



# Frequently Asked Question

## Fingerprint attendance device N-WL20

By : BIOMAX

### Q. What is the Biomax N-WL20?

- The N-WL20 is a **wireless biometric attendance system** that uses fingerprint recognition to track employee attendance. It's designed for small to medium-sized businesses looking for a sleek, cable-free solution.

### ❖ Key Features

- **Fingerprint Capacity:** 1,000 users
- **Password Capacity:** 1,000
- **Log Capacity:** 150,000 entries
- **Connectivity:** Wi-Fi & USB
- **Display:** 2.4" TFT LCD color screen
- **Operating System:** Linux
- **Verification Modes:** Fingerprint, PIN
- **Push Data Support:** Yes
- **Audio/Visual Feedback:** 16-bit Hi-Fi voice prompts

### ❖ Frequently Asked Questions

#### 1. How does the N-WL20 connect to the network?

- It connects via **Wi-Fi**, eliminating the need for LAN cabling. You can also use a USB drive to manually transfer attendance data.

#### 2. Can it handle rough or colored fingers (e.g., with mehndi)?

- Yes! The device is equipped with a **high-quality 500 DPI sensor** that works with dry, rough, or colored fingers.

#### 3. What happens if Wi-Fi is unavailable?

- You can still use the **USB port** to download and upload attendance logs manually.

#### 4. How do I register a new user?

##### ➤ You can register users via:

- **Fingerprint**
  - **Password**
  - **ID card** (if supported)
- All done through the device's menu interface.

## 5. What software is compatible?

- The N-WL20 supports **Smart Office** software in desktop, web, and cloud versions.

## 6. Is it easy to install?

- Yes! It's a plug-and-play device with a user-friendly interface. There are also video tutorials available to guide you through setup and usage.

---

## Q: CAN YOU EXPLAIN MORE ABOUT THE SOFTWARE COMPATIBILITY?

### ❖ Office Desktop

- Installed on a local computer
- Ideal for single-location setups
- Offers features like shift scheduling, attendance reports, and user management
- Data is synced via USB or Wi-Fi from the device

### ❖ Smart Office Web

- Hosted on a local server but accessible via browser
- Great for multi-user access within a local network
- Allows real-time attendance monitoring and centralized control

### ❖ Smart Office 365 Cloud

- Cloud-based version for remote access from anywhere
- Perfect for businesses with multiple branches or remote teams
- Offers automatic data syncing and centralized reporting

### ❖ Data Syncing & Push Data

- The N-WL20 supports **Push Data**, meaning it can automatically send attendance logs to the software over Wi-Fi without manual intervention.
- If Wi-Fi is unavailable, you can use a **USB drive** to transfer data manually.

## Q: What are the limitations of each Smart Office version?:

### ❖ Smart Office Desktop – Limitations

- **Single Location Only:** Best suited for SMEs with one office; not ideal for multi-branch setups.
- **Manual Data Sync:** Requires USB or LAN-based sync if Wi-Fi is unstable.
- **Limited Multi-User Access:** Not designed for concurrent access by multiple admins or HR staff.
- **No Remote Access:** Cannot be accessed outside the local network.
- **No Auto Backup to Cloud:** Backup must be configured manually to a local or network drive.
- **No ESS Portal:** Employee Self-Service (ESS) features are limited or unavailable.

### ❖ Smart Office Web – Limitations

- **Requires Local Server Setup:** Needs a dedicated server and network configuration.
- **Dependent on Network Stability:** Performance can degrade with poor LAN or internet connectivity.
- **No Simultaneous Desktop Use:** Cannot share the same SQL database with the Desktop version.
- **Limited Offline Functionality:** Cannot function without internet or intranet access.
- **Static IP May Be Needed:** For remote access to devices across locations, unless using cloud DNS.

### ❖ Smart Office 365 Cloud – Limitations

- **Internet Dependency:** Fully cloud-based, so no access during internet outages.
- **Limited Customization:** Less flexibility for deep backend customization compared to Desktop/Web.
- **Subscription-Based:** Ongoing monthly cost per employee; may not suit all budgets.
- **Data Hosting:** Data is stored on third-party cloud servers—may raise compliance concerns for some industries.
- **Advanced Features May Cost Extra:** Modules like payroll, PMS, or asset tracking may require additional fees.