

IDScanner.com BY TOKENWORKS

# AgeVisor 3 User Manual



# Table of Contents <sup>1/2</sup>

## 1. Usage

a. Scan Screen Overview	<i>page 5</i>
b. ID Scanning	<i>page 6</i>
i. How to Scan	<i>page 6</i>
ii. Manual Entry	<i>page 6</i>
iii. Mobile Drivers License	<i>page 6</i>
iv. Passport Scanning (Add On)	<i>page 6</i>
v. If an ID Won't Scan	<i>page 6</i>
c. Age Verification	<i>page 7</i>
i. ID Status	<i>page 7</i>
ii. Age Verification Indicators	<i>page 7</i>
d. Fake ID Detection	<i>pages 8-10</i>
i. Barcode Detective	<i>page 8</i>
ii. Mismatch Check	<i>page 9</i>
iii. DMVCheck	<i>page 10</i>
e. FEAR Method of Carding	<i>page 11</i>
f. Advanced Features	<i>pages 12-15</i>
i. Adding Contact Information	<i>page 12</i>
ii. Photo Capture (Add On)	<i>page 12</i>
iii. Networked Photos (Sync Customers Only)	<i>page 12</i>
iv. Free Pic	<i>page 13</i>
v. Occupancy Counter	<i>page 14</i>
vi. Anti-Passback (Add On)	<i>page 14</i>
vii. Challenge Questions	<i>page 14</i>
viii. Tagging (Add On)	<i>page 15</i>
g. Purchasing Add-on Features	<i>page 16</i>

## 2. Hardware

a. Hardware Overview	<i>page 18</i>
b. In the box	<i>page 18</i>
c. Starting Up	<i>page 18</i>
d. Power and Mobile Operation	<i>page 19</i>
e. Warranty	<i>page 20</i>

# Table of Contents <sup>2/2</sup>

## 3. Settings

a. Settings Screen	<i>page 22</i>	f. Configuration	<i>pages 27-28</i>
i. View Photos	<i>page 22</i>	i. Light or Dark Mode	<i>page 27</i>
ii. Exit Application	<i>page 22</i>	ii. Tag Check Enable	<i>page 27</i>
b. View Scan Data	<i>page 23</i>	iii. Anti Passback Enable	<i>page 27</i>
i. Scan History List	<i>page 23</i>	iv. Anti Passback Time	<i>page 27</i>
ii. Scan History Stats	<i>page 23</i>	v. Alcohol Age Check	<i>page 27</i>
iii. View Scan Record	<i>page 23</i>	vi. Alcohol Age	<i>page 27</i>
c. Search Scan Data	<i>page 24</i>	vii. Tobacco Age Check	<i>page 27</i>
d. Device Setup	<i>page 25</i>	viii. Tobacco Age	<i>page 27</i>
i. Set Date & Time	<i>page 25</i>	ix. Backlight Timer	<i>page 27</i>
ii. Tag List	<i>page 25</i>	x. Do not save any data	<i>page 27</i>
iii. Wi-Fi	<i>page 25</i>	xi. Volume	<i>page 27</i>
iv. Clear Occupancy Counter	<i>page 25</i>	xii. Advanced Configuration	<i>page 28</i>
v. Purchase Features	<i>page 25</i>	1. Auto Deletion	<i>page 28</i>
vi. Check for Updates	<i>page 25</i>	2. Auto Export	<i>page 28</i>
vii. Update Registration	<i>page 25</i>	xiii. Pincode	<i>page 28</i>
e. Data	<i>page 26</i>	g. Help	<i>page 29</i>
i. Export Files	<i>page 26</i>	i. Tutorials	<i>page 29</i>
ii. Backup DB	<i>page 26</i>	ii. About	<i>page 29</i>
iii. Restore DB	<i>page 26</i>	iii. EULA	<i>page 29</i>
iv. Check DB Stats	<i>page 26</i>	iv. IDSentry EULA	<i>page 29</i>
v. Send Diagnostics	<i>page 26</i>	h. Find My Device	<i>page 30</i>
vi. Delete Backups	<i>page 26</i>		
vii. Delete Photos	<i>page 26</i>		
viii. Clear Scan Data	<i>page 26</i>		

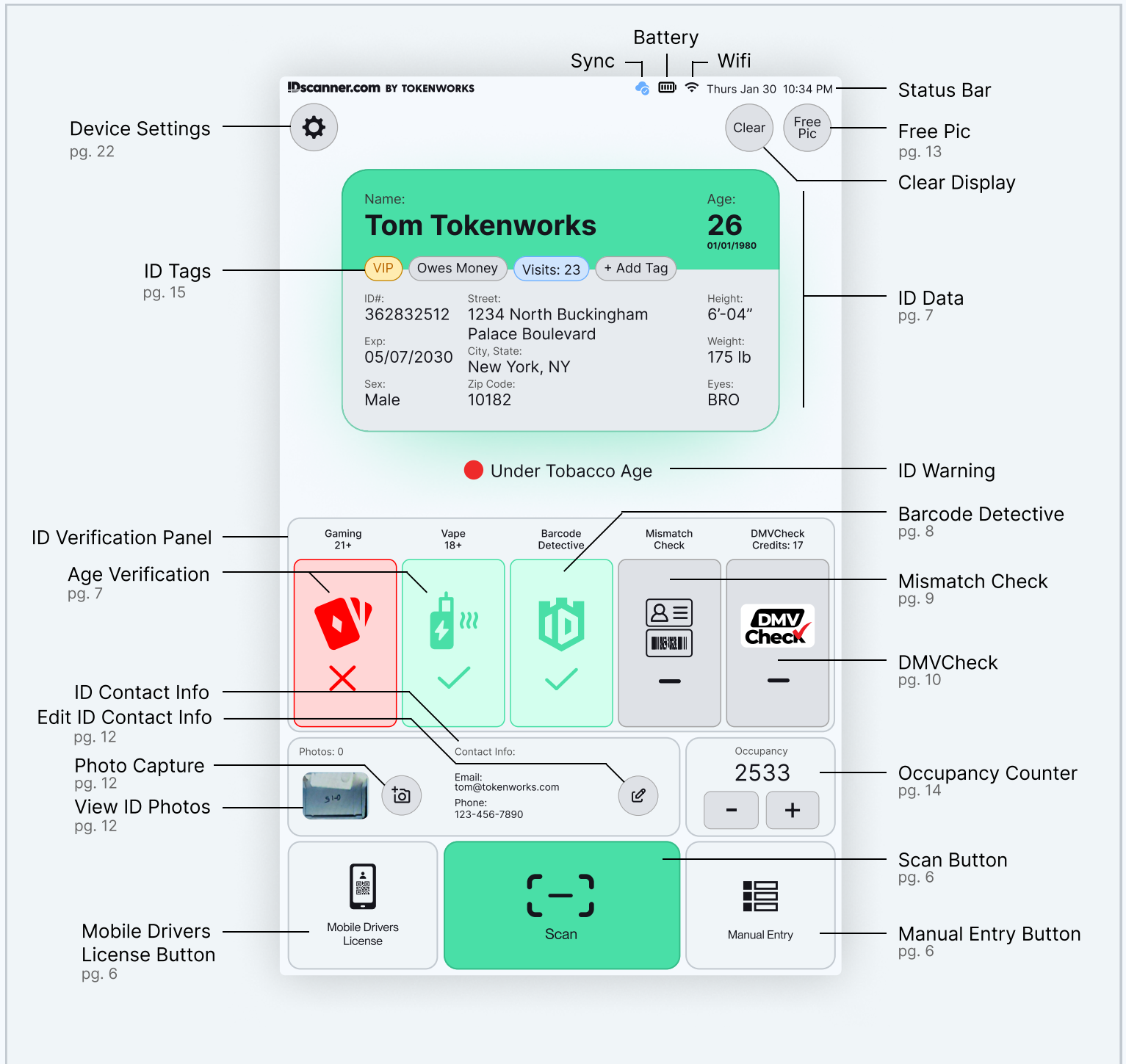
## 4. Copyright Notice *page 31*

# 1. Usage



## a. Scan Screen Overview

Below is an image of the Scan Screen, displaying a scanned card.



