HikCentral-Workstation Web Client

User Manual

Legal Information

About this Manual

The Manual includes instructions for using and managing the Product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of this Manual at the Hikvision website (***https://www.hikvision.com/***).
Please use this Manual with the guidance and assistance of professionals trained in supporting the Product.

Trademarks

HIKVISION and other Hikvision's trademarks and logos are the properties of Hikvision in various jurisdictions.
Other trademarks and logos mentioned are the properties of their respective owners.

Disclaimer

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS MANUAL AND THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, ARE PROVIDED "AS IS" AND "WITH ALL FAULTS AND ERRORS". HIKVISION MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE. THE USE OF THE PRODUCT BY YOU IS AT YOUR OWN RISK. IN NO EVENT WILL HIKVISION BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, AMONG OTHERS, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA, CORRUPTION OF SYSTEMS, OR LOSS OF DOCUMENTATION, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, IN CONNECTION WITH THE USE OF THE PRODUCT, EVEN IF HIKVISION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS.
YOU ACKNOWLEDGE THAT THE NATURE OF THE INTERNET PROVIDES FOR INHERENT SECURITY RISKS, AND HIKVISION SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER-ATTACK, HACKER ATTACK, VIRUS INFECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, HIKVISION WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.
YOU AGREE TO USE THIS PRODUCT IN COMPLIANCE WITH ALL APPLICABLE LAWS, AND YOU ARE SOLELY RESPONSIBLE FOR ENSURING THAT YOUR USE CONFORMS TO THE APPLICABLE LAW. ESPECIALLY, YOU ARE RESPONSIBLE, FOR USING THIS PRODUCT IN A MANNER THAT DOES NOT INFRINGE ON THE RIGHTS OF THIRD PARTIES, INCLUDING WITHOUT LIMITATION, RIGHTS OF PUBLICITY, INTELLECTUAL PROPERTY RIGHTS, OR DATA PROTECTION AND OTHER PRIVACY RIGHTS. YOU SHALL NOT USE THIS PRODUCT FOR ANY PROHIBITED END-USES, INCLUDING THE DEVELOPMENT OR PRODUCTION OF WEAPONS OF MASS DESTRUCTION, THE DEVELOPMENT OR

PRODUCTION OF CHEMICAL OR BIOLOGICAL WEAPONS, ANY ACTIVITIES IN THE CONTEXT RELATED TO ANY NUCLEAR EXPLOSIVE OR UNSAFE NUCLEAR FUEL-CYCLE, OR IN SUPPORT OF HUMAN RIGHTS ABUSES.
IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATTER PREVAILS.

Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
Danger	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.
Caution	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
Note	Provides additional information to emphasize or supplement important points of the main text.

Contents

Chapter 1 About Web Client

1.1 About This Document

This user manual is intended for the administrator of the system.
The manual guides you to establish and configure the surveillance system. Follow this manual to perform system activation, access of the system, and configuration of the surveillance task via the provided Web Client, etc. To ensure the properness of usage and stability of the system, refer to the contents below and read the manual carefully before installation and operation.

1.2 Introduction

The platform is developed for the management of surveillance system and features flexibility, scalability high reliability, and powerful functions.
The platformprovides features including central management, information sharing, convenient connection, and multi-service cooperation. It is capable of adding devices for management, live view, video storage and playback, alarm linkage, access control, time and attendance, face comparison, and so on.

Note

The modules on the platform vary with the License you purchased. For detailed information, contact our technical support.

The complete platform contains the following components. You can install the components according to actual needs.

Component	Introduction
System Management Service (SYS)	● Provides the unified authentication service for connecting with the clients and servers. ● Provides the management for the users, roles, permissions, devices, and services. ● Provides the configuration APIs for surveillance and management modules.
Streaming Service (Optional)	Provides forwarding and distributing the audio and video data of live view.

The following table shows the provided clients for accessing or managing the platform.

Client	Introduction
Control Client	Control Client is a C/S software which provides multiple operating functionalities, including live view, PTZ control, video playback and download, alarm receiving, log search, and so on.
Web Client	Web Client is a B/S client for managing system. It provides multiple functionalities, including device management, area management, recording schedule settings, event configuration, user management, and so on.
Mobile Client	Mobile Client is the software designed for getting access to the platform via Wi-Fi, 4G, and 5 G networks with mobile device. It fulfills the functions of the devices connected to the platform, such as live view, remote playback, PTZ control, and so on.

Chapter 2 Login

You can access and configure the platform via web browser directly, without installing any client software on the your computer.

Note

The login session of the Web Client will expire and a prompt with countdown will appear after the configured time period in which there is no action. For setting the time period, refer to ***System Security Settings***.

2.1 Recommended Running Environment

The following is recommended system requirement for runningthe Web Client.

CPU

Intel(R) Core™ I3 and above

Memory

4 GB and above

Web Browser

Internet Explorer(R) 11 and above, Firefox(R) 84 and above, Google Chrome(R) 84 and above, Safari(R) 11 and above， Microsoft(R) Edge 89 and above.

Note

You should run the web browser asthe administrator.

2.2 First Time Login

If this is the first time for you to login, you can choose to login as admin or normal user according to your user role.

2.2.1 Login for First Time for admin User

By default, the system predefined the administrator user named admin. When you login via the Web Client for the first time, you are required to create a password for the admin user before you can properly configure and operate the system.

Steps

1. In the address bar of the web browser, enter the address of the PC running SYS service and press **Enter** key.

Example

If the IP address of PC running SYS is 172.6.21.96, and you should enter http://172.6.21.96 or https://172.6.21.96 in the address bar.

Note

- You should set the transfer protocol before accessing the SYS. For details, refer to ***Set Transfer Protocol***.
- You should set the SYS's IP address before accessing the SYS via WAN. For details, refer to ***Set WAN Access***.

2. Enter the password and confirm password for the admin user in the pop-up Create Password window.

Note

The password strength can be checked by the system and should meet the system requirements. The default minimum password strength should be **Medium**. For setting minimum password strength, refer to ***System Security Settings***.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

3. Click **OK**.
   Web Client home page displays after you successfully creating the admin password.

Result

After you logging in, the Site Name window opens and you can set the site name for the current system as you want.

Note

You can also set it in **System** → **Normal** → **User Preference**. See ***Set User Preference*** for details.

2.2.2 First Time Login for Normal User

When you log in to the system as normal user via Web Client for the first time, you should change the initial password and set a new password for login.

Steps

1. In the address bar of the web browser, input the address of the PC running SYS service and press the **Enter** key.

   Example

   If the IP address of PC running SYS is 172.6.21.96, and you should enter http://172.6.21.96 or https://172.6.21.96 in the address bar.

   Note

   You should configure the SYS's IP address in WAN Access of System Configuration before accessing the SYS via WAN. For details, refer to ***Set WAN Access***.

2. Enter the user name and password.

   Note

   Contact the administrator for the user name and initial password.

3. Click **Log In** and the **Change Password** window opens.
4. Set a new password and confirm the password.

   Note

   The password strength can be checked by the system and should meet the system requirements. If password strength is lower than the required minimum strength, you will be asked to change your password. For setting minimum password strength, refer to ***System Security Settings***.

   Caution

   The password strength of the device can be checked by the system. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: 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.
   Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

5. Click **OK** to change the password.

Result

Web Client home page displays after you successfully logging in.

2.3 Login via Web Client

You can access the system via web browser and configure the system.

Steps

1. In the address bar of the web browser, input the address of the PC running SYS service and press **Enter** key.

   Example

   If the IP address of PC running SYS is 172.6.21.96, and you should enter http://172.6.21.96 or https://172.6.21.96 in the address bar.

   Note

   You should configure the SYS's IP address in WAN Access of System Configuration before accessing the SYS via WAN. For details, refer to ***Set WAN Access***.

2. Enter the user name and password.
3. Click **Log In** to log in to the system.

   Note

   - If failed password attempt of current user is detected, you are required to input the verification code. The failed password attempts from current client, other client, and other address will all require the verification code.
   - The failed password attempt and verification code attempt from current client, other client (e.g., Control Client), and other address will all be accumulated. Your IP address will be locked for a specified period of time after specific number of failed password or verification code attempts detected. For setting failed login attempts and locking duration, refer to ***System Security Settings***.
   - The account will be frozen for 30 minutes after 5 failed password attempts. The failed password attempts from current client, other clients (e.g., Control Client), and other addresses will all be accumulated.
   - The password strength can be checked by the system and should meet the system requirements. If password strength is lower than the required minimum strength, you will be asked to change your password. For setting minimum password strength, refer to ***System Security Settings***.
   - If your password is expired, you will be asked to change your password when login. For setting maximum password age, refer to ***System Security Settings***.

Result

Web Client home page displays after you successfully logging in to the system.

2.4 Change Password for Reset User

When the normal user's password is reset by admin user, he/she should change the initial password and set a new password when logging into HikCentral-Workstation via the Web Client.

Steps

1. In the address bar of the web browser, enter the address of the PC running SYS service and press **Enter** key.

   Example

   If the IP address of PC running SYS is 172.6.21.96, and you should enter http://172.6.21.96 or https://172.6.21.96 in the address bar.

   Note

   You should configure the SYS's IP address in WAN Access of System Configuration before accessing the SYS via WAN. For details, refer to ***Set WAN Access***.

2. Enter the user name and initial password set by the administrator.
3. Click **Log In** and a **Change Password** window opens.
4. Set a new password and confirm the password.

   Note

   The password strength can be checked by the system and should meet the system requirements. If password strength is lower than the required minimum strength, you will be asked to change your password. For setting minimum password strength, refer to ***System Security Settings***.

   Caution

   The password strength of the device can be checked by the system. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: 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.
   Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

5. Click **OK**.

Result

Web Client home page displays after you successfully changing the password.

2.5 Forgot Password

If you forgot the your account's password, you can reset the password and set a new password.

Before You Start

- Make sure the normal user has been configured with an available email address.
- Make sure the email server is tested successfully.

Steps

1. On the login page, enter a user name in the User Name field.
2. Click **Forgot Password**.

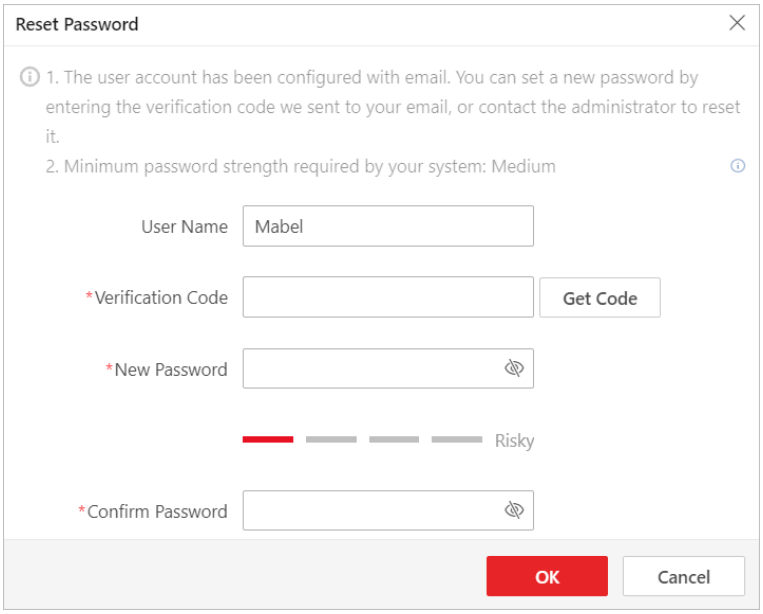


Figure 2-1 Reset Password for Normal User

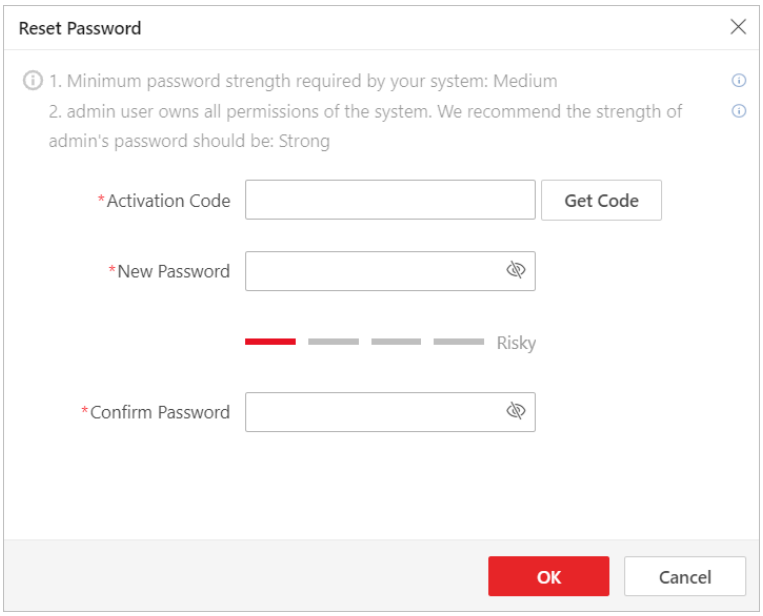


Figure 2-2 Reset Password for admin User

3. Enter the required information on the Reset Password pane.

– For the admin user, enter the License activation code, new password, and confirm password.

Note

If you forget the License activation code, you can click **Get Code** to send the activation code to the email address configured when activating the License in online mode. For setting an email for the admin user, refer to ***Activate License - Online***.

– For normal users, click **Get Code** to send the verification code to the email address configured when adding the user. And then enter the received verification code, new password, and confirm password within 10 minutes.

Note

If the email address is not set for the normal user, contact the admin user to reset the password and change the password when login.

– For domain user, contact the admin user to reset the password.

Note

The password strength can be checked by the system and should meet the system requirements. If password strength is lower than the required minimum strength, you will be asked to change your password. For setting minimum password strength, refer to ***System Security Settings***.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

4. Click **OK**.

Chapter 3 Download Mobile Client

On the login page of Web Client, you can scan the QR code to download the Mobile Client that is used for accessing the system via mobile terminal (e.g., mobile phone).

Perform this task when you need to download the Mobile Client.

Note

You can also search and download the Mobile Client in the App Store.

Steps

1. In the address bar of the web browser, enter the address of the PC running SYS service and press **Enter** key.

   Example

   If the IP address of PC running SYS is 172.6.21.96, and you should enter http://172.6.21.96 in the address bar.

   Note

   You should configure the SYS's IP address in WAN Access of System Configuration before accessing the SYS via WAN. For details, refer to ***Set WAN Access***.

2. Scan the corresponding QR code with your mobile terminal to download the Mobile Client.

Chapter 4 Web Control

For accessing the Web Client via web browser, you must install a web control on the PC on which you access the Web Client when performing some functions, e.g., live view, playback, and searching online devices. Web Client automatically asks you to install the web control when you want to access the corresponding functions, and you can follow the prompts to install it on the PC.

Chapter 5 Home Page Overview

The default Home page of the Web Client provides a visual overview of function modules on the platform. You can access specific modules quickly and conveniently via the Home page.

Note

After you entered the modules, tabs will appear in the top of the Web Client, you can click tabs to quickly switch modules. You can also click or in the tab area to refresh or exit from the module.

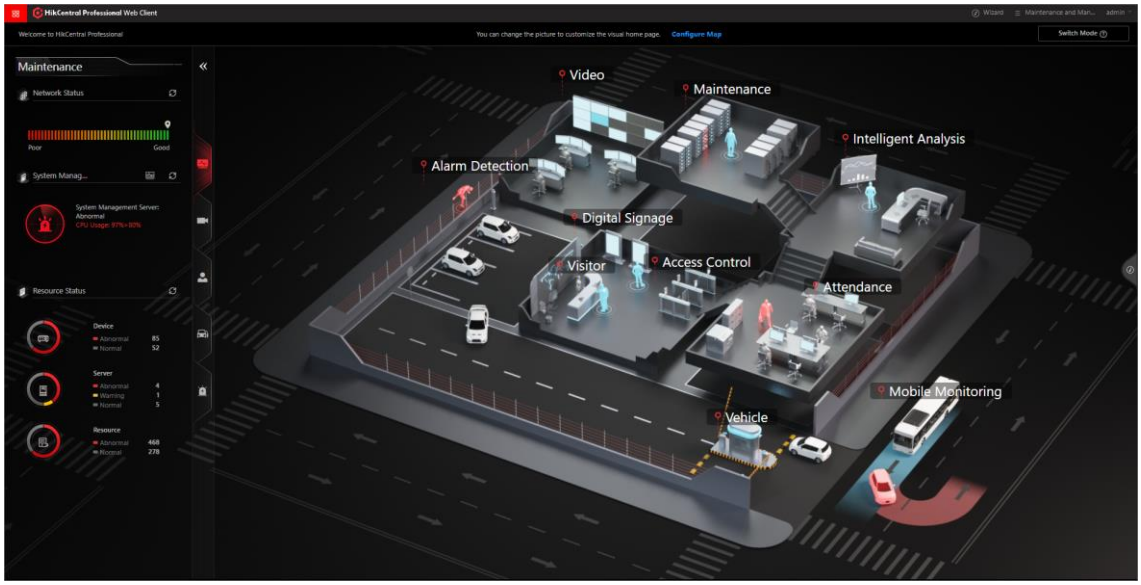


Figure 5-1 Default Home Page

Table 5-1 Default Home Page Description

Section	Module	Description
Top Navigation Bar	Navigation Icon	The navigation bar shows the available functions determined by the Licenses you purchased. You can add some frequently used or important modules to the navigation bar for convenient access. See details in ***Customize Navigation Bar***.
	Wizard	

Video

A wizard which guides you through the management and applications of video. You can also

view the flow chart which introduces the video resource management, recording configurations, and video application in ***Flow Chart of Video Management***.

Access Control

A wizard which guides you through the basic configurations of access control. You can also view the flow chart which introduces the configurations and operations of access control in ***Flow Chart***.

Vehicle and Parking

A wizard which guides you through the management and applications of vehicle and parking. You can also view the flow chart which introduces the management of parking lots, vehicles, and entry & exit rules, parking fee rules, parking guidance, and vehicle & record search in ***Flow Chart of Vehicle and Parking Management***.

Alarm Detection

A wizard which guides you through the management and configurations of alarm detection. You can also view the flow chart which introduces the management of security control panels and alarm inputs, defense template configuration, and event & alarm management in ***Flow Chart of Alarm Detection***.

Attendance

A wizard which guides you through the management and configurations of attendance. You can also view the flow chart which introduces the management of devices, person groups, and persons, basic attendance configuration, attendance rule configuration, and record search and handling in ***Flow Chart***.

	Maintenance and Management

License

You can view the License details, activate, upgrade, and deactivate the License if needed.
For more details, refer to ***License Management***.

Back Up and Restore System Data

You can manually back up the data in the system, or configure a schedule to run the backup task regularly.
When an exception occurs, you can restore the database if you have backed up the database.
For more details, refer to ***Set System Data Backup*** and ***Restore System Data***.

Export Configuration Data

You can export and save configuration data to your local PC.
For more details, refer to ***Export Configuration File***.

Download Installation Package

Download the installation package of other clients, such as Control Client.

About

Check the version information of the Web Client.
View the License Agreement and Open-Source License Agreement.

	Account

Change Password

Change the password of the current user.
For more details, refer to ***Change Password of Current User***.

Logout

Log out of the system and back to the login page.

Default Home Page	Switch to Map Configuration	Configure a map for displaying For more information, refer to
	Switch Home Page Mode	Four predefined modes are pr Mode, System Installation and Security Control and Managem Attendance Management Mod You can also customize the Ho See more details in ***Customize Mode***.
	Left Overview Pane	

Maintenance

The Maintenance module provides the overview of device network status, service running status, and health checking results.
You can refresh to view the real-time status or results.
See more details in ***Maintenance***.

Intelligent Analysis

The Intelligent Analysis module provides the report overview of people feature analysis, people counting, and heat analysis.
You can refresh to view the real-time analysis results, or export them in different formats.
See more details in ***Intelligent Analysis Report***.

Access Control

The Access Control module provides today's access record statistics, today's access trend, today's top 5 abnormal record types, and regional counting statistics of people stayed.
You can refresh to view the real-time trend, top 5 types, and statistics, or export them in different formats.
See more details in ***Access Control Management***.

Vehicle

The Vehicle module provides the real-time status of parking spaces, today's occupancy rate of parking spaces, today's parking duration distributions, and today's vehicle passing trend.
You can refresh to view the real-time information and export it in different formats.
See more details in ***Vehicle and Parking Management***.

Alarm

The Alarm module provides today's alarm statistics, the last 7 days' alarm trend, today's top 5 alarm categories, and today's top 5 alarm areas.
You can refresh to view the trend, top 5 categories, and top 5 alarm areas, or export them in different formats.
See more details in ***Event and Alarm Configuration***.

	Quickly Access to Modules	On the scene graph of the defa click the module names to qui corresponding configuration a

5.1 Customize and Switch Home Page Mode

You can switch to the default Home page mode to three predefined modes (that are, System Installation and Management, Security Control Management, and Attendance Management) for different scenarios or customize a mode as needed.

Steps

1. In the top right corner of Home page, click **Switch Mode** to enter the mode switch page.

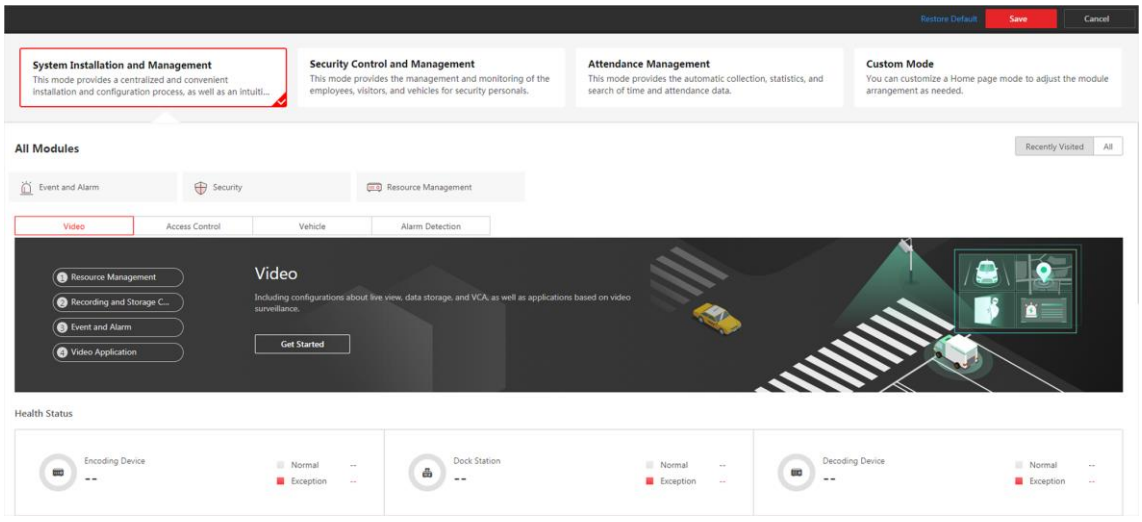


Figure 5-2 Customize and Switch Home Page Mode

2. Optional: In the **All Modules** field, click **Recently Visited** or **All** to show and quickly access to the recently visited modules or all available modules.

Note

The displayed modules in the **Recently Visited** tab will keep refreshing according to the modules visited by the current user.

3. Optional: Customize a mode.
   1) In the top right corner, click **Custom Mode** to display mode configuration panel.
   2) In the module name field, click + to add module(s) to the mode.

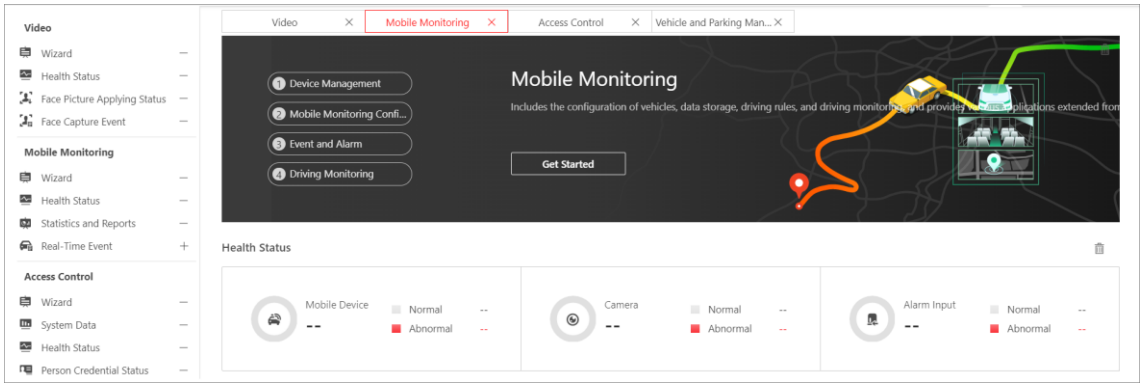


Figure 5-3 Customize Home Page Mode

   The added module(s) are displayed under the **All Modules** field.
   3) Optional: Click 🗑 or × to remove the module(s) or section(s) from the mode.
4. At the top of the page, click a predefined or custom mode to switch the Home page mode.
   The modules contained in the mode are displayed under the **All Modules** field. You can click the tabs to switch the detailed and visual views of different modules.
5. Optional: In the top right corner of mode switching page, click **Cancel** to cancel setting mode.
6. Optional: In the top right corner of mode switching page, click **Restore Default** to switch to the default mode.
7. In the top right corner of mode switching page, click **Save** to save the mode settings.

5.2 Customize Navigation Bar

To conveniently access some frequently used or important modules, you can customize the navigation bar.

Steps

1. In the top left corner of the Client, select → **All Modules** to display the navigation bar andthe All Modules pane.

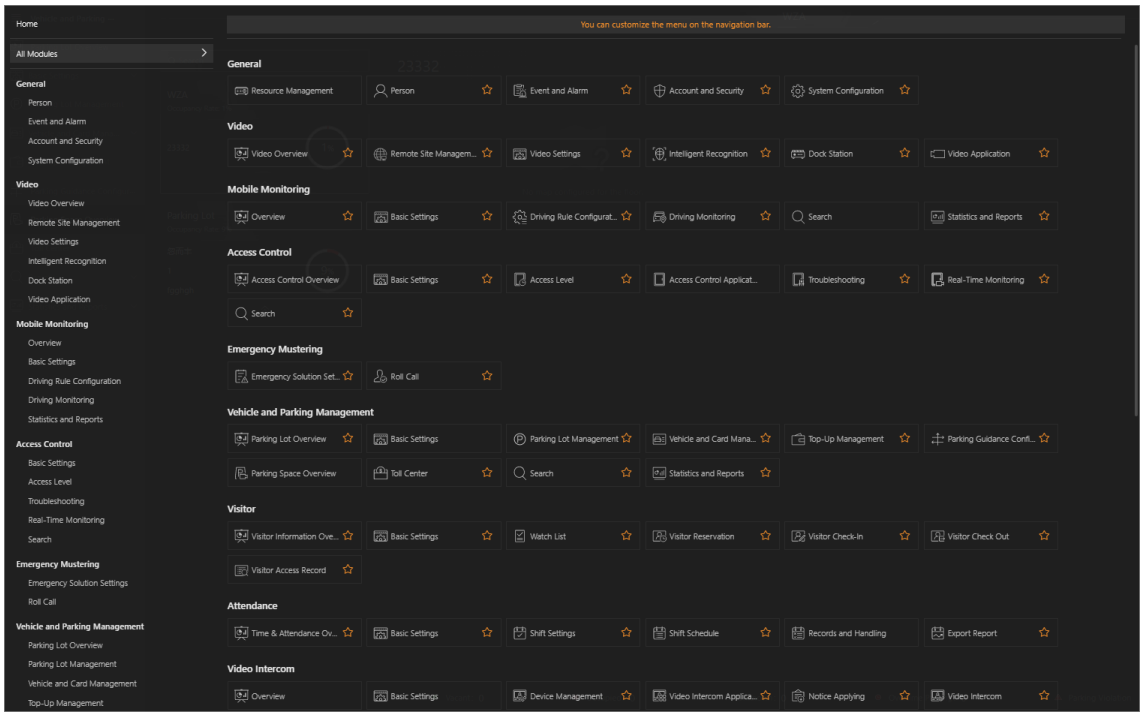


Figure 5-4 Navigation Bar and All Modules Panel

2. On the All Modules panel, move the cursor to a module item.
   An icon appears beside the module name.
3. Click to add the selected module to the navigation bar.
   The icon of the corresponding module turns to .
4. Optional: Click to remove the module from the navigation bar.

Chapter 6 Getting Started

The following content describes the tasks typically involved in setting a working system.

Verify Initial Configuration of Devices and Other Servers

Before doing anything on the platform, make sure the devices (encoding devices, access control devices, and so on) you are going to use are correctly mounted and connected to the network as specified by the manufacturers. Such initial configurations are required in order to connect the devices to the platform via network.

Log In to Web Client

Refer to ***Login for First Time for admin User***.

Activate License

Refer to ***Activate License - Online*** or ***Activate License - Offline***.

Add Devices to Platform and Configure Area

The platform can quickly scan your network for relevant devices, and add them. Or you can add the devices by inputting the required information manually. The devices added should be organized into areas for convenient management. Refer to ***Resource Management*** and ***Area Management***.

Configure Recording Settings

You can record the video files of the cameras on the storage device according to the configured recording schedule. The schedule can be set as continuous, alarm triggered, or command triggered as desired. Refer to ***Configure Storage and Recording***.

Configure Event and Alarm

The camera exception, device exception, server exception, alarm input, and so on, can trigger linkage actions in the platform. Refer to ***Event and Alarm Configuration***.

Configure Users

Specify who should be able to access the platform, and how. You can set different permissions for the users to limit their operations. Refer to ***Role and User Management***.

Chapter 7 License Management

After installing HikCentral-Workstation, you have a temporary License for a specified number of cameras and limited functions. To ensure the proper use of HikCentral-Workstation, you can activate the SYS to access more functions and manage more devices. If you do not want to activate the SYS now, you can skip this chapter and activate the system later.
Two types of License are available for HikCentral-Workstation:

- **Base:** You need to purchase at least one basic License to activate the HikCentral-Workstation.
- **Expansion:** If you want to increase the capability of your system (e.g., connect more cameras), you can purchase an expanded License to get additional features.

Note

- Only the admin user can perform the activation, update, and deactivation operation.
- If you encounter any problems during activation, update, and deactivation, please send the server logs to our technical support engineers.

7.1 Activate License - Online

If the SYS server to be activated can properly connect to the Internet, you can activate the SYS server in online mode.

Steps

1. Log in to HikCentral-Workstation via the Web Client. Refer to ***Login via Web Client***.
2. On the Home page, click **Activate** to open the Activate License panel.
3. Click **Online Activation** to activate the License in online mode.

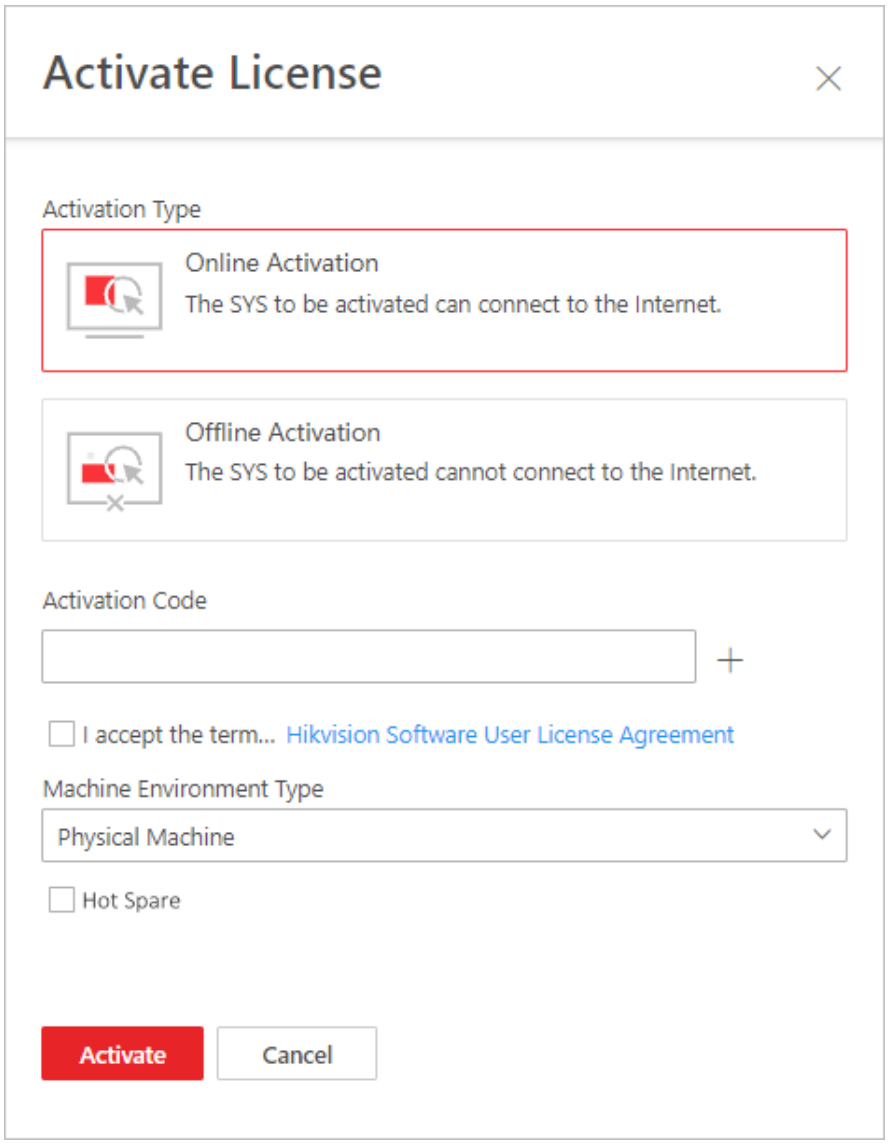


Figure 7-1 Activate License in Online Mode

4. Enter the activation code received when you purchased your License.

Note

- If you have purchased more than one Licenses, you can click + and enter other activation codes.
- The activation code should contain 16 characters or 32 characters (except dashes).

5. Check **I accept the terms of the agreement** to open the License Agreement panel and click **OK**.
6. Optional: Select the machine environment type.

Physical Machine (Default)

A physical computer that contains hardware specifications and is used for running the SYS. If the hardware changed, the License will be invalid, and the SYS may not run normally.

AWS (Amazon(R) Web Services)

A virtual machine that provides the cloud computing services for running the SYS.

Azure (Microsoft(R) Azure)

A virtual machine that provides the cloud computing services for running the SYS.

Note

If you select the AWS or Azure as the machine environment type, the external servers cannot access the platform. And the Rose hot spare system is also not supported.

7. Optional: Check the **Hot Spare**, select type, and enter the IP address if you want to build a hot spare system.

Note

- You must select Hot Spare mode when you install the system.
- For how to build the hot spare system, please contact our technical support engineers.

8. Click **Activate**.
   The email settings pane will appear after you activated the License.
9. Enter an email address for the admin user.

Note

This email is used to receive the License activation code when the admin user forgets the password for logging in to the platform and the activation code at the same time.

10. Set the email server parameters. See details in ***Configure Email Account***.
11. Click **OK** to save the email settings.

7.2 Activate License - Offline

If the SYSto be activated cannot connect to the Internet, you can activate the License in offline mode.

Steps

1. Log in to HikCentral-Workstation via the Web Client.
2. On the Home page, click **Activate** to open the Activate License panel.
3. Click **Offline Activation** to activate the License in offline mode.

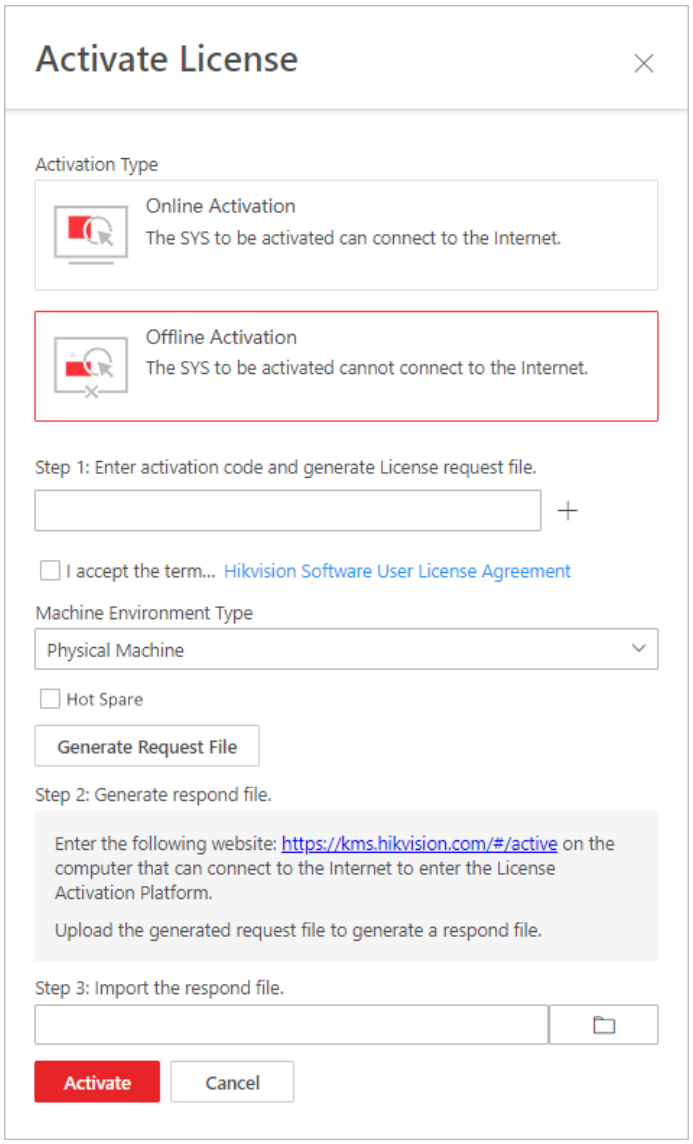


Figure 7-2 Activate License in Offline Mode

4. Enter the activation code received when you purchased your License.

Note

- If you have purchased more than one Licenses, you can click + and enter other activation codes.
- The activation code should contain 16 characters or 32 characters (except dashes).

5. Check **I accept the terms of the agreement** to open the License Agreement panel and click **OK**.
6. Optional: Select the machine environment type.

Physical Machine (Default)

A physical computer that contains hardware specifications and is used for running the SYS. If the hardware changed, the License will be invalid, and the SYS may not run normally.

AWS (Amazon(R) Web Services)

A virtual machine that provides the cloud computing services for running the SYS.

Azure (Microsoft(R) Azure)

A virtual machine that provides the cloud computing services for running the SYS.

Note

If you select the AWS or Azure as the machine environment type, the external servers cannot access the platform. And the Rose hot spare system is also not supported.

7. Optional: Check the **Hot Spare**, select type, and enter the IP address if you want to build a hot spare system.

Note

- You must select Hot Spare mode when you install the system.
- For how to build the hot spare system, please contact our technical support engineers.

8. Click **Generate Request File**.
   A request file named "ActivationRequestFile.bin" will be downloaded. Save the request file to the proper directory or the removable storage medium (e.g., USB flash disk).
9. Copy the request file to the computer that can connect to the Internet.
10. On the computer which can connect to the Internet, enter the following website: ***https://kms.hikvision.com/#/active***.
11. Click and then select the downloaded request file.

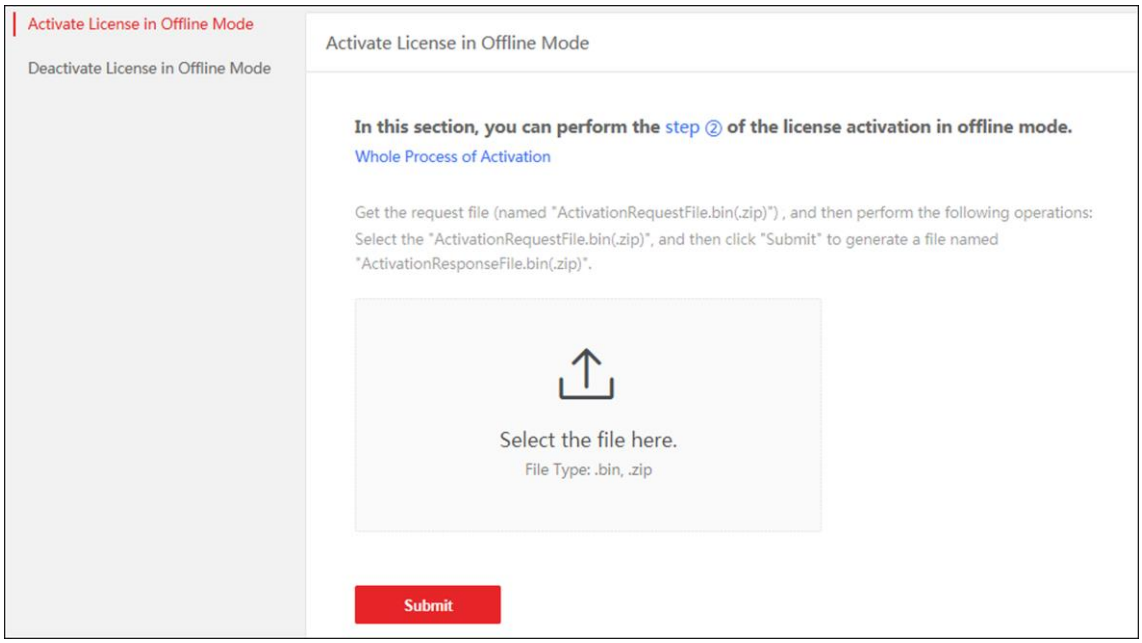


Figure 7-3 Select Request File

12. Click **Submit**.

A respond file named "ActivationResponseFile.bin" will be downloaded. Save the respond file to the proper directory or the removable storage medium (e.g., USB flash disk).

13. Copy the respond file to the proper directory of the computer that accesses HikCentral-Workstation via the Web Client.
14. In the Offline Activation panel, click 🗀 and select the downloaded respond file.
15. Click **Activate**.
    The email settings pane will appear after you activated the License.
16. Enter an email address for the admin user.

> **Note**
>
> This email is used to receive the License activation code when the admin user forgets the password for logging in to the platform and the activation code at the same time.

17. Set the email server parameters. See details in ***Configure Email Account***.
18. Click **OK** to save the email settings.

7.3 Update License - Online

As your project grows, you may need to increase the connectable number of resources (e.g., cameras) for your HikCentral-Workstation. If the SYS to be updated can properly connect to the Internet, you can update the License in online mode.

Before You Start

Contact your dealer or our sales team to purchase a License for additional features.

Steps

1. Log in to HikCentral-Workstation via the Web Client. Refer to ***Login via Web Client*** for details.
2. In the top right corner of Home page, move the cursor to the **Maintenance and Management** to show the drop-down menu.
3. Click **Update License** in the drop-down menu to open the Update License panel.
4. Click **Online Update** to update the License in online mode.
5. Enter the activation code received when you purchase your License.

> **Note**
>
> - If you have purchased more than one Licenses, you can click + and enter other activation codes.
> - The activation code should contain 16 characters or 32 characters (except dashes).

6. Check **I accept the terms of the agreement** to open the License Agreement panel and click **OK**.
7. Click **Update**.

7.4 Update License - Offline

As your project grows, you may need to increase the connectable number of cameras for your HikCentral-Workstation. If the SYS to be updated cannot connect to the Internet, you can update the system in offline mode.

Before You Start

Contact your dealer or our sales team to purchase a License for additional features.

Steps

1. Log in to HikCentral-Workstation via the Web Client.
2. In the top right corner of Home page, move the cursor to **Maintenance and Management** to show the drop-down menu.
3. Click **Update License** in the drop-down menu to open the Update License pane.
4. Click **Offline Update** to update the License inthe offline mode.

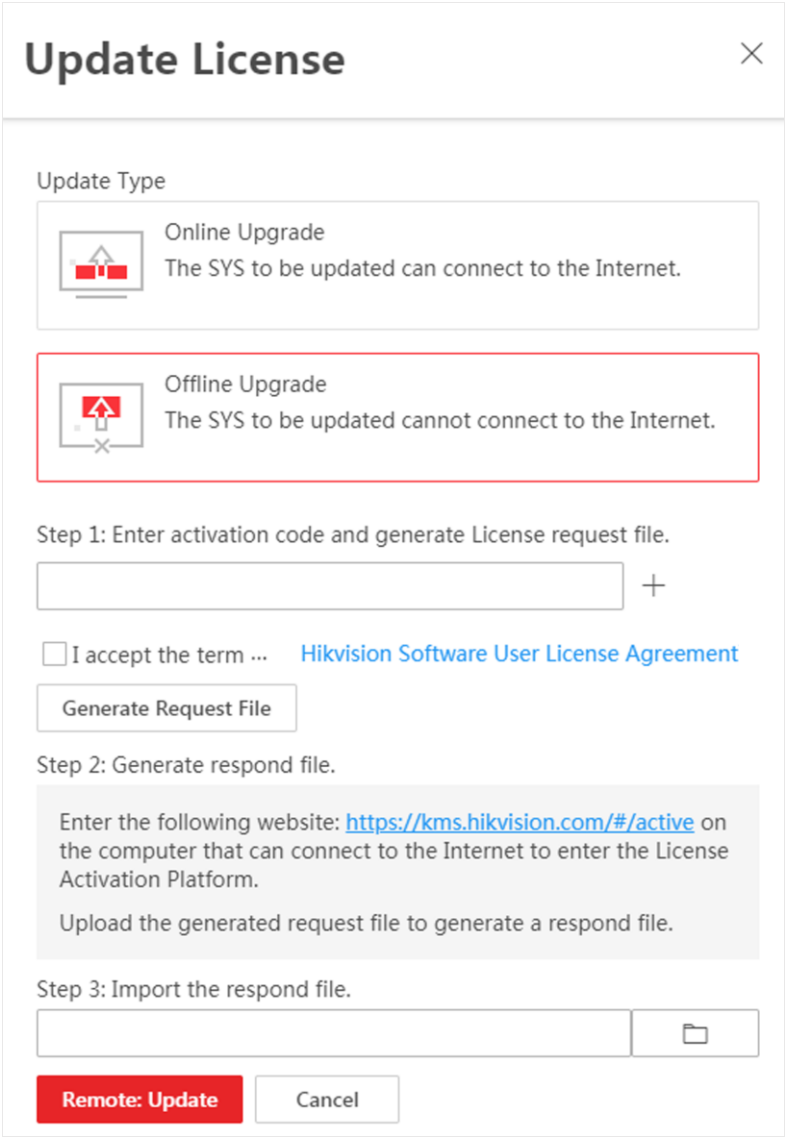


Figure 7-4 Update License in Offline Mode

5. Enter the activation code of your additional License.

Note

- If you have purchased more than one License, you can click + and enter other activation codes.
- The activation code should contain 16 characters or 32 characters (except dashes).

6. Check **I accept the terms of the agreement** to open the License Agreement panel and click **OK**.
7. Click **Generate Request File**.
   A request file named "ActivationRequestFile.bin" will be downloaded. Save the request file to the proper directory or the removable storage medium (e.g., USB flash disk).
8. Copy the request file to the computer that can connect to the Internet.

9. On the computer which can connect to the Internet, enter the following website: ***https://kms.hikvision.com/#/active***.
10. Click and then select the downloaded request file.

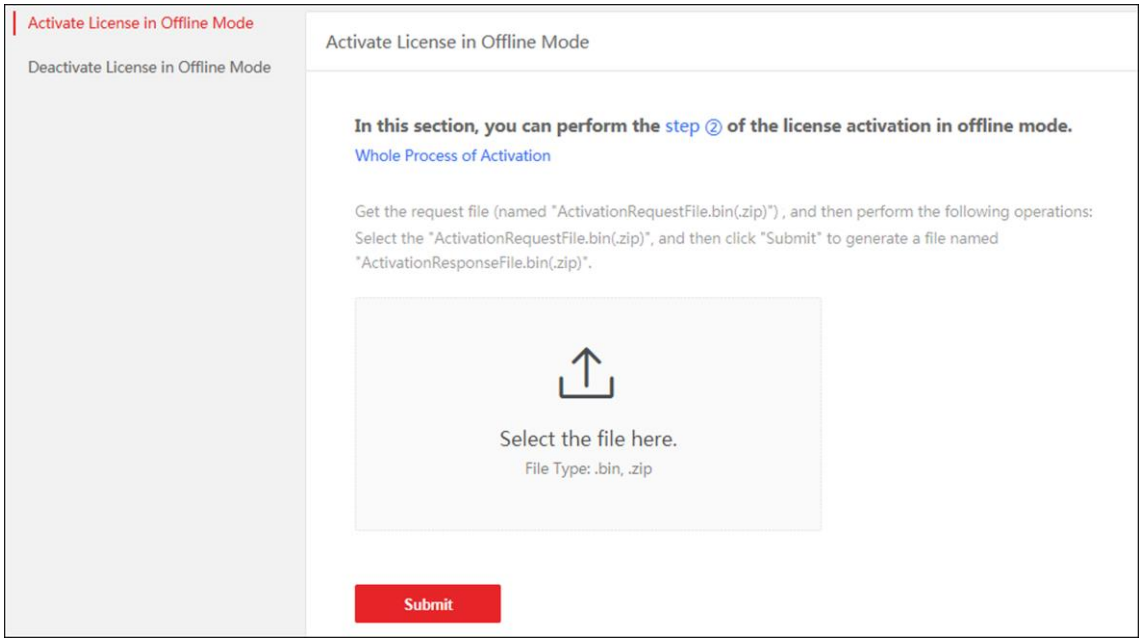


Figure 7-5 Select Request File

11. Click **Submit**.
    A respond file named "ActivationResponseFile.bin" will be downloaded. Save the respond file to the proper directory or the removable storage medium (e.g., USB flash disk).
12. Copy the respond file to the proper directory of the computer that accesses HikCentral-Workstation via the Web Client.
13. In the offline update panel, click and select the downloaded respond file.
14. Click **Update**.

7.5 Deactivate License - Online

If you want to run the SYS on another PC or server, you should deactivate the SYS first and then activate it again. If the computer or server on which the SYSrunningcan properly connect to the Internet, you can deactivate the License in online mode.

Steps

1. Log in to HikCentral-Workstation via the Web Client. Refer to ***Login via Web Client***.
2. In the top right corner of Home page, move the cursor to the **Maintenance and Management** to show the drop-down menu.
3. Click **Deactivate License** in the drop-down menu to open the Deactivate License panel.
4. Click **Online Deactivation** to deactivate the License in online mode.
5. Check the activation code(s) to be deactivated.
6. Click **Deactivate**.

7.6 Deactivate License - Offline

If you want to run the SYS on another computer or server, you should deactivate the SYS first and then activate the SYS again. If the SYS to be deactivated cannot connect to the Internet, you can deactivate the License in offline mode.

Steps

1. Log in to the HikCentral-Workstation via Web Client.
2. In the top right corner of the Client, move the cursor to the **Maintenance and Management** to show the drop-down menu.
3. Click **Deactivate License** in the drop-down menu to open the Deactivate License pane.
4. Click **Offline Deactivation** to deactivate the License in offline mode.

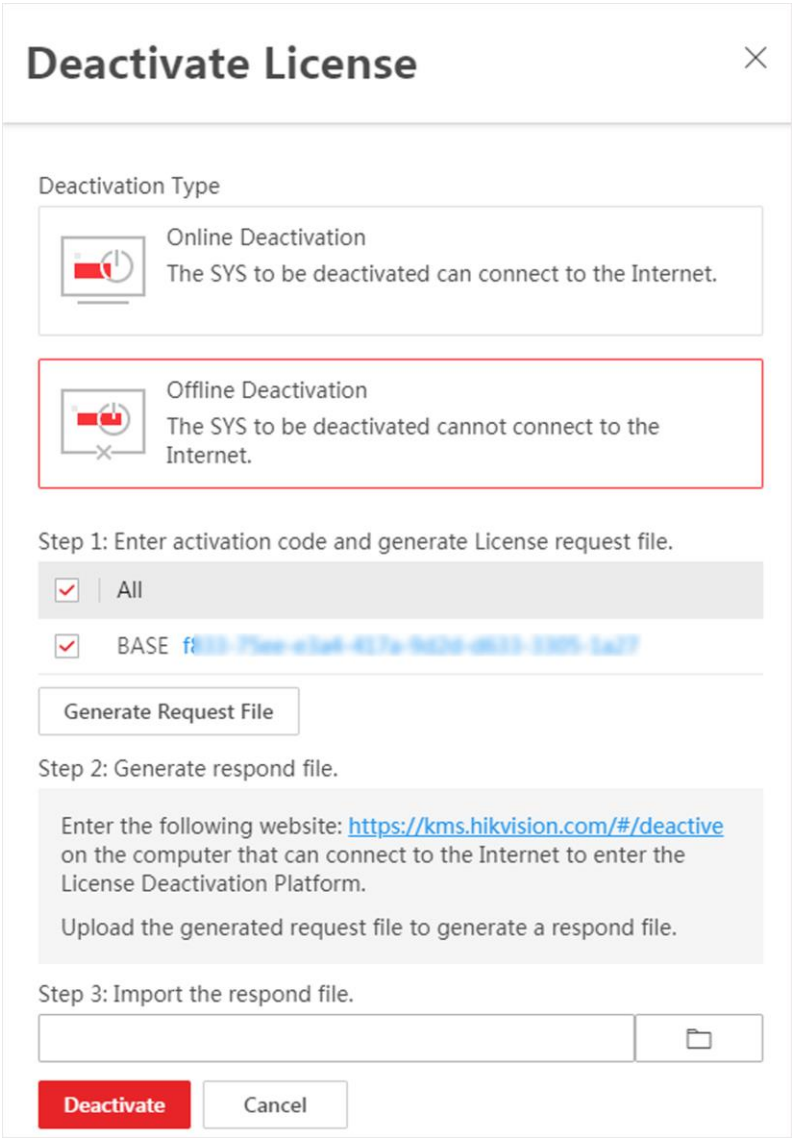


Figure 7-6 Deactivate License in Offline Mode

5. Check the activation code(s) to be deactivated.

6. Click **Generate Request File**.

Note

After the request file is generated, the selected activation code(s) will be unavailable.

A request file named "ActivationRequestFile.bin" will be downloaded. Save the request file to the proper directory or the removable storage medium (e.g., USB flash disk).

7. Copy the request file to the computer that can connect to the Internet.
8. On the computer which can connect to the Internet, enter the following website: ***https://kms.hikvision.com/#/deactive***.
9. Click and then select the downloaded request file.

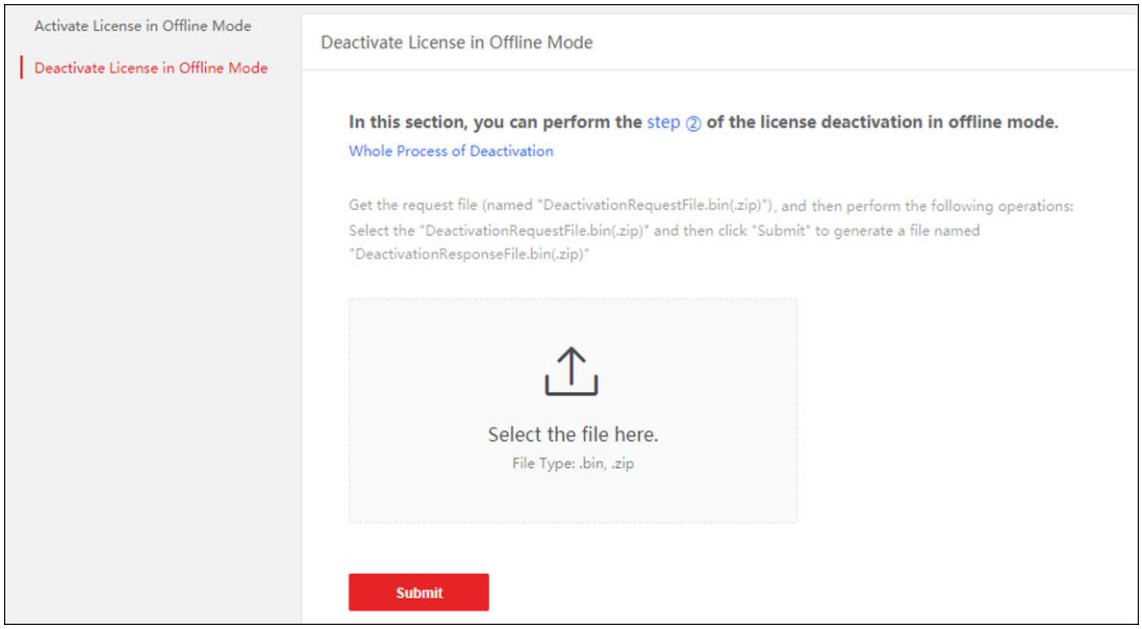


Figure 7-7 Select Request File

10. Click **Submit**.
    A respond file named "DectivationResponseFile.bin" will be downloaded. Save the respond file to the proper directory or the removable storage medium (e.g., USB flash disk).
11. Copy the respond file to the proper directory of the computer that accesses HikCentral-Workstation via the Web Client.
12. In the Offline Deactivation pane, click and select the downloaded respond file.
13. Click **Deactivate**.

7.7 View License Details

You can check the authorization details of the License you purchased and view the number of manageable devices and function of your platform. If the License is not activated, you can also view the trial period.

Steps

1. Log in to the HikCentral-Workstation via Web Client. See ***Login via Web Client*** for details.
2. In the top right corner of Home page, click **Maintenance and Management** to show the drop-down menu.
3. Click **License Details** in the drop-down menu to open the License Details panel.
   You can view the authorization details and check the expiry date of the trial License or the License you purchased.
4. Optional: Click › besides the Cameras to show the number of facial and human body cameras/ANPR cameras/Open Network Video Interface cameras and click **Configuration** to select the added cameras as these types of cameras, respectively.

   Note

   - Configurationof Open Network Video Interface cameras is not supported.
   - If you do not configure the facial and human body recognition camera/ANPR camera, these cameras' functions (facial and human body recognition, and plate recognition,) cannot be performed normally in the platform.

5. Optional: Click **License List** to check all the activated License(s) of your platform and click an activation code to view the related authorization details.

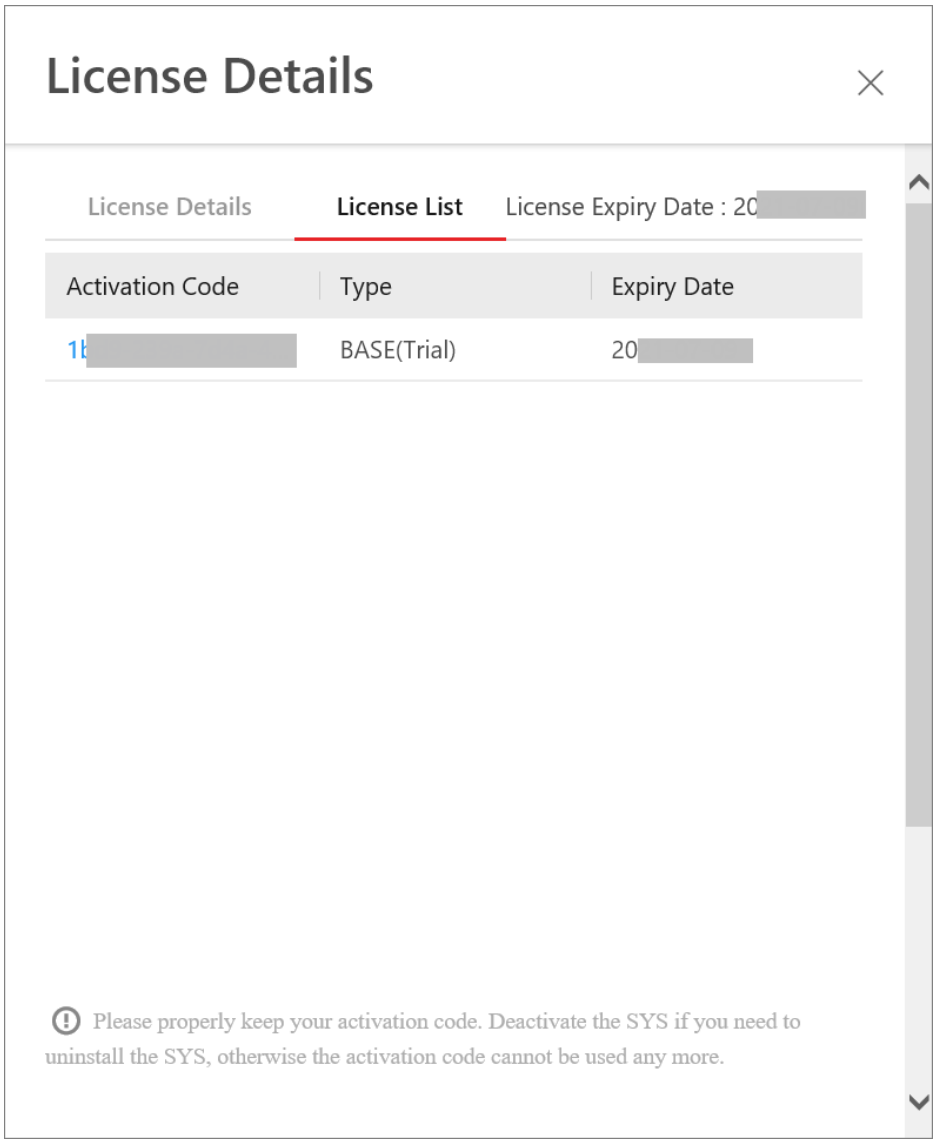


Figure 7-8 License List Page

7.8 Set SSP Expiration Prompt

SSP (Software Service Program) refers to the platform's maintenance service, which contains the primary service and the elite service, and has an expire date and needs to be upgraded before expiration. You can set SSP expiration prompt on the platform. After that, when the SSP is going to expire, you can receive an email reminding the expiration every day during the configured period.

Steps

1. In the top right corner of the client, select **Maintenance and Management** → **License Details** to open the License Details panel.
2. Go to the bottom of details list and click ⚙ to enter the SSP Expiration Prompt Settings panel.
3. Set the **Overdue Reminder** switch to ON.

4. Set the days when you will receive the prompt email before expiration.

Note

- You should enter an integer between 1 to 365.
- By default, the platform will send a prompt email 30 days before expiration.

5. Click **Add User** to add user(s) who can receive upgrade prompt.

Note

- You should configure the users' email addresses before adding them as recipients. The added users can receive upgrade prompt via the bound email addresses.
- Up to 64 recipients can be added.
- You can click × to delete the added user(s).

6. Click **Add Email** to add email address(es).

Note

You can add email of both the platform user(s) and other user(s). The platform will send expiration prompt to the added email address(es).

7. Click **Save**.

Chapter 8 Resource Management

HikCentral-Workstation supports multiple resource types, such as encoding device, access control device, decoding device and Smart Wall. After adding them to the system, you can manage them, configure required settings and perform further operations. For example, you can add encoding devices for live view, playback, recording settings, event configuration, etc., add access control devices for access control, time and attendance management, etc., add Smart Wall for displaying decoded video on smart wall.

8.1 Create Password for Inactive Device(s)

Because of simple default password, the devices may be accessed by the unauthorized user easily. For more security purpose, the default password is not provided for some devices. You are required to create the password to activate them before adding them and performing some operations on them via the platform. Besides activating the device one by one, you can also deal with multiple ones at the same time. The devices which are batch activated should have the same password.

Before You Start

- Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- This function should be supported by the device. Make sure the devices you want to activate support this function.

Perform this task when you need to activate the detected online devices. Here we take creating password for the encoding device as an example.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Encoding Device** on the left.
3. View the device status (shown on Security column) and select one or multiple inactive devices.
4. Click to open the Device Activation window.
5. Create a password in the password field, and confirm the password.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

6. Click **Save** to create the password for the device.
   An **Operation completed.** message is displayed when the password is set successfully.
7. Click in the Operation column to change the device's IP address, subnet mask, gateway, etc., if needed.

Note

For details, refer to ***Edit Online Device's Network Information***.

8.2 Edit Online Device's Network Information

The online devices, which have IP addresses in the same local subnet with SYS server or Web Client, can be detected by HikCentral-Workstation. For the detected online devices, you can edit their network information as desired via HikCentral-Workstation remotely and conveniently. For example, you can change the device IP address due to the changes of the network.

Before You Start

For some devices, you should activate it before editing its network information. Refer to ***Create Password for Inactive Device(s)*** for details.

Perform this task when you need to edit the network information for the detected online devices. Here we take creating password for the encoding device as an example.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Encoding Device** on the left.
3. In the Online Device area, select a network type.

   Server Network

   The detected online devices in the same local subnet with the SYS server will be listed.

   Local Network

   The detected online devices in the same local subnet with the Web Client will be listed.

4. View the device status on Security column, and click in the Operation column of an active device.
5. Change the required parameters, such as IP address, device port, HTTP port, subnet mask, and gateway.

Note

The parameters may vary for different device types.

6. Click .
7. Enter device's password.
8. Click **Save**.

8.3 Manage Encoding Device

The encoding devices (e.g., camera, NVR, DVR) can be added to the system for management, including editing and deleting the devices, remote configuration, changing online devices' password, etc. You can also perform further operations based on the added devices, such as live view, video recording, and event settings,

8.3.1 Add Detected Online Encoding Devices

The system can perform an automated detection for available encoding devices in the network where the Web Client or server is located, which makes the devices' information about themselves (e.g., IP address) recognized by the system. Based on the information, you can add the devices quickly.
You can add one online devices at a time, or add multiple online devices in a batch.

Note

You should install the web control according to the instructions and then the online device detection function is available.

Add a Detected Online Encoding Device

For the detected online encoding devices, you can add the device one by one to HikCentral-Workstation by specifying its user name, password and some other parameters.

Before You Start

- Make sure the devices (cameras, DVRs, etc.) you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- The devices to be added should be activated. Refer to ***Create Password for Inactive Device(s)*** for details.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Encoding Device** on the left panel.
3. In the Online Device area, select a network type.

   Server Network

   As the default selection, the detected online devices in the same local subnet with the SYS server will be listed in the Online Device area.

   Local Network

   The detected online devices in the same local subnet with the Web Client will be listed in the Online Device area.
4. In the Online Device area, select **Hikvision Private Protocol**/ **Hikvision ISUP Protocol**/**Open Network Video Interface Protocol** to filter the detected online devices.

Note

- Select **Hikvision Private Protocol**/**Hikvision ISUP Protocol** to add a Hikvision device and select **Open Network Video Interface Protocol** to add a third-party device.
- To display the devices which are added to the platform via Open Network Video Interface/ISUP protocol, you can go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol**and check **Access via Open Network Video Interface Protocol**/**Allow ISUP Registration**.

5. In the Online Device area, select the active device to be added.
6. Click **Add to Device List** to open the Add Online Device window.

Note

If the NTP server is not configured, a prompt will appear on the top of the page. You can click **Configure** to set the time synchronization. See ***Set NTP*** for details.

7. Set the required information.

   Device Address

   The IP address of the device, which is shown automatically.

   Device Port

   The port number of the device, which is shown automatically. The default port number is 8000.

   Mapped Port

   This function is only available when you select **Hikvision Private Protocol** to filter the detected online devices. If you want to download pictures from the device, switch on **Mapped Port** and enter the picture downloading port. By default, the port number is 80.

   Verify Stream Encryption Key

Switch on **Verify Stream Encryption Key**, and enter stream encryption key in **Stream Encryption Key on Device** field. Then when starting live view or remote playback of the device, the client will verify the key stored in SYS server for security purpose.

Note

This function should be supported by the devices. Refer to the user manual of the device for getting the key.

Device Name

Create a descriptive name for the device. For example, you can use an alias that can show the location or feature of the device.

User Name

The user name for administrator account created when activating the device or the added non-admin account such as operator. When adding the device to HikCentral-Workstation using the non-admin account, your permissions may restrict your access to certain features.

Password

The password required to access the account.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

8. Optional: Set the time zone for the device.
   – Click **Manually Set Time Zone**, and click ⌄ to select a time zone from the drop-down list.

   Note

   You can click **View** to view the details of the current time zone.

   – Click **Get Device's Time Zone** to get the device's time zone.
9. Optional: Switch on **Add Resource to Area** to import the channels of the added devices to an area.

Note

- You can import all the resources including cameras, alarm inputs and alarm outputs, or the specified camera(s) to the corresponding area.
- You can create a new area by the device name or select an existing area.
- If you do not import channels to area, you cannot perform operations such as live view,

playback, event settings, etc., for the cameras.

10. Optional: If you choose to add resources to area, switch on **Video Storage** and select a storage location as **Encoding Device** for recording.

Note

- The video files will be stored in the encoding device according to the configured recording schedule.
- For adding the encoding device by domain name, the video files can only be stored in the local storage of the device.

11. Optional: Set the quick recording schedule for added channels.

- Check **Get Device's Recording Settings** to get the recording schedule from the device and the channels of the device will start recording according to the schedule.
- Uncheck **Get Device's Recording Settings** and set the required information, such as recording schedule template, stream type, etc. Refer to ***Configure Recording for Cameras*** for details.

12. Click **Add**.
13. Optional: Perform the following operations after adding the online device.

Remote Configurations	Click ⚙ in the Operation column to set the remote configurations of the corresponding device. **Note** For detailed operation steps about remote configuration, see the user manual of the device.
Change Password	Select the added device(s) and click **Change Password** to change the password for the device(s). **Note** ● You can only change the password for online Hikvision devices currently. ● If the devices have the same password, you can select multiple devices to change the password for them at the same time.
Replace Device	If the original device malfunctions, you can replace it with a new device. After you replace it, move the cursor on ⓘ on the right of the device name, and click **Replace Device** to confirm the replacement.

Wake Up the Solar Camera	After you add a solar camera, the network status will be displayed as offline, online (Asleep), or online (Waked up). You can click in the **Operation** column to wake up an asleep camera. You can also click the device name to enter the editing device page, and click **Wake Up** to wake the device up.

Note

If a device is in sleep mode, the communication between the solar camera and the platform is not supported.

What to do next

For facial and human body camera/ANPR camera, click **Maintenance and Management** → **License Details** → › → **Configuration**, and then select the added cameras as these types of cameras respectively. Otherwise, these cameras' functions (facial and human body and plate recognition) cannot be performed normally in the system.

Add Detected Online Encoding Devices in a Batch

For the detected online encoding devices, if they have the same user name and password, you can batch add multiple devices to HikCentral-Workstation.

Before You Start

- Make sure the devices (cameras, DVRs, etc.) you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- The devices to be added should be activated. Refer to ***Create Password for Inactive Device(s)*** for details about activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Encoding Device** on the left panel.
3. In the Online Device area, select a network type.

   Server Network

   As the default selection, the detected online devices in the same local subnet with the SYS server will list in the Online Device area.

   Local Network

   The detected online devices in the same local subnet with the Web Client will list in the Online Device area.
4. In the Online Device area, select **Hikvision Private Protocol**/ **Hikvision ISUP Protocol**/**Open Network Video Interface Protocol** to filter the detected online devices.

Note

- Select **Hikvision Private Protocol**/**Hikvision ISUP Protocol** to add a Hikvision device and select **Open Network Video Interface Protocol** to add a third-party device.
- To display the devices which are added to the platform via Open Network Video Interface/ISUP protocol, you can go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol**and check **Access via Open Network Video Interface Protocol**/**Allow ISUP Registration**.

5. In the Online Device area, select the active devices to be added.
6. Click **Add to Device List** to open the Add Online Device dialog.

Note

If the NTP server is not configured, a prompt will appear on the top of the page. You can click **Configure** to set the time synchronization. See ***Set NTP*** for details.

7. Optional: Switch on **Mapped Port** and enter the picture downloading port if you want to download pictures from the device.

Note

This function is only available when you select **Hikvision Private Protocol**to filter the detected online devices. By default, the port No. is 80.

8. Optional: Switch on **Verify Stream Encryption Key**, and enter stream encryption key in **Stream Encryption Key on Device** field.

Note

This function should be supported by the devices. Refer to the user manual of the device for getting key.

When starting live view or remote playback of the camera, the client will verify the key stored in SYS server for security purpose.

9. Enter the same user name and password.

User Name

The user name for administrator account created when activating the device or the added non-admin account such as operator. When adding the device to HikCentral-Workstation using the non-admin account, your permissions may restrict your access to certain features.

Password

The password required to access the account.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

10. Optional: Set the time zone for the device.
    – Click **Manually Set Time Zone**, and click to select a time zone from the drop-down list.

    Note

    You can click **View** to view the details of the current time zone.

    – Click **Get Device's Time Zone** to get the device's time zone.
11. Optional: Switch **Add Resource to Area** to on to import the channels of the added devices to an area.

    Note

    - You can import all the resources including cameras, alarm inputs and alarm outputs, or the specified camera(s) to the corresponding area.
    - You can create a new area by the device name or select an existing area.
    - If you do not import channels to area, you cannot perform operations such as live view, playback, event settings, etc., for the cameras.

12. Click **Add**.
13. Optional: Perform the following operations after adding the online devices in a batch.

Remote Configurations	Click in the Operation column to set the remote configurations of the corresponding device. **Note** For details about remote configuration, see the user manual of the device.
Change Password	Select the added device(s) and click **Change Password** to change the password for the device(s). **Note** - You can only change the password for online HIKVISION devices

currently.
- If the devices have the same password, you can select multiple devices to change the password for them at the same time.

Replace Device

If the original device malfunctions, you can replace it with a new device. After you replace it, move the cursor on on the right of the device name, and click **Replace Device** to confirm the replacement.

Wake Up the Solar Camera

After you add a solar camera, the network status will be displayed as offline, online (Asleep), or online (Waked up). You can click in the **Operation** column to wake up an asleep camera. You can also click the device name to enter the editing device page, and click **Wake Up** to wake the device up.

Note

If a device is in sleep mode, the communication between the solar camera and the platform is not supported.

What to do next

For facial and human body camera/ANPR camera, click **Maintenance and Management** → **License Details** → › → **Configuration**, and then select the added cameras as these types of cameras respectively. Otherwise, these cameras' functions (facial and human body and plate recognition) cannot be performed normally in the system.

8.3.2 Add Encoding Device by IP Address/Domain

When you know the IP address or domain name of a device, you can add it to the platform by specifying the IP address (or domain name), user name, password, etc.

Before You Start

Make sure the devices (cameras, DVRs, etc.) you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Encoding Device** on the left panel.
3. Click **Add** to enter the Add Encoding Device page.

Note

If the NTP server is not configured, a prompt will appear on the top of the page. You can click **Configure** to set the time synchronization. See ***Set NTP*** for details.

4. Select **Hikvision Private Protocol/Open Network Video Interface Protocol** as the Access Protocol.

Note

- Select **Hikvision Private Protocol** to add a Hikvision device and select **Open Network Video Interface Protocol** to add a third-party device.
- To display the devices which are added to the platform via Open Network Video Interface protocol, you can go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol**and check **Access via Open Network Video Interface Protocol**.

5. Select **IP Address/Domain** as the adding mode.
6. Enter the required information.

Device Address

The IP address or domain name of the device.

Add via TLS Protocol

This function is for **Hikvision Private Protocol** only. If you want to add the device via TLS protocol, check **Add via TLS Protocol**, and the SDK service port will be encrypted.

Device Port

By default, the device port No. is 8000.

Mapped Port

This function is used for downloading pictures from devices added by **Hikvision Private Protocol**. Set the **Mapped Port** switch to on and enter the picture downloading port No. that you have configured in the remote configuration page of the device. The default port No. is 80.

Verify Stream Encryption Key

This function is for **Hikvision Private Protocol** only. Switch **Verify Stream Encryption Key** to on, and enter the stream encryption key in the following **Stream Encryption Key on Device** field. Then when starting live view or remote playback of the device, the client will verify the key stored in SYS server for security purpose.

Note

This function should be supported by the devices. For details about getting the key, refer to the user manual of the device.

Device Name

Create a descriptive name for the device. For example, you can use an alias that can show the location or feature of the device.

User Name

The user name for administrator created when activating the device or the added non-admin users. When adding the device to HikCentral-Workstation using the non-admin user, your permissions may restrict your access to certain features.

Password

The password required to access the account.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

7. Optional: Set the time zone for the device.
   – Click **Manually Set Time Zone**, and click to select a time zone from the drop-down list.

   Note

   You can click **View** to view the details of the current time zone.

   – Click **Get Device's Time Zone** to get the device's time zone.
8. Optional: Switch **Add Resource to Area** to on to import the channels of the added devices to an area.

   Note

   - You can import all the resources including cameras, alarm inputs and alarm outputs, or the specified camera(s) to the corresponding area.
   - You can create a new area by the device name or select an existing area.
   - If you do not import channels to area, you cannot perform operations such as live view, playback, event settings, for the cameras.

9. Optional: If you choose to add resources to area, switch on **Video Storage** and select a storage location as **Encoding Device** for recording.

   Note

   - The video files will be stored in the encoding device according to the configured recording schedule.
   - For adding the encoding device by domain name, the video files can only be stored in the

local storage of the device.

10. Optional: Set the quick recording schedule for added channels.
    - Check **Get Device's Recording Settings** to get the recording schedule from the device and the channels of the device will start recording according to the schedule.
    - Uncheck **Get Device's Recording Settings** and set the required information, such as recording schedule template, stream type. Refer to ***Configure Recording for Cameras*** for details.
11. Finish adding the device.
    - Click **Add** to add the encoding device and back to the encoding device list page.
    - Click **Add and Continue** to save the settings and continue to add other encoding devices.
12. Optional: Perform the following operation(s) after adding the devices.

Remote Configurations	Click ⚙ in the Operation column to set the remote configurations of the corresponding device. **Note** For detailed operation steps for the remote configuration, see the user manual of the device.
Change Password	Select the added device(s) and click **Change Password** to change the password for the device(s). **Note** ● You can only change the password for online HIKVISION devices currently. ● If the devices have the same password, you can select multiple devices to change the password for them at the same time.
Replace Device	If the original device malfunctions, you can replace it with a new device. After you replace it, move the cursor on ⓘ on the right of the device name, and click **Replace Device** to confirm the replacement.

What to do next

For facial and human body camera/ANPR camera, click **Maintenance and Management** → **License Details** → › → **Configuration**, and then select the added cameras as these types of cameras respectively. Otherwise, these cameras' functions (facial and human body and plate recognition) cannot be performed normally in the system.

8.3.3 Add Encoding Devices by IP Segment

When multiple encoding devices to be added have the same port number, user name, password, and have different IP addresses within a range, you can add devices by specifying the IP segment and some other related parameters.

Before You Start

Make sure the devices (cameras, DVRs, etc.) you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Encoding Device** on the left panel.
3. Click **Add** to enter the Add Encoding Device page.

Note

If the NTP server is not configured, a prompt will appear on the top of the page. You can click **Configure** to set the time synchronization. See ***Set NTP*** for details.

4. Select **Hikvision Private Protocol/Open Network Video Interface Protocol** as the Access Protocol.

Note

- Select **Hikvision Private Protocol** to add a Hikvision device, while select **Open Network Video Interface Protocol** to add a third-party device.
- To display devices which can be added to the platform via Open Network Video Interface Protocol, you need to go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and check **Access via Open Network Video Interface Protocol**.

5. Select **IP Segment** as the adding mode.
6. Enter the required information.

Device Address

Enter the start IP address and the end IP address where the devices are located.

Add via TLS Protocol

If you want to add the device via TLS protocol, check **Add via TLS Protocol**, and the SDK service port will be encrypted.

Device Port

By default, the device port No. is 8000.

Mapped Port

This function is used for downloading pictures from devices added by **Hikvision Private Protocol**. Set the **Mapped Port** switch to on and enter the picture downloading port No. that you have configured in the remote configuration page of the device. The default port No. is 80.

Verify Stream Encryption Key

This button is for **Hikvision Private Protocol** only. You can switch **Verify Stream Encryption Key** to on, and enter the stream encryption key in the following **Stream Encryption Key on Device** field. Then when starting live view or remote playback of the device, the client will verify the key stored inSYS server for security purpose.

Note

This function should be supported by the devices. Refer to the User Manual of the device for getting key.

User Name

The user name for administrator created when activating the device or the added non-admin users. When adding the device to HikCentral-Workstation using the non-admin user, your permissions may restrict your access to certain features.

Password

The password required to access the device.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

7. Optional: Set the time zone for the device.
   – Click **Manually Set Time Zone**, and click ⌄ to select a time zone from the drop-down list.

     Note

     You can click **View** to view the details of the current time zone.

   – Click **Get Device's Time Zone** to get the device's time zone.
8. Optional: Switch on **Add Resource to Area** to import the resources of the added devices to an area.

Note

- You can import all the resources including cameras, alarm inputs and alarm outputs, or the specified camera(s) to the corresponding area.
- You can create a new area by the device name or select an existing area.
- If you do not import resources to area, you cannot perform the live view, playback, event settings, for the resources.

9. Set the quick recording schedule for added resources.
   - Check **Get Device's Recording Settings** to get the recording schedule from the device and the resources of the device will start recording according to the schedule.
   - Uncheck **Get Device's Recording Settings** and set the required information, such as recording schedule template, stream type. Refer to ***Configure Recording for Cameras*** for details.
10. Finish adding the device.
    - Click **Add** to add the devices of which the IP addresses are between the start IP address and end IP address and back to the device list page.
    - Click **Add and Continue** to save the settings and continue to add other encoding devices.
11. Optional: Perform the following operations after adding the devices.

Remote Configurations	Click in the Operation column to set the remote configurations of the corresponding device. **Note** For details about remote configuration, see the user manual of the device.
Change Password	Select the added device(s) and click **Change Password** to change the password for the device(s). **Note** ● You can only change the password for online HIKVISION devices currently. ● If the devices have the same password, you can select multiple devices to change the password for them at the same time.
Replace Device	If the original device malfunctions, you can replace it with a new device. After you replace it, move the cursor on on the right of the device name, and click **Replace Device** to confirm the replacement.

What to do next

For facial and human body camera/ANPR camera, click **Maintenance and Management** → **License Details** → › → **Configuration**, and then select the added cameras as these types of cameras respectively. Otherwise, these cameras' functions (facial and human body and plate recognition) cannot be performed normally in the system.

8.3.4 Add Encoding Devices by Port Segment

When multiple encoding devices to be added have the same IP address, user name, password, and have different port numbers within a range, you can add devices by specifying the port segment and some other related parameters.

Before You Start

Make sure the devices (cameras, DVRs, etc.) you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Encoding Device** on the left panel.
3. Click **Add** to enter the Add Encoding Device page.

Note

If the NTP server is not configured, a prompt will appear on the top of the page. You can click **Configure** to set the time synchronization. See ***Set NTP*** for details.

4. Select **Hikvision Private Protocol/Open Network Video Interface Protocol** as the access protocol.

Note

- Select **Hikvision Private Protocol** to add Hikvision devices and select **Open Network Video Interface Protocol** to add third-party devices.
- To display devices which can be added to the platform via Open Network Video Interface Protocol, you need to go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and check **Access via Open Network Video Interface Protocol**.

5. Select **Port Segment** as the adding mode.
6. Set the required information.

Device Address

Enter the IP address to add the devices which have the same IP address.

Add via TLS Protocol

If you want to add the device via TLS protocol, check **Add via TLS Protocol**, and the SDK service port will be encrypted.

Device Port

Enter the start port number and the end port number

Mapped Port

This function is used for downloading pictures from devices added by **Hikvision Private Protocol**. Set the **Mapped Port** switch to on and enter the picture downloading port number that you have configuredon the remote configuration page of the device. The default port number is 80.

Verify Stream Encryption Key

This button is for **Hikvision Private Protocol** only. You can switch **Verify Stream Encryption Key** to on, and enter the stream encryption key in the following **Stream Encryption Key on Device** field. Then when you start live view or remote playback of the device, the client will verify the key stored in SYS server for security purpose.

Note

This function should be supported by the devices. Refer to the user manual of the device for getting the key.

User Name

The user name for administrator account created when activating the device or the added non-admin account such as operator. When adding the device to HikCentral-Workstation using the non-admin account, your permissions may restrict your access to certain features.

Password

The password required to access the account.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

7. Optional: Set the time zone for the device.

– Click **Manually Set Time Zone**, and click ⌄ to select a time zone from the drop-down list.

Note

You can click **View** to view the details of the current time zone.

– Click **Get Device's Time Zone** to get the device's time zone.

8. Optional: Switch on **Add Resource to Area** to import the channels of the added devices to an area.

Note

- You can import all the channels including cameras, alarm inputs and alarm outputs, or the specified camera(s) to the corresponding area.
- You can create a new area by the device name or select an existing area.
- If you do not import channels to area, you cannot perform live view, playback, event settings, etc., for the channels.

9. Optional: Set the quick recording schedule for added channels.

– Check **Get Device's Recording Settings** to get the recording schedule from the device and the channels of the device will start recording according to the schedule.
– Uncheck **Get Device's Recording Settings** and set the required information, such as recording schedule template, stream type. Refer to ***Configure Recording for Cameras*** for details.

10. Finish adding the device.
– Click **Add** to add the devices of which the port number is between the start port number and end port number and back to the device list page.
– Click **Add and Continue** to save the settings and continue to add other devices.

11. Optional: Perform the following operations after adding the devices.

Remote Configurations

Click ⚙ in the Operation column to set the remote configurations of the corresponding device.

Note

For details about remote configuration, see the user manual of the device.

Change Password

Select the added device(s) and click **Change Password** to change the password for the device(s).

Note

- You can only change the password for online HIKVISION devices currently.
- If the devices have the same password, you can select multiple devices to change the password for them at the same time.

Replace Device	If the original device malfunctions, you can replace it with a new device. After you replace it, move the cursor on on the right of the device name, and click **Replace Device** to confirm the replacement.

What to do next

For facial and human body camera/ANPR camera, click **Maintenance and Management** → **License Details** → › → **Configuration**, and then select the added cameras as these types of cameras respectively. Otherwise, these cameras' functions (facial and human body and plate recognition) cannot be performed normally in the system.

8.3.5 Add Encoding Device by Device ID

For the encoding devices supporting ISUP, you can add them by specifying a predefined device ID, key, etc. This is a cost-effective choice when you need to manage an encoding device without fixed IP address by HikCentral-Workstation.

Before You Start

- Make sure the encoding devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Before adding devices supporting Hikvision ISUP 2.6/4.0 to the system, you need to set related configuration to allow these devices to access the system. For details, refer to ***Device Access Protocol***.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Encoding Device** on the left panel.
3. Click **Add** to enter the Add Encoding Device page.

Note

If the NTP server is not configured, a prompt will appear on the top of the page. You can click **Configure** to set the time synchronization. See ***Set NTP*** for details.

4. Select **Hikvision ISUP Protocol** as the Access Protocol.

Note

To display devices which can be added to the platform via ISUP, you need to go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and enable **Allow ISUP Registration**.

5. Select **Device ID** as the adding mode.
6. Enter the required parameters, including the device ID and device name.

Note

For devices supporting accessing the platform via ISUP 5.0, you should enter the ISUP login password.

7. Optional: Switch on **Verify Stream Encryption Key** if the device supports and enables stream encryption, and enter the stream encryption key on device.
8. Optional: Switch on **Picture Storage** and set the location for picture storage.

Note

- You can set **Local Storage** as the storage location.
- If you set **Local Storage** as **Storage Location**, you can click **Configuration** to configure **Storage on SYS Server** for the captured pictures. For detailed information, see ***Configure Storage for Imported Pictures and Files***.

9. Optional: Set the time zone for the device.
   - Click **Manually Set Time Zone**, and click to select a time zone from the drop-down list.

     Note

     You can click **View** to view the details of the current time zone.

   - Click **Get Device's Time Zone** to get the device's time zone.
10. Optional: Switch on **Add Resource to Area** to import the resources of the added devices to an area.

Note

- You can import all the resources including cameras, alarm inputs and alarm outputs, or the specified camera(s) to the corresponding area.
- For video access control terminal of a device, the camera on the terminal will also be imported to the corresponding area.
- You can create a new area by the device name or select an existing area.
- If you do not import resources to area, you cannot perform operations such as live view, playback, event settings, for the cameras.

11. Optional: Check **Get Device's Recording Settings** to get the recording schedule from the device and the resources of the device will start recording according to the schedule.
12. Finish adding the device.
    – Click **Add** to add the encoding device and back to the encoding device list page.
    – Click **Add and Continue** to save the settings and continue to add other encoding devices.
13. Optional: Perform the following operation(s) after adding the devices.

Remote Configurations	Click ⚙ in the Operation column to set the remote configurations of the corresponding device. **Note** For detailed operation steps for the remote configuration, see the user manual of the device.
Change Password	Select the added device(s) and click **Change Password** to change the password for the device(s). **Note** ● You can only change the password for online HIKVISION devices currently. ● If the devices have the same password, you can select multiple devices to change the password for them at the same time.
Replace Device	If the original device malfunctions, you can replace it with a new device. After you replace it, move the cursor on ⏻ on the right of the device name, and click **Replace Device** to confirm the replacement.
Wake Up the Solar Camera	After you add a solar camera, the network status will be displayed as offline, online (Asleep), or online (Waked up). You can click 🔔 in the **Operation** column to wake up an asleep camera. You can also click the device name to enter the editing device page, and click **Wake Up** to wake the device up. **Note** If a device is in sleep mode, the communication between the solar camera and the platform is not supported.

What to do next

For facial and human body camera/ANPR camera, click **Maintenance and Management** → **License**

Details → › → **Configuration**, and then select the added cameras as these types of cameras respectively. Otherwise, these cameras' functions (facial and human body and plate recognition) cannot be performed normally in the system.

8.3.6 Add Encoding Devices by Device ID Segment

If you need to add multiple encoding devices which have no fixed IP addresses and support ISUP Protocol toHikCentral-Workstation, you can add them to HikCentral-Workstation at a time after configuring device ID segment for the devices.

Before You Start

- Make sure the encoding devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Before adding devices supporting ISUP 2.6/4.0 protocol to the system, you need to set related configuration to allow these devices to access the system. For details, refer to ***Device Access Protocol***.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Encoding Device** on the left panel.
3. Click **Add** to enter the Add Encoding Device page.

Note

If the NTP server is not configured, a prompt will appear on the top of the page. You can click **Configure** to set the time synchronization. See ***Set NTP*** for details.

4. Select **Hikvision ISUP Protocol** as the Access Protocol.

Note

To display devices which can be added to the platform via ISUP, you need to go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and enable **Allow ISUP Registration**.

5. Select **Device ID Segment** as the adding mode.
6. Enter the required parameters, including the start device ID and end device ID.

Note

For devices supporting accessing the platform via ISUP 5.0, you should enter the ISUP login password.

7. Optional: Switch on **Verify Stream Encryption Key** if the device supports, and enter the stream encryption key on device.

8. Optional: Switch on **Picture Storage** and set the location for picture storage.

Note

- You can set **Local Storage** as the storage location.
- If you set **Local Storage** as **Storage Location**, you can click **Configuration** to configure **Storage on SYS Server** for the captured pictures. For detailed information, see ***Configure Storage for Imported Pictures and Files***.

9. Optional: Set the time zone for the device.
   - Click **Manually Set Time Zone**, and click ˅ to select a time zone from the drop-down list.

     Note

     You can click **View** to view the details of the current time zone.

   - Click **Get Device's Time Zone** to get the device's time zone.
10. Optional: Switch on **Add Resource to Area** to import the resources of the added devices to an area.

Note

- You can import all the resources including cameras, alarm inputs and alarm outputs, or the specified camera(s) to the corresponding area.
- For video access control terminal of a device, the camera on the terminal will also be imported to the corresponding area.
- You can create a new area by the device name or select an existing area.
- If you do not import resources to area, you cannot perform operations such as live view, playback, event settings, for the cameras.

11. Optional: Check **Get Device's Recording Settings** to get the recording schedule from the device and the resources of the device will start recording according to the schedule.
12. Finish adding the device.
    - Click **Add** to add the encoding device and back to the encoding device list page.
    - Click **Add and Continue** to save the settings and continue to add other encoding devices.
13. Optional: Perform the following operation(s) after adding devices.

Remote Configurations	Click ⚙ in the Operation column to set the remote configurations of the corresponding device. **Note** For details about remote configuration, see the user manual of the device.
Change the Password	Select the added device(s) and click **Change Password** to change the password for the device(s).

Note

- You can only change the password for online HIKVISION devices currently.
- If the devices have the same password, you can select multiple devices to change the password for them at the same time.

Replace the Device

If the original device malfunctions, you can replace it with a new device. After you replace it, move the cursor on on the right of the device name, and click **Replace Device** to confirm the replacement.

Wake Up the Solar Camera

After you add a solar camera, the network status will be displayed as offline, online (Asleep), or online (Waked up). You can click in the **Operation** column to wake up an asleep camera. You can also click the device name to enter the editing device page, and click **Wake Up** to wake the device up.

Note

If a device is in sleep mode, the communication between the solar camera and the platform is not supported.

What to do next

For facial and human body camera/ANPR camera, click **Maintenance and Management** → **License Details** → › → **Configuration**, and then select the added cameras as these types of cameras respectively. Otherwise, these cameras' functions (facial and human body and plate recognition) cannot be performed normally in the system.

8.3.7 Add Encoding Devices in a Batch

When there are multiple devices to be added, you can edit the predefined template containing the required device information, and import the template to HikCentral-Workstation to add devices in a batch.

Before You Start

Make sure the devices (cameras, DVR, etc.) you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Perform this task when you need to add devices by importing the template which contains information of multiple devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Encoding Device** on the left panel.
3. Click **Add** to enter the Add Encoding Device page.

Note

If the NTP server is not configured, a prompt will appear on the top of the page. You can click **Configure** to set the time synchronization. See ***Set NTP*** for details.

4. Select **Hikvision Private Protocol**/**Hikvision ISUP Protocol**/ as the access protocol.

Note

- Select **Hikvision Private Protocol**/**Hikvision ISUP Protocol** to add a Hikvision device and select **Open Network Video Interface Protocol** to add a third-party device.
- To display devices which can be added to the platform via ISUP, you need to go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and enable **Allow ISUP Registration**.

5. Select **Batch Import** as the adding mode.
6. Click **Download Template** and save the predefined template (excel file) on your PC.
7. Open the exported template file and enter the required information of the devices to be added in the corresponding column.
8. Click and select the edited file.
9. Optional: Switch on **Picture Storage** and set the location for picture storage.

Note

- You can set **Local Storage** as the storage location.
- If you set **Local Storage** as **Storage Location**, you can click **Configuration** to configure **Storage on SYS Server** for the captured pictures. For detailed information, see ***Configure Storage for Imported Pictures and Files***.

10. Optional: Set the time zone for the device.
    - Click **Manually Set Time Zone**, and click to select a time zone from the drop-down list.

      Note

      You can click **View** to view the details of the current time zone.

    - Click **Get Device's Time Zone** to get the device's time zone.
11. Finish adding devices.
    - Click **Add** to add the devices and go back to the device list page.
    - Click **Add and Continue** to save the settings and continue to add next batch of devices.
12. Optional: Perform the following operation(s) after adding devices in a batch.

Remote Configurations

Click ⚙ in the Operation column to set the remote configurations of the corresponding device.

Note

For details about remote configuration, see the user manual of the device.

Change Password

Select the added device(s) and click **Change Password** to change the password for the device(s).

Note

- You can only change the password for online HIKVISION devices currently.
- If the devices have the same password, you can select multiple devices to change the password for them at the same time.

Replace Device

If the original device malfunctions, you can replace it with a new device. After you replace it, move the cursor on ⏻ on the right of the device name, and click **Replace Device** to confirm the replacement.

Wake Up the Solar Camera

After you add a solar camera, the network status will be displayed as offline, online (Asleep), or online (Waked up). You can click 🔔 in the **Operation** column to wake up an asleep camera. You can also click the device name to enter the editing device page, and click **Wake Up** to wake the device up.

Note

If a device is in sleep mode, the communication between the solar camera and the platform is not supported.

What to do next

For facial and human body camera/ANPR camera, click **Maintenance and Management** → **License Details** → › → **Configuration**, and then select the added cameras as these types of cameras respectively. Otherwise, these cameras' functions (facial and human body and plate recognition) cannot be performed normally in the system.

8.3.8 Limit Bandwidth for Video Downloading

You can limit bandwidth for video downloading of specific NVRs to save video on the total bandwidth, and thus ensuring the fluency of main features such as live view.

Note

The NVR should be of V4.1.50 or later versions.

In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management** → **Device and Server** → **Encoding Device** to enter the encoding device management page, select encoding device(s) and click **Edit Bandwidth for Video Downloading** to set the bandwidth upper-limit for video downloading of the selected device(s).

8.3.9 Set N+1 Hot Spare for NVR

You can form an N+1 hot spare system with several NVRs (Network Video Recorder). The system consists of several host servers and a spare server. When the host server fails, the spare server switches into operation (such as video recording, searching video for playback, etc.), and thus increasing the video storage reliability of HikCentral-Workstation.

Before You Start

- At least two online NVRs should be added to form an N+1 hot spare system. For details about adding NVR, see ***Manage Encoding Device***.
- Make sure the NVRs you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

If the N+1 hot spare settings have already been configured on the NVR, select → **All Modules** → **General** → **Resource Management** → **Device and Server** → **Encoding Device** → **N+1 Hot Spare** → **Get Hot Spare Settings from Device** to upload the hot spare settings from the device to HikCentral-Workstation. If the N+1 hot spare settings haven't been configured on the device, perform the following task to set N+1 hot spare for the NVR.

Steps

Note

- The spare server cannot be selected for storing videos until it switches to host server.
- The host server cannot be set as a spare server and the spare server cannot be set as a host server.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Encoding Device** → **N+1 Hot Spare** to enter the N+1 Configuration page.
3. Click **Add** to set N+1 hot spare.

4. Select a NVR in the **Spare** drop-down list to set it as the spare server.
5. Select the NVR(s) in the **Host** field to set them as the host server.
6. Click **Add**.
7. Click **Apply Hot Spare Settings to Device** to apply the Hot Spare settings to the devices to take effect.
8. Optional: Perform the following operations after setting the hot spare.

Edit Hot Spare	Click on the Operation column, and you can edit the spare and host settings.
Delete Hot Spare	Click × on the Operation column to cancel the N+1 hot spare settings.

Note

Canceling the N+1 hot spare will cancel all the host-spare associations and clear the recording schedule on the spare server.

8.4 Manage Access Control Device

You can add the access control devices to the system for access permission configuration, time and attendance management, etc.

8.4.1 Add Detected Online Access Control Devices

The active online access control devices in the same local subnet with the current Web Client or SYS server will be displayed on a list. You can add one online device one by one, or add multiple online devices in a batch.

Note

You should install the web control according to the instructions and then the online device detection function is available.

Add a Detected Online Access Control Device

The platform automatically detects online access control devices on the same local subnet with the client or SYS server. You can add the detected access control devices to the platform one by one if they have different user account.

Before You Start

- Make sure the devices you are going to add are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be

able to connect the devices to the HikCentral-Workstation via network.

- Make sure you have activated the devices. Refer to ***Create Password for Inactive Device(s)*** for detailed instructions on activating devices.

Follow the steps to add a detected online access control device to the platform.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Access Control Device** on the left.
3. In the Online Device area, select a network type.

   Server Network

   All detected online devices on the same local subnet with the SYS server.

   Local Network

   All detected online devices on the same local subnet with the current Web Client.
4. Select **Hikvision Private Protocol** and **Hikvision ISUP Protocol** to filter the detected devices by protocol types.

Note

Make sure you have enabled the ISUP protocol registration to allow the devices to access the system, otherwise the online devices will not be displayed. You can go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and switch on **Allow ISUP Registration**. Before adding devices by ISUP 2.6/4.0 protocol to the system, you need to check **Allow ISUP of Earlier Version**.

5. Select an active device that you want to add to the platform.
6. Click **Add to Device List**.

Note

For devices whose device port No. is 8000 and HTTP port No. is 80, the **Hikvision Private Protocol** is selected as the access protocol by default. For devices whose device port No. is 0 but the HTTP port No. is 80, the **ISAPI Protocol** is selected as the access protocol.

7. Configure the basic information for the device, including access protocol, device address, device port, device name, user name, and password.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

Note

The access protocol will not show in the following situations:

- You check more than one device in the Online Device area.
- You check only one device in the Online Device area.
  - You select **Hikvision ISUP Protocol** in the Online Device area.
  - You select **Hikvision Private Protocol** in the Online Device area, and device port is 0.

8. Optional: Set the time zone for the device.

   Get Device's Time Zone

   The time zone of the device will be automatically chosen according to the region of the device.

   Manually Set Time Zone (The settings will be applied to the device automatically)

   You can select a time zone of the device. The settings will be applied to the device automatically.

9. Optional: Switch on **Add Resource to Area** to import the resources (including alarm inputs, alarm outputs, and access points) to an area.

Note

- You can create a new area by device name or select an existing area.
- You can import all the access points or specific access point(s) to the area.
- For the video access control terminal of a device, the camera on the terminal will also be imported to the corresponding area.
- If you do not import access points to area, you cannot perform further configurations for the access point.

10. Optional: Check **Restore Default** to restore configured device parameters to default settings.

Note

- Not all the device parameters will be restored. Network parameters such as IP address, port No., and password will be kept.
- It is recommended that you should restore to default when adding an online device that has been added to other platforms for the first time.

11. Click **Add**.
12. Optional: Perform further operations on the added device(s).

Configure Device	Click ⚙ in the **Operation** column to enter the corresponding device configuration page to edit the time parameters, reboot the device, restore the device, or set other parameters. See ***Configure Device Parameters*** for detailed instructions.
Change Password	Select the added device(s) and click **Change Password** to change the password for the device(s). **Note** ● You can only change the password for online HIKVISION devices currently. ● If the devices share the same password, you can select multiple devices to change the password together.
Restore Default	Select the added device(s) and click **Restore** to restore the configured device parameters excluding network parameters and account information. **Note** If you want to restore all the device parameters, you should check **Restore device parameters excluding network parameters and account information, such as user name and password.** in the pop-up window.
Privacy Settings	To protect the person's private information including the person's name and profile picture, you can configure privacy settings for online access control devices. For details, refer to ***Privacy Settings***.

Add Detected Online Access Control Devices in a Batch

If the detected online access control devices share the same user name and password, you can

add multiple devices at a time.

Before You Start

- Make sure the devices you are going to add are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have activated the devices. Refer to ***Create Password for Inactive Device(s)*** for detailed instructions on activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Access Control Device** on the left.
3. In the Online Device area, select a network type.

   Server Network

   All detected online devices on the same local subnet with the SYS server.

   Local Network

   All detected online devices on the same local subnet with the current Web Client.
4. Select **Hikvision Private Protocol** and **Hikvision ISUP Protocol** to filter the detected devices by protocol types.

   Note

   Make sure you have enabled the ISUP protocol registration to allow the devices to access the system, otherwise the online devices will not be displayed. You can go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and switch on **Allow ISUP Registration**. Before adding devices by ISUP 2.6/4.0 protocol to the system, you need to check **Allow ISUP of Earlier Version**.

5. Select the active devices that you want to add to the platform.
6. Click **Add to Device List**.

   Note

   For devices whose device port No. is 8000 and HTTP port No. is 80, the **Hikvision Private Protocol** is selected as the access protocol by default. For devices whose device port No. is 0 but the HTTP port No. is 80, the **ISAPI Protocol** is selected as the access protocol.

7. Set parameters for the devices.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

8. Optional: Set the time zone for the device.

Get Device's Time Zone

The time zone of the device will be automatically chosen according to the region of the device.

Manually Set Time Zone (The settings will be applied to the device automatically)

You can select a time zone of the device. The settings will be applied to the device automatically.

9. Optional: Switch on **Add Resource to Area** to import the resources (including alarm inputs, alarm outputs, and access points) to an area.

Note

- You can create a new area by device name or select an existing area.
- You can import all the access points or specific access point(s) to the area.
- For the video access control terminal of a device, the camera on the terminal will also be imported to the corresponding area.
- If you do not import access points to area, you cannot perform further configurations for the access point.

10. Optional: Check **Restore Default** to restore configured device parameters to default settings.

Note

- Not all the device parameters will be restored. Network parameters such as IP address, port No., and password will be kept.
- It is recommended that you should restore to default when adding an online device that has been added to other platforms for the first time.

11. Click **Add**.
12. Optional: Perform further operations on the added device(s).

Configure Device	Click ⚙ in the **Operation** column to enter the corresponding device configuration page to edit the time parameters, reboot the device,

	restore the device, or set other parameters. See ***Configure Device Parameters*** for detailed instructions.
Change Password	Select the added device(s) and click **Change Password** to change the password for the device(s). **Note** ● You can only change the password for online HIKVISION devices currently. ● If the devices share the same password, you can select multiple devices to change the password together.
Privacy Settings	You can configure privacy settings for online access control devices. For details, refer to ***Privacy Settings***.
Restore Default	Select the added device(s) and click **Restore** to restore the configured device parameters excluding network parameters and account information. **Note** If you want to restore all the device parameters, you should check **Restore device parameters excluding network parameters and account information, such as user name and password.** in the pop-up window.

8.4.2 Add an Access Control Device by IP Address/Domain

If you know the IP address/domain of the access control device you want to add to the platform, you can add the device by specifying its IP address, user name, password, etc.

Before You Start

- Make sure the devices you are going to add are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have activated the devices. Refer to ***Create Password for Inactive Device(s)*** for detailed instructions on activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Access Control Device** on the left.

3. Click **Add** to enter the Add Access Control Device page.
4. Select **Hikvision Private Protocol**, **Hikvision ISUP Protocol**, or **Hikvision ISAPI Protocol** as the access protocol.
5. Select **IP Address/Domain** as the adding mode.
6. Enter the required parameters.

Note

By default, the device port number is 8000 when the access protocol is **Hikvision Private Protocol**, while the device port number is 80 when the access protocol is **Hikvision ISAPI Protocol**.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

7. Optional: Set the time zone for the device.

Get Device's Time Zone

The time zone of the device will be automatically chosen according to the region of the device.

Manually Set Time Zone (The settings will be applied to the device automatically)

You can select a time zone of the device. The settings will be applied to the device automatically.

8. Optional: Switch on **Add Resource to Area** to import the resources (including alarm inputs, alarm outputs, and access points) to an area.

Note

- You can create a new area by device name or select an existing area.
- You can import all the access points or specific access point(s) to the area.
- For the video access control terminal of a device, the camera on the terminal will also be imported to the corresponding area.
- If you do not import access points to area, you cannot perform further configurations for the access point.

9. Finish adding the device(s).
   – Click **Add** to add the device(s) and return to the device management page.
   – Click **Add and Continue** to add the device(s) and continue to add other devices.
10. Perform further operations on the added device(s).

Configure Device

Click ⚙ in the **Operation** column to enter the corresponding device configuration page to edit the time parameters, reboot the device, restore the device, or set other parameters. See ***Configure Device Parameters*** for detailed instructions.

Change Password

Select the added device(s) and click **Change Password** to change the password for the device(s).

Note

- You can only change the password for online HIKVISION devices currently.
- If the devices share the same password, you can select multiple devices to change the password together.

Restore Default

Select the added device(s) and click **Restore** to restore the configured device parameters excluding network parameters and account information.

Note

If you want to restore all the device parameters, you should check **Restore device parameters excluding network parameters and account information, such as user name and password.** in the pop-up window.

Privacy Settings

To protect the person's private information including the person's name and profile picture, you can configure privacy settings for online access control devices. For details, refer to ***Privacy Settings***.

Replace Device

If the original device malfunctions, you can replace it with a new device using the same IP address. After you replace it, move the cursor on ⊙ on the right of the device name, and click **Replace Device** to confirm the replacement.

8.4.3 Add Access Control Devices by IP Segment

If the access control devices you want to add to the platform share the same user account, and

they are in the same IP segment, you can add them to the platform by specifying the start/end IP address, user name, password, etc.

Before You Start

- Make sure the devices you are going to add are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have activated the devices. Refer to ***Create Password for Inactive Device(s)*** for detailed instructions on activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Access Control Device** on the left.
3. Click **Add** to enter the Add Access Control Device page.
4. Select **Hikvision Private Protocol** or **Hikvision ISAPI Protocol** as the access protocol.
5. Select **IP Segment** as the adding mode.
6. Enter the required information.

Note

By default, the device port number is 8000 when the access protocol is **Hikvision Private Protocol**, while the device port number is 80 when the access protocol is **Hikvision ISAPI Protocol**.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

7. Optional: Set the time zone for the device.

Get Device's Time Zone

The time zone of the device will be automatically chosen according to the region of the device.

Manually Set Time Zone (The settings will be applied to the device automatically)

You can select a time zone of the device. The settings will be applied to the device

automatically.

8. Optional: Switch on **Add Resource to Area** to import the resources (including alarm inputs, alarm outputs, and access points) to an area.

Note

- You can create a new area by device name or select an existing area.
- You can import all the access points or specific access point(s) to the area.
- For the video access control terminal of a device, the camera on the terminal will also be imported to the corresponding area.
- If you do not import access points to area, you cannot perform further configurations for the access point.

9. Finish adding the device(s).
   - Click **Add** to add the device(s) and return to the device management page.
   - Click **Add and Continue** to add the device(s) and continue to add other devices.
10. Optional: Perform further operations on the added device(s).

Configure Device	Click ⚙ in the **Operation** column to enter the corresponding device configuration page to edit the time parameters, reboot the device, restore the device, or set other parameters. See ***Configure Device Parameters*** for detailed instructions.
Change Password	Select the added device(s) and click **Change Password** to change the password for the device(s). **Note** ● You can only change the password for online HIKVISION devices currently. ● If the devices share the same password, you can select multiple devices to change the password together.
Restore Default	Select the added device(s) and click **Restore** to restore the configured device parameters excluding network parameters and account information. **Note** If you want to restore all the device parameters, you should check **Restore device parameters excluding network parameters and account information, such as user name and password.** in the pop-up window.

Privacy Settings	To protect the person's private information including the person's name and profile picture, you can configure privacy settings for online access control devices. For details, refer to ***Privacy Settings***.
Replace Device	If the original device malfunctions, you can replace it with a new device using the same IP address. After you replace it, move the cursor on on the right of the device name, and click **Replace Device** to confirm the replacement.

8.4.4 Add an Access Control Device by Device ID

For access control devices supporting ISUP 4.0 or later protocol, you can add them by specifying a predefined device ID and key. This is a cost-effective choice when you need to manage access control devices that do not have fixed IP addresses.

Before You Start

- Make sure the devices you are going to add are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have activated the devices. Refer to ***Create Password for Inactive Device(s)*** for detailed instructions on activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Access Control Device** on the left.
3. Click **Add** to enter the Add Access Control Device page.
4. Select **Hikvision ISUP Protocol** as the access protocol.

Note

Make sure you have enabled the ISUP protocol registration, otherwise the protocol will not be displayed. You can go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and switch on **Allow ISUP Registration**. Before adding devices by ISUP 2.6/4.0 protocol to the system, you need to check **Allow ISUP of Earlier Version**.

5. Select **Device ID** as the adding mode.
6. Enter the required the information.
7. Optional: Switch on **Picture Storage** to set the storage location for pictures.

Note

- You can set **Local Storage** as the storage location.
- If you set **Local Storage** as **Storage Location**, you can click **Configuration** to configure **Storage on SYS Server** for the captured pictures. For detailed information, see ***Configure Storage for***

Imported Pictures and Files.

- If the selected access protocol is Hikvision Private Protocol, you can skip this step.

8. Optional: Set the time zone for the device.

Get Device's Time Zone

The time zone of the device will be automatically chosen according to the region of the device.

Manually Set Time Zone (The settings will be applied to the device automatically)

You can select a time zone of the device. The settings will be applied to the device automatically.

9. Optional: Switch on **Add Resource to Area** to import the resources (including alarm inputs, alarm outputs, and access points) to an area.

Note

- You can create a new area by device name or select an existing area.
- You can import all the access points or specific access point(s) to the area.
- For the video access control terminal of a device, the camera on the terminal will also be imported to the corresponding area.
- If you do not import access points to area, you cannot perform further configurations for the access point.

10. Finish adding the device(s).
  - Click **Add** to add the device(s) and return to the device management page.
  - Click **Add and Continue** to add the device(s) and continue to add other devices.
11. Optional: Perform further operations on the added device(s).

Configure Device	Click ⚙ in the **Operation** column to enter the corresponding device configuration page to edit the time parameters, reboot the device, restore the device, or set other parameters. See ***Configure Device Parameters*** for detailed instructions.
Change Password	Select the added device(s) and click **Change Password** to change the password for the device(s). **Note** ● You can only change the password for online HIKVISION devices currently. ● If the devices share the same password, you can select multiple devices to change the password together.
Restore Default	Select the added device(s) and click **Restore** to restore the configured

device parameters excluding network parameters and account information.

Note

If you want to restore all the device parameters, you should check **Restore device parameters excluding network parameters and account information, such as user name and password.** in the pop-up window.

Privacy Settings To protect the person's private information including the person's name and profile picture, you can configure privacy settings for online access control devices. For details, refer to ***Privacy Settings***.

Replace Device If the original device malfunctions, you can replace it with a new device using the same IP address. After you replace it, move the cursor on on the right of the device name, and click **Replace Device** to confirm the replacement.

8.4.5 Add Access Control Devices by Device ID Segment

If you need to add multiple access control devices which support ISUP 5.0 protocol and have no fixed IP addresses to the platform, you can add them all at once after configuring a device ID segment for the devices.

Before You Start

- Make sure the devices you are going to add are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have activated the devices. Refer to ***Create Password for Inactive Device(s)*** for detailed instructions on activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Access Control Device** on the left.
3. Click **Add** to enter the Add Access Control Device page.
4. Select **Hikvision ISUP Protocol** as the access protocol.

Note

Make sure you have enabled the ISUP protocol registration, otherwise the protocol will not be displayed. You can go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and switch on **Allow ISUP Registration**. Before adding devices by ISUP 2.6/4.0 protocol to the system, you need to check **Allow ISUP of Earlier Version**.

5. Select **Device ID Segment** as the adding mode.
6. Enter the required parameters.
7. Optional: Switch on **Picture Storage** to set the storage location for pictures.

Note

- You can set **Local Storage** as the storage location.
- If you set **Local Storage** as **Storage Location**, you can click **Configuration** to configure **Storage on SYS Server** for the captured pictures. For detailed information, see ***Configure Storage for Imported Pictures and Files***.
- If the selected access protocol is Hikvision Private Protocol, you can skip this step.

8. Optional: Set the time zone for the device.

Get Device's Time Zone

The time zone of the device will be automatically chosen according to the region of the device.

Manually Set Time Zone (The settings will be applied to the device automatically)

You can select a time zone of the device. The settings will be applied to the device automatically.

9. Optional: Switch on **Add Resource to Area** to import the resources (including alarm inputs, alarm outputs, and access points) to an area.

Note

- You can create a new area by device name or select an existing area.
- You can import all the access points or specific access point(s) to the area.
- For the video access control terminal of a device, the camera on the terminal will also be imported to the corresponding area.
- If you do not import access points to area, you cannot perform further configurations for the access point.

10. Finish adding the device(s).
  - Click **Add** to add the device(s) and return to the device management page.
  - Click **Add and Continue** to add the device(s) and continue to add other devices.
11. Optional: Perform further operations on the added device(s).

Configure Device	Click ⚙ in the **Operation** column to enter the corresponding device

configuration page to edit the time parameters, reboot the device, restore the device, or set other parameters. See ***Configure Device Parameters*** for detailed instructions.

Change Password

Select the added device(s) and click **Change Password** to change the password for the device(s).

Note

- You can only change the password for online HIKVISION devices currently.
- If the devices share the same password, you can select multiple devices to change the password together.

Restore Default

Select the added device(s) and click **Restore** to restore the configured device parameters excluding network parameters and account information.

Note

If you want to restore all the device parameters, you should check **Restore device parameters excluding network parameters and account information, such as user name and password.** in the pop-up window.

Privacy Settings

To protect the person's private information including the person's name and profile picture, you can configure privacy settings for online access control devices. For details, refer to ***Privacy Settings***.

8.4.6 Add Access Control Devices in a Batch

You can download and enter access control device information in the predefined spreadsheet to add multiple devices at a time.

Before You Start

- Make sure the devices you are going to add are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have activated the devices. Refer to ***Create Password for Inactive Device(s)*** for detailed instructions on activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Access Control Device** on the left.
3. Click **Add** to enter the Add Access Control Device page.
4. Select **Hikvision Private Protocol**, **Hikvision ISUP Protocol**, or **Hikvision ISAPI Protocol** as the access protocol.

Note

Make sure you have enabled the ISUP protocol registration, otherwise the protocol will not be displayed. You can go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and switch on **Allow ISUP Registration**. Before adding devices by ISUP 2.6/4.0 protocol to the system, you need to check **Allow ISUP of Earlier Version**.

5. Select **Batch Import** as the adding mode.
6. Click **Download Template** and save the predefined spreadsheet (XLSX format) to local disk.
7. Open the spreadsheet and edit the required device information.
8. Click and select the edited spreadsheet.
9. Optional: Switch on **Picture Storage** to set the storage location for pictures.

Note

- You can set **Local Storage** as the storage location.
- If you set **Local Storage** as **Storage Location**, you can click **Configuration** to configure **Storage on SYS Server** for the captured pictures. For detailed information, see ***Configure Storage for Imported Pictures and Files***.
- If the selected access protocol is Hikvision Private Protocol, you can skip this step.

10. Optional: Set the time zone for the device.

Get Device's Time Zone

The time zone of the device will be automatically chosen according to the region of the device.

Manually Set Time Zone (The settings will be applied to the device automatically)

You can select a time zone of the device. The settings will be applied to the device automatically.

11. Finish adding the device(s).
    - Click **Add** to add the device(s) and return to the device management page.
    - Click **Add and Continue** to add the device(s) and continue to add other devices.
12. Optional: Perform further operations on the added device(s).

Configure Device	Click in the **Operation** column to enter the corresponding device configuration page to edit the time parameters, reboot the device, restore the device, or set other parameters. See ***Configure Device***

Parameters for detailed instructions.

Change Password

Select the added device(s) and click **Change Password** to change the password for the device(s).

Note

- You can only change the password for online HIKVISION devices currently.
- If the devices share the same password, you can select multiple devices to change the password together.

Privacy Settings

To protect the person's private information including the person's name and profile picture, you can configure privacy settings for online access control devices. For details, refer to ***Privacy Settings***.

Restore Default

Select the added device(s) and click **Restore** to restore the configured device parameters excluding network parameters and account information.

Note

If you want to restore all the device parameters, you should check **Restore device parameters excluding network parameters and account information, such as user name and password.** in the pop-up window.

Replace Device

If the original device malfunctions, you can replace it with a new device using the same IP address. After you replace it, move the cursor on on the right of the device name, and click **Replace Device** to confirm the replacement.

8.4.7 Configure Device Parameters

You can configure parameters for the access control device, including device time, linkage settings (linked device actions), maintenance settings, etc.

Configure Wiegand Parameters

Based on the knowledge of uploading rule for the third-party Wiegand, you can configure Wiegand parameters to communicate between the device and the third-party card readers.

Before You Start

Make sure you have wired the third-party card readers to the access control device.

Steps

Note

- By default, the device disables the custom Wiegand function. If you enable the custom Wiegand function, all Wiegand ports in the device will use the customized Wiegand protocol.
- You can configure up to 5 custom Wiegand devices.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Access Control Device** on the left.
3. Click in the Operation column to enter the configuration page of a device.
4. Switch on **Custom Wiegand**.
5. Configure the Wiegand parameters.

Total Length

Wiegand data length.

Parity Type

Set the valid parity for Wiegand data according to property of the third party card reader. You can select **Nothing**, **Odd Even Check**, or **XOR Parity**.
If you select **Odd Even Check**, you can configure the following:

Odd Start, Length

If the odd parity start bit is 1 and the length is 12, then the platform will start odd parity calculation from bit 1. It will calculate 12 bits. The result will be in bit 0 (Bit 0 is the first bit).

Even Start, Length

If the even parity start bit is 12, and the length is 12, then the platform will start even parity calculation from bit 12. It will calculate 12 bits. The result will be in the last bit.

If you select **XOR Parity**, you can configure the following:

XOR Parity Start Bit, Length per Group, Length for Parity

Depending on the table displayed below, the start bit is 0, the length per group is 4, and the length for parity is 40. It means that the platform will calculate from bit 0, calculate every 4 bit, and calculate 40 bits in total (10 groups in total). The result will be in the last 4 bits (The result length is the same as the length per group).

Output Rule

Set the output rule.

Card ID Start Bit, Length, and Decimal Digit

If you use the transformation rule, these items are available. Depending on the table displayed below, the card ID start bit is 0, the length is 32, and the decimal digit is 10. It represents that from bit 0, there are 32 bits represent the card ID. (The length here is calculated by bit.) And the decimal digit length is 10 bits.

Site Code Start Bit, Length, and Decimal Digit

If you use the transformation rule, these items are available. For detailed information, see the explanation of the card ID.

OEM Start Bit, Length, and Decimal Digit

If you use the transformation rule, these items are available. For detailed information, see the explanation of the card ID.

Manufacturer Code Start Bit, Length, and Decimal Digit

If you use the transformation rule, these items are available. Depending on the table displayed below, the manufacturer code start bit is 32, length is 8, and decimal digit is 3. It represents that from bit 32, there are 8 bits are manufacturer code. (The length here is calculated by bit.) And the decimal length is 3.

Note

Take Wiegand 44 for example, the setting values in the Custom Wiegand are as follows:

Custom Wiegand Name	Wiegand 44				
Total Length	44				
Transformation Rule (Decimal Digit)	byFormatRule[4]=[1][4][0][0]				
Parity Type	XOR Parity				
Odd Parity Start Bit		Length			
Even Parity Start Bit		Length			
XOR Parity Start Bit	0	Length per Group	4	Total Length	40
Card ID Start Bit	0	Length	32	Decimal Digit	10

Site Code Start Bit		Length		Decimal Digit	
OEM Start Bit		Length		Decimal Digit	
Manufacturer Code Start Bit	32	Length	8	Decimal Digit	3

Configure Device Actions for Access Event

You can set the linkage actions of an access control device for the device's events, so that when a specific event occurs, the device can execute actions such as capturing a picture, recording video footage, triggering alarm output, triggering buzzer, arming/disarming zones, locking/unlocking access points, etc.

Steps

Note

This feature requires device support. Parameters vary with different device types and models.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Access Control Device** on the left.
3. Click in the Operation column to enter the configuration page of a device.
4. Click **Add** in the Linkage section.
5. Configure event source.
   1) Select **Event Linkage** as the linkage type.
   2) Select an event type from the **Event Type** drop-down list and then select a specific event.

   Note

   - If you select **Alarm Input Event**, you need to select an alarm input.
   - If you select **Door Event**, you need to select an access point.
   - If you select **Card Reader Event**, you need to select a card reader.

6. Configure linkage target.

   Buzzing

   Buzzer on Controller

   ON

   Turn on the buzzer on the access controller when the specified event is triggered.

   OFF

Turn off the buzzer on the access controller when the specified event is triggered.

No Linkage

Disable the linkage action.

Buzzer on Reader

ON

Turn on the buzzer on the card reader when the specified event is triggered.

OFF

Turn off the buzzer on the card reader when the specified event is triggered.

No Linkage

Disable the linkage action.

Capture/Recording

Capture

Enable the device's linked camera to capture a picture when the specified event is triggered.

Recording

Enable the device's linked camera to record video footage when the specified event is triggered.

Alarm Output

ON

Trigger the alarm output when the specified event is triggered.

OFF

Stop the alarm output when the specified event is triggered.

No Linkage

Disable the linkage action.

Zone

ON

Arm the zone when the specified event is triggered.

OFF

Disarm the zone when the specified event is triggered.

No Linkage

Disable the linkage action.

Access Point

Unlock

Unlock the access point (door or barrier) when the specified event is triggered.

Lock

Lock the access point when the specified event is triggered.

Remain Unlocked

The access point will remain unlocked when the specified event is triggered.

Remain Locked

The access point will remain locked when the specified event is triggered.

No Linkage

Disable the linkage action.

7. Click **Save** to add the linkage.
8. Optional: Perform further operations on linkages.

Delete a Linkage	Click to delete the linkage.
Delete All Linkages	Click **Delete All** to delete all linkages.
Edit Linkage	Click to edit the linkage.

Configure Device Actions for Card Swiping

You can set the linkage actions of an access control device for card swiping, so that when the device detects a specific card, the device can execute actions such as capturing a picture, triggering alarm output, triggering buzzer, locking/unlocking access point, etc. In this way, you can monitor the behaviors and whereabouts of the card holder.

Steps

Note

This feature requires device support. Parameters vary with different device types and models.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Access Control Device** on the left.
3. Click in the Operation column to enter the configuration page of a device.
4. Click **Add** in the Linkage section.
5. Configure event source.
   1) Select **Card Linkage** as the linkage type.
   2) Select a card from the **Card Number** drop-down list.
   3) Select a card reader from the **Card Reader** drop-down list.
6. Configure linkage target.

Buzzing

Buzzer on Controller

ON

Turn on the buzzer on the access controller when the specified event is triggered.

OFF

Turn off the buzzer on the access controller when the specified event is triggered.

No Linkage

Disable the linkage action.

Buzzer on Reader

ON

Turn on the buzzer on the card reader when the specified event is triggered.

OFF

Turn off the buzzer on the card reader when the specified event is triggered.

No Linkage

Disable the linkage action.

Capture/Recording

Capture

Enable the device's linked camera to capture a picture when the specified event is triggered.

Recording

Enable the device's linked camera to record video footage when the specified event is triggered.

Alarm Output

ON

Trigger the alarm output when the specified event is triggered.

OFF

Stop the alarm output when the specified event is triggered.

No Linkage

Disable the linkage action.

Zone

ON

Arm the zone when the specified event is triggered.

OFF

Disarm the zone when the specified event is triggered.

No Linkage

Disable the linkage action.

Access Point

Unlock

Unlock the access point (door or barrier) when the specified event is triggered.

Lock

Lock the access point when the specified event is triggered.

Remain Unlocked

The access point will remain unlocked when the specified event is triggered.

Remain Locked

The access point will remain locked when the specified event is triggered.

No Linkage

Disable the linkage action.

7. Click **Save** to add the linkage.
8. Optional: Perform further operations on linkages.

Delete a Linkage	Click to delete the linkage.
Delete All Linkages	Click **Delete All** to delete all linkages.
Edit Linkage	Click to edit the linkage.

Configure Device Actions for Person ID

You can set the linkage actions of an access control device for person ID, so that when the device detects the credentials of the person, it can execute actions such as capturing a picture, triggering alarm output, triggering buzzer, locking/unlocking access point, etc. In this way, you can monitor the behaviors and whereabouts of the person.

Steps

Note

This feature requires device support. Parameters vary with different device types and models.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Access Control Device** on the left.
3. Click in the Operation column to enter the configuration page of a device.

4. Click **Add** in the Linkage section.
5. Configure event source.
   1) Select **Person Linkage** as the linkage type.
   2) Select a person ID from the **Person** drop-down list.
   3) Select a card reader from the **Card Reader** drop-down list.
6. Configure linkage target.

Buzzing

Buzzer on Controller

ON

Turn on the buzzer on the access controller when the specified event is triggered.

OFF

Turn off the buzzer on the access controller when the specified event is triggered.

No Linkage

Disable the linkage action.

Buzzer on Reader

ON

Turn on the buzzer on the card reader when the specified event is triggered.

OFF

Turn off the buzzer on the card reader when the specified event is triggered.

No Linkage

Disable the linkage action.

Capture/Recording

Capture

Enable the device's linked camera to capture a picture when the specified event is triggered.

Recording

Enable the device's linked camera to record video footage when the specified event is triggered.

Alarm Output

ON

Trigger the alarm output when the specified event is triggered.

OFF

Stop the alarm output when the specified event is triggered.

No Linkage

Disable the linkage action.

Zone

ON

Arm the zone when the specified event is triggered.

OFF

Disarm the zone when the specified event is triggered.

No Linkage

Disable the linkage action.

Access Point

Unlock

Unlock the access point (door or barrier) when the specified event is triggered.

Lock

Lock the access point when the specified event is triggered.

Remain Unlocked

The access point will remain unlocked when the specified event is triggered.

Remain Locked

The access point will remain locked when the specified event is triggered.

No Linkage

Disable the linkage action.

7. Click **Save** to add the linkage.
8. Optional: Perform further operations on linkages.

Delete a Linkage	Click to delete the linkage.
Delete All Linkages	Click **Delete All** to delete all linkages.
Edit Linkage	Click to edit the linkage.

Configure Device Actions for MAC Address

You can set access control device's linkage actions for MAC address of mobile devices, so that when the device detects a specific MAC address, the device can execute actions such as capturing a picture, triggering alarm output, triggering buzzer, locking/unlocking access point, etc.

Steps

Note

This feature requires device support. Parameters vary with different device types and models.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Access Control Device** on the left.
3. Click in the Operation column to enter the configuration page of a device.
4. Click **Add** in the Linkage section.
5. Select **MAC Linkage** as the linkage type, and then edit the MAC address.
6. Configure linkage target.

Buzzing

Buzzer on Controller

ON

Turn on the buzzer on the access controller when the specified event is triggered.

OFF

Turn off the buzzer on the access controller when the specified event is triggered.

No Linkage

Disable the linkage action.

Buzzer on Reader

ON

Turn on the buzzer on the card reader when the specified event is triggered.

OFF

Turn off the buzzer on the card reader when the specified event is triggered.

No Linkage

Disable the linkage action.

Capture/Recording

Capture

Enable the device's linked camera to capture a picture when the specified event is

triggered.

Recording

Enable the device's linked camera to record video footage when the specified event is triggered.

Alarm Output

ON

Trigger the alarm output when the specified event is triggered.

OFF

Stop the alarm output when the specified event is triggered.

No Linkage

Disable the linkage action.

Zone

ON

Arm the zone when the specified event is triggered.

OFF

Disarm the zone when the specified event is triggered.

No Linkage

Disable the linkage action.

Access Point

Unlock

Unlock the access point (door or barrier) when the specified event is triggered.

Lock

Lock the access point when the specified event is triggered.

Remain Unlocked

The access point will remain unlocked when the specified event is triggered.

Remain Locked

The access point will remain locked when the specified event is triggered.

No Linkage

Disable the linkage action.

7. Click **Save** to add the linkage.
8. Optional: Perform further operations on linkages.

Delete a Linkage	Click 🗑 to delete the linkage.
Delete All Linkages	Click **Delete All** to delete all linkages.

Edit Linkage Click to edit the linkage.

Configure Card Swiping Parameters

You can configure card swiping parameters to allow authentication by entering card number on keypad, enable NFC clone card, enable Mifare encryption, etc.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Access Control Device** on the left.
3. Click on the Operation column to enter the configuration page of a device.
4. In Card Swiping section, configure card swiping parameters.

Note

Parameters vary with different device types and models.

Reader Communication Protocol

Select the reader communication protocol.

Input Card Number On Keypad

If it is checked, visitors can enter card number on keypad for authentication.

Enable NFC Card

If it is enabled, visitors can use cloned cards for authentication.

Mifare Encryption

If it is enabled, only the card with the same encrypted sector can be granted access.

Voice Prompt

If it is enabled, an audio prompt will be played when swiping cards.

Upload Picture after Linked Capture

Upload the pictures captured by the linked camera(s) to the platform automatically.

Note

For details about linking a camera to an access point, see ***Edit Door***.

Picture Storage

If it is checked, the captured pictures will be automatically saved to the storage location you configured in picture storage settings for the access points.

Note

For details about configuring picture storage settings, see ***Edit Door***.

Picture Size

Select a picture size from the drop-down list for the captured pictures saved to the storage location.

Picture Quality

Select a picture quality from the drop-down list for the captured pictures saved to the storage location.

Capture Times

Select the capture times from the drop-down list for the devices to capture face pictures for the times selected.

Configure Other Parameters

You can configure other parameters for an access control device and restore or reboot the device on the device configuration page.

Note

- Device support required. Parameters vary with different device types and models.
- For more remote configurations, click **Configuration** at the end of the device configuration page. For detailed instructions, refer to the user manual of the device.

Time

You can view the time zone where the device locates and set the following parameters.

Device Time

Click the **Device Time** field to custom time for the device.

Sync with Server Time

Synchronize the device time with the server of the platform.

Skin-surface Temperature

Set **Temperature Screening** to on to enable temperature screening function.

Threshold(℃)

Set the range of normal skin-surface temperature. The detected temperature that is not in this range is abnormal temperature. The maximum temperature must be higher than the minimum temperature.

Open Door When Temperature is Abnormal

If enabled, the door will open when person's skin-surface temperature is abnormal. By default,

the door will not open for abnormal temperature.

Linked Thermal Camera

Enter the device IP address of the linked thermal camera for temperature screening.

Note

It is used for the access control devices that do not support temperature screening.

Mask Settings

Set **Mask Detection** to on to enable mask detection function. Once enabled, the device can detect persons without a face mask.

Do Not Open Barrier when No Mask

If checked, the barrier will still open for persons without a mask.

RS-485

RS-485 Communication Redundancy

You can check **RS-485 Communication Redundancy** to enable the function if you wire the RS-485 card to the device redundantly.

Working Mode

Select the working mode, including the card reader, door control unit, and access control host.

Turnstile Parameters

You can configure passing mode for the turnstile linked to the device.

Based on Lane Controller's DIP Mode

The device will follow the lane controller's DIP settings to control the turnstile. The settings on the main controller will be invalid.

Based on Main Controller's Settings

The device will follow the settings of main controller to control the turnstile. The DIP settings of the lane controller will be invalid.

Maintenance

You can reboot a device remotely and restore it to its default settings.

Reboot

Reboot the device.

Restore Default

Restore the device to its default settings. The device needs to be activated after restoring.

Facial and human body Mode

You can check **Deep Mode** to enable the function. Once enabled, all the face credentials applied to

the device will be cleared. Go to **Access Control** → **Access Level** and click to apply the data in the platform to the device.

More

You can click **Configuration** to open the remote configuration page of the device and configure more parameters.

8.4.8 Privacy Settings

You can configure the settings for event storage, authentication, and picture uploading and storage, and clear the pictures on the access control devices to protect the person's private information, including name, profile picture, etc.
In the top of top left corner of Home page, select → **All Modules** → **General** → **Resource Management** → **Device and Server** → **Access Control Device**.
Select one or more devices and click **Privacy Settings**.

Note

Make sure the selected device is online.

Set the following parameters as needed and click **Save**.

Event Storage

Select the mode of event storage.

Overwrite

The events stored on the device will be overwritten automatically. For example, if a device can store up to 200 events. When this limit is reached, the first event will be overwritten by the newest one, and then the second will be overwritten.

Delete Old Events Regularly

Set a time period. The events stored on the device during the period will be automatically deleted at intervals of the period.

Delete Old Events by Specified Time

Set a specific time. The events stored on the device before the specific time will be automatically deleted.

Authentication

Check the items to be displayed in authentication results.
You can switch on the **Health Code** and enter the server address of the health code. When switched on, the health code will be available in **Result Display** area. The the server address of the health code will be applied to the devices.

Picture Uploading and Storage

Check the items as needed.

Upload Recognized or Captured Pictures

If it is checked, the recognized or captured pictures will be uploaded to the system.

Save Recognized or Captured Pictures

If it is checked, the recognized or captured pictures will be saved to the devices.

Save Profile Pictures

If it is checked, the profile pictures will be saved to the devices.

Upload Event and Alarm Pictures

If it is checked, the event and alarm pictures will be uploaded to the system.

Save Event and Alarm Pictures

If it is checked, the event and alarm pictures will be saved to the devices.

Upload Thermal Pictures

If it is checked, the thermal pictures will be uploaded to the system.

Save Thermal Pictures

If it is checked, the thermal pictures will be saved to the devices.

Clear Pictures Stored on Device

Clear Face Pictures

Click **Clear** to clear all face pictures.

Clear Recognized or Captured Pictures

Click **Clear** to clear all recognized pictures or captured pictures.

8.5 Manage Video Intercom Device

You can add video intercom devices (indoor station, door station, outer door station, and main station) to the system for management, including editing and deleting the devices, remote configuration, changing online devices' password, etc. You can also perform further operations such as video intercom, unlocking door remotely, etc. based on the added devices.

- **Indoor Station:** The indoor station is an intelligent terminal which can provide two-way audio, network transmission, data storage, remote unlocking, etc. It is mainly applied in the community.
- **Door Station:** The door station can send call to indoor station (residents) and main station. It is mainly applied in the community and office buildings.
- **Outer Door Station:** The outer door station can send call to indoor station (residents) and main station. It is mainly applied in the community and office buildings.
- **Main Station:** The main station is an intelligent terminal, which can be used to unlock door remotely, send call to residents and respond to residents' call. It is mainly applied in large community.

8.5.1 Add a Detected Online Video Intercom Device

The online video intercom devices on the same local subnet with the current Web Client or SYS server can be displayed in the list, and you can add the detected indoor station to the system one by one.

Before You Start

- Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- The devices to be added should be activated. Refer to ***Create Password for Inactive Device(s)*** for detailed operation about activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Video Intercom Device** on the left.
3. In the Online Device area, select a network type.

   Server Network

   As the default selection, the detected online devices on the same local subnet with the SYS server will be listed in the Online Device area.

   Local Network

   The detected online devices on the same local subnet with the current Web Client will be listed in the Online Device area.
4. In the Online Device area, select the active device to be added.
5. Click in the Online Device area to enter the Add Video Intercom Device page.

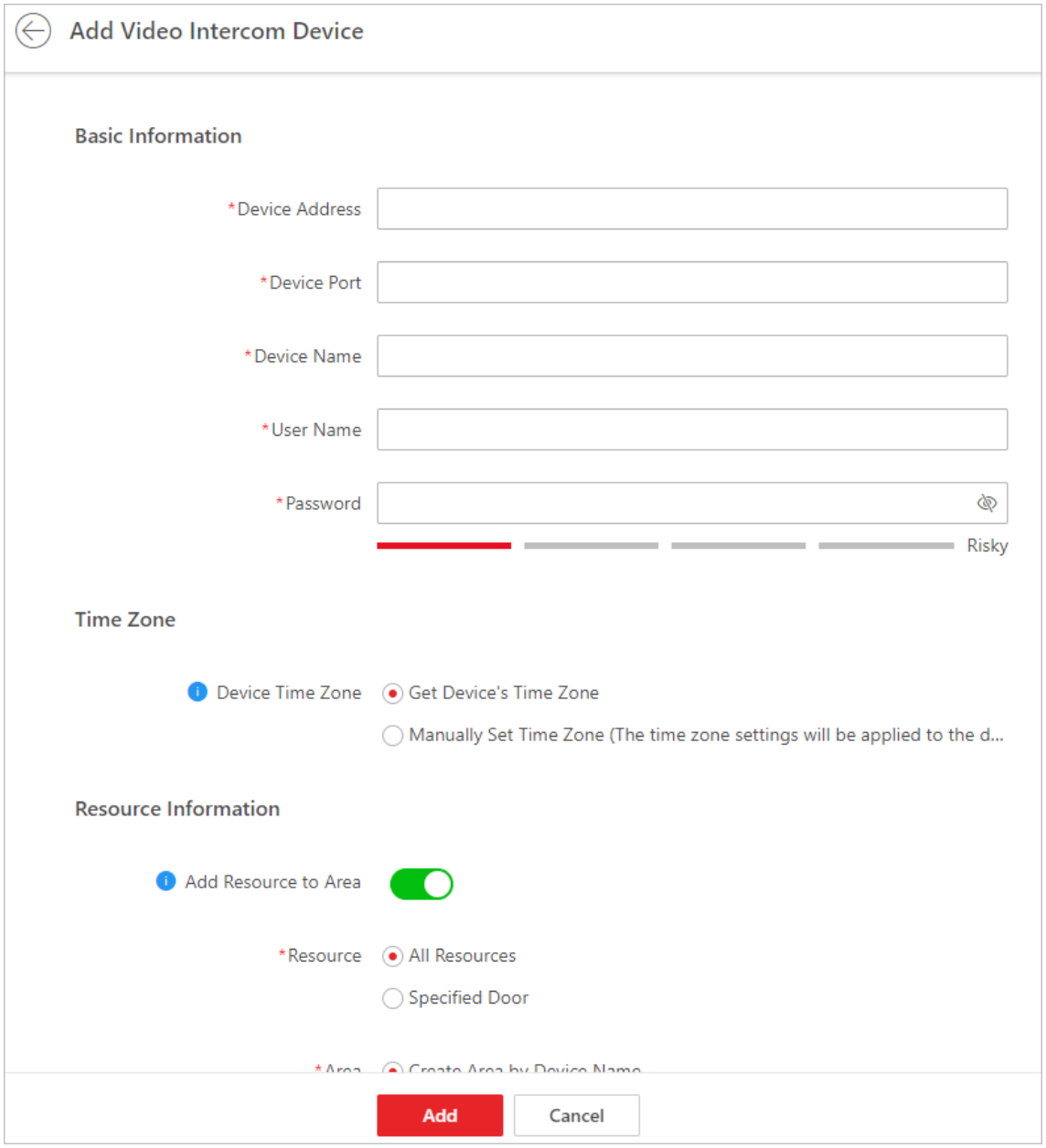


Figure 8-1 Add Video Intercom Device Page

6. Enter the required information.

Device Address

The IP address of the device, which is shown automatically.

Device Port

The port No. of the device, which is shown automatically. The default port No. is 8000.

Device Name

Create a descriptive name for the device. For example, you can use an alias that can show the location or feature of the device.

Password

The password required to access the account.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

7. Optional: Set the time zone for the device.
   - Click **Manually Set Time Zone**, and click to select a time zone from the drop-down list.

     Note

     You can click **View** to view the details of the current time zone.
   - Click **Get Device's Time Zone** to get the device's time zone.
8. Optional: Switch **Add Resource to Area** to on to import the resources of the added devices to an area.

   Note

   - You can import all the alarm inputs or the specified alarm input to the corresponding area.
   - You can create a new area by the device name or select an existing area.
   - If you do not import resources to area, you cannot perform further operations for the alarm inputs.
9. Optional: Check **Restore Default** to restore configured device parameters to default settings.

   Note

   - Not all the device parameters will be restored. Network parameters such as IP address, port No., and password will be kept.
   - It is recommended that you should restore to default when adding an online device that has been added to other platforms for the first time.
10. Click **Add**.
11. Perform the following operation(s) after adding the online device.

Remote Configurations	Click to set the remote configurations of the corresponding device. For details, refer to ***Configure Device Parameters***.

Change Password	Select the added device(s) and click to change the password for the device(s).

Note

- You can only change the password for online HIKVISION devices currently.
- If the devices have the same password, you can select multiple devices to change the password for them at the same time.

Restore Default	Select the added device(s), and click to restore the configured device parameters.

Note

If you want to restore the device parameters configured on the system, you can check **Restore device network parameters and account information, such as user name and password.** in the pop-up window.

Filter Device	Click **All Devices** at the upper-left corner on the Device List page, and then select a desired group to filter the devices.

8.5.2 Add a Video Intercom Device by IP Address

When you know the IP address of a video intercom device, you can add it to the system by specifying the IP address, user name, password, etc. for management and further video intercom applications.

Before You Start

Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Video Intercom Device** on the left.
3. Click **Add** to enter Add Video Intercom Device page.
4. Select **IP Address** as the adding mode.

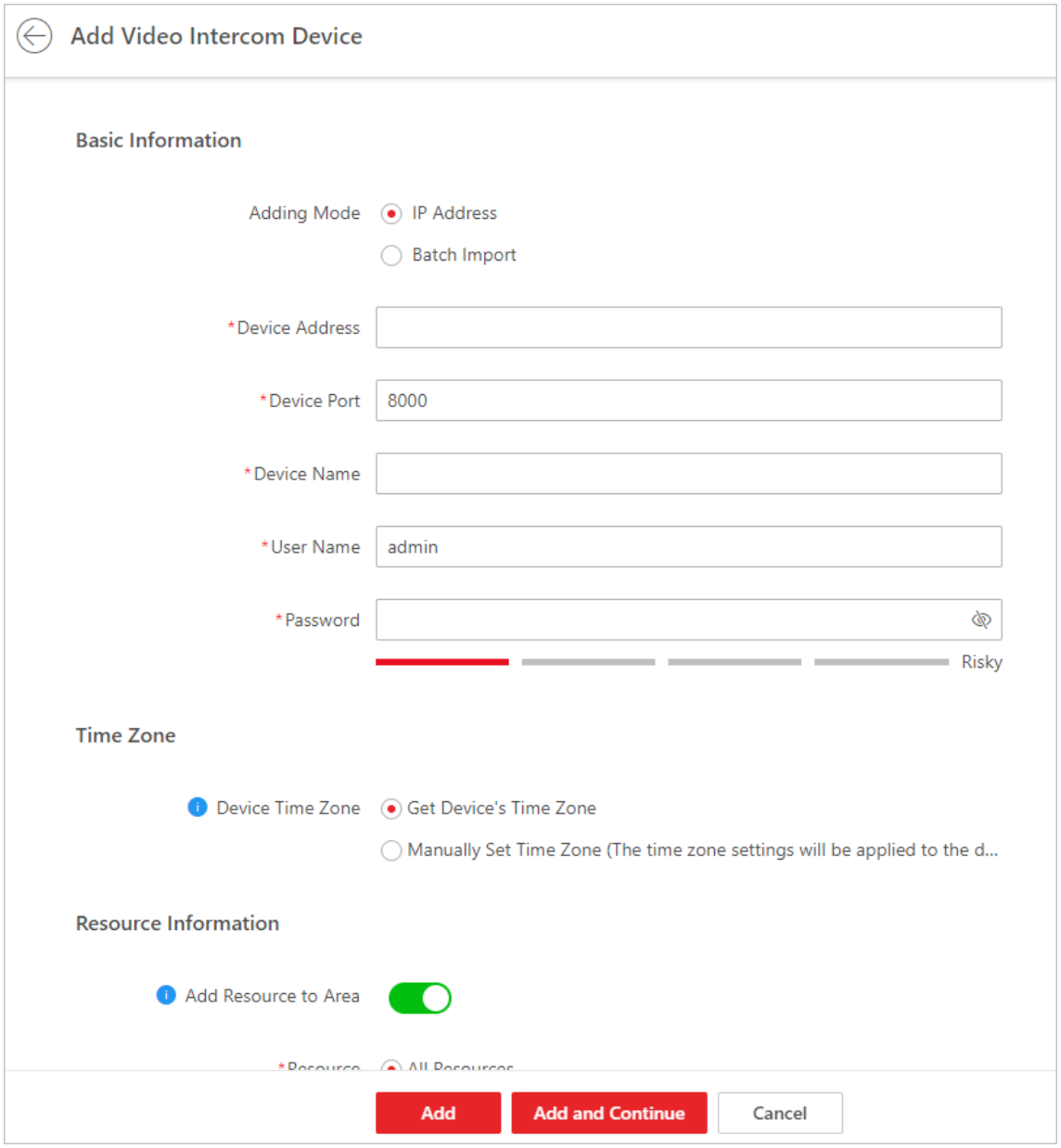


Figure 8-2 Add Video Intercom Device Page

5. Enter the required information.

Device Address

The IP address of the device.

Device Port

By default, the device port No. is 8000.

Device Name

Create a descriptive name for the device. For example, you can use an alias that can show the location or feature of the device.

Password

The password required to access the account.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

6. Optional: Set the time zone for the device.
   - Click **Manually Set Time Zone**, and click to select a time zone from the drop-down list.

     Note

     You can click **View** to view the details of the current time zone.
   - Click **Get Device's Time Zone** to get the device's time zone.
7. Optional: Switch **Add Resource to Area** to on to import the resources of the added devices to an area.

   Note

   - You can import all the alarm inputs or the specified alarm input to the corresponding area.
   - You can create a new area by the device name or select an existing area.
   - If you do not import resources to area, you cannot perform further operations for the alarm inputs.
8. Optional: Check **Restore Default** so that all the parameters of the device configured on the system will be restored to default settings.
9. Finish adding the device.
   - Click **Add** to add the device and back to the video intercom device list page.
   - Click **Add and Continue** to save the settings and continue to add the next device.
10. Perform the following operation(s) after adding the devices.

Remote Configurations	Click to set the remote configurations of the corresponding device. For details, refer to ***Configure Device Parameters***.
Change Password	Select the added device(s) and click to change the password for the device(s).

Note

- You can only change the password for online HIKVISION devices currently.
- If the devices have the same password, you can select multiple devices to change the password for them at the same time.

Filter Device Click **All Devices** at the upper-left corner on the Device List page, and then select a desired group to filter the devices.

8.5.3 Add Video Intercom Devices in a Batch

You can add video intercom devices in a batch to the system by entering the device information to the predefined template and importing the template to the system.

Before You Start

Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Video Intercom Device** on the left.
3. Click **Add** to enter Add Video Intercom Device page.
4. Click **Batch Import** as the adding mode.
5. Click **Download Template** to save the predefined template (Excel file) on your PC.
6. Open the exported template file and enter the required information of the devices to be added.
7. Click and select the template file.
8. Optional: Set the time zone for the device.
   - Click **Manually Set Time Zone**, and click to select a time zone from the drop-down list.

     Note

     You can click **View** to view the details of the current time zone.
   - Click **Get Device's Time Zone** to get the device's time zone.
9. Finish adding the devices.
   - Click **Add** to add the video intercom devices in a batch, and back to the video intercom device list page.
   - Click **Add and Continue** to save the settings and continue to add other video intercom devices.
10. Perform the following operation(s) after adding the devices.

Remote Click to set the remote configurations of the corresponding

Configurations	device. **Note** For detailed operation steps for the remote configuration, see the user manual of the device.
Change Password	Select the added device(s) and click to change the password for the device(s). **Note** ● You can only change the password for online HIKVISION devices currently. ● If the devices have the same password, you can select multiple devices to change the password for them at the same time.
Filter Device	Click **All Devices** at the upper-left corner on the Device List page, and then select a desired group to filter the devices.

8.6 Manage Visitor Terminals

The visitor terminals can be added to the system for management, including editing and deleting the devices, remote configuration, etc. The platform supports multiple ways for adding visitor terminals. You can select one of them according to your need.

8.6.1 Add Detected Online Visitor Terminals

The system can perform an automated detection for available visitor terminals in the network where the Web Client or server is located, which makes the devices' information about themselves (e.g., IP address) recognized by the system. Based on the information, you can add the devices quickly.
You can add one online devices at a time, or add multiple online devices in a batch.

Add a Detected Online Visitor Terminal

For the detected online visitor terminals, you can add the device one by one to HikCentral-Workstation by specifying its user name, password and some other parameters.

Before You Start

- Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to

connect the devices to the HikCentral-Workstation via network.

- The devices to be added should be activated. Refer to ***Create Password for Inactive Device(s)*** for details about activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Visitor Terminal** on the left.
3. In the Online Device area, select a network type.

   Server Network

   As the default selection, the detected online devices in the same local subnet with the SYS server will be listed in the Online Device area.

   Local Network

   The detected online devices in the same local subnet with the Web Client will be listed in the Online Device area.
4. In the Online Device area, select the active device to be added.
5. Click **Add to Device List** to open the Add Online Device window.
6. Set the required information.

   Device Address

   The IP address of the device, which is shown automatically.

   Device Port

   The port number of the device, which is shown automatically. The default port number is 80.

   Device Name

   Create a descriptive name for the device. For example, you can use an alias that can show the location or feature of the device.

   User Name

   The user name for administrator account created when activating the device or the added non-admin account such as operator. When adding the device to HikCentral-Workstation using the non-admin account, your permissions may restrict your access to certain features.

   Password

   The password required to access the account.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

7. Optional: Set the time zone for the device.

Get Device's Time Zone

The time zone of the device will be automatically chosen according to the region of the device.

Manually Set Time Zone (The settings will be applied to the device automatically)

You can manually select a time zone of the device. The settings will be applied to the device automatically.

8. Optional: Check **Restore Default** to restore configured device parameters to default settings.

Note

- Not all the device parameters will be restored. Network parameters such as IP address, port No., and password will be kept.
- It is recommended that you should restore to default when adding an online device that has been added to other platforms for the first time.

9. Click **Add** to finish adding the device.
10. Optional: Perform the following operations after adding the online device.

Remote Configurations	Click ⚙ to set the remote configurations of the corresponding device.
	Note For detailed operation steps about remote configuration, see the user manual of the device.
Refresh Device Information	Select the added device and click ↻ to refresh information of the device.

Add Detected Online Visitor Terminals in a Batch

For the detected online encoding devices, if they have the same user name and password, you can batch add multiple devices to HikCentral-Workstation.

Before You Start

- Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- The devices to be added should be activated. Refer to ***Create Password for Inactive Device(s)*** for details about activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Visitor Terminal** on the left.
3. In the Online Device area, select a network type.

   Server Network

   As the default selection, the detected online devices in the same local subnet with the SYS server will list in the Online Device area.

   Local Network

   The detected online devices in the same local subnet with the Web Client will list in the Online Device area.
4. In the Online Device area, check the active devices to be added.
5. Click **Add to Device List** to open the Add Online Device dialog.
6. Enter the same user name and password.

   User Name

   The user name for administrator account created when activating the device or the added non-admin account such as operator. When adding the device to HikCentral-Workstation using the non-admin account, your permissions may restrict your access to certain features.

   Password

   The password required to access the account.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

7. Optional: Set the time zone for the device.

Get Device's Time Zone

The time zone of the device will be automatically chosen according to the region of the device.

