



User Guide

Nymi Band 4

v3.0

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Preface

Nymi™ provides periodic revisions to products like the Nymi Band and Nymi Connected Worker Platform. Therefore, some functionality that is described in this document might not apply to all currently supported Nymi products. The *Connected Worker Platform Release Notes* provide the most up to date information.

Purpose

This document is part of the Nymi documentation suite.

This document provides information about how to use and manage the Nymi Band 4.

Audience

This guide provides information to users of the Nymi Band to complete authentication tasks.

Revision history

The following table outlines the revision history for this document.

Table 1: Revision history

Version	Date	Revision history
1.0	January 17, 2025	First release of the document.
2.0	April 17, 2025	Second release of this document. Updated to include changes to the Nymi Band Application screenshots in the CWP 1.19.2 and later releases.
3.0	May 29, 2025	Third release of the document. Updates include minor revisions to text and images.

Related documentation

- Nymi Connected Worker Platform—Administration Guide**

This document provides information about how to use the NES Administrator Console to manage the Connected Worker Platform (CWP) system. This document describes how to set up, use and manage the Nymi Band™, and how to use the Nymi Band Application. This document also provides instructions on deploying the Nymi Band Application and Nymi Runtime components.
- Nymi Connected Worker Platform—Troubleshooting Guide**

This document provides information about how to troubleshoot issues and the error messages that you might experience with the NES Administrator Console, the Nymi Enterprise Server deployment, the Nymi Band, and the Nymi Band Application.

- **Connected Worker Platform Release Notes**

This document provides supplemental information about the Connected Worker Platform, including new features, limitations, and known issues with the Connected Worker Platform components.

- **Nymi Band Release Notes**

This document provides supplemental information about the Nymi Band, including new features, limitations, and known issues.

How to get product help

If the Nymi software or hardware does not function as described in this document, you can submit a [support ticket](#) to Nymi, or email support@nymi.com

How to provide documentation feedback

Feedback helps Nymi to improve the accuracy, organization, and overall quality of the documentation suite. You can submit feedback by using support@nymi.com

Nymi Band 4 Differences

Nymi Band 4 introduces new features and enhancements that result in changes to operational tasks that you might have documented in Standard Operating Procedures (SOPs) that you created for Nymi Band 3 users.

The following table summarizes key differences between Nymi Band 3 and Nymi Band 4 operational tasks, and includes links to the relevant section in the guide.

Operation/Design	Nymi Band 4	Nymi Band 3
Functional Design	Perform tasks by pressing the fingerprint sensor on the Nymi Band.	Perform tasks by pressing button(s) on the Nymi Band.
Charging a single Nymi Band	Use a standard magnetic charging cable for wearables.	Use a Nymi-specific cradle.
Bulk Charging	Use a new cradle that adapts to the Nymi Powerhouse. The cradle uses a charging cable for wearables.	Use a Nymi-specific cradle that you put on a Nymi Powerhouse.
Exiting ship mode	Place the Nymi Band on a charger.	Press a button on the Nymi Band.
Exiting sleep mode	Press the fingerprint sensor.	Press a button on the Nymi Band.
Restarting	Put the Nymi Band on a charger, and then press the fingerprint sensor once. When the Restart screen appears, press and hold a finger on the fingerprint sensor until the status indicator shows that the operation completes.	Put the Nymi Band on a charger. Press and hold the top button until Restart message appears on the screen and the status indicator shows that the operation completes.
Deleting User Data	Put the Nymi Band on a charger. Press the fingerprint sensor twice. When the Delete User Data screen appears, press and hold a finger on the fingerprint sensor until the status indicator shows that the Delete User Data operation completes.	Put the Nymi Band on a charger. Press and hold the top and bottom buttons until Delete User Data message appears until the status indicator shows that the operation completes.
Checking Firmware Version	Put the Nymi Band on a charger. Press the fingerprint sensor three times to scroll to the Firmware Version screen.	Put the Nymi Band on a charger. Press the bottom button.

Operation/Design	Nymi Band 4	Nymi Band 3
Viewing Battery Life	Put the Nymi Band on a charger. Press the fingerprint sensor once.	Put the Nymi Band on a charger. Press the top or bottom button.
Navigating the Nymi Band Dashboard	Put the Nymi Band on a charger. Press the fingerprint sensor to scroll through the dashboard screens.	Put the Nymi Band on a charger. Press the top or bottom button.

Nymi Band 4

The Nymi Band wearable is a biometric device used by companies to increase security and improve workflows.

The following figures show the front and back of the Nymi Band.

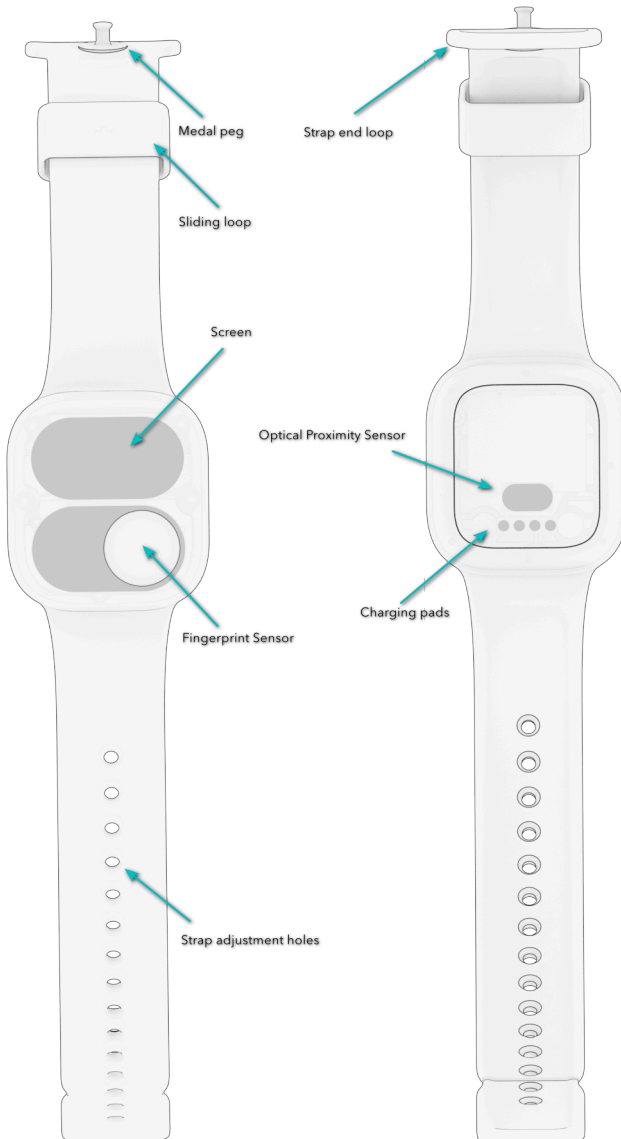


Figure 1: Nymi Band front and back

The Nymi Band is made up of the following main components:

- Metal Peg—Secures the Nymi Band strap onto the wrist of the user.

- Sliding Loop—Keeps any excess strap in place while the Nymi Band is on the wrist of the user.
- Strap End Loop—Helps ensure that the Nymi Band fits well on the wrist of the user. The wearer uses the strap loop in the same way that they would use a watch buckle.
- Screen—Provides the user with a visual interface on the face of the Nymi Band.
- Fingerprint Sensor—Provides fingerprint detection on the face of the Nymi Band.
- Optical Proximity Sensor Window—Detects if the Nymi Band is on the wrist of the user.
- Charging Pads—Makes contact with the pins of the charger.

Not shown: The Nymi Band strap contains regulatory markings, a QR code, and the Nymi Band serial number. When scanned, the QR code displays the serial number.

Exiting Ship Mode on Nymi Band 4

To conserve battery life, an unassigned Nymi Band or a Nymi Band with a very low battery charge enters a deep sleep mode called Ship Mode or Reserve Mode. To wake a Nymi Band from Ship Mode, place the Nymi Band on a charger.

Nymi recommends that you charge the Nymi Band for two hours before use. You can however wake the Nymi Band from ship mode to enroll the Nymi Band, and after enrollment completes, put the Nymi Band back on charge.

Wearing the Nymi Band 4

Before enrollment the user should decide on which wrist to wear their Nymi Band. After the user completes enrollment, the user cannot switch the Nymi Band between their wrists.

Recommendations

Review the following best practices, and then decide on which wrist to wear their Nymi Band.

After the user completes enrollment, the user cannot switch the Nymi Band between their wrists.

- Review the work area and observe the position of the device on which the user gently taps the Nymi Band. Choose the wrist that provides the user with the easiest and most ergonomic tapping experience.
- If the user also wears a watch/smartwatch, put the Nymi Band on the wrist without the watch.
- Clasp the Nymi Band on the top of the wrist so that the fingerprint sensor faces up.