## b. ID Scanning



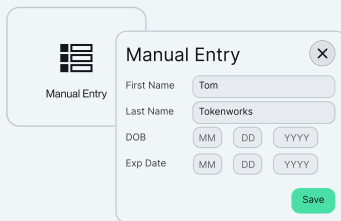
### How to Scan

The AgeVisor 3 uses a fast, built-in laser scanner located in the bay beneath the screen for primary ID reading.

To scan Driver's Licenses/ID Cards: first tap the scan button, then hold the ID in the scanning bay with the barcode facing up.

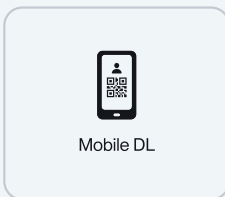
The device will automatically read the data. This laser scanner provides the quickest results. Other features like Photo Capture or Mismatch Check use the device's camera separately.

The AgeVisor 3 supports all US and Canadian driver licenses, state issued ID cards, plus government and military issued IDs.



### Manual Entry

Manual Entry allows you to manually enter the First name, Last name, Date of Birth, and Expiration Date on an ID that you are unable to read. To create a manual entry, tap the Manual Entry button and enter the First Name, Last Name, Date of Birth, and ID Expiration Date.



### Mobile Drivers License

Support for scanning Mobile Driver's Licenses (mDLs) is planned for a future software update, expected in Q2 2025.

Please check TokenWorks.com or software update notifications for availability.



### Passport Scanning (Add On)

If you have the Passport Scanning Add On, you can scan the barcode on passports. Open to the main photo page and place it into the bay with the Machine Readable Zone (MRZ strip) facing up towards the barcode scanner.

Additional ID verification reading passport NFC chips is planned for a future software update, expected in Q2 of 2025.

With the Photo Capture Add On, you can also capture photos of the passport after scanning. (*see pages 12 & 13*)

To purchase Add Ons, *see page 16*.

### If an ID Won't Scan

- Ensure correct orientation.
- Check if the barcode/MRZ is damaged or obscured.
- Use the Free Pic feature to log the ID visually (*see page 13*).
- Perform a Manual Entry (described above).
- Use the FEAR Method of Carding (*see page 11*).
- For more information visit [support.tokenworks.com](https://support.tokenworks.com)

## c. Age Verification

### i. ID Status

After a scan, the screen will be populated with information read from the ID's 2D barcode. The age will be calculated based on the date of birth. The ID will change colors depending on the outcome:

Name: **Alexander Rutherford** Age: **26**

Visits: 5

ID#: 362832512	Street: 1234 North Buckingham Palace Boulevard	Height: 6'-04"
Exp: 05/07/2030	City, State: New York, NY	Weight: 175 lb
Sex: Male	Zip Code: 10182	Eyes: BRO

**ID Ok**

The person is of age, and their ID format passed basic checks.

Name: **Alexander Rutherford** Age: **26**

Visits: 5

ID#: 362832512	Street: 1234 North Buckingham Palace Boulevard	Height: 6'-04"
Exp: 05/07/2030	City, State: New York, NY	Weight: 175 lb
Sex: Male	Zip Code: 10182	Eyes: BRO

**ID Warning**

The license is expired.

Name: **Alexander Rutherford** Age: **26**

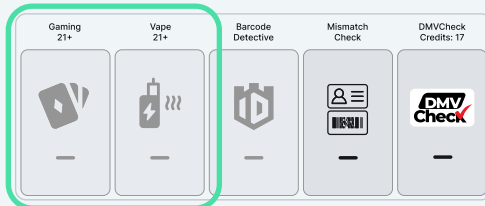
Visits: 5

ID#: 362832512	Street: 1234 North Buckingham Palace Boulevard	Height: 6'-04"
Exp: 05/07/2030	City, State: New York, NY	Weight: 175 lb
Sex: Male	Zip Code: 10182	Eyes: BRO

**ID Invalid**

The ID is underage OR the ID is detected as a fake.

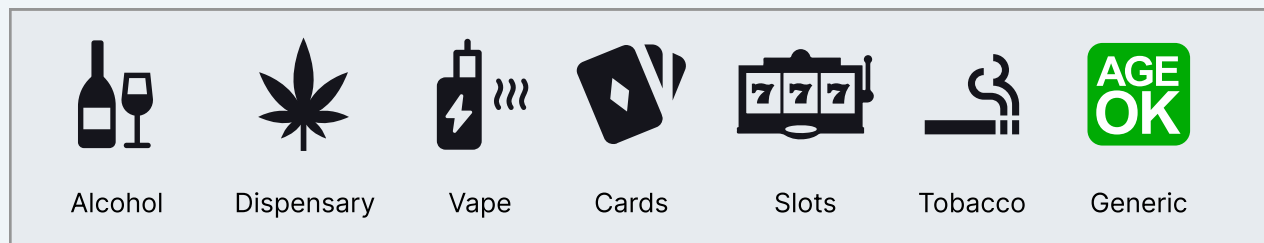
### ii. Age Verification Indicators



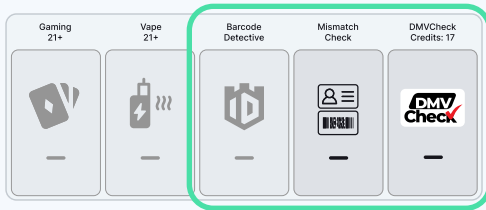
The two leftmost boxes of the ID Verification panel displays visual feedback if the scanned ID meets age requirements.

These boxes can show different industry-specific icons.

