



Hik-Connect for Teams Mobile Client

User Manual

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Chapter 1 Introduction

Hik-Connect is a platform which provides unified solution, from home to business. It has two modes, which are Hik Connect for Teams (HCT), and Hik-Connect for personal (HC). This manual is about the HCT system (hereinafter referred to as "the System").

1.1 Overview

The System can be remotely handed over to an enterprise user via the Internet without the inconvenience of onsite server deployment. By subscribing to the HCT services (e.g., video management service, on-board monitoring service, intrusion service, access control service, video intercom service, and analysis report service), the enterprise users can manage resources remotely, perform video-based monitoring, handle alarms, locate and track vehicles, control doors, manage calls, and so on. HCT is suitable for single-site or multi-site scenarios including the monitoring and management of retail stores, petrol stations, factories, office buildings, restaurants. HCT provides easy-to-use clients (a Portal and a Mobile Client) for users to access it.

Table 1-1 Portal and Mobile Client

Client	Description
Portal	For users to log in to HCT to manage resources and perform related configuration and operations (Portal URL: https://www.hik-connect.com/). All features of the services (except for those related to call answering and the self-service features) are available on the Portal.
Mobile Client	For users to log in to HCT to use more lightweight features of the services, such as live view, playback, driving monitoring, arming control of areas or zones, remote door controls, person/resident management, etc. It is also for self-service users to use self-service features such as door opening via mobile credentials, call answering and management, temporary pass management, etc.

1.2 Target Audience

This manual provides the super user and normal users with the essential information and instructions about how to use the Mobile Client to perform operations for video monitoring, on-board monitoring, intrusion, access control management, and video intercom management. Specifically, it describes how to manage your account and the added resources, and perform operations such as live view, playback, alarm and message handling, driving monitoring, area arming/disarmingremote door controls, call answering and management.

1.3 Related Entities

Here we introduce the entities (any physical or conceptual object) related to HCT.

Table 1-2 Entities Related to HCT

Entity	Description
Service Provider	The service provider who creates the HCT system and hands it over to the enterprise user, or who is invited to manage an HCT account. A service provider can be a system integrator or an installer, dealer, reseller, etc.
Hik-Partner Pro	The platform used by the service provider to create HCT systems and/or purchase more services for HCT users.
System Handover	The process in which the service provider hands over the ready-to-use HCT system together with devices added on Hik-Partner Pro to the enterprise user via the Internet.
Super User	The enterprise user who accepts the ready-to-use HCT system or self-registers an HCT account and plays the role of the initial administrator of HCT. The super user has full access to resources and features in HCT.
Normal User	All the other users except the super user. Different roles can be assigned to normal users to let them have different permissions to access resources and features in HCT. In other words, a normal user might have limited access to resources and features in HCT.
Resource	All physical resources and logical resources managed in HCT. Physical resources refer to devices including NVRs, DVRs, network cameras, on-board devices, alarm devices, Hik-ProConnect boxes, etc. Logical resources refer to abstractions of components of physical resources. For example, video channels are the logical resources of NVRs.

1.4 Running Environment

The following is the recommended system requirement for running the Mobile Client.

System Requirement

For iOS: iOS 11.0 or later versions.

For Android: Android 6.0 or later versions.

Memory

For iOS: 2 GB or above.

For Android: 4 GB or above.

1.5 Icons Meanings in Hik-Connect

Here introduces icons in Hik-Connect.

Table 1-3 Live View and Playback Icons

Icon	Description
	Start/stop the selected live view window.
	Turn audio on/off.
	Tap to select the window division mode. You can select 1-window, 4-window, 9-window, 12-window, or 16-window.
	Enable digital zoom function.
	Start controlling PTZ.
	Start two-way audio.
	Capture.
	Add a device.
	The resolution in ascending order is Basic < SD < HD < Ultra HD.
	Enable the fisheye mode.  Note • The function should be supported by the fisheye camera. • The icon displayed on the Live View page varies with the actual fisheye expansion mode.
	Fisheye PTZ.
	Fisheye 360°, 180°.
	Enable the mirror mode. The video will be played in its mirror mode.  Note The function should be supported by the device.
	Trigger the alarm output function.

Icon	Description
	 Note The function should be supported by the device.
	Arm the device.
	Wiper.
	Download the current video.
	Turn on audio alarm.
	Turn on sounder.
	Turn on strobe light.
	Disable noise reduction.
	Noise reduction. 1 means the weakest noise reduction, while 5 is the strongest noise reduction.
	Turn on supplement light (ColorVu camera, Floodlight camera...) or alarm light (panic alarm device).
	Turn on the light of a floodlight camera.

Chapter 2 Account Management

For the super user, they can register an account by themselves or get their account information from invitation emails (invitations to join HCT) sent by their service provider; for normal users, they can get their account information from invitation emails or directly from the super user or other normal users who have the permission to create users. With the account information, the super user and normal users can log into the System for further configurations or operations.

2.1 About Licenses

Hik Connect for Teams provides both free features and subscription features, and the subscription features are controlled by various types of licenses, including those for using the video management, on-board monitoring, intrusion, access control, video intercom, analysis report, and health monitoring services. You can purchase licenses from your service provider according to your needs.

Note

- If the licenses you have purchased are about to expire, please contact your service provider to renew them in time to ensure the proper use of the service features.
 - If any of your licenses has expired and the number of resources allowed to be added exceeds the limit, your system will enter a "service limit exceeded" status and all service-related features will be unavailable. To continue using Hik Connect for Teams, you need to either contact your service provider to purchase more licenses, or you can go to Resource Management to delete some resources.
-

Table 2-1 Basic Service Description

License	Description
Video Management	• Controls the availability of features related to the video management service, such as live view, playback, video search, and other video related settings. Without the license, your use of service may be limited. • Determines the maximum number of video channels that can be added to groups. Without the license, you can only add a fixed number of video channels covered by the free plan. • Determines whether cloud storage can be enabled for channels and the maximum number of channels for which cloud storage can be enabled.

License	Description
	 Note The cloud storage feature is only available in some countries/regions. Please contact Hikvision for details.
On-Board Monitoring	- Controls the availability of features related to the on-board monitoring service, such as driving monitoring, vehicle locating, vehicle track search, driving event search, driving rule configuration, and other on-board monitoring related settings. Without the license, your use of service may be limited. - Determines the maximum number of vehicles that can be added to areas. Without the license, you can only add a fixed number of vehicles covered by the free plan.
Access Control & Attendance	- Access control devices control the availability of features related to the access control service, such as access level management, person management, access record search, remote door controls, door opening via mobile credentials, and other access control related settings. Without the license, your use of service may be limited. Determines the maximum number of doors that can be added to areas and the maximum number of persons that can be added to the system. Without the license, you can only add a fixed number of doors and persons covered by the free plan. - The attendance service provides company managers with attendance data of employees, including check-in time, check-out time, overtime, and leave, to help them improve management efficiency and make strategies based on the data.
Video Intercom	- Controls the availability of features related to the video intercom service, such as housing management, call answering and management, and temporary pass management. Without the license, the features will be unavailable. - Determines the maximum number of rooms that can be added to areas. Without the license, you can only add a fixed number of doors covered by the free plan.
Intrusion	Controls the availability of features related to the intrusion service, such as area management, arming schedule

License	Description
	configuration, and arming control of areas. Without the license, the features will be unavailable. • Determines whether zones can be added to areas and the maximum number of zones that can be added. Without the license, you cannot add any zones.
Analysis Report	Controls the availability of features related to the analysis report service, such as monitoring the health status and data reporting status of the cameras with people counting / heat analysis capability, configuring the source of people counting data and the global heat map, and checking reports of the regular days and reports for showing the effects of promotions. Without the license, the features will be unavailable.
Health Monitoring	Controls the availability of features related to the health monitoring service, such as sending scheduled health monitoring reports, checking device health status, and sending real-time notifications of device exception to your portal, mobile app or email. Without the license, the features will be unavailable.
Commercial Display	Allows you to monitor and manage groups of interactive screens distributed across multiple locations from a central location.
ANPR	Manage ANPR cameras, manage vehicle allowlists, search and export passing vehicles, report license plate alarms, etc.
Audio Broadcast	Remote configuration, scheduled playback, remote two-way audio, alarm-triggered broadcasting, etc.
Retail AI	AI image analysis for detecting uniforms, gloves, chef caps, etc.
Elevator Control	Controls elevator access for residents, guests, and others.

Table 2-2 Basic Service Description

License	Description
Video AI	• Controls AI-powered features including Focus, AI Notification, AI Deterrence, Daily Summary, Fusion Search, AI Timeline, Gun Detection, and AI Assistant for video and access control.

License	Description
	 Note The feature is only available in some countries/regions. Please contact Hikvision for details. • Focus: Follow specific people, vehicles, unknown targets, or describe what you're looking for in natural language. Matching events are automatically delivered to you. • AI Notification: Leveraging AI's natural language understanding, the system turns your everyday descriptions into custom alert rules—so you'll get timely notifications for the events you care about. For non-customized motion detection events with AI service enabled, notifications now include a description like "A man in black placed a package at the door." • AI Deterrence: AI Deterrence detects intrusions in real time and instantly responds with AI-generated, targeted voice warnings, like calling out "the person in the blue shirt, please leave." to maximize deterrence. • Daily Summary: The feature analyzes 24 hours of video and events of a camera, automatically generating a daily overview with counts of people, vehicles, animals, suspicious events, and AI alarms—all in one place for quick review. • Fusion Search: Enter a name, license plate, etc. and the AI assistant can search for access control, vehicle, and other records of the target, and display all results on a chronological timeline with time, location, and snapshot for each record. • AI Timeline: Pause the video during playback, select a target, and the system will automatically retrieve all appearances of that target across relevant channels, presenting them on a unified timeline for playback. Start playback, pause the video, select a target, and the system will automatically retrieve all appearances of that target across relevant channels. • AI Assistant: To help you quickly find critical information in massive video data and avoid tedious manual searches, the AI assistant unifies video AI capabilities through natural language understanding, making tasks like footage retrieval and video analysis as simple as chatting.
Gun Detection	The Gun Detection feature uses AI vision to analyze live surveillance footage. When a suspected firearm is detected, an

License	Description
	alarm is instantly triggered and pushed to you, shifting security from post-incident response to pre-incident intervention and saving valuable time.  Note The feature is only available in some countries/regions. Please contact Hikvision for details.

2.2 Get Account Information

You can register a super user account and invite a service provider to manage your system. Normal users of your system can get their account information via invitation emails sent by you or other users with the permission to create normal user accounts, or you can create accounts for them by specifying the account name and password. To download the HCT Mobile Client to your phone, you can search for it in the application store you normally use, or scan the code provided on the login page of the HCT Portal.

Refer to the following sections for the registration process, the overall system handover process, and sample invitation emails.

- **Register a Super User Account**
- **Create Normal User Accounts**

Register a Super User Account

You can create your own HCT system by registering an Hik-Connect account, and create a team to generate an HCT super user account. A registered account can enjoy using HCT with free service plans for the video management service, on-board monitoring service, access control service, and video intercom service. If you want to purchase/activate more service plans, invite a service provider to link with your account. The steps for registering a super user account on the Mobile Client are as follows:

1. Open the Mobile Client on your phone, and tap **Login/Register**.
2. Tap **Register** to enter the Join Us page.
3. Tap **Terms of Service** and **Privacy Policy** to read the relevant content and then tap **Agree** to continue.
4. Select the region where your devices locate.
5. In the Register page, enter your email address or tap **Register by Mobile Phone Number** and enter your phone number, and then create a password.
6. Tap **Get Security Code** to get the security code for verification.
7. Enter the security code you received, and then tap **Finish**.

- Log in to the account, and you will see a prompt introducing the Team mode. Click **Create Team**.
- Enter the required team information, and select the services that you want to activate. After you read the **User Agreement** and **Privacy Policy**, click **Create** to create a team.

Create Normal User Accounts

As the super user, you can go to the Portal to create normal user accounts with email address or phone number. If an account is created with an email address, an invitation email will be sent to the specified email address, which contains the account information.



Note

For details about creating normal user accounts, see the *Hik Connect for Teams Portal User Manual*.

The figure below shows a sample invitation email sent to a normal user.

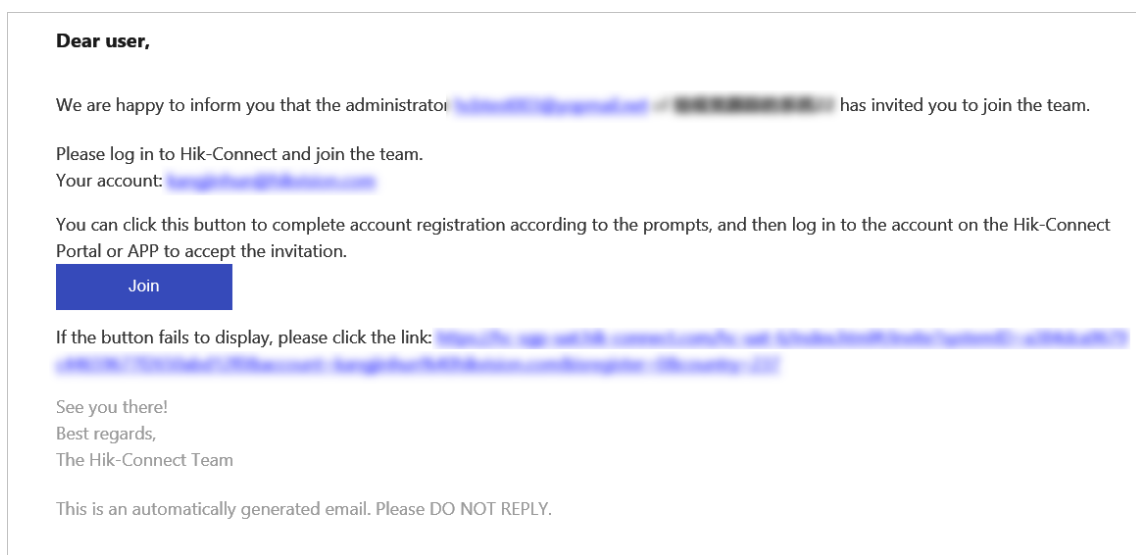


Figure 2-1 Sample Invitation Email for Normal Users

2.3 Login

Before you can manage resources and perform other operations such as playback and viewing alarm information, you need to log in to the System by an account.

Before You Start

Make sure you have gotten your account information and have downloaded the Mobile Client to your phone. For details, refer to [Get Account Information](#).

Steps

- Tap , and then tap **Login/Register** to enter the Login/Register page.

Note

When you open the Mobile Client for the first time, you should select and confirm the country/region where you locate before entering the Login/Register page. The confirmed country/region will be marked in red on the Login/Register page. If the information is incorrect, tap the displayed country/region name to select your country/region again.

-
2. Enter your email address / phone number.
 3. **Optional:** Reset your password if you have forgotten it.
-

Note

You can only reset the password yourself if your account is registered with an email address; otherwise, contact your administrator to change the password for you.

-
- 1) Tap **Forgot Password**, select between **Reset by User Name/Email Address** and **Reset by Mobile Phone Number**, confirm your email/phone number, and tap **Next**.
A verification code will be sent to your email address / phone number.
 - 2) Enter the security code and then tap **Next**.
 - 3) Create a new password, and then confirm it.
 4. Enter your password.
 5. Tap **Login**.
-

2.4 Log In via an Azure Account

After finishing required configuration on the Azure platform and HCT Portal, you can log into HCT with Azure account.

Before You Start

Finish the configuration on the Azure platform including HCT server address, and redirecting address.

Finish the configuration on HCT portal.

Note

For details, refer to [***How to Configure Azure AD Settings and Log in to Hik-Connect for Teams via Azure AD***](#).

Steps

Note

The feature is only available in certain countries or regions.

1. Tap , and then tap **Login/Register** to enter the Login/Register page.



Note

When you open the Mobile Client for the first time, you should select and confirm the country/region where you locate before entering the Login/Register page. The confirmed country/region will be marked in red on the Login/Register page. If the information is incorrect, tap the displayed country/region name to select your country/region again.

2. Optional: Select a display language from the drop-down list in the upper-right corner.

3. Tap Log in with Azure.

4. Enter the email enterprise email, and tap **Next**.

For the first time login, the login page of the Microsoft will be displayed.

5. Optional: On the login page of the Microsoft, enter your domain account and password, and log in to the account.

The home page will be displayed after you successfully log in to the system.

2.5 Account Settings

You can set the parameters of your Hik-Connect account such as notifications and hardware decoding preferred.

Tap → **Settings** to open the Settings page.

The following are account settings of admin users.

Notification Settings

You can enable/disable the device notifications, alarm audio notifications, call notifications, device exception notifications, and service provider notifications of your team devices, and edit notification parameters for a specific device. For details, refer to [**Notification Settings**](#).

Video Playing Settings

Hardware Decoding Preferred

If it is enabled, the Mobile Client will provide better decoding performance and lower CPU usage when you play high definition videos during live view or playback.



Note

- Hardware decoding is only supported when the resolution is 704 × 576, 704 × 480, 640 × 480, 1024 × 768, 1280 × 720, 1280 × 960, 1920 × 1080, 2048 × 1536, or 2560 × 1920. For other resolutions, only software decoding is supported.
- For H.265 video compression, hardware decoding is not supported.
- Hardware decoding should be supported by the device. If not, the device will adopt software decoding by default.

Display Channel-Zero

Channel-zero, known as a virtual channel, can show the videos from all channels of the device, reducing the bandwidth while simultaneously previewing from multiple channels. It can acquire image information and save bandwidth for transmission through encoding and configuring output images.

Display VCA Rule

If it is enabled, the video content analytic (VCA) rules configured on the device will be displayed.

Highlight Moving Object

If it is enabled, the detected moving objects will be highlighted in the video.

Display Feature Information

If it is enabled, the feature information will be displayed in the video.

Device

Save Device Parameters

If it is enabled, the Mobile Client will remember the device parameters you set. Take video and image encryption for an example, you only need to enter the device verification code for once to view the encrypted live view, playback, or picture.

Custom Audio Management

Manage recorded audio files and set custom audio files for specified NVR, DVR or other device to play alarm voice prompt.

- Tap **Start Recording** to record the audio.
- Tap ► / ⏸ to start/pause playing the audio.
- Long press a recorded audio, tap **Delete** to delete the audio, or tap **Rename** to rename the audio file.

Custom Audio Management

You can record audio files for setting them as the custom audio prompts for the alarms sent from the channels linked to specific models of DVR.

General

Resume Latest Live View

If it is enabled, the latest live view will be resumed when you enter the Mobile Client.

Distance Unit

Select **Kilometer (km)** and **Mile (Mi)** as the distance unit for the on-board module.

(Andiron Only) Tablet Mode

If the Mobile Client is installed on an Android tablet, you can enable tablet mode so that the interfaces will be displayed in landscape mode by default.

Note

After enabling tablet mode, you should restart the Mobile Client to make the settings effective.

