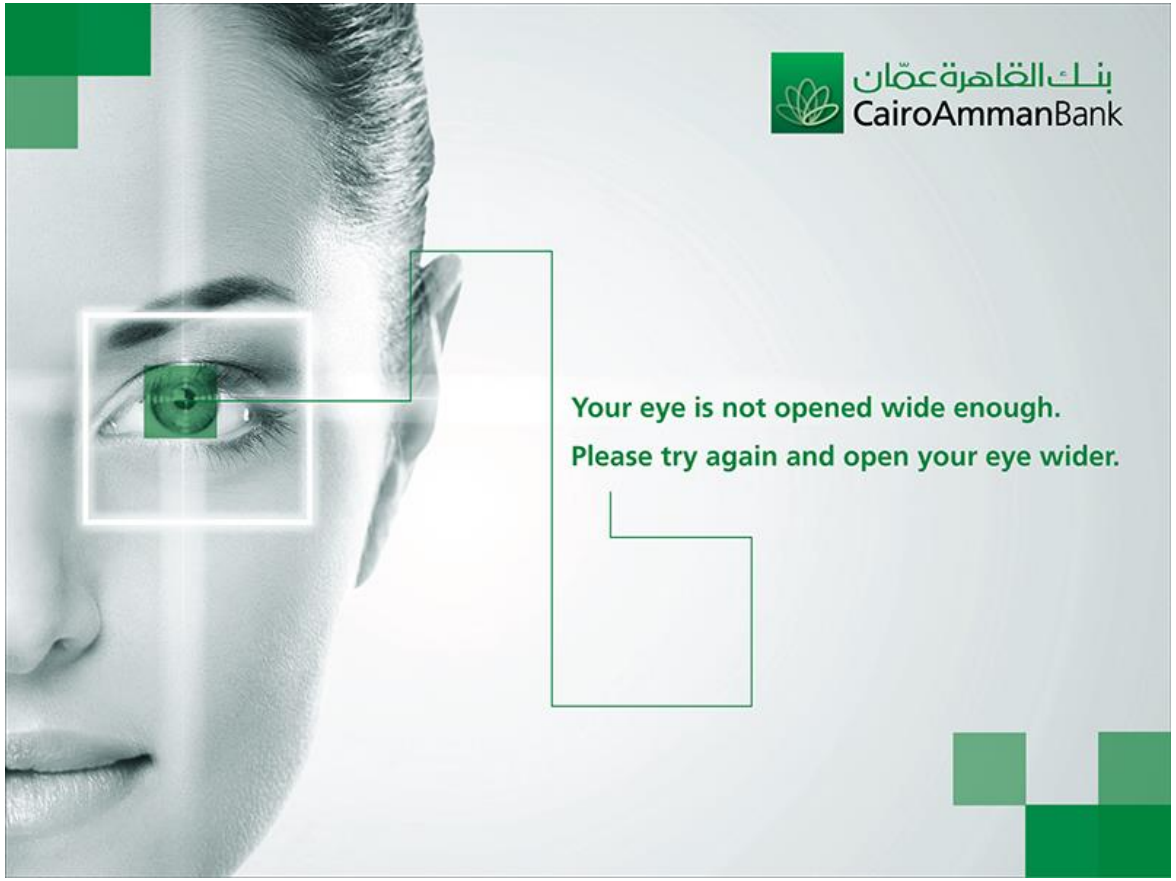


Error Description :- when the Refugees don’t open their Eyes wide enough so the camera will be unable to read the iris in proper way

Action :- ask the refugee to open their Eye wider.

