



Frequently Asked Question

Fingerprint attendance device D1

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Q1: What is the display size of the D1 terminal?

A: The D1 features a 2.8" color TFT screen for clear visibility of prompts and reports.

Q2: Which authentication methods does D1 support?

A: It uses an all-directional high-sensitivity fingerprint sensor and supports PIN code entry for user authentication.

Q3: What is the user and log capacity of the D1 device?

A: The terminal can store up to 1,000 user templates, handle 1,000 fingerprint records, and log up to 50,000 attendance events.

Q4: How does the D1 connect to a network or download data?

A: It offers built-in Wi-Fi (WLAN/Hot Spot) for wireless communication, plus a USB-2.0 host port to export reports or update firmware directly.

Q5: What is the battery life of the D1?

A: A built-in 4,000 mAh battery provides up to eight hours of standby operation on a full charge.

Q6: How is the D1 powered?

A: The device requires a DC 5 V, 2 A input via micro-USB, making it compatible with standard power adapters or 2 A power banks.

Q7: Where can I place/install the D1 terminal?

A: D1 is designed as a countertop/tabletop terminal for easy placement on desks or counters (recommended height 80–140 cm) without permanent installation.

Q8: How can I generate and retrieve attendance reports?

A: View built-in attendance summaries on the device, download detailed reports through the mobile app via Wi-Fi, or export via USB to your PC.

Q9: What environmental conditions does D1 support?

A: Operating temperature ranges from 0 °C to 45 °C with relative humidity between 20% and 80% RH.

Q10: How do I reset the device to factory settings or update firmware?

A: Navigate to Main Menu > System Setting > Reset to restore factory defaults. For firmware updates, download the latest version from ZKTeco's website and load it via the USB port.

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: WHAT PREVENTIVE MAINTENANCE SHOULD I PERFORM ON THIS DEVICE?

❖ Preventive Maintenance for ZKTeco D1

1. Environmental Conditions

- Operate within 0 °C–45 °C and 20%–80% RH to prevent condensation, sensor drift, and electronic stress.
- **Cleaning & Inspection**
- Wipe the fingerprint sensor, display, and housing monthly with a lint-free cloth lightly moistened with isopropyl alcohol.
- Inspect the micro-USB power port, USB-host port, and keypad area for dust or debris; use compressed air if needed.

2. Firmware & Software Updates

- Check for and install the latest firmware via Main Menu > System Setting > Update to patch vulnerabilities and improve stability.
- Review system logs and verify the time/date settings monthly to ensure accurate attendance records.

3. Power & Battery Health

- Every quarter, disconnect external power to test the device's battery backup (if fitted) and confirm it holds charge for the rated standby time.
- Examine power adapters and cables for wear; replace any frayed or damaged cords immediately

4. Data Backup & Log Management

- Export attendance records and user databases via USB-host or network interface at least once a month to prevent storage overflow.
- After backing up, clear old logs to maintain optimal read/write performance.

5. Network & Connectivity Checks

- For wired LAN, verify cable integrity and switch port status; ensure the terminal retains its static IP or DHCP lease.
- For Wi-Fi/AP mode, periodically reconnect to your SSID or re-establish the D1's hotspot credentials if you notice intermittent drops.

Q: HOW IS THIS BIOMETRIC DEVICE USED IN ORGANIZATIONS?

❖ Usage of the ZKTeco D1 in Organizations

1. Time & Attendance Management

- Organizations place the D1 on reception desks or shop-floor kiosks so employees clock in and out using their fingerprint or PIN. Each transaction is time-stamped and stored (up to 50,000 logs), delivering accurate attendance records and eliminating "buddy punching."

2. Access Control Enforcement

- By situating D1 units at secure entry points, firms ensure only authorized personnel enter restricted areas. Administrators assign users to access groups and time zones (for example, day vs. night shifts), and the terminal enforces schedules, logs door-open events, and triggers alarms on invalid attempts.

3. Visitor and Contractor Access

- For short-term staff or guests, organizations create temporary PINs or enroll guest fingerprints. These credentials are automatically purged after a set period, keeping the user database clean and ensuring external visitors are tracked separately.

4. Integration with HR and Payroll Systems

- The D1's built-in Wi-Fi hotspot and USB-host port let HR teams download attendance data remotely or via USB drive. Logs are imported into ZKTime.net, ZKTime, ZKAccess or third-party payroll software to automate wage calculations and compliance reporting.

5. Deployment and User Enrollment

- The tabletop design requires no permanent installation—simply place the terminal at a counter height of 80–140 cm for optimal fingerprint capture. Enrolling users is done on-device via the 2.8" TFT screen and 4×4 keypad, capturing up to 1,000 fingerprint templates and 1,000 user records.

6. Reporting and Auditing

- Managers generate real-time attendance summaries directly on the D1 or export detailed logs through Wi-Fi or USB. Archived data supports audits, late-arrival analyses, overtime tracking and internal compliance initiatives.

