HandPunch® Sales Manual

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Reasons to Use HandPunch

- HandReaders prevent buddy punching, the practice of employees clocking in other employees who are not at work. Unlike badges and cards, the hand can’t be lost, stolen, or loaned to another person.

- HandPunch uses a field-proven technology called hand geometry, which verifies an individual’s identity based on the size and shape of the hand. It does not take fingerprints or handprints.

- HandPunch is the most popular biometric terminal for time and attendance. They can be used in almost any type of work environment, from long-term care facilities to construction sites.

- Some HandPunch models are able to read physical card credentials along with the biometric credential through an embedded or an externally connected card reader.

- Schlage, the manufacturer of the HandPunch, has been in business for over 90 years and is one of the trusted leaders in the security sector. We stand behind every product we make with an outstanding service organization that will be with you every step of the way.

- Over 400,000 HandReaders are currently in use throughout the world.

- HandReaders can be used even if someone’s hand is dirty, unlike fingerprint readers.

- Verification takes less than 1 second allowing for large groups of employees to clock-in quickly and efficiently.

HandPunch User Stories

- A 600-employee company reported that before installing HandPunches, they were losing 5 to 10% of their total payroll cost to buddy punching.

- When an 8,000-employee hospital made the switch from badge-based terminals, they reported that the HandPunches paid for themselves in only three months.

- Management of a metal extrusion plant discovered that some employees were sending their relatives in to work for them. Imagine if someone got hurt on the job, and that person wasn’t even an employee! The company replaced their badge terminals with HandPunches – a small investment compared to the potential medical and legal bills they might have been exposed to.

- A restaurant that installed HandPunches found that overtime costs were reduced by approximately 300 hours per pay period.

- According to the American Payroll Association, on average 19% of all employees studied admit that they have buddy punched at least once in the past year and 74% of all companies report that they have experienced a loss from buddy punching. This costs companies between 5 to 7% in payroll costs.

- Management at Weber Automotive in Auburn Hills, MI knew it needed more than an efficient time system. It required a flexible, advanced solution that would meet the company’s long list of needs – let employees clock in and out easily, monitor vacation, PTO (paid time-off), absences, various types of leave – automatically, effortlessly, and efficiently for which they chose the GT-400.
What is Hand Geometry?

**Hand Geometry is a type of Biometric technology**
- *Biometrics* are automated methods of identifying (or verifying the identity) of an individual using a physical characteristic or behavioral trait
- Biometrics may measure:
  - Things you *do*, such as speech and handwriting
  - Things you *are*, for example:
    - Hand geometry
    - Fingerprint
    - Facial geometry
    - Eye: characteristics of the iris or retina

Hand Geometry has been in use longer than any other biometric
- Two-dimensional hand geometry devices were used in the 1970’s
- HandPunch uses 3-dimensional hand geometry for better results
- Over 400,000 units installed around the world today

How does the HandPunch work?

**How it works**
- Hand geometry measures the unique size and shape of the individual’s hand
- Over 90 distinct measurements are made each time to verify a user. These include:
  - Length
  - Width
  - Thickness
  - Surface Area

**How to enroll a new user into the HandPunch**
- Supervisor accesses Enrollment menu
- User enters ID number
- HandPunch prompts user to “Place Hand” three times
- The three hand images are converted to a mathematical value
- The mathematical values create the stored template used to compare subsequent verifications
- The template size is 9 or 20 bytes (depending on the model)

**When the hand is placed for verification**
- Low-level infrared light source ensures crisp, clear image
- CMOS camera records 3D image of the hand
- Algorithm converts this image to a mathematical value
- This value is compared with the hand template stored in memory
- If the two match, identity is confirmed (the punch is recorded)

**The template is updated with each successful verification – it “learns your hand”**
- Allows for gradual changes due to weight gain or loss, aging, etc.
- Eliminates need to re-enroll users
Hand placement is key to successful use
- Slide hand into the unit as shown on the HandPunch
- Web between middle & index fingers must make contact with finger pin
- Close all fingers towards center of the hand
- Finger pin lights on the top panel extinguish when your hand is in the correct position
- Once all finger pin lights go out, the camera will record a digital image of the hand for verification