You can configure your system to display either one or two icons depending on your needs. You can also configure the age threshold. [See page 28 for details.](#)



## d. Fake ID Detection



The three rightmost boxes offer increasingly sophisticated ID validation:

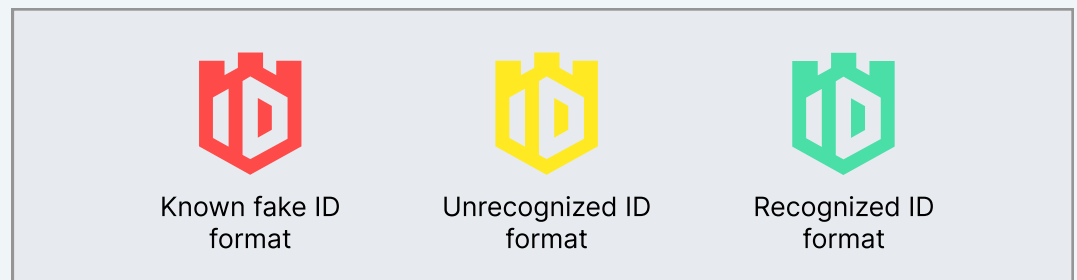
1. Barcode Detective
2. Mismatch Check
3. DMVCheck

### i. Barcode Detective



#### Barcode Detective

AgeVisor 3 includes Barcode Detective™ Level 1 validation, an online service provided by ID Sentry, Inc. It uses advanced checks on hidden data within barcodes to help identify sophisticated fake IDs by looking for typos, jumbled info, misplaced data, and known fake formats. When an ID is scanned, the Barcode Detective shield icon indicates the result:



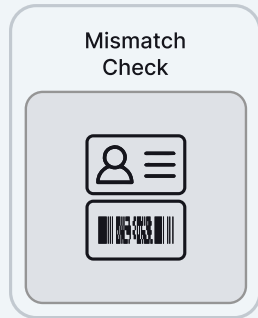
Tap on the icons to get additional information about red yellow or green response and subsequent next steps.

Barcode Detective requires a Wi-Fi connection and is enabled by default. It can be disabled in Configuration if needed (e.g., poor Wi-Fi). ([See page 28](#))

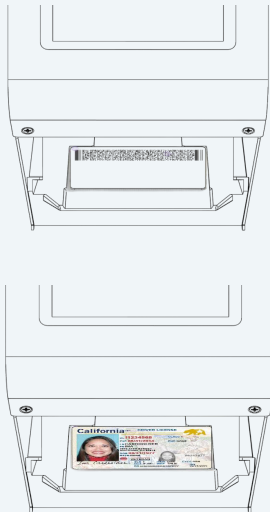
A premium Barcode Detective™ Level 2 service with enhanced detection capabilities is planned for Q2 2025 (additional subscription required).

## d. Fake ID Detection (continued)

### ii. Mismatch Check



Use Mismatch Check when you suspect the information printed on the front of an ID (name, DOB, etc.) might not match the data encoded in the barcode on the back. This helps catch fakes where a valid barcode is cloned onto a card with different front details.

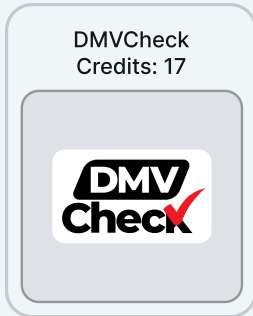


To perform a Mismatch Check:

1. Tap the Mismatch Check panel on the scan screen & follow the on-screen instructions/prompt.
2. Place the ID in the scanning bay with the barcode facing UP towards the camera. Wait for the flip ID message to appear.
3. When prompted, flip the ID over so the front (photo side) faces UP towards the camera.
4. Remain still and wait while the device processes and compares the information. This may take a few seconds - avoid removing the ID until the process completes.
5. The device uses OCR to read the front text and compares it to the barcode data. Results are displayed on screen.

## d. Fake ID Detection (continued)

### iii. DMVCheck

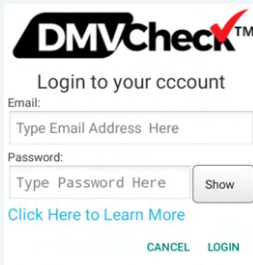


#### DMVCheck

The most thorough validation option. This cross-references ID data with official government ID records in 44 states. DMVCheck is a pay-per-use service, and requires a DMVCheck account.

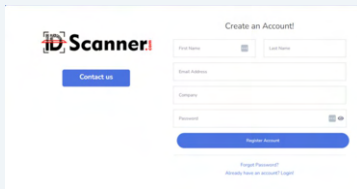
#### Use DMVCheck

To use DMVCheck, scan an ID and tap the DMVCheck logo. Follow the Instructions on screen to process and review the results of DMVCheck.



#### Login to Existing DMVCheck Account

If this is your first time setting up DMVCheck on this device, tapping the DMVCheck logo will display a form to Log-In to your DMVCheck Account.



#### Create New DMVCheck Account

If you do not already have a DMVCheck account, an account can be created at: <https://account.tokenworks.net>  
After creating an account online, the same credentials can be entered in the DMVCheck login on your device.

#### Purchase DMVCheck Credits

DMVCheck credits can be purchased in your DMVCheck account. Login and purchase at <https://account.tokenworks.net>

## e. FEAR Method of Carding

Fake ID Detection tools cannot guarantee 100% ID authenticity.

The following strategies can be used to further test for fake IDs:

### 1. Feel for:

- Glue line or bumpy surfaces by the picture or birth date.
- Pin holes on the surface.
- Thickness of an ID. If it's been re-laminated, it may be thicker.

### 2. Examine:

- The photo and physical description. They should match the person handing you the ID.
- The expiration date. You CANNOT accept an expired ID.
- The birth date. Do your math. Are they 21?
- Whether or not the ID is a duplicate. If it is, ask for another form of ID.
- The state logo. If it's partially missing or appears altered, the ID might be fake.
- The hologram. Is it a genuine hologram or a basic hologram added to a fake ID?
- The card's reverse side lettering. Some ID-makers neglect the back side of the ID. Look for blurred lettering or a cut out piece of paper.
- Whether it is an out-of-state license. Use an ID checking guide when you're looking at an unfamiliar license.

### 3. Ask:

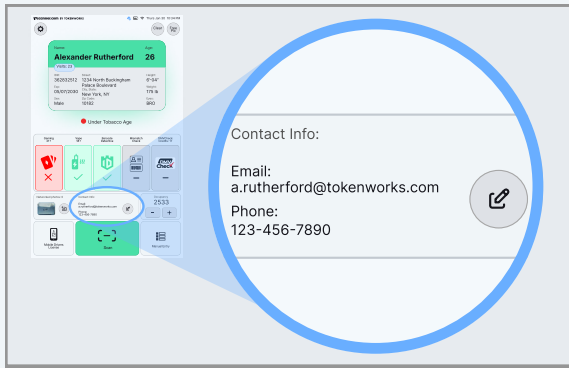
- Reference page 14 to see challenge questions, where you can ask about basic information on the card, such as the birth date, middle initial, zip code, age, etc.
- For a second form of ID. Students are often instructed to order fake IDs with their real name and address, but with a different date of birth. Ask for second form of ID which has Date of Birth.

### 4. Return:

- If you are satisfied that the proof of age is valid, you may permit the individual to be served.

## f. Advanced Features

### i. Adding Contact Information



The Edit Contact Info button allows you to add an email and phone number to associate with the scanned ID. Once an ID is scanned, the button will be available. Tapping on this button will open a form for entering the Email and/or Phone information. After entering an Email and/or Telephone number press Save.

### ii. Photo Capture (Add On)



If the Photos Add On is installed, once an ID is successfully scanned, you will be able to optionally take a picture of the scanned ID. This enables you to take a picture of the front and back of an ID. To take a picture, tap the circle photo capture button. To view a stored picture, tap the picture.