Alternatively, users can wear the Nymi Band on the underside of the wrist so that the fingerprint sensor faces down. While this position might improve comfort and the ergonomics of the tapping experience, it can result in unintentional damage to the fingerprint sensor in use cases that include where the user handles boxes and equipment while wearing their Nymi Band.

- Tighten the strap enough so that the underside of the Nymi Band maintains contact with the skin on the wrist and fits comfortably. The Nymi Band should not rotate around the wrist, which can result in unintended de-authentications of the Nymi Band.
- If the user has tattoos on their wrists, place the underside of the Nymi Band in an area on the wrist that does not have tattoos.

Exiting Sleep Mode on Nymi Band 4

To conserve battery life, the Nymi Band goes into Sleep Mode in the following situations:

- When a user removes the Nymi Band.
- When the battery level of the Nymi Band is low.
- About 30 seconds after a user authenticates to the Nymi Band.

When in sleep mode, the screen on the Nymi Band is blank. To exit sleep mode, perform one of the following actions:

- Press the fingerprint sensor.
- Put the Nymi Band on charge.

Removing the Nymi Band 4

When their shift ends, the user should remove and safely store their Nymi Band.

Nymi recommends that the user charges their Nymi Band at the end of each shift. When the user removes the Nymi Band, the Nymi Band vibrates once to indicate that deauthentication has occurred and the screen displays one of the following images.



Figure 2: Deauthentication with Band Label enabled



Figure 3: Deauthentication with Band Label disabled

Note: The Nymi Band does not vibrate when you disable **Haptic Feedback on Nymi Bands** for the user or active group policy in Nymi Enterprise Server(NES).

When the user places the Nymi Band on their wrist again, the screen displays the fingerprint icon. The user cannot perform any tasks with the Nymi Band until they authenticate their identity. See the section *Authenticating User Identity to the Nymi Band* for information about how the user can re-authenticate to the Nymi Band.

Storing the Nymi Band

This section provides you with recommendations to store the Nymi Band when it is not in use.

- Store the Nymi Band in a dry and temperature controlled environment inside the range of 0°C to 45°C.
- Remove the Nymi Band from storage every 10 months and perform a full charge, to ensure that the battery does not discharge to very low levels and improve overall battery life.
- Put the Nymi Band in ship mode to conserve battery life.

Note: You can only put an unenrolled Nymi Band into ship mode.

1. Put the Nymi Band on a charger but do not plug the charger into a power source.
2. Press the button on the charging cable for about 3 seconds. The Nymi Band is in ship mode, when the Nymi Band screen become blank and when you press the fingerprint sensor, the Nymi Band does not wake up.

The *Nymi Band Charging Recommendations Guide* provides more information about best practice recommendations information to store and charge the Nymi Band.

Cleaning the Nymi Band

For recommendations on cleaning the Nymi Band, refer to the *Nymi Band 3.0 Cleaning Recommendations Guide*.

Sizing the Nymi Band 4 Strap

The Nymi Band has a one-size fits all strap. Contact your Nymi Account Executive if the strap does not fit a user for available options, such as strap extenders.

Charging the Nymi Band 4

You can charge the Nymi Band in one of two ways.

- Connecting the Nymi-supplied charging cable into the Nymi-supplied charging cradle, and then placing the Nymi Band on the charging cradle. This is the method that you use with the Nymi Power House, an appliance that allows you to easily charge up to 10 Nymi Bands. The *Nymi Power House Overview* document provides more information.
- Plugging the Nymi Band directly into the charging cable. Use this method to perform administrative tasks such as downloading firmware logs or performing firmware updates.

A Nymi Band with a fully depleted battery takes about two hours to fully charge. A fully-charged Nymi Band typically has a 3-day battery life based on 300 BLE or NFC taps over 10 hours per day.

To ensure that the Nymi Band charges in a timely manner and to maintain the longevity of the battery, charge the Nymi Band in temperature controlled environment within the range of 15 to 30°C (59 to 86°F). The *Charging the Nymi Band 4* article on the Support website provides more information about best practices for charging the Nymi Band.

Charging the Nymi Band 4 to Perform Administrative Tasks

1. To charge a single Nymi Band, obtain a Nymi-supplied customer charging cable, as shown in the following figure.



Figure 4: Nymi Band Charging Cable







2. With the charging cable pointing to the right of the head of the charger, place the underside of the Nymi Band close to the head of the charger until it attaches magnetically.

When the user connects the Nymi Band to the charger, the Nymi Band vibrates and the battery icon changes to indicate that the Nymi Band is receiving power.

Note: The Nymi Band does not vibrate when you disable the *Haptic Feedback on Nymi Bands* option in an individual user or active group policy.

3. Perform the administrative task.
4. Press the fingerprint sensor on the Nymi Band to view the battery level.

The following table shows the different charging levels.

0-20%	21-40%	41-60%	61-80%	81-100%	Full
					

5. When you complete the administrative task or when the Nymi Band battery is fully charged, detach the Nymi Band from the charging cable.

Managing Battery Life

If the battery reaches a critically low level, the screen displays the critically low charge image, and then the Nymi Band vibrates and shuts down.

Note: The Nymi Band does not vibrate when you disable **Haptic Feedback on Nymi Bands** for the user or active group policy in Nymi Enterprise Server(NES).

To use the Nymi Band again, the user will need to charge it for at least 30 minutes. While charging, the screen might show the critically low charge image for several minutes, and then displays the charging battery indicator.

The typical battery life of the Nymi Band depends on how the Nymi Band is used. The following table summarizes the usage scenarios, activities, and the typical battery life in each scenario.

Table 2: Typical Battery Life

Usage Scenario	Daily Activities	Typical Battery Life
Pharmaceutical Manufacturing	Nymi Band is off body for 14 hours and on body for 10 hours. 300 Tap-to-Authenticate operations (non-SEOS) 20 physical access transactions	3 days
General Enterprise	Nymi Band is off body for 14 hours and on body for 10 hours. 25 physical access transactions 20 print job releases 20 terminal unlocks	3 days

Restarting Nymi Band 4

While troubleshooting an issue, you might be required to restart, or reboot, the Nymi Band.

About this task

Note: A restart does not change any data on the Nymi Band. The Nymi Band remains registered to the user and enrolled in the enterprise.

Perform the following steps to restart the Nymi Band.

Procedure

1. Ask the user to remove the Nymi Band.
2. Put the Nymi Band on a charger.
3. Press your finger on the fingerprint sensor. The **RESTART** screen appears, as shown in the following figure.



Figure 5: RESTART message

4. Hold your finger on the fingerprint sensor.

A progress bar appears on the screen. Continue to hold your finger on the fingerprint sensor for 10 seconds to complete the countdown, and initiate the restart procedure. The following figure shows the **RESTART** message with the progress bar.



Figure 6: RESTART progress screen

5. When the `Restart Completion` screen appears, remove your finger from the fingerprint sensor.

The following figure shows the Restart Completion screen.



Figure 7: RESTART Completion screen

Results

The Nymi Band restarts and startup messages appear on the screen. The restart process takes about 20 seconds to complete.

Nymi Band Modes

Nymi provides you with a Nymi Band in either Standalone Mode or CWP mode.

Before a user can use your Nymi Band to perform authentication tasks, the user must enroll to the Nymi Band.

Enrollment is the process of associating user with a Nymi Band. An administrator is not strictly required to be present while a new user enrolls a new Nymi Band; however, for security purposes, a corporate policy might require supervision.

The enrollment process differs for each mode:

- Standalone Mode Nymi Band—Users can immediately enroll their fingerprint to the Nymi Band without the need to access additional applications.
- CWP Mode Nymi Band—Users must access the Nymi Band Application on the Nymi Band Application Terminal to enroll their fingerprint to the Nymi Band. The enrollment process associates the Nymi Band with the identity of the user in Active Directory. The enrollment process stores information about the Nymi Band and the Nymi Band user in the Nymi Enterprise Server(NES) database.

Enrolling a CWP Mode Nymi Band

To enroll the Nymi Band, the user requires access to Nymi Band Application Terminal that acts as the enrollment terminal.

The user can enroll the Nymi Band by following the instructions that appear in the Nymi Band Application and on the Nymi Band screen.

Validating User Identity and User Intent

To ensure compliance with CFR 21 Part 11, the enrollment process includes steps that assure user identity and requires the user to acknowledge their intent to use the Nymi Band to perform e-signatures.

Before you begin

Plug the Bluetooth adapter into a USB port on the enrollment terminal. Ensure that the Bluetooth adapter is easily accessible to each Nymi Band user, as the enrollment process requires the user to gently tap their Nymi Band against the Bluetooth adapter. You can use a USB extension cable when a user cannot easily access the USB ports.

