



# HIKVISION UD19107B Face Recognition Terminal User Guide

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## Face Recognition Terminal Quick Start Guide UD19107B

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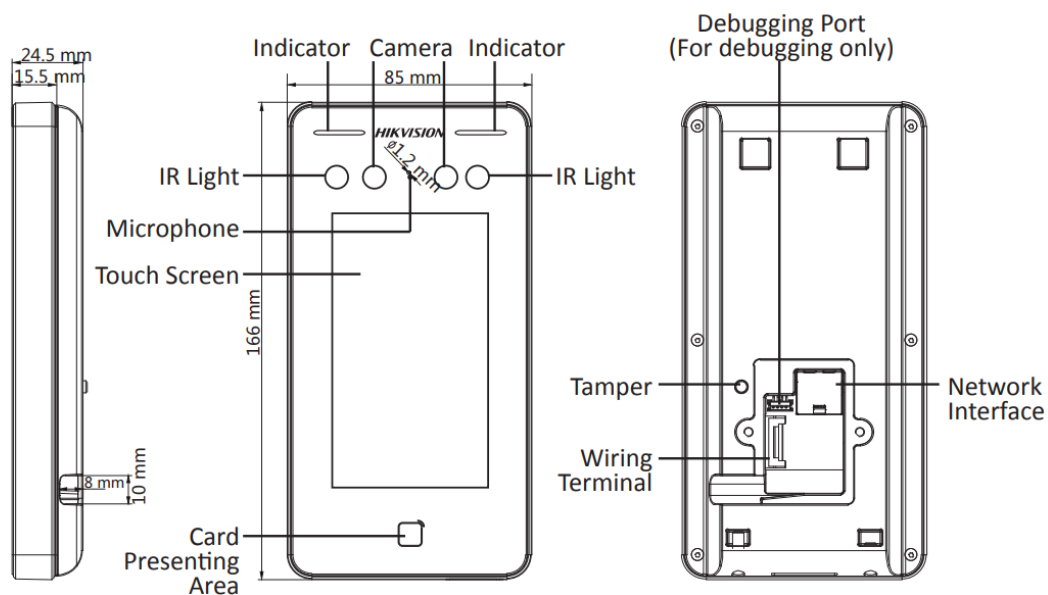
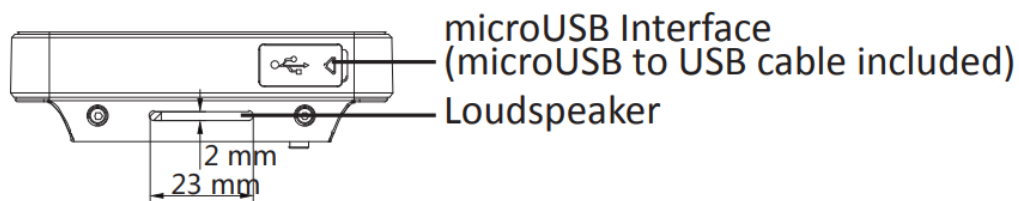
## Appearance

Description of Indicator:

Default: Solid green.

Authenticated: Green light flashes for 3 times.

Authentication Failed: Green light turns off for 3 s.



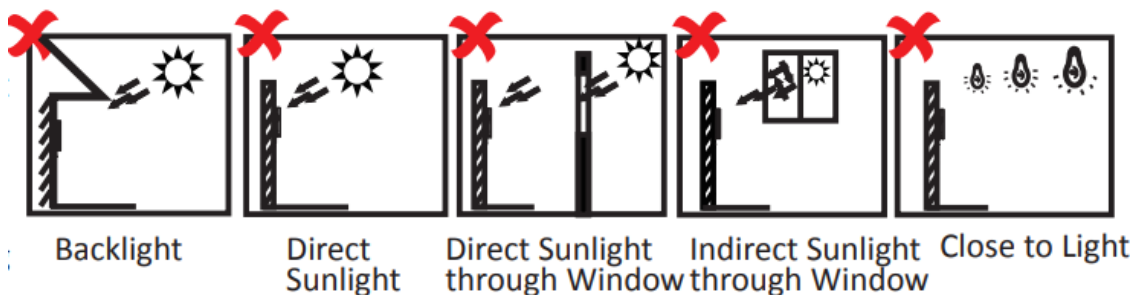
The figures are for reference only.