*Note: The camera icons are only available when an ID is SUCCESSFULLY scanned and are NOT the same as the Free Pic option.*

*Note: To view photos on a PC, exit the ID scanner application, and open the settings app. Under "Connected devices", tap "USB" and enable "Use USB for File Transfer". ID photo capture images are stored under Documents > AV3Pics, in a folder titled with the date of capture. Free pics are store under Documents > AV3Pics > FreePics, in folders titled with date of capture.*

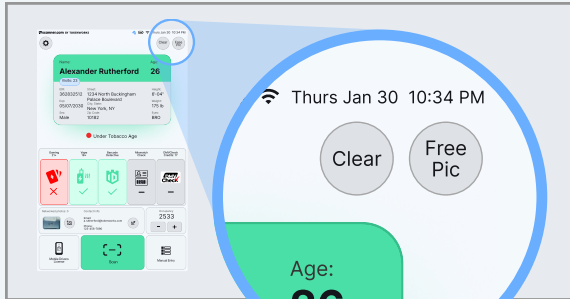
### iii. Networked Photos (Sync Customers Only)



If you are a Sync user, here you will also be able to see the profile image associated with the customer from Sync. If you take additional images, they will be stored locally, in addition to being attached to the user's profile in Sync. They will then be available in the Sync dashboard as well as on the device.

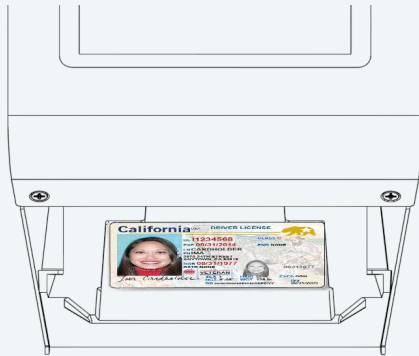
## f. Advanced Features (continued)

### iv. Free Pic (Part of Photo Capture Add On)



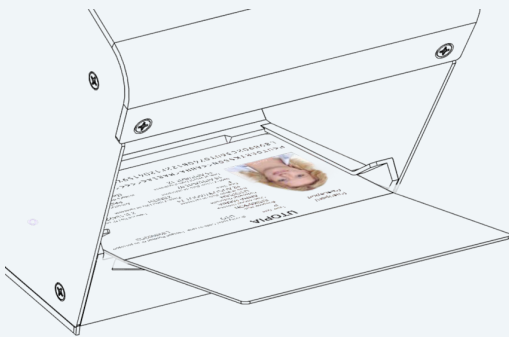
Free Pic allows you to take a picture of an ID that you are NOT able to read due to the condition of the ID.

Tap on the Free Pic button on the Scan Screen. This will initiate the camera and allow you to take a picture.



#### Driver's License

1. Face Up: Lay down the license so its front side (with photo and DOB) faces the camera.
2. Center the ID: Make sure the entire card—especially the photo, name, and date of birth—is fully visible in the camera preview.
3. Capture: Once everything is in frame and legible, tap the shutter button to take the photo.

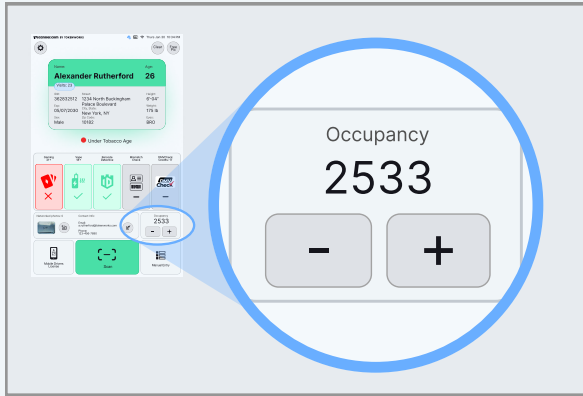


#### Passport

1. Open to the ID Page: Flip the passport open to the main identification page where the photo, name, and passport number are displayed.
2. Align the Page: Position it so the entire page is visible in the camera preview, including all critical text and the photo.
3. Capture: Tap the shutter button when you see a clear, readable image in the preview.

## f. Advanced Features (continued)

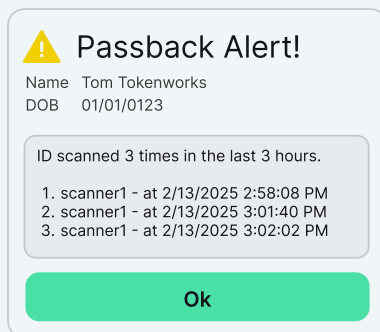
### v. Occupancy Counter



The occupancy counter will auto increment every time you scan an ID. This can be used to track venue occupancy. The count can be manually adjusted using the plus and minus buttons.

You can completely clear the current count in the device settings. [See page 25.](#)

### vi. Anti-Passback (Add On)



If the Anti-Passback feature is installed and enabled (in Configuration) and an ID is scanned more than once during the configured time span, the scanner will make a different type of sound and a notification will appear on the screen showing how many times the ID has been re-scanned.

To disable this feature, or change the time period, [see page 27.](#)

To purchase Anti-Passback, [see page 16.](#)

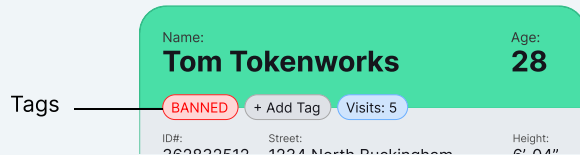
### vii. Challenge Questions



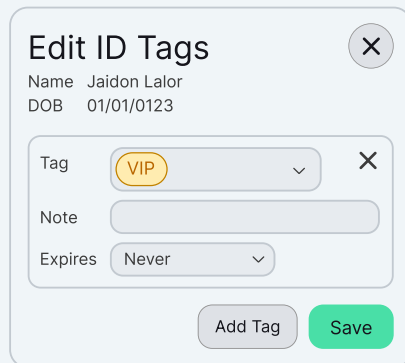
When you tap the age icon after a scan, the system automatically pulls key data from the most recent ID—including details like the zodiac sign, state motto, area code, and more—to generate personalized challenge questions. These dynamic prompts are designed for bouncers and security personnel, enabling them to quickly confirm that the person presenting the ID truly owns it.

## f. Advanced Features (continued)

### viii. Tagging (Add On)



Tagging allows you to add tags and notes to IDs. When a tagged ID is scanned, a popup will alert the operator. To purchase Tagging, [see page 16](#).



#### Add ID Tags

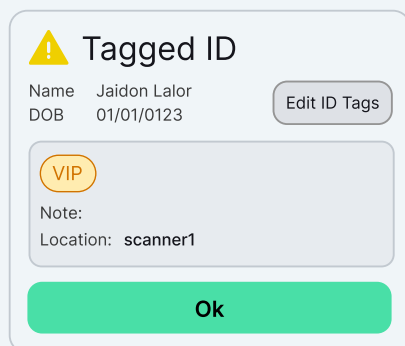
1. Scan an ID then tap the Add Tag button.
2. Select the tag type from the dropdown.
3. You may also enter an optional note and optional Tag expiration date.
4. Press Save

#### Edit ID Tags

- To edit the tag associated with the ID you just scanned, tap the Add Tag button.
- To edit the tags on a previously scanned ID, first find that customer ([see page 23](#)) and tap Tag.
- To delete a tag, tap the "X" in the upper right corner of the tag, then click save.

#### Create new tags types:

Under Setup, you can find the Tag List option where you can configure tag types. [See page 25](#)



#### When a Tagged ID is Scanned

If a Tagged ID is presented at a future date, the ID Scanner will alert the scanner operator audibly and display an alert message with the Tag details.

