

User Manual

SC02-I565/75/86A

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English

Thank you for choosing our product. Please read the instructions carefully before operation. Follow these instructions to ensure that the product is functioning properly. The images shown in this manual are for illustrative purposes only.



For further details, please visit our Company's website
www.zkteco.com.

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The product will be updated from time to time without prior notice. The latest operation procedures and relevant documents are available on <http://www.zkteco.com>.

If there is any issue related to the product, please contact us.

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About the Company

ZKTeco is one of the world's largest manufacturer of RFID and Biometric (Fingerprint, Facial, Finger-vein) readers. Product offerings include Access Control readers and panels, Near & Far-range Facial Recognition Cameras, Elevator/Floor access controllers, Turnstiles, License Plate Recognition (LPR) gate controllers and Consumer products including battery-operated fingerprint and face-reader door locks. Our security solutions are multi-lingual and localized in over 18 different languages. At the ZKTeco state-of-the-art 700,000 square foot ISO9001-certified manufacturing facility, we control manufacturing, product design, component assembly, and logistics/shipping, all under one roof.

The founders of ZKTeco have been determined for independent research and development of biometric verification procedures and the productization of biometric verification SDK, which was initially widely applied in PC security and identity authentication fields. With the continuous enhancement of the development and plenty of market applications, the team has gradually constructed an identity authentication ecosystem and smart security ecosystem, which are based on biometric verification techniques. With years of experience in the industrialization of biometric verifications, ZKTeco was officially established in 2007 and now has been one of the globally leading enterprises in the biometric verification industry owning various patents and being selected as the National High-tech Enterprise for 6 consecutive years. Its products are protected by intellectual property rights.

About the Manual

This manual introduces the operations of **SC02-I565/75/86A**.

All figures displayed are for illustration purposes only. Figures in this manual may not be exactly consistent with the actual products.

Document Conventions

Conventions used in this manual are listed below:

GUI Conventions

For Software	
Convention	Description
Bold font	Used to identify software interface names e.g. OK , Confirm , Cancel .
>	Multi-level menus are separated by these brackets. For example, File > Create > Folder.
For Device	
Convention	Description
< >	Button or key names for devices. For example, press <OK>.
[]	Window names, menu items, data table, and field names are inside square brackets. For example, pop up the [New User] window.
/	Multi-level menus are separated by forwarding slashes. For example, [File/Create/Folder].

Symbols

Convention	Description
	This represents a note that needs to pay more attention to.
	The general information which helps in performing the operations faster.
	The information which is significant.
	Care taken to avoid danger or mistakes.
	The statement or event that warns of something or that serves as a cautionary example.

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Safety Warning

Before operating, please read this manual thoroughly, and keep it for future reference.

Image shown in this manual is indicative only. There may be differences between the pictures and the actual product, please prevail in kind.

● Placement

DO NOT put heavy objects on top of the unit.

DO NOT put the unit near appliances that generate magnetic fields.

DO NOT expose the unit to direct sunlight and other sources of heat.

DO NOT place the unit on an unstable cart, stand, tripod, bracket, table, or shelf.

DO NOT put any liquid near or on the unit, make sure do not spill any liquid inside the unit.

● Power Supply

Please keep power cable from physical or mechanical damage.

Please check and ensure AC source is connected with the ground.

This power cable comes with the device exclusively for this device only.

Please unplug power supply when the weather is thunder-storm or lightning.

Check that the unit's operating voltage is identical with your local power supply.

Please use the original power cable from the accessory bag, don't modify or lengthen it.

Please unplug power supply, when there is nobody home or the unit will be in idle for a long time.

● LED Screen

Unplug the power cable before cleaning.

Clean the screen with a soft, dustless and dry cloth.

For deep clean, please contact an authorized service center.

Never use water or the spray type detergent to clean the unit.

Never use any other hard or sharp object to replace the touch pen.

Better for the panel lifetime and the display performance, do not display high brightness image for long time.

● **Temperature**

Normal operating temperature is 0°C~40°C.

DO NOT place the unit near or over a radiator or a heater.

If your unit is suddenly moved from a cold to a warm place, please unplug the power cable and do not turn it on at least 2hours, making sure the moisture inside the unit is all evaporated.

● **Humidity**

DO NOT expose the unit in rain, or place in high humidity area.

Please make sure indoor environment is dry and cool. Normal operating humidity is 10%~90%RH.

● **Ventilation**

Please put the unit in a well-ventilated place, so the heating can be released easily.

Ensure that the unit has enough space for ventilation. Space requirement: left, right and back>10cm, top>20cm.

● **Earphone**

Before using earphone, please turn down the volume in advance.

Using the earphone to listen loud sound for a long time might affect the hearing.

● **Standby**

It will enter standby mode but not turn off the unit after press the standby key.

● **Battery**

Please make sure the battery gets proper disposal or recycle after using.

Please keep the battery away from kids and don't throw the battery into fire.

● **Notes for Cleaning**

There are vents on back cover, please do not use any liquid or spray directly during cleaning.

