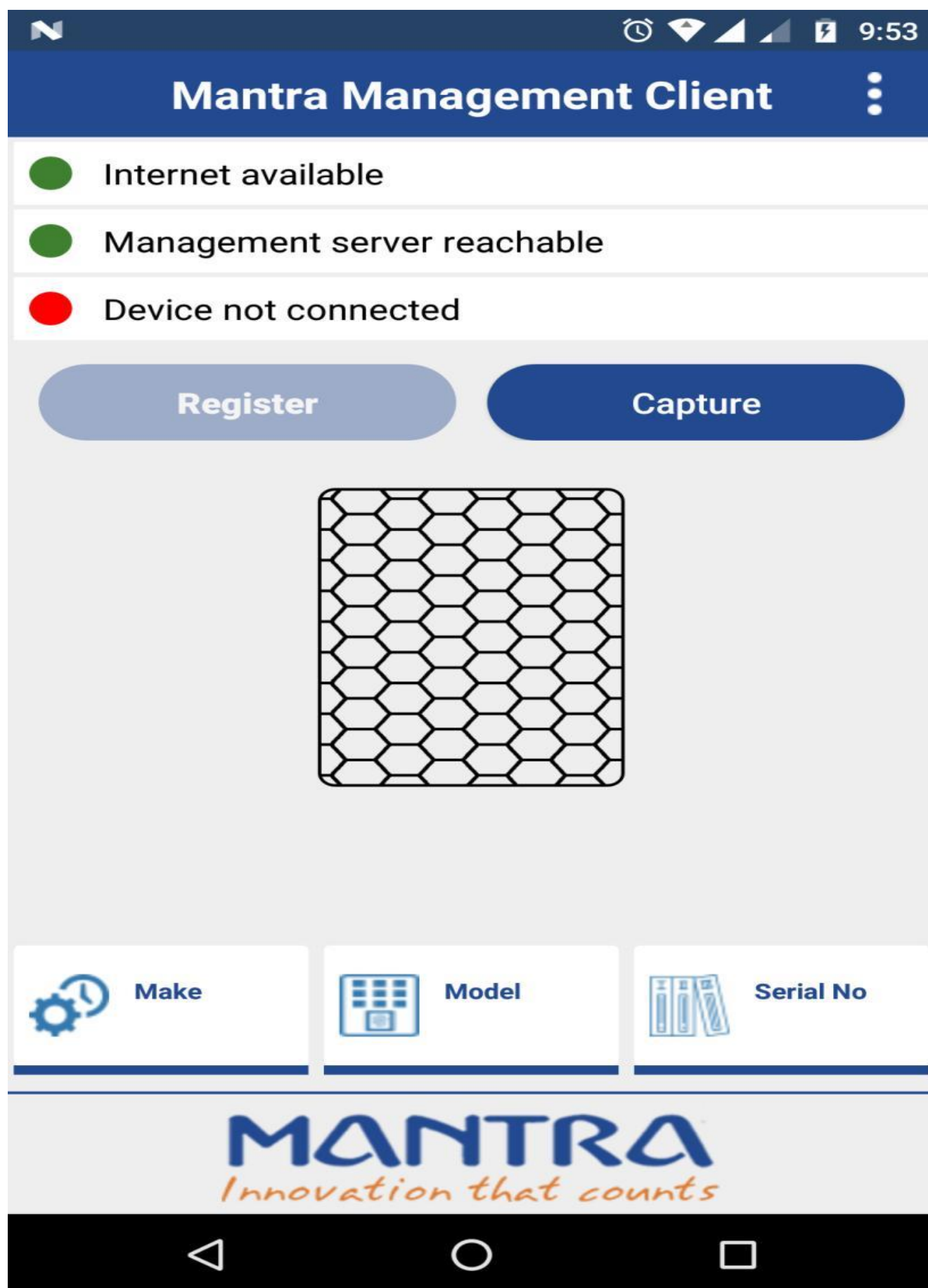# MANTRA

1. TABLET & Android
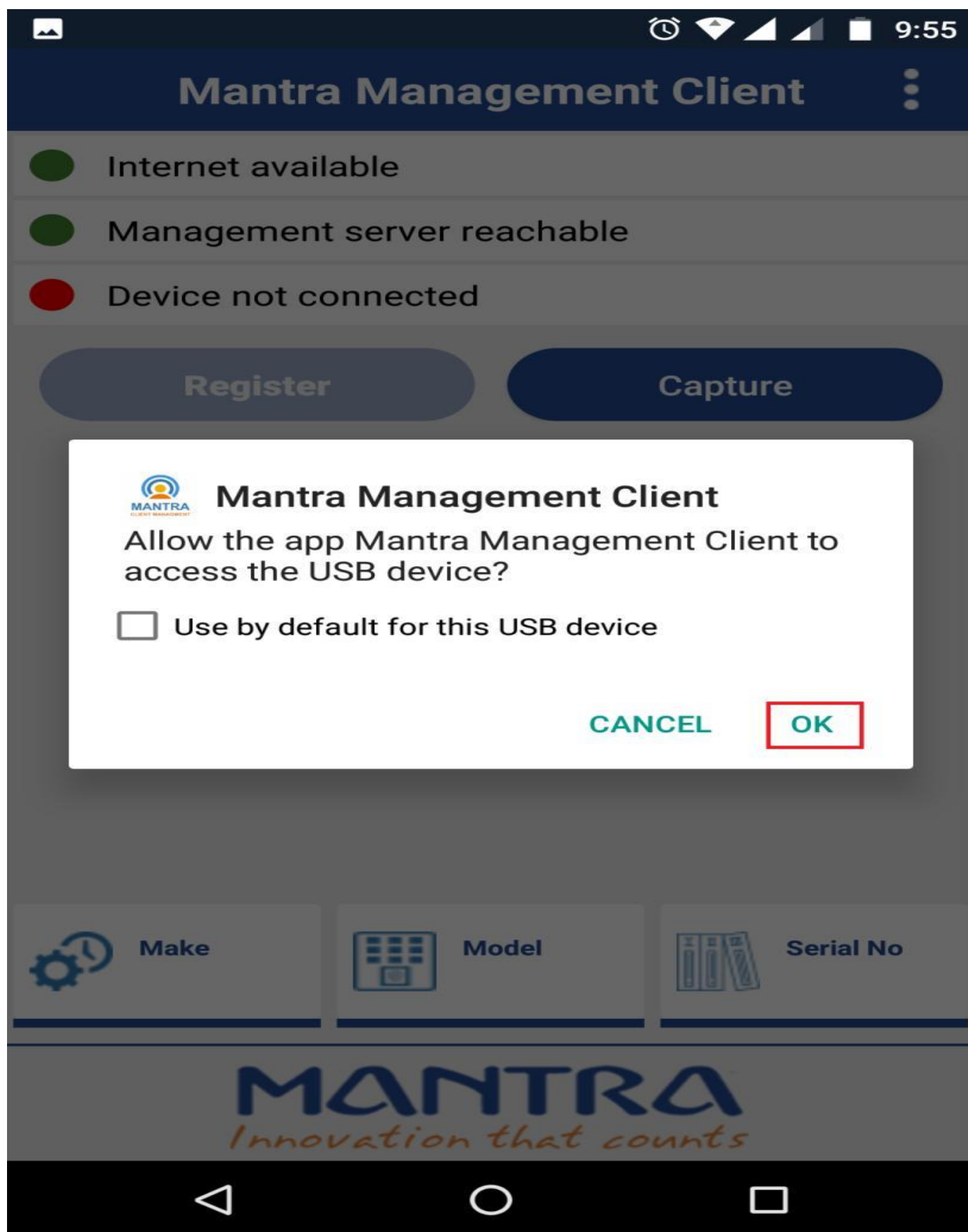
2. Finger Print & Iris Module

Product related issues and FAQs.

1. Device is Showing "not connected" in Mantra Management Client

→ Open Mantra Management Client app then and there will be 3 options on top left.

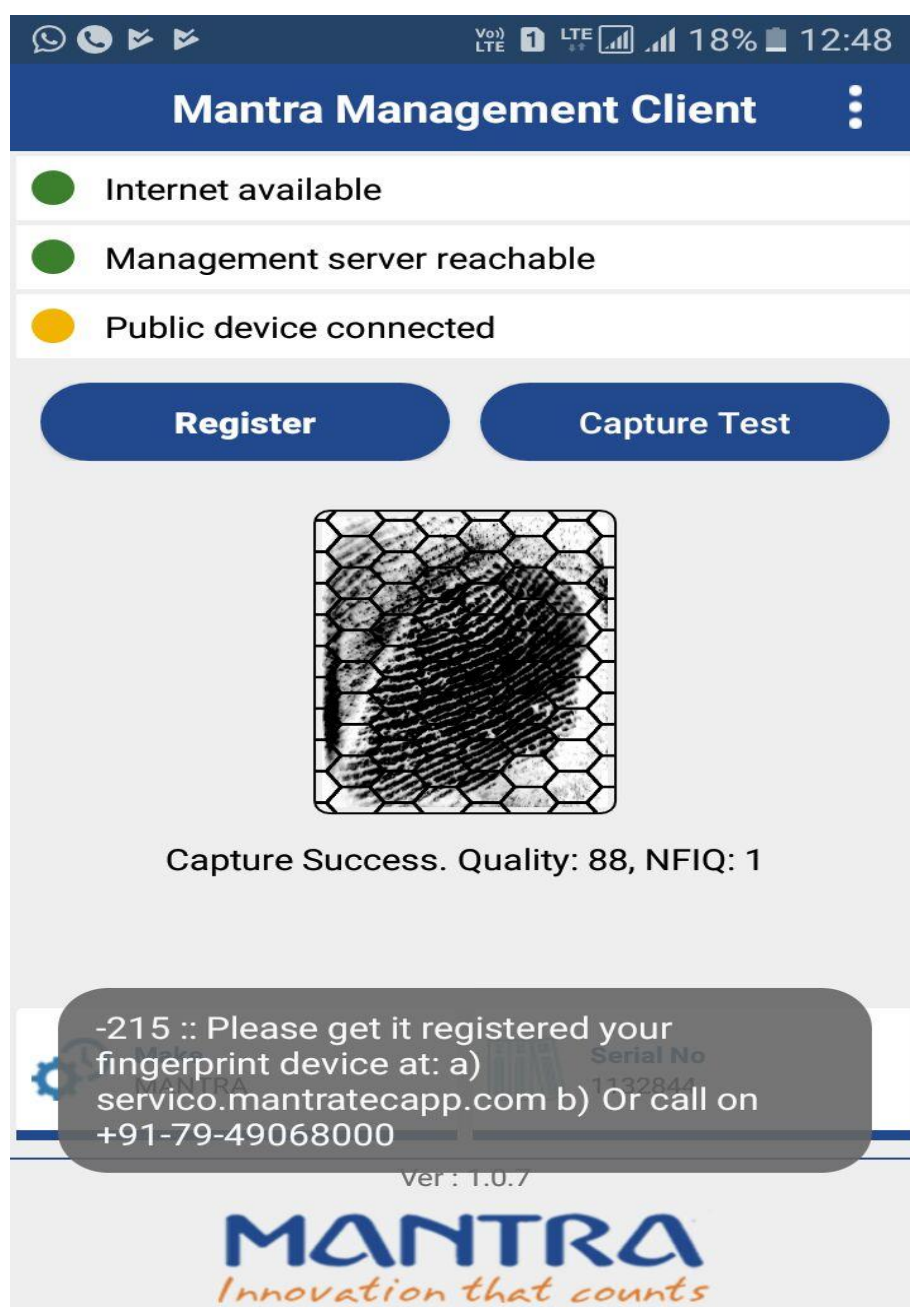❑ Please click on Capture Button then Show connect device then permission dialog open and give the permission.

❑ Device will get connected.

2. Mantra Management Client App in 527 Error

➔ Its not Mantra's RD service error, this error will come in client's application. We can follow below process -

- Restart application and give permission to "mantra management client" app only and then try again to capture finger.

- Restart tab and then try again.

- Still not solved call on application's helpline number.

3. Mantra Management Client App in -215 Error

Capture Success. Quality: 88, NFIQ: 1

-215 :: Please get it registered your fingerprint device at: a) servico.mantratecapp.com b) Or call on +91-79-49068000

❏ OPEN MANAGEMENT CLIENT

- Check internet connectivity status, management server status and device connected status.

- If you want to working with rdservice then internet should be required.