Network Data Statistics

The Mobile Client automatically calculates the network traffic consumed during live view and playback. You can check the mobile network traffic and Wi-Fi network traffic separately.

The following are account settings of self-service users.

- If you are added as a person or resident, you can enable/disable **Notification of Calls** and **Visitor Notification**.
Auto Answer: If it is enabled, video intercom calls will be answered automatically. Disable the function if you need to check caller identity before answering the call.
 - If you are added as an employee, you can enable/disable **Visitor Notification**.
-

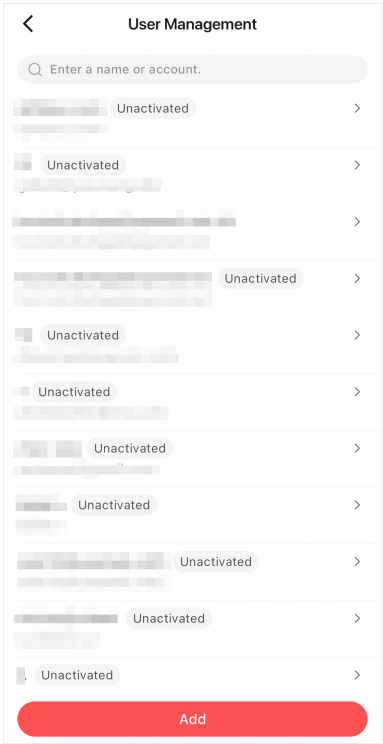
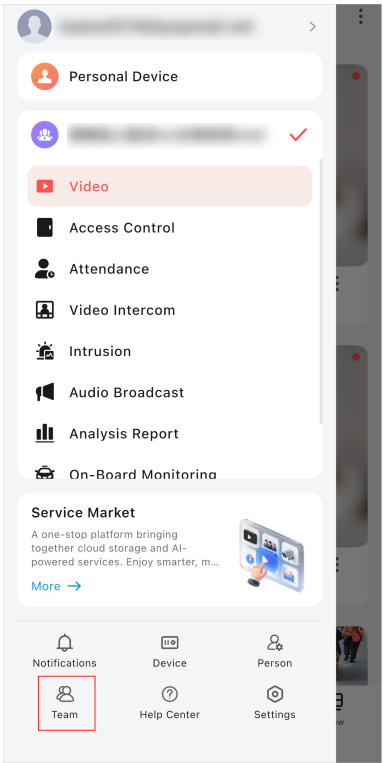
Note

If you are added as an employee and has the permission of attendance check, you can also enable/disable **Review Result Notification**.

2.6 Manage Users

You can create accounts for your team members.

Go to  → **Team** to manage users on the mobile client.



Add User

Enter Recipient Account

Email Phone

Enter the email address.

Next

Add Items

Select Item Type

All Items

All resources from the team will be selected.

Specified Items

You can select specified resources from the team.

Set Permission

Granted Permissions

By Role

☐

Video

☐

Access Control

☐

Attendance

☐

Video Intercom

☐

On-Board Monitoring

☐

Intrusion-Arm/Disarm

☐

Alarm

☐

Device Maintenance

☐

System Configuration

☐

Analysis Report

☐

Select All

Confirm

Results

Invitation Sent

The items are shared to . View the user information in User Management.

Back to Home

More Operations:

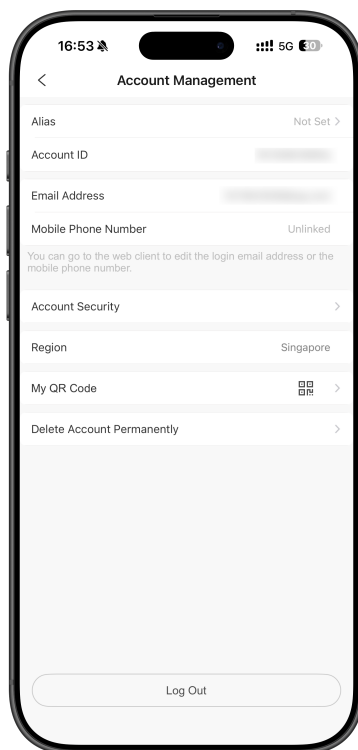
Share Team Invitation

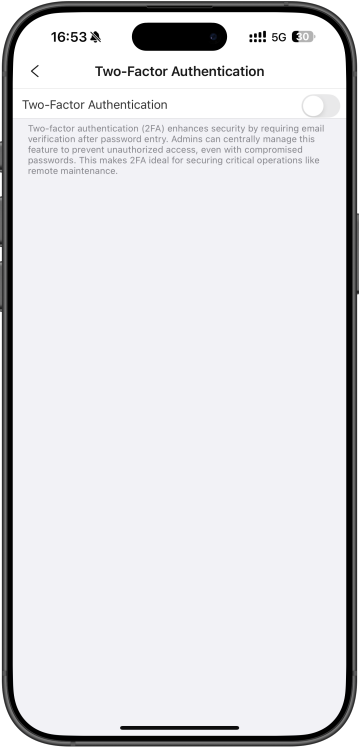
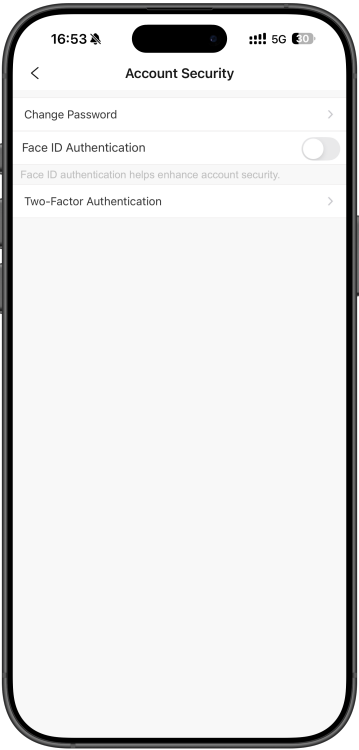
Copy and Share

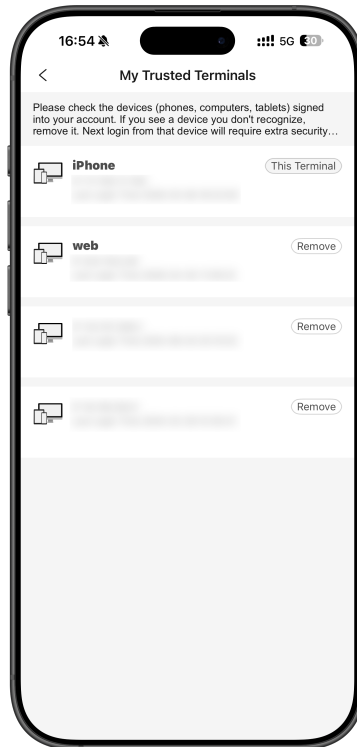
2.7 Two-Factor Authentication

You can enable Two-Factor Authentication for your account. Once enabled, logging in will require not only your password but also a verification code sent to your email or mobile phone via SMS, or a push notification to a trusted device, adding an extra layer of security.

1. **Enabling Two-Factor Authentication:** Log in to the app and tap ☰ → **Account Name** → **Account Security** . Enabling it may require a security verification step.







2. **Login Process:** When logging into an account with MFA enabled from a new, untrusted device:
 - a. After entering the correct username and password, the system will require a second verification step.
 - b. A verification code will be sent by default to your registered email (or phone number). You may also have the option to receive a push notification on another trusted app device.
 - c. Enter the correct code to log in successfully. You can choose to add the current device to your list of trusted devices, so future logins from this device won't require the second step.
3. **Managing Trusted Devices:** After logging in, you can view and manage your list of trusted devices. You can see device info, login location and time, and remove devices you no longer use (you cannot remove the device you are currently using).

2.8 View Team Information

You can view the team information such as the team name and your role in the team. You can also disband the team if needed.



Note

Make sure you have created a team.

Tap  → **Account Name** → **Team Information** to enter the Team Information page.

You can view the **Team Name**, **My Information in the Team**, and **My Permission in the Team**.

You can disband the current team on the Portal.



Note

- If value-added services (e.g., cloud storage) are linked to your account, the services will be unavailable and reimbursement is not accepted after the team is disbanded.
 - Make sure you have deleted all the devices linked to your account before disbanding the team.
 - If there is a service provider linked with your Hik-Connect, they will receive a notification after the team is disbanded.
-

Chapter 3 Resource Management

The Mobile Client supports adding devices such as encoding devices, Hik-ProConnect boxes, and security control devices, to different areas based on the devices' locations for convenient management. For devices added to the System, you can perform further operations such as moving devices to another area, editing their time zones, and changing their verification codes.

3.1 Add Group

The Mobile Client supports adding a group and add different resources to the group.

Steps

1. On the Home page, tap  → **Device** → **Add Group** .
2. Enter a group name, select a parent group and tap **Save**.

3.2 Add Devices

You can add devices by multiple ways, including adding online devices, adding devices by scanning QR codes, adding devices by the Hik-Connect domain, and importing personal devices.

On the device list page, tap  → **Online Device** to enter the Online Device page.

On the Applications page, tap **Device Management** in the Configuration area, and tap **Add Device**.

3.2.1 Add an Online Device

The Mobile Client can detect the online devices in the same local area network with your phone or tablet, and you can add the detected online devices to the Mobile Client.

Before You Start

Make sure the devices are connected to the same local area network with the phone or tablet.

Steps

1. On the device list page, tap  → **Device** → **Add Device** → **Online Device** to enter the Online Device page.
All detected online devices will be in the list.
2. Select a device for adding.

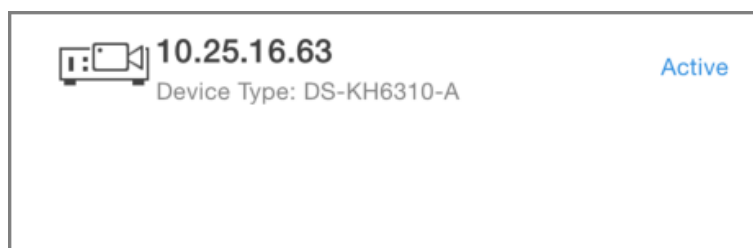


Figure 3-1 Online Device

Note

- For network cameras, make sure the device Multicast Discovery function is enabled so that the online network camera can be automatically detected via private multicast protocol in the LAN. For details, see User Manual of the network camera.

3. Optional: Edit the network information.

- 1) Tap .
- 2) Change the device IP address to the same LAN as your phone's by either editing the IP address manually or enabling the device DHCP function.
- 3) Tap  and input the admin password of the device to save the settings.

4. Tap Add.

5. Enter the required information, including device alias, user name and the password.

6. Tap .

7. **Optional:** Tap the device name or tap , and then tap **Delete Device**.

3.2.2 Add Device(s) by Scanning Device QR Code

You can add the device by scanning the device's QR code. You can also add device(s) by scanning the QR code obtained via the web page of the device.

Steps

1. On the device list page, tap  → **Device** → **Add Device** → **Scan QR Code** to enter the Scan QR Code page.
2. Scan the QR code / bar code.
 - Scan the QR code or bar code by aligning the QR Code with the scanning frame.

Note

- Usually, the device QR code is printed on the label, which is on the back cover of the device.
- Tap  to enable the flashlight if the scanning environment is too dark.
- If there are QR codes in photo album of the , tap  to extract QR code from local album.

3. Tap **Add** on the Result page.

4. Enter the device verification code.

The device will be added successfully.

Note

- The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling Hik-Connect service.

5. Tap **Finish**.

3.2.3 Add a Device by Hik-Connect Domain

For devices which support Hik-Connect service (a cloud service provided by Hikvision), you can add them manually by Hik-Connect domain.

Before You Start

Make sure the device is powered on.

Steps

1. On the device list page, tap  → **Device** → **Add Device** → **Add Device Manually** to enter the Add Device page.
2. Enter the device serial No. manually.

Note

- By default, the device serial No. is on the device label.
- For the video intercom devices, when entering the serial No. of the indoor station, the corresponding door station will also be added to the Mobile Client automatically.
- An indoor station can be linked to multiple door stations.

-
3. Tap .
 4. Tap **Add** on the Result page.
 5. Enter the device verification code.
- The device will be added successfully.

Note

- The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling Hik-Connect service.

-
6. **Optional:** Tap **Configure DDNS** to configure DDNS.

Note

- After DDNS being enabled, the device will be accessed via IP address in priority, so that remote configuration of the device will be supported, and the streaming speed will be faster than streaming via Hik-Connect service.
- If you skip this step, the device will be accessed via Hik-Connect service.

-
7. Tap **Finish**.

3.2.4 Import Personal Devices

You can import personal devices by selecting the needed devices and groups, and setting device time zones.

Steps

1. On the Home page, tap  → **Device** → **Add Device** → **Import Personal Device**.
2. Select devices in the list.
3. Tap **Next**.
4. Select groups to add the devices.
 - Select **Batch Create Groups by Device Names**, then new groups are created by device names and devices are imported to these groups.
 - Select **Add to the Same Group** to add the selected devices to the same group.



Note

You can enter the group name to add the devices to a new group, or tap **Import to Existing Group** and select a group in the list to import devices to an existing group.

5. Set the time zone.
 - Tap **Use Current Time Zone of Device by Default**, then the devices to be imported will use their own time zones.
 - Tap **Batch Set Time Zone for Devices**, and then select a time zone from the list to batch set a time zone for devices.
6. Tap **Next**.



Note

You can tap **Continue Task in Background** to continue the task in the background, and you will be notified when the task ends.

The devices start importing. You can view the import result. For the device failed to be imported, you can view the failure reason.

7. Tap **Complete**.

Chapter 4 Person Management

The person information is required when you use applications provided by the access control service, time and attendance service, and video intercom service.

You can add the person information to the platform for further operations such as assigning access levels to a person. After adding the persons, you can edit and delete the person information if needed.

4.1 Add Person

To add a person, you should set the person's basic information, credential information, and other information such as the person's access level. The above-mentioned person information contributes the data basis for the applications related to identity authentication of the person, such as the access control application, the time and attendance application, and the video intercom application.

Steps

1. Go to  → **Person** , and tap **Add** at the bottom of the page.
2. Set the person's basic information such as first name and last name.
3. Tap **Access Granting** to grant the access of selected doors or access levels to the person. You can enable **Temporary Pass**, **Super Access Permission**, **Extended Access**, and **Device Administrator** for the person.
4. **Optional:** Set the face picture, card, and fingerprint as credentials for the person.

Face Picture

Take a photo or select a picture from your album.

Card

Tap **Add by Card No.** to enter a card number manually or tap **Add by Device** to select a device (access control device or video intercom device) added to the System to read the card number by swiping a card on the device.

Bluetooth/NFC

Once enabled, if the bluetooth of the mobile phone on which the Mobile Client is running is enabled, the person can open doors by the mobile phone. This parameter is available only when **Self-Service** is switched on.

PIN Code

Once enabled, the System will automatically generate a PIN code (which can also be customized if needed) for access authentication. That is, persons are allowed to use the PIN code to open doors of which the access levels are assigned to them.

You can tap  to show the PIN code and edit it if needed. Also, you can tap  to copy the PIN code.

Note

In most cases, the PIN code must be used after the card or fingerprint authentication. It can be used as a credential alone only when the function of opening door via PIN code is enabled both on the System and card readers.

Fingerprint

Tap **Add Fingerprint** to select a device (access control device or video intercom device) added to the System to read the fingerprint by pressing your finger on the device.

5. Set the account information.

APP Use

Once enabled, the person can log in to the Mobile Client as a self-service user and perform some operations related to the access control service and/or video intercom service.

You can set the account type as **Email** or **Phone**. When selecting **Email** as the account type, then the email address is required and the phone number is optional. When selecting **Phone** as the account type, then the phone number is required and the email address is optional.

Note

- The operation related to the access control service includes authentication via bluetooth on the Mobile Client.
 - Operations related to the video intercom service include authentication via QR code or bluetooth, calling and talking, temporary pass management, real-time monitoring via door stations, viewing the call history, and adding other residents to the room (for householder) via the Mobile Client.
 - If you use the email to log in to the Mobile Client, a temporary password will be automatically sent to the entered email address. For the first time login, the person should change the password.
-

Account

Enter the phone number or email of the person.

6. Optional: Set the vehicle information.

7. Tap Save to add the person to the person list.

8. Optional: Perform the following operations.

View Person Details	Tap a person to view the person details, including person name, department, validity period, access levels, etc.
Edit Person	Tap a person to enter the person details page, and tap  in the upper right corner to edit person information including face picture, department, first name, etc.

- Delete Person** Tap a person to enter the person details page, and tap  in the upper right corner to delete the current person.
- Tap , select persons or tap **Select All** to select all persons, and tap **Delete** at the bottom to delete the selected/all persons.
- Search for Person** Enter the person name, ID, card number, etc., to search for the related persons.
- Filter Persons** Tap , and set conditions including effective period and credential status to filter persons.

Chapter 5 Health Monitoring

The Health Monitoring module provides near-real-time information about the status of added resources, which is important for device operation and maintenance. You can enter this module to check the overall resource status.

Go to  → **Health Monitoring** .

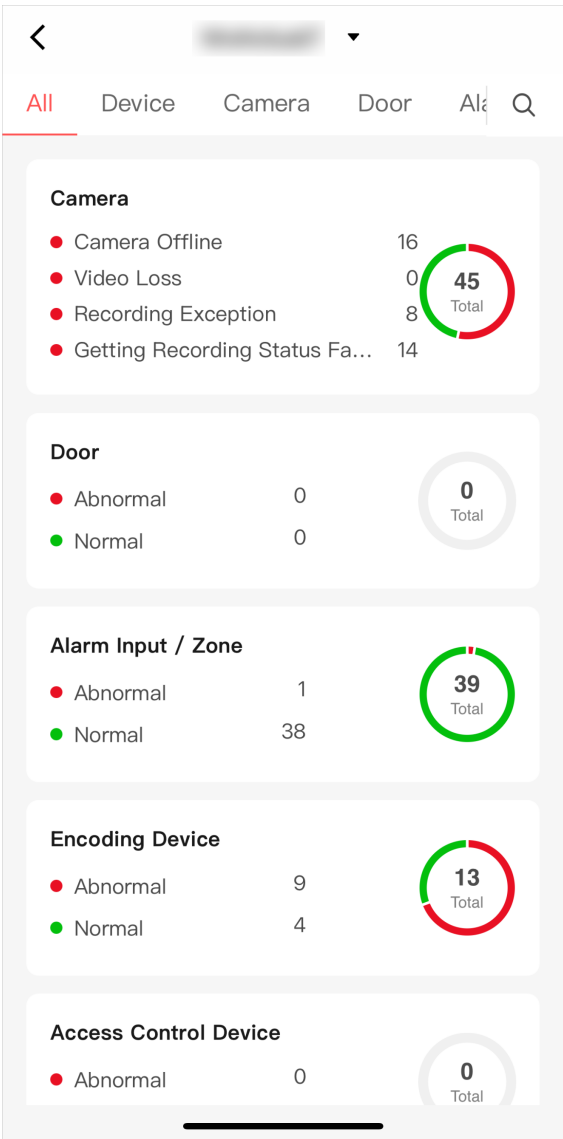


Figure 5-1 Device Status Overview

You can view the overall health status of added resources, including encoding device, access control device, video intercom device, on-board device, security control device, Hik-ProConnect box, camera, door, and alarm input / zone.

