






HikCentral FocSign Web Client

User Manual

Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
 Danger	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.
 Caution	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
 Note	Provides additional information to emphasize or supplement important points of the main text.

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Chapter 1 Overview

1.1 Introduction

HikCentral FocSign is a lightweight platform with multiple functions, featuring diverse content types, predefined program templates, abundant material types, flexible layout design, etc. You can add the devices (including digital signage terminals and interactive flat panels), create contents, and then release them to the devices after reviewing contents and creating schedules for contents. The platform is widely applied to the industry of entertainment, finance, traffic, etc.

1.2 Recommended Running Environment

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

CPU

Intel® Core™ i5-8500 and later

Memory

8 GB and later

Web Browser

Internet Explorer® 11 and later, Firefox® 100 and later, Google Chrome® 110 and later, Safari® 13 and later, Microsoft® Edge 110 and later.

Chapter 2 Login

You can access and configure the platform via web browser directly, without installing any client software on the your computer.

Note

- The Web Client transmits data via the HTTPS, using our self-developed HTTPS certificate, which is not issued by the Certificate Authority. So that a risk prompt will show when you opening the Web Client. To avoid the prompt, you can apply for a certificate from the Certificate Authority.
 - The login session of the Web Client will expire and a prompt with countdown will appear after the configured time period in which there is no action.
-

2.1 First Time Login

If this is the first time for you to login, you can choose to login as admin or normal user according to your user role.

2.1.1 Login for First Time for Admin User

By default, the system predefined the administrator user named admin. When you login via the Web Client for the first time, you are required to create a password for the admin user before you can properly configure and operate the system.

Steps

1. In the address bar of the web browser, enter the address of the PC running FocSign server service and press **Enter** key.

Example

If the IP address of PC running FocSign server is 172.6.21.96, and you should enter http://172.6.21.96 or https://172.6.21.96 in the address bar.

Note

- You should set the transfer protocol before accessing the FocSign server. For details, refer to **Set Transport Protocol** .
 - You should set the FocSign server's IP address before accessing the FocSign server via WAN. For details, refer to **Set WAN Access** .
-
2. Enter a password and confirm the password for the admin user in the pop-up Create Password window, and click **Next**.

Note

The password strength can be checked by the system and should meet the system requirements. The default minimum password strength should be **Medium**. For setting minimum password strength, refer to ***Set Basic Security Parameters*** .

Caution

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

Proper configuration of all passwords and other security settings is the responsibility of the service provider and/or end-user.

3. Select a method for password reset verification.

- **Email:** Click **Verification Code** → **Next** and set the email address for receiving the password reset verification code.
 - **Security Question:** Click **Security Question** → **Next** , select three different security questions from the drop-down lists, and enter your answers accordingly.
-

Note

If you forget the password of your account, you can reset the password by verifying your email address or answering the security questions. Refer to ***Forgot Password*** for details.

4. Click **Finish**.

The home page of the Web Client will show if the admin password is created successfully.

2.1.2 First Time Login for Normal User

When you log in to the system as normal user via Web Client for the first time, you should change the initial password and set a new password for login.

Steps

1. In the address bar of the web browser, input the address of the PC running FocSign server service and press the **Enter** key.

Example

If the IP address of PC running FocSign server is 172.6.21.96, and you should enter http://172.6.21.96 or https://172.6.21.96 in the address bar.

Note

You should configure the FocSign server's IP address in WAN Access of System Configuration before accessing the FocSign server via WAN. For details, refer to **Set WAN Access**.

2. Enter the user name and password.

Note

Contact the administrator for the user name and initial password.

3. Click **Log In** and the **Change Password** window opens.
4. Set a new password and confirm the password.

Note

The password strength can be checked by the system and should meet the system requirements. If password strength is lower than the required minimum strength, you will be asked to change your password.

Caution

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

Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

5. Click **OK** to change the password.

Result

Web Client home page displays after you successfully logging in.

2.2 Change Password for Reset User

When the normal user's password is reset by admin user, he/she should change the initial password and set a new password when logging into HikCentral FocSign via the Web Client.

Steps

1. In the address bar of the web browser, enter the address of the PC running FocSign server service and press **Enter** key.

Example

If the IP address of PC running FocSign server is 172.6.21.96, and you should enter http://172.6.21.96 or https://172.6.21.96 in the address bar.


 **Note**

You should configure the FocSign server's IP address in WAN Access of System Configuration before accessing the FocSign server via WAN. For details, refer to **Set WAN Access** .

2. Enter the user name and initial password set by the administrator.
3. Click **Log In** and a **Change Password** window opens.
4. Set a new password and confirm the password.

 **Note**

The password strength can be checked by the system and should meet the system requirements. If password strength is lower than the required minimum strength, you will be asked to change your password.

 **Caution**

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

Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

5. Click **OK**.

Result

Web Client home page displays after you successfully changing the password.

2.3 Forgot Password

If you forget the password of your account, you can reset the password.

Before You Start

- Make sure the normal user has been configured with an available email address.
- Make sure the email server is tested successfully.

Steps

1. On the login page, click **Forgot Password**.
2. Enter your user name and click **Next**.
3. Enter the required information on the Reset Password window.
 - If you are the admin user whose account is configured with security questions, you can select and answer the corresponding questions, click **Next**, and set and confirm your new password.

Reset Password

The account has been configured with security questions. You can set a new password by answering the security questions, or contact the technical support to reset the password.

Question *

Please select. ▾

Answer *

Question *

Please select. ▾

Answer *

Question *

Please select. ▾

Answer *

Next Cancel

Figure 2-1 Reset Password for admin User via Security Questions

- If you are the admin user or a normal user whose account is configured with an email address, you can click **Get Code** and a verification code will be sent to your email address. Enter the verification code you received, set a new password, and confirm the password within 10 minutes.

 **Note**

If no email address is set for your normal user account, you need to contact the admin user to reset your password.

- If you are an admin whose account is configured with an email address, you can select **Activation Code** and click **Next**, and then reset the password by the code you get.

Reset Password

1. Minimum Password Strength Required by Your System: Medium

2. admin user owns all permissions of the system. We recommend the strength of admin's password should be: Strong

* Activation Code

* New Password

█ █ █ █ Risky

* Confirm Password

Figure 2-3 Reset Password via Activation Code

- If you are a domain user, you need to contact the admin user to reset your password.

 **Note**

The password strength can be checked by the system and should meet the system requirements. If the password strength is lower than the required minimum strength, you will be asked to change your password. For setting the minimum password strength, refer to **Set Basic Security Parameters**.

 **Caution**

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




Proper configuration of all passwords and other security settings is the responsibility of the service provider and/or end-user.

-
4. Click **OK**.

Chapter 3 Home Page Overview

The following is the introduction of the Home page.

On the top navigation bar, perform the following operations if needed.

-  : View the downloading tasks.
-  : View the wizards of the Digital Signage module, as well as the user manual of the Web Client.
-  : Maintenance and management information of the software, such as license expiry date and license details. Refer to ***Maintenance and Management*** for details.

Centralized Device Control

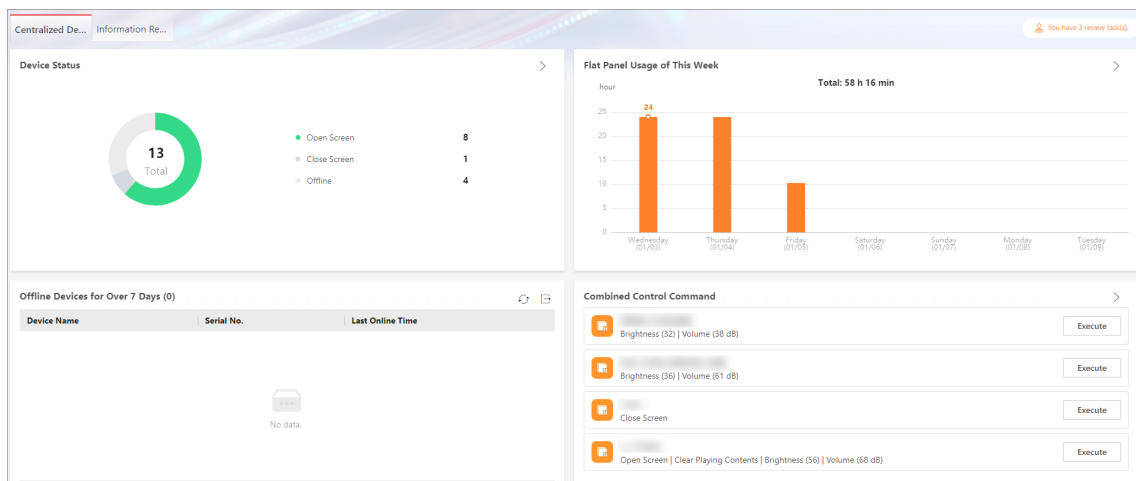


Figure 3-1 Centralized Device Control

The central device control mode supports viewing device status, flat panel usage of the this week, offline devices for over 7 days, and combined control command. You can also click > to go to the Device Control page or Flat Panel Usage Statistics page for details. In the Offline Devices for Over 7 Days area, you can refresh the list or export the information about the devices.

Information Release

In the Wizard area, click an application to perform the corresponding task.

Below the Wizard, Quick Release, Release by Template, and Material Library are displayed.

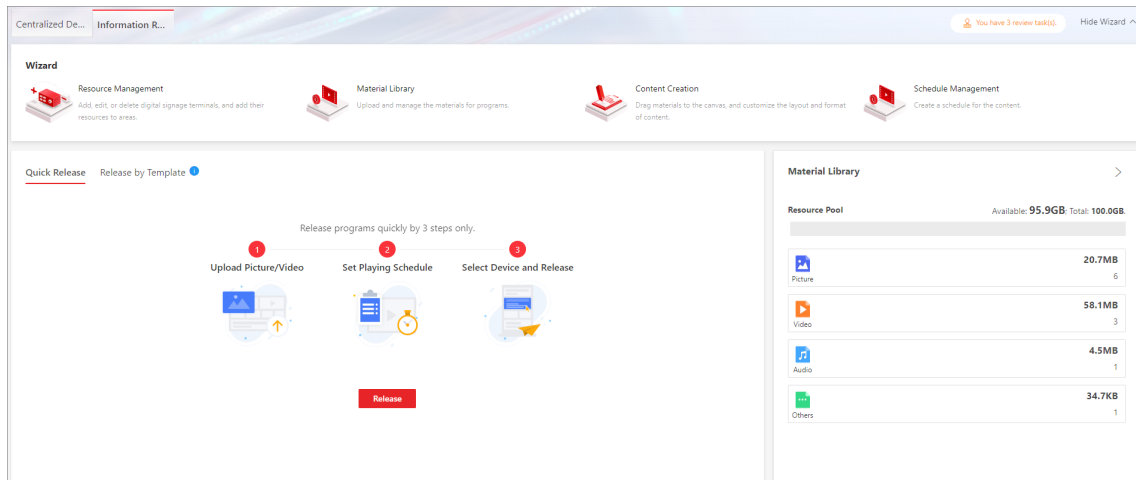


Figure 3-2 Information Release

Chapter 4 License Management

After installing HikCentral FocSign, you have a temporary License for a specified number of devices and limited functions. To ensure the proper use of HikCentral FocSign, you can activate the FocSign server to access more functions and manage more devices. If you do not want to activate the FocSign server now, you can skip this chapter and activate the system later.

