

Silicone Pad Replacement on CrossMatch ID-500 Scanner

The instructions below are for all Live Scan systems in Virginia using the CrossMatch ID-500 fingerprint deck. If your agency uses a different model or another manufacturer's fingerprint deck, please disregard these instructions.

Silicone pads for the ID-500 make fingerprint images easier to capture and can be cleaned with "cleaner pads" or good-quality packing tape. Eventually, the silicone pad will need to be replaced.

The following items are needed to change the silicone pad on the ID-500:

- Isopropyl alcohol (70%-91% only) – prep pad or spray bottle
- New replacement silicone pad (available from CrossMatch: <http://www.crossmatch.com>)
- Kimwipes or other lint free cloth

If isopropyl alcohol pads are used, only the alcohol pad and a new silicone replacement pad are required. A can of compressed air will aid in removing any lint or debris and dry the alcohol.

1. Gently pry up one corner of the corner of the existing silicone pad with a fingernail. Slowly peel the pad away from the platen (glass surface) so as to not scratch the platen.
2. Spray alcohol and use Kimwipes or other lint-free cloth to wipe surface until clean and dry with no streaks; an alternative is to use isopropyl prep pads to wipe the surface and a can of compressed air to dry it. Make sure the platen is dry before continuing on to the next step.
3. While holding the replacement pad by the edges only, pull the tab to remove the Mylar protective shield. Remove only one shield at this time and do not touch the surface of the exposed silicone pad. It does not matter which shield is removed; both sides are identical.
4. With the exposed silicone pad facing the platen, carefully align the pad against the front metal rim and center the pad lengthwise on the platen. No other edge of the silicone pad should touch the metal frame.
5. With the unprotected side down, gently lower the pad onto the platen.
6. Remove air bubbles by running a fingertip around the silicone pad. Start from the middle of the pad and work to the outside edges of the pad. Make sure there are no bubbles under the pad.
7. Gently pull the tab on the top of the silicone pad to remove the Mylar protective sheet from the silicone pad.
8. a. *If the system uses IDS software,** run the pad installation test on page 2.
b. *If the system uses CrossMatch LSMS software,** run the pad installation test on page 4.

For more information about this procedure, refer to the instructional video located here: <http://www.vsp.state.va.us/afis/livescan/> (click on Live Scan Documents, Forms and Tables and look for "CrossMatch/IDS: Change Pad on ID-500 Video.")

* The system has IDS software if the icon on the desktop looks like the one in Image B1 on page 2; the system has CrossMatch LSMS software if the icon on the desktop looks like the one in Image B1 on page 4.

Silicone Pad Replacement on CrossMatch ID-500 Scanner

IDS Software only: Pad Installation Test instructions

Click on the VA IDS Live Scan icon on the desktop:



Image A1

Close the tabbed window in IDS by clicking on the **Close** icon:

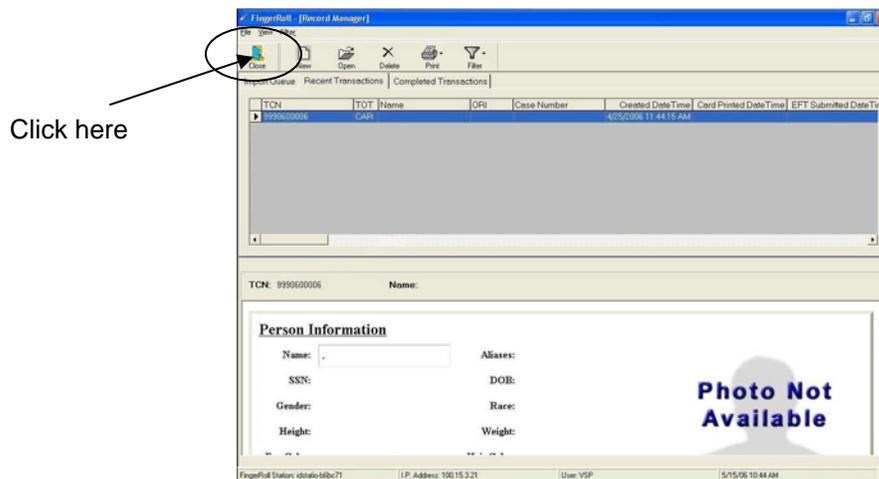


Image A2

The screen should then look like this:



Image A3

Silicone Pad Replacement on CrossMatch ID-500 Scanner

IDS Software only: Pad Installation Test instructions (continued)

Before going any further **make sure the hard plastic cover is placed over the platen** on the ID-500.
After replacing the cover on the ID-500:

Click on **Tools** ->
ID-500 ->
Calibrate ->
Pad Installation

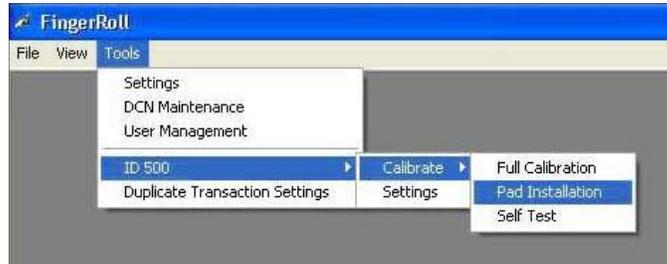


Image A4

This will start the pad installation calibration.