You can perform the following operations as needed.

Table 5-1 Available Operations in the Health Monitoring Module

Operation	Description
Select Group	Tap All Groups on the top to select a group.
Filter Devices by Device Status	In the top-right corner, tap ▼ to select the device status (all devices, all exceptions, offline devices, HDD exception, or recording exception).
Search Device	At the top of Health Monitoring page, you can tap 🔍 , and enter the keyword of the device name to quickly search for a specific device.
View Device Details	Tap a device name to view its status and basic information.
Select Device Type	Tap the device type on the top left corner, and select a device type in the drop-down list.
View Device Status	• Encoding Device Status: On the Encoding Device page, you can view the network status, storage status, HDD usage, last checking time, etc. • Access Control Device Status: On the Access Control Device page, you can view the network status, tampering status, last checking time, etc. • Video Intercom Device Status: On the Video Intercom Device page, you can view the network status, last checking time, etc. • Hik-ProConnect Box Status: On the Hik-ProConnect Box page, you can view network status, device serial No., last checking time, etc. • On-Board Device Status: On the On-Board Device page, you can view the network status, storage status, HDD usage, GPS status, GPS signal, last checking time, etc. • Security Control Device Status: On the Security Control Device page, you can view the model, firmware version, network status, device version, abnormal partitions (groups), battery status, last checking time, etc. • Camera Status: On the Camera page, you can view the group information, network status, last checking time, etc.

Operation	Description
	 Note ◦ Only cameras that have been added to groups will be monitored. ◦ For solar-powered cameras, you can view their remaining battery. • Alarm Input / Zone Status: On the Alarm Input / Zone page, you can view the network status, device version, group, last checking time, etc.

Chapter 6 Services

The value-added services include management, cloud storage, access control & attendance, video intercom, and analysis report. You can invite a service provider to link with your account, so that your service provider can provide you with value-added services, and you can enjoy the services with more cameras, doors, and users.

6.1 View My Services

View Service Details

Go to ☰ → **Service Market** → **My Services** .

You can view all services active, activated channels for each service, and service expiry date.

Tap a service card to view more details.

Bind Camera with AI Services

Go to ☰ → **Service Market** → **My Services** , and tap **Video AI** or **Gun Detection**.

Tap **Bind Camera** to enable AI services for selected cameras.

6.2 View Service Market

Go to ☰ → **Service Market** → **Service Market** .

Tap a service to view details.

6.3 Invite a Service Provider to Manage Your Devices

Register an account and invite service providers to link with your account. They can offer value-added services with assigned permissions, which can be revoked whenever needed.

Go to ☰ → **Service Market** → **Service Providers** .

Enter the email of a service provider, and tap **Confirm**.

Select permissions for the service provider, and tap **Confirm**.

Service Management Permission

The service management permission is selected and set as **Permanent** by default and can not be changed.

System Access Permission

The system access permission can be set to **1 Hour**, **2 Hours**, **4 Hours**, **8 Hours**, **Permanent**, and **Custom Days**, and the maintenance personnel or service provider can only log in to the platform within the validity period.

An invitation will be sent to the service provider. After the invitation is accepted, you can perform the following operations.

View Service Provider Information	After a service provider accepts the invitation, you can view the service provider's information including the email, phone number, account name, and location by tapping the name of the service provider.
Activate License to Expand Capacity or Renew Services	1. Tap  → Activate License , enter the license code, and tap Verify. 2. Select Expand Capacity or Renew. After a license is activated, tap Activate License → View License Activation Records to view the activation details.

Chapter 7 Video Management

You can remotely play the live videos streamed from the added devices and play back recorded videos. In addition, searching for videos is also supported.

7.1 Focus

Follow specific people, vehicles, unknown targets, or describe what you're looking for in natural language. Matching events are automatically delivered to you.

1. Tap  → **Video** → **Focus** → .
2. Select a target.
 - **Focus on Specific People:** Select known individuals (family, employees) from your cloud person library, or choose "Unknown Person" to monitor strangers.
 - **Focus on Specific Vehicles:** Select vehicles from your license plate library to track their entry, exit, or lingering behavior (requires ANPR camera).
 - **AI Custom Focus:** Describe a scenario in everyday language, e.g., "Detecte person carrying handbag" The system monitors accordingly.
3. After the focus is added, you can tap a focus to view videos across cameras about the target.

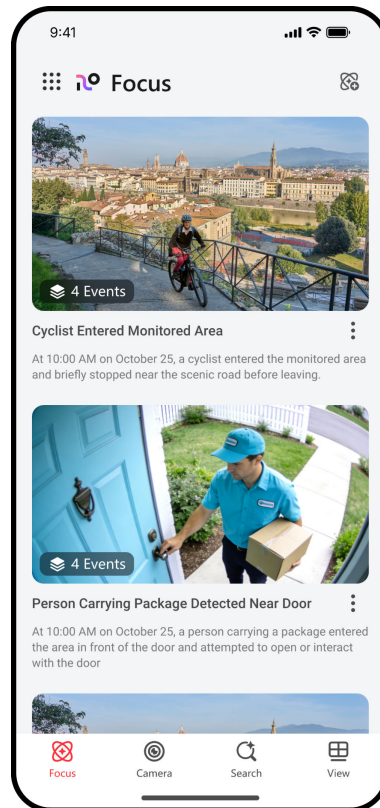


Figure 7-1 Focus

7.2 Daily Summary

The feature analyzes 24 hours of video and events of a camera, automatically generating a daily overview with counts of people, vehicles, animals, suspicious events, and AI alarms—all in one place for quick review.

1. Tap  → **Video** → **Camera** → **Daily Summary** .

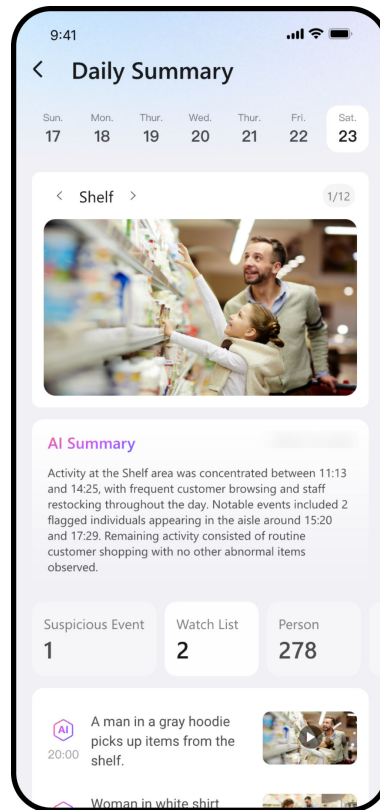


Figure 7-2 Daily Summary

2. Select a date and camera to view the daily summary of the camera.
3. Filter events by tapping **Suspicious Event**, **Person**, **Vehicle**, **Animal**.
4. In the event list, tap to view details.

7.3 AI Video Q&A

To help you quickly find critical information in massive video data and avoid tedious manual searches, The AI Video Q&A unifies video AI capabilities through natural language understanding, making tasks like footage retrieval and video analysis as simple as chatting.

- Go to ☰ → **Video** → **Camera** → **Playback** → 🗉 to open the AI Assistant.
- Go to ☰ → **Video** → **Search** → 🗉 to open the AI Assistant.

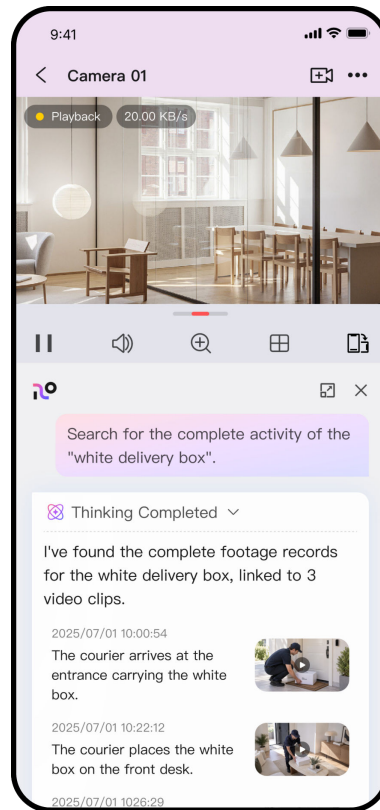


Figure 7-3 AI Video Q&A

1. Ask questions like "Did anyone enter the warehouse last night?" or "How many cars came in today?".
2. The system provides a direct text answer along with relevant video clips. Tap to play and verify instantly.
3. Supports follow-up questions within context. For example, ask "Did John appeared in these clips?", and the system understands the context automatically.

Note

- Supported question types: occurrence (yes/no), count/frequency, time/period, behavior description, and target attributes.
 - When no time range is specified, the system defaults to searching the last 24 hours.
 - Supports up to 3 turns of contextual conversation.
-

7.4 Live View

You can play the live videos streamed from the added cameras. During live view, you can do the following operations including picture capturing, recording, PTZ control, and so on.

7.4.1 Start Live View

1. Go to ☰ → Video → Camera .

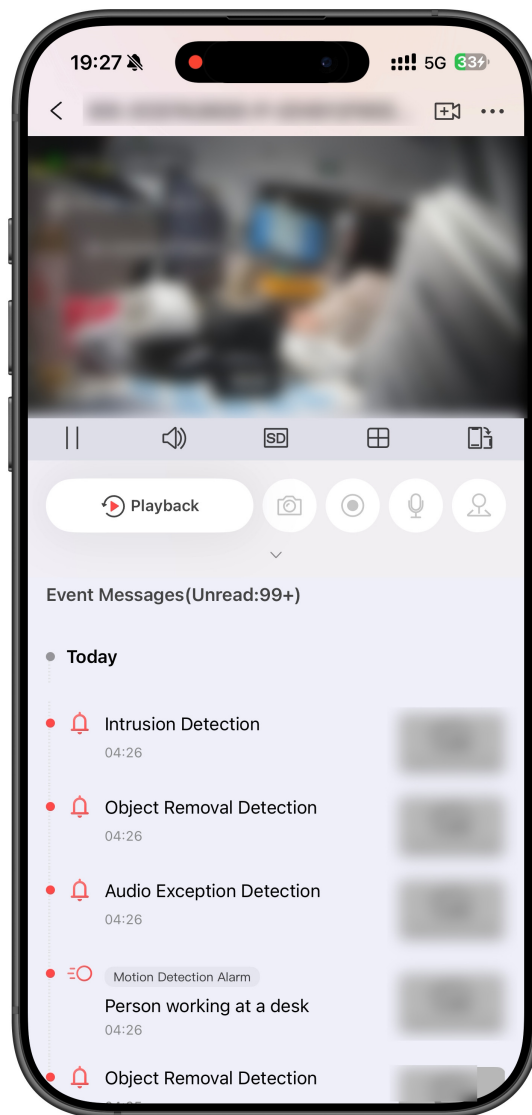


Figure 7-4 Live View

2. Click the **icons** on the live view toolbar to perform further operations.

7.4.2 How to control PTZ?

PTZ is an abbreviation for "Pan, Tilt, and Zoom". With the PTZ Control functionality provided by the Mobile Client, you can make the cameras pan and tilt to the required positions, and zoom in or out the live video images.

Start live view of the camera, and tap  to pop up the PTZ control panel.

PTZ Control

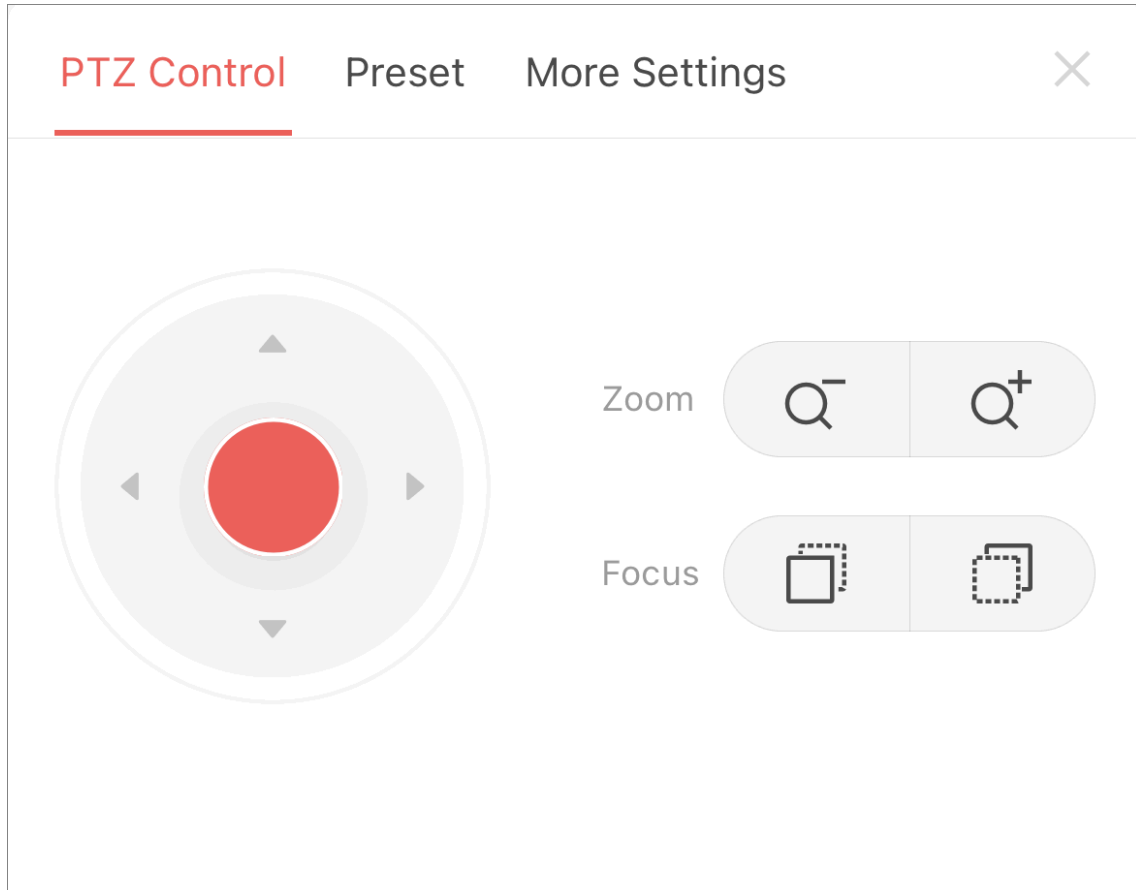


Figure 7-5 PTZ Control

On the PTZ Control panel, the following operations are supported.

- Drag the red circle button to control the camera to the desired direction.
- Tap  /  to zoom out/in the lens.
- Tap  /  to make near objects become clear and distant objects become vague, or make distant objects become clear and near objects become vague.

Preset

On the Preset panel, the following operations are supported.

- Edit Name: Tap ... → **Edit Name** to edit the preset name.
- Set as Preset: Tap ... → **Set as Preset** to set the current scene as a new preset.

More Settings

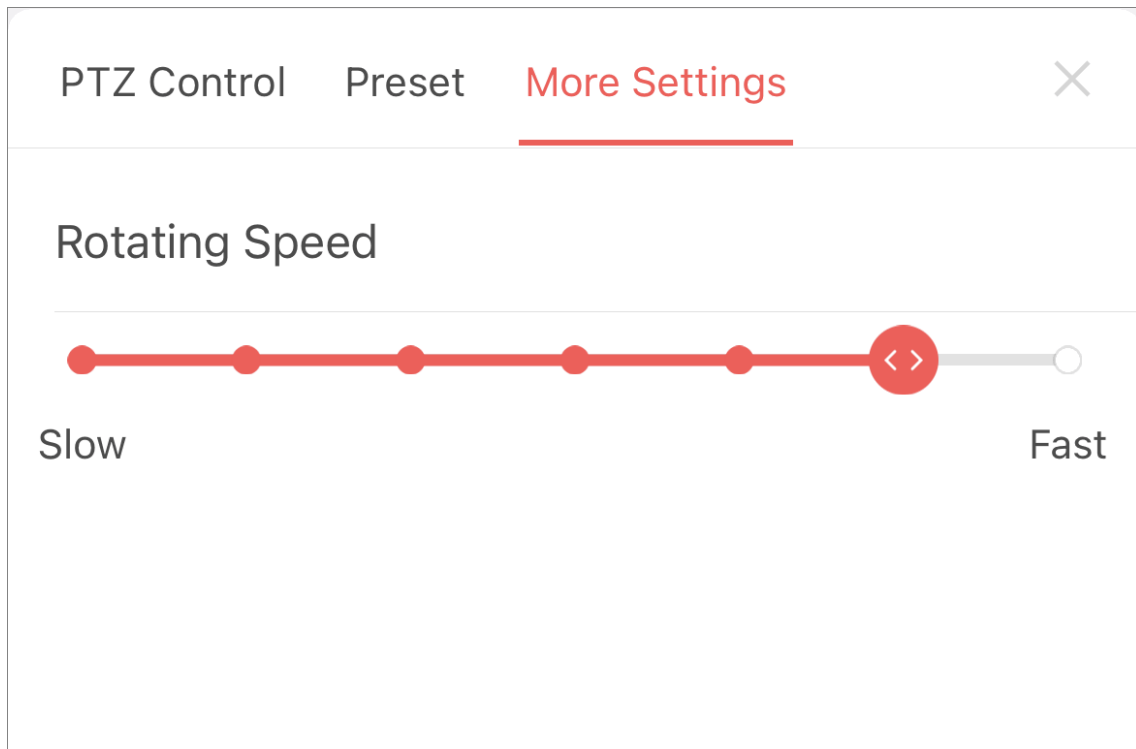


Figure 7-6 More Settings

Drag  to the right or left to set the PTZ rotating speed.

7.4.3 How to start live view of a fisheye camera?

In the fisheye view mode, the whole wide-angle view of the fisheye camera is displayed. Fisheye expansion can expand images in five modes: 180° panorama, 360° panorama, 4-PTZ, semisphere, and cylindrical-surface.



Note

The function is only supported by fisheye camera.

