



Frequently Asked Question

Fingerprint attendance device iClock700

By : ZKTeco India

Q. 1 What is the iClock700?

- A 3.5inch TFT screen biometric terminal for time attendance and access control
- Supports fingerprint, RFID card, and PIN authentication
- Designed for medium to large enterprises with high user and log capacity

Q.2 What connectivity options does it support?

- TCP/IP, RS232/485, USB Host/Client
- Optional: Wi-Fi, 3G/4G, GPRS
- Compatible with ADMS for cloud based data sync

Q. 3 What access control features are included?

- Interfaces for electric locks, door sensors, exit buttons, alarms, and doorbells
- Wiegand input/output for integration with thirdparty systems
- Supports antipassback, scheduled bells, and photo ID display

Q.4 What software is compatible?

- ZKTime.Net 3.0 – for attendance tracking
- ZKBioTime.Net – for cloud based HR integration
- Supports firmware upgrades and data backup via USB

Q.5 Can I customize user IDs and names?

- Yes! Supports alphanumeric user IDs
- Allows up to 23 characters for usernames

Q.6 How do I reset or troubleshoot the device?

- **Reset: Hold the number 7 key during bootup to restore factory settings**
 - **Troubleshooting:**
 - Check power supply and cables if the device won't boot
 - Clean fingerprint sensor if recognition fails
 - Ensure IP settings match software configuration
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Q: What are common troubleshooting steps for the iClock700?

❖ **Power & Boot Issues**

➤ **Device not turning on?**

- Check the DC 12V 3A power adapter and cable connections.
- Ensure the power source is stable and not overloaded.
- Try a different power outlet or adapter if available.

❖ **Connectivity Problems**

➤ **Not connecting to software (e.g., ZKTime.Net or BioTime)?**

- Verify the IP address on the device matches the one in the software.
- Disable any firewall or antivirus that might block communication.
- Use the ping command from your PC to test device connectivity.
- For USB connection, ensure the USB driver is installed and the cable is functional.

❖ **Fingerprint Recognition Issues**

➤ **Fingerprint not recognized or slow?**

- Clean the sensor surface gently with a microfiber cloth or tape.
- Ask users to use index or middle fingers—they tend to scan better.
- Reenroll fingerprints if the original scan was poor or distorted.

❖ **Reset & Recovery**

➤ **Need to 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.

❖ **Data & Log Issues**

➤ **Logs not exporting or syncing?**

- Ensure the USB flash drive is FAT32 formatted and virusfree.
- Check if the log storage is full—clear old logs if needed.
- For ADMS/cloud sync, confirm internet access and correct server settings.

❖ **Firmware & Software Glitches**

➤ **Device freezing or behaving erratically?**

- Restart the device and check for firmware updates from ZKTeco's official site.
- Avoid using incompatible USB drives or accessories.

❖ **Access Control Malfunctions**

➤ **Door not unlocking or alarms misfiring?**

- Inspect wiring to electric locks, door sensors, and exit buttons.
- Confirm access control settings in the device menu or software.

