



# Frequently Asked Question

## Fingerprint attendance device DS-K1T807EBFWX-E1

By : Hikvision

### ❖ Device Overview

- **Type:** Value Fingerprint Terminal (Access Control)
- **Display:** 2.4-inch LCD (320×240 resolution)
- **Authentication Methods:** Fingerprint, EM card, PIN
- **Capacity:** 5,000 fingerprints, 5,000 cards, 150,000 events

### ❖ Connectivity & Interfaces

- **Network:** Wired Ethernet + Wi-Fi (2.4 GHz, 802.11b/g/n)
- **Interfaces:**
  - 1× RJ-45 (10/100 Mbps)
  - RS-485, Wiegand (W26/W34)
  - USB, PoE support
  - Alarm input/output, door contact, exit button

### ❖ System & Power

- **Operating System:** Linux
- **Power Supply:** 12 VDC or PoE
- **Power Consumption:** ≤ 6W
- **Working Temp:** -30°C to 60°C
- **Humidity:** 0-90% (non-condensing)

### ❖ Installation & Setup

- **Mounting:** Wall-mounted
- **Dimensions:** 172 × 76 × 27.5 mm
- **Weight:** ~0.56 kg (gross)
- **Configuration:** Via web client
- **Protocols Supported:** ISAPI, ISUP 5.0

### ❖ Common Questions

#### Q: Can I reset the device password if forgotten?

- Yes, Hikvision provides a method to [reset or restore the password](#) through their system tools.

#### Q: What if I face issues unbinding the device from a Hik-Connect account?

- There are several known errors and solutions. You can check out this [troubleshooting guide](#) for help with unbinding errors.

## Q: Is firmware updating supported?

- Yes, and it's recommended to keep the firmware updated for optimal performance.
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## Q: CAN YOU PROVIDE INSTALLATION STEPS FOR THIS DEVICE?

### 1. Prepare for Installation

- **Unbox the device** and verify all accessories are included (mounting plate, screws, power cable, etc.).
- Choose a **flat wall surface** near the door where the device will control access.
- Ensure **network access** (Ethernet or Wi-Fi) and **power supply** (12V DC or PoE) are available.
- For a visual reference on mounting and wiring, the [HIKVISION Dome PoE IP Security Camera Installation Guide](#) demonstrates similar steps for wall-mounting and PoE setup.

### 2. Mount the Terminal

- Use the **mounting template** to drill holes.
- Fix the **backplate** to the wall using screws.
- Route the **cables** (power, Ethernet, RS-485, etc.) through the wall or conduit.
- Attach the terminal to the backplate and secure it.

### 3. Connect Wiring

- **Power:** Connect 12V DC or use PoE via RJ-45.
- **Network:** Plug in Ethernet or configure Wi-Fi later.
- **Access Control:** Wire door lock, exit button, door contact, and alarm I/O as needed.

### 4. Activate & Configure

- Power on the device.
- Use **SADP Tool** or a web browser to detect and activate the device.
- Set a **strong admin password** during activation.
- The [Hikvision NVR – Activation / Initial Setup / Add Cameras](#) video walks through the activation process using SADP and web client—very similar to this terminal's setup.

### 5. Web Configuration

- Access the device via its IP address in a browser.
- Log in with admin credentials.
- Configure:
  - **Time settings**
  - **User fingerprints/cards/PINs**
  - **Access schedules**
  - **Network settings (Wi-Fi, static IP, etc.)**

## 6. Test the System

- Enroll a test user with fingerprint or card.
- Confirm door unlocks and events are logged.
- Adjust settings as needed for real-world use.

### ✓ **Bonus Tip:**

- If you're integrating with a door station or intercom, the [How to Setup a Hikvision Villa Door Station in 2 Minutes](#) video shows how quickly Hikvision devices can be configured without a screen—useful if you're going screenless.

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## Q: WHAT TROUBLESHOOTING STEPS SHOULD I FOLLOW IF ISSUES ARISE?

### 1. Power & Connectivity Checks

- **Verify Power Supply:** Ensure 12V DC or PoE is stable and within spec.
- **Check LED Indicators:** Look for signs of power or error states.
- **Test Network:** Confirm Ethernet cable is secure or Wi-Fi is connected properly.

### 2. Network & IP Issues

- Use the **SADP Tool** to detect the device on your network.
- If it's not showing up:
  - Try a direct connection to your PC.
  - Disable firewalls temporarily.
  - Reset the device IP using SADP.

### 3. Device Not Responding

- **Reboot** the terminal.
- If frozen, **power cycle** by unplugging and reconnecting.
- Check for **firmware updates** via the web client or iVMS-4200.

### 4. Login or Access Problems

- Forgot password? Use the [Hikvision password reset tool](#) or contact support.
- If access control isn't working:
  - Recheck **door lock wiring**.
  - Confirm **user credentials** are enrolled correctly.

### 5. Hardware & Sensor Issues

- Clean the **fingerprint sensor** with a microfiber cloth.
- Test with multiple fingerprints/cards to rule out user error.
- Inspect for **physical damage** or tampering.

## 6. Logs & Diagnostics

- Access the **event logs** via the web interface to identify patterns.
- Look for repeated errors or failed authentications.

## 7. Factory Reset (Last Resort)

- If all else fails, perform a **factory reset** via the web interface or physical reset button (if available).
  - Reconfigure the device from scratch.
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