

Disclaimer

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**A reliable grounding is required when installing the device; otherwise it may cause damage to the device, especially in winter when the static electricity is particularly obvious.

**This device must be used with a matching power adapter; otherwise the device will not start or be damaged.

Preparation before the installation

1. First, please contact our sales for the configuration software (Facedemo). The search function requires the computer Firewall and anti-virus software in 'off' status. Open the decompressed folder and find "FaceDemo.exe" and click the magnifying glass (search) button to search for all face recognition devices in the local area network (as shown in the figure below), and select the

corresponding device to login to perform the corresponding operation.

| | MAC address | IP address | Subnet mask | Platform | System | Multi-Video | State |
|----|-------------------|---------------|---------------|-------------|----------|--------------------------|-------|
| 1 | 76:58:42:bc:80:e5 | 192.168.0.38 | 255.255.255.0 | EV500 | FaceGate | <input type="checkbox"/> | |
| 2 | 96:B4:25:A6:6C:BF | 192.168.0.197 | 255.255.255.0 | HI3516EV300 | | <input type="checkbox"/> | |
| 3 | 4e:c2:b3:5b:be:d7 | 192.168.0.98 | 255.255.255.0 | HI3516CV500 | | <input type="checkbox"/> | |
| 4 | 4e:30:b0:10:64:6f | 192.168.0.189 | 255.255.255.0 | EV500 | | <input type="checkbox"/> | |
| 5 | 3E:4D:D7:1D:18:18 | 192.168.0.144 | 255.255.255.0 | HI3516EV300 | | <input type="checkbox"/> | |
| 6 | 62:33:61:44:0e:dc | 192.168.0.88 | 255.255.255.0 | EV500 | FaceGate | <input type="checkbox"/> | |
| 7 | 02:eb:0e:05:c3:91 | 192.168.7.69 | 255.255.255.0 | EV500 | FaceGate | <input type="checkbox"/> | |
| 7A | 51:51:B6:A8:19 | 192.168.0.89 | 255.255.255.0 | HI3516DV300 | | <input type="checkbox"/> | |
| 9 | da:42:a6:8f:7c:20 | 192.168.0.117 | 255.255.255.0 | HI3516DV300 | | <input type="checkbox"/> | |
| 11 | 92:f7:d5:71:9a:0a | 192.168.3.214 | 255.255.0.0 | HI3516DV300 | | <input type="checkbox"/> | |

IP 192.168.0.45 User Name admin Password ***** Login Add to list Import parameters Import Face Database

Search

IP setting(select 0 pcs)

Start address
End address
Subnet mask
 Unified IP Apply

Device upgrade (selected 0 pcs)

Upgrade file Browse
 Check version
 Reboot after upgrade (soft reboot) Upgrade

*** reminder: search function needs to close firewall. Close

2. Configure IP

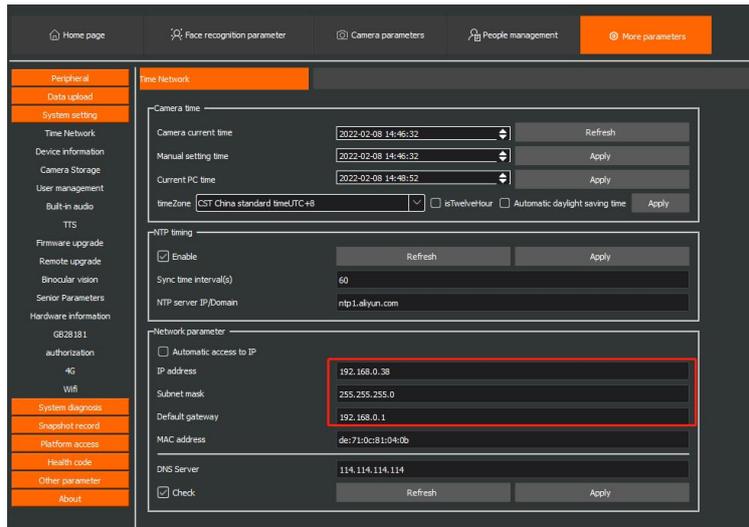
By default, the IP of the device is 192.168.1.88. To configure the IP of the device, you can do one of the following:

