HikCentral Enterprise Manual Visitor Client

User Manual

Legal Information

User Manual

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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 Overview

This user manual is intended for administrator of the system, operator of the Manual Visitor Client, and after-sale technical supporters.

This user manual, taking DS-K5022 as an example, guides you to operate the Manual Visitor Client. Follow this manual to view visitor records, perform visitor registration and sign off, and configure visitor permissions. To ensure the proper usage and stability of the client, refer to the contents below and read this manual carefully before operation.

1.1 Introduction

The Manual Visitor Client is developed for management of visitors.

The client provides visitor registration, visitor sign-off, visitor permission configuration.

1.2 Running Environment

The Manual Visitor Client can run on two models of face comparison terminal: DS-K5012 and DS-K5022.

Chapter 2 Login

Log in to the Manual Visitor Client for further operations.

Before You Start
Make sure the Visitor Terminal's time zone is consistent with that of HikCentral Enterprise server.

$\boxed{\mathbf{i}}$**Note**
Click **Start → Control Panel → Clock, Language, and Region** , and then click **Set the time and date** and **Change the time zone** to change the time zone.

Steps
1. Double-click $\boxed{\mathbf{v}}$ to enter the visitor terminal selection page.
2. Select a visitor terminal.
   - If you log in for the first time, the client will start detecting accessories including camera, IC/ID card reader, QR code scanner, and printer automatically.
   - You will enter the Login page.
3. **Optional:** Detection results will be displayed.
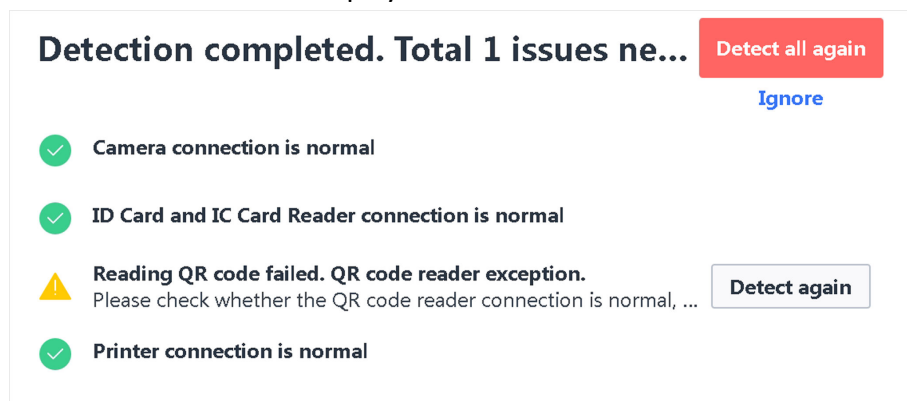

Figure 2-1 Detection Completed

- Click **Detect again** to detect an accessory again if its detection failed.
- Click **Ignore** to continue.
- Click **Detect all again** to detect all accessories again.
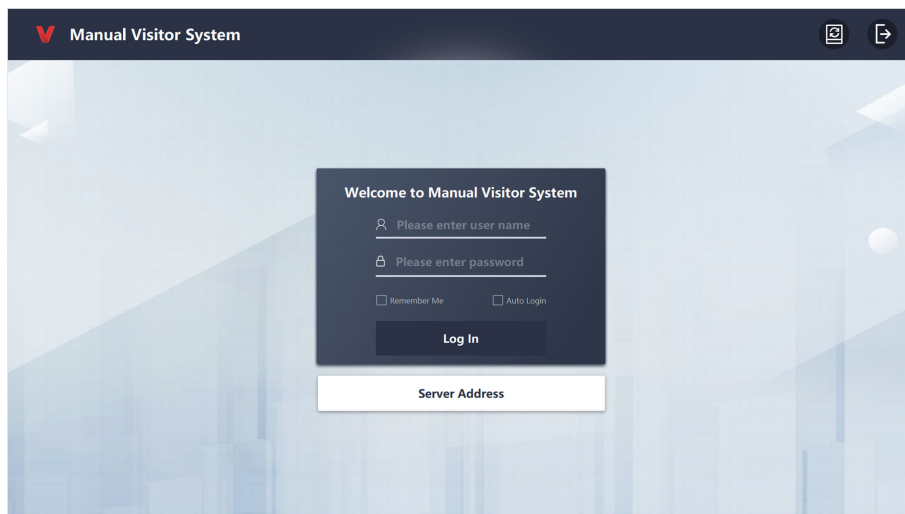
You will enter the Login page.