● Power Switch Status Signs

"I" means power on, "O" means power off.

● Notes for Maintenance

This machine can only be maintained by certified engineer.

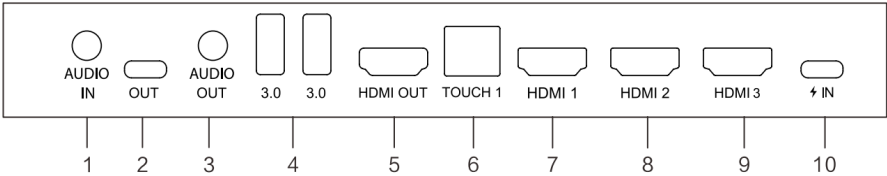
1 Control Panel

1.1 Prepare to Install



Number	Ports
1	Stylus Slot
2	NFC
3	ON and OFF Switch
4	Remote Control Receiver
5	Light Sensor
6	Type C
7	HDMI
8	Touch
9	USB3.0
10	Speaker
11	Camera
12	Microphone

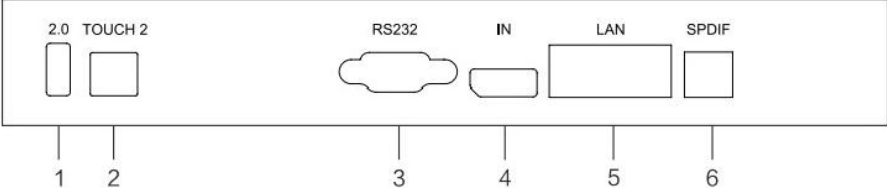
1.2 Terminal Interface (Rear Port)



No.	Ports	Function Description
1	AUDIO IN	Audio signal input.
2	USB TYPE-C OUT	Support charging, reverse touch control data transmission, extension for audio and video input interface, etc.
3	AUDIO OUT	Audio output to the external speaker.

4	USB3.0	Connect USB devices, such as mobile hard disk, U disk, USB keyboard and mouse, etc.
5	HDMI OUT	High-definition multimedia output interface, through the HDM cable can be exported to other devices such as image and sound signals to playback.
6	TOUCH	Touch signal output to the external computer.
7	HDMI1	High-definition multimedia interface signal input, connect to devices with HDMI output interface (personal computer with HDMI output, set-top box, or another video device).
8	HDMI2	
9	HDMI3	
10	USB TYPE-C IN	Support charging, reverse touch control data transmission, extension for audio and video output interface, etc. (Please charge those external devices with same or less rated charging power with the port. Do not attempt to charge laptops that require higher charging power than the rated power of the USB Type-C port.

1.3 Terminal Interface (Bottom Port)

		
No.	Ports	Function Description
1	USB 2.0	USB2.0, connect USB devices such as mobile hard disk, U disk, USB keyboard and mouse, USB drives, etc.

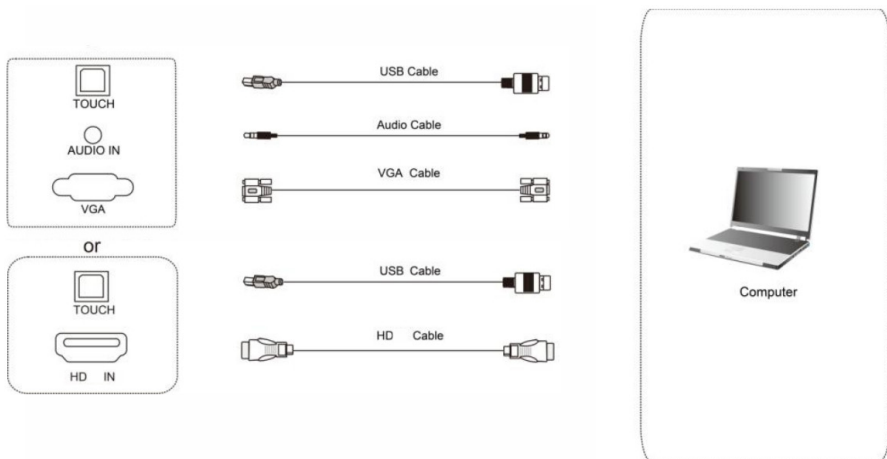
2	TOUCH2	Touch signal output to the external computer.
3	RS232	Serial interface, used for mutual transfer of data between devices.
4	DP IN	Video sources to devices such as monitors, and also supports audio, USB and other forms of data.
5	LAN	Connect to RJ45 terminal.
6	SPDIF	Carry multichannel sound via optical signals.

2 Connection and Setting



For the safety of you and the machine, please do not connect any power plug before connection.

2.1 External Computer and Touch Connection



(1) Use VGA cable to connect to VGA output port of external computer, and meanwhile use headphone audio cable to connect to external computer audio output interface.

(Or use HD cable to connect to HD output port of external computer).