Rings and Fingernails
- Jewelry may be worn
- Be consistent in the use of jewelry
- Stones should face upwards
- Long fingernails & false fingernails should have no adverse effects

Scores and Thresholds
- Current hand image is compared with stored template for verification
- Difference is expressed by a “Score” displayed on the LCD panel
  - Lower score = closer to stored template
- Threshold for score - defined by end user/installer
  - “System reject threshold” - universal
  - “User reject threshold” - individually defined
- If Score < Threshold, ID is verified
  - Lower threshold reduces chance of false accept
  - High threshold reduces chance of false reject
- The score is also used for troubleshooting. For example, if all users’ scores are higher than usual, this may indicate that the HandReader needs cleaning

Important Error Rates
- False Accept Rate (FAR): Rate at which an imposter is accepted by the biometric system
- False Reject Rate (FRR): Rate at which an enrolled user is rejected by the system
- HandPunch error rates:
  - False Accept Rate - 0.1%
  - False Reject Rate - 0.1%

Why is the False Reject Rate critical? An example
- A company has 100 employees. Each person “punches” 4 times per day
  - That’s 400 transactions per day, 2000 per week
  - Our error rate of 0.1% means only 2 potential problems per week
- This low error rate means that someone will not have to spend time making manual adjustments and troubleshooting the problem
- Our error rate is the lowest in the biometric industry!

Verification vs. Identification
- Verification: Enter ID number, then present biometric (hand, finger, face, etc.) for comparison with stored template located by the ID number
- Identification: Present biometric, then the database is searched for your template
  - Some biometric vendors claim to do Identification
  - Has been successful only with small databases
  - Can be slow, requires powerful CPU to search database
- Most biometric devices – including HandPunch - do verification only
FAQs

Q: How new is this technology?
   A: With the release of the HandPunch GT-400 and GT-400+MTR-G this is the fifth generation of hand
   geometry readers from Schlage. Each generation has meant an increase in accuracy and functionality.

Q: How many hand templates can be stored?
   A: HandPunch 1000 is set for 50 users and can be upgraded to 512 users. HandPunch 1000-E is set for
   up to 100 users. HandPunch 2000 is set for up to 512 users. The HandPunch 3000 & 3000-E start at
   512 users with a field upgrade up to 32,512 users or with additional memory module(s) upgraded up to
   259,072 users. The HandPunch 4000 starts at 530 users with a field upgrade up to 3,498 users or with
   additional memory module(s) upgraded up to 51,516 users. The two GT-400 models have no user limit
   as all users are stored on the hosted network.

Q: What is the template size?
   A: 9 bytes for F-Series. 20 bytes for G-Series. This is important because other biometrics have much
   larger templates, so they can’t handle as many users with a single device.

Q: Do rings or Band-Aids have an effect on verification?
   A: Not usually enough to reject a valid user. Just make sure the ring is in the upright position and hand
   placement is proper.

Q: What happens if I injure my hand and have it bandaged or in a cast?
   A: You can be enrolled with your left hand palm up while the right hand is disabled.

Q: What is the false reject rate (authorized person can’t get in)?
   A: Sandia Laboratories, Inc. documented HandPunch as having a false reject rate of 0.1% (1 in 1000),
   the lowest of any biometric device. This is an extremely important statistic. Rejecting authorized
   people creates unhappy users.

Q: I have a card system and want to add a biometric solution. Is this a problem?
   A: The HandPunch 3000 or 4000 can be fairly easily integrated by using existing card format
   configurations or there may be an additional cost if a solution is not currently available. The GT-400
   can be integrated into a card system depending on the software solution being used.

Q: How many digits can I use for an ID?
   A: Up to 10.

Q: Can you interface to commonly used access control systems?
   A: Yes, our system architecture allows us to interface to the most commonly used access control
   systems. We just need to know the format required. In some cases, there is an additional charge.

