Latitude 5285 / 5290 2-in-1 Fingerprint Reader Setup and Authentication

Owner's Manual

Notes, cautions, and warnings

ⓘ | **NOTE: A NOTE indicates important information that helps you make better use of your product.**

△ | **CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.**

⚠ | **WARNING: A WARNING indicates a potential for property damage, personal injury, or death.**

Contents

About the fingerprint reader

Dell Latitude tablets and laptops (applicable models only) feature an advanced fingerprint reader that allows you to confirm your identity and log in to the system with a single touch of your finger.

The fingerprint reader uses a methodology in which a user's identity is authenticated via stored data. However, the performance of this authentication process depends on the user's individual fingerprint characteristics. This guide will help you understand the do's and don'ts for a successful authentication and take you through several troubleshooting steps to help resolve issues, if any.
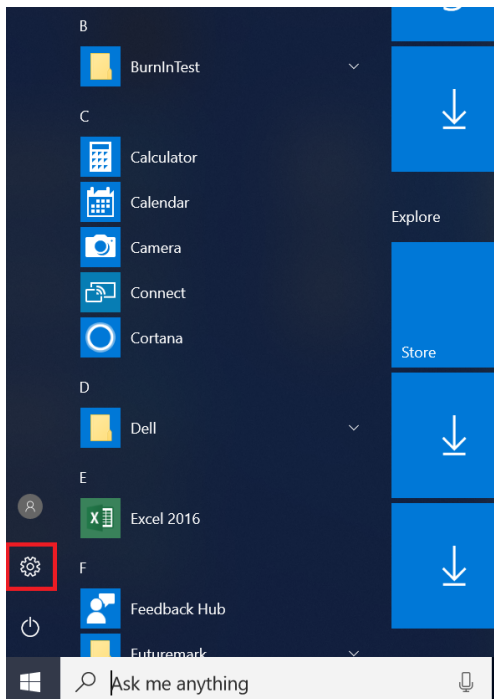
Setting up the fingerprint reader

Before registering your fingerprint, ensure that you set the following:

- Windows password (to log in to Windows)
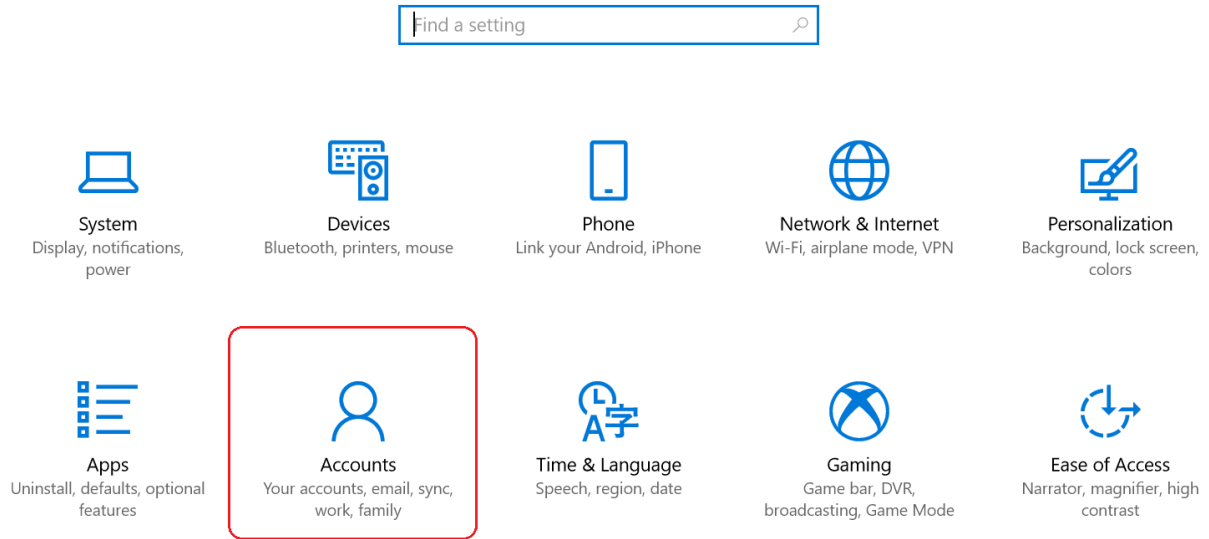- PIN setting (used in place of a password)

