Frequently Asked Question

Fingerprint attendance device F22

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Q: What is the eSSL F22?

The eSSL F22 is a slim, Wi-Fi enabled biometric fingerprint device used for time attendance and access control. It supports fingerprint, RFID card, and password verification methods.

❖ Frequently Asked Questions

- **How do I enroll a new user?**
  - Use the admin menu on the device to register a fingerprint, card, or password. You can also enroll users via the desktop software.

- **Can I manage the device remotely?**
  - Yes, using compatible software like eTimeTrackLite or Bio Server, you can manage users, download logs, and configure settings remotely.

- **What happens if the network is down?**
  - The F22 stores data locally. You can retrieve logs via USB even without internet access.

- **Is it compatible with payroll or HRMS software?**
  - Yes, it integrates with third-party HRMS, ERP, and payroll systems for automated attendance processing.

- **Can I use it for multiple doors?**
  - Yes, it supports multi-door access control and can be linked with exit readers and alarms.

- **Is there a mobile app?**
  - Some vendors offer Android apps for real-time monitoring and remote access. Check with your supplier for compatibility.

Q: WHAT ARE COMMON TROUBLESHOOTING STEPS FOR THIS DEVICE?

❖ Troubleshooting ZKTeco D1: Common Steps

1. Power and Startup Issues

- Verify power input: device requires DC 5 V, 2 A via micro-USB. Ensure your adapter or power bank is rated correctly and fully charged.
- If using PoE, confirm your switch/router supplies IEEE 802.3af power and that PoE mode is enabled.
- Inspect the micro-USB port and cable for debris or damage; reseat or replace if necessary.

2. Display and UI Responsiveness

- Press the [M/OK] key to wake the unit if the screen is blank.
- Power-cycle the device by unplugging and re-plugging power.
- If the menu remains unresponsive, use Main Menu > System Setting > Reset to restore factory defaults.

3. Fingerprint and Card Reading Problems

- Clean the fingerprint sensor gently with a soft, lint-free cloth to remove oils or residue.
- Re-enroll problematic fingerprints, ensuring even finger placement and no excessive moisture or dryness.
- Test EM cards on another reader to rule out card damage; verify you haven't exceeded the 1,000-card capacity.

4. PIN and Keypad Errors

- Check each key for physical damage or sticking; dust or debris under the keypad can block presses.
- In Main Menu > User Management, edit a user's PIN to confirm correct code entry and user privilege settings.

5. Network Connectivity

- For wired LAN: navigate to Main Menu > Comm > Ethernet to view or edit the IP address and subnet. Verify cable integrity and switch port status.
- For Wi-Fi/Hotspot: go to Main Menu > Comm > WLAN, clear existing profiles, then re-enter SSID and password or reconnect to the D1's AP.
- If DHCP fails, switch to a static IP matching your network's range.

6. Data Export & Log Management

- Insert a FAT32 USB stick into the USB-Host port, then choose Main Menu > Data Management > Download to export attendance logs.
- Ensure your date/time filter matches the period you're querying; mismatched ranges can yield empty or partial exports.
- If storage nears 50,000 records, download and clear logs to prevent overflow.

7. Firmware Updates

- Download the latest D1 firmware package from the ZKTeco Download Center.
- Copy the update file onto a FAT32 USB stick, insert it, then select Main Menu > System Setting > Update to flash.
- Always back up user data and event logs before applying a firmware update.

Q: Can you explain the integration with HRMS software?

❖ How Integration Works

- RealTime Attendance Sync: The F22 captures fingerprint or cardbased attendance, which is then synced in real time with the HRMS using APIs or middleware like eTimeTrackLite or eBioserver.

- **API Connectivity: eSSL provides APIs that allow HRMS platforms to:**
  - Fetch attendance logs
  - Add or remove employees
  - Monitor device status
  - Trigger alerts or reports
- **Data Flow: Attendance data flows directly into the HRMS, enabling:**
  - Automated payroll calculations
  - Leave and overtime tracking
  - Compliance reporting

❖ Compatible HRMS Platforms

- **HROne:** Offers seamless integration with eSSL devices for realtime attendance, access control, and payroll processing
- **Custom HRMS:** Many companies use custombuilt HRMS platforms that can integrate using eSSL's API services

❖ Benefits of Integration

- **Eliminates Manual Entry:** Reduces errors and saves time
- **Boosts Accuracy:** Realtime data ensures precise payroll and leave records
- **Improves Security:** Only verified entries are logged
- **Scalable:** Works across multiple locations and departments

Q: WHAT ARE THE KEY APIS USED IN THIS INTEGRATION?

❖ Core API Functions for Integration

API Function	Purpose
AddEmployee	Registers a new employee in the system
EnrollUserFP / EnrollUserFace	Enrolls fingerprint or facial data for a user
GetTransactionsLog	Retrieves attendance logs from the device
DeleteUser / DeleteMultipleEmployees	Removes one or more users from the system
BlockUnblockUser	Temporarily disables or reenables a user's access
AddOrDeleteMultipleHolidays	Updates holiday calendar in bulk
AddMultipleLeaveEntries	Adds leave records for multiple employees
GetCommandStatus	Checks the status of a command sent to the device

- These APIs are typically exposed via SOAP or RESTful web services, depending on the middleware (like eTimeTrackLite or eBioserver) you're using.

❖ Example Use Case

- Let's say your HRMS needs to pull attendance logs every hour:
- It would call GetTransactionsLog with a time range.
- The response would include punch-in/out times, user IDs, and device info.
- This data is then mapped to employee records in your HRMS for payroll or shift tracking.