Frequently Asked Question

Fingerprint attendance device WL20

By : ZKTeco India

Q1. What is the ZKTeco WL20?

- A Wi-Fi-enabled biometric attendance device with a sleek design
- Ideal for small to medium-sized offices
- Supports fingerprint, password, and USB-host data transfer

Q2. How do I connect it to Wi-Fi?

1. Press Menu (M/OK) on the home screen
2. Enter Admin ID (e.g., 999999) and Password (default: 1435)
3. Navigate to System > Ethernet > Wi-Fi Settings
4. Select your Wi-Fi network, enter the password, and press OK
5. Confirm connection via Network Info

Q3. How do I enroll a user?

1. Go to Menu > User Management > New User
2. Enter User ID, Name, and Role
3. Enroll fingerprint and/or password
4. Save the profile

Q4. How do I retrieve attendance logs?

- Use a USB flash drive to export logs
- Or connect via ZKTeco software (e.g., ZKTime.Net or ZKBioTime)
- Some models support mobile app sync via hotspot mode

Q5. How do I reset the device?

- Navigate to Menu > System > Reset
- Choose Factory Reset (note: this erases all data)

❖ Troubleshooting Tips

- Keep Wi-Fi router within 15–20 meters of the device
- Avoid special characters in SSID/password
- Use WPA2 security for best compatibility
- If stuck, try connecting to a mobile hotspot to isolate the issue.

Q: Explain the benefits of the fingerprint recognition feature?

❖ **Top Benefits of Fingerprint Recognition**
- **Unique & Non-Transferable**

Every fingerprint is distinct—even among identical twins. This makes it nearly impossible to duplicate or share, unlike passwords or ID cards.

- **Always With You**

You can't forget or misplace your fingerprint. It's a built-in credential that's always available.

- **Fast & Convenient**

Authentication takes less than a second. No need to type passwords or carry access cards—just a quick touch and you're in.

- **Enhanced Security**

Fingerprints are difficult to fake and resistant to brute-force attacks. They offer a higher level of protection than traditional methods.

- **Reduces Buddy Punching**

In attendance systems, fingerprint recognition prevents employees from clocking in for each other, improving workforce accountability.

- **Cost-Effective Over Time**

Once installed, biometric systems reduce the need for consumables like cards or tokens, and they require minimal maintenance.

- **Scalable & Widely Accepted**

From smart phones to office doors, fingerprint tech is now mainstream and integrates easily with existing systems.