HikCentral Professional V3.0.0 Control Client

User Manual

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Chapter 1 About Control Client

As one of the key components of the system, the Control Client provides multiple functions, including real-time live view, PTZ control, video playback and downloading, alarm receiving, log search, and so on.

This user manual describes the function, configuration, and operation steps of the Control Client. To ensure the proper usage and stability of the client, refer to the contents below and read the manual carefully before operation.

Note

The functions on the Control Client vary with the License you purchased and the applications you installed and enabled. For detailed information.

For more about this product, refer to following documents.

Learn

- ***Data Sheet***
- ***System Requirement and Performance***
- ***Compatibility List***
- ***Compatibility List of Third-Party Products***
- ***Product Comparison Between Free and Professional Version***
- ***AE Spec***
- ***Release Notes***
- ***Function List of Mobile Client***

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- ***Quick Start Guide***
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1.1 Document Guide

Learn

- ***Data Sheet***
- ***System Requirement and Performance***
- ***Compatibility List of Hikvision Products***
- ***Compatibility List of Third-Party Products***
- ***Product Comparison Between Free and Professional Version***

- ***AE Specification***
- ***Release Notes***
- ***Quick Start Guide of Mobile Client***

Start

- ***Quick Start Guide***
- ***Hardening Guide***

Use

- ***Web Client User Manual***
- ***Control Client User Manual***
- ***Frequently Asked Questions***

Chapter 2 Login

Log in to the system via the Control Client for operations.

2.1 First Time Login

When normal user (except admin user) logs into the system for the first time, he/she should change the initial password and set a new password for login.

Before You Start

When you log into the system for the first time, you are required to create a password for the system pre-defined administrator user (named admin) on the Web Client before you can properly configure and operate the system.

Perform the following steps when you access the system via the Control Client for the first time as a normal user (except admin).

Steps

1. Double-click on the desktop to run the Control Client.

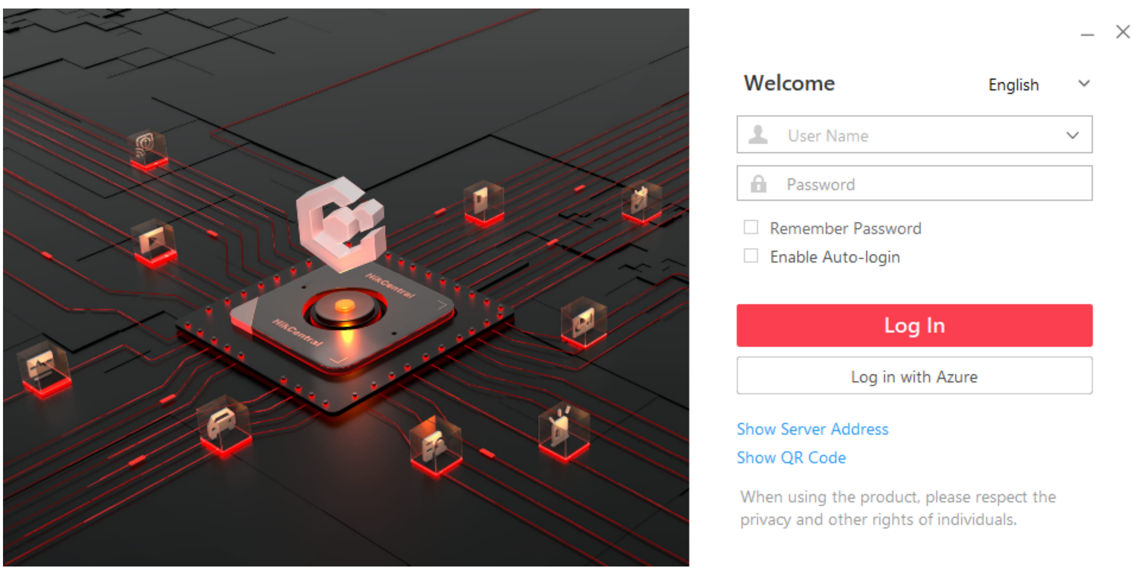


Figure 2-1 Login Page

2. Enter the server parameters.

Note

You can click **Hide Server Address** or **Show Server Address** to hide or show the server network information.

Server Address

Enter the address (IP address or domain name) of the server that running the SYS service you want to connect to.

Port

Enter the port No. of the server where the SYS service is running. The default port No. is 80.

3. Enter the user name and password of the HikCentral Professional.

Note

- Contact the administrator for the user name and initial password.
- For domain user account, you can check **Auto-Launch** so that you will not need to manually start the Control Client next time you start your computer.

4. Click **Log In**.
5. Set a new password and confirm the 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.

6. Click **Log In** to change the password.

   You enter the Control Client home page after you change the password.

2.2 Normal Login (Not First Time)

Normally, you can log into the platform with the user name and password of HikCentral Professional as a normal user.

Steps

1. Double-click on the desktop to run the Control Client.

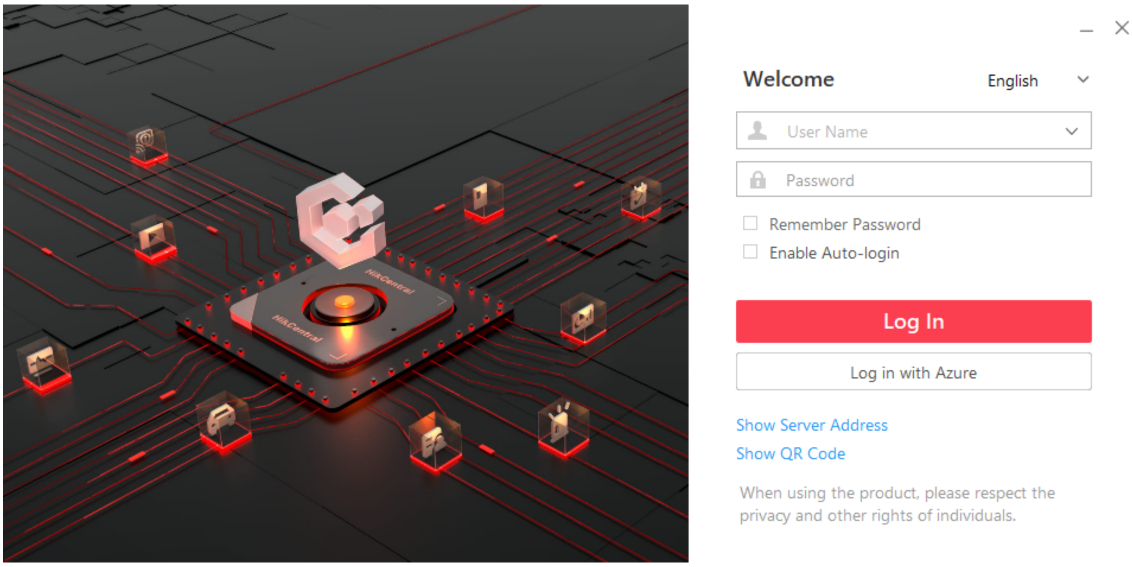


Figure 2-2 Login Page

2. Enter the server parameters.

Note

You can click **Hide Server Address** or **Show Server Address** to hide or show the server network information.

Server Address

Enter the address (IP address or domain name) of the server that running the SYS service that you want to connect to.

Port

Enter the port No. of the server where the SYS service is running. The default port No. is 80.

3. Enter the user name and password of the HikCentral Professional.
4. **Optional:** Check **Remember Password** checkbox to keep the password.
5. **Optional:** Check **Enable Auto-login** checkbox to log in to the software automatically for the next login.

Note

For domain user account, you can check **Auto-Launch** so that you will not need to manually start the Control Client next time you start your computer.

6. Click **Log In**.

Note

- If an failed password attempt of current user is detected, you are required to enter the verification code before you can log in. The failed password attempt from current client, other client and other address will all require the verification code.
- The failed password 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. For detailed settings of failed login attempts and locking duration, refer to the *User Manual of HikCentral Professional Web Client*.
- The account will be frozen for 30 minutes after 5 failed password attempts. The failed password attempt from current client, other client (e.g., Control Client) and other address will all be accumulated.
- When the account is frozen after accumulated failed password attempts, you can still try login on another PC.
- 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 detailed settings of minimum password strength, refer to the *User Manual of HikCentral Professional Web Client*.
- If your password has expired, you should change the password when logging in. For detailed settings of maximum password age, refer to the *User Manual of HikCentral Professional Web Client*.

Enter the Control Client home page.

2.3 Login via an Azure Account

After finishing required configurations on the Azure platform and importing domain users and persons to HikCentral Professional.

Before You Start

- Finish the configurations on the Azure platform including creating tenants, App registrations, and creating new groups and new users.
- Finish the configuration of the active directory on the HikCentral Professional. See *User Manual of HikCentral Professional Web Client*.
- Import domain users and domain persons to the HikCentral Professional. See *User Manual of HikCentral Professional Web Client*.

Steps

1. Double-click on the desktop to run the Control Client.

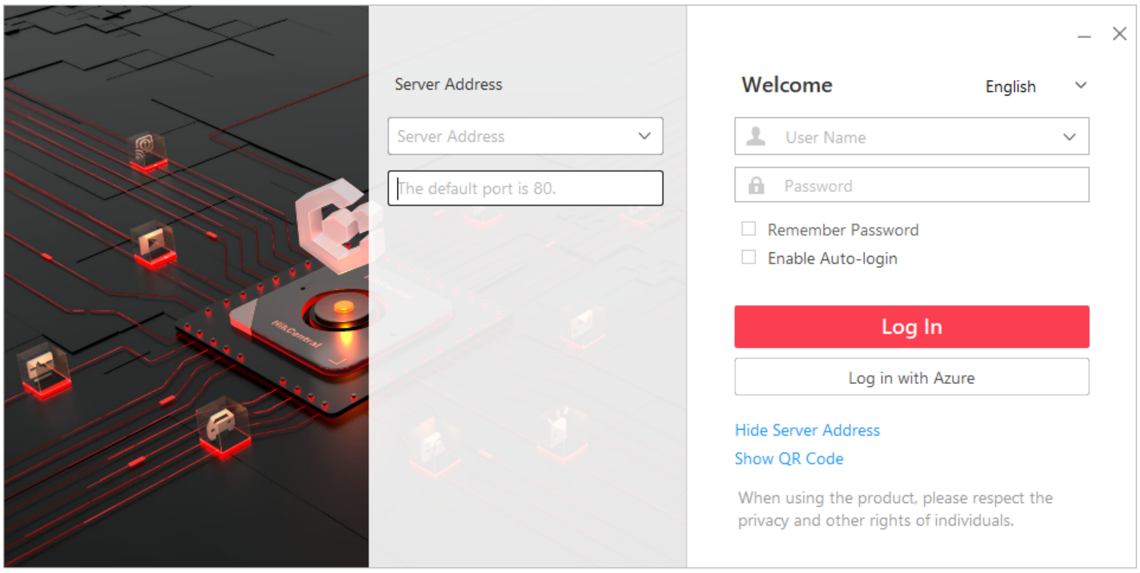


Figure 2-3 Login Page

2. Enter the server parameters.

Note

You can click **Hide Server Address** or **Show Server Address** to hide or show the server network information.

Server Address

Enter the address (IP address or domain name) of the server that running the SYS service that you want to connect to.

Port

Enter the port No. of the server where the SYS service is running. The default port No. is 80.

3. Enter the user name and password of the Azure.
4. **Optional:** Check **Remember Password** checkbox to keep the password.
5. **Optional:** Check **Enable Auto-login** checkbox to log in to the software automatically for the next login.

Note

For domain user account, you can check **Auto-Launch** so that you will not need to manually start the Control Client next time you start your computer.

6. Click **Log in with Azure**.

   For the first time login, the login page of the Microsoft will be displayed.
7. **Optional:** On the login page of the Microsoft, enter your domain account and password, and log in to the account.

   Home page is displayed after you successfully logging in to the system.

2.4 Change Password for Reset User and Login

If the normal user's password is reset to the initial password by the administrator, he/she should change the initial password and set a new password when logging in again.

Steps

1. Double-click on the desktop to run the Control Client.

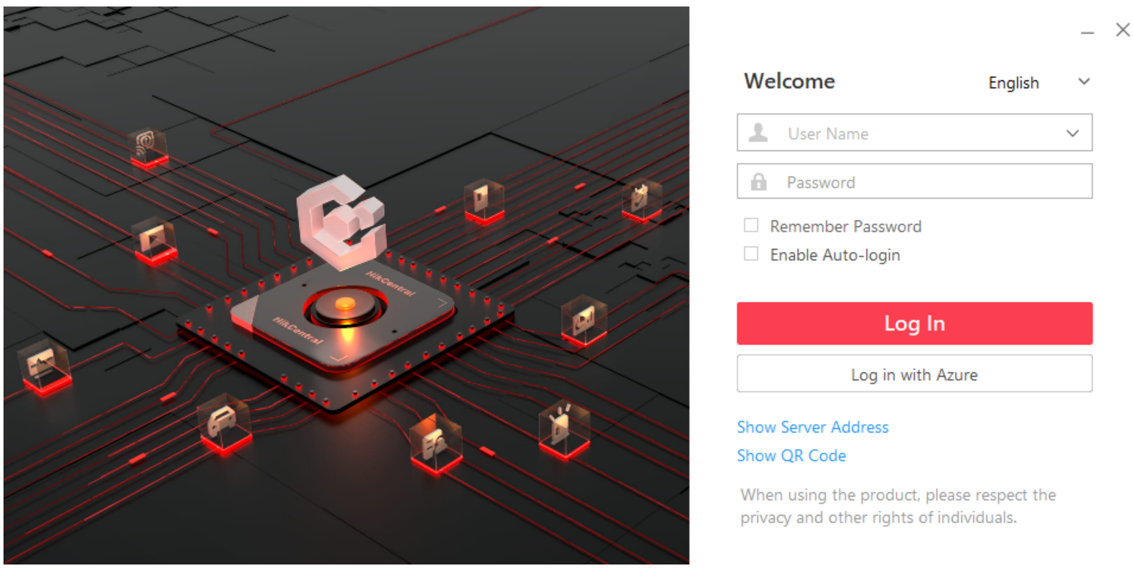


Figure 2-4 Login Page

2. Enter the server parameters.

   Server Address

   Enter the address (IP address or domain name) of the server that runs the SYS you want to connect to.

   Port

   Enter the port No. of the server where the SYS is running. The default port No. is 80.

   Note

   You can click **Hide Server Address** or **Show Server Address** to hide or show the server network information.

3. Enter the user name and password of the HikCentral Professional.

   Note

   - Contact the administrator for the user name and initial password.
   - For domain user account, you can check **Auto-Launch** so that you will not need to manually start the Control Client next time you start your computer.

4. Click **Log In**.

5. Click **Close** in the pop-up dialog to continue.
6. Set a new password and confirm the 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.

7. Click **Log In** to change the password.

   You enter the Control Client home page after you change the password.

Chapter 3 Home Page Overview

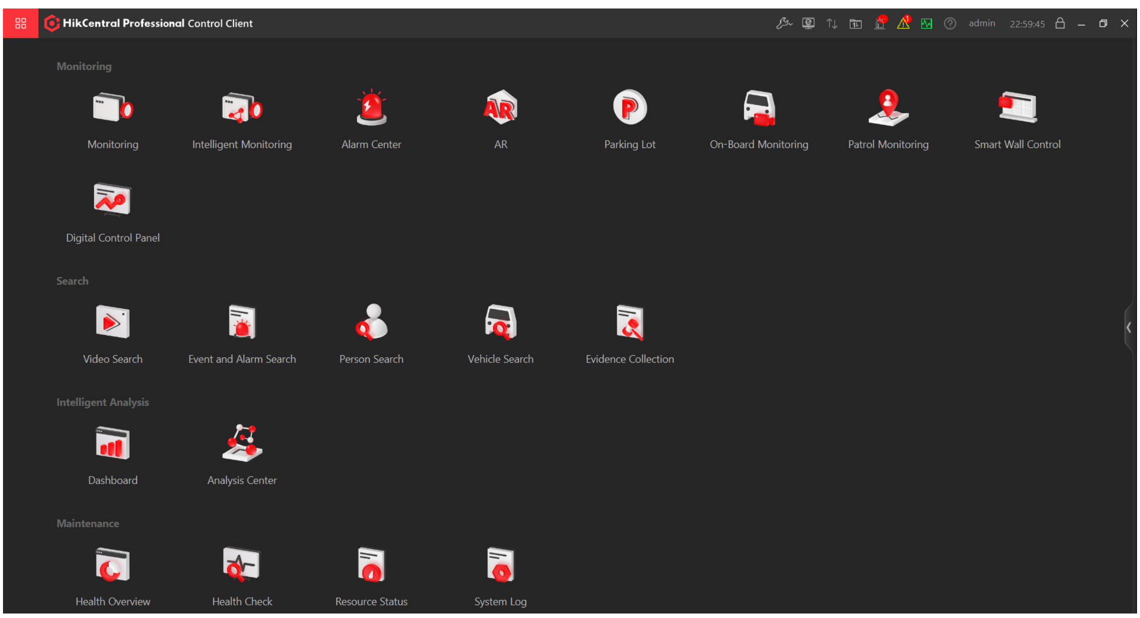
The default Home page shows a control panel which provides an overview of navigation about the function modules in a visible way, i.e., Alarm Monitoring, Health Status, and Map, for quick and convenient access.

Click on the top left of the Control Client to enter the Home page.

Note

- The supported features and parameters are subject to the applications you installed.
- You can customize the control panel in the default Home page mode and adjust the module arrangement as you desired. For details, refer to ***Customize Control Panel*** .
- The default mode of the Home page is Visualization Mode. For the first time login, a prompt will appear at the top of the Home page, you can click **Switch** to switch the mode to Menu Mode. If you want to restore to the default mode, you can go to the System page and set. For details, refer to ***Set Auto-Refresh Frequency for Digital Control Panel*** .

HikCentral Professional Control Client is composed of the following function modules by default.



On the top, you can click → **Face Picture Library / Manage Vehicles / Portable Enforcement** to quickly go to the corresponding module of the Web Client without login.

Figure 3-1 Home Page

Table 3-1 Introduction of Tool and Management

Section	Module	Description
Tool	Roll Call	The Roll Call module provides the roll call function for persons in emergency counting groups when an emergency happens. For more details, refer to ***Start a Roll Call*** .
	Arming Control	The Arming Control module provides arming and disarming of the resources managed in the system. For more details, refer to ***Perform Arming Control for Alarms*** .
	Video Intercom	The Video Intercom module provides voice talk with residents by calling their indoor stations. For more details, refer to ***Video Intercom*** .
	VSPlayer	In the VSPlayer module, you can run the software and play video files stored in the local PC. For more details, refer to ***Play Video via VSPlayer*** .
	Two-Way Audio	The Two-Way Audio module provides the function of voice talk between the Control Client and devices, and supports getting and playing the real-time audio on the Control Client. For more details, refer to ***Perform Two-Way Audio*** .
	Broadcast	The Broadcast module provides the function of distributing the audio content to the added device if the device has an audio output. For more details, refer to ***Broadcast to Connected Devices***
	Alarm Output Control	The Alarm Output Control module provides the function of controlling the alarm output remotely by the Control Client. For more details, refer to ***Control Alarm Input/Output*** .
	Record Screens	The Record Screen tool is used to record operations on the screens. The recorded video files can be saved as the evidence. For more details, refer to ***Other Tools*** .
	Wiper	Click **Wiper** and select camera(s) to enable the wiper quickly.

Section	Module	Description
Management	Task Center	The Task Center module supports viewing and managing the downloading tasks. For more details, refer to ***Manage Downloading/ Uploading Tasks*** .
	Local Picture	The Local Picture module provides the search and management of local pictures.
	Local Recording	The Local Recording module provides the search and management of local video files.
	System	The System module provides basic settings and application settings. For more details, refer to ***System Settings*** .
	Help	The Help module provides help information, such as user manual, license details, and software version of the Control Client.

3.1 Customize Control Panel

You can select modules to display on the control panel and customize the module arrangement.

Steps

1. On the Home page, click **Digital Control Panel**.
2. In the top left corner of the control panel, click **My Control Panel** to unfold the drop-down list.

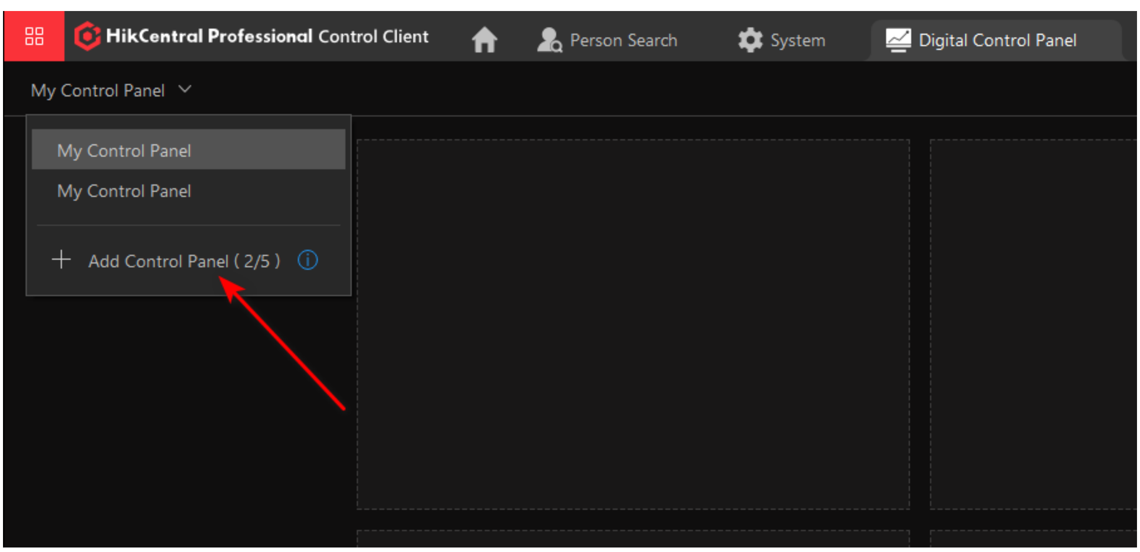


Figure 3-2 Add Control Panel

3. Click **Add Control Panel** in the drop-down list to start customizing a control panel.
4. In the top left corner of the control panel adding page, enter a name for the control panel.
5. On the right panel, select a window.
6. On the left panel, click a module name to show the module configuration panel on the left.
7. Select and drag/double click a camera/map/web page, or set module parameters and click **Save**.

Note

- When adding the Camera or Map module, you can edit the added modules. But when adding other modules (except the Camera and Map modules), you cannot edit the added modules.
- When adding the Health Monitoring module, setting module parameters is not required. After clicking the module name, the module will be directly added and displayed in the selected window.
- When adding the Web Page module, you can enter the URL or IP address of the web page in the input field in the top right corner of the window and press Enter on the keyboard to go to the web page.

The module is added to the selected window and displayed in a visualized way.

8. **Optional:** Perform the following operation(s).

Edit Module Parameters	Click in the top right corner of the window to edit the module parameters.
Remove Module	Click in the top right corner of the window to remove the module from the window.
Customize Module Arrangement	Drag the module to the desired window to customize the module arrangement on the control panel.

9. **Optional:** In the top right corner of the control panel adding page, click **Cancel** to cancel customizing the control panel.
10. **Optional:** In the top right corner of the control panel adding page, click **Restore Default** to restore to the default control panel.
11. In the top right corner of the control panel adding page, click **Save** to save the custom control panel.
12. **Optional:** Perform the following operation(s).

Edit Control Panel	In the top right corner of the Control Client, click **Edit Control Panel** to edit the control panel.
Switch to Full Screen	In the top right corner of the Control Client, click **Full Screen** to display the control panel in full screen mode.
Open Auxiliary Screen	In the top right corner of the Control Client, click to display the control panel on the auxiliary screen.

Chapter 4 Live View

You can view live video of the connected cameras using Live View. During live view, you can control PTZ cameras, record video clips, capture images, view instant playback, add cameras to Favorites, etc. For the ANPR camera, you can view the recognized license plate number. For the face recognition device, you can view the face picture comparison information of the detected faces. For the access points that are related to cameras, you can control the access point status in real-time and check the card swiping records. Also, you can enter smart wall (graphic card) mode and display the resources on the smart wall.

Navigation Panel

	Monitoring	Show live-view-available resources that are grouped in areas in each site.
	Real-Time People Counting	View real-time people counting status of each people counting group.
	Face Picture Comparison	View the face picture comparison information between the detected faces and the face pictures in a face picture library.
	Smart Wall	Enter Smart Wall (Graphic Card) Mode. Set window division and adjust display window on smart wall.
	Add Web Page Window	Add web page(s) to the Live View or Playback window.

4.1 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.

In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Monitoring** .

4.1.1 Choice 1: Start Live View in Area Mode

Note

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.

1. Click in the upper-right corner to change live view window division.
2. Start live view.
   - 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.
   - Drag an area to a display window, and click **Batch Play**, or double-click the area to start the live view of all cameras in the area.

4.1.2 Choice 2: Start Live View in View Mode

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.

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.

1. Click tab on the left pane.
2. Add a custom view group.
   a. 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.

   b. Click , set a name for the view group, and click **OK**.
3. Add a view.
   a. Select a view group, click , and set a name for the view.
   b. Click **Add** to select cameras.
   c. Set the required parameters, and click **Add** to add a view.
4. (Optional) Select a view, and click → **Share** on the right side of the view's name to share it with others.
5. Double click a view or move the cursor over a view, and click → **Play** beside the view name.

4.1.3 Choice 3: Start Live View of Favorited Cameras

1. Click tab on the left pane.
2. Select a parent Favorites, click to add a Favorites under the parent Favorites, and select the camera(s) to be added to Favorites.

Note

Up to 5 levels of Favorites can be added.

3. (Optional) Select a Favorites, and click → **Share** on the right side of Favorites' name to share it with others.
4. 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.

4.1.4 Choice 4: Auto-Switch Cameras in an Area

1. 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.
2. Move the cursor over the live view window and perform further operations after auto-switch starts.

Operations	Descriptions
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.

4.1.5 (Optional) Start PTZ Control

The PTZ control for cameras with pan/tilt/zoom functionality is provided. You can set the preset, patrol and pattern for the cameras on the PTZ control pane.

In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Monitoring** .
Start live view of a camera, and click **PTZ Control** to open the PTZ pane.

Note

The PTZ control function should be supported by the camera.

Introduce the Main Pane

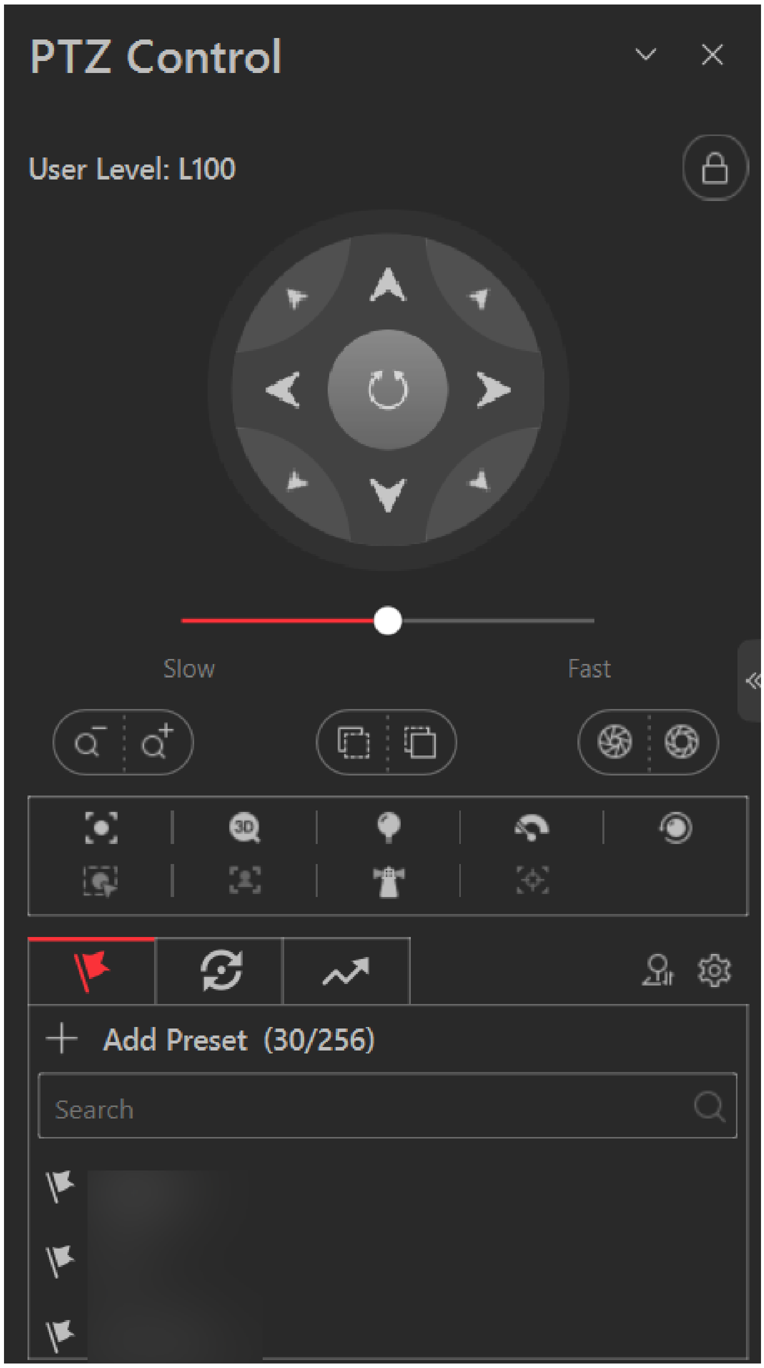


Figure 4-1 PTZ Control Panel

The following buttons are available on the PTZ control pane:

	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 Professional Web Client*.
	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 to move the focal point backward, and click to move the focal point forward.
	Auxiliary Focus: Click to focus automatically.
	3D Positioning: Click on the desired position in the video image and drag a rectangle area in the lower right direction, then the dome system will move the position to the center and allow the rectangle area to zoom in. Click to drag a rectangle area in the upper left direction to move the position to the center and allow the rectangle area to zoom out.
	Light: Click to fill light.
	Wiper: Use the wiper to clear the dust on the camera lens.
	Lens Initialization: Initialize the lens and focus again for a clear image.
	Manual Tracking: For speed dome with auto-tracking function, enable the auto-tracking (via right-click menu) for it and click the icon to manually track the target by clicking on the video.
	Manual Face Capture: Click this button, and hold the left mouse button to select a face in the image to capture it. The picture will be uploaded to the server for viewing.
	Park Action: For the speed dome with one-touch park function, click the icon and the speed dome saves 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). For setting the park time, refer to user manual of the speed dome.
	Auto Track: For cameras support and tracking, click the icon and select the target (person or vehicle) in the live view to arm and track this target.

- In the live video display window, click the icon to start PTZ control. Click and drag the cursor with a white arrows to control the direction.
- Click to get device PTZ configuration.

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.

1. Click to enter the PTZ preset configuration pane.
2. Use the direction buttons to control the PTZ movement.
3. Select a PTZ preset number from the preset list and click to name and save the settings.

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, make sure you have added two or more presets.

1. Click to enter the patrol configuration pane.
2. Select a PTZ patrol number and click to set the patrol.
   a. Select or as the preset type.

   Note

   A device preset ( ) is a predefined image position, while a virtual preset ( ) is a predefined and zoomed image position. You can add a virtual preset by starting live view, zooming in, and adding the image position as a virtual preset.

   b. Click to add a configured preset, hover your cursor over the values in the **Preset**, **Speed**, and **Time** columns, and slide the mouse to change the value.
   c. Click or to adjust the presets sequence.
3. Set other parameters, and click **OK**.

Configure Pattern

By recording pattern, the movement path and the dwell time in a certain position can be recorded precisely. By calling pattern, mobile PTZ starts move totally according to the recorded path.

1. Click to enter the PTZ pattern configuration pane.
2. Click to start recording the movement path of the pattern, use the direction buttons and other buttons to control the PTZ movement, and click to stop and save the pattern recording.
3. Click to call the pattern.

4.2 Add Web Page to Display Window

During the live view and video playback or when customizing the Control Panel, you can add web page(s) to a display window to view the online news, log into HikCentral Professional Web Client, etc.

Steps

1. In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Monitoring** .

   Note

   For adding a web page when customizing the Control Panel, refer to ***Customize Control Panel*** .

2. Click **Add Web Page Window** on the left navigation bar.
3. In the Web Page window, enter the web site in the address bar.
4. Press the Enter key to enter the corresponding web page.
5. Browse the contents on the web page.
6. **Optional:** Perform the following operations.

Add More Web Page	Click **Add Web Page Window** on the navigation bar to add more web page(s). **Note** Up to 64 web pages can be added.
Refresh Web Page	Click to refresh the web page if needed.
Add Web Page to Favorites	Click → **Add to Favorites** , enter the name for Favorites, and click **Add** to add the current web page to Favorites. **Note** You can check **Set as Default Web Page** to set the current web page as a default web page, and then when you add a new web page the next time, the default web page will pop up.
Adjust Web Page Size	Click a web page, move the cursor to the boundary of the web page, drag the cursor when it turns to double arrow to adjust the size of web page.
Close Web Page	Click to close the current web page.

4.3 Live View Toolbar Applications

You can customize the icons on the toolbar, start the fisheye dewarping mode, perform manual panorama tracking, and so on.

4.3.1 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.
2. **Optional:** Set center calibration of the fisheye camera to calibrate the center of fisheye image.
   1) On the toolbar of display window, click → to open center calibration window.

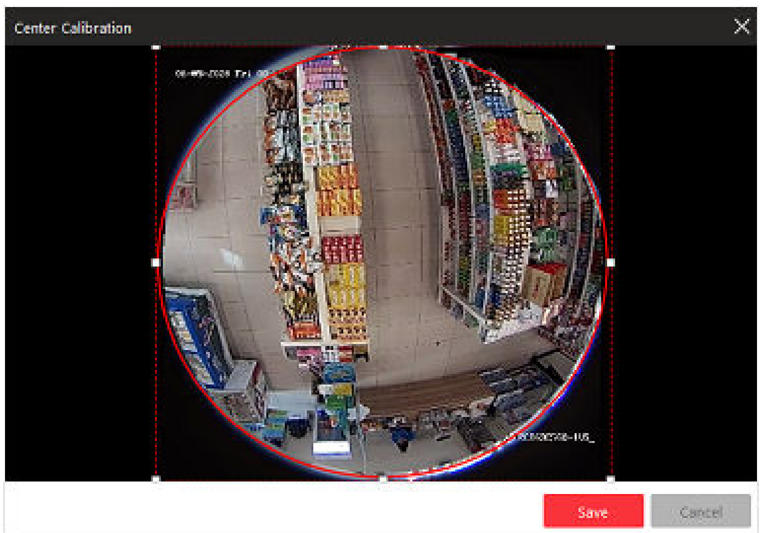


Figure 4-2 Center Calibration Window

   2) Move or adjust the size of the rectangle in red dashed line on the video to calibrate the center of camera view as desired.

   Note

   Center calibration should be operated within proper scope, otherwise it will fail.

   3) Click **Save**.
3. On the toolbar of display window, click to enter the fisheye dewarping mode and view live view.

Figure 4-3 Fisheye Dewarping

4. **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.

4.3.2 Trigger Audio or Strobe Light

You can trigger or disable audio alarm and strobe light during live view.

Enter live view, and if the feature is supported by the device, the following icons will be displayed in the lower-left corner of the live view image.

Table 4-1 Trigger Audio or Strobe Light

Icon	Button	Description
	Trigger Audio Alarm	Click **Trigger Audio Alarm**, and audio alarm will be triggered immediately.
	Enable Audio Alarm Linkage	Click **Enable Audio Alarm Linkage** to enable audio alarm linkage if it is disabled.
	Disable Audio Alarm Linkage	Click **Enable Audio Alarm Linkage** to disable audio alarm linkage permanently or for a customized period.
	Trigger Strobe Light	Click **Trigger Strobe Light**, and strobe light alarm will be triggered immediately.
	Enable Strobe Light Linkage	Click **Enable Strobe Light Linkage** to enable strobe light linkage if it is disabled.
	Disable Strobe Light Linkage	Click **Disable Strobe Light Linkage** to disable strobe light linkage permanently or for a customized period.

4.3.3 View ANPR Camera's Live Video

Automatic number-plate recognition (ANPR) is a technology that uses optical character recognition on images to read vehicle registration plates. During live view of the ANPR cameras, the license plate numbers of the passing vehicles are recognized and displayed on the right side of the live view window. ANPR is becoming a significant component for recognizing stolen vehicles. Successfully recognized plates may be matched against databases (allowlists or blocklists including "wanted person", missing person, suspected terrorist, etc). You can mark the suspicious vehicle, add a new vehicle to the vehicle list, and search the passing vehicle information.

Before You Start

Add an ANPR camera to the system via the Web Client. For adding camera, refer to *User Manual of HikCentral Professional Web Client*.

Perform this task when you need to view ANPR camera's live video.

Steps

1. In the top left corner of the Home page, select → **All Modules** → **Monitoring** → **Monitoring** .
2. Start the live view of an ANPR camera.
   - Drag an ANPR camera from the resource list on the left to the display window to start live view.
   - Double-click an ANPR camera name in the device list on the left to start live view.

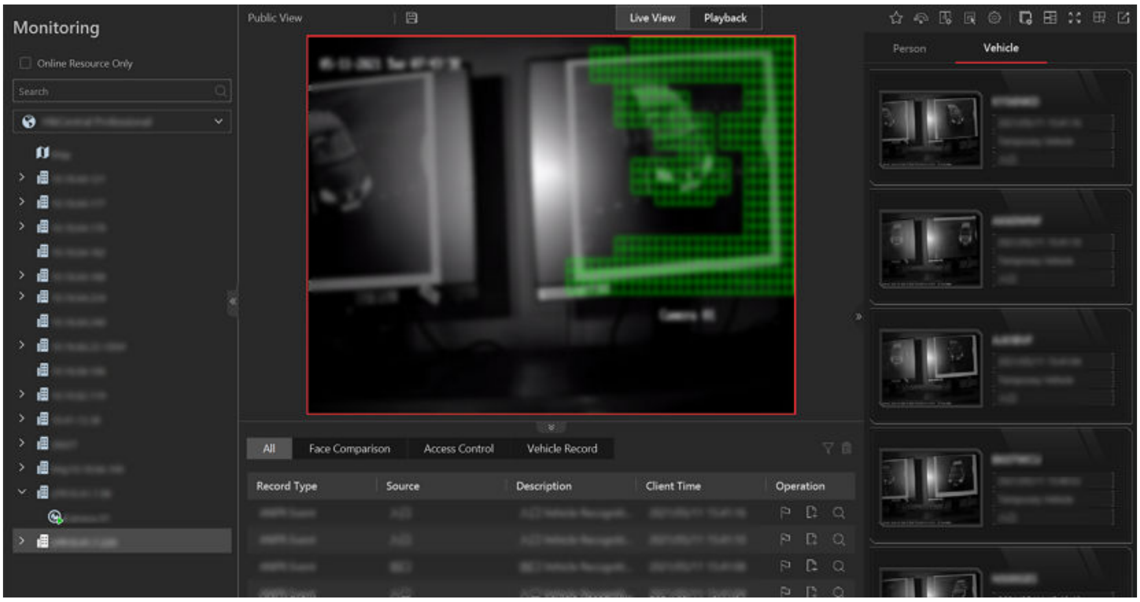


Figure 4-4 Live View of ANPR Camera

3. **Optional:** Perform the following operation(s) if needed.
   - Choice 1: Click at the bottom of the page, and then click **Vehicle Record** to enter the operation panel.
   - Choice 2: Click on the right of the page, and then click **Vehicle** to enter the operation panel.

Mark Vehicle

If you think that a vehicle is suspicious, you can mark the vehicle. The marked vehicles can be filtered out later when searching for the related vehicle passing information in the Vehicle Search module.

- For Choice 1: Click in the Operation column to mark the vehicle.
- For Choice 2: Move you cursor to the target vehicle area, and then click to mark the vehicle

Add Vehicle to Vehicle List

If the Client recognizes a vehicle that is not added to the vehicle list, you can add it to the vehicle list manually. See ***Add Recognized Vehicle to Vehicle List*** for details.

- For Choice 1: Click to add the vehicle to a vehicle list.
- For Choice 2: Move you cursor to the target vehicle area, and then click to add the vehicle to a vehicle list.

Search Vehicle

If you want the know how many times the vehicle has entered and exited the parking lot, you can search for the passing record(s) of the vehicle. For details, refer to ***Search for Passing Vehicles Detected by Cameras and UVSSs*** .

	• For Choice 1: Click to enter the Vehicle Passing Record Search page to search for the passing record(s) of the vehicle. • For Choice 2: Move you cursor to the target vehicle area, and then click to enter the Vehicle Passing Record Search page to search for the passing record(s) of the vehicle.
Delete All Records	If you enter the operation panel via choice 1, you can click to delete all the vehicle records.
Subscribe All Vehicle Events	If you enter the operation panel via Choice 1, you can check **Subscribe All** to subscribe all vehicle events.

4.3.4 View UVSS's Live Video

An under-vehicle surveillance system (UVSS) generally consists of imaging systems mounted on a roadway and used at facility access points, particularly at secure facilities. It is used to detect threats—such as bombs—that are hidden underneath vehicles. Cameras capture images of the undercarriage of the vehicle for manual or automated visual inspection by security personnel or systems. As the vehicle arrives at the checkpoint and drives over the imaging unit, the cameras capture images of the undercarriage and transmit them to Control Client. The undercarriage picture of the passing vehicle is captured and displayed on the live view window. The license plate number of the passing vehicle is recognized and displayed on the right side of the live view window.

Before You Start

Add a UVSS to the system via Web Client. Refer to *User Manual of HikCentral Professional Web Client* for details.

Perform this task when you need to view UVSS's live video.

Steps

1. In the top left corner of the Home page, select → **All Modules** → **Monitoring** → **Monitoring** .
2. Start the live view of UVSS.
   - Drag the UVSS from the device list on the left to the display window to start live view.
   - Double-click the UVSS name in the device list on the left to start live view.

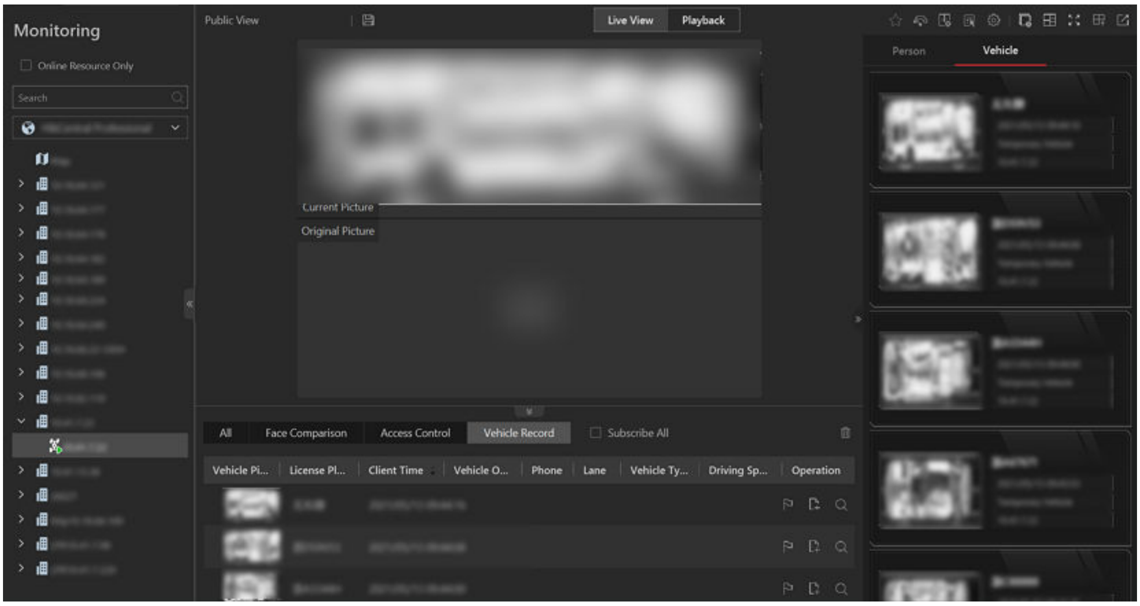


Figure 4-5 Live View of UVSS

You can view the live video of the UVSS linked camera, the undercarriage picture, and recognized license plate number of the passing vehicles.

3. **Optional:** Mark important information on the undercarriage picture.
   1) Move your cursor onto the undercarriage picture.
   2) Click on the toolbar.
   3) Draw on the undercarriage picture to mark important information such as the explosive.
4. **Optional:** Perform the following operation(s) if needed.
   - Choice 1: Click at the bottom of the page, and then click **Vehicle Record** to enter the operation panel.
   - Choice 2: Click on the right of the page, and then click **Vehicle** to enter the operation panel.

Mark Vehicle

If you think that a vehicle is suspicious, you can mark the vehicle. The marked vehicles can be filtered out later when searching for the related vehicle passing information in the Vehicle Search module.

- For Choice 1: Click in the Operation column to mark the vehicle.
- For Choice 2: Move you cursor to the target vehicle area, and then click to mark the vehicle

Add Vehicle to Vehicle List

If the Client recognizes a vehicle that is not added to the vehicle list, you can add it to the vehicle list manually.

- For Choice 1: Click to add the vehicle to a vehicle list.
- For Choice 2: Move you cursor to the target vehicle area, and then click to add the vehicle to a vehicle list.

Search Vehicle

If you want the know how many times the vehicle has entered and exited the parking lot, you can search for the passing record(s) of the vehicle.

- For Choice 1: Click to enter the Vehicle Passing Record Search page to search for the passing record(s) of the vehicle.
- For Choice 2: Move you cursor to the target vehicle area, and then click to enter the Vehicle Passing Record Search page to search for the passing record(s) of the vehicle.

Delete All Records	If you enter the operation panel via choice 1, you can click to delete all the vehicle records.
Subscribe All Vehicle Events	If you enter the operation panel via Choice 1, you can check **Subscribe All** to subscribe all vehicle events.

4.3.5 Perform Manual Panorama Tracking

During live view, you can enable the panorama tracking manually to locate or track the target appeared in the view of bullet or box camera with a linked speed dome. You can also check and test the calibration results about panorama tracking settings for auto-tracking.

Before You Start

Make sure you have configured the panorama tracking rules for the box or bullet camera on Web Client. For more details, refer to *User Manual of HikCentral Professional Web Client*.

Steps

1. In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Monitoring** .
2. Start the live view of box/bullet camera, and linked speed dome.
3. Click on toolbar of box/bullet camera to enable manual panorama tracking.

Note

If you choose to enable manual panorama tracking, the auto panorama tracking will not take effect; if you choose not to enable manual panorama tracking and enable **Auto-Tracking** when configuring panorama tracking on the Web Client, when the configured VCA event is triggered by target, the linked speed dome will perform the automatic panorama tracking.

4. Click or draw a rectangle on the live view image of the box/bullet camera, and the speed dome will switch to the close-up view.

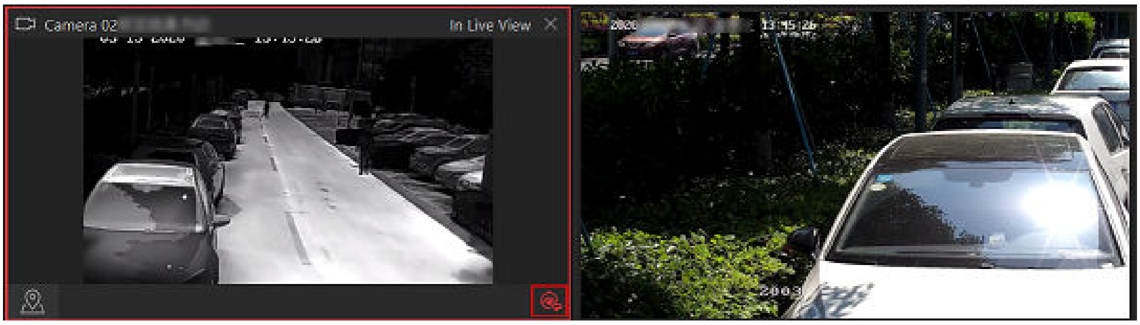


Figure 4-6 Manual Panorama Tracking

4.3.6 Create Zooming Area to View Detailed Live View

You can play the full-frame live view of a camera and zoomed-in parts side by side at the same time by creating zooming areas.

Before You Start

Make sure you have added camera(s) via the Web Client.

Steps

1. In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Monitoring** .
2. Start the live view of a camera. See detailed instructions in ***Live View*** .
3. Create a zooming area in the full-frame live view of the camera to view details of this area in a new display window.
   - For a normal camera, click and draw a rectangle on the video.

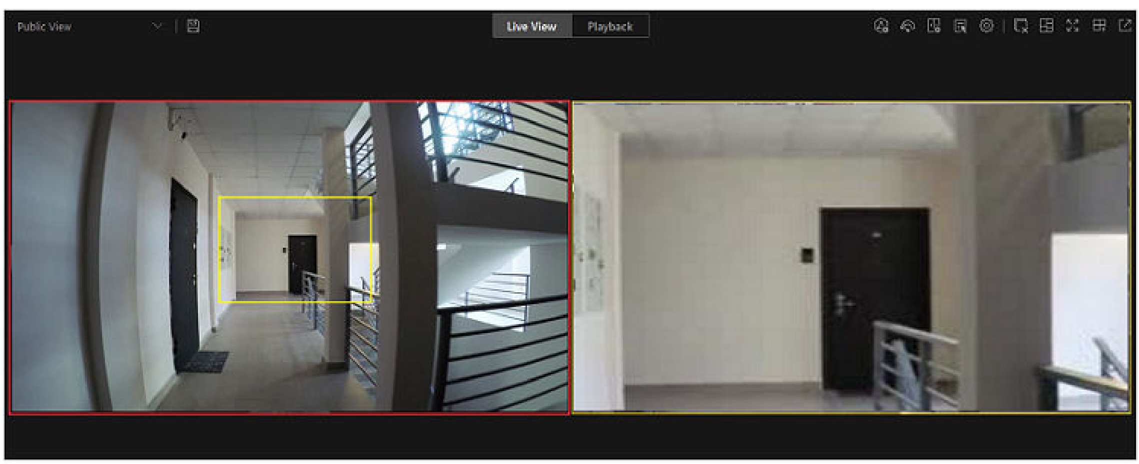


Figure 4-7 Zooming Area Window (Normal Camera)

Note

Up to 5 zooming areas can be added.

- For a fisheye camera, click and draw a rectangle on the video.

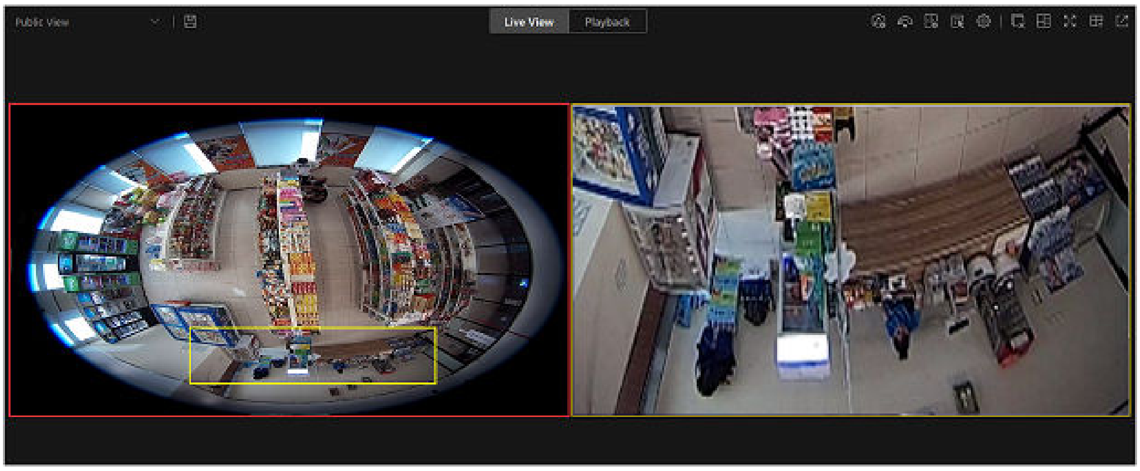


Figure 4-8 Dewarped Zooming Area Window (Fisheye Camera)

Note

- Up to 8 zooming areas can be added.
- For fisheye cameras, you can view the dewardped zooming image in the new live view window.

Live view of zooming area(s) you create will play in the new live view window(s).

4. **Optional:** Perform further operations after creating a zooming area.

Delete Zooming Area
Move the cursor to a zooming area on the main live view window, and click to delete the area.

Edit Zooming Area
Drag the edge of a zooming area to adjust the size of the area.

Stop Live View
On the live view window of a zooming area, click in the upper right corner to close the live view window.

Note

If you want to show the live view window of the zooming area again, you need to click / on the toolbar of the main live view window, and the area to a live view window.

Adjust Window Sequence
Drag the live view windows to adjust their sequences.

4.3.7 View Detected Event in Live View

The detected events, including ANPR events, face picture comparison events, access events, and passing vehicle records can be displayed in real-time during live view. You can view the event details, filter the events, and clear the events.

Before You Start

Make sure you have added devices and events.

Steps

1. In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Monitoring** .
2. Start live view.
3. Click at the bottom of the client to show the event list.
4. Select **All**/**Face Picture Comparison**/**Access Control**/**Vehicle Record** tab to view the corresponding event information.

   Face Picture Comparison

   A face picture comparison event refers to any event involving a camera with face recognition capability.

   Access Control

   An access control event refers to any events with an access point involved. Click **Access Control** to go through access control events, and on the right pane, you can view the person details.

   Vehicle Record

   A vehicle record refers to any passing vehicle information captured by an ANPR camera.
5. **Optional:** Perform further operations.

View Event Details	Click to view the event details.
Add to List	• If the client recognizes a person that is not in the person list, you can add the person to the face picture library by clicking . See details in ***View Detected and Matched Face in Live View*** . • If the client recognizes a vehicle license plate that is not in the vehicle list, you can add it to the vehicle list by clicking . See details in ***Add Recognized Vehicle to Vehicle List*** .
Forgive Anti-Passback Violation	When a person attempts to use a card out of 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. In the Access Control event list, you can forgive an anti-passback event by clicking in the Operation column.

Search Access Records	For visitor access events, click to go to Access Record Retrieval page to search access records of the visitor by customizing searching conditions.
Search Events	For door events, click to go to Event & Alarm Search page to search event by customizing searching conditions.
Subscribe All Face Picture Comparison Events	In the Face Picture Comparison event list, check **Subscribe All** so that the current Control Client can receive events from all the face picture libraries and display the events in the event list.
Subscribe All Vehicle Records	In the Vehicle Records list, check **Subscribe All** so that the current Control Client can receive all passing vehicle records from ANPR cameras and display the records in the list.
Filter Event	Click to select the resource to filter the related event.
Clear Event	Click to clear all the detected events.

4.3.8 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

1. In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **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 General 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.

Operation	Description
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.
Save as Evidence	Click **Save As** and check **Save as Evidence**, and then edit the information to save the video footage as evidence. **Note** See ***Save Manually Recorded Video to Evidence Management Center*** for details.

Capture Pictures

1. In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Monitoring** .
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 for captured pictures in System. For details, see ***Set General 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).

Operation	Description
Check Picture	Click **Open Folder** in the dialog box to open the folder where the captured pictures stored to and view pictures.
Edit Picture	a. Click **Edit** in the dialog box to open the Capture window. b. Press and move the cursor on the picture to draw. For example, you can mark the suspicious persons in the picture. c. 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.
Picture Search	Click **Picture Search** to open video search window. Refer to ***Search Captured Face Pictures by Feature*** for more details.

4.3.9 Perform Visual Tracking in Live View

Visual Tracking is a security technology that uses cameras to automatically detect, identify, and follow specific targets (like people, vehicles, or objects) in real-time videos. Common applications include public safety (tracking suspicious individuals in crowded areas or monitoring critical infrastructure), traffic management (detecting violations like illegal lane changes), and retail security (preventing shoplifting). During live view, if the camera is configured with linked cameras for visual tracking on the Web Client, you can continuously monitor moving targets, even across multiple cameras.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Monitoring** → **Monitoring** .
2. Start live view of one camera which is configured with visual tracking.
3. On the live view toolbar, click to enter the visual tracking mode.
4. When the object moves out of the camera's field of view, click the linked camera icon to jump to the live view of the linked camera to continue to monitor the object.

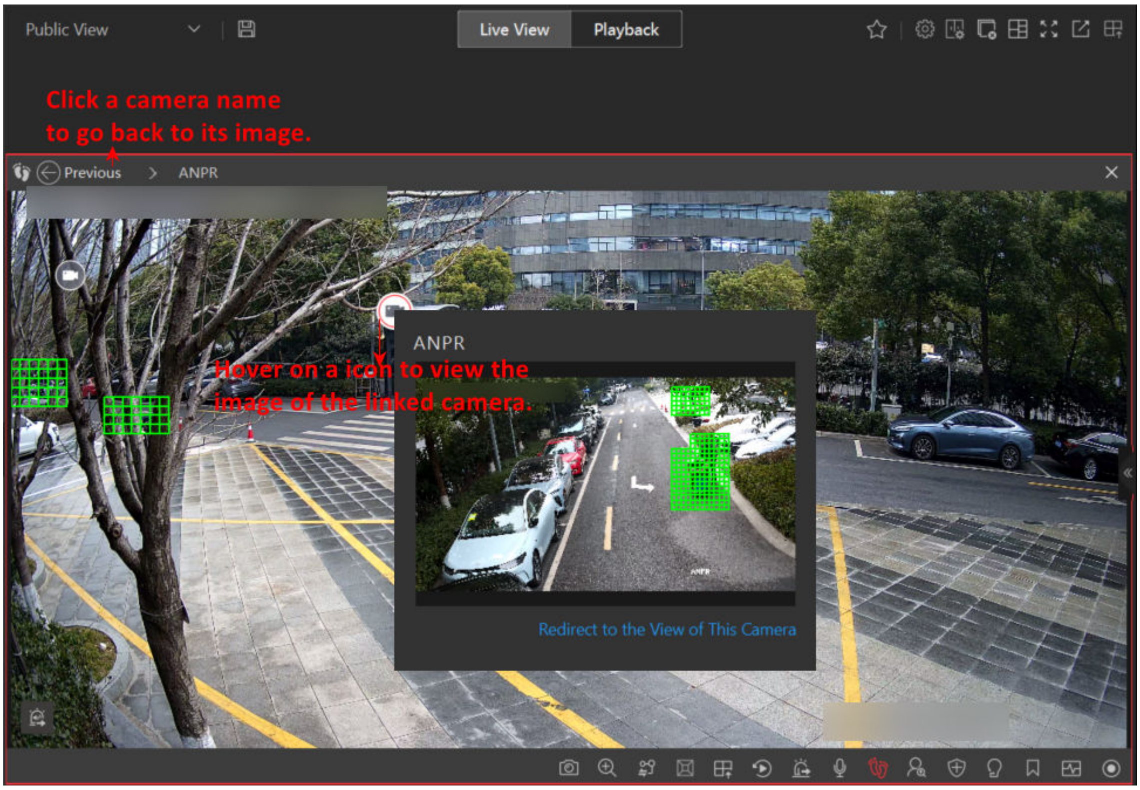


Figure 4-9 Visual Tracking in Live View

The live view of the associated camera will be displayed in the middle. Meanwhile, the live view of the associated cameras (if configured) of this associated camera will show.

5. Click  on the toolbar to exit the visual tracking mode.

4.3.10 View People Density in Live View

For a camera linked to an abnormal event detection server, you can view its live video, heat map that shows people density data, and real-time statistics of people amount simultaneously. In this way, you can monitor people density in the field of view of the camera in real time, thus prevent excessive people gathering in special occasions such as epidemic outbreak.

Before You Start

- Make sure you have purchased the license that supports people density analysis.
- Make sure that you have added an abnormal event detection server to the SYS and linked cameras to the server, and that you have set people density analysis tasks for the cameras on the Web Client. For details, see *HikCentral Professional Web Client User Manual*.
- Make sure you have configured people density analysis on the abnormal event detection server. For details, see the user manual of the server.

Steps

Note

The function should be supported by the camera.

1. Start live view of a camera linked to the abnormal event detection server.

   Note

   For details, refer to ***Live View*** .

2. Hover the cursor onto the live view image to show the toolbar, and then click on the toolbar to enter the people density analysis mode.

   The display window will be divided into three parts: the live video (optical view) of the camera, a heat map, and a line chart.

   On the heat map, the persons on the image are highlighted, which allows you to view their motion clearly.

   On the line chart, the variation trend of the people amount and the real-time people amount are displayed.

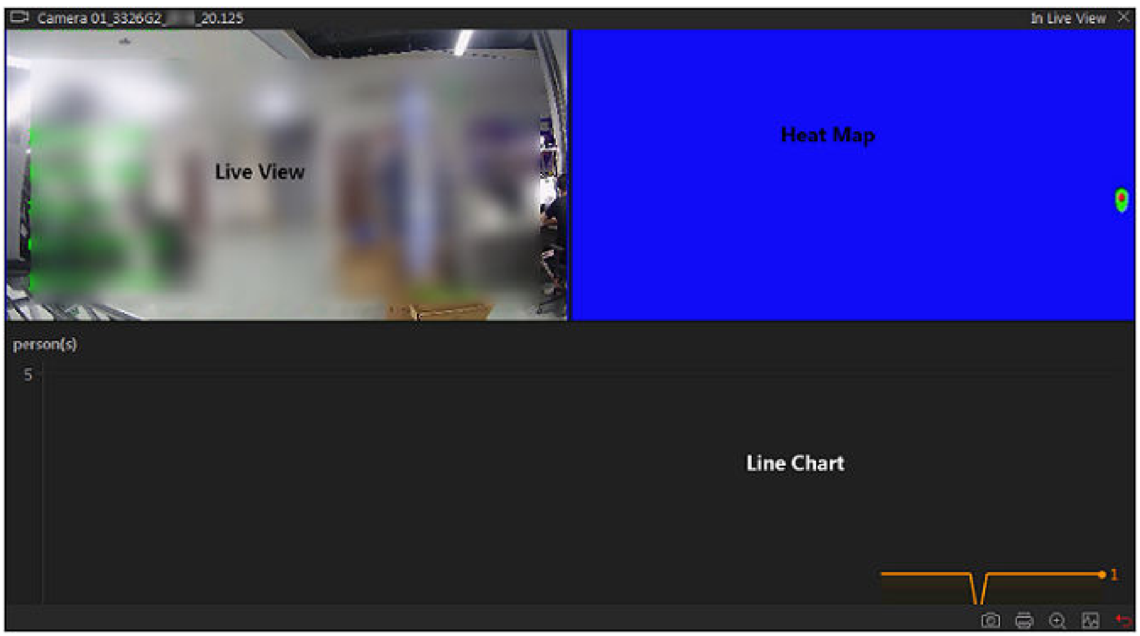


Figure 4-10 View People Density in Live View

3. **Optional:** Perform the following operations if required.

Capture and Manual Recording	Click to capture a picture.
Print Captured Picture	Click to capture a picture and then print it.

View Camera Status	Click to view the camera's status information, including frame rate, resolution, bit-rate, network status, signal status, recording status, video storage location, picture storage location, etc.

4.3.11 View Detected and Matched Face in Live View

During live view of face recognition cameras, the detected faces will be displayed in the window. After setting the face picture library and apply it to the camera, the face picture matched with the face in the face picture library will display, showing the person details, captured picture, matched person's original picture, and similarity. If the detected person is not in the face picture library, you can also add it to the face picture library and apply the library to the device to take effect.

Before You Start

Add the required device and configure the face picture library. Refer to the *User Manual of HikCentral Professional Web Client*.

Steps

Note

This function should be supported by the device.

1. In the top left corner of the Home page, select → **All Modules** → **Monitoring** → **Monitoring** .
2. Start live view.
   - Drag a face recognition camera from the camera list on the left to the display window.
   - Double-click a face recognition camera name to start the live view.

   If a face is detected, it will be displayed on the right of the window. If he/she is not matched with any persons in the camera's linked face picture libraries, the capture time is marked with an orange background as follows.

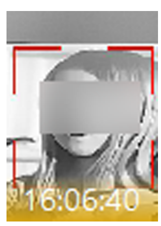


Figure 4-11 Mismatched Person

3. View matched persons in different face picture libraries.

   Example

   For example, you can view the matched persons in blocklist and VIP list at the same time.

   1) Click tab to open the face picture library list.

      All the face picture libraries added to the system display.

   2) Double click the face picture library name in the list or drag it to the display window.

A blank panel of the face picture library will display on the right of the display windows.

If there are persons matched with the person in the picture library group, the captured and original face pictures will display in this panel in pairs with similarity as follows.

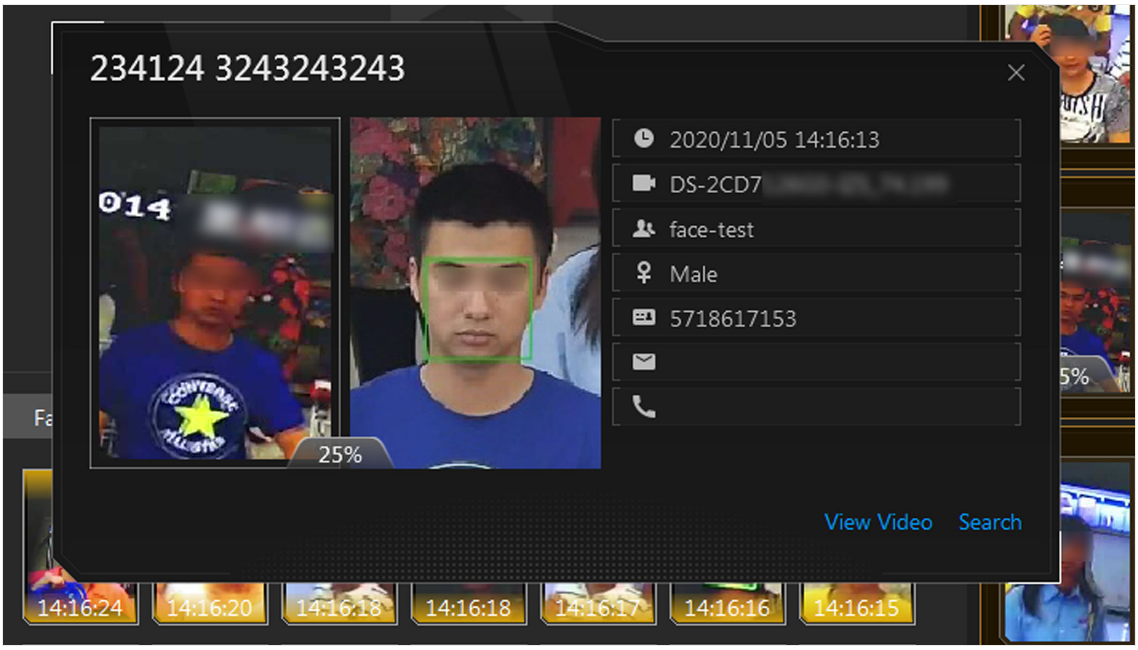


Figure 4-12 Matched Persons

You can view the captured face picture, person's profile (configured in the Web Client) and the similarity. The person's name is shown on the profile.

4. **Optional:** View all the real-time face picture comparison events.
   1) Click at the bottom of the page to show the event list panel.
   2) Click **Face Picture Comparison** tab to view all the detected faces (including matched and mismatched persons).

Note

For mismatched persons, the picture's capture time is marked with an orange background as follows.

Figure 4-13 Mismatched Person

5. **Optional:** For the matched persons, view the person details.
   - In the matched face picture panel, click to view the matched person details.

- Click the face picture of matched person in the face picture comparison event list to view the person details.
- In the all events list panel, select the person matched event and click in the Operation column to view the person information.

6. **Optional:** If there are multiple cameras in live view, you can quickly find the camera which captures certain picture and view its live view.
   - In the matched face picture panel, click .
   - In the Face Picture Comparison event list, click the captured picture and click **Live View**.

   The camera which captures this picture will be highlighted with a red frame.
7. **Optional:** For the captured pictures (mismatched or matched person), you can click the picture and perform the following operations.

Picture Search	Click **Picture Search** to go to the Picture Search page to search for the target person in the captured pictures by uploading a face picture. For detailed information, see ***Search Face Pictures by Picture*** .
Archive Search	Click **Archive Search** to go to the Archive Search page to search the person's archive.
Identity Verification	Click **Identity Verification → To be Verified** to verify the person's identity, or click **Identity Verification → Target** to set the person as a comparing target.

8. **Optional:** Double-click a captured picture and click **Download** to download the captured picture.

4.3.12 Add Mismatched Person to Person Group

During live view, if a person is detected, but not matched with any persons in the picture library group, and if you want the person to be recognized for the next time, you can add the person to the face picture library. For example, if the detected person is a new arrived VIP, you can add the person to the VIP face picture library and apply this library to the camera. For the next time, the camera will recognize the person's face and match her/him with the person information in the face picture library.

Steps

1. In the top left corner of the Home page, select → **All Modules** → **Monitoring** → **Monitoring** and perform face picture comparison in live view.

   Note

   For details, refer to ***View Detected and Matched Face in Live View*** .
2. Open the Add to Person Group panel.
   - At the bottom of the page, click to unfold the All Events panel, and click in the Operation column to open the Add to Person Group page.
   - Click the mismatched face pictures in Face Picture Comparison event panel and click **Add to Person Group**.
3. Select the face picture libraries you want to add this person to.

4. Enter the person details, such as ID, first name, last name, custom additional information, etc.
5. Click **Add**.

What to do next

Log into the Web Client and apply the face picture library to the camera to take effect.

4.3.13 Add Recognized Vehicle to Vehicle List

Recognized vehicle license plate number will be displayed both on the live view page and the vehicle record page. So you can add the recognized vehicles to vehicle list on the two pages. Besides, you can add a recognized vehicles to vehicle list on the vehicle search page.

In the top left corner of the Control Client, select → **All Modules** → **Monitoring** → **Monitoring** .

Add Recognized Vehicle to Vehicle List on Live View Page

Select a camera for license plate recognition to start live view. Click at the bottom of the client to show the event list, and then click **Vehicle Record** tab to show vehicle recognition events.
At the bottom of the page, click → **Vehicle Record** → to open the Add to Vehicle List panel; on the right of the page, click → **Vehicle**, hover the cursor on a target vehicle area, and click to open the Add to Vehicle List panel.
Set the vehicle information including license plate number, validity, vehicle features, vehicle owner information, and select a vehicle list to add the vehicle to. Click **Add** to add the vehicle to the selected vehicle list.

Note

See ***Live View*** for details about starting live view.

Add Recognized Vehicle to Vehicle List on Entrance and Exit Page

Enter the Entrance and Exit page, the recognized vehicles will be displayed in the **Vehicle Record** tab page.

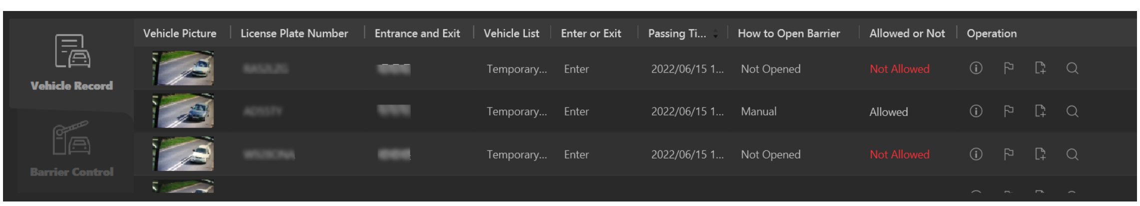


Figure 4-14 Vehicle Record

Click in the Operation column to open the Add to Vehicle List panel.

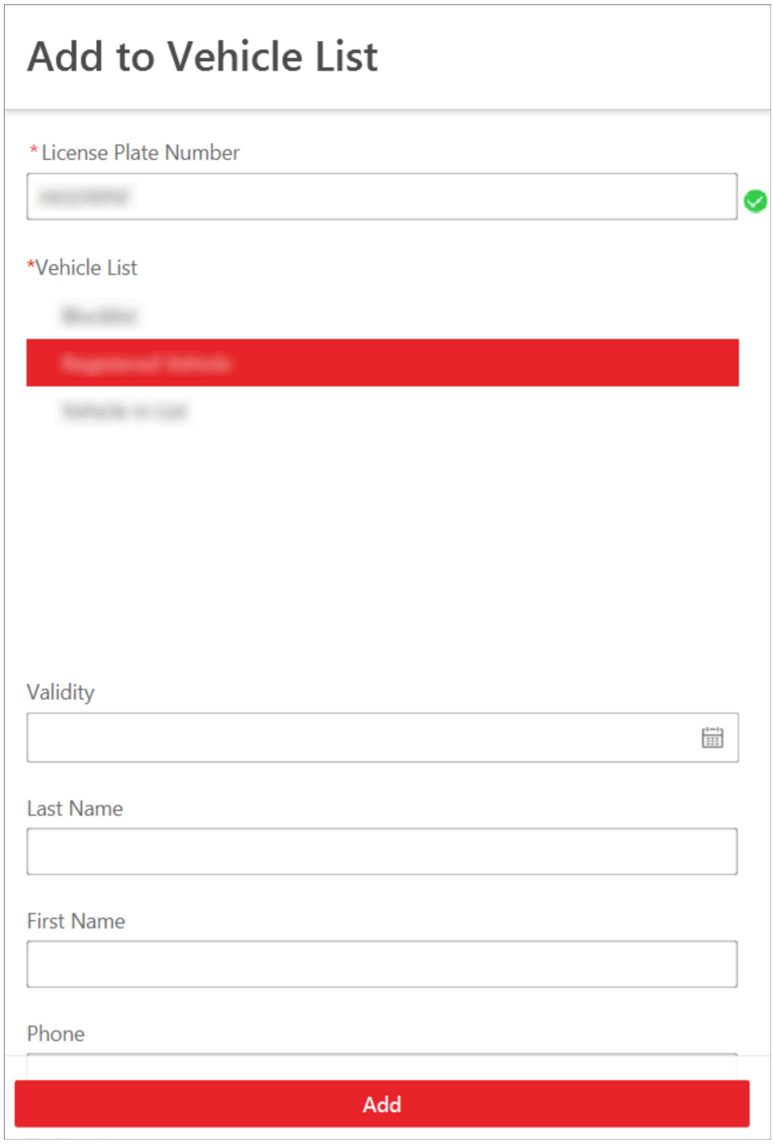


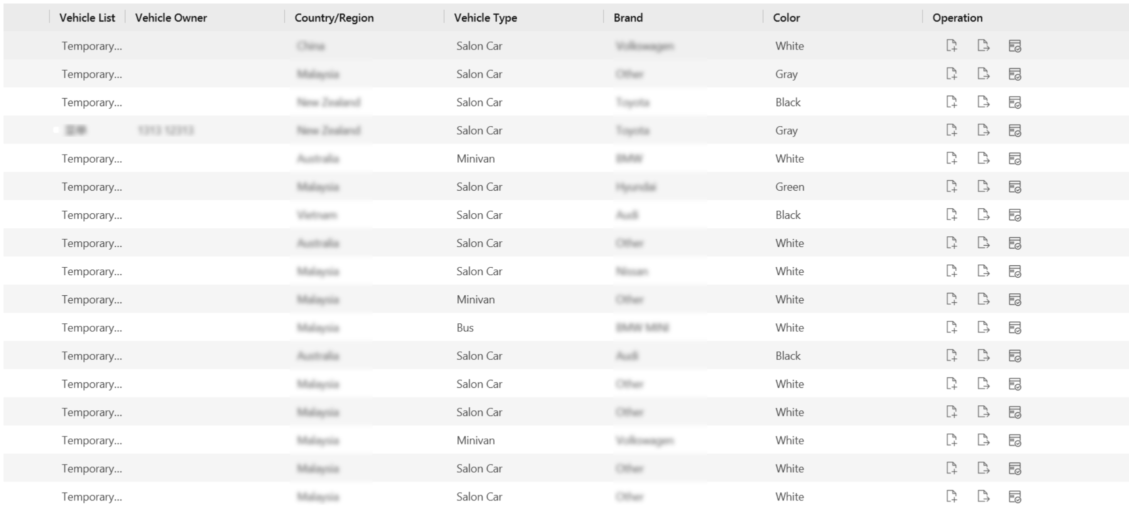
Figure 4-15 Add to Vehicle List

Set the vehicle information including license plate number, validity, vehicle features, vehicle owner information, and select a vehicle list to add the vehicle to. Click **Add** to add the vehicle to the selected vehicle list.

