DS-K5032 Series Visitor Terminal

User Manual

Legal Information

About this Manual

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

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

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

Data Protection

During the use of device, personal data will be collected, stored and processed. To protect data, the development of Hikvision devices incorporates privacy by design principles. For example, for device with facial recognition features, biometrics data is stored in your device with encryption method; for fingerprint device, only fingerprint template will be saved, which is impossible to reconstruct a fingerprint image.

As data controller, you are advised to collect, store, process and transfer data in accordance with the applicable data protection laws and regulations, including without limitation, conducting security controls to safeguard personal data, such as, implementing reasonable administrative and physical security controls, conduct periodic reviews and assessments of the effectiveness of your security controls.

Regulatory Information

FCC Information

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC compliance: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.

FCC Conditions

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.

2. This device must accept any interference received, including interference that may cause undesired operation.

EU Conformity Statement

This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed

under the EMC Directive 2014/30/EU, RE Directive 2014/53/EU,the RoHS Directive 2011/65/EU

2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info

2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see:www.recyclethis.info

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) this device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

(1) l'appareil ne doit pas produire de brouillage, et

(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss.

The precaution measure is divided into Dangers and Cautions:

Dangers: Neglecting any of the warnings may cause serious injury or death.

Cautions: Neglecting any of the cautions may cause injury or equipment damage.

⚠	⚠
Dangers: Follow these safeguards to prevent serious injury or death.	**Cautions:** Follow these precautions to prevent potential injury or material damage.

⚠ Danger:

- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region.
- This equipment is not suitable for use in locations where children are likely to be present.
- To prevent possible hearing damage, do not listen at high volume levels for long periods.
-
  1. Do not ingest battery. Chemical burn hazard!
  2. This product contains a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.
  3. Keep new and used batteries away from children.
  4. If the battery compartment does not close securely, stop using the product and keep it away from children.
  5. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
  6. Risk of explosion if the battery is replaced by an incorrect type.
  7. Improper replacement of the battery with an incorrect type may defeat a safeguard (for example, in the case of some lithium battery types).
  8. Do not dispose of the battery into fire or a hot oven, or mechanically crush or cut the battery, which may result in an explosion.
  9. Do not leave the battery in an extremely high temperature surrounding environment, which may result in an explosion or the leakage of flammable liquid or gas.
  10. Do not subject the battery to extremely low air pressure, which may result in an explosion or the leakage of flammable liquid or gas.
  11. Dispose of used batteries according to the instructions.
- All the electronic operation should be strictly compliance with the electrical safety regulations, fire prevention regulations and other related regulations in your local region.
- Please use the power adapter, which is provided by normal company. The power consumption cannot be less than the required value.

- Do not connect several devices to one power adapter as adapter overload may cause over-heat or fire hazard.
- Please make sure that the power has been disconnected before you wire, install or dismantle the device.
- If smoke, odors or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.
- If the product does not work properly, please contact your dealer or the nearest service center. Never attempt to disassemble the device yourself. (We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.)

⚠ Cautions:

- No naked flame sources, such as lighted candles, should be placed on the equipment.
- The ventilation should not be impeded by covering the ventilation openings with items, such as newspapers, table-cloths, curtains, etc. The openings shall never be blocked by placing the equipment on a bed, sofa, rug or other similar surface.
- The serial port of the equipment is used for debugging only.
- Do not drop the device or subject it to physical shock, and do not expose it to high electromagnetism radiation. Avoid the equipment installation on vibrations surface or places subject to shock (ignorance can cause equipment damage).
- Do not place the device in extremely hot (refer to the specification of the device for the detailed operating temperature), cold, dusty or damp locations, and do not expose it to high electromagnetic radiation.
- The device cover for indoor use shall be kept from rain and moisture.
- Exposing the equipment to direct sun light, low ventilation or heat source such as heater or radiator is forbidden (ignorance can cause fire danger).
- Do not aim the device at the sun or extra bright places. A blooming or smear may occur otherwise (which is not a malfunction however), and affecting the endurance of sensor at the same time.
- Please use the provided glove when open up the device cover, avoid direct contact with the device cover, because the acidic sweat of the fingers may erode the surface coating of the device cover.
- Please use a soft and dry cloth when clean inside and outside surfaces of the device cover, do not use alkaline detergents.
- Please keep all wrappers after unpack them for future use. In case of any failure occurred, you need to return the device to the factory with the original wrapper. Transportation without the original wrapper may result in damage on the device and lead to additional costs.
- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.
- Biometric recognition products are not 100% applicable to anti-spoofing environments. If you require a higher security level, use multiple authentication modes.

