



Frequently Asked Question

Fingerprint attendance device MiniAC Plus

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Sure! Here's a helpful FAQ for the **ZKTeco MiniAC Plus** biometric access control and attendance device:

Q.1: What is the MiniAC Plus?

- A **Linux-based terminal** for access control and time attendance.
- Uses **Visible Light Facial Recognition, Palm Recognition, Card**, and **Password** for verification.
- Designed for **touchless operation** to enhance hygiene and user convenience.

Q.2: What are its key features?

- **5-inch touchscreen** for intuitive navigation.
- **Face recognition distance** up to 2 meters.
- **Anti-spoofing algorithms** to prevent photo, video, and mask attacks.
- **Multiple card modules** supported: 125KHz ID (EM) and 13.56MHz IC (MF).
- **Storage capacity**: 3,000 face templates, 3,000 cards, and 150,000 transaction logs.

Q.3: What connectivity options are available?

- **TCP/IP, Wi-Fi** (optional), **Wiegand input/output**, **RS232**, and **RS485**.
- Can be integrated with **ZKBioAccess software** for centralized management.

Q.4: How do I register users?

- Directly on the device via the [User Management menu](#).
- Through ZKBioAccess software or mobile browser using QR code enrollment.

Q.5: What accessories can it control?

- Electric locks, door sensors, exit buttons, alarms, and auxiliary inputs.

Q.6: Where can I find manuals?

- You can view or download the [MiniAC Plus user manual](#) and [quick start guide](#) for detailed setup and troubleshooting.
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Q: What are common troubleshooting steps for this device?

Here are some common troubleshooting steps for the **ZKTeco MiniAC Plus** device to help resolve typical issues:

❖ Connectivity Issues

- **Check TCP/IP settings:** Ensure the device and server are on the same network segment.
- **Verify Ethernet cable:** Make sure it's securely connected and undamaged.
- **Wi-Fi not working?** Confirm Wi-Fi module is installed and configured properly.

❖ Device Reset

- **Soft Reset:** Go to *System Settings > Reset* to restore communication and system settings (user data remains intact).
- **Factory Reset:** Only recommended if major issues persist. This may require admin access and will clear configurations.

❖ User Verification Problems

- **Face/Palm not recognized:**
 - Ensure proper lighting and clean sensor surface.
 - Re-register user with correct posture and expression.
- **Card not detected:**
 - Confirm card type compatibility (EM or MF).
 - Try scanning at different angles or distances.

❖ Hardware Troubleshooting

- **No response from device:**
 - Check power supply (12V, 3A recommended).
 - Inspect connections to locks, sensors, and auxiliary devices.
- **Screen or speaker issues:**
 - Use *AutoTest* feature in the main menu to test LCD, voice, and camera modules.

❖ Data & Logs

- **Missing attendance logs:**
 - Go to *Attendance Search > Attendance Record* and input user ID and date range.
- **Data deletion:**
 - Use *Data Mgt.* menu to clear specific data like user photos or wallpapers.

❖ Software Integration

- **ZKBioAccess sync issues:**
 - Confirm IP and port settings match server.
 - Use *Synchronize All Data to Devices* in software to push updates.

Q: How I integrate it with my existing system?

To integrate the **ZKTeco MiniAC Plus** with your existing system, you'll need to follow a few structured steps depending on whether you're using it for **access control**, **attendance tracking**, or both. Here's a breakdown to guide you:

❖ Integration Overview

The MiniAC Plus supports:

- **Standalone operation**
- **Integration with ZKBioAccess software**
- **Connectivity via TCP/IP, RS485, Wiegand, and Wi-Fi (optional)**

❖ Step-by-Step Integration Guide

1. Network Configuration

- Go to the device menu: **COMM. > Ethernet**
- Set the **IP address** to match your local network segment.
- If using ZKBioAccess, also configure **COMM. > Cloud Server Setting** with the server IP and port.

2. Software Setup (ZKBioAccess)

- Install ZKBioAccess on your server or PC.
- Add the device via: **Access > Access Device > Search Device**
- Once connected, sync users and settings using: **Device Control > Synchronize All Data to Devices**.

3. User Enrollment

- You can register users:
 - Directly on the device (User Mgt. > New User)
 - Through ZKBioAccess software (Personnel > Person > New)
 - Via mobile browser using QR code enrollment

4. Access Control Integration

- Connect peripherals like locks, exit buttons, and alarms to the appropriate terminals (e.g., NO1, COM, NC1, AL+, AL-)
- Configure access roles and groups in: Access Control > Access Group

5. Data Sync & Monitoring

- Ensure real-time sync between device and software.
- Use Attendance Search > Attendance Record to view logs.
- Monitor device status and user activity from the software dashboard.

❖ Helpful Resources

- [MiniAC Plus User Manual](#)
- [ZKTeco Product Page](#)
- [Integration Guide PDF](#)



Q: What are common integration issues and how can I resolve them?

Here are some common integration issues with the **ZKTeco MiniAC Plus** and how to resolve them effectively:

❖ Common Integration Issues & Fixes

1. Device Not Connecting to Software

- **Cause:** IP mismatch or firewall blocking.
- **Fix:**
 - Ensure the device and server are on the same subnet.
 - Check that the correct IP and port are set in COMM. > Cloud Server Setting.
 - Disable firewall temporarily to test connectivity.

2. Data Not Syncing to Server

- **Cause:** Improper sync settings or outdated firmware.
- **Fix:**
 - Use Synchronize All Data to Devices in ZKBioAccess.
 - Update device firmware if available.
 - Confirm server time matches device time.

3. User Enrollment Not Reflecting

- **Cause:** Enrollment done locally but not synced.
- **Fix:**
 - Re-sync via software.
 - Check if user is assigned to an access group.
 - Verify enrollment method (face, palm, card) is enabled.

4. Access Control Not Triggering

- **Cause:** Incorrect wiring or role configuration.
- **Fix:**
 - Double-check wiring to locks, sensors, and alarms.
 - Assign users to correct access groups in software.
 - Test using AutoTest feature on the device.

5. ERP or Third-Party System Integration Fails

- **Cause:** API misconfiguration or unsupported protocol.
- **Fix:**
 - Use ZKTeco's SDK or middleware for ERP integration.
 - Confirm API endpoints and authentication keys.
 - Check forums like [Frappe's ERPNext thread](#) for community fixes.

❖ Pro Tips

- Always register a **super admin** first to avoid lockouts.
- Use **static IPs** for stable communication.
- Enable **log backups** to prevent data loss during sync failures.