



HikCentral Enterprise-Commercial Self- Service Client

User Manual

Legal Information

©2020 Hangzhou Hikvision Digital Technology Co., Ltd. All rights reserved.

About this Manual

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

Please use this Manual with the guidance and assistance of professionals trained in supporting the Product.

Trademarks

HIKVISION and other Hikvision's trademarks and logos are the properties of Hikvision in various jurisdictions.

Other trademarks and logos mentioned are the properties of their respective owners.

Disclaimer

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS MANUAL AND THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, ARE PROVIDED “AS IS” AND “WITH ALL FAULTS AND ERRORS”. HIKVISION MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE. THE USE OF THE PRODUCT BY YOU IS AT YOUR OWN RISK. IN NO EVENT WILL HIKVISION BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, AMONG OTHERS, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA, CORRUPTION OF SYSTEMS, OR LOSS OF DOCUMENTATION, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, IN CONNECTION WITH THE USE OF THE PRODUCT, EVEN IF HIKVISION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS.

YOU ACKNOWLEDGE THAT THE NATURE OF INTERNET PROVIDES FOR INHERENT SECURITY RISKS, AND HIKVISION SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER-ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, HIKVISION WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.

YOU AGREE TO USE THIS PRODUCT IN COMPLIANCE WITH ALL APPLICABLE LAWS, AND YOU ARE SOLELY RESPONSIBLE FOR ENSURING THAT YOUR USE CONFORMS TO THE APPLICABLE LAW. ESPECIALLY, YOU ARE RESPONSIBLE, FOR USING THIS PRODUCT IN A MANNER THAT DOES NOT INFRINGE ON THE RIGHTS OF THIRD PARTIES, INCLUDING WITHOUT LIMITATION, RIGHTS OF PUBLICITY, INTELLECTUAL PROPERTY RIGHTS, OR DATA PROTECTION AND OTHER PRIVACY RIGHTS. YOU SHALL NOT USE THIS PRODUCT FOR ANY PROHIBITED END-USES, INCLUDING THE DEVELOPMENT OR PRODUCTION OF WEAPONS OF MASS DESTRUCTION, THE DEVELOPMENT OR

HikCentral Enterprise-Commercial Self-Service Client User Manual

PRODUCTION OF CHEMICAL OR BIOLOGICAL WEAPONS, ANY ACTIVITIES IN THE CONTEXT RELATED TO ANY NUCLEAR EXPLOSIVE OR UNSAFE NUCLEAR FUEL-CYCLE, OR IN SUPPORT OF HUMAN RIGHTS ABUSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.

Symbol Conventions

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

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

Contents

Chapter 1 Introduction	1
Chapter 2 Running Environment	2
Chapter 3 Initial Configuration	3
Chapter 4 Find My Car	5
4.1 Search Vehicle by License Plate	5
4.2 Search Vehicle by Parking Space	6
4.3 Search Vehicle without License Plate	6
4.4 Search Vehicle by Parking Time	7

Chapter 1 Introduction

As one of the clients for the parking lot module of the system, Self-Service Client is used in the parking lot and provides vehicle tracking service for vehicle owners. After installing the Self-Service Client, you need to finish the initial configuration and then the Self-Service Client will connect with the central system, and the vehicle owners can use the Self-Service Client without login.

Chapter 2 Running Environment

The requirements of the Self-Service Client's running environment are shown as follows:

Operation System: Microsoft® Windows 7 (32/64-bit), Microsoft® Windows 8 (32/64-bit), Microsoft® Windows 10 (32/64-bit).

Chapter 3 Initial Configuration

After installing the Self-Service Client, you can open the Self-Service Client and remotely apply the configurations to the Self-Service Client on the Web Client, and then the Self-Service Client can be normally used by vehicle owners.

Before You Start

- Make sure the time and time zone of the PC running the Self-Service Client are the same as the HikCentral Enterprise-Commercial server's.

Note

On the PC running the Self-Service Client, tap **Start → Control Panel → Clock, Language, and Region** , and then tap **Set the time and date** and **Change the time zone** to change the time and time zone.

