

*Timeline 100*  
Time Attendance RFID Card System

User Guide

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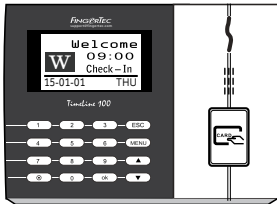
# 1. GETTING STARTED

## Viewing the User Guide in the Internet

The User Guide is available in the package when you purchased the terminal. The User Guide is also available online at <https://product.fingertec.com/userguide.php>

Choose the language that you prefer for your User Guide.

## Terminal Included Accessories



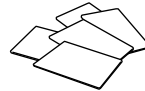
**Siren Cable**  
For connecting the terminal to external siren.



**DC 5V Power Adaptor**  
For supplying power to the terminal.



**A Packet of Bolts**  
Use the screws to hold the back plate of the terminal against a wall.



**RFID Cards (5 pieces)**  
For card enrollment and verification.

## Activating Terminal

Every FingerTec access control model comes bundled with a unique license key. To start using the terminal with TCMS V3, you must connect the terminal to TCMS V3 and perform online activation. TCMS V3 reads the serial number of your terminal and sends it for verification at the FingerTec server via Internet.

In case you do not have an Internet connection, you would need to do offline activation. Please send the serial number and models of your terminals to your local resellers or [support@fingertec.com](mailto:support@fingertec.com) to request for a product key.

## Registering Terminal

Make sure that you register your terminal's warranty with us at [http://www.fingertec.com/ver2/english/e\\_warranty.htm](http://www.fingertec.com/ver2/english/e_warranty.htm) for a 24 month warranty protection.

## 2 • BASICS

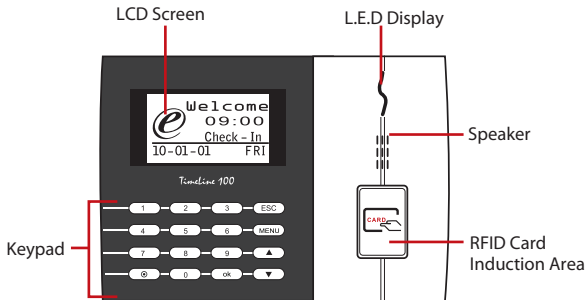
### Introduction to Products


FingerTec is a renowned brand name for commercial products for door access and time attendance systems. FingerTec offers a wide range of products to cater to the growing needs for biometrics products in office/home automation as well as in security industry.

FingerTec terminals are loaded with powerful microprocessor that can process biometrics authentication methods for accurate personal identifications and for collection of precise data for time attendance. In addition, some fingerprint terminals are made to accept card verification as an added security measure.

This manual covers time attendance models of FingerTec products from TimeLine100 model. The terminal acts as a tool to collect attendance data. For a processing of attendance data, FingerTec is providing a powerful time management software, TCMS V3 to process data and provide accurate and reliable attendance reports.

### Overview



ITEM	FUNCTION
LCD Screen	Displaying status of terminal, day, date and time.
LED Display	<b>Green LED</b> – The terminal is working fine and it is in standby mode. <b>Red LED</b> – There is an error at the terminal that requires checking. For first time use, the terminals need to be charged fully to avoid having the red light blinking.
Keypad	To input instructions into the terminal and to allow configuration.
RFID Card Induction Area	Area that reads RFID cards.
Speaker	For terminal voice emission.
Reset Button 	To restart the terminal as and when required.

## Keypad



You can insert inputs into the terminals through the keypad. It contains numbers from 0-9, power on/off button, an OK button, an ESC/Cancel button, a Scroll up/down button, a doorbell button and a Menu button.

## Battery

Fingerprint terminals operate using power supply from a standard power outlet.

**Mini UPS:** Mini UPS 5V provides mobile power supply to the terminals.

Charge the mini UPS sufficiently for optimum performance.

Refer to <http://accessory.fingertec.com> for more information about accessories.

## Date/Time

The terminals display the date and time at the home screen. Choose the date and time format based on your preference. Press Menu > Options > Systems Options > Date/Time > set your time and save.