## Installation

### Installation Environment:

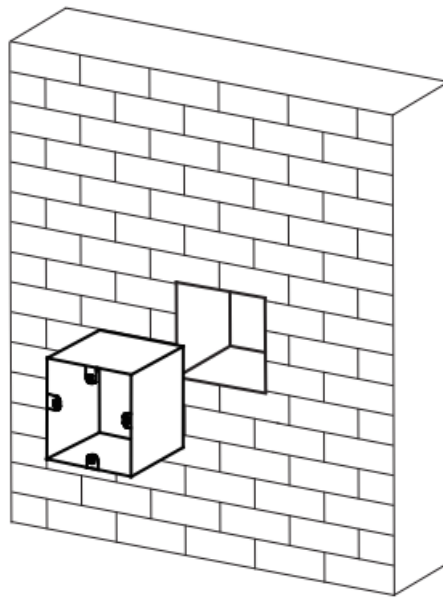
Indoor and outdoor installation is supported. If installing the device indoors, the device should be at least 2 meters away from the light, and at least 3 meters away from the window or the door. If installing the device outdoors, you should apply Silicone sealant to the cable wiring area to keep the raindrop from entering.

The additional force shall be equal to three times the weight of the equipment but not less than 50N. The equipment and its associated mounting means shall remain secure during the installation. After the installation, the equipment, including any associated mounting plate, shall not be damaged.

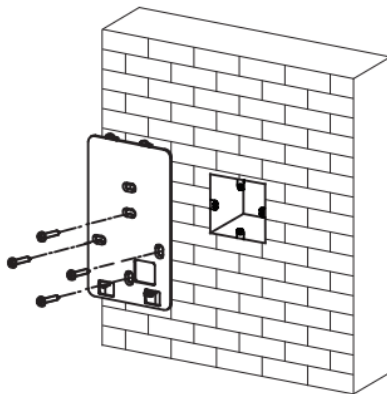


### Wall Mounting:

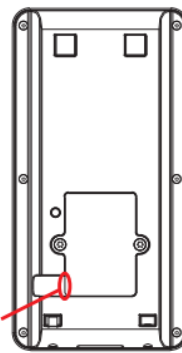
1. Make sure the gang box is installed on the wall.



2. Use supplied screws to secure the mounting plate on the gang box.  
Use another supplied screw to secure the mounting plate on the wall.  
Route the cables through the cable hole of the mounting plate, and connect to the corresponding external devices' cables.

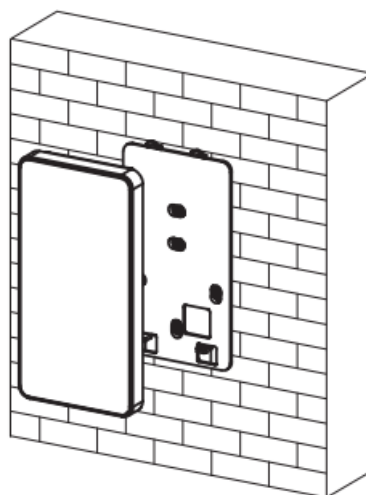


Apply  
Silicone  
Sealant

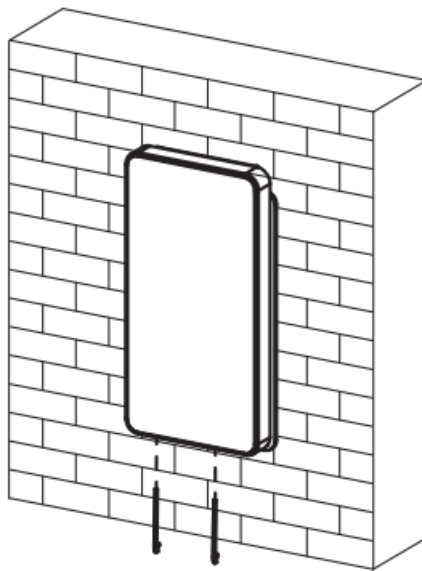


Apply Silicone sealant  
among the cable wiring  
area to keep the  
raindrop from entering.

