

AgeVisor® Touch™ ID Scanner

User's Guide

AGE VERIFICATION MACHINE



Contents of this Box

- AgeVisor Touch ID Scanner
 - 12V Power Supply
 - Users Manual



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1 Introduction

This document will describe how to use the AgeVisor Touch scanner.

1.1 Document overview

This document is designed based on the form hierarchy of the application. Each chapter will begin with the top-level form or screen and the sub paragraphs will be dedicated to the lower level forms that are accessible from the higher form.

1.2 Scanner Features



2 Home Screen

The **Top Tabs** allow navigation to the 4 main screens for the program.



The 4 tabs on the top will take you to the four main screens of the program. The Main screen will show the current scan information. The Settings screen shows the different settings options. The Data screen allows you to view and export customer and scan data. The Help screen allows access the help features of the program.

2.1 Main

The Main tab is the landing point when the AgeVisor Touch application launches.

Below is a picture of the Main form after a scan, which displays a scanned card, and all the elements of the form:

The screenshot displays the 'Main' tab of the AgeVisor Touch application. The interface is divided into several sections:

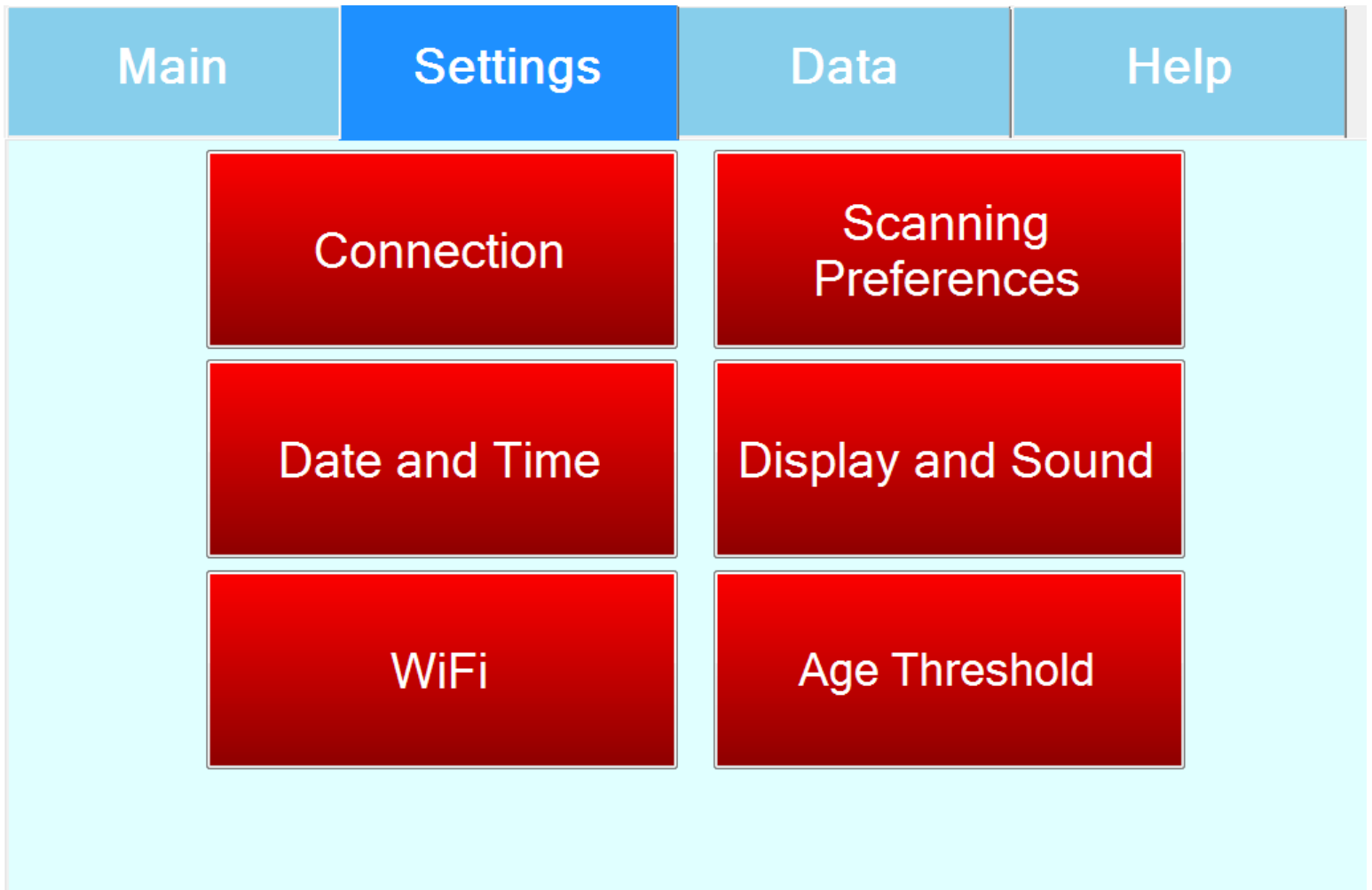
- Navigation Tabs:** Main (selected), Settings, Data, Help.
- Scan Info:** A form containing the following data:
 - Name: Tom TokenWorks s M
 - Address: 1045 31ST ST NW #506
 - C / S / Z: WASHINGTON DC 20007
 - ID No.: 1291174
 - DOB: 03/07/1962 Expires: 03/07/2007
 - Visits: 1 Age: 55Buttons for 'Email/Phone' and 'Tag' are located below the Visits and Age fields.
- Alerts:** Three indicators are shown: Alcohol (OK), Age (55), and Tobacco (OK).
- ID Status:** A large yellow box displays 'ID Expired'.
- Footer:** Shows the current date and time (7/28/2017 1:43:31 PM), a scan counter (Scans: 1) with increment (+) and decrement (-) buttons, and the status 'Scanner Connected TOKENWORKS™'.