Two types of License are available for HikCentral FocSign:

- **Base:** You need to purchase at least one basic License to activate the HikCentral FocSign.
- **Expansion:** If you want to increase the capability of your system, you can purchase an expanded License to get additional features.



- Only the admin user can perform the activation, update, and deactivation operation.
 - If you encounter any problems during activation, update, and deactivation, please send the server logs to our technical support engineers.
-

4.1 Activate License - Online

If the FocSign server server to be activated can properly connect to the Internet, you can activate the FocSign server server in online mode.

Steps

1. Log in to HikCentral FocSign via the Web Client.
 2. On the Home page, click **Activate** to open the Activate License panel.
 3. Click **Online Activation** to activate the License in online mode.
 4. Enter the activation code received when you purchased your License.
-



- If you have purchased more than one Licenses, you can click + and enter other activation codes.
 - The activation code should contain 16 characters or 32 characters (except dashes).
5. Check **I accept the terms of the agreement** to open the License Agreement pane and click **OK**.
 6. Click **Activate**.
The details of the activated license will be displayed. The email settings pane will appear after you activated the License.
 7. Enter an email address for the admin user.
-



This email is used to receive the License activation code when the admin user forgets the password for logging in to the platform and the activation code at the same time.

8. Set the email server parameters. See details in [**Configure Email Account**](#) .
9. Click **OK** to save the email settings.

4.2 Activate License - Offline

If the FocSign server to be activated cannot connect to the Internet, you can activate the License in offline mode.

Steps

1. Log in to HikCentral FocSign via the Web Client.
2. On the Home page, click **Activate** to open the Activate License panel.
3. Click **Offline Activation** to activate the License in offline mode.

Activate License [X]

Activation Type

Online Activation
The SYS to be activated can connect to the Internet.

Offline Activation
The SYS to be activated cannot connect to the Internet.

Step 1: Enter activation code and generate License request file.

+

I accept the term... [Hikvision Software User License Agreement](#)

Machine Environment Type

Physical Machine [v]

Hot Spare

Step 2: Generate respond file.

Enter the following website: <https://kms.hikvision.com/#/active> on the computer that can connect to the Internet to enter the License Activation Platform.

Upload the generated request file to generate a respond file.

Step 3: Import the respond file.

[Folder icon]

Figure 4-1 Activate License in Offline Mode

4. Enter the activation code received when you purchased your License.

 **Note**


- If you have purchased more than one Licenses, you can click + and enter other activation codes.
- The activation code should contain 16 characters or 32 characters (except dashes).

5. Check **I accept the terms of the agreement** to open the License Agreement panel and click **OK**.

6. Click **Generate Request File**.

A request file named "ActivationRequestFile.bin" will be downloaded. Save the request file to the proper directory or the removable storage medium (e.g., USB flash disk).

7. Copy the request file to the computer that can connect to the Internet.

8. On the computer which can connect to the Internet, enter the following website: <https://kms.hikvision.com/#/active> .
9. Click  and then select the downloaded request file.

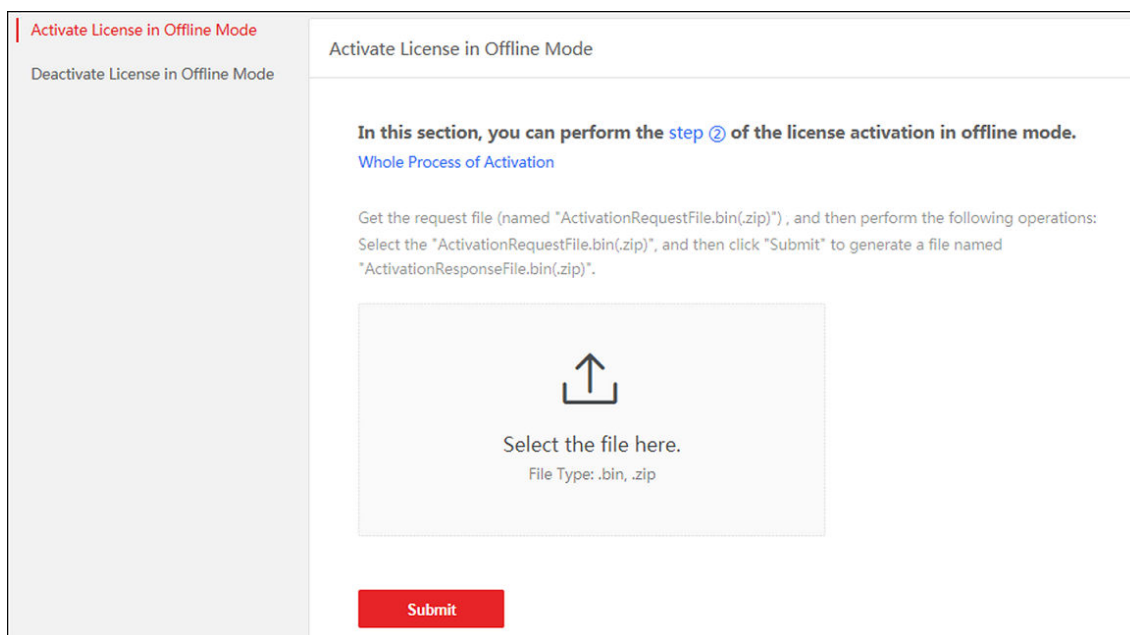



Figure 4-2 Select Request File

10. Click **Submit**.

A respond file named "ActivationResponseFile.bin" will be downloaded. Save the respond file to the proper directory or the removable storage medium (e.g., USB flash disk).

11. Copy the respond file to the proper directory of the computer that accesses HikCentral FocSign via the Web Client.
12. In the Offline Activation panel, click  and select the downloaded respond file.
13. Click **Activate**.
The email settings pane will appear after you activated the License.
14. Enter an email address for the admin user.



Note

This email is used to receive the License activation code when the admin user forgets the password for logging in to the platform and the activation code at the same time.

15. Set the email server parameters. See details in [Configure Email Account](#) .
16. Click **OK** to save the email settings.


4.3 Update License - Online

As your project grows, you may need to increase the connectable number of resources (e.g., devices) for your HikCentral FocSign. If the FocSign server to be updated can properly connect to the Internet, you can update the License in online mode.

Before You Start

Contact your dealer or our sales team to purchase a License for additional features.

Steps

1. Log in to HikCentral FocSign via the Web Client.
2. On the top, move the cursor to  **Maintenance and Management** to show the drop-down menu.
3. Click **Update License** in the drop-down menu to open the Update License pane.
4. Click **Online Update** to update the License in online mode.
5. Enter the activation code received when you purchase your License.



Note

- If you have purchased more than one Licenses, you can click + and enter other activation codes.
- The activation code should contain 32 characters (except dashes).

-
6. Check **I accept the terms of the agreement** to open the License Agreement panel and click **OK**.
 7. Click **Update**.


4.4 Update License - Offline

As your project grows, you may need to increase the connectable number of devices for your HikCentral FocSign. If the FocSign server to be updated cannot connect to the Internet, you can update the system in offline mode.

Before You Start

Contact your dealer or our sales team to purchase a License for additional features.

Steps

1. Log in to HikCentral FocSign via the Web Client.
2. On the top, move the cursor to  **Maintenance and Management** to show the drop-down menu.
3. Click **Update License** in the drop-down menu to open the Update License pane.
4. Click **Offline Update** to update the License in the offline mode.

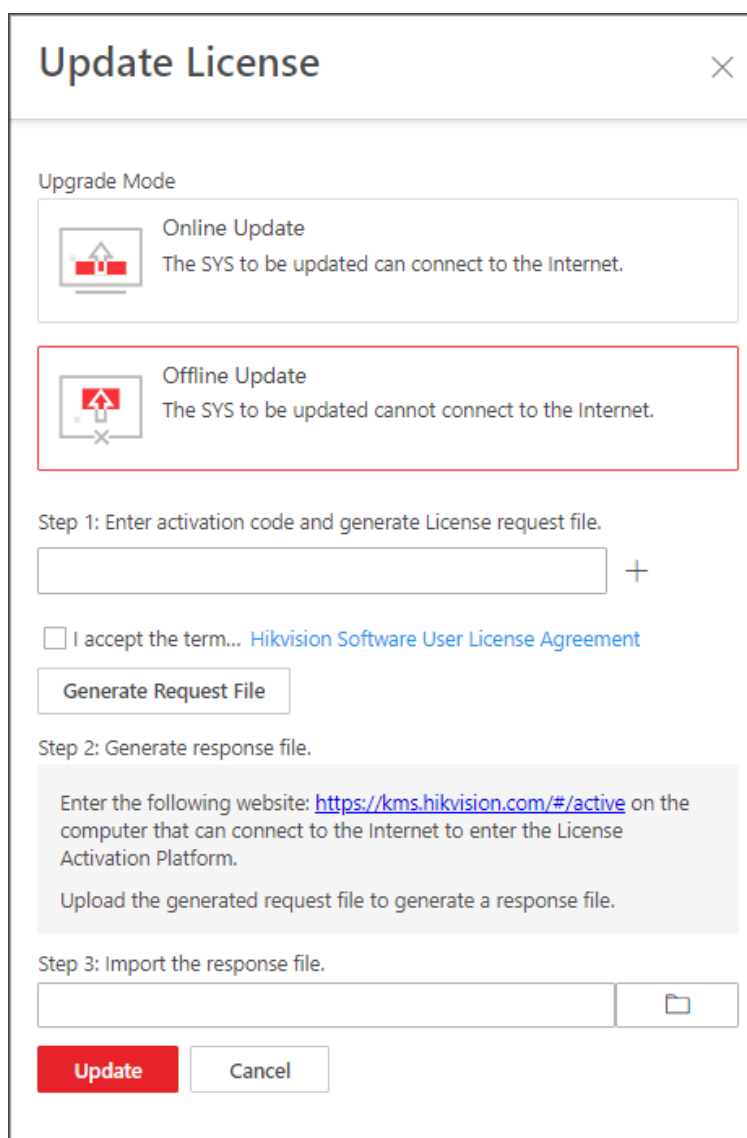


Figure 4-3 Update License in Offline Mode

5. Enter the activation code of your additional License.

Note


- If you have purchased more than one License, you can click + and enter other activation codes.
- The activation code should contain 16 characters or 32 characters (except dashes).

6. Check **I accept the terms of the agreement** to open the License Agreement panel and click **OK**.

7. Click **Generate Request File**.

A request file named "ActivationRequestFile.bin" will be downloaded. Save the request file to the proper directory or the removable storage medium (e.g., USB flash disk).

