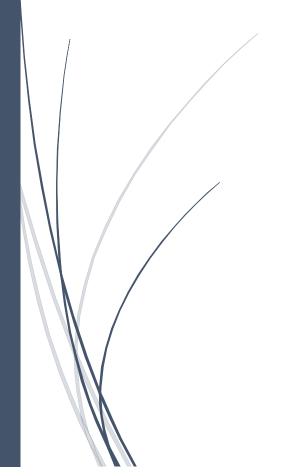# MANTRA – MFS100

FAQ - ANDROID

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This document conducting FAQs about working with MFS100 fingerprint device with your android phone/tablet.

1. **What is MFS100?**

   Ans.: MFS100 is STQC certified Biometric Fingerprint Scanner which is used to scan fingerprint. MFS100 is one and only MAKE-IN-INDIA product developed by MANTRA Softech India Pvt. Ltd. MFS100 can be used with Android, Windows and Linux operating system with specific requirement.

2. **What are the pre-requisites to work with MFS100?**

   Ans.: MFS100 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%.
   - MFS100 can be connected to android device via OTG port through OTG cable.

3. **Which android devices support MFS100?**

   Ans.: Android device which are "USB HOST ENABLED" may support MFS100. 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.

Error Code	Error	Action should be taken.
-1307	No device connected	Check your device is "USB HOST ENABLED" or not.
-1314	Serial number corrupted	Try for at least 5 times by connecting and disconnecting device, if problem is still occurring then need to replace MFS100.
-1142	Unknown Sensor	May you have connected different fingerprint scanner instead of MFS100.
-1309	Device Not Initialized	MFS100 was not initialized or if application has asked for permission via dialog then you have declined it. Please remove MFS100 and plug again and if application is asking for permission then click "OK".
-1001	Permission Denied	Refer to error -1309
-1139	Sync Problem	In this case may you have connected different version of MFS100 that may be compatible with windows but not with android.
-1140	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.
-1322	Key not passed or invalid key.	Your application has not license to use MFS100 device. Try for at least 5 times by connecting and disconnecting device, if still error is occurring then Please contact your application vendor.
-1000	Unhandled exception	Try for at least 5 times by connecting and disconnecting device, if still error is occurring then please contact your application vendor.
-99	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.

Brand	Models
Dell	Venue 7 3470
Datawind	UBISLATE 7Cz
	UBISLATE 7C+
	UBISLATE 3G7
	UBISLATE NS7
HTC	816
Motorola	Moto G
	Moto G2
Nexus	5
Xiaomi	Redmi Note 3
	Mi 4i
	mi redmi 2
Lenovo	A7000
	Tab 2 A10-70L
	Tab A730
	*A7 series tablet
	*A8 series tablet
Samsung	A8
	S6
	J5
	J7
	Tab 2
Intex	Aqua HD
Smile	*Tablet series (Few tested)
Micromax	Q450
Asus	Z00LD
Sony	D2302

7. **How to get support for MFS100 from central support center.**
   Ans.: Before getting support, please prepare by installing "TeamViewer – QS" from play store, and make sure your android device having 3G internet connectivity.
   You can refer below link for "TeamViewer – QS" or you can search by key word "teamviewer quicksupport" on play store.

   https://play.google.com/store/apps/details?id=com.teamviewer.quicksupport.market

   for Samsung device, please refer below link.
   https://play.google.com/store/apps/details?id=com.teamviewer.quicksupport.samsung

   After preparing for MFS100 related support, you can contact MANTRA's central support team at below numbers between 10 AM to 6 PM (Monday to Friday).
   +91-83-470-02-127
   +91-92-272-66-229
   You can also write on support@mantratec.com