Add Recognized Vehicle to Vehicle List on Vehicle Search Page

Search vehicles recognized by entrance and exit. See ***Search for Passing Vehicles Detected by Cameras and UVSSs*** for details.

In the search results area, click in the Operation column to open the Add to Vehicle List panel.



Vehicle List	Vehicle Owner	Country/Region	Vehicle Type	Brand	Color	Operation
Temporary...			Salon Car		White	
Temporary...			Salon Car		Gray	
Temporary...			Salon Car		Black	
			Salon Car		Gray	
Temporary...			Minivan		White	
Temporary...			Salon Car		Green	
Temporary...			Salon Car		Black	
Temporary...			Salon Car		White	
Temporary...			Salon Car		White	
Temporary...			Minivan		White	
Temporary...			Bus		White	
Temporary...			Salon Car		Black	
Temporary...			Salon Car		White	
Temporary...			Salon Car		White	
Temporary...			Minivan		White	
Temporary...			Salon Car		White	
Temporary...			Salon Car		White	

Figure 4-16 Vehicle Search Results

Set the vehicle information including license plate number, validity, vehicle features, vehicle owner information, and select a vehicle list to add the vehicle to. Click **Add** to add the vehicle to the selected vehicle list.

4.3.14 More Functions

There are more other functions supported during the live view, including batch starting wipers, opening auxiliary screen(s), etc.

Third-Party Integrated Resource

Click to control the third-party resource(s).

Operate All Access Points

Click to control the status of access point(s).

Customize Live View and Playback Toolbar

Click → **Basic Video** → **Toolbar** to customize the icons on the Live View and Playback toolbar.

Note

For details about the different functions of the icons, refer to ***Customize Icons on Live View Window*** and ***Customize Icons on Playback Window*** .

Add to Favorites

Click to add the camera to Favorites. You can click **Create Favorites** to create a new Favorites.

Open Auxiliary Screen

Live video can be displayed on different auxiliary screens to monitor multiple scenes. Click above the display window area to open an auxiliary screen. Up to 4 auxiliary screens for live view are supported.

4.3.15 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 Control Client, select → **All Modules** → **Management** → **System** .
2. Select **Basic Video** → **Toolbar** .
3. In **Customize Live View Tool Bar** 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 4-2 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 **Picture Search** to search the captured picture, archive, and identity verification related with 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.
	Camera Status	Show the camera's recording status, signal status, connection number, etc.
	Arming Control	Open the arming control window of the camera to arm or disarm the camera's event. The Control Client can receive the armed events or alarms.
	Switch Stream	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.
	Display on Smart Wall	Display the live video on the smart wall. See ***Manage Smart Wall (Smart Wall Device)*** for details.
	VCA / Smart Search	Display the VCA / Smart Search window. You can set a rule to search video files and filter the videos by event types. Refer to ***Search VCA/Smart Event Related Video*** for details.
	Alarm Output	Display the Alarm Output Control page and turn on/off the alarm outputs of the connected camera. See ***Control Alarm Input/Output*** for details.
	Add Tag	Add a tag for the video footage in a selected time range during live view. See ***More Functions*** for details.
	Visual Tracking	Track an individual (such as a suspect) across different areas without losing sight of the individual. See *User Manual of HikCentral Professional Web Client* and ***Perform Visual Tracking in Live View*** for details.
	Local Zoom	Create zooming area(s) on the video image to view detailed live view. See ***Create Zooming Area to View Detailed Live View*** for details.

	Create Dewarped Zooming Area	Create dewarped zooming area(s) on the video image to view detailed live view. See ***Create Zooming Area to View Detailed Live View*** for details.
	Picture Search	Search for the target person by the captured pictures. See ***Search Captured Face Pictures by Feature*** for details.
	Manual Linkage	Locate or track the target appeared in the view of bullet or box camera with a linked speed dome.
	People Density	View people density data and real-time statistics of people amount. See ***View People Density in Live View*** for details.
	Broadcast	Start broadcasting to the connected speaker units.
	Enhancement	Adjust the video image including brightness, saturation, etc.
	Rotate Image	Rotate an 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).
	Target Display	Click the icon, and the target attribute such as person and vehicle will be overlaid on the image.
	Locate Target	Click the icon to measure the distance between camera and target.
	Person/Vehicle Arming	Click the icon to start the auto-track of people and vehicles.
	Panorama	Click to generate a cylindrical panorama image or fisheye panorama image.
	Clean Manually	Click the icon to clean the camera.
	Object Search	Select a person in the image and search for the person.

Note

The icons on the toolbar in the live view window vary with the device's capabilities.

5. Click **Save**.

4.4 Real-Time Temperature and People Counting Monitoring

With people counting analysis function, you can monitor the people stayed in an area while monitoring their features (including skin-surface temperature, wearing mask or not, similarity with already-added persons, etc.).

On the Control Panel, click → **All Modules** → **Monitoring** → **Monitoring** → **People Counting Analysis** .

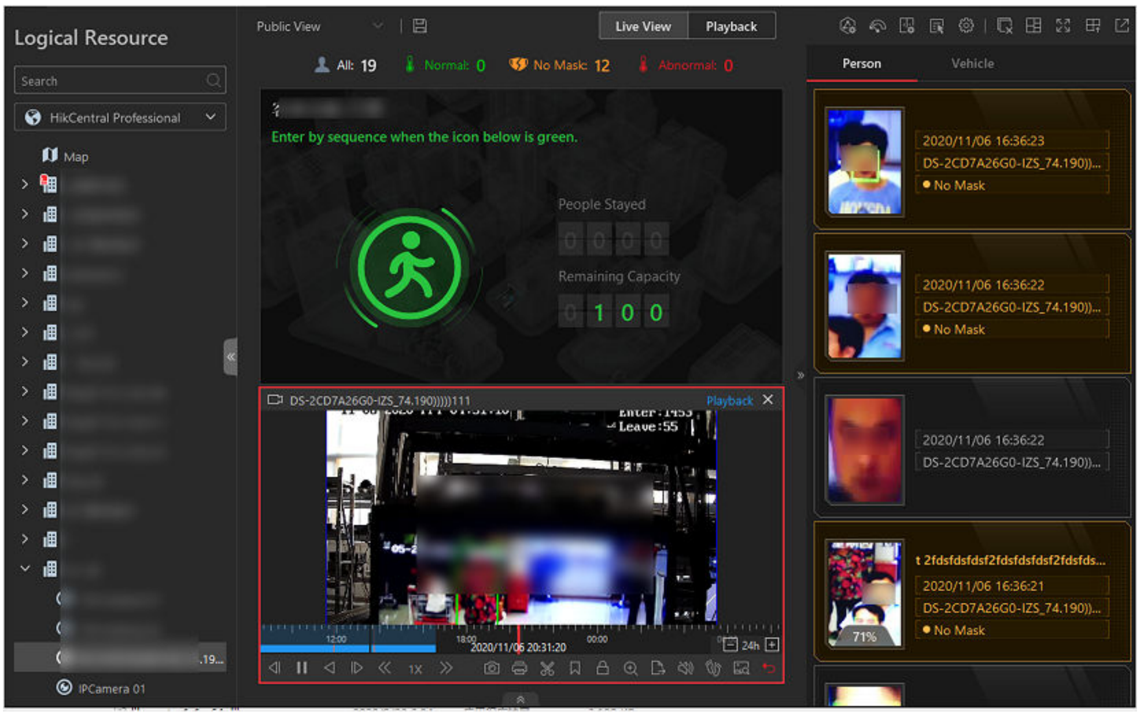


Figure 4-17 Real-Time Temperature and People Counting Monitoring

Real-Time Temperature Screening

On the Monitoring page, after starting live view of a skin-surface screening point, you can view the latest skin-surface temperature information on the right.

Persons with different features will be marked by different colors. Green color indicates the detected person's skin-surface temperature is normal and the person is wearing a mask. Orange indicates a person with normal skin-surface temperature wears no mask. Red indicates a person with abnormal skin-surface temperature.

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.

Also, you can go to the People Counting Analysis page and drag the current camera's corresponding people counting group to the live view area. In this way, you can monitor the people counting data during live view.

Real-Time People Counting

On the left, all the people counting groups are displayed. Drag one or more people counting group to the live view area to show the real-time people counting data. The real-time people counting data include people stayed and remaining entries of the monitored area, and whether more people are allowed to enter.
Go to the Logical Resource page and start live view of skin-surface temperature screening camera(s) that monitoring the same area with the above-mentioned people counting group. In this way, while monitoring the people amount in the monitored area, you can view the live view of the monitored area to get person information, including face picture, skin-surface temperature, wearing mask or not, etc. The latest person information will be displayed on the right in thumbnail format.

People Stayed

The amount of people who are currently inside the monitored area.

Remaining Capacity

The amount of people that can enter the monitored area. If the people stayed amount exceeds the number set when adding a people counting group, no people will be allowed to enter, and the green icon will turn to red for notification.

Edit Displayed Information

Hover the cursor on the people counting analysis window and click to correct stayed people amount or edit descriptions and headlines.

- Correct People Amount: If the actual number of people stayed is different from the number displayed on the Control Client, you can enter the right people amount in the **Correct People Number in Headline 01** field.
- Second Language: the Control Client supports displaying descriptions and headlines in two languages. Besides English, you can enter the descriptions and headlines in another language to display the information in two languages simultaneously.

Chapter 5 Playback

You can start playback of a camera or a channel. Also, you can search for recorded videos.

5.1 Playback

The video files stored on the local storage devices such as HDDs, Net HDDs, and SD/SDHC cards or the Recording Server, can be searched and played back remotely through the web browser.

In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Monitoring** .

5.1.1 Choice 1: Start Playback in View Mode

Click tab on the left pane.

Click the **Playback** tab to enter the playback page.

Click a view to quickly start the playback of all the cameras related to the view.Click a view to quickly start the playback of all the cameras related to the view.

5.1.2 Choice 2: Start Synchronous Playback

Start normal playback of at least two cameras.

After starting normal playback, click **Synchronous Playback** on the playback toolbar to enable the synchronous playback.

5.1.3 Choice 3: Start Fisheye Playback

Select a fisheye camera from the camera list to start playback.

Move the cursor to the display window, and click on the appearing toolbar to enter the fisheye dewarping mode.

Drag on the video to adjust the view angle, and scroll the mouse wheel to zoom in or zoom out the view.

5.1.4 Choice 4: Start Playback of Favorited Cameras

1. Click tab on the left pane.
2. Select a parent Favorites, click to add a Favorites under the parent Favorites, and select the camera(s) to be added to Favorites.

Note

Up to 5 levels of Favorites can be added.

3. (Optional) Select a Favorites, and click → **Share** on the right side of Favorites' name to share it with others.
4. When in Playback window, select a Favorites, and click → **Play All** to start viewing the live view of all the camera(s) added in Favorites.

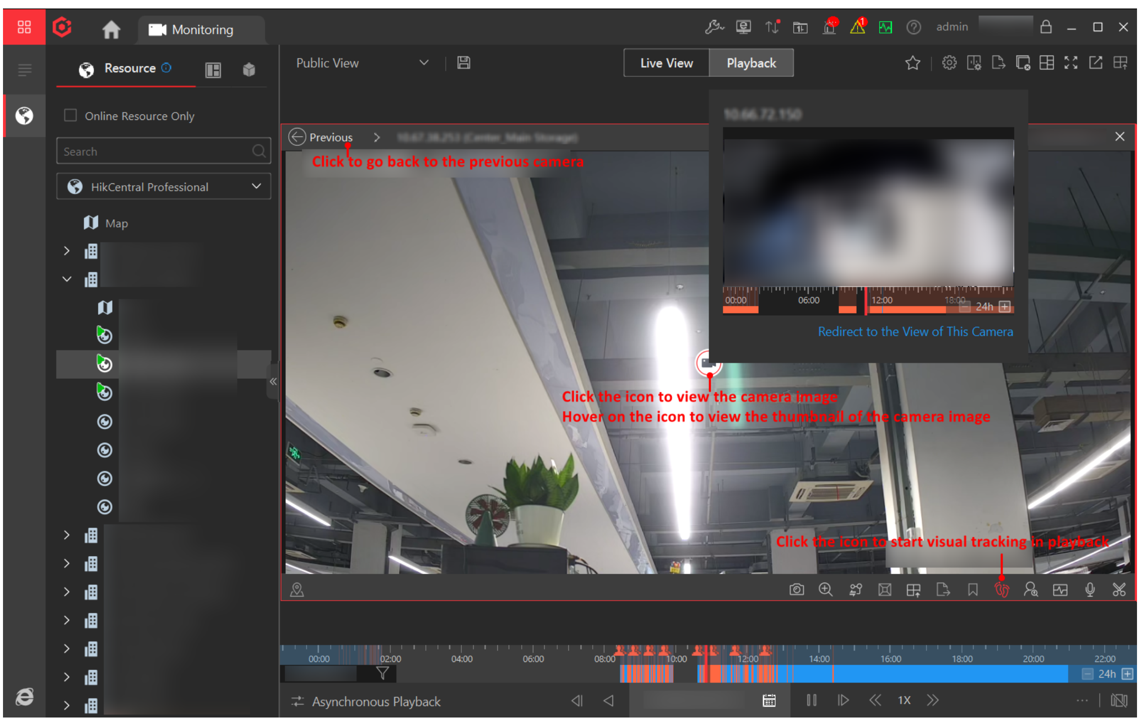
5.2 View Visual Tracking Video

During playback, if the camera is configured with associated cameras for visual tracking, you can easily track the individual appeared by accessing the recorded video of adjacent cameras directly.

Steps

1. In the top left corner of Home page, select → **All Modules** → **Monitoring** → **Monitoring** .
2. Start playback of the camera.
3. On the playback toolbar, click to enter the visual tracking mode.

   The recorded video of the current camera and the associated cameras will be displayed.
4. When the individual moves out of the camera's field of view, click the associated camera icon representing a link to the next camera.



5. Click on the toolbar to exit the visual tracking mode.

5.3 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 Control Client, select → **All Modules** → **Management** → **System** .
2. Select **Basic Video** → **Toolbar** .
3. Scroll down to **Customize Playback Tool Bar** section, add or remove the icons to show or hide the icons on the playback 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 5-1 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 **Picture Search** to search the captured picture, and identity verification related with the captured picture.
	Clip	Clip the video files for current playback and save in the current PC. You can save the clipped video as evidence, and set the saving path for the clipped video files. For details aboutsaving video files as evidence and setting saving path, see ***Save Clipped Video in Playback to Evidence Management Center*** .
	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 to avoid deleting the video file and protect the video file from being overwritten when the HDD is full.

		Note For the camera imported from Remote Site, if the video files are stored on the encoding device locally, you cannot lock the video files.
	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.
	Export	Export the video files of the camera and save them to your PC or connected USB device. You can also save the video file as evidence, and set saving path for the video files. For details about saving video files as evidence and setting saving path, see ***Manual Recording and Capture*** .
	Fisheye Expansion	Available for fisheye camera for entering the fisheye dewarping mode.
	VCA/Smart Search	Display the VCA/Smart Search window. You can set a rule to search video files and filter the videos by event types, including VCA/Smart Search, Intrusion Detection, and Line Crossing Detection. Refer to ***Search VCA/Smart Event Related Video*** for more details.
	Camera Status	Show the camera's recording status, signal status, connection number, etc.
	Switch Stream	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.

	Display on Wall	Click to view the playback on smart wall. See ***Manage Smart Wall (Smart Wall Device)*** for details.
	Visual Tracking	Track an individual (such as a suspect) across different areas without losing sight of the individual. See *User Manual of HikCentral Professional Web Client* and ***View Visual Tracking Video*** for details about setting and performing visual tracking.
	Digital Zoom	Create zooming area(s) on the video image to view detailed playback.
	Picture Search	Search for the target person by the captured pictures. See ***Search Captured Face Pictures by Feature*** for details.
	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.
	Object Search	Select a person in the image and search for the person.

Note

The icons shown on the toolbar in the display window will vary with the device's capabilities.

6. Click **Save** to save the above settings.

5.4 Video Search

The video files stored on local devices or Recording Server can be searched.

5.4.1 Search Video File by Tag

You can search video footage by tags. Before search, you can configure the time period and specify the camera and tags. After search, you can export the matched video files to the local PC, and save them as evidence to the SFTP server.

Steps

1. In the top left corner of the Control Client, select → **All Modules** → **Investigation** → **Video Search** .
2. Click **Video Footage Search** on the left.
3. Set the time period for search in Time field.

- Select the predefined time period in the drop-down list.
- Select **Custom Time Interval** to specify the start time and end time for the search.

4. Select cameras.
   1) Click in the camera panel.
   2) Select a current site or Remote Site from the drop-down site list to show its cameras.
   3) Check one or multiple cameras.
   4) Click outside of the list to confirm the selection.

Note

- Up to 16 resources can be selected for search at one time.
- The icon and represent the current site and remote site respectively.

5. **Optional:** Move the cursor to the selected camera and click to switch the stream type and storage location among **Main Stream / Main Storage**, **Sub Stream / Main Storage**, **Main Stream / Auxiliary Storage**, or **Sub Stream / Auxiliary Storage**.

Note

You can move the cursor to and batch switch the search condition, including stream type and storage location on the current/remote site. If the configured stream type or the storage location is not supported, it will not take effect.

6. **Optional:** Switch on **Tag** and select the tag type(s) as needed.

Note

- If you don't switch on **Tag**, all tags will be searched.
- By default, you can select **Person Detected**, **Vehicle Detected**, and **None**. Other tags are displayed according to the license of the Control Client.

Person Detected

The tag which is created when person(s) are detected in the video footage.

Vehicle Detected

The tag which is created when vehicle(s) are detected in the video footage.

Event Alarm Tag

The tag which is created when a certain event happens.

Note

Before selecting this tag type, you should have configured the linkage action for certain events. For details, refer to the *HikCentral Professional Web Client User Manual*.

Manually Added Tag

The custom tag which is added during video playback.

Lock

The tag which is created when the video footage is locked.

Other

Other tags.

None

Video without tags.

7. Click **Search** to find the related video footage.
   - Click the categories on the top to filter the results. The categories include **Regular Video**, **Person Detected**, **Vehicle Detected**, **Event Alarm Tag**, **Manually Added Tag**, **Lock**, and **Other**. You can also click **All**, and then select a category.
   - The search results can be sorted by cameras or time. You can filter the search results by specific cameras. You can also click or to switch between list mode and thumbnail mode.
8. **Optional:** View result statistics on timeline bar.

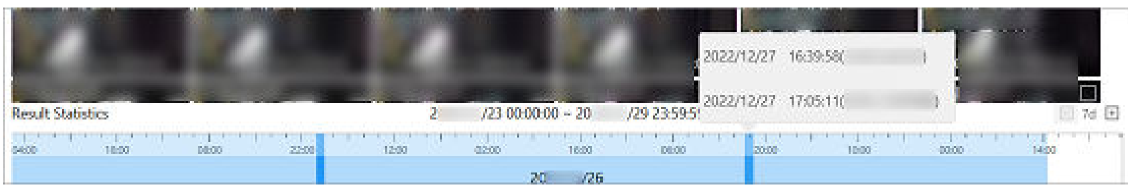


Figure 5-1 Timeline Bar

Note

- Move the cursor over the timeline to take a quick view of video footage information and click the appearing information to play the specific video footage.
- Click / to skip backward or forward to limit down the position using half-interval search halving the skip time with each direction change.

9. **Optional:** Segment the matched video footage of a specific camera if the video footage is still too long for locating the target video information.
   1) Click to display the matched video footage in thumbnail mode, and then hover the cursor over the thumbnail and click → **Video Segmentation** to show the Video Segmentation window.
   2) Hover the cursor over **Video Segmentation**.

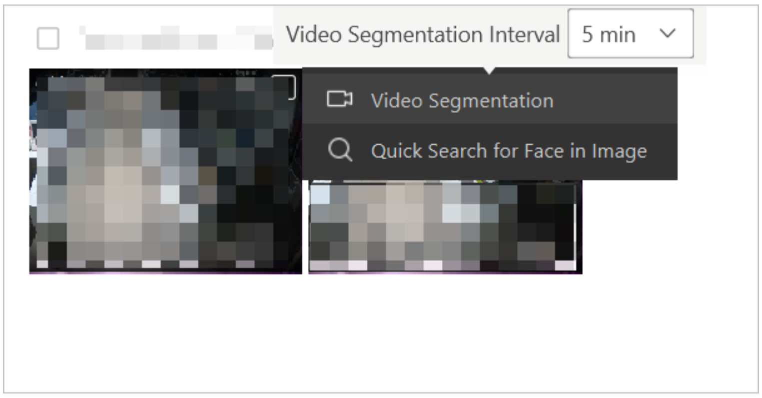


Figure 5-2 Segment Matched Video Footage of a Specific Camera

3) Set the interval of the video footage, and then click **Video Segmentation** to segment the footage.

10. **Optional:** Quick search for face in the video footage.
    1) Click to display the matched video footage in thumbnail mode.
    2) Hover your cursor over a thumbnail, and click → **Quick Search for Face in Image** to open the Person Search page.
11. **Optional:** Click a specific searched video footage to start remote playback, and perform more operations.

View Details in Auxiliary Window	Click in the upper-right corner to display the current page on an auxiliary window.
Position Video Segment	Drag the timeline forward or backward to position the desired video segment.
Normal/Reverse Playback	Click / to perform normal/reverse playback.
Single Frame Normal/ Reverse Playback	Click / to perform single-frame normal/reverse playback.
Slow/Fast Playback	Click / to perform slow/fast playback.
Go to Monitoring	Click **Go to Monitoring** to open the Monitoring page.
Playback Icons	For details about the other icons on the playback window, refer to ***Customize Icons on Playback Window*** .
View Location	Click **Location** tab to view GPS location (including latitude and longitude) of body camera in the searched video footage, and view the body camera tracks on the GIS map.

12. **Optional:** Export the matched video footage to local storage.
    - During playback, click on the toolbar to export the current video footage.
    - Select the video footage and click **Export** to export all the selected video footage.

5.4.2 Search Scheduled Capture

You can search for capture records according to schedule names and cameras. You can also view the search results' related video files, send records via emails to a specific recipient, and export the captured pictures and related video files as evidence.

Steps

1. In the top left corner of the Control Client, select → **All Modules** → **Investigation** → **Video Search** .
2. Click **Scheduled Capture Search** on the left.
3. Select capture schedule from the list.

Note

- For details about capture schedule, refer to the *HikCentral Professional Web Client User Manual*.
- You can enter keywords to search for specific capture schedules.

4. Select camera(s).
5. Set the time period for search in Time field.
   - Select the predefined time period in the drop-down list.
   - Select **Custom Time Interval** to specify the start time and end time for the search.
6. Click **Search** to find the scheduled capture pictures.

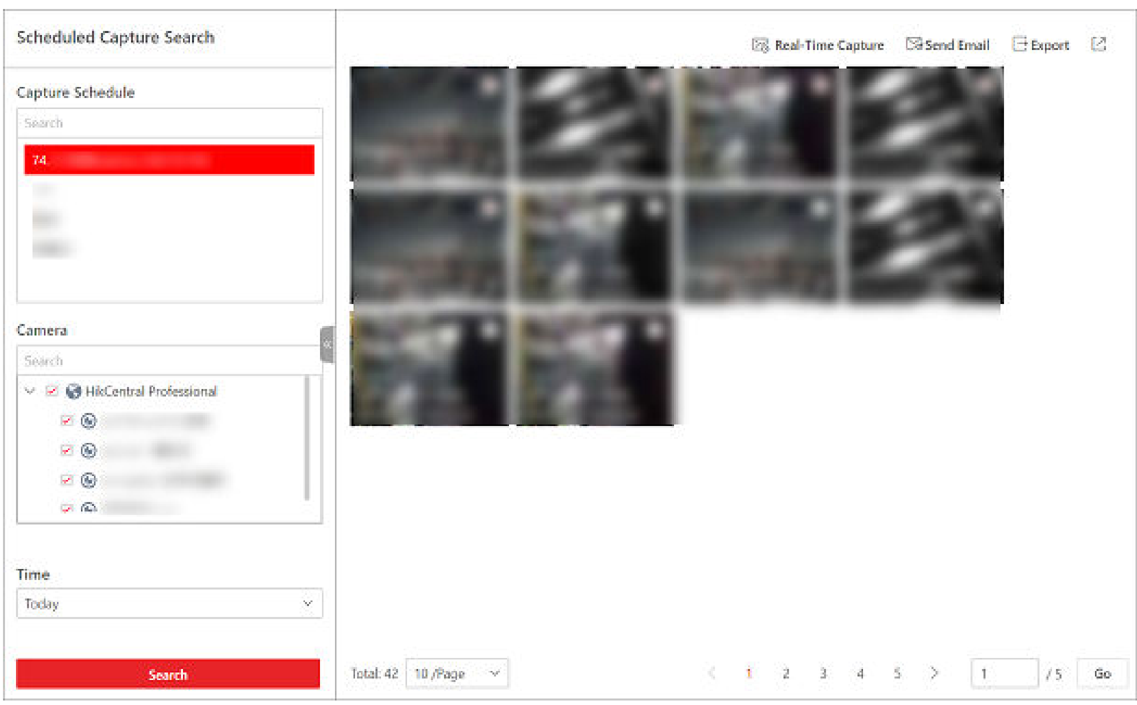


Figure 5-3 Scheduled Capture Search

The search results can be sorted by cameras or time. You can click or to switch between list mode and thumbnail mode.

7. **Optional:** Click a search result to view its details (such as camera name and captured time), and perform more operations.

Download Captured Picture/Video	Click **Download** to download the captured picture/video.
View Previous/ Next Scheduled Search	Click / to play the previous/next search result.
View Captured Picture	Click to view the captured picture.
View Captured Video	Click to view the captured video. **Note** On the playback window of the captured video, you can perform the following operations. • Drag the timeline forward or backward to position the desired video segment. • Click / to perform normal/reverse playback. • Click / to perform single-frame normal/reverse playback. • Click / to perform slow/fast playback. • Click / to zoom in/out the timeline bar. • Click to set the playback window in full screen. Press Esc on the keyboard to exit the full screen mode. • For details about the other icons on the playback window, refer to ***Customize Icons on Playback Window*** .

8. **Optional:** Click **Real-Time Capture** in the upper-right to capture pictures of the selected resources in real time.
9. **Optional:** Send Email of the scheduled capture record(s) to a specific recipient.
   1) Select one or more schedule capture results.
   2) Click **Send Email** in the upper-right.
   3) Select email template.

   Note

   For details about set email template, refer to *HikCentral Professional Web Client User Manual*.

   4) Enter the reason or problem of the record(s) to be sent.
   5) Click **OK**.
10. **Optional:** Export schedule capture record(s).
    1) Select one or more schedule capture results.
    2) Click **Export** in the upper-right.

3) Select the export content.
4) Select the file format as an Excel or a CSV file.
5) Click **OK**.

Note

- Up to 500 records can be exported each time.
- You can view the export task progress in the Task Center. For details, refer to ***Manage Downloading/Uploading Tasks*** .

11. **Optional:** Click in the upper-right to display the current page on an auxiliary screen.

5.4.3 Search Time-Lapse Photograph

Time-lapse photography is a technique which can combine a large amount of scheduled captures taken over a specific period to a video in desired length. For example, 600 pictures might be captured in 2 weeks, but they can be generated (in sequence) to a 2-minute video via time-lapse photography. You can search for generated time-lapse photograph of specific source, time, and length, and download them to your local PC.

Steps

1. In the top left corner of the Control Client, select → **All Modules** → **Investigation** → **Video Search** .
2. Click **Time-Lapse Photography** on the left.
3. Select material source.
   - **Capture Schedule**: Generate time-lapse photograph by scheduled capture pictures. You can select and search for captured schedules and corresponding camera(s).
   - **Local Device**: Generate time-lapse photograph by captured pictures uploaded from the local device. You can select and search for corresponding camera(s).
4. Set **Material Search Total Time** to specify the search time period of materials.
5. Set **Material Search Time for One-Day** to specify the search time period for one-day of materials.
6. Set **Time-Lapse Video Length** to specify the length of the video (unit: sec).
7. Click **Search**.

Note

If the searched pictures for generating time-lapse photograph are not enough, the search will be failed.

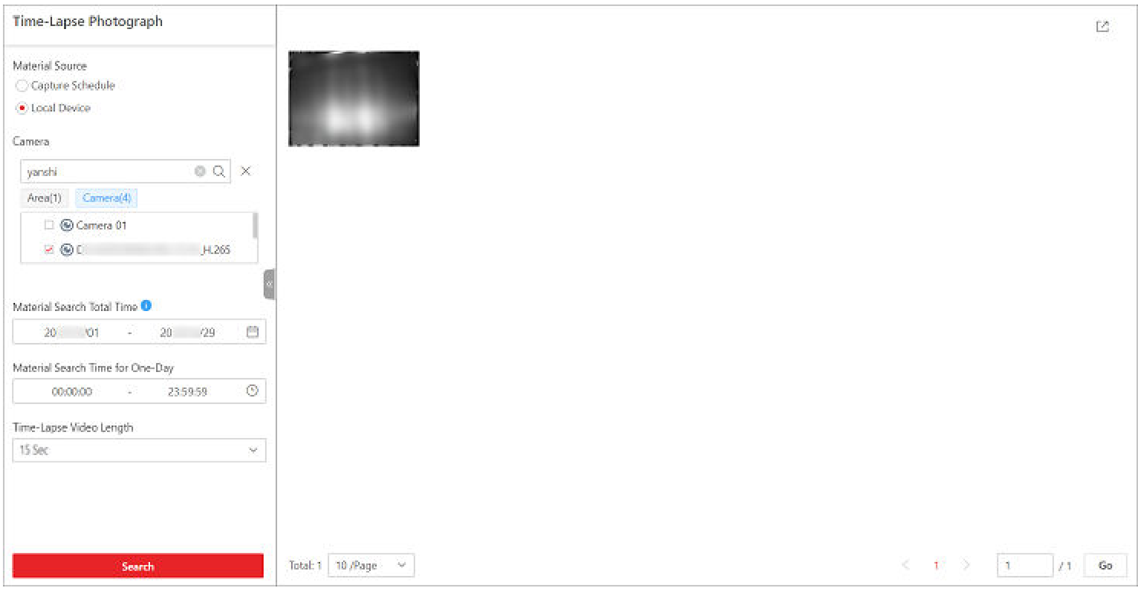


Figure 5-4 Time-Lapse Photograph Search

8. **Optional:** Move the cursor on a specific time-lapse photograph, and click **Download** to download the time-lapse photograph in MP4 format to the local PC.

   You can find the task download progress in the Task Center. For details, refer to ***Manage Downloading/Uploading Tasks*** .
9. **Optional:** Click in the upper-right to display the current page on an auxiliary screen.

5.4.4 Search Transaction Event Triggered Video Footage

You can search for the video footage triggered by transaction event which contains POS information. After search, you can export the matched video footage to the local PC or save it as an evidence.

Steps

1. In the top left corner of Control Client, select → **All Modules** → **Investigation** → **Video Search** .
2. Click **Device Video Search** on the left.
3. Select **Transaction Event** as the search type.
4. Set the time period for search in Time field.
   - Select the predefined time period in the drop-down list.
   - Select **Custom Time Interval** to specify the start time and end time for the search.
5. Enter the keywords that are contained in the POS information.

Note

- You can enter up to three keywords, and you should separate each one with a comma.
- If you enter more than one keyword for search, you can select | to search the POS information containing any of the keywords, or select & to search the POS information containing all keywords.

6. **Optional:** Select **Case Sensitive** to search the POS information with case-sensitivity.
7. Select the device and camera in the Camera field to search the transaction information.
8. **Optional:** Select a camera, move the cursor to and click it to switch the stream type and storage location among **Main Stream / Main Storage**, **Sub Stream / Main Storage**, **Main Stream / Auxiliary Storage**, or **Sub Stream / Auxiliary Storage**.

Note

You can move the cursor to and batch switch the search condition, including stream type and storage location on the current/remote site. If the configured stream type or the storage location is not supported, it will not take effect.

9. Click **Search** to find the related video footage.
10. You can perform the following operations.

Switch to List/Thumbnail Mode	Click or to switch between list mode and thumbnail mode.
Open Auxiliary Window	Click in the upper-right corner to display the current page on an auxiliary window.
Start Playback	• In list mode, click the item in Time Range column. In thumbnail mode, click the image of the searched result. • Click < / > to play the previous or next video. • Enable **Play in Order** to automatically play the next video.
Half-Interval Search	Click / to skip backward or forward to limit down the position using half-interval search halving the skip time with each direction change.
Export Video	Click to export the current video footage, or select video footage and click **Export** to export all the selected video footage.

5.4.5 Search ATM Event Triggered Video Footage

You can search for the video footage triggered by ATM event, such as transactions and other operations on the ATM. After search, you can save the matched video footage to the local PC and save it as evidence to the SFTP server.

Steps

1. In the top left corner of Control Client, select → **All Modules** → **Investigation** → **Video Search** .
2. Click **Device Video Search** on the left.
3. Select the search type as **ATM Event**.
4. Set the time period for search in Time field.
   - Select the predefined time period in the drop-down list.
   - Select **Custom Time Interval** to specify the start time and end time for the search.
5. Enter the card number that is contained in the ATM information.
6. Select the device and camera to search the ATM information in the Camera field.
7. **Optional:** Select a camera, move the cursor to and click it to switch the stream type and storage location among **Main Stream / Main Storage**, **Sub Stream / Main Storage**, **Main Stream / Auxiliary Storage**, or **Sub Stream / Auxiliary Storage**.

   Note

   You can move the cursor to and batch switch the search condition, including stream type and storage location on the current/remote site. If the configured stream type or the storage location is not supported, it will not take effect.
8. Click **Search**.

   The search results can be sorted by cameras or time. You can click or to display the search results in list mode and thumbnail mode.
9. **Optional:** Click a specific searched video footage to start remote playback, and perform more operations.

View Details in Auxiliary Window	Click in the upper-right corner to display the current page on an auxiliary window.
Position Video Segment	Drag the timeline forward or backward to position the video segment of interest.
Normal/Reverse Playback	Click / to perform normal/reverse playback.
Single-Frame Normal/ Reverse Playback	Click / to perform single-frame normal/reverse playback.
Slow/Fast Playback	Click / to perform slow/fast playback.
Zooming In/Out Timeline Bar	Click / to zoom in/out the timeline bar.
Go to Monitoring	Click **Go to Monitoring** to open the Monitoring page. For details, refer to ***Live View*** .
Playback Icons	For details about the other icons on the playback window, refer to ***Customize Icons on Playback Window*** .

Note

- Refer to ***Playback*** for more details about playback.
- On the playback toolbar, click to enter the visual tracking mode. For details, refer to ***View Visual Tracking Video*** .

10. **Optional:** Download the matched video footage to local storage.
    - During playback, click to download the current video footage.
    - Select the video footage and click **Export** to export all the selected video footage.

5.4.6 Search VCA/Smart Event Related Video

You can search video files where VCA/smart events occur. And you can play or download the found video files. The VCA/smart events include motion detection and line crossing.

Steps

Note

- This function should be supported by the device.
- Video files stored on a Hybrid Storage Area Network do not support VCA/smart event search.

1. Access the VCA Search / Smart Search page and three ways are selectable.

Access from Live View Page	a. Enter the Live View page, and start the live view of the camera (refer to ***Live View***). b. Move the cursor to the display window and click to pop up the VCA Search / Smart Search page.
Access from Playback Page	a. Enter the Playback page, and start playback of the camera (refer to ***Playback***). b. Move the cursor to the display window and click to pop up the VCA Search / Smart Search page.
Access from VCA Search / Smart Search Page	In the top left corner of Control Client, select → **Investigation** → **Video Search** → **VCA Search / Smart Search** .

2. Set the time period for search in Time field.
   - Select the predefined time period in the drop-down list.
   - Select **Custom Time Interval** to specify the start time and end time for the search.
3. Select the camera to search the video where the VCA/smart event occurs.

   Note

   Perform this step when you access the VCA Search / Smart Search page from the Video Search module.
4. Select the event type, and draw the detection region or line for search.

- **Motion:** Drag the cursor on the video image to set the grid rectangle as the detection region for searching the video footage of the motion detection events that occurred within the region.
- **Line Crossing Detection:** Drag the cursor on the video image to set the detection line for searching the video footage of the line crossing events that occurred on the line.

5. **Optional:** Click to delete the drawn region or line.
6. **Optional:** Enable **Tag**, and check **Person Detected** and/or **Vehicle Detected** to narrow down the search scope.
7. Click **Search** to find the related video footage.

   The search results can be sorted by cameras or time. You can click ≡ or to switch between list mode and thumbnail mode. Also, you can filter footage by selecting **Regular Video**, **Person Detected**, or **Vehicle Detected**.
8. **Optional:** Start remote playback of the searched video footage.
   - For list mode, click the item in Time Range column.
   - For thumbnail mode, click the image of the searched result.

   <

   Play the previous video footage among the searched results.

   >

   Play the next video footage among the searched results.

   Play in Order

   After playing the current video footage, continue to play the next one automatically.

   Note

   - Refer to ***Playback*** for more details about playback.
   - On the playback toolbar, click to enter the visual tracking mode. For details, refer to ***View Visual Tracking Video*** .
9. **Optional:** Download the searched video footage to local storage.
   - During playback, click to export the current video footage.
   - Select the video footage and click **Export** to export all the selected video footage.
10. **Optional:** Perform more operations.

Quick Search for Face in Image	Move the cursor on a specific picture, and click → **Quick Search for Face in Image** to search for the desired face records.
View Result Statistics	Move the cursor over the timeline to take a quick view of video footage information and click the appearing information to play the specific video footage.
Zoom In/Out Timeline Bar	Click / to zoom in/out the timeline bar.
Open Auxiliary Screen	Click in the upper-right corner to display the current page on an auxiliary screen.

Chapter 6 Customize Intelligent Monitoring Contents

Intelligent Monitoring displays the real-time captured pictures (of faces, human bodies, and vehicles) and the real-time events triggered by vehicles and persons. You can customize the contents to be displayed on this page.

Before You Start

Make sure you have added smart cameras and intelligent analysis servers to the Web Client. For details, refer to the *User Manual of HikCentral Professional Web Client*.

Steps

1. In the upper-left corner of Control Client, select → **All Modules** → **Monitoring** → **Intelligent Monitoring** to enter the Intelligent Monitoring page.
2. Click **Set** in the upper-right corner to show the Settings Panel.
3. Click **Display Settings**, and configure the related parameters.

   Captured Object

   Select **Face** and/or **Human** and/or **Vehicle** as captured object(s).

   Event Settings

   Events Triggered by Persons

   Switch on **Events Triggered by Persons**, and select the event types such as **Captured Face** and **Matched Face**.

   Note

   When selecting **Matched Face** as the event type, you should select one or more face picture libraries from the list below. For details about adding face picture libraries, refer to the *User Manual of HikCentral Professional Web Client*.

   Events Triggered by Vehicles

   Switch on **Events Triggered by Vehicles**, and select the event types including **Vehicle Matched** and **Vehicle Mismatched**.

   Note

   When selecting **Vehicle Matched** as the event type, you should select one or more vehicle lists. For details about adding vehicle lists, refer to the *User Manual of HikCentral Professional Web Client*.

   Pop-up Window

   Switch on **Pop-up Window**, and select the needed condition(s) to enable pop-up notifications. For example, if you check **Abnormal Temperature**, a window will pop up in the middle of the Intelligent Monitoring page when the device detects a person with abnormal temperature.
4. Click **Feature Display**, and configure the related parameters.

Person Features

Select what person feature(s) will be displayed in capture details. You can select up to 6 features (including features of human face and human body).

Vehicle Features

Select what vehicle feature(s) will be displayed in capture details. You can select up to 3 features.

5. **Optional:** Click **Monitoring Area** → , and select the specific camera(s) from the list to view the captured pictures and events of the selected camera(s).

Note

- By default, all resources are selected.
- You can also view the live view of the corresponding camera(s) in **Live View**.

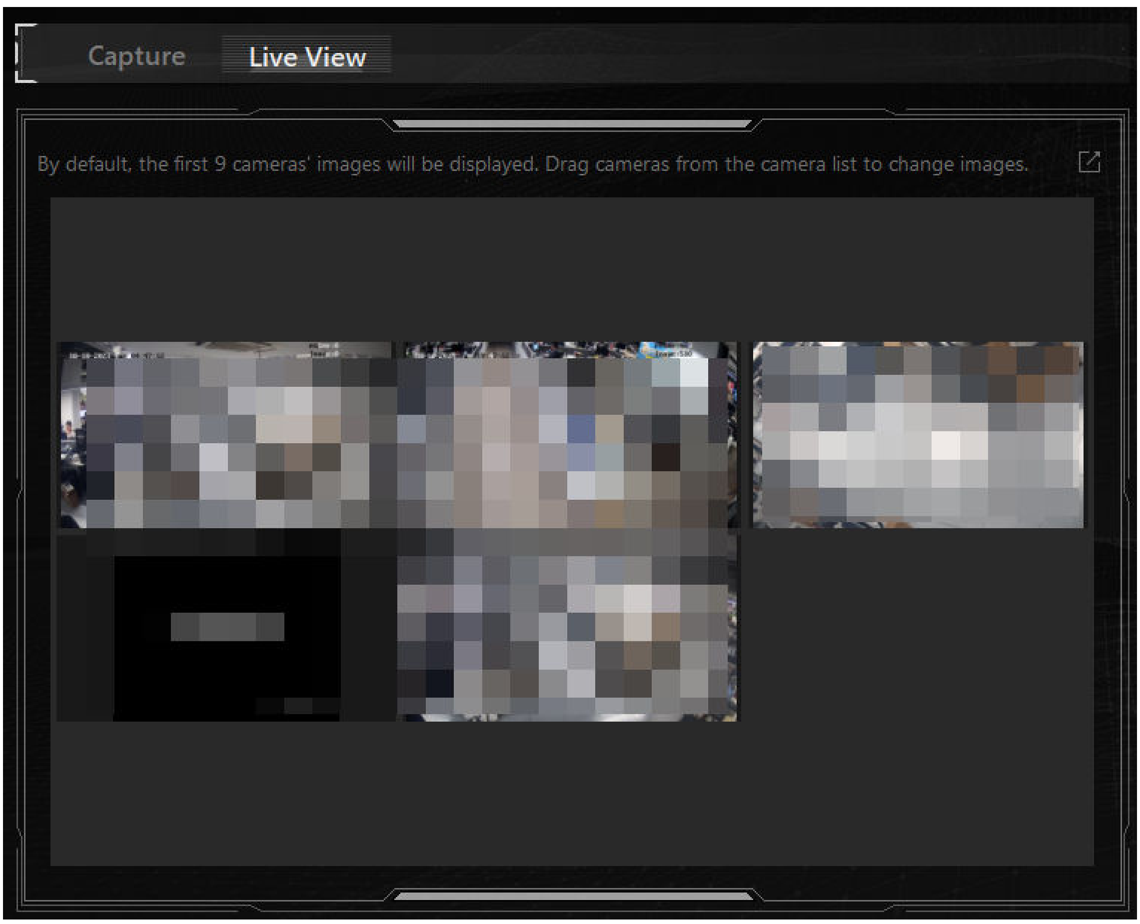


Figure 6-1 Live View

6. Click **Save** to save the above settings.

You can view the real-time Today's Statistics on the top of the page, view the real-time captured pictures of persons and vehicles (if configured) on the left side of page, and view the person-triggered events and vehicle-triggered events (if configured) on the right side of the page.

Note

The rule of counting Today's Statistics is as follows: Once there is a face, a human body, or a vehicle captured by the cameras, the number of faces, human bodies, and vehicles adds 1 in the platform. The same applies to the four types of events (Face Match Event, License Plate Matched, Frequently Appeared Persons, and Intelligent Cameras). Once a certain event is triggered, its number adds 1 in the platform.

7. **Optional:** Click a captured picture of a person or a vehicle to view its details (such as camera name and captured time), and perform more operations.

Table 6-1 Person Details

Operation	Function
Add Person	Add the person to the person list. For details, refer to ***Add Mismatched Person to Person Group*** .
Picture Search	Search for the person in the captured pictures. For details, refer to ***Search Face Pictures by Picture*** .
Related Captures	Search for the related captures and videos. For details, refer to ***Search Captured Face Pictures by Feature*** .
More → Archive Search	Search for the archive of the current face picture. For details, refer to ***Search for Archives*** .
More → Identity Verification → To be Verified	Verify the person's identity. For details, refer to ***Identity Search*** .
More → Identity Verification → Target	Set the person as a comparison target. For details, refer to ***Identity Search*** .
More → Download	Download the pictures and videos. For details, refer to ***Manage Downloading/Uploading Tasks*** .

Table 6-2 Vehicle Details

Operation	Function
License Plate Retrieval	Search for vehicle passing records via the license plate number. For details, refer to

Operation	Function
	Search for Passing Vehicles Detected by Cameras and UVSSs .
Download	Download the pictures and videos. For details, refer to ***Manage Downloading/Uploading Tasks*** .

8. **Optional:** Click an event triggered by persons or vehicles to view its details (such as camera and capture time), and perform more operations.

Note

Refer to the previous step for details.

9. **Optional:** Click to enter the smart wall module and display the current contents on smart wall.
10. **Optional:** Click in the upper-right corner to view the real-time captured pictures and events on an auxiliary screen.

Chapter 7 Check Event and Alarm

The event and alarm information (for example, motion detection alarm information) received by the Control Client displays. You can check the detailed information of the event and alarm, view the linked video, manage the related information, and so on.

Note

You should configure events and alarms via the Web Client before you can check the related information and linkage actions via the Control Client. For details, refer to *User Manual of HikCentral Professional Web Client*.

7.1 View Resources' Real-Time Alarms

The Alarm Center module will display the real-time alarm information from the managed resources, such as the motion detection, video loss, and video tampering alarm. You can check the alarm details and view alarm-related videos and pictures if configured.

Note

Before receiving alarms from devices on the Control Client, you should arm devices. For details, refer to ***Perform Arming Control for Alarms***

In the top left corner of the Control Client, select → **All Modules** → **Monitoring** → **Alarm Center** .

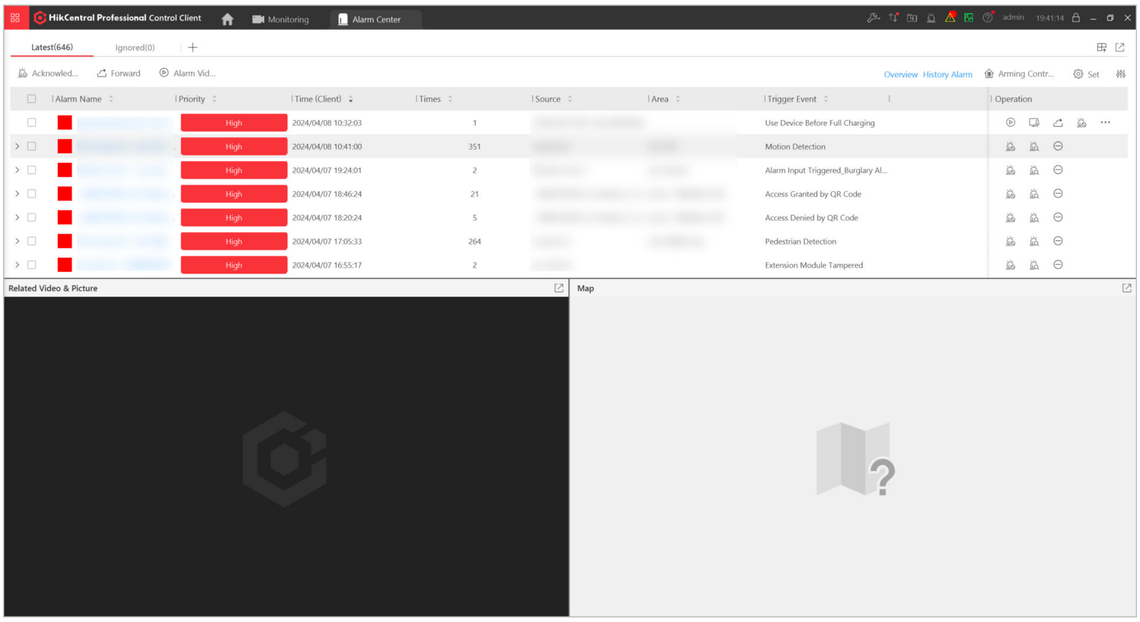


Figure 7-1 Alarm Center

Click **Latest** or **Ignored** to view the latest received alarms or alarms that cannot be received by the current Control Client.

Click ＋ to customize the filter (site area, triggering event, alarm status, etc.) and click **Save** to save the filter.

If you have enabled the **Acknowledging Time Limitation** on the Web Client, click **Timed Out** to view alarms unacknowledged after the configured timeout period. See *HikCentral Professional Web Client User Manual* for details.

Note

Selecting the site is only available for the Central System with the Remote Site Management module.

Table 7-1 Operations in Alarm Center

Operation	Description
Customize Displayed Columns of Alarm List	1. Click to open the Customize Column Name panel. 2. Check the column name(s) to display. **Note** The **Alarm Name** is displayed by default, and you cannot deselect it. 3. Click **OK** to save the settings.
Set Basic Alarm Parameters	Click **Set** to set basic alarm parameters.

Operation	Description
Mark Alarm	Click to mark alarms if some alarms are important or need further operations.
View Alarm Details	View alarm details in the table of the Alarm Center page or click an alarm name to view the details of a specified alarm (refer to ***View Pop-Up Window Triggered by Alarm*** for details). **Alarm Priority** The priority for the alarm according to the priority settings when adding the alarm on the Web Client. **Time (Client)** The time of Control Client when the alarm starts. **Alarm Times** Shows how many times the alarm has been triggered. **Source** The resource where the alarm occurs. **Triggering Event** Display the type of event that triggered the alarm. **Alarm Status** The current status of the alarm, including stopped, started, and abnormal.
Operations of an Alarm	**Go to Alarm Search Page**: Click in the Operation column to go to the Event & Alarm Search page to search the current alarm by setting conditions.
	Related Contents: Click in the Operation column to start live view or playback of the related cameras of the alarm and view the captured pictures. During the live view, you can click to enter the camera's visual tracking mode. See *User Manual of HikCentral Professional Web Client* for details about configuring visual tracking.
	Two-Way Audio: Click in the Operation column to start two-way audio with the alarm source of the current site or remote sites.
	Display on Smart Wall: Click in the Operation column to display the alarm video on the smart wall.

Operation	Description
	Ignore: Click in the Operation column to ignore the selected alarm, so the current Control Client will not receive this alarm during the ignorance duration even though it is triggered. **Accept**: Click in the Operation column to accept the alarm, so the current Control Client can receive this alarm when it is triggered.
	Disable: Click in the Operation column to disable the selected alarm, so the platform cannot receive and record this alarm during the disabling duration even though it is triggered. When setting the disabling parameters, you can check **Disable Device Alarm** to change the alarm status of the device(s) displayed in the alarm list. **Enable**: Click in the Operation column to enable the alarm, so the platform can receive this alarm and you can view the alarm information on any clients.
	Export: Click in the Operation column to download the alarm details, including alarm information, alarm picture, linked video, linked map, etc.
	Forward: Click in the Operation column to forward an alarm to other users for acknowledgment. Check multiple alarms and click **Forward** to forward these alarms to other users for acknowledgment.
	Save as Evidence: Click in the Operation column of a selected event and alarm to open the Save as Evidence pane. • **Add to Existing Evidence**: Enter the name, tag, ID, or description of the existing evidence to link the event and alarm log file with the evidence. • **Create Evidence**: Set the required parameters to create the new evidence for linking with the event and alarm log file. For how to create evidence, refer to ***Add a Case*** . • **Only Upload File**: Upload the event and alarm log file from the local storage to the resource pool. You can check the uploading progress in the Task Center (see ***Manage Downloading/Uploading Tasks*** for details).

Operation	Description
	Note • The available operation changes according to the alarm linkage of the source. For detailed configuration, refer to *User Manual of HikCentral Professional Web Client*. • You can go to **System → Alarm Center → Alarm List** to customize icons displayed in the Operation column.
Sort Alarms	Click the column name of the alarm list and select a property to sort the alarms by the selected property.
View Alarm-Related Video and Map	Select an alarm, the alarm-related video or picture (if any) shows, and the map that is related to the alarm source (if any) appears as well in the windows below. In the Related Video & Picture window, you can click **View Video** or **Picture** in the top right corner of the window to switch the display content. **Note** When you are playing the recorded alarm videos in the Related Video & Picture window, you can click on the time bar to play back video files stored in the main storage or auxiliary storage.
Acknowledge an Alarm	Click the name of an alarm to open the alarm details window, set parameters (e.g., alarm priority, alarm category, and remark), and click **Acknowledge** to acknowledge the alarm.
Batch Acknowledge Alarms	1. Check alarms in the alarm list, and then click **Acknowledge** to open the Batch Acknowledge window. 2. (Optional) Set the alarm priory and alarm category. 3. (Optional) Enter a remark about the alarm acknowledgment. 4. Click **OK**. **Note** Up to 100 alarms can be acknowledged at a time.
Arming Control	Click **Arming Control** in the top right corner of the Alarm Center to accept/ignore or enable/disable the configured alarm rules of the selected resource(s), arm or disarm the partitions (areas) of the security control devices and radars, and bypass or recover bypass for the alarm inputs (zones) in the partitions (areas).

Operation	Description
Display Alarm Center on Smart Wall	Click in the top-right corner to enter the Smart Wall module and display the Alarm Center page on the smart wall.
Enter Event and Alarm Overview Page	Click **Overview** in the top right corner of the Alarm Center page to enter the Alarm Overview page to view the alarm analysis report, top 5 alarms, and top 5 warning zones. See ***Event and Alarm Overview*** for details.
View History Alarm	Click **History Alarm** to enter the Alarm & Event Search module to search for the history alarms. See ***Search for Event and Alarm Logs*** for details.
View and Handle Alarms Related to Areas	You can check and handle alarms related to areas.

7.2 Set Alarm Center Parameters

Go to **Alarm Center → Set** to configure the following parameters for the alarm center.

- ***Set Basic Parameters***
- ***Set Related Content Parameters***
- ***Set Alarm Sound***
- ***Customize Icons on Alarm Center***

Set Basic Parameters

You can set the position of the alarm pop-up window, the display mode of the alarm list (alarms with the same name be aggregated or alarms be tiled by time), whether to enable the alarm audio and the pop-up window.

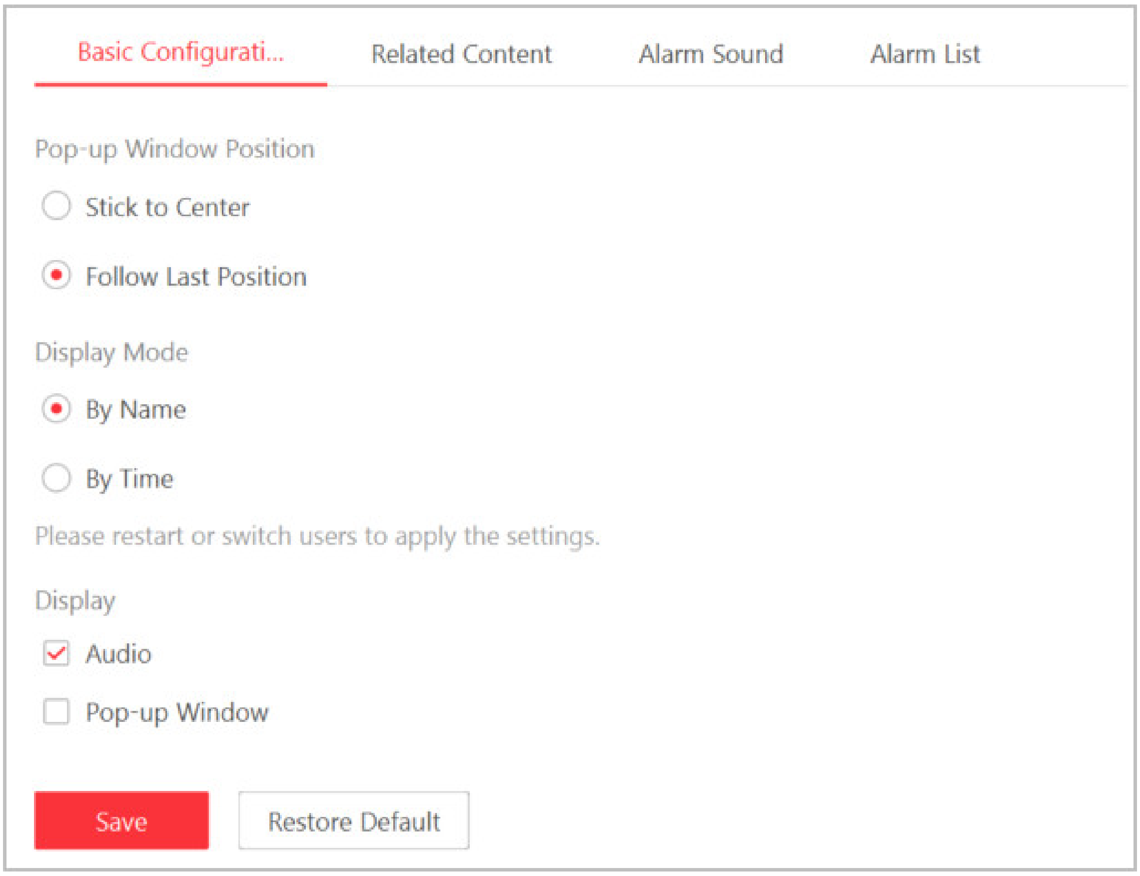


Figure 7-2 Basic Configuration of Alarm Center

Set Related Content Parameters

You can customize the related contents displayed in the Alarm Center by setting the parameters, including whether to display the related video, picture, or map, which content type to be displayed in priority in the video window, and the default stream type for live view and playback.

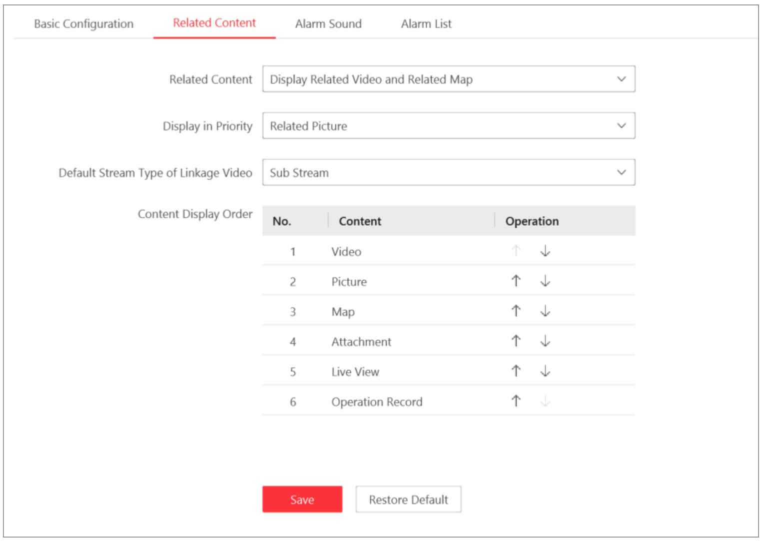


Figure 7-3 Related Content Settings of Alarm Center

Related Content

The window(s) of the related content to be displayed in the Alarm Center. You can select to display the Related Video & Picture window, the Map window, or both for viewing the related contents of an alarm.

Display in Priority

The priority content type to be displayed in the Related Video & Picture window.

For example, if you set **Priority Display of Video Window** to Related Picture, the captured picture of the alarm will be firstly displayed in the Related Video & Picture window in the Alarm Center.

Note

This parameter is valid only when the **Display Related Content** is Display Related Video and Related Map or Display Related Video Only.

Default Stream Type of Linkage Video

The default stream type for live view and playback of the alarm in the Related Video & Picture window. By default, it is the sub-stream.

Content Display Order

The display order of tabs on the alarm details window. Click ↑ / ↓ in the Operation column to adjust the order of a tab as needed.

Set Alarm Sound

When an alarm (e.g., a motion detection alarm, video exception alarm) is triggered, you can set the client to give an audible warning, and you can configure the sound of the audible warning for different priority levels.

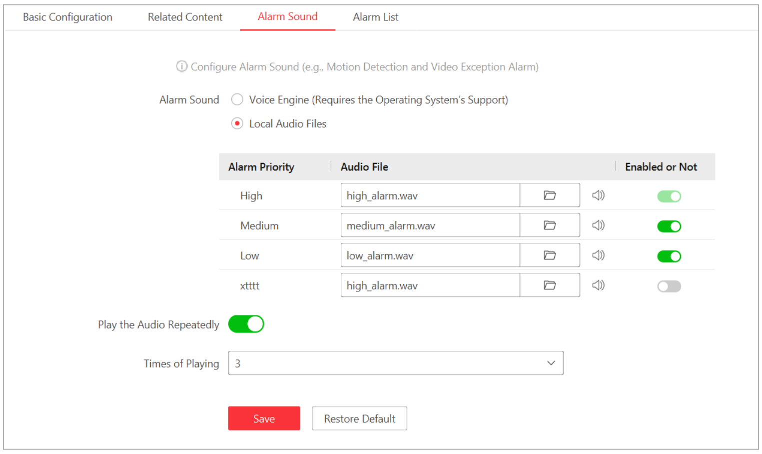


Figure 7-4 Alarm Sound Settings of Alarm Center

Alarm Sound

Voice Engine

The computer will play the voice text configured on the Web Client when the alarm is triggered.

Local Audio Files

Click and select audio files from the local computer for different alarm levels. You can click to test the audio file.

Note

For configuring the priority level, refer to the *User Manual of HikCentral Professional Web Client*.

Play the Audio Repeatedly

Switch on and select the times of playing from the drop-down list.

Customize Icons on Alarm Center

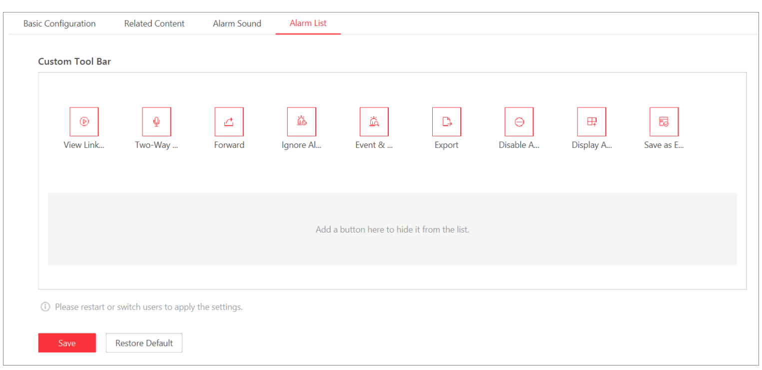


Figure 7-5 Alarm List Settings of Alarm Center

Table 7-2 Icons in Operation Column

Icon	Description
View Linked Content	Start live view or playback of the related cameras of the alarm and view the captured pictures.
Two-Way Audio	Start two-way audio with the alarm source of the current site or the Remote Site.
Forward	Forward the alarm to other users for acknowledgment.
Ignore Alarm	Ignore the alarm so that the Control Client will not receive the alarm during the ignorance duration even though it is triggered.
Event & Alarm Search	Search for alarms by setting conditions in the Event & Alarm Search page.
Export	Export the alarm details, including the alarm information, alarm picture, linked video, linked map, etc., to the local PC.
Disable Alarm	Disable the alarm so that the platform cannot receive and record the alarm during the disabling duration even though it is triggered.
Display Alarm on Smart Wall	Display the alarm video on the smart wall.
Save as Evidence	Save the resources as evidence. See ***Evidence Management*** for details.

You can click an icon in the list to add it to the gray frame below to hide the icon, or click the icon in the gray frame to add it back to show it in the Operation column of the Alarm Center.
You can also drag the icons in the icon list to adjust the icon order.

Note

- The icons shown in the Operation column of the Alarm Center will vary with the device's capabilities.
- You should restart the Control Client or switch users to apply the settings.

7.3 View Pop-Up Window Triggered by Alarm

On the Real-Time Monitoring page of the Access Control module, click a door which triggered an alarm, and then select **Alarm Details** to open the alarm information window. You can view the alarm time, the source device which triggered the alarm, the triggering event, and alarm status, etc.

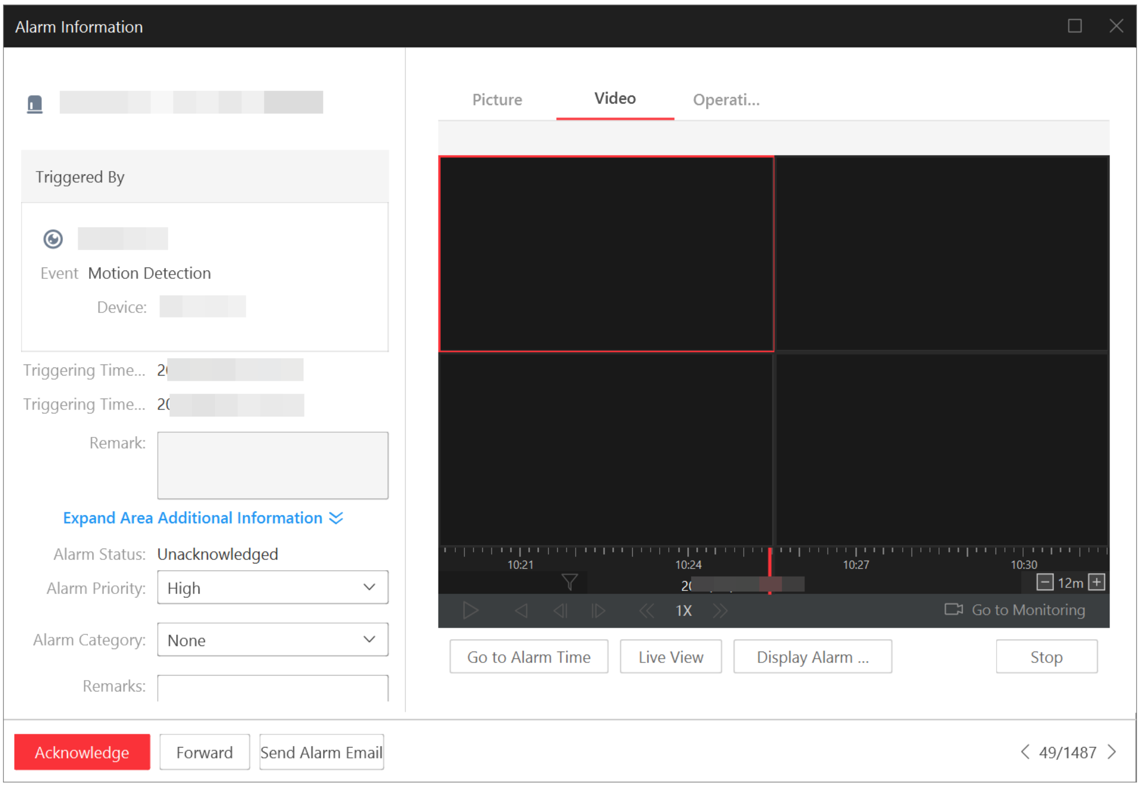


Figure 7-6 Alarm Triggered Pop-Up Window

Table 7-3 Functions and Operations Supported by Pop-Up Alarm Window

Function	Operation
View Area Additional Information	If you have set the additional information for the area where the alarm is triggered, click **Expand Area Additional Information** to display it.
Edit Alarm	Set the alarm priority, the alarm category, and remarks (e.g., enter "false alarm triggered by leaves" when you have checked the alarm details and found that it is a false alarm) according to the detailed alarm information.
View Alarm-Related Picture, Audio, Video, Live View, Map, Attachment, and Operation Record	Click **Picture** / **Audio** / **Video** / **Live View** / **Map** / **Attachment** / **Operation Record** to view the alarm-related captured pictures, the playback or live video when the alarm occurred, view the camera/alarm input location on the map (if configured), view files attached with the alarm, and view operation records (i.e., forwarding, acknowledgment) of the alarm.

Function	Operation
	Note • When viewing the recorded video files of the related camera, you can click **Go to Alarm Time** to play the video from the alarm time. You can also click **Live View** to view the live video of the related cameras, or click **Display on Smart Wall** to play the playback on smart wall. • During playback, you can click on the time bar to play back video files stored in the main storage or auxiliary storage. • If you have configured visual tracking, you can click to start visual tracking during the playback.
Start Two-Way Audio	Hover the cursor on the live view image, and click to start a two-way audio with people at the monitored place. You can adjust the volume of microphone and loudspeaker, and start recording.
Acknowledge Alarm	Click **Acknowledge** to acknowledge the alarm.
Forward Alarm	For some specific alarms, you can click **Forward** to forward them to other users for acknowledgment. And you can set the priority to High to remind other users of acknowledging the alarms in the highest priority.
Unlock Door	Click **Unlock Door** to unlock the door that triggered the alarm.
Send Alarm Email	Click **Send Alarm Email**, select an email template, and enter the recipient(s) of the alarm and remarks to send an email containing the information about this alarm to the selected recipients.
Copy Captured Picture	Click to copy the picture captured on event detection.
Control Alarm Output	Click **Alarm Output Control** to enable or disable the linked alarm outputs if you have set linked alarm outputs in the alarm rule. For example, if a sounder is linked to the alarm rule, when the alarm is triggered, you can turn on or off the sounder.
Control Broadcast	Click **Broadcast Control** to play the linked audio file, perform real-time speaking, or start the two-way audio. **Note** This function is only supported by the Central System with the Remote Site Management module.

Function	Operation
View Previous or Next Alarm	Click < > to view the previous or next alarm information.
Enable Pop-Up Window	Uncheck **Pop-up Window** to disable the pop-up window when a new alarm is triggered. **Note** When the pop-up window remains open, the later alarm, if the alarm priority is higher, will be displayed in the pop-up window, and replace the earlier one.
Display Pop-Up Window in Full-Screen Mode	Check **Full Screen** to display the pop-up window in full-screen mode by default.

7.4 Manually Trigger User-Defined Event

The platform provides user-defined event which is used if the event you need is not in the provided event and alarm list, or the generic event cannot properly define the event received from third-party system. On the Control Client, you can trigger a user-defined event manually and it will activate a series of actions according to the settings on Web Client.

Before You Start

Add the user-defined event to the platform and determine what happens when you manually trigger it, such as setting it as the alarm source, as start/end of the alarm's arming schedule, or as the alarm linkage actions. For details, refer to *User Manual of HikCentral Professional Web Client*.

Steps

1. In the upper right corner of Control Client, select → **Trigger Event** .

   Note

   You can also click in the top right corner of live view or playback page to open the Select User-Defined Event window.

   The user-defined events added to the platform will be displayed.
2. Select the event you want to trigger and click **OK**.

7.5 Perform Arming Control for Alarms

You can accept/enable and ignore/disable the configured alarm rules of selected resource(s). After accepting/enabling one alarm rule, the current Control Client / platform can receive the triggered alarm information from the alarm source. If you ignore/disable one alarm rule, the current Control Client / platform cannot receive this alarm from the alarm source.

Steps

Note

You can also perform arming control for security control devices (such as arming/disarming partitions, bypassing zones, etc.) and radars. For details, refer to ***Security Control*** .

1. In the top left corner of the client, select → **All Modules** → **Monitoring** → **Alarm Center** .
2. On the top right of the Alarm Center, click **Arming Control** to open the Arming Control window.

   Note

   You can also select → **Tool** → **Arming Control** to open the Arming Control window.

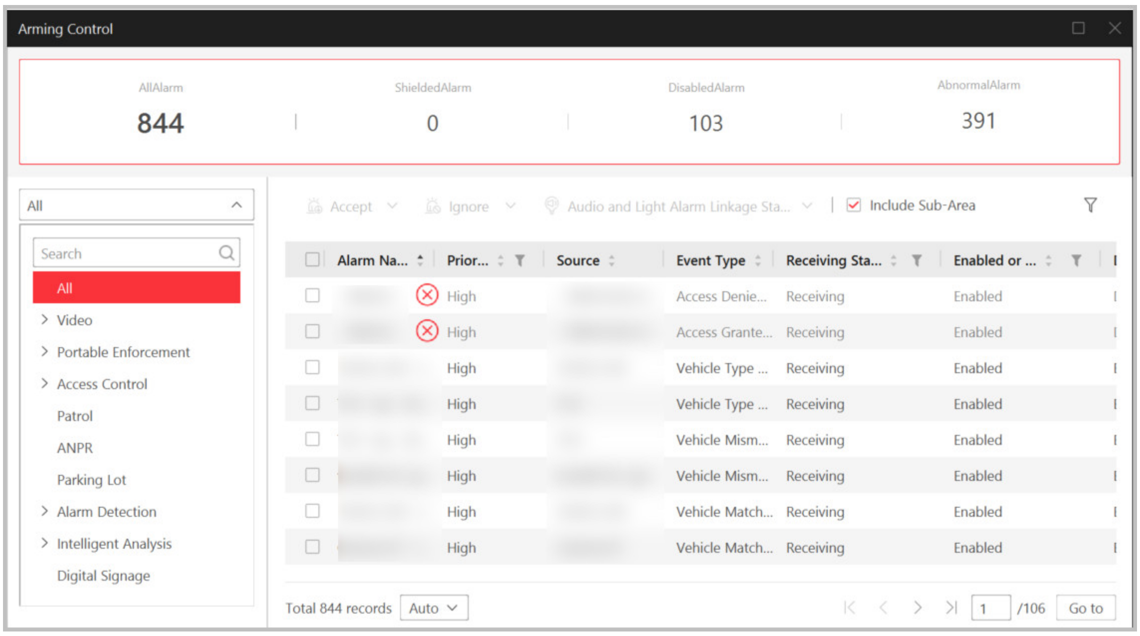


Figure 7-7 Arming Control

3. On the left panel, select a source type.

   All the related areas will be listed and all the configured alarm rules of the selected source will be displayed. You can check the **Include Sub-Area** to display the alarm rules of sources in the child areas. If there are too many alarm rules, you can select a site or an area to display its alarm rules.
4. **Optional:** If there are too many alarm rules, select a site or an area to display its alarm rules, or click to set conditions to filter alarm rules.
5. Check alarm rule(s) to perform the arming control.

Note

- If the source is Alarm Input, an icon will display if there is an exception. You can view the exception details by moving the cursor on the icon.
- The ignorance and acceptance settings in the Alarm Center only controls the alarm receiving on the current Control Client. But the disabling and enabling settings in the Alarm Center control the alarm receiving on the platform.

Ignore Alarm

a. Check alarm rule(s) in Accepted status.
b. Click **Ignore → Ignore Alarm** to open the ignorance settings panel.
c. Set the start time, duration, or purpose of the ignorance.
d. Click **Save** to ignore the selected alarm rule(s).

Note

If you ignore an alarm rule, the current Control Client will not receive this alarm during the ignorance duration even though it is triggered.
For example, if you set the ignorance duration to one hour, the alarm cannot be received by the current Control Client, but will be recorded as a log on the platform within one hour. The alarm will be received again by the current Control Client after one hour.

Accept Alarm

a. Check alarm rule(s) in Ignored status.
b. Click **Accept → Accept Alarm** to accept the selected alarm rule(s).

Note

If you accept an alarm rule, the current Control Client will receive this alarm and you can view the alarm information on the current Control Client.

Disable Alarm

a. Check alarm rule(s) in Enabled status.
b. Click **Ignore → Disable Alarm** to open the settings panel.
c. Set the start time, duration, or purpose of the disabling.
d. Click **Save** to disable the selected alarm rule(s).

Note

If you disable an alarm rule, the platform will not receive and record this alarm during the disabling duration even though it is triggered.
For example, if you set the disabling duration to one hour, the alarm cannot be received and recorded by the platform within one hour. The alarm will be received again by the platform after one hour.

Enable Alarm

a. Check alarm rule(s) in Disabled status.
b. Click **Accept → Enable Alarm** to enable the selected alarm rule(s).

Note

If you enable an alarm rule, the platform will receive this alarm and you can view the alarm information on any client.

Enable Audio and Light Alarm Linkage

a. Check alarm rule(s) in OFF status on the Audio and Light Alarm Linkage Status Column.
b. Click **Enable Audio and Light Alarm Linkage** to enable the selected alarm rule(s).