Figure 2-2 Login Page

4. **Optional:** Click to detect all accessories again.
5. Click **Server Address** to enter the IP address and port number of the server.

> **Note**
>
> By default, the port number is *80*.

6. Go back to the Login page, and then enter the user name and the password.

> ⚠**Caution**
>
> The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you 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.

Result

You will enter the Visitor Records page for further operations.

Chapter 3 View Visitor Records

After logging into the client, the Visitor Records page will be displayed where you can view visitors' information and register for the visitors.

After logging into the client, the Visitor Records page will be displayed.

1Visiting	2Unregistered	7Checked Out				Q Search visitor name by pinyin or phone number
Visitor Name	Gender	Mobile Phone No.	Purpose of Visit	Number of Visitors	Visitee	Visiting Time
Alice Green	Female	578****2647	Product Sale	1Person	Amy Snow	
Tom Ford	Male	186****7452	Business Negotia...	1Person	Amy Snow	

Figure 3-1 Visitor Records

Visiting

Registered visitors that have not check out yet.

[i]**Note**

If a registered visitor has not checked out when visiting time is over, her/his name will also be listed here.

Unregistered

Visitors with reservation that have not registered yet.

Checked Out

Registered visitors that have checked out.

You can enter a visitor's name or phone number in the searching field to locate him/her quickly.

Chapter 4 Visitor Registration

When a visitor arrives, he/she needs to provides personal information for registration, and then related divice permissions can be accessible. For visitors with reservation, you can register for them by multiple methods. You can also register for visitors without reservation.

4.1 Unreserved Registration

If a visitor did not reserve on the Web Client, he/she should provides personal information to register.

Steps
1. Enter the Visitor Records page. For details, see *Login* .
2. Click **Unreserved Registration** in the right column to enter the Search Visitee page.
3. **Optional:** Enter (a keyword of) the visitee name or the visitee's phone number to search the desired visitee, and then select the visitee.

   ⓘ**Note**

   You can set the visitee as required or optional on the Web Client of HikCentral Enterprise. If you set the visitee as optional, you do not have to perform this step. For details, see *User Manual of HikCentral Enterprise Web Client*.

4. Enter visitor identity information. ID No. is optional.
5. **Optional:** Collect a face picture of the visitor.

   The Complete Visiting Information page will be displayed.
6. **Optional:** Complete visiting information.

   ⓘ**Note**

   If you set the visitor certificate as **Visitor Pass + Visitor Card** or**Visitor Card**, you need to put a visitor card on the reader so as to issue the card to the visitor.

   Vehicle Information

   Enter the visitor's plate No. here if the visitor comes by driving.

   Visit Purpose

   You can edit the visit purposes via the Web Client. For details, see *User Manual of HikCentral Enterprise Web Client*.

   Number of Visitors

   By default, the number of visitors is 1. If the visiting mode is **Multiple Person One Code**, you can edit the number here. For details about setting visiting mode, see *User Manual of HikCentral Enterprise Web Client*.