Available Model

Product Name	Model
Visitor Terminal	DS-K5032

Contents

Chapter 1 Overview

1.1 Overview

The visitor terminal is a kind of access control device for face recognition and visitor management, which is mainly applied in security access control systems, such as enterprises, stations, university campuses, factories, etc.

1.2 Main Features

- Android operation system with single or dual screen design.
- Supports staff-sevice and self-service mode.
- Paperless visitor enrollment.
- Supports both stand-alone and networking application. TCP/IP and Wi-Fi are available for networking application.
- Real-time visitors counting for the current day.
- Up to 130,000 visitor records can be stored on the device.

Chapter 2 Appearance

Refer to the following contents for detailed information of the visitor terminal:
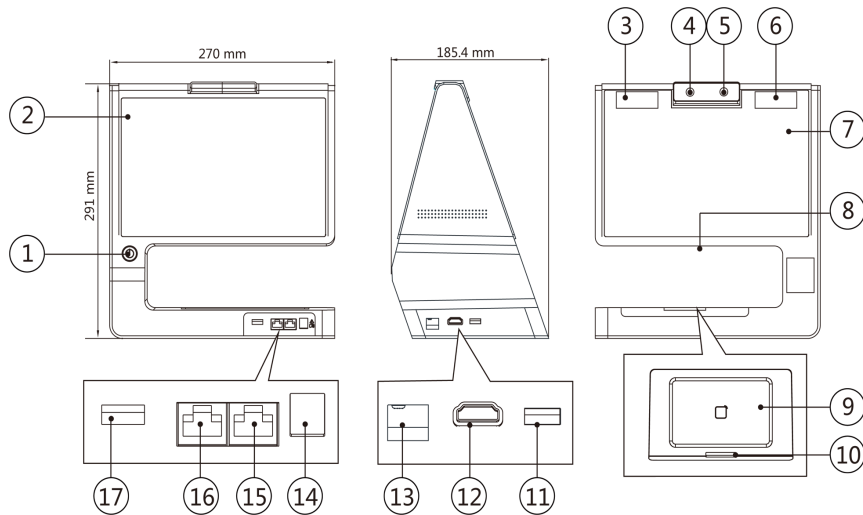
Figure 2-1 Visitor Terminal Diagram

Table 2-1 Description of Face Recognition Terminal

No.	Description
1	Power Switch Hold: Power On/Power Off/Reboot Press: Sleep/Wake Up
2	Visitor Screen ⓘNote The models, which contains only one screen, do not support the visitor screen.
3	Supplement Light ⓘNote Both white light and IR light are supported.
4	Camera
5	Camera
6	Supplement Light

No.	Description
	Note Both white light and IR light are supported.
7	Operator Screen
8	Bottom Camera
9	Card Presenting Area
10	Indicator for Card Presenting
11	USB 2.0 (Sub Interface) **Note** Supports the USB import function. You can use the interface to upload the event to the client software, etc.
12	Reserved
13	Reserved
14	Power Interface
15	Network Interface
16	Reserved
17	USB 2.0 **Note** The interface can connect with an USB flash drive. You can import the allowlist to the device or export the events to the USB flash drive.

Chapter 3 Installation

3.1 Installation Environment

• Avoid backlight, direct sunlight, and indirect sunlight.
• For better recognition, there should be light source in or near the installation environment.

ⓘNote

For details about installation environment, see *Tips for Installation Environment*.

3.2 Installation

Steps

1. Put the device on the surface.

ⓘNote

This equipment is suitable for mounting on concrete or other non-combustible surface only.

2. Plug the power supply in the power interface.
3. Press the power switch to power on the device.

The device will enter the main page after powering on.