## g. Purchasing Add-on Features

### 1. Access the Purchase Menu

1. On your AgeVisor 3, go to Settings > Device Setup > Purchase Features.
2. The scanner will automatically open the TokenWorks website in its browser.

Tip: If prompted, grant permission for the device to open the web page.

### 2. Auto-Transfer of License Details

When the website loads, your device's serial number and activation code are automatically transferred. This ensures the correct licensing information is passed along so you don't have to enter it manually.

### 3. Select Your Add-On

Choose the add-on(s) you wish to purchase:

- Passport Scanning Add-On: Enables barcode and in Q2 of 2025 - NFC scanning for passports.
- Anti-Passback: Alerts you if the same ID is scanned repeatedly within a set time.
- Photo Capture: Allows you to capture and store images of successfully scanned IDs.
- Tagging: Lets you label IDs with custom tags (e.g., VIP, Banned) and attach notes.

### 4. Complete Checkout

Follow the on-screen instructions to provide payment details and confirm your purchase.

Once completed, the website will:

1. Generate a purchase confirmation
2. Email you a link containing your activation code (for desktop access if needed)

### 5. Activate Your Add-On

1. Automatic Activation: In most cases, the scanner will automatically receive and apply the activation code after the purchase.
2. Manual Activation (If Needed): If your scanner doesn't automatically update, open the Settings menu and select Update Registration. Enter the activation code from your confirmation email when prompted.

## Purchasing on a Desktop

If you prefer to purchase from a desktop computer:

1. In the Purchase Features menu on your scanner, tap Email Link (or a similar prompt) to have the purchase link sent to your email.
2. Open that link on your computer's browser. Your scanner's serial number and activation code will be included in the URL.
3. Complete the purchase as above, and the activation code will be emailed to you.
4. Back on the Scanner: Enter the activation code in Settings > Update Registration to unlock your new feature.

# 2. Hardware



## a. Hardware Overview



## b. In The Box

- 1 x AgeVisor 3 Scanner
- 1 x USB-C Power Adapter (Minimum 15W, 5V/3A)
- 1 x USB-C Charging Cable
- 1 x Quickstart Guide

*IMPORTANT: Use only the supplied power adapter or a certified USB-C Power Delivery (PD) adapter providing at least 15W (5V/3A). Using an underpowered adapter may prevent proper charging or cause malfunction.*

## c. Starting Up

Hold the power button for 3 seconds until the screen lights up. Wait 45-60s for device to start up.

*Note: Do Not Switch Off in normal use. Just plug unit into wall outlet at end of night. Only Switch off when storing unit.*

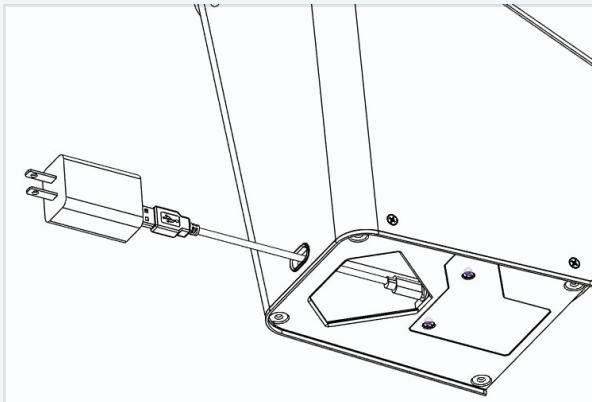
## d. Power and Mobile Operation

The AgeVisor 3 is designed for continuous operation when plugged in.

The device manages its power efficiently and can be left plugged in continuously without risk of overcharging the internal battery.

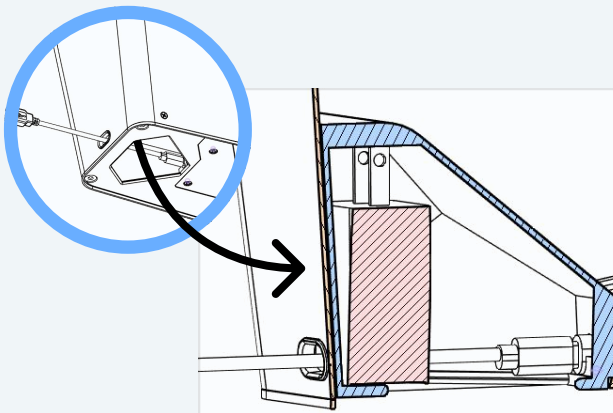
Always use the supplied 15W (5V/3A) USB-C power adapter or a certified compatible replacement providing at least 15W.

The internal battery allows for 8-12 hours of portable operation, and maintains operation during power outages. A full charge takes approximately 4 hours.



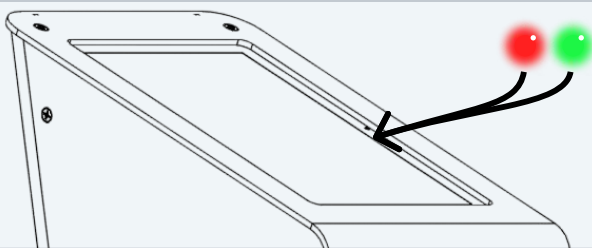
### Connecting Power:

1. Route the USB-C cable through the access hole on the back of the base.
2. Connect the USB-C cable firmly into the port located on the backside of the scanner.
3. Plug the USB Power Adapter into a wall outlet and connect the other end of the USB cable.



### Portability:

The power adapter and cable can be stored underneath the AgeVisor 3 near the charging port.



### LED:

When device is charging, the LED indicates the charge status.

Green = full.

Red = charging.

## e. Warranty

### LIMITED WARRANTY

TokenWorks® Inc. (hereafter "TokenWorks") warrants the AgeVisor® 3 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](http://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.

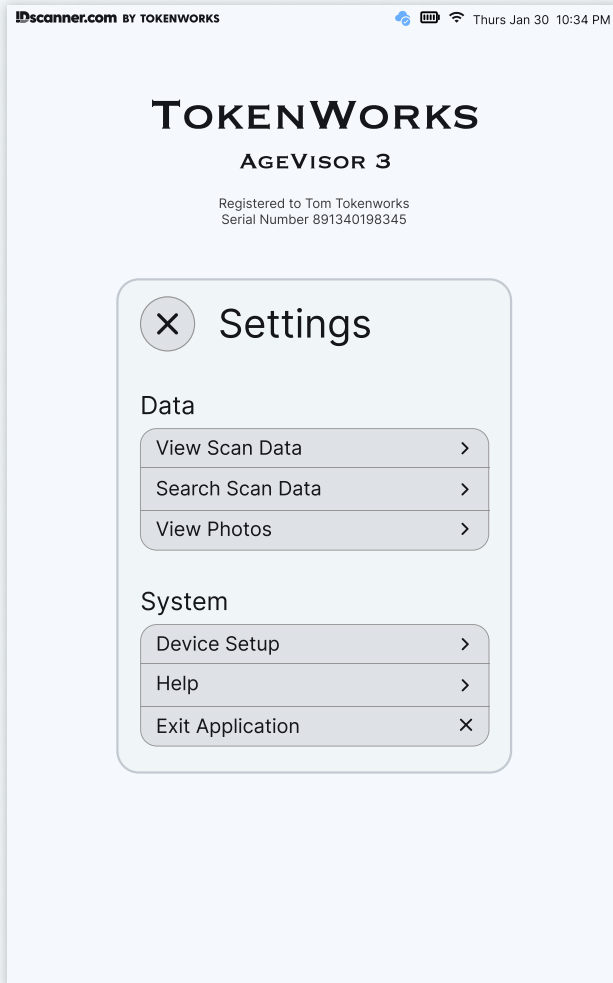
**State and Local Privacy Laws, Ordinances or Rules** Some states and local government units regulate the who, how and what information from a driver's license can be electronically viewed or recorded.