Manually Set Time Zone (The settings will be applied to the device automatically)

You can manually select a time zone of the device. The settings will be applied to the device automatically.

8. Optional: Check **Restore Default** to restore configured device parameters to default settings.

Note

- Not all the device parameters will be restored. Network parameters such as IP address, port No., and password will be kept.
- It is recommended that you should restore to default when adding an online device that has been added to other platforms for the first time.

9. Click **Add**.
10. Optional: Perform the following operations after adding the online devices in a batch.

Remote Configurations	Click ⚙ to set the remote configurations of the corresponding device.
	Note For detailed operation steps about remote configuration, see the user manual of the device.
Refresh Device Information	Select the added device and click ↻ to refresh information of the device.

8.6.2 Add Visitor Terminal by IP Address

When you know the IP address or domain name of a device, you can add it to the platform by specifying the IP address (or domain name), user name, password, etc.

Before You Start

Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Visitor Terminal** on the left.
3. Click **Add** to enter the Add Visitor Terminal page.
4. Select **IP Address** as the adding mode.
5. Enter the required information.

   Device Address

   The IP address of the device.

   Device Port

   By default, the device port No. is 80.

   Device Name

   Create a descriptive name for the device. For example, you can use an alias that can show the location or feature of the device.

   Password

   The password required to access the account.

   Caution

   The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
   Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

6. Optional: Set the time zone for the device.

   Get Device's Time Zone

   The time zone of the device will be automatically chosen according to the region of the device.

Manually Set Time Zone (The settings will be applied to the device automatically)

You can manually select a time zone of the device. The settings will be applied to the device automatically.

7. Optional: Check **Restore Default** to restore configured device parameters to default settings.

Note

- Not all the device parameters will be restored. Network parameters such as IP address, port No., and password will be kept.
- It is recommended that you should restore to default when adding an online device that has been added to other platforms for the first time.

8. Finish adding the device.
   - Click **Add** to add the encoding device and back to the encoding device list page.
   - Click **Add and Continue** to save the settings and continue to add other encoding devices.
9. Optional: Perform the following operation(s) after adding the devices.

Remote Configurations	Click ⚙ to set the remote configurations of the corresponding device.
	Note For detailed operation steps about remote configuration, see the user manual of the device.
Refresh Device Information	Select the added device and click ↻ to refresh information of the device.

8.6.3 Add Visitor Terminals by IP Segment

When multiple visitor terminals to be added have the same port number, user name, password, and have different IP addresses within a range, you can add devices by specifying the IP segment and some other related parameters.

Before You Start

Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Visitor Terminal** on the left.
3. Click **Add** to enter the Add Visitor Terminal page.

4. Select **IP Segment** as the adding mode.
5. Enter the required information.

Device Address

Enter the start IP address and the end IP address where the devices are located.

Device Port

By default, the device port No. is 80.

User Name

The user name for administrator created when activating the device or the added non-admin users. When adding the device to HikCentral-Workstation using the non-admin user, your permissions may restrict your access to certain features.

Password

The password required to access the device.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

6. Optional: Set the time zone for the device.

Get Device's Time Zone

The time zone of the device will be automatically chosen according to the region of the device.

Manually Set Time Zone (The settings will be applied to the device automatically)

You can manually select a time zone of the device. The settings will be applied to the device automatically.

7. Finish adding the device.
   - Click **Add** to add the devices of which the IP addresses are between the start IP address and end IP address and back to the device list page.
   - Click **Add and Continue** to save the settings and continue to add other encoding devices.
8. Optional: Perform the following operations after adding the devices.

Remote Configurations	Click ⚙ to set the remote configurations of the corresponding device.

Note

For detailed operation steps about remote configuration, see the user manual of the device.

Refresh Device Information	Select the added device and click to refresh information of the device.

8.6.4 Add Visitor Terminals in a Batch

When there are multiple devices to be added, you can edit the predefined template containing the required device information, and import the template to HikCentral-Workstation to add devices in a batch.

Before You Start

Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Perform this task when you need to add devices by importing the template which contains information of multiple devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Visitor Terminal** on the left.
3. Click **Add** to enter the Add Visitor Terminal page.
4. Select **Batch Import** as the adding mode.
5. Click **Download Template** and save the predefined template (excel file) on your PC.
6. Open the exported template file and enter the required information of the devices to be added on the corresponding column.
7. Click and select the edited file.
8. Optional: Set the time zone for the device.

   Get Device's Time Zone

   The time zone of the device will be automatically chosen according to the region of the device.

   Manually Set Time Zone (The settings will be applied to the device automatically)

   You can manually select a time zone of the device. The settings will be applied to the device automatically.
9. Finish adding devices.
   - Click **Add** to add the devices and go back to the device list page.
   - Click **Add and Continue** to save the settings and continue to add next batch of devices.
10. Optional: Perform the following operation(s) after adding devices in a batch.

Remote Configurations	Click ⚙ to set the remote configurations of the corresponding device.

Note

For detailed operation steps about remote configuration, see the user manual of the device.

Refresh Device Information	Select the added device and click ↻ to refresh information of the device.

8.7 Add a Query Terminal

A query terminal is installed with the Self-Service Vehicle Finding Client and is mounted in a parking lot for vehicle owners to locate and find their vehicles. On the Web Client, you can add a query terminal by its device ID and further manage it such as editing its information and removing it from the platform.

Before You Start

- Make sure the devices you are going to add are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have activated the devices. Refer to ***Create Password for Inactive Device(s)*** for detailed instructions on activating devices.

Steps

1. In the top left corner of the Client, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Query Terminal** on the left.
3. Click **Add** to enter the Add Query Terminal page.

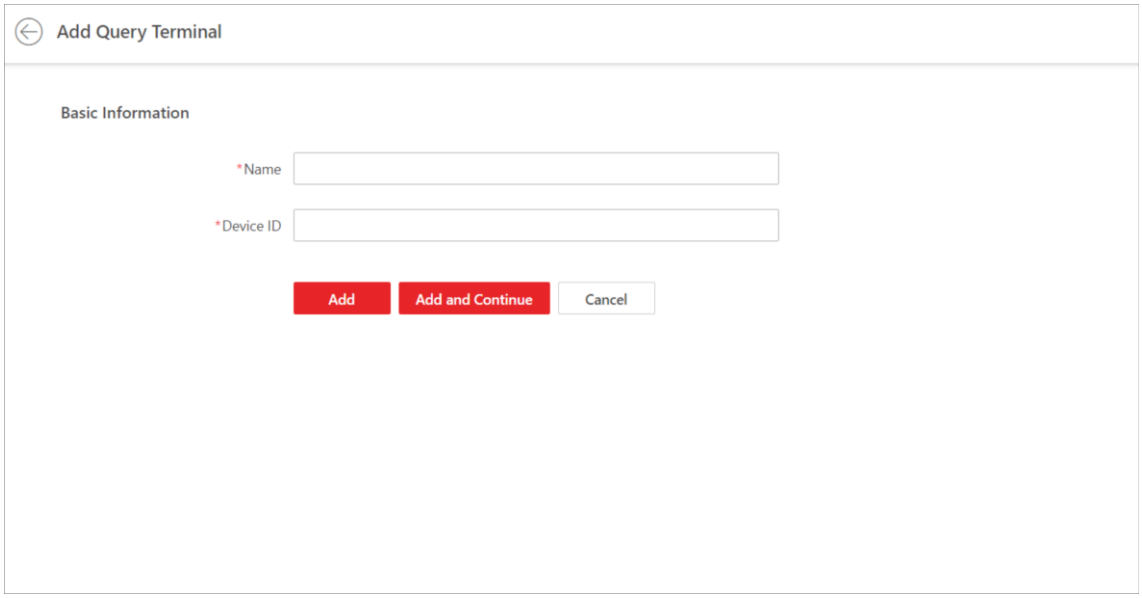


Figure 8-3 Add Query Terminal

4. Create a name for the query terminal.
5. Enter the device ID of the query terminal.
6. Click **Add** to finish or click **Add and Continue** to add another query terminal.
7. Optional: Perform the following operations.

Edit Query Terminal	On the device list, click the name of a query terminal to edit it.
Delete Query Terminal	Select one or multiple query terminals and click **Delete** to delete them.
Search for Query Terminal	Enter key words in the search box and click to search for specified query terminal.

8.8 Add an Entrance/Exit Station

An entrance/exit station is used for managing the entrance or exit of a parking lot, especially that of an unattended parking lot. After a vehicle gets a ticket or card from an entrance/exit station, the station will control the barrier gate to open and let the vehicle enter; after the vehicle returns the ticket or card, the station will allow the vehicle to exit. Besides, if an entrance/exit station assigns cards instead of tickets, its guidance screen is configurable, which means you can configure the information displayed on it.

Steps

1. In the top left corner of the Client, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Sever** → **Entrance/Exit Station** on the left.
3. Click **Add** to enter the Add Entrance/Exit Station page.

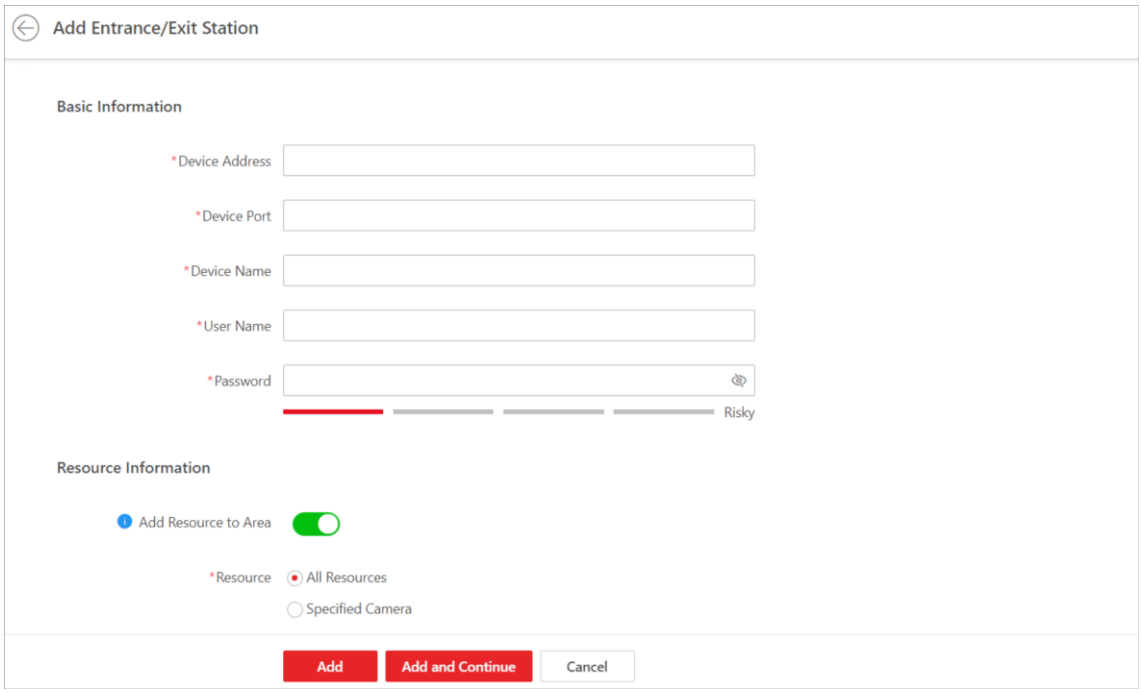


Figure 8-4 Add Entrance/Exit Page

4. In the Basic Information area, enter the IP address, port No., name, user name, and password of the entrance/exit station.
5. Optional: Add the entrance/exit station's related resource(s) to an area.
   1) In the Resource Information area, switch on **Add Resource to Area**.
   2) Select **All Resources** or **Specified Camera**.

   Note

   If you select **All Resources**, all the resources related to the entrance/exit station will be added to an area; if you select **Specified Camera**, you need to select camera(s) to add.

   3) Select **Create Area by Device Name** or **Existing Area**.

   Note

   If you select **Create Area by Device Name**, an area named after the entrance/exit station will be created, and the resource(s) will be added to the area; if you select **Existing Area**, you need to select an area to add the resource(s) to.

   4) Select **None** to get the stream for live view and playback.
   5) Optional: Check **Get Device's Recording Settings** to get camera's recording settings configured on the entrance/exit station.
6. Click **Add** to finish or click **Add and Continue** to add another entrance/exit station.
7. Optional: Perform the following operations.

   Edit an Entrance/Exit In the Device Name column, click the name of an entrance/exit

Station	station to edit it.
Delete an Entrance/Exit Station	Select an entrance/exit station, and click **Delete** to delete it. You can also select multiple entrance/exit stations, and click **Delete** to delete them at once.
Configure an Entrance/Exit Station Remotely	In the Operation column, click ⚙ to configure the entrance/exit station remotely.

8.9 Manage Guidance Terminals

In Resource Management, you can add guidance terminals to the platform, check device details, change device password, and configure device parameters. While you add a guidance terminal, you can add its resources (such as connected parking cameras and alarm inputs/outputs) to areas for further configurations.

Note

After you add and manage guidance terminals int Resource Management, you can set up a parking guidance system for your parking lot. See details in ***Parking Guidance Configuration***.

8.9.1 Add Detected Online Guidance Terminals

The platform can automatically detect the available guidance terminals on the same network where the Web Client or the SYS server is running. You can add one online terminal at a time, or batch add multiple online terminals if they have the same user name and password.

Add a Detected Online Guidance Terminal

You can add detected online guidance terminals one by one if the terminals do not have the same user name or password.

Before You Start

- Make sure the devices you are going to add are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have activated the devices. Refer to ***Create Password for Inactive Device(s)*** for detailed instructions on activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Guidance Terminal** on the left.

3. In the Online Device area, select a network type.

Server Network

All detected online devices on the same local subnet with the SYS server.

Local Network

All detected online devices on the same local subnet with the current Web Client.

4. Select an activated device that you want to add.
5. Click **Add to Device List**.
6. In the Basic Information area, edit device login information.

Device Address

IP address of the device, which is acquired automatically.

Device Port

Port number of the device. The default port number is 8000.

Device Name

Create a descriptive name for the device. For example, you can use an alias that can indicate the location or feature of the device.

User Name

User name of administrator account created when activating the device, or the added non-admin account such as operator account.

Note

Your access to certain features might be restricted when using a non-admin account to add the device to the platform.

Password

Password of the account that you are logging in.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

7. Optional: Switch on **Add Resource to Area** to import the resources of the device to an area.

Note

- You can import all the resources including cameras, alarm inputs, and alarm outputs, or

specific cameras to the corresponding area.
- You can create a new area named after the device name or select an existing area.
- If you do not import resources to an area, you cannot perform further operations for the cameras.

8. Optional: If you choose to add resources to area, switch on **Video Storage** and select a storage location as **Encoding Device** for recording.

Note

- The video files will be stored in the encoding device according to the configured recording schedule.
- For adding the encoding device by domain name, the video files can only be stored in the local storage of the device.

9. Set the recording schedule for the cameras.
   - Check **Get Device's Recording Settings** to get the recording schedule from the device and the cameras of the device will start recording according to the schedule.
   - Uncheck **Get Device's Recording Settings** and set the required information, such as recording schedule template, stream type, etc. Refer to ***Configure Recording for Cameras*** for details.
10. Click **Add**.
11. Optional: Perform further operations after adding the online device.

Configure Device	Click in the **Operation** column to enter the remote configuration page of the device. **Note** For detailed instructions on remote configuration, see the user manual of the device.
Change Password	Select a device and click **Change Password** to change the password of the device. **Note** ● You can change the password for online HIKVISION devices only. ● If multiple devices have the same password, you can select these devices to change the password for them together.

Batch Add Detected Online Guidance Terminals

You can batch add detected online guidance terminals if the terminals have the same user name

and password.

Before You Start

- Make sure the devices you are going to add are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have activated the devices. Refer to ***Create Password for Inactive Device(s)*** for detailed instructions on activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Guidance Terminal** on the left.
3. In the Online Device area, select a network type.

   Server Network

   All detected online devices on the same local subnet with the SYS server.

   Local Network

   All detected online devices on the same local subnet with the current Web Client.
4. Select the activated devices that you want to add.
5. Click **Add to Device List**.
6. In the Basic Information area, edit devices' login information.

   User Name

   User name of administrator account created when activating the device, or the added non-admin account such as operator account.

   Note

   Your access to certain features might be restricted when using a non-admin account to add the device to the platform.

   Password

   Password of the account that you are logging in.

   Caution

   The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
   Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.
7. Optional: Switch on **Add Resource to Area** to import the resources of the devices to an area.

Note

- You can create a new area named after the device name or select an existing area.
- If you do not import resources to an area, you cannot perform further operations for the cameras.

8. Optional: If you choose to add resources to area, switch on **Video Storage** and select a storage location as **Encoding Device** for recording.

Note

- The video files will be stored in the encoding device according to the configured recording schedule.
- For adding the encoding device by domain name, the video files can only be stored in the local storage of the device.

9. Set the recording schedule for the cameras.
   - Check **Get Device's Recording Settings** to get the recording schedule from the device and the cameras of the device will start recording according to the schedule.
   - Uncheck **Get Device's Recording Settings** and set the required information, such as recording schedule template, stream type. Refer to ***Configure Recording for Cameras*** for details.
10. Click **Add**.
11. Optional: Perform further operations after adding the online devices.

Configure Device	Click ⚙ in the **Operation** column to enter the remote configuration page of the device. **Note** For detailed instructions on remote configuration, see the user manual of the device.
Change Password	Select a device and click **Change Password** to change the password of the device. **Note** ● You can change the password for online HIKVISION devices only. ● If multiple devices have the same password, you can select these devices to change the password for them together.

8.9.2 Add a Guidance Terminal by IP/Domain

If you know the IP address of the guidance terminal you want to add to the platform, you can add the device by specifying its IP address, user name, password, etc.

Before You Start

- Make sure the devices you are going to add are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have activated the devices. Refer to ***Create Password for Inactive Device(s)*** for detailed instructions on activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Guidance Terminal** on the left.
3. Click **Add**.
4. Set **Adding Mode** to **IP/Domain**.
5. Edit device connection and login information.

Device Address

IP address of the device.

Device Port

Port number of the device. The default port number is 8000.

Device Name

Create a descriptive name for the device. For example, you can use an alias that can indicate the location or feature of the device.

User Name

User name of the administrator account created when activating the device, or the added non-admin account such as operator account.

Note

Your access to certain features might be restricted when using a non-admin account to add the device to the platform.

Password

Password of the account that you are logging in.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

6. Optional: Switch on **Add Resource to Area** to import the resources of the device to an area.

Note

- You can import all the resources including cameras, alarm inputs, and alarm outputs, or specific cameras to the corresponding area.
- You can create a new area named after the device name or select an existing area.
- If you do not import resources to an area, you cannot perform further operations for the cameras.

7. Optional: If you choose to add resources to area, switch on **Video Storage** and select a storage location as **Encoding Device** for recording.

Note

- The video files will be stored in the encoding device according to the configured recording schedule.
- For adding the encoding device by domain name, the video files can only be stored in the local storage of the device.

8. Set the recording schedule for the cameras.
   - Check **Get Device's Recording Settings** to get the recording schedule from the device and the cameras of the device will start recording according to the schedule.
   - Uncheck **Get Device's Recording Settings** and set the required information, such as recording schedule template, stream type. Refer to ***Configure Recording for Cameras*** for details.
9. Finish adding the device.
   - Click **Add** to add the device and return to the device list page.
   - Click **Add and Continue** to add the device and continue to add other devices.
10. Optional: Perform further operations after adding the device.

Configure Device	Click ⚙ in the **Operation** column to enter the remote configuration page of the device.

Note

For detailed instructions on remote configuration, see the user

manual of the device.

Change Password Select a device and click **Change Password** to change the password of the device.

Note

- You can change the password for online HIKVISION devices only.
- If multiple devices have the same password, you can select these devices to change the password for them together.

8.9.3 Batch Add Guidance Terminals by IP Segment

If the guidance terminals you want to add to the platform are on the same subnet and share the same port, user name and password, you can add them by specifying the start/end IP address, user name, password, etc.

Before You Start

- Make sure the devices you are going to add are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have activated the devices. Refer to ***Create Password for Inactive Device(s)*** for detailed instructions on activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Guidance Terminal** on the left.
3. Click **Add**.
4. Set **Adding Mode** to **IP Segment**.
5. Edit device connection and login information.

Device Address

Start IP address and end IP address.

Device Port

Port number of the devices. The default port number is 8000.

User Name

User name of the administrator account created when activating the device, or the added non-admin account such as operator account.

Note

Your access to certain features might be restricted when using a non-admin account to add the device to the platform.

Password

Password of the account that you are logging in.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

6. Optional: Switch on **Add Resource to Area** to import the resources of the devices to an area.

Note

- You can import all the resources including cameras, alarm inputs, and alarm outputs, or specific cameras to the corresponding area.
- You can create a new area named after the device name or select an existing area.
- If you do not import resources to an area, you cannot perform further operations for the cameras.

7. Set the recording schedule for the cameras.
   - Check **Get Device's Recording Settings** to get the recording schedule from the devices and the cameras of the devices will start recording according to the schedule.
   - Uncheck **Get Device's Recording Settings** and set up recording schedule later. Refer to ***Configure Recording for Cameras*** for details.
8. Finish adding the devices.
   - Click **Add** to add the devices and return to the device list page.
   - Click **Add and Continue** to add the devices and continue to add other devices.
9. Optional: Perform further operations after adding the devices.

Configure Device	Click ⚙ in the **Operation** column to enter the remote configuration page of the device.

Note

For detailed instructions on remote configuration, see the user manual of the device.

Change Password Select a device and click **Change Password** to change the password of the device.

Note

- You can change the password for online HIKVISION devices only.
- If multiple devices have the same password, you can select these devices to change the password for them together.

8.9.4 Batch Add Guidance Terminals by Port Segment

If the guidance terminals you want to add to the platform share the same IP address, user name, and password, but are using different ports, you can add them by specifying the IP address, port range, user name, password, etc.

Before You Start

- Make sure the devices you are going to add are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have activated the devices. Refer to ***Create Password for Inactive Device(s)*** for detailed instructions on activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Guidance Terminal** on the left.
3. Click **Add**.
4. Set **Adding Mode** to **Port Segment**.
5. Edit device connection and login information.

Device Address

Devices' IP address.

Device Port

Start port number and end port number of the devices.

User Name

User name of the administrator account created when activating the device, or the added non-admin account such as operator account.

Note

Your access to certain features might be restricted when using a non-admin account to add the device to the platform.

Password

Password of the account that you are logging in.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

6. Optional: Switch on **Add Resource to Area** to import the resources of the devices to an area.

Note

- You can import all the resources including cameras, alarm inputs, and alarm outputs, or specific cameras to the corresponding area.
- You can create a new area named after the device name or select an existing area.
- If you do not import resources to an area, you cannot perform further operations for the cameras.

7. Set the recording schedule for the cameras.
   - Check **Get Device's Recording Settings** to get the recording schedule from the devices and the cameras of the devices will start recording according to the schedule.
   - Uncheck **Get Device's Recording Settings** and set up recording schedule later. Refer to ***Configure Recording for Cameras*** for details.
8. Finish adding the devices.
   - Click **Add** to add the devices and return to the device list page.
   - Click **Add and Continue** to add the devices and continue to add other devices.
9. Optional: Perform further operations after adding the devices.

Configure Device	Click ⚙ in the **Operation** column to enter the remote configuration page of the device.

Note

For detailed instructions on remote configuration, see the user manual of the device.

Change Password Select a device and click **Change Password** to change the password of the device.

Note

- You can change the password for online HIKVISION devices only.
- If multiple devices have the same password, you can select these devices to change the password for them together.

8.9.5 Batch Add Guidance Terminals by Template

You can download a predefined template (a spreadsheet) and edit the guidance terminals' information in the template to add multiple devices at a time.

Before You Start

- Make sure the devices you are going to add are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have activated the devices. Refer to ***Create Password for Inactive Device(s)*** for detailed instructions on activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Guidance Terminal** on the left.
3. Click **Add**.
4. Set **Adding Mode** to **Batch Import**.
5. Click **Download Template** to download the predefined template file (in XLSX format) to local disk.
6. In your download folder on PC, open the spreadsheet and edit the required device information.
7. On the Web Client, click and open the edited spreadsheet.
8. Finish adding the devices.
   - Click **Add** to add the devices and return to the device list page.
   - Click **Add and Continue** to add the devices and continue to add other devices.
9. Optional: Perform further operations after adding the devices.

Configure Device Click in the **Operation** column to enter the remote configuration page of the device.

Note

For detailed instructions on remote configuration, see the user

manual of the device.

Change Password Select a device and click **Change Password** to change the password of the device.

Note

- You can change the password for online HIKVISION devices only.
- If multiple devices have the same password, you can select these devices to change the password for them together.

8.10 Add Guidance Screen

Guidance screens can be used in places such as the entrance of a parking lot to show the real-time number of vacant parking spaces. You can add a guidance screen to the platform by specifying its LAN IP address.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Select **Device and Server** → **Guidance Screen** on the left.
3. Click **Add**.
4. Select the type of the guidance screen in **Device Type**.
5. Specify the information about the guidance screen.

Note

Parameter items vary among different device types.

LAN IP Address

Specify the IP address of the device.

Device Port

Specify the port number of the device.

Name

Create a descriptive name for the device.

Manufacturer

Select the manufacturer of the device.

Note

Currently, the platform only supports Hikvision guidance screens.

Model

Select the model of the device.

Number of Display Rows

The number of rows of the content can be displayed on the screen, which is determined by the device model.
For example, if the value is 2, it means the screen supports showing 2 rows of different information.

Figure 8-5 Entrance Guidance Screen - One Row

Number of Directions

The number of directions supported by the indoor guidance screen, which is determined by the device model.
For example, if the value is 3, it means the screen supports showing the vacant parking spaces in three directions.

Figure 8-6 Indoor Guidance Screen - Three Directions

6. Click **Add** to finish adding the guidance screen, or click **Add and Continue** to continue adding another guidance screen.

What to do next

- After adding an entrance and exit guidance screen or an entrance guidance screen, you can link a lane with the screen and configure the related information for the screen in Parking Lot Management. See details in ***Add Lane***.
- After adding an indoor guidance screen, you can set up a parking guidance system for your parking lot in Parking Guidance Configuration. See details in ***Parking Guidance Configuration***.

8.11 Manage Security Control Device

You can add the security control devices to the system for managing partition, zone, arming/disarming, handling alarms,etc.
The security control device includes the security control panel, panic alarm station, Axiom wireless security control panel, security radar etc., which are widely applied to many scenarios. You can also add the channels (including cameras, alarm inputs, alarm outputs and radars) of the security control device to the area.
A security control panel is used for monitoring arming zones, handling alarm signal from the triggers, and uploading alarm reports to the central alarm monitoring station. The security control panel is very important for preventing robbery, theft or other accidents.
A panic alarm station is mainly installed in the areas with the crowd or high incidence of cases, such as school, square, tourist attraction, hospital, supermarket gate, market, station, parking lot, etc. When the emergency happens or someone asks for help, the person can press panic button to send alarm to the monitoring center, and the operator in the center will take the appropriate actions. The panic alarm station helps to realize alarm aid in emergency.
Security radar is an detecting device used to detect the target by electromagnetic wave. Security radar event will be triggered when the security radar detects object(s) entering the radar zone, and the calibration camera(s) will start to work to capture more details about this event.

8.11.1 Add Detected Online Security Control Devices

The active online security control devices in the same local subnet with the current Web Client or SYS server will be displayed on a list. You can add one online device one by one, or add multiple online devices in a batch.

Note

You should install the web control according to the instructions and then the online device detection function is available.

Add a Detected Online Security Control Device

You can add the detected online security control devices, and here we introduce the process for adding single one device.

Before You Start

- Make sure the security control devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to HikCentral-Workstation via network.
- The devices to be added should be activated. Refer to ***Create Password for Inactive Device(s)*** for detailed operation about activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Security Control Device**.
3. In the Online Device area, select a network type.

   Server Network

   As the default selection, the detected online devices in the same local subnet with the SYS server will be listed in the Online Device area.

   Local Network

   The detected online devices in the same local subnet with the current Web Client will be listed in the Online Device area.
4. In the Online Device area, select **Hikvision Private Protocol** or **Hikvision ISUP Protocol** to filter the detected online devices.

Note

To display devices which can be added to the platform via ISUP, you need to go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and switch on **Allow ISUP Registration**.

5. In the Online Device area, select an active device to be added.
6. Click to open the Add Security Control Device window.
7. Enter the required information.

Note

The device's IP address and port number can be automatically shown in **Device Address** field and **Device Port** field.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

8. Optional: Set the time zone for the device.
   – Click **Get Device's Time Zone**.
   – Click **Manually Set Time Zone** and select a time zone from the drop-down list.

   Note

   You can click **View** to view the details of the selected time zone.

9. Optional: Switch on **Add Resource to Area** to import the resources (including cameras, alarm inputs, alarm outputs and radars) of the added security control device to an area.

   Note

   - You can select **Specified Alarm Input and Radar** and select the specified alarm inputs and radars to import to the area.
   - System will generate security control partitions in the area, based on the settings on the device.
   - You can create a new area by the device name or select an existing area.
   - If you do not import resources to area, you cannot perform the further configurations for the resources.

10. Click **Add**.
11. Optional: Perform the following operations after adding the online device.

Remote Configurations	Click ⚙ to set the remote configurations of the corresponding device. **Note** For details about remote configuration, see the user manual of the device.
Change Password	Select the added device(s) and click 🔑 to change the password for the device(s).

Note

- You can only change the password for online HIKVISION devices currently.
- If the devices have the same password, you can select multiple devices to change the password for them at the same time.

Add Detected Online Security Control Devices in a Batch

For those detected online security control devices, if they have the same password for the same user name, you can add multiple devices at a time.

Before You Start

- Make sure the security control devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to HikCentral-Workstation via network.
- The devices to be added should be activated. Refer to ***Create Password for Inactive Device(s)*** for detailed operation about activating devices.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Security Control Device**.
3. In the Online Device area, select a network type.

   Server Network

   The detected online devices in the same local subnet with the SYS server will list in the Online Device area.

   Local Network

   The detected online devices in the same local subnet with the Web Client will list in the Online Device area.
4. In the Online Device area, select **Hikvision Private Protocol** or **Hikvision ISUP Protocol** to filter the detected online devices.

   Note

   To display devices which can be added to the platform via ISUP, you need to go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and switch on **Allow ISUP Registration**.
5. In the Online Device area, select the active devices to be added.
6. Click to open the Add Security Control Device window.

7. Enter the required information.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

8. Optional: Set the time zone for the device.
   - Click **Get Device's Time Zone**.
   - Click **Manually Set Time Zone** and select a time zone from the drop-down list.

Note

You can click **View** to view the details of the selected time zone.

9. Optional: Switch on **Add Resource to Area** to import the resources (including cameras, alarm inputs, alarm outputs and radars) of the added security control device to an area.

Note

- You can select **Specified Alarm Input and Radar** and select the specified alarm inputs or radars to import to the area.
- System will generate security control partitions in the area, based on the settings on the device.
- You can create a new area by the device name or select an existing area.
- If you do not import resources to area, you cannot perform the further configurations for the resources.

10. Click **Add**.
11. Optional: Perform the following operations after adding the online devices in batch.

Remote Configurations	Click ⚙ to set the remote configurations of the corresponding device.
	Note For details about remote configuration, see the user manual of the device.
Change Password	Select the added device(s) and click 🔑 to change the password.

Note

- You can only change the password for online HIKVISION devices currently.
- If multiple devices in the device list have the same password, you can change the password for them in a batch.

8.11.2 Add Security Control Device by IP Address

When you know the IP address of the security control device to add, you can add the devices to the platform by specifying the IP address, user name, password, and other related parameters.

Before You Start

Make sure the security control devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the system via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Security Control Device**.
3. Click **Add** to enter the Add Security Control Device page.
4. Select **Hikvision Private Protocol** as the Access Protocol.
5. Select **IP Address** as the adding mode.
6. Enter the required information.

Note

- By default, the device port is 8000.
- For wireless security control panel, the default port is 80.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

7. Optional: Set the time zone for the device.
   – Click **Get Device's Time Zone**.
   – Click **Manually Set Time Zone** and select a time zone from the drop-down list.

   Note

   You can click **View** to view the details of the selected time zone.

8. Optional: Switch on **Add Resource to Area** to import the resources (including cameras, alarm inputs, alarm outputs,and radars) of the added security control device to an area.

   Note

   - You can select **Specified Alarm Input and Radar** and select the specified alarm inputs or radars to import to the area.
   - Platform will generate security control partitions in the area, based on the settings on the device.
   - You can create a new area by the device name or select an existing area.
   - Up to 64 alarm inputs can be imported in one area. If you don't import resources to area, you cannot perform further operations for the resources.
   - Up to 10 radars can be imported in one area. If you don't import radars to area, you cannot perform further operations for the radars.

9. Finish adding the device.
   – Click **Add** to add the security control device and back to the security control device list.
   – Click **Add and Continue** to save the settings and continue to add next security control device.
10. Perform the following operations after adding the devices.

Remote Configurations	Click ⚙ to set the remote configurations of the corresponding device.

Note

For details about remote configuration, see the user manual of the device.

Change Password	Select the added device(s) and click to change the password for the device(s).

Note

- You can only change the password for online HIKVISION devices currently.
- If the devices have the same password, you can select multiple devices to change the password for them at the same time.

8.11.3 Add Security Control Devices by IP Segment

If the security control devices having the same port No., user name and password, and their IP addresses are between the IP segment, you can specify the start IP address and the end IP address, port No., user name, password, and other related parameters to add them.

Before You Start

Make sure the security control devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the system via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Security Control Device**.
3. Click **Add** to enter the Add Security Control Device page.
4. Select **Hikvision Private Protocol** as the Access Protocol.
5. Select **IP Segment** as the adding mode.
6. Enter the required the information.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

7. Optional: Set the time zone for the device.
   – Click **Get Device's Time Zone**.
   – Click **Manually Set Time Zone** and select a time zone from the drop-down list.

   Note

   You can click **View** to view the details of the selected time zone.

8. Optional: Switch on **Add Resource to Area** to import the resources (including cameras, alarm inputs, alarm outputs and radars) of the added security control device to an area.

   Note

   - System will generate security control partitions in the area, based on the settings on the device.
   - You can create a new area by the device name or select an existing area.
   - If you do not import resources to area, you cannot perform the further configurations for the resources.

9. Finish adding the device.
   – Click **Add** to add the security control device and back to the security control device list page.
   – Click **Add and Continue** to save the settings and continue to add next security control device.
10. Perform the following operations after adding the devices.

Remote Configurations	Click ⚙ to set the remote configurations of the corresponding device. **Note** For details about remote configuration, see the user manual of the device.
Change Password	Select the added device(s) and click 🔑 to change the password for the device(s). **Note** ● You can only change the password for online HIKVISION devices currently. ● If the devices have the same password, you can select multiple devices to change the password for them at the same time.

8.11.4 Add Security Control Devices by Port Segment

If the security control devices having the same user name and password, and their port No. are

between the port segment, you can specify the start port No. and the end port No., user name, password, and other related parameters to add them.

Before You Start

Make sure the security control devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Security Control Device**.
3. Click **Add** to enter the Add Security Control Device page.
4. Select **Hikvision Private Protocol** as the Access Protocol.
5. Select **Port Segment** as the adding mode.
6. Enter the required the information.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

7. Optional: Set the time zone for the device.
   - Click **Get Device's Time Zone**.
   - Click **Manually Set Time Zone** and select a time zone from the drop-down list.

Note

You can click **View** to view the details of the selected time zone.

8. Optional: Switch on **Add Resource to Area** to import the resources (including cameras, alarm inputs, alarm outputs and radars) of the added security control device to an area.

Note

- System will generate security control partitions in the area, based on the settings on the device.
- You can create a new area by the device name or select an existing area.
- If you do not import resources to area, you cannot perform the further configurations for the resources.

9. Finish adding the device.
   – Click **Add** to add the security control device and back to the security control device list page.
   – Click **Add and Continue** to save the settings and continue to add next security control device.
10. Perform the following operations after adding the devices.

Remote Configurations

Click ⚙ to set the remote configurations of the corresponding device.

Note

For details about remote configuration, see the user manual of the device.

Change Password

Select the added device(s) and click 🔑 to change the password for the device(s).

Note

- You can only change the password for online HIKVISION devices currently.
- If the devices have the same password, you can select multiple devices to change the password for them at the same time.

8.11.5 Add Security Control Device by Device ID

For the security control devices supporting ISUP, you can add them by specifying a predefined device ID, ISUP login password, etc. This is an economic choice when you need to manage a security control device in the public network but without fixed IP address by HikCentral-Workstation.

Before You Start

- Make sure the security control device you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have enabled the ISUP registration function on the security control device. For details, refer to the user manual of security control device.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Security Control Device**.
3. Click **Add** to enter the Add Security Control Device page.
4. Select **Hikvision ISUP Protocol** as the access protocol.

Note

To allow device registration via ISUP, you need to go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and switch on **Allow ISUP Registration**.

5. Select **Device ID** as the adding mode.
6. Enter the required information, including device ID, ISUP login password, and device name.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

7. Optional: In the Recording Settings field, switch on **Video Storage** and select the storage location from the drop-down list.
8. Optional: Set the time zone for the device.
   – Click **Get Device's Time Zone**.
   – Click **Manually Set Time Zone** and select a time zone from the drop-down list.

   Note

   You can click **View** to view the details of the selected time zone.
9. Optional: Switch on **Add Resource to Area** to import the resources (including cameras, alarm inputs, alarm outputs and radars) of the added security control device to an area.

Note

- System will generate security control partitions in the area, based on the settings on the device.
- You can create a new area by the device name or select an existing area.
- If you do not import resources to area, you cannot perform the further configurations for the resources.

10. Finish adding the device.
    – Click **Add** to add the security control device and back to the security control device list page.
    – Click **Add and Continue** to save the settings and continue to add next security control device.
11. Perform the following operations after adding the devices.

Remote	Click ⚙ to set the remote configurations of the corresponding

Configurations	device. **Note** For details about remote configuration, see the user manual of the device.
Change Password	Select the added device(s) and click to change the password for the device(s). **Note** ● You can only change the password for online HIKVISION devices currently. ● If the devices have the same password, you can select multiple devices to change the password for them at the same time.

8.11.6 Add Security Control Device by Device ID Segment

If you need to add multiple security control devices which have no fixed IP address and support ISUP to HikCentral, you can add them to HikCentral-Workstation at a time after configuring a device ID segment for the devices.

Before You Start

- Make sure the security control device you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have enabled the ISUP registration function on the security control device. For details, refer to the user manual of security control device.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Security Control Device**.
3. Click **Add** to enter the Add Security Control Device page.
4. Select **Hikvision ISUP Protocol** as the Access Protocol.

Note

To allow device registration via ISUP, you need to go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and switch on **Allow ISUP Registration**.

5. Select **Device ID Segment** as the adding mode.
6. Enter the required information, including the start device ID, the end device ID, and the ISUP login password.
7. Optional: In the Recording Settings field, set the **Video Storage** switch to on, and select the storage location from the drop-down list to store videos.
8. Optional: Set the time zone for the device.
   – Click **Get Device's Time Zone**.
   – Click **Manually Set Time Zone** and select a time zone from the drop-down list.

   Note

   You can click **View** to view the details of the selected time zone.
9. Optional: Switch on **Add Resource to Area** to import the resources (including alarm inputs and radars) of the added security control device to an area.

   Note

   - System will generate security control partitions in the area, based on the settings on the device.
   - You can create a new area by the device name or select an existing area.
   - If you do not import resources to area, you cannot perform the further configurations for the resources.
10. Finish adding the device.
    – Click **Add** to add the security control device and back to the security control device list page.
    – Click **Add and Continue** to save the settings and continue to add next security control device.
11. Perform the following operations after adding the devices.

Remote Configurations	Click to set the remote configurations of the corresponding device. **Note** For details about remote configuration, see the user manual of the device.
Change Password	Select the added device(s) and click to change the password for the device(s). **Note** - You can only change the password for online HIKVISION devices currently. - If the devices have the same password, you can select multiple devices to change the password for them at the same time.

8.11.7 Add Security Control Devices in a Batch

You can edit the predefined template with the security control device information to add multiple devices at a time.

Before You Start

- Make sure the security control device you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- Make sure you have enabled the ISUP registration function on the security control device when adding devices via Hikvision ISUP. For details, refer to the user manual of security control device.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Security Control Device**.
3. Click **Add** to enter the Add Security Control Device page.
4. Select **Hikvision Private Protocol** or **Hikvision ISUP Protocol** as the Access Protocol.

Note

To allow device registration via ISUP, you need to go to → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** and switch on **Allow ISUP Registration**.

5. Select **Batch Import** as the adding mode.
6. Click **Download Template** and save the predefined template (excel file) in your PC.
7. Open the exported template file and edit the required information of the devices to be added on the corresponding column.
8. Click ••• and select the template file.
9. Optional: In the Video Storage field, set the **Video Storage** switch to on, and select the storage location from the drop-down list to store video.

Note

This field displays when you select **Hikvision ISUP Protocol** as the access protocol.

10. Optional: Set the time zone for the device.
    - Click **Get Device's Time Zone**.
    - Click **Manually Set Time Zone** and select a time zone from the drop-down list.

Note

You can click **View** to view the details of the selected time zone.

11. Finish adding devices.
    - Click **Add** to add the devices and go back to the device list page.
    - Click **Add and Continue** to save the settings and continue to add other devices.
12. Perform the following operations after adding devices in a batch.

Remote Configurations	Click ⚙ to set the remote configurations of the corresponding device.
	Note For details about remote configuration, see the user manual of the device.
Change Password	Select the added device(s) and click 🔑 to change the password for the device(s).
	Note ● You can only change the password for online HIKVISION devices currently. ● If the devices have the same password, you can select multiple devices to change the password for them at the same time.

8.12 Manage Smart Wall

Smart wall can provide security personnel with a rich visual overview of the areas you want to keep an eye on. Before displaying the video on smart wall, you need to set up smart wall firstly, and you can also edit, delete smart wall or manage decoding devices here.
This mainly includes the following:

- Decoding devices that can be added to the system and used for decoding the video stream from the encoding devices.
- Virtual smart wall that defines the layout and the name of the smart wall.
- Link between the decoding outputs of the decoding device and the windows of the smart wall.

8.12.1 Add Decoding Device

The decoding devices can be added to the system for linking with the smart wall. You can add online decoding devices with the IP addresses within SYS server's or Web Client's subnet, and can

also add decoding devices by IP address, IP segment, or by port segment.

Add Online Decoding Device

The system can perform an automated detection for available decoding devices on the network where the Web Client or SYS server is located, which makes the devices' information about themselves (e.g., IP address) recognized by the system. Based on the information, you can add the devices quickly.

Before You Start

Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Steps

Note

- For Google Chrome, you should install the SADP service according to the instructions and then the online device detection function is available.
- For Firefox, you should install the SADP service and import the certificate according to the instructions and then the online device detection function is available.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Smart Wall** on the left.
3. Click **Add** on Decoding Device panel to enter the Add Decoding Device page.
4. Select **Online Devices** as Adding Mode.
5. In the Online Device area, select a network type.

   Server Network

   The detected online devices in the same local subnet with the SYS server will list in the Online Device area.

   Local Network

   The detected online devices in the same local subnet with the Web Client will list in the Online Device area.
6. Select the device(s) to be added.

Note

- For the inactive device, you need to create the password for it before you can add it properly. For detailed steps, see ***Create Password for Inactive Device***.
- If the detected devices have the same password and user name, you can add multiple devices at a time. Otherwise, you can add them one by one.

7. Enter the required information.

User Name

The user name for administrator account created when activating the device or the added non-admin account such as operator. When adding the device to HikCentral-Workstation using the non-admin account, your permissions may restrict your access to certain features.

Password

The password required to access the account.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

8. Finish adding the decoding device.
   - Click **Add** to add the decoding device and back to the decoding device list page.
   - Click **Add and Continue** to save the settings and continue to add other decoding devices.
9. Optional: Perform the following operations after adding the decoding device.

View Decoding Output	Click > to show the decoding outputs. You can view the output resolution and linking status after linking the output to smart wall. For details about linking decoding output with smart wall, see ***Add Smart Wall***.
Edit Decoding Device	Click to edit the decoding device. You can modify the network location as LAN IP address or WAN IP address according to the type of the network where the device is.
Remote Configuration	Click ··· → to set the remote configurations of the device. **Note** For detailed operations, see the user manual of the device.
Delete	Click ··· → × to delete the device.

Add Decoding Device by IP Address

When you know the IP address of the decoding device to add, you can add the device to your system by specifying IP address, user name, password and other related parameters. This adding

mode requires you to add the devices one by one, so it is a good choice if you only want to add a few devices and know all the details mentioned above.

Before You Start

Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Smart Wall** on the left.
3. Click **Add** to enter the Add Decoding Device page.

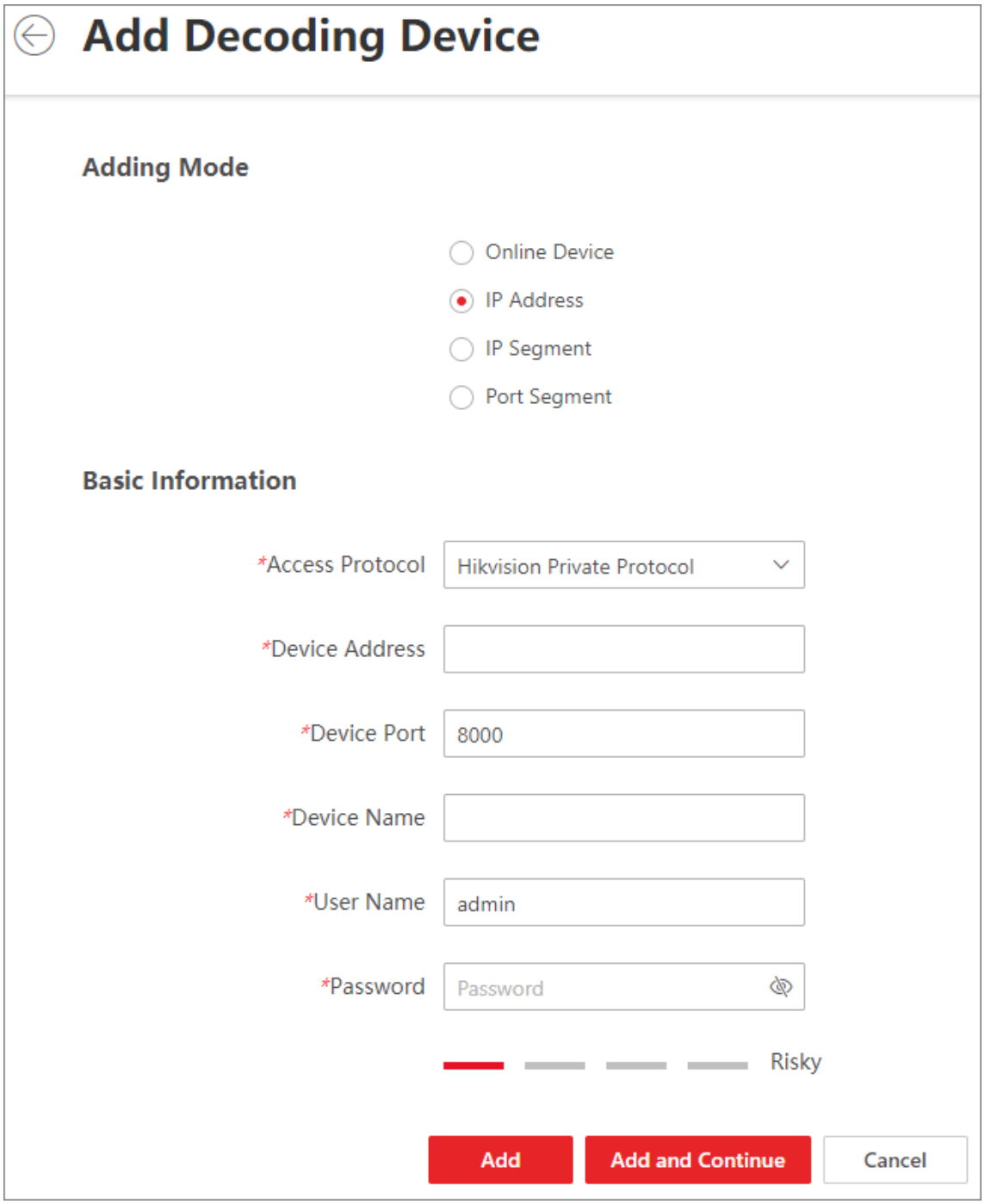


Figure 8-7 Add Decoding Device Page

4. Select **IP Address** as Adding Mode.
5. Enter the required information.

Access Protocol

Select **Hikvision Private Protocol** to add the devices.

Device Address

The IP address of the device.

Device Port

The port number on which to scan. The default is 8000.
If the device is located behind a NAT (Network Address Translation)-enabled router or a firewall, you may need to specify a different port number. In such cases, remember to configure the router/firewall so it maps the port and IP address used by the device.

Device Name

Create a descriptive name for the device. For example, you can use an alias that can show the location or feature of the device.

User Name

The user name for administrator account created when activating the device or the added non-admin account such as operator. When adding the device to HikCentral-Workstation using the non-admin account, your permissions may restrict your access to certain features.

Password

The password required to access the account.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

6. Finish adding the device.
   - Click **Add** to add the decoding device and back to the decoding device list page.
   - Click **Add and Continue** to save the settings and continue to add other decoding devices.
7. Optional: Perform the following operations after adding the decoding device.

View Decoding Output	Click > to show the decoding outputs. You can view the output resolution and linking status after linking the output to smart wall. For details about linking decoding output with smart wall, see ***Add Smart Wall***.
Edit Decoding Device	Click to edit the decoding device. You can modify the network location as LAN IP address or WAN IP address according to the type of the network where the device is.
Remote Configuration	Click ··· → to set the remote configurations of the device.

Note

For detailed operations, see the user manual of the device.

Delete Click ··· → × to delete the device.

Add Decoding Devices by IP Segment

If multiple decoding devices to add have the same port number, user name and password, but have different IP addresses, which are within a range, you can select this adding mode, and specify the IP range where your devices are located, and other related parameters. The system will scan from the start IP address to the end IP address for the devices in order to add them quickly.

Before You Start

Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Smart Wall** on the left.
3. Click **Add** to enter the Add Decoding Device page.
4. Select **IP Segment** as Adding Mode.
5. Enter the required information.

Access Protocol

Select **Hikvision Private Protocol** to add the devices.

Device Address

Enter the start IP address and end IP address where the devices are located.

Device Port

The same port number of the devices. By default, the device port No. is 8000.

User Name

The user name for administrator account created when activating the device or the added non-admin account such as operator. When adding the device to HikCentral-Workstation using the non-admin account, your permissions may restrict your access to certain features.

Password

The password required to access the account.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

6. Finish adding the device.
   – Click **Add** to add the decoding device and back to the decoding device list page.
   – Click **Add and Continue** to save the settings and continue to add other decoding devices.
7. Optional: Perform the following operations after adding the decoding device.

View Decoding Output	Click > to show the decoding outputs. You can view the output resolution and linking status after linking the output to smart wall. For details about linking decoding output with smart wall, see ***Add Smart Wall***.
Edit Decoding Device	Click to edit the decoding device. You can modify the network location as LAN IP address or WAN IP address according to the type of the network where the device is.
Remote Configuration	Click ··· → to set the remote configurations of the device. **Note** For detailed operations, see the user manual of the device.
Delete	Click ··· → × to delete the device.

Add Decoding Devices by Port Segment

When multiple decoding devices to add have the same IP address, user name and password, but have different port numbers, which are within a range, you can select this adding mode and specify the port range, IP address, user name, password, and other related parameters to add them.

Before You Start

Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Smart Wall** on the left.
3. Click **Add** to enter the Add Decoding Device page.
4. Select **Port Segment** as Adding Mode.
5. Enter the required information.

Access Protocol

Select **Hikvision Private Protocol** to add the devices.

Device Address

The same IP address where the devices are located.

Device Port

Enter the start port number and the end port number on which to scan.

User Name

The user name for administrator account created when activating the device or the added non-admin account such as operator. When adding the device to HikCentral-Workstation using the non-admin account, your permissions may restrict your access to certain features.

Password

The password required to access the account.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

6. Finish adding the device.
   - Click **Add** to add the decoding device and back to the decoding device list page.
   - Click **Add and Continue** to save the settings and continue to add other decoding devices.

   After adding the decoding device, the device will display in the list on Decoding Device panel.
7. Optional: Perform the following operations after adding the decoding device.

View Decoding Output	Click › to show the decoding outputs. You can view the output resolution and linking status after linking the output to smart wall. For details about linking decoding output with smart wall, see ***Add Smart Wall***.

Edit Decoding Device	Click to edit the decoding device. You can modify the network location as LAN IP address or WAN IP address according to the type of the network where the device is.
Remote Configuration	Click ··· → to set the remote configurations of the device. **Note** For detailed operations, see the user manual of the device.
Delete	Click ··· → × to delete the device.

8.12.2 Configure Cascade

In some actual scenarios for large screen display, the screen number of the smart wall will exceed the decoding output number of one decoder, or the cross-decoder functions such as roaming and spanning are required. You can cascade two decoders with video wall controller to meet various display demands.

Before You Start

- Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- The decoders' interfaces have be connected with the video wall controller's using the matched wires.
- The decoders and video wall controller are added to the HikCentral-Workstation. Refer to ***Add Decoding Device*** for details.

Perform this task when you need to configure cascade for the decoding devices as follows.

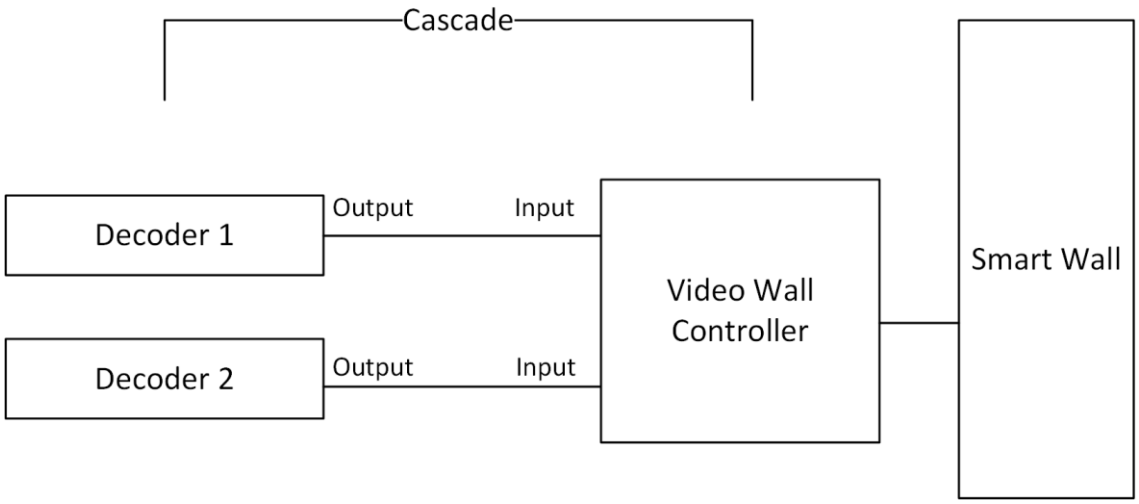


Figure 8-8 Cascade

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Smart Wall** on the left.
3. Click behind the added video wall controller to enter the Cascading page.

Note

Only video wall controller DS-C10S and DS-C10S-T can support this function.

4. Select the signal channel of the video wall controller and click .
5. Select the decoding output of the decoders to set it as the signal input of the video wall controller.

Note

If the decoders are cascaded with video wall controller, the spared decoding outputs of the decoders cannot be used to display on smart wall any more.

6. Click **Save** to save the cascade.

Result

After configuring cascade, you need to add a smart wall and link the decoding outputs of the video wall controller to display the signal outputs of the two decoders on the smart wall.

8.12.3 Add Smart Wall

You can add the smart wall to the system and configure its row and column.

Perform this task when you need to add a smart wall to the system.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Smart Wall** on the left.
3. Click **Add** on Smart Wall panel to open the Add Smart Wall dialog.

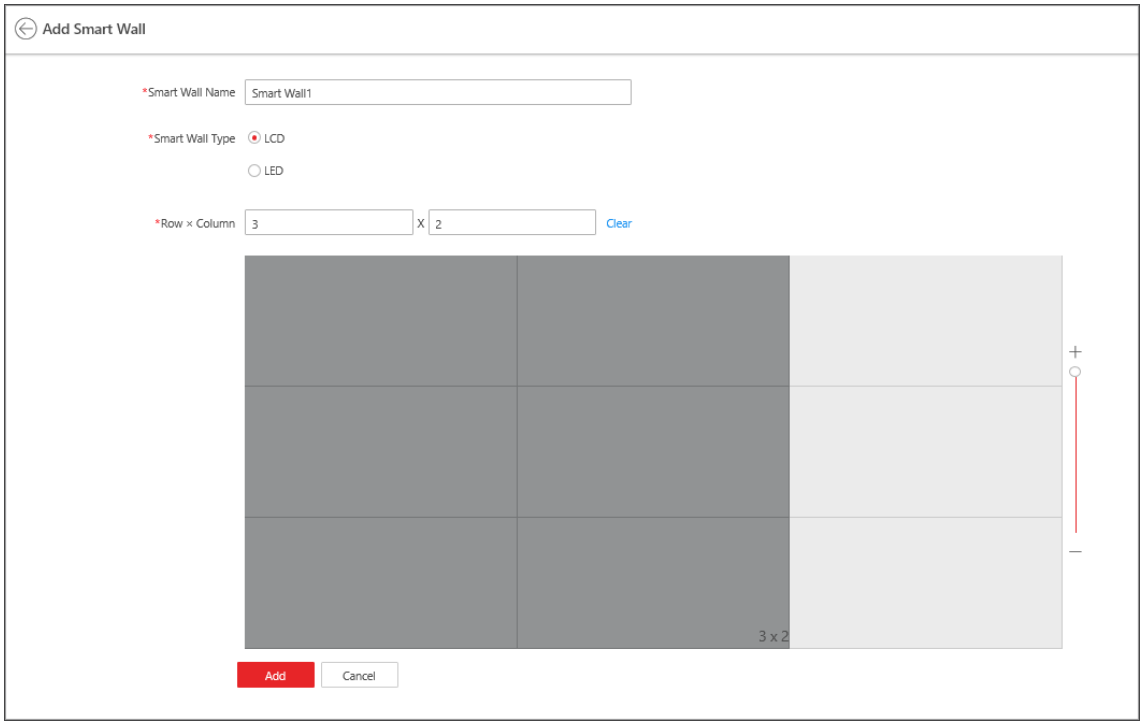


Figure 8-9 Add Smart Wall Dialog

4. Set the name for the smart wall.
5. If the smart wall type is **LED**, select the max. resolution of the single output in the drop-down list.

Note

You can also select **Customize** to customize the resolution.

6. Set the row number and the column number.
7. Click **Add**.
8. Optional: Perform the following operations after adding the smart wall.

Link Decoding Output with Window	For details about the operations, see ***Link Decoding Output with Window***.
Edit Smart Wall	Click to edit the name of the smart wall.
Delete Smart Wall	Click × to delete the smart wall.
Set Default Stream	For details about setting the default stream type for cameras, refer to

Type	***Set Default Stream Type for Cameras on Smart Wall***.

8.12.4 Link Decoding Output with Window

After adding the decoding device and smart wall, you should link the decoding device's decoding output to the window of the smart wall.

Perform this task when you need to link the decoding output to the smart wall.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Smart Wall** on the left.
3. Click › in front of the decoding device to show the decoding outputs.
4. Click › in front of the smart wall to show the windows.
5. Drag the decoding output from the Decoding Device panel to the display window of the smart wall, to configure the one-to-one correspondence.

Note

You can also press the Ctrl key and Alt key at the same time, and select two decoding outputs. All decoding outputs between the two outputs will also be selected, then you can drag all outputs to the display window.

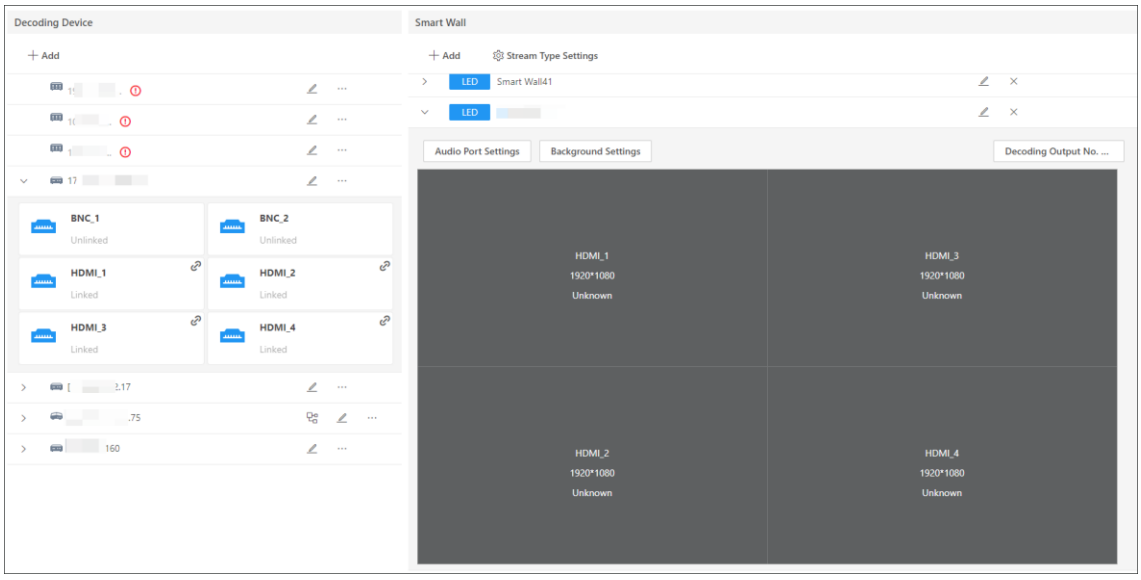


Figure 8-10 Link Decoding Device with Window

6. Optional: Perform the following operations after linking the decoding output with the window.

Cancel Linkage	Click ✕ to release the linkage.
Set Audio Port	Click **Audio Port Settings** to select the audio port.
Set Background	Click **Background Settings** to set the background color of the smart wall.
Set Decoding Output No. Displayed on Screen	Click **Decoding Output No. Displayed on Screen**. After clicking, the displaying duration of decoding output No. on the screen is from 30 to 60 seconds.

8.12.5 Set Default Stream Type for Cameras on Smart Wall

According to the actual screen size, display effect, network bandwidth, or other requirements, you can set the default stream type for cameras displayed on smart wall, including main stream and sub-stream. You can also set a threshold about window division mode to switch between main stream and sub-stream automatically. The default stream type is effective for all cameras decoded and displayed on smart wall firstly.
In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**. Click **Device and Server** → **Smart Wall** on the left to enter the smart wall management page. On the Smart Wall area, click **Stream Type Settings** to select the default stream type as follows.

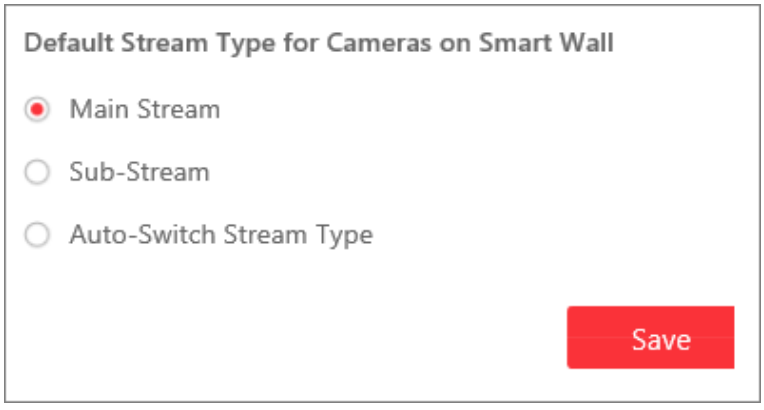


Figure 8-11 Set Default Stream Type for Cameras on Smart Wall

Main Stream

Main stream provides higher quality video, higher resolution, but brings about higher bandwidth usage. If you select main stream as default type, the live video streams of all cameras will be decoded and displayed on smart wall in main stream mode.

Sub-Stream

Sub-stream can save on bandwidth, but the video quality is lower than main stream. If you select sub-stream as default type, the live video streams of all cameras will be decoded and

displayed on Smart Wall in sub-stream mode.

Auto-Switch Stream Type

If a window's proportion of the smart wall is larger than the configured threshold, the stream type will be main stream. If the proportion is smaller than the threshold, it will be switched to sub-stream. For example, if you set the threshold as ¼, when the window division turns to 5-window from 2-window, the stream type will be switched from main-stream to sub-stream.

8.13 Network Transmission Device Management

Network transmission devices (switch, network bridge and fiber converter) can be added to the system for management, to help the system monitor the network status of the managed devices. After the network transmission devices are added to the system, the Control Client will automatically draw a network topology according to the location of the added devices, and display the information (IP address, port No., port status and stream rate) and network link status (fluent, busy, congested, disconnected).

8.13.1 Add Detected Online Network Transmission Devices

The system can perform an automated detection for available network transmission device s in the network where the Web Client or server is located, which makes the devices' information about themselves (e.g., IP address) recognized by the system. Based on the information, you can add the devices quickly.
You can add one online devices at a time, or add multiple online devices in a batch.

Note

You should install the web control according to the instructions and then the online device detection function is available.

Add a Detected Online Network Transmission Device

When you want to add one of the detected online devices or add some of these devices with different user names and passwords, you need to select only one device every time to add it to HikCentral-Workstation. The IP address, port number and user name will be recognized automatically, which can reduce some manual operations in a way.

Before You Start

Make sure the network device (switch, bridge or fiber converter) you are going to use is correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the device to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Network Transmission Device** on the left panel.
3. In the Online Device area, select a network type.

   Server Network

   The detected online devices in the same local subnet with the SYS server will be listed.

   Local Network

   The detected online devices in the same local subnet with the Web Client will be listed.
4. In the Online Device area, select the active device to be added.
5. Click **Add to Device List** to open the Add Network Transmission Device window.
6. Set the required information.

   Device Address

   The IP address of the device, which is filled in automatically.

   Device Port

   The port number of the device, which is filled in automatically.

   Device Name

   Create a descriptive name for the device. For example, you can use an alias that can show the location or feature of the device.

   User Name

   The user name for administrator account created when activating the device or the added non-admin account such as operator. When adding the device to HikCentral-Workstation using the non-admin account, your permissions may restrict your access to certain features.

   Password

   The password required to access the account.

   Caution

   The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
   Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

   Country Code

   The country code defines the country/region where device will be used.

Note

- You should read and agree the disclaimer to set the country code.
- The country code is required for wireless bridges.
- You cannot edit the country code of the added device on its details page.

7. Click **Add**.
8. Optional: Perform the following operations after adding the device.

Remote Configuration

Click in the Operation column to set the remote configurations of the corresponding device.

Note

For detailed operation steps for the remote configuration, see the user manual of the device.

Change Password

Select the added device(s) and click **Change Password** to change the password for the device(s).

Note

- You can only change the password for online Hikvision devices currently.
- If the devices have the same password, you can select multiple devices to change the password for them at the same time.

Set the System Connected Device

Select the device, click **System Connected Switch** to set the switch as the system connected device.

Note

System connected switch is the switch that is directly connected with the SYS server.

Add Detected Online Network Transmission Devices in a Batch

For the detected online transmission network devices, if they have the same user name and password, you can add multiple devices to HikCentral-Workstation at a time.

Before You Start

Make sure the network devices (switches, bridges or fiber converters) you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial

configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Network Transmission Device** on the left.
3. In the Online Device area, select a network type.

   Server Network

   The detected online devices in the same local subnet with the SYS server will be listed.

   Local Network

   The detected online devices in the same local subnet with the Web Client will be listed.
4. In the Online Device area, select the devices to be added.
5. Click **Add to Device List** to enter the Add Online Device window.
6. Enter the user name, password, and country code.

   User Name

   The user name for administrator account created when activating the device or the added non-admin account such as operator. When adding the device to HikCentral-Workstation using the non-admin account, your permissions may restrict your access to certain features.

   Password

   The password required to access the account.

   Caution

   The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
   Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

   Country Code

   The country code defines the country/region where device will be used.

   Note

   - You should read and agree the disclaimer to set the country code.
   - The country code is required for wireless bridges.
   - For the added device, its country code cannot be edited on the device details page.
7. Click **Add**.

8. Optional: Perform the following operations after adding devices.

Remote Configuration

Click in the Operation column to set the remote configurations of the corresponding device.

Note

For detailed operation steps for the remote configuration, see the user manual of the device.

Change Password

Select the added device(s) and click **Change Password** to change the password for the device(s).

Note

- You can only change the password for online HIKVISION devices currently.
- If the devices have the same password, you can select multiple devices to change the password for them at the same time.

Set the System Connected Device

Select the device, click **System Connected Switch** to set the switch as the system connected device.

Note

System connected switch is the switch that is directly connected with the SYS server.

8.13.2 Add Network Transmission Device by IP Address

When you know the IP address of a device, you can add it to the system by specifying the IP address, user name, password, etc.

Before You Start

Make sure the network device (switch, bridge or fiber converter) you are going to use is correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the device to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Network Transmission Device** on the left panel.

3. Click **Add** to enter the Add Network Transmission Device window.
4. Select **IP Address** as the adding mode.
5. Enter the required information.

Device Address

IP address of the device.

Device Port

The default device port number is 8000.

Device Name

Create a descriptive name for the device. For example, you can use an alias that can show the location or feature of the device.

User Name

The administrator account which is created when activating the device, or the non-administrator account, such as operator. When adding device by non-administrator, the permission might be limited.

Password

The password required to access the account.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

Country Code

The country code defines the country/region where device will be used.

Note

- You should read and agree the disclaimer to set the country code.
- The country code is required for wireless bridges.
- Once the device is added, its country code cannot be edited on the device details page.

6. Finish adding the device.
   - Click **Add** to add the current device and back to the device list page.
   - Click **Add and Continue** to finish adding the current device and continue adding other devices.
7. Optional: Perform the following operations after adding devices.

Remote Configuration	Click in the Operation column to set the remote configurations of the corresponding device. **Note** For detailed operation steps for the remote configuration, see the user manual of the device.
Change Password	Select the added device(s) and click **Change Password** to change the password for the device(s). **Note** ● You can only change the password for online HIKVISION devices currently. ● If the devices have the same password, you can select multiple devices to change the password for them at the same time.
Set the System Connected Device	Select the device, click **System Connected Switch** to set the switch as the system connected device. **Note** System connected switch is the switch that is directly connected with the SYS server.

8.13.3 Import Network Transmission Devices in a Batch

If there are a large number of devices to be added, you can enter the device information in the pre-defined template and upload the template to add the network transmission devices in a batch.

Before You Start

Make sure the network devices (switches, bridges or fiber converters) you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Network Transmission Device** on the left panel.
3. Click **Add** to enter the Add Network Transmission Device window.

4. Select the adding mode as **Batch Import**.
5. Click **Download Template** to download the template to the local PC.
6. Open the downloaded template file, and enter the required device information.
7. Click to select the edited template file.
8. Finish adding the device.
   - Click **Add** to add the current device and back to the device list page.
   - Click **Add and Continue** to finish adding the current device and continue adding other devices.
9. Optional: Perform the following operations after adding devices.

Remote Configuration

Click in the Operation column to set the remote configurations of the corresponding device.

Note

For detailed operation steps for the remote configuration, see the user manual of the device.

Change Password

Select the added device(s) and click **Change Password** to change the password for the device(s).

Note

- You can only change the password for online HIKVISION devices currently.
- If the devices have the same password, you can select multiple devices to change the password for them at the same time.

Set the System Connected Device

Select the device, click **System Connected Switch** to set the switch as the system connected device.

Note

System connected switch is the switch that is directly connected with the SYS server.

8.14 Upgrade Device Firmware

You can upgrade the firmwares of the devices added to the system via the current Web Client.

Table 8-1 Device List

No.	Device Type
1	Camera
2	NVR (Network Video Recorder)
3	DVR (Digital Video Recorder)
4	Decoding Device
5	Access Control Device
6	Card Reader
7	Security Control Panel (including AX Security Control Panel)
8	Security Radar
9	Indoor Station
10	Door Station **Note** Upgrading the card reader linked to the door station is not supported.
11	Main Station

Note

You can also upgrade the cameras access to the NVR in a batch.

8.14.1 Upgrade Device Firmware via Current Web Client

You can upgrade device firmware via the current Web Client.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Firmware Upgrade** on the left.
3. Select the **Via Current Web Client** tab.
4. In **Upgrade By** field, select the upgrade method.

5. In **Simultaneous Upgrade** field, set the maximum number of devices for simultaneous upgrade.

   Example

   If you set the value to 5, up to 5 devices can be selected for batch upgrade.
6. Select a upgrade package from the local computer and then click **Next**.
   The upgradable devices will be displayed.
7. Optional: Filter devices by device type, device firmware version, or device model.
8. Select device(s) and then click **Next**.
9. Select a upgrade schedule to upgrade the selected device(s).
   - Select **Upgrade Now** from the **Upgrade Schedule** drop-down list to start upgrade.
   - Select **Custom** from the **Upgrade Schedule** drop-down list and then customize a time period to upgrade the selected device(s).
10. Click **OK** to save the firmware upgrade settings.
    The upgrade task list will be open.
11. Optional: In the top right corner of firmware upgrade page, click **Upgrade Tasks** to view the task details and control the task status.

8.14.2 Upgrade Device Firmware via FTP

You can upgrade device firmware via FTP.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Firmware Upgrade** on the left.
3. Select the **Upgrade Firmware via FTP** tab.
4. Set the basic information.

   FTP Server Address

   The address of FTP server, where you have uploaded the firmware upgrade package.

   Port

   The port number of FTP server.

   User Name

   The user name of FTP server.

   Password

   The password of the FTP server.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

Path

If you saved FTP firmware upgrade package in a non-root directory, enter the root directory name. If you saved FTP firmware upgrade package in a root directory, keep the field empty.

5. Click **Next**.
6. Select an upgrade package from the local PC and then click **Next**.
   The upgradable device list will be displayed.
7. Optional: Filter devices by device type, device firmware version, or device model.
8. Select the device(s) and then select **Upgrade Schedule** from the drop-down list as upgrade now or custom.
9. Click **OK** to save the firmware upgrade settings.
   The upgrade task list will be displayed.
10. Optional: In the upper-right corner of firmware upgrade page, click **Upgrade Tasks** to view the task details and control the task status.
11. Optional: In the upgrade task list, click ⊗ in the Operation column to delete the upgrade task.

8.15 Restore/Reset Device Password

If you forgot the password of the detected online devices, you can restore the device's default password or reset the device's password through the system. Then you can access the device or add it to the system using the password.
For detailed operations of restoring device's default password, refer to ***Restore Device's Default Password***.
For detailed operations of resetting device's password, refer to ***Reset Device Password***.

8.15.1 Reset Device Password

If you forget the password you use to access the online device, you can request to have a key file from your technical support and reset the device's password through the platform.

Before You Start

- Make sure the devices you are going to use are correctly installed and connected to the network

as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.

- The devices should be activated. Refer to ***Create Password for Inactive Device(s)*** for details about activating devices.

Perform this task when you need to reset the device's password. Here we take creating password for the encoding device as an example.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Encoding Device** on the left.
3. In the Online Device area, view the device status (shown on Security column) and click icon in the Operation column of an active device.
   The Reset Password window pops up.
4. Click **Export File** to save the device file on your PC.
5. Send the file to the technical support.

Note

For the following operations about resetting the password, contact the technical support.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

8.15.2 Restore Device's Default Password

For some encoding devices with old firmware version, if you forgot the password you use to access the online device, you can restore the device's default password through the platform and then you must change the default password to a stronger one for better security.

Before You Start

- Make sure the devices (cameras, DVR, etc.) you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral-Workstation via network.
- The devices should be activated. Refer to ***Create Password for Inactive Device(s)*** for detailed

operations about activating devices.

Perform this task when you need to restore the device's default password.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Device and Server** → **Encoding Device** on the left.
3. In the Online Device area, view the device status (shown on Security column) and click in the Operation column of an active device.
   A dialog with security code pops up.
4. Enter the security code and restore the default password of the selected device.

Note

Contact our technical support to obtain a security code.

What to do next

You must change this default password to better protect against security risks, such as the unauthorized access by others to the product that may prevent the product from functioning properly and/or lead to other undesirable consequences.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

Chapter 9 Area Management

HikCentral-Workstation provides areas to manage the added resources in different groups. You can group the resources into different areas according to the resources' locations. For example, on the 1st floor, there mounted 64 cameras, 16 access points, 64 alarm inputs, and 16 alarm outputs. You can organize these resources into one area (named 1st Floor) for convenient management. You can get the live view, play back the video files, and do some other operations of the devices after managing the resources by areas.

9.1 Add Area

You should add an area before managing the elements by areas.

9.1.1 Add Area

You can add an area to manage the devices.

Steps

1. In the top-left corner of the Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Area** on the left.
3. Optional: Select the parent area in the area list panel to add a sub area.
4. Click + on the area list panel to open the Add Area panel.

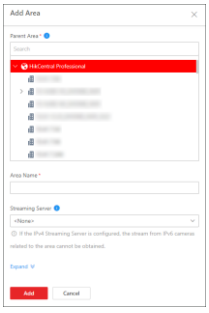


Figure 9-1 Add Area

5. Select the parent area to add a sub area.
6. Create a name for the area.
7. Optional: Click **Expand** to expand and set the additional area information as needed.

Note

For details about customizing fields of the additional area information, refer to ***Customize Additional Information***.

8. Click **Add**.
9. Optional: After adding the area, you can do one or more of the following:

Edit Area	Click to edit the area.
Delete Area	Click to delete the selected area, or press **Ctrl** on your keyboard, select multiple areas, and then click to delete areas in a batch.
	Note After deleting the area, the resources (cameras, doors, radars, alarm inputs, and alarm outputs) in the area will be removed from the area, as well as the corresponding recording settings, event settings, and map settings.
Search Area	Enter a keyword in the search field of the area list panel to search for the area.
Move Area	Drag the added area to another parent area as the child area.

9.1.2 Customize Additional Information

You can customize the area information which is not included in the basic information according to actual needs, e.g., description. After customizing, you can enter the additional area information to make the area information complete when adding or editing an area.
In the top-left corner of the Home page, select → **All Modules** → **General** → **Resource Management** → **Area**.
In the area list panel on the left, click to enter the Customize Additional Information page.
Click **Add**, set the name and type, and click **Add** to customize the additional area information.
You can also click to edit the additional information or click to delete it.

9.2 Add Element to Area

You can add elements including cameras, alarm inputs, alarm outputs, access points, and under vehicle surveillance systems into areas for management.

9.2.1 Add Camera to Area

You can add cameras to areas. After managing cameras into areas, you can get the live view, play the video files, and so on.

Before You Start

The cameras need to be added to HikCentral-Workstation for area management. Refer to ***Manage Encoding Device*** for details.

Steps

> **Note**
>
> One camera can only belong to one area. You cannot add a camera to multiple areas.

1. In the top-left corner of the Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Area** on the left.
3. Select an area for adding cameras to.
4. Select the **Camera** tab.
5. Click + on the element page to enter the Add Camera page.
6. Select the device type.
7. Select the camera(s) to add.
8. Optional: Check **Get Device's Recording Settings** to obtain the recording schedule configured on the local device and the device can start recording according to the schedule.

> **Note**
>
> If the recording schedule configured on the device is not continuous recording, it will be changed to event recording on the local device.

9. Click **Add**.
   The added camera(s) will be displayed in the list.
10. Optional: After adding the camera(s), you can do one or more of the followings:

Configure Camera	Click in the Operation column to configure the camera.
Export Information of All Cameras	Click to export the information of all cameras added to the area to an Excel file.
Synchronize Camera	Select the cameras and click to get the cameras' names from the

Name	devices in a batch. **Note** You can only synchronize the camera name of the online HIKVISION device.
Apply Camera Name	Select the cameras and click to apply the cameras' names to the devices in a batch.
Get Recording Schedule	Select the cameras and click to get the recording schedules from the devices in a batch.
Set Camera ID	Click to enter the Camera ID page, edit the default identifier number in the **ID** column of each camera, and click **Save**. **Note** The camera ID is unique and used to display a certain camera's live view on the smart wall via the network keyboard.
Move Camera(s) to Another Area	Select the cameras, click , select a target area, and click **Move** to move the selected cameras to the target area.
Get PTZ Configuration	Select the cameras and click to get the details of PTZ Configuration from the devices in a batch.
Set Geographic Location	Click to enter the Map Settings page and drag the camera to the map. For details, refer to ***Add Hot Spot on Map***.
Display Cameras of Child Areas	Check **Include Sub-Area** to display the cameras of child areas.

9.2.2 Add Door to Area

You can add doors to areas for management.

Before You Start

The access control devices need to be added to the HikCentral-Workstation for area management. Refer to ***Manage Access Control Device*** for details.

Steps

Note

One door can only belong to one area. You cannot add one door to multiple areas.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Area** on the left.
3. Select an area for adding doors to in the area list panel.
4. Select the **Door** tab.
5. Click + on the element page to enter the Add Door page.
6. Select the device type.
7. Select the door(s) to be added.
8. Click **Add**.
   The added door(s) will be displayed in the list.
9. Optional: After adding the doors, you can do one or more of the following.

Synchronize Door Name	Select the doors and click to synchronize the doors' names from the device in a batch. **Note** You can only synchronize the door name of online HIKVISION device.
Apply Door Name	Select the doors and click to apply the doors' names to the device in a batch.
Move to Other Area	Select the doors and click . Then select the target area to move the selected doors to and click **Move**.
Set Geographic Location	Click to enter Map Settings page and drag the door to the map. See ***Add Hot Spot on Map*** for details.
Display Doors of Child Areas	Check **Include Sub-area** to display the doors in child areas.

9.2.3 Add Radar to Area

You can add radars to different areas according to their locations, so that you will be informed when an alarm/event is triggered if you have configured an alarm/event.

Before You Start

The devices need to be added to the HikCentral-Workstation for area management. Refer to ***Resource Management*** for details.

Steps

Note

You cannot add a radar to multiple areas.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Area** on the left.
4. Select an area for adding radars to.
5. Click **Radar** tab.
6. Click + to enter the Add Radar page.
7. Select a radar in the **Radar** field.
8. Click **Add**.
9. Optional: After adding the radars, you can do one or more of the followings

Arm/Disarm Radar	Select the radar(s) and click / to arm/disarm the selected radar(s). **Note** An event will be triggered if anybody or an object enters an armed radar's detection area.
Move to Other Area	Select the radars and click . Then select the target area to move the selected radars to and click **Move**.
Add Radar to Map	Click to enter Map Settings page and drag the radar to the map. See ***Add Hot Spot on Map*** for details.
Display Radars of Child Areas	Check **Include Sub-area** to display the radars of child areas.

9.2.4 Add Alarm Input to Area

You can add alarm inputs to areas for management.

Before You Start

The devices need to be added to the HikCentral-Workstation for area management. Refer to ***Resource Management*** for details.

Steps

Note

One alarm input can only belong to one area. You cannot add an alarm input to multiple areas.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Area** on the left.
3. Select an area for adding alarm inputs to.
4. Select the **Alarm Input** tab.
5. Click + to enter the Add Alarm Input page.
6. Select the device type.
7. Select the alarm inputs to add.

Note

For the security control device, you need to select its zones as alarm inputs to add to the area.

8. Click **Add**.
9. Optional: After adding the alarm inputs, you can do one or more of the followings.

Move to Other Area	Select the alarm inputs and click . Then select the target area to move the selected alarm inputs to and click **Move**.
Add Alarm Input to Map	Click to enter Map Settings page and drag the alarm input to the map. See ***Add Hot Spot on Map*** for details.
Display Alarm Inputs of Child Areas	Check **Include Sub-area** to display the alarm inputs of child areas.
View Alarm Input Status	In the **Status** column, the alarm input's online status, arming status, bypass status, alarm status, fault status, and detector connection status are displayed. ● **Online Status**: indicates alarm input online; indicates alarm input offline. ● **Arming Status**: indicates alarm input armed; indicates alarm input disarmed. ● **Bypass Status**: indicates alarm input bypassed; indicates bypass restored. ● **Fault Status**: indicates alarm input exception. ● **Alarm Status**: indicates that the alarm input is alarming. ● **Detector Connection Status**: indicates alarm input not enrolled or offline; indicates detector online. ● **Battery Status**: indicates normal alarm input's battery status; indicates abnormal alarm input's battery status.

Bypass/Restore Bypass Alarm Input	When an exception of alarm input occurs, and other alarm inputs can work normally, click to bypass the abnormal alarm input, otherwise, you cannot arm the security control partition which the alarm input belongs to. When a bypassed alarm input works normally, click to restore bypass.

9.2.5 Add Alarm Output to Area

You can add alarm outputs to areas for management. When the alarm or event linked with the alarm output is detected, the alarm devices (e.g., the siren, alarm lamp, etc.) connected with alarm output will make actions. For example, when receiving the alarm out signal from the system, the alarm lamp will flash.

Before You Start

The devices need to be added to the HikCentral-Workstation for area management. Refer to ***Resource Management*** for details.

Steps

Note

One alarm output can only belong to one area. You cannot add an alarm output to multiple areas.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Area** on the left.
3. Select an area for adding alarm outputs to.
4. Select the **Alarm Output** tab.
5. Click + to enter the Add Alarm Outputs page.
6. Select the device type.
7. Select the alarm outputs to add.
8. Click **Add**.
9. Optional: After adding the alarm outputs, you can do one or more of the followings.

Move to Other Area	Select the alarm outputs and click . Then select the target area to move the selected alarm outputs to and click **Move**.
Add Alarm Output to Map	Click to enter Map Settings page and drag the alarm output to the map. See ***Add Hot Spot on Map*** for details.
Display Alarm Outputs of Child	Check **Include Sub-area** to display the alarm outputs of child areas.

Areas

9.3 Edit Element in Area

You can edit the area's added elements, such as recording settings, event settings, and map settings for cameras, application settings, hardware settings, and attendance settings for doors, and so on.

9.3.1 Edit Camera

You can edit basic information, recording settings, and picture storage settings of the camera.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Area** on the left.
3. Select an area.
4. Select the **Camera** tab to show the added cameras.
5. Click a camera's name in the **Name** column to enter the camera editing page.
6. Edit the camera's basic information, including camera name and protocol type.

Note

If you changes the camera's name, you can click in the added cameras list page to apply the new name to the device.

7. Optional: Click **Live View** to view the live view of the camera and hover over the window and click in the lower-right corner to switch to playback.
8. Edit the recording settings of the camera. See ***Configure Storage and Recording*** for details.

Note

- If no recording settings have been configured for the camera, you can click **Configuration** to set the parameters.
- You can also select multiple cameras and click **Get Device's Recording Settings** in the added cameras list page to get recording schedules of the devices in a batch.

9. Optional: Set the **Picture Storage** switch to ON and select the storage location from the drop-down list for storing the pictures uploaded from the camera to the specified location.

Note

- Refer to ***Configure Storage for Uploaded Pictures*** for details.
- For cameras added by ISUP protocol, this function is not available. You should click

Configuration to edit the picture storage configurations.

10. Optional: Click **Configuration on Device** in the top right corner of camera editing panel or click in the **Operation** column of the added camera list page to set the remote configurations of the corresponding device if needed.

Note

For details about the remote configuration, refer to the user manual of the device.

11. Optional: In the top right corner of camera editing panel, click **Copy to** to select configuration item and copy the settings of this camera to other cameras.
12. Click **Save**.

9.3.2 Edit Door

You can edit basic information, related cameras, picture storage settings, card reader settings, and face recognition terminal settings of the door.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Area** on the left.
3. Select the **Door** tab to show the added doors in this area.
4. Click a door's name in the **Name** column to enter the Edit Door page.
5. Edit the door's basic information.

Name

Edit the name for the door.

Note

If you changes the name, you can click in the door list page to apply the new name to the device.

Door Contact

The door contact's connection mode.

Exit Button Type

The exit button connection mode.

Open Duration

The time interval between the door is unlocked and locked again.

Extended Open Duration

The time interval between the door is unlocked and locked again for the person whose extended access function enabled.

Door Open Timeout Alarm

After enabled, if the door has configured with event or alarm, when the door contact open duration has reached the limit, the event or alarm will be uploaded to the system.

Duress Code

If you enter this code on the card reader keypad, the Control Client will receive a duress event. It should be different with the super password and dismiss code.

Super Password

If you enter this password on the card reader keypad, you are exempted from all the remaining locked (Credential Failed), anti-passback, and first card authorization restrictions. It should be different with the duress code and dismiss code.

6. Relate cameras to the door, and you can view its live view, recorded video, captured pictures via the Control Client.

Note

- Up to 2 cameras can be related to one door.
- You can click ↑ or ↓ to adjust the displaying priority of its auto capture.
- You can switch on **Auto Capture**to realize the function of capturing automatically.

7. Optional: Switch on **Picture Storage** and select the storage location from the drop-down list for storing the pictures (captured by the device's camera) to the specified location. Refer to ***Configure Storage for Uploaded Pictures*** for details.

Note

- For details, refer to ***Configure Storage for Uploaded Pictures***.
- If error occurred during picture storage configuration, ⊙ appears on the right of the door name.

8. In the Card Reader panel, switch on **Card Reader 1** or **Card Reader 2** and set the card reader related parameters.

Min. Card Swipe Interval

After enabled, you cannot swipe the same card again within the minimum card swiping interval.

Reset Entry on Keypad after

Set the maximum time interval of pressing two keys on the keypad. If timed out, the first entry will be reset.

Failed Card Attempts Alarm

After enabled, if the door has configured with event or alarm, when the number of excessive failed card swiping attempts has reached the limit, the event or alarm will be uploaded to the system.

Tampering Detection

After enabled, if the door has configured with device tampered event or alarm, when the device body or panel is taken apart, the alarm will be triggered and sent to the system.

OK LED Polarity

Only supported when the device is connected via Wiegand interface. The polarity for OK core wire connection on the card reader mainboard.

Error LED Polarity

Only supported when the device is connected via Wiegand interface. The polarity for ERR core wire connection on the card reader mainboard.

Note

The parameters displayed vary according to the model of the access control device. For details about the parameters, refer to the user manual of the device.

9. Optional: For the turnstile, set **Face Recognition Terminal** switch to on and add the face recognition terminals to link the selected turnstile.
   1) Click **Add** to enter Add Face Recognition Terminal page.
   2) Select **IP Address**, **Online Devices**, or **Device ID** as the adding mode, and set the required parameters, which may vary according to different terminals.
   3) Click **Add** to link the terminal to turnstile.
10. Optional: Click **Copy to** in the upper right corner to apply the current settings of the door to other door(s).
11. Click **Save**.

9.3.3 Edit Radar

After adding a radar to an area, you can edit the radar name, view the drawn zones or trigger lines, and view the related calibrated cameras.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Area** on the left.
3. Select an area.
4. Select the **Radar** tab to show the added radars.
5. Click a radar's name in the **Name** column to enter the Edit Radar page.
6. Edit the radar's name.
7. Optional: In the **Zone** field, view the drawn zones of the radar.

Note

If there is no zone drawn for the radar, you should go to Map Settings module to draw. Refer to ***Draw Zone or Trigger Line for Radar*** for details.

8. Optional: In Related Calibrated Camera field, view the calibrated cameras related to the radar.

Note

If there is no calibrated camera related to the radar, you should go to Map Settings module to configure. Refer to ***Relate Calibrated Camera to Radar*** for details.

9. Click **Save** to save the settings for the radar.

9.3.4 Edit Alarm Input

You can edit the basic information of alarm input and relate detector to the security control panel's alarm input.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Area** on the left.
3. Select the **Alarm Input** tab to show the added alarm inputs.
4. Click an alarm input name in the **Name** column to enter the Edit Alarm Input page.
5. Edit the alarm input name.
6. Optional: For the alarm input of security control panel, set the **Related Detector** switch to ON to configure related detector for the alarm input.
   1) Click **Add** to add a detector.
   2) Enter the detector name.
   3) Click to save the detector type.

Note

- Only the alarm input of a security control panel supports this function. Make sure you have added a security control device to the system, and have added its zone to area as an alarm input. See ***Add Alarm Input to Area*** for details.
- On Map Settings page, the detectors related to the alarm input of a security control panel will be displayed in the resource list of alarm input on the right panel. When selecting the alarm input and dragging it to the map, the related detectors will also be added to the map, and the relations among them will be marked with lines. If you only drag the alarm input to the map without selecting it, the related detectors will not be added to the map.
- You cannot edit the detector type here. If you want to edit it, go to the Remote Configuration page of security control panel, and click **Input Settings** → **Zone**.

7. Click **Save**.

9.3.5 Edit Alarm Output

You can edit the alarm output name.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Area** on the left.
3. Select the **Alarm Output** tab to show the added alarm outputs.
4. Click an alarm output name in the **Name** column.
5. Edit the alarm output name in the pop-up window.
6. Click **Save**.

9.3.6 Edit Third-Party Integrated Resource

After integrating the resources on third-party system to the HikCentral-Workstation via Optimus, the third-party resources are added to the areas.
In the top left corner of Home page, select → **Resource Management** → **Area** → **Third-Party Integrated Resource**.
Click the name of third-party resource to enter the details page.
You can view the basic information of the resource, such as name, device type, and manufacturer. You can also add the resource on the map so that when an event/alarm is triggered on the resource, you can view the notification and details on the map.

Note

- For details about locating resource on map, refer to ***Add Hot Spot on Map***.
- The **Third-Party Integrated Resource** tab is available only when the **Integrate via Optiums** switch in System Configuration module is set to ON. For details, refer to ***Set Third-Party Integration***.

9.4 Remove Element from Area

You can remove the added cameras, doors, radars, alarm inputs, and alarm outputs from the area.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Resource Management**.
2. Click **Area** on the left.
3. Select an area in the area list panel to show its added elements.
4. Select the **Camera**, **Door**, **Radar**, **Alarm Input**, and **Alarm Output** tab to show the added elements.

5. Select the elements.
6. Click to remove the cameras from the area.

Chapter 10 Person Management

You can add person information to the platform for further operations such as access control (linking a person to an access level), face comparison (adding a person to a face comparison group), time and attendance (assign a shift schedule to a person), etc. After adding the persons, you can edit and delete the person information if needed.

10.1 Add Person Groups

When there are a large number of persons managed in the platform, you can put the persons into different person groups. For example, you can group employees of a company to different departments.

Steps

1. In the top left corner page of the Client, select → **All Modules** → **General** → **Person**.
2. Click + at the top of the person group list to enter the Add Person Group page.
3. Set the person group information, including the parent group, group name, and description.

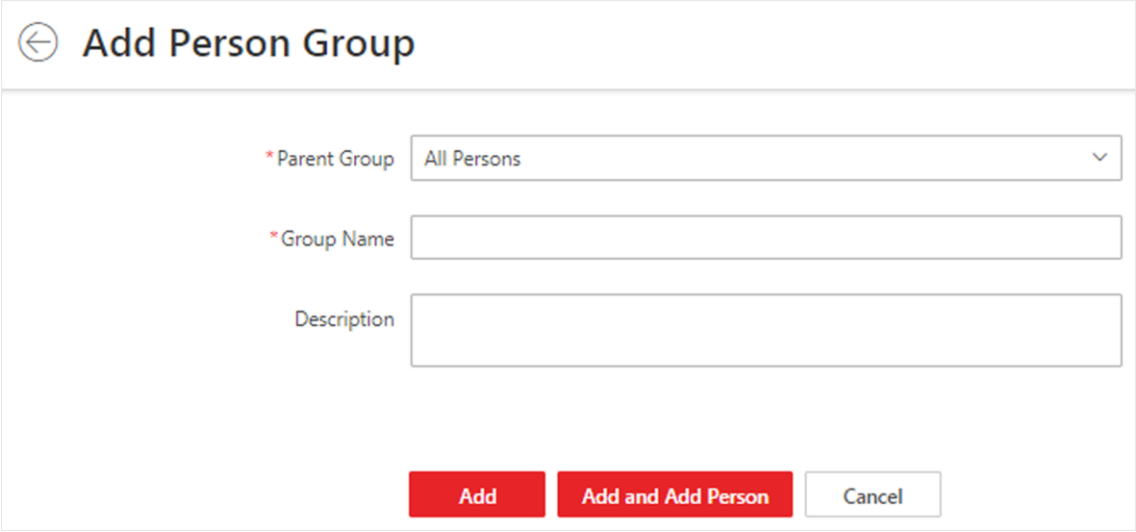


Figure 10-1 Add Person Group

4. Add person group.
   - Click **Add** to add the person group and go back to the person management page.
   - Click **Add and Add Person** to add the person group and enter the Add Person page.
5. Optional: If your HikCentral-Workstation License contains the permission to access the Access Control module, set parameters of authentication via PIN code.
   1) Click ⚙ to open the Set Authentication via PIN Code window.
   2) Switch on **Authenticate via PIN Code**.

Note

- When enabled, if the authentication mode of the card readers at the access points is also set to **Authenticate via PIN Code**, all the added persons are allowed to use their PIN codes alone as the credential for access authentication.
- When enabled, no duplicated PIN code is allowed.
- You can set a PIN code for a person when setting basic information for the person. For details, see ***Add a Person Manually***.

3) Set the PIN code update mode.

Auto

The platform will automatically reset all persons' PIN codes and apply the reset PIN codes to the access control devices. The system administrator needs to notify all users of the updated PIN codes.

Manual

The system administrator needs to manually filter out persons who have no PIN code or have duplicated PIN codes, change their PIN codes and then notify them of the updated PIN codes.

Note

The system administrator needs to notify relevant persons of the updated PIN codes in time. Otherwise these persons' access authentication and attendance results will be affected.

6. Optional: Perform the following operations after adding person groups.

Edit Person Group	Select a person group, and click at the top of the person group list to edit the parent group, group name, or remarks.
Delete a Person Group	Select a person group and click at the top of the person group list to delete the selected one. **Note** The root person group cannot be deleted.
Delete All Person Groups	Click beside at the top of the person group list to delete all added person groups.

10.2 Set Person ID Rule

Before adding persons, you should configure a rule to define the prefix No., total length, and

whether using random digits for the person ID.

Steps

Note

Once a person is added to the platform, the ID rule will be not configurable, so we recommended that you should ensure the ID rule at the very beginning.

1. In the top left corner of the Client, select → **All Modules** → **General** → **Person**.
2. Click at the top of person list to open the ID rule settings pane.

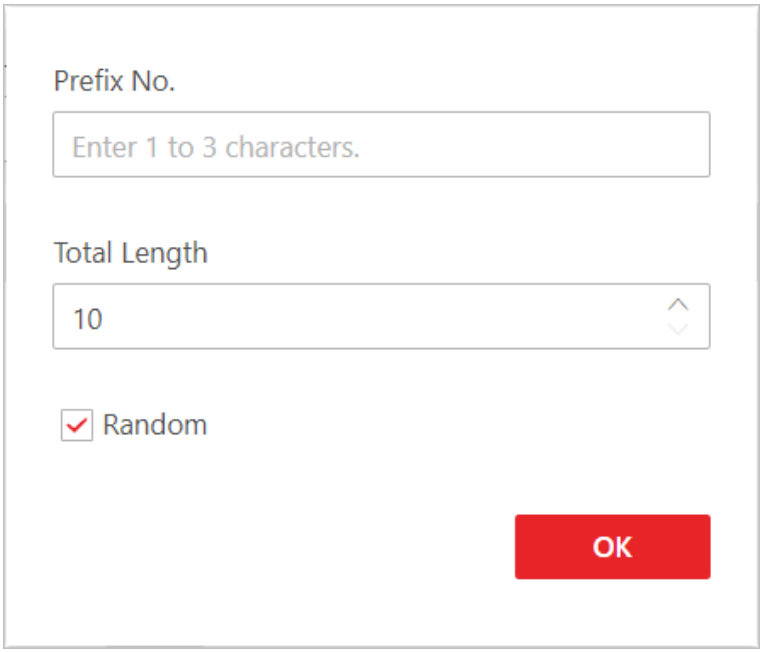


Figure 10-2 ID Rule Settings Pane

3. Enter a prefix No. and select the total length.
4. Optional: Check **Random** to generate the ID (excepts the fixed prefix No.) with random digits.

   Example

   If you enter ***10*** as the prefix No. and set the total length to 8, all the person IDs will start from "10", such as "10125454" (when **Random** is checked) and "10000001" (when **Random** is unchecked).
5. Click **OK**.

10.3 Add Person

Multiple methods are provided for you to add persons to the platform. You can add a person manually. If you want to add multiple persons at a time, you can import persons by downloading and filling in a template or import persons from access control devices/video intercom devices/enrollment stations. In addition, you can batch add profile pictures for persons, and

import domain persons.

Note

Before adding persons to the platform, you should confirm and set the person ID rule. As once a person is added, the ID rule cannot be edited any more. For more about the ID rule settings, refer to ***Set Person ID Rule***.

10.3.1 Add a Person Manually

You can manually add a person to the platform by setting the person's basic information, credential information, and other information such as the person's access level. The above-mentioned person information constitutes the data basis for the applications related to identity authentication of the person, such as the access control application , the attendance management application, and the video intercom application.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Person**.
2. Select a person group from the person group list on the left.
   All persons in the selected person group will be displayed on the right. You can check **Include Sub-Group** to display the persons in sub person groups (if any).
3. Click + at the top of person list to enter the Add Person page.

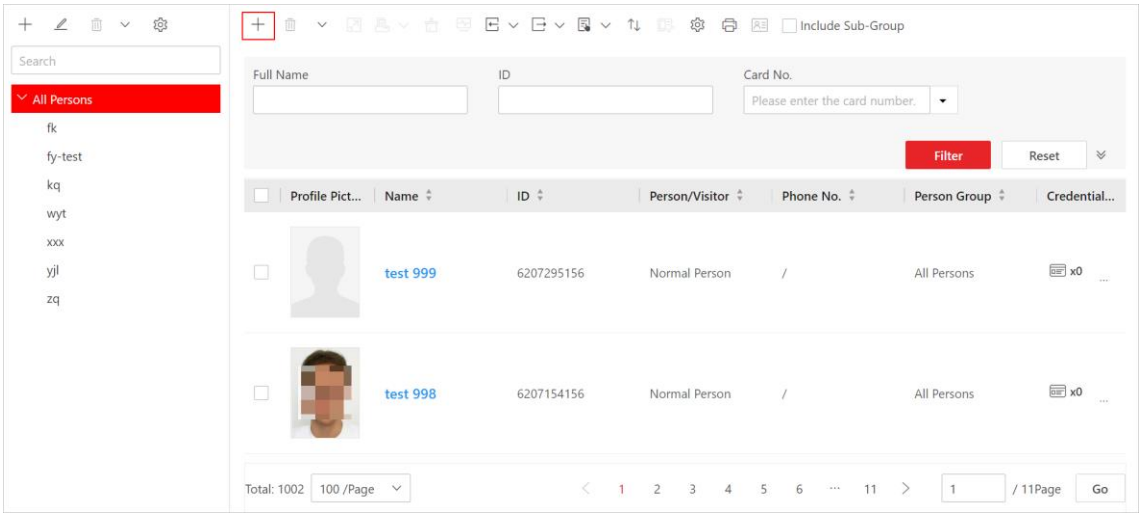


Figure 10-3 The Entry for Adding a Person

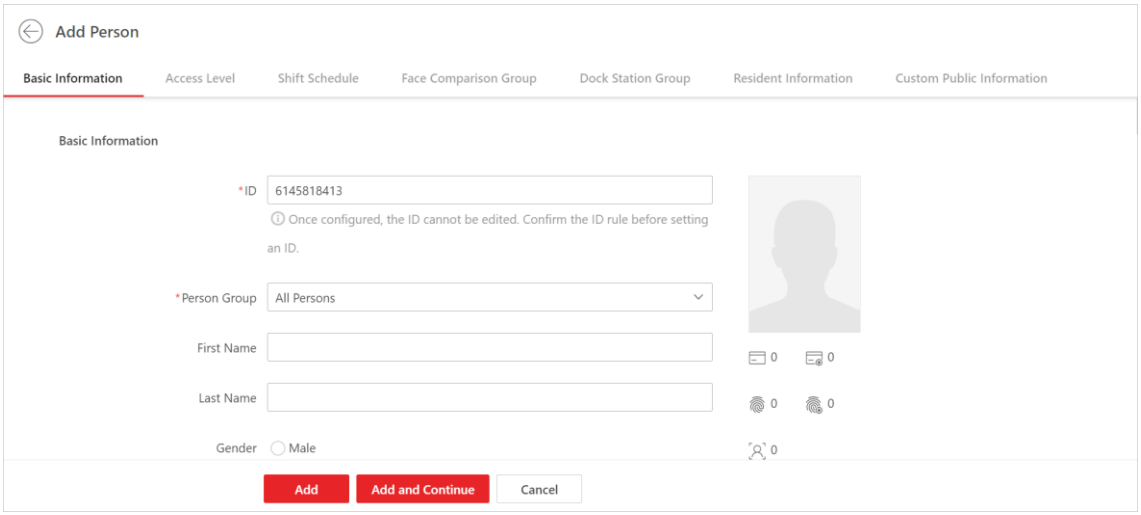


Figure 10-4 Add Person Page

4. Set the person's basic information, such as first name, last name, and gender.

ID (Required)

The default ID is generated by the platform. You can edit it if needed.

Note

- If the person is a police officer or a security guard with body cameras, make sure the person ID is same with the police ID configured on the body camera.
- The ID cannot be edited after finishing adding a person, so you should ensure its correctness at the beginning.

Person Group (Required)

Select a person group for the person.

Note

See ***Add Person Groups*** for details about how to add a person group.

Profile Picture

Hover the cursor onto , and you can select from three modes to add a picture.

From Device

You can select **Access Control Device**, **Video Intercom Device**, or **Enrollment Station** and set parameters (if required) to connect the device to the platform, and then collect the face picture via the device. This mode is suitable for non-face-to-face scenario when the person and the system administrator are on different locations.

Note

- For access control devices, only specific models of face recognition terminals are supported.
- For video intercom devices, door stations and outer door stations are supported.
- For enrollment stations, you need to set related parameters, including access mode, access protocol, device address, port, user name, password, face anti-spoofing, and security level.

Take a Picture

Click **Take a Picture** and then select one of the PC's webcams to take a picture.

Upload Picture

Click **Upload Picture** to select a picture from your PC.

Note

- It is recommended that the face in the picture be inthe full-face view directly facing the camera, without a hat or head covering.
- You can drag the picture to change its position or zoom in/out before cutting it.
- You can switch on **Verify Profile Picture Quality** and select a device to check the quality of the profile picture. Click **Save** to start checking. You will be informed if the picture is not qualified.

Skin-Surface Temperature/Skin-Surface Temperature Status

Enter the person's skin-surface temperature and select the corresponding temperature status.

Note

For example, if a person's skin-surface temperature is 37 °C, then you can select her/his temperature status as normal.

Effective Period (Required)

Set the effective period for the person in applications such as access control application and time & attendance application, to determine the period when the person can access the specified access points with credentials. For example, if the person is a visitor, you can set a short effective period for the person.

Click **Extend Effective Period** to show a drop-down list and select **1 Month/3 Months/6 Months/1 Year** to quickly extend the effective period based on the configured end time. For example, if the period is from ***2021/10/23 13:30:00*** to ***2022/01/20 14:10:00*** and the extended time is selected as **1 Month**, the end time of effective period will change to ***2022/02/20 14:10:00***.

Super User

If the person is set as a super user, the person will be exempted from remaining locked (credential failed) restrictions, all anti-passback rules, and first person authorization.

Extended Access

When the person accesses the door, grant this person more time to pass through doors which have been configured with extended open duration. Use this function for the persons with reduced mobility.

Note

The extended access and super user functions cannot be enabled concurrently.

Device Administrator

Determine if the person has the administrator permission of access control devices.
If the check-box is checked, when you synchronize person information from access control devices, the administrator permission for the person will be retained.

PIN Code

Set the PIN code for access authentication. In most cases, the PIN code cannot be used as a credential alone: it must be used after card or fingerprint when accessing; It can be used alone only when **Authenticate via PIN Code** is enabled on the platform and the authentication mode of the card readers is also set to **Authenticate via PIN Code**.

Note

- The PIN code should contain 4 to 8 characters.
- For details about enabling **Authenticate via PIN Code** on the platform, see ***Add Person Groups***.

5. Add credential information for the person. See ***Manage Credentials*** for details.
6. Assign access levels to the person to define the access points where the person can access during the authorized period.
   1) Click **Assign**.
   2) Select one or more access levels for the person.
   3) Click **Assign** to add the person to the selected access level(s).

Note

You can click 🗎 to view information on access points and access schedules.

7. Optional: View shift schedule of the person in the table.

Note

You can click ‹ or › to switch the time (month).

8. Optional: Add the person to the existing face comparison group(s) which will be used for face recognition and comparison.

Note

After adding the person to the face comparison group(s), you should apply the face comparison group(s) to a device to make the settings effective. For details about applying face comparison group to the device, refer to ***Apply Face Comparison Group to Device***.

9. Optional: Set resident information to link the person with the indoor station and room number.

Note

- Make sure you have added indoor stations to the platform.
- Up to 10 persons can be linked with one indoor station. And a person cannot be linked to multiple indoor stations.
- Make sure the room number is consistent with the actual location information of the indoor station.

10. In Custom Public Information area, select custom information to be applied.

Note

Make sure you have set the custom public information. See ***Customize Additional Information*** for details.

11. Finish adding the person.
    - Click **Add**.
    - Click **Add and Continue** to finish adding the person and continue to add other persons.

    The person will be displayed in the person list and you can view the details.
12. Optional: After adding persons, perform the following operation(s).

Edit Person	Click the person name to edit the person details. **Note** When editing the person's effective period, if you have issued temporary card(s) to the person, make sure the expiry date(s) of the person's temporary card(s) are within the effective period.
Delete Persons	Check the person(s) and click to delete the selected person(s).
Delete All Persons	Hover the cursor onto beside , and then click **Delete All** to delete all persons.
Clear Profile Pictures	Hover the cursor onto beside , and then click **Delete Profile**

Picture Only to clear all the uploaded profile pictures.

Move Person

Follow the steps below to move the persons to another person group. Once moved, the access levels and shift schedules of the selected persons will be changed.

1. Select one or more persons, click .
2. Select the target person group to which the persons are about to be moved.
3. Click **Move**.

Clear Access Levels

Select one or more persons, click to clear the access levels of the selected persons.

Note

The access levels of these persons cannot be restored once they are cleared.

Check Person Authorization

Select one or more persons, click to enter Check Person Authorization page. On the page, you can test whether the person's access levels and credentials are applied to the access control devices, and video intercom devices. If failed to be applied, you can apply them again.

Export Person Information

Click → **Export Person Information** to export all the added person information as a ZIP file to your PC. For information security, you need to set a password for decompressing the ZIP file.

Note

You can check **Linked Access Levels** or **Linked Shift Schedules** to export the additional information at the same time.

Export Profile Pictures

Click → **Export Profile Picture** to export the profile pictures of the added persons as a ZIP file to your PC. For information security, you need to set a password for decompressing the ZIP file.

Note

To activate this function, you should go to **General** → **System Configuration** → **Security** → **Export Profile Pictures** page to check the **Export Profile Pictures**.

Link Persons to Indoor Stations	Select one or more persons, click and then select an indoor station for each person to apply the person information to the indoor station. For details, refer to ***Link Persons to an Indoor Station***.

Note

- Make sure you have added indoor stations to the platform.
- Up to 10 persons can be linked to one indoor station. And one person can only be linked to one indoor stations.
- Make sure the room number is consistent with the actual location information of the indoor station.

Filter Displayed Persons	Enter a person's full name, ID, or card No. and click **Filter** to filter persons as required.

Note

When entering the card No., you can select **Read Card Number by Device** to select a device to read the card No. For details, refer to ***Set Card Issuing Parameters***.

Manage Credentials

When adding a person, you can add the required credential information for the person. The supported credentials include normal cards, fingerprints, and special cards. These credentials can be used for the access authentication in applications such as access control.

Steps

1. In the top left corner of the Client, select → **All Modules** → **General** → **Person**.
2. On the adding or editing person page, click **Credential Management** under the profile picture to open the Add Credential pane.
3. In the Card area, click , and then manually enter the card No. or swipe the card on devices (enrollment station, card enrollment station, or card reader) to add normal cards.

Note

- For manually entering, digits, letters, and the combination of digits and letters can be entered.
- For swiping cards, you can read card information via the enrollment station, card enrollment station, or card reader. For details, see ***Batch Issue Cards to Persons***.

A QR code will be generated automatically after adding a card and the icon will appear in the top right corner of the card area when you enter the Add Credential page from the editing person page. You can click to view and scan the QR code or click **Download** to download the QR code picture to the local storage for further operations.

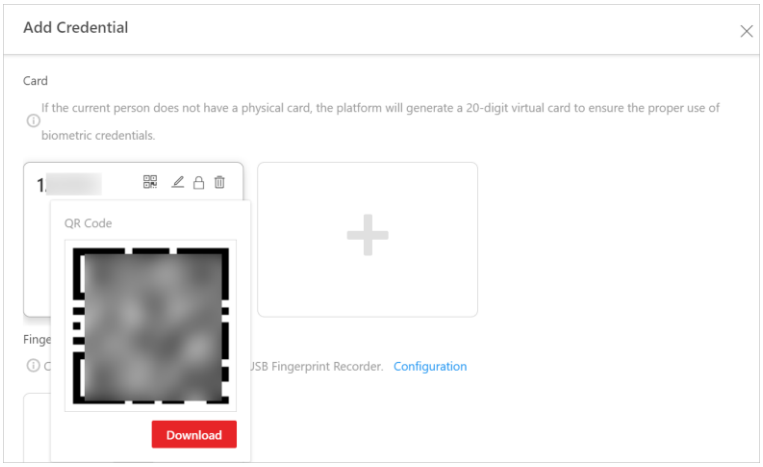


Figure 10-5 View QR Code of Card

4. In the Fingerprint area, click **Configuration** to set the method for collecting the person's fingerprint, and then collect the fingerprint.

   USB Fingerprint Recorder

   Plug the USB interface of the fingerprint recorder to the PC on which the Web Client runs and then collect the person's fingerprint via the device.

   Fingerprint and Card Reader

   Select a device type and then select a fingerprint and card reader to collect the person's fingerprint.

   Enrollment Station

   If you set network as the access mode, set other parameters of the enrollment station (e.g., access protocol, device IP address, and device port No.,) to allow the platform to access the device via network. And then collect the person's fingerprint via the device.
   If you set USB as the access mode, plug the USB interface of the enrollment station to the PC on which the Web Client runs, and then collect the person's fingerprint via the device.
5. Optional: Switch on **Special Credential** and then add special cards and corresponding fingerprint information.
6. Optional: Perform the following operation(s).

Edit Card / Fingerprint Information	Hover the cursor onto an added card or fingerprint, and then click .
View and Download QR Code of Card	

Delete Card / Fingerprint	Hover the cursor onto an added card or fingerprint, and then click .

7. Click **Save**.

10.3.2 Batch Add Persons by Template

You can batch add persons to the platform with the minimum effort by importing a template (an excel file) which contains the person information such as the names of the person group and the access levels.

Steps

1. In the top left corner of the Client, select → **All Modules** → **General** → **Person**.
2. Click → **Import by Template**.

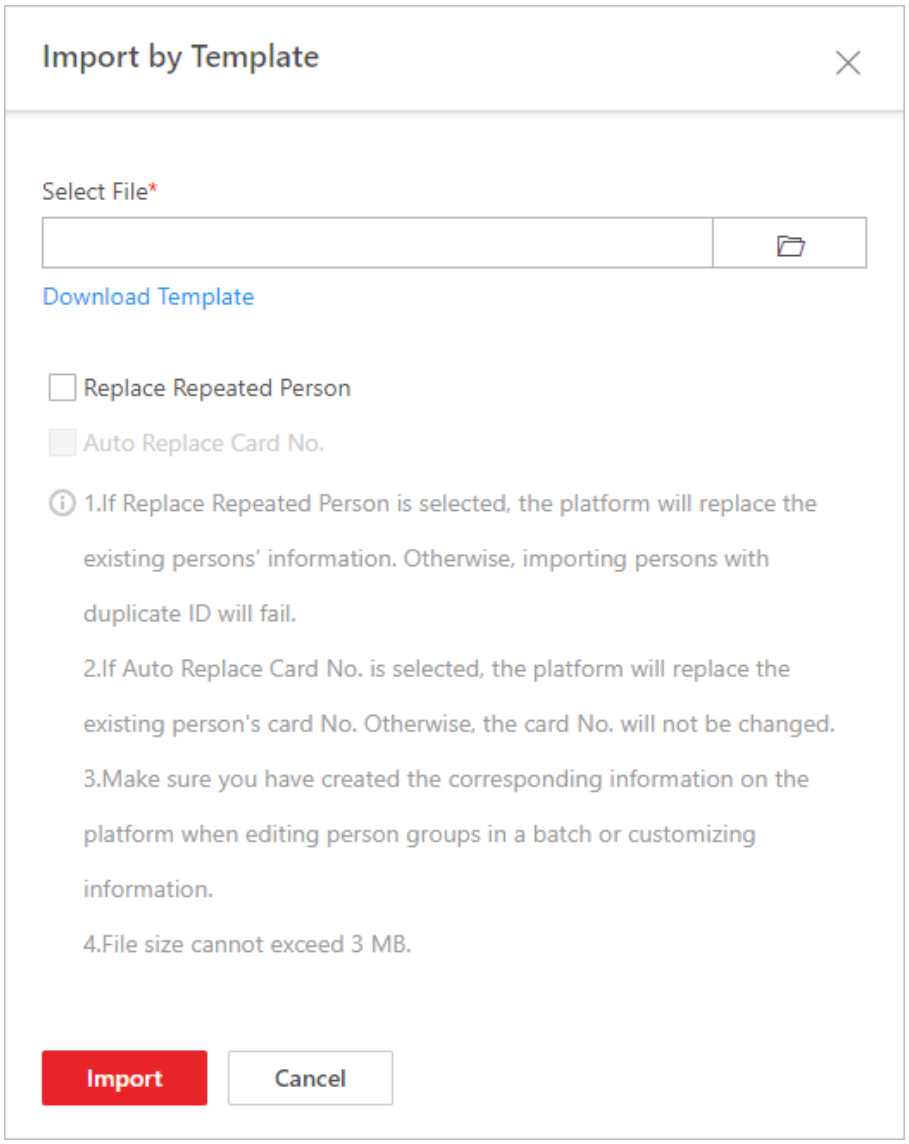


Figure 10-6 Batch Add Persons by Template

3. In the pop-up window, click **Download Template** to save the template to your PC.
4. In the downloaded template, enter the person information following the rules shown in the template.
5. Click , and then select the template from your PC.
6. Optional: Check **Replace Repeated Person** to replace the person information if the imported ID information is the same with that of the existing persons in the list.
7. Optional: Check **Auto Replace Card No.** to replace the card No. automatically if it already exists in the platform.
8. Click **Import** to start importing.

Note

- The importing process cannot be stopped once started.
- You can batch issue cards to the persons by importing the template with card No.

information.

The importing progress shows and you can check the results.

Note

You can export the person information that failed to be imported, and try again after editing.

9. Optional: After adding persons, perform the following operation(s).

Edit Person	Click the person name to edit the person details. **Note** When editing the person's effective period, if you have issued temporary card(s) to the person, make sure the expiry date(s) of the person's temporary card(s) are within the effective period.
Delete Persons	Check the person(s) and click to delete the selected person(s).
Delete All Persons	Hover the cursor onto beside , and then click **Delete All** to delete all persons.
Clear Profile Pictures	Hover the cursor onto beside , and then click **Delete Profile Picture Only** to clear all the uploaded profile pictures.
Move Person	Follow the steps below to move the persons to another person group. Once moved, the access levels and shift schedules of the selected persons will be changed. 1. Select one or more persons, click . 2. Select the target person group to which the persons are about to be moved. 3. Click **Move**.
Clear Access Levels	Select one or more persons, click to clear the access levels of the selected persons. **Note** The access levels of these persons cannot be restored once they are cleared.
Check Person Authorization	Select one or more persons, click to enterthe Check Person Authorization page. On the page, you can test whether the person's access levels and credentials are applied to the access control devices

and video intercom devices. If failed to be applied, you can apply them again.

Export Person Information

Click → **Export Person Information** to export all the added person information as a ZIP file to your PC. For information security, you need to set a password for decompressing the ZIP file.

Note

You can check **Linked Access Levels** or **Linked Shift Schedules** to export the additional information at the same time.

Export Profile Pictures

Click → **Export Profile Picture** to export the profile pictures of the added persons as a ZIP file to your PC. For information security, you need to set a password for decompressing the ZIP file.

Note

To activate this function, you should go to **General** → **System Configuration** → **Security** → **Export Profile Pictures** page to check the **Export Profile Pictures**.

Link Persons to Indoor Stations

Select one or more persons, click and then select an indoor station for each person to apply the person information to the indoor station. For details, refer to ***Link Persons to an Indoor Station***.

Note

- Make sure you have added indoor stations to the platform.
- Up to 10 persons can be linked to one indoor station. And a person cannot be linked to multiple indoor stations.
- Make sure the room number is consistent with the actual location information of the indoor station.

Filter Displayed Persons

Enter a person's full name, ID, or card No. and click **Filter** to filter persons as required.

Note

When entering the card No., you can select **Read Card Number by Device** to select a device to read the card No. For details, refer to ***Set Card Issuing Parameters***.

10.3.3 Import Profile Pictures

You can add multiple persons' profile pictures to the persons in a person group. If you access the platform via the Web Client running on the SYS, you need to specify a path where the profile pictures are stored. If you access the platform via the Web Client running on other computers, you can import a ZIP file containing the profile pictures.

Steps

Note

If the ID in the name of the profile picture is duplicate with the person's ID that already exists in the platform, the former will replace the latter. If the ID in the name of the profile picture doesn't exist in the platform, or the name of the profile picture only contains the person name, the platform will create a new person.

1. Name the profile pictures according to the person name or person ID.

Note

- The naming rule of picture is: Person Name, Person ID, or Person Name ID. The person name should contain the first name and the last name, separated by a plus sign.
- Dimension recommendation for each picture: 295×412.
  Size recommendation for each picture: 60 KB to 100 KB.
- The pictures should be in JPG, JPEG, or PNG format.

2. Optional: If you access the platform via the Web Client running on the SYS, move these pictures into one folder and then compress the folder in ZIP format.

Note

The ZIP file should be smaller than 4 GB, or the uploading will fail.

3. In the top left corner of Home page, select → **All Modules** → **General** → **Person**.
4. Click → **Import Profile Pictures**.
5. Select the profile pictures.
   – If you access the platform via the Web Client running on the SYS, select a path where the profile pictures are stored.
   – If you access the platform via the Web Client running on other computers, select ZIP files containing the profile pictures.

Note

You can hold CTRL key and select multiple ZIP files. Each ZIP file should be no larger than 4 GB.

6. Select a person group from **Person Group**.
7. Optional: Switch on **Verify Face Quality by Device** and then select a device for verifying the face quality.
8. Click **Import** to start importing.
   The importing progress shows and you can check the results.
9. Optional: After importing profile pictures, click **Export Failure Details** to export an Excel file to the local PC and view the failure details.

10.3.4 Import Domain Persons

You can import the users in the AD (Active Directory) domain to the platform as persons. After importing the person information (including person name and account name) in the AD domain, you can set other information for the persons, such as credentials.

Before You Start

Make sure you have configured the active directory settings. See ***Set Active Directory*** for details.

Steps

1. In the top left corner of the Client, select → **All Modules** → **General** → **Person**.
2. Click → **Import Domain Persons** to enter the Import Domain Persons page.
3. Select the importing mode.

   Person

   Import the specified persons. Select the organization unit and select the persons under the organization unit which are displayed in the Domain Person list on the right. The person information will be synchronized based on each person.

   Group

   Import all the persons in the organization unit. The person information will be synchronized based on each group.

   Security Group

   Import the selected security groups in the AD domain.

   Note

   Make sure you have set security groups.

4. Optional: When selecting **Person** or **Security Group** as the importing mode, select a person group to which the selected items (persons or security groups) need to be imported.
5. Set the effective period for the persons as needed.
6. Complete importing the domain persons.
   – Click **Add**.

– Click **Add and Continue** to save the settings and continue to add persons.

7. Optional: Click the person name shown in the person list to view and edit the person information.

Note

- If the profile picture/email in the domain is linked to the profile picture/email in the platform, the persons' profile picture/email will be imported to the platform from the domain as well. You can view the profile picture/email on the person details page but you cannot edit it. For linking the person information in the domain to the person information in the platform, refer to ***Set Active Directory***.
- If the profile picture/email in the domain is NOT linked to the profile picture/email in the platform, you can take a picture or upload a picture as the person's profile picture and enter the email address. For linking the person information in the domain to the person information in the platform, refer to ***Set Active Directory***.

8. Optional: After adding persons, perform the following operation(s).

Edit Person	Click the person name to edit the person details. **Note** When editing the person's effective period, if you have issued temporary card(s) to the person, make sure the expiry date(s) of the person's temporary card(s) are within the effective period.
Delete Persons	Check the person(s) and click to delete the selected person(s).
Delete All Persons	Hover the cursor onto beside , and then click **Delete All** to delete all persons.
Clear Profile Pictures	Hover the cursor onto beside , and then click **Delete Profile Picture Only** to clear all the uploaded profile pictures.
Move Person	Follow the steps below to move the persons to another person group. Once moved, the access levels and shift schedules of the selected persons will be changed. 1. Select one or more persons, click . 2. Select the target person group to which the persons are about to be moved. 3. Click **Move**.
Clear Access Levels	Select one or more persons, click to clear the access levels of the selected persons.

Note

The access levels of these persons cannot be restored once they are cleared.

Check Person Authorization

Select one or more persons, click to enterthe Check Person Authorization page. On the page, you can test whether the person's access levels and credentials are applied to the access control devices and video intercom devices. If failed to be applied, you can apply them again.

Export Person Information

Click → **Export Person Information** to export all the added person information as a ZIP file to your PC. For information security, you need to set a password for decompressing the ZIP file.

Note

You can check **Linked Access Levels** or **Linked Shift Schedules** to export the additional information at the same time.

Export Profile Pictures

Click → **Export Profile Picture** to export the profile pictures of the added persons as a ZIP file to your PC. For information security, you need to set a password for decompressing the ZIP file.

Note

To activate this function, you should go to **General** → **System Configuration** → **Security** → **Export Profile Pictures** page to check the **Export Profile Pictures**.

Synchronize Domain Persons

Select person(s) whose information has changed in the AD domain and click at the top of person list to get the latest person information.

Link Persons to Indoor Stations

Select one or more persons, click and then select an indoor station for each person to apply the person information to the indoor station. For details, refer to ***Link Persons to an Indoor Station***.

Note

- Make sure you have added indoor stations to the platform.

- Up to 10 persons can be linked to one indoor station. And one person can only be linked to one indoor stations.
- Make sure the room number is consistent with the actual location information of the indoor station.

Filter Displayed Persons

Enter a person's full name, ID, or card No. and click **Filter** to filter persons as required.

Note

When entering the card No., you can select **Read Card Number by Device** to select a device to read the card No. For details, refer to ***Set Card Issuing Parameters***.

10.3.5 Import Persons from Access Control Devices or Video Intercom Devices

If the added access control devices and video intercom devices have been configured with person information, you can get the person information from these devices and import it to the platform. The person information that can be imported includes person names, profile pictures, credentials (PIN codes, cards, and fingerprints), effective periods, person roles, etc.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Person**.
2. Click → **Import from Device**.
3. Select **Access Control Device** or **Video Intercom Device** as the device type.
4. Select one or more devices from the device list.

Note

You can enter a key word (fuzzy search supported) in the search box to search the target device(s) quickly.

5. Select a person group to which the persons will be imported.
6. Optional: Check **Replace Profile Picture** to replace the existed person profile pictures with the new ones from the devices.
7. Click **Import** to start importing.

Note

When importing, the platform will compare person information on the device with person information in the platform based on the person name. If the person name exists on the device but does not exist in the platform, the platform will create a new person. If a person name exists on both sides, the corresponding person information in the platform will be replaced by the one on the device.

8. If the following window pops up, select a method to import the person information.

Note

If not, skip this step.

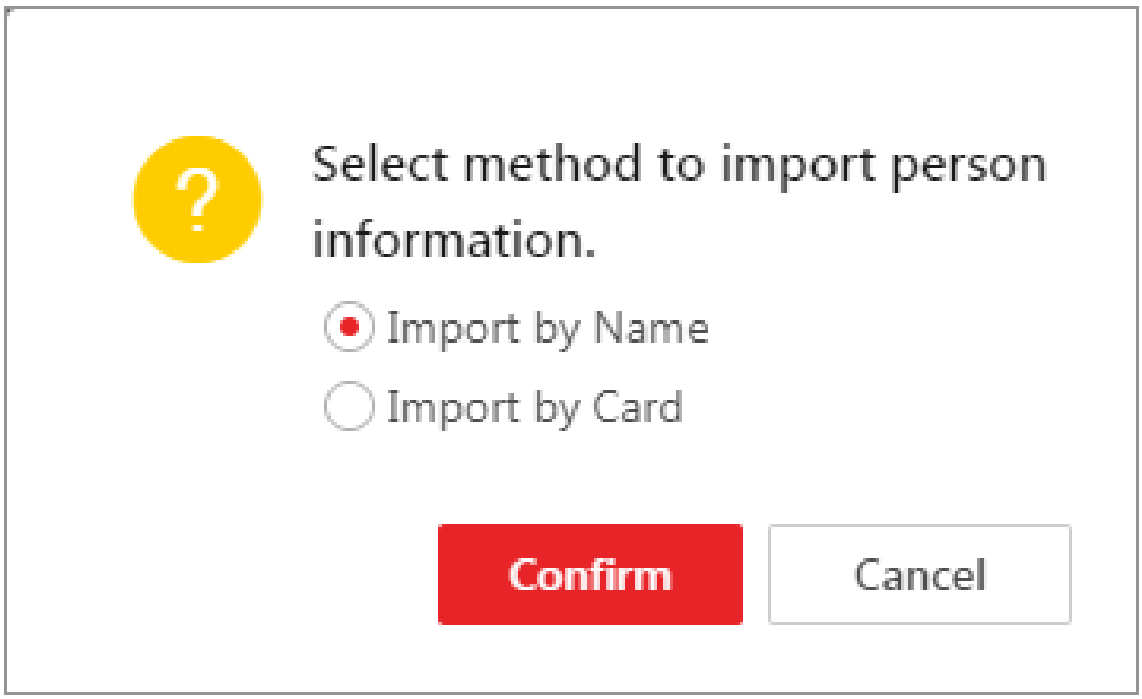


Figure 10-7 Select an Import Method

Import by Name

The person information directly linked to the access control devices will be imported.

Note

This method is usually used for the access control devices with facial and human body capability.

Import by Card

The person information linked to the cards of the access control devices will be imported

Note

This method is usually used for the access control devices which link person information via cards.

9. Optional: Perform the following operation(s).

Edit Person	Click the person name to edit the person details. **Note** When editing the person's effective period, if you have issued temporary card(s) to the person, make sure the expiry date(s) of the person's temporary card(s) are within the effective period.
Delete Person	Select one or more persons and click to delete the selected person(s). Or hover the cursor onto beside , and then click **Delete All** to delete all persons.
Export Added Person Information	Click → **Export Person Information** to export all the added person information as a ZIP file to your PC. For information security, you need to set a password for decompressing the ZIP file.
Export Profile Pictures	Click → **Export Profile Pictures** to export the profile pictures of the added persons as a ZIP file to your PC. For information security, you need to set a password for decompressing the ZIP file. **Note** This function is available after you have enabled exporting profile pictures. Go to **System Configuration** → **Security** → **Export Profile Pictures** to enable this function.
Filter Person	Set conditions such as full name and ID, and then click **Filter**.
Move Persons	Follow the steps below to move the persons to another person group. Once moved, the access levels and shift schedules of the selected persons will be changed. 1. Select one or more persons, click . 2. Select the target person group to which the persons are about to be moved. 3. Click **Move**.

Link Persons to Indoor Stations

Select one or more persons, click and then select an indoor station for each person to apply the person information to the indoor station.

Note

- Make sure you have added indoor stations to the platform.
- Up to 10 persons can be linked to one indoor station. And a person cannot be linked to multiple indoor stations.
- Make sure the room number is consistent with the actual location information of the indoor station.

Clear Access Levels

Select one or more persons, click to clear the access levels of the selected persons.

Note

The cleared access levels of the persons cannot be restored.

Clear Profile Pictures

Hover the cursor onto beside , and then click **Delete Profile Picture Only** to clear all the uploaded profile pictures.

Check Person Authorization

Select one or more persons, click to enter Check Person Authorization page. On the page, you can test whether the person's access levels and credentials are applied to the access control devices and video intercom devices. If failed to be applied, you can apply them again.

10.3.6 Import Persons from Enrollment Station

HikCentral-Workstation allows you to apply the required person information to an enrollment station via a template or the person list on the platform, and then enroll the persons' credentials via the enrollment station. Once you complete the enrollment, you can import the person and credential information from the enrollment station to the platform by specifying the IP address, port number, user name and password of the device to allow the platform to access it.

Before You Start

Make sure you have enroll the persons' credentials via the enrollment station. For details, see ***Manage Credentials***.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Person**.
2. Click → **Import from Device**.
3. Select **Enrollment Station** as the device type.
4. Set other parameters, such as access mode, device address, device port, and stage.

Device Address

Enter the IP address of the enrollment station from which the person information needs to be imported.

Device Port

Enter the port No. of the enrollment station from which the person information needs to be imported.

User Name

Enter the user name of the enrollment station from which the person information needs to be imported.

Password

Enter the password of the enrollment station from the person information needs to be imported.

5. Select **Enrollment Station** from the device list.
6. Set device address, port No., user name and password for accessing the enrollment station.
7. Set importing stage and method.

Apply Person Information

The persons whose credentials need to be enrolled will be applied to the enrollment station.

Import from Template

If the persons are not added to the platform, download the template from the enrollment station and then edit the template and apply it to the enrollment station for enrolling the persons' credentials.

Import from Person List

If the persons have been added to the platform, select the person group to apply the persons to the enrollment station for enrolling the persons' credentials.

Copy Back Person and Credential Information

When the persons' credentials are enrolled, select the person group to which the person and credential information will be imported to.

8. Click **Import** to start importing.
9. Optional: Perform the following operation(s).

Edit Person	Click the person name to edit the person details.

Note

When editing the person's effective period, if you have issued

temporary card(s) to the person, make sure the expiry date(s) of the person's temporary card(s) are within the effective period.

Delete Person	Select one or more persons and click to delete the selected person(s). Or hover the cursor onto beside , and then click **Delete All** to delete all persons.
Export Added Person Information	Click → **Export Person Information** to export all the added person information as a ZIP file to your PC. For information security, you need to set a password for decompressing the ZIP file.
Export Profile Pictures	Click → **Export Profile Pictures** to export the profile pictures of the added persons as a ZIP file to your PC. For information security, you need to set a password for decompressing the ZIP file.

Note

This function is available after you have enabled exporting profile pictures. Go to **System Configuration** → **Security** → **Export Profile Pictures** to enable this function.

Filter Person	Set conditions such as full name and ID, and then click **Filter**.
Move Persons	Follow the steps below to move the persons to another person group. Once moved, the access levels and shift schedules of the selected persons will be changed. 1. Select one or more persons, click . 2. Select the target person group to which the persons are about to be moved. 3. Click **Move**.
Link Persons to Indoor Stations	Select one or more persons, click and then select an indoor station for each person to apply the person information to the indoor station.

Note

- Make sure you have added indoor stations to the platform.
- Up to 10 persons can be linked to one indoor station. And a person cannot be linked to multiple indoor stations.

- Make sure the room number is consistent with the actual location information of the indoor station.

Clear Access Levels

Select one or more persons, click to clear the access levels of the selected persons.

Note

The cleared access levels of the persons cannot be restored.

Clear Profile Pictures

Hover the cursor onto beside , and then click **Delete Profile Picture Only** to clear all the uploaded profile pictures.

Check Person Authorization

Select one or more persons, click to enter Check Person Authorization page. On the page, you can test whether the person's access levels and credentials are applied to the access control devices and video intercom devices. If failed to be applied, you can apply them again.

10.4 Person Self-Registration

If there are persons to be added to the system, you can generate a QR code for them to scan. After scanning the generated QR code by smart phone, the persons can enter their personal information (including profile) on Self-Registration page. If you have enabled Review Self-Registered Persons function, you need to review and approve their person information, otherwise they cannot be added to the system.

This function is applicable to circumstances like a company where there are a large amount of new employees to be added to the system. For example, you print the generated QR code for the new employees to scan. After scanning the QR code by smart phone, new employees will enter Self-Registration page to import their personal information.

Note

You should set self-registration parameters beforehand. See ***Set Self-Registration Parameters*** for details.

10.4.1 Set Self-Registration Parameters

Before starting self-registration, you need to set self-registration parameters. A QR code is necessary for the persons to register their information by themselves. Besides, you can configure face quality verification and person information review.

In the top left corner of Home page, select → **All Modules** → **General** → **Person**, and click beside , and then click **Self-Registration Settings** to enter the Self-Registration Settings page.

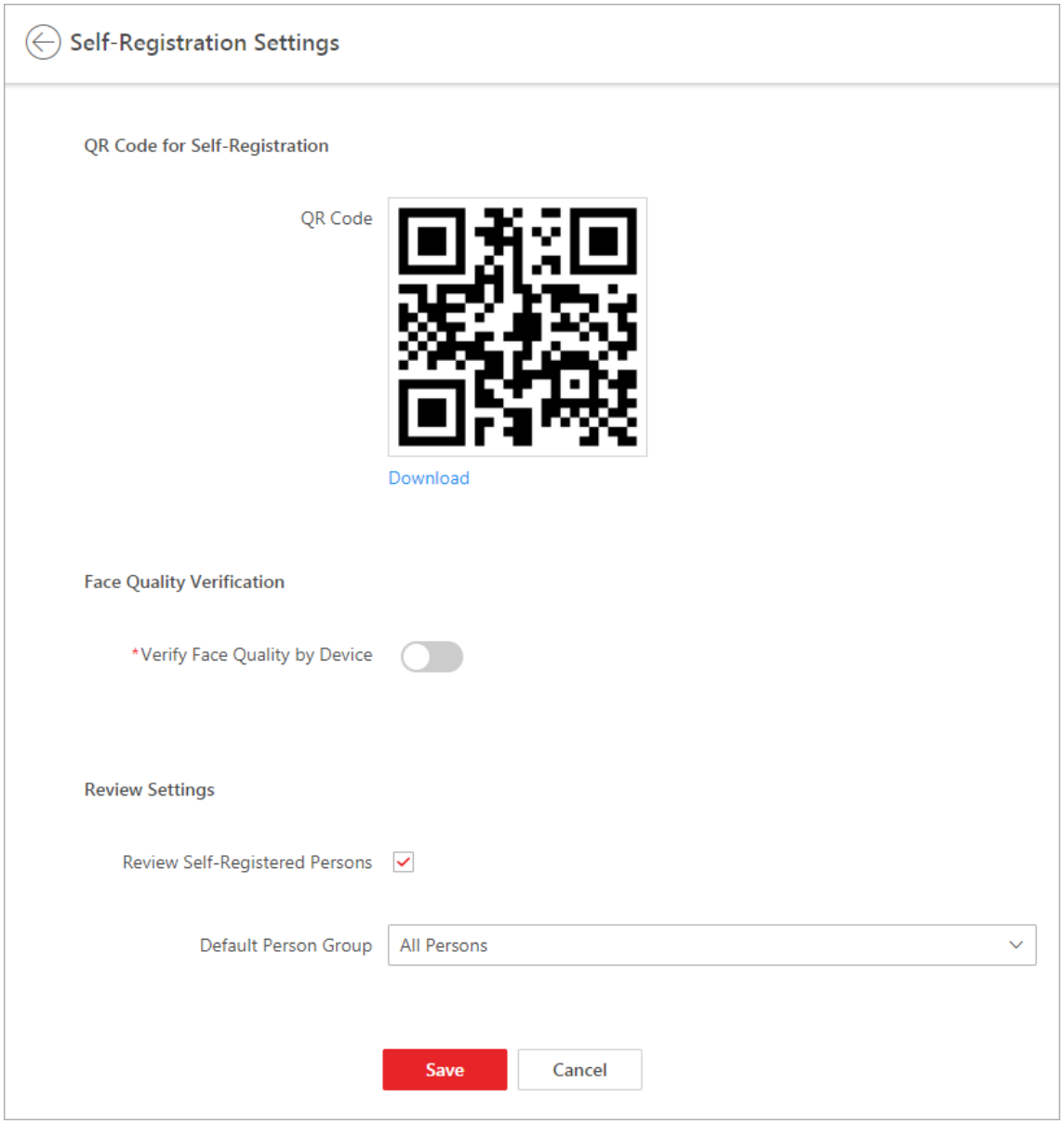


Figure 10-8 Self-Registration Settings

QR Code for Self-Registration

The platform will generate a QR code for you to download. After downloading the QR code, you can print it or send it to persons who are going to register.

Face Quality Verification

After the person uploads profile by a cellphone, the selected device will automatically start checking the profile's quality. If the profile picture is not qualified, the person will be notified. Only when the uploaded profile is qualified can the person register successfully. Otherwise, the person's information cannot be uploaded to the platform.

Note

To use this function properly, make sure you have added an access control device or video intercom device to the platform beforehand.

Review Self-Registered Persons

Set a default person group. Once the person information is registered, the person will be added to this group.
If you enable **Review Self-Registered Persons**, after registration, you need to review the person information on the Persons to be Reviewed page. After verification, the person will be added to the selected person group. See ***Review Self-Registered Person Information*** for details about how to review.

10.4.2 Scan QR Code for Self-Registration

If a person needs to register by self-service, the person should use a smart phone to scan the self-registration QR code to enter the Self-Registration page and enter person information. After registration, the person details will be uploaded to the platform for review.

Before You Start

The administrator can print the QR code or send the QR code to persons to scan. See ***Set Self-Registration Parameters*** about how to generate a self-registration QR code.

Steps

1. Use your smart phone to scan the self-registration QR code to enter the Self-Registration page.
2. Tap the profile frame to upload a face picture.

Note

- You can select a picture from your phone album, or take a photo by phone.
- After uploading a profile, profile quality checking will automatically start. If the profile is not qualified, you will be notified. Only when the uploaded profile is qualified can you register successfully. Otherwise, your personal information cannot be uploaded to the platform. See ***Set Self-Registration Parameters*** for details about setting Face Quality Verification function.

3. Set your personal information, including name, ID, gender, email, phone number, etc.
4. Enter the verification code.
5. Tap **Save**.
   - If **Review Self-Registered Persons** function is enabled, wait for the review. If you are

approved, you will be added to the platform. See ***Review Self-Registered Person Information*** about how to review.

- If **Review Self-Registered Persons** function is disabled, the person information will be uploaded to the platform.

10.4.3 Review Self-Registered Person Information

If you have enabled **Review Self-Registered Persons** function when you set self-registration parameters, after the persons registered, their person information will be displayed on the Persons to be Reviewed page, and their status will be displayed as **To be Reviewed**. You should review their personal information to approve. After approving, they will be added to the target person group.

Steps

1. In the top left corner of the Client, select → **All Modules** → **General** → **Person**, and click beside , and then click **Persons to be Reviewed** to enter the Persons to Be Reviewed page.
2. Optional: Click to filter registered persons by name, ID, gender, or status to quickly find your wanted persons.
3. Review the displayed person information and verify them.

Operations	Description
Approve Self-Registered Person Information	If the self-registered person information is correct, approve the information to add the registered persons into the platform. ● Select a registered person, and click to approve the person. ● Check multiple registered persons, and click **Approve** to approve them all.
Reject Self-Registered Person Information	If there is something wrong or missing with the self-registered person information, reject the person and tell the person to register again with right information. ● Select a registered person, and click to reject the person. ● Check multiple registered persons, and click **Reject** to reject them in a batch.
Delete Self-Registered Person Information	● Select a registered person, and click to delete the person from the Persons to be Reviewed list. ● Check multiple registered persons, and click **Delete** to delete them all from the Persons to be Reviewed list.

Note

Approved persons will be added to the target person group; rejected persons will not be added to the target person group, but they will stay in the Persons to be Reviewed list.

10.5 Batch Issue Cards to Persons

The platform provides a convenient way to batch issue cards to multiple persons.

Steps

Note

- Up to 5 cards can be issued to one person.
- You cannot issue cards to persons who have temporary cards.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Person**.
2. Select persons to whom the cards will be issued.
3. Hover the cursor onto , and then click **Batch Issue Cards to Persons**.
4. In the pop-up window, set the related parameters.

Note

For details about setting the card issuing mode and parameters, refer to ***Set Card Issuing Parameters***.

5. Issue one card to one person according to the issuing mode you select.
   - If you set the issuing mode to **Card Enrollment Station**, place the card on the card enrollment station. The card number will be read automatically and the card will be issued to the first person in the list.
   - If you set the issuing mode to **Card Reader**, swipe the card on the card reader. The card number will be read automatically and the card will be issued to the first person in the list.
   - If you set the issuing mode to **Enrollment Station**, place the card on the enrollment station. The card number will be read automatically and the card will be issued to the first person in the list.
   - If you set the issuing mode to **Enter Manually**, enter the card number manually in the Card Number field. Press **Enter** key on the keyboard to issue the card to the person.

     Note

     You can check **Auto Increment Card Number** and enter a start card number to issue cards with incremental numbers to the selected persons in the list.

   -
6. Click **Start** to start issuing cards.

7. Repeat step 5 to issue the cards to the persons in the list in sequence.

Note

You cannot change the card issuing mode once you issue one card to one person.

8. Click **Save**.

10.5.1 Set Card Issuing Parameters

HikCentral-Workstation provides multiple modes for issuing cards, including reading card numbers via devices (card enrollment stations, enrollment stations, or card readers)(card enrollment stations or enrollment stations) and manually entering card numbers.

Steps

1. In the top left corner of the Client, select → **All Modules** → **General** → **Person**.
2. Open the card issuing settings window when managing credentials or batch issuing cards to persons.

   – Open the window when managing credentials.
   – Open the window when batch issuing cards to persons.
   – Openthe window when filtering persons in the person list.

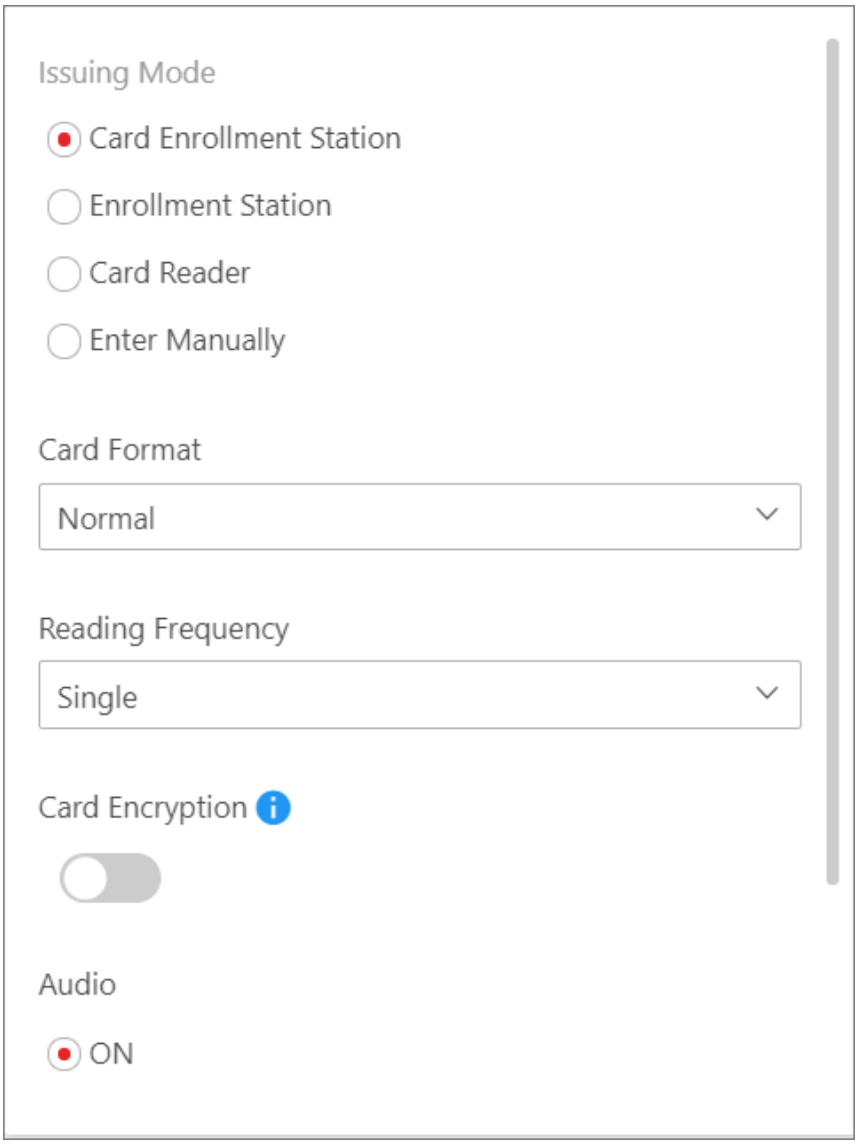


Figure 10-9 Card Issuing Settings Window Opened when Batch Issuing Cards to Persons

3. Select an issuing mode and set the related parameters.

Card Enrollment Station

Connect a card enrollment station to the PC on which the Web Client runs. You can place the card on the card enrollment station to get the card No.
If you select this mode, you should set the card format and card encryption function.

Card Format

If the card is Wiegand card, select **Wiegand**. If not, select **Normal**.

Reading Frequency

If your card supports dual frequency (both IC and ID), select **Dual**. If not, select **Single**.

Note

If you select **Dual**, you cannot set card encryption for the card.

Card Encryption

If you set **Normal** as the card format, you can enable the card encryption function and select section(s) to be encrypted for security purpose. After enabled, you should enable the card encryption in the access control device's configuration page to make card encryption effective.

Audio

Turn on or turn off the audio.

Enrollment Station

You can enroll the card number remotely via the enrollment station and copy back to the platform.
If you select this mode, you should set the required parameters below.

Access Mode

The access mode of the enrollment station. Click **Network** or **USB**from the dropdown list.

Access Protocol

The access protocol of the enrollment station. By default, the access protocol is SDK.

Device Address

The IP address of the enrollment station.

Device Port

The port number of the enrollment station.

User Name

The user name used to log in to the enrollment station.

Password

The password used to log in to the enrollment station.

Card Format

If the card is Wiegand card, select **Wiegand**. If not, select **Normal**.

RF Card Type

Select the needed card type(s), including EM card, M1 card, etc.

Note

When selecting **M1 Card**, you can switch on **Card Encryption** and select section(s) if needed.

Card Reader

Select one card reader of one access control device added to the platform. You can swipe the card on the card reader to get the card number.

Note

- One card reader can be selected for issuing cards by only one user at the same time.
- If you set a third-party card reader to read the card number, you should set the custom Wiegand protocol for the device to configure the communication rule first.

Enter Manually

Note

This parameter is not available on the card issuing settings window opened when managing credentials and filtering persons in the person list.

If you select this mode, you need to manually enter the card number. You can check **Auto Increment Card Number** to enter a start card number to issue cards with incremental numbers to the selected persons in the list

4. Click **Save** (for Credential Management) or **Start** (for Batch Issue Cards to Persons).

10.6 Report Card Loss

If a person cannot find her/his card, he/she should contact the card issuer as quickly as possible and the card issuer should report card loss via Web Client immediately to freeze the access level of the lost card. The card issuer can issue a temporary card with effective period and access level to the person. When the card is found, the card issuer need to take back the temporary card and cancel the card loss report, and then the found card will be active again.

10.6.1 Report Card Loss

If a person cannot find her/his card, you can report card loss via the platform to freeze the access levels related to the card.

Steps

1. In the top left corner of the Client, select → **All Modules** → **General** → **Person**.
2. Optional: On the Filter pane, click and set more conditions to search for persons for whom you want to report card loss.
3. Click the name of the person in the person list to enter the basic information page, and then click **Credential Management** to expand the Add Credential panel.

