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IDWare IDWare 9000

IDWare 9000 Handheld ID Scanner Instruction Manual

Model: IDWare 9000

1. INTRODUCTION

The IDWare 9000 is a robust, mobile, and wireless Android-based ID scanner designed for efficient identification and age verification. It integrates advanced scanning hardware with the VeriScan Online software, offering a comprehensive solution for various applications including visitor management. This device supports both Wi-Fi and SIM card connectivity, and features both 1D and 2D barcode scanning capabilities, along with GPS functionality.

The VeriScan Online software provides features such as one-scan ID verification, custom group and interest tagging, intuitive report generation, and image capture. The IDWare 9000 is equipped with a fast dual-core mobile processor, ensuring quick load and ID processing times.



Compatible
With **2,700+**
Global Documents



Auto-focus laser for instant
ID scanning and data parsing.

Image 1.1: The IDWare 9000 scanner is compatible with over 2,700 global identification documents, including various driver's licenses and passports from different countries.

2. INCLUDED ACCESSORIES

Upon unboxing your IDWare 9000, ensure all the following items are present:

Included Accessories



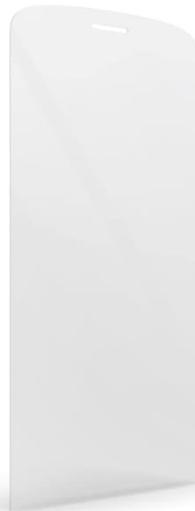
Belt Holster Case



4600-mAh Lithium Rechargeable Battery



Handstrap



Screen Protector



IDWare 9000+ Mobile Scanner



36" USB Type-C Charge Cable



10W USB-A Wall Power Adapter



Charging Cradle

Image 2.1: The package includes the IDWare 9000+ Mobile Scanner, a Belt Holster Case, a 4600-mAh Lithium Rechargeable Battery, a Handstrap, a Screen Protector, a 36-inch USB Type-C Charge Cable, a 10W USB-A Wall Power Adapter, and a Charging Cradle.

- IDWare 9000+ Mobile Scanner
- Belt Holster Case
- 4600-mAh Lithium Rechargeable Battery
- Handstrap
- Screen Protector
- 36-inch USB Type-C Charge Cable
- 10W USB-A Wall Power Adapter
- Charging Cradle

3. SCANNER OVERVIEW

Familiarize yourself with the physical components and controls of your IDWare 9000 scanner:

Scanner Overview



Image 3.1: Front view components include the Receiver, Front Camera, Volume +/-, Menu button, Return button, and Scan buttons. Rear view components include the IR Laser Port, Camera, NFC Port, PTT button, Power button, and additional Scan buttons.

- **Receiver:** For audio output.
- **Front Camera:** For image capture.
- **Volume +/-:** Adjusts audio levels.
- **Menu Button:** Accesses application menus.
- **Return Button:** Navigates back in the interface.
- **Scan Buttons:** Activates the scanning function (located on sides and front).
- **IR Laser Port:** Emits infrared laser for scanning.
- **Rear Camera:** For document image capture.
- **NFC Port:** For Near Field Communication interactions.
- **PTT (Push-to-Talk) Button:** For communication functions (if configured).
- **Power Button:** Turns the device on/off and controls screen sleep/wake.

4. SETUP

4.1 Initial Charging

1. Connect the USB Type-C charge cable to the IDWare 9000 scanner.
2. Plug the other end of the cable into the 10W USB-A Wall Power Adapter.
3. Insert the wall adapter into a standard electrical outlet.
4. Allow the device to charge fully before first use. The charging indicator will show progress.

4.2 Powering On/Off

- **To Power On:** Press and hold the Power button (refer to Image 3.1) until the IDWare logo appears on the screen.
- **To Power Off:** Press and hold the Power button until the power options menu appears. Select "Power Off" and confirm.

4.3 VeriScan Online Software Activation

Your IDWare 9000 includes 1 year of VeriScan Premium Software. Follow the on-screen prompts upon first boot to set up your VeriScan Online account or log in with existing credentials. Ensure the device is connected to Wi-Fi or has an active SIM card for activation and updates.