Visitor Permission Group

You can select one or more permission groups for the visitor. After registration, the visitor will have the accessing permission for the access control, elevator control, and parking lot of the permission group.
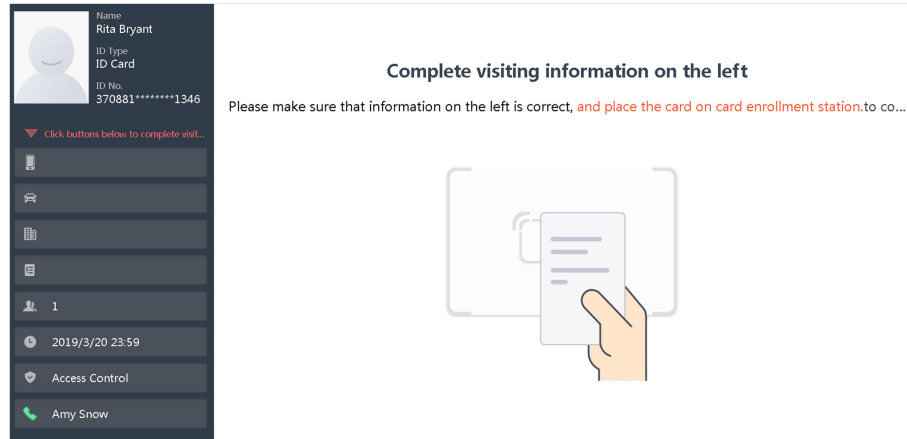

Figure 4-1 Complete Visiting Information

7. Click **Finish** to finish the registration.

Result

If you set the visitor certificate as **Visitor Pass + Visitor Card** or **Visitor Pass**, a visitor pass will be printed for the visitor.

4.2 Register by Visitor Code/Phone Number

After reserving on Web Client, a visitor code will be generated for registration. You can register for the visitor by entering the visitor code or the last four numbers of the provided phone number.

Before You Start

• Make sure the visitor has a reservation.
• You can set the **Early Check-in Time** via the Web Client, so that the visitor can register if they arrive earlier than the reserved time.

Steps
1. Login to the client and enter the Visitor Records page. For details, see *Login* .
2. Enter the visitor code or the last four number of the visitor's phone number in the upper-right corner of the Visitor Records page.

   The Visitor Identity Authentication page will be displayed.
3. Enter the visitor's identity information. The **ID No.** is optional.
4. **Optional:** Collect a face picture of the visitor.

   The Complete Visiting Information page will be displayed.

5. **Optional:** Edit the visiting information in the left column and click **Finish** to save the entered information.

ⓘ Note

If you set the visitor certificate as **Visitor Pass + Visitor Card** or**Visitor Card**, you need to put a visitor card on the reader so as to issue the card to the visitor.

Vehicle Information

Enter the visitor's plate No. here if the visitor comes by driving.

Visit Purpose

You can edit the visit purposes via the Web Client of HikCentral Enterprise. For details, see *User Manual of iSecure Center Web Client*.

Number of Visitors

By default, the number of visitors is 1. If the visiting mode is **Multiple Person One Code**, you can edit the number here. For details about setting visiting mode, see *User Manual of HikCentral Enterprise Web Client*.

Visitor Permission Group

You can select one or more permission groups for the visitor. After registration, the visitor will have the accessing permission for the access control, elevator control, and parking lot of the permission group.