8. Copy the request file to the computer that can connect to the Internet.

- On the computer which can connect to the Internet, enter the following website: <https://kms.hikvision.com/#/active> .
- Click  and then select the downloaded request file.

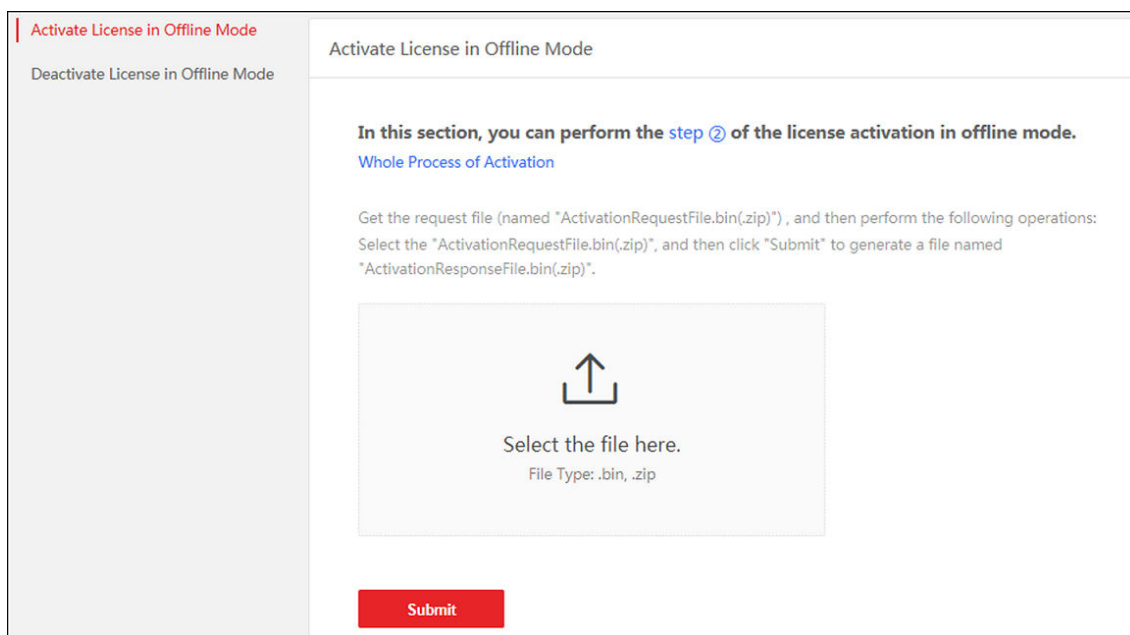




Figure 4-4 Select Request File

- Click **Submit**.
A respond file named "ActivationResponseFile.bin" will be downloaded. Save the respond file to the proper directory or the removable storage medium (e.g., USB flash disk).
- Copy the respond file to the proper directory of the computer that accesses HikCentral FocSign via the Web Client.
- In the offline update panel, click  and select the downloaded respond file.
- Click **Update**.

4.5 Deactivate License - Online

If you want to run the FocSign server on another PC or server, you should deactivate the FocSign server first and then activate it again. If the computer or server on which the FocSign server is running can properly connect to the Internet, you can deactivate the License in online mode.

Steps


- Log in to HikCentral FocSign via the Web Client.
- On the top, move the cursor to  **Maintenance and Management** to show the drop-down menu.
- Click **Deactivate License** in the drop-down menu to open the Deactivate License panel.
- Click **Online Deactivation** to deactivate the License in online mode.
- Check the activation code(s) to be deactivated.

6. Click **Deactivate**.

4.6 Deactivate License - Offline

If you want to run the FocSign server on another computer or server, you should deactivate the FocSign server first and then activate the FocSign server again. If the FocSign server to be deactivated cannot connect to the Internet, you can deactivate the License in offline mode.

Steps

1. Log in to the HikCentral FocSign via Web Client.
2. On the top, move the cursor to  **Maintenance and Management** to show the drop-down menu.
3. Click **Deactivate License** in the drop-down menu to open the Deactivate License pane.
4. Click **Offline Deactivation** to deactivate the License in offline mode.

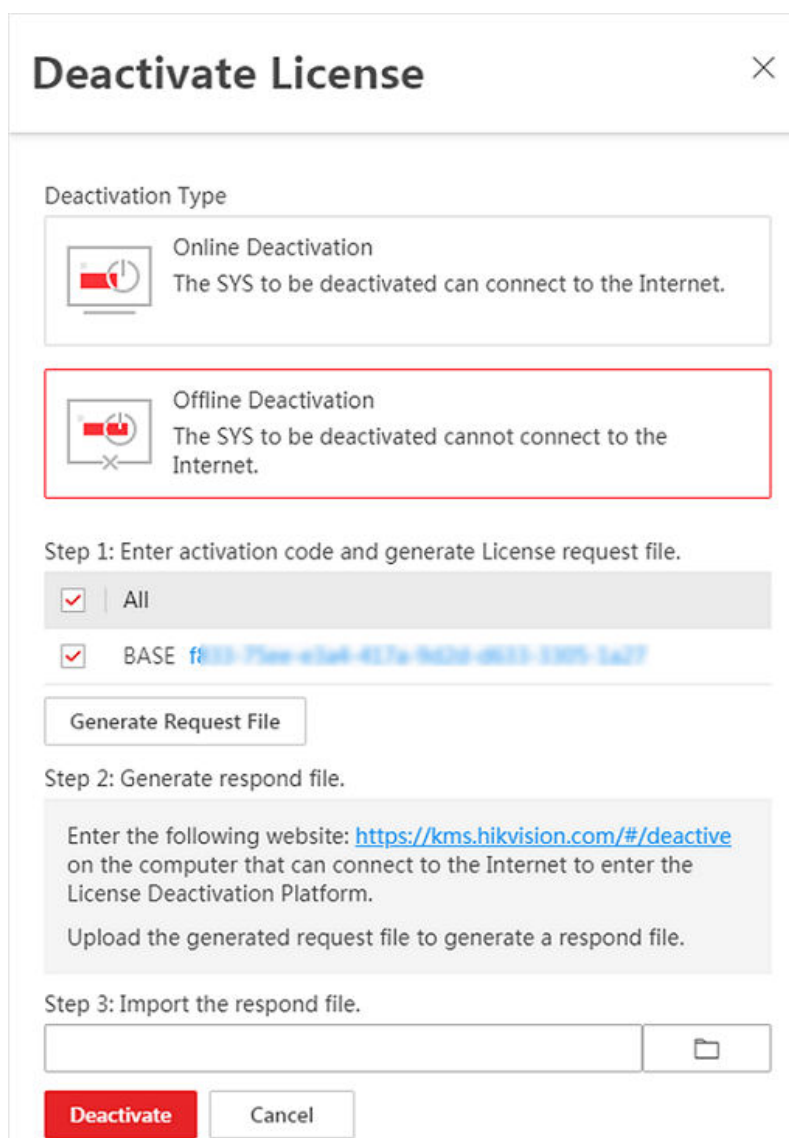


Figure 4-5 Deactivate License in Offline Mode


5. Check the activation code(s) to be deactivated.
6. Click **Generate Request File**.

 **Note**

After the request file is generated, the selected activation code(s) will be unavailable.

A request file named "ActivationRequestFile.bin" will be downloaded. Save the request file to the proper directory or the removable storage medium (e.g., USB flash disk).

7. Copy the request file to the computer that can connect to the Internet.
8. On the computer which can connect to the Internet, enter the following website: **<https://kms.hikvision.com/#/deactive>** .

9. Click  and then select the downloaded request file.

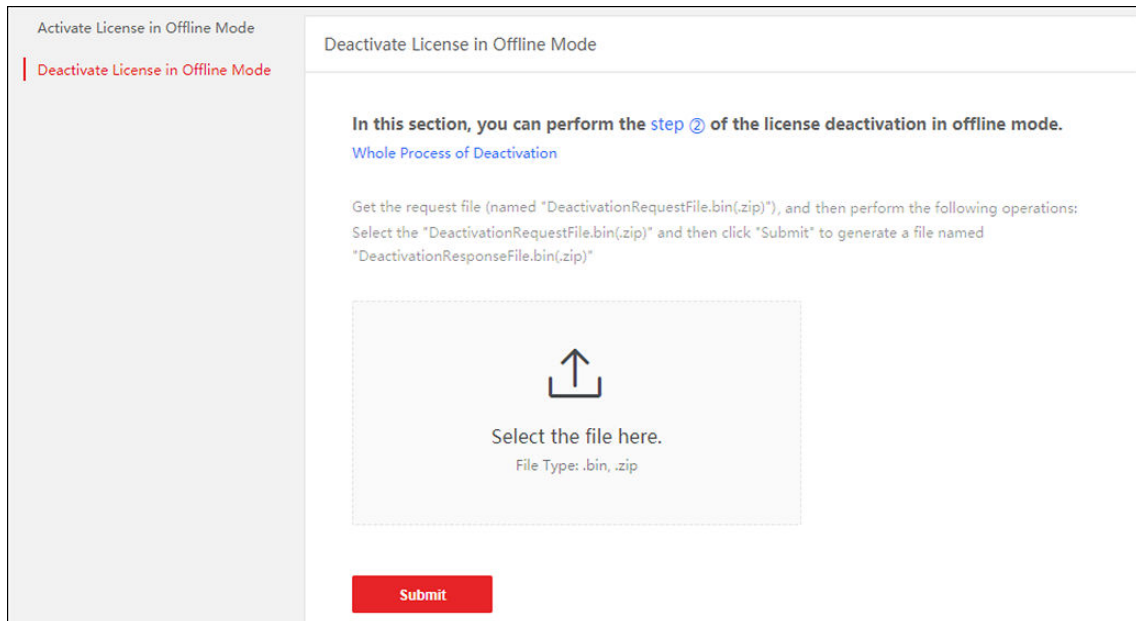


Figure 4-6 Select Request File

10. Click **Submit**.

A respond file named "DeactivationResponseFile.bin" will be downloaded. Save the respond file to the proper directory or the removable storage medium (e.g., USB flash disk).

11. Copy the respond file to the proper directory of the computer that accesses HikCentral FocSign via the Web Client.

12. In the Offline Deactivation pane, click  and select the downloaded respond file.

13. Click **Deactivate**.

4.7 View License Details

You can check the authorization details of the License you purchased and view the number of manageable devices and functions of your platform. If the License is not activated, you can also view the trial period.