- On the Web Client, add the Self-Service Client (Query Terminal) to the system. Refer to *User Manual of HikCentral Enterprise-Commercial Web Client* for details.
- On the Web Client, link the Self-Service Client (Query Terminal) with the floor in the parking lot, and locate the self-service device on the parking lot map. Refer to *User Manual of HikCentral Enterprise-Commercial Web Client* for details.

Steps

1. Double-tap  on the desktop to run the Self-Service Client.



Figure 3-1 Main Interface

2. Contact the administrator of the Web Client to remotely apply the configurations to the Self-Service Client.
 - 1) On the Web Client, click  →  **Vehicle Control → Parking → Parking Lot** .
 - 2) Select the floor that the Self-Service Client is linked with on the left panel, and then click **Link Device → Self-Service Device** .

- 3) Click  on the Operation column of the Self-Service Client to remotely apply the configurations to the Self-Service Client.

 **Note**

Make sure the Self-Service Client is opened on the PC when remotely applying configuration from the Web Client.

The remote configuration has been applied to the Self-Service Client successfully, and the Self-Service Client can be used for vehicle searching.

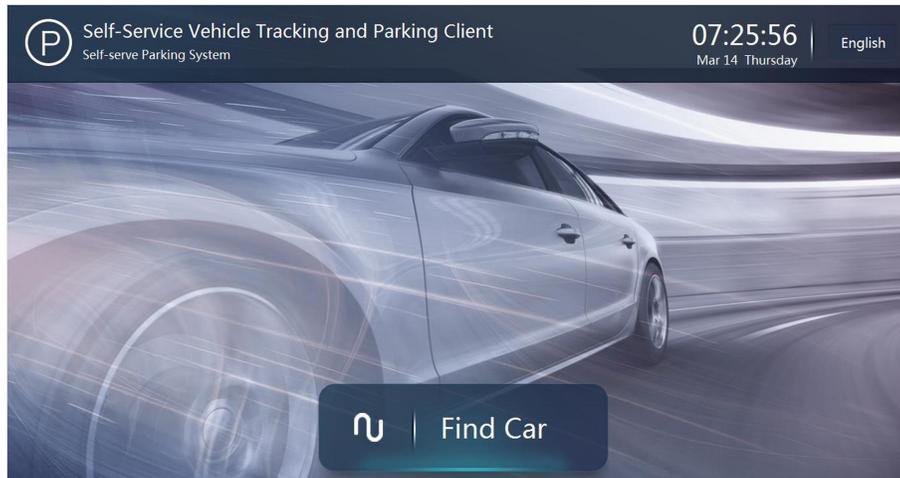


Figure 3-2 Main Interface

3. **Optional:** Contact the administrator of the Web Client to customize the poster to be displayed on the main-interface of the Self-Service Client. Refer to *User Manual of HikCentral Enterprise-Commercial Web Client*.

Chapter 4 Find My Car

After finishing the initial configuration, the Self-Service Client can be normally used by vehicle owners without login.

4.1 Search Vehicle by License Plate

You can find the vehicle by license plate number and search the route from the current location to the vehicle.