ⓘ **NOTE: Ensure that your PIN is a combination of four or more digits.**

1 Navigate to the fingerprint reader setup:
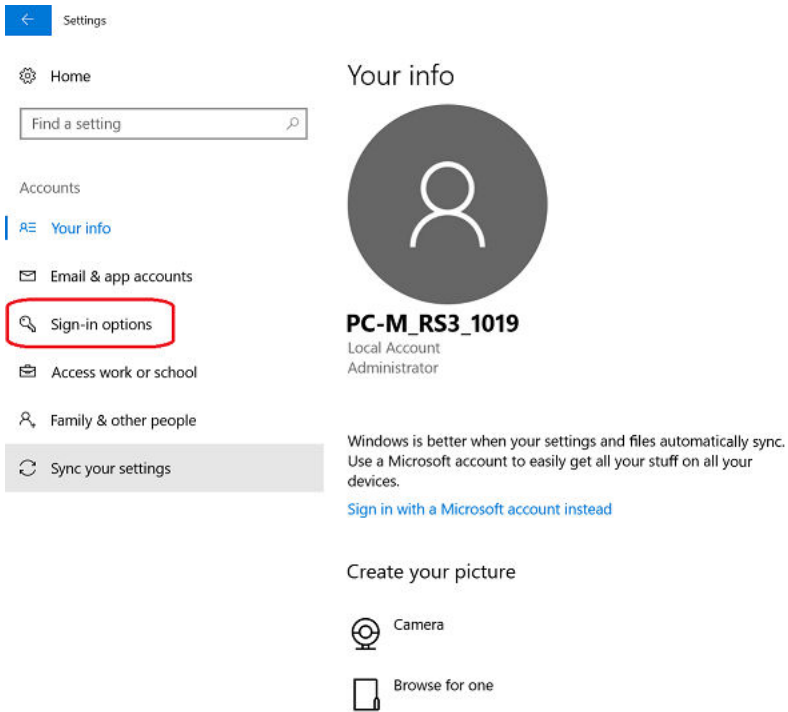   a Click **Start** on the taskbar and then click **Settings** in the pop-up window.

   b In the Windows Settings page, click **Accounts**.

Windows Settings

Find a setting

System
Display, notifications, power

Devices
Bluetooth, printers, mouse

Phone
Link your Android, iPhone

Network & Internet
Wi-Fi, airplane mode, VPN

Personalization
Background, lock screen, colors

Apps
Uninstall, defaults, optional features

Accounts
Your accounts, email, sync, work, family

Time & Language
Speech, region, date

Gaming
Game bar, DVR, broadcasting, Game Mode

Ease of Access
Narrator, magnifier, high contrast

c   In the Accounts pop-up page, click **Sign-in Options**.

← Settings

⚙ Home

Find a setting

Accounts

AΞ Your info

✉ Email & app accounts

🔍 Sign-in options

🗄 Access work or school

👤 Family & other people

🔄 Sync your settings

Your info

PC-M_RS3_1019
Local Account
Administrator

Windows is better when your settings and files automatically sync. Use a Microsoft account to easily get all your stuff on all your devices.

Sign in with a Microsoft account instead

Create your picture

Camera

Browse for one

2   In the Windows Hello section, click **Set up** under Fingerprint.

← Settings

⚙ Home

| Find a setting 🔍 |

Accounts

⊟ Your info

✉ Email & app accounts

🔑 Sign-in options

💼 Access work or school

👤 Family & other people

🔄 Sync your settings

Sign-in options

☺ Windows Hello

Sign in to Windows, apps and services by teaching Windows to recognize you.