Steps

1. On the top, click  **Maintenance and Management** → **License Details** to open the License Details pane.

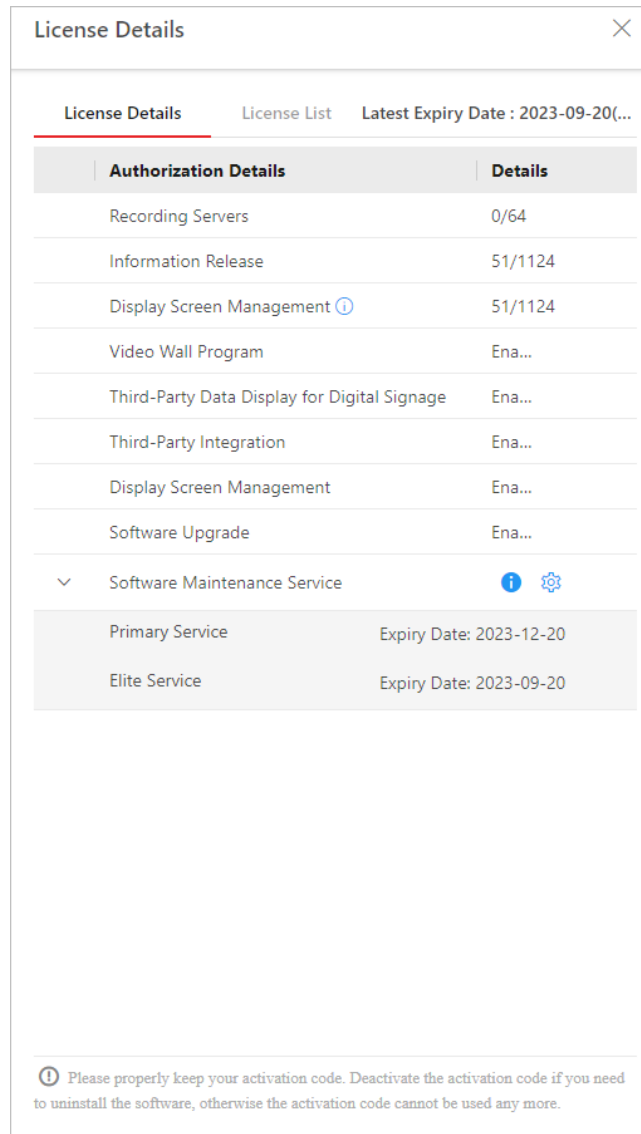



Figure 4-7 License Details Page

2. Click  beside the **Information Release Channels** license to set display screens as devices for information release.
3. **Optional:** Click **License List** to check all the activated License(s) of your platform and click an activation code to view the related authorization details.

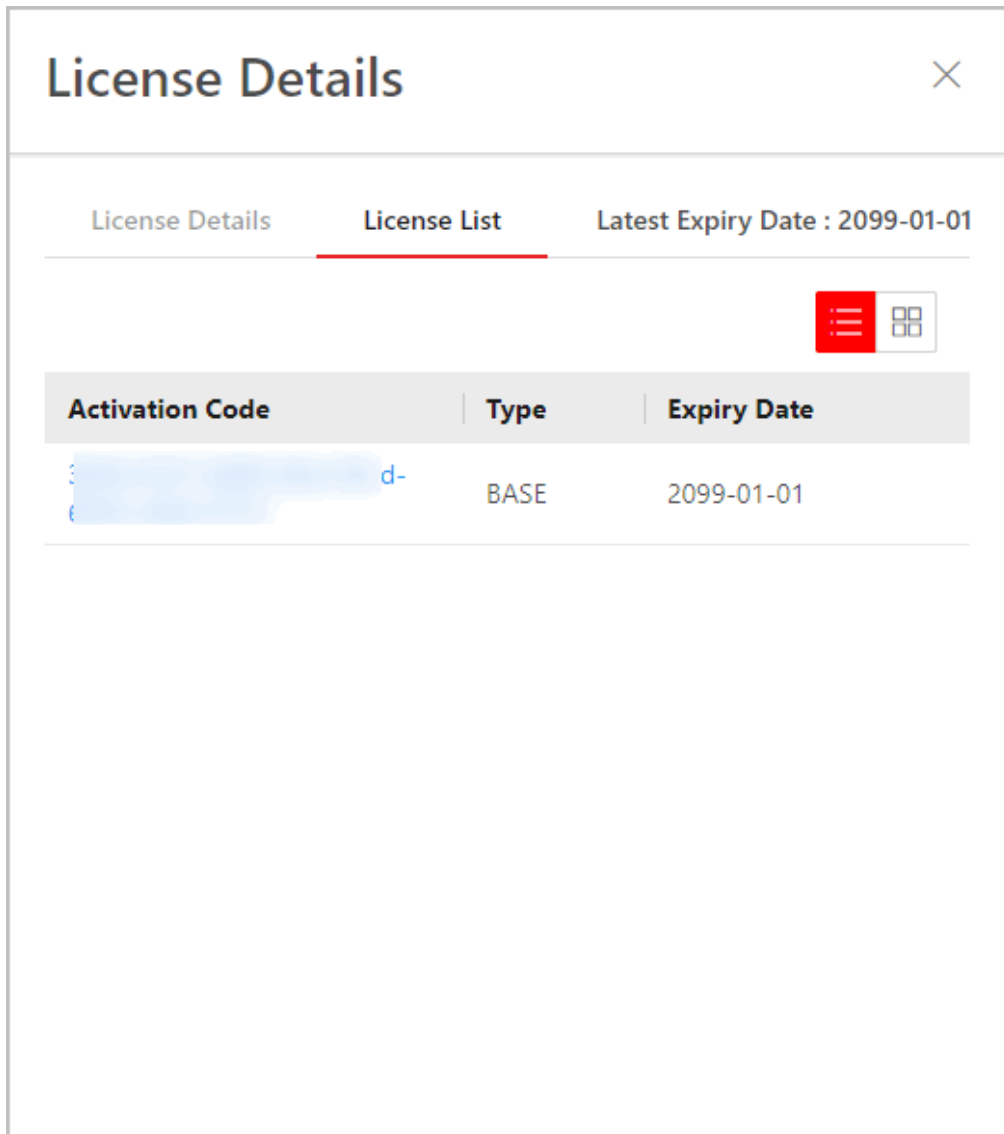


Figure 4-8 License List Page

4.8 Set SSP Expiration Prompt

SSP (Software Service Program) refers to the platform's maintenance service, which has an expire date and needs to be upgraded before expiration. You can set SSP expiration prompt on the platform. After that, when the SSP is going to expire, you can receive an email reminding the expiration every day during the configured period.

Steps

1. On the top, click **Maintenance and Management** → **License Details** .
2. Click beside **Software Maintenance Service** to enter the SSP Expiration Prompt Settings pane.

3. Set the **Overdue Reminder** switch to ON.

4. Set the days when you will receive the prompt email before expiration.



- You should enter an integer between 1 to 365.
 - By default, the platform will send a prompt email 30 days before expiration.
-

5. Click **Add User** to add user(s) who can receive upgrade prompt.



- You should configure the users' email addresses before adding them as recipients. The added users can receive upgrade prompt via the bound email addresses.
 - Up to 64 recipients can be added.
 - You can click to delete the added user(s).
-

6. Click **Add Email** to add email address(es).




You can add email of both the platform user(s) and other user(s). The platform will send expiration prompt to the added email address(es).

7. Click **Save**.

Chapter 5 Centralized Device Control Management

HikCentral FocSign supports two device types including digital signage terminals and interactive flat panels. You can add devices to the platform and manage them according to your actual needs. Device control and interactive flat panel applications are supported after adding devices.



You can go to  → **Centralized Device Control** → **Device Management / Application Management / Flat Panel Usage Statistics** to enter this module. If you have add the target menu to the top navigation, click the menu on the top directly, and this entry will be introduced in the following.

5.1 Manage Digital Signage Terminals

Before releasing information, digital signage terminals should be added to the system first. After adding devices, you can edit and delete the devices. Further operations are also supported, including remote configuration, changing devices' password, configuring time zone, etc.

5.1.1 Add Digital Signage Terminal

You can add digital signage terminals to the platform by multiple methods: adding online terminals, adding by auto registration on device, and adding by authentication code. After adding terminals to the platform, you can configure, manage, and control the terminals.

Add Terminal by Auto Registration on Device

You can add terminals by auto registration on device.

Before You Start

Make sure you have configured the platform's IP address for the device on by a web browser. See the device user manual for details.

Steps

1. On the left navigation pane, click **Device and Server** → **Digital Signage Terminal** .
2. Click **Add** → **Add by Auto Registration** or click **Auto Registration**.
3. Enter the platform address and authentication code on the device for registration.
The device will be displayed in the list.
4. Select device(s) from the list and click **Batch Add to Device List**.
5. Enter authentication code of the device, select time zone, and select an area.
6. Click **OK**.

The device will be displayed in the device list.

7. Optional: Perform the following operations.

Change Password Select one or more devices, and click **Change Password** to change the password for the selected devices.



If multiple devices have the same password, you can change the password for them simultaneously.

Delete Device Select one or more devices, and click **Delete** to delete the selected devices.



If the device which has been linked to the video wall is deleted, the corresponding video wall program cannot be released.

Search Device(s) Enter a keyword in the search box on the upper right corner of the page to quickly search the target device(s).

Set Time Zone Select one or more devices, and click **Time Zone** to configure the time zones of the selected devices.

You can select **Get Device's Time Zone** or **Manually Set Time Zone** according to your requirements.

Enable General Authentication Code

For the terminal which supports OTAP/ISUP, you can set general authentication code on the platform. The authentication code is used for the terminal to register on the platform by OTAP/ISUP. After enabling general authentication code on the platform, you should enter the authentication code on the terminal, which can then be added to the platform automatically.

Steps

1. On the left navigation pane, click **Device and Server** → **Digital Signage Terminal** .
2. Click **Auto Registration** → **Add by Configuring General Authentication Code on Platform** .
3. Switch on **General Authentication Code**.

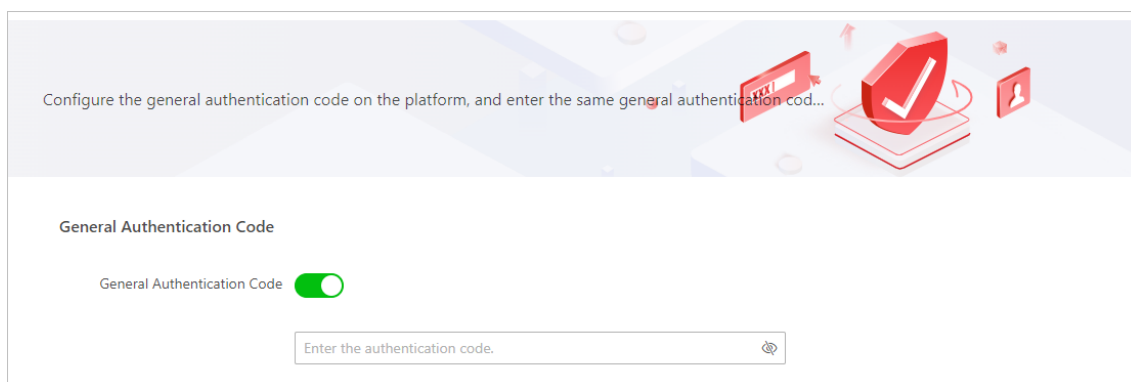


Figure 5-1 Set General Authentication Code

4. Enter the authentication code.

Note

The authentication code should contain 8 to 16 characters, including at least two of the following categories: upper case letters, lower case letters, and numbers.