Error Description : - This is means that the Eye pupil is over dilated

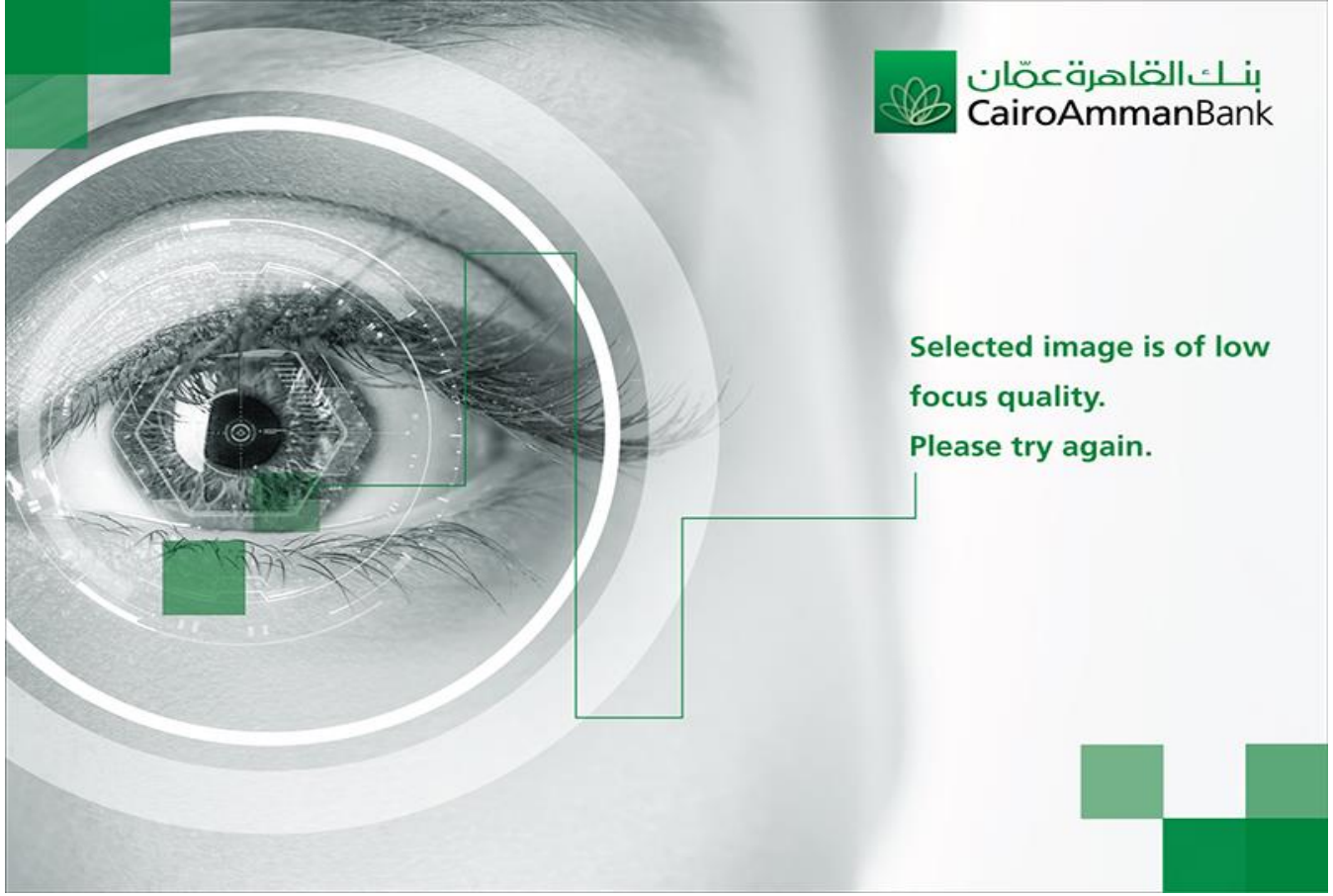
Action :- The Refugees needs to try Again in 5 Min.

Error Description : - This is means that the Eye pupil is over dilated

Action :- The Refugees needs to try Again in 5 Min.