Note

Audio and Light Alarm Linkage should be supported by the device which linked to the events/alarms including line crossing, intrusion, region entrance, region exiting, and motion detection.

Disable Audio and Light Alarm Linkage

a. Check alarm rule(s) in ON status on the Audio and Light Alarm Linkage Status Column.
b. Click **Enable Audio and Light Alarm Linkage** to disable the selected alarm rule(s).

Note

Audio and Light Alarm Linkage should be supported by the device which linked to certain events/alarms including line crossing, intrusion, region entrance, region exiting, and motion detection.

7.6 Event and Alarm Search

The platform provides the statistics and analysis results of historical events and alarms for you to have an overview and further applications. You can also search for historical events and alarms by setting different conditions to view the details as required.

7.6.1 Event and Alarm Overview

In the event and alarm overview module, it gives you an overview of the event or alarm distribution, top 5 event types or alarm categories, and top 5 event or alarm areas.

In the top left corner of the Home page, select → **Security Monitoring** → **Event and Alarm** . Select **Search** → **Overview** on the left.

In the top left corner of the Control Client, select → **All Modules** → **Investigation** → **Event and Alarm Search** → **Overview** .

Figure 7-8 Event and Alarm Analysis

Module	Description
1	• Daily Trend: The numbers of events or alarms in the last 7 days or last 30 days are displayed in the vertical bar chart. • Hourly Trend: The numbers of events or alarms of 24 hours for the last 7 days, the last 30 days, or the custom period are displayed in the line chart.
2	The data of top 5 event types or alarm categories triggered in the current day, last 7 days or last 30 days are displayed in the horizontal bar chart. You can click the red number of an item to jump to the Event and Alarm Search page.
3	The data of the top 5 event or alarm areas in the current day, last 7 days or last 30 days are displayed in the horizontal bar chart.

You can click **Settings** in the upper-right corner to customize event types or alarm categories to be calculated on the overview page.

Note

The information displayed in each area 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 upper area will only display the number of alarms, the lower-left area will only display the data of top 5 alarm categories, and the lower-right area will only display the data of top 5 alarm areas.

7.6.2 Search for Event and Alarm Logs

You can search for event and alarm log files of the added resource by setting different conditions.

Before You Start

Make sure you have configured events and alarms on the Web Client. See *User Manual of HikCentral Professional Web Client* for details.

Steps

1. In the top left corner of the Control Client, select → **All Modules** → **Investigation** → **Event and Alarm Search** → **Event and Alarm Search** .
2. Set the time range for search.
   - Select a predefined time period for search.
   - Select **Custom** and specify the start time and end time for search.
3. In the field of **Trigger Alarm**, select the event status (whether the event is triggered as the alarm).

   All

   Both events and alarms.

   Disabled

   The events happened but were not triggered as alarms.

   Enabled

   The events happened and were triggered as alarms. If you select this, you can set conditions for filtering alarms by marking status, acknowledging status, alarm priority, or alarm category.
4. Switch **Area** on and then click to select the area of the event or alarm source.
5. Switch **Triggering Condition** on and then click to select the triggering events and source from the current site or remote sites.

   Note

   - The remote site is only available for the Central System with Remote Site Management module (based on the License you purchased).
   - If you select triggering events in the Access Control category, enter the entered/exited person's name.
   - If you select triggering events in the Third-Party Resource Integration category and have entered the additional information about the alarm on the third-party system, enter the additional information.
6. Switch **Event & Alarm Name** on to select the event/alarm name in the drop-down list.
7. Click **Search**.

   The matched event or alarm logs will be listed on the right page.
8. **Optional:** Perform the following operation(s) after searching for event and alarm logs.

View and Edit Event	Click the name of a searched event or alarm to view the linked alarm picture or video and the details of operation logs.

and Alarm Log	If the event and alarm is not acknowledged, you can select the alarm category or enter the remarks, and click **Acknowledge** on the details pane. If the event and alarm is acknowledged, you can click **Marked as Unacknowledged** to cancel acknowledging the event and alarm, or **Edit Alarm** to edit the alarm priority, category, or remarks
Mark Event and Alarm	Click to mark the event or alarm as desired. The color of the icon turns to .
Start Two-Way Audio	If the alarm source linked with a camera supporting two-way audio, you can click in the Operation column to start two-way audio with the linked camera. For how to perform two-way audio, refer to ***Perform Two-Way Audio*** .
Export Events and Alarms	Click in the Operation column to export the specified event or alarm to the local PC. And you can view the exporting process in the Download Center by clicking in the top of the page. Or click **Export** in the top right corner of the search result page and select the format as **Excel**, **CVS**, or **PDF** to export 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.
Save as Evidence	Click in the Operation column of a selected event and alarm to open the Save as Evidence pane. • **Add to Existing Evidence**: Enter the name, tag, ID, or description of the existing evidence to link the event and alarm log file with the evidence. • **Create Evidence**: Set the required parameters to create the new evidence for linking with the event and alarm log file. For how to create evidence, refer to ***Add a Case*** . • **Only Upload File**: Upload the event and alarm log file from the local storage to the resource pool. You can check the uploading progress in the Task Center (see ***Manage Downloading/Uploading Tasks*** for details).
Switch to Auxiliary Screen	Click to open the Event & Alarm Search page as a auxiliary screen. You can view events and alarms on the auxiliary screen, as well as operating other pages of the Control Client.

Chapter 8 Vehicle Search

The vehicle-related records detected by different devices can be searched and analyzed on the Control Client.

In the top left corner, select → **All Modules → Investigation → Vehicle Search** .

8.1 Search for Passing Vehicles Detected by Cameras and UVSSs

If the added ANPR (Automatic Number Plate Recognition) cameras and UVSSs (Under Vehicle Surveillance Systems) are properly configured, and the vehicles' license plates are successfully detected and recognized, you can search for the related passing vehicle information.

Before You Start

Make sure the License you purchased supports ANPR function.

Steps

1. On the left navigation pane, select **Passing Vehicle Search and Analysis → Passing Vehicle Search** .
2. Select **Camera** or **UVSS** as the type of sources that detected the passing vehicles.
3. Select the source(s).
   - If **Camera** is selected as the source type, click , select the current site or a remote site, and specify the ANPR camera(s).
   - If **UVSS** is selected as the source type, check the UVSS(s).
4. Set the time duration for search.
5. Switch on and set the search condition(s) according to your needs. Here we only introduce some conditions that may confuse you.

Note

For the Middle East and North Africa regions, Country/Region and Plate Category must be enabled. Once enabled, the country/region and plate category information will be included in the search results.

Country/Region

The country/region where the vehicle's license plate number is registered.

License Plate Number

- **No License Plate**: Search for vehicles without license plates.
- **With License Plate**: Enter a keyword to search for vehicles by license plate number.

Driving Speed

Range of vehicle driving speed. This condition is available only when the source type is selected as **Camera**.

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 from the camera in other directions.

Vehicle List

Search for passing vehicles in the specific vehicle list(s). This condition is available only when the source type is selected as **Camera**.

Additional Information

The item(s) of additional vehicle information you customized. For how to customize vehicle information, refer to the user manual of the Web Client.

6. Click **Search**.

The matched passing vehicles will be displayed on the right. You can click or to display results in the list mode and thumbnail mode.

7. **Optional:** Perform the following operation(s) after searching for passing vehicles.

Mark Passing Vehicles	Click in the Mark column to mark the vehicle. The marked vehicles can be filtered in the next search.
View Vehicle Details	Click a license plate number in the License Plate No. column to open the vehicle details pane. You can view the captured vehicle/undercarriage picture by clicking , the linked video file of the passing vehicle by clicking , the basic information (including the captured license plate picture, the recognized license plate number, the vehicle owner information, the vehicle information, and the detection source information), and the geographic location of the vehicle on the map (if the vehicle is added on the map as a hot spot). You can also click under the Basic Information tab to edit the license plate number if the recognized one is incorrect. **Note** When viewing the linked video file of passing vehicles, you can control the playback and click **Go to Monitoring** to enter the Monitoring page.
Add to Vehicle List	If a vehicle is recognized, you can add it to a vehicle list manually. Click in the Operation column or click **Add to List** on the vehicle details pane, and then select a list to add the vehicle to the list. See ***Add Recognized Vehicle to Vehicle List*** for details.
Download a Passing Vehicle	Click in the Operation column or click **Download** on the vehicle details pane to save the information about the passing vehicle as a CSV file to the local PC. The captured pictures and the linked video file will also be saved to the same folder.

You can view the downloading progress in Task Center. For details, refer to ***Manage Downloading/Uploading Tasks*** .

Upload Passing Vehicles

Click in the Operation column of a passing vehicle to link it with an evidence or upload it to the resource pool.

- **Add to Existing Evidence**: Enter the name, tag, ID, or description of the existing evidence to link the passing vehicle with the evidence.
- **Create Evidence**: Set the required parameters to create an evidence for linking it with the passing vehicle.
- **Only Upload File**: Upload the passing vehicle information from the local storage to the resource pool. You can check the uploading progress in Task Center. For details, refer to ***Manage Downloading/Uploading Tasks*** .

Export Passing Vehicles

Click **Export** and select **Excel**, **CSV**, or **PDF** as the exported file format.

- If you select **Excel** as the file format, you can check **Export Picture** to save pictures contained in the search results to the local PC with the exported file.
- No more than 500 passing vehicles can be exported in the PDF format at one time.

Note

The exported pictures will be named and sorted by the capture time.

- No more than 100,000 passing vehicles without captured pictures can be exported at one time.
- Check the export task status and progress in **Task Center**.

Sort Search Results

Sort by Time

Sort search results by the time when vehicles are passing through the camera or UVSS.

Sort by Vehicle Passing Times

Sort search results by times that vehicles passed through the camera.

8.2 Search for Passing Vehicles Detected by Entrances & Exits

If the license plate number of a vehicle is recognized by cameras or capture units linked to an entrance and exit, you can search for the related vehicle passing information.

Steps

1. On the left navigation pane, select **Parking Lot Search → Passing Vehicle Search in Entrance & Exit** .
2. Select one or multiple entrances and exits where you want to search for the vehicle passing records.
3. Set the time duration for search.

4. Switch on and set the search condition(s) according to your needs. Here we only introduce conditions that may confuse you.

   Country/Region

   Select the country/region where the vehicle's license plate number is registered.

   License Plate No.

   - **No License Plate**: Search for vehicles without license plates.
   - **With License Plate**: Enter a vehicle's license plate number or part of it.

   Enter or Exit

   Select whether the vehicle is entering or exiting.

   How to Open Barrier

   Select how the barrier gate is opened when a vehicle enters/exits the parking lot. **Manual** indicates that a security guard manually controlled the barrier gate to open after identifying the vehicle owner; **Auto Allow for Entry and Exit** indicates that the barrier gate opened automatically after the license plate number was recognized by a capture unit; **Not Opened** indicates that the barrier gate did not open even after the capture unit recognized the license plate number.

   Reason

   Select the reason(s) for allowing or not allowing the vehicle to enter/exit from the drop-down list.

   Vehicle List

   Select from the drop-down list to search for records of temporary vehicles, visitor vehicles, registered vehicles, or vehicles in the blocklist or other custom lists.

   Additional Information

   The item(s) of additional vehicle information you customized. For how to customize vehicle information, refer to the *User Manual of HikCentral Professional Web Client*.

5. Click **Search**.

   The matched results will be displayed on the right.

   Note

   You can click or to switch between list mode and thumbnail mode.

6. **Optional:** Perform the following operations as needed.

Mark Vehicle	Click in the Mark column to mark the vehicle. The marked vehicles can be filtered in the next search.
View Vehicle Details	Click a license plate number in the License Plate No. column to open the vehicle details pane. You can view the captured picture by clicking , the linked video file of the passing vehicle by clicking , and information about the vehicle owner, the vehicle, and details related to its entry/exit.

Note

When viewing the linked video file of passing vehicles, you can control the playback and click **Go to Monitoring** to enter the Monitoring page.
You can click to switch between the linked camera and ANPR camera.

Add to Vehicle List

If a vehicle is not added to a vehicle list, you can add it to a vehicle list manually.

Click in the Operation column or click **Add Vehicle** on the vehicle details pane, and then select a target list.

Download a Passing Vehicle

Click in the Operation column or click **Download** on the vehicle details pane to save the information about the passing vehicle as a CSV file to the local PC. The captured picture and the linked video file will also be saved to the same folder.

You can view the downloading progress in Task Center.

Upload a Passing Vehicle

Click in the Operation column of a passing vehicle to link it with an evidence or upload it to the resource pool.

- **Add to Existing Evidence**: Enter the name, tag, ID, or description of the existing evidence to link the passing vehicle with the evidence.
- **Create Evidence**: Set the required parameters to create an evidence for linking it with the passing vehicle.
- **Only Upload File**: Upload the passing vehicle information from the local storage to the resource pool. You can check the uploading progress in Task Center

View Owner's Picture

Click a license plate number, and click the name of the vehicle owner to view pictures of the owner, including an uploaded profile photo and a picture captured at the entrance & exit.

Note

This operation can only be performed if the entry & exit modes of the parking lot are set to **Person and License Plate Match**. Go to the Parking Lot module on the Web Client to set the entry/exit modes.

Export a Passing Vehicle

Click **Export** and select **Excel** or **CSV** as the format of the exported file.

Note

- If you select **Excel** as the file format, you can check **Export Picture** to save pictures contained in the search results to the local PC with the exported file. The exported pictures will be named and sorted by the capture time.
- No more than 100,000 passing vehicles without captured pictures can be exported at one time.

8.3 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 manage the parking lots better.

Steps

1. On the left navigation pane, select **Parking Lot Search → Payment Record Search** .
2. Set the time duration for search.
3. Set the search condition(s) according to your needs. Here we only introduce conditions that may confuse you.

   Operator

   Select the person responsible for collecting the fee from the drop-down list.

   Payment Method

   Select how the parking fee is paid. **Cash** indicates the fee is paid in cash; **Vehicle Owner Account** indicates the fee is deducted from the owner's account balance.

   Payment Source

   Select where the parking fee is paid. **Booth** indicates the parking fee is paid at the booth; **Toll Center** indicates the parking fee is paid in the toll center.
4. Click **Search**.
5. **Optional:** In the upper-right corner, click **Export**, select **Excel** or **CSV** as the format of the exported file, and click **Save** to export the search results to the local PC.

8.4 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. On the left navigation pane, select **Parking Lot Search → Parked Vehicle Search** .
2. Select a parking lot from the drop-down list.

3. Switch on and set the search condition(s) according to your needs. Here we only introduce conditions that may confuse you.

   If the License you purchased does not support ANPR functions, the displayed search conditions may vary.

   Country/Region

   Select the country/region where the vehicle's license plate number is registered.

   License Plate No.

   - **No License Plate**: Search for vehicles without license plates.
   - **With License Plate**: Enter a vehicle's license plate number or part of it.

   How to Open Barrier

   Select how the barrier gate is opened when a vehicle enters/exits the parking lot. **Manual** indicates that a security guard manually controlled the barrier gate to open after identifying the vehicle owner; **Automatic** indicates that the barrier gate opened automatically after the license plate number was recognized by a capture unit; **Barrier Not Open** indicates that the barrier gate did not open after the capture unit recognized the license plate number.

   Reason

   Select the reason(s) for allowing or not allowing the vehicle to enter/exit from the drop-down list.

   Vehicle List

   Select from the drop-down list to search for records of temporary vehicles, visitor vehicles, registered vehicles, or vehicles in the blocklist or other custom lists.

   Additional Information

   The item(s) of additional vehicle information you customized. For how to customize vehicle information, refer to the *User Manual of HikCentral Professional Web Client*.

4. Click **Search**.

   The matched results will be displayed on the right.

   Note

   You can click ☰ or ⊞ to switch between list mode and thumbnail mode.

5. **Optional:** Perform the following operations as needed.

Mark Vehicle	Click in the Mark column to mark the vehicle. The marked vehicles can be filtered in the next search.
View Vehicle Details	Click a license plate number in the License Plate No. column to open the vehicle details pane. You can view the captured picture by clicking , the linked video file of the parked vehicle by clicking , and information about the vehicle owner, the vehicle, and details related to its entry/exit.

Note

When viewing the linked video file of parked vehicles, you can control the playback and click **Go to Monitoring** to enter the Monitoring page.

Add to Vehicle List
If a vehicle is not added to a vehicle list, you can add it to a vehicle list manually.

Click **Add Vehicle** on the vehicle details pane, and then select a list to add the vehicle to the list.

Download Vehicle Record
Click in the Operation column or click **Download** on the vehicle details pane to save the information about the parked vehicle as a CSV file to the local PC. The captured picture and the linked video file will also be saved to the same folder.

You can view the downloading progress in Task Center.

View Owner's Picture
Click a license plate number, and click the name of the vehicle owner to view pictures of the owner, including an uploaded profile photo and a picture captured at the entrance & exit.

Note

This operation can only be performed if the entry & exit modes of the parking lot is set to **Person and License Plate Match**. Go to the Parking Lot module on the Web Client to set the entry/exit modes.

Export All Records
Click **Export** and select **Excel** or **CSV** as the format of the exported file.

Note

- If you select **Excel** as the file format, you can check **Export Picture** to save pictures contained in the search results to the local PC with the exported file.
- No more than 100,000 records without captured pictures can be exported at one time.

Delete Vehicle from Parking Lot
Click **Delete All** to remove all displayed vehicles from the parking lot, or click in the Operation column of a vehicle to remove it from the parking lot.

8.5 Search for Parking Records

On the platform, you can search for parking records generated in a specific parking lot or records 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. On the left navigation pane, select **Parking Lot Search → Parking Record Search** .
2. Set the time duration for search.
3. Set the search condition(s) according to your needs. Here we only introduce conditions that may confuse you.

   Parking Space No.

   Enter the parking space No. of a specific parking lot to search for records of vehicles which park or have parked in that parking space.

   Parking Status

   Select a parking status. **Parking** indicates the vehicle still parks in the parking lot, whereas **Exit** indicates the vehicle has already left the parking lot.
4. Click **Search**.

   The matched results will be displayed on the right.

   Note

   You can click or to switch between list mode and thumbnail mode.
5. **Optional:** Perform the following operations as needed.

View Vehicle Details	Click a license plate number in the License Plate No. column to open the vehicle details pane. You can view the captured picture by clicking , the linked video file of the vehicle by clicking , and information about the vehicle owner, the vehicle, and details related to its entry/exit. **Note** When viewing the linked video file of vehicles, you can control the playback and click **Go to Monitoring** to enter the Monitoring page.
View Owner's Picture	Click a license plate number, and click the name of the vehicle owner to view pictures of the owner, including an uploaded profile photo and a picture captured at the entrance & exit. **Note** This operation can only be performed if the entry & exit modes of the parking lot are set to **Person and License Plate Match**. Go to the Parking Lot module on the Web Client to set the entry/exit modes.
Export Vehicle	Click **Export** and select **Excel** or **CSV** as the format of the exported file.

Parking Records	**Note** • If you select **Excel** as the file format, you can check **Export Picture** to save pictures contained in the search results to the local PC with the exported file. • No more than 100,000 parking records without captured pictures can be exported at one time.
Jump to Person Search	Click to jump to the page of searching human body by features to search persons passed the vehicle within the vehicle parking duration.

8.6 Search for Multiple Vehicles Under One Account Status

On the Control Client, you can search for the multiple vehicles under one account status of a specific parking lot or of a specific account by setting relevant search conditions according to actual needs. You can view the detailed information of the search results, including the information of the owner, the number of parking spaces allocated to an account, the validity of a vehicle's parking pass, the parking status of vehicles, etc.

Before You Start

Make sure that you have added multiple vehicles to the account to be searched for, and have related parking passes to the vehicles if needed. For more details. See the *User Manual of HikCentral Professional Web Client*.

Steps

1. On the left navigation pane, select **Parking Lot Search → Multiple Vehicles Under One Account Status Search** .
2. Set search conditions according to actual needs.

   In Parking Lot or Not

   When **In** is selected, vehicles that are parking or have parked in the parking lot will be filtered; when **Out** is selected, vehicles that have exited the parking lot will be searched.

   Occupied or Not

   When **Occupied** is selected, vehicles that are occupying the parking spaces allocated to the account will be filtered; when **Not Occupied** is selected, vehicles that are not occupying the parking spaces allocated to the account will be searched.
3. Click **Search**.
4. **Optional:** In the upper-right corner, click **Export** to export results to your PC in the Excel format.

8.7 Generate Vehicle Analysis Report

For ANPR cameras, you can generate a report to show the number of passing vehicles detected by specified cameras during specified time periods.

Steps

1. On the left navigation pane, select **Passing Vehicle Search and Analysis → Vehicle Analysis** .
2. Select the camera(s) for this report.
   1) Click in the Camera field to open the Select Camera pane.
   2) On the pane, select a site from the drop-down list to show its areas.
   3) Click an area to show its cameras which support the ANPR function.

   Note

   Only the online ANPN cameras will be displayed here.

   4) Check the camera(s) for analysis.

   Note

   No more than 20 ANPR cameras can be selected for one time analysis.

   5) Click anywhere outside the Select Camera pane to finish selecting the camera(s).
3. Select the report type as daily report, weekly report, monthly report, or annual 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 number of vehicles in each hour of one day.

   Weekly Report / Monthly Report / Annual Report

   As compared with the daily report, the weekly report, monthly report, and annual report can be less time-consuming, since they are not to be submitted every day. The platform calculates the number of vehicles on each day of a week, on each day of one month, and in each month of one year.

   Custom Time Interval

   Customize the days in the report to analyze the number of vehicles on each day or in each month of the custom time interval.
4. Set the time or a time period for analysis.
5. Click **Generate Report**.

   The statistics of passing vehicles detected by all the selected camera(s) are displayed on the right pane.

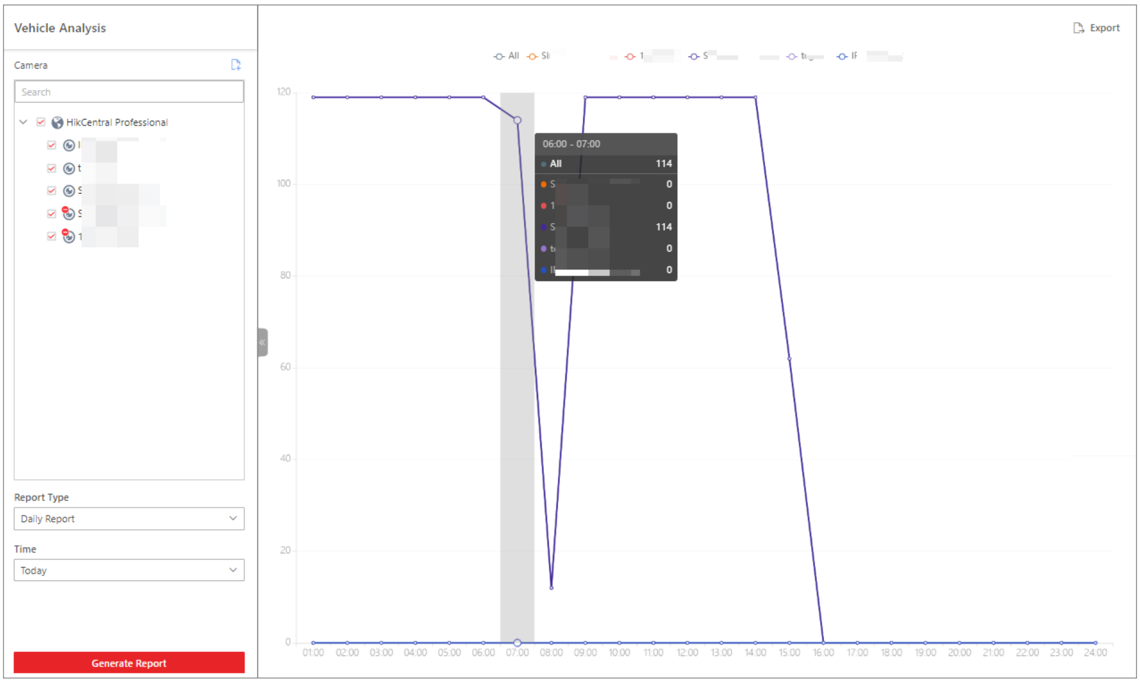


Figure 8-1 Vehicle Analysis Report

6. **Optional:** Export the generated report to the local PC.

Note

See ***Set General Parameters*** for details about setting the saving path for exported reports.

---

1) Click **Export** in the top right corner of the report pane.

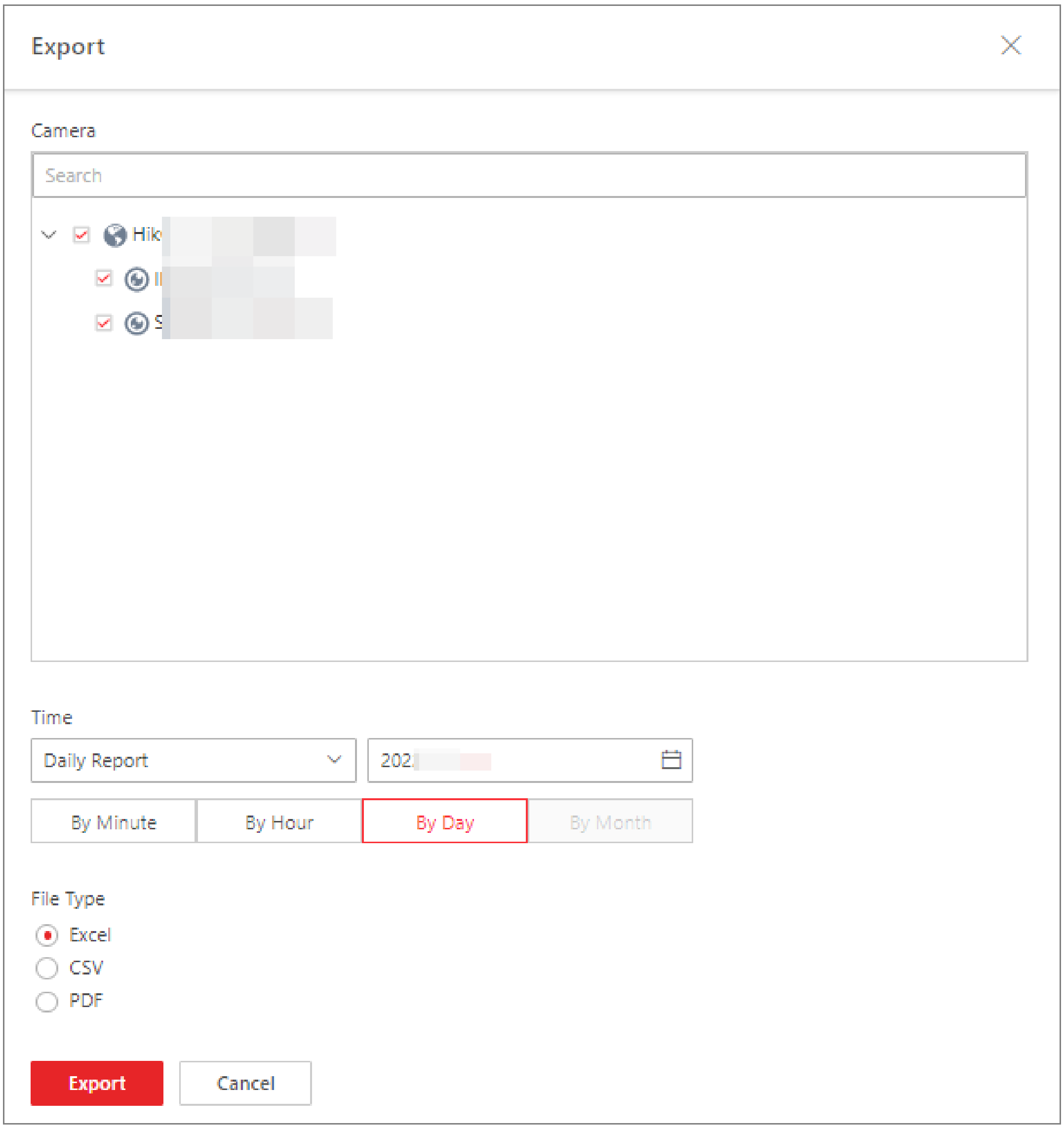


Figure 8-2 Export Vehicle Analysis Report

2) **Optional:** Select the camera(s) contained in the report and change the report type or time.

3) Select a shorter time period to view more detailed data of each camera.

By Minute

The exported report shows the detailed data of each minute for each camera (if the camera has been configured to report vehicle analysis data to the platform every minute). This option is only available for the daily report.

By Hour

The exported report shows the detailed data of each hour for each camera. This option is available for the daily/weekly/monthly/customized-interval report.

By Day

The exported report shows the detailed data of each day for each camera. This option is available for all types of reports.

By Month

The exported report shows the detailed data of each month for each camera. This option is available for the monthly/annual report.

4) Set the exported file format to **Excel**, **CSV**, or **PDF**.
5) Click **Export** to start exporting the report.

The exporting progress will be displayed in Task Center.

Chapter 9 Augmented Reality (AR) Monitoring

Augmented reality (AR) is an interactive experience of a real-world environment where the objects that reside in the real world are enhanced by computer-generated perceptual information, sometimes across multiple sensory modalities.

AR provides aggregation of the information collected from different cameras, based on technologies including AR and artificial intelligence. You can focus on the information in a visual and three-dimensional way, which combines the monitoring targets, static facilities, videos, and pictures. AR map also supports displaying video in picture-in-picture mode, and provides convenience for information analysis.

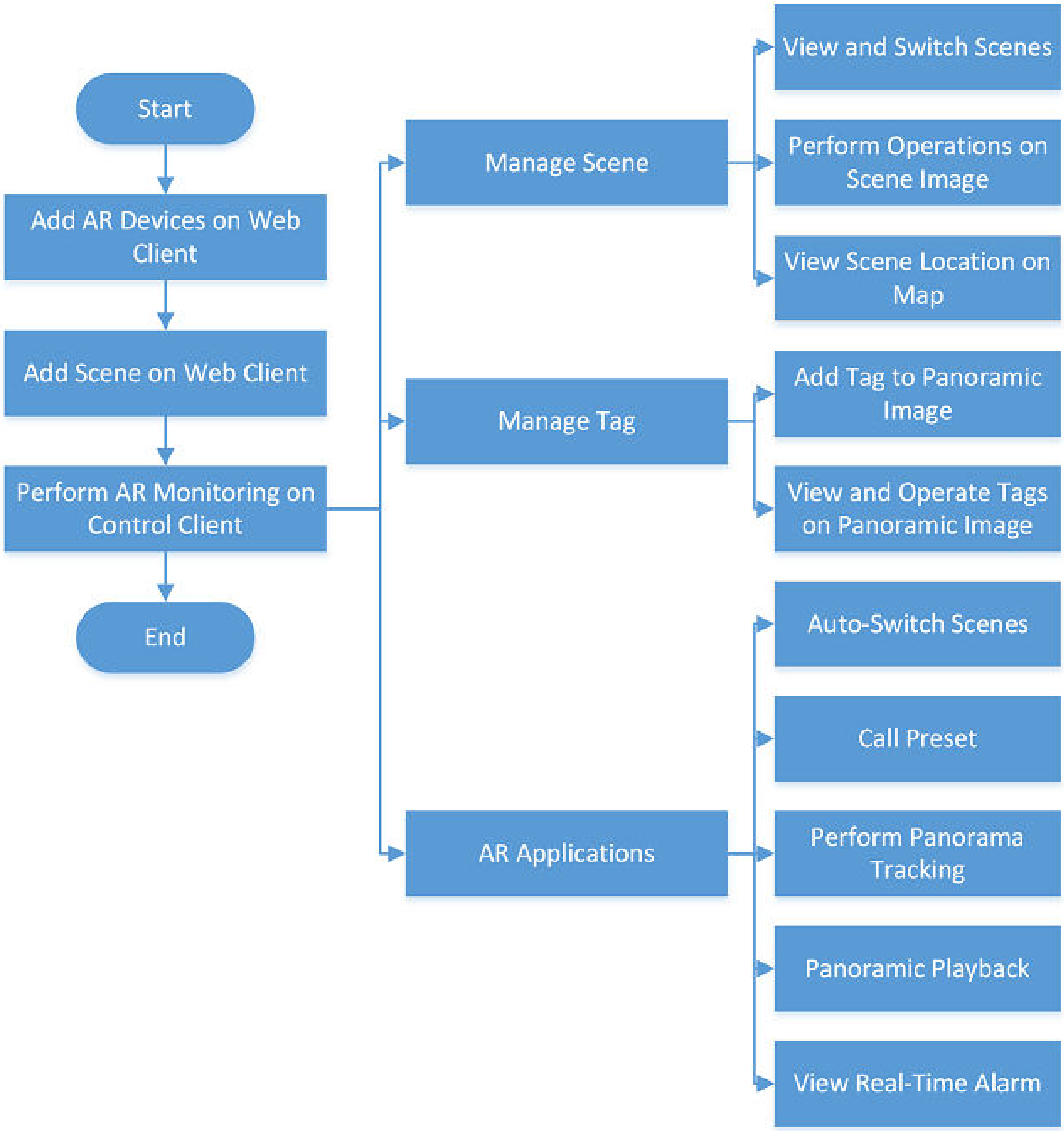


Figure 9-1 AR Monitoring Flow Chart

9.1 Main Window Introduction

After configuring scenes on the Web Client, you can perform operations including managing scenes, manage tags, perform panoramic tracking, and view real-time alarms.

In this sections, you can perform the following operations.

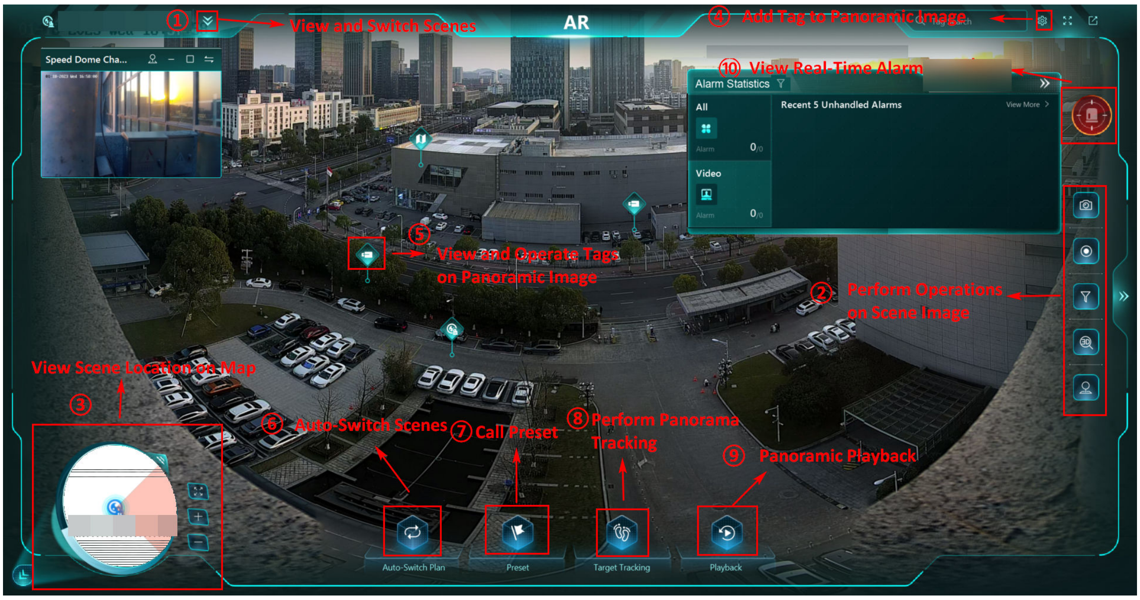


Figure 9-2 Main Window Guidance

Operation	Description
① View and Switch Scenes	For details, refer to ***View and Switch Scenes*** .
② Perform Operations on Scene Image	You can perform operations such as capturing pictures, recording video, and 3D zooming in. For details, refer to ***Perform Operations on Scene Image*** .
③ View Scene Location on Map	If you set scene locations on the map on the Web Client, you can view scene locations on map on the Control Cent. For details, refer to ***View Scene Location on Map*** .
④ Add Tag to Panoramic Image	You can add camera tags, scene tags, and map tags to the panoramic image. For details, refer to ***Add Tag to Panoramic Image*** .
⑤ View and Operate Tags on Panoramic Image	If there are alarms from tags, you can click the tags for details. For details, refer to ***View and Operate Tags on Panoramic Image***
⑥ Auto-Switch Scenes	You can add an auto-switch plan, so scenes in the plan will start to be switched automatically. For details, refer to ***Auto-Switch Scenes*** .
⑦ Call Preset	You can add presets and call presets. For details, refer to ***Call Preset*** .

Operation	Description
⑧ Perform Panorama Tracking	Through the AR camera and speed dome camera added to a scene, you can perform panorama tracking. For details, refer to ***Perform Panoramic Tracking*** .
⑨ Panoramic Playback	You can perform panoramic playback. For details, refer to ***Panoramic Playback*** .
⑩ View Real-Time Alarm	For details, refer to ***View Real-Time Alarms*** .

9.2 Scene Management

In the scene management, you can view and switch scenes, perform operations on the scene image, call preset, view the scene location on the map, and auto-switch scenes.

In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **AR** to enter the AR map.

9.2.1 View and Switch Scenes

After the scenes are configured on the Web Client, you can view the scenes on the Control Client. Each scene consists of a AR PanoVu series camera (required) and a speed dome (optional; for panorama tracking).

In the top left corner, select → **All Modules** → **Monitoring** → **AR** . Click on the top left corner to view the list of scenes.

Note

- You can only view the scenes in the current area. Cameras in other areas are not displayed.
- Areas with no added resources are filtered out automatically.
- Click / to display the scene list in list/thumbnail mode.
- For scenes which includes an AR camera and speed dome, each one of them is in double-screen mode. The speed dome screen will be displayed on he top left corner.

Click different scenes. The AR map will be switched to the first map where the scene is located; if the scene is located in multiple maps including the GIS map, the GIS map will be displayed.

Note

You can also click a scene on the map or in the speed dome channel and click **View Scene** to switch to the target scene.

9.2.2 Perform Operations on Scene Image

For each scene, you can capture pictures, record videos, filter tags, perform 3D positioning, etc.

In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **AR** to enter the AR map.

Click on the right to display the menu for various operations.

Operation	Description
	Capture the current image. The image will be saved to the local PC.
	Click to start recording and click it again to stop recording. The recording will be saved to the local PC.
	Click and select tag(s) as needed. Click **Confirm** to filter the tags to be displayed.
	Click to enable 3D positioning. Click any spot on the screen to view the zoomed-in image of the spot or draw an area to view the zoomed-in image of the selected area in the speed dome channel.
	Click and use the direction button ( ) to adjust the direction of the PTZ camera and zoom in/out the scene as needed.

9.2.3 View Scene Location on Map

In the panel on the bottom left corner, you can view the location of the current scene on the two-dimensional map.

In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **AR** to enter the AR map.

Note

If the scene is located in multiple maps including the GIS map, the GIS map will be displayed; if the scene is located in multiple maps excluding the GIS map, the first map where the scene is located will be displayed; if no map has been configured for the scene, then this panel will not be expanded by default.

You can click to hide this panel; you can also click and drag on the top right corner of the panel to adjust the pane size.

Note

- When there are multiple scenes on the map, you can click different scenes to switch the scene live view.
- When you change the PTZ direction, the direction of the scene in the panel will be changed automatically.

You can click / to zoom in/out, or click to enter the full-screen mode.

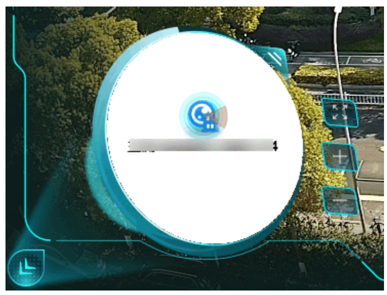


Figure 9-3 Scene Location Panel

9.3 Tag Management

To better monitor events and handle alarms promptly, you can add resource tags, namely, resources, scenes, maps, partitions (areas), and entrances and exits, to a panoramic image. After configuring these resource tags, you can view and operate them directly on the panoramic image.

9.3.1 Add Tag to Panoramic Image

You can add tags to the panoramic image for resources, namely, resources, scenes, maps, partitions (areas), and entrances and exits.

Before You Start

Make sure there is a scene configured via the Web Client.

Steps

1. In the top left corner, select → **All Modules** → **Monitoring** → **AR** .
2. Click on the top left and select a scene from the drop-down list.
3. Click on the top right and click **Configuration** next to **Tag Configuration**.
4. Select the type of the resource to be added.
5. Select the area where the resource is located from the drop-down list.

   Note

   Areas with no added resources are filtered out automatically.
6. Hover over the resource and click , or drag it onto the image.

Note

You can search for and filter resources by entering keywords in the search box.

7. Configure the relevant information for the resource tag, such as its name, type, and group, and click **OK** to add the tag.
8. **Optional:** Repeat the above four steps to continue adding more tags if needed.
9. **Optional:** If needed, click a tag on the image to edit its information, delete it from the panoramic image, or add it to favorites.
10. Click **Complete** below the Add Tag pane to finish adding the tag(s).
11. **Optional:** Perform the following operations as needed.

Search for Tags	On the top right, enter keyword(s) in the search box next to to search for added tags. You can also specify a tag type to only search for tags of a specific type.
View and Operate Tags	You can view and operate a tag on the panoramic image by clicking it. For details, refer to ***View and Operate Tags on Panoramic Image*** .

9.3.2 View and Operate Tags on Panoramic Image

After adding resource tags, you can view and operate them directly on the panoramic image, such as performing camera control operations, opening the map, viewing the scene, and checking event details.

Note

Make sure you have added resource tags to the panoramic image. For details, refer to ***Add Tag to Panoramic Image*** .

To go to the AR Map module, select → **All Modules** → **Monitoring** → **AR** . Click on the top left and select a scene from the drop-down list. The operations you can perform differ by the type of the resource tag.

Camera Tags

For cameras added to the panoramic image, you can click a camera tag and perform basic camera control operations on the live view window, such as watching the live video in full-screen mode, picture capturing, video recording, audio on/off control, digital zoom, stream switch, PTZ control, switching to instant playback, starting two-way audio, and adding tags. If an event such as face picture comparison or vehicle comparison is detected at the moment, you can also view the event details and the corresponding person/vehicle details on the pane.

If the status of the camera is No Alarm at the moment, you can perform arming controls for it, configure it to ignore all alarms from now on, and view history alarms as needed.

If an alarm is triggered at the moment, the camera tag will be in color red and you can click it to view detailed alarm information and the captured picture, and perform operations such as acknowledging the alarm, forwarding it, sending alarm emails, and performing alarm output control.

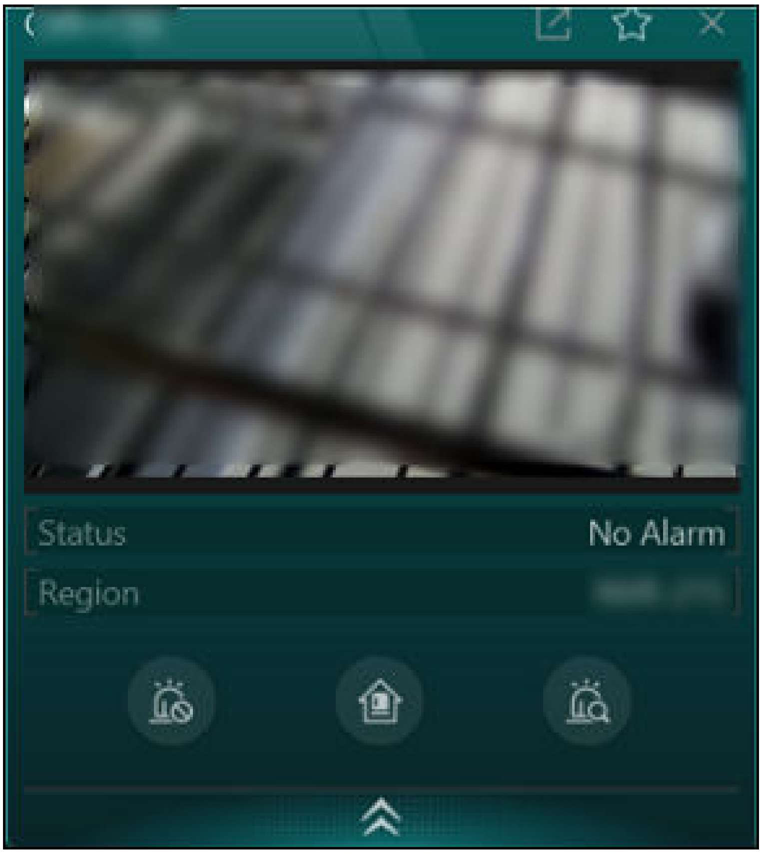


Figure 9-4 Camera Tag Operation Pane

Scene Tags

For scenes added to the panoramic image, you can click a scene tag and select **View Scene** to open the corresponding scene.

Map Tags

For maps added to the panoramic image, you can click a map tag to open the map preview, and click to display the map in full screen if needed. On the map, you can search for and view details about the hot spots that have been added to the map via the Web Client.

Broadcast Tags

You can click to broadcast or start intercom.

Entrance and Exit Tags

You can view parking lot information and number of entering and leaving vehicles.

Partition (Area) Tags

You can arm, away disarm, stay arm and disarm a partition (area).
You can view zones and alarm outputs of a partition (area).
You can hover on the zone to perform operations: bypass / bypass restore and arm/disarm.
You can view the latest 5 alarms.

Door Tags

You can set doors to the following status: remain open, remain closed, opened, close.
You can view the latest 5 alarms.
If there is an access event, you can view personnel information related with the event.

9.4 AR Applications

You can make use of various AR applications such as panoramic target tracking and real-time alarm/event monitoring to better understand what is happening at a place and handle situations in time.

9.4.1 Auto-Switch Scenes

You can manage the auto-switch of the scenes, including the scenes to be watched, the auto-switch order among different scenes, and the switch interval for each scene.

Steps

1. In the top left corner, select → **All Modules** → **Monitoring** → **AR** .
2. Click on the bottom to open the Auto-Switch Plan panel.

   You can view the list of scenes.
3. Click **Add** to enter the Add Auto-Switch Plan page.

Figure 9-5 Add Auto-Switch Plan

4. Edit the plan name as needed.

Note

The plan is named with the current time by default.

5. Select the duration for each scene from the drop down list.
6. Click **Add** under **Scenes in Plan** and select scene(s) in the current area. Click **Save** to add scenes to the plan.

Note

Click / to display the scene list in list/thumbnail mode.

7. Click **Save** to save the plan.
8. After finishing adding plan(s), you can perform the following operations.

Start the Auto-Switch	Click to start auto-switch plan.
Edit the Auto-Switch	Click to edit the auto-switch plan.
Delete the Auto-Switch	Click to delete the auto-switch plan.

9.4.2 Call Preset

You can set presets for a PTZ camera, and call the presets to do monitoring tasks with higher efficiency.

Steps

1. In the top left corner, select → **All Modules** → **Monitoring** → **AR** .
2. Click on the top left and select a scene (linked with a PTZ camera) from the drop-down list to start its live view.
3. Click to enable PTZ control and use the direction button ( ) to adjust the direction of the PTZ camera and zoom in/out the scene as needed.

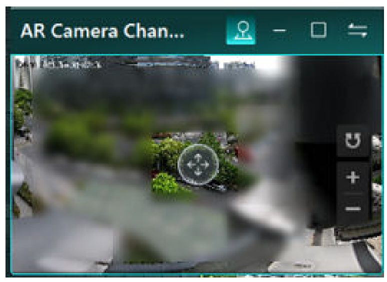


Figure 9-6 PTZ Control

4. Click **Preset** at the bottom to display the preset list.

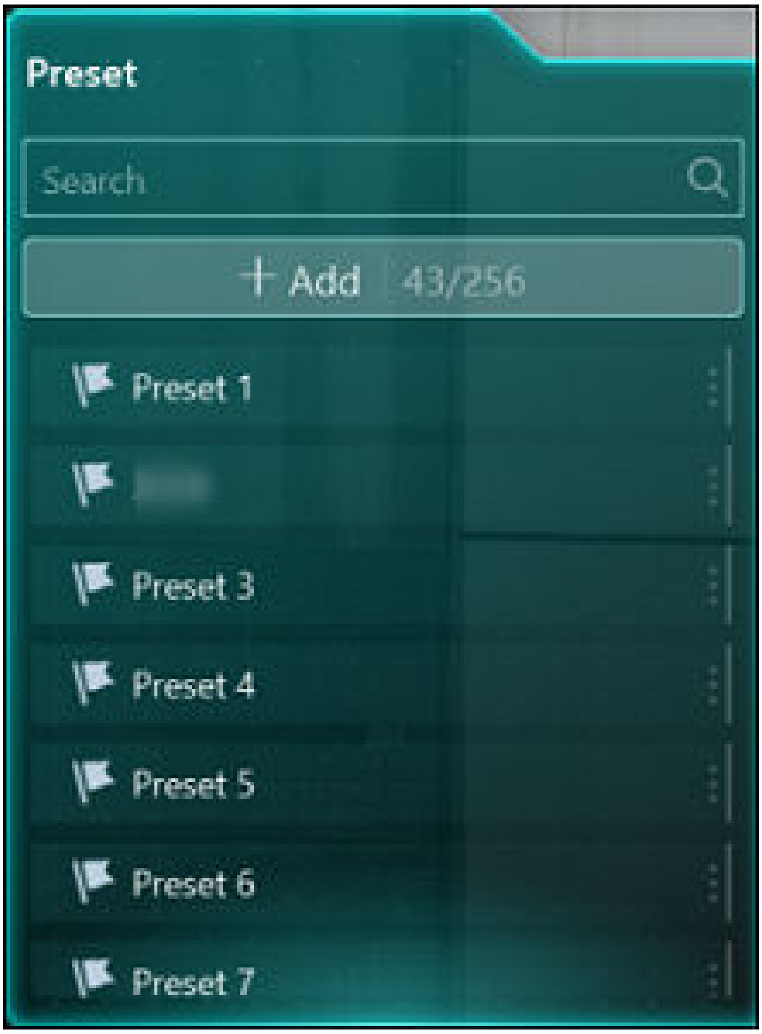


Figure 9-7 Preset Pane

5. Save the current viewing angle as a preset.
   - Click **Add** to show the Add Preset pane, enter the preset name and No., and click **OK**.
   - Hover over an unconfigured preset, click , set the preset name, and click **OK**.
6. Hover over a configured preset and click to call the preset.
7. **Optional:** You can also perform operations on configured presets.

Operation	Description
Edit Preset	Hover over a preset, click , and edit its name.
Delete Preset	Hover over a preset and click to delete it.
Search for Presets	Enter keywords in the search box to search for target presets.

9.4.3 Perform Panoramic Tracking

Through the AR camera and the speed dome added to a scene, you can perform panoramic tracking of a moving target by simply clicking on the panoramic image.

Before You Start

Make sure there is a scene configured via the Web Client.

Steps

1. In the top left corner, select → **All Modules** → **Monitoring** → **AR** .
2. Click on the top left and select a scene from the drop-down list.

Note

- By default, the view of the AR camera is displayed in the larger window (i.e., full screen) and the view of the speed dome is displayed in the smaller window on the top left. You can click to switch the views of the two cameras.
- Via the toolbar of the smaller view window, you can turn on PTZ control for the window, enlarge/shrink the window, or hide the window as needed.

3. Click **Target Tracking** at the bottom of the page to enter the panoramic tracking mode.
4. On the panoramic image, click a target or draw an area to start the smart linkage.

   The speed dome will start tracking the moving target and adjust its position accordingly.

9.4.4 Panoramic Playback

You can view the recorded video footage of PanoVu series cameras. For AR PanoVu cameras, the tags will be displayed during playback and thus you can also view the recorded videos of the cameras linked to these tags.

Steps

1. In the top left corner, select → **All Modules** → **Monitoring** → **AR** .
2. Select a scene from the drop-down list.
3. Set the start time and end time, and click **OK** to start searching for the video footage of the AR camera during that time period.

   The playback of the AR camera of the scene will start if the video footage during that period exists.
4. Control the playback via the playback toolbar appeared on the bottom if needed.

Table 9-1 Playback Toolbar

Icon	Name	Description
/	Play/Pause	Start or pause the playback.
/	Single-Frame Play	Play the video footage by single frame.

Icon	Name	Description
	Playback Speed Control	Set the playback speed.
	Shrink/Grow Timeline	Shrink or grow the timeline to access thumbnail detailed time points. You can click on the timeline to play the video on accurate time point.

5. **Optional:** Switch to playback of other cameras or scenes.
    1) Click the tag search box on the top of the window.
    2) Select a camera or a scene from the list.
    3) Click a camera or a scene to start playback.

    The playback of the selected camera/scene will be started.

9.4.5 View Real-Time Alarms

Via the Alarm Statistic pane, you can view the overall alarm/event statistics of a certain scene in real time and the details of unhandled alarms and face/vehicle matching events, and locate where an alarm/event occurs on the panoramic image.

Note

Make sure you have added camera tags to the panoramic image of the scene. For details, refer to ***Add Tag to Panoramic Image*** .

In the top left corner, select → **All Modules** → **Monitoring** → **AR** .

Click on the top left and select a scene from the drop-down list.

On the right, click to open the Alarm Statistics pane.

Note

The icon will only be in color red if there are unhandled alarms at the moment.

For alarms, you can check the 5 most recent unhandled alarms in a list and view detailed information of an alarm by clicking it. Besides viewing the alarm details and the captured picture in the Alarm Information window, you can also perform operations such as acknowledging the alarm, forwarding it, sending alarm emails, and performing alarm output control. Once an alarm is acknowledged, it will no longer show up in the list of unhandled alarms on the Alarm Statistics pane.

You can also filter these alarms by type (e.g., VCA event, face detection event, camera maintenance event, etc.) by clicking , you can click next to the number of cameras with alarms triggered to only show the corresponding camera tags on the panoramic image, or you can click the menu on the left of the pane to view the alarms related with each module.

You can click **View More** to view / search for more alarms. For details, see ***Search for Event and Alarm Logs*** .

Chapter 10 Map Management

After properly configuring the map settings via the Web Client and enabling the map function on Monitoring module, you can view and manage the map, such as zooming in or zooming out the map, locating the resources on the map. You can view and operate the added resources on the map, such as getting the live view and playback of the cameras, UVSSs, and doors, setting the arming control for cameras, alarm inputs, UVSSs, and doors, and so on.

Note

- If the GIS map doesn't show properly, all the current site's and Remote Site's E-map thumbnails are displayed. Click one E-map to view details.
- If you enable the GIS map function of the Central System via Web Client, you enter the configured GIS map. All the current site's and Remote Site's E-map thumbnails are displayed under the GIS map. Click one E-map to view details.

10.1 View and Operate Hot Spot

You can view locations of hot spots including cameras, alarm inputs, alarm outputs, access points, radars, sites, UVSS, etc. on the map. Also, you can set the arming control and view history alarms of monitoring scenarios through the hot spots. You can view latitude and longitude information and available operations of a certain resource by hovering over a resource on GIS map as well.

Before You Start

Configure the map settings via the Web Client. For details, see *User Manual of HikCentral Professional Web Client*.

Steps

1. In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Monitoring** .
2. Select an area on the left, and double-click Map .
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.
Select Multiple Resources	Click and draw a rectangle on the map to select multiple resources.
Drag Resource(s) on Map to Display	Select one or multiple resources on map and drag it/them to the display window in Live View or Playback.
Real-Time Display of Face Picture Comparison/ Access Control/Vehicle List	Click **Live View** and select the item(s) to display real-time related captured face picture, access event, and vehicle list on the map.
More Tools	: Add a label on map.

	: Capture a picture. : Print the current map. **2D/3D**: Switch the displaying dimension of the map. Search : Search hot spot or location on the map.
Display Map on Smart Wall	Click to display the map on smart wall. For details, see .

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 occupancy rate and parking floor details.

6. Operate in the dialog.

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. Click a hot spot to open the dialog which displays its related functions. In the dialog, click **Arm/Disarm** to arm/disarm the hot spot.
Trigger/ Disable Audio Alarm	Click a hot spot to open the function list, and click **Trigger Audio Alarm** to trigger the audio alarm. Click **Disable Audio Alarm Linkage** to disable audio alarm permanently or for a customized period.
Trigger/ Disable Strobe Light	Click a hot spot to open the function list, and click **Trigger Strobe Light** to trigger the strobe light alarm. Click **Disable Strobe Light Linkage** to disable strobe light permanently or for a customized period.
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. Click a hot spot to open the dialog which displays its related functions. In the dialog, click to enter the event and alarm search page. Then you can search history alarms of the hot spot. See ***Search for Event and Alarm Logs*** for details.
Broadcast via Hot Spot	You can broadcast via hot spot through real-time speaking or playing the saved audio files.

Note

Make sure you have added broadcast resources on the map.

a. On the map, click the broadcast resource to view details such as Status, Area, and Remark.
b. Click **Broadcast** to select the broadcast mode.
c. Select **Speak** or **Play Audio File** as the broadcast mode.

   Note

   Speak: Speak in real-time, and the audio will be recorded and uploaded to the server.
   Play Audio File: Play the files saved in the server. You can search or select a desired audio file to play. You can click **Download** to download a selected audio file, and the broadcast will be more fluent.

d. Click **Start**.
   - If you select Speaking, the broadcast will start immediately.
   - If you select **Play Audio File**, it will start downloading the audio file from the cloud if you choose a cloud file, or playing the audio file immediately if it is a local file.

Figure 10-1 Arm Hot Spot / View History Alarm

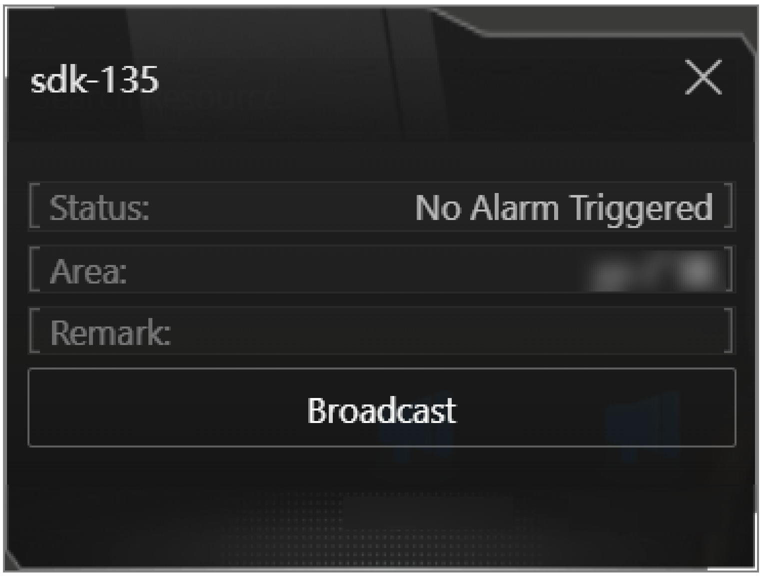


Figure 10-2 Broadcast via Hot Spot

10.2 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 *User Manual of HikCentral Professional Web Client*.

Steps

1. In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **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.

Note

If you enter an area map from a particular map, the full path of the hot region map will be displayed in the upper-left corner. Each time you click **Back**, it only returns to the previous level of the map.

10.3 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 *User Manual of HikCentral Professional Web Client*.

- 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.
- Pathway Analysis Group: You can view the real-time number of people walking by in the Monitoring module 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.

10.4 View Remote Site Alarm

If you have added a remote site on a GIS map, you can view the information of alarms triggered on the remote site. Even if there is no alarm triggered at the current time, you can also view history alarms of the site.

Before You Start

Make sure you have added a remote site on the GIS map. See *User Manual of HikCentral Professional Web Client* for details.

Steps

1. In the top left corner of Control Client, select → **All Modules → Monitoring → Monitoring** .
2. **Optional:** Select an area on the left to show its GIS map.
3. Click the site icon to open the site details page.

Note

If there are unhandled alarms triggered in the remote site, the number of unhandled alarms will be displayed on the upper right of the site icon.

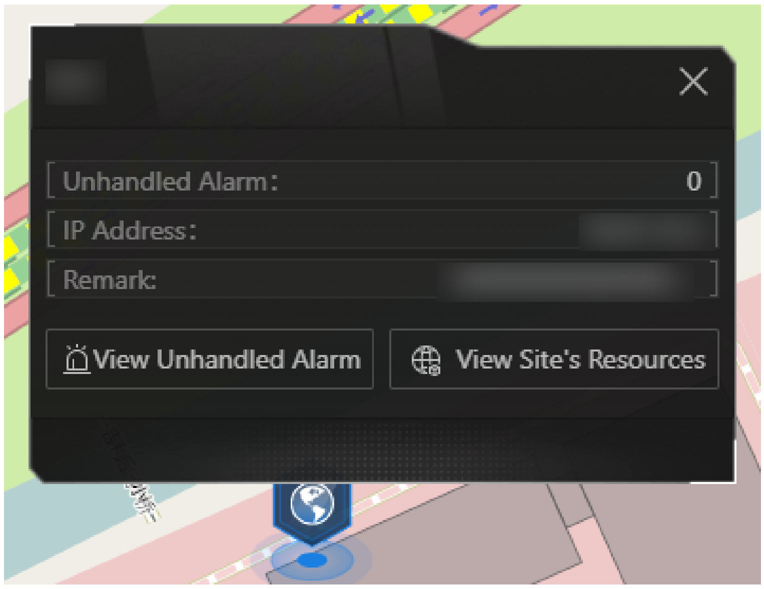


Figure 10-3 Site Details

The color of site icon will turn blue.

4. Click **View Unhandled Alarm** to open the Unhandled Alarm window.

   Alarm information including alarm name, alarm priority, triggering time, alarm source, etc. is displayed.

5. **Optional:** Perform the following operation(s).

Filter Alarm by Priority	Click on the Alarm Priority column to filter alarms by alarm priority.
Filter Alarm by Status	Click on the Alarm Status column to filter alarms by alarm status.

10.5 Operate Resources from Geographic Area

After you add a geographic area to a map, you can batch operate the resources within the area.

In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Monitoring** ..

Click **Select Map** on the top left to display the map(s) of an area.

Note

- When multiple geographic regions overlap, you can select the geographic region from the list first and then click the menu.
- Batch operation is not supported when there are more than 100 resources in a geographic area.

Click the geographic area to perform the following operations.

Block All Alarms	Click **Ignore All** to block all alarms in the area.
Broadcast	Click **Broadcast**, and all IP speakers in the area will start to broadcast and the device icon status will change.
Audio Alarm Control	Click **Audio Alarm Control** to start audible alarms.
Strobe Light Alarm Control	Click **Strobe Light Alarm Control** to start sound and light alarm of all devices in the area with the feature.
Start Live View	Click **Play Video** to start live view of all cameras in the area.

Chapter 11 Parking Monitoring

The platform provides entrance and exit management service and it can control the entry and exit of the detected vehicles according to the entry & exit rules you set. In addition, the platform supports parking fee management, including adding coupons and selecting the payment method before opening the barrier gate.

On the Entrance and Exit, you can view the information of the vehicles entering and exiting the parking lot. The platform can open the barrier gate of the parking facility automatically according to the entry & exit rules. If the barrier doesn't open, you can also open it manually via the Control Client to allow the vehicle to enter or exit.

On the home page, select **Monitoring → Parking Lot** or select → **All Modules → Monitoring → Parking Lot** .

11.1 Entrance & Exit Control

HikCentral Professional provides entrance & exit management service. You can set entry & exit rules for entrance and exit on the Web Client so that the barrier gates will be controlled by the platform according to the rules you set. On the Control Client, you can control the barrier gates both automatically and manually, view the detailed information of vehicles entering and exiting the parking lot, and hand over shifts.

There are two modes for entrance & exit management: **Monitor at Center** and **Monitor at Booth**. In **Monitor at Center** mode, you can select a parking lot to perform monitoring and control; in **Monitor at Booth** mode, you can select an entrance/exit to perform monitoring and control. You can also view the vacant parking spaces and display the live video on the smart wall in both modes.

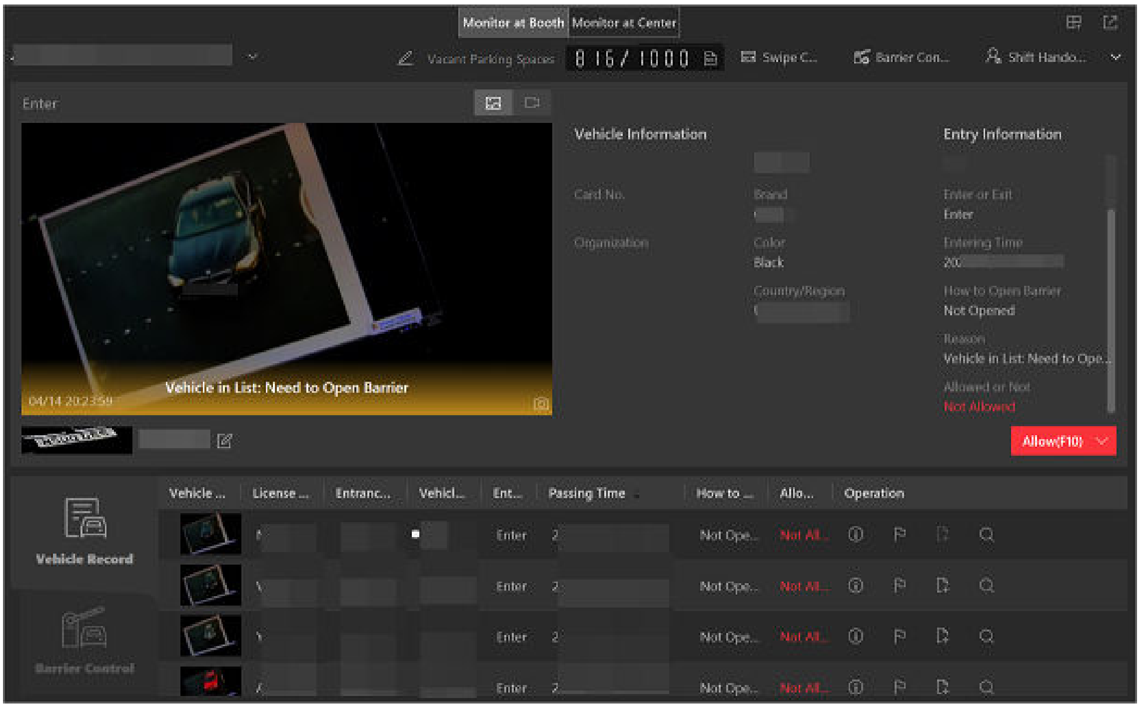


Figure 11-1 Entrance & Exit Control

11.1.1 Automatically Open Barrier for Vehicles

The vehicle can enter or exit the parking lot with the barrier gate opened automatically in the following situations:

Barrier Opened Automatically According to Entry & Exit Rule

If you have set the entry & exit rule for the vehicles in the vehicle list, and set **Entry Method** or **Exit Method** as **Automatic** on Web Client, and the time is within the authorized time period, when the system detects a vehicle at the lane, the barrier gate will be opened automatically.
You can view the details of the vehicle such as license plate number, vehicle brand, color, entering/ exiting time on the Control Client.

Note

For details about setting the entry & exit rule, refer to the *User Manual of HikCentral Professional Web Client*.

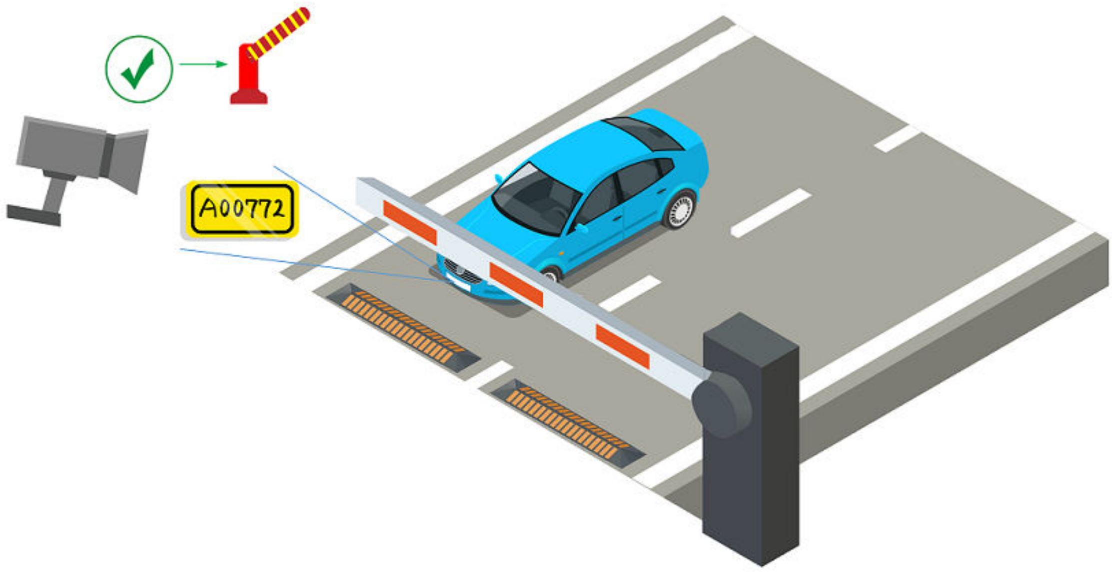


Figure 11-2 Example: Barrier Opened Automatically for Vehicle in Vehicle List

Barrier Opened Automatically After Swiping Card

If you have linked one access control device or video intercom device with the lane, the owner of the vehicle in the vehicle list can also swipe her/his card on this device to verify her/his identity when entering or exiting the parking lot.

The system will find out the vehicle information linked with this card and judge whether to open the barrier gate automatically according to the entry & exit rule of its vehicle list. If you have set **Entry Method** or **Exit Method** as **Automatic**, and the time is within the authorized time period, the barrier gate will be opened automatically.

In this situation, you can use access control device or video intercom device instead of ANPR camera at the entrance and exit to check whether the card is linked with the vehicle in the vehicle list.

Note

- This function is only available for **Monitor at Booth** mode.
- Before enabling this function, you need to click **Swipe Card** in the upper right area, and select an entrance or exit to enable card swiping for the barrier gate there.
- Make sure you have already linked cards with the vehicles when adding vehicles and setting vehicle owner information on the Web Client.
- Make sure you have already linked an access control device or video intercom device with the lane on the Web Client.
- For details about the above settings on the Web Client, refer to the *User Manual of HikCentral Professional Web Client*.

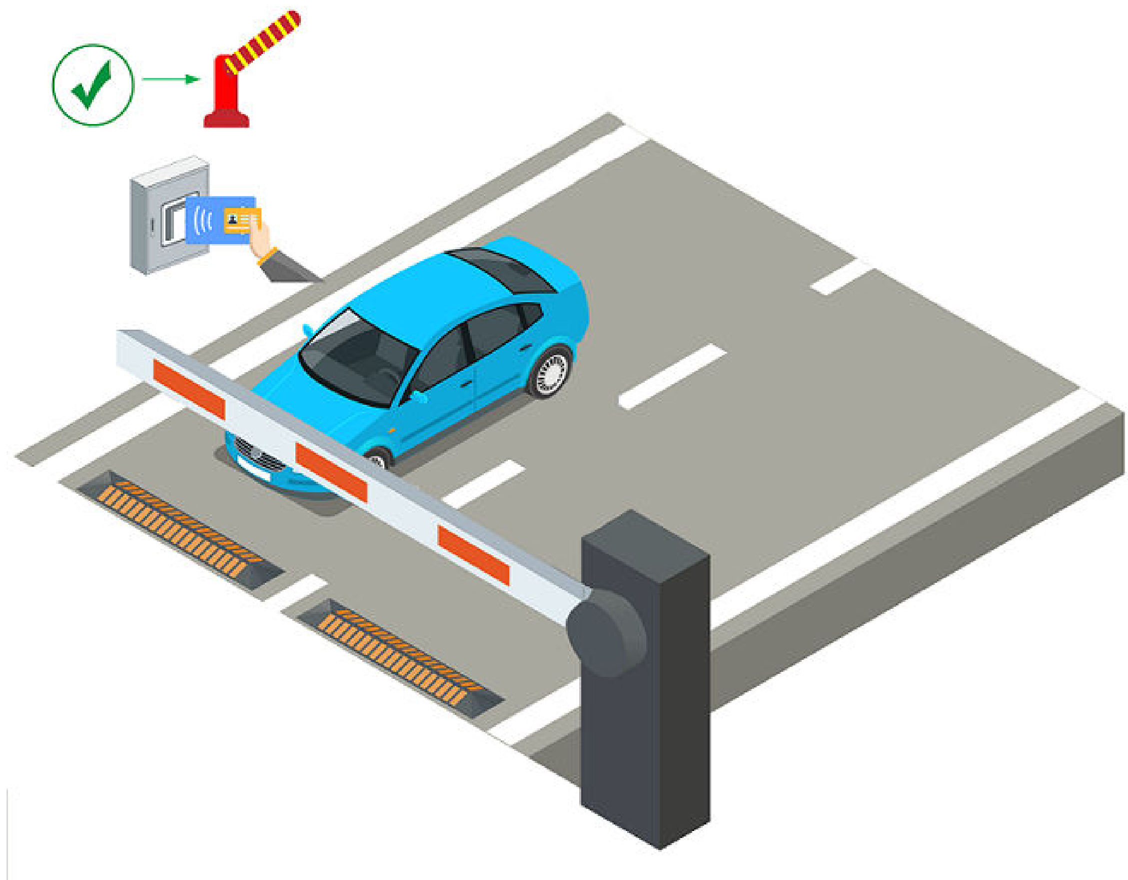


Figure 11-3 Swipe Card to Open Barrier

11.1.2 Manually Open Barrier for Vehicles

On the Control Client, the information of the detected vehicles at the lanes will be displayed. If the barrier gate is not opened by the system automatically, you can open it manually via the Control Client.

In the top left corner of the Home page, select → **All Modules** → **Monitoring** → **Parking Lot** → **Entrance and Exit** to open the barrier gate manually in the following situations:

Open Barrier Gate for Entry

You can click **Allow** button on the Enter panel to open the barrier gate at the entrance.

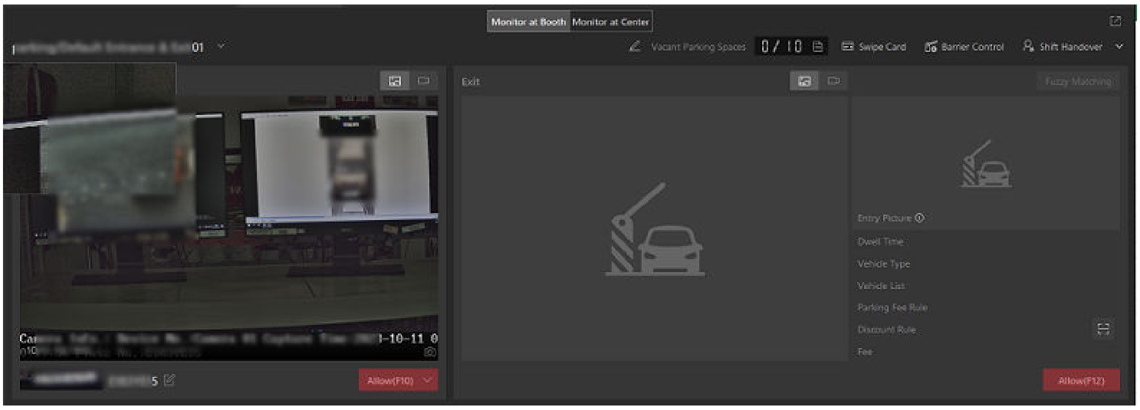


Figure 11-4 One-Touch Opening Barrier Gate

Note

- The shortcut key configuration is not supported.
- The entry picture displayed is not real-time captured. It is a linked entry picture of the existing vehicle.

You can also click → **Advanced** to enter remarks for the vehicle if needed (e.g. the reason why you allow this vehicle to enter even though it is not in any vehicle list) or add the vehicle to a vehicle list which has enabled with **Parking Space Control** function, so this vehicle will occupy one parking space of this vehicle list.

Note

For example, if the parking lot is shared by three companies (company A, B, and C), when a visitor of company C wants to park in the parking lot, the security guard can open the barrier manually after verifying her/his identity and select the vehicle list of company C.

For details about setting **Parking Space Control** function of vehicle list, refer to the *User Manual of HikCentral Professional Web Client*.