Red brackets on the left and right sides of the form group these elements into categories:

- Scan Data:** Full address details for cross reference with ID (encompasses Name, Address, C/S/Z, ID No., and DOB).
- Customer Visit Count:** (encompasses the Visits field).
- Age Indicators:** (encompasses the Alcohol, Age, and Tobacco alerts).
- ID Status:** (encompasses the 'ID Expired' warning box).
- Current Date & Time:** (encompasses the timestamp).
- Scan Counter (Inc/Dec):** (encompasses the Scans: 1 and +/- buttons).

2.2 Settings

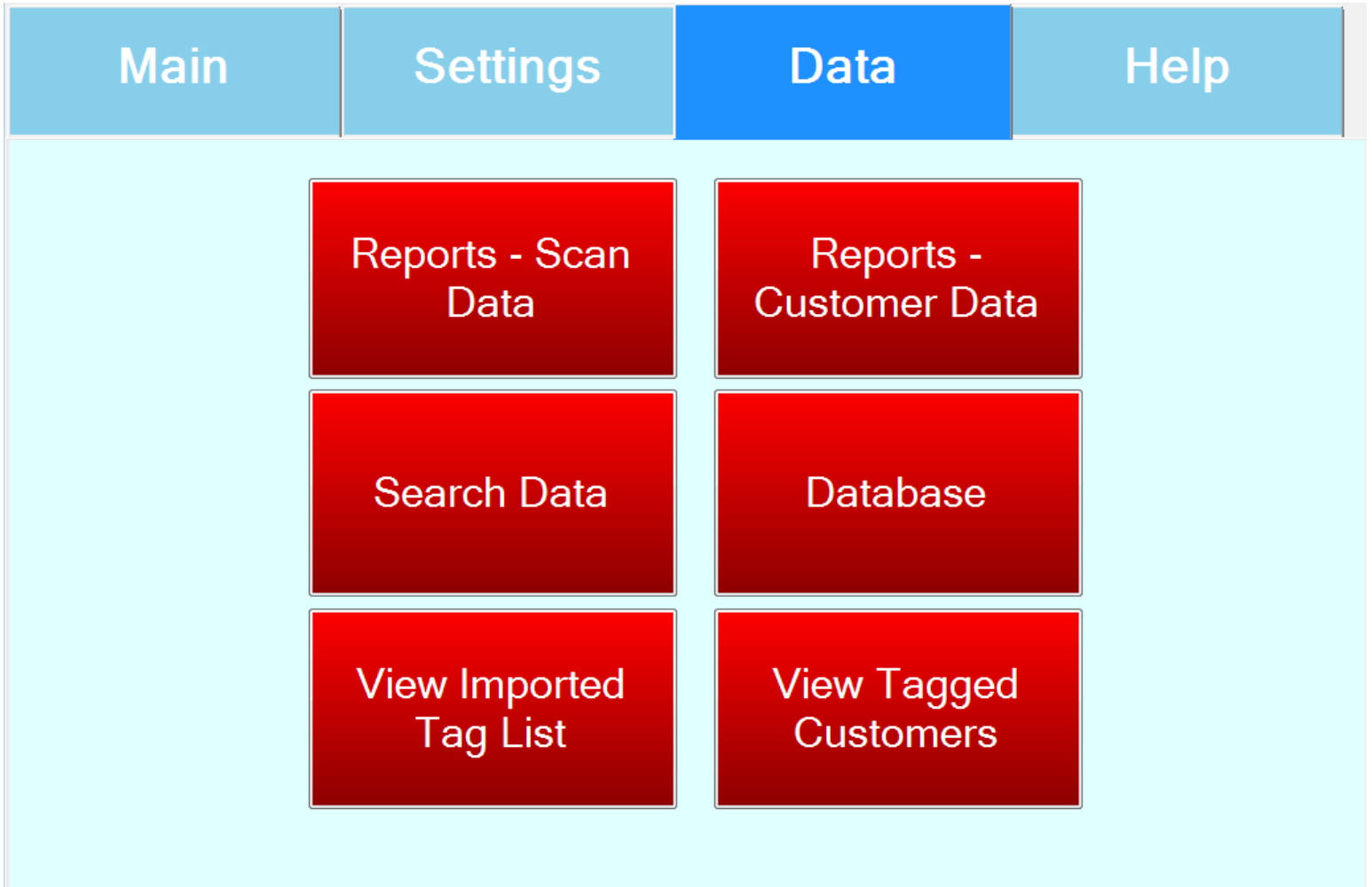
Tapping the **Settings** tab will display a screen of functions that are typically used by a system administrator. These functions can be protected by pin-codes to keep settings and information secure. The unit comes with a default pin-code of (5678) for the following functions: Connection, Scanning Preferences, Date and Time, Display and Sound, WiFi, and Age Threshold.



The details of each of the buttons in the **Settings** menu are detailed in Chapter 3: Settings Screen.

2.3 Scanned Data

Tapping the **Data** screen will display a list of options related to the data stored on the device.



The details of each of the buttons in the **Data** menu are detailed in Chapter 4: Data Screen.

2.4 Help

Tapping the Help tab will display different options related to learning about the device and managing updates.



About – Shows the software Version installed and Serial Number of the unit.

User Guide – Displays an electronic pdf of the User Manual.

Check For Updates - Allows you to check for the latest updates.

NOTE: WiFi must be enabled to use this feature. Visit <https://www.idscanner.us/general-support/how-to-connect-to-wifi-on-agevisor-touch/> to learn how to connect your unit to WiFi.