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.

# 3. Settings



## a. Settings Screen



### **View Scan Data** - [page 23](#)

Displays previously scanned IDs.

### **Search Scan Data** - [page 24](#)

Gives you the option of searching for a scanned ID using the ID number, first and/or last name.

### **View Photos**

Shows all photos taken with the scanner camera.

### **Device Setup** - [page 25](#)

Brings up options to customize the settings of the scanner application.

### **Help** - [page 26](#)

Brings up the Help menu to learn about device features and user license agreements.

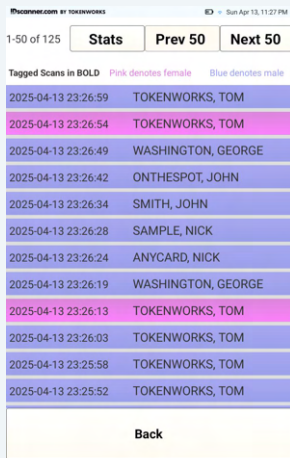
### **Exit Application**

Closes the IDVisor Smart app. Before exiting you will be prompted for the pincode. [See page 28](#)

## b. View Scan Data

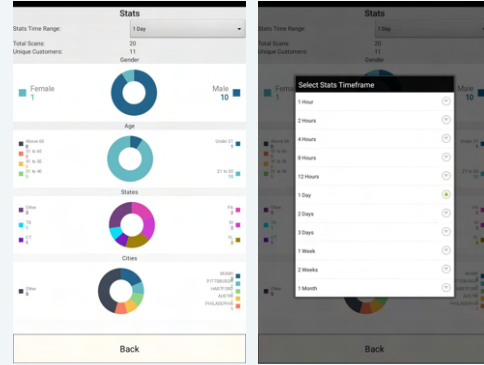
View Scan Data is found under the main settings menu.

### i. Scan History List



When you tap View Scan Data, you will see a list of all the scanned IDs in chronological order.

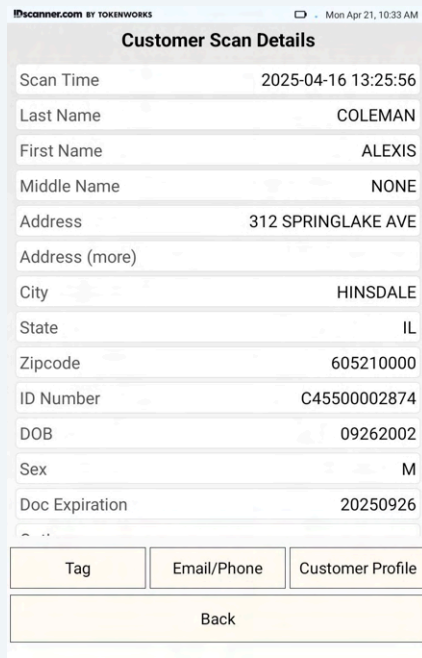
### ii. Scan History Stats



Tapping the Stats button displays statistics of recent customer visits, by gender, age, state, and cities during a selectable timeframe.

By tapping on one of the graphs, an image of the graph is saved to the device.

### iii. View Scan Record



Tapping an individual record in the Scan History List will display a detailed view of that customer record.

**The Tag button** allows a Tag to be added to the displayed customer ID.  
*See page 15*

**The Email/Phone button** allows an email and/or phone number to be added to the displayed customer ID.  
*See page 12*

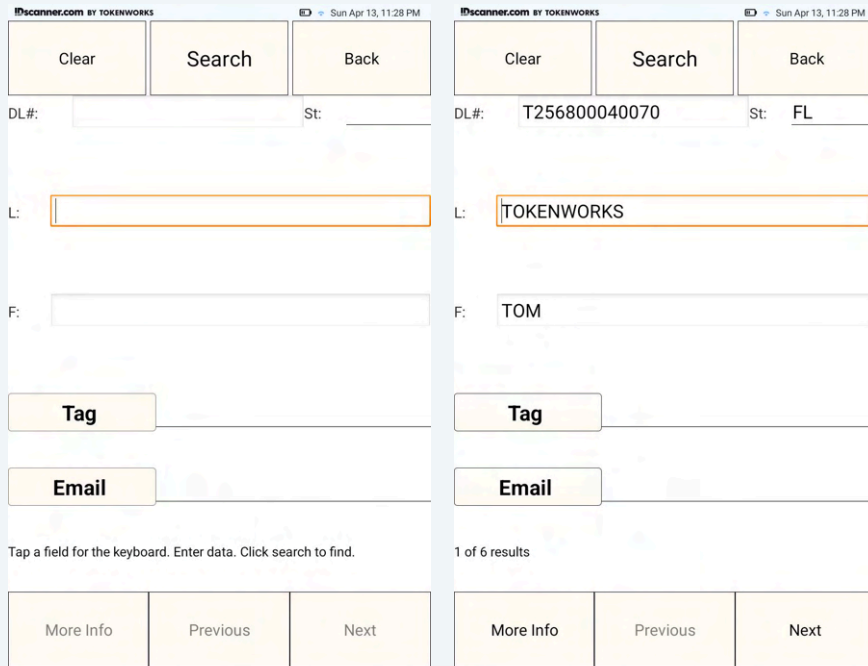
**Customer Profile button** displays detailed information about this customer including:

- All license information
- Scan and visit count
- Any tags, contact information, photos and ID verification test results associated with this customer.

### c. Search Scan Data

Search Scan Data is found under the main settings menu.

Tapping the Search button will launch a form that allows you to search for customers by DL#, Last Name and/or First Name. Partial name searches are supported.



Search screen

Search results screen

Once an ID has been found you can view details of the customer ID record by tapping the More Info button. Tap the Tag and Email buttons to apply or modify Tags and append Email and/or Phone information.

## d. Device Setup

Device setup is found under the main settings menu.

<

Device Setup

**Setup**

- Set Date & Time
>
- Tag List
>
- Wi-Fi
>
- Clear Occupancy Counter
>
- Data
>
- Configuration
>

**Update**

- Purchase Features
>
- Check for Updates
>
- Update Registration
>

**Set Date & Time**  
Set the Date and Time to ensure Age calculation will be correct. The best option is to use “Set time automatically”.

*If you set the time/date in the past, the calculated age of the person will be incorrect. Always ensure the correct date/time is displayed in the top right corner of the main ID Scanning screen.*

**Tag List**  
The Tag List button shows available tags, Add New creates custom tags, View Tag Cust. displays tagged customers, and Export Tagged Cust. exports customers as CSV. In depth info on managing tag lists can be found on: <https://support.tokenworks.com/portal/en/kb/articles/how-to-upload-a-tag-list-on-av3>

**Wi-Fi**  
The Wi-Fi button will bring you to the device’s Wi-Fi options. Here you can turn on/off Wi-Fi. If Wi-Fi is on, you will see a list of available networks. Select the network you wish to connect to and enter the password for that Wi-Fi network. You can also access the Wi-Fi settings by tapping the Wi-Fi icon on the top of any screen.