- If your subnet of LAN is 192.168.1.x



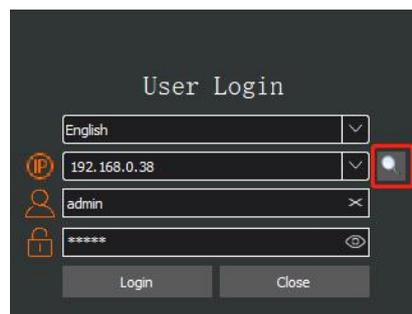
The image shows a 'User Login' dialog box with a dark background. At the top, it says 'User Login'. Below that, there are several input fields: a language dropdown menu set to 'English', an IP address dropdown menu set to '192.168.1.88', a username text field containing 'admin', and a password text field containing '*****'. There are also icons for IP, user, and password. At the bottom, there are two buttons: 'Login' and 'Close'.

Input IP address (192.168.1.88), and click "Login" button



Configure IP address, and click “Apply” button

- If your subnet of LAN is not 192.168.1.x



Click the search glass icon to search for the device

| | MAC address | IP address | Subnet mask | Platform | System | Multi-Video | State |
|----|-------------------|---------------|-----------------|-------------|----------|--------------------------|-------|
| 13 | 9a:c1:ce:fa:3d:5f | 192.168.0.66 | 255.255.255.0 | HI3516DV300 | | <input type="checkbox"/> | |
| 14 | f2:57:2c:90:14:79 | 192.168.0.166 | 255.255.254.0 | EV500 | | <input type="checkbox"/> | |
| 18 | de:71:0c:81:04:0b | 192.168.0.38 | 255.255.255.0 | HI3516DV300 | | <input type="checkbox"/> | |
| 14 | 46:78:f0:b3:76:26 | 192.168.0.152 | 255.255.255.0 | HI3516DV300 | | <input type="checkbox"/> | |
| 17 | c2:97:27:cb:74:4d | 192.168.0.164 | 255.255.255.0 | DV350 | FaceGate | <input type="checkbox"/> | |
| 18 | 10:f9:00:05:0b:0b | 192.168.0.197 | 255.255.255.0 | DV350 | Depl | <input type="checkbox"/> | |
| 19 | c2:3b:24:eb:64:ca | 192.168.0.228 | 255.255.255.0 | DV350 | FaceGate | <input type="checkbox"/> | |
| 20 | f6:30:df:a2:a6:bf | 10.112.238.59 | 255.255.255.128 | DV350 | FaceGate | <input type="checkbox"/> | |
| 21 | 56:27:ef:b1:2c:19 | 192.168.0.93 | 255.255.255.0 | DV350 | Depl | <input type="checkbox"/> | |
| 22 | f2:af:4f:54:39:a1 | 192.168.1.187 | 255.255.255.0 | DV350 | FaceGate | <input type="checkbox"/> | |

IP 192.168.0.164 User Name admin Password ***** Login Add to list Import parameters Import Face Database

Search

-IP setting(select Ip(s))

Network address 192.168.0.164
 Subnet mask 255.255.255.0
 Default gateway 192.168.0.1
 Unified IP Apply

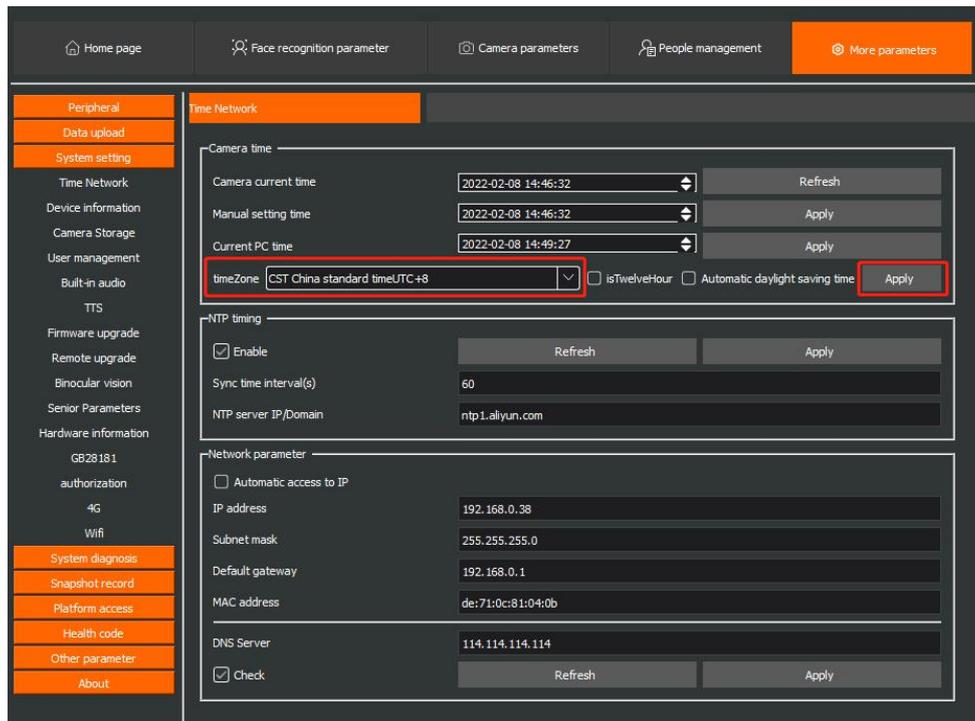
-Device upgrade(selected Ip(s))

