



Frequently Asked Question

Fingerprint attendance device IN02-A

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1. What is the ZKTeco IN02-A?

- A 3-inch fingerprint time attendance and access control terminal
- Designed for small to medium-sized businesses
- Offers Wi-Fi, GPRS, USB, and built-in battery options for flexible deployment

2. What are its key features?

- Fingerprint capacity: 3,000 templates
- Record capacity: 100,000 logs
- Display: 3-inch TFT screen
- Communication: TCP/IP, USB Host & Client, optional Wi-Fi/GPRS
- Access control: Supports electric locks, door sensors, exit buttons, alarms, and doorbells

3. How do I enroll a user?

1. Go to the Main Menu
2. Select User Management
3. Choose Add User
4. Enter User ID, Name, and Role
5. Enroll fingerprint, password, or ID card
6. Save the user profile

4. How do I retrieve attendance logs?

- Use a USB flash drive to download logs
- Or connect via ZKTime.Net 3.0 software over TCP/IP
- You can also access logs through the built-in web server feature

5. Can I reset the device?

Yes. Navigate to:

- Main Menu > System > Reset
- You can reset settings or clear data (with admin privileges)

Q: How to set up Wi-Fi on the IN02-A?

❖ Steps to Configure Wi-Fi on IN02-A

1. Access the Main Menu

- Press Menu on the device
- Navigate to Communication > Wireless Network

2. Enable Wi-Fi

- Turn on the Wireless Network option
- The device will scan for available Wi-Fi networks

3. Select Your Network

- Choose your Wi-Fi SSID from the list
- Enter the Wi-Fi password using the on-screen keyboard

4. Save and Connect

- Tap OK or Connect
- Wait for the device to confirm connection (you may see a Wi-Fi icon appear)

5. Verify Connection

- Go to Menu > Communication > Network Info
- Check if the device has obtained an IP address

❖ Troubleshooting Tips

- Make sure your router is broadcasting on 2.4GHz, as some models don't support 5GHz
- If the device doesn't connect, try restarting both the router and the IN02-A
- Ensure the Wi-Fi password is entered correctly (case-sensitive)

Q: What are common troubleshooting steps for Wi-Fi connection issues?

❖ Basic Checks

- Ensure Wi-Fi is enabled on the device:
- Go to Menu > Communication > Wireless Network and confirm it's turned on.
- Verify SSID and password:
- Double-check that you're connecting to the correct network and that the password is entered correctly (case-sensitive).
- Check signal strength:
- Weak signals can cause intermittent connections. Try moving the device closer to the router.
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❖ Restart Devices

- Reboot the IN02-A: Power it off and on again.
- Restart the router: This can resolve temporary network glitches.

❖ Network Settings

- Check IP configuration:
- Go to Menu > Communication > Network Info and verify the device has a valid IP address.
- Disable DHCP (if needed):
- If your network requires a static IP, disable DHCP and manually assign an IP address.

❖ Compatibility Tips

- Ensure your router is broadcasting on 2.4GHz, not 5GHz (IN02-A typically supports only 2.4GHz).
- Avoid special characters in the SSID or password, which may cause connection issues.

❖ Advanced Steps

- Factory reset the device (as a last resort):
- Go to Menu > System > Reset, but note this will erase all settings and data.
- Update firmware:
- If available, updating to the latest firmware may resolve connectivity bugs.

Q: What are some advanced troubleshooting methods?

1. Assign a Static IP Address

- Go to Menu > Communication > Wireless Network > IP Settings
- Disable DHCP
- Manually enter:
IP Address (e.g., 192.168.1.150)
Subnet Mask (usually 255.255.255.0)
Gateway (your router's IP, e.g., 192.168.1.1)
- This can help if DHCP is failing to assign an address properly

2. Check Router Security Settings

- Ensure MAC address filtering is not blocking the device
- Avoid WPA3-only networks; use WPA2 for better compatibility
- Disable client isolation or AP isolation, which can block device communication

3. Update Firmware (if available)

- Visit [ZKTeco's official support page](https://www.zkteco.in/IN_Series/IN02-A) to check for firmware updates
- Use a USB drive to upload the firmware via Menu > USB Upgrade
- Always back up data before updating

4. Use Network Diagnostic Tools

- Ping the device from a PC on the same network to test connectivity
- Use tools like Advanced IP Scanner to detect if the device is visible on the network

5. Factory Reset (Last Resort)

- Navigate to Menu > System > Reset
- Choose Restore to Factory Settings
- This will erase all data and settings, so back up everything first

6. Test with a Mobile Hotspot

- Temporarily connect the IN02-A to a mobile hotspot
- If it connects, the issue may lie with your router's configuration

