



# HikCentral HD Mobile Client

User Manual (iPad)

## **User Manual**

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This Manual is applicable to HikCentral HD Mobile Client (iPad).

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 in the company website (<http://overseas.hikvision.com/en/>).

Please use this user manual under the guidance of professionals.

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# Chapter 1 Overview

## 1.1 Introduction

HikCentral Mobile Client can access to HikCentral V1.3.0 or previous versions (hereinafter simplified as HikCentral) via Wi-Fi, 3G, and 4G networks, and fulfills the functions of the devices connected to HikCentral, such as live view, remote playback, PTZ control, video clipping, and alarm notification.

**Note:** Network traffic charges may be produced during the use of this Mobile Client. Please refer to the local ISP.

## 1.2 System Requirements

The iPad should use iOS 9.0 or later.

# Chapter 2 Install and Uninstall

## 2.1 Install the Mobile Client

**Purpose:**

Install the HikCentral HD Mobile Client on the iOS system.

**Steps:**


1. Log in to the App Store and search for “HikCentral HD”.
2. Download the Mobile Client and install it on the iOS system.

## 2.2 Uninstall the Mobile Client

**Purpose:**

Uninstall the HikCentral HD Mobile Client on the iOS system.

**Steps:**

1. Hold down .
2. Tap on the “X” on the left top of the icon.


# Chapter 3 Run the Mobile Client

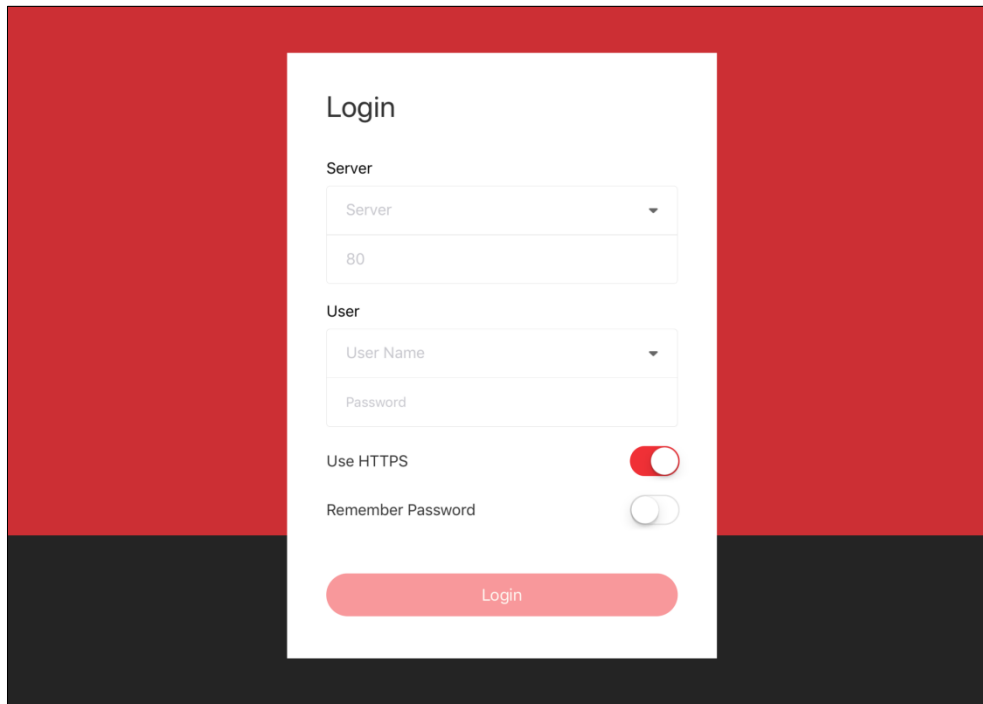
## 3.1 Log In

### Purpose:

You can log in to the system after entering the required information.  
Two kinds of users (normal user and domain user) are supported.

### Steps:

1. Tap  to open the Mobile Client.



2. Enter the address (IP address or domain name) of the VSM you want to connect to, or select a history server address from the drop-down list.
3. Enter the port number of the server running the VSM service.  
**Note:** For logging in as a domain user, the default port No. of the VSM is 80 for HTTP and 443 for HTTPS.
4. Enter your user name, or select a history user name from the drop-down list.
5. Enter the password.
6. (Optional) Set **Use HTTPS** switch to ON if the VSM server's transfer protocol is HTTPS.

### Notes:

- You should set the transfer protocol for VSM. For details, refer to the *User Manual of HikCentral Web Client*.
  - HTTPS is only available for HikCentral V1.2.0 and later versions.
7. (Optional) Set **Remember Password** switch to ON to keep the password.
  8. Tap **Login** to log in.


### Notes:



- If a failed login attempt with a wrong password is detected, you are required to enter a verification code before you can log in successfully.
- The remaining login attempts will display after a failed password attempt is detected. The account will be frozen for 10 minutes after 5 failed password attempts. You can unlock the account via the Web Client. For details, refer to the *User Manual of HikCentral Web Client*.

## 3.2 Log Out

### Steps:

1. On the Home page, tap  to enter the Me page.
2. Tap **Logout**.

## 3.3 Change Your Password

You must change your password via the Mobile Client in the following situations:

- **Logging in for the First Time**

The first login uses an initial password (*Abc123*), and then prompts you to create a new password.

**Note:** This is not available for an admin user.

- **Password Expired**

If your password has expired, you will be asked to change your password when you log in.

- **Password Reset**

If your password has been reset, you should log in with the initial password (*Abc123*) and then change your password.

**Note:** It is not available for an admin user.

- **Low Password Strength**

If your password strength is lower than the required minimum strength, you will be asked to change your password when logging in.

### Steps:

1. Tap **Change** in the pop-up window to enter the **Change Password** page.
2. Create a new password.



**STRONG PASSWORD RECOMMENDED**— *The password strength can be checked by the system.*

*We highly recommend you create a strong password of your own choosing (using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. We recommend you reset your password regularly, especially in high security systems; resetting the password monthly or weekly can better protect your product.*

3. Confirm the password.
4. Tap **OK** to finish changing the password.


After changing the password, you will log in to the system automatically.

## 3.4 Switch Account

### **Before you start:**

You have logged into the Mobile Client with the account before and the password has been remembered.

### **Steps:**

1. Tap ->**Account** to enter the Me page.
2. (Optional) Check the login information.  
The saved account information will be displayed in account list.
3. Select the account you want to switch to.
4. Tap **OK** to finish switching the account.

## 3.5 Function Module Introduction

After login, the Home page displays.

The Mobile Client provides the following main functions. You can tap the icons or slide on the screen to switch between functions modules.

### **Main Module Introduction**

Module	Descriptions
<b>Logical Resource</b>	Manage logical resources including cameras, access points, and under vehicle surveillance systems.
<b>View</b>	Manage favorites and view live video in view mode. In view mode, you can save the window division and the correspondence between cameras and windows to quickly access the related cameras. For example, you can link camera 1, camera2, and camera3 located in your office to the display windows and save them as a view called Office. <b>Note:</b> You can only manage view on the Control Client. See the <i>User Manual of HikCentral Control Client</i> for details.
<b>Alarm</b>	Display the alarm information. Add tags to important alarms and filter alarms by time and tags.
<b>Search</b>	Search videos, search vehicle information, and search access control events.
<b>Video Analysis</b>	Generate heat map report, vehicle analysis report, temperature report, people counting report, and queue analysis report.
<b>Me</b>	Check the account details, traffic statistics, enable hardware decoding and alarm notification, view software's version information and new features, and perform software updates.

## Chapter 4 Video Management

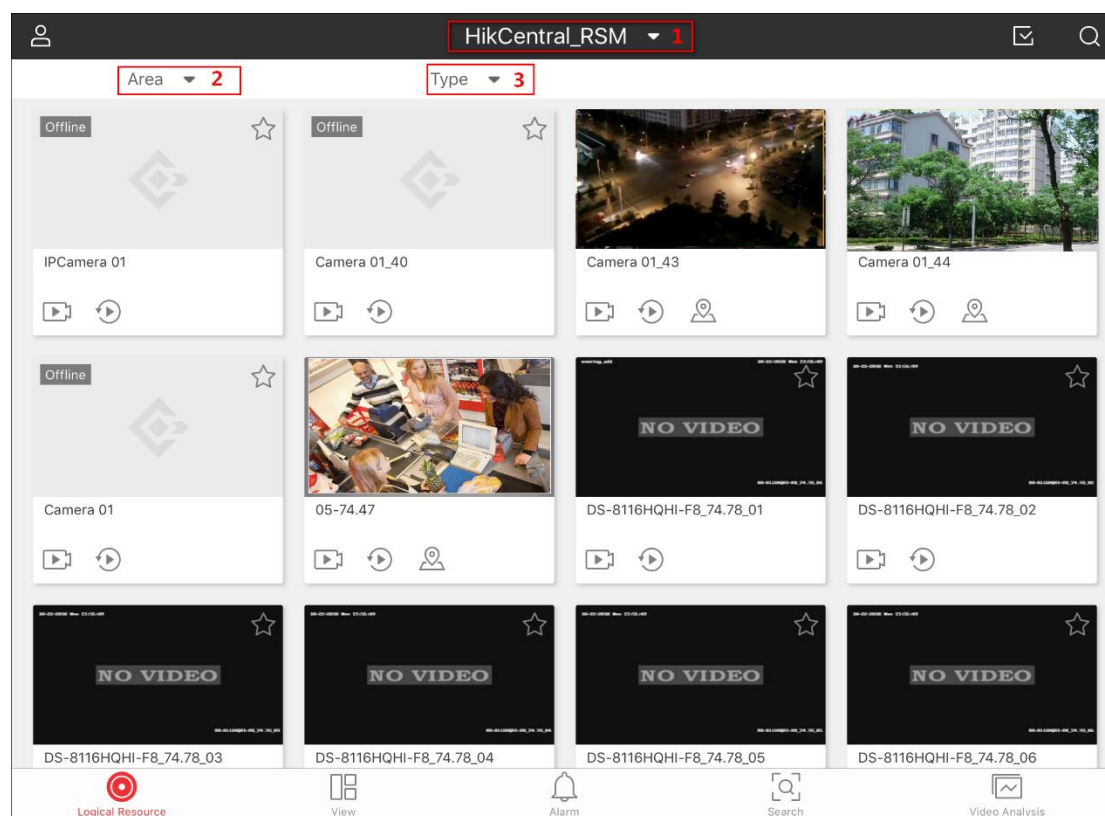
On the Mobile Client, you can search for the logical resources added to the system, play the live video and video files of these resources, as well as add the frequently-used resources to the Favorites.

### 4.1 Search for Logical Resource

Logical resources refer to the cameras, access points, and UVSSs (Under Vehicle Surveillance Systems) added to the system. On the Mobile Client, you can search for logical resources, and then start live view and playback, and add them to Favorites.

#### Steps:

1. Tap **Logical Resource** to enter Logical Resource page.








The following page shows the description of the three marked fields on the above picture.

Number	Name	Description
1	Site Field	Select sites, including the current site and the remote sites. <b>Note:</b> Only supported by HikCentral V1.1 (with RSM module) and later versions. For details about RSM module, see the <i>User Manual of HikCentral Web Client</i> .
2	Area Field	Select all areas or a specific area.
3	Resource Type Field	Select resource type, including camera, access point,


Number	Name	Description
		and under surveillance system.

2. (Optional) Tap the Site field to select one site.  
You can also enter the keywords of the site name and search for a site.  
**Note:** Site function is only available for a HikCentral system (V1.1 and later versions) with a Remote Site Management module (based on the license you purchased).
3. Tap the Area field to select an area.
4. Tap the Resource Type field to select **Camera**, **Access point** or **Under Vehicle Surveillance System**.
5. Enter the keywords of the camera name, the area name, or the name of the under vehicle surveillance system.
6. Tap **Search** on the keypad to search for the logical resource you want.

After searching logical resources, you can perform the following operations:

- Tap  to add the logical resource to the Favorites.  
Or tap  to remove the logical resource from Favorites.
- Tap  to start live view of the selected resource.  
**Note:** See *Chapter 4.2 Live View* for details about live view.
- Tap  to start playback of the selected resource.  
**Note:** See *Chapter 4.3 Playback* for details about playback.
- Tap  and select resources, and then tap **Play** to start live view of the selected resources.

**Notes:**

- 10 recent searches are displayed.
- You can tap  to clear the search history.

## 4.2 Live View

Live view shows you the live video getting from the cameras. During live view, you can control PTZ cameras, manually record video footage, and capture images.




### 4.2.1 Live View of a Single Resource

**Purpose:**

You can start live view of a single logical resource.

**Note:** If you select an access point, you can view the live video of the access point's related cameras. You can relate cameras to an access point on the HikCentral Web Client. For details, see the *User Manual of HikCentral Web Client*.


**Steps:**

1. Search for logical resources.  
**Note:** See *Chapter 4.1 Search for Logical Resource* for details.
2. Select a logical resource and tap  to start live view.  
The live video starts playing in full-screen mode.  
**Note:** If the access point links two cameras, you can tap  to switch camera.
3. (Optional) Perform the following operations.
  - Tap  to enter the camera list which shows all the cameras and access points in the

same area, and then select another camera or access point to view its live view.

