



Frequently Asked Question

Fingerprint attendance device DS-K1T680D-E1

By : Hikvision

Sure! Here's a helpful FAQ-style overview for the **Hikvision DS-K1T680D-E1** face recognition terminal:

❖ General Overview

- **Device Type:** Face recognition terminal for access control
- **Authentication Methods:** Facial recognition, fingerprint, card, and password
- **Applications:** Offices, schools, hospitals, and other secure facilities
- **Weatherproof Rating:** IP65 — suitable for outdoor use

❖ Key Features

- Advanced facial recognition with liveness detection
- Recognition distance: up to 1.5 meters
- Stores up to 3,000 face profiles
- Built-in fingerprint scanner and card reader
- 8-inch touch screen with sleek, bezel-less design
- Supports Wiegand and RS-485 interfaces

❖ Setup & Configuration

- **Activation Options:**
 - Via device interface
 - Web browser
 - SADP tool
 - Client software
- **Network Settings:**
 - Wired and Wi-Fi connectivity
 - RS-485 and Wiegand configuration
- **User Management:**
 - Add face, fingerprint, card, and password credentials
 - Set authentication modes (single or multi-factor)

❖ Time & Attendance

- Manual and automatic attendance modes
- Shift scheduling and holiday configuration
- Attendance statistics and reporting

❖ Maintenance & Security

- System updates via web or client software
 - Security settings for administrator access
 - Data import/export and backup options
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Q: What are some common troubleshooting steps for this device?

Here are some common troubleshooting steps for the **Hikvision DS-K1T680D-E1** face recognition terminal that can help resolve typical issues:

❖ Power & Connectivity Issues

- **Check Power Supply:**
 - Ensure the device is connected to a stable power source using the recommended adapter.
- **Network Connection:**
 - Verify Ethernet or Wi-Fi settings.
 - Reboot the router or switch if the device isn't connecting.
 - Use SADP tool to detect and configure IP settings.

❖ Recognition Problems

- **Face Recognition Not Working:**
 - Clean the camera lens.
 - Ensure proper lighting and positioning (face within 1.5 meters).
 - Re-register the user's face with better image quality.
- **Fingerprint/Card Issues:**
 - Clean the fingerprint sensor.
 - Check if the card is supported and properly registered.

❖ Software & Configuration

- **Device Not Responding:**
 - Reboot the device.
 - Check firmware version and update if needed via web interface or client software.
- **Login Issues:**
 - Reset admin password using SADP or client software.
 - Confirm correct authentication mode is selected.

❖ Attendance & Access Logs

- **Missing Logs:**
 - Check storage status and clear old logs if full.
 - Ensure time settings are correct.
- **Incorrect Attendance Records:**
 - Verify shift schedules and attendance parameters.

❖ Maintenance Tips

- Regularly back up configuration and user data.
- Keep firmware updated to avoid compatibility issues.
- Use surge protection for outdoor installations.



Q: How do I apply these troubleshooting steps to my issue?

Great question! To apply those troubleshooting steps effectively, it really depends on **what issue you're facing** with your DS-K1T680D-E1 device. Here's how to get started:

❖ Step-by-Step Troubleshooting Strategy

1. **Identify the Symptoms:**
 - Is the device not turning on?
 - Is face recognition failing or inaccurate?
 - Are access logs missing or incorrect?

2. Match to the Checklist:

- If it's a power issue, start with checking your power adapter and connections.
- If recognition isn't working, look at camera cleanliness, lighting, and user data quality.
- If it's software-related, try accessing the device via the web interface or client software to reboot or update.

3. Use Tools:

- **SADP Tool:** Great for resetting IP address, detecting device, and recovering passwords.
- **Web Browser:** To access settings, update firmware, and manage users.

4. Document Everything:

- Keep track of steps you try and any changes in behavior — this helps diagnose deeper issues or when escalating to tech support.

Q: What does the SADP Tool do?

The **SADP Tool** (Search Active Device Protocol) is a free utility developed by Hikvision that helps you manage and troubleshoot their devices on a local network. Here's what it can do:

❖ **Device Discovery & Info**

- Automatically scans your local network for Hikvision devices (IP cameras, NVRs, DVRs, access control terminals)
- Displays key details like IP address, MAC address, firmware version, and device status

❖ **Configuration & Setup**

- Activate new devices by setting an admin password
- Modify network settings (IP address, subnet mask, gateway)
- Enable or disable DHCP
- Change device port numbers

❖ **Password Management**

- Reset forgotten passwords using security codes or exported device files
- Restore default passwords (with support from Hikvision technical team)

❖ **Maintenance & Updates**

- Restart devices remotely
- Upgrade firmware
- Export device configuration files for backup or batch setup

❖ **Use Cases**

- Ideal for installers and technicians during setup
 - Great for troubleshooting connectivity or login issues
 - Useful for managing multiple devices in large systems
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