Learn more about Windows Hello

Fingerprint

| Set up |

🔑 Password

Change your account password

| Change |

⣿ PIN

Create a PIN to use in place of passwords. You'll be asked for this PIN when you sign in to Windows, apps, and services.

| Add |

🖼 Picture password

Sign in to Windows using a favorite photo.

| Add |

ⓘ **NOTE: The 'Add another fingerprint' pop-up window is displayed instead of 'Set up' if your fingerprint is already registered.**

3   In the 'Welcome to Windows Hello' window, click **Get Started**.
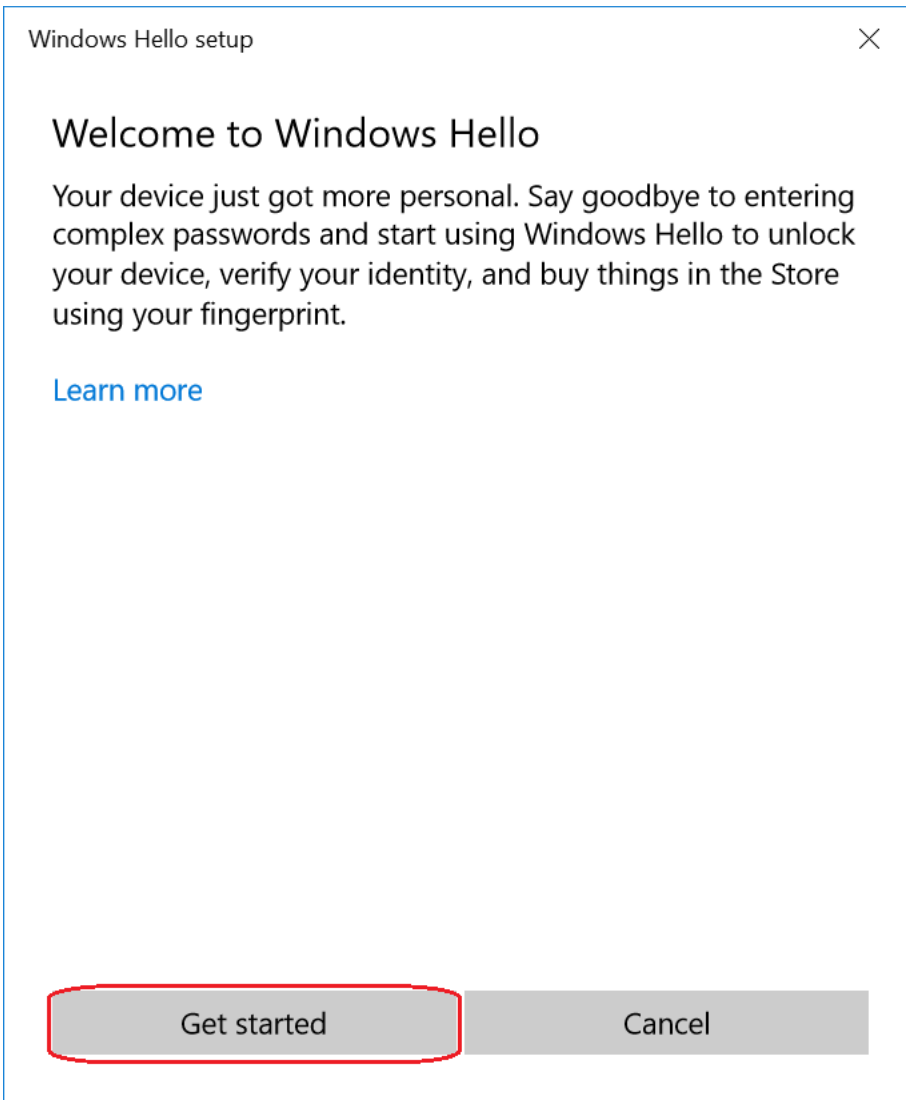
4   Enter your PIN in the 'Making sure it's you' window.
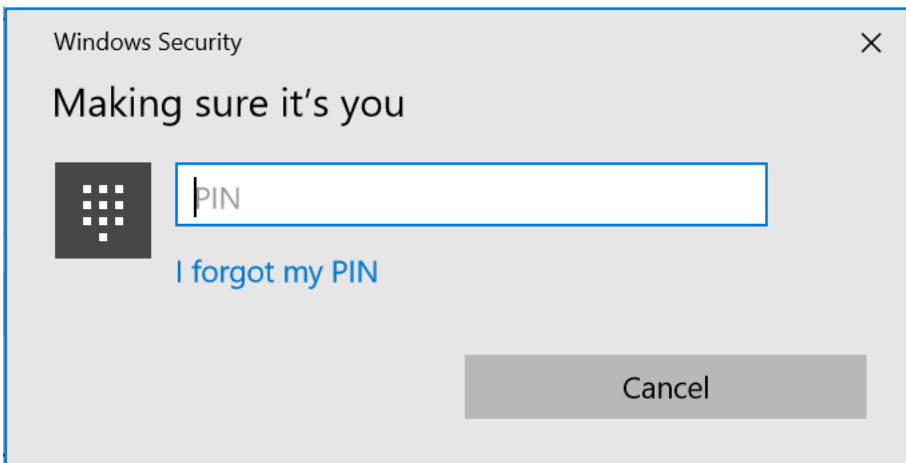
Registering fingerprint(s)