- Tap  to switch to playback.

**Note:** See *Chapter 4.3 Playback* for details about playback.

4. Tap  to stop live view.

## 4.2.2 Live View of Multiple Resources

### **Purpose:**


You select multiple logical resources and view the live video of them simultaneously.

**Note:** Up to 64 resources can be selected.

### **Steps:**

1. Search for logical resources.

**Note:** See *Chapter 4.1 Search for Logical Resource* for details.



2. Tap  and select resources.
3. (Optional) Tap **Select All** to select all the resources.
4. Tap **Play** to start live view of the selected resources.

**Note:** Up to 9 live view windows can be displayed on one page. If more than 9 resources are selected, you can swipe to the right/left to switch pages.

5. (Optional) Perform the following operations.

- Drag and move the window to adjust the window sequence.

**Note:** Only windows on the same page can be exchanged. You cannot drag and move a window to the next page.

- Double-tap a window to view the live view in full-screen mode, and double-tap again to restore.
- Tap  to switch camera if the access point links two cameras.
- Tap  to switch all the selected resources to playback mode.

6. Tap  to stop the live view of the selected resources.

## 4.2.3 Live View in View Mode

### **Purpose:**

You can view the live video of cameras managed in a view, which is a window division with cameras configured to each window. View mode enables you to save the window division and the correspondence between cameras and windows to quickly access the related cameras. For example, you can link camera 1, camera2, and camera3 located in your office to the display windows and save them a view called Office.

**Note:** You can only manage views on the Control Client.

### **Before You Start:**

Add a view to the system via the Control Client. See the *User Manual of HikCentral Control Client* for details.


### **Steps:**

1. Tap **View** to enter the View page.
2. Tap a view to start live view of all the cameras related to the view.

**Notes:** Up to 9 live view windows can be displayed in a page. If there are more cameras related in the view, you can swipe to the right or left to switch page.

3. (Optional) Perform the following operations if required.
  - Double-tap a live view window to view the camera's live video in full-screen mode.
  - (Optional) Tap **Switch to Playback** to switch to playback.

**Note:** See *Chapter 4.3 Playback* for details about playback.

4. Tap  to stop live view in view mode.














## 4.2.4 PTZ Control

The Mobile Client provides PTZ control for cameras with pan/tilt/zoom functionality. You can set the preset, patrol and pattern for the cameras in PTZ control mode.

**Note:** PTZ control should be supported by the camera.

On the live view page, you can tap  to enter the PTZ control mode.

The following table shows the descriptions of icons in PTZ control mode.

Icon	Description
	Select a preset.
	Start/stop the auto-scan.
	3D positioning.
	Zoom in/zoom out the image.
	Focus control:  Focus+/  Focus-
	Iris control:  Iris+/  Iris-
	Exit PTZ control mode.
	Drag  at the panel center to perform pan/tilt movements.

## Call Preset



### Purpose:

A preset is a predefined image position which contains pan, tilt, zoom, focus and other parameters. You can call a preset to view the live video at the predefined image position.

**Note:** You can configure preset on Web Client and Control Client. For details, see the *User Manual of HikCentral Web Client* and the *User Manual of HikCentral Control Client*.

### Steps:

1. Start live view.
 

**Note:** See *Chapter 4.2.1 Live View of a Single Resource*, *Chapter 4.2.2 Live View of Multiple Resources*, or *Chapter 4.2.3 Live View in View Mode* for details.
2. Tap  to enter the PTZ control mode.
3. Tap , and then select a preset to call it.
 

The camera will turn to the predefined image position automatically.

## 3D Positioning



### **Purpose:**

You can adjust the image center and at the same time zoom in or zoom out the image.

### **Steps:**

1. Start live view.

**Note:** See *Chapter 4.2.1 Live View of a Single Resource*, *Chapter 4.2.2 Live View of Multiple Resources*, or *Chapter 4.2.3 Live View in View Mode* for details.

2. Tap  to enter the PTZ control mode.
3. Tap  on the PTZ control panel to activate the function.
4. Perform 3D positioning.
  - Drag a rectangle area to the left to move the position to the center and allow the rectangle area to zoom out.
  - Drag a rectangle area to the right to move the position to the center and allow the rectangle area to zoom in.

## 4.2.5 Manual Recording and Capture

### **Purpose:**

You can record video files and capture pictures manually during live view. You can also send the captured pictures or recorded video files via email, save the captured pictures to the Photo Album of your iPad, as well as preview the recorded video files.

**Note:** You can view and manage the captured pictures and recorded video files in Multimedia Management. See *Chapter 9*


Multimedia Management for details.

## Capture Picture

### Steps:

1. Start live view.

**Note:** See *Chapter 4.2.1 Live View of a Single Resource*, *Chapter 4.2.2 Live View of Multiple Resources*, or *Chapter 4.2.3 Live View in View Mode* for details.

2. Tap  to manually capture pictures during live view  
The thumbnail of the captured picture will be displayed.

**Note:** You can manage the captured picture in Multimedia Management. See *Chapter 9*





*Multimedia* Management for details.

3. (Optional) Perform the following operations.
  - Tap the thumbnail, and then tap **Email** to send the picture via email.
  - Tap the thumbnail, and then tap **Save** to save the captured picture to the Photo Album of your iPad.
  - If you have captured several pictures continuously, you can swipe to the left or to the right to view all the pictures.

## Manual Recording

### **Steps:**

1. Start live view.  
**Note:** See *Chapter 4.2.1 Live View of a Single Resource*, *Chapter 4.2.2 Live View of Multiple Resources*, or *Chapter 4.2.3 Live View in View Mode* for details.
2. Tap  to start recording.
3. Tap  to stop recording.

The thumbnail of the recorded video file will be displayed.

**Note:** You can manage the recorded video file in *Multimedia Management*. See *Chapter 9*

*Multimedia* Management for details.

4. (Optional) Perform the following operations.
  - Tap the thumbnail, and then tap **Email** to send the recorded video file via email.
  - Tap the thumbnail to preview the recorded video file.



## 4.2.6 Fisheye Dewarping

You can play live video of a fisheye camera in fisheye dewarping mode. Dewarping refers to the process of perspective correction of an image, to reverse the effects of geometric distortions caused by the fisheye camera lens. Dewarping allows the user to cover a wide area with a single device, but also to have a "normal" view of an otherwise distorted or reversed image.

**Note:** The fisheye dewarping function should be supported by the device.

### Steps:

1. Start live view.
 

**Note:** See *Chapter 4.2.1 Live View of a Single Resource*, *Chapter 4.2.2 Live View of Multiple Resources*, or *Chapter 4.2.3 Live View in View Mode* for details.
2. Tap  to activate the Fisheye Dewarping mode.
3. Perform the following operations.
  - Swipe upward or downward to adjust the angle of view.
  - Swipe to the left or to the right to adjust the view direction.
  - Spread two fingers apart to zoom in or pinch them together to zoom out the live view.
4. Tap  to exit Fisheye Dewarping mode.

## 4.2.7 Control Access Point in Live View

### Purpose:

You can view the live view of the access point's related cameras, control the access point status, and view the card swiping record in real time. When an access point links two cameras, you can switch camera to view the live video.

### Before You Start:

Relate one or two cameras with the access point of the access control device.

### Steps:

1. Select an access point and start live view.
 

The live video of the relate camera(s) will start playing and the current access point status will be displayed at the bottom.


You can also check the card swiping record in real time. The profile, name, and the access result (access granted or access denied) will be displayed.

### Notes:

- See *Chapter 4.2.1 Live View of a Single Resource* for details about how to start live view.
- If there's no camera related to the access point, only the access point status will be displayed.

The following table shows the description of each access point status.

Access point Status	Description
Closed, Unlocked	The door contact is closed, but the door lock is unlocked. In this status, the visitor can open the door without credentials (card, fingerprint, or PIN). When the access point is opened, the access point status will change to "Open, Unlocked". And after the access point being opened, the access point will close automatically in a few seconds.
Open, Unlocked	The door contact is open, and door lock is unlocked. In this status, visitors can go through the access point directly. After the access point closes automatically, the access point status will change to "Closed, Unlocked".
Open, Locked	The door contact is open, and the door lock is locked, so that the access point will remain open.
Closed, Locked	The door contact is closed, and the door lock is locked, so that the access point will remain closed. In this status, the visitors can't open the access point by any form of credentials (card, fingerprint, or PIN).

- (Optional) Tap  to switch camera if the access point links two cameras.
- Control the access point.

**Note:** If the access point is a turnstile, you can select entrance control or exit control and then perform the following operations.

- Tap the access point status field, and then tap **Open** to switch the access point status to **Open, Unlocked**.
- Tap the access point status field, and then tap **Close** to switch the access point status to **Closed, Unlocked**.
- Tap the access point status field and then tap **Remain Open** to switch the access point status to **Open, Locked**.

**Note:** You may need to set the access point status to "Open, Locked" so that the access point will remain open and won't close automatically in some special occasions, such as the occasion in which you need to carry furniture through the access point.

- Tap the access point status field and then tap **Remain Closed** to switch the access point status to **Closed, Locked**.

**Note:** When you set the access point status to "Closed, Locked", the access point will remain closed and the visitors can't open the access point by any form of credentials (card, fingerprint, or PIN).

## 4.2.8 View ANPR Camera's Live View

### **Purpose:**

You can view the live video of the ANPR camera via the Mobile Client. The license plate number of the passing vehicle is recognized and displayed on the left side of the live view window.

### **Before You Start:**

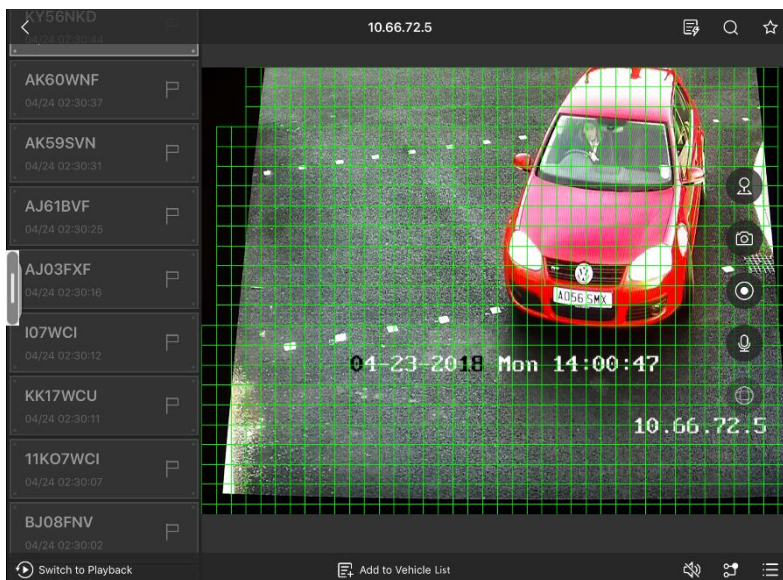
Add an ANPR camera to the system via Web Client. For details, see the *User Manual of HikCentral Web Client*.

**Steps:**




1. Select a ANPR camera and start live view.

The live video of the ANPR camera will start playing. And the recognized license plate number will be displayed.

**Note:** See *Chapter 4.2.1 Live View of a Single Resource* for details about how to start live view.




2. (Optional) Perform the following operations.

- Tap  to mark the corresponding vehicle.  will change to .

**Note:** The marked vehicle can be filtered out when you searching the related vehicle passing information in the Search module of the Mobile Client or via Control Client. For details about searching vehicle passing information, see *Chapter 7.2 Search Passing Vehicle* or the *User Manual of HikCentral Control Client*.

- Tap **Add to Vehicle List** at the bottom to add vehicle to a specific vehicle list.

- Tap  to display the Event Message panel. For details, see *Chapter 4.2.13 View Detected Events in Live View* for details.

## 4.2.9 View Under Surveillance System's Live Video

**Purpose:**

You can view the live video of Under Surveillance System (UVSS) via the Mobile 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 left side of the live view window. You can mark the vehicle, add the vehicle to vehicle list, and search the passing vehicle information.

