



Frequently Asked Question

Fingerprint attendance device UA300

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Q.1 What is the UA300?

- A biometric fingerprint terminal designed for time & attendance management
- Features a 3inch TFT screen, fingerprint reader, and optional RFID card support
- Known for its fast matching speed, stable performance, and user-friendly interface

Q.2 What connectivity options are available?

- TCP/IP for LAN integration
- USB Host/Client for data transfer
- RS232/485 for serial communication
- Compatible with ADMS for cloud based sync

Q.3 What functions does it support?

- Time attendance tracking with work codes, scheduled bells, and self-service query
- Web server, T9 input, SMS alerts, and photo ID display
- Optional: ID/Mi fare card reader, external printer, and bell

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?

- ZKTime.Net 3.0 – for attendance tracking
- BioTime 8.0 – for cloud based HR integration
- E-timetrack lite – available in desktop, web, and cloud versions

❖ 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?**
 - Confirm the DC 5V 0.8A adapter is securely connected.
 - Try a different power outlet or adapter.
 - Check for visible damage to the power cable or port.

❖ Connectivity Problems

- **Not connecting to software (e.g., ZKTime.Net, BioTime, eTimeTrackLite)?**
 - Ensure the device IP address matches the software configuration.
 - Temporarily disable firewall or antivirus that may block communication.
 - Use the `ping` command from your PC to test network reachability.
 - For USB transfer, verify the USB drive is FAT32 formatted and virusfree.

❖ 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 bootup 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 ADMS/cloud sync, verify internet access and correct server settings.

❖ Authentication Failure Fix

- **Seeing “Authentication Failure” on screen?**
 - 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 repair.

❖ General Glitches

➤ Device freezing or behaving erratically?

- Restart the device and check for firmware updates.
 - Avoid using incompatible USB drives or accessories.
 - Inspect for loose internal connections or hardware damage.
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