To register your fingerprint(s), ensure that you follow the guidelines below.

1   When the 'Touch the fingerprint sensor' window appears, repeatedly lift and rest your finger on the reader until setup is complete. Follow the instructions on the screen and scan until the 'All done' window is displayed. Best practices for successfully registering your fingerprint(s), accompanied by pictures, are below.
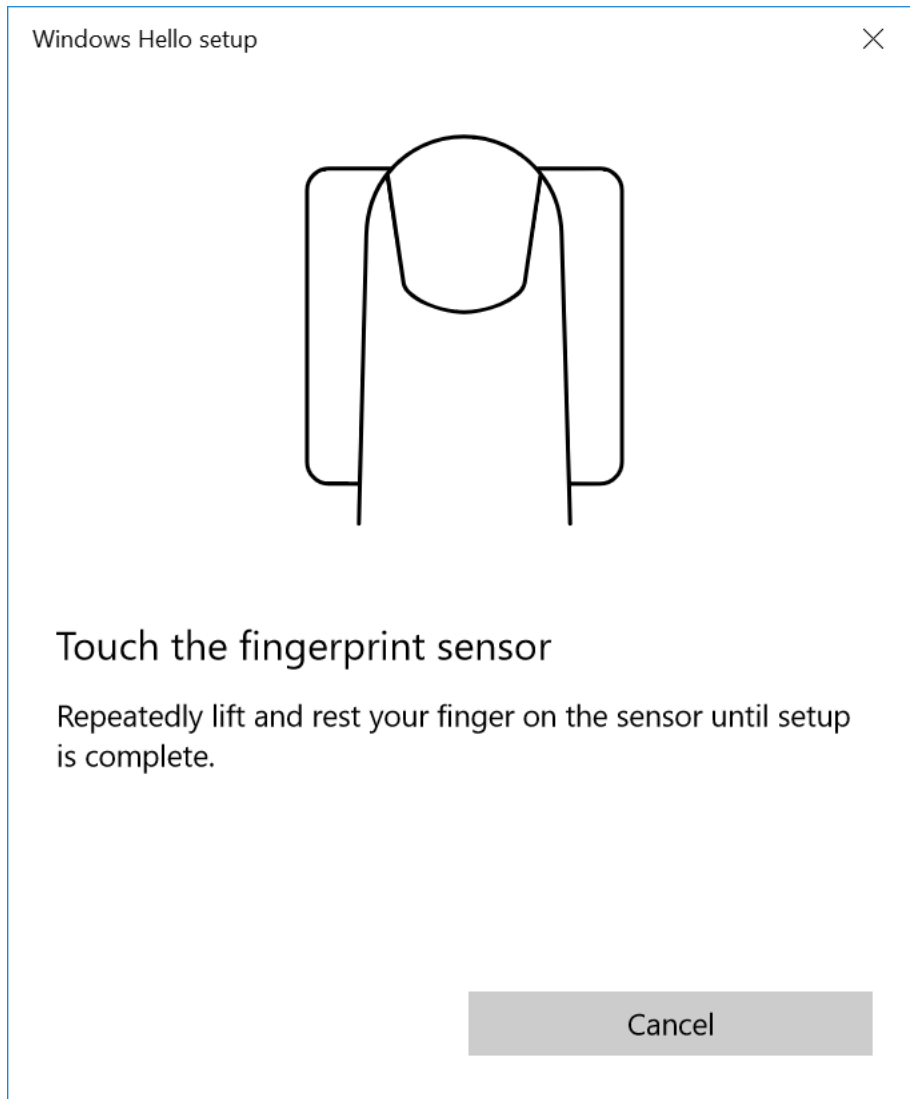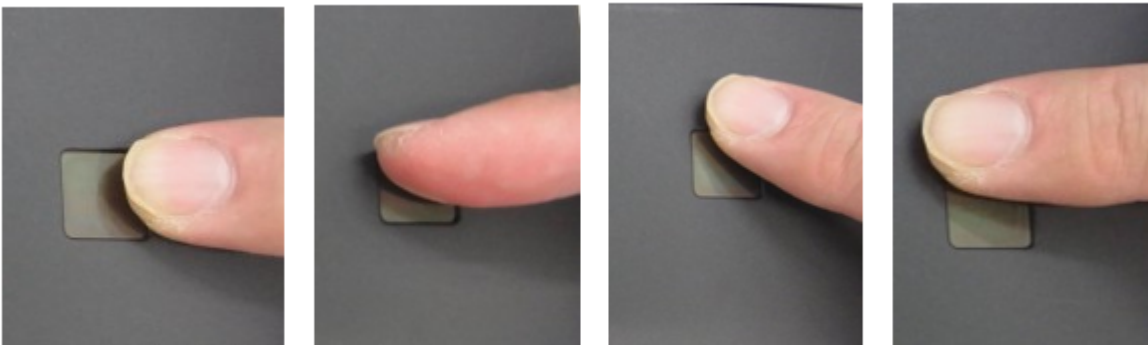