5. OPERATING INSTRUCTIONS

5.1 Scanning Documents

The IDWare 9000 utilizes an auto-focus laser for instant ID scanning and data parsing. Scanning speed is typically up to 2 seconds per scan.

Easy to Use Touchscreen Interface

- Check guest age
- Check ID expiration date
- Best-in-class 2D barcode security checks
- Add and manage groups and notes
- See visit history and number of scans

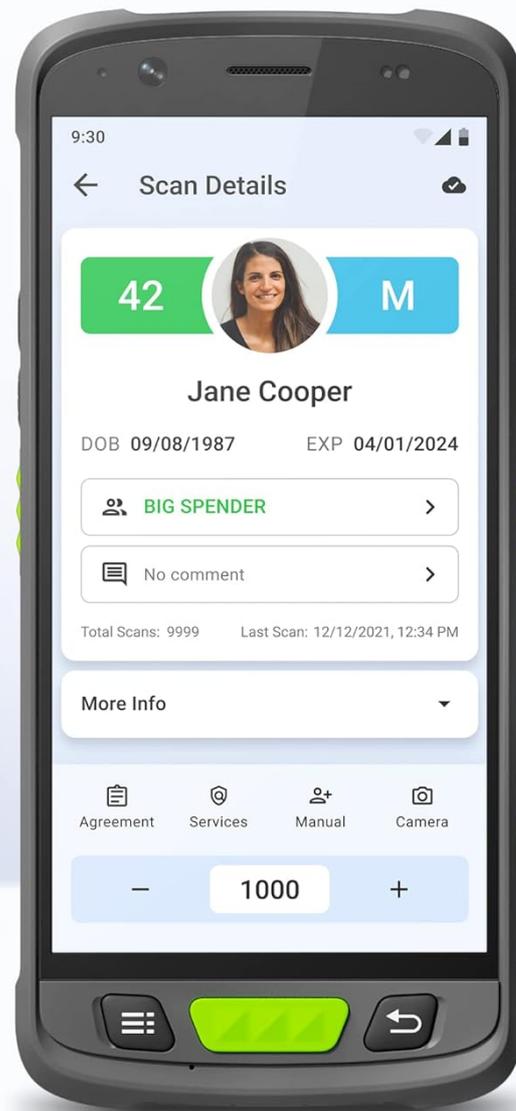


Image 5.2: The VeriScan application home screen provides quick access to Scan History, Scan ID, and Manual Entry functions.

- **ID Verification:** The software reads U.S. drivers' licenses, government-issued IDs, Canadian IDs, military IDs, and global passports.
- **Age Verification:** Built-in checks for underage (18+, 21+) or expired IDs are performed automatically upon scanning.
- **2D Barcode Security Checks:** The system performs security checks for inconsistencies and anomalies within the 2D barcode on the back of the ID.
- **Multi-Scan Alerts:** The device includes passback protection to prevent IDs from being passed between guests, alerting you to multiple scans of the same ID within a set timeframe.
- **Data Management:** View scan history, check guest age, ID expiration date, add and manage groups and notes, and see the total number of scans.

Specifications

- Android 9.0 Operating System
- 2.0 GHz Qualcomm Octa-core
- 2GB RAM / 16GB ROM
- 5.5 inch multi-touch capacitive screen
- 1440×720 pixel resolution
- BT/WiFi/3G/4G connectivity
- Battery Capacity: 4600mAh
- Weight: 10.6 Oz



High sensitivity camera facilitates fast scanning



16 million pixels



Image 5.3: The VeriScan interface displays detailed scan results, including age, date of birth, ID expiration, and options to assign groups or add notes.