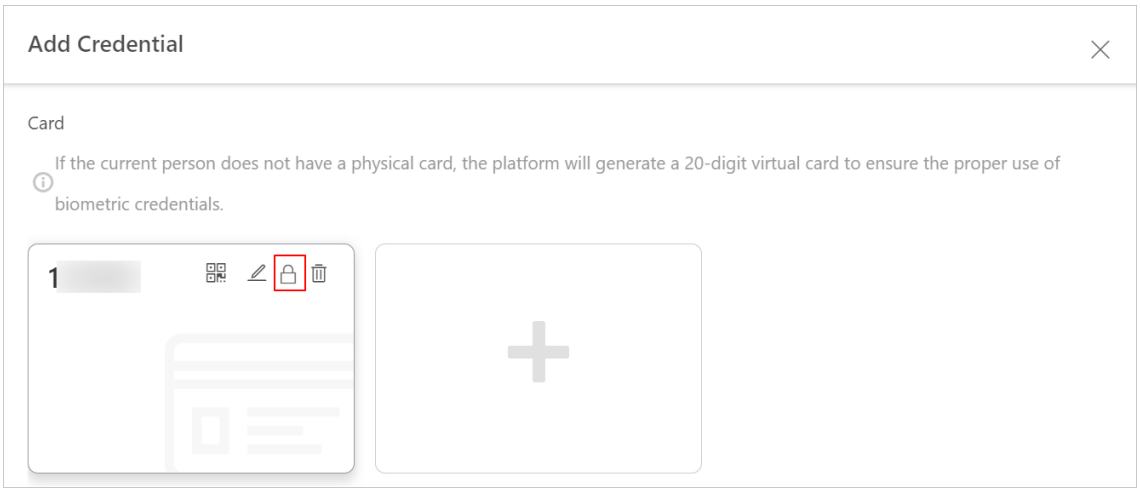


Figure 10-10 Add Credential Panel

4. In the Card area, move the cursor onto the lost card and then click .
5. Click **OK** to confirm the operation.
6. Click **Save**.
   After you report card loss, the access levels of the lost card will be inactive.
7. Optional: Move the cursor onto the lost card and then click to cancel the card loss report.

Note

You need to delete all the temporary cards before you can cancel the card loss report.

The card's access level will be active and the original biometric credentials (such as fingerprints and face information) will be linked to this card again.

10.6.2 Issue a Temporary Card to a Person

If a card is reported as loss, you can issue a temporary card to the person who loses the card. Once the temporary card is issued, other cards linked to this person will be inactive, and the biometric credentials(such as fingerprints and profile) linked to these inactive cards will be transferred to this temporary card.

Steps

1. In the top left corner of the Client, select → **All Modules** → **General** → **Person**.
2. Optional: On the Filter pane, click and set more conditions to search for the person to whom you want to issue the temporary card.
3. Click the name of the person in the person list to enter the basic information page.
4. Click **Credential Management** to open the Add Credential pane.
5. In the Card area, click .
6. Click **OK** to confirm the operation.
7. Enter the card number.
8. Set the expiry date to define the time when the temporary card becomes invalid.

Note

The expiry date of the temporary card should be within the effective period of the person (card owner). In other words, the expiry date cannot be later than the effective period. For details about setting or editing the person's effective period, see ***Add a Person Manually***.

9. Click **Save**.

Note

You can delete the temporary card for the person. Once the temporary card is deleted, the inactive cards of the person will restore to the active status, and their previously linked person information such as fingerprints will also restore.

10. Perform the following operation(s) if needed.

Edit the Temporary Card	Move the cursor onto the temporary card, and then click to edit the temporary card.
Delete the Temporary Card	Move the cursor onto the temporary card, and then click .

10.6.3 Batch Cancel Card Loss

If the lost cards are found, you can batch cancel the card loss reports for multiple persons. After that, the cards' access levels will return to be active and the original biometric credentials (such as fingerprints and face information) will be linked to these cards again.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Person**.
2. Optional: On the Filter pane, click and set more conditions to search for the persons for whom you want to cancel card loss reports.
3. Select the persons in the person list.
4. Move the cursor onto , and then click **Cancel Card Loss**.
   The persons' temporary cards will be deleted.

10.7 Customize Additional Information

You can add additional information items as the options for configuring a person's basic information. The platform allows you to customize two types of additional information items: custom private information items and custom public information items. The former refers to private information such as the person's salary. The latter refers to public information such as the person's department and occupation. When an additional information item is added, it will be displayed as an configuration option on the Basic Information tab of the Add Person page.

The following figure shows the custom private information items (marked in red rectangles) on the Add Person page. See ***Add a Person Manually*** for details about how to add a person.

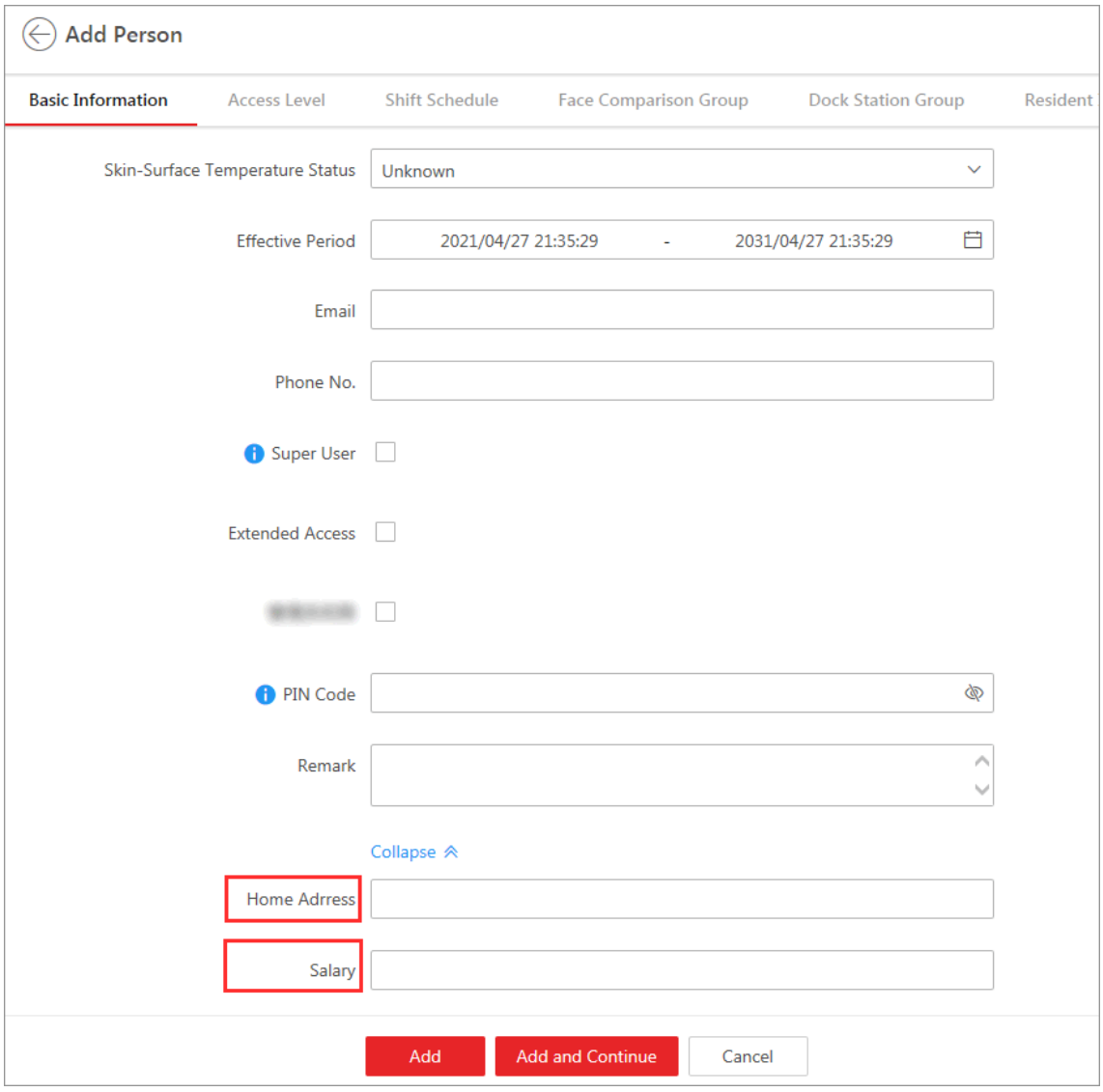


Figure 10-11 Custom Private Information Item as Configuration Option

Steps

Note

- You can customize up to 20 private information items and 20 public information items.
- The system administrator can define whether a user has the permission to view the custom private information when setting permissions for a user (see ***Add Role***). For information security, the system administrator needs to make sure the custom private information is only viewable to specific users.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Person**.
2. Click **Customize Additional Information** to enter the customizing addition information page.
3. Click **Add**.
4. Create a name for the item.

Note

You can enter up to 32 characters.

5. Select the type to restrict the format of the contents of the item.

Example

For example, if you select **General Text**, entering text information as the content of the item is required when adding a person. If you select **Date**, setting date as the content of the item is required when adding a person (see the figure below).

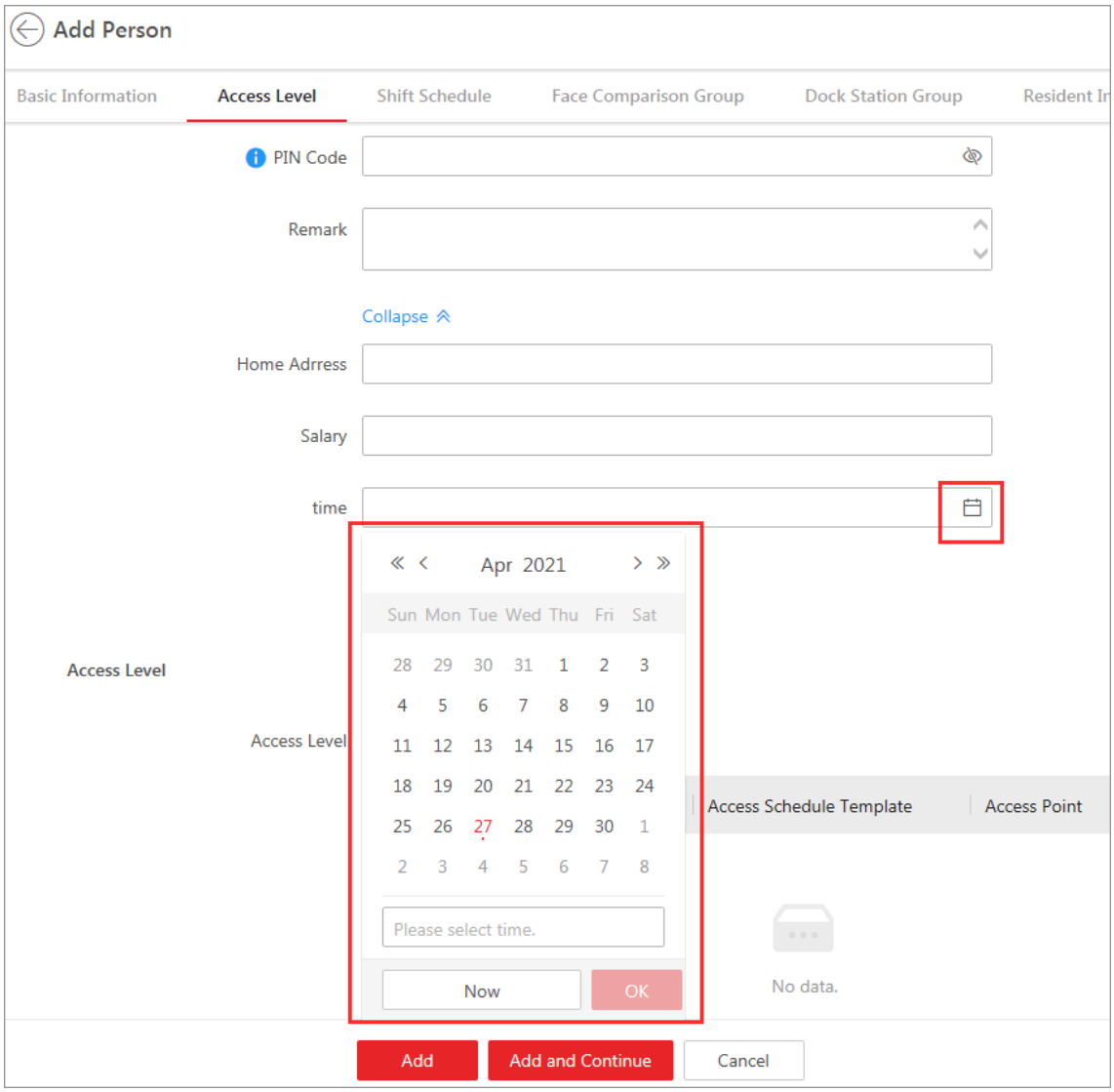


Figure 10-12 If You Select Date as the Type

6. Click **Save**.
7. Optional: Perform the following operation(s) if needed.

Edit Name Click to edit the name of the additional information item.

Delete Click to delete the additional information item.

Note

You cannot delete the additional information item linked with person information in the domain.

10.8 Print Cards

After adding persons to the platform, you can print their information onto blank physical cards. If you have set credential information (e.g., virtual card information) for the persons, the credential information will be linked to the physical cards once the physical cards are printed. For example, in the scenario of employee management, you can print physical cards as the employee ID badges, which can be used by your employees as the credentials for access authentication at the access points of your company.

Before You Start

- Make sure you have added the supported printers to the platform. For details, see ***Set Printer***.
- Make sure you have added card templates to the platform. For details, see ***Set Card Template***.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Person**.
2. Optional: Set conditions to search for the target persons.
3. Select the persons for whom you need to print cards.
4. Click to open the Print Card window.
5. Select a card template from **Card Template**.
6. Select a printer from **Printer**.
7. Select person(s) from the Selected Person list.
8. Click **Front** and **Back** to preview the information to be printed on the front and back of the physical cards.
9. Click **Print**.

What to do next

If you have not manually added card information for the persons, batch issue card information to them. Otherwise the persons cannot use the physical cards for access authentication. See ***Batch Issue Cards to Persons*** for details.

Chapter 11 Role and User Management

The system allows you to add users and assign user's permissions for accessing and managing the system. Before adding users to the system, you should create roles to define the user's access rights to system resources and then assign the role to the user for granting the permissions to the user. A user can have many different roles.

11.1 Add Role

Role is a group of platform permissions. You can add roles and assign permissions to roles, so that users can be assigned with different roles to get different permissions.

Steps

Note

The platform has predefined two default roles: Administrator and Operator. You can click the role name to view details. The two default roles cannot be edited or deleted.

Administrator

Role that has all permissions of the platform.

Operator

Role that has all permissions for operating the Control Client and has the permission for operating the Applications (Live View, Playback, and Local Configuration) on the Web Client.

1. On the top left corner of Home page, select → **All Modules** → **General** → **Account and Security**.
2. Click **Roles** on the left.
3. Click **Add**.

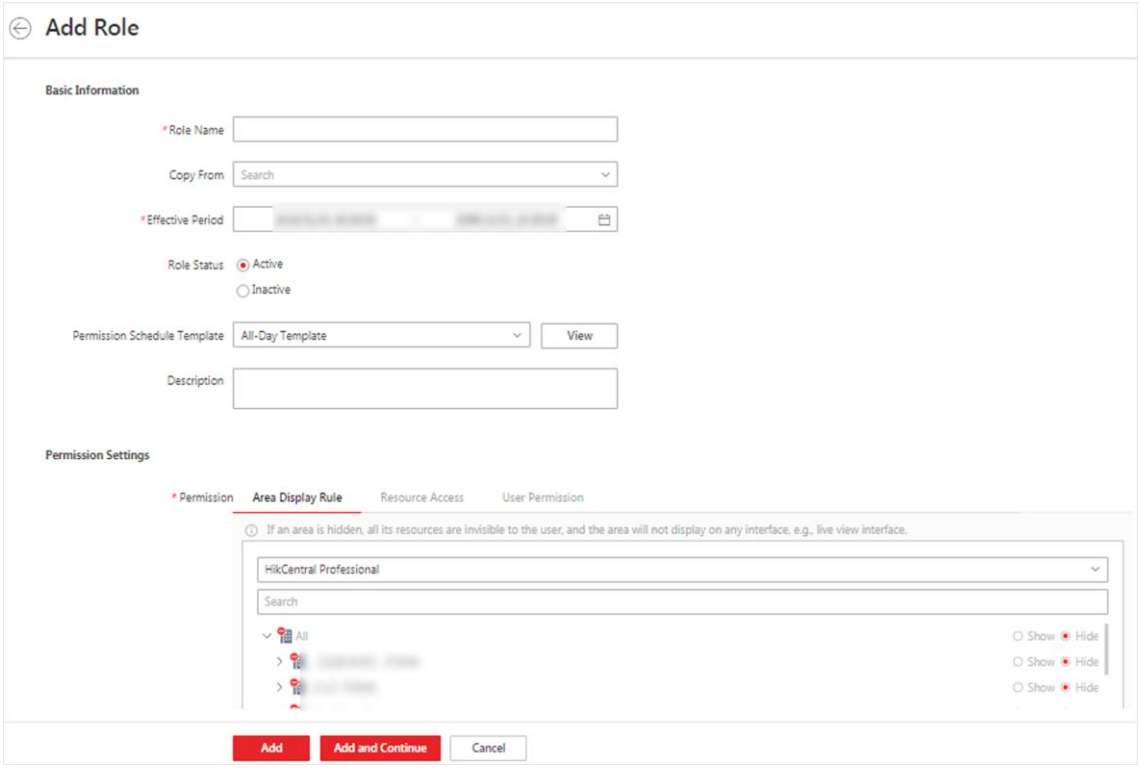


Figure 11-1 Add Role Page

4. Set the basic information of the role, including role name, effective period, role status, permission schedule template, description, etc.

   Copy From

   Copy all settings from an existing role.

   Effective Period

   Set the time range within which the role takes effect. The role is inactive outside the effective period.

   Permission Schedule Template

   Set the authorized time period when the role's permission is valid. Select **All-day Template/Weekday Template/Weekend Template** as the permission schedule of the role, or click **Add New** to customize a new permission schedule template.

Note

- When role expires or the role's permission is invalid after editing the permission schedule, users assigned with the role will be forced to log out and not able to log in.
- The permission schedule's time zone is consistent with that of the platform.
- By default, the role will be linked with All-day Template after updating the platform.
- The permission schedule also goes for RSM client and OpenSdk client.

5. Configure permission settings for the role.

Area Display Rule

Show or hide specific area(s) for the role. If an area is hidden, the user assigned with the role cannot see and access the area and its resources.

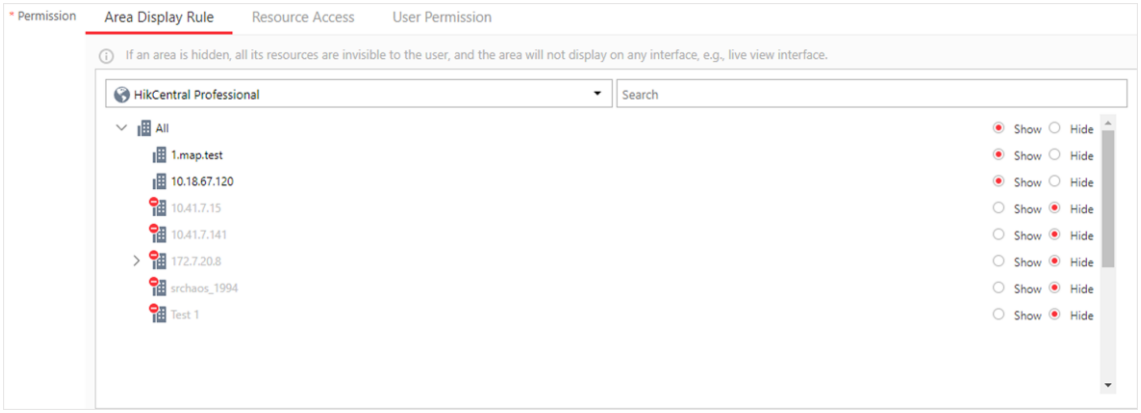


Figure 11-2 Area Display Rule

Resource Access Permission

Select the functions from the left panel and select resources from right panel to assign the selected resources' permission to the role.

Note

If you do not check the resources, the resource permission cannot be applied to the role.

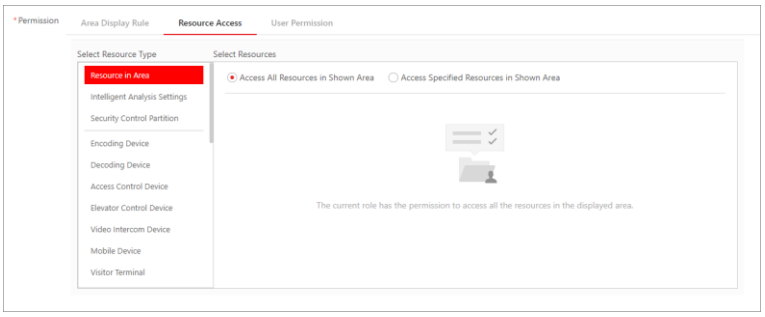


Figure 11-3 Resource Access Permission

User Permission

Assign resource permissions, configuration permissions, and operation permissions to the role.

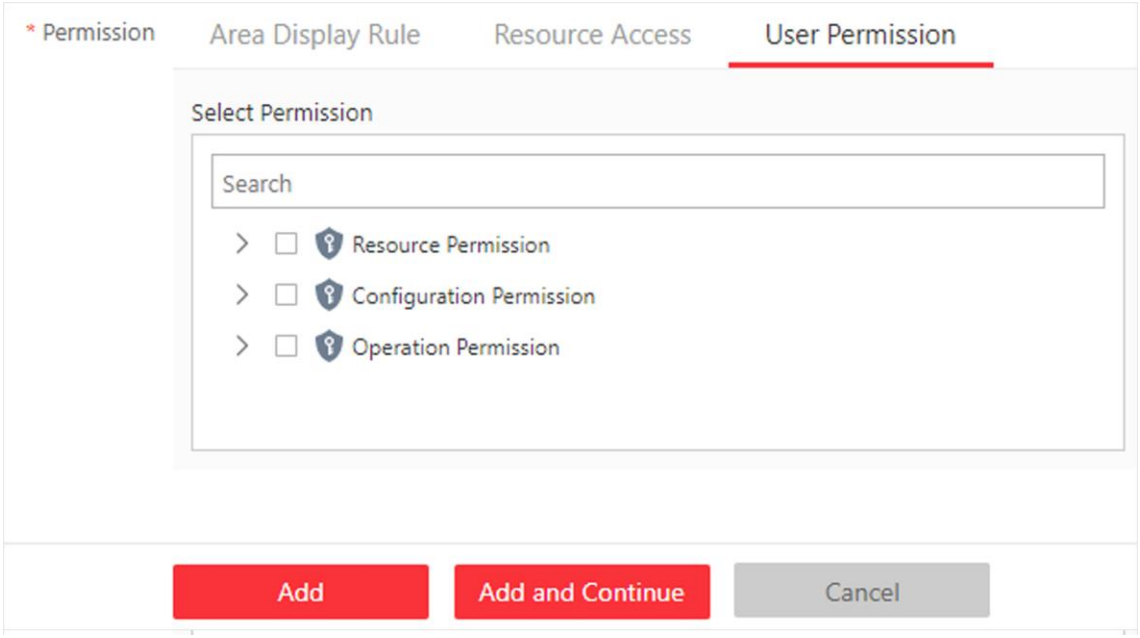


Figure 11-4 User Permission

Note

In **Resource Permission**, you can set time restriction for video playback permission. Once set, the role's permission of viewing and downloading video playback will be restricted within the configured time period. For example, if you set restriction for recent video to 6 minutes, the role can only view video playback of the last 6 minutes.

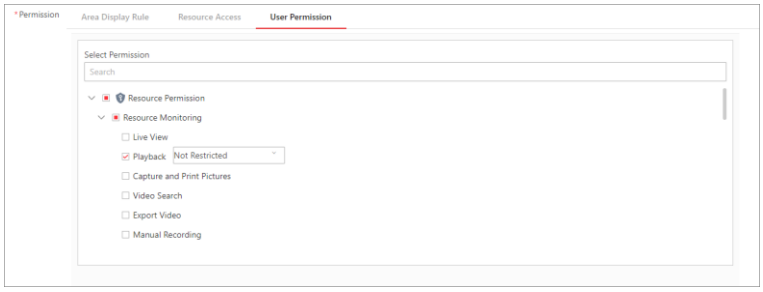


Figure 11-5 Playback Permission

6. Do one of the following to complete adding the role.
   - Click **Add** to add the role and return to the role management page.
   - Click **Add and Continue** to save the settings and continue to add another role.
7. Optional: Perform further operations on added roles.

Edit Role	Click role name to view and edit role settings.
Delete Role	Check a role and click **Delete** to delete the role.
Inactivate Role	Check a role and click **Inactivate** to set the role status to **Inactive**.

Activate Role	Check an inactive role and click **Activate** to set the role status to **Active**.
Refresh Role	Click **Refresh All** to get the latest status of the roles.
Filter Role	Click to expand the filter conditions. Set the conditions and click **Filter** to filter the roles according to the set conditions.

11.2 Add Normal User

You can add normal users and assign roles to them for accessing the system and assign role to the normal user. Normal users refer to all users except the admin user.

Steps

1. On the top left corner of Home page, select → **All Modules** → **General** → **Account and Security**.
2. Click **Users** on the left.
3. Click **Add**.
4. Set basic information for the user.

User Name

Can contain letters (a-z, A-Z), digits (0-9), and "-" only.

Password

Create an initial password for the user. The user will be asked to change the password when logging in for first time. See ***First Time Login for Normal User*** for details.

Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

Expiry Date

The date when the user account becomes invalid.

Email

The system can notify user by sending an email to the email address. The user can also reset the password via email.

Note

The email address of the admin user can be edited by the user assigned with the role of administrator.

User Status

If you select **Inactive**, the user account will be inactivated until you activate it.

Restrict Concurrent Logins

To limit the maximum IP addresses logged in to the system using the user account, switch on **Restrict Concurrent Logins** and set the maximum number of concurrent logins.

5. Configure permission settings for the user.

PTZ Control Permission

Set the permission level (1-100) for PTZ control. The larger the value is, the higher permission level the user has. The user with higher permission level has the priority to control the PTZ of a camera.

Assign Role

Select the roles that you want to assign to the user.

Note

If you want to add new roles, click **Add New Role**. See ***Add Role*** for details. Click a role on the list and then **View Role Details** to view the Basic Information and Permission Settings of the role.

6. Do one of the following to complete adding the user.
   - Click **Add** to add the user and return to the user management page.
   - Click **Add and Continue** to save the settings and continue to add another user.
7. Optional: Perform further operations on the added normal users.

Edit User	Click user name to view and edit user settings.
Reset Password	Click user name and click **Reset** to set a new password for the user. Enter a new password and click **Reset**.

Note

The admin user can reset the passwords of all the other users (except domain user). Other users with Security permission (in Configuration and Control Permission) can reset the passwords of the users without Security permission. When the normal user's password is reset by admin user, he/she should change the initial password and set a new password when logging into HikCentral-Workstation via the Web Client.

Delete User	Select a users and click **Delete** to delete the selected user.
Force Logout	Select an online user and click **Force Logout** to log out the online user.
Inactivate/Activate User	● The admin user or user with administrator permission can inactivate or activate a user. ● Select an active users and click **Inactivate/Activate** to inactivate/activate the user.
Refresh User	Click **Refresh All** to get the latest status of all users.
Filter User	Click to set conditions and filter the users.

11.3 Import Domain Users

You can batch import the users (including the user name, real name, and email) in the AD domain to the platform and assign roles to the domain users.

Before You Start

Make sure you have configured active directory settings. See ***Set Active Directory*** for details.

Steps

1. On the top left corner of Home page, select → **All Modules** → **General** → **Account and Security**.
2. Click **Users** on the left.
3. Click **Import Domain Users**.

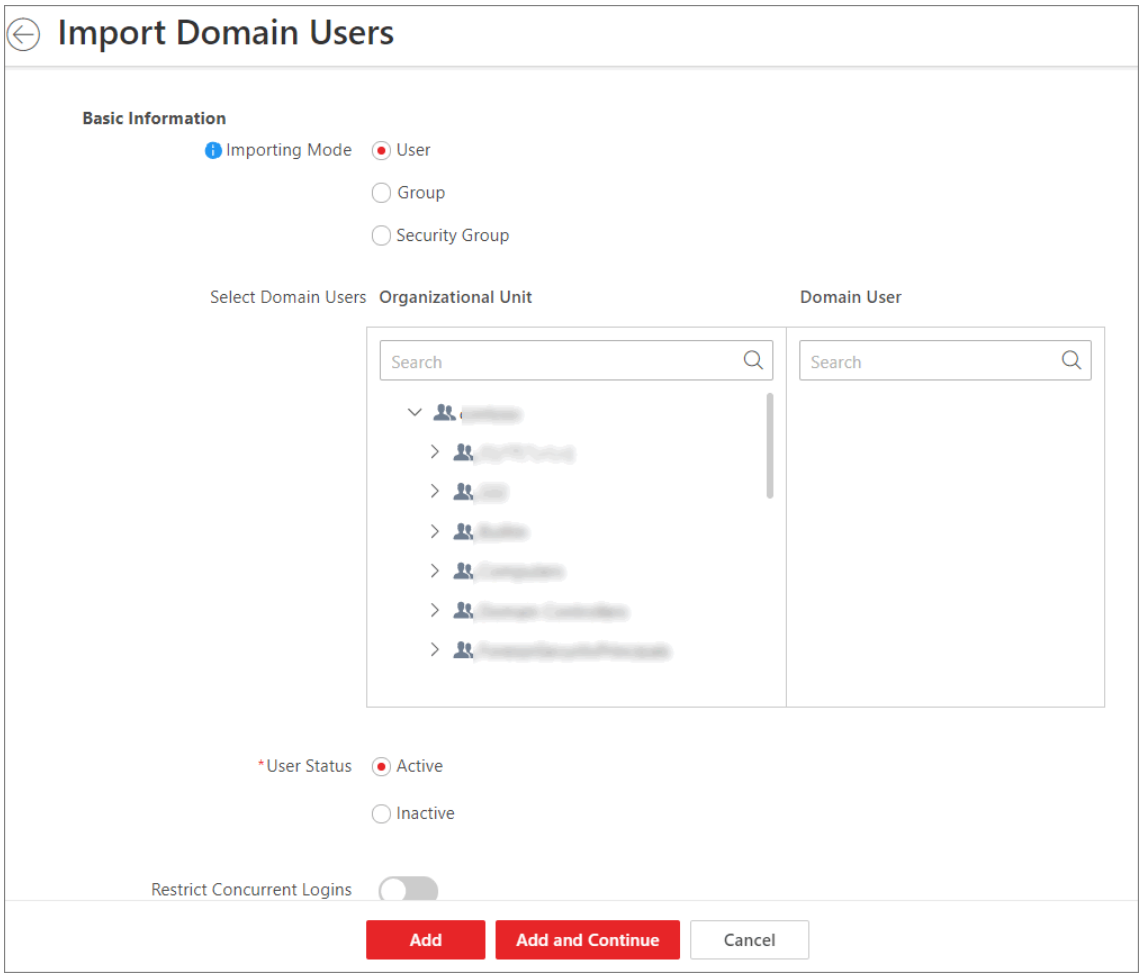


Figure 11-6 Import Domain Users

4. Select an importing mode.

   User

   Import individual users. Select an organization unit and select one or more domain users in this organization unit.

   Group

   Select an organization unit to import all the domain users in this organization unit.

   Security Group

   Import all the domain users in the security group(s). Select an organization unit and select one or more security groups in this organization unit.

5. Select the user status as**Active** or **Inactive**.
6. Optional: To limit the maximum IP addresses logged in to the platform using the user account, switch on **Restrict Concurrent Logins** and enter the maximum number of concurrent logins.
7. Set the permission level (1-100) for PTZ control in PTZ Control Permission.

Note

The larger the value is, the higher permission level the user has. The user with higher permission level has the priority to control the PTZ unit.

Example

When two users control the PTZ unit at the same time, the user who has the higher PTZ control permission level takes control of the PTZ.

8. Select the roles that you want to assign to the domain users.

Note

- If no role has been added, two default roles are selectable: administrator and operator.

  Administrator

  The role that has all permissions of the HikCentral-Workstation.

  Operator

  The role that has all permissions of the HikCentral-Workstation Control Client.
- If you want to add new roles, you can click **Add New Role**. See ***Add Role*** for details. Click a role on the list and then **View Role Details**to view the Basic Information and Permission Settings of the role.

9. Complete importing the domain users.
   - Click **Add** to import the domain users and return to the user management page.
   - Click **Add and Continue** to save the settings and continue to import other domain users.
10. Optional: After importing the domain user information to the platform, if the user information in domain is changed, click **Synchronize Domain Users** to get the latest information of the users imported to the platform. If the users are imported by group, it will synchronize the latest user information from the domain group (including added users, deleted users, edited users, etc., in the group).

Result

After successfully adding the domain users, the users can log in to the HikCentral-Workstation via the Web Client, Control Client, and Mobile Client with their domain accounts and passwords.

11.4 Change Password of Current User

You can change the password of your currently logged-in user account via Web Client.

Steps

1. Move the cursor to the user name at the top-right corner of the Web Client.
2. In the drop-down list, click **Change Password** to open the Change Password panel.

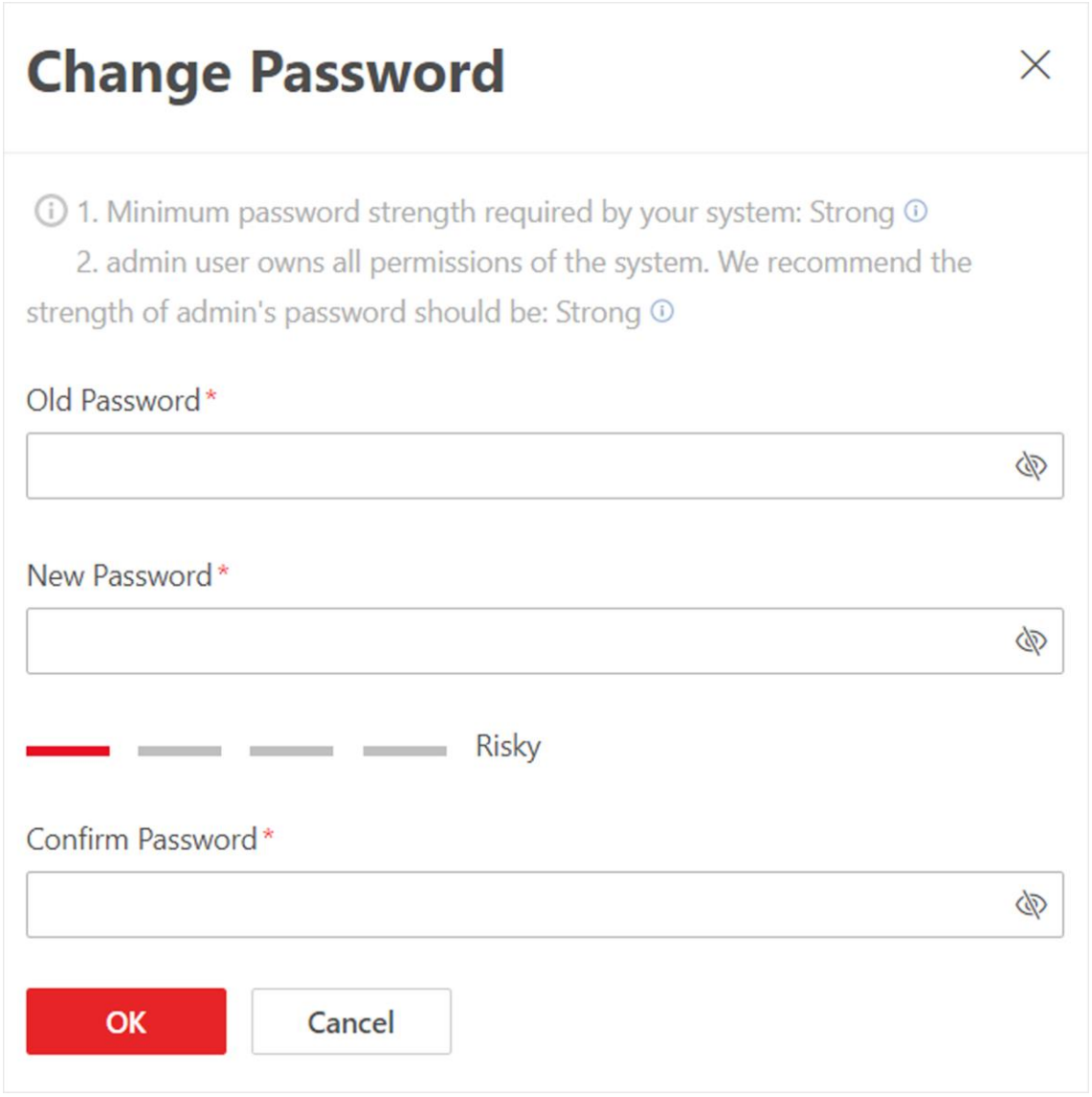


Figure 11-7 Change Password Panel

3. Enter the old password and new password, and confirm the new password.

Caution

The password strength of the device can be checked by the system. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: 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.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

4. Click **OK** to save the change.

11.5 Configure Permission Schedule

Permission schedule defines the time when a role's permissions are valid. During unauthorized time periods, the user assigned with the role will be forced to log out and cannot log in. The platform provides 3 default permission schedule templates: All-day Template, Weekday Template, and Weekend Template. You can add new templates according to actual needs.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Account and Security**.
2. Click **Permission Schedule Template** on the left.
3. Click + to create a blank template.
4. Set basic information.

   Name

   Create a name for the template.

   Copy From

   Select the template from the drop-down list to copy the settings from another existing template.
5. In the **Weekly Schedule** area, set the weekly schedule as needed.
   1) Click **Authorize**, and select or draw in the box to define the authorized time periods.
   2) Optional: Click **Erase**, and select or draw on the authorized time periods to clear the selection.

Note

You can set up to 6 separate time periods for each day.

6. Optional: Set a holiday schedule if you want different schedules for specific days.
   1) Click **Add Holiday**.
   2) Select existing holiday templates, or click **Add New** to create a new holiday template (see ***Set Holiday*** for details).
   3) Click **Add**.
   4) Set the schedule for holidays.

Note

The holiday schedule has a higher priority than the weekly schedule.

7. Click **Add** to add the permission schedule template.
8. Optional: Perform further operations for the added templates.

View and Edit Template Details	Click the template to view and edit its configuration.

Note

Default templates cannot be edited.

Delete Template Click a template, and click 🗑 to delete it.

Note

Default templates cannot be deleted.

What to do next

Set permission schedules for roles to define in which period the permissions for the roles are valid. For details, refer to ***Add Role***.

Chapter 12 System Security Settings

System security is crucial for your system and property. You can lock IP address to prevent malicious attacks, enable auto lock the Control Client, and set other security settings to increase the system security.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Account and Security**.
2. Click **Security Settings** on the left.

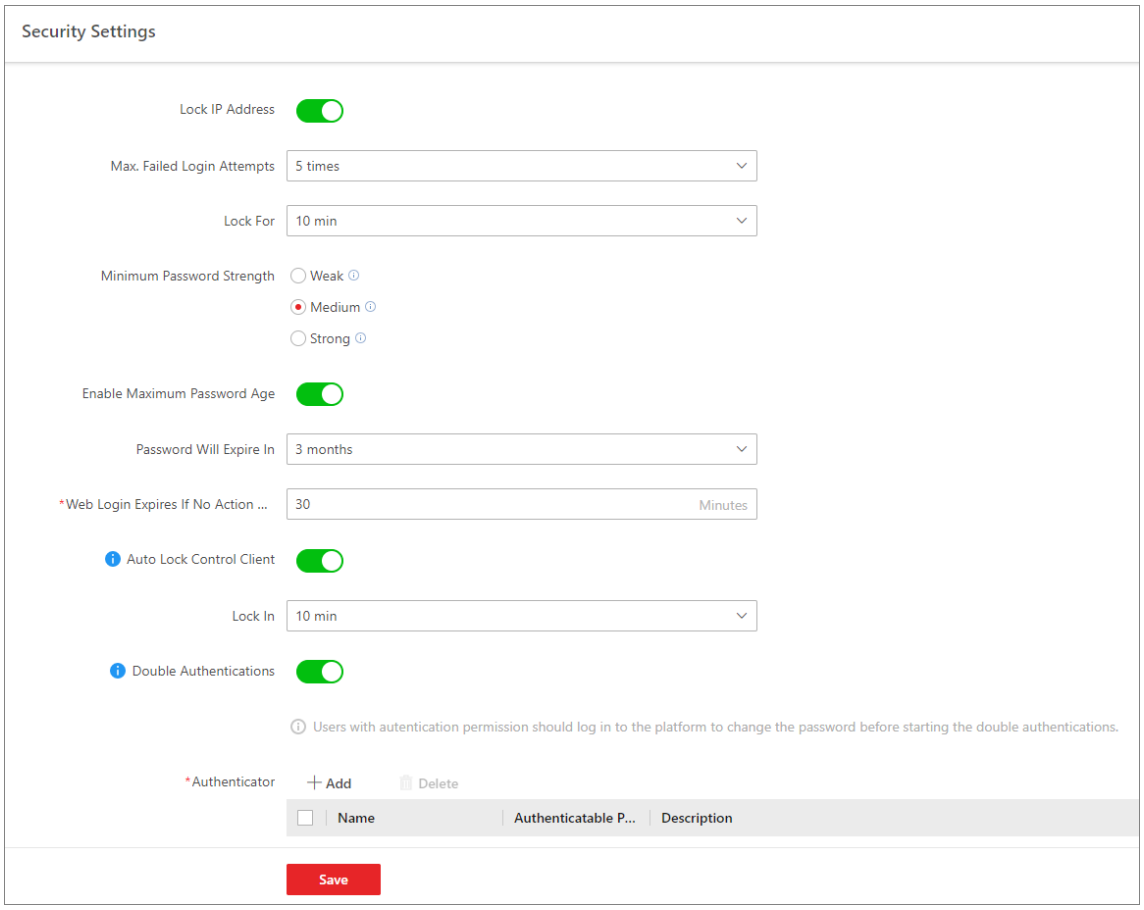


Figure 12-1 Security Settings Page

3. Switch on **Lock IP Address** to limit the number of failed login attempts.
   1) Select the allowable login attempts for accessing HikCentral-Workstation.

Note

Failed login attempts include failed password attempt and failed verification code attempt.

2) Set the locking duration for this IP address. During the locking duration, the login attempt via this IP address is not allowed.

The number of login attempts is limited.

4. Select the **Minimum Password Strength** to define the minimum complexity requirements that the password should meet.
5. Set the maximum password age.
   1) Switch on **Enable Maximum Password Age** to force user to change the password when the password expires.
   2) Set the maximum number of days that the password is valid.

   Note

   After the maximum number of days, you should change the password. You can select the predefined time length or customize the time length.

6. Set minutes after which the Web login will expire if there is no actions during the set minutes.
7. Configure the settings to automatically lock the Control Client after a time period of inactivity on the Control Client.
   1) Switch on **Auto Lock Control Client**.
   2) Select time period for user inactivity.

   Note

   You can select the predefined time period or customize the time period.

8. Configure double authentications by selecting the authenticator and the users who need authentication.

   Note

   Double authentications means the users who need authentication should let the authenticator enter the user name and password so that they can use the functions of manual recording, video playback, and video exporting. Resources support double authentication.Only one resource can be configured for a user who needs authentication.

   1) Switch on **Double Authentications**.
   2) Click **Add** to enter the Add Authenticator panel.
   3) Select a user from the drop-down list, configure the authenticatable resource(s) and permission(s), and click **Add** to add the authenticator.
   4) Select the user(s) who need authentication.
9. Click **Save** to save the above settings.

Chapter 13 Event and Alarm Configuration

You can set the linkage actions for the detected events and alarms. The detailed information of the events and alarms can be received and checked via the Control Client and the Mobile Client.

Event

Events can be divided into:

Generic Event

The signal that resource (e.g., other software, device) sends when something occurs, and can be received in the form of TCP or UDP data packages, which the system can analyze, and generate events if they match configured expression.

User-Defined Event

The user-defined event can be used to:

- The user can trigger a user-defined event manually in Monitoring and Alarm Center module on the Control Client when viewing the video or checking the alarm information.
- A user-defined event can trigger an alarm if configured.
- An alarm will be armed or disarmed when the user-defined event is triggered.
- An alarm can trigger a user-defined event as alarm actions.

Alarm

Alarm is used to notify security personnel of the particular situation which helps handle the situation promptly. An alarm can trigger a series of linkage actions (e.g., popping up window) for notification and alarm handling.

Linkage Actions

You can set linkage actions for both events and alarms.

- An event's linkage actions are used to record the event details (such as recording and capturing) and trigger basic actions (such as linking access point to lock or unlock, triggering alarm output, sending email, etc.).
- An alarm's linkage actions are used to record the alarm details and provide the recipients multiple ways to view alarm information for alarm acknowledgment and handling, such as popping up alarm window, displaying on smart wall, audible warning, etc.

13.1 About Event and Alarm

Event

Event is the signal that resource (e.g., device, camera, server) sends when something occurs. System can receive and record event for checking, and can also trigger a series of linkage actions for notification. The event can also trigger an alarm for further notification and linkage actions (such as alarm recipients, pop-up window on the Control Client, etc.). You can check the event

related video and captured pictures via the Control Client if you set the recording and capturing as event linkage.
The rule of an event includes four elements, namely, "event source
" (i.e., the device which detects the event), "triggering event
" (specified event type), "what to do
" (linkage actions after this alarm is triggered), and "when
" (during specified time period, the linkage actions can be triggered).

Example

The event can be defined as intrusion (triggering event
) which happens in the bank vault and be detected by cameras mounted in the bank vault (event source
) on weekend (when
), and trigger the camera to start recording (what to do
) once happened.

Alarm

Alarm is used to notify security personnel of the particular situation which helps handle the situation promptly. Alarm can trigger a series of linkage actions (e.g., popping up window on the Control Client, showing the alarm details) for notification and alarm handling. You can check the received real-time alarm message via the Control Client and search the history alarms.
The rule of an alarm includes six elements, namely, "alarm source
" (i.e., the device which detects the triggering event), "triggering event
" (specified event type occurred on the alarm source and triggers the alarm), "when
" (during specified time period, the alarm can be triggered), "recipient
" (the user in the system who can receive this alarm), "priority
" (the priority of this alarm), and "what to do
" (linkage actions after this alarm is triggered). Besides these five elements, you can also set other properties for this alarm such as alarm description, etc.

Example

The alarm can be defined as intrusion (triggering event
) which happens in the bank vault and be detected by cameras mounted in the bank vault (alarm source
) on weekend (when
), and trigger the camera to start recording (what to do
) once happened. this alarm is marked as High priority (priority
), and users including admin and operators (recipient
) can receive this alarm notification and check the alarm details.

13.1.1 Supported Events and Alarms

Currently, the system supports events and alarms for the following types of resources:

Video

Camera

The video exception or the events detected in the monitoring area of the camera, such as motion detection, line crossing, and so on.

Alarm Input

The event or alarm triggered by the alarm input of the video device in the system.

Face

The event or alarm detected by facial and human body camera or temperature screening cameras, such as face matched event or alarm, face mismatched event or alarm, rarely appeared event or alarm, abnormal skin-surface temperature, no mask event or alarm, etc.

Access Control

Door

The access control event or alarm triggered at the doors (doors of access control devices and video intercom devices), such as access event, door status event, etc.

Alarm Input

The event or alarm triggered by the alarm input of the access control device in the platform.

Person

The event triggered by card number or person matched with that in the platform.

Vehicle

Vehicle Features

The event triggered by license plate number and vehicle types matched with that in the platform, and license plate number mismatched with that in the platform.

Parking Lot

The events or alarms triggered by different parking lots.

Alarm

Security Radar

The radar arming event or alarm and the event ot alarm detected by the radars, such as auto-arming event, line crossing event, etc.

Alarm Input

The event or alarm triggered by the alarm input of the resources in the system, such as a smoke detector and zones of a security control panel.

Intelligent Analysis Group

The alarm or pre-alarm triggered when people amount in a region is more/less than the threshold.

Maintenance

The operating exceptions of the resources (e.g. camera, door) added to the system, such as camera offline, server exception, and so on.

User-Defined Event

The event or alarm triggered by the user-defined event added in the system.

Generic Event

You can customize the expression to create a generic event to analyze the received TCP and/or UDP data packages, and trigger events when specified conditions are met. In this way, you can easily integrate your system with a very wide range of external sources, such as access control systems and alarm systems. See ***Configure Generic Event*** for details.

Visitor

The alarm triggered by visitors not checked out in effective period.

Note

You should enable the alarm detection frequency of auto checkout for visitor after effective period. See ***Set Basic Parameters*** for details.

13.1.2 Define Alarm Priority, Alarm Category, and Alarm Icon

The system predefines several alarm priorities, alarm categories, and alarm icons for basic needs. You can edit the predefined alarm priority and alarm category, and set customized alarm priority and alarm category according to actual needs.

Steps

Note

Alarm Priority

Define the priority for the alarm when add the alarm and filter alarms in the Control Client.

Alarm Category

Alarm category is used when the user acknowledges the alarm in the Control Client and categories what kind of alarm it is, e,g., false alarm, or alarm to be verified. You can search the alarms by the alarm type in the Alarm Center of Control Client.

Alarm Icon When Alarm Occurs

The system pre-defines some icons of resources for several special alarms.
For example, it pre-defines the icon for the Door Opened Abnormally alarm. When this alarm is triggered, the door icon will turn to the icon displayed here to notify the users.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Event and Alarm** → **Basic Settings** → **Alarm Custom Settings** to enter the alarm custom settings page.
2. Set the alarm priority according to actual needs. By default, three kinds of alarm priority exist.

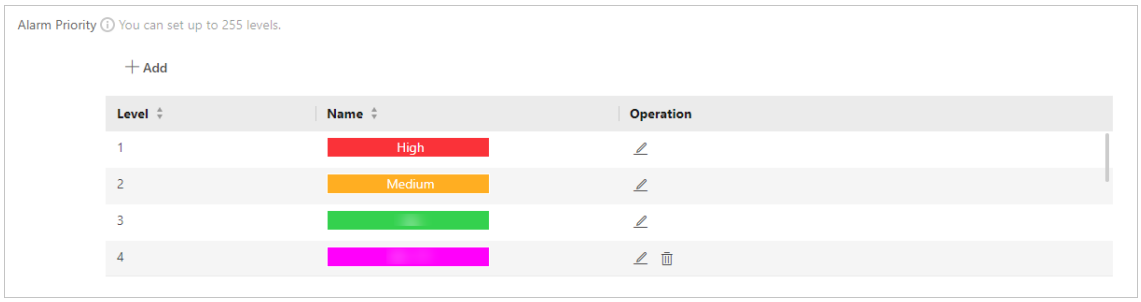


Figure 13-1 Alarm Priority

1) Click **Add** to add a customized priority.

Note

Up to 255 levels of alarm priority can be added. The priority levels can be used for sorting alarms in Alarm Center of Control Client.

2) Select a level No. for the priority.
3) Enter a descriptive name for the priority.
4) Select the color for the priority.

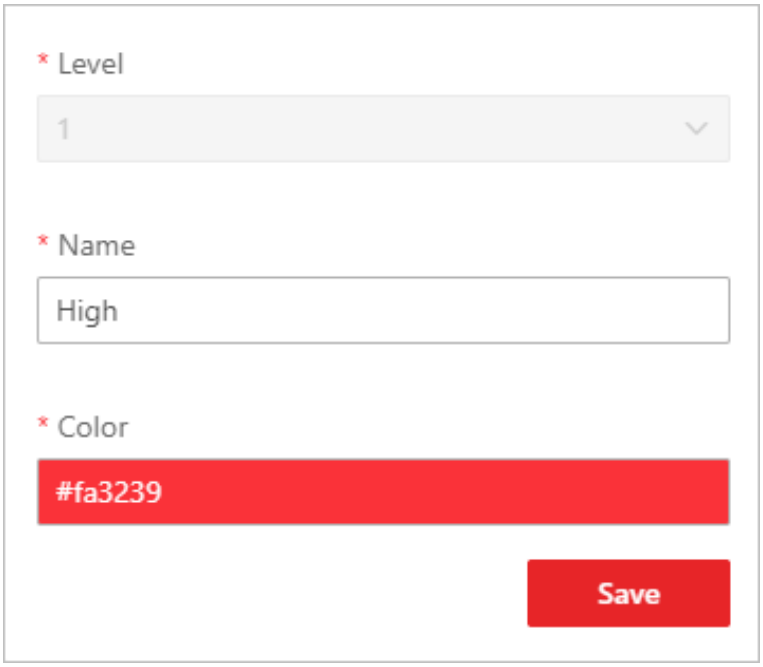


Figure 13-2 Alarm Priority Settings Window

5) Click **Save** to add the priority.
The priority will be displayed on the alarm priority list.

3. Set the alarm category according to actual needs. By default, four alarm categories exist.

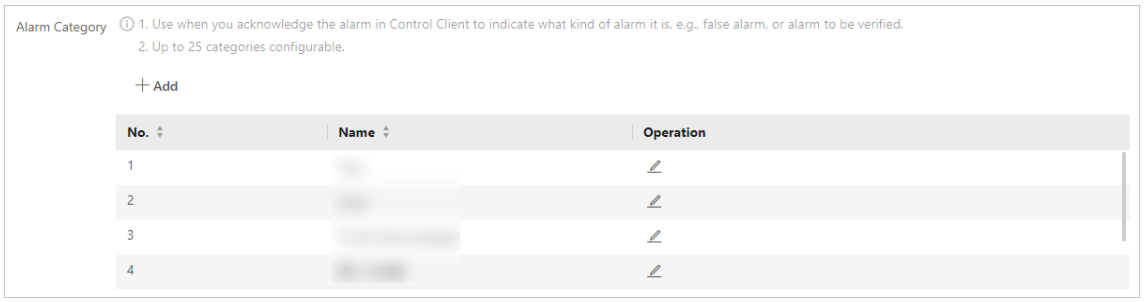


Figure 13-3 Alarm Category

1) Click **Add** to add the customized alarm category.

Note

Up to 25 alarm categories can be added.

2) Select a No. for the alarm category.
3) Enter a descriptive name for the alarm category.

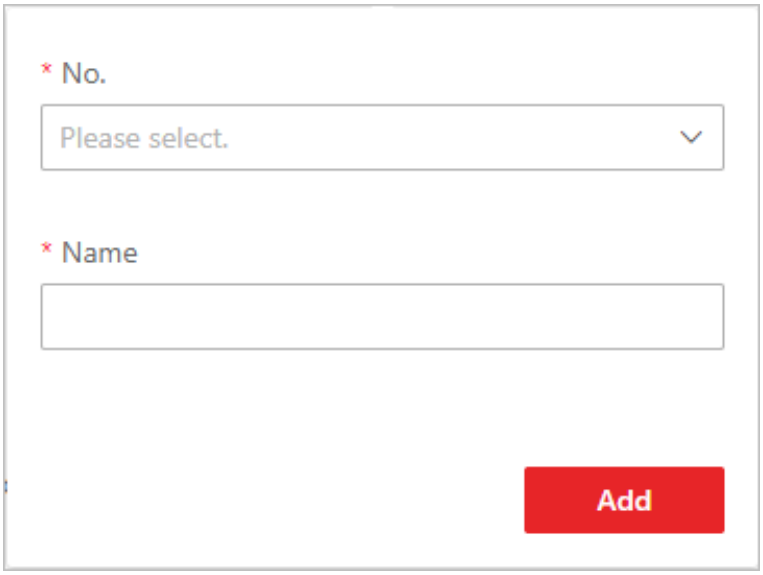


Figure 13-4 Alarm Category Settings Window

4) Click **Save** to add the alarm category.
The alarm category will be displayed on the alarm category list.

4. In the Alarm Icon When Alarm Occurs field, you can view the alarm icons provided by the system which are used to notify the users that the alarm is triggered.

Note

These pre-defined alarm icons cannot be edited and deleted.

5. Perform the following operation(s) after adding alarm priority and category.

Edit Click to edit the alarm priority and category.

Note

You cannot edit the No. of predefined alarm priorities and categories.

Delete Click to delete the alarm priority and category.

Note

You cannot delete the predefined alarm priorities and categories.

13.1.3 Add Event and Alarm

In the top left corner of Home page, select → **All Modules** → **General** → **Event and Alarm** → **Event and Alarm Configuration** → **Normal Event and Alarm** and click **Add** to add an alarm or event.

Triggering Event and Source

The following fields indicate two elements in the rule: "triggering event" and "event or alarm source".

Triggering Event

The specific event type detected on the event source will trigger an event or alarm.

Source

This field refers to the specific entity (such as cameras, devices, servers, etc.) which can trigger this event and alarm.

When setting a thermal related event and alarm for thermal cameras, you can select areas, points, or lines as event and alarm sources.

Name

After selecting the source(s), you need to name the event or source. You can customize a name, or click the labels below to name the event or alarm by the selected label(s). If you name the event or alarm by the selected labels, the platform will display the event/alarm name by the combination of source name, area name, triggering event name, or site name, so that you can quickly know the location where the event/alarm occurs.

Face Comparison Group

If the triggering event you select is **Face**, you need to select the face comparison group so that the platform can compare the detected face pictures with face pictures in the group.

Threshold

If the triggering event you select is **Regional People Counting**, you need to set extra conditions

to define the triggering event.
Currently, you can set **Person Amount More/Less than Threshold** and **Person Amount More/Less than Threshold (Pre-Alarm)** for people counting group. For these two alarms, you need to set the threshold which determines whether the selected people counting groups will trigger an alarm when the detected number of people stayed less than or more than the threshold.
For example, if you set the threshold as ***"≥ 100 or ≤ 10"***, when the number of people detected in the selected people counting group is more than 100 or less than 10, an alarm will be triggered to notify the security personnel.

Frequency

If the source type you selected is **Parking Lot** and the triggering event is **Frequently Appeared Vehicle**, you can predefine the frequency.
For example, if you set the frequency to daily 3 times, when the devices in the source parking lot detect the license plate numbers of the vehicles in the selected vehicle list for more than 3 times in one day, an alarm will be triggered.

Vehicle List

If you select triggering events related with vehicle recognition, you need to select vehicle lists, so that the platform will compare detected vehicles with vehicles in the selected list.

Vehicle Type

If the source type you selected is **Vehicle Features** and the triggering event is **Vehicle Type Matched Event**, you need to specify the vehicle type(s). When the source camera detects a vehicle the type of which matches with the one(s) you selected here, a vehicle type matched alarm will be triggered.
For example, if oil tank truck is not allowed on one road, you can set a vehicle type matched alarm for the camera mounted on this road and set the vehicle type as **Oil Tank Truck**. When the camera detects an oil tank truck, an alarm will be triggered.

Color

Click the color to select the color to indicate this event or alarm, which will be displayed in the event center. You can set the color according to the emergency of this event or alarm. For example, you can set red color for the urgent alarm and set green color for the prompt event.

Ignore Recurred Event/Alarm

This function is used to avoid the same event or alarm occurs frequently in a short time. You need to set the **Ignore Events Recurred in (s)** which is the threshold of the recurring events or alarms.
For example, if you set **Ignore Events Recurred in (s)** to ***30 s***, the events or alarms of the same type occurred on the same camera within 30 s will be regarded as one event or alarm.

Note

The **Ignore Events Recurred in (s)** is 15 s by default. You can set it from 15 s to 1800 s.

Delay Alarm

If the source type you selected is **Camera** of **Maintenance** and the triggering event is **Camera Offline**, you can enable this function and set a delay duration. During the delay duration, when the source detects the triggering event, the triggering event will not be uploaded to the system. After this duration, if the source still detects this triggering event, the triggering event will be uploaded to the system and trigger an alarm.
With this function, when the system detects that the camera is offline, if the camera gets online again within the delay duration, it will not trigger a camera offline alarm. Thus the maintainers can focus on the cameras which are truly disconnected.

What to Do

The fields defines what actions the system will take to record the alarm details and notify security personnel.

Trigger Recording

Select the related camera to record the alarm video when the alarm is triggered. You can view the live video and play back these video files in the Alarm Center of the Control Client.

- To relate the source camera itself for recording, select **Source Camera** and select the storage location for storing the video files.
- To relate other cameras, select **Specified Camera** and click **Add** to add other cameras as related cameras. Select the storage location for storing the video files.
- **View Pre-Event Video:** You can view the video recorded from periods preceding the alarm. Specify the number of seconds which you want to view the recorded video for before the alarm starts. For example, when someone opens a door, you can view the recorded video to see what happens right before the door opened.
- **Post-record:** Record video from periods following detected alarms. Specify the number of seconds which you want to record video for after the alarm stops.
- **Lock Video Files for:** Set the days for protecting the video file from being overwritten.
- **Display Video by Default:** Set the video to be displayed by default on the Control Client when receiving the triggered alarm information. You can select the recorded video or the live video to be displayed.

Note

- Make sure the related camera(s) have been configured with recording schedule.
- Up to 16 cameras can be set as related camera.

Capture Picture

Select cameras to capture pictures during the alarm, and you can view the captured pictures when checking the alarm in the Event & Alarm Search of the Control Client.

- If the alarm source is a camera, you can set to trigger the source camera itself for capturing pictures by selecting **Source Camera**.
- To trigger other cameras for capturing pictures, select **Specified Camera** and select cameras for capturing pictures.

Capture Picture When: Specify the number of seconds to define when the camera will capture pictures for the alarm. After you set the number of seconds for pre/post-event (here the event

refers to the triggering event), the camera will capture one picture at three time points respectively: at the configured seconds before the alarm starts, at the configured seconds after the alarm ends, and when the event is happening (as shown in the picture below).

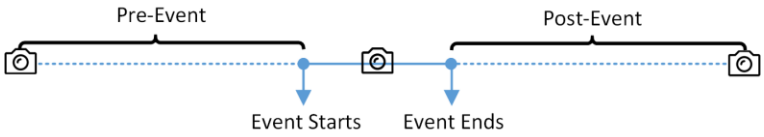


Figure 13-5 Capture Pictures

Note

The pre-event picture is captured from the camera's recorded video footage.

Create Tag

Select the cameras to record video when the event occurs and set the storage location for storing the video files. The system will add a tag to the event triggered video footage for convenient search. The tagged video can be searched and checked via the Control Client.

- If the event source is a camera, you can set to trigger the source camera itself for tagged recording by selecting **Source Camera**.
- To trigger other cameras for tagged recording, select **Specified Camera** and click **Add** to add other cameras.

You can enter the tag name as desired. You can also click the button below to add the related information to the name.

Set the time range to define the tagged length of the video footage. For example, you can set to record the tagged video started from 5 seconds before the event and lasted until 10 seconds after the event. The tagged video can be searched and checked via the Control Client.

Add the description to the tagged video as needed.

Link Access Point

You can enable this function to trigger the access points.

For doors, the doors can be locked, unlocked, remained locked, or remained unlocked when the alarm occurs.

For example, you can set to trigger all the doors remaining locked when intrusion of suspicious person is detected.

- **All Access Points:** When the alarm occurs, the system will trigger all the doors to take certain action.
- **Specified Access Point:** Click **Add** to select specified access points or emergency operation groups as the linkage targets. When the alarm occurs, the system will trigger these doors in the emergency operation groups to take certain action.

Link Alarm Input

Select alarm inputs and these alarm inputs will be armed or disarmed when the alarm occurs. For example, when adding an intrusion alarm of camera A, which is mounted at the entrance of the building, you can link to arm the alarm input B, C, and D, which are PIR detectors mounted

in different rooms in the building and are disarmed usually. When camera A detects intrusion alarm, these PIR detectors will be armed and trigger other events or alarms (if rules configured), so that the security personnel will get to known where the suspect goes.

Link Alarm Output

Select alarm output (if available) and the external device connected can be activated when the alarm occurs.

Note

Up to 64 alarm outputs can be selected as event linkage.

Close Alarm Output: The added alarm output(s) can be closed manually, or you can set the time period (unit: s) after which that the alarm output(s) will be closed automatically.

Trigger PTZ

Call the preset, patrol or pattern of the selected cameras when the alarm occurs.

Note

Up to 64 PTZ linkages can be selected as event linkage.

Link Third-Party Integrated Resource

Click **Add** to select the resources integrated from third-party platform and set the control about detailed operations that will happen when the alarm occurs.

Send Email

Select an email template to send the alarm information according to the defined email settings

Note

For details about setting email template, refer to ***Set Email Template***.

Attach with Entry & Exit Counting

If the source type you selected is **Alarm Input**, you can select an entry & exit counting group from the drop-down list to attach a report of entry & exit counting in the sent email.
For example, if the fire alarm input detects fire in the building, the security personnel will receive a file, which contains the information such as the number of people still in the building, their names and profiles, phone numbers, and locations of last access.

Link Printer

If the source type you selected is **Alarm Input**, you can link to print the entry & exit counting report of certain entry & exit counting group.
For example, if the fire alarm input detects fire in the building, the platform will automatically send the entry & exit counting report to all the printers configured in the system so that they can get the information such as how many people are still in the building, their names and profiles, phone numbers, and locations of last access.

For details about printer settings, refer to ***Set Printer***.

Trigger User-Defined Event

Trigger the user-defined event(s) when alarm is triggered.
You can select the pre-defined user-defined event(s) in the event list.

Note

- Up to 16 user-defined events can be selected as alarm linkage.
- For setting the user-defined event, refer to ***Configure User-Defined Event***.

Trigger Remaining Open for Entrance and Exit

When the event occurs or the alarm is triggered, the selected entrance(s) and exit(s) will turn to the status of remaining open so that the vehicles can enter or exit the parking lot without authentication or the allowance of guards.

When

The field defines a time period when the event or alarm can be triggered.

Receiving Schedule

The event or alarm source is armed during the receiving schedule and when the source detects the triggering event, an alarm will be triggered and link the configured linkage actions. The system provides two types of receiving schedule:

- **Schedule Template:** Select a receiving schedule template for the event or alarm to define when the event or alarm can be triggered. For setting customized template, refer to ***Configure Receiving Schedule Template***.
- **Event Based:** Specify a user-defined event or an alarm input as the start or end event of the receiving schedule. When the user defined event or alarm input is triggered, the receiving schedule will start or end. You can set the **Auto-End Arming** switch to on and set the specified time to automatically end arming for this event or alarm even if the end event does not occur.

Note

For example, assume that you have set event A as start event, event B as end event, and set the value of **Auto-End Arming in** to ***60 s***. Under these conditions, when event A occurs at T1, if event B occurs within 60 s , the receiving schedule ends at the occurrence of event B (see the following figure Receiving Schedule 1); if not, ends at 60 s after the occurrence of event A (see the following figure Receiving Schedule 2).

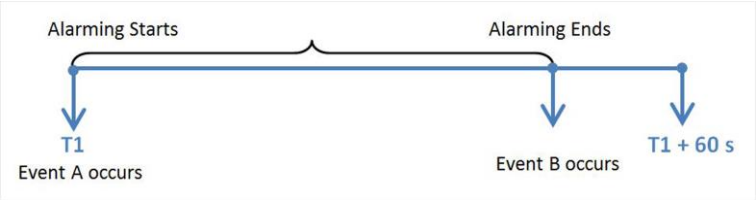


Figure 13-6 Receiving Schedule 1

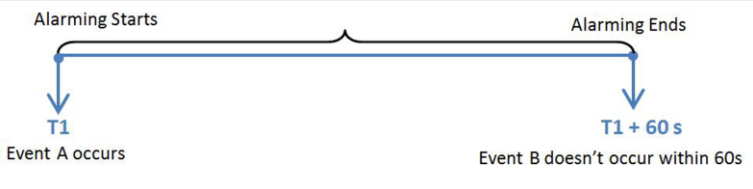


Figure 13-7 Receiving Schedule 2

When A occurs at time T1, the event or alarm will be armed from T1, if A occurs again at time T2 but B doesn't occur, the event or alarm will be armed from T2 again.

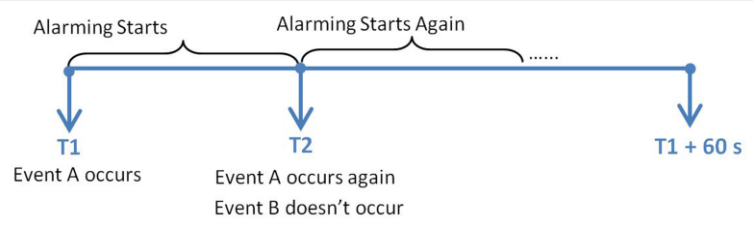


Figure 13-8 Receiving Schedule 3

Alarm Settings

Recipient

The field defines users who can receive the alarm notification and check the alarm details when the alarm is triggered.

Select the user to send the alarm information to and the user can receive the alarm information when he/she logs in to HikCentral-Workstation via the Control Client or Mobile Client.

Note

By default, the admin user and the users configured with the permission of receiving alarms will be automatically selected as the recipients and cannot be unselected.

Alarm Priority

The field defines the priority for the alarm. Priority can be used for filtering alarms in the Control Client.

Trigger Pop-up Window

Display the alarm window on the Control Client to show the alarm details and all the alarm related cameras' live videos and playback when alarm occurs.

Display on Smart Wall

Display the alarm video of the alarm's related camera or display the specified public view on the smart wall. You can select the added smart wall and select which window to display the alarm.

- **Alarm's Related Cameras:** Display the video of the alarm's related cameras on the smart wall. You can select to display the video on which smart wall and which window and set the alarm video's stream type.

- **Public View:** A view enables you to save the window division and the correspondence between cameras and windows as favorites to quickly access the related cameras later. If you select **Public View**, when the alarm is triggered, the system can display the selected public view on the specified smart wall and users can view the video of the cameras pre-defined in the view.
- **Wall Related to Graphic Card:** Display the alarm video on the wall which adopts graphic card of the PC that running the Control Client to decode video.
- **Wall Related to Decoding Device:** Display the alarm video on the wall which adopts decoding device (namely the wall that related to the decoding device) to decode the video.
- **Smart Wall No.:** Select the No. of smart wall window to display the alarm video.
- **Stream Type:** Select the stream type of the alarm video displaying on the smart wall.
- **Stop Displaying Alarm:** Define when the system will stop displaying the alarm on the smart wall. The system can stop displaying alarm within specified seconds, or replace the original alarm when other alarm with higher alarm priority is triggered.

Related Map

Select a map to show the alarm information and you should add the camera to the map as a hot spot (refer to ***Add Hot Spot***). You can check the map in the Alarm Center and Alarm & Event Search of the Control Client.

Trigger Audible Warning

Set the voice text for playing on the PC when alarm is triggered.

Note

You should set voice engine as the alarm sound on System Settings page of Control Client.

Restrict Alarm Handling Time

When the alarm is triggered, you need to handle the alarm on the Control Client. Enable this function to trigger user-defined event(s) or alarm output(s) if the alarm is not handled within the configured alarm handling time.

Note

- Up to 16 user-defined events and alarm outputs can be set as the triggered event when handling alarm timed out.
- For configuring the user-defined event, refer to ***Configure User-Defined Event***.

Other Operations After Adding an Alarm

After adding an alarm, you can perform the following operations if needed.

Table 13-1 Other Operation

Operation	Description
Edit Alarm	Click in the Operation column to edit the alarm.
Copy to Other Alarms	You can copy the current alarm's specified parameters to other

Operation	Description
	added alarms for batch configuration. Click in the Operation column to enter the alarm details page and click **Copy to**. Specify the settings of the source alarm, select target alarm(s), and click **OK**.
Delete Alarm	Select alarms and click **Delete** to delete the selected alarms.
Delete All Invalid Alarms	Click **Delete All Invalid Items** to delete all the invalid alarms in a batch.
Enable Alarms	Select an alarm and click **Enable** → **Enable** to enable the alarm, or click **Enable** → **Enable All** to enable all the added alarms..
Disable Alarm	Select an alarm and click **Disable** → **Disable** to disable the alarm. Set a time when the alarm is disabled and the duration how long the alarm will be disabled for.
Disable All Alarms	Click **Disable** → **Disable All** to disable all the added alarms. Set a time when the alarms are disabled and the duration how long the alarms will be disabled for.
Test Alarm	Click **Test** to trigger this alarm automatically. You can test if the linkage actions work properly.

13.1.4 Add Combined Alarm

For some complicated scenarios, the alarm should be triggered when multiple events or alarms are detected or triggered. For example, the system detects intrusion in area B, then the arming of area A starts. After that, if the system detects intrusion in area A, then an alarm will be triggered to notify the security personnel.

In this section, we suppose the combined alarm is alarm A, the triggering event is event B. (The system detects event B, the arming of alarm A starts.)

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Event and Alarm** → **Event and Alarm Configuration** → **Combined Alarm**.
2. Click **Add Combined Alarm** to open the Add Combined Alarm window.
3. Set the parameters on the page and save.

Alarm Triggered Area

Select the area of the alarm (alarm A) happened.

Alarm Priority

The priority including low, medium, high and custom level which indicates the urgent degree

of this alarm (alarm A).

Alarm Name

Create a name for this alarm (alarm A).

Description

Describe the alarm (alarm A) according to your requirements.

Ignore Recurring Alarms

Enable **Ignore Recurring Alarms** and set the time. After enabled, the system will ignore the recurring alarm(alarm A) within the time period.

4. Click the name of an added combined alarm to enter the Alarm Configuration page.
5. Configure the Schedules, which defines the receiving schedule of this alarm (alarm A).

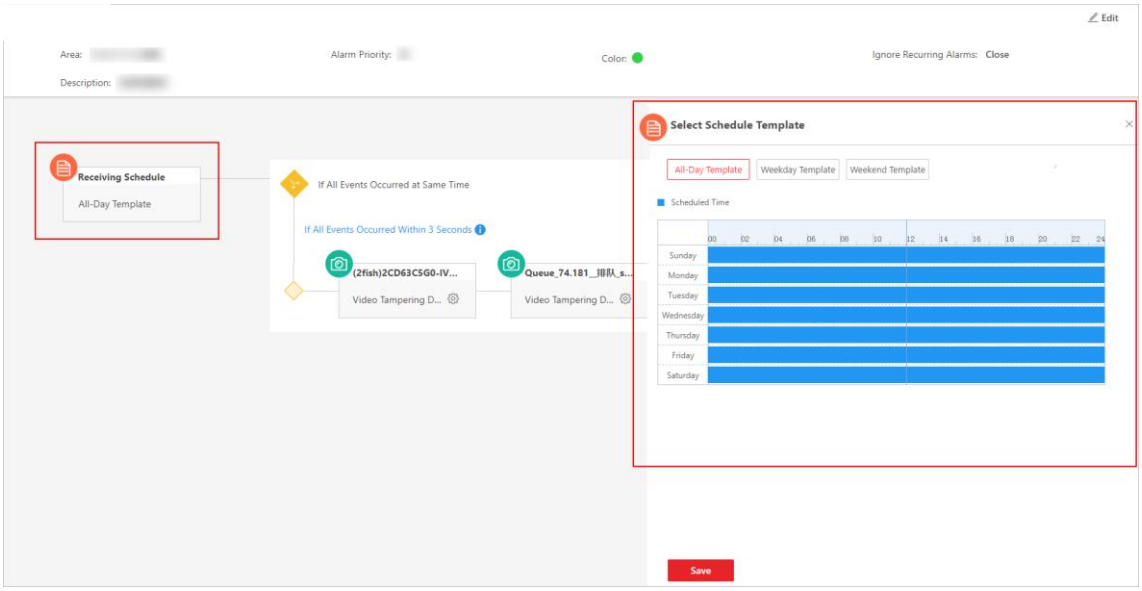


Figure 13-9 Receiving Schedule

1) Click **Receiving Schedule** to show the Select Receiving Schedule panel.
2) Select the schedule template as **All-Day Template**, **Weekday Template**, **Weekend Template**, or a customized template. See ***Configure Receiving Schedule Template*** for details.
3) Click **Save**.

Note

You can click 🗑 appeared on the top right of the **Receiving Schedule** button to delete it. If the schedule is deleted, all related conditions and actions will also be deleted.

6. Select the alarm triggering logic and configure the condition, which defines the triggering condition of this alarm (alarm A).
   1) Click the area in the following image to show the Select Alarm Triggering Logic panel.

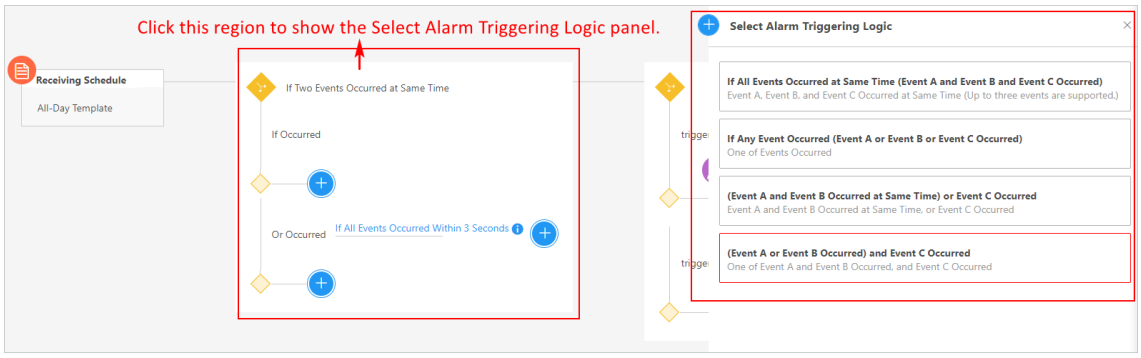


Figure 13-10 Select Triggering Logic

2) Select the triggering logic on the Select Alarm Triggering Logic panel.
3) Click ⊕ to select the event type and event source (event B) that trigger this alarm (alarm A).
4) Click **Save**.
5) Optional: Click ⊕ at the right of selected event type and source panel to select more event types and sources.
6) Optional: Click ⚙ to open the remote configuration page of the triggering source to configure the source. For details about remote configuration, refer to the device user manual.

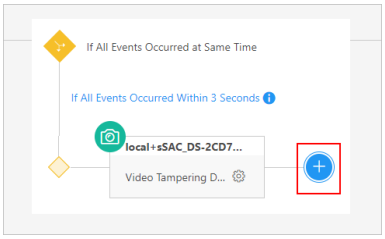


Figure 13-11 Add New Event Type and Source

Note

You can click the configured Condition panel to edit all conditions, or move the cursor to the Condition panel and click 🗑 appeared in the top right corner to delete all configured conditions at the same time. If the conditions are deleted, all related actions will also be deleted.

7. Configure the Actions, which defines the linkage action (such as triggering recording, capturing picture, and creating tag) and recipient after this alarm (alarm A) is triggered.
   1) Click ⊕ to open the Select Alarm Linkage Action panel.

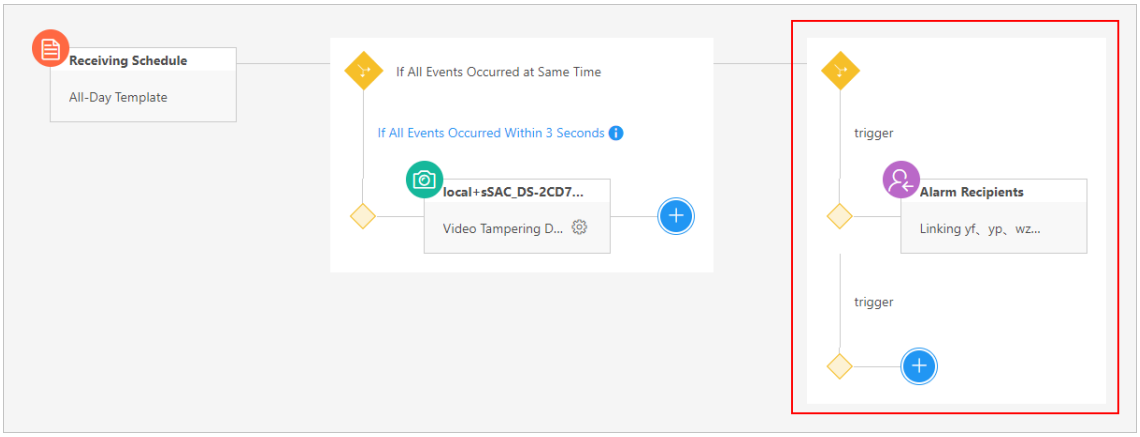


Figure 13-12 Action

2) Click **Alarm Recipients** and select the Alarm Recipients.

Note

If **Automatically Receive Alarm** is enabled for some users (refer to ***Add Normal User*** for details), an action panel of **Alarm Recipients** will be automatically generated after setting the conditions, and the users will be selected as the recipient. You can click the generated action panel to edit the alarm recipients, but the selected users cannot be unselected.

3) Click **Save**.

4) Optional: Click ⊕ below the Alarm Recipients panel to add more linkage actions and configure action parameters. See ***Add Event and Alarm*** for details about linkage actions.

8. Click **Save** in the top right corner of this page, and this alarm (alarm A) will be added to the platform.

Note

If the alarm recipients are not configured for this combined alarm, you cannot save the combined alarm.

9. Optional: Perform the following operations according to your requirements.

Add to Map	Click **Add to Map** to add this alarm to the map. After that, the alarm will be marked in the map when the alarm is triggered.
Copy Parameters to Existing Alarm	Click **Copy**, and then select the items (such as basic information, actions, receiving schedule, receiving mode) to copy, and select the target alarm to copy to.
Delete Alarm	Click **Delete** to delete this alarm.
Test	Click **Test** to trigger this alarm manually, and you can check whether the linkage actions take effect and whether the recipients receive the notification.

Enable/Disable	Switch on the button beside **Status** to enable or disable this alarm. After the alarm is enabled, it can be received by the platform. If you disable this alarm, you will be required to set the time and duration of disabling and the plaform cannot receive the alarm in the duration.

13.2 Configure Generic Event

You can customize the expression to create a generic event to analyze the received TCP and/or UDP data packages, and trigger events when specified conditions are met. In this way, you can easily integrate your system with a very wide range of external sources, such as access control systems and alarm systems.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Event and Alarm** → **Basic Settings** → **Generic Event** to enter the generic event settings page.
2. Click **Add** to enter the Add Generic Event page.

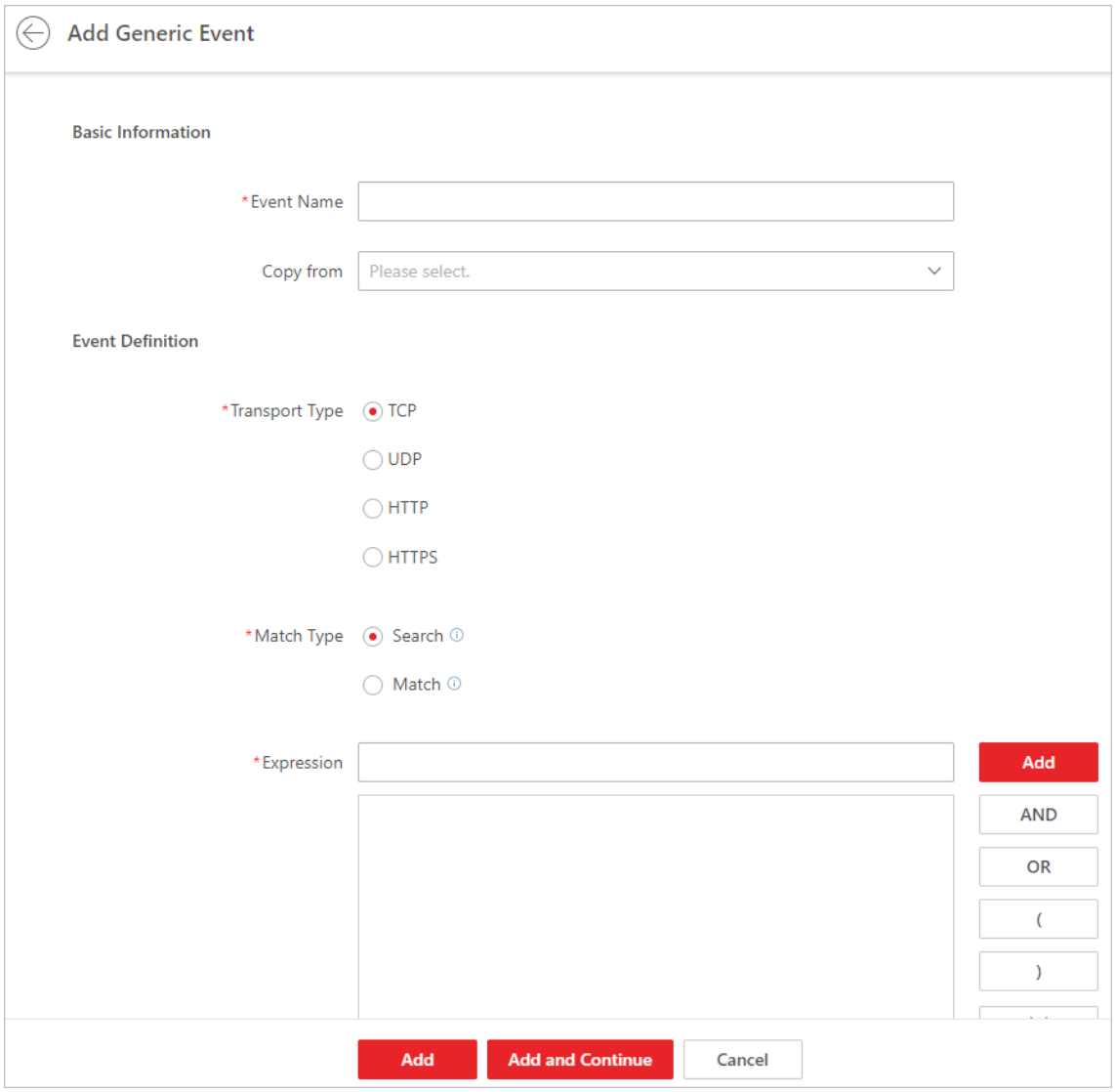


Figure 13-13 Add Generic Event Page

3. Set a name for the event in the Event Name field.
4. Optional: Copy the settings from other defined generic events in the **Copy from** field.
5. Select **TCP**, **UDP**, **HTTP**, or **HTTPS** as the package transmission protocol.
6. Select the match type which indicates how particular your system should be when analyzing the received data packages:

Search

The received package must contain the text defined in the Expression field.
For example, if you have defined that the received packages should contain "Motion" and "Line Crossing", the alarm will be triggered when the received packages contain "Motion", "Intrusion" or "Line Crossing".

Match

The received package must exactly contain the text defined in the Expression field, and nothing else.

7. Define the event rule for analyzing the received package in the Expression field.
   1) Enter the term which should be contained in the expression in the text field.
   2) Click **Add** to add it to the expression.
   3) Click parenthesis or operator button to add it to the expression.
   4) To add a term, parenthesis or operator to the expression, position the cursor inside the expression field in order to determine where a new item (term, parenthesis or the operator) should be included, and click Add or one of the parenthesis or operator buttons.
   5) To remove an item from the expression, position the cursor inside the field in order to determine where an item should be removed, and click ×. The item immediately to the left of the cursor will be removed.

   The parenthesis or operator buttons are described in the following:

AND

You specify that the terms on both sides of the AND operator must be included.
For example, if you define the rule as "Motion" AND "Line Crossing" AND "Intrusion", the term Motion, and Line Crossing as well as the term Intrusion must be all contained in the received package for the conditions to be met.

Note

In generally, the more terms you combine with AND, the fewer events will be detected.

OR

You specify that any term should be contained.
For example, if you define the rule as "Motion" OR "Line Crossing" OR "Intrusion", any of the terms (Motion, Line Crossing, or Intrusion) must be contained in the received package for the conditions to be met.

Note

In generally, the more terms you combine with OR, the more events will be detected.

(

Add the left parenthesis to the rule. Parentheses can be used to ensure that related terms are processed together as a unit; in other words, they can be used to force a certain processing order in the analysis.
For example, if you define the rule as ("Motion" OR "Line Crossing") AND "Intrusion", the two terms inside the parentheses will be processed first, then the result will be combined with the last part of the rule. In other words, the system will first search any packages containing either of the terms Motion or Line Crossing, then it searches the results to look for the packages that contain the term Intrusion.

)

Add the right parenthesis to the rule.

8. Click **Add** to add the event and back to the event list page, or click **Add and Continue** to add the event and continue to add a new event.
9. View in the Generic Event list to check whether the event has been added successfully.
10. Optional: Perform the following operations after adding the event.

Edit Event Settings	Click the name in the Event Name column to edit the corresponding event settings.
Delete Event Settings	Select the event(s) and click **Delete** to delete the selected event settings.
Delete All Event Settings	Check the check box in the heading row, and click **Delete** to delete all the event settings.
Receive Generic Event	After creating a generic event to analyze the received TCP, UDP, HTTP, or HTTPS data packages from a very wide range of external systems, you can select the event(s), and click **Receive Generic Event** to enable receiving the generic event.

13.3 Configure User-Defined Event

If the event you need is not in the provided system-monitored event list, or the generic event cannot properly define the event received from third-party system, you can customize a user-defined event.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Event and Alarm** → **Basic Settings** → **User-Defined Event** to enter the user-defined event management page.
2. Click **Add** to open the following window.

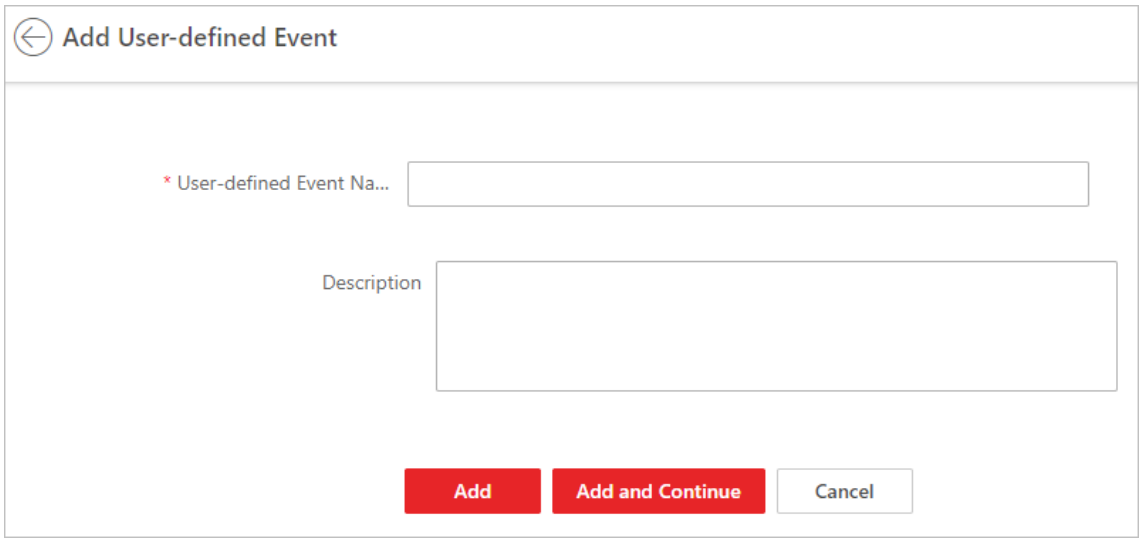


Figure 13-14 Add User-Defined Event

3. Create a name for the event.
4. Optional: Enter the description information to describe the event details.
5. Click **Add** to add the event and go back to the event list page, or click **Add and Continue** to add the event and continue to add a new event.
   With the customized user-defined event, it provides the following functions:
   - The user can trigger a user-defined event manually in Monitoring and Alarm Center module on the Control Client when viewing the video or checking the alarm information.
   - A user-defined event can trigger an alarm if configured.
   - You can define the arming time period by the user-defined event: An alarm's arming schedule will start or end when the user-defined event is triggered.
   - An alarm can trigger a user-defined event as alarm actions.
   - Integrate other third-party systems with HikCentral-Workstation by using the data received from the third-party system. You can trigger the user-defined events outside the HikCentral-Workstation. For details, contact our technical support.

Note

- For configuring the alarm source, arming schedule, and alarm action, refer to ***Event and Alarm Configuration***.
- For triggering the user-defined event on the Control Client, refer to *User Manual of HikCentral-Workstation Control Client*.

13.4 Configure Receiving Schedule Template

When setting event and alarm, you can select the pre-defined receiving schedule template to define when the event or alarm can be triggered and notifying the recipients. The system pre-defines three default receiving schedule templates: All-Day Template, Weekday Template, and Weekend Template. You can also add a customized template according to actual needs.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Event and Alarm** → **Basic Settings** → **Receiving Schedule Template**.
2. Click **+** to enter the add receiving schedule template page.

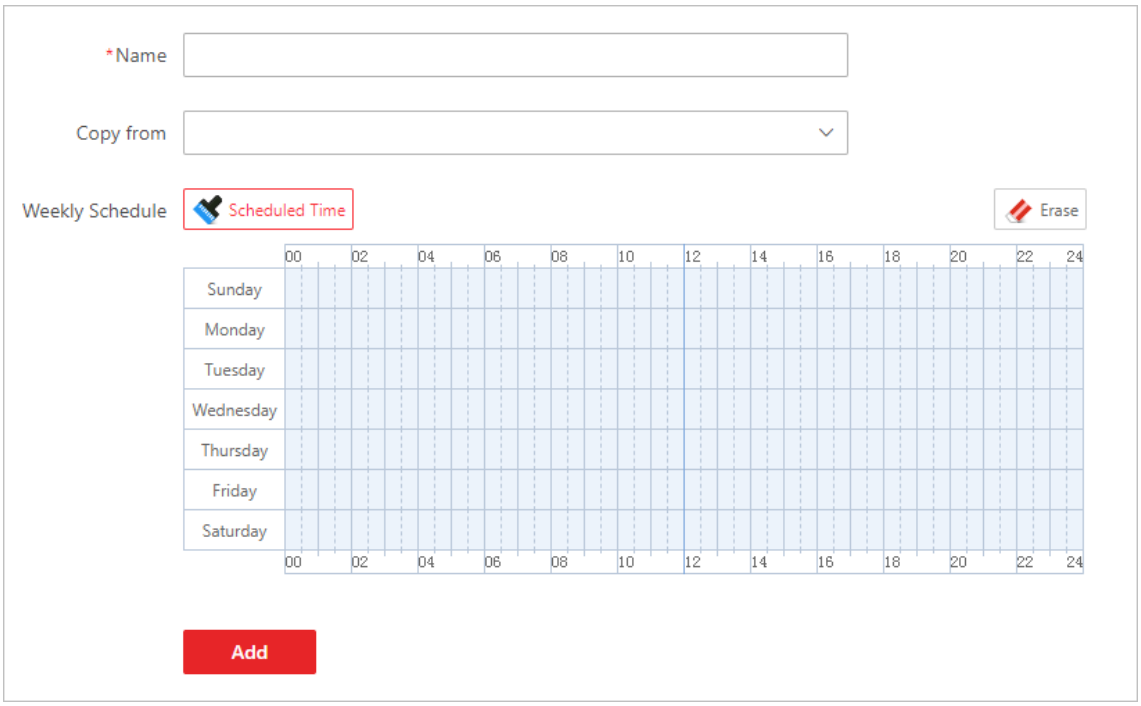


Figure 13-15 Add Receiving Schedule Template

3. Set the required information.

   Name

   Set a name for the template.

   Copy from

   Optionally, you can select to copy the settings from other defined templates.
4. Click **Scheduled Time** and drag on the time bar to set the time periods. During the time periods, the event can be triggered on the event source and notify the recipients in HikCentral-Workstation.

Note

Up to 4 time periods can be set for each day.

5. Optional: Click **Erase** and click on the drawn time period to clear the corresponding time period.
6. Click **Add** to add the template and go back to the receiving schedule template list page.
   The receiving schedule template will be displayed on the receiving schedule template list.
7. Optional: Perform the following operations after adding the receiving schedule template.

View Template Details	Click the template to view its details.
Edit Template	Click the name of a customized template to edit template details.
Delete Template	Select a template and click to delete the template.

13.5 Add Alarm Recipient Group

Enter a short description of your task here (optional).

Before You Start

Enter the prerequisites here (optional).

Enter the context of your task here (optional).

Steps

1. Enter your first step here.
   Enter the result of your step here (optional).

Example

Enter an example that illustrates the current task (optional).

What to do next

Enter the tasks the user should do after finishing this task (optional).

13.6 Event and Alarm Search

On the event & alarm search module, you can view the alarm overview, search the historical event or alarm by setting search condition as required.

13.6.1 Alarm Overview

In the alarm overview module, it gives you an overview of the alarm distribution, top 5 alarms and top 5 warning zones.
In the top left corner of Home page, select → **All Modules** → **General** → **Event and Alarm** → **Search** → **Overview** to enter the Alarm Analysis page.

Figure 13-16 Alarm Analysis

You can click **Settings** in the upper-right corner to customize the event, alarm, or event and alarm types to be calculated in the overview page.

In the upper area of the page, the number of events triggered in the last 7 days or last 30 days are displayed in vertical bar chart.

In the lower-left area of the page, the top 5 alarms triggered in today, last 7 days or last 30 days are displayed in horizontal bar chart. The type of information displayed here will change according to the report target on the Settings pane. For example, if you select **Alarm** on the **Settings** pane as the report target, the Top 5 Alarms will only display data of the alarms. Click the number of an alarm to jump to the Event and Alarm Search page. Also, the **Trigger Alarm**field will also change according to your selection on the Settings pane.

In the lower-right area of the page, the top 5 areas with alarm in today, last 7 days or last 30 days are displayed in horizontal bar chart.

13.6.2 Search Event and Alarm Logs

You can search the event and alarm log files of the added resource for checking.

Before You Start

You should configure the event and alarm settings first.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **Event and Alarm** → **Search** → **Event and Alarm Search** to enter the Event & Alarm Search page.
2. Set the time range for search.
   - Select a predefined time period for search.
   - Select **Custom Time Interval** and specify the start time and end time for search.
3. Select the event type as **All**, **Not Trigger Alarm** or **Trigger Alarm**.

   All

Both events and alarms.

Not Trigger Alarm

The events happened but were not triggered as alarms.

Trigger Alarm

The events happened and were triggered as alarms.

4. Optional: If you select **Trigger Alarm**, you can set the following filter conditions.

Marking Status

Switch **Marking Status** on and select **Marked** or **Unmarked** to filter the marked or unmarked alarms/events.

Acknowledging Status

Switch **Acknowledging Status** on and select **Acknowledged** or **Unacknowledged** to filter the acknowledged or unacknowledged alarms/events.

Alarm Priority

Select the priority level to filter the alarms/events by priority.

Category

Select the category to filter the alarms/events by category.

5. Enable **Area** and then click to select the area of the source.
6. Enable **Triggered By** and then select the triggering events and source.
7. Optional: If you select events of the Access Control category, enter the entered/exited person's name.
8. Optional: If you have entered the additional information about the alarm on the third-party system, enter the additional information in the **Third-Party Additional Information** when searching for a third-party event or alarm.
9. Enable **Event & Alarm Name** to select the event/alarm name in the drop-down list.
10. Click **Search**.

The matched event or alarm logs display on the list.

11. Optional: Perform the following operation(s) after searching for alarms and events.

Export Events and Alarms	Click **Export** and select the format as **Excel** or **PDF** to save all searched events and alarms to the local PC.

Note

When exporting all events and alarms in Excel format, you can check **Include Picture Information** to export the related pictures.

13.7 Send Event and Alarm Report Regularly

You can set a scheduled report rule for specified events or alarms, and the platform can send an email with a report attached to the target recipients daily or weekly, showing the details of specified events or alarms triggered on the day or the week.

Before You Start

- Set the email template with recipient information, subject, and content. For details, refer to ***Set Email Template***.
- Set the email settings such as sender address, SMTP server address and port, etc. For details, refer to ***Configure Email Account***.

Steps

Note

One report can contain up to 10,000 event records in total.

1. In the top left corner of Home page, select → **All Modules** → **General** → **Event and Alarm** → **Basic Settings** → **Scheduled Report**.
2. Click **+**.
3. Create a name for the report.
4. Set the event(s) or alarms contained in the report.
   1) In the Report Target field, click **Add**.
      All the added events and alarms are displayed.
   2) (Optional) Filter the events by event source type and triggering event.
   3) Select the event(s).

      Note

      Up to 32 events can be added in one report rule.

   4) Click **Add**.
5. Set the report type as **Daily** or **Weekly** and set the sending time.

   Daily Report

   Daily report shows data on a daily basis. The system will send one report at the sending time every day, which contains information of the events triggered on the day (24 hours) before the current day.
   For example, if you set the sending time as 20:00, the system will send a report at 20:00. every day, containing details of all the events triggered between 00:00. and 24:00. before the current day.

   Weekly Report

   As compared to daily report, weekly report can be less time-consuming, since it is not to be submitted every day. The system will send one report at the sending time every week, which contains information of the events triggered on the last 7 days before the sending date.

For example, if you set the sending time as 6:00 on Monday, the system will send a report at 6:00 in the morning on every Monday, containing details of all the events triggered between last Monday and Sunday.

6. Select the email template from the drop-down list to define the recipient information and email format.

Note

You can click **Add New** to add a new email template. For setting the email template, refer to ***Set Email Template***.

7. Select Excel or PDF as the report format.
8. Select the **Report Language**.
9. Click **Add** to add the report and go back to the report list page.

Chapter 14 Video Management

After adding encoding devices to the system, you need to set video related parameters to ensure the security personnel can not only view live videos streamed from these devices via the Control Client, Web Client and Mobile Client, but also access other important functions such as playback and intelligent recognition. These functions can provides great help and convenience for their works such as security surveillance and investigation.

14.1 Flow Chart of Video Management

The two flow charts below show the process of configurations and operations required for viewing videos of encoding devices and other related functions.

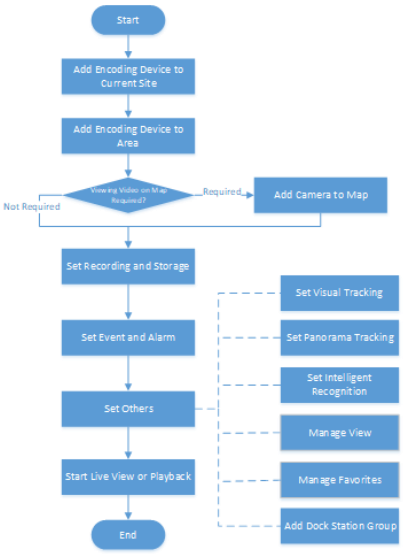


Figure 14-1 View Videos of Encoding Devices

Table 14-1 Flow Chart Description

Procedure	Description
Add Encoding Device to the Platform	Add encoding device to the platform by online detection, IP address, port segment, device ID, device ID segment, etc. For details, see ***Manage Encoding Device***.
Add Encoding Device to Area	Group encoding devices to different areas according to the locations of the devices for convenient management. For details, see ***Area Management***.
Add Camera to Map	Add cameras to a map as hot spots to view videos on map. After that, you can get the video information and camera location

Procedure	Description
	information at the same time. For details about adding cameras to map, see ***Add Hot Spot on Map***.
Configure Recording and Storage	Define the periods during which video recording is activated. And set the storage location for the recorded video footage and the uploaded pictures (e.g., alarm related pictures). For details about configuring recording and storage, see ***Configure Storage and Recording***.
Configure Event and Alarm	Configure linkage actions for the events detected by the encoding devices. For details, see ***Event and Alarm Configuration***.
Configure Others	You can configure other video related functions including visual tracking, panorama tracking, and intelligent recognition. ● Configure Visual Tracking: Visual tracking is a target tracking function that allows you to track a target (e.g., a suspect) moving across fields of view of multiple cameras by switching views of camera nearly seamlessly. For details about the configuration, see ***Configure Visual Tracking***. ● Configure Panorama Tracking: Panorama Tracking is a target tracking function based on the linkage between a box/bullet camera and a speed dome. When a VCA event is detected or a target is selected manually, the bullet/box camera, through its video analysis function, can work together with the speed dome to locate, zoom in, and track the target. For details about configuring this function, see ***Configure Panorama Tracking***. ● Configure Intelligent Recognition: Intelligent recognition refers to the recognition of faces, body features, or behaviors, etc., by intelligent analysis devices added to the platform. For details configuring this function, see ***Intelligent Recognition***.
Start Live View or Playback	Start playing live videos or video footage of the encoding devices. You can also manage view and favorites. For details, see ***Video Application***.

14.2 Configure Storage and Recording

Before you can play back video files recorded by cameras, you need to set the time periods for video recording and the location for storing video files and pictures first. Also, before you can import pictures (e.g., static e-map picture) and view pictures (e.g., alarm-related pictures) uploaded from devices, you need to set storage locations for these pictures and set related parameters.

Store video files on the encoding devices (i.e., DVR, NVR, and network camera) locally. Take NVR for an example, the video files recorded by the cameras linked to it will be stored in its storage medium (e.g., HDDs, Net HDDs, and SD/SDHC cards) if you select **Encoding Device** as the storage location.

To store video files in this way, you need to make sure the encoding device is equipped with a storage medium and the storage medium should have been formatted.

Perform the following operations to format storage medium if required:

Go to the remote configuration page of the encoding device (→ **All Modules** → **General** → **Resource Management** → **Encoding Device** →), and then click **Storage** → **Storage Management** → **HDD Management** → **Format** to initialize the selected storage device.

14.2.1 Configure Recording for Cameras

For the cameras, HikCentral-Workstation provides one storage method (i.e., storing on encoding devices) for storing the video files of the cameras according to the configured recording schedule. You can get device's recording settings when adding camera to an area.

Before You Start

Encoding devices need to be added to the HikCentral-Workstation for area management. Refer to ***Resource Management*** for detailed configuration about adding devices.

Steps

1. Enter the **Recording Setting** tab.
   1) In the top left corner of the Home page, select → **All Modules** → **General** → **Resource Management** → **Area**.
   2) Select an area to show its cameras.
   3) Select a camera and click its name to enter camera settings page.
   4) Select the **Recording Settings** tab.
2. Turn on **Main Storage**.
3. Select the storage location for storing the recorded video file.
4. Select the storage type and configure other required parameters.
   – Select **Real-Time Storage** as the storage type to store the recorded video files in the specified storage location in real time.

Note

If you select **Encoding Device** as the storage location, you needn't select the storage type, but configure the following parameters as real-time storage settings by default.

Recording Schedule Template

Set the template which defines the time periods to record the camera's video.

All-Day Time-Based Template

Record the video for all-day continuously.

All-Day Event-Based Template

Record the video when alarm occurs.

Add New

Set the customized template. For details about setting customized template, refer to ***Configure Recording Schedule Template***.

View

View the template details.

Stream Type

Select the stream type as main stream, sub-stream or dual-stream.

Pre-Record

Record video from periods preceding detected events. For example, when someone opens a door, you can see what happens right before the door opened.
This field displays when the storage location is set as Encoding Device. And it is available for the camera that is configured with event-based recording.

Post-Record

Record video from periods following detected events.
This field displays when the storage location is set as Encoding Device or Hybrid Storage Area Network. It is available for the camera that is configured with event-based recording.

Video Expiration

If you select **Encoding Device** as the storage location , set **Video Expiration** switch to on and enter expiration day(s).
Automatically delete the oldest videos after the specified retention period. This method allows you to define the longest time period to keep the videos as desired and the actual retention period for the videos depends on the allocated quota.

Enable ANR

If you select the **Encoding Device** or **Hybrid Storage Area Network** as the storage location, check **Enable ANR** to turn the automatic network replenishment on to temporarily store the video in the camera when network fails and transport the video to storage device when

network recovers.

– Select **Scheduled Copy-Back** as the storage type to copy the recorded video files from the encoding device to the specified storage location according to scheduled period.

Note

Make sure you have configured recording schedule stored in the device local storage for auxiliary storage first. Otherwise, the scheduled copy-back is not configurable.

Copy in

Specify the time period to copy the recorded video files to the specified storage location.

Recording for Copy-Back

Select the type of recorded video file to backup.

Max. Copy-Back Speed (KBps)

Enter the maximum copy-back speed.

5. Optional: Set the **Auxiliary Storage** switch to ON and configure another storage location for the video files.

Note

Before setting Scheduled Copy-Back, make sure you have configured real-time recording schedule stored in device local storage for the main storage.

6. Click **Save**.

14.2.2 Configure Storage for Imported Pictures and Files

The imported pictures (such as the static e-map pictures and the face pictures in the person list) and files (such as the video recordings) can be stored on the HDD of SYS server. You can configure the storage locations and the corresponding quotas for them.

Steps

Note

You can configure the storage only when the current Web Client is running on SYS server.

1. In the top left corner of the Home page, select → **All Modules** → **General** → **System Configuration** → **Storage** → **Storage on SYS Server**.
   The disks of the SYS server are displayed with current free space and total capacity.
2. Switch on **Enable Local Storage**.
3. Configure the related parameters for storing pictures.
   1) Select the disk to store the imported pictures.

Note

The disk should have at least 1.25 GB of free space for picture storage.

2) Optional: Switch on **Set Quota for Pictures** and set the storage quota for the pictures.

4. Click **Add** to add a resource pool for storing files.
   1) Enter the name of the resource pool.
   2) Select a disk to store the files.

Note

The disk should have at least 9 GB of free space for file storage.

   3) Optional: Switch on **Restrict Quota for Pictures** and set the storage quota for the files.
   4) Check **Overwrite When Storage Space is Insufficient**, and the newly imported files will overwrite the existing files when the disk space is insufficient.
   5) Click **Add**.
   6) Optional: Click **Delete** or in the Operation column to delete a resource pool.
   7) Optional: Click a resource pool name to edit related settings.
5. Click **Save**.

14.2.3 Configure Storage for Uploaded Pictures

The pictures uploaded from the devices, such as alarm triggered pictures, captured face pictures, and captured plate license pictures, can be stored on the HDD of SYS server.

Steps

1. Enter the picture storage setting page.
   1) In the top left corner of the Home page, select → **All Modules** → **General** → **Resource Management** → **Area** → **Camera**.
   2) Select an area to show its cameras.
   3) Select a camera and click its name to enter the camera settings page.
2. Select the **Picture Storage Settings** tab.
3. Switch on **Picture Storage**.
4. Select the storage location from the drop-down list.

Note

If you select System Management Server, the pictures will be stored on the SYS server. Click **Configuration** to view the disk on SYS server and storage quota, which can be edited via the Web Client running on the SYS server. Refer to ***Configure Storage for Imported Pictures and Files*** for details.

5. Click **Save** to save the uploaded pictures to the specified location.

14.2.4 Configure Recording Schedule Template

Recording schedule is time arrangement for video recording. You can configure the recording schedules to record video in a certain period. Two default recording schedules are available: All-day Time-based Template and All-day Event-based Template. All-day Time-based Template can be used for recording videos for all day continuously, and All-day Event-based Template is for recording videos when alarm is triggered. You can also customize the recording schedule.

Perform this task when you need to customize the schedule to record the video files.

Steps

1. In the top left comer of the Home page, select → **All Modules** → **Video** → **Video Settings** → **Recording Schedule Template**.
2. Click + to enter the Adding Recording Schedule page.

Note

Up to 32 templates can be added.

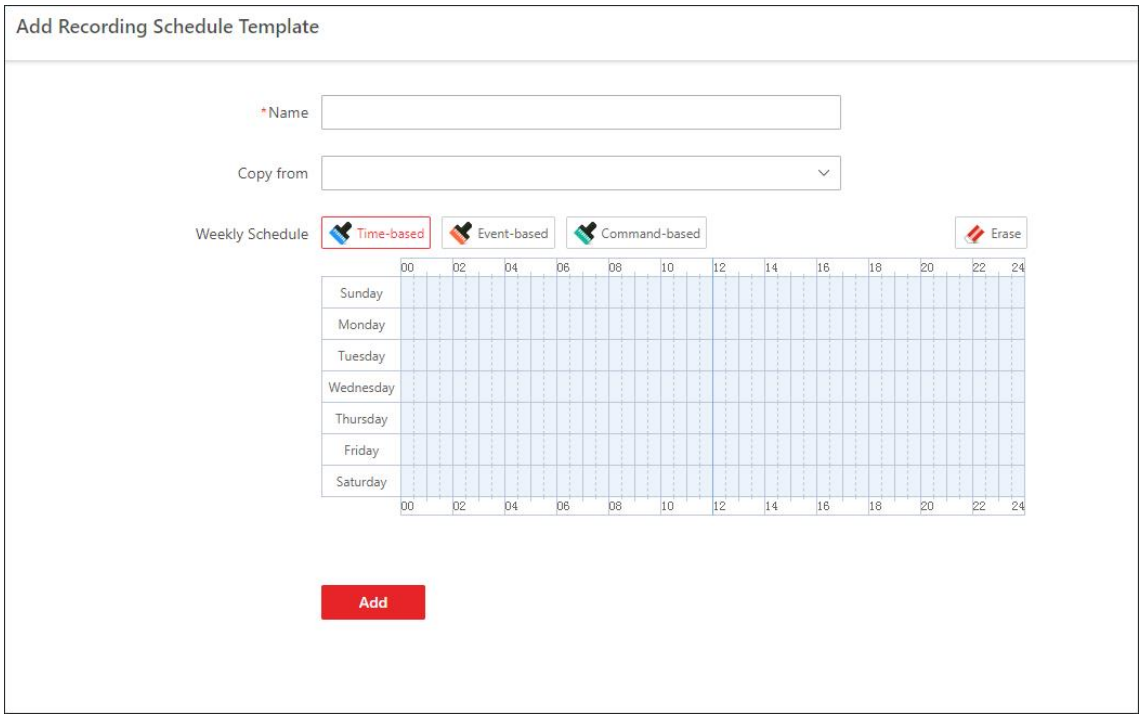


Figure 14-2 Adding Recording Schedule Template Page

3. Set the required information.

Name

Set a name for the template.

Copy from

Optionally, you can select to copy the settings from other defined templates.

4. Select a recording type and drag on the time bar to draw a time period.

Note

By default, the Time-based is selected.

Time-based

Continuous recording according to the time you arranged. The schedule time bar is marked with blue.

Event-based

The recording triggered by the alarm (e.g., alarm input alarm or motion detection alarm). The schedule time bar is marked with orange.

Command-based

The recording triggered by the ATM command. The schedule time bar is marked with green.

Note

Up to 8 time periods can be set for each day in the recording schedule.

5. Optional: Click **Erase** and click on the time bar to clear the drawn time period.
6. Click **Add** to add the template and back to the recording schedule template list page.
7. Optional: Perform the following operations on the recording schedule template list page.

View Template Details	Click the template to check the detailed settings.
Delete Template	Click to delete a template.

14.3 Configure Visual Tracking

Visual tracking allows you to track an individual (such as a suspect) across different areas without losing sight of her/him. Before you can use this function, you need to associate a camera (hereafter named as "camera A") with other cameras nearby. After that, icons representing the nearby cameras will be overplayed on the view of camera A. You can click these icons to redirect to the associated cameras' views during live view or playback.

Steps

1. In the top left corner of the Home page, select → **All Modules** → **Video** → **Video Settings** → **Visual Tracking**.
2. Select an area from the area list.
   The page will display the thumbnails of the latest view of the cameras that support visual

tracking settings in the selected area.

3. Optional: Check **Include Sub-Area** to display the available cameras in the sub-area(s) of the selected area.
4. More the cursor to one of the thumbnail, and then click the appeared **Set Visual Tracking** to open visual tracking settings page.
5. Optional: Click **Refresh** to get the latest view of the camera.
6. Click **Add Related Camera** to open the camera list panel, and select a camera from the camera list or search for a specific camera by keywords, and then click **OK**.
   The icon representing the related camera will be displayed on the view of the current camera. And the thumbnail of the view of the related camera will be listed on the right side.
7. Drag the icon to a proper position on the view according to its actual mounting position.
8. Optional: Hover the cursor over the thumbnail list on the right side, and then click **Set Visual Tracking** to set visual tracking for the related camera.

Note

You can repeat this step to set visual tracking for more cameras. After that, you can view the visual tracking route of different cameras. You can click one camera to view its corresponding visual tracking image.

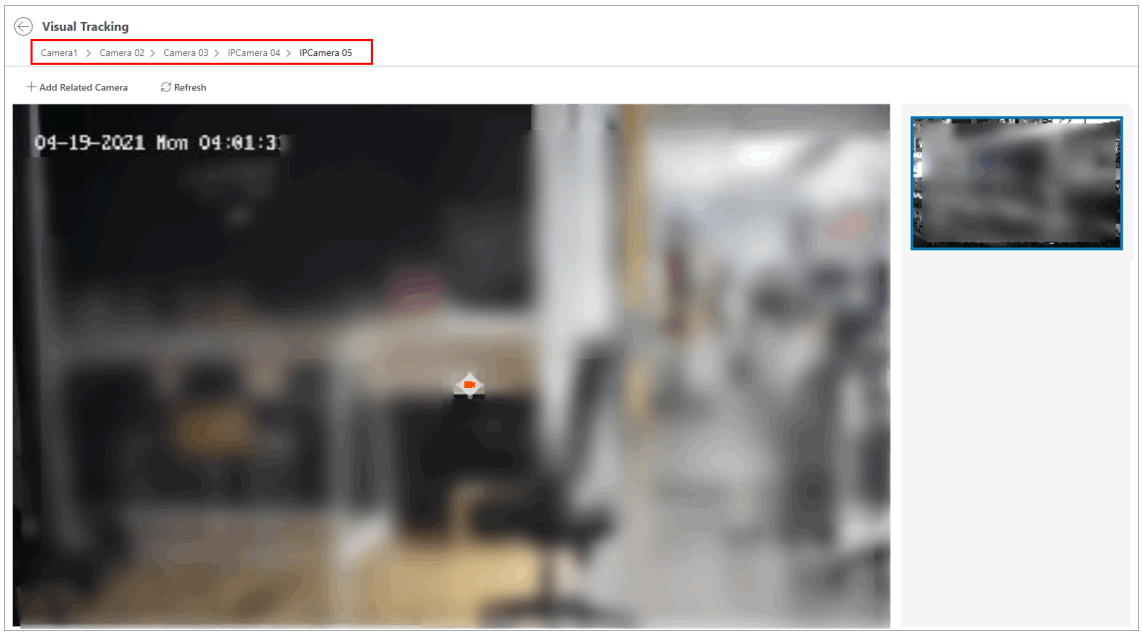


Figure 14-3 Set Visual Tracking

9. Optional: Hover the cursor over the thumbnail list on the right side, and then click **Delete** to cancel the association between the current camera and its related camera.
10. Click ⟵ in the upper-left corner to save the above settings and back to the visual tracking page.
    The security personnel will be able to use the video tracking function on the Control Client.

Example

Visual Tracking in Hallway

The following picture shows the surveillance image of camera A in a hallway. There are three directions: B, C, and D, and each direction is monitored by camera B, C, and D respectively.

In this case, you can drag camera B to the B position so as to overlay the icon of camera B on the surveillance image, and then do similar operations for camera C and camera D. After that, when an individual passes by the hallway and turns to direction B, the security personnel can click the icon of camera B on the view of camera A to redirect to the view of camera B.

Figure 14-4 Surveillance Image of Camera A

14.4 Set Network Parameters

You can set access mode for encoding and decoding devices.

Steps

1. In the top left corner of the Home page, select → **All Modules** → **Video** → **Video Settings** → **Network**.
2. Set the device access mode as Automatically Judge or Proxy mode to define how the system accesses all the added encoding devices and decoding devices.

   Automatically Judge

   The system will automatically judge the condition of network connection and then set the device access mode accordingly as accessing directly or accessing via Streaming Gateway and Management Service.

   Proxy

   The system will access the device via Streaming Gateway and Management Service. It is less effective and less efficient than accessing directly.
3. Click **Save**.

14.5 Configure Panorama Tracking

Panorama tracking is a target tracking function based on the linkage between a bullet/box camera and a speed dome. After you configure panorama tracking on the Web Client, the security personnel will be allowed to enable this function during the live view of the bullet/box camera on the Control Client. If this function is enabled, when a Video Content Analysis (VCA) event is detected by the bullet/box camera, or the security personnel manually select a target, the bullet/box camera will work together with the speed dome to locate, zoom in, and track the target.

Before You Start

Make sure you have added the device supporting this function.

Steps

1. In the top left corner of the Home page, select → **All Modules** → **Video** → **Video Settings** → **Panorama Tracking Settings**.
2. Select one area on the area list.
3. At the thumbnail center, click **Configure Panorama Tracking** to open the Panorama Tracking Settings window.
4. Select a speed dome from the list for linking the camera to the speed dome.
5. Select **Manual Calibrating** or **Auto Calibrating** as calibration mode and click **Next**.
6. Calibrate the camera and the linked speed dome, and then click **Next**.
   - **Manual Calibrating**: In Manual Calibrating mode, click **Add Calibration Point**, and click the position on the left image of box/bullet camera to add a calibration point. Select the calibration point, and then pan, tilt, and zoom in or out the view of speed dome by digital zoom and PTZ control to make sure the live view of speed dome and the target position of the camera are mostly same.

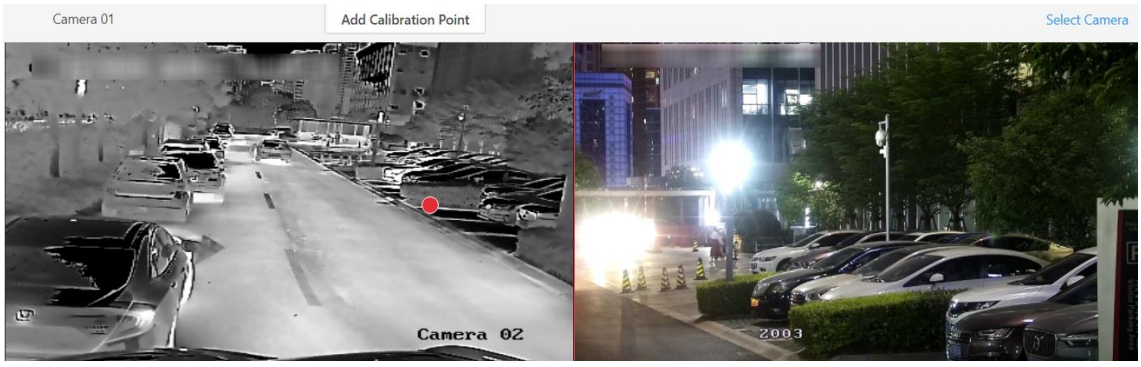


Figure 14-5 Manual Calibrating

Note

- You can repeat the operations to add more calibration points. At least 4 calibration points should be added. It is recommended to add at least 9 calibration points in one scene. For higher tracking precision, up to 12 calibration points are required.
- Click the added calibration point, and you can move it to other position, or delete it.

- It is recommended to place calibration points at distinct positions in live image (for example, corners). If no distinct position is available, you can place the points at something (for example, box, stool, or people) to mark the position.

– **Auto Calibrating**: In Auto Calibrating mode, click **Start Calibration** to add calibration points automatically.

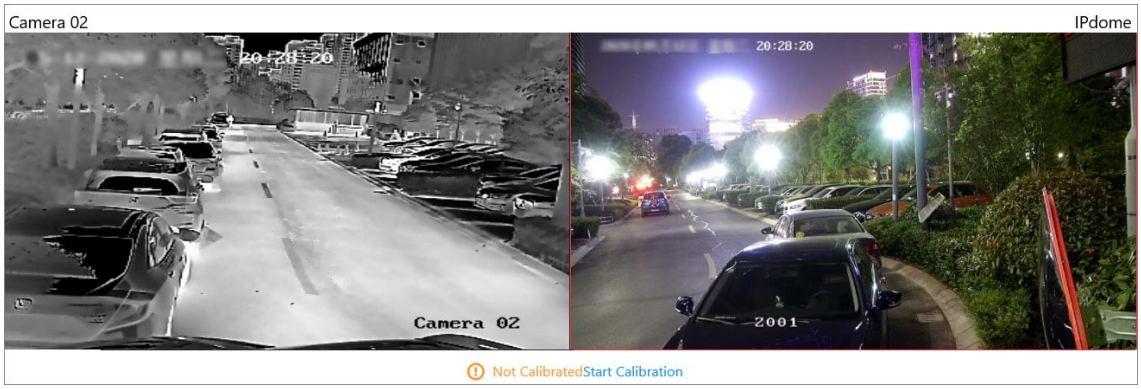


Figure 14-6 Auto Calibrating

Note

You should avoid using auto calibrating for vast similar scenes (for example, lake, lawn, or public square) or dark scenes (for example, night scenes).

7. Set other parameters.

Auto-Tracking

If **Auto-Tracking** is checked, when the VCA event is triggered during live view, the speed dome will track the target automatically.

Note

You need to configure VCA rule for the bullet/box camera on the device. For more details, refer to the user manual of the device.

Target Tracking Mode

Track One Target Continuous

The speed dome tracks the target continuously until the target disappears in the scene.

Track One Target for Certain Duration

Select this mode and set the duration of tracking. The speed dome switches to next target after the set duration time.

Set Tracking Initial Position

Select a preset as tracking initial position, or adjust the view by PTZ control and click **Save** to save the preset as tracking initial position. When tracking finishes or timed out, speed dome returns to the tracking initial position. When tracking initial position is not set, the speed

dome stays where tracking finishes or timed out.

8. Click **Save and Test** to finish configuring panorama tracking.
   To test the panorama tracking settings, click or draw a rectangle on the video of box/bullet camera, and the speed dome will show the close-up view.
9. Optional: After configuring panorama tracking, perform the following operations.

Edit Panorama Tracking Settings	Click **Edit** to reconfigure panorama tracking.
Cancel Panorama Tracking	Click **Cancel Panorama Tracking** to delete all configurations about panorama tracking.

14.6 Intelligent Recognition

Intelligent recognition refers to the recognition and analysis of human face, body features, behaviors, vehicles in video images based on intelligent algorithms. The platform will record each recognition and the records can be searched via the Control Client and Mobile Client. The functionality is useful in various scenarios across industries for purposes such as searching for fugitive and finding out security threat.

14.6.1 Manage Face Comparison Group

HikCentral-Workstation supports face recognition and comparison functions. After adding devices which support face recognition, the devices can recognize faces and compare with the persons in the system.
On the Web Client, after adding the persons to the person group, the administrator should create a face comparison group, and then add persons (selected from the person list) to the group before you can perform face comparison. Finally, the administrator should apply the face comparison group with person information to the face recognition device to take effect.
When a person's face is detected and it matches or mismatches the person information in the face comparison group, an event/alarm (if configured) will be triggered to notify the security personnel and you can view the face comparison information during live view on the Control Client.

Add a Face Comparison Group

You need to add a face comparison group and add persons to the group for face comparison for further configurations such as intelligent recognition task settings.

Steps

Note

For details about intelligent recognition task settings, see ***Manage Intelligent Recognition Task***.

1. In the top left corner of the Home page, select → **All Modules** → **Video** → **Intelligent Recognition** → **Face Comparison Group**.
2. Click + to open the Add Face Comparison Group pane.
3. Create a name for the face comparison group.
4. Optional: Enter a description about the face comparison group.
5. Click **Add**.
   The face comparison group will be displayed in the group list.
6. Optional: Perform further operations.

Edit Face Comparison Group	Select a group from the group list and then click to edit its name and description.
Delete Face Comparison Group	Select a face comparison group and click to delete it.
Add Persons to Face Comparison Group	Select a face comparison group and click **Add** to add new or existing persons on the platform to the group. See details in ***Add Persons to a Face Comparison Group***.
Import Persons to Face Comparison Group	Select a face comparison group and click **Import** to batch import persons to the group. Choose the method of importing persons. See details in ***Import Person Information by Template***, ***Import Persons Using Zipped Profile Pictures***, and ***Import Face Information from Enrollment Station***.
Delete Persons from Face Comparison Group	Select persons in the group and click **Delete** to delete them from the group. Or click → **Delete All** to delete all persons in the group.
Delete Profile Pictures	Select persons in the group and click → **Delete Profile Picture Only** to delete the profile pictures of selected persons.
Export All Face Information in a Group	1. Click **Export**. 2. Create a password for decompressing the exported file, and then confirm it.

Import Face Comparison Group from Device

You can import face picture libraries from an encoding device or a facial and human body server to the platform as face comparison groups. After you importing the face picture libraries, the face

information contained in them will also be imported.

Steps

1. In the top left corner of the Home page, select → **All Modules** → **Video** → **Intelligent Recognition** → **Face Comparison Group**.
2. Click to open the Import Face Comparison Group from Device pane.
3. Select **Encoding Device** or **Facial and human body Server** from the Device Type field.
   All available devices will be displayed.

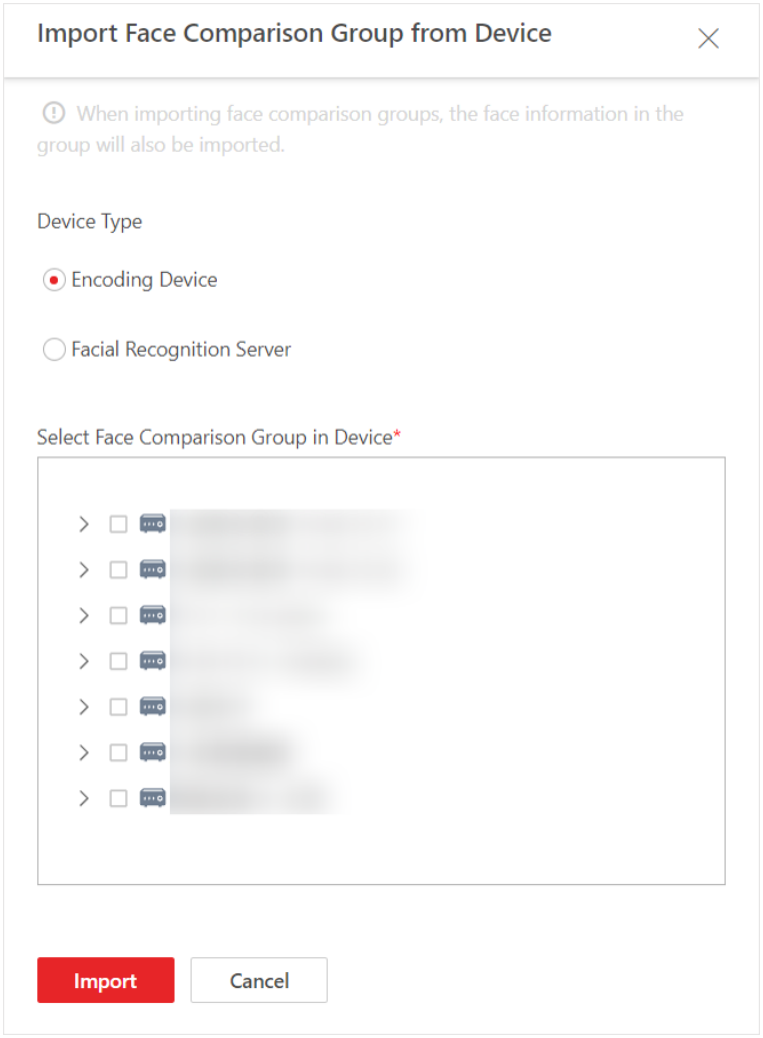


Figure 14-7 Import Face Comparison Group from Device

4. Click to show the face comparison group(s) of a device.
5. Select face comparison group(s), and the click **Import**.
   The Import Face Comparison Group window pops up, displaying the import results.

Note

If a face picture library fails to be imported, you can view the failure details such as library name, device name, and the failure reason.

Add Persons to a Face Comparison Group

You can add new persons manually to a face comparison group, or add existing persons on the platform to the group.

Steps

1. In the top left corner of the Home page, select → **All Modules** → **Video** → **Intelligent Recognition** → **Face Comparison Group**.
2. Select a group from the group list.
3. Click **Add** → **Add New Person** or **Add Existing Person** to add persons to the group.

Add New Person	Enter the required person information including ID, first name, and last name, and then click **Add** or **Add and Continue** to add the person to the group.
Add Existing Person	Select persons from the person list, and then click **Add**.

Note

You can check **Include Sub-Group** to include the persons in the sub-groups.

4. Click on a person's name to add a face picture if the profile picture field is empty.
   - Add from Device: Hover the cursor onto the empty profile picture field, click **Add from Device**, and then select a device.
   - Add by Taking a Picture: Hover the cursor onto the empty profile picture field, and then click **Take a Photo** to take a photo.
   - Add by Uploading Picture: Hover the cursor onto the empty profile picture field, and then click **Upload Picture** to upload a face picture from the local PC.
5. Optional: Perform further operations.

Delete Persons from Face Comparison Group	Select persons in the group and click **Delete** to delete them from the group. Or click → **Delete All** to delete all persons in the group.
Delete Profile Pictures	Select persons in the group and click → **Delete Profile Picture Only** to delete the profile pictures of selected persons.

Import Person Information by Template

HikCentral-Workstation provides a template (an XLSX file) for batch importing person information from the local PC. You can use the template to import large amount of person information to a specific face comparison group with minimum efforts.

Steps

1. In the top left of the Home page, select → **All Modules** → **Video** → **Intelligent Recognition** → **Face Comparison Group**.
2. Select the face comparison group that needs importing person information.
3. Click **Import** → **Import by Template** to open the Import by Template pane.
4. Click **Download Template** on the pane to download the template.
5. Fill required information into the template, and then click to select the filled-in template from the local PC.
6. Optional: Check **Replace Repeated Person** to allow the system to overwrite the person information already exists in the face comparison group when you import the information.
7. Click **Import**.

Import Persons Using Zipped Profile Pictures

You can batch import persons to the face comparison group by importing profile pictures in a compressed (zipped) file.

Before You Start

Make sure you have named the to-be-imported profile pictures in the following rules: "First Name + Last Name" (e.g., David Lennon), "ID" (e.g., 777816547), or "First Name + Last Name_ID" (e.g., David Lennon_777816547).

Steps

Note

The platform only supports importing photos in the format of JPG, JPEG, or PNG.

1. In the top left corner of the Home page, select → **All Modules** → **Video** → **Intelligent Recognition** → **Face Comparison Group**.
2. Select a face comparison group from the group list.
3. Hover the cursor over **Import**, and then click **Import Zipped Profile Picture** to open the Import Zipped Profile Picture pane.
4. Click to select a ZIP file from the local PC.
5. Click **Import**.

Note

The imported persons will also be added to the All Persons group of the platform.

Import Face Information from Enrollment Station

You can import face information from an enrollment station if you know its IP address, device port, user name, and password.

Before You Start

Make sure you have added the enrollment station to the platform.

Steps

1. In the top left corner of the Home page, select → **All Modules** → **Video** → **Intelligent Recognition** → **Face Comparison Group**
2. Select a face comparison group.
3. Click **Import** → **Import from Enrollment Station** to show the Import from Enrollment Station pane.

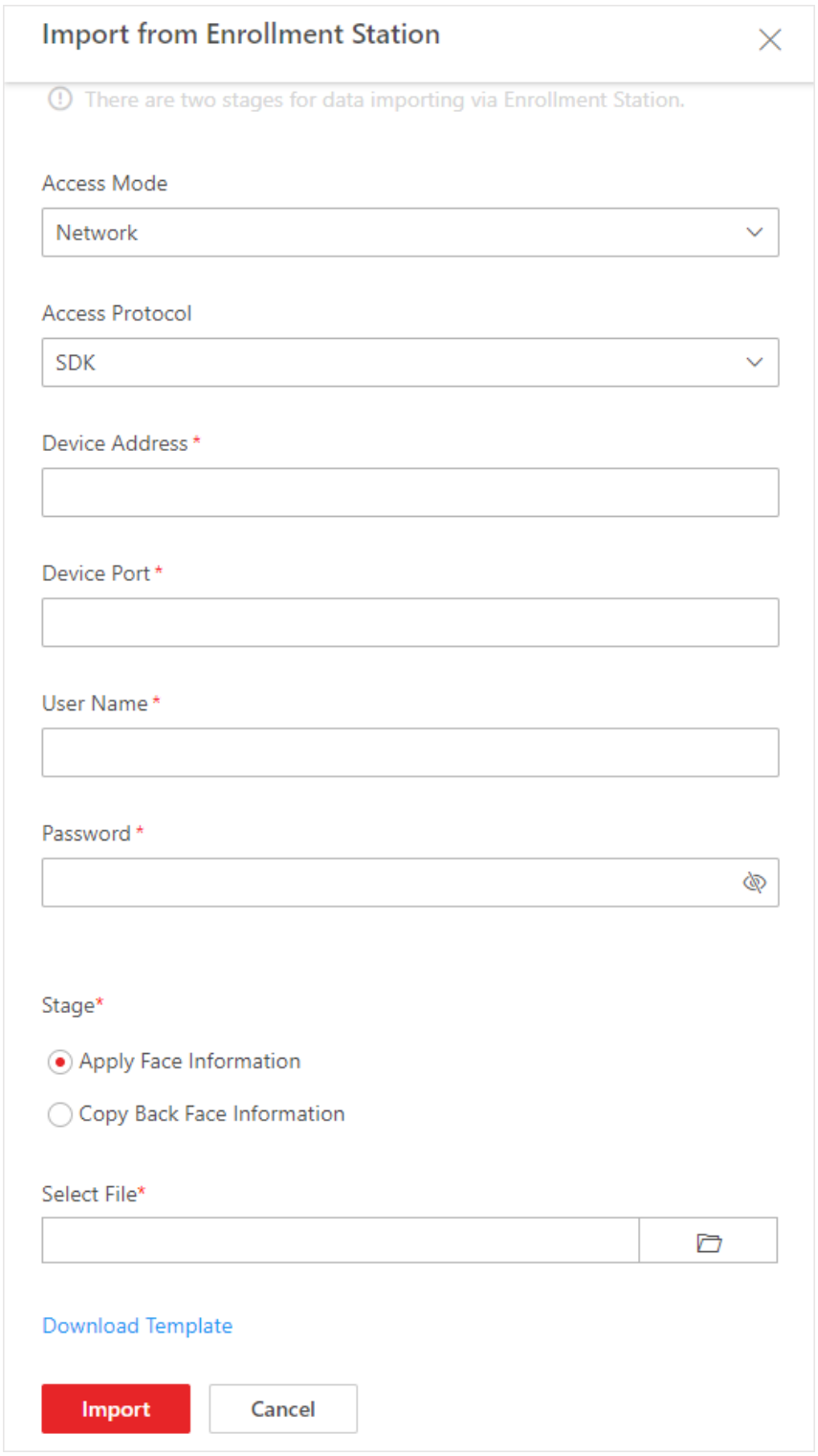


Figure 14-8 Import from Enrollment Station

4. Set the required information, such as device IP address, device port, and password.

Stage

Apply Face Information

Import specific face information from the enrollment station to the face comparison group.

Select File

Click **Download Template** to download a template and fill in it according to its prompts, and then click ··· and select the filled-in template to import specific face information from the enrollment station to the selected face comparison group.

Copy Back Face Information

Copy back all the face information acquired by the enrollment station to the selected face comparison group.

5. Click **Import**.

Apply Face Comparison Group to Device

After setting the face comparison group and adding person(s) to the group, you need to apply the group settings to the device which supports face comparison so that the camera can compare the detected faces with the face pictures in the face comparison group and trigger alarms (if configured). After applying the face comparison group to the device, if the data in the group are changed (such as adding a person to the group, removing person from the group, etc.), the platform will automatically apply the data in the group to the device to take effect.

Before You Start

- Make sure you have added devices which supports face picture comparison to the system.
- Make sure your license supports facial and human body functionality. Or turn to Home page, select **Maintenance and Management** → **License Details** → >, and then click **Configuration** next to Facial and human body Camera to added cameras as facial and human body cameras. Otherwise, facial and human body will be unavailable in the system.

Steps

Note

- You can only apply face comparison groups to cameras which support face picture comparison.
- The maximum number of groups that can be applied to the camera depends on the camera capability.

1. In the top left of the Home page, select → **All Modules** → **Video** → **Intelligent Recognition** → **Applying Center**.
2. Select a facial comparison group from the group list on the left side.
3. Click **Face to Be Applied** to display the to-be-applied face information of the selected group.
4. Apply face information to device(s).
   - Apply Specific Face Information: Select face information, and then click **Apply**.
   - Apply All Face Information in the Group: Click **Apply All**.
5. Select the camera(s) to apply the selected face comparison group(s) to.

6. Click **Apply** to start applying.

14.6.2 Manage Intelligent Recognition Task

You can add an intelligent recognition task to define the conditions such as the device and time for intelligent recognition. The task types include face comparison, people feature analysis, frequently appeared person analysis, and rarely appeared person analysis.

Add Face Comparison Task

You can add face comparison task to define the time, device, face comparison group, similarity threshold, and so on, for face comparison. Once a face comparison task is added, the security personnel can view real-time matched face information during live view and search face comparison records via the Control Client and Mobile Client.

Before You Start

Make sure you have set face comparison groups. For details, see ***Manage Face Comparison Group***.

Steps

1. In the top left of the Home page, select → **All Modules** → **Video** → **Intelligent Recognition** → **Intelligent Recognition Task** → **Face Comparison**.
2. Click **Add** to enter the Add Face Comparison Task page.
3. Set parameters, such as task name, description, and task schedule template.

Note

The parameter marked with a red asterisk is required.

Task Schedule Template

Select a task schedule template from the drop-down list to define the time when the face comparison functionality is activated.
You can click **View** to view the details of the scheduled time.

Note

For details about adding task schedule template, see ***Add Task Schedule Template***.

Device for Analysis

Select a type of face comparison device.

Camera

Select camera(s) from the Available list, and then click › to add selected one(s) to the Selected list.

Face Comparison Group

Select face comparison group(s). The faces detected by the specified camera(s) will be compared with the face pictures in the selected group(s).

Similarity

Drag the slider to adjust the similarity threshold based on your face comparison requirements. The higher the threshold, the preciser the comparison will be. The lower the threshold, the higher comparison rate will be.

Once the similarity between a detected face and a face picture in the selected face comparison group(s) reaches the threshold, the detected face will be recognized and a face comparison record will be generated.

4. Complete adding this task.
   - Click **Add** to complete adding this task.
   - Click **Add and Continue** to complete adding this task and continue adding more.

   The face information in the selected face comparison group(s) will be applied to the selected camera(s).
5. Optional: Perform the following operations after adding task(s).

Delete a Task	Select a task from the task list, and then click **Delete**.
Delete All Tasks	Click next to **Delete**, and then click **Delete All**.
Filter Tasks	Click and set filter conditions such as task name, and then click **Filter**.

Add People Feature Analysis Task

You can add a people feature analysis task to define conditions such as time, device(s), and detection area, for people feature analysis, which recognizes and records body features of the people appeared in the fields of view of the cameras linked to the people feature analysis device. Once a people feature analysis task is added, the security personnel can search and view people feature analysis records via the Control Client and Mobile Client.

Steps

1. In the top left of the Home page, select → **All Modules** → **Video** → **Intelligent Recognition** → **Intelligent Recognition Task** → **People Feature Analysis**.
2. Click **Add** to enter the Add People Feature Analysis Task page.
3. Set parameters, such as task name, description, and task schedule template.

Note

The parameter marked with a red asterisk is required.

Task Schedule Template

Select a task schedule template from the drop-down list to define the time when the people feature analysis functionality is activated.
You can click **View** to view details of the scheduled time.

Note

For details about adding task schedule template, see ***Add Task Schedule Template***.

Device for Analysis

Select a type of people feature analysis device for the execution of people feature analysis.

Camera

Select cameras for detecting persons.

Detection Area

Click **Draw Area** and the drag the cursor on the image to draw an area for detecting persons.

4. Complete adding the task.
   - Click **Add** to complete adding this task.
   - Click **Add and Continue** to complete adding this task and continue adding more.
5. Optional: Perform the following operations after adding task(s).

Delete a Task	Select a task from the task list, and then click **Delete**.
Delete All Tasks	Click next to **Delete**, and then click **Delete All**.
Filter Tasks	Click and set filter conditions such as task name, and then click **Filter**.

Add Frequently Appeared Person Analysis Task

You can add a frequently appeared person analysis task to define the time, device(s), appeared times threshold, and so on, for frequently appeared person analysis, which searches out the frequently appeared person in a specific area within a specific period. The function is useful for finding out persons who should not have appeared frequently in a specific area. For example, it can be used in a jewelry store for detecting persons who may commit robbery.

Before You Start

Make sure you have set facial comparison groups. For details, see ***Manage Face Comparison Group***.

Steps

1. In the top left of the Home page, select → **All Modules** → **Video** → **Intelligent Recognition** → **Intelligent Recognition Task** → **Frequently Appeared Person Analysis**.
2. Click **Add** to enter the Add Frequently Appeared Person Analysis Task page.
3. Set parameters, such as task name, description, and task schedule template.

Note

The parameter marked with a red asterisk is required.

Task Schedule Template

Select a task schedule template from the drop-down list to define the time when frequently appeared person analysis is activated.
You can click **View** to view detailed scheduled time.

Note

For details about adding task schedule template, see ***Add Task Schedule Template***.

Device for Analysis

Select the device type for frequently appeared person analysis.

Camera

Select camera(s) for detecting persons.

Face Comparison Group

Select face comparison group(s). The faces detected by the specified camera(s) will be compared with the face pictures in the selected group(s).

Time Period

Set a time period for counting the appearance times of a detected person.

Appeared Times

Set threshold times for regarding a detected person as a frequently appeared person.
If the times that a person is detected by the specified camera(s) reaches or exceeds the threshold within the time period you set, he/she will be regarded as a frequently appeared person.

Counting Interval

Set a time interval for filtering out invalid counting.
If a person is detected for multiple times within the time interval, the system will regard he/she only appeared for one time.

Similarity

Drag the slider to adjust the similarity threshold based on your facial and human body requirements. The higher the threshold, the preciser the recognition will be. The lower the threshold, the higher recognition rate will be.
Once the similarity between a detected face and a face picture in the selected face comparison group(s) reaches the threshold, the detected face will be recognized and a face comparison record will be generated.

4. Complete adding this task.

– Click **Add** to complete adding this task.
– Click **Add and Continue** to complete adding this task and continue adding more.

5. Optional: Perform the following operations after adding task(s).

Delete a Task	Select a task from the task list, and then click **Delete**.
Delete All Tasks	Click next to **Delete**, and then click **Delete All**.
Filter Tasks	Click and set filter conditions such as task name, and then click **Filter**.

Add Rarely Appeared Person Analysis Task

You can add a rarely appeared person analysis task to define the time, device(s), appeared times threshold, and so on, for searching out the rarely appeared person in a specific area within a specific period. Rarely appeared person analysis is useful for finding out specific persons who shall appear regularly in a specific area. For example, in a community where many senile people live alone, when a senile person rarely leaves home (i.e., rarely been detected by the cameras in the community), he/she may need living assistance due to health problems.

Before You Start

Make sure you have set facial comparison groups. For details, see ***Manage Face Comparison Group***.

Steps

1. In the top left of the Home page, select → **All Modules** → **Video** → **Intelligent Recognition** → **Intelligent Recognition Task** → **Rarely Appeared Person Analysis**
2. Click **Add**to enter the Rarely Appeared Person Analysis Task page.
3. Set related information, such as task name, description, and task schedule template.

Note

The information marked with a red asterisk is required.

Task Schedule Template

Select a task schedule template from the drop-down list to define the time when rarely appeared person analysis is activated.
You can click **View** to view detailed scheduled time.

Note

For details about adding task schedule template, see ***Add Task Schedule Template***.

Device for Analysis

Select the device type for rarely appeared person analysis.

Camera

Select camera(s) for detecting persons.

Face Comparison Group

Select face comparison group(s). The faces detected by the specified camera(s) will be compared with the face pictures in the selected group(s).

Time Period

Set a time period for counting the appearance times of a detected person.

Reporting Time

The time when the results of rarely appeared person analysis is reported to system each day.

Appeared Times

Set threshold times for regarding a detected person as a frequently appeared person.
If the times that a person is detected by the specified camera(s) is not larger than the threshold within the time period you set, he/she will be regarded as a rarely appeared person.

Counting Interval

Set a time interval for filtering out invalid counting.
If a person is detected for multiple times within the time interval, the system will regard he/she only appeared for one time.

Similarity

Drag the slider to adjust the similarity threshold based on your facial and human body requirements. The higher the threshold, the preciser the recognition will be.
Once the similarity between a detected face and a face picture in the selected face comparison group(s) reaches the threshold, the detected face will be recognized and a face comparison record will be generated.

4. Complete adding this task.
   - Click **Add** to complete adding this task.
   - Click **Add and Continue** to complete adding this task and continue adding more.
5. Optional: Perform the following operations after adding task(s).

Delete a Task	Select a task from the task list, and then click **Delete**.
Delete All Tasks	Click next to **Delete**, and then click **Delete All**.
Filter Tasks	Click and set filter conditions such as task name, and then click **Filter**.

14.6.3 Applying Center

In Applying Center, you can apply the face comparison group settings to the face recognition

cameras to make the these settings take effect on the cameras. You can also view the cameras that fail to receive the settings and the face information that fails to be applied to the cameras, and then apply the face information again.

View Applying Status

You can view the status of the applying of face comparison groups from different perspectives, including the cameras failed to receive face comparison group, the cameras to which certain face comparison groups need to be applied, the person information failed to be applied, and the person information to be applied.
In the top left of the Home page, select → **All Modules** → **Video** → **Intelligent Recognition** → **Applying Center**.

Cameras Failing to Receive Faces

Select a device from the device list on the left side, and then click a camera on the camera list to view the details of applying failure, including face comparison group, analysis device, and exception details (e.g., the device reaches its maximum face comparison group capacity, the face comparison group reaches its maximum face picture capacity, face pictures not qualified, etc.) If face pictures are not qualified, you can click to view failure details.
You can also view network status of the listed camera(s). To ensure the success of the applying of face information to these camera(s), make sure they are online.

Cameras to Be Applied To

Select a device from the device list on the left side, and then click a camera on the camera list to view the details of the applying of face comparison groups: the applying status of each face comparison group that need to be applied to the camera will be list.
You can also view network status of the listed camera(s). To ensure the success of the applying of face information to these camera(s), make sure they are online.

Faces Failing to Be Applied

Select a face comparison group from the group list on the left side to view the face information that fails to be applied to devices, and then click a piece of face information to view its exception details.

Faces to Be Applied

Select a face comparison group from the group list on the left side, and then the faces to be applied will be displayed on the right side.

Apply Abnormal Applying Record Again

Applying of face information may fail due to various reasons. To ensure recognition of the target persons in your scenarios, it is important to check the abnormal applying records and apply the face information again.

Steps

1. In the top left of the Home page, select → **All Modules** → **Video** → **Intelligent Recognition** → **Applying Center**.
2. Apply abnormal face applying records again.
   - Click **Cameras Failing to Receive Faces**, select an area from the area list in the left side, and then click **Apply All** to apply face information to all the listed camera(s) again.
   - Click **Cameras to Be Applied To**, select an area from the area list in the left side, and then click **Apply All** to apply face information to all the listed camera(s) again
   - Click **Face Failing to Be Applied**, select a face comparison group from the group list on the left, and then select face information and then click **Apply** to apply the select face information again, or click **Apply All** to apply all face information again.
     Click **Export All** to export all persons' information as a compressed Excel file to the local PC. You need to set a password for decompressing the compressed file.
   - Click **Faces to Be Applied**, select a face comparison group from the group list on the left, and then select face information and then click **Apply** to apply the select face information again, or click **Apply All** to apply all face information again.

14.6.4 Add Task Schedule Template

A task schedule template is used for defining the weekly time arrangement for an intelligent recognition task. An all-day template is available by default. If you apply the all-day template to an intelligent recognition task, the task will be activated 24*7 hours. If the all-day template cannot meet your demands, you can add a custom template as required.

Perform the following operations to add a custom template.

Steps

1. In the top left of the Home page, select → **All Modules** → **Video** → **Intelligent Recognition** → **Task Schedule Template**.
2. Click + to add a schedule template.
3. Create a name for the template.
4. Optional: Select an existing template from the **Copy to** drop-down list.
5. Edit weekly schedule.

Draw Task Time	Click **Draw Task Time** and then click a grid or drag the cursor on the time line to draw a time period during which the task is activated.
Set Precise Time	Click **Draw Task Time**, move the cursor to a drawn period, and then adjust the period in the pop-up dialog shown as  .

Erase Task Time	Click **Erase**, and then click a grid or drag the cursor on the time line to erase the drawn time period.

6. Click **Add**.
7. Optional: Select a task from the task list, and then click to delete it.

14.7 Video Application

The HikCentral-Workstation provides functionality of live view, playback, and local configuration through web browser.

Note

- If the SYS's transfer protocol is HTTPS, the Video Application module (including Live View, Playback, and Local Configuration) is available only when accessing the Web Client via Internet Explorer.
- If the SYS's transfer protocol is HTTP, the Live View and Playback modules are available for Internet Explorer, Google Chrome, Firefox, and Safari 11 and above. But Local Configuration module is available for Internet Explorer only.

14.7.1 Manage View

A view is a window division with resource channels (e.g., cameras and access points) linked to each window. View mode enables you to save the window division and the correspondence between cameras and windows (or correspondence between map and window) as the default so that you can quickly access these channels and/or map later. For example, you can link camera 1, camera 2, and camera 3 located in your office to the certain display windows and save them as a view called ***office***. Then, you can access the view ***office*** and these cameras will display in the linked window quickly.

Perform this task when you need to get quick access to a certain set of channels for live view or playback.

Note

- For live view, the view mode can save resource type, resource ID, stream type, position, and scale after digital zoom, preset No., and fisheye dewarping status.
- For playback, the view mode can save resource type, resource ID, position, and scale after digital zoom, and fisheye dewarping status.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**.
2. Click **View** to enter the View page.
3. Optional: Add a custom view group.

1) Select **Public View** or **Private View** to add the view group.

Note

The view groups and views that belong to the private view group are hidden from the other users.

2) Click .
3) Create a name for the group or use the default name.
4) Click **OK** to add this view group.