Upgrade file Browse
 Check version
 Reboot after upgrade (soft reboot) Upgrade

Warm reminder: search function needs to close firewall. Close

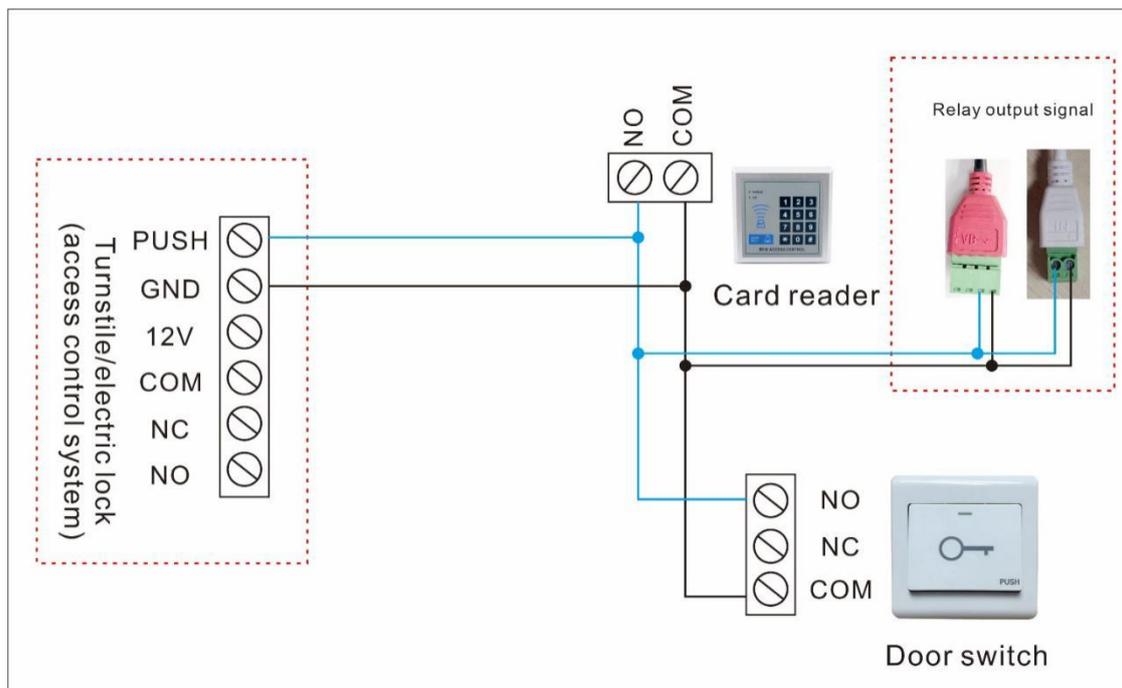
In the list box, click the device you want to configure, and configure the IP in below box, then click “Apply” button.

3. Configure time zone



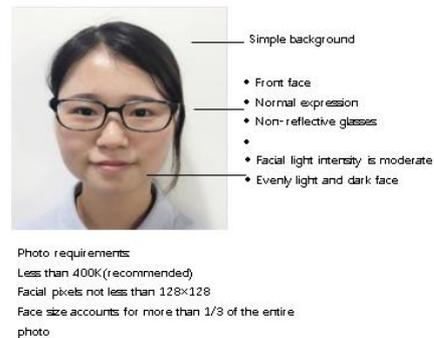
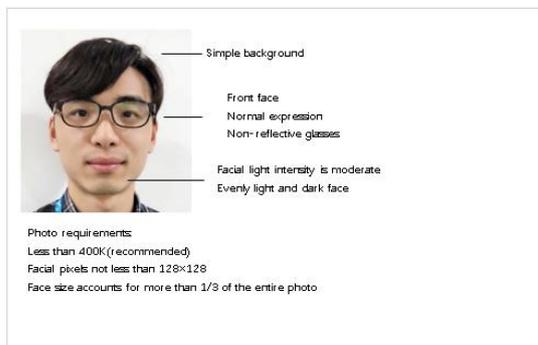
Configure time zone according to your local time zone