**To change the date format:** Press Menu > Options > Systems Options > Fmt > Determine the date format based on your preference.

## Voice Control

Voice Control lets you control the level of volume emitted by the terminal.

### TURN ON/OFF

The system lets you turn on/off the voice based on your preference. Press Menu > Options > System Option > Adv Option > Voice > Y/N.

### ADJUST VOLUME

Default volume of the terminal's voice is 67. The volume can go as high as 100 and as low as 0. To sustain the performance of the speaker, it's recommended to stay at range 60-70. To adjust the volume Press Menu > Options > System Option > Adv Option > Adj VOL (%) > adjust accordingly .

## Security Features

Security features help protect the information in the terminal from being accessed by unauthorized individuals.

## **ADMIN AFFIRM**

Register an administrator to the system by enrolling, fingerprint or password to a user ID. Press Menu > User Manage > Enroll Admin > Choose enrollment method > Perform enrolment and Save. After enrolling an administrator, the main menu can only be accessed by the administrator.

## Cleaning Terminal

### **CLEANING THE BODY**

Use a dry cloth to clean the terminal's body. Do not use any liquids, household cleaners, aerosol spray, solvents, alcohol, ammonia and abrasive solutions to clean the body of the terminal because it could damage it.

## Restarting and Resetting Terminal

If a feature isn't functioning as it should, try restarting or resetting the terminals

### **RESTARTING THE TERMINAL**

Push the On/Off button or "reset button" on the terminal to restart the terminal. If you can't restart the terminal, or if the problem persists, you might want to reset.

### **RESETTING THE TERMINAL**

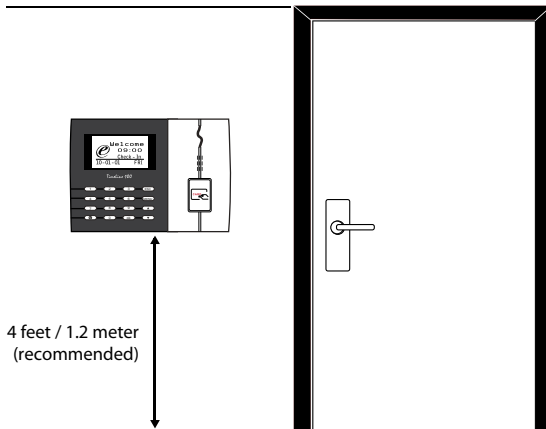
Press Menu > Option > System Option > Adv Opt > Rest terminal. Resetting of the terminal will cause all your settings to return to its original factory settings. Make sure that you have backed up all data before you proceed.

## 3 • INSTALLATIONS & COMMUNICATION

### Installations

FingerTec terminals offer several connections for power and communications. Installations of FingerTec time attendance terminals are simple.

#### MOUNT ON WALL



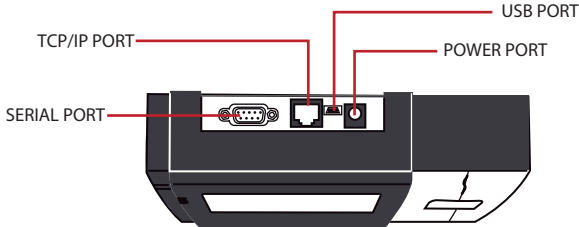
After measuring the height accordingly and make relevant marking on the wall, drill the screws into the wall to secure the back plate.

Attach the terminal to the back plate and tighten the screws. Refer to Appendix I for dimensions and measurements of installation.



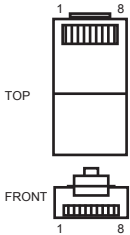
# Wiring for Power Supply

Connection points for power and communication are available on top of the terminals. Refer to the following diagrams for the terminals you require.



## USB PORT

Linking with USB flash disk for remote data transfer.



## TCP/IP PORT

Connect with CAT 5 cable for LAN connection, one end to this port and another end to the computer's TCP/IP Port.

**TCP/IP for Single Connection** – Linking the terminal to a single computer using TCP/IP requires Ethernet 10/100Base-T Crossover Cable. The cable can be used to cascade hubs or to connect Ethernet stations back-to-back without a hub. It works with both 10Base-T and 100Base-TX.