- Click on "REGISTER" option if you get "-215" error then need to mail some details on service@mantatec.com
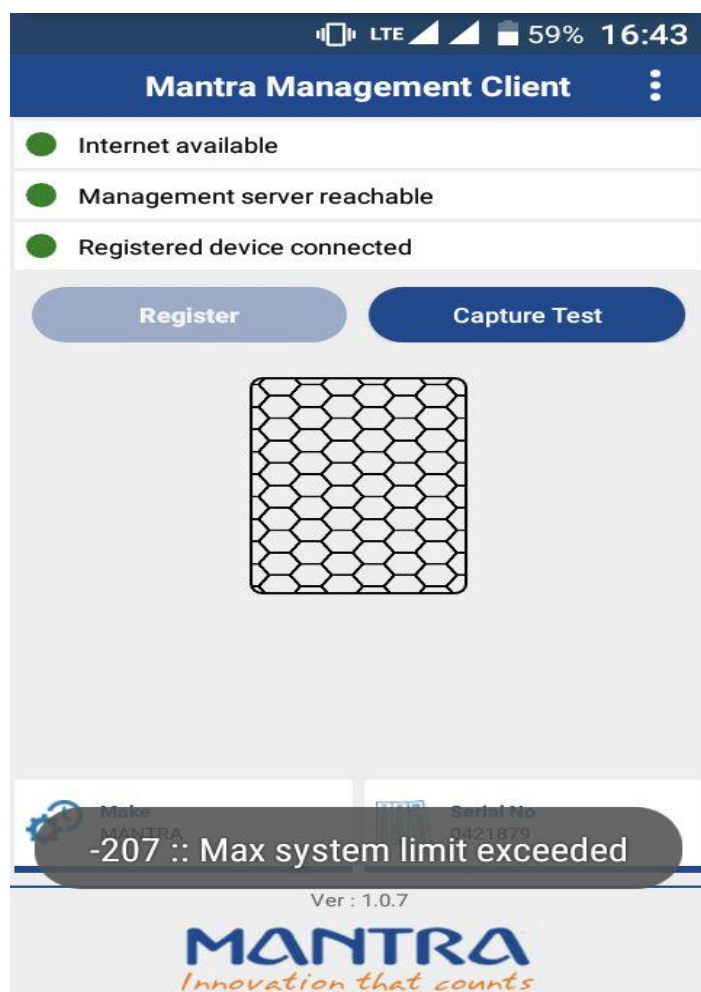
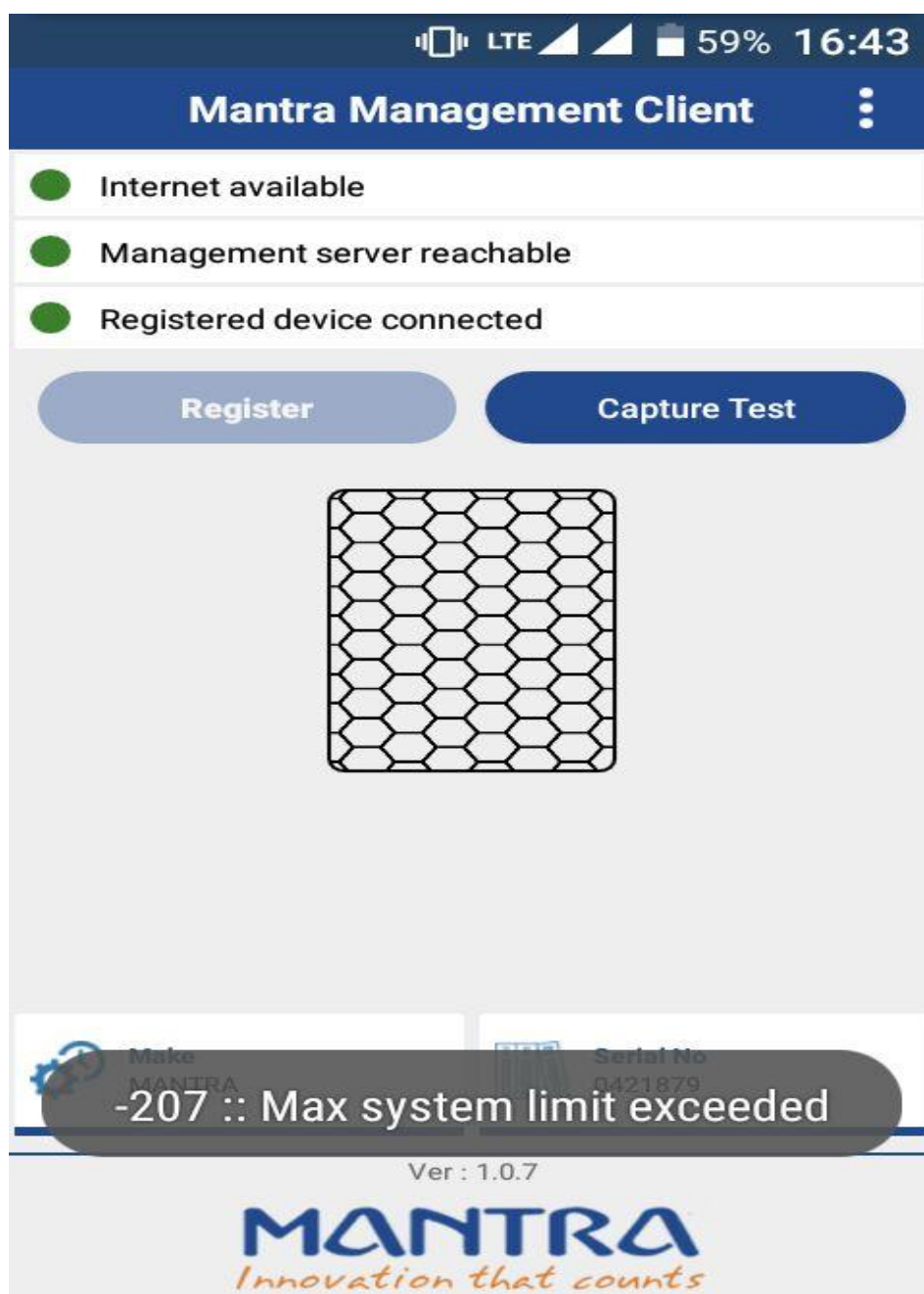| 1.Device serial number |
|---|
| 2.Customer name and Company Name |
| 3.Contact Number |
| 4. Location |
| 5.Application name |

