



Frequently Asked Question

Fingerprint attendance device DS-K1T201AEF

By : Hikvision

❖ General Information

- **Device Type:** Fingerprint Access Control Terminal
- **Display:** 2.8-inch LCD screen
- **Authentication Methods:** Fingerprint, EM card (125 KHz), and password
- **Capacity:**
 - 5,000 fingerprints
 - 100,000 cards
 - 300,000 event records

❖ Connectivity & Interfaces

- **Network:** Supports both Ethernet (100M/1000M) and Wi-Fi (2.4 GHz)
- **Interfaces:**
 - RS-485
 - Wiegand
 - USB
 - Lock control, door contact, exit button, alarm input/output

❖ Installation & Operation

- **Power Supply:** 12 VDC / 2 A
- **Operating Temperature:** -30°C to 60°C
- **Humidity:** 10% to 90%
- **Mounting:** Wall-mounted, indoor use recommended

❖ Frequently Asked Questions

Q1: Can I use the device without a fingerprint module?

- Yes, the device supports card and password authentication even without the fingerprint module.

Q2: How do I add or delete users?

- You can manage users via the device interface or remotely using Hikvision software like iVMS-4200 or HikCentral.

Q3: Is remote access supported?

- Yes, the device supports remote management over the network using Hikvision's software suite.

Q4: How do I update the firmware?

- Firmware updates can be downloaded from the official Hikvision product page. Always back up your data before updating.

Q5: What happens if the device loses power?

- It will stop functioning until power is restored. Consider using a UPS for uninterrupted operation.

Q: WHAT ARE COMMON TROUBLESHOOTING TIPS FOR THIS DEVICE?

❖ Power & Connectivity Issues

- **Device not powering on:** Ensure the 12V DC power supply is stable and correctly connected. Check for loose wires or faulty adapters.
- **Network issues:** Confirm Ethernet or Wi-Fi settings are correctly configured. Try pinging the device IP from a PC to verify connectivity.
- **USB not recognized:** Use a FAT32-formatted USB drive and ensure it's inserted fully. Try another USB port if available.

❖ Fingerprint & Authentication Problems

- **Fingerprint not recognized:**
 - Clean the sensor surface.
 - Re-enroll the fingerprint with better finger placement.
 - Avoid wet, dirty, or injured fingers.
- **Card not detected:** Make sure the card is 125 KHz EM type and registered in the system.
- **Password not accepted:** Double-check for typos or expired credentials.

❖ Software & Configuration

- **Device not showing in iVMS-4200:**
 - Ensure the device is activated and added using the correct IP.
 - Check firewall settings on the PC.
- **Time not syncing:** Set the correct NTP server or manually adjust time via the device menu or software.

❖ Access Control Issues

- **Door not unlocking:**
 - Check lock wiring and power.
 - Verify access permissions and time schedules.
- **Alarm keeps triggering:** Inspect door contact and alarm input wiring. Disable unused alarms in settings.

❖ Firmware & Reset

- **Firmware update failed:** Use the official firmware from [Hikvision's product page](#) and follow update instructions carefully.
- **Factory reset:** If needed, reset via the device menu or using iVMS-4200. Note: This will erase all data.

Q: Can you explain how to factory reset the device?

Absolutely! Here's how you can **factory reset the Hikvision DS-K1T201AEF** access control terminal:

❖ Method 1: Reset via iVMS-4200 Software

- If you can still access the device through the software:
 1. Open **iVMS-4200** and go to **Device Management**.
 2. Select your device and click the **Configuration (gear icon)**.
 3. Navigate to **System > Maintenance > Upgrade & Maintenance**.
 4. Click **Default** to restore factory settings.
 - This will erase all user data and settings.
 - The device will reboot automatically.

❖ Method 2: Reset via Web Browser

- If the device is accessible via IP:
 1. Enter the device's IP address in your browser and log in.
 2. Go to **Configuration > System > Maintenance**.
 3. Click **Default** to reset the device.

❖ Method 3: Physical Reset (if supported)

- Some Hikvision terminals have a **reset button** inside the casing:
 1. Power off the device.
 2. Press and hold the reset button.
 3. While holding the button, power the device back on.
 4. Keep holding for **10-15 seconds**, then release.
 5. Wait for the device to reboot.