About this task

Instruct the user to perform the following steps on the enrollment terminal to start the enrollment process and verify the identity of the Nymi Band user.

Procedure

1. Start the Nymi Band Application by double-clicking the Nymi Band Application icon on the desktop.
2. On the `The Setting Up Your Nymi Band` screen, perform the following actions:
 - a) Wake up the Nymi Band, and then gently tap the Nymi Band against the Bluetooth adapter.

The following figure shows the `Setting Up Your Nymi Band` screen and provides examples of what you might see on the Nymi Band screen when the Nymi Band is fully awake.

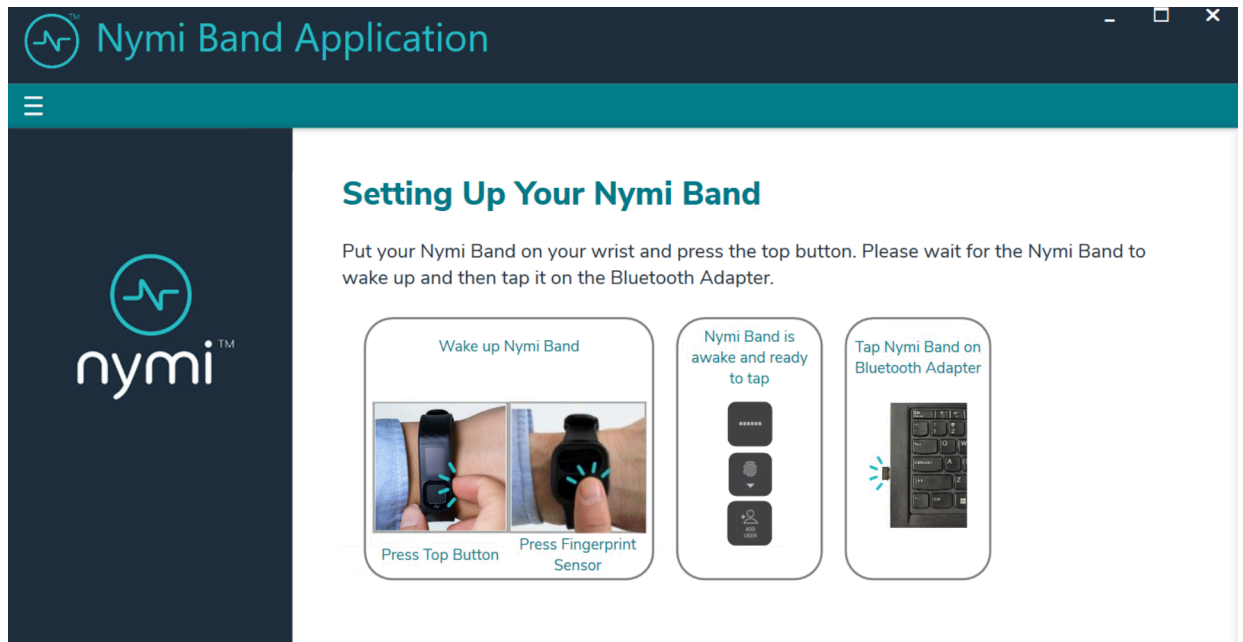


Figure 8: Setting Up Your Nymi Band

The Nymi Band Application sends information about the Nymi Band to NES and establishes a connection with the Nymi Band.

Note: If the user removes their Nymi Band or walks away from the terminal at any point after they perform the tap, the enrollment process ends, and the Nymi Band Application logs out the user. To continue the enrollment process, instruct the user to log into the Nymi Band Application again while wearing their Nymi Band.

- b) Read Nymi Band statement of understanding and intent, type their Nymi Band username and password, and then click **Continue** to acknowledge that they have read and understand the statement.

The following figure provides an example of the *Setting Up Your Nymi Band* that shows that the application has a connection to the Nymi Band and prompts the user to provide their username and password.

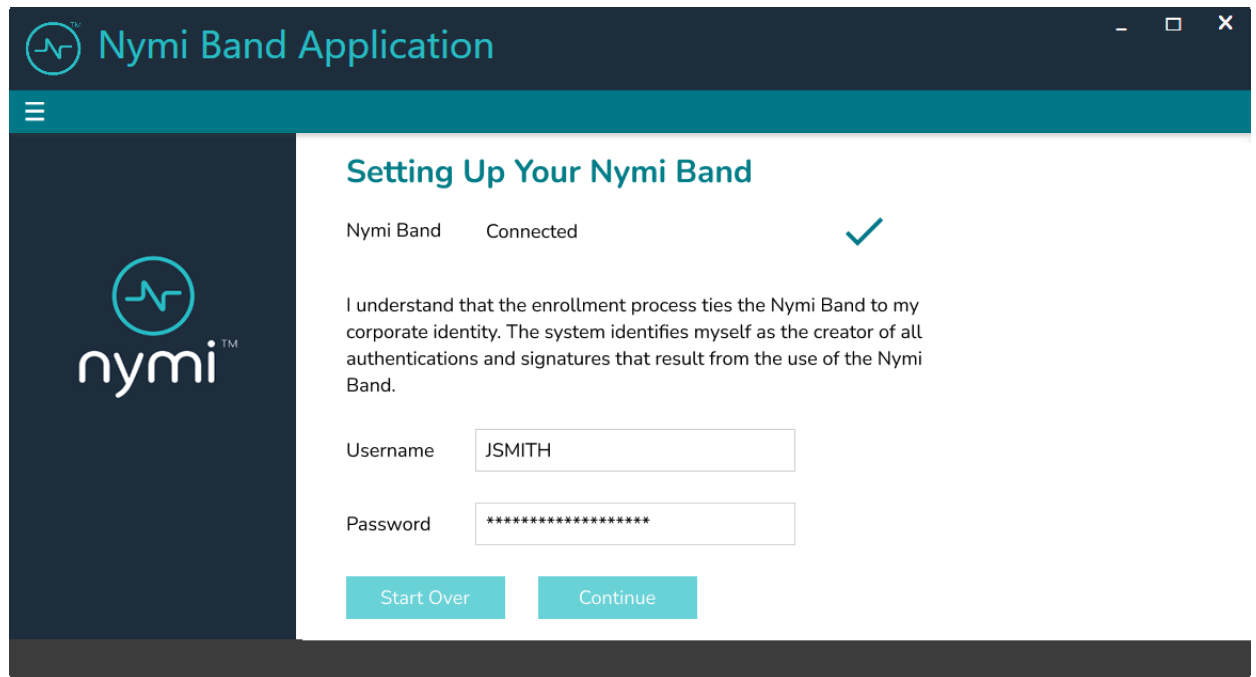


Figure 9: Setting Up Your Nymi Band

The *Setting Up Your Nymi Band* verifies the user credentials and displays an acknowledgement message.

- c) When prompted, instruct the user to gently tap their Nymi Band to continue.

The following figure provides an example of the *Setting Up Your Nymi Band* that prompts the user to tap their Nymi Band on the Bluetooth adapter.

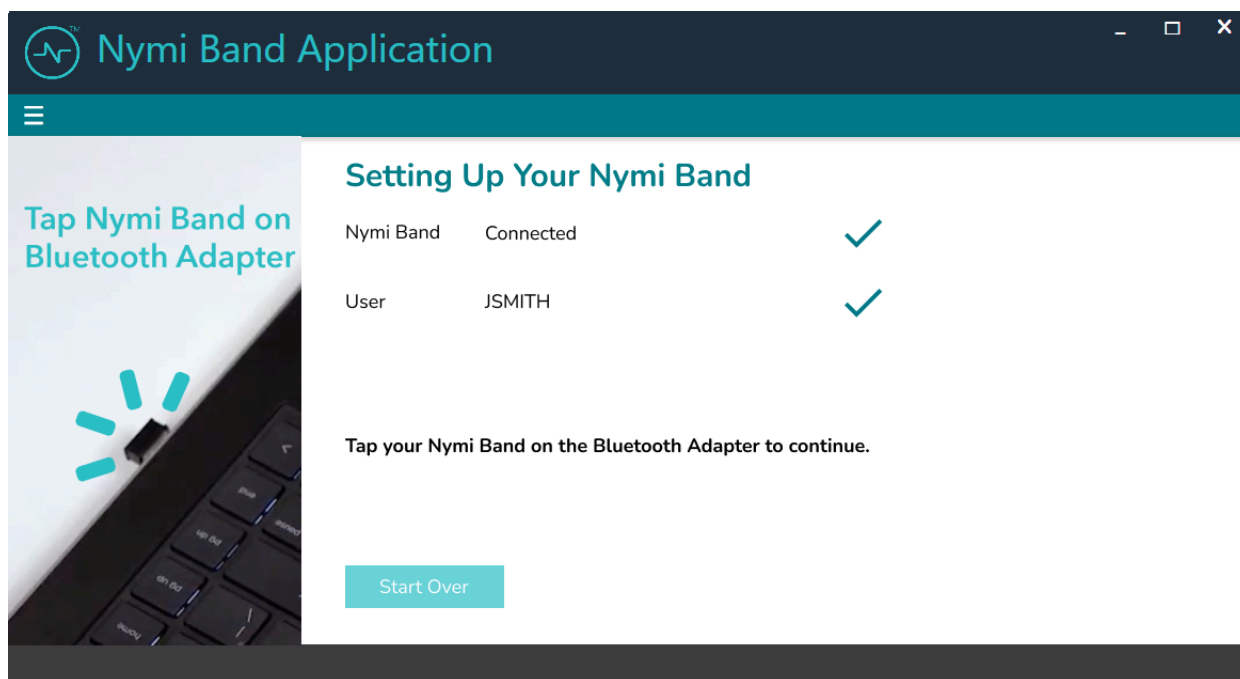


Figure 10: Setting Up Your Nymi Band

Results

In the Nymi Band Application the `Capture Fingerprint` page appears. The following section describes the fingerprint capture process.

