

C2 Pro

User Manual

(V1.0)



PREFACE

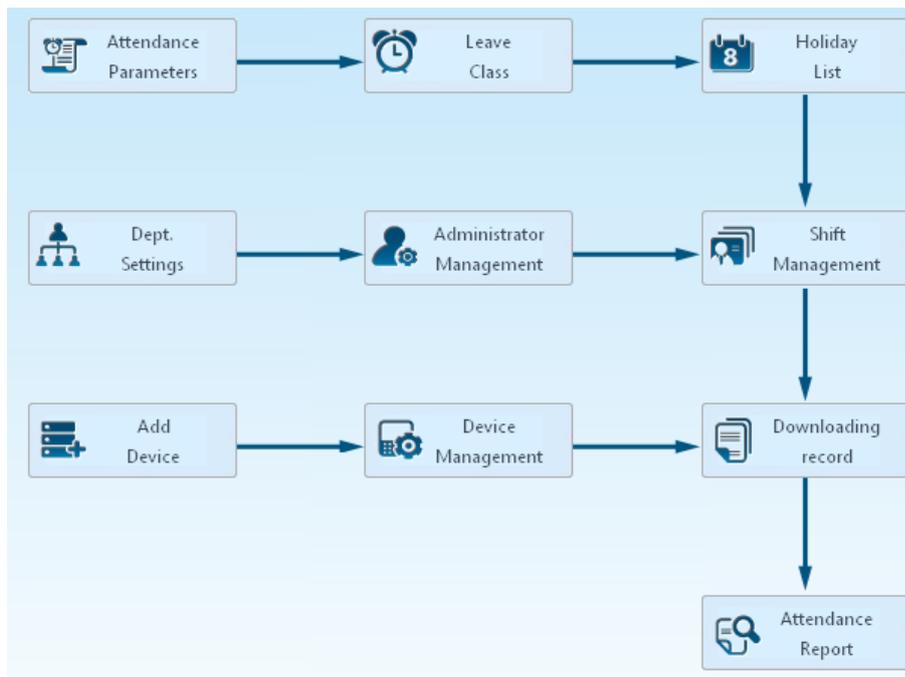
Honorable customers:

Thank you for choosing products from Anviz Technology Co.,Ltd. Our products contain world cutting edge technologies like Fingerprint/Iris/card Recognition and other biometric recognitions, Surveillance, Computer Communication, as well as Microelectronics. With the combination of three technologies: Electronics, Optics, and Computer Communication; Anviz Technology Co.,Ltd. is fast becoming the first choice for standalone time & attendance products for enterprises with its strong functions and veracity. Please read the user manual carefully before installation. You will have a general understanding of product functions and basic knowledge of installation, debugging, maintenance, application and management to better use this product.

Our product adopts the latest fingerprint and RFID recognition technology. It will bring enterprises the unparalleled reliability and convenience. In which users will get many benefits from using our products.

Software Operation Flowchart

This software includes: Attendance parameter, Department settings, Administrator management, Device management, Leave class, Holiday List and Attendance report etc. Then how to use this system in a right way? It is far from enough to understand only the function of each module but to know the connections between them and the system operation flowchart. Thus, a correct report can be generated. Software operation flowchart can be described in brief as follows:



1. When the software is run for the first time, please set parameters including department name, time attendance rule, statistic rule for early, late and overtime, leave class etc. When the setting is completed, it is usually not needed to be modified unless the management rules of this company changes.
2. Normally there are many departments in one company and all departments need to be entered manually unlike the directly import of Employee. Department setting should be completed before Employee maintenance.
3. When the software is used for the first time, please make an MS Excel file (*.xls) for company



Employee in accordance with certain format. For the format, please refer to  so that all Employee can be imported to the system at one time. Employee can be added, deleted, modified and transferred to new department during future use.

4. First add the proper scheduling (from on-duty time to off-duty time) according to the company rule and then set shifts.

5. After the shift setting is completed, it will work until shift is allocated to Employee. Each Employee can only have one shift. Please note the starting date of the shift. After the allocation of the shift, the arranged working date and time can be seen clearly for each Employee.
6. Attendance records are stored in the time attendance unit. Please download the records from the unit before report calculation. In addition, staff information and fingerprint templates can be uploaded and downloaded between the unit and the computer.
7. There is always staff away for business, asking for leave and forgetting clock happening in a company. Once it occurs, please deal with it in time in the software to ensure the correctness of the statistic report.
8. After all the above mentioned operation is done, the calculation of report can be operated. The report can calculate the time attendance status of all Employees or a certain Employee from a certain department in a certain time period.

In [Attendance], first please select the begin and end date of the Employee, click 'Statistical Analysis' and the system will calculate automatically and check the validity of the records. (There are some invalid records during the use of the unit. For instance, if one Employee presses the finger twice during a very short time period, one of the records will be regarded as invalid.) If there is any error in the software calculation, admin can also modify manually to ensure the correctness of the result.

Note: From the above flowchart, we can see that if there is an error in calculation report for one staff, the possible reasons are as follows:

- Employee shift or temporary shift is incorrect.
- Exceptions such as Employee away for business/ask for leave/forgetting clock in/out is incorrect.
- Checking and calculation of transaction records is incorrect.