1. Start live view of a fisheye camera.
2. Tap  to show the fisheye expansion panel.
3. Select mounting type.

Table 7-1 Mounting Type

Icon	Description
	Wall Mounting
	Ceiling Mounting

4. Select fisheye expansion mode.

Table 7-2 Fisheye Expansion Mode

Icon	Description
	Fisheye view for ceiling mounting and wall mounting. In the Fisheye view mode, the whole wide-angle view of the camera is displayed. The mode is the vision of a fish's convex eye. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image. In this mode, you can pinch the fingers together to zoom out the image, and spread them apart to zoom in.
	Dual-180° panorama view for ceiling mounting. The distorted fisheye image is transformed to normal perspective image. In this mode, you can swipe to the left or to the right to adjust the field of view.
	360° panorama view for ceiling mounting and wall mounting. The distorted fisheye image is transformed to normal perspective image. In this mode, you can swipe to the left or to the right to adjust the field of view.
	4 PTZ Views for ceiling mounting and wall mounting. The PTZ view is the close-up view of some defined area in the Fisheye view or Panorama view. In this mode, you can pinch the fingers together to zoom out the image, and spread them apart to zoom in. You can also swipe the screen to perform pan and tilt movement.
	Semisphere-shaped view for wall mounting. In this mode, the whole wide-angle view of the camera is displayed. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image.

Icon	Description
	In this mode, you can drag the image to adjust the view angle, and pinch the fingers together to zoom out the image, and spread them apart to zoom in.
	Cylindrical-surface-shaped view for wall mounting. In this mode, the whole wide-angle view of the camera is displayed. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image. In this mode, you can drag the image to adjust the view angle, swipe to the left or to the right to adjust the field of view, as well as pinch the fingers together to zoom out the image and spread them apart to zoom in.

7.5 Start Playback

7.5.1 How to start playback?

Normal playback refers to the playback based on timeline. You can search the camera's recorded video files in a selected time period and then start playback.

- Go to  → **Video** → **Camera**, tap a camera, and tap **Playback**.
- Set the date and time for playback.
 - Select a date.

Note

The date during which video files were recorded is marked with a yellow dot.

- Set the start time point for the playback in the selected date.
- Select camera(s).

Note

You can select up to 4 cameras.

- Tap **Start Playback** to enter the Playback page.
- Perform the following operations.

Play Video Footage Stored on Cloud	Tap  on the playback page to play back video footage stored on cloud.
Play Video Footage Stored on Local	Tap  on the playback page to play back video footage stored locally.
Clip Playback	Tap  to switch to clip playback.

Adjust Playback Time	Tap  to switch timeline playback. Slide the timeline to adjust the playback time. Spread two fingers apart to scale up the timeline or pinch them together to scale down.  Note  represents continuous recording and  represents event-triggered recording. You can determine the recording type (continuous or event-triggered) when setting recording schedule.
Toolbar Operations	For details about toolbar operations, see .

7.5.2 How to capture images and recording videos?

1. Start playback.
2. Capture a picture or record video footage.

Capture a Picture	Tap  to capture a picture.
Record Video Footage	Tap  to start recording video footage, tap again to stop.

The captured pictures and recorded videos will be saved in **Applications → Personal Applications → Personal Album** .

7.5.3 How to download a specific video segment?

During playback of the cameras linked to a DVR or NVR, you can download a specific video segment as an evidence if it contains important information about incidents such as violent crimes in case of the need for settling disputes or legal cases.

Note

The function should be supported by the device.

1. Start playback.
2. Tap  if important information occurs on the image.
By default, the video segment which lasts 130 seconds (from 10 seconds before the tapping, to 120 seconds after that) will be automatically selected for download. For example, if you tap  when the video footage is played to 00:00:30, the segment from 00:00:20 to 00:02:30 will be selected.

 Note

In special occasions when 130-seconds duration is not available to be selected following the above-mentioned rule, the segment will extend afterwards or backwards until the segment duration reaches 130 seconds. For example, if you start downloading from the very beginning of the video footage, the selected segment will be from 00:00:00 to 00:02:10.

-
3. Drag the slider(s) to lessen the duration of the segment for download.
-

 Note

The duration should not be shorter than 10 seconds.

-
4. Tap the Play icon to preview the selected segment.
-

 Note

If the segment is encrypted, you should enter the device verification code before you can preview it. For details about video encryption.

-
5. Tap **Start Downloading** to start downloading.
-

 Note

Downloading at the background is supported. Download task(s) continues if you exit the Download page or the Mobile Client.

-
6. Go to **Me → Personal Applications → Personal Album** to view the downloaded video segment.
-

7.5.4 How to view pictures and videos?

After capturing pictures and recording videos during live view, you can view these pictures and videos, and perform more operations such as saving them to the local mobile phone, share them with others, etc.

Go to  → **Account Name → Team Album** to enter the Pictures and Videos page, and you can perform the following operations.

Table 7-3 Supported Operations

Description	Operation
Batch Share Pictures and/or Videos	Tap Edit , select pictures and/or videos, and tap  to share the selected ones with others.
Batch Delete Pictures and/or Videos	Tap Edit , select pictures and/or videos, and tap  to delete the selected ones.
Save to Local Mobile Phone	Tap a picture or video, and tap  in the lower-right corner to save it to the local mobile phone.
Play Video	Tap a video, and tap  in the lower-right corner to play the video.

Description	Operation
Share a Picture or Video	Tap a picture or video, and tap  in the lower-right corner to share it with others.
Delete a Picture or Video	Tap a picture or video, and tap  in the lower-right corner to delete it.

7.6 Video Search

You can search for videos, person/vehicle-detected videos, and tagged videos by the cameras and time.

1. On the Home page, tap  → **Video** → **Search** to enter the Video Search page.
2. Select a search type.

All

Search for person/vehicle/animal-detected videos by the cameras and time. You can narrow the scope by selecting event, history, and tag.

Person

Search for person-detected videos by the cameras and time. You can narrow the scope by selecting known and unknown.

Vehicle

Search for vehicle-detected videos by the cameras and time. You can narrow the scope by selecting known and unknown.

Animal

Search for animal-detected videos by the cameras and time.

3. Tap  to select the camera(s) and set the time for the search.
 - Select **Today**, **Yesterday**, **Last 3 Days**, or **Last 7 Days**.
 - Tap **Custom** to customize the time.



Note

The custom time duration cannot be longer than 7 days.

4. Tap a video to view its playback.

Chapter 8 On-Board Monitoring

The On-Board Monitoring module is for users to monitor vehicles. It provides various information about vehicles, including the vehicle picture, driving status, driver information, speed, and location. The main features are locating vehicles to get their real-time GPS information and driving speed, talking to drivers via two-way audio, playing videos streamed from the vehicle-mounted cameras, playing back the tracks vehicles have traveled along, viewing alarms during driving monitoring, and viewing statistics and reports of on-board monitoring.

8.1 Vehicle Monitoring

The Driving Monitoring functionality is for monitoring vehicles. It provides various information such as the location, status, and speed of a vehicle, and also provides a range of applications including live view, playback, locating vehicles, talking to the driver, and receiving alarms.

Tap  → **On-Board Monitoring** .

- **Main Page**
- **Locate Vehicles**
- **Vehicle Panel**
- **Live View & Playback**
- **Talk to the Driver**
- **View the List of Unacknowledged Alarms**

Main Page

You can view the number of all vehicles, online vehicles, and located vehicles respectively. Swipe up on any of them to view the corresponding vehicle list.

Operation	Description
Search for Vehicles	Enter the license plate number in the search box to search for the target vehicle.
Switch the Vehicle List	Tap the vehicle list name and you can switch among All Vehicles , Online Vehicles , and Located Vehicles to display the corresponding vehicle list.
Filter Vehicles	Tap  , switch on/off View Vehicles Added to Favorites Only , and tap Confirm to filter vehicles.
Switch the Map Type	Tap  and select Default or Satellite Map .
Display the Driving Rule on Map	Tap  and then tap Driving Rule .

Operation	Description
Center Vehicles	Tap  to center vehicles of the selected vehicle list on the map.
Locate a Vehicle / Cancel Locating a Vehicle	Tap ... and tap Location/Cancel Locating to locate a vehicle / cancel locating a vehicle.
Batch Locate Vehicles / Cancel Locating Vehicles	Tap  to batch locate vehicles in a group, or tap  to cancel locating the vehicles in a group.
Live View & Playback	Tap ... → Play Video , select cameras, and tap Play Video . To switch to playback, tap the  in the lower-left corner to play the recorded videos. To switch to live view, tap  in the lower-left corner.
Talk to the Driver	Tap ... → Talk to talk to the driver.
Track a Vehicle	Tap ... → Track to track the real-time movement of the vehicle.
Track Playback	Tap ... → Route and select a time period to play back the track the vehicle has traveled along during that period. See details in <u>Track Playback</u> .
Control Alarm Outputs	Tap ... → Alarm Output to open the Alarm Output Control pane, and then tap Close or Open to close/open an alarm output.
Add a Vehicle to Favorites / Remove a Vehicle from Favorites	Tap ... and tap Add to Favorites/Remove from Favorites to add the vehicle to Favorites or remove it from Favorites.

Locate Vehicles

In the vehicle list, tap ... and tap **Location** to locate the vehicle. Tap  to batch locate the vehicles. When a vehicle is located, an icon representing it will be displayed on the map. You can tap the vehicle icon on the map to view its information and real-time location.

When there are too many vehicles, multiple vehicles congregating in a small group will share the same icon with the total number of vehicles in the group. You can enlarge the map to view the details by moving your two fingers towards opposite directions on the map.

Vehicle Panel

Tap a vehicle in the list to enter its information panel. You can view its details such as the vehicle picture, location information, vehicle information, and camera information.

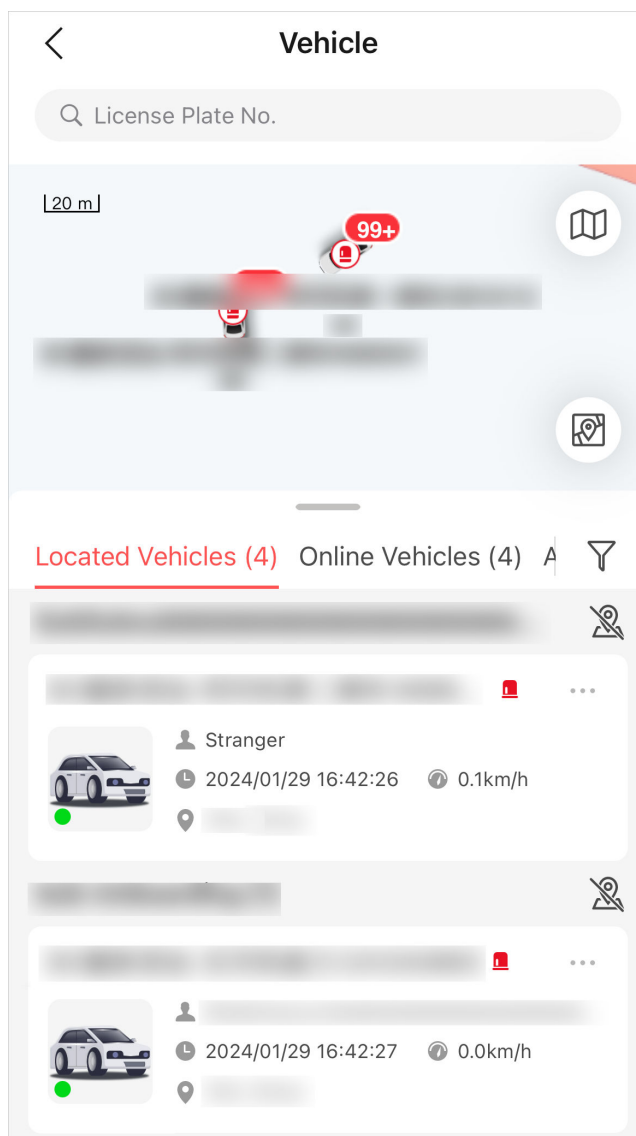


Figure 8-1 Vehicle Panel

Operation	Description
Get Location	Tap Get Location to get the location of the vehicle.
View the List of Unacknowledged Alarms	Tap 99+ to view the unacknowledged alarms. You can also tap an alarm on the list to play the related videos and view the alarm information.
Switch the Map Type	Tap  and select Default or Satellite Map .
Display the Driving Rule on Map	Tap  and then tap Driving Rule .

Operation	Description
Center the Vehicle	Tap  to center the vehicle on the map.
Locate the Vehicle / Cancel Locating the Vehicle	Tap More and tap Location/Cancel Locating to locate a vehicle / cancel locating a vehicle.
Live View & Playback	Tap Play Video , select cameras, and tap Play Video . To switch to playback, tap Playback to play the recorded videos. To switch to live view, tap Live View .
Talk to the Driver	Tap Two-Way Audio to talk to the driver.
Track the Vehicle	Tap Track to track the real-time movement of the vehicle.
Track Playback	Tap More → Route and select a time period to play back the track the vehicle has traveled along during that period. See details in <u>Track Playback</u> .
Control Alarm Outputs	Tap More → Alarm Output to open the Alarm Output Control pane, and then tap Close or Open to close/open an alarm output.
Add a Vehicle to Favorites / Remove a Vehicle from Favorites	Tap More and tap Add to Favorites/Remove from Favorites to add the vehicle to Favorites or remove it from Favorites.

Live View & Playback

You can start live view or playback by the following three methods:

- On the vehicle panel, tap **Play Video** to play the live/recorded video.
- Tap a located vehicle on the map and tap **Play Video** to play the live/recorded video.
- In the vehicle list, tap **⋮ → Play Video** to play the live/recorded video.

Talk to the Driver

You can start talking to the driver by the following three methods:

- On the vehicle panel, tap **Talk**.
- Tap a located vehicle on the map and tap **Talk**.
- In the vehicle list, tap **⋮ → Talk**.

View the List of Unacknowledged Alarms

When an event occurs, you will receive an alarm with detailed information, including the alarm source, time, event, license plate number, driver name, phone number, device name, GPS information, and device address.

Tap  to view the unacknowledged alarms. You can tap an alarm on the list to play the related videos and view the alarm information. By swiping left, you can also mark and acknowledge an alarm.



You can receive notifications when alarms are triggered if you have switched on **Notification** on the General Settings page.

8.2 Track Playback

You can select a time period to play back the track the vehicle has traveled along during that period.

Steps

1. Tap  → **On-Board Monitoring** → **Vehicle Monitoring** .
2. Select the target vehicle in the vehicle list and tap  → **Route** .
3. Select **Latest Hour**, **Last 6 Hours**, **Today**, or **Yesterday** as the playback time, or select **Custom** to set the custom playback time.
4. Tap **OK**.

The track will be displayed and played back.

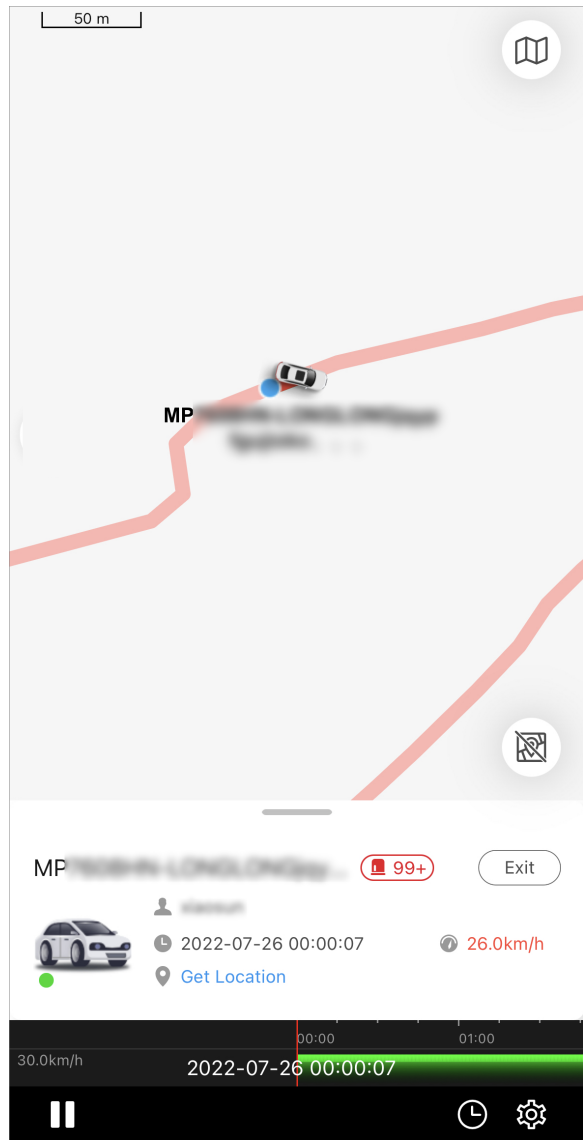


Figure 8-2 Track Playback

5. **Optional:** Perform the following operations.

Set the Playback Speed and Speed Limit

Tap  in the lower-right corner.

 Note

If the maximum speed is configured, the part of the track where overspeed occurs will be marked in red.

Set the Playback Time
View Event Records

Tap  to set the playback time again.

Tap  on the map to view the event records. You can also skip to the moment when the event occurred.

Switch the Map Type

Tap  and select **Default** or **Satellite Map**.

Display the Driving Rule on Map

Tap  and then tap **Driving Rule** to display the driving rule on the map.

8.3 Set Distance Unit

You can set the distance unit for the related information displayed in the On-Board Monitoring module, such as the speed and distance.

Steps

1. Tap  → **Settings** → **Distance Unit**.
2. Select **Kilometer (km)** or **Mile (mi)** as the distance unit.

8.4 Statistics and Reports

Hik Connect for Teams provides multiple types of reports for you to get insight into the variation trend of the driving data related to the vehicles in your company/organization. These reports can help you make better business decisions, operation strategies, etc.

Tap  → **On-Board Monitoring** → **Vehicle Report** to enter the Statistics and Report page.

Report Type

On top of the page, tap one of the following report types as needed.

- **Driving Duration:** You can generate a driving duration report to view the driving duration of specific vehicle at a certain speed in a certain period.
- **Driving Distance:** You can generate a driving distance report to view the driving distance of specific vehicles in a certain period.
- **Speeding:** You can generate a speeding report to view the times that specific vehicles overspeed in a specific period.
- **Driving Event:** You can generate a driving event report to view the number of events and event details related to specific vehicles in a specific period.
- **Vehicle Idle Time:** You can idle time threshold and speed threshold on the Portal, and generate vehicle idle time reports. A vehicle is considered idle when its speed is below the set threshold and this state persists for longer than the set duration (idle time threshold).

Common Operations

Perform the following operations for different report types.

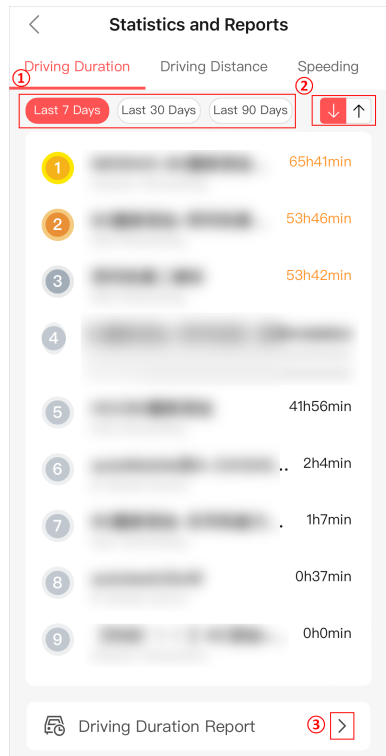


Figure 8-3 Statistics and Report Page

1. At the top of the page, tap **Last 7 Days**, **Last 30 Days**, or **Last 90 Days** to set the time period of statistics.
2. In the top right corner, tap  or  to display the statistics data in descending order or ascending order.
3. At the bottom of the page, tap  to select vehicle(s) and tap **OK** to generate the report.