Capturing the Fingerprint

To uniquely identify a user as the owner of the Nymi Band, the enrollment process captures a fingerprint image on the Nymi Band and stores it as a fingerprint template. The fingerprint template never leaves the Nymi Band. The Nymi Band can only be assigned to one individual.

About this task

To increase the success of the fingerprint capture process, ensure that the fingerprint sensor on the Nymi Band is clean and dry. Additionally, ensure that the finger that the user uses:

- Is placed on the fingerprint sensor only when prompted
- Is lifted from the fingerprint sensor only when prompted
- Is placed on the middle of the fingerprint sensor and covers as much of the sensor as possible
- Is motionless on the fingerprint sensor, while the sensor is capturing the image

Instruct the user to perform the following steps to create a fingerprint template on the Nymi Band.

Procedure

1. Read the information on the **Capture Fingerprint** page.

The following figure provides an example of the **Capture Fingerprint** page.

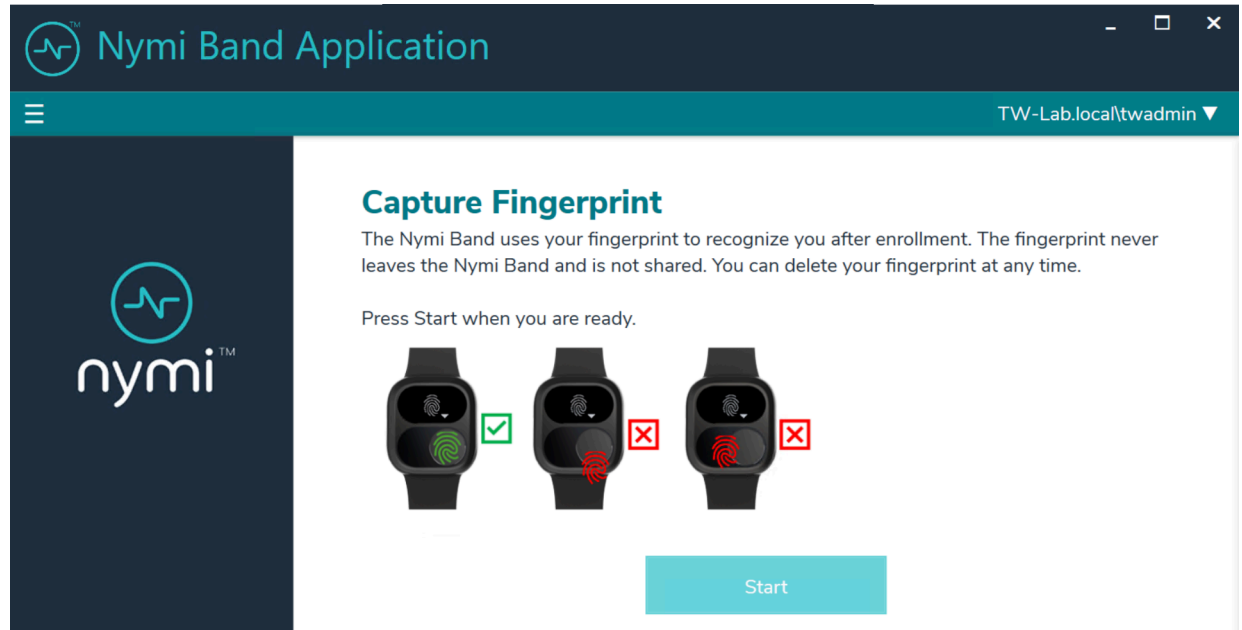


Figure 11: Capture Fingerprint

2. Click **start**.

The following figure provides an example of the **Capture Fingerprint** page after the user clicks **start**.

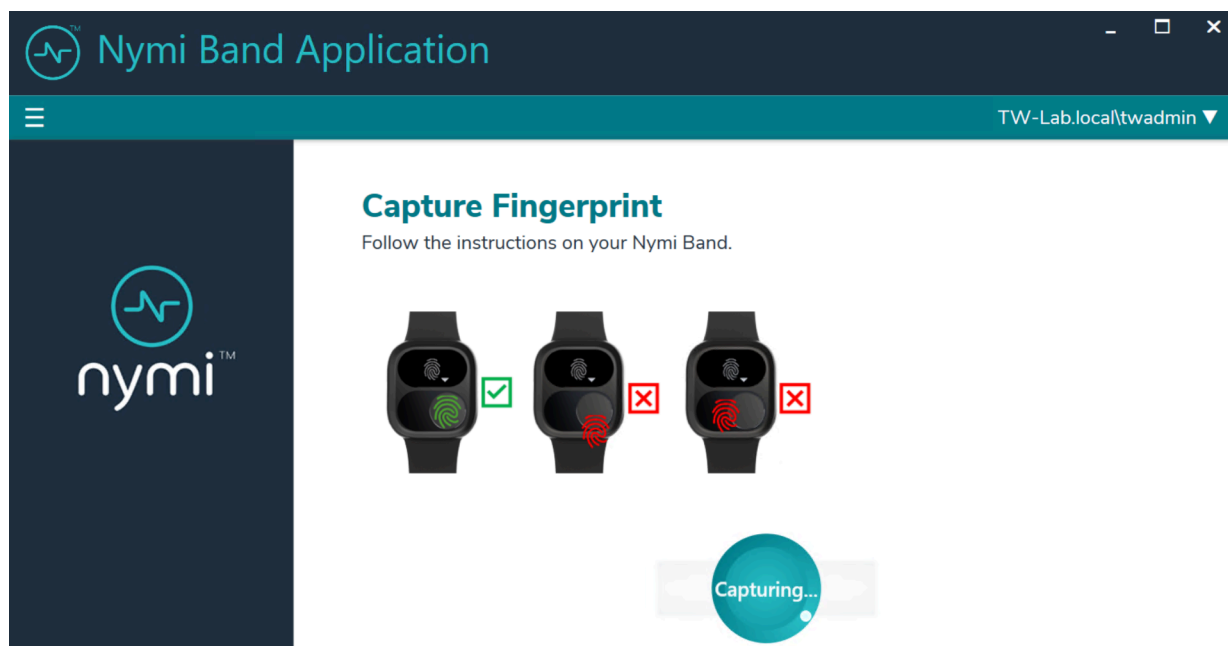


Figure 12: Capture Fingerprint In Progress

3. When the **Fingerprint** icon to appear on the Nymi Band screen, as shown in the following image, place their finger on the fingerprint sensor and the fingerprint bezel that surrounds the sensor.



Figure 13: FINGERPRINT

4. When the **LIFT FINGER** message appears on the screen, lift their finger from the sensor and bezel.

When the **TOUCH SENSOR** message appears on the screen, place their finger on the sensor and bezel.

The following figures show the **LIFT FINGER** and **TOUCH SENSOR** messages.



Figure 14: LIFT FINGER



Figure 15: TOUCH SENSOR

5. Repeat the steps to lift their finger and touch the sensor and bezel, as prompted.

The fingerprint process evaluates and captures 15 images of the fingerprint, and then performs one of the following actions:

- If the process determines that the images that were captured are acceptable to create a template, then the Nymi Band creates a securely-stored mathematical template of the image, and then deletes the images.
- If the process determines that the images that were captured are not acceptable to create a template, then the Nymi Band deletes all images and requires the user to repeat the fingerprint capture process.
- If the process is unable to create a template after three attempts, the process fails and the Nymi Band displays **See Admin**. In this situation, you must perform a delete user data operation on the Nymi Band, disassociate the Nymi Band from the user in the NES Administrator Console, and then repeat the enrollment process with a different Nymi Band or different finger.