Contents

PREFACE.....	1
1 INTRODUCTION	6
1.1 <i>Fingerprint Terminal Description</i>	6
1.2 <i>Features</i>	6
1.3 <i>Technical Parameters</i>	7
2 OPERATION GUIDE	9
2.1 <i>Structure</i>	9
2.2 <i>Start</i>	9
2.3 <i>System Management</i>	10
2.4 <i>Illustration For Pressing Fingerprint</i>	25
3 SOFTWARE INSTALLATION AND UNINSTALLATION.....	27
3.1 <i>Operation Environment</i>	27
3.2 <i>System Installation</i>	27
3.3 <i>Uninstall software</i>	29
4 COMMUNICATION	31
4.1 <i>T&A Machine Management</i>	31
4.2 <i>U Disk Function</i>	37
4.3 <i>Record Management</i>	37
4.4 <i>User Management</i>	40
5 BACKGROUND MANAGEMENT	52
5.1 <i>Log In System</i>	52
5.2 <i>System settings</i>	54
5.3 <i>Attendance Management</i>	70
5.4 <i>Data Management</i>	73
5.5 <i>Help</i>	80
5.6 <i>Software Upgrades</i>	80
5.7 <i>Submit Question</i>	80
5.8 <i>About the Software</i>	81
5.9 <i>Help Documentation</i>	81
6 FAQ.....	83
6.1 <i>My fingerprint has been enrolled but often failed in identification.</i>	83
6.2 <i>T&A system can't be connected with PC</i>	83
6.3 <i>No records found even though staff have clocked in/out</i>	83
6.4 <i>The user cannot identify</i>	83
6.5 <i>Staffer can't pass although used the User ID+FP mode</i>	84
6.6 <i>The unit beeps automatically when no one punches in/out</i>	84
6.7 <i>Software connection failed</i>	84
7 APPENDIX.....	87
7.1 <i>Communication And Power Interface</i>	87
7.2 <i>Access Wiring Diagram</i>	87

Chapter1 Introduction

The main theme of this chapter is the feature of this T&A product, as well as the function introduction.



1 Introduction

1.1 Fingerprint Terminal Description

The C2 Pro fingerprint identification terminal was using the latest hardware architecture, fingerprint recognition algorithm with a new, superior variety of difficult fingerprint can identify, resolve long-standing use of fingerprint identification in the field limitations issue. Multi-identification methods (Fingerprint, card and password authentication) can meet different customer needs.

C2 Pro standard 3.5-inch Industrial TFT LCD, equipped with highly efficient dual-core 1GHz processor, making data storage more quickly, you can finish the comparison in less than 0.5s. Linux operating system, a more intuitive interface display; Safety requirements apply to higher government agencies and enterprises.



C2 Pro

1.2 Features

- Standard 3.5-inch Industrial TFT LCD
- Dual-core 1GHz processor, Linux operating system
- Optical fingerprint scanner, wear-resistant, against spoiling long life
- Multi-identification: Fingerprint, Card, ID + fingerprint, ID + Password, Card + fingerprint and Card + Password
- Support Low-frequency card : HID Proximity, EM Card And other compatible card
High-frequency card: Mifare, HID iClass, ALLEGION Such as compliance with ISO14443 protocol card
- Customers can customize a variety of voice and attendance status, support message and multimedia video
- Support TCP/IP, RS232, USB Host and Wifi communication
- Connecting with the SC011 access controller system to achieve split security
- Support real-time recording download, online monitoring, remote server access control or high-end features such attendance
- Registration capacity: 5000 Fingerprints and 100000 Records

1.3 Technical Parameters

Item	Description
Comparison Time	<0.5 sec
Recognition Mode	Fingerprint, Password, Card(Optional)
The area for the fingerprint collection	22mm*18mm
Image Resolution	500DPI
FRR	0.001%
FAR	0.00001%
Standard Interface	WIFI, RS-232, USB HOST, TCP/IP, 1Relay
Dynamic Power	<280mA
Static Power	<220mA
ESD Protect	>15000V
Power	DC5-12V/1A
Operating Temperature/ Humidity	-20°C-50°C / 0%-90%
Material	ABS Engineering Plastics
Size	140(W)×190(H) x32(D)mm
Color	Black (Customizable)

Chapter2 Operation Guide

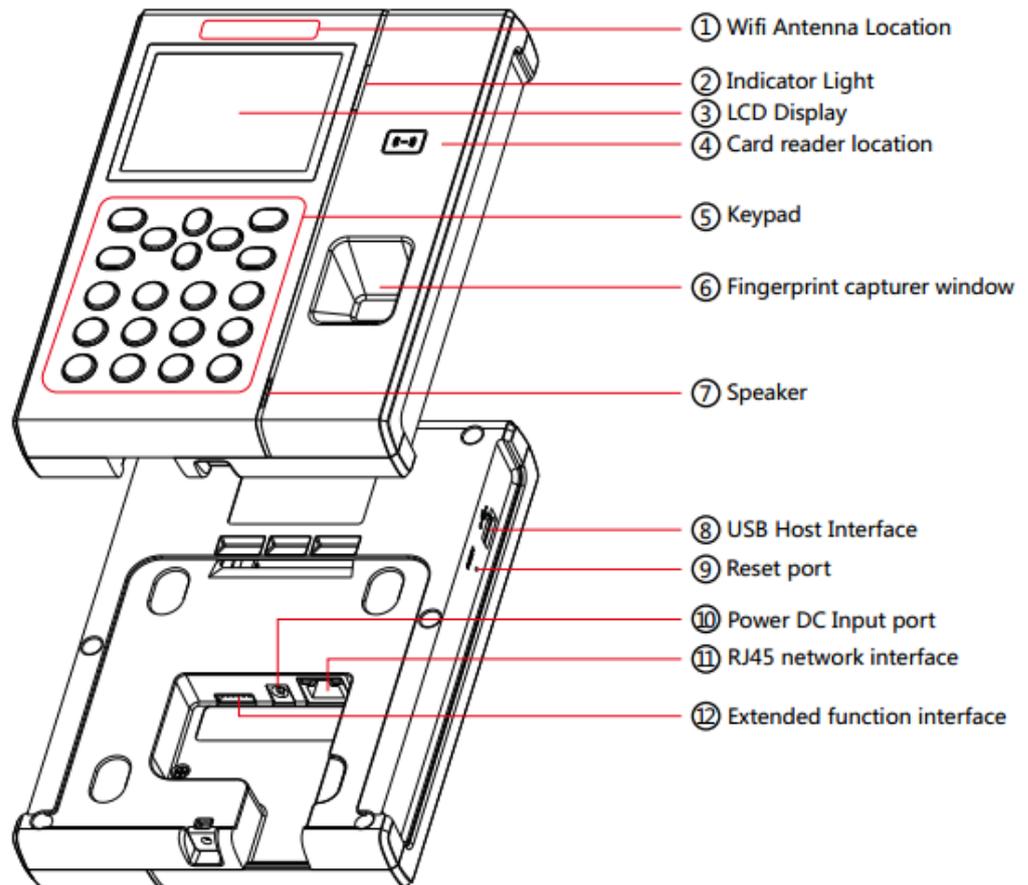
This section explains terminal appearance, and operation. (Including how to add and remove users and how to set system parameters, etc.)