Note

Up to 20 vehicles can be selected.

On the report page, perform the following operations if needed. Take the driving event report as an example.

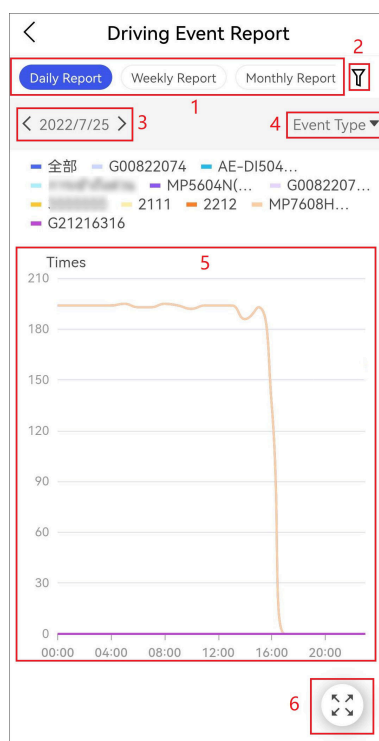


Figure 8-4 Driving Event Report Page

No.	Description
1	Select Daily Report , Weekly Report , Monthly Report , or Custom Time Interval as the report type. The report to be generated will show the data of the selected vehicles in one calendar day, week, month, or a custom period of no more than 31 days.
2	Tap  to enter the Select Vehicle page to reselect the vehicle(s).
3	Tap  or  to view the report of the previous day/week/month or the next day/week/month.
4	In this position, the function entry is only displayed for the following types of report. For the driving event report, you can select the driving event type(s) to be calculated.
5	Tap onto the line chart to view detailed data of the selected vehicles at the corresponding time point.
6	Tap  to view the line chart in full screen mode.

Chapter 9 Intrusion

After adding an alarm device to the System, you need to group the device's alarm inputs into areas for management. You can set an arming schedule for the alarm inputs in an area on the Portal which defines when and how to arm the alarm inputs in this area. When alarms are triggered, the alarm information will be uploaded to the System to remind the security personnel to handle related issues.

9.1 Import Areas from Device

After adding alarm devices to the System, you can import the areas configured on the device to the System for further operations.

Before You Start

Make sure you have added alarm devices. See details in [***Add Devices***](#) .

Steps

1. Tap  → **Intrusion** .
2. Select the areas that you want to add to the System and tap **Next: Select Group**.



Note

Only the areas that have not been added to the System are displayed.

3. Add a new group or select an existing group for the areas.
 - Enter a group name to add a new group.
 - Tap **Import to Existing Group**, select an existing group, and tap **OK**.
4. Tap **Finish**.

The added partitions (areas) will be displayed in the partition (area) list.
5. **Optional:** Perform further operations. See details in [***Perform Arming Control for Resources***](#) .

9.2 Perform Arming Control for Resources

After importing the areas configured on the device to the System, you can perform further operations, including arming/disarming areas, bypassing zones, clearing alarms, etc.

Tap  → **Intrusion** .



Note

Make sure you have added devices to the System and imported areas from devices. See details in [***Add Devices***](#) and [***Import Areas from Device***](#) .

Operations	Descriptions
Bypass/Restore Zone	Tap the area to display its details. Tap the zone to display its details and tap Bypass / Bypass Restored to bypass/restore the zone.  Note When some exceptions occur in one zone while other zones can work normally, you can bypass the zone with exceptions to turn off the protection of it. Otherwise, you cannot arm the security control area which the zone belongs to. You can also recover the zone that is bypassed to make it work normally.
Arm/Disarm Security Control Area	Tap  /  on an area to arm it in Stay Arming / Away Arming mode. Tap  , select multiple partitions (areas), and tap Stay Arming / Away Arming / Disarm as needed.  Note • After arming the partitions (areas), the System can receive the alarms triggered in the partitions (areas). • Away Arming: If all people in the detection area are going to leave, turn on this mode to arm all zones in the area after the defined dwell time. • Stay Arming: It is used when people stay inside the detection area. Turn on this mode to turn on all the perimeter burglary detectors (such as perimeter detectors, magnetic contacts, curtain detectors in the balcony). Meanwhile, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarms will not be triggered.
Clear Alarms	Tap  , select one or multiple areas, and tap Clear Alarm to clear the triggered alarms.

Chapter 10 Access Control

Access control is a security technique that can be used to regulate who can get access to specified doors and perform related operations, such as remote door control and access record search. Moreover, you can add temporary passes for people (e.g., visitors) with temporary access needs. On the Mobile Client, different roles have access to different access control applications.

Table 10-1 Roles Involved in Using Access Control Applications

Role	Description
Administrator	Usually the administrator of a company. Be able to control doors remotely, add persons, open doors via Bluetooth or QR code, search for access records, and manage access levels.
Person	Usually the employee of a company. Be able to open doors via Bluetooth or QR code.

10.1 Access Control AI Assistant

AI Assistant helps you complete access control tasks with simple commands.

1. Go to  → **Access Control** →  to open the AI Assistant.

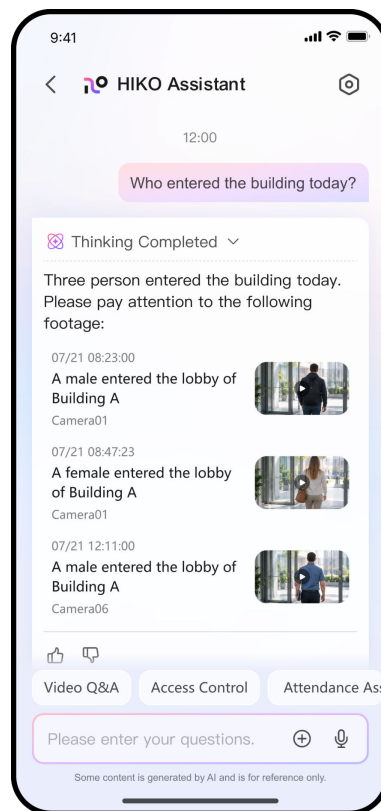


Figure 10-1 AI Assistant

2. Conversational Query & Insights

Quickly retrieve personnel swipe records, attendance status, and abnormal events via text or voice. Results are presented clearly with summaries and structured cards.

- Example: "Who was late today?"
- Example: "Which users with expired credentials still tried to enter the company in the last three days?"

3. One-Click Execution & Configuration

Supports remote door unlocking, revoking user access, and locking down door groups for specific areas. All execution commands require secondary confirmation from the admin to ensure safety.

- Example: "Unlock the lobby front door."
- Example: "Lock down all doors in the warehouse group."

4. Complex Task Automation

Automates multi-step workflows and provides clear step-by-step progress feedback.

- Example: "Generate a temporary pass for visitor Jorge, valid for 10 uses today."
- Example: "Export the attendance records for all employees from the past month."

5. Proactive Monitoring & Scheduled Tasks

Create scheduled tasks and receive proactive notifications upon completion, with a one-click option to cancel the plan.

- Example: "Tell me who has arrived at the company every day at 10:00 AM."
- Example: "Send me a summary of all abnormal door events today at 8:00 PM, with images and short video clips."
- Example: "Unlock the south gate automatically at 8:00 AM every day."

10.2 Control Door Remotely

There are four kinds of door status: locked, unlocked, remaining locked, and remaining unlocked. You can control the status of a single door or doors in a batch.

Go to **☰ → Access Control → Access Control**.

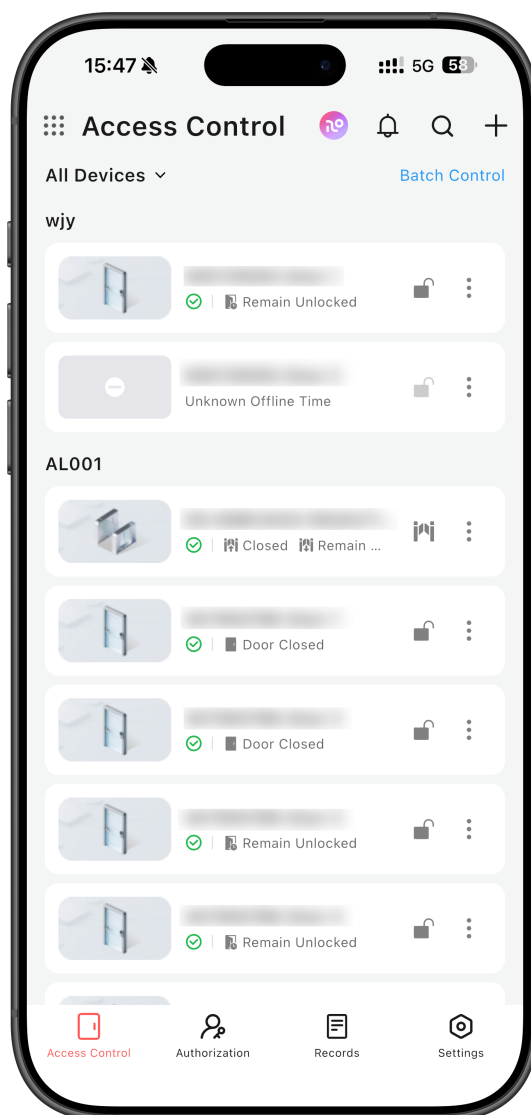


Figure 10-2 Door Control

Perform the following operations as needed.

Search Doors	Enter a keyword at the top to search for target doors.
Control Multiple Doors	Tap Batch Control in the upper-right corner, select doors, and control multiple doors.
Unlock Door(s)	 Note The door will be unlocked only for a specific period and be locked again automatically. You can configure the period on the Portal. - On an added door card, tap  to unlock the door. - Tap an added door card to enter its details page. Tap .
Lock Door(s)	 Note When the door is locked, the people who have the access permission can access the door with credentials. - On an added door card, tap  to unlock the door. - Tap an added door card to enter its details page. Tap .
Remain Door(s) Unlocked	 Note This function is used when an emergency occurs and all persons are required to leave as quickly as possible, such as in a fire escape. All persons can access the door with no credentials required (free access). Tap an added door card to enter its details page. Tap .
Remain Door(s) Locked	 Note This function is applicable for situations such as preventing a theft in the building from getting away. Only the super users can access the door. You can configure super users' permission on the Portal. Tap an added door card to enter its details page. Tap .
Live View	Tap an added door card to enter its details page. Live view is supported for doors with built-in and/or linked cameras.
Start Two-Way Audio	Tap an added door card to enter its details page and tap  to start two-way audio.
Capture Picture	Tap an added door card to enter its details page and tap  to capture pictures.
Record Video	Tap an added door card to enter its details page and tap  to record videos.

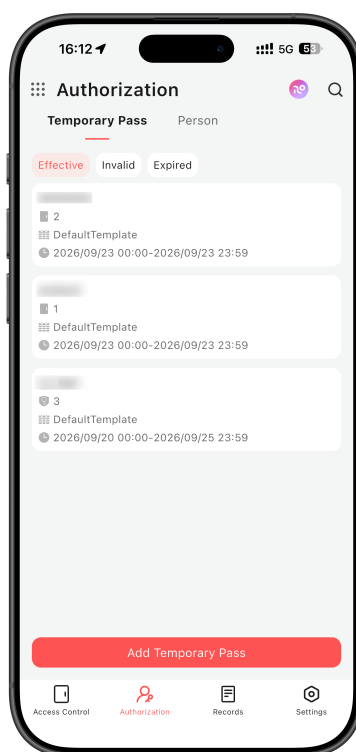
Switch Stream	Tap an added door card to enter its details page and tap  to switch the stream.
View in Full Screen Mode	Tap an added door card to enter its details page and tap  to view the image in full screen mode.

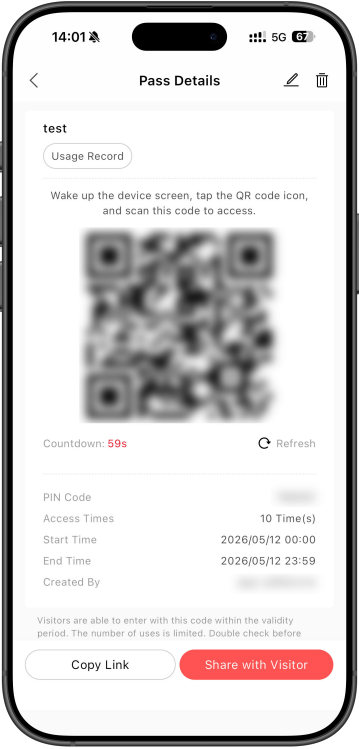
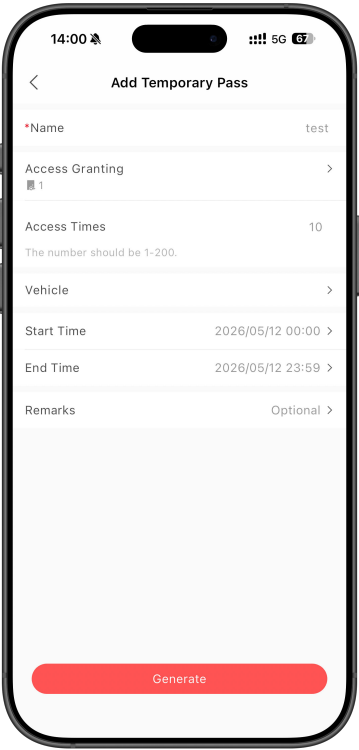
10.3 Authorization

You can grant temporary pass access to persons and manage persons.

10.3.1 Create Temporary Passes

Tap **Temporary Pass** → **Add** , set the visitor information, allowed passes for each door, and the validity period to generate a temporary pass which contains a QR code and a password. The visitor can scan the QR code or enter the password on the video intercom device to open the door.





10.3.2 Add Person

For managing persons, refer to [Add Person](#) .

10.4 Search for Access Records

You can search for access records by conditions, including the access point, authentication result, authentication mode, employee No., card No., temperature status, and mask wearing status. For the matched records, you can view their details.

Steps

1. Tap  → **Access Control** → **Records** →  to enter the Filter page.

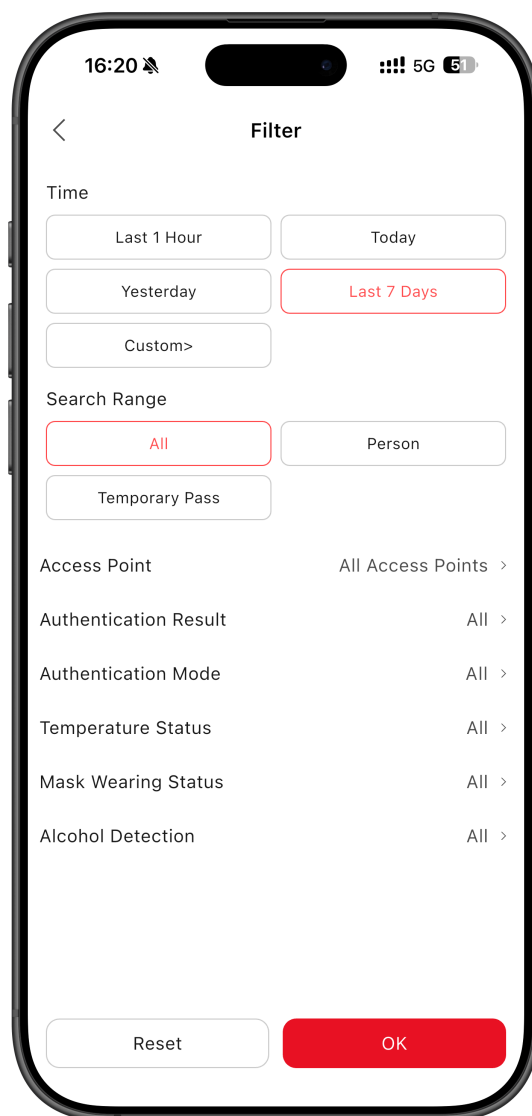


Figure 10-3 Access Record Search

2. Set conditions as needed.

Access Point

Tap **All Access Points** to select all access points, or tap **Designated Access Points** and select one or multiple access points.

Authentication Result

Select **All**, **Access Granted**, or **Access Denied** as the search condition.

Authentication Mode

Tap **All** to select all authentication modes, or tap **Select Authentication Mode(s)** and select one or multiple authentication modes.

Temperature Status

Select **All**, **Normal**, **Abnormal**, or **Unknown** as the search condition.

Mask Wearing Status

Select **All**, **Unknown**, **No Mask**, or **With Mask** as the search condition.

Alcohol Detection

Select **All**, **Normal**, **Drinking**, or **Drunk** as the search condition.

3. Tap **OK**.

The matched access records are displayed.

4. Tap an access record to view its details, including the access point, access result, related pictures/videos, and person information.

10.5 Access Control Settings

10.5.1 Add Access Level

1. On the bottom navigation bar, tap **Applications** → **Access Control** → **Access Level Management**.
2. Tap **Add** at the bottom to enter the Add Access Level page.
3. Create a name for the access level.
4. Select a group, a door, and an access schedule.
5. Tap **Save**, and perform further operations on the added access level(s).

Table 10-2 More Operations

Operation	Descriptions			
Filter Access Levels by Group	Tap ▼ above the access level list, and check group(s) to filter access levels.			
Edit/Delete an Access Level	On the access level list, tap an added access level to enter the details page. Tap  to edit the access level, or tap  to delete the access level.			

Operation	Descriptions			
Delete Multiple Access Levels	On the access level list, tap  , check access levels to be deleted, or tap Select All , and then tap Delete at the bottom.			
Filter Access Levels	Tap  to filter access levels by door and/or access schedule.			
Search for Access Levels	On the top of the Access Level Management page, enter an access level name in the text bar for searching.  Note The access levels with the tag of "System" cannot be deleted here because these access levels are automatically generated for buildings in the Video Intercom module.			

You need to assign the access level to persons, so that the assignees can have the access to the access points in the access level according to the access schedule.

10.5.2 Door Opening Settings

Table 10-3 Door Opening Settings

Operation	Descriptions			
Enable Bluetooth	Tap to allow the app to access your phone bluetooth.			
Enable Location	Tap to allow the app to access your phone location.			
Set Bluetooth Using Mode	Select the when to allow using Bluetooth: while using the app or always.			
Wave to Unlock	Enable it and you can wave at a card reader to open the door via Bluetooth.			
Open Door When Getting Close	Enable it and you can open the door by bring the phone close to the device.			
Bluetooth Sensitivity	Adjust the Bluetooth sensitivity.			

10.6 Open Door via Mobile Credentials

You can open doors via Bluetooth / QR code with the Mobile Client.