**TCP/IP for Network Connection** – Linking the terminals to multiple computers using TCP/IP requires Ethernet 10/100Base-T Straight Thru Cable or “whips”. The cable works with both 10Base-T and 100Base-TX, connecting a network interface card to a hub or network outlet.

	JOINT 1 PIN	JOINT 2 PIN	
TX+	1	3	RX+
TX-	2	6	RX-
RX+	3	1	TX+
RX-	6	2	TX-

	CONNECTOR PIN	CABLE COLOR	CONNECTOR
TX+	1	White/Orange	1
TX-	2	Orange	2
RX+	3	White/Green	3
	4	Blue	4
RX-	5	White/Blue	5
	6	Green	6
	7	White/Brown	7
	8	Brown	8

## POWER SUPPLY PORT

Insert the Power Adapter point to this port for power.

## **RS232/RS485/WIEGAND CONNECTION PORT**

**RS232** – Connection to a computer using RS232 cable.

**RS485 Single Connection** - Connection to a single computer using RS485 wire.

**RS485 Network Connection** - Connection to multiple computers using Daisy Chain connection.

**Wiegand Output** – Connecting with third party connector or terminal(s).

## **TCMS V3 Online Activation**

TCMS V3 is a genuine software by FingerTec. Every FingerTec time attendance model comes bundled with a unique license key. To start using the terminal with TCMS V3, you must connect the terminal to TCMS V3 and perform an online activation. TCMS V3 reads the serial number of your terminal and sends it for verification at the FingerTec server via the Internet.

In case you do not have an Internet connection, you need to do offline activation. Please send the serial number and model of your terminal to your local reseller or [support@fingertec.com](mailto:support@fingertec.com) to request for a product key.

## **Installation and Setup of TCMS V3**

Install TCMS V3 in a PC that fulfils the software's minimum requirements. Refer to <http://www.fingertec.com/customer/download/postsales/SUM-TCMSV3-E.pdf> for the TCMS V3 user guide online. Setup Wizard will require you to do online activation before any connection is established between TCMS V3 and the terminal(s).

## **Connecting the Terminals to TCMS V3**

### **DETERMINING TERMINAL NUMBER**

Identify the number of your terminals to differentiate them between one another. TCMS V3 can connect up to 999 units of terminal. Press Menu > Options > Comm Opt > Dev Num > Select the number.

### **USING TCP/IP**

IP address is important, as it is a unique address of the terminal in LAN. Without the IP address, locating the specific terminal is not possible. **To input the IP address of the terminal:** Press Menu > Options > Comm Opt > IP Addr > Key in IP address.

### **SETTING UP ETHERNET**

It is important to setup the Ethernet to connect the terminals using TCP/IP connection. **Setting up the Ethernet is done by enabling the Ethernet function:** Press Menu > Options > Comm Opt > Ethernet > Yes.

Turn off the terminal after you have set the Ethernet setting to Yes. Now, plug-in the network plug to the Ethernet interface and turn the power on.

**Determining the Netmask, Gateway and NetSpeed:** For TCP/IP connection,

please configure the netmask, gateway and netspeed for the terminal.

Press Menu > Options > Comm Opt > NetMask > Insert the numbers.

Press Menu > Options > Comm Opt > Gateway > Insert the numbers.

Press Menu > Options > Comm Opt > NetSpeed > Choose the speed of your Ethernet connection.

## USING RS232 CONNECTION

For connection via RS232, baudrate is the determinant of communication speed between the terminal and the software. The higher the baudrate, the faster the speed is.

**To turn on RS232 connection and set the baudrate:** Press Menu > Options > Comm Opt > RS232 > Change the RS232 connection to Y.

**To change baudrate:** Press Menu > Options > Comm Opt > Baudrate > Change the Baudrate accordingly.

## USING RS485 CONNECTION

For connection via RS485, baudrate is also the determinant of communication speed between the terminal and the software but the speed must be according to the speed of the converter. Check your converter for the speed.