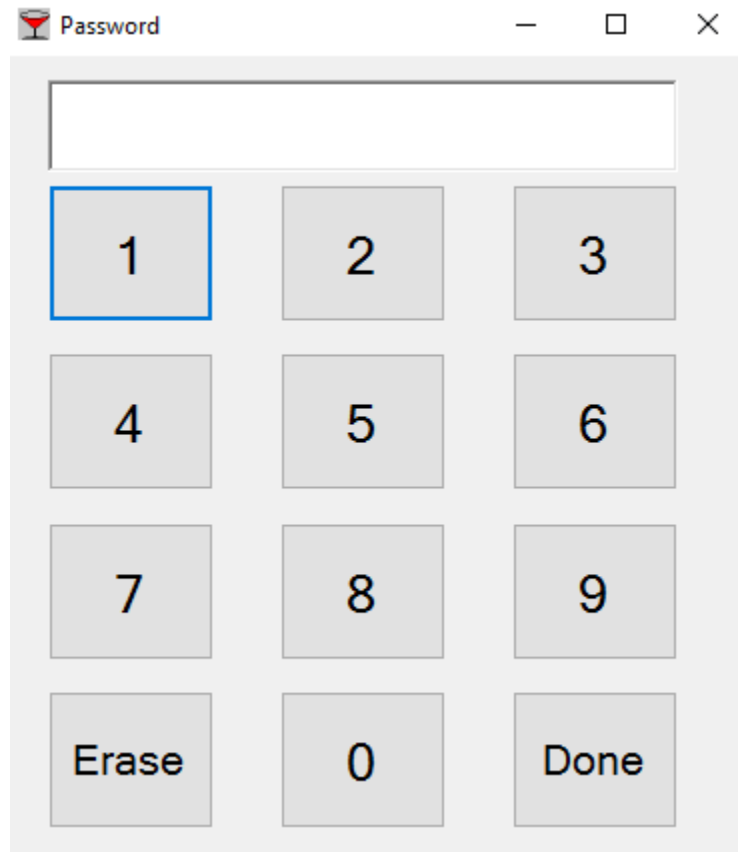
Exit App – Allows you to exit the AgeVisor Touch application.

NOTE: Security Pincode is required to exit the application. See *section 2.5* for more details.

2.5 Pincode

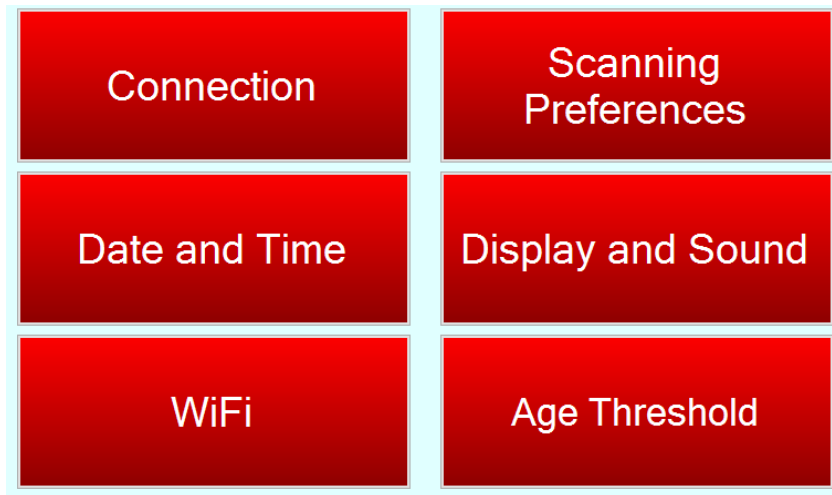
Many features of AgeVisor Touch are protected by a pincode. When you attempt to access these features you will be prompted with a popup window that asks for a password.

The default pincode is “**5678**”.



3 Settings Screen

Settings Screen:



The Settings screen is used to initialize the device and set the parameters required to enable all the functionality.

The **Connections** button allows the device to connect with the built in scanners.

The **Scanning Preferences** button brings up a screen to enable or disable major functionality (age verification, anti pass back, Tag feature).

The **Date and Time** allows the user to set the correct local date and time for the device. The system date and time has to be set correctly in order to calculate the correct age of cardholders.

The **Display and Sound** button brings up options for controlling volume, brightness and themes for the device.

The **WiFi** button brings up options for connect to a local WiFi network. Generally, we recommend not connecting the device to WiFi due to Windows Updates, but a connection is necessary in order to perform updates for AgeVisor Touch software.

The **Age Threshold** button allows the selection of the appropriate thresholds for age and the product category which the age should apply to.

3.1 Connection

The Connection button allows the Device to connect properly to the scanners. The Device should come with the scanners already configured to connect automatically. However, if the device is not responding to the scanners, you can reconnect the scanners by clicking on the Connection button.

Below is what the Scanner Connection Settings window should look like.

If you have a Magnetic Stripe Reader installed on your AgeVisor Touch, the MSR Magstripe enable box should be checked. You may need to change the M260/MSR Port to match the correct port that the MSR is plugged into (commonly COM3 or COM4).

Select scanner, Connect, then click Config/Test

Scanner Selection

POS HID Scanner Enable M260 Scanner Enable

MSR Magstripe Enable

Connect
MSR

Config
MSR

M260/MSR Port:

COM1

Scanner Output

MSR Disc: 0
HID Disc: 0

Connect
POS HID

Config/Test
Scanner

Automatic Port Open - *Use after verifying Scanner works*

To connect scanners:
 1) Press Connect *** for your scanner(s)
 2) Press Config *** button(s)
 3) After receiving confirmation, check Automatic Port Open.

Save/Exit

Ensure Automatic Port Open is selected. This will ensure your connection setting remain correct avoiding future issues.

3.2 Scanning Preferences

The Scanning Preferences button allows you to adjust important settings that appear when you scan an ID.

AntiPassback Time (0 Hours disables feature)

Auto Hide Seconds

Clear Screen after specified time - Seconds

Enable Tagging Function

Disable the saving of all data
(This will disable: antiPassback, tagging, and raw data logging)

Enable Raw Data Logging

M420 Sensitivity

Display REALID status [?](#)

Connect To Server

AntiPassback Time – This will enable an alert to appear if an ID is scanned more than once during the set time.

Clear Screen – This will cause the scanned data to be cleared from the Main screen's fields after the set time. Note: the scanned data will still be saved to the database.

Enable Tagging – Allows you to apply tags to customers and have the tag appear when the customer is next scanned.

Disable the saving of all data – This function prevents data from being saved when an ID is scanned. AntiPassback, tagging and raw data logging will stop functioning if this is enabled.