2 Operation Guide

2.1 Structure

C2 Pro fingerprint terminal's structure:



2.2 Start

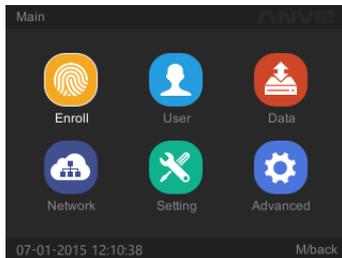
First connect with DC Power, after connected, the device will start automatically, and now you can enter into the attendance interface. Shown as follows:



Under main interface, attendance is now operable and you can enter into the system manage menu as administrator.

2.3 System Management

In the main interface, enter '0' and press [OK] key, the system shows 'Password', enter the default password [12345] and press [OK] to enter the [Main] Menu:



In [Main] Menu, press [▲], [▼], [◀] and [▶] key select [Enroll], [User], [Data], [Network], [Setting] and [Advanced] options to operate the device.

2.3.1 Enroll Fingerprint

In [Main] Menu, select [Enroll] option and press [OK] key to enter 'Enroll' interface:



Enter user's ID and press [OK] key.

1. If the user ID not exists, the system will eject the dialog box 'Search no such ID. Add it or not?':



Press [OK] key, the system will enter into add user's information interface:



Notice: Pressing 'Fn' key first, then press 'IN' or 'OUT' key to change the input method. When you're finished, press [M] key to save and return to fingerprint register interface.



2. If the user ID exists, please select fingerprint on the picture which you want to register (The flashing finger which you have chosen) and press [OK] key. The interface shows “Press Finger”:



Put the fingerprint on the FP sensor to register. (One fingerprint needs to be registered two times. After registering first, the system will prompt ‘Press Finger Again’:



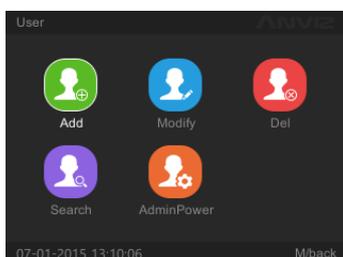
such as the second image, press [M] key to save and return.

Notice: One user can register 10 fingerprints, each fingerprint need scan twice on the sensor.

2.3.2 User Management

User management including add, modify, delete, search operation for user.

In [Main] Menu, press [◀] and [▶] key to select [User] option and press [OK] key to enter [User] interface:



2.3.2.1 Add User

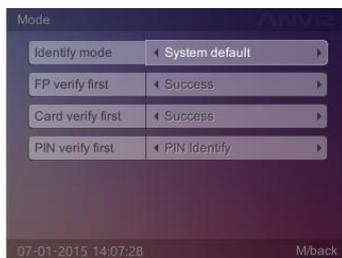
In [User] menu, select [Add] option and press [OK] key to enter [Add] interface:



Edit the user information, enter [ID], [Name], [Password] and Swiping the ID card to register user card. Settings the administrator limits and the identify method, then press [M] key to save user information.

[Enroll FP]: Enter to register user fingerprints;

[Mode]: Enter to [Identify Method] setting interface:



[Identify mode] has [System default] and [Set by user]:

[System default]	Default matching method could set in [Advanced] - [Mode]
[Set by user]	Set identify mode all by yourself

[FP verify first]: The response of the device when user first use registered fingerprint comparison on the device. There are four modes:

- 1) [FP + Success]: This mode means directly pass after FP identified
- 2) [FP + Fail]: This mode means can't pass after FP identified
- 3) [FP + PIN Identify]: This mode means need input password after FP identified
- 4) [FP + Identify]: This mode means need swipe card after FP identified

[Card verify first]: The response of the device when user first swipe registered card comparison one the device. There are six modes:

- 1) [Card + Success]: This mode means directly pass after swiping card
- 2) [Card + Fail]: This mode means can't pass after swiping card
- 3) [Card + PIN Identify]: This mode means need input password after swiping card
- 4) [Card +FP identify (1:1)]: This mode means need press user registered finger after swiping card
- 5) [Card + FP + PIN Identify]: This mode means need press user registered finger and input password after swiping card
- 6) [Card + FP or PIN Identify]: This mode means need press user registered finger or input password after swiping card

[PIN verify first]: The response of the device when user first input ID comparison on the device. There are six modes:

- 1) [ID + Success]: This mode means directly pass after input ID
- 2) [ID + Fail]: This mode means can't pass after input ID

- 3) [ID + PIN Identify]: This mode means need input password after input ID
- 4) [ID + FP identify (1:1)]: This mode means need press user registered finger after input ID
- 5) [ID + FP + PIN Identify]: This mode means need press user registered finger and input password after input ID
- 6) [ID + FP or PIN Identify]: This mode means need press user registered finger or input password after input ID

After setting OK press [M] key to save and return to the previous screen, according to the setting identify mode comparison on the device.