**Clear Occupancy Counter**  
Sets the occupancy counter to 0. This does not clear scan data.

**Data** - [page 26](#)  
Brings up a menu of actions for managing the database, like exporting data, clearing scan data, and restoring and creating backups.

**Configuration** - [page 27](#)  
Brings up a screen to enable or disable major features and functionality (age verification, anti-passback, Tag feature, etc.) and set age thresholds.

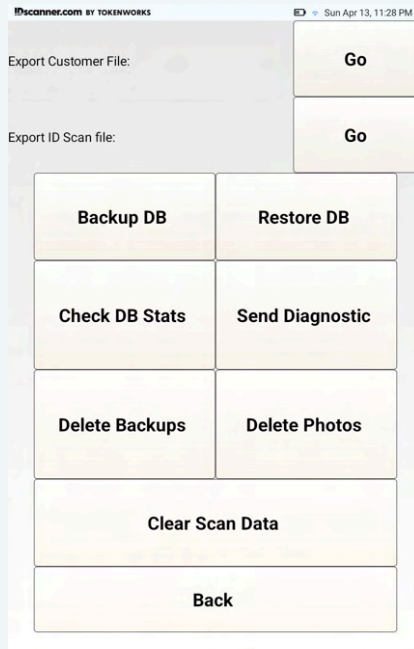
**Purchase Features**  
Will generate a link to purchase upgrade features such as Passport Scanning, Pictures, Anti-Passback, and Tagging.

**Check for Updates**  
Checks if there are any new updates for the AgeVisor 3 software. A Wi-Fi connection is required to check for updates.

**Update Registration**  
Allows you to update the user information associated with your scanner.

## e. Data

Data is found under Settings>Device Setup>Data



### Export Files

- Tapping either of the "GO" buttons exports data as Comma Separated Value (CSV) files to the device's internal storage.
- After tapping "GO", you will be prompted with a message saying "File successfully saved, would you like to send this file?"
- If you select YES, you will be sending the file via Gmail or Drive (requires Wifi connection).
- If you select NO, the file will be saved locally on your device. You will have to retrieve the file by connecting it to your computer.
- For detailed steps on exporting and managing data, visit: <https://support.tokenworks.com/portal/en/kb/articles/how-to-export-data-av3>

### Backup DB

The Backup DB button creates a backup copy of the database to a folder labeled "Backup". The backup files have a name format as follows:  
dbcopyyyyymmdd\_hhmmss.db

### Restore DB

Tapping the Restore DB button brings up a form with a list of database files you can restore. Below the name of the file is the date and time it was created. Tap on the file name to proceed with the restore process.

### Check DB Stats

The Check DB Stats button shows you how many customers, scans, photos and tagged customers are currently held in the database.

### Send Diagnostics

The Send Diagnostic button can be used to send data to TokenWorks Support. This should only be used if there is a specific issue you have encountered and you have been in contact with TokenWorks support.

**Delete Backups** - For backups no longer needed.

**Delete Photos** - For photos no longer needed.

### Clear Scan Data

The Clear Scan Data button removes Scans, Customers, and/or Tagged Customers from the database that are no longer needed.

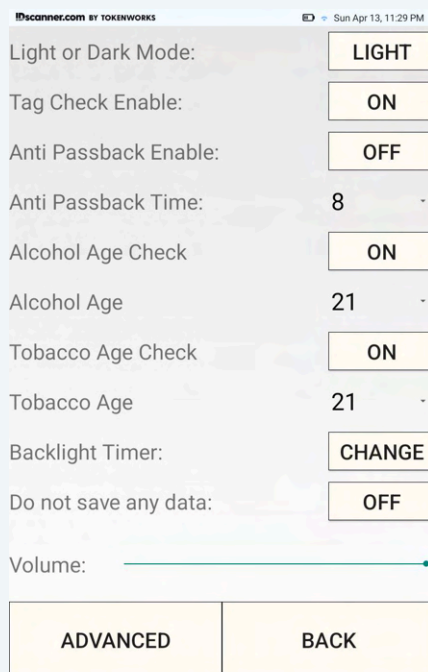
*Note: To clear old Scan Data, enter the number of days (that data is older than), check the boxes of the data you wish to delete, then tap Delete. For example, 365 days means delete data records older than 365 days.*

## f. Configuration

Configuration is found under Settings>Device Setup>Configuration

The Configuration menu contains a series of on-off buttons and pull-down menu items that set the age thresholds and other scanning configurations. Each setting is briefly explained below.

*Note: **Highlighted** settings will be locked if the scanner is part of an IDVisor Sync network. In a networked configuration the settings are centrally controlled by the IDVisor Sync software. Please refer to IDVisor Sync documentation for details.*



**Light or Dark Mode:** Toggles light vs dark app design

**Tag Check Enable:** Enable/Disable checking tags

**Anti Passback Enable:** Enable/Disable the Anti Passback feature

**Anti Passback Time:** Set the Anti Passback time period (in hours)

**Alcohol Age Check:** Enable/Disable primary age check

**Alcohol Age:** Select the primary age threshold

**Tobacco Age Check:** Enable/Disable secondary age check

**Tobacco Age:** Select the secondary age threshold

*Note the primary and secondary age types (Alcohol, Tobacco, Dispensary, Vape, Cards, Slots, General) are set in the Advanced settings as described on the following page.*

**Backlight Timer:** View/Change backlight timer and other display settings

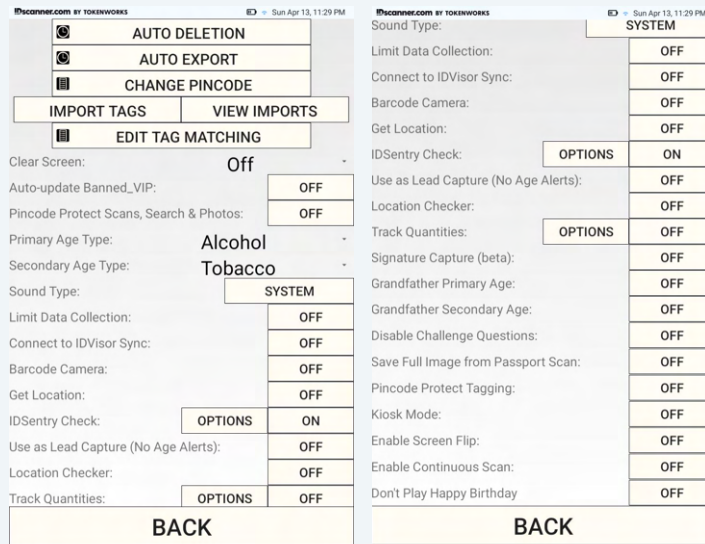
**Do not save any data:** Set to ON if you do not want to save any scanned data (may be required in some jurisdictions)