4. **Optional:** Connect th device with the network.
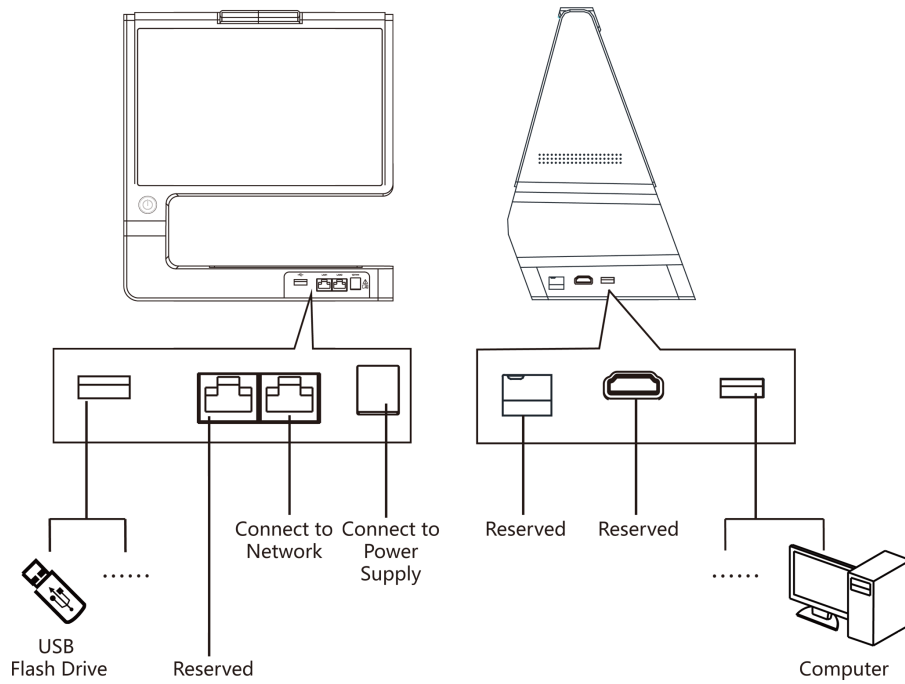
Chapter 4 Wiring

The suggested wiring diagram is as follows:

Figure 4-1 Wiring Diagram

Chapter 5 Basic Operation

5.1 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.

5.1.1 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.

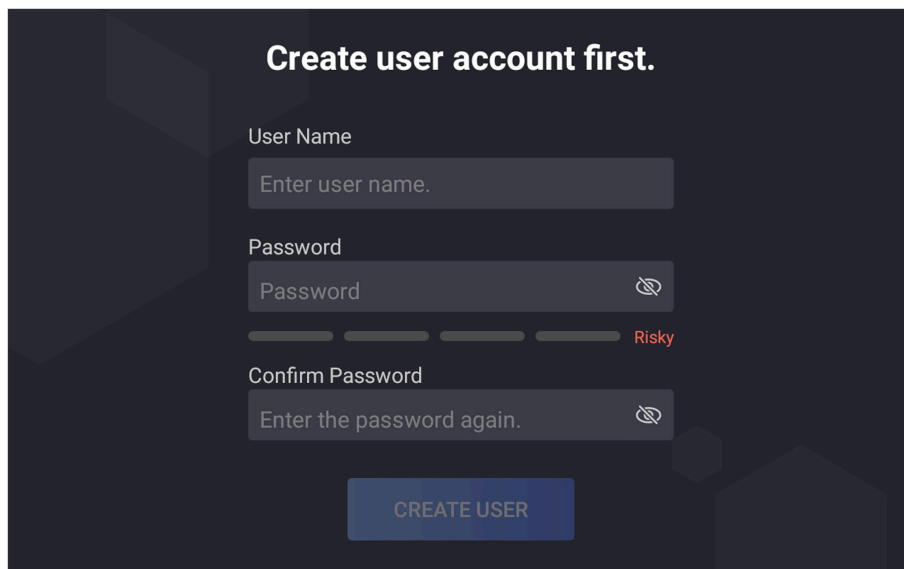   The account registration page will be displayed on the screen of the visitor terminal.

Figure 5-1 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.

