



Visitor Terminal

User Manual

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Visitor Terminal 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	1
Chapter 2 First Time Use	2
2.1 Create Administrator Account	2
2.2 Connect to HikCentral Professional (Optional)	3
Chapter 3 Login	6
Chapter 4 Self-Service Visitor Terminal VS Staff-Service Visitor Terminal	7
4.1 Staff-Service Visitor Terminal	8
4.1.1 Visitor Registration	9
4.1.2 Visitor Check-Out	11
4.1.3 View Visitor Details	12
4.1.4 Export Visitor Information	12
4.2 Self-Service Visitor Terminal	13
4.2.1 Visitor Registration	13
4.2.2 Visitor Check-Out	14
Chapter 5 System Settings	15

Chapter 1 Introduction

There are two types of visitor terminals, self-service visitor terminal and staff-service visitor terminal, for your selection. Both of the two provides the online procedures starting from visitor registration to visitor check-out. The main difference is that the former allows the visitor to do required operations by themselves, while the latter only allows the staffs in your company or organization to do those operations. Both of the two can be connected to the HikCentral Professional system for intelligent management and control of the visitors. Once connected, the visitor terminal would be able to upload the registered visitor information to the system, and the system would be able to apply the configured access level to the visitor terminal so as to define the areas that the visitor can access.

Besides, certain models of the staff-visitor terminals support temperature screening during visitor registration. This allows you to screen out the visitors who may pose a risk to the health of the staffs in your company or organization.

With all the above-mentioned functions, the visitor terminal provides an integrated visitor management solution suitable for small, mid-size, and large-scale businesses and organizations across various industries.

Chapter 2 First Time Use

For the first time use of the visitor terminal, you should create an administrator account. The password of the account is used for authorizing the skipping of person and ID comparison on a self-service visitor terminal; And it is recommended that you set network parameters to connect the visitor terminal to the HikCentral Professional system to allow data sharing between them.

2.1 Create Administrator Account

For the first time login, you should create an administrator account first before you can do further operations.

Steps

Note

The password of the account can be used for authorizing the skipping of person and ID comparison on a self-service visitor terminal. For details, see *Visitor Registration* .

1. Start the visitor terminal.

The account registration page will be displayed on the screen of the visitor terminal.

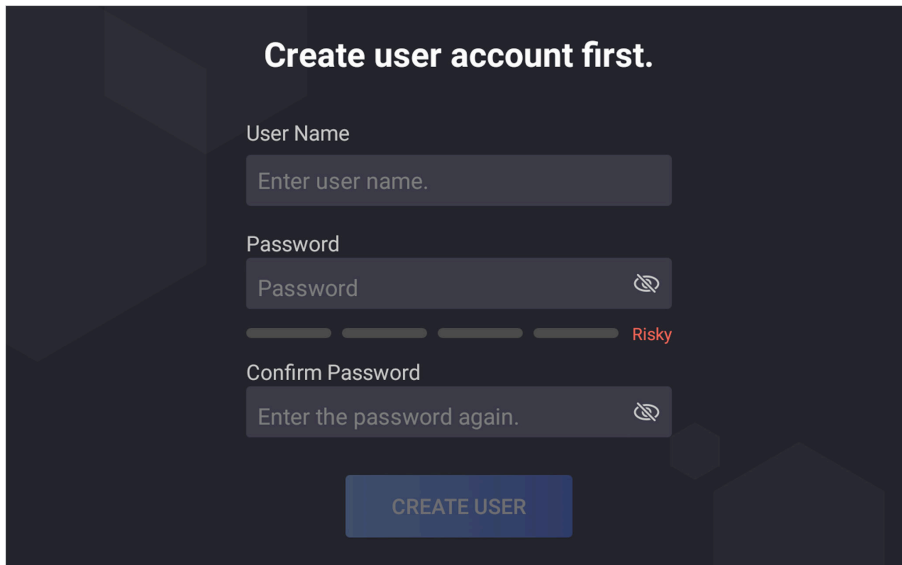


Figure 2-1 Registration

2. Create a user name for the administrator account of the visitor terminal.
3. Create a password for the administrator account.