**Volume:** Adjust the device volume for alerts

## f. Configuration (continued)

Configuration is found under Settings>Device Setup>Configuration

### Advanced Configuration



**Auto Deletion:** Optional setting to automatically delete data after a specific time period

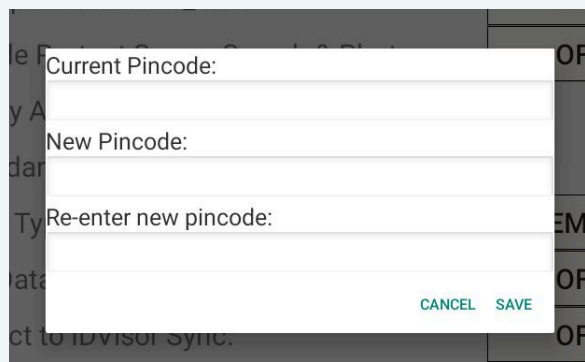
**Auto Export:** Optional setting to automatically export ID scans and/or customers after a specific time period

**Change Pincode:** For changing the pincode of the device. *(See below)*

**Primary Age Type & Secondary Age Type:** Configure what icons will display on scan screen.

**IDSentry Check:** Enable or disable Barcode Detective checks

### Pincode



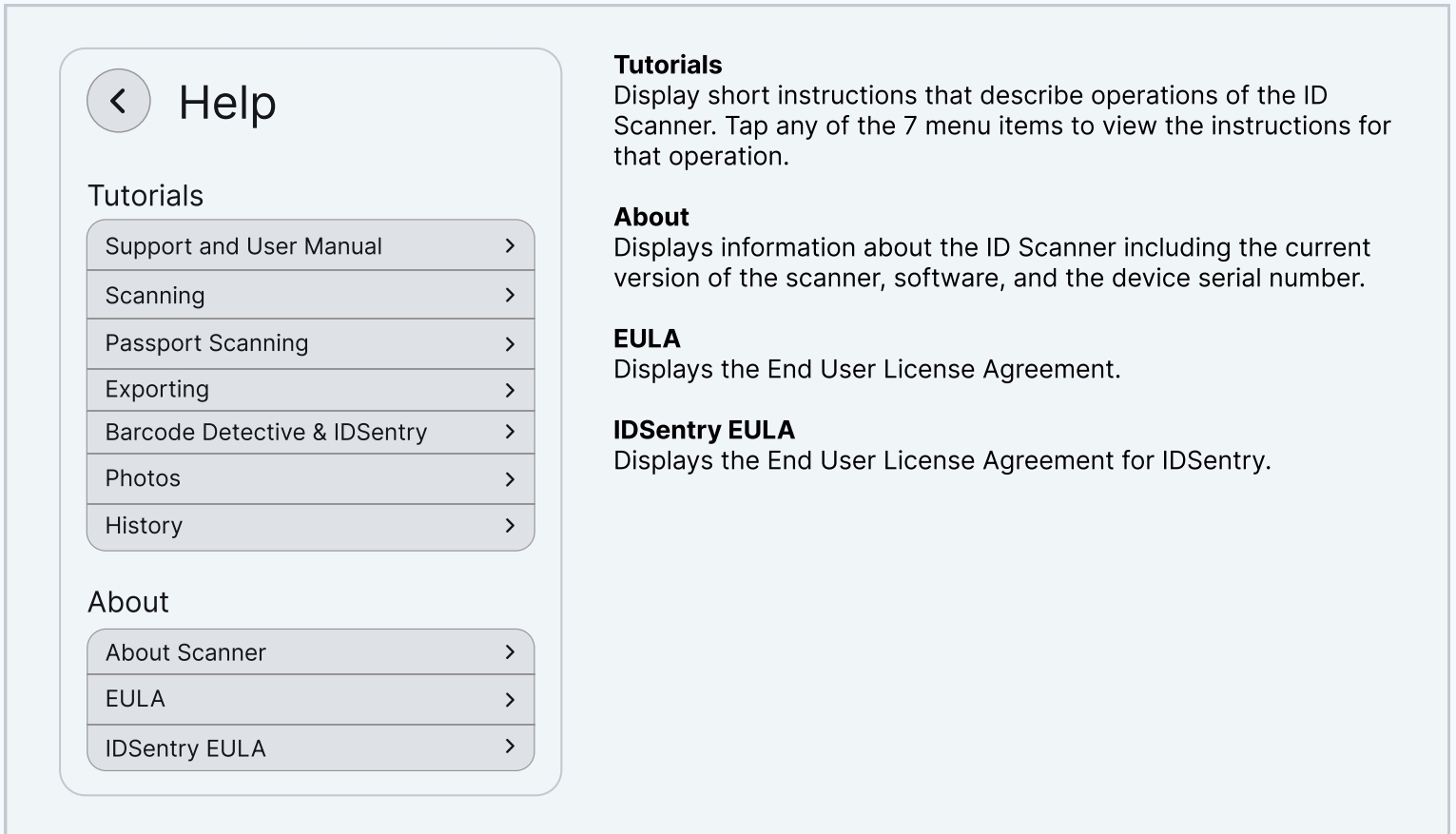
The unit comes with a pre-initialized pin code (5678) for the following functions: Tag List, Data, Configuration, and Exit Application.

Here you have the option of changing the PIN from the default (5678).

Important: If you change the PIN, please record it in a secure place. If you forget your custom PIN, you will be locked out of protected functions. Resetting a forgotten PIN requires contacting TokenWorks support and a service fee applies.

## g. Help

Help is found under the main settings menu.



The screenshot shows the 'Help' menu interface. At the top left is a back arrow icon followed by the word 'Help'. Below this, there are two main sections: 'Tutorials' and 'About'. Each section contains a list of menu items, each with a right-pointing chevron icon. The 'Tutorials' section lists: Support and User Manual, Scanning, Passport Scanning, Exporting, Barcode Detective & IDSentry, Photos, and History. The 'About' section lists: About Scanner, EULA, and IDSentry EULA. To the right of the screenshot, there are three text blocks providing descriptions for the 'Tutorials', 'About', and 'IDSentry EULA' items.

**Tutorials**  
Display short instructions that describe operations of the ID Scanner. Tap any of the 7 menu items to view the instructions for that operation.

**About**  
Displays information about the ID Scanner including the current version of the scanner, software, and the device serial number.

**EULA**  
Displays the End User License Agreement.

**IDSentry EULA**  
Displays the End User License Agreement for IDSentry.

## h. Find My Device



Google's 'Find My Device' feature is a great way to find, lock, or erase all data if you misplace the scanner and want to keep its contents from the wrong hands.

To install Google's Find My Device on your scanner, please go to the URL below for detailed instructions.

<https://support.tokenworks.com/portal/en/kb/articles/how-to-install-google>

*Note: It is imperative the Google account address or password used on your ID Scanner is saved, especially for the Find My Device feature. The device may be permanently locked if the Google account or pin code is lost. (If you hire an IT firm to set this up, make sure they share this information.) To reset a locked device, the unit will need to be returned to TokenWorks for a factory reset. A fee will be incurred and there is no way to recover previously scanned data after a factory reset.*



## 4. Copyright Notice

Copyright 2002 - 2025 TokenWorks, Inc.

Barcode Detective™ is a trademark of ID Sentry, Inc.

Information in this document is subject to change without notice. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of TokenWorks, Inc.

[www.TokenWorks.com](http://www.TokenWorks.com) (Company Web Site)

[www.IDScanner.com](http://www.IDScanner.com) (Product Web site)

TokenWorks®, CardVisor®, CardTool®, IDVisor®, IDVisor Pro®, IDVisor Smart®, AgeVisor®, and IDentiFake® are trademarks of TokenWorks, Inc.