



Frequently Asked Question

Fingerprint attendance device EyeFace-99

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Sure! Here's a handy FAQ for the **ESSL EyeFace-99** biometric device to help you get started or troubleshoot common queries:

❖ Frequently Asked Questions – EyeFace-99

Q.1: What types of authentication does EyeFace-99 support?

- **Face recognition**
- **Iris recognition**
- **Multimodal (face + iris)**
- **Optional M1 card or second-generation ID card support**

Q.2: How many users can it store?

- Up to **50,000 face templates**, making it suitable for large organizations

Q.2: What are the connectivity options?

- **Wi-Fi and TCP/IP** for network integration

Q.3: Does it support temperature screening?

- Yes, it has a **height-adaptive automatic rotational temperature sensor** with **±0.3°C accuracy**

Q.4: Can it scan health QR codes?

- Absolutely! It supports **health QR code validation**, ideal for pandemic protocols

Q.5: Does it work in low-light conditions?

- Yes, it features **automatic infrared fill-in lighting** for reliable recognition in dim environments

Q.6: Does it have audio capabilities?

- Built-in **2W loudspeaker** and **microphone** for video calls and message recording

Q.7: What is the recognition distance?

- Works best between **40cm to 70cm**, covering both face and iris

Q.8: How is the device activated?

- Uses a **distance sensor** to detect human movement and activate recognition and temperature scanning

Q.9: Can it integrate with other systems?

- Yes, it can sync with **HR, payroll, and access control software** using standard protocols.
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Q: What are the installation requirements for eyeface-99?

Installing the EyeFace-99 is a fairly straightforward process, but it does require attention to detail to ensure optimal performance and security. Here's a breakdown of what you'll need:

❖ Hardware & Setup Requirements

- **Mounting Surface:** A stable wall or panel at face level for proper recognition (40–70cm distance range).
- **Power Supply:** DC power connection (typically 12V) to run the device.
- **Network Access:**
 - **Wi-Fi or TCP/IP** for connectivity to your access control or attendance system.
 - Ensure a reliable internet connection if cloud integration or remote monitoring is needed.

❖ Installation Steps

1. **Unbox the Unit:** Includes the EyeFace-99 device, mounting kit, and installation guide.
2. **Mount the Device:** Secure it on the wall using the provided kit, ensuring it's aligned for face and iris recognition.
3. **Connect Power:** Plug into a DC power source.
4. **Configure Network:** Set up Wi-Fi or connect via Ethernet (TCP/IP).
5. **User Enrollment:** Register users using face, iris, or optional M1/ID cards.
6. **Software Integration:** Sync with HR, payroll, or access control software.
7. **Sensor Activation:** Enable features like infrared fill-in light, temperature scanning, and health QR code validation.

❖ Environmental Considerations

- **Lighting:** While it has infrared fill-in lighting, avoid placing it in direct sunlight or overly reflective areas.
 - **Height & Angle:** Position the device to accommodate users of varying heights—its temperature sensor is height-adaptive.
 - **Ventilation:** Ensure the area is well-ventilated to prevent overheating.
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Q: What are common troubleshooting steps for the EyeFace-99?

Troubleshooting the EyeFace-99 biometric device can help resolve common issues related to recognition, connectivity, and system performance. Here's a practical guide to get things running smoothly:

❖ Face & Iris Recognition Issues

- **Poor Recognition Accuracy:**
 - Ensure users stand within the optimal **40-70cm range**.
 - Clean the camera lens and check for obstructions.
 - Re-enroll users in proper lighting conditions.
- **Low-Light Errors:**
 - Confirm that **infrared fill-in lighting** is enabled.
 - Avoid placing the device in direct sunlight or reflective areas.

❖ Connectivity Problems

- **Wi-Fi Not Connecting:**
 - Check SSID and password settings.
 - Restart the device and router.
 - Ensure firewall or MAC filtering isn't blocking the device.
- **TCP/IP Issues:**
 - Verify IP configuration and subnet settings.
 - Use a static IP to avoid DHCP conflicts.

❖ Temperature Sensor Malfunctions

- **Inaccurate Readings:**
 - Make sure the **height-adaptive sensor** is unobstructed.
 - Calibrate the sensor if readings deviate beyond **±0.3°C**.
- **Sensor Not Activating:**
 - Confirm the **distance sensor** is detecting movement.
 - Check firmware settings to ensure temperature scanning is enabled.

❖ Health QR Code Scanning

- **QR Code Not Recognized:**
 - Ensure the code format is supported.
 - Clean the scanning area and adjust ambient lighting.

❖ Software & Integration Issues

- **Data Not Syncing:**
 - Check if the device is properly linked to your **HR or access control software**.
 - Update to the latest firmware and software version.
- **User Enrollment Errors:**
 - Reboot the device and retry enrollment.
 - Ensure face and iris data are captured clearly.

❖ General Maintenance Tips

- Restart the device weekly to clear cache.
 - Keep firmware updated via official channels.
 - Back up user data regularly to prevent loss.
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Q: What should I do if Wi-Fi is not connecting?

If your **EyeFace-99** device isn't connecting to **Wi-Fi**, here are some smart troubleshooting steps to get it back online:

❖ Quick Fixes

- **Double-check the Wi-Fi password:** Even a small typo can block access.
- **Restart the device:** Power cycle the EyeFace-99 to refresh its network settings.
- **Forget and reconnect:** Remove the saved Wi-Fi network and reconnect from scratch.

❖ Network Settings

- **SSID visibility:** Make sure your Wi-Fi network is broadcasting and not hidden.
- **Frequency compatibility:** Connect to a **2.4 GHz band** if the device doesn't support 5 GHz.
- **Static IP setup:** Assign a static IP to avoid DHCP conflicts.

❖ Router & Environment

- **Restart your router:** Clears temporary bugs and refreshes connections.
- **Check for interference:** Avoid placing the device near microwaves or metal surfaces.
- **Move closer to the router:** Signal strength drops with distance.

❖ Advanced Tips

- **Update firmware:** Ensure the EyeFace-99 is running the latest version for optimal connectivity.
 - **Firewall settings:** Confirm the router isn't blocking the device's MAC address.
 - **Try another device:** If other devices connect fine, the issue may be with the EyeFace-99's network module.
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