**Before You Start:**

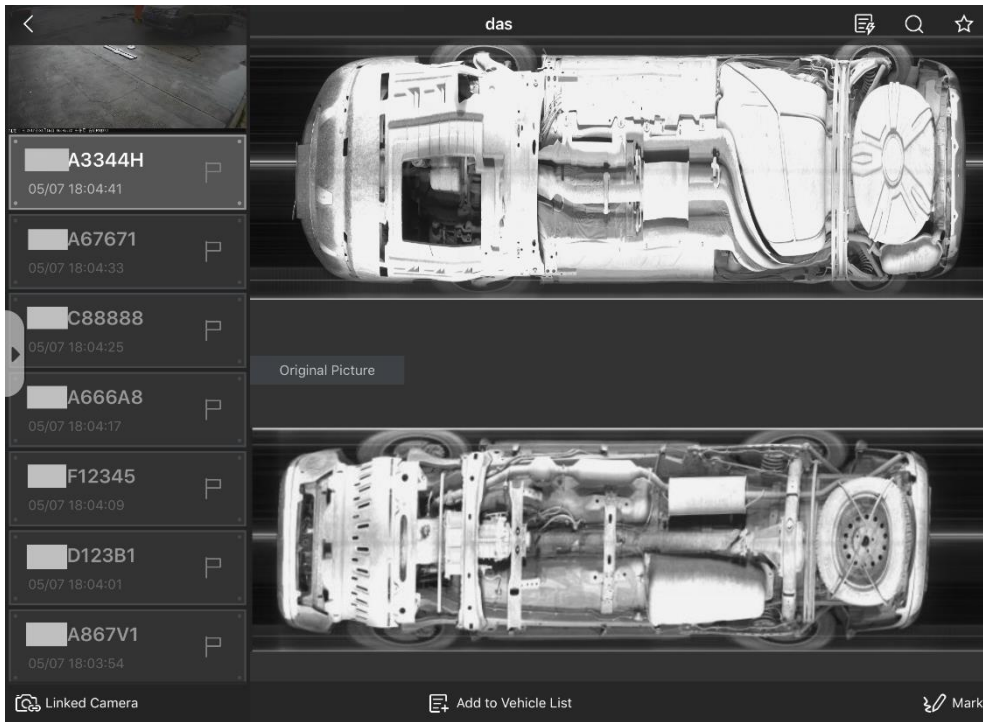
Add a UVSS to the system via Web Client. See the *User Manual of HikCentral Control Client* for details.

**Steps:**


## 1. Start live view of a UVSS.

You can view the captured undercarriage picture, the recognized license plate number of the passing vehicles, as well as the recognized time.

**Note:** If you have uploaded a vehicle's undercarriage picture to the system via the Web Client, when the vehicle passes, both the original undercarriage picture and the currently captured picture will be displayed. For details about uploading undercarriage picture via Web Client, see the *User Manual of HikCentral Web Client*.




## 2. Perform the following operations after starting live view of UVSS.

- Tap  to mark the selected vehicle.
 

**Note:** The marked vehicle can be filtered out when searching the related vehicle passing information in Vehicle Search module. See *Chapter 7.2 Search Passing Vehicle* for details.
- Tap **Mark** to mark suspicious objects on the undercarriage picture. See Chapter *see Chapter 4.2.13 View Detected Events in Live View* for details.
- Mark on Undercarriage Picture for details.
- Tap **Add to Vehicle List** to add the vehicle to the vehicle list. See *Chapter 4.2.12 Add to Vehicle List* for details.
- Tap **Linked Camera** to view the live video of the UVSS linked camera.
 

**Note:** You can click **UVSS** to go back to the live video of UVSS.
- Tap **Linked Camera->Switch to Playback** to view the video files of the UVSS linked camera.
 

**Note:** You can click **UVSS** to go back to the live video of UVSS.
- Tap  to display the Event Message panel. For details, see *Chapter 4.2.13 View Detected Events in Live View* for details.

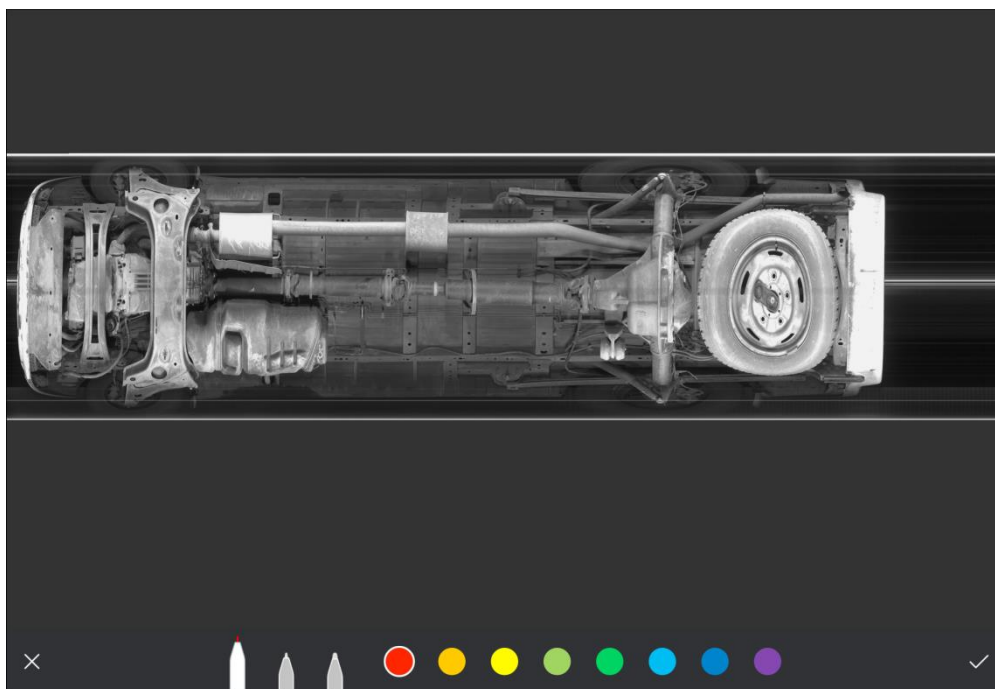
## 4.2.10 Mark on Undercarriage Picture

### **Purpose:**

When you check a vehicle's undercarriage picture, and detect threats, such as bombs, hidden underneath the vehicle, you can mark the location of the suspicious objects on the picture and save the picture.

### **Steps:**

1. Start live view of a UVSS.
2. Tap **Mark** to enter the following page.



3. Select a pen to select the brush size.
4. Select a color.
5. Drag on the undercarriage picture to mark the location of the suspicious object.
6. Tap  to save the marked picture.

## 4.2.11 View Detected Face in Live View

### **Purpose:**


After setting the face comparison group and apply it to the facial identification device via Web Client, the detected face picture and the matched face picture will be displayed on the left of the display window when you viewing the live video. You can view the face comparison information, and add the information of the unrecognized person to the face comparison group.


**Note:** This function should be supported by the device.

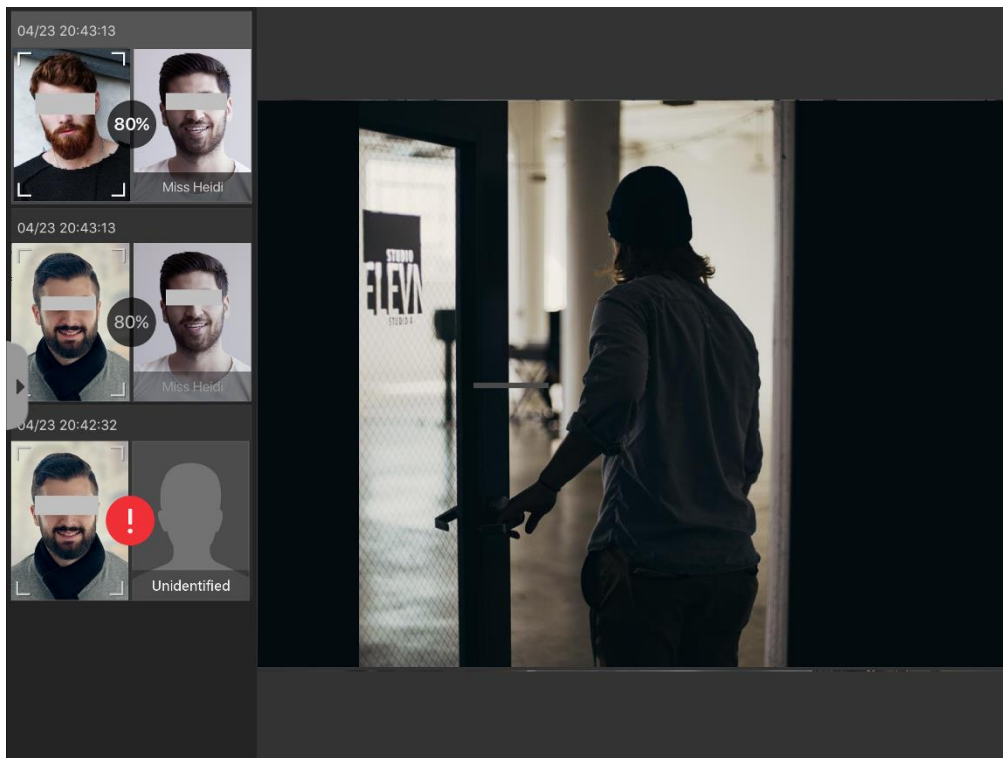
### **Before You Start:**



Add the facial identification device and configure the face comparison group via the Web Client. See the *User Manual of HikCentral Web Client* for details.

### **Steps:**

1. Tap  to start live view of the facial identification device.  
The picture of the detected face and the matched face picture, as well as the similarity percentage will be displayed on the left.

**Note:** If the detected face is unidentified,  will be displayed beside the picture of the detected face.



2. Perform the following operations.
  - Tap the similarity percentage to view the face comparison information, including the captured picture, the matched picture, the capturing time, capturing camera, and other information.
  - Tap  ->  to open the Add to Person List window and add the face picture to the face comparison group. See *Chapter 4.2.14 Add to Person List* for details.

## 4.2.12 Add to Vehicle List


### **Purpose:**

When starting live view of an ANPR camera or Under Surveillance System (UVSS), the license plate number of the passing vehicle can be recognized. If the recognized vehicle is not added to the vehicle list, you can add it to the list.

### **Before You Start:**

Add a vehicle list via Web Client. See the *User Manual of HikCentral Web Client* for details.

### **Steps:**

1. Tap  to start live view of an ANPR camera or a UVSS.
2. Tap **Add to Vehicle List** to open the Add to Vehicle List window.
3. Select a vehicle list from the drop-down list.
4. Input the owner's name.

5. Input the owner's phone number.
6. Tap **Add**.

### 4.2.13 View Detected Events in Live View

**Purpose:**

The detected events, including UVSS events, ANPR events, face comparison events and events of all access points can display on Message panel in real-time during live view. You can view the event details and filter the events. For UVSS event and ANPR event, you can mark the vehicle, add the vehicle to the vehicle list, and search for the passing vehicle information. For face comparison events, you can add the person the person list and search for the person's related videos. And for the access events, you can control the access point and search access events.

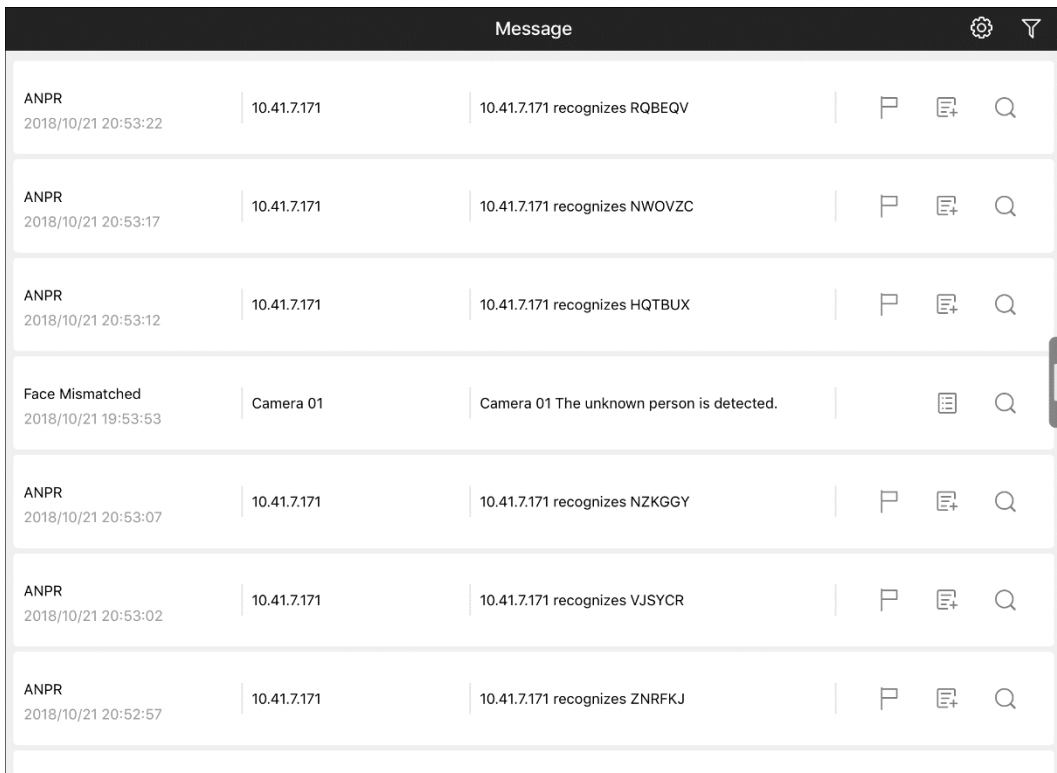
**Note:** The UVSS events or ANPR events can be displayed on the Message panel only when you are viewing the live video of UVSS or ANPR camera respectively.


**Steps:**

1. Start live view.

**Note:** See *Chapter 4.2.1 Live View of a Single Resource*, *Chapter 4.2.2 Live View of Multiple Resources*, or *Chapter 4.2.3 Live View in View Mode* for details.

2. Tap  to display the Message panel.










1. (Optional) Subscribe access events of all access points and face comparison events of all face comparison groups.
  - i. Tap  to enter the Subscription Settings panel and subscribe the two types of events.
 