2.3.2.2 Modify User

In [User] menu, press [▶] key to select [Modify] option and press [OK] key to enter [Modify] interface:



Enter the ID and press [OK] key to confirm, the user information display automatically then could modify the user information. After finished, press [M] key to save the modification for user.

2.3.2.3 Delete User

In [User] menu, press [▶] key to select [Del] option and press [OK] key to enter [Del] interface:



Input ID and press [OK] key to confirm, the system prompts 'Delete User and FP OK!'. Press [OK] key to confirm delete, press [M] key to cancel.

2.3.2.4 Search User

In [User] menu, press [▶] key to select [Search] option and press [OK] key to enter [Search] interface:



Set the user's information, such as: input [ID] then press [OK] button to query qualified users. If you press [OK] button directly, interface can show all records, press [▼] key to select user you want to search. Press [OK] button will show this user's information

2.3.2.5 Device administrator permissions

In [User] menu, press [▶] key to select [AdminPower] option and press [OK] key to enter [AdminPower] interface:

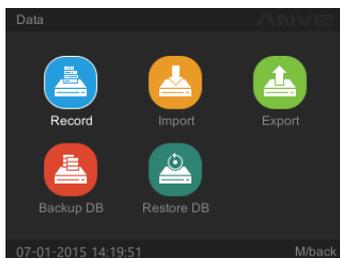


Press [▶] key to select item ID of Admin you want to change, then press [▼] and [▶] key to change the menus operation permission('Option' is 'Yes' or 'No'). Press [OK] key to save Admin's device permissions after setting OK.

2.3.3 Data

[Data] contains [Record], [Import], [Export], [Backup DB] [Restore DB] options.

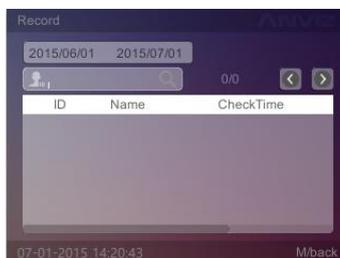
In [Main] menu, press [▶] key to select [Data] option and press [OK] key to enter [Data] interface:



2.3.3.1 Record Search

Query the user's attendance records according the setting conditions.

In [Data] menu to select [Record] option and press [OK] key to enter [Record] interface:



Set the search conditions, such as: input [ID], set [Start/End time]. The attendance time will be shown.

2.3.3.2 Import

Upload the user data into the device.

In [Data] menu to select [Import] option and press [OK] key to enter [Import] interface:



Select the source file directory, press [▼] key to select [Import] button and press [OK] key to import the source data into the system database.

Note: Please create a folder and named as 'ANVIZ-C'. This folder could store in USB flash driver. Then add an additional name beginning with BAK with a suffix of the file that is fixed.

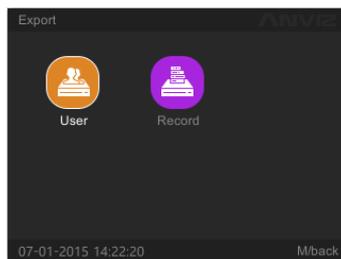
Such as:

Employee Information file: YG; Fingerprint file: ZW; Record file: KQ

2.3.3.3 Export

[Export] include employee information export and attendance record export.

In [Data] menu, press [▶] key to select [Export] option and press [OK] key to enter [Export] interface:



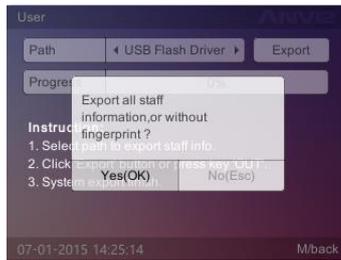
2.3.3.3.1 Export User

This operation could backup the employee information, fingerprint and records information into USB flash driver.

In [Export] menu, select [User] option and press [OK] key to enter [User] interface:



Select the path to export user information, press [▼] key to select [Export] button and press [OK] key or press [IN] key directly, the system will prompt 'Export all staff information, or without fingerprint?'



Press [OK] key to confirm the user fingerprint information export. After export is completed, the progress of 100%, the system prompts 'Export Successfully'.

The USB flash driver main directory will generate a folder named as 'ANVIZ-C'. In the folder have the user information and fingerprints of two files.

- User data file name: YG
- Fingerprint file name: ZW

2.3.3.3.2 Export Record

This operation could store the employee attendance information in USB flash driver.

In [Export] menu, to select [Record] option and press [OK] key to enter [Record] interface:



Select the path of export attendance information, then select [Export] button and press [OK] key, the system will prompt 'Download all the records?':



Press [OK] key to confirm download all the records. Press [M] key to cancel the download.

Attendance record export is completed, the system prompts 'Export Att.log finish'.

The USB flash driver will be automatically generated a folder named as 'ANVIZ-C'. In the folder stored the attendance records 'KQ'.

2.3.3.4 Backup DB

Backup the system database.