Enable Raw Data Logging – This creates a log of scans. This log is used for troubleshooting purposes.

M420 Sensitivity – This adjusts how well the barcode reader picks up movement.

Connect To Server – Allows you to send scans to the server, to sync multiple scanners. Require purchase of IDVisor Sync.

Display REALID status – This setting displays an icon in the top-right of the Main tab indicating whether the 2D barcode is marked as being REAL ID compliant. Click “?” on screen for more details.

3.2.1 Advanced Settings- Scanning Preferences

Limit Data Collection Edit Categories

Allow Scan Navigation

Allow Manual Entry

Simple Overlay [What is Simple Overlay?](#)

Enable USB Relay Connection [What is a USB Relay?](#)

Location Checking Edit Locations [What is Location Checking?](#)

Note: The Location Checking indicator replaces the Secondary Age icon.

Close

Limit Data Collection – This function allows you to disable saving of individual License field, like Address, DL number, etc. If you disable certain fields, you will also disable features associated with them, e.g., disabling DL number will also disable the anti-pass back feature. Only disable items if you understand and accept the consequences.

Allow Scan Navigation – When you enable this, navigation arrows will be added to the main form, allowing you to scroll through the scan history

Allow Manual Entry – Allows you to manually enter customer information without having to scan an ID.

Simple Overlay – This creates window over the main form that only displays the age icons and calculated age. Click “**What is Simple Overlay?**” for more information.

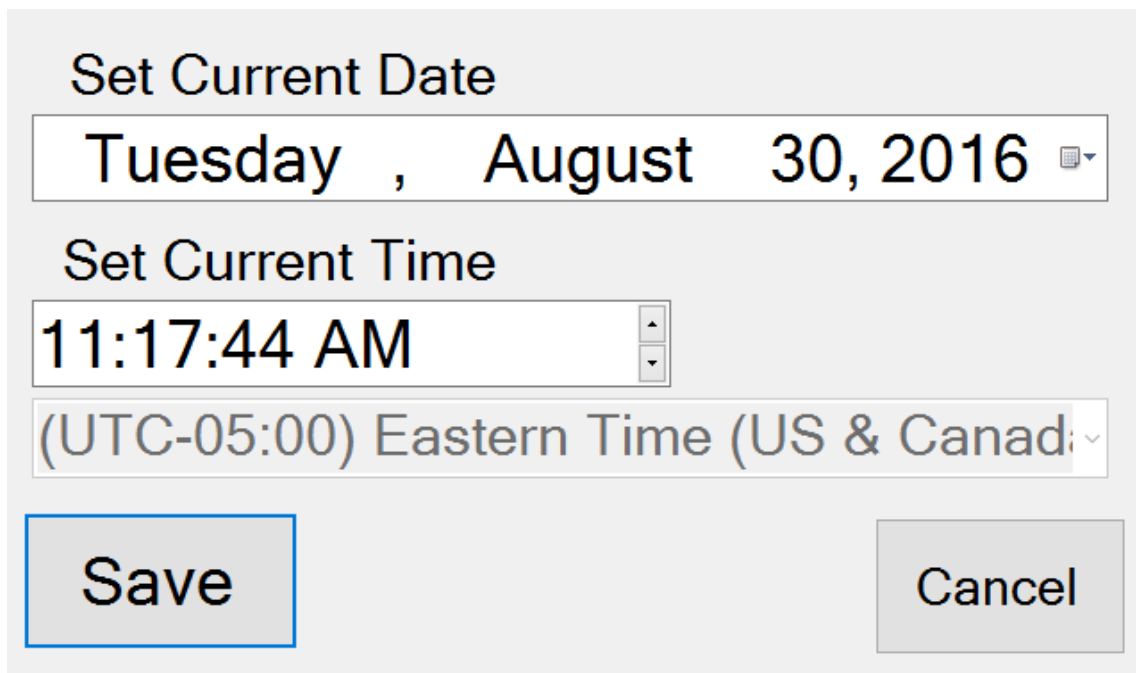
Enable USB Relay Connection – Allows you to control an external relay (purchased separately), that will generate a 5 second pulse to turn on an externally controlled appliance (lamp, door latch) when there is a scan that passes the primary age threshold. Click “**What is a USB Relay?**” for more information.

Location Checking - allows you to upload a list of valid places. They can include any combination of Address, City, State, or Zipcode. After an ID is scanned, an icon will be displayed indicating whether the location is on the list. If the location is on the uploaded list, it is a “Good Location”. If the location is not on the uploaded list it is a “Bad Location”. Click “**What is Location Checking?**” for more information on how to upload a location list.

3.3 Date and Time

Set the Date and Time to ensure Age calculation will be correct.

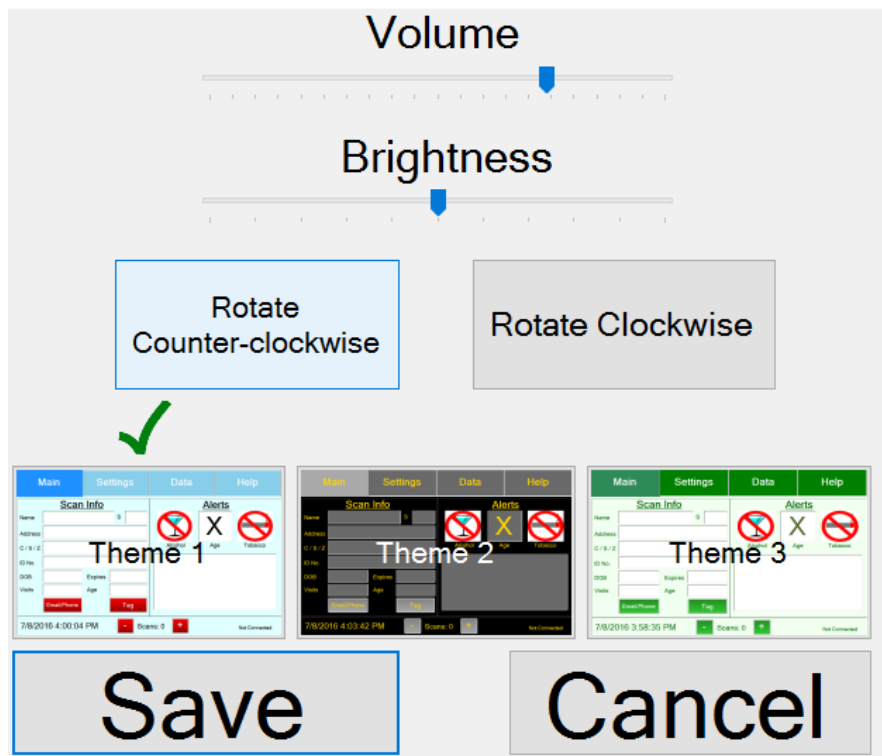
If you set the time/date in the past, the application results will become unstable. Additionally, the calculated age of the person will be incorrect. Always ensure the correct date/time is displayed in the lower left corner of the Main screen.



