



# Frequently Asked Question

## Fingerprint attendance device WL10

By : ZKTeco India

### Q.1 What is the ZKTeco WL10?

- A Wi-Fi-enabled biometric attendance device designed for small to medium-sized businesses
- Supports fingerprint, password, and USB-host data transfer
- Operates reliably even under strong light and with wet or rough fingers

### Q.2 How do I connect it to Wi-Fi?

1. Press Menu (M/OK) on the home screen
2. Enter Admin ID and Password
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 or check for the Wi-Fi icon

### Q.3 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

### Q.4 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

### Q.5 How do I reset the device?

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

### ❖ Troubleshooting Tips

- Keep the 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