In [Data] menu, press [▶] key to select [Backup DB] option and press [OK] key to enter [Backup DB] interface:



Select path to save the database, then select [Backup DB] button and press [OK] key to backup the database. After backup the system will prompt: “Backup DB completed!”.

Press [OK] key to confirm, then the USB flash driver will generate a folder named as Device ID, which has two files: ‘FP’ and ‘OA1000’.

2.3.3.5 Restore DB

First make sure the database file stored in the directory and folder named as Device ID.

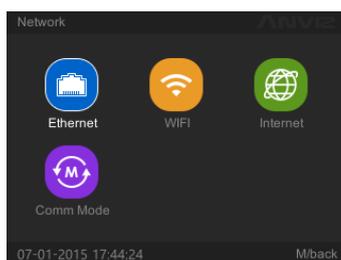
In [Data] menu, press [▶] key to select [Restore DB] option and press [OK] key to enter [Restore DB] interface:



Select the database files, select [Restore DB] button and press [OK] key to restart system.

2.3.4 Network Setting

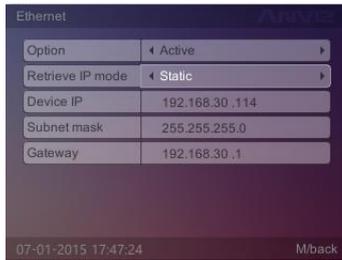
[Network] contains [Ethernet], [WIFI], [Internet], [Comm Mode] options. In [Main] menu, press [▶] key to select [Network] option and press [OK] key to enter [Network] interface:



Include types of communication settings of the communications, real-time monitoring, access to IP, the network interface typesetting and parameters of the machine’s network settings.

2.3.4.1 Ethernet

This operation could set Ethernet parameter according to local area network. In [Network] menu, select [Ethernet] option and press [OK] key to enter [Ethernet] interface:



When we use WIFI network mode, 'Option' you can choose 'Inactive'.

[Retrieve IP mode]: There are two modes:

Static	User set a fixed IP address for the time attendance devices.
DHCP	Net card get the IP address from router automatically, user needn't set it again;

[Device IP]: The device's IP address.

[Subnet Mask]: According to the actual network environment settings subnet mask.

[Gateway]: Attendance required for connection to the Internet gateway IP.

Set the type of communication system and related parameters, press [M] key to save and return to the previous menu.

2.3.4.2 WIFI

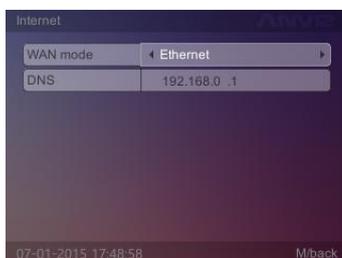
This operation could set WIFI options. In [Network] menu, select [WIFI] option and press [OK] key to enter [WIFI] interface:



The setting type of Static IP mode is the same as Ethernet. The way of quickly search and set WIFI please read Quick Guide.

2.3.4.3 Internet

This operation could set WAN mode and DNS. In [Network] menu, select [Internet] option and press [OK] key to enter [Internet] interface:



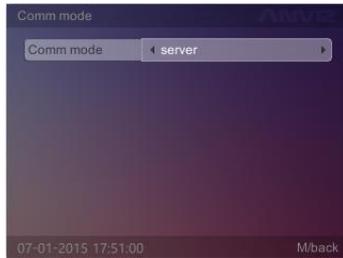
[WAN mode]: There are two types:

Ethernet	Connect the computer and attendance device with NET cable for communication
WIFI	Connect the device with wireless network for communication

Then set [DNS].

2.3.4.4 Comm Mode

This operation could set network communication mode. In [Network] menu, select [Comm Mode] option and press [OK] key to enter [Comm Mode] interface:



[Comm Mode]: There are two types: server, client.

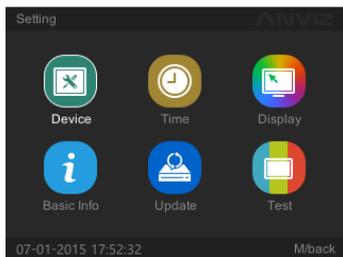
[Server IP]: To communicate with the attendance of the computer IP address.

Note: Attendance set a variety of communications. See Chapter V of the communication connection settings.

2.3.5 Device Setting

Set the whole system, there are [Device Settings], [Time settings], [Display Settings], [Basic Information], [Update], and [Test].

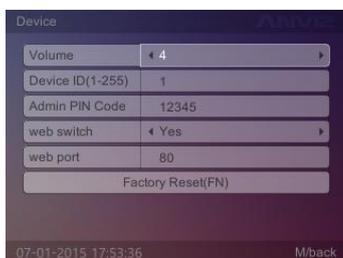
In [Main] menu, press [▶] key to select [Setting] option and press [OK] key to enter [Setting] interface:



2.3.5.1 Device

This function can set the system's [Volume], [Device ID], [Admin PIN Code], [Web switch], [Web port] and [Factory Reset].

In [Setting] menu, press [▶] key to select [Device] option and press [OK] key to enter [Device] interface:



[Volume]: The volume of the machine, the default volume is 4.

[Device ID]: Device ID range is 1-255. The default device id is "1" (Device ID use to communication with software, need input unique device ID when you add a terminal in the management software.)

[Admin PIN Code]: Password for the administrator to enter management mode, the default is "12345".

[Web switch]: Enable/Disable Web Server function.

[Web port]: Setting the Web Server port.