📖**Note**

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

5.1.2 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 5-1 Main Functionality Differences between a Connected Visitor Terminal and a Disconnected One

Functionality	Connected to HikCentral Professional	Disconnected
Visitor Access Permission	On a staff-service visitor terminal, you can set person group and access group for the visitors to define access levels for them. 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.	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.

Functionality	Connected to HikCentral Professional	Disconnected
Access by Card	On a staff-service terminal, you can issue cards for visitors. After that, the visitor can access doors and floors using the card. [i]**Note** Card is not supported by self-service visitor terminal.	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

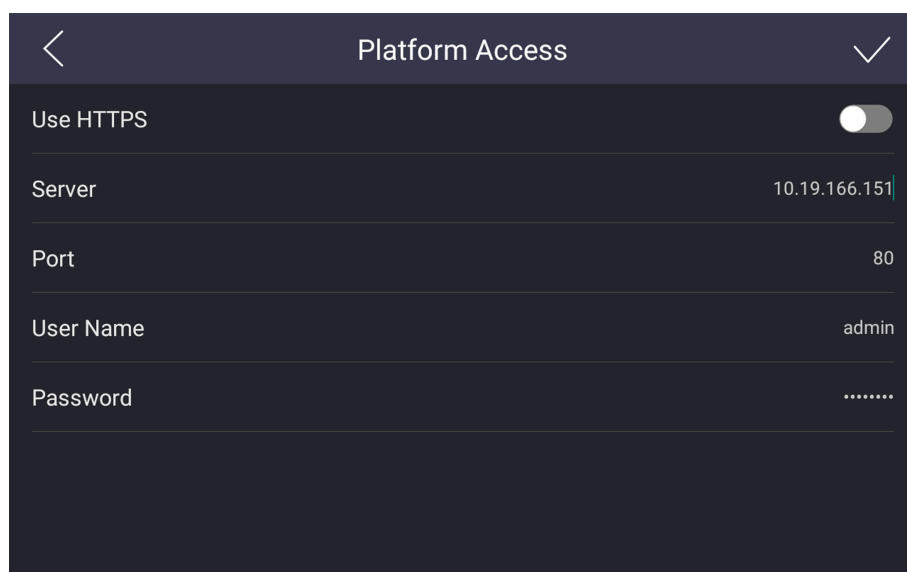Enter the password of the administrator account of the visitor terminal.

Figure 5-2 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* .

5.2 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 vistior 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 afterwords.

5.3 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 5-2 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 ***Connect to HikCentral Professional (Optional)*** .	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 ***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 are also supported.

5.3.1 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.

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 the 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. 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* .

3. Set visitor information.

   📖**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 maximum times a visitor can enter and exit a specified area via QR code authentication (QR code here refers to the QR code on visitor pass). For example, assume that you enter 5 as the valid times and define the door of the news release room as the door that the visitor can access, the visitor can enter/exit the door(s) by scanning the QR code on visitor pass for 5 times at most.

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.

[i]**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.

[i]**Note**

The parameter is only available if the visitor terminal is connected to theHikCentral 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.

[i]**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 theHikCentral Professional system. For details about connecting visitor terminal to the system, see ***Connect to HikCentral Professional (Optional)*** .