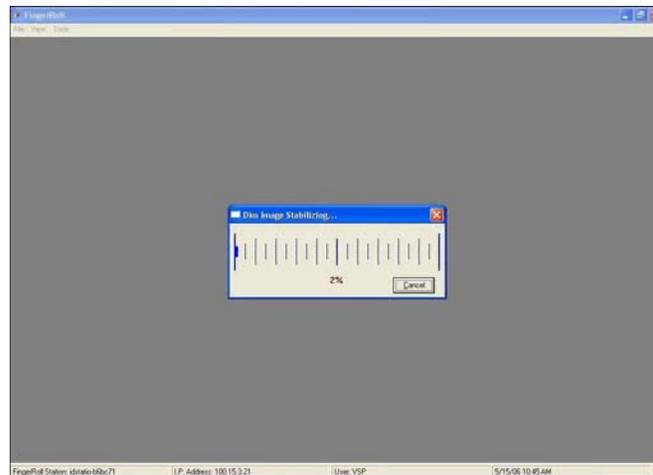


Image A5

When this finishes, click on **View** to return to one of the view tabs in IDS.

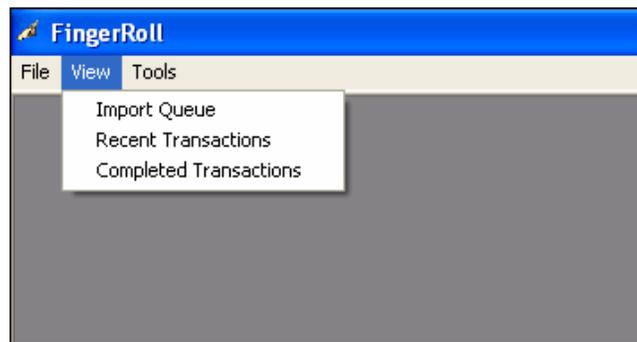


Image A6

Silicone Pad Replacement on CrossMatch ID-500 Scanner

Cross Match LSMS Software only: Pad Installation Test instructions

Open Cross Match LSMS software by clicking on following icon on the desktop:



Image B1

Click on **Options ->**
Diagnostics ->
Pad Installation Test – ID500

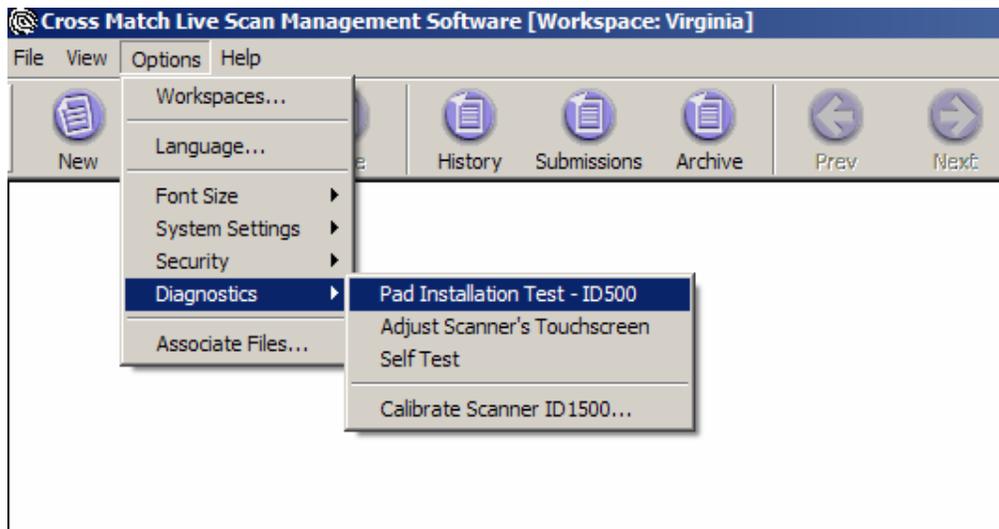


Image B2

The following message will pop up:

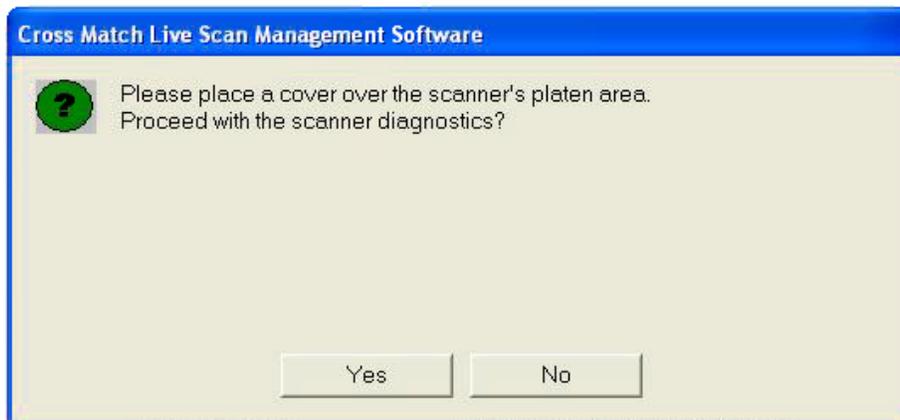


Image B3

Before going any further **make sure the hard plastic cover is placed over the platen** on the ID-500. After replacing the cover on the ID-500, click on "YES."

Silicone Pad Replacement on CrossMatch ID-500 Scanner

Cross Match LSMS Software only: Pad Installation Test instructions (continued)

This will start the pad installation calibration:

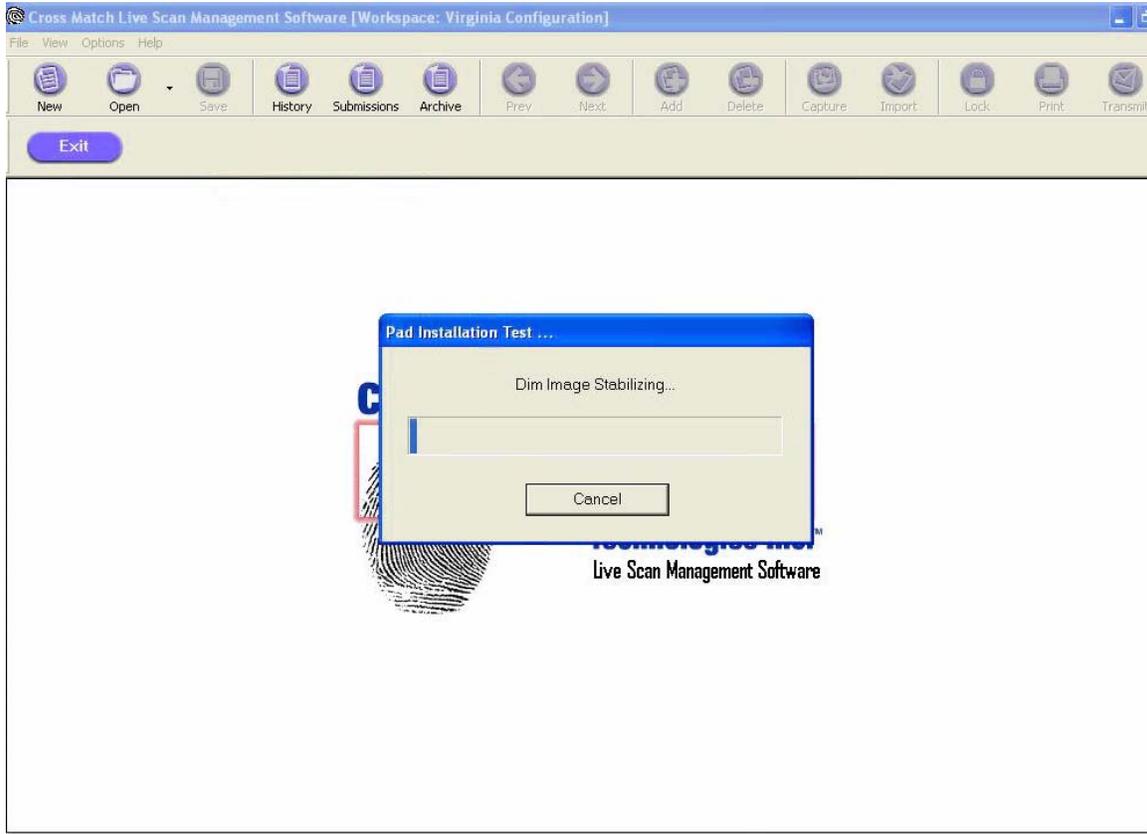


Image B4

When the installation test is done, a new transaction may be started from this point or the CrossMatch LSMS Software application can be closed.