HikCentral Enterprise Self-Service Client

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 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 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 4.5.4 Manage Parking Device in the *User Manual of HikCentral Enterprise 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 4.13.2 Manage Floors in the *User Manual of HikCentral Enterprise Web Client* for details.

Steps

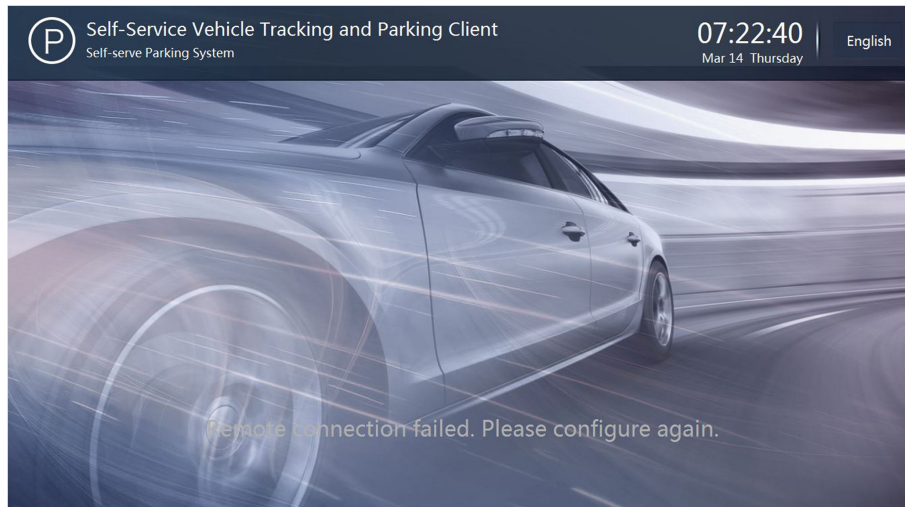1. Double-tap 🅟 on the desktop to run the Self-Service Client.

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.
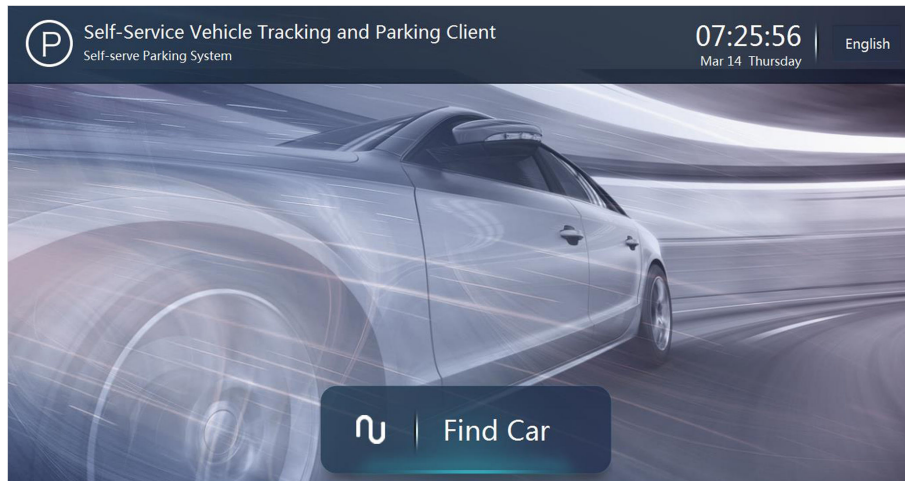

Figure 3-2 Main Interface

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 8.7 Manage Advertisements in the *User Manual of HikCentral Enterprise 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

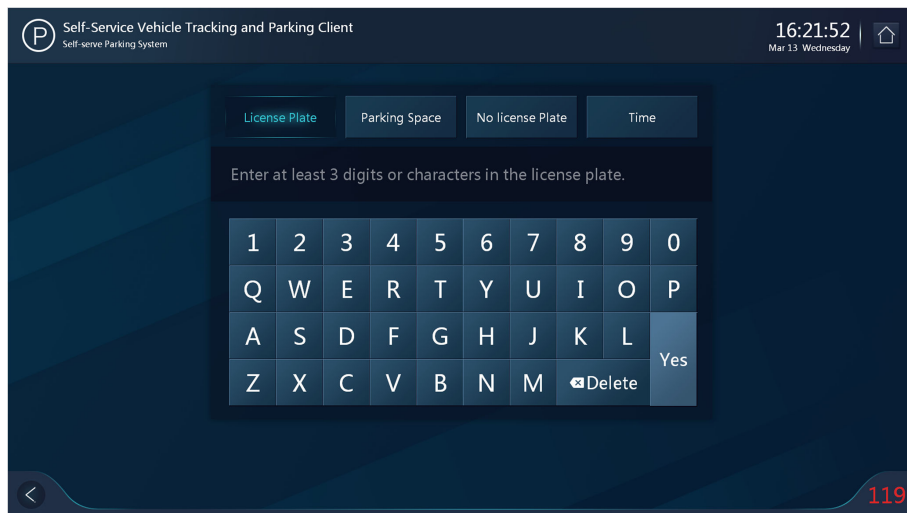1. Tap **Find Car** to enter the search page.

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.
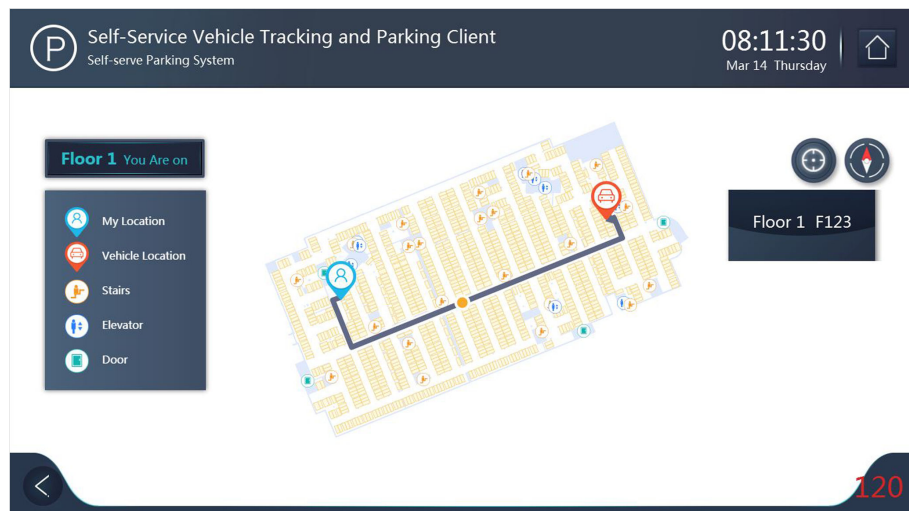
Figure 4-2 Route to Your Vehicle

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