4. -207 : Maximum limit exceeded
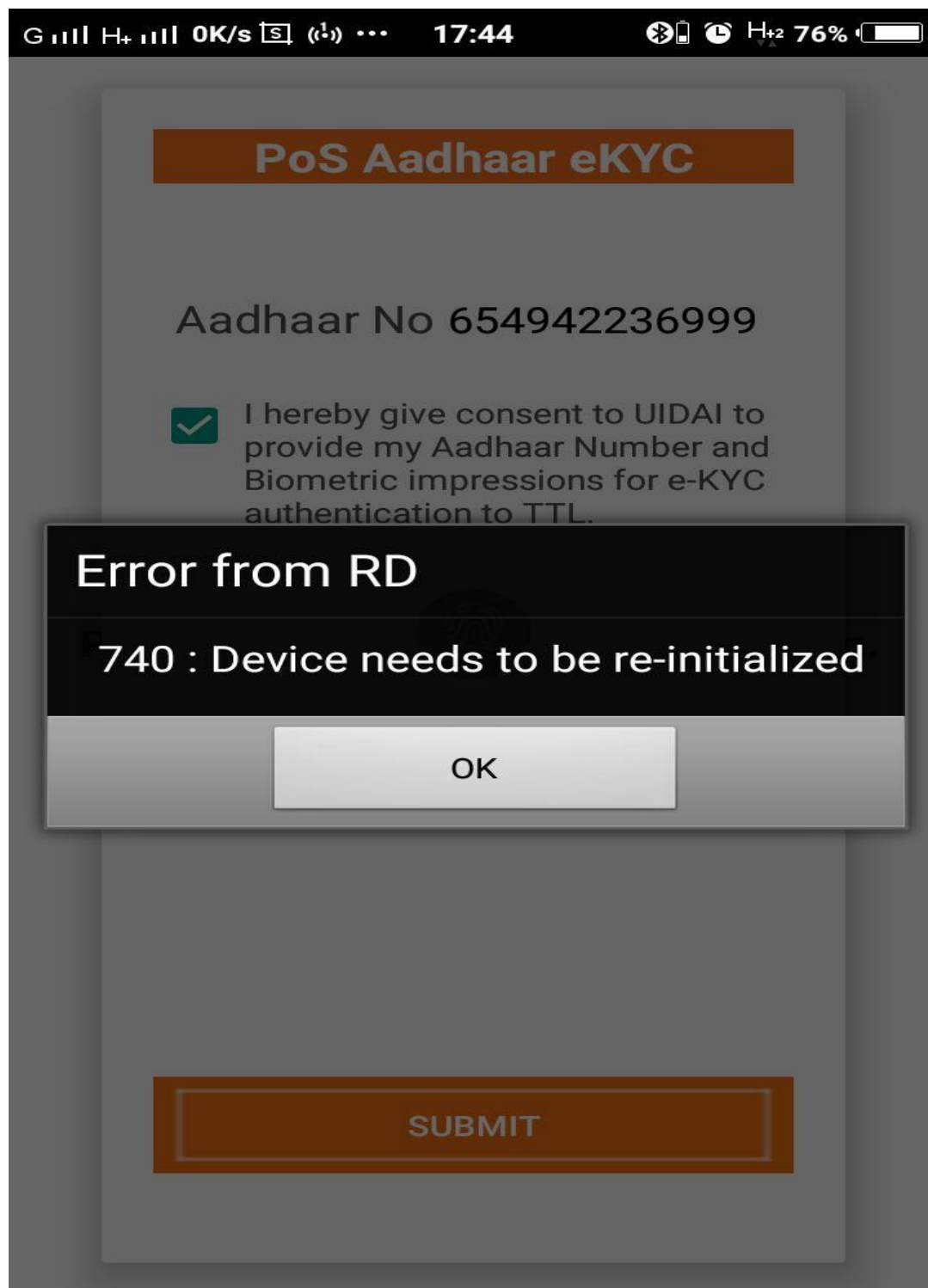
4.   -207 : Maximum limit exceeded

Reason : This error comes when device is being used in more than 11 handsets.

Solution : For that need to mail your **serial number** on service@mantratec.com with error screen shot or description.

We will delete logs from here and device is again ready to use.
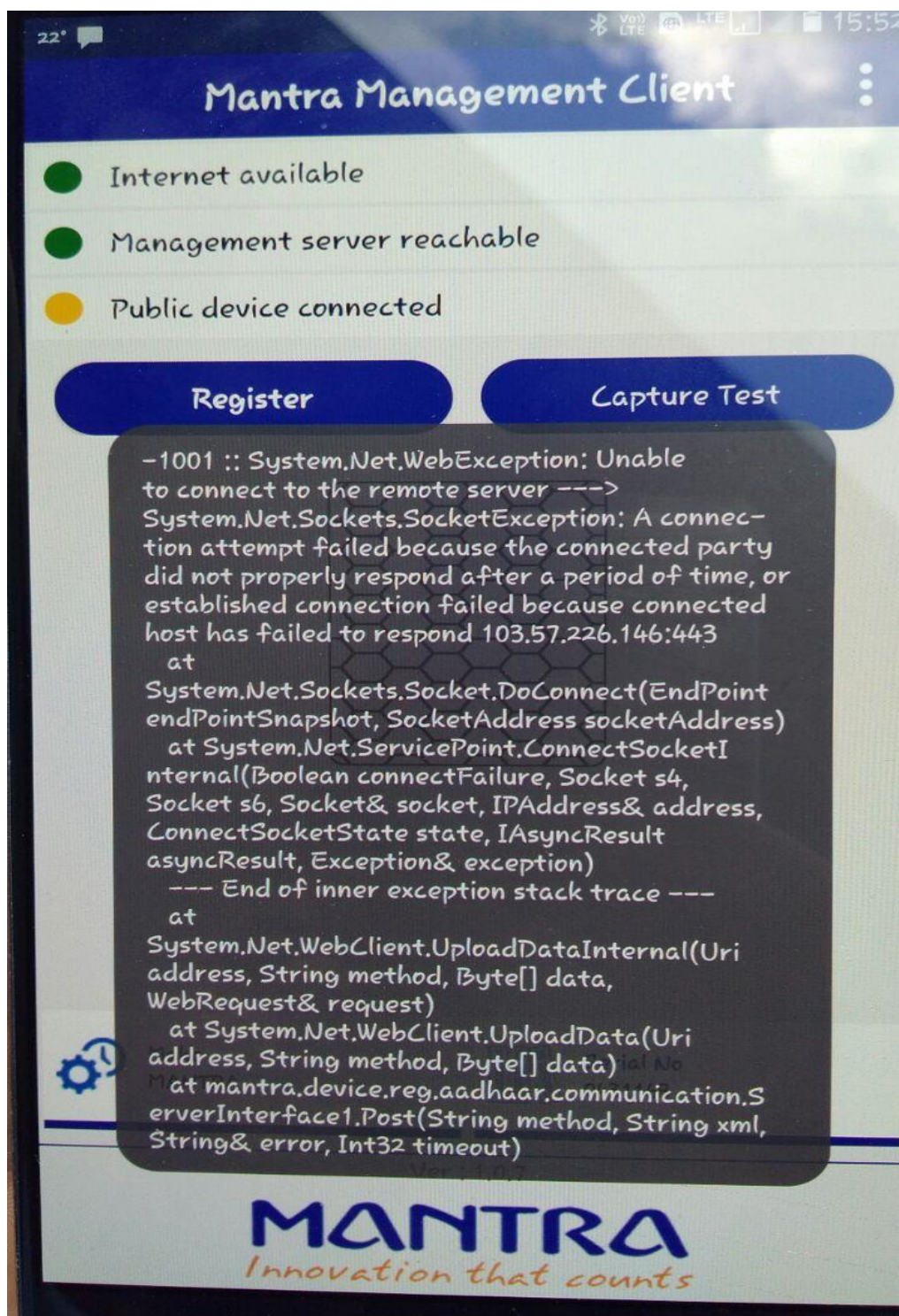
5.   740 – Device needs to be reinitialized

Please follow steps

1) Remove scanner if connected

2) Open Settings > Apps > Mantra Management Client

3) Clear data and clear catch

4) Click force stop

5) Open App again and then test again.

