Quick Start Guide

FaceKiosk-V43/
FaceKiosk-V32

Version: 1.5
Date: Nov. 2018

A. Overview

Back Side

Power Mainboard
Speakers
AC socket

Antenna LAN connection
USB port Rocker switch

Front Side

Camera Menu

Face recognition area
Display area of check-in results

B. Installation

Body part and base of the product are packed in different boxes. Here is the installation procedure.

Step 1: open packaging boxes carefully from the longer sides to avoid damaging the product; take out the base of the product from a smaller box inside; then turn the larger box upside down and take out the body part.

Step 2: remove the protective film of the base and align the base with the body part according to corresponding holes.

Step 3: take out the spanner and mounting screws from the smaller box and tighten the screws.

Step 4: put the product in an upright position.

Step 5: connect power supply and turn on the machine by pressing a button at the back.

C. Precautions

1. Do not use the product with AC voltage higher than 240V or lower than 110V to prevent product damage and abnormal operation.

2. Use grounded electrical sockets and the provided standard power cords to ensure proper operation of the machine.

3. Electrical sockets should not be located within any reach of children.

4. The equipment should be kept away from harmful environments, fumes, high-voltage lines and stations, avoid vibration and impacts.

5. Operation of the device requires high-voltage power supply. Non-professionals严禁使用高压电源操作设备。

6. Unplug the power supply when the product will not be used over a long period of time.

7. Lifespan of the device at least 3 mins after turn off. Do not turn on the machine immediately after the power is cut off.

8. Do not touch any objects, especially metallic objects, and avoid liquid entering into the machine. If any of the above occurs, turn off the machine immediately and ask for assistance.

9. If there is smell from the machine, turn off the machine immediately and ask for maintenance before using.

10. To prolong lifespan of the screen, do not set the brightness and contrast of the display at the maximum value for a long time.

D. Initial Settings

Registration Management Facial Recognition View data

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1. Registration

Method one: Tap “Menu”, then “Staff Management”, and “New Staff”

2. Facial Recognition

Faces captured shown in the video surveillance display area will instantly be matched with all facial templates enrolled in the system. After successful verification, faces captured will be recorded and shown, together with brief information of such personnel, in the lower part of the screen.

(a) Requirement(s) of device’s location: indoor; the terminal is suggested to be installed at places without sunlight interference.

(b) Requirement(s) of recognition distance: about 1-5 metres; generally, recognition will be successful when the user is around 3 metres away from the camera.

Camera Recommended height of the camera is 174cm. It is also suggested to be 6.6 degrees vertically tilted down. In this way, the camera can detect users within 3 meters from it and users who are not taller than 1.988 metres.

1.0m; 179 pixels
2.0m; 89 pixels
3.0m; 59 pixels
4.0m; 44 pixels
5.0m; 35 pixels
6.0m; 30 pixels
7.0m; 26 pixels

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3. Upload User Information and Records to the Back-end Software

User may upload user information and records from computers and other devices through communication settings: “Main Menu” -> “Communication settings”.

4. Advertisements

User may directly upload advertisements, either photographs or videos, from USB drives as needed. Please note that if the system already contains picture-based advertisements, user cannot place any video advertisement. Advertisements will be displayed when the device detects no faces.

5. T&A Management

After uploading the advertisement, please access “Advertisements Settings” in the main menu. Please insert a USB drive to the device’s USB port, then upload and/or download data from the USB port.

Upload from USB: upload user data, picture advertisements, videos.
Download from USB: download user data, advertisements, stranger photos, blacklists.

Note: Please ensure that all documents to be uploaded are under the root directory of the USB drive in advance. Format and size of images and motion pictures of advertisements are not restricted.

E. Management of USB drives

User may access the interface of management of USB drives by choosing “Management of USB drives” in the main menu. Please insert a USB drive to the device’s USB port, then upload and/or download data from the USB port.

Upload from USB: upload user data, picture advertisements, videos.
Download from USB: download user data, advertisements, stranger photos, blacklists.

F. Data Management

Data management: “Main Menu” -> “System Settings” -> “Data Management”.

Delete all T&A records: Delete all T&A records.
Delete all photos: Delete all photos from the device.
Delete all data: Delete all user information and T&A records of entire personnel, minutes of meetings, images and videos for advertisements.

Cancel administrative rights: Change the administrator user account to a standard user account.

G. Other Settings

“Main Menu” -> “System Settings”

i. Time and date
ii. Heading of the check-in interface
iii. Time interval between check-ins
iv. Thresholds for facial recognition (60-99, recommended to be 65)
vi. Time interval between checkins
vii. Auto delete T&A records and data (0-999)

H. Access Control

1) How to connect with lock?

Connect the lock to the 12V power supply (NC1 and COM1) into a loop.

2) How to connect with Wiegand output?

When the product needs to connect to the access control panel by wiegand output, you need to connect GND, WD1, WD0 of wiegand output port to GND, WD1, WD0 of all port.

I. Troubleshooting

i. Unable to recognize user’s identity or recognize incorrectly.
Solution(s): Please re-register a facial template.

ii. Issues of software operation.
Solution(s): For details about operation of the back-end software, such as duty scheduling, meetings management, please refer to the enclosed software manual of the software.

iii. Unable to turn on the device.
Solution(s): (1) whether the machine is powered on normally, and whether the rocker switch is turned on, and whether the LED on the mainboard is on; (2) whether the firmware or the monitor parameters have been modified.

iv. The screen is abnormal
Solution(s): Please check (1) whether the machine has been impacted or damaged, (2) whether the monitor parameters have been modified, (3) whether the settings of contrast and brightness is normal.

v. Unable to connect with any Wi-Fi network
Solution(s): (1) whether the device is placed too far away from the Wi-Fi hotspot, (2) whether the antenna is loose, (3) whether there is something wrong with the IP settings.

vi. There is a problem with the touch screen function
Solution(s): Please check (1) whether there is any dirt or stain on the screen, (2) whether the gestures are performed correctly and whether the gestures have been reset.

vii. The camera cannot capture anything after the device has been restarted
Solution(s): Please unplug and plug the power supply.