 **Note**

The password should contain 8 to 16 characters with the combination of at least two of the followings: digits, letters, and special characters

 **Note**

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

4. Enter the password again in the Confirm Password field to confirm the password.
 5. Tap **Create User** to create the administrator account.
 6. **Optional:** Connect the visitor terminal to the HikCentral Professional system.
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 **Note**

For details, see ***Connect to HikCentral Professional (Optional)*** .


2.2 Connect to HikCentral Professional (Optional)

You can connect the visitor terminal to the HikCentral Professional system. After that, the visitor terminal and the HikCentral Professional system will be able to transmit data with each other. This allows you to use more functions to manage visitors.

Table 2-1 Main Functionality Differences between a Connected Visitor Terminal and a Disconnected One

Functionality	Connected to HikCentral Professional	Disconnected
Visitor Access Permission	<p>On a staff-service visitor terminal, you can set person group and access group for the visitors to define access levels for them.</p> <p>On a self-service visitor terminal, the person group and access group are set by default. The visitor is not allowed to change the settings.</p>	The person group settings and access group settings are not available.
Access by Facial Comparison	If the profile photo of the visitor is uploaded and access group is set, the visitor is allowed to access the specified doors and floors by face comparison after registration.	No matter the profile photo of the visitor is uploaded and access group is set or not, the visitor is not allowed to access doors and floors after registration.

Visitor Terminal User Manual

Functionality	Connected to HikCentral Professional	Disconnected
Access by Card	<p>On a staff-service terminal, you can issue cards for visitors. After that, the visitor can access doors and floors using the card.</p> <p> Note Card is not supported by self-service visitor terminal.</p>	On a staff-service terminal, issuing cards for visitors is not available.
License Plate Number	License plate number can be set during visitor registration.	Setting license plate number is not supported.
Visitee	Visitee can be set during visitor registration.	Setting Visitee is not supported.
Extended Open Duration	Extended Open Duration can be set during visitor registration.	Setting Extended Open Duration is not supported.

After you create the administrator account, a window will pop up to remind you to configure network.

You can tap **Platform Access** on the window to enter the Platform Access page, and then set the parameters including IP address, port number, user name, and password, etc.

Use HTTPS

If the HikCentral Professional system uses HTTPS protocol, enable this parameter. If not, disable it.

IP

Enter the IP address of the HikCentral Professional system.

Port

Enter the port No. of the HikCentral Professional system.

User Name

Enter the user name of the administrator account of the visitor terminal.

Password

Enter the password of the administrator account of the visitor terminal.

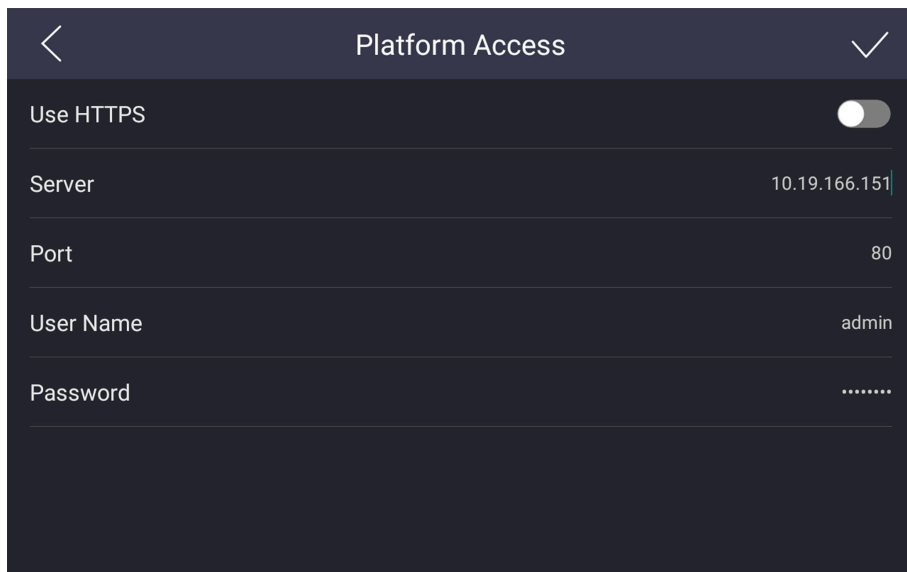



Figure 2-2 Platform Access Page

You can also tap **Later** to enter the Home page directly. If you want to configure network later, you can tap  on the upper-left corner of the Home page, and then select **Network Settings** → **Platform Access** to connect the visitor terminal to the HikCentral Professional system. For details, see *System Settings* .