6. -1001 error & -1309

- **Reason :** FINGER PRINT MODULE was not initialized or if application has asked for permission via dialog then you have declined it.

-

- **Solution :** Please restart application and give permission again or restart tab ad follow the same process.

7. Serial No. Corrupt
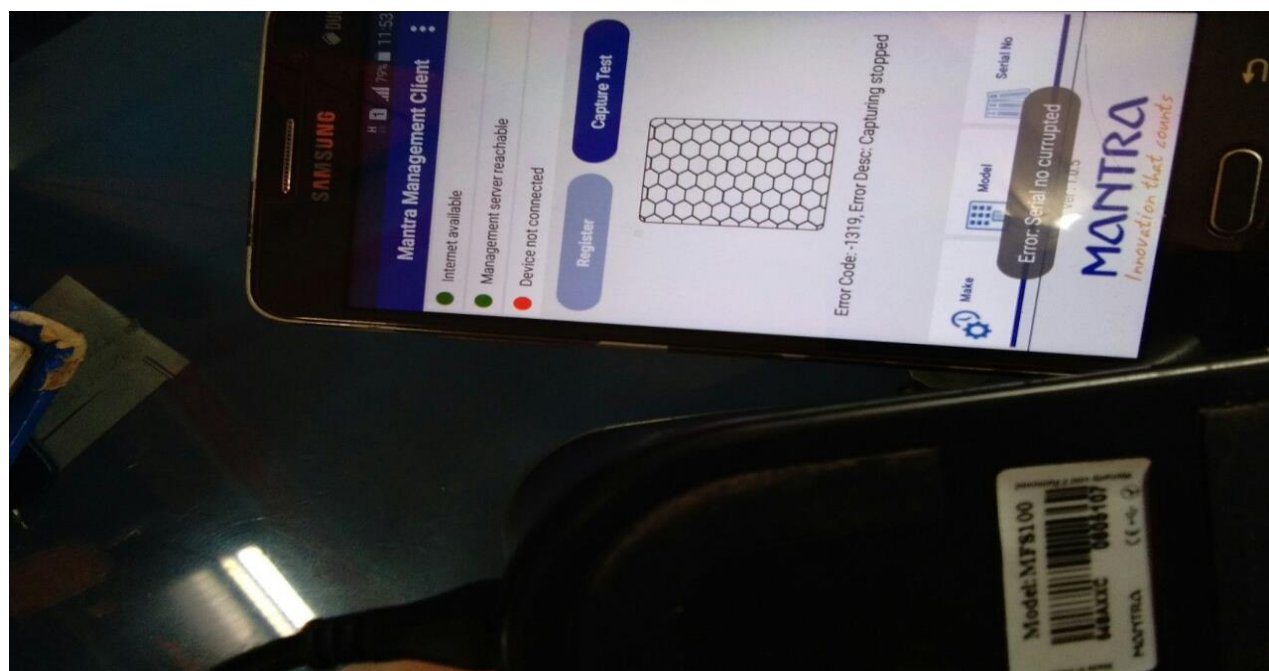
- **Reason** : May be some supporting files are not installed.
- **Solution** : Uninstall both "mantra management client" app and "mantra rd service" and re install again from Play store. Try to capture finger again.

8. Error -6 : FINGER PRINT MODULE used by another application

- **Reason** : May be client has clicked on "capture finger" continuously multiple times
- **Solution** : Go to settings > applications > mantra management client app > storage > Clear data/ clear cache > restart tab > try again.

9.   -1329 : data sign failed
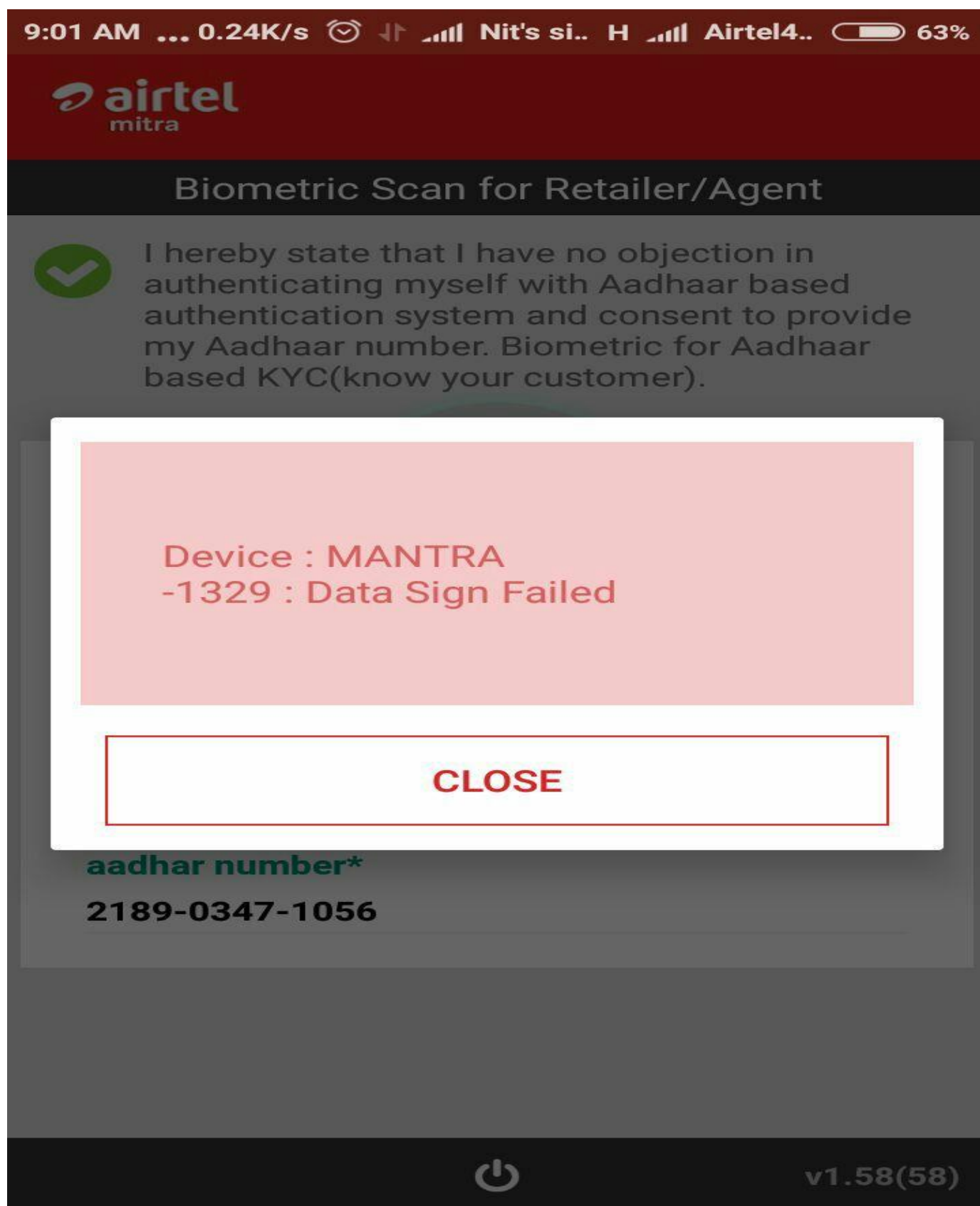
- **Reason** : This is application related issue.