4. Wiring method (access control linkage)

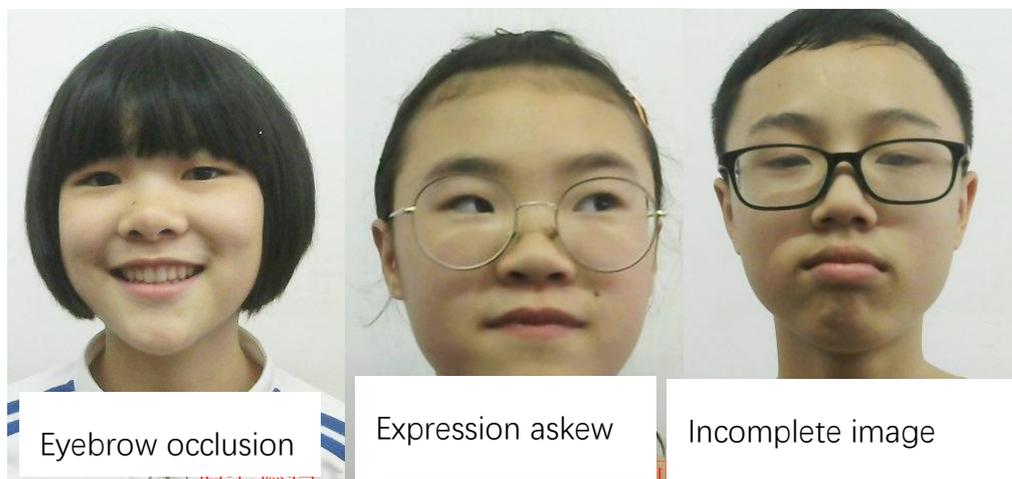


Face registration

In order to quickly register face templates and improve registration efficiency, please enter face photos in accordance with the specifications! Face registration requires that there is only one face in the picture, it must be a front face, the face must be at a certain distance from the surroundings, and the horizontal width of the face must be more than 128 pixels.



The picture should be in jpg format, and should avoid the following situations when registering faces, otherwise, registration failure and comparison failure may occur. The image below is an example of the error.





Light too dark



Light too bright



Severe shadows

Customization options

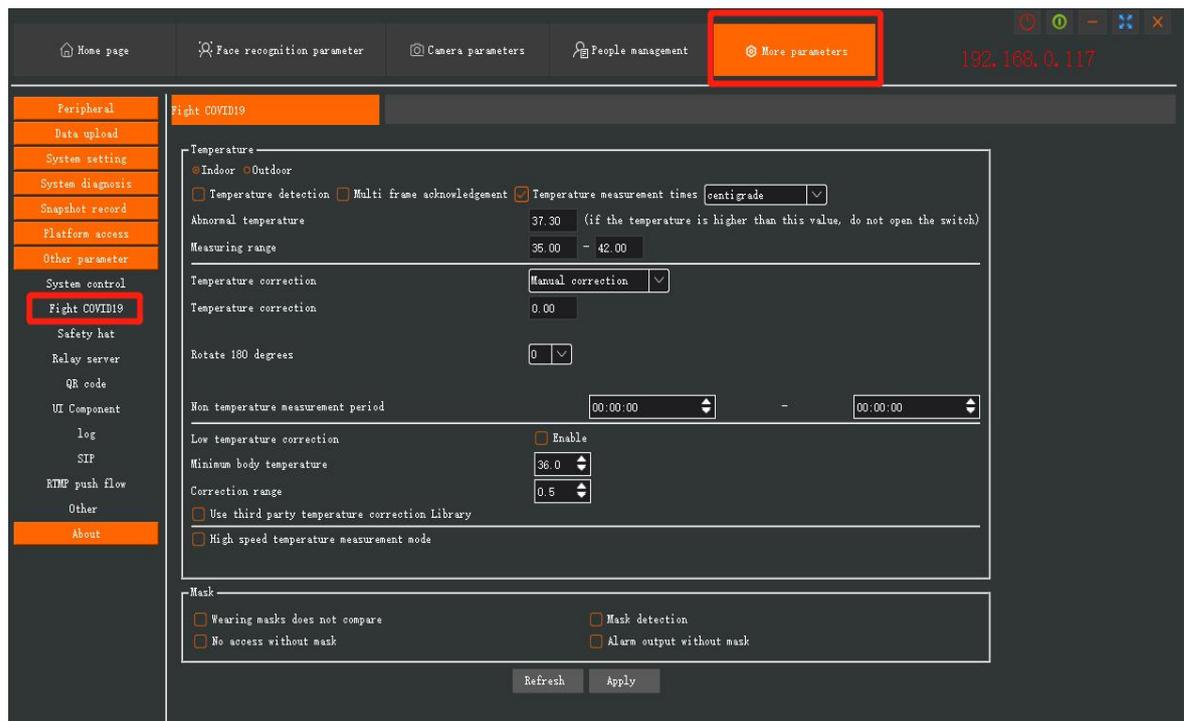
| Custom functions | | |
|------------------------|--------------------------------|---|
| Options | Functions | Specifications |
| QR code reading | Read QR code | Version 12 above 65*65 |
| 4G | 4G communication | All network |
| Card | Card swiping pass | IC+ID |
| Built-in NFC | Card,mobile phone swiping pass | NFC compliant cards, equipment |
| WIFI | WIFI | IEEE 802.11 b/g/n |
| Advertisement playback | Video/photo slide show | 1024*600 or pictures of same proportion |