3. Align the device with the mounting plate and hang the terminal on the mounting plate.  
Make sure the two sheets on each side of the mounting plate have been in the holes at the back of the device.



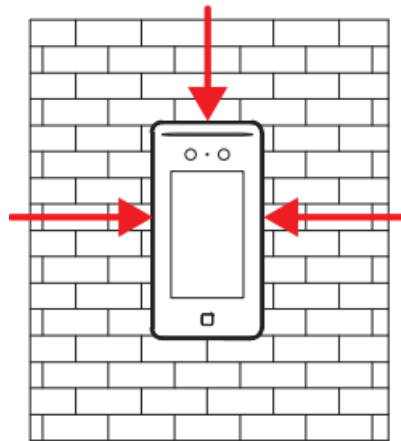
4. Use the supplied hex key to secure the 2 screws at the bottom of the device.



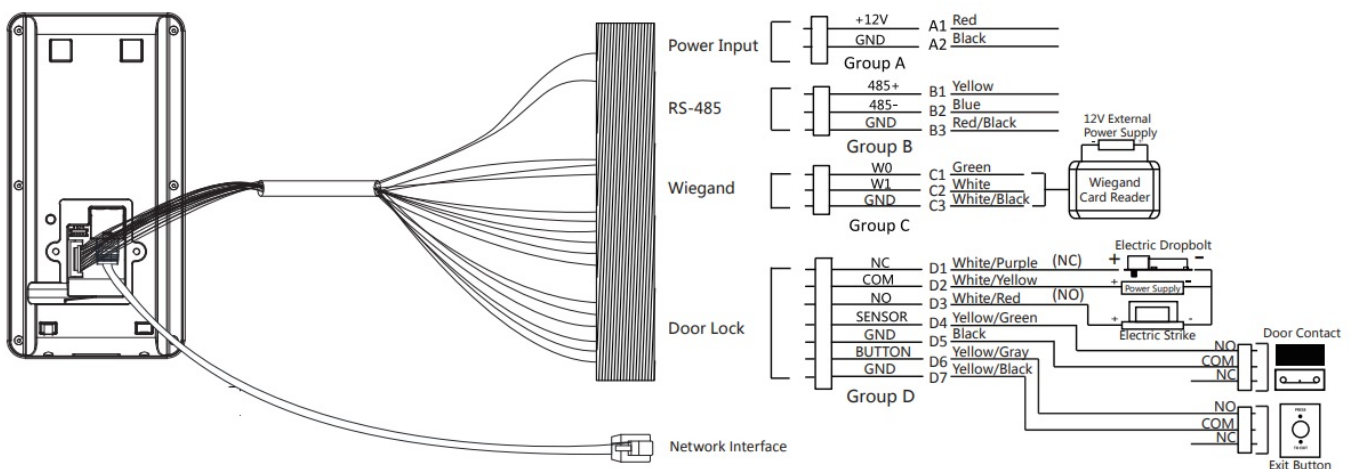
Apply Silicone sealant among the joints between the device rear panel and the wall (except the lower side) to keep the raindrop from entering.



You can also install the device on the wall or other places without the gang box.  
For details, refer to the User Manual.