Open Door via Bluetooth

If you are added as a person or resident, you can open doors via Bluetooth with the Mobile Client. Approach the door, make sure the Bluetooth is turned on, and tap **Unlock Door** to unlock the door.

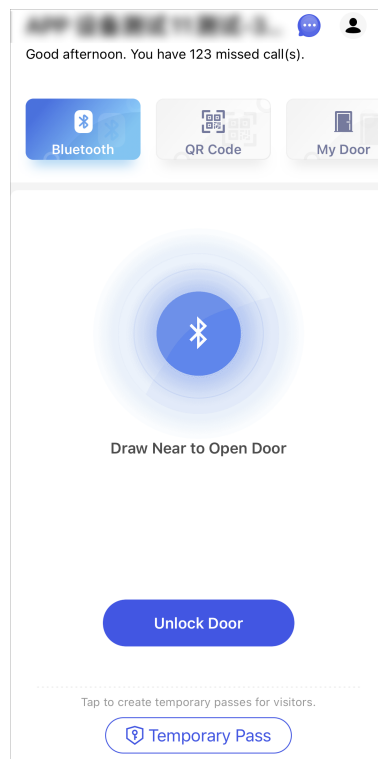


Figure 10-4 Open Door via Bluetooth (Manually)

Open Door via QR Code

If you are a resident, you can also open doors by scanning the QR code at the corresponding door to open it.



Figure 10-5 Open Door via QR Code

Open Door via Temporary Pass

If you want to authorize your visitors to temporarily access doors, you can tap **Temporary Pass** at the bottom of the opening door via Bluetooth or by scanning QR code page to add temporary passes for them. And you can assign your access levels to temporary passes.

Chapter 11 Video Intercom

Video intercom is a security technology that allows two-way communications for scenarios such as a residential community. Residents can be added to the System and receive video calls placed from door stations to their Mobile Clients. In practice, the video intercom service is usually used in conjunction with the access control service. On the Mobile Client, different roles have access to different video intercom and access control applications.



Note

Refer to **Access Control** for details about the access control related features.

Table 11-1 Roles Involved in Using Video Intercom Applications

Role	Description
Property Administrator	Be able to control doors remotely, add residents, open doors via Bluetooth or QR code, create temporary passes, view call history, answer calls, mute calls, and search for access records.
Resident	Includes the householder and family member. The householder is able to add family members. Both the householder and family members are able to check their doors and control the doors remotely, open doors via Bluetooth or QR code, create temporary passes, view call history, answer calls, and mute calls.

11.1 Add Resident

You can add residents to rooms for them to log in to the Mobile Client to use functions including managing family members (only available to householders), opening doors via Bluetooth and QR code, remote door control, generating temporary passes, receiving video calls, view call history, and muting calls.

Before You Start

- Make sure you have added a building and added a room to the building on the Portal. Refer to *Hik Connect for Teams Portal User Manual* for details.
- Make sure you have the permission to manage residents.

Steps

1. Tap  → **Video Intercom** → **Resident** .
2. Set the required information.

First Name

The first name of the resident.

Last Name

The last name of the resident.

Person ID

The ID of the resident.



Note

The person ID is generated by the system automatically.

Validity Period

The validity period of the resident which is set to 10 years by default.

Start Time

The start time of the validity period.

End Time

The end time of the validity period.

App Use

You can optionally enable **App Use** and enter the email/account of the person.



Note

If you set the account type as **Email**, then email address is required and phone number is optional, and vice versa. The email/account is required because a resident has to log in to the Mobile Client using this email/account (the self-service login is enabled for a resident automatically).

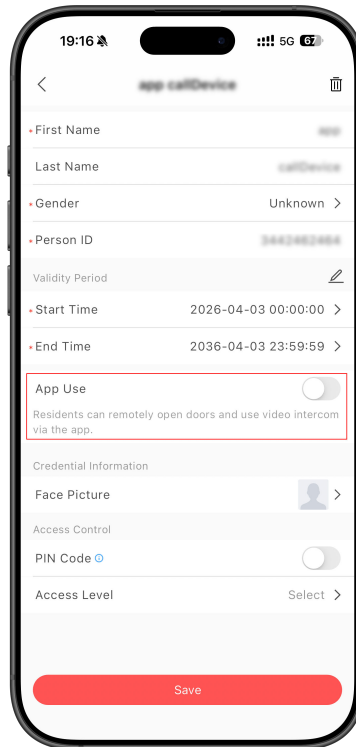


Figure 11-1 App Use is Optional

3. **Optional:** Set other information including the face picture, card, and fingerprint.
4. **Optional:** Switch on **PIN Code** to generate a PIN code with 4 to 8 digits automatically or edit the code if needed.

 Note

The resident should be able to access the doors for which the resident has permission by entering the PIN code. No two persons can have the same PIN code.

5. **Optional:** Tap **Access Level** to select access level(s) for the resident.
6. Tap **Save**.

 Note

- Once a resident is added to a room, permission to access the corresponding building will be automatically assigned to the resident. If there are other access levels needed, you can add and assign to the resident on the Portal. For details, refer to the *Hik Connect for Teams Portal User Manual*.
 - No more than 6 residents can be added to a room.
-

11.2 Answer Call

You can answer a call from the added door station via the Mobile Client if you are added as a resident.

When the Mobile Client receives a call from the door station, an incoming call banner will pop up or you will enter the page for handling the call directly. Live view is supported for door stations with built-in and/or linked cameras. You can swipe left or right to switch among cameras.

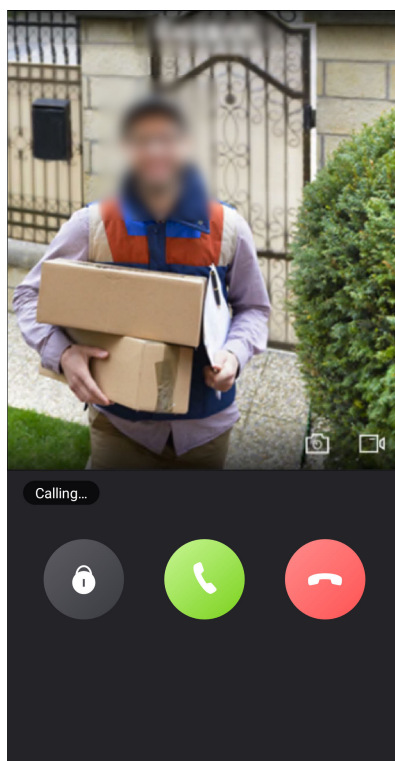


Figure 11-2 Incoming Call

You can perform the following operations on the incoming call page.

- Tap  to answer the call.
- Tap  to decline the call.
- Tap  to open the lock(s).



Note

If there are two locks, you can select one to open or open both locks.

- Tap  to capture a picture.
- Tap  to record a video.

After you answer a call, you will enter the following In Call page.

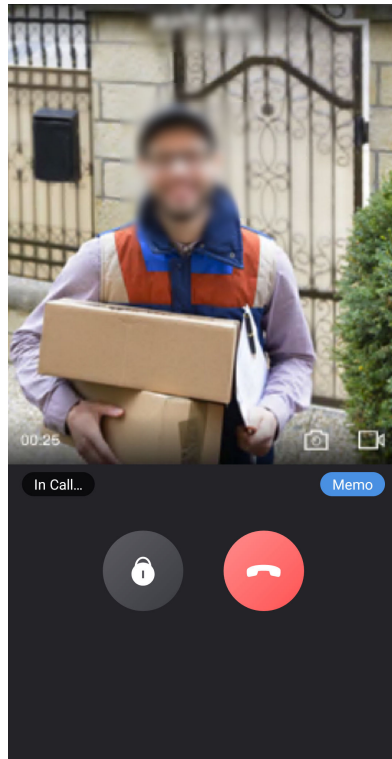


Figure 11-3 In Call

On the In Call page, you can perform more operations:

- Tap **Memo** → **Visiting Purpose** to select a visiting purpose for the visitor.
- Tap **Memo** → **Remarks** to add remarks for the visitor.

11.3 View Call History

You can view and filter the call history which contains details such as the handler, call answer status, device name, and visiting purpose.

Note

Make sure you have permission to manage calls or your account is a resident account.

Tap  → **Video Intercom** → **Records** to go to the Call History page.

- Tap  → **Notifications** → **Call** .

Supported operations are as follows.

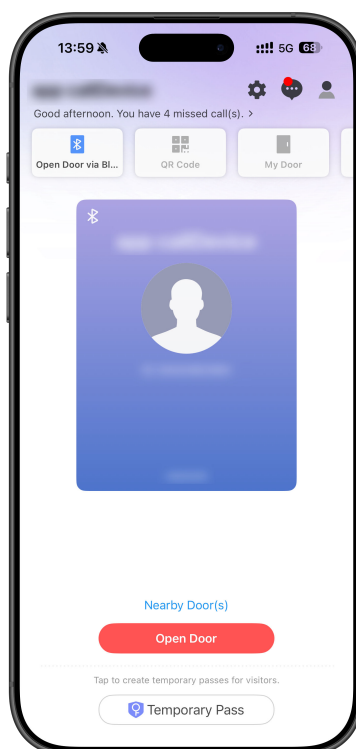
Operation	Description
Filter Call History	• Tap  , set conditions (including time, call status, handler, purpose, and door), and tap Confirm to filter call history according to the set conditions. • Tap Today and select a time period or set a custom time period to filter call history according to the selected or set time period.
View Call Details	Tap a call record to view the details including the handler, call answer status, visiting purpose, etc.

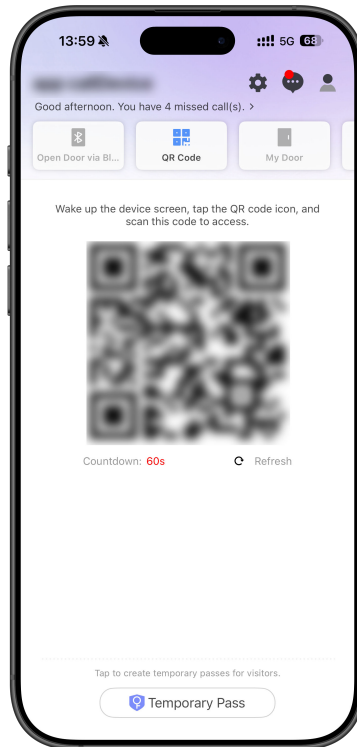
11.4 Available Operations for Residents on App

11.4.1 Open Doors via App

After your account is created and access are granted, you can open doors via Bluetooth, QR code, etc.

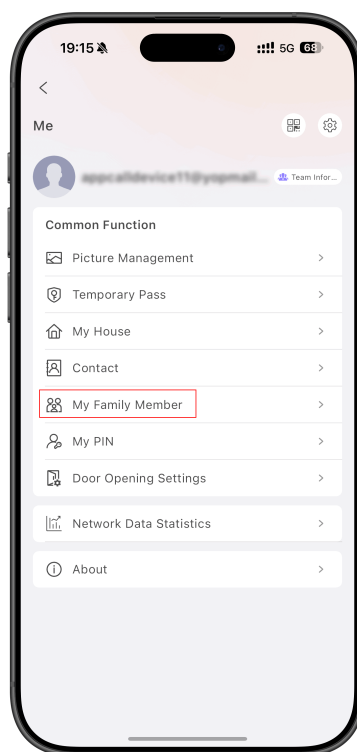
1. Log in to your account, and the Open Door page is displayed.
2. Choose a desired method to open doors.

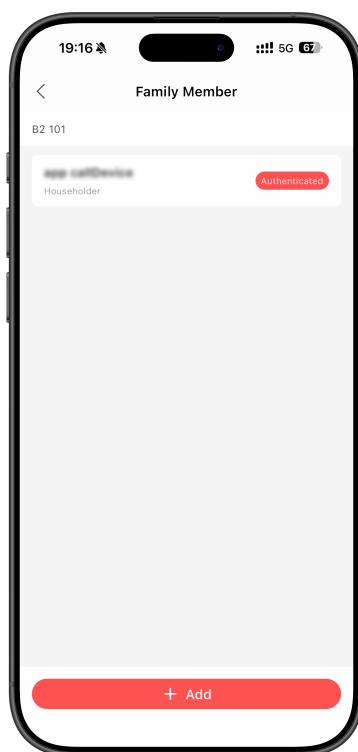




11.4.2 Add, Edit, and Delete Family Members

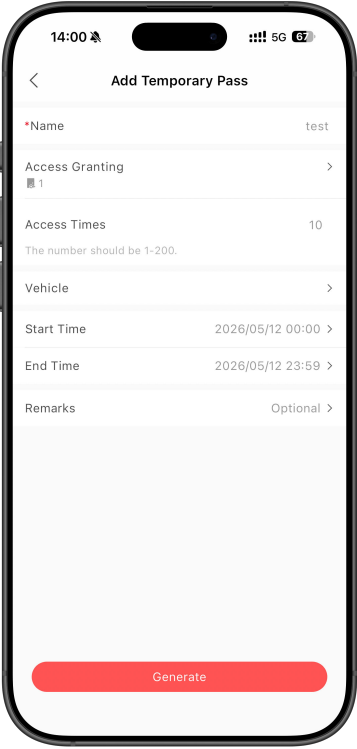
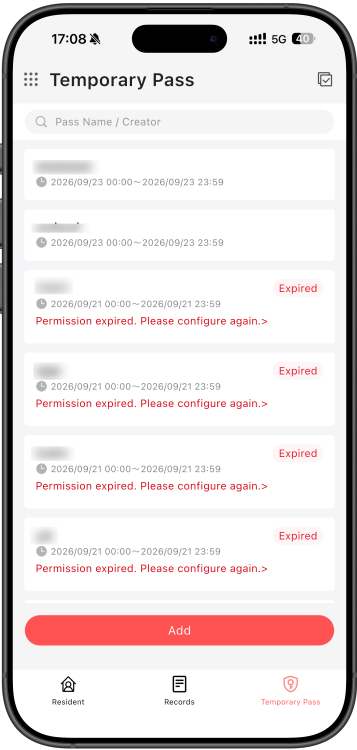
1. Households can now edit and delete family members.

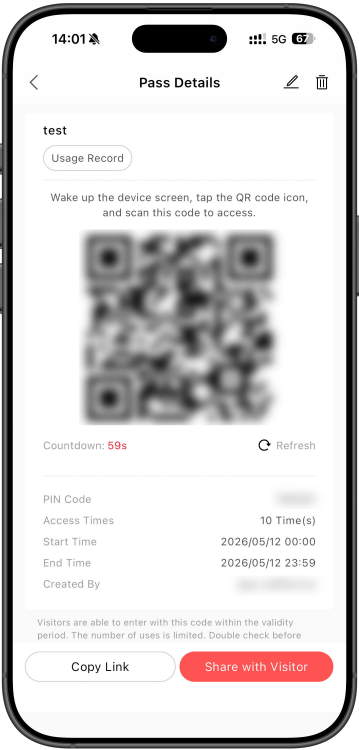




11.4.3 Create Temporary Passes

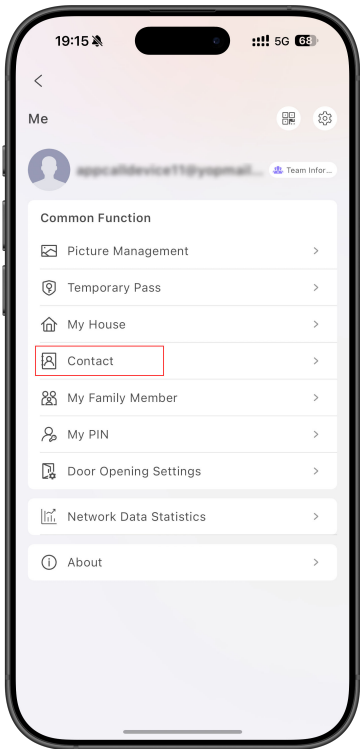
Tap **Temporary Pass** → **Add** , set the visitor information, allowed passes for each door, and the validity period to generate a temporary pass which contains a QR code and a password. The visitor can scan the QR code or enter the password on the video intercom device to open the door.





11.4.4 Call Main Station

Residents can now call main stations on the app.



Chapter 12 Time & Attendance

As the employee of a company, if your administrator has assigned schedules to you via the Portal, you can view your schedules and attendance records on the Mobile Client. You can also deal with some unusual scenarios where you need to make extra effort to ensure normal attendance, such as checking in/out remotely when working from home or somewhere away from the office, submitting a leave application for an excused absence, and applying for attendance correction if you forget to check in/out or your check-in/out fails to be recorded. If you are the supervisor of your department, you can also review applications and check attendance data of the employees in your department.

Table 12-1 Roles Involved in Using Time & Attendance Applications

Role	Description
Employee	Be able to check in/out remotely, submit leave applications and attendance correction applications, check application status, view schedules, and check daily attendance records and monthly attendance overview.
Supervisor	Usually a higher-ranking employee of a department. Be able to review applications and check attendance data of the employees in the same department in addition to what regular employees are able to do with the Mobile Client.

12.1 Attendance AI Assistant

AI Assistant helps you complete attendance tasks with simple commands.

1. Go to  → **Attendance** →  to open the AI Assistant.
2. **Conversational Query & Insights**
Quickly retrieve personnel swipe records, attendance status, and abnormal events via text or voice. Results are presented clearly with summaries and structured cards.
 - Example: "Who was late today?"
 - Example: "Which users with expired credentials still tried to enter the company in the last three days?"
3. **One-Click Execution & Configuration**
Supports remote door unlocking, revoking user access, and locking down door groups for specific areas. All execution commands require secondary confirmation from the admin to ensure safety.
 - Example: "Unlock the lobby front door."
 - Example: "Lock down all doors in the warehouse group."
4. **Complex Task Automation**

Automates multi-step workflows and provides clear step-by-step progress feedback.

- Example: "Generate a temporary pass for visitor Jorge, valid for 10 uses today."
- Example: "Export the attendance records for all employees from the past month."

5. Proactive Monitoring & Scheduled Tasks

Create scheduled tasks and receive proactive notifications upon completion, with a one-click option to cancel the plan.

- Example: "Tell me who has arrived at the company every day at 10:00 AM."
- Example: "Send me a summary of all abnormal door events today at 8:00 PM, with images and short video clips."
- Example: "Unlock the south gate automatically at 8:00 AM every day."

12.2 View Attendance Overview

As a supervisor, you can view department attendance overview by day or by month.

Go to ☰ → **Attendance** → **Overview** .

Tap **All Departments** to select a department.

The attendance overview of the current day is displayed by default. You can perform the following operations:

Table 12-2 Available Operations

Operation	Description
View Attendance Statistics by Day	Tap Day to enter the daily attendance statistics page. The overall statistics displayed on the page show the total number of employees whose attendance results of the selected date were normal and abnormal (i.e., absent, late, early leave, late and early leave), as well as the number of employees who were on leave for the selected date. For each type of attendance result (except for normal attendance), you can tap on the corresponding entry to view information about the employees who got this attendance mark and the number of times they were marked for that day.
View Attendance Statistics by Month	Tap Month to enter the monthly attendance statistics page. You can view the total number of times each attendance result is marked for the employees in the selected month. For each type of attendance result (except for normal attendance), you can tap on the corresponding entry to view information about the employees who got this attendance mark and the number of times they were marked within the month.