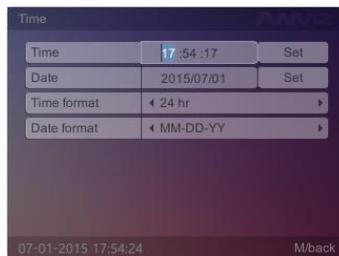
[Factory Reset (F1)]: Bring the system back to factory settings, pay attention: all data will be fully cleared. We'd better backup the data before initialization.

After setting press [M] key to exit and automatically save the settings.

2.3.5.2 Time & DST Setting

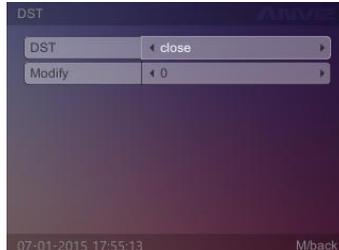
Time setting is mainly used to set the date and time of the device.

In [Setting] menu, select [Time] option and press [OK] key to enter [Time] interface.



Adjust the time and date, select [Set] button and press the [OK] button to confirm the settings take effect.

In [Setting] menu, press [▶] key to select [DST] option and press [OK] key to enter 'Day-light Saving Time' interface.



2.3.5.3 Display

Set system [language], [Power saving], [Standby(min)].

In [Setting] menu, press [▶] key to select [Display] option and press [OK] key to enter [Display] interface.



[Language]: The system shows the type of language

[Power saving]: Enable/Disable screen saver or close screen

[Standby(min)]: The waiting time for enable the screen saver

Modify the parameter values, is completed by [M] key to save and return to the previous menu.

2.3.5.4 Basic Info

To view basic information about the system, modify the company name.

In [Setting] menu, press [▶] key to select [Basic Info] option and press [OK] key to enter [Basic Info] interface:



[Series Number]: The unique identifier of the machine cannot be modified

[Staff No]: Displays the registered number of employees and total number of employees capacity

[Card Count]: Displays the number of registered cards and the total number of cards capacity

[Fingerprint No]: Displays the number of registered fingerprints and the total number of fingerprints capacity

[Log]: Displays the number of attendance records and the total number of records can be stored

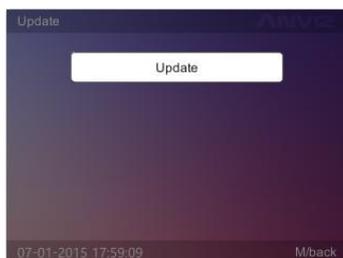
[Firmware Ver.]: Record the firmware upgrade information

We can press [M] key to return a higher level interface.

2.3.5.5 Update

To update the firmware of device by USB flash driver.

In [Setting] menu, press [▶] key to select [Update] option and press [OK] key to enter [Update] interface:

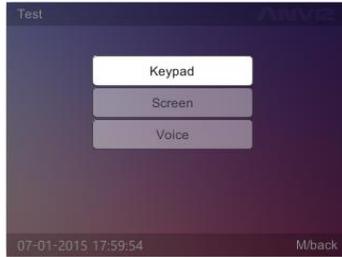


Insert USB flash driver which has firmware file, then press [OK] key to update, we can press [M] key to return a higher level interface.

2.3.5.6 Test

Test keypad, screen and voice for terminal.

In [Setting] select [Test] and press [OK] enter [Test] interface.

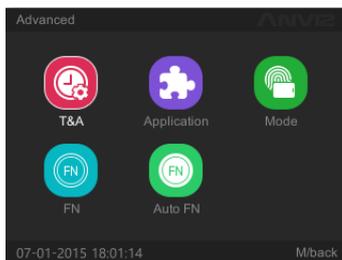


Through [▲], [▼] key to choice the test option, press [OK] to test.

2.3.6 Advanced Setting

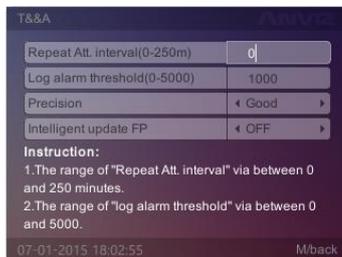
Advanced settings include [T&A], [Application], [Mode], [FN] and [Auto FN].

In [Main] menu, press [▶] key to select [Advanced] option and press [OK] key to enter [Advanced] interface:



2.3.6.1 T&A

In [Advanced] menu, select [T&A] option and press [OK] key to enter [T&A] interface:



[Repeat Att. interval (0-250m)]: The same user time interval between the two time attendance, default 0 (no interval). The setting range is 0-250 minutes;

[Log alarm threshold (0-5000)]: When the remaining space reaches the set attendance records threshold, time and attendance alarms users need clear records, the range is:0-5000;

[Precision]: There are three types of fingerprint quality: [Basic], [Good] and [Excellent], the default for the [Good]; the higher accuracy of the fingerprint requirement is also higher.

[Intelligent update FP]: Update the fingerprint template with low score.

After setting press [M] key to save and return to the previous menu.

2.3.6.2 Application

2.3.6.2.1 Access

In [Advanced] press [▶] key to select [Application] option, then select [Access] and press [OK] key to enter [Access] interface to control the access delay:



[Relay output mode]: There are 2 modes.

Ring: means relay controls ring

None: means disable relay

[Lock delay time (0-15s)]: After the attendance, relay delay acting time, delay in the range 0-15 seconds.

After setting finished, press [M] key to save and return to the previous menu.

2.3.6.2.2 Print

In [Advanced] press [▶] key to select [Application] option, then press [▶] key to select [Print] and press [OK] key to enter [Print] interface:



Enable/Disable print function and Baud rate for communication with printer, press “ESC” to save and exit.