ⓘ| **NOTE: Ensure the finger is positioned correctly: placed flat and covering the entire reader.**
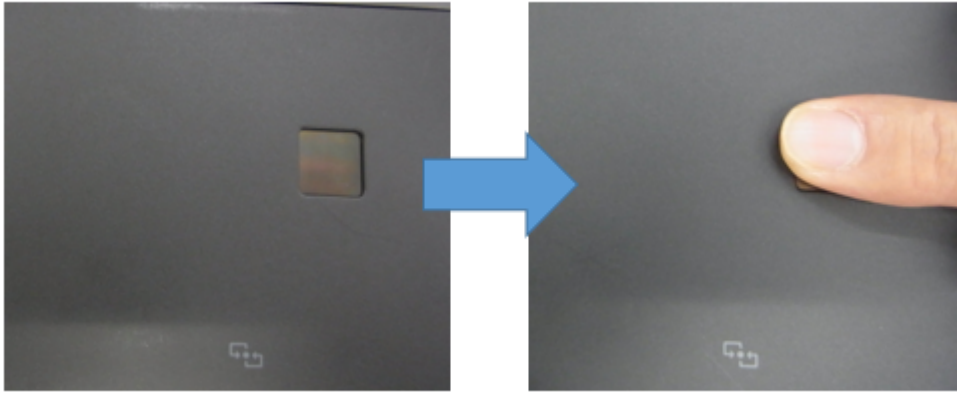