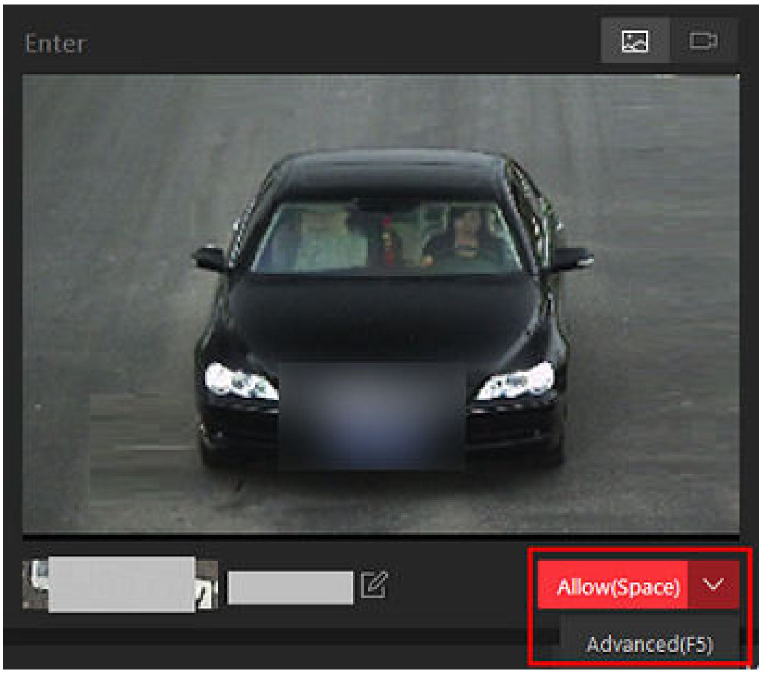


Figure 11-5 Advanced Opening Barrier Gate

Open Barrier Gate for Exit

- For parking lot in free mode, you can click **Allow** on the Exit panel to open the barrier gate at the exit lane.
- For parking lot in charge mode, you can click **Paid by Cash** or **Paid by Account** to open the barrier gate at the exit lane.

Note

The shortcut key configuration is supported. You can set the shortcut keys for opening barrier gate in **System → Video → Shortcut** .

Open Barrier Gate During Video Intercom

If you have linked one access control device or video intercom device with the lane, the owner of the vehicle can press button on the device front panel to send an opening barrier request to the security personnel and the security personnel can talk with the person via Control Client, view the live video of the device's camera and capture unit (if any), and open the barrier if the person's identity is confirmed.

Note

Before the Control Client receives the remote request from the device, you should first add a **Call Center** alarm for the parking lot on the Web Client. For details about adding alarms, refer to *User Manual of HikCentral Professional Web Client*.

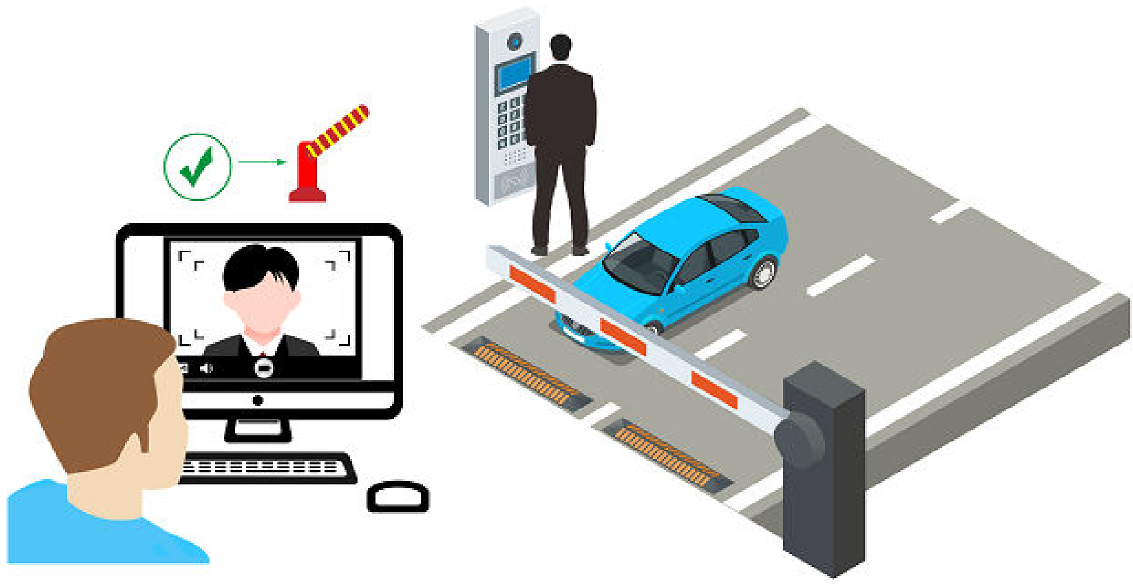


Figure 11-6 Start Video Intercom to Send Opening Barrier Request

After pressing the button on the device front panel, a window will pop up on the Control Client as follows:

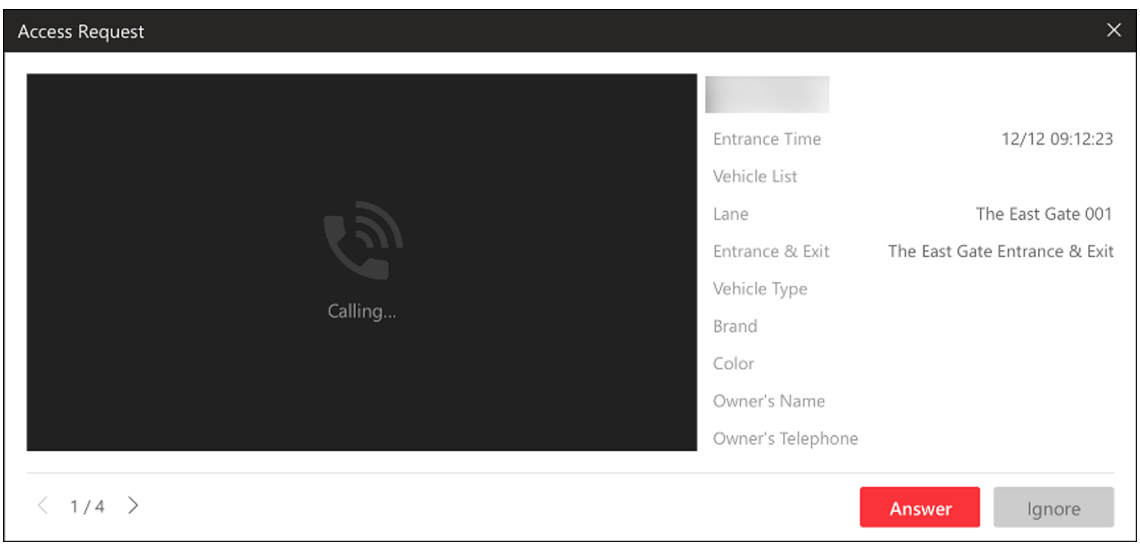


Figure 11-7 Access Request Received by Control Client

You can click **Answer** to view the live view of the device's camera as well as the capture unit and start voice talk with the person who starts this request. You can also click **Ignore** to ignore this request and close this window.

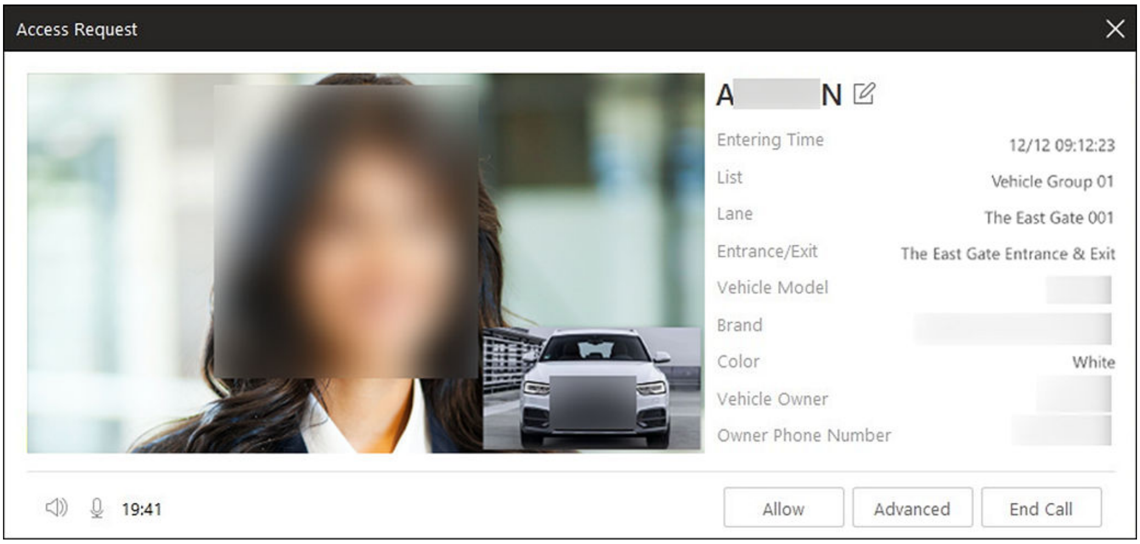


Figure 11-8 Video Intercom

During voice talk, click **Allow** to open the barrier gate.

You can also click **Advanced** to enter the remark information if needed, and select a vehicle list which has enabled with **Parking Space Control** function, which means this vehicle will occupy one parking space of this vehicle list.

For example, if the parking lot is shared by three companies (company A, B, and C), when a visitor of company C wants to park in the parking lot, the security guard can open the barrier manually after verifying her/his identity and select the vehicle list of company C.

Note

For details about setting **Parking Space Control** function of vehicle list, refer to the *User Manual of HikCentral Professional Web Client*.

Click **End Call** to end voice talk and close this window.

11.1.3 Correct License Plate Number

You can correct the license plate numbers recognized by capture units.

You can correct the license plate number of vehicles entering or exiting the parking lot for **Monitor at Booth** / **Monitor at Center**.

Click to edit the recognized license plate number.

11.1.4 View Passing Vehicle Information

On the Entrance and Exit page, you can view information of vehicles (including visitors' vehicles) entered or exited from the parking lot including captured vehicle pictures, license plate numbers, vehicle lists, vehicle directions, passing time, allowed or not, etc. You can also view detailed information of the passed vehicles, mark suspicious vehicles, add passed vehicles to a vehicle list, etc.

On the left navigation pane, click **Entrance and Exit** and select an entrance/exit in the drop-down list in the upper-left corner of the page.

View Real-Time Passing Vehicle Information

After entering the Entrance and Exit page, the video and picture of the vehicle captured by the lane's related camera are displayed.

Note

You can switch between **Monitor at Booth** and **Monitor at Center**.

Hover over the picture to magnify the vehicle picture and click to view the entering video.

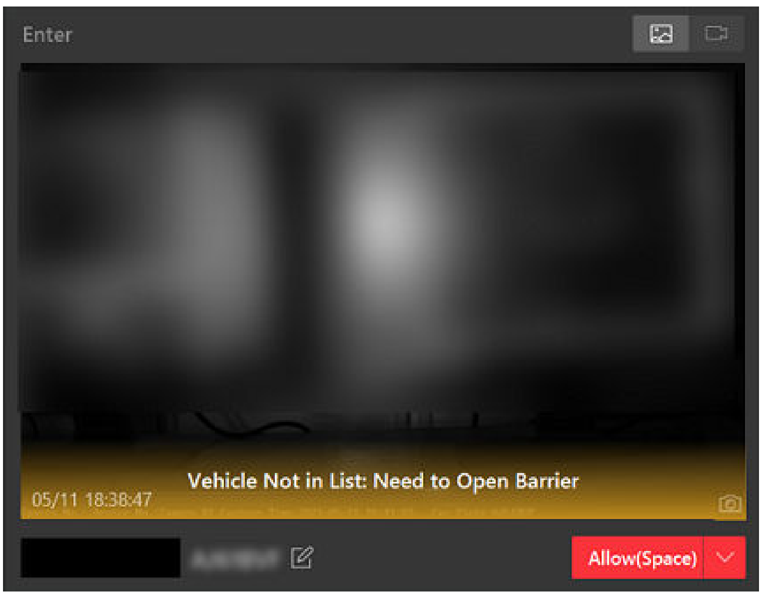


Figure 11-9 Vehicle Entering

In the **Exit** area, the picture and video of the vehicle exiting the parking lot are displayed, and the corresponding picture captured when it was entering the parking lot is displayed in the **Enter** area with related information. Click to view the exiting video. If the corresponding entering picture cannot be found, click **Fuzzy Matching** to open the Matching Result window to select a vehicle in the entering pictures which are regarded as entering pictures of similar vehicles to this vehicle. After that, the selected picture will be displayed under the **Fuzzy Matching** button as the entering picture of the vehicle.

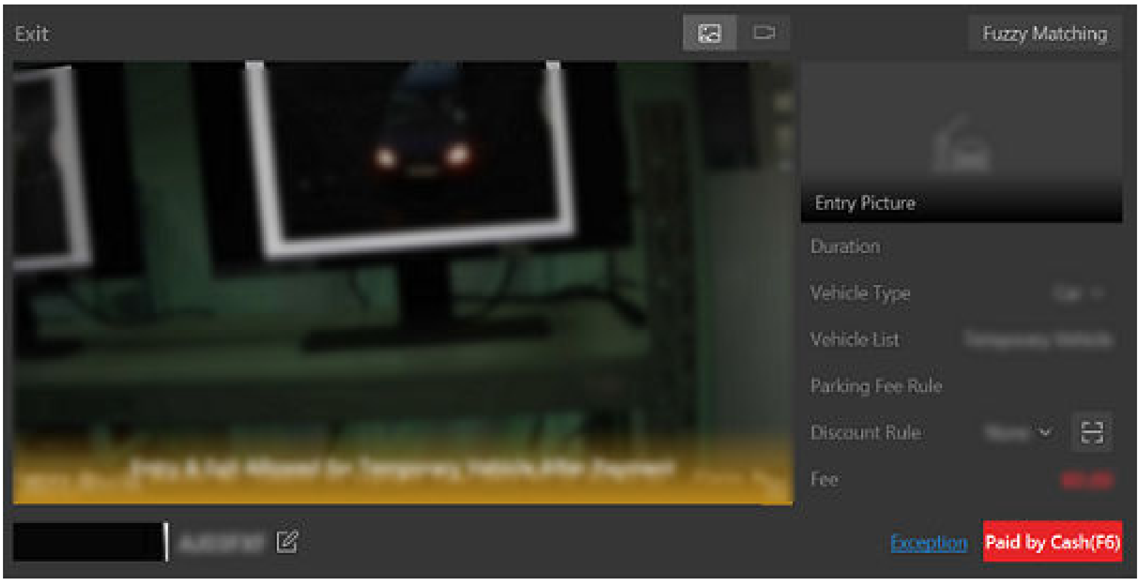


Figure 11-10 Vehicle Exiting

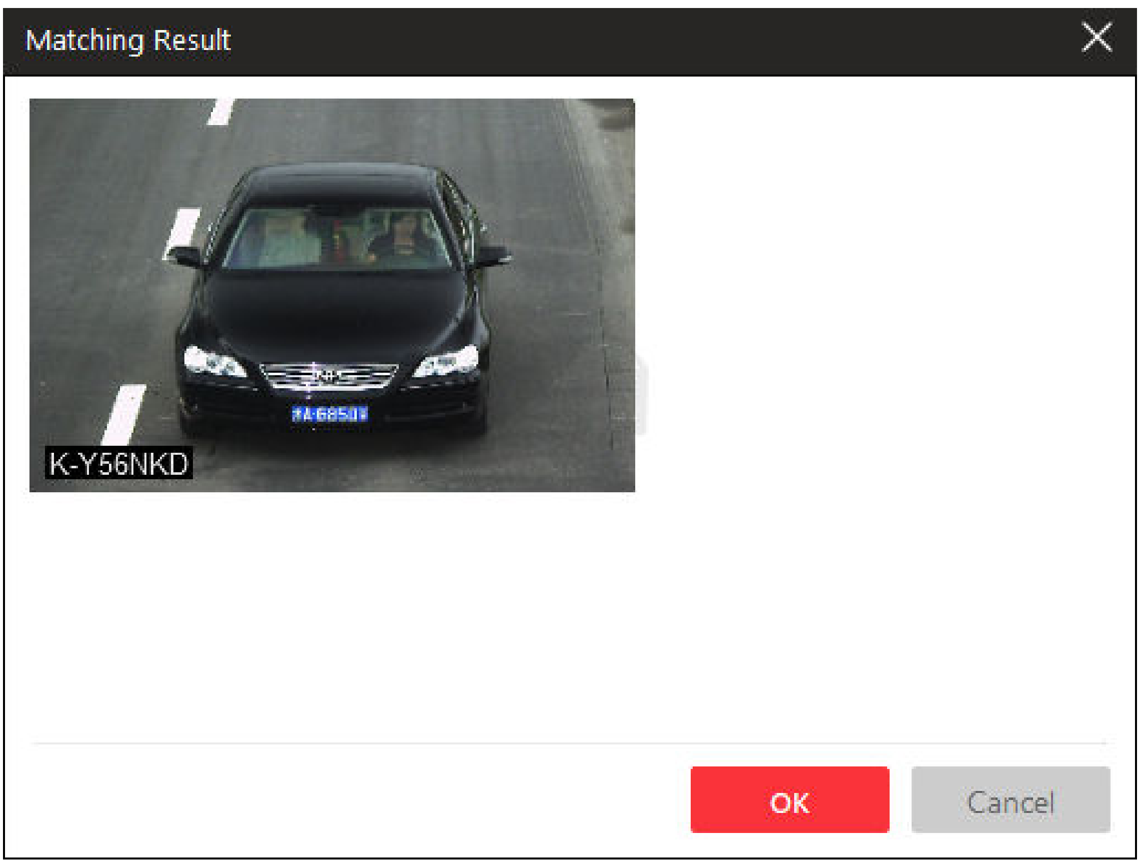


Figure 11-11 Matching Result

View History Passing Vehicle Information

Click **Vehicle Record** in the lower left corner to show the passed vehicles and their information. You can perform the following operations if needed:

- **View Vehicle Passing Details**
  Click to view vehicle information (organization information, vehicle features, etc.) and entering record (lane, direction, entering time, etc). You can also allow the vehicle to enter or exit from the parking lot, view video of the vehicle, and correct the license plate number on this page.
  When **Person and License Plate Match** is enabled on the Web Client, a window for face capture comparison which shows the name, phone No., staff ID, and organization, will appear on the right of the vehicle record and barrier control panel.
  - **Latest Record** is checked by default so that this window will always display the latest passing vehicle record information.
  - When **Latest Record** is unchecked, you can switch to different vehicle records.
  - You can also click to open the record details pane and view the uploaded picture on the left and captured picture on the right.

Note

If a vehicle owner is a visitor, the vehicle owner name will be displayed in blue color. Click the vehicle owner name to show visitor information (including host, visiting validity period, ID type, ID No., phone number, and visitor group).

- **Mark Vehicle**
  If you think a vehicle is suspicious, click to mark the vehicle. The marked vehicles can be filtered out later when searching for the related vehicle passing information in Vehicle Search module.
- **Add Vehicle to Vehicle List**
  If the Client recognizes a vehicle that is not added to the vehicle list, you can add it to the vehicle list manually. Click to add the vehicle to a vehicle list.
- **Search Vehicle**
  Click to enter the Vehicle Search page to search for related vehicle passing information.

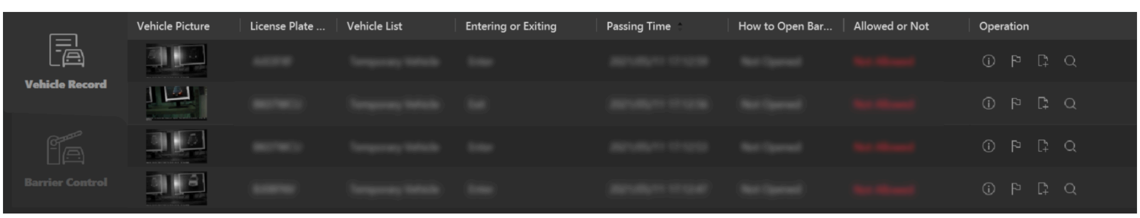


Figure 11-12 View History Passing Vehicle Information

You can also allow vehicles to enter/exit, correct license plate number, and control barriers manually on this page. See ***Manually Open Barrier for Vehicles*** , ***Correct License Plate Number*** , and ***Manually Control Barrier*** for details.

11.1.5 Manually Control Barrier

This function is applicable for diverse situations. For example, during rush hour, controlling barrier by a capture unit or card-swiping is very time-consuming. In this circumstance, the guard can open/close the barrier manually or set the barrier status as remaining open so that vehicles are able to pass quickly to save time. Meanwhile, if a capture unit failed to recognize a vehicle in the vehicle list, or one failed to open the barrier by swiping card, the guard can also open/close the barrier manually to allow the vehicle to pass.

On the left pane, click **Entrance and Exit** to enter the Entrance and Exit page.

Control Single Barrier Gate

- Click **Barrier Control** in the lower left area of the page.
- Click **Open** to open the barrier for one time; click **Close** to close the barrier; click **Remain Open** to make the barrier gate remain open.
- Click **Lock** to lock all the barrier gates, and click **Unlock** to unlock all the barrier gates.
- Click **Capture** to capture the picture of the vehicle passing through the barrier gate.

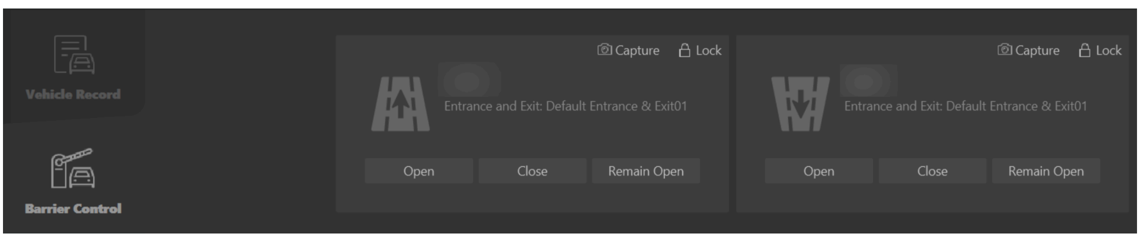


Figure 11-13 Manually Control Barrier

Control All Barrier Gates

Click **Barrier Control** next to **Vacant Parking Spaces** in the upper right area of the page. You can choose to lock or unlock all barrier gates in the current entrance & exit or parking lot.

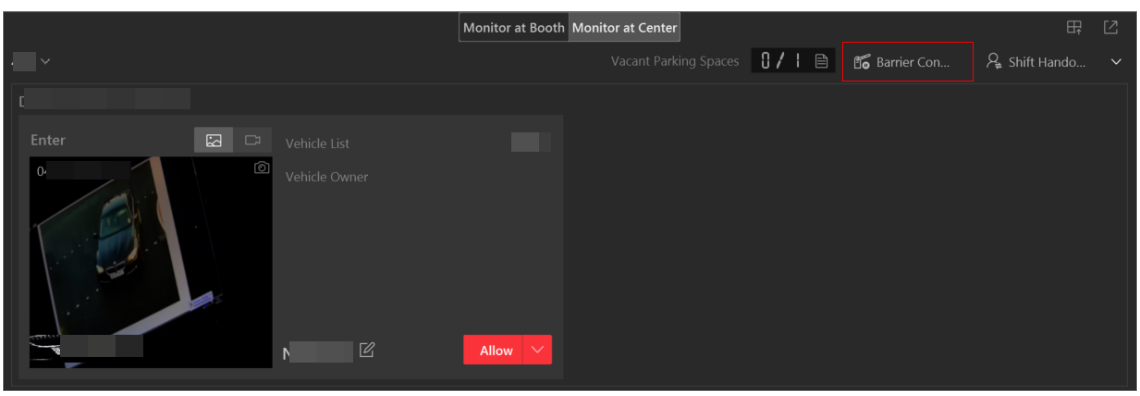


Figure 11-14 Control All Barrier Gates

11.1.6 Hand Over Shifts

On the Control Client, you can hand over shifts to other operators (i.e., the persons responsible for payment management). Before handover, you need to check the information about the payment you have managed. Besides, you can print the payment information if needed.

Steps

1. On the left pane, click **Entrance and Exit** to enter the Entrance and Exit page.
2. In the upper right area, click **Shift Handover**.

   The Payment Overview window will pop up.

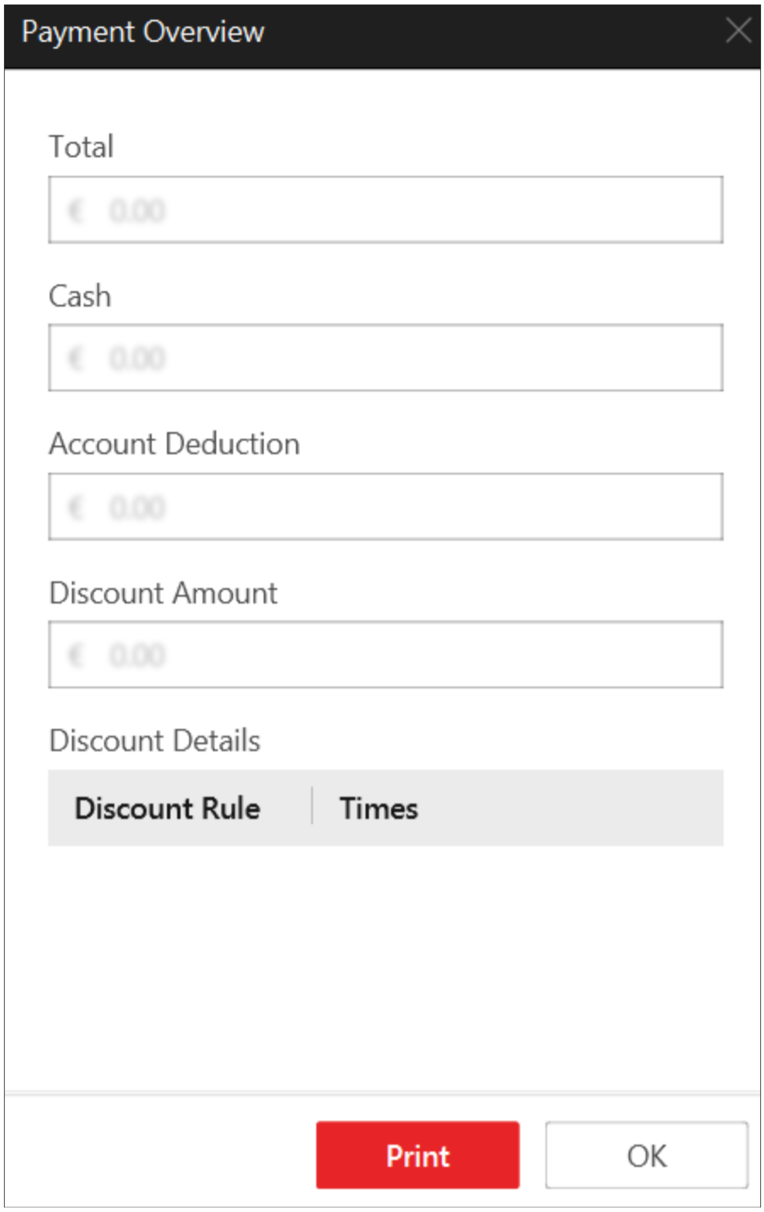


Figure 11-15 Payment Overview Window

3. Check the payment information.
4. **Optional:** Click **Print** to print the payment information.
5. Click **OK**.

   The current account will be logged out.

11.2 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 No., 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, parking spaces with unknown status, and the number of overtime parking and parking violations.

Note

- If there is no map added for the parking lot, parking space information will be overlaid directly on the monitoring video.
- An icon will be displayed on a parking space for overtime parking. Click the icon to view the parking space details and check the type of the vehicle that parked overtime.
- By selecting → **Export Unknown Parking Space Information** next to the number of parking spaces with the unknown status under **Violation**, you can export details such as the related parking space numbers and the corresponding parking lot and floor information to the local PC as an XLSX file.

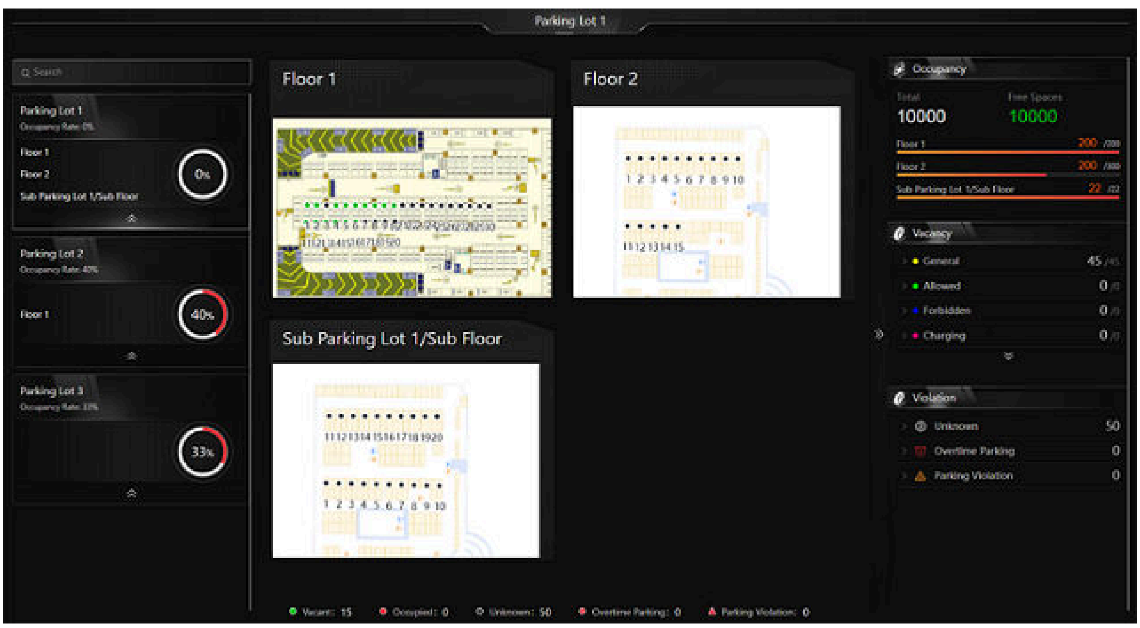


Figure 11-16 Parking Space Overview

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.

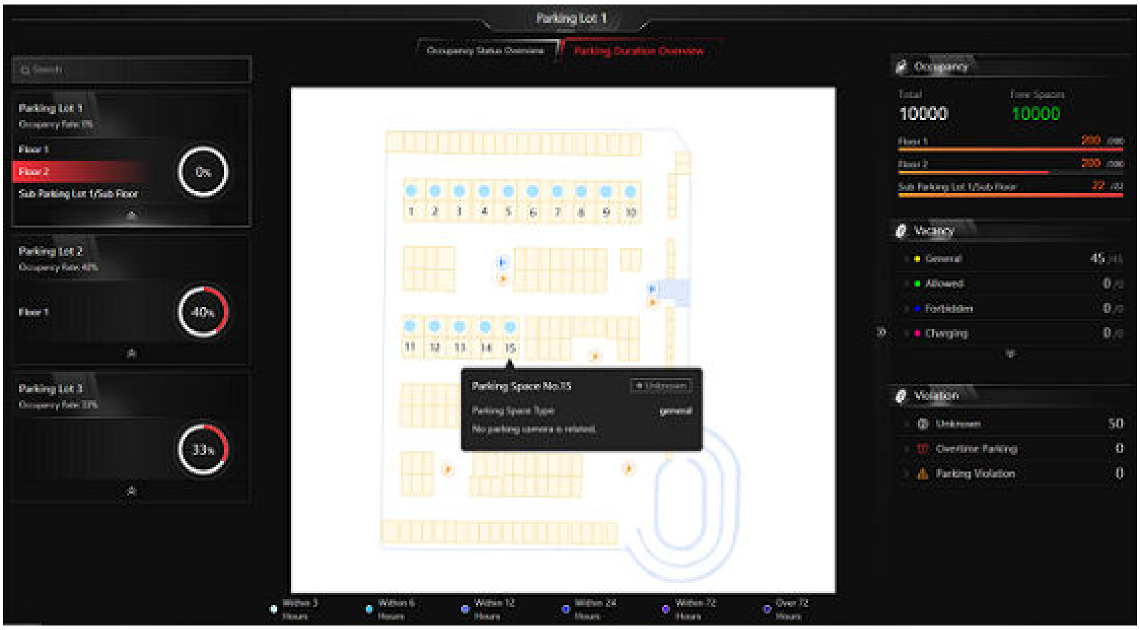


Figure 11-17 Floor Parking Space Overview

11.3 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 and the total parking fee. Once all the information is confirmed, the vehicle owner can pay the parking fee in the toll center.

Steps

1. On the left navigation pane, click **Toll Center**.

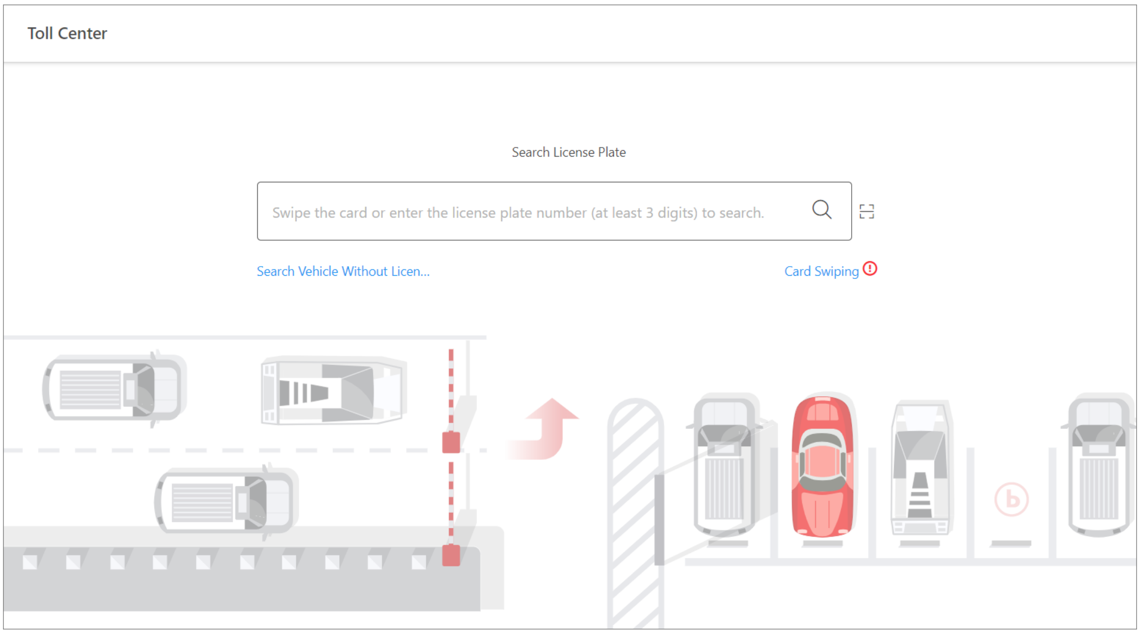


Figure 11-18 Toll Center Page

2. Search for a specific vehicle to get its parking information.
   - Search by license plate number: Enter at least three digits of a license plate number to search for the vehicle.
   - Search by vehicle picture: If a vehicle's license plate is not captured and recorded, you can click **Search Vehicle Without License Plate** and select the target vehicle from the displayed picture(s).
   - Swipe temporary card: Swipe the temporary card that the vehicle owner received when entering the parking lot. After swiping the card at the site, the parking details will be displayed. You can click **Card Swiping** to switch on/off the card encryption and turn on/off the audio.
   - Scan parking receipt: Click next to the search box. After scanning the code on a parking receipt, the parking details will be displayed for the vehicle.

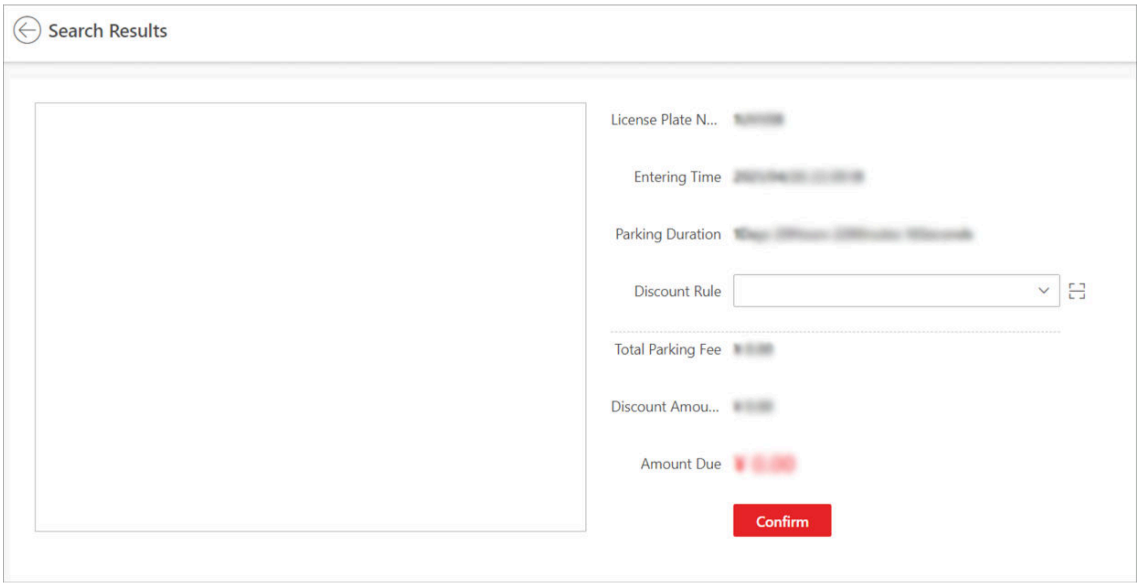


Figure 11-19 Search Result Page

3. **Optional:** Set the discount rule on the Search Results pane.
   - 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 window, click **Print Receipt** to print the receipt or save the receipt to the local PC in PDF format.

Chapter 12 On-Board Monitoring and Search

The On-Board Monitoring module is for users to monitor driving vehicles, including locating vehicles to get their real-time GPS information and driving speed, talking to drivers via two-way audio, playing videos streamed from vehicle-mounted cameras, playing back the tracks vehicles have traveled along, and record search.

12.1 Driving Monitoring

On the Driving Monitoring page, you can monitor driving vehicles to get their real-time information such as locations, speeds, and events. You can also play the live videos streamed from vehicle-mounted cameras, talk to drivers via two-way audio, track vehicles in real time, play back the tracks vehicles have traveled along, and add vehicles to the Favorites list for quick and easy management.

In the top left corner of the Client, go to → **All Modules** → **Monitoring** → **On-Board Monitoring** → **Driving Monitoring** .

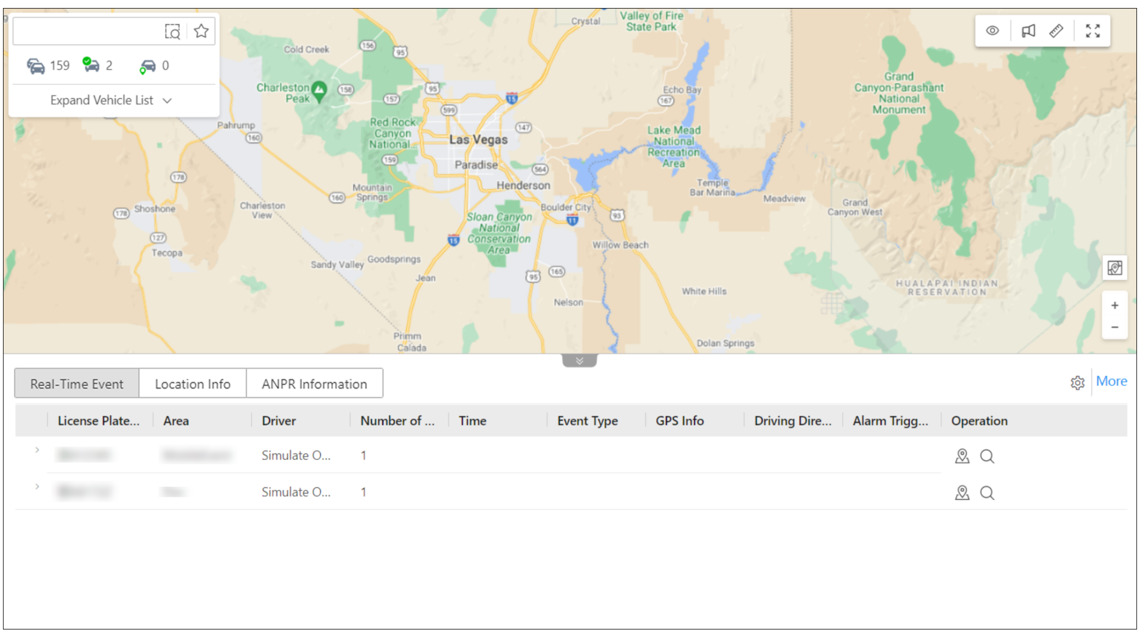


Figure 12-1 Driving Monitoring Page

Vehicle List Pane

Perform the following operations as needed:

Operation	Step
Search for / Filter Vehicles	• Enter keywords in the search box to search for target vehicles. • Click to specify an area for vehicle search. • Click / / to view all/online/located vehicles. • Click to view vehicles in the Favorites list.
Locate / Broadcast to Vehicles	Click , click on the map to select a center and move the mouse to draw a circle based on the selected center, and then click on the map again to finish drawing. Hover over the drawn circle and click **Locate** or **Broadcast** to locate or broadcast to all vehicles in the circle.
View Vehicle Details	On the vehicle list, hover over a vehicle to view its real-time information, including its location, speed, etc.
Locate Vehicle	On the vehicle list, hover over a vehicle and click to locate the vehicle on the map and click again to cancel locating it.
Play Back Track	On the vehicle list, hover over a vehicle and click to play back the track the vehicle has traveled along.
Start Live View	Expand the camera list of a specific vehicle, and double-click to view the live videos streamed from the vehicle-mounted cameras.
Other	On the vehicle list, hover over a vehicle and click ··· to display the operation menu. You can choose to play video, talk to a driver via two-way audio, track a vehicle in real time, play back the track the vehicle has traveled along, control alarm outputs, and add/ remove a vehicle to/from the Favorites list.

Driving Monitoring on the Map

On the GIS map, you can view the number of unacknowledged alarms on the vehicles. You can click the icon of a located vehicle on the map to open the driving monitoring pane. On the pane, you can view the vehicle's real-time information including its location, speed, etc, and can perform the following operations:

Note

For an event that has been subscribed and configured with alarm trigger, only one record will be displayed and will be marked as an alarm.

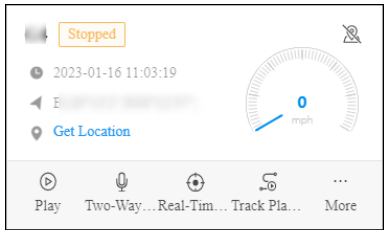


Figure 12-2 Driving Monitoring Pane

Operation	Step
Cancel Locating Vehicle	Click to cancel locating the vehicle.
Get Vehicle's Location	Click **Get Location** to get the vehicle's real-time location.
Play / Play Back Video	Click **Play** to play live or recorded videos streamed from vehicle-mounted cameras. **Note** You can click to batch export the recorded videos to the local PC and the download task will be displayed in the task center. The task will be paused if the devices are offline and will resume automatically when the devices are online again.
Talk to Driver	Click **Two-Way Audio** to talk to the driver.
Track Vehicle	Click **Real-Time Tracking** to track the vehicle in real time. You can click **Stop** in the upper-left corner of the vehicle-tracking page to stop tracking.
Play Back Track	Click **Track Playback** and select a period and camera to play back the track recorded by the camera in the specified period.
Control Alarm Output	Click **More → Alarm Output** and then click / in the Operation column to enable/disable the alarm output related to the vehicle.
Send Text	Click **More → Send Text** to send a text to the vehicle, and the text will be converted to audio in the vehicle.

Operation	Step
View History Alarms	Click **More → View History Alarms** to view the vehicle's history alarms.
View Alarm Details	The number of triggered alarms is marked on the icon of the vehicle on the map. You can click the number to view alarm details. You can also view the videos streamed from the vehicle-mounted cameras.

Real-Time Event

The Real-Time Event table presents real-time events triggered by monitored online vehicles. Each record is attached with detailed information such as the license plate number, driver, event type, and GPS information. You can perform the following operations:

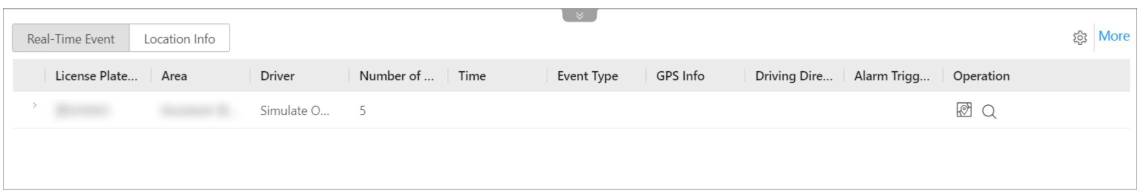


Figure 12-3 Real-Time Event Table

Operation	Step
Locate Vehicle	Click in the Operation column to locate a vehicle.
Center Vehicle	Click in the Operation column to place a located vehicle in the center of the map.
Search for Track	Click in the Operation column to go to search for the track a vehicle has traveled along.
Save As Evidence	Click in the Operation column to save the event as the evidence.
Select Event Type	Click to open the Settings pane and select the types of event to be reported to the platform.
Search for Driving Event	Click **More** to go the Driving Event Search page to search for driving events triggered in the past.

Location Info

The Location Info table presents the real-time locations of located vehicles. Each record is attached with detailed information such as the license plate number, GPS info, and driving direction.
Besides, you can perform the following operations:

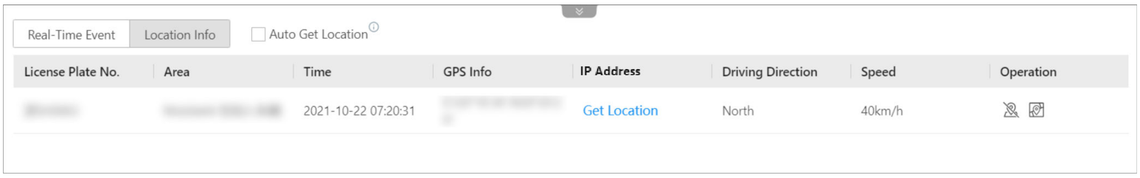


Figure 12-4 Location Info Table

Operation	Step
Get Vehicle's Location	Click **Get Location** in the IP Address column to get the real-time location of a vehicle.
Auto Refresh Location	Check **Auto Get Location** to automatically refresh locations frequently.
Cancel Locating Vehicle	Click in the Operation column to cancel locating a vehicle.
Center Vehicle	Click in the Operation column to place a vehicle in the center of the map.

ANPR Information

The ANPR Information table presents the vehicle passing records. Each record is attached with detailed information such as the license plate number, GPS info, and driving direction.
Click **More** to jump to **Passing Vehicle Search** in the ANPR module; you can also click the different buttons in the operation column of each record to jump to **Passing Vehicle Search** with different conditions.

Map Management

You can perform the following operations on the map:

Operation	Step
Display Driving Rule	Click and select **Fence Rule** or/and **Deviation Rule** to display the areas where vehicles are allowed or not allowed to drive and the routes that vehicles should drive along.
Broadcast to Vehicle	Click and select vehicle(s) to broadcast to them.

Operation	Step
Measure Distance	Click and specify the start point and end point on the map to measure the actual distance between them.
Full-Screen Display	Click to display the map in full-screen mode.

12.2 Route Monitoring

On the route monitoring page, you can monitor the vehicles' driving routes to get stop information, route status, unpunctual causes, and vehicles' driving status. You can also view the detailed information of vehicles in the routes, such as locations, speeds, and events.

In the top left corner of the Client, go to → **All Modules** → **Monitoring** → **On-Board Monitoring** → **Route Monitoring** .

Route List

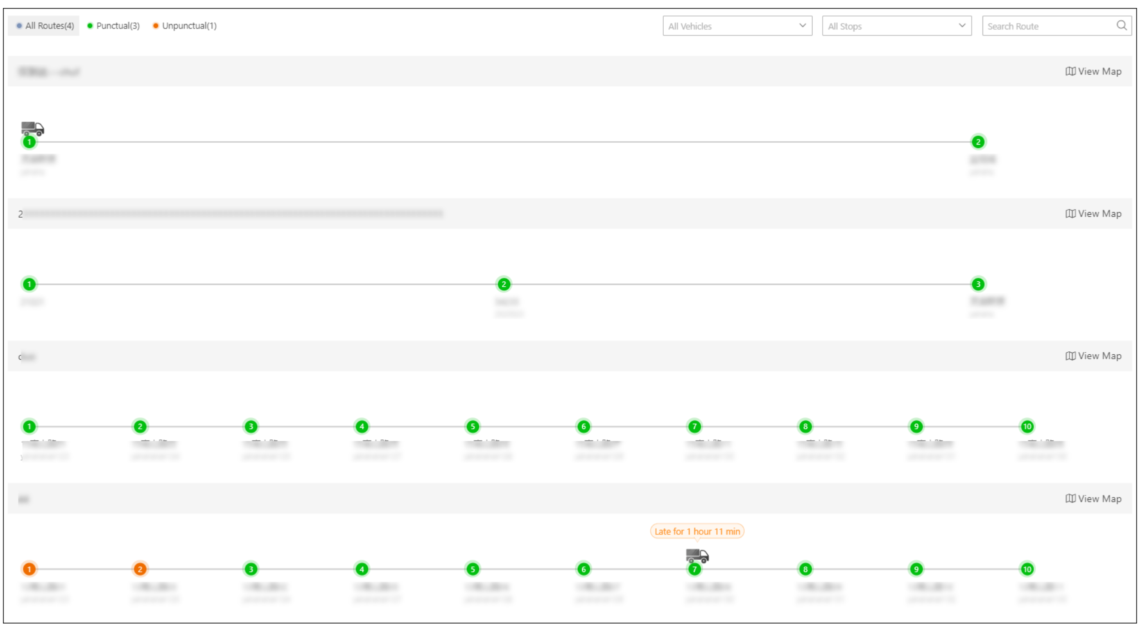


Figure 12-5 Route List

Perform the following operations as needed:

Operation	Description
Filter / Search for Routes	• In the top left corner of the page, click **All Routes** / **Punctual** / **Unpunctual** to view corresponding routes. • In the top right corner, select vehicles and/or stops from the drop-down list and/or enter keywords in the search box to quickly find target routes.
View Route Details	• You can view the total number of stops, the stop names, the status (punctual/early/late) and the current location of vehicles in each route. • Hover the mouse cursor over a stop to view its details, including punctual rate, vehicle, scheduled arrival time, actual arrival time, scheduled departure time, and actual departure time.
Add Cause of Unpunctual Departure/Arrival	Hover the mouse cursor over a stop, click in the Operation column to add notes for unpunctual departures/arrivals.

Single Route Monitoring

Click **View Map** to view the details of a single route.

Note

The two panes on the left and at the bottom of the page can be displayed or hidden by clicking the arrows.

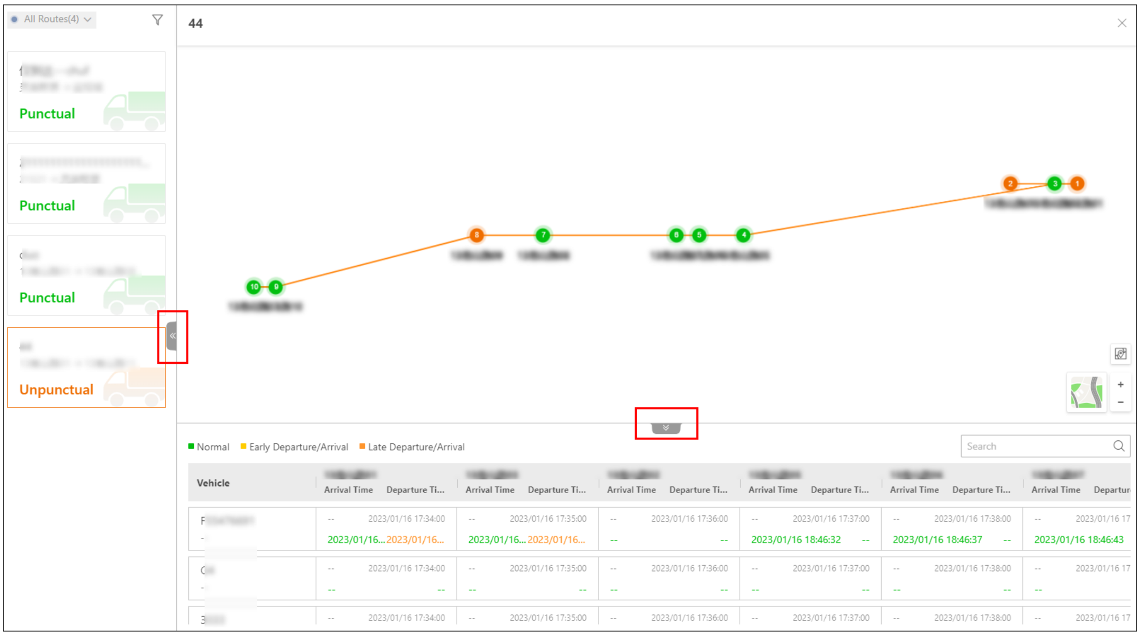


Figure 12-6 Single Route Monitoring

Perform the following operations as needed:

Operation	Description
View Route Details	• You can view the stops and vehicles in the selected route on the GIS map. • You can view the scheduled departure/arrival time and actual departure/arrival time in the table at the bottom, with different colors for different status (normal, early departure/arrival, and late departure/arrival).
Add Cause of Unpunctual Departure/Arrival	Hover the mouse cursor over the actual departure/arrival time in the timetable and click **Add Remarks** to add notes for unpunctual departures/arrivals.
Monitor Vehicles in the Route	Click the icon of a vehicle on the map to open its driving monitoring pane. For details about driving monitoring, see ***Driving Monitoring*** .
View Alarm Details	The number of triggered alarms is marked on the icon of the vehicle on the map. You can click the number to view alarm details.

Operation	Description
Filter / Search for Routes	• In the top left corner, you can filter routes by route status (all/punctual/unpunctual). • Click to select vehicles and/or stops from the drop-down list and/or enter keywords in the search box to quickly find target routes.
Switch to Another Route	You can select another route on the left pane to view its details.

12.3 On-Board Monitoring Record Search

On-board monitoring records include the tracks vehicles have traveled along, the events triggered by them in a specified period, the routes related to specific vehicles / vehicle groups, and fuel level monitoring records. You can search for records, view the details of each record, and export records to your PC for further use.

12.3.1 Search for Vehicle Tracks

You can search for the tracks that vehicles have traveled along in the specified period, view detailed information of each record, play back tracks, and export records to the PC.

Steps

1. In the top left corner of the Client, go to → **All Modules** → **Investigation** → **Vehicle Search** → **On-Board Monitoring Search** → **Vehicle Track Search** .
2. Set search conditions.
   1) Specify the period you want to search for vehicle tracks in.
   2) Select vehicle(s).
   3) **Optional:** Switch on **Speed Range** and set a speed range.
   4) **Optional:** Switch on **Triggered By** and click to select event type(s).

   Note

   All event types have been selected by default.
3. Click **Search**.

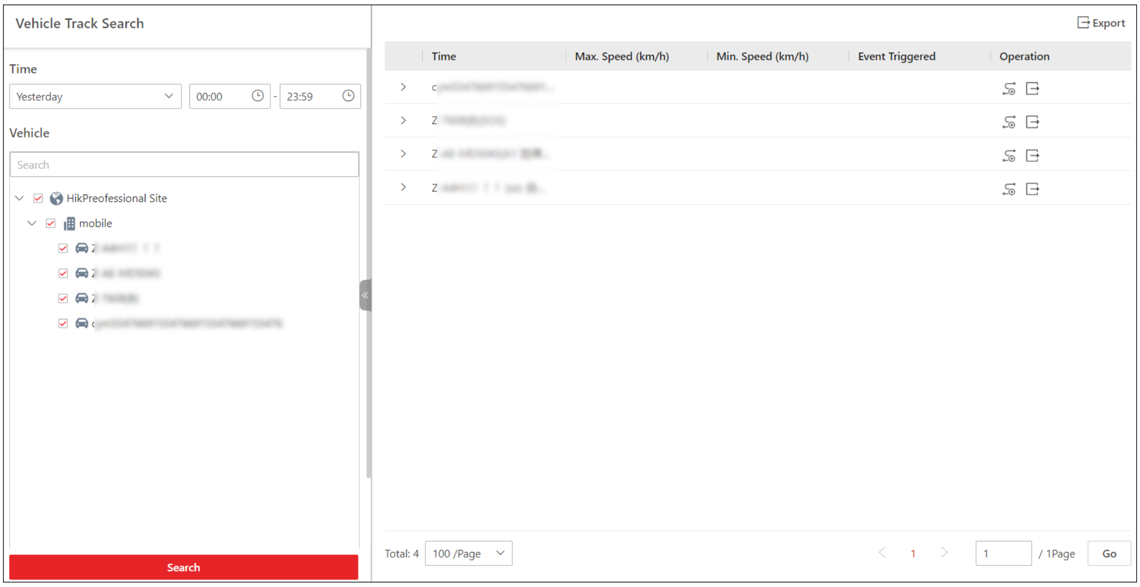


Figure 12-7 Vehicle Track Search

4. **Optional:** Perform the following operations.

Play Back Track	Click to play back a track.
Export Record	Click to export a single record to the PC. Click **Export** in the upper-right corner to export all records to the PC.
Other	Click and more records generated in the specified period will be displayed. You can also click to play back a track and click to export a record to the PC.

12.3.2 Search for Driving Events

You can search for the events triggered by vehicles, drivers, or driver groups, view detailed information of each record, and export records to the PC.

Steps

1. In the top left corner of the Client, go to → **All Modules** → **Investigation** → **Vehicle Search** → **On-Board Monitoring Search** → **Driving Event Search** .
2. Set search conditions.

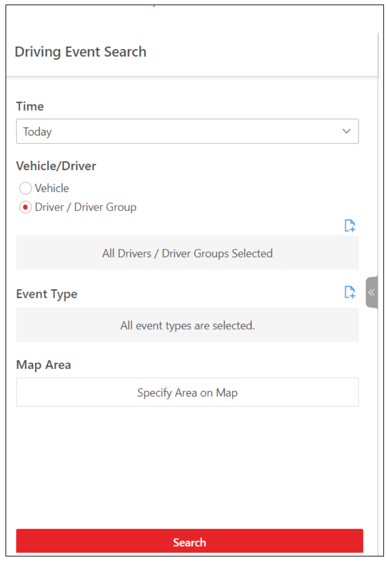


Figure 12-8 Search for Driving Events

1) Specify the period you want to search for driving events in.
2) Select **Vehicle** or **Driver / Driver Group** as the type.
3) Click to select vehicle(s), driver(s), or driver group(s).

Note

All vehicles / drivers / driver groups have been selected by default.

4) In the Event Type area, click to select event type(s).

Note

All event types have been selected by default.

5) In the Map Area area, click **Specify Area on Map** and draw an area on the map.

The platform will search for events triggered in the specified area.

3. Click **Search**.
4. **Optional:** Perform the following operations.

Play Back Track	Click to play back a track.
Export Record	Click to export a single record to the PC. Check record(s) and click **Export** in the upper-right corner to export them to the PC.

12.3.3 Search for Routes

You can search for routes, view detailed information of each route, and export route information to the local PC.

Steps

1. In the top left corner of the Client, go to → **All Modules** → **Investigation** → **Vehicle Search** → **On-Board Monitoring Search** → **Route Search** .
2. Set search conditions.

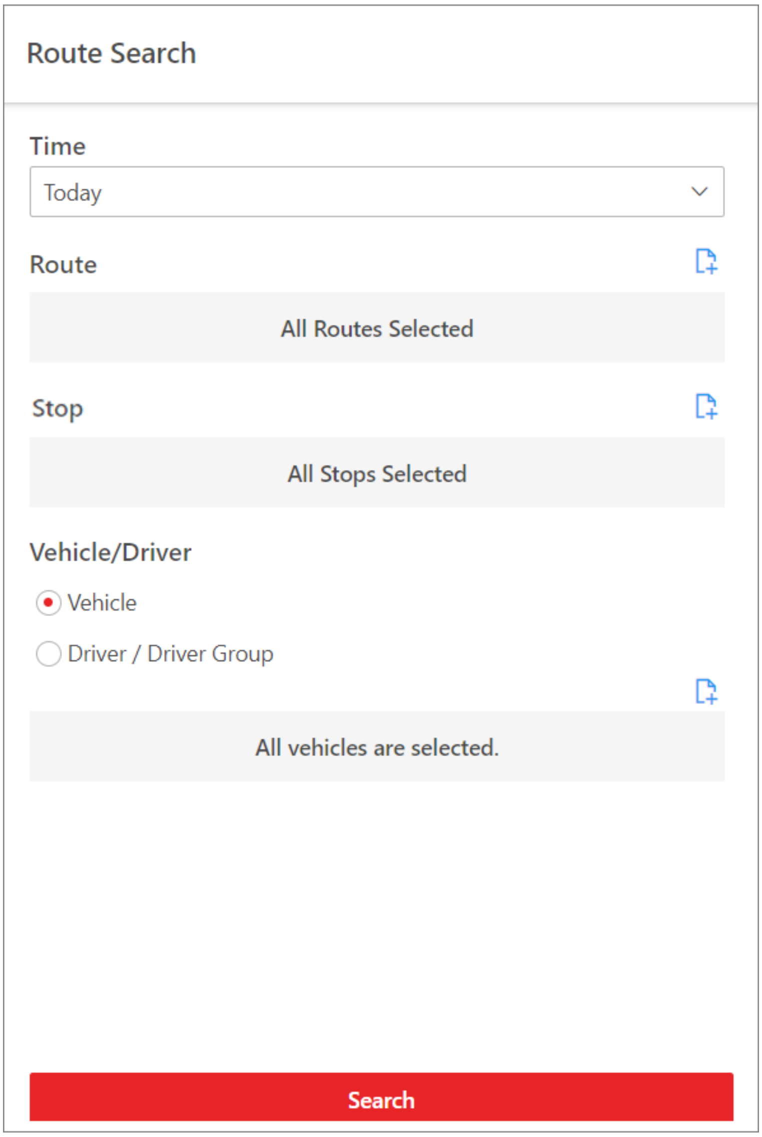


Figure 12-9 Search Conditions

1) Specify the period you want to search for routes in.
2) Click to select route(s).

Note

All routes have been selected by default.

3) Click to select stop(s).

Note

All stops have been selected by default.

4) Select **Vehicle** or **Driver / Driver Group** as the type.

5) Click to select vehicle(s), driver(s), or driver group(s).

Note

All vehicles / drivers /driver groups have been selected by default.

3. Click **Search**.

   The needed routes will be displayed in the list.

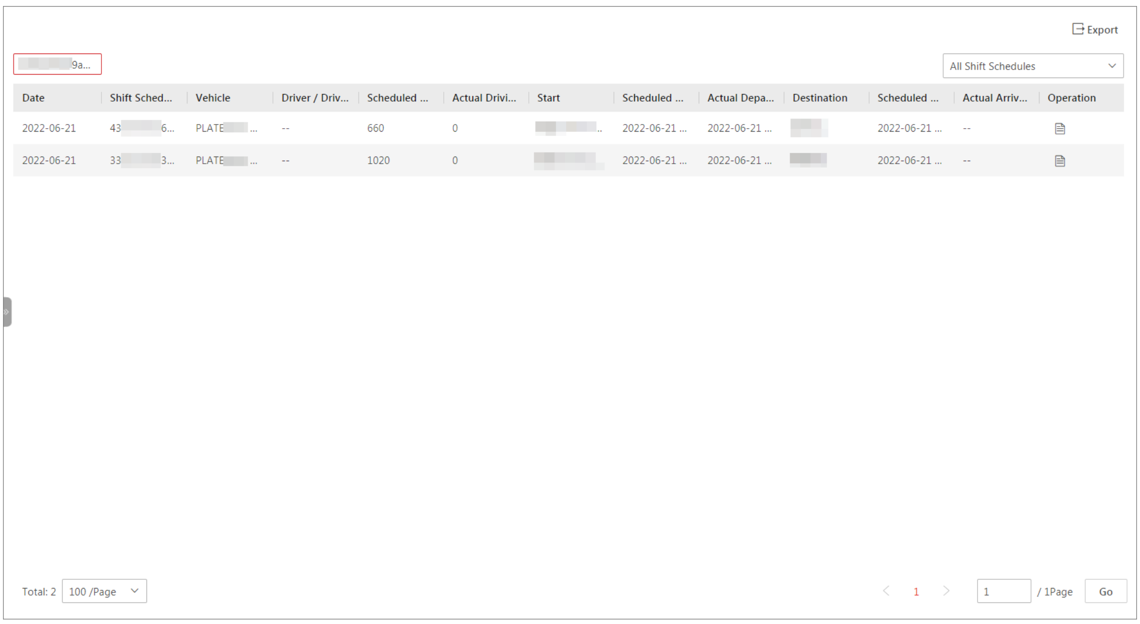


Figure 12-10 Search for Routes

4. **Optional:** Perform the following operations.

Play Back Track	In the Operation column, click to play back a track.
Export Record	Click to export a single record to the PC. Check records and click **Export** in the upper-right corner to export them to the PC.

12.3.4 Search for Fuel Level Monitoring Records

You can search for records of fuel level in the specified period and view details of the license plate No., area, driver's name, fuel tank model, fuel quantity, fuel level in tank (%), GPS info, and fuel filling or not.

Steps

1. In the top left corner of the Client, go to → **All Modules** → **Investigation** → **Vehicle Search** → **On-Board Monitoring Search** → **Fuel Level Record Search** .
2. Set search conditions.
   1) Specify the period you want to search for fuel level records in.
   2) Select **Vehicle** or **Driver / Driver Group**, and all vehicles or all drivers / driver groups are selected by default.

   Note

   Click to specify certain vehicles or driver / driver groups.
3. Click **Search** to get the list of fuel level monitoring records.

   Note

   You can click **Export** in the upper-right corner to export the records to your local PC.

Chapter 13 Patrol

The system provides the service for patrol management. On the Control Client, you can perform real-time monitoring of patrols (which are configured on the Web Client) to conveniently know whether exceptions occur during these patrols, and search for and export the event records related to these patrols.

13.1 Real-Time Patrol Monitoring

You can monitor the patrol status in real time via map or list, to conveniently know whether an exception occurs during the patrol, which helps handling the exception in time.

Note

Make sure you have the operation permission for patrol monitoring.

On the top left of the Control Client, select → **All Modules** → **Monitoring** → **Patrol Monitoring** . On the patrol monitoring page, you can view the real-time status of patrol routes and information about real-time events related to the patrols.

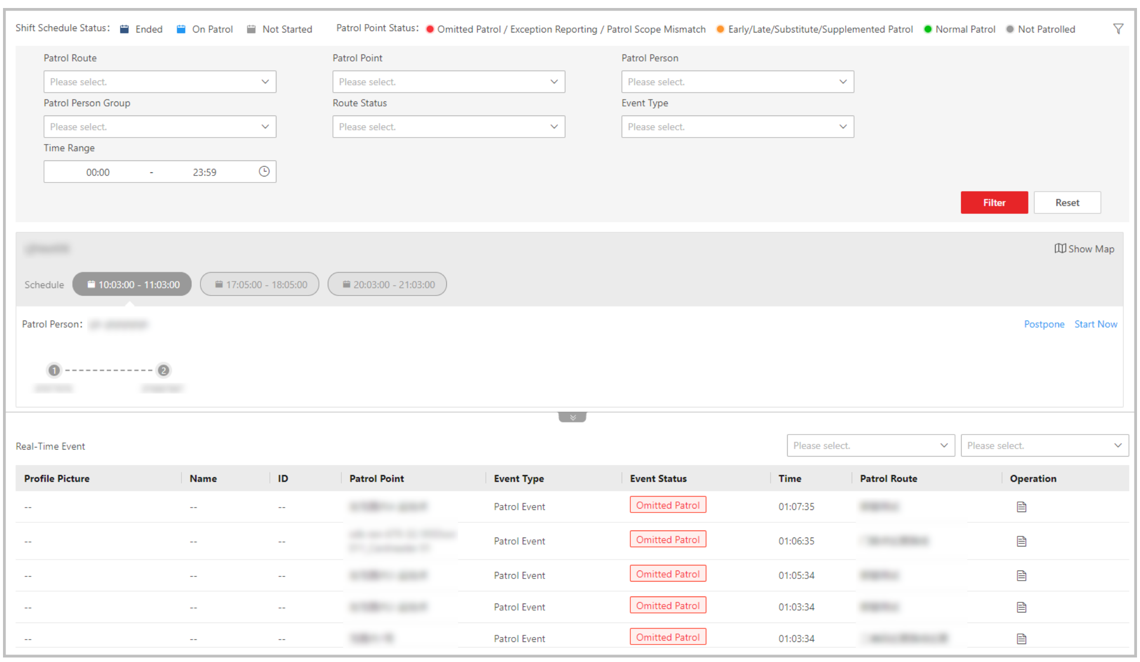


Figure 13-1 Real-Time Monitoring Page

Patrol Route Status

The real-time status of all enabled patrol routes with shifts scheduled for the current day are displayed by default. You can filter the routes by clicking on the top right of the page and setting the filter criteria (e.g., patrol route, patrol point, patrol person / patrol person group, route status, event type, and time range).

Information such as the route name, patrol person / patrol person group, scheduled time period for each shift, and a list of patrol points are displayed for each patrol route. The shift schedule status (e.g., ended, on patrol, and not started) and patrol point status (e.g., omitted patrol / exception reporting, patrol scope mismatch, early patrol, late patrol, substitute patrol, supplemented patrol, normal patrol, and not patrolled) are indicated with different colors with respect to the legends on the top of the page.

You can click a patrol point already being patrolled to view its status and the related patrol event information. You can also hover over a shift to view its status and detailed information. If needed, you can manually start or postpone a shift not started yet by selecting the shift schedule and clicking **Start Now** or **Postpone** respectively.

For patrol routes with patrol points that have been added to maps, you can also click **Show Map** to switch to monitoring the patrol status in real time via maps.

Real-Time Event

The patrol monitoring page also supports showing information about real-time patrol-related events (e.g., patrol events, exception reporting, and patrol scope mismatch), including the patrol person information (e.g., profile picture, name, ID), event information (e.g., event type, event status), patrol information (e.g., patrol point, valid patrol scope, patrol route, shift schedule, scheduled/actual patrol time, and planned/actual patrol person), and related video/picture files and attachments.

Note

The actual information displayed may vary depending on the event type and patrol status.

You can filter the real-time events by event type and view details about each event by clicking in the Operation column.

13.2 Search for Patrol-Related Event Records

You can search for and export patrol-related event records, including patrol events and exception reporting.

Before You Start

Make sure you have the operation permission for patrol search.

Steps

1. On the top left of the Control Client, select → **All Modules** → **Investigation** → **Person Search** → **Patrol Search** .

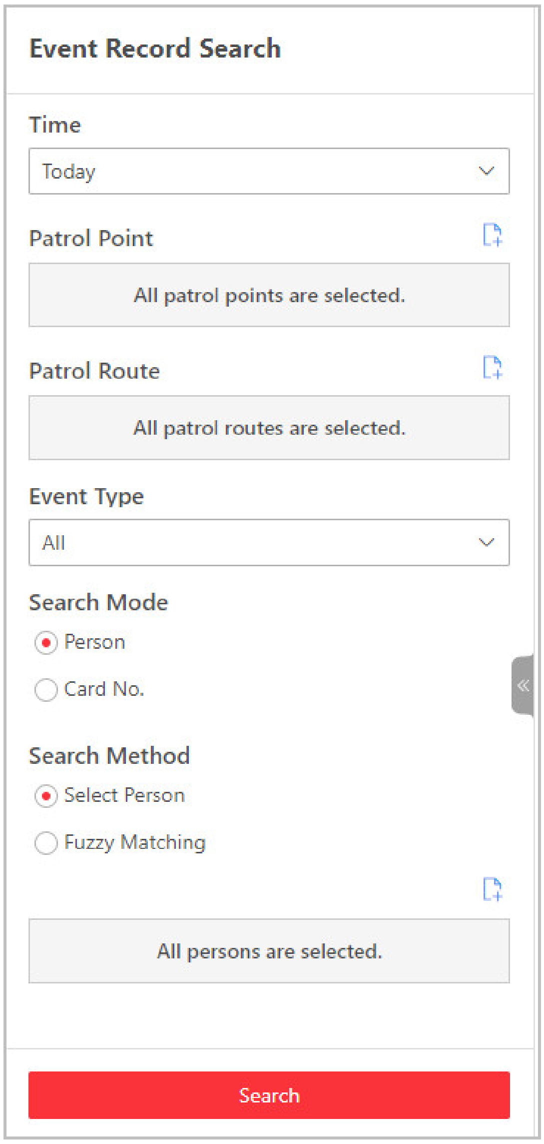


Figure 13-2 Event Record Search

2. Set the search conditions.

Time

Select from **Today**, **Yesterday**, **Current Week**, **Last 7 Days**, and **Last 30 Days**, or set a custom time interval of no more than 31 days.

Patrol Point

By default, all patrol points are selected. Click to select certain patrol point(s) to filter the search results.

Patrol Route

By default, all patrol routes are selected. Click to select certain patrol route(s) to filter the search results.

Event Type

By default, all patrol-related event records will be searched. Select **Patrol Event**, **Exception Reporting**, or **Patrol Scope Mismatch** from the drop-down list to search for the specified type of event records only.

Search Mode

Choose whether to search for the event records by **Person** or **Card No.**.

- Search by person: In the **Search Method** field, choose whether to search by person selections or fuzzy matching of persons' names.
- Search by Card No.: Enter the card No. in the search box.

3. Click **Search**.

   The matched records will be shown on the right side of the page.

4. **Optional:** Perform the following operations according to your needs.

View Details of an Event Record	In the Operation column of an event record, click to view detailed information about the record. • For a patrol event, you can view the event information (e.g., patrol status), patrol information (e.g., patrol point, valid patrol scope, patrol route, shift schedule, scheduled/actual patrol time, and planned/actual patrol person) depending on the patrol status, and videos/pictures related to the patrol. • For an exception reporting, you can view the event information (e.g., exception type and description), patrol information (e.g., patrol point, patrol route, and patrol person), and the file(s) attached to this exception reporting.
Export an Event Record	In the Operation column of an event record, click to export the record.
Export All Matched Event Records	On the top right of the result page, click **Export** to export all matched results. You can choose whether to export in XLSX format or CSV format, and whether to export the event records with picture.

Chapter 14 Smart Wall

Smart wall provides security personnel with a larger overview of the regions they want to watch for any small or big unusual movement or activity. A large number of monitoring resources can be displayed on the smart wall for real-time monitoring. With the help of the Smart Wall, you can respond to the incidents effectively.

HikCentral Professional provides two ways to decode video streams: Smart Wall Device and Graphic Card.

Table 14-1 Smart Wall

Scenario	Decoding Mode	Description
Mainly used in medium and large monitoring scenarios, such as monitoring center. In these scenarios, more than four display units are required to display images.	Smart Wall Device	Smart wall devices (video wall controllers, decoders, and multi-functional video centers) are used to decode streams and display the cameras' pictures on the LED/LCD video wall connected to smart wall devices.
Mainly used in small monitoring scenarios, such as supermarket, with less than four display units required.	Graphic Card	The graphic card of the PC running the Control Client will decode pictures and other contents (such as pages of the Control Client) and display them on the display units connected to the PC.

In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Smart Wall Control** .

14.1 Manage Smart Wall (Smart Wall Device)

14.1.1 Introduction

On the Web Client, you need to add smart wall devices (such as video wall controllers and decoders) and create virtual smart walls. Then you need to link the decoding devices' decoding output to the windows of the virtual smart wall.

After the configuration, the Control Client supports displaying camera's videos on the smart wall to get a complete and clear overview of these videos.

Figure 14-1 Application Scenario: Smart Wall (Decoding Device)

14.1.2 View Videos

After you configure the smart wall on the Web Client, you can drag and view the decoded videos on the smart wall on the Control Client.