Q: How is your throughput; we have a lot of people to go through?
   A: Typically the verification is less than 1 second. As people start using the HandPunch, the process
   becomes second nature.

Q: How often do I need to clean the HandPunch, and how?
   A: In most office environments the HandPunch platen would need to be cleaned once every two to three
   weeks. The HandPunch should be cleaned with glass cleaner and a soft cloth. Refer to the YouTube
   video “Biometrics: How to Clean the Platen.”

Q: Why would my employees want to use the HandPunch system?
   A: In a card based system, if the employee’s card is missing, stolen, or forgotten they can’t punch in.
   Finding the supervisor to solve the problem will probably cost that employee time and therefore
   money. By using the HandPunch, the employee is in complete control of punching in. Their hand
   cannot be lost, stolen or forgotten. Secondly, if any fraud is occurring it is usually a small number of
   people abusing the system. That small group is inflating overall labor costs making everyone, both
   honest and dishonest, look less productive. The HandPunch makes sure that only if an employee is
   there they will get paid.
**Privacy:**
Hand geometry technology cannot be reverse-engineered to identify people. It does not store the image of the hand, but instead stores a 9 or 20 byte template which is a mathematical representation of the hand image. This mathematical value is meaningless to other devices. In addition, no fingerprint or palm print information is gathered.

**Religion:**
Since the HandReader is not capable of personally-identifiable characteristics, HandReaders do not in any way have the ability to place or detect the “Mark of the Beast” or any other mark on a person’s hand. Many religious organizations and churches trust the HandReader every day to accurately and efficiently manage their time and attendance systems.

**Safety:**
The infrared lights used in the HandReader are similar to those used in remote controls for TVs and VCRs. The light’s power level is 100 milliwatts – less than the amount produced by natural sunlight or microwave ovens. Schlage has been contacted by the U.S. Occupational Safety and Health Administration (OSHA), and has supplied all requested information. No reports of hazard have been generated by OSHA.

**Hygiene:**
Every HandReader contains antimicrobial technology which inhibits the growth of a broad spectrum of bacteria, mold, and fungi, making the platen’s surface more hygienic. The silver-based agent is embedded into the materials used to produce the platen during the manufacturing process. They cannot leach out or wash off the surface thus remaining active for the life of the biometric reader.

### Competition (other biometric products)

<table>
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<tr>
<th>Technology</th>
<th>Their advantages vs. Hand Geometry</th>
<th>Their disadvantages vs. Hand Geometry</th>
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</table>
| **Fingerprint** | • False Accept rate can be lower (depends on product)  
• Pricing may be lower (depends on application) | • Larger template – fewer users per reader, so more readers needed  
• Tend to have higher false reject rate (depends on product)  
• Privacy issues/law enforcement association with fingerprints  
• 1 in 50 people have unreadable fingerprints  
• Sensitive to dirt, dry skin, etc. |
| **Iris scanning** | • Low False Accept Rate (probably lowest of all biometrics) | • Higher False Reject Rate (despite claims made in their literature)  
• Larger template – fewer users per reader, so more readers needed  
• Problems with lighting, eyeglasses and contact lenses  
• Perceived as more intrusive  
• Rarely used for time and attendance |
| **Two-finger** | • Pricing may be lower (depends on application) | • Potentially higher False Accept and False Reject rates as a result of less biometric data verification  
• Rarely used for time and attendance |
| **Facial** | • Pricing may be lower (depending on number of employees)  
• Touch-free | • Larger template – fewer users per reader, so more readers needed  
• Higher False Reject Rate  
• Perceived as more intrusive  
• Problems with lighting, eyeglasses, hats, hair styles, weight gain, and facial hair |
| **Signature** | Not currently used for time and attendance applications | Not currently used for time and attendance applications |
| **Voice** | Not currently used for time and attendance applications | Not currently used for time and attendance applications |
Major competition in Time & Attendance market: Fingerprint Geometry and Facial Recognition