ⓘ **NOTE:** Ensure that you do not place the fingertip at an angle on the reader.
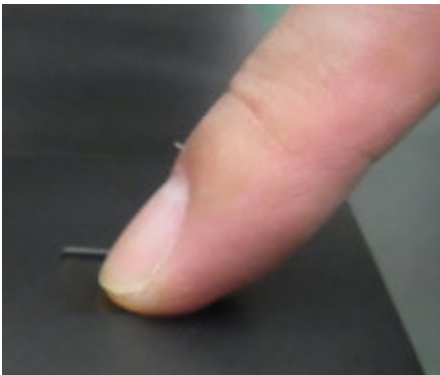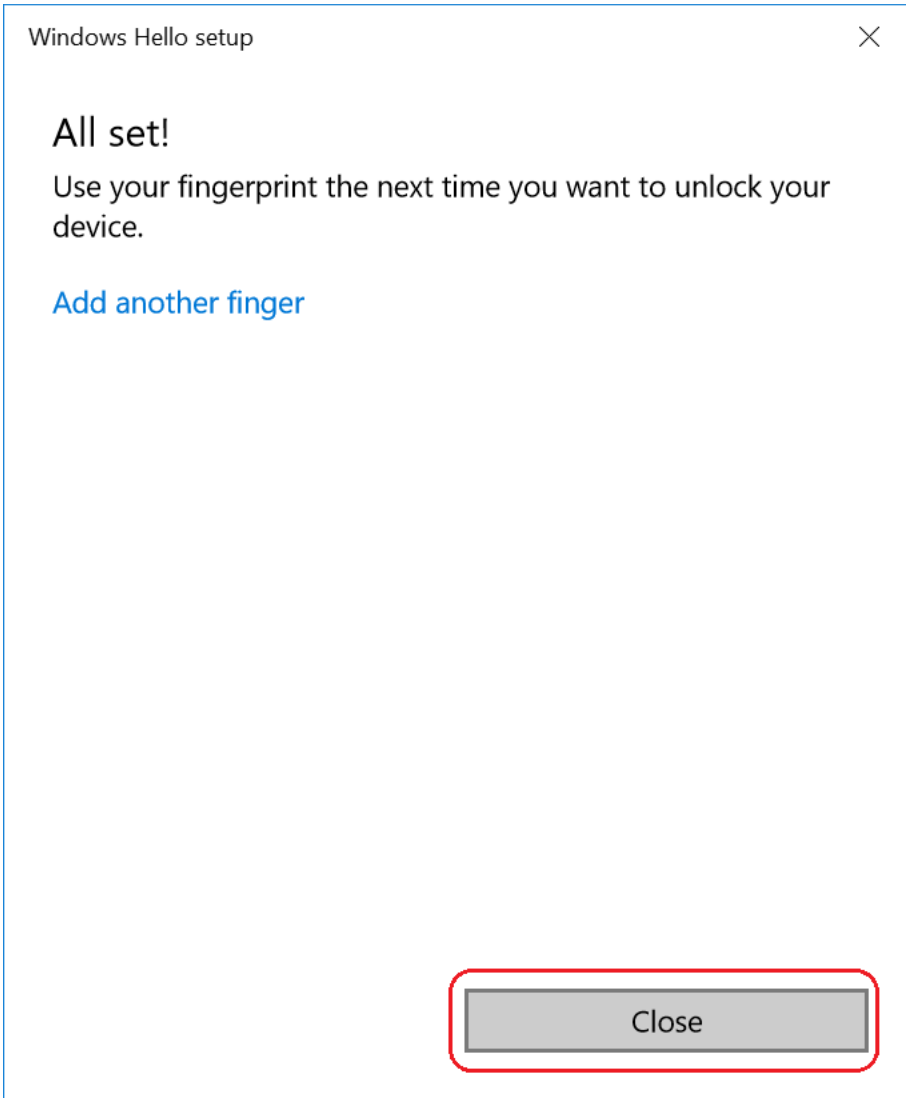

