



Frequently Asked Question

Fingerprint attendance device DS-K1T343MX

By : Hikvision

Sure! Here are some frequently asked questions (FAQs) for the **Hikvision DS-K1T343MX** face recognition access control terminal:

❖ Basic Setup & Configuration

- **How do I activate the device?**

- After installation, power on the device and follow the on-screen prompts to activate it. You'll need to set an admin password and configure basic settings.

- **How do I change the system language?**

- Go to the Welcome page after activation, then select your preferred language from the drop-down list. The system will reboot to apply the change.

- **How do I select the application mode?**

- On the Welcome page, choose between "Indoor" or "Others" depending on your environment.

❖ Troubleshooting

- **What if the device doesn't respond when changing settings?**

- Check the power supply and ensure all cables are properly connected.
- Restart the device.
- If issues persist, consider a factory reset or contact Hikvision support.

❖ Features & Capabilities

- **What authentication methods are supported?**

- Face recognition, fingerprint (if equipped), card, password, or combinations of these.

- **Is it compatible with other Hikvision products?**

- Yes, it integrates with Hikvision's video surveillance systems and supports protocols like TCP/IP, Wi-Fi, and RS-485.

- **Does it support real-time monitoring?**
 - Absolutely. You can monitor access events and manage users in real time.

❖ **Manuals & Resources**

You can find the full user manual and quick start guide on [ManualsLib](#) or [Manua.ls](#). These include detailed instructions for installation, wiring diagrams, and advanced configuration.

Q: Can you guide me through the activation process?

Absolutely! Here's a step-by-step guide to activate your **Hikvision DS-K1T343MX** face recognition terminal:

❖ **Activation via the Device Interface**

This is the most direct method and ideal for first-time setup.

1. Power on the device

- Once powered, it will automatically display the Device Activation screen.

2. Create an admin password

- Enter a strong password (minimum 8 characters, including uppercase, lowercase, numbers, and special characters).
- Avoid using “admin” or “nimda” in the password.

3. Tap “Activate”

- The device will confirm activation and proceed to the Welcome page.

❖ **Activation via Web Browser**

Useful if you prefer configuring from a PC.

1. Connect the device and PC to the same network.
2. Open a browser and enter the default IP: 192.0.0.64
3. Set a strong admin password and click **Activate**.
4. You can then modify the IP address and other settings.

❖ Activation via SADP Tool

Ideal for batch activation or network-wide setup.

1. Download and install the **SADP Tool** from [Hikvision's official site](#).
2. Launch SADP and scan for devices.
3. Select your device, enter a strong password, and click **Activate**.
4. Modify the IP address if needed.

❖ Activation via iVMS-4200 Client Software

Best for centralized management.

1. Open **iVMS-4200** and go to **Device Management**.
2. Click **Online Device** and select your terminal.
3. Click **Activate**, set a strong password, and confirm.
4. You can now add the device to your platform.

❖ Post-Activation Steps

After activation, don't forget to:

- Select your **preferred language**.
- Choose the **application mode** (Indoor or Others).
- Configure **network settings**.
- Set up **privacy preferences** and **administrator accounts**.



Q: What should I do if activation fails?

If activation fails on your **Hikvision DS-K1T343MX** device, don't worry—there are several steps you can take to troubleshoot and resolve the issue:

❖ Basic Troubleshooting

- **Check power supply**
 - Ensure the device is properly connected and receiving power. Look for any loose cables or signs of hardware issues.
- **Verify network connectivity**
 - If activating via web or software, confirm the device and PC are on the same network. Ping the device's IP to check connectivity.

- **Use a strong password**

- Activation requires a secure password (minimum 8 characters, mix of uppercase, lowercase, numbers, and symbols). Avoid using “admin” or “nimda”.

❖ Try Alternative Activation Methods

If one method fails, switch to another:

- **SADP Tool:** Scan and activate from your PC.
- **Web Browser:** Access via default IP 192.0.0.64.
- **iVMS-4200 Software:** Activate through Device Management.
- **Mobile App (Hik-Connect):** Only works if device is on the same LAN.

❖ Reset & Retry

- **Factory reset the device**

- If activation repeatedly fails, consider resetting the device to default settings. Refer to the user manual for reset instructions.

- **Update firmware**

- Outdated firmware can cause activation issues. Check Hikvision’s site for the latest version.

❖ Still stuck?

- Refer to the full [user manual](#) for detailed activation steps and troubleshooting.
- Contact Hikvision support or your local distributor for technical assistance.

Q: What are common troubleshooting steps for this device?

Here are some common troubleshooting steps for the **Hikvision DS-K1T343MX** face recognition terminal that can help resolve most issues:

❖ Power & Hardware Checks

- **Ensure stable power supply**
 - Confirm the device is properly connected and receiving power. Look for LED indicators or screen activity.
- **Inspect physical connections**
 - Check all wiring—especially for door locks, card readers, and network cables. Loose or misconnected wires can cause malfunctions.

❖ Network & Connectivity

- **Verify IP settings**
 - Make sure the device's IP address doesn't conflict with other devices. Use the SADP Tool to scan and adjust IP settings.
- **Ping the device**
 - From a PC on the same network, ping the device's IP to confirm connectivity.
- **Check firewall settings**
 - Ensure your firewall isn't blocking communication between the device and management software.

❖ Authentication & Access Issues

- **Face recognition not working?**
 - Clean the camera lens.
 - Ensure proper lighting and positioning.
 - Re-register the user's face if needed.
- **Card or password not accepted?**
 - Check if the user is properly enrolled.
 - Verify access group and schedule settings.

❖ Software & Interface

- **Device unresponsive or slow?**
 - Restart the device.
 - Check for firmware updates.
 - Clear unnecessary logs or data.
- **Web interface not loading?**
 - Use a supported browser (Chrome or IE).
 - Confirm correct IP and port.
 - Disable browser extensions that may interfere.

❖ Reset & Recovery

1. **Factory reset**

- If persistent issues occur, perform a factory reset. This will erase all settings, so back up data first.

2. **Firmware update**

- Download the latest firmware from Hikvision's official site and follow update instructions carefully.

❖ Reference Manuals

For detailed wiring diagrams, configuration steps, and advanced troubleshooting, check the [official user manual](#) or the [ManualsLib guide](#).

Q: Can you simplify the network connection steps?

Of course! Here's a simplified guide to help you connect your **Hikvision DS-K1T343MX** device to a network:

❖ **Wired Network Setup (LAN)**

1. **Power on the device** and wait for the home screen.
2. Tap **Comm. (Communication Settings)**.
3. Select **Wired Network**.
4. Enter:
 - **IP Address** (e.g., 192.168.1.100)
 - **Subnet Mask** (e.g., 255.255.255.0)
 - **Gateway** (e.g., 192.168.1.1)
 - **DNS** (e.g., 8.8.8.8)
5. Tap **Save** and restart the device.

❖ **Wi-Fi Setup (if supported)**

1. Go to **Configuration** → **Network** → **Basic Settings** → **Wi-Fi**.
2. Check **Enable Wi-Fi**.
3. Tap **+** to add a network.
4. Select your Wi-Fi name and enter the password.
5. Tap **Connect** and wait for confirmation.

❖ **Quick Tips**

- Use the **SADP Tool** on your PC to scan and configure devices easily.
- Make sure your router allows new devices to connect.
- If using DHCP, the device can auto-assign an IP—just enable it in network settings.