



# Frequently Asked Question

## Fingerprint attendance device SpeedFace 8

By : BioMax

Sure! Here's a helpful FAQ for the **Biomax SpeedFace 8** facial recognition terminal, based on product details and support info:

### ❖ General Information

- **Device Type:** Facial recognition attendance and access control terminal
- **Model:** SpeedFace 8 / SpeedFace 8 TM
- **Display:** 8-inch IPS LCD touch screen (1280×800 resolution)
- **Operating System:** Linux
- **Processor:** Dual-core ARM Cortex-A7
- **Power Supply:** DC 12V/2A

### ❖ Capacity & Performance

- **Face Capacity:** Up to 100,000 faces
- **User Capacity:** 100,000 users
- **Log Storage:** Up to 1,000,000 logs
- **Recognition Speed:** ≤1 second
- **Accuracy:** Up to 99.99% with deep learning algorithm

### ❖ Features

- **Face Recognition Modes:** 1:1 and 1:N
- **Live Body Detection:** Supported
- **Stranger Detection:** Supported
- **Temperature Detection:** Available in TM variant
- **Masked Face Verification:** Possible with reduced accuracy
- **External Card Reader Support:** Yes (IC card, M1, CPU card)

### ❖ Connectivity

- **Wi-Fi:** IEEE 802.11b/g/n
- **LAN:** 100M Ethernet
- **USB:** Type-A port
- **RS-232 / Wiegand / Relay Output:** Supported

### ❖ Installation & Environment

- **Mounting:** Wall-mounted
- **Protection Grade:** IP66 (dust and water resistant)
- **Operating Temperature:** -10°C to 50°C
- **Humidity Range:** 10% to 90%

## ❖ Software & Integration

- **Smart Office Software:** Desktop & Web versions available
- **Push Data:** Supported
- **Remote Update:** Supported
- **Report Generation & Payroll Integration:** Yes

## ❖ Common Questions

- **Can it detect multiple faces at once?**
  - Yes, some variants support detection of up to 5 people simultaneously.
- **Is it suitable for outdoor use?**
  - With IP66 protection and wide temperature range, it's built for tough environments.
- **Does it work with masks?**
  - Yes, but accuracy may decrease. For better results, use 1:1 mode with card verification.

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### **Q: What is the best way to set up the speedface 8?**

Setting up the **Biomax SpeedFace 8** for optimal performance involves a few key steps that balance technical precision with practical usability. Here's a streamlined guide to get you started:

## ❖ Physical Installation

- **Mounting Height:** Install the device at **eye level** (approx. 1.4–1.6 meters from the ground) for accurate face detection.
- **Lighting Conditions:** Avoid direct sunlight or harsh backlighting. Use soft ambient lighting for best results.
- **Stable Surface:** Ensure the wall or mount is firm and vibration-free to prevent misalignment.

## ❖ Initial Configuration

- **Power Supply:** Connect to a **12V/2A DC** power source. Use a UPS for backup during outages.
- **Network Setup:** Configure **LAN or Wi-Fi** settings via the touchscreen interface. Static IP is recommended for stable connectivity.
- **Time & Date:** Set system time accurately to ensure correct log timestamps.

## ❖ User Enrollment

- **Face Registration:** Capture multiple angles of each user's face in good lighting. Avoid hats, glasses, or masks during enrollment.
- **Card/PIN Setup:** For added security, link users with IC cards or PINs (especially useful for masked face recognition).
- **Access Rules:** Define access zones, time schedules, and anti-passback settings if needed.

## ❖ Security & Software Integration

- **Enable Live Body Detection:** Prevent spoofing with photos or videos.
- **Push Data:** Activate real-time data sync with **Smart Office software**.
- **Remote Update:** Keep firmware updated for new features and bug fixes.

## ❖ Maintenance Tips

- **Lens Cleaning:** Wipe the camera lens weekly with a microfiber cloth.
  - **Environment Check:** Ensure temperature stays between -10°C to 50°C and humidity between 10% to 90%.
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### Q: What are common issues and how to resolve them?

Here are some common issues users face with the **Biomax SpeedFace 8** and how to troubleshoot them effectively:

## ❖ Common Issues & Fixes

### 1. Face Recognition Failures

- **Cause:** Poor lighting, incorrect mounting height, or low-quality face registration.
- **Solution:**
  - Ensure the device is mounted at eye level.
  - Improve ambient lighting.
  - Re-register users with clear, front-facing images.

### 2. Slow or Delayed Recognition

- **Cause:** Dirty lens, outdated firmware, or overloaded database.
- **Solution:**
  - Clean the camera lens regularly.
  - Update firmware via remote update feature.
  - Optimize database by removing inactive users.

### 3. Network Connectivity Issues

- **Cause:** Unstable Wi-Fi or incorrect LAN settings.
- **Solution:**
  - Use a static IP for better stability.
  - Check router signal strength and LAN cable integrity.
  - Restart the device and reconfigure network settings.

## 4. Push Data Not Syncing

- **Cause:** Disabled push feature or software misconfiguration.
- **Solution:**
  - Enable push data in system settings.
  - Verify Smart Office software is correctly linked and updated.

## 5. Masked Face Recognition Errors

- **Cause:** Reduced accuracy due to facial obstruction.
- **Solution:**
  - Use 1:1 verification with card or PIN.
  - Recalibrate recognition settings for masked users.

## 6. Temperature Detection Inaccuracy (TM Variant)

- **Cause:** Sensor drift or environmental interference.
- **Solution:**
  - Calibrate the thermal sensor periodically.
  - Avoid placing the device near heat sources or direct sunlight.

## 7. Device Freezing or Rebooting

- **Cause:** Power fluctuations or firmware bugs.
- **Solution:**
  - Use a UPS to stabilize power supply.
  - Perform a firmware update or factory reset if needed.

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## Q: What are some best practices for using the SpeedFace 8?

To get the most out of your **Biomax SpeedFace 8** device, here are some best practices that enhance performance, accuracy, and longevity:

### ❖ Setup & Configuration

- **Positioning:** Mount the device at eye level in a well-lit area to ensure optimal facial recognition.
- **Distance Calibration:** Configure recognition distance (typically 0.3–1.5 meters) for faster and more accurate detection.
- **Database Quality:** Use high-resolution, front-facing images for user registration. Multiple images per user improve recognition accuracy.

### ❖ Security & Access Control

- **Live Body Detection:** Enable this feature to prevent spoofing with photos or videos.
- **Stranger Detection:** Activate to alert when unregistered individuals attempt access.
- **Anti-passback:** If supported, use this to prevent tailgating or repeated access without exit.

## ❖ Data Management

- **Push Data:** Ensure push data is enabled for real-time syncing with Smart Office software.
- **Remote Updates:** Keep firmware updated to benefit from performance improvements and security patches.
- **Backup Logs:** Regularly export attendance logs to avoid data loss and streamline payroll processing.

## ❖ Maintenance & Care

- **Clean the Camera Lens:** Gently wipe the lens with a microfiber cloth to maintain image clarity.
- **Avoid Harsh Environments:** While IP66-rated, avoid direct exposure to extreme weather or corrosive substances.

## ❖ Masked Face Recognition

- **Use 1:1 Mode:** For users wearing masks, 1:1 verification with card or PIN improves accuracy.
- **Temperature Detection:** If using the TM variant, calibrate the thermal sensor periodically for reliable readings.