5. Optional: In the Add Resource to Area list, select an area to add the device to.

Note

You can click **Add** to add new area(s).

6. Click OK.

7. Optional: Perform the following operations.

Change Password Select one or more devices, and click **Change Password** to change the password for the selected devices.

Note

If multiple devices have the same password, you can change the password for them simultaneously.

Delete Device Select one or more devices, and click **Delete** to delete the selected devices.

Note

If the device which has been linked to the video wall is deleted, the corresponding video wall program cannot be released.

Search Device(s) Enter a keyword in the search box on the upper right corner of the page to quickly search the target device(s).

Set Time Zone Select one or more devices, and click **Time Zone** to configure the time zones of the selected devices.

You can select **Get Device's Time Zone** or **Manually Set Time Zone** according to your requirements.

What to do next

After setting the general authentication code on the platform, you should enter the IP address of the platform, registration port number (7660 for ISUP by default and 7666 for OTAP by default), and the authentication code on the terminal's registration interface. Then the terminal will be added to the platform automatically.

Add Online Terminals

The platform can detect the online terminals (referred to as device in the following pages) on the same LAN as the server, and detect the device IP addresses. Based on this function, you can add the devices to the platform quickly. When the detected devices use the same user name and password, you can add the devices to the platform simultaneously.

Before You Start

Make sure you have downloaded and installed the Web Control on the login page.

Steps

1. On the left navigation pane, click **Device and Server** → **Digital Signage Terminal** .
2. In the online device list, select one or multiple devices to be added, and then click **Add to Device List** to enter the Add Device page.
3. Set the basic information.

Note

Parameters vary according to the protocol, via which the device is added.

Device Serial No.

Enter the device serial No.

Authentication Code

Enter the authentication code of the device.

Note

The authentication code should contain 8 to 16 characters, including at least two of the following categories: upper case letters, lower case letters, and numbers.

Device Address

The IP address of the device, which can be obtained automatically.

Note

If you add multiple devices simultaneously, this parameter will not be displayed.

Device Port

The port number of the device, which can be obtained automatically.

 **Note**

If you add multiple devices simultaneously, this parameter will not be displayed.

Device Name

The name of the device, which can be used to describe the device function, location, etc.

 **Note**

If you add multiple devices simultaneously, this parameter will not be displayed.

User Name

The admin account (which is created when activating the device) or the non-admin account, such as the operator. If you use a non-admin account to add devices, the permissions might be limited.

Password

The password of the account.

 **Caution**

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

Proper configuration of all passwords and other security settings is the responsibility of the service provider and/or end-user.

4. Optional: Set the time zone of the device.

- Select **Get Device's Time Zone** to get the time zone of the device.
- Select **Manually Set Time Zone** to manually set the time zone of the device, and the time zone settings will be applied to the device automatically.

5. Optional: In the Add Resource to Area list, select an area to add the device to.

 **Note**

You can click **Add** to add new area(s).

6. Click Add.

7. Optional: Perform the following operations after adding devices.

Change Password

Select one or more devices, and click **Change Password** to change the password of the selected devices.

 **Note**

If multiple devices have the same password, you can change the password for multiple devices simultaneously.

**Delete
Devices**

Select one or more devices, and click **Delete** to delete the selected devices.

 **Note**

If the device which has been linked to the video wall is deleted, the corresponding video wall program cannot be released.

**Search
Device(s)**

Enter a keyword in the search box in the upper right corner of the page to quickly search the target device(s).

**Set Time
Zone**

Select one or more devices, and click **Time Zone** to configure the time zone of the selected devices.

You can select **Get Device's Time Zone** or **Manually Set Time Zone** according to your requirements.

Add Terminal by IP Address

If you know the IP address of the terminal (referred to as device in the following pages) to be added, you can add the device to the platform by specifying the IP address, user name, password, etc.

Steps

1. On the left navigation pane, click **Device and Server** → **Digital Signage Terminal** .
2. Click **Add** → **Add Manually** to enter the Add Device page.

← Add Device

Basic Information

Access Protocol: Hikvision OTAP Protocol
The selected protocol (ISUP or OTAP) should be supported by device. Otherwise, the device might fail to be added.

Adding Mode: IP Address/Domain
 IP Segment
 Batch Import

*Device Address:

*Device Port: 8002

*Device Name:

*User Name: admin

*Password: Risky

Time Zone

Device Time Zone: Get Device's Time Zone
 Manually Set Time Zone (The time zone settings will be applied to the d...)

Add Add and Continue Cancel

Figure 5-2 Add Device Page

3. Select the Access Protocol as Hikvision Private Protocol or Hikvision OTAP Protocol.

 **Note**

- Devices of versions earlier than V4.1 does not support being added by Hikvision OTAP Protocol.
- If **Hikvision OTAP Protocol** is selected, the adding mode is required to select.

4. If Hikvision OTAP Protocol is selected, select IP Address/Domain in the Adding Mode list.

5. Set the basic information.

Device Address

Enter the IP address of the device.

Device Port

Enter the port number of the device.

Device Name

The name of the device, which can be used to describe the device function, location, etc.

User Name

The admin account (which is created when activating the device) or the non-admin account, such as the operator. If you use a non-admin account to add devices, the permissions might be limited.

Password

The password of the account.



Caution

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

Proper configuration of all passwords and other security settings is the responsibility of the service provider and/or end-user.

6. Optional: Set the time zone of the device.

- Select **Get Device's Time Zone** to get the time zone of the device.
- Select **Manually Set Time Zone** to manually set the time zone of the device and the time zone settings will be applied to the device automatically.

7. Optional: In the Add Resource to Area list, select an area to add the device to.



Note

You can click **Add** to add new area(s).

8. Click **Add**.

9. Optional: Perform the following operations after adding devices.


Change Password

Select one or more devices, and click **Change Password** to change the password of the selected devices.



Note

If multiple devices have the same password, you can change the password for multiple devices simultaneously.

Delete Devices	<p>Select one or more devices, and click Delete to delete the selected devices.</p> <hr/> <p> Note</p> <p>If the device which has been linked to the video wall is deleted, the corresponding video wall program cannot be released.</p> <hr/>
Search Device(s)	<p>Enter a keyword in the search box on the upper right corner of the page to quickly search the target device(s).</p>
Set Time Zone	<p>Select one or more devices, and click Time Zone to configure the time zone of the selected devices.</p> <p>You can select Get Device's Time Zone or Manually Set Time Zone according to your requirements.</p>

Add Terminals by IP Segment

When multiple devices to be added have the same port number, user name, password, and have different IP addresses within a range, you can add devices by specifying the IP segment and some other related parameters.

Before You Start

Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral FocSign via network.

Steps

1. On the left navigation pane, click **Device and Server** → **Digital Signage Terminal** .
2. Click **Add** → **Add Manually** to enter the Add Device page.

← Add Device

Basic Information

Access Protocol: Hikvision OTAP Protocol
The selected protocol (ISUP or OTAP) should be supported by device. Otherwise, the device might fail to be added.

Adding Mode: IP Address/Domain, IP Segment, Batch Import

*Device Address: Start — End

*Device Port: 8002

*User Name: admin

*Password: [Redacted] Risky

Time Zone

Device Time Zone: Get Device's Time Zone, Manually Set Time Zone (The time zone settings will be applied to the d...)

Resource Information

Add Add and Continue Cancel

Figure 5-3 Add Device Page

3. Select the Access Protocol as **Hikvision OTAP Protocol**.

4. **Optional:** Select **IP Segment** in the Adding Mode list.

5. Enter the required information.

Device Address

Enter the start IP address and the end IP address where the devices are located.

Device Port

The default device port is 8002.

User Name

The user name for administrator created when activating the device or the added non-admin users. When adding the device to HikCentral FocSign using the non-admin user, your permissions may restrict your access to certain features.

Password

The password required to access the device.



Caution

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

Proper configuration of all passwords and other security settings is the responsibility of the service provider and/or end-user.

6. **Optional:** Set the time zone of the device.

- Select **Get Device's Time Zone** to get the time zone of the device.
- Select **Manually Set Time Zone** to manually set the time zone of the device and the time zone settings will be applied to the device automatically.

7. **Optional:** In the Add Resource to Area list, select an area to add the device to.



Note

You can click **Add** to add new area(s).

8. Click **Add**.

9. **Optional:** Perform the following operations after adding devices.

Change Password

Select one or more devices, and click **Change Password** to change the password of the selected devices.



Note

If multiple devices have the same password, you can change the password for multiple devices simultaneously.

Delete Devices

Select one or more devices, and click **Delete** to delete the selected devices.



Note

If the device which has been linked to the video wall is deleted, the corresponding video wall program cannot be released.

Search for Device(s)

Enter a keyword in the search box on the upper right corner of the page to quickly search the target device(s).

Set Time Zone Select one or more devices, and click **Time Zone** to configure the time zone of the selected devices.

You can select **Get Device's Time Zone** or **Manually Set Time Zone** according to your requirements.


Batch Import Terminals

When there are multiple devices to be added, you can edit the predefined template containing the required device information, and import the template to HikCentral FocSign to add devices in a batch.

Before You Start

Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral FocSign via network.

Steps

1. On the left navigation pane, click **Device and Server** → **Digital Signage Terminal** .
2. Click **Add** → **Add Manually** to enter the Add Device page.
3. Select the Access Protocol as **Hikvision Private Protocol** or **Hikvision OTAP Protocol**.
4. Select **Batch Import** in the Adding Mode list.
5. Click **Download Template** and save the predefined template (excel file) on your PC.
6. Open the exported template file and enter the required information of the devices to be added in the corresponding column.
7. Click  and select the edited file.
8. **Optional:** Set the time zone of the device.
 - Select **Get Device's Time Zone** to get the time zone of the device.
 - Select **Manually Set Time Zone** to manually set the time zone of the device and the time zone settings will be applied to the device automatically.
9. **Optional:** In the Add Resource to Area list, select an area to add the device to.

Note

You can click **Add** to add new area(s). .

-
10. Click **Add**.
 11. **Optional:** Perform the following operations after adding devices.

Change Password

Select one or more devices, and click **Change Password** to change the password of the selected devices.

Note

If multiple devices have the same password, you can change the password for multiple devices simultaneously.

Delete Devices Select one or more devices, and click **Delete** to delete the selected devices.



If the device which has been linked to the video wall is deleted, the corresponding video wall program cannot be released.

Search for Device(s) Enter a keyword in the search box on the upper right corner of the page to quickly search the target device(s).

Set Time Zone Select one or more devices, and click **Time Zone** to configure the time zone of the selected devices.

You can select **Get Device's Time Zone** or **Manually Set Time Zone** according to your requirements.

5.1.2 Configure Device Parameters Remotely

After adding terminal (called device in the following pages) to the system, you can configure the parameters of the device remotely, including configuring built-in camera's parameters, linking external camera, configuring displaying settings and other parameters.