**To turn on RS485 connection and set the baudrate:** Press Menu > Options > Comm Opt > RS232 > Change the RS485 connection to Y.

**To change baudrate:** Press Menu > Options > Comm Opt > Baudrate > Change the Baudrate accordingly.

## Using USB to Download/Upload Data

A USB flash disk is useful in cases where the terminal is installed far from a PC or there is a connection problem. To determine the type of USB flash disks compatible with the terminal, please refer to this link at [http://www.fingertec.com/newsletter/HL\\_74.html](http://www.fingertec.com/newsletter/HL_74.html) using USB Press Menu > PenDrive Mgmt > Choose the operation that you want to carry out via USB flash disk.

## Communication Key

Since the software is controlled by a product key, set the COMM key to zero. Press Menu > Options > Comm Opt > COMM Key > Set to 0.

## 4 • USER

### Enrolling User

The terminals can enroll fingerprint templates, passwords and card information. This chapter covers all possible user enrollments in the terminals.

**Caution:** Enrollment of supervisor or administrator is important to making sure of the terminals data safety. Prior to enrolling new user, supervisor has to be enrolled first by using any of methods mentioned below. Select Enroll Admin > Choose the Privilege Level either Supervisor or Administrator to proceed.

#### CARD ENROLLMENT

The default card for the terminal with card reading feature is the RFID card. MiFare and HID card systems are available upon request.

**Enrolling card:** Press Menu > User Manage > Enroll User > Reg RFID > New Enroll? > OK > Key in User ID (PIN) > Wave the card at the scanning area until the screen displays the Card ID > (OK) Save

#### PASSWORD ENROLLMENT

The terminals offer password verification and maximum length of password is 5 digit.

**Enrolling password:** Press Menu > User Manage > Enroll User > Enroll Pwd > New Enroll? > OK > Key in User ID (PIN) > OK > Input your password > LCD showing the ID with minus -P to indicate that the user ID is using password > OK (Save)

**Changing password:** Press Menu > User Manage > Enroll User > Enroll Pwd > ESC > Input User ID > OK > Change your password > LCD showing the ID with minus -P to indicate that the user ID is using password > OK (Save)

### Verifying User

#### VOICE MESSAGE

VOICE / MESSAGE	WHAT DOES IT MEAN?
"Verified"	Identity verification is successful, the terminal stores the transaction logs and opens the door (if connected to door access)
"Try again please"	Identity verification is failed because card is not available in the terminal or the password is incorrect.
"Admin Affirm"	You are not an administrator of the system and you cannot access Menu page
"Invalid ID"	For 1:1 verification, User ID entered does not match with fingerprint.

## PASSWORD VERIFICATION

Password can be an option for those who do not prefer to use other verification methods. To verify using password, insert User ID > OK > insert password and press OK.

## CARD VERIFICATION

Place the card on the card scanning area and the terminal will read and verify the card.

## Adding User Information

User information can be added into FingerTec terminals through the TCMS V3 software. After the information is updated, sync TCMS V3 and the terminal to display the information.

## Deleting User

Only an administrator can perform user deletion at the terminal. To delete certain user(s), press Menu > User Manage > Delete > Input User ID > The terminal will tell you the verification method enrolled by the user ID > OK > Prompting you to Delete User > Press OK > Confirmation is required > OK as Yes and Esc as No

## Access Level/Privilege

The terminal offers various types of access level or privilege.

PRIVILEGE	USER ROLES
Normal User	Only use the terminal to verify your identity. You cannot access into the Menu and make changes on settings and system
Enroller	You are allowed to access into the menu to enroll user only.
Administrator	You are allowed to access into the menu to enroll users only and edit simple settings and system excluding access options and advanced options
Supervisor	You are allowed to access into the menu to enroll users and edit settings and system

## 5 • SYSTEM

### General Settings

#### **ADJUSTING DATE/TIME**

The function of the terminal is to record time attendance and door access activities of employees. Precision in time and date cannot be compromised for the system to work efficiently. Adjust Date/Time according to your time zone. Press Menu > Options > System Opt > Date/Time > Select Value > OK