4. Add a view.
   1) Select a view group.
   2) Click .
   3) Create a name for the view or use the default name.
   4) Click **Add** to select cameras.
   5) Select a stream type for each camera in the Stream Type column, or you can click **Set Stream Type** to select a stream type.
   6) Select a preset you want to switch to for each camera.
   7) Optional: Click **Up** or **Down** to adjust the camera order.
   8) Optional: Select camera(s) and click **Delete** to delete them.
   9) Select a layout for the view.
   10) Select a switching interval or click **Custom Time Interval** to set the switching interval among the selected cameras.
   11) Click **Add** to add this view.
5. Optional: You can also Drag the channels to the window or double-click the channels to start live view or playback. Save the view with the displayed view division and channels.
   – Click → **Save View** to save the current window division mode and displayed channels and (or) map as the selected view.
   – Click → **Save as View** to save the current window division mode and displayed channels and (or) map as a new view by creating view name (optional) and selecting the view saving path.

Note

If the added view is not selected before, you can also save the current window division and displayed channels as a new view.

6. Optional: Perform the following operations after adding the view.

Edit View	Click to edit the view settings, such as the view name and camera's stream type.
Add Camera/Map to the Existing View	1. Go to **Monitoring**. 2. Select camera(s) or map.

Note

You can press Ctrl on the keyboard to select multiple cameras.

Click → **Save View** to save the camera(s) or map to an existing view.

Delete Camera/Map from View	1. Move the cursor to a camera or a map in a view. 2. Click to close the current camera or map window. Click → **Save View** to save the current view.
Live View/Playback in View Mode	Select a view, and click → **Play** to start live view or playback in view mode. See ***Start Live View in View Mode*** and ***Start Playback in View Mode*** for details.
Delete View or View Group	Click to delete the custom view or view group.
Reset View	Click to restore the view to its initial settings.
Search View	Click , and enter keywords in the search box to search for target view(s).

14.7.2 Live View

In the Live View module of Web Client, you can view the live video of the added cameras and do some basic operations, including picture capturing, recording, PTZ control, and so on.

Start Live View in Area Mode

You can start the live view of cameras grouped in an area.

Before You Start

Make sure you have grouped cameras into areas. Refer to the ***Add Camera to Area*** for details.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**. The areas which the current user has permission to access are listed and the resources which the user has permission to access are shown in the corresponding areas.

Note

For setting the user permission, refer to ***Role and User Management***.

2. Optional: Click in the upper-right corner to change live view window division.

Average

All the divided windows are distributed in average.

Highlighted

The highlighted window is used to display the live video of the critical camera.

Horizontal

The divided windows are distributed horizontally in the window.

Vertical

The divided windows are distributed vertically in the window.

Others

Other types of window division besides the types above.

3. Start live view.

For One Camera	Drag a camera to the display window to start the live view of the camera, or double-click the camera to start the live view in a free display window.
For All Cameras in The Same Area	Drag an area to a display window, and click **Play in Batch**, or double-click the area to start the live view of all camera in the area.

Note

The display windows automatically adapt to the number of cameras in the area.

4. Optional: When an alarm is triggered on a resource, the title bar of the resource's live view window will turn red. Click the red title bar to view the alarm information and acknowledge the alarm.

Start Live View in View Mode

You can quickly start the live view of the cameras managed in a view.

Before You Start

Make sure you have added at least a view. Refer to ***Manage View*** for details.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**.
2. Select **View** on the left.
3. Start the live view of the cameras related to the view.
   - Double click a view.
   - Move the mouse cursor to a view, and click → **Play** beside the view name.

Note

You can switch the added views from the drop-down list above the live view window.

4. Optional: Perform further operations after starting live view.

View Alarm Information	When an alarm is triggered on a resource, the title bar of the resource's live view window will turn red. Click the red title bar to view the alarm information and acknowledge alarm.
Adjust Windows' Sequence	Drag the windows to adjust the sequences. **Note** The changed sequence will be restored after restarting live view in view mode.
Stop Live View	Click that appears in the upper-right corner when the mouse pointer is over the display window. You can also click above the display window to stop the live view of all the display windows.

Auto-Switch Cameras in an Area

You can play the live view of all cameras in an area in turn in one window and perform further operations after auto-switch starts.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**. The areas which the current user has permission to access are listed and cameras which the user has permission to access are shown in each area.

Note

For setting the user permission, refer to ***Role and User Management***.

2. Start auto-switch in the area.
   - Drag an area to the live view window and select **Single-Screen Auto-Switch** to start the auto-switch the cameras of the area in the selected display window.
   - Click on the right side of the area name and click **Area Auto-Switch** to switch the cameras of the area in the live view window.
3. Optional: Move the cursor to the live view window and perform further operations after auto-switch starts.

Adjust Switching Interval	Click or in the lower-left corner of the live view window to adjust the interval of the auto-switch.
View Previous or Next Camera	Click or in the lower-left corner of the live view window to go to the previous or next camera.
Pause	Click in the lower-left corner of the live view window to pause the

auto-switch.

PTZ Control

The Control Client provides PTZ control for cameras with pan/tilt/zoom functionality. You can set the preset, patrol and pattern for the cameras on the PTZ control panel.

Note

The PTZ control function should be supported by the camera.

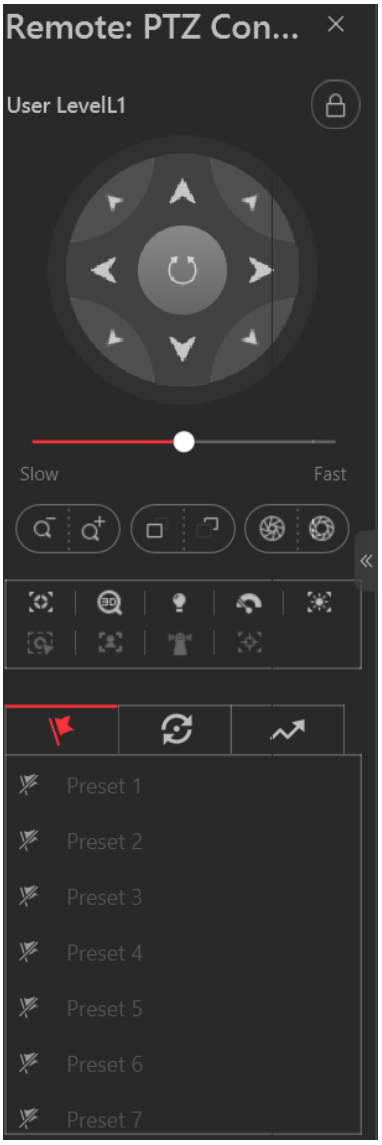


Figure 14-9 PTZ Control Panel

The following buttons are available on the PTZ control panel:

	Lock the PTZ for a designated time period. When the PTZ is locked, users with lower PTZ control permission levels cannot change the PTZ controls. **Note** For details about setting the PTZ control permission level, refer to the *User Manual of HikCentral-Workstation Web Client*.
	Cancel the PTZ lock.
	Direction Button, Auto-scan and PTZ speed.
	Zoom in or out the video for cameras that do not have their own optical zoom capabilities. Click again to disable the function.
	Used for adjusting the luminance of the image. The larger the iris is, the more the light enters, and the brighter the image will be.
	Click **Focus +** move the focal point forward, and click **Focus -** to move the focal point backward.

In the live video display window, you can also click the icon  to enable window PTZ control. Move the cursor to the direction you desired and click on the image to pan or tilt. You can also click  and drag the cursor with a white arrows to the direction you desired for a quick direction control.

Configure Preset

A preset is a predefined image position which contains configuration parameters for pan, tilt, zoom, focus and other parameters. You can also set a virtual preset after enabling digital zoom.

Steps

1. In the top left corner of Control Client, select  → **All Modules** → **Surveillance** → **Monitoring**.
2. Start live view of the PTZ camera.
3. Click  to enter the PTZ Control mode.
4. Click  to enter the PTZ preset configuration panel.
5. Use the direction buttons and other buttons to control the PTZ movement.
6. Select a PTZ preset number from the preset list and click  .
7. Create a name for the preset in the pop-up window.
8. Click **OK** to save the settings.

Note

- Up to 256 presets can be added.
- The unconfigured preset is gray.
- The configured preset is highlighted.

9. Optional: After adding the preset, you can do one or more of the followings:

Call Preset	Double-click the preset, or select the preset and click .
Edit Preset	Select the preset from the list and click .
Delete Preset	Select the preset from the list and click .

Configure Patrol

A patrol is a scanning track specified by a group of user-defined presets (including virtual presets), with the scanning speed between two presets and the dwell time of the preset separately programmable.

Before You Start

Two or more presets for one PTZ camera need to be added. Refer to ***Configure Preset*** for details about adding a preset.

Steps

1. In the top left corner of Control Client, select → **All Modules** → **Surveillance** → **Monitoring**.
2. Start live view of the PTZ camera.
3. Click to enter the PTZ Control mode.
4. Click to enter the PTZ patrol configuration panel.
5. Add presets to the patrol.
   1) Click on the right side of a patrol.
   2) Select **Device Preset** or **Virtual Preset** as the preset type.
   3) Click to add a configured preset, and set the dwell time and patrol speed.

Note

- The preset dwell time ranges from 15 to 30s.
- The patrol speed ranges from 1 to 40.
- The unconfigured patrol is gray.
- The configured patrol is highlighted.

   4) Repeat the above steps to add other presets to the patrol.

Note

By default, the first preset is added to the patrol list. Double-click the preset, speed, and dwell time to access a drop-down configuration list.

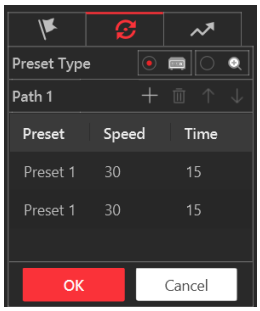


Figure 14-10 Configure Patrol

6. Optional: Perform the following operations after you add the preset.

Edit Added Preset	Double-click the corresponding field of the preset to edit the settings.
Remove Preset from Patrol	Click to remove the preset from the patrol.
Adjust Preset Sequence	Click or to adjust the presets sequence.

7. Click **OK** to save the patrol settings.

Note

Up to 8 patrols can be configured.

8. Optional: After setting the patrol, you can do one or more of the followings:

Call Patrol	Click to start the patrol.
Stop Calling Patrol	Click to stop the patrol.

Note

When the patrol is working, it will stop if you start performing PTZ control including direction button control, zoom in/out, focus +/-, iris +/-, etc. The patrol will continue working after you have stopped PTZ control for 15 seconds.

Configure Pattern

Patterns can be set to record the movement of the PTZ.

Steps

1. In the top left corner of Control Client, select → **All Modules** → **Surveillance** → **Monitoring**.
2. Start live view of the PTZ camera.
3. Click to enter the PTZ Control mode.

4. Click to enter the PTZ pattern configuration panel.
5. Click to start recording the movement path of the pattern.
6. Use the direction buttons and other buttons to control the PTZ movement.
7. Click to stop and save the pattern recording.

Note

Only one pattern can be configured, and the newly-defined pattern will overwrite the previous one.

8. Optional: After setting the pattern, you can do one or more of the followings:

Call Pattern	Click to call the pattern.
Stop Calling Pattern	Click to stop calling the pattern.
Delete Pattern	Click to clear the recorded pattern.

Note

When the pattern is working, it will stop if you perform PTZ control including direction button control, zoom in/out, focus +/-, iris +/-, etc. The pattern will continue working after you have stopped PTZ control for 15 seconds.

Manual Recording and Capture

You can record video files and capture pictures manually during live view.

Manual Recording

Record the live video during live view if needed and store the video files in the local PC.

Capture

Capture pictures during live view if needed and store the pictures in the local PC.

Manual Recording

During live view, you can record the live video manually.

Follow the steps to record video during live view.

Steps

1. In the top left corner of Control Client, select → **All Modules** → **Surveillance** → **Monitoring**.
2. Move the cursor to the live view display window to show the toolbar.
3. Click in the toolbar of the display window to start the manual recording. The icon turns to .

Note

During the manual recording, **Recording...** will display in the upper-right corner of the display window.

4. Click to stop recording.
   A dialog directing to the saving location of the file pops up.

Note

- You can change the saving path of video files in System. For details, see ***Set File Parameters***.
- The video cannot be saved if the free space on your disk is less than 2 GB.

5. Optional: Perform further operations in the pop-up dialog box after manually recording.

Open Folder	Click **Open Folder** to access the video file folder.
Save As	Click **Save As** and specify file saving path to change the saving location for the recorded video files.

Capture Pictures

During live view, you can take a quick snapshot of the live video via the Control Client.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**.
2. Move the cursor to the live view display window to show the toolbar.
3. Click in the toolbar to capture a picture.
   A dialog box directing to the saving location pops up.

Note

- You can change the saving path of video files in System. For details, see ***Set File Parameters***.
- The picture cannot be saved if the free space on your disk is less than 512 MB.

4. Optional: After the dialog box popped up, perform the following operation(s).

Check Picture	Click **Open Folder** in the dialog box to open the folder where the captured pictures stored to and view pictures.
Edit Picture	1. Click **Edit** in the dialog box to open the Capture window.

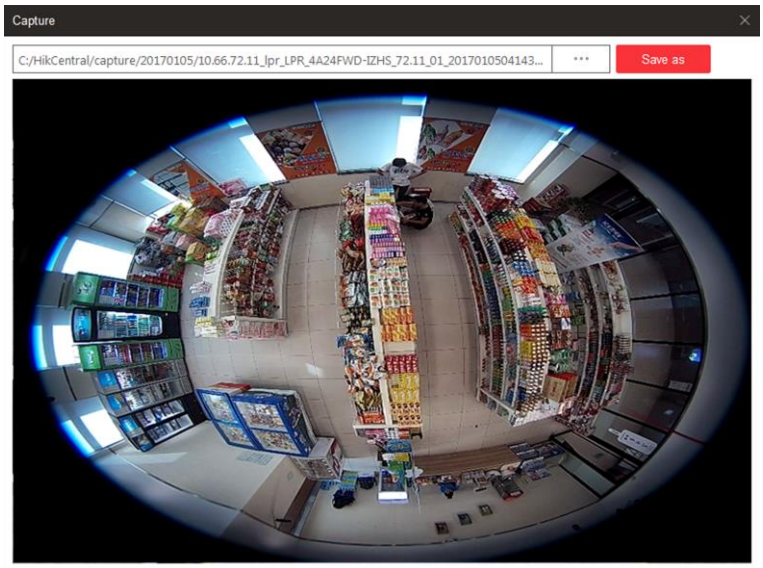


Figure 14-11 Capture Window

2. Press and move the cursor on the picture to draw. For example, you can mark the suspicious persons in the picture.
3. Click **Save As** and specify the path to save the edited picture.

Note

The picture cannot be saved if the free space on your disk is less than 512 MB.

View Dewarped Live View of Fisheye Camera

You can set center calibration and view dewarped live view of a fisheye camera in the client. Dewarping refers to the process of perspective correction of an image, to reverse the effects of geometric distortion caused by the fisheye camera lens. It allows the user to cover a wide area with a single device and have a "normal" view of an otherwise distorted or reversed image. Also, during live view, you can perform more operations such as adjusting view angle and zooming in/out view.

Steps

1. Start live view of a fisheye camera.

Note

For details, refer to ***Start Live View in Area Mode*** and ***Start Live View in View Mode***.

2. On the toolbar of display window, click to enter the fisheye dewarping mode and view live view.

Figure 14-12 Fisheye Dewarping

3. Optional: Perform the following operations as desired.

Adjust View Angle	Put the cursor on the live video, and drag the video to adjust the view angle.
Zoom in/out View	Put the cursor on the live video, and scroll the mouse wheel to zoom in or out the view.
Perform PTZ control	Use the PTZ panel on the left side to perform PTZ control of the camera.

Note

Setting pattern is not supported by fisheye cameras.

Customize Icons on Live View Window

You can customize the icons on the toolbar of the live view window, adjust the icon order, and control whether to always show toolbar on the live view window or not.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**.
2. In the top right corner of Live View page, click → **Toolbar**.
3. In **Live View Toolbar** section, add or remove the icons to show or hide the icons on the live view toolbar.
4. Drag the icons in the icon list to adjust the order.

Table 14-2 Icons on Live View Toolbar

	Audio Control	Turn off/on the sound and adjust the volume.
	Capture	Take a snapshot of the current video and save it to the current PC. **Note** After capturing a picture, a thumbnail will pop up on the upper-right corner. You can click **Search by Picture** to search the captured picture.
	Record	Start manual recording. The video file will be stored in local PC.
	Instant Playback	Switch to instant playback mode to view the recorded video files.
	Two-Way Audio	Start two-way audio with the camera to get the real-time audio from the device to realize voice talk with the person at the device.
	Digital Zoom	Zoom in or out the video for cameras that do not have their own optical zoom capabilities. Click again to disable the function.
	PTZ Control	Activate the PTZ icons on the image to pan, tilt, or zoom the image.
	Fisheye Expansion	Available for fisheye camera. In the fisheye dewarping mode, the Control Client will correct the video image and reverse the effects of geometric distortions caused by the fisheye camera lens. See ***View Dewarped Live View of Fisheye Camera*** for details.

	Switch Stream Type	Switch the live view stream to main stream, sub-stream (if supported), or smooth stream (if supported). **Note** The smooth stream will show if device supports. You can switch to smooth stream when in low bandwidth situation to make live view more fluent.
	Alarm Output	Display the Alarm Output Control page and turn on/off the alarm outputs of the connected camera.
	Video Enhancement	Adjust the video image including brightness, saturation, etc.
	Rotate Image	Rotate a image.
	Park Action	Click the icon and the speed dome will save the current view to the preset No.32. The device starts to park at preset No. 32 automatically after a period of inactivity (park time).

Note

The icons on the toolbar in the live view window vary with the device's capabilities.

5. Optional: Check **Always Display Toolbar** to always show the toolbar on the live view window.
6. Click **Save**.

14.7.3 Playback

The video files stored on the local storage devices such as HDDs, Net HDDs and SD/SDHC cards can be searched and played back remotely through the web browser.

Normal Playback

You can search video files by area or camera for the Normal Playback and download found video files to local PC. You can also add a tag to mark important video footage, and so on.

Note

- You can search video files by the time of the time zone where the device locates in, or by the time of the time zone where the PC running the Control Client locates in.
- Automatically converting daylight saving time to standard time is supported, or vice versa.

- Synchronous playback or asynchronous playback of devices in different time zones are supported.

Search Video File

You can search video files by camera, by area, or by time for normal playback. And you can also filter the searched video files by recording type, tag type, target type and storage location.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**.
2. Click **Playback** to enter the playback page.
3. Drag the camera or area to the display window, or double-click the camera or area to play the recording of the specified camera(s) in selected window.

   Note

   The playback window supports up to 16 channels.

   Today's recorded video files of the selected camera will be played.
4. Click on the toolbar to set the date and time.

   Note

   In the calendar, the date with video files will be marked with a triangle.

   After selecting the date and time, the matched video files will start playing in the display window.
5. Optional: Click on the toolbar to select recording type, tag type, target type and storage location for playback.

   Note

   To set the storage location for recording, refer to ***Configure Storage and Recording***.

Play Video File

After searching the video files for the normal playback, you can play the video via timeline or thumbnails.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**.
2. Click the **Playback** tab to enter the playback page.
3. Select a date with videos to start playing video and show the timeline after searching the video files.

Note

The video files of different types are displayed in different colors on the timeline.

4. Play video in specified time period by timeline or thumbnails.
   – Drag the timeline forward or backward to position the desired video segment.
   – Move the cursor over the timeline to take a quick view of video thumbnails (if supported by the device) and click the appearing thumbnail to play the specific video segment.

Note

- Click / on the right of the timeline bar, or use the mouse wheel to zoom in or zoom out the timeline.
- Click / to show or hide the thumbnail bar.
- Move the cursor to the top border of the thumbnail bar and drag to adjust the height of the thumbnails when the cursor changes into . You can also click to lock the thumbnail bar above the playback timeline, and click to hide the thumbnail bar automatically.

Start Playback in View Mode

You can quickly access the playback of the cameras managed in a view.

Before You Start

Make sure you have added a view. For details, refer to ***Manage View***.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**.
2. Click **View** on the left navigation bar.
3. Click the **Playback** tab to enter the playback page.
4. Click a view to quickly start the playback of all the cameras related to the view.

Note

You can also quickly switch the added view from the drop-down view list above the display windows.

Synchronous Playback

You can play the video files of different cameras synchronously. Synchronous playback allows you to synchronize the display of video from multiple cameras.

Steps

Note

Video files from up to 16 cameras can be played simultaneously.

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**.
2. Click the **Playback** tab to enter the playback page.
3. Start normal playback of at least two cameras.

Note

For detailed configuration about normal playback and playback control, refer to ***Normal Playback***. Some icons may not be available for synchronous playback.

4. Click **Synchronous Playback** on the playback toolbar to enable the synchronous playback. The cameras displayed in Playback will start synchronous playback.
5. Optional: Click **Asynchronous Playback** on the playback toolbar to disable synchronous playback.
6. Optional: Click and to perform normal and reverse playback.
7. Optional: Click and to perform single-frame normal and reverse playback.

Note

- No more than 16 cameras are allowed in single-frame normal and reverse playback.
- If you pause one camera, others will be paused in the synchronous playback mode.

8. Optional: Move the cursor to the lower edge of the playback window to access the icons for further operations.

Note

For details, refer to ***Customize Icons on Playback Window***.

Fisheye Playback

Fisheye playback function allows you to play the fisheye camera's video in fisheye dewarping mode. Fisheye dewarping mode refers to the process of perspective correction of an image, to reverse the effects of geometric distortions caused by the fisheye camera lens. Dewarping allows you to cover a wide area with a single device and have a normal view of an otherwise distorted or reversed image.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**.
2. Click the **Playback** tab to enter the playback page.
3. Select a fisheye camera from the camera list to start playback.

> **Note**
> For detailed configuration about playback and playback control, refer to ***Normal Playback***.

4. Move the cursor to the display window, and click on the appearing toolbar to enter the fisheye dewarping mode.
5. Drag on the video to adjust the view angle.
6. Scroll the mouse wheel to zoom in or zoom out the view.

Customize Icons on Playback Window

You can customize the icons shown on the toolbar of the playback window, adjust the icon order and set whether to always display toolbar on the playback window.

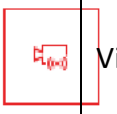
Steps

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**.
2. In the top right corner of Playback page, click → **Toolbar**.
3. In **Playback Toolbar** section, add or remove the icons to show or hide the icons on the live view toolbar.
4. Customize playback toolbar.
   - Click an icon in the list to add it to the gray frame below to hide the icon. Icons in the gray frame will be hidden in the toolbar of the playback window.
   - Click the icon in the gray frame to add it back to the playback toolbar to show an icon on the toolbar.
5. Drag the icons in the icon list to adjust icon order.

Table 14-3 Icons on Playback Toolbar

	Audio Control	Turn off/on the sound and adjust the volume.
	Capture	Take a snapshot of the current video and save in the current PC. **Note**

		After capturing a picture, a thumbnail will pop up on the upper-right corner. You can click **Search by Picture** to search the captured picture.
	Clip	Clip the video files for current playback and save in the current PC. You can set the saving path for the clipped video files. For details about setting saving path, see ***Manual Recording***.
	Add Tag	Add custom tag for the video file to mark the important video point. You can also edit the tag or go to the tag position conveniently.
	Lock Video	Lock the video file and set the locking duration to avoid deleting the video file and protect the video file from being overwritten when the HDD is full.
	Digital Zoom	Zoom in or out the video for cameras that do not have their own optical zoom capabilities. Click again to disable the function. **Note** When in software decoding mode, you can also capture the zoomed in picture after enabling digital zoom function.
	Fisheye Expansion	Available for fisheye camera for entering the fisheye dewarping mode. See ***Fisheye Playback***.
	Stream Switch	Switch the stream to main stream, sub-stream (if supported), or smooth stream (if supported). If the device supports transcoding playback, start transcoding and you need to set the resolution, frame rate and bitrate for transcoding. **Note** ● The smooth stream will show if device supports. You can switch to smooth stream when in low bandwidth situation to make playback more fluent. ● Only video files stored in DVR and I-series NVR support transcoding playback.

	Video Enhancement	Adjust the video image including brightness, saturation, etc.
	Two-Way Audio	Start two-way audio with the camera to get the real-time audio from the device to realize voice talk with the person at the device.
	Rotate Image	Rotate a image.

Note

The icons shown on the toolbar in the display window will vary with the device's capabilities.

6. Optional: Check **Always Display Toolbar** to always display the toolbar on the playback window.
7. Click **Save** to save the above settings.

14.7.4 Set Video Parameters

You can set network parameters, picture file format, image parameters, people counting display parameters, icons on live view and playback toolbar, and shortcuts for keyboard and joystick.

Set Network Parameters

You can set global stream type for live view and window divisions for main stream.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**.
2. In the top right corner of Live View or Playback page, click → **Network** to enter network settings page.
3. Configure network parameters.

Global Stream

Select the default stream type for live view for global usage. If the network is in good condition, select main stream or sub-stream. If the network is in poor condition, select smooth stream.
If the device doesn't support smooth stream, it will use sub-stream. If the device doesn't support sub-stream, it will use main stream.
If you don't want to adopt global stream settings for certain encoding device, you can go to **Maintenance** → **Health Monitoring** → **Encoding Device** and switch its stream type (refer to ***Resource Status*** for details). The Control Client will get this stream type to start live view of the encoding device's resources.

Window Divisions for Main Stream

When the number of divided windows is smaller than the number you set, the live video will be displayed by main stream.

Note

This parameter is invalid for playback.

Network Timeout

Network timeout duration refers to the default waiting time for the configurations on the Web Client. The configuration will be regarded as failure if there is no response within the configured timeout time.
The minimum default waiting time of the interactions between the configurations and SYS server is 60s, the minimum time between SYS server and devices is 5s, and the minimum time between the configurations and devices is 5s.

Note

This parameter affects all the Web Clients accessing the current SYS server.

4. Click **Save**.

Set File Parameters

You can set the file format of pictures captured during live view and playback.

In the top-left corner of the Client, select → **All Modules** → **Video** → **Video Application**. And then in the top-right corner of the Live View or Playback page, click → **File** to enter the file settings page.

Select the file format for pictures captured during live view or playback.

Set the saving path for the files you will download to your computer (manually recorded video files, captured pictures, etc.).

Click **Save** to save the settings.

Set Display Parameters

You can set display parameters, including view scale, video caching, etc.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**.
2. In the top right corner of Live View or Playback page, click → **Display** to enter display settings page.
3. Configure the display parameters.

View Scale

The image display mode in each display window in live view or playback.

Window Scale

The scale of the video in live view or playback. You can set it set as 4:3 or 16:9.

Display Window No.

Display the No. of each window in Monitoring module.

Display VCA Rule

When On, displays the VCA rule in the live view and playback.

Video Caching

Larger frame caching will result in better video performance. It is determined based on network performance, computer performance, and bit rate.

Continuous Decoding

Decode continuously when switching window division between one window and multiple windows.

Enable Highlight

Enable this function to mark the detected objects with green rectangles in live view and playback.

Overlay Transaction Information

When On, displays the transaction information on the live view and playback image.

Note

It is not supported when GPU hardware decoding is enabled.

Overlay Temperature Information

When On, displays the temperature information on the live view and playback image.

GPU Hardware Decoding

When On, enables the GPU decoding for live view and playback to save CPU resources. When the performance of the graphic card is good, you can enable GPU decoding to lower the computer's performance consumption. It is not recommended to enable this function if the graphic card's performance is poor.

Note

- Your computer must support GPU decoding.
- After enabling GPU decoding, restart live view and playback for GPU decoding to take effect.
- If the client shows a blurred screen after enabling GPU decoding, disable GPU decoding.
- If GPU decoding is enabled, overlaying transaction information on live view and playback image is not supported.

4. Click **Save**.

14.7.5 Manage Favorites

You can add and manage Favorites on the client. For camera(s) added to the Favorites, you can quickly view the live view or start the playback.

Before You Start

Make sure you have added camera(s) to area(s). Refer to the ***Add Camera to Area*** for details.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Video** → **Video Application**.
2. Click **Favorites** on the left navigation bar.

> **Note**
>
> In the Favorites list, two default root Favorites (**Favorites** and **Favorites Shared by Others**) are displayed. You can click to view the sub Favorites and cameras added in these two root Favorites.

3. Select a parent Favorites.

> **Note**
>
> You can either select the root Favorites or the sub Favorites added under the root one.

4. Add a Favorites under the parent Favorites.
   1) Click .
   2) Enter the name for Favorites.
   3) Optional: Select a parent node from the drop-down list.
   4) Optional: Check **Online Resource Only** to display online resources only on the list.
   5) Select the camera(s) to be added to Favorites.
   6) Click **Save**.

> **Note**
>
> Up to 5 levels of Favorites can be added.

5. Optional: Perform the following operations.

Edit Favorites	Select a Favorites, and click → **Edit** on the right side of Favorites' name to edit its name and add more camera(s) to it if needed.
Share Favorites	Select a Favorites, and click → **Share** on the right side of Favorites' nameto share it with others.

Note

For details about adding user(s), refer to the *User Manual of HikCentral-Workstation Web Client*.

Delete Favorites	Select a Favorites, and there are two methods to delete it. ● Click on the top of the Favorites list, and click **OK**. ● Click → **Delete** on the right side of Favorites' name.
View Live View/Playback of All Cameras	● When in Live View window, select a Favorites, and click → **Play All** to start viewing the live view of all the camera(s) added in Favorites. ● When in Playback window, select a Favorites, and click → **Play All** to start viewing the playback of all the camera(s) added in Favorites.
Search Camera in Favorites	Enter keywords in the search box above the Favorites list to search for the target camera(s) or Favorites.
Delete Camera in Favorites	Select a camera in Favorites, and click to delete it.

Chapter 15 Access Control Management

The platform supports access control functions. Access control is a security technique that can be used to regulate who can get access to the specified doors.

On the Web Client, the administrator can add access control devices and video intercom devices to the platform, group resources (such as doors) into different areas, and define access permissions by creating an access level to group the doors and an access group to group the persons. After assigning the access level to the access group, the persons in the access group will be authorized to access the doors in the access level with their credentials during the authorized time period.

15.1 Flow Chart

The following flow chart shows the process of the configurations and operations of access control. For access control, you can also enter the **Access Control Overview** module on the Home page of the Web Client to go through the basic configurations.

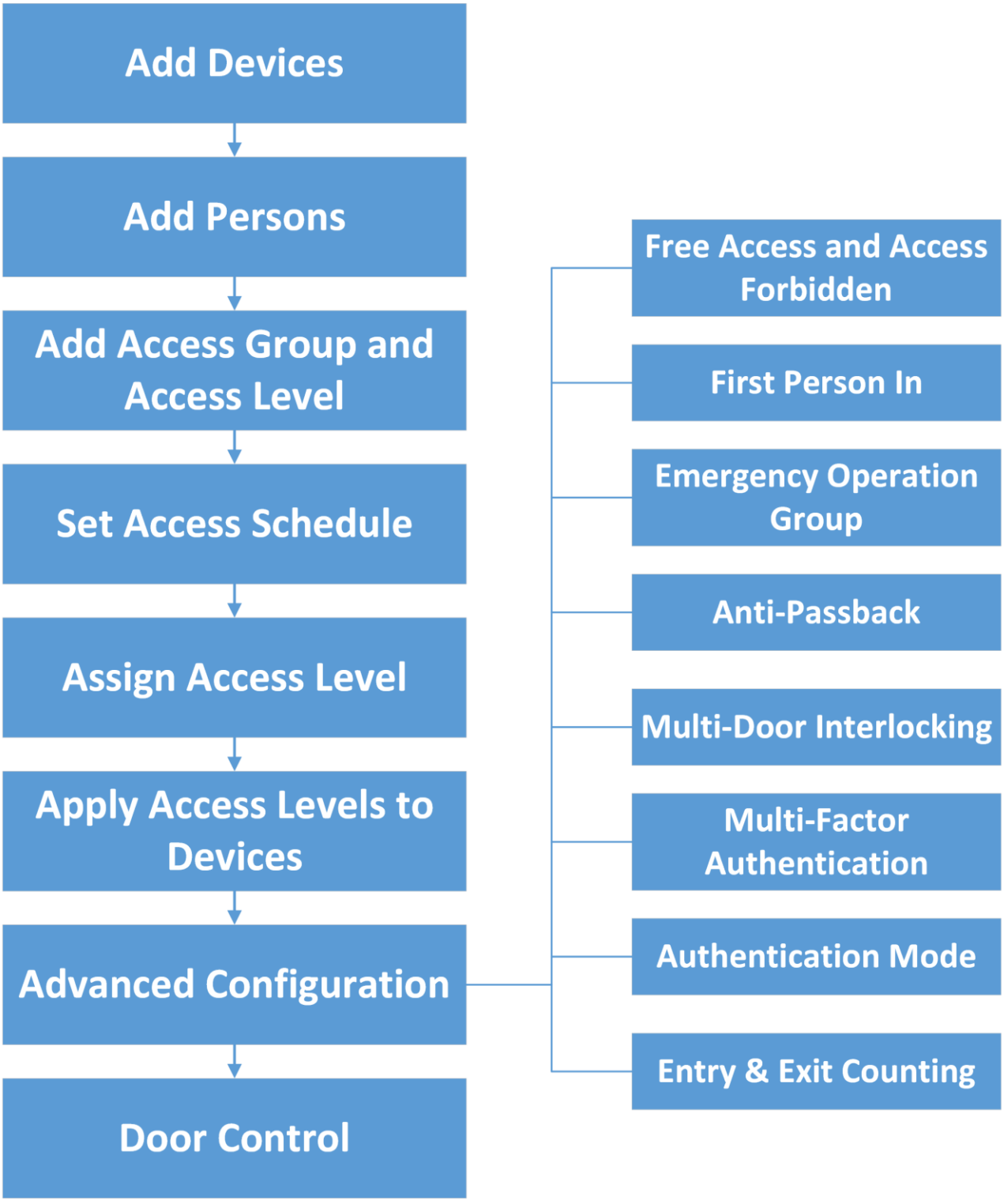


Figure 15-1 Flow Chart of Access Control

- **Add Device**: You need to add the access control devices and video intercom devices to the system. The system provides multiple methods for adding them. For details, refer to ***Manage Access Control Device*** and ***Manage Video Intercom Device***.

- **Add Persons**: Add person information and set person's credentials (such as PIN, issuing a card, fingerprint, etc.). For details, refer to ***Person Management***.
- **Add Access Level**: An access level is a group of doors. After assigning access level, the assigned objects can get access to these doors during the authorized time period. For details, refer to ***Manage Access Level***.
- **Set Access Schedule**: The access schedule defines when the person can access the access point with credentials. For details, refer to ***Set Access Schedule Template***.
- **Assign Access Level**: You need to assign access levels to persons, so that the assignees can access the access points in the access levels. You can assign an access level to multiple persons or assign multiple access levels to a person or a person group. For details, refer to ***Assign Access Level***.
- **Apply Access Levels to Device**: After setting the linkage between the persons and the access level, you need to apply the person's access level settings to the access control device of the doors linked to the access level to take effect. After that, the persons can access these doors during the authorized time period defined by the related access level. For details, refer to ***Apply Persons' Access Levels to Device***.
- **Advanced Configuration**: The system provides some advanced configurations such as free access and access forbidden rule, first person in rule, emergency operation group, anti-passback, multi-door interlocking, multi-factor authentication, authentication mode, and entry & exit counting. For details about these configurations, refer to ***Configure Free Access and Access Forbidden Rules***, ***Configure First Person In Rule***, ***Add Emergency Operation Group***, ***Configure Area Anti-Passback Rules***, ***Configure Multi-Door Interlocking***, ***Configure Multi-Factor Authentication Rule***, ***Configure Authentication Mode***, and ***Add Entry and Exit Counting Group***.
- **Door Control**: After the above configurations on the Web Client, you can control the door's status during live view, view real-time access events, search for history access records, etc. See ***Door Control*** for details.

15.2 Manage Access Level

In access control, access level is a group of doors. Assigning access level to persons, person groups, or access groups can define the access permission that which persons can get access to which doorsduring the authorized time period.

15.2.1 Add Access Level

To define access permission, you need to add an access level to group the access points (doors).

Steps

1. In the top left corner of Home page, select → **All Modules** → **Access Control** → **Access Level**.
2. Click **Manage Access Level** on the left.
3. Click **Add** to enter the Add Access Level page.
4. Create a name for the access level.

5. Optional: Edit the description for the access level.
6. Select the access point(s) to add to the access level.
   1) In the **Available** list, select the access point(s) you want to add to the system and click ›. You can view your selection in the **Selected** list.
   2) Optional: In the **Selected** list, select the access point(s) that you no longer want to add to the system, and click ‹ to undo selection.

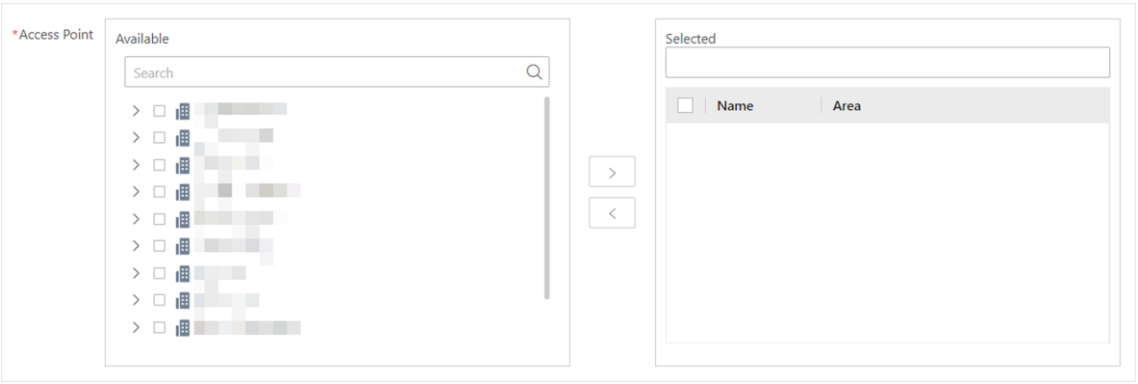


Figure 15-2 Select Access Points

7. Select an access schedule to define in which time period, persons are authorized to access the access points you select in the previous step.

Note

All default and custom access schedules are shown in the **Access Schedule** drop-down list. You can click **New Access Schedule Template** to customize a schedule. Or you can predefine access schedule templates. For details, refer to ***Set Access Schedule Template***.

8. Click **Add** to add the access level and return to the access level management page.
9. Optional: Perform further operations on the added access level(s).

Edit Access Level	Click the name of an access level to view and edit its configurations.
Delete Access Level	Select an access level and click **Delete** to delete it.
Delete All Access Levels	Click ⌄ → **Delete All** to delete all access levels.

What to do next

You need to assign the access level to persons, so that the assignees can have the access to the access points in the access level according to the access schedule. For details, refer to ***Assign Access Level***.

15.2.2 Assign Access Level

You need to assign access levels to persons, so that the assignees can have the access to the

access points in the access levels. You can assign an access level to multiple persons or assign multiple access levels to a person, person group, or access group.

Assign by Access Level

You can assign an access level to multiple persons so that the assigned persons can have the access to the access points in the access level.

Before You Start

- Make sure you have added access levels to the system. For details, refer to ***Add Access Level***.
- Make sure you have added persons to the system. For details, refer to ***Person Management***.

Follow the steps to assign an access level to persons.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Access Control** → **Access Level**.
2. Click **Assign by Access Level** on the left.
3. Click on the access level that you want to assign to persons.

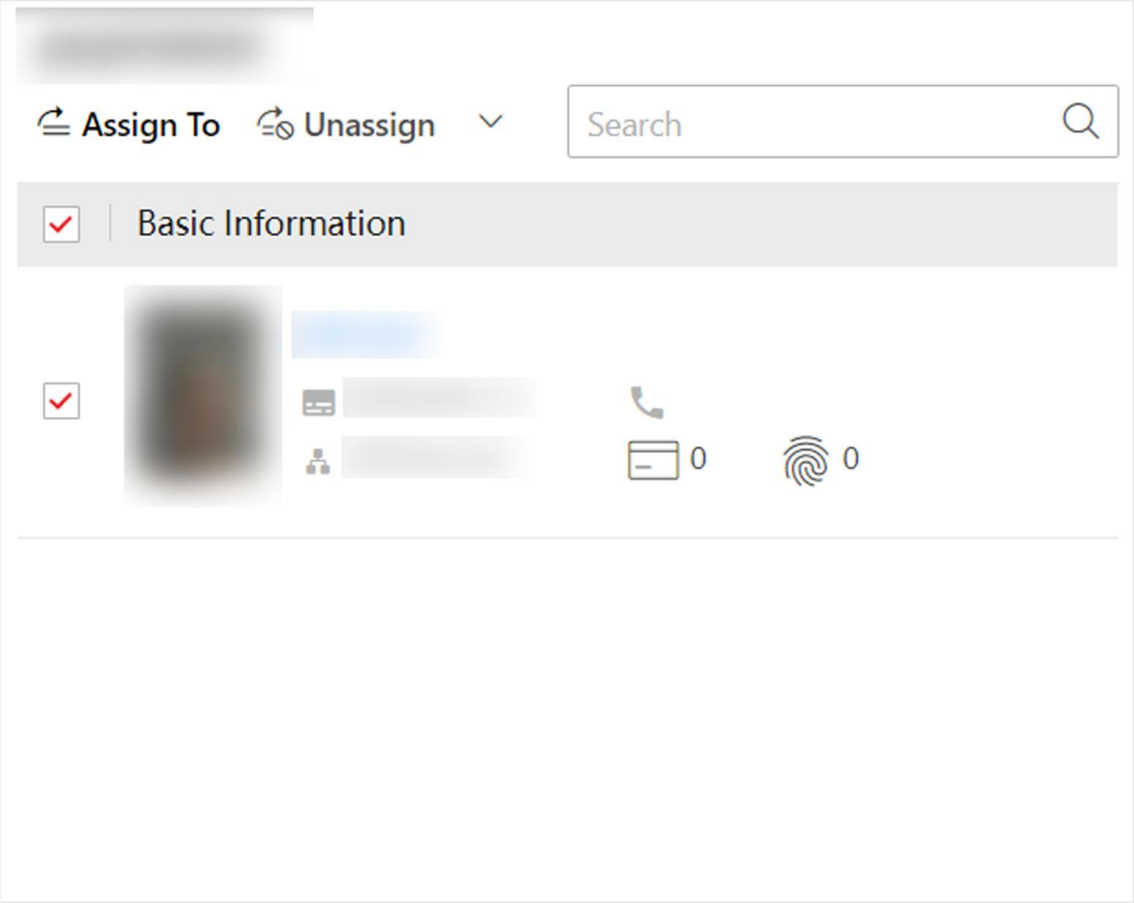


Figure 15-3 Assignee Panel

4. On the assignee panel, click **Assign To** to show person list.

5. Select the persons whom you want to assign the access level to and click **Add**.
6. Do one of the following to apply access level settings to devices.
   – In the pop-up window, click **Apply Now** to apply the settings immediately.
   – In the pop-up window, click **Apply Later**. When ready, click to apply the settings. You can also set a schedule to apply automatically. For details, refer to ***Regularly Apply Access Level Settings to Devices***.
7. Optional: To unassign a person from the access level, select the person and click **Unassign**. To unassign all, click → **Unassign All**.

What to do next

Test your access control configurations and devices before putting them into use. For details, refer to ***Access Control Test***.

Assign by Person

You can assign access levels to persons, so that the assignees can have the access to the access points in the access levels.

Before You Start

- Make sure you have added persons to the system. For details, refer to ***Person Management***.
- Make sure you have added access levels to the system. For details, refer to ***Add Access Level***.

Follow the steps to assign one or more access levels to specific persons.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Access Control** → **Access Level**.
2. Click **Assign by Person** on the left.
3. In the person group list, click a person group.
4. In the person information panel on the right, select the persons to whom you want to assign access levels.

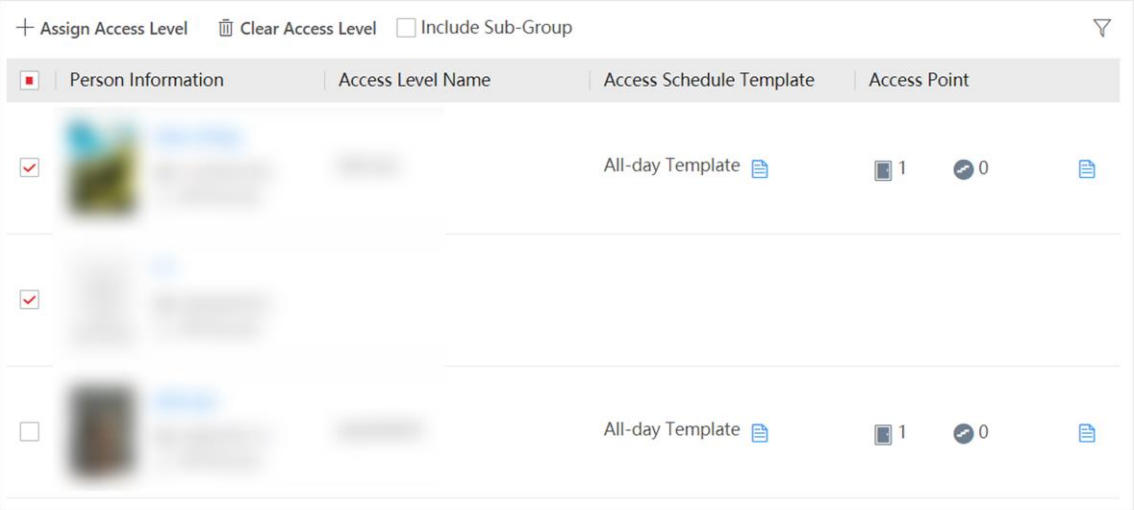


Figure 15-4 Person Information Panel

Note

You can click on person's name to view the details about the person.

5. Click **Assign Access Level**.
6. In the Assign Access Level panel, select the access levels that you want to assign to the selected persons.
7. Click **Add**.
8. Do one of the following to apply access level settings to devices.
   - In the pop-up window, click **Apply Now** to apply the settings immediately.
   - In the pop-up window, click **Apply Later**. When ready, click to apply the settings. You can also set a schedule to apply automatically. For details, refer to ***Regularly Apply Access Level Settings to Devices***.
9. Optional: To clear a person's access levels, select the person and click **Unassign**. For details, refer to ***Clear Persons' Access Levels***.

What to do next

Test your access control configurations and devices before putting them into use. For details, refer to ***Access Control Test***.

Assign by Person Group

You can assign access levels to person groups, so that the persons in the person group can have the access to the access points in the access levels.

Before You Start

- Make sure you have added person groups and persons to the system. For details, refer to ***Person Management***.
- Make sure you have added access levels to the system. For details, refer to ***Add Access Level***.

Follow the steps to assign one or more access levels to specific person groups.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Access Control** → **Access Level**.
2. Click **Assign by Person Group** on the left.
3. Do one of the following to assign access levels to person groups.
   – Assign access levels to each person group one by one.
      1. In the person group list, click on a person group.
      2. In the assigned access level panel on the right, click **Assign Access Level**.
      3. In the Assign Access Level panel, select the access levels you want to assign to the selected person group.
      4. Click **Add**.
   – Assign access levels to multiple person groups at a time.
      1. Click .
      2. In the person group list, select the person groups where you want to assign access levels.

      Note

      Sub-groups are excluded from selection by default. To include all sub-groups of each person group, check **Select Sub-Groups**.

      3. In access level list, select the access levels you want to assign to the person groups.
      4. Click **Save**.

Note

After assigning access levels to a person group, you can still modify the access levels for each person in the group, and it will not affect the settings for the person group. For details, refer to ***Assign by Person***.

4. Do one of the following to apply access level settings to devices.
   – In the pop-up window, click **Apply Now** to apply the settings immediately.
   – In the pop-up window, click **Apply Later**. When ready, click to apply the settings. You can also set a schedule to apply automatically. For details, refer to ***Regularly Apply Access Level Settings to Devices***.
5. Optional: To unassign an access level from the person group, select the access level and click **Unassign**. To unassign all access levels, click → **Unassign All**.

What to do next

Test your access control configurations and devices before putting them into use. For details, refer to ***Access Control Test***.

Assign by Access Group

An access group is the group of persons who have the same access permission (In the specified time period, they have the permission to access the specified access points). You can add the persons who have the same access permission to the same access group. For example, the employees in the same department should access the company gates during the working hours. The employees can be added to the same access group and be related to the access level which contains the access permission of the company gates. One or multiple access levels can be assigned to the access group, and the persons in the access group will get the permission to access all the access points in the access level(s).

Before You Start

- Make sure you have added persons to the platform. For details, refer to ***Person Management***.
- Make sure you have added access levels to the platform. For details, refer to ***Add Access Level***.

Steps

1. In the upper-left corner of the Home page, select → **All Modules** → **Access Control** → **Access Level**.
2. Click **Assign by Access Group** on the left.
3. Perform one of the following operations to enter the Add Access Group page.
   - Click at the top of the access group list to enter the Manage Access Group page, and then click **Add** to enter the Add Access Group page.
   - If no access group is added to the access group list, click **Add Access Group** in the access group list to enter the Add Access Group page.

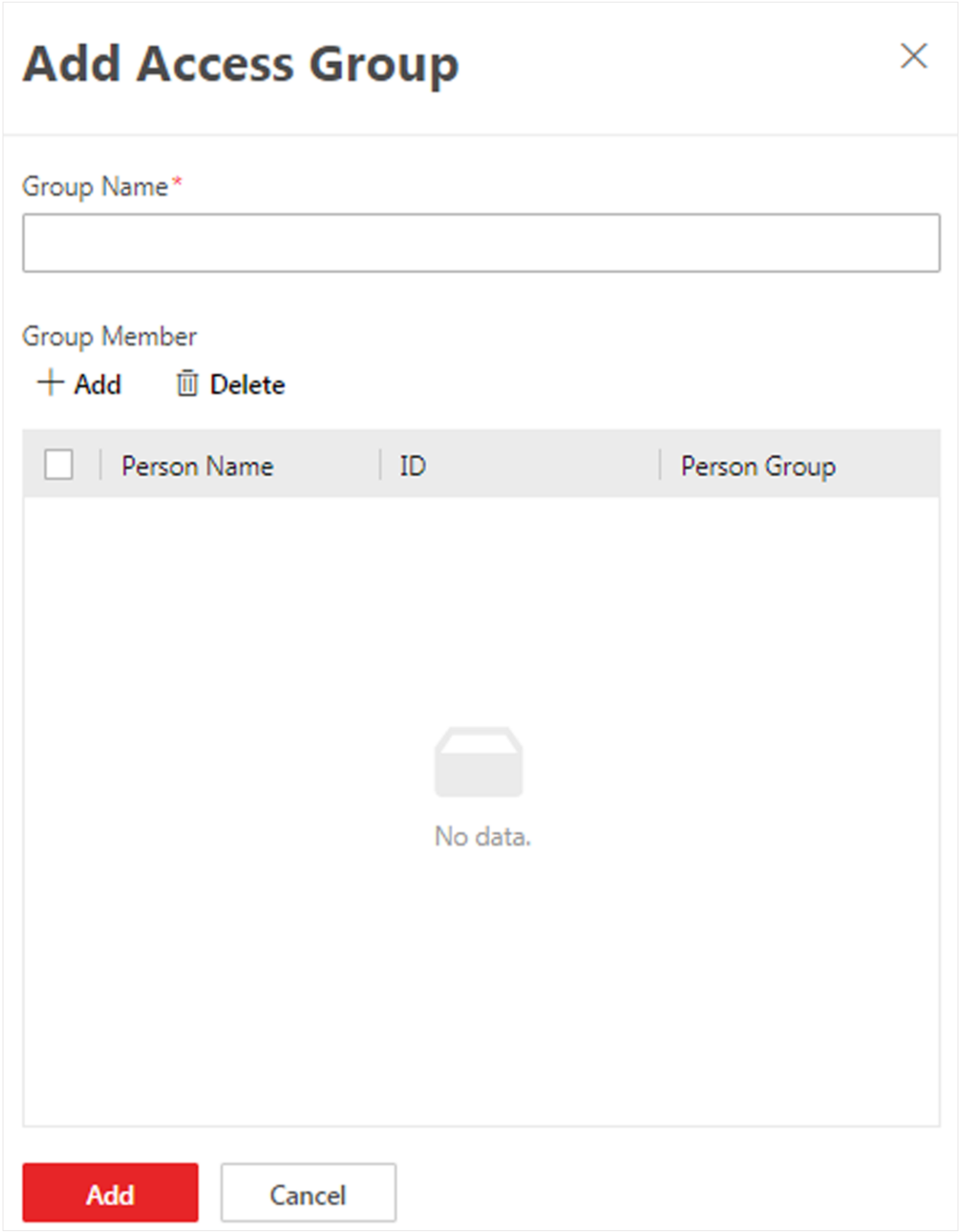


Figure 15-5 Add Access Group Page

4. In the **Group Name** field, enter the name of the access group.
5. In the **Group Member** area, click **Add** to open the person list, select the person(s) to be added to the access group.
6. Click **Add** to add the selected person(s) to the access group.
7. After configuration, click **Add** at the bottom.

8. Select an access group to assign access levels to.
9. Click **Assign Access Level** on the right.
10. In the Add Access Level page, select the access level(s) to be assigned to.
11. Click **Add**.
12. Perform one of the following operations to apply access level settings to devices.
    - In the pop-up window, click **Apply Now** to apply the settings immediately.
    - In the pop-up window, click **Apply Later**. When ready, click to apply the settings. You can also set a schedule to apply automatically. For details, refer to ***Regularly Apply Access Level Settings to Devices***.
13. Optional: Unassign access level(s) from the access group.
    - In the assigned access level list, select the access level(s) and click **Unassign** to unassign the access level(s) from the access group.
    - In the assigned access level list, click → **Unassign All** to unassign all access levels from the access group.

What to do next

Test your access control configurations and devices before putting them into use. For details, refer to ***Access Control Test***.

15.2.3 Apply Persons' Access Levels to Device

After setting or modifying the linkage between persons and access levels, you need to apply the access level settings to the access control devices to take effect. After that, the persons can access these doors during the authorized time period defined by the related access level.

Manually Apply Access Level Settings to Device

After setting access levels and assigning access levels to persons, person groups, or access groups, you need to apply the relations between persons and access points to the devices.

Before You Start

Make sure you have assigned access levels to persons in the system. For details, refer to ***Assign Access Level***.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Access Control** → **Access Level**.
2. Click **Assign by Access Level**, **Assign by Person**, **Assign by Person Group**, or **Assign by Access Group** on the left.
3. Click .
4. In the Apply Access Level Settings panel, select the persons to apply the access level settings.
    - To apply the access level settings of all persons, select **All Persons**.
    - To apply the access level settings of specific persons, select **Specified Persons**, click , select the persons, and click **Add**.
5. Select the access points to apply the persons' access level settings.

- To apply the access level settings of all access points, switch off **Specified Access Point**.
- To apply the access level settings of specific access points, switch on **Specified Access Point** and select the access points.

6. Apply access level settings to devices.
   - To clear all persons' access level configurations on the devices first and then apply the configurations in the system to the devices, check **Apply (Initial)** and click **Apply**.

     Note

     - Only available when you select **All Persons** previously.
     - During the initialization process, the devices will be offline, and persons cannot access these access points.

   - To apply changed (newly added, edited, deleted) access level settings to the devices, uncheck **Apply (Initial)** and click **Apply**.
7. Optional: If persons' access level settings (such as linked access levels, person credentials, etc.) are changed or the applying process failed, will appear next to , indicating some access level settings are pending to be applied to the devices. You can hover the cursor over to view the details.

Note

For troubleshooting the applying process, refer to ***Access Control Test***.

Regularly Apply Access Level Settings to Devices

You can set a schedule to apply the access level settings in the system to devices automatically.

Before You Start

Make sure you have assigned access levels to persons in the system. For details, refer to ***Assign Access Level***.

Steps

1. In the top left corner of Home page, click → **All Modules** → **Access Control** → **Basic Settings**.
2. Click **Apply to Device (Scheduled)** on the left.
3. Switch on **Apply to Device (Scheduled)**.
4. Select an applying mode.
   - **Apply at Fixed Time**: Apply the changed access level settings and the settings that failed to be applied last time to devices at a specific time (System Management Server time) on a daily basis. You can select a time in the **Auto-Apply At** drop-down list.
   - **Apply Every Certain Hours**: Apply the changed access level settings and the settings that failed to be applied last time to devices immediately and every certain hours afterward. You can select an interval in the **Auto-Apply** drop-down list.
5. Click **Save**.

15.2.4 Clear Persons' Access Levels

You can clear the access levels of persons so that they cannot access the access points in the access levels. For example, if there is no access record of certain persons entering or exiting for a long time, the administrator can clear their access levels to make sure the persons' credentials will not be misused.

In the top left corner of Home page, click → **All Modules** → **Access Control** → **Access Level**.

Click **Assign by Person** on the left.

Select a person group to show all persons in the group. You can filter the target persons by setting search conditions.

Select the target persons and click **Unassign**.

Note

After clearing, the previous access level settings of the persons cannot be restored. You need to re-assign access levels for them again when needed.

After clearing the access level settings of the selected persons, these persons will be removed from the related access groups. You need to apply the access level settings of these persons to the devices to take effect. You can click **Apply Now** in the pop-up window to apply the settings immediately. Or click **Apply Later**. When ready, click . For details, refer to ***Manually Apply Access Level Settings to Device*** for details. You can also set a schedule to apply automatically. For details, refer to ***Regularly Apply Access Level Settings to Devices***.

After applying to the devices, the access level settings of the persons will be deleted on the devices.

15.2.5 Set Access Schedule Template

Access schedule defines when persons can open access points in an access level with credentials, or when access points remain unlocked so that persons can open the access points with free access. The system provides three default access control schedule templates: All-day Template, Weekday Template, and Weekend Template. You can also add customized templates according to your needs.

Steps

1. In the top left corner of Home page, click → **All Modules** → **Access Control** → **Basic Settings**.
2. Click **Access Schedule Template** on the left.
3. Click + to create a blank template.
4. Configure the template in the template information panel on the right.

Name

Create a name for the template.

Copy from

Optionally, you can select to copy the settings from existing templates.

5. In the **Weekly Schedule Template** box, set a schedule pattern for each day.
   1) Click **Authorize** and select or draw in the box to define the authorized time periods.
   2) Optional: Click **Erase** and select or draw on the authorized time periods to clear the selection.

Note

You can set up to 8 separate time periods for each day.

6. Optional: Set a holiday schedule if you want different schedules for specific days.

Note

Holiday schedule has a higher priority than weekly schedule.

   1) Click **Add Holiday**.
   2) Select existing holiday templates, or click **Add New** to create a new holiday template (see ***Set Holiday*** for details).
   3) Click **Add**.
   4) Set a schedule pattern for holidays.
7. Click **Add** to save the template.
8. Optional: Perform further operations on added templates.

View and Edit Template Details	Click a template item to view and edit its configurations.
Delete Template	Click a template item and click to delete it.

What to do next

Set access schedule for access level to define in which time period persons are authorized to access the access points in the access level. For details, refer to ***Add Access Level***.

15.2.6 Enable Authentication via Password

Authentication via password allows you to authenticate only via your password. After this function is enabled, all the passwords in the platform should be different from each other. You can update the password manually or automatically.

Steps

1. Click → **All Modules** → **Access Control** → **Basic Settings**.
2. Click **General** on the left to enter the General page.
3. Switch on **Authenticate via Password**.

4. Select **Manual** or **Auto** as the PIN code update mode.

Manual Mode

You need to export users whose passwords are duplicated or not configured from the Person module, and then notify these users to update the passwords by themselves. A password should consist of 4 to 8 characters.

Auto Mode

The platform will change the duplicate password to a unique one or customize a unique password for each user whose password is not configured, and then notify these users.

5. Click **Save**.

15.3 Access Control Test

HikCentral-Workstation provides **Access Control Test**. It is a tool through which you can test whether the configurations about access control (such as persons' credentials and access levels for access controland video intercom) are set correctly and completely and whether the devices are running properly.

In the top left corner of Home page, click → **All Modules** → **General** → **Access Control** → **Troubleshooting**.

Check Credential Status

Select **Credential Status** tab to view the status of the added credentials.

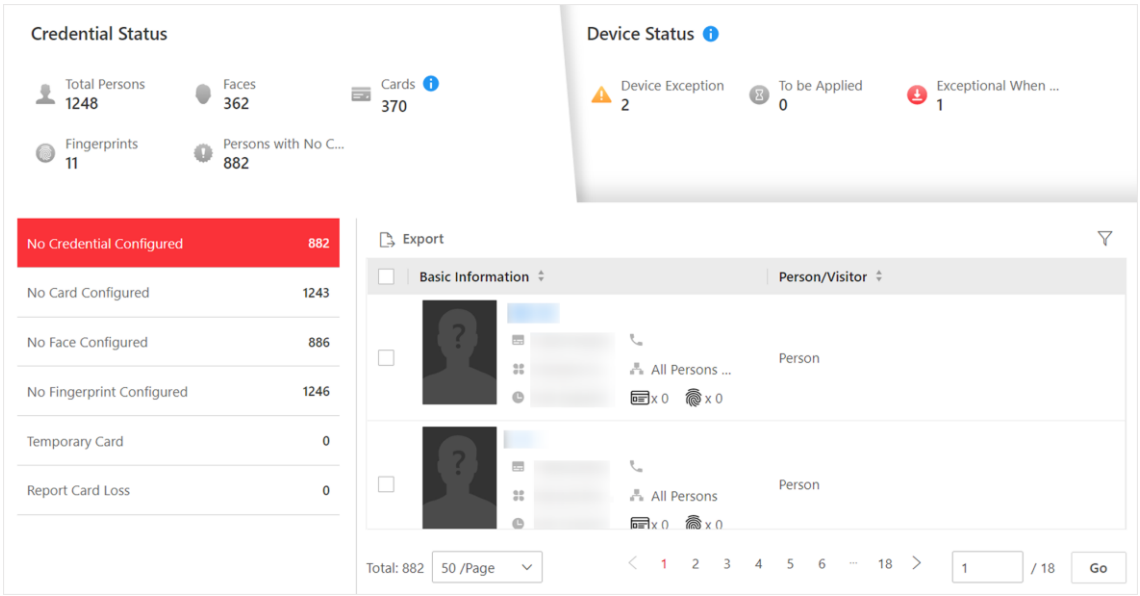


Figure 15-6 Credential Status

There are 6 types of exceptions on credential settings in the system. The number next to each exception type indicates the number of persons whose credential settings are exceptional.

Click each exception type to view the information about the persons with exceptions.

You can click person's name to edit the credentials if necessary.

Check Device Status

Select **Device Status** tab to view the status of the devices (including access control devices and video intercom devices). You can check person information and credential information that are already applied to the devices, configured in the system, failed to apply, and persons to be applied to the devices.

Note

Only the status of the devices which have been configured with access levels are shown.

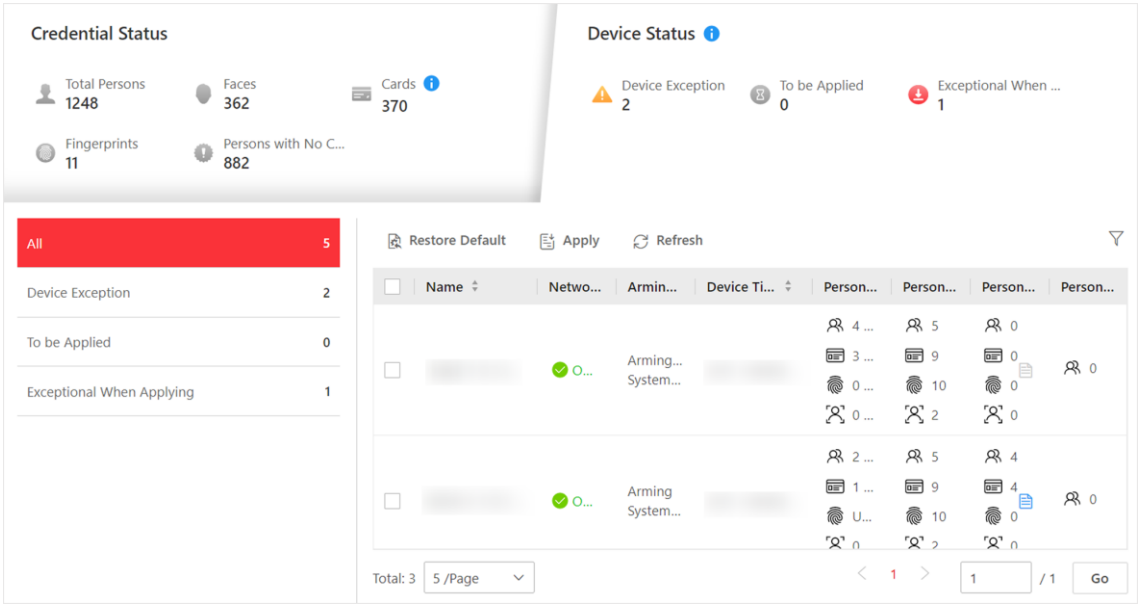


Figure 15-7 Device Status

Click each exception type to view the information about the persons with exceptions.

You can select the devices and click the following buttons to solve device issues.

Restore Default	Restore the settings on the devices to the default value.
Apply	Apply person information and credential settings to these devices again.

Refresh	Refresh the list to get the latest device status.

Check Authorization Settings of Persons

You can check the authorization settings (such as access levels and access group settings, credential settings, and applying status) of specific persons in the system. This function helps you to test whether the persons can access the target access points according to the current settings.

Click « to expand the side panel.

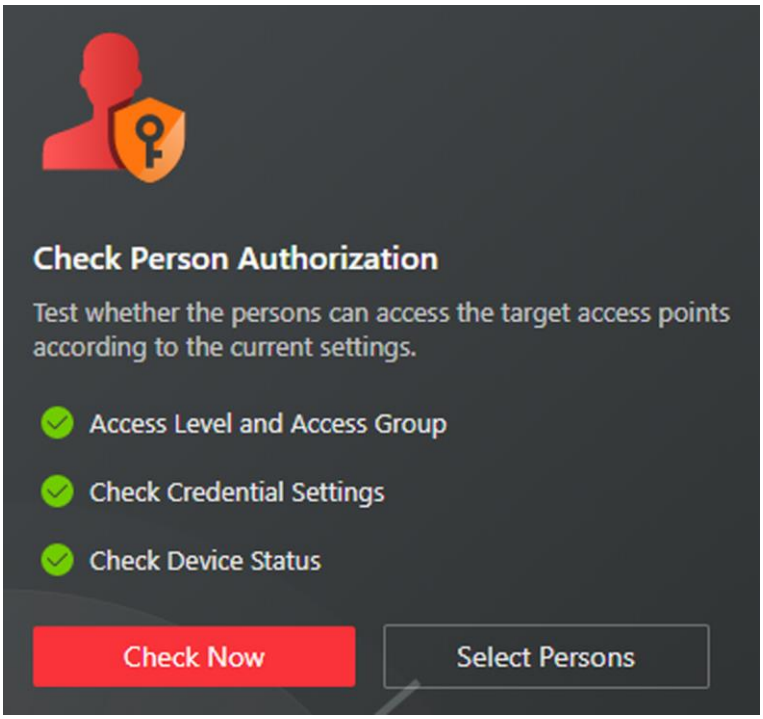


Figure 15-8 Check Authorization Settings

In the **Check Person Authorization** section, select the item(s) of information you want to check.

Click **Check Now** to test the authorization settings of all existing persons.

Or click **Select Persons** to select the persons you want to test and then click **Check Now** to test the authorization settings of the selected persons.

Check Access Point Settings

You can test whether the persons can access the access points according to the settings in the system.

Click « to expand the side panel.

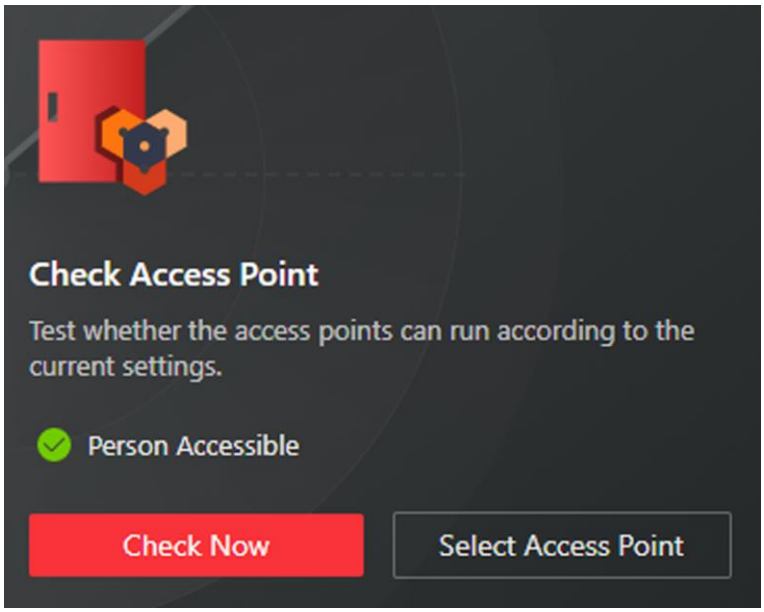


Figure 15-9 Check Access Point Settings

In the **Check Access Point** section, select the item(s) of information you want to check.

Click **Check Now** to test the settings of all existing access points in the system.

Or click **Select Access Points** to select the access points you want to test and then click **Check Now** to test the settings of the selected access points.

Note

The access points which are not added to any access levels will not be checked.

15.4 Advanced Functions

15.4.1 Configure Free Access and Access Forbidden Rules

You may need to set doors accessible or inaccessible during certain periods. To perform this function, you need to configure free access and access forbidden rule for certain doors.

Steps

Note

This function should be supported by the device.

1. In the top left corner of Home page, select → **All Modules** → **Access Control** → **Access Control Application**.
2. Click **Free Access and Access Forbidden** on the left.
3. Click **Add** to enter the Add Free Access and Access Forbidden Rule page.
4. Enter the rule name.
5. Select an access point from the following area list.
6. Select free access schedule or access forbidden schedule.

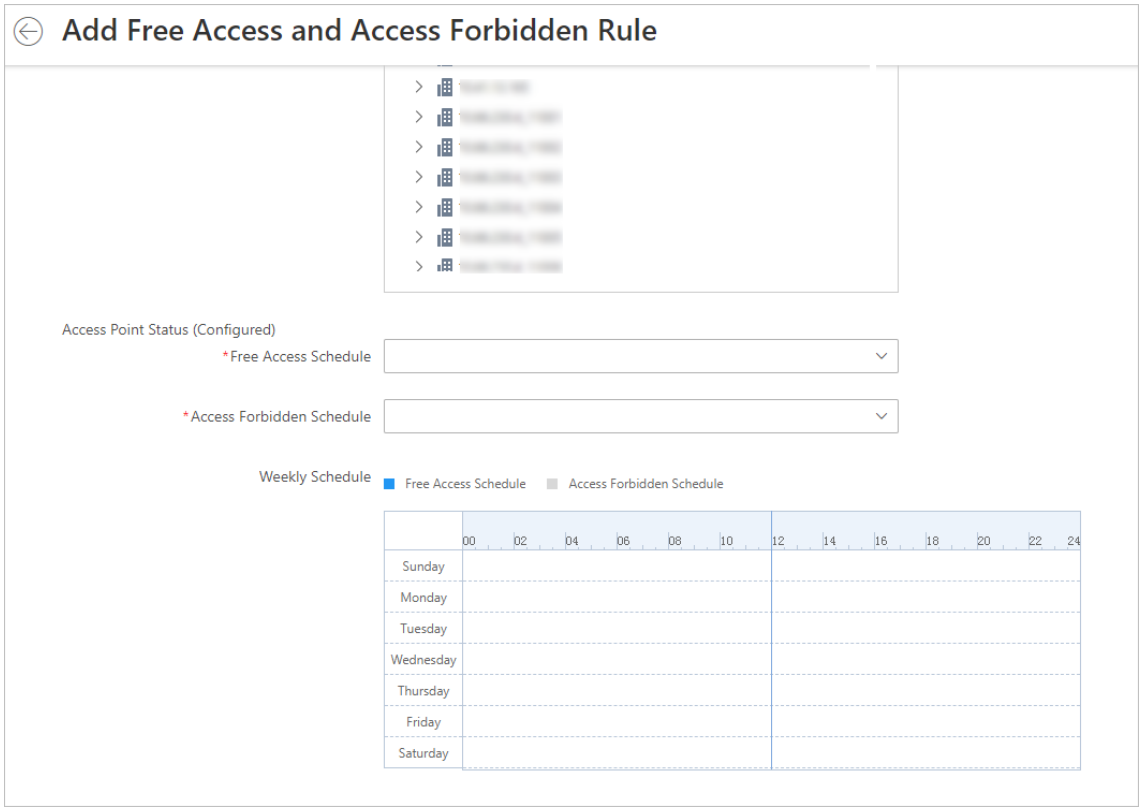


Figure 15-10 Add Free Access and Access Forbidden Rule Page

Free Access Schedule

During free access period, all persons can access the selected doors without credentials required.

Access Forbidden Schedule

During access forbidden period, no persons can access the selected doors even if he/she has the authorized credentials, except the super users.

Note

- You can click **Add New** to add a custom access schedule or holiday schedule. See ***Set Access Schedule Template*** for details.

7. Click **Add**.
   The system will automatically apply the schedule(s) to devices.
8. Optional: Perform the following operations.

View Schedule Details	Click to show the schedule details.
Copy Schedule to Other Access Point	Click a rule name to enter the rule page. Click **Copy to** on the top right to copy the schedule to other access points.

15.4.2 Configure First Person In Rule

First Person In refers to a rule that only after the first person is authorized to enter with his or her card, fingerprint, or face, can other people's permission be activated. There are two modes for First Person In, the Remaining Open after First Person and the Authorization by First Person.

Steps

Note

This function should be supported by the device.

1. In the top left corner of Home page, select → **All Modules** → **Access Control** → **Access Control Application**.
2. Click **First Person In Rules** on the left.
3. Click **Add** to enter the Add First Person In Rules page.
4. Enter the rule name.
5. Select a door from the following area list.
6. Set **Free Access Schedule**.

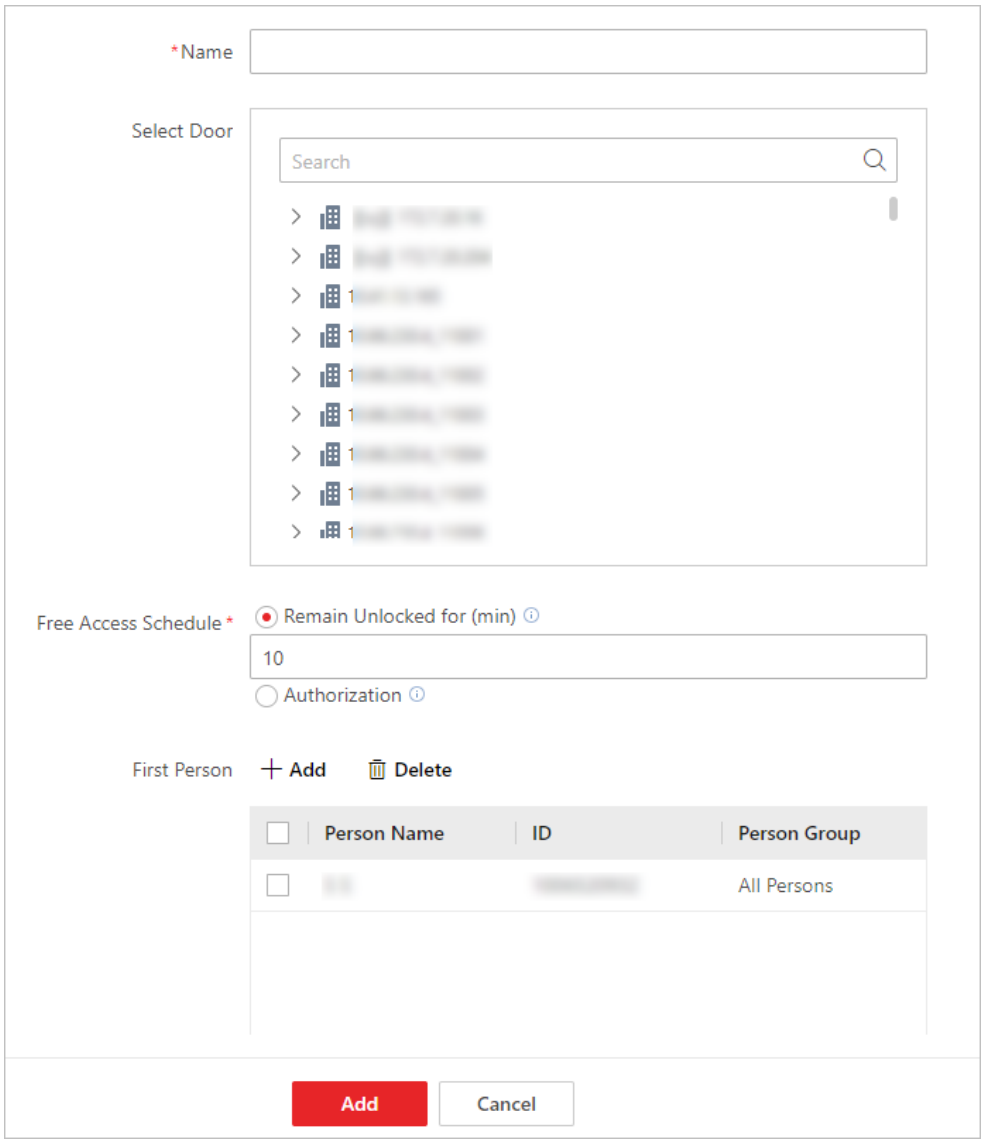


Figure 15-11 Add First Person In Rule Page

Remain Unlocked for

When the door is locked, if the first person swipes card, the door will remain unlocked during the configured period.

Authorization

The door is locked and access is denied with any credentials (except during the free access schedule) until you swipe the first card. After the first person swipes card, the door is authorized and the persons with corresponding access level are granted to access. The authorization will be invalid at 00:00 a.m. every day.

7. Click **Add** to select first person(s).
8. Click **Add** to add the rule.

15.4.3 Add Emergency Operation Group

An emergency operation group is a group for access points which need to be operated (remaining locked/unlocked) in a batch. This function is mainly applicable for emergent situation. For example, after grouping the doors of the school's main entrances and exits into one emergency operation group, the school's security personnel can lock down the doors in this group by quick operation on the Control Client, so that the school closes and no one can get into the school except for high level admins. This function would block out teachers, custodians, students, etc.

Before You Start

Add the access points into different areas first. For details, refer to ***Add Element to Area***.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Access Control** → **Access Control Application**.
2. Click**Access Control Rule** → **Emergency Operation Group** on the left.
3. Click **Add**.

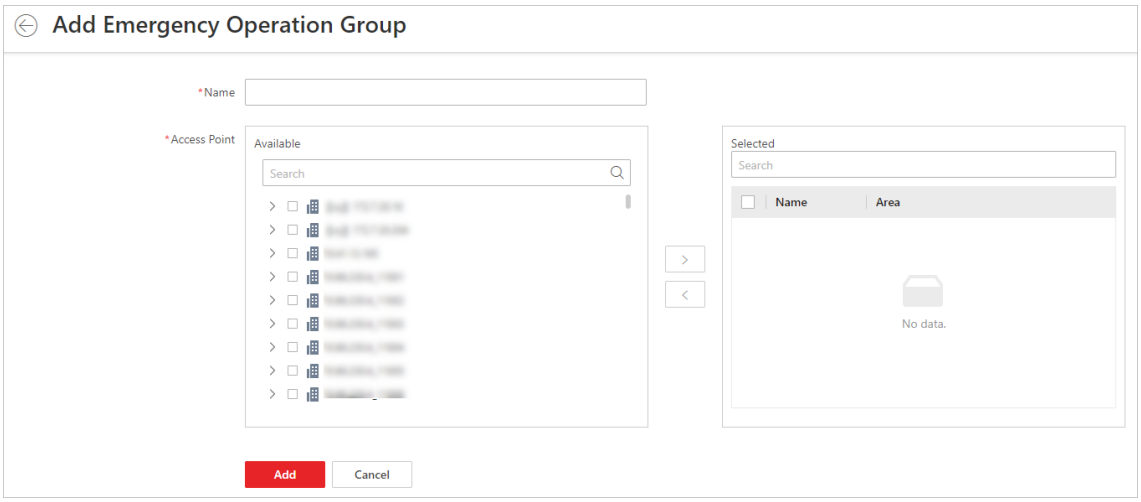


Figure 15-12 Add Emergency Operation Group Page

4. Create a name for the group.
5. Select the access points and click **>** to add them to the group.

Note

You can add doors of access control devices and doors of video intercom devices to the emergency operation group.

6. Click **Add**.
   The emergency operation group is added in the table and you can view the access points in the group.

15.4.4 Configure Anti-Passback Rules

The anti-passback is designed to minimize the misuse or fraudulent use of access credentials such as passing back the card to an unauthorized person, or tailed access. Only one person can pass the access point after swiping the card. You can configure area anti-passback rules or route anti-passback rules for different scenarios. This function is mainly used to enhance the access security of some important or specific places (e.g., laboratories, offices).

Configure Area Anti-Passback Rules

The area anti-passback function establishes a specific door group for an area. When a person accesses the area by swiping card, he/she should exit the area via the door in the anti-passback group if he/she enters the area via the door in the group, and he/she cannot enter the area via the door in the anti-passback group if he/she exited the area not by swiping card at the door in the group before.

Before You Start

Add the access points to different areas first. For details, refer to ***Add Element to Area***.

Steps

1. In the upper-left corner of the Home page, click → **All Modules** → **Access Control** → **Access Control Application**.
2. Click **Anti-Passback** on the left and click **Area Anti-Passback** on the right.
3. Click **Add** to open the Add Area Anti-Passback page.
4. Create a name for the door group.
5. Select doors in the Available list and click › to add them to the Selected list.
6. Optional: Switch on **Forgive Anti-Passback Regularly** and set a fixed time so that the platform can forgive the anti-passback violations occurred in this group automatically everyday.

   Anti-Passback Violation

   When a person attempts to use a card without following the rule, the access will be denied. This is called "Anti-Passback Violation". When an anti-passback violation occurs, no access is allowed unless the anti-passback violation event is forgiven.
7. Click **Add**.
8. Optional: Perform the following operations after adding the anti-passback group to the area.

Edit Anti-Passback Group	Click the group name to edit the anti-passback group settings. You can edit the name of the group, add or delete doors in the group, change the settings of forgiving anti-passback violation regularly, and edit the locations of the group and doors on the map.
Set/Cancel Forgiving Anti-Passback Regularly	When a person attempts to use a card without following the rule, the access will be denied. This is called "Anti-Passback Violation". When an anti-passback violation occurs, no access is allowed unless the anti-passback violation event is forgiven. Select the group(s), click **Set Forgiving Anti-Passback Regularly**, and

	specify a fixed time so that the platform can automatically forgive the anti-passback violations occurred in the selected anti-passback group(s) at that time everyday. You can also select the group(s) and click **Cancel Forgiving Anti-Passback Regularly** to cancel the settings of the selected group(s).
Delete Anti-Passback Group	Select the group(s) and click **Delete** to delete the anti-passback group(s).

Configure Route Anti-Passback Rules

The route anti-passback depends on the card swiping route. This function establishes a specific card reader sequence in which cards must be used in order to grant access. You should set the first card reader and the subsequent ones. It will authenticate the anti-passback according to the entrance and exit information stored in the card reader.

Steps

1. In the upper-left corner of the Home page, click → **All Modules** → **Access Control** → **Access Control Applications**.
2. Click **Anti-Passback** on the left and click **Route Anti-Passback** on the right.
3. Click **Add** to enter the Add Route Anti-Passback page.
4. Create a name for the route anti-passback rule in the **Name** field.
5. Set the card reader order in the Card Reader Order area.
   1) Click **Add**, select a card reader in the list, and click **Add** to add a card reader.
   2) Hover the cursor on the added card reader and click ⊕ to add another card reader.

   Note

   You can repeat this step to add card readers according to a specific sequence as needed.

   3) Optional: Click the card reader and click **Change Card Reader** to select another card reader to replace it.
   4) Optional: Click the card reader and click **Delete** to delete the card reader and its subsequent card reader(s).
6. Optional: Switch on **First Card Reader** and select a card reader from the drop-down list to set it as the first card reader.

   Note

   If you violate the route anti-passback rule, you should swipe the card again from the first card reader.

7. Optional: Switch on **Forgive Anti-Passback Regularly** to set a fixed time so that the platform can forgive the anti-passback violations automatically everyday.

Anti-Passback Violation

When a person attempts to use a card out of the route anti-passback rule's sequence, the access will be denied. This is called "Anti-Passback Violation". When an anti-passback violation occurs, no entry is allowed unless the anti-passback violation event is forgiven.

8. Click **Add**.
9. Optional: Perform the following operations after adding the route anti-passback rule.

View Card Reader Order	Click in the Operation column to view the card reader order of the rule.
Edit Anti-Passback Rule	Click the rule name to edit the anti-passback rule settings. You can edit the name of the rule, add, change, or delete card readers in the order, change the first card reader, or change the settings of forgiving anti-passback violation regularly.
Set/Cancel Forgiving Anti-Passback Regularly	When a person attempts to use a card out of the route anti-passback rule's sequence, the access will be denied. This is called "Anti-Passback Violation". When anti-passback violation occurs, no entry is allowed unless the anti-passback violation event is forgiven. Select the rule(s), click **Set Forgiving Anti-Passback Regularly**, and specify a fixed time so that the platform can automatically forgive the anti-passback violations occurred in the selected anti-passback rule(s) at that time everyday. You can also select the rule(s) and click **Cancel Forgiving Anti-Passback Regularly** to cancel the settings of the selected rule(s).
Delete Anti-Passback Rule	Select the rule(s) and click **Delete** to delete the route anti-passback rule(s).

15.4.5 Configure Multi-Door Interlocking

Multi-door interlocking is used to control the entry of persons to a secure area such as a clean room, where dust or small particles may cause a major issue. One multi-door interlocking group is composed of at least two doors and only one door can be opened simultaneously.

Before You Start

Add the access points into different areas first. For details, refer to ***Add Element to Area***.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Access Control** → **Access Control Application**.
2. Click **Multi-Door Interlocking** on the left.
3. Click **Add**.
4. Create a name for the group.
5. Select doors and click **>**.

6. Click **Add**.

15.4.6 Manage Multi-Factor Authentication

Multi-Factor Authentication is an access authentication scheme which requires all the predefined persons to be present and get authentication. Multi-Factor Authentication is generally used in places such as bank vault to ensure the security of important assets and data. To perform this function, you need to configure multi-factor authentication rule and add multi-factor authentication group first. Besides, you can add persons to receive remote door open request.

Configure Multi-Factor Authentication Rule

In access control, multi-factor authentication is an authentication method in which the door will unlock only after multiple persons present authenticating multiple credentials in turn. This method is mainly used for locations with high security requirements, such as bank vault. With the mutual supervision of the persons, multi-factor authentication provides higher security for the assets in these locations.

Steps

Note

This function should be supported by the device.

1. In the top left corner of Home page, select → **All Modules** → **Access Control** → **Access Control Application**.
2. Click **Access Control Rule** → **Multi-Factor Authentication** on the left.
3. Click **Add** to enter the Add Multi-Factor Authentication Rule page.
4. Enter the rule name.
5. Select a door from the following area list.
6. Set the access mode of the door.

Unlock After Access Granted

The door will be unlocked automatically after the persons swiping their cards (or other type of credentials) on the card readers of the door and the access is granted.

Remotely Unlock After Granted

After the persons swiping their cards (or other type of credentials) on the card readers of the door and the access is granted, a window will pop up on the Control Client. The operator of the Control Client should confirm to unlock the door remotely and then the door will be unlocked successfully.

Enter Super Password After Granted

After the persons swiping their cards (or other type of credentials) on the card readers of the door and the access is granted, they should enter the super password on the card reader. After that, the door will be unlocked successfully.

7. Set the access schedule to define in which time period, the persons are authorized to access the door.

Note

The default and customized access schedules are displayed in the drop-down list. You can click **Add New** to customize a new schedule. For details, refer to ***Set Access Schedule Template***.

8. Set the card swiping interval and make sure the interval between two authentications on the card reader is within this value.

Example

When you set the interval as 5s, if the interval between two authentications is longer than 5s, the authentications will be invalid, and you should authenticate again from the beginning.

9. Click **Add** to set the access group(s) to define who have the permission to access the door.

Number of Persons for Authentications

Define how many persons should authenticate on the card reader.
For example, if you set 3 for access group Security Guard and 1 for access group Bank Manager, it means three security guards should swipe cards on the card reader (or other access mode), and one bank manager should swipe card on the card reader (or other access mode) for this multi-factor authentication.

Note

This value should be no larger than the number of persons in the access group.

Card Swiping Order

Click ↑ or ↓ in the **Operation** column to set the authentication order of different access groups.

10. Click **Save**.

Add Multi-Factor Authentication Group

To perform multi-factor authentication function, you need to create a multi-factor authentication group and appoint persons as the member of the group first. Persons in the group have the permission for multi-factor authentication of specific doors.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Access Control** → **Access Control Application**.
2. Click **Multi-Factor Authentication** on the left.
3. Click **Multi-Factor Authentication Group Management** on the top.
4. Click **Add** to open the Add Multi-Factor Authentication Group panel.
5. Enter the multi-factor authentication group name.
6. Click **Add** to select group number from the person list.
7. Click **Add**.

Add Person to Receive Remote Door Open Request

To handle remote door open request on the Control Client, you need to appoint persons to receive these request beforehand.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Access Control** → **Access Control Application**.
2. Click **Multi-Factor Authentication** on the left.
3. Click **Persons to Receive Remote Door Open Request** on the top.
4. Click **Add** to open the Add Persons to Receive Remote Door Open Request panel.
5. Select persons from the person list.
6. Click **Add**.

15.4.7 Configure Authentication Mode

The authentication mode is used to determine whether a person has the permission to pass the access point by using single or multiple authentication modes (e.g., employee ID, face, fingerprint, password, PIN code, or a combination of them). You can set the reader authentication mode for access points or set the private authentication mode for persons. If a device has been configured with different authentication modes by two methods, the person's private authentication mode has higher priority than the reader authentication mode.

Set Reader Authentication Mode

You can set the reader authentication mode to employee ID, password, face, fingerprint, PIN code, or a combination of them in normal time periods or custom time periods according to your actual need.

Before You Start

Make sure you have added doors to the area. See ***Add Element to Area*** for details.

Steps

Note

This function should be supported by the device.

1. In the upper-left corner of the Home page, select → **All Modules** → **Access Control** → **Access Control Application**.
2. Click **Authentication Mode** on the left and click **Reader Authentication Mode** on the right.
3. Select an area from the area list.
4. Click a door name on the right.
5. Select the Reader Authentication Mode Settings.

Batch

Set the same reader authentication mode for all the readers of a door.

Single

If you want to set different reader authentication modes for different readers, select this mode.

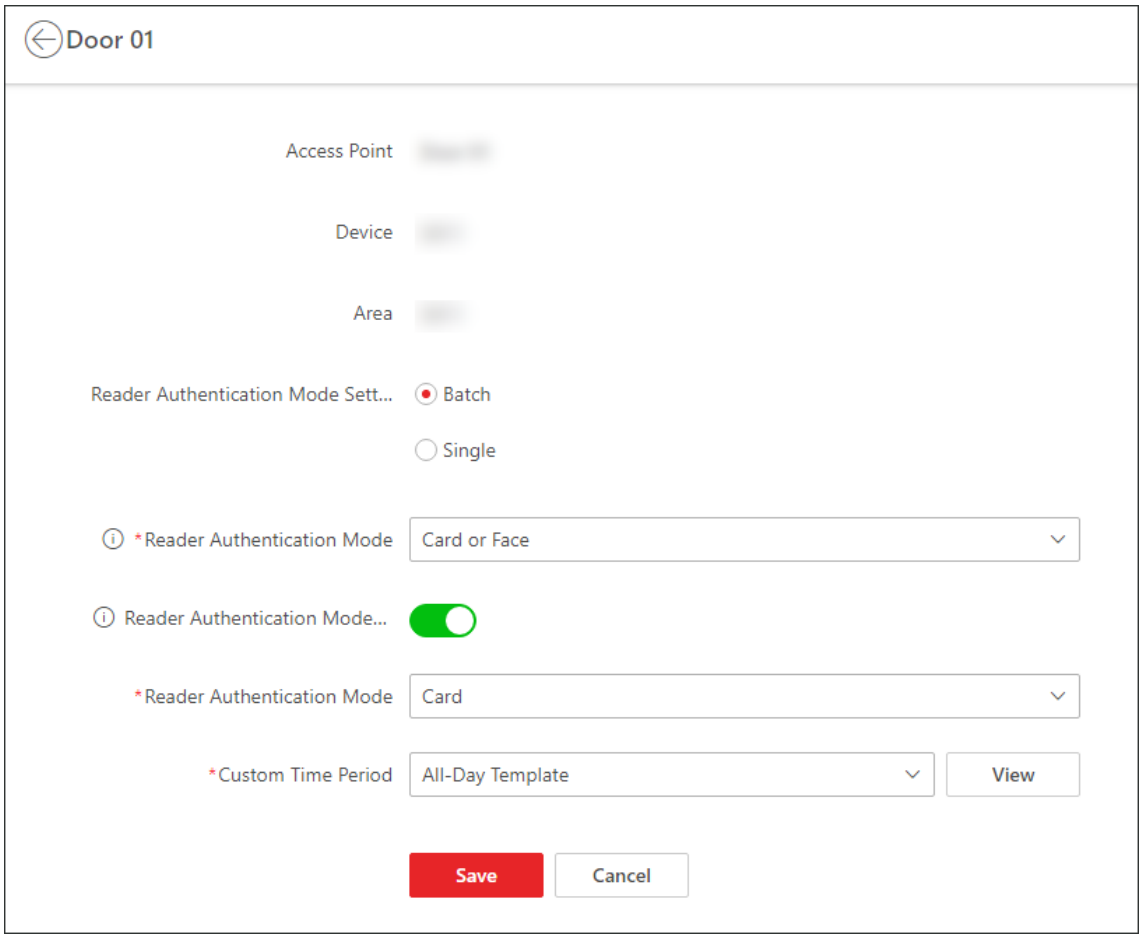


Figure 15-13 Set Reader Authentication Mode Page

6. Select the Reader Authentication Mode.

Reader Authentication Mode

Set the reader's authentication mode in normal time periods. For example, if you select **Card**, persons on the platform should open the door by swiping the card for authentication each time.

Reader Authentication Mode (Custom)

When you want persons on the platform to open the door via another authentication mode in some special time periods, you need to set the reader's authentication mode and select the custom time period. For example, if you select **Fingerprint** and **Weekend Template**, persons on the platform should open the door via fingerprint at weekends.

7. Optional: Click **Copy to** in the upper-right corner to apply the settings to other doors.
8. Click **Save**.

Set Person Private Authentication Mode

In some situations, different persons need to use different authentication modes for accessing the same access point, and a person may need to use different authentication modes for accessing different access points. Setting the private authentication modes for different persons can provide an easy way for them to authenticate by less credentials or enhance the security of some important places by forcing them to use more credentials.

Steps

Note

The person's private authentication mode has higher priority than the existing authentication mode of the device.

1. In the upper-left corner of the Home page, select → **All Modules** → **Access Control** → **Access Control Application**.
2. Click **Authentication Mode** on the left and click **Private Authentication Mode** on the right.
3. Select a person group from the left list.
   All persons in the person group will be listed on the right panel.
4. Click in the Operation column to open the Device for Authentication page.
5. Click **Add**, select the device(s) from the list, and select the authentication mode from the drop-down list for the selected device(s).
6. Click **OK** to add the device(s) for authentication for the person.
7. Optional: Perform one of the following operations to editing the authentication mode(s) for the device(s).
   - Select an authentication mode from the Authentication Mode drop-down list to configure the authentication mode for each device.
   - Click **Configure All**, select an authentication mode from the drop-down list, and click **Save** to configure the same authentication mode for all added devices.
8. Optional: In the Private Authentication Mode page, click in the Operation column, select the person(s), and click **OK** to copy the person's private authentication mode settings to another person or other persons.

Result

The number of devices added for each person is displayed in the Device for Authentication column. You can click beside the number to view names and authentication modes of all devices.

15.4.8 Add Entry and Exit Counting Group

The entry and exit counting group is used to group the access points in certain region. You can set some access points as the region border. Only the persons accessing these access points are counted, and other access points inside the region are ignored. By grouping these access points, the system provides counting functions based on the entry and exit records on these access points. With this function, you can know who enters/exits this region and how many persons still stay in

this region. This is applicable for certain emergency scene. For example, during a fire escape, the number of the remaining/stayed-in persons and name list are required for rescue.

Before You Start

Add the access points into different areas. For details, refer to ***Add Element to Area***.

Steps

Note

After setting entry & exit counting group, you can perform entry & exit counting in **Access Control Retrieval** → **Entry & Exit Counting** on the Control Client to count the number of people who are still in the region and view who enters/exits this region.

1. In the top left corner of Home page, select → **All Modules** → **Access Control** → **Access Control Application**.
2. Click **Entry and Exit Counting Group** on the left.
3. Click **Add**.
4. Create a name for the group.
5. Click **Add** and select access points from the area list.
6. Set the entering or exiting direction of the card readers of the selected access points.
   The access records on the entering card reader will be counted as person entering this region while the access records on the exiting one will be counted as person exiting this region.
7. Click **Add**.
   The entry & exit counting group is added in the table and you can view the access points in the group.

15.5 Door Control

With emergency operation group, you can control door status in a batch when an emergency happens. For example, after grouping the doors of a school's main entrances and exits into one emergency operation group, school's security personnel can lock down the doors in the group, so that no one can enter or leave the school except for maintenance and high-level admins. This function can also block out teachers, custodians, students, etc.

You can control all or part of the doors in the selected area according to your need. When the emergency is over, you can restore the status to Access with Credential.

Note

Only the users with Administrator or Operator role can control all doors in a batch.

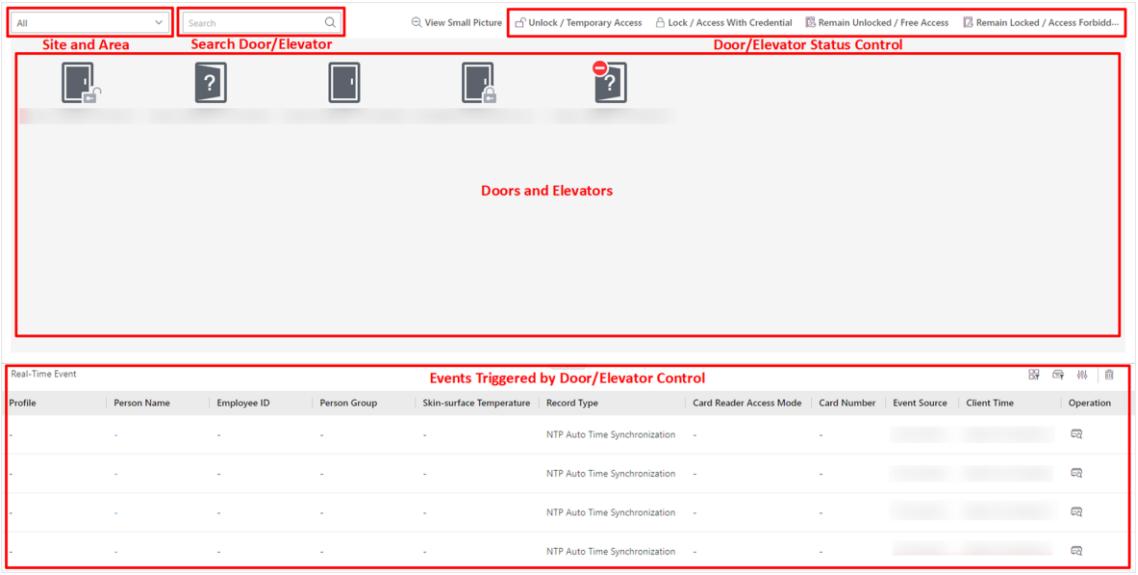


Figure 15-14 Access Control Real-time Monitoring

15.5.1 View Real-Time Access Event

In the Access Control module, you can view events triggered by doors. You can also control door status according to the event details, search more event information, and so on.

In the top left corner of Home page, select → **All Modules** → **Access Control** → **Real-Time Monitoring**.

Select the area that you want to view the access events. Real-time access events are displayed at the bottom of the page.

Search Device Records	Click in the Operation column to go to Device Recorded Data Retrieval page to search records by customizing searching conditions.
Filter Events	You can filter the real-time events by setting conditions according to record types and event source. Click to set conditions.
Custom Column	Click to customize the column to only show the most relevant event information.
Clear Events	Click to clear all events in the list.
View Details of Latest Access Record	On the lower-right corner of this page, check **Auto-switch to the Latest Record** to display the person/visitor information contained in the newest access record. If you uncheck the **Auto-switch to the Latest Record**, the platform will display the person/visitor information contained in the historical access records. The platform supports hiding the window.

15.5.2 Door Control

You can change the status of all doors or doors in specific emergency operation groups to locked, unlocked, remaining locked, or remaining unlocked.

Note

Make sure you have grouped doors into an emergency operation group. See details in ***Add Emergency Operation Group***.

In the top left corner of Home page, select → **All Modules** → **Access Control** → **Real-Time Monitoring**.
Control all or part of the doors.

Unlock

When a door is locked, if you unlock the door, it will be unlocked. When open duration is over, the door will be locked again automatically.
Click **Unlock / Temporary Access** → **All** to unlock all doors.
Click **Unlock / Temporary Access** → **Part** and select the emergency operation groups you want to unlock. Click **OK** to unlock the doors in the selected emergency operation groups.

Note

For details about setting the door's open duration, see ***Edit Door***.

Lock

When the door is unlocked, if you lock the door, it will be closed and locked. Person who has the access permission can access the door with credentials.
Click **Lock / Access with Credential** → **All** to lock all doors.
Click **Lock / Access with Credential** → **Part** and select the emergency operation groups that you want to lock. Click **OK** to lock the doors in the selected emergency operation groups.

Remain Unlocked

Doors will be unlocked. All persons can access the door with no credentials required (free access). This function is used when an emergency happens and all people are required to leave as quickly as possible, such as in a fire escape.
Click **Remain Unlocked / Free Access** → **All** and all doors will remain unlocked.
Click **Remain Unlocked / Free Access** → **Part** and select the emergency operation groups. Click **OK** and the doors in the selected emergency operation groups will remain unlocked.

Remain Locked

Door will be closed and locked. No person, except for the super users, can access the door even with authorized credentials. This function is applicable for situations such as preventing a theft in the building from getting away.
Click **Remain Locked / Access Forbidden** → **All** to lock down all the doors.
Click **Remain Locked / Access Forbidden** → **Part** and select the emergency operation groups.
Click **OK** and the doors in the selected emergency operation groups will remain locked.

Note

For setting person's super user privilege, refer to ***Role and User Management***.

15.6 Subscribe for Device and Access Events

You can subscribe for device events and access events, so that when these events occur, you can see the real-time event records via the Web Client and Mobile Client.

Follow the steps to enable the subscription for device and access events.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Access Control** → **Basic Settings**.
2. Click **Device Event Subscription** on the left.

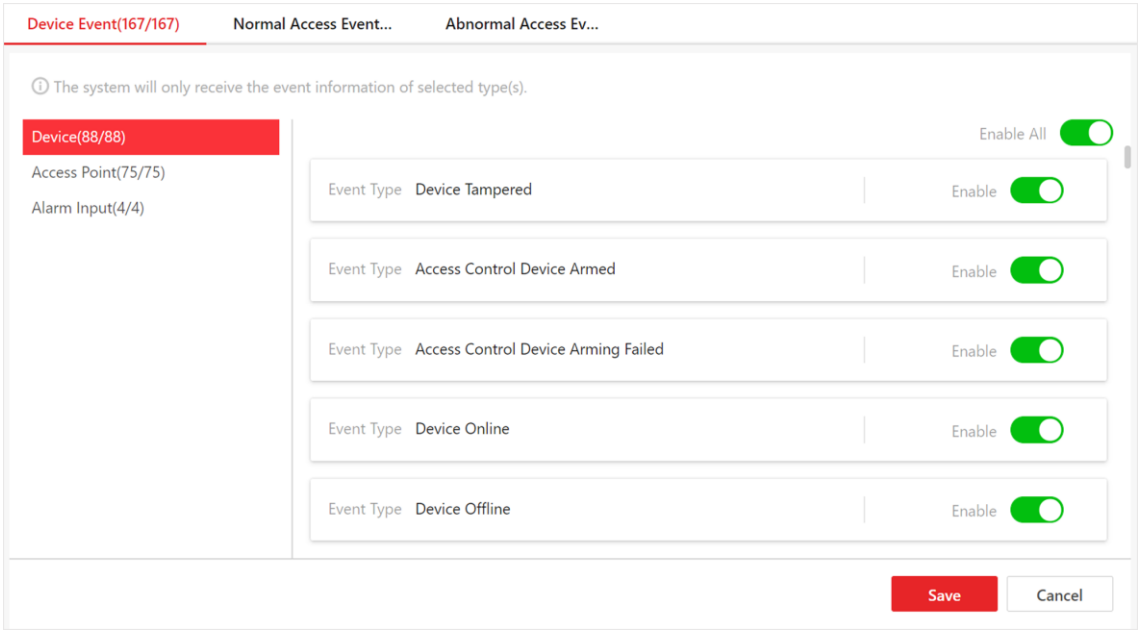


Figure 15-15 Device and Access Event Subscription

3. Select an event category from **Device Event**, **Normal Access Event**, and **Abnormal Access Event**.
4. Switch on the event types to subscribe for these events.
5. Optional: Switch off the event types whose real-time event records you do not want to receive.

Note

If you switch off a event type, the Web Client and Mobile Client will no longer receive real-time event records of the event. However, you can still search for the device/access records via the Web Client. For details, see ***Search Access Records*** and ***Search Data Recorded on Device***.

6. Click **Save** to save the settings.

What to do next

View the real-time event records of the device and access events that you subscribe for. For details, see ***View Real-Time Access Event***.

15.7 Set User to Receive Access Control Calls

You can specify users to receive calls from the access control devices on the Control Client, and then the users can remotely perform the access control, such as remotely open door.
In the top left corner of Home page, select → **All Modules** → **Access Control** → **Basic Settings** → **Call Recipient Settings**.

Click **Add** to select user(s) to receive access control calls on the Control Client.

15.8 Synchronize Access Records to System Regularly

Access records stored in devices can be synchronized to the system for central management. You can specify a fixed time in order to automatically synchronize access records from devices to the system at the specified time every day.

Click → **All Modules** → **Access Control** → **Basic Settings**.

Click **General** to enter the General page.

In the Synchronize Records (Scheduled) area, switch on **Synchronize (Scheduled)**, set a fixed time, and click **Save** to synchronize access records from the devices to the system regularly.

15.9 Search Access Records

You can search for persons' access records triggered on specified access points via the Client by setting search conditions. For example, if you select specific access points and set the event type to access denied by card, you can get all access denied events (accessing by swiping a card) triggered on the access points.

Before You Start

Make sure you have configured the access point event. For details, refer to ***Add Event and Alarm***.

Steps

1. In the upper-left corner of the Home page, select → **All Modules** → **Access Control** → **Access Control Retrieval**.
2. Select **Access Record Retrieval** on the left.
3. Optional: Import access records to the system.
   - Import access records from the device(s).
     1. Click **Import Event** → **Import from Device** to enter the Import from Device page.
     2. Select the device(s) from the device list.
     3. Optional: Switch on **Specified Time Range** and set the start time and end time to import access records generated in the specified time period.

     Note

     - If the device has uploaded access record(s) to the system before, switching on **Specified Time Range** is not required and access records during the past 7 days of the selected device(s) will be imported by default if no time range is specified.
     - If the device has never uploaded any access record to the system before, you must switch on **Specified Time Range** for importing access records from the selected device(s).

     4. Click **OK** to start importing.

   A window will pop up to display the importing progress and the failure details.

– Import access records from the file which is exported from the device.
    1. Click **Import Event** → **Import from File** to enter the Import from File page.
    2. Click to select the file to be imported.

    Note

    Only the encrypted file can be imported.

    3. Enter the password in the **Password** field.
    4. Click **OK**.

4. In the **Time** drop-down list, select the time during which the access records are generated.

Note

You can select **Custom Time Interval** to set a precise start time and end time.

5. Optional: In the **Access Point** area, click and select door(s) from the resource list.
6. Optional: In the **Record Type** area, click to select record type(s).
7. In the **Access Result** drop-down list, select an access result type to quickly filter access granted records or access denied records.
8. Set the searching mode.
    1. Select **Person/Visitor** as the searching mode.
    2. Select **All**, **Person**, or **Visitor** as the person type.
    3. Select **Select Persons** or **Fuzzy Matching** as the searching mode.

    Select Persons

    Select persons in the person list.

    Fuzzy Matching

    Enter a keyword to search for persons whose name contains the keyword.
    4. Click **Add** to select the person(s), or enter the keywords of the person name for fuzzy matching.
    1. Select **Card No.** as the searching mode.
    2. Enter the card number.

9. Optional: Switch on **Skin-Surface Temperature Status** and select **Normal** or **Abnormal**.
10. Optional: Switch on **Wearing Mask or Not** and select **Wearing Mask** or **No Mask**.
11. Click **Search**.

    Matched access records are listed on the right.
12. Optional: Perform the following operations after searching for access records.

View Record Details	Click the person name in the Full Name column to view the record details, such as the recorded video or captured picture of the related camera (if configured), person information, and access information. If

the person is a visitor, you can view the detailed visitor information and host information, including name, person profile, visit reason, belongings picture (if any), etc.

Filter Search Results by Person Type

Click next to the column name **Person/Visitor** and select **Person** or **Visitor** to filter the search results.

Forgive Anti-Passback Violation

When a person attempts to use a card without following the anti-passback rule, the access will be denied. This is called "Anti-Passback Violation". When the anti-passback violation occurs, no access is allowed unless the anti-passback violation event is forgiven.
You can click **Forgive Anti-Passback** on the top to forgive all the anti-passback violation events in the search results.

Export Single Record

Click in the Operation column to save a record as an Excel file in your PC, including the event details, the person information, person profile, recorded video file (if configured), etc.

Export All Searched Records

Click **Export** in the upper-right corner to save the searched access record details (including person name, person ID, event time, access result, etc.) in your PC as an Excel or a CSV file. If you select **Excel**, you can check **Export Picture** to save the captured pictures as well.

Note

Up to 500 records can be exported each time.

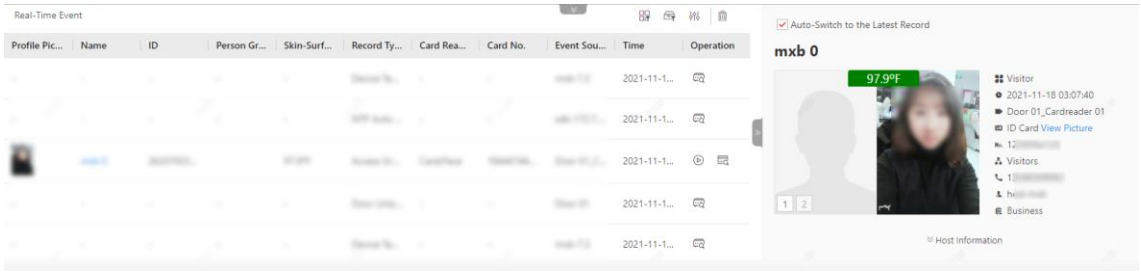


Figure 15-16 Real-Time Events

15.10 Search Data Recorded on Device

Data recorded on devices are records (e.g., triggered events/alarms, card-swiping records, etc.) stored in access control devices and video intercom devices. The records can be events/alarms

triggered by human behaviors detected by devices and those triggered by devices (such as device faults). You can search for the records in different dimensions according to your needs.

Steps

1. In the upper-left corner of the Home page, select → **All Modules** → **Access Control** → **Access Control Retrieval**.
2. Click **Device Recorded Data Retrieval** on the left.
3. In the Time drop-down list, select a time range for searching.

> **Note**
>
> You can select **Custom Time Interval** to set a precise start time and end time.

4. Switch on the resource types where you want to search for records.

   Access Point(s)

   Access points include doors of access control devices and video intercom devices. The records can be access records, operation records, and alarms triggered by human behaviors.

   Device

   Devices include access control devices and video intercom devices. The data recorded in these devices covers all events triggered by devices (such as device faults).

   Alarm Input

   The alarm inputs included in devices. The records are arming status changes.
5. Select the record source(s) and record type(s).
6. Click **Search**.

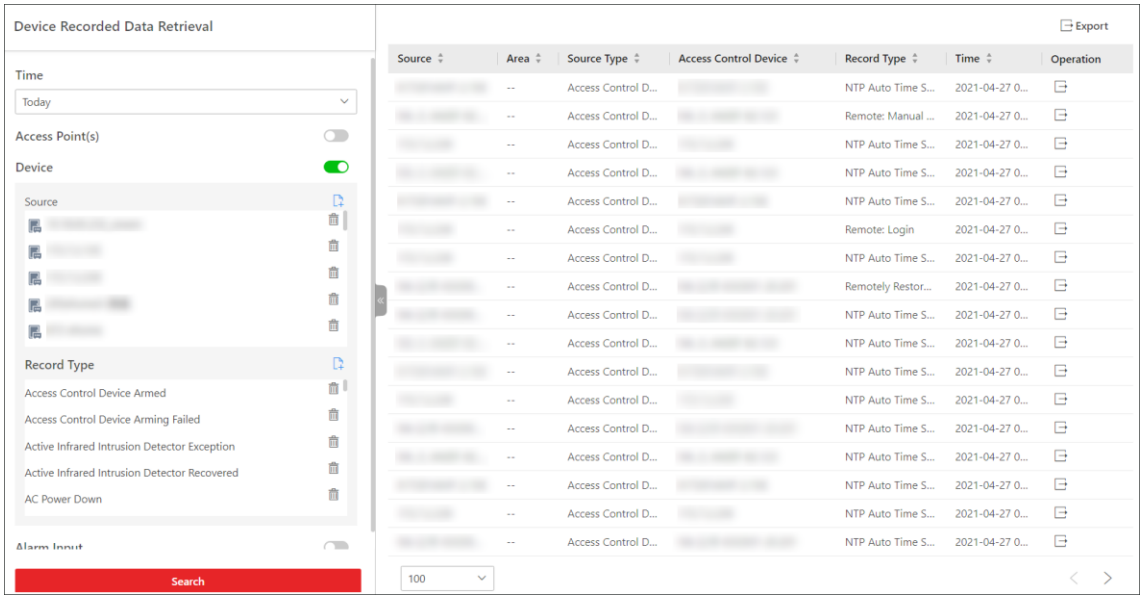


Figure 15-17 Device Recorded Data Retrieval

7. Optional: Perform further operations on the searched records.

Export Single Record	Click in the Operation column to save the record to the local PC as a CSV file.
Export All Searched Records	Click **Export** to save all the searched records to the local PC as an Excel or a CSV file.

Chapter 16 Vehicle and Parking Management

HikCentral-Workstation provides vehicle and parking management services covering vehicle management, entry & exit rule management, parking fee rule management, etc. The platform can perform relevant operations according to the rules you set.
On the Web Client, you need to create a parking lot and set its entrances and exits as well as lanes according to actual needs. Meanwhile, you need to import vehicle information to the platform and categorize vehicles into different types if needed, so that you can predefine parking fee rules and entry & exit rules for them. For the vehicles not managed in the platform, you can also set an entry & exit rule to define how to open the barrier when these vehicles are detected at the entrances and exits.

16.1 Flow Chart of Vehicle and Parking Management

The following flow chart shows the process of configuring and managing vehicle and parking.

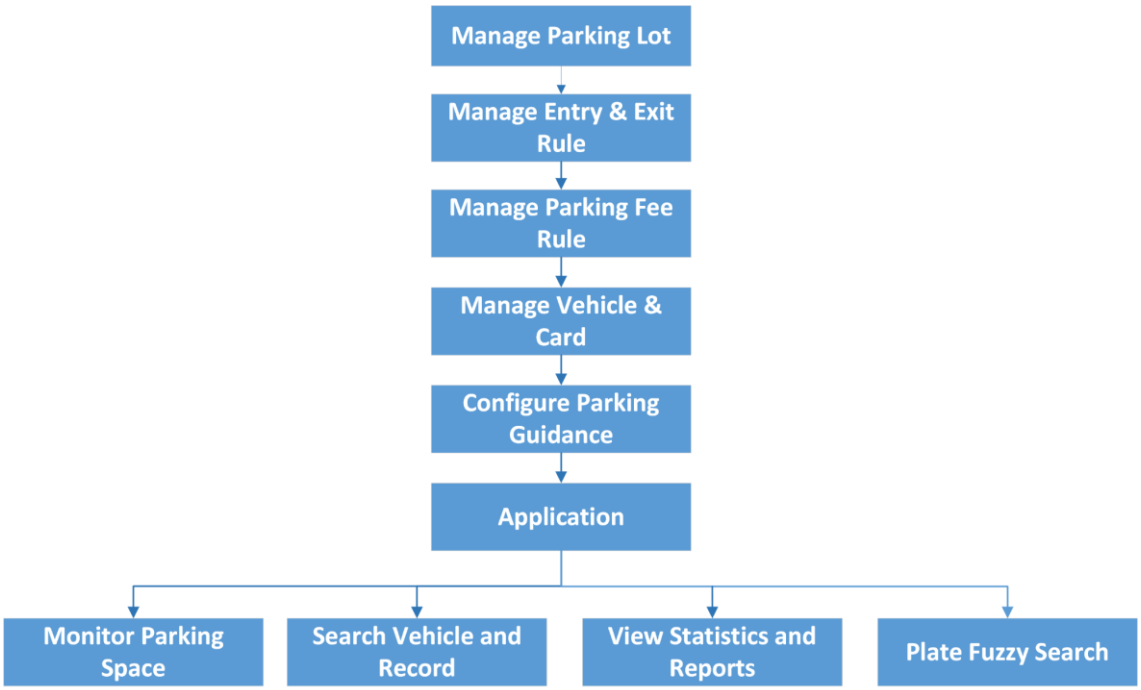


Figure 16-1 Flow Chart of Vehicle and Parking Management

- **Parking Lot Management**: Parking lot is a parking facility that is intended for parking vehicles. You need to create a parking lot in the platform and set its entrances and exits as well as lanes according to actual needs.
- **Vehicle and Card Management**: On the Web Client, the administrator can add vehicle information to the platform, and set events and alarms to define whether an event or alarm will be triggered when the recognized license plate number matches or mismatches with that managed in the platform, or whether an event or alarm will be triggered when the recognized

vehicle type matches the specified one. For entrance and exit control, the administrator can set entry & exit rules for the vehicles managed in the platform to define whether to allow the vehicles to enter or exit the parking lot. In addition, the administrator can issue temporary cards to temporary vehicles for parking management.

- **Entry & Exit Rule Management**: An entry & exit rule defines how to open barrier gate when the platform detects a vehicle at the lane. The platform can open the barrier automatically when detects a vehicle, or you can also open it manually by clicking **Allow** button on the Control Client after verifying its identity.
- **Parking Fee Rule Management**: A parking rule defines how vehicles are charged for parking. On the Web Client, the administrator can set parking fee rules for parking lots, including the parking fee rule for a specific type of vehicles, the parking pass rule, the discount rule, etc.
- **Parking Guidance Configuration**: Parking guidance is performed by two types of devices: the guidance terminal and the guidance screen. The guidance terminal can relate multiple parking cameras for management, and the guidance screen displays the number of vacant parking spaces in a parking lot and guides the drivers to the area where there are vacant parking spaces.
- **Application**: After completing the above-mentioned configurations, you can perform operations including monitoring parking spaces, searching for vehicles and records, viewing statistics and reports, and license plate fuzzy search.

16.2 Parking Lot Overview

On the Parking Lot Overview page, you can view different information about the parking lot, including the occupancy statistics of parking spaces, the number of daily entries and exits, the health of devices, etc. You can also go to different pages via hyperlinks to view detailed information.

Occupancy: You can view the total number of parking spaces, the number of vacant parking spaces, and the occupancy statistics of different types of parking spaces.

Today's Entries & Exits: You can view the number of daily entries and exits, the entry/exit trend, and the number of entries and exits at different entrances and exits.

Device Monitoring: You can view the health of devices related to the parking lot, including guidance terminals, parking cameras, and guidance screens.

Vehicle Passing Event: You can view the vehicle-passing information of the parking lot. If you are managing more than one parking lot, you can click the name of a parking lot to view its detailed vehicle-passing information.

You can click **Parking Space Overview** to go to the Parking Space Overview page and view more detailed statistics of parking spaces. You can also click **Maintenance** to go to the Maintenance page and view more detailed statistics of the health of devices. See ***Parking Space Monitoring*** and ***Maintenance*** for details.

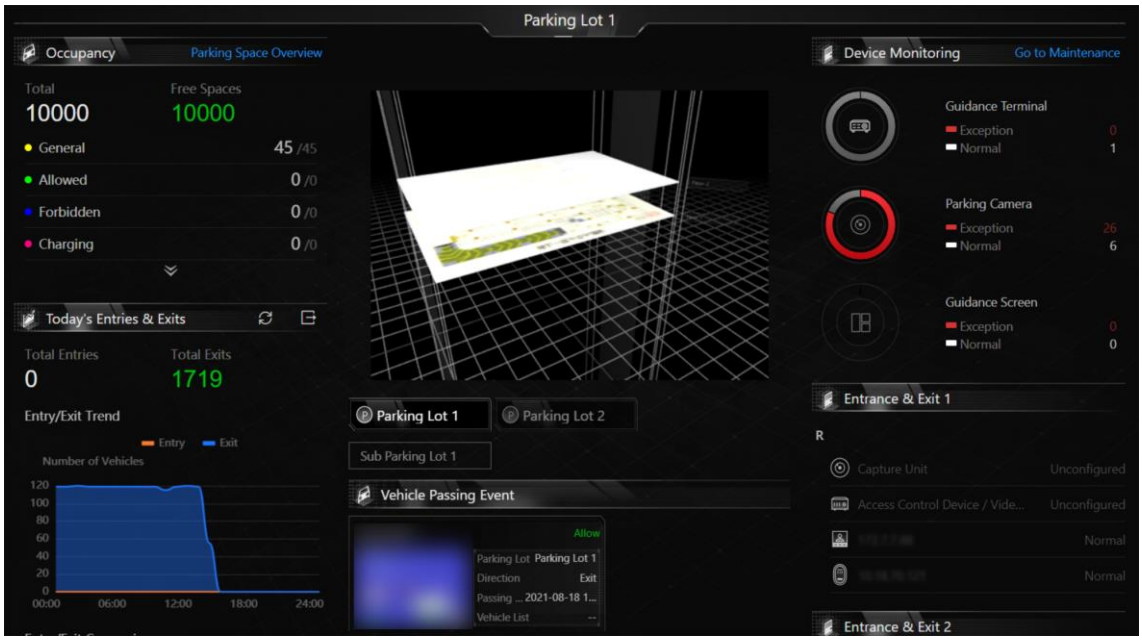


Figure 16-2 Parking Lot Overview Page

16.3 Manage Parking Lot

Parking lot is a parking facility that is intended for parking vehicles. You can add one or multiple parking lots to the platform and set entrances and exits as well as lanes for them according to actual needs.

There are three elements in the parking management platform:

Parking Lot

A parking facility that is intended for parking vehicles. The platform supports adding multiple parking lots and you need to create them at the very beginning.

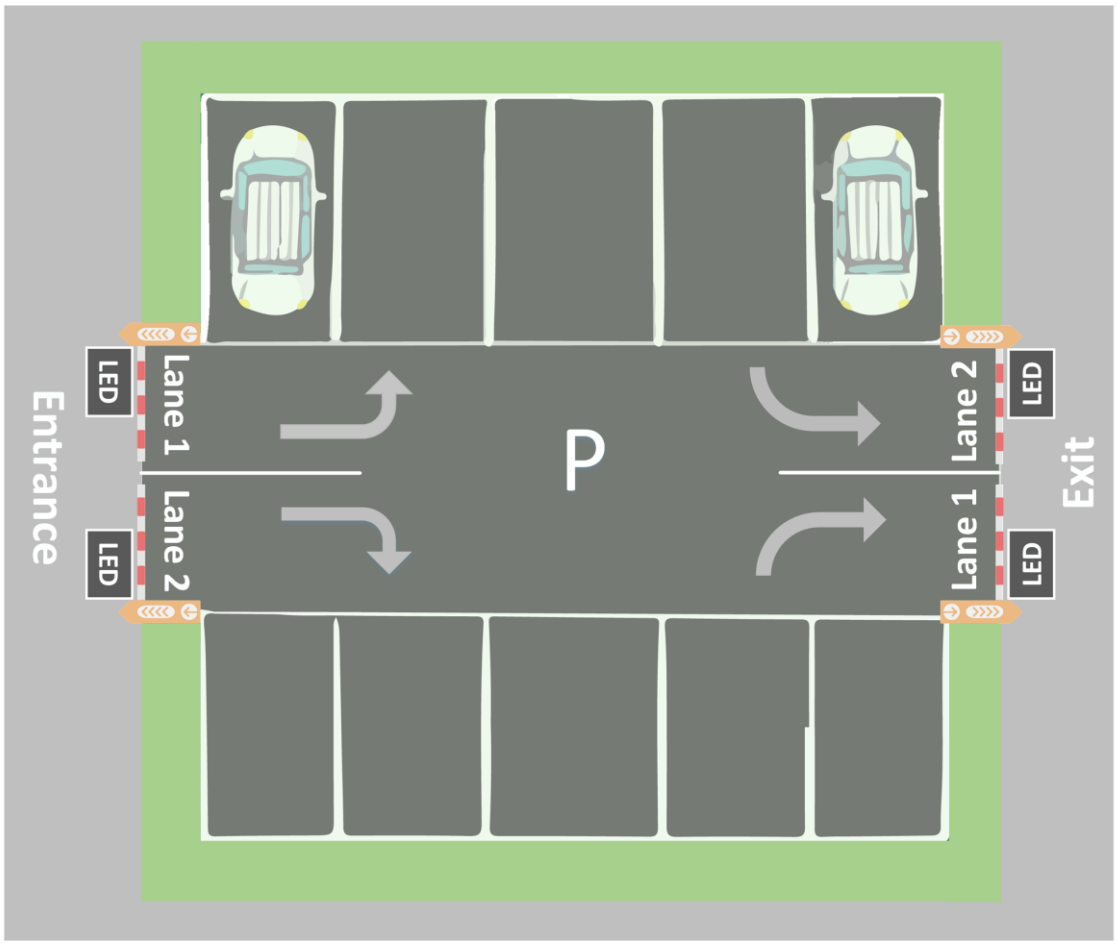
Entrance & Exit

The vehicles can enter or exit the parking lot via entrance & exit.

Lane

Each entrance or exit should contain at least one lane. The lane can be related with devices, including the capture unit, access control device, video intercom device, guidance screen, and entrance/exit station, which can be used for capturing and recognition, video intercom, parking guidance, and barrier control. See ***Add Lane*** for details.

The two pictures below shows the typical relation of parking lot, entrances & exits, and lanes.


Entrance
LED
Lane 1
Lane 2
LED
P
Lane 2
LED
Lane 1
LED
Exit

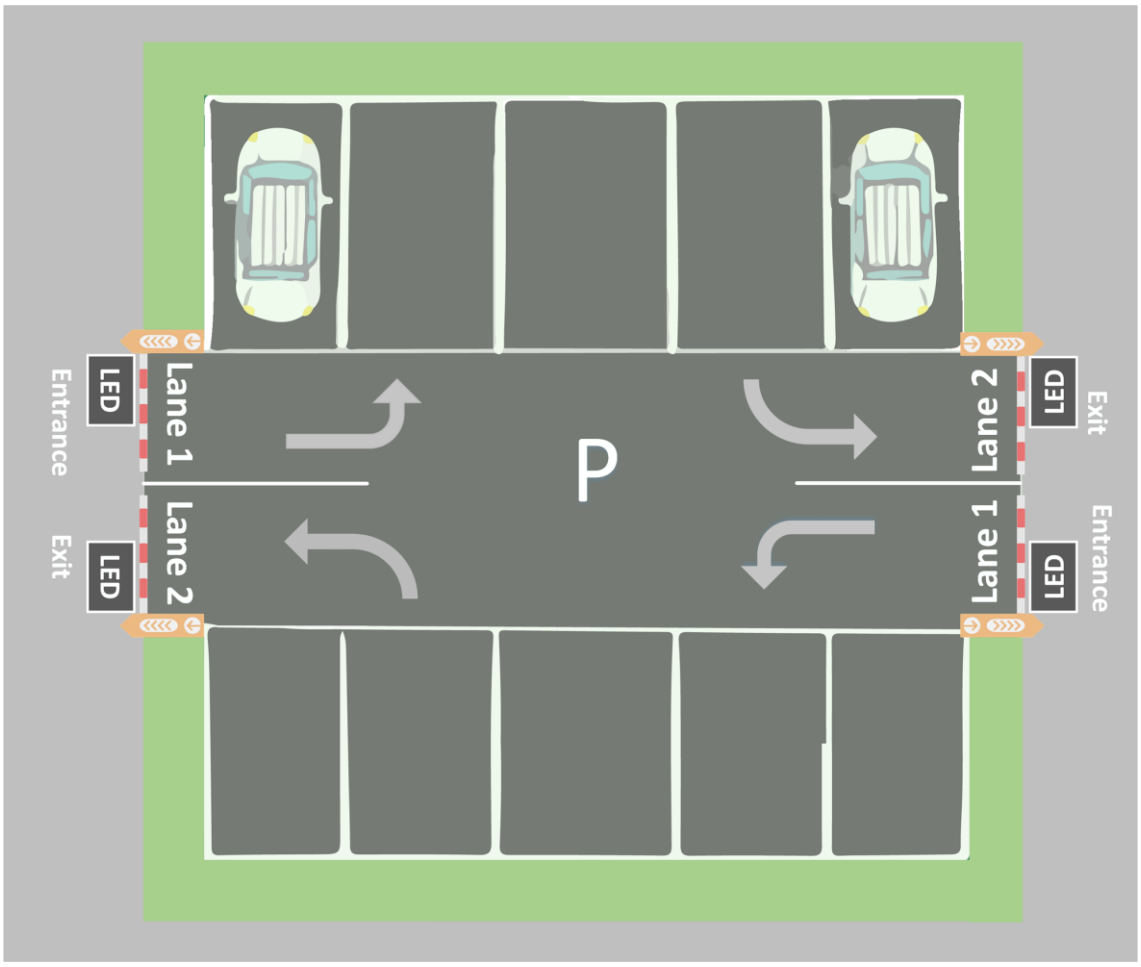


Figure 16-3 Parking Lot

16.3.1 Add Parking Lot

In the Parking Lot Management module, you can add one or multiple parking lots for management, including adding entrances and exits, setting the number of parking spaces, editing the parking lot formation, setting entry & exit rules and parking fee rules.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. Click **Add Parking Lot** to open the Add Parking Lot window.

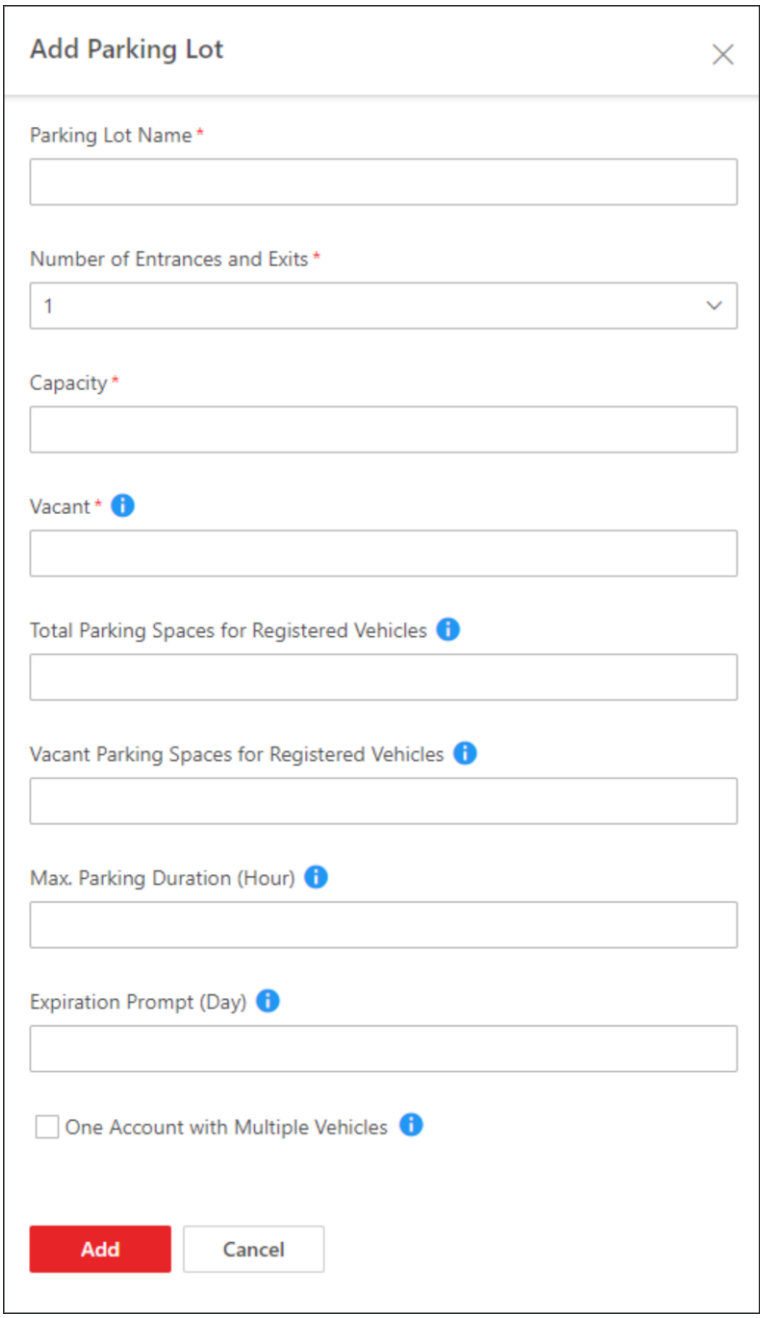


Figure 16-4 Create Parking Lot Window

3. Enter the parking lot information.

Number of Entrances and Exits

The number of entrances and exits in the created parking lot.

Capacity

The total number of parking spaces in the created parking lot.

Vacant

The number of parking spaces without parked vehicles.

Total Parking Spaces for Registered Vehicles

The total number of parking spaces for registered vehicles.

Note

Only registered vehicles are allowed to park in these parking spaces.

Vacant Parking Spaces for Registered Vehicles

The number of vacant parking spaces for registered vehicles.

Max. Parking Duration (Hour)

The maximum parking duration of a car parked in the created parking lot. You can configure an event or alarm which will be triggered when a vehicle's parking is due. For example, you enter 12, an event or alarm (if any) will be triggered if a vehicle has parked for more than 12 hours.

Expiration Prompt (Day)

Take a vehicle which expires at Jan. 6th, 2020 as an example, if you enter 5, the expiration prompt will be displayed on the LED screen linked to the parking lot from Jan. 1st, 2020 to Jan. 5th, 2020.

Multiple Vehicles Under One Account

One vehicle owner account with multiple vehicles related.

4. Click **Add** to create the parking lot.
5. Optional: Edit the parking lot as needed.

Delete a Parking Lot	In a parking lot area, click **Delete** to delete it.
Edit the Number of Vacant Parking Spaces	In a parking lot area, click ✎ above **Vacant** to edit it.
Edit the Number of Vacant Parking Spaces for Registered Vehicles	In a parking lot area, click ✎ above **Vacant Parking Spaces for Registered Vehicles** to edit it.
Edit Parking Lot Information	1. In a parking lot area, click **Settings** to enter the page of this parking lot. 2. In the upper-right corner, click **Edit** to open the Edit Parking Lot panel. **Note** You can also click ✎ on the top of the parking lot list to edit its information. 3. Edit the information of the parking lot, such as the name,

capacity, etc.

4. Click **Save**.

Add/Edit/Delete a Sub Parking Lot

In a parking lot area, click **Settings** to enter the page of this parking lot.

- On the top of the parking lot list, click to add a sub parking lot.
- Select a sub parking lot, and click on the top of the parking lot list or **Edit** in the upper-right corner to edit it.
- Select a sub parking lot and click on the top of the parking lot list to delete it.

16.3.2 Add Entrance and Exit

An entrance or exit helps control vehicles to enter/exit the parking lot or prevent vehicles from entering/exiting the parking lot. For example, the entrance or exit allows a vehicle in the VIP list to enter/exit the parking lot, and prevent a vehicle in the blocklist from entering the parking lot. You need to configure lanes linked with devices for an entrance and exit to control the barriers.

Before You Start

Make sure you have added a parking lot. See ***Add Parking Lot*** for details.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. In a parking lot area, click **Settings** to enter the page of this parking lot.

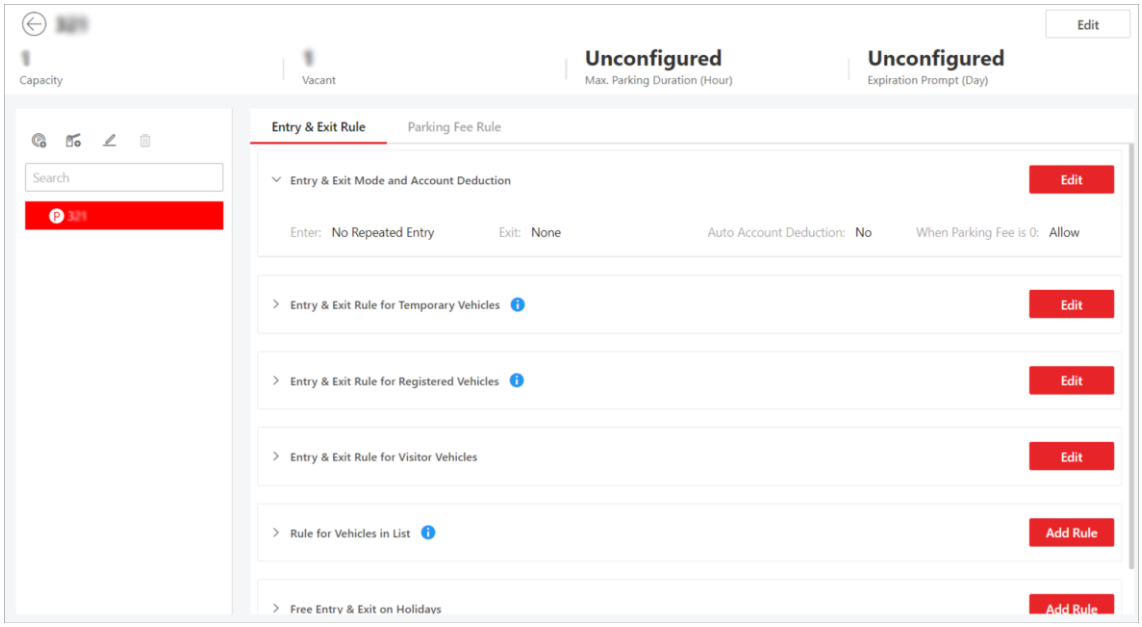


Figure 16-5 Parking Lot Page

3. On the top of the left list, click .
4. Enter the name of the entrance and exit.
5. Click **Add**.
6. Optional: Perform the following operations if needed.

Edit an Entrance & Exit	Select an entrance & exit, and click to edit it.
Delete an Entrance & Exit	Select an entrance & exit, and click to delete it.

What to do next

Add lane for the entrance and exit. See ***Add Lane*** for details.

16.3.3 Add Lane

A lane linked with a capture unit or card-swiping device is used for controlling the barrier. A capture unit linked to a lane can recognize a vehicle at the lane, and compare the vehicle information with vehicles in a vehicle list. Then, the capture unit opens the barrier automatically to allow the vehicle to enter/exit according to entry and exit rule of the vehicle list if the vehicle has been added to a vehicle list. An access control device/video intercom device opens the barrier when a vehicle owner swipes card on it to open the barrier to allow the vehicle to enter or exit the parking lot. Meanwhile, the capture unit does not open the barrier for the recognized license plate number which is added to the blocklist; the access control device/video intercom device cannot control the barrier without swiping a card specialized for the parking lot. You can also relate a camera with the lane. The camera will capture a picture (it can be a vehicle, human face, or other) which will be displayed on the Control Client. You can view the pictures captured by the related camera on the Control Client if needed.

Before You Start

- Make sure you have added at least an entrance/exit for the parking lot. See ***Add Entrance and Exit*** for details.
- You may need to have added a capture unit to the system for barrier control.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. In a parking lot area, click **Settings** to enter the page of this parking lot.
3. Select an entrance & exit from the left list.
4. Click to enter the Add Lane page.

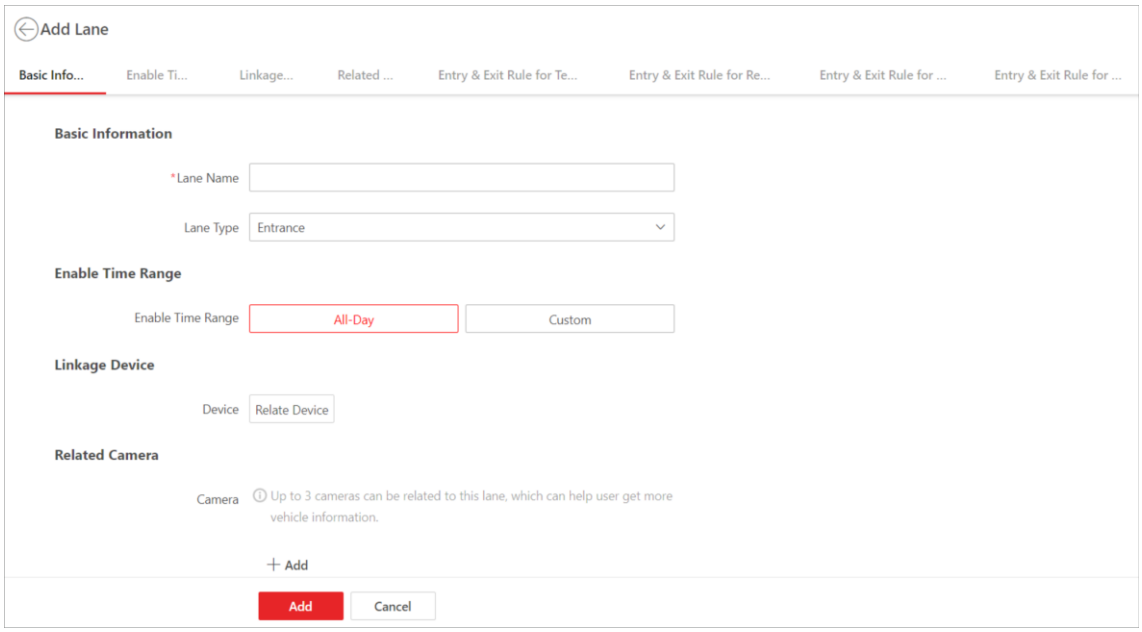


Figure 16-6 Add Lane Page

5. Set the lane.
   1) In the Basic Information area, create a name for the lane, and select a lane type from the drop-down list.
   2) In the Enable Time Range area, set the period during which the lane is available. Select **All-Day**, or select **Custom** to customize a period.
   3) Optional: In the Linkage Device area, click **Relate Device** to select device(s) to be related to the lane, and set one device as the barrier control unit according to actual needs.

      Entrance/Exit Station

      An entrance/exit station is used for managing the entrance or exit of a parking lot, especially that of an unattended parking lot. After a vehicle gets a ticket or card from an entrance/exit station, the station will control the barrier gate to open and let the vehicle enter; after the vehicle returns the ticket or card, the station will allow the vehicle to exit. Besides, if an entrance/exit station assigns cards instead of tickets, its guidance screen is configurable. See ***Set Contents Displayed on Guidance Screen*** for details.

      Capture Unit

      A capture unit is used for capturing and recognizing license plate number. For example, the capture unit will open the barrier to allow the vehicle to enter the parking lot when recognizing a license plate number in the vehicle list, and will not open the barrier to prevent the vehicle from entering the parking lot when recognizing a license plate number in the blocklist. See ***Manage Entry & Exit Rules for Parking Lots*** for details about setting an entry & exit rule.

Note

You can relate up to two capture units to a lane. If so, you need to set the **Matching Time**. Hence, when two capture units capture two pictures within the matching time, the picture captured by the capture unit with the higher confidence value will be kept.

Access Control Device

If the administrator selects a card (already issued to the owner for card authentication) for the owner when adding the owner's vehicle, the administrator actually binds the card with the vehicle's license plate number. So the barrier will open when the owner swipes the card on an access control device at the lane. In this circumstance, a capture unit is not needed.

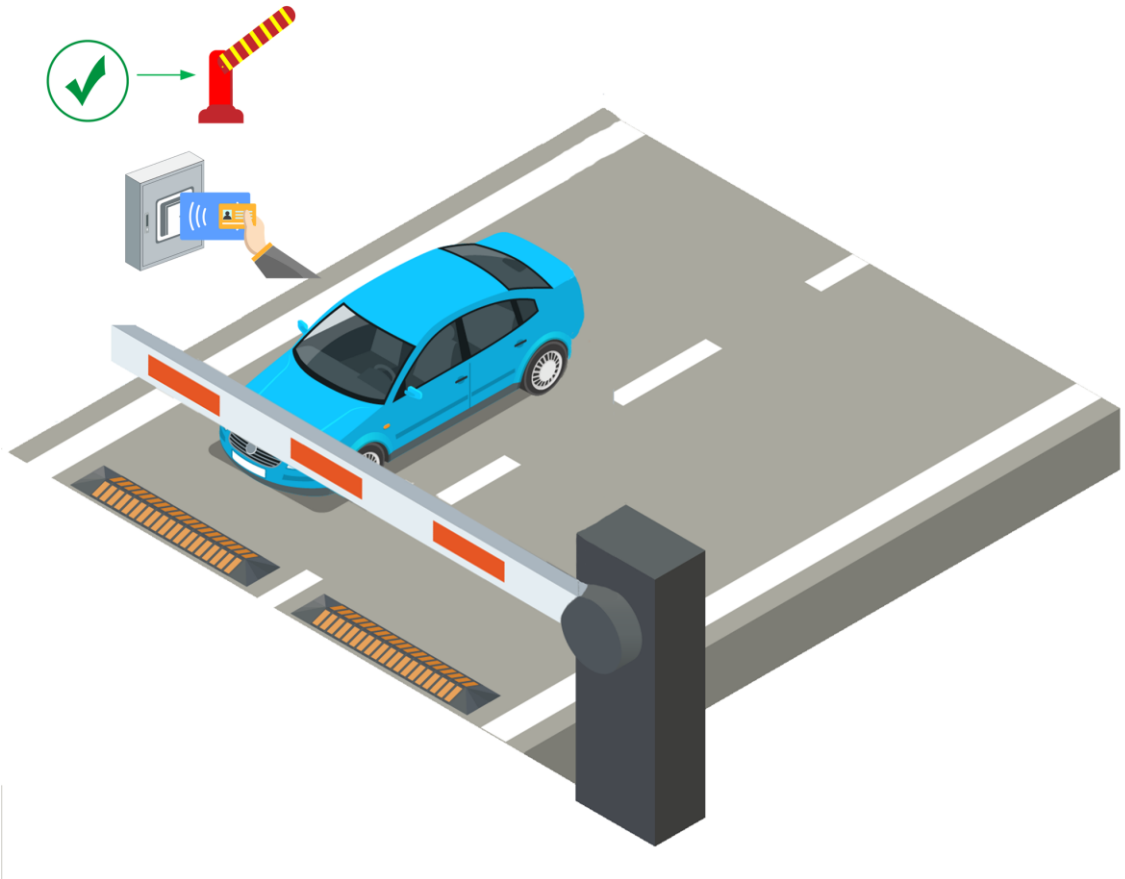


Figure 16-7 Opening Barrier by Card Swiping

Video Intercom Device

1. The vehicle owner calls the security guard by the video intercom device (some access control devices can also be used for video intercom).
2. The security guard verifies the owner's identity by viewing her/him by the video

intercom device or the license plate number captured by a capture unit.

3. The security guard opens the barrier manually if the vehicle owner is authenticated.

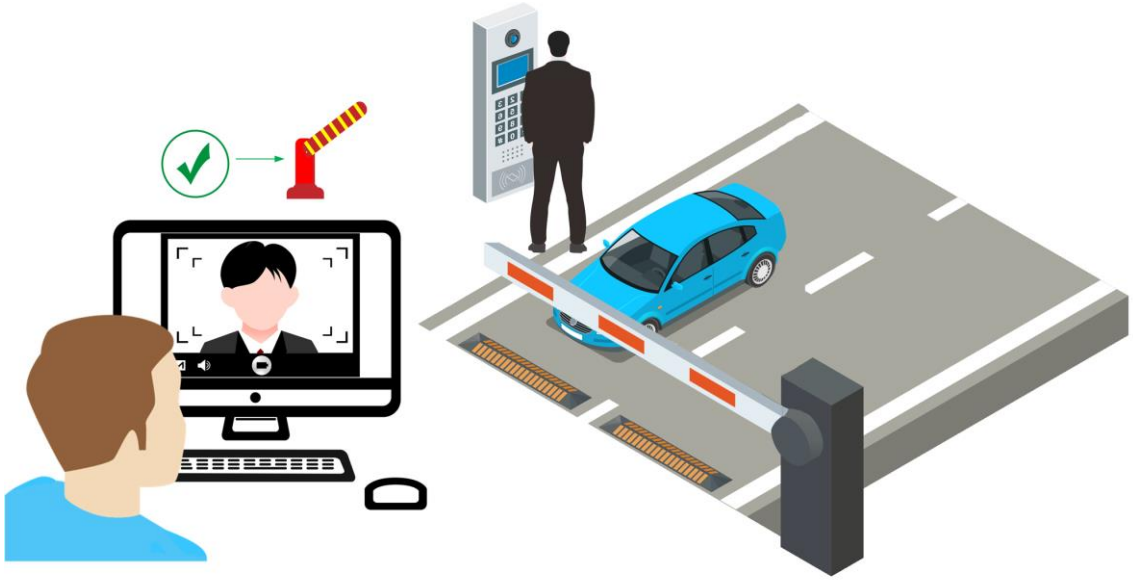


Figure 16-8 Opening Barrier by Video Intercom

Guidance Screen

A guidance screen is used for displaying information such as the number of vacant parking spaces, vehicle expiration date. See ***Set Contents Displayed on Guidance Screen*** for details.

4) In the Related Camera area, select camera(s) to be related to the lane.

Note

- Make sure you have enabled picture storage for the camera. Otherwise, you cannot see the captured pictures on the Control Client. See ***Area Management*** for details about how to enable picture storage for a camera.
- Up to three different cameras can be related to the lane.
- One camera can be related to multiple lanes.
- You can view the pictures captured by the related camera when viewing the vehicle-passing information on the Web Client and Control Client.

5) Set the entry & exit rule for temporary vehicles, registered vehicles, and visitor vehicles, and vehicles in list. You can switch on **Same Rule as Parking lot** to use the rule for the parking lot, or switch it off to set a new rule.

6. Click **Add**.

16.3.4 Set Contents Displayed on Guidance Screen

The guidance screen related to a lane and the guidance screen on an entrance/exit station can be

used for displaying information including the date and time, parking duration, license plate number, expiration prompt, etc.

Before You Start

Make sure you have related a guidance screen to a lane. See ***Add Guidance Screen*** for details about how to add a guidance screen.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. Click **Settings** to enter the parking lot settings page.
3. Select an entrance or exit from the left list.
4. Click the name of the guidance screen to open the Screen Configuration pane.