Temperature measurement setting

If you buy an all-in-one terminal (equipped with temperature measuring function) you can use the temperature measuring function as follows.

1. Please contact our sales for the configuration software (Facedemo).
2. Download and open the Facedemo software.

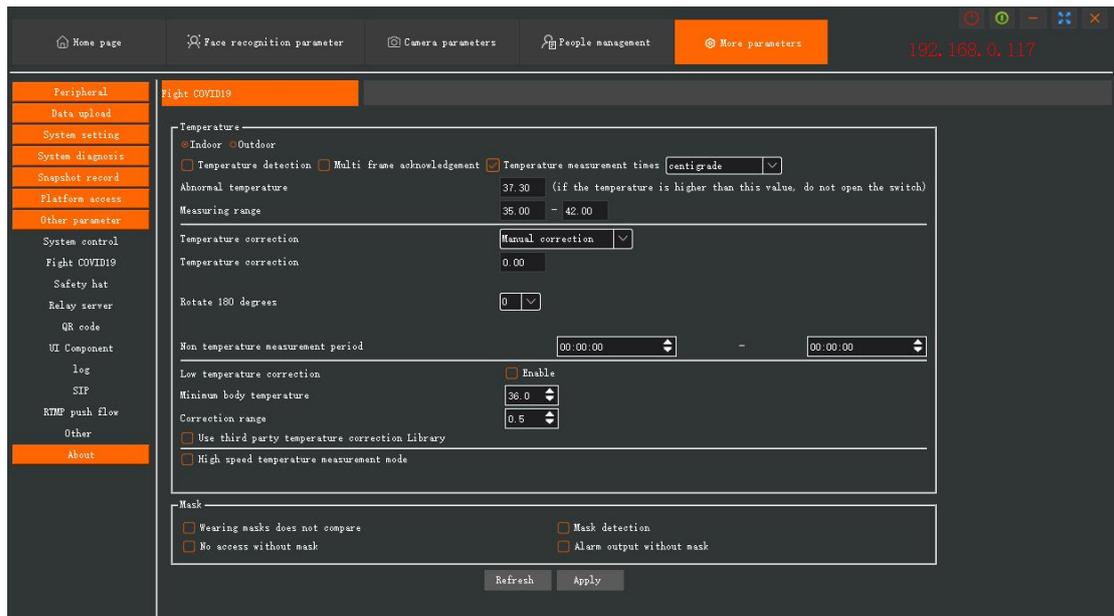
3. Follow more parameters-other parameters-fight pneumonia



- Choose indoor or outdoor mode according to actual use.
- Check body temperature detection. When comparing faces, the body temperature will be detected.
- Multi-frame confirmation: When the body temperature is abnormal, the temperature value will be output after multiple confirmations.
- Number of temperature measurement: every measurement is counted and accumulates. It returns to zero after the power is turned off and restarted.
- Fahrenheit, Celsius: You can choose to switch between Fahrenheit and Celsius.
- Abnormal body temperature: When the detected temperature

in face comparison exceeds the preset body temperature limit, a voice alarm will be triggered and access will be denied.