#### **DATE FORMAT**

Date format differs based on countries for example in Malaysia the format used is, date-month-year whereas in America, month comes first. Choose your date format according to your preference. The default format is dd-mm-yy. Press Menu > Options > System Opt > Fmt > Select Format > OK

#### **SYSTEM LANGUAGE**

The terminals offers various languages to match your local requirements. Maximum of 3 language packs available in one terminal at a time and it's set according to your request during purchase. Default language is English. Press Menu > Options > System Opt > Language > Choose your language > OK

#### **VOICE**

The terminal has certain voice commands to guide users during enrolment and to notify users during the identity verification process. Press Menu > Options > System Opt > Adv Option > Voice > Y/N

#### **VOLUME (%)**

Voice Control lets you control the level of volume emitted by the terminal.

**Adjust Volume:** Default volume of the terminal's voice is 65. The volume can go as high as 100 and as low as 0. To sustain the performance of speaker in the terminal it's recommended to stay at range 60-70. To adjust the volume Press Menu > Options > System Opt > Adv Option > Adj VOL (%) > Set your number > OK.

#### **USER INTERFACE STYLE**

The terminals offer different user interface style. Select your style based on your preference. Press Menu > Options > UI Style > Select your style > OK

### Update Firmware

FingerTec offers update of the terminal regularly through software in a PC. Please always consult your local reseller before you update firmware of the terminal or alternatively you can contact us at [support@fingertec.com](mailto:support@fingertec.com). Save the latest firmware in a USB flash disk before attempting this operation. Press Menu > Options > System Opt > Adv Option > Upd Firmware > OK > Plug Pen Drive? > Insert the USB Flash Disk into the slot > OK

# System Information

The terminals keep information of the system and this information is available for viewing by administrators.

## **NUMBER OF USERS IN THE TERMINAL (USER COUNT)**

Every model of the terminal has different user capacity depending on the number of templates a user has in a terminal. For example, if a terminal could contain 3000 fingerprint templates and a user is entitled to 2 templates enrolment, the total user of the system would be 1500. **To find out how many users are enrolled in a terminal:** Press Menu > Sys Info > User Cnt > View the number

## **QUANTITY OF FINGERPRINT TEMPLATES STORED IN THE TERMINAL (FP COUNT)** *(This feature is NOT available in TimeLine 100 model.)*

The terminals contain fingerprint templates and the capacity differs from one model to another. **To find out the number of fingerprint count in the terminal:** Press Menu > Sys Info > FP Cnt > View the number

## **QUANTITY OF ATTENDANCE LOGS SAVED IN THE TERMINAL (ATT LOG)**

Once verification is completed, an attendance log will be stored in the terminal as record. A terminal can contain up to 120,000 logs depending on the models. Press Menu > Sys Info > AttLogs Cnt > View the number

## **NUMBER OF ADMINISTRATORS REGISTERED IN THE TERMINAL (ADMIN COUNT)**

A company can enroll several administrators to manage the system. This function enable the company to check the number of administrator present for a particular terminal. Press Menu > Sys Info > Admin Cnt > View the number

## **NUMBER OF PASSWORD USERS AVAILABLE IN THE TERMINAL (PASSWORD USER)**

Users can do verification using PIN password and a combination of fingerprint and password. **To find out how many users are using password:** Press Menu > Sys Info > Password User > View the number

## **NUMBER OF TIME SCANNERS HAVE BEEN USED FOR VERIFICATION (S LOGS)**

S logs stands for scanner logs, which means the number of times the scanner has been used for verification, regardless of whether it is successful or not. **To view the scanner logs:** Press Menu > Sys Info > S Logs > View the number of S Logs

## **FREE SPACE INFORMATION (FREE SPACE)**

Find out the information about availability of space in your terminal through this function. Press Menu > Sys Info > Free Space > View the info Information available includes fingerprint count, att log and S logs.