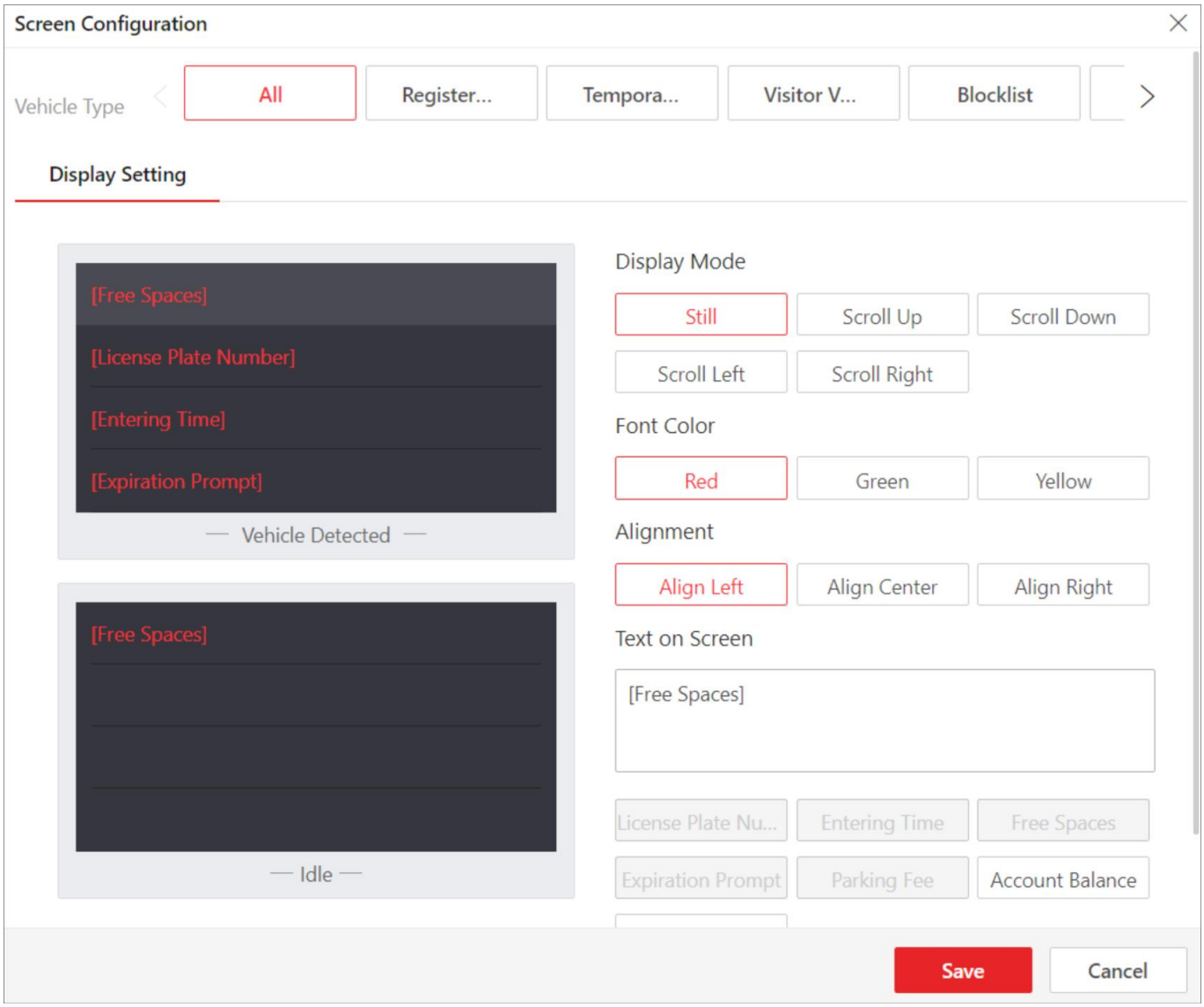


Figure 16-9 Screen Configuration for Common Guidance Screen

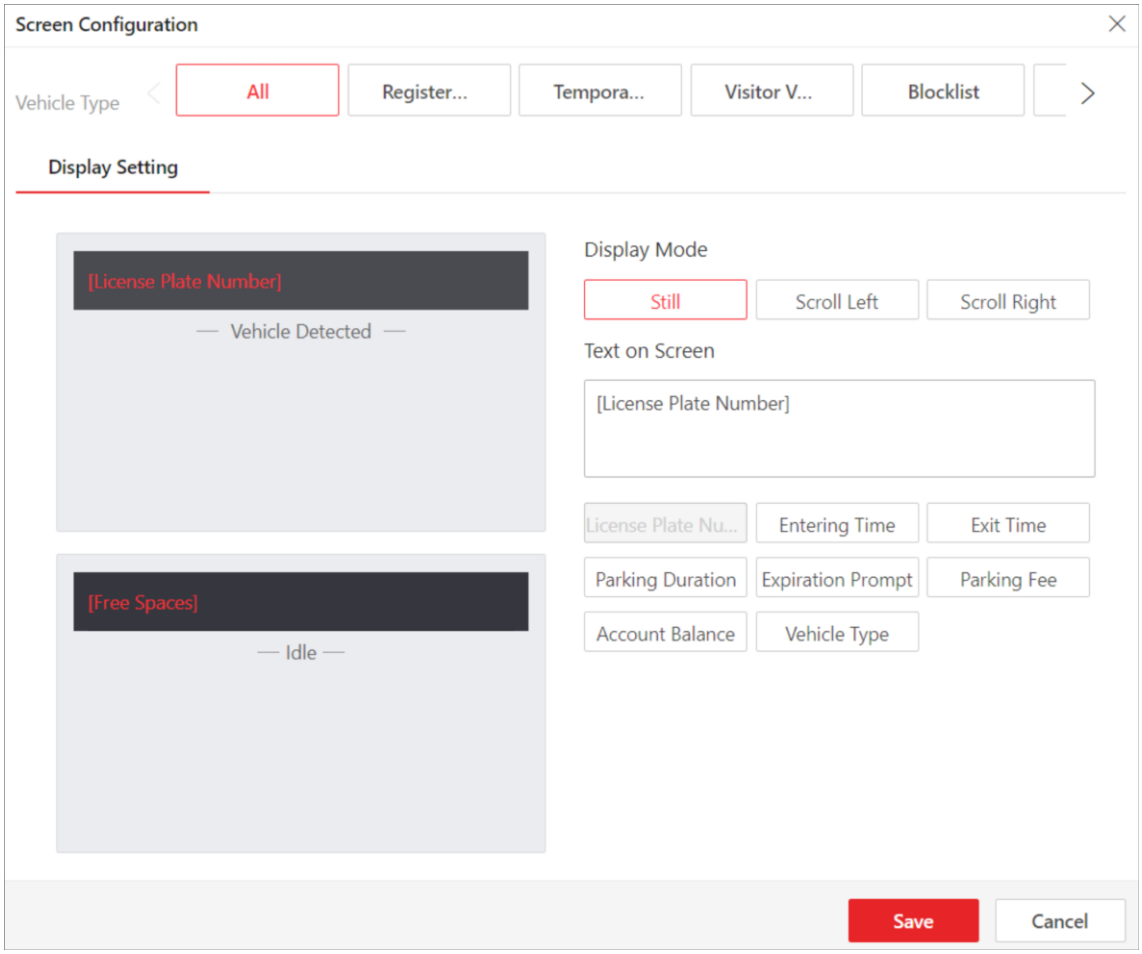


Figure 16-10 Screen Configuration for Entrance/Exit Station's Screen

5. Select a vehicle type.
6. Configure the Vehicle Detected screen.
   1) Click a line to set its **Display Mode**, **Font Color**, and **Alignment**.

> **Note**
> Font color and text alignment is not configurable for the screen of an entrance/exit station.

   2) Select the information to be displayed on the line from **Text on Screen**.

Plate No.

Used for displaying the license plate number recognized by the capture unit. Click to add it to the **Text on Screen** area.

Free Spaces

The number of vacant parking spaces in the floor the guidance screen is related to.

Note

If a guidance screen is related to more than one floor, instead of displaying the number of vacant parking spaces of each floor, the total number of vacant parking spaces of all floors will be displayed.

Entering Time

The time when a recognized vehicle enters the parking lot.

Expiration Prompt

Inform the vehicle owners that their vehicles are about to expire. You need to enable the expiration prompt for a parking lot and set when to inform vehicle owners the expiration date. See ***Add Parking Lot*** for details.

Account Balance

The balance in the vehicle owner's account.

3) Optional: Configure other lines in the same way.

Note

There is only one line for displaying information on the screen of an entrance/exit station.

7. Configure the Idle screen in the same way you configure the Vehicle Detected screen.

Vacant Parking Spaces in Vehicle List

The number of vacant parking spaces for vehicles in a vehicle list. However, in the case that a parking lot is used by more than one company at the same time, a vehicle list can be regarded as a company.

8. Click **Save**.

16.3.5 Set Parking Fee Mode for Parking Lots

You can set the parking fee mode for parking lots, and select the type of currency to pay. This configuration will affect the functions related to parking fee.

Steps

1. Go to → **All Modules** → **Vehicle** → **Basic Settings** → **Parking Fee Mode**.

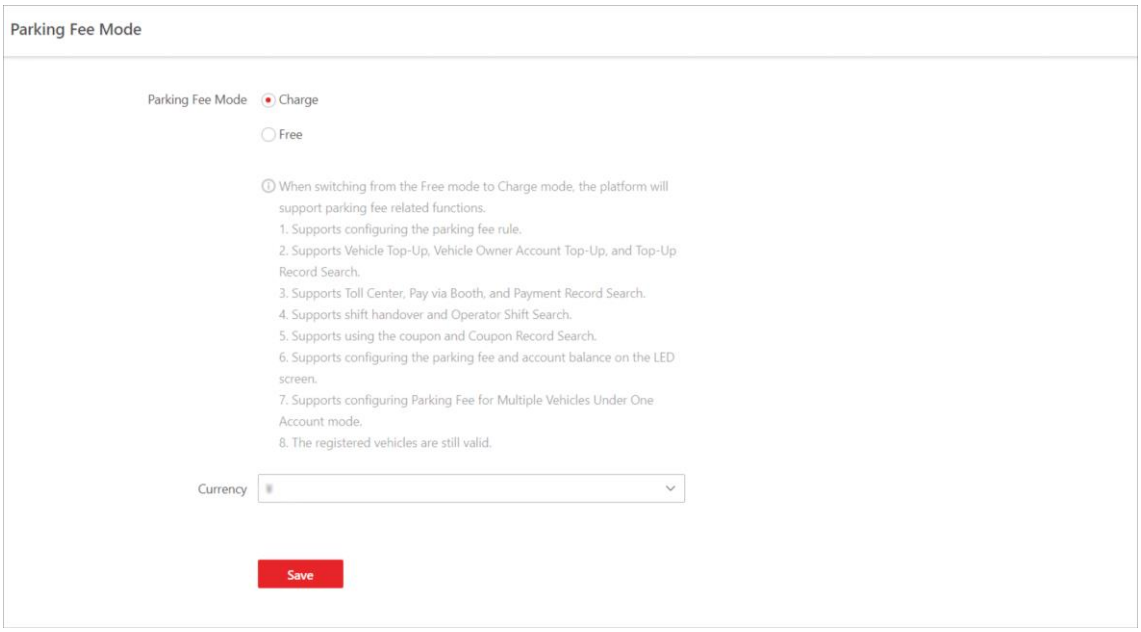


Figure 16-11 Parking Fee Mode Settings Page

2. Select **Charge** or **Free** as the parking fee mode.

Note

If you select **Free**, the settings related to parking fee will not be able to configure.

3. Select a type of currency from the drop-down list.

Note

This step is valid only when you set the parking fee mode to **Charge**.

4. Click **Save**.

16.4 Manage Entry & Exit Rules for Parking Lots

The entry & exit rule defines how to open the barrier gate when a vehicle is detected at the lane. In the Parking Lot Management module, you can set entry & exit rules for different types of vehicles, including temporary vehicles, registered vehicles, visitor vehicles, and vehicles in list. Besides, you can also set an entry & exit rule for a special time period, such as a holiday. With this function, you can manage the entrances and exits in parking lots more easily.

16.4.1 Set Entry & Exit and Deduction Mode

In the Parking Lot Management module, you can set the entry & exit mode and account deduction mode for a parking lot, which can help you to manage the entry and exit of vehicles as well as the payment of parking fee more easily.

Before You Start

Make sure that the parking fee mode has been set to **Charge**.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. Click **Settings** to enter the settings page of a parking lot.
3. Click **Entry & Exit Rule**.
4. Click **Edit** beside **Entry & Exit Mode and Account Deduction** to open the following panel.

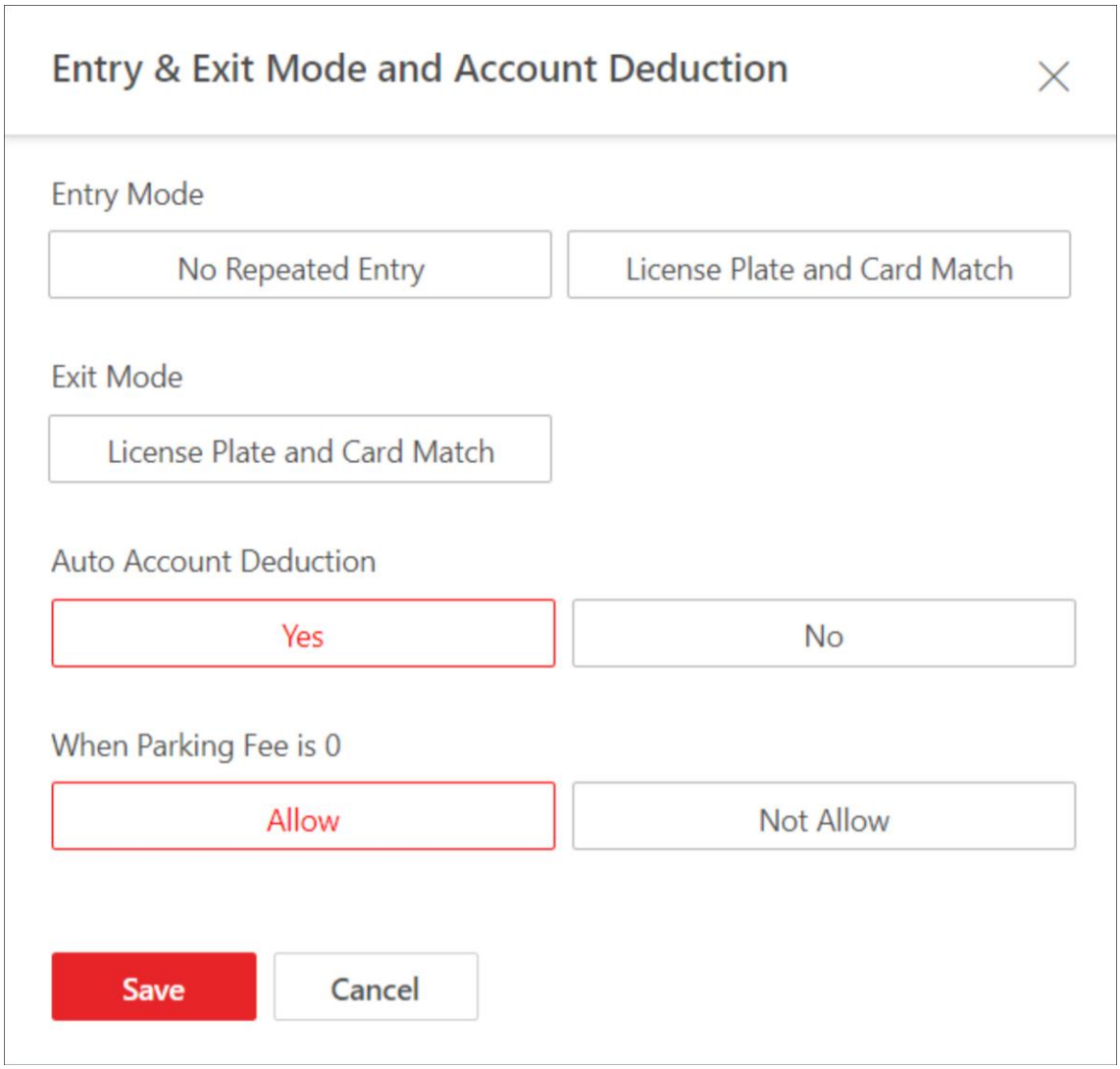


Figure 16-12 Entry & Exit Mode and Account Deduction

5. Set the mode.

Entry Mode

The condition in which a vehicle is allowed to enter.

Exit Mode

The condition in which a vehicle is allowed to exit.

Auto Account Deduction

Whether to automatically deduct the parking fee from the vehicle owner's account.

When Parking Fee is 0

Whether to allow a vehicle to enter and exit when its parking fee is 0.

6. Click **Save**.

16.4.2 Set Entry & Exit Rule for Registered Vehicles

Registered vehicles are the ones that have been added to the platform. In the Parking Lot Management module, you can set the entry & exit rule for registered vehicles, which can help you to manage the entry and exit of them more easily.

Before You Start

Make sure that at least one vehicle has been added to the platform. See ***Add a Registered Vehicle*** or ***Batch Import Registered Vehicles*** for details.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. Click **Settings** to enter the settings page of a parking lot.
3. Click **Entry & Exit Rule**.
4. Click **Edit** beside **Entry & Exit Rule for Registered Vehicles** to open the following panel.

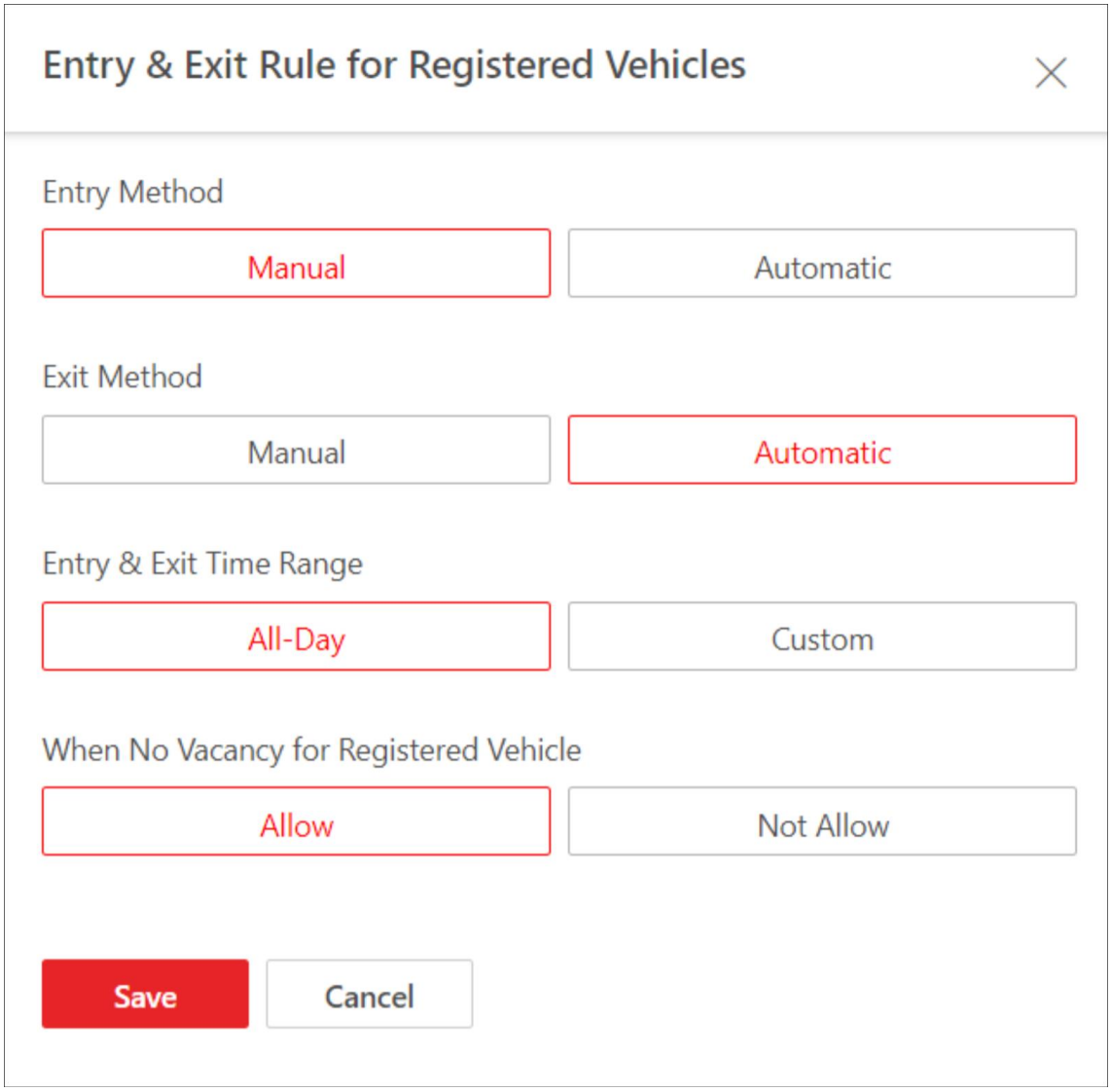


Figure 16-13 Entry & Exit Rule for Registered Vehicles

5. Set the rule.

Entry Method

How the barrier gate is opened when a vehicle enters.

Exit Method

How the barrier gate is opened when a vehicle exits.

Entry & Exit Time Range

The period in which vehicles are allowed to enter and exit.

Note

This parameter is configurable only when one of the **Entry Method** and **Exit Method** or both of them are set to **Automatic**.

When No Vacancy for Registered Vehicle

Whether to allow the registered vehicles to enter when there are no vacant parking spaces.

6. Click **Save**.

16.4.3 Set Entry & Exit Rule for Temporary Vehicles

Temporary vehicles are the ones that are not added to the platform and just park in the parking lot for a certain period. In the Parking Lot Management module, you can set the entry & exit rule for temporary vehicles, which can help you to manage the entry and exit of them more easily.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. Click **Settings** to enter the settings page of a parking lot.
3. Click **Entry & Exit Rule**.
4. Click **Edit** beside **Entry & Exit Rule for Temporary Vehicles** to open the following panel.

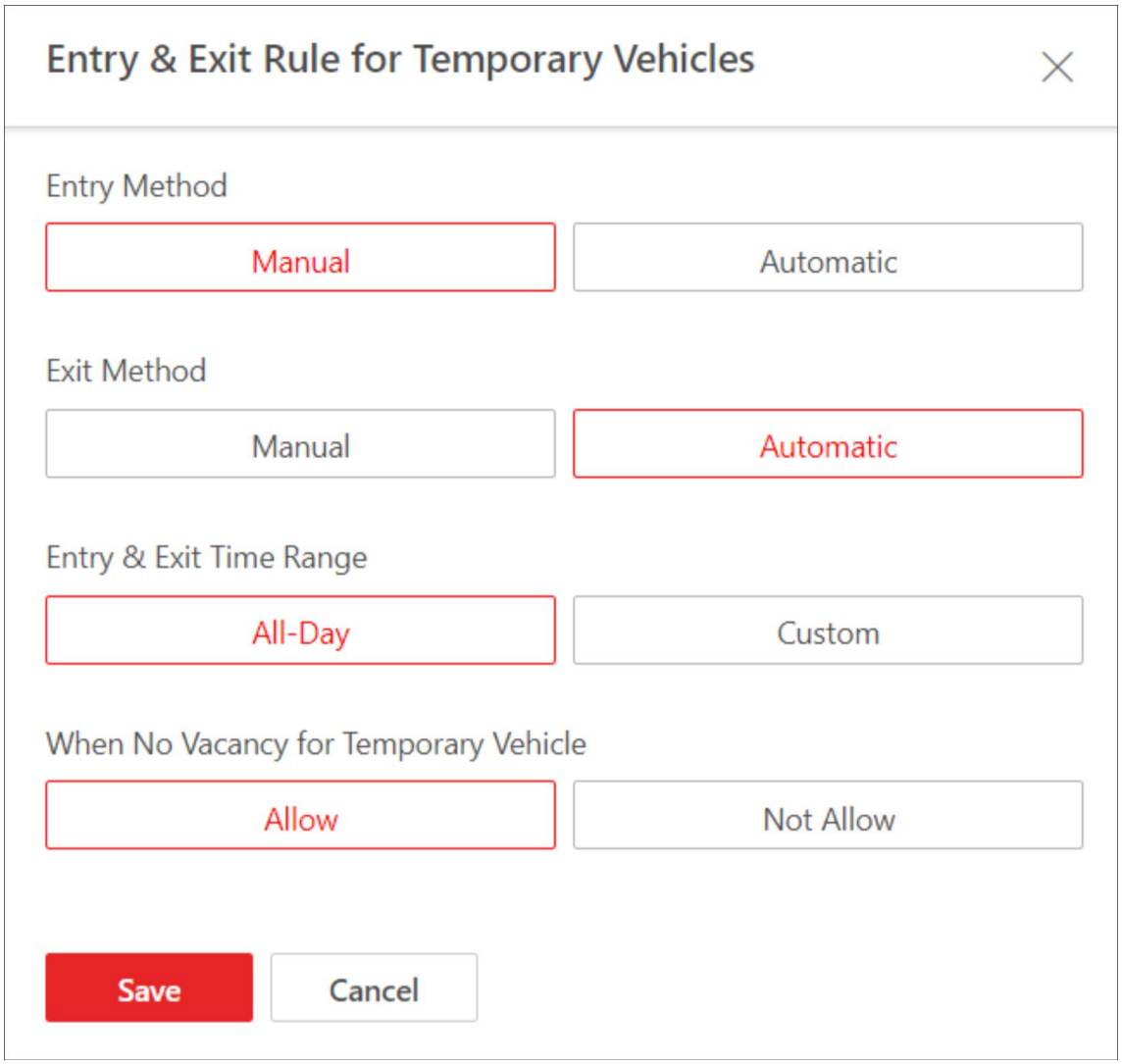


Figure 16-14 Entry & Exit Rule for Temporary Vehicles

5. Set the rule.

Entry Method

How the barrier gate is opened when a vehicle enters.

Exit Method

How the barrier gate is opened when a vehicle exits.

Entry & Exit Time Range

The period in which the vehicles are allowed to enter and exit.

Note

This parameter is configurable only when one of the **Entry Method** and **Exit Method** or both of them are set to **Automatic**.

When No Vacancy for Temporary Vehicle

Whether to allow the temporary vehicles to enter when where are no vacant parking spaces.

6. Click **Save**.

16.4.4 Set Entry & Exit Rule for Visitor Vehicles

Visitor vehicles are the ones that are not added to the platform and are driven by visitors who come for a visit. In the Parking Lot Management module, you can set the entry & exit rule for visitor vehicles, which can help you to manage the entry and exit of them more easily.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. Click **Settings** to enter the settings page of a parking lot.
3. Click **Entry & Exit Rule**.
4. Click **Edit** beside **Entry & Exit Rule for Visitor Vehicles** to open the following panel.

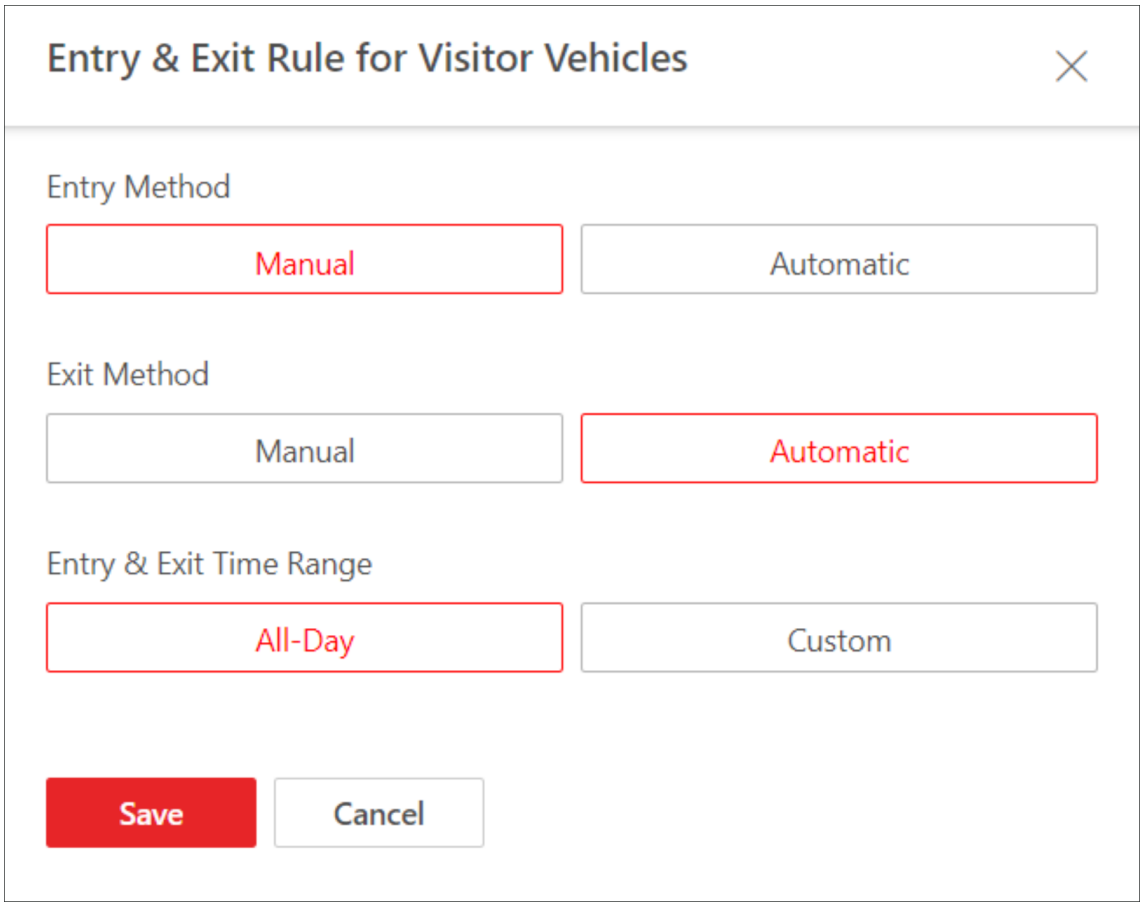


Figure 16-15 Entry & Exit Rule for Visitor Vehicles

5. Set the rule.

Entry Method

How the barrier gate is opened when a vehicle enters.

Exit Method

How the barrier gate is opened when a vehicle exits.

Entry & Exit Time Range

The time period when vehicles are allowed to enter and exit.

Note

This parameter is configurable only when one of the **Entry Method** and **Exit Method** or both of them are set to **Automatic**.

6. Click **Save**.

16.4.5 Add Entry & Exit Rule for Vehicles in List

Vehicles in list are the ones that have been added to the platform and managed in the list you created. In the Parking Lot Management module, you can add the entry & exit rule for a vehicle list, so that the entry and exit of all vehicles in this list will be controlled by the rule.

Before You Start

Make sure that at least one vehicle list has been added. See ***Add Vehicle List*** for details.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. Click **Settings** to enter the settings page of a parking lot.
3. Click **Entry & Exit Rule**.
4. Click **Add** beside **Entry & Exit Rule for Vehicles in List** to open the Add Rule panel.

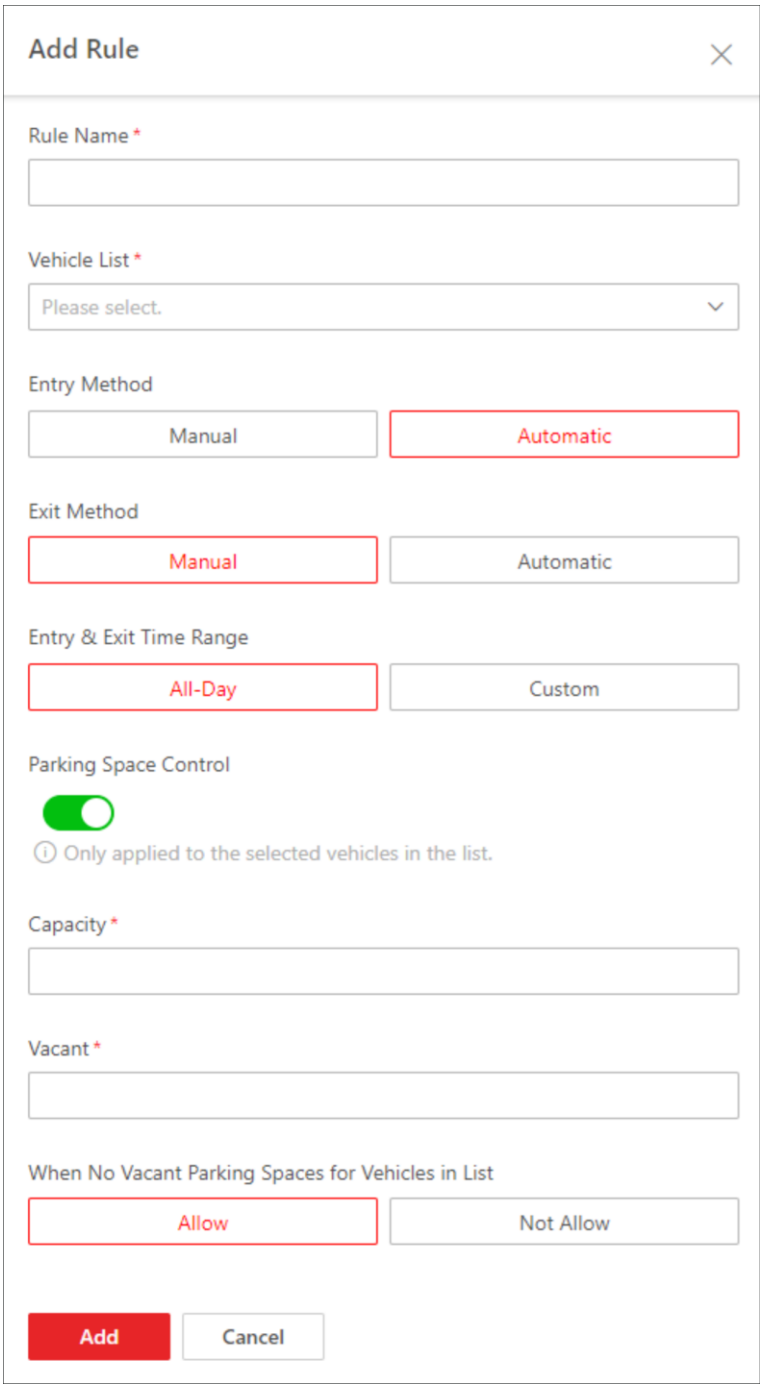


Figure 16-16 Add Rule

5. Set the rule.

Vehicle List

The list of vehicles that the rule is applied to.

Entry Method

How the barrier gate is opened when a vehicle enters.

Exit Method

How the barrier gate is opened when a vehicle exits.

Entry & Exit Time Range

The period in which vehicles are allowed to enter and exit.

Note

This parameter is configurable only when one of the **Entry Method** and **Exit Method** or both of them are set to **Automatic**.

Parking Space Control

Note

If you switch on **Parking Space Control**, you need to configure the following parameters.

Capacity

The total number of parking spaces for vehicles in list.

Vacant

The number of vacant parking spaces for vehicles in list.

When No Vacant Parking Spaces for Vehicles in List

Whether to allow vehicles in list to enter when there are no vacant parking spaces.

6. Click **Add**.
7. Optional: Perform the following operations if needed.

Edit a Rule	Click to edit a rule.
Delete a Rule	Click to delete a rule.

16.4.6 Add Entry & Exit Rule for Holidays

In the Parking Lot Management module, you can configure free entry and exit for vehicles during holidays or certain days of a week, which can help you to manage the entry and exit of vehicles in this period more easily.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. Click **Settings** to enter the settings page of a parking lot.
3. Click **Entry & Exit Rule**.
4. Click **Add** beside **Free Entry & Exit on Holidays** to open the Add Holiday panel.
5. Select **Holiday Template** or **Day of Week** and complete relevant settings.

Holiday Template	1. Select a holiday from the list if any holiday has been added, or

click **Add New** to create a new holiday.

2. (Optional) Enter remarks in the Description field if needed.
3. Click **Add**.

Day of Week

1. Create a name for the holiday.
2. Click to set a time range for the holiday.
3. Select the day(s) of a week that the rule is applied to.
4. (Optional) Enter remarks in the Description field if needed.
5. Click **Add**.

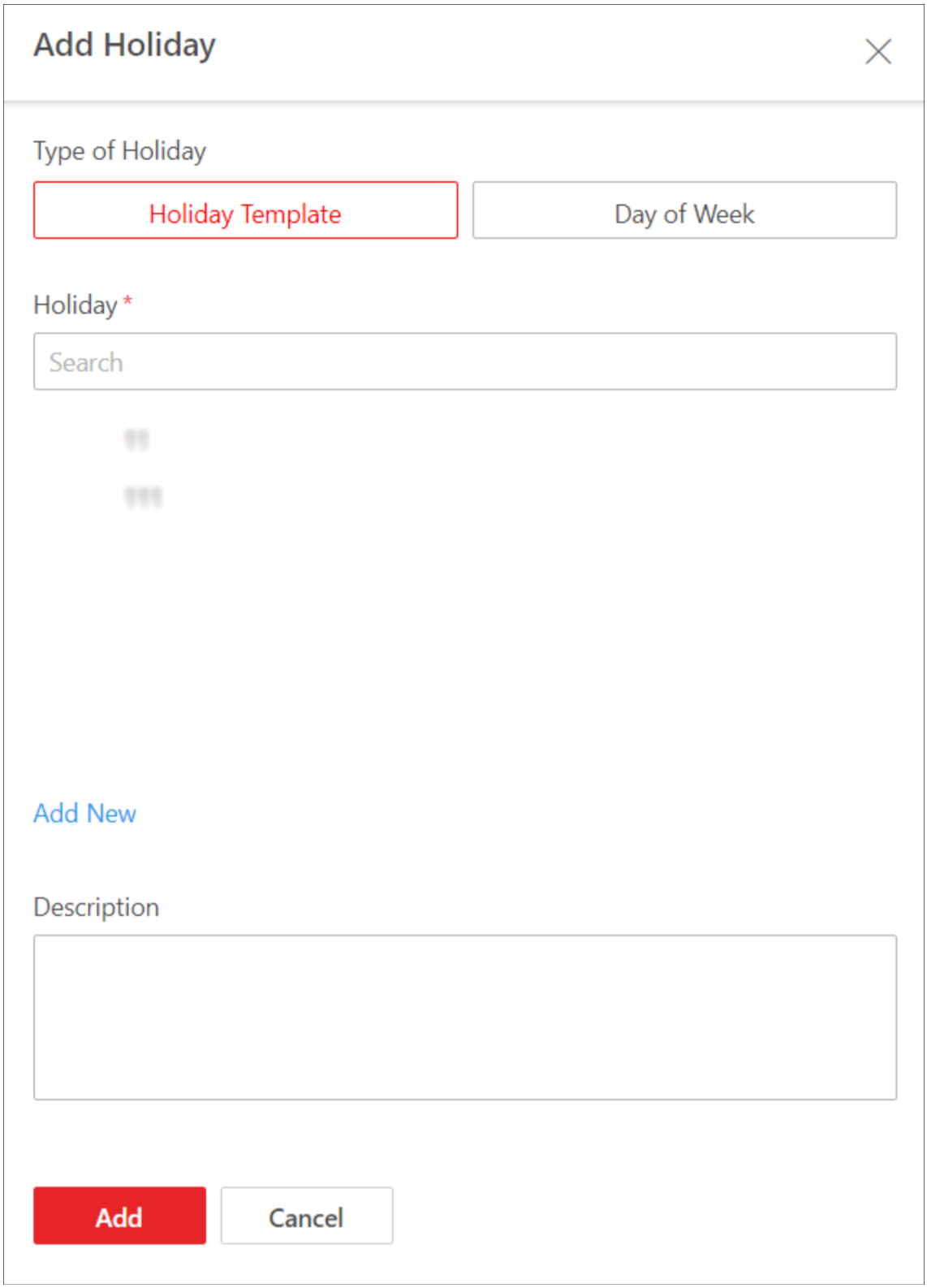


Figure 16-17 Holiday Template

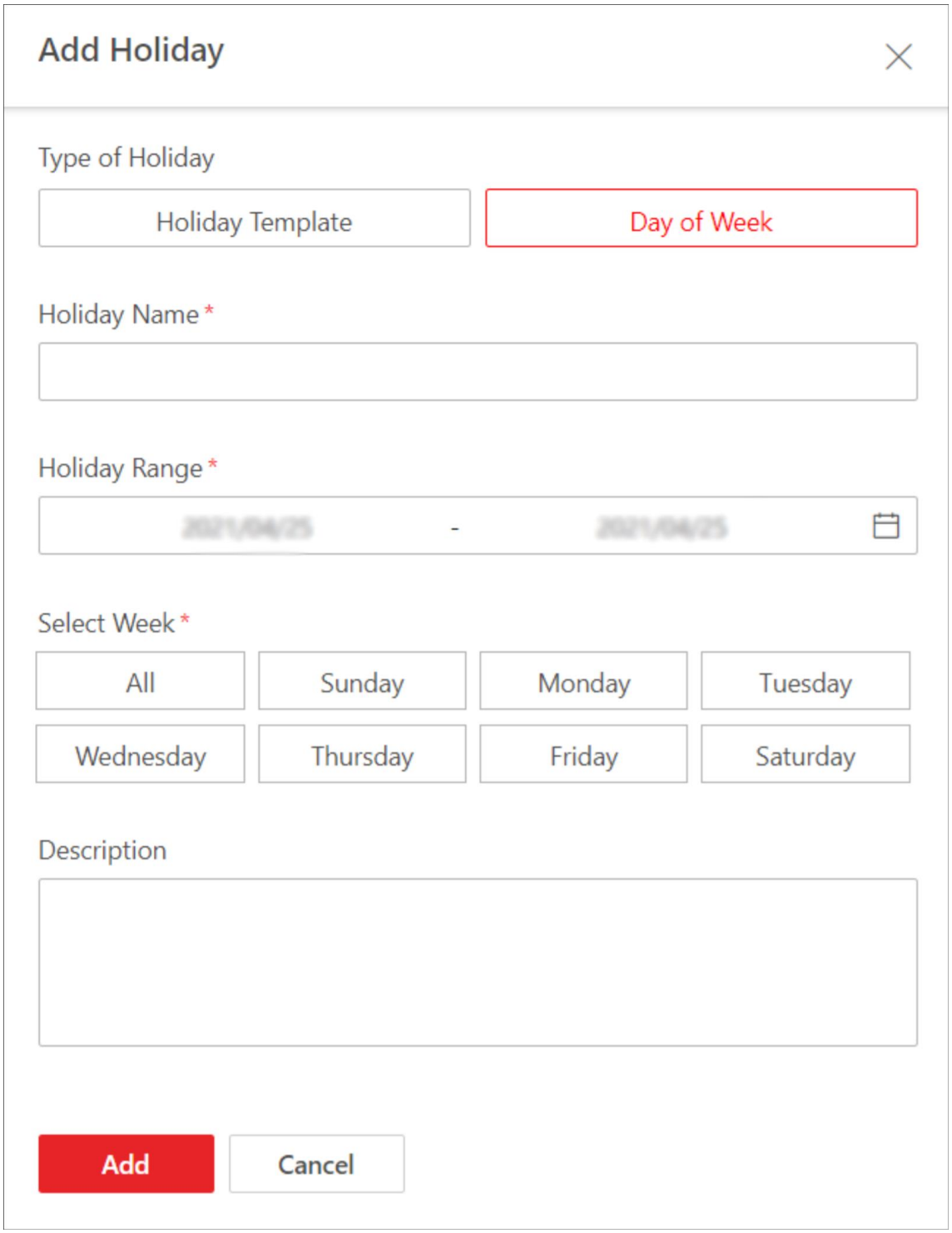


Figure 16-18 Day of Week

6. Optional: Perform the following operation(s) if needed.

Edit a Rule	Click to edit a rule.
Delete a Rule	Click to delete a rule.

16.5 Manage Parking Fee Rules for Parking Lots

In the Parking Lot Management module, you can set parking fee rules for parking lots, including adding parking fee rule for certain types of vehicles, adding parking pass rule, adding discount rule, adding parking fee rule for abnormal entry & exit. Once you set a rule, the platform will automatically calculate the fee for the parking based on this rule and present the information related to the fee.

Note

Make sure that the parking fee mode has been set to **Charge**. See ***Set Parking Fee Mode for Parking Lots*** for details.

16.5.1 Add Parking Fee Rule for Temporary Vehicles

In the Parking Lot Management module, you can add parking fee rule for temporary vehicles, which can help you to calculate parking fee more easily.

Before You Start

Make sure that the parking fee mode has been set to **Charge**.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. Click **Settings** to enter the settings page of a parking lot.
3. Click **Parking Fee Rule**.
4. Click **Add** beside **Parking Fee Rule for Temporary Vehicles** to enter the Add Parking Fee Rule panel.
5. Create a name for the rule.
6. Select a type of vehicle that the rule is applied to.
7. Select a time unit that the parking fee is charged by and complete relevant settings.

Free	No charge for any parking.
Unit Parking Duration	The duration of one parking is separated into different parts and these parts are charged different fees. For example, if a vehicle has parked for 2 hours, the parking fee for the first hour is a specific amount, and the parking fee for the duration after the first hour is an another amount. 1. Enter the parking duration that is free of charge. 2. Enter the fee for the initial parking duration. 3. Enter the fee for subsequent parking duration. 4. (Optional) Switch on **Daily Max. Fee**, and enter the fee.
Session	The parking fee is charged by session. For example, if a vehicle has

parked twice in a parking lot, its times of parking are counted as two sessions.
Enter the fee for each parking.

Time Range

The parking fee is charged by the duration of a parking.

1. Enter the parking duration that is free of charge.
2. Enter a time range and the fee for a parking within this range.

Note

You can click **Add New** to add different time ranges and fees.

3. (Optional) Switch on **Daily Max. Fee**, and enter the fee.
4. Enter the fee for the duration beyond the maximum duration allowed.

Clock Time

The parking fee is charged according to the time of a day.

1. Enter the parking duration that is free of charge.
2. Click to select a time range and enter the fee for a parking within this range.

Note

You can click **Add New** to add different time ranges and fees.

3. (Optional) Switch on **Daily Max. Fee**, and enter the fee.

Charge by Duration and Session in Daytime and Nighttime

The parking fee is charged according to the time of a day (daytime and nighttime).

1. Enter the parking duration that is free of charge.
2. Select **Free** or **Charge** when a parking exceeds the duration that is free of charge.
3. Click to set the time when daytime starts.

Note

The parking fee is charged by time range in daytime.

4. Enter the fee for the initial parking duration.
5. Enter the fee for subsequent parking duration.
6. Click to set the time when nighttime starts.

Note

The parking fee is charged by session in nighttime.

7. Enter the fee for each parking.

8. (Optional) Switch on **Daily Max. Fee**, and enter the fee.
9. (Optional) Switch on **Charge by Daytime If Parking Duration Includes Daytime**.

Unit Time Range

The parking fee is charged by the time range of a day.

1. Enter the parking duration that is free of charge.
2. Select **Free** or **Charge** when a parking exceeds the duration that is free of charge.
3. Click to select a time range, and enter relevant information in **Charged Parking Duration**, **Parking Fee**, **Max. Fee**, and **Min. Threshold Duration**.

Note

You can click **Add New** to add different time ranges and fees.

4. (Optional) Switch on **Daily Max. Fee**, and enter the fee.

8. Optional: Click **Preview and Verify** to preview and verify this rule.
9. Click **Add**.
10. Optional: Perform the following operations if needed.

Copy a Rule to Other Parking Lot(s)	Click and select the parking lot(s) that the rule is copied to.
Edit a Rule	Click to edit a rule.
Delete a Rule	Click to delete a rule.

16.5.2 Add Parking Fee Rule for Vehicles in List

In the Parking Lot Management module, you can add parking fee rule for vehicles in list, which can help you to calculate parking fee more easily.

Before You Start

- Make sure that the parking fee mode has been set to **Charge**.
- Make sure that at least one vehicle list has been added. See ***Add Vehicle List*** for details.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. Click **Settings** to enter the settings page of a parking lot.
3. Click **Parking Fee Rule**.
4. Click **Add** beside **Parking Fee Rule for Vehicles in List** to enter the Add Parking Fee Rule panel.
5. Create a name for the rule.

6. Select a type of vehicle that the rule is applied to.
7. Select a time unit that the parking fee is charged by and complete relevant settings.

Free

No charge for any parking.

Unit Parking Duration

The duration of one parking is separated into different parts and these parts are charged different fees. For example, if a vehicle has parked for 2 hours, the parking fee for the first hour is a specific amount, and the parking fee for the duration after the first hour is an another amount.

1. Enter the parking duration that is free of charge.
2. Enter the fee for the initial parking duration.
3. Enter the fee for subsequent parking duration.
4. (Optional) Switch on **Daily Max. Fee**, and enter the fee.

Session

The parking fee is charged by session. For example, if a vehicle has parked twice in a parking lot, its times of parking are counted as two sessions.
Enter the fee for each parking.

Time Range

The parking fee is charged by the duration of a parking.

1. Enter the parking duration that is free of charge.
2. Enter a time range and the fee for a parking within this range.

Note

You can click **Add New** to add different time ranges and fees.

3. (Optional) Switch on **Daily Max. Fee**, and enter the fee.
4. Enter the fee for the duration beyond the maximum duration allowed.

Clock Time

The parking fee is charged according to the time of a day.

1. Enter the parking duration that is free of charge.
2. Click to select a time range and enter the fee for a parking within this range.

Note

You can click **Add New** to add different time ranges and fees.

3. (Optional) Switch on **Daily Max. Fee**, and enter the fee.

Charge by Duration and Session in

The parking fee is charged according to the time of a day (daytime and nighttime).

Daytime and Nighttime

1. Enter the parking duration that is free of charge.
2. Select **Free** or **Charge** when a parking exceeds the duration that is free of charge.
3. Click to set the time when daytime starts.

Note

The parking fee is charged by time range in daytime.

4. Enter the fee for the initial parking duration.
5. Enter the fee for subsequent parking duration.
6. Click to set the time when nighttime starts.

Note

The parking fee is charged by session in nighttime.

7. Enter the fee for each parking.
8. (Optional) Switch on **Daily Max. Fee**, and enter the fee.
9. (Optional) Switch on **Charge by Daytime If Parking Duration Includes Daytime**.

Unit Time Range

The parking fee is charged by the time range of a day.

1. Enter the parking duration that is free of charge.
2. Select **Free** or **Charge** when a parking exceeds the duration that is free of charge.
3. Click to select a time range, and enter relevant information in **Charged Parking Duration**, **Parking Fee**, **Max. Fee**, and **Min. Threshold Duration**.

Note

You can click **Add New** to add different time ranges and fees.

4. (Optional) Switch on **Daily Max. Fee**, and enter the fee.

8. Optional: Click **Preview and Verify** to preview and verify this rule.
9. Click **Add**.
10. Optional: Perform the following operations if needed.

Copy a Rule to Other Parking Lot(s)	Click and select the parking lot(s) that the rule is copied to.
Edit a Rule	Click to edit a rule.
Delete a Rule	Click to delete a rule.

16.5.3 Add Parking Pass Rule

A parking pass charges a certain amount of money. Within the validity period of a parking pass, the vehicle can enter and exit a specific parking lot as a registered vehicle, so that it can park in that parking lot without paying any fee. In the Parking Lot Management module, you can add rule for parking pass.

Before You Start

Make sure that the parking fee mode has been set to **Charge**.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. Click **Settings** to enter the settings page of a parking lot.
3. Click **Parking Fee Rule**.
4. Click **Add** beside **Parking Pass Rule for Registered Vehicle** to enter the Add Parking Pass Rule panel.

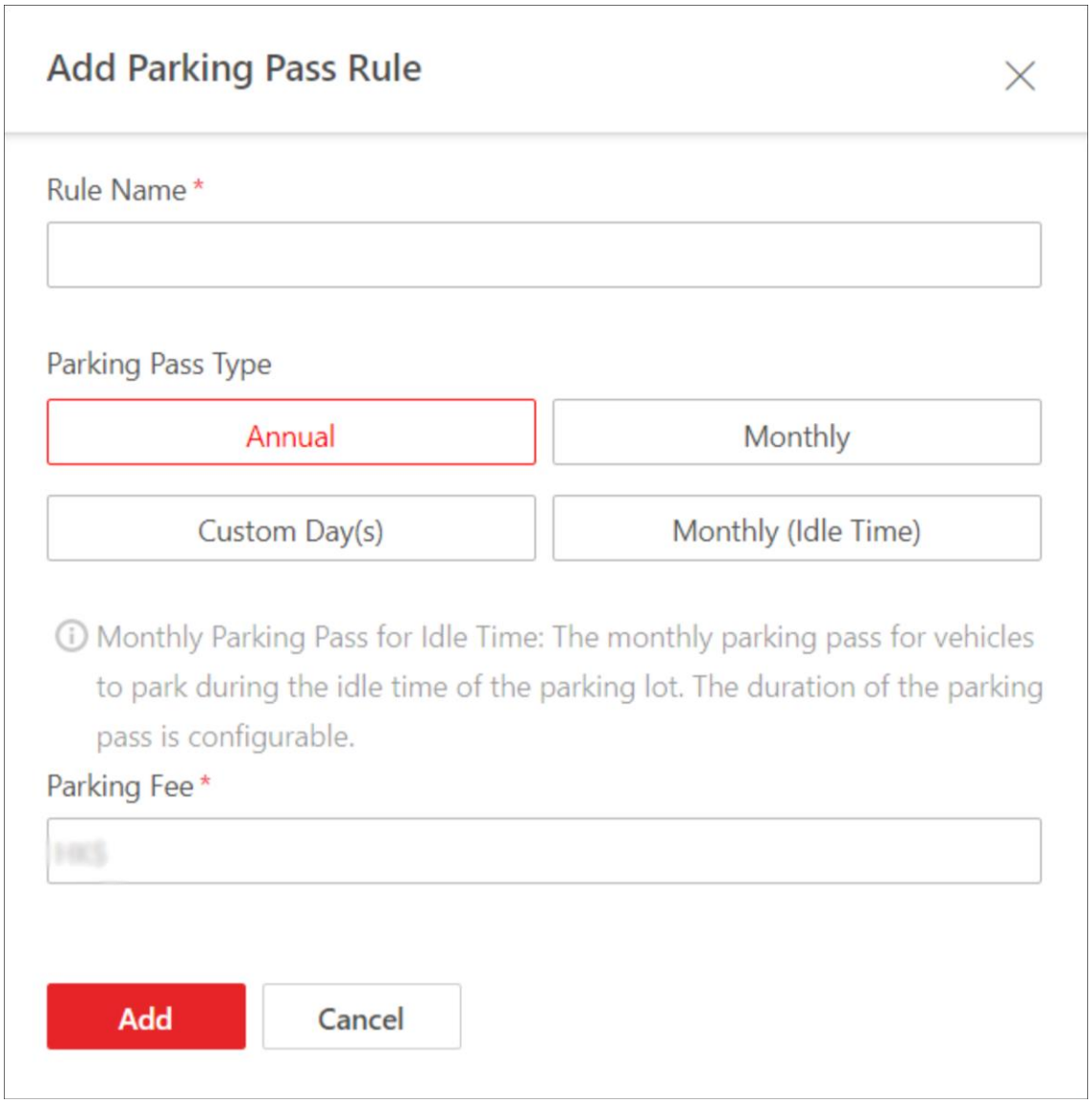


Figure 16-19 Add Parking Pass Rule Panel

5. Create a name for the rule.
6. Select a type for the parking pass and complete relevant settings.

Annual/Monthly Enter the fee for an annual/monthly parking pass.

Custom Day(s) Enter the valid days of a parking pass and the fee for it.

Monthly (Idle Time) Select a template of monthly parking pass for idle time from the drop-down list, and enter the fee for the parking pass.

Note

This parking pass is used during the period in which the parking lot is not busy (idle time).
If you have not added any template, you need to click **Template of**

Monthly Parking Pass for Idle Time to create a template first.

7. Click **Add**.
8. Optional: Perform the following operations if needed.

Copy a Rule to Other Parking Lot(s)	Click and select the parking lot(s) that the rule is copied to.
Edit a Rule	Click to edit a rule.
Delete a Rule	Click to delete a rule.

16.5.4 Add Discount Rule

In the Parking Lot Management module, you can add the discount rule to manage parking fee more flexibly.

Before You Start

Make sure that the parking fee mode has been set to **Charge**.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. Click **Settings** to enter the settings page of a parking lot.
3. Click **Parking Fee Rule**.
4. Click **Add Rule** beside **Discount Rule** to enter the Add Discount Rule panel.
5. Create a name for the rule.
6. Select a discount method and complete relevant settings.

Discount	Here you can set a discount rate. For example, if you enter 70, the discount rate is 70%. If the parking fee due is 100 RMB, the actual amount tendered is 70 RMB.
Fee Discount	Here you can set a discount amount. For example, if you enter 70 and the parking fee due is 100 RMB, the actual amount tendered is 30 RMB.
Free	Here you can set a period during which the vehicles are allowed to park without being charged.
Parking Duration Reduction	Here you can set a duration which will be deducted from the total parking duration. For example, if you enter 2 and the parking duration of a vehicle is 6 hours, the actual duration counted for parking fee is 4 hours.

7. Click **Save**.

8. Optional: Perform the following operations as needed.

Copy Rule to Other Parking Lots	Click and select the parking lot(s) that the rule is copied to.
Edit a Rule	Click to edit the rule.
Delete a Rule	Click to delete the rule.

16.5.5 Add Parking Fee Rule for Abnormal Entry & Exit

In the Parking Lot Management module, you can add parking fee rule for abnormal entry & exit (e.g., a vehicle with an entry record but without an exit record), which can help you to manage abnormal entries and exits more easily.

Before You Start

Make sure that the parking fee mode has been set to **Charge**.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. Click **Settings** to enter the settings page of a parking lot.
3. Click **Parking Fee Rule**.
4. Click **Add Rule** beside **Parking Fee Rule for Abnormal Parking** to enter the following panel.

Figure 16-20 Add Parking Fee Rule for Abnormal Pass

5. Create a name for the rule.
6. Enter the parking fee for abnormal entry & exit.
7. Set a validity period for the rule.
8. Optional: Enter remarks in the Description field as needed.
9. Optional: Check **Set as Default** to set the rule as the default rule for abnormal entry & exit.
10. Click **Save**.
11. Optional: Perform the following operations as needed.

Copy a Rule to Other Parking Lot(s)	Click and select the parking lot(s) that the rule is copied to.
Edit a Rule	Click to edit a rule.
Delete a Rule	Click to delete a rule.

16.5.6 Additional Configuration

In the Parking Lot Management module, you can set additional parking fee rules, including free parking duration after payment, and the parking fee rule for multiple vehicles under one account,

which can help you to manage parking fee more flexibly.

Before You Start

Make sure that the parking fee mode has been set to **Charge**.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Lot Management**.
2. Click **Settings** to enter the settings page of a parking lot.
3. Click **Parking Fee Rule**.
4. Click **Edit** beside **Additional Configuration** to enter the Additional Configuration panel.

Figure 16-21 Additional Configuration

5. Enter the parking duration that is free of charge after paying the parking fee.
6. Optional: Switch on **Parking Fee Rule for Multiple Vehicles Under One Account**, and select **Extra Vehicles Pay** or **First Exiting Vehicles Pay**.

   Extra Vehicles Pay

   After all valid parking spaces under one account are occupied, extra vehicles under the account will be regarded as temporary vehicles when entering the parking lot, and charged according to the parking fee rule for temporary vehicle.

   First Exiting Vehicles Pay

   When extra vehicles under one account park in after all valid parking spaces under the account are occupied, the vehicle exiting first will be charged based on the extra parking duration.
7. Click **Save**.

16.6 Manage Vehicle

HikCentral-Workstation supports adding the information of vehicles to the platform and categorizing the vehicles into different types. The platform also provides ANPR (Automatic Number-Plate Recognition) functions. After adding cameras which support ANPR, the cameras can recognize the license plate number of the detected vehicles. In addition, the platform provides entrance and exit management and it can control the entry and exit of the detected vehicles.
On the Web Client, the administrator can add vehicle information to the platform, categorize the vehicles into different types (including registered vehicles, temporary vehicles, visitor vehicles, and vehicles in list), and set events and alarms to define whether an event or alarm will be triggered when the recognized plate number matches or mismatches with the license plate numbers of the vehicles managed in the platform, or whether an event or alarm will be triggered when the recognized vehicle type matches the specified vehicle type. For entrance and exit control, the administrator can set entry & exit rules for the vehicles managed in the platform to define whether to allow the vehicles to enter or exit the parking lot.

16.6.1 Add Registered Vehicles

A registered vehicle can park in a specific parking lot without paying any fee. To make a vehicle become a registered vehicle, you need to add its information (including the license plate number, vehicle type, etc) to the platform first, and then you need to relate a parking pass to it, so that the vehicle can enter and exit the parking lot as a registered vehicle. After adding a registered vehicle, you can set entry & exit rule and parking fee rule for it.

Add a Registered Vehicle

In the Vehicle and Card Management module, you can add the information of one vehicle to the platform as a registered vehicle at one time.

Steps

1. Go to → **All Modules** → **Vehicle** → **Vehicle and Card Management** → **Registered Vehicle** → **Vehicle**.
2. Click **Add** to enter the Add Vehicle page.

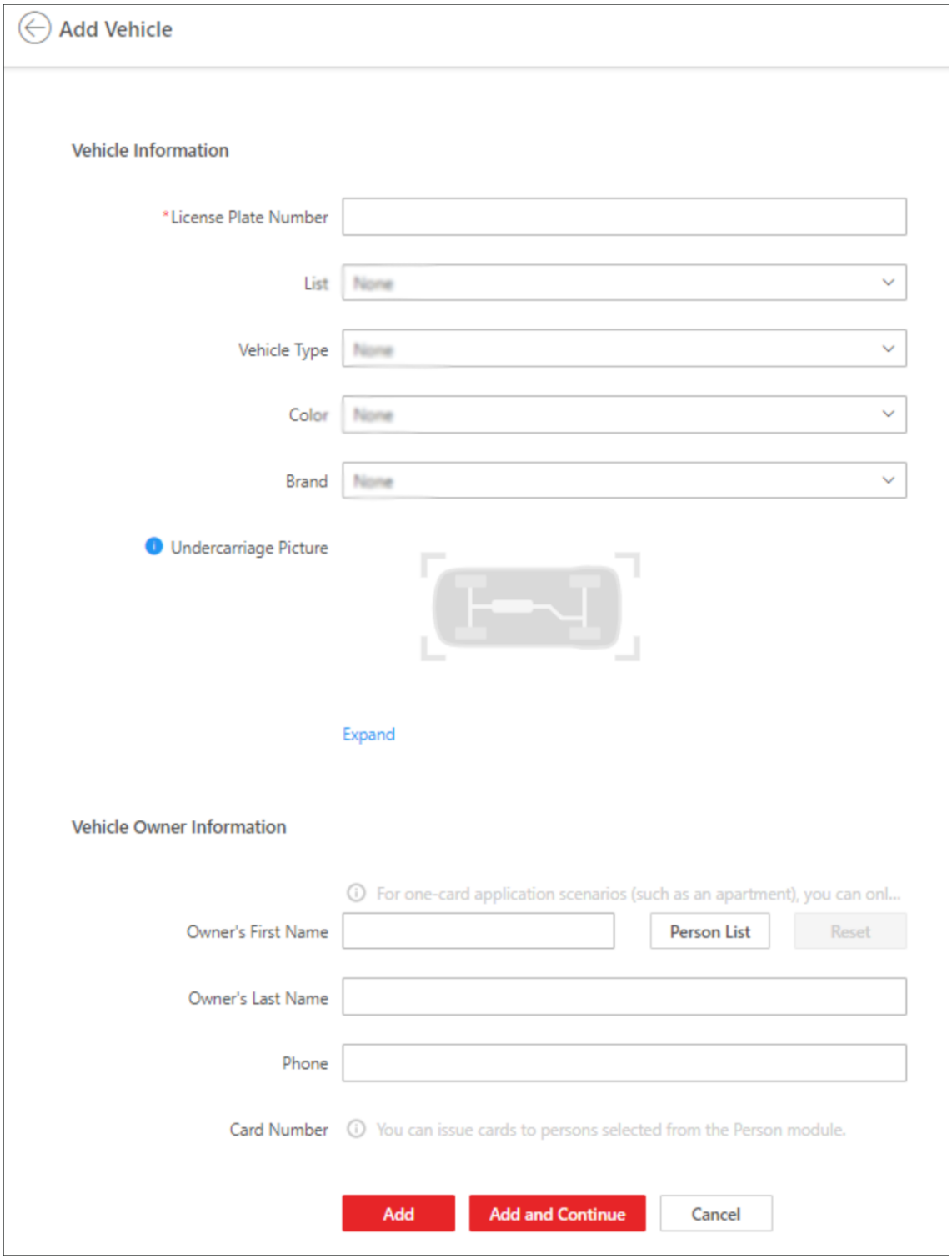


Figure 16-22 Add Vehicle Page

3. Set vehicle information.
   1) Enter the license plate number.
   2) Optional: Select the list that the vehicle is added to from the drop-down list.

Note

If you have not added any vehicle list to the platform, you can click **Add New** to create one.

3) Optional: Select the type, color, and brand of the vehicle from the drop-down list.
4) Optional: Click **Expand** and enter the custom vehicle information.

4. Optional: Enter the owner's first name, last name, and phone number, or select a person from the person list as the vehicle owner through the following steps.
1) Click **Person List** to open the following panel.

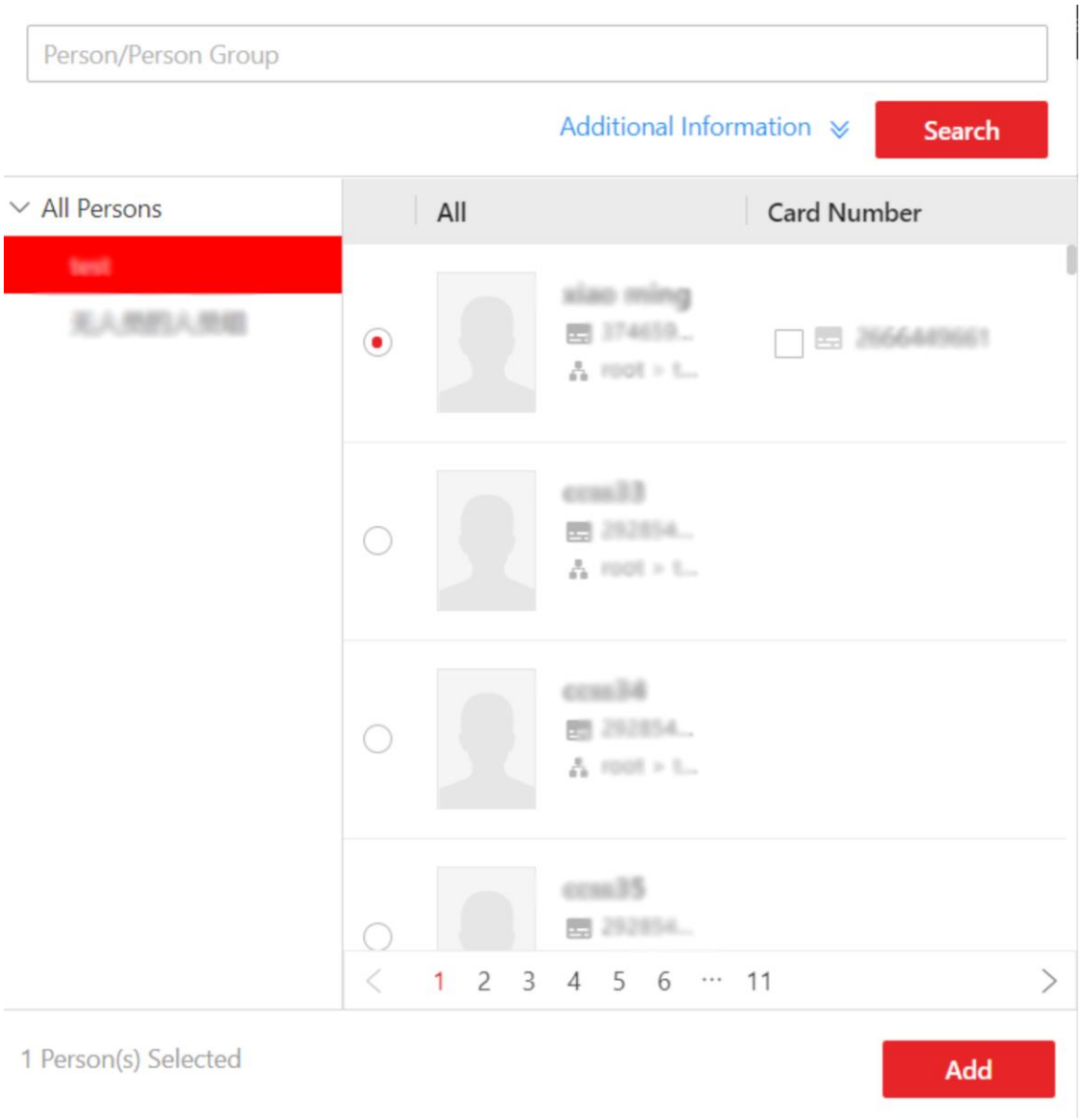


Figure 16-23 Add Person in Person List as Vehicle Owner

2) Select a person list from the left list.
The person(s) in the list will be displayed.
3) Select a person from the right list.

Note

To select a person, you can also search for a person by entering the person's name. You can click **Additional Information** to enter the person's personal information so that the search result will be more accurate.

4) Optional: Select a card number for the owner from the Card Number list. The owner can swipe the selected card on the access control device or video intercom device when entering or exiting the parking lot.
5) Click **Add**.

5. Finish adding the vehicle information.
   – Click **Add** to add the vehicle information.

Note

Only the vehicle with a parking pass can enter and exit the parking lot as a registered vehicle. Therefore, on the pop-up panel, you need to click **Parking Pass Top-Up** to add a parking pass to the vehicle. Or you can click **Return to Vehicle List** and add a parking pass to the vehicle in Top-Up Management module later, see ***Top Up for Vehicles*** for more details.

   – Click **Add and Continue** to save the settings and continue to add other vehicles.

Note

If the license plate number already exists (in the current vehicle list or other vehicle lists), a prompt box will be displayed and you can select whether to replace the existing vehicle with a new one.

6. Optional: Perform the following operations after adding the vehicle information.

Edit Vehicle Information	Click the plate number in License Plate Number column to edit the vehicle information
Delete Vehicle Information	Check the vehicle information and click **Delete** to delete the selected vehicle information.
Delete All Vehicle Information	Click beside the **Delete** icon, and click **Delete All** to delete all vehicle information in the current vehicle list.
Delete Expired Vehicle Information	Click **Delete Expired Vehicle** to delete all expired vehicle information from the current vehicle list.
Export Vehicle Information	Click **Export All** to save the vehicle information of the list (CSV file) to your PC, which can be imported to other vehicle list. Click to filter vehicles and then click **Export All** to export the information of filtered vehicles to the PC.

Search for Vehicle(s) Click and set search conditions to search for specific vehicle(s).

Batch Import Registered Vehicles

In the Vehicle and Card Management module, you can import the information of multiple vehicles into the platform as registered vehicles at one time.

Steps

1. Go to → **All Modules** → **Vehicle** → **Vehicle and Card Management** → **Registered Vehicle** → **Vehicle**.
2. Click **Import**.

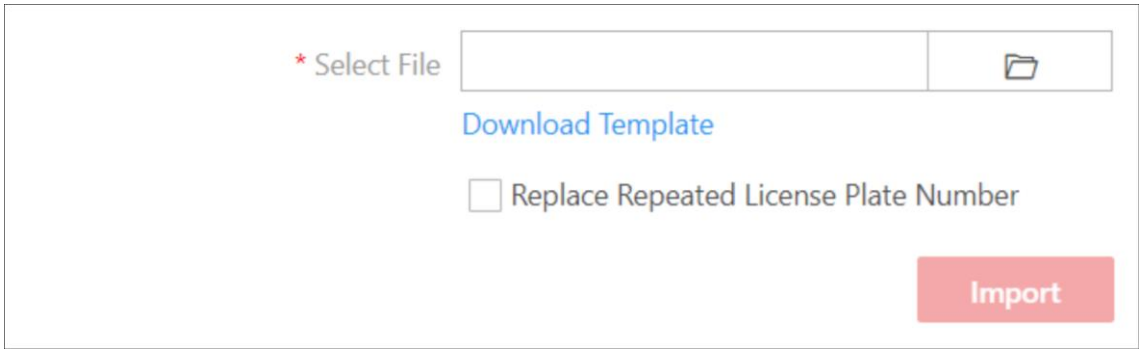


Figure 16-24 Import File

3. Click **Download Template** to download and save the template file to your PC.
4. Open the downloaded template file and enter the required information.
5. Click and select the file.
6. Optional: Check **Replace Repeated License Plate Number** to replace the existing vehicle information with the new vehicle information if the file contains the license plate number which has already been added to the platform. Otherwise, the original vehicle information will be reserved.
7. Click **Import**.
8. Optional: Perform the following operations after importing the vehicle information.

Edit Vehicle Information	Click the plate number in License Plate Number column to edit the vehicle information.
Delete Vehicle Information	Check the vehicle information and click **Delete** to delete the selected vehicle information.
Delete All Vehicle Information	Click beside the **Delete** icon, and click **Delete All** to delete all vehicle information from the current vehicle list.
Delete Expired Vehicle Information	Click **Delete Expired Vehicle** to delete all expired vehicle information from the current vehicle list.
Export Vehicle	Click **Export All** to save the vehicle information of the list (CSV file) to

Information	your PC, which can be imported to other vehicle list. Click ▽ to filter vehicles and then click **Export All** to export the information of filtered vehicles to the PC.
Search for Vehicle(s)	Click ▽ and set search conditions to search for specific vehicle(s).

What to do next

Only the vehicle with a parking pass can enter and exit the parking lot as a registered vehicle. Therefore, after batch importing the information of multiple vehicles into the platform, you need to relate a parking pass to each of them in the Top-Up Management module later. See ***Top Up for Vehicles*** for more details.

16.6.2 Add Vehicle List

A vehicle list can group multiple vehicles so that you can manage them more easily. In the Vehicle and Card Management module, you can add vehicle lists to the platform.

Steps

Note

Up to 100 vehicle lists can be added.

1. Go to → **All Modules** → **Vehicle** → **Vehicle and Card Management** → **List Management**.
2. On the top left, click + to enter the Add Vehicle List panel.

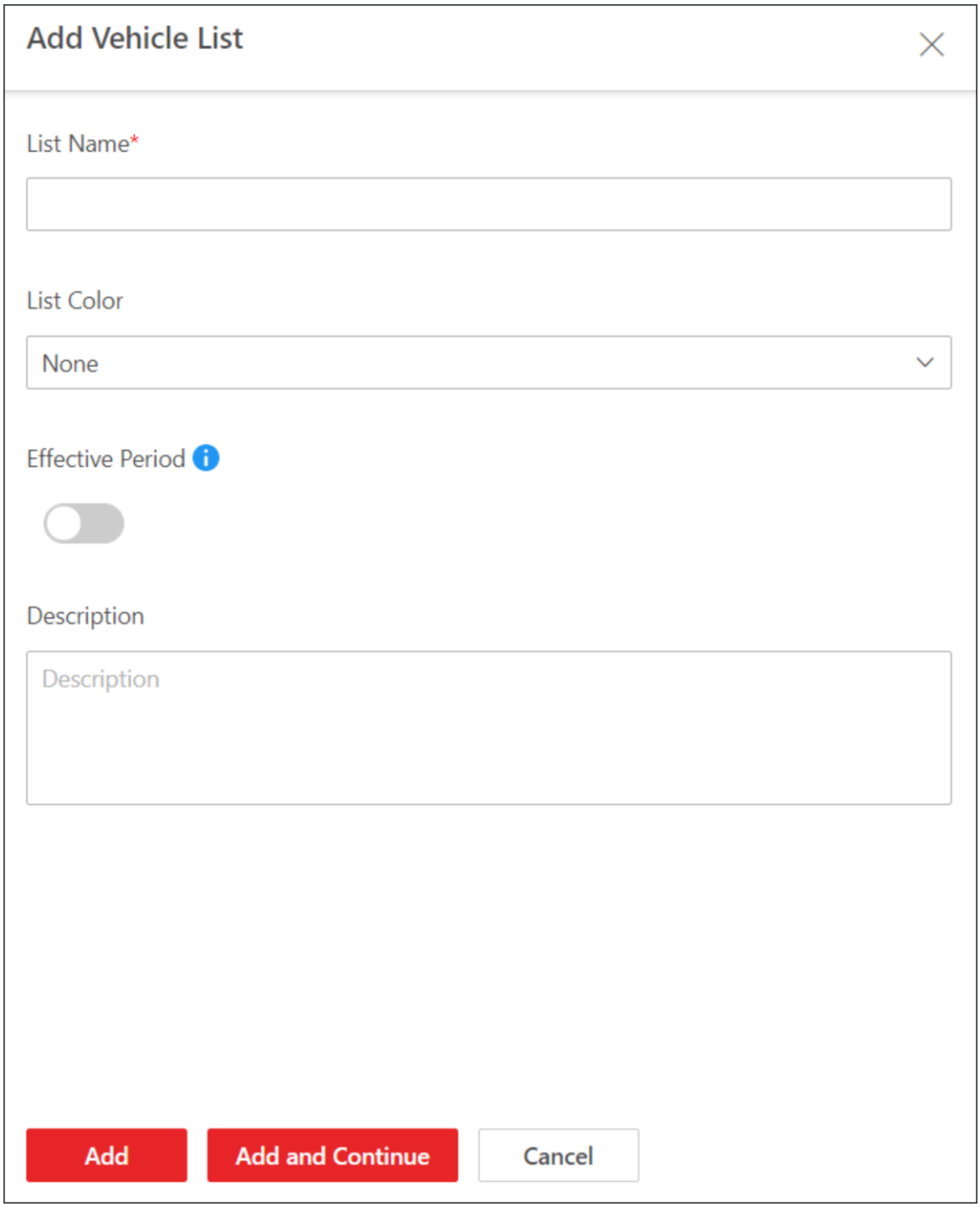


Figure 16-25 Add Vehicle List Page

3. Create a name for the vehicle list.
4. Optional: Select a color for the vehicle list.

Note

You can use different colors to mark different types of vehicle lists.

5. Optional: Switch on **Effective Period** and set the effective period for the vehicle list.

Note

- Vehicles in the list will not be allowed to enter the parking lot after the vehicle list expires.
- When you are adding a vehicle to this list later, you do not need to set an effective period for the vehicle, because the vehicle shares the same effective period with that of the vehicle list.

6. Optional: Enter a description of the vehicle list if needed.
7. Click **Add** to add the vehicle list, or click **Add and Continue** to add the current vehicle list and start adding another one.
8. Optional: Perform the following operations if needed.

Note

You need to go to → **All Modules** → **Account and Security** → **Roles** to select or create a role and then select vehicle list(s) allowing for further management by the role. See ***Add Role*** for details on permission settings.

Edit Vehicle List	Select a vehicle list and click to edit it.
Delete Vehicle List	Select a vehicle list and click to delete it.
Export Vehicle List	Select a vehicle list and click **Export** to export it to the PC.
Add Vehicle(s) to Vehicle List	Select a vehicle list and click **Add** to add vehicle(s) to it. **Note** You can search for vehicles by entering the custom vehicle information. See ***Customize Vehicle Information*** for more details.
Remove Vehicle(s) from Vehicle List	Select a vehicle list, check vehicle(s), and click **Delete** to remove them from the current list.

16.6.3 Add Vehicle to Blocklist

The vehicles added to the blocklist cannot enter the parking lot as its license plate number will be recognized at the lane. When adding a vehicle to the blocklist, the administrator can set a certain period during which the vehicle is not allowed to enter the parking lot. The vehicles can be added to the blocklist one by one or in a batch.

Add a Vehicle to Blocklist

In the Vehicle and Card Management module, you can add one vehicle to the blocklist at one time.

Once added, the vehicle cannot enter the parking lot during the period you set.

Steps

1. Go to → **All Modules** → **Vehicle** → **Vehicle and Card Management** → **Blocklist**.
2. Click **Add** to enter the following panel.

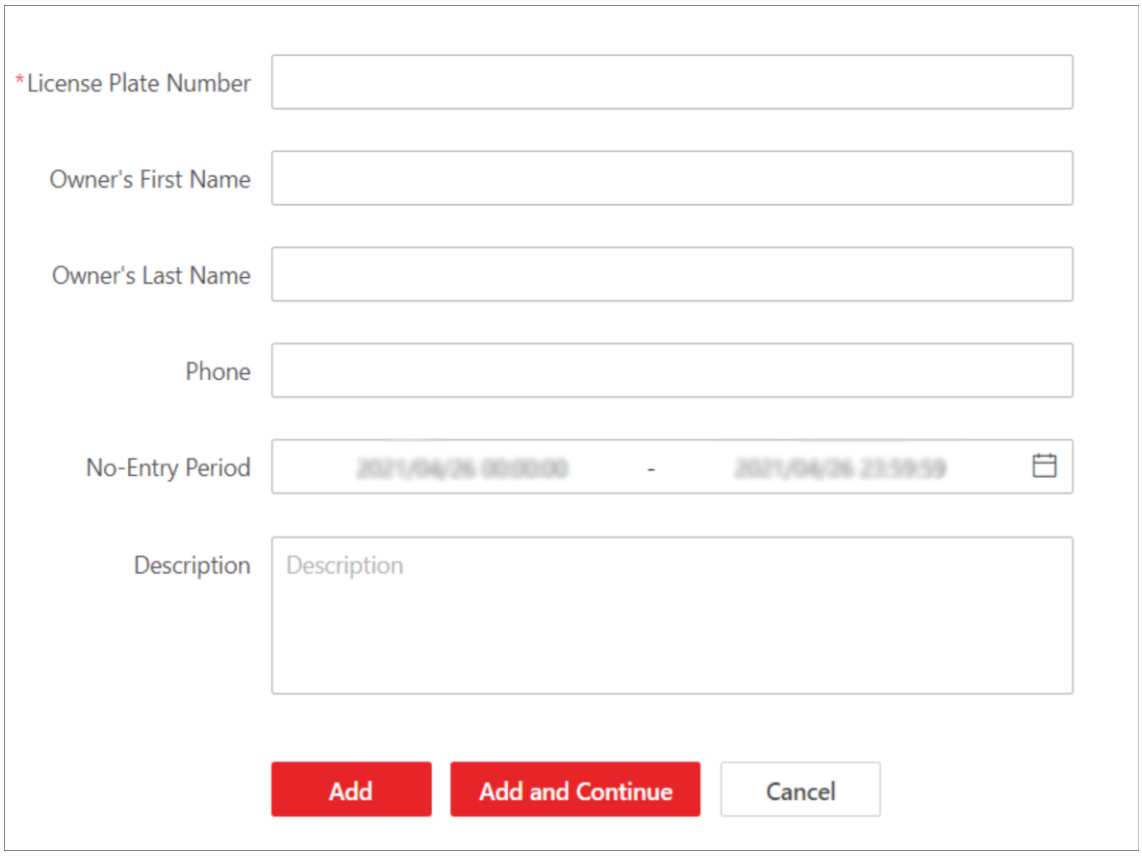


Figure 16-26 Add Vehicle to Blocklist

3. Enter the vehicle's license plate number.
4. Optional: Enter the first name, last name, and phone number of the vehicle's owner.
5. Set the period in which the vehicle is not allowed to enter.
6. Optional: Enter remarks in the Description field if needed.
7. Click **Add** to finish, or click **Add and Continue** to add another vehicle.
8. Optional: Perform the following operations if needed.

Remove Vehicle(s) from Blocklist	Check vehicle(s) and click **Delete** to remove the vehicle(s) from the blocklist one by one or in a batch.
Export Vehicle Information	Check vehicle(s) and click **Export All** to save the information of the vehicle(s) to your PC.

Batch Import Vehicles to Blocklist

In the Vehicle and Card Management module, you can batch add multiple vehicles to the blocklist.

Once added, the vehicles cannot enter the parking lot during the period you set.

Steps

1. Go to → **All Modules** → **Vehicle** → **Vehicle and Card Management** → **Blocklist**.
2. Click **Import**.

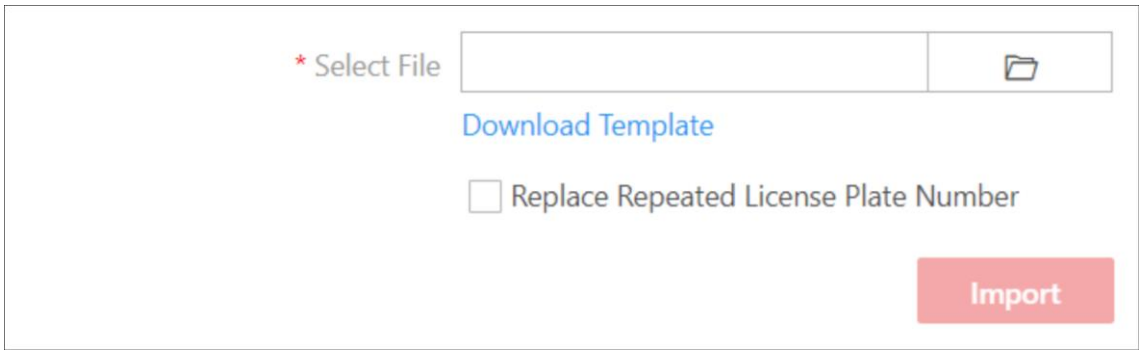


Figure 16-27 Import File

3. Click **Download Template** to download and save the template file to your PC.
4. Open the downloaded template file and enter the required information.
5. Optional: Check **Replace Repeated License Plate Number** to replace the existing vehicle information with the new vehicle information if the file contains the license plate number which has already been added to the blocklist. Otherwise, the original vehicle information will be reserved.
6. Click **Import**.
7. Optional: Perform the following operations if needed.

Remove Vehicle(s) from Blocklist	Check vehicle(s) and click **Delete** to remove the vehicle(s) from the blocklist one by one or in a batch.
Export Vehicle Information	Check vehicle(s) and click **Export All** to save the information of the vehicle(s) to your PC.

16.6.4 Issue Temporary Cards

In the Vehicle and Card Management module, you can add temporary cards to parking lots. The temporary cards are mainly designed for temporary vehicles. Before a temporary vehicle enters a parking lot, the driver needs to take a temporary card from the machine. Before exiting the parking lot, the driver needs to return the card and pay the parking fee.

Steps

1. Go to → **All Modules** → **Vehicle** → **Vehicle and Card Management** → **Temporary Card**.

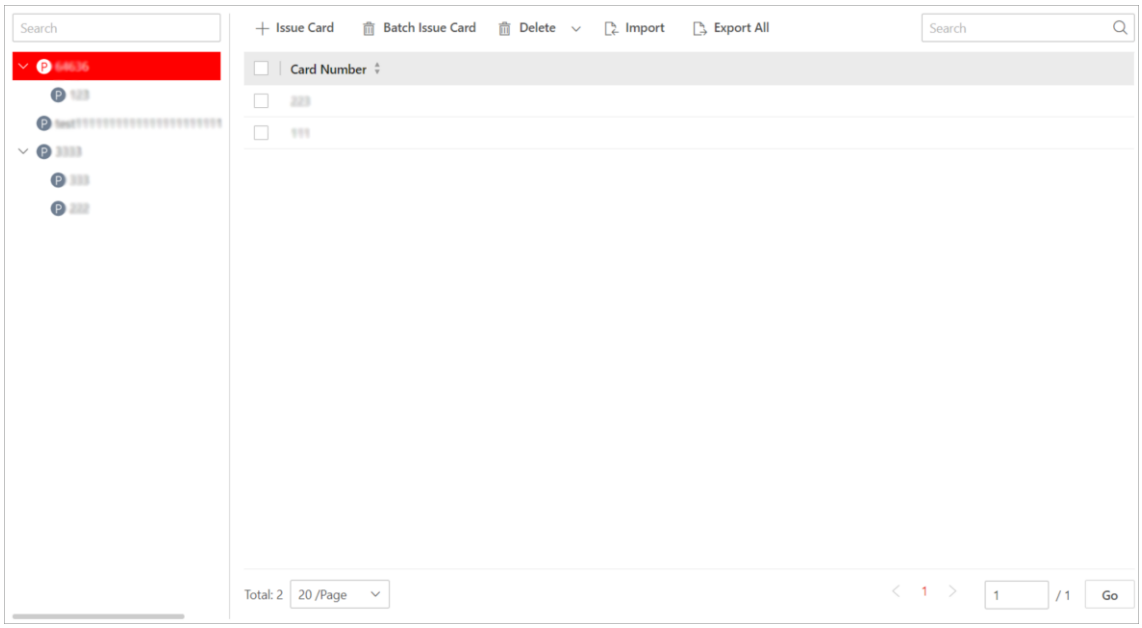


Figure 16-28 Issue Temporary Card Page

2. Select a parking lot from the left list.
3. Click **Issue Card** to open the Issue Card panel.

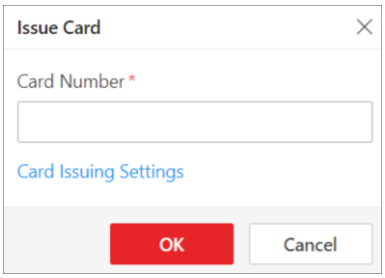


Figure 16-29 Issue Card Panel

4. Enter the card number.
5. Optional: Click **Card Issuing Settings** to set card issuing parameters. See ***Set Card Issuing Parameters*** for more details.
6. Click **OK**.
   The card will be added to the selected parking lot.
7. Optional: Perform the following operations if needed.

Delete Selected Card(s)	Check the temporary card(s) and click **Delete** to delete the selected card(s).
Delete All Cards	Click beside **Delete**, and click **Delete All** to delete all temporary cards in the list.
Export Temporary Card Information	Click **Export All** to save the information of the card(s) to your PC.

16.6.5 Customize Vehicle Information

You can customize different items of vehicle information (such as vehicle model) which are not predefined in the basic information. The custom vehicle information can help to recognize vehicles or search for vehicles more accurately.

Steps

1. Go to → **All Modules** → **Vehicle** → **Basic Settings** → **Customize Vehicle Information**.
2. Add vehicle type.
   1) Click **Add** in Vehicle Type area to enter the following panel.

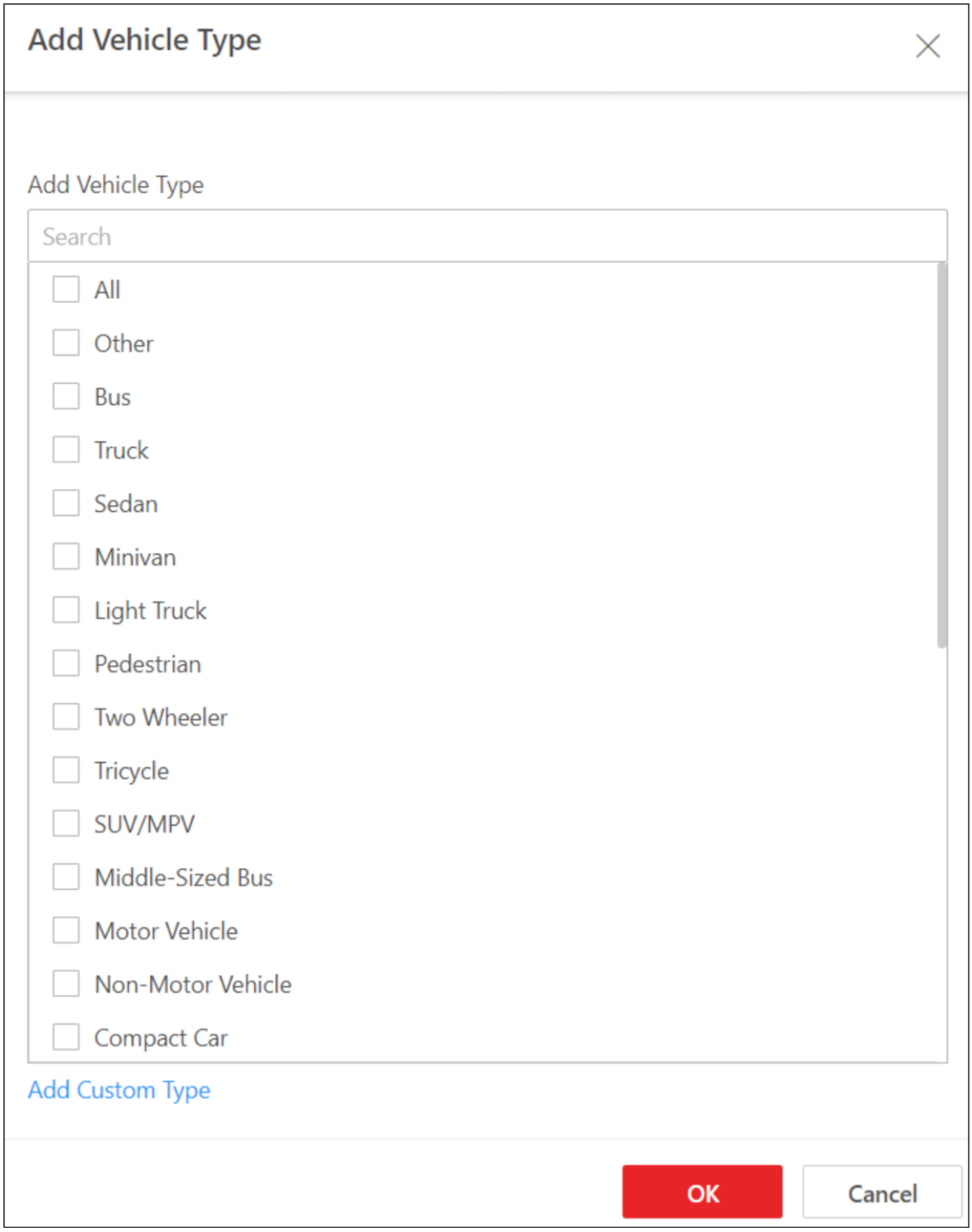


Figure 16-30 Add Vehicle Type Panel

2) Check vehicle type(s) in the list.

Note

If you cannot find the vehicle type you want in the list, you can click **Add Custom Type** to customize a vehicle type.

3) Click **OK**.

3. Add custom information.

1) Click **Add** in Custom Information area to enter the following panel.

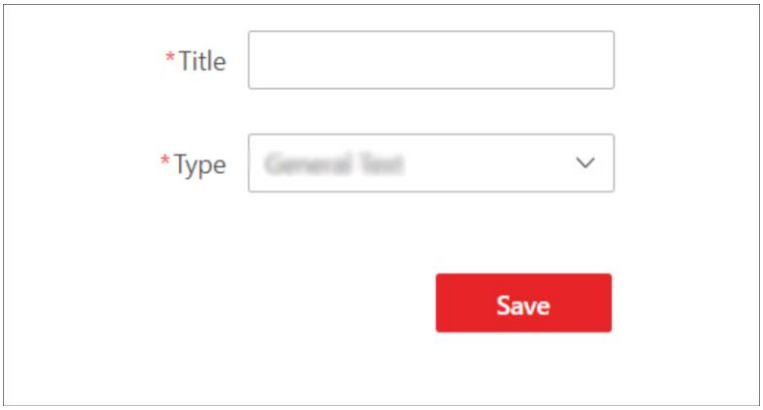


Figure 16-31 Customize Information Panel

2) Create a title for the information.

3) Select an information type from the drop-down list.

Note

The custom information can be used as filtering conditions when you are searching for specific vehicle(s).

General Text

1 to 32 characters are allowed except certain special characters.

Number

Only 1 to 32 digits are allowed.

Date

Select a data from the calendar.

Single Selection

You need to set options for the information. When adding a vehicle, you can select from the options.

4) Click **Save**.

4. Optional: Perform the following operations if needed.

Delete Vehicle Type	Click to delete a vehicle type.
Edit Custom Information	Click to edit the custom information.
Delete Custom Information	Click to delete the custom information.

16.7 Top Up for Vehicles

In the Top-Up Management module, you can top up the parking pass for vehicles.

Before You Start

Make sure that you have added parking pass rule(s) to the platform. See ***Add Parking Pass Rule*** for more details.

Steps

1. Go to → **All Modules** → **Vehicle** → **Top-Up Management**.
2. Check one or multiple vehicles in the list.
3. In the upper-left corner, click **Top-Up**.

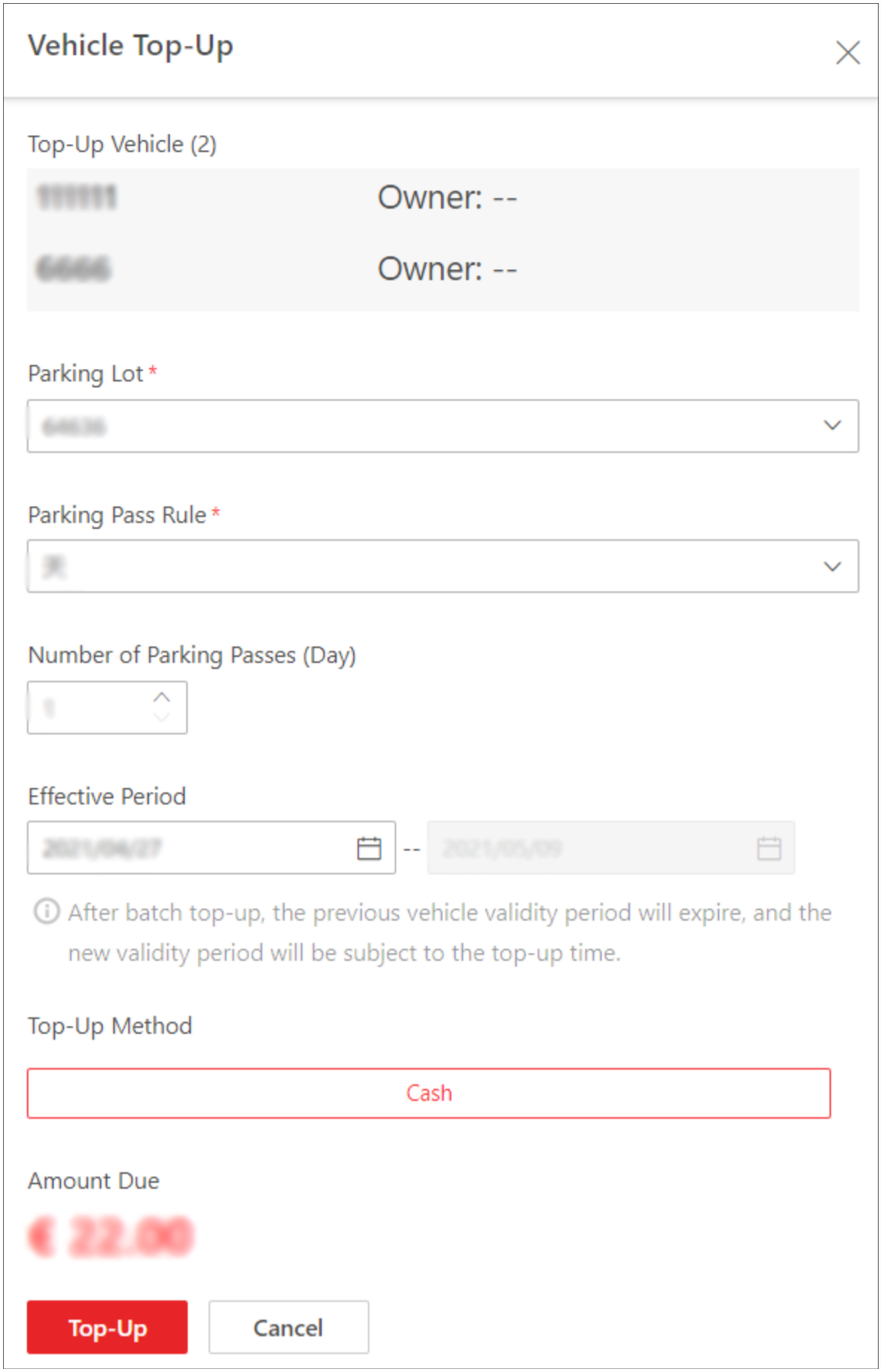

Vehicle Top-Up
Top-Up Vehicle (2)
Owner: --
Owner: --
Parking Lot *
Parking Pass Rule *
Number of Parking Passes (Day)
Effective Period
--
After batch top-up, the previous vehicle validity period will expire, and the new validity period will be subject to the top-up time.
Top-Up Method
Cash
Amount Due
Top-Up
Cancel

Figure 16-32 Vehicle Top-Up Window

4. Select a parking lot for the vehicle(s) to park.
5. Select a parking pass rule from the drop-down list.

   Custom Day(s)

   The parking pass is valid during the day(s) you set.

   Monthly

   The parking pass is valid for one month.

   Yearly

   The parking pass is valid for one year.
6. Select the number of parking passes.

   Example

   If you select **Yearly** as the parking pass rule and set the number of parking passes to 2, the parking pass will be valid for 2 years.
7. Set the effective period of the parking pass.

   Note

   You can only select the start date of the parking pass, and the end date will be automatically calculated by the platform according to the parking pass rule you set.
8. Select the top-up method.

   Note

   Currently, the platform only support topping up in cash, so **Cash** is automatically selected. And the amount due will be automatically calculated according to the parking pass rule and number of parking passes you set.
9. Click **Top-Up**.

16.8 Pay in Toll Center

In the Toll Center module, you can search for a specific vehicle to view its parking information, such as the parking duration, parking fee, etc. Once all the information is confirmed, the vehicle owner can pay the parking fee in the toll center.

Steps

1. Go to → **All Modules** → **Vehicle** → **Toll Center**.

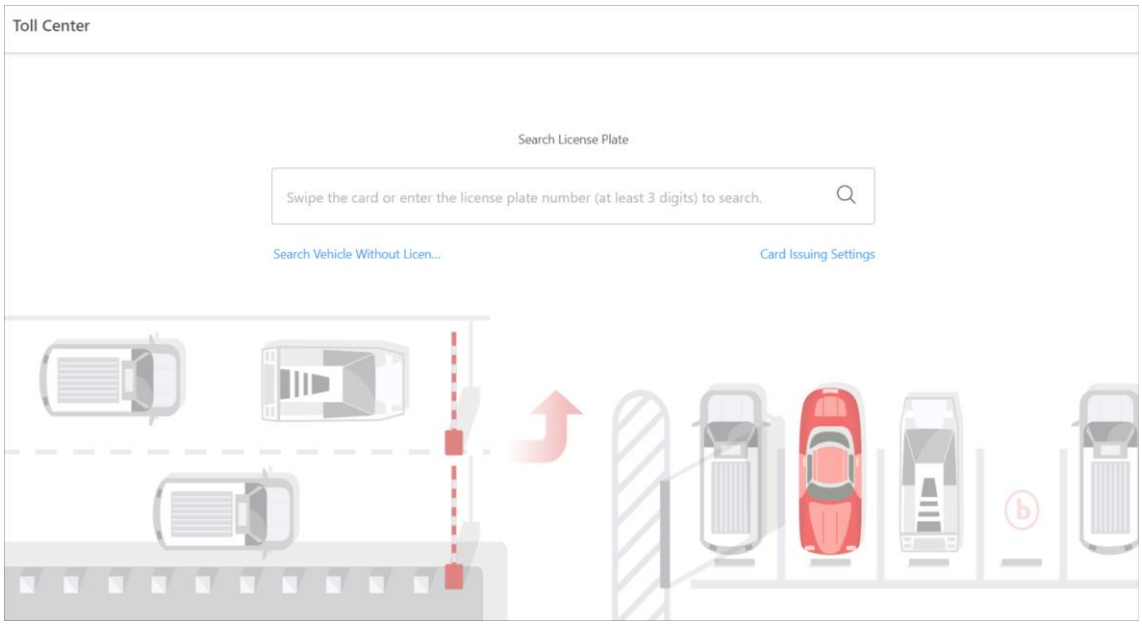


Figure 16-33 Toll Center Page

2. Swipe the temporary card or enter the license plate number to search for a specific vehicle.
   - If the vehicle's license plate is not captured and recorded, you can click **Search Vehicle Without License Plate No.**, and select the target vehicle from the displayed picture(s).
   - If you choose to swipe the temporary card, you can click **Card Issuing Settings** to set card issuing parameters. See ***Set Card Issuing Parameters*** for more details.

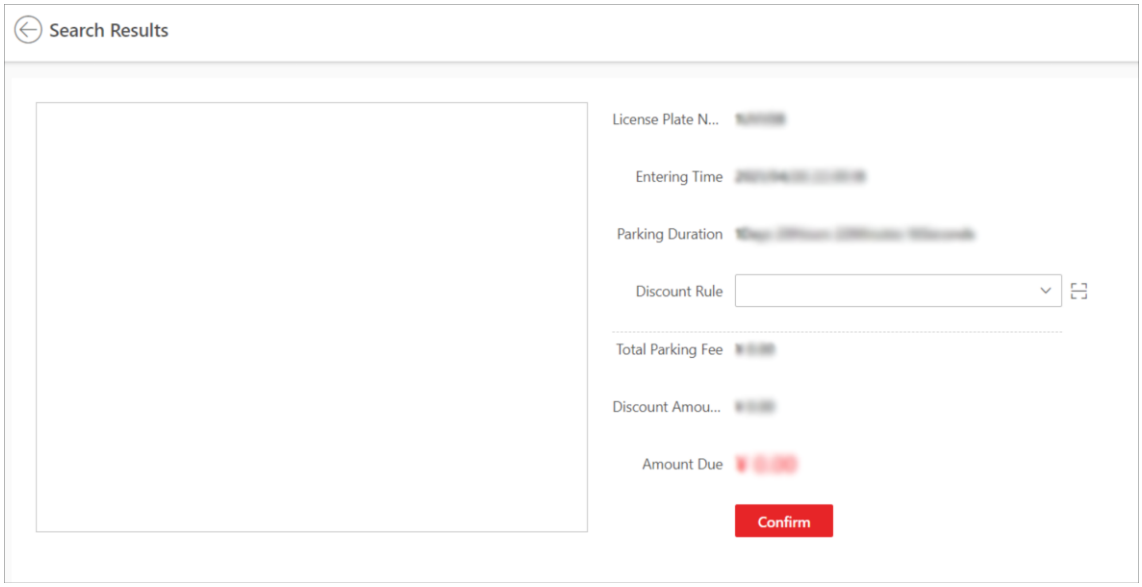


Figure 16-34 Search Result Page

3. Set the discount rule.
   - Select a coupon from the drop-down list.
   - Click ⊞ to add a coupon.
4. Check the information and click **Confirm**.

5. Optional: On the pop-up panel, click **Print Receipt** to print the receipt.

16.9 Parking Guidance Configuration

Parking guidance is designed for both the administrator and the vehicle owners, and it is performed by two devices: the guidance terminal and the guidance screen. The guidance terminal can relate multiple parking cameras for management, and the guidance screen can guide the vehicle owners to the area where there are vacant parking spaces. With parking guidance, the parking lot can be better operated.

16.9.1 Add a Floor to the Parking Lot

Before configuring parking guidance, you need to add a floor to a parking lot. After that, you can perform further operations to the floor, including relating devices, configuring a map, marking guidance screens, configuring the types of parking spaces.

Steps

1. Go to → **All Modules** → **Vehicle** → **Parking Guidance Configuration**.

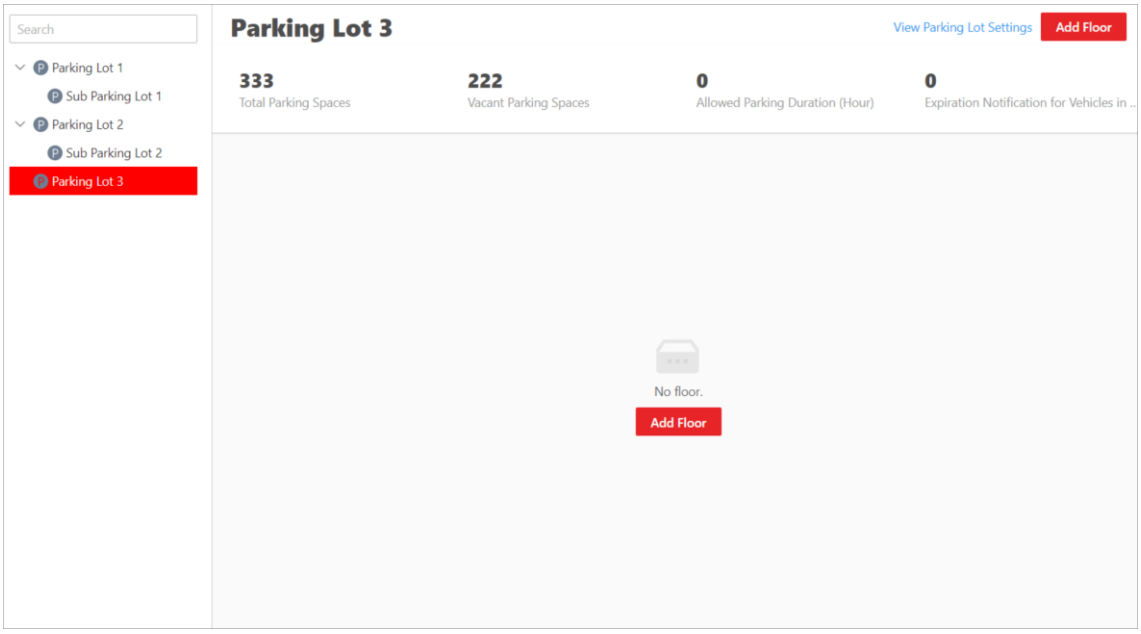


Figure 16-35 Add Floor Page

2. Select a parking lot from the left list.
3. Click **Add Floor**.

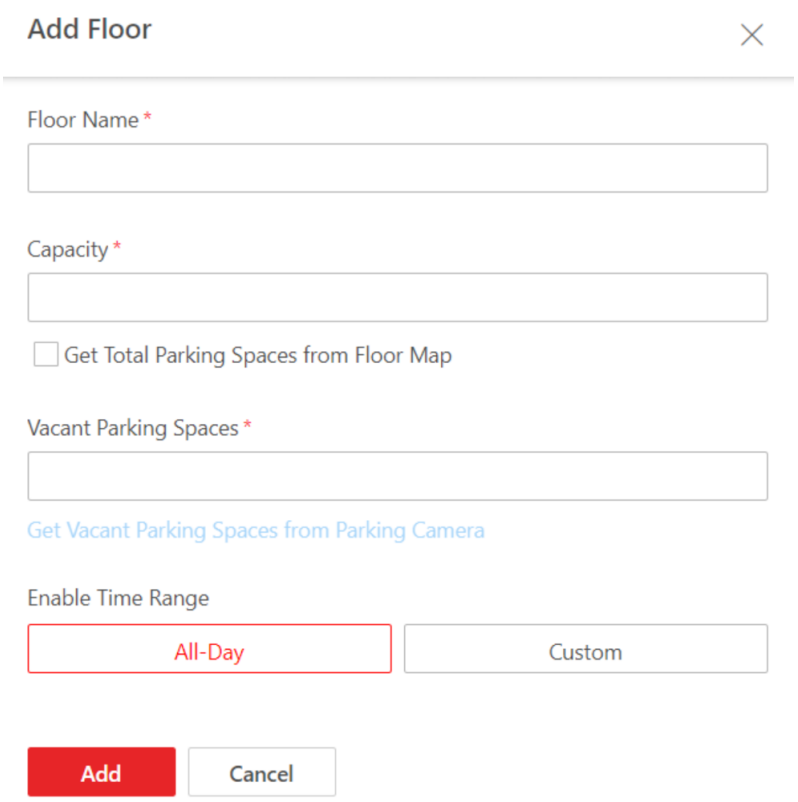


Figure 16-36 Add Floor Pane

4. Set the floor.
   1) Create a name for the floor.
   2) Set the total number of parking spaces (capacity) of the floor.

> **Note**
>
> If you have added parking spaces on the map of the floor, you can check **Get Total Parking Spaces from Floor Map**, and the number of parking spaces on the map will be synchronized here.

   3) Set the number of vacant parking spaces of the floor.

Note

If the floor has been related with parking camera(s), you can check **Get Vacant Parking Spaces from Parking Camera**, and the number of vacant parking spaces counted by the parking camera(s) will be synchronized here.

4) Set the period during which the floor is available for parking. Click **All-Day**, or click **Custom** to customize a period.

5. Click **Add**.
   You will enter the page where you can relate devices, configure a map, mark guidance screen, and configure types for parking spaces.

What to do next

Relate devices to the floor. See ***Relate Devices to the Floor***.

16.9.2 Relate Devices to the Floor

In the Parking Guidance Configuration module, after adding a floor to the parking lot, you can relate devices (guidance terminal, guidance screen, ANPR camera, query terminal) to the floor. A guidance terminal can be related with multiple parking cameras for management, such as playing the live video and playing back the recorded video from related cameras. A guidance screen can display the number of vacant parking spaces in the parking lot and guide vehicles to the area where there are vacant parking spaces. An ANPR camera can recognize license plates, capture the pictures of license plates and vehicles, and count the number of vehicles entering and exiting the parking lot which will be used to count the number of vacant and occupied parking spaces.

Steps

1. After adding a floor, you will enter the following page.

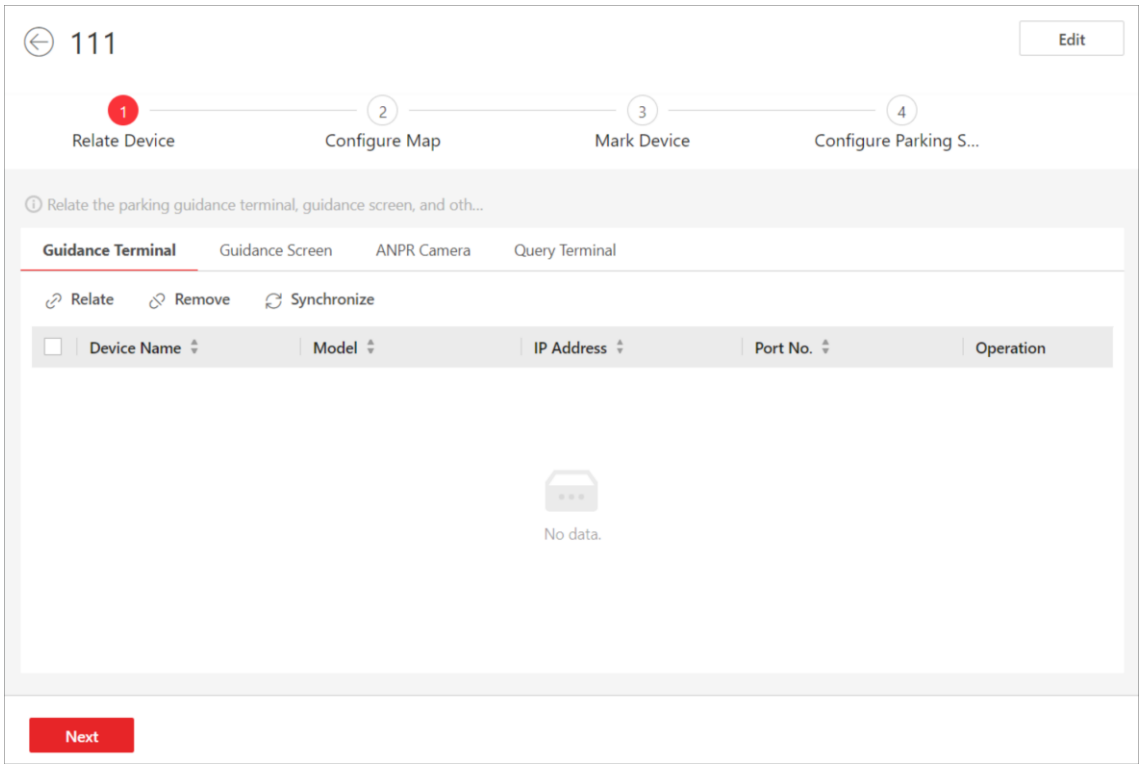


Figure 16-37 Relate Device

2. Click **Relate Device**.
3. Relate device(s) to the floor.
   1) Click **Guidance Terminal** → **Relate**, and select guidance terminal(s) to relate.

      After relating a guidance terminal, you can perform the following operation(s) if needed.

      - Select one or multiple guidance terminals and click **Synchronize** to synchronize the parking spaces monitored by the parking cameras related to the terminal(s).
      - Click to view the parking camera(s) related to a guidance terminal, and the parking spaces monitored by the parking camera(s).
      - Click to edit the settings of a guidance terminal.

   2) Click **Guidance Screen** → **Relate**, and select guidance screen(s) to relate.

      Entrance Guidance Screen

      An entrance guidance screen displays the welcome message and the number of vacant parking spaces in the parking lot.

      Note

      If an entrance guidance screen is related to more than one floor, it displays the total number of vacant parking spaces of all floors.

      Indoor Guidance Screen

      An indoor guidance screen displays the number of vacant parking spaces and guides

vehicles to the area where there are vacant parking spaces.

Note

If both of the ANPR cameras and parking cameras are related to a parking lot, the entrance guidance screen and indoor guidance screen display the number of vacant parking spaces counted by ANPR cameras and parking cameras respectively.

3) Click **ANPR Camera** → **Relate**, and select ANPR camera(s) to relate. After relating a camera, you need to set its calculation mode in the **Entry and Exit** field.

Standard (Entry Detection) / Standard (Exit Detection)

Count the number of vehicles entered detected by the camera as the number of vehicles entered the floor, and count the vehicles exited as those exited the floor. Select this mode when the direction for entry detection configured on the camera is the same as the actual entry direction.

Reverse (Entry Detection) / Reverse (Exit Detection)

Count the number of vehicles entered detected by the camera as the number of vehicles exited the floor, and count the vehicles exited as those entering the floor. Select this mode when the direction for entry detection configured on the camera is opposite to the actual entry direction.

Note

- An ANPR camera can be related to different floors.
- The number of vacant parking spaces on the top floor is counted by the ANPR camera.

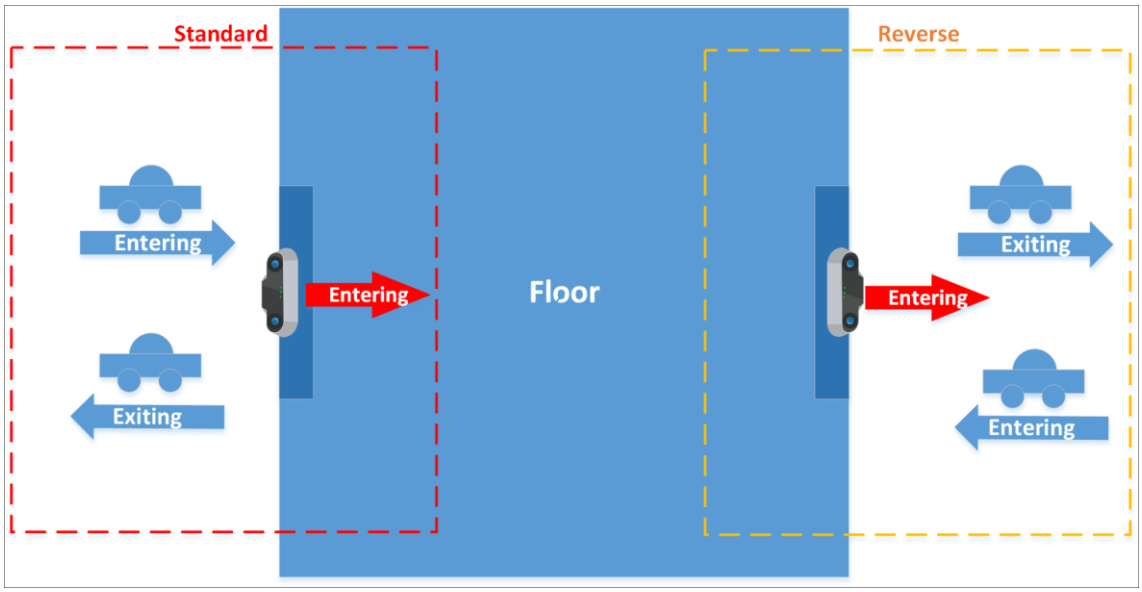


Figure 16-38 Schematic Diagram of Calculation Mode

4) Click **Query Terminal** and select query terminal(s) to relate.

Query Terminal

A query terminal is mounted inside a parking lot and is installed with the Self-Service Vehicle Finding Client for vehicle owner to locate and find their vehicles in the parking lot. See ***Self-Service Vehicle Finding Client*** for details.

4. Optional: Select one or multiple devices, and click **Remove** to remove the device(s) from the floor.

What to do next

Click **Next** to configure a map for the floor. See ***Configure a Map for the Floor***.

16.9.3 Configure a Map for the Floor

In the Parking Guidance Configuration module, you can add a map to the floor, add parking spaces to the map, and configure the layout of parking spaces.

Steps

1. After relating device(s) to the floor, you will enter the following page.

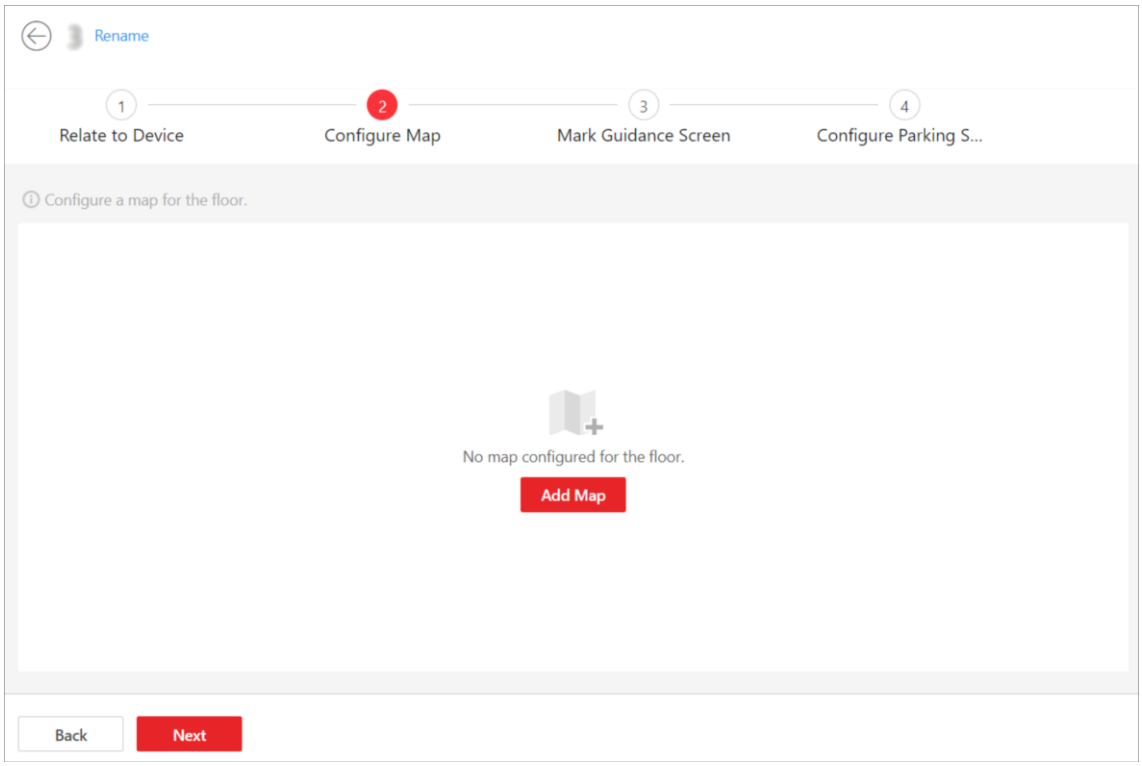


Figure 16-39 Add a Map

2. Click **Add Map**.
3. Select a map from your PC and add it to the floor.

Note

You can click + or − to adjust the size of the map.

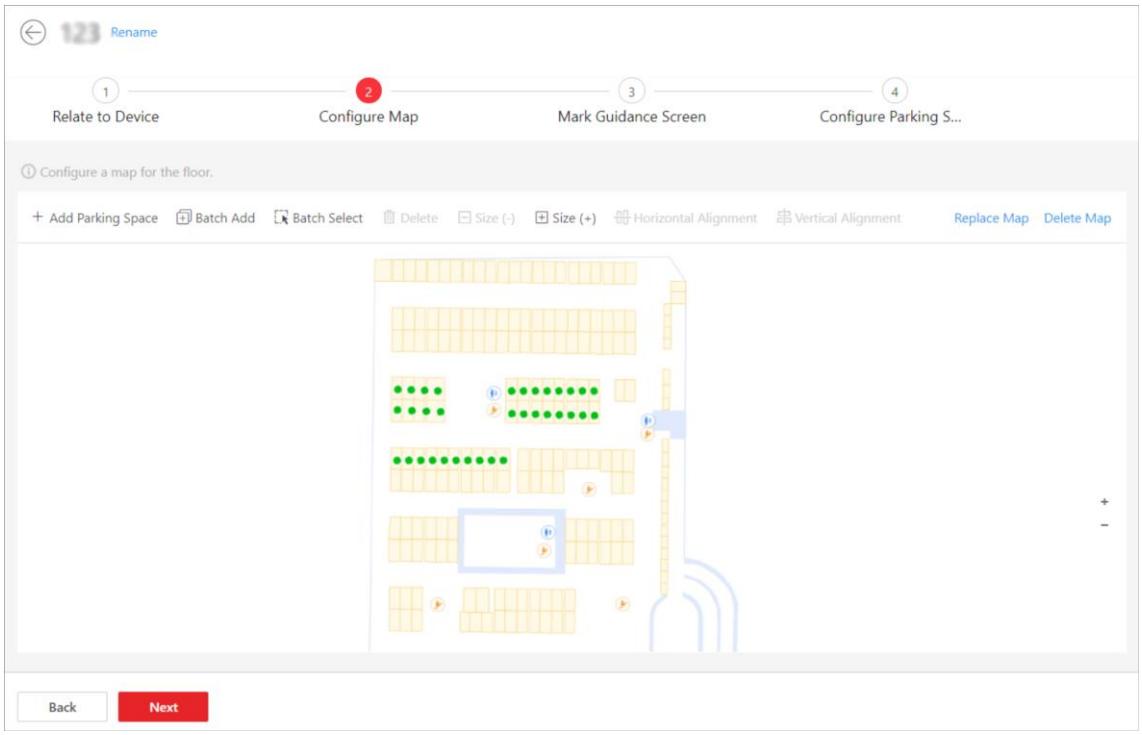


Figure 16-40 Configure the Map

4. Add parking space(s).
   - Add parking spaces one by one.
     1. Click **Add Parking Space** to add one parking space.
     2. On the pop-up panel, enter a No. for the parking space.
     3. Click **Save**.
   - Batch add multiple parking spaces at one time.
     1. Click **Batch Add**.
     2. Click on the map to draw a line.
     3. On the pop-up panel, enter the number of parking spaces to be added.
     4. Enter the No. of the first parking space.
     5. Select the order of parking space No. from **Ascend** (e.g., 1, 2, 3) and **Descend** (e.g., 3, 2, 1).
     6. Click **Save**.
5. Optional: Perform the following operation(s) if needed.

Move Parking Space	Drag a parking space to move it.
Delete Parking Space(s)	• Click one parking space (the green point) and click**Delete** to delete it. • Click **Batch Select**, drag you cursor to select multiple parking spaces, and click **Delete** to batch delete them.
Adjust the Size of the	• Click one parking space and click **Size (+)** or **Size (-)** to make it

View of Parking Space(s)	bigger or smaller. ● Click **Batch Select**, drag you cursor to select multiple parking spaces, and click **Size (+)** or **Size (-)** to make them bigger or smaller.
Align Parking Spaces Horizontally	Click **Batch Select**, drag you cursor to select multiple parking spaces, and click **Horizontal Alignment** to align them in a horizontal line.
Align Parking Spaces Vertically	Click **Batch Select**, drag you cursor to select multiple parking spaces, and click **Vertical Alignment** to align them in a vertical line.
Replace Map	Click **Replace Map** to change the map.
Delete Map	Click **Delete Map** to delete the map.

6. Optional: Click **Back** to edit former configuration.

What to do next

Click **Next** to mark guidance screen(s) on the map. See ***Mark Guidance Screens on the Map***.

16.9.4 Mark Guidance Screens on the Map

In the Parking Guidance Configuration module, you can relate the guidance screen to the parking spaces at a specific direction in the parking lot. Once related, the guidance screen can display the number of vacant parking spaces and guide vehicles to them.

Steps

1. After configuring a map for the floor, you will enter the following page.

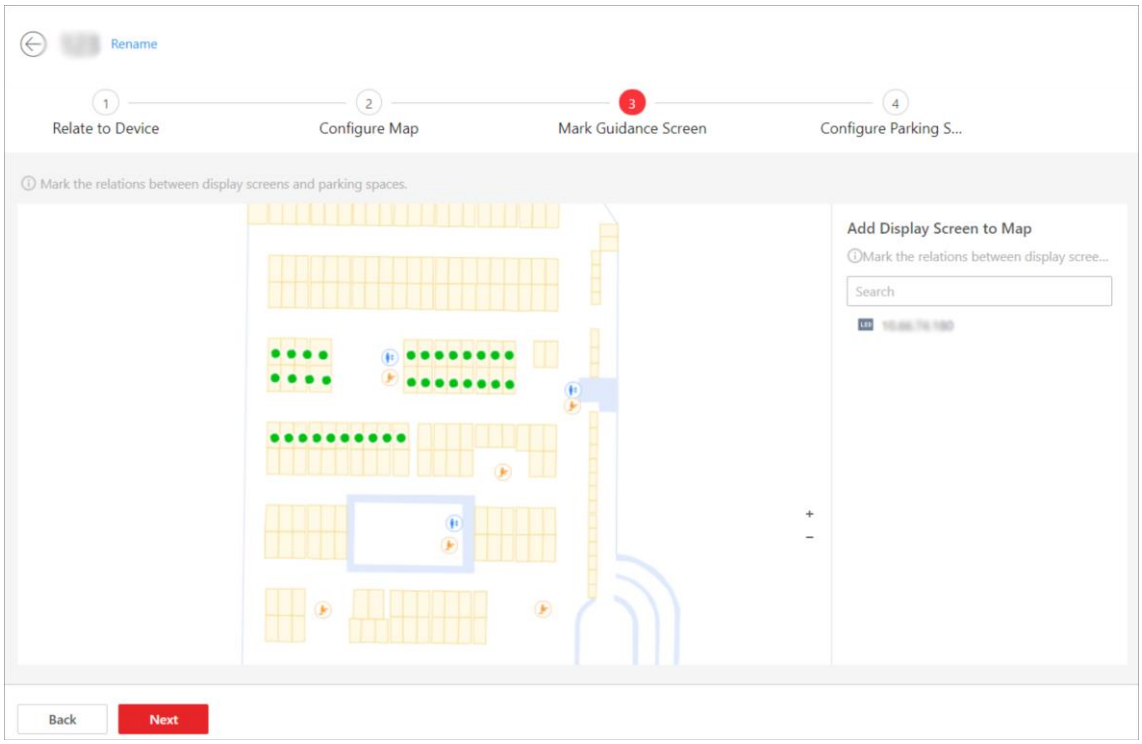


Figure 16-41 Mark Guidance Screen

2. Move a guidance screen from the left list to the map.

Note

Only the indoor guidance screen can be marked. The entrance guidance screen will not be displayed in the list.

3. Relate the guidance screen to the parking space(s) at a specific direction. Take relating the parking space(s) at left as an example.
   1) Click or **Relate Parking Space(s) at Left**.
   2) Click one parking space to relate, click **Batch Select** and drag to select multiple parking spaces to relate, or check **Select All Parking Spaces** to relate all parking spaces on the map.
   3) Click **OK**.

Note

You can also mark the parking space(s) at right or in the middle via the same steps.

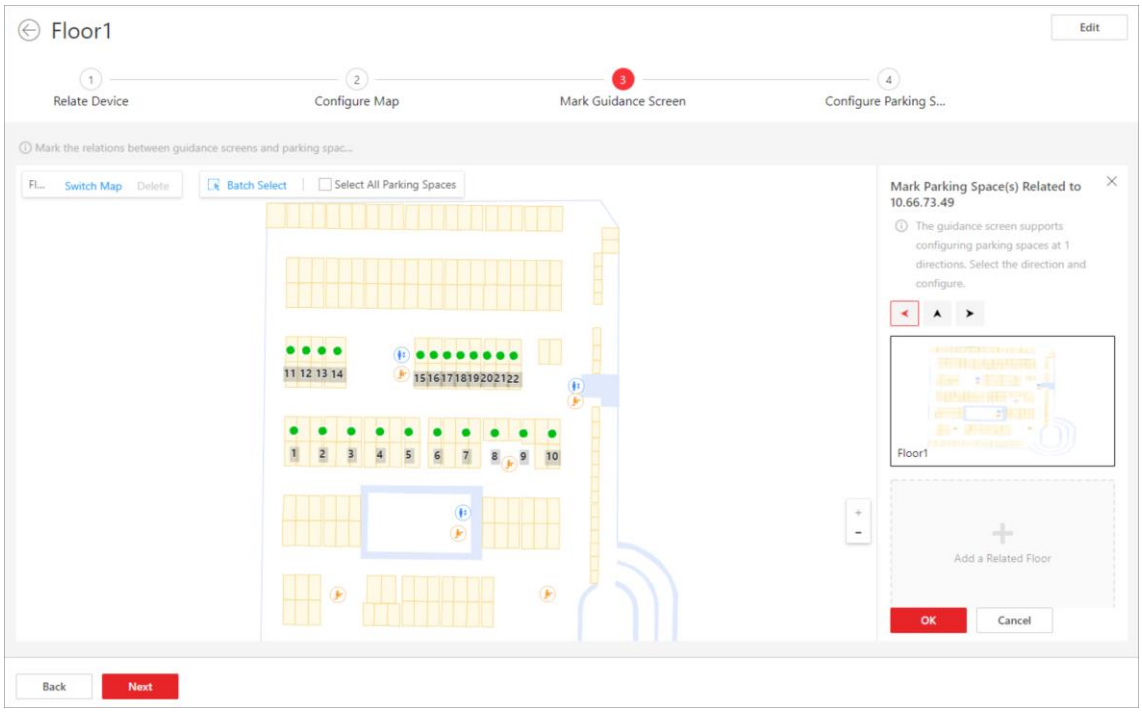


Figure 16-42 Relate Guidance Screen with Parking Spaces

4. Optional: Perform the following operations if needed.

Cancel the Relation Between Parking Space and Guidance Screen	Take canceling the relation between the parking space at left and the guidance screen as an example. 1. Click . 2. Click anywhere on the map. **Note** The color of the related parking space(s) turns into green. 3. Click **OK**.
Add a Related Floor	Click **Add a Related Floor** and select a floor to relate it with the indoor guidance screen.
Cancel the Relation with a Floor	Select a floor and click **Delete** to cancel the relation with it.
Switch Map	Click **Switch Map** and select another map to display.

What to do next

Click **Next** to configure the types of parking spaces. See ***Set Types for Parking Spaces on the Map***.

16.9.5 Set Types for Parking Spaces on the Map

In the Parking Guidance Configuration module, you can set types for parking spaces and managing the types according to actual needs.

Steps

1. After marking the guidance screen, you will enter the following page.

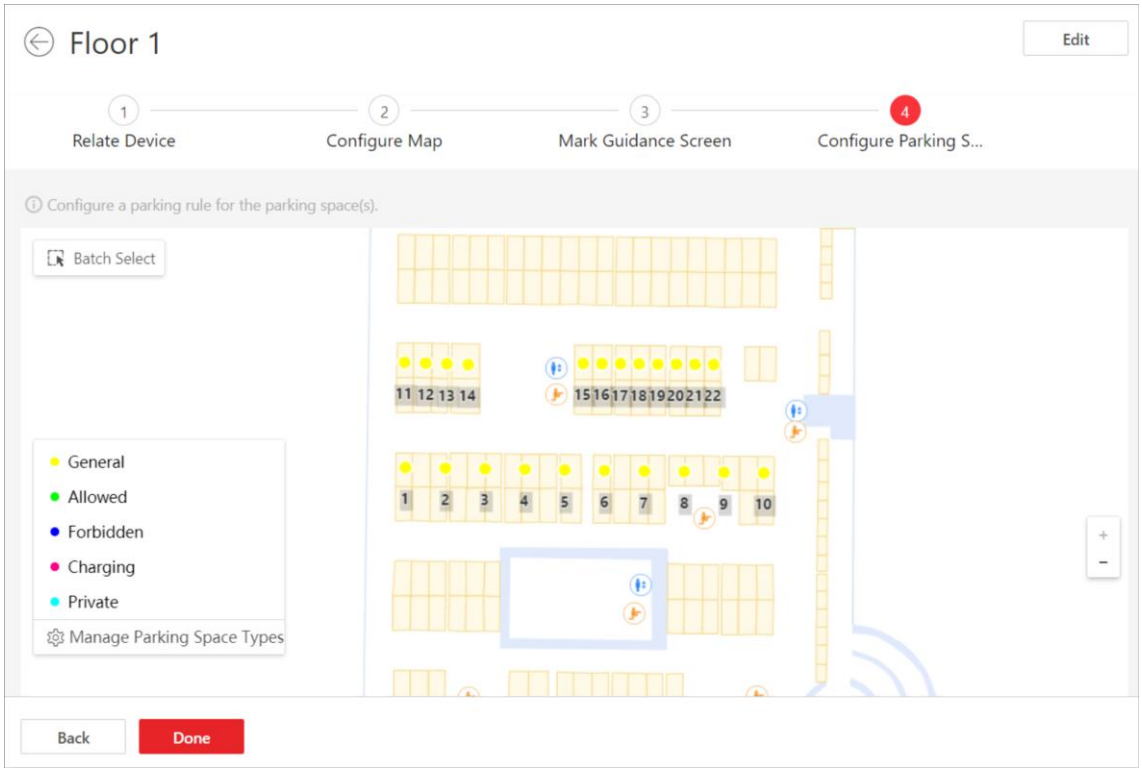


Figure 16-43 Set Types for Parking Spaces

2. Click a parking space to open the Configure Parking Spaces pane.

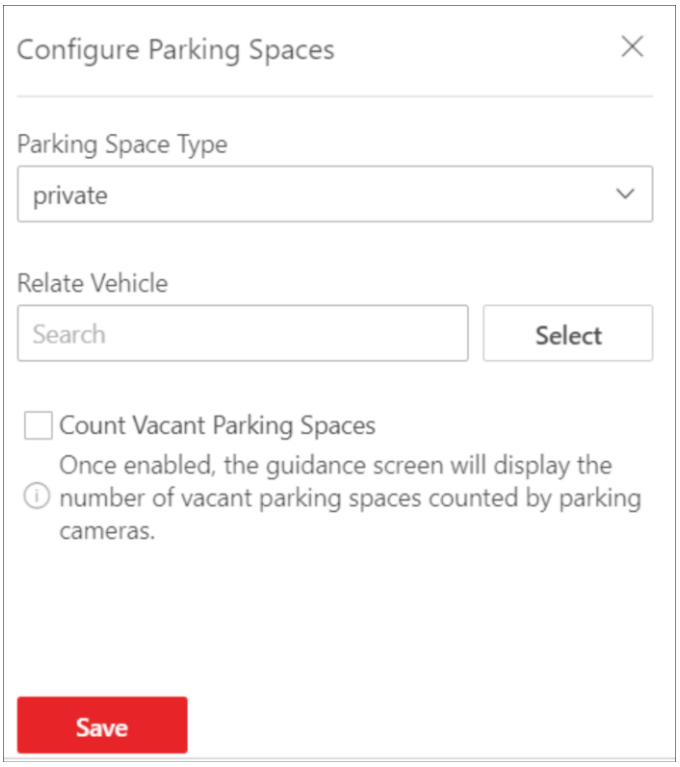


Figure 16-44 Configure Parking Spaces Pane

3. Select a type for the parking space from the drop-down list.
4. Relate vehicle(s) or vehicle list(s) to the parking space.

Note

Skip this step if you select **General** or **Charging** as the parking space type.

5. Optional: Check **Count Vacant Parking Spaces** to display the number of vacant parking spaces on the guidance screen.
6. Optional: Click **Manage Parking Space Types** and perform the following operations if needed.

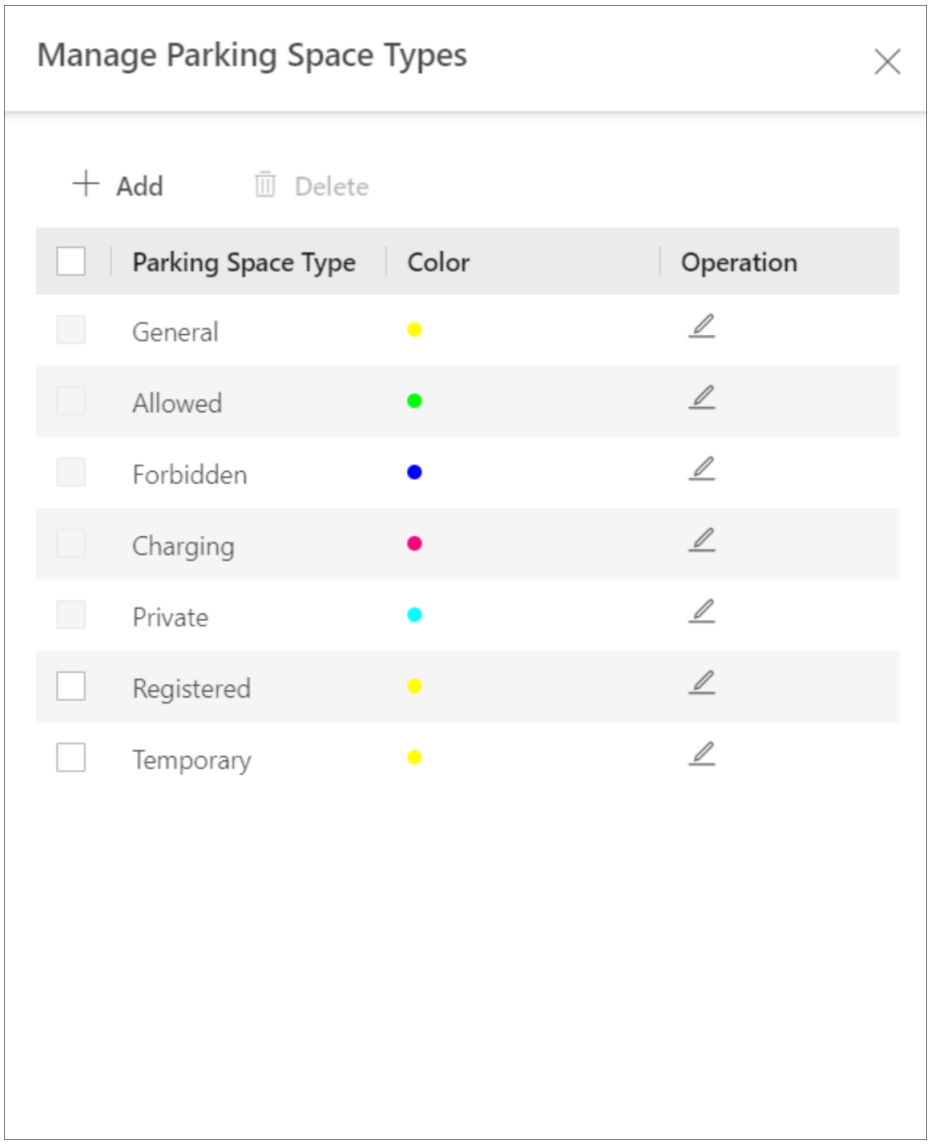


Figure 16-45 Manage Parking Space Types

Add a Parking Space Type

1. Click **Add**.
2. Create a name for the type.
3. Set a color for the type.

> **Note**
> The color will be applied to the indicator light of the parking cameras monitoring this type of parking spaces.

4. Click**Save**.

Edit a Parking Space Click to edit the name and color of a type.

Type	**Note** The name of the default types (general, allowed, forbidden, charging, private) cannot be edited.
Delete Parking Space Type(s)	Select one or multiple types and click **Delete** to delete them. **Note** The default types cannot be deleted.

7. Click **Done**.
8. Optional: Click **Back** to edit former configuration.

16.10 Parking Space Monitoring

On the Parking Space Overview page, you can view the statistics of parking spaces, and can search for specific statistics by parking space No., license plate number, and parking time.
The Parking Space Overview page displays various kinds of statistics of parking spaces, including the occupancy rate of the parking spaces in a parking lot, the number of vacant parking spaces, occupied parking spaces, and parking spaces with unknown status, and the number of overtime parking and parking violations.

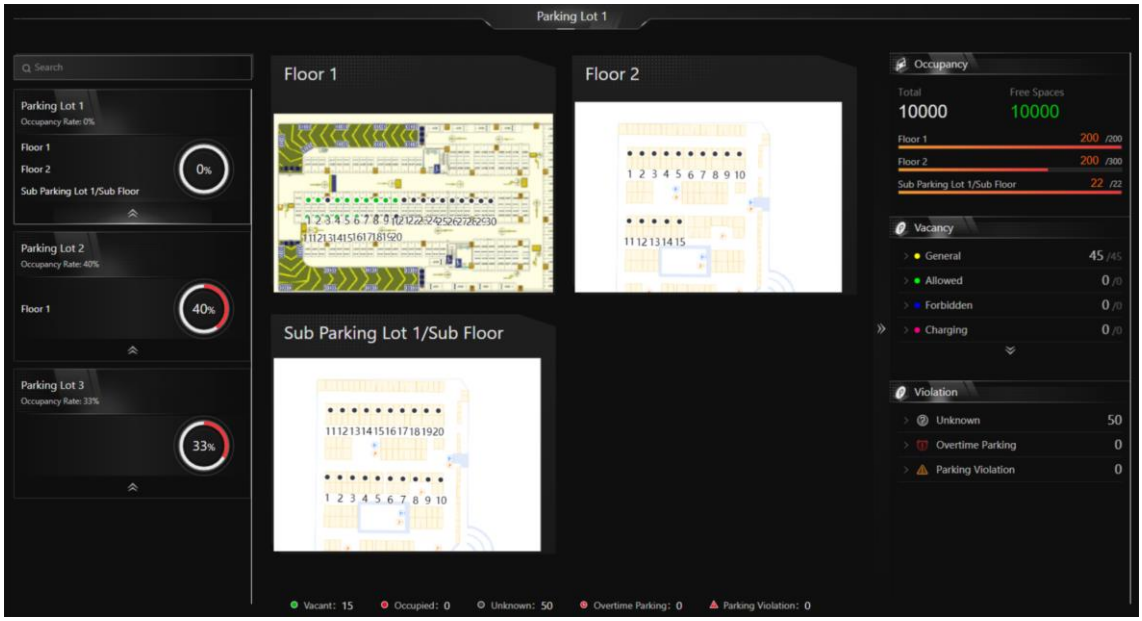


Figure 16-46 Parking Space Overview

You can click a floor name to view the statistics of the parking spaces of this floor. On the following

page, you can move to a specific parking space to view its detailed information, and can click a parking space to view its real-time status and search for parking records. Moreover, you can click **Occupancy Status Overview** or **Parking Duration Overview** to view these two types of statistics respectively.

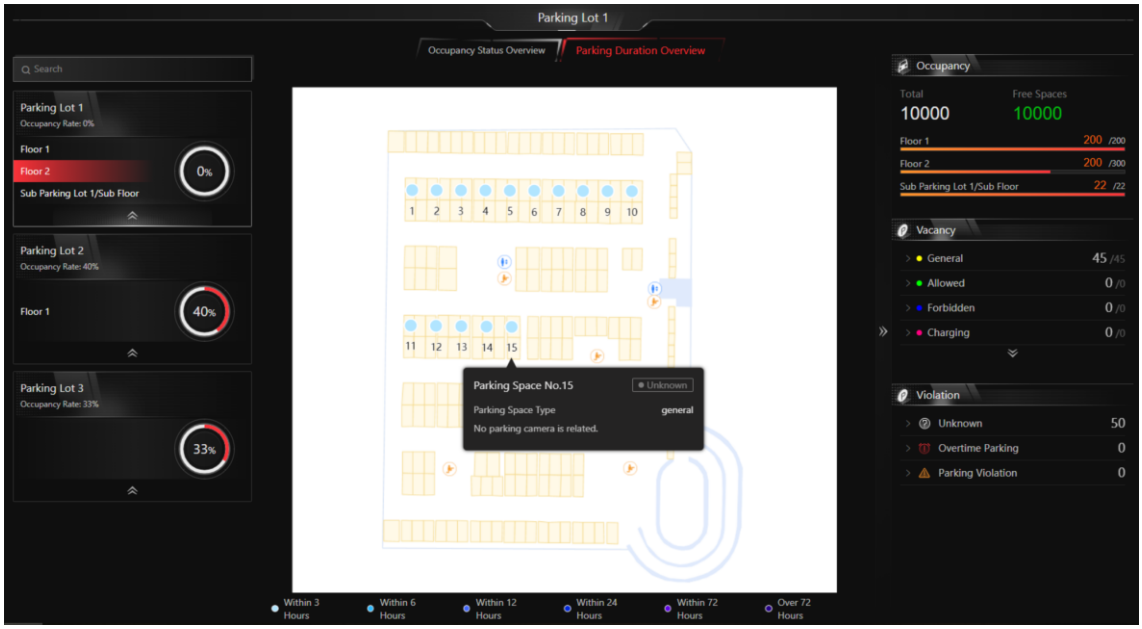


Figure 16-47 Floor Parking Space Overview

16.11 Vehicle and Record Search

In the Vehicle module, you can search for various types of records, including the vehicle passing records, parking records, payment records, etc. Each record is attached with highly detailed information related to it, which can give the vehicle owner and the administrator a whole picture of the vehicle's activity in a parking lot. Therefore, these records can help you to manage vehicles and parking lots much better.

16.11.1 Add Fuzzy Matching Rules for License Plate Search

When searching vehicles by license plate number on the Control Client, the system supports fuzzy matching. You can first set the fuzzy matching rules according to actual needs. By default, the system provides 6 ready-made rules including 0<=>Q, 0<=>O, Q<=>O, 1<=>I, G<=>6, and D<=>O.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Basic Settings** → **Plate Fuzzy Search**.
2. Click **Add**.

Figure 16-48 Add a Fuzzy Matching Rule

3. Set the rule.

<=>

Enter an uppercase letter or a digit before and after this symbol respectively.
For example, 0<=>Q means: If you enter 0 or Q for search, the recognized license plate numbers with 0 and the ones with Q will be filtered.

=>

Enter an uppercase letter or a digit before and after this symbol respectively.
For example, G=>6 means: If you enter G for search, the recognized license plate numbers with G and the ones with 6 will be filtered. But if you enter 6 for search, the ones with G will not be filtered.

Note

- By default, 6 rules are added when you log in for the first time.
- Up to 16 rules can be added.

4. Click **Save**.
5. Optional: After adding the rules, you can do one or more of the followings.

Edit Rule	Click in the Operation column to edit this rule.
Enable/Disable Rule	Click /⊖ in the Operation column to enable/disable this rule.
Delete Rule	Click × in the Operation column to delete this rule.

16.11.2 Search for Visitor Vehicles

In the Vehicle and Card Management module, you can search for visitor vehicles. The information of the vehicles (such as the license plate number, vehicle owner, etc) will be displayed, and you can export the information to your PC.

Steps

1. Go to → **All Modules** → **Vehicle** → **Vehicle and Card Management** → **Visitor Vehicle**.
2. Click to open the panel of search conditions.

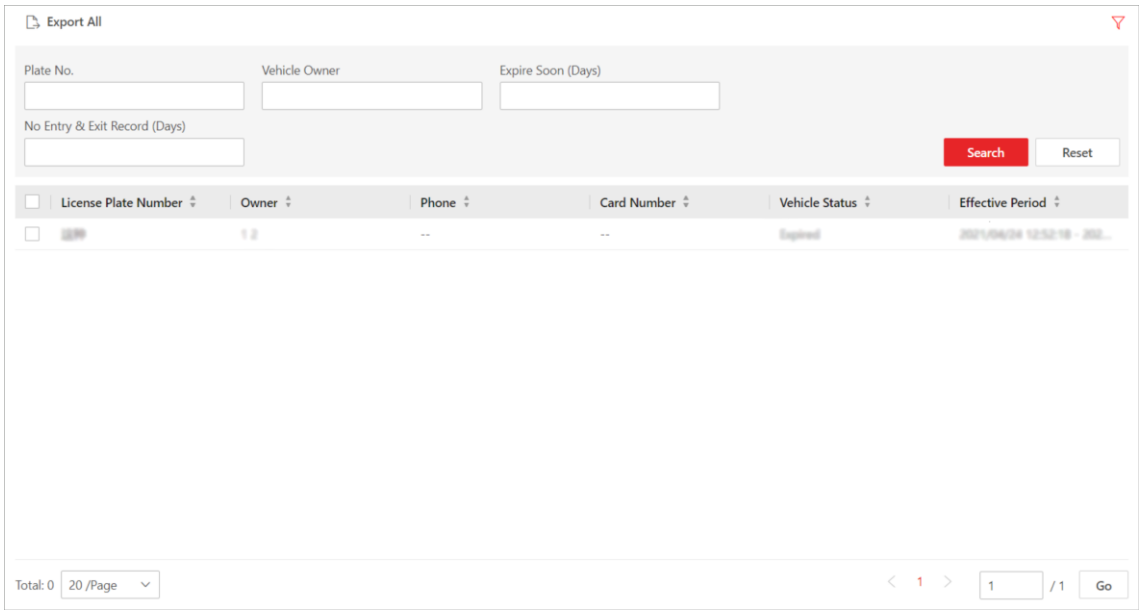


Figure 16-49 Search Visitor Vehicle Page

3. Set search conditions, including license plate number, vehicle owner, expire soon(days), and no entry & exit record(days).

   Expire Soon (Days)

   The days left before the status of the vehicle becomes **Expired**.

   No Entry & Exit Record (Days)

   The number of days during which the vehicle did not entered or exited the parking lot.
4. Click **Search**.

   The matched result(s) will be displayed.