- (2) After cable connection, plug in power cord, and switch power on.
- (3) Start external computer.
- (4) Press  Key, and the equipment is power on.
- (5) Switch the input source to the VGA/HD channel in the main menu.

 NOTE:

External computer input, equipment's best resolution is 3840*2160.

Recommended computer configuration:

1GB Available Hard Drive

2.0GHz Processor, 1GB Memory

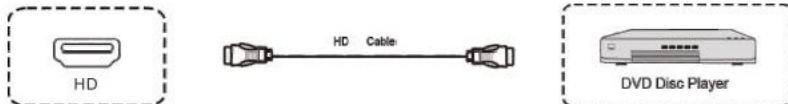
More than 256 color display cards

VGA OUT/HD OUT, Audio-OUT, USB Interface

Support Resolution

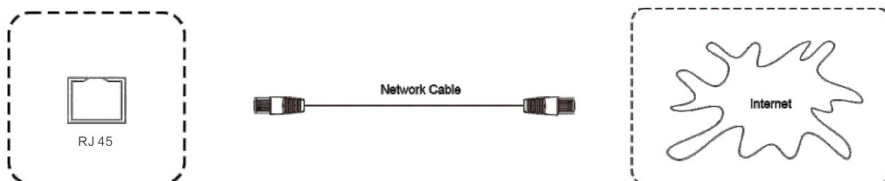
800×600, 1024×768, 1920×1080, 3840×2160

2.2 Audio and Video Equipment

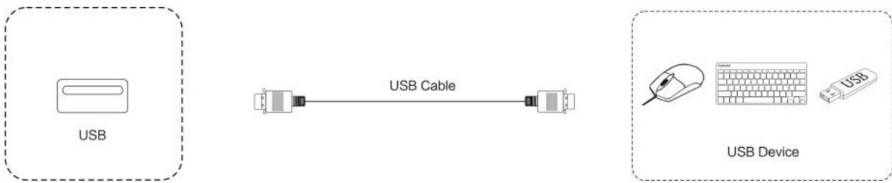


- (1) Use HD cable to connect audio and video equipment with HD output.
- (2) After cable connection, plug in power cord, and switch power on.
- (3) Press  to turn equipment on.
- (4) Switch the input source to the HD channel in the main menu.

2.3 LAN Connection



2.4 USB Connection



2.5 AUDIO OUT Connection



3 Simple Troubleshooting

3.1 Machine Fails to Work Normally

Remote control failure	Check whether there are other objects between remote control and equipment control receiving window, thus leading to failure of remote.
	Check whether the battery electrode in the remote control is correct.
	Check whether remote control needs to replace battery.
Machine automatically shut down	Whether set sleep or not.
	Check whether there is sudden power outage.

	The system will automatically shut down if the interactive intelligent panel's external channel loses signal.
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3.2 PC Mode

Signal out of range	Check whether display is set correctly.
	Check whether resolution is the best resolution.
	Adjust line and field synchronization in menu.
Background has vertical lines or streaks	Select automatic correction in menu.
	Adjust clock and phase position in menu.
Image lack of color, color is incorrect	Check whether VGA is not well connected or has quality problem.
	Adjust chromatic and brightness or contrast in menu.
Display format that is not supported	Select automatic correction in menu.
	Adjust clock and phase position in menu.

3.3 Touch Function

Touch function invalid	Check whether the size of article touched is comparable with finger.
Touch positioning not correct	Check whether touch pen is facing the screen.

3.4 Video Function Can't Work Normally

No picture and no sound	Check whether the machine is started state.
	Check whether signal wire is well plugged, whether INPUT is corresponding to it.
	If in internal computer mode, check whether internal computer is started.
With horizontal or vertical stripes or mage dithering	Check whether signal wire is well connected.
	Check whether other electronic equipment or power tools are placed around the machine.
No color, color is weak, or image is weak	Adjust chromatic and brightness or contrast in menu.
	Check whether signal wire is well connected.

3.5 Audio Function Can't Work Normally

With image but without sound	Check whether mute button is pressed for mute.
	Press VOL+/-to adjust volume.
	Check whether audio line is connected correctly.
Only one speaker has sound	Adjust sound balance in menu.
	Check whether computer sound control panel only sets up one sound channel.
	Check whether audio line is connected correctly.

HD output without
sound

Check whether connect external device.

4 Maintenance

Proper maintenance can avoid many early faults and regular careful cleaning can make machine brand new.

Please unplug power plug before cleaning and maintenance, to prevent electric shock.

● **Clean Screen**

Please mix and stir even a little fabric softener or tableware detergent with alcohol.

Please use a soft cloth to be completely soaked in the mixture.

Please take out cloth and twist to half dry state to wipe machine screen.

Repeat for several times, pay attention not to squeeze water flow into machine when wiping machine.

● **Clean Face Frame**

Please use dry, soft, lint-free cloth to wipe front frame.

● **No Use of Machine for A Long Time**

In case of no use of machine for a long time, such as holiday, please make sure to unplug the plug to prevent any possible dangers caused by power supply ripple from lightning.

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