2.3.6.3 Mode

This function sets up system default identification method.

In [Advanced] menu, press [▶] key to select [Mode] option and press [OK] key to enter [Mode] interface:



[FP verify first]: The response of the device when user first use registered fingerprint comparison on the device. There are four modes:

- 1) [FP + Success]: This mode means directly pass after FP identified
- 2) [FP + Fail]: This mode means can't pass after FP identified
- 3) [FP + PIN Identify]: This mode means need input password after FP identified
- 4) [FP + Identify]: This mode means need swipe card after FP identified

[Card verify first]: The response of the device when user first swipe registered card comparison

one the device. There are six modes:

- 1) [Card + Success]: This mode means directly pass after swiping card
- 2) [Card + Fail]: This mode means can't pass after swiping card
- 3) [Card + PIN Identify]: This mode means need input password after swiping card
- 4) [Card +FP identify (1:1)]: This mode means need press user registered finger after swiping card
- 5) [Card + FP + PIN Identify]: This mode means need press user registered finger and input password after swiping card
- 6) [Card + FP or PIN Identify]: This mode means need press user registered finger or input password after swiping card

[PIN verify first]: The response of the device when user first input ID comparison on the device.

There are six modes:

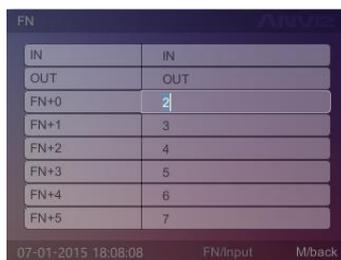
- 1) [ID + Success]: This mode means directly pass after input ID
- 2) [ID + Fail]: This mode means can't pass after input ID
- 3) [ID + PIN Identify]: This mode means need input password after input ID
- 4) [ID + FP identify (1:1)]: This mode means need press user registered finger after input ID
- 5) [ID + FP + PIN Identify]: This mode means need press user registered finger and input password after input ID
- 6) [ID + FP or PIN Identify]: This mode means need press user registered finger or input password after input ID

After setting press [M] key to save and return to the previous menu.

2.3.6.4 FN

For example: '[Fn] key+[1] key' is defined as [OUT], when the user time attendance and press '[Fn] key+[1] key' at the same time, left bottom of the screen will appear [OUT] state.

In [Advanced] menu, press [▶] key to select [FN] option and press [OK] key to enter [FN] interface:



In the boot screen, press [F0-F5] key to switch to a different attendance status. Users can accord their own identify mode to attendance. Set the function keys, after that and press [M] key to save the settings and return to the previous menu.

2.3.6.5 Time Attendance Status Switchover automatically

For example: From Monday to Friday the "IN" status for attendance start at 9:00 and end at 12:00. When start at 9:00 on Monday. The attendance status "IN" will automatically switchover on the main interface.

In [Advanced] select [Auto Fn] option and press [OK] enter [Auto Fn] interface:



After setting press [M] key to save and return to the previous menu.

2.4 Illustration For Pressing Fingerprint

Correct method:



Place the center of the finger on the center of scanner window.

Wrong method:



Too less valid area Too left Too right Defluxion Too down

Note:

1. It is better for each user to register two finger prints in case of one finger can't work.
2. Place finger flat and make sure the center of the finger is on the center of scanner window and press a little hard on scanner so it can scan as large finger area as possible to extract enough minutia.
3. Keep the angle and direction of finger the same each time placing on scanner.
4. If your finger has sweat or water, please dry it first and then register the finger.
5. If your finger is too dry, make it a little wet or touch the forehead to increase the wetness of the finger, press a little hard on scanner. (The dry finger can cause the finger image not coming out clear enough.
6. Avoid the callus, peeling, or injury of the finger to ensure the register and identification successful.
7. You can register the thumb first, and then index finger or middle finger to increase the precision.

Chapter6 FAQ

Frequently asked questions and answers.



6 FAQ

6.1 My fingerprint has been enrolled but often failed in identification.

Reason	Solution
1. The fingerprint was not captured properly	Enroll the finger again. Please refer to illustration of pressing finger.
2. Direct sun light or too bright light	Avoid direct sun light or other bright light
3. Too dry finger	Touch the forehead to increase oily level of the finger.
4. Too wet finger with oil or cosmetics	Clean fingers with towel
5. Low fingerprint quality with callus or peeling	Enroll other fingers with better quality
6. Wrong way in placing fingers when punching in/out	Please refer to illustration of pressing finger.
7. Latent fingerprint on the surface of sensor	Clean sensor surface
8. Not enough finger pressure	Place the finger evenly on the sensor with moderate pressure
9. Influence by fingerprint image change	Enroll fingerprint again. Please refer to illustration of pressing finger.
10. Fingerprint not enrolled yet	Place enrolled finger.

6.2 T&A system can't be connected with PC

Reason	Solution
1. Communication method not set correctly	Select the correct communication method
2. Cable not plugged firmly or cable hardware problem	Plug the cable firmly or change another cable
3. Not able to connect COM (wrong COM No.)	Please enter the right COM No.
4. Not able to connect Net (wrong setting)	Please refer to TCP/IP Set. Connecting Time Attendance terminal

6.3 No records found even though staff have clocked in/out

Reason	Solution
1. Unit power break for a long time (time turn to zero as default)	Please refer to the manual for time synchronization
2. Minority staff fingerprint false accepted	1. Please refer to the manual. You can add the records manually. 2. Please refer to the manual. You can adjust the fingerprint matching precision. 3. Enroll another fingerprint. And then try again.

