXI unit beeps intermittently. Change batteries to the Flexi unit as soon as possible.

### ENROLMENT UNSUCCESSFUL

Make sure the finger's midpoint is placed at the centre of the fingerprint sensor. See [TIPS FOR BEST FINGERPRINT ENROLLMENT - \(page 4\)](#)-

Make sure the finger is clean and dry.

Make sure the unit 'awakes' by placing an unregistered finger on the *Flexi sensor*.

- If the LED's are flashing continuously, try enrolment again.
- If the LED's are NOT flashing continuously, replace batteries and try enrolment again.

LED's flashing MUST stop while ENROLEMENT PROCESS.

If problem persists, please contact [Technical Support](#).

### UNRECOGNIZED ENROLLED USER

Make sure the finger has been enrolled previously. (Humans have different fingerprints in each finger).

Make sure the finger's midpoint is placed at the centre of the fingerprint sensor.

Make sure the finger is clean and dry.

Make sure the unit 'awakes' by placing an unregistered finger on the *Flexi sensor*.

- If the LED's are flashing continuously, try recognition again.

- If the LED's are NOT flashing continuously, replace batteries and try recognition again.

If problem persists reenrol the USER with the ComPad.

If problem persists, please contact [Technical Support](#).

### FREE HANDLE UPON RECOGNITION

If after recognition (*BLEEP*), the spindle is NOT engaged by the handle:

- Move the disengaged handle up and down and try recognition again.
- With an *ALLEN key*, tighten the handle grub screw on the outer side of the handle and try recognition again.
- Is the handle at 90 degrees or has someone forced it?

If the spindle is NOT engaged by the handle any more, back up entry must be used by the Euro Profile Cylinder *KEY*. Then, [change the batteries](#) and try again.

If the problem persists, please contact [Technical Support](#).

### ComPad DOES NOT SWITCH ON.

- Make sure the "I/O" Button is being pressed and held for about 1 second.
- Make sure the "I/O" Button is NOT being pressed and held during for longer as this will cause the ComPad to start switching off.

If the problem persists, change the batteries and try again.

If the problem persists, please contact [Technical Support](#)



connectivetouch®

secured and simplified™

Connective Touch has a help desk, manned by the people that designed and developed Connective Touch products, ensuring that all end users can fully understand the potential of their product and how to maximise the benefits, safe in the knowledge they can trust the support and advice they receive.

The help desk provides both technical support and warranty advice, working in conjunction with you and our approved Connective Touch support and installation teams.

We are available from 8:30am to 6:00pm, Monday to Friday. You can email at any time [technicalsupport@connectivetouch.com](mailto:technicalsupport@connectivetouch.com) and a response will be made within 24 hours.

flexi smart smart pro / BIOMETRIC PRODUCT FAMILY.

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