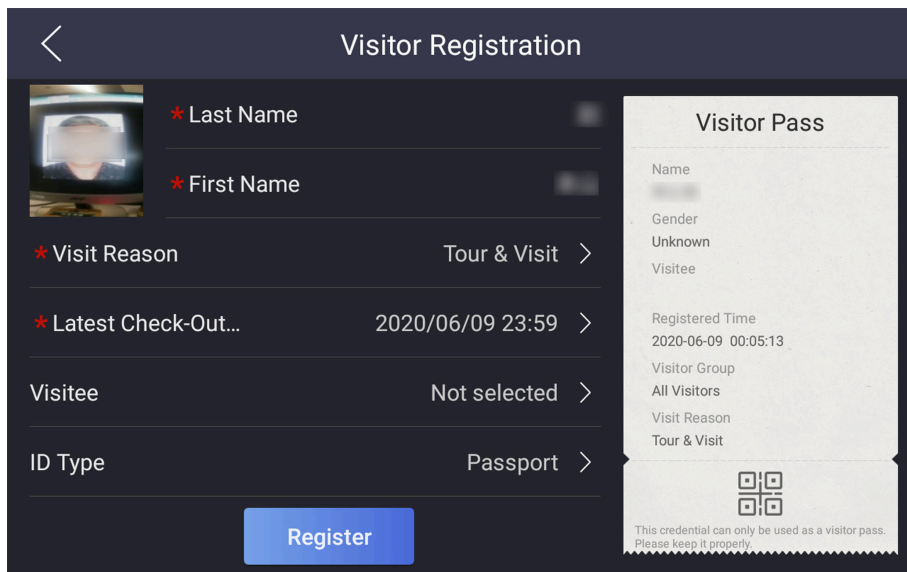**Figure 5-3 Visitor Registration**

4. 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* .

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 form 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.

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.

ℹ️Note

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.
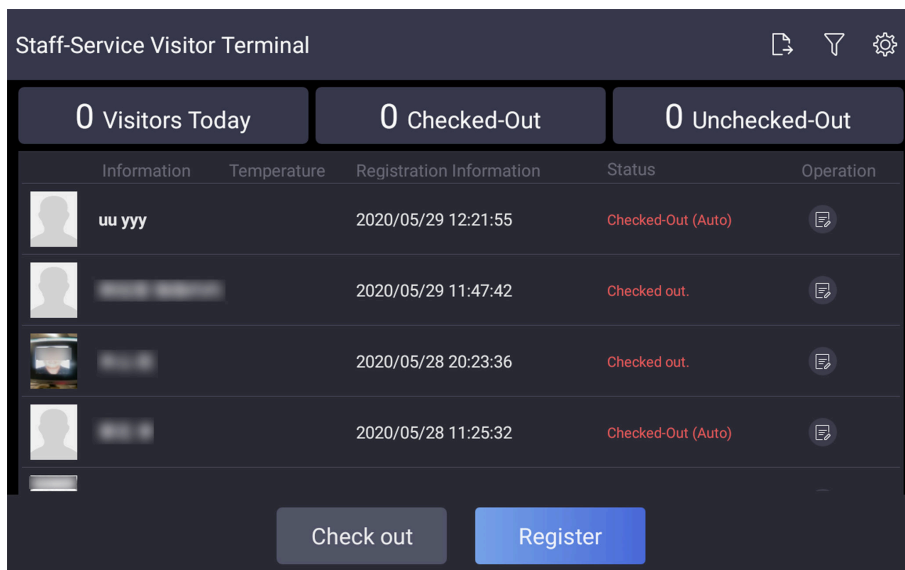

Figure 5-4 Visitor List

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.

5.3.2 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.

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, visitee, 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.

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.

5.4 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.

> **Note**
>
> 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.

> **Note**
>
> 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 ProfessionalWeb 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) visitee 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.
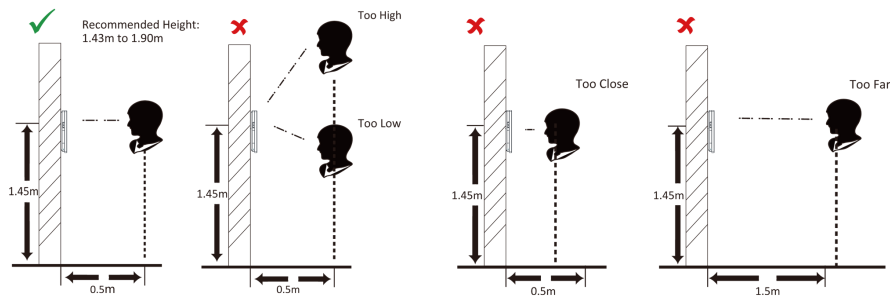
Visitor Records Retention Period

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

Appendix A. Tips When Collecting/Comparing Face Picture

The position when collecting or comparing face picture is as below:

Positions (Recommended Distance: 0.5 m)

Expression

- Keep your expression naturally when collecting or comparing face pictures, just like the expression in the picture below.