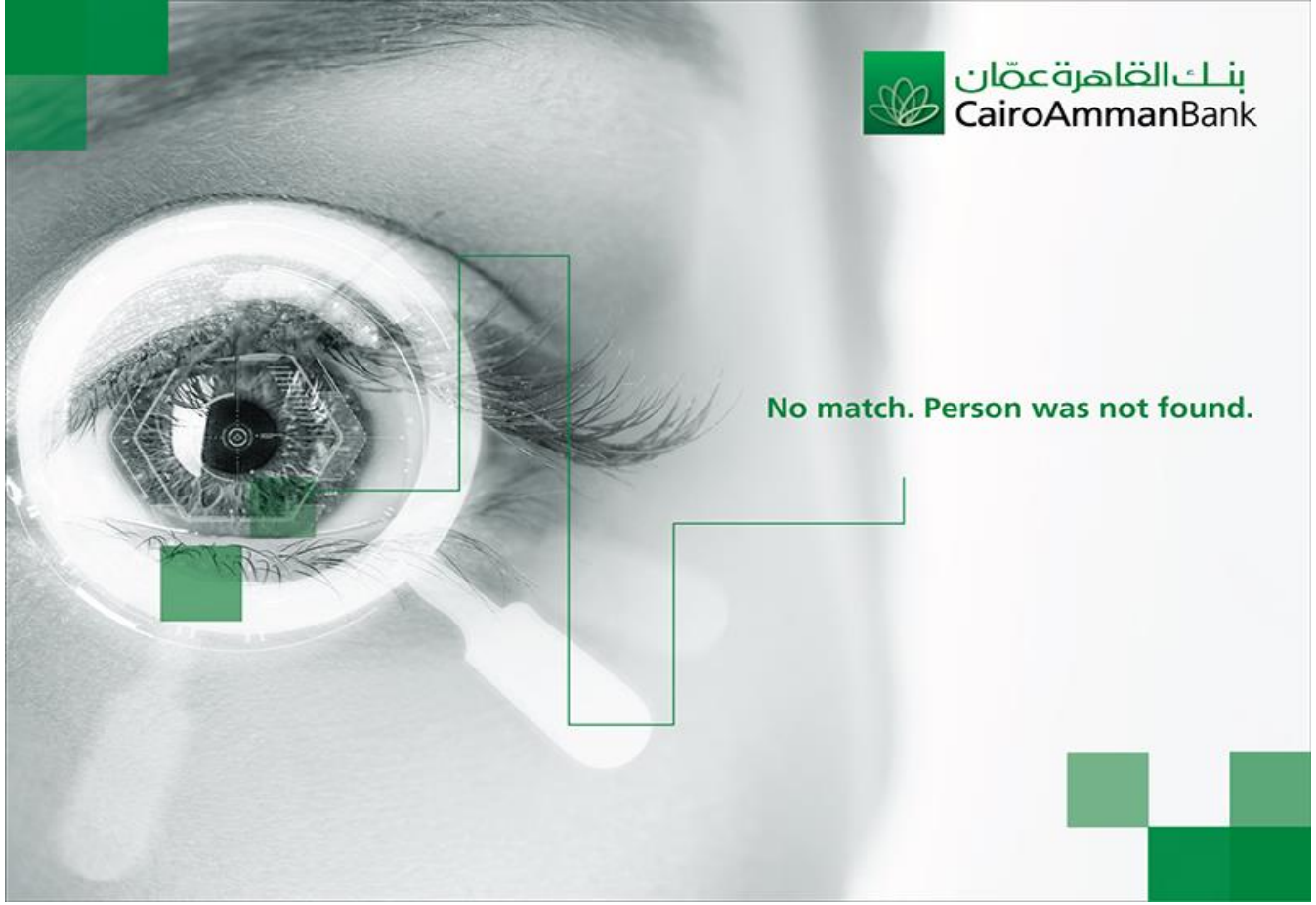
Error Description : - This means that the refugees doesn’t look directly into the Iris Camera

Action :- Just advice the refugees to look directly into the mirror .



Error Description : - This means that the camera couldn’t get a good iris picture with good focus.