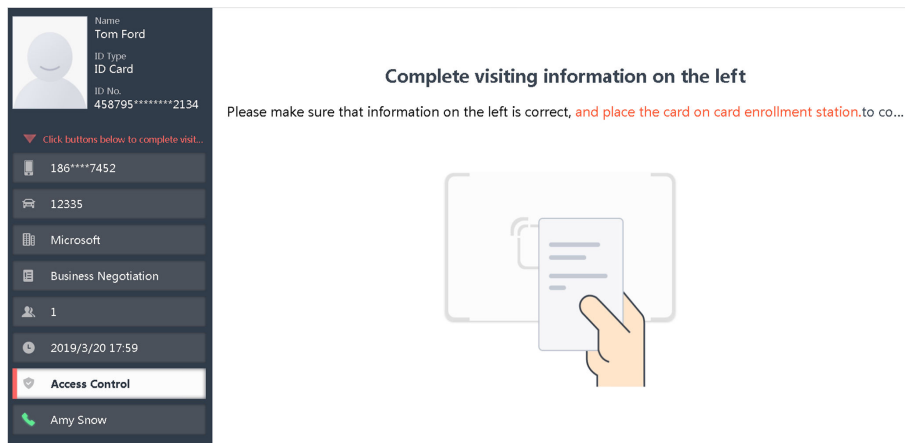

Figure 4-2 Complete Visiting Information

6. Click **Finish** to finish the registration.

Result

If you set the visitor certificate as **Visitor Pass + Visitor Card** or **Visitor Pass**, a visitor pass will be printed for the visitor.

Chapter 5 Permission Configuration

A registered visitor's permissions can be edited and applied to related devices (including access control devices, elevator control devices, and parking lots). So that the visitor can get the accessing permissions for passing certain doors, taking an elevator to certain floors, and parking in a parking lot.

5.1 Change Visitor Permission

For registered visitors, you can change their visiting time duration and visitor permission group, and then apply to the related devices.

Before You Start
Make sure the visitor has registered.

Steps
1. Enter the service selection page.
   - Swipe the visitor card in the identification area.
   - Scan the QR code on the visitor pass by the scanner on the visitor terminal.
   - Enter the visitor code or the last four numbers of the visitor's phone number on the Visitor Records page.
2. Click **Permission Change** to enter the Visitor Permission Change page.
3. **Optional:** If you have edited the visitor permission group on the Web Client before, click **Save** to synchronize the newest permission group to the client.
4. Select a visiting time duration for the visitor.

   One Day

   The visitor's permissions for the selected visitor permission group(s) will be invalid in 24 hours since registration.

   Two Days

   The visitor's permissions for the selected visitor permission group(s) will be invalid in 48 hours since registration.

   Three Days

   The visitor's permissions for the selected visitor permission group(s) will be invalid in 72 hours since registration.

5. Select visitor permission group(s) for the visitor.

   ⓘ**Note**

   You can customize the visitor permission group(s) and of which the accessible devices via the Web Client. For details, see *User Manual of HikCentral Enterprise Web Client*.

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

What to do next

Apply the saved permission settings to related devices. For details, see ***Apply Visitor Permission*** .

5.2 Apply Visitor Permission

After changing a registered visitor's permission information, the information will be applied to the related devices. And then the visitor get the permission for the related devices (including access control devices, elevator control devices, and parking lots). You can view the application results and try again when there are application failures.

Before You Start

• Make sure the visitor has registered.
• Make sure the devices in the permission groups are online.

Steps

1. Enter the service selection page.
   - Swipe the visitor card in the identification area.
   - Scan the QR code on the visitor pass by the scanner on the visitor terminal.
   - Enter the visitor code or the last four numbers of the visitor's phone number on the Visitor Records page.

2. Click **Permission Apply** to enter the View Application Result page.

   The permission application results will be displayed.

3. If there are application failure, click **Apply permission again** to apply permissions to the devices with application failure again.

   ⓘ**Note**

   If an application failure still exists, check whether the device is offline.

Chapter 6 Visitor Check Out

After the visiting, the visitor should check out and give back the visitor card if any.

Before You Start
Make sure the visitor is registered.

Steps
1. Enter the service selection page.
   - Swipe the visitor card in the identification area.
   - Scan the QR code on the visitor pass by the scanner on the visitor terminal.
   - Enter the visitor code or the last four numbers of the visitor's phone number on the Visitor Records page.
2. Click **Visitor Check-Out → OK** to check out for the visitor.

   The visitor's permissions will be invalid.

   ⓘ**Note**

   You can enable the Auto Check-Out function via the Web Client so that the visitor will check out automatically when visiting time is over.

See Far, Go Further