Operation	Description
	You can also view the times of employees of checking in/out via mobile client or device.

12.3 View Attendance Data

You can view their daily attendance records and monthly attendance overview.

Go to  → **Attendance** → **My Attendance** .

You can view your daily attendance results of the current week. You can tap  to view the records of the entire month in a monthly calendar and switch to other months by tapping  /  . On the calendar, your daily attendance results are marked with dots of different colors below the dates for which you have any shift(s) scheduled. You can tap a date to view your schedule for that day and the attendance result for each shift. By tapping an attendance result, you can check the detailed attendance information such as the clock-in time, clock-out time, the actual hours spent working, and the duration of absence, leave, break, etc.

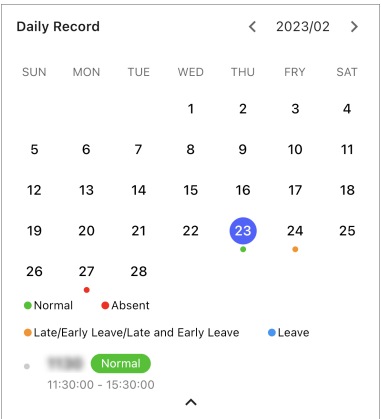


Figure 12-1 View Daily Attendance Record in Monthly Calendar

Below the calendar is a monthly overview for you to check the total number of days in a month that your attendance results were normal and abnormal (i.e., absent, late, early leave, late and early leave), as well as the number of days you were on leave. You can tap  /  to check the statistics of other months.

Above the calendar, you can view your latest check-in/out record. This can either be a record of you checking in/out remotely via the Mobile Client or of you checking in/out in person at an access control device.

12.4 View My Schedule

You can view your schedules in a monthly calendar.

Go to ☰ → **Attendance** → **My Schedule** .

The days for which you have any shift(s) scheduled are marked with a blue dot; the days with no shifts scheduled are marked with a gray dot; holidays are marked with a red dot. You can tap a date to view your schedule for that day or the name of the holiday.

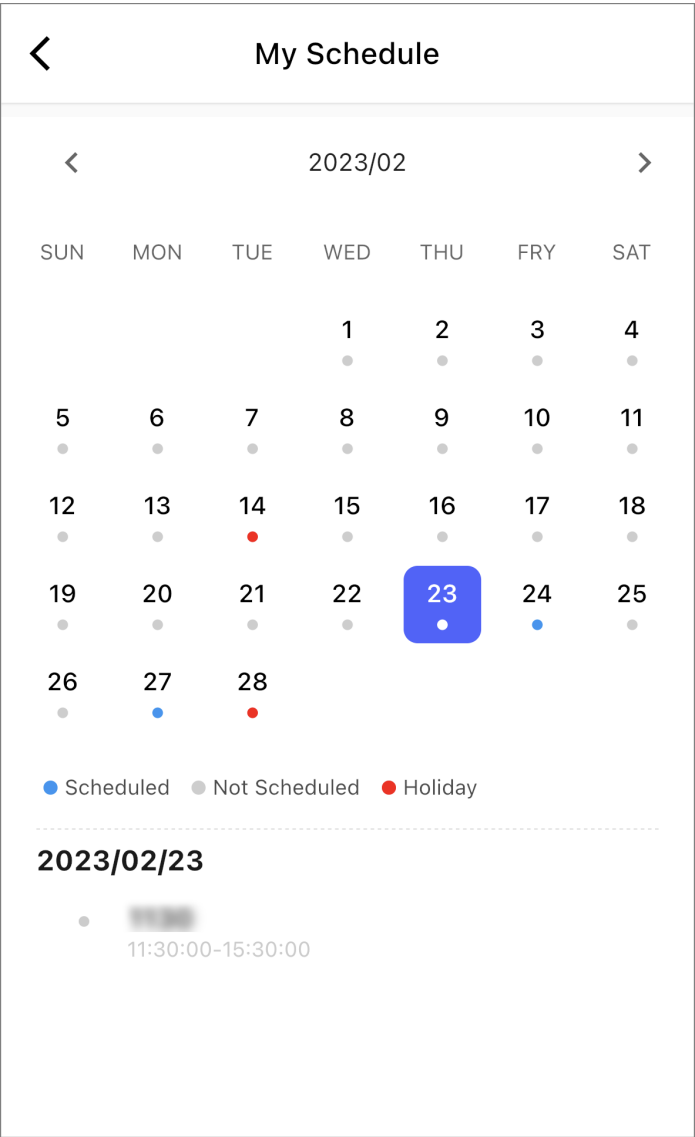


Figure 12-2 View Your Schedule

12.5 Application Management

On the Mobile Client, employees can submit leave applications if they are going to take time off work or there were excused absences, and submit attendance correction applications if they forget to check in/out or their check-in/out fails to be recorded. Supervisors of departments can also approve/reject applications submitted by employees in their departments.

12.5.1 Submit Leave Application

On the Mobile Client, employees can submit leave applications when they are going to take time off work or they need to make up for an excused absence.

Steps

1. Go to  → **Attendance** → **Apply** .
2. In the upper-right corner, tap **+** → **Leave** .
3. Select a leave type from the drop-down list.
4. Specify the start and end time of your leave of absence.
5. **Optional:** Enter the reason for applying and upload attachments.
6. Tap **Submit**.

Your application will be submitted to your supervisor (or the administrator) for approval. If you enable notifications on your phone and allow the Mobile Client to push notifications to you, you will receive a notification when your application is approved or rejected.

7. **Optional:** Perform the following operations.

Filter Applications	Tap  on the right of the search box, set conditions such as the application type, application status, and time, and then tap OK to view the matched applications.
Search for Application	Enter an application No. in the search box to search for the corresponding application.
Withdraw Application	Tap an application card to enter its details page, and tap Withdraw at the bottom to withdraw the application.

Note

- You may only withdraw a leave application that has not taken effect yet (i.e., the time of the withdrawal is earlier than the start time of your leave).
 - The application that is withdrawn can be edited and resubmitted, or it can be discarded.
-

12.5.2 Submit Attendance Correction Application

On the Mobile Client, employees can submit attendance correction applications if they forget to check in/out or their check-in/out fails to be recorded.

Steps

1. Go to ☰ → **Attendance** → **Apply** .
2. In the upper-right corner, tap + → **Attendance Correction** .
3. Select **Check In** or **Check Out** as the correction type.
4. Specify the check-in/out time.
5. **Optional:** Enter the reason for applying and upload attachments.
6. Tap **Submit**.

Your application will be submitted to your supervisor (or the administrator) for approval. If you enable notifications on your phone and allow the Mobile Client to push notifications to you, you will receive a notification when your application is approved or rejected.

7. **Optional:** Perform the following operations.

Filter Applications	Tap ☰ on the right of the search box, set conditions such as the application type, application status, and time, and then tap OK to view the matched applications.
Search for Application	Enter an application No. in the search box to search for the corresponding application.
Withdraw Application	Tap an application card to enter its details page, and tap Withdraw at the bottom to withdraw the application.



Note

- You may only withdraw an attendance correction application that is still in the Under Review status.
 - The application that is withdrawn can be edited and resubmitted, or it can be discarded.
-

12.5.3 Review Applications

As the supervisor of your department, you can view the details of the applications handled or to be handled by you and approve/reject applications of employees in your department. If you enable push notifications on your phone and allow the Mobile Client to push notifications to you, you will receive a notification every time an employee in your department submits an application.

Go to ☰ → **Attendance** → **Review** .

Under the **Pending** tab are applications that are to be reviewed by you, and under the **Handled** tab are applications that have been reviewed by you. You can perform the following operations:

Table 12-3 Available Operations

Operation	Description
Filter Applications	Tap  on the right of the search box, set conditions such as the application type and time, and then tap OK to view the matched applications.
Search for Application	Enter an application No. or the name of the applicant in the search box to search for the corresponding application. Supports fuzzy search.
Approve Application	Tap an application card to enter its details page, tap I Agree at the bottom, enter your comments (optional), and tap OK to approve the application.  Note Only applications in the Under Review status can be approved.
Reject Application	Tap an application card to enter its details page, tap Reject at the bottom, enter your comments (optional), and tap OK to reject the application.  Note Only applications in the Under Review status can be rejected.

12.6 Remote Check In/Out

Employees who work from home (e.g., during the pandemic) or work away from the office (e.g., sales going to client visits), and freelancers of a company may check in/out remotely via the Mobile Client. This allows the employees and the freelancers to submit their proofs of attendance and the administrators to make sure these persons show up in the right place at the right time.

Before You Start

Make sure you have the permission to check in/out via the Mobile Client. If not, contact your administrator to grant you the permission via the Portal.

Steps

1. Go to  → **Attendance** → **Check In/Out** .
2. After logging in to the Mobile Client via self-service, tap .

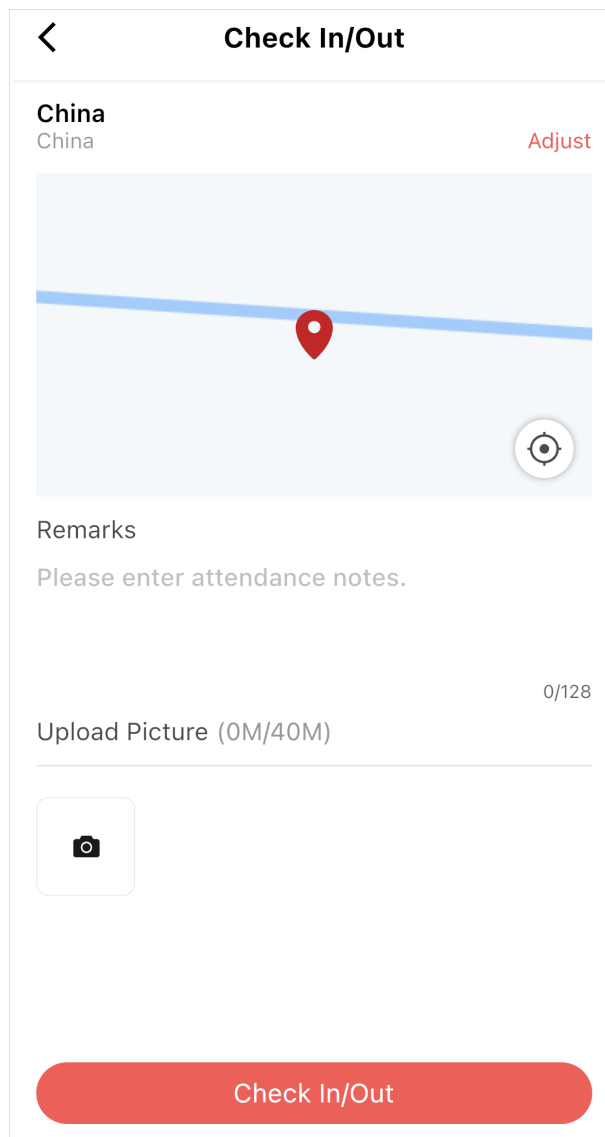


Figure 12-3 Check In/Out Page

3. **Optional:** Tap **Adjust** to adjust your current location if the one detected and shown on the map is not accurate enough.
4. **Optional:** Enter your attendance notes in the Remarks field to provide your administrator any additional information about why you are checking in/out remotely.
5. **Optional:** Tap  and take an instant photo to submit as your proof of attendance.

 Note

- If your administrator has enabled **Must Upload Picture** for you, this step is required for you to check in/out successfully via the Mobile Client.
- Selecting photos from your phone album is not supported.

-
6. Tap **Check In/Out**.

If checked in/out successfully, a prompt message will pop up displaying your specific check-in/out time.

Chapter 13 Analysis Report

By subscribing to the analysis report service, users can check reports that contain informational and analytical data about a site (e.g., retail store, shopping mall, museum, etc.), which can be used as the basis for making decisions, addressing problems, and developing better operational strategies. A general report contains people counting and heat analysis related statistics of the specified time period (e.g., a day/week/month/year or a custom time range), and a promotion report can be used to check the effect of a promotion by comparing the statistics collected in the promotion period with those of 7 days before and after the promotion. To make sure that your analysis report service and the data reporting function properly, you can check the status of people counting and heat analysis cameras.

13.1 View General Report

By checking the general report, you can get the people counting and heat analysis related statistics of the specified time period (e.g., a day/week/month/year or a custom time range) and see the comparison results between the current cycle and the previous cycle.



Note

Make sure you have created an analysis configuration for the site for which you want to check the statistics. Refer to *Hik Connect for Teams Portal User Manual* for details.

Go to the General Report page by tapping ☰ → **Analysis Report** → **General Report** .



Figure 13-1 Sample General Report (Daily Report)

Table 13-1 General Report Section Introduction

Section No.	Description
1	The section where you can switch between sites and change the report type. You can choose to generate a daily/weekly/

Section No.	Description
	monthly/annual report or a report of a custom time range (up to 31 days). After you select a report type, you can specify the detailed report cycle.  Note Upon you entering the General Report page, a weekly report of the current week (which starts on Sunday and ends on Saturday) for the site that you last viewed is displayed by default.
2	The section where you can check the site's overall people counting statistics of the specified time period, which include the followings: • The number of people that walked in, the number of people that passed by, and the walk-in rate. • The group ranking for each of the above-mentioned types of data, as well as the peak value and the specific time interval(s) of the peak value. • The overcapacity times by the real-time number of people, the number of people queuing up, and waiting time in a queue. • The cycle-on-cycle result (in the form of a percentage) between the specified cycle and the previous cycle for all six types of data.  Note These statistics will only be available if you have configured the source of people counting data. Refer to <i>Hik Connect for Teams Portal User Manual</i> for details.
3	The section where you can view the trends of each type of the people counting data of the specified time period. The horizontal axis represents the time interval and the vertical axis represents the type of data selected in the top left of this section. Data of the current cycle are displayed in bars whereas those of the previous cycle are displayed in lines. You can filter the data by entrance & exit via  and press the graph to view the detailed statistics of a specific interval. You can also double-tap the graph to switch to full-screen mode.

Section No.	Description
	 Note If there is a promotion during the specified time period, the background of the corresponding day(s) will be marked in red shade.
4	The section where you can view the heat map of the people counting data of the specified time period. The horizontal axis represents the time interval and the vertical axis represents the entrances & exits (each entrance & exit takes up an individual row). You can tap  and drag the endpoints of the threshold bar to adjust the range of the data displayed on the heat map. You can also double-tap the graph to switch to full-screen mode.  Note If there is a promotion during the specified time period, the background of the corresponding day(s) on the timeline will be marked in red shade.
5	The section where you can view the heat analysis results on a global heat map or the live image of each heat analysis camera. You can switch between the global heat map and the live images of cameras. By tapping , you can select whether to show the heat analysis results by the number of people staying in a group or by the dwell time, and drag the endpoints of the threshold bar to adjust the range of the heat analysis results. You can also double-tap the map/view to switch to full-screen mode. The heat analysis data displayed in this section are cumulative.  Note If there is no global heat map configured for the site, you can only view the heat analysis data of each heat analysis camera added to this group. Refer to <i>Hik Connect for Teams Portal User Manual</i> for how to configure a global heat map.

13.2 View Promotion Report

By checking the promotion report, you can have a grasp on the effect of a promotion by comparing the statistics collected in the promotion period with those of 7 days before and after the promotion.



Note

Make sure you have created an analysis configuration for the site for which you want to check the statistics and added the promotion. Refer to *Hik Connect for Teams Portal User Manual* for details.

Go to the Promotion Report page by tapping ☰ → **Analysis Report** → **Promotion Report** .



Figure 13-2 Sample Promotion Report

Table 13-2 Promotion Report Section Introduction

Section No.	Description
1	The section where you can switch between sites and select a promotion period.

Section No.	Description
	 Note Upon you entering the Promotion Report page, the report of the closest promotion date for the site that you last viewed is displayed by default.
2	The section where you can check the site's overall people counting statistics during the promotion period, which include the followings: • The number of people that walked in, the number of people that passed by, the walk-in rate, and the area ranking for each of the above-mentioned types of data. • The overcapacity times by the real-time number of people, the number of people queuing up, and waiting time in a queue. • The daily average for all six types of data. • The comparison result (in the form of a percentage) between the data of the promotion period and those of 7 days before/after the promotion for all six types of data.  Note These statistics will only be available if you have configured the source of people counting data. Refer to <i>Hik Connect for Teams Portal User Manual</i> for details.
3	The section where you can compare the people counting data of the promotion period with those of 7 days before and after the promotion in a line/bar graph. The horizontal axis represents the date, the vertical axis on the left represents the number of visits, and the vertical axis on the right represents the walk-in rate (%). You can press the graph to view the detailed statistics of a specific day. You can also double-tap the graph to switch to full-screen mode.
4	The section where you can compare the people counting data of the promotion period with those of 7 days before and after the promotion in a heat map. The horizontal axis represents the date and the vertical axis represents the entrances & exits (each entrance & exit takes up an individual row).

Section No.	Description
	You can tap  and drag the endpoints of the threshold bar to adjust the range of the data displayed on the heat map. You can also double-tap the graph to switch to full-screen mode.
5	The section where you can view the heat analysis results of the promotion period on a global heat map or the live image of each heat analysis camera. You can switch between the global heat map and the live images of cameras. By tapping , you can select whether to show the heat analysis results by the number of people staying in an area or by the dwell time, and drag the endpoints of the threshold bar to adjust the range of the heat analysis results. You can also double-tap the map/view to switch to full-screen mode. The heat analysis data displayed in this section are cumulative.  Note If there is no global heat map configured for the site, you can only view the heat analysis data of each heat analysis camera added to this area. Refer to <i>Hik Connect for Teams Portal User Manual</i> for how to configure a global heat map.

13.3 Check Analysis Resource Status

You can check the status of the cameras for people counting and heat analysis (such as their network status, data reporting status, etc.) so that you can perform troubleshooting accordingly.

Note

Make sure you have created an analysis configuration for the site for which you want to check the statistics. Refer to *Hik Connect for Teams Portal User Manual* for details.

Go to the page for checking the analysis resource status by tapping  → **Analysis Report** → **Device Status** .