## Device Wiring (Normal)

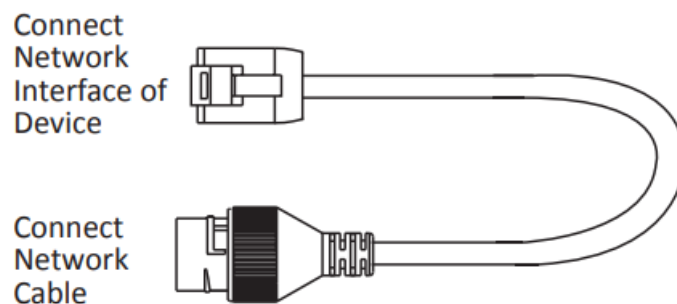


Use only power supplies listed in the user instructions:

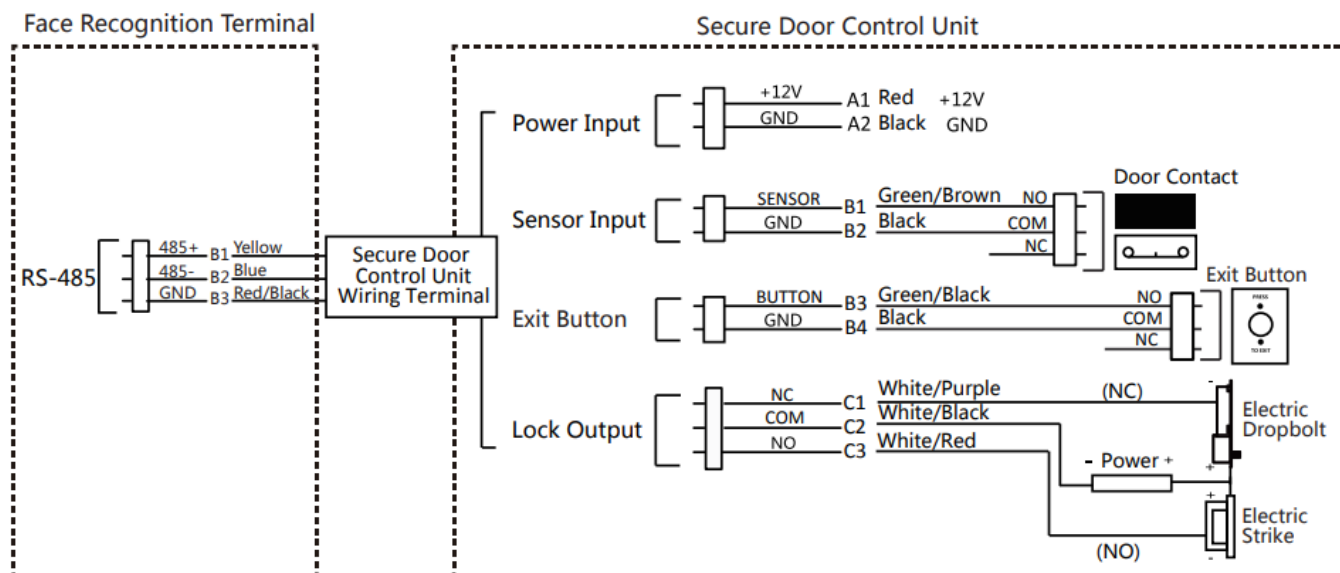
Model	Manufacture	Standard
ADS-26FSG-12 12024EPG	Shenzhen Honor Electronic Co., Ltd	PG
MSA-C2000IC12.0-24P-DE	MOSO Technology Co., Ltd	PDE
ADS-26FSG-12 12024EPB	Shenzhen Honor Electronic Co., Ltd	PB
ADS-26FSG-12 12024EPCU/EPC	Shenzhen Honor Electronic Co., Ltd	PCU
ADS-26FSG-12 12024EPI-01	Shenzhen Honor Electronic Co., Ltd	PI
ADS-26FSG-12 12024EPBR	Shenzhen Honor Electronic Co., Ltd	PBR



- When connecting the door magnetic sensor and exit button, the device, and the RS-485 card reader should use the common ground connection.
- The Wiegand terminal here is a Wiegand input terminal. You should set the face recognition terminal's Wiegand direction to "Input". If you should connect to an access controller, you should set the Wiegand direction to "Output". For details, see Setting Wiegand Parameters in Communication Settings in the user manual.
- The suggested external power supply for the door lock is 12 V, 1A.  
The suggested external power supply for Wiegand the card reader is 12 V, 1 A.
- For wiring, the fire module, see the user manual.
- Do not wire the device to the electric supply directly.
- If the interface for the network connection is too large, you can use the supplied cable as shown below.