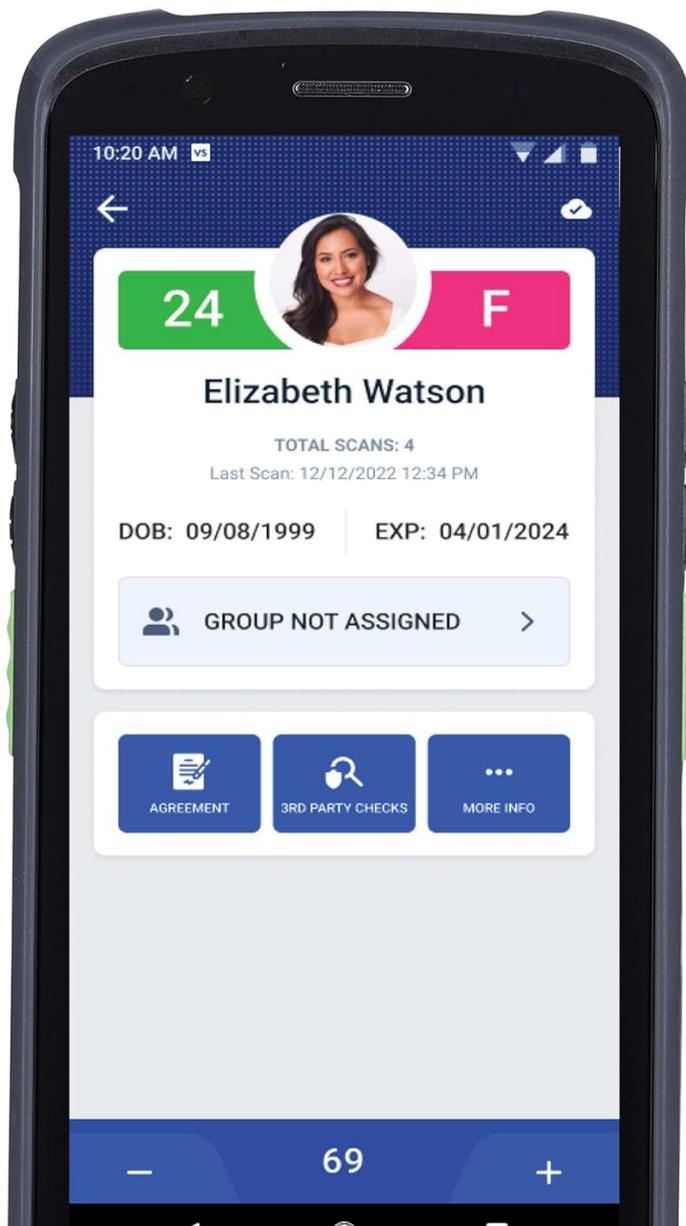


Image 5.4: Another example of the VeriScan interface showing scan details for 'Elizabeth Watson', with options for group assignment, third-party checks, and additional information.

6. MAINTENANCE

6.1 Cleaning the Device

- Use a soft, lint-free cloth slightly dampened with water or a mild screen cleaner to wipe the screen and exterior of the device.
- Do not use harsh chemicals, abrasive cleaners, or immerse the device in water.
- Ensure the scanner's laser port and camera lenses are clean for optimal performance. Use a dry, soft brush or compressed air to remove dust.

6.2 Battery Care

- To prolong battery life, avoid fully discharging the battery frequently.
- Store the device in a cool, dry place when not in use for extended periods.
- Use only the provided charging cable and adapter.

6.3 Software Updates

VeriScan Online provides continuous updates as new ID formats are added. Ensure your device is connected to the internet regularly to receive these updates, which are crucial for maintaining accurate scanning capabilities.

7. TROUBLESHOOTING

- **Device Not Powering On:** Ensure the battery is charged. Connect the device to the charger and wait a few minutes before attempting to power on again. If the issue persists, contact support.
- **Scanning Issues (Slow or Inaccurate):**
 - Ensure the ID document is clean and free from obstructions.
 - Verify the scanner's laser port and camera lenses are clean.
 - Check for adequate lighting conditions.
 - Ensure the VeriScan application is up to date.
- **Connectivity Problems (Wi-Fi/SIM):**
 - Check Wi-Fi settings and ensure you are connected to a stable network.
 - If using a SIM card, verify it is properly inserted and has an active data plan.
 - Restart the device and try connecting again.
- **VeriScan Software Errors:**
 - Restart the VeriScan application.
 - Ensure the device has an active internet connection for software functionality and updates.
 - If errors persist, try reinstalling the VeriScan application or contact VeriScan support.