**Subscribe Events of All Access Points:** When enabled, events of all access points will be



displayed on the Message panel in real-time.

**Subscribe Face Comparison Events of All Face Comparison Groups:** When enabled, events of all face comparison groups will be displayed on the Message panel in real-time.

- ii. Tap **OK**.
2. (Optional) Perform the following operations.
    - Tap , and then select an event type and a logical resource to filter the displayed events.
    - Tap  to mark the vehicle if it is a suspicious vehicle.
    - Tap  to add the vehicle to the vehicle list. See *Chapter 4.2.12 Add to Vehicle List* for details.
    - Tap  to add the person to the person list. See *Chapter 4.2.14 Add to Person List* for details.
    - For UVSS events and ANPR events, tap  to search passing vehicle information. See *Chapter 7.2 Search Passing Vehicle* for details.
    - For face comparison events, tap  to search for the person's related videos. See *Chapter Search VCA Event Related Video* for details.
    - For access events, tap  to search access events.

## 4.2.14 Add to Person List




### **Purpose:**

During live view, if a person is detected, but not matched with any persons in the face comparison group, and if you want the person to be recognized for the next time, you can add the person to the face comparison group. For example, if the detected person is a new arrived VIP, you can add the person to the VIP face comparison group and apply this group 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 comparison group.

### **Before You Start:**

Add a face comparison group via Web Client. See the *User Manual of HikCentral Web Client* for details.

### **Steps:**

1. Tap  to start live view of a facial authentication device.
2. Tap  ->  to open the Add to Person List window.

3. Input the required information.
4. Tap **OK**.

**What to Do Next:**

Log into the Web Client and apply the face comparison group to the camera to take effect.

## 4.2.15 Trigger User-Defined Event

**Purpose:**


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

**Note:** You can configure the user-defined event on Web Client. For details, see the *User Manual of HikCentral Web Client*.

**Before You Start:**

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

**Steps:**

1. Start live view.
2. tap  and then select a user-defined event to manually trigger an event.


## 4.2.16 Set Default Stream

### **Purpose:**

You can set main stream or sub-stream as the default stream type for accessing the resources of all the encoding devices.

**Note:** If the live view is in multiple-window mode, the stream type will be sub stream, no matter which stream type you have set as the default stream.

### **Steps:**

1. Tap ->**Settings**->**Default Stream Settings** to enter the Default Stream Settings page.
2. Select a stream type as the default stream type.

#### **Main Stream:**

Main stream provides higher video quality and higher resolution at the expense of higher bandwidth usage. You can set main stream as the default stream type in good network condition.

#### **Sub Stream:**

Sub stream save on bandwidth, but its video quality is lower than main stream's. You can set sub stream as the default stream type in poor network condition.

## 4.2.17 Display Detection Frame on Video

### **Purpose:**

By default, the detection frames (including motion detection frames, fire source information, temperature, etc.) are hidden during live view, so that you can view the live video without the distractions of too many frames on the image. You can perform the following task to enable the function if needed.

### **Steps:**



1. Go to ->**Settings**.
2. Set the **Display Detection Frame on Video** switch to ON to enable the function.

## 4.2.18 More Functions


### **Purpose:**

There are some more functions supported during live view, including triggering user-defined event, audio control, two-way audio, switching stream type, and digital zoom, etc.

## Add Logical Resource to Favorites

During live view, you can tap  to add the resource to Favorites, and tap  to remove it from Favorites.

## Audio Control


You can control the audio of the selected channel during live view. Tap  to enable the audio of the selected channel.

### Notes:

- Audio is disabled when the live view starts by default.
- When two-way audio is enabled, the audio control of the channel is not available.

## Two-Way Audio


The two-way audio function enables voice talk between the Mobile Client and devices. You can get and display not only the live video but also the real-time audio from the device in the Mobile Client, and the device can also get and display the real-time audio from the Mobile Client.

Tap  to start the two-way audio with the device in live view.

### Notes:

- When two-way audio of the channel is enabled, the audio control function is not supported.
- One camera can only talk with one mobile client at the same time. When a camera is talking with a mobile client, an error hint "Two-way audio is occupied." will pop up if another mobile client attempts to connect with this camera for two-way audio.

## Switch Stream Type

You can tap  to switch stream type between main stream and sub-stream.

## Digital Zoom

You can spread two fingers apart to zoom in or pinch them together to zoom out the live view.

When the image is zoomed in, you can tap  to capture the zoomed-in image.


## 4.3 Playback


### Purpose:

You can search the recorded video files of the added device for playback.


### 4.3.1 Playback of a Single Logical Resource

#### Steps:

1. Tap **Logical Resource** to enter the Logical Resource page.
2. Select a logical resource, and then tap  to start playback.
 


**Note:** If the access point under playback links two cameras, you can tap  to switch camera.
3. (Optional) Perform the following operation.
 

Slide on the timeline to adjust the playback time.

  - Tap  to display all the logical resources in the same area, and then double-tap another logical resource for playback.

- Tap **Switch to Live View** to switch to live view.

**Note:** See *Chapter 4.2 Live View* for details about live view.

4. Tap  to stop playback.

### 4.3.2 Playback of Multiple Logical Resources


**Purpose:**

After starting live view of multiple logical resources, you can switch the playing mode to playback to view the recorded video files of these resources.

**Steps:**

1. Start live view of multiple logical resources.

**Note:** See *Chapter 4.2.2 Live View of Multiple Resources* for details.

2. Tap **Switch to Playback** on the live view page to switch the playing mode to playback.
3. (Optional) Perform the following operations.
  - Tap **Switch to Live View** to switch the playing mode to live view.
  - Drag and move the window to adjust the window sequence.
4. Tap  to stop playback.

### 4.3.3 Manual Recording and Capture

**Purpose:**


You can record video files and capture pictures manually during playback. You can also send the captured pictures or recorded video files via email, or save the captured pictures to the photo album of your iPad.

**Note:** You can view and manage the captured pictures and recorded video files in Multimedia Management. See *Chapter 9*

Multimedia Management for details.



## Capture Picture

### Steps:

1. Start playback.  
**Note:** See *Chapter 4.3.1 Playback of a Single Logical Resource* or *Chapter 4.3.2 Playback of Multiple Logical Resources* for details.
2. Tap  to manually capture pictures during live view  
The thumbnail of the captured picture will be displayed.
3. (Optional) Perform the following operations.
  - Tap the thumbnail, and then tap **Email** to send the picture via email.
  - Tap the thumbnail, and then tap **Save** to save the picture to the photo album of your iPad.

## Manual Recording

### Steps:

1. Start playback.  
**Note:** See *Chapter 4.3.1 Playback of a Single Logical Resource* or *Chapter 4.3.2 Playback of Multiple Logical Resources* for details.
2. Tap  to start recording.
3. Tap  to stop recording.  
The thumbnail of the recorded video file will be displayed.
4. (Optional) Tap the thumbnail, and then tap **Email** to send the recorded video file via email.



## 4.3.4 Fisheye Playback

### Purpose:

You can play the recorded video of the fisheye camera in fisheye dewarping mode.

**Note:** This fisheye playback should be supported by the device.

### Steps:

1. Start playback.  
**Note:** See *Chapter 4.3.1 Playback of a Single Logical Resource* or *Chapter 4.3.2 Playback of Multiple Logical Resources* for details.
2. Tap  to activate the Fisheye Dewarping mode.
3. Perform the following operations.
  - Swipe upward or downward to adjust the angle of view.
  - Swipe to the left or to the right to adjust the view direction.
  - Spread two fingers apart to zoom in or pinch them together to zoom out the live view.
4. Tap  to exit Fisheye Dewarping mode.

### 4.3.5 Switch Stream Type


**Purpose:**

You can switch the stream type to main stream or sub-stream during playback.

**Steps:**

1. Start playback.

**Note:** See *Chapter 4.3.1 Playback of a Single Logical Resource* or *Chapter 4.3.2 Playback of Multiple Logical Resources* for details.

2. Tap  to switch stream type between main stream and sub-stream.

### 4.3.6 Synchronous Playback


**Purpose:**

After starting playback of multiple logical resources, you can play the video files in synchronization.


**Steps:**

1. Start playback of multiple logical resources.

**Note:** See *Chapter 4.3.1 Playback of a Single Logical Resource* or *Chapter 4.3.2 Playback of Multiple Logical Resources* for details.

2. Tap  on the toolbar to enable synchronous playback.
3. Start normal playback of the other camera(s).

All the cameras under playback will start synchronous playback. When you drag the time bar, change the playback speed, or pause the playback, all the cameras in playback will follow.

4. Tap  to disable synchronous playback.

### 4.3.7 Playback Speed


**Purpose:**

You can set the playback speed of the video files as 1/4X, 1/2X, 1X, 2X, and 4X.

**Steps:**

1. Start playback of multiple logical resources.

**Note:** See *Chapter 4.3.1 Playback of a Single Logical Resource* or *Chapter 4.3.2 Playback of Multiple Logical Resources* for details.

2. Tap to select a playing window.
3. Tap  and select the corresponding speed for playback.

**Note:** The playback speed effect is related to the performance of your network and iPad hardware.

### 4.3.8 Digital Zoom

**Purpose:**

You can perform digital zoom during playback of video files.

**Note:** Digital zoom is not supported after enabling fisheye dewarping.

**Steps:**

1. Start playback.

**Note:** See *Chapter 4.3.1 Playback of a Single Logical Resource* or *Chapter 4.3.2 Playback of Multiple Logical Resources* for details.

2. Spread two fingers apart to zoom in or pinch them together to zoom out the playback image.

### 4.3.9 Enable PIP Mode


**Purpose:**

In PIP (Picture in Picture) mode, the live view window can be displayed as an inset floating over the playback window, so that you can view the playback and live view of the logical resource simultaneously.

**Steps:**

1. Start playback.


**Note:** See *Chapter 4.3.1 Playback of a Single Logical Resource* or *Chapter 4.3.2 Playback of Multiple Logical Resources* for details.

2. Tap  to enable PIP mode.

The selected window will be displayed in full-screen mode, and the live video of the logical resource will be displayed as an inset.



3. Double-tap the inset window to view the live video of the logical resource in full-screen mode.

4. Tap  to disable PIP mode.

### 4.3.10 Transcoding Playback

**Purpose:**

You can start transcoding during playback.

**Note:** This function is only available for HikCentral V1.1 and later versions.

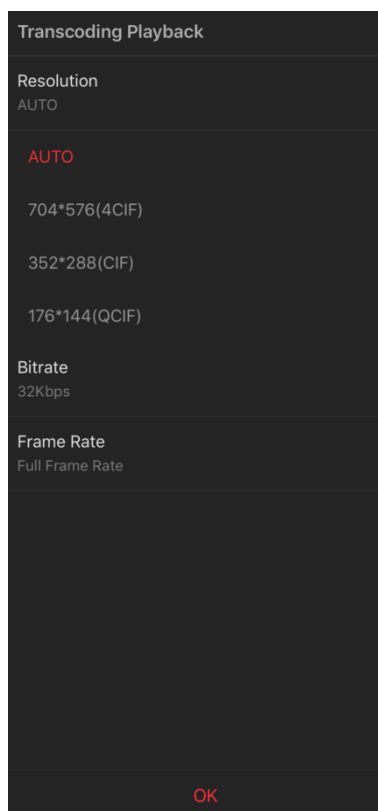
**Steps:**

1. Start playback.

**Note:** See *Chapter 4.3.1 Playback of a Single Logical Resource* or *Chapter 4.3.2 Playback of Multiple Logical Resources* for details.



2. Tap  to display the transcoding playback parameters.



3. Tap **Resolution**, **Bitrate**, or **Frame Rate** and select the corresponding values.
4. Tap **OK** to start transcoding playback.

### 4.3.11 Audio Control


#### **Purpose**

You can enable or disable audio during playback.

#### **Steps:**

1. Start playback.

**Note:** See *Chapter 4.3.1 Playback of a Single Logical Resource* or *Chapter 4.3.2 Playback of Multiple Logical Resources* for details.

2. Tap  to enable or disable audio.

# Chapter 5 Map

## **Purpose:**

After properly configuring the map settings via the Web Client, module, you can view and manage the map on the Mobile Client. You can perform operations such as zooming in or zooming out the map, and viewing and operating the added resources on the map, such as getting the live view and playback of the cameras, UVSSs, and access points.

## 5.1 Map Mode




### **Purpose:**

Both the GIS map and E-map you configured on the Web Client are available on the Mobile Client. With GIS map, you can see the geographic locations of your surveillance system. This type of map uses a geographic information system to accurately show all the hot spots' (resources (e.g., camera, alarm input) placed on the map are called hot spots) geographic locations in the real world. GIS map lets you view and access cameras at multiple locations around the world in a geographically correct way. If the resources locate in multiple locations (e.g., different cities, different countries), GIS map can give you a single view to show them all and help you quickly go to each location to view video from the cameras. E-map is a static image (it do not have to be geographical maps, although they often are. Depending on your organization's needs, photos and other kinds of image files can also be used as e-maps) which gives you a visual overview of the locations and distributions of the hot spots (resources (e.g., camera, alarm input) placed on the map are called hot spots). You can see the physical locations of the cameras, alarm inputs, and alarm outputs, etc., and in what direction the cameras are pointing.