The screenshot shows a dialog box with a light gray background. At the top, the text "Set Current Date" is displayed. Below it is a text field containing "Tuesday , August 30, 2016" with a small calendar icon on the right. Underneath, the text "Set Current Time" is displayed. Below that is a time selection field showing "11:17:44 AM" with up and down arrow buttons on the right. Below the time field is a dropdown menu showing "(UTC-05:00) Eastern Time (US & Canada)". At the bottom left is a "Save" button with a blue border, and at the bottom right is a "Cancel" button.

3.4 Display and Sound

The Display and Sound button displays a window that allows the adjustment of the display and sound.



Volume: Allows the adjustment of the system volume.

Brightness: Allows adjustment of the screen's brightness.

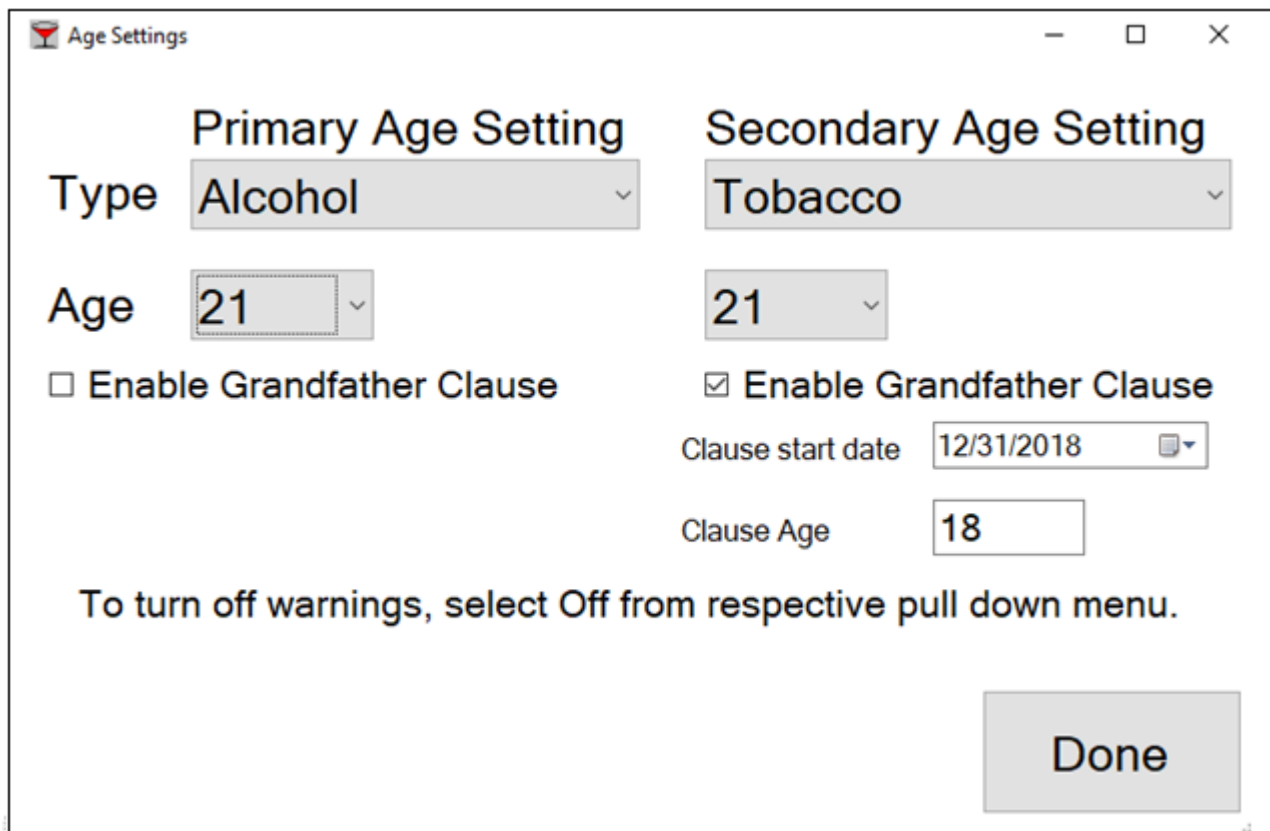
Themes: Allows selection of a theme that is appropriate to your business.

3.5 WiFi

Visit <https://www.idscanner.us/general-support/how-to-connect-to-wifi-on-agevisor-touch/> to learn how to connect your unit to WiFi.

3.6 Age Threshold

The Age Threshold button allows you to select the minimum age requirement for the product type you select.



Age Settings

	Primary Age Setting	Secondary Age Setting
Type	Alcohol	Tobacco
Age	21	21
<input type="checkbox"/> Enable Grandfather Clause		<input checked="" type="checkbox"/> Enable Grandfather Clause
		Clause start date 12/31/2018
		Clause Age 18

To turn off warnings, select Off from respective pull down menu.

Done

The Grandfather clause feature makes it so that the customer can have the age alerts work properly when states raise the age limit for an age restricted product but grandfather's customers who were previously allowed to purchase the product before the new law went into effect.

