



SMB Access Control Temperature Monitoring Solution V1.0

FAQ

Solution FAQ

1. **The maximum number of face recognition access controllers that can be connected to NVR (DHI-NVR5216-16P-I)**

16 face recognition access controllers for now.

2. **A green square appears on the image after modifying Bitrate on the Web interface of face recognition access controller**

It disappears after you restart the controller, and the Bitrate value remains as you have set before restarting the device.

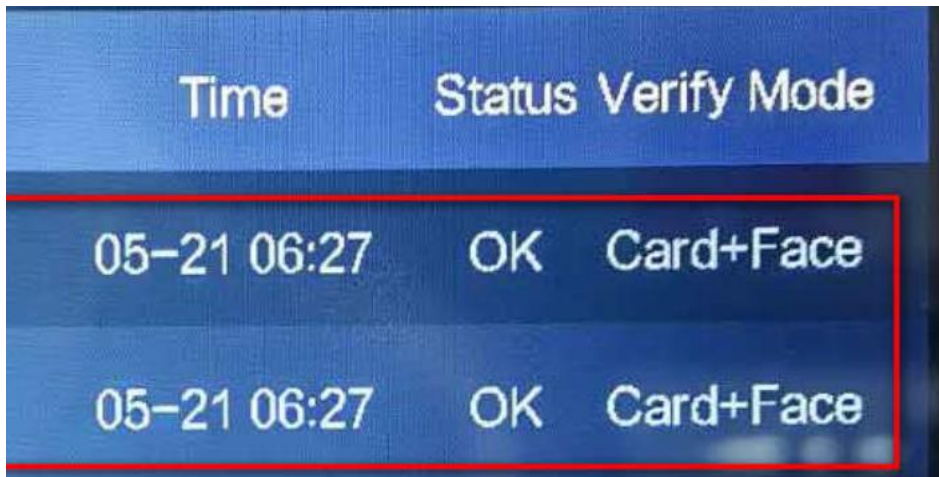
3. **In the face + card mode, how many pieces of access control logs are generated on Express for one door control action**

There are 4 access control logs on Express for one door control action—Unlock Verification: Card swiping, Normal Unlock: Face recognition, Card and Face Unlock: Card swiping + face recognition, Normal Unlock: Closing door.

Event	Event Type	Op
Normal Lock	Normal	⊙
Card and face unlock	Normal	⊙
Normal Unlock	Normal	⊙
Unlock require verification	Abnormal	⊙

4. **In the face + card mode, how many pieces of access control logs are generated on the controller for one door control action**

There are 2 access control logs on the face recognition access controller for one door control action. They are both Card + Face. The first one indicates Card Swiping and the second one indicates Face Recognition.



Time	Status	Verify Mode
05-21 06:27	OK	Card+Face
05-21 06:27	OK	Card+Face

5. **The reason why it often fails to send face database from Express to the face recognition access controller**

Confirm to the requirements on face image: Size not more than 75 KB, and face coverage from 30% to 70%.

6. **On DMSS, the alarm push shows no captured and registered images**

The alarm push only contains the temperature info and face snapshot.

7. **Temperature monitoring fails after Anti-fake is enabled on the face recognition access controller**

Do not enable Anti-fake during temperature monitoring.

8. **How to see temperature overlay over live view on DMSS?**

Temperature overlay on live view is only supported on main stream.