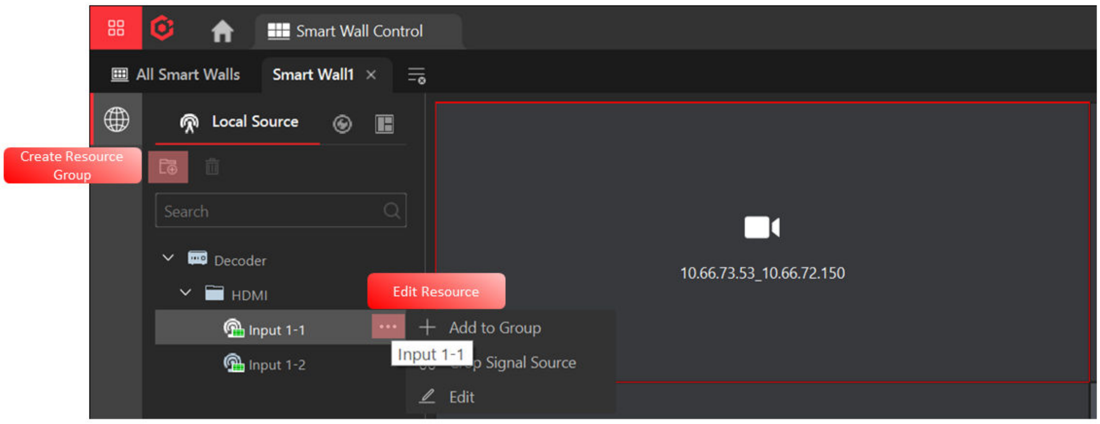
1. Select a smart wall. For LCD smart walls, click or to open or close the smart wall remotely.

Note

Only the smart walls that you have permissions to view will be displayed. For details about configuring the resource access permission, refer to *User Manual of HikCentral Professional Web Client*.

Figure 14-2 Smart Walls

2. Edit local resources. You can create a group, move resources to the group, edit the resource name, and crop the resource.



3. Before viewing resources on the smart wall, you can start the live view of the resource by clicking the resource in the resource tree to check its status.

Note

You can also drag the resource to the lower-left corner for preview or drag multiple resources to the bottom to display them.

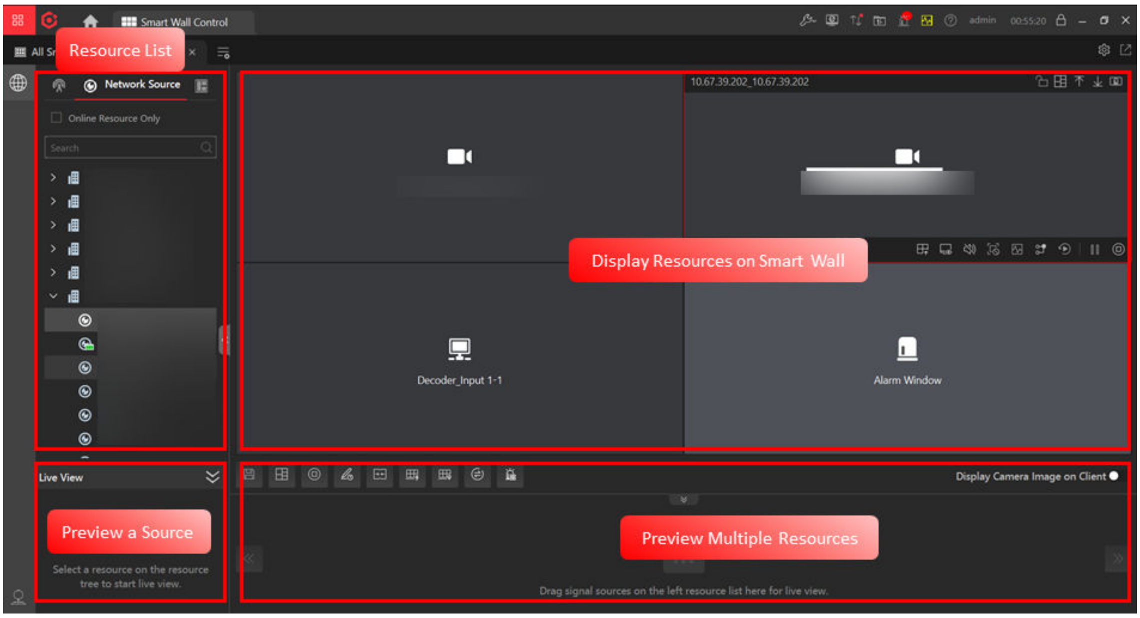


Figure 14-3 Preview a Resource

4. Select in the down-left side of smart wall windows to select a window division mode.

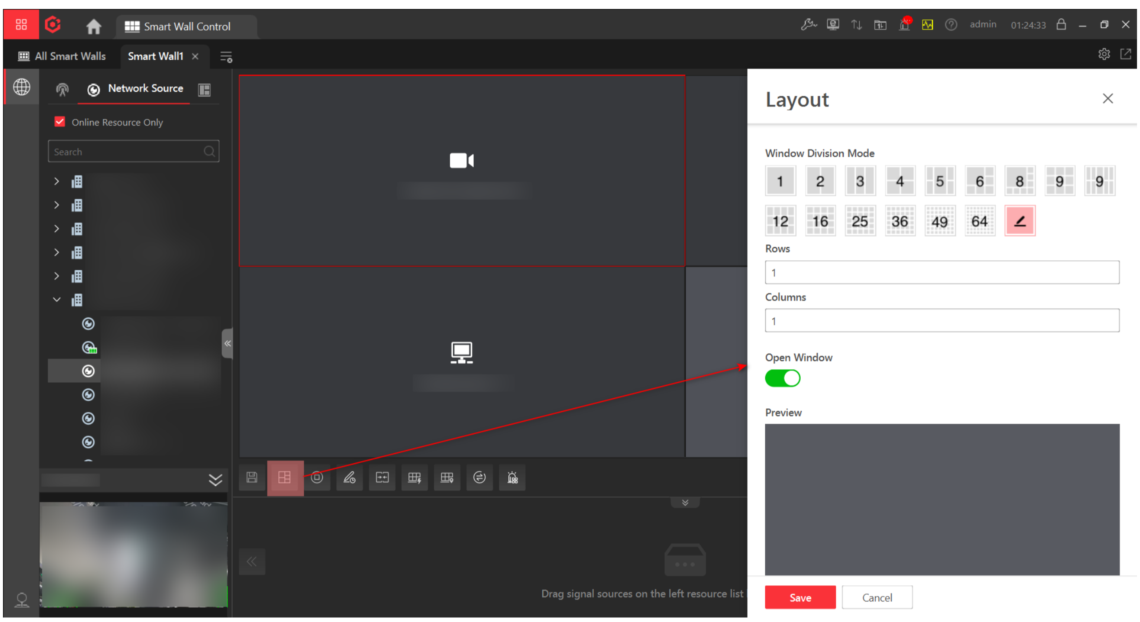


Figure 14-4 Set Window Division Mode

5. Display local or network resources on the smart wall. You can drag a single resource to a window. For multiple resources, you can display them in one of the following three ways.

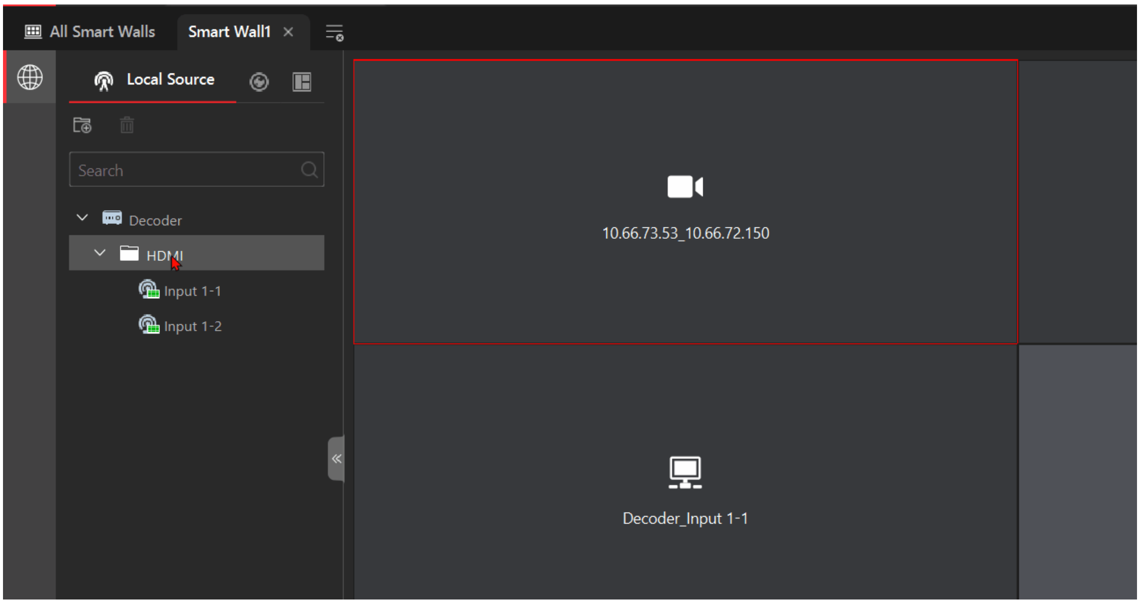
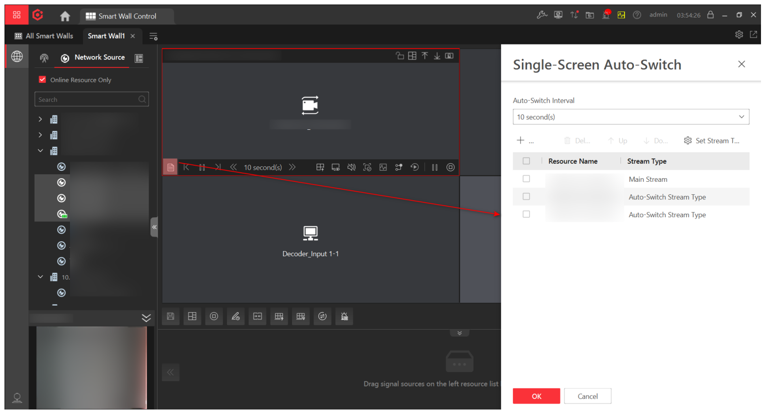
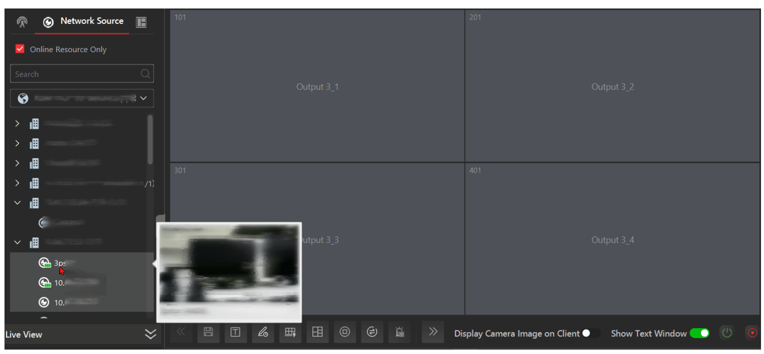


Figure 14-5 Display Multiple Resources

Table 14-2 Display Mode

Mode	Description
Batch Play	Select a group or multiple resources (press Ctrl and then select multiple resources), drag the resources into a window, and select **Batch Play**. The videos will play sequentially in the following windows starting from the selected window.
Single-Window Auto-Switch	Select a group or multiple resources (press Ctrl and then select multiple resources), drag the resources into a window, and select **Single-Window Auto-Switch**. The videos will play sequentially in the selected window. **Note** You can set the auto-switch parameters such as the switch interval.

Mode	Description
	 **Figure 14-6 Auto-Switch Settings**
Multi-Window Auto-Switch	Select a group multiple resources, drag them into a window, and select **Multi-Window Auto-Switch**, select windows as needed, select **Save**, and set the auto-switch name. Then the videos will play sequentially in the selected windows.  **Figure 14-7 Multi-Window Auto-Switch**

Note

You can click for playback and click to go back to the auto-switch window.

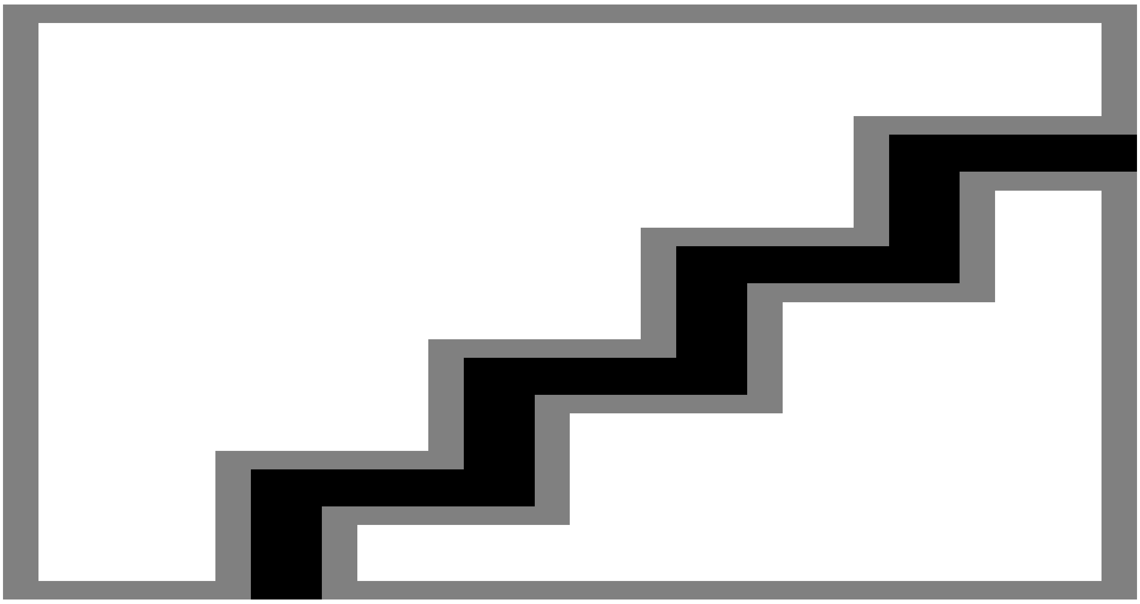


Figure 14-8 Auto-Switch Playback

6. You can perform the following operations.

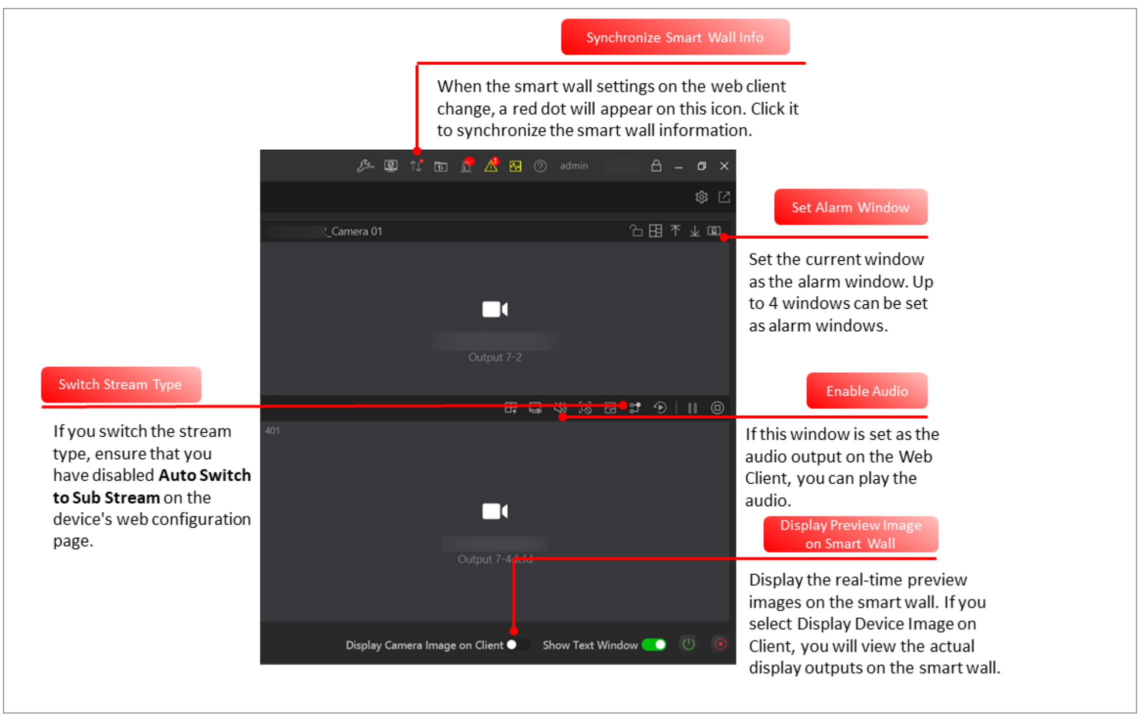
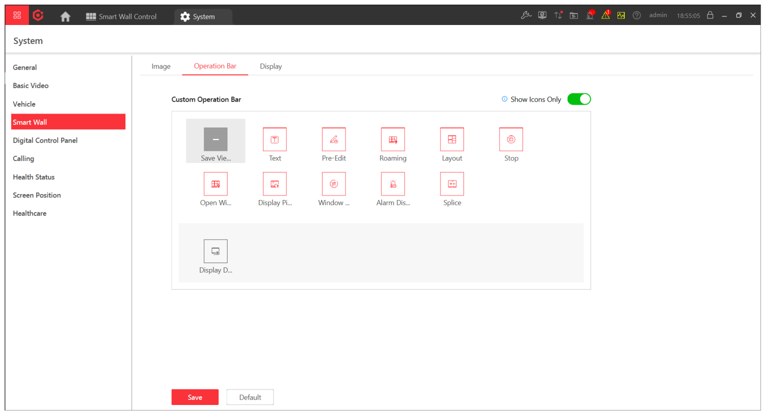
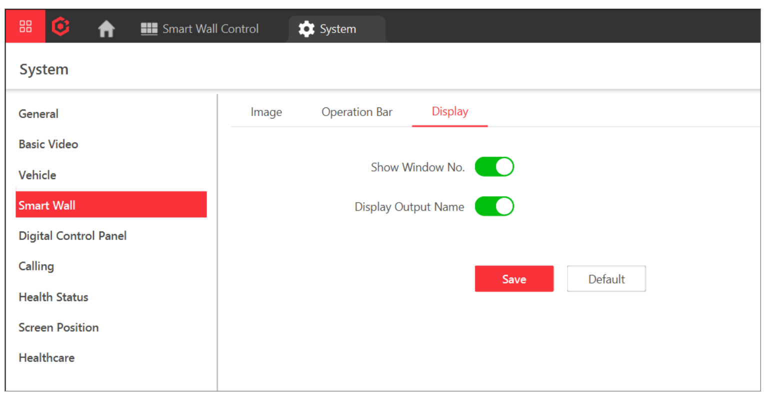


Figure 14-9 Window Operations

Go to **System → Smart Wall** for the following operations.

Operation	Description
Customize Operation Bar	Go to **System → Smart Wall → Operation Bar** , and select operations.  **Figure 14-10 Customize Operation Bar**
View Decoding Output Name	Go to **System → Smart Wall → Display** , and enable **Display Output Name**.  **Figure 14-11 Display Output Name**

14.1.3 Create View

A view is a customized video layout within smart wall windows, tailored to your specific requirements. After you drag videos to windows, you can create a view for convenient display on the video wall. In this way, you can quickly access the frequently used resources on the video smart wall for an excellent overview.

For example, you are setting up a control room with a video wall that consists of four windows. You want to monitor different sections of a production facility. In this case, you can create views that represent specific areas of interest.

You can create a view called "Production Line 1" where Window 1 displays a live feed from the assembly line, Window 2 shows real-time data and analytics for production metrics, Window 3 displays a close-up camera view of a critical process, and Window 4 shows a dashboard with key performance indicators.

Another view could be "Quality Control" where Window 1 displays a live feed from the quality control station, Window 2 shows detailed inspection reports, Window 3 displays graphs and charts showing quality metrics, and Window 4 shows a camera feed from the final product testing area.

By organizing these views into groups, you can easily switch between different perspectives and monitor specific aspects of the production facility, allowing for convenient video display and efficient management of operations in the control room.

Create a View

1. Select and drag resources into windows.
2. Select to save the video layout as a view.
   a. Set the view name.
   b. Set the view to a public view or a private view.

Note

- The view groups and views in the public view can be seen by all the system users.
- The view groups and views in the private view can only be seen by the user who has added it.

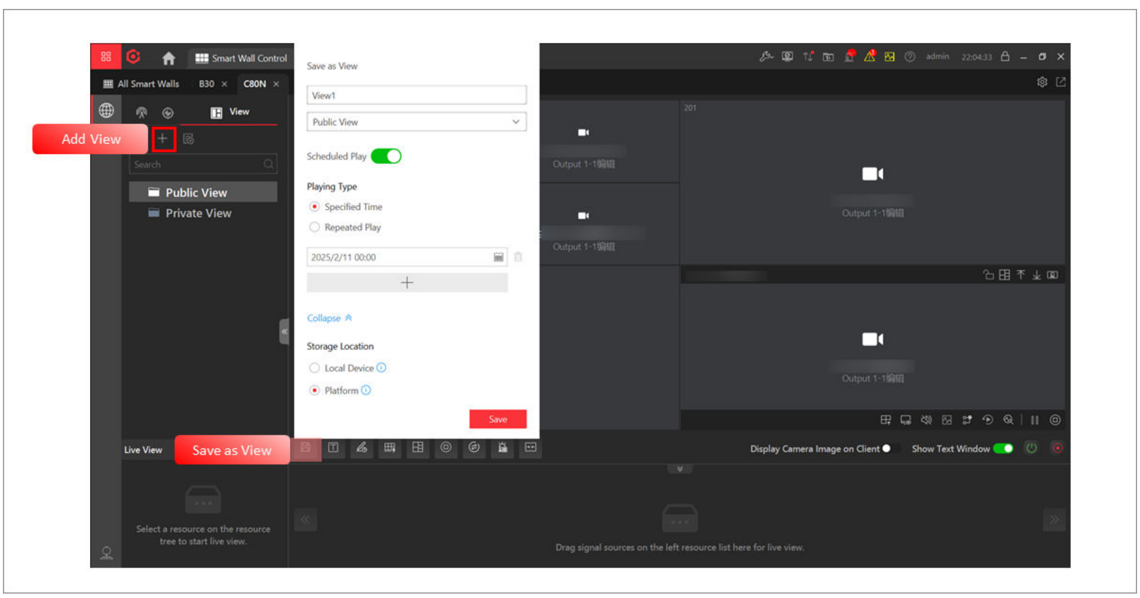


Figure 14-12 Create View

c. Enable **Scheduled Play** to set the display schedule.
d. Select **More** to set the storage location.

3. Select [icon] to open the View window, hover the cursor over the view, select [icon] , and select **Apply** to apply the settings to the device.

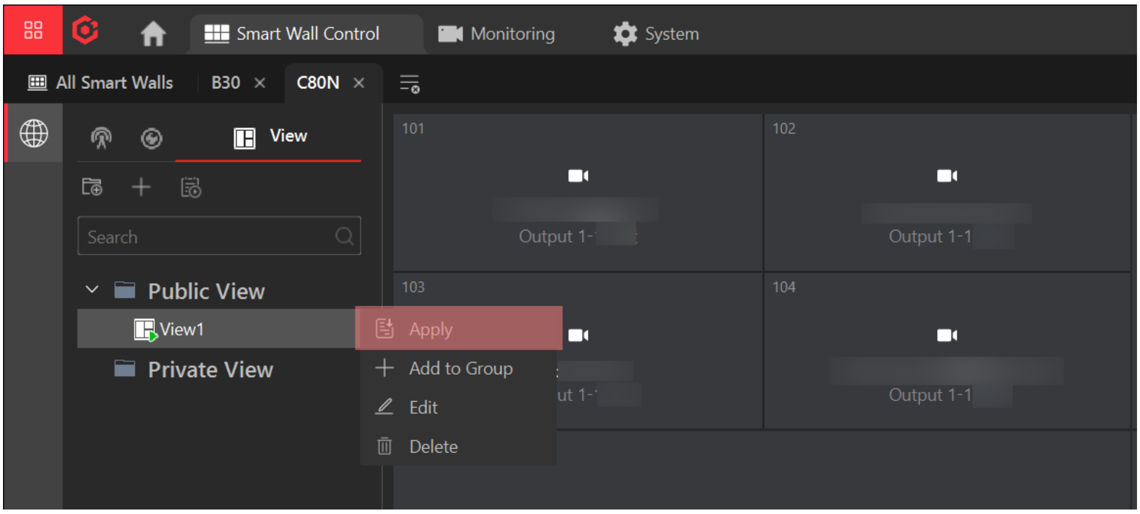


Figure 14-13 Apply View

Create a View Group

After creating multiple views, you can add views to a view group for easy management.

1. Select [icon] to open the View window.
2. Select **Public View** or **Private View** to add this view group.
3. Select [icon] , set the group name and select **Save**.
4. Drag the selected views into the group.
5. Hover the cursor over a view, select [icon] , and select a display duration for the view.
6. Hover the cursor over a view group, select [icon] , and select **Start Auto-Switch** to start view auto-switch.

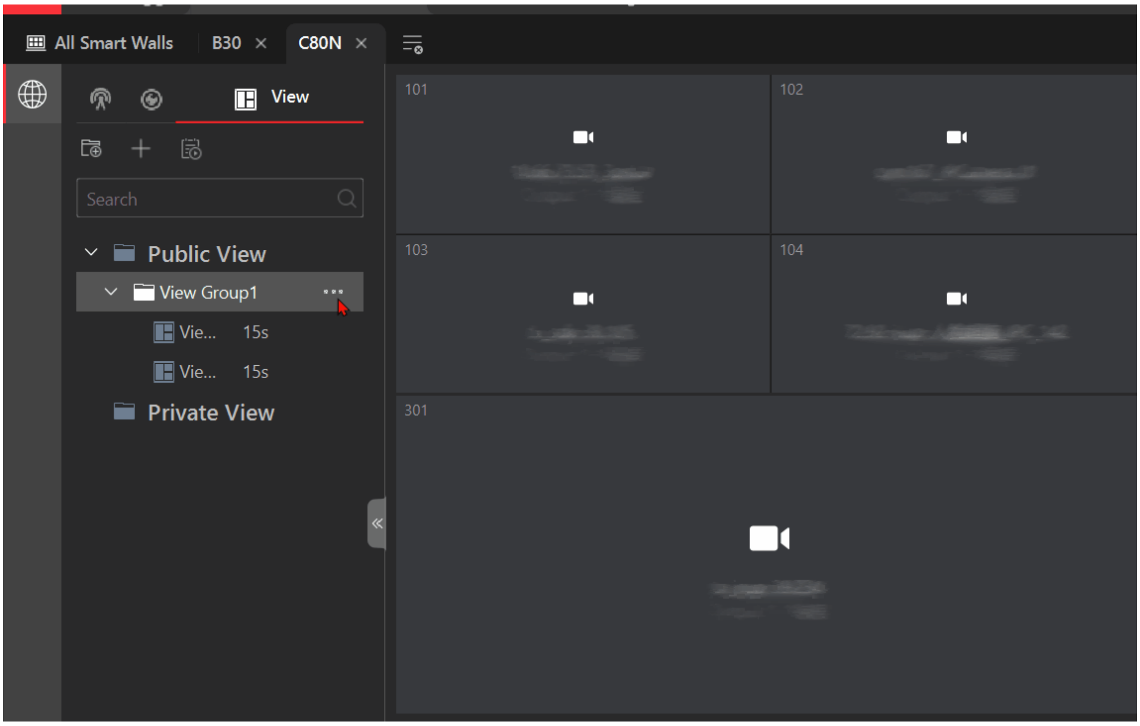


Figure 14-14 Set Auto-Switch for View Group

14.1.4 Add a Text Window

This function is only available for certain types of smart wall devices.

1. In the lower-right corner, enable **Show Text Window**.
2. Select , select a text type, and drag it to the smart wall.
3. Hover over the text and click to edit the text window parameters, including the type, position, size, and background color.

Note

You can also select the text window, move the mouse pointer over one of the handles and then click and drag the mouse to adjust its size and position.

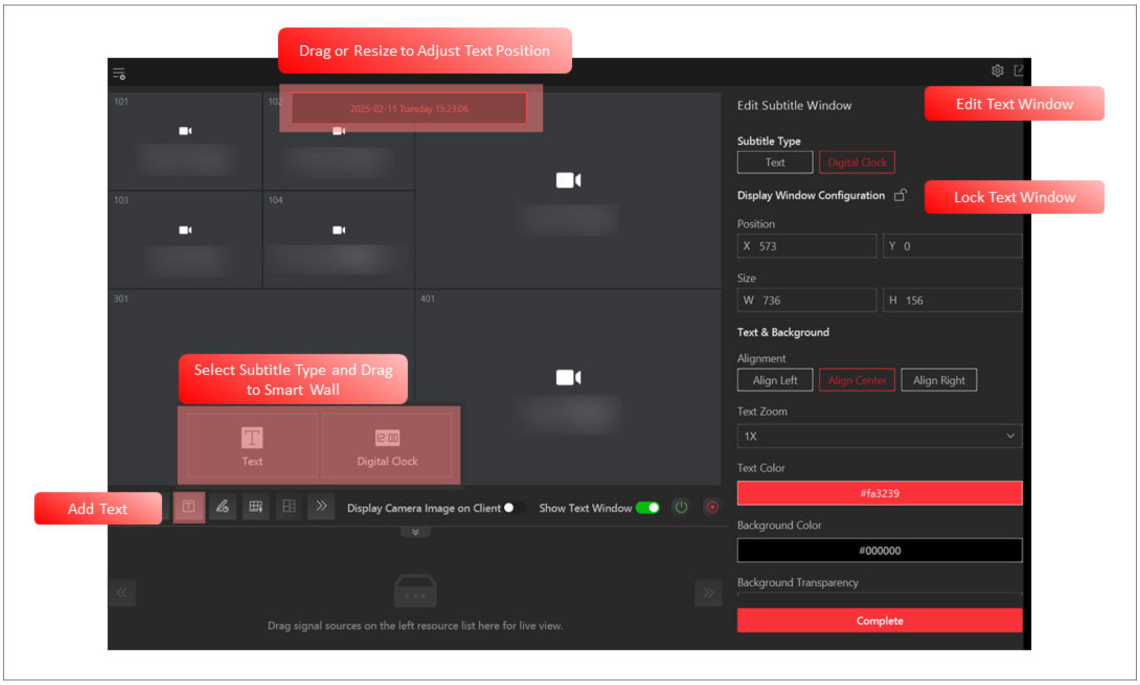


Figure 14-15 Add/Edit Text Window

Note

After you edit the view and save it, the text window will also be saved.

14.1.5 Other Operations

Pre-Edit

Pre-Edit refers to pre-operations such as opening windows or creating views on the smart wall in advance without affecting actual display outputs. Under the pre-editing mode, the following features are unavailable: single-window auto-switch, multi-window auto-switch, displaying alarm-triggered videos on the smart wall, scheduled auto-switch of views, and view group auto-switch.

1. Select .
2. Operate the smart wall such as setting the window division or opening a roaming window.
3. In the upper-left corner, select **Display on Smart Wall** to display all settings on the smart wall for quickly monitoring and adjusting display outputs.

Create a Roaming Window

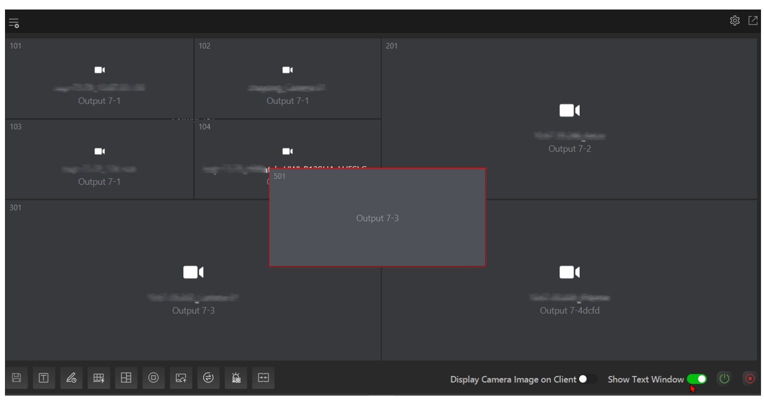
Windowing is to open a virtual window on the smart wall. The window can be within a screen or span multiple screens. You can move the window on the valid screens as desired and this function is called roaming. With windowing and roaming function, you can create custom window and the window size and position will not be limited by the actual screen.

1. Click and drag on the screens which are linked to decoding outputs to open a window.

Note

- Screens linked to BNC outputs are not available for opening a window.
- You can also click to open a window by setting coordinates, height, and width.

2. Perform the following operations after opening a window.

Operation	Description
Roam	Click on the window and hold the mouse to move the window within the scope of the valid screens.
Adjust Window Size	Move your cursor to the window edges and adjust the window size when the cursor becomes a directional arrow.
Enlarge Window	Double-click the window and it will be enlarged to fill the spanned screens and display on the top layer. Double-click again to restore. Refer to the following image.  **Figure 14-16 Enlarge Window**

Switch Windows

1. Click .
2. Select a video resource window and drag it to another video resource window.

3. The selected video resource window will be swapped with the target window.
4. After completing the switch, click again to exit the switch operation.

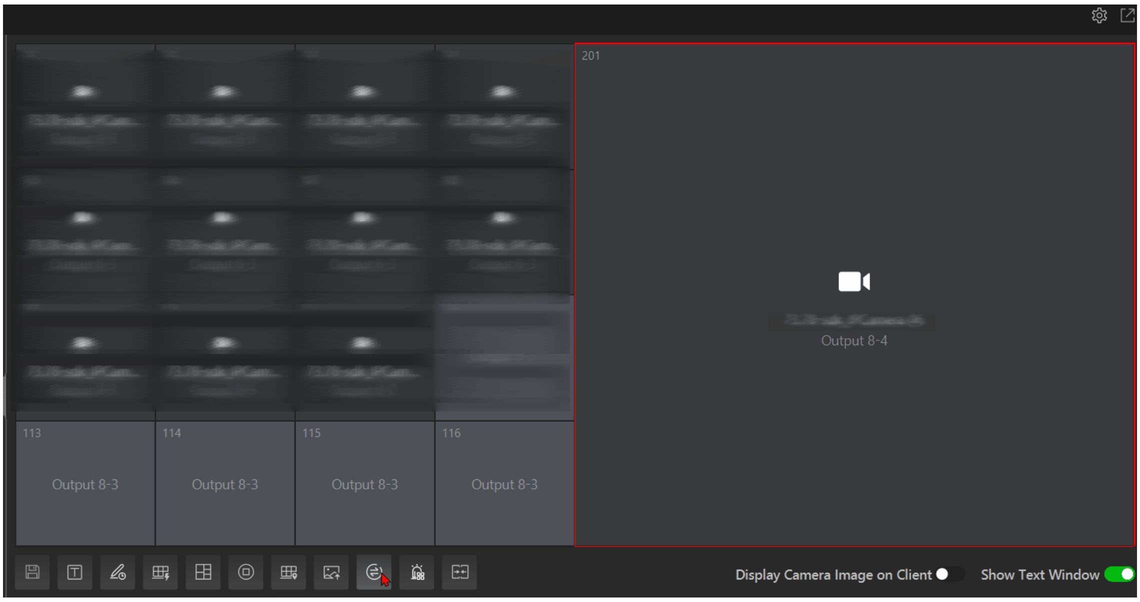


Figure 14-17 Switch Windows

14.1.6 View Alarm's Related Videos on Smart Wall

If you set the smart wall linkage for alarms on the Web Client, the live view of cameras, public views, or decoding outputs related to the alarm will pop up on the chosen smart wall when the alarm is triggered. You will know alarm details in a timely manner for further operations.

You can specify windows as alarm windows and set the alarm display mode. The following section will introduce alarm display rules for the Tile mode and the Auto-Switch mode.

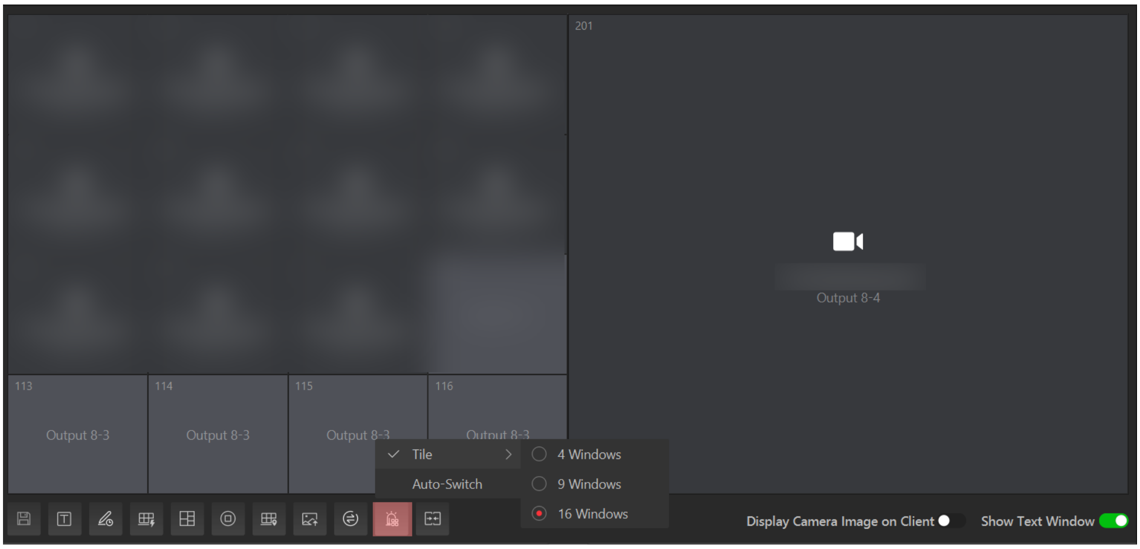


Figure 14-18 Set Alarm Display Mode

Note

- You can specify up to 4 alarm windows.
- Alarms will not be displayed on windows for playback or locked windows.
- To switch between alarm display modes, ensure that all alarms are acknowledged.
- Each alarm window can up to 10 alarms for auto-switch. If all windows are full and a new alarm arrives:
  - If allowed to override: Replace the lowest-priority alarm in Window 1.
  - If NOT allowed to override: Discard the new alarm.

Single Alarm Window (Single Linked Camera) Under Tile Mode

If you specify an alarm window and the maximum divisions (e.g., 16 divisions), the display rules are as follows:

1. 1st alarm fills the whole window
2. 2nd alarm triggers 4-way division (2×2 grid)
3. 5th alarm triggers 9-way division (3×3 grid)
4. 10th alarm triggers 16-way division (4×4 grid)
5. After 16 divisions are full:
   - New alarms override low-priority alarms.
   - Equal priority alarms are overridden by FIFO (oldest first).
6. If custom max-division is set, override rules apply after reaching the limit.

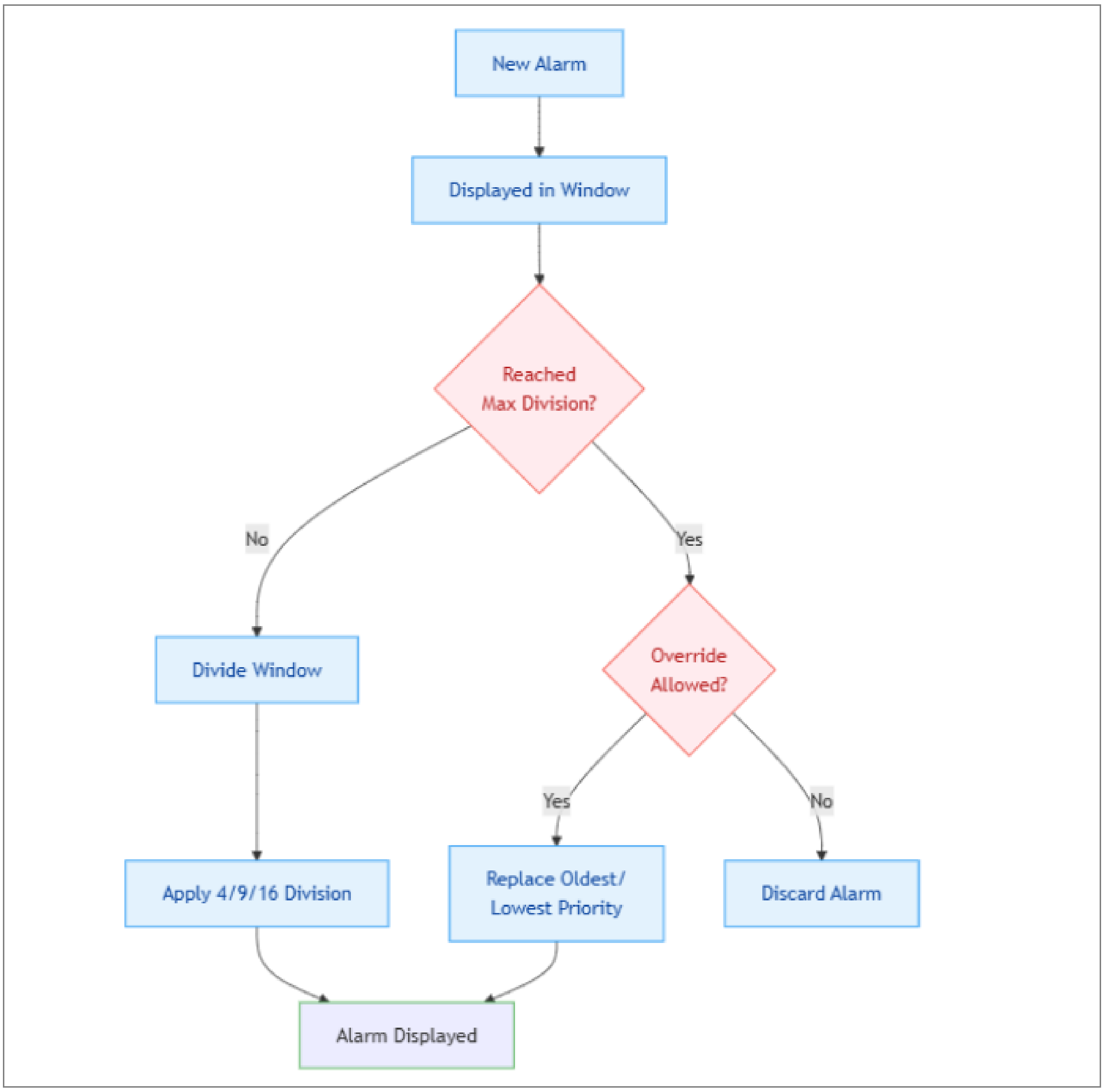


Figure 14-19 Display Diagram

Single Alarm Window (Multiple Linked Cameras) Under Tile Mode

1. **First Alarm**:
   - Split the screen into the **minimum number of divisions** that can display all linked cameras (e.g., if 3 cameras, divided into 4 sub-windows).
   - Display all linked cameras in sequence.

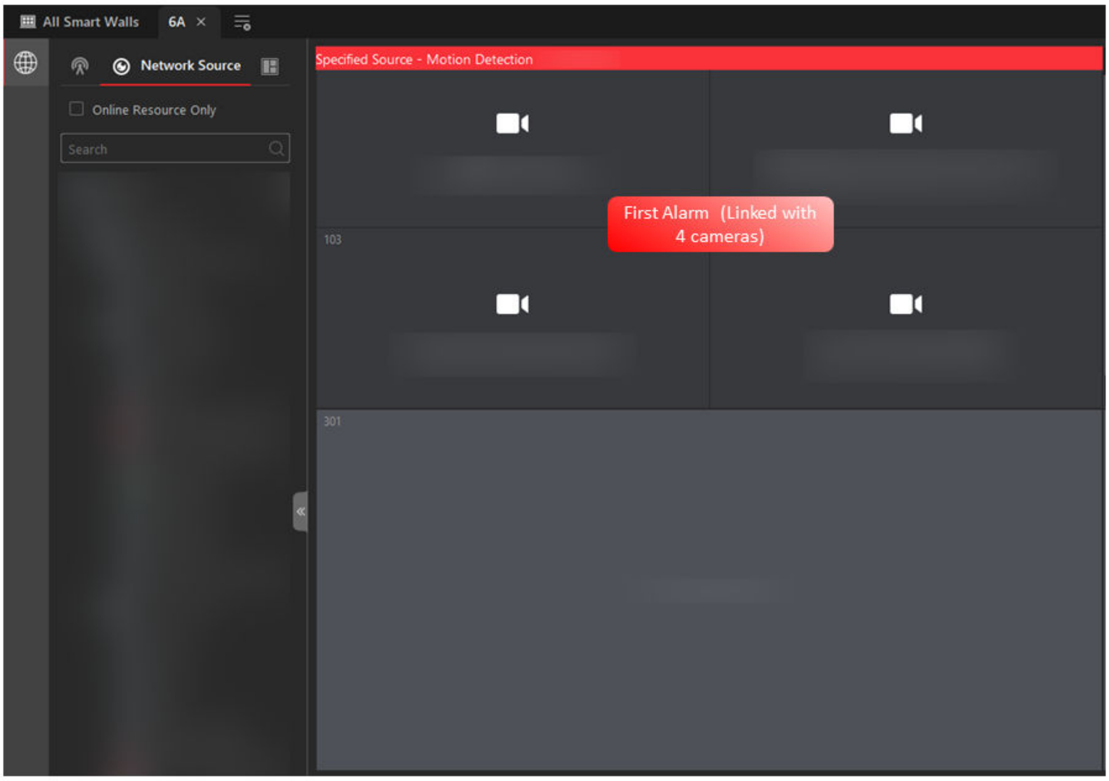


Figure 14-20 First Alarm Display

2. **Second Alarm**:
   - Divide the window further (e.g., **4 divisions** if a maximum of 9 is allowed).
   - The videos of the first alarm are stacked and displayed in the **first sub-window**.
   - The videos of the second alarm are stacked and displayed in occupies the **second sub-window**.

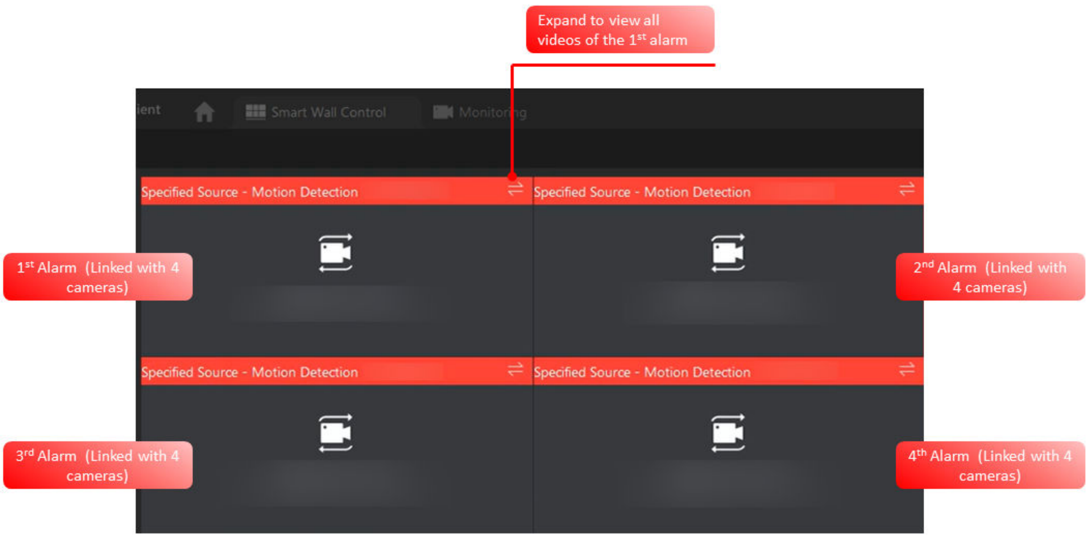


Figure 14-21 2-4 Alarm Display

3. **Fifth Alarm**:
   - Split the window into **9 divisions** (3×3 grid).
   - Each sub-window auto-switches between its linked cameras.

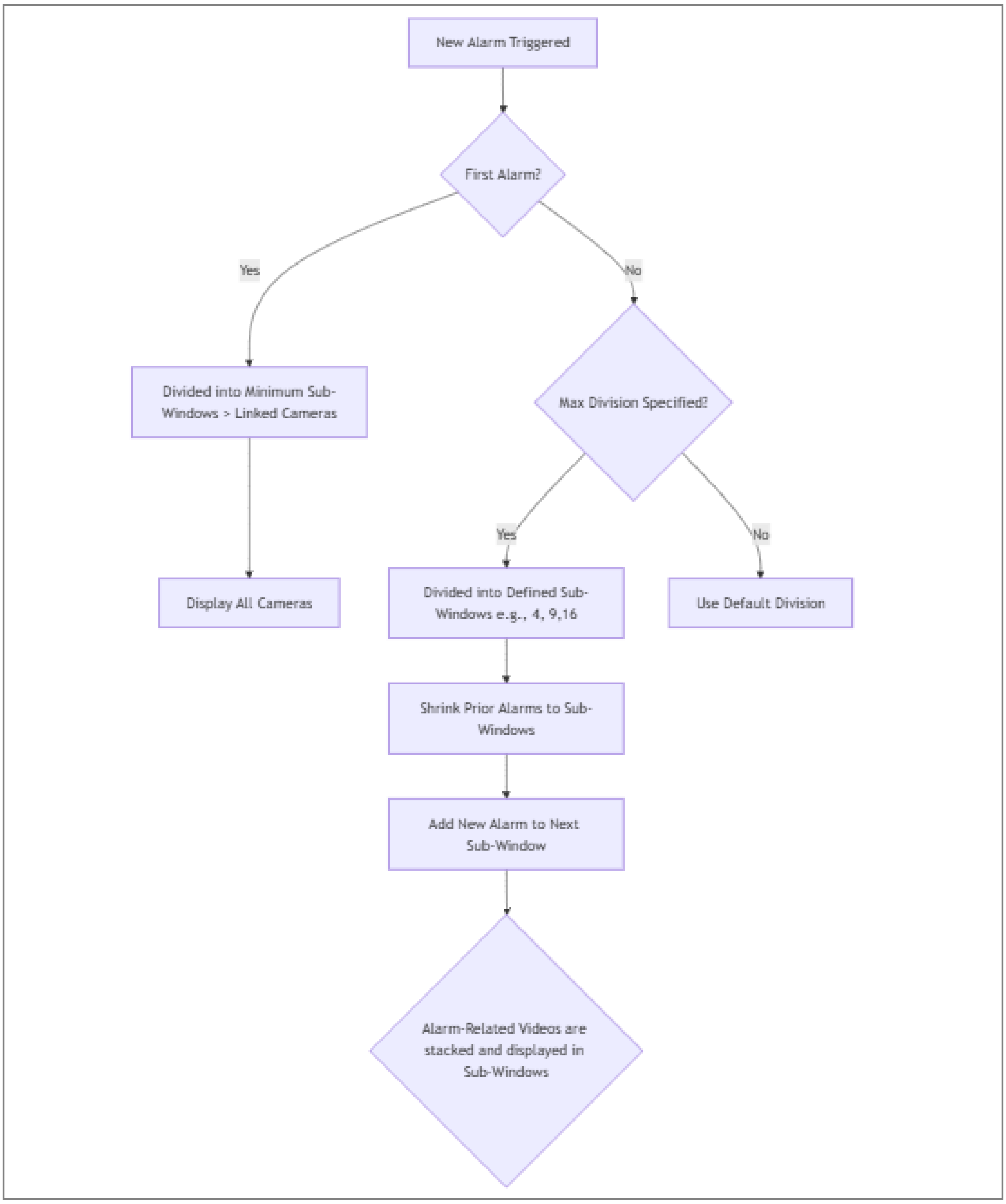


Figure 14-22 Display Diagram

Multiple Alarm Windows (Linked with Single Camera) Under Tile Mode

If you specify three alarm windows and each window can divided into max 9 sub-windows, the display rules are as follows:

1. New alarms fill windows in order:

   - 1st alarm → Window 1
   - 2nd alarm → Window 2
   - 3rd alarm → Window 3
2. When all windows are full:
   - New alarms make Window 1 divided.
   - Old alarm shrinks to 1st sub-window.
   - New alarm goes to 2nd sub-window.
3. When Window 1 reaches 9 divisions:
   - Start dividing Window 2
   - Then Window 3

Multiple Alarm Windows (Multiple Linked Cameras) Under Tile Mode

If you specify four alarm windows and maximum 4 divisions, and an alarm is connected with 4 cameras, the display rules are as follows:

1. New alarms fill windows in order:
   - 1st alarm → Window 1

     Note

     Split the window into the **minimum number of divisions** that can display all linked cameras (e.g., if 4 cameras, divided into 4 sub-windows).
   - 2nd alarm → Window 2
   - 3rd alarm → Window 3
   - 4th alarm → Window 4
2. When all windows are full:
   - New alarms make Window 1 divided.
   - The videos of the first alarm are stacked and displayed in the first sub-window.
   - The videos of new alarm are stacked and displayed in the following sub-windows.

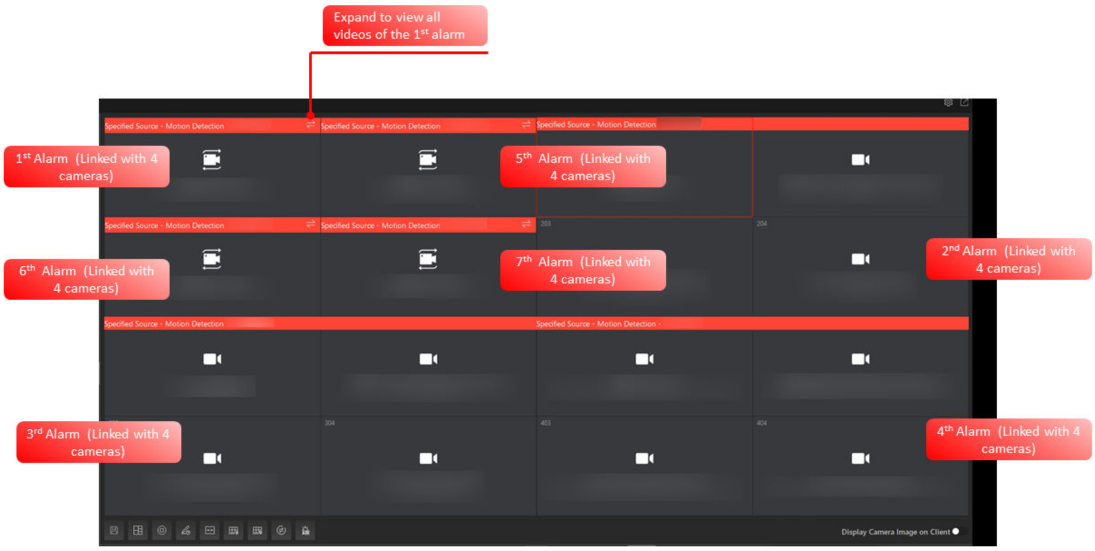


Figure 14-23 Display Mode

3. When Window 1 reaches 4 divisions:
   - Start dividing Window 2
   - Then Window 3
   - Then Window 4

Single Alarm Window (Single Linked Camera) Under Auto-Switch Mode

When an alarm is triggered, it will be immediately displayed on the current Smart Wall and added to the end of the auto-switch queue.

For example, if the current queue has alarms 1, 2, 3, 4 and alarm 2 is playing, alarm 5 will be immediately displayed on the smart wall when it is triggered. The updated queue becomes 1, 2, 3, 4, 5. After alarm 5 finishes, playback resumes with alarm 3.

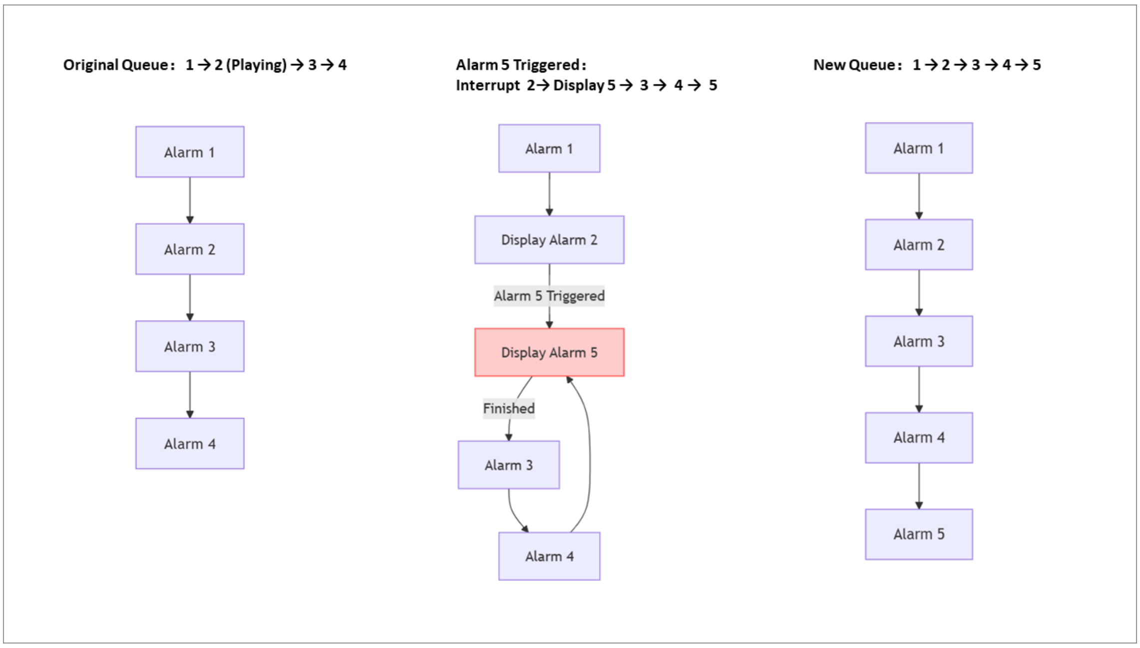


Figure 14-24 Single Alarm Window Under Auto-Switch Mode

Multiple Alarm Windows (Single Linked Camera) Under Auto-Switch Mode

If you specify 4 alarm windows, alarms will be displayed by the following rule:

1. Alarm 1 → Window 1
   Alarm 2 → Window 2
   Alarm 3 → Window 3
   Alarm 4 → Window 4
2. When Alarm 5 is triggered, it will be displayed in Window 1 for auto-switch until 10 alarms are displayed in Window 1.
3. Continue this pattern until Window 1 reaches its maximum capacity (10 alarms).
4. Subsequent new alarms will then be added to Window 2 for auto-switch.

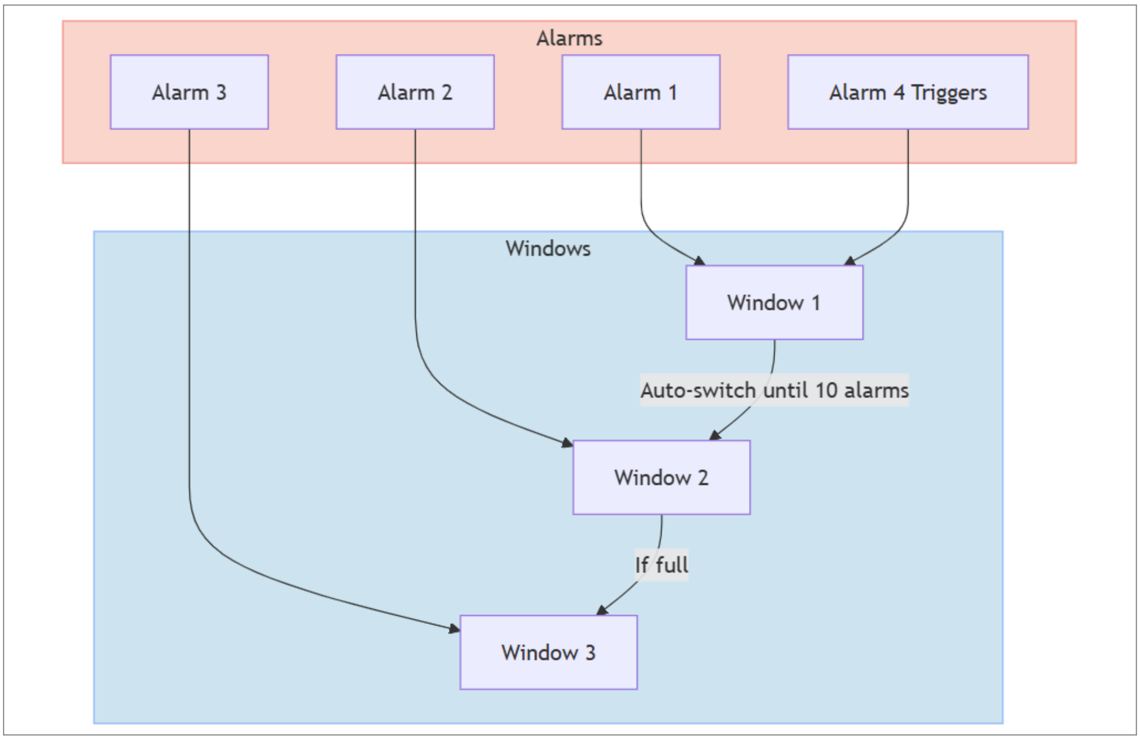


Figure 14-25 Multiple Alarm Windows Under Auto-Switch Mode

Note

Each alarm window can up to 10 alarms for auto-switch. If all windows are full and a new alarm arrives:

- If allowed to override: Replace the lowest-priority alarm in Window 1.
- If NOT allowed to override: Discard the new alarm.

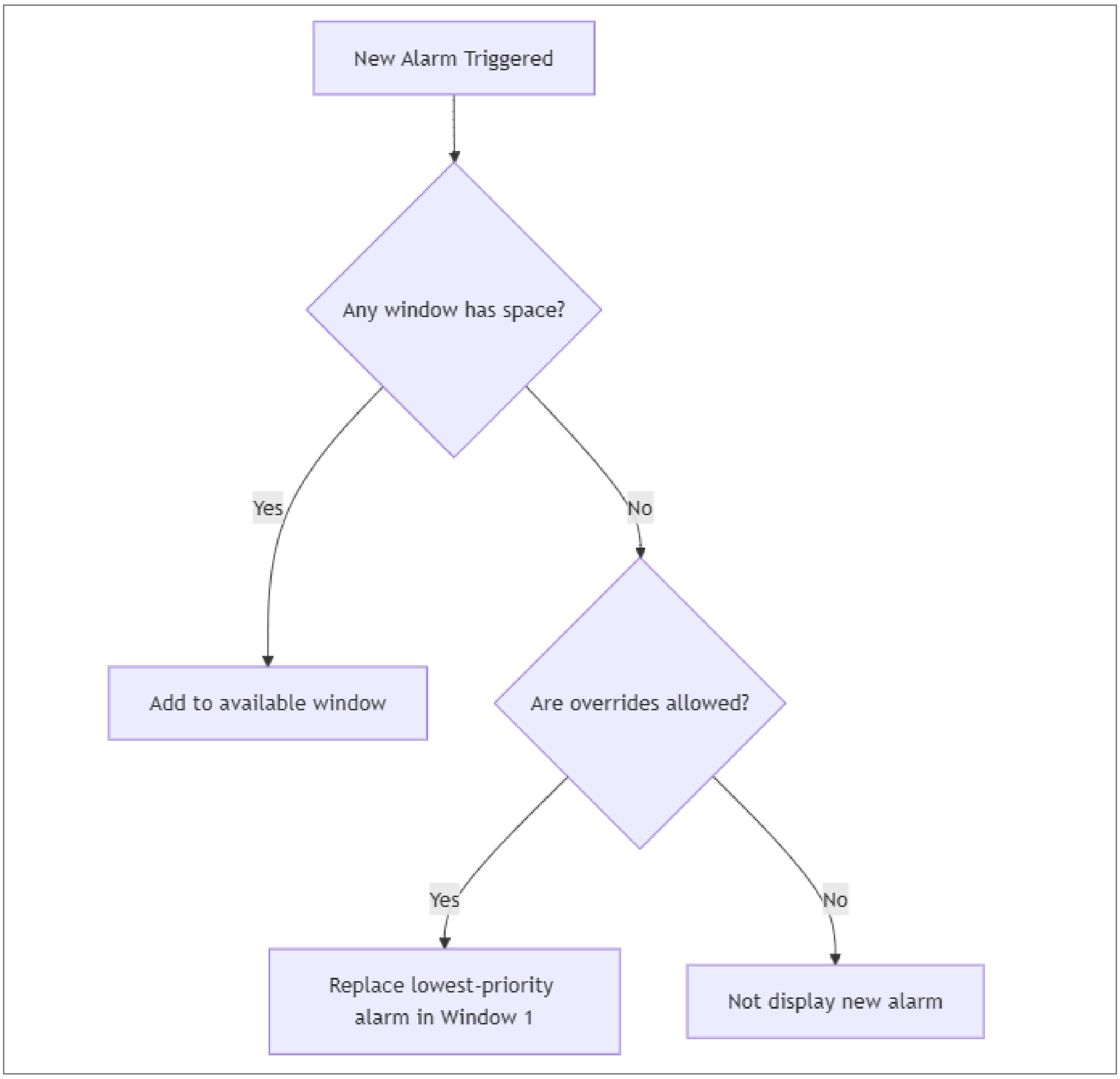


Figure 14-26 Auto-Switch Rule

Multiple Alarm Windows (Multiple Linked Cameras) Under Auto-Switch Mode

If you specify 4 alarm windows and each alarm is connected with 4 cameras, alarms will be displayed by the following rule:

1. Alarm 1 → Window 1
   Alarm 2 → Window 2
   Alarm 3 → Window 3
   Alarm 4 → Window 4

Note

Split the window into the **minimum number of divisions** that can display all linked cameras (e.g., if 4 cameras, divided into 4 sub-windows; if 5 cameras, divided into 9 sub-windows; if 10 cameras, divided into 16 sub-windows).

2. When Alarm 5 is triggered: it will be displayed in Window 1 for auto-switch until 10 alarms are displayed in Window 1.
3. Continue this pattern until Window 1 reaches its maximum capacity (10 alarms).
4. Subsequent new alarms will then be added to Window 2 for auto-switch.

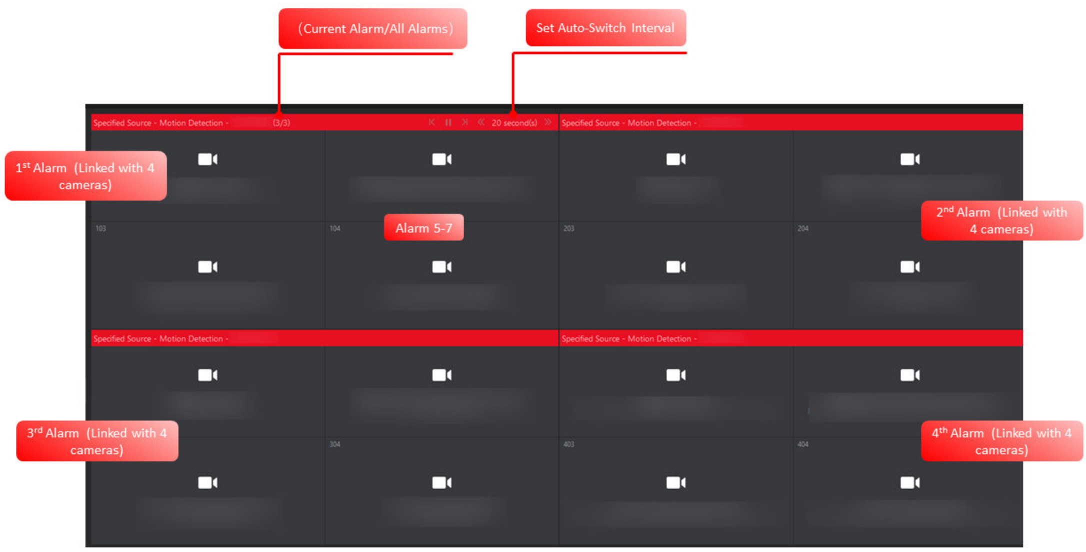


Figure 14-27 Multiple Alarm Windows (Multiple Linked Cameras) Under Auto-Switch Mode

14.1.7 View Other Contents on Smart Wall

You can display the following contents on smart wall: the Digital Control Panel page, Parking Lot page, Intelligent Monitoring page, Alarm Center page, Monitoring page, your desktop, and your programs.

Table 14-3 Display Contents

Content	How To
Digital Control Panel	1. In the top left corner of Control Client, select → **Digital Control Panel** to enter My Control Panel page. 2. Click in the upper-right corner of the client and select a smart wall to display the control panel on smart wall.
Parking Lot	1. In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Parking Lot** to enter the Parking Lot module. 2. Click in the upper-right corner of the client and select a smart wall to display the Parking Lot page on smart wall.
Intelligent Monitoring	1. In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Intelligent Monitoring** to enter the Intelligent Monitoring module. 2. Click in the upper-right corner of the client and select a smart wall to display the Intelligent Monitoring page on smart wall.
Alarm Center	1. In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Alarm Center** to enter the Alarm Center module. 2. Click in the upper-right corner of the client and select a smart wall to display the alarm center page on smart wall.
Monitoring	1. In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Monitoring** to enter the Monitoring module. 2. Click in the upper-right corner of the client and select a smart wall to display the Monitoring page on smart wall.
Desktop or Programs	Select to select your desktop or certain programs on the video wall. **Note** This function is only available for Windows 10 (version 1907 and later).

14.1.8 View and Export Window No. and Camera ID

When displaying live view on smart wall, you can use a keyboard for convenient operations such as starting live view on smart wall, PTZ control, etc. If you want to display certain camera's live view in certain window on the smart wall, you should press the camera's identifier number and target window number on the keyboard, which are called **Camera ID** and **Window No.**.

On the Web Client, you can set a unique ID for each camera added in the system. For details, refer to *User Manual of HikCentral Professional Web Client*.

In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Smart Wall Control** , and click → **Display Window No.** to show the number of each window.

If you want to export a document which contains the IDs of all the cameras and smart wall information (such as smart wall name, row and column, etc.) as a reference, click → **View Window No. and Camera ID** to generate a document.

Click **Download** to download this document in PDF format and save it in local PC. You can print it if necessary.

Note

The exported document also contains smart wall No., which are used for selecting smart wall via network keyboard.

14.2 Manage Screen Wall (Graphic Card)

14.2.1 Introduction

Screen Wall (Graphic Card) is hardware independent. It doesn't require any decoding resources such as video wall controllers or decoders. The PC running the client can decode the streams by its graphic card and then display the content on the screens connected to the PC. As a result, it is a cost efficient solution and easy to deploy. This type of screen wall is mainly used in small monitoring scenarios, such as supermarket, with less than four display units required.

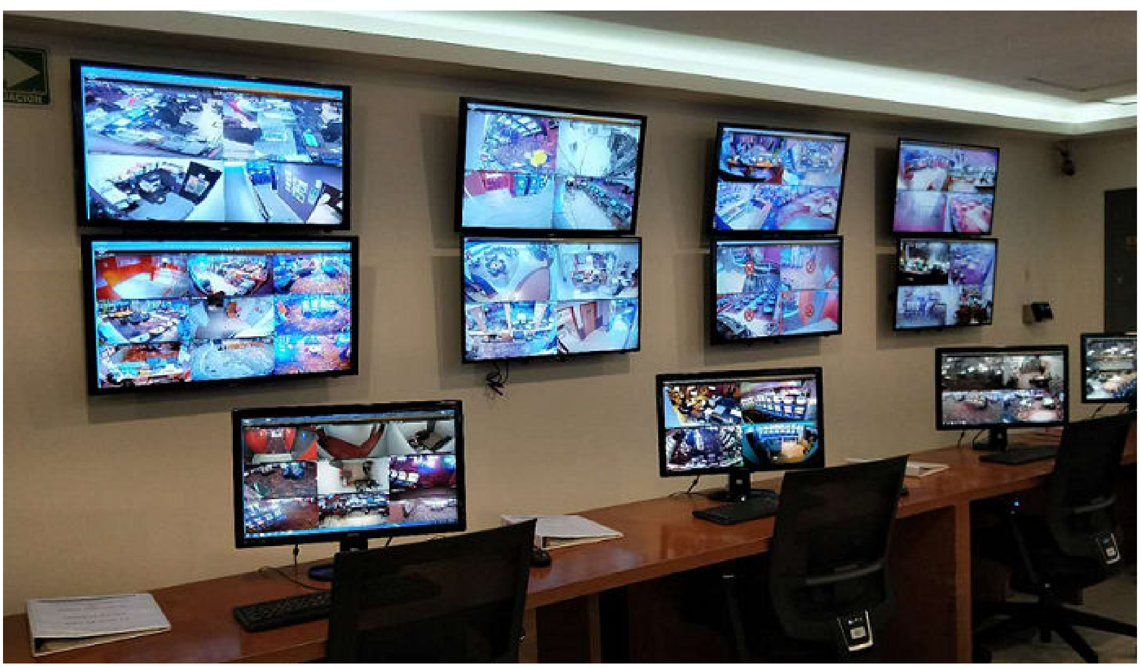


Figure 14-28 Application Scenario: Screen Wall (Graphic Card)

Note

Up to four screens are supported as screen walls for one Control Client in this mode.

14.2.2 Prerequisites

- You have purchased and activated the Smart Wall (Graphic Card) license on the Web Client.

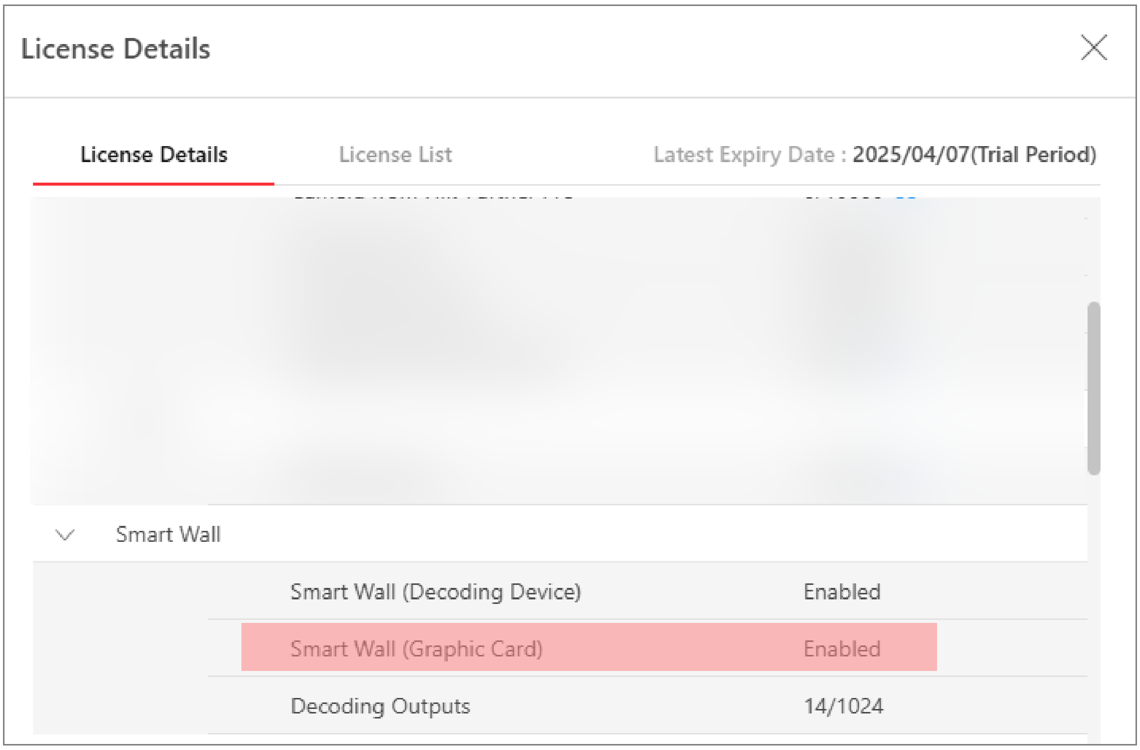


Figure 14-29 Activate License

- Go to → **Basic Video** → **Display** to enable **GPU Hardware Decoding**.

