



# Frequently Asked Question

## Fingerprint attendance device Horus E1-RFID

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### ❖ What is the Horus E1-RFID?

- A **wireless facial recognition time attendance terminal** with RFID capabilities.
- Compact and sleek—about the size of an iPhone XS Max.
- Designed for **access control and attendance tracking**.

### ❖ Key Features

- **Facial recognition** up to 3 meters with  $\pm 30^\circ$  pose angle tolerance.
- **RFID card module** for ID/MF card reading.
- **Anti-spoofing** tech to prevent photo/video/mask attacks.
- Supports **Wi-Fi, 3G, 4G, Bluetooth**, and GPS/A-GPS.
- Compatible with **ZKBioSecurity** and **BioTime** platforms.

### ❖ Specifications

Feature	Details
OS	Android 8.1
CPU	Quad-core, 1.5GHz
Memory	2GB RAM / 16GB ROM
Camera	Dual 2MP
Display	720×1280 IPS touch LCD
Face Capacity	6,000 / 10,000 (optional)
RFID Capacity	Up to 10,000 cards
Connectivity	Wi-Fi, Bluetooth, 4G, USB
Dimensions	205.33 × 74 × 17.7 mm
Operating Temp	-10°C to 50°C
Certifications	CE, FCC, RoHS

## ❖ Common Questions

- **Does it support all devices?**
    - No, it only supports Horus E1-RFID and Horus E1-FP. Not all functions (like door sensors or alarms) are supported on every device—check firmware compatibility first.
  - **What's the verification mode?**
    - Face + RFID. No fingerprint support on this model.
  - **Can it be used outdoors?**
    - Not recommended—installation should be indoors, away from direct sunlight.
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## **Q: What are common troubleshooting steps for this device?**

Here are some common troubleshooting steps for the **Horus E1-RFID** device to help resolve issues with setup, connectivity, or performance:

### ❖ Power & Hardware Checks

- **Ensure proper power supply:** Use a 12V ±10%, 2A adapter via the Type-C port.
- **Check physical connections:** Confirm Ethernet, RS485, and USB ports are securely connected.
- **Reset the device:** Use the reset button on the bottom panel if the device becomes unresponsive.

### ❖ Network & Connectivity

- **Verify network settings:** Go to *System Settings > Network Settings* to configure Ethernet, Wi-Fi, or 4G properly.
- **Check IP configuration:** Ensure the device and server are on the same subnet (e.g., 192.168.1.x).
- **SIM card setup:** For mobile networks, insert the SIM and enable 4G/3G/2G in settings.

### ❖ User Registration Issues

- **Face registration:** Enroll faces at 0.5–0.75m distance for optimal recognition.
- **Sync with software:** Use BioTime 8.0 to register users and sync them to the device.
- **QR code enrollment:** Users can scan a QR code via mobile browser to register remotely.

### ❖ Recognition & Authentication

- **Lighting conditions:** Avoid direct sunlight or overly bright environments—install indoors at least 3m from windows.
- **Face detection range:** Ensure users are within 0.3m to 3m for facial recognition to work properly.
- **Anti-spoofing:** If recognition fails, check for masks, photos, or poor lighting that may trigger anti-spoofing defenses.

## ❖ Software & Sync

- **Cloud service setup:** Configure server address and port under *Cloud Service Settings*.
  - **Restart after changes:** Always restart the device after major network or server updates.
  - **Check for firmware compatibility:** Some functions (e.g., door sensor, alarm) depend on firmware version.
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## Q: What if the device still doesn't work after these steps?

If the Horus E1-RFID still isn't working after basic troubleshooting, it's time to dig deeper. Here's a checklist of **advanced steps** to help you isolate and resolve persistent issues:

## ❖ Advanced Troubleshooting

### 1. Firmware & Compatibility

- Check if the device firmware is up to date. Some features (like door sensors or alarms) depend on specific firmware versions.
- Confirm compatibility with connected peripherals (DM10 module, exit button, etc.)—not all functions are supported on every device.

### 2. Factory Reset

- Perform a full factory reset via the reset button or through *System Settings > Advanced Settings > Restore Defaults*.
- Reconfigure network and cloud settings afterward.

### 3. Cloud & Server Sync

- Double-check server address and port under *Cloud Service Settings*.
- Ensure HTTPS and proxy settings are correctly configured.
- Restart the device after applying changes to sync with BioTime or ZKBioSecurity platforms.

### 4. Environmental Factors

- Reassess installation location: avoid direct sunlight, reflective surfaces, or high humidity.
- Ensure the device is mounted securely and at the recommended height (1.5–1.8m for facial recognition).

### 5. Hardware Diagnostics

- Inspect the camera lenses for dust or damage.
- Test the Type-C power adapter and cable with another device to rule out power issues.
- Use the OTG debugging interface for deeper diagnostics if available.

## 6. Contact Technical Support

- If all else fails, reach out to ZKTeco's support team with:
    - Device model and serial number
    - Firmware version
    - Error logs or screenshots
    - Description of the issue and steps already taken
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