8. SPECIFICATIONS

Detailed technical specifications for the IDWare 9000 Handheld ID Scanner:

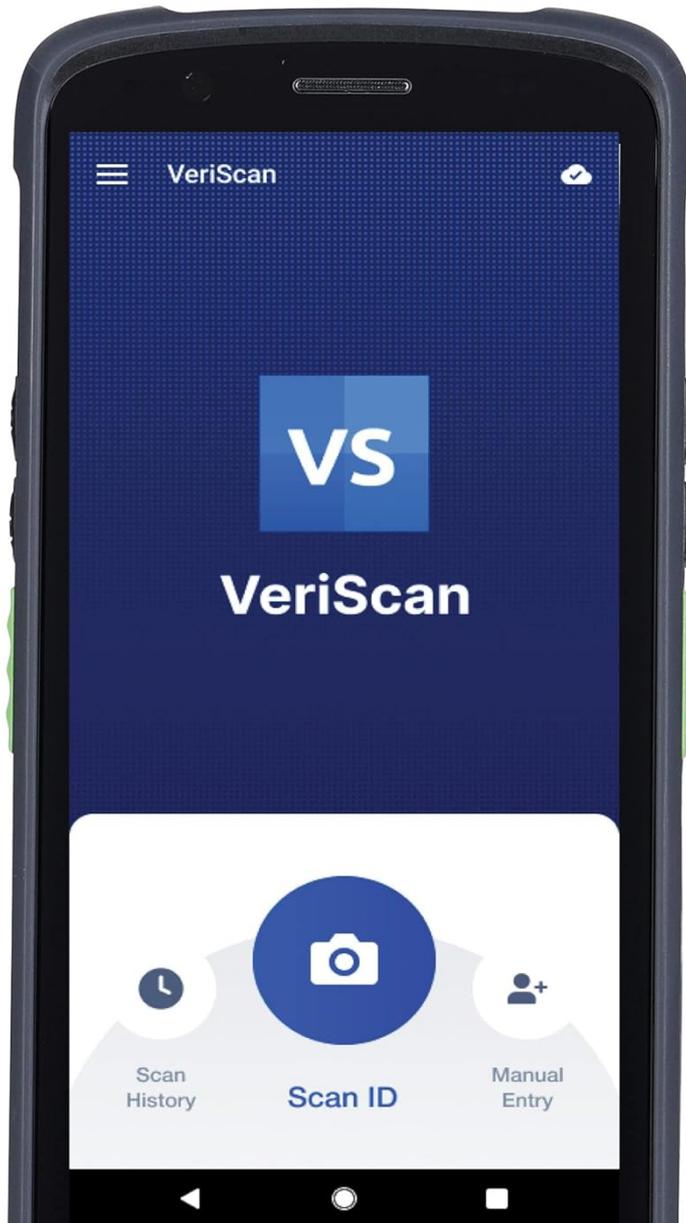


Image 8.1: The IDWare 9000 features a high-sensitivity camera for fast scanning and a 16-megapixel sensor.

Model Name	IDWare 9000
Scanner Type	ID Card, Passport
Operating System	Android 9.0
Processor	2.0 GHz Qualcomm Octa-core
Memory (RAM/ROM)	2GB RAM / 16GB ROM
Display	5.5 inch multi-touch capacitive screen
Resolution	1440 x 720 pixels
Connectivity Technology	Wireless, 4G, USB-C, BT/WiFi/3G/4G
Optical Sensor Technology	1D, 2D
Media Type	ID Card

Battery Capacity	4600mAh
Weight	10.6 Oz
Minimum System Requirements	Windows 7 (for companion software/drivers if applicable)

9. WARRANTY AND SUPPORT

9.1 VeriScan Premium Software

Your purchase includes 1 free year of VeriScan Premium Software. This subscription covers scanning of all U.S. and Canadian government-issued IDs, select other countries, and enhanced reporting features. After the initial year, a subscription fee (starting at \$60 per month) will apply to continue using these premium features.

9.2 Product Support

For technical assistance, troubleshooting, or inquiries regarding your IDWare 9000 Handheld ID Scanner or VeriScan Online software, please refer to the official IDWare support channels. Contact information can typically be found on the manufacturer's website or within the VeriScan application's help section.