



# Frequently Asked Question

## Fingerprint attendance device DS-K1T804AEF

By : Hikvision

### ❖ General Features

- **Authentication methods:** Fingerprint, EM card
- **Capacity:** Stores up to 3,000 fingerprints, 3,000 cards, and 100,000 event logs
- **Connectivity:** TCP/IP, Wi-Fi, RS-485, Wiegand interface
- **Display:** 2.4-inch LCD-TFT screen
- **Operating conditions:** -10°C to +55°C, 10%–90% humidity (non-condensing)

### ❖ Frequently Asked Questions

#### 1. How do I reset the password?

- You'll need to follow the steps outlined in the [user manual](#), or contact Hikvision support if the device is locked.

#### 2. What if the device is exposed to rain or moisture?

- Avoid placing it in damp or dusty environments. It's designed for indoor use, so exposure to moisture can cause malfunction.

#### 3. Why is my device not working in extreme temperatures?

- Ensure it's installed within the recommended temperature range and away from direct sunlight or heat sources.

#### 4. How do I clean and maintain the device?

- Use a soft, dry cloth. Avoid alkaline detergents. Keep it away from direct sunlight and electromagnetic interference.

#### 5. Can I connect it to a door sensor?

- Yes! The DS-K1T804AEF supports door sensor integration. You can follow the [official guide](#) for wiring and configuration.

#### 6. Is the manual available in English?

- Absolutely. You can view or download the full [192-page English manual](#) for detailed setup and troubleshooting.

## **Q: Can you explain the installation process for this device?**

### **1. Mounting the Device**

- **Install a 120 gang box** into the wall where the device will be placed.
  - **Route the cables** through the cable hole in the mounting plate.
  - **Secure the mounting plate** to the gang box using the supplied screws.
  - **Align and attach the terminal** to the mounting plate from bottom up, fastening it with the built-in buckles.
- For a visual walkthrough, [How to Install Hikvision DS-K1T804F- Fingerprint Access Control](#) shows the physical installation process, including mounting and wiring.

### **2. Wiring and Power**

- Connect power supply (12V DC) and ground.
  - Wire the **door lock**, **exit button**, **door sensor**, and **alarm input/output** as needed.
  - Ensure all external devices share the same ground (GND) to avoid electrical issues.
- The video [DS- K1T804 BMF Configuration, lock wiring diagram, add to ...](#) provides a detailed wiring diagram and shows how to connect magnetic locks and other peripherals.

### **3. Activation and Configuration**

- Use **iVMS-4200 software** or **SADP tool** to activate the device.
  - Set a strong admin password during activation.
  - Configure network settings (IP address, gateway, etc.) and enable communication protocols.
- To see this in action, [Installing Hikvision Access Control #ds-k1t804ef](#) walks through activation and basic setup.

### **4. Registering Users**

- Add users locally or via software.
  - Register fingerprints, assign cards, and set access permissions.
  - You can also sync user data with Hik-Connect or third-party systems.
- The video [Hikvision Fingerprint Time Attendance & Access Control](#) demonstrates how to register users and configure attendance settings.

### **5. Advanced Configuration**

- Set up IN-OUT readers for dual-side access.
  - Configure buzzer, access schedules, and linkage actions.
- Check out [HOW TO : Connect & Configure IN-OUT reader for Hikvision ...](#) for guidance on dual-reader setups.

## Q: Can you explain the troubleshooting process?

### 1. Device Offline or Network Issues

- **Check IP settings:** Ensure the device has a valid IP address, subnet mask, and gateway.
  - **Verify connectivity:** Ping the device from your PC or use SADP/iVMS-4200 to detect it.
  - **DNS settings:** Missing DNS entries can cause Hik-Connect to show offline status.
- Watch [How to fix most common issue with Hikvision device offline ...](#) for a walkthrough on resolving network and Hik-Connect issues.

### 2. Password or Login Problems

- **Forgot password?** You can reset it using the reset button (if available), SADP tool, or by contacting Hikvision support.
- See [Forgot Hikvision Password? See How To Reset/Restore ...](#) for multiple recovery methods including XML file extraction.

### 3. Buzzer or Door Timeout Issues

- If the buzzer keeps sounding or the door open timeout is misconfigured:
    - Use iVMS-4200 to adjust the **door open timeout** and **buzzer settings**.
- Check [Hik Vision: DS-K1T804AEF is enable door open timeout buzzer](#) for configuration steps.

### 4. IN-OUT Reader Malfunction

- Ensure proper wiring and reader configuration.
  - Use iVMS-4200 to assign reader roles and test access control logic.
- Watch [HOW TO : Connect & Configure IN-OUT reader for Hikvision ...](#) for setup and troubleshooting tips.

### 5. General Maintenance Tips

- Keep the device clean and dry.
  - Avoid direct sunlight, moisture, and electromagnetic interference.
  - Restart the device if the display or fingerprint sensor malfunctions.
- For password-only access setup, [DS-K1T804EF Accessing by Password only](#) shows how to configure basic access modes.