- **Solution** : We can restart mantra management client app and try again by giving it permission, or restart tab and try again.

10. Error -521 :

- **Reason** : When reinstall Mantra RD service setup after formatted system, we get an error in front end "operator authorization failed" but in log it shows "521" error code.

- **Solution** : If new device registered, then UIDAI mirroring server will take 5 to 24 hours for device reflected in its all server.

- So it is requested to registered device one day prior before use it.

11. Error 216 :

- Reason : When device is not registered on UIDAI server.

- Solution : In mantra management client app, do click on register button, once restart the tab. It will hit on UIDAI server and device will get register there, then you can use.

12. Root check failed :
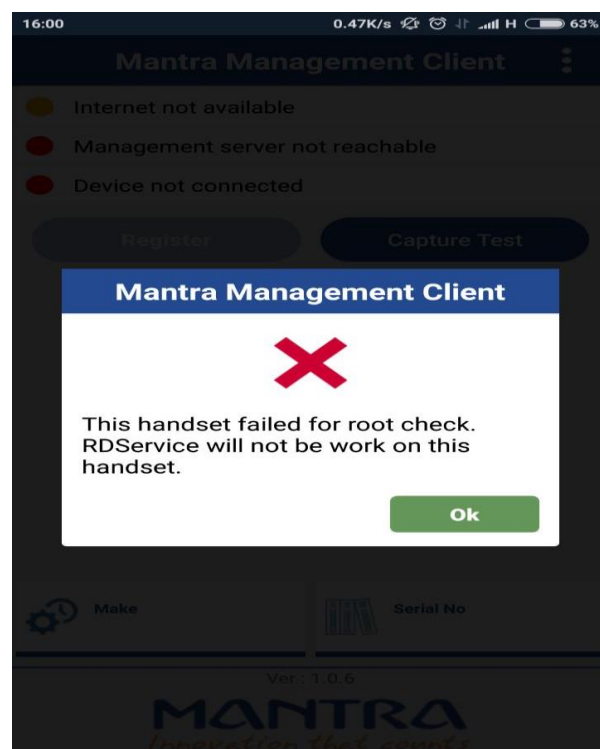
12. Root check failed :
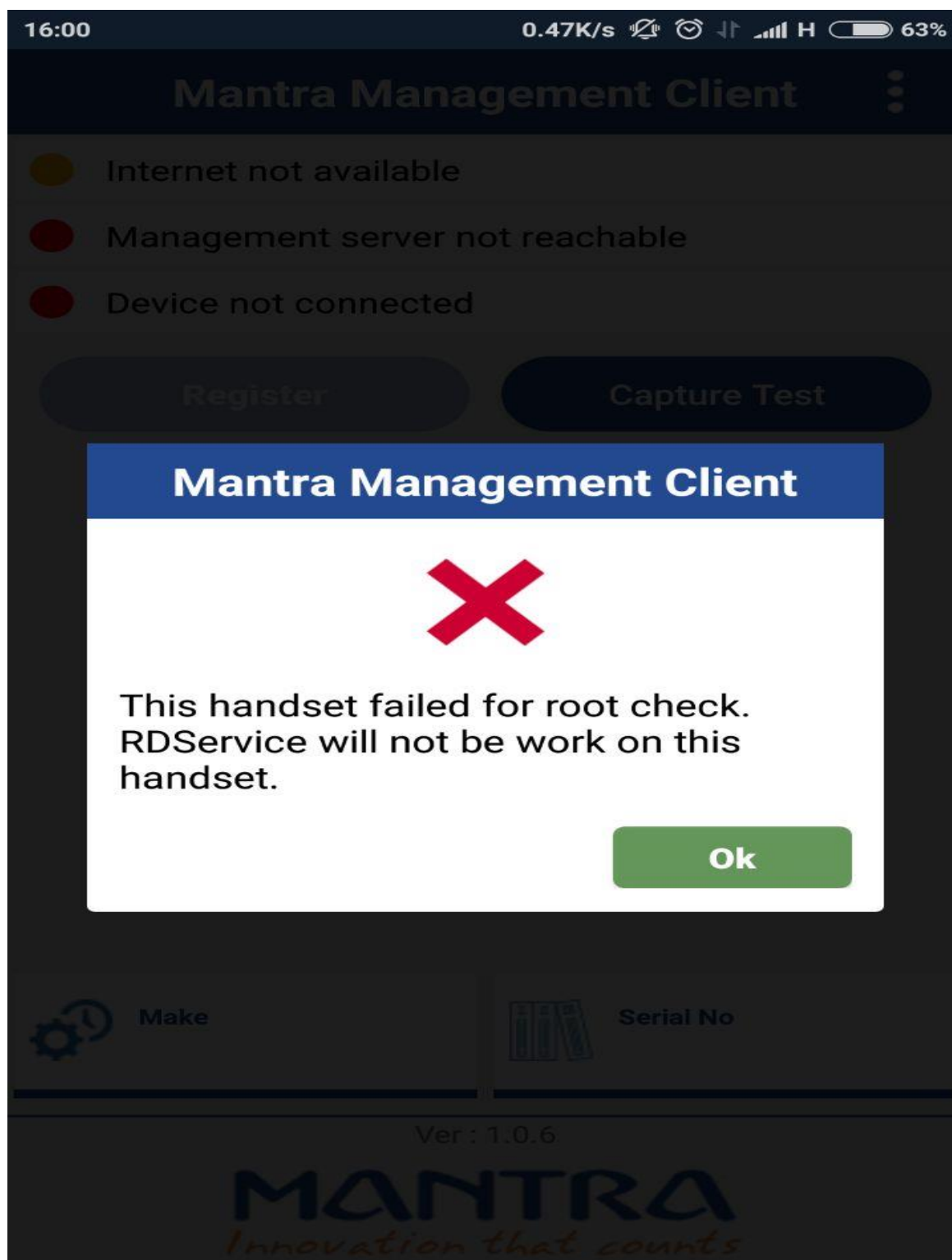
- Reason : When OS of that device is being customized by some one then root check will get failed on that tab or handset.