Chapter 3 Login

You can log in to the visitor terminal as an administrator. You can also use a HikCentral Professional account to log in to the visitor terminal if the visitor terminal is connected to the HikCentral Professional system.

 **Note**

- For details about connecting the visitor terminal to the HikCentral Professional system, see ***Connect to HikCentral Professional (Optional)*** .
- If you want to log in to the visitor terminal using a HikCentral Professional account, make sure that you have the permission to access the Visitor module of HikCentral Professional, and that you have connected the visitor terminal to the HikCentral Professional system.

After entering user name and password, you can click **Login** to log in to the visitor terminal.



 **Note**


You can turn on **Remember Password** and **Auto Login** to let the visitor terminal remember the password and log in automatically afterwards.

Chapter 4 Self-Service Visitor Terminal VS Staff-Service Visitor Terminal

As the two names suggest, the self-service visitor terminal allows the visitor to complete nearly all registration and check-out related operations by herself/himself, thus reducing the work load of the reception personnel (or similar staff); While the staff-service visitor terminal only allows the reception personnel or similar staffs to do the operations, thus providing stricter visitor management and control. Besides, other differences exist, such as the screen amount and supported visitor credentials.

Table 4-1 Differences between the Two Types of Visitor Terminal

Aspect	Self-Service Visitor Terminal	Staff-Service Visitor Terminal
Screen	The self-service visitor terminal has only one screen (a touchscreen), which displays the operation interface for the visitors to operate by themselves.	The staff-service visitor terminal has two screens. The auxiliary screen for the visitors only displays the greeting image or the facial-image-capturing interface; While the touchscreen for the reception personnel displays the operation interface.
Roles of Visitor and Staff	The visitor is the operator, who can do most of the operations by herself/himself. While the reception personnel is the guider, who only needs to answer questions about how to use the terminal and authorize the visitor's skipping of person and ID comparison if required.	The staff is the only authorized operator, who is allowed to do all related operations. The visitor is the viewer, who can only view the information displayed on the auxiliary screen.
Supported Visitor Credential Types	ID, visitor pass (with QR code), and facial comparison.  Note Facial comparison is only supported when the visitor terminal is connected to the HikCentral Professional system. For details, see	ID, visitor pass (with QR code), card, and facial comparison.  Note Facial comparison is only supported when the visitor terminal is connected to the HikCentral Professional system. For details, see

Aspect	Self-Service Visitor Terminal	Staff-Service Visitor Terminal
	Connect to HikCentral Professional (Optional) .	Connect to HikCentral Professional (Optional) .
Supported Key Features	Visitor registration and check-out.	Besides visitor registration and check-out, searching and viewing visitor details, exporting visitor information, and temperature screening are also supported.  Note Temperature screening is only supported by specific models of staff-service visitor terminal.