**Note:** For details about GIS map and E-map, see the *User Manual of HikCentral Web Client*.

You can enter the map page in the following three ways.

You can enter the map page in the following three ways.

- Tap  on the HikCentral page.
- Tap  on the Live View page.
- Tap  on the Playback page.

### **Result:**

- If the resource is added to the E-map via the Web Client, you enter the E-map, and you can tap  to enter the GIS map shown as below.



- If the resource is only added to the GIS map via the Web Client, you enter the GIS map

## 5.2 Operate Map

### **Purpose:**

On the map, you can perform one or more operations of the followings, such as zooming in or out map, filtering resource(s) on map, and adding label, etc.

### **Zoom in/Zoom out Map**

On the GIS map, you can spread fingers apart to zoom in the map and pinch them together to zoom out the map.


### **Filter Resource(s) on Map**

Tap , and then select a resource type.

### **Add Label to Map**

Tap , and drag the map to adjust the label's location, and then tap **OK** and edit the label.

### **Switch E-Map**

Tap , and then select an E-map.

The selected map and resources on it will be displayed.

**Note:** You should have linked E-maps to areas on the Web Client, and you should have added the resource (hot spot) to the E-map. See the *User Manual of HikCentral Web Client* for details.

## 5.3 Operate Resources on the Map

### **Purpose:**

On the map, you can do resource operations such as viewing live view, viewing history alarm, and access control.


### **View Information of a Single Resource**

Tap a resource on the map. Information such as the area of the resource and its remark will be displayed.

#### **View Live View of a Single Resource**

Tap a resource on the map and then tap  to view the live video of the resource.

#### **View Live View of Multiple Resources**


Tap  and select resources on the map, and then tap **Live View** to view the live video of the selected resources.

#### **Add to Playlist**

Tap a resource on the map and then tap **Add to Playlist** to add the the resource to the playlist on the right.

You can swipe up and down to view all the videos if more than three resources are added to the playlist.



And you can tap  to show or hide the playlist.

#### **View History Alarm**

Tap a resource on the map and then tap **History Alarm** to view the resource's history alarms.

#### **Perform Access Control**

Tap an access point on the map and then tap **Access Control->Unlock**, **Access Control-> Lock**, **Access Control->Remain Unlocked**, or **Access Control-> Remain Locked** to control access points.

**Note:** For details about how to control access points, see *Chapter 4.2.7 Control Access Point in Live View*.

#### **Search Access Records**

Tap an access point on the map and then tap **Access Records** to search the access point's access records.

**Note:** For details about how to search access records, see *Chapter 7.3 Search Access Control Event*.

# Chapter 6 Alarm

## **Purpose:**

The alarm notification can be pushed to the Mobile Client if you enable alarm notification. You can also check the alarm information in the Mobile Client and filter the alarm information as desired.

## 6.1 Alarm Notification


### **Purpose:**

The alarm information of the logical resources that are added to the system can be pushed to your Mobile Client if you enable the alarm notification. When enabled, you can check the alarm information and view the alarm linked live video and playback.

### **Before you start:**

- Configure alarm notification as alarm linkage for the resources on the Web Client. For details, see *User Manual of HikCentral Web Client*.
- Please go to **Settings -> Notifications** of your iPad and allow the Mobile Client to send notifications to your iPad, so that you can receive the alarm notifications.

### **Steps:**

1. Tap ->**Settings** to enter the Settings page.
2. Set the **Notification** switch to ON to enable the alarm notification.

## 6.2 Alarm Information

### **Purpose:**

You can check the alarm information by tapping the alarm notifications pushed to your phone or tablet, or tapping the alarm messages displayed in the Alarm module. If the device is configured with related cameras, you can view the alarm related video and picture.

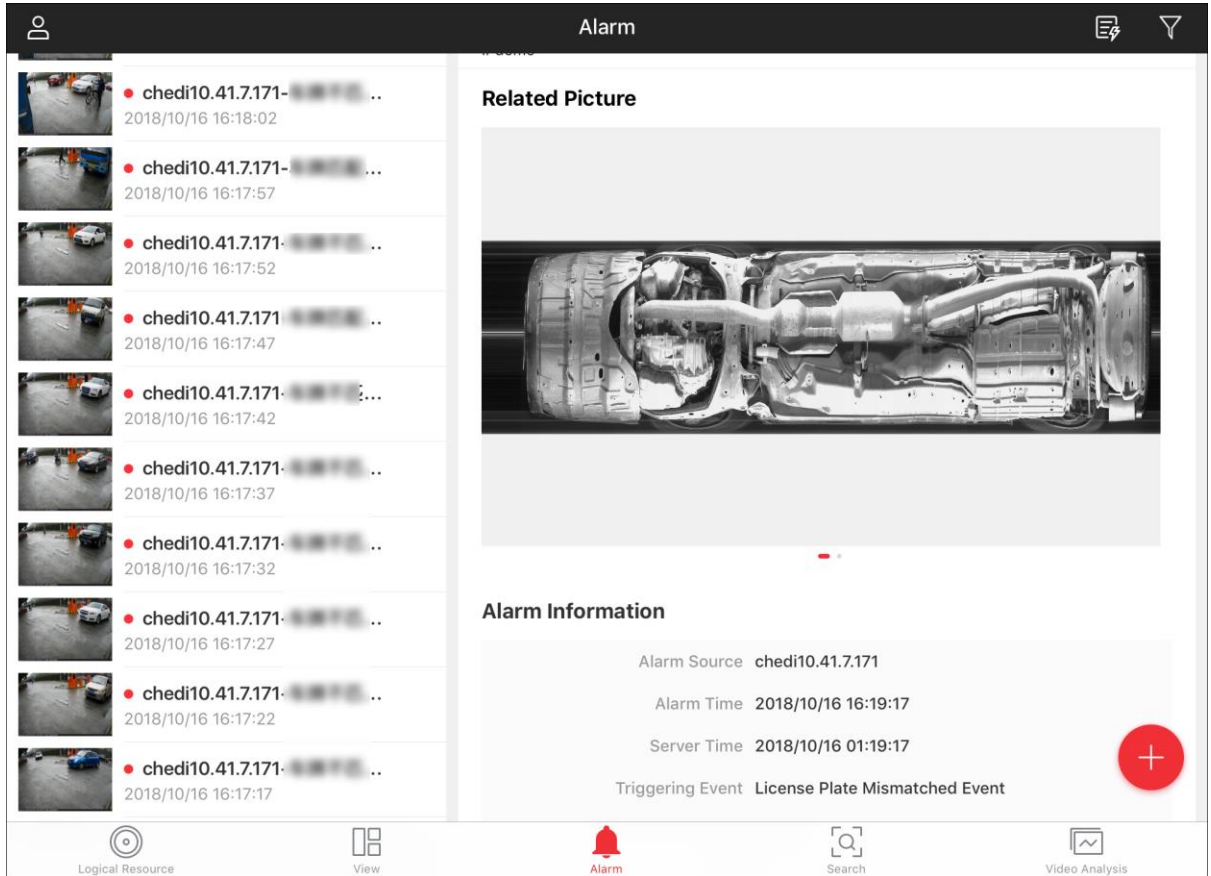
**Note:** The operations of the two above-mentioned methods to view alarm information are similar. Here we only introduce how to view alarm information in the Alarm module.







### **Steps:**

1. Tap **Alarm** to enter the Alarm page.
2. Tap an alarm message on the left to view its details, including alarm information, related picture, related video, and related map, etc.

### **Notes:**

- The alarm details vary with different resources.
- By default, alarms triggered on the current day will display.
- Swipe upwards to load more alarm information, and swipe downwards to get the latest alarm information.



3. (Optional) Tap  and then configure the parameters to filter alarm information.  
**Note:** You can configure the alarm priority and alarm category on the Web Client. See the *User Manual of HikCentral Web Client* for details.
4. (Optional) Perform the following operations.
  - Tap  ->  to mark the corresponding alarm message.  
 You can tap  to unmark it.
  - Tap  ->  to acknowledge the alarm if you have handled the alarm event. You can set the alarm priority, alarm category, and enter the remark such as what you have done to handle the alarm event on the pop-up Acknowledge window.

Cancel	Acknowledge	OK
Alarm Priority	High	>
Alarm Category		>
Remark		
Enter		

- Tap a related picture to view the picture captured by the alarm related camera.
- Tap a related video to view the video file recorded by alarm related camera.  
Or tap **Play All** to view all video files recorded by the alarm related camera.

**Note:** The related video will play from 5 minutes before the alarm occurs. For example, if the motion detection alarm occurred at 11:30, then the video file plays from 11:25.

# Chapter 7 Search

In the Search module, you can search video, including camera's tagged video footages and VCA event related video files. You can also search the passing vehicles and access records.

## 7.1 Video Search

The video files recorded on local devices or recording server can be searched.

### 7.1.1 Search Tagged Video Footage

**Purpose:**

You can search the camera's tagged video footage.

**Before You Start:**

Add tags to video files via Control Client. For details about adding tags to video files, see the *User Manual of HikCentral Control Client*.

**Steps:**

1. Tap **Search->Video->Tag Search** to enter the Tag Search page.
2. Tap **Tag Name** to select a tag.
3. Tap **Camera** to select cameras.

**Note:** Up to 16 cameras can be selected.

4. Tap **Storage Mode** to select a storage mode.

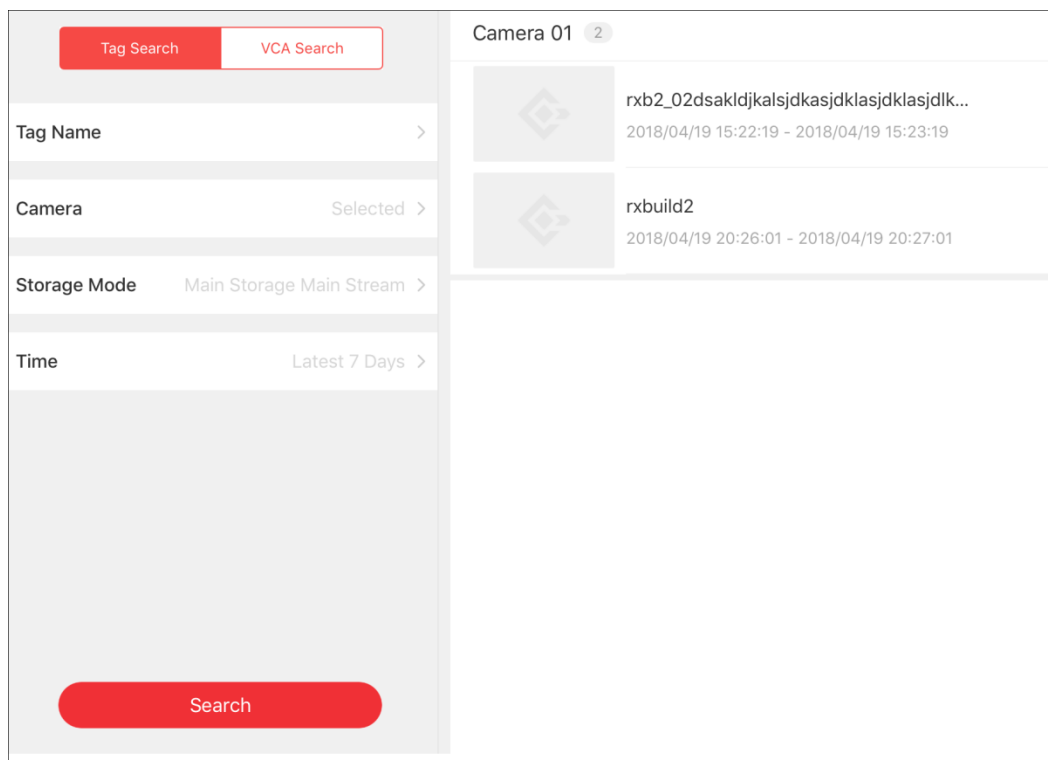
You can set the storage mode to "Main Storage, Main Stream", "Main Storage, Sub-Stream", "Auxiliary Storage, Main Stream", or "Auxiliary Storage, Sub-Stream".

**Note:** Main Storage and Auxiliary storage refer to the storage location of the recorded video files, while Sub-Stream and Main Stream refer to the stream type of the video footage.

5. Tap **Time** to set the time period for search.
  - Select **Last 6 Hours, Today, Yesterday, or Latest 7 Days**.
  - Set the **Custom Time Period** switch to ON and then set a custom time period.
6. Tap **Search**.

The results will be displayed on the right.





7. Tap a result to view the details.
8. Tap the related video to view the related video.

## 7.1.2 Search VCA Event Related Video


### **Purpose:**

You can search the video files in which VCA events occurs. The VCA events include motion detection, intrusion, and line crossing, and face comparison.