Configure Built-In Camera Parameters

Built-in camera is the camera built in the terminal. After adding a terminal to the platform, you should configure parameters for the built-in camera, such as device name, function, and face similarity.

Before You Start

Make sure at least one terminal is added to the platform, and make sure the terminal is online.

Steps

1. On the left navigation pane, click **Device and Server** → **Digital Signage Terminal**.
2. Click  on the Operation column to enter the device remote configuration page of terminal.
3. In the **Linked Device** area, click **Built-In Camera** to enter the camera parameters settings page.
4. Set the parameters.

Device Name

The device name of the built-in camera.

Live View

The live view of the camera will be displayed in the live view window of the normal programs.

Similarity

Set the face similarity. When the captured face picture's similarity reaches the value, it will be regarded as comparison succeeded.

Recognition Distance

It is used to control the recognition distance between the person and camera.

Wearing Mask

Select **Yes** or **No** from the drop-down list.

Yes: The camera will recognize persons wearing masks.

No: The camera will not recognize persons wearing masks.

Mask Detection

Check **Mask Detection**, then when the camera detects people without masks, the corresponding prompt will be displayed on the terminal.

Face Detection Frame

Check **Face Detection Frame**, then when the camera detects a face, a frame will be displayed on the terminal.

Quick Capture

Check **Quick Capture**, then the camera can recognize and capture a face more frequently even if the face is far away.

5. Click **Save** to save the above settings.


Link External Device to Terminal

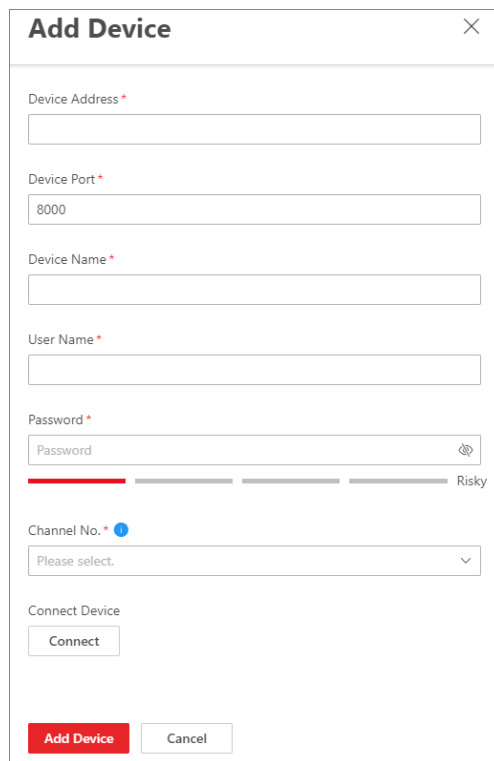
After adding terminals to the platform, you can link external devices such as cameras to the terminals for attendance, live view, or temperature screening.

Before You Start

- Make sure the external device has been installed properly.
- Make sure at least one online terminal is added to the platform.

Steps

1. On the left navigation pane, click **Device and Server** → **Digital Signage Terminal** .
2. Click  in the Operation column of the online device to enter the remote configuration page of the terminal.
3. In the **Linked Device** area, click **Add** to enter the Add Device page.



The screenshot shows a modal window titled "Add Device" with a close button in the top right corner. The form contains the following fields and controls:

- Device Address ***: An empty text input field.
- Device Port ***: A text input field containing the value "8000".
- Device Name ***: An empty text input field.
- User Name ***: An empty text input field.
- Password ***: A password input field containing the text "Password". Below the field is a strength indicator bar with a red segment on the left and a grey segment on the right, labeled "Risky".
- Channel No. ***: A dropdown menu with the text "Please select." and a downward arrow.
- Connect Device**: A section containing a "Connect" button.
- At the bottom of the dialog are two buttons: "Add Device" (highlighted in red) and "Cancel".

Figure 5-4 Add Device

4. Set the following parameters.

Device Address

The IP address of the device.

Device Port

The port No., of the device. By default, it is 8000.

Device Name

The name of the device, which can be used to describe the function, location, etc., of the device.

User Name

The user name of logging into the device.

Password

The password of the device.

5. Select the channel number of the device to be added to the terminal from the drop-down list.

6. **Optional:** Click **Connect** to connect to the device.

 **Note**

- After connecting to the device, you can configure the function for the selected channel. For details, refer to ***Configure Built-In Camera Parameters*** .
-

7. Click **Add Device**.

Configure More Parameters

On the remote configuration page of terminal, you can configure other parameters except for built-in camera and external camera, such as basic information, time settings, device operations, timed configuration and maintenance.



On the upper-right corner of the configuration page, you can click **Copy To** to copy the configuration of the current device to other devices.

Basic Information

Device Address

Display the IP address of the terminal by default.


Subnet Mask

Display the subnet mask of the terminal by default.

Gateway

Display the gateway of the terminal by default.

Time Settings

Click  to customize the time settings.

You can also select **Sync with Server Time** to synchronize time from the server.

Device Operation, Timed Settings and Maintenance

The display settings of the terminal, refer to [***Configure Device Display Settings***](#) for details.


5.1.3 Configure Device Display Settings

After adding terminal (called device in the following pages) to the platform, you can configure the display parameters of the device remotely, including the brightness, boot logo, etc.

Before You Start

Make sure you have added terminal(s) to the platform, and the terminal(s) are online. Refer to [***Add Digital Signage Terminal***](#) for details.

Steps

1. On the left navigation pane, click **Device and Server** → **Digital Signage Terminal** .
2. Click  on the Operation column to enter the device remote configuration page of terminal.
3. In the **Text on Screen** area, set the text related parameters.

Brightness Settings

Drag the brightness bar to adjust the brightness of the screen, or manually enter the brightness value. The brightness value is 0 to 100. The bigger the value, the lighter the screen.

Boot Logo

After enabled, the logo will be displayed when the terminal starts up. The logo is set on the terminal locally.

Screen Direction

0

The screen direction is 0° by default.

90

The screen direction will rotate 90° clockwise.

180

The screen direction will rotate 180° clockwise.

270

The screen direction will rotate 270° clockwise.

Enter the Password to Unlock Screen

After the screen is locked, the password is required to unlock the screen. The password is set on the terminal locally.

4. In the **Timed Startup/Shutdown** area, set the timed related parameters.

Timed Startup / Shutdown

After enabled, you should select the schedule as **Daily Schedule** or **Weekly Schedule**, and then the terminal will start up or shut down according to the schedule.

- a. Drag the mouse on the time bar to draw the start up time duration (blue bar) of one day. The terminal will be shut down on the other time period.

Note

- Supports drawing up to 8 time periods of one day.
- You can click the time period (blue bar), enter the start time and end time of the time period.

- b. You can click **Clear** to clear the wrong time period you draw on the time bar.

Volume Schedule

After enabled, you should select the schedule as **Daily Schedule** or **Weekly Schedule**, and then the terminal's volume will be turned on/off according to the schedule.

- a. Drag the mouse on the time bar to draw the start up time duration (blue bar) of one day. The terminal will be shut down on the other time period.

Note

- Supports drawing up to 8 time periods of one day.
- You can click the time period (blue bar), enter the start time and end time of the time period.

b. You can click **Clear** to clear the wrong time period(s) you draw on the time bar.

5. Optional: In the **Maintenance** area, set related parameters such as **Lock USB** and **Lock WLAN**.

SADP

After enabled, the terminal(s) can be detected by the platform via SADP protocol, and be displayed on the online device list.

Note

- You can enable SADP protocol for either single or multiple terminal(s).
- This function should be supported by the device.

Restore to Factory Settings

Click **Restore** and enter the device password to restore the displaying parameters to the default parameters.

6. Click **Save** to save the configuration.

5.2 Manage Interactive Flat Panel

You can add interactive flat panels by auto registration on device and general authentication code. After adding interactive flat panels to the platform, you can configure, manage and control them as needed.

5.2.1 Add Interactive Flat Panel by Auto Registration on Device

You can add interactive flat panels by auto registration on device.

Before You Start

- Make sure you have configured the platform's IP address for the device on by a web browser. See the device user manual for details.
- Make sure you have enabled ISUP5.0 protocol on the device configuration page.

Steps

- 1.** On the left navigation pane, click **Device and Server** → **Interactive Flat Panel** .
- 2.** Click **Auto Registration** → **Add by Auto Registration on Device** .
- 3.** Enter the platform address and authentication code on the device for registration.
The device will be displayed in the list.
- 4.** Select device(s) from the list and click **Batch Add to Device List**.
- 5.** Enter authentication code of the device, select time zone, and select an area.

6. Click **OK**.

The device will be displayed in the device list.

7. Optional: Perform the following operations.

- | | |
|-------------------------|--|
| Delete Device | Select one or more devices, and click Delete to delete the selected devices. |
| Search Device(s) | Enter a keyword in the search box on the upper right corner of the page to quickly search the target device(s). |
| Set Time Zone | Select one or more devices, and click Time Zone to configure the time zones of the selected devices.

You can select Get Device's Time Zone or Manually Set Time Zone according to your requirements. |

5.2.2 Enable General Authentication Code

You can enable and set the general authentication code on the platform, and then enter the authentication code on the interactive flat panel (referred to as device in the following pages). By this method, you can add the device to the platform.

Steps

1. On the left navigation pane, click **Device and Server** → **Interactive Flat Panel** .
2. Click **Auto Registration** → **Add by Configuring General Authentication Code on Platform** .
3. Switch on **General Authentication Code Settings**.

General Authentication Code

General Authentication Code

Enter the authentication code.

Resource Information

Add Resource to Area

* Area Create Area by Device Name Existing Area

OK

Figure 5-5 Set General Authentication Code

4. Enter the authentication code.

 **Note**

The authentication code should contain 8 to 16 characters, including at least two of the following categories: upper case letters, lower case letters, and digits.

5. **Optional:** Import the resources of the device to the area.
 - 1) Switch on **Add Resource to Area**.
 - 2) Select **Create Area by Device Name** or **Existing Area**.

Create Area by Device Name

Create a new area by the device name.

Existing Area

Select an existing area from the area list.

 **Note**

You can create a new area by the device name or select an existing area. Also, you can click **Add** to add new area(s).

6. Click **Save**.
7. **Optional:** Perform the following operations.

Delete Device	Select one or more devices, and click Delete to delete the selected devices.
Set Time Zone	Select one or more devices, and click Time Zone to configure the time zones of the selected devices. You can select Get Device's Time Zone or Manually Set Time Zone as needed.
Search Device	Enter keywords in the upper right corner to search for the target device(s).
Edit Device	Click a device to edit its basic information and time zone settings if needed.
Refresh Device List	Click Refresh to refresh the device list.

What to do next

Register the interactive flat panel online: Enter the IP address of the platform, device name, registration port No. (7660 by default), and the authentication code on the Integrated Control App on the device. Then the device will be added to the platform automatically.