ⓘ **NOTE:** Fingerprint will NOT be scanned if the finger is not placed properly on the fingerprint reader.
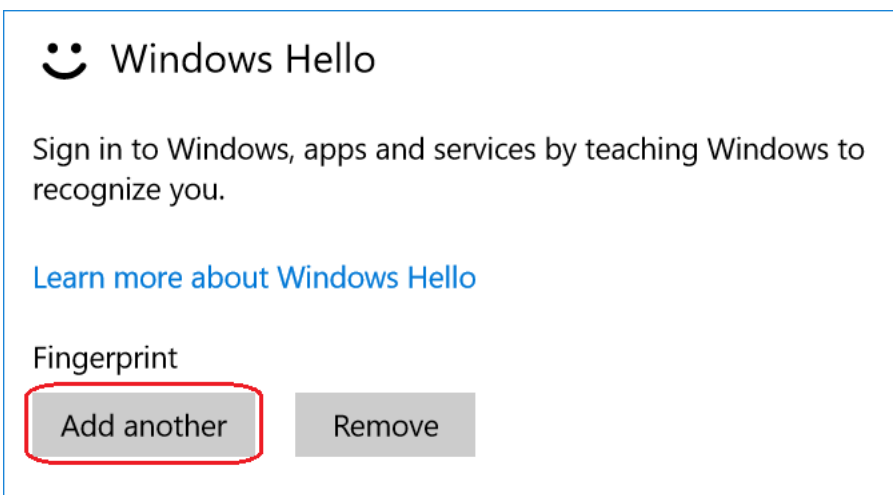

ⓘ **NOTE:** Adjust the position of the finger to enable the reader to capture multiple scans of your fingerprint. The reader thus creates a more complete image of the fingerprint and improves the reliability of the reader.

2 On successful registration of a fingerprint, the 'All set' window pops-up. Click **Close**.

Windows Hello setup

×

All set!

Use your fingerprint the next time you want to unlock your device.

Add another finger

Close

☺ Windows Hello

Sign in to Windows, apps and services by teaching Windows to recognize you.

Learn more about Windows Hello

Fingerprint

Add another   Remove

3   Click **Add another** if you wish to scan another fingerprint.

4   The **Welcome to Windows Hello** window is displayed again. Perform the steps above to add another fingerprint.

Using the fingerprint reader

To sign into your computer, place your finger in the center of the fingerprint reader. The fingerprint authentication is successful if you are able to log in.

If Secure Sign-in is enabled:

On the locked screen, press and hold down the **Power** button and then press the **Windows Home** button.

a   At the Sign-in screen, scan the registered finger.

The fingerprint authentication is successful if you are able to log in.

ⓘ **NOTE:**

The fingerprint authentication methodology is an advanced security feature and is designed to work properly ONLY when the finger is placed fully flat onto the reader.

Deleting fingerprint(s)

It is possible to delete a previously registered fingerprint.

To delete a fingerprint:

a   In the Windows Hello settings, click **Remove** under Fingerprint.

b   Upon successful deletion, the **Set up** option becomes active once again.

⚙ Home

| Find a setting 🔍 |

Accounts

≡ Your info

✉ Email & app accounts

🔑 Sign-in options

💼 Access work or school

👤 Family & other people

🔄 Sync your settings

Sign-in options

😊 Windows Hello

Sign in to Windows, apps and services by teaching Windows to recognize you.

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Fingerprint

| Set up |

🔑 Password

Change your account password

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| Add |

🖼 Picture password

Sign in to Windows using a favorite photo.

| Add |

Troubleshooting

This section will help you troubleshoot some of the most common issues with fingerprint authentication.