Visit - <https://www.idscanner.us/general-support/how-to-set-grandfather-clause-on-the-agevisor-software/> for more information on setting up the Grandfather clause feature.

4 Settings Screen

4.1 Reports - Scan Data

The Reports – Scan Data button will display the scanned data stored on the Device.

Before the scanned data appears, you need to select a time range to view. After the time range is selected, press “View”. If you would like to export the data from the device, press “Export”.

This will cause an options window appear, allowing you to choose how you want the scanned data to be exported, either to a file on the Device or to an external USB drive.

The data will be exported as a .csv file that is readable in a spreadsheet program such as Microsoft Excel. The simplest way to get this exported data off of the device is by plugging a USB Flash drive into one of the USB ports on the side of the Device and selecting USB Drive. This will create a file on the USB drive called “Customer Scans.csv”.

Alternatively you can save the extracted data file to the device and pull the data off at a later time. This will require you to exit the AgeVisor Touch application and use Windows File Explorer to navigate to C:\Tokenworks\ExportedData where the data will be stored.

Select a time frame to view:

From: 08/30/2016 Till: 08/30/2016

	CustomerID	FirstName	Middle	LastName	Title	Address1	Address2	City	S
▶	362832512NY	TOM	T	TOKENWORKS		40 E 94TH ST APT 15B		NEW YORK	N

4.2 Reports - Customer Data

The Reports - Customer Data button functions very similarly to the Reports – Scan Data button except the Customer Data is displayed instead of the Scan Data.

You can view the customer data stored on the Device by selecting a time range to view.

After the time range is selected, press “View”. If you would like to export the data from the device, press “Export”. This will cause an options window appear, allowing you to choose how you want the scanned data to be exported, either to a file on the Device or to an external USB drive.

The data will be exported as a .csv file that is readable in a spreadsheet program such as Microsoft Excel. The simplest way to get this exported data off of the device is by plugging a USB Flash drive into one of the USB ports on the side of the Device and selecting USB Drive. This will create a file on the USB drive called “Customer.csv”.

Alternatively you can save the extracted data file to the device and pull the data off at a later time. This will require you to exit the AgeVisor Touch application and use Windows File Explorer to navigate to C:\Tokenworks\ExportedData where the data will be stored.

Select a time frame to view:

From: 05/27/2020 Till: 05/27/2020

	CustomerID	FirstName	Middle	LastName	Title	Address1	Address2	City
▶	1291174DC	Tom	T	TokenWorks		1045 31ST ST NW #506		WASHINGT

< >

Double Click a Record for Detailed View

You can view additional information about a customer by double clicking the row for the customer. Below is what the additional information window looks like:

DL#:	<input type="text" value="1291174"/>	State:	<input type="text" value="DC"/>	Sex:	<input type="text" value="M"/>
First:	<input type="text" value="Tom"/>	M:	<input type="text" value="T"/>	Exp:	<input type="text" value="20070307"/>
Last:	<input type="text" value="TokenWorks"/>	DOB:	<input type="text" value="03071962"/>		
Addr:	<input type="text" value="1045 31ST ST NW #506 , WASHINGTON , DC 200"/>				
Tag:	<input type="text"/>	Tag Msg:	<input type="text"/>	<input type="button" value="Edit"/>	
Email:	<input type="text"/>	Phone:	<input type="text"/>	<input type="button" value="Edit"/>	
Visits:	<input type="text" value="1"/>	Scans:	<input type="text" value="1"/>		
First Visit:	<input type="text" value="5/27/2020 3:08:21 PM"/>				
Last Visit:	<input type="text" value="5/27/2020 3:08:21 PM"/>	<input type="button" value="Search DB"/>	<input type="button" value="Close"/>		

4.3 Search Data

The Search Data button allows you to search for customers who have been previously scanned.

You can search for the customer by entering either the First and/or Last name, and/or ID Number. After entering the information click Search and the unit will search the database for the customer information.

Once the customer has been found you can tag the customer from the window or add a phone number/email address for the customer. Below is a picture of the window:

The screenshot displays a search results window with the following elements:

- 11 records found: 10 of 11** (underlined)
- ID Number** input field containing **362832512**
- First** input field containing **John** and **Mid** input field containing **Q**
- Last** input field containing **IDVisor** and **State** input field containing **NY**
- Edit Tag** button and an empty input field
- Edit email/phone** button and two empty input fields
- Last Visit Date:** input field containing **5/27/2020 3:07:02 PM**
- Search** and **Clear** buttons
- << Prev**, **Next >>**, and **Exit** buttons

4.4 Database

The Database button opens the Database Tools window which allow you to manage settings relating to the database

The screenshot shows the Database Tools window with the following elements:

- Test the Current Database:** A button labeled "Check DB" and a dropdown menu with the text "tap to display list of backups:" above it. To the right is a "Restore DB" button.
- Create a backup copy of the DB:** A button labeled "Backup DB".
- Unlock:** A button labeled "Unlock" with the text "Click Unlock to unlock DB Delete" above it.
- DB Delete Features:** A section containing:
 - Clear older than 1 day: "Delete > 1" button
 - Clear older than 7 days: "Delete > 7" button
 - Clear older than 30 days: "Delete > 30" button
 - Clear All Data Now: "Delete All" button
 - Select Time for automatic daily deletion: A time picker showing "11:00:00 PM".
 - Select Type of automatic deletion: A dropdown menu showing "None/OFF".
 - Delete Tags: Radio buttons for "On" and "Off", with "Off" selected.
- Close:** A button labeled "Close" at the bottom right.

Database button functions:

Check DB – Displays the number of records currently stored in the database.

Backup DB – Creates a backup copy of the database that is stored locally on the Device.

Restore DB – Replaces the current database with the backup copy that is selected in the adjacent dropdown menu.

Unlock – Allows access to the DB Delete Features.

Delete > 1 – Clears scan data that is older than 1 day.

Delete > 7 – Clears scan data that is older than 7 days.

