Logitech Webcam Setup Instructions

Please follow the steps below to assure a successful installation.

- When the webcam is received it needs to be setup and tested:
  Windows 7 - Connect the USB cable on the webcam to your dedicated fingerprint computer, then it will be detected and the driver automatically installed.
- **Windows 10** – Connect the USB cable on the webcam to your dedicated fingerprint computer. Download and install the "Logitech Webcam Software" at https://fadv.com/solutions/fingerprinting/livescan/. If prompted restart the computer.

Software Requirements:

1. Internet Explorer version 11 is required. If you need to upgrade the browser go to www.google.com search for Internet Explorer 11, and then download and install the upgrade.
2. **Windows 7** - Download the most recent version of Adobe Flash Player at https://get.adobe.com/flashplayer. Remove the check boxes beside "Yes, install Google Chrome" and "Yes, install Google Toolbar" before installing.
3. **Windows 10** – Adobe Flash Player is integrated with Internet Explorer so you do not need to install Flash Player.

Internet Explorer 11 Settings

1. Click on "Settings" (upper right hand side of Internet Explorer browser), then select Internet Options. Go to Privacy tab and confirm "Turn on Pop-up Blocker is disabled.
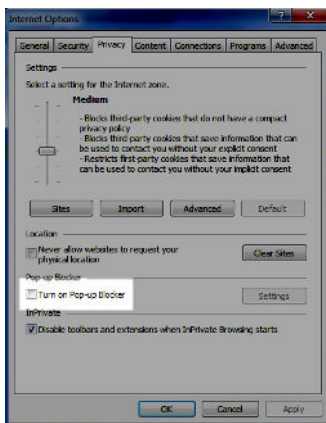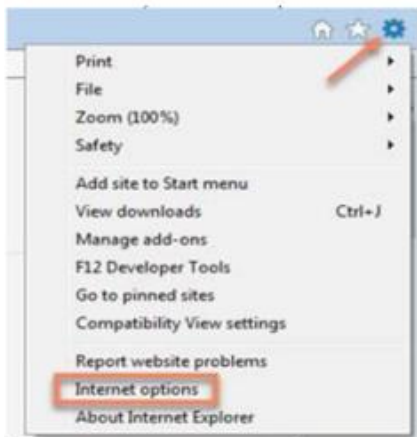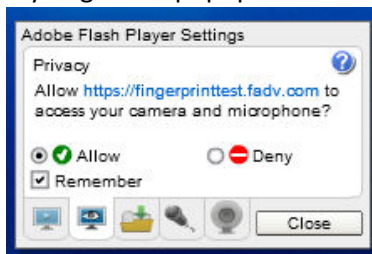
2. Click on "Settings" (upper right hand side of the Internet Explorer browser), then select Compatibility View settings. Confirm "Display intranet sites in Compatibility View" checkbox is not checked.
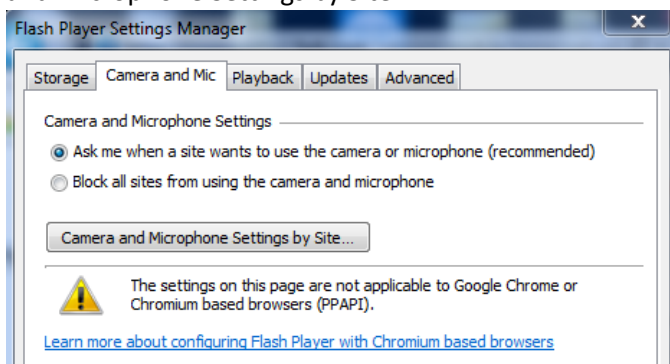

Test the Camera:
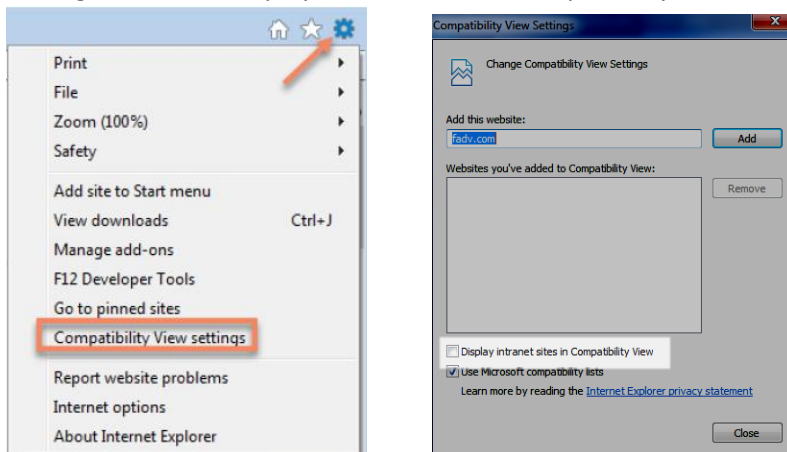
1. Log into https://fingerprint.fadv.com, click on Photo Training.

2. If you get this popup select Allow and Remember, then Close.

3. Right click in the same window, select Global Settings… select the Camera and Mic tab, then select Camera and Microphone Settings by Site.

4. If fingerprint.fadv.com doesn't say Allow for HTTPS and Other highlight the row change them to "Allow" at the bottom of the page. After changing to Allow close the boxes.
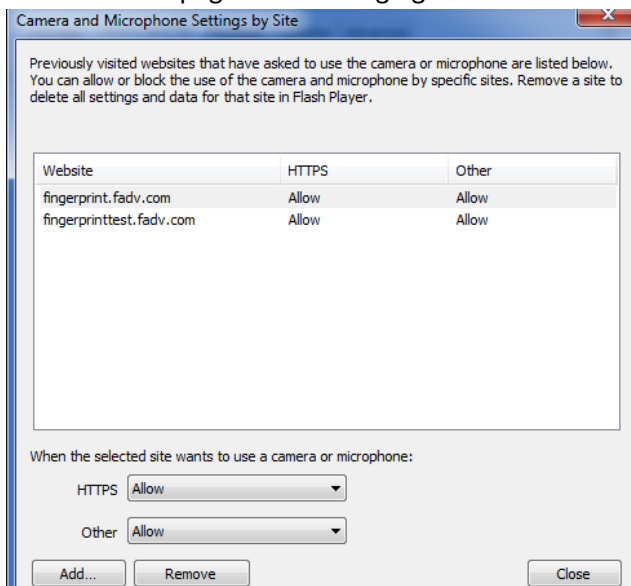
5. Take the photo, then you should get "Photo emailed successfully to vmspecialist@fadv.com" message. If you do not get this message call customer service at 877-491-4715.

Photo Requirements:

1. The subject should stand in front of a white background with no objects visible in the background. A white non-reflective project poster board can be used.
2. Subject centered in the photo.
3. Head and shoulders only.
4. Subject should remove hat, sunglasses, scarves, winter coats, visible headphones, and earbuds.
5. When the photo is acceptable click Take a Photo.

Standard Workflow:

Not all client applicants will require a photo collection. The system will prompt the operator to take a photo **only when a photo collection is required.**

1. Sign into Fingerprint Advantage. Follow the same instructions used today for fingerprint collections.
2. Click "Open Order".
3. Enter the subject's last name, government ID, and schedule ID, click Search and proceed as instructed.
4. Select the type of fingerprint scanner you are using, click "Next".
5. Capture the fingerprints following the standard process, click "Next".
6. Take the photo from the top of the head to the top of the shoulders and with a white background. Select Take a photo, then you should get Photo successfully saved.
7. Click Next, and then select "Complete Transaction" button to submit the fingerprints and photo.