- Fingerprint readers are made by several different companies
  - Some time and attendance competitors offer fingerprint as an option
  - It's mostly the low-end competitors, but not always
  - Competitive Selling Tips:
    - Encourage prospect to ask the other vendor how many installations they have with this particular fingerprint reader
    - Use case studies and references. Encourage prospect to ask other vendor for the same.
    - Ask prospect how their employees might feel about using fingerprint readers!
    - Highlight that 1 in 50 people’s fingerprint can’t be read
    - Point out that fingerprint readers are unreliable in dirty environments

- Facial Recognition Systems are also made by several different companies
  - Not often used for time and attendance so low reliability rate
  - Competitive Selling Tip:
    - Encourage prospect to ask the other vendor how many installations they have made with facial recognition
    - Highlight that it has a much higher false reject rate so it will take longer to verify and employees will be upset
    - Highlight that a person must have the exact same facial expression each time it is used; can’t smile, change hair style, change facial hair, wear a hat, or eyeglasses
    - Unreliable in low-light environments or environments that change lighting

Quick Selling Points

- Easiest biometric to use with the best combination of speed and accuracy
- Eliminates privacy concerns because no fingerprints or palm prints are taken
- Ideal solution for dirty environments because the HandReader can still verify your hand
<table>
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<tr>
<th>Objection</th>
<th>How to overcome objection</th>
</tr>
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<tbody>
<tr>
<td>“It’s too expensive”</td>
<td>• Payback in as little as 3-6 months</td>
</tr>
</tbody>
</table>
| “This seems really high-tech. I don’t want to take chances on new, unproven technologies.” | • HandReaders have been used since the 1970’s and continually are improved  
• Over 400,000 units installed around the world |
| “Why does the ID number have to be entered? Why can’t the HandPunch figure out who I am when I place my hand on it?” | • The HandPunch does verification, a one to one search based on the ID number. This process takes less than one second. Some biometric companies say they can do identification – a one to many search. This is not common, and has only been successful with small groups of users. It is a slow process and requires a very powerful computer to perform the search. It’s just not practical or cost-effective for most applications. |
| “What about privacy issues? Can the hand data be used to identify someone for other purposes?” | • Emphasize that it doesn’t read finger or palm prints.  
• It doesn’t store image of hand, only the 9 or 20 byte template – a mathematical value that is meaningless for any other purpose. |
| “Do my employees need to be concerned about radiation from the HandPunch?” | • No, infrared light = 100 milliwatts, similar to remote controls for TVs, VCRs, etc. |
| “My employees are worried they’ll get germs from the HandPunch”           | • Compare to door knob/handle, shaking hands, money.  
• Every HandReader contains antimicrobial technology which inhibits the growth of a broad spectrum of bacteria, mold, and fungi, making the platen’s surface more hygienic.  
• If employees are still concerned, they can clean the platen before using (leave non-abrasive glass cleaner and cloth next to HandPunch). |
| “I’m concerned that my employees will think of this as a ‘Big Brother’ type of thing – that we don’t trust any of them.” | • By eliminating “buddy punching,” you will help the honest employees. If any fraud is occurring, it is probably done by a small group of people – but they are inflating overall labor costs, making everyone look less productive. And honest employees will appreciate the fact that others can no longer cheat and get away with it. |
| “The error rates sound high. 1 in 1000 doesn’t seem like it’s very reliable.” | • Adjustable Threshold can reduce FAR or FRR, depending on customer needs and preferences.  
• False reject only means that you have to try again – just like you have to do, much more frequently, with a badge or fingerprint reader.  
• Other biometrics have lower FAR, but higher FRR |
How to do a Demonstration

Before you start
- Setup reader so platen is 40 inches above the ground or on table top if user will be seated. Height is critical for verification.
- Bring your own extension cord
- Plug in Reader
- Enroll Yourself
- Set Time and Date (if needed)
- Set ID length to 4

Enroll yourself as a supervisor
- To get entry to menus, press: Clear and Enter
- Enter password followed by # key: 4#
- To enroll Supervisor press(∗) to skip add employee: Press ∗
- Enroll Supervisor: Press #
- Enter the supervisor ID, followed by the Enter key: XXXX then Enter
- Place Hand 1/3 (remove hand)
- Place Hand 2/3 (remove hand)
- Place Hand 3/3 (remove hand)
- The supervisor is now enrolled

