



Basic check of face misidentification

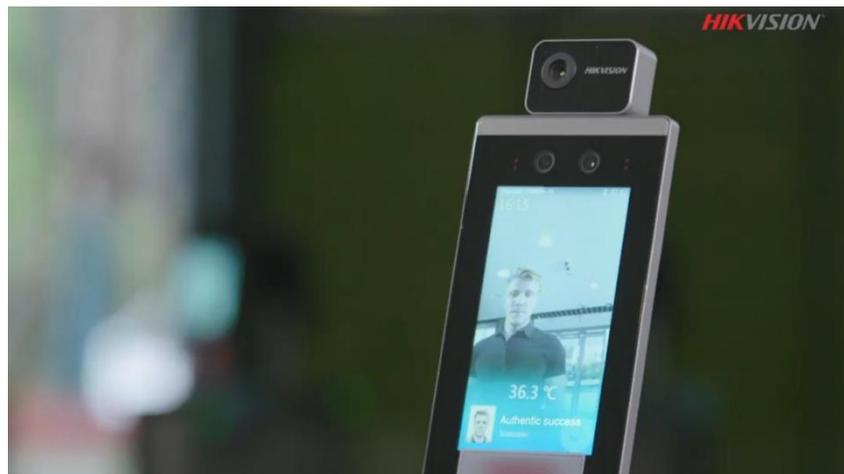
Title:	Basic check of face misidentification	Version:	V1.0	Date:	06/13/2023
Product:	Non-video product			Page:	

Preparation

Type	Model	Version
Face recognition terminal		

Basic check of face misidentification

Introduction: For face misidentification, the basic troubleshooting mainly includes checking the firmware, checking the face parameters, and checking the face registration picture. After completing the above basic operations, then let the person to identify and check the recognition effect again. If there are still problems, please collect information according to the attached template .

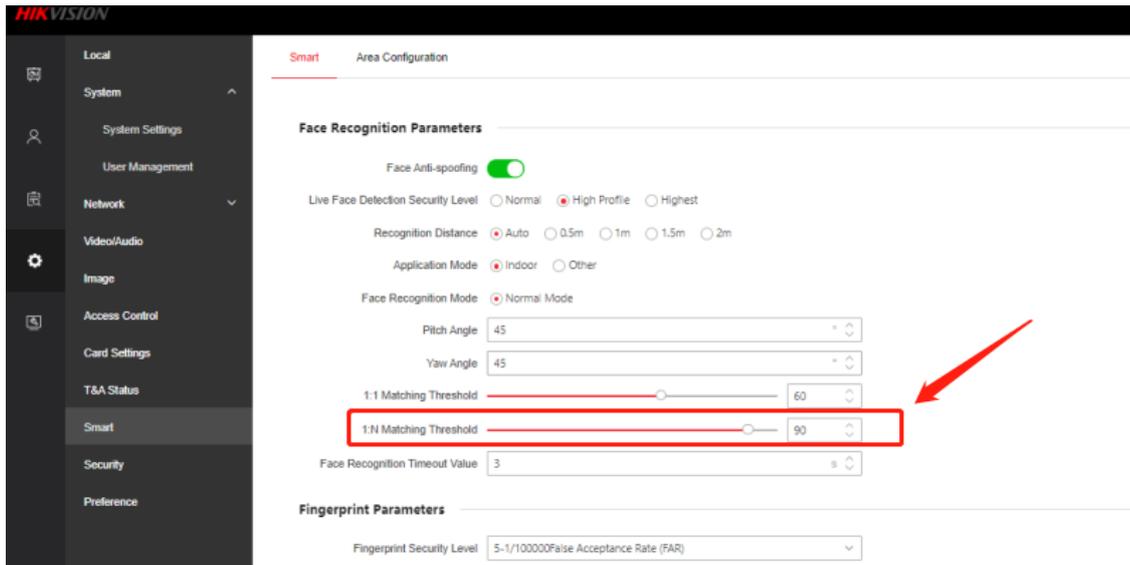


Step 1: Upgrade the latest firmware

When face recognition problem occurs, first check whether the firmware is the latest, if not the latest firmware please upgrade to the latest first, because it is possible that the new firmware has optimized face recognition algorithm.

Step 2: Check face parameters

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Phenomenon one: people are identified as others

Basic troubleshooting: adjust 1:N threshold, default 90, increase about 1-3 on the 90.

Phenomenon two: the face can not be recognized.

Basic troubleshooting: adjust 1:N threshold, default 90, decrease about 1-3 on the 90.

Step 3: Check enrolled face picture

You can try to re-enroll the person's picture. Face requirements can be found in the video <Tips to Improve the Accuracy of Facial Recognition Access Control By Taking a Standard ID Photo (<https://www.youtube.com/watch?v=BcHszI5dtPo>)> or <the document Requirements of Enrolling Face.pdf>.

Step 4: Re-checking the recognition effect

After completing the above basic operation, then let the corresponding person to identify and check the recognition effect again.

Step 5: Collect the necessary information

If you still can not solve the problem, you need to provide the basic information of the device, Smart face parameter information, face recognition events including the registration picture and capture picture.

For details please refer to the following documents:

- 1、 Misidentification Collection Log Method of Face Recognition Terminal
- 2、 Info collect Template



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