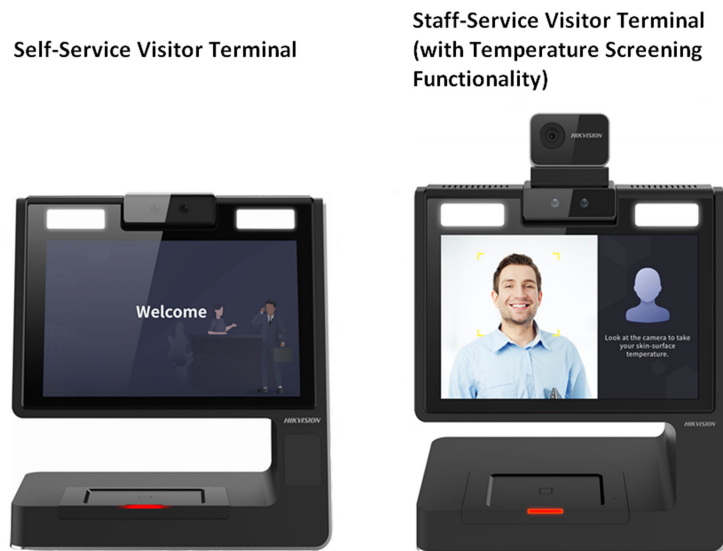


Figure 4-1 Self-Service Visitor Terminal VS Staff-Service Visitor Terminal

4.1 Staff-Service Visitor Terminal

The staff-service visitor terminal requires the staff to provide visitor-related services such as registration service and check-out service for the visitors. While the visitor is not allowed to do any operations by themselves. In this way, a stricter visitor management and control can be ensured.

4.1.1 Visitor Registration

On a staff-service visitor terminal, visitors are not allowed to register by herself/himself. The reception personnel or other similar staff needs to operate on the visitor terminal to register the visitors.

Steps

1. Tap **Register** on the home page to start registering the visitor.
You enter the Person and ID comparison page.
2. Open the passport of the visitor, and then place it onto the scanning area of the visitor terminal to capture a picture of the visitor's information on the passport.
3. Let the visitor position her/his face in front of the camera of the visitor terminal, and then tap **Capture** when the face image is clear.

Note

- You can tap **Skip** at the upper-right corner of the page to skip person and ID comparison. It is recommended that you do person and ID comparison to prevent identity theft.
- Based on the visitor terminal settings, the **Skip** button may not appear on the Person and ID comparison page. For details about visitor terminal settings, see **System Settings** .

The system will compare your currently-captured face picture with the face picture on your ID, and then display the comparison result. If the two pictures match, you enter the Visitor Information page.

Note

If person and ID comparison is disabled, the system will not do the comparison. For details about enabling/disabling person and ID comparison, see **System Settings** .

-
4. Set visitor information, including first name, last name, profile photo, ID type, ID number, person group, access group, phone number, visitee, etc.

Note

You can define the required visitor information. For details, see **System Settings** .

Visitor Group

Select a visitor group for the visitor.

Latest Time for Check-Out

The latest allowed time point for the visitor to check out.

Valid Times for Visit

The times a visitor can enter and exit the area managed by the related access group after authentication. For example, if you enter 5 as the valid times and relate an access group for a door to a visitor, the visitor can enter/exit the door by scanning the QR code on visitor pass for 5 times. After 5 times of authentication, the visitor cannot enter/exit the door any more.

Access Group

Access group is a group of persons who have the same access permissions for a group of doors and floors. You can select access group(s) for the visitor to define the doors and floors that she/he can access during the same authorized time period.

Note

- Make sure you have connected the visitor terminal to the HikCentral Professional system, or setting the parameter will be unavailable.
- For details about setting access group, see *HikCentral Professional Web Client User Manual*.

Extended Open Duration

The time interval between the door is unlocked and locked again for the person whose extended access function enabled.

Note

The parameter is only available if the visitor terminal is connected to the HikCentral Professional system. For details about connecting visitor terminal to the system, see ***Connect to HikCentral Professional (Optional)*** .

Card

Swipe the card on the card swiping area to enroll a card for the visitor. After that, you can give the card to the visitor as a credential for accessing specified doors and floors.

Note

- Make sure you have select card as the allowed visitor credential, or the parameter will be unavailable For details about setting allowed visitor credentials, see ***System Settings*** .
- The parameter is only available if the visitor terminal is connected to the HikCentral Professional system. For details about connecting visitor terminal to the system, see ***Connect to HikCentral Professional (Optional)*** .