- Do not wear hat, sunglasses, or other accessories that can affect the facial recognition function.
- Do not make your hair cover your eyes, ears, etc. and heavy makeup is not allowed.

Posture

In order to get a good quality and accurate face picture, position your face looking at the camera when collecting or comparing face pictures.
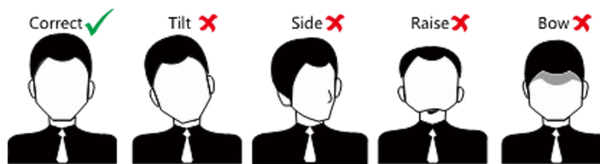
Size

Make sure your face is in the middle of the collecting window.
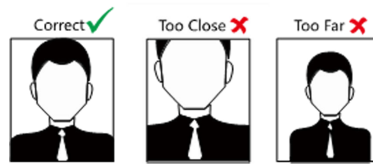
Appendix B. Tips for Installation Environment

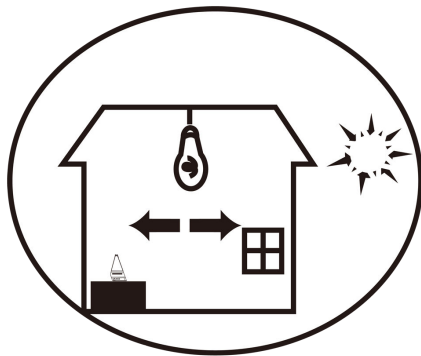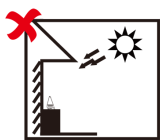1. Light Source Illumination Reference Value
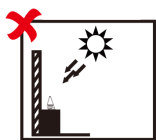
Candle: 10Lux

Bulb: 100~850Lux

Sunlight: More than 1200Lux

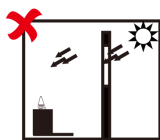2. Install the device at least 2 meters away from the light, and at least 3 meters away from the window or door.
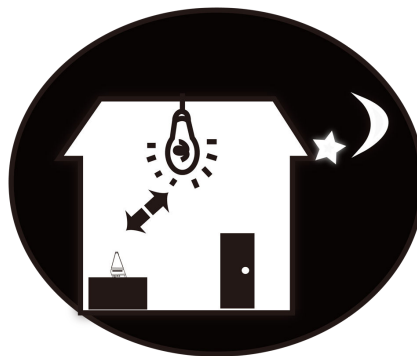
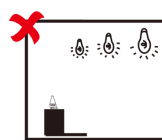3.Avoid backlight, direct and indirect sunlight

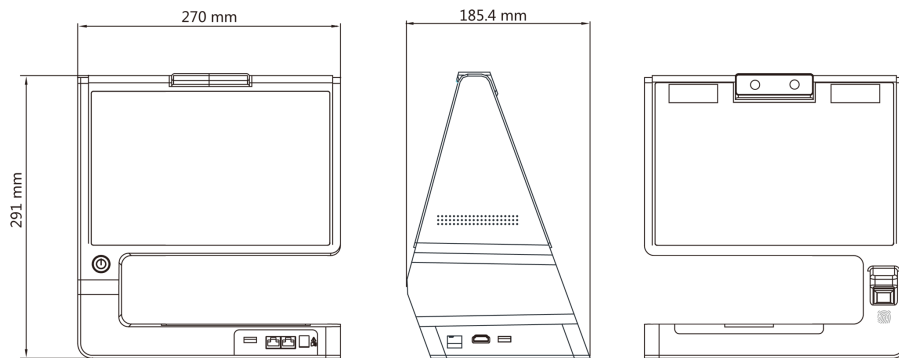| Backlight | Direct Sunlight | Direct Sunlight through Window | Indirect Sunlight through Window | Close to Light |

Appendix C. Dimension

Appendix D. Communication Matrix and Device Command

Communication Matrix

Scan the following QR code to get the device communication matrix.
Note that the matrix contains all communication ports of Hikvision access control and video intercom devices.

Figure D-1 QR Code of Communication Matrix

Device Command

Scan the following QR code to get the device common serial port commands.
Note that the command list contains all commonly used serial ports commands for all Hikvision access control and video intercom devices.

Figure D-2 Device Command

See Far, Go Further