The fingerprint authentication methodology is an advanced security feature and may not work properly if the finger is not placed flat and fully covering the reader. Ensure that you practice placing your fingers onto the reader. Note: The fingerprint reader will not work if only the tip of the finger is touched or scanned.
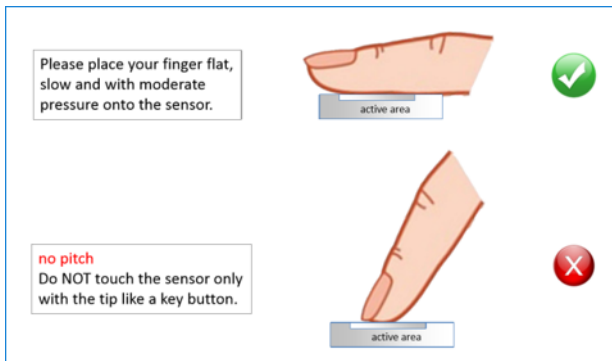
Place the finger upright and centered, covering the whole active reader area.
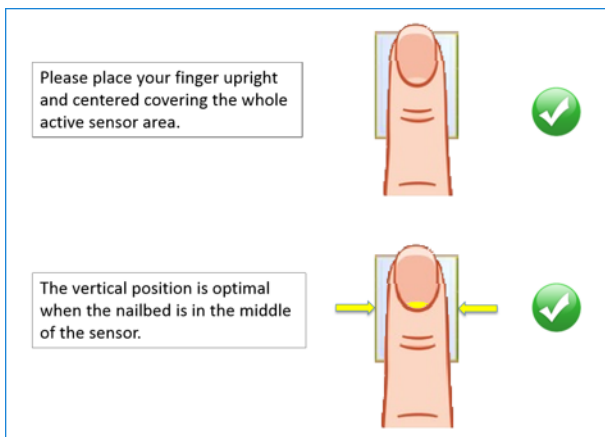
Do not place the finger to the side, above, or below the reader area.
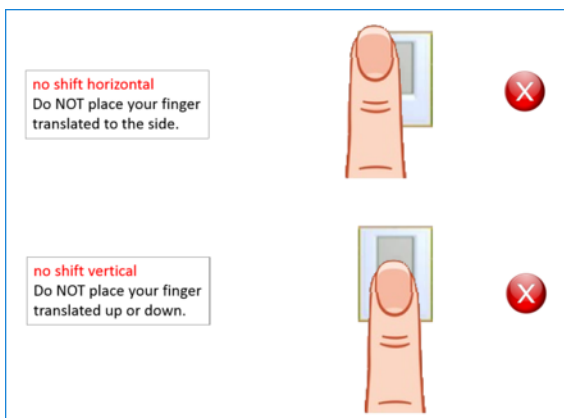
Possible malfunctioning reasons	Corrective action
Finger is wet, oily, or dirty (due to cosmetics, creams, mud, dust, etc.,).	Wipe the finger and re-try.
Oil and/or dirt adhering to the reader surface (cosmetics, hand cream, mud, dust etc.,).	Clean the reader surface with a dry, soft cloth.
Finger is cut or injured.	Register a different finger.
Significant change from the initial registration (weight gain, low quality/erosion of fingerprint, etc.,).	Register a different finger.
Blunt force to the reader or the surface of the reader is scratched with fingernail and/or hard object.	Contact Dell for further advice.
Adhesive materials on the surface of the reader.	Contact Dell for further advice.

ⓘ **NOTE: If you experience repeated difficulties signing in with your fingerprint, try re-registering your fingerprint (see Registering Fingerprint section above). It is possible that your original fingerprint registration was not sufficient or that your fingerprint changed since your initial registration. Since the characteristics of fingerprints change due to injury, aging, or wear and tear, it is recommended that you repeat the registration process every six months to enable your computer to recognize your latest fingerprint(s).**

Contacting Dell

ⓘ **NOTE: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.**

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1   Go to **Dell.com/support.**

2   Select your support category.

3   Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.

4   Select the appropriate service or support link based on your need.