Steps

1. Tap **Find Car** to enter the search page.

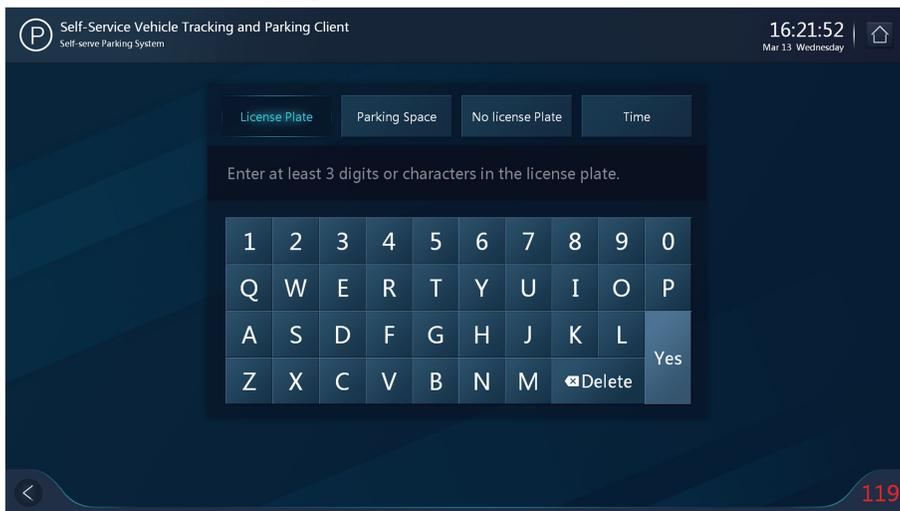


Figure 4-1 Find Car

2. Tap **License Plate**, and then enter the keyword of your the license plate number on the keyboard, and then tap **Yes** to search the vehicle(s) with the entered license plate number. The vehicle(s) with the entered keyword will be displayed as result(s).
3. Tap your vehicle picture in the result(s) to search the route from current location to the vehicle.

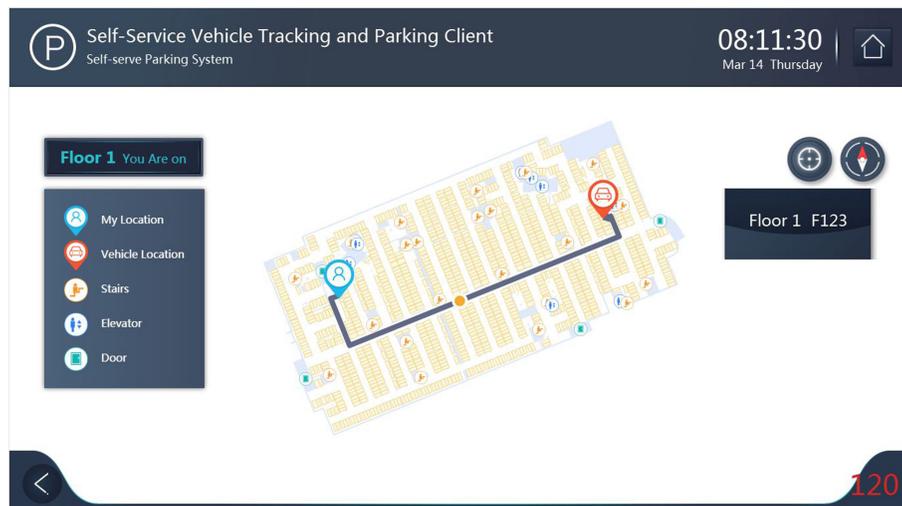


Figure 4-2 Route to Your Vehicle

- 4. Optional:** Spread two fingers apart to zoom in or pinch them together to zoom out the map. You can also tap  to restore the map to the original display.

4.2 Search Vehicle by Parking Space

If you can remember the parking space number where the vehicle parks, you can find the vehicle by parking space number and search the route from the current location to the vehicle.

Steps

1. Tap **Find Car** to enter the search page.
2. Tap **Parking Space**, and then enter the keyword of the parking space number on the keyboard, and then tap **Yes** to search the vehicles parked in the parking space.
The vehicles parked in the parking space will be displayed as result(s).
3. Tap your vehicle picture in the result(s) to search the route from current location to the vehicle.
4. **Optional:** Spread two fingers apart to zoom in or pinch them together to zoom out the map. You can also tap  to restore the map to the original display.

4.3 Search Vehicle without License Plate

If your vehicle has no license plate number or the entered license plate number is correct but the vehicle is still not found, you can search vehicle without license plate.

Steps

1. Tap **Find Car** to enter the search page.
2. Tap **No License Plate** to search the vehicle without license plate number.
All the vehicles without license plate number or the vehicles whose license plate number were not recognized by the captured unit will be displayed as results.

3. Tap the vehicle picture in the result(s) to search the route from current location to the vehicle.
4. **Optional:** Spread two fingers apart to zoom in or pinch them together to zoom out the map. You can also tap  to restore the map to the original display.

4.4 Search Vehicle by Parking Time

If you can remember the time when your vehicle enters the parking lot, you can search vehicle by parking time.

Steps

1. Tap **Find Car** to enter the search page.
2. Tap **Time**, and then select the parking time range to search the vehicles.
All the vehicles entered during the parking time will be displayed as results.
3. Tap your vehicle picture in the result(s) to search the route from current location to the vehicle.
4. **Optional:** Spread two fingers apart to zoom in or pinch them together to zoom out the map. You can also tap  to restore the map to the original display.



See Far, Go Further