



Frequently Asked Question

Fingerprint attendance device AiFace-Pluto

By : ESSL

Sure! Here's a helpful FAQ for the **AiFace-Pluto eSSL device**, which is a facial recognition-based attendance and access control system:

❖ General Overview

- **What is AiFace-Pluto?**

- A Linux-based biometric terminal that uses visible light facial recognition for attendance and access control.

- **Where is it used?**

- Offices, schools, hospitals, retail chains, and high-security zones.

❖ Authentication & Security

- **What authentication methods are supported?**

- Face recognition
- Palm recognition
- RFID cards
- QR codes
- PIN/password

- **Can it detect faces with masks?**

- Yes, it supports mask detection for hygienic, contactless access.

- **Is it secure against spoofing?**

- Yes, it uses anti-spoofing algorithms to detect fake photos, videos, and 3D masks.

❖ Capacity & Performance

- **How many users can it store?**

- Up to 30,000 face templates locally.

- **How fast is recognition?**
 - Less than 1 second per user.
- **What are the hardware specs?**
 - 4-inch HD touchscreen
 - 2MP binocular camera
 - 900MHz Dual-Core CPU
 - 512MB RAM/ROM

❖ Connectivity & Integration

- **What communication options are available?**
 - TCP/IP
 - Wi-Fi
 - RS485
 - Wiegand
- **Can it connect to cloud servers?**
 - Yes, it supports cloud sync and remote management via web interface.
- **Is it compatible with access control systems?**
 - Yes, it integrates with electric locks, door sensors, exit buttons, alarms, and barriers.

❖ Installation & Setup

- **Where should it be installed?**
 - Indoors, away from direct sunlight and glass windows.
- **Recommended height?**
 - About 1.5 meters from the ground.
- **Power requirements?**
 - 12V \pm 10%, at least 3000mA.

❖ Attendance & Logs

- **Does it support attendance tracking?**
 - Yes, it logs attendance and integrates with HR systems like eTimeTracklite.
 - **Can admins search logs?**
 - Yes, by user ID and time range via the device interface.
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Q: What are the advantages of cloud integration for this device?

Cloud integration supercharges the **AiFace-Pluto eSSL device** by making it smarter, more scalable, and easier to manage. Here's how it elevates your experience:

❖ Real-Time Data Sync

- Instantly sync attendance logs and access events to cloud servers.
- Prevent data loss from device failures or power outages.
- Enable centralized monitoring across multiple locations.

❖ Remote Management

- Admins can configure, update, and troubleshoot devices from anywhere.
- No need for on-site visits—save time and operational costs.
- Manage user profiles, access rules, and schedules remotely.

❖ Advanced Reporting & Analytics

- Generate detailed reports on attendance, shift patterns, and access logs.
- Identify trends like late arrivals or absenteeism across branches.
- Export data for payroll or compliance audits with ease.

❖ Enhanced Security

- Encrypted cloud storage protects sensitive biometric data.
- Role-based access ensures only authorized personnel can view or modify records.
- Tamper alerts and audit trails improve accountability.

❖ Seamless Integration

- Connect with HRMS, ERP, and payroll systems via APIs.
- Automate workflows like leave approvals or overtime calculations.
- Sync with third-party platforms for multi-site access control.

❖ Mobile & Web Access

- View dashboards and logs from smartphones or browsers.
- Enable push notifications for critical events like unauthorized access.
- Empower managers to approve requests or check attendance on the go.



Q: What are the troubleshooting process?

Here's a practical troubleshooting guide for the **AiFace-Pluto eSSL device** to help you resolve common issues quickly and confidently:

❖ Device Not Powering On

- **Check power supply:** Ensure 12V \pm 10%, 3000mA adapter is connected securely.
- **Inspect wiring:** Look for loose or damaged cables.
- **Try alternate power source:** Use a tested adapter to rule out faults.

❖ Network & Connectivity Issues

- **Ethernet/Wi-Fi not working?**
 - Go to COMM. > Ethernet or COMM. > Wireless Network and verify IP settings.
 - Ensure device and server are on the same subnet.
 - Restart router or switch if needed.
- **Cloud sync failure?**
 - Check COMM. > Cloud Server Setting for correct server IP and port.
 - Disable "Enable Domain Name" if using IP-based server.
 - Confirm firewall isn't blocking the port (default: 8088).

❖ User Verification Problems

- **Face/Palm not recognized?**
 - Ensure proper lighting and clean camera lens.
 - Maintain correct distance (30–50 cm for palm, 0.3–2 m for face).
 - Re-register user with clear posture and expression.
- **Card not working?**
 - Use 1:1 card verification mode: enter user ID and tap card.
 - Check if card module is compatible (EM, RFID S50/S70).