## Device Wiring (With Secure Door Control Unit)



The secure door control unit should connect to an external power supply separately. The suggested external power supply is 12 V, 0.5 A.

## Activation

Power on and wire the network cable after installation. You should activate the device before the first login. If the device is not activated yet, it will enter the Activate Device page after powering on.

Steps:

1. Create a password and confirm the password.
2. Tap Activate to activate the device.



For other activation methods, see the device user manual.





## STRONG PASSWORD RECOMMENDED—

We highly recommend you create a strong password of your own choosing (using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high-security system, resetting the password monthly or weekly can better protect your product.

## Two-Way Audio

After adding the device to the client software, you can call the device from the client software, call the client software from the device, call the center from the device, or call the indoor station from the device.



- **Call Client Software from Device**

After adding the device to the client software, tap  -> , and tap Answer on the pop-up window on the client software to start two-way audio.



If the device is added by multiple client software and when the device is calling the client software, only the first client software added the device will pop up the call receiving window.

- **Call Center from Device**

After adding the device and center on the client software, tap  ->  to call the center. When the center answers the call, you can start two-way audio.




The device will call the center in priority when tapping the administrator icon.

- **Call Device from Client Software**

After adding the device to the client software, you can enter the Live View page. Right-click the life view window and click **Start Two-Way Audio** to start two-way audio.

- **Call Indoor Station from Device**

After adding the device and the indoor station on the client software, link the added user and the added indoor station, and set room No. for the indoor station.

Tap  and enter room No. And tap OK to call the indoor station.

## Add Face Picture

1. Use finger to hold the screen surface and enter the activation password to enter the main page.
2. Enter the User Management page, tap + to enter the Add User age.
3. Set the user parameters according to actual needs.

Only the devices with the fingerprint module support the fingerprint related functions.

4. Tap Face and collect the face information according to the instructions.

You can view the captured picture at the upper right corner of the page. Make sure the face picture is in good quality and size.

For details about the tips and positions when collecting or comparing the face picture, see the contents on the right.

5. If the picture is in good condition, tap Save to save the picture.

Or tap Try Again to take another face picture.

6. Tap ✓ to save the settings.

Go back to the initial page to start authentication.

For other authentication methods, see the device user manual.

Recommended:

Use other authentication methods if the device is affected by the light or other items.

**1:N Matching:** The device will compare the captured face picture with the ones in the database.

**1:1 Matching:** The device will compare the captured face picture with the user-linked face picture.



Biometric recognition products are not 100% applicable to anti-spoofing environments. If you require a higher security level, use multiple authentication modes.

## Tips When Collecting/ Comparing Face Picture

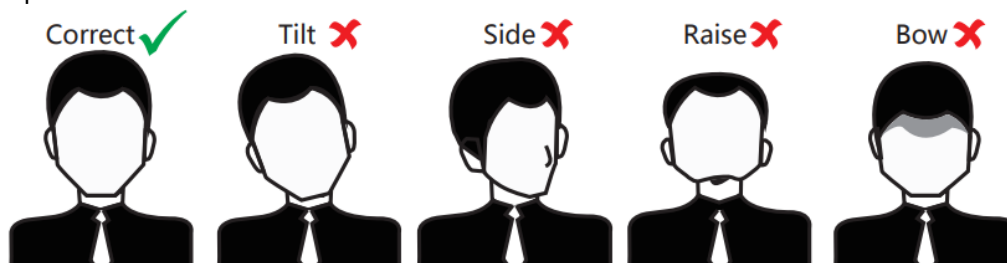
### Expression



- Keep your expression naturally when collecting or comparing face pictures, just like the expression in the picture on the right.
- Do not wear a hat, sunglasses, or other accessories that can affect the facial recognition function.
- Do not make your hair cover your eyes, ears, etc. and heavy makeup is not allowed.