## **DEVICE INFORMATION (DEV INFO)**

Find out the information about your terminal through this function. Press Menu > Sys Info > Dev Info > View the info

Information available includes:

**AttLog (10k):** Showing the number of attendance logs that can be stored in the terminal, for example for AttLog (10k) 12 means 10,000 x 12 = 120,000

**S Logs:** Showing the number of Scanner Logs available for the terminal.

**Manufactured Time (Manu Time):** The date and time when the terminal was produced is displayed when you press Manu Time

**Serial Number of the Terminal (Serial Num):** The serial number of the terminal is important to activate the software and to liaise with FingerTec Worldwide in support issues. The Serial number is pasted on the back of the terminal but in case the sticker is damaged, this is where you can retrieve the serial number.

**Manufacturer:** Get the name of the manufacturer of the terminal here.

**Device Name:** All models have different names. If you don't know the name of the terminal that you are having, get it here.

**Algorithm Version:** FingerTec Worldwide has already released a few algorithm versions into the market since the year 2000. New algorithm version comes with some improvements. This is where you can find terminal's algorithm version.

**Firmware Version:** Support sometimes require firmware version to resolve some support issues. The version and date of the version is released is provided here. For example: Ver 6.20 Aug 19 2009

**View MAC:** This feature is a security feature of the products. Linking Software to the terminal requiring the correct MAC address. Without availability of MAC address, software will not be activated correctly. All products are supplied with the correct MAC address to ease communication. This is also to hinder people from using software with a different hardware brand. An example of a MAC address is 00:0A:5D F1 BE 57. Menu > Sys Info > Dev Info > View MAC

**MCU Version:** An MCU is the Main Controller Unit for the terminals. Version of the MCU determines the features and functions the terminal carries. **To check the MCU Version:** Menu > Sys Info > Dev Info > MCU Version

## Log Information (Log Opt)

A terminal can only retain certain amount of information before the terminal becomes full and stops accepting any more data. To maintain the performance of a terminal, you can set an alarm to alert you when the data reaches a certain warning level.

### **ALARM SUPERLOG**

To instruct terminal to alert user if the transaction storage for administrator login is less than as configured. Default value is 99.

### **ALARM ATTLOG**

To instruct terminal to alert user if the transaction storage is less than as configured. Default value is 99

### **RECHECK MIN**

To instruct terminal to update clocking times of all users in a time interval. Default is 10 mins.



## 6 • DATA

Every time an enrollment is performed or a verification is done, a transaction log is created and stored inside the terminal. The data contains created terminal ID, date, time, userID and transaction activity. For example, 0105021009000000000010010000:

DESCRIPTION	CODE
Terminal ID	01
Date (ddmmyy)	050210
Time (hhmm)	0900
User ID	000000001
Transaction Code	00
Terminal Activity	00

These logs need to be managed to maintain the effectiveness of the terminal. It is recommended to do the housekeeping of data from the software but there are 5 functions available in Data icon to enable you to manage data in the terminals

### Deleting Transaction Logs

**Delete Attendance Logs:** The fingerprint terminal stores every transaction logs of its user. Once a user is enrolled and verified, the logs will be kept in the terminal. Sometimes housekeeping needs to be done to sustain the terminal's performance. Please be certain before performing this operation because once the OK button is pressed, all attendance logs will be lost. Press Menu > Options > System Opt > Adv Option > Del Attlogs > OK > Delete? OK

### Deleting All Data

**Clear All Data:** The fingerprint terminal contains all user data including User ID, verification methods, fingerprint templates, logs, etc. This operation allows deletion of all data in the terminal. Please be certain before performing this operation because once the OK button is pressed, all data will be lost. Press Menu > Options > System Opt > Adv Option > Clear All Data > OK > Delete? OK

### Managing User Privileges

**Clear Admin Privilege:** To access system menu, it is recommended to enroll administrator to the system. Once administrator is enrolled, every time someone presses the Menu button, Admin Affirm message will be displayed. Clear Admin Privilege operation allows the current administrator to clear all his/her data to make way for the new administrator's data. Once the operation is completed, system menu is accessible by all users. Press Menu > Options > System Opt > Adv Option > Clr Admin Pri > OK > Continue? > OK

