



Frequently Asked Question

Fingerprint attendance device DS-K5671-ZH

By : Hikvision

Sure! Here's a helpful overview of frequently asked questions for the **Hikvision DS-K5671-ZH Face Recognition Terminal**:

❖ Basic Setup & Configuration

- **Default Port Number:** The device uses port **8000** by default.
- **Default Username:** Typically set to **admin**.
- **Authentication Modes:** Supports multiple credential types including face, card, and password.
- **ISUP Key:** Required for ISUP 5.0 devices during network configuration.

❖ Face Recognition & Security

- **Anti-Spoofing Support:** While biometric recognition is robust, it's not 100% foolproof. For higher security, it's recommended to use **multi-factor authentication**.
- **Face Recognition Specs:**
 - Recognition distance: **0.3 m to 3 m**
 - Speed: **< 0.2 seconds/user**
 - Accuracy: **≥ 99%**

❖ Audio & Communication

- **Two-Way Audio:** Can be initiated via client software. Just click **Start Two-Way Audio** in the interface.
- **Video Intercom:** Supports calling between device and client software.

❖ Connectivity & Interface

- **Network Options:** Supports **TCP/IP** and **Wi-Fi (2.4 GHz)**.
- **Interfaces:**
 - RJ-45 Ethernet
 - RS-485
 - Wiegand
 - USB

❖ Installation & Maintenance

- **Mounting Options:** Can be mounted with brackets on turnstiles. Detailed instructions are available in the [user manual](#).
- **System Maintenance:** Includes firmware updates, preference settings, and biometric parameter adjustments.

Q: What are the step-by-step installation instructions?

Here's a clear, step-by-step guide to installing the **Hikvision DS-K5671-ZH Face Recognition Terminal** on a turnstile or wall mount setup:

❖ Pre-Installation Preparation

- **Check Environment:**
 - Avoid direct sunlight or strong backlight.
 - Ensure stable lighting for optimal face recognition.
 - Wall or surface must support at least **3× the device's weight**.
- **Tools Needed:**
 - Drill
 - Screwdriver
 - Mounting bracket (included)
 - Screws and anchors
 - Ethernet cable (if using wired network)

❖ Mounting the Device

1. Install the Base

- Align the base with the pre-drilled holes on the turnstile or wall.
- Rotate the base to ensure the device faces the correct direction.
- Secure the base using screws.

2. Route the Cables

- Pass power and network cables through the cable hole in the turnstile or wall.
- Ensure cables are protected from water ingress (use solder tubes if needed).

3. Attach the Bracket

- Place the bracket onto the base.
- Align the arrows on the base and bracket for correct orientation.
- Secure the bracket with screws.

4. Mount the Device

- Slide the device onto the bracket.
- Confirm alignment using the arrow indicators.
- Secure the upper and lower covers.

❖ Wiring & Power

- Connect the **12V DC power supply** (use only Hikvision-approved adapters).
- Connect Ethernet cable to the RJ-45 port if using wired network.
- Optional: Connect RS-485, Wiegand, or USB interfaces as needed.

❖ Activation & Setup

- Power on the device.
- Activate via:
 - **Web browser**
 - **SADP tool**
 - **Client software**
- Set network parameters (IP address, port 8000, ISUP key if applicable).
- Configure authentication modes (face, card, password).

❖ Reference Manual

For diagrams and detailed visuals, check the [official user manual](#). It includes bracket types, screw positions, and cable routing illustrations.

Q: What are common troubleshooting steps during installation?

Here are some common troubleshooting steps to follow during installation of the **Hikvision DS-K5671-ZH Face Recognition Terminal** to ensure a smooth setup:

❖ Hardware & Mounting Issues

- **Device Not Powering On:**
 - Confirm the **12V DC power adapter** is properly connected and rated for 3A.
 - Check for loose wiring or damaged connectors.
- **Unstable Mounting:**
 - Ensure the bracket is securely fastened with screws.
 - Wall or turnstile must support at least **3× the device's weight**.

❖ Network & Communication Setup

- **No Network Detection:**
 - Verify Ethernet cable is connected to the **RJ-45 port**.
 - Check IP settings—use **SADP tool** or web browser to assign static IP.
 - Confirm port **8000** is open and not blocked by firewall.
- **Wi-Fi Not Connecting:**
 - Ensure you're using a **2.4 GHz** network.