- Solution : In this case need to change the TAB. (EXCEPT NIC AND OASYS)

- Note : RD service will work only where OS version will be more than 4.4.2 (EXCEPT NIC and OASYS)

13. Mantra management server not reachable :
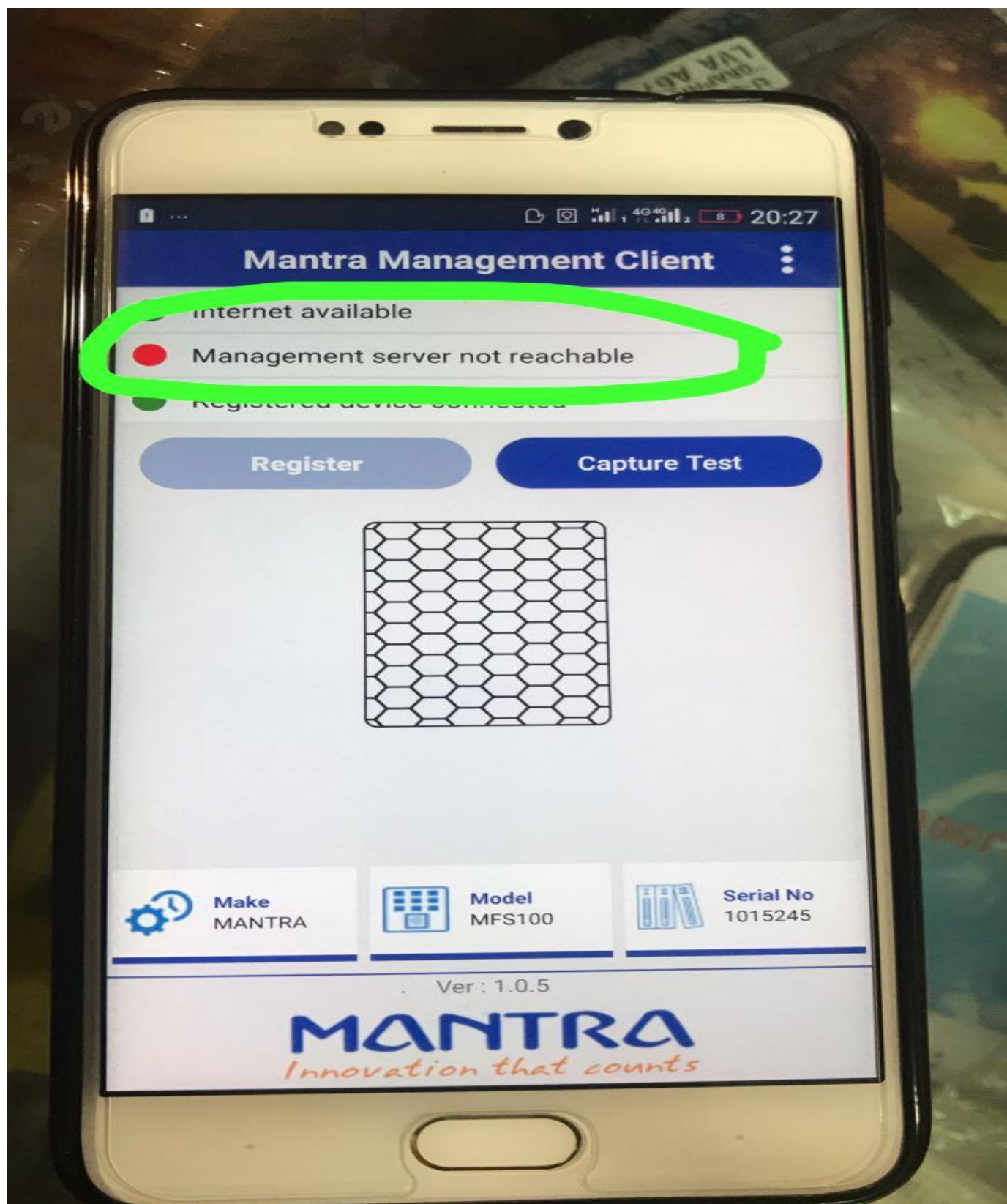
- **Reason** : If Mantra's server will have any issue.

- **Solution** : Contact on Mantra's support helpline number on "079 49068000 dial ext 1 " OR mail query on servico@mantratec.com

