



Frequently Asked Question

Fingerprint attendance device K90 Pro

By : ESSL

Q.1 What is the eSSL K90 Pro?

- A biometric fingerprint and RFID card based time & attendance terminal
- Designed for small to medium sized organizations
- Offers inbuilt battery backup, making it reliable during power outages

Q.2 What connectivity options are available?

- TCP/IP for LAN based integration
- USB Host for data transfer via pen drive
- Supports Push Data for real-time sync with cloud-based software

Q.3 What functions does it support?

- Time attendance tracking with SSR (Self-Service Recorder) mode
- Basic access control with relay output for electric locks
- Scheduled bell, T9 input, self-service query, and automatic status switch

Q. 4 How do I reset the device?

- Hold the number 7 key during boot up to enter factory reset mode
- This will erase all data—back up logs and user info first

Q.5 What software is compatible?

- E-TimeTrackLite – desktop, web, and cloud versions
- ZKTime.Net 3.0 – for attendance management
- WDMS – for web based device monitoring
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❖ Troubleshooting Tips

- Fingerprint not recognized? Clean the sensor and reenroll the fingerprint
- Device not connecting? Check IP settings, firewall rules, and cable integrity
- Logs not exporting? Ensure USB is FAT32 formatted and virus free

Q: What are common troubleshooting steps for this device?

❖ Power & Boot Issues

- **Device not turning on?**
 - Ensure the DC 12V 1.5A adapter is securely connected.
 - Try a different power outlet or adapter.
 - Check for any visible damage to the power cable or port.

❖ Connectivity Problems

- **Not connecting to software (e.g., e-TimeTrackLite, ZKTime.Net)?**
 - Confirm the device IP address matches the one configured in your software.
 - Temporarily disable firewall or antivirus that may block communication.
 - Use the `ping` command from your PC to test network reach ability.
 - For USB transfer, ensure the USB drive is FAT32 formatted and virus free.

❖ Fingerprint Recognition Issues

- **Fingerprint not recognized or slow?**
 - Clean the sensor surface with a soft, lintfree cloth.
 - Reenroll fingerprints with better finger placement and pressure.
 - Avoid using wet, oily, or dusty fingers.

❖ Reset & Recovery

- **Need to reset the device?**
 - Hold the number 7 key during boot up to enter factory reset mode.
 - This will erase all data—back up logs and user info first.

❖ Data & Log Issues

- **Logs not exporting or syncing?**
 - Ensure the USB flash drive is FAT32 formatted and has enough space.
 - Check if the log storage is full—clear old logs if needed.
 - For cloud sync, verify internet access and correct server settings.

❖ Authentication Failure Fix

- **Seeing “Authentication Failure”?**
 - Create a folder named `Delete License` (case-sensitive) on a FAT32 USB drive.
 - Insert it into the device and reboot. This may clear the error without needing repair.

❖ General Glitches

- **Device freezing or behaving erratically?**
 - Restart the device and check for firmware updates.
 - Avoid using incompatible USB drives or accessories.