



Frequently Asked Question

Fingerprint attendance device MiniAC

By : ZKTeco India

Sure! Here's a helpful overview of frequently asked questions (FAQs) for the **ZKTeco MiniAC** device, which is a biometric time attendance and access control terminal:

❖ General Overview

• What is MiniAC?

- MiniAC is a Linux-based biometric terminal featuring **visible light facial recognition, palm recognition, card reading, and password authentication**. It supports **touchless verification** using deep learning algorithms.

• What is MiniAC Plus?

- An upgraded version with a 5-inch touchscreen, enhanced user interface, and integration with ZKBioAccess software for centralized management.

❖ Setup & Installation

• How do I install the device?

Mount the back plate on the wall using screws, then attach and secure the device. Ensure proper alignment for facial and palm recognition.

• What power supply is required?

12V \pm 10%, with at least 3000mA current. If sharing power with other devices, use a higher-rated supply.

• How do I connect it to a network?

Use Ethernet or Wi-Fi. Set IP address and subnet mask to match your LAN segment. For cloud server integration, input the server IP and port.

❖ User Registration & Verification

• How do I register users?

You can register directly on the device, via ZKBioAccess software, or through a mobile browser using a QR code.

• What verification methods are supported?

- Face recognition
- Palm recognition
- Badge/card
- Password
- Combination of methods (e.g., Face + Password)

• Can users wear glasses during registration?

Yes, but it's recommended to register both with and without glasses for better accuracy.

❖ Data & Logs

- **How many users can it store?**
Up to 3,000 users, 3,000 cards, and 1,500 transaction records.
- **How do I view attendance logs?**
Use the device's interface or sync with ZKBioAccess software to retrieve and manage logs.

❖ Troubleshooting & Support

- **What if verification fails?**
Ensure proper posture, lighting, and alignment with the device's guidelines. Retry with correct positioning.
- **Can I reset the device?**
Yes, but follow the user manual instructions carefully to avoid data loss.

Q: How can I integrate MiniAC with my existing system?

To integrate your **ZKTeco MiniAC** device with an existing system, you'll need to consider both hardware and software compatibility. Here's a step-by-step guide to help you get started:

❖ Hardware Integration

- **Power Supply:** Use a 12V $\pm 10\%$ power adapter with at least 3000mA current. If sharing power with other devices, opt for a higher-rated supply.
- **Connection Interfaces:**
 - **Ethernet (TCP/IP):** For LAN-based integration.
 - **RS485 & Wiegand:** For connecting external readers or controllers.
 - **Relay Outputs:** For door locks, alarms, and exit buttons.
- **Lock Integration:**
 - Connect **NO1 and COM** terminals for normally open locks.
 - Connect **NC1 and COM** for normally closed locks.

❖ Software Integration

- **ZKBioAccess Software:**
 - Install ZKBioAccess on your server or PC.
 - Set the MiniAC's IP address and subnet mask to match your network segment.
 - Configure the **Cloud Server Settings** on the device with the server's IP and port.
 - Add the device in ZKBioAccess via **Access > Access Device > Search Device**.
 - Register users and sync data using **Device Control > Synchronize All Data to Devices**.
- **Mobile Enrollment:**
 - Generate a QR code from ZKBioAccess for mobile browser registration.
 - Users can scan the code or visit the server URL to enroll remotely.

❖ Access Control Integration

- Assign users to **Access Groups** and define roles.
- Configure **Access Control Settings** directly on the device or via software.
- Set up **time zones, holidays, and access schedules** for granular control.

❖ Cloud & Remote Management

- Enable **Cloud Server Communication** for remote monitoring and updates.
- Ensure the device shows a cloud icon on the standby screen to confirm successful connection.

Q: Can you help me troubleshoot common integration issues?

Absolutely! Let's tackle some of the most common integration issues with the **ZKTeco MiniAC** device and how to resolve them:

❖ Common Integration Issues & Fixes

1. Device Not Connecting to ZKBioAccess Software

- **Cause:** IP address mismatch or firewall blocking.
- **Fix:**
 - Ensure the MiniAC and PC/server are on the same subnet.
 - Disable firewall temporarily to test connection.
 - Use [COMM] > [Ethernet] > [IP Address] on the device to set correct IP.

2. Cloud Server Icon Not Appearing

- **Cause:** Incorrect server IP or port.
- **Fix:**
 - Go to [COMM] > [Cloud Server Setting] and verify IP and port.
 - Confirm server is running and reachable.
 - Check for network restrictions or proxy issues.

3. User Data Not Syncing

- **Cause:** Improper sync settings or device not added correctly.
- **Fix:**

- In ZKBioAccess, go to **Access > Access Device > Search Device** and ensure device is added.
- Use **Device Control > Synchronize All Data to Devices** to push updates.

4. Access Control Not Working

- **Cause:** Misconfigured access groups or relay wiring.
- **Fix:**
 - Assign users to correct **Access Groups**.
 - Check relay connections: use **NO1 + COM** for normally open locks, **NC1 + COM** for normally closed.
 - Verify time zones and schedules are active.

5. RS485 or Wiegand Reader Not Responding

- **Cause:** Incorrect wiring or protocol mismatch.
- **Fix:**
 - Double-check wiring against the [MiniAC Plus User Manual](#).
 - Ensure reader is compatible and configured correctly in the device settings.

6. Mobile Enrollment QR Code Not Working

- **Cause:** Incorrect server URL or port.
- **Fix:**
 - In ZKBioAccess, go to **Personnel > Parameters** and verify the QR code URL.
 - Test the URL manually in a browser to confirm accessibility.

Q: How can I prevent integration issues in the future?

Proactive thinking — I like it! Preventing integration issues with your **ZKTeco MiniAC** device is all about building a solid foundation and maintaining it with smart practices. Here's a checklist of strategies to keep things running smoothly:

❖ Best Practices for Future-Proof Integration

1. Standardize Your Network Setup

- Assign **static IP addresses** to devices to avoid conflicts.
- Use **consistent subnet masks** across all connected systems.
- Document all network configurations for easy reference.

2. Keep Software & Firmware Updated

- Regularly check for updates to **ZKBioAccess software** and device firmware.
- Enable **automatic updates** if supported, or schedule manual checks monthly.

3. Use Reliable Power Supply

- Ensure a **dedicated 12V, 3A power source** for the MiniAC.
- Avoid sharing power with other devices unless using a higher-rated adapter.

4. Follow Proper Wiring Protocols

- Label all connections (e.g., RS485, Wiegand, Relay) during installation.
- Use shielded cables for long-distance wiring to reduce interference.

5. Implement Access Control Policies

- Define **Access Groups**, **time zones**, and **schedules** clearly.
- Review and update access rules periodically to reflect organizational changes.

6. Test Before Deploying

- Use a **test environment** to simulate integration before going live.
- Validate user registration, access control, and log syncing.

7. Monitor Device Health

- Enable **cloud server monitoring** for remote diagnostics.
- Check for the **cloud icon** on the standby screen to confirm connectivity.

8. Train Your Team

- Provide onboarding for IT staff on ZKBioAccess and MiniAC setup.
- Share troubleshooting guides and escalation procedures.

9. Document Everything

- Maintain a log of configuration changes, firmware updates, and user enrollments.
- Use version control for software and integration settings.

10. Use SDKs for Custom Integration

- If integrating with third-party systems, use ZKTeco's **SDKs** for secure and stable development.
 - Avoid hardcoding logic into middleware—use modular APIs instead.
-