❖ Access Control Failures

- **Door not unlocking?**
 - Confirm lock wiring to NO/NC terminals.
 - Check access control settings under Access Control > Gate Control Mode.
 - Test with manual override or alternate lock.

❖ Attendance Logs Not Updating

- **Missing logs?**
 - Go to Attendance Search > Event Logs and filter by user ID and time.
 - Ensure device time is synced correctly under System > Date and Time.
 - Check cloud sync status icon on standby screen.

❖ System Glitches or Freezes

- **Try a reboot:** Power cycle the device.
- **Factory reset:** Go to System > Factory Reset (admin access required).
- **USB upgrade:** Use firmware update via USB if available.

Q: What are additional troubleshooting methods I can use?

Here are some **advanced troubleshooting methods** you can use with the **AiFace-Pluto eSSL device** to go beyond the basics and resolve persistent issues:

❖ Diagnostic Tools & Logs

- **Network Diagnosis:**
 - Navigate to COMM. > Network Diagnosis to test connectivity and ping the server directly.
- **System Logs:**
 - Check System > System Info > Logs for error codes, reboot history, and sync failures.
- **Cloud Sync Status Icons:**
 - On the standby screen, look for cloud or Wi-Fi icons to confirm real-time sync status.

❖ Firmware & Software Updates

- **USB Upgrade:**
 - Use a verified firmware file on a USB stick. Go to System > USB Upgrade and follow prompts.
- **Factory Reset:**
 - If the device is unstable, reset via System > Factory Reset (admin access required). Back up data first!
- **Software Compatibility Check:**
 - Ensure you're using the latest version of eTimeTracklite or ZKBioAccess IVS. Disable "Enable Domain Name" if using IP-based sync.

❖ Hardware-Level Checks

- **Camera & Sensor Cleaning:**
 - Gently clean the lens and palm sensor with a microfiber cloth to improve recognition accuracy.
- **Temperature & Humidity:**
 - Ensure the device is operating within -10°C to 45°C and 10%–90% humidity range.

- **Power Surge Protection:**

- Use a surge protector or UPS to prevent damage from voltage fluctuations.

❖ **User & Access Control Settings**

- **Re-register Problematic Users:**

- Delete and re-enroll users with proper lighting and posture. Use User Mgt. > New User.

- **Combined Verification Mode:**

- If spoofing or misreads occur, enable multi-factor authentication under Access Control > Verification Mode.

- **Time Rule & Holiday Settings:**

- Misconfigured access times can block users. Check Access Control > Time Rule Setting and Holidays tabs.

❖ **Support & Documentation**

- **User Manual Reference:**

- You can find detailed instructions in the official AiFace-Pluto user manual (PDF).

- **Quick Start Guide:**

- For wiring diagrams and installation tips, check the Quick Start Guide.

- **Contact Support:**

- Reach out to eSSL via their official website or call their support line for hardware diagnostics.

Q: What are common problems with the AiFace-Pluto eSSL device?

Here are some **frequently encountered issues** with the AiFace-Pluto eSSL device, along with what typically causes them:

❖ Biometric Recognition Failures

- **Face or palm not recognized** due to poor lighting, dirty lens, or incorrect posture.
- **Masked faces** or glasses may reduce accuracy if not properly configured.
- **Low enrollment quality** during registration can lead to frequent misreads.

❖ Network & Cloud Sync Issues

- **Wi-Fi drops** or unstable Ethernet connections can interrupt cloud sync.
- **Incorrect server IP or port** settings prevent communication with platforms like ZKBioAccess IVS.
- **Firewall or proxy blocks** may interfere with cloud data transfer.

❖ Access Control Malfunctions

- **Door not unlocking** due to misconfigured relay wiring or gate control mode.
- **Time rule conflicts** or holiday settings may block access during valid hours.
- **Combined verification mode** errors if one method fails (e.g., card + face).

❖ Attendance Log Errors

- **Missing logs** when device time is unsynced or cloud sync fails.
- **Duplicate entries** from repeated verification attempts.
- **Incorrect user ID mapping** in HRMS or payroll software.

❖ Power & Hardware Glitches

- **Device not powering on** due to faulty adapter or voltage mismatch.
- **Freezing or reboot loops** from outdated firmware or corrupted settings.
- **Sensor degradation** over time if exposed to dust, moisture, or heat.

❖ Software Compatibility Problems

- **eTimeTracklite or ZKBioAccess IVS sync issues** due to version mismatch.
 - **Domain name resolution errors** when “Enable Domain Name” is active but not supported.
 - **API integration failures** from incorrect credentials or endpoint settings.
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