### Resetting to Factory Settings

**Reset Option:** This feature is to restore all settings in the terminal to return to the original factory settings. You have to be certain before conducting this operation because once the OK button is pressed the terminal will be reset automatically. Press Menu > Options > System Opt > Adv Option > Reset Opts > OK. Please redo all the settings to suit to your company's requirements. Press Menu > Data icon > Restore to Factory Settings > Confirmation is required (Yes/No)

## 7 • USB

### Understanding the Need for USB Flash Disk

Communication between the terminal and a PC is very important to upload and download transaction data for time attendance and door access reports. The terminal offers a few communication options such as LAN and serial cable connections but sometimes there are scenarios that require USB (Universal Serial Bus) connectivity. USB can connect to the terminal with a computer for download and upload of user information and transaction logs. In the terminal, the USB Flash Disk function is known as Pen Drive Management.

### Type of USB

There are various types of USB available in the market. The terminal can only work with USB flash disks that support minimum Linux Kernel 2.4.x, working fine with Imation, Transcend and Pen Drive (minimum support Linux Kernel 2.4.x) To determine the type of USB compatible by FingerTec terminal, please refer to this link [http://www.fingertec.com/newsletter/HL\\_74.html](http://www.fingertec.com/newsletter/HL_74.html)

### Downloading Attendance Logs

**To download attendance logs from the terminal to the computer:** Press Menu > Pen-Drive Mng > DwnLoad AttLog > The terminal would require you to plug in the USB Flash Disk to proceed. After download process is complete, eject USB Flash Disk from the terminal and connect it to your PC that has been installed with the software. Upload the data from the USB into software for further processing.

### Downloading User Data

Enrollment of user must be done at the terminal. During enrollment, user data such as name and user ID are entered. **To sync the data between the terminal and computer:** Press Menu > PenDrive Mng > DwnLoad User > The terminal would require you to plug in the USB Flash Disk to proceed.

### Uploading User Data from USB to Terminal

While administrator can input user data from the terminal, the rest of the users information is completed in the software. Get the latest updates of user information from the software to the terminal by using a USB Flash Disk. Press Menu > PenDrive Mng > Upload User > The terminal would require you to plug in the USB Flash Disk to proceed.

### Uploading Short Messages

Some the terminals can display a short messaging system on the LCD. The SMS can be private or public. **To assign sms to an individual or all staff using USB:** Press Menu > PenDrive Mng > Upload SMS > Insert the USB Flash Disk to proceed

## 8 • RFID CARD FUNCTION

The fingerprint terminals are versatile and it can accept card verifications. This chapter covers the Radio Frequency Identification or better known as RFID system. The terminals accept RFID card with specifications of 64-bit, 125kHz.

### Enrollment of RFID Card

RFID can be enrolled alone, with fingerprint or with password. Each RFID card comes with a unique ID and the terminals will read from the numbers and match it with the card.

Enrollment of RFID is easy. Press Menu > User Manage > Enroll User/Admin > Reg RFID > OK > Do you want to do new enrollment? > OK > Insert the user ID > OK > Wave the card to the induction area and the machine will display the card number on the LCD along with the User ID > OK > The terminal will display User ID-C meaning that the ID is enrolled with card > OK(Save)

### Deleting RFID Card

RFID card can be used again and again but the information in the card must be deleted first before inserting new information.

Press Menu > User Manage > Delete > Input the User ID and wave the card at the induction area > The LCD will ask whether you want to delete the User ID-C > The terminal will ask whether you want to delete User ID > And to delete user. Press OK to all.

Once the card has been emptied, it can be used again.

### Changing Card ID

Press Menu > User Manage > Enroll User/Admin > Reg RFID > ESC > Change Card ID > Key in Original ID > OK > Wave new card > OK (Save)

## 9 • HID CARD FUNCTION

The terminals accept HID card with specifications of 1325, 26-bit, 125kHz. The Prox II cards support 26-bit and it comes with unique programming information into its contents, which include card reading bits, card number range, facility code, site code, etc. HID cards also applies encryption to the contents of the card to maintain high level of security and to eliminate duplications.

