



# Frequently Asked Question

## Fingerprint attendance device iClock990

By : ESSL

### Q.1 What is the eSSL iClock990?

- A standalone biometric terminal for time attendance and access control
- Supports fingerprint, RFID card, and PIN authentication
- Ideal for medium to large organizations needing robust security and high capacity

### Q.2 What connectivity options are available?

- TCP/IP, USB Host, and USB Client
- Optional: Wi-Fi, GPRS, and Push Data
- Supports Wiegand In/Out for integration with third-party systems

### Q.3 What functions does it support?

- Time attendance tracking with work codes, SMS alerts, and self-service query
- Access control with relay output for electric locks, door sensors, and alarms
- Antipas back, doorbell, and photo ID display
- Compatible with external printers, exit readers, and multi-door controllers

### Q.4 How do I reset the device?

- Hold the number 7 key during boot up to enter factory reset mode
- This will erase all data—back up logs and user info first

### Q.5 What software is compatible?

- e-TimeTrackLite – desktop, web, and cloud versions
- ZKTime.Net 3.0 – for attendance management
- Bio-Time 8.0 – for cloud based HR integration
- Supports Push Data for real-time sync with web based platforms

## ❖ Troubleshooting Tips

- Fingerprint not recognized? Clean the sensor and reenroll the fingerprint
- Device not connecting? Check IP settings, firewall rules, and cable integrity
- Logs not exporting? Ensure USB is FAT32 formatted and virus free
- Authentication failure? Create a folder named 'Delete License' on a USB drive and reboot the device

## **Q: What are common troubleshooting steps for this device?**

### ❖ Power & Boot Issues

- Device not powering on?
  - Confirm the DC 12V 3A adapter is securely connected.
  - Try a different power outlet or adapter.
  - Check for visible damage to the power cable or power port.

### ❖ Connectivity Problems

- Not connecting to software (e.g., eTimeTrackLite, ZKTime.Net, BioTime)?
  - Ensure the device IP address matches the one configured in your software.
  - Use the 'ping' command from your PC to test network reachability.
  - Disable any firewall or antivirus that may block communication.
  - For USB transfer, ensure the USB drive is FAT32 formatted and virusfree.

### ❖ Fingerprint Recognition Issues

- Fingerprint not recognized or slow?
  - Clean the sensor surface with a soft, lintfree cloth.
  - Reenroll fingerprints with proper finger placement and pressure.
  - Avoid using wet, oily, or dusty fingers.

### ❖ Reset & Recovery

- Need to reset the device?
  - Hold the number 7 key during bootup to enter factory reset mode.
  - This will erase all data—back up logs and user info first.

### ❖ Data & Log Issues

- Logs not exporting or syncing?
  - Ensure the USB flash drive is FAT32 formatted and has enough space.
  - Check if the log storage is full—clear old logs if needed.
  - For ADMS/cloud sync, verify internet access and correct server settings.

### ❖ **Authentication Failure Fix**

- Seeing “Authentication Failure”?
  - Create a folder named `Delete License` (case sensitive) on a FAT32 USB drive.
  - Insert it into the device and reboot. This may clear the error without needing repair.

### ❖ **General Glitches**

- Device freezing or behaving erratically?
  - Restart the device and check for firmware updates.
  - Avoid using incompatible USB drives or accessories.
  - Inspect for loose internal connections or hardware damage.