5.3 Add Video Wall

A video wall is made up of multiple terminals. After adding more than one terminals to the platform, you can configure video walls with custom dimensions (row × column).

Before You Start

Make sure you have added at least two terminals to the platform and have enabled the time synchronization of NTP server. See details in [***Add Digital Signage Terminal***](#) .

Steps

1. On the left navigation pane, click **Device and Server** → **Video Wall** .
2. Click **Add**.

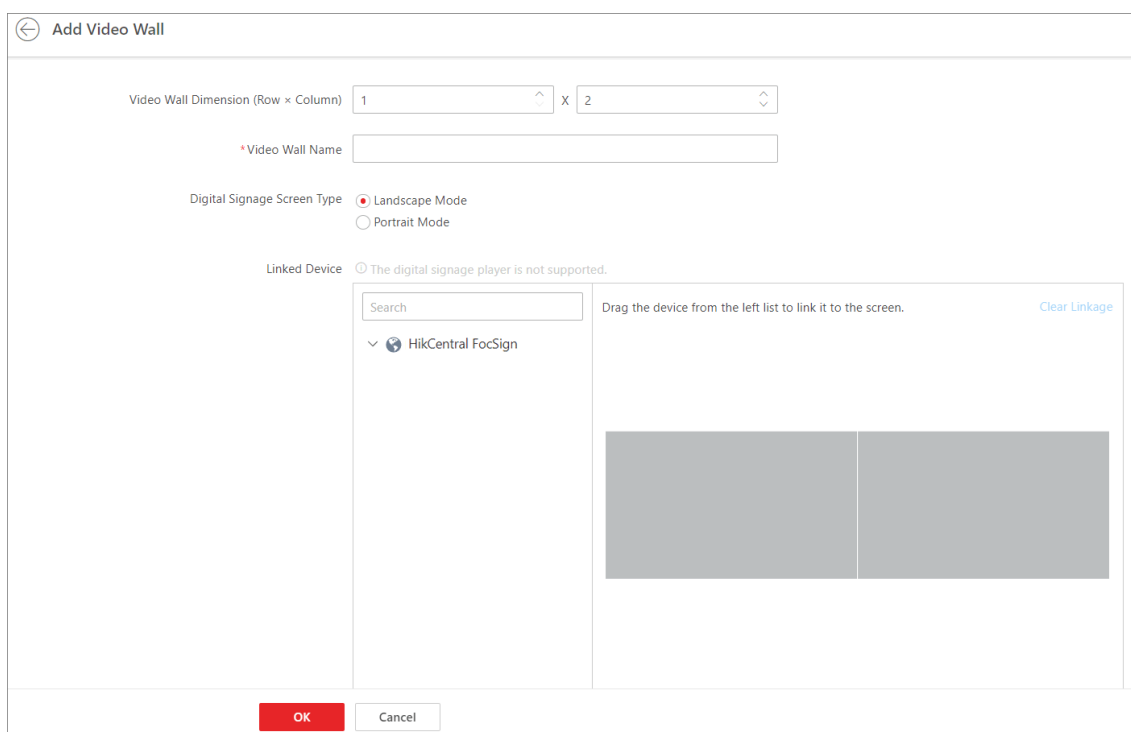


Figure 5-6 Add Video Wall



3. Specify the video wall dimension (row × column).
4. Enter the video wall name.
5. Select **Landscape Mode** or **Portrait Mode** as the screen type.
6. In Linked Device area, drag the devices from the device list to the screen on the right.

Note

The digital signage player is not supported.

7. **Optional:** Click **Clear Linkage** to clear the linked devices from the screen.
8. **Optional:** Enter the description of the video wall.
9. Click **OK**.
10. **Optional:** After adding video walls, you can perform the following operations.

Switch Display Mode


Click  /  to display the added video walls in the thumbnail/list mode.

Edit Video Wall Information

- In thumbnail mode, click the video wall card to enter the video wall information page and edit the information.
- In list mode, click the name of the video wall to enter the video wall information page and edit the information.

Delete Video Walls

Select one or multiple added video walls and click **Delete** to delete the selected video walls.

- | | |
|--------------------------------|--|
| Refresh Video Wall List | Click Refresh to refresh the video wall list. |
| Search Video Walls | Click  , set the search conditions such as dimension and screen type, and click Search to search for the target video walls. |

5.4 Add pStor

You can add a pStor server as a recording server to the HikCentral FocSign for storing the videos and pictures.

Before You Start

- Make sure the pStor servers you are going to use are correctly installed and connected to the network as specified by the manufacturers.
- Such initial configuration is required in order to be able to connect the devices to the HikCentral FocSign via network.

Steps

1. Select **Device and Server** → **Recording Server** on the left.
2. Click **Add** to enter the Add Recording Server page.



Note

If the NTP server is not configured, a prompt message will appear on the top of the page. You can click **Configure** to set the time synchronization.

3. Select **pStor**.
4. Enter the network parameters.

Address

The pStor server's IP address in LAN that can communicate with FocSign server.

ANR Function

You can check this field to enable the ANR function. This function is enabled default. If the network is disconnected between the pStor and the encoding device, data can be stored on the pStor automatically.

Control Port

The control port No. of the pStor server. If it is not changed, use the default value.

Network Port

The network port No. of the pStor server. If it is not changed, use the default value.

Signaling Gateway Port

The signaling gateway port No. of the pStor server. If it is not changed, use the default value.

5. **Optional:** Check **ANR Function** or not.

Note

This function is enabled default. If the network is disconnected between the pStor and the encoding device, data can be stored on the pStor automatically.

-
6. Enter the user's access secret key and secret key of the pStor server for downloading pictures.

Note

You can download these two keys on the pStor server's Web Client page.


-
7. Enter the name, user name, and password of the pStor server.

Caution

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

Proper configuration of all passwords and other security settings is the responsibility of the service provider and/or end-user.

-
8. Finish adding the server.
 - Click **Add** to add the server and back to the server list page.
 - Click **Add and Continue** to save the settings and continue to add other servers.
 9. **Optional:** Perform the following operations after adding the server.

Edit Server	Click Name field of the server and you can edit the information of the server and view its storage information.
Delete Server	Select the server(s) from the list, and click Delete to remove the selected server(s).
Configure Server	Click  in the Operation column to enter the login page of the pStor server. You can log in and configure the pStor server.
Search for Server	Enter keyword(s) in the search box in the top right corner to search for the target server(s).

5.5 General Device Operations

You can perform operations including creating password for inactive device(s), editing online device's network information, upgrading device firmware, and resetting device password.


5.5.1 Create Password for Inactive Device(s)

The devices with simple default password may be accessed by the unauthorized user easily. For the security purpose, the default password is not provided for some devices. You are required to create the password to activate them before adding them to the platform. Besides activating the device one by one, you can also batch activate multiple devices which have the same password simultaneously.

Before You Start

- Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral FocSign via network.
- This function should be supported by the device. Make sure the devices you want to activate support this function.

Steps

1. On the left, click **Device and Server** → **Digital Signage Terminal** .
2. In the Online Device area, view the device status and select one or multiple inactive devices.
3. Click  **Activate** to open the device activation window.
4. Create a password in the password field, and confirm the password.



Caution

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

Proper configuration of all passwords and other security settings is the responsibility of the service provider and/or end-user.


5. Click **Save** to create the password for the device.



Note

If you have not set security questions, the window of setting security questions will pop up, and you should select the method of resetting password and set the security questions as needed.

An **Operation completed**. message is displayed when the password is set successfully.

6. Click  in the Operation column to change the device's IP address, subnet mask, gateway, and so on if needed.



Note

For details, refer to [***Edit Online Device's Network Information***](#) .

5.5.2 Edit Online Device's Network Information

The online devices, which have IP addresses in the same local subnet with FocSign server or Web Client, can be detected by HikCentral FocSign. For the detected online devices, you can edit their network information as desired via HikCentral FocSign remotely and conveniently. For example, you can change the device IP address due to the changes of the network.

Before You Start

For some devices, you should activate it before editing its network information. Refer to ***Create Password for Inactive Device(s)*** for details.

Perform this task when you need to edit the network information for the detected online devices.

Steps


1. On the left navigation pane, click **Device and Server** → **Digital Signage Terminal** .
2. In the Online Device area, select a network type.

Server Network

The detected online devices in the same local subnet with the FocSign server will be listed.

Local Network


The detected online devices in the same local subnet with the Web Client will be listed.

3. View the device status, and click  in the Operation column of an active device.
4. Edit the device parameters, such as IP address, device port, subnet mask, and gateway.



Note

The parameters may vary for different device types.

5. Click  .
6. Enter the device's password.
7. Click **Save**.

5.5.3 Upgrade Device Firmware

According to the firmware version of the added information release terminals, you can upgrade the firmware version for them. The following upgrade methods are supported: upgrade via current Web Client, upgrade via Hik-Connect, and upgrade the old device version.

Upgrade Device Firmware via Current Web Client

You can upgrade device firmware via the current Web Client.

Before You Start


Prepare the firmware package and store the package in the local disk of the PC running the Web Client.

Steps

1. On the left, select **Firmware Upgrade** to enter the firmware upgrade page.
2. Select the **Via Current Web Client** tab.
3. In the **Simultaneous Upgrade** field, set the maximum number of devices for simultaneous upgrade.

Example

If you set the value to 5, up to 5 devices can be selected for batch upgrade.

4. Click  to select the firmware upgrade package.
5. Click **Next**.

The devices to be upgraded are displayed in the list.
6. Select the devices to be upgraded.
7. Select an upgrade schedule to upgrade the selected device(s).
 - Select **Upgrade Now** from the **Upgrade Schedule** drop-down list to start upgrade.
 - Select **Custom** from the **Upgrade Schedule** drop-down list and then customize a time period to upgrade the selected device(s).
8. Click **OK** to save the firmware upgrade settings.

The upgrade task list will be opened.

What to do next

Click **Upgrade Tasks** on the upper-right corner of the page to view the upgrade tasks and status.

Upgrade Device Firmware via Hik-Connect

You can upgrade firmwares of devices added to the platform. The supported device types include encoding devices, access control devices, security control devices, and so on.

Steps

1. Select **Firmware Upgrade** on the left.
2. Select the **Via Hik-Connect** tab.
3. In the **Device Access Protocol** field, select the relevant protocol.
4. In the **Upgrade By** field, select the upgrade method.



Note

You can hover the cursor to  and view explanations of upgrade methods.

5. Set the maximum number of devices for simultaneous upgrade.

Example

For example, if you set the value to 5, up to 5 devices can be selected for batch upgrade.

6. Click **Next**.

The upgradable devices will be displayed.
7. Select the devices to be upgraded.
8. Select the upgrade schedule.

- Select **Upgrade Now** to upgrade devices now.
- Select **Custom** to customize a time period to upgrade devices.

Device firmware starts upgrading.

9. Click **OK** to save the firmware upgrade settings.



The upgrade task list will be open.