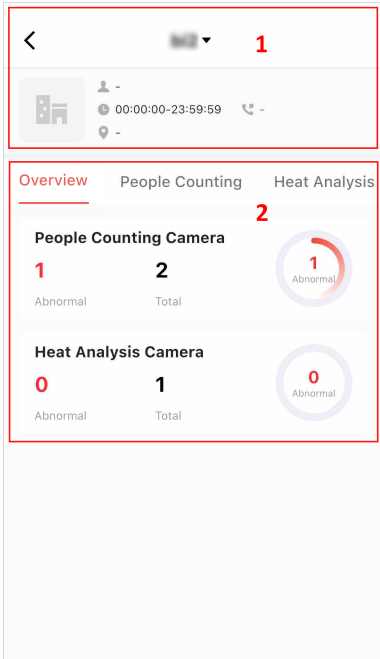


Figure 13-3 Analysis Resource Status

Table 13-3 Analysis Resource Status Page Introduction

Section No.	Description
1	The section where you can switch between sites and view the site information which is configured when you create the analysis configuration.  Note Upon you entering the page, the resource status of the site that you last viewed is displayed by default.
2	The section where you can check the resource status overview, people counting camera status, and heat analysis camera status. Overview You can check the numbers of abnormal cameras and the total numbers of cameras for both people counting and heat analysis. People Counting / Heat Analysis

Section No.	Description
	You can check the number of abnormal cameras and the total number of cameras. For each added camera, you can check the network status, whether people counting / heat analysis is enabled, whether it is configured to report the data it collected, whether the data reporting is normal, its data reporting frequency, the entrance & exit name, and the latest checking time.



Note

- The people counting camera status will only be available if you have configured the source of the people counting data.
 - If there is no global heat map configured for the site, you can only check the status of each heat analysis camera added to this area, and you cannot check the heat analysis camera status when there is no heat analysis camera added to the area.
 - If there is a global heat map configured for the site, you can only check the status of the heat analysis cameras added to the global heat map.
 - Refer to *Hik Connect for Teams Portal User Manual* for details about how to configure the source of the people counting data, configure the global heat map, and add the cameras to areas.
-

Chapter 14 ANPR

After the ANPR service is activated, you can control barrier gates on the Mobile Client.

Add cameras supporting the ANPR feature, and set cameras as ANPR cameras on the Portal.

You can manually control barrier gates on the Device List page or on the Live View page of the cameras.

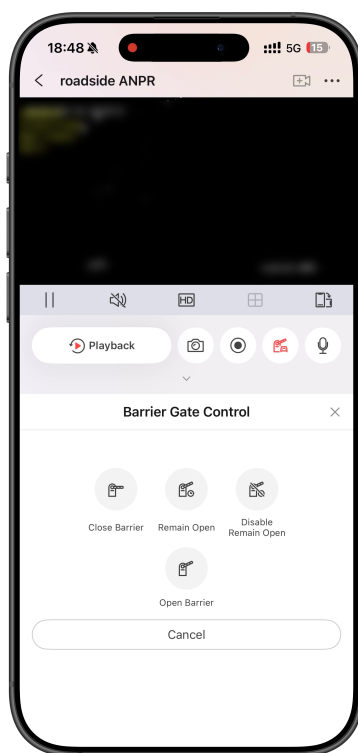


Figure 14-1 Manual Barrier Gate Control

Chapter 15 Audio Broadcast

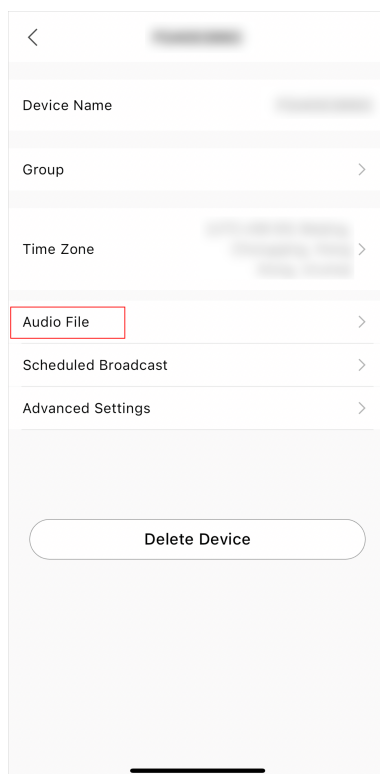
In this module, you can upload audio files, schedule timed broadcasts, and set audio linkage of events. This system is used for efficient delivery of news, music, alerts, and live announcements. Common scenarios include radio stations, security systems, school notifications, and commercial broadcasting.

The feature is only available in certain countries or regions.

15.1 Upload Audio File

Uploading audio files is required before you add a scheduled broadcast task. You can upload audio files from your local computer, then add them to a scheduled broadcast task to play them at specific times.

Go to the device settings page.



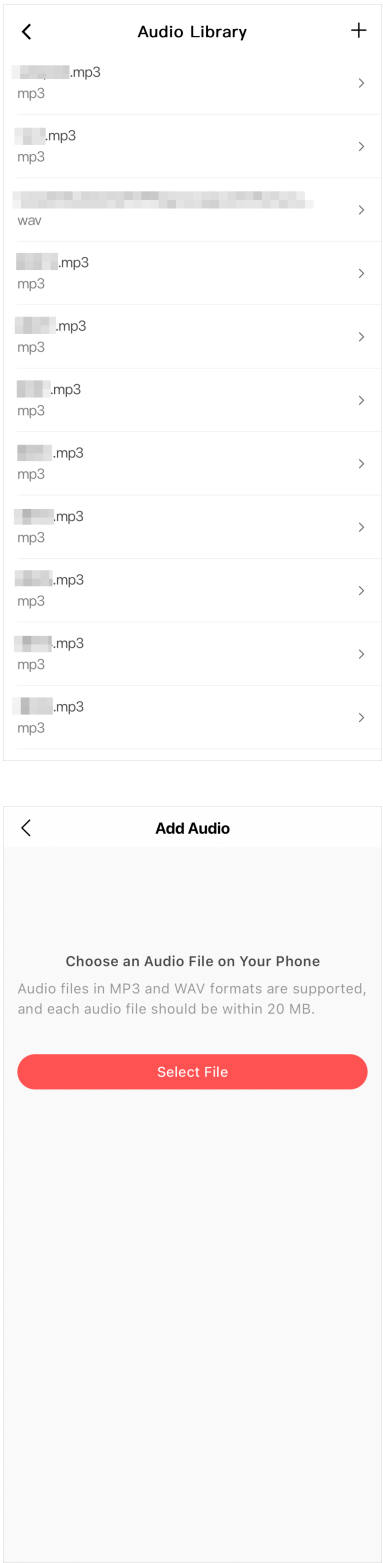
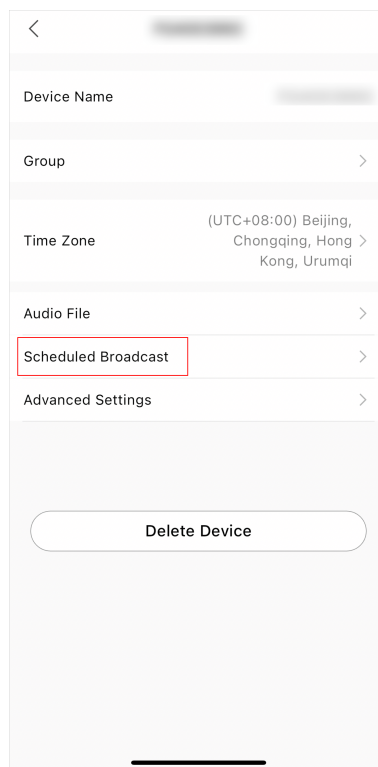


Figure 15-1 Upload Audio File

15.2 Add a Scheduled Broadcast Task

Scheduled broadcast tasks enable the device to play your uploaded audio files at fixed times through network speakers. Common use cases include corporate announcements (broadcasting company news, important notices, or emergency information to employees), school notifications (playing interval music, class schedule reminders, or emergency evacuation instructions), hotel services (timely broadcasting of welcome messages, room service introductions, or event arrangements), public spaces (playing background music, safety tips, or missing person announcements in malls and stations), and community announcements (regularly broadcasting weather forecasts, event notifications, or emergency alerts).

Go to the settings page of the device.



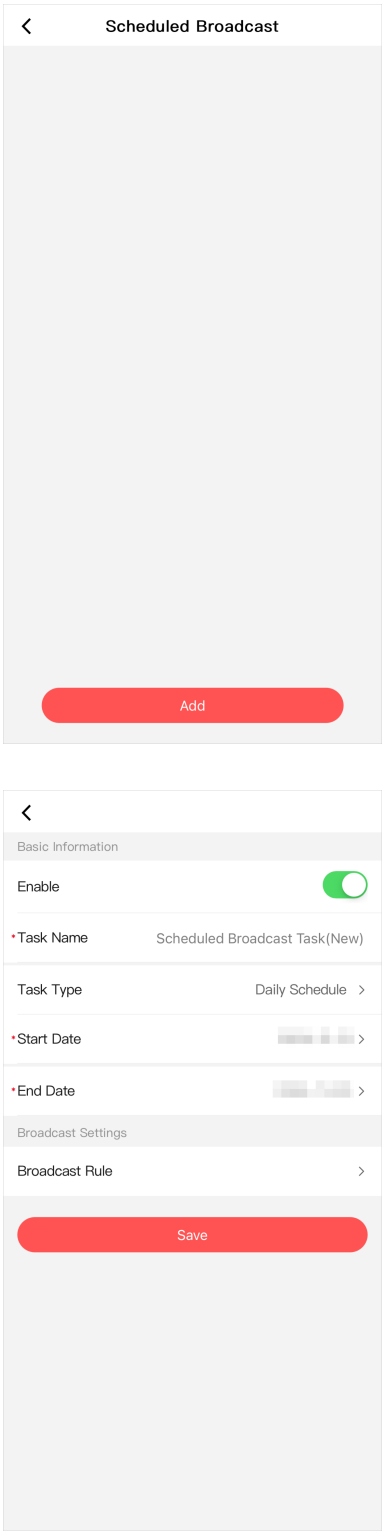


Figure 15-2 Configure Scheduled Broadcast

Chapter 16 Notification

In the notification center, you can view alarm, call, and services information. You can also set notifications settings.

16.1 Alarm Management

In the Alarm module on the Mobile Client, you can view the list of received alarms, view details of alarms (such as the alarm time, the linked video, and the linked picture), mark alarms, acknowledge alarms, and set conditions to filter alarms.

To enter the system messages page, tap ☰ → **Notifications** → **Alarm** to enter the Alarm Information page where all received alarms are listed. You can swipe up to display the latest alarms, or swipe down to view historical alarms..

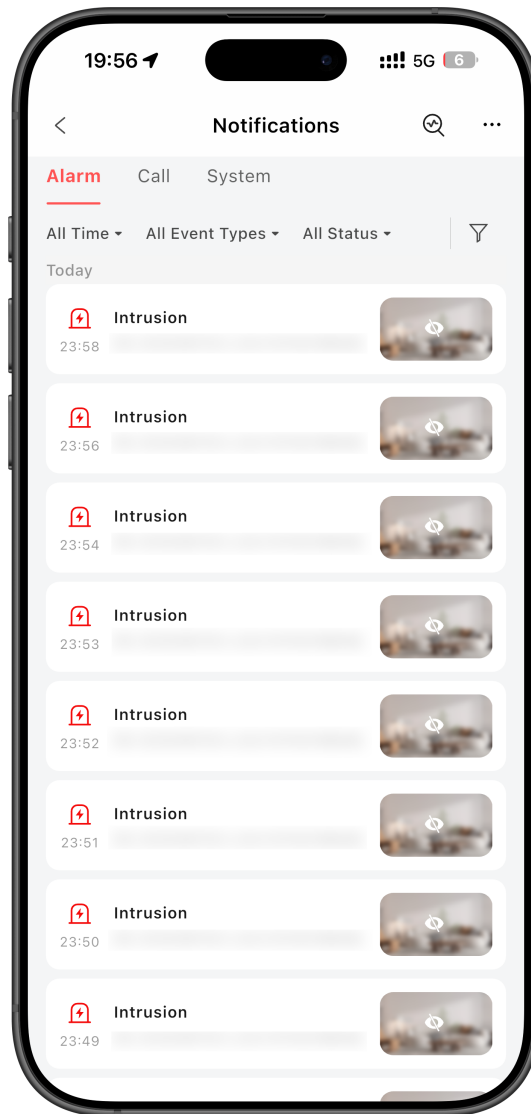


Figure 16-1 Alarm Page

View Real-Time Alarms

The Alarm module will display the real-time alarm information from the managed resources, such as motion detection, camera online, and video loss. You can check the alarm details and view alarm-related videos and pictures if configured.

Note

Before receiving alarms from resources, the alarm settings should be configured on the Portal and alarms should be triggered.

Tap an alarm in the list to enter the alarm details page. You can view the alarm source, the alarm time on the Client or device, the triggering event, and the linked videos or pictures.

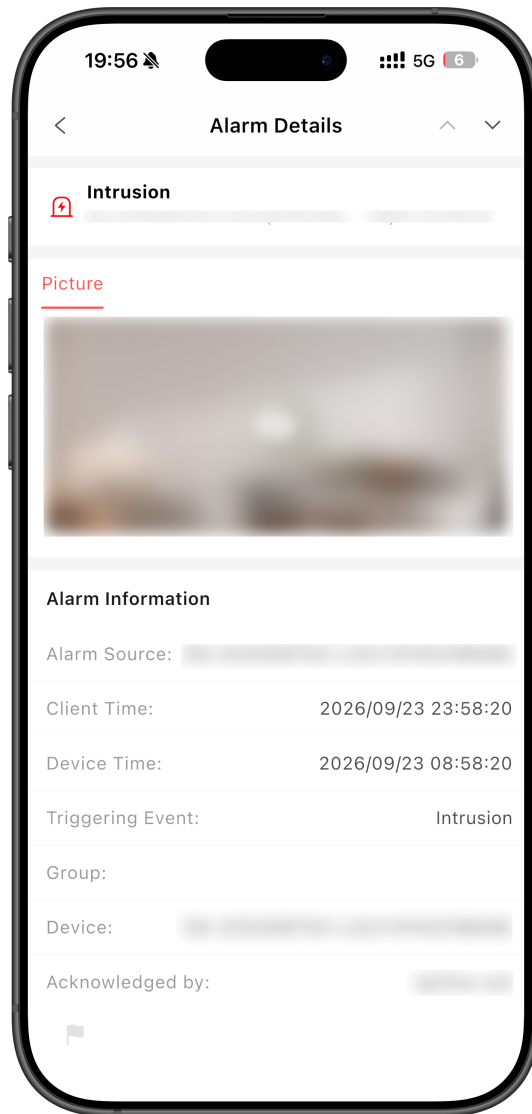


Figure 16-2 Alarm Details Page

On the alarm details page, tap $\wedge$ / $\vee$ in the top right corner to show details of the previous or next alarm.

On the alarm details page, tap flag to mark the alarm if the alarm is important or needs further operations. The icon flag will turn red.

Acknowledge Alarms

Acknowledge an Alarm: On the alarm details page, tap **Acknowledge** to acknowledge the selected alarm.

Batch Acknowledge Alarms: Tap checkbox in the top right corner of the Alarm page, select unacknowledged alarms, and then tap **Acknowledge** at the bottom to batch acknowledge them.

Linkage Action

After receiving alarms from resources, you can perform linkage actions such as controlling doors and linking with alarm outputs under the condition that linkage actions are already configured on the Portal.

Filter Alarms

You can set filtering conditions to display the required alarms only.

Tap  in the top right corner of the Alarm page to enter the Filter page.

Set the following filtering conditions, or you can select these conditions on the top of the alarm list:

Alarm Time

Select a predefined time period, including the last one hour, today, yesterday, and last 7 days. Or switch on **Custom Time** to specify the start time and end time of a period.

Triggering Event

The event triggering the alarm.

Marking Status

Mark the alarm information and the marked items can be filtered.

Alarm Priority

The priority can be low, medium, and high, which indicates the urgency level of the alarm.

Alarm Status

The alarm status can be acknowledged and unacknowledged.

Alarm Type

The alarm types are predefined on the Portal.

16.2 Service Messages

You can receive, view, and handle service messages (service expiry reminder, device(s) to be accepted) in Messages.

To enter the system messages page, tap  → **Notifications** → **Service** .

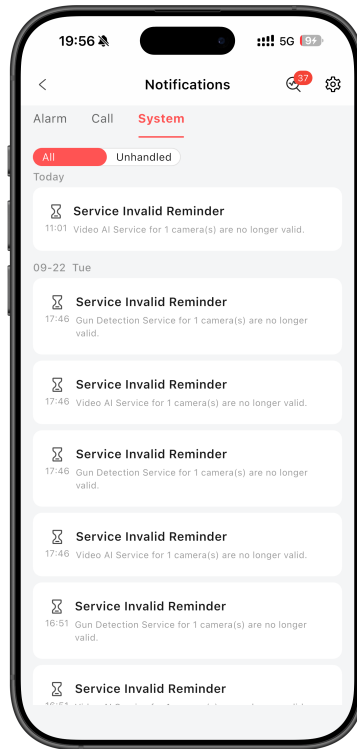


Figure 16-3 System Messages Page

You can tap **All** or **Unhandled** to view all messages or unhandled messages.

Service Expiry Reminder

If you have service plans which are expiring soon or have been expired, you will receive service expiry reminders with the expiry time and plan details. After receiving the service expiry reminders, you can contact your service provider to ensure your proper use of the services.

Import Personal Device

If you import personal devices, there will be a message notifying you whether the operation is successful.

16.3 AI Notification

Leveraging AI's natural language understanding, the system turns your everyday descriptions into custom alert rules—so you'll get timely notifications for the events you care about. For non-customized motion detection events with AI service enabled, notifications now include a description like "A man in black placed a package at the door."

1. Tap ☰ → **Notifications**

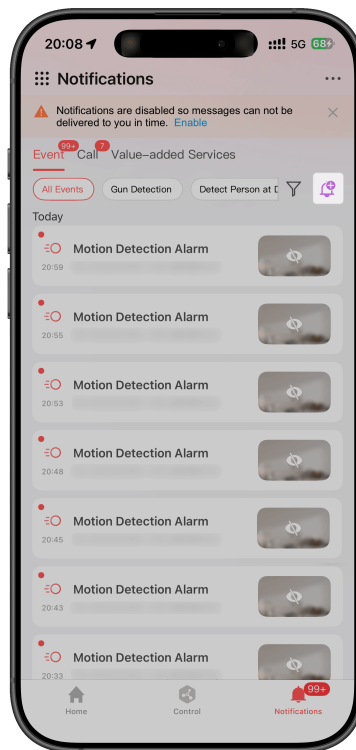


Figure 16-4 AI Notification

2. Describe an alert scenario in plain text, e.g., "Alert me if the passageway at entrance is obstructed by any objects".
3. After configuration, the system instantly check matching results from the past 24 hours to verify accuracy, and then presents a structured rule for your review and fine-tuning.
4. The system automatically identifies targets (person/vehicle), behaviors (appear/linger/loiter) and send you notifications about the customized event.

16.4 Notification Settings

You can enable/disable the notifications of the events detected by device, calls, services, etc.

Tap **☰** → **Notifications** → **Settings** to open the Settings page.

Alarm Notification

If it is enabled, the Mobile Client will receive and push alarm notifications.

Notification of Calls

If it is enabled, the Mobile Client will receive and push call notifications.

Service Notification

If it is enabled, the Mobile Client will receive and push service notifications.



See Far, Go Further