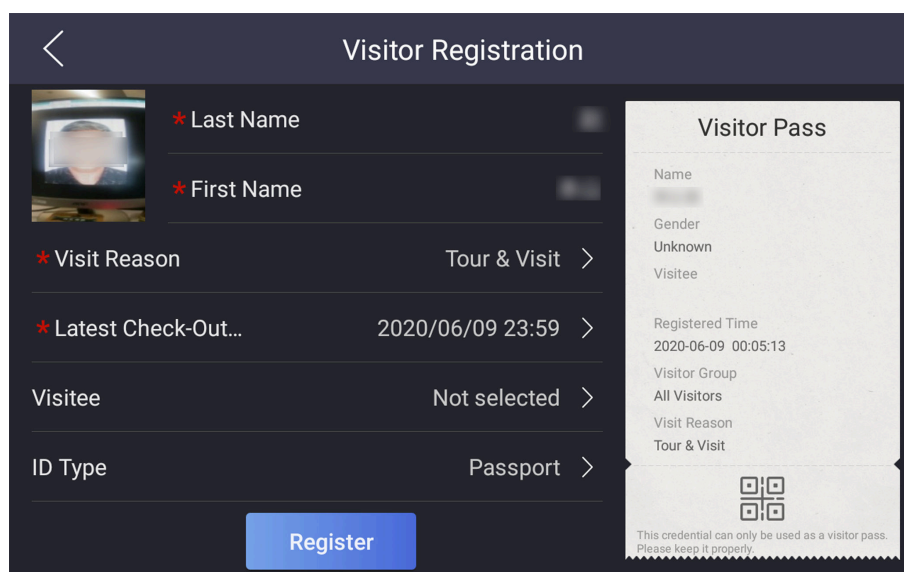


Figure 4-2 Visitor Registration

5. Tap **Register** to complete registration.


If you have selected visitor pass as the allowed visitor credential, a visitor pass will be printed. The visitor can access the doors and floors in the specified area by scanning the QR code on the scanner at the access points (i.e., doors and floors).

 **Note**


For details about setting allowed visitor credentials, see **System Settings**.

4.1.2 Visitor Check-Out

For a staff-service visitor terminal, the visitors cannot check out by herself/himself. Only the reception personnel and similar staff can check out the visitors.

You can tap  in the Operation column of the visitor list to manually check out a visitor, or select a visitor from the visitor list, and then tap **Check out** to check out the visitor.

You can also place the passport, visitor pass onto the scanning area of the terminal, or swipe card to check out the visitor.


If there are large amount of registered visitors, you can tap  and then set filter conditions such as name and phone number to filter the visitors.

 **Note**

If a visitor has not been checked out until the **Latest Time for Check-Out**, the visitor will be checked out automatically.


4.1.3 View Visitor Details

For a staff-service visitor terminal, once a visitor registration completes, a visitor record will be displayed on the visitor list. And the total number of visitors on the current day, the number of the checked-out visitors, and the number of visitors who haven't been checked out will be displayed. You can also view visitor details, including visitee, visit reason, latest check-out time, valid times for visit, access group, and skin-surface temperature (if temperature screening is supported), etc.

You can tap  in the Operation column of the visitor list to view the visitor details. If the visitor has been checked out, you can tap **Register Again** on the visitor details page to register her/him again if required.

Note

For details about visitor registration, see **Visitor Registration**.

If there are large amount of registered visitors, you can tap  and then set filter conditions such as name and phone number to filter the visitors.