Note: *Nymi Band User Management* provides detailed information about how to delete the user data and disassociate the Nymi Band from the user.

Results

When the Nymi Band fingerprint capture process completes, the Nymi Band displays



The next steps in the enrollment process depends on the settings in the NES policy. If the Band Label feature is enabled, users are prompted to assign the Band Label to their Nymi Band, as described in the next section.

If the Band Label feature is disabled, the enrollment is completed after policy settings are applied. The Nymi Band vibrates twice quickly and a success message appears.

Note: The Nymi Band does not vibrate when you disable **Haptic Feedback on Nymi Bands** for the user or active group policy in Nymi Enterprise Server(NES).

Assigning the Band Label

When an NES Administrator enables the Band Label feature in the active group policy, one of the following Band Label pages appear during the enrollment workflow:

- Preview Band Label- Provides the user with a preview of the Band Label that appears on their Nymi Band when enrollment completes. The user cannot modify the Band Label.

Note: This page appears when the NES Administrator selects the **Display of Band Label on Nymi Bands** option in the NES active group policy.

- Customize Band Label- Provides the user with the ability to customize a Band Label that appears on their Nymi Band when enrollment completes.

Note: This page appears when the NES Administrator selects the **Allow Band Label Customization** option in the Nymi Enterprise Server(NES) active group policy.

For more information about the Band Label policy options see, *Customizing the Nymi Band Display*.

Preview Band Label

The Preview Band Label page displays the first 12 characters of the username for a user on the Nymi Band screen, in two rows of six characters.

The following figure provides an example of the Preview Band Label page.

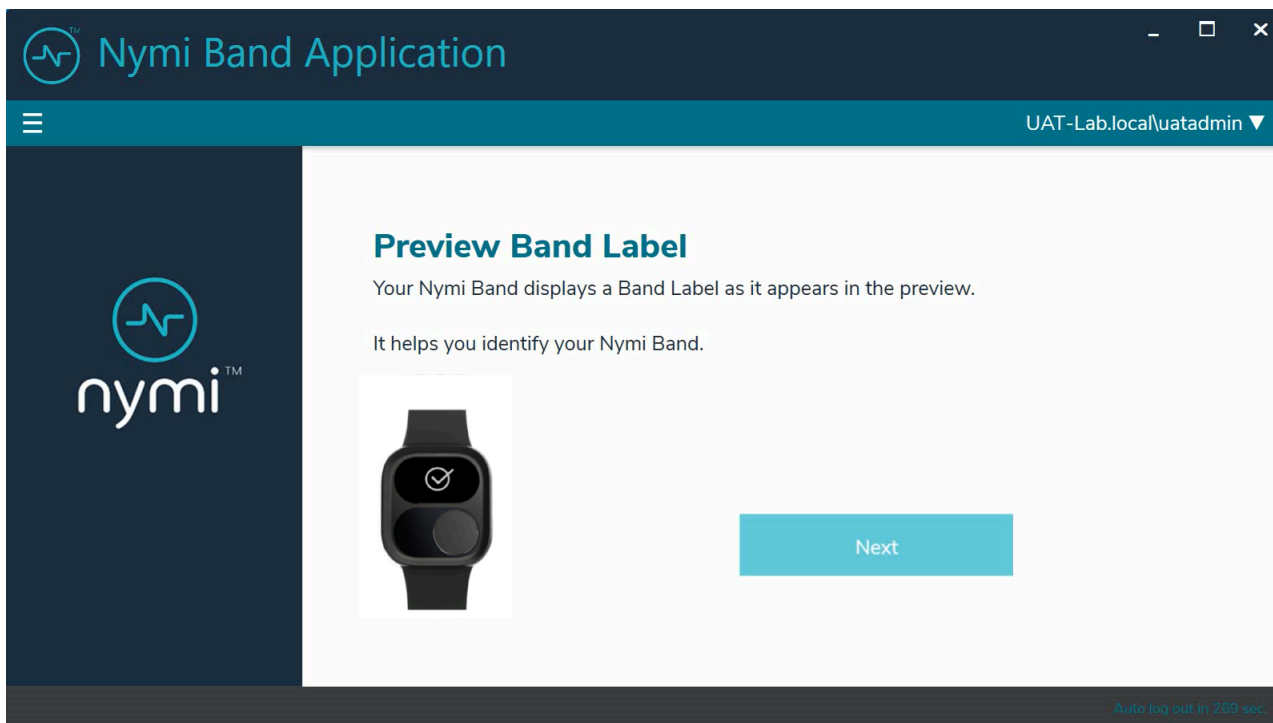


Figure 16: Preview Band Label

Instruct the user to click **Next** to continue the enrollment process.

Customize Band Label

By default, the Band Label displays the corporate username for the user. When the customize option is enabled, the user can create a customized Band Label of up to 12 characters.

About this task

Instruct the user to perform the following steps to customize the Band Label.

Procedure

1. In the **Band Label** field, type the label to display on the Nymi Band.

Supported Band Labels:

- Contain a maximum 12 characters
- Contain a combination of alphanumeric characters (all alpha characters display in uppercase on the Nymi Band)

- Contain a combinations of the following characters including spaces: A-Z, 0-9 and & ! " # \$ % ' () * + , . - \ / : ; < > = ? @ [] { } | ^ _ ` ~
- Do not contain leading or trailing spaces.

Note: When unsupported characters are included in the Band Label, they display as question marks "?" on the Nymi Band screen when the enrollment process completes.

The following figure provides an example of the **Customize Band Label** page when unsupported characters are entered.

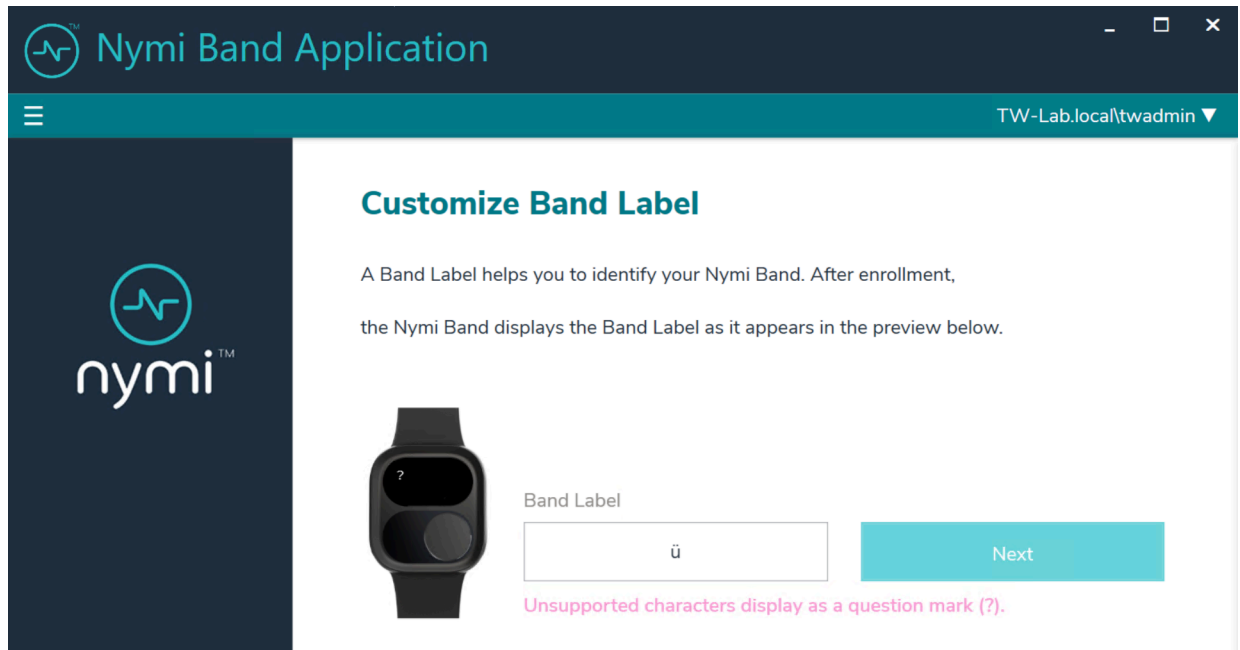


Figure 17: Custom Band Label Unsupported Characters

2. Review the Band Label in the Band Label preview.
3. Make any necessary modifications in the **Band Label** field.
4. Click **Next**, to save the Band Label and to proceed with the enrollment process.