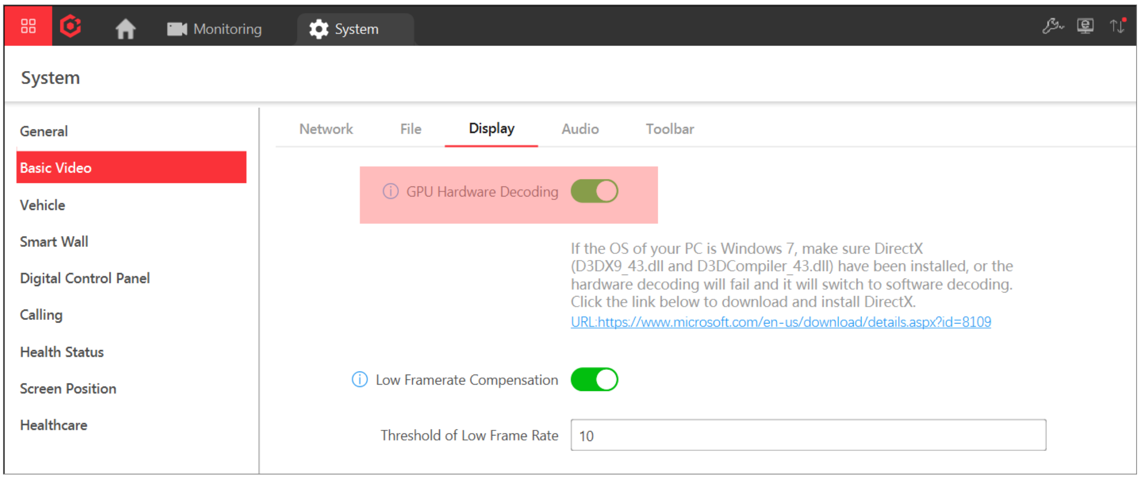
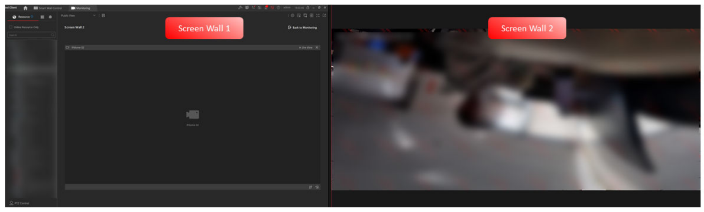
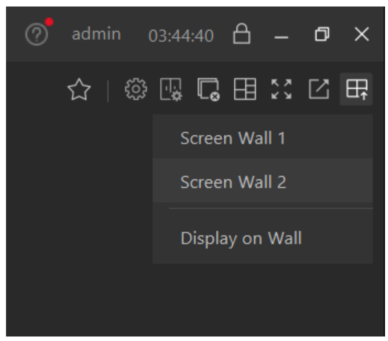


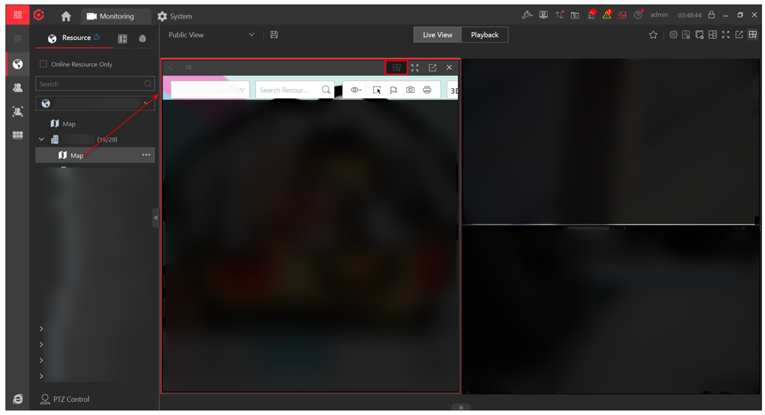
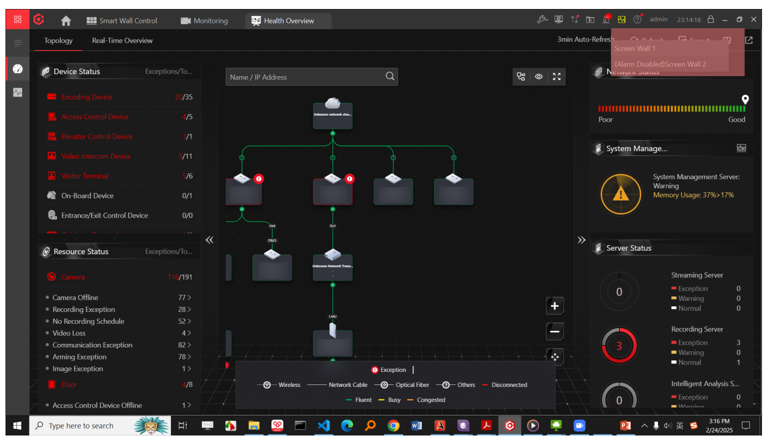
Figure 14-30 Enable GPU Hardware Decoding

14.2.3 Display Content on Screen Wall

1. Select a screen wall to display content for specific function modules.

Function Module	How To
Monitoring - Live View	a. In the top left corner of Control Client, select → **All Modules → Monitoring → Monitoring** to enter the Monitoring module. b. On the left navigation bar, select and double click a screen wall to enter the screen wall mode. **Note** - Screen Wall 1 refers to the PC running the Control Client. - Screen Wall 2 refers to an external display connected to your PC. You can click **Show Screen Wall** to identify screen walls. c. Double click a resource or drag a resource to the screen wall.

Function Module	How To
	 **Figure 14-31 Screen Wall Mode** d. You can also click **Back to Monitoring**, click in the upper-right corner and select the screen wall to display the Monitoring page.  **Figure 14-32 Select Screen Wall**
Monitoring - Map / Face Picture Comparison	a. In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Monitoring** to enter the Monitoring module. b. Double click or drag a map or face picture comparison for live view. c. Click and select a screen wall to display the map.

Function Module	How To
	 **Figure 14-33 Display Map on Screen Wall**
Health Overview	a. In the top left corner of Control Client, select → **All Modules** → **Maintenance** → **Health Overview** . b. Click in the upper-right corner and select a screen wall to display the health overview page.  **Figure 14-34 Display Health Overview on Screen Wall**

2. View an alarm-related video on a screen wall.
   a. Select → **Event and Alarm** → **Event and Alarm Configuration** → **Normal Event and Alarm** .
   b. Select **Add** and set the triggering event and source.

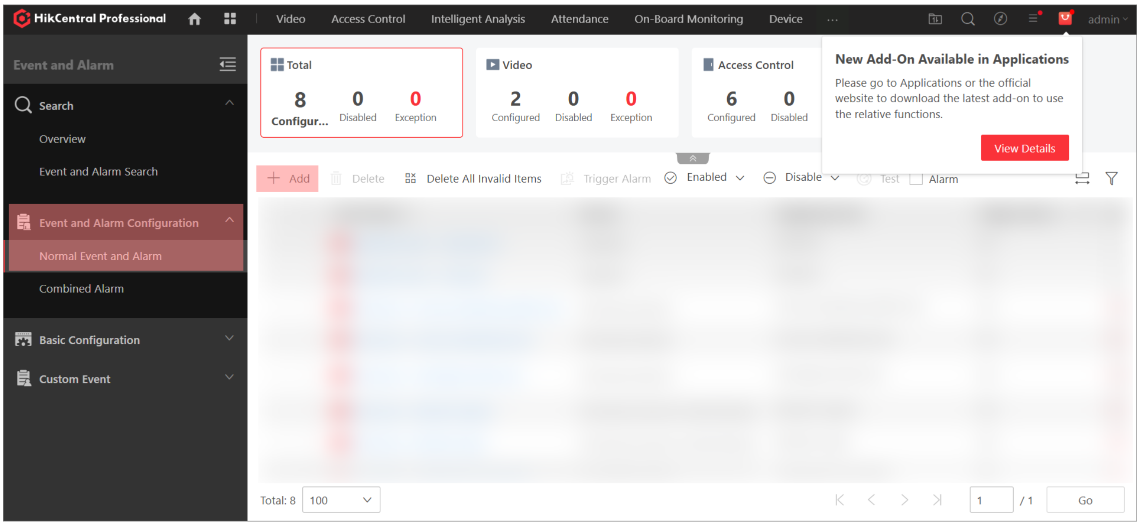


Figure 14-35 Add Event and Alarm

c. In the Basic Information section, select triggering events and sources as needed.

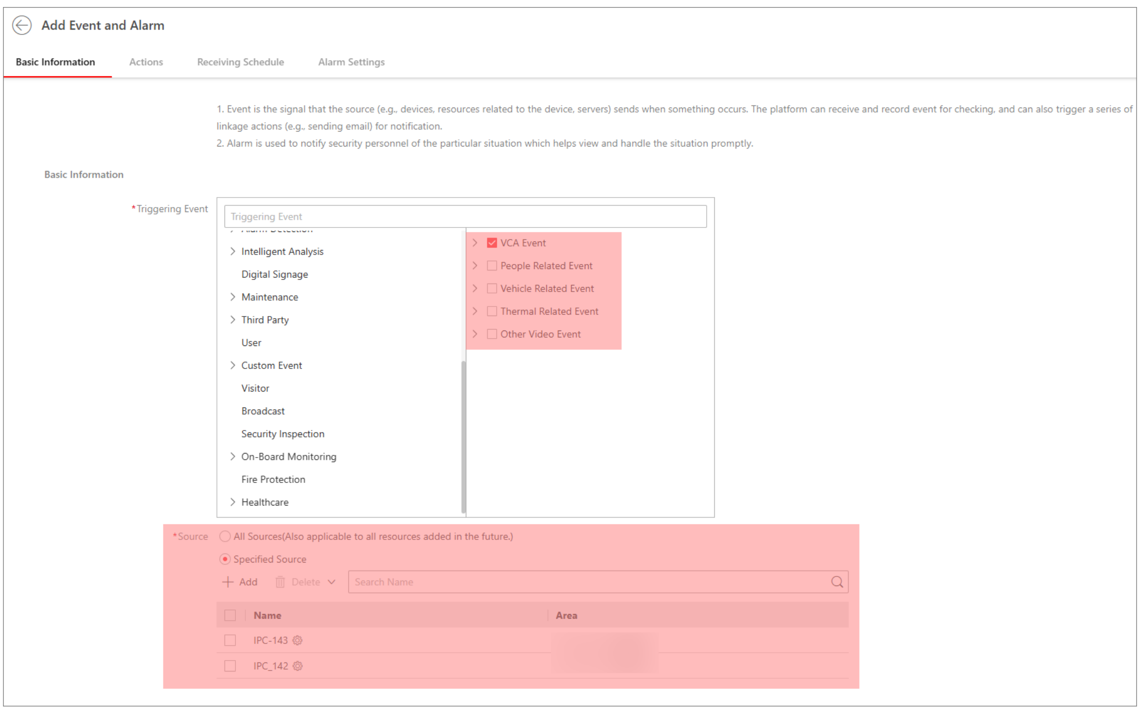


Figure 14-36 Select Triggering Events and Sources

d. In the Alarm Settings section, enable **Trigger Alarm** to set the alarm priority and recipients.

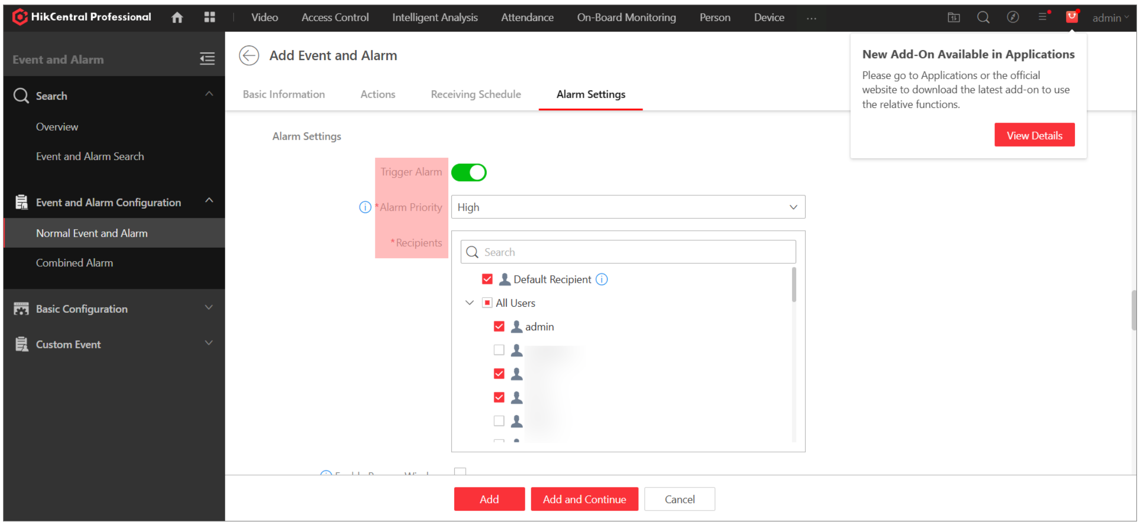


Figure 14-37 Set Alarm Priority and Recipients

e. Enable **Display on Smart Wall** to set the smart wall type, display resource, stream type, smart wall No., and other parameters as needed.

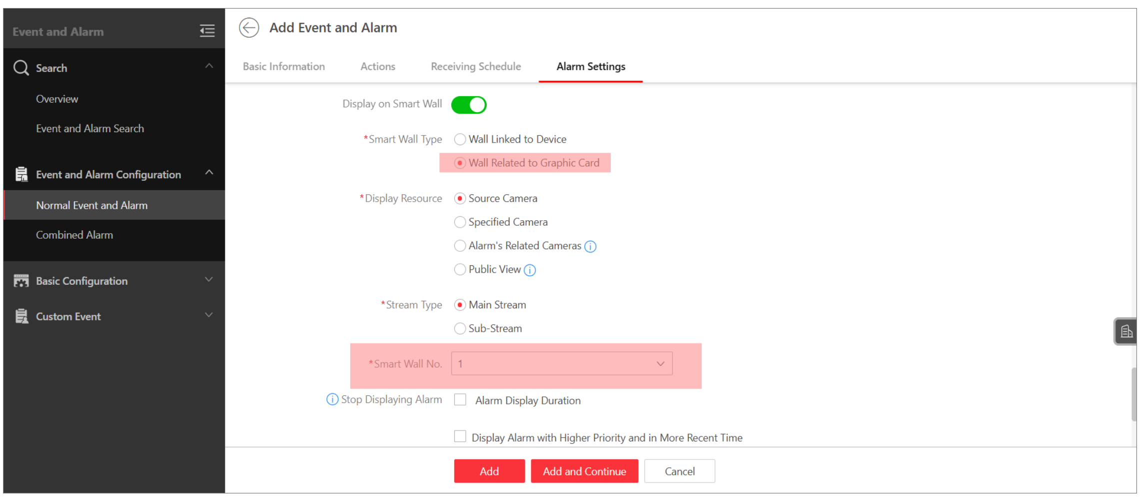


Figure 14-38 Display Alarms on Smart Wall

f. After adding events, go back to the Normal Event and Alarm page, select the added event, and select **Test**. You can view the triggered alarm on a window on the Control Client.

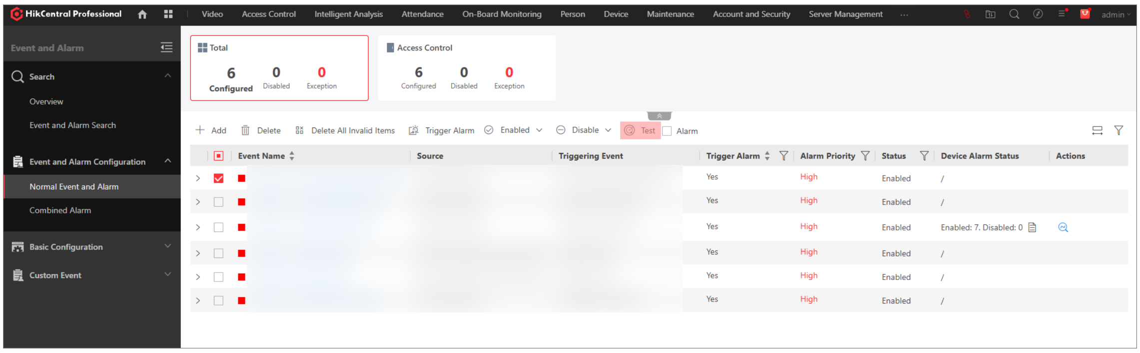


Figure 14-39 Test Added Events

g. If an alarm is triggered, you can view the alarm-related video on the selected screen wall on the Control Client.

Note

On the screen wall, the icon means the alarms configured with smart wall linkage can be displayed on the smart wall automatically when triggered.

Figure 14-40 Enable Alarm Display on Screen Wall

3. Click **Exit Screen Wall Mode**.

Chapter 15 Person Search

The system supports facial recognition, comparison functions, and quick search. After adding devices which support facial recognition, the devices can recognize faces and compare with the persons in the system.

Besides facial recognition, you can also add facial recognition servers to the system and set human body recognition tasks.

On the Control Client, the operator can view the real-time face picture comparison information during live view and see whether the detected persons match or mismatch the person information in the pre-defined face picture library. The operator can also view the human body recognition information when viewing the live video of the cameras linked with the facial recognition server and configured with human body recognition.

In the top left corner, select → **All Modules** → **Investigation** → **Person Search** .

15.1 Quick Person Search

You can quickly search for faces and human bodies using features and uploaded pictures, quickly search for person archive by uploaded pictures, and quickly search for target person information. After search, you can view the pictures or video files related to the search results, save the search results to the local PC, etc.

Note

Make sure your license supports facial recognition function, or turn to Home page of the Web Client, click **License Details** → **Configuration** → **Add** and then select the added cameras as face recognition cameras. Otherwise, facial recognition function cannot perform normally in the system.

Quickly Search for Target Pictures by Features

The captured face pictures and human body pictures can be searched by person face/body features.

On the left navigation pane, select **Quick Search** → **Feature** .

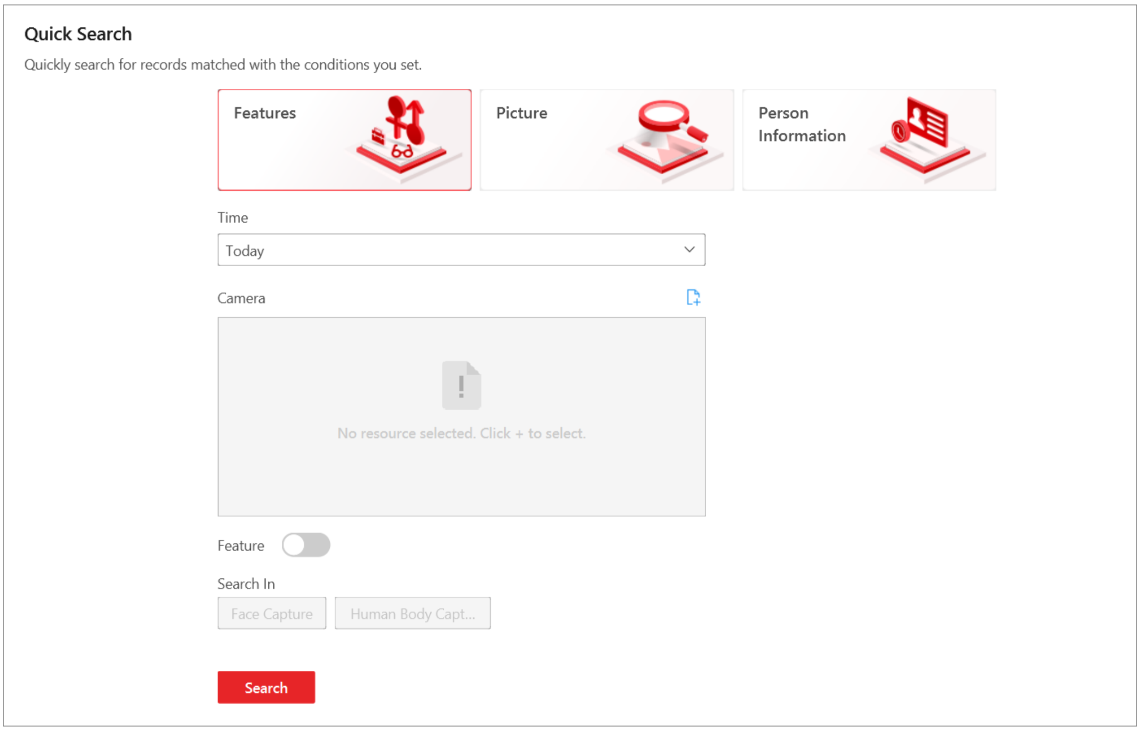


Figure 15-1 Quick Search Captured Face Pictures by Feature

After setting the search conditions, select **Face Capture** or **Human Body Capture** as the searching target. On the page of searched results, you can perform more operations. See ***Search Captured Face Pictures by Feature*** and ***Search Captured Human Body Pictures by Features*** .

Use Picture to Quickly Search for Target Pictures

Use pictures to quickly search for target person face captures and human body captures.

On the left navigation pane, select **Quick Search → Picture** .

After setting the search conditions, select **Face Capture** or **Human Body Capture** as the searching target. On the page of searched results, you can perform more operations. See ***Search Face Pictures by Picture*** and ***Search Human Body Pictures by Picture*** .

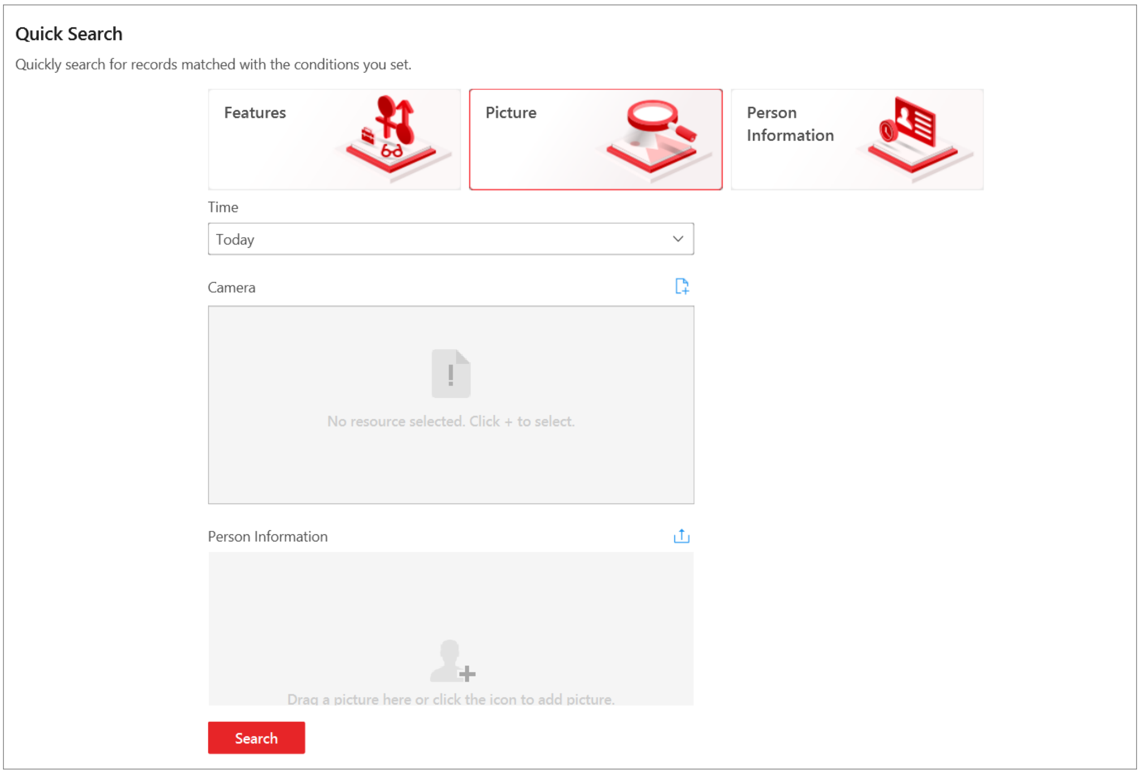


Figure 15-2 Use Picture to Quickly Search for Captured Face & Human Body Pictures and Archives

Use Picture to Quickly Search for Archives

Note

Make sure you have added a intelligent analysis server to the system and have configured capturing camera and face picture library for it.

Quickly search for person archives by a picture to check the captured pictures or videos of similar persons in the library. You can also check whether a person is a stranger.

On the left navigation pane, select **Quick Search → Picture** .

Set search conditions and click **Search**. On the search result page, you can perform more operations. See ***Search for Archives*** .

Quickly Search for Person Information

By selecting time&department and entering a person name, quick search for persons on the platform.

On the left navigation pane, select **Quick Search → Person Information** .

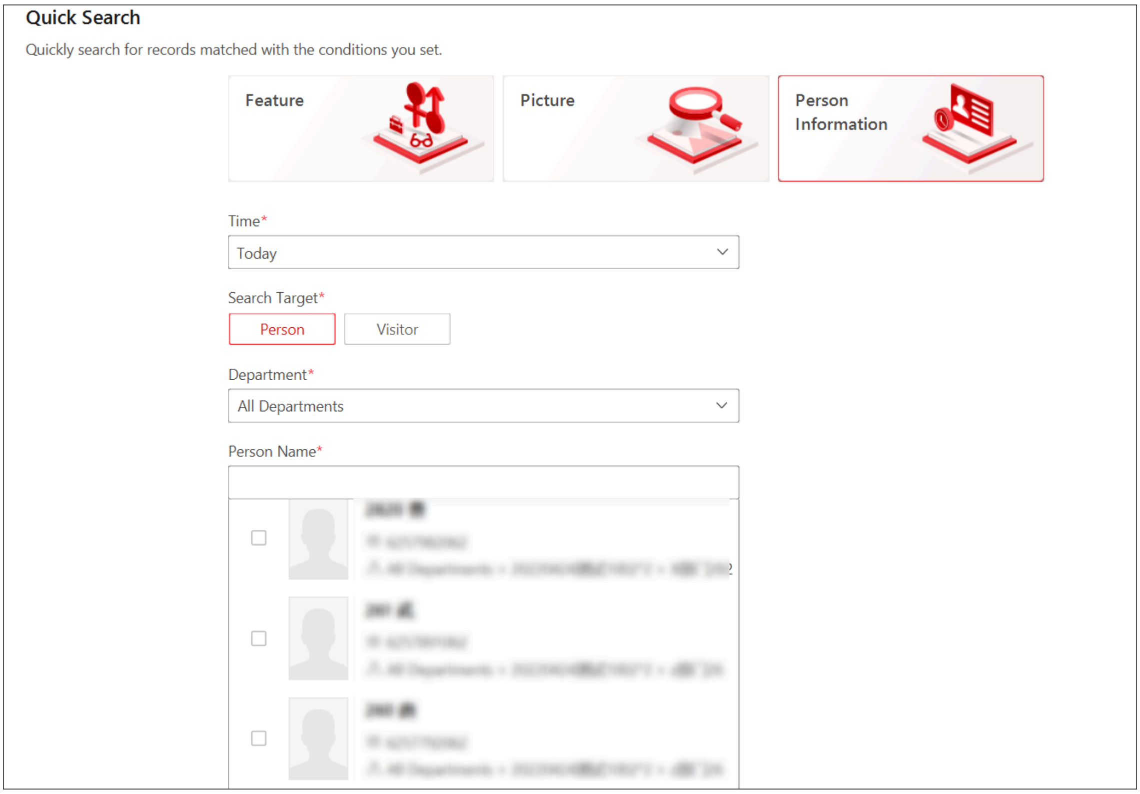


Figure 15-3 Quick Search Person Information

Set search conditions and click **Search**.

The person information, including the basic information (such as person type, department, and vehicle license plate number), access records, patrol events, and vehicle passing records are displayed.

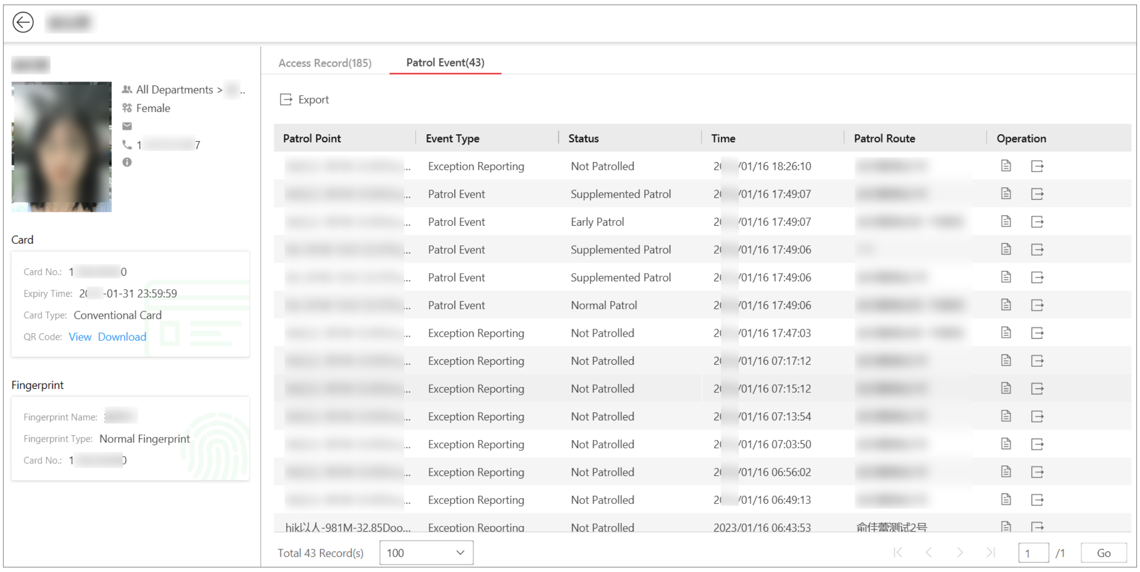


Figure 15-4 Searched Person Information

Perform the following operations for the searched person information.

<table>
<tr>
<td>Credentials</td>
<td>On the left pane, view the details of added card and fingerprint of the person.

On the card area, you can click View to view the QR code of the card, and click Download to download the QR code picture to the local storage for further operations.

Note

This operation is supported only when the credentials have been added to the person information. For details about managing person credentials, refer to the HikCentral Professional Web Client User Manual.</td>
</tr>
<tr>
<td>Face Capture</td>
<td>Click Face Capture to view the captured face pictures related to the person and perform more operations.

• Change the display order.
• Click / / to view the searched results in thumbnails/list/map.
• In the Map mode, select one or more pictures, and click Generate Pattern to display a certain person's pattern on the map.
• Click a captured picture and perform more operations.
  ◦ Click Add Person and set the required parameters to add the person to the person list. For details about</td>
</tr>
</table>

	how to set the parameters, refer to the of *HikCentral Professional Web Client User Manual*. ◦ Click **Picture Search** to go to search for the target person in the captured pictures by uploading a human body picture. For detailed information, see ***Search Face Pictures by Picture*** . ◦ Click **More → Archive Search** to go to the Archive Search page to search for the person's archive. ◦ Click **More → Identity Verification → To be Verified** to verify the person's identity, or click **More → Identity Verification → Target** to set the person as a comparing target. ◦ Click **More → Related Captures** to display pictures captured during 30s before and after capturing the current picture. ◦ Click / to view the large picture and the related video (if available). ◦ Click **Download** to download the picture to the local PC.
Access Records	Click **Access Record** to view the access records related to the person and perform more operations. • Click **Export** and set the file format to export the access record list. • Click on the Operation column and set related parameters to save the access record to the Evidence Management Center. For details, see ***Evidence Management*** .
Patrol Events	Click **Patron Event** to view the patrol events related to the person and perform more operations. • Click on 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. • Click to view the details of the patrol event, such as view the related video and attachment. • Click **Report** and set the file format to export the patrol event list.

15.2 Captured Picture Search

Face or human body pictures can be captured and stored on the platform. You can search for the captured face or human body pictures by specific features or by uploading a picture. You can also search for matched face pictures with pictures in the comparison group and search for persons by frequency.

15.2.1 Search Captured Face Pictures by Feature

The captured face pictures can be stored in SYS server or in the Recording Server. You can search for the target person in the captured pictures by person face features. You can also view the search results' related video files and save the related video files as evidence.

Steps

Note

Make sure your license supports facial recognition function, or turn to Home page of the Web Client, click **License Details → Configuration → Add** and then select the added cameras as facial recognition cameras. Otherwise, facial recognition function cannot perform normally in the system.

1. On the left navigation pane, select **Search Captured Pictures → Search Captured Faces** .
2. In the Search By field, select **Search by Feature**.
3. In the Time field, set the time period.

   You can select **Custom Time Interval** to specify the start time and end time for search.
4. Select the camera(s) to search the face pictures.
   1) Click to open the camera list panel.
   2) Select the current site or a Remote Site from the drop-down site list to show its cameras.
   3) Check the camera(s) you want to search.

   Note

   Up to 200 resources can be selected for searching at the same time.

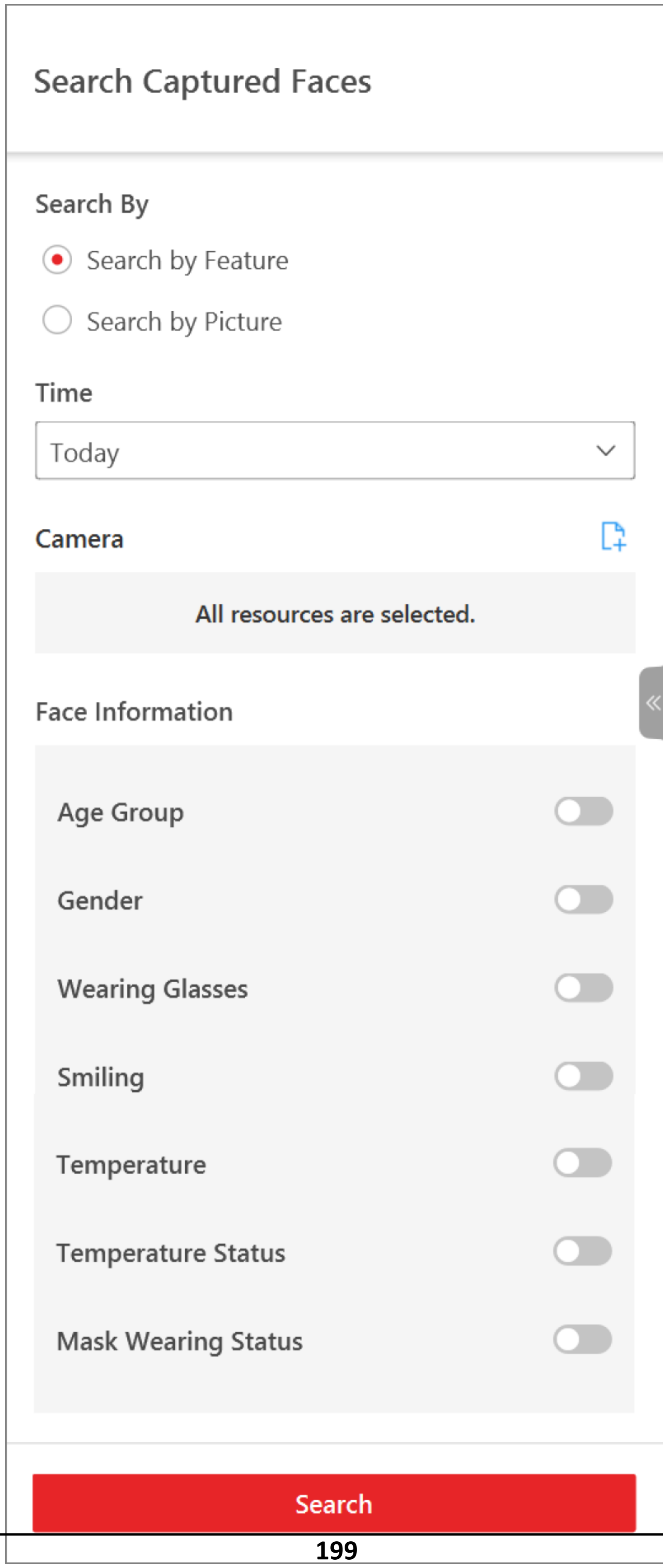


Figure 15-5 Search Captured Pictures

5. **Optional:** Set face features and the related parameters in **Face Information** area.

Wearing Glasses

After enabled, you can filter matched face pictures by whether a person wears glasses/ sunglasses or not.

Smiling

After enabled, you can filter matched face pictures by whether a person is smiling or not.

Temperature

After enabled, you can set a threshold for searching out the matched persons whose skin-surface temperature equals to or exceeds the threshold.

Temperature Status

After enabled, you can filter matched persons by temperature status (normal or abnormal).

Mask Wearing Status

After enabled, you can filter matched face pictures by whether a person wears a mask or not.

Note

This function should be supported by the device. You can only enable face features that are supported by the device.

6. Click **Search**.

The search results will be displayed.

7. **Optional:** Perform the following operations for the searched pictures.

Select Time Period	Drag the slider to filter the results by setting a time period when a face picture is captured.
Filter Within Results	On the top of the result page, you can select or check filter conditions to filter within results.
Change Display Order	• Select **Chronologically** to display the searched results in time order. • Select **Reverse Chronologically** to display the searched results in reverse time order. • Select **Camera** to display the searched results by cameras.
Switch Display Mode	The searched results can be displayed in three modes, and you can switch among different display modes. • Click to view the searched results in thumbnails. • Click to display camera(s) on the map, and click a camera to view the searched results in thumbnails. • Click to view the searched results in the form of list.
Generate Pattern	In the Map mode, select one or more pictures, and click **Generate Pattern** to display a certain person's pattern on the map.

Note

Make sure you have added resources on the map. For details about how to set the parameters, refer to the *HikCentral Professional Web Client User Manual*.

Open Auxiliary Screen	Click on the upper right corner to display the current page on an auxiliary screen.

8. **Optional:** Hover the cursor on a matched picture and perform the following operations.

Add to Person List	Click **Add Person** and set the required parameters to add the person to the person list. For details about how to set the parameters, refer to the of *HikCentral Professional Web Client User Manual*.
Picture Search	Click **Picture Search** to search for the target person in the captured pictures by uploading a face picture. For detailed information, see ***Search Face Pictures by Picture*** .
Archive Search	Click **Archive Search** to go to the Archive Search page to search the person's archive.
Identity Verification	Click **Identity Verification → To be Verified** to verify the person's identity, or click **Identity Verification → Target** to set the person as a comparing target.

9. **Optional:** Double click a captured picture to view detailed information and you can perform the following operations.

Related Captures	Click **Related Captures** to display pictures captured during 30s before and after capturing the current picture.
View Picture and Video	Click / to view the large picture and the related video (if available). **Note** For playback control instructions, refer to ***Playback*** . Some icons may not be available for face picture playback.
Download Picture	Click **Download** to download the picture to the local PC.

10. **Optional:** Export the matched pictures and videos to local storage.
    1) Select the matched results to be exported and click **Export**.
    2) Select the content to be exported.
    3) Select **Excel** or **CSV** as the format.
    4) (Optional) If the content to be exported contains video, select **MP4** or **AVI** as the video format.

Note

MP4 format supports encryption. You can set a password to encrypt the video file for security purpose.

5) Set the saving path.
6) Click **Save** to add the downloading task to the download center.

Note

For details about managing the downloading tasks, refer to ***Manage Downloading/ Uploading Tasks*** .

15.2.2 Search Face Pictures by Picture

You can search for face pictures by uploading a face picture. You can also view the video files related to the search results and save the related video files as evidence.

Steps

Note

Make sure your license supports facial recognition function, or turn to Home page of the Web Client, click **License Details → Configuration → Add** and then select the added cameras as facial recognition cameras. Otherwise, facial recognition function cannot perform normally in the system.

1. On the left navigation pane, select **Search Captured Pictures → Search Captured Faces** .
2. In the Search By field, select **Picture Search**.
3. In the Time field, set the time period.

   You can select **Custom Time Interval** to specify the start time and end time for search.
4. Select the camera(s).
   1) Click to open the camera list panel.
   2) Select the current site or a Remote Site from the drop-down site list to show its cameras.
   3) Check the camera(s) you want to search.

   Note

   Up to 200 resources can be selected for searching at the same time.
5. **Optional:** Set a picture for face picture searching, and you can upload one as desired.
   - Enter a keyword of person name or person ID in the Person Information field to search in the added persons.
   - Click **Upload Picture** to upload a face picture from local PC.

   Note

   The uploaded picture should be in JPG format and picture size should be no larger than 1 GB.

   The recognized face will be marked on the face picture.

6. **Optional:** Drag the slider to set the similarity.
7. Click **Search**.

   The search results will be displayed.
8. **Optional:** Perform the following operations for the searched pictures.

Select Time Period	Drag the slider to filter the results by setting a time period when a face picture is captured.
Filter Within Results	On the top of the result page, you can select or check filter conditions to filter within results.
Change Display Order	• Select **Chronologically** to display the searched results in time order. • Select **Reverse Chronologically** to display the searched results in reverse time order. • Select **Similarity** to display the searched results in similarity order. • Select **Camera** to display the searched results by cameras.
Switch Display Mode	The searched results can be displayed in three modes, and you can switch among different display modes. • Click to view the searched results in thumbnails. • Click to display camera(s) on the map, and click a camera to view the searched results in thumbnails. • Click to view the searched results in the form of list.
Generate Pattern	In the Map mode, select one or more pictures, and click **Generate Pattern** to display a certain person's pattern on the map. **Note** Make sure you have added resources on the map. For details about how to set the parameters, refer to *HikCentral Professional Web Client User Manual*.
Open Auxiliary Screen	Click on the upper right corner to open the current page on an auxiliary screen.

9. **Optional:** Hover the cursor on a matched picture and perform the following operations.

Add to Person List	Click **Add Person** and set the required parameters to add the person to the person list. For details about how to set the parameters, refer to *HikCentral Professional Web Client User Manual*.
Picture Search	Click **Picture Search** to search for the target person in the captured pictures by uploading a face picture. For detailed information, see ***Search Face Pictures by Picture*** .
Archive Search	Click **Archive Search** to go to the Archive Search page to search the person's archive.

Identity Verification	Click **Identity Verification → To be Verified** to verify the person's identity, or click **Identity Verification → Target** to set the person as a comparing target.

10. **Optional:** Double click a captured picture to view detailed information and you can perform the following operations.

Related Captures	Click **Related Captures** to display pictures captured during 30s before and after the captured picture.
View Picture and Video	Click / to view the large picture and the related video (if available). **Note** For playback control instructions, refer to ***Playback*** . Some icons may not be available for face picture playback.
Download Picture	Click **Download** to download the picture to the local PC.

11. **Optional:** Export the matched pictures and videos to local storage.
    1) Select the matched results to be exported and click **Export**.
    2) Select the content to be exported.
    3) Select **Excel** or **CSV** as the format.
    4) (Optional) If the content to be exported contains video, select **MP4** or **AVI** as the video format.

    Note

    MP4 format supports encryption. You can set a password to encrypt the video file for security purpose.

    5) Set the saving path.
    6) Click **Save** to add the downloading task to the download center.

    Note

    For details about managing the downloading tasks, refer to ***Manage Downloading/ Uploading Tasks*** .

15.2.3 Search Captured Human Body Pictures by Features

You can search person pictures by setting person features. For the searched results, you can view the related video files (if available) and save the video files to local storage. It can help to find out the target suspect in locations such as banks and jewelry stores when you know some features of a suspect.

Before You Start

Make sure you have added intelligent analysis server(s) or intelligent fusion server(s) in the web client.

Steps

1. On the left navigation pane, select **Search Captured Pictures → Search Human Body Captures** .
2. In the Search By field, select **Search by Feature**.
3. In the Time field, set the time period.

   Note

   You can select **Custom Time Interval** to specify the start time and end time for search. The costumed time interval should be no more than 7 days.
4. Click to select camera(s) from the pop-up camera list.

   Note

   You can enter a key word in the search box to quickly find the target camera(s).
5. **Optional:** In the Person Information field, enable switch(es) of corresponding person features as desired such as wearing glasses.

   Note

   This function should be supported by the device. You can only enable person features that are supported by the device.
6. Click **Search**.

   The searched results will be displayed chronologically.
7. **Optional:** For the searched results, you can perform more operation(s).

Select Time Period	Drag the slider to filter the results by setting a time period when a body picture is captured.
Switch Display Mode	The searched results can be displayed in three modes, and you can switch among different display modes. • Click to view the searched results in thumbnails. • Click to display camera(s) on the map, and click a camera to view the searched results in thumbnails. • Click to view the searched results in the form of list.
Change Display Order	• Select **Chronologically** to display the searched results in time order. • Select **Reverse Chronologically** to display the searched results in reverse time order. • Select **Camera** to display the searched results by cameras.
Picture Search	• In the Grid mode, hover the cursor on the searched result, and click **Picture Search** to start searching picture by picture.

Note

For details, refer to ***Search Human Body Pictures by Picture*** .

- In list mode, click to perform a secondary search.

View Person Details	Put the cursor on the person picture, and you can view the capture details including person's whether wearing glasses, hair, tops type, etc. **Note** This function should be supported by the device.
View Picture and Video	Click the person picture to view the large picture and view the related video (if available). **Note** For details about playback control instructions, refer to ***Playback*** .
Generate Pattern	Select one or more pictures, and click **Generate Pattern** to display a certain person's pattern on the map. **Note** Make sure you have added resources on the map. For details about how to set the parameters, refer to *HikCentral Professional Web Client User Manual*.
Export Results	You can export the searched results (both pictures and video footage) to local storage. Check one or more searched results, and click **Export** on the upper right corner to add the selected items to the download center. **Note** For details about managing the downloading tasks, refer to ***Manage Downloading/Uploading Tasks*** .
Open Auxiliary Screen	Click on the upper right corner to open the current page on an auxiliary screen.

8. Click a captured picture to view detailed information such as whether smiling, and you can perform the following operations.

Download	Click **Download** to download the pictures or videos.
View Picture and Video	Click / to view the large picture and the related video (if available). **Note** For playback control instructions, refer to ***Playback*** .

15.2.4 Search Human Body Pictures by Picture

You can search human body pictures by uploading a face or human body picture. You can also view the video files related to the search results and save the related video files as evidence.

Before You Start

You have added intelligent analysis server(s) or intelligent fusion server(s) in the web client.

Steps

1. On the left navigation pane, select **Search Captured Pictures → Search Human Body Captures** .
2. In the Search By field, select **Picture Search**.
3. In the Time field, set the time period.

   Note

   You can select **Custom Time Interval** to specify the start time and end time for search. The costumed time interval should be no more than 7 days.
4. Select the camera(s) to search the face picture.
   1) Click to open the camera list panel.
   2) Select a current site or Remote Site from the drop-down site list to show its cameras.
   3) Check the camera(s) you want to search.

   Note

   Up to 200 resources can be selected for searching at the same time.
5. Hover your mouse on the person information panel, and click **Upload Picture** to upload a face picture from local PC to set a picture for picture searching.

   Note

   The uploaded picture should be in JPG format and picture size should be no larger than 1 GB.
6. **Optional:** Drag the slider to set the similarity.
7. Click **Search**.

   The searched results will be displayed chronologically.
8. **Optional:** For the searched results, you can perform more operation(s).

Switch Display Mode	The searched results can be displayed in three modes, and you can switch among different display modes. • Click to view the searched results in thumbnails. • Click to display camera(s) on the map, and click a camera to view the searched results in thumbnails. • Click to view the searched results in the form of list.
Picture Search	• In the Grid mode, hover the mouse on the searched result, and click **Picture Search** to start searching picture by picture. • In list mode, click to perform a secondary search.

Note

For details, refer to ***Search Human Body Pictures by Picture*** .

View Person Details	Put the cursor on the person picture, and you can view the capture details including person's whether wearing glasses, hair, tops type, etc. **Note** This function should be supported by the device.
View Picture and Video	Click the person picture to view the large picture and view the related video (if available). **Note** For details about playback control instructions, refer to ***Playback*** .
Select Time Period	Drag the slider to filter the results by setting a time period when a face picture is captured.
Change Display Order	• Select **Chronologically** to display the searched results in time order. • Select **Reverse Chronologically** to display the searched results in reverse time order. • Select **Camera** to display the searched results by cameras.
Generate Pattern	Select one or more pictures, and click **Generate Pattern** to display a certain person's pattern on the map. **Note** Make sure you have added resources on the map. For details about how to set the parameters, refer to *HikCentral Professional Web Client User Manual*.
Export Results	You can export the searched results (both pictures and video footage) to local storage. Check one or more searched results, and click **Export** on the upper right corner to add the selected items to the download center. **Note** For details about managing the downloading tasks, refer to ***Manage Downloading/Uploading Tasks*** .
Open Auxiliary Screen	Click on the upper right corner to open the current page on an auxiliary screen.

9. Click a captured picture to view detailed information such as whether smiling, and you can perform the following operations.

Related Captures	Click **Download** to download the pictures or videos.
View Picture and Video	Click / to view the large picture and the related video (if available). **Note** For playback control instructions, refer to ***Playback*** .

15.2.5 Search for Matched Face Pictures

You can search for matched faces pictures with face pictures in specified face picture libraries. You can also further filter the matched faces by skin-surface temperature and mask-wearing status for purposes such as infectious disease prevention. Exporting the related video footage to the local PC and saving it as evidence to the SFTP server are also supported.

Steps

1. On the left navigation pane, select **Search Captured Pictures → Search Matched Faces** .
2. In the **Time** field, set the time period for searching.

   Note

   You can select **Custom Time Interval** to specify the start time and end time for search.
3. Select the face picture libraries to search for the matched pictures.

   Note

   Hover the cursor on a face picture library and click to select cameras linked with the group.
4. **Optional:** Enter a keyword of person name or person ID for result filtering.
5. **Optional:** Set the following conditions.

   Skin-Surface Temperature

   After enabled, you can set a threshold for searching out the matched persons whose skin-surface temperature equals to or exceeds the threshold.

   Temperature Status

   After enabled, you can filter matched persons by temperature status (normal or abnormal).
6. Click **Search**.

   The matched persons will be displayed and grouped by different face picture library, and you can view the person details.
7. **Optional:** Perform the following operations for the searched pictures.

Switch Display Mode	The searched results can be displayed in three modes, and you can switch among different display modes. • Click to view the searched results in thumbnails. • Click to display camera(s) on the map, and click a camera to view the searched results in thumbnails.

Generate Pattern	In the Map mode, select one or more pictures, and click **Generate Pattern** to display a certain person's pattern on the map.

Note

Make sure you have added the resource on the map. For details about how to set the parameters, refer to the *HikCentral Professional Web Client User Manual*.

8. Click beside the original picture to perform secondary search.

Picture Search	Click **Picture Search** to search for the target person in the captured pictures by uploading a face picture. For detailed information, see ***Search Face Pictures by Picture*** .
Archive Search	Click **Archive Search** to go to the Archive Search page to search the person's archive.
Verify Identity	Click **Identity Verification → To be Verified** to verify the person's identity, or click **Identity Verification → Target** to set the person as a comparing target.
Open Auxiliary Screen	Click on the upper right corner to open the current page on an auxiliary screen.

9. **Optional:** Double click a captured picture to view detailed information and you can perform the following operations.

Related Captures	Click **Related Captures** to display pictures captured during 30s before and after the captured picture.
View Picture and Video	Click / to view the large picture and the related video (if available). **Note** For playback control instructions, refer to ***Playback*** . Some icons may not be available for face picture playback.
Download Picture	Click **More → Download** to download the picture to the local PC.

10. **Optional:** Export the matched pictures and videos to local storage.
    1) Select the matched results to be exported and click **Export**.
    2) Select the content to be exported.
    3) Select **Excel** or **CSV** as the format.
    4) (Optional) If the content to be exported contains video, select **MP4** or **AVI** as the video format.

    Note

    MP4 format supports encryption. You can set a password to encrypt the video file for security purpose.

    5) Set the saving path.

6) Set and confirm the password for the ZIP file.
7) Click **Save** to add the downloading task to the download center.

Note

For details about managing the downloading tasks, refer to ***Manage Downloading/ Uploading Tasks*** .

15.2.6 Search Persons by Frequency

You can search for the pictures of the frequently/rarely appeared persons captured by specific cameras in a specific time period. The function can be helpful for screening out the potential VIP customers in retail industry such as luxury stores. It can also be used to find out suspects who may commit crimes and thereafter notify the security personnel to be on guard in locations such as banks and jewelry stores.

Before You Start

Make sure you have configured frequently/rarely appeared person alarm on the device. For details, see the user manual of the device.

Steps

1. On the left navigation pane, click **Search Captured Pictures → Search Persons by Frequency** to enter the Search Person by Frequency page.
2. In the time field, select a time period or select **Custom Time Interval** to customize a time period for search.
3. Select **Frequently Appeared Persons** or **Rarely Appeared Persons** as the search type.
4. Select the camera(s) to search the pictures of the frequently/rarely appeared persons.

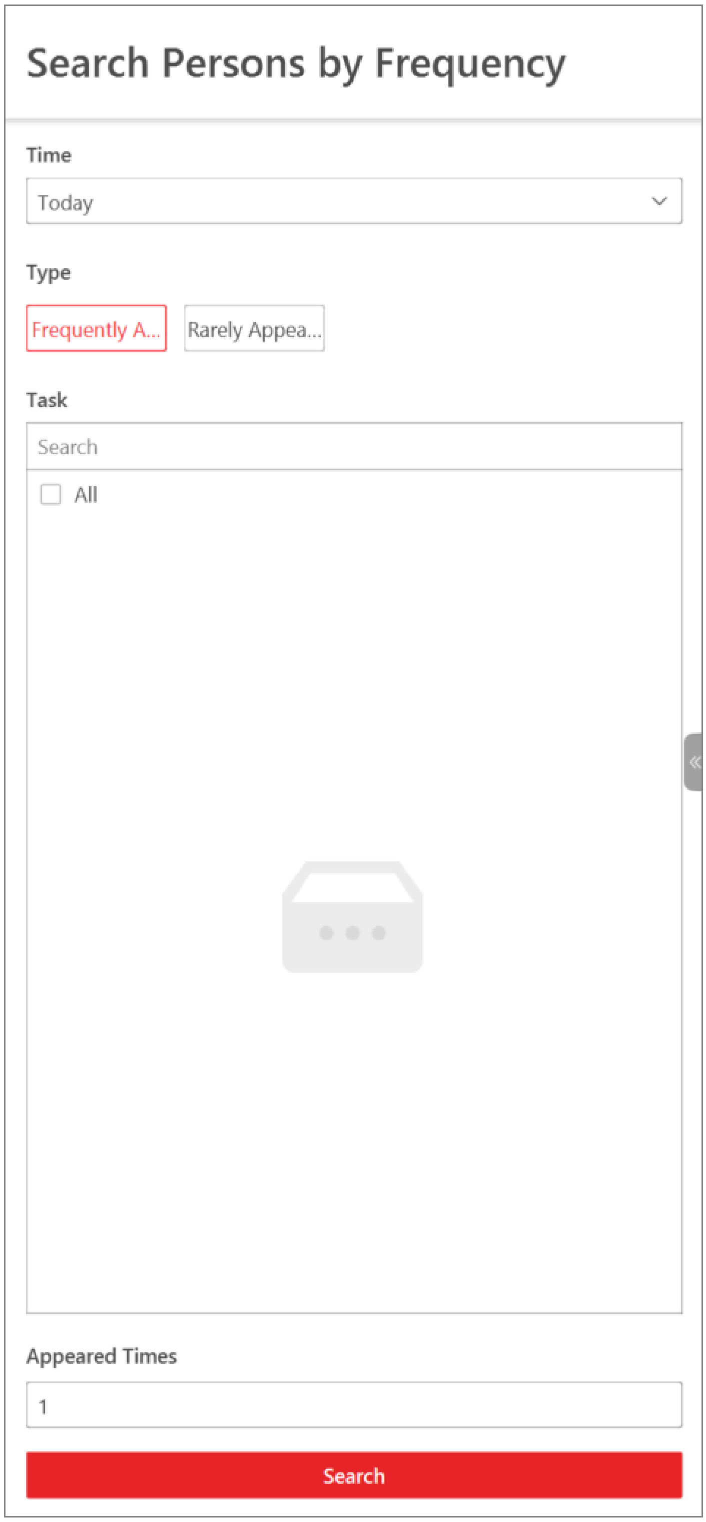


Figure 15-6 Search Persons by Frequency

1) **Optional:** Check **Include Sub-area** to allow the displaying of camera(s) in sub-areas.

2) Select areas and then select the camera(s) in these areas.

Note

Up to 200 resources can be selected for search at the same time.

5. Enter a number in the Appeared Times field.
6. Click **Search**.

   The frequently/rarely appeared persons will be listed on the right. You can view the photo, appeared time, and appeared times of each listed person.
7. **Optional:** In the Operation column, click to add the person to person list.
8. **Optional:** Perform secondary search after clicking in the Operation column.

Picture Search	Click **Picture Search** to search for the target person in the captured pictures by uploading a face picture. For detailed information, see ***Search Face Pictures by Picture*** .
Search Archive	Click **Archive Search** to go to the Archive Search page to search the person's archive.
Verify Identity	Click **Identity Verification → To be Verified** to verify the person's identity, or click **Identity Verification → Target** to set the person as a comparing target.
Open Auxiliary Screen	Click on the upper right corner to open the current page on an auxiliary screen.

9. Double click a captured picture to view detailed information and you can perform the following operations.

View History Capture	Click **History Capture** to view history captures.
Download Picture	Click **Download** to download the picture to the local PC.

10. **Optional:** Filter related pictures and video footage by cameras.
    1) Click **Filter Cameras** to select camera(s).
    2) Click **OK**.

    The pictures captured by the selected cameras and the video footage recorded by them will be displayed.
11. **Optional:** You can perform the following operations after filtering related pictures.

Related Captures	Click **Related Captures** to display pictures captured 30s before and after the captured picture.
View Picture and Video	Click / to view the large picture and the related video (if available).

12. **Optional:** Export the matched pictures and videos to local storage.
    1) Select the matched results to be exported and click **Export**.
    2) Select the content to be exported.
    3) Select **Excel** or **CSV** as the format.
    4) (Optional) If the content to be exported contains video, select **MP4** or **AVI** as the video format.

Note

MP4 format supports encryption. You can set a password to encrypt the video file for security purpose.

5) Set the saving path.
6) Click **Save** to add the downloading task to the download center.

Note

For details about managing the downloading tasks, refer to ***Manage Downloading/ Uploading Tasks*** .

15.3 Identity Search

Features and information about captured persons can be saved as archives for search on the Control Client. And the Control Client also provides picture-to-picture comparison and picture-to-group comparison, which means you can know the similarity between two faces on two different pictures, or whether a person is a member of an existing face picture library.

15.3.1 Search for Archives

The system will save the features and information (including captured picture and video) of the captured person as archive. You can search the related archives of a face picture to check the captured pictures or videos of similar persons in the library. You can also check whether a person is a stranger.

Before You Start

Make sure you have added an intelligent analysis server to the system and have configured capturing camera and face picture library for it.

Steps

Note

By default, the archive will be kept for 3 months.

1. On the left navigation pane, click **Identity Search → Archive Search** to enter the Archive Search page.
2. Select a face picture library in the Face Picture Library field. You can also check stranger group.
3. Upload a face picture in the Person Information field.
4. Drag the slider of the similarity to set a similarity.
5. Click **Search**.

   Pictures of which the similarity is larger than the configured one will be displayed on the right panel. Hover the cursor on a searched picture and the details (e.g. group name, etc.) of the picture will appear, and strangers' picture details are different from that of the face picture library.

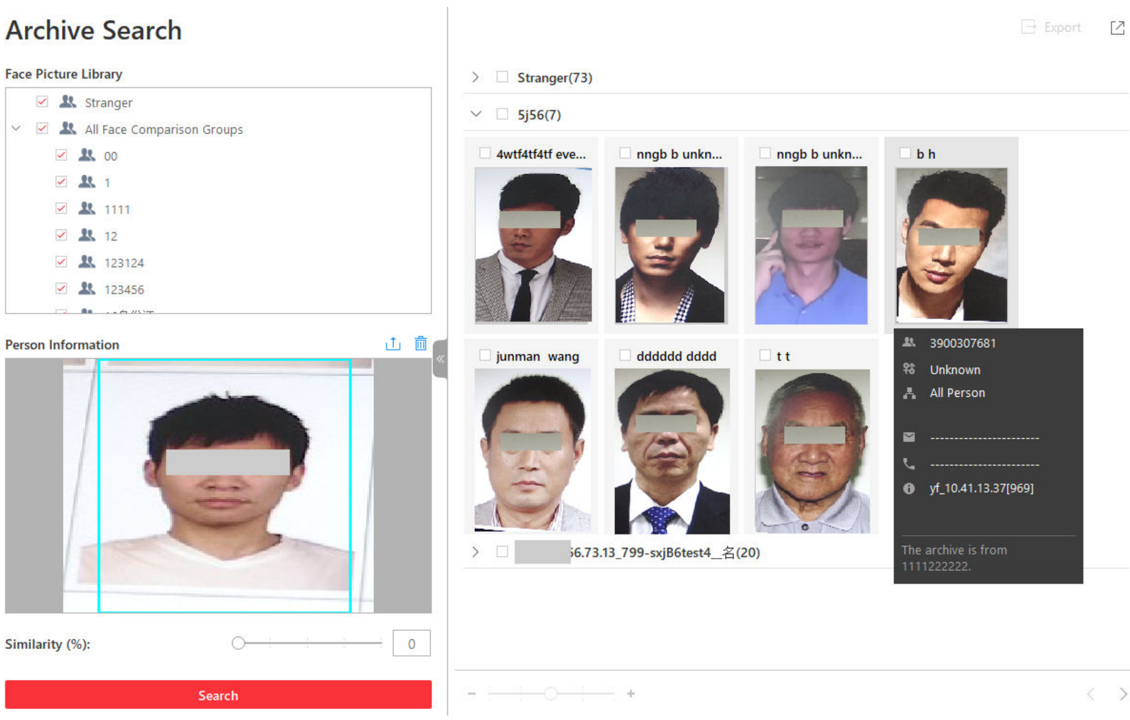


Figure 15-7 Archive Search

6. **Optional:** Hover the cursor on a matched picture and click 🔍 to perform secondary search.

Search Captured Picture	Click **Search Captured Picture** to go to the Face Search page to search the captured pictures related with the searched face picture by setting searching conditions.
Search Archive	Click **Search Archive** to go to the Archive Search page to search the searched person's archive.
Verify Identity	Click **Identity Verification → To be Verified** to verify the person's identity, or click **Identity Verification → Target** to set the person as a comparing target.

7. **Optional:** Perform the following operation(s).

View Picture and Video	Click a matched picture to view more captured pictures and related videos.
Export Archive Search Report	Check searched pictures and then click **Export** to save the data in the current computer. Select **Excel** if you want to save the searched picture or video.
Filter Capture Time	Click a matched picture and click **Filter Capture Time** to set the time period when the picture and video are captured.

15.3.2 Verify Identity by Comparing with Picture

When you are not sure about a person's identity, you can compare the his/her face picture with those of the face picture library to identify him/her.

Before You Start

Make sure you have added an intelligent analysis server to the system and have configured capturing camera and face picture library for it.

Steps

1. On the left navigation pane, click **Identity Search → Identity Verification** to enter the Identity Verification page.
2. Upload the face picture you want to identify.
3. Select **Face Picture Library** in the **Compare** field.
4. Select a face picture library in the list.
5. **Optional:** Set epidemic-related parameters.

   Temperature

   After enabled, you can set a threshold for searching out the matched persons whose skin-surface temperature equals to or exceeds the threshold.

   Temperature Status

   After enabled, you can filter matched persons by temperature status (normal or abnormal).

   Wearing Mask or Not

   After enabled, you can filter matched person who wear mask and those who don't.
6. Drag the slider of the similarity to set a similarity.

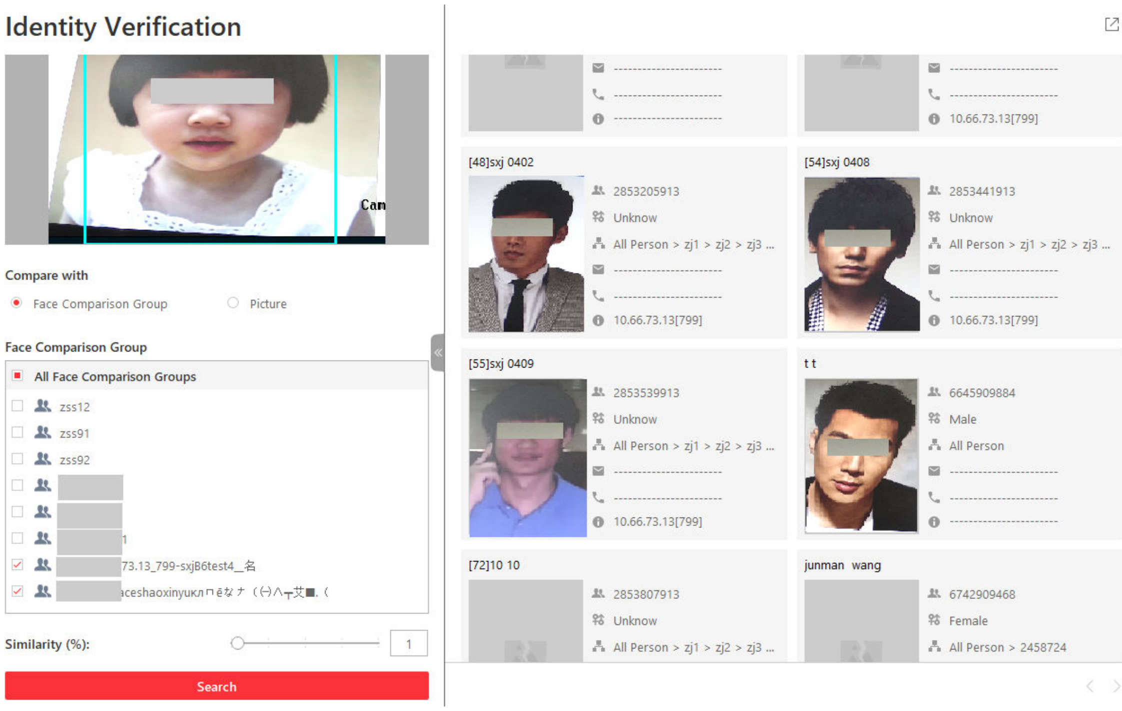


Figure 15-8 Compare with Face Recognition Group

7. Click **Search**.

   Pictures of which the similarity is larger than the configured one will be displayed on the right panel.
8. **Optional:** Click **Add Person** to add the person to person list.
9. **Optional:** Hover the cursor on a matched picture and click to perform secondary search.

Search Captured Picture	Click **Search Captured Picture** to go to the Face Search page to search the captured pictures related with the searched face picture by setting searching conditions.
Search Archive	Click **Search Archive** to go to the Archive Search page to search the searched person's archive.
Verify Identity	Click **Identity Verification → To be Verified** to verify the person's identity, or click **Identity Verification → Target** to set the person as a comparing target.

15.3.3 Verify Identity by Comparing with Face Picture Library

You can also compare two face pictures to see whether they are the same person according to the similarity.

Before You Start

Make sure you have added an intelligent analysis server to the system and have configured capturing camera and face picture library for it.

Steps

1. On the left navigation pane, click **Identity Search → Identity Verification** to enter the Identity Verification page.
2. Upload the face picture you want to identify in the **Person Information** field on the top of the panel.
3. Select **Picture** in the **Compare** field.
4. Upload a picture in the **Person Information** field on the bottom of the panel..

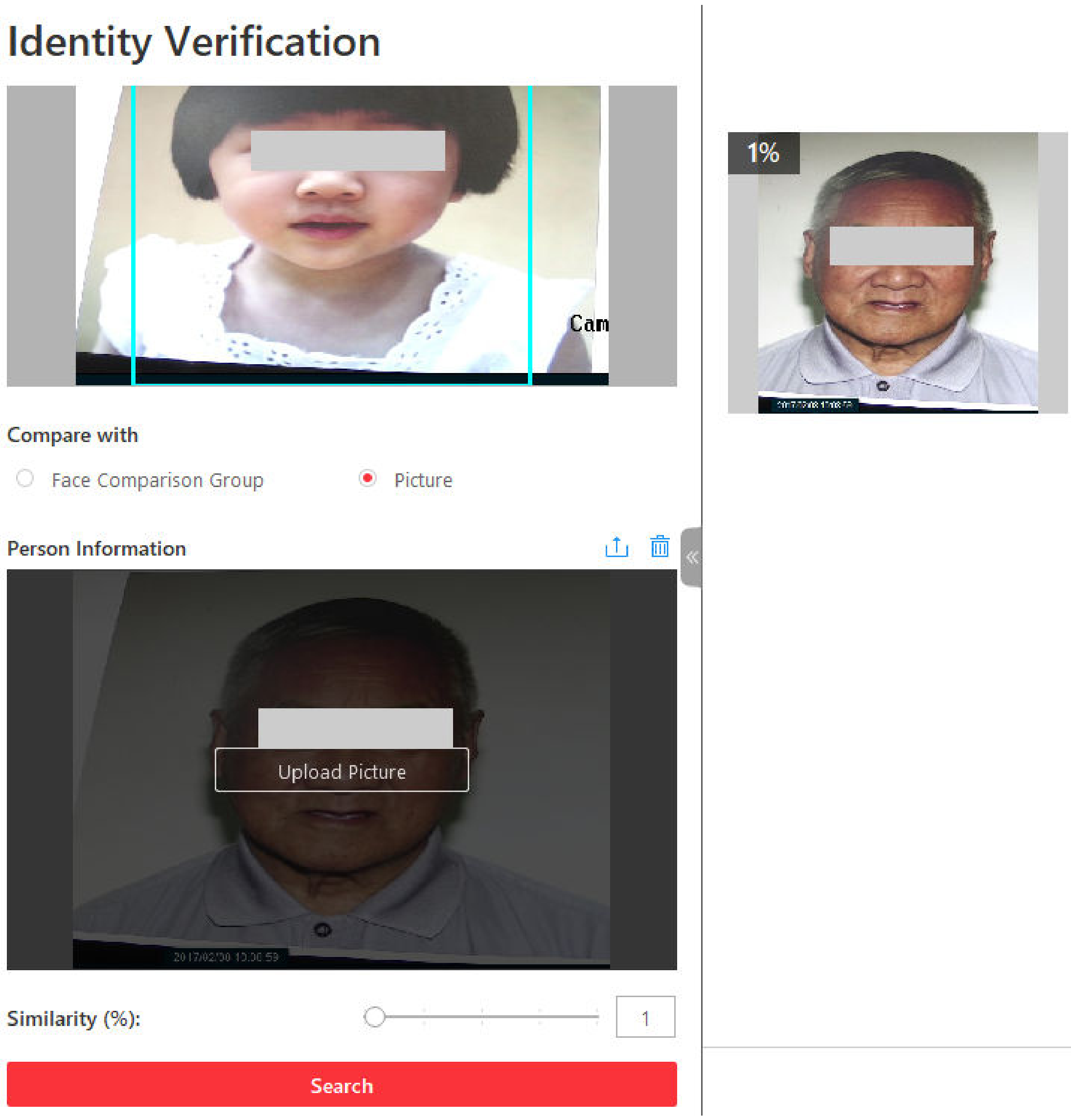


Figure 15-9 Compare with Specified Picture

Note

You can upload a picture with more than one face, and the client will tell the similarity between the first picture and all faces in this picture.

5. Drag the slider of the similarity to set a similarity.
6. Click **Search**.

   The face picture(s) on the second uploaded picture will be displayed on the right panel, and the similarity between persons on the first-uploaded picture and second-uploaded is displayed.
7. **Optional:** Click **Add Person** to add the person to person list.
8. **Optional:** Hover the cursor on a matched picture and click to perform secondary search.

Search Picture by Picture	Click **Search Picture by Picture** to go to the Face Search page to search for a target person in the captured pictures by uploading a face picture. For detailed information, see ***Search Face Pictures by Picture*** .
Search Archive	Click **Search Archive** to go to the Archive Search page to search the searched person's archive.
Verify Identity	Click **Identity Verification → To be Verified** to verify the person's identity, or click **Identity Verification → Target** to set the person as a comparing target.

Chapter 16 Evidence Management

In the Evidence Management module, you can manage case and the files (including pictures, videos, audios and other files), which contain important information about incidents such as traffic accidents and violent crimes for settling disputes or legal cases.

In the top left corner of the Client, select → **All Modules** → **Investigation** → **Evidence Collection** .

16.1 Manage Files

The files refer to the videos, pictures, and documents about incidents such as traffic accidents and violent crimes in case of the need for settling disputes or legal cases. You can upload files from the local PC, set schedules for getting files from devices, and share added files. You can also link the added files with the specific cases.

Note

- The permission (such as viewing, editing, exporting, and sharing) of specified files (files linked to cases or files uploaded by portable devices) varies according to the user roles. On the User Permission page of an uploaded file displays the permission details.
- If the file is a portable device file uploaded by a police officer, then the officer is the default file owner.
- The file owner has all permissions. Upper-level users of the file owner have the same file permissions as the file owner. Users with super access permission can view all files.

16.1.1 Upload a Local File

You can upload files from your local PC to the Evidence Management Center. For the uploaded files, you can perform more operations such as viewing the added files by file type and file tag, and filtering and exporting the files.

Steps

1. Select **File Management** on the left.

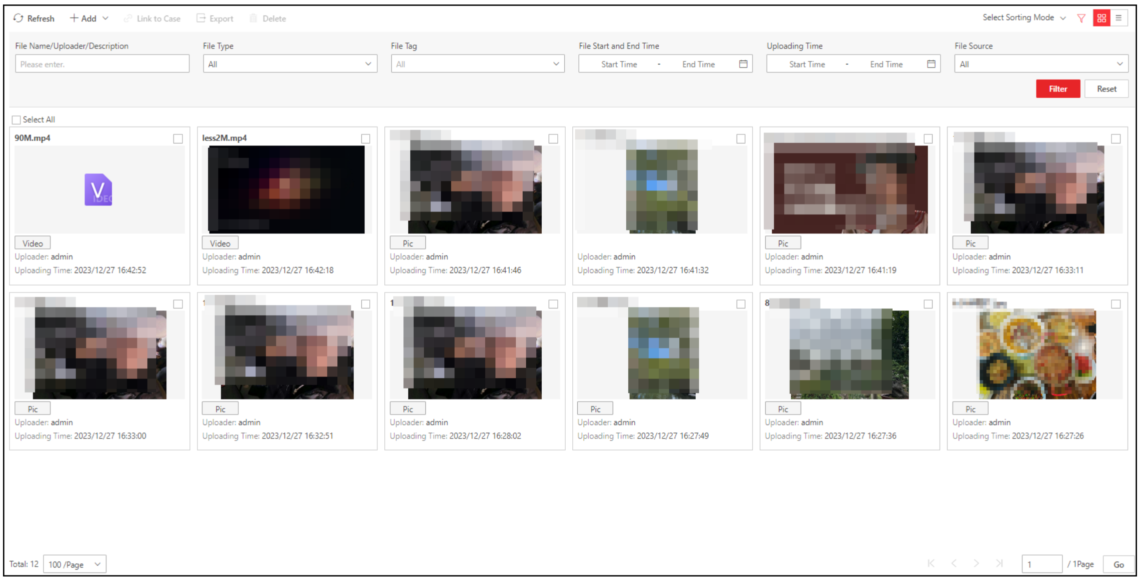


Figure 16-1 File Management Page

2. Click **Add** → **Upload Local File** to open the Upload Local File pane.
3. **Optional:** Select one or multiple file tags.
4. **Optional:** Set the geographic location when file was created according to the instructions on the interface.
5. Click **Upload** and select the pictures, videos, audios, or other files from the local PC to add.
6. Click **Save**.

16.1.2 Upload Files from Device

You can set a schedule to upload files from on-board cameras, portable devices, etc. to the Evidence Management Center. For the added files, you can perform more operations such as viewing the added files by file type and file tag, filtering and exporting the files.

Before You Start

Make sure you have added device(s) to the platform.

Steps

1. Select **File Management** on the left.
2. Click **Add** → **Upload from Device** .
3. **Optional:** Select one or multiple file tags, and enter the file description.
4. Select the uploading mode and set related parameters.

   Upload at Specified Time

   Specify the start time and end time of file uploading and recording.

   Upload When Wi-Fi Connected

The files will be automatically uploaded once the Wi-Fi is detected and connected, so you are only required to specify the start/end recording time of cameras.

Note

Make sure you have added devices such as on-board devices and portable devices which support connecting to Wi-Fi.