### **Notes:**

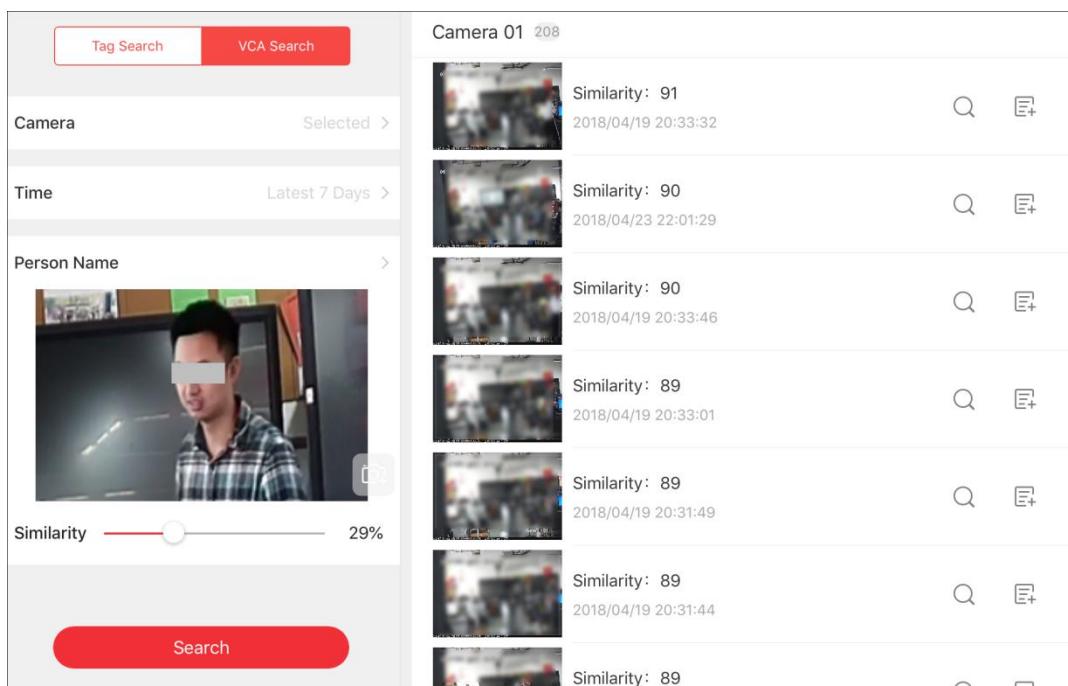
- The function should be supported by the device.
- You can only search the VCA event related video of the current site's cameras.
- Video files stored on a Hybrid Storage Area Network do not support VCA event search.

### **Steps:**



1. Tap **Search->Video Search->VCA Search** to enter the VCA Search page.
2. Tap **Camera** to select a camera.
  - Note:** Up to 16 cameras can be selected.
3. Tap **Time** to set the time period for search.
  - Select **Last 6 Hours, Today, Yesterday, or Latest 7 Days**.
  - Set the **Custom Time Period** switch to ON and then set a custom time period.
4. Select a person for search.
  - Tap **Person Name**, and input the keyword on the panel displayed on the right. The matched persons will be displayed. Tap to select a person.
  - Tap  to capture a face picture for search.
5. Drag the slider to set the similarity level.

## 6. Tap Search.

The matched results will be displayed on the right.



## 7. (Optional) Perform the following operations.

- Tap  to search by the selected result.
- Tap  to add the person information to the person list. See *Chapter 4.2.14 Add to Person List* for details.
- Tap a result to view its details, including the related video, related camera, and related information.

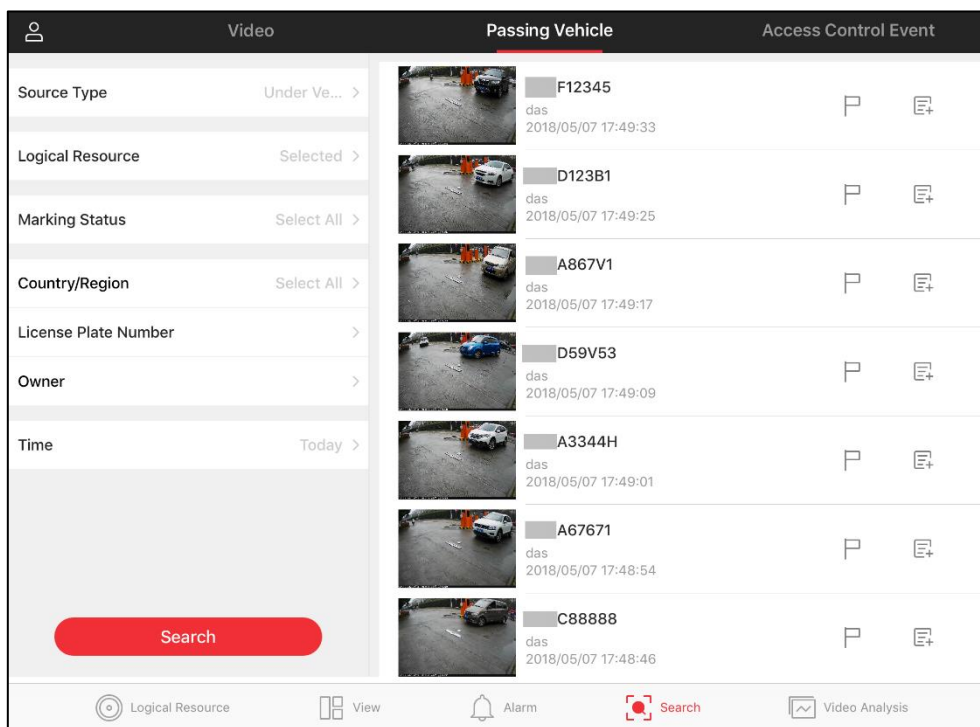
## 7.2 Search Passing Vehicle

### **Purpose:**



You can search the information of the passing vehicle via the Mobile Client by setting the search conditions.

### **Steps:**

1. Tap **Search->Passing Vehicle** to enter the Search Passing Vehicle page.
2. Tap **Resource Type**, and then select a resource type.
3. Tap **Logical Resource**, and then select resources.
4. Tap **Marking Status** to set a marking status for search.
5. Tap **Country/Region** to set the country/region for search.
6. Tap **License Plate Number**, and then input the license plate number.
7. Tap **Owner**, and then input the owner name.
8. Tap **Time** to set the time period for search.
  - Select **Last Hour**, **Today**, **Yesterday**, or **Latest 7 Days**.
  - Set the **Custom Time Period** switch to ON and then set a custom time period.
8. Tap **Search**.  
The matched results will be displayed on the right.



9. (Optional) Perform the following operations.

- Tap  to mark the vehicle.
- Tap  to add the vehicle to the vehicle list.
- Tap a result to view its details, including the related video, related picture, owner information, and vehicle information.

You can also tap  to edit the license plate number.

## 7.3 Search Access Control Event

### **Purpose:**

You can search the person information of the access control event triggered on the added access points via the Mobile Client by setting the search conditions.

### **Steps:**

1. Tap **Search->Access Control Event** to enter the Search Access Control Event page.
2. Tap **Access point**, and then select access points on the displayed panel.
3. Tap **Person Name**, and then input the person name on the displayed panel.
4. Tap **Result**, and then select the event's result, including access granted and access denied.
5. Tap **Type**, and then select an access type on the displayed panel.
6. Tap **Time** to set the time period for search.
  - Select **Last Hour**, **Today**, **Yesterday**, or **Latest 7 Days**.
  - Set the **Custom Time Period** switch to ON and then set a custom time period.
7. Tap **Search**.  
The matched results will be displayed on the right.
8. Tap a result to view the event details, including the person picture, person name, ID, access point, and time, etc.

# Chapter 8 Video Analysis

## **Purpose:**

With the video analysis function, you can turn the calculation of the raw data into useful information for business analysis purposes and project management purposes.

**Note:** If the License you purchased does not support the **Video Analysis** module, you will not see the module displayed on the Home page.

## 8.1 Generate Heat Map Report

### **Purpose:**

A heat map is a graphical representation of data represented by colors. This function is usually used to analyze the visit times and dwell time of customers in a configured area.

### **Before You Start:**

Add a heat map network camera to the system 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 Web Client*. To configure the heat map rule, please refer to the user manual of heat map network camera.

### **Steps:**

1. Tap **Video Analysis->Heat Map** to enter the Heat Map page.
2. Select daily report, weekly report, monthly report, or annual report as the report type, or customize the time interval for a report.

#### **Daily Report:**

Daily report shows data on a daily basis. The system will calculate the number of people in each hour of one day.

#### **Weekly Report, Monthly Report, Annual Report:**

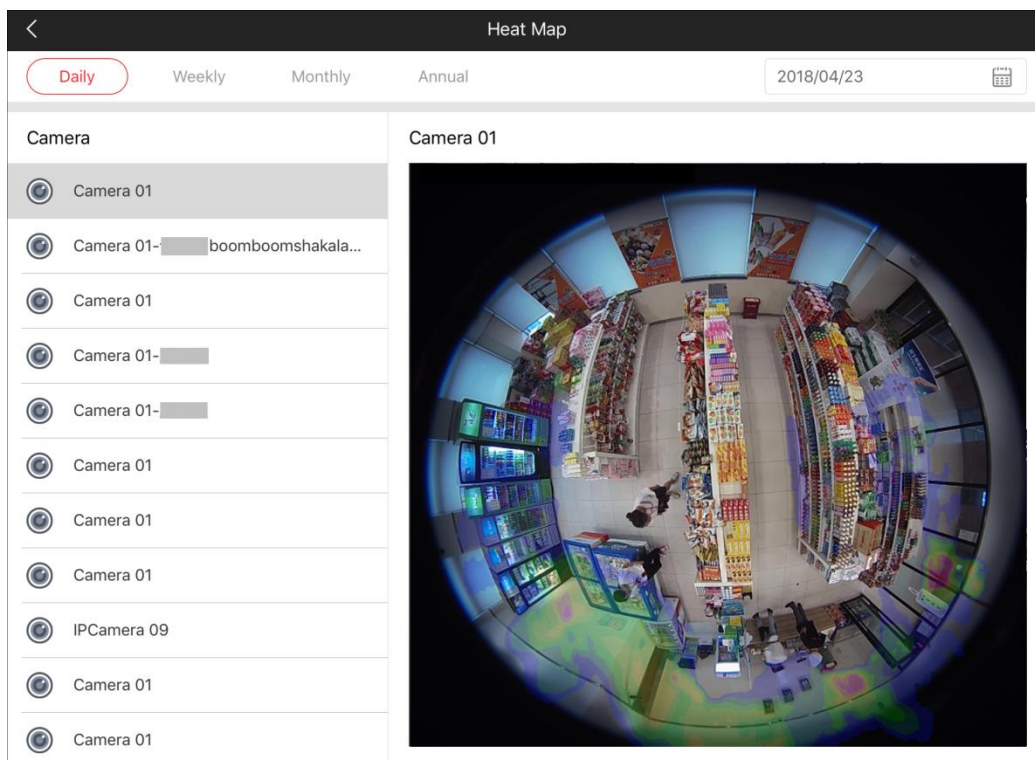
As compared to daily report, weekly report, monthly report, and annual report can be less time-consuming, since they are not to be submitted every day. The system will calculate the number of people in each day of way week, in each day of one month, and in each month of one year.

#### **Custom Time Interval:**

You can customize the days in the report to analyze the number of people in each day of the custom time interval.

3. Tap to select a camera in the Camera list.  
The related heat map will be displayed on the right.

**Note:** The red-colored area represents the most frequently visited area, and the blue-colored area represents the least visited area.



## 8.2 Generate Vehicle Analysis Report

### **Purpose:**

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

### **Steps:**

1. Tap **Video Analysis->Vehicle** to enter the Vehicle page.
2. Select daily report, weekly report, monthly report, or annual report as the report type, or customize the time interval for a report.

#### **Daily Report:**


Daily report shows data on a daily basis. The system will calculate the number of vehicles in each hour of one day.

#### **Weekly Report, Monthly Report, 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 system will calculate the number of vehicles in each day of way week, in each day of one month, and in each month of one year.

#### **Custom Time Interval:**

You can customize the days in the report to analyze the number of vehicles in each day of the custom time interval.

3. Select camera(s) for statistics.
  - 1) Tap **Select** to enter the Camera Selection panel.
  - 2) Tap  to select a site.
  - 3) Select camera(s)

- 4) Tap **OK**.
4. Tap **Generate Report**.
5. (Optional) Tap the legend to show or hide the data of certain element, such as certain camera.

## 8.3 Generate Temperature Report

### **Purpose:**

For thermal cameras, you can generate a report to show the number of exceptions (temperature too high or too low) on different presets.

### **Steps:**

1. Tap **Video Analysis->Temperature** to enter the Temperature page.
2. Select daily report, weekly report, monthly report, or annual report as the report type, or customize the time interval for a report.

#### **Daily Report:**

Daily report shows data on a daily basis. The system will calculate temperature data detected in each hour of one day.