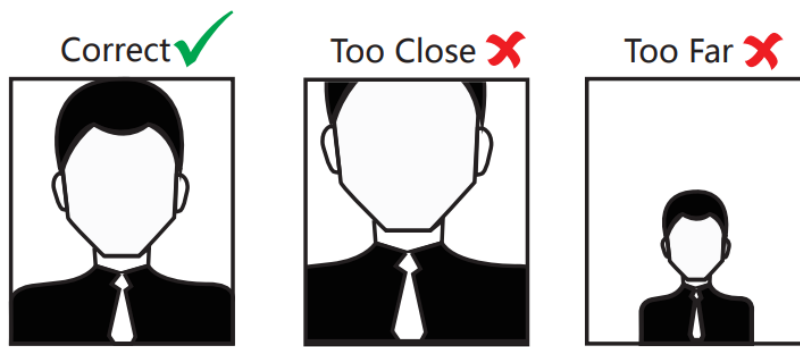
### Posture

In order to get good quality and accurate face picture, position your face looking at the camera when collecting or comparing face pictures.

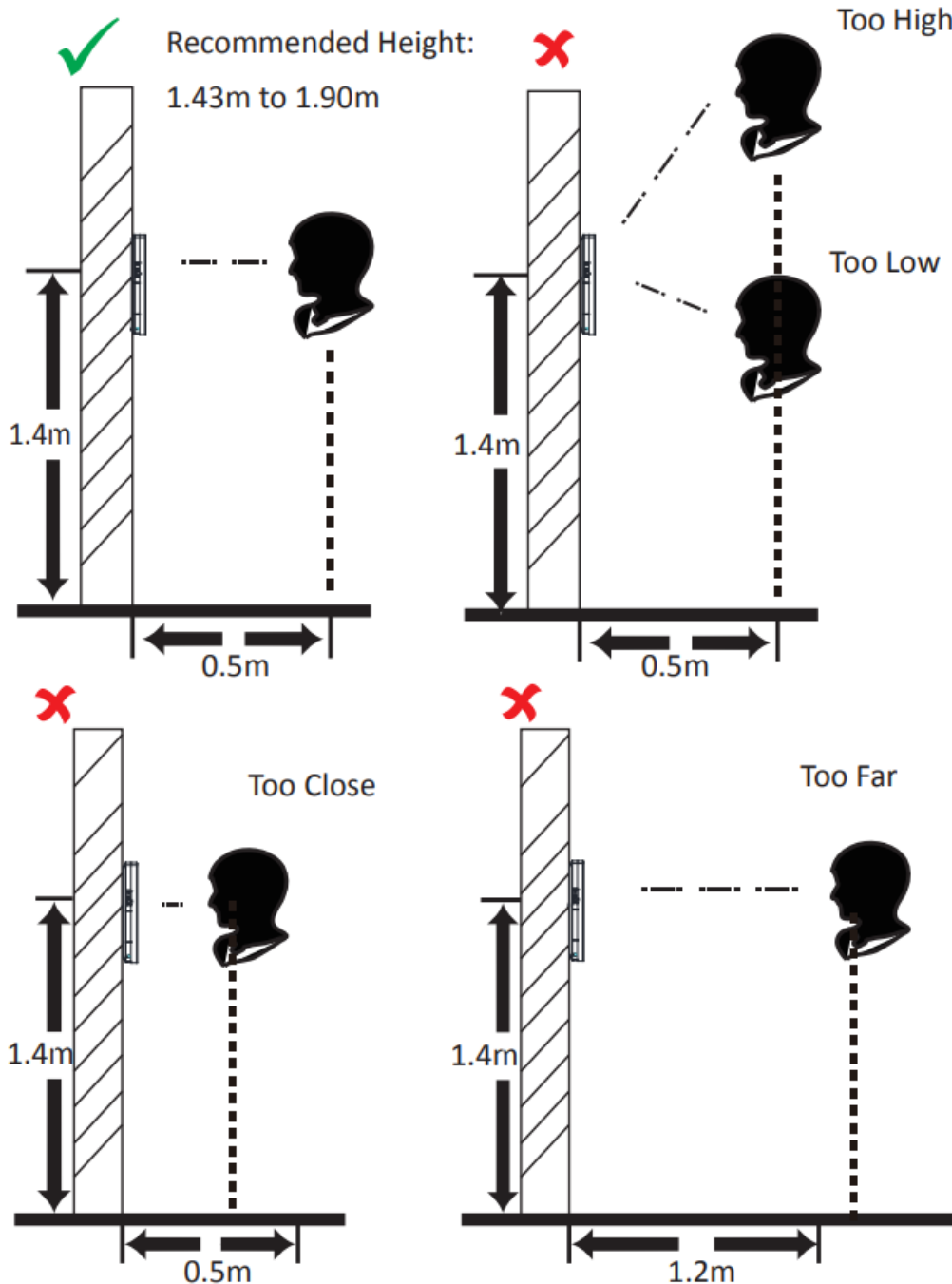


### Size

Make sure your face is in the middle of the collecting window.



## Positions When Collecting/ Comparing Face Picture (Recommended Distance: 0.5m)



## Regulatory Information

### FCC Information

Please take attention that changes or modification not expressly approved by the party responsible for compliance

could void the user's authority to operate the equipment.

**FCC compliance:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.

### FCC Conditions

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

### EU Conformity Statement



This product and – if applicable – the supplied accessories too are marked with “CE” and comply therefore with the applicable harmonized European standards listed under the RE Directive 2014/53/EU, the EMC Directive 2014/30/EU, the RoHS Directive 2011/65/EU.



2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier

or to a designated collection point. For more information see: [www.recyclethis.info](http://www.recyclethis.info)



2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: [www.recyclethis.info](http://www.recyclethis.info)

### Safety Instruction

These instructions are intended to ensure that users can use the product correctly to avoid danger or property loss.

The precaution measure is divided into Warnings and Cautions:

Warnings: Neglecting any of the warnings may cause serious injury or death.

Cautions: Neglecting any of the cautions may cause injury or equipment damage.



### Warnings

- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region.
- Please use the power adapter, which is provided by a normal company. The power consumption cannot be less than the required value.
- Do not connect several devices to one power adapter as adapter overload may cause over-heat or fire hazard.
- Please make sure that the power has been disconnected before you wire, install or dismantle the device.