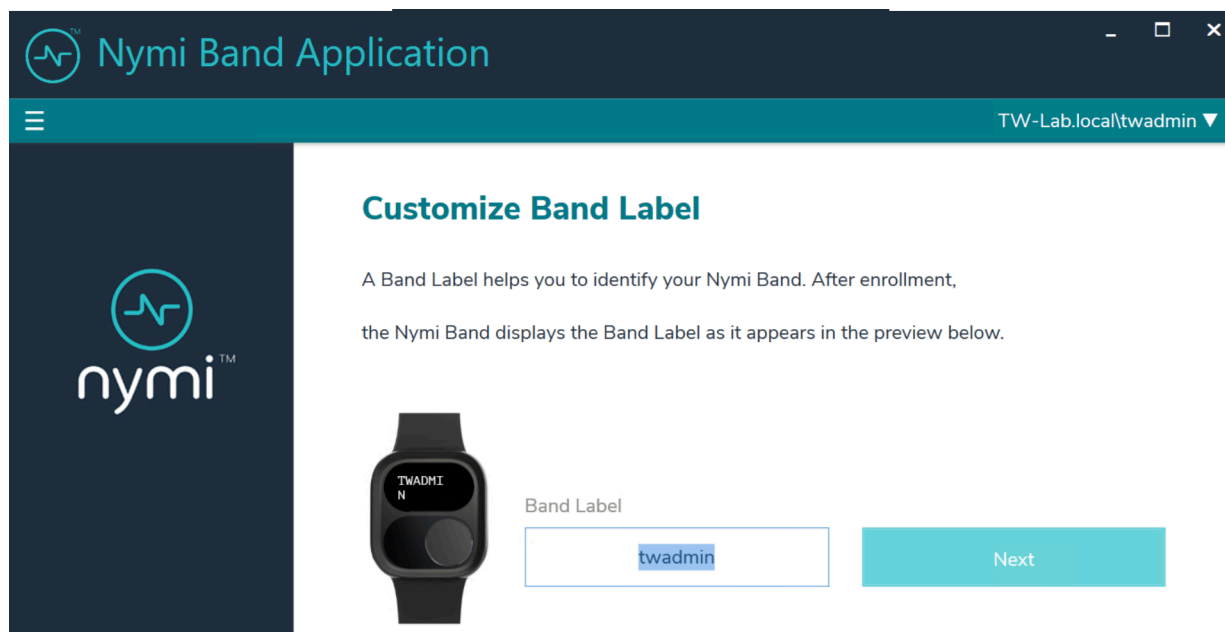


Figure 18: Custom Band Label Configuration

Applying Policy Settings

To complete the enrollment process, the Nymi Band must apply policy settings based on the NES active policy. There is no action required from the user while configuration completes.

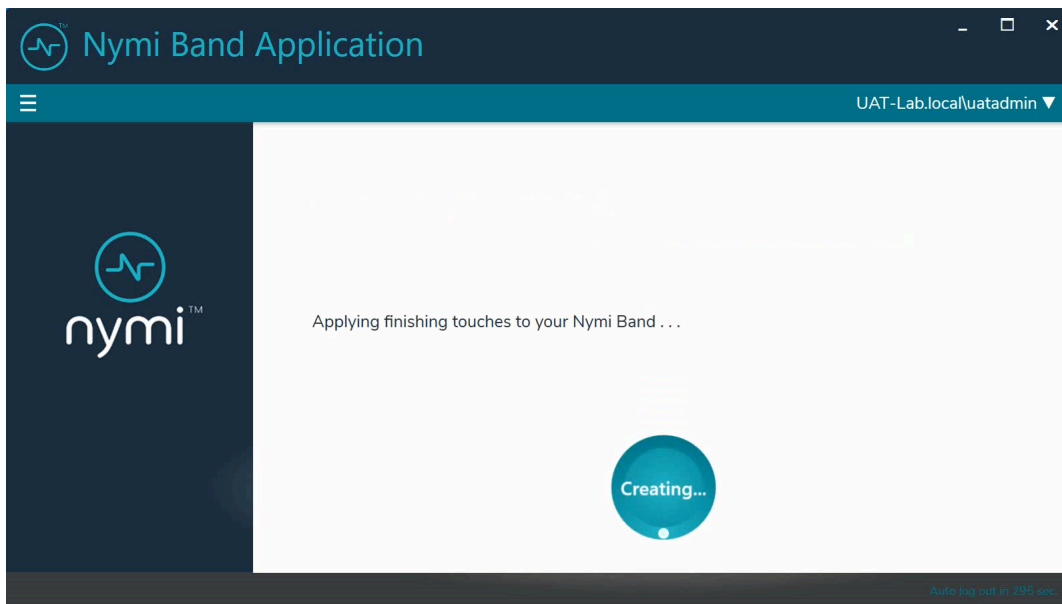


Figure 19: Applying Policy Settings

Completing Enrollment

When the enrollment completes successfully, the `Success` page appears with a message that the enrollment succeeded and the Nymi Band is authenticated to the user.

The following figure provides an example of the `Success` page when enrollment completed successfully.

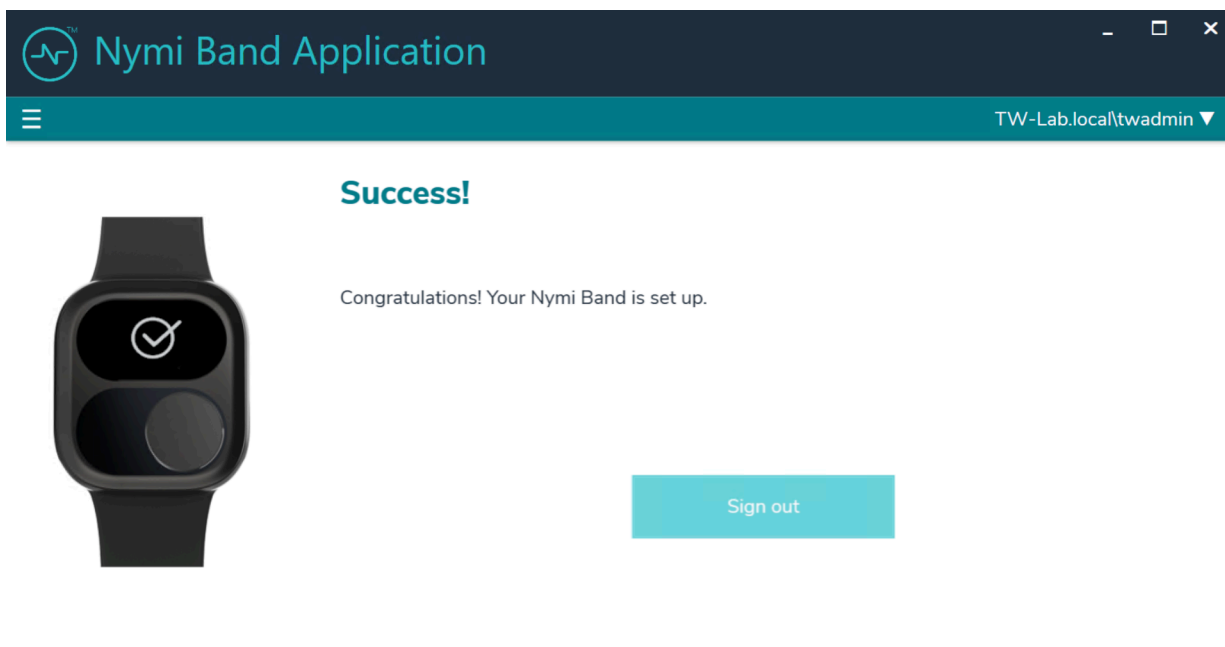


Figure 20: Success

Click **sign out**. The Nymi Band is authenticated and ready for use by the user.

The enrollment process sends information about the user and the Nymi Band, such as serial number to the Nymi Enterprise Server(NES). You can search for the information about the Nymi Band that is associated with the user. *Searching for User or Nymi Band Information* provides more information.

Note: After enrollment, Nymi recommends that each user authenticate to the Nymi Band 10 times with success. If the number of authentication attempts that are required to get 10 successful authentications exceeds 15, review the information in the Nymi Connected Worker Platform—Troubleshooting Guide for more information about how to troubleshoot Nymi Band authentication issues.

Authentication After Enrollment

Each time that a user removes an authenticated Nymi Band from their wrist, the Nymi Band deauthenticates. For day-to-day usage of the Nymi Band, each time a user puts on the Nymi Band, the user must authenticate their identity to the Nymi Band.

Depending on the defined policy, users authenticate by using one of the following methods, while the Nymi Band is on their wrist:

- By biometrics (fingerprint and optionally liveness detection)—With the Nymi Band on their wrist, the user holds their finger on the fingerprint sensor. The Nymi Band verifies that the fingerprint matches the fingerprint template that is securely stored on the Nymi Band and by default detects liveness.
- By corporate credentials (if a credential authenticator was created)—The user logs into the Nymi Band by using their corporate credentials as authentication and, when validation succeeds, the Nymi Band puts the Nymi Band into an authenticated state.