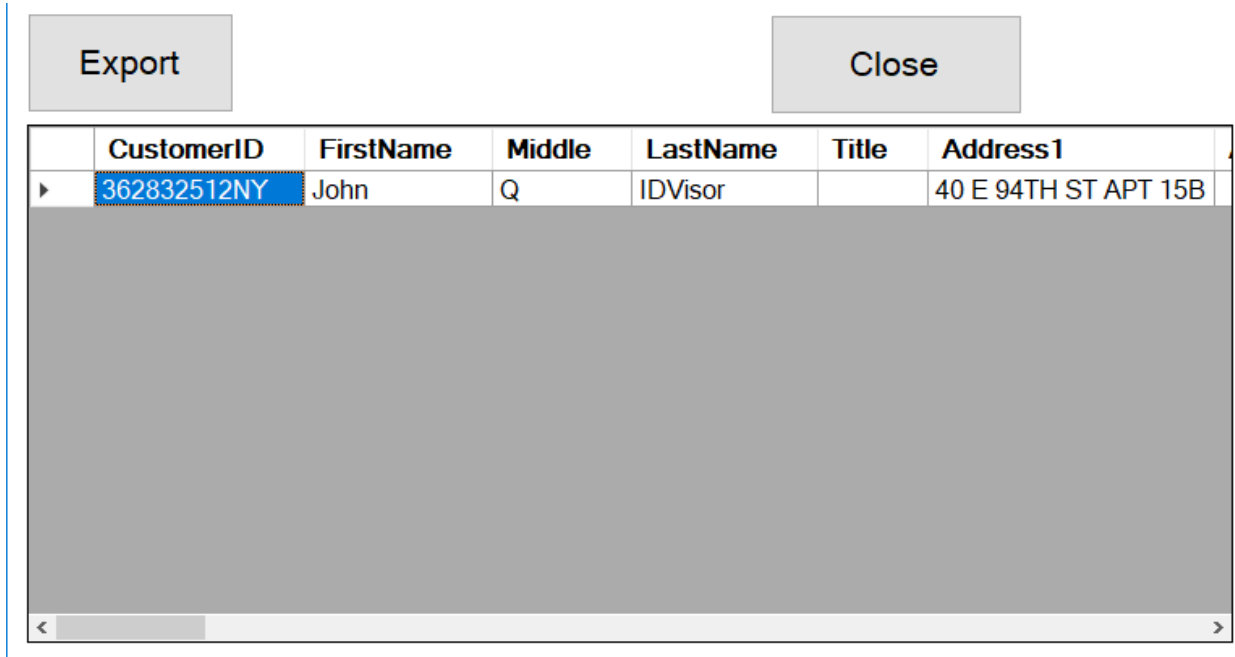
Delete > 30 – Clears scan data that is older than 30 days.

Delete All – Clears all scan data AND customer data.

4.5 View Tagged Customers

The **View Tagged Customers** button allows you to view and export the customers who have been tagged on the device.

The Export button creates a file that is exported to the C:\Tokenworks\ExportedData\Temp folder and saved as a .csv file with the name 'Banned_VIP' plus the timestamp. Before importing the file to another device, rename the file "Banned_VIP.csv".



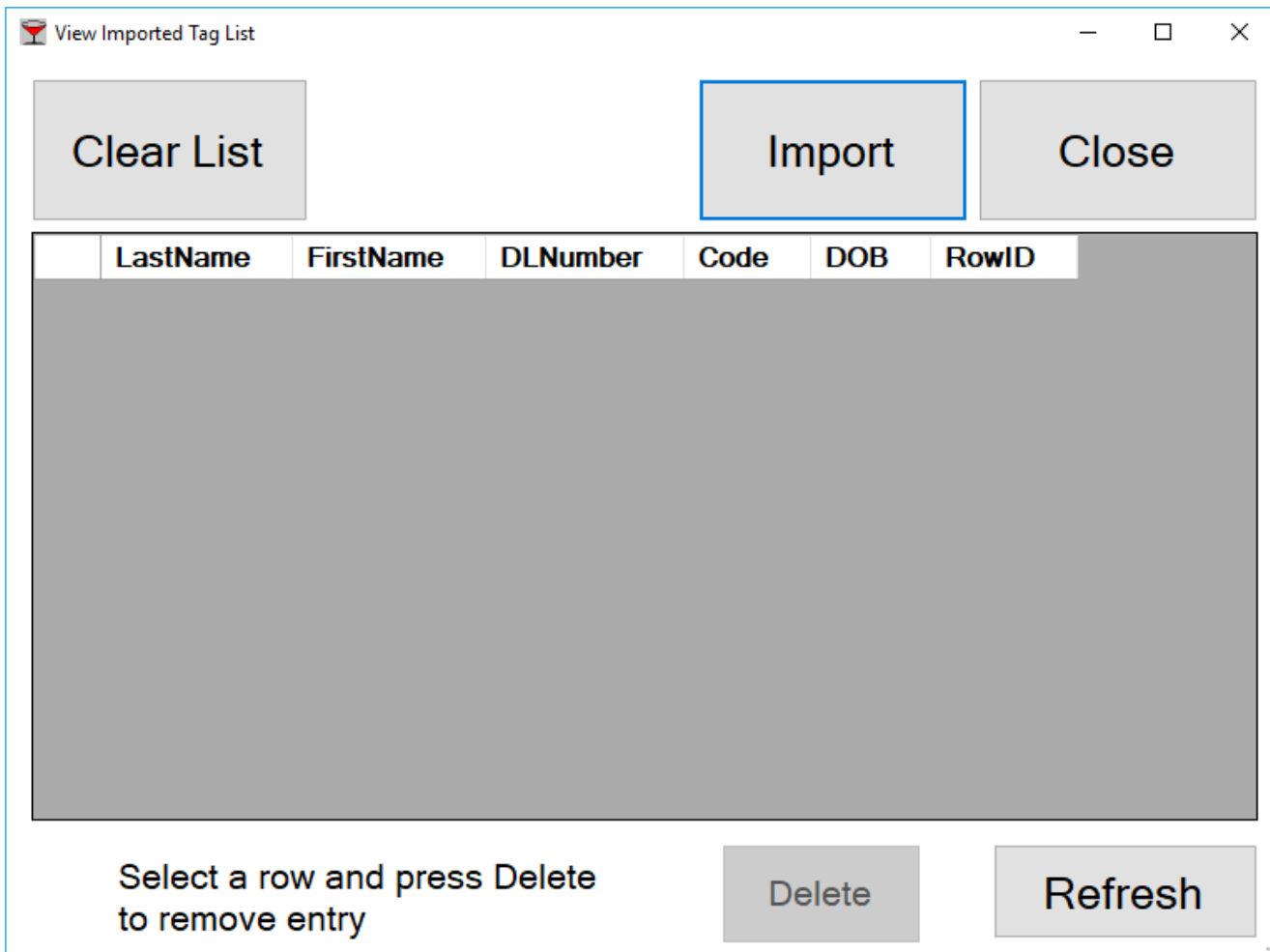
The screenshot shows a user interface with two buttons at the top: "Export" on the left and "Close" on the right. Below the buttons is a table with the following columns: CustomerID, FirstName, Middle, LastName, Title, and Address1. The first row of data is highlighted in blue and contains the following information: CustomerID: 362832512NY, FirstName: John, Middle: Q, LastName: IDVisor, Title: (empty), and Address1: 40 E 94TH ST APT 15B. The table is contained within a scrollable area with a grey background and a scrollbar at the bottom.