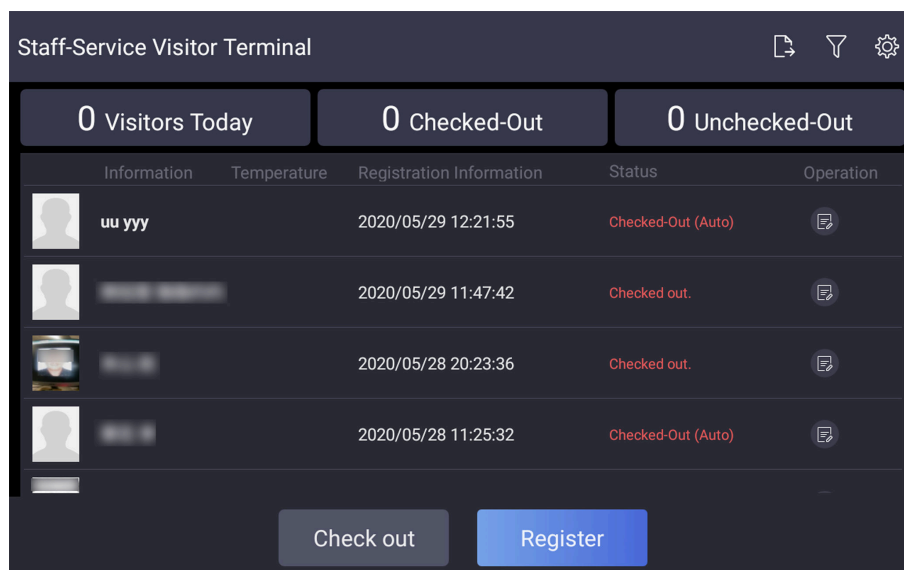


Figure 4-3 Visitor List


4.1.4 Export Visitor Information

For a staff-service visitor terminal, you can export the visitor information acquired by it to a USB flash disk as an encrypted file.

Before You Start

- Make sure you have plugged a USB flash disk to the visitor terminal.
- Make sure at least a visitor has been registered on the visitor terminal.

Steps

1. Tap  in the upper-right corner of the home page.
The Encrypted Exportation window pops up.
2. Create a password to encrypt the to-be-exported file, and then confirm it.
3. Tap **Export**, and then select directory to export the visitor information to the USB flash disk.

4.2 Self-Service Visitor Terminal

On a self-service visitor terminal, the visitors can register their identities and check out by themselves.

Note

Not all operations by the visitor is allowed. If a visitor wants to skip person and ID comparison, which is essential for identity theft protection, the staff should authorize such an operation before the visitor can finally succeed in skipping the procedure.

4.2.1 Visitor Registration

On a self-service visitor terminal, visitors can register their identities by themselves without the assistance of the reception personnel or other similar staffs.

Steps

Note

"You" in the steps below refers to the visitor.

1. Open your passport, and then place it onto the scanning area to allow the visitor terminal to capture a picture of the your information on the passport.
 2. Tap **Register** on the Home page to start registration.
You enter the Person and ID comparison page.
 3. **Optional:** Skip person and ID comparison.
-

Note

Based on the visitor terminal settings, the **Skip** button may not appear on the Person and ID comparison page. For details about visitor terminal settings, see **System Settings** .

- 1) Tap **Skip** at the upper-right corner of the page.
The Require Authorization from Staff window will pop up.
- 2) Ask the reception personnel (or similar staff) to enter the administrator password in the Require Authorization from Staff window to authorize the skipping of person and ID comparison.

4. Position your face in front of the camera of the visitor terminal, and then tap **Capture** to capture your face picture.

The system will compare your currently-captured face picture with the face picture on your passport, and then display the comparison result. If the two pictures match, you enter the Visitor Information page.

 **Note**

If person and ID comparison is disabled, the system will not do such a comparison. For details about enabling/disabling person and ID comparison, see ***System Settings***.

5. Enter your information, including first name, last name, phone number, visatee, visit purpose, etc.

The information on the displayed visitor pass will change in real time when you enters your information.

6. Tap **Register** to complete registration.

A visitor pass with a QR code will be printed out.

4.2.2 Visitor Check-Out

For a self-service visitor terminal, the visitor can use it to check out by herself/himself. And if a visitor hasn't checked out until the latest check-out time, he/she will be checked out automatically.

Steps

 **Note**

The visitor can set the latest check-out time during registration. For details, see ***Visitor Registration***.

1. Tap **Check-Out** on the home page.
 2. Place the passport, visitor pass onto the scanning area of the terminal, or swipe card to check out.
-

 **Note**


If the visitor lost her/his passport and (or) visitor pass, you can check out her/him on the HikCentral Professional Web Client, or let him/she be automatically checked out at the latest check-out time.

For details about checking out visitors on HikCentral Professional Web Client, see ***HikCentral Professional Web Client***.

Check-out completes.

Chapter 5 System Settings

You can configure system settings for the visitor terminal, such as person and ID comparison, visitor credential type, and network settings.

Tap  in the upper-right corner of the visitor terminal's home page to enter the system settings page.



For self-service visitor terminal, you are required to authenticate your identity as the administrator first. In this case, enter the administrator password to authenticate.

Language

Switch system language.

Time

Set time zone and current time for the visitor terminal.