Nymi Band 4 Authentication by Fingerprint

When the screen displays the fingerprint icon, the user holds their finger on the square fingerprint sensor. The Nymi Band determines if the fingerprint on the sensor matches the template on the Nymi Band in about 1 second.

When the fingerprint matches the fingerprint template, the Nymi Band displays one of the following icons, the user identity is successfully authenticated, and the user can remove their finger from the fingerprint sensor and fingerprint bezel.



Figure 21: Authentication Success Screen with Band Label



Figure 22: Authentication Success Screen without Band Label

Refer to the *Nymi Connected Worker Platform—Troubleshooting Guide* for detailed information about how to troubleshoot authentication failures.

Authentication by Corporate Credentials

When the screen displays the fingerprint icon, the user logs into the Nymi Band Application, and clicks the **Authenticate** button, as shown in the following figure.

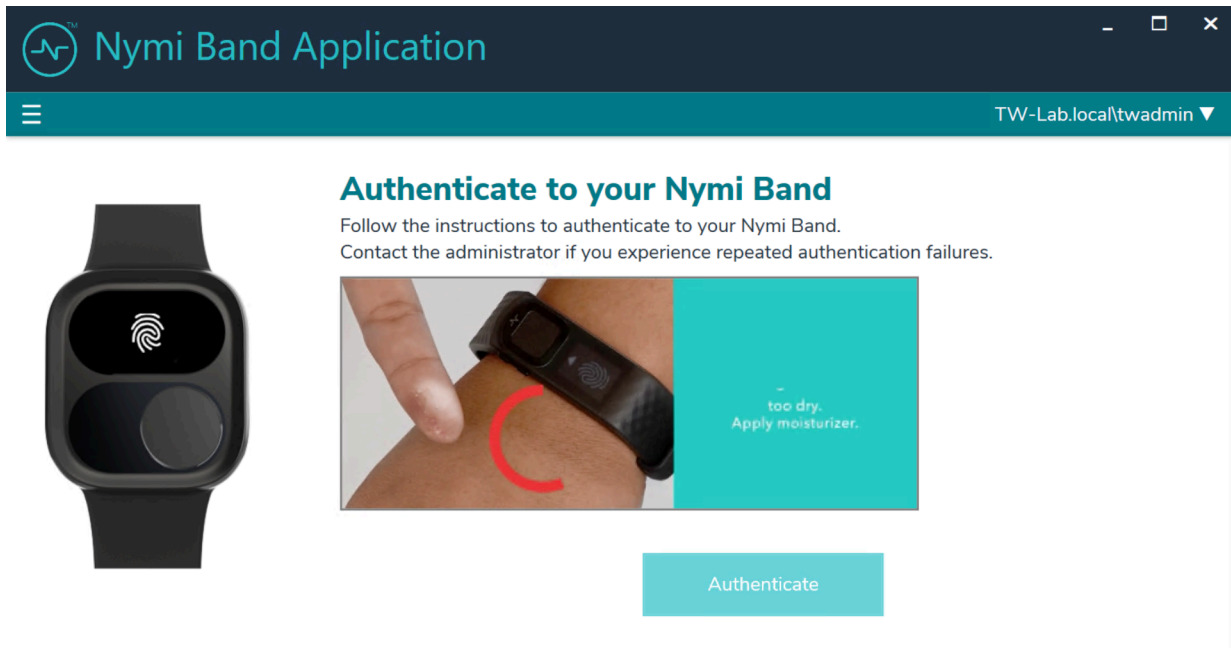


Figure 23: Authentication by Corporate Credentials

When the Nymi Band displays the success icon (checkmark), the user identity was successfully authenticated, and the user can log out of the Nymi Band Application.

Nymi Band 4 Screen Images and Text

The Nymi Band has several screens that contain images and text.

The Nymi Band screen displays text in:

- PT Mono Regular font
- 12 point font size
- Landscape orientation




The following image shows the font used on the Nymi Band.











A B C D E F G H I J K L M
N O P Q R S T U V W X Y Z
0 1 2 3 4 5 6 7 8 9
! " # \$ % & ' () * + , . - \ /
: ; < > = ? @ [] { } | ^ _ ` ~












Figure 24: Nymi Band Font












The following table identifies screens that are typically seen by Nymi Band users.

Table 3: Nymi Band Screen Images and Text

Nymi Band Screen	Nymi Band Screen Name	Description
	Blank Screen	Indicates that you need to charge the battery or that the Nymi Band is in sleep mode. Press any button to wake up the Nymi Band.
	Unenrolled	Indicates that the Nymi Band is off-body and not assigned to a user and displays the battery charging level.
Battery level images (on charger)		
	Unenrolled on charge	Indicates that the Nymi Band is not enrolled and on the charger.

Nymi Band Screen	Nymi Band Screen Name	Description
	Enrolled with Band Label on charge	Indicates that the Nymi Band is enrolled and on the charger. Displays the Band Label that was defined for the Nymi Band during enrollment.
	Enrolled with no band label on charge	Indicates that an enrolled Nymi Band without a Band Label is on the charger.
	Charging status	Indicates that the Nymi Band is between 0% and 20% of a full capacity.
	Charging status	Indicates that the Nymi Band is between 21% and 40% of a full capacity.
	Charging status	Indicates that the Nymi Band is between 41% and 60% of a full capacity.
	Charging status	Indicates that the Nymi Band is between 61% and 80% of a full capacity.
	Charging status	Indicates that the Nymi Band is between 81% and 100% full capacity.
	Charging Status	Indicates that the Nymi Band charging is complete and the Nymi Band is at full capacity.
Battery Level Images (off charger)		
	Battery level	Indicates that the battery level is between 21%-40% capacity. Charge soon.
	Battery level	Indicates that the battery level is between 41%-60% capacity.
	Battery level	Indicates that the battery level is between 61%-80% capacity.
	Battery level	Indicates that the battery level is between 81%-100% capacity.
	Battery level critically low	Indicates that the battery level is between 12%-20% capacity. Charge immediately.
Enrollment Images		
	Setup code	Displays a message with letters and numbers when you wear an unenrolled Nymi Band.

Nymi Band Screen	Nymi Band Screen Name	Description
	Add User	Appears after you type your username and password in the Nymi Band Application. When you see this message, follow the instructions in the Nymi Band Application to complete the enrollment process.
	Touch Sensor	Appears during enrollment to instruct the user to touch the sensor with their finger. Includes a count of the number of touch sensor operations that the user has performed during the current enrollment attempt.
	Lift Finger	Appears during enrollment to instruct the user to lift their finger from the fingerprint sensor. Includes a count of the number of lift finger operations that the user has performed during the current enrollment attempt.
Authentication		
	Authentication Lockout	Indicates that the user is locked out of the Nymi Band. The lockout prevents the user from authenticating with their fingerprint.
	Deauthenticated	Indicates that the Nymi Band is deauthenticated.
	Unauthenticated Band	Indicates that the Nymi Band is off-body. The first image is when Band Label is enabled and the second image is when the Band Label is disabled.
	Authentication Required	Indicates that you need to authenticate your identity. Hold your fingerprint on the fingerprint sensor to initiate the authentication process.
	Authentication In Progress	Indicates that the authentication process is in progress. Hold your finger on the fingerprint sensor until the screen shows the success indicator.
	Success	Indicates a success based on user enrollment or user authentication. The first image is when Band Label is enabled and the second image is when the Band Label is disabled.
	Authenticated	Indicates that the Nymi Band is on-body and authenticated. The first image is when the Band Label is enabled and the second image is when the Band Label is disabled. The Nymi Band is ready to use.
	No Match	Indicates that authentication failed as a result of a fingerprint mismatch.

Nymi Band Screen	Nymi Band Screen Name	Description
	Center Finger	Appears when there has been more than 3 consecutive authentication failures as a result of a fingerprint mismatch. Suggests that the user place their finger in the centre of the fingerprint sensor before attempting authentication again.
	Wash and Dry Finger	Appears when there has been more than 3 consecutive authentication failures as a result of a fingerprint mismatch. Suggests that the user wash and dry their finger before attempting authentication again.
	Clean Band	Appears when there has been more than 3 consecutive authentication failures as a result of a fingerprint mismatch. Suggests that the user clean the Nymi Band before attempting authentication again.
Deleting User Data		
	Delete User Data option	Nymi Band Dashboard option for the Delete User Data operation.
	Delete User Data progress	Indicates that the Delete User Data process is running. Deleting user data on a Nymi Band removes all the data for the currently enrolled user from the Nymi Band.
	User Data Deleted	Indicates that the user data on a Nymi Band has been removed.
Restart		
	Restart option	Nymi Band Dashboard option for the Restart operation.
	Restart progress	Indicates that the Restart process is running.
Firmware related		
	Firmware version	Indicates the firmware version that is installed on the Nymi Band.
	Standby mode	Indicates that the Nymi Band firmware update process has started but the firmware transfer has not started.
	File transfer progress	Indicates that the transfer of the newer Nymi Band Firmware Update process has started.