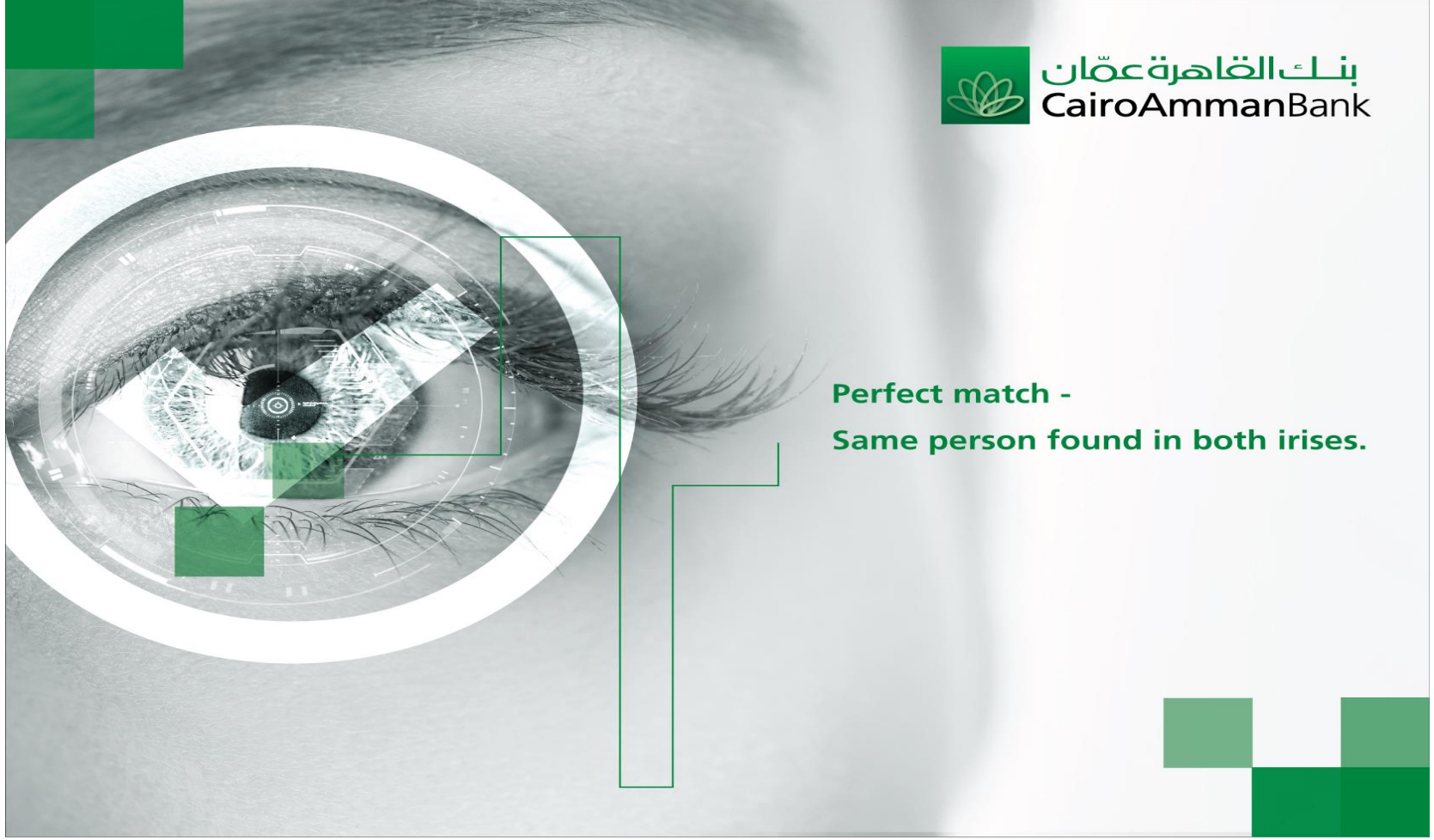
Action :- Advice the refugees to try again.



Error Description : - This means that the camera couldn’t Match the iris of the person against UNHCR database

Action :- Advice the refugees to try again if you are sure they are enrolled.

بنـك القاهرة عمّان
CairoAmmanBank
No match was found for your irises.
Please make sure you are registered
for the iris service and try again.



Error Description : - This is means that the person was found in UNHCR DB

Error Description : - This is means that the person was found in UNHCR DB

Error Description : - This means that the person is found in the database but not qualified for assistance.

Action :- Call the UNHCR.

Error Description : Any Other generic error.

Action Try Again.