	CustomerID	FirstName	Middle	LastName	Title	Address1
▶	362832512NY	John	Q	IDVisor		40 E 94TH ST APT 15B

4.6 View Imported Tag List

The **View Imported Tag List** button allows you to view and import a new tag list. You can import the list by clicking the Import button. The file must be called 'Banned_VIP.csv' and must be located on USB Flash drive that is plugged into one of the USB ports on the side of the Device. You create this file to import Tags associated with names and/or Driver's license numbers. The format of this file must be Last Name, First Name, DLNumber, Tag Code, and Date of Birth. When you import a new Banned_VIP.csv file it will scan the existing imported list and check if the entry already exists. If it is a new entry, then it will be added to the list. If the entry already exists, then it will not be added again. After importing the list, press Refresh to see the new entries.

You can delete all entries from the Imported Tag List by clicking the Clear List button. You can delete individual entries by clicking the entry from the table and then pressing delete.



LIMITED WARRANTY

TokenWorks ® Inc. (hereafter “TokenWorks”) warrants the AgeVisor ® Touch ID Scanner, the “product” IN ITS ENTIRETY, to be in good working order for a period of one (1) year from the date of purchase. Should this product fail to be in good working order at any time during this warranty period, TokenWorks will, at its option, repair or replace this product at no additional charge except as set forth below. Repair parts and replacement products will be furnished on an exchange basis and will be either reconditioned or new. All replaced parts and products become the property of TokenWorks. This limited warranty does not include service to repair damage to the product resulting from accident, disaster, misuse, abuse, or modification of the product performed without the prior written approval of TokenWorks.

Limited Warranty service may be obtained by sending the product during the warranty period to TokenWorks. Before sending material, please obtain a Return Material Authorization (RMA) number by requesting one from TokenWorks. To obtain additional return and contact information, visit www.tokenworks.com. If this product is to be returned you agree: (a) to insure the product or assume the risk of loss or damage in transit; (b) to prepay shipping charges to the warranty service location, and (c) to use the original shipping container or equivalent. ALL EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR USE, ARE LIMITED IN DURATION TO A PERIOD OF 365 DAYS FROM THE DATE OF PURCHASE, AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, SHALL CONTINUE BEYOND SUCH PERIOD. EACH PURCHASER UNDERSTANDS THAT THE TOKENWORKS PRODUCT IS OFFERED AS IS. TOKENWORKS AND ITS SUPPLIERS ASSUME NO RESPONSIBILITY FOR ANY DAMAGE OR LOSS CAUSED BY DELETION OF DATA AS A RESULT OF MALFUNCTION, DEAD BATTERY, OR REPAIRS. BE SURE TO MAKE BACKUP COPIES OF ALL IMPORTANT DATA ON OTHER MEDIA TO PROTECT AGAINST DATA LOSS. IF THIS PRODUCT IS NOT IN GOOD WORKING ORDER AS WARRANTED ABOVE, YOUR SOLE REMEDY SHALL BE REPAIR OR REPLACEMENT AS PROVIDED ABOVE. IN NO EVENT WILL TOKENWORKS BE LIABLE TO YOU FOR ANY DAMAGES, INCLUDING ANY LOST PROFITS, LOST SAVINGS OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE SUCH PRODUCT OR FOR ANY CLAIM BY ANY OTHER PARTY, IRRESPECTIVE OF ANY NOTICE TO TOKENWORKS OF THE POSSIBILITY OF SUCH DAMAGES OR CLAIM. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

Age Verification Calculation Limitations If the Product is performing age verification, then it is warranted to read the date of birth information encoded on the data stripe and display the current age based on current date/time information contained in the computers real time clock (RTC). It will also read other information on the data stripe and present it to the operator. It should be understood that the displayed age and other information on the data stripe may differ from the actual age and/or identification of the person presenting the card for any number of reasons. Among the most likely are:

- the card does not belong to the actual cardholder,
- the data stripe has been altered,
- the data stripe and identification card are fraudulent
- the date of birth presented to the issuing authority was misrepresented,
- the issuing authority mis-encoded the date of birth on the card,
- the handheld computer real time clock is not set to the current date/time.

The above list of reasons is not exhaustive.

LIMITED WARRANTY cont.

State and Local Privacy Laws, Ordinances or Rules Some states and local government units regulate the who, how and what information from a driver's license can be electronically viewed or recorded. Check with the authorities in your jurisdiction before using the product. Purchaser is wholly responsible for ensuring full compliance with the laws of the jurisdiction wherein the product is to be used. TokenWorks fully disclaims any liability for any loss, damages or untoward circumstances that may arise from the inappropriate use of the product or of the data retrieved through its use.