



# Frequently Asked Question

## Fingerprint attendance device AiFace-Mars

By : ESSL

Sure! Here's a helpful overview of frequently asked questions (FAQs) for the **ESSL AiFace-Mars** facial recognition device:

### ❖ General Information

- **What is the AiFace-Mars?**

- It's a Linux-based facial recognition terminal used for **access control** and **time & attendance** tracking. It supports face, card, and password verification.

- **What are its dimensions and weight?**

- Approx. 2.1 x 9.1 x 20.2 cm and weighs 300g.

- **What is the recognition range?**

- Up to 2 meters with a wide-angle lens for faster throughput.

### ❖ Features & Capabilities

- **Verification Methods:**

- Face recognition
- Password
- RFID card (125KHz ID or 13.56MHz IC)
- Combined verification

- **Capacity:**

- Face templates: 3,000
- Card capacity: 3,000
- Transaction logs: 150,000

- **Display:**

- 5-inch TFT color touch screen with 800x480 resolution.

- **Connectivity:**
  - TCP/IP
  - Wi-Fi (optional)
  - RS485
  - Wiegand input/output

## ❖ Installation & Setup

- **How do I install the device?**
  - Mount it using the provided template and screws. Connect power (12V DC), network, and optional access control peripherals like locks and sensors.
- **Can it connect to software?**
  - Yes, it integrates with eTimeTracklite software for attendance management.
- **Does it support cloud sync?**
  - Yes, cloud server settings are available in the system menu.

## ❖ Troubleshooting & Maintenance

- **How do I reset the device?**
  - Use the Factory Reset option in the system settings menu.
- **Can I upgrade firmware via USB?**
  - Yes, USB upgrade is supported.
- **How do I manage users?**
  - You can add, edit, search, and delete users directly from the device interface.

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

Here are some common troubleshooting tips for the **ESSL AiFace-Mars** device to keep it running smoothly:

### **❖ Power & Connectivity Issues**

- **Device not powering on:**
  - Check the 12V DC power supply and cable connections.
  - Ensure the adapter is functioning properly.
- **Wi-Fi or LAN not connecting:**
  - Verify network credentials and signal strength.
  - Restart the device and router.
  - Use a stable 2.4GHz network for better compatibility.

### **❖ Face Recognition Problems**

- **Face not recognized consistently:**
  - Ensure proper lighting and clean camera lens.
  - Ask users to stand within the 2-meter recognition range.
  - Re-register faces with neutral expressions and correct posture.
- **Mask detection interfering with recognition:**
  - Disable mask detection if not required via system settings.

### **❖ Access & Admin Lockouts**

- **Forgotten admin password or locked out:**
  - Use the Factory Reset option in the system menu if accessible.
  - If locked out completely, contact a service provider like AmpleTrails for a professional reset.

### **❖ Data & Software Sync**

- **Attendance logs not syncing:**
  - Check cloud server settings and network status.
  - Ensure the device is properly linked to software like eTimeTracklite.

- **USB not detecting for data export or firmware update:**

- Format USB to FAT32 and retry.
- Use the correct menu path: System Settings > USB Upgrade.

## ❖ General Maintenance

- **Device freezing or slow performance:**

- Restart the device.
- Clear old logs or unused user data.
- Keep firmware updated for optimal performance.

---

### **Q: Can you explain how to perform a factory reset?**

Certainly! Here's how to perform a **factory reset** on the **ESSL AiFace-Mars** device:

#### ❖ Steps to Factory Reset

1. **Access the Main Menu:**

- Tap the screen to wake the device.
- Enter the **admin password** to unlock settings.

2. **Navigate to System Settings:**

- Go to: Menu > System Settings > Factory Reset

3. **Confirm Reset:**

- The device will prompt for confirmation.
- Select “Yes” to proceed.
- The system will reboot and erase all user data, logs, and configurations.

4. **Reconfigure Device:**

- After reboot, you'll need to:
  - Set date/time
  - Reconnect to network
  - Re-register users
  - Reintegrate with software (e.g., eTimeTracklite)

## ❖ Important Notes

- **Backup data** before resetting to avoid loss.
  - If you're **locked out** and can't access the admin menu, you may need professional help from vendors like [AmpleTrails](#).
  - Resetting will **remove all stored face templates, passwords, and logs**.
- 

## Q: How do I back up my data before resetting?

Backing up your data on the **ESSL AiFace-Mars** device is a smart move before performing a factory reset. Here's a step-by-step guide to help you do it safely:

### ❖ Backup via USB Drive

#### 1. Prepare Your USB:

- Use a USB drive formatted to **FAT32**.
- Make sure it has enough free space for logs and user data.

#### 2. Insert USB into Device:

- Plug the USB into the port on the side or bottom of the AiFace-Mars.

#### 3. Access Data Management Menu:

- Go to: Menu > Data Management > Export Logs

#### 4. Select Data to Export:

- Choose Attendance Logs, User Data, or both.
- Confirm export and wait for the process to complete.

#### 5. Safely Remove USB:

- Once done, remove the USB and verify the files on a computer.

### ❖ Backup via Software Sync (Optional)

If you're using **eTimeTracklite** or another compatible software:

#### 1. Ensure Device is Connected to Network:

- Check LAN or Wi-Fi settings under Communication Settings.

## 2. **Open Attendance Software:**

- Sync the device to pull logs and user data into the software.

## 3. **Export from Software:**

- Use the software's export feature to save data in formats like CSV or Excel.

## ❖ **Tips Before Resetting**

- Double-check that all critical data (logs, user profiles, settings) are backed up.
- If you're unsure, take screenshots of key settings for easier reconfiguration later.

