

Troubleshooting ACTatek Similar Face Issue

Problem:

When adding new facial users to your device, you encounter a "similar face detected" error.

Solution:

1. **Login to the Device's Webpage:**

- Go to the device's web interface and log in.
- Navigate to the "Add New User" page.

2. **Add New User:**

- Enter a new User ID (e.g., 210012) and click the "Add" button.

3. **Upload Facial Image:**

- Visit the "View User List" page and Click on the User ID (e.g., 210012).
- Add the new user's facial image by clicking "Add Facial Photo" and then uploading the image file.
- Wait until it shows "Upload OK."
- Click the "Modify" button to save the settings.

4. **Check for Similar Face Error:**

- If you encounter a "similar face detected" error (e.g., User ID 210106, score: 3104):
 - Note down the reported User ID (210106) and its Score Threshold value (3104).

5. **Adjust Score Threshold:**

- Lower the Score Threshold for the new User ID (e.g., change it to 3103).
- Save the new Score Threshold value.
- Re-upload the new user's facial image until it shows "Upload OK."

6. **Update Existing User:**

- Go to the "View User List" page and Click on the other User ID (e.g., 210106).
- Change its Score Threshold value to 3102 and Save the settings.

7. **Final Steps:**

- Both the new User and the existing User should now be able to access the device via Face recognition.