- Temperature range: refers to the temperature range to be displayed on the camera screen. Temperature outside of this range will be displayed as 'temperature is too low' or 'temperature is too high'
- Thermal image rotation: If the infrared thermal image of the camera is upside down, select Rotate by 180 degrees and click Settings.
- Super speed temperature measurement mode: Under this mode, it will measure the temperature at super speed and improve the traffic efficiency.
- Check the mask detection and no pass without a mask. When the camera detects that a person's face is not wearing a mask, it will prompt to wear a mask, and access will be denied until the person wears a mask.
- Alarm output if the mask is not worn: check this, when the mask is not worn, the on-off signal will be output through the black 2p line.



Frequently asked questions

Fail to search the camera IP

| Cause | Solution |
|-------------------|--|
| Firewall blocking | Turn off the firewall, or configure firewall to allow Facedemo to pass |
| Internet | The search command did not reach the camera, or the data returned by the camera did not reach the computer. Solution: seek support from IT administration. |

Can' t login device

| Cause | Solution |
|--|---|
| IP conflict | Modify the IP of the camera |
| The camera and the computer are not in the same subnet | Modify the subnet of the camera IP to be consistent with that of the computer |
| There are multiple connections to the camera | Only allow the connection with the camera, and disable other connections |
| Incorrect login password | <ol style="list-style-type: none">1. Check user name and password2. Disassemble and reset device to factory default settings |

The camera doesn't compare faces

| Cause | Solution |
|--|--|
| The comparison switch is not turned on | Check the comparison switch in face comparison parameters settings |
| The comparison-failed image is not outputted | Check the comparison in the face recognition parameter and turn the failed image output on |
| Temporary personnel start and expire time is wrong | Modify the start and expiration time of temporary personnel |
| Camera time is wrong | Enable NTP or configure time manually |
| Scheduling category set | <ol style="list-style-type: none">1. Cancel the dispatch category of personnel2. Modify the setting rules of the scheduling category |
| The similarity value is too high | Modify system settings-advanced parameters-similarity, The default setting is 80. |
| The face filter size is set too large | Set the size of the filter box in the face filter parameters on the home page, the default is 180x180, the smaller the distance, the farther the recognition distance. |
| Sunlight is too strong | Camera parameters-turn on WDL |
| The camera serial number is lost and cannot be queried | Return device to the factory to re-program the encryption chip |

Warranty

Thank you for purchasing our products. In order to offer you better service, please read these terms carefully after your purchase. If the product has quality problems and needs to be repaired, please send the warranty card together with the purchased product to our company for after-sales maintenance.

1. Warnings

1. From the first day you purchase this product, please install and use it in accordance with the instruction manual. If there are non-artificial quality problems within one year, we provide free maintenance. After one year, only the maintenance cost will be charged.
2. For problems irrelevant to product quality but caused by improper use, improper preservation or unauthorized disassembly, etc., our company only charges maintenance costs for repairs.
3. One-year warranty is provided for all our products.

2. Quality guarantee and after-sales service

1. Our company provides brand-new goods (including parts, accessories, etc.) with no scratches or collision marks on the surface, and the ownership is clear, and must not infringe the intellectual property rights of others.
2. The product meets or exceeds the national (industry) quality

standards, as well as the quality requirements, technical indicators and factory standards of the relevant technical documents.

3. In case of any of the following situations, free return or free maintenance is not provided:

① Damage or malfunction caused by force majeure factors of natural disasters (earthquakes, fires, lightning strikes, etc.);

② Damage or malfunction caused by accidental damage or changes in external conditions (such as a sudden increase in voltage);

③ Damage or malfunction caused by user or third party misuse or incorrect installation and debugging, use, incorrect connection with peripherals and external power supply;

④ The malfunctioning product or component has been disassembled, modified or repaired without authorization.

3. After-sales service: From the date of product acceptance, if the face recognition terminal fails to work normally due to its own quality problems, our company provides a warranty period of 12 months.

4. If the device is in normal use, our company will carry out inspection and maintenance after the warranty period expires. Only the cost of parts will be charged, and the maintenance hours will depend on the specific conditions.