5. Select one or multiple cameras in the Linked Camera list.
6. Click **Save**.

16.1.3 Save Files in Other Modules

Files generated from other modules can be saved in the Evidence Management Center, including Monitoring module, Alarm Center module, On-Board Monitoring module, Patel Monitoring module, Video Search module, Person Search module, Task Center module, Parking Lot module,. When saving the videos/audios/pictures/documents in other modules to the Evidence Management Center, you can specify the adding mode and file tag of the files for further management.

Save Manually Recorded Video to Evidence Management Center

During live view, you can manually record video footage which contains important information about incidents such as traffic accident and violent crimes, and save it to the Evidence Management Center.

Before You Start

Make sure you have set the storage location to SFTP or local storage on the Web Client. For details, refer to the Evidence Management chapter in the *User Manual of HikCentral Professional Web Client*.

Steps

1. Start live view.
2. Click in the toolbar of the display window to start the manual recording.

   The icon turns to
3. Click to stop recording.

   A dialog will pop up.
4. Click **Save As** on the dialog to open the Save as panel.
5. Check **Save to Evidence Management Center** and then set the required information for the evidence.

   Note

   For details about the required information for the evidence, see ***Save Found Video Footage to Evidence Management Center*** .
6. Click **Save**.

The saved recorded video footage will be uploaded to the SFTP or local storage.

Note

You can search the saved evidence. For details, see ***Add a Case*** .

Export Video Footage in Playback to Evidence Management Center

During playback, you can export a video footage which contains important information about incidents such as traffic accident and violent crimes, and save it to the Evidence Management Center.

Before You Start

Make sure you have set the storage location to SFTP or local storage on the Web Client. For details, refer to the Evidence Management chapter in the *User Manual of HikCentral Professional Web Client*.

Steps

1. Start playback.
2. Click in the top bar to open the Export pane.
3. Drag the timeline to specify the export clip.
4. Set the file type.
5. Enable **Save to Evidence Management Center** and then set the required information for the evidence.

   Only Upload File

   - Set the file tag to add the video file to the Evidence Collection module without saving it as case.
   - Set the geographic location where the file is created according to the instructions on the interface.

   Create New Case

   Set the parameters such as case ID, case type, case status, case address, and custom content to create a new case.

   Note

   You can add and delete the case type, case tag, case status, and custom content on the Web Client, refer to the Evidence Management chapter in the *User Manual of HikCentral Professional Web Client* for details.

   Case Type

   Select the type of accident or suspect incident recorded in the video file(s), such as theft, robbery, or attack.

   Case Status

Select **Disable** if the related case is settled, and select **Enable** if the related-case is pending.

Case Start/End Time

The start time and end time of the evidence event.

Case Address

The geographic location where the case occurred.

Custom Content

The text such as the result/conclusion of incidents based on the evidence collected from the on-site organization, such as arrested, warned, and injured.

Add to Existing Case

Add the video file(s) to the existing case, which can be searched by the name or ID. After saving the video file(s) as case, you can view the video file in the File Content section on the case details panel.

6. Set the saving path and click **Save**.

   The clipped video footage will be uploaded to the SFTP or local storage.

Note

You can search the saved evidence. For details, refer to ***Add a Case*** .

Save Clipped Video in Playback to Evidence Management Center

During playback, you can manually clip video footage which contains important information about incidents such as traffic accident and violent crimes, and save it to the Evidence Management Center.

Before You Start

Make sure you have set the storage location to SFTP or local storage on the Web Client. For details, refer to the Evidence Management chapter in the *User Manual of HikCentral Professional Web Client*.

Steps

1. Start playback.
2. Click to start clipping.

   The icon turns to .
3. Click to stop clipping.

   A dialog will pop up.
4. Click **Save as** on the dialog to open the Save as panel.
5. Check **Save to Evidence Management Center** and then set the required information for the evidence.

Note

For details of the required information for the evidence, see ***Save Found Video Footage to Evidence Management Center*** .

6. Click **Save**.

   The clipped video footage will be uploaded to the SFTP or local storage.

Note

You can search the saved evidence. For details, see ***Add a Case*** .

Save Found Video Footage to Evidence Management Center

After searching for video footage under specific conditions, you can export the matched video footage which contains information of the incidents such as traffic accidents and violent crimes, and save it to the Evidence Management Center.

Before You Start

Make sure you have set the storage location to SFTP or local storage on the Web Client. For details, refer to the Evidence Management chapter in the *User Manual of HikCentral Professional Web Client*.

Steps

1. Search video footage.
2. Enter the Export pane.
   - On the video file list, click the time range to play back the video file, and then click .
   - Select video file(s) from the video file list, and then click **Export** at the upper-right side.

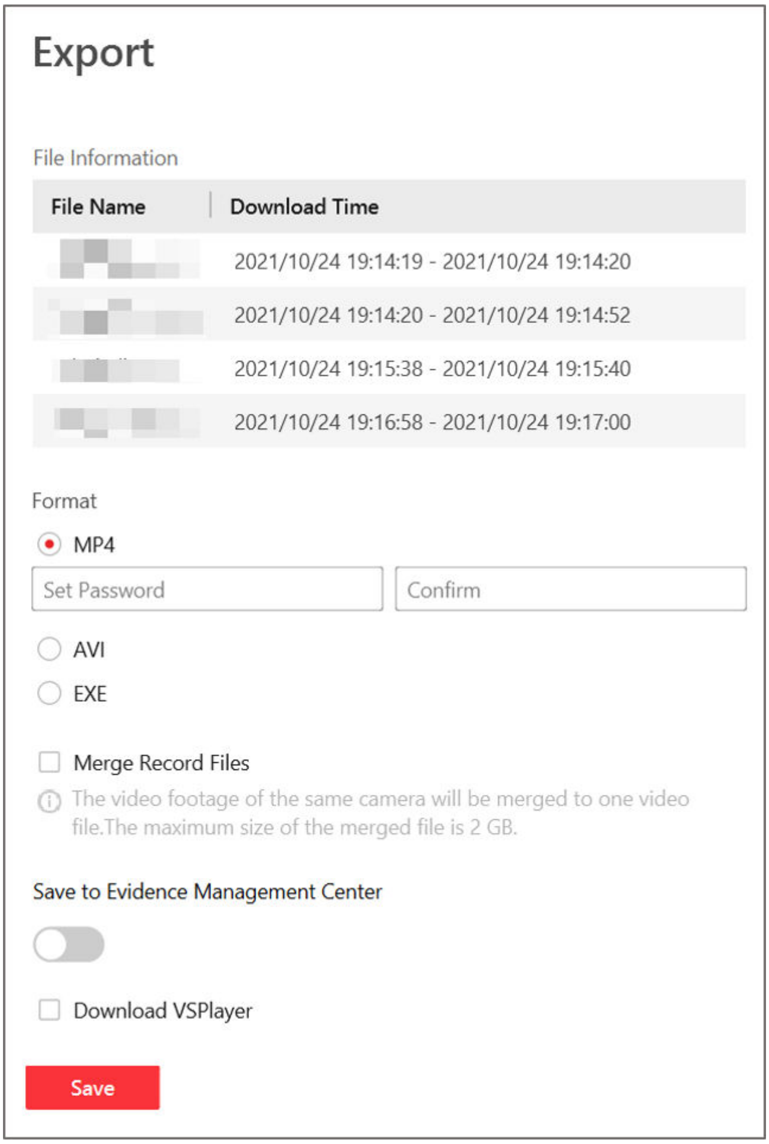


Figure 16-2 The Export Pane

3. Select format for the saved video footage.
4. **Optional:** Check **Merge Recorded Files** to merge the video footage of one camera into one video file.
5. Check **Save to Evidence Management Center** and then set the required information for the evidence.

   Only Upload File

   Set the file tag to add the video file to the Evidence Collection module without saving it as case.

   Add to Existing Case

Add the video file(s) to the existing case, which can be searched by the name or ID. After saving the video file(s) as case, you can view the video file in the File Content section on the case details panel.

Create New Case

Set the parameters such as case ID, case type, case status, and custom content to create a new case.

Note

You can add and delete the case type, case tag, case status, and custom content on the Web Client, refer to the Evidence Management chapter in the *User Manual of HikCentral Professional Web Client* for details.

Case Type

Select the type of accident or suspect incident recorded in the video file(s), such as theft, robbery, or attack.

Case Status

Select **Disable** if the related case is settled, and select **Enable** if the related-case is pending.

Case Start/End Time

The start time and end time of the evidence event.

Custom Content

The text such as the result/conclusion of incidents based on the evidence collected from the on-site organization, such as arrested, warned, and injured.

6. **Optional:** Check **Download VSPlayer** to download VSPlayer when exporting the video footage.

Note

This option is available when you select AVI or MP4 as the format.

7. Click **Save** to save the video file(s) as evidence.

The video file(s) will be downloaded in the Task Center, and then be uploaded as evidence to the SFTP or local storage.

Note

- You can search the saved evidence. For details, see ***Add a Case*** .

Save Downloaded Video Footage to Evidence Management Center

When the downloading task is completed in the Task Center, you can save the downloaded video footage which contains important information about incidents such as traffic accidents and violent crimes, and save it to the Evidence Management Center.

Before You Start

Make sure you have set the storage location to SFTP or local storage on the Web Client. For details, refer to the Evidence Management chapter in the *User Manual of HikCentral Professional Web Client*.

Steps

1. In the top left corner of the Client, select → **All Modules** → **Management** → **Task Center** .
2. Click **Complete** to view the completed task.
3. Select the downloaded video footage and then click **Save As** to open the Save As panel.
4. Check **Save to Evidence Management Center** and then set the required information for the evidence.

Note

For details about the required information for the evidence, see ***Save Found Video Footage to Evidence Management Center*** .

5. Click **Save**.

   The saved video footage will be uploaded to the SFTP or local storage.

Note

You can search the saved evidence. For details, see ***Add a Case*** .

16.1.4 View and Edit Files

After adding files to the Evidence Management Center, you can view the details of files and edit the information. For example, you can play the video files, add masks and texts, clip videos, enable the silent mode for linking video files with corresponding cases afterward.

Select **File Management** on the left.

Manage Added Files

Operation	Description
Filter the Files	Click in the upper right corner to unfold the filter pane, set conditions such as file type and file tag, and then click **Filter** to filter the target file.
Refresh the Files	Click **Refresh** to refresh the file list.
Link the Files to Case	Select files to link to cases. For details, refer to ***Link Files to Cases*** .
Export the Files	Select the files and click **Export** to export them.

Operation	Description
	Note For viewing the file exporting records, refer to ***Manage Operation Records*** .
Delete the Files	Select the files and click **Delete** to delete them.
Switch Display Mode	Click or or to display added files in card mode or list mode or map mode.

View and Edit a File

In the card mode or list mode, you can click the file name to open the file details pane and perform the following operations if needed.

Note

Only videos in PS, TS, or MPEG-4 container format can be played and edited after fully loaded.

File Format	Operation	Description
Common	View Details	View who uploaded the file, uploading time, file size, and description. Persons of the file owner's department have the permission to view file details.
	Edit Basic Information	Edit the file name, file tag, and description.
	Edit User Permission	In User Permission, click to edit the file permissions of the shared users.
	Link to Case	Click + and enter the case name, ID, or description to search for the cases to be linked.
	Confirm Integrity Verification Value	Click to copy the case's integrity verification value. You can check the file integrity by comparing the integrity verification value of the platform and that of the exported file.
	Search File on Map	Click to search files on the map by entering a geographic location or specifying an area for search.
Picture	Zoom in Picture	Click to zoom in the picture.
Video	Start/Pause/Stop Video Play	Click / / to start/pause/stop playing the video.
	Normal/Reverse Playback	Click to perform reverse playback.

File Format	Operation	Description
		Click and to perform speed playback.
	Full Screen	Click to show the video in full-screen mode.
	Edit Video	Click to enter the Edit Video page, and drag the timeline to position the desired video segment. • Click **Add Text** to enter the text, and drag it to the proper location. • Click **Add Mosaic**, and draw a desired region of mosaic on the video. • Select a clip, click **Clip**, drag the timeline to a desired position, and click again to finish clipping. • Select one or multiple clips and click **Delete** to delete them. • Select the audio and click **Audio Off** to set the video to the mute mode.

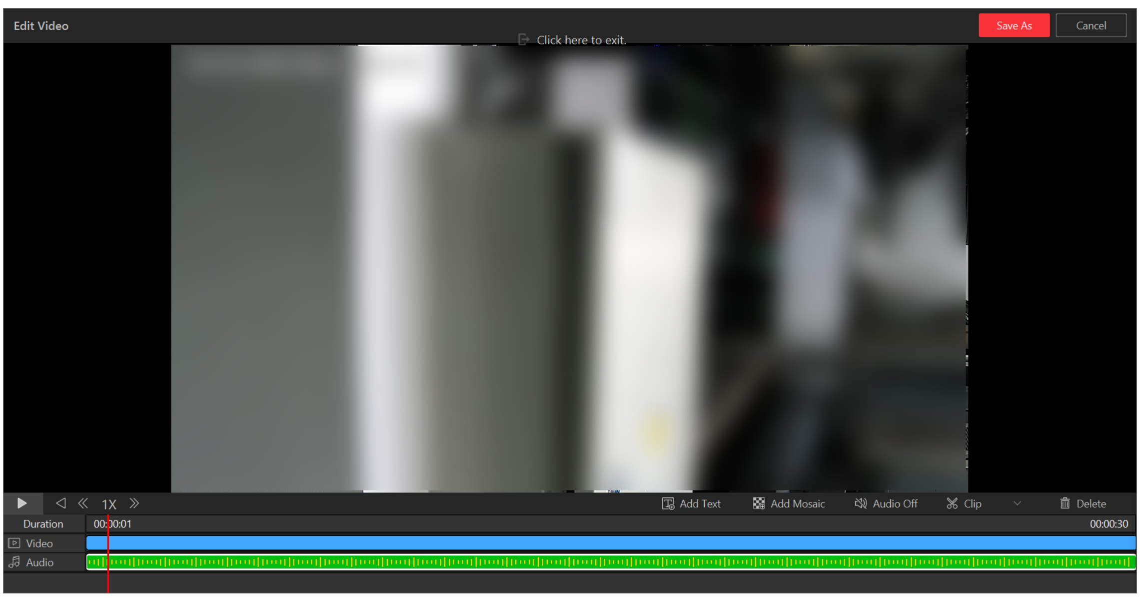


Figure 16-3 Edit a Video File

16.2 Manage Cases

A case is about incidents such as traffic accidents and violent crimes. You can add, edit, and share cases. After adding cases, you can link files uploaded from the local/device to cases and the linked files can be used as materials for settling disputes or legal cases.

Note

- The case permission (such as viewing, editing, exporting, and sharing) varies according to the user roles. On the User Permission page of an added case displays the permission details.
- The case owner has all permissions. Upper-level users of the case owner have the same permissions as the case owner. Users with super access permission can view all cases.

16.2.1 Add a Case

You can add case about incidents such as traffic accidents and violent crimes for settling disputes or legal cases. You can set detailed information for the added case, including the case name, ID, type, tag, on-site organization, result/conclusion, status, and time. Also, you can upload the file (including pictures, audios, videos, Excel files, CSV files, PDF files, and others) as the case content from cameras or the File Management page.

Before You Start

Make sure you have configured basic settings on the Web Client. For details, refer to the Evidence Management chapter in the *User Manual of HikCentral Professional Web Client*.

Steps

1. On the left navigation pane, select **Case Management**.
2. Click **Add** to enter the Add Case page.

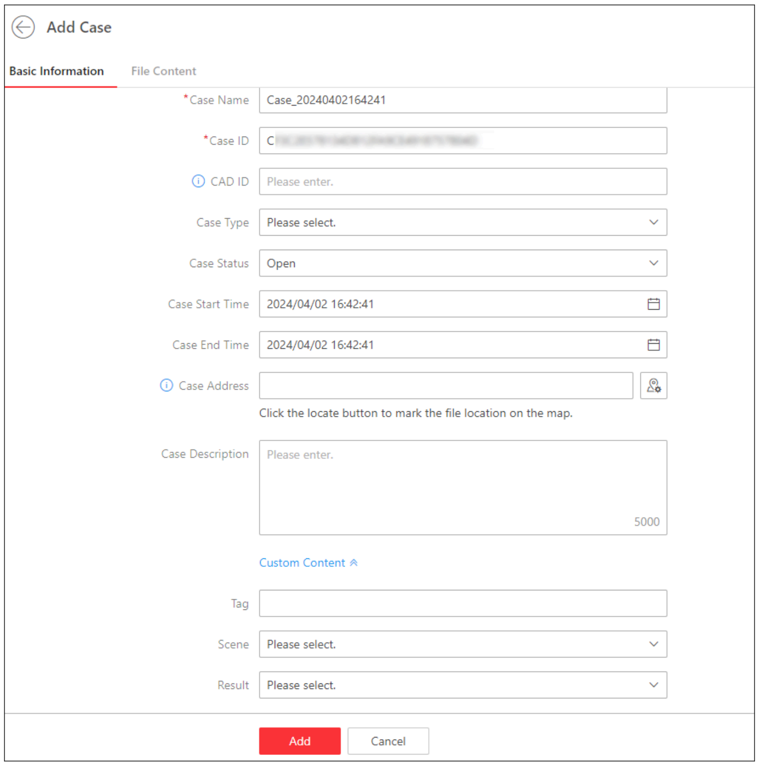


Figure 16-4 Add Case

3. Create a name for the case.

   The case ID will be generated automatically on the Client. You can edit the case ID which should include 1 to 64 letters or digits.
4. **Optional:** Set the CAD ID, type, status, time (start time and end time of the case event), case address, description, etc. for the case.
5. Click **File Content** tab to enter the File Content page.
6. **Optional:** Set the mode of adding files to the case.
   - Select **Add → Upload Local File** to upload files (such as pictures, audios, and videos) from the local PC for the case content.
   - Select **Import From File Management**, check one or multiple files related to the case, and click **Confirm**.
7. Click **Add** to add the case and back to the Evidence Management page.

16.2.2 View and Edit Cases

Select **Case Management** on the left.

You can view the details of cases, edit the case information, and export cases to your local PC.

Operation	Description
Refresh Case	Click **Refresh** to refresh the latest view of case information.
Switch Display Mode	Click or or to display added cases in card mode or list mode or map mode.
Select Sorting Mode	Click **Select Sorting Mode** to select the display order.
Delete Case	Select the case(s) and click **Delete** to delete the case(s).
Filter Case	Click on the upper right corner of the Evidence Management page, enter a keyword in the search box or set filter conditions, and click **Filter** to filter the target case(s). You can also click **Save Filtering Condition** to save the current filtering conditions settings for later use.
Open/Close Case	Select one or multiple cases, and click **Close Case** to close the case if the related case is settled, or click **Open Case** to open the selected case if the related-case is pending.
Export Case Record	Click **Export** to export the selected case record(s) in Excel, CSV, or PDF format. Or click **Export All** to export all cases. **Note** • You can check **Include Case File** to export the attached case file. • You can view the download records in the Download Record page.
View Case Details and Edit Case	• In the card mode or list mode, you can click the case name to view the case's basic information, file content, and operation records. • You can edit the case's basic information, such as the case type, time, and tag. • You can upload more related files from local PC for the case content, delete unneeded files, and search for files. • You can click **Case Report** to download the case report. The report includes case basic information, linked evidence file, and detailed operation record. You can view the download records in the Download Record page.
Search Case on Map	In the map mode, you can search for cases by entering a geographic location or specifying an area.

16.2.3 Share Cases

You can share cases to users whom you have the permission to share with. The shared users have the permissions for, such as viewing, sharing, and editing the case, as you set.

Selected the added files and click **Share**.

Share to System Internal User

Click **Add** to select users as case receivers. Set the permissions of receivers, and click **Share**.

Share to System External User

Click **Add Email** to add the emails of file receivers. Set the email title and content. Set the permissions of receivers and the expiry date, and click **Share**.

16.3 Link Files to Cases

You can link the added file to the existing case or newly added case. The linked files recorded in the case can be used as materials for settling disputes or legal cases.

Note

Make sure you have added the file(s).

On the left pane, select **File Management**.

Link a Single File to One or Multiple Cases

1. Click a file to open the file details pane.
2. In **Basic Information** page, click + to add a case field.

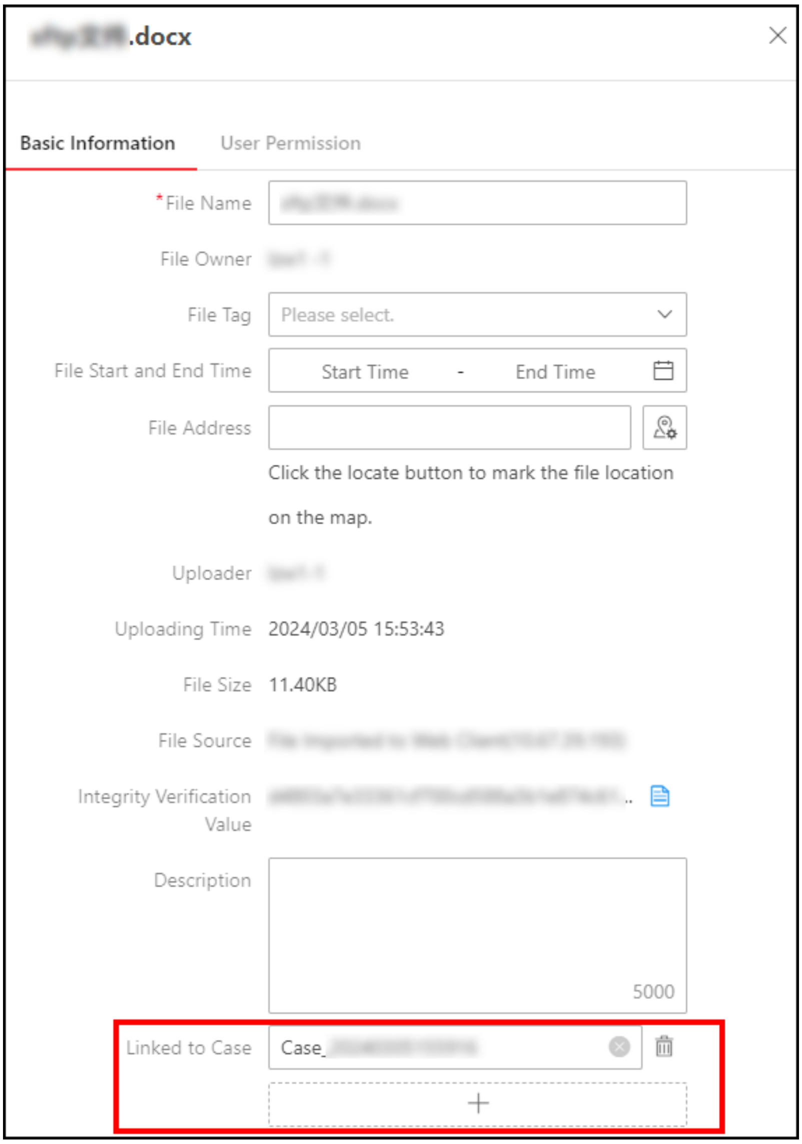


Figure 16-5 Link a Single File to Case

3. Search and select a case by the name or ID.
4. Click **Save**.

Batch Link Files to One Case

1. Select multiple files.
2. Click **Link to Case** to open the Link to Case pane.
3. Search and select a case by the name or ID.
4. Click **Save**.

16.4 Manage Operation Records

You can manage the operation records, including viewing or deleting the upload/download records of case or files.

Select **Operation Record → Upload Record** or **Operation Record → Download Record** on the left.

On the Upload Record page, you can view the records (including case or file size and upload status) of the case or files uploaded from local PC or related cameras. And on the Download Record page, you can view the records (including case or file size and download status) of exporting case or files on the platform.

You can also search for records by name, check a record and click / / in the Operation column to pause/resume/retry the upload/download task. Or you can check record(s) and click **Delete** to delete the selected record(s).

Chapter 17 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 Professional, 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.

Entry

In the top left corner of the Control Client, select → **All Modules** → **Intelligent Analysis** to enter the this module.

17.1 Retail/Supermarket Scenario

The Retail/Supermarket Scenario is designed for stores in the retail industry. In the section, you can view single/two/multiple store reports. You can also view intelligent reports such as store people counting and store heat analysis reports.

Flow Chart of Intelligent Analysis Report in Retail/Supermarket Scenario

The following flow chart shows the process of configurations and operations required for intelligent analysis reports in retail or supermarket scenario.

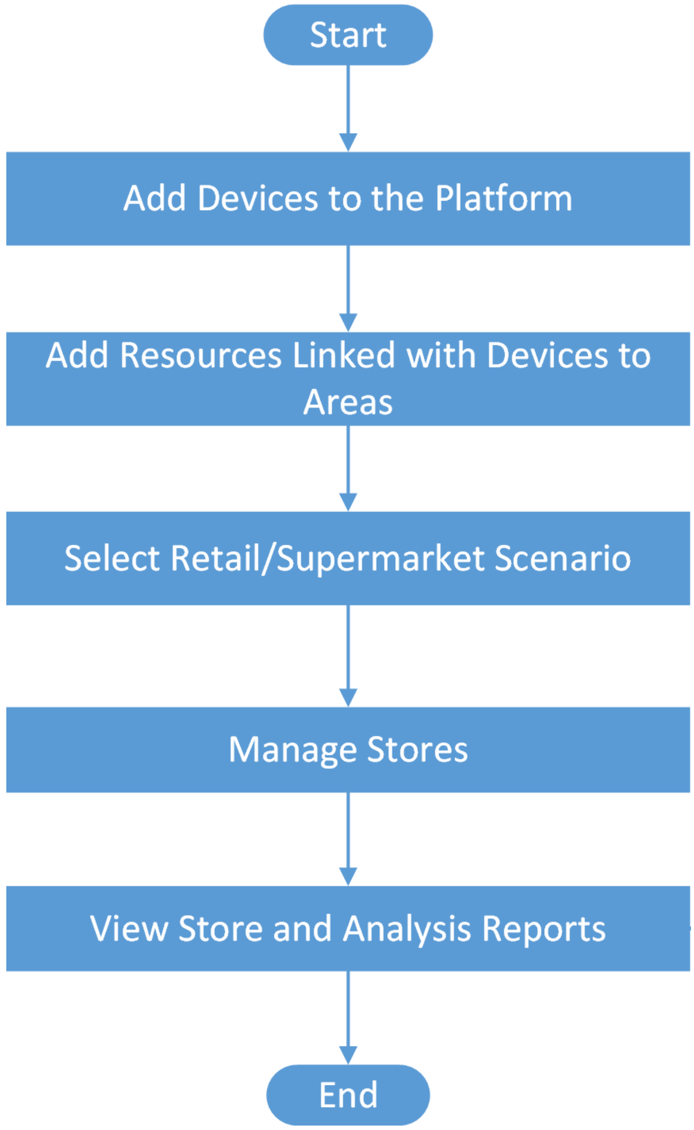


Figure 17-1 Flow Chart of Intelligent Analysis Report in Retail/Supermarket Scenario

17.1.1 View and Send Store Report

In the retail/supermarket scenario, you can view store reports of a single store, two stores, and multiple stores, and send regular reports to designated recipients as scheduled.

View Store Report

- **Single Store Report**: View the daily and hourly trend of people counting (in), foot traffic (in + passby), walk-in rate, etc., and data collected from each floor and their rankings of a single store.
- **Multiple-Store Reports**: View the daily and hourly trend of people counting (in), foot traffic (in + passby), walk-in rate, etc. of multiple stores.
- **Comparison Report**: View the differences of people counting (in), foot traffic (in + passby), walk-in rate, etc. between 2 specified stores.
- **Store Promotion Day Report**: View the report containing people counting, foot traffic, and walk-in rate on a promotion day, and get a direct view of people counting trend and rankings of different store(s).

See the example operations you can perform when viewing a single store report. Some specific parameter configurations may vary by report type.

1. In the Intelligent Analysis module, select **Store Report → Single Store Report** .
2.

Operation	Description
Select Store	Click ⌄ to select a store.
Set Report Time	Click **Day/Week/Month/Year/Custom** to select the report time.
View Parameter Meaning	Hover your cursor over ⓘ on the top right corner of a certain parameter, and you will view the explanations of the parameter.
Switch Between Year on Year and Cycle on Cycle	Click **Switch to Year on Year** / **Switch to Cycle on Cycle** to compare the report statistics in different ways. **Note** For exporting reports, year on year statistics and cycle on cycle statistics will be both exported.
Open Auxiliary Screen	Click **Open Auxiliary Screen** to display the report on the auxiliary screen.
Export Report	Check/uncheck **All** for **Statistics Target**. When it is checked, the report contents will be displayed. Check the items as needed and click **Export**.

View Single Store Report

You can view reports of a single store.

Select **Single Store Report** on the left.

On the top of the page, the set contents are displayed. Hover your cursor on the top right corner of a certain parameter, and you will view the explanations of the parameters.

In the People Counting Trend section, you can view the daily and hourly trend of people counting (in), people counting (in + passby), and walk-in rate, etc.

In the People Counting Details section, you can view data collected from each floor and their rankings.

You can perform the following operations.

Operation	Description
Select Store	Click to select a store.
Set Report Time	Click **Day/Week/Month/Year/Custom** to select the report time.
View Parameter Meaning	Hover your cursor over on the top right corner of a certain parameter, and you will view the explanations of the parameter.
Switch Between Year on Year and Cycle on Cycle	Click **Switch to Year on Year** / **Switch to Cycle on Cycle** to compare the report statistics in different ways. **Note** For exporting reports, year on year statistics and cycle on cycle statistics will be both exported.
Open Auxiliary Screen	Click **Open Auxiliary Screen** to display the report on the auxiliary screen.
Export Report	• Check/uncheck **All** for **Statistics Target**. When it is checked, the report contents will be displayed. Check the items as needed. • Click **Export** to display the Export panel. • Select Excel, CSV, or PDF as the format of the exported report(s). • Select By Day, By Hour, or By Month as the report dimension. • Click **Export**.

View Comparison Report

You can view comparison reports of two stores.

In the top left corner of the Client, select → **All Modules** → **Intelligent Analysis** → **Store Report** → **Comparison Report** .

Click to select two stores.

You can perform the following operations.

Operation	Description
Set Report Time	Click **Day/Week/Month/Year/Custom** to select the report time.
View Parameter Meaning	Hover your cursor over on the top right corner of a certain parameter, and you will see the explanations of the parameter.
Export Report	• Click **Export** to display the Export panel. • Select Excel, CSV, or PDF as the format of the exported report(s). • Select By Day, By Hour, or By Month as the report dimension. • Click **Export**.
Open Auxiliary Screen	Click **Open Auxiliary Screen** to display the report on the auxiliary screen.

View Multiple-Store Reports

You can view reports of multiple stores.

Select **Multiple-Store Reports** on the left.

You can perform the following operations.

Operation	Description
Select Stores	Click to select multiple stores.
Set Report Time	Click **Day/Week/Month/Year/Custom** to select the report time.
View Parameter Meaning	Hover your cursor over on the top right corner of a certain parameter, and you will view the explanations of the parameter.
Switch Between Year on Year and Cycle on Cycle	Click **Switch to Year on Year** / **Switch to Cycle on Cycle** to compare the report statistics in different ways. **Note** For exporting reports, year on year statistics and cycle on cycle statistics will be both exported.

Operation	Description
Export Report	• Click **Export** to display the Export panel. • Check/uncheck **All** for **Statistics Target**. When it is checked, the report contents will be displayed. Check the items as needed. • Select Excel, CSV, or PDF as the format of the exported report(s). • Select By Day, By Hour, or By Month as the report dimension. • Click **Export**.
Open Auxiliary Screen	Click **Open Auxiliary Screen** to display the report on the auxiliary screen.

View Store Promotion Day Report

You can view the report containing people counting, foot traffic, and walk-in rate on a promotion day, and get a direct view of people counting trend and rankings of different store(s).

Select **Store Promotion Day Report** on the left.

You can perform the following operations.

Operation	Description
Select Store and Promotion Day	Check stores in the drop-down list. You can also enter the store name in the search field to search for the store. Select a promotion day for generating a report of store(s) on that day. The corresponding report of selected store(s) on the promotion day is displayed.
View Parameter Meaning	Hover your cursor over on the top right corner of a certain parameter, and you will view the explanations of the parameter.
Switch Between Year on Year and Cycle on Cycle	Click **Switch to Year on Year** / **Switch to Cycle on Cycle** to compare the report statistics in different ways. **Note** For exporting reports, year on year statistics and cycle on cycle statistics will be both exported.

Operation	Description
Export Report	• Click **Export** to display the Export panel. • Check/uncheck **All** for **Statistics Target**. When it is checked, the report contents will be displayed. Check the items as needed. • Select Excel, CSV, or PDF as the format of the exported report(s). • Select By Day, By Hour, or By Month as the report dimension. • Click **Export**.
Open Auxiliary Screen	Click **Open Auxiliary Screen** to display the report on the auxiliary screen.

17.1.2 View Store Intelligent Analysis Report

In the retail/supermarket scenario, to view intelligent analysis reports including people counting analysis, person feature, heat analysis, pathway analysis, and queue analysis, you should configure store(s) and add them to the platform in advance.

- **Store People Counting Report**: You can generate a people counting report which displays the period over period data and trend of people counting statistics to have a direct view of people entering, exiting, passing by, and walk-in rate. You can also export the report to the local PC.
- **Store Person Feature Analysis Report**: The platform supports saving features of recognized human faces and generating reports in various time periods. The reports tells the percentage and number of people of different features in different time period. It can be used in places such as shopping mall to analyze interests of people in different features.
- **Store Heat Analysis Report**: You can generate a heat analysis report to show consumer movements, the visit times, and dwell time in a configured area.

  Note

  - Make sure you have added 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 Professional Web Client*. To configure the heat map rule, please refer to the user manual of heat map network camera.
  - Make sure you have added the camera to a static map. For details about how to add a camera to the static map, refer to *User Manual of HikCentral Professional Web Client*.

- **Store Pathway Analysis Report**: Pathway analysis is mainly used to analyze the people counting on the pathways in the shopping malls. With the help of fisheye cameras, the platform can collect the consumers data (for example, where the customers walk mostly). This helps managers analyze which areas/shops of the mall best catch a shopper's attention and which are overlooked. After setting the fisheye camera's pathways and their directions, the platform calculates the people dwell time at each pathway and number of people walking by, thus helps them make decisions.

Note

- Make sure you have properly added the camera to a static map and set its pathways on the map via the Web Client first. For details about adding camera to map and set pathways, refer to the *User Manual of HikCentral Professional Web Client*.
- You should have added pathway analysis groups. For details, see the user manual of the Web Client.

- **Store Queue Analysis Report**: For cameras which support queue management, you can generate a report to show the number of queue exceptions and number of persons in each queue, and show the queue status including waiting duration and queue length.

Note

Make sure you have added a camera which supports queue management to the system and configure queue regions. To configure the queue region, refer to user manual of the camera.

See the example process of viewing a heat analysis report. Some specific parameter configurations may vary by reports.

1. Under the Intelligent Analysis module, select **Analysis Center → Heat Analysis** .
2. Select a store/camera to search for queue data. A queue analysis report of the selected camera/ store will be displayed.
3. (Optional) Set the statistical cycle as **Day**, **Week**, **Month**, **Year**, **Promotion Day**, or **Custom**.

   Daily Report

   Daily report shows data on a daily basis. The system will calculate the queue data detected in each hour of one day.

   Weekly Report, Monthly Report, and 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.

   Promotion Day

   Promotion day report shows data on a promotion day basis. The platform will send one report at the sending time on a promotion day, which contains analysis results on the day.

   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.
4. (Optional) 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.

5. (Optional) Perform the following operation(s).

Operation	Description
Set Heat Analysis Parameters	a. Click **Heat Analysis Settings**. b. Set the **Dwell Duration** to get statistics within the configured range. **Note** For example, if you set the dwell duration as > 15s, then when a person stays in an area for over 15 seconds, they will be considered as dwelling within the area. c. Select the **Meaning of Heat Color**, including total people and dwell time. d. Check **Show** or **Hide** the divided heat areas. e. Click **Save**. f. Drag the threshold slider in the upper-right corner to adjust the range of the statistical dimension. The heat data out of the range will not be displayed.
Switch Between Year on Year and Cycle on Cycle	Click **Switch to Year on Year** / **Switch to Cycle on Cycle** to compare the report statistics in different ways. **Note** For exporting reports, year on year statistics and cycle on cycle statistics will be both exported.
Export Report	a. Click **Export**. b. Set the format of the exported file as Excel, CSV, or PDF. c. Select the time dimension as **By Hour**, **By Day**, or **By Month**. d. Click **Export**.

Operation	Description
	Note - See ***Set General Parameters*** for details about setting the saving path for the exported report. - You can get the exported report in the Task Center.
Open Auxiliary Screen	Click **Open Auxiliary Screen** to display the report on the auxiliary screen.

17.1.3 View Store Report Dashboard

The report dashboard provides an at-a-glance view for stores. You can select a store or multiple stores to view reports.

1. Under the Intelligent Analysis module, select **Dashboard**.
2. Select a store or multiple stores, and you can perform the following operations.

Operation	Description
①Set Report Time	Click **Day**, **Week**, **Month**, **Year**, **Promotion Day** or **Custom** to select the report time.
②View Dashboard/Report Meaning	Hover your cursor over or on the top right corner of a certain parameter, and you will see the explanations of the dashboard/report.
③Export Dashboard	Click **Export** to export the dashboard in PDF format to the local PC. **Note** - See ***Set General Parameters*** for details about setting the saving path for the exported report. - You can get the exported report in the Task Center.
④Configure Dashboard Contents	Click **Configure Dashboard Contents** to select dashboard/ report contents to be displayed.
⑤Switch Between Year on Year and Cycle on Cycle	Click **Switch to Cycle on Cycle** or **Switch to Year on Year** for switching the report statistics mode.

Operation	Description
⑥Zoom in Dashboard/Report	Click to zoom in the dashboard or report.
Open Auxiliary Screen	Click **Open Auxiliary Screen** to display the report on the auxiliary screen.

17.2 Public Scenario

The Public Scenario is designed for public situations such as stations and hospitals. You can view reports such as people counting and heat analysis reports.

Flow Chart of Intelligent Analysis Report in Public Scenario

The following flow chart shows the process of configurations and operations required for intelligent analysis reports in public scenario.

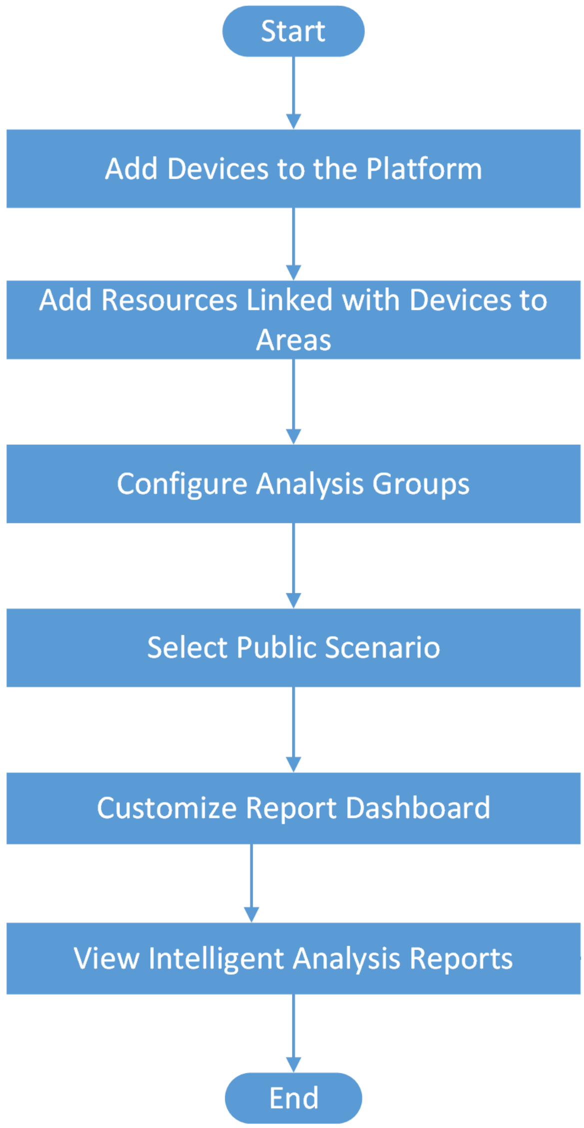


Figure 17-2 Flow Chart of Intelligent Analysis Report in Public Scenario

Note

To check the resource status, go to **Analysis Group → Troubleshooting** . For resources for people counting, supports viewing uploaded real-time data (reported number of people in last hour) and configuring regular clearing time.

17.2.1 Generate and View Analysis Report

Generate and view people counting reports, heat analysis reports, person feature analysis reports, queue analysis reports, pathway analysis reports, people density reports, temperature analysis reports, and multi-target-type analysis reports. For people counting report, heat analysis report, pathway analysis report, and person feature analysis report, make sure you have added the corresponding analysis groups. After that, you can set a regular report rule for the specified analysis groups/cameras, and the system will send emails with the reports attached to the target recipients daily, weekly, or monthly. You can also manually generate an analysis report at any time to view the data if required.

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. You can also generate a people counting report for a single store or multiple stores.

Note

Before generating a people counting report, you should add people counting group(s) to group the doors and people counting cameras of a certain region so as to define region edge.

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.

Note

Before you begin:

- Make sure you have added 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 Professional Web Client*. To configure the heat map rule, please refer to the user manual of heat map network camera.
- Make sure you have added the camera to a static map. For details about how to add a camera to the static map, refer to *User Manual of HikCentral Professional Web Client*.
- Make sure you have added a heat analysis group to define the region for heat analysis.

Person Feature Analysis Report

The platform supports saving features of recognized human faces and generating reports in various time periods. The reports tells the percentage and number of people of different features detected by cameras in different time period. It can be used in places such as shopping mall to analyze interests of people in different features.

Note

You should add a person feature analysis group (*User Manual of HikCentral Professional Web Client*) before generating a report to define the region for person feature analysis by grouping the cameras which support facial recognition and feature analysis.

Queue Analysis Report

Queue analysis report shows the number of queue exceptions and number of persons in each queue, and show the queue status including waiting duration and queue length. It is helpful for allocating resources for retailers.

Note

Before you begin, make sure you have added a camera which supports queue management to the system and configure queue regions. To configure the queue region, refer to user manual of the camera.

Pathway Analysis Report

Pathway analysis is mainly used to analyze the people counting on the pathways in the shopping malls. With the help of fisheye cameras, the system can collect the consumers data (for example,where the customers walk mostly) and translate that data onto a dashboard for mall managers. This helps managers analyze which areas/shops of the mall best catch a shopper's attention and which are overlooked. After setting the fisheye camera's pathways and their directions, the platform calculates the people dwell time at each pathway and number of people walking by, thus helps them make decisions.

Note

Before you begin:

- Make sure you have properly added the camera to a static map and set its pathways on the map via the Web Client first. For details about adding camera to map and set pathways, refer to the *User Manual of HikCentral Professional Web Client*.
- Before you begin, make sure you have added pathway analysis groups. For details, see the user manual of the Web Client.

People Density Analysis Report

People density analysis report shows the variation trend of the people density data in line chart. The people density data refers to the peak amount of people appeared in the images of a specific camera during a certain time period. The data is useful for the management and control of the amount of people in specific areas or space during special time periods. For example, assume that you were a manager of a shopping mall during epidemic outbreak, you could generate a people density analysis report to find out the time period(s) during which excessive people density usually occurs in the shopping mall, and then arrange in advance the personnel and related works accordingly to limit people gathering at those time periods to prevent the spread of the infectious disease.

Note

- Before you begin, make sure you have purchased the License that supports people density analysis, or the function will be unavailable.
- Before you begin, make sure you have added the abnormal event detection server to the HikCentral Professional and linked cameras to the server. For details, see *HikCentral Professional Web Client User Manual*.
- Before you begin, make sure you have configured people density analysis on the abnormal event detection server. For details, see the user manual of the server.

Temperature Analysis Report

The temperature analysis report shows the number of exceptions (temperature too high or too low) and maximum/minimum temperature of different thermometry points on different presets.

Multi-Target-Type Analysis Report

The multi-target-type analysis report shows the number of persons, motor vehicles, and non-motor vehicles within a specified period. You can set a regular report rule for the specified cameras and the system will send emails with reports attached to the target recipients daily, weekly, or monthly. You can also manually generate a analysis report at any time to view the data if required.

Generate Analysis Report

The process of generating these reports can be generally divided into 4 sections: selecting report data resource, setting statistical cycle, setting the time or time period for statistics, and perform subsequent operations on the report as needed. Some specific parameter configurations may vary by reports.

See the example process of generating a people counting report.

1. Under the Intelligent Analysis module, select **Analysis Center → People Counting Analysis** .
2. Select the report data resource type.

   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.

   Analysis Group

   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. For details, refer to the *User Manual of HikCentral Professional Web Client*.

3. Select people counting camera(s) or people counting group(s) based on the data resource type you set in the previous step.

Note

Up to 20 cameras/groups can be selected.

The corresponding report of selected camera(s)/group(s) will be displayed.

4. Set the statistical cycle as **Day**, **Week**, **Month**, **Year**, or **Custom**.

Daily Report

Daily report shows data on a daily basis. The platform will display the people counting data detected in each hour of two adjacent days.

Weekly Report, Monthly Report, and 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 display the people counting data detected in each day of two adjacent weeks, in each day of two adjacent months, and in each month of two adjacent years.

5. Select a pre-defined time period or customize a 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. Perform the following operation(s) after generating the people counting report.

Operation	Description
Switch Between Year on Year and Cycle on Cycle	Click **Switch to Year on Year** / **Switch to Cycle on Cycle** to compare the report statistics in different ways. **Note** For exporting reports, year on year statistics and cycle on cycle statistics will be both exported.
Add to Dashboard	a. Click **Add to Dashboard** in the upper-right corner of the page. b. Create a report name.

Operation	Description
	c. Select a dashboard. Or click **New** to create a new board and then select it. d. Click **OK** or **Add and Go to Dashboard**.
Export Report	a. Click **Export**. b. Check/uncheck **All** for **Statistics Target**. When it is checked, only Excel will be available for file type in the next step. **Note** This option is only available for people counting analysis report. c. Set the format of the exported file as Excel, CSV, or PDF. d. Select the time dimension as **By Hour**, **By Day**, or **By Month**. e. Click **Export**. **Note** - See ***Set General Parameters*** for details about setting the saving path for the exported report. - You can get the exported report in the Task Center.
Open Auxiliary Screen	Click **Open Auxiliary Screen** to display the report on the auxiliary screen.

17.2.2 View Report Dashboard

The report dashboard provides an at-a-glance view for the public scenario reports. There are people counting reports, heat analysis reports, vehicle analysis reports, queue analysis reports, etc. You can customize the report dashboard as required.

1. Under the Intelligent Analysis module, select **Dashboard**.
2. On the top left corner, click → **Add Dashboard** on the report dashboard page and create a name to add a new dashboard. You can view the added dashboard by clicking to expand the list of added dashboard(s).

Note

- You can add up to 100 dashboards.
- The new dashboard appears and it is by default 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) You can perform the following operations.

<table>
<tr><th>Number</th><th>Operation</th><th>Description</th></tr>
<tr><td rowspan="2">①</td><td>Edit Dashboard Name</td><td>On the top left corner, click . Click to edit the dashboard name.</td></tr>
<tr><td>Delete Dashboard</td><td>On the top left corner, click . Click to delete the dashboard.</td></tr>
<tr><td>②</td><td>Add Report to Dashboard</td><td>a. After you select a dashboard, click Add Report, select a report type, and click Next.
b. Set the report name, analysis type, report type, and time.
Note
- If you select analysis for one camera, you need to select the camera already added to the platform.
- If you select analysis in one region, you need to select the analysis group already added to the platform.
c. Click Add to add the report to dashboard. The report will appear on the selected dashboard.
d. Click Add Report to add more reports to the dashboard as needed.</td></tr>
<tr><td rowspan="2">③</td><td>Edit Report Name</td><td>On the top right corner of a report, click ··· and then click Edit.</td></tr>
<tr><td>Delete Report from Dashboard</td><td>On the top right corner of a report, click ··· and then click Delete.</td></tr>
<tr><td>④</td><td>Switch Between Year on Year and Cycle on Cycle</td><td>Click Switch to Year on Year / Switch to Cycle on Cycle to compare the report statistics in different ways.</td></tr>
<tr><td>⑤</td><td>Switch Time to View Report Data</td><td>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.</td></tr>
</table>

Number	Operation	Description
		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. 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	Export report	Export report(s) on the dashboard to the local PC. **Note** See ***Set General Parameters*** for details about setting the saving path for the selected report(s).

Chapter 18 Security Control

A security control device detects people, vehicles, etc., entering a pre-defined region, triggers events and alarms, and reports events/alarms information (such as location) to security personnel.

On the Control Client, the operator can view the video of the radar's related cameras, arm & disarm partitions, bypass zones, etc. If a panic alarm is triggered, the operator can handle the request on the Control Client.

18.1 Start Live View of Radar's Calibrated Camera

You can start live view of a radar's calibrated camera to view the image of the radar's detection area.

Before You Start

Make sure you have configured at least one calibrated camera for the radar. See *User Manual of HikCentral Professional Web Client* for details about configuring calibrated camera.

Steps

1. In the top left corner of the Client, go to → **All Modules** → **Monitoring** → **Monitoring** .
2. Select **Live View**.
3. Double-click a radar's name or drag a radar from the area list to the display area to start the live view of its calibrated cameras.

   The image of one calibrated camera will be displayed in the display window.

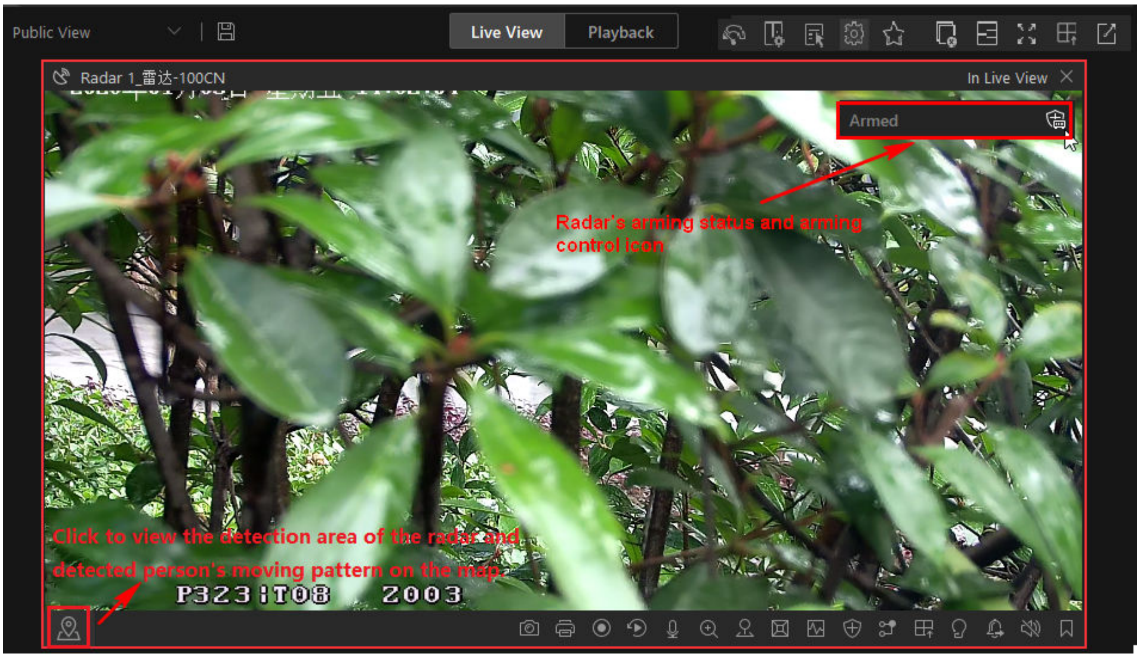


Figure 18-1 Live View of Radar's Calibrated Cameras

4. **Optional:** Perform the following operation(s).

Arming Control	The arming status of the radar will be displayed in the upper-right corner of the live view window. Click to arm the radar; click to disarm a radar.
Switch Calibrated Camera	Hover the cursor on the thumbnail to display other calibrated cameras' thumbnails, and then click one of the thumbnail to display it in the display window.
Locate on Map	Click in the lower-left corner of the live view window to show the map where the radar is added, so that you will see the moving pattern of the one who intruded the detection area.

Note

- A prompt about the current arming status will appear if there is no calibrated camera linked to the radar when you arm the radar.
- A prompt about the failure of arming will appear if someone is in the radar's detection area when you arm the radar.

18.2 Handle Panic Alarm from Panic Alarm Station

A panic alarm station is mainly installed in the areas with the crowd or high incidence of cases, such as schools, tourist attractions, hospitals, markets, and parking lots. 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.

Note

You should first set an alarm triggered by alarm input for the panic alarm station via the Web Client. For details, refer to *User Manual of HikCentral Professional Web Client.*

If someone presses the panic button on the panic alarm station, a window will pop up on the Control Client as follows:

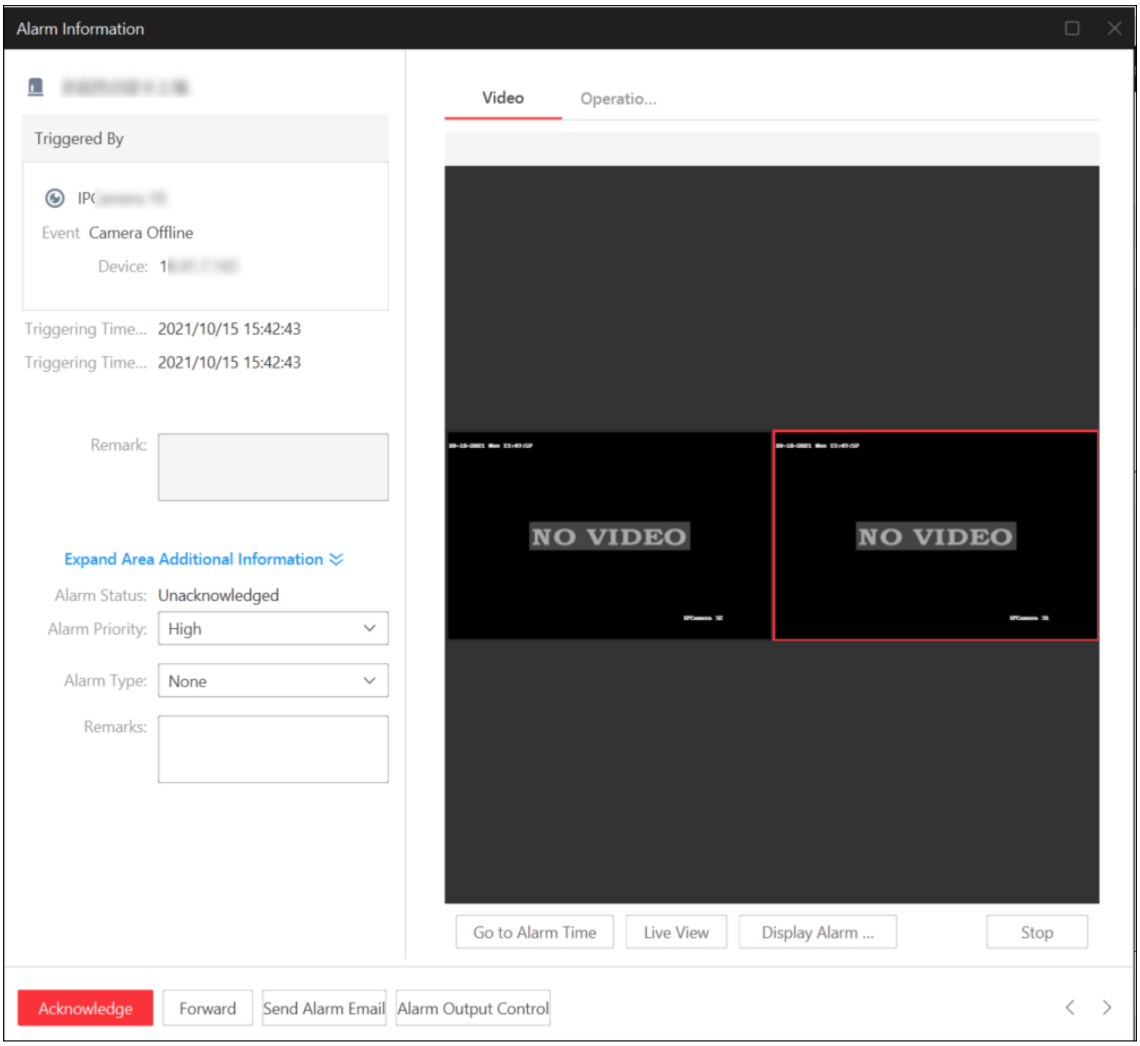


Figure 18-2 Panic Alarm

Function	Description
Acknowledge Alarm	Click **Acknowledge** to acknowledge this panic alarm.
Forward Alarm	Click **Forward** to forward this alarm to anther person.
Send Alarm Email	Click **Send Alarm Email** to send an alarm email to a specific recipient.
Alarm Output Control	Click **Alarm Output Control** and turn on/off the switches to control the status of alarm outputs.
Stop Broadcast	Click **Stop Broadcast** to stop broadcast of specific terminals.

Chapter 19 Access Control and Elevator Control

Access control is a security technique that can be used to regulate who can get access to the specified doors and elevator control can be used to regulate who can get access to the specified floors by taking the elevator.

After setting the persons' permissions of accessing specified doors and floors by assigning access levels to access groups, the authorized persons can access specified doors and floors with credentials.

19.1 Real Time Monitoring

With batch locking and unlocking group, you can control access point status in a batch when an emergency happens. For example, after grouping the access points of a school's main entrances and exits into one group, school's security personnel can lock down the access points 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.

Note

- Make sure you have grouped access points into a batch locking and unlocking group.
- Only the users with Administrator or Operator role can control all access points in a batch.

Enter the Monitoring page.

You can control all or part of the access points in the selected site and area according to your need. When the emergency is over, you can restore the status to Access with Credential.

On the top right, click to select a site and area.

Start Live View of Access Control / Floor Control Devices

For access control devices with cameras installed inside or linked outside, and elevator control devices linked with cameras, you can start live view of these devices.

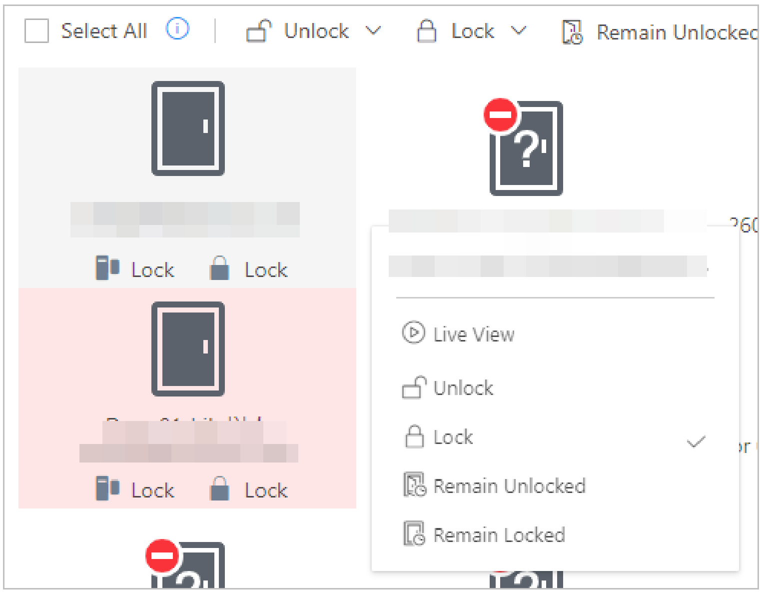


Figure 19-1 Real-Time Monitoring Page

View Real-Time Access Event

In the Access Control module, you can view events triggered by doors and floors.
On the Monitoring page, select **Face Picture Comparison**.
Select a face picture library that you want to view the access events. Real-time access events are displayed at the bottom of the page.

Search for Device Records	Click in the Operation column to go to the Device Recorded Data Retrieval page to search for records by customizing search conditions.
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 Update Record** to display the person/ visitor information contained in the newest access record. If you uncheck the **Auto Update Record**, the platform will display the person/ visitor information contained in the historical access records. The platform supports hiding the window.

Door Control

You can change the status of all doors in a site or doors in specific batch locking and unlocking groups to locked, unlocked, remaining locked, or remaining unlocked.
Control all or part of the doors in the current site.

Unlock

When a door is unlocked, persons can pass the door without any credentials for a certain time period. When open duration is over, the door will be closed and locked again automatically.

Lock

When the door is locked, persons who has the access permission can access the door with credentials.

Remain Unlocked

Doors will be unlocked. All persons can access the door with no credentials required. 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 in the top tool bar, and select **Remain Unlocked → Remain All Unlocked** and all doors will remain unlocked.

Click in the top tool bar, and select **Remain Unlocked → Remain Part Unlocked** and select doors to set them to remain unlocked.

Figure 19-2 Tool Bar on the Top

Remain Locked

Door will be closed and locked. No person, except for the users with super access permission, can access the door even with authorized credentials. This function is applicable for situations such as preventing unwanted persons in the building from getting away.

Click in the top tool bar, and select **Remain Locked → Remain All Locked** and all doors will remain locked.

Click in the top tool bar, and select **Remain Locked → Remain Part Locked** and select doors to set them to remain locked.

Floor Control

You can change the status of all floors in a site or floors in specific batch locking and unlocking groups to temporary access, access with credential, free access, or access forbidden.

Note

Make sure you have grouped floors into a batch locking and unlocking group.

Control all or part of floors in the current site.

Temporary Access

During the temporary access time, persons can access this floor with no credentials required. After the access time, the floor will recover to Access with Credential status.

Access with Credential

Person who has the access permission can access this floor with credentials.

Free Access

All persons can access this floor with no credentials required.

Click in the top tool bar, and select **Remain Unlocked/Free Access → Remain All Unlocked/ Free Access** and all floors will remain unlocked.

Click in the top tool bar, and select **Remain Unlocked/Free Access → Remain Part Unlocked/ Free Access** and select floors to set them remain unlocked.

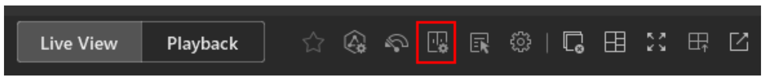


Figure 19-3 Tool Bar on the Top

Access Forbidden

No person, except the users with super access permission, can access this floor even with authorized credentials. This function is applicable for situations such as preventing unauthorized persons in the building from getting away.

Click in the top tool bar, and select **Remain Locked / Access Forbidden → Remain All Locked / Access Forbidden** and all floors will remain locked.

Click in the top tool bar, and select **Remain Locked / Access Forbidden → Remain Part Locked / Access Forbidden** and select floors to set them remain locked.

19.2 Open Door for Multi-Factor Authentication

In access control, multi-factor authentication is an authentication method in which the door will unlock only after multiple persons authenticate 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.

You can set multi-factor authentication rule on the Web Client. For details, refer to the *User Manual of HikCentral Professional Web Client*.

If you set the access mode as **Remotely Unlock After Granted**, when the persons in the access group authenticate at the door, a window will pop up on the Control Client as follows.

Click **Answer** to answer the request and start two-way audio. If the door is linked with a camera, you can view the live video of the related camera. You need to verify the identity of the persons before opening the door.

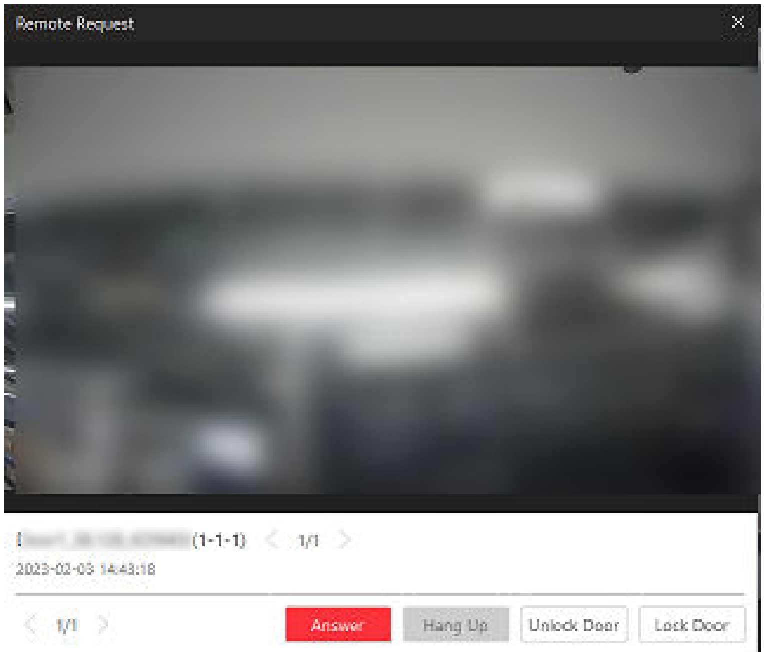


Figure 19-4 Remotely Open Door

Click **Open Door** and then the door will be unlocked.

19.3 Handle Opening Door Request from Video Access Control Terminal

Video access control terminal supports voice talk with the connected client. Person can press button on the device front panel to send an opening door request to the security personnel and the security personnel can talk with the person via Control Client, view the live video of the video access control terminal's camera, and unlock the door if the person's identity is confirmed. This function is mainly used when the person forgets to take her/his credentials or for visitors.

Note

Before the Control Client receiving the remote request from video access control terminal, you should first add a **Calling Surveillance Center** alarm for this video access control terminal's access point in the Web Client. For details about adding alarms, refer to *User Manual of HikCentral Professional Web Client*.

After pressing the button on the device front panel, a window will pop up on the Control Client. You can view the live view of the video access control terminal's camera and perform the following operations.

- Answer Request: Click **Answer** to start voice talk with the person who starts this request.
- Ignore Request: Click **Ignore** to ignore this request and close this window.
- Open Door: During voice talk, click **Open Door** to allow the person to get in.
- End Call: Click **End Call** to end voice talk and close this window.

19.4 Data Search

On the Search page, you can search for person authentication records, data recorded on devices, and perform final authentication counting.

In the left navigation bar of the Person Search module, select **Access Control Retrieval**.

Note

You can go to **Basic Configuration → General → Apply to Device (Scheduled) / Synchronize Records (Scheduled)** to enable the feature of synchronizing access records and device logs to the platform on schedule.

Search Access Records

On the Person Authentication Record page, you can search for persons' authentication records triggered on specified access points 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.

Note

Make sure you have configured the access point event on the Web Client. For details, refer to the *User Manual of HikCentral Professional Web Client*.

The time here can be the device time or the client time, which is based on the time zone settings in **System → General** .
You can import person authentication records to the system from devices or files. Go to **Import Event → Import From Device / Import From File** .

Import From Device

- If the device has uploaded records to the system before, switching on **Specified Time Range** is not required and 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 record to the system before, you must switch on **Specified Time Range** for importing records from the selected device(s).

Import From File

Import from the file which is exported from the device. Only the encrypted file can be imported.

Table 19-1 More Operations

Operation	Description
View Record Details	Click the person name in the Full Name column to view the record details, such as person information, and access information.
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 or CSV file on 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 record details in your PC. You can select the file format as an Excel, PDF or a CSV file, and select items to export.
Save a Record As Evidence	Click to save the record to the evidence management center.

Search Data Recorded on Device

The logs can be events/alarms triggered by abnormal events detected by devices and those triggered by devices (such as device faults). You can search for the logs in different dimensions according to your needs.

Access Point(s)

Access points include doors of access control devices and video intercom devices, and floors of elevator control devices. The logs can be access records, operation records, and alarms triggered by human behaviors.

Device

Devices include access control devices, elevator control devices, and video intercom devices. The logs recorded in these devices can cover all events triggered by devices (such as device faults).

Alarm Input

The alarm inputs included in devices. The logs are arming status changes.

Table 19-2 More Operations

Operation	Description
View Record Details	Click the device name in the Source column to view the record details, such as the device name and record type.
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, PDF, or a CSV file.

View Final Authentication Statistics

The system can count individuals in a region by grouping doors and using final authentication records. This allows you to see who has been granted access and how many people are still in the area. The function is applicable for certain emergency scene. For example, during a fire escape, all people are required to exit the region.

Make sure you have added final authentication counting groups to group the doors in the Web Client. For details, refer to *User Manual of HikCentral Professional Web Client*.

All Persons

All the entering and exiting access records in the last 24 hours will be listed.

People Stayed

Persons who are still staying in the region will be listed. The system filters the persons whose entering record is found but exiting record is not found.

People Exited

Persons who entered and exited the region afterward will be listed.

Table 19-3 More Operations

Operation	Description
View Event Details	Click the person name in the Name column to view the record details, including the recorded video of the access point's related camera (if configured), person information, and access information.
Export Single Record	Click in the Operation column to download the record, including the person information,

Operation	Description
	person profile, phone number, location of last access, etc.
Export All Searched Records	Click **Export** in the upper-right corner to export the searched access control events details (including the person information, person profile, phone number, location of last access, etc.).
Print Single Record	Click in the Operation column to print the record.
Print All Searched Records	Click **Print** in the upper-right corner to print all the searched records.

Up to 100,000 records can be exported each time.

Chapter 20 Maintenance

The Control Client allows you to monitor resource health status and search resource logs. The data of resource health status and resource logs, which is of especially importance for maintenance of the system, helps you locate the source of exceptions and determine methods for troubleshooting.

On the home page, select **Maintenance** or select → **All Modules** → **Maintenance** .

20.1 Health Overview

Health Overview 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.

20.1.1 Real-Time Health Status Overview

In the Health Overview 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 Overview page provides an at-a-glance view of the health status with charts and basic data of resource status.

Select **Real-Time Overview**.

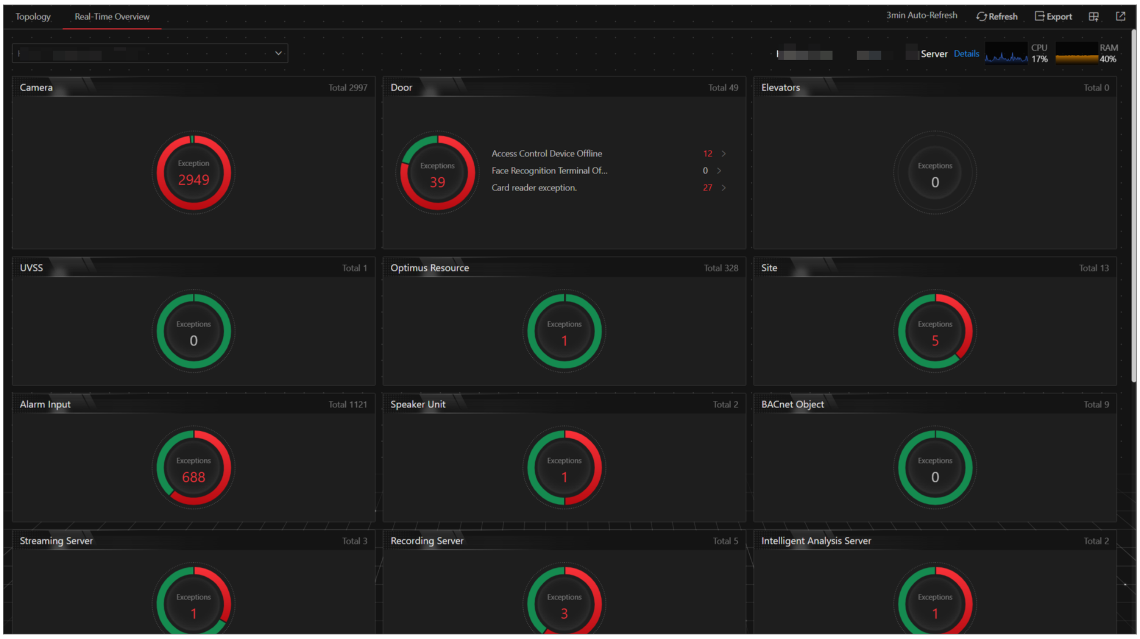
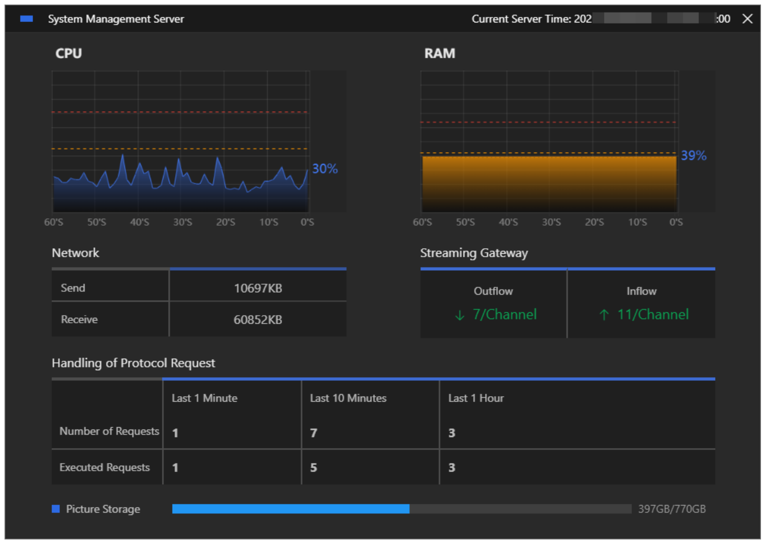


Figure 20-1 Real-Time Health Status Overview

Table 20-1 Real-Time Health Status Page

Section	Description
Display Resource Status by Site	Select a site from the drop-down list in the upper left corner to display the status of resources on the selected site. If an exception occurs on a site, the icon will appear beside the site name and you can move the cursor over it to view the exception details.
System Management Server Status	View the CPU and RAM usages of the site server in the top right corner of the overview page. Click **Details** to open the System Management Server window to view the detailed status, including the current server time, CPU usage, RAM usage, network status, streaming gateway status, handling status of protocol request, and picture storage.

Section	Description
	 **Figure 20-2 Status Details of System Management Server**
Resource Status	View the abnormal data of different resources added to the platform in the graphical way. You can move the cursor over the chart to display the exception types and the corresponding numbers of abnormal devices, and then click a type or the number on the chart to view the real-time status details of resources.
Device Exception Statistics	View the number of abnormal devices with different types added on the platform. You can click a number under the device picture to view the real-time status details of the device. 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 *HikCentral Professional Web Client User Manual*.
Refresh Overview Page	• 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: **Management → System → Health Monitoring** to set the interval for automatically refreshing the resource status on the page. See details in ***Set Health Check Frequency*** .

<table>
<tr><th>Section</th><th>Description</th></tr>
<tr><td>Export Overview Page or Exception Data</td><td>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.

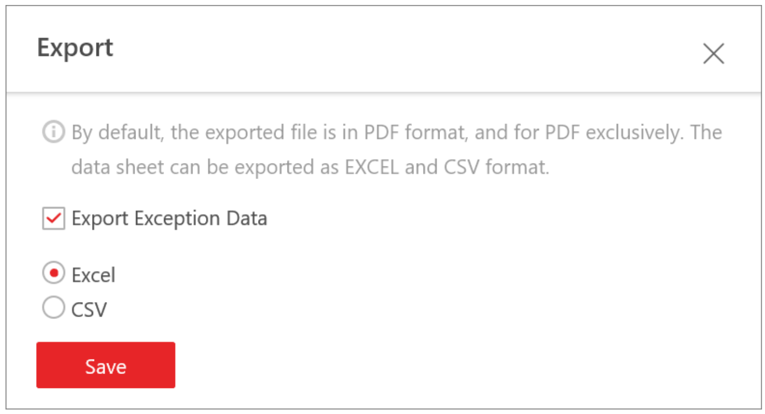


Figure 20-3 Export Overview Page or Exception Data</td></tr>
<tr><td>Display on Smart Wall</td><td>Click to display the overview page on the smart wall if you have added and configured smart walls on the platform .</td></tr>
</table>

20.1.2 Real-Time Health Status Overview (Topology)

In the Health Overview 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, security 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 Health Overview area, select **Real-Time Overview**.

Click **Topology** at the top to enter the Topology page.