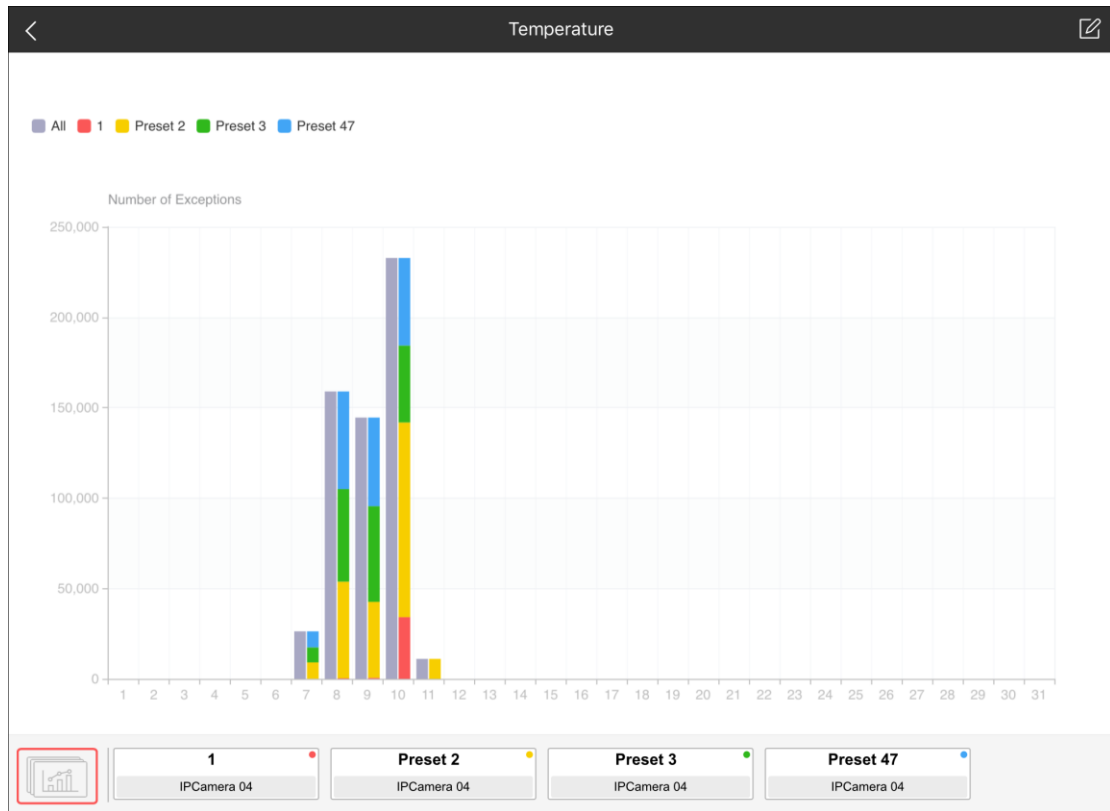
#### **Weekly Report, Monthly Report, Annual Report:**

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 system will calculate the temperature data detected in each day of way week, in each day of one month, and in each month of one year.

#### **Custom Time Interval:**

You can customize the days in the report to analyze the temperature data detected in each day of the custom time interval.

3. Select thermal camera(s) for statistics.
  - 5) Tap **Select** to enter the Camera Selection panel.
  - 6) Tap ▼ to select a site.
  - 7) Select the preset(s) configured on the camera(s) and the system will collect the data on the thermometry point in these presets.
  - 8) Tap **OK**.
4. Tap **Generate Report**.



5. (Optional) Perform the following operations after generating the report.
  - Tap the legend to show or hide the data of certain element, such as certain preset or thermometry point.
  - Tap the camera name or the preset name displayed at the bottom of the page to view temperature report of the camera or preset.
  - Tap the bars on the histogram to view the details of number of exceptions at the selected time period.

## 8.4 Generate People Counting Report

### **Purpose:**

People counting statistics is to calculate the number of line crossing people in a specific area and a certain time period by the people counting camera(s). You can generate report to view the people counting statistics in a line chart or histogram.

### **Before You Start:**

Configure the camera with a people counting rule for the required area. To configure the people counting rule, please refer to user manual of people counting camera.

### **Steps:**

1. Tap **Video Analysis->People Counting** to enter the People Counting page.
2. Select daily report, weekly report, monthly report, or annual report as the report type, or customize the time interval for the report.

### **Daily Report:**

Daily report shows data on a daily basis. The system will calculate the number of people in each hour of one day.

**Weekly Report, Monthly Report, 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 system will calculate the number of people in each day of way week, in each day of one month, and in each month of one year.

**Custom Time Interval:**

You can customize the days in the report to analyze the number of people in each day of the custom time interval.

3. Select camera(s) for statistics.
  - 1) Tap **Select** to enter the Camera Selection panel.
  - 2) Tap ▼ to select a site.
  - 3) Select camera(s)
4. Tap **Generate Report**.
5. (Optional) Perform the following operations after generating the report.
  - Tap the legend to show or hide the data of certain element, such as certain camera.
  - Tap **Enter**, **Exit**, or **Enter and Exit** from the drop-down list. The total statistics and all the selected cameras' statistics are displayed and marked with different colors.
  - Tap the camera name at the bottom of the page to view the chart of single camera.
  - Tap **Trend** or **Item for Comparison** on the upper-right corner to switch the between line chart (displaying the trend for the number of people on different time points) or histogram (for comparison).

## 8.5 Generate Queue Analysis Report

**Purpose:**

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.

**Before You Start:**

Add 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.

**Steps:**

1. Tap **Video Analysis->Queue Analysis** to enter the Queue page.
2. Select daily report, weekly report, monthly report, or annual report as the report type, or customize the time interval for the report.

**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, 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 system will calculate the queue data detected in each day of way week, in each day of one month, and in each month of one year.

**Custom Time Interval:**



You can customize the days in the report to analyze the queue data detected in each day of the custom time interval.

- (Optional) Select the analysis type and set the report range.

**Waiting Duration:**

The report can show the number of persons in each queue who have waited for specified duration at different time points.

For example, if you set the report range to 300s and 600s, the report will show the number of persons who have waited for less than 300s, the number of persons who have waited for 300 to 600s, and the number of persons who have waited for more than 300s in each queue.

**Queue Length:**

The report will show the duration (unit: s) each queue status (number of persons in different ranges) lasts.

For example, if you set the queue length to “5 persons to 10 persons”, the report will show the duration (unit: s) when there are less than 5 persons, the duration when there are 5 to 10 persons, and the duration when there are more than 10 persons.

- Tap **Select** to select the queue regions configured on the camera and the system will collect the queue data in these queue regions.

**Note:** For configuring the queue, refer to the user manual of the camera.

- Tap **Generate Report**.

A chart will be displayed in the right panel, showing the number of exceptions (waiting timeout or people amount exceeding) of different queues.



- (Optional) Perform the following operations.


- Tap the legend to show or hide the data of certain element, such as queue.
- Tap the queue region at the bottom of the page to view the report of the single queue, including the number of exceptions, number of people in the queue, and waiting durations.
- If you select **Waiting Duration** as the analysis type, click the dropdown list to view the number of waiting timeout exceptions or number of people in different queues.
- If you select **Daily Report** or **Weekly Report** as the report type, and set **Queue Length** as the analysis type, tap the drop-down list to view the number of people amount exceeding exceptions or queue length of different queues

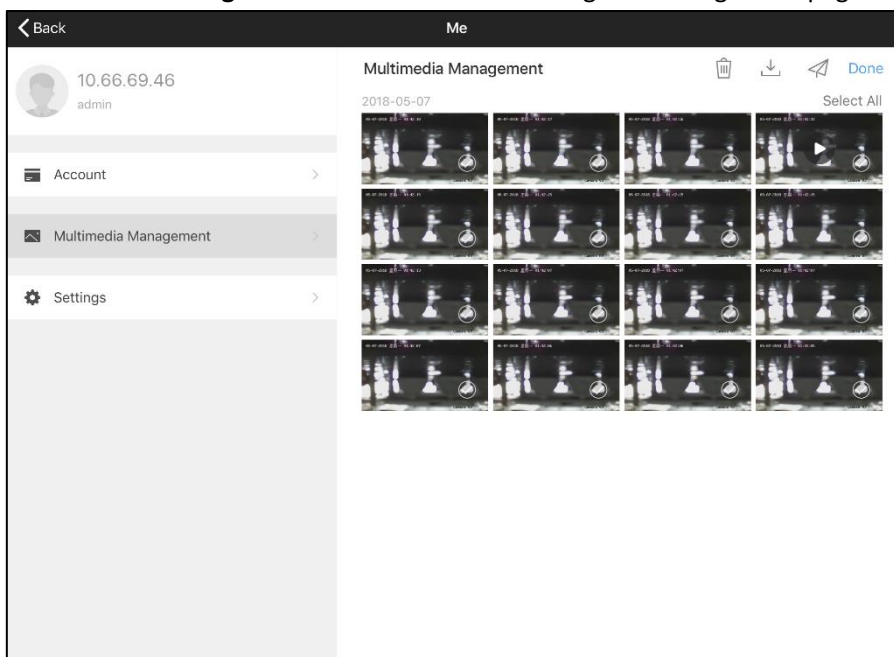
## Chapter 9 Multimedia Management

### Purpose:

In Multimedia Management page, you can view and manage the local video files and pictures that you manually record (clip) video files and capture pictures in the Live View Playback page. You can export the video files and pictures to your computer via iTunes. You can also export the pictures to the photo albums of your iPad, or send the pictures and videos to your email.


**Note:** The pictures and videos are displayed by date.

Tap ->**Multimedia Management** to enter the Multimedia Management page.



If you want to export pictures to the photo album of your iPad, perform the following steps.



### Steps:

1. Tap **Edit**.
2. Tap to select the pictures for exporting.
3. Tap  to export the pictures to the photo album.

**Note:** You must allow the Mobile Client to access your iPad album.

If you want to send the pictures and videos to your email, perform the following steps.

### Steps:

1. Tap **Edit**.
2. Tap to select the pictures and videos for sending.  
Or tap **Select All** to select all the pictures and videos of the same day.
3. Tap  and then select .
4. On the pop-up email page, edit the receiver's account and email subject, and tap **Send** to send the pictures and videos to the email account.

If you want to delete the pictures and videos in a batch, perform the steps below.

### Steps:


1. Tap **Edit**.
2. Tap to select the pictures and videos you want to delete.

Or tap **Select All** to select all the pictures and videos of the same day.

3. Tap  to delete the selected file(s).

If you want to share the pictures and videos to third-party applications, perform the following steps.





**Steps:**

1. Tap **Edit**.
2. Tap to select the pictures or videos for sharing.  
Or tap **Select All** to select all the pictures and videos of the same day.
3. Tap  and select the application to share the picture or video.

**Note:** Pictures and videos in iPad albums cannot be shared.


## 9.1 Picture Management




**Steps:**




1. Tap a picture and the picture displays in full screen.
2. (Optional) Pinch with two fingers to zoom in or out.  
Or double-tap on the picture to activate the digital zoom feature. You can also drag the picture in zoom-in mode.
3. (Optional) Perform the following operations.
  - Tap  if you want to delete it,
  - Tap  to export the picture to your photo album,
  - Tap  send it via email, or share it to another application.
4. Tap  to return to the Picture and Video page.

## 9.2 Video Management

**Steps:**

1. Tap a video and the video shows in full screen.
2. Tap  to play it.
3. Refer to the following description for the icons on the Playback page.

Icon	Description
	Pause playback.
	Capture a picture of the playback video.
	Audio control.

4. (Optional) Perform the following operations.
  - Tap  if you want to delete it,
  - Tap  to export the picture to your photo album,
  - Tap  send it via email, or share it to another application.

**Note:** Exporting the clipped video to your photo album is not supported.


# Chapter 10 Other Functions

## 10.1 Account Information

### Purpose:

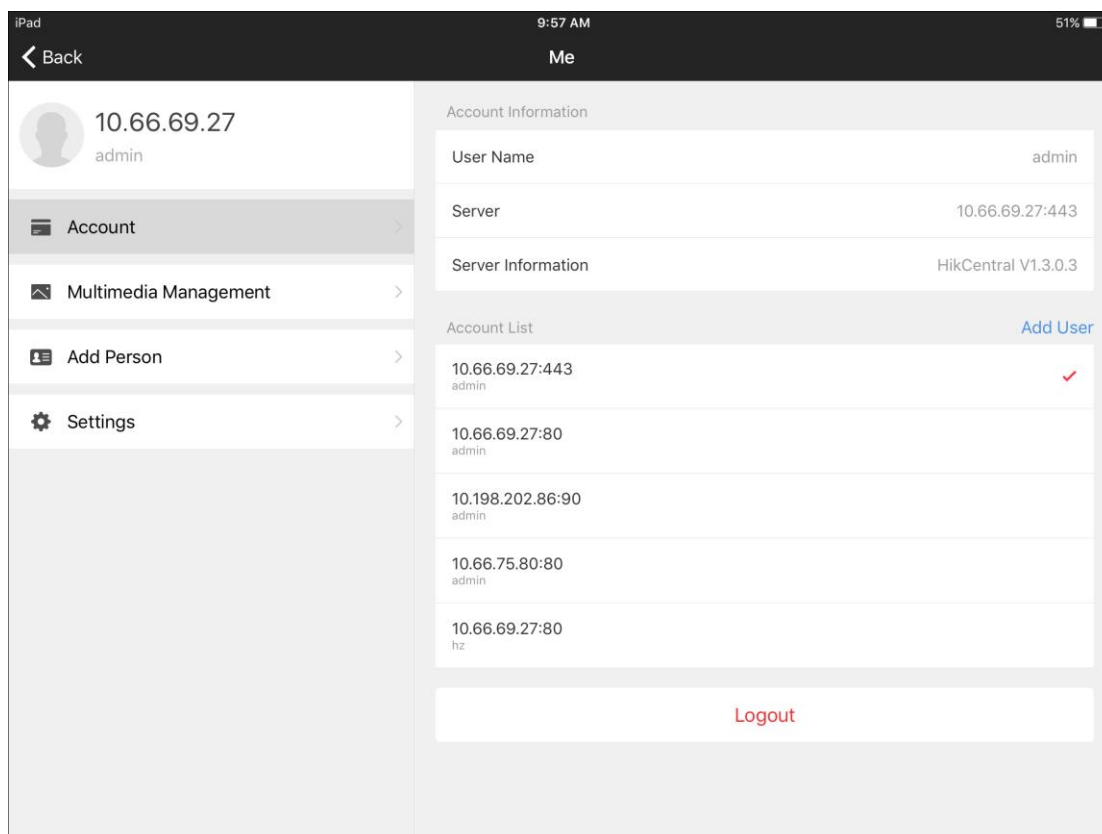
You can check the current login user, server information, server address, and switch to another account saved in the account list.