### Registering HID Card

Registration of HID card is similar to registration of normal RFID cards. Press Menu > User Manage > Enroll User/Admin > Reg RFID > Do you want to do new enrollment? > Insert user ID > Wave the card to the induction area and the machine will display the card number along with the user ID on the LCD > The terminal will display UserID-C indicating that the user ID has been enrolled with card > OK(Save)

### Deleting HID Card

HID card can be used again and again but the information in the card must be deleted first before inserting new information.

Press Menu > User Manage > Delete > Input the User ID and wave the card at the induction area > The LCD will ask whether you want to delete the User ID-C > The terminal will ask whether you want to delete User ID > And to delete user. Press OK to all.

Once the card has been emptied, it can be used again.

## 10 • AUTO TEST

### Who should do the Auto Test?

Auto Test page is to diagnose or analyze the conditions in the terminal. There are 6 tests available in the Auto Test page and only the administrator is allowed to perform the test. Before running any tests, kindly contact your reseller for advice or you could email [support@fingertec.com](mailto:support@fingertec.com).

### Run All Tests At Once

The Auto Test contains 6 tests and to run all of them at once, Press Menu > Options > Auto Test > Run All Test > OK > "Pls keep Pwr On" message will be displayed > The terminal will run all tests and when finished the LCD will display the result such as this: All: 31 Bad: 0, to indicate the level of breakdown in the terminal.

### FLASH Test

Press Menu > Options > Auto Test > FLASH test > OK > "Pls keep Pwr On" message will be displayed > The terminal will run all tests and when finished the LCD will display the result such as this: All: 31 Bad: 0

### LCD Test

Press Menu > Options > Auto Test > LCD test > OK > The screen will display lines of 'W'. Any missing Ws or jagged W indicates LCD error. Escape to return to the previous page

### Voice Test

Press Menu > Options > Auto Test > Voice test > OK > The LCD will display for example: "Play Voice 1" and you will hear the message for that. Press OK to listen to the next voice. Any error indicates that something is wrong with the speaker.

### FP Reader *(This feature is NOT available in TimeLine 100 model.)*

Press Menu > Options > Auto Test > FP Reader > OK > If your fingerprint sensor is not in good condition, you will see "OK!"

### Key Test

Press Menu > Options > Auto Test > Key Test > OK > Press any key and look at the LCD display. If the key matches the description on the LCD, the keypad is in good condition

### RTC Test

Press Menu > Options > Auto Test > RTC test > OK > If the RTC battery is still working, the test will prompt an "OK!"

## TROUBLESHOOTING

### “Unable to Connect” Appears

When this message appears, it means that the settings for the terminals and the computers are not properly done. Find out which method you are using to connect. FingerTec offers LAN, RS232, RS485 and USB communication methods. Refer to Chapter 3: Connection - Syncing Terminal, page 14 to further understand the topic.

### “Admin Affirm” Appears

You are not an administrator of this terminal. Only an authorized administrator of the system is allowed to access the Menu. Any attempt of normal user to access the Menu will prompt “Admin Affirm” message on the screen. In case the administrator has resigned from the company, kindly contact your FingerTec authorized reseller to access the terminal.

### The LED is Blinking All The Time

You have nothing to worry about unless the blinking light is red. The green light indicates that terminal is on standby mode. Red blinking light may signal a problem in the terminal. Charge your terminals for a few hours to avoid the red light from blinking. Consult your reseller for technical advice.

### RFID Card Doesn't Respond

Two possibilities for this problem

**Have you registered the card to the terminal?**

The card must be registered to the terminal before the terminal could read the information in the card. Refer to chapter 8 User, page 29 for card enrollment.

**Have you assigned the user ID to the verification group that supports RFID card?**

Without setting the terminal that you are under a group that supports RFID card, the FingerTec terminal wouldn't read your card.

### No Sound

A few things could cause this problem:

**The terminal voice mode is silent:** Perhaps someone has turned off the voice in your terminal or reduced its volume to 0%. Refer to Chapter 5 System, page 22 under Voice to rectify.

**Speaker is damaged:** Once you have rectified the voice mode and the problem persists, proceed to test the voice. Go to Chapter 11 Auto Test, page 34 to do the test. If no voice emitted, contact your local reseller for support.

For more troubleshooting, go to <http://user.fingertec.com>