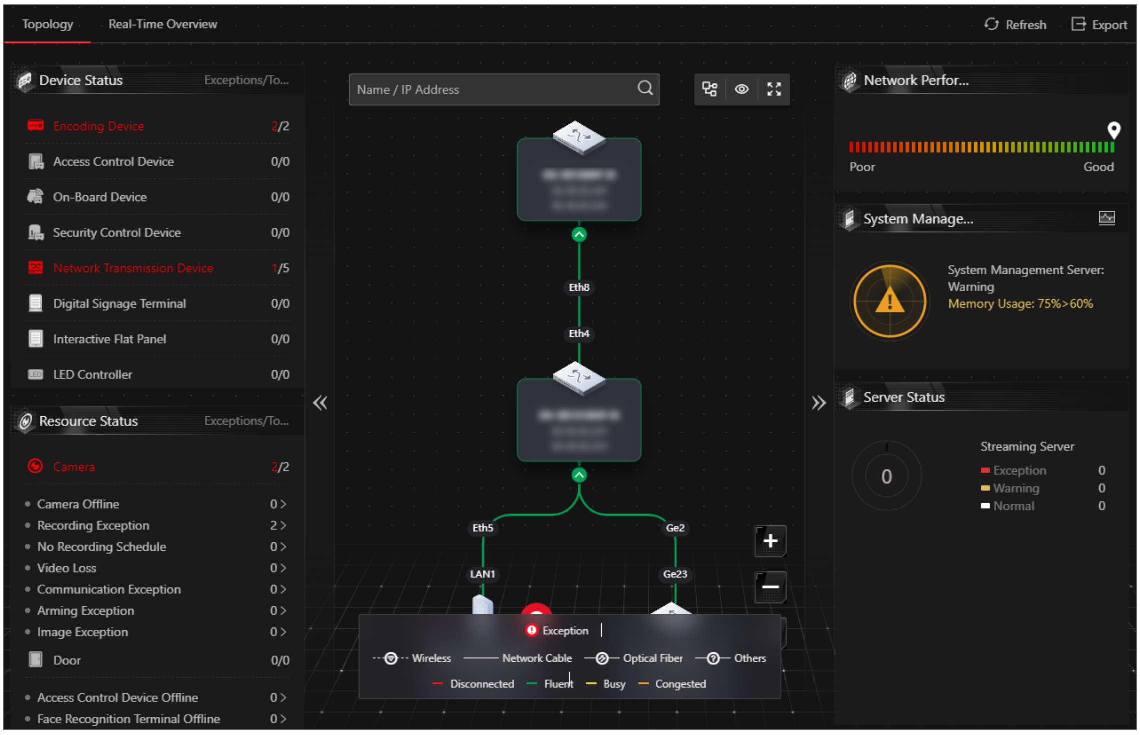
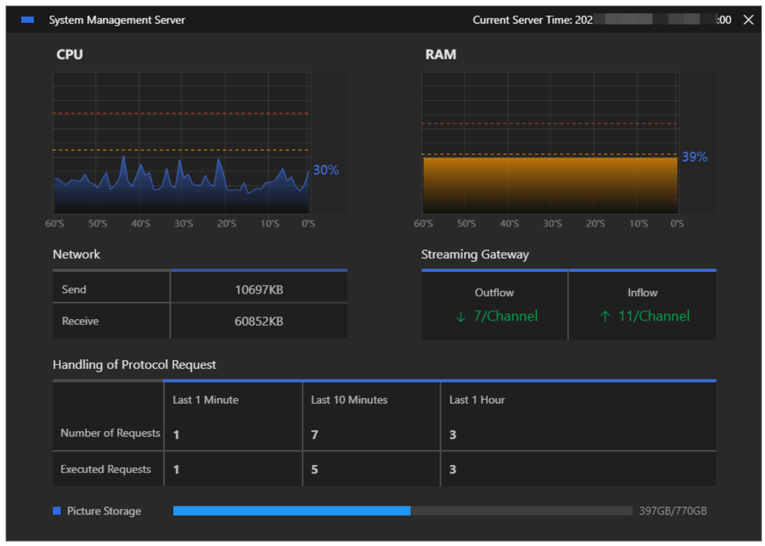
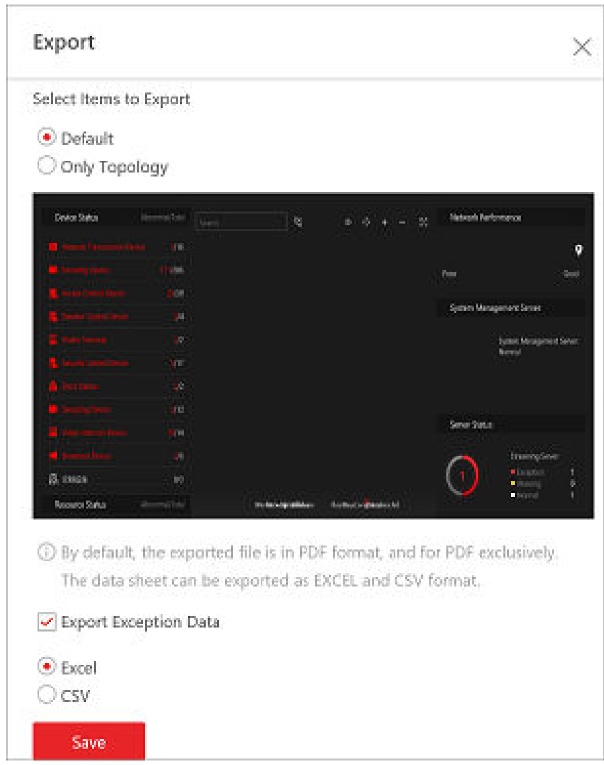


Figure 20-4 Topology Overview

Table 20-2 Topology Page

Section	Description
Device Status	View the abnormal data of different devices added to the platform. You can click the number to locate the abnormal device in the topology or view the devices' real-time 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 *HikCentral Professional Web Client User Manual*.
Resource Status	View the abnormal data of different resources added to the platform. You can click a 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 (poor or good) of the System Management Server.

Section	Description
System Management Server Status	Click [icon] in the upper right corner of the System Management Server section to view the detailed status, including the current server time, CPU usage, RAM usage, network status, streaming gateway status, handling status of protocol request, and picture storage.  **Figure 20-5 Status Details of System Management Server**
Server Status	View the status (i.e., exception, warning, normal) of servers added on the platform.
Generate Topology Again	Click **Refresh → Generate Topology Again** to draw the network topology again.
Refresh	• Manual Refresh: Click **Refresh** in the upper right corner to manually refresh the resource status on the page. • Auto Refresh: **Management → System → Health Monitoring** 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 and select the export type as **Default** (all the displayed information including topology and exception data on the Real-Time Overview page will be exported) or **Only Topology** to export the selected content in the needed format.

Section	Description
	 **Figure 20-6 Export Topology**
Display on Smart Wall	Click to display the overview page on the smart wall if you have added and configured smart walls on the platform.

Topology Details

The topology of devices will display the hierarchical relationships among the devices, device information, link status, alarm information, etc.

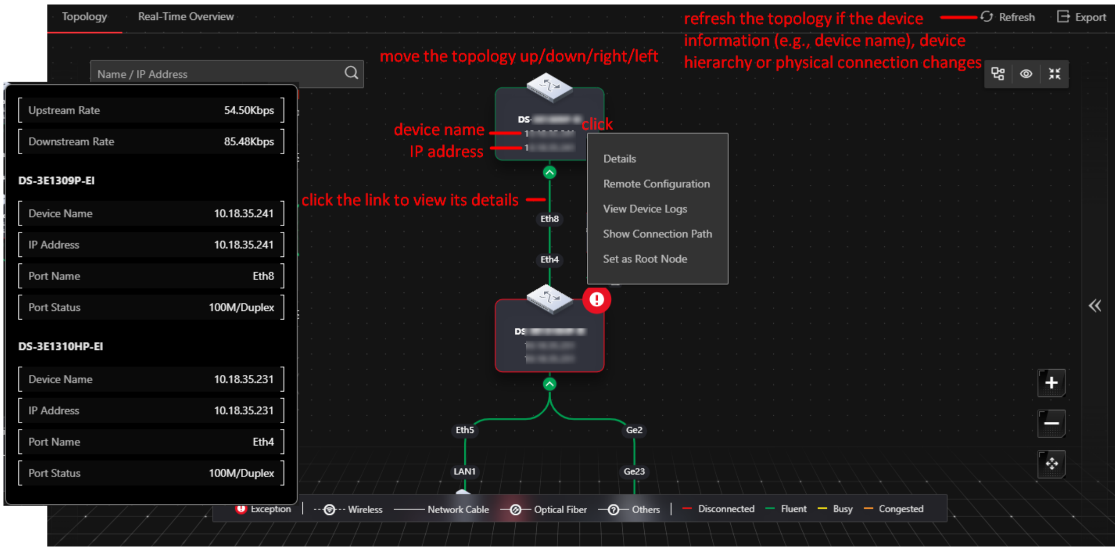


Figure 20-7 Topology Details

Details

View 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).

The device details vary with different device models.

Remote Configuration

Configure 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.

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. And you can set the conditions to search the device logs.

This function should be supported by the device.

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 and restore the link quickly. 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.

Set as Root Node

Set the current device node as the root node and adjust the topology structure.

20.1.3 Historical Health Data Overview

You can view the historical online rate of resources and devices, or the recording integrity rate.

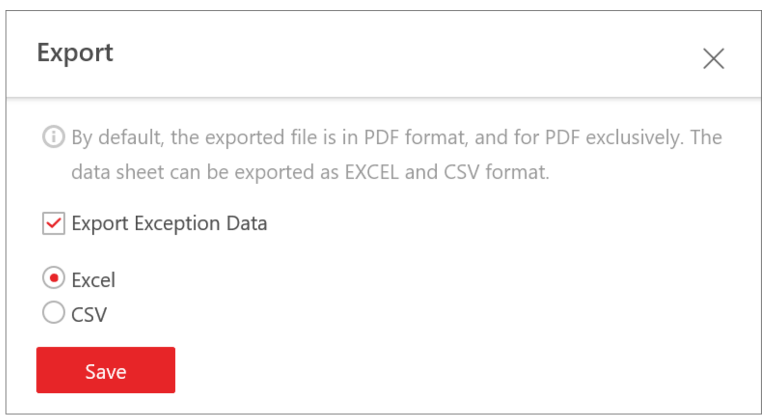
On the Health Overview area, select **History Overview**.

Figure 20-8 Historical Health Data Overview

Table 20-3 Historical Health Data Page

Section	Description
Select Site	In the upper left corner of History Overview page, select a Current or Remote Site from the drop-down list to display the historical data of resources on the Site.
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:

Section	Description
	◦ 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.
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.

Section	Description
Recording Integrity Rate	To get the recording integrity rate, divide the total video length by the scheduled recording length, and then multiply the result by 100%. 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 Resource Log page to view the detailed resource status of devices at that time point.
Recording Copy-Back Rate	On the line chart, you can move the cursor to view the recording callback rate at specific time points. Click a dot on the line to go to Resource 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: **Management → System → Health Monitoring** 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.  **Figure 20-9 Export Overview Page or Exception Data**

20.2 Health Check

To control the health status of resources on the platform, you can perform manual health check to quickly scan the platform for potential risks by different check types, whose check items can be configured. For issues found during the health check, you can add them as pending tasks for further handling. You can also customize pending tasks according to the actual need.

On the home page, select **Maintenance → Health Check** or select → **All Modules → Maintenance → Health Check** .

20.2.1 Perform Manual Check

You can manually start health check to quickly scan the platform for potential risks and configure check items for different check types.

Select **Manual Check** on the left.

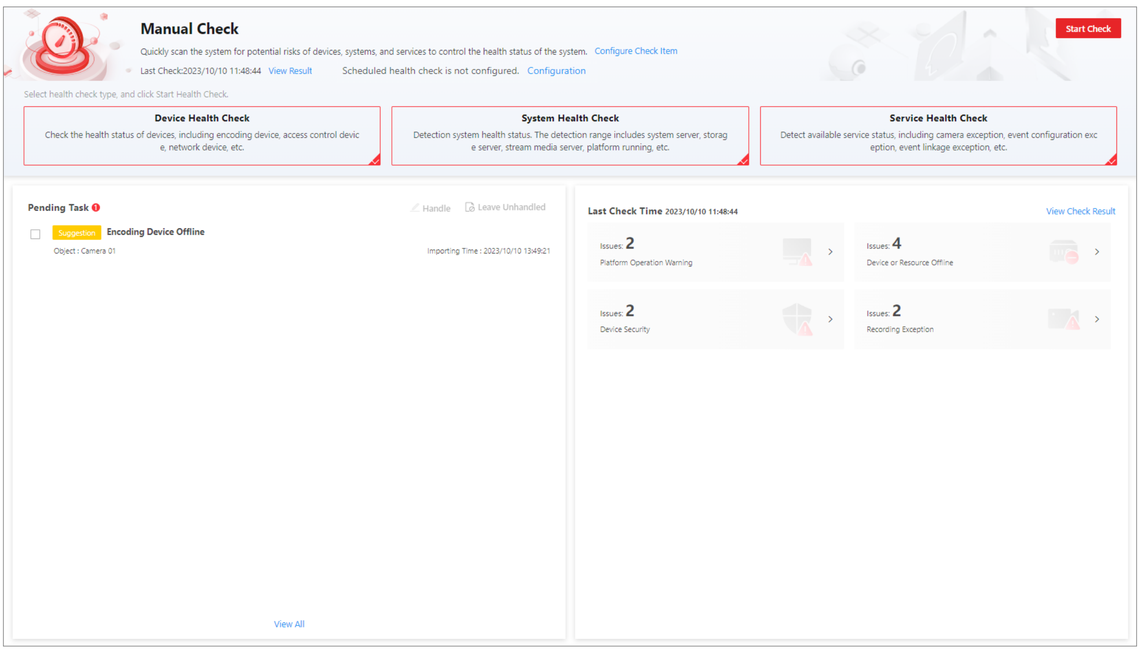


Figure 20-10 Manual Check Page

On this page, you can perform the following operations.

- ***Start Health Check Manually***
- ***Configure Check Items***
- ***Manage Pending Tasks***
- ***View Last Check Results***

Start Health Check Manually

Click **Device Health Check**, **System Health Check**, or **Service Health Check** at the top of the Health Check page to select the type(s) to be checked, and then click **Start Health Check** in the top right corner to enter the Checking page.

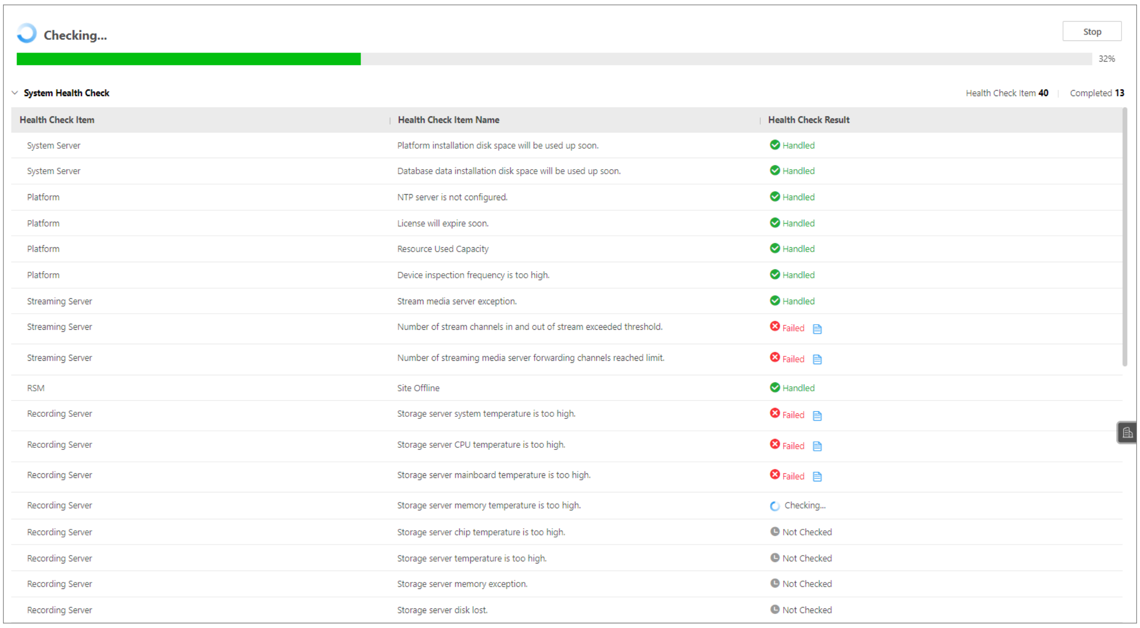


Figure 20-11 Checking Page

During the health check, you can view the progress percentage, real-time check items, and result. For failed items, you can click in the Health Check Result column to view the failure details. You can also click **Stop** in the top right corner to cancel the health check.

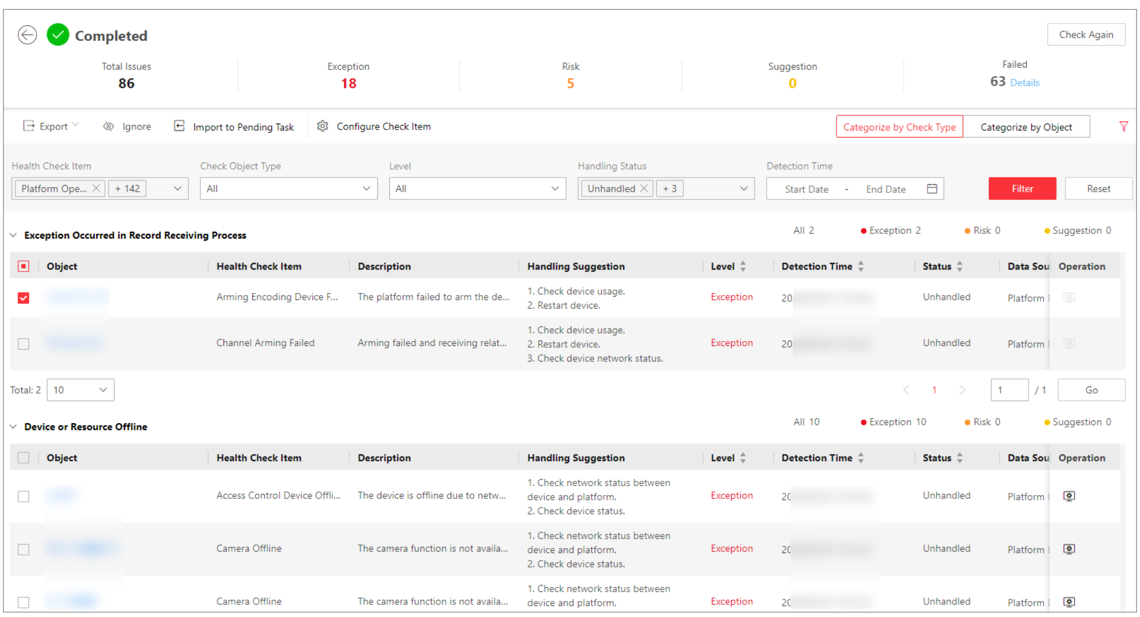


Figure 20-12 Completed Page

When the health check completes, you can perform the following operations.

- View the total numbers of issues, exceptions, risks, suggestions, and failed items, or click **Details** besides the number of failed items to view the failed item details.
- Click **Configure Check Item** to view the health check item list and ignored check items. For more operations on the Health Check Item List page, refer to ***Configure Check Items*** .
- Click **Categorize by Check Type** or **Categorize by Object** at the top of the issue list to display and calculate issues by health check type or object. You can click in front of a category name to unfold the category to view more details.
- Click in the top right of the issue list to open the filter pane and set conditions to filter the issues.
- Move the cursor over the **Export** button and click **Export All** to export all issues to the local PC.
- Check the issue(s) in the list and click **Export** at the top of the issue list to export the selected issue(s) to the local PC.
- Check the issue(s) in the list and click **Import to Pending Task** to move the selected issue(s) to the pending task for further management. Refer to ***Manage Pending Tasks*** for details.
- Click the object name to view the device details and information, and click to go to the device configuration page.
- Check the issue(s) in the list and click **Ignore** to ignore the selected issues.
- Click **Check Again** to start the health check again.

Note

If you want to start health check regularly, you can click **Configure** on the top of the Manual Check page to enable the scheduled health check. For detailed operations, refer to ***Configure Scheduled Health Check*** .

Configure Check Items

On the top of the Manual Check page, click **Configure Check Item** to enter the Health Check Item List page.

- Under the **Configure Check Item** Tab
  - Click in front of the category name to display the available check items.
  - Click in the Operation column of an item which is not ignored and select the object to take effect. Once the check item is ignored, the issues of the selected object checked by this item will not be reported.
- Under the **Ignored Check Item** Tab
  - Click **Categorize by Check Type** or **Categorize by Object** to display the ignored check items by check type or object.
  - Check the ignored item(s) and click **Restore** to cancel ignoring them.

Manage Pending Tasks

On the Pending Task section, the issues imported to the pending task will be listed.
Click a pending task name to edit its name, level, notes, and email notification settings on the right pane.
Move the cursor over a pending task and click **Handle** or **Leave Unhandled** to handle a single task.

Check the pending task(s) and click **Handle** or **Leave Unhandled** in the top right corner of the section to batch handle the selected task(s).

The handled pending tasks will disappear from the Pending Task section and display on the Maintenance Log page. For details, refer to ***Search for Maintenance Logs*** .

Click **View All** at the bottom of this section to enter the Pending Task page. For details, refer to ***Add Custom Pending Tasks*** .

View Last Check Results

On the Last Check Time section, the last check time and the corresponding issue overview will be displayed.

Click > of an issue category to enter the Health Check Result page and locate to the corresponding details list.

Click **View Check Result** in the top right corner of the Last Check Time section or click **View Result** on the top of the Manual Check page to enter the Health Check Result page.

20.2.2 Add Custom Pending Tasks

The Pending Task page lists the custom pending tasks besides pending tasks imported from the Manual Check page. You can add custom pending tasks to accommodate your needs, handle, ignore, delete, and export pending tasks, and batch set notifications. This section will guide you through adding custom pending tasks.

Steps

1. Select **Pending Task** on the left.
2. Select **Add Custom Pending Task**. This part will introduce key parameters.

   Level

   Select one of the following three levels:

   - **Exception**: It refers to an error or an exceptional situation. For example, if a device goes offline due to network issues, it would be considered an exception.
   - **Risk**: It refers to potential compromise of a function or system due to certain factors. For example, if you set a weak password, the device information risks being leaked.
   - **Suggestion**: It refers to a recommendation or advice that improve the performance or functionality of a system. For example, configuring the NTP server or adjusting the device inspection frequency are suggestions to enhance the system's performance.

   Email Notification

   To receive emails of pending task notifications at a scheduled time, switch on **Email Notification**. You can add a new email template or select an email template to define the recipient information and content.
3. Click **OK** to save the settings.
4. **Optional:** After adding pending tasks, you can edit them, handle them, leave them unhandled, delete them, batch set notifications, batch disable notifications, export these tasks, filter these

tasks according to various conditions, set the adaptive column width, and customize column items.

20.2.3 Configure Scheduled Health Check

You can configure scheduled health check to proactively detect and address potential problems and maintain the stability and reliability of your devices, services, and systems.

Before You Start

- You have set an email template with recipient information, subject, and content.
- You have configured email settings such as sender address, SMTP server address and port.

Steps

1. Select **Manual Check** on the left to open the Manual Check page.
2. On the top, click **Configure** to enter the Scheduled Health Check page.
3. Switch on **Scheduled Health Check**.
4. Select **Health Check Item**.

   Device Health Check

   The device check items include the password, recording exception, HDD temperature, and resolution mismatch.

   System Health Check

   The system check items include the disk space, device inspection frequency, and storage server CPU temperature.

   Service Health Check

   The service check items include the operation timeout and video loss.
5. Set the health check period.

   Note

   You can schedule health checks on a daily, weekly or monthly basis. For an automatic health check on the last day of each month, set the health check period to By Month and the health check time to Last Day. Avoid setting the health check time to 31 for months with fewer than 31 days.
6. Configure the advanced settings. This part will introduce key parameters.

   Auto Import Results to Pending Task

   If you switch on **Auto Import Results to Pending Task** and check off **Replace Duplicated Pending**, the new pending task will automatically replace the old one when both the checked items and the objects of the pending tasks are the same.

   Auto Export Results as Report

   Switch on to send or save the health check reports.

   Send Report via Email

If you have switched on **Send Report via Email**, select an email template to define the recipient information and content. You can click **Add** to add a new email template.

Upload to SFTP

To ensures secure, reliable, and efficient file transfer, upload the report to SFTP.

Note

You can click **Configure** to set the SFTP.

7. Click **Save**.

20.3 Resource Status

You can monitor the status of the added resources, such as access control devices and Recording Servers, 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 home page, select **Maintenance → Resource Status** , or select → **All Modules → Maintenance → Resource Status** .

Select a resource type to perform the following operations.

Common Operations

Operation	Description
Filter Resource Status	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.
View Device Status	Click the device name to view the status details and basic information of the device.
Configure Device	Click in the Operation column to go to the Area page to configure the parameters of the specified device.
Filter Device	Select the device type(s) from the first drop-down list on the top to filter the device status by device type.
Export Status Data	Click **Export** to export the status data as CSV or Excel to the local PC.
Refresh Resource Status	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.

Operation	Description
	Note The resource status will be automatically refreshed in a specified interval (see details in ***Set Health Check Frequency***).
Edit Current Value	Click in the Current Value column to edit current value of the device.

Camera Status

Operation	Description
View Related Camera Status	Click the IP address to view the status of the device to which the camera is related.
View Online/Offline Records	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*** . **Note** This operation is not available for the cameras added on Remote Sites.
View the Recording Status	Click in the Operation column to view the recording status of the camera. For details, see ***Search for Recording Status of Resource*** . **Note** This operation is not available for the cameras added on Remote Sites.
View Camera with Abnormal Image	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.

Door Status

Operation	Description
Control Door Status	Click in the Operation column and select a control type from the drop-down list to control the door status.

Operation	Description
	• **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 user with super access permission.
Ignore Device Status	Click on the top to ignore the RS-485 card reader status.

Remote Site Status

Operation	Description
Switch Access Mode	Click or in the Operation column to switch the mode for accessing the resources on Remote Site between **Automatically Judge** mode and **Proxy** mode. • **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.
Restore Connection Mode	Click **Restore All Network Connections** to restore the connection mode of all the added Remote Site's resources to **Automatically Judge** mode.
Switch Stream Type	Select the Remote Site(s) and click **Switch Stream** to switch the stream type. When starting live view of the Remote Site's resources in Central System, the Control Client will get this default stream to start live view.

Operation	Description
	• **Main Stream:** Main stream provides higher quality video, higher resolution, but brings about higher bandwidth usage. • **Sub-Stream:** Sub stream can save on bandwidth, but the video quality is lower than main stream. • **Smooth Stream:** This stream type is usually used in low-bandwidth situation. After switching to smooth stream, the live view and playback will be smoother in slow network performance, but the image quality will be lower accordingly. • **Default Stream Type:** If you select **Default Stream Type**, the stream type for accessing the selected Remote Site's resources will be restored to the global stream type you set in **System → Video → Network** .

Encoding Device Status

Operation	Description
View Error Details	In the **Disk Status** column, view the error details if a disk is abnormal.
View Recording Status of Channels	Click the status in the **Recording Status** column to view the recording status of channels configured to store the video files on this encoding device. If the recording settings are abnormal, you can click **Exception** in the **Recording Status** column to view the exception details in the pop-up pane.
Wake Up Solar-Powered Camera	Click to wake up a solar-powered camera if it is in the sleep mode.
View Online/Offline Records	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*** .
Switch Access Mode	Click **Switch Device Access Mode** to switch the access mode for the Control Client to access the devices. • **Restore Default**: Restore the device access mode as configured in the **System → Device Access Mode** on the Web Client. • **Automatically Judge**: Judge the device access mode according to the current network. • **Directly Access**: Access the device directly, not via HikCentral Professional Streaming Service.

Operation	Description
	Note The Direct Access mode is available when the encoding device and the client are in the same LAN with the SYS server. • **Proxy**: Access the device via HikCentral Professional Streaming Gateway and HikCentral Professional Management Service. It is less effective and less efficient than accessing directly.
Switch Stream Type	Select the encoding device(s) and click **Switch Stream** to switch the stream type. When starting live view, the Control Client will get this default stream to start the live view of the encoding device's resources. • **Main Stream:** Main stream provides higher quality video, higher resolution, but brings about higher bandwidth usage. • **Sub-Stream:** Sub stream can save on bandwidth, but the video quality is lower than main stream. • **Smooth Stream:** This stream type is usually used in low-bandwidth situation. After switching to smooth stream, the live view and playback will be smoother in slow network performance, but the image quality will be lower accordingly. • **Default Stream Type:** If you select **Default Stream Type**, the stream type for accessing the selected encoding device(s) will be restored to the global stream type you set in **System → Video → Network** .

On-Board Device Status

Operation	Description
Print Debugging Log Command	Click in the Operation column to print debugging log command.
Export Device Logs	Click in the Operation column to export logs of an device.

20.4 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 server on the current site and remote sites; 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, online status, and call-back status. You can search the log files, view the log details and backup the log files.

20.4.1 Search for Server Logs

You can search for server logs of the current site or Remote Sites, 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. Select **System Log → Server Logs** .
2. In the **Site** area, select the current site or a Remote Site.
3. In the **Event** area, 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.
4. In the **Source** area, set the source of the logs that you want to search for.
5. **Optional:** In the **Resource Name** area, enter the name of a resource to search the logs of the resource.
6. Set the time range for search.

   Note

   You can select **Custom** to set a precise start time and end time.
7. Click **Search**.

   All matched logs are listed with details on the right.
8. **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.

20.4.2 Search for Online/Offline Logs of Device

You can search for the online/offline logs of all devices. The online/offline logs provide information on the current device status (online or offline), latest offline time, total offline duration, etc.

Steps

1. Select **System Log → Device Log** .
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. Set the time range for search.

   Note

   You can select **Custom** to set a precise start time and end time.
5. **Optional:** If there are a large number of devices, switch on **Statistics Range** 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 and a report type to download the searched logs as a single file to your local PC.

20.4.3 Search for Logs Stored on Device

You can search for the logs stored on encoding devices, security control devices, decoding device, network transmission devicesaccess control devices, elevator control devices, on-board device, and fire protection device.

Steps

1. Select **System Log → Device Log** .
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:** 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 and a report type to download the searched logs as a single file to your local PC.

20.4.4 Search for Online/Offline Logs of Resource

You can search for the online/offline logs of cameras on the current site. The online/offline logs provide information on the current device's status (online or offline), latest offline time, total offline duration, etc.

Steps

1. Select **System Log → Resource Logs** .
2. In **Type**, select **Online/Offline Log**.
3. Click to show the area list on the current site 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. Set the time range for search.

Note

You can select **Custom** to set a precise start time and end time.

6. **Optional:** If there are a large number of devices, switch on **Statistics Range** 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.
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 and a report type to download the searched logs as a single file to your local PC.

20.4.5 Search for Recording Status of Resource

You can search for the recording status of cameras on the current site. The recording status includes the recording integrity rate, total time length abnormal recording, times of recording interruptions, etc.

Steps

1. Select **System Log → Resource Logs** .
2. In **Type**, select **Recording Status**.
3. Click to show the area list of the current site 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 the *HikCentral Professional Web Client User Manual*.

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.

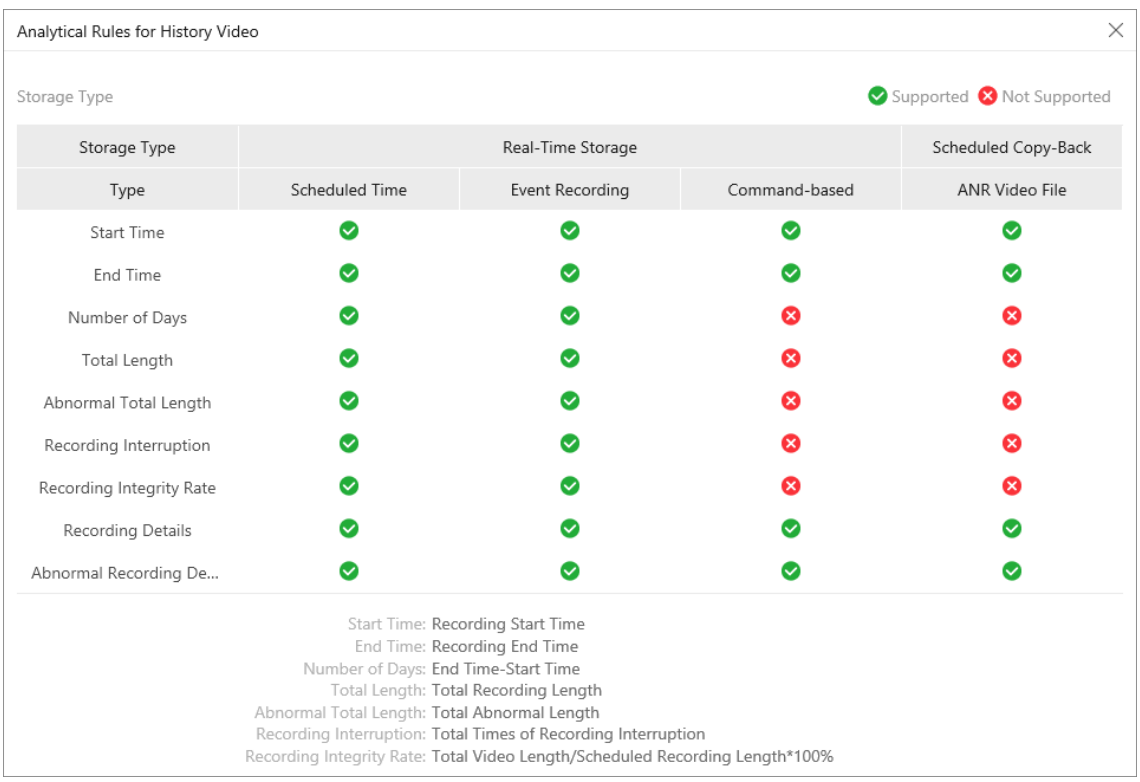


Figure 20-13 Analytical Rules for History Video

2) Click a camera name to open the History Recording Status panel.

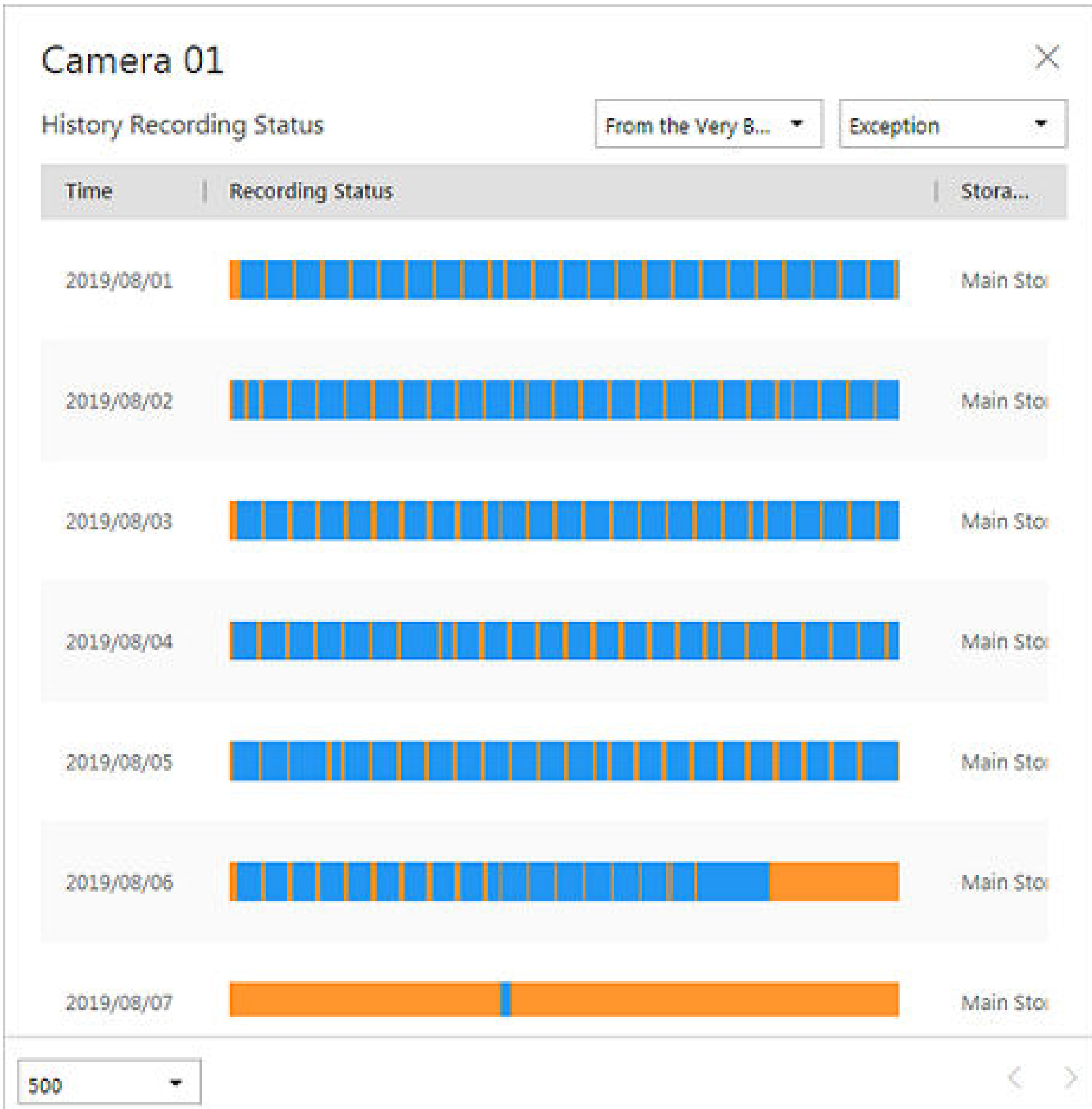


Figure 20-14 History Recording Status

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 (abnormal 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.

9. **Optional:** Click **Export**, and then select a file format and a report type to download the searched logs as a single file to your local PC.

20.4.6 Search for Call-Back Status of Resource

You can search for the call-back status of cameras on the current site. In search results, you can view the camera name, storage type, recording copy-back rate, etc.

Steps

1. Select **System Log → Resource Logs** .
2. In **Type**, select **Call-Back Status**.
3. Click to show the area list of the current site 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. Click **Search**.

   Call-back status of each camera are listed on the right.
7. **Optional:** Click **Export** and then select a file format (i.e., Excel or CSV) to download the call-back status to your local PC.

20.4.7 Search for Maintenance Logs

Maintenance logs serve as a reference for troubleshooting and analyzing the history of maintenance events to improve efficiency and reliability. You can search for maintenance logs based on the handler, handling time, handling status and other conditions.

Steps

1. On the navigation bar, select → **Basic Management → Maintenance → System Log** .
2. Select **Maintenance Log** on the left.
3. Edit the search parameters, namely the pending task name, object, level, handler, handling time, and handling status. This part will introduce key parameters.

   Object

   The objects undergoing the health check.

   Level

Select one of the following three levels:

- Exception: It refers to an error or an exceptional situation. For example, if a device goes offline due to network issues, it would be considered an exception.
- Risk: It refers to potential compromise of a function or system due to certain factors. For example, if you set a weak password, the device information risks being leaked.
- Suggestion: It refers to a recommendation or advice that improve the performance or functionality of a system. For example, configuring the NTP server or adjusting the device inspection frequency are suggestions to enhance the system's performance.

4. Click **Search**.

   All matched logs are listed with details on the right.
5. **Optional:** Select specific logs, click **Export** or click **Export → Export All** in the pull-down menu in the upper-right corner of the page, and then select a file format (Excel or CSV) to download the searched logs as a single file to your local PC.

Chapter 21 Tools

21.1 Start a Roll Call

After configuring the emergency solutions, you can start a roll call to check that all personnel have safely evacuated from a hazardous area or are present in designated mustering point. During emergencies, it is essential to manage information effectively. Roll call provides a systematic way to gather and relay information about individuals' whereabouts.

Take the following steps to start a roll call.

1. In the top of Control Client, select **Tool → Roll Call → Select Area for Triggering Emergency** .
2. View the detailed personnel information of all selected areas to ensure the safety and accountability of all individuals.
3. (Optional) Click a card to view the detailed personnel information of a single area, including the overall information, profile picture, name, phone number, and status.

   Note

   Click to check in a person who shows at the mustering point but the person status is not Checked In At Mustering Point.
4. (Optional) You can perform the following operations as needed.

Operation	Description
End the emergency status.	- Select **Turn off Emergency of All Areas** to end the emergency status of all areas. - Select **Turn Off Emergency** to end the emergency status of the selected area. Before you edit the emergency solution, end the emergency status.
Select person statuses.	Click **Set Statistics Type** on the upper-right corner.
Export emergency mustering report.	Click **Export Report** to select areas/groups, set sorting rules, select the report export mode, and confirm your password.
Search by group name.	Enter the group name (fuzzy search supported), and press Enter or click to get results. Clicking on the group will display the personnel information for that group.

21.2 Video Intercom

The system supports video intercom functions. Video intercom is an audiovisual communication and security technique used in a building or a small collection of buildings. With microphones and video camera devices at both sides, it enables the intercommunication via video and audio signals.

After adding device and person to the system and configuring related parameters, the operator can check the real-time events and alarms, view the live video of the related cameras, control the door's status (such as remaining the door locked), call indoor station and answer call, etc.

21.2.1 Control Door Status in Live View

For video intercom device, you can view the live video of its door's related camera(s). During live view, you can control the door status if needed, and view the access events in real time.

Steps

1. In the top left corner of Control Client, select → **All Modules** → **Monitoring** → **Monitoring** to enter the Monitoring page.
2. Click **Live View** on the top to enter the live view page.
3. Drag the door to the display window, or double-click the door name after selecting the display window.

   If the door is related with camera(s), the live view of these cameras will show. If two cameras are related, the live video will display in Picture-in-Picture mode, which means one is at the bottom left of the other one.

   If the door hasn't been related with any camera, the door status will show in the display window.

   The access record will overlap the display window in real time, if access event happens.

   Note

   For relating cameras with door, refer to the *User Manual of HikCentral Professional Web Client*.
4. **Optional:** In Picture-in-Picture mode, click the smaller video view to switch the view position of the two cameras.

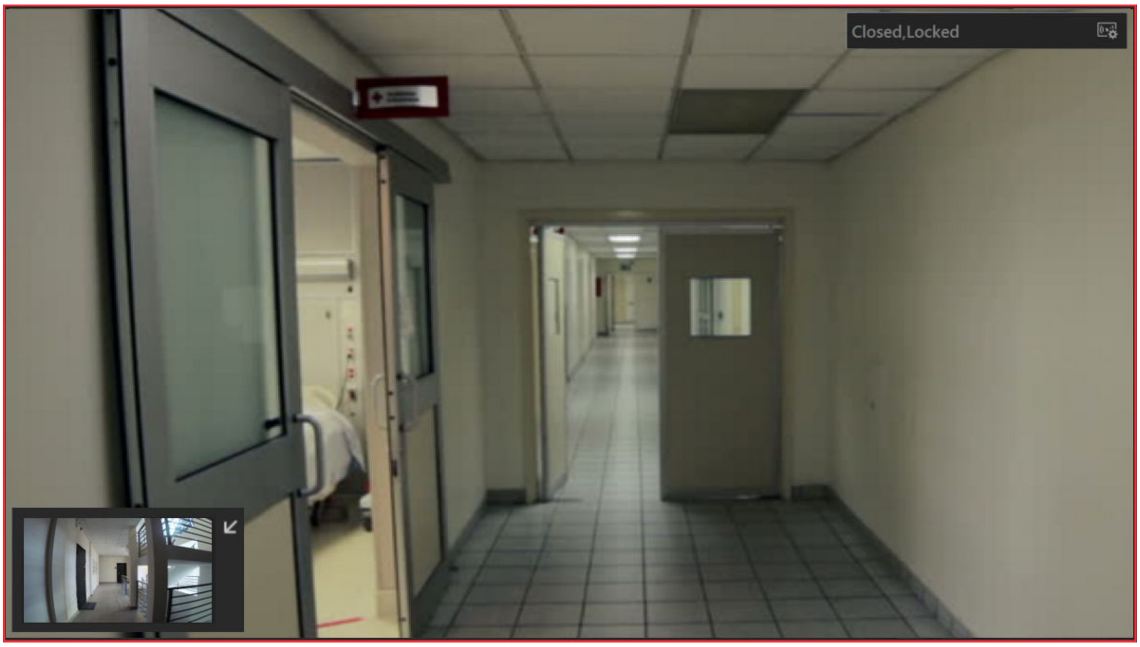


Figure 21-1 Picture-in-Picture Mode

5. Click the icons in the middle of the window or click in the upper right corner of the window to switch the door status among **Unlocked**, **Locked**, and **Remain Unlocked**.

   Unlock

   When the door is locked, unlock the door and it will be open. After the door open duration, the door will be closed and locked again automatically.

   Note

   For setting the door's open duration, refer to *User Manual of HikCentral Professional Web Client*.

   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 setting person's super user privilege, refer to *User Manual of HikCentral Professional Web Client*.

6. **Optional:** Perform the follow operations after starting the live video of the door.

Control Door Status in a Batch	Click on the top of the display area to switch status of all doors in the current site into remain locked/remain unlocked.

Place Door on Map	Click on the lower-left corner of the display window to show the map and the door's location on the map.

21.2.2 Call Indoor Station

If the person has been linked with an indoor station, you can call the added indoor station via the Control Client for starting voice talk with the resident, viewing the video of the indoor station's camera, etc.

Note

Make sure you have added the person and linked the person with an indoor station via Web Client.

1. Go to the Video Intercom page in one of the two following ways:
   - In the upper right corner of the top navigation bar, select → **Video Intercom** .
   - In the right pane of the home page, select **Tool → Video Intercom** .
2. Select a person group to filter the persons in the group or in its sub person groups (configurable), or enter the keywords to filter the person or indoor station.
3. Click in the Operation column to call the indoor station.

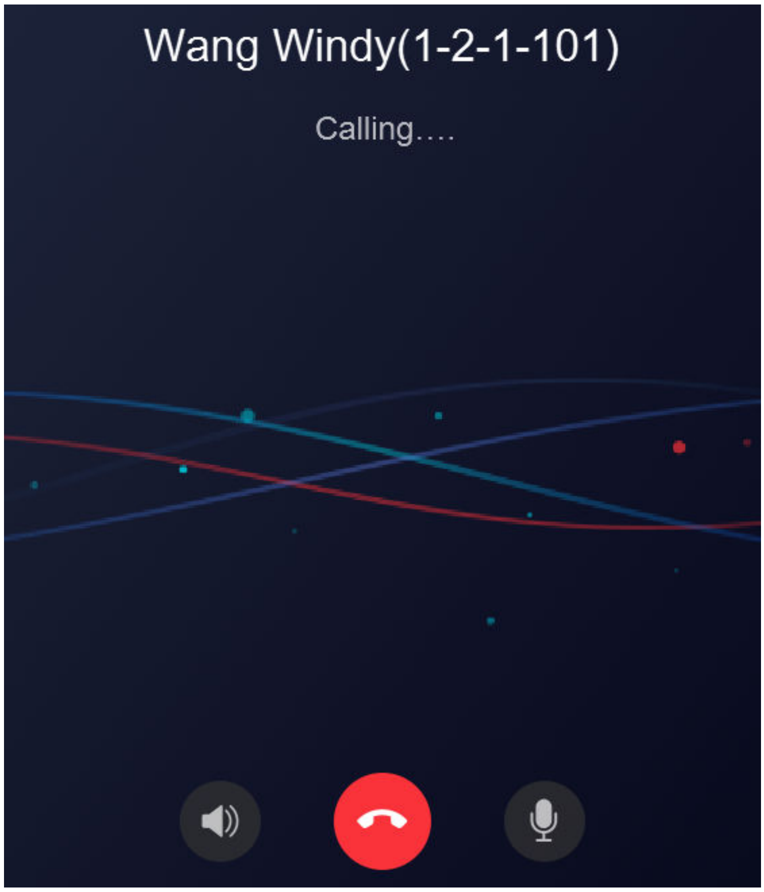


Figure 21-2 Call Indoor Station

After the call is answered, you can talk with the person, view the video, or perform other operations as follows.

- Click to adjust the volume of the speaker.
- Click to end speaking.
- Click to adjust the volume of the microphone.
- Click to start recording the audio during video intercom and click to end recording. The recorded file will be saved in the default path in local PC, and you can click **Open Folder** in the pop-up window to view the file.

21.2.3 Answer Call

You can answer the call from the added door station and indoor station via the Control Client.

When the Control Client receives a call from the door station or indoor station, a window will pop up. You can click **Answer** to answer the call, or click **Refuse** to decline the call.

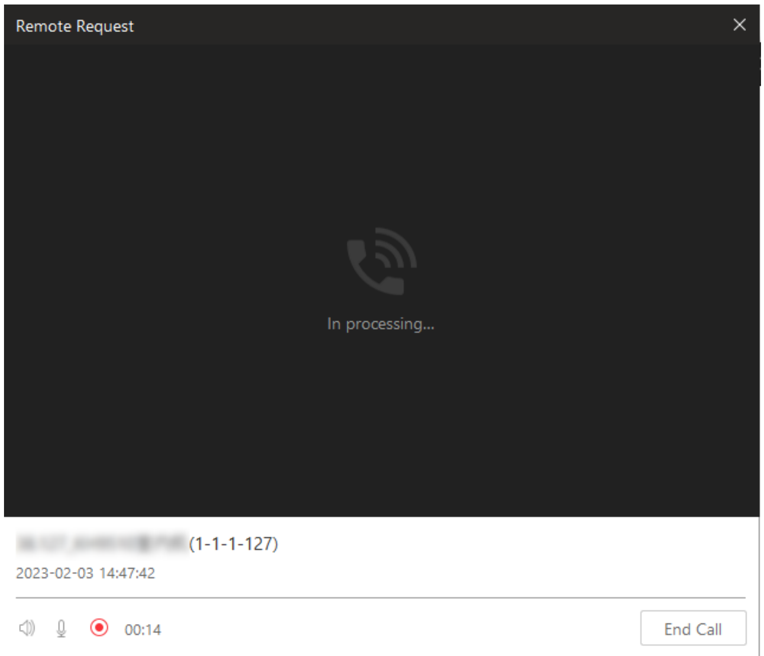


Figure 21-3 Answer Call

After the call is answered, you can perform the following operations.

- Click **Open Door** to open the linked door remotely.
- Click to adjust the volume of the loudspeaker.
- Click to adjust the volume of the microphone.
- Click to start recording the audio during video intercom and click to end recording. The recorded file will be saved in the default path in local PC, and you can click **Open Folder** in the pop-up window to view the file.
- Click **End Call** to end the call.

Note

You can only answer one video intercom device's call via Control Client at the same time.

21.3 Play Video via VSPlayer

You can run the VSPlayer software and play the video files stored in the local PC via the software.

Steps

1. Go to the VSPlayer page in one of the following ways.
   - In the upper right corner of the top navigation bar, select → **VSPlayer** .
   - In the right pane of the home page, select **Tool** → **VSPlayer** .
2. Double-click the video to play.
3. **Optional:** Click in the upper-right corner of the VSPlayer page and select **User Manual** to view the VSPlayer's user manual for more detailed operations.

21.4 Perform Two-Way Audio

The two-way audio function enables the voice talk between the Control Client and devices. You can get and play not only the live video but also the real-time audio from the device in the Control Client, and the device can also get and play the real-time audio from the Control Client.

This function is not supported by the devices added in a remote site.

Steps

1. Go to the Two-Way Audio page in one of the following ways.
   - In the upper right corner of the top navigation bar, select → **Two-Way Audio** .
   - In the right pane of the home page, select **Tool → Two-Way Audio** .
2. Select a camera in the area.
3. Select **Speak to NVR Device** or **Speak to Camera**.

   Speak to NVR Device

   Start two-way audio with an NVR device.

   Note

   - When the selected camera is directly connected to the system, the audio goes between the system and the camera.
   - When the camera is connected to the system via an NVR, and you select **Device Talk**, the two-way audio goes between the system and the NVR device.

   Speak to Camera

   Start two-way audio with a camera.

   Note

   - When the camera is directly connected to the system, **Speak to Camera** can not be selected.
   - When the camera is connected to the system via an NVR, DVR, or entrance/exit station, and you select **Speak to Camera**, the two-way audio goes between the camera and the system.
4. Click **Start** to start the two-way audio.
5. **Optional:** Click to adjust the microphone volume, click to adjust the speaker volume, and click to start recording.

21.5 Broadcast

On the Control Client, you can broadcast to the devices or speaker units which have been added to the Web Client. After broadcasting, you can search for the broadcast records.

Go to the Broadcast page in one of the following ways:

- In the upper right corner of the top navigation bar, select → **Broadcast** .
- In the right pane of the home page, select **Tool → Broadcast** .

21.5.1 Broadcast to Connected Speaker Unit

You can broadcast to the connected speaker unit(s) by selecting the specific speaker unit(s) and the broadcast mode. The corresponding audio file or the user's voice will be broadcast on the speaker unit(s) in real time.

Before You Start

- Make sure you have grouped speaker units on the Web Client.
- Make sure you have added speaker unit(s) to area(s) on the Web Client.
- Make sure you have added media file(s) to the media library on the Web Client.
- For details about the above operations, refer to the *User Manual of HikCentral Professional Web Client*.

Steps

1. Select **By Speaker Unit** on the top.
2. Select the online speaker unit(s) for broadcast.
   - Check **Group**, and select one or more speaker units from speaker unit group(s).

     Note

     You can click **Display Speaker Unit Not Grouped** to display the speaker unit(s) that are not grouped.
   - Check **Area**, and select one or more speaker units from the area(s) where the speaker units are added.

   Note

   You can hover on a speaker unit, and click to listen to the live broadcast content. During listening, you can click to adjust the volume, and click to stop listening. This function should be supported by the device.
3. Select the broadcast mode.
   - Check **Speak**.
   - Check **Play Audio**, and select an audio file from the media library.

     Note

     You can click **Download** to download and play the selected audio file beforehand to ensure the audio will broadcast fluently and correctly.
   - Check **Custom Broadcast Content**, and enter the broadcast content as needed.

     Select **Once** or **Specified Duration** as the play mode.
4. Click **Start**.

Note

After starting broadcasting, you can click in the Operation column to listen to the broadcast content; click to adjust the volume; and click to stop listening. This function should be supported by the device.

What to do next

Speak to the PC microphone or play the audio file.

21.5.2 Broadcast to Connected Devices

Perform the broadcast function to distribute audio content to the added device if the device has an audio output.

Note

- Make sure the PC has available microphone for broadcasting audio to the device.
- If the client is performing two-way audio with the device's camera, you cannot start broadcasting with the device, and vice versa.
- The Cloud P2P device supports broadcasting if it enables DDNS.

1. Select **By Device** on the top.
2. Select an existing device group or click to add a device group if needed, and then click **Add** to select the device(s) to broadcast to.
3. Start or stop broadcasting.

Start All	Click **Start All** to start broadcasting to the selected device(s). **Note** You can view the real-time broadcast status.
Stop All	Click **Stop All** to stop broadcasting to the selected device(s).

21.5.3 Search for Live Broadcast Records

You can set search conditions including the start time, end time, and the broadcaster to search for live broadcast records.

Before You Start

- Make sure you have finished live broadcast. Refer to ***Broadcast to Connected Speaker Unit*** for details.

Steps

1. Select **Speaker Unit Records** on the top.
2. Set the start time.

3. Set the end time.
4. Select a broadcaster from the drop-down list.
5. Click **Search**.

   You can view the search results on the right side and view the details of each record, including the broadcaster, the number of the speaker units, the start time, the broadcast mode, and the file size.
6. **Optional:** Perform the following operations.

View Speaker Unit	Click › to view the speaker unit.
View Custom Broadcast Content	If the broadcast mode is **Custom Broadcast Content**, hover the mouse cursor over in the Operation column to view the custom broadcast content.

21.6 Control Alarm Input/Output

An alarm output is an output on the device that can be connected to an peripheral device, such as a light, a barrier, etc. Device can send signal to control the connected external device, e.g., turn on light, open the barrier gate. The connected peripheral device can be controlled automatically by events or alarms, or manually by client, and here we introduce the process for controlling alarm output remotely by client.

1. Go to the Alarm Output Control page in one of the following ways:
   - In the upper right corner of the top navigation bar, select → **Alarm Output Control** .
   - In the right pane of the home page, select **Tool → Alarm Output Control** .
2. Select the alarm output(s) that you want to enable/disable and click **Open**/**Close** them one by one. You can also click **Open All**/**Close All** to enable/disable all alarm outputs.

Control Alarm Input

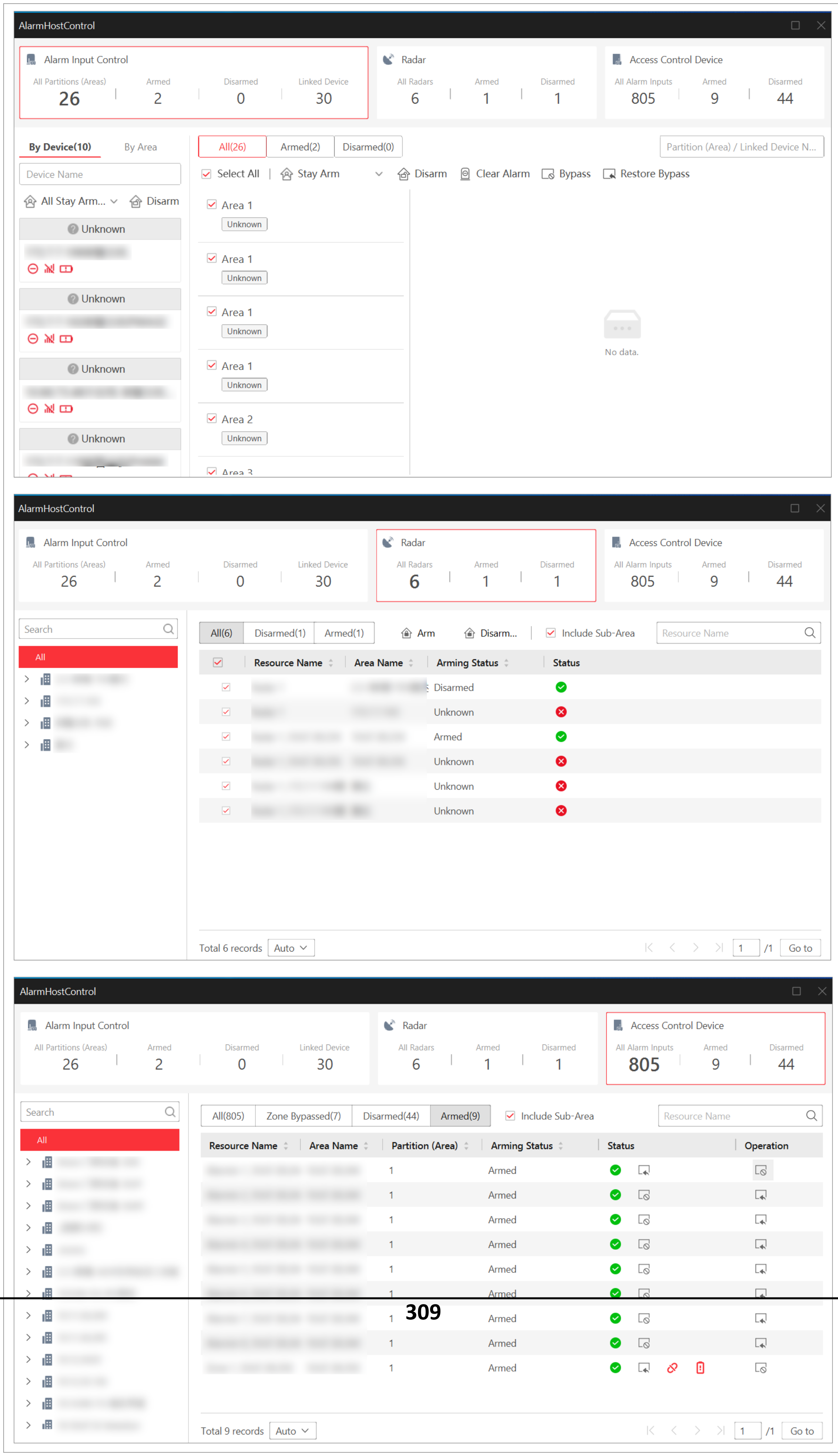
You can view the number of security control panels, radars, and access control devices, arm/disarm these devices, and bypass the zone.

1. Go to the Alarm Output Control page in one of the following ways:
   - In the upper right corner of the top navigation bar, select → **Alarm Input Control** .
   - In the right pane of the home page, select **Tool → Alarm Input Control** .
2. (Optional)

   Select devices to perform the following operations.

Operations	Description
Stay Arm	Select areas, and select **Stay Arm** to arm areas in Arm Stay mode when you are at home.
Arming	Select areas, and select **Arming** to arm the system when you are away from home.

Operations	Description
Disarm	Select areas, and select **Disarm** to disarm the areas.
Instant Arming	Select areas, and select **Instant Arming**. When the functions is enabled, zones will be armed immediately without delay when people leave the detection area.
Clear Alarm	Select **Clear Alarm** to mute alarms of an area.
Bypass	Select **By Area**. If you want to intentionally arm your area with one or more zones unprotected, select a zone and enable **Bypass**. If you bypass a zone, the zone will NOT be armed (any alarms from the zone will not be triggered), even if other zones in an area is armed.


AlarmHostControl
Alarm Input Control
All Partitions (Areas) 26
Armed 2
Disarmed 0
Linked Device 30
Radar
All Radars 6
Armed 1
Disarmed 1
Access Control Device
All Alarm Inputs 805
Armed 9
Disarmed 44
By Device(10)
By Area
Device Name
All Stay Arm...
Disarm
Unknown
All(26)
Armed(2)
Disarmed(0)
Partition (Area) / Linked Device N...
Select All
Stay Arm
Clear Alarm
Bypass
Restore Bypass
Area 1
Area 2
Area 3
No data.
Search
All
All(6)
Disarmed(1)
Armed(1)
Arm
Disarm...
Include Sub-Area
Resource Name
Area Name
Arming Status
Status
Disarmed
Armed
Total 6 records
Auto
Go to
All(805)
Zone Bypassed(7)
Disarmed(44)
Armed(9)
Partition (Area)
Operation
Total 9 records

Control Alarm Output

An alarm output is an output on the device that can be connected to an peripheral device, such as a light, a barrier, etc. Device can send signal to control the connected external device, e.g., turn on light, open the barrier gate. The connected peripheral device can be controlled automatically by events or alarms, or manually by client, and here we introduce the process for controlling alarm output remotely by client.

1. Go to the Alarm Output Control page in one of the following ways:
   - In the upper right corner of the top navigation bar, select → **Alarm Output Control** .
   - In the right pane of the home page, select **Tool → Alarm Output Control** .
2. Select the alarm output(s) that you want to enable/disable and click **Open**/**Close** them one by one. You can also click **Open All**/**Close All** to enable/disable all alarm outputs.

21.7 Other Tools

Go to the Screen Recording / Trigger Event / Wiper / Arming Control page in one of the following ways:

- In the upper right corner of the top navigation bar, select .
- In the right pane of the home page, select **Tool**.

Arming Control

For details, see ***Perform Arming Control for Alarms*** .

Screen Recording

Note

For details about setting the required information for evidence, see ***Save Found Video Footage to Evidence Management Center*** .

Wiper

Select cameras to start wipers in a batch.

Note

The wipers will stop automatically.

Trigger Event

Select a user-defined event. See ***Manually Trigger User-Defined Event*** for details.

Chapter 22 Manage Downloading/Uploading Tasks

You can view the ongoing or completed downloading/uploading tasks and manage all the tasks (e.g., video downloading/uploading, vehicle information downloading/uploading), such as starting, stopping, deleting and so on, in the Download Center.

Steps

1. In the top left corner of Control Client, select → **All Modules** → **Management** → **Task Center** .

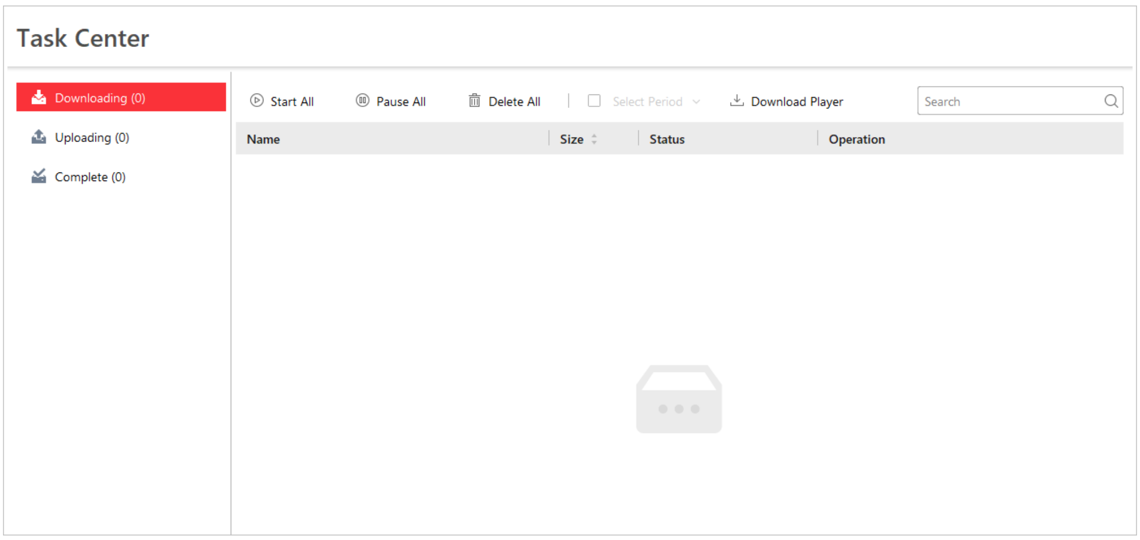


Figure 22-1 Task Center

2. Check the tasks of different types.

Check Ongoing Downloading Tasks	Click the **Downloading** tab to check the ongoing downloading tasks.
Check Uploading Task	Click the **Uploading** tab to check the evidence which is being uploaded from the local PC to the resource pool. **Note** For details about saving video footage as evidence, see ***Evidence Management*** .
Check Completed Task	Click the **Complete** tab to check the completed tasks.

3. **Optional:** Perform the following operation(s) for the tasks.

Pause Downloading	Click to stop an ongoing downloading task or click **Stop All** to stop all tasks.

Resume Downloading	Click to resume the downloading, or click **Start All** to resume all the paused tasks.
Arrange Time for Auto-download	You can arrange an off-peak time period to automatically download files to avoid network congestion under low network bandwidth. a. Click the **Downloading** tab. b. Check **Select Period** to select one or more time periods and customize the corresponding time period for automatically downloading.
Delete Downloading Task	Select a task and then click to remove the downloading task, or click **Delete All** to delete all the downloading records. For complete downloading task, you can also select to delete the downloaded video files.
View Downloaded Video	For complete downloading task, click in Operation column to view the downloaded video files.
Select Saving Path for the Video File	For complete downloading task, select one or multiple tasks and then click **Save As** and select the saving path for the video files.

4. **Optional:** Click **Download Player** to download the player to your PC for playing the downloaded video files.

Chapter 23 System Settings

The System page contains general settings, basic video settings, alarm sound settings, health monitoring settings, screen position management, receipt printing settings, home page mode settings, and calling settings.

Select **Management → System** on the home page or select → **Management → System** in the top left corner to enter the System page.

23.1 Set General Parameters

You can set the frequently-used parameters, including the network performance, display mode, file saving path.

Steps

1. On the General page, select **General Parameters** tab.
2. Configure the general parameters.

Network Timeout

The default waiting time for the Control Client. The operations will be regarded as failure if no response within the configured time.

The minimum default waiting time of the interactions between the Control Client and SYS server is 30s, the minimum time between SYS server and devices is 5s, and the minimum time between the Control Client and devices is 5s.

Maximum Mode

Select **Maximize** or **Full Screen** as the maximum mode. For selecting Maximize, the client will be maximized and the task bar will display. For selecting Full Screen, the client will be displayed in full-screen mode.

Time Zone

Device Time

The Control Client will adopt the time of the time zone where the device locates in.

Client Time

The Control Client (except the Video Analysis modules) will adopt the time of the time zone where the PC running the Control Client locates in.

Time Difference

If enabled, the time zone information will be displayed on the time. For example, 2018-12-12 12:12:12 +8:00.

Auto-Login

The system will remember the user name and password and log in to the Control Client automatically when you start the PC running the Control Client.

After Starting Client, Open

Automatically open the home page, last interface, or view after launching the client.

Home Page

Automatically display the home page after launching the client.

Specified Function Module

Automatically enter the specified function module after launching the client.

Last Interface

Restore the interface last opened when you run the client next time.

Specified View

Automatically display the specified view you set after launching the client.

- You can click **Show Screen No.** to show the screen number of current PC running the Control Client. And you can select the specified view(s) according to your requirement.
- Supports displaying the specified view on the auxiliary screen or on the smart wall (graphic card).
- For displaying on the smart wall (graphic card), you should set displaying contents on smart wall (graphic card) in smart wall mode.
- For displaying on the smart wall (graphic card), when you select the specified view, the view should be displayed on the smart wall (graphic card) at the same time, and then the view will be displayed on the smart (graphic card) after launching the client next time, otherwise the view will be displayed on the auxiliary screen after launching the client next time.

Large-Scale Display Mode

To improve the resource operation efficiency, if there is one resource type with more than 512 resources, you can switch on **Large-Scale Display Mode**. In this mode, the resources in the system will not be loaded when launching the Control Client for time saving reason, so it will cost time when searching a device in the resource list.

Note

- For the Central System in free version or with RSM (Remote Site Management) module, you cannot switch on the Large-Scale Display Mode. By default, the Central System in free version is in large-scale display mode, and the Central System with RSM module is in small-scale display mode.
- Areas without resources will be displayed and selecting all resources at a time is not supported.
- By default, the large-scale display mode is disabled.

File Saving Path

Set the saving paths for the files you downloaded to your computer (manual recorded or downloaded video files, captured pictures, and package files).

Notification for Improper Resolution

Enable or disable the pop-out window which notifies that the current resolution of the display screen is improper for the Control Client.

3. Click **Save**.

23.2 Set Shortcut

You can set PC keyboard shortcut keys for frequently-used basic operations and PTZ operations when viewing videos, and configure shortcuts which can trigger the same features on USB joysticks and USB keyboards.

On the General page, select **Shortcut** tab. In the PC Keyboard column, enter the keys, and select shortcuts of USB joysticks and USB keyboards in the drop-down list.

Note

indicates that the feature do not support configuring any keys or shortcuts.

23.3 Set Video Parameters

You can set network parameters, picture file format, display parameters, etc.

On the System page, select **Basic Video** on the left.

Table 23-1 Set Video Parameters

Area	Parameters	Description
Set Network Parameters	Global Stream	Select the default stream type for global usage.
	Main Stream Live View / Playback: Window Divisions	When the number of divided windows is smaller than the number you set, the live videos or recorded videos will be displayed by main stream.
	Bandwidth	Set the bandwidth upper limit for downloading video from pStor server, which is used as a Recording Server for storing video files and pictures.
Set File Parameters	Picture Format	Select the file format for pictures captured during live view or playback.
	Visual Tracking Video	Switch on **Visual Tracking Video** to automatically record the video during visual tracking.
Set Display Parameters	Font Size	The font size of contents in resources, views, and favorites.

Area	Parameters	Description
	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 to 4:3 or 16:9 (default).
	Window Division	The number of window divisions.
	Display Window No.	Display the window No. in Monitoring module.
	Display VCA Rule	When switched on, the VCA rule in the live view and playback will be displayed.
	Video Caching	Larger frame caching will result in better video performance. It is determined based on network performance, computer performance, and bit rate.
	Stop Streaming When Account Locked	When enabled, streaming will be stopped when the account is locked. After unlocking the account, streaming will be restored.
	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.
	Wait Prompt for Synchronous Playback	Enable this function to show a prompt of waiting for the synchronous playback.
	Overlay Transaction Information	When On, displays the transaction information on the live view and playback image.
	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.
	Low Frame Compensation	Set the low frame threshold, and when the value is reached, low frame compensation is enabled.

Area	Parameters	Description
	Default View / View Group for Live View	Set the default views / view groups, which will be played automatically when you start live view.
	Real-Time People Counting Display Configuration	You can switch on **Bilingual** so that the data will be displayed bilingually.
Set Image Parameters	Video Quality	Set video quality when displaying desktop on smart wall.
	Encoding Mode	Choose between **GPU Encoding** and **CPU Encoding**.
	Video Frame Rate	Choose from 2, 5, 15, 25, and 30.
Set Audio Parameters	Auto Turn On Audio	If enabled, when you play video, the audio will be automatically turned on.
	Voice Prompt for Not Wearing Mask	If enabled, there will be a voice prompt if the person is not wearing a mask.
	Voice Prompt for Normal Temperature	If enabled, there will be a voice prompt if the person's temperature is normal.
	Voice Prompt for Abnormal Temperature	If enabled, there will be a voice prompt if the person's temperature is abnormal.
Set Toolbar	Customize the icons shown during the live view or playback as needed. If you check **Always Display Toolbar**, the toolbar will always be displayed at the bottom of live view or playback window.	

23.4 Enable Printing Parking Free Receipts

You can enable printing parking receipts when the final charge is 0 for parking .

In the top left corner of Control Client, select → **Management** → **System** → **Vehicle** to enter the receipt printing settings page.

Switch on the **Print Receipt**.

In Print Receipt for Parking Free of Charge field, you can select **Print** or **Not Print** according to the actual need.

Click **Save**.

23.5 Set Smart Wall Parameters

You can set the quality, encoding mode, and frame rate for displaying videos on smart walls, customize icons on the operation bar of smart walls, and set display parameters.

On the System page, select **Smart Wall** on the left navigation bar.

Set Image Parameters

Video Quality

Set the video quality when displaying videos on the smart wall.

Encoding Mode

Select **GPU Encoding** or **CPU Encoding** as the encoding mode. The performance of CPU encoding is better than that of GPU encoding, but the CPU encoding will cause the large occupancy of CPU, which may affect other processes.

Video Frame Rate

Set the frame rate of video displayed on the smart wall to 2, 5, 15, 25, or 30. The higher the frame rate, the smoother the video playing.

Customize Icons on Operation Bar

Click an icon in the list to add it to the gray frame below to hide the icon, or click the icon in the gray frame to add it back to show it on the operation bar of the smart wall.
Switch on **Show Icons Only** to display icons without descriptions on the operation bar.

Note

You should restart the Control Client or switch users to apply the settings.

Set Display Parameters

Show Window No.

After it is enabled, the window No. will be displayed on the smart wall.

Display Output Name

After it is enabled, the output name will be displayed on the smart wall.

23.6 Set Auto-Refresh Frequency for Digital Control Panel

You can configure the time interval for automatically refreshing the data and information on the digital control panel.

On the System page, select **Digital Control Panel** on the left navigation bar.

Set the auto-refresh interval to 30s, 1min, 3min, 5min, 10min, or 15min, or switch off **Automatic Refresh** to disable auto-refresh for the digital control panel.

Click **Save** to save the settings, or click **Default** to restore to the default settings.

Note

You should restart the Control Client or switch users to apply the settings.

23.7 Set Ringtone for Calling

You can set ringtone for callings from access control devices, video intercom devices, and barrier gates in the parking lot.

In the top left corner of Control Client, select → **Management** → **System** → **Calling** to enter the ringtone settings page.

Switch on the **Ringtone for Calling**.

You can click to select an audio file from local PC, and click to start playing the ringtone.

Click **Save**.

23.8 Set Health Check Frequency

You can configure the time interval for automatically starting the health check and refreshing the resource status.

On the System page, select **Health Status** on the left navigation bar.

Select 30s, 1min, 3min, 5min, 10min, or 15min from the drop-down list to set the auto-refresh interval.

Click **Save** to save the settings, or click **Default** to restore to the default settings.

23.9 Set Screen Position

For users adopting expanded screen during live view/playback or smart wall (graphic card), you need to set the screen position according to their real layout in order to switch screen by a network keyboard conveniently.

In the top left corner of Control Client, select → **Management** → **System** → **Screen Position** to display the current screen position on the right panel. You can hover the cursor on a screen to make sure the corresponding screens of the displayed windows. Drag a window to another window to change the relative position of the windows so that the controlling direction by joystick will also change.

Appendix A. 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.

See Far, Go Further

UD12345B