- When the product is installed on a wall or ceiling, the device shall be firmly fixed.
- If smoke, odors, or noise rises from the device, turn off the power at once and unplug the power cable, and then please contact the service center.
- If the product does not work properly, please contact your dealer or the nearest service center. Never attempt to disassemble the device yourself. (We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.)
- The socket outlet shall be installed near the equipment and shall be easily accessible.
- An all-pole mains switch shall be incorporated in the electrical installation of the building.
- The equipment has been designed, when required, modified for connection to an IT power distribution system.
- Do not ingest the battery. Chemical burn hazard!
- This product contains a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.
- Keep new and used batteries away from children.
- If the battery compartment does not close securely, stop using the product and keep it away from children.
- If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
- CAUTION: Risk of explosion if the battery is replaced by an incorrect type.
- Improper replacement of the battery with an incorrect type may defeat a safeguard (for example, in the case of some lithium battery types).
- Do not dispose of the battery into fire or a hot oven, or mechanically crush or cut the battery, which may result in an explosion.
- Do not leave the battery in an extremely high temperature surrounding environment, which may result in an explosion or the leakage of flammable liquid or gas.
- Do not subject the battery to extremely low air pressure, which may result in an explosion or the leakage of flammable liquid or gas.
- Dispose of used batteries according to the instructions
- This equipment is not suitable for use in locations where children are likely to be present.
- This equipment is for use only with a DS-K1T341 mounting plate, bracket. Use with other (carts, stands, or carriers) may result in instability causing injury.
- To prevent possible hearing damage, do not listen to high volume levels for long periods.