Time Zone

Select the time zone where the visitor terminal locates.

Current Time

Set the current time for the visitor terminal.

Person and ID Comparison

If enabled, the visitors are required to capture a face picture via the visitor terminal at the beginning of registration. After that, the system will compare the face picture with the profile picture on the scanned ID (e.g., passport). In this way, using fake ID for registration will be prevented.

Person and ID Comparison Threshold

Set the threshold (0 to 100) of similarity level for determining that the visitor's captured face picture and her/his ID photo match with each other. The higher the value, the stricter the facial comparison will be.



It is recommended that you use the default value (60).

Allow Skipping Person and ID Comparison

If enabled, the visitor is allowed to skip person and ID comparison at the beginning of her/his registration.

Allow Skipping Person and ID Comparison/Temperature Screening

Note

The parameter is only available on the staff-service terminal that supports temperature screening.

If enabled, the visitor is allowed to skip person and ID comparison and temperature screening at the beginning of her/his registration.

Face Rating Threshold

Set a value to define the threshold to determine if the captured face picture is qualified. If the face rating of the captured face picture is lower than the threshold, the visitor terminal system will regard the capture as failed, and the visitor will be required to capture a face picture again.

Temperature Screening

Note

Temperature screening is only supported by certain models of the staff-service visitor terminal.

After enabled, the visitor terminal will measure the skin-surface temperatures of the visitors and highlight the abnormal temperatures in red during face data acquisition.

Temperature Alarm Threshold (Max.)

Set the maximum skin-surface temperature that is considered normal.

If the skin-surface temperature of a visitor is higher than the threshold, temperature alarm will be triggered (the abnormal temperature will be highlighted in red on the screen).

Temperature Alarm Threshold (Min.)

Set the minimum skin-surface temperature that is considered normal.

If the skin-surface temperature of a visitor is lower than the threshold, temperature alarm will be triggered (the abnormal temperature will be highlighted in red on the screen).

Max. Measurement Distance (m)

The maximum allowed distance (unit: m) between the visitor terminal and the visitor for measuring her/his skin-surface temperature. If the distance between them is longer than the configured value, temperature measurement may fail.

You should set the value according to the environment where the visitor terminal locates. For example, if the light condition is not sound, you can set a relatively shorter distance.

Visitor Credential

Note

The parameter is not supported on self-service visitor terminal. It is only available on staff-service visitor terminal.

Set the visitor credential allowed to be used as the pass in your company or organization.

You can select card or visitor pass.

Card

The card is issued via HikCentral Professional Web Client. For details about issuing cards, see *HikCentral Professional Web Client User Manual*.



Note

Only when the visitor terminal is connected to the HikCentral Professional system, will the card be available to be used as a type of credential by the visitor. See ***Connect to HikCentral Professional (Optional)*** for details about connecting the visitor terminal to the system.

Visitor Pass

The visitor pass with a QR code will be printed by the visitor terminal once the visitor completes registration.

Required Visitor Information

Select ID No., phone number, and (or) visatee as the required visitor information which should be entered during visitor registration.

Use ID Photo as Profile

If enabled, the photo on the ID of the visitor will be used as her/his profile picture in the visitor terminal system and the HikCentral Professional system.

Network Settings

Wired Network

View the details of the connected wired network, such as the IP address of the wired network.

Wi-Fi

View available Wi-Fi addresses and connect the visitor terminal to one of them.

Platform Access

Set parameters to connect the visitor terminal to the HikCentral Professional system, thus allowing the data communication between the visitor terminal and the HikCentral Professional system.

The parameters includes HTTPS, IP address, port, user name, password, etc.

IP

Enter the IP address of the HikCentral Professional system.

Port

Enter the port No. of the HikCentral Professional system.

User Name

Enter the user name of the HikCentral Professional system.

Password

Enter the password of the HikCentral Professional account.

Visitor Privacy Settings

Set parameters related to visitor privacy.

Save and Display Captured Face Picture

After enabled, the captured face pictures of the visitors will be saved and displayed on visitor terminal.

Visitor Records Retention Period

Set the retention period for the registered visitor information. The visitor information will be deleted automatically when the retention period expires.