Nymi Band 4 Band Label

When you configure the policy to assign a Band Label during enrollment, the label appears on a Nymi Band that you can use to identify the assigned user.

The Band Label appears when the Nymi Band is:

- On-body and authenticated (on your body and fingerprint accepted)
- Off body and deauthenticated (not on your body and the band did not accept the fingerprint)
- Off body and on the charger

On-Body and authenticated

While on-body and authenticated, when a user presses the fingerprint sensor on the Nymi Band to wake the Nymi Band. The screen displays the Band Label for 2 seconds and then dims for 15 seconds before it turns off.

The following image provides an example of the Band Label screen.



Figure 25: Band Label on an enrolled and authenticated Nymi Band

Note: After the Band Label is set during the enrollment workflow, the user cannot modify the Band Label without performing the `Delete User Data` process. For more information see, *Deleting User Data*.

Unauthenticated

While an enrolled Nymi Band is off body (not being worn and therefore not authenticated) and a user wakes the Nymi Band, the Nymi Band screen displays the Band Label beside the battery status icon.

The following image provides an example of the Band Label on an unauthenticated Nymi Band.



Figure 26: Band Label on an unauthenticated Nymi Band

Enrolled and Charging, or on the Charger

When an enrolled Nymi Band is charging and a user wakes the Nymi Band, the Nymi Band screen displays the Band Label beside the charging icon.

The following figure provides an example of the Band Label while the Nymi Band is charging.



Figure 27: Band Label on a charging Nymi Band

Nymi Band 4 Dashboard

When you put a Nymi Band on charge, you can press the fingerprint sensor to access the Nymi Band Dashboard.

The Nymi Band Dashboard is an on-band carousel that allows users to access additional Nymi Band screens that support the following Nymi Band operations:

- Restart
- Delete User Data
- View firmware version

When you wake up a Nymi Band while on a charger, the main dashboard screen appears with an arrow at the bottom of the screen. The user can navigate through screens by pressing the fingerprint sensor.

The following figure provides an overview of the Nymi Band Dashboard carousel and the sequence of screens that appear with each press.

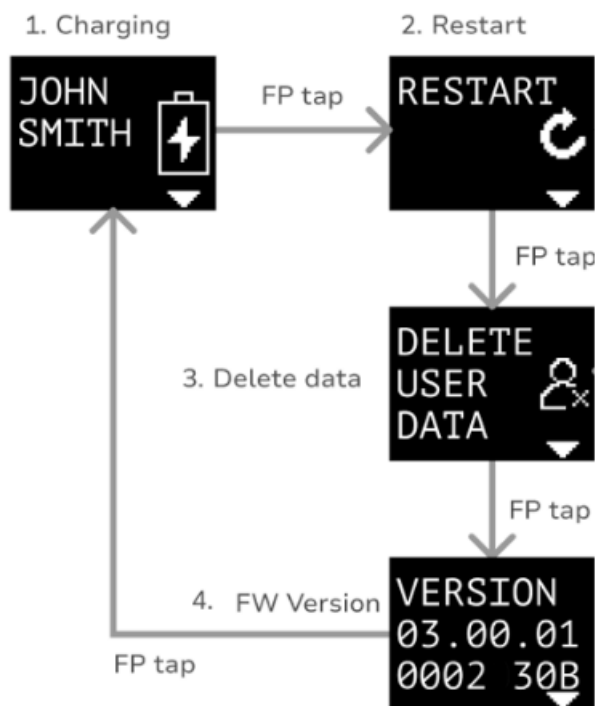


Figure 28: Nymi Band Dashboard carousel

Nymi Band Vibration

By default the Nymi Band provides haptic feedback, specifically a vibration, that is triggered by specific events.

Note: You can disable haptic feedback on the Nymi Band for certain users or all users. *Customizing the CWP Configuration* provides more information.

Vibration Event	Details	When it occurs
Acknowledgement	One short vibration. Used when the Nymi Band acknowledges that the user input or to prompt the user to pay attention to the Nymi Band.	<ul style="list-style-type: none"> Nymi Band detects the finger of a user at the start of an authentication Nymi Band starts charging User presses the Nymi Band fingerprint sensor to display the dashboard.
Success	Two short vibrations in quick succession. Used when the Nymi Band confirms an operation completed successfully.	<ul style="list-style-type: none"> Nymi Band authentication success Fingerprint enrollment success Start of restart or delete user data sequence
Warning	Long vibration. Used when the Nymi Band confirms that an operation completed successfully.	<ul style="list-style-type: none"> Failed authentication Nymi Band transition from authenticated state to deauthenticated state
Reset	Three short vibrations in quick succession. Used when the Nymi Band encounters an internal issue and restarts in an attempt to correct the problem.	<p>Nymi Band encounters an internal issue. The Nymi Band performs up to three consecutive reset attempts.</p> <ul style="list-style-type: none"> If the recovery succeeds in one of the attempt, instruct the user to authenticate to their Nymi Band If the recovery fails, the Nymi Band displays a fault code. Contact Nymi Support to start the RMA process.

Tapping the Nymi Band

Many uses for the Nymi Band require the user to gently tap their authenticated Nymi Band near the Bluetooth adapter (BLE Tap) or supported NFC reader (NFC Tap) to perform an authentication task.

Note: The section *Editing the nbe.toml File* in the *Nymi Connected Worker Platform—Deployment Guide* provides information about how to configure BLE Tap.

Tips for tapping your Nymi Band

- For a Nymi Band tap to complete an authentication task, the user must first authenticate their identity to the Nymi Band. If the screen on the Nymi Band is blank, the user must wake the Nymi Band from sleep. If the screen remains blank, the user needs to charge the Nymi Band. If the screen displays the fingerprint image, the user must authenticate their identity.
- The user does not need to touch the face of the Nymi Band directly to the NFC reader or Bluetooth adapter. Keep the Nymi Band just above the surface of the NFC reader (approximately 1 cm) or BLE adapter (within 10 cm).
- If an NFC Tap fails to complete an authentication task, move the Nymi Band away from the NFC reader (30 cm or more) and then try again.
- The user may need to adjust the speed in which they perform the Nymi Band tap. The Nymi Band tap should take approximately 1 second to move the Nymi Band towards and away from the Bluetooth adapter or NFC reader.

SEOS Access

By default, an authenticated Nymi Band provides users with the ability to gain access to SEOS-enabled doors.

When the user removes their authenticated SEOS-enabled Nymi Band, the Nymi Band deauthenticates and SEOS is disabled.

Determining the Firmware Version on Nymi Band 4

While you troubleshoot an issue, you might require the Nymi Band firmware version. Perform the following steps to determine the firmware version on a Nymi Band.

Procedure

1. Remove the Nymi Band from the wrist of the user.
2. Put the Nymi Band on the charger.
3. Press your finger on the fingerprint sensor 3 times.
The firmware version appears on the screen, as shown in the following figure.



Figure 29: Nymi Band firmware version

Deleting User Data on Nymi Band 4

The Delete User Data process clears personal information, such as the fingerprint template and credentials, from the Nymi Band that is currently enrolled to a user. This process also clears the lockout during a failed authentication lockout.

About this task

Before you can re-enroll a Nymi Band, you must perform the delete user data operation.

Procedure

1. Remove the Nymi Band from the wrist of the user, and then attach the Nymi Band to a charger.
2. Press the Nymi Band fingerprint sensor twice. The Delete User Data message displays on the screen, as shown in the following figure.



Figure 30: Delete User Data

3. Hold your finger on the fingerprint sensor until the Nymi Band vibrates quickly twice and the **Delete** message displays on the screen, as shown in the following figure.



Figure 31: Delete progress screen

Note: The Nymi Band does not vibrate when you disable **Haptic Feedback on Nymi Bands** for the user or active group policy in Nymi Enterprise Server(NES).

4. When Delete User Data Completion screen appears, remove your finger from the fingerprint sensor, as shown in the following figure

The following figure shows the Delete User Data Completion screen.



Figure 32: Delete User Data Completion

The Delete User Data operation completes.

Results

Biometric authentication does not work for the user after you perform a delete user data operation. To use the Nymi Band again, the user must enroll the Nymi Band by using the Nymi Band Application.

Note: If you delete the user data on a Nymi Band and attempt to re-enroll it when self service enrollment is not enabled in the Nymi Enterprise Server(NES) policy, you will see the following message,

A Nymi Band has been assigned to (user name), however it cannot be found.

To proceed, you need to delete the Nymi Band association with the user in the NES Administrator Console.

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