- Re-enter SSID and password correctly.
- Restart the device after saving Wi-Fi settings.

❖ Face Recognition Calibration

- **Recognition Fails During Testing:**
 - Adjust lighting—avoid direct sunlight or shadows.
 - Ensure face is within **0.3–3 meters** and clearly visible.
 - Clean the camera lens and avoid obstructions like hats or glasses.

❖ Activation & Login Problems

- **Device Not Activating:**
 - Use the SADP tool, web browser, or client software.
 - Set a strong password during activation.
- **Login Failure:**
 - Default username is admin; reset password via Hikvision support if needed.

❖ Audio & Intercom Setup

- **Two-Way Audio Not Working:**
 - Enable microphone and speaker permissions in client software.
 - Click **Start Two-Way Audio** to initiate communication.

❖ Firmware & System Maintenance

- **Lag or Unresponsiveness:**
 - Reboot the device after installation.
 - Update firmware via Hikvision's official manual to fix known bugs.
- **Event Logging Not Working:**
 - Enable event reception in the client software settings.

Q: What are common troubleshooting tips for this device?

Here are some common troubleshooting tips for the **Hikvision DS-K5671-ZH Face Recognition Terminal** that can help resolve typical issues:

❖ Device Activation & Login Issues

- **Forgot Password:** Contact Hikvision technical support to reset the password securely.
- **Login Failure:** Ensure the device is activated and you're using the correct credentials (default username is admin).

❖ Network & Connectivity Problems

- **No Network Connection:**
 - Check if the Ethernet cable is properly connected.
 - Verify TCP/IP settings in the device's web interface.
 - Ensure firewall or router isn't blocking port **8000**.
- **Wi-Fi Not Connecting:**
 - Confirm you're using a 2.4 GHz network.
 - Re-enter the Wi-Fi password and check signal strength.

❖ Face Recognition Issues

- **Low Accuracy or Failure:**
 - Make sure the face is well-lit and within the recommended distance (0.3–3 meters).
 - Avoid hats, sunglasses, or heavy makeup during registration.
 - Clean the camera lens regularly.

❖ Audio & Intercom Troubles

- **Two-Way Audio Not Working:**
 - Use the client software and click Start Two-Way Audio.
 - Ensure microphone and speaker permissions are enabled on the software.

❖ Attendance & Access Control

- **Authentication Fails Without Status:**
 - Set attendance status manually or enable auto-attendance mode via the web interface.
- **Door Control Not Responding:**
 - Check wiring to the door lock and ensure power supply is stable.
 - Confirm access control parameters are correctly configured.

❖ System Maintenance Tips

- **Firmware Updates:**
 - Always back up settings before updating.
 - Use official Hikvision tools or website for firmware downloads.
- **Slow Performance:**
 - Reboot the device periodically.
 - Clear unused user data and logs.

Q: Can you elaborate on Wi-Fi connection issues?

Absolutely! If you're having trouble connecting the **DS-K5671-ZH Face Recognition Terminal** to Wi-Fi, here are some detailed steps and checks to help you troubleshoot:

❖ Wi-Fi Troubleshooting Guide

✓ Basic Checks

- **Wi-Fi Band Compatibility:** The device supports **2.4 GHz** networks only. It won't connect to 5 GHz.
- **Signal Strength:** Ensure the device is within range of the router. Weak signals can cause intermittent connectivity.
- **Correct Password:** Double-check the Wi-Fi password entered in the device settings.

✓ Configuration Steps

1. Access Network Settings:

- Log in to the device via its web interface or client software.
- Navigate to **Communication Settings > Wi-Fi Parameters**.

2. Set Wi-Fi Parameters:

- Enable Wi-Fi.
- Select the correct SSID from the list.
- Enter the password and save settings.

3. Restart the Device:

- After saving, reboot the terminal to apply changes.

✓ Common Issues & Fixes

• SSID Not Showing:

- Make sure the router is broadcasting the SSID.
- Try manually entering the SSID if it's hidden.

• Authentication Failure:

- Re-enter the password carefully.
- Check for special characters or spaces that may be misinterpreted.

• IP Conflict or No Internet:

- Set a static IP or ensure DHCP is enabled on the router.
- Confirm that the router isn't blocking the device's MAC address.

• Firmware Glitches:

- Update to the latest firmware via Hikvision's official site to resolve known bugs.