### Steps:

1. Tap ->**Account** to enter the Account page.

You can view the current login user, server information, server address, and account list.

**Note:** The account list displays the accounts of which the passwords are remembered when you logging in.




2. (Optional) Perform the following operations.
  - Tap an account in the account list to switch account.
  - Tap **Add User** to add an account to the account list. See *Chapter 10.2 Add Account to the Account List* for details.

## 10.2 Add Account to the Account List

### Purpose:

You can add account A to the account list so that you can switch to the account A conveniently after you log in with account B.

**Steps:**


1. Tap ->**Account** to enter the Account page.
2. Tap **Add Account** to enter the Login page.
3. Set the **Remember Password** switch to ON.
4. Log in to the system with another account.  
The account will be displayed on the account list after you log in.

## 10.3 Add Person

**Purpose:**

You can upload person information such as face picture to the system via the Mobile Client. The uploaded person information can be used for identify verification and face comparison.

**Steps:**

1. Tap ->**Add Person**.
2. Tap **Picture** and then tap **Take a Picture** or **Select from Album** to upload the person picture to the system.
3. Configure other required information, including ID, last name, first name, gender, and effective period.
4. Tap **Upload**.

**What to Do Next:**

Log in to the Web Client, add the person to a face comparison group and apply the group to a face recognition device for face comparison. Or add the person to an access group and configure access level for the group to define which door(s) the person can access.


**Note:** For details, see the *User Manual of HikCentral Web Client*.

## 10.4 Hardware Decoding

**Purpose:**

Hardware Decoding can provide better decoding performance and lower CPU usage when playing the HD videos during live view or playback.

**Steps:**

1. Tap ->**Settings** to enter the Local Settings page.
2. Set the **Hard-Decoding Preferred** switch to ON to enable decoding by hardware for live view and playback.

**Notes:**

- Hardware decoding is only available for H.264 and H.264+.
- Hardware decoding requires iOS 8.0 or higher version.


## 10.5 Traffic Statistics

**Purpose:**

The network traffic consumed during live view and remote playback can be checked. You can

check the mobile network traffic and Wi-Fi network traffic separately.

**Steps:**

1. Tap ->**Settings** to enter the Local Settings page.
2. Tap **Flow Statistics** to enter Flow Statistics page to view the data usage.

**Mobile Network:** Refer to the cellular data consumed during live view and remote playback.

**Wi-Fi:** Refer to the Wi-Fi data consumed during live view and remote playback.

**Current Day:** The traffic data consumed today.

**Current Month:** The traffic data consumed this month.

**History:** The traffic data consumed since you started using the software.

3. (Optional) Tap **Clear** to remove the data.


## 10.6 Device Access Mode

**Purpose:**

Set the device access mode of the client as automatically judge, direct connection, proxy mode or the same with the corresponding setting of the Web Client to define how the system accesses all the added encoding devices.

**Note:** The setting is only valid for the current client you logged in to.

**Steps:**

1. Tap ->**Device Access Mode** to enter the Local Settings page.
2. Set the device access mode as desired.

**Restore Default:** Set the device access mode of the client as the same with the corresponding setting of the Web Client.

**Automatically Judge:** The client system will automatically judge the network connection for accessing the device as accessing directly or accessing via Streaming Gateway and Management Service. The latter is less effective and less efficient.

**Note:** The default device access mode of the client is **Automatically Judge**.


**Direct Connection:** The client system will access the device directly.

**Note:** The direction connection mode is not supported by the third-party encoding device.

**Proxy Mode:** The client system will access the device via Streaming Gateway and Management Service, which is less effective and less efficient than accessing directly.

## 10.7 About

**Steps:**

1. Tap ->**Settings** to enter the Local Settings page.
2. Tap **About** to enter the About page to view the Mobile Client information.
3. (Optional) Perform the following operations.
  - Tap **Terms and Privacy**, **Open Source Software Licenses**, and **End User License Agreement** to view the related content.
  - Tap **New Features** to view the new features of the Mobile Client.
  - If the **Software Update** displays, tap **Software Update** to update the client.

**Note:** The Software Update item displays when there is a new version available in the App Store.

# Appendix

## Revision History

Version	Changes
V1.3.0.0	<ol style="list-style-type: none"> <li>1. Supports setting default stream (main stream or sub stream) for all the added resources. See <i>Chapter 4.2.16 Set Default Stream</i> for details.</li> <li>2. Supports hiding detection frames such as motion detection frames and fire source information on live video so that you can view live video without distractions. See <i>Chapter 4.2.17 Display Detection Frame on Video</i> for details.</li> <li>3. Supports capturing picture when the live view image is zoomed in.</li> <li>4. Supports subscribing events of all access points and face comparison events so that you can receive the two kinds of events during live view. See <i>Chapter 4.2.13 View Detected Events in Live View</i> for details.</li> <li>5. Supports adding person information to the system for identity verification and face comparison. See <i>Chapter 10.3 Add Person</i> for details.</li> <li>6. Optimized operations of fisheye dewarping mode. You can adjust the angle of view and the view direction by swiping the tablet screen. See <i>Chapter 4.2.6 Fisheye Dewarping</i> for details.</li> <li>7. Supports viewing and managing map. See <i>Chapter 5 Map</i> for details.</li> <li>8. Supports generating vehicle analysis report, queue analysis report, and people counting report. See <i>Chapter 8 Video Analysis</i> for details.</li> <li>9. Supports acknowledging and marking alarm messages. See <i>Chapter 6.2 Alarm Information</i> for details.</li> <li>10. Supports showing related map information in alarm details. See <i>Chapter 6.2 Alarm Information</i> for details.</li> </ol>
V1.2.2.0	<ol style="list-style-type: none"> <li>1. Supports controlling access points, as well as checking the access records. See <i>Chapter 4.2.7 Control Access Point in Live View</i> for details.</li> <li>2. Supports viewing the live video of facial authentication devices, and adding the information of the detected person to the face comparison group. See <i>Chapter 4.2.11 View Detected Face in Live View</i> for details.</li> <li>3. Supports recording information of passing vehicles. See</li> </ol>



	<p><i>Chapter 4.2.8 View ANPR Camera's Live View</i> for details.</p> <p>4. Supports monitoring undercarriages in real-time and capturing pictures of them. You can also mark on the pictures if suspicious objects are found. See <i>Chapter 4.2.9 View Under Surveillance System's Live Video</i> for details.</p> <p>5. Managing view on the Mobile Client is not supported in this version.</p> <p>6. Supports triggering user-defined events. See <i>Chapter 4.2.15 Trigger User-Defined Event</i> for details.</p> <p>7. Supports searching camera's tagged video footages, VCA event related video files, passing vehicle information, and access records.</p>
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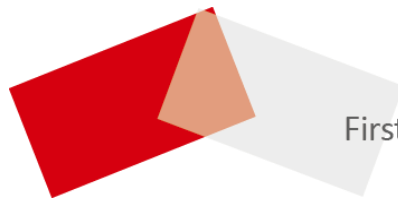
## Error Codes and Troubleshooting

Troubleshooting for HCNetsDK Error		
Code	Description	Troubleshooting
1	Incorrect device user name or password.	Make sure that the device user name or password configured in the system is correct.
7	Connecting to the device failed.	Make sure that the iPad network is connected or the device IP address configured in the system is correct.
8	Sending data to the device failed.	Make sure that the iPad network is connected or the device IP address configured in the system is correct.
9	Receiving data from the device failed.	Make sure that the iPad network is connected or the device IP address configured in the system is correct.
10	Receiving data from the server timeout.	Make sure that the iPad network is connected or the device IP address configured in the system is correct.
13	No device permission.	Make sure that the user has the permission to operate the device.
21	Device HDD full.	Make sure that the device has sufficient storage space.
31	Two-way audio is started.	Stop the two-way audio first.
44	Creating the SOCKET failed.	Close the background APP programs which are not being used and restart the Mobile Client.
45	Setting the SOCKET failed.	Close the background APP programs which are not being used and restart the Mobile Client.
47/152	The device user does not exist.	Make sure the device user account exists.
73	Socket disconnected.	Make sure the iPad network is connected or the destination is reachable.

153	The device user is locked.	Check whether the device user is locked.
<b>Troubleshooting for StreamClientSDK Error</b>		
<b>Code</b>	<b>Description</b>	<b>Troubleshooting</b>
3	Connecting to device failed, device is offline, or the network disconnected.	Make sure the device and stream media server is online, or the iPad network is connected.
17	RTSP return an error.	Make sure the device and stream media server is online, or the iPad network is connected.
56	Insufficient system memory.	Close the background APP programs which are not being used.
68	A server error.	Make sure the device and stream media server is online, or the iPad network is connected, or the device does not support the stream.
4001	Sending heartbeat failed.	Make sure the iPad network is connected or the stream media server is online.
4002	Heartbeat timeout.	Make sure the iPad network is connected or the stream media server is online.
8499	No data stream in 15s and network disconnected.	Make sure the iPad network is connected.
<b>Troubleshooting for HCNNetUtils Error</b>		
<b>Code</b>	<b>Description</b>	<b>Troubleshooting</b>
7	Connection failed.	Make sure the iPad network is connected.
8	Sending data failed.	Make sure the iPad network is connected.
9	Receiving data failed.	Make sure the iPad network is connected.
10	Receiving data timeout.	Make sure the iPad network is connected.
44	Creating SOCKET error.	Close the background APP programs which are not being used and restart the Mobile Client.
45	Setting SOCKET error.	Close the background APP programs which are not being used and restart the Mobile Client.
73	Socket disconnected.	Make sure the iPad network is connected or the destination is reachable.
75	Listening failed.	Close the background APP programs which are not being used and restart the Mobile Client.
<b>Troubleshooting for Domain Error</b>		
<b>Code</b>	<b>Description</b>	<b>Troubleshooting</b>
-1	Network connection exception.	Make sure the iPad network is connected or the server is working properly.
1	License is not activated.	Activate the License.
2	License is expired.	Apply the License again.
3	Server exception.	Make sure the server is working properly.
5	Invalid session.	Make sure the session is valid.
6	Incorrect user name.	Make sure the user name is correct.

7	Incorrect password.	Make sure the password is correct.
8	The account is frozen.	Unlock the account via the Web Client.
9	Incorrect verification code.	Make sure the verification code is correct.
10	Getting verification code failed.	Get verification code again.
11	Verification code timeout.	Get verification code again.
12	Illegal server WAN address.	Make sure the server WAN address is correct.
13	The number of users has reached the limit.	Make some unused users log out of the system.
14	User is expired.	Set the expired time for user again via the Web Client.
15	No permission.	Configure some permission via the Web Client.
16	The user does not exist.	Make sure the user exists.
18	The recording location does not exist.	Make sure the recording location exists.
20	The account is risky.	Input the verification code when logging in.
21	The user permission has expired.	Configure the user permission again via the Web Client.
22	Connecting domain server failed.	Make sure the domain server is working properly.
24	IP is frozen.	Unlock the IP via the Web Client.
25	The user is logging for first time.	Change the password.
26	The password is expired.	Change the password.
27	The password is reset.	Change the password.
28	The old password is incorrect.	Make sure the old password is correct.
29	Low password strength.	Change the password.
30	The resource does not exist.	Make sure the resource exists.
31	The view name already exists.	Rename the view.
1015	Incorrect transfer protocol.	Use HTTP to login.
1016	Incorrect transfer protocol.	Use HTTPS to login.
1606	Incorrect recording server IP address.	Make sure the recording server IP address is correct.
1671	Searching recording settings failed.	Make sure you have configured the recording settings.
1804	The site has not logged in.	Make sure you have logged in to the site.
11105	Incorrect streaming server IP address.	Make sure the streaming server IP address is correct.
11114	The key of the Cloud Storage Server is not configured.	Configure the key for Cloud Storage Server.

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