16.11.3 Search for Vehicle Passing Records

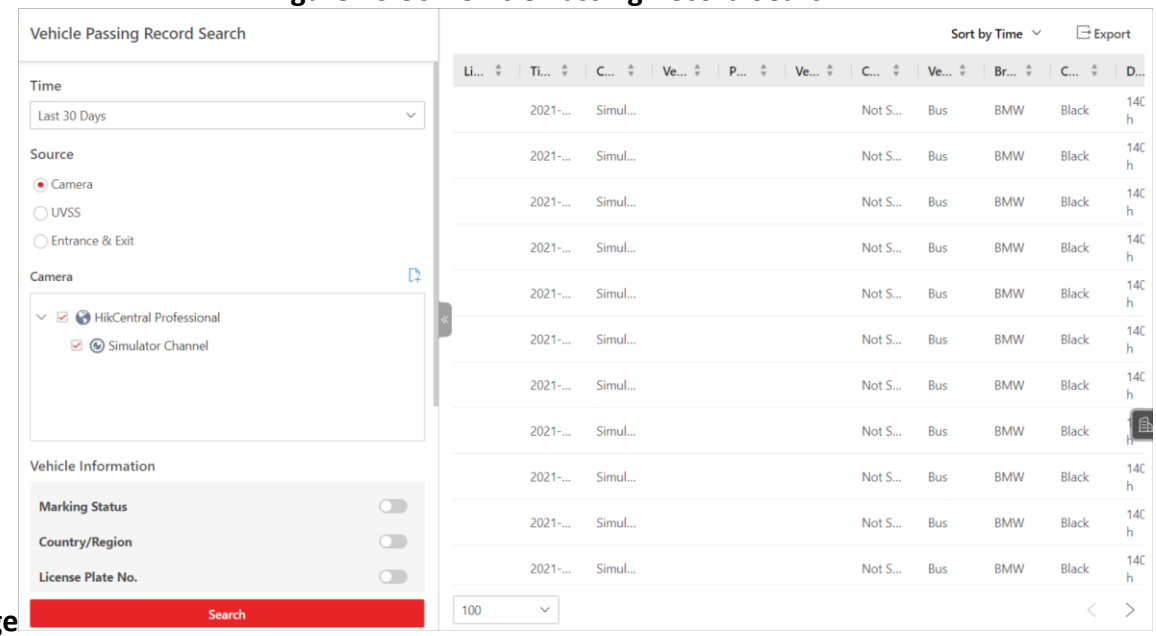
If the added Automatic Number-Plate Recognition (ANPR) camera and entrance and exit are properly configured, and the vehicle license plate number is recognized by the cameras or capture units linked to the entrance and exit, you can search the related vehicle passing information.

Steps

> **Note**
>
> Make sure your license supports ANPR function. Otherwise, ANPR function cannot perform normally in the system.

1. In the top left corner of the Client, select → **All Modules** → **Vehicle** → **Search** → **Vehicle Passing Record Search**.

Figure 16-50 Vehicle Passing Record Search



Page

2. Set a time range.
   - Select to search the vehicle passing records generated today, yesterday, current week, last 7 days, or last 30 days.
   - Click **Custom Time Interval** to set the search time range.
3. Select **Camera** or **Entrance and Exit** as the source of passing vehicle records.
   The camera or entrance/exit will be automatically displayed under the Source.

Note

For camera, you can click , and select the ANPR camera(s).

4. Set searching conditions according to your needs.

Marking Status

Search marked or unmarked vehicles' passing records.

Country/Region

Select the country/region where the vehicle's license plate number is registered.

License Plate Number

Select **No License Plate** to search vehicles without license plate number; select **With License Plate** and enter a vehicle's license plate number or key word of license plate number.

Vehicle Owner

Enter the vehicle owner's name or keyword of name.

Vehicle Type

Select the type of the vehicle from the drop-down list.

Brand

Select the brand of the vehicle from the drop-down list.

Color

Select the color of the vehicle from the presented colors.

Driving Direction

- **Forward**: the vehicle moved toward the camera with its headstock facing the camera.
- **Reverse**: the vehicle moved away from the camera with its rear facing the camera.
- **Other**: the vehicle moved toward or away the camera in other directions.

Driving Speed

Set a range of driving speed.

Vehicle List

Search vehicle passing records of vehicles in certain vehicle list(s).

Custom Information

The custom items of vehicle information you added.

5. Click **Search**.
   The vehicle passing records that match the search conditions will be displayed in the right area.
6. Optional: Perform the following operations if needed.

View Vehicle Information	Click a license plate number in the list to view the detailed information of the vehicle.
Sort Records	Click **Sort by Time** or **Sort by Vehicle Passing Times** in the upper-right corner to sort vehicle passing records.

Sort by Time

Sort records by the time vehicles passed through the entrance & exit.

Sort by Vehicle Passing Times

Sort records by the number of times vehicles passed through the entrance & exit.

1. Click **Export** in the upper-right corner to open the Export panel.
2. Select **Excel**, **CSV**, or **PDF** as the format of the exported file. Check **Export Picture** to save vehicles' pictures in your PC with the Excel file.
3. Click **Browse** to select a saving path.
4. Click **Save**.

Note

- Up to 500 vehicle passing records with captured pictures can be exported at one time. If the number of records with captured pictures exceeds 500, you need to go to the Control Client to export them.
- Up to 100,000 vehicle passing records without captured pictures can be exported at one time.

16.11.4 Search for Parking Records

On the platform, you can search for the parking records generated in a specific parking lot or the record of a specific vehicle by setting relevant search conditions according to actual needs, and perform further operations, such as viewing the detailed information of vehicles and exporting the records to your PC.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Vehicle** → **Search** → **Parking Record Search**.
2. Set search conditions according to actual needs.

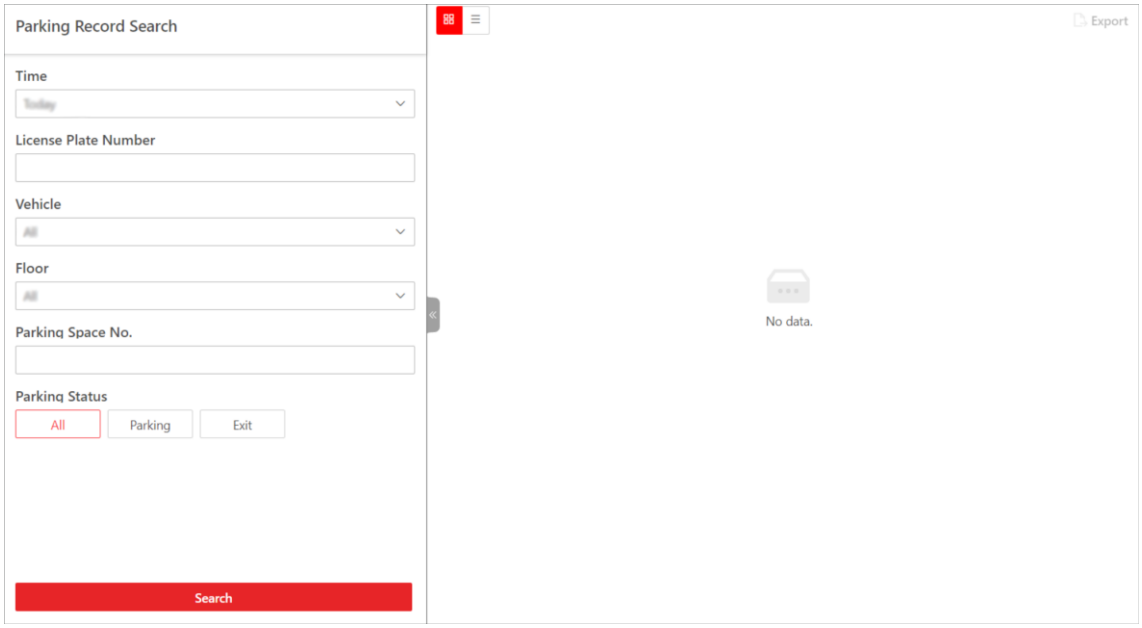


Figure 16-51 Parking Record Search Page

1) Set a time range.

Note

You can select today, yesterday, current week, last 7 days, or last 30 days from the drop-down list to search for the records generated in a relevant period, or click **Custom Time Interval** to customize a time range.

2) Optional: Enter the license plate number of the vehicle.
3) Select a parking lot or **All** from the drop-down list.
4) Select a floor or **All** from the drop-down list.
5) Optional: Enter the parking space No.
6) Select the status of parking.

3. Click **Search**.
   The matched record(s) will be displayed in the right area.

Note

You can click ☰ or ⊞ to switch between list mode and thumbnail mode.

4. Optional: In the upper-right corner, click **Export** to export the record(s) to your PC.

Note

- Up to 500 parking records with captured pictures can be exported at one time. If the number of records with captured pictures exceeds 500, you need to go to the Control Client to export them.
- Up to 100,000 parking records without captured pictures can be exported at one time.

16.11.5 Search for Parked Vehicles

If the actual number of vacant parking spaces is different from the number displayed on the guidance screens, you can search for the vehicles that already exited but still recorded in the parking lot to edit the vehicle information. For example, for parking lots requiring all on-site vehicles out at the end of a day, you can search for the vehicles that are still in the parking lot and export the vehicles' information. In another situation, if a vehicle is manually allowed to exit the parking lot, the number of vacant parking spaces may not be updated in time. In this situation, you can search for the vehicle and delete it from the vehicle list of the parking lot to update the number of vacant parking spaces.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Vehicle** → **Search** → **Parked Vehicle Search**.
2. Set searching conditions according to actual needs.

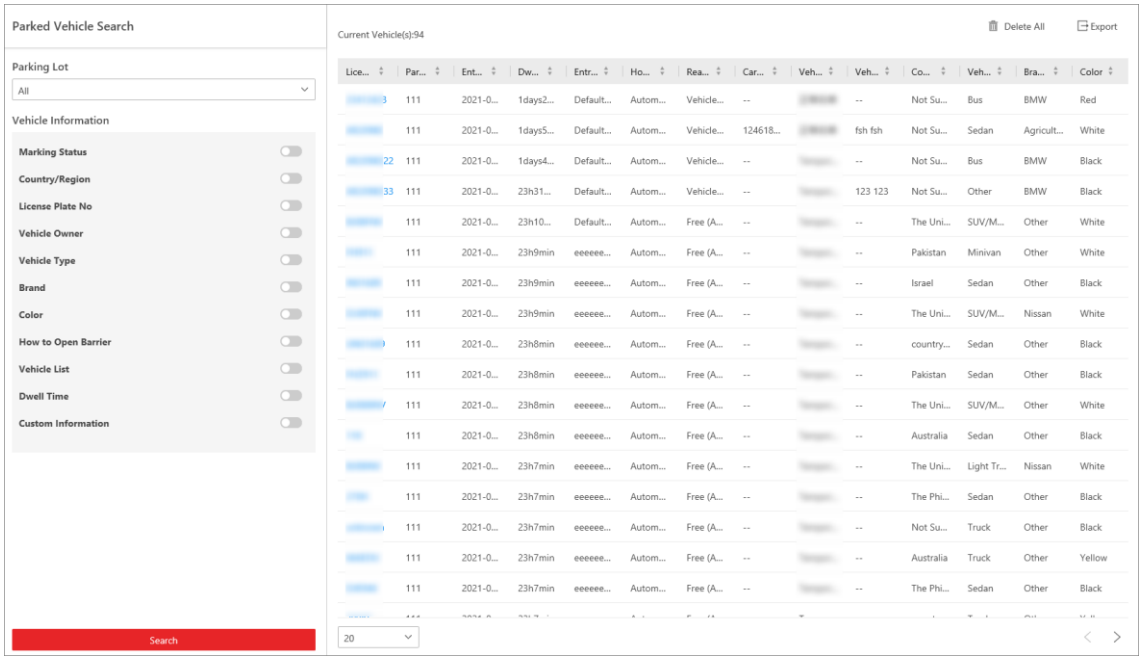


Figure 16-52 Search Vehicles in Parking Lot

1) Select a parking lot from the drop-down list.
2) Optional: Set vehicle information.

Label

Search marked or unmarked vehicles in the parking lot.

Country/Region

Select the country/region where the vehicle's license plate number is registered.

License Plate Number

Select **No License Plate** to search vehicles without license plate number; select **With License Plate** and enter a vehicle's license plate number or key word of license plate number.

Vehicle Owner

Enter the vehicle owner's name or keyword of name.

Vehicle Type

Select the type of the vehicle from the drop-down list.

Brand

Select the brand of the vehicle from the drop-down list.

Color

Select the color of the vehicle from the presented colors.

How to Open Barrier

It refers to how the barrier gate was opened when a vehicle exits the parking lot. **Manual** indicates that the a security guard manually controls the barrier gate to open after

identifying the vehicle owner; **Automatic** indicates that the barrier gate was opened automatically after the capture unit recognizing the license plate number; **Barrier Not Open** indicates that the barrier gate was not opened after the capture unit recognizing the license plate number.

Vehicle List

Search vehicle passing records of vehicles in certain vehicle list(s).

Dwell Time

The parking duration of the searched vehicles in the parking lot.

Additional Information

The custom items of vehicle information you added.

3. Click **Search**.
   The matched vehicles will be displayed in the right area.
4. Perform the following operations if you need.

Delete Vehicles from Parking Lot

- Click **Delete All** to delete all searched vehicles from the parking lot.

Note

After deleting a vehicle in the list, there will be one more vacant parking space in the parking lot.

Export Vehicle Information to PC

- Save information of all searched vehicles as a file in PC.
  - In the top right corner, click **Export** to open the Export panel.
  - Select **Excel** or **CSV** as the format of the exported file. Check **Export Picture** to save vehicles' pictures in your PC with the Excel file.
  - Click **Browse** to select a saving path.
  - Click **Save**.

Note

- Up to 500 records of parked vehicles with captured pictures can be exported at one time. If the number of records with captured pictures exceeds 500, you need to go to the Control Client to export them.
- Up to 100,000 records of parked vehicles without captured pictures can be exported at one time.

Click a license plate number in the list to view the detailed

information of the vehicle.

16.11.6 Search for Payment Records

If a vehicle pays the parking fee and exits the parking lot, its payment information, such as the payment source and operation time, will be recorded in the platform. On the platform, you can search for the payment records generated in a specific parking lot or the records of a specific vehicle by setting search conditions according to actual needs. You can also export the records to your PC. With the statistics, you can monitor some of the transactions done in the parking lots, which can help you to manage the parking lots better.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Vehicle** → **Search** → **Payment Record Search**.

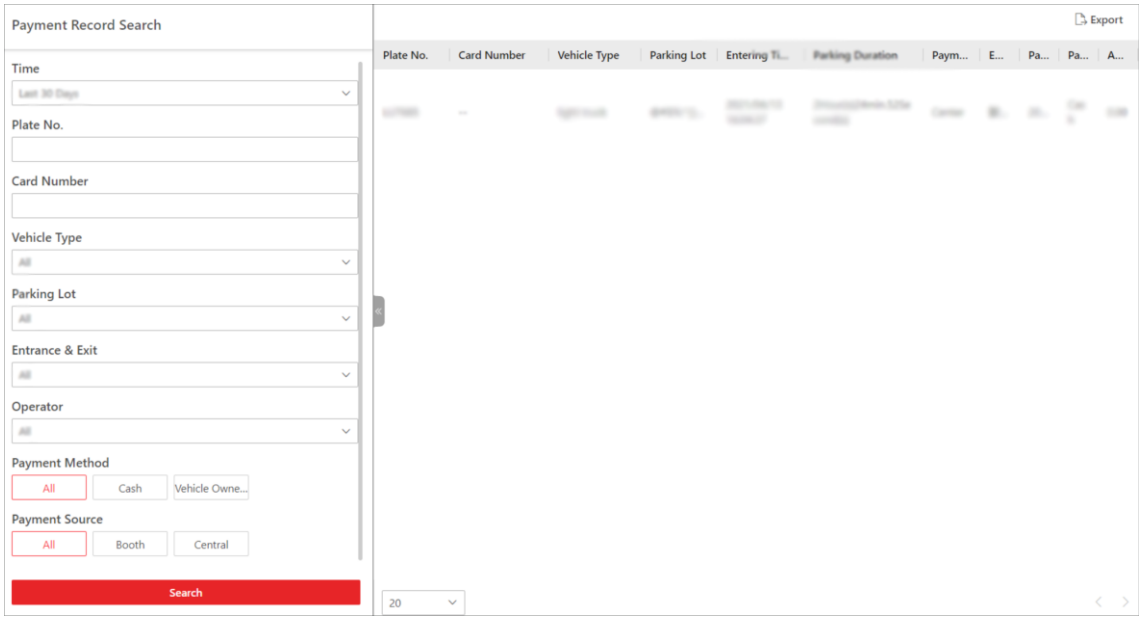


Figure 16-53 Payment Record Search Page

2. Set search conditions according to actual needs.
   1) Set a time range.

   Note

   You can select today, yesterday, current week, last 7 days, or last 30 days from the drop-down list to search for the records generated in a relevant period, or click **Custom Time Interval** to set a time range by yourself.

   2) Optional: Enter the license plate number of the vehicle.
   3) Optional: Enter the card number of the vehicle.
   4) Select the type of the vehicle or **All** from the drop-down list.

5) Select a parking lot or **All** from the drop-down list.
6) Select an operator (the person responsible for collecting the fee) or **All** from the drop-down list.
7) Select the payment method from **All**, **Cash**, and **Vehicle Owner Account**.
8) Select the source of payment from **All**, **Booth**, and **Toll Center**.

3. Click **Search**.
   The matched record(s) will be displayed in the right area.
4. Optional: In the upper-right corner, click **Export** to export the record(s) to your PC.

16.11.7 Search for Vehicle Top-Up and Refund Records

In the Search module, you can search for the top-up and refund records of vehicles or parking lots, and exporting the records to your PC. With the statistics, you can monitor some of the transactions happened in the parking lots, which can help you to manage the parking lots better.

Steps

1. Go to → **All Modules** → **Vehicle** → **Search** → **Top-Up and Refund Record Search**.

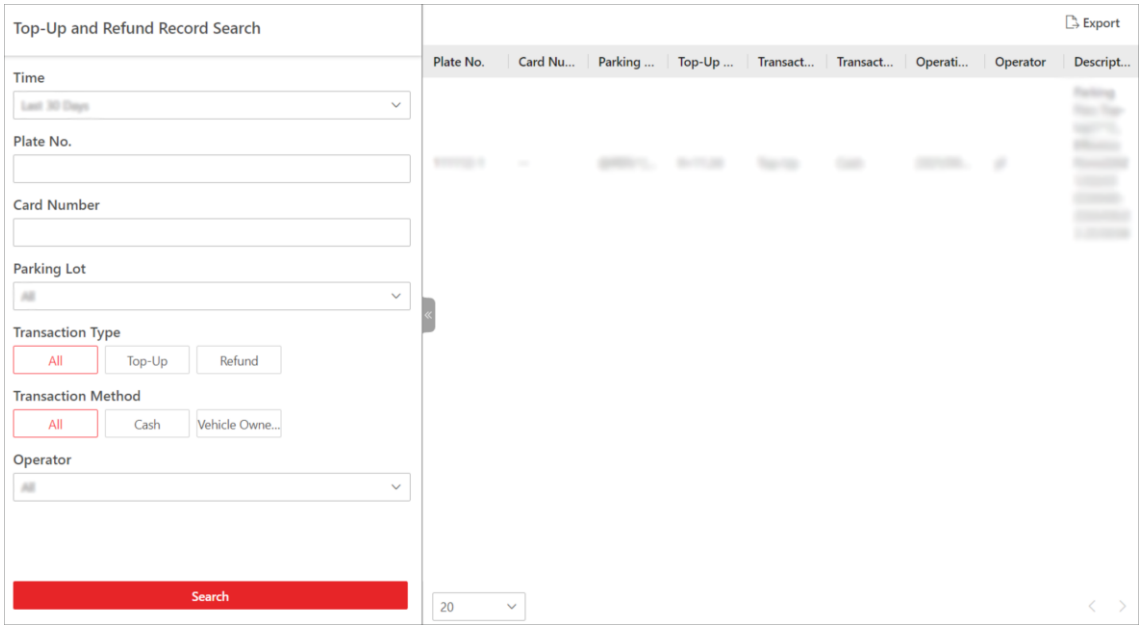


Figure 16-54 Top-Up and Refund Record Search Page

2. Set search conditions according to actual needs.
   1) Set a time range.

> **Note**
>
> You can select today, yesterday, current week, last 7 days, or last 30 days to search for the records generated in relevant period, or click **Custom Time Interval** to set a time range by yourself.

   2) Optional: Enter the license plate number of the vehicle.

3) Optional: Enter the card number of the vehicle.
4) Select a parking lot or **All** from the drop-down list.
5) Select the transaction type from **All**, **Top-Up**, and **Refund**.
6) Select the transaction method from **All**, **Cash**, and **Vehicle Owner Account**.
7) Select an operator (the person responsible for collecting the fee) or **All** from the drop-down list.

3. Click **Search**.
   The matched record(s) will be displayed in the right area.
4. Optional: In the upper-right corner, click **Export** to export the record(s) to your PC.

16.11.8 Search for Transaction Records of Vehicle Owner Account

In the Search module, you can search for the transaction records of a specific vehicle owner account, and exporting the records to your PC. With the statistics, you can see the details about the transactions between a vehicle owner and the parking lot.

Steps

1. Go to → **All Modules** → **Vehicle** → **Search** → **Account Transaction Record Search**.
2. Set search conditions according to actual needs.

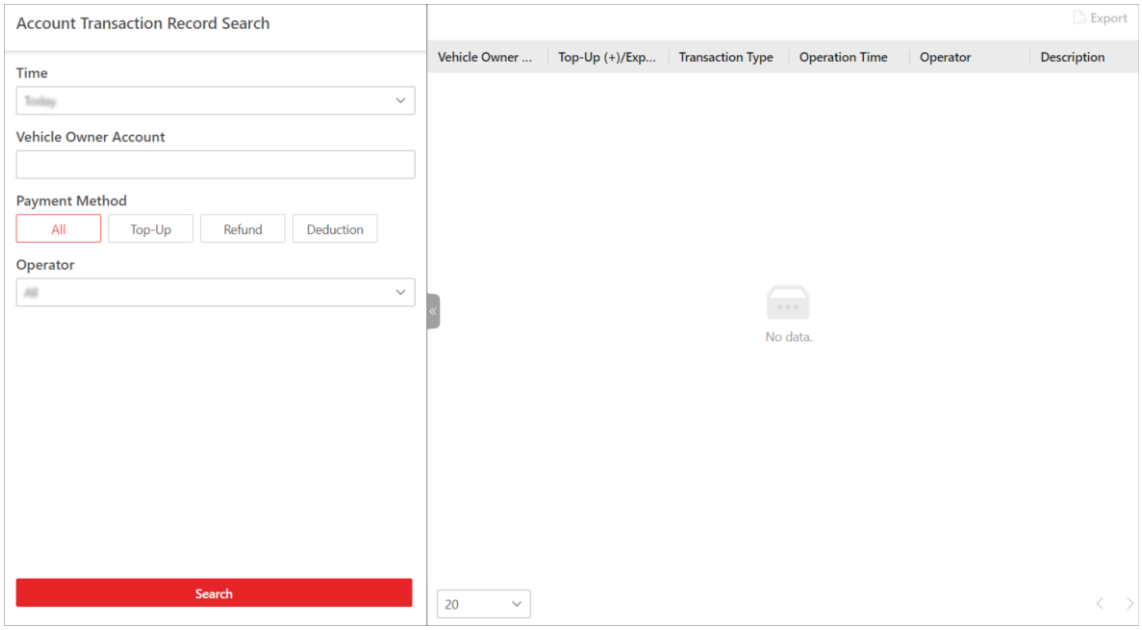


Figure 16-55 Account Transaction Record Search Page

1) Set a time range.

Note

You can select today, yesterday, current week, last 7 days, or last 30 days to search for the records generated in relevant period, or click **Custom Time Interval** to set a time range by yourself.

2) Enter the account of the vehicle owner.
3) Select the transaction type from **All**, **Top-Up**, **Refund**, and **Deduction**.
4) Select an operator (the person responsible for collecting the fee) or **All** from the drop-down list.

3. Click **Search**.
   The matched record(s) will be displayed in the right area.
4. Optional: In the upper-right corner, click **Export** to export the record(s) to your PC.

16.11.9 Search for the Work Records of Operators

In the Search module, you can search for the work records of operators (i.e., the persons responsible for payment management). You can view the information such as the on-duty and off-duty time of an operator as well as the amount of payment the operator managed during working hours.

Steps

1. Go to → **All Modules** → **Vehicle** → **Search** → **Operator Shift Search**.
2. Set search conditions according to actual needs.

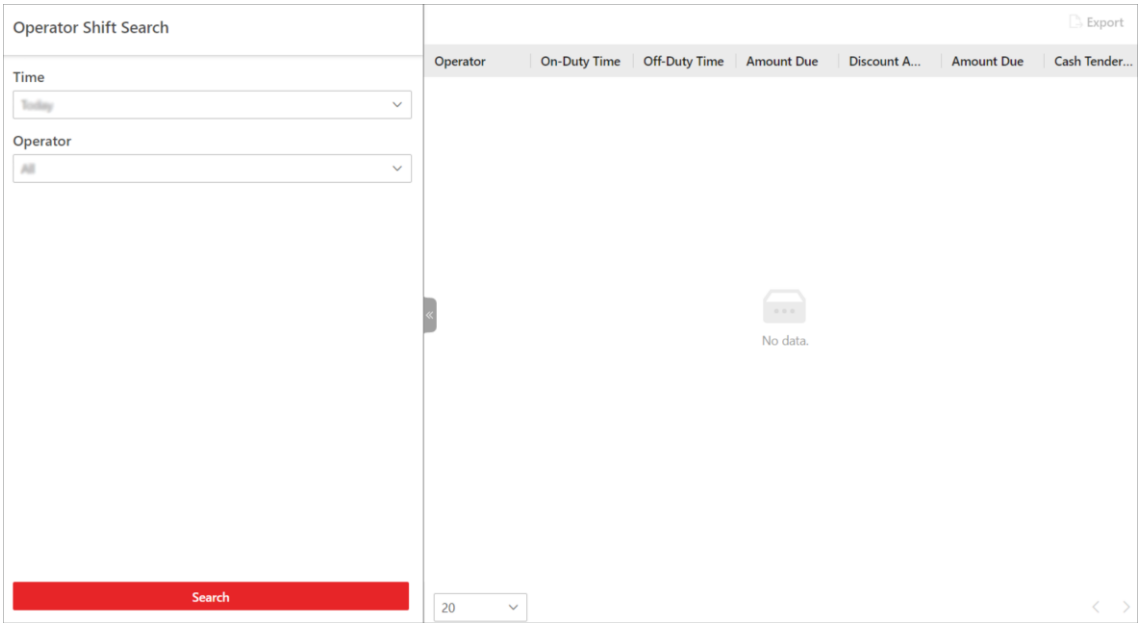


Figure 16-56 Operator Shift Search Page

1) Set a time range.

Note

You can select today, yesterday, current week, last 7 days, or last 30 days to search for the records generated in relevant period, or click **Custom Time Interval** to set a time range by yourself.

2) Select an operator (the person responsible for collecting the fee) or **All** from the drop-down list.

3. Click **Search**.
   The matched record(s) will be displayed in the right area.
4. Optional: In the upper-right corner, click **Export** to export the record(s) to your PC.

16.11.10 Search for Coupon Records

In the Search module, you can search for coupon records and view the detailed information of the coupons, such as the discount rule, expiration time, coupon status.

Steps

1. Go to → **All Modules** → **Vehicle** → **Search** → **Coupon Record Search**.
2. Set search conditions according to actual needs.

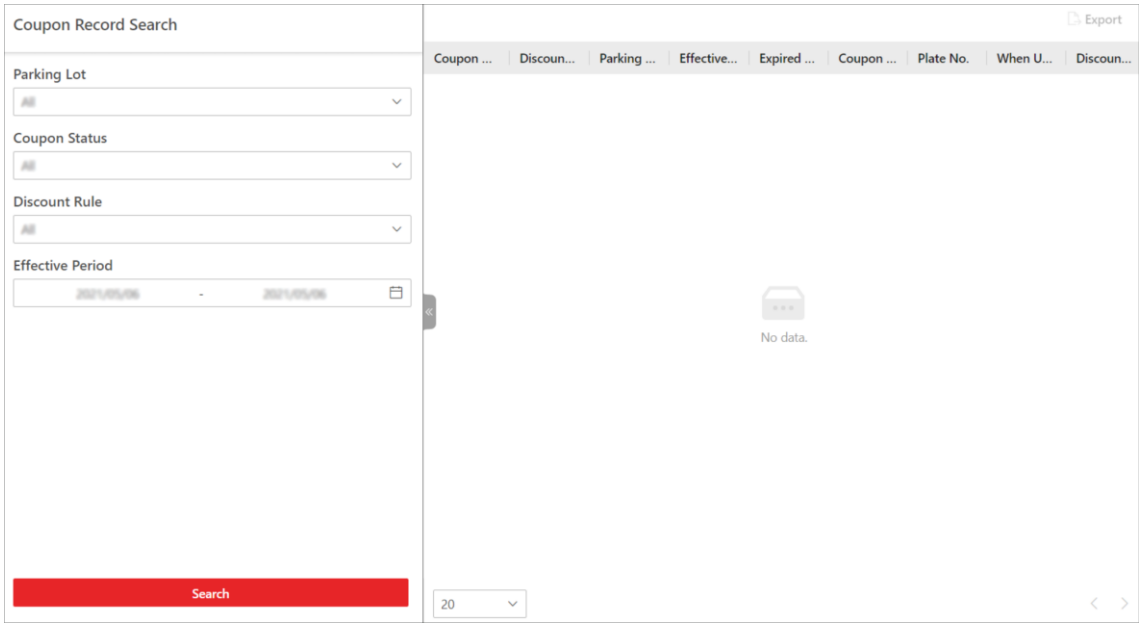


Figure 16-57 Coupon Record Search Page

1) Select a vehicle or **All** from the drop-down list.
2) Select a status of the coupon from the drop-down list.
3) Select a discount rule or **All** from the drop-down list.
4) Optional: Click to set the effective period of the coupon(s) to be searched for.

3. Click **Search**.
   The matched record(s) will be displayed in the right area.
4. Optional: In the upper-right corner, click **Export** to export the record(s) to your PC.

16.12 Set User to Receive Entry & Exit Calls

You can specify users to receive calls from the entry & exit devices on the Control Client, and then

the user can remotely perform the further operations for the vehicles, such as correcting license plate number and manually allowing passing.
In the top left corner of Home page, select → **All Modules** → **Vehicle** → **Basic Settings** → **Call Recipient Settings**.
Click **Add** to select user(s) to receive entrance & exit calls on the Control Client.

16.13 Export Operation Reports of Parking Lots

In the Statistics and Reports module, you can view the statistics related to the operations of parking lots, such as the parking lot occupation rate, parking duration distribution, traffic flow statistics. With the statistics, you can have a general understanding of the situation of parking lots.

Steps

1. Go to → **All Modules** → **Vehicle** → **Statistics and Reports** → **Parking Lot Operation Analysis**.

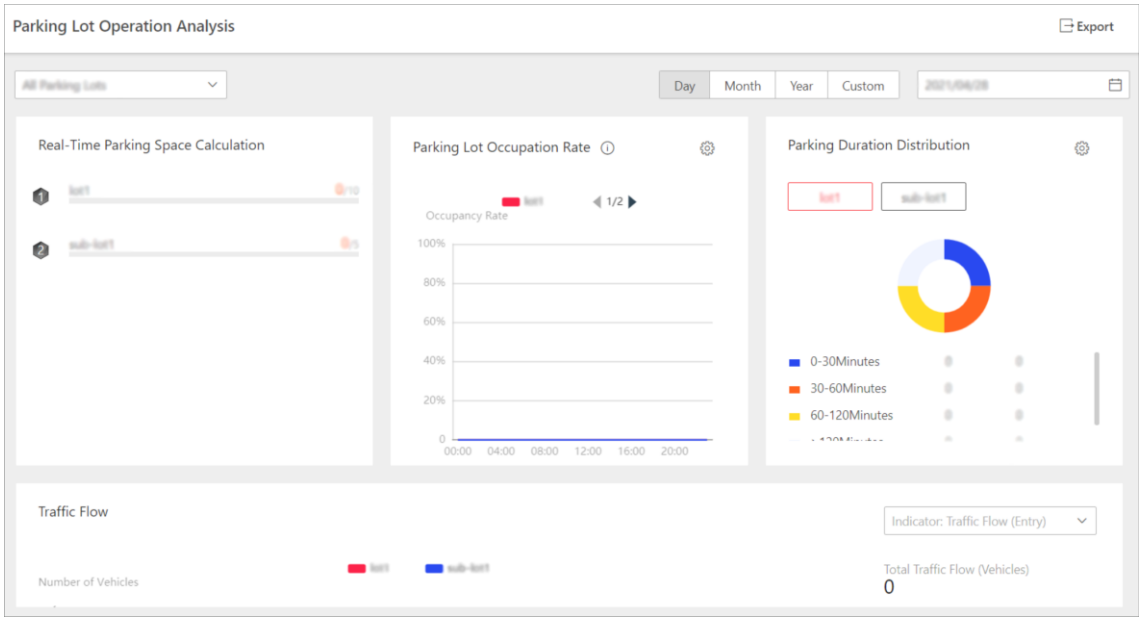


Figure 16-58 Parking Lot Operation Analysis Page

2. Select a parking lot from the drop-down list.
3. Select a report type from **Day**, **Month**, and **Year**, or select **Custom** to display the operation data generated in the custom period.
4. Optional: Click beside **Parking Lot Occupation Rate** to set a time period.
   The statistics generated in the set period will be displayed.
5. Click beside **Parking Duration Distribution** to set the parking duration(s) to be calculated.
   The distribution of the selected parking duration(s) will be displayed.
6. In the Traffic Flow area, select one or multiple indicators from the drop-down list.

   Traffic Flow (Entry)

   The number of vehicles entered the parking lot.

Traffic Flow (Exit)

The number of vehicles exited the parking lot.

7. Optional: In the upper-right corner, click **Export** to save the analysis report to your PC.

16.14 Export Transaction Reports of Parking Lots

In the Statistics and Reports module, you can view the statistics related to the revenue and expenditure of parking lots, such as the trend and type of revenue and expenditure, the revenue and expenditure generated in a specific period. The statistics can give you a general picture of the transactions done in the parking lots.

Steps

1. Go to → **All Modules** → **Vehicle** → **Statistics and Reports** → **Transaction Analysis**.

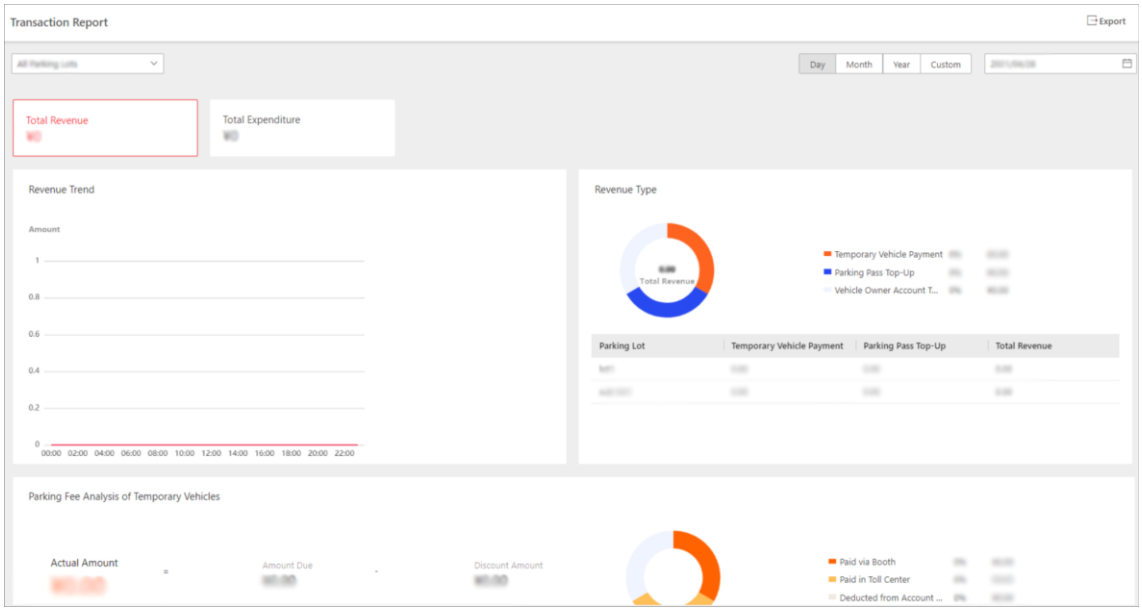


Figure 16-59 Transaction Analysis Page

2. Select a parking lot from the drop-down list.
3. Select a report type from **Day**, **Month**, and **Year**, or select **Custom** to display the operation data generated in the custom period.
4. Click **Total Revenue** to view the statistics of revenue, and the parking fee analysis of temporary vehicles.
5. Click **Total Expenditure** to view the statistics of expenditure.
6. Optional: In the upper-right corner, click **Export** to save the analysis report to your PC.

16.15 Send Overtime Parking Report Regularly

You can set a regular overtime parking report rule for the parking lot added to the system, and the system can send an email with a report attached to the target recipients daily, weekly, or monthly,

showing the records of overtime parking vehicles detected by ANPR cameras during the specified time periods.

Before You Start

- Set the email template with recipient information, subject, and content. For details, refer to ***Set Email Template***.
- Set the email settings such as sender address, SMTP server address and port, etc. For details, refer to ***Configure Email Account***.
- Make sure the parking lot has been added to the system. For details, refer to ***Add Parking Lot***.

Steps

Note

- One report can contain up to 10,000 records in total.
- The report will be an Excel file.

1. In the top left corner of Home page, select → **All Modules** → **Vehicle** → **Overtime Parking Report**.
2. Click **+** to enter the Create Report page.
3. Create a name for the report.
4. Set the report type as **Daily**, **Weekly**, or **Monthly** and set the sending time.

   Daily Report

   Daily report shows data on a daily basis. The system will send one report at the sending time every day, which contains data detected on the day (24 hours) before the current day.
   For example, if you set the sending time as 20:00, the system will send a report at 20:00 every day, containing the records of overtime parking vehicles detected between 00:00 and 24:00 before the current day.

   Weekly Report and Monthly Report

   As compared to daily report, weekly report and monthly report can be less time-consuming, since they are not to be submitted every day. The system will send one report at the sending time every week or every month, which contains the records of overtime parking vehicles detected on the last 7 days or last month before the sending date.
   For example, for weekly report, if you set the sending time as 6:00 on Monday, the system will send a report at 6:00 in the morning on every Monday, containing the records of overtime parking vehicles detected between last Monday and Sunday.
5. Select the email template from the drop-down list to define the recipient information and email format.

   Note

   You can click **Add New** to add a new email template. For setting the email template, refer to ***Set Email Template***.

6. Select the **Report Language**.

7. Click **Add** to add the report and go back to the report list page.

16.16 Self-Service Vehicle Finding Client

The self-service vehicle finding client is for users to find their vehicles in the parking lot easily and accurately. You can search for your vehicle by license plate number, parking space No., and the time the vehicle is parked in. If your vehicle does not have a license plate, you can click **No License Plate**, and set specific conditions to search for it. When you are searching for your vehicle, both your and your vehicle's position will be displayed on the map, which makes it more helpful for you to find your vehicle.

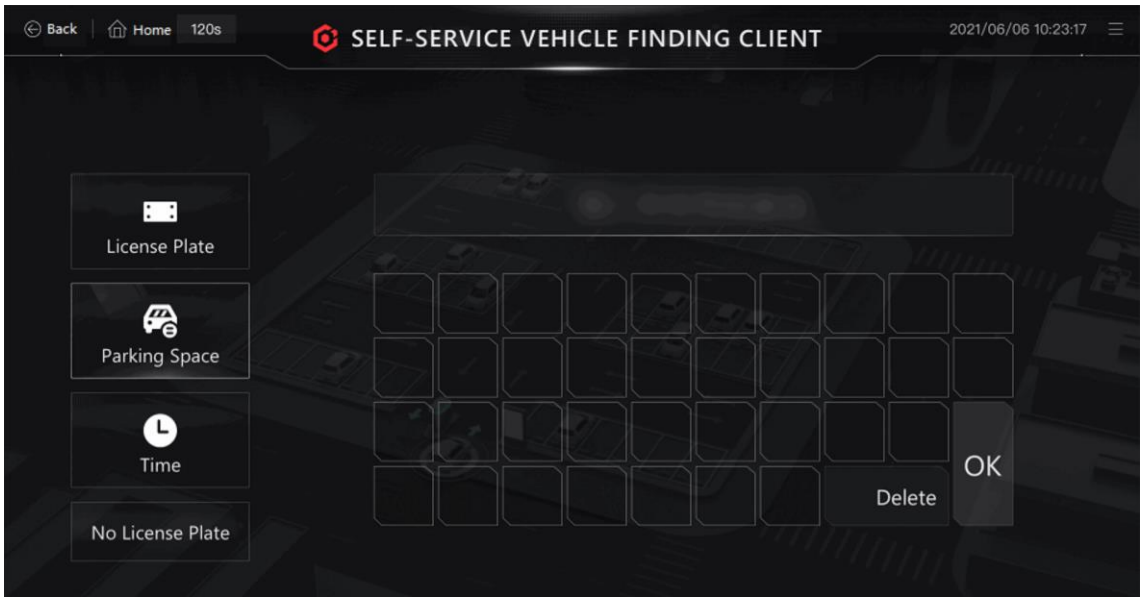


Figure 16-60 Self-Service Vehicle Finding Client

Chapter 17 Visitor Management

The system provides an entire process for visitor management from reservation to check-out. You can group visitors to different visitor groups for convenient management, determine the areas where the visitors can access, and assign visitors with access credentials like visitor passes.
On the Web Client, you can add visitor information to the system and assign access levels to the visitors to definewhich doors and which floor the visitors can access with credentials.
The Visitor Information Overview page shows the wizard for the Visitor module, the current day visit statistics, and current day visit trend.

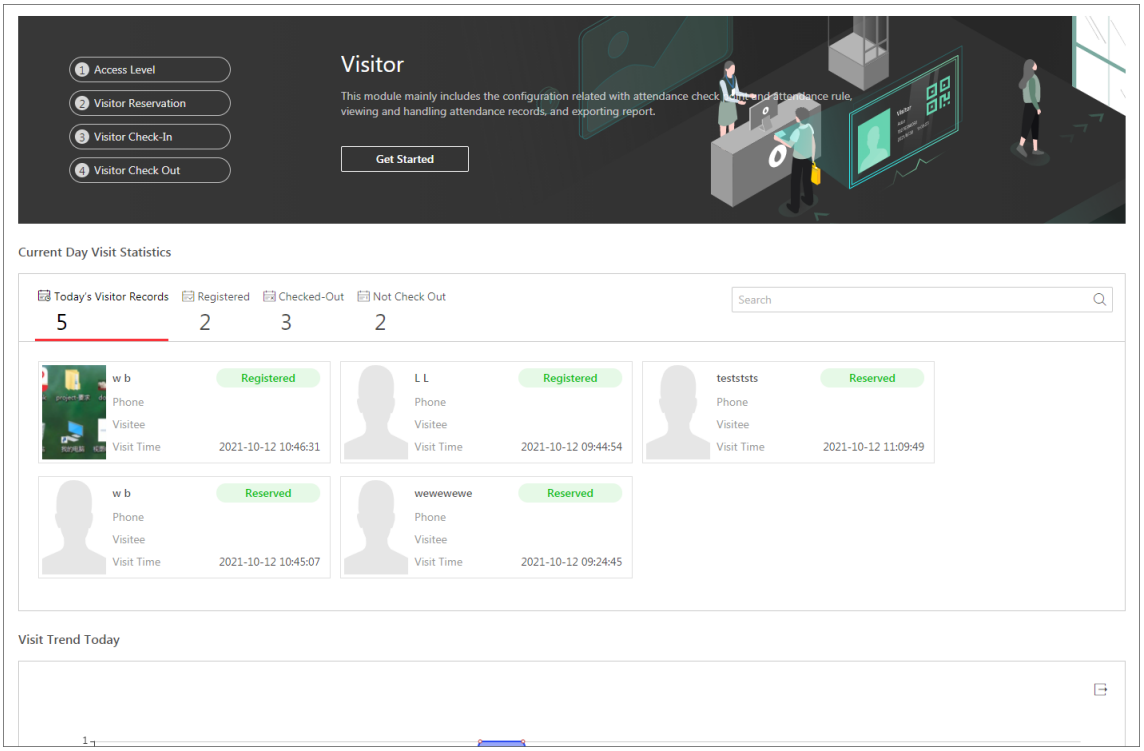


Figure 17-1 Visitor Information Overview

Current Day Visits Statistics

You can search for a specific visitor by the keywords of their name and view the following four types of visitor information:

- **Today's Visit Records**: All the visitors on the current day.
- **Checked In**: The visitors who have checked in on the current day and the basic information about each of these visitors, such as their phone numbers and hosts.
- **Checked Out**: The visitors who have checked out on the current day and the basic information about each of these visitors, such as their phone numbers and check-out time.
- **Not Checked Out**: The visitors who have checked in and not checked out until the current day and the basic information about each of these visitors, such as their phone number and hosts.

Visit Trend Today

You can view the variation trend of the number of visitors on the current day through a line chart. On the line chart, you can perform the following operations:

- Hover the cursor onto a specific point on the chart to view the number of visitors at the corresponding time.
- Click on the right side to export the chart to the local PC as a file in the format of PDF, PNG, or JPG.

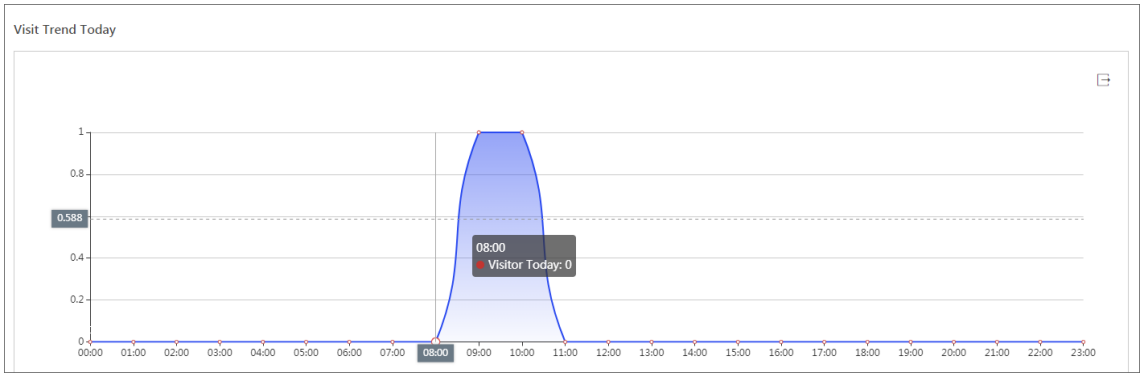


Figure 17-2 Visit Trend Today

17.1 Flow Chart of Visitor Management

The flow chart below shows the process of visitor settings management.

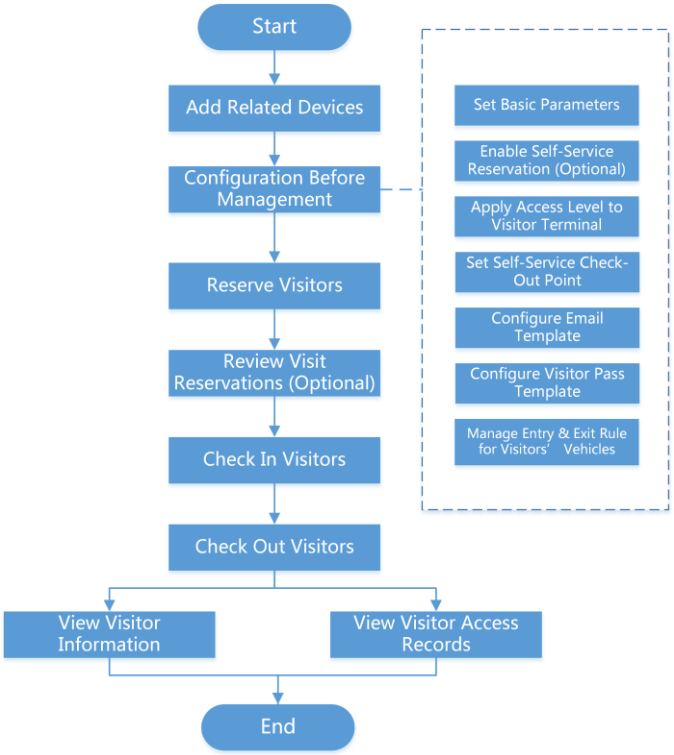


Figure 17-3 Flow Chart of Visitor Management

Table 17-1 Flow Chart Description

Procedure	Description
Add Related Devices	Add devices used for visitor reservation, check-in, check-out, authentication, etc. See ***Manage Visitor Terminals*** and ***Manage Access Control Device*** for details.
Configuration Before Visitor Management	Before any operations in the visitor system, you need to set the parameters according to actual situation such as setting basic parameters to define the scenario for the visiting process, managing visitor types, adding access levels for visitors, etc. See ***Configurations Before Visitor Management*** for details.
Manage Entry & Exit Rule for Visitors' Vehicles	Register license plate number of the visitors' vehicles to allow the system to control the barrier to open when capture unit of parking lot detect license plate number. See ***Manage Entry & Exit Rule for Visitors' Vehicles***.
Reserve the Visitors	Before visiting, visitors can make a reservation. The Administrator can make a reservation for the visitors by entering the visitor and host information on the platform. Visitors can also reserve by themselves. After self-reservation, the Administrator should review the visitor information to approve or disapprove the reservation. See ***Visitor Reservation*** for details.

Procedure	Description
Visitor Check-In	The platform supports checking in visitors both with or without a reservation. See ***Check In a Visitor Without Reservation*** and ***Check in a Reserved Visitor*** for details.
Visitor Check-Out	You should check out for the visitor before him/her leaves, or let visitors check out at self-service check-out point. After checking out, the visitor's access information will expire. See ***Visitor Check-Out*** for details.
View and Delete Visitors	View all registered visitors (including those who have checked out) in the visitor list and perform other operations such as deleting visitors. See ***View Visitor Information*** for details.
Check Visitor Records	Filter and check visitor records. See ***Check Visitor Access Records***.

17.2 Configurations Before Visitor Management

Before any operations in the visitor system, you need to set the parameters according to actual situation such as setting basic parameters to define the scenario for the visiting process, managing visitor types, adding access levels for visitors, etc.

17.2.1 Add a Visitor Group

You can add visitor groups to categorize different visitors for convenient management. For example, you can add a business group for visitors coming for business communication and add a tour group for touring visitors. Moreover, you can control other users' access to any visitor group to ensure the security of visitor data if you have corresponding configuration permissions.

Steps

1. In the top left of the Web Client, select → **All Modules** → **Visitor** → **Visitor Check-In** → **Visitor Information**.
2. Click + to open the Group Name window.
3. Create a visitor group name, and then click **Add** to add a visitor group.

Note

System administrators or other roles who have the permission to manage roles can define which HikCentral-Workstation users have permission to access the visitor group. For details about permission settings, see ***Add Role***.

4. Optional: Perform the following operations after adding the visitor group.

Edit Visitor Group	Click to change the visitor group's information.
Delete Visitor Group	Select a visitor group and click to delete it.

17.2.2 Set Self-Service Check-Out Point

After setting self-service check-out point, visitors can check out by credentials at the self-service check-out points without the help of receptionist. If you have issued a card to a visitor when registering, after checking out, the visitor should put the card in the place for card collection. The access level of visitor cards, fingerprints, face pictures, and QR codes will expire automatically.

Before You Start

Make sure you have added at least one device that supports this function.

Steps

Note

This function needs to be supported by devices.

1. In the top left of the Home page, select → **All Modules** → **Visitor** → **Visitor Settings** → **Basic Settings** → **Self-Service Check-Out Point**.
2. Click **Add** to show the resource list.

Note

You can enter a keyword of a door name in the searching bar to search wanted doors.

3. Select one or more door and click **Add**.

Note

After setting self-service check-out points, the visitors can check-out at the points according to the assigned access level by swiping card or fingerprint/face authentication.

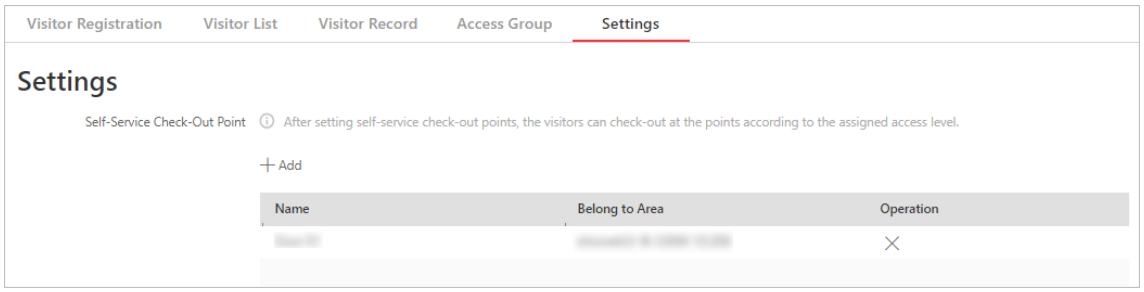


Figure 17-4 Set Self-Service Check-Out Point Page

4. Optional: Select a self-service check-out point and click ✕ to cancel setting the door as a self-service check-out point.

17.2.3 Add Access Level for Visitors

An access level contains access points that are accessible during certain period. If you select an access level for a visitor for registration and apply the settings to devices, the visitor can access the access point(s) during authorized period with credentials.

Before You Start

Make sure you have added at least one access level in the Access Control module. See details in ***Add Access Level***.

Steps

1. In the top left of the Home page, select → **All Modules** → **Visitor** → **Visitor Settings** → **Access Level**.
2. Click **Add**.
3. Select existing access levels.
4. Click **Add**.
   The added access levels will be displayed in the access level list. You can view its accessible access points and periods.
5. Optional: Perform the following operations after adding access level.

View Access Schedule Template Details	Click in the Access Schedule Template column to view when the access point is accessible for the visitor. See ***Set Access Schedule Template*** for details about setting access schedule template.
View Access Point Details	Click in the Access Point column to view the name of related access points.
Set Default Access Level	Select an added access level and switch on the button in the Default Access Level column. The default access level will be automatically selected when a visitor makes reservation for herself/himself, under the precondition that you have enabled the Self-Service Reservation feature (see ***Set Self-Service Reservation Parameters***).

Delete Access Levels for Visitors	Select access levels and click **Delete** to delete the selected access group. Or click → **Delete All** to delete all the access levels.

What to do next

Apply visitor's access levels to the visitor terminals connected to the platform. See ***Manually Apply Visitors' Access Level Settings to Visitor Terminals*** for details.

17.2.4 Manually Apply Visitors' Access Level Settings to Visitor Terminals

If you have added visitors to an access group, or deleted/edited visitors of an access group, or changed access levels of an access group, you have changed the access group's settings. In these cases, you should apply the changes to the connected visitor terminals to make the changes take effect on the latter.

Before You Start

Make sure you have added access levels for visitors. See ***Add Access Level for Visitors*** for details.

Steps

1. In the top left of the Web Client, select → **All Modules** → **Visitor** → **Visitor Settings** → **Basic Settings** → **Access Level**.
2. Select the access levels that need to be applied to visitor terminals.

   Note

   You can select up to 10 access levels that need to be applied.

3. Click **Apply Access Level to Visitor Terminal** to apply the selected access levels to the visitor terminals.
   If the applying process failed, will be displayed next to **Apply Access Level to Visitor Terminal**. In this case, you can hover the cursor onto it and then click **View** or **Apply Again** to view the failure details or apply the access levels again respectively.

17.2.5 Set Self-Service Reservation Parameters

Self-service reservations refer to visit reservations made by visitors themselves. You can enable the Self-Service Reservation feature to get a QR code, which you can send to visitors to allow them to make visit reservations by scanning the QR code. In addition, you can set related parameters to ensure that self-service reservations meet the visitor management standards of your organization/company.

Steps

Note

Self-reserved visitors are only allowed to access the access points contained in the default access level for visitors. For details about setting the default access level, see ***Add Access Level for Visitors***.
To configure a different access level for a visitor, you need to make a reservation for her/him. For details, see ***Reserve a Visitor***.

1. In the top left of the Home page, select → **All Modules** → **Visitor** → **Basic Settings** → **Self-Service Reservation**.
2. Enable **Self-Service Reservation**.
   The platform will generate a QR code. After downloading the QR code, you can print it or send it to the hosts or visitors who are going to reserve. The host can scan the QR code to reserve for the visitor, while the visitor can also scan the QR code to reserve if the visitor knows the visitor's person ID.
3. Optional: Configure the following parameters.

   Face Quality Verification

   After the visitor uploads a profile picture by a cellphone, the selected device will automatically start checking the profile picture's quality. If the profile picture is not qualified, the visitor will be notified. Only when the uploaded profile picture is qualified can the visitor reserve successfully. Otherwise, the visitor information cannot be uploaded to the platform.

   Note

   To use this function properly, make sure you have added an access control device or video intercom device to the platform beforehand.

   Visitor Group

   Select a visitor group. After reserving successfully, the visitors will be added to the group. If you do not select, the visitor will be added to the default visitor group by default.

   Self-Service Reservation Approval

   If you enable this, after the visitor self-service reservation, you need to review the visitor information on the Visitor to be Approved page. After review, the visitor will be added to the selected visitor group. See ***Review Visitor Reservations*** for details about how to review.

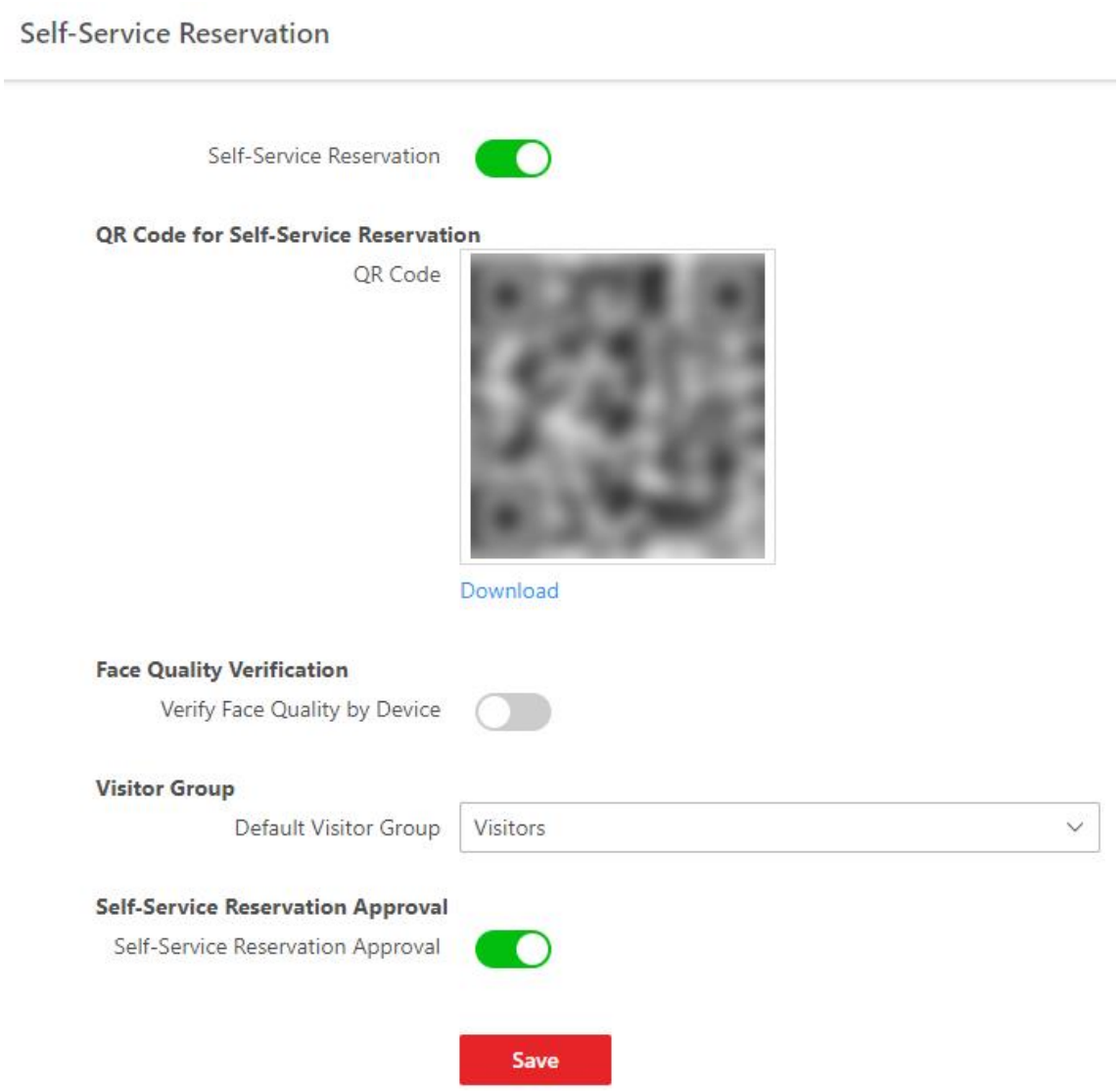


Figure 17-5 Self-Service Reservation

4. Click **Save**.

17.2.6 Add Visitor Email Template

You can set email templates (including specifying email type, email subject, and content) for sending emails automatically so that the platform can send emails to the specified recipient according to the predefined email template.

Before You Start

Before adding the email template, you should set the sender's email account first. See ***Configure Email Account*** for details.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Visitor** → **Basic Settings** → **Email Template**.
2. Click **Add**.
3. Enter the required parameters.

Email Type

Define when the platform automatically sends an email containing the information you predefined to the specified recipient.

Send Email When Reservation Approved

The platform automatically sends an email to the specified recipient when a visit reservation is approved.

Send Email When Checked-In

The platform automatically sends an email to the specified recipient when a visitor checks in.

Send Email When Reservation Rejected

The platform automatically sends an email to the specified recipient when a visit reservation is rejected.

Recipient

Set the type of the email recipient (visitor or host).
Assume that you have set **Email Type** to **Send Email when Reservation Approved** and **Recipient** to **Visitor**, a visitor will receive an email when their visit reservation is approved, as long as their email address is provided in the reservation.

Name

Create a name for the template.

Subject

Enter the email subject as desired. You can also click the button in the lower part of the window to add the related information to the subject.

Email Content

Define the report content to be sent. You can also click the buttons below the **Content** parameter to add the related information to the content.

Note

- If you add the arrival time to the email subject or email content, and the email application (such as Outlook) and the platform are in different time zones, the displayed time period may have some deviations.
- You can add the reservation code to the email subject or content, so the visitor can get the reservation code once he/she made the reservation.

4. Finish adding the email template.

– Click **Add** to add the template and go back to the email template list page.
– Click **Add and Continue** to add the template and continue to add other templates.

The email template will be displayed in the email template list.

5. Optional: Perform the following operation(s) after adding the email template:

Edit Template	Click ✎ in the Operation column to edit template details.
Delete All Templates	Click **Delete All** to delete all the added templates.

Note

On the email template list page, there are two default templates. You can view or edit default templates but not delete them.

17.2.7 Add a Visitor Pass Template

The platform offers a default visitor pass template that defines a default style for the visitor passes. If the default style does not meet your needs, you can add a visitor pass template to customize the style.

Steps

1. In the top left of the Home page, select → **All Modules** → **Visitor** → **Basic Settings** → **Visitor Pass Template**.
2. Click + to enter the Create Visitor Pass page.

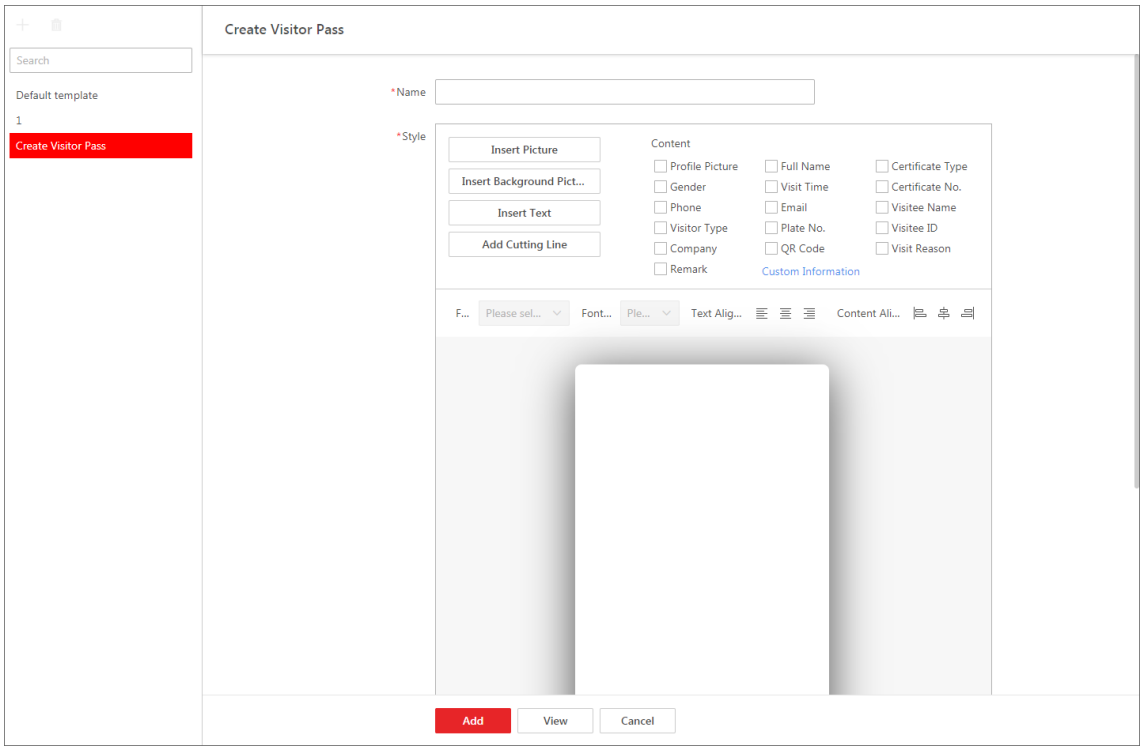


Figure 17-6 Create Visitor Pass Page

3. Create a name for the visitor pass.
4. Perform one or more of the following operations to add elements to the visitor pass template.

Insert Background Picture — Click **Insert Background Picture** to select a picture from the local PC and set it as the background of the visitor pass template.

Set Content — Check the check-box(es) to add the content elements. Or click **Custom Information** and then select element(s) in the pop-up window to add them.

Note

Make sure you have set custom visitor attributes, otherwise **Custom Information** will be unavailable. For details about setting custom visitor attributes, see ***Set Basic Parameters***.

Insert Picture — Click **Insert Picture** to select a picture from the local PC and add it to the visitor pass template.

Insert Text — Click **Insert Text** to add a text box onto the visitor pass template. You can set the font, font size, and text alignment for the entered text.

Add Cutting Line — Click **Add Cutting Line** to add a cutting line onto the visitor pass

template.

5. Adjust positions of added elements.

Manually Adjust Position	Drag an element to adjust its position.
Align Elements	Drag to select elements and then click , , or .
Adjust Position via Right-Click Menu	Right click an element and then click **Stick to Top**, **Stick at Bottom**, **Move Up**, **Move Down**.

6. Optional: Right click an element and then click **Delete** in the right-click menu.
7. Optional: Click **View** to preview the visitor pass template.
8. Click **Add** to add the visitor pass template.
   The added template will be displayed in the template list on the left.
9. Optional: Perform the following operations.

Edit a Template	Select a template from the template list to edit it.
Delete a Template	Select a template from the template list and then click .

17.2.8 Set Basic Parameters

To manage visitors in actual scenarios, you can set basic parameters such as Default Check-Out Time, Take Photo of Visitor's Belongings, Auto Checkout for Visitor After Effective Period, Visit Purpose, Email Template, Visitor Reservation Code format.

Steps

Note

If you do not configure basic parameters, the platform will manage visitors via the default value.

1. In the top left of the Home page, select → **All Modules** → **Visitor** → **Basic Settings** → **Basic Parameters**.
2. Configure the following parameters according to your need.

Default Check-Out Time

The default check-out time will be displayed on the Reserve page. After setting the time, you need not enter the visitor check-out time when reserving for a visitor. By default, the check-out time is 23:59:59. You can specify a time according to your need.

Auto Checkout for Visitor After Effective Period

With the **Auto Checkout for Visitor After Effective Period** enabled, if the visitor does not check-out before the end time of the visit, the platform will automatically check out for the visitor. You can set a frequency for detecting whether the visitors have checked out. For

example, you set 30 min as the detection frequency, the platform will check the visiting status of all visitors every 30 minuteson the platform. If the platform discovers visitors who have not checked out before the end time of visit, it will check out the visitors. Note that the **Alarm Detection** will be disabled if you enable **Auto Checkout for Visitor After Effective Period**.

Alarm Detection

With **Alarm Detection** enabled, if a visitor does not check-out before the end time of visit, an alarm will be triggered for notification. You can set a frequency for detecting whether the visitors have checked out. For example, you set 3 min as the alarm detection frequency, the platform will check the visiting status of all visitors on the platform. If the platform discovers visitors who have not checked out before the end time of visit, an alarm will be triggered. Note that the **Auto Checkout for Visitor After Effective Period** will be disabled if you enable **Alarm Detection**. By default, the **Detection Frequency** should range from 3 to 10 minutes.

Take Photo of Visitor's Belongings

If you enable this function, you can take a picture of the visitor's belongings and upload it to the platform when checking in/out for the visitor.

Digits of Reservation Code

Define the number of digits (4 digits or 6 digits) contained in each reservation code. The visitor reservation code acts as a verification code for visitor check-in. After reserving, the visitor will receive the reservation code by email and text message. When checking in, the visitor should provide the reservation code.

Print Visitor Pass When Check-In

When enabled, the printer connected to your PC will automatically print a visitor pass once a visitor is checked in.

Visitor Pass Template

Select a template as the one that will be automatically printed.
You can click **View Template** to preview the selected template.

Note

Make sure you have set templates as needed. For details about setting visitor pass templates, see ***Add a Visitor Pass Template***.

Authorization Code for Self-Authentication on Visitor Terminal

Set the authorization code for allowing visitors to perform self-authentication on visitor terminals. The authorization code will be the initial verification code for all visitor terminals connected to the platform. The receptionist (or other similar staff) needs to enter the authorization code to allow visitors to skip authentication.

Check-In Not Required if Reservation Confirmed

Applicable to reception areas where neither receptionist nor visitor terminal is deployed. If

the option is selected, visitors will be automatically checked in when reservations are made for them.

Visit Purpose

You define visit purposes as options on the Reserve page. Click **Add** to add a new visit purpose. You can also edit the names of visit purpose, delete a visit purpose, or search a visit purpose.

Email Template

You can select an email template to let the platform automatically send an email based on selected email template to the specified recipient (the host or visitor) in the following cases.

Note

- If the recipient is the host, make sure that the host's email address is provided when add the host the platform. For details, see ***Add a Person Manually***.
  If the recipient is the visitor, make sure that the visitor's email address is provided when make a reservation for or check in the visitor.
- You can customize email templates according to your need. See ***Add Visitor Email Template*** for details.

Send Email when Reservation Approved

Send an email based on the selected email template to the recipient (the host or visitor) specified in the template when a visit reservation is approved.

Send Email when Checked In

Send an email based on the selected email template to the recipient (the host or visitor) specified in the template when a visitor checks in.

Send Email when Reservation Rejected

Send an email based on the selected email template to the recipient (the host or visitor) specified in the template when a visit reservation is rejected.

Custom Configuration

Customize visitor attributes and the fields that will be displayed on the visitor reservation page and visitor check-in page.

Custom Visitor Attribute

Click **Add** to add custom visitor attributes. The added ones will be displayed as fields on the visitor reservation page and Unreserved Visitor Check-In page.
You can set a custom visitor attribute as a **General Text**, **Number**, **Date**, or **Single Selection** field. For example, if you name a custom visitor attribute as ***Covid-19 Vaccination Date*** and set it as a **Date** field, it will be displayed on the visitor reservation page as shown in the figure below.

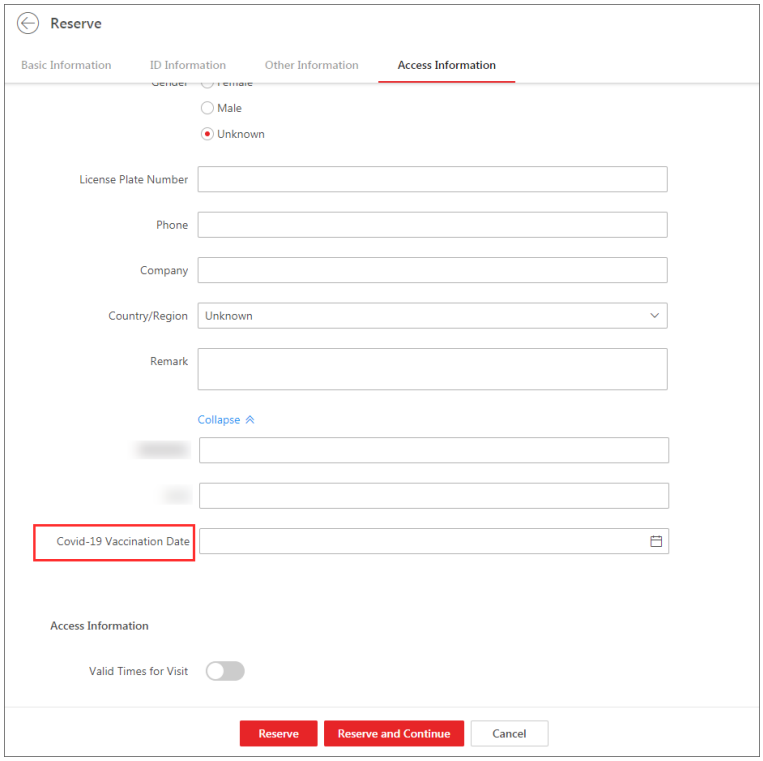


Figure 17-7 Example

Custom Field for Reservation & Check-In

Select additional fields that can be displayed on the visitor reservation page and visitor check-in page from the Available area.

For example, you can check **All** in the Available area and then click > to set all the available fields as the additional fields that will be displayed on the visitor reservation page and visitor check-in page. Moreover, you can turn on the switches in the Set as Required column to set corresponding fields as required fields.

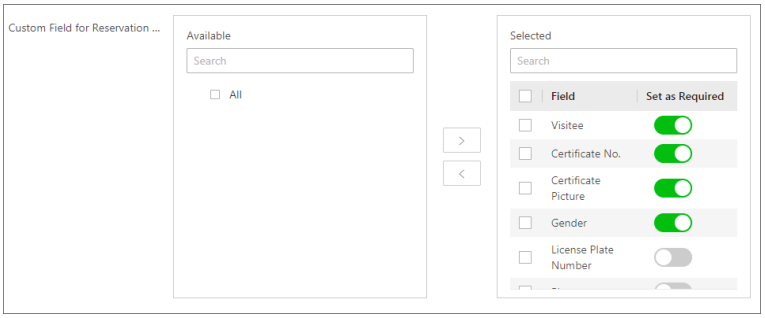


Figure 17-8 Set All Available Fields as Additional Fields

3. Click **Save**.

Note

After you click **Save**, the platform will apply the authorization code to all the connected visitor terminals. If the authorization code failed to be applied to specific visitor terminals, will appear next to **Authorization Code for Self-Authentication on Visitor Terminal**. In this case, you can hover the cursor onto the icon and then click **View** or **Apply Again** to view the failure details or apply the authorization code to visitor terminals again.

17.3 Watch List Management

You can use the watch list to monitor special visitors for security or other purposes.

What is the Watch List

The watch list contains entities (individual visitors, companies, or countries/regions) that need to be monitored in the visitor reservation or check-in process.
Different from the visitor blocklist, which only contains visitors whose visits are denied in any case, the watch list can contain both the unwanted entities and ones that deserve preferential treatment.

How the Watch List Works

The platform can detect whether a visitor registered in the reservation or check-in process has attributes (e.g., name, ID, company, and country/region) that match entities in the watch list.
When entities are matched, the Entities in Watch List Matched window will pop up.
In this case, if the visitor is unwanted, you can reject the reservation or check-in directly on the pop-up window; if the visitor deserves preferential treatment, you can approve the reservation and notify related personnel, so that they can prepare corresponding work beforehand for the visitor.

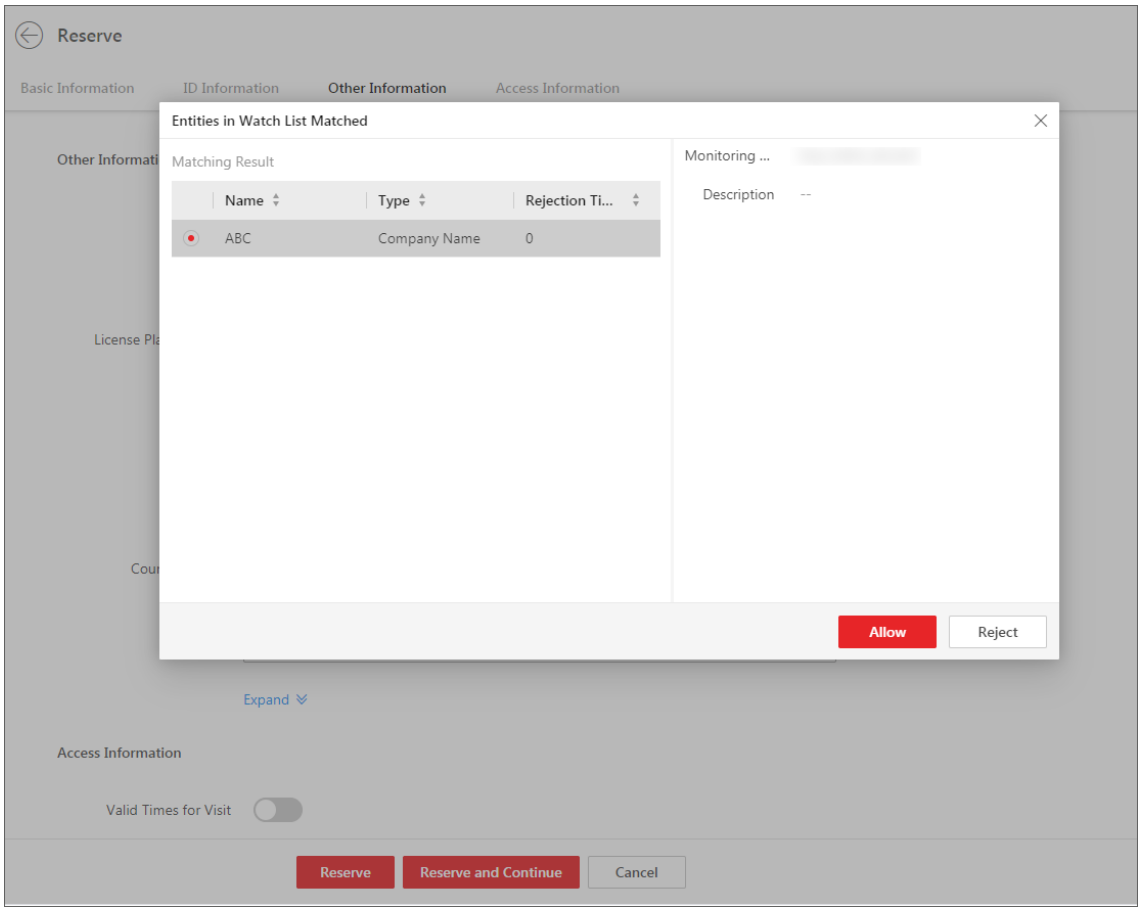


Figure 17-9 The Entities in Watch List Window

17.3.1 Configure Category and Match Method

You can define the categories of entities to be monitored and the methods to determine that attributes (e.g., name and ID) of a visitor match the entities in the watch list.

Steps

1. In the top left of the Home page, select → **All Modules** → **Visitor** → **Watch List** to enter the Watch List page.
2. Click **Category and Match Method** to open the Category and Match Method pane.
3. Add entity categories.
   1) Click **Add** on the Category and Match Method pane to open the category-adding window.
   2) Create a category name.
   3) Optional: Enter a remark for the category.
   4) Click **Add**.
   5) Optional: Perform one or more of the following operations.
      - Edit Category: Click a category name to edit the category information.
      - Delete Types: Select categories and then click **Delete** to delete the selected ones. Or hover the cursor onto and then click **Delete All** to delete all categories.

4. Set the method(s) for matching entities in the watch list during reservations or checked-in.

Match via Name

If the name of a visitor matches an entity in the watch list, the Entities in Watch List Matched window will pop up when the visitor is reserved or checked in.

Match via ID

If the ID number of a visitor matches an entity in the watch list, the Entities in Watch List Matched window will pop up when the visitor is reserved or checked in.

Match via Company

If a visitor's company matches an entity in the watch list, the Entities in Watch List Matched window will pop up when the visitor is reserved or checked in.

Match via Country/Region

If a visitor's country/region matches an entity in the watch list, the Entities in Watch List Matched window will pop up when the visitor is reserved or checked in.

5. Configure name matching settings.

Note

To make the name matching settings take effect, you need to check **Match via Name** first.

Match First Name Only

If the first name of a visitor matches that of an entity in the watch list, the platform will determine that the visitor name matches the entity. For example, assume that the name of a visitor is Andrew Lee and an entity in the watch list is Andrew Peterson, the platform will determine that the former matches the latter.

Match Full Name

Only when the full name of a visitor matches that of an entity in the watch list, will the platform determine that the visitor name matches the entity.

6. Click **OK**.

17.3.2 Add an Entity to the Watch List

You can add a to-be-monitored entity to the watch list and determine how long the entity will be monitored.

Steps

1. In the top left of the Web Client, select → **All Modules** → **Visitor** → **Watch List**.
2. Click **Add** to open the Add Entity page.
3. Set the entity type (**Person**, **Company**, or **Country/Region**).

4. Set other information for the entity.
   - For **Person**, set other information including first name, last name, category, effective period, ID type, ID number, and ID picture.
   - For **Company**, set other information including company name, category, and effective period.
   - For **Country/Region**, set other information including country/region, category, and effective period.

   Category

   Select a category that the entity belongs to. Or click **Create New Category** to create a new one.
   You can manage categories in **Category and Match Method**. For details, see ***Configure Category and Match Method***.

   Effective Period

   If enabled, you can determine the period when the platform monitors the entity. If disabled, the platform monitors the entity indefinitely.
5. Optional: Perform the following operations if needed.

Disable Entities	Select entities and then click **Disable** to disable them. Once disabled, they will not be monitored.
Enable Entities	Select disabled entities and then click **Enable** to enable them. Once enabled, they return to be monitored.
Edit an Entity	Click the name of an entity to edit it.
Delete Entities	Select entities and then click **Delete** to delete them. Or hover the cursor over and then click **Delete All** to delete all entities.

17.3.3 Import Existing Visitors to the Watch List

You can import specific existing visitors to the watch list. Existing visitors refer to the visitors once reserved or checked in.

Steps

1. In the top left of the Home page, select → **All Modules** → **Visitor** → **Watch List**.
2. Click **Import Existing Visitor** to show the Import Existing Visitor pane.
3. Click to select the existing visitors from a specific visitor group and then click **Add**.
   The selected visitors will be displayed on the pane.

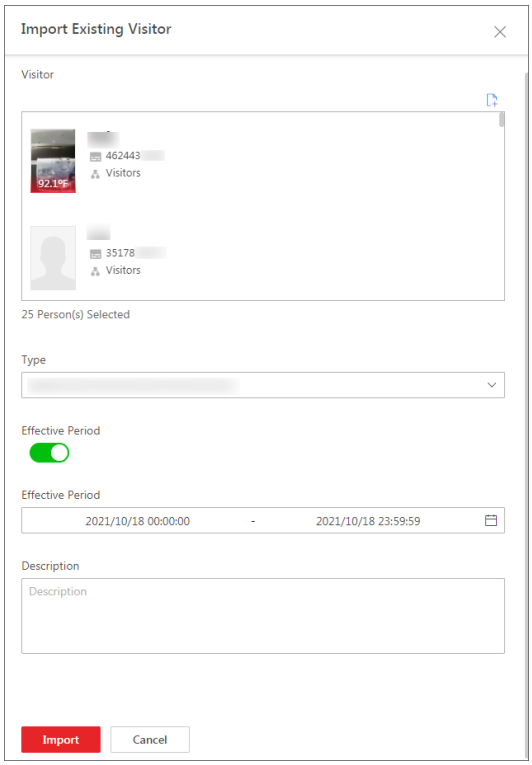


Figure 17-10 The Import Existing Visitor Pane

4. Set other information, including category, effective period, and description.

   Category

   Select a category to which the entity belongs.
   Make sure you have added categories in **Category and Match Method**. For details, see ***Configure Category and Match Method***.

   Effective Period

   Determine the period that the selected visitors will be monitored if their reservations are made or they check in again.

5. Click **Import**.
   The visitors will be displayed in the watch list.
6. Optional: Perform the following operations if needed.

Disable Monitoring of Existing Visitors	Select visitors and then click **Disable** to disable them. Once disabled, they will not be monitored.
Enable Monitoring of Existing Visitors	Select disabled visitors and then click **Enable** to enable them. Once enabled, they return to be monitored.
Edit an Existing Visitors in the Watch List	Click the name of an entity to edit it.
Delete Existing	Select visitors and then click **Delete** to delete them.

Visitors from Watch List	Or hover the cursor over ∨ and then click **Delete All** to delete all visitors.

17.4 Visitor Reservation

Before visiting, visitors can make a reservation. The Administrator can make a reservation for the visitors by entering the visitor and host information on the platform. Visitors can also reserve by themselves. After self-reservation, the Administrator should review the visitor information to approve or disapprove the reservation.

17.4.1 Reserve a Visitor

You can make a reservation for one visitor by entering the visitor and host information on the platform.

Before You Start

Before any operations in the visitor system, you can set the parameters according to actual situations such as setting basic parameters to define the scenario for the visiting process, managing visitor types, adding access levels for visitors, etc. See ***Configurations Before Visitor Management*** for details.

Steps

1. In the top left of the Home page, select → **All Modules** → **Visitor** → **Visitor Reservation**.
2. Click **Reserve** on the top left to enter the Reserve page.
3. Set basic information for the visitor, such as name, host, visit purpose, visit time, visitor types. You can also upload a profile picture for the visitor.

Note

You can customize parameters such as visit purpose, visitor type, etc. See ***Set Basic Parameters***.

4. Set ID information for the visitor, including ID type, ID No., and ID picture.
5. Set other information.
   1) Set license plate number, gender, and email, etc.

      License Plate Number

      The license plate number will be shared with the parking lot system so that the visitor's vehicle will be allowed to enter or exit the parking lot.

      Email

      Enter the visitor the email address for receiving an email containing the reservation code or notification that the visit reservation is approved/rejected.

   2) Optional: Click **Expand** to show the additional information fields and then enter additional information of the visitor.

Note

Make sure you have set custom visitor attributes, otherwise the additional information fields will be unavailable. For details about how to set custom visitor attributes, see ***Set Basic Parameters***.

6. Set the access information.

Valid Times for Visit

The maximum times a visitor can access certain doors or floors by QR code authentication. For example, if you set it to 4, the visitor can access the authorized doors and floors up to 4 times by QR code authentication.

Access Level

Assign access levels to the visitor so that the visitor can access the access points within the access schedule of the access levels.

Note

To add a new access level for the visitor, see instructions in ***Add Access Level for Visitors***.

Extended Access

If you check **Extended Access**, the access points that are configured with extended open duration will stay unlocked or open longer for the visitor.

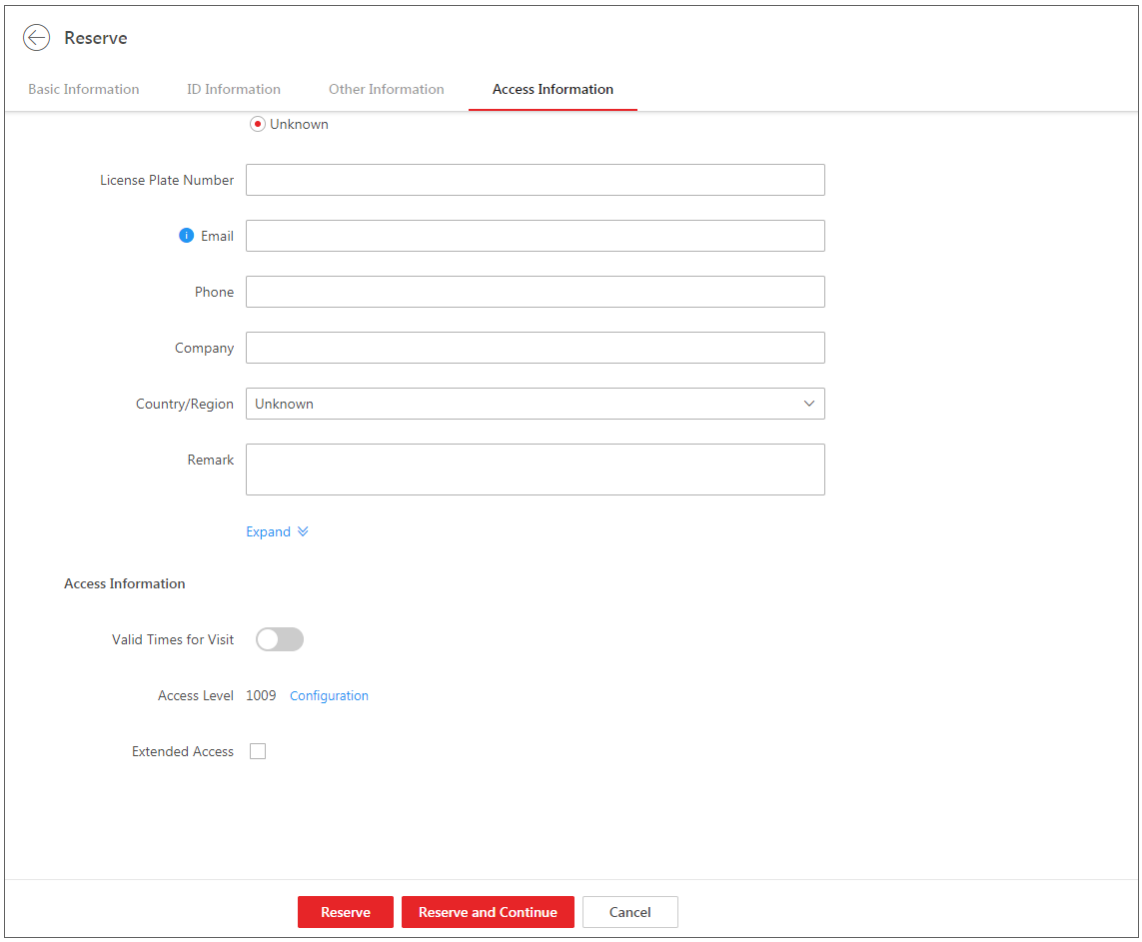


Figure 17-11 Set Access Information

7. Click **Reserve** to finish the reservation, or click **Reserve and Continue** to finish the reservation and continue to reserve for other visitors.

Note

Under the precondition that you have enabled **Check-In not Required If Reservation Confirmed**, when a visitor is reserved, the platform will perform the following operations automatically:

- Checks in the visitor.
- Applies the access level to the visitor.
- Sends an email with a QR code to notify the specified recipient that the visitor is checked in (if the email information is provided).

8. Optional: Perform the following operations on the reservation list page if needed.

Delete Reservation(s)	Select one or more visitors and then click **Delete** to delete the reservations of the selected visitor(s). Or hover the cursor onto ∨ and then click **Delete All** to delete all reservations.
Edit a Reservation	Click the name of a visitor to edit the reservation for the visitor.

Filter Reservations	Set conditions, such as phone and estimated entry time, and then click **Filter** to filter reservations. For the **Status** condition, you can click ⌄ to select one or more reservation status (reserved, expired, and checked in) to filter reservations. You can also click **Select Additional Information** to filter reservations.

Note

If a reservation has not expired, the reservation will expire after it is deleted.

17.4.2 Batch Import the Visitor Reservation Information

You can add the information of multiple visitors to the platform by importing an excel file with visitor information. Also, by entering the names of visitor groups of multiple persons in the excel file, you can add them to different groups in a batch.

Before You Start

Before any operations in the visitor system, you can set the parameters according to actual situation such as setting basic parameters to define the scenario for the visiting process, managing visitor types, assigningaccess levels for visitors, etc. See ***Configurations Before Visitor Management*** for details.

Steps

1. In the top left of the Home page, select → **All Modules** → **Visitor** → **Visitor Reservation**.
2. Click **Import** to open the Import Visitor Reservation Information panel.
3. Click **Download Template** to save the template file in your PC.
4. In the downloaded template, enter the visitor information following the rules in the template.
5. Click 🗁 and select the excel file with visitor information from local PC.
6. Optional: Check **Replace Repeated Visitor**.

Note

If you check **Replace Repeated Visitor**, the existing visitor information (with repeated certificate type and number) in the list will be replaced. Otherwise, importing visitors with repeated certificate number will fail.

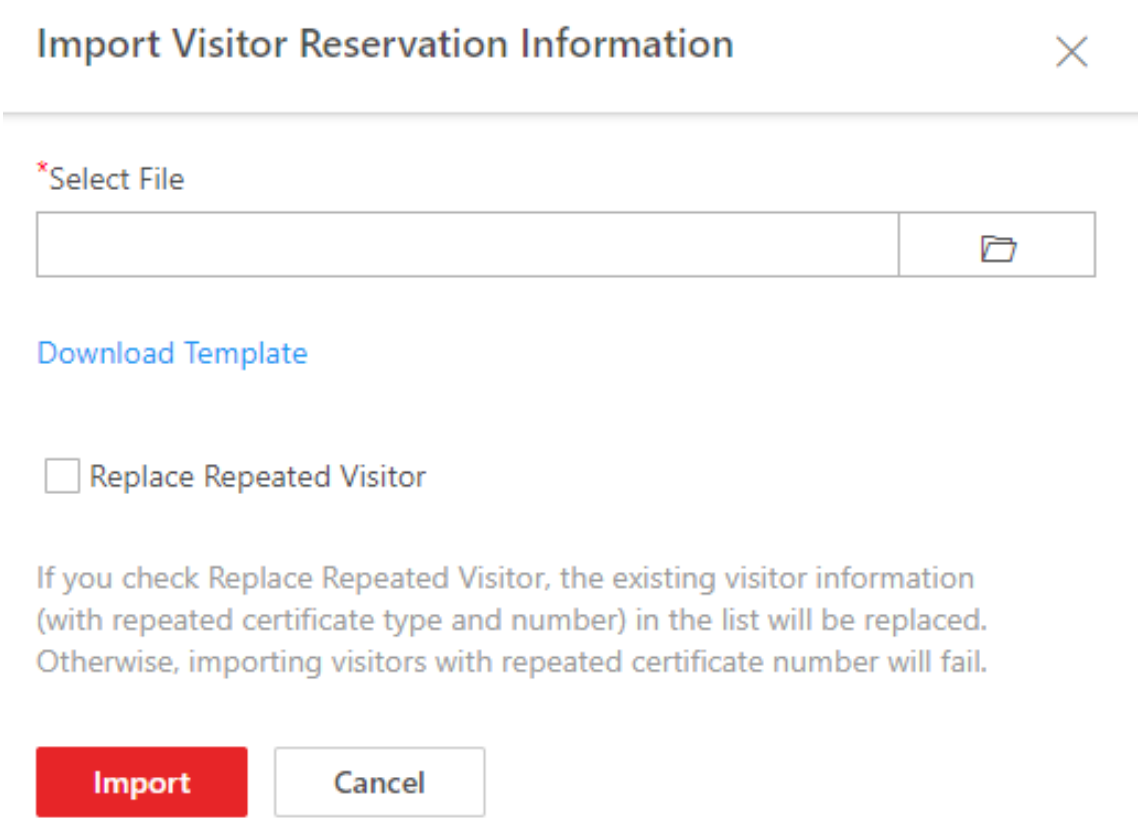


Figure 17-12 Import Visitor Reservation Information

7. Click **Import**.
8. Optional: Check one or more visitor and click **Delete** to delete the reservations for the selected visitor(s); or click → **Delete All** to delete all the reservation information.

Note

If a reservation has not expired, the reservation will expire after deleting.

17.4.3 Review Visitor Reservations

If you have enabled Self-Service Reservation Approval function when you set visitor self-service registration parameters, after the visitors reserve, their information will be displayed on the Visitor to be Approved page. You should review their information to approve or reject the reservations. After approving, they will be added to the target visitor group.

Before You Start

Make sure you have enabled self-service reservation and configured related parameters. See ***Set Self-Service Reservation Parameters*** for details.

Steps

Note

You need to have the permission (**User Permission** → **Configuration Permission** → **Visitor** → **Reservation Approval**) shown in the picture below before you can review reservations.

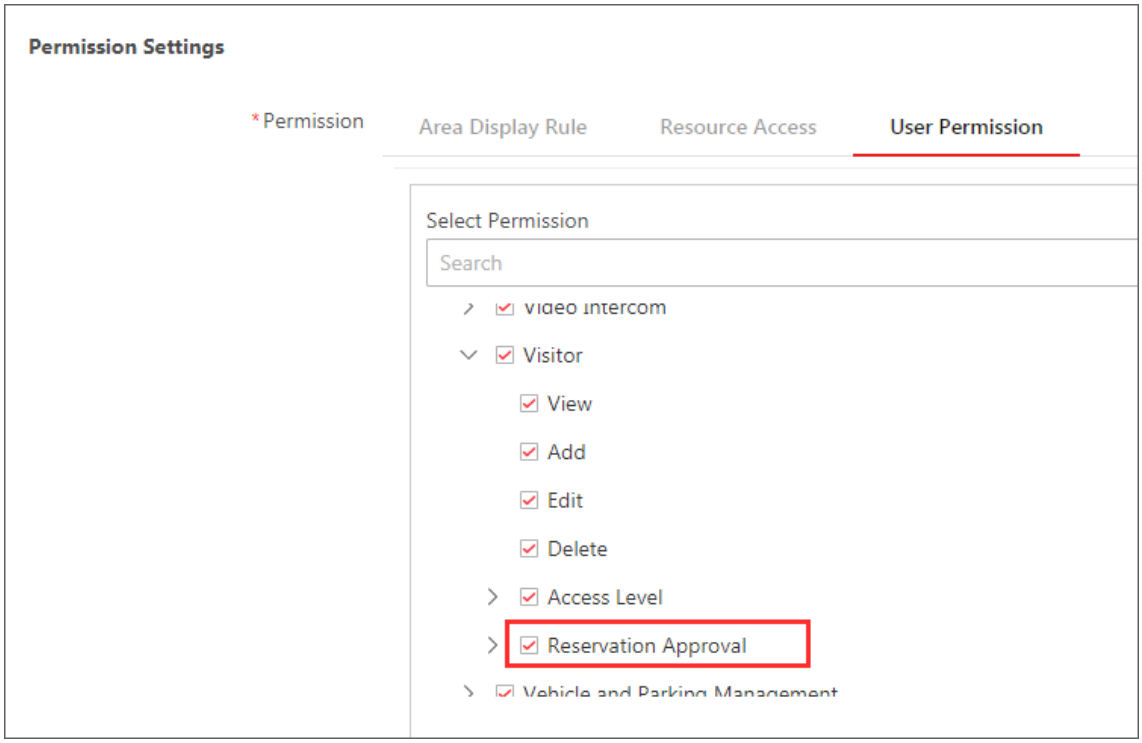


Figure 17-13 The Permission for Reviewing Reservations

1. In the top left of the Home page, select → **All Modules** → **Visitor** → **Visitor Reservation**.

Note

If there are visitors to be approved, the number of the to-be-approved visitors will be displayed.

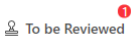


Figure 17-14 The Number of The To-Be-Approved Visitors

2. Click **To Be Reviewed** on the top to enter the following page.

   On the page, you can view the information of the to-be-approved visitors, such as their companies and whether their attributes match entities in the watch list.

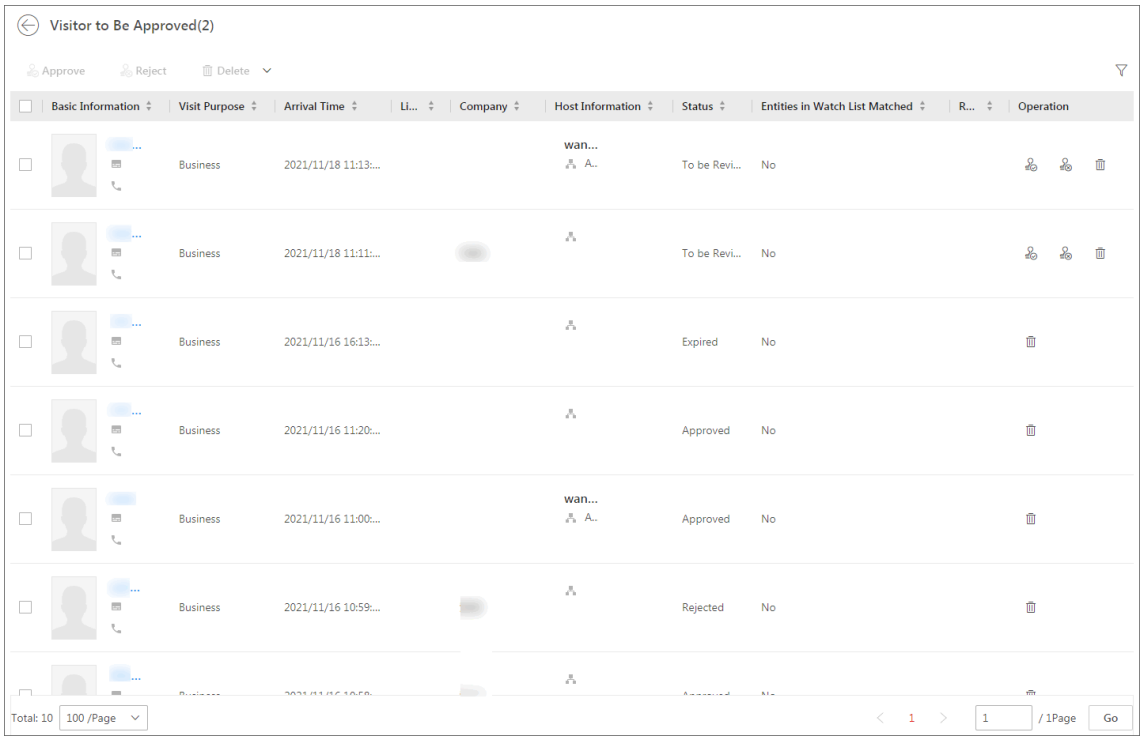


Figure 17-15 Visitor To Be Approved

3. Optional: Click ▽ to filter reserved visitors by name, ID, gender, status, etc. to quickly find your wanted visitors.
4. Review the displayed visitor information and verify them.

Approve Self-Service Reserved Visitor Information	If the self-service reserved visitor information conforms to the rules and regulations of your company or organization, approve the information to add the visitors into the platform. Select one or more reserved visitors, and click **Approve** to approve the visitor(s).
Reject Self-Service Reserved Visitor Information	If the self-service reserved visitor information does not conform to the rules and regulations of your company or organization, reject the visitor and tell the visitor to reserve again with right information. Select one or more reserved visitors, and click **Reject** to reject the visitor(s).
Delete Self-Registered Visitor Information	Select one or more reserved visitors, and click **Delete** to delete the visitor(s) from the list. You can also hover the cursor on **Delete** and click **Delete All** to delete all visitors from the list.

Note

Approved visitors will be added to the target visitor group; rejected ones will not be added to the target visitor group, but they will stay in the Visitors to be Reviewed list.

17.5 Visitor Check-In

The platform supports checking invisitors both with or without a reservation.
See ***Check In a Visitor Without Reservation*** for details about checking in visitors without a reservation.
See ***Check in a Reserved Visitor*** for details about checking in visitors with a reservation.

17.5.1 Check In a Visitor Without Reservation

Prior to a visitor's arrival or when the visitor arrives, you need to add the visitor's information to the platform. Once added and checked in, the visitor can authenticate by biometrics (including fingerprint and face picture) or QR code, and be able to access the predefined doors and floors.

Steps

1. In the top left of the Home page, select → **All Modules** → **Visitor** → **Visitor Check-In**.
2. Click **Unreserved Visitor Check-In**.
3. Edit basic visitor information, including name, profile picture, host, visit purpose, check-out time, and visitor type.

Note

- For visitors who have visited before, you can click **Select** next to **First Name** to reuse the information.
- You can click **Select** next to **host** to select an existing person as the host.
- You can set the visitor profile picture in three ways: collecting a face picture from devices, taking a picture by the camera of your computer, or uploading a picture saved in your computer.
- Hover the cursor on the uploaded profile picture and click **×** to delete it.

4. Click **Credential Management** to set the credentials for the visitor, including card and fingerprint.

Card

Issue a card to the visitor to assign the card number to the visitor. You can enter the card number manually, or swipe a card on the card enrollment station, enrollment station, or card reader to get the card number, and then issue it to the visitor.

1. Click + in the **Card** field.
2. Place the card that you want to issue to this visitor on the USB fingerprint recorder, fingerprint and card reader, or enrollment station, and the card number will be read automatically. Or you can enter the card number manually.

Note

You can click **Card Issuing Settings** to set the issuing parameters.

Figure 17-16 Read Card

Note

Only one card can be issued to a visitor.

Fingerprint

The platform provides three ways to collect fingerprints: via a USB fingerprint recorder, via an enrollment station, or via a fingerprint and card reader.
Click **Configuration** to set the collection mode as follows.

USB Fingerprint Recorder

Collect fingerprint via a USB fingerprint recorder connected to the computer running the Web Client, which is plug-and-play and does not require any settings. This mode is suitable for face-to-face scenarios where the person and the system administrator are in the same location.
After connecting the fingerprint recorder to your computer, click +, place and lift your fingerprint on the recorder following the prompts and it will collect your fingerprint automatically.

Fingerprint and Card Reader

Collect fingerprints via the fingerprint scanner of an access control device or a video intercom device which is managed in the system. This mode is suitable for non-face-to-face scenarios where the person and the system administrator are in different locations.
Select an access control device or a video intercom device from the managed device list.
Click +, place and lift your fingerprint on the selected fingerprint and card reader following the prompts and it will collect your fingerprint automatically.

Enrollment Station

You need to specify the device IP address, port number, user name, and password to access the enrollment station. Then click **+**, place and lift your fingerprint on the device and it will enroll your fingerprint automatically.

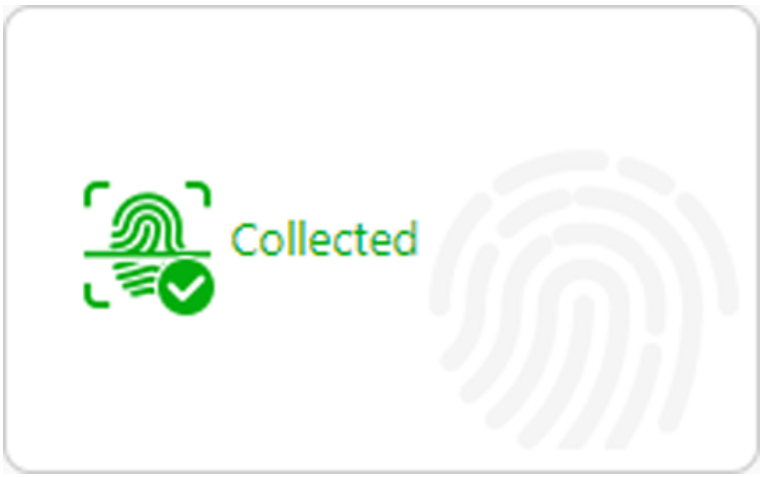


Figure 17-17 Fingerprint Recorded

Note

- No more than one fingerprint can be collected for 1 visitor.
- You can configure either cards or fingerprints.

5. Optional: Edit the ID information, including selecting certificate type, entering certificate No., and taking/uploading a certificate photo.
6. Optional: Take belongings photo.

Note

Make sure you have enabled this function. See ***Set Basic Parameters*** for details.

7. Set other information.
   1) Set other information, such as license plate number, gender, and skin-surface temperature.

      License Plate Number

      The license plate number will be shared with the parking lot system so that the visitor's vehicle will be allowed to enter or exit from the parking lot.

      Email

      Enter the visitor's email address for receiving an email containing the QR code or notification that the visitor has checked in.

   2) Click **Expand** to show the additional information fields and then enter additional information of the visitor.

Note

Make sure you have set custom visitor attributes, otherwise the additional information fields will be unavailable. For details about how to set custom visitor attributes, see ***Set Basic Parameters***.

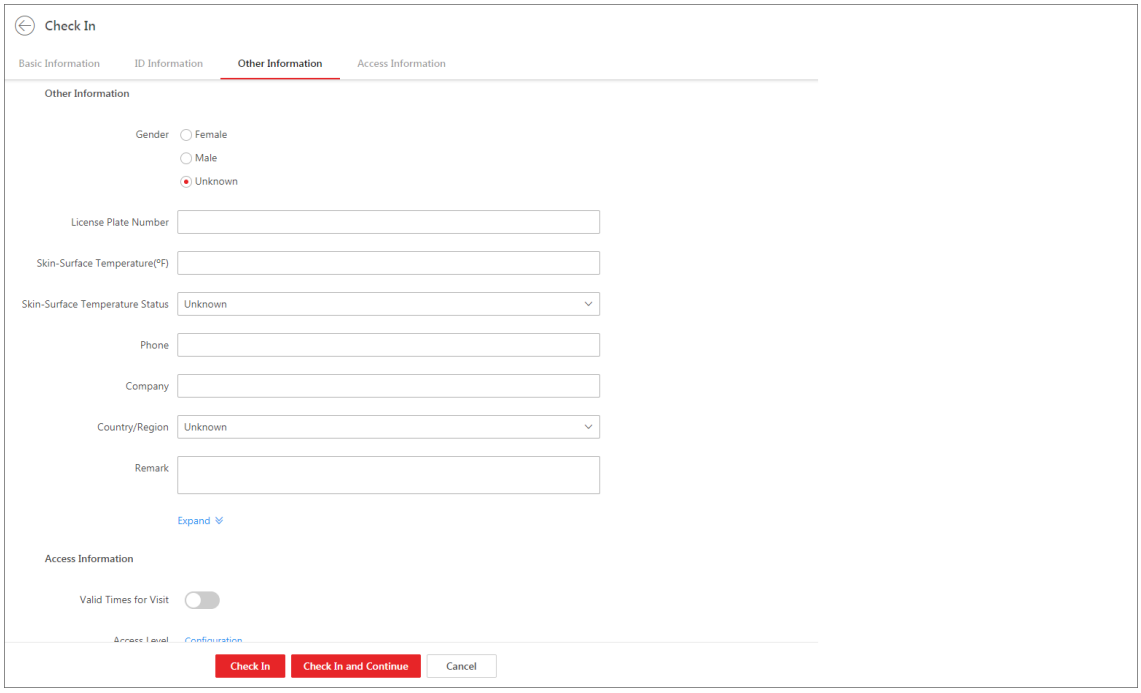


Figure 17-18 Set Other Information

8. Set the access information.

Valid Times for Visit

The maximum times a visitor can access certain doors or floors by QR code authentication. For example, if you set it to 4, the visitor can access the authorized doors and floors up to 4 times by QR code authentication.

Access Level

Assign access levels to the visitor so that the visitor can access the access points within the access schedule of the access levels.

Note

To add a new access level for the visitor, see instructions in ***Add Access Level for Visitors***.

Extended Access

If you check **Extended Access**, the access points that are configured with extended open duration will stay unlocked or open longer for the visitor.

9. Complete checking in the visitor.
   - Click **Check In**.
     If the operation succeeds, the Preview window will pop up showing the preview of the visitor pass for the visitor. You can click **Print** on the window to print the visitor pass.
   - Click **Check In and Continue** to check in the visitor and continue to check in another.
10. Go back to the Visitor Check-In page to check whether the visitor information fails to be applied to the visitor terminal(s). If fails, check failure details, troubleshoot, and apply again.

Note

If there is visitor information fails to be applied to visitor terminal(s), a notification will show at the top of the Visitor Check-In page (see the area marked in red in ***Figure 17-19***). In this case, you can click the notification to open the ***Figure 17-19*** to view the failure details and troubleshoot according to the failure reason shown on the window, and then apply the visitor information to visitor terminal(s) again.

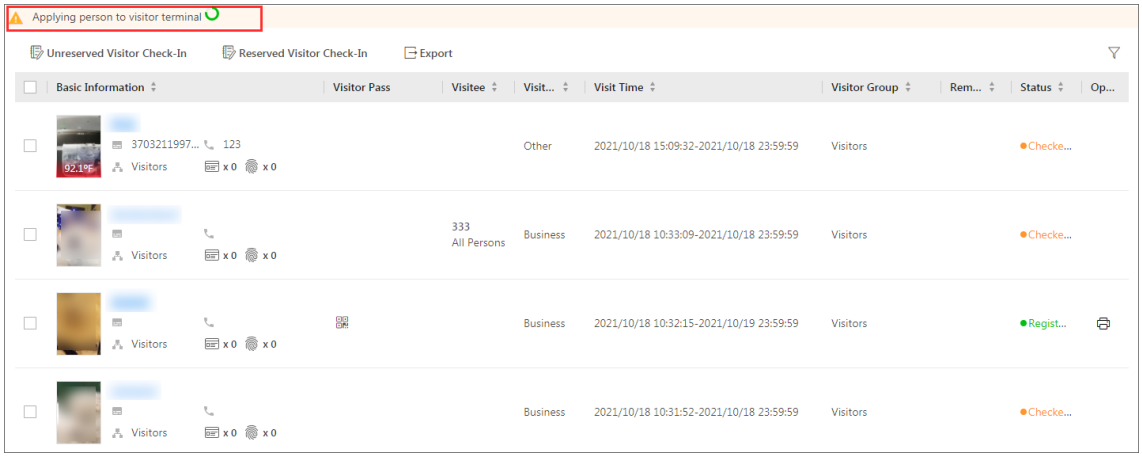


Figure 17-19 Notification on Applying Failures

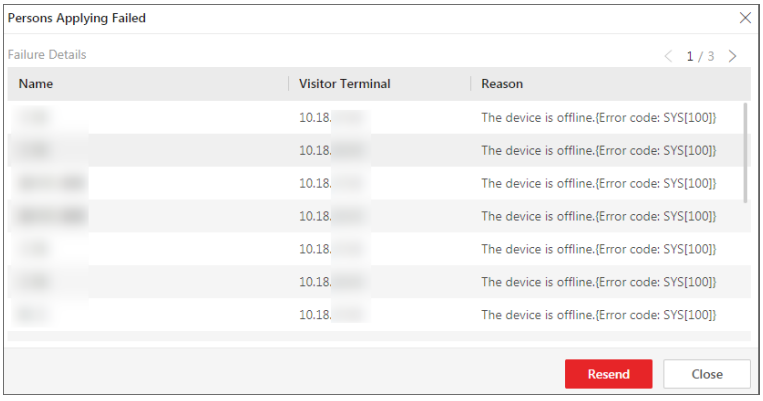


Figure 17-20 Persons Applying Failed Window

11. Optional: Perform the following operations on the Visitor Check-In page if needed.

Filter Visitors Click to filter visitors by conditions including ID No., name, phone, and company.
For the **Status** condition, you can click to select one or more reservation status (reserved, expired, and checked in) to filter visitors.
You can also click **Select Additional Information** to filter visitors.

Export Visitors Select visitors and click **Export** to export registered visitors to the

computer as a file.

Note

You will be required to set a password for the exported file for security. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product.

Edit Visitor Information

Click on a visitor's name to edit the information.

Note

If the visitor is checked out, you cannot edit the information.

Download a Visitor QR Code

Click in the **Visitor Pass** column to download the QR code for the visitor. You can print it or send it to the visitor for identity authentication at access points.

Print a Visitor Pass

Click to print the visitor pass for the visitor.

What to do next

You can view the added visitors in the Visitor List. For details, see ***View Visitor Information***.

17.5.2 Check in a Reserved Visitor

If a visitor has a reservation, you can check in the visitor by entering reservation information and visitor information.

Steps

1. In the top left of the Home page, select → **All Modules** → **Visitor** → **Visitor Check-In**.
2. Click **Reserved Visitor Check-In**.
3. Select a reservation credential type.
4. Enter the reservation code, or phone number, or select a certificate type and enter the certificate No.
   The Reserved Visitor Check In page will show.
5. Configure the visitor information. See ***Check In a Visitor Without Reservation*** for details.
6. Click **Check In**.

Note

If the operation succeeds, the Preview window will pop up showing the preview of the visitor pass for the visitor. You can click **Print** on the window to print the visitor pass.

7. Go back to the Visitor Check-In page to check whether the visitor information fails to be applied to the visitor terminal(s). If fails, check failure details, troubleshoot, and apply again.

Note

If there is visitor information fails to be applied to visitor terminal(s), a notification will show on the top of the Visitor Check-In page (see the area marked in red in ***Figure 17-21***). In this case, you can click the notification to open the ***Figure 17-21*** to view the failure details and troubleshoot according to the failure reason shown on the window, and then apply the visitor information to visitor terminal(s) again.

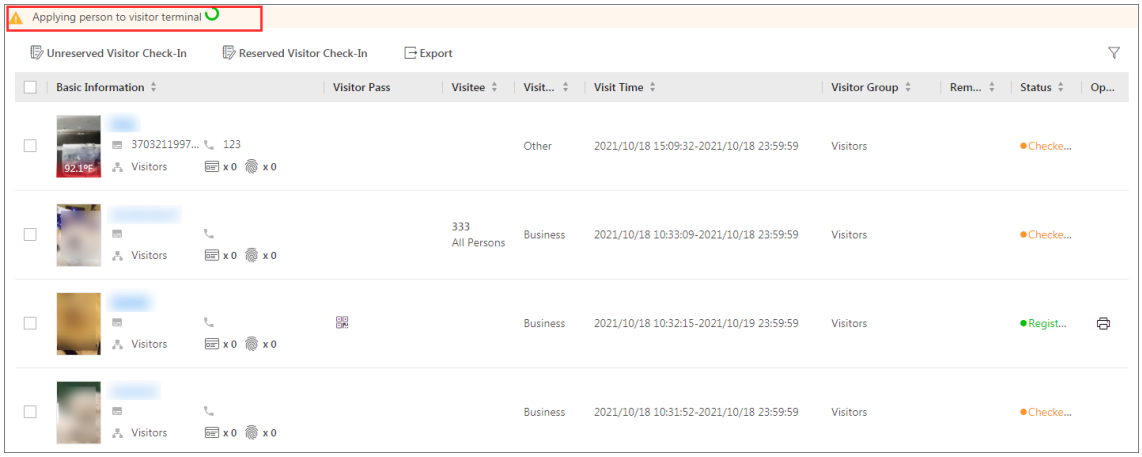


Figure 17-21 Notification on Applying Failures

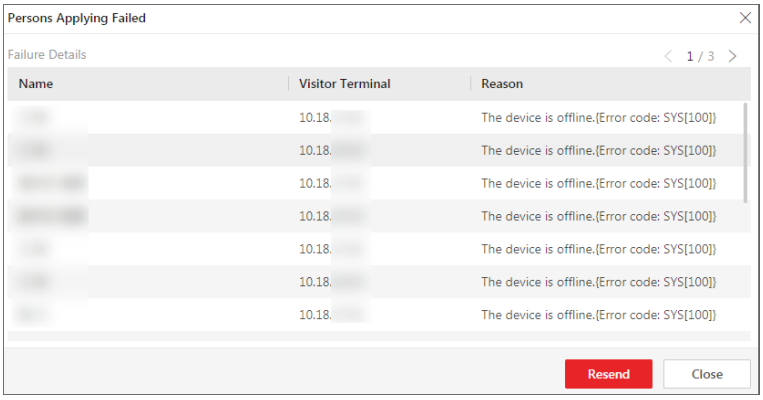


Figure 17-22 Persons Applying Failed Window

8. Optional: Perform the following operations on the Visitor Check-In page if needed.

Filter Visitors	Click to filter visitors by conditions including ID No., name, phone, and company. For the **Status** condition, you can click to select one or more reservation status (reserved, expired, and checked in) to filter visitors. You can also click **Select Additional Information** to filter visitors.
Export Visitors	Select visitors and click **Export** to export registered visitors to the computer as a file. **Note** You will be required to set a password for the exported file for security. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product.
Edit Visitor Information	Click on a visitor's name to edit the information. **Note** If the visitor is checked out, you cannot edit the information.
Download a Visitor QR Code	Click in the **Visitor Pass** column to download the QR code for the visitor. You can print it or send it to the visitor for identity authentication at access points.
Print a Visitor Pass	Click to print the visitor pass for the visitor.

17.5.3 View Visitor Information

You can view all checked-in visitors (including those who have checked out) in the visitor list and perform related operations such as adding visitors to the blocklist.
In the top left of the Home page, select → **All Modules** → **Visitor** → **Visitor Check-In** → **Visitor Information** to view the list of all the checked-in visitors.
You can perform the following operations on the Visitor Information page.

- Click on the top right to filter visitors by ID No., name, phone, company, skin-surface temperature, reservation/check-in time, and whether the visitor is in the blocklist.
  If you have set custom visitor attributes, you can click **Select Additional Information** to select additional information for the filtering. See ***Set Basic Parameters*** for details about how to set

custom visitor attributes.

- **Delete Visitor**: Check one or more visitors and click **Delete** to delete the selected visitor(s). Or click → **Delete All** to delete all visitors.

Note

After deleting the visitor's personal information, you can still search the visitor's visiting records in the Visitor List.

- **Move Visitors to Blocklist**: Select the visitors and click **Move to Blocklist** to move the selected visitors to the blocklist.
- **Remove Visitors from Blocklist**: Select the visitors and click **Remove from Blocklist** to remove the selected visitors from the blocklist.
- **Move Visitor to Another Group**: Check one or more visitors and click **Move** to move the selected visitor(s) into a different visitor group.
- **Reserve Again**: For normal visitors who have checked out, you can click to make reservation for them again quickly without the need to set the visitors' existing basic information (e.g. visitor name, ID, fingerprint) again.
- **Check In Again**: For normal visitors who have checked out, you can click to check in them again quickly without the need to set the visitors' existing basic information (e.g., profile picture and fingerprint).

Valid Times for Visit

The times a visitor can enter/exit the area managed by the related access group after authentication. For example, if you enter 5 as the valid times and relate an access group for a door to the visitor, the visitor can enter/exit the door for 5 times. After 5 times of authentication, the visitor cannot enter/exit the door.

17.6 Manage Entry & Exit Rule for Visitors' Vehicles

If one visitor comes by driving a vehicle, when registering, you need to enter the license plate number so that the platform can control the barrier to open when the capture unit of the parking lot detects this license plate.

Default Vehicle List for Visitors

There is one default vehicle list which is for the vehicles of visitors only in the Vehicle module. After visitor registration, if you enter the license plate number for the visitor, the license plate number will be displayed in this default vehicle list automatically.
You can click to edit the color of the vehicle list and enter description information for the list if needed.

Note

This vehicle list cannot be deleted.

Entry & Exit Rule for Visitors' Vehicles

There is one default entry & exit rule for the vehicles of the registered visitors on the **Entry & Exit Rule** page.
By default, the rule is: Whenever the vehicles in the vehicle list for visitors entering the parking lot, the platform will automatically open the barrier; Whenever the vehicles in the vehicle list for visitors exiting the parking lot, the platform will automatically open the barrier. You can edit this rule according to actual needs.

Note

For details about editing entry & exit rule, see ***Manage Entry & Exit Rules for Parking Lots***.

Note

This rule cannot be deleted.

17.7 Visitor Check-Out

You should check out a visitor or let the visitor check out at a self-service check-out point before the visitor leaves. This is to ensure that the access level assigned to the visitor expires after he/she leaves.
In the top left of the Home page, select → **All Modules** → **Visitor** → **Visitor Check-Out** to enter the Visitor Check-Out page.

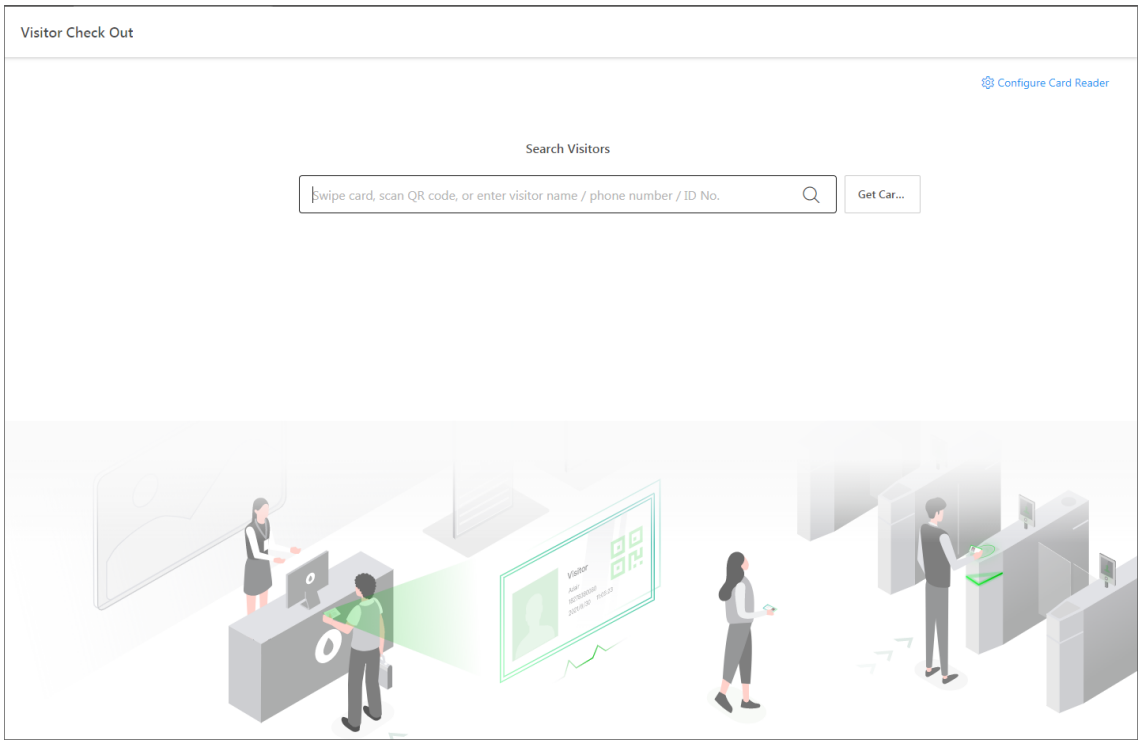


Figure 17-23 Visitor Check-Out Page

A visitor can be checked out in the following ways:

Check Out at Self-Service Check-Out Point

If you have set a self-service check-out point, the visitor can check out by authenticating at the self-service check-out points without the help of the receptionist. If you have issued a card to a visitor when registering, after checking out, the visitor should put the card in the place for card collection. The access level of their cards, fingerprints, face pictures, and QR codes will expire automatically.

Note

See ***Set Self-Service Check-Out Point*** for details about how to set a self-service check-out point.

Check Out by Swiping Card

If you want to allow visitors to check out by swiping their cards, you need to click **Configure Card Reader** in the upper-right corner of the Visitor Check-Out page to configure the card reader first.

Note

Before configuring the card reader, make sure that you have added the corresponding device (enrollment station or card enrollment station) to the platform, otherwise ⓘ will appear next to **Configure Card Reader**, indicating that the platform fails to detect the device.

By default, **Card Enrollment Station** is selected as the card reader. If you select **Enrollment Station** and complete related settings, you need to click **Get Card No.** on the Visitor Check-Out page to

activate the settings.
For details about how to configure the card reader, see ***Set Card Issuing Parameters***.

Search for and Check out a Visitor

You can enter the name, phone number, ID number of a visitor on the Visitor Check-Out page, and click to search for the visitor, and then click **Check Out** on the search result page to check out her/him.

Check out a Visitor by Scanning QR Code

If a barcode reader has been plugged into the PC where the platform runs, you can use the barcode reader to scan the QR code on the visitor pass of a visitor to check out the visitor.

Automatic Check-Out

If you do not manually check out a visitor, the visitor will be checked out by the platform automatically when the configured visiting duration ends.

Note

Automatic check-out is available only when **Auto Checkout for Visitor After Effective Period** is enabled on the Basic Parameters page. For details, see ***Set Basic Parameters***.

17.8 Check Visitor Access Records

When a visitor accesses an access point by credentials, a visitor access record is stored on the platform. After searching for a visitor, you can view all access records of the visitor, no matter the visitor has checked out or not. This allows you to track all the access points where the visitor has visited and view the corresponding visit time.
In the top left corner of the Home page, select → **All Modules** → **Visitor** → **Visitor Access Record** to display the visitor access records. By default, only the current-day records will be displayed. If you need to view other time's records, manually filter the records (see ***Filter Visitors***). You can perform the following operations.

Filter Visitors

Click on the top right to filter visitors by ID No., name, phone, company, host, visit reason, visit time, status, and skin-surface temperature. You can also click **Select Additional Information** to select additional information to filter.
For the **Status** condition, you can click to select one or more reservation status (reserved, expired, and checked in) to filter visitors.

View Information on First & Last Authentication

By default, only the first and last access authentication records are displayed. To view more information, click to open the Visitor Access Authentication Records window to view all access authentication records of the visitor.

Chapter 18 Time & Attendance

In the Attendance module, you can easily manage the time & attendance system of your organization and track your employees' attendance.

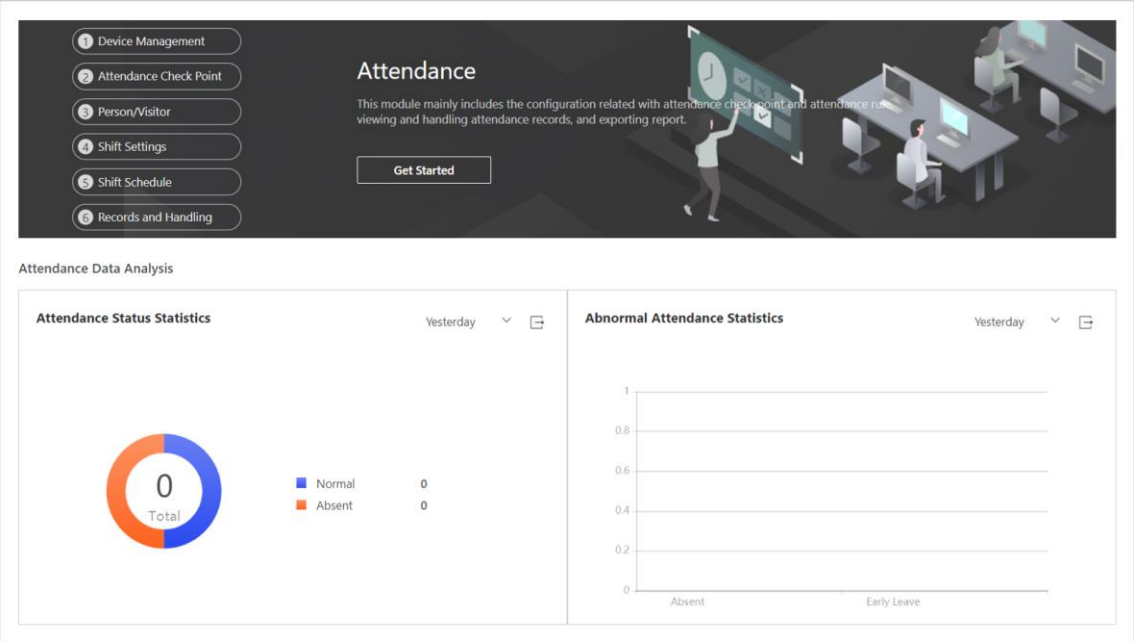


Figure 18-1 Time & Attendance Overview

The overview page shows the most recent attendance statistics:

- **Attendance Status Statistics**: Displays attendance status data in a doughnut chart.
- **Abnormal Attendance Statistics**: Displays abnormal attendance records in a bar chart.

Note

- You can select the time range from **Yesterday**, **Last 7 Days**, and **Last 30 Days**.

You can export the current chart to local PC.

To set up a time & attendance system from the start, click **Get Started** and follow the instructions on screen.

Note

You can move cursor to on the right to browse through all steps.

To get detailed instructions on each step, refer to ***Flow Chart***.

18.1 Flow Chart

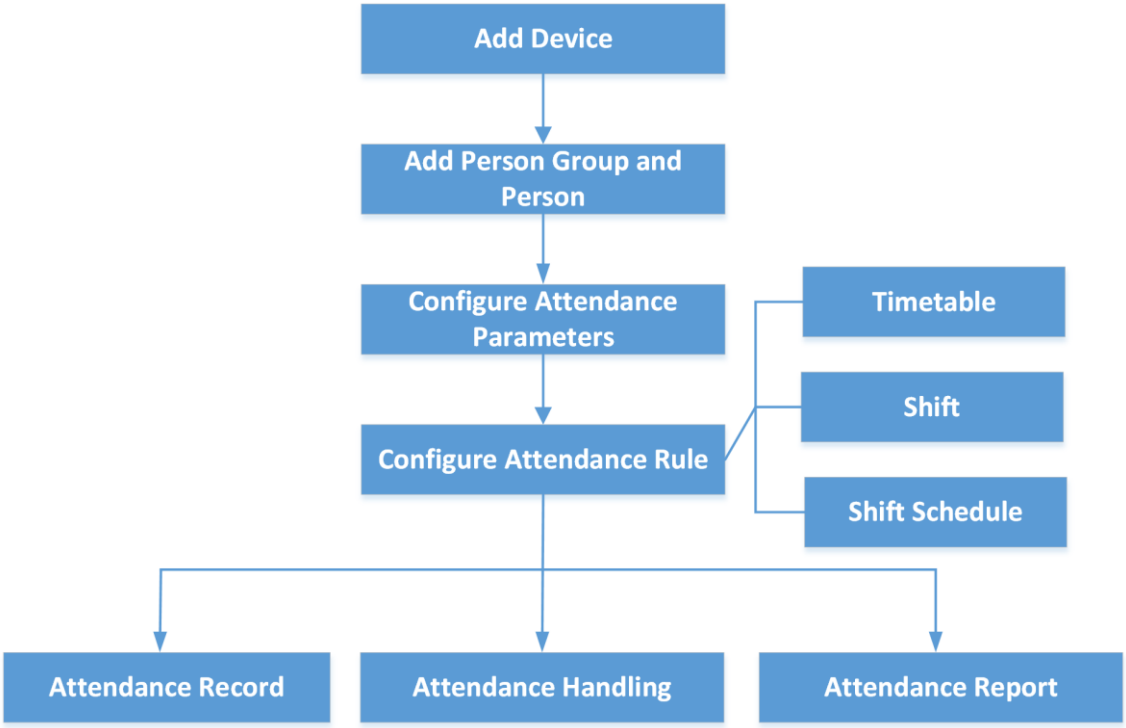


Figure 18-2 Flow Chart for Time & Attendance

- **Add Device**: Add devices (e.g., access control devices) to the platform. For more details, refer to ***Resource Management***.
- **Add Person Group and Person**: Add person groups and persons. For more details, refer to ***Add Person Groups*** and ***Add Person***.
- **Configure Attendance Parameters**: Configure attendance check points, general rule, overtime rule, leave types, display rule for report, third-party database, etc. For more details, refer to ***Configure Attendance Parameters***, ***Set Display Rules for Attendance Report*** and ***Synchronize Card Swiping Records to Third-Party Database***.
- **Configure Attendance Rule**: Add timetable (including break timetable and work timetable), shift, and shift schedule. For more details, refer to ***Add Timetable***, ***Add Shift*** or ***Manage Shift Schedule***.
- **Attendance Record**, **Attendance Handling**: Search and correct attendance records, apply for leave, get devices' attendance records, manually calculate attendance results, etc. For more details, refer to ***Manage Attendance Record***.
- **Attendance Report**: Export attendance report to local PC or send it via email regularly. For more details, refer to ***Manage Attendance Reports***.

18.2 Configure Attendance Parameters

You can configure the attendance parameters, including the weekends, absence rule, overtime

parameters, attendance check point, leave type, etc.

18.2.1 Add Attendance Check Point

You can set the access points (or linked card readers), cameras which support facial and human body, or terminals as attendance check points, so that the check-in/out by credentials (such as swiping card on the access point's card reader, or face detected by the (linked) camera) will be valid and will be recorded.

Steps

1. In the upper-left corner of Home page, select → **All Modules** → **Attendance** → **Basic Settings**.
2. Click **Attendance Check Point** on the left to enter the attendance check point management page.
3. Click **Add**.
4. Select the type of the attendance check point.

   Check-In & Out

   The attendance records of check-in or check-out on the attendance check point are both valid.

   Check-In Only

   The attendance records of swiping card or face recognition on the attendance check point will be only calculated as check-in. Persons cannot check out on this check point.

   Check-Out Only

   The attendance records of swiping card or face recognition on the attendance check point will be only calculated as check-out. Persons cannot check in on this check point.
5. Select the resource type (e.g., door) from the drop-down list.

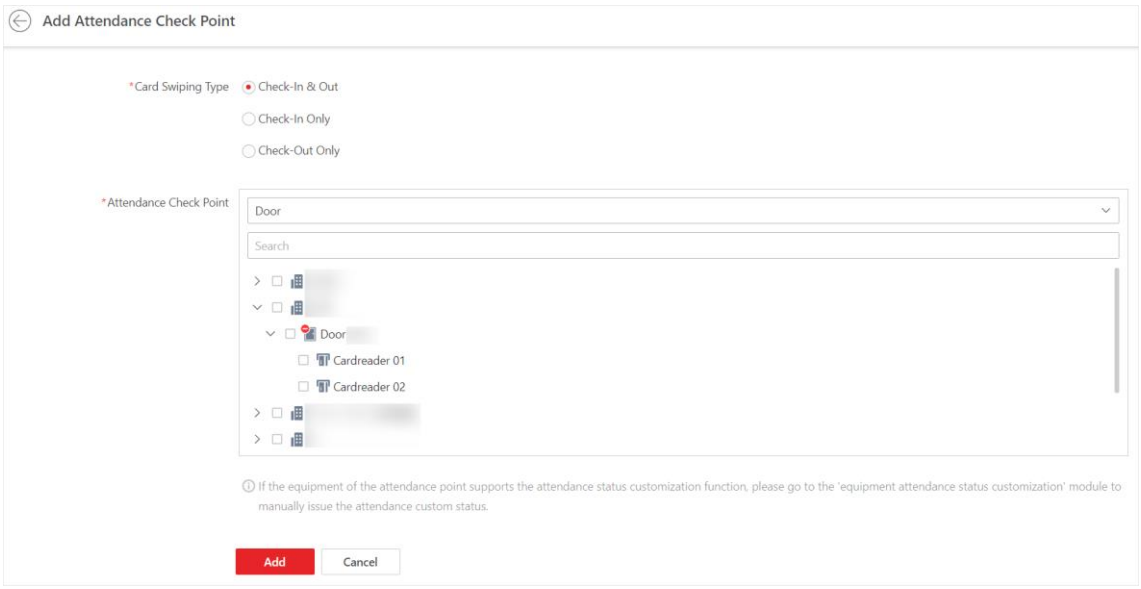


Figure 18-3 Add Attendance Check Point

All the resources which have not been set as attendance check point will be displayed.

6. Select the resources.

Note

If you select Door as the resource type, you can set the attendance check point type for different card readers separately. For example, there is a card reader installed at both side of the door. You can set the card reader of the entry direction as check-in only and the exit one check-out only.

7. Click **Add**.

   The selected resources will be displayed in the attendance check point list.

8. Perform the following operations.

Change Check Point's Type	For the added attendance check points, you can select one or more items and click **Set as Check-In Only**, **Set as Check-Out Only**, or **Set as Check-In/Out** from drop-down list to change the current type to another.
Delete Check Point	To delete the added attendance check point, select the added attendance check point(s) and click **Delete**.

Note

If the attendance check point is deleted, the attendance records on this attendance check point will be deleted as well, and it will affect the persons' attendance results for the days on which the attendance data haven't been calculated.

18.2.2 Define Weekends

Different countries or regions adopt different weekend convention. HikCentral-Workstation provides weekends definition function. You can select one or more days of week as the weekends according to actual situation.

In the top left corner of Home page, select → **All Modules** → **Attendance** → **Basic Settings** → **General Rule**.

In the Weekend Settings area, select the day(s) of week from Monday to Sunday. The attendance data of the selected date(s) will be calculated with the weekend rule.

18.2.3 Define Absence

You can define a global rule for absence. When the employee's attendance conforms to the absence rule, the attendance record will be marked as absent or other status you define.

In the top left corner of Home page, select → **All Modules** → **Attendance** → **Basic Settings** → **General Rule**.

In the Absence Settings area, you can define the absence rules.

Note

The absence settings are only valid for normal shift.

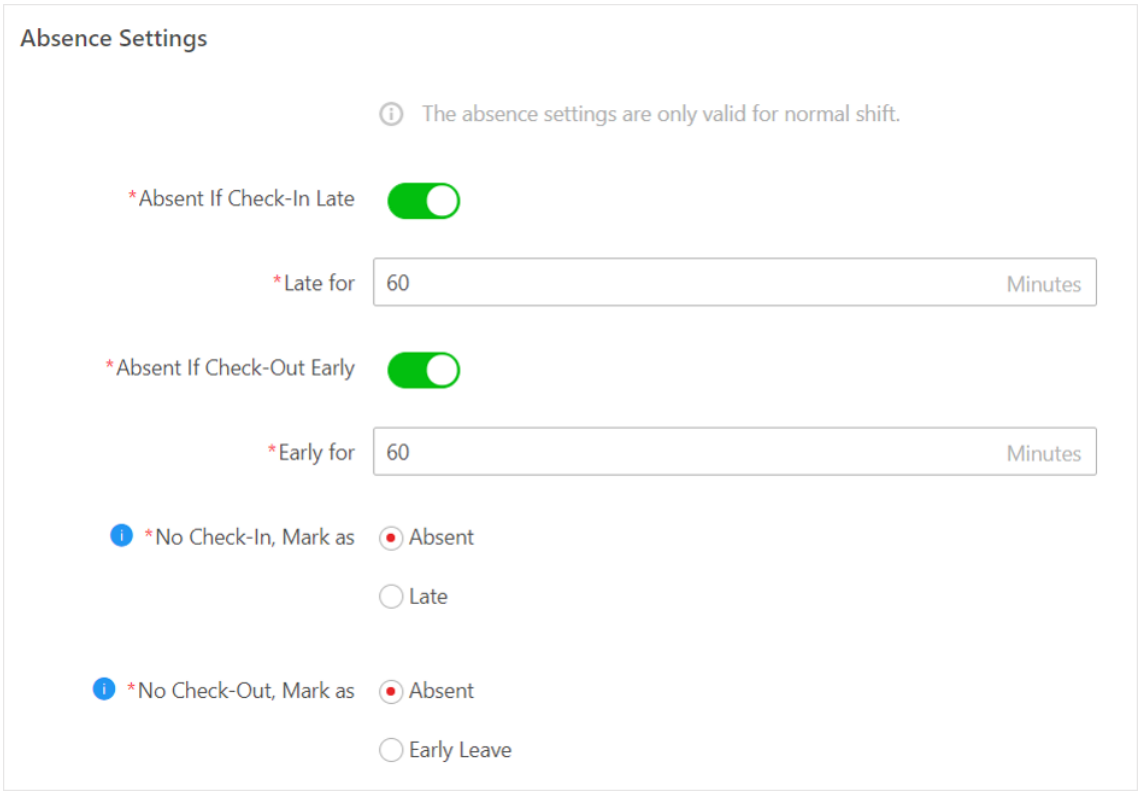


Figure 18-4 Absence Settings

Set Absence Rule for Check-In

Switch on **Absent If Check-In Late** and set a tolerant threshold in **Late for**. When the employee's check-in time minus scheduled start work time is longer than the **Late for** value, the employee's attendance status on that day will be marked as Absent.
In **No Check-In, Mark as**, specify an attendance status when a person does not check in or fails to check in within the valid check-in period. If you select **Late**, you need to set a fixed late duration.
For example, if the scheduled start work time is 9:00, valid check-in period is 6:00-12:00 (defined in Timetable - Attendance), **Late for** is set to 60 minutes, and **No Check-In, Mark as** is set to **Absent**, the attendance status of an employee will be:

- Normal, if the employee checks in between 6:00 and 9:00.

Note

You can set overtime rules to count the extra hours before scheduled start work time as overtime. See details in ***Configure Overtime Parameters***.

- Late, if the employee checks in between 9:01 and 9:59.
- Absent, if the employee checks in after 10:00 or does not check in.

Set Absence Rule for Check-Out

Switch on **Absent If Check-Out Early** and set a tolerant threshold in **Early for**. When the scheduled end work time minus employee's check-out time is longer than the **Early for** value, the employee's attendance status on that day will be marked as Absent.
In **No Check-Out, Mark as**, specify an attendance status when a person does not check out or fails to check out within the valid check-out period. If you select **Early Leave**, you need to set a fixed late duration.
For example, if the scheduled end work time is 18:00 and valid check-out period is 16:00-21:00 (defined in Timetable - Attendance), and **Early for** is set to 60 minutes, the attendance status of an employee will be:

- Absent, if the employee checks out before 17:00 or does not check out.
- Early Leave, if the employee checks out between 17:01 and 17:59.
- Normal, if the employee checks out between 18:00 and 21:00.

Note

You can set overtime rules to count the extra hours after scheduled end work time as overtime. See details in ***Configure Overtime Parameters***.

18.2.4 Configure Authentication Mode

You can configure authentication modes, including card, fingerprint, and face. After setting authentication mode, you can get attendance records of the configured authentication mode and calculate attendance data of the configured authentication mode.
In the top left corner of Home page, select → **All Modules** → **Attendance** → **Basic Settings** → **General Rule**.

Switch on **Customize Authentication Mode**, and select card, fingerprint, or/and face as the authentication mode.

Note

This function requires device capability.

18.2.5 Set Auto-Calculation Time of Attendance Results

Attendance results calculation refers to calculating the attendance status and duration according to persons' check-in/out records. You can set an auto-calculation time so that the platform will calculate the attendance results for all persons at a specific time every day.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Basic Settings** → **General Rule**.
2. In the Auto-Calculate Attendance area, select a time in **Calculate at**.
3. Click **Save**.

18.2.6 Configure Attendance Result Accuracy

You can control the degree of accuracy of each attendance statistic data, such as late duration, break duration, overtime duration, and actual work hours.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Basic Settings** → **General Rule**.
2. In the Advanced Settings area, set the parameters for each attendance statistics type in **Attendance Result Accuracy**.

   Min. Unit

   Set the minimum unit for the result item.
   You can set the minimum unit to 1 Minute, 0.5/1 Hour, or 0.5/1 Day.

   Rounding

   Rounding means replacing the number with a neighboring value that fits the minimum unit.
   You can choose to round up, round down, or round to the nearest value.

   Display Format

   Choose the display format of the time.

   Example

   For example, you set **Min. Unit** to 0.5 Hour, set **Rounding** to Round Up, and set **Display Format** to HH:MM.

   - If the actual duration is 1 to 30 minutes, the statistic data displayed will be ***0h30min***.
   - If the actual duration is 31 to 60 minutes, the statistic data displayed will be ***1h0min***.

3. Click **Save**.
   You can see the attendance results according to your accuracy settings in attendance records or attendance reports.

18.2.7 Configure Overtime Parameters

Overtime is the amount of time a person works beyond scheduled work hours. You can configure parameters, including work hour rate, overtime level, and attendance status for overtime, for workdays, weekends, and holidays.

Steps

1. In the upper-left corner of Home page, select → **All Modules** → **Attendance** → **Basic Settings**.
2. Select **Overtime** on the left to enter the overtime settings page.
3. Set **Work Hour Rate** for each overtime level (work hours = work hour rate × actual overtime).

Note

When a person works outside the scheduled work time on workdays, the person will reach different overtime level: overtime level 1, overtime level 2 and overtime level 3. You can set different work hour rates for three overtime levels.

Example

For example, a person's actual overtime is 1 hour (in overtime level 1), and the work hour rate of overtime level 1 is set to 2.50, so the work hours will be calculated as 2.50 hours.

4. In the Overtime in Workdays area, switch on **Calculate Overtime** to set the calculation mode of overtime duration on workdays.

Calculation Mode

Select a calculation mode.

By Total Work Hours

Overtime is calculated according to the extra work hours that exceed the required work hours.

OT Duration Calculation Mode

Select a method for overtime duration calculation.

Fixed

Overtime duration is fixed regardless of the actual overtime. You need to set a fixed duration in the **Overtime Duration** field.

Actual

Count the actual duration of the overtime. You need to set a minimum threshold for a valid overtime.
For example, if you set the threshold to 60 minutes:

- Overtime duration is 0 if a person works for 59 minutes longer than the required work hours;
- Overtime duration is 61 if a person works for 61 minutes longer than the required work hours.

By Time Points

Overtime duration is calculated according to the extra work hours earlier than start-work time or later than end-work time in one day.
You can enable **Count Early Check-In as OT** and **Count Late Check-Out as OT** to set the overtime duration calculation mode respectively.

OT Duration Calculation Mode

Select a method for overtime duration calculation.

Fixed

Overtime duration is fixed regardless of the actual overtime. You need to set a fixed duration in the **Overtime Duration** field.

Actual

Count the actual duration of the overtime. You need to set a minimum threshold for a valid overtime.
For example, if you set **Earlier than Check-In Time for Mark as Valid Overtime** to 30 minutes, and the start-work time is 9:00:

- Overtime duration is 0 if a person checks in at 8:31;
- Overtime duration is 31 if a person checks in at 8:29.

Overtime Level Settings

Select the overtime levels and drag on the time slot to set the range of the selected overtime levels. The total work hours will be calculated according to the work hour rate of each overtime level.

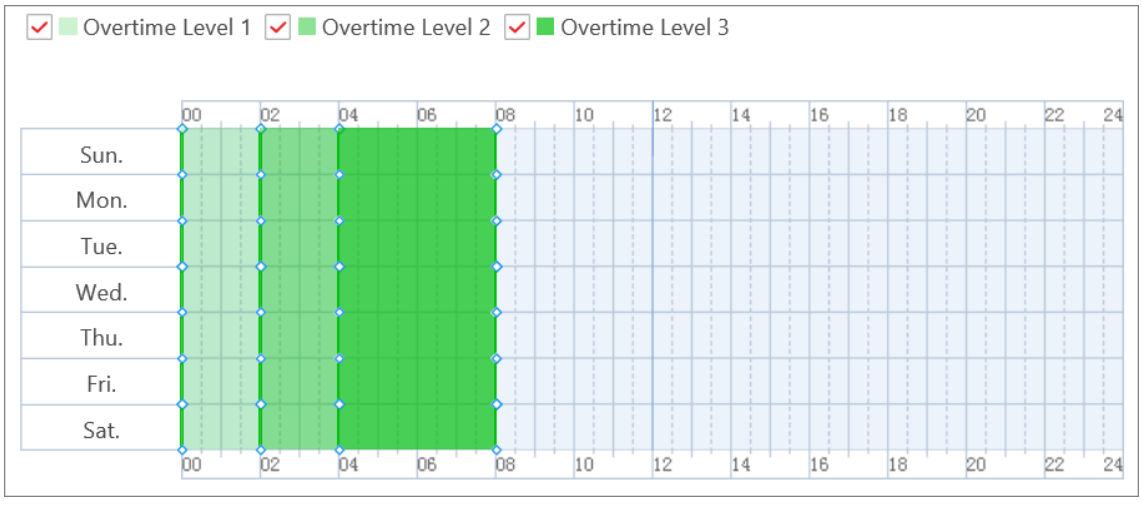


Figure 18-5 Overtime Level Settings

Overtime on Weekends

You can switch on **Overtime on Weekends** and set the valid overtime threshold. Then when a person's work hours on weekends are less than the threshold, the overtime will be 0.

5. In the Overtime on Holidays area, set the overtime rule for holidays.

If Overtime Longer than Mark as Valid Overtime

Set a minimum threshold for a valid overtime.

Set Max. Overtime

Switch on to set an upper limit for the overtime duration in the **If Works Longer than Mark as Invalid Overtime** field. Exceeded time will not be counted as valid overtime.

Overtime Level on Holiday

Set the overtime level for each holiday.
You can select multiple holidays and click **Batch Set Overtime Level** to batch set the overtime level, or set the overtime level for each holiday separately.

Note

- To add a new holiday, click **Add Holiday**.
- To edit holidays, click **Holiday Settings**.

6. Optional: Switch on **Calculate Overtime** in the Overtime Not in Valid Attendance Check Period area to count the extra work time outside the valid check-in/out period as valid overtime.
7. Click **Save**.

18.2.8 Manage Leave Type

A leave type represents the reason for a leave. You can customize the leave types (major leave types and minor leave types) in advance and select them as the leave reason when applying for leave for persons in the platform. You can also edit or delete the leave types.
In the top left corner of Home page, select → **All Modules** → **Attendance** → **Basic Settings** → **Leave Type** to enter leave type management page.