14. -1140 : Time Out
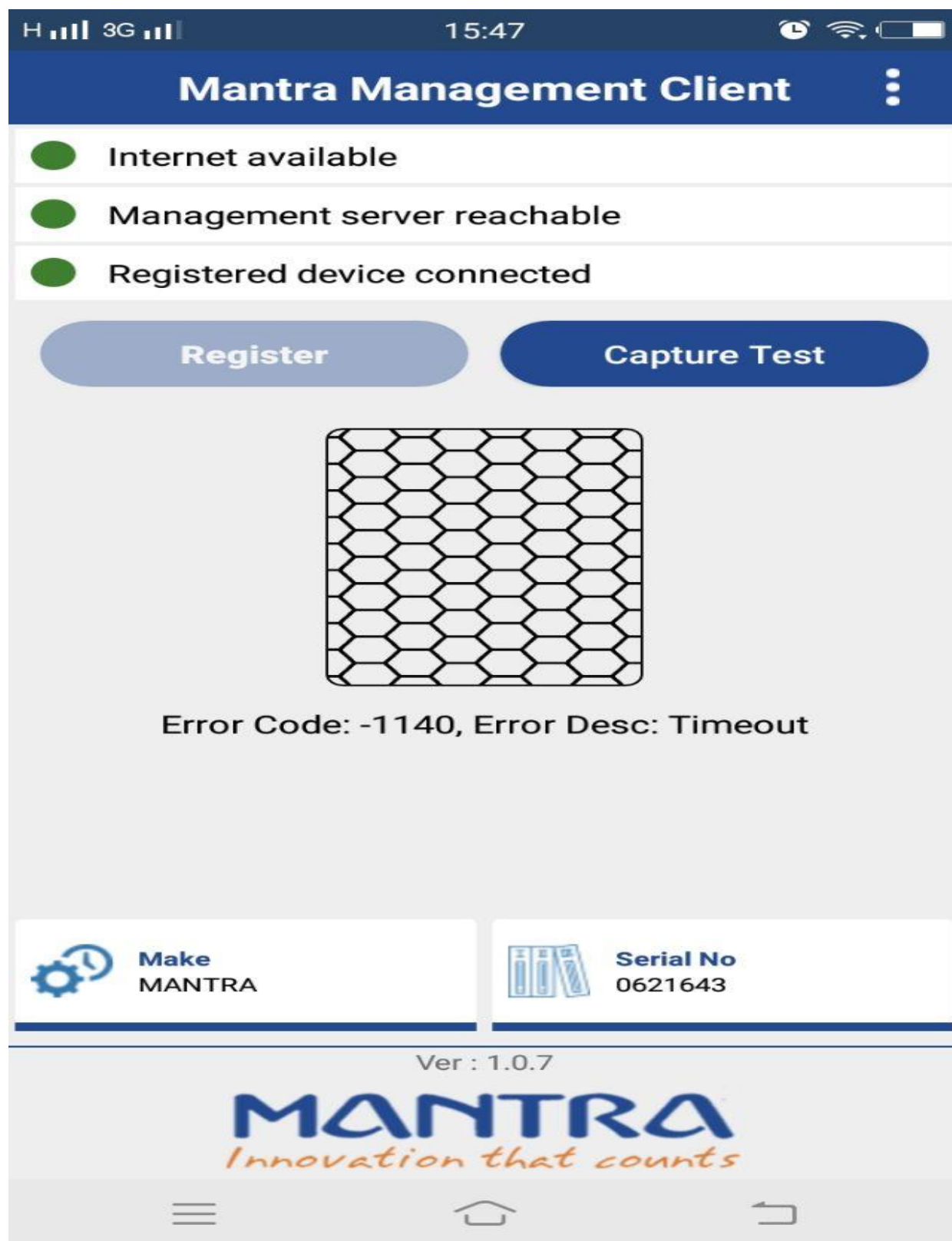
- **Reason** : If scanner is not able to capture finger till 60-70 percent quality.

- **Solution** : Need to repair.

This document conducting FAQs about working with Finger Print Module fingerprint device with your android phone/tablet.

1. What is Finger Print Module?

Ans.: Finger Print Module is STQC certified Biometric Fingerprint Scanner which is used to scan fingerprint.

- Finger Print Module is one and only MAKE-IN-INDIA product developed by MANTRA Softech India Pvt. Ltd.
- Finger Print Module can be used with Android, Windows and Linux operating system with specific requirement.

2. What are the pre-requisites to work with Finger Print Module?

Ans.: Finger Print Module can be used in android phone/tablet which having below configuration/features.

- Minimum OS version should be 4.2.2, Maximum OS version should be 6.0.1
- Android device must be having facility of "USB HOST ENABLED".
- Android device must be having minimum battery level of 15%.
- Finger Print Module can be connected to android device via OTG port through OTG cable.

3. Which android devices support Finger Print Module?

Ans.: Android device which are "USB HOST ENABLED" may support Finger Print Module. Some device is not supporting USB DEVICES though they are "USB HOST ENABLED" because of following reasons.

- Operating System is not capable to ask permission to user (popup) for grant.
- GENERIC USB class (Pen-drive, USB Mouse, USB Keyboard) is permitted but CLASS 1 or
- CLASS 2 (Special devices like Fingerprint Scanner, IRIS Scanner, USB CAMERA etc....) is not permitted by Operating System.
- Only few VENDOR IDs are permitted in Operating System in case of Custom OS.
- You can refer the list of supported android devices in this document later.

4. What is the "USB HOST ENABLED", How can I check whether my device is "USB HOST ENABLED" or not?

Ans.: By the feature of "USB HOST ENABLED" your android device can detect and handle extra devices which can be plugged to your android devices. In this case android device acts as parent device and extra devices act as child/slave devices.

! Important: it doesn't mean that your android device is detected in your computer that means your android device is "USB HOST ENABLED". Because in this case your computer acts as parent and android device acts as child/slave

For checking about the feature of "USB HOST ENABLED" in your android device, you can visit google play store and can search by key work "USB HOST CHECK". From the search result you can install application and can run in your android device for checking "USB HOST ENABLED".

You can also refer the links for install related application.

Please note, below link contains third party applications may not available in future and support for this applications cannot be provided by MANTRA.

- https://play.google.com/store/apps/details?id=org.tauruslabs.usbhostcheck
- https://play.google.com/store/apps/details?id=eu.chainfire.usbhostdiagnostics
- https://play.google.com/store/apps/details?id=aws.apps.usbDeviceEnumerator

5. What are the errors, error codes and actions while working with MFS100?

Ans.: In the below table, we have included some major error, error codes and action should be taken.

No device connected	Check your device is "USB HOST ENABLED" or not.
Serial number corrupted	Try for at least 5 times by connecting and disconnecting device, if problem is still occurring then need to replace Finger Print Module.
Unknown Sensor	May you have connected different fingerprint scanner instead of Finger Print Module.
Device Not Initialized	Finger Print Module was not initialized or if application has asked for permission via dialog then you have declined it. Please remove Finger Print Module and plug again and if application is asking for permission then click "OK".
Permission Denied	Refer to error -1309
Sync Problem	In this case may you have connected different version of Finger Print Module that may be compatible with windows but not with android.
Timeout	You have not place finger properly within in specific time, so current capturing process has been aborted. It may often possible that you have place finger properly but due to dry, wet, damage or not stable finger, good quality was not acquire.
	Please retry with clean finger and put finger stable on scanner.
Key not passed or invalid key	Your application has not license to use Finger Print Module device. Try for at least 5 times by connecting and disconnecting device, if still error is occurring then Please contact your application vendor.
Unhandled exception	Try for at least 5 times by connecting and disconnecting device, if still error is occurring then please contact your application vendor.
Other USB Error	You have used incompatible device, please refer error -1139. Try for at least 5 times by connecting and disconnecting device, if still error is occurring then please contact your application vendor/device vendor.

**For other errors you can contact your application vendor.

6. List of Supported and tested devices with MFS100.

Ans.: In the world, there are so many android devices available with various brand, OS and

configuration. It may possible that all the devices are not supporting MFS100. But we have

tested some devices with MFS100 that are listed below. We are continuously testing MFS100

with various android models and increasing below list.

Please refer below table for supported and tested android devices.

Thank you

MANTRA

1. TABLET & Android

2. Finger Print & Iris Module