### **Cautions**

- No naked flame sources, such as lighted candles, should be placed on the equipment
- The USB port of the equipment is used for connecting to a mouse, a keyboard, or a USB flash drive only.
- The serial port of the equipment is used for debugging only.
- Burned fingers when handling the back panel. Wait one-half hour after switching off before handling the parts.
- Do not drop the device or subject it to physical shock, and do not expose it to high electromagnetism radiation. Avoid the equipment installation on vibrations surfaces or places subject to shock (ignorance can cause equipment damage).
- Install the equipment according to the instructions in this manual.
- To prevent injury, this equipment must be securely attached to the floor/wall in accordance with the installation instructions.


- Do not place the device in extremely hot (refer to the specification of the device for the detailed operating temperature), cold, dusty, or damp locations, and do not expose it to high electromagnetic radiation.
- The device cover for indoor use shall be kept from rain and moisture.
- Exposing the equipment to direct sunlight, low ventilation, or heat sources such as heater or radiator is forbidden (ignorance can cause fire danger).
- Do not aim the device at the sun or extra bright places. A blooming or smear may occur otherwise (which is not a malfunction, however), and affecting the endurance of the sensor at the same time.
- Please use the provided glove when opening up the device cover, avoid direct contact with the device cover, because the acidic sweat of the fingers may erode the surface coating of the device cover.
- Please use a soft and dry cloth when cleaning inside and outside surfaces of the device cover, do not use alkaline detergents.
- Please keep all wrappers after unpacking them for future use. In case of any failure occurred, you need to return the device to the factory with the original wrapper. Transportation without the original wrapper may result in damage to the device and lead to additional costs.
- Improper use or replacement of the battery may result in a hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.
- Biometric recognition products are not 100% applicable to anti-spoofing environments. If you require a higher security level, use multiple authentication modes.
- Indoor and outdoor use. If installing the device indoors, the device should be at least 2 meters away from the light, and at least 3 meters away from the window or the door. If installing the device outdoors, you should apply Silicone sealant to the cable wiring area to keep the raindrop from entering.

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It includes instructions on how to use the Product. The software embodied in the Product is governed by the user license agreement covering that Product.

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IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATTER PREVAILS.

### Data Protection

During the use of the device, personal data will be collected, stored, and processed. To protect data, the development of Hikvision devices incorporates privacy by design principles. For example, for a device with facial recognition features, biometrics data is stored in your device with encryption method; for fingerprint device, only fingerprint template will be saved, which is impossible to reconstruct a fingerprint image.

As a data controller, you are advised to collect, store, process, and transfer data in accordance with the applicable data protection laws and regulations, including without limitation, conducting security controls to safeguard personal data, such as, implementing reasonable administrative and physical security controls, conduct periodic reviews and assessments of the effectiveness of your security controls.

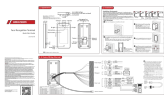
Scan the QR code to get the user manual for detailed information.

Note that mobile data charges may apply if Wi-Fi is unavailable.



<http://enpinfodata.hikvision.com/analysisQR/showQR/73f788e7>

### Documents / Resources

	<a href="#">HIKVISION UD19107B Face Recognition Terminal</a> [pdf] User Guide UD19107B, Face Recognition Terminal, Face Recognition
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### References

- [this.info](#)
- [HOME](#)