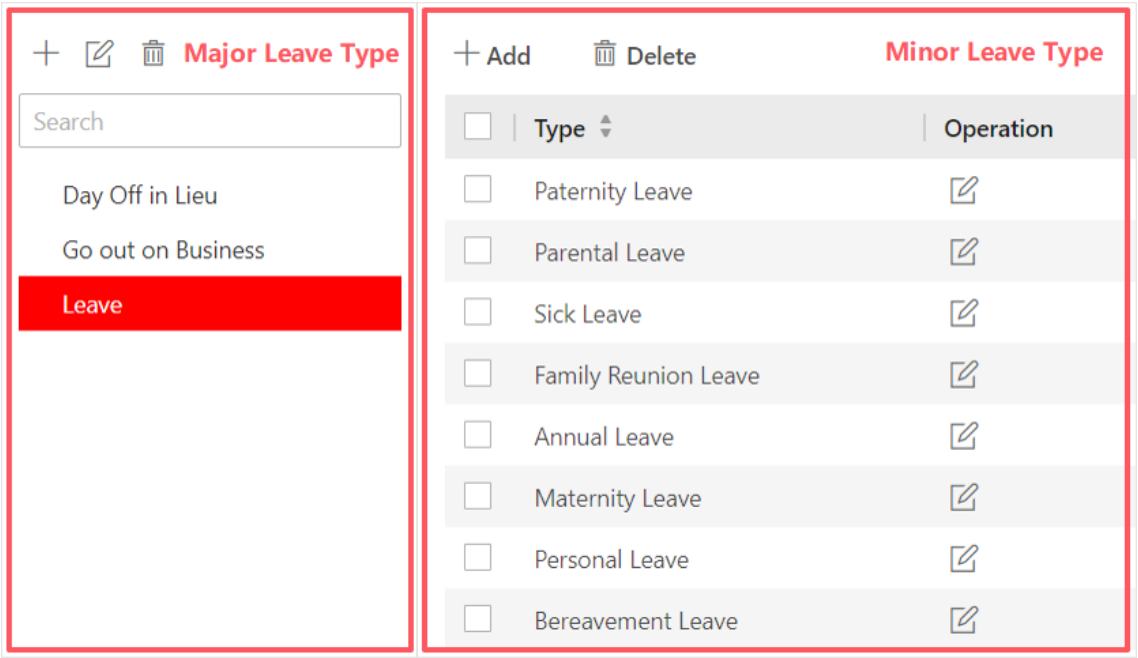


Figure 18-6 Leave Type Management Page

In the Major Leave Type area, you can add, edit, or delete the major leave types.

- Add Major Leave Type: Click + and create a name to add a new major leave type.
- Edit Major Leave Type Name: Select a major leave type and click to edit its name.
- Delete Major Leave Type: Select a major leave type and click to delete the major leave type and all minor types in it.

Select a major leave type, the minor leave types of the major leave type are listed in the Minor Leave Type area. You can add, edit, or delete the minor leave types.

- Add Minor Leave Type: Click **Add** and create a name to add a new minor leave type under the major leave type.
- Edit Minor Leave Type Name: Click on the Operation column to edit the name of the minor leave type.
- Delete Minor Leave Type: Select the minor leave type(s) and click **Delete** to delete the selected minor leave type(s).

Note

After setting the leave types, you can select the leave type(s) from a list when applying for leave for persons. See details in ***Apply for Leave for a Single Person*** or ***Apply for Leave for Multiple Persons***.

18.2.9 Customize Attendance Status on Device

You can customize the rules of attendance status on device. After setting up Attendance Status on Device and applying the settings to the devices, you can choose to use the attendance status on the devices to calculate the attendance results.

Before You Start

Make sure the devices support this feature.

Steps

1. In the upper-left corner of Home page, select → **All Modules** → **Attendance** → **Basic Settings**.
2. Select **Custom Attendance Status on Device** on the left.
3. Switch on **Enable Attendance Status on Device**.
4. Set the parameters.

Attendance Mode

Manual: No attendance schedule. Manual selection of attendance status is required when a person checks in or checks out on a device.
Automatic: Specify an attendance schedule and the attendance status of a person is judged according to the schedule.
Manual And Auto: Specify an attendance schedule and the attendance status of a person is judged according to the schedule. The person can also change the attendance status manually on device.

Attendance Status Required

On: Manual selection of attendance status is required for a valid check-in/out.
Off: Manual selection of attendance status is optional.

Note

Not available when in Manual mode, because manual selection of attendance status is always required.

Custom Check Name

Customize the status name for check-in and check-out.

Custom Break Name

Customize the status name for the start and end of a break.

Custom Overtime Name

Customize the status name for the start and end of an overtime.

Schedule Template

Select a status and drag on the template to define the attendance status of a period of time.

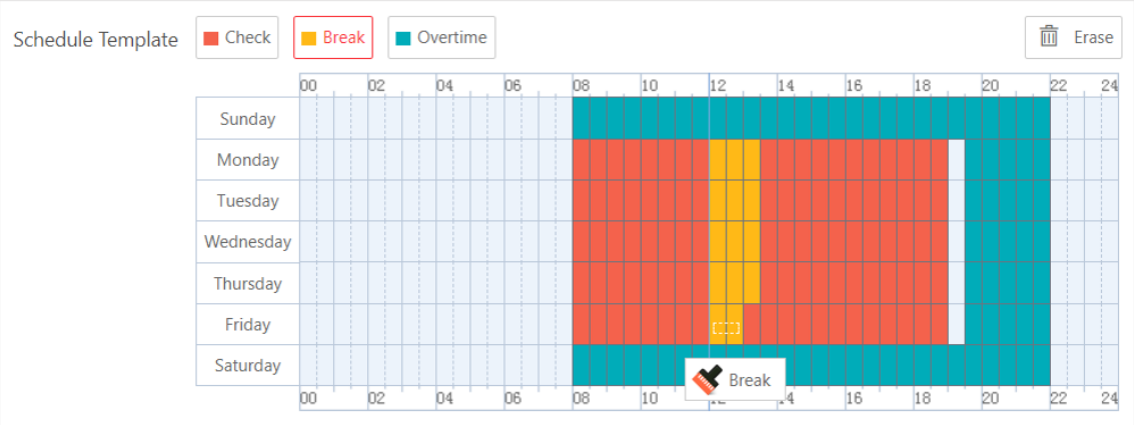


Figure 18-7 Schedule Template

Note

- Not available when in Manual mode. Because manual selection of attendance status is always required and no attendance schedule is needed.
- Work time and break time must be continuous.
- Overtime cannot be continuous with work and break time.
- Overtime must be before or after work or break time.

5. Click **Save** to save the settings and apply the settings to the attendance check points you added.

Note

- You can view the applying result on the Apply Custom Status window.
- See details about adding attendance check points in ***Add Attendance Check Point***.
- You can switch on **Enable T&A Status on Device** when configuring break timetables, timetables, or shifts to record the T&A status on devices, which will be used in attendance results calculation.

18.3 Add Timetable

The timetable defines the detailed time rules for attendance, such as work time, break time, etc. According to the actual requirements, you can select normal shift or man-hour shift as timetable type for further configuration and application, and then the employees need to follow the time rules to check in, check out, etc.

18.3.1 Add Break Timetables

Break timetables define the start/end time of breaks and the calculation method of break duration. You can create break timetables in advance and use them as templates when configuring break time in a timetable.

Steps

1. In the upper-left corner of Home page, select → **All Modules** → **Attendance** → **Shift Settings**.
2. Select **Break Timetable** on the left.
3. Click **Add**.
4. Set parameters for the break timetable.

Name

Create a descriptive name for the break timetable, such as "Launch Break".

Start Time

Start time of the break.

Earliest Allowable Start Time

Flexible start time of the break. If a person checks out earlier than **Earliest Allowable Start Time**, the check-out will not be counted as the break start time and no break will be recorded.

End Time

End time of the break.

Latest Allowable End Time

Flexible end time of the break. If a person checks in later than **Latest Allowable End Time**, the check-in will not be counted as the break end time.

Break Duration Calculation Mode

Method for counting the duration of a break.

Period

Fixed duration. The actual break start/end time of persons will only be recorded but not be used to calculate the duration of breaks.

Break Duration

Set the duration of the break.

Must Check

Actual duration calculated by the check-out time and check-in time.
In **Count Early/Late Return**, you need to choose to count early or late return time**By Duration** or **By Time Point**.

By Duration

When the actual break duration (end time minus start time) is shorter than or longer than the specified duration, it will be counted as early or late return.

By Time Point

When the actual return time is earlier than or later than the specified end time, it will be counted as early or late return.

You also need to set the threshold and the attendance status for the early/late return time.

If early/late for

Threshold for counting the early/late return time.

Mark as

Choose to count the remaining time of a early return as overtime or the exceeded time of a late return as late, early leave, or absent.
If you do not want to count the early/late return time, set it to **Normal**.

Set Calculation Mode

Switch on to set the calculation method of break duration.

Calculated by

First In & Last Out: Only count and calculate the duration of the first and last check-in/out records during the start/end time of the break.
Each Check-In/Out: Count each check-in/out record during the start/end time of the break and calculate the total duration. You need to set a minimum interval in **Min. Interval** to filter out repeated check-in/outs.

Enable T&A Status on Device

Check to record the T&A status on the attendance check devices.
Uncheck to discard the T&A status on the devices and only record the person information and check-in/out time.

Note

To configure the rule of T&A status on device, see ***Customize Attendance Status on Device*** for details.

5. Optional: Perform further operations after adding the break timetable.

Edit Break Timetable	Click on the name of a break timetable to edit it.
Delete Break Timetable	Select the break timetables you want to delete and click **Delete** to delete them.

What to do next

Use the break timetable to set the break time in a timetable. See ***Add Timetable for Normal Shift*** or ***Add Timetable for Man-Hour Shift***.

18.3.2 Add Timetable for Normal Shift

Normal shift is usually used for the attendance with fixed schedule. The employees should check in before the start-work time and check out after the end-work time. Otherwise, their attendance status will be late, early leave, or absent. You can add the timetable for normal shift to define the detailed rules (e.g., start-work time, end-work time, late rule, valid check-in/out time, break time, etc.), in order to monitor employees' working hours and attendance.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Shift Settings**.
2. Click **Timetable** on the left to enter the timetable management page.
3. Click **Add**.
4. In **Basics**, set the following parameters.

Name

Create a descriptive name for the timetable.

Color

Click on the **Color** field and set the color for the timetable. Different colors represent the corresponding timetables when drawing for Shift Schedule in time bar.

Set Calculation Mode

Switch on to set the calculation method of work duration.

Calculated by

First In & Last Out: Only count and calculate the duration of the first and last check-in/out records within the valid check-in/out period.
Each Check-In/Out: Count each check-in/out record within the valid check-in/out period and calculate the total duration. You need to set a minimum interval in **Min. Interval** to filter out repeated check-in/out records.

Enable T&A Status on Device

Check to record the T&A status on the attendance check devices.
Uncheck to discard the T&A status on the devices and only record the person information and check-in/out time.

Note

- If a break timetable in the timetable is not enabled with T&A Status on Device, it will be enabled if you enable this function for the timetable.
  If a break timetable in the timetable is already enabled with T&A Status on Device, this setting will not change even if you disable the function for the timetable.

- To configure the rule of T&A status on device, see ***Customize Attendance Status on Device*** for details.

5. In **Attendance**, select **Normal Shift** as the timetable type.
6. Set the detailed rules for work time and check-in/out.

Scheduled Work Time

Range of the scheduled work time, including start-work time and end-work time.

Valid Check-In Period

If the employee does not check in during the valid check-in period, the check-in will not be recorded and the attendance status will be absent or late depending on the absence settings.

Valid Check-Out Period

If the employee does not check out during the valid check-out period, the check-out will not be recorded and the attendance status will be absent or early leave depending on the absence settings.

Min. Work Hours

Employees' work duration in one day must be longer than minimum work hours. Otherwise, the attendance status will be absent.

Flexible Mode

Allow Late/Early Leave

The employees are allowed to arrive late or leave early for a specific period of time.
For this mode, you need to set the allowable time for late and early leave. If an employee checks in/out within the period after the start-work time or before the end-work time, the attendance status will be **Normal**.
For example, if the start-work time is set to 09:00:00, and the late allowable duration is 30 minutes, and the employee checks in at 09:15:00, the attendance status will be **Normal**.

Flexible Period

Flexible period allows employees to extend their start-work time and end-work time.
For this mode, you need to set the flexible duration, which defines the extended duration for both start-work time and end-work time. If the total late and early leave time is within the flexible duration, the attendance status will be **Normal**.
For example, if the scheduled work time is set to 09:00:00 to 18:00:00, and the flexible duration is 30 minutes, and the employee checks in at 09:15:00, and checks out at 18:15:00, the attendance status will be **Normal**.

7. In **Break Time**, click **Add** to select the break timetables to define the break time in the timetable.

Note

- You can click **Add New** to create a new break timetable. See details in ***Add Break Timetables***.
- Check **Count Break Time in Work Hours** to include the break time into work hours.

8. Optional: In **Timetable Overview**, view the timetable in a timeline.

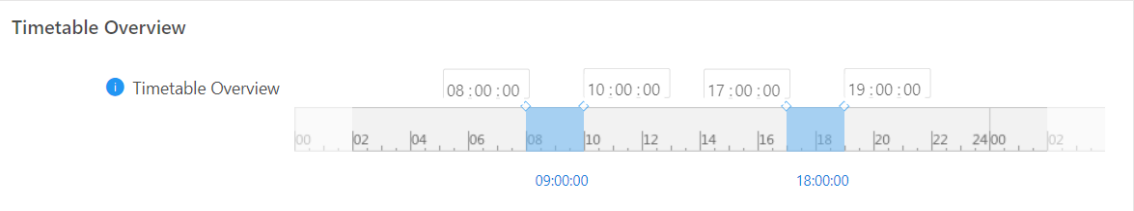


Figure 18-8 Timetable Overview

Note

You can drag the timeline to the left or right.

9. Optional: Switch on **Absence Settings** to set a different absence rule instead of using the general absence rule.

Note

See details about setting a general absence rule in ***Define Absence***. You can also refer to this topic for explanations for the parameters in the absence rule.

10. Click **Add** to save the timetable, or click **Add and Continue** to continue adding another timetable.

What to do next

Use the timetables to define the work schedule on each day in a shift. For more details, refer to ***Add Shift***.

18.3.3 Add Timetable for Man-Hour Shift

Man-hour shift is usually used for the attendance with flexible schedule. It does not require a strict check-in time and check-out time and only requires that the employees' work hours are longer than the minimum work hours.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Shift Settings**.
2. Click **Timetable** on the left to enter the timetable management page.
3. Click **Add**.
4. In **Basics**, set the following parameters.

Name

Create a descriptive name for the timetable.

Color

Click on the **Color** field and set the color for the timetable. Different colors represent the corresponding timetables when drawing for Shift Schedule in time bar.

Set Calculation Mode

Switch on to set the calculation method of work duration.

Calculated by

First In & Last Out: Only count and calculate the duration of the first and last check-in/out records within the valid check-in/out period.
Each Check-In/Out: Count each check-in/out record within the valid check-in/out period and calculate the total duration. You need to set a minimum interval in **Min. Interval** to filter out repeated check-in/out records.

Enable T&A Status on Device

Check to record the T&A status on the attendance check devices.
Uncheck to discard the T&A status on the devices and only record the person information and check-in/out time.

Note

- If a break timetable in the timetable is not enabled with T&A Status on Device, it will be enabled if you enable this function for the timetable.
  If a break timetable in the timetable is already enabled with T&A Status on Device, this setting will not change even if you disable the function for the timetable.
- To configure the rule of T&A status on device, see ***Customize Attendance Status on Device*** for details.

5. In **Attendance**, select **Man-Hour Shift** as the timetable type.
6. Set the rules for work time and check-in/out.

Valid Check-In/Out Period

If the employee does not check in/out within the valid check-in/out period, the check-in/out will not be recorded and the attendance status will be late or absent.

Min. Work Hours

Employees' work duration in one day must be longer than minimum work hours. Otherwise, the attendance status will be absent.

7. In **Break Time**, click **Add** to select the break timetables to define the break time in the timetable.

Note

- You can click **Add New** to create a new break timetable. See details in ***Add Break Timetables***.
- Check **Count Break Time in Work Hours** to include the break time into work hours.

8. Optional: In **Timetable Overview**, view the timetable in a timeline.

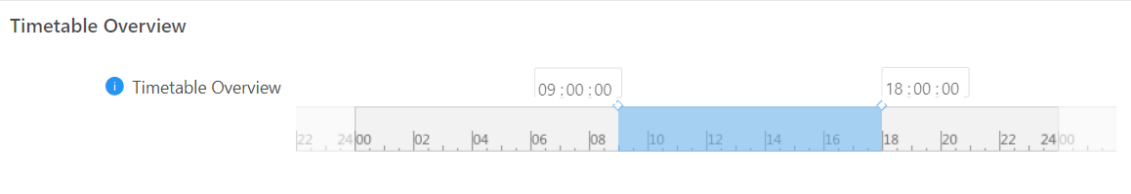


Figure 18-9 Timetable Overview

Note

You can drag the timeline to the left or right.

9. Click **Add** to save the timetable, or click **Add and Continue** to continue adding another timetable.

What to do next

Use the timetables to define the work schedule on each day in a shift. For more details, refer to ***Add Shift***.

18.4 Add Shift

Shift is the time arrangement for employees. Shifts can be assigned to employees to regulate their duties. You can adopt one or multiple timetables in one shift.

Before You Start

Make sure you have added timetables. See details in ***Add Timetable for Normal Shift*** or ***Add Timetable for Man-Hour Shift***.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Shift Settings**.
2. Click **Shift** on the left to enter the shift management page.
3. Click **Add**.
4. Set the shift's basic information, including creating a descriptive name and editing its description.
5. Optional: Select another shift from the drop-down list of **Copy from** field to copy the shift information to the current shift.
6. Set the shift's repeating pattern.

Week

The shift will repeat every 1 to 52 weeks based on your selection. If you select 2 or more weeks, you need to set the start week.

Day

The shift will repeat every 1 to 31 days based on your selection. You need to set a start date to define when the shift starts.

Month

The shift will repeat every 1 to 12 months based on your selection. If you select 2 or more months, you need to set the start date.

7. Select **Normal Shift** or **Man-Hour Shift** as the shift type.
   The corresponding timetables of normal shift or man-hour shift will be displayed.
8. Select a timetable and click on the table below to apply the timetable on each day.

Note

- For **Normal Shift**, you can apply more than one timetable in one day which requires the employees to check in and check out according to each timetable. The start and end work time and the valid check-in and out time in different timetables can not be overlapped.
- You can use up to 8 different timetables in one shift.

9. Select a general calculation mode for the shift.

Note

You can set a unique calculation mode for each timetable in the timetable settings page. General calculation mode only applies to the timetables without a calculation mode.

Calculated by

First In & Last Out: Only count and calculate the duration of the first and last check-in/out records within the valid check-in/out period.
Each Check-In/Out: Count each check-in/out record within the valid check-in/out period and calculate the total duration. You need to set a minimum interval in **Min. Interval** to filter out repeated check-in/outs.

Enable T&A Status on Device

Check to record the T&A status on the attendance check devices.
Uncheck to discard the T&A status on the devices and only record the person information and check-in/out time.

Note

- If a timetable in the shift is not enabled with T&A Status on Device, it will be enabled if you enable this function for the shift.
  If a timetable in the shift is already enabled with T&A Status on Device, this setting will not change even if you disable the function for the shift.
- To configure the rule of T&A status on device, see ***Customize Attendance Status on Device*** for details.

10. Optional: Switch on **Enable Overtime** set a different overtime rule instead of using the general overtime rule.

Note

See instructions on setting a general overtime absence rule in ***Configure Overtime Parameters***. You can also refer to this topic for explanations for the parameters in the overtime rule.

11. Select the holidays. On holidays, the shift will not be effective.

Note

For setting the holiday, refer to ***Set Holiday***.

12. Click **Add** to finish adding the shift.

What to do next

Assign shift to persons or person groups. See details in ***Assign Shift Schedule to Person*** or ***Assign Shift Schedule to Person Group***.

18.5 Manage Shift Schedule

Shift schedule is used to specify the persons and effective periods during which the persons perform their duties following the attendance rule defined in the shift. After setting the shift, you need to assign it to the person group or persons, or add a temporary schedule, so that it will calculate the attendance records for persons according to this shift schedule.

18.5.1 Shift Schedule Overview

The shift schedule overview shows the shift schedule information of each person in the person group. You can also view the detailed schedule of one person for each day in one month.
In the top left corner of Home page, click → **All Modules** → **Attendance** → **Shift Schedule** → **Shift Schedule Overview** to enter the shift schedule overview page.
Select a person group on the left, you can view the schedule information about every person in the person group.
Click the person name to enter the detailed schedule of this person for each day in one month, such as effective period, shift name, and so on. You can click **Edit** or **Delete** to edit the shift schedule or delete the shift schedule.

Note

If any shift is not assigned to the person, you can click **Set Shift Schedule** to assign a shift to him/her.

18.5.2 Assign Shift Schedule to Person Group

After setting the shift, you need to assign it to the person group so that it will calculate the

attendance records for persons in the person group according to this shift schedule.

Before You Start

Make sure you have added person groups, persons, and shifts. For details, refer to ***Add Person Groups***, ***Add Person***, and ***Add Shift***.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Shift Schedule**.
2. Click **Assign to Person Group** on the left.
3. Do one of the following to set the shift schedule.

Assign One by One	On the left, select a person group you want to assign shift to, and switch on **Set Shift Schedule**.
Batch Assign	Click to open the Set Shift Schedule panel. Select the person groups.

4. Set schedule parameters.

Effective Period

The shift is effective within the period you set.

Check-In Not Required

Persons in the person group(s) in this schedule do not need to check in when they arrive.

Check-Out Not Required

Persons in the person group(s) in this schedule do not need to check out when they leave.

Effective for Overtime

The overtime of the persons in the person group(s) in this schedule will be recorded.

5. Select a shift for the person group(s) you select.

Note

- You can click **View** to preview the shift.
- You can click **Add New** to assign another shift to the persons in the person group(s). The persons can check in/out in any of the timetables which are applied to the shifts and the attendance will be effective.

6. Click **Save**.

18.5.3 Assign Shift Schedule to Person

You can add a person shift schedule and assign a shift to one or more persons, so that it will calculate the attendance records for the persons according to this shift schedule.

Before You Start

Make sure you have added the person(s) and the shift. For details, refer to ***Add Person*** and ***Add***

Shift.

Steps

Note

The person schedule has the higher priority than person group schedule.

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Shift Schedule**.
2. Click **Assign to Person** on the left to enter the person shift schedule management page.
3. Optional: Select a person group on the left, enter keywords in text field, or check **Include Sub-Group** to filter the persons.
4. Select the persons you want to assign the shift to.
5. Click **Set Shift Schedule** to enter the Set Shift Schedule page.
6. Set required parameters.

   Effective Period

   Within the period you set, the shift is effective.

   Check-In Not Required

   Persons in this schedule do not need to check-in when they come to work.

   Check-Out Not Required

   Persons in this schedule do not need to check-out when they end work.

   Effective for Overtime

   The persons' overtime will be recorded for this schedule.

7. Select a shift to be assigned.

Note

You can click **Add New** to assign another shift to the person(s). The person(s) can check in/out in any of the timetables which are applied in the shifts and the attendance will be effective.

8. Click **Save**.

18.5.4 Add Temporary Schedule

You can add a temporary schedule for the person and the person will be assigned with the shift schedule temporarily. You can also view and edit the temporary schedule details.

Before You Start

You should have added the person(s) and the shift. For details, refer to ***Add Person*** and ***Add Shift***.

Steps

Note

The temporary schedule has the higher priority than other schedules.

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Shift Schedule**.
2. Click **Temporary Schedule** tab to enter the temporary schedule page.
3. Click **Add** to enter adding temporary schedule page.
4. Set required parameters.

Name

Customize a name for the schedule.

Effective Period

Within the period you set, the shift is effective.

Check-In Not Required

Persons in this schedule do not need to check-in when they come to work.

Check-Out Not Required

Persons in this schedule do not need to check-out when they end work.

Effective for Overtime

The persons' overtime will be recorded for this schedule.

5. Select a shift to be assigned.

Note

You can click **Add New** to assign another shift to the person(s). The person(s) can check in/out in any of the timetables which are applied in the shifts and the attendance will be effective.

6. Click to select the person(s) you want to assign the shift to.
7. Click **Save**.

18.6 Manage Attendance Record

The persons' attendance records will be recorded and stored in the system. You can search the records by setting the search conditions to view the attendance details and view the person's attendance report. You can also correct check-in/out time for the exceptional records according to actual needs.

18.6.1 Search Raw Records

You can search the raw attendance records with conditions such as time, person information, and data source. Raw records refer to the original records on attendance check devices (access records)

and handling records (manually corrected attendance records).

Steps

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Records and Handling**.
2. Click **Raw Records** on the left.

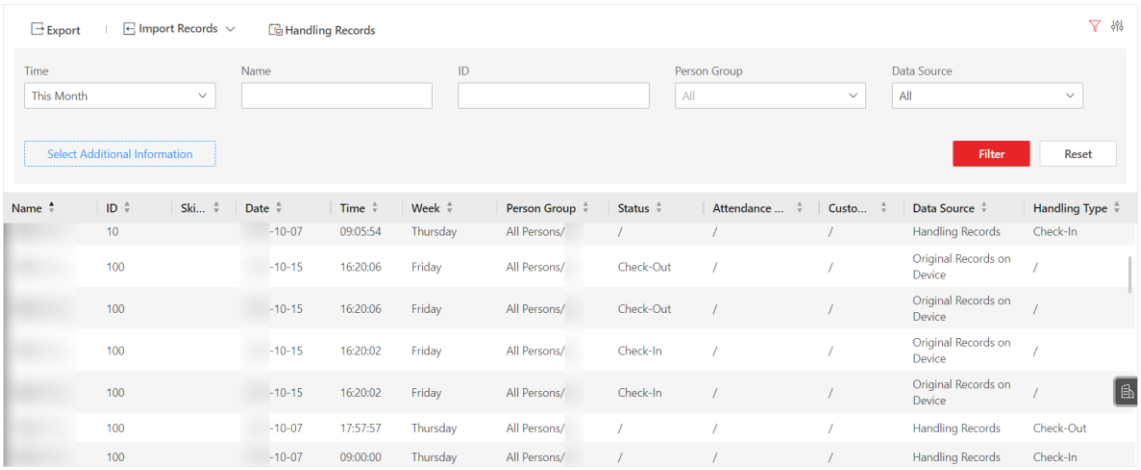


Figure 18-10 Raw Records

3. Optional: In the filter area, set the search conditions.

Time

Set the time range of the raw records you want to search. You can set up to one year's time range.

Name

Name of the person you want to search.

ID

Person ID of the person you want to search.

Person Group

Select the person group to view the raw records of the persons in the group.

Data Source

Select the type of raw records you want to search.

- **Original Records on Device**: access and authentication records generated by the attendance check points.
- **Handling Records**: manually corrected attendance records.

Select Additional Information

You can search the raw records with more custom conditions. Click **Select Additional Information** to select the additional search conditions.

Note

For more details about adding additional condition, refer to ***Customize Additional Information***.

4. Click **Filter** to show all matched raw records.
5. Optional: Perform further operations.

Select Display Items	Click and select the items displayed in the search result.
Import Raw Records	Click **Import Records** to import raw records from an attendance check device or a file exported from an attendance check device. **Note** See details in ***Import Raw Attendance Records***.
Export Raw Records	Click **Export** to export the filtered attendance records to your PC. **Note** See details in ***Export Attendance Records***.
Handle Raw Records	You can click **Handle Records** to correct the check-in/out records if necessary.

18.6.2 Import Raw Attendance Records

Attendance data on the attendance check devices could fail to be transmitted to HikCentral-Workstation due to many causes, such as device offline and network connection failure. Or some of your attendance check devices are not added to the platform, but you still need to manage their attendance data on the platform. You can use this function to get the latest access records from the devices.

In the upper-left corner of Home page, select → **All Modules** → **Attendance** → **Records and Handling** → **Raw Records**.

Click **Import Records** > **Import from Device** or **Import from File**.

Import from Device

Applicable to getting the latest data on the attendance check devices that are added to the platform.

Select the devices that store the attendance check data, and then select the time range to be imported. Click **OK** to import the records within the range on the selected devices.

Import from File

Applicable to attendance check devices added or not added to the platform.

Note

For devices that are not added to the platform, you need to make sure that the devices are supported by the platform. See *HikCentral-Workstation Compatibility List* for reference.

Many attendance check devices have the ability to export a file that contains persons' attendance check events. You can import the file to the platform so that the attendance check data can be managed on the platform.

Note

- To export the data file on an attendance check device, please refer to the user manual of the device.
- Usually, you need to enter the back-stage management page of the device to export the event file to a connected external storage device via USB port, and then transfer the event file to the PC where the platform runs.

18.6.3 Search Attendance Result

You can search attendance results to view the person's attendance status by setting the search conditions such as attendance group, person name, status, and skin-surface temperature status.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Records and Handling**.
2. Click **Attendance Result** on the left.
3. In the filter area, set the search conditions.

Time Period / Time

Set the time range of the attendance results you want to search. You can set one year's time range at most and search the persons' attendance results recorded within three years.

Name

Enter the person name to view the attendance results.

ID

Enter the person's ID to view the attendance results.

Person Group

Select the person group to view the attendance results.

Status

You can search the attendance results of certain status. For example, if you want to view the late arrival records, you can select **Late** to search.

Skin-Surface Temperature Status

You can search the attendance results by setting skin-surface temperature status, including All, Normal, Abnormal, and Unknown.

Select Additional Information

You can search the attendance results with more custom conditions. Click **Select Additional Information** to select the additional search conditions.

Note

For more details about adding additional conditions, refer to ***Customize Additional Information***.

4. Click **Filter** to show all matched attendance results.
5. Optional: Perform further operations.

Sort Results	Click ↑↓ and select a sorting rule to sort the matched results in order.
Select Display Items	Click and select the items displayed in the search result.
View Person's Attendance Results	Click the person name to view the person's attendance results. **Note** Hover the cursor on the date to view the detailed work time, including scheduled work time and actual work time.
Export Attendance Results	Click **Export** to export the filtered attendance results and save in your PC. **Note** For more details, refer to ***Export Attendance Records***.
Recalculate Attendance Results	Click **Calculate Again** to calculate the results with the latest raw records and handled records. **Note** See details in ***Manually Calculate Attendance Results***
Handle Attendance / View Handling Records	You can correct the check-in/out records or apply for leave for persons if necessary. You can also view the history handling records. For details, refer to ***Correct Check-In/Out for a Single Person*** /

Correct Check-In/Out for Multiple Persons, ***Apply for Leave for a Single Person*** / ***Apply for Leave for Multiple Persons***, and ***View Attendance Handling Records***.

18.6.4 Correct Check-In/Out for a Single Person

After searching the person's attendance results, you can correct one person's check-in/out time according to actual needs.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Records and Handling**.
2. Click **Attendance Result** on the left.
3. Search the attendance results.

Note

For details, refer to ***Search Attendance Result***.

4. Click the name in the list of attendance results to enter the attendance details page of the person.
5. Hover the cursor over the date with abnormal attendance result and click **Handle Records**.
6. Select **Correct Check-in/out** as the handling type.
7. Set the correction type and time.
8. Optional: Enter the remarks, such as correction reason.
9. Click **Save**.

Note

The platform will start recalculating the attendance results according to the corrected records.

18.6.5 Correct Check-In/Out for Multiple Persons

You can batch correct multiple persons' check-in/out time according to actual need (e.g., the employees forgot to check in or check out).

Steps

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Records and Handling**.
2. Click **Raw Records** → **Handle Records** or **Attendance Result** → **Batch Handle**.
3. Select **Correct Check-in/out** as the handling type.
4. Choose one of the following operations for handing.
   - **Filtered Person(s)**: Correct the check-in/out time of the persons whose attendance records are filtered when searching attendance records. You need to set correction type and time.

Note

Not available when you are searching raw records.

- **Select Person(s)**: Select one or more persons in person groups, and set correction type and time.

Note

Up to 10,000 persons can be selected.

- **Batch Import**: Click **Download Template** and edit the related information in the downloaded template, then click ··· and import the template with the corrected attendance records.

Note

If failed, you can export the error information, and import the edited information again.

5. Click **Save**.

18.6.6 Apply for Leave for a Single Person

After searching the person's attendance results, you can apply for leave according to actual needs.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Records and Handling**.
2. Click **Attendance Result** on the left.
3. Search the attendance results.

Note

For details, refer to ***Search Attendance Result***.

4. Click the name in the list of attendance results to enter the attendance details page of the person.
5. Hover the cursor over the date with abnormal attendance result and click **Handle Records**.
6. Select **Apply for Leave** as the handling type.
7. Set the leave type and time.
8. Optional: Enter the remarks, such as leave reason.
9. Click **Save**.

Note

The platform will start recalculating the attendance results according to the leave records.

18.6.7 Apply for Leave for Multiple Persons

You can apply for leave for multiple persons when they ask for leave or go on a business trip.

Before You Start

Make sure the required leave type have been defined. For more details, refer to ***Manage Leave Type***.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Records and Handling**.
2. Click **Attendance Result** on the left.
3. Click **Batch Handle**.
4. Select **Apply for Leave** as the handling type.
5. Choose one of the following operations for handing.
   - **Filtered Person(s)**: Apply leave for the persons whose attendance records are filtered when searching attendance results. You need to set leave type and time.
   - **Select Person(s)**: Select one or more persons in person groups, and set leave type and time.

   Note

   Up to 10,000 persons can be selected.
6. Optional: Enter remarks, such as leave reasons.
7. Click **Save**.

18.6.8 Manually Calculate Attendance Results

If person group or shift schedule changes or abnormal attendance records are handled, you can recalculate the attendance results according to the latest data. After re-calculation, the original results will be replaced by new attendance results.

Steps

Note

HikCentral-Workstation can calculate the attendance data automatically at a fixed time pount (4 o'clock by default) every day. You can edit the time point in **Attendance** → **Basic Settings** → **General Rule** → **Auto-Calculate Attendance**.

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Records and Handling**.
2. Click **Attendance Result** on the left.
3. Click **Calculate Again** to show the calculation settings window.
4. Set the start time and end time for attendance data.
5. Select **All Persons** or **Specific Persons** for attendance calculation.
6. Click **OK**.

Note

It can only calculate the attendance data recorded within three months.

18.6.9 View Attendance Handling Records

Attendance handling records show the added attendance handling information, including check-in/out correction and leave application. You can view the handling details, undo the handling operations, or export the records here.

In the top left corner of Home page, select → **All Modules** → **Attendance** → **Records and Handling** → **Handling Records** to view the attendance handling records.

You can perform the following operations.

- **Filter Handling Records**: Click and set conditions (e.g., Name, ID, Time, etc.) to filter the handling records.
- **Undo Handling Operations**: Select the handling record(s) and click **Undo** to cancel the handling operations. The correction records will be deleted in the page and the previous attendance status will also be restored.

Export Handling Records: Click **Export** to save the handling records in CSV or Excel format to the local PC.

18.6.10 Export Attendance Records

The attendance results and raw records can be exported in Excel, PDF, or CSV format and be saved to the local PC. You can select the items to be included in the exported file.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Attendance** → **Records and Handling**.
2. Click **Attendance Result** or **Raw Records** on the left.
3. In the filter panel, set the search conditions to filter attendance records.

Note

For more details, refer to ***Search Attendance Result*** or ***Search Raw Records***.

4. Click **Export** in the upper-left corner.
5. Select the format of the exported file from Excel, PDF and CSV.
6. Select the data items to be exported.
7. Optional: Click ↑ or ↓ to adjust the order of the data items.
8. Click **Export** to export the attendance records and save to your PC.

18.7 Manage Attendance Reports

Attendance report is the statistics of the attendance results of the specific person group(s) or person(s) in a certain time period. For example, the employer or related persons can view the employees' attendance via attendance report and make it as the standard of performance evaluation or pay calculation. You can define the display rules on the report, and manually export report.

18.7.1 Set Display Rules for Attendance Report

You can configure the contents displayed in the attendance report, such as the company name, logo, date format, time format, and marks of different attendance status.
In the top left corner of Home page, select → **All Modules** → **Attendance** → **Attendance Settings** → **Report Display** to set the following display rules.

Company Information

The company information (including company name and logo) will be displayed on the cover page of the attendance report. You can customize the company name. You can also upload a picture for the logo.

Note

Hover over your cursor on the uploaded logo picture, and you can click **Delete Logo** to delete the picture.

Format of Date and Time

The formats of date and time may vary for the persons in different countries or regions. You can set the date format and time format according to the actual needs.

Marks of Different Status

In the report, different marks indicate different status respectively, including late, absent, no schedule, holiday, etc. You can customize these marks according to actual needs.

18.7.2 Send Attendance Report Regularly

You can set a regular report rule for specific person groups, and the platform will send an emails attached with a report to the recipients daily, weekly, or monthly, showing the attendance records of the persons in these person groups during specific periods.

Before You Start

- Set the email template with recipient information, subject, and content. For details, refer to ***Add Email Template for Sending Report Regularly***.
- Set the email parameters such as sender address, SMTP server address and port, etc. For details, refer to ***Configure Email Account***.

Steps

Note

- One report can contain up to 10,000 records in total.
- The report is an Excel file.

1. In the upper-left corner of Home page, select → **All Modules** → **Attendance** → **Basic Configuration**.
2. Select **Scheduled Report** on the left to enter the report setting page.
3. Click **Add** (for first time) or click +.
4. Create a descriptive name for the report.
5. In **Report Type**, select the report content, such as Daily Report, Start/End Work Time, etc.

Note

- You can select **Custom Report** as the report type and select a customized report from the **Custom Report** drop-down list.
- You can click **Add New** to create a new custom report. See instructions in ***Add a Semi-Custom Report*** or ***Add a Custom Report***.

6. In **Person Group**, select the person group(s) and click > to include the persons in the person group(s) in this report.
7. In **Person**, click to include individual persons in this report.
8. Set the statistics type to **Daily**, **Weekly**, or **Monthly** and set the report time range and sending time.

Daily Report

Daily report shows data on a daily basis. The platform will send one report at the sending time every day. The report contains data recorded on the day prior to the current day.
For example, if you set the sending time to 20:00, the system will send a report at 20:00 every day, containing the persons' attendance results between 00:00 and 24:00 prior to the current day.

Weekly/Monthly Report

The platform will send one report at the sending time every week or every month. The report contains the persons' attendance results of the recent one/two weeks or current/last month of the sending date.
For example, for weekly report, if you set the sending time to 6:00 on Monday, the platform will send a report at 6:00 in the morning on every Monday, containing persons' attendance results of the last week or recent two weeks based on your selection.

Note

- Daily or weekly report is not available when you set report type to monthly or weekly report.
- To ensure the accuracy of the report, you are recommended to set the sending time at least

one hour later than the auto-calculation time of the attendance results. By default, the platform will calculate the attendance results of the previous day at 4 A.M. every day. You can change the auto calculation time in General Rule. See details in ***Set Auto-Calculation Time of Attendance Results***.

9. Select the email template from the drop-down list to define the recipient information and email format.

Note

You can click **Add New** to add a new email template. For setting the email template, refer to ***Set Email Template***.

10. Select **CSV**, **Excel**, or **PDF** as the format.

Note

You can select **TXT** as the format if the report type is **Access Records**.

11. Select a report language.
12. Select and enable the way of sending the report from **Send Report via Email**, **Upload to SFTP**, and **Local Storage**.

Note

To set up the SFTP or local storage, click > **SFTP Settings** or **Configure Local Storage**.

13. Click **Add** to save the report schedule.
    The report will be generated and sent to the recipient at the specified sending time.

18.7.3 Export Attendance Report

HikCentral-Workstation supports multiple report types and you can export a series of attendance reports manually to view the employees' attendance data.

Steps

1. Select → **All Modules** → **Attendance** → **Export Report**.
2. Select **Attendance Report** on the left.
3. Select a report type.
4. Select the person groups and individual persons to be included in the report.

Note

For Department Report, you can only select person groups.

5. Set the time range of this report according to the report type.

Monthly Reports	● **By Calendar Month**: Select a calendar month as the report time range. ● **Custom Time Period**: Report time range is 30 days from the start date you specify.
Weekly Reports	● **By Week**: Select a calendar week as the report time range. ● **Custom Time Period**: Report time range is 7 days from the start date you specify.
Other Report Types	Select the start date and end date of the report.

6. Select **CSV**, **Excel**, or **PDF** as the format of the report.

Note

You can select **TXT** as the format if the report type is **Access Records**.

7. Click **Export**.
   The report will be generated and downloaded to the local PC.

18.7.4 Custom Report

If the predefined attendance report types in the platform cannot meet your needs, you can customize your own report types.

- ***Add a Semi-Custom Report***: Customize a report based on a predefined report.
- ***Add a Custom Report***: Create a completely new report with more flexibility on data selection and presentation.

Add a Semi-Custom Report

You can create a semi-custom attendance report based on the predefined report type in the platform. After creating a semi-custom report, you can export the report manually or set a schedule to send the report to your email regularly.

Steps

1. Select → **All Modules** → **Attendance** → **Export Report**.
2. Select **Custom Report** on the left.
3. Select the **Semi-Custom Report** tab.
4. Click **Add**.
5. Create a descriptive name for the report in the **Report Name** field.
6. Select a predefined report type from the **Report Source Type** drop-down list.

   Example

   For example, if you want to customize a report based on the Department Report, you can select

Department Report and then customize it in the following steps.

7. Select the data items you want to include in the report from **Available Fields**.

Note

- Selected data items will show in **Selected Fields**.
- You can drag the items in **Selected Fields** to set the order of the items.

8. Select a sorting rule for records from the **Table Display Rule** drop-down list.
9. Click **Add** to save the semi-custom report, or click **Add and Continue** to add another one.
10. Optional: Perform further operations.

Edit Report	Click on report name to edit it.
Delete Report	Select the report(s) and click **Delete** to delete the selected report(s).
Export Report	Click and specify the target persons, time range, and report format to export the report to the PC.
Send Report Regularly	You can set a schedule to send the report regularly. See details in ***Send Attendance Report Regularly***.

Add a Custom Report

You can create a fully-customized attendance report. After creating a custom report, you can export the report manually or set a schedule to send the report to your email regularly.

Steps

1. Select → **All Modules** → **Attendance** → **Export Report**.
2. Select **Custom Report** on the left.
3. Select the **Custom Report** tab.
4. Click **Add**.
5. Create a descriptive name for the report in the **Report Name** field.
6. Choose whether to merge the data of the same person/department/date.
7. Select a sorting rule for records from the **Table Display Rule** drop-down list.
8. Select the data items you want to include in the report from **Available Fields**.

Note

- Selected data items will show in **Selected Fields**.
- You can drag the items in **Selected Fields** to set the order of the items.

9. Click **Add** to save the custom report, or click **Add and Continue** to add another one.
10. Optional: Perform further operations.

Edit Report	Click on report name to edit it.

Delete Report	Select the report(s) and click **Delete** to delete the selected report(s).
Export Report	Click and specify the target persons, time range, and report format to export the report to the PC.
Send Report Regularly	You can set a schedule to send the report regularly. See details in ***Send Attendance Report Regularly***.

Chapter 19 Intelligent Analysis Report

Reports, created for a specified period, are essential documents, which are used to check whether a business runs smoothly and effectively. In HikCentral-Workstation, reports can be generated daily, weekly, monthly, annually, and by custom time period. The reports can also be added to the dashboard for browsing at a glance. You can use reports as basis in creating decisions, addressing problems, checking tendency and comparison, etc.

19.1 Customize Report Dashboard

The report dashboard provides an at-a-glance view for the reports supported by the system, such as people counting report. You can customize the report dashboard as required.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Intelligent Analysis** → **Intelligent Analysis Overview**.
2. Optional: Click → **Add Dashboard** on the report dashboard page to add a new dashboard.

Note

You can add up to 100 dashboards.

The new dashboard appears and it is named as "Dashboard + The Time When It was Added" by default. For example, in "Dashboard20190916102436", "2019" represents year, "09" month, "16" date, "10" hour, "24" minute, and "26" second.

3. Optional: Edit dashboard(s).
   1) Click to expand the added dashboard(s).
   2) Click to edit the dashboard name or click to delete the dashboard.
4. Add report(s) to a dashboard and edit the report(s).
   1) Select a report type and generate the report.
   2) Click **Add** on the report page to add the report to dashboard.
      The report appears on the selected dashboard.
   3) Perform the following operations.
      - Add More Reports: Click **Add Report** to add more reports to the dashboard.
      - View Report in Larger Window: Click to view the report in larger window.
      - Edit Report Name: Click ··· and then click **Edit**.
      - Delete Report from Dashboard: Click ··· and then click **Delete**.

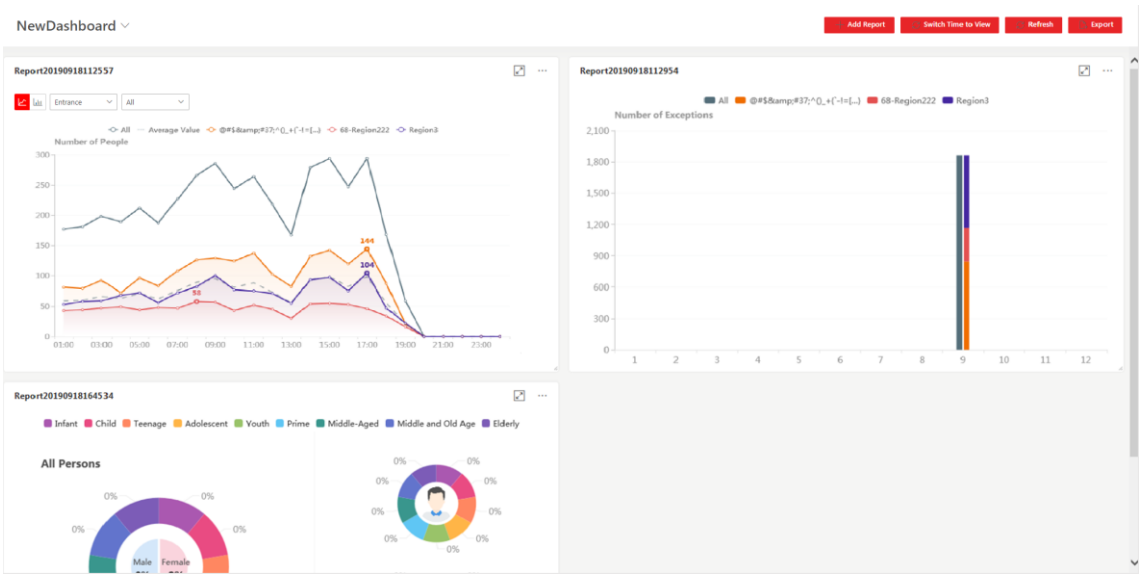


Figure 19-1 Report Dashboard

5. Switch time to view report data.
   1) Select a dashboard and then click **Switch Time to View** to set the report type and time.

      Report Type

      Select the time basis for the reports. For example, daily report shows data on a daily basis.

      Time

      Set the specific time for generating the reports. For example, if you select **Custom Time Interval** as the report type, you can click to specify a time interval for generating report data.

   2) Click **Save** to change the default time basis of all the reports in the dashboard to the time you set in the previous sub step.
6. Optional: Export report(s) on the dashboard to the local PC.
   1) Click **Export** to display the Export panel.
   2) Select report(s) from the report list.
   3) Select **Excel**, **CSV**, or **PDF** as the format of the exported report(s).
   4) Click **Export**.

19.2 People Counting Report

People counting report shows the number of line crossing people counted by people counting cameras or obtained from access records of access control devices in a specific region and within a certain time period. The report lets you know the number of persons who stay in a specific region, which can be used for certain commercial or emergency scenarios. For example, for emergency scenario, during a fire escape, the number of stayed persons will be displayed on the map which is required for rescue. For commercial scenario, the shopping mall manager can get the people counting report to know whether the store is attractive and get the number of people entering each stores to determine whether to limit the number of customers staying in the mall for security

reasons during the peak time.
Before generating a people counting report, you can add people counting group(s) to group the doors and people counting cameras ofa certain region so as to define region border. After that, you can set a regular report rule for the specified cameras which support people counting or people counting groups, and the platform will send emails with reports attached to the target recipients daily, weekly, or monthly. You can also manually generate a people counting report at any time to view the data if required.
For details about adding a people counting group, refer to ***Add People Counting Group***.

19.2.1 Add People Counting Group

The people counting group is used to group the doors, people counting cameras, and fisheye cameras of certain region. You can set some doors and cameras as the region border. Only the persons accessing these doors or detected by the cameras are calculated, and other doors and cameras outside the region are ignored. By grouping these doors and cameras, the platform provides counting functions based on the detected records on these doors and cameras.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Intelligent Analysis** → **Analysis Group Settings** → **People Counting Group**.
2. Click **Add**.
3. Create a name for the group.
4. In the **Resource for People Counting**, click **Add** to select the resources (including doors and people counting cameras) for calculating the number of people stayed in this region.
5. Set the entry or exit direction of the selected cameras and readers related to the selected doors.

Note

- For doors, the access records on the entry reader will be calculated as person entered this region while the access records on the exit one will be calculated as person exited this region.
- For cameras, the people crossing along the entry direction will be calculated as person entered this region while the people crossing along the exit one will be calculated as person exited this region.

6. Optional: Switch on the **Regularly Clear All** and set a time for clearing all data regularly.
7. Optional: Switch on the **Maximum Capacity** and enter the maximum number of persons that can enter the area monitored by this group.
8. Click **Add**.
   The people counting group is added in the table and you can view the resources in the group.
9. Optional: Locate the people counting group on the map by setting the locations of the doors and cameras in the group and setting the border of the region for detection.
   1) Click **Set Geographic Location** to enter the Map Settings page.
   2) Drag the people counting group from the Resource Group list on the right to the map.
      The region as well as the doors and cameras in the group will be added on the map.
   3) Drag to draw the region according to the actual needs.

4) Drag the icons of the doors and cameras onto the map to set the their locations on the map.
5) Right click to finish.

Figure 19-2 Draw People Counting Group on Map

After adding the people counting group on the map, you can view the real-time number of people entered, exited the region, or stayed in the region on the Control Client. Meanwhile, when an alarm is triggered in the region (such as people amount more/less than threshold), the client will notify the user by highlighting the region on the map.

19.2.2 Generate People Counting Report

You can manually generate an entry & exit counting report to view the entry & exit statistics in a line chart or histogram. You can also export the report to the local PC.

Before You Start

Make sure you have properly configured the camera with a people counting rule for the required area. To configure the people counting rule, refer to the user manual of people counting camera.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Intelligent Analysis** → **Analysis Report** → **People Counting**.
2. Select the analysis type.

People Counting for One Camera

A people counting report based on the data from the cameras you select will be generated. You can compare the data of different cameras.

People Counting in One Region

A people counting report based on the data from the people counting groups you select will be generated. You can compare the data of different groups.

Note

Make sure you have added people counting groups. See ***Add People Counting Group*** for details.

3. Select people counting camera(s) or people counting group(s) based on the analysis type you set in the previous step.
   - Select Camera(s):
     1. Click .

     Note

     Only people counting cameras and people counting groups will be displayed here.

     2. Check the people counting camera(s) for statistics and click any position outside the selection region to go back to the Camera list.
     3. Check the cameras in the Camera list.

     Note

     Up to 20 people counting cameras can be selected for statistics at the same time.

   - Select Group(s):
     Check the added people counting group(s) for statistics.
4. Set the report type to daily report, weekly report, monthly report, annual report, or customize the time interval for a report.

   Daily Report

   The daily report shows data on a daily basis. The system will calculate the number of people in each hour of one day.

   Weekly Report, Monthly Report, Annual Report

   As compared to daily report, weekly report, monthly report, and annual report can be less time-consuming, since they are not to be submitted every day. The system will calculate the number of people in each day of one week, in each day of one month, and in each month of one year.

   Custom Time Interval

   Users can customize the days in the report to analyze the number of people in each day or month of the custom time interval.
5. In the Time field, set the time or time period for statistics.

Note

For custom time interval report, you need to set the start time and end time to specify the time period.

6. Click **Generate Report**.

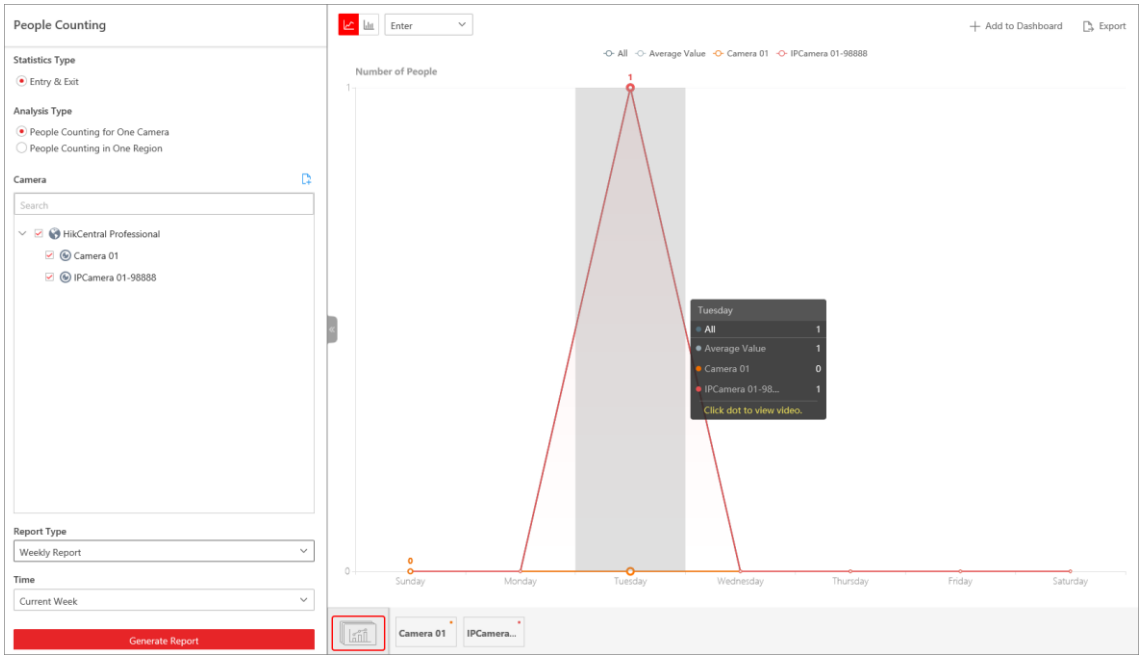


Figure 19-3 People Counting Report (Entry & Exit)

The statistics of all the selected item(s) are displayed in the right panel.

7. Optional: Perform the following operation(s) after generating the people counting report.

Show/Hide Certain Data	Click the legend to show or hide the data of a certain element, such as a certain camera.
View Entered/Exited/Both Entered and Exited Statistics	Select **Enter**, **Exit**, or **Enter and Exit** from the drop-down list. The total statistics and all the selected cameras' statistics are displayed and marked with different colors.
View Both Entered and Exited Statistics of a Camera or Group	Click the camera or group name on the page below to view the chart of a camera or group.
View Linked Video	For line chart, if the selected report type is daily report, weekly report, or monthly report, click the line on the line chart to play the linked video. For histogram, if the selected report type is daily report, click the rectangle on the histogram to play the linked video.
Switch Between Line Chart and Histogram	Select or on the upper-left corner to switch between line chart (displaying the trend for the number of people on different time points) and histogram (for comparison).

8. Optional: Export the report to the local PC.
   1) Click **Export**.

The Export panel will display camera selected and time configured according to the range you defined previously.

2) (Optional) Select the camera or group and set the report type and report time if needed.
3) Select shorter time period to view more detailed data of each camera.

Example

For example, if you select Daily Report, you can select **By Day** or **By Hour**, and it will export 1or 24 records respectively for each camera.

Note

If you select **By Minute**, the records amount depends on the configuration on the device. For example, if the device reports people counting data to the system every minute, it will export 24*60 records for each camera.

4) Set the format of the exported file as Excel, CSV, or PDF.
5) Click **Export**.

19.2.3 Send People Counting Report Regularly

You can set a regular report rule for specified people counting cameras or specified people counting groups, and the platform can send an email with a report attached to the target recipients daily, weekly, or monthly, showing the number of people entered or exited detected by people counting cameras, or the number of people stayed calculated by the people counting cameras and doors in the same region.

Before You Start

- Set the email template with recipient information, subject, and content. For details, refer to ***Add Email Template for Sending Report Regularly***.
- Set the email settings such as the sender address, SMTP server address and port. For details, refer to ***Configure Email Account***.

Steps

Note

- One report can contain up to 32,000 records in total.
- The report will be an Excel file.

1. In the top left corner of Home page, select → **All Modules** → **Intelligent Analysis** → **Analysis Group Settings** → **Scheduled Report**.
2. Click **Add** to open the Create Report page.
3. Select the report category as **People Counting**.
4. Select the statistics type as the **Entry & Exit**.

Note

This statistics type will count the number of people entered and exited, and calculate the number of people stayed in a region by the formula of "number of people entered - number of people exited".

5. Select the analysis type.

People Counting for One Camera

The report contains the number of people entered and exited detected by the people counting camera(s). You need to select the camera(s) as the Report Target.
For example, if you select the people counting type as **People Counting for One Camera** and select two people counting cameras as the **Report Target**, the platform will generate two reports of the cameras respectively, including the number of people entered and exited detected by the two cameras.

People Counting for One Region

The report contains the number of people stayed in one region, which is calculated by the detected people from the people counting camera(s) and the statistic people from the doors in the region. You need to select the people counting group(s) as the Report Target.

Note

The **Analysis Type** is available only when the statistics type is selected as **Entry & Exit**.

6. Create a name for the report.
7. Select the people counting camera(s) or groups contained in the report.

Note

If you select **People Counting for One Camera** as the analysis type, you should select camera(s).
If you select **People Counting for One Region**, you should select people counting group(s).

8. Set the report type as **Daily**, **Weekly**, or **Monthly** and set the sending time.

Daily Report

The daily report shows data on a daily basis. The platform will send one report at the sending time every day, which contains analysis results on the day (24 hours) before the current day.
For example, if you set the sending time as 20:00, the platform will send a report at 20:00 every day, containing analysis results between 00:00 and 24:00 before the current day.

Weekly Report and Monthly Report

As compared to the daily report, the weekly report and monthly report can be less time-consuming, since they are not to be submitted every day. The platform will send one report at the sending time every week or every month, which contains analysis results on the last 7 days or last month before the sending date.
For example, for the weekly report, if you set the sending time as 6:00 on Monday, the

platform will send a report at 6:00 on every Monday morning, containing the number of people detected between last Monday and Sunday.

9. Set how the report will present the results analyzed in the specified time period.

   Example

   For example, if you select the report type as **Daily**, you can select **Calculate by Hour** or **Calculate by Minute**. There will be 24 or 24×60 records for each camera respectively in the report, showing the analysis results in each hour or each minute for one camera.

10. Set the report time and sending time according to the report type.
11. Optional: Set the effective period (start time and end time) in which the reports will be regularly sent.
12. Select the language as **Report Language**.

Note

By default, the language is the same with the selected language when you log in on the Web Client.

13. Optional: Switch on **Send Report via Email**, and select the email template from the drop-down list to define the recipient information and email format.

Note

You can click **Add New** to add a new email template. For setting the email template, refer to ***Add Email Template for Sending Report Regularly***.

14. Optional: Switch on **Upload to SFTP**, and click **Configuration** beside **SFTP Address** to configure the SFTP settings, including SFTP address, port, user name, password, and saving path.

Note

You can also hover the cursor on ⚙ at the top of report list and click **SFTP Settings** from the drop-down list to enter the configuration pane.

15. Optional: Switch on **Save to Local Storage**, and click **Configuration** beside **Saving Path** to configure the saving path of local storage.

Note

You can also click ∨ on the right of ⚙, then click **Configure Local Storage** from the drop-down list to enter the panel to configure the corresponding information.

16. Click **Add**.

19.3 Heat Analysis Report

Heat analysis report shows data with a heat map, which is a graphical representation of data represented by colors. The heat map function of the camera is usually used to track the consumers movements (where the customers walk, and what items they stop to touch and pick up) and analyze the visit times and dwell time in a configured area. This report is mainly used for store managers or retailers to see which part of the store got the most attention from consumers and which got least. Knowing where customers move is useful for retailers. They can optimize store layouts, for example, where to place popular and unpopular goods.
Before using heat analysis report, you can add a heat analysis group to define the region for heat analysis. After that, you can set a regular report rule for the specified cameras or the specified heat analysis groups, and the system will send emails with heat analysis reports attached to the target recipients daily, weekly, or monthly. You can also manually generate a heat analysis report at any time to view the data if required.
For details about adding a heat analysis group, refer to ***Add Heat Analysis Group***.

19.3.1 Add Heat Analysis Group

The heat analysis group is used to group the resources (such as doors, fisheye cameras, people counting cameras) in certain region. By grouping these resources, you can know the dwell time of the people stayed in this region, how many persons stayed in this region, and average dwell time of each people. This function is mainly used to calculate and show the popularity of each stores in one shopping mall.

Steps

1. In the top left corner of the client, select → **All Modules** → **Intelligent Analysis** → **Analysis Group Settings** → **Heat Analysis Group**.
2. Click **Add**.
3. Create a name for the group.
4. In the **RES for Dwell Time CALC** field, select the cameras for calculating the dwell time of the people stayed in this region.
5. Optional: To calculate the average dwell time of each people, you need to add resources (including doors and cameras) to the group to calculate the number of people stayed in this region.

Note

Average Dwell Time = Total Dwell Time/Number of People in This Region

1) Set the switch **Average Dwell Time Statistics** to on.
2) In the **Resource for People Stayed Calculation** field, click **Add** to select the doors and camera to the group for calculating the number of people stayed in this region.
3) Set the entering or exiting direction of the card readers of the selected doors and the entering or exiting direction of the cameras.

Note

Number of People Stayed in Region = Number of People Entered - Number of People Exited

For doors, the access records on the entering card reader will be calculated as person entering this region while the access records on the exiting one will be calculated as person exiting this region.

For cameras, the people crossing along the entering direction will be calculated as person entering this region while the people crossing along the exiting one will be calculated as person exiting this region.

6. Click **Add**.

   The heat analysis group is added in the table and you can view the resources in the group.
7. Optional: Locate the group on the map by setting the locations of the doors and cameras in the group and setting the border of the region for detection.
   1) Click **Set Geographic Location** to enter the Map Settings page.
   2) Drag the heat analysis group from the Resource Group list on the right to the map.

      The region as well as the doors and cameras in the group will be added on the map.
   3) Drag to draw the region according to the actual needs.
   4) Drag the icons of the doors and cameras to set the their locations on the map.
   5) Right click to finish.

   After adding the heat analysis group on the map, you can know the dwell time of the people stayed in the region, how many persons stayed in the region, and average dwell time of each people on the Control Client.

19.3.2 Generate Heat Analysis Report

You can generate a heat analysis report to track consumer movements and analyze the visit times and dwell time in a configured area.

Before You Start

- Add a heat map network camera to the platform and properly configure the camera with heat map rule for the required area. To add a heat map network camera, please refer to the *User Manual of HikCentral-Workstation Web Client*. To configure the heat map rule, please refer to the user manual of heat map network camera.
- Add the camera to a static map. For details about how to add a camera to the static map, refer to *User Manual of HikCentral-Workstation Web Client*.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Intelligent Analysis** → **Analysis Report** → **Heat Analysis**.
2. Select analysis type.

   Heat Analysis for One Camera

   A heat analysis report based on the data from the selected cameras will be generated. The data of different cameras will be displayed and you can compare the data of different

cameras.

Heat Analysis in One Region

A heat analysis report based on the data from the selected heat analysis groups will be generated. The data of different groups will be displayed and you can compare the data from different groups.

Note

You should have added heat analysis group(s). For details, see ***Add Heat Analysis Group***.

3. Select heat analysis camera(s) or heat analysis group(s) for statistics.
   1) Click .

Note

- Only the online heat analysis camera(s) or heat analysis group will be displayed here.
- Up to 20 heat analysis cameras can be selected for statistics at the same time.

   2) Check the heat analysis camera(s) or heat analysis group(s) for statistics.
4. Set the report type to daily report, weekly report, monthly report, annual report, or customize the time interval for a report.

Daily Report

Daily report shows data on a daily basis. The platform will calculate the number of people or people dwell time in each hour of one day.

Weekly Report, Monthly Report, Annual Report

As compared to daily report, weekly report, monthly report, and annual report can be less time-consuming, since they are not to be submitted every day. The platform will calculate the number of people or people dwell time in each day of way week, in each day of one month, and in each month of one year.

Custom Time Interval

Users can customize the days in the report to analyze the number of people or people dwell time in each day or month of the custom time interval.

5. Optional: Set the time or time period in the Time field for statistics.

Note

For custom time interval report, you need to set the start time and end time to specify the time period.

6. Set the analysis type.

Dwell Time

The minutes that the people stay at the same location during each time period for each

camera.

People Amount

The number of people detected during each time period for each camera.

Note

This analysis type is only supported by the second generation of heat analysis cameras.

Average Dwell Time

The average dwell time for the each person stay at the same location during each time period for each camera.

7. Click **Generate Report**.

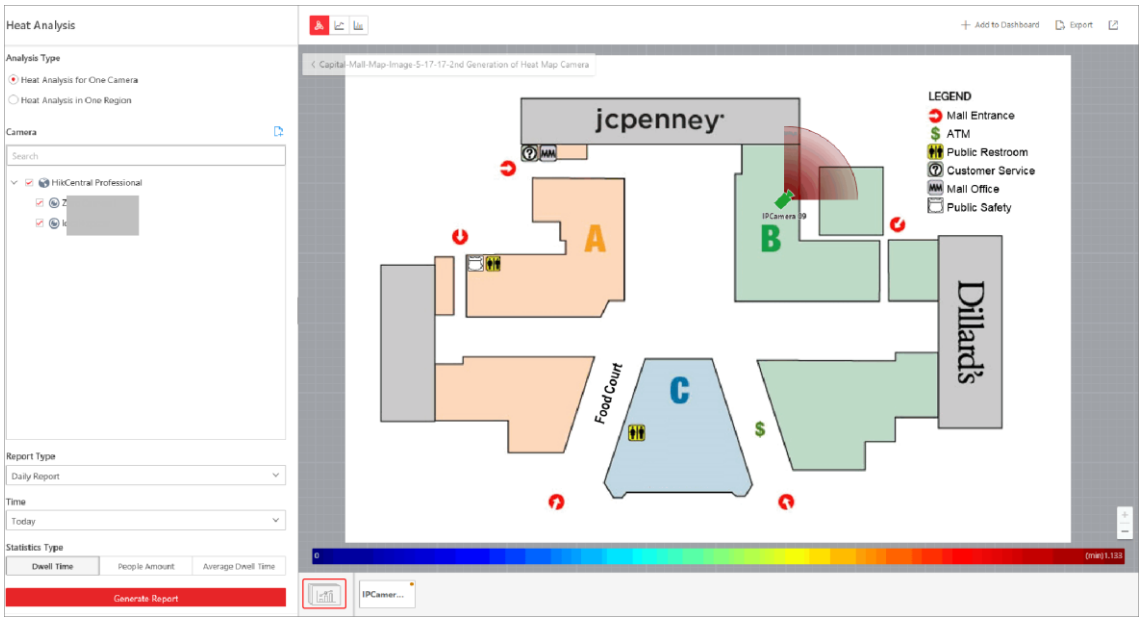


Figure 19-4 Static Map of Selected Cameras

The static maps of the selected cameras will appear.

8. Click the map to view the detailed heat data of the cameras on the map. You can view each camera's field of view, and the fields are color coded. The red color block (255, 0, 0) indicates the most welcome region (most persons detected or longest dwell time), and blue color block (0, 0, 255) indicates the less-popular region (least persons detected or shortest dwell time).

Note

Move the cursor to the field of view to view the detected value, including people amount or dwell time.

9. Optional: Click the camera icon on the page below to view heat analysis of a camera.

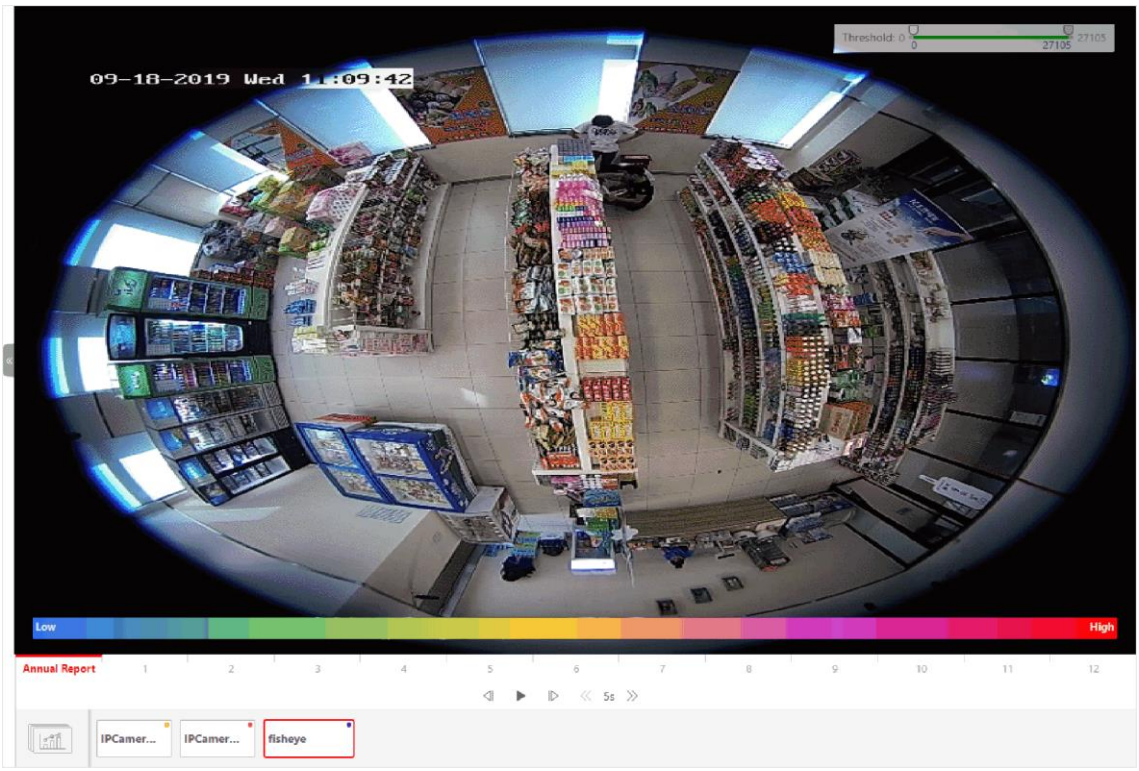


Figure 19-5 Heat Map of a Camera

The image of the camera is color coded. The red color block (255, 0, 0) indicates the most welcome region (most persons detected or longest dwell time), and blue color block (0, 0, 255) indicates the less-popular region (least persons detected or shortest dwell time).

You can drag the slider on the upper-right to adjust the range of the heat value. The heat data out of the range will not be displayed.

10. Optional: Click to switch among heat map, histogram, line chart to view the details.

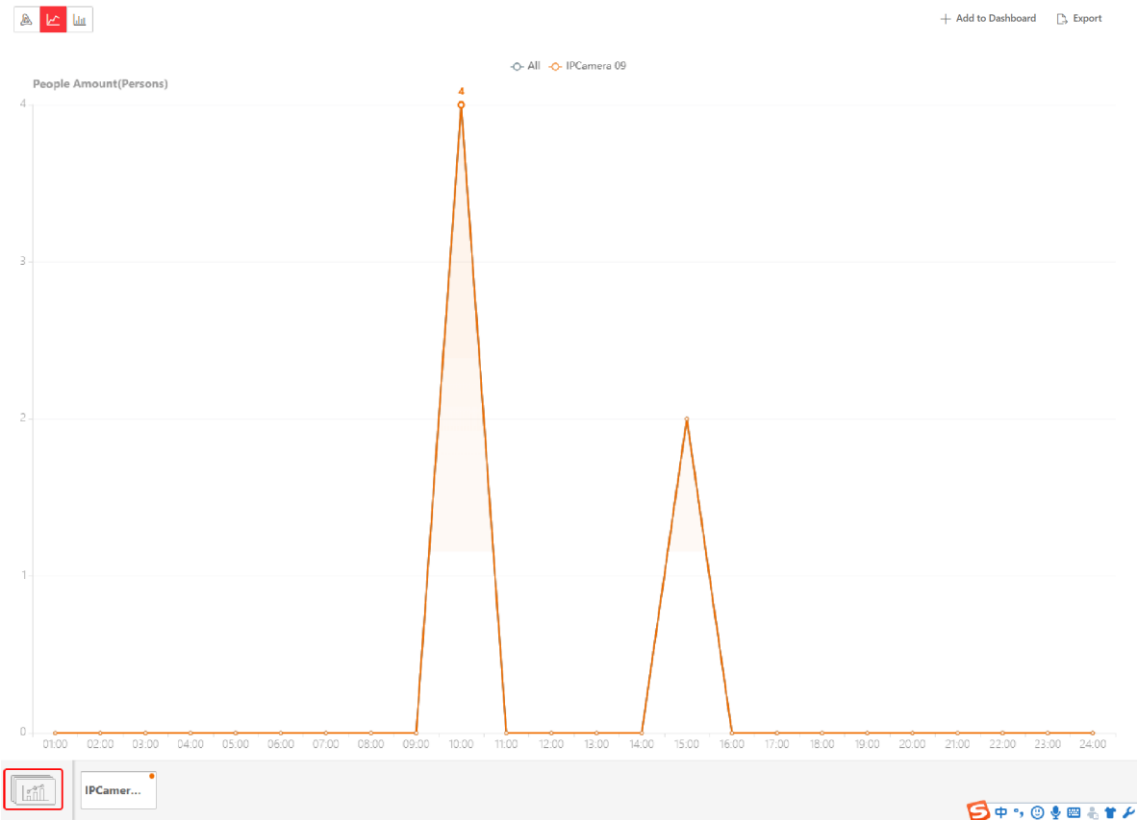


Figure 19-6 Line Chart of Heat Analysis

11. Optional: Export the report to the local PC.
    1) Click **Export**.
       The Export panel will display with camera selected and time configured according to the range you defined previously.
    2) (Optional) Select the camera, and set the analysis type and report time if needed.
    3) Select shorter time period to view more detailed data of each camera.

       Example

       For example, if you select Daily Report, you can select **By Day** or **By Hour**, and it will export 1, 24 records respectively for each camera.
    4) Set the format of the exported file as Excel, CSV, or PDF.
    5) Click **Export**.

19.3.3 Send Heat Analysis Report Regularly

You can set a regular report rule for specified heat map cameras, and the platform can send an email with a report attached to the target recipients daily, weekly, or monthly, showing the heat map data (people dwell time at each location and number of people detected) during the specified time periods.

Before You Start

- Set the email template with recipient information, subject, and content. For details, refer to

Add Email Template for Sending Report Regularly.

- Set the email settings such as sender address, SMTP server address and port. For details, refer to ***Configure Email Account***.

Steps

Note

- One report can contain up to 32,000 records in total.
- The report will be an Excel file.

1. In the top left corner of Home page, select → **All Modules** → **Intelligent Analysis** → **Analysis Group Settings** → **Scheduled Report**.
2. Click **Add** to open the Create Report page.
3. Select **Heat Analysis** as the report category.
4. Select heat analysis type.

   Heat Analysis for One Camera

   Analyze people dwell time and number of people detected by the specified camera(s).

   Heat Analysis in One Region

   Analyze people dwell time and number of people detected by the cameras in the specified heat analysis group(s).

   Note

   For details about adding heat analysis group, see ***Add Heat Analysis Group***.

5. Create a name for the report.
6. Select the heat analysis camera(s) or groups contained in the report.

   Note

   If you select **Heat Analysis for One Camera** as the analysis type, you should select camera(s). If you select **Heat Analysis in One Region**, you should select heat analysis group(s).

7. Set the report type as **Daily**, **Weekly**, or **Monthly**.

   Daily Report

   Daily report shows data on a daily basis. The platform will send one report at the sending time every day, which contains analysis results on the day (24 hours) before the current day. For example, if you set the sending time as 20:00, the platform will send a report at 20:00 every day, containing analysis results between 00:00 and 24:00 before the current day.

   Weekly Report and Monthly Report

   As compared to daily report, weekly report and monthly report can be less time-consuming, since they are not to be submitted every day. The platform will send one report at the sending time every week or every month, which contains analysis results on the last 7 days or last month before the sending date.

For example, for weekly report, if you set the sending time as 6:00 on Monday, the platform will send a report at 6:00 in the morning on every Monday, containing analysis results between last Monday and Sunday.

8. After setting the report type, set how the report will present results analyzed in the specified time period.

Example

For example, if you select the report type as **Weekly**, you can select **Calculate by Day** or **Calculate by Hour**. There will be 7 or 7×24 records for each camera respectively in the report, showing the people amount or dwell time detected on each day or each hour for one camera.

9. Set the content in the report.

Dwell Time

The minutes that the people stay at the same location during each time period for each camera.

People Amount

The number of people detected during each time period for each camera.

Note

This content can be selected only when the analysis type is selected as **Heat Analysis for One Camera**.

Average Dwell Time

The average time that each people stay at a same location during each time period for each camera. The value is calculated by dividing the dwell time by the number of people who appear at the location.

Note

- The Number of People who Appear at a Location= The Number of People who Stay at the Location at the End of Previous Time Period + The Number of People who Visit the Location at the Current Time Period.
- The number of people who appears at a location refers to the number of people who visits the location from 00:00:00 to 23:59:59.

10. Set the report time and sending time according to the report type.
11. Optional: Set the effective period (start time and end time) of sending the report regularly.
12. Select the language as **Report Language**.

Note

By default, the language is the same with the selected language when you log in on the Web Client.

13. Optional: Switch on **Send Report via Email**, and select the email template from the drop-down list to define the recipient information and email format.

Note

You can click **Add New** to add a new email template. For setting the email template, refer to ***Add Email Template for Sending Report Regularly***.

14. Optional: Switch on **Upload to SFTP**, and click **Configuration** beside **SFTP Address** to configure the SFTP settings, including SFTP address, port, user name, password, and saving path.

Note

You can also click ⌄ on the right of ⚙, then click **SFTP Settings** from the drop-down list to enter the panel to configure the corresponding information.

15. Optional: Switch on **Local Storage**, and click **Configuration** beside **Saving Path** to configure the saving path of local storage.

Note

You can also click ⌄ on the right of ⚙, then click **Configure Local Storage** from the drop-down list to enter the panel to configure the corresponding information.

16. Click **Add**.

19.4 Person Feature Analysis Report

Person feature analysis report shows the proportion of persons with different features detected by cameras which support facial and human body. The person features refers to the gender and age group of the detected persons, such as male, female, child, the elderly, and teenager.
You can add a person feature analysis group before generating a report to define the region for person feature analysis by grouping the cameras which support facial and human body and feature analysis. After that, you can set a regular report rule for the specified cameras or specified person feature analysis groups, and the system will send emails with reports attached to the target recipients daily, weekly, or monthly. You can also manually generate a person feature analysis report at any time to view the data if required.
For details about adding a person feature analysis group, refer to ***Add Person Feature Analysis Group***.

19.4.1 Add Person Feature Analysis Group

Person feature analysis is a group of cameras which support facial and human body and feature analysis (such as gender and age group). You can group the cameras in one region into one group. After that, when generating a report, you can view the features of the persons appeared in this region, based on the data detected by the cameras in the group. For example, if there are five cameras which support facial and human body mounted in the store, the store manager can add

these five cameras into one group. Then you can view features of the customers who entering the store in the Intelligent Analysis module.

Steps

1. In the top left corner of the client, select → **All Modules** → **Intelligent Analysis** → **Analysis Group Settings** → **Person Feature Analysis Group**.
2. Click **Add**.
3. Create a name for the group.
4. Select the cameras for analyzing the detected persons' age and gender.
5. Click **Add**.
   The feature group is added in the table and you can view the cameras in the group.
6. Optional: Locate the person feature analysis group on the map by setting the locations of the cameras in the group and setting the border of the region for detection.
   1) Click **Set Geographic Location** to enter the Map Settings page.
   2) Drag the person feature analysis group from the Resource Group list on the right to the map.
      The region as well as the cameras in the group will be added on the map.
   3) Drag to draw the region according to the actual needs.
   4) Drag the icons of the cameras to set the their locations on the map.
   5) Right click to finish.
   After adding the person feature analysis group on the map, you can view the features of the persons appeared on the Control Client.

19.4.2 Generate Person Feature Analysis Report

The platform supports saving features (including age and gender) of recognized human faces and generating reports in various time periods. The reports tells the percentage and number of people of different gender and age groups in different time period. It can be used in places such as shopping mall to analyze interests of people in different gender and age.

Before You Start

Make sure you have added a person feature analysis group if you want to perform feature analysis in one region. See ***Add Person Feature Analysis Group*** for details about adding a person feature analysis group.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Intelligent Analysis** → **Analysis Report** → **Person Feature Analysis**.
2. Select analysis type.

   Feature Analysis for One Camera

   Compare percentage and number of people of different gender and age groups detected by specified camera(s).

   Feature Analysis in One Region

   Compare percentage and number of people of different gender and age groups detected by the cameras in specified person feature analysis group(s) of multiple regions.

3. Select camera(s)/person feature analysis group(s).

Note

- Only online cameras will be displayed.
- Up to 20 cameras/groups can be selected for statistics at the same time.

4. Select the report type as daily report, weekly report, monthly report, annual report, or customize the time interval for a report, and the platform will generate statistics of the selected camera(s)/group(s) of the current day/week/month/year or the customized period.
5. Set the time or time period in the Time field for statistics.

Note

For custom time interval report, you need to set the start time and end time to specify the time period.

6. Click **Generate Report**.

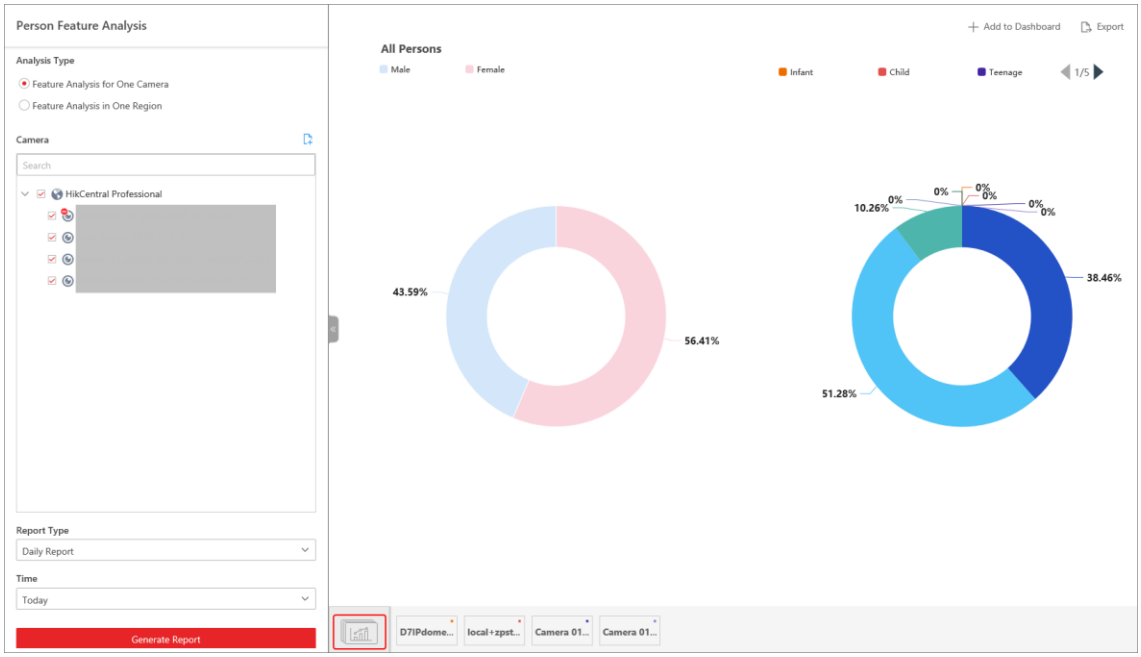


Figure 19-7 Person Feature Analysis

The statistics of all the selected cameras/groups are displayed on the right panel.

7. Optional: Click **Add to Dashboard** to display the report on the Dashboard.
8. Optional: Export the report to the local PC.
   1) Click **Export**.
      The Export panel will display with camera selected and time configured according to the range you defined previously.
   2) (Optional) Select the camera or group and set the report type and report time if needed.
   3) Select shorter time period to view more detailed data of each camera.

Example

For example, if you select Daily Report, you can select **By Day** or **By Hour**, and it will export 1or 24 records respectively for each camera.

4) Set the format of the exported file as Excel, CSV, or PDF.
5) Click **Export**.

19.4.3 Send Person Feature Analysis Report Regularly

You can set a regular report rule for specified cameras of person feature analysis, and the platform can send an email with a report attached to the target recipients daily, weekly, or monthly, showing the percentage and number of people of different genders and ages during the specified time periods.

Before You Start

- Set the email template with recipient information, subject, and content. For details, refer to ***Add Email Template for Sending Report Regularly***.
- Set the email settings such as sender address, SMTP server address and port. For details, refer to ***Configure Email Account***.

Steps

Note

- One report can contain up to 32,000 records in total.
- The report will be an Excel file.

1. In the top left corner of Home page, select → **All Modules** → **Intelligent Analysis** → **Analysis Group Settings** → **Scheduled Report**.
2. Click **Add** to open the Create Report page.
3. Select **Person Feature Analysis** as the report category.
4. Select person feature type.

   Feature Analysis for One Camera

   Compare percentage and number of people of different gender and age groups detected by specified camera(s).

   Feature Analysis in One Region

   Compare percentage and number of people of different gender and age groups detected by the cameras in specified person feature analysis group(s) of multiple regions.
5. Create a name for the report.
6. Select the camera(s) or person feature analysis groups contained in the report.

Note

If you select **Feature Analysis for One Camera** as person feature type, you should select camera(s). If you select **Feature Analysis in One Region**, you should select feature analysis group(s).

7. Set the report type as **Daily**, **Weekly**, or **Monthly**.

   Daily Report

   Daily report shows data on a daily basis. The platform will send one report at the sending time every day, which contains analysis results on the day (24 hours) before the current day. For example, if you set the sending time as 20:00, the platform will send a report at 20:00 every day, containing analysis results between 00:00 and 24:00 before the current day.

   Weekly Report and Monthly Report

   As compared to daily report, weekly report and monthly report can be less time-consuming, since they are not to be submitted every day. The platform will send one report at the sending time every week or every month, which contains analysis results on the last 7 days or last month before the sending date.
   For example, for weekly report, if you set the sending time as 6:00 on Monday, the platform will send a report at 6:00 in the morning on every Monday, containing analysis results between last Monday and Sunday.
8. Set how the report will present results analyzed in the specified time period.

   Example

   For example, if you select the report type as **Weekly**, you can select **Calculate by Day** or **Calculate by Hour**. There will be 7 or 7×24 records for each camera respectively in the report, showing the percentage and number of people of different gender and age groups detected on each day or each hour for one camera.
9. Set the report time and sending time according to the report type.
10. Optional: Set the effective period (start time and end time) of sending the report regularly.
11. Select the language as **Report Language**.

Note

By default, the language is the same with the selected language when you log in on the Web Client.

12. Optional: Switch on **Send Report via Email**, and select the email template from the drop-down list to define the recipient information and email format.

Note

You can click **Add New** to add a new email template. For setting the email template, refer to ***Add Email Template for Sending Report Regularly***.

13. Optional: Switch on **Upload to SFTP**, and click **Configuration** beside **SFTP Address** to configure the SFTP settings, including SFTP address, port, user name, password, and saving path.

Note

You can also click ⌄ on the right of ⚙, then click **SFTP Settings** from the drop-down list to enter the panel to configure the corresponding information.

14. Optional: Switch on **Local Storage**, and click **Configuration** beside **Saving Path** to configure the saving path of local storage.

Note

You can also click ⌄ on the right of ⚙, then click **Configure Local Storage** from the drop-down list to enter the panel to configure the corresponding information.

15. Click **Add**.

19.5 Skin-Surface Temperature Screening Report

The skin-surface temperature screening report shows the number of people with abnormal skin-surface temperature or who do not wear face masks during different time periods.
You can set a regular report rule for specified temperature screening cameras or access control devices with temperature screening function, and then the platform will send emails with reports attached to the target recipients daily, weekly, or monthly. You can also manually generate a skin-surface temperature screening report at any time to view the data if required.

19.5.1 Generate Skin-Surface Temperature Analysis Report

You can generate the skin-surface temperature analysis report to view the variation trend of the number of people with abnormal skin-surface temperature.

Before You Start

- Make sure you have added devices that support temperature screening to HikCentral-Workstation.
- Make sure you have enabled temperature screening on the device. For details, see the user manual of the device.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Intelligent Analysis** → **Analysis Report** → **Skin-Surface Temperature**.
2. Select the analysis type.

Temperature Screening Point

A skin-surface temperature report based on data from temperature screening points (e.g.

cameras and visitor terminals) you select will be generated.

Person Group

A skin-surface temperature report based on the data from the person groups you select will be generated.

3. Select temperature screening point(s) or person group(s) for analysis.
   - Select Temperature Screening Point:
     1. Click to open the camera list panel.

     Note

     Only the online cameras will be displayed.

     2. (Optional) Check **Include Sub-Area** to select the sub-areas of the area that you have selected.
     3. Select an area in the area list to show the related temperature screening points.
     4. Check the temperature screening point(s) for screening.
     5. Select temperature screening point(s) for the report in the temperature screening point list.
   - Select Person Group:
     Check the person group(s) for screening.

     Note

     You can check **Select Sub-Groups** to select the sub-groups of the person group that you have selected.

4. Set the report type to daily report, weekly report, monthly report, or customize the time interval for a report.

   Daily Report

   The daily report shows data on a daily basis. The platform will calculate the peak amount of people appeared in the images of the camera in each hour of one day.

   Weekly Report, Monthly Report

   Compared to generating the daily report, generating the weekly report and monthly report can be less time-consuming. The platform will calculate the peak amount of people on each day of one week and on each day of one month respectively.

   Custom Time Interval

   Users can customize the days in the report to analyze the peak amount of people in each day or month of the custom time interval.
5. In the Time field, select a predefined time period or customize a time period for search.
6. Click **Generate Report**.

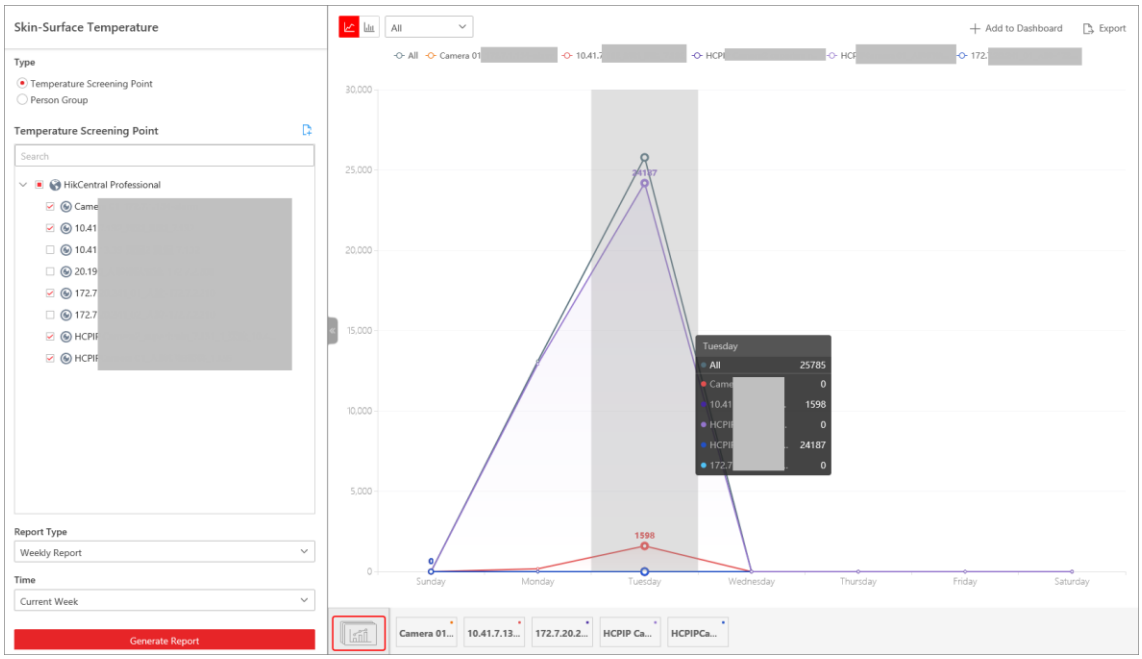


Figure 19-8 Skin-Surface Temperature Analysis Report

The statistics of the selected item(s) will be displayed.

7. Optional: Perform the following operations if required.

Show/Hide Certain Data	Click the legend to show or hide the data of certain element, such as certain camera.
View Abnormal Temperature or No Mask Statistics	In the top left corner of the chart, select Abnormal Temperature or No Mask from the drop-down list to display the statistics of people with abnormal temperature and without wearing face mask, respectively.
Switch Between Line Chart and Histogram	Click / to switch between line chart and histogram. **Note** Daily report only supports histogram.
Add a Report to Dashboard	1. Click **Add to Dashboard** in the upper-right corner of the page. 2. Create a report name. 3. Select a dashboard. Or click **New** to create a new board and then select it. 4. Click **OK** or **Add and Go to Dashboard**.

8. Optional: Export the report to the local PC.
   1) Click **Export**.

2) Optional: Select the temperature screening point(s) or person group(s) and set the report type and report time if needed.
3) Select shorter time period to view more detailed data of each camera.

Example

For example, if you select Daily Report, you can select **By Day** or **By Hour**, and it will export 1or 24 records respectively for each camera.

4) Set the format of the exported file as Excel, CSV, or PDF.
5) Click **Export**.

19.5.2 Send Skin-Surface Temperature Screening Report Regularly

You can set a report-sending rule for specified cameras. Once set, the platform will send an email containing the skin-surface temperature screening report to the target recipients daily, weekly, or monthly, showing the variation trend of the number people whose skin-surface temperatures are abnormal.

Before You Start

- Set the email template with recipient information, subject, and content. For details, refer to ***Add Email Template for Sending Report Regularly***.
- Set the email settings such as the sender address, SMTP server address and port. For details, refer to ***Configure Email Account***.

Steps

Note

- One report can contain up to 32,000 records in total.
- The report will be an Excel file.

1. In the top left corner of Home page, select → **All Modules** → **Intelligent Analysis** → **Analysis Group Settings** → **Scheduled Report**.
2. Click **Add** to open the Create Report page.
3. Select the report category as **Skin-Surface Temperature**.
4. Select the analysis type.

Temperature Screening Point

The report contains the skin-surface temperature data from temperature screening points (e.g. cameras). You need to select the temperature screening point(s) as the Report Target.

Person Group

The report contains the skin-surface temperature data from the person groups. You need to select the person group(s) as the Report Target.

5. Create a name for the report.
6. Select temperature screening point(s) or person group(s).
7. Set the report type as **Daily**, **Weekly**, or **Monthly** and set the sending time.

Daily Report

The daily report shows data on a daily basis. The platform will send one report at the sending time every day, which contains the analysis results on the day (24 hours) before the current day.

For example, if you set the sending time as 20:00, the platform will send a report at 20:00 every day, containing the analysis results between 00:00 and 24:00 before the current day.

Weekly Report and Monthly Report

As compared to the daily report, the weekly report and monthly report can be less time-consuming, since they are not to be submitted every day. The platform will send one report at the sending time every week or every month, which contains analysis results on the last 7 days or last month before the sending date.

For example, for the weekly report, if you set the sending time as 6:00 on Monday, the platform will send a report at 6:00 on every Monday morning, containing the analysis results between last Monday and Sunday.

8. Set how the report will present the analysis results generated in the specified time period.

Example

For example, if you select the report type as **Daily**, you can select **Calculate by Hour** or **Calculate by Minute**. There will be 24 or 24×60 records for each camera respectively in the report, showing the results analyzed in each hour or each minute by one camera.

9. Set the report time and sending time according to the report type.
10. Optional: Set the effective period (start time and end time) of sending the report regularly.
11. Select the language as **Report Language**.

Note

By default, the language is the same with the selected language when you log in on the Web Client.

12. Optional: Switch on **Send Report via Email**, and select the email template from the drop-down list to define the recipient information and email format.

Note

You can click **Add New** to add a new email template. For setting the email template, refer to ***Add Email Template for Sending Report Regularly***.

13. Optional: Switch on **Upload to SFTP**, and click **Configuration** beside **SFTP Address** to configure the SFTP settings, including SFTP address, port, user name, password, and saving path.

Note

You can also click ∨ on the right of ⚙, then click **SFTP Settings** from the drop-down list to enter the panel to configure the corresponding information.

14. Optional: Switch on **Local Storage**, and click **Configuration** beside **Saving Path** to configure the saving path of local storage.

Note

You can also click ∨ on the right of ⚙, then click **Configure Local Storage** from the drop-down list to enter the panel to configure the corresponding information.

15. Click **Add**.

Chapter 20 Alarm Detection

A security control device detects people, vehicles, etc., entering a predefined region, triggers events and alarms, and reports events/alarms information (such as location) to security personnel. On the Web Client, after adding a security control device to the system, the administrator needs to group the device's alarm inputs into security control partitions in the system. You also need to set one arming schedule for the alarm inputs in a security control partition which defines when and how to arm the alarm inputs in this security control partition.
For example, area 1 is created for the first floor, and all the resources on the first floor are managed in area 1. If there is one security control device mounted on the first floor, you should add its zones (alarm inputs) into area 1 first, then link the zones into security control partitions and set an arming schedule to these security control partitions. After that, the zones can be armed according to the schedules respectively.

20.1 Flow Chart of Alarm Detection

The following flow chart shows the process of the configurations and operations of alarm detection.

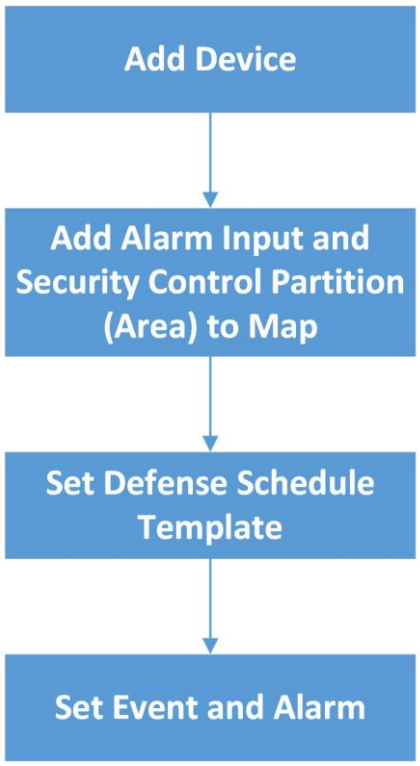


Figure 20-1 Flow Chart of Alarm Detection

- **Add Device**: Add security control devices to detect persons, vehicles, or other emergency events in the detection region to trigger alarms and then notifythe security personnel of alarm

information. And then, add alarm inputs and partitions (areas) to areas for management. Refer to ***Manage Security Control Device***, ***Add Alarm Input to Area***, and ***Add Security Control Partitions (Area) from Device*** for details.

- **Add to Map**: Add alarm inputs and partitions (areas) on map to view their geographic locations, arm or disarm zones, bypass zones, and clear alarms. Refer to ***Add Hot Spot on Map*** for details.
- **Set Arming Schedule Template**: Set an arming schedule template for a specified partition (area) to specify the arming schedule of the alarm inputs in this partition (area). Refer to ***Configure Arming Schedule Template*** for details.
- **Event and Alarm**: Set event and alarm parameters and linkage actions to view event and alarm details on the Client or Mobile Client, timely remind the security personnel to handle related issues, or search history events and alarms when an emergency occurs. Refer to ***Event and Alarm Configuration*** for details.

20.2 Add Security Control Partitions (Area) from Device

HikCentral-Workstation provides areas to manage the added resources in different groups. You can group the resources into different areas according to the locations of the resources. After adding security control devices to the platform, you need to import the partitions (area) configured on the devices to different areas as well as group the alarm inputs (zones) in the partitions (area) into different areas for further operations.

Steps

1. In the upper-left corner of the Home page, select → **All Modules** → **Alarm Detection** → **Security Control Partition (Area)**.
2. Select an area and click **Add** to show the Add Security Control Partition (Area) pane.
   In the Partition (Area) list, all the security control devices with partitions (areas) which are not added to the platform will be displayed.
3. Select the partitions (areas) that you want to add to the platform.
4. Optional: Switch on **Import Alarm Inputs** if you want to add the alarm inputs (zones) in the selected partitions (areas) to the area.

Note

After adding the alarm inputs to the area, you can manage them by different areas.

5. Click **Save**.
   The partitions (areas) will be displayed in the Security Control Partition (Area) list.
6. Optional: Perform one or more of the following operations after adding the security control partitions (areas) to the area.

Edit Security Control Partition (Area)	Click the name of a partition (area) to display the partition (area) details and then edit its name, partition No., or set the arming schedule for it (see details in ***Configure Arming Schedule Template***).

Note

For the partition (area) of AX security control panel, you cannot edit the arming schedule via the platform. Only editing on the device is supported.

Delete Security Control Partitions (Areas)

Select one or multiple partitions (areas) and click **Delete**.

Bypass Zone

When some exception occurs in one zone, and other zones can work normally, you need to bypass the abnormal zone to turn off the protection of it. Otherwise, you cannot arm the security control partition (area) which the zone belongs to. To bypass the zone, click to expand the partition (area) details, and click in the Operation column of the Alarm Input list to bypass the alarm input. When you want to recover the zone that is bypassed to make it work normally, click in the Operation column to recover it.

Arm or Disarm Security Control Partition (Area)

After arming the partitions (areas), the platform can receive the triggered alarms in the partitions (areas).
There are three arming modes available.

Note

The supported arming modes are displayed according to the device's capability.

- **Away Arm**: When all people in the detection area leave, turn on the Away mode to arm all zones in the area after the defined dwell time.
- **Stay Arm**: It is used when people stay inside the detection area. Turn on the Stay mode to turn on all the perimeter burglary detectors (such as perimeter detectors, magnetic contacts, curtain detectors in the balcony). Meanwhile, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarms will not be triggered.
- **Instant Arm**: It is used after people leave the detection area. The zone will be armed immediately without delay.

In the Security Control Partition (Area) list, select the partitions (areas) and click these buttons to arm the partitions (areas), or click **Disarm** to disarm them.

Clear Alarms	Select one or multiple partitions (areas) and click **Clear Alarms** to clear the generated alarms.
Add Partition (Area) on Map	Select a partition (area) and click **Set Geographic Location** to add it on the map. See details in ***Add Hot Spot on Map***.

20.3 Configure Arming Schedule Template

The arming schedule defines the arming mode in different periods for the partitions of the added security control devices. You can set a weekly schedule to specify periods for arming in Instant mode, arming in Away mode, or arming in Stay mode. The system predefines two default arming schedule templates: All-Day Template and Weekday Template. You can also add a customized template as needed.

Steps

1. In the upper-left corner of the Home page, select → **All Modules** → **Alarm Detection** → **Arming Schedule Template**.
2. Click + to enter the Add Arming Schedule Template page.
3. Enter a name for the template.
4. Optional: In Copy from field, select a defined template from the drop-down list to copy the settings.
5. Select an arming mode and drag the mouse on the time bar to draw a time period.

Note

Up to 8 time periods can be set for each day.

Instant Arming

It is used after people leave the detection area. The zone will be armed immediately without delay.

Away Arming

When all people in the detection area leave, turn on the Away mode to arm all zones in the area after the defined dwell time.

Stay Arming

It is used when people stay inside the detection area. Turn on the Stay mode to turn on all the perimeter burglary detectors (such as perimeter detectors, magnetic contacts, curtain detectors in the balcony). Meanwhile, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarms will not be triggered.

6. Optional: Click **Erase** and click on the drawn time period to clear it.
7. Click **Add**.

The arming schedule template will be displayed on the arming schedule template list.

Chapter 21 Video Intercom Management

Video intercom is an audiovisual communication and security technique used in a building or a small collection of buildings. With microphones and cameras at both sides, it enables the intercommunication via video and audio signals and provides a safe and easy monitoring solution for apartment buildings and private houses.
On the Web Client, you can add video intercom devices to the system, group resources (such as doors and cameras) into different areas, configure call schedules, link resources (cameras, persons, and doorbells) with indoor station, manage notices, call indoor stations, and view recents. After settings related parameters, the person can view the live video of the camera, call indoor station, answer call via Control Client, etc.

21.1 Flow Chart of Video Intercom

For the first time, you can follow the flow chart to perform configurations and operations.

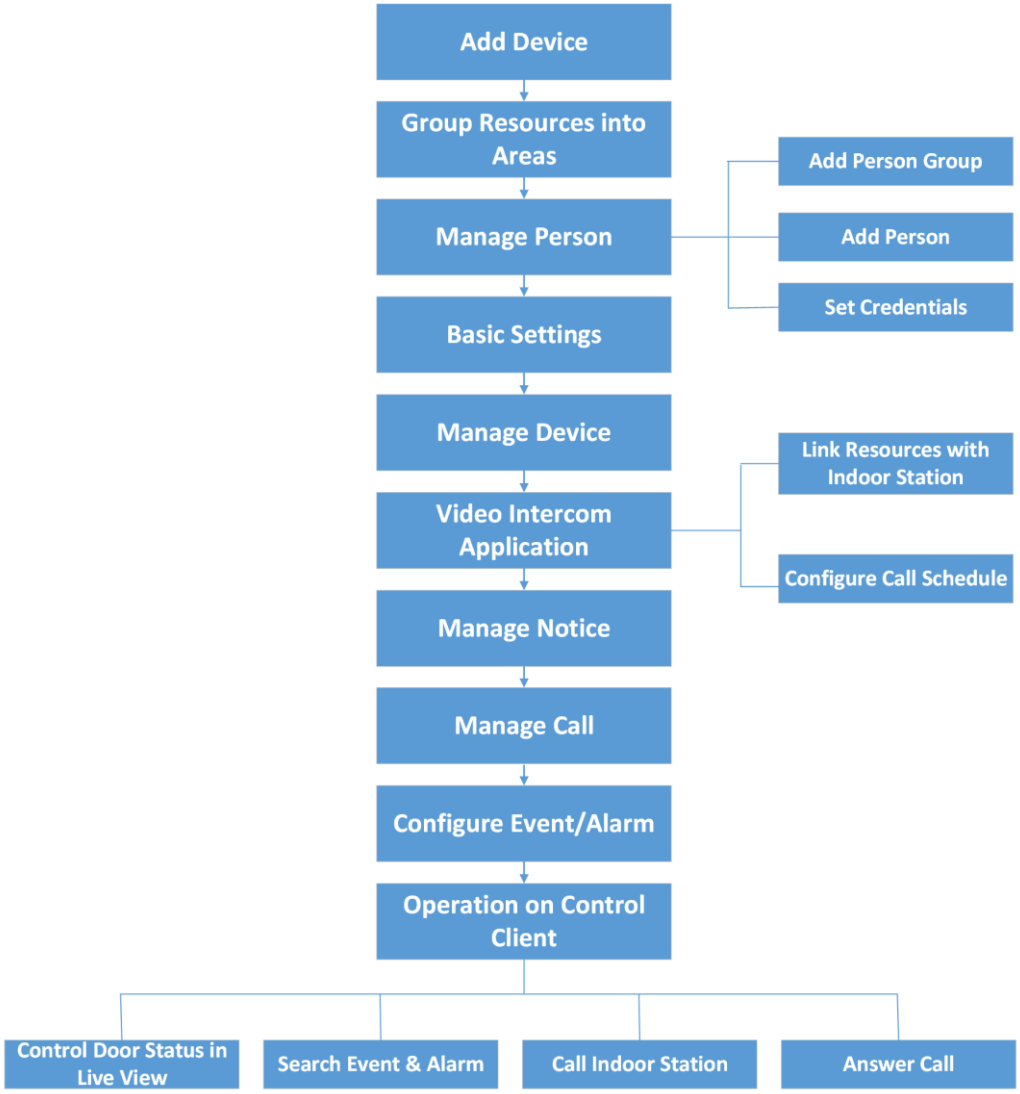


Figure 21-1 Flow Chart of Video Intercom

- **Add Device**: Add video intercom devices (such as main station, outer door station, indoor station, and door station) to HikCentral-Workstation and configure device parameters remotely. For more details, refer to ***Manage Video Intercom Device*** and ***Configure Device Parameters***.
- **Group Resources into Areas**: After adding the devices to the system, you need to group the devices' resources (such as doors and cameras) into different areas according to the resources' locations. For details, refer to ***Area Management***.
- **Manage Person**: Add person group and person to the system, and set credential information. For details, refer to ***Person Management***.
- **Basic Settings**: Add call recipients and call schedule templates, and configure call parameters. For details, refer to ***Basic Settings of the Platform***.

- **Manage Device**: Set location information for video intercom devices and apply the settings to devices. For details, refer to ***Manage Video Intercom Device***.
- **Video Intercom Application**: Add call schedules and apply them to devices, link resources (camera, person, and doorbell) to indoor stations. For details, refer to ***Video Intercom Application***.
- **Manage Notice**: Add notices and apply them to indoor stations. For details, refer to ***Manage Notices***.
- **Manage Call**: Call indoor stations and view recents. Fore details, refer to ***Call & Talk***.
- **Configure Event / Alarm**: Configure event and alarm for video intercom resources. For more details, refer to ***Event and Alarm Configuration***.
- **Operations on Control Client**: After the above configurations on the Web Client, you can control door status during live view, search event and alarm, call indoor station and answer call. For more details, refer to *User Manual of HikCentral-Workstation Control Client*.

Note

The doors of video intercom device can be used similarly as the doors of access control device. For more details about related configurations and operations of the doors, refer to ***Flow Chart***.

21.2 Video Intercom Overview

On the Video Intercom Overview page, you can view resource health status and alarm input details. You can also view and export statistics of calls and talks, and of notices in a specific period. In the upper-left corner of the Home page, select → **All Modules** → **Video Intercom** → **Overview**.

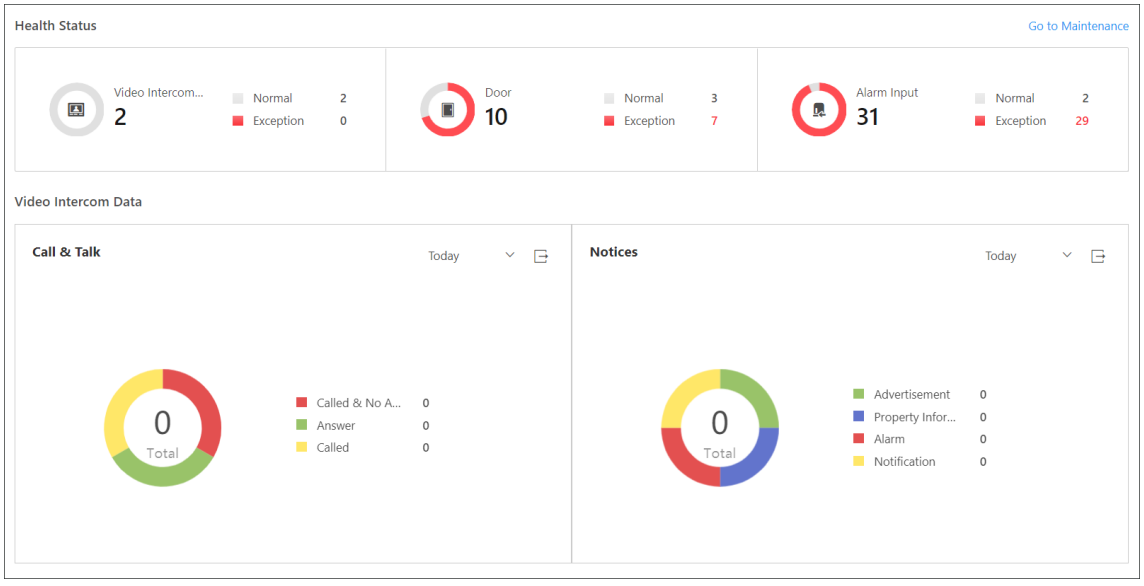


Figure 21-2 Video Intercom Overview

Perform the following operations as needed.

Operation	Description
View Resource Status	In Health Status, click on the number under the resource type or the number besides **Abnormal** to go to the Maintenance page to view details of resources status or alarm input.
Go to Maintenance	In the upper-left corner, click **Go to Maintenance** to enter the Maintenance module. For more about the Maintenance module, refer to ***Maintenance***.
Filter Video Intercom Data	Click and select a period to view the data of this period.
Export Video Intercom Data	Click to select a file format and click **Export** to export the data generated in the selected period.

21.3 Basic Settings of the Platform

You can add platform users as recipients of calls from devices. After adding recipients, when someone calls the platform, the recipient can receive the call. You can also add a call schedule template which defines when door stations can call indoor stations or call center. Besides, you can configure call parameters, such as the ring tone and the max. speaking duration with the device.

21.3.1 Add Call Recipients

After adding call recipients, when someone calls the system, the added recipient can receive and answer the call.

Note

Before recipients can receive calls form devices on the platform, you need to enable **Receive Calls** on the Call Parameter page. For details about enabling this function, refer to ***Configure Call Parameters***.

In the upper-left corner of the Home page, select → **All Modules** → **Video Intercom** → **Basic Settings** → **Call Recipient Settings**.
Click **Add** to add recipients.
Select users to receive calls and click **Add**.
On the Call Recipients Settings page, perform the following operations as needed.

- Check one or more users and click **Delete** to delete the user(s).
- In the upper-right corner, enter the keyword to search for specific users.

21.3.2 Add Call Schedule Template

Call schedule template defines when door stations can call indoor stations or call center. For

example, if a resident is absent from home during workdays, while he/she is at home during weekends and holidays, the resident can customize a schedule template which call the management center during workdays and call the indoor station during weekends and holidays.

Steps

1. In the upper-left corner of the Home page, select → **All Modules** → **Video Intercom** → **Basic Settings** → .
2. Click + to add a schedule template.

   The two default templates, namely All-Day Call Schedule Template for Indoor Station and All-Day Call Schedule Template for Indoor Station, cannot be edited or deleted.
3. Create a name for the template.
4. Optional: Select an existing template from the **Copy from** drop-down list.
5. Select **Indoor Station** or **Management Center**.

Note

Select **Indoor Station** if there is someone indoor who can answer the call from door station while select **Management Center** if there is no one can answer the call.

6. Edit weekly schedule.

Draw Task Time	Click a grid or drag the cursor on the time line to draw a time period during which the task is activated.
Set Precise Time	Move the cursor to a drawn period, and then adjust the period in the pop-up dialog shown as  .
Erase Task Time	Click **Erase**, and then click a grid or drag the cursor on the time line to erase the drawn time period.

7. Optional: Click **Add Holiday** to select an existed holiday template, or click **Add New** to add a new template. For detailed information, see ***Set Holiday***.
8. Click **Add** to save the template.
9. Optional: Select a task from the task list, and then click to delete it.

What to do next

Set call schedule for indoor stations and call center to define in which time period door stations can call indoor stations or call center. For details, refer to ***Add Call Schedule for Door Stations***.

21.3.3 Configure Call Parameters

You can configure call parameters, including the ring tone and maximum speaking duration with indoor stations, and enable or disable the Always Receive Calls function.

In the upper-left corner of the Home page, select → **All Modules** → **Video Intercom** → **Basic Settings** → **Call Parameters**.

Configure the following parameters as needed.

Ringtone

Click ··· to select a ring tone and click **Play** to play the ring tone.

Auto Hang Up After(s)

The call will be hung up automatically after the duration.

Max. Speaking Duration with Indoor Station(s)/Door Station(s)/Access Control Device(s)

Enter the maximum duration during which you can speak with the device.

Receive Calls

After enabling the function, you can receive the calling notification from the device to the platform.

21.4 Configure Device Parameters

After adding the video intercom devices, you can configure parameters for them remotely, including device time, maintenance settings, etc.
After adding a video intercom device, click ⚙ in the **Operation** column to configure the device.

Note

The parameters may vary with different models of devices.

Time

You can view the time zone where the device locates and set the following parameters.

Device Time

Click **Device Time** field to customize time for the device.

Sync with Server Time

Synchronize the device time with that of the SYS server of the system.

Call Management Center

For door station, you can set this function switch to on and select a shortcut button. When the configured button on the device is pressed, it will call management center. The default button is 1

Card Swiping

For outer door station and door station which supports Mifare encryption, you can enable **Mifare Encryption** and select the sector. Only the card with the same encrypted sector can be granted by swiping the card on the card reader.

Related Cameras

For indoor station, you can relate the camera(s) with it to view the video of the related camera(s) on the indoor station. You can also delete the related camera(s). Up to 16 related cameras are

supported.

Maintenance

You can reboot a device remotely, and restore it to its default settings.

Reboot

Reboot the device.

Restore Default

Restore the device to its default settings. The device should be activated after restoring.

More

For more configurations, you can click **Configuration** to go to Remote Configuration page of the device.

21.5 Manage Video Intercom Device

You can set location information for video intercom devices. After setting location information, you need to apply settings to all devices or the specified device(s).

21.5.1 Set Locations for Video Intercom Devices

You can add single device or batch add devices that have been added to the platform, and set location information for the added device(s).

Before You Start

Make sure you have added video intercom devices to the system.

Steps

1. In the upper-left corner of the Home page, select → **All Modules** → **Video Intercom** → **Device Management**.
2. Add the device(s).
   - Add single device.
     1. Click **Add** to add the device which has been added to the platform.
     2. Set the basic information and location of the device, and click **Add** to add device.
   - Add devices in a batch.
     1. Click → **Batch Add** to add devices which have been added to the platform.
     2. Select the adding mode to add device and set required information.

Note

- If the community is divided into different sections, enter the corresponding number. If not,enter 1.
- If the building is composed of only one unit, enter 1.

Manually Select

You can select devices manually in the drop-down list.

Batch Import

You can batch add devices that have been added to the platform.

a. Click **Download Template** to download and save the template file to your PC.
b. Open the downloaded template file and enter the required information.
c. Click to select the file, and click **Add** to add devices.

3. Click **Add**.

3. Click a device name.
4. In Device Location Information area, set parameters as needed.

Note

- If the community is divided into different sections, enter the corresponding number. If not,enter 1.
- If the building is composed of only one unit, enter 1.
- The parameters displayed vary with device types.

21.5.2 Apply Location to Video Intercom Devices

After setting location information for video intercom devices, you need to apply settings to devices.

In the upper-left corner of the Home page, select → **All Modules** → **Video Intercom** → **Device Management**.

Check one or more devices and click **Apply Settings**.

Select the device(s) to apply.

All Devices

By default, the changed settings will be applied to all devices. If you check **Apply (Initial)**, first clear all former information applied to the devices, and then apply all settings configured on the platform this time to the devices.

Specified Device(s)

Click to select devices. The changed settings will be applied to the selected device(s).

Apply (Initial)

First clear all former linkages applied to the devices, and then apply all linkages configured on the platform this time to the devices. This mode is mainly used for first-time deployment.

Click **Apply** to apply settings to the device(s).

The procedure of applying information will be displayed in the pop-up window, and the reasons for failures will be displayed in the Reason column. Move the cursor over , and click **Retry** to apply the settings to devices again. Also, move the cursor over , and click **View Details** to view

the details. You can also click **Retry** to re-apply settings to devices.

21.6 Video Intercom Application

You can configure call schedule templates to define when indoor stations and call centers can receive the call from door stations. After you configure the templates, you can add the templates for door stations so that they will distribute calls to indoor stations or call centers as configured in the schedule template. Finally, you can apply call schedule to devices, so devices such as indoor/door stations and call centers can execute commands from the platform. Besides, after adding indoor station to the system, you can link camera with the added indoor station to view video of the related camera(s) on the indoor station. You can also link single person to indoor stations for calling residents. In addition, you can relate a doorbell with an indoor station. When the Call Management Center function of this doorbell is disabled, you can call the related indoor station by the doorbell.

21.6.1 Add Call Schedule for Door Stations

You can add call schedule for door stations to define when door stations can call indoor stations or call centers.

Before You Start

Make sure you have configured call schedule templates. For detailed information, see ***Add Call Schedule Template***.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Video Intercom** → **Video Intercom Application** → **Door Station Call Schedule Settings**.
2. Click **Add** to add a door station call schedule.
3. Select a door station in the list.
4. Select a schedule template and room number for each button.

Note

As long as a template contains calling the call center, the Room can not be selected. See ***Add Call Schedule Template*** for details about how to set a call schedule template.

5. Optional: Click to view the schedule details.
6. Click **Add** to save the schedule.
   The added schedule will be displayed in the list.
7. Optional: Perform the following operations.

Filter Door Stations	• Click on the top right to set conditions such as Door Station, Location Information, or Application Status to filter door stations. • Click **Reset** to reset search conditions.

Delete Door Stations	Select door stations and click **Delete** or click → **Delete All** to delete the door stations.

What to do next

You can apply call schedules to devices. For detailed information, see ***Apply Call Schedule to Devices***.

21.6.2 Apply Call Schedule to Devices

You can apply call schedules to door stations so that the communication between devices and the platform will be supported.

Before You Start

Make sure that you have added call schedules for door stations. For detailed information, see ***Add Call Schedule for Door Stations***.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Video Intercom** → **Video Intercom Application** → **Door Station Call Schedule Settings**.
2. Click **Apply Settings** on top of the device list page.
3. Select **All Door Stations** or **Specified Door Station(s)**.
4. Optional: If you choose **Specified Door Station(s)**, select door station(s) or click to batch select the door station(s) that you want to apply the call schedule to.

> **Note**
>
> Only the door stations with added call schedules will be displayed.

5. Click **Add**.
6. Optional: Check **Apply (Initial)** to clear all former call schedules applied to the devices, and then apply all call schedules configured on the platform.
7. Click **Apply**.
   The procedure of applying information will be displayed in the pop-up window, and the reasons will be displayed in the Reason column. Move the cursor over , and click **Retry** to apply the schedules to devices again. Also, you can move the cursor over , and click **View Details** to view the details. You can also click **Retry** to re-apply the schedule to devices.

21.6.3 Link Resources with Indoor Stations

After adding an indoor station to the system, you can relate cameras with the added indoor station to view video of the related camera(s) by the indoor station. You can also link single person with an indoor station or multiple persons with the indoor station(s) at a time, so that linked persons can calling residents. Besides, you can relate a doorbell with an indoor station.

Link Cameras to an Indoor Station

After adding indoor station to the system, you can relate camera with the added indoor station to view video of the related camera(s) on the indoor station. Up to 16 cameras can be related to one indoor station.

Before You Start

Make sure you have added indoor station(s) to the system. For details, refer to ***Add a Video Intercom Device by IP Address***.
Make sure the camera(s) to be related are correctly installed and are added to the system by Hikvision Private Protocol/Open Network Video Interface Protocol.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Video Intercom** → **Video Intercom Application** → **Linkage Camera to Indoor Station**.
2. Click **Add**.

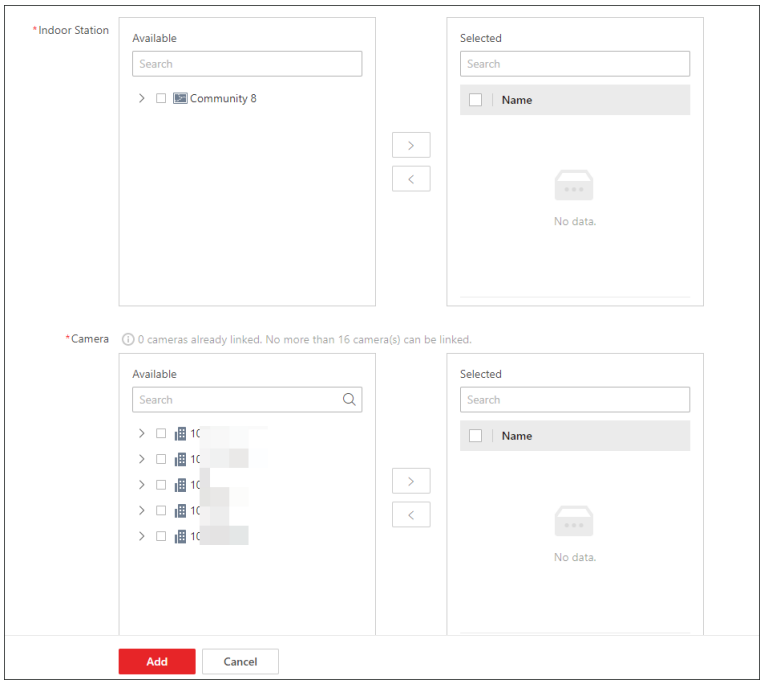


Figure 21-3 Add Related Camera

Note

You can also relate camera with indoor station in the configuration page of the indoor station. For details, refer to ***Configure Device Parameters***.

3. In the Indoor Station list, select an indoor station.

Note

You can enter a keyword to search for the target indoor station(s). And the keyword of corresponding device(s) will be displayed in red.

4. In the Camera list, check one or more cameras.

Note

No more than 16 cameras can be linked. You can enter a keyword to search for the target camera(s). And the keyword of corresponding camera(s) will be displayed in red.

5. Click **Add**.

Note

You can also delete the related camera(s) in the configuration page of the indoor station.

6. Click **Apply Settings** to apply the settings to devices.
7. Optional: Perform the following operations.

Filter Door Stations	● Click on the top right to set conditions such as Door Station, Location Information, or Application Status to filter door stations. ● Click **Reset** to reset search conditions.
Delete Door Stations	Select door stations and click **Delete** to delete the door stations.
View Linked Cameras	On the page of the added indoor station list, click › to view linked cameras.
Change Linked Cameras	On the page of the added indoor station list, click on the IP address of the indoor station to change linked cameras.

Link Persons to an Indoor Station

The person needs to be linked with an indoor station, which is used for calling residents. You can link single person with an indoor station or multiple persons with indoor station(s) at a time. Here we introduce you how to batch link persons with indoor station(s).

Steps

Note

For more details about linking single person with an indoor station, refer to ***Add a Person Manually***.

1. In the top left corner of Home page, select → **All Modules** → **Video Intercom** → **Video Intercom Application** → **Link Person to Indoor Station**.
2. Click **Add**.

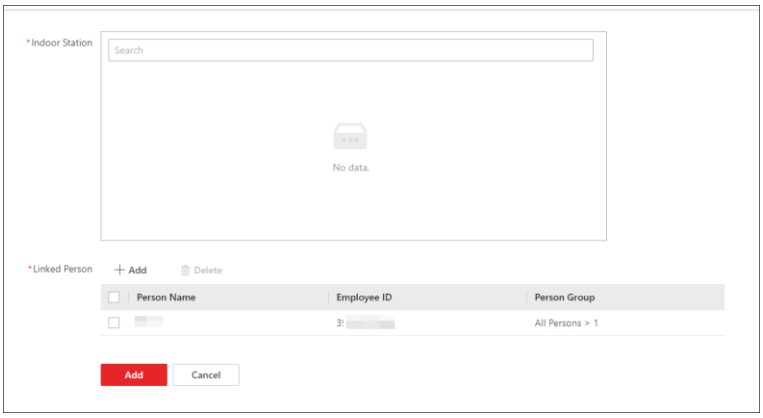


Figure 21-4 Add Linked Person

3. Select an indoor station.

Note

Up to 10 persons can be linked with one indoor station and the person cannot be linked with multiple indoor stations.

4. Click **Add** to select persons to be linked with the indoor station.
5. Optional: Check one or more persons and click **Delete** to delete the person(s).
6. Click **Add**.
   The linked person information will be applied to the indoor station(s).
7. Optional: Perform the following operations.

Filter Door Stations	• Click on the top right to set conditions such as Door Station, Location Information, or Application Status to filter door stations. • Click **Reset** to reset search conditions.
Delete Door Stations	Select door stations and click **Delete** to delete the door stations.
View Linked Person	On the page of the added indoor station list, click › to view linked persons.
Change Linked Persons	On the page of the added indoor station list, click on the IP address of the indoor station to change linked persons.

Link Doorbell to an Indoor Station

You can relate a doorbell with an indoor station. If Call Management Center function of this doorbell is disabled, you can call the related indoor station by the doorbell.

If you have added the doorbell to the system, you can relate the doorbell with an indoor station as the following steps. If not, you can also relate the doorbell with an indoor station when adding the doorbell (see ***Manage Video Intercom Device*** for more details).

Steps

1. In the top left corner of Home page, select → **All Modules** → **Video Intercom** → **Video Intercom Application** → **Link Doorbell to Indoor Station**.
2. Click **Add** to enter Link Doorbell with Indoor Station page.
   The added doorbells are displayed in the list.
3. From drop-down list, select the doorbell to be related with the indoor station.
4. From drop-down list, select the corresponding indoor station that the doorbell is to be related with.

> **Note**
> The location information of the indoor station is same as that of the doorbell.

5. Click **Add**.
6. Optional: Check one or more doorbells and click **Delete** to delete the doorbell(s).

Result

The doorbell will be related with the selected indoor station.

21.7 Manage Notices

There are four types of notice, including advertisement, property information, alarm, and notification. They are used for sending information to residents. You can add and apply notices to indoor stations. For example, when an emergency occur, you can add and apply a notice to indoor stations to inform residents for timely actions. After adding and applying notices, you can delete, filter, and export them. You can also copy a notice and apply it to indoor stations conveniently. Before applying the copied notice, you can also edit the notice.

21.7.1 Add and Apply a Notice

You add and apply notices to indoor stations. After adding and applying notices, you can delete, filter, and export them.

Steps

1. In the upper-left corner of the Home page, select → **All Modules** → **Video Intercom** → **Notice Applying**.

2. Click **Add** to add a notice.
3. Create a title of the notice.
4. Select a notice type.
5. Optional: Click + to add pictures.

Note

Up to 6 pictures can be added, and each picture should be no larger than 512 KB. The picture format should be JPG.

6. Enter the content of the notice.
7. Select indoor stations to receive the notice.
8. Click **Preview** to preview the notice.
9. Click **Apply** to apply the notice to indoor stations.
10. Perform the following operations.

Delete Notice	Check one or more notices and click **Delete**.
Export Notice	Check one or more notices and click **Export** to export notice information to the Excel/CVS file.
Filter Notices	In the upper-right corner, click to set filter conditions and click **Filter**.
View Notice Details	Click to view the basic information (title, notice type, etc.) and application status. **Note** In the Application Status page, you can also apply or search notices.

21.7.2 Copy and Apply Notice to Indoor Stations

You can copy a notice and apply it to indoor stations conveniently. Before application, you can also edit the copied notice.

Note

Make sure you have added and applied a notice to indoor stations.

In the upper-left corner of the Home page, select → **All Modules** → **Video Intercom** → **Notice Applying**.

The following are two methods for copying and applying the notice(s).

1. If notice information needs no change, check one or more notices, and click **Copy and Apply**. The checked notice(s) will be copied and applied to indoor stations directly.
2. If notice information needs change, click to copy the current notice and edit the notice as

needed. Click **Apply** to apply the notice to indoor stations.

21.8 Call & Talk

In Call & Talk module, you can view contacts of indoor stations in a specific unit and call an indoor station conveniently. You can also view and export recents which include details such as the device name, call status, and device location. Besides, you can download recorded audios to the local PC.

21.8.1 Call an Indoor Stations

You can view names and locations of indoor stations, and person information. You can also call indoor stations directly on the platform in situations such as when the call the to the door station is failed and when an emergency occurs.
In the upper-left corner of the Home page, select → **All Modules** → **Video Intercom** → **Call & Talk** → **Contacts**.
On the left, select an unit. The indoor stations in this unit will be listed on the right. In the upper-right corner, you can also set conditions and enter the keyword to search indoor stations.
Click to call the indoor station.

21.8.2 View Recents

You can view and export call logs which include details such as the device name, call status, and device location. You can also download recorded audios to the local PC.
In the upper-left corner of the Home page, select → **All Modules** → **Video Intercom** → **Call & Talk** → **Recents**.
Perform the following operations as needed.

Operation	Description
Export Logs	Check one or more devices and click **Export** to export call logs to in Excel/CSV file format.
Filter Logs	Click to set conditions and click **Filter** to search logs.
Download Recorded Audio	Click to download the recorded audio in MP4 format to the local PC.

Chapter 22 Skin-Surface Temperature Screening

After adding the temperature screening cameras and access control devices with temperature screening function to the system, you can view the temperature of the detected persons in the Skin-Surface Temperature module. The system also shows whether the detected person is wearing a mask or not. With skin-surface temperature screening and mask detection functions, the system provides an alert if an individual is running a fever or not wearing a mask.
In the Skin-Surface Temperature module, you can view the real-time and history temperature screening records and face mask detection records. You can also generate a report about these records to view the overall information.

Note

The mask detection function will show when the mask related function is turned on in the **System** → **Normal** → **User Preference** page. For details, refer to ***Set User Preference***.

22.1 Temperature Screening Configuration

Before temperature screening, you should set temperature screening point groups and add related temperature screening points to the added groups. Also, for the temperature screening points, you can configure their parameters including temperature screening threshold and alarm threshold.

22.1.1 Group Temperature Screening Points

You can group multiple temperature screening points for convenient management. For example, you can group all the temperature screening points on the same floor into a group.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Temperature Screening** → **Configuration**.
2. Create temperature screening point group(s).
   1) Click + on the upper left corner of the page.
   2) Enter the name for the temperature screening point group as desired.
   3) Click **Save**.
3. Add temperature screening point(s) for the added temperature screening point group.

   Note

   Temperature screening points can be cameras and access control points that support temperature screening.

   1) Click **Add**.

2) In the pop-up device list, check temperature screening point(s) as desired.

Note

You can enter a key word (supports fuzzy search) in the search box to quickly search for the target device(s).

3) Click **Add**.

4. Optional: After adding temperature screening point(s), perform following operations.

Delete	● Click to delete single temperature screening point. ● Check multiple temperature screening points, and click **Delete** to batch delete the selected devices.
Configure Parameters	Check one or multiple temperature screening points, and click **Configuration** to configure related parameters for the selected device(s).
Export	Click **Export** to export detailed information of temperature screening point(s) such as device type, serial No., and temperature screening threshold to the local PC.

Note

For details, refer to ***Configure Temperature Screening Parameters***.

22.1.2 Configure Temperature Screening Parameters

For the added temperature screening point(s), you can configure the related parameters including temperature screening threshold and alarm threshold.
Check one or more added temperature screening point(s), and click **Configuration** to configure temperature screening parameters.

Temperature Screening Threshold

Set the threshold for temperature screening. When the detected skin-surface temperature is higher than the threshold, a temperature screening event will be triggered.

Alarm Threshold

Set the threshold for alarm. When the detected skin-surface temperature is higher than the threshold, an alarm will be triggered.

Note

- The temperature screening threshold should be smaller than alarm threshold.
- For temperature screening points which are access control points, you should configure their

temperature screening parameters on the device parameters configuration page. For details, refer to***Configure Other Parameters***.

22.2 Real-Time Skin-Surface Temperature Monitoring

You can view the latest skin-surface temperature information detected by screening points. If there are persons whose skin-surface temperatures are abnormal, you will know at the first time. Besides, you will be able to quickly locate the persons according to the displayed screening point name and screening group. For unregistered persons, you can quickly register for them.

In the top left corner of Home page, select → **All Modules** → **Temperature Screening** → **Skin-Surface Temperature**. Select a temperature screening point group on the left. Red number indicates the number of skin-surface temperature screening points. Black number indicates the total number of devices in a temperature screening point group.

In the Picture area, the latest captured picture is displayed on the left. When new pictures are captured and displayed here, old captured pictures will be displayed on the right as thumbnails with faces, screening point name, person name, similarity, temperature, wearing mask or not, and detecting time.

Persons with different features will be marked by different colors. Orange means the captured person is not wearing a mask, but skin-surface temperature is normal; red means the captured person's skin-surface temperature is abnormal; green means the captured person's skin-surface temperature is normal and the person is wearing a mask. Click **More** to jump to the History page to view more captured pictures.

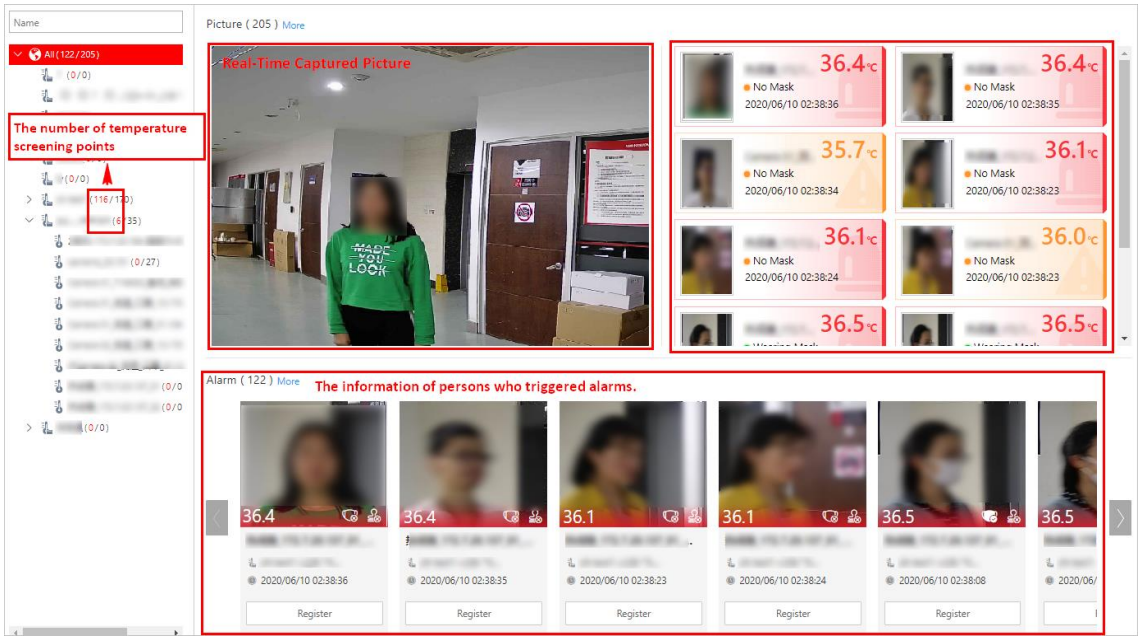


Figure 22-1 Real-Time Skin-Surface Temperature

When a person's skin-surface temperature exceeds the threshold you set, or the person is not wearing a mask, an alarm will be triggered. In the Alarm area, the pictures and information of

persons who have triggered alarms are displayed. Following the title Alarm, the alarm amount is displayed. See *The User Manual of HikCentral-Workstation Web Client* for details about how to set a temperature threshold.
The person information includes skin-surface temperature, wearing mask or not, registered or unregistered, temperature screening point name, temperature screening point group name, and detecting time. You can click **Register** to register for the person, or click **More** to go to the History page to view more alarm information.

22.3 Search History Temperature Screening Data

You can set search conditions such as start time, end time, and skin-surface temperature to search for history temperature screening data.

Before You Start

Temperature screening data has been generated in real-time skin-surface temperature monitoring.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Temperature Screening** → **History**.
2. Select a temperature screening point group or a temperature screening point from the list.
3. Click to unfold the Filter panel.
4. Set the search condition(s) including start time, end time, skin-surface temperature, etc.
5. Click **Filter**.
   History temperature screening data that meets the search condition(s) will be displayed below.
6. Optional: For the searched results, perform the following operations as desired.

View Result Details	You can view the detailed information of the searched results, including temperature screening group, temperature screening point, captured time, person's skin-surface temperature, whether wearing masks, etc.
	Note represents that the person wears a mask, and represents that the person doesn't wear a mask.
Edit/Register Person Information	You can edit or register person information based on the different icons. ● : The person is registered. For the registered person, click **Edit** to edit the person information. ● : The person is unregistered. For the unregistered person, click **Register** to enter person's registration information. For details, refer to ***Register Person Information***.

Export	Click **Export** to export temperature screening data including temperature screening point, temperature screening point group, temperature status, etc., in excel file.

22.4 Registration

To manage the people who have been screened skin-surface temperature conveniently, you can register for them by entering their personal information.After registration, you can view and filter the registered persons' information.

22.4.1 Register Person Information

For unregistered persons displayed on real-time skin-surface temperature page or history page of skin-surface temperature, you can register for them.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Temperature Screening** → **Skin-Surface Temperature** (or **History**).
   The skin-surface temperature screening information will be displayed.
2. If a screened person is not registered, you can click **Register** to enter the Register page to register for the person.

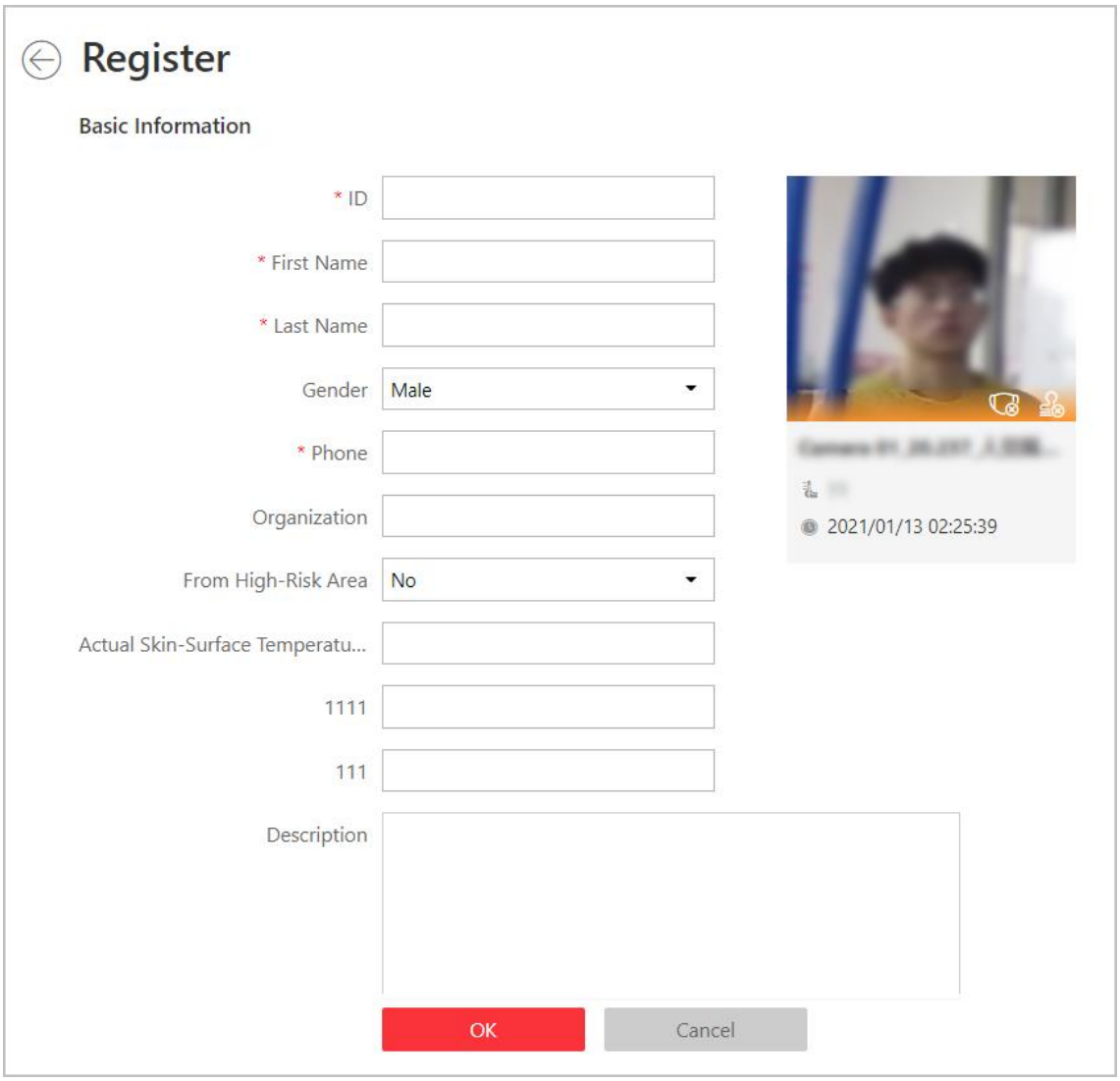


Figure 22-2 Register Page

3. Set personal information, including ID, name, phone number, whether from high-risk areas etc.

Note

You can custom the information displayed on this page according to your needs. See ***Customize Registration Template*** for details.

4. Click **OK** to finish the registration.
   Registered persons' information will be displayed on Registration page for a centralized management. See ***View Registered Person Information*** for details.

22.4.2 Customize Registration Template

You can set customized person information for registration which are not predefined in the system according to your actual needs.

Steps

Note

Up to 5 additional items can be added.

1. In the top left corner of Home page, select → **All Modules** → **Temperature Screening** → **Registration**.
2. Click **Registration Template** to enter the Registration Template page.
3. Click **Add**.
4. In the Title field, create a name for the additional item.

Note

Up to 32 characters are allowed for the name.

5. Select the format type as general text, number, date or single selection for the additional item.

   Example

   For example, if you select general text, you need to enter words for this item when registering person information.
6. Click **Save**.
7. Optional: Perform one or more of the following operations.

Edit Name	Click to edit the name.
Delete	Click to delete the additional item.

22.4.3 View Registered Person Information

For the registered persons, you can view their detailed information including person name, ID, gender, phone, skin-surface temperature, wearing mask or not, etc.
In the top left corner of Home page, select → **All Modules** → **Temperature Screening** → **Registration**.
You can view person name, ID, gender, phone, skin-surface temperature, wearing mask or not, registering time and other information in the list.
Click in the Operation column to edit person information as desired.
Click **Export** on the upper left corner of the page to export and view detailed registered person information in excel file.

22.5 Generate Report

Skin-surface temperature report gives you an overview of skin-surface temperature, mask-wearing detecting results, and registered person information. Based on the temperature status and mask-wearing detecting results, you will quickly learn how many person's skin-surface temperatures are abnormal, and how many persons are not wearing masks. With registered person information, you can quickly filter persons with abnormal skin-surface temperature or with no mask to learn their detailed information including name, location, face picture, from high-risk area or not, etc.

In the top left corner of Home page, select → **All Modules** → **Temperature Screening** → **Report**.

Select a temperature screening point group or temperature screening point, set time range at the bottom and click **Generate Report**.

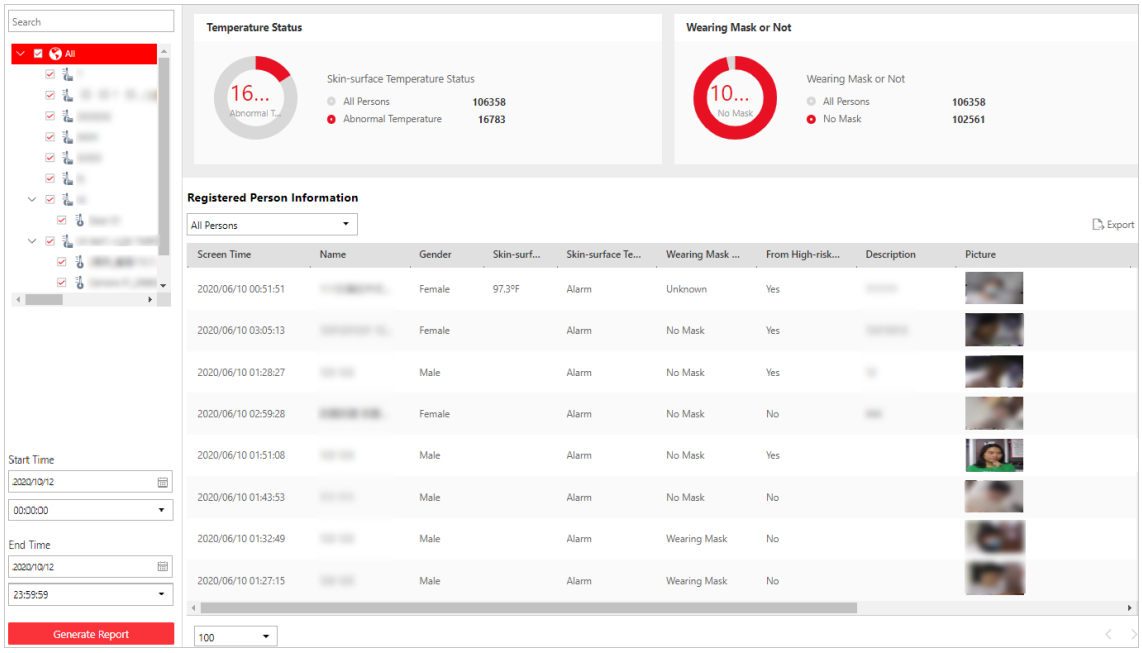


Figure 22-3 Skin-Surface Temperature Report

Temperature Status

Temperature Status gives you the total number of persons whose skin-surface temperatures are screened and the number of persons with abnormal temperature.

Wearing Mask or Not

It gives you the total number of persons who had been detected whether they are wearing a mask, and the number of persons wearing no mask.

Registered Person Information

You can filter persons with abnormal skin-surface temperature or wearing no mask quickly to view their detailed information. For example, If a person with abnormal skin-surface temperature does

not wear a mask, you need to pay attention to him or her. Based on the temperature screening point name or temperature screening point group name, you can quickly locate a person.
Click to view a person's detailed information including an enlarged face picture, event details, and registered information.
Click **Export** to save the registered person information in your PC as an Excel file.

Chapter 23 Map Management

On the e-map, which is a static map, you can set and view the geographic locations of the installed cameras, alarm inputs, and alarm outputs, etc.
E-map is a static image (it does not have to be geographical maps, although they often are. Depending on your organization's needs, photos and other kinds of image files can also be used as e-maps) which gives you a visual overview of the locations and distributions of the hot spots (resources (e.g., camera, alarm input) placed on the map are called hot spots). You can see the physical locations of the cameras, alarm inputs, and alarm outputs, etc., and in what direction the cameras are pointing. With the function of hot region, e-maps can be organized into hierarchies to navigate from large perspectives to detailed perspectives, e.g., from floor level to room level.
After configuring the e-map via Web Client, you can view the live video and playback of the elements via both Web Client and Control Client, and get a notification message from the map via Control Client when an alarm is triggered.

23.1 Set Icons

For the hot regions, hot spots, combined alarms, you can set different icons for them to recognize them quickly on the map.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Map** → **Map Settings** to enter the map settings page.
2. Click **Icon Settings** to set the customized icons.
3. Click **Hot Region** or the following device types to enter the icon settings page.
4. Set the icon size, including width (px) and height (px).
5. Click **Add** to select a picture file from the local path.

Note

The icon picture format can only be PNG, JPG, or JPEG.

6. Optional: Click to constrain the aspect ratio.
7. Click **Save**.

23.2 Add E-Map for Area

You can add and link e-maps to the area so that the elements assigned to the area can be added to e-map.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Map** → **Map Settings** to enter the map settings page.
2. Select an area on the left.
3. Click **Add Map** at the center of the page
4. Select an adding mode.
5. Select map.
   - If you select **Add E-Map** as the adding mode, select a map picture saved on the PC.
   - If you select **Link to Other Map**, select an area from the following list.
6. Click **Add**.
7. Optional: Set a map scale.

Note

The scale of a map is the ratio of a distance on the map to the corresponding distance on the ground. The client can calculate two locations' distance on the map according to the distance on the ground. An accurate map scale is essential for defining a radar's detection area. Perform this step if you plan to add a radar to the map.

   1) Click **Calibrate** on the top right of the map.
   2) Click two locations on the map to form a line.
   3) Enter the real distance between the two points in the Actual Length field.
   4) Click **OK** to finish setting the map scale.
8. Optional: Hover the mouse over the added e-map area to perform the following operations.

Edit Picture	Click and change a picture.
Edit Map Name	Click and set a custom name for the map.
Unlink Map	Click to remove the map or cancel the linkage between the map and area.

9. Optional: Perform the following operations after adding map in the map area.

Filter	Click and select the object type you want to show on the map.
Full Screen	Click to show the map in full-screen mode.
Zoom In/Out	Scroll the mouse wheel or click +/− to zoom in or zoom out the map.
Adjust Map Area	Drag the map or the red window in the lower part to adjust the map

area for view.

23.3 Add Hot Spot on Map

You can add elements (e.g., cameras, access points, alarm inputs, etc.) as the hot spot and place the hot spot on the e-map. Then you can view the elements on the map and perform further operations via Control Client. For example, you can get the live view, actual access points, and alarm information of the surveillance scenarios, lock access point, unlock access point, and so on.

Before You Start

A map should have been added. Refer to ***Add E-Map for Area***for details about adding e-map.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Map** → **Map Settings** to enter the map settings page.
2. Select an area on the left.
3. Optional: Select a map.
4. Click **Resource** on the right.
5. Select a device type and an area from the drop-down lists.
6. Select a device and drag it to the map.
   The hot spot is displayed on the map.
7. Optional: Perform the following operations after adding the hot spot.