6.4 The user cannot identify

Reason	Solution
1. In the sleeping mode	Press any key one the keypad

2. The device is communicating or communication interruption	1.Disconnect the connection 2.Resolve the wire interruption
3. Fingerprint sensor control board abnormal	Restart the machine.

6.5 Staffer can't pass although used the User ID+FP mode

Reason	Solution
1. Enter wrong User ID	Enter the correct User ID
2. This user do not have the 1:1 identification privilege	Set the 1:1 identification privilege

6.6 The unit beeps automatically when no one punches in/out

Reason	Solution
1. Direct sun light or too bright light	Avoid direct sun light or other bright light
2. Latent fingerprint on the surface of sensor	Clean sensor surface

6.7 Software connection failed

Reason	Solution
1. Wrong connection mode	Select correct connection mode (LAN or USB)
2. Wrong device ID	Input correct device ID
3. Malfunction network cable	Check PING command and change a good cable
4. Network Settings incorrectly	Both PC and device should be in the same network
5. IP addresses conflict	Reconfigure IP address

Notice: If you have any other problems, please kindly email us the log files in '.zip' or '.rar' (The log files are in the folder "Log" in the installation directory of the software)

In order to better help customers to solve the software and equipment problems encountered in the process, we integrate **【Frequently Asked Questions】** button in the software. Click the button when your computer is with installed system connecting to the Internet. Software also will automatically connect to the technical support page on Shanghai Anviz Technology Co.,Ltd. official website.

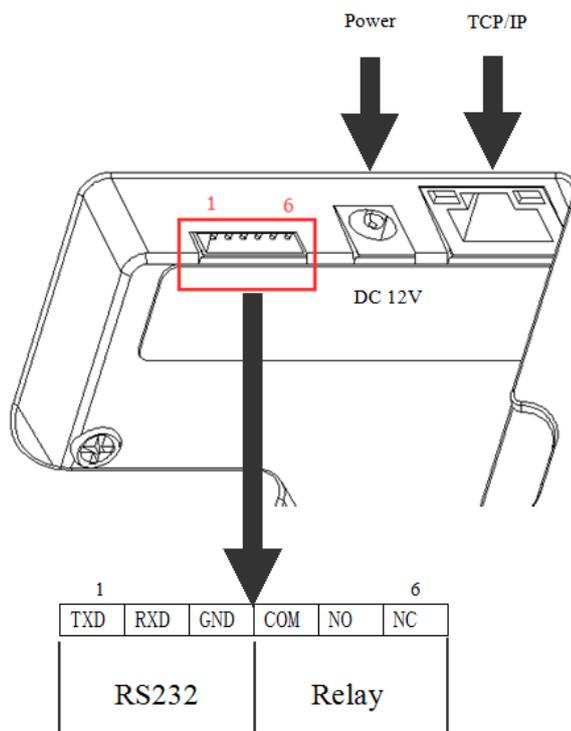
Chapter 7 Appendix

The main theme of this chapter is the additional information of this T&A including access control and cable connection.



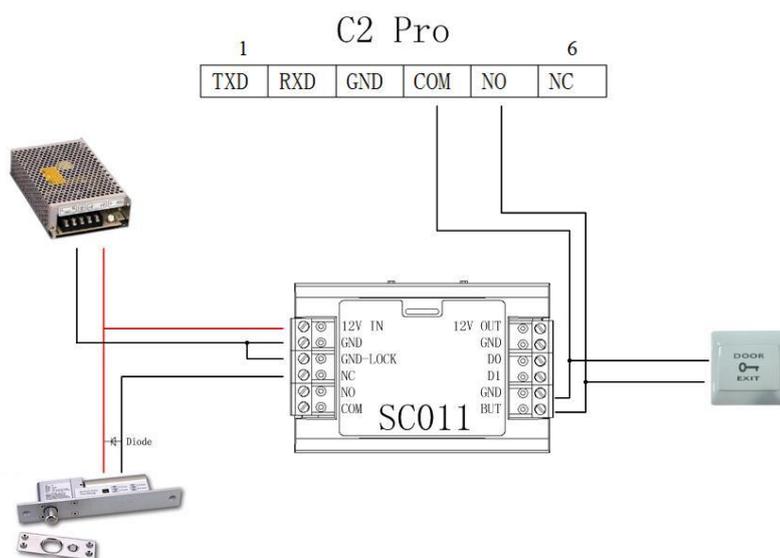
7 Appendix

7.1 Communication And Power Interface

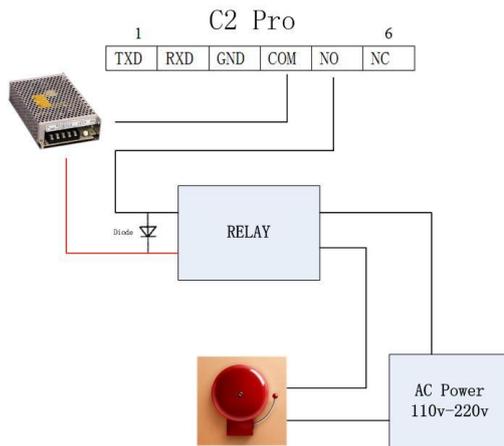


7.2 Access Wiring Diagram

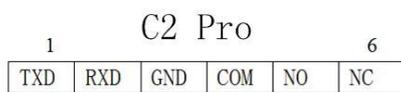
1. Connecting Lock



2. Dual-Relays Application



3. RS-232 Interface



DB9
RS232

DB9 Function	Pin	C2 Function	Pin
TXD	2	RXD	2
RXD	3	TXD	1
GND	5	GND	3