Enroll your prospects as employees
- To get entry to password level Press: Clear and Enter
- Enter your Supervisor ID, followed by the Enter key: XXXX then Enter
- Place your hand for verification
- Enter password followed by # key: 4#
- Enroll Employee: Press #
- Enter the Employee ID, followed by the Enter key: XXXX then Enter
- Place Hand 1/3 (remove hand)
- Place Hand 2/3 (remove hand)
- Place Hand 3/3 (remove hand)
- The employee is now enrolled

Demonstrating Tips
- Demonstrate how an employee would punch prior to enrolling them.
  - This allows the person to see how the hand is placed into the reader, ensuring a good enrollment template.
- Remember their ID number when you enroll them. Repeat their number to them before they try to punch, or enter their number in for them.
- If they forget, so will other employees. Make the first time as easy as possible.
- Demonstrate how the HandPunch eliminates “buddy punching” as you have someone try to punch for another person.
- Tell them what the score is, explain why it aids employees in correct hand placement.
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Web Links

Literature

Utilize the search bar on the HandPunch Page link above to find each piece of literature by typing the parenthesized document number. For the online version, each literature title is a link to that piece

Brochures
- GT-400 Brochure (101466)
- Antimicrobial Protection for F-Series (100453)
- Antimicrobial Protection for G-Series (100454)
- Nucleus Research Schlage HandPunch Report (106027)

Data Sheets
- GT-400 (105161)
- GT-400 with MTR-G (109343)
- HandPunch 1000 (104525)
- HandPunch 1000-E (104521)
- HandPunch 2000 (104524)
- HandPunch 3000 (104523)
- HandPunch 3000-E (104523)
- HandPunch 4000 (104522)
- Enclosure Options (109490)
- HandPunch Questions (106228)
- Schlage HandPunch Cross-Reference Chart (105619)
- HandPunch Terminal Accessories Datasheet (104400)

Case Studies
Available under the Downloads Tab of the F-Series and G-Series pages

GT-400 Solution Sheets
- Attendance on Demand (109352)
- InfoTronics (109353)
- NOVAtime (109516)
- Polygrammic (109218)
- SwipeClock (109219)
- TimeClock Plus (109354)
- WorkForce Software (109359)

Distributor Tools

Registered Users
HandPunch information can be found at: Products > Time & Attendance
  - Resources available only to registered partners include
    - Pricebooks
    - Selling Guides
    - FAQs
    - Product Notifications
    - And more!

New Users
The portal is only accessible to registered users. Contact your company’s portal administrator or your local sales representative to request access
Technical Documents

Manuals
Available under the Installation Manuals tab on the HandPunch technical page link above
- **HandPunch 1000 Manual** (105923)
- **HandPunch 2000 Manual** (105922)
- **HandPunch 3000/4000 Manual** (105921)
- **GT-400 Terminal Guide** (109685)

Courses
Available under the Training tab on the HandPunch technical page link above
- **Training Time and Attendance – Course Outline** (106519)
- **HandPunch Hardware** (106528)

YouTube (Schlage Security)
- **HandPunch GT-400**
- **How to Clean the Platen**
- **How a HandReader Works**
- **What is Buddy Punching?**
- **GT-400 Speaker Cover Removal and Installation**
- **How to Enroll an Employee**
- **F-Series Lithium Battery Replacement**
- **GT-400 Lithium Battery Replacement**

Additional Resources
- **Schlage HandPunch Info App**
  - How-To Videos
  - User Guides
  - Installation Guides
  - Data Sheets
  - Tech Notes

- **Contact Us at Allegion > Contact Us**
- Technical Library at [schlage.com/support](http://schlage.com/support)
- **Break Compliant HandPunch Line**
  - Available under the Downloads Tab of the [F-Series](http://f-series.com) and [G-Series](http://g-series.com) page