Adjust Hot Spot Location	Drag the added hot spot on the map to the desired locations.
Edit Hot Spot	Click the added hot spot icon on the map and click **Edit** to edit the detailed information (such as selecting icon style). For camera and radar hot spot, you can also edit the detection area, including radius, direction, and angle, or drag the displayed sector on the map to directly adjust the detection area.
Delete Hot Spot	Click the hot spot icon on the map and click **Delete** to remove the hot spot from the map.

23.4 Add Hot Region on Map

The hot region function links a map to another map. When you add a map to another map as a hot region, an icon of the link to the added map is shown on the main map. The added map is called child map while the map to which you add the hot region is the parent map.

Before You Start

At least 2 maps should have been added. Refer to ***Add E-Map for Area*** for details about adding

maps.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Map** → **Map Settings** to enter the map settings page.
2. Select an area on the left.
3. Optional: Select a static map.
4. Click **+** on the **Hot Region** icon on the right.
5. Click a position on the map to select it as the location of the hot region.
6. Select an area from the area list.
7. Click **Save** on dialog to add the hot region.
   The added hot region icon will be displayed on the parent map.
8. Optional: Perform the following operation(s) after adding the hot region.

Adjust Hot Region Location	Drag the added hot region on the parent map to the desired locations.
Edit Hot Region	Click the added hot region icon on the map to view and edit the detailed information, including hot region name, icon style, name color, and remarks on the appearing dialog.
Edit Hot Region Area	Drag the white point on the hot region's line to edit the hot region's size or shape as the following picture.
Delete Hot Region	Click the hot region icon on the map and click **Delete** on the appearing dialog to delete the hot region.

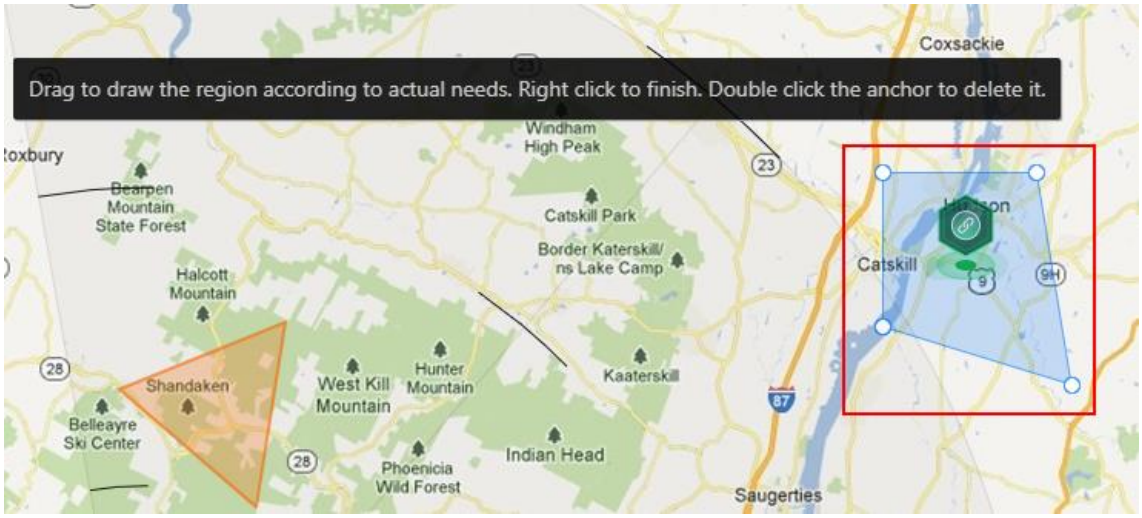


Figure 23-1 Edit Hot Region Area

23.5 Add Label on Map

You can add labels with description on the map.

Before You Start

At least one map should have been added. Refer to ***Add E-Map for Area*** for details about adding e-map.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Map** → **Map Settings** to enter the map settings page.
2. Select an area on the left.
3. Optional: Select a static map.
4. Click **+** on the **Label** icon on the right.
5. Click on the map where you want to place the label.
6. Customize a name for the label, and you can input content for the label as desired.
7. Click **Save**.
   The added label icon will be displayed on the map.
8. Optional: Perform the following operation(s) after adding the label.

Adjust Label Location	Drag the added label on the map to the desired locations.
Edit Label	Click the added label icon on the map to view and edit the detailed information, including name and content on the appearing dialog.
Delete Label	Click the label icon on the map and click **Delete** on the appearing dialog to delete the label.

23.6 Add Resource Group on Map

You can also add the resource groups on the map by locating the resources in the group on the map and setting the border of the region for detection.
Currently, the following resource groups can be added on the map for further operations:

People Counting Group

After adding the people counting group on the map, you can view the real-time number of people entered, exited the region, or stayed in the region in the Monitoring module on the Control Client. Meanwhile, when an alarm is triggered in the region (such as people amount more/less than threshold), the client will notify the user by highlighting the region on the map. For details about how to add a people counting group on the map, refer to ***Add People Counting Group***.

Heat Analysis Group

After adding the heat analysis group on the map, the resources (such as doors, fisheye cameras, people counting cameras) will be grouped in certain region and displayed on map, and you can

know the dwell time of the people stayed in this region, how many persons stayed in this region, and average dwell time of each people.
For details about adding a heat analysis group, refer to ***Add Heat Analysis Group***.

Person Feature Analysis Group

After adding the person feature analysis group, the cameras which support facial and human body and feature analysis (such as gender and age group) will be grouped in one region and displayed on the map. You can view the features of the persons appeared in this region, based on the data detected by the cameras in the group.
For details about adding a person feature analysis group, refer to ***Add Person Feature Analysis Group***.

Anti-Passback Group

After adding the anti-passback group on the map, when an anti-passback alarm is triggered by the doors in the group, the client will notify the user by highlighting the region on the map and you can view the real-time alarms triggered in the region in the Monitoring module on the Control Client.
For details about how to add an anti-passback group on the map, refer to ***Configure Area Anti-Passback Rules***.

Multi-Door Interlocking Group

After adding the multi-door interlocking group on the map, when multi-door interlocking alarm is triggered by the doors in the group, the client will notify the user by highlighting the region on the map and you can view the real-time alarms triggered in the region in the Monitoring module on the Control Client.
For details about how to add a multi-door interlocking group on the map, refer to ***Configure Multi-Door Interlocking***

Entry & Exit Counting Group

After adding the entry &exit counting group on the map, you can view the real-time number of people entered, exited the region, or stayed in the region in the Monitoring module on the Control Client. Meanwhile, when an alarm is triggered in the region (such as people amount more/less than threshold), the client will notify the user by highlighting the region on the map.
For details about how to add an entry &exit counting group on the map, refer to ***Add Entry and Exit Counting Group***.

Emergency Operation Group

After adding the emergency operation group on the map, you can operate access points (remaining locked/unlocked) in the group in a batch.
This function is mainly applicable for emergent situation. For example, after grouping the doors of the school's main entrances and exits into one emergency operation group, the school's security personnel can lock down the doors in this group by quick operation on the Control Client, so that the school closes and no one can get into the school except for maintenance and high level admins. This function would block out teachers, custodians, students, etc.
For details about adding an emergency operation group, refer to ***Add Emergency Operation Group***.

Security Control Partition (Area)

After adding the security control partition (area) on the map, the security control device's alarm inputs will be grouped according to the zones on the device and displayed on map, and you can set an arming schedule to define when and how to arm the alarm inputs in a batch.
For details about adding a security control partition, refer to ***Add Security Control Partitions (Area) from Device***.

23.7 Add Parking Lot on Map

You can add parking lots and entrance and exits on the map to locate them for a visualized monitoring.

Before You Start

A map should have been added. Refer to ***Add E-Map for Area*** for details about adding e-map.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Map** → **Map Settings** to enter the map settings page.
2. Select an area on the left.
3. Optional: Select a map.
4. Click **Parking Lot** on the right.
5. Drag a parking lot or an entrance and exit to the map.
   The parking lot, entrance or exit will be displayed on the map.
6. Optional: Perform the following operations after adding the entrance and exit.

Adjust Parking Lot/Entrance and Exit Location	Drag the added parking lot/entrance and exit on the map to the desired locations.
Edit Parking Lot/Entrance and Exit	Click the added parking lot/entrance and exit icon on the map and click **Edit** to edit the detailed information (such as selecting icon style).
Delete Parking Lot/Entrance and Exit	Click the parking lot/entrance and exit icon on the map and click **Delete** to remove the parking lot/entrance and exit from the map.

23.8 Add Combined Alarm on Map

You can add the combined alarms on map to locate the alarm for a visualized monitoring.

Before You Start

Make sure you have added a map. Refer to ***Add E-Map for Area***for details about adding e-map.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Map** → **Map Settings** to enter the map settings page.
2. Select an area on the left.
3. Optional: Select a map.
4. Click **Combined Alarm** on the right.
5. Drag a combined alarm to the map.
   The combined alarm is displayed on the map.
6. Optional: Perform the following operations after adding the combined alarm.

Adjust Combined Alarm Location	Drag the added combined alarm on the map to the desired locations.
Edit Combined Alarm	Click the added combined alarm icon on the map and click **Edit** to edit the detailed information (such as selecting icon style).
Delete Combined Alarm	Click the combined alarm icon on the map and click **Delete** to remove the combined alarm from the map.

23.9 Operate Hot Spot

The resources (including cameras, alarm inputs, alarm outputs, access points, and radars) added on the map are called the hot spots. The hot spots show the locations of the resources. You can operate the hot spot, such as starting live view of the camera, and door, arming or disarming the resources.

23.9.1 Preview Hot Spot

You can view locations of hot spots including cameras, alarm inputs, alarm outputs, access points, radars, etc. on the map. Also, you can set the arming control and view history alarms of surveillance scenarios through the hot spots.

Before You Start

Configure the map settings via the Web Client. For details, see ***Map Management***。

Steps

1. In the top left corner of Home page, select → **All Modules** → **Map** → **Map Monitoring**.
2. On the top left of the map, select an area from the **Select Map** drop-down list.
   All maps of the area will be displayed.
3. Select a map to enter the map.
4. Optional: Perform the following operations on the map.

Filter Resource on Map	Click and check resource type(s) as desired.

More Tools

: Add a label on map.
2D/3D: Switch the displaying dimension of the map.
Search : Search hot spot or location on the map.

5. Click the hot spot to open the dialog which displays its related functions.

Note

- If there is an alarm triggered on the hot spot, the hot spot icon will turn into red alarm mode . Click the red icon, and you can view the detailed alarm information.
- Click parking lot data, a panel of parking lot details will pop-up. You can view detailed parking lot information such as parking space occupacy rate and parking floor details.

6. Operate in the dialog.
   - For camera hot spot: Check the live view and playback of the camera, view its status, area, and remark, set the arming control, and view the history alarms.

     Note

     - To view the live view and playback of the camera, the user should be assigned with permissions of live view and playback of the camera. For details, refer to the *User Manual of HikCentral-Workstation Web Client*.
     - For details about arming control, see ***Arm or Disarm Hot Spot***.
     - For details about viewing history alarms, see ***View History Alarm***.
   - For alarm input hot spot: View its status, area, and remark, set the arming control, and view the history alarms.
   - For alarm output hot spot: Turn on or off the linked alarm output.
   - For access point hot spot: View the access point status, check the live view and playback of the access point's related camera(s), view the access point's basic information, control the door status, set the arming control, and view the history alarms and access records.
   - For radar hot spot: View the radar status, area and remark, check the live view and playback of the radar's related camera(s), set the arming control, view the history alarms.
   - For radar PTZ camera hot spot: View camera's field of view and view the object's moving pattern.
   - For partition hot spot: Set the arming control including alarm clearing, disarming, away arming, stay arming, instant arming. For details, refer to ***Arm or Disarm Hot Spot***.
   - For parking lot hot spot: Click a certain floor and you will go to the paking lot management module so you can view the details of the the parking floor in the parking lot.
     Hover your cursor on a parking lot, you can view the details of the parking lot. If nothing appears, you can click **Configure Now** to configure the parking lot.

23.9.2 Draw Zone or Trigger Line for Radar

You can draw zones or trigger lines for radar, so if an object is detected to have crossed the trigger line or entered the area shaped by the dual-trigger line or zone, the event and alarm will be triggered.

Before You Start

A radar has been added to the area and map. Refer to ***Add Radar to Area*** and ***Add Hot Spot on Map*** for details.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Map** → **Map Settings**.
2. Click the radar's icon on the map and then select **Draw Zone/Trigger Line** from the drop-down list to start drawing zone or trigger line for radar.
3. Select a zone drawing method in the tool bar in the upper-left corner of the map.

Figure 23-2 Tool Bar for Drawing Zone

Draw Trigger Line

A trigger line is a virtual line drawn in the radar's detection area. An event or alarm will be triggered if an object is detected to have crossed the line. Click to draw a trigger line in the

detection area. Select a direction for the trigger line. The three directions indicate three directions to which a detected object crosses the line. You can drag the anchor (the red point on the trigger line) to reshape the trigger line, or drag the trigger line to move it to another place.

Note

No more than 4 trigger lines can be drawn.

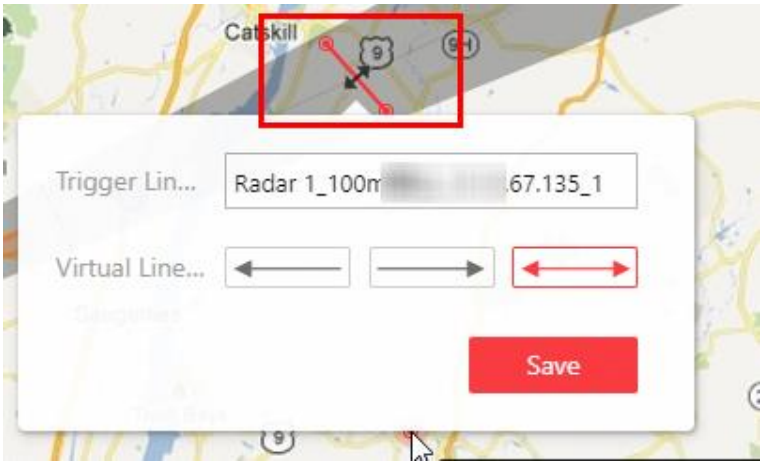


Figure 23-3 Trigger Line in the Detection Area

Draw Dual-Trigger Line

A dual-trigger line consists of 2 virtual lines drawn in the radar's detection area. Generally, it is used to mark an area in the radar's detection area. An event or alarm will be triggered if an object is detected to have entered the area shaped by the dual-trigger line. Click to draw a dual-trigger line in the detection area. Select a direction for the trigger line. The three directions indicate three directions to which a detected object crosses the line. You can drag the anchor (the red point on the trigger line) to reshape the dual-trigger line, or drag the dual-trigger line to move it to another place.

Note

Only 1 dual-trigger line can be drawn in the radar's detection area.

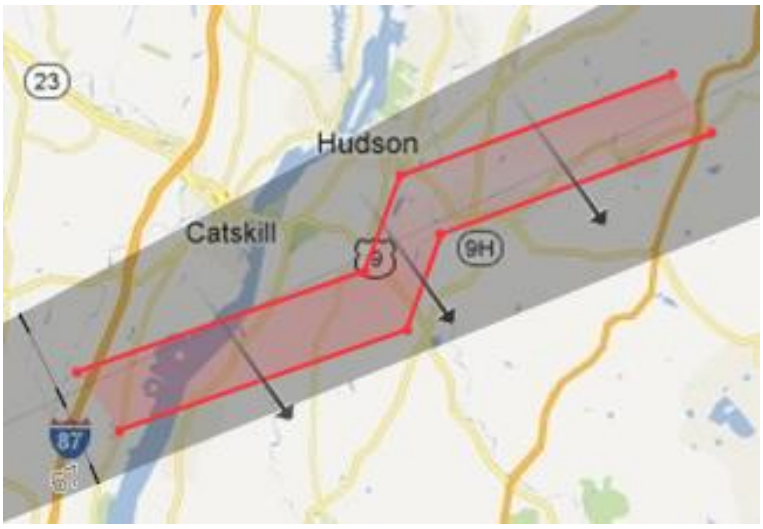


Figure 23-4 Dual-Trigger Line in the Detection Area

Manually Draw

You can draw any shape for the zone using this method.

Zone Segmentation

Split a zone into two smaller zones by a line.

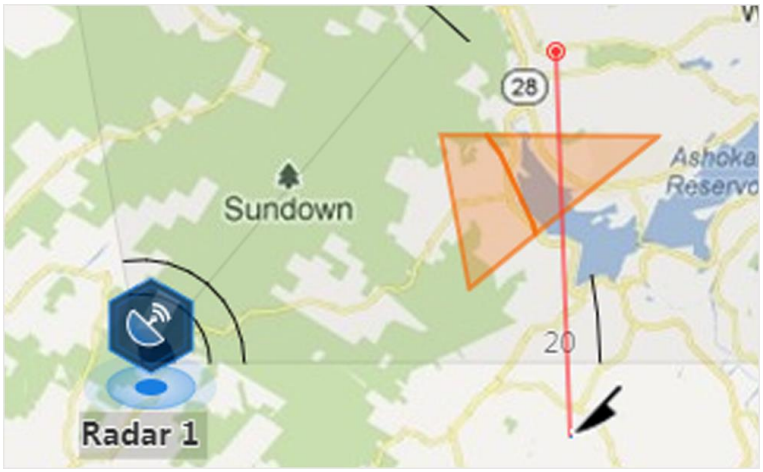


Figure 23-5 Zone Segmentation

Distance Segmentation

Split a zone into two smaller zone by an arc.

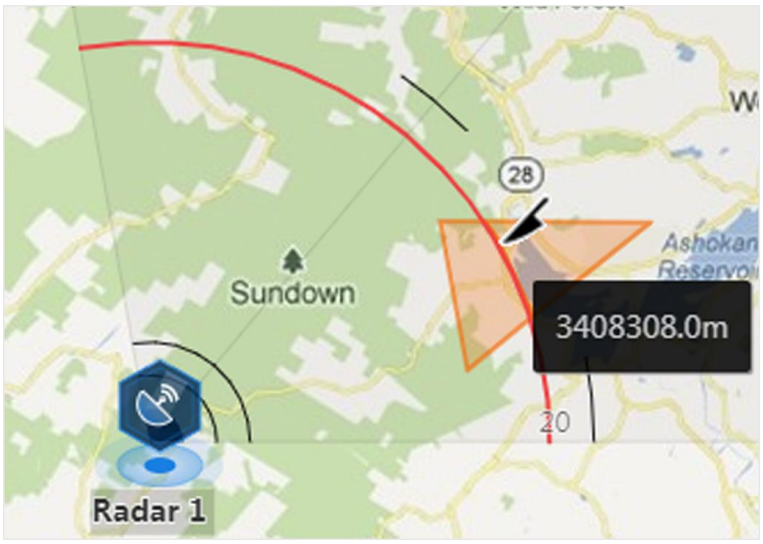


Figure 23-6 Distance Segmentation

4. Right click to finish drawing and open a configuration window.
5. Set parameters for the drawn trigger line or zone.
6. Click **Save**.
7. Right click to exit the zone or trigger line drawing mode.

23.9.3 Relate Calibrated Camera to Radar

This operation requires two persons' teamwork: person A walks into the radar's detection area (the person's position will be displayed on the map as a red point), while person B who operates the computer running the Web Client adds calibration points by PTZ control of the camera(s) according to person A's position.

Before You Start

A radar has been added to the area and map. Refer to ***Add Radar to Area*** and ***Add Hot Spot on Map*** for details.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Map** → **Map Settings**.
2. Click the radar's icon on the map and then select **Relate Calibrated Camera** from the drop-down list to relate cameras.
3. Click **Resource** on the Map Settings panel and drag camera(s) to the map.

Note

- This function needs to be supported by the device.
- Up to 4 calibrated cameras can be added.

4. Click the radar's icon first, and then click camera icon(s) to relate the camera(s) with the radar.

Note

You can right click to finish relating cameras or it will automatically finish when no camera can be related.

5. Click the radar's icon on the map and then select **Calibrate PTZ Camera** from the drop-down list to enter the camera calibration settings page.
6. Person A goes to the location which can be detected by one of the cameras.
   Person A's location will appear on the map as a red point .
7. Person B clicks on the map to open the adding calibration point window.

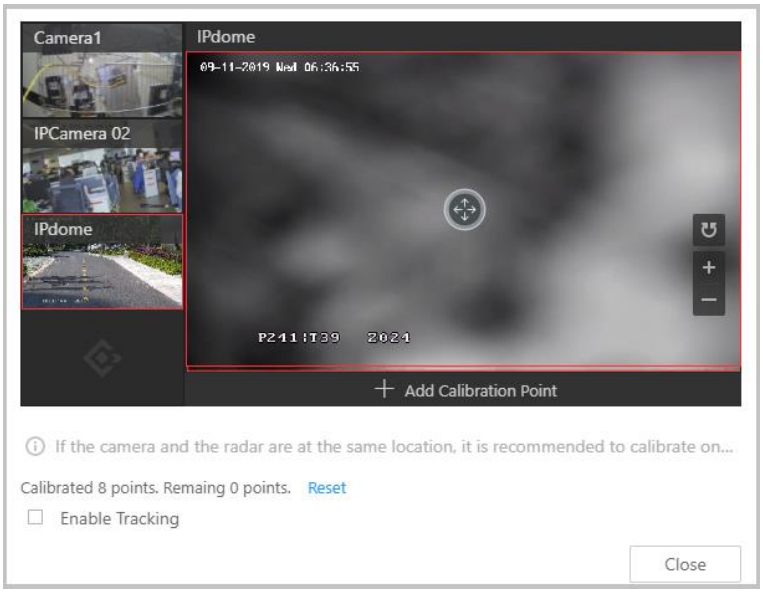


Figure 23-7 Add Calibration Point

The cameras' thumbnails will be displayed on the left of the window.

8. Optional: Undo-check the **Enable Tracking** if you have enabled visual tracking for the calibrated cameras.
9. Click a camera's thumbnail to display its image in the window on the right.
10. Click the image to turn the camera to the position of person A until person A appears in the image.
11. Click **Add Calibration Point** to add the current image as a calibration point.

Note

- If the camera locates above or under the radar vertically, only 1 calibration point is enough; if not, at least 4 calibration points are required.
- Up to 8 calibration points can be added for one cameras.

12. Optional: Check **Enable Tracking** if you have enabled visual tracking for the calibrated cameras.
13. Close the Add Calibration Point window and click ✓ to save the settings.

23.9.4 Arm or Disarm Hot Spot

You can arm or disarm the hot spots via the arming control function. After arming the device, the current Control Client can receive the triggered alarm information from the hot spot.

Before You Start

Configure the map settings via the Web Client. For details, see ***Map Management***.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Map** → **Map Monitoring**.
2. Click **Select Map** on the top left to display the map(s) of an area.
3. Optional: If an area has multiple maps, click to select a map.
4. Click the hot spot.
   A window on which the related functions of the hot spot display is opened.
5. Click **Arm**/**Disarm** to arm/disarm the hot spot.

23.9.5 View History Alarm

When an alarm is triggered, it will be recorded in the system. You can check the history log related to an alarm, including the alarm source details, alarm category, alarm triggered time, etc.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Map** → **Map Monitoring**.
2. Click the hot spot.
   A dialog pops up on which the related functions of the hot spot display.
3. Click to enter the event and alarm search page.
4. Search history alarms of the hot spot. See ***Search Event and Alarm Logs*** for details.

23.10 Preview Hot Region

The hot region function links a map to another map. When you add a map to another map as a hot region, an icon of the link to the added map is shown on the main map. The added map is called child map while the map to which you add the hot region is the parent map.

Before You Start

Configure the map settings via the Web Client. For details, see ***Map Management***.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Map** → **Map Monitoring**.
2. Click **Select Map** on the top left to display the map(s) of an area.
3. Optional: If an area has multiple maps, click a map to select it.
4. Click a hot region on the map to enter the map of the hot region.

23.11 Preview Resource Group

During displaying map, you can view locations and regions of the resource groups, including people counting group, multi-door interlocking group, and anti-passback group. You can also perform further operations on the resources in the group.

Note

- Make sure you have configured the required resource group and map settings via the Web Client. For details, see ***Map Management***.
- The People Counting is only supported by HikCentral-Workstation/64 with Intel(R) Core(TM) i3 and HikCentral-Workstation/128 with Intel(R) Core(TM) i5.

In the top left corner of Home page, select → **All Modules** → **Map** → **Map Monitoring**.

- People Counting Group: You can view the real-time number of people entered, exited the region, or stayed in the region. Meanwhile, when an alarm is triggered in the region (such as people amount more/less than threshold), the region of the group will be highlighted on the map to notify the user on the Control Client.
- Anti-Passback Group: When an anti-passback alarm is triggered by the doors in the group, the region of the group will be highlighted on the map and you can view the real-time alarms triggered in the region in the Monitoring module on the Control Client.
- Multi-Door Interlocking Group: When multi-door interlocking alarm is triggered by the doors in the group, the region of the group will be highlighted on the map and you can view the real-time alarms triggered in the region in the Monitoring module on the Control Client.
- Entry & Exit Counting Group: You can view the real-time number of people entered, exited the region, or stayed in the region in the Monitoring module on the Control Client. Meanwhile, when an alarm is triggered in the region (such as people amount more/less than threshold), the client will notify the user by highlighting the region on the map.

23.12 Operate Map

After opening map, you can perform one or more operations of the followings, such as zooming in or out map, selecting resource(s) on map, adding label, printing map, displaying map in full screen mode, and so on.

Zoom in/Zoom out Map

Use the mouse wheel or click or to zoom in or zoom out on the map.

Filter

Click and select the object type you want to show on the map.

Add Label

Click to add a label with description to the map.

Search Location

By the search bar on the top of the map, you can search hot spots/hot regions on the e-map by entering keyword(s).

Chapter 24 Maintenance

The system provides Service Manager to manage the installed services on the SYS server. You can check the service's running status, edit the service port, start/stop service via the Service Manager. The system also provides backup of the database, so that your data can be well protected and recovered when an exception occurs.
You can also export the system's configuration data and save it to the local PC.

24.1 Health Monitoring

Health monitoring provides both near-real-time and history information about the status of the SYS and added resources. It is critical to multiple aspects of operating the servers or devices and is especially important for maintenance. When a resource exception occurs, you can enter this module to check the resource status and find out the abnormal device(s) and view the exception details.

24.1.1 Real-Time Health Status Overview

Inthe Health Monitoring module, you can view the real-time health status of the devices, servers, and resources managed on the platform. If there is no network transmission devices added, the Real-Time Overviewpage provides an at-a-glance view of the health status with charts and basic data of resource status.
In the top left corner of the client, select → **All Modules** → **Maintenance** → **Health Monitoring** → **Real-Time Overview**.
Click **Real-Time Overview** tab at the top to enter the Real-Time Overview page.

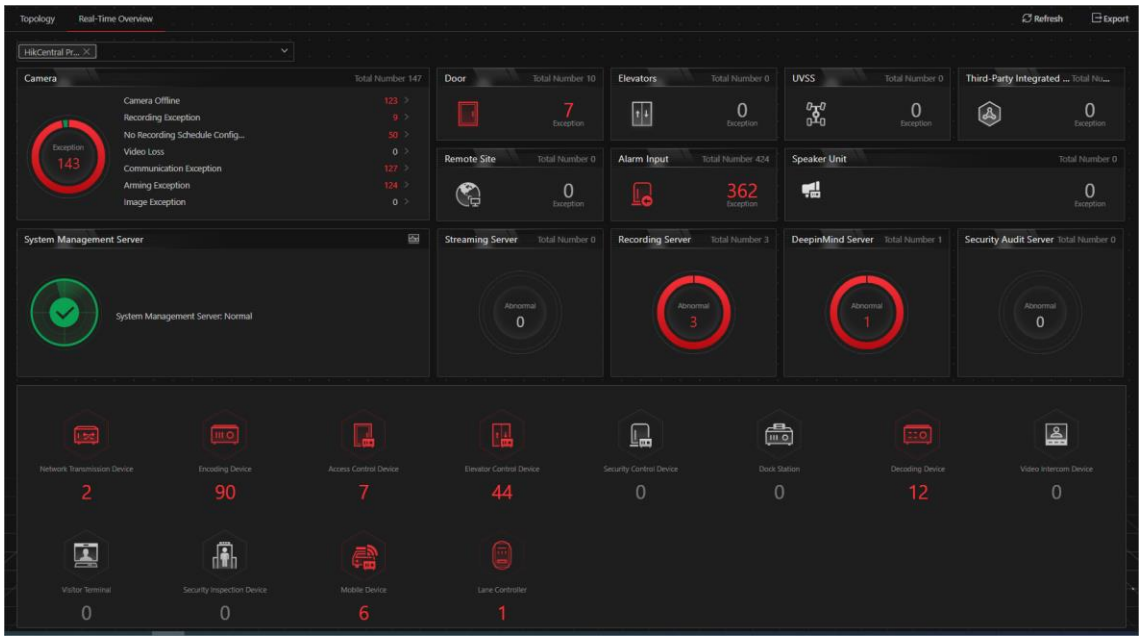
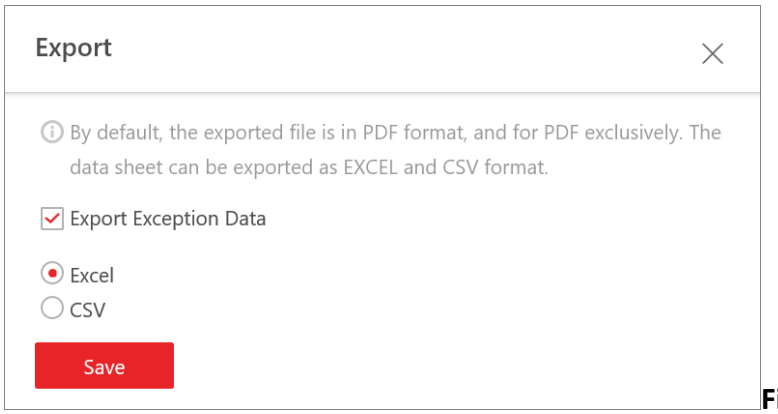


Figure 24-1 Real-Time Health Status Overview

Table 24-1 Real-Time Health Status Page

Section	Description
Resource Status	View the abnormal data of different resources (e.g., cameras, doors, or alarm inputs) added to areas of Central System in the graphical way. You can click the numbers and status types on the chart to view the real-time status details of resources.
System Management Server Status	View the network health status and server running status. Click in the upper right corner of System Management Server panel to view the running status details of the server, including CPU usage, RAM usage, etc.  **Figure 24-2 System Management Server Status Details**

Section	Description
Server Status	View the status (i.e., exception, warning, normal) of servers added on Central System. You can click the numbers and status types on the chart to view the real-time status details of servers.
Device Status	View the abnormal data of different devices (e.g., encoding devices, decoding devices, or access control devices) added on Central System. You can click the numbers on the chart to view the real-time status details of devices. If the icon  appears at the top of device picture, it indicates that the device firmware should be upgraded. For upgrading the firmware, refer to ***Upgrade Device Firmware***.
Refresh	● Manually Refresh: Click **Refresh** in the upper right corner of Real-Time Overview page to manually refresh the resource status on the page. ● Auto Refresh: Go to **Maintenance** → **Basic Settings** → **Health Check Frequency** to set the interval for automatically refreshing the resource status on the page. See details in ***Set Health Check Frequency***.
Export Overview Page or Exception Data	Click **Export** in the upper right corner of Real-Time Overview page to export the page in PDF format. Or you can check **Export Exception Data** to export the exception data in Excel/CSV format.  **Figure 24-3 Export Overview Page or Exception Data**

24.1.2 Real-Time Health Status Overview (Topology)

In the Health Monitoring module, you can view the real-time health status of the devices, servers, and resources managed on the platform. If there are network transmission devices managed on the platform, the Real-Time Overview page provides a topology of the managed devices. Topology is a figure that displays the connection relations among network transmission devices, surveillance devices, etc. It is mainly used for network maintenance.

Note

- Make sure the network transmission devices have been added to the platform.
- If a network transmission device can not be recognized by the platform, it will be displayed as an unknown device.
- The topology does not support body cameras, but supports ticket dispensers.

In the top left corner of the client, select → **All Modules** → **Maintenance** → **Health Monitoring** → **Real-Time Overview**.
Click **Topology** tab at the top to enter the Topology page.

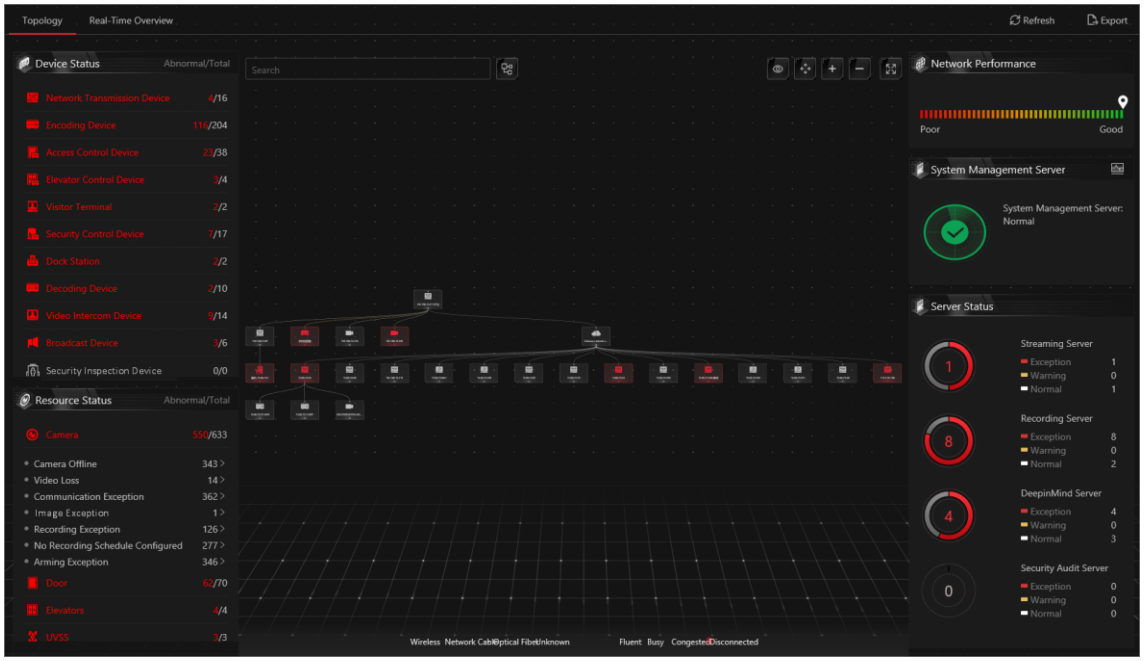
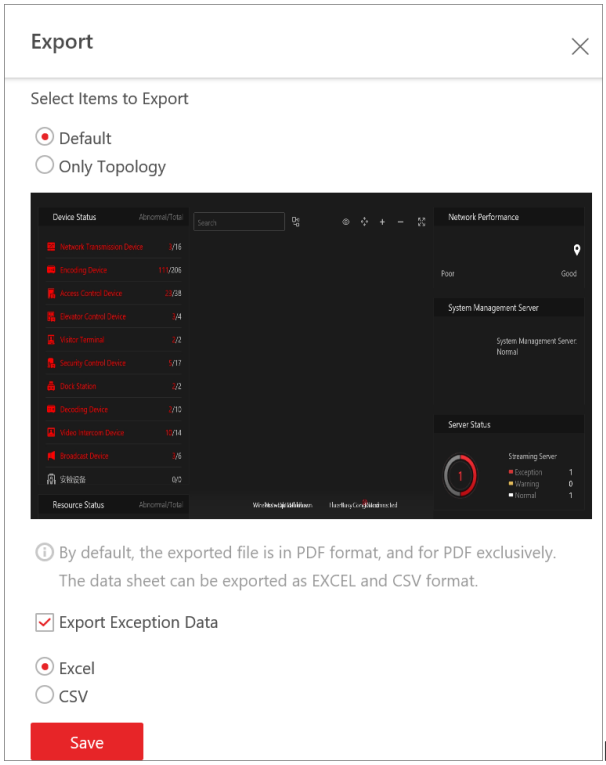


Figure 24-4 Topology Overview

Table 24-2 Topology Page

Section	Description
Device Status	View the abnormal data of different devices (e.g., encoding devices, decoding device, or access control devices) added on the Central System. You can click the number to locate the abnormal device in the topology or view the devices' real-time

Section	Description
	status. If the icon appears beside the device type name, it indicates that the device firmware should be upgraded. For upgrading the firmware, refer to ***Upgrade Device Firmware***.
Resource Status	View the abnormal data of different resources (e.g., cameras, doors, or alarm inputs) added to the areas of the Central System. You can click the number to view the real-time status details of resources.
Topology Details	View the relationships among devices, device information, link status, alarm information, etc. See details in ***Topology Details***.
Network Performance	View the current network performance (i.e., poor or good) of the System Management Server.
System Management Server Status	View the network health status and server running status. Click in the upper right corner of the System Management Server panel to view the running status details of the server, including its CPU usage, RAM usage, etc.  **Figure 24-5 System Management Server Status Details**
Server Status	View the status (i.e., exception, warning, normal) of servers added on the Central System.
Generate Topology Again	Click **Refresh** → **Generate Topology Again** to draw the network topology again.
Refresh	• Manual Refresh: Click **Refresh** in the upper right corner of the Real-Time Overview page to manually refresh the resource status on the page.

Section	Description
	● Auto Refresh: Go to **Maintenance** → **Basic Settings** → **Health Check Frequency** to set the interval for automatically refreshing the resource status on the page. See details in ***Set Health Check Frequency***.
Export Topology or Exception Data	Click **Export** in the upper right corner of Topology page and select the export type as **Default** or **Only Topology** to export the topology in PDF format or the exception data in Excel/CSV format. **Note** ● If the export type is selected as **Default**, the whole displayed information (topology and exception data) on the Health Monitoring page will be exported. ● If the export type is selected as **Only Topology**, only the topology will be exported in PDF format.  **Figure 24-6 Export Topology**

Topology Details

The topology of devices will display the hierarchical relationships among the devices, device information, link status, alarm information, etc.

Figure 24-7 Topology Details

Device Node

The device nodes are displayed by icons, including the System Management Server, network transmission device, encoding device, access control device, video intercom device, network bridge, fiber converter, etc. Each device node displays the device name and IP address.

Note

- When the device information (device name, IP address, online/offline status) changes, you should manually refresh to generate the topology again or set auto-refresh.
- When the device hierarchy or physical connection changes, you should manually refresh to generate the topology again.
- If the node icon is displayed in red, it indicates that the device is abnormal or alarms are triggered. You can view the reason for device exception or alarm details.
- For the added online devices, the displayed device alias is the same as the device IP address.

View Device Details

Click the device node in the topology and click **Details** in the drop-down list. You can view the device details, including the basic information (i.e., device name, IP address and device model), device usage (e.g., RAM usage, CPU usage, PoE power), arming status and disk array (for encoding device), live video (if the device is linked with a camera), linked lane name / entrance direction / entrance & exit name / barrier control status (if the entrance and exit is linked with a camera), device panel status (i.e., ports and ports usage), and port information (i.e., port name,

and peer device type, peer device IP address, and peer device name).

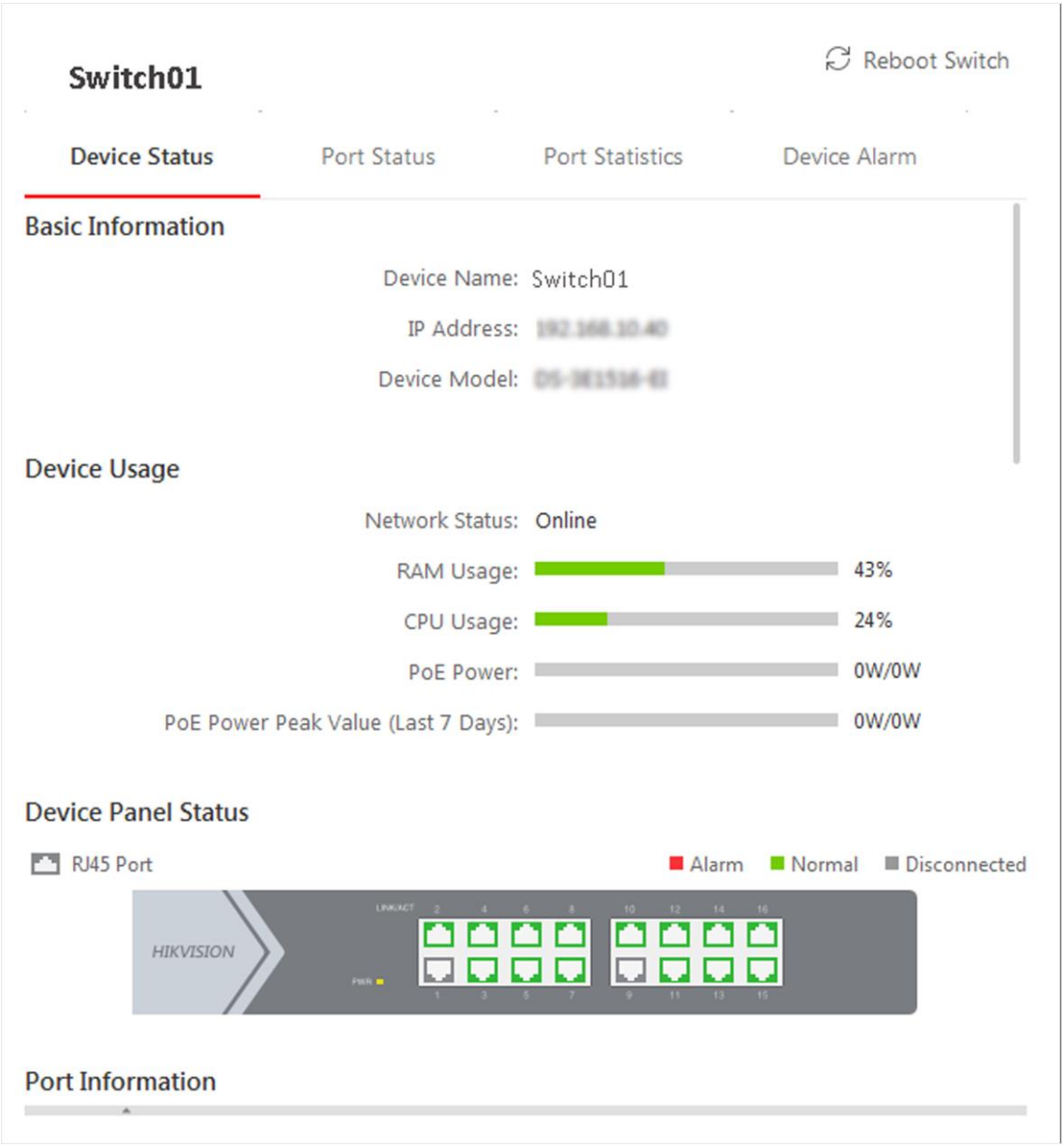


Figure 24-8 View Device Details

Note

The device details vary with different device models.

Link

The color of link indicates the utilization rate of network bandwidth (red: congested, yellow: busy, gray: fluent). And the shape of link indicates the link type (wireless, network link, optical fiber).

View Link Details

Move the cursor to the link between nodes to display the link details. You can view the upstream rate and downstream rate to determine whether the network status is normal or not. You can also view the connected device type, IP address, port name, and port status.

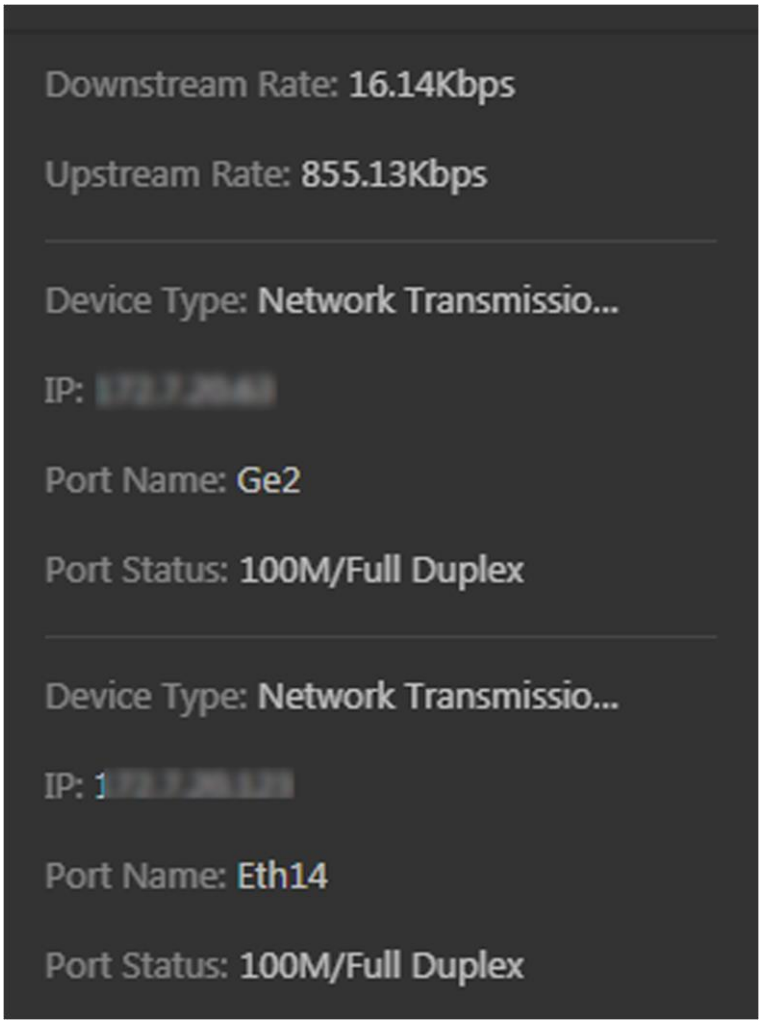


Figure 24-9 View Link Details

View Connection Path

If there is a data transmission failure between the devices, you can view the connection path to judge which link is disconnected, so as to restore the link as quickly as possible. Click the device node and in the topology and click **Show Connection Path** in the drop-down list. According to the information presented in the prompt window, click **Common Unknown Node** or **Select Node** to select the peer node, and then click **OK**. After that, the connection path between the two nodes will be displayed.

Remote Configuration

Click the device node in the topology and click **Remote Configuration** in the drop-down list to configure the device parameters, including system settings, network and port configuration. You can configure the network parameters and device port according to the network usage. For

details, refer to the user manual of the device.

Note

This function should be supported by the device.

View Device Logs

When a device failure happens or trouble shooting is required, you can view the device's logs to know the alarms, notifications, operations and events of the device. Click the device node in the topology and click **View Device Logs** in the drop-down list to enter the Device Logs page, and you can set the conditions to search the device logs.

Note

This function should be supported by the device.

Set as Root Node

When you need to adjust the topology structure, you can click the device node in the topology and click **Set as Root Node** in the drop-down list to set the node as the root node.

Note

Only the switch, wireless network bridge, and fiber converter can be set as root node.

Zoom In/Zoom Out

Click + or − to zoom in or zoom out the device node(s) and the subsidiary device node(s). You can scroll the mouse wheel to zoom in or zoom out the topology.

Adjust Topology

Click the background of the topology to move the topology in up, down, right, or left direction.

Full Screen

Click on the upper-right corner of the topology to display the topology in full-screen mode.

Adaptive View

Click on the upper-right corner of the topology to adapt the topology to the current window, to help you know the whole topology hierarchy quickly.

Search

By entering the device name or IP address in the search box, you can quickly locate the device on the topology.

24.1.3 Historical Health Data Overview

You can view the historical online rate of resources and devices, or the recording integrity rate. In the top left corner of Home page, select → **All Modules** → **Maintenance** → **Health Monitoring** → **History Overview**.

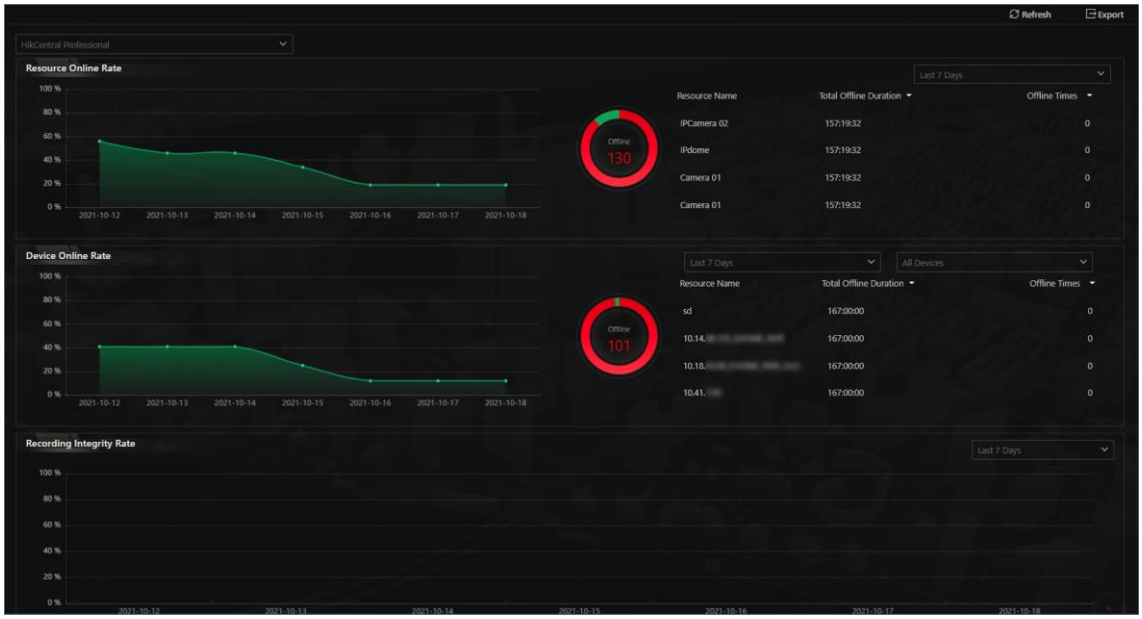
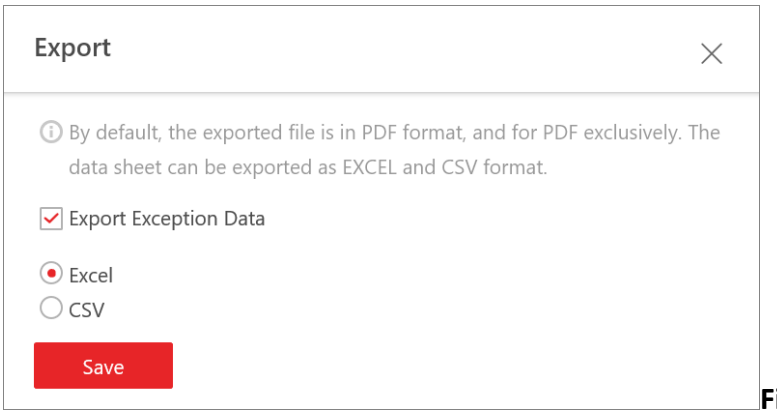


Figure 24-10 Historical Health Data Overview

Table 24-3 Historical Health Data Page

Section	Description
Filter Data	Select a time period from the drop-down list in the upper right corner of each section for filtering data by day, week, or month.
Resource Online Rate	● On the line chart, you can perform the following operations: ○ Move the cursor on the line chart to view the camera online rate and the number of offline cameras at specific time points. ○ Click the a dot on the line to go to Resource Log page to view the detailed network status of cameras at that time point. ● On the doughnut chart, you can perform the following operations: ○ Move the cursor to red part of the doughnut chart to view the number of the cameras which once were offline and the offline rate during the time period you select. ○ Move the cursor to the green part of the doughnut chart to view the number of the cameras which stay online and the online rate during the time period you select. ● On the table, you can do one of the followings: ○ Click **Total Offline Duration** to rank the cameras in terms of total offline duration within the time period you select. ○ Click **Offline Times** to rank the cameras in terms of offline times within the time period you select.

Section	Description
Device Online Rate	● On the line chart, you can do one of the followings. ○ Move the cursor on the line chart to view the device online rate and the number of offline devices at specific time points. ○ Click the a dot on the line to go to Device Log page to view the detailed network status of devices at that time point. ● On the doughnut chart, you can perform the following operations. ○ Move the cursor to red part of the doughnut chart to view the number of the devices which once were offline and the offline rate during the time period you select. ○ Move the cursor to the green part of the doughnut chart to view the number of the devices which stay online and the online rate during the time period you select. ● ● On the table, you can do one of the followings. ○ Click **Total Offline Duration** to rank the devices in terms of total offline duration within the time period you select. ○ Click **Offline Times** to rank the devices in terms of offline times within the time period you select.
Recording Integrity Rate	On the line chart, you can move the cursor to view the recording integrity rate at specific time points. Click the a dot on the line to go to Device Log page to view the detailed resource status of devices at that time point.
Refresh	● Manually Refresh: Click **Refresh** in the upper right corner of History Overview page to manually refresh the data on the page. ● Auto Refresh: Go to **Maintenance** → **Basic Settings** → **Health Check Frequency** to set the interval for automatically refreshing the data on the page. See details in ***Set Health Check Frequency***.
Export Overview Page or Exception Data	Click **Export** in the upper right corner of History Overview page to export the page in PDF format. Or you can check **Export Exception Data** to export the exception data in Excel/CSV format.

Section	Description
	 **Figure 24-11 Export Overview Page or Exception Data**

24.2 Set Basic Maintenance Parameters

You can set parameters to regularly send device and resource log reports to specified users via email, set the warning threshold for SYS usage, configure the default response timeout of the interactions among the Web Client, SYS, and devices, specify the health check frequency, and set the hierarchy and bandwidth threshold for the topology.

24.2.1 Send Log Report Regularly

You can configure parameters to send device and resource log reports to specified users regularly via email. Device log reports contain information on the online/offline status of device, and resource log reports contain the online/offline status of resources as well as the recording status.

Send Resource Log Report Regularly

You can set report sending rules for camera resources, and the platform can send emails with resource log reports to specified users daily, weekly, or monthly.

Before You Start

- Make sure you have set an email template with recipient information, subject, and content. For details, refer to ***Set Email Template***.
- Make sure you have configured email settings such as sender address, SMTP server address and port, etc. For details, refer to ***Configure Email Account***.

Steps

Note

- One report can contain up to 10,000 records in total.
- The report is an Excel file.

1. In the top left corner of Home page, select → **All Modules** → **Maintenance** → **Basic Settings**.
2. Select **Scheduled Report** on the left.
3. Click + to create a new report rule.

Note

If there is no report rule added before, you should click **Add** to add a new one.

4. In **Report Category**, select **Resource Logs**.
5. Edit the report rule.

Report Name

Create a name for the report.

Report Target

Specify the resources that you want to add into the report.

Report Content

Select the log content to be included in the report.

Statistics Type

Select the generation frequency of the report. You can set a sending time in **Send At**.

Daily

Daily report shows data on a daily basis. The platform will send a report at the sending time every day, which contains logs recorded during the day (24 hours) prior to the sending date.
For example, if you set the sending time as 20:00 and select all the dates (from Sunday to Saturday) as **Send Date**, the platform will send a report at 20:00 every day. The report contains the logs recorded between 00:00 and 24:00 of the previous day.

Weekly/Monthly

The platform will send a report at the sending time every week or every month, which contains logs recorded during the **Report Time** you have set.
For example, for weekly report, if you set the sending time as 6:00 on Monday, the platform will send a report at 6:00 in the morning on every Monday. The report contains logs recorded between last Monday and Sunday if you set the **Report Time** as **Recent One Week**.

Report Time

Set the time period during which the logs will be recorded.

Send Date

Set the report sending date(s) if you have set **Statistics Type** as the daily report.

Send At

Set a report sending time.

Effective Period

Set the effective period for the report rule.

Report Language

Select a report language.

Send Report via Email

Switch on to send the report via email.

Email Template

Select an email template to define the recipient information and content if you have switched on **Send Report via Email**.

Note

You can click **Add New** to add a new email template. For setting email template, refer to ***Set Email Template***.

Upload to SFTP

Switch on to upload the report to SFTP.

Note

You can click **Configuration** to set the SFTP.

Local Storage

Switch on to save the report to the local PC.

Note

You can click **Configuration** to set the saving path.

6. Click **Add** to save the report rule.

Send Device Log Report Regularly

You can set report sending rules for encoding devices, and the platform can send emails with device log reports to specified users daily, weekly, or monthly.

Before You Start

- Make sure you have set an email template with recipient information, subject, and content. For details, refer to ***Set Email Template***.
- Make sure you have configured email settings such as sender address, SMTP server address and port, etc. For details, refer to ***Configure Email Account***.

Steps

Note

- One report can contain up to 10,000 records in total.
- The report is an Excel file.

1. In the top left corner of Home page, select → **All Modules** → **Maintenance** → **Basic Settings**.
2. Select **Scheduled Report** on the left.
3. Click + to create a new report rule.

Note

If there is no report rule added before, you should click **Add** to add a new one.

4. In **Report Category**, select **Device Logs**.
5. Edit the report rule.

Report Name

Create a name for the report.

Report Target

Specify the devices that you want to add into the report.

Report Content

Select the log content to be included in the report.

Statistics Type

Select the generation frequency of the report. You can set a sending time in **Send At**.

Daily

Daily report shows data on a daily basis. The platform will send a report at the sending time every day, which contains logs recorded during the day (24 hours) prior to the sending date.

For example, if you set the sending time as 20:00 and select all the dates (from Sunday to Saturday) as **Send Date**, the platform will send a report at 20:00 every day. The report

contains the logs recorded between 00:00 and 24:00 of the previous day.

Weekly/Monthly

The platform will send a report at the sending time every week or every month, which contains logs recorded during the **Report Time** you have set.
For example, for weekly report, if you set the sending time as 6:00 on Monday, the platform will send a report at 6:00 in the morning on every Monday. The report contains logs recorded between last Monday and Sunday if you set the **Report Time** as **Recent One Week**.

Report Time

Set the time period during which the logs will be recorded.

Send Date

Set the report sending date(s) if you have set **Statistics Type** as the daily report.

Send At

Set a report sending time.

Effective Period

Set the effective period for the report rule.

Report Language

Select a report language.

Send Report via Email

Switch on to send the report via email.

Email Template

Select an email template to define the recipient information and content if you have switched on **Send Report via Email**.

Note

You can click **Add New** to add a new email template. For setting email template, refer to ***Set Email Template***.

Upload to SFTP

Switch on to upload the report to SFTP.

Note

You can click **Configuration** to set the SFTP.

Local Storage

Switch on to save the report to the local PC.

Note

You can click **Configuration** to set the saving path.

6. Click **Add** to save the report rule.

24.2.2 Set Warning Threshold for SYS Usage

An alarm can be triggered if the SYS's CPU usage and RAM usage reaches a predefined warning threshold and lasts for a predefined duration, or if the channel usage of Streaming Gateway reaches a predefined warning threshold. The related threshold value can be checked via the Control Client.

In the top left corner of Home page, select → **All Modules** → **General** → **Maintenance** → **Basic Settings** → **Server Usage Thresholds**.

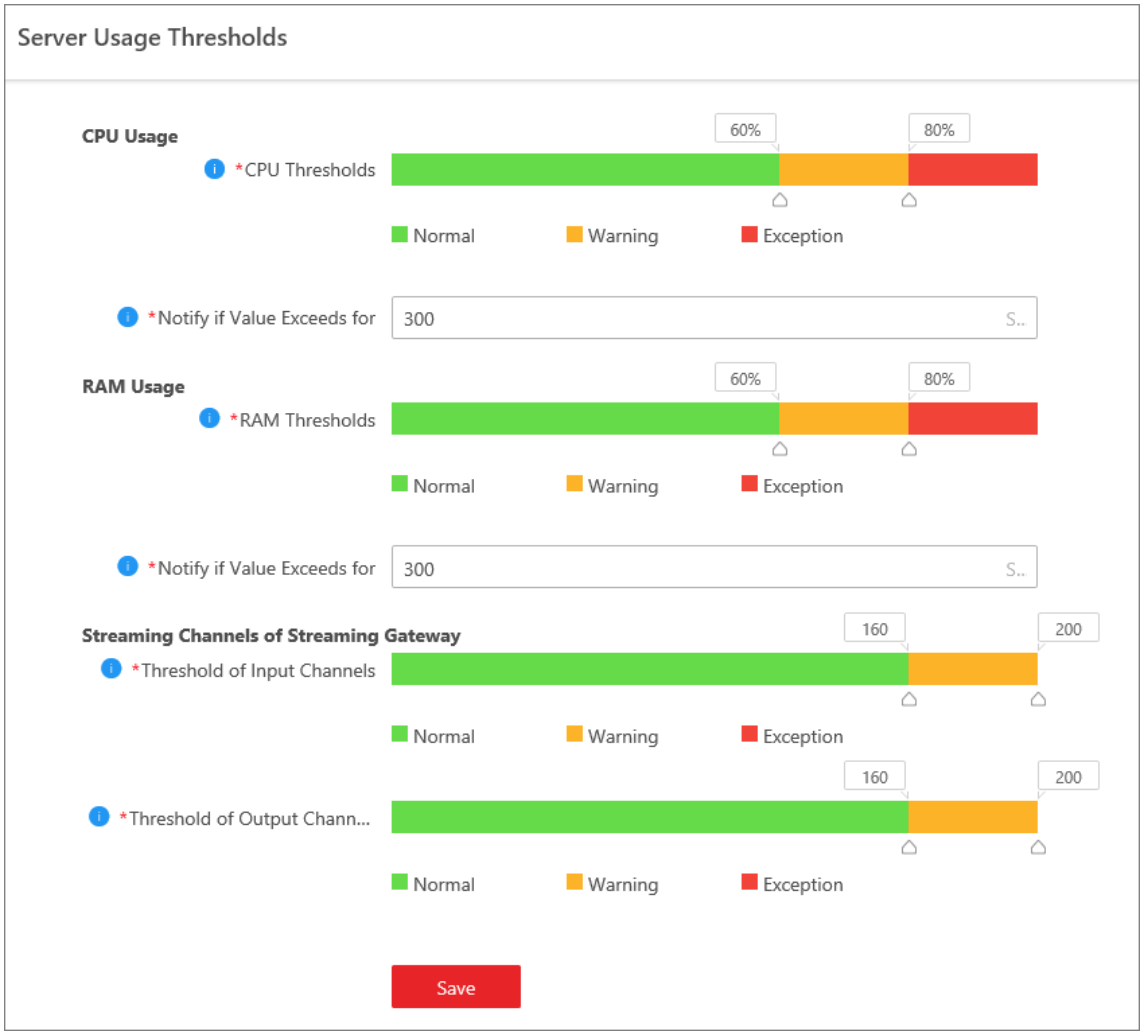


Figure 24-12 Set Server Usage Threshold

CPU/RAM Usage

Drag the ⌂ to adjust the threshold value of CPU or RAM usage, and then define the duration in the **Notify if Value Exceeds for (s)** field.

Example

- If you set the Warning threshold value to 60%, and set 20 in the **Notify if Value Exceeds for (s)** field for the CPU usage, you can view the CPU usage reaching to the Waring threshold line in the status window of SYS on the Health Status Overview page when the CPU usage reaches 60% and lasts for 20 seconds.
- If you set the Warning threshold value to 60%, set 20 in the **Notify if Value Exceeds for (s)** field for the CPU Usage, and set an alarm for CPU Warning (see ***Add Event and Alarm***), the alarm will be triggered when the CPU usage reaches 60% and lasts for 20 seconds.

Streaming Channels of Streaming Gateway

Drag the ⌂ to adjust the threshold value for the number of input or output channels of Streaming Gateway.

Example

If you set the Warning threshold value to 160 for the number of input channels of Streaming Gateway, you can view the number of used input channels reaching to the Waring threshold line in the status window of SYS on the Health Status Overview page when the number of used input channels reaches 160.

24.2.3 Set Network Timeout

Network timeout is a certain amount of time which is used to define whether the interaction among the Web Client, SYS, and devices is successful or not. To be specific, if one party fails to response after the configured timeout passes, the interaction between them is regarded as a failure.

In top left corner of Home page, select → **All Modules** → **Maintenance** → **Basic Settings** → **Network Timeout**.

Table 24-4 Minimum Response Timeout in Different Interactions

Interaction Relation	Minimum Response Timeout
Between Web Client and SYS	60 s
Between SYS and Device	5 s
Between Web Client and Device	60 s

Note

This parameter affects all Web Clients accessing the current SYS.

24.2.4 Set Health Check Frequency

The SYS will check the health of devices, resources, and servers managed on the platform. The platform will display the health check results in the Health Status Overview module, such as the devices' online/offline status, recording status, etc. You can set the frequency which controls how often the platform gets the latest status of the devices, servers, and resources.
In the top left corner of Home page, select → **All Modules** → **Maintenance** → **Basic Settings** → **Health Check Frequency**.

Device Health Status

You can set the health check frequency for different devices, including visitor terminals, encoding devices, access control devices, video intercom devices, security control devices, network transmission devices, decoding devices, and lane controllers, managed on the platform. It controls how often the platform pings these devices to determine whether they are online.
After disabled, the platform will not update the status of the managed devices. You need to refresh manually to get the latest status.

Note

You should adjust the check frequency according to the number of devices. The greater the number of devices, the lower the frequency of health checks. When the frequency set is too high, you will be prompted and recommended to set a lower frequency.

Server Health Status

You can set the health check frequency for the managed servers. It controls how often the platform pings these servers to determine whether they are online.
After disabled, the platform will not update the status of the managed servers. You need to refresh manually to get the latest status.

Others

- **Device Capabilities:** Set how often the platform gets the managed devices' capabilities. After disabled, the platform will not update the capability changes of all the managed devices. You need to refresh manually to get the latest capabilities.
- **Recording Status:** Set how often the platform checks the camera's recording status. After disabled, the platform will not update the cameras' recording status.
- **Alarm/Event Enabled or Not:** Set how often the platform checks whether the event and alarm rules are enabled or not. After disabled, the platform will not update the configured event and alarm rule status.

24.2.5 Set Topology Show Parameters

You can set parameters in the topology of Health Monitoring module, including topology hierarchy and bandwidth threshold.

Note

For details about health monitoring, see ***Health Monitoring***.

In the top left corner of Home page, select → **All Modules** → **Maintenance** → **Basic Settings** → **Topology Show**

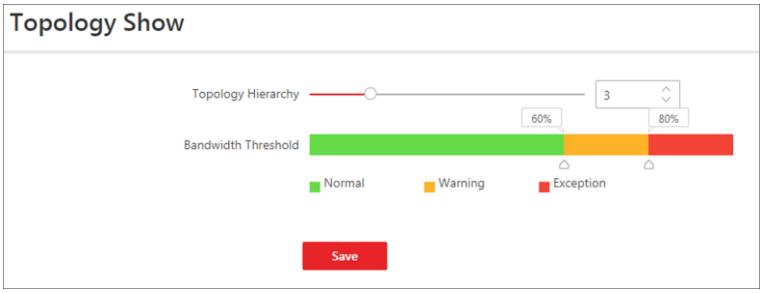


Figure 24-13 Topology Show Settings

Topology Hierarchy

If the devices connection hierarchy is complicated, you can set the topology hierarchy to display the primary devices.

Note

After setting the topology hierarchy, the topology will be generated again.

Bandwidth Threshold

When the bandwidth usage exceeds the threshold, the link on the topology will turns to the corresponding color.

24.3 Resource Status

You can monitor the status of the added resources, such as cameras, encoding devices, etc., which helps you find out and maintain the abnormal resources in time, ensuring the smooth running of the platform to the greatest extent.

On the top left corner of the client, select → **All Modules** → **Maintenance** → **Resource Status**, and select a resource type on the navigation panel on the left.

Camera Status

On the camera status page, you can view camera status, such as network status, arming status, and recording status.

You can also perform the following operations.

- Click the camera name to view its status and basic information.
- Click the IP address to view the status of the device to which the camera is related.
- Click in the Operation column to go to the Area page to configure the parameters of the specified camera. See details in ***Edit Camera***.
- Click in the Operation column to view the online/offline records of the specified camera. For details, see ***Search for Online/Offline Logs of Resource***.
- Click in the Operation column to view the recording status of the camera. For details, see ***Search for Recording Status of Resource***.
- Click **View Camera with Abnormal Image** to view the videos of cameras with abnormal images. And you can also export the image diagnosis results of selected camera(s) or all cameras in PDF format.
- Select the device type(s) from the first drop-down list on the top to filter the camera status by device type.
- Check the check box and select the exception type from the second drop-down list on the top to filter the camera status by exception type.

Note

Contact the admin user to edit the abnormal configurations of camera's event or alarm via the Web Client if an icon appears near the camera name.

Door Status

On the door status page, you can view the information such as the network status of related devices and door status.

Note

For the door linked to the video intercom device, the door status is not available to be displayed.

You can also perform the following operations.

- Click the door name to view the status details and basic information.
- Click the device name to view the status of the device to which the door is related.
- Click in the Operation column to go to the Area page to configure the parameters of the specified door. See details in ***Edit Door***.
- Click in the Operation column and select a control type from the drop-down list to control the door status.
  - **Unlock**: When the door is locked, unlock the door and it will be open. After the open duration (configured via the Web Client), the door will be closed and locked again automatically.
  - **Lock**: When the door is unlocked, lock the door and it will be closed. The person who has the access permission can access the door with credentials.
  - **Remain Unlocked**: The door will be unlocked (no matter closed or open). All the persons can access the door with no credentials required (free access).

Note

For the door linked to video intercom device, setting its status to remain unlocked is not available.

- **Remain Locked**: The door will be closed and locked. No person can access the door even if he/she has the authorized credentials, except the super users.

- Check the check box and select the exception type from the drop-down list on the top to filter the door status by exception type.

Alarm Input Status

You can view the alarm input status including resource usage status (online or offline), arming status, bypass status, fault status, alarm status, detector connection status, battery status, and so on.

You can also perform the following operations.

- Click the device name to view the status of the device to which the alarm input is related.
- Select the device type(s) from the first drop-down list on the top to filter the alarm input status by device type.
- Check the check box and select the exception type from the second drop-down list on the top to filter the alarm input status by exception type.

Encoding Device Status

You can view the encoding device status including the recording status, HDD usage, arming status, etc.

You can perform the following operations.

- Click the device name to view the status and basic information of the encoding device and the related cameras.
- Click the status in **Recording Status** column to view the recording status of channels configured to store the video files on this encoding device.
- Click in the Operation column to go to the Device and Server page to configure the parameters of the specified encoding device.
- Click to wake up the encoding device if it is in sleep mode.
- Click in the Operation column to view the online/offline records of the encoding device. For details, see ***Search for Online/Offline Logs of Device***.
- Check the check box and select the exception type from the drop-down list on the top to filter the encoding device status by exception type.

Access Control Device Status

You can view the status and information such as network status and battery status of the added access control devices. If the device is turnstile, you can view the status of master lane controller, slave lane controller, and component.

You can perform the following operations.

- Click the device name to view the status and basic information of the access control device, and

the related doors and cameras.
- Click in the Operation column to go to the Device and Server page to configure the parameters of the specified access control device.
- Check the check box and select the exception type from the drop-down list on the top to filter the Access Control Device status by exception type.

Video Intercom Device Status

You can view the status information of the video intercom device such as network status, arming status, and the status of calling center from device (whether the device is able to call the surveillance center of the platform).
You can perform the following operations.
- Click **All Devices** and then select a device type to display the device status of selected type only.
- Click the device name to view the status and basic information of the video intercom device, and the related doors and cameras.
- Click in the Operation column to go to the Device and Server page to configure the parameters of the specified video intercom device.
- Select the device type(s) from the first drop-down list on the top to filter the video intercom device status by device type.
- Check the check box and select the exception type from the second drop-down list on the top to filter the video intercom device status by exception type.

Security Control Device Status

You can view the managed devices' network status, battery status, and so on.
You can perform the following operations.
- Click **All Devices** and then select a device type to display the device status of selected type only.
- Check the check box and select the exception type from the drop-down list on the top to filter the security control device status by exception type.
- Click the device name to view the status and basic information of the security control device, and the related alarm inputs and cameras.
- Click in the Operation column to go to the Device and Server page to configure the parameters of the specified security control device.

Network Transmission Device

You can view the network transmission devices' CPU usgae, RAM usage, PoE usage, occupied ports, and so on.
You can perform the following operations.
- Click **All Devices** and then select a device type to display the device status of selected type only.
- Check the check box and select the exception type from the drop-down list on the top to filter the network transmission device status by exception type.
- Click the device name to view the basic information, device usage, and port information of the network transmission device.
- Click in the Operation column to go to the Device and Server page to configure the parameters of the specified network transmission device.

Decoding Device Status

You can view the status information such network status, first added time, and checking time. You can perform the following operations.

- Click the device name to view the status and basic information of the decoding device.
- Click in the Operation column to go to the Device and Server page to configure the parameters of the specified decoding device.

Common Operations

You can perform the following operations for different resource types.

- Check **Include Sub-area** to display the resources of child areas.
- Check the checkbox in the top right of status display page to select exception types from the drop-down list to filter the resource status.
- Click **Export** to export the status data as CSV or Excel to the local PC.
- Click in the Operation column to refresh the status of the specified resource, or click **Refresh** to refresh the status of all resources displayed on the page.

Note

The resource status will be automatically refreshed in a specified interval (see details in ***Set Health Check Frequency***).

24.4 Log Search

Three types of log files are provided: server logs, device logs, and resource logs. The server logs refer to the logs files stored in the SYS; The device logs refer to the log files stored on the connected devices, such as encoding device and security control device; The resource logs refers the logs about camera recording status and online status. You can search the log files, view the log details and backup the log files.

24.4.1 Search for Server Logs

You can search for server logs, which contain error logs, warning logs and information logs. Server logs contain historical user and server activities. You can search for the logs and then check the details.

Steps

1. In the top left corner, select → **All Modules** → **Maintenance** → **System Log** → **Server Logs**.

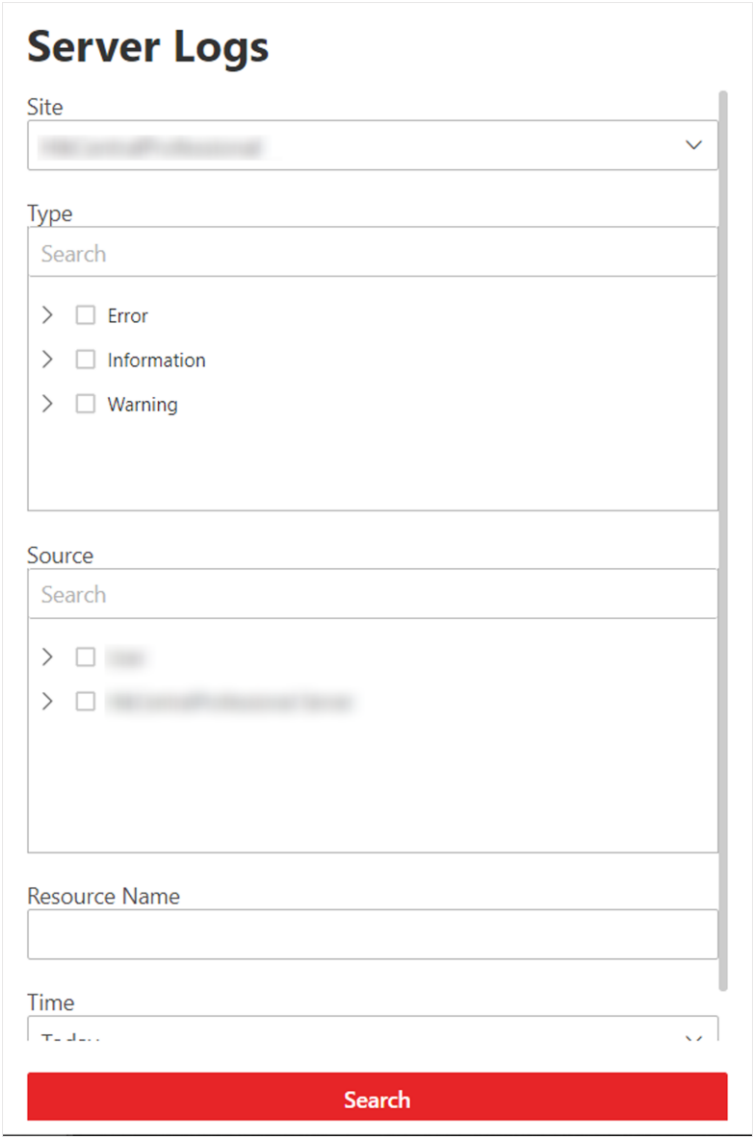


Figure 24-14 Search for Server Logs

2. In **Type**, select one or multiple log types and sub types.

Note

Error logs record failures or errors. Warning logs record license expiration events. Information logs refer to other general logs which record successful or unknown operation results.

3. In **Source**, select user and server to set the source of the logs that you want to search for.
4. Optional: In **Resource Name**, enter the name of a resource to search the logs of the resource.
5. In **Time**, select the time range of this search.

Note

You can select **Custom Time Interval** to set a precise start time and end time.

6. Click **Search**.
   All matched logs are listed with details on the right.
7. Optional: Check all or specific logs, click **Export**, and then select a file format (i.e., Excel or CSV) to download the searched logs as a single file to your local PC.

24.4.2 Search for Online/Offline Logs of Device

You can search for the online/offline logs of encoding devices. The online/offline logs provide information on the current device status (online or offline), latest offline time, total offline duration, etc.

Steps

1. In the top left corner, select → **All Modules** → **Maintenance** → **System Log** → **Device Logs**.

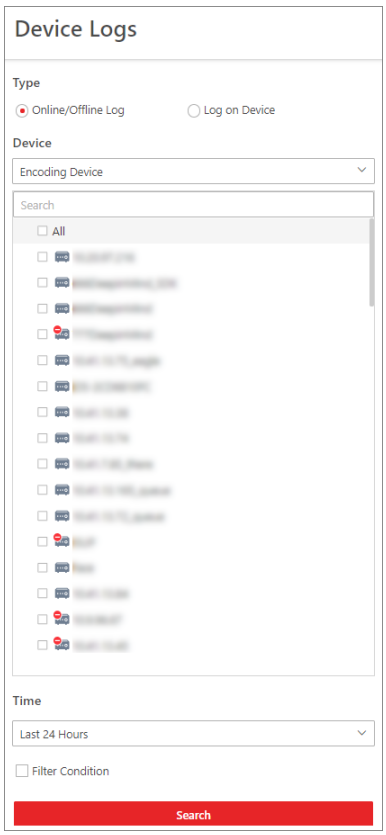


Figure 24-15 Search for Device Online/Offline Logs

2. In **Type**, select **Online/Offline Log** as the log type.
3. Select a device type and check the devices you want to search.
4. In **Time**, specify the time range of this search.

Note

You can select **Custom Time Interval** to set a precise start time and end time.

5. Optional: If there are a large number of devices, check **Filter Condition** to set a range of total offline times during the specified time range to filter the devices, or set a total offline duration to filter the devices.
6. Click **Search**.
   The offline/online log of each device are listed on the right. You can check the name, IP address, current status (online/offline), latest offline time, total offline times, and total offline duration of each device.
7. Optional: Perform further operations after searching for device logs.

View Offline History	Click on device name to view history online duration (displayed as a line chart) and status (displayed as a list) of the device. You can perform the following operations. ● Filter Data: Select a time period and a status (online, offline or all) from the drop-down lists respectively to filter the data. ● View Details: Move the cursor to the line chart to view the detailed offline and online duration at each time point.
View Device Logs	Click  in the Operation column to view the logs stored on the device.
Export Logs	Click **Export** and then select a file format (i.e., Excel or CSV) to download the searched logs as a single file to your local PC.

24.4.3 Search for Logs Stored on Device

You can search for the logs stored on encoding devices, security control devices, decoding device, access control devices, and network transmission devices.

Steps

1. In the top left corner, select  → **All Modules** → **Maintenance** → **System Log** → **Device Logs**.

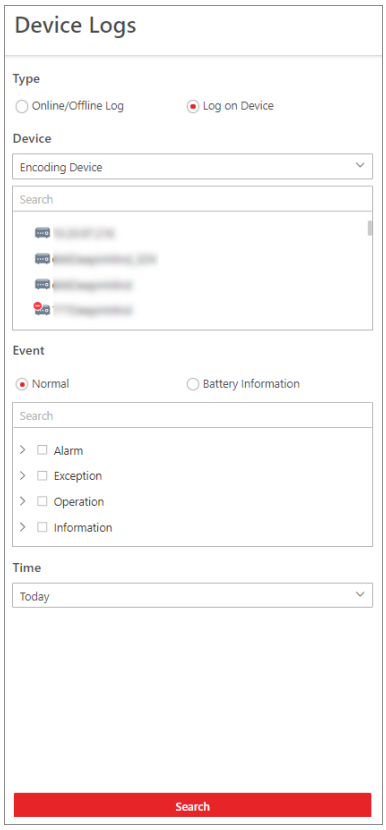


Figure 24-16 Search for Logs Stored on Device

2. Select **Log on Device** as the log type.
3. Select a device type and select the device you want to search.
4. Select the main event as **Normal** or **Battery Information** and check the sub event(s) to be searched for.
5. Specify the time range of this search.

Note

You can select **Custom Time Interval** to set a precise start time and end time.

6. Click **Search**.
   All matched logs are listed with details on the right.
7. Optional: Click **Export** and then select a file format (i.e., Excel or CSV) to download the searched logs as a single file to your local PC.

24.4.4 Search for Online/Offline Logs of Resource

You can search for the online/offline logs of cameras. The online/offline logs provide information on the current device's status (online or offline), latest offline time, total offline duration, etc.

Steps

1. In the top left corner, select → **All Modules** → **Maintenance** → **System Log** → **Resource Logs**.

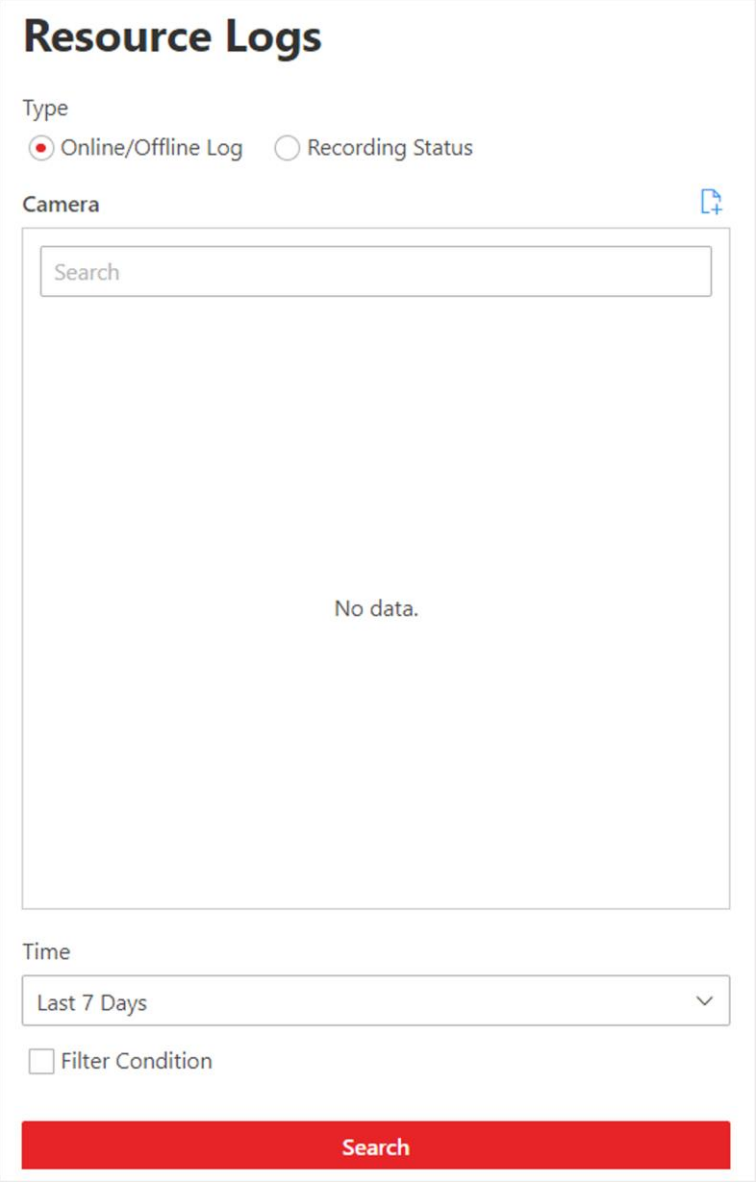


Figure 24-17 Search for Resource Online/Offline Logs

2. In **Type**, select **Online/Offline Log**.
3. Click to show the area list and then select the cameras whose logs are to be searched for.
4. Optional: Modify your selection in the selected camera list.

Remove a Camera	Click to remove the camera from the list.
Remove All Cameras	Click to remove all cameras in the list.

5. In **Time**, specify the time range of this search.

Note

You can select **Custom Time Interval** to set a precise start time and end time.

6. Optional: If there are a large number of resources, check **Filter Condition** to set a range of total offline times during the specified time range to filter the resources.
7. Click **Search**.
   The offline/online log of each resource are listed on the right. You can view the name, IP address, current status (online/offline), latest offline time, total offline times, and total offline duration of each resource.
8. Optional: Perform further operations after searching fro resource logs.

View Offline History	Click resource name to view history online duration (displayed as a line chart) and status (displayed as a list) of the resource. You can perform the following operations. ● Filter Data: Select a time period and a status (online, offline or all) from the drop-down lists respectively to filter data. ● View Details: Move the cursor to the line chart to view the detailed offline and online duration at each time point.
View Device Online/Offline Logs	Click the IP address to view the online/offline logs of the device where the resource is linked.
Export Logs	Click **Export** and then select a file format (i.e., Excel or CSV)to download the searched logs as a single file to your local PC.

24.4.5 Search for Recording Status of Resource

You can search for the recording status of cameras. The recording status includes the recording integrity rate, total time length abnormal recording, times of recording interruptions, etc.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Maintenance** → **System Log** → **Resource Logs**.

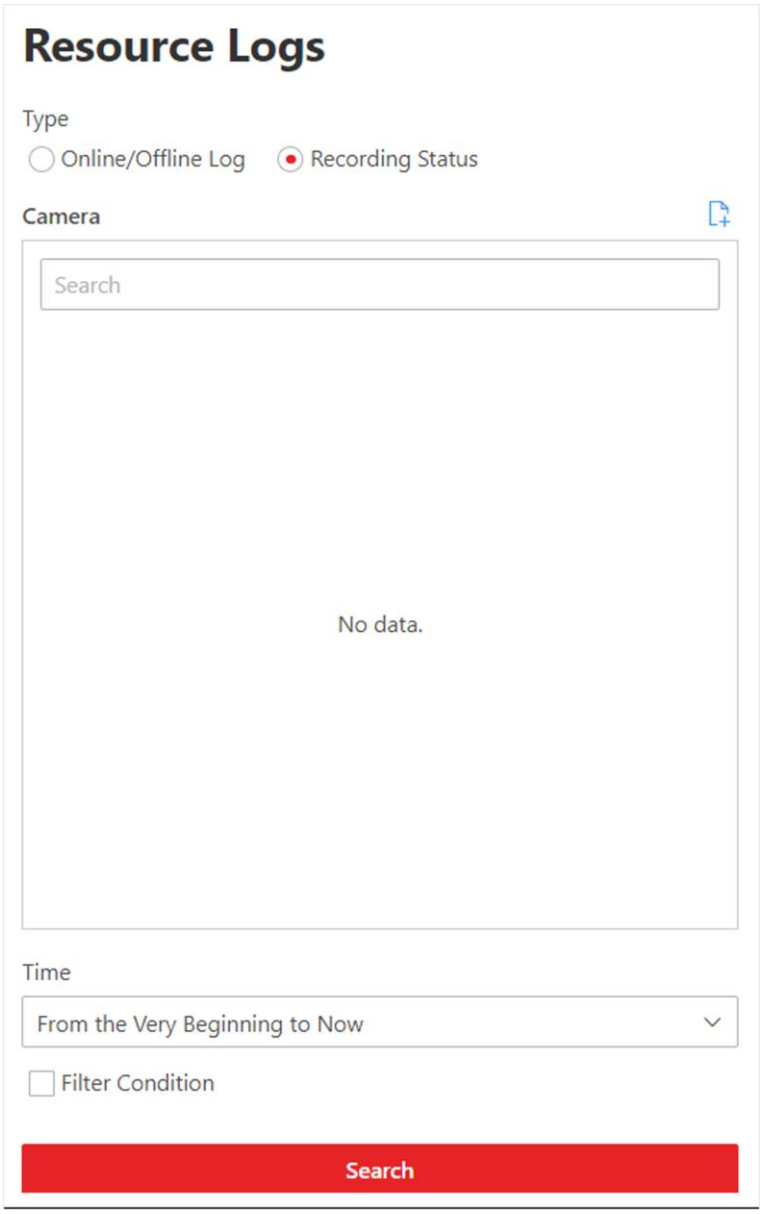


Figure 24-18 Search for Resource Recording Status

2. In **Type**, select **Recording Status**.
3. Click to show the area list and then select the cameras whose logs are to be searched for.
4. Optional: Modify your selection in the selected camera list.

   Remove a Camera Click and then click to remove a camera from the list.

   Remove All Cameras Click and then click to remove all cameras in the list.

5. In **Time**, specify the time range of this search.

Note

You can select **Custom Time Interval** to set a precise start time and end time.

6. Optional: If there are a large number of resources, check **Filter Condition** and set the filter conditions.

Retention Duration (Days)

Set a range of the retention duration of the recorded video footage to filter the cameras.

Recording Integrity Rate

Set a range of the recording integrity rate to filter cameras. The recording integrity rate refers to the percentage obtained from dividing the actual recording duration by the scheduled recording time.

Note

For details about recording schedule, refer to ***Configure Recording Schedule Template***.

7. Click **Search**.
Recording status of each camera are listed on the right, including camera name, camera IP address, area where the camera belong, video storage type, etc.

Start Time

The time when the camera started recording.

End Time

The latest time when the camera was recording.

Retention Duration (Days)

The retention duration (unit: day) of the recorded video footage refers to the duration between **Start Time** and **End Time**.

Total Length

The total time length of video storage.

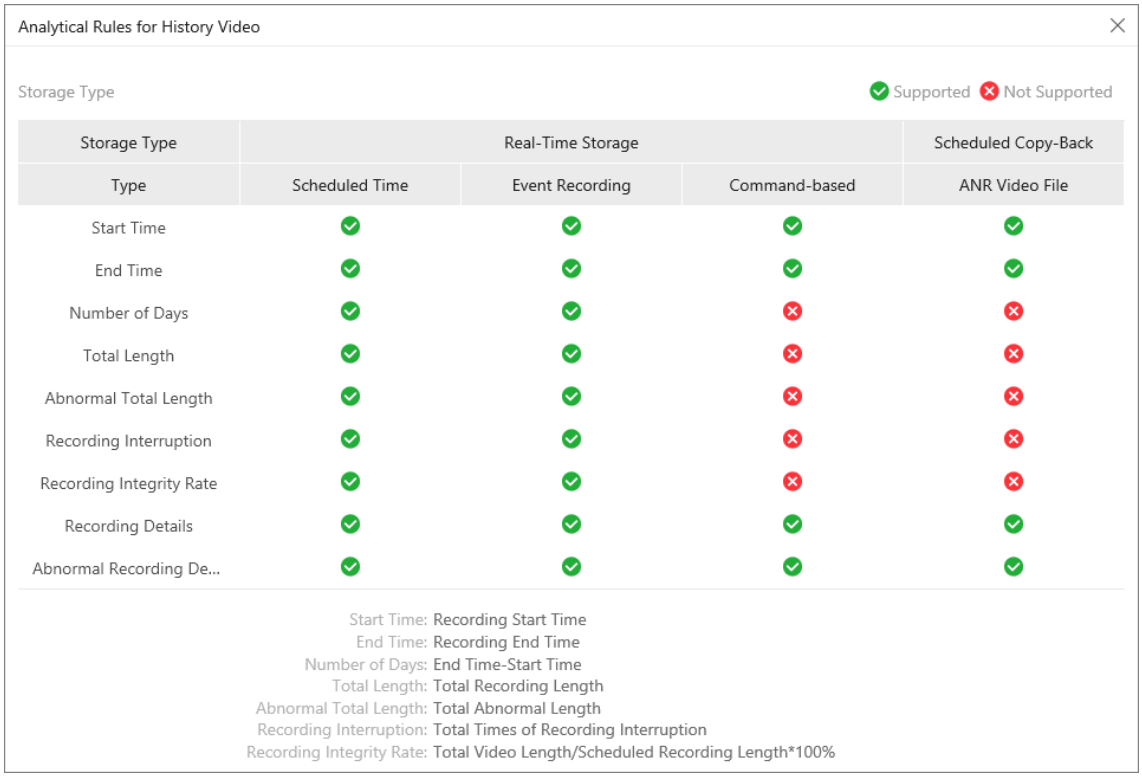
Abnormal Total Length

The total time length of the video loss within the scheduled time.

Recording Interruption

The total times of recording interruption within the scheduled time.

8. Optional: Check historical recording status.
1) Optional: Click **Rule** in the top right corner to view the analytical rules for history videos.



Storage Type	Real-Time Storage			Scheduled Copy-Back
Type	Scheduled Time	Event Recording	Command-based	ANR Video File
Start Time	✓	✓	✓	✓
End Time	✓	✓	✓	✓
Number of Days	✓	✓	✗	✗
Total Length	✓	✓	✗	✗
Abnormal Total Length	✓	✓	✗	✗
Recording Interruption	✓	✓	✗	✗
Recording Integrity Rate	✓	✓	✗	✗
Recording Details	✓	✓	✓	✓
Abnormal Recording De...	✓	✓	✓	✓

Figure 24-19 Analytical Rules for History Video

2) Click a camera name to open the History Recording Status panel.

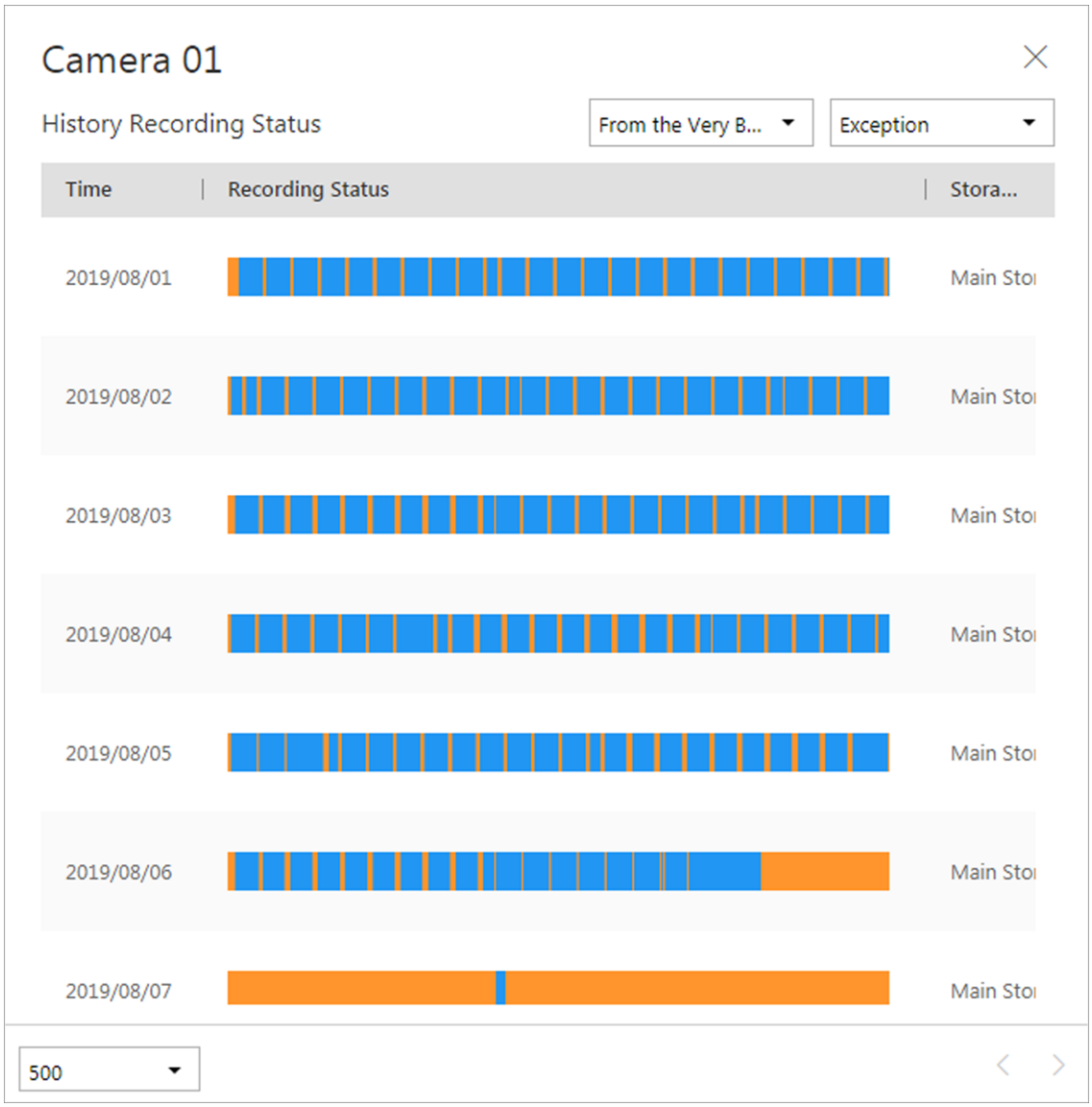


Figure 24-20 History Recording Status

Note

The blue parts on the time bars represent the time periods during which video footage were recorded. The orange parts on the time bars represent the time periods during which video loss occurred or the time periods during which no recording schedule existed.

3) Select a time period and a status (exception or all) from the drop-down lists respectively to filter data.
4) Optional: Select the number of records displayed on each page of the History Recording Status panel from the drop-down list at the lower-left corner of the panel.
5) Optional: Move the cursor to the time bar to show the 24 hours on it, and click one hour to view recording status details within the hour.

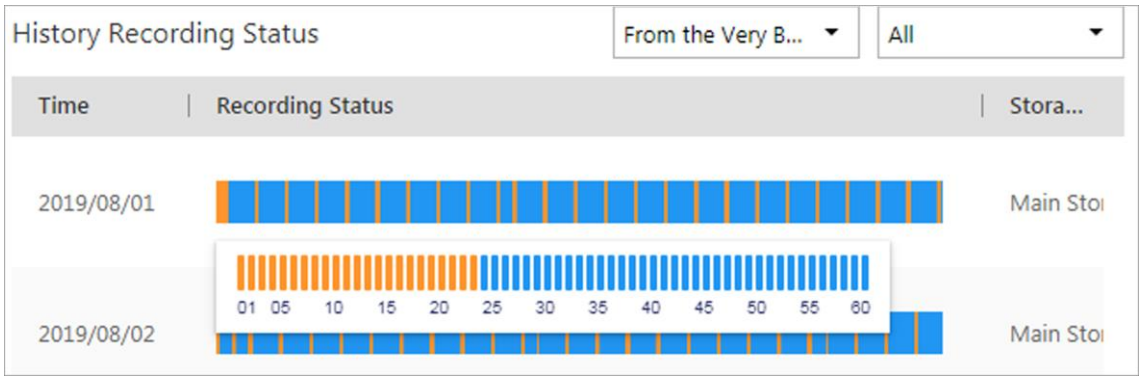


Figure 24-21 Recording Status Details within One Hour

9. Optional: Click **Export** and then select a file format (i.e., Excel or CSV) to download the recording status as a single file to your local PC.

24.5 Service Manager

After successfully installing the service module(s), you can run the Service Manager and perform related operations of service, such as starting, stopping, or restarting the service.

Steps

1. Right-click and select **Run as Administrator** to run the Service Manager.

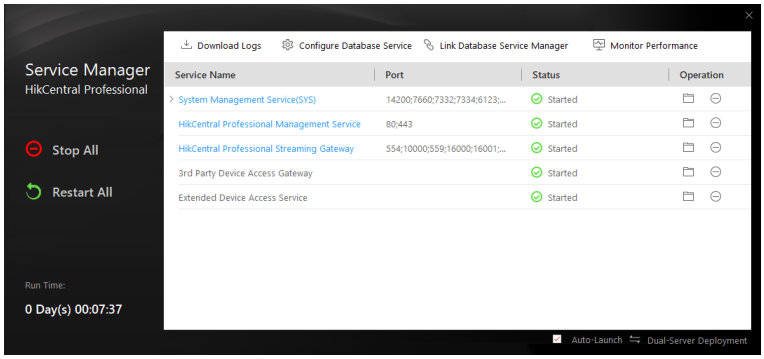


Figure 24-22 Service Manager Main Page

Note

The displayed items vary with the service modules you selected for installation.

2. Optional: Perform the following operation(s) after starting the Service Manager.

Stop All	Click **Stop All** to stop all the services.
Restart All	Click **Restart All** to run all the services again.
Stop Specific Service	Select one service and click to stop the service.

Edit Service Click the service name to edit the port of the service.

Note

If the port number of the service is occupied by other service, the port No. will be shown in red. You should change the port number to other value before the service can work properly.

Open Service Location Select one service and click to go to the installation directory of the service.

3. Optional: Check **Auto-Launch** to enable launching the Service Manager automatically after the PC started up.
4. Click **Dual-Server Deployment** to deploy the database on another server.

24.6 Set System Data Backup

For purpose of restoring the original system data after a data loss event or recovering data from an earlier time, you can manually back up system data, or configure a schedule to back up regularly. System data includes data configured in the system, pictures, received events and alarms, face comparison data, card swiping data, maintenance data, etc.

Steps

Note

The backups are stored in the SYS server. You can edit the saving path only on the Web Client running on the SYS server.

1. In the top right of the client, click **Maintenance and Management** → **Back Up and Restore System Data**.
2. Select the **Back Up** tab.

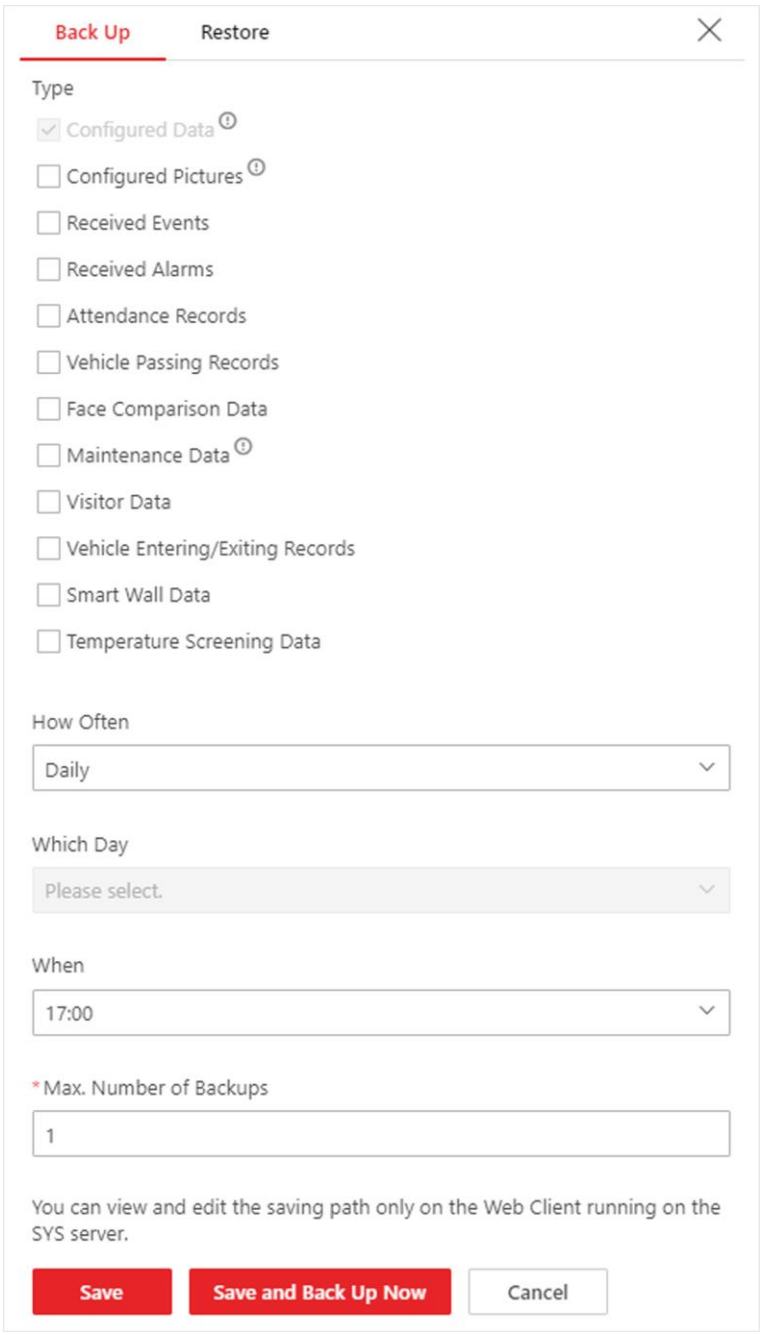


Figure 24-23 Set System Data Backup

3. In **Type**, select the system data that you want to back up.

Configured Data

Data configured via the Web Client, including resources, user permissions, etc. It is selected by default.

Configured Pictures

Pictures uploaded when configuring maps, persons, vehicles, etc.

Maintenance Data

Maintenance data includes received events/alarms, attendance records, visitor data, etc.

Note

- Person access records are the access records on the card readers of doors with credentials.
- Device recorded data includes the data recorded by the access control devices, video intercom devices and alarm inputs of these devices, and other records except access records on the doors.

4. Set a backup schedule to run backup regularly.
   1) In **How Often**, select the frequency to back up the system data.
   2) In **Which Day** and **When**, specify which time to back up.
   3) In **Max. Number of Backups**, set the maximum number of backup files. Old backup files will be automatically deleted.

Note

The value ranges from 1 to 5.

5. Save the settings.
   – Click **Save** to save the backup schedule.
   – Click **Save and Back Up Now** if you need to back up the system data immediately.

24.7 Restore System Data

When an exception occurs, you can restore the system data if you have backed up system data before.

Before You Start

Make sure you have backed up system data. Refer to ***Set System Data Backup*** for details.

Steps

Note

System data recovery will restore the system to an earlier state, and thus the data added after backup date will be lost.

1. In the top right of the client, click **Maintenance and Management** → **Back Up and Restore System Data**.
2. Select the **Restore** tab.
3. Select a backup file to be restored.

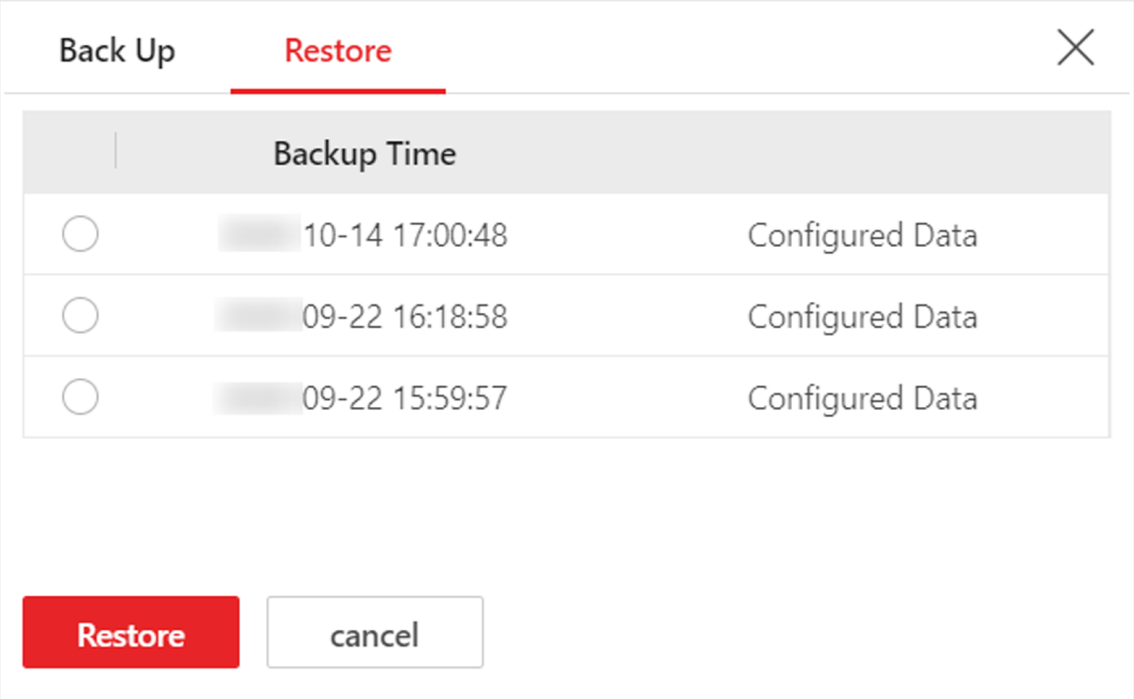


Figure 24-24 Restore System Data

4. Click **Restore** to confirm the system data recovery.

What to do next

After restoring the system data, you must reboot the SYS service via Service Manager and log in to Web Client again.

24.8 Export Configuration File

You can export and save configuration data to local disk, including recording settings and resource configurations.

Steps

1. In the top right of the client, click **Maintenance and Management** → **Export Configuration Data**.
2. Select the configuration data types that you want to export.
3. Click **Export** to download the data to the local PC.

Note

The configuration data file is in CSV format.

Chapter 25 System Configuration

The System page allows you to set basic parameters for the system, such as defining a customized name for your site, setting the WAN IP address for allowing to access your system via WAN (Wide Area Network), and configuring NTP (Network Time Protocol) settings to synchronizing the time between the system and the NTP server.

25.1 Set User Preference

For different nations, regions, cultures and enterprise backgrounds, the user preference might be different. You can set the user preference according to the actual scene, including the first day of a week and the temperature unit.
In the top left corner of Home page, select → **All Modules** → **General** → **System Configuration** → **Normal** → **User Preference** to enter the User Preference page.

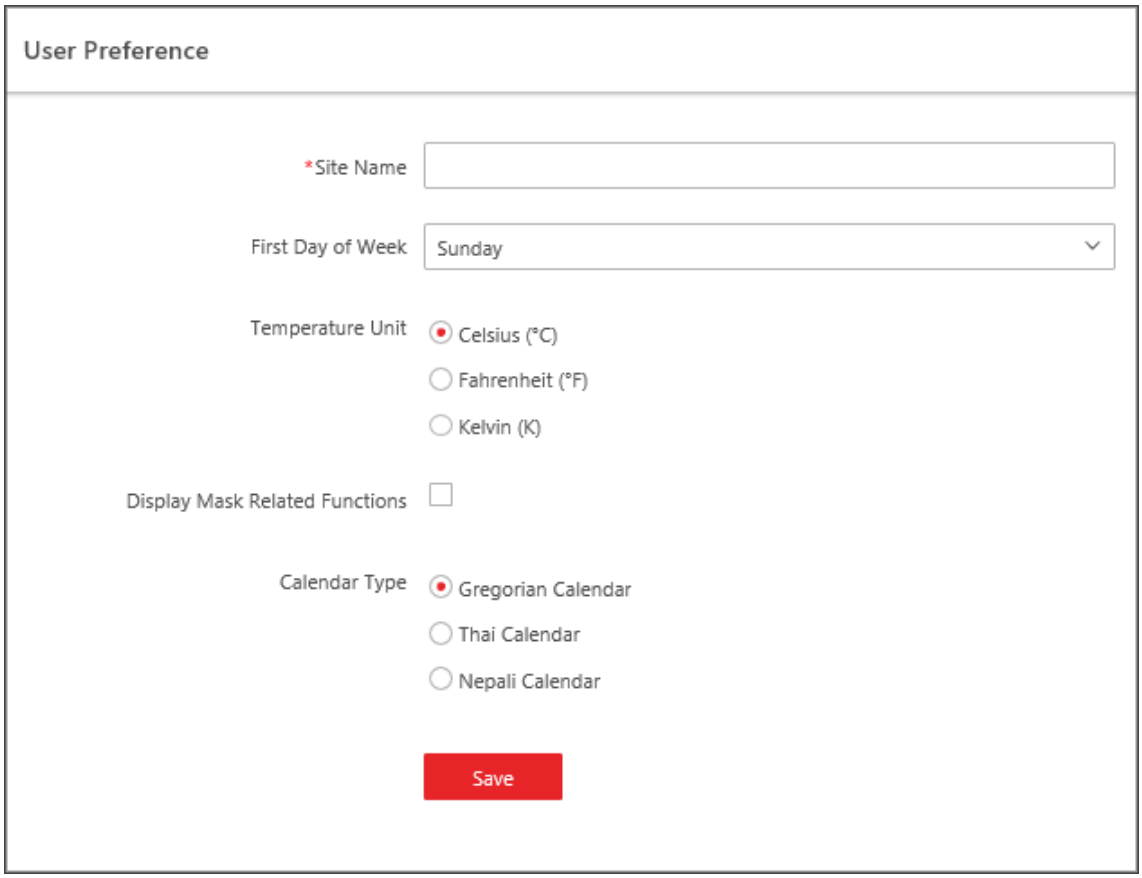


Figure 25-1 User Preference

Set the following parameters:

Site Name

Set the name of current site.

First Day of Week

Set the first day of a week as Sunday, Monday, Tuesday, etc., according to the custom of the actual scene.

Note

This parameter is used in the intelligent analysis report generation, live view and playback, attendance settings, etc.

Temperature Unit

Set the temperature unit according to the custom of the actual scene.

Display Mask Related Functions

Set whether to display mask related functions. Check the box to display the functions about masks on Control Client, Web Client and Mobile Client. Otherwise these functions will be hidden.

Note

This parameter is mainly used in temperature screening module.

Calendar Type

Set the calendar type as Gregorian Calendar, Thai Calendar and Nepali Calendar according to the custom of the actual scene.

25.2 Set Printer

You can set printer(s) for the system, which can be used to print the stranded person list in some urgent evacuation scenario, such as fire hazard.

Note

Make sure the printer(s) are installed in the same network with the SYS server.

In the top left corner of Home page, select → **All Modules** → **General** → **System Configuration** → **Normal** → **Printer Settings**.
Click **Add** to select the printer(s) detected by the HikCentral-Workstation.

Note

After setting printer(s) for the system, you can link printer when configuring alarm/event whose source type is alarm input. For details, refer to ***Add Event and Alarm***.

You can also click in the Operation column to delete the printer.

25.3 Set NTP

You can set the NTP server for synchronizing the time between the resources (devices managed in the platform, SYS, etc.) and the NTP server.

Steps

Note

For devices added via Open Network Video Interface protocol, time synchronization will fail. Please configure the time on the device locally and make sure the device's NTP settings are the same as the platform's.

1. In the top-left corner of the Home page, select → **All Modules** → **General** → **System Configuration** → **Network** → **NTP**.
2. Switch on **Time Synchronization** to enable the NTP function.
3. Set the NTP server address and NTP port.

Note

If the local NTP service has been configured, you can click **Detect Local NTP** to fill in the NTP server address and NTP port automatically.

4. Enter the interval for the automatic time synchronization.
5. Optional: Click **Test** to test the communication between the resources and the NTP server.
6. Optional: Switch on **Configure WAN Mapping** and enter the IP address and port for WAN mapping.

Note

If the NTP service is locally deployed, you can configure WAN mapping to synchronize the time for devices on the WAN. Otherwise, enabling mapping is not required.

7. Click **Save**.

25.4 Set Active Directory

If you have the AD (Active Directory) domain controller which contains the information (e.g., user data, computer information), you can configure the settings to get the related information. In this way, you can add the users that belong to an organization unit (OU) (e.g., a department of your company) to HikCentral-Workstation conveniently.

Steps

1. In the top-left corner of the Home page, select → **All Modules** → **General** → **System Configuration** → **Network** → **Active Directory** to enter the Active Directory page.
2. Configure the basic information parameters to connect to the AD domain controller.

Domain Name

The domain name of the AD domain controller.

Note

- HikCentral-Workstation only supports the NetBIOS format, e.g., TEST\user, instead of the DNS Domain name format.
- To get the NetBIOS domain name, open the CMD window and enter ***nbtstat – n***. The NetBIOS domain name is the one in **GROUP** type.

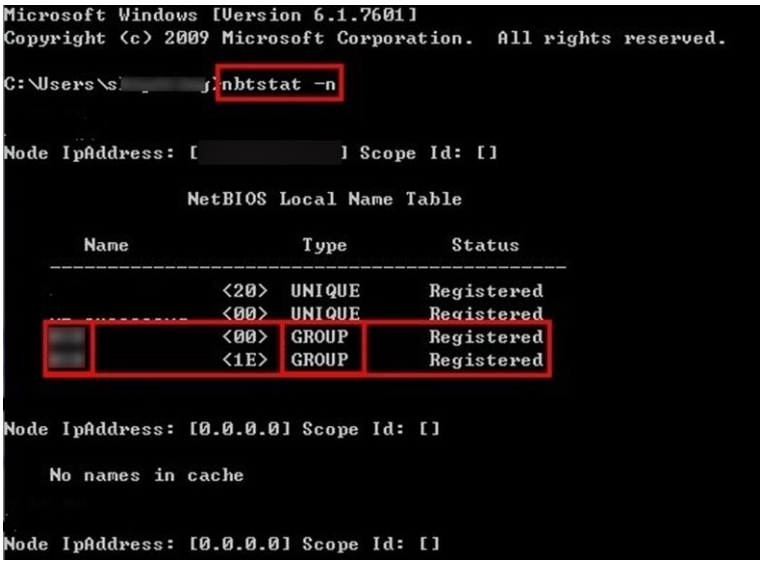


Figure 25-2 How to Get NetBIOS Domain Name

Host Name

The DNS server's IP address. You can get it in Network Connection Details.

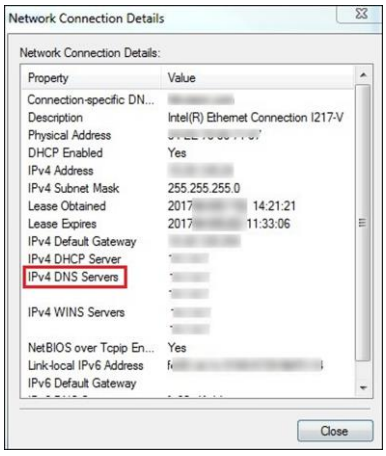


Figure 25-3 How to Get Host Name

Port No.

The port No. of the AD domain controller. By default, it is 389.

Enable SSL (Optional)

Enable SSL if it is required by the AD domain controller.

User Name

The user name of the AD domain controller. The user should be the domain administrator.

Password

The password of the AD domain controller.

Base DN (Distinguished Name)

Enter the filter condition in the text field if you are familiar with the format. Or you can click **Fetch DN** to get the filter condition entered automatically.

Note

- Only users found within an OU in the domain can be imported. Click **Fetch DN** to have the filter condition entered automatically.
- If you enter the Base DN manually, you need to define the root node as desired. If you click **Fetch DN**, then the entire structure stored in the AD domain controller will be obtained.

3. Set the time to automatically synchronize the users in the AD domain to the platform.
4. Optional: Link the person information you are concerned about in the domain to the person information in the system.
   1) Switch on **Linked Person Information**.
   The default and custom additional information items (see ***Customize Additional Information***) are displayed in the Person Information area by default. You can set the relationship for those or add new person information items as needed.
   2) Optional: Click **Add New** to add a person information item you are concerned about.

   Note

   - You do not need to add the basic person information items (including ID, First Name, Last Name, Phone, and Remark) manually, which have the default relationship with the information in the domain.
   - The new person information item is also displayed on the Custom Additional Information page, where you can edit or delete the items. Refer to ***Customize Additional Information*** for details.
   - The person information item is case-sensitive.

   3) Optional: Click + to show the person information items stored in the domain.
   4) Check the checkbox in the domain to link it to the added person information item when importing the domain's persons.
   5) Optional: Hover over the linked person information in the domain and click × to remove the relationship. You can also change the relationship between each other by clicking and dragging one item to another.
5. Click **Save**.
   After the configuration, the organization unit and domain user information will be displayed

when you click **Import Domain User** on the User Management page.
If the Linked Person Information function is enabled, the corresponding person information in the system will match the linked person information in the domain and cannot be edited.

25.5 Device Access Protocol

Before adding devices supporting ISUP 2.6/4.0 to the system, you need to set the related configuration to allow these devices to access the system.
In the upper-left corner of the Home page, select → **All Modules** → **General** → **System Configuration** → **Network** → **Device Access Protocol** to enter the Device Access Protocol page.
Check **Access via Open Network Video Interface Protocol** when the device is accessed via Open Network Video Interface protocol.
Switch on **Allow ISUP Registration**.
Check **Allow ISUP of Earlier Version**.

Note

The device may be attacked when accessing the system via ISUP of earlier versions.

Click **Save**.

25.6 Set WAN Access

In some complicated network environments, you need to set a static IP address or a domain name and ports for HikCentral-Workstation to enable it to access the SYS via WAN (Wide Area Network). For example, if the SYS is in a local area network, and you need to visit the platform via the Web Client or Control Client running in WAN, you should enable WAN access and set a static IP address or a domain name and ports for HikCentral-Workstation.

Steps

1. In the top-left corner of the Home page, select → **All Modules** → **General** → **System Configuration** → **Network** → **WAN Access** to enter the WAN Access page.
2. Switch on **Access WAN** to enable the WAN access function.
3. Enter a static IP address or a domain name of the server for WAN access.
4. Set the following ports.

Client Communication Port

Used for the Web Client and Control Client to access the platform via HTTP. By default, it is 80.

Client SSL Communication Port

Used for the Web Client and Control Client to access the platform via HTTPS. By default, it is 443.

Real Time Streaming Port

Used for getting the stream for live view via the Control Client. By default, it is 554.

Video File Streaming Port

Used for getting the stream for playback via the Control Client. By default, it is 10000.

Web Client Streaming Port

Used for getting the stream via the Web Client (for the web browser of Google Chrome, Firefox, or Safari). By default, it is 559.

Local Picture Storage Port on Server

Used for storing local pictures on the server. By default, it is 6123.

Local File Picture Storage Port on Server

Used for storing local files on the server. By default, it is 6203.

Guidance Terminal Event Port

Used for receiving the events reported by the guidance terminal. By default, it is 8686.

Schedule Releasing Port

Used for releasing schedules. By default, it is 6471.

5. Optional: If you adopt generic events to integrate HikCentral-Workstation with external sources, you need to set the TCP port, UDP port, HTTP port, and HTTPS port for receiving the TCP, UDP, HTTP, and/or HTTPS data packages.

Note

For setting the generic event, refer to ***Configure Generic Event***.

6. Optional: If you need to manage devices accessed via ISUP, you can set the ports for these ISUP devices, such as the registration port, alarm receiving port, and so on.

Port for Downloading Files from ISUP Devices

Used for downloading files from ISUP devices. By default, it is 8555.

ISUP Registration Port

Used for the ISUP devices registering to the platform. By default, it is 7660.

ISUP Alarm Receiving Port (TCP)

Used for receiving alarms from ISUP devices via TCP. By default, it is 7332.

ISUP Alarm Receiving Port (UCP)

Used for receiving alarms from ISUP devices via UCP. By default, it is 7334.

ISUP Streaming Port (via VAG)

Used for getting the stream from ISUP devices via the VAG server. By default, it is 7661.

ISUP Streaming Port (via Plugin)

Used for getting the stream from ISUP devices via the Plugin. By default, it is 16000.

ISUP Port for Two-Way Audio

Used for two-way audio between the platform and ISUP devices. By default, it is 16001.

Note

If the ISUP ports are disabled on the SYS, the ISUP related ports will not be displayed on the WAN Access page.

7. Click **Save**.

25.7 Set IP Address for Receiving Device Information

You can select the NIC of the current SYS so that the platform can receive the alarm information of the device connected via ISUP account, and to perform live view and playback for the devices connected via ISUP account.

Before You Start

Make sure the server's ports ranging from 8087 to 8097 are available.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **System Configuration** → **Network** → **Address for Receiving Device Info**.
2. Select **Get from NIC** or **Enter Manually**.

Get from NIC

Usually, you can select **Get from NIC** to get IP address from the NIC of SYS.
Select the currently used NIC name of SYS in the drop-down list. The NIC information including description, MAC address, and IP address will display.

Enter Manually

If you have configured hot spare for the SYS. Manually enter the IP address for receiving device information.

3. Click **Save**.

25.8 Set Data Retention Period

The data retention period specifies how long you can keep the events, logs, and some records in the SYS server, such as recording tags and vehicle entering/exiting records.

Steps

1. In the top-left corner of the Home page, select → **All Modules** → **General** → **System Configuration** → **Storage** → **Data Retention Period**.
2. Set the data retention period from the drop-down list for the required data types.

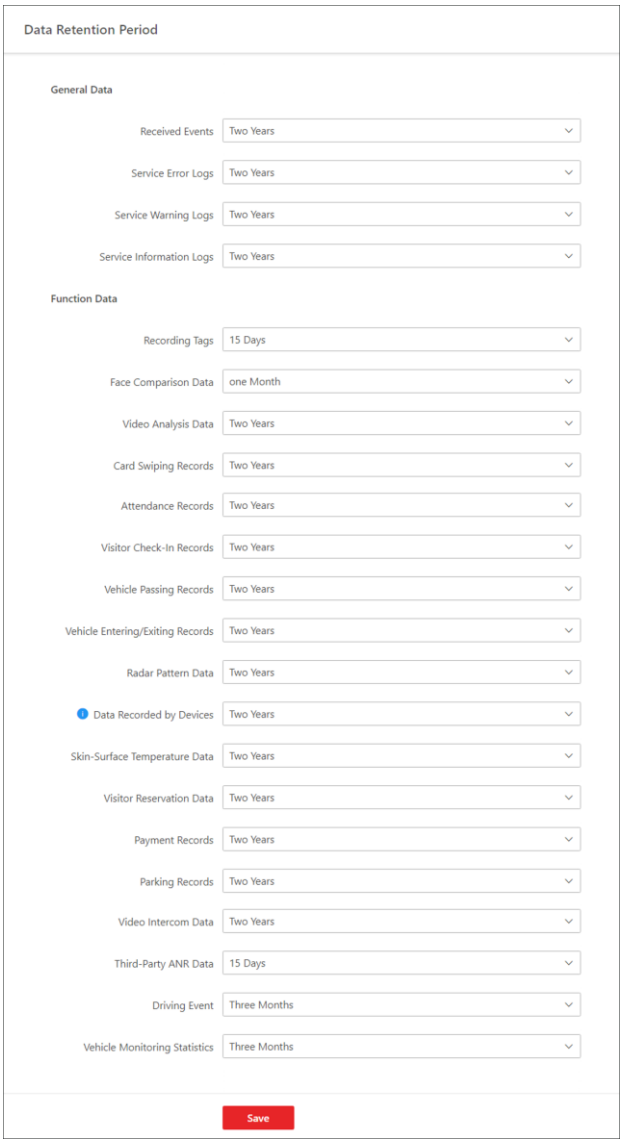


Figure 25-4 Set Data Retention Period

3. Click **Save**.

25.9 Set Holiday

You can add the holiday to define the special days that can adopt a different shift schedule or access schedule. You can set a regular holiday and an irregular holiday according to the actual scene.

Add Regular Holiday

The regular holiday is suitable for the holiday that has a fixed date. For example, Christmas is on December 25th of each year.

In the top-left corner of the Home page, select → **All Modules** → **General** → **System Configuration** → **Normal** → **Holiday Settings**. Click **Add** to open the adding holiday dialog. Enter

the holiday name and select **Regular Holiday** as the holiday type.
Set the parameters according to the following instructions:

Start Date

The start date of the holiday.

Number of Days

The lasting days of the holiday.

Repeat Annually

If checked, the system will generate the date of the holiday according to the date of the VSM server.

Add Irregular Holiday

The irregular holiday is suitable for the holiday that is calculated by the weekdays, and the specified date might be different in a different year. For example, Mother's Day is on the second Sunday of each May.
In the top-left corner of the Home page, select → **All Modules** → **General** → **System Configuration** → **Normal** → **Holiday Settings**. Click **Add** to open the adding holiday dialog. Enter the holiday name and select **Irregular Holiday** as the holiday type.
Set the parameters according to the following instructions:

Start Date

The start date of the holiday.
For example, select **May**, **Second**, and **Sunday** for Mother's Day.

Number of Days

The lasting days of the holiday.

Repeat Annually

If checked, the system will generate the date of the holiday according to the date of the SYS server.

Note

If you check **Repeat Annually**, the specified date of this holiday will be generated automatically according to the current year of the SYS server.
For example, Mother's Day in 2019 and 2020 is on May 12th, 2019, and on May 10th, 2020. The system will automatically set these two days as holidays for Mother's Day if you have checked **Repeat Annually**.

25.10 Set Card Template

You can set the styles for card templates. After settings, the card will be applied in the format of the template.

Steps

1. In the top-left corner of the Home page, select → **All Modules** → **General** → **System Configuration** → **Normal** → **Card Template**.
2. Click **Add**.
3. Create a name for the template.
4. Optional: Select the shape of the template.
5. Set the front style of the template.

Insert Picture	Click **Insert Picture** to select a picture for the template.
Insert Background Picture	Click **Insert Background Picture** to select a background picture for the template.
Insert Text	Click **Insert Text** to set the text for the template. You can set the font and the font size for the text after clicking the text field.
Content	Check the attribute(s) for the content of the template. You can also click **Customize** to customize the attributes for the template.

Note

- You can drag any edge or corner to adjust the size of the picture and text box.
- You can select one or multiple text boxes on the template and click , , or to adjust the alignment of the text in the box.
- You can select multiple elements on the template and click , , or to adjust these elements.
- You can right-click on the element (except the background picture) and click **Stick on Top**, **Stick at Bottom**, **Move Up**, or **Move Down** to adjust the layer of the element displayed on the template.

6. Optional: Set the back style of the template.

Note

You can set the back style according to step 5.

7. Click **Add** to add the template and go back to the card template list page.
   The email template will be displayed on the card template list.
8. Optional: Perform the following operation(s).

View Template	Click to view the template.

Edit Template	Click in the Operation column to edit template details.
Delete Template	Click in the Operation column to delete the template.
Delete All Templates	Click **Delete All** to delete all the added templates.

Note

On the card template list page, there are two default templates. You can view default templates but cannot edit or delete them.

25.11 Set Email Template

Before sending report or sending event message to the designate email account(s) as email linkage, you should set the email template properly. The email templates include template for sending report and template for sending event message as linkage action when the event is triggered. The email template specifies the recipient, email subject, and content.

25.11.1 Configure Email Account

You should configure the parameters of the sender's email account before the system can send the message to the designated email account(s) as the email linkage.

Steps

1. In the top-left corner of the Home page, select → **All Modules** → **General** → **System Configuration** → **Email** → **Email Settings**.

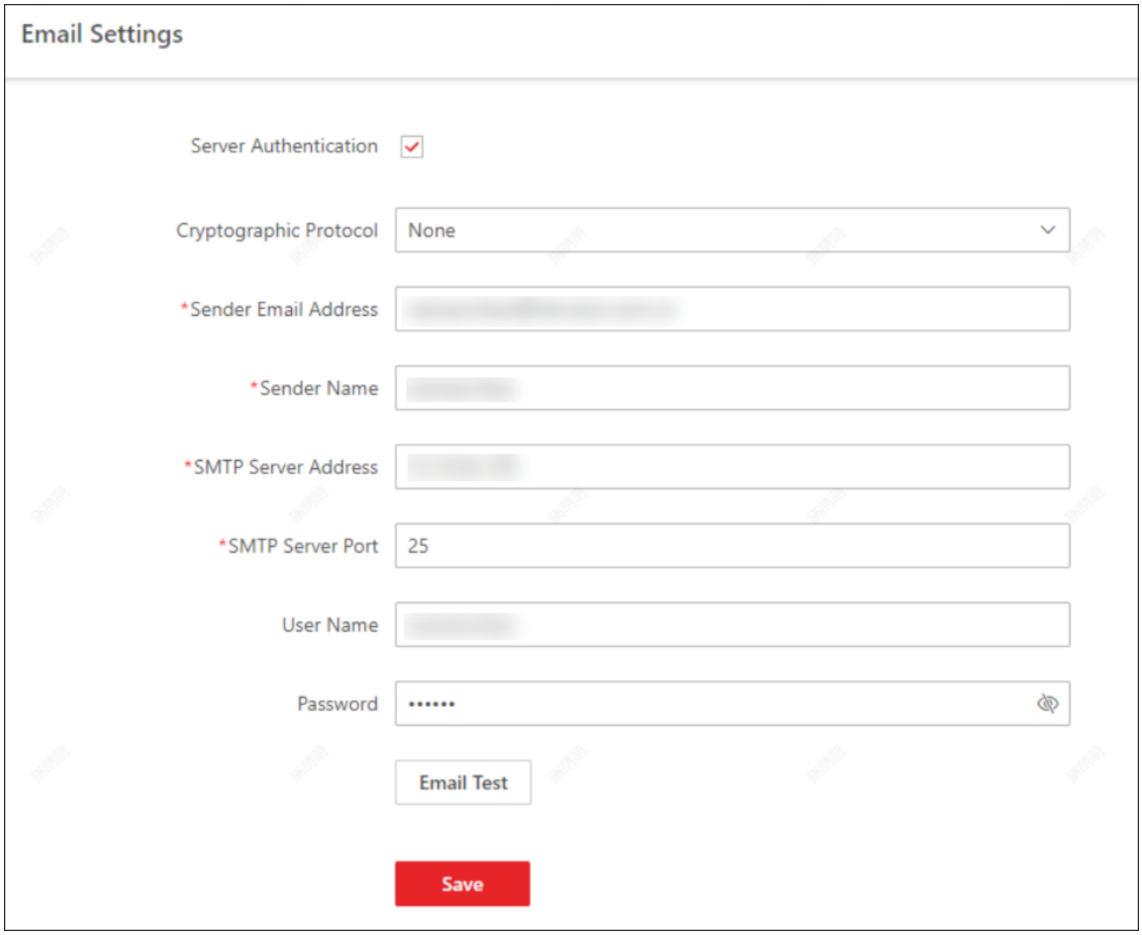


Figure 25-5 Email Settings

2. Configure the parameters according to actual needs.

Server Authentication (Optional)

If your mail server requires authentication, check this checkbox to use authentication to log in to this server.

Cryptographic Protocol

Select the cryptographic protocol of the email to protect the email content if required by the SMTP server.

Sender Email Address

Enter the email address of the sender to send the message.

Sender Name

Enter the sender name to send the message.

SMTP Server Address

The SMTP server's IP address or host name (e.g., smtp.263xmail.com).

SMTP Server Port

The default TCP/IP port used for SMTP is 25.

User Name (Optional)

User name for authentication to log in to the server. This parameter is valid and optional when server authentication is enabled.

Password (Optional)

Password for authentication to log in to the server. This parameter is valid and optional when server authentication is enabled.

3. Click **Email Test** to test whether the email settings work or not.
   The corresponding attention message box will pop up.
4. Click **Save**.

25.11.2 Add Email Template for Sending Report Regularly

You can set email templates (including specifying the recipient, email subject, and content) for sending the report regularly, so that the platform can send the report as an email attachment to the designated recipient regularly according to the predefined email template.

Before You Start

Before adding the email template, you should set the sender's email account first. See ***Configure Email Account*** for details.

Steps

1. In the top-left corner of the Home page, select → **All Modules** → **General** → **System Configuration** → **Email** → **Report Email Template**.
2. Click **Add** to enter the Add Email Template page.
3. Enter the required parameters.

Name

Create a name for the template.

Recipients

- Click **Add User** and select the person's email as the recipient, which is configured when adding the person.
- Click **Add Email** and enter the recipient email address to send the email to.

Note

You can enter multiple recipients and separate them by ";".

Subject

Enter the email subject as desired. You can also click buttons below to add the related information to the subject.

Email Content

Define the report content to be sent. You can also click buttons above the **Email Content** parameter to add the related information to the content.

Note

If you add the time period to the email subject or email content, and the email application (such as Outlook) and the platform are in different time zones, the displayed time period may have some deviations.

4. Finish adding the email template.
   – Click **Add** to add the template and go back to the email template list page.
   – Click **Add and Continue** to add the template and continue to add other templates.

   The email template will be displayed in the email template list.
5. Optional: Perform the following operation(s) after adding the email template:

Edit Template	Click in the Operation column to edit template details.
Delete Template	Click in the Operation column to delete the template.
Delete All Templates	Click **Delete All** to delete all the added templates.

25.11.3 Add Email Template for Event and Alarm Linkage

You can set email templates (including specifying the recipient, email subject, and content) for event and alarm linkage. When the event or alarm is triggered, the platform can send email as the linkage action to the designate recipient regularly according to the predefined email template.

Before You Start

Before adding the email template, you should set the sender's email account first. See ***Configure Email Account*** for details.

Steps

1. In the top of top left corner of Home page, select → **All Modules** → **General** → **System Configuration** → **Email** → **Event and Alarm Email Template**.
2. Click **Add** to enter the Add Email Template page.
3. Enter the required parameters.

Name

Create a name for the template.

Recipients

Click **Add User** and select the person's email as the recipient, which is configured when adding the person.

Click **Add Email** and enter the recipient(s) email address to send the email to.

Note

You can enter multiple recipients and separate them by ";".

Subject

Enter the email subject as desired. You can also click the button in the lower part of the window to add the related information to the subject.

Email Content

Define the event or alarm information to be sent. You can also click buttons below the **Email Content** parameter to add the related information to the content.

Note

If you add the event time to the email subject or content, and the email application (such as Outlook) and the platform are in different time zones, the displayed event time may have some deviations.

4. Optional: Check **Attach Captured Picture** to send email with image attachment.
5. Select a content language to define the language of the sent content.
6. Finish adding the email template.
   – Click **Add** to add the template and go back to the email template list page.
   – Click **Add and Continue** to add the template and continue to add other templates.

   The email template will be displayed on the email template list.
7. Perform the following operation(s) after adding the email template:

Edit Template	Click in the Operation column to edit template details.
Delete Template	Click in the Operation column to delete the template.
Delete All Templates	Click **Delete All** to delete all the added templates.

25.12 Set Transfer Protocol

You can set the SYS server's transfer protocol to define the access mode for the SYS (via Web Client, Control Client, or Mobile Client) as HTTP or HTTPS. The HTTPS protocol provides higher data security.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **System Configuration** → **Security** → **Transfer Protocol**.
2. In the **Clients and SYS Transfer** field, select **HTTP** or **HTTPS** as the transfer protocol between the clients (Web Client, Control Client, and Mobile Client) and the SYS servers.

Note

For HTTPS, only the TLS 1.2 and later versions are supported. The browser must support and has enabled the TLS 1.2 or later version. You are recommended to use the browser supporting TLS 1.3.

3. If you select **HTTPS**, you are required to set the certificate. You can use the system provided certificate, or select **New Certificate** and click ··· to select a new certificate file.

Note

- The new certificate should be in PEM format.
- The public key and private key should be in the same certificate file.

4. Click **Save**.
   - The SYS server will reboot automatically after changing the clients and SYS server transmission settings.
   - All the users logged in will be forced to log out during reboot. The reboot takes about one minute and after that, the users can log in again.

25.13 Set Database Password

You can set the database password of the system on the Web Client running on the SYS server.

Note

Setting database password is only available when you access the Web Client on the SYS server locally.

In the top left corner of Home page, select → **All Modules** → **General** → **System Configuration** → **Security** → **Database Password**.
Enter the password and then click **Verify** to generate the verification code and enter the verification code.

25.14 Configure System Hot Spare

A hot spare is used as a failover mechanism to provide reliability for your system. If you build the hot spare system when installing the SYS service, you can enable the hot spare function and configure the hot spare property of the current SYS server as host server or spare server. When the host server fails, the spare server switches into operation, thus ensuring the stability of the system.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **System Configuration** → **Advanced** → **Hot Spare**.
2. Set the **Hot Spare Configuration** switch to ON to enable the hot spare function.
   The current SYS server's server name and available IP address will be displayed.
3. Set the server as host server or spare server in Hot Spare Property.
4. Click **Save**.

25.15 Set Third-Party Integration

HikCentral-Workstation supports integrating third-party resources (such as camera, door, etc.) via Optimus. Also, the system provides open platform to integrate the third-party system. By the Open APIs (application programming interface) provided on the open platform, the third-party system can obtain some functions (such live view, playback, alarm, etc.) of HikCentral-Workstation, to develop more customized features.
In the top left corner of Home page, select → **All Modules** → **General** → **System Configuration** → **Third-Party Integration**.

Third-Party Integration

Note

- Setting open platform is only available when you access the Web Client on the SYS server locally.
- Only admin/administrator users have the permission to perform this function.

Switch on the **Integrate via Optimus**.
Configure related parameters in the Optimus software. For details, refer to the *User Manual of Optimus*.
The default icons of resources integrated from the third-party will be displayed. Hover the cursor over the default icon and click Click to change the resource icons according to your need.

Open Platform

Note

Setting open platform is only available when you access the Web Client on the SYS server locally.

Turn **Open API** to ON, set the IP address of the open platform, management port of the open platform and select the partner user.

Note

- The open platform should be deployed in the same network with the SYS server.
- The third-party system integrates the HikCentral-Workstation by the partner user(s) you select, which defines the permission(s) of resources and operations in the HikCentral-Workstation.

Click **Test** to test the service availability of the open platform.
Click **Save** to save the settings.

25.16 Data Interchange

The access records in HikCentral-Workstation can be used by third-party systems for pay calculation or other applications. You can synchronize the access records to a third-party database by entering the information of the database table in the required space. You can also dump the

access records in CSV or TXT format, and then let the third-party database read the access records to get them.

25.16.1 Synchronize Card Swiping Records to Third-Party Database

You can enable synchronization function to apply the card swiping records of specified resources from HikCentral-Workstation to the third-party database automatically.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **System Configuration** → **Third-Party Integration** → **Data Interchange**.
2. Switch on **Data Interchange** to enable data interchange function.
3. Click **Add** and select the resource(s) for card swiping records synchronization.

Note

You can click on Operation column to delete the resource or click **Delete All** to delete all added resources.

4. Select the encoding format of data interchange.
5. Optional: Check **Do Not Push Failed Records**.
   The failed records will not be pushed to the third-party system.
6. Select **Database Synchronization**.
7. Select **Notification Time** from the drop-down list to set the synchronization time.
8. Set the required parameters of the third-party database, including server IP address or domain name, server port, database name, user name, and password.
9. Click **Test Connection** to test whether database can be connected.
10. Set table parameters of database table and table fields according to the actual configurations.
    1) Enter the table name of the third-party database.
    2) Enter the mode of the third-party database.
    3) Set the mapped table fields between the HikCentral-Workstation and the third-party database.
11. Click **Save**.
    The data will be written to the third-party database.

25.16.2 Dump Access Records to Third-Party Database

The access records of specified resources can be dumped as a CSV file or TXT file and the third-party system will read the dumped file (instead of accessing the database and mapping the table fields) for further applications, such as attendance calculation and pay calculation. You can also configure dump rules for dumping access records. After that, the access records will be dumped to the third-party database according to the added rules.

Steps

1. In the top-left corner of the Home page, select → **All Modules** → **General** → **System Configuration** → **Third-Party Integration** → **Data Interchange**.
2. Switch on **Data Interchange** to enable the data interchange function.
3. Click **Add** and select the resource(s) for card swiping records synchronization.

Note

You can click in the Operation column to delete the resource or click **Delete All** to delete all added resources.

4. Select the encoding format of data interchange.
5. Optional: Check **Do Not Push Failed Records**.
   The failed records will not be pushed to the third-party system.
6. Select **Access Record Dump**.
7. In the Dump Rule area, click **Add** and set the required parameters.

File Name

The name of the CSV file or TXT file which the access records are dumped as.

Storage Location

Local Storage

The access records can be dumped as a file saved in the local disk of the SYS server. Then you need to copy this file from the server to your PC with the third-party system installed to read the dumped file.

Note

- You need to log in to the Web Client running on the SYS server to configure related settings of local storage.
- You need to set **Saving Path**, which is the path where the CSV file or TXT file is saved.

SFTP Storage

You can access the SFTP server as the storage location for saving the dumped file by setting the SFTP address, port, user name, and password. And you can enter the path to save the dumped file in the folder on the SFTP server or leave it empty to save the file in the root directory.

Note

The third-party system should be installed in the SFTP server to read the dumped file.

Content

The display items and data in the dumped file.

Min. Length of Person ID

For some scenarios, the person IDs need to be dumped as a certain fixed length.
You can switch it on and set the value of **Length**. If the length of the person ID is shorter than the value, zero(s) will be added before the ID to make it equal to the value. If the length is longer than the value, the person IDs will be dumped according to the actual length.

Designated Length of Card No.

For some scenarios, the card numbers need to be dumped as a certain fixed length.
You can switch it on and set the value of **Length**. If the length of the card number is shorter than the value, zero(s) will be added before the card number to make it equal to the value. If the length is longer than the value, the card number will be dumped according to the actual length.

Generate Table Header

When the card swiping records are dumped from the system to the local PC, the column names will be included in the dumped file and used as the table header.

File Format

Two formats are supported, including CSV and TXT.

Dump Frequency

The frequency for dumping card swiping records.

Dump Time

The time when dumping card swiping records is started.

8. Click **Add**.
   The added rules will be listed in the Dump Rule area.

Note

You can click × in the Operation column to delete the rule or click **Delete All** to delete all added rules.

9. Click **Save**.

25.17 Diagnose Remote Fault

When faults occur in HikCentral-Workstation, you can get the system information using the authentication code generated by HikCentral-Workstation to help diagnose the system faults.
In the top-left corner of the Home page, select → **All Modules** → **General** → **System**

Configuration → **Advanced** → **Diagnosis & Maintenance** to enter the Diagnosis & Maintenance page.
Switch on **Remote Fault Diagnosis** to generate an authentication code for remote diagnosis. It will be canceled automatically after 60 minutes.

Note

The authentication code will be refreshed every time you switch on **Remote Fault Diagnosis**.

Launch Postman, create a new request, set the HTTP method to POST, and enter the request URL (format: ***http://<host>[:port]/ISAPI/Bumblebee/Platform/V1/TranckTaskInfo?&MT=GET***).
Then in the Body area, enter the request message in JSON format (set the **trackModuleNmae** to the module name and set the **AccessKey** to the authentication code generated on HikCentral-Workstation), and click **Send**.
The response message is returned in the Body area of Response and it shows the system running information. You can perform fault diagnosis remotely according to the information.

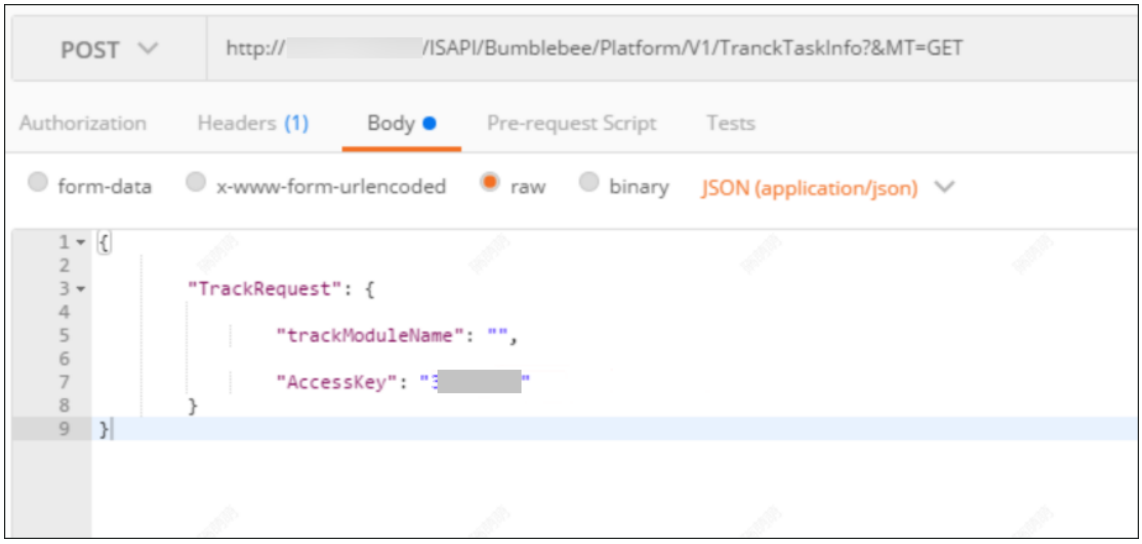


Figure 25-6 Get System Running Information Using Postman

25.18 Reset Device Network Information

When system network domain changes (such as server migration), you must reset the network information of the added device to adapt to the new network environment. Otherwise the device live view, playback and other functions will be affected.

Perform this task when you need to reset the network information of the added device.

Steps

1. In the top left corner of Home page, select → **All Modules** → **General** → **System Configuration** → **Advanced** → **Reset Network Information**.
2. Click **Reset** to one-touch reset the device network information.

25.19 Set Company Information

You can configure and show the company information on the Web Client for customization requirements.

In the top left corner of Home page, select → **All Modules** → **General** → **System Configuration** → **Company Information** to enter the Company Information Settings page.

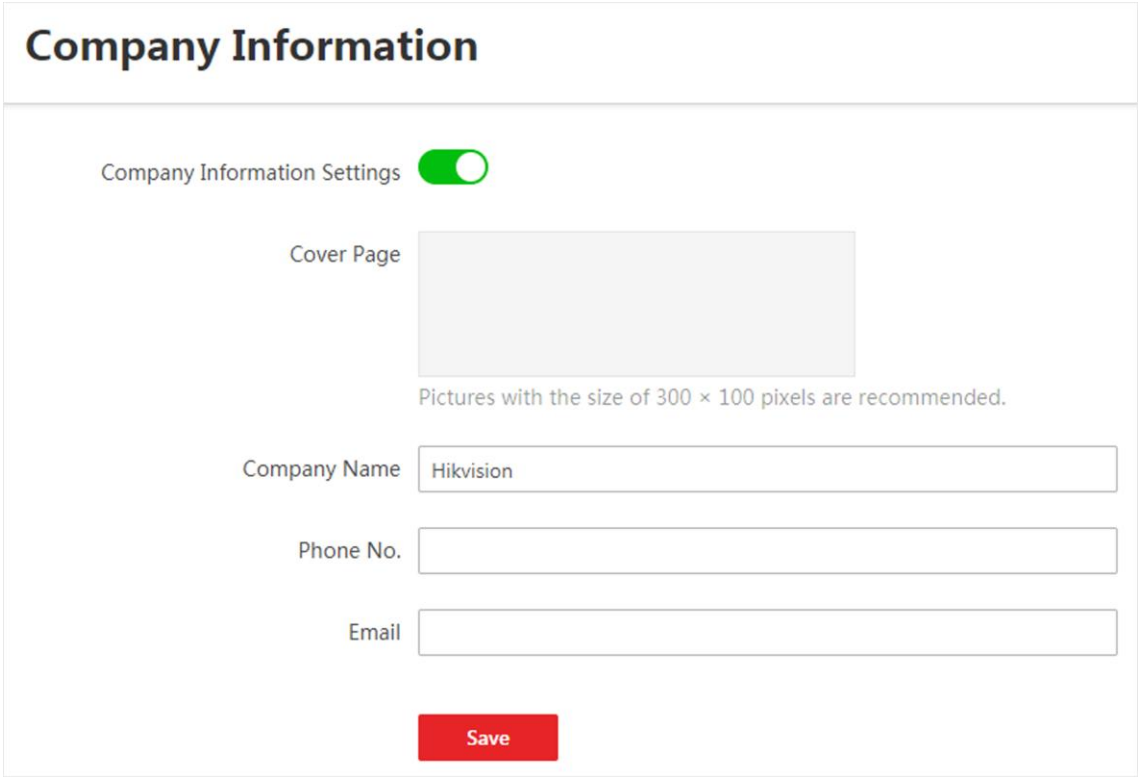


Figure 25-7 Company Information Settings

Switch on **Company Information Settings** to enable displaying company information on the Web Client. And then set the information (cover page, company name, etc.) as needed and click **Save**.

An icon appears at right of the Web Client and keeps displaying. You can click the icon to view the company information.

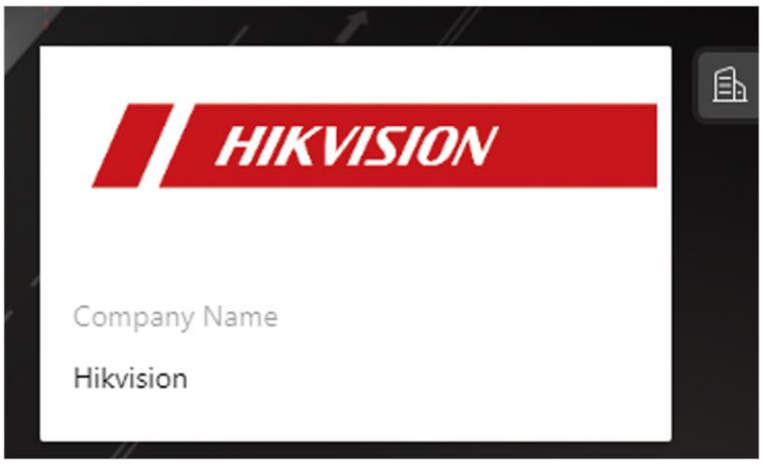


Figure 25-8 Company Information Displayed on Web Client


See Far, Go Further