10. **Optional:** In the top right corner of firmware upgrade page, click **Upgrade Tasks** to view the task details and control the task status.

Upgrade Old Device Firmware

For the terminal whose firmware version is old, the platform can automatically detect this terminal need to be upgraded, and you can manually upgrade the terminal's firmware.

Click **Device and Server** → **Digital Signage Terminal / Interactive Flat Panel** on the left navigation pane.

The icon  beside the terminal name indicates this terminal's firmware is old and firmware upgrade is required. Click  to enter the Upgrade Device page.

Select the terminal(s) to be upgraded, click **Local File** to select the firmware package, and then click **Upgrade** to start upgrading.

5.5.4 Reset Device Password


If you forget the password you use to access the online device, you can request for a key file from your technical support and reset the device's password through the platform.

Before You Start

- Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers. Such initial configuration is required in order to be able to connect the devices to the HikCentral FocSign via network.
- The devices should be activated. Refer to [***Create Password for Inactive Device\(s\)***](#) for details about activating devices.

Perform this task when you need to reset the device's password.

Steps

1. On the left, select **Device and Server**.
2. Select a device type.
3. In the Online Device area, view the device status (shown on Security column) and click icon  in the Operation column of an active device.

The Reset Password window pops up.

Reset Password

Password Reset Method

Reset by File

Reset by Email

Reset by Security Question

Export File *

Export File

Export a file to the technical support, and then get a new file from the technical support.

Import File *

Password *

Risky

Confirm Password *

Save Close

Figure 5-7 Reset Password

4. Select a password reset method:

Reset by File Click **Export File** to save the device file on your PC. Send the file to the technical support.

 **Note**

For the following operations about resetting the password, contact the technical support.

Reset by Email Export the QR code and sent it to the email displayed. You will receive the verification code in 5 minutes. Enter the code, new password, and confirm password.

Reset by Security Question Enter the answer to the security question, new password, and confirm password.

 **Note**

If you have not set security questions, the window of setting security questions will pop up, and you should set the security questions as needed.



Caution

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

Proper configuration of all passwords and other security settings is the responsibility of the service provider and/or end-user.

-
5. Click **Save** to save the change.

5.6 Area Management

HikCentral FocSign provides areas to manage the added resources in different groups. You can group the resources into different areas according to the resources' locations. For example, in a house, there mounted 16 doors, 64 alarm inputs, and 16 alarm outputs. You can organize these resources into one area (named My House) for convenient management. You can do some other operations of the devices after managing the resources by areas.

On the top, select **Device Management** to enter the Device Management module, and click **Area** on the left.

5.6.1 Add an Area

You can add an area to manage the devices.

Steps

1. **Optional:** Select the parent area in the area list panel to add a sub area.
2. Click **+** on the area list panel to open the Add Area panel.

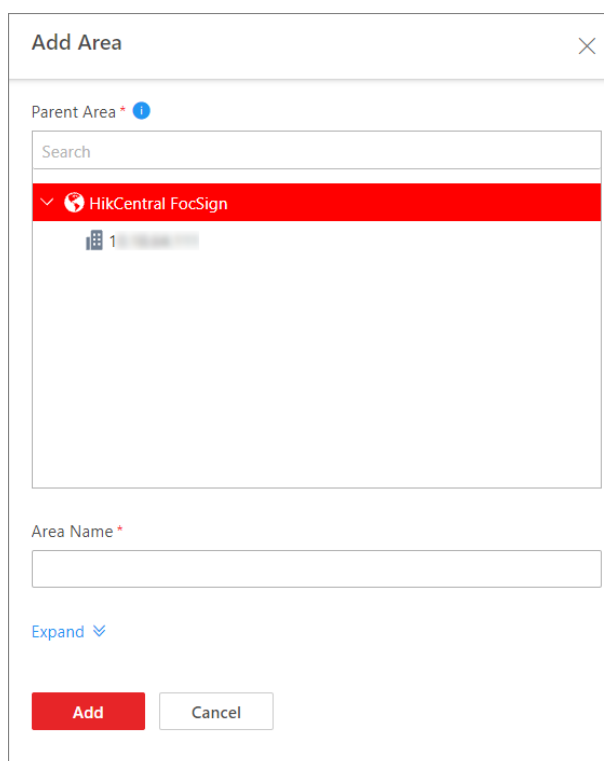


Figure 5-8 Add Area

3. Select the parent area to add a sub area.
4. Create a name for the area.
5. Click **Add**.
6. **Optional:** After adding the area, you can do one or more of the following:

Edit Area Hover the cursor on a specific area and click **...** → **Edit** to edit the area.

Delete Area Select an area and click **🗑** or hover the cursor on an area and click **...** → **Delete** to delete the selected area. You can also press **Ctrl** on your keyboard, select multiple areas, and then click **🗑** to delete areas in a batch.

Note

After deleting the area, the resources in the area will be removed from the area.

Search Area Enter a keyword in the search field of the area list panel to search for the area.

Move Area Drag the added area to another parent area as the sub area.

Stick on Top Hover the cursor on a specific area and click **...** → **Stick on Top** → to stick the area to the top.



The order of the parent area will not be changed.

Cancel Stick Area On Top Hover the cursor on a specific area and click **...** → **Cancel Stick Area On Top** to restore the area order to the default (name order).

5.6.2 Add Digital Signage Screen to Area

You can add digital signage screens to areas for convenient management.

Before You Start

The digital signage screens need to be added to the HikCentral FocSign for area management. Refer to [Add Digital Signage Terminal](#) for details.

Steps



One terminal can only be added to one area.

1. Select an area from the area list on the left side.
2. Click **Add**.
3. Select **Digital Signage Terminal** as the device type.
4. Select digital signage screen(s) to be added.
5. Click **Add**.
6. **Optional:** After adding the digital signage screens, perform the following operations.

Delete	Select the digital signage screen(s), and then click Delete to delete the selected digital signage screen(s) from this area.
Move to other Area	Select the digital signage screen(s), and then click Move to Other Area to move the selected digital signage screen(s) to the target area.
Display Digital Signage Screens of Sub-Areas	Check Include Sub-area to display the digital signage screens of sub-areas.
Edit Name	Click the name of a digital signage screen to edit its name.
Search for Devices	In the top right corner, enter keywords, and click Q to search for devices.

5.6.3 Add Interactive Flat Panel to Area

You can add interactive flat panels to areas for convenient management.

Before You Start

The interactive flat panels need to be added to the HikCentral FocSign for area management. Refer to **Manage Interactive Flat Panel** for details.

Steps

Note


One interactive flat panel can only be added to one area.

1. **Optional:** Select an area from the area list on the left side.
 2. Click **Add**.
 3. Select **Interactive Flat Panel** as the device type.
 4. Select interactive flat panel(s) to be added.
 5. **Optional:** Select the area.
-

Note

- You can click **Add** in the Area field to add new areas.
 - If you have not selected area in previous step, selecting area in this step will be required.
-

6. Click **Add**.
7. **Optional:** After adding the interactive flat panels, perform the following operations.

Delete	Select the interactive flat panel(s), and then click Delete to delete the selected interactive flat panel(s) from this area.
Search	Enter keywords in the upper right corner to search for the target interactive flat panel(s).
Edit Name	Click the name of a interactive flat panel to edit its name.
Search for Devices	In the top right corner, enter keywords, and click  to search for devices.

5.7 Device Control

The platform supports controlling selected devices (including digital signage terminals, interactive flat panels, and video walls) by clicking buttons of general functions, and creating a combined control command to control devices.

5.7.1 Control a Device

You can control the devices after adding them to the platform.

Note

Make sure you have added devices to the platform.

On the Device Management page, select **Device Control** → **Device Control** on the left.

General Operations When Devices are Selected

Check devices of different types, and then click buttons on the top.

Open/Close Screen

Turn on/off the device sleep mode. If it is turned off, the screen will be woke up from the sleep mode.

Restart

Restart selected devices.

Play/Stop

Play/stop the programs on the terminal(s).

Stop Cut-In

Stop cutting in programs.

Clear Playing Contents

Clear all the contents to be played on the screen(s), including programs, cut-in programs, etc.

Volume

Set the output volume of the selected device(s).

Time Startup/Shutdown

The device(s) will start up / shut down according to the schedule.

Combined Control

When you need to control multiple devices in a batch, you can create a combined control command for the devices and then control them in a batch. See [***Create a Combined Control Command for Multiple Devices***](#) .

Restore Default Settings

Only available for digital signage terminals.

Enable/Disable Sync Playing

Enable/disable sync playing the same released contents on different digital signage terminals.



Note

Make sure you have enabled the time synchronization of NTP server. See details in [***Set NTP for Time Synchronization***](#) .

Remote Debugging

Enable the Android debug bridge for the device(s), and enter the debugging contents.

Export Log

Export the logs of the device(s) in ZIP format.

Remote Control

Hover the cursor on a device, and click **Remote Desktop** to connect the device and operate on the device remotely.





This should be supported by the device.



The operations should be supported by the selected device type(s).

Other Operations

Switch Display Mode

Click  /  to display the added devices in thumbnail/list mode.

Filter by Device Type

In the drop-down list of the **Device Type**, select **Digital Signage Terminal / Interactive Flat Panel / Video Wall**.

Filter by Device Status

In the drop-down list of the **Device Status**, select **Open Screen / Close Screen / Offline** to filter devices by status.

Refresh Device List

Click **Refresh** to refresh the device list.

Search for a Device

In the text bar on the right of **Device Status**, enter a device name to search for it.

5.7.2 Create a Combined Control Command for Multiple Devices

When you need to send multiple control commands to devices at a time, you can create a combined control command for the devices. The platform supports controlling digital signage terminals, interactive flat panels, and video walls.

Before You Start

Make sure you have added devices to the platform.

Steps

1. On the Device Management page, select **Device Control** → **Combined Control Command** on the left.
2. Click **Add** to enter the Create Combined Control Command page.
3. Enter a name for the command group.
4. Select a device type.
5. In the Select Control Command area, click the buttons under each tab to add it to the Command Details on the right.

6. Click **Save** to save the command, or click **Execute** to execute the command.

The added command will be displayed in the command list.

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

Execute a Command	Click Execute to execute a command in the list.
Delete Command(s)	Click Delete behind a command to delete it, or check All Commands , and then click Delete on the top to delete all commands in the list.
Search for Command(s)	On the upper-right, enter the name of the combined control demand to search for it.

5.8 Application Management

You can give algorithm capabilities to devices by configuring device application packages. After you finish configuring, you can add and apply the applications to interactive flat panels and manage the applications.


5.8.1 Add Applications

You can add device applications to the platform, and then apply them to interactive flat panels.

Before You Start

Make sure the interactive flat panels you are going to use are added to the platform. For details, see [Manage Interactive Flat Panel](#).

Steps

1. On the top, select **Application Management**.
2. Click **Add**.
3. Click  to upload an application package from the local PC, and add function descriptions if there are any.



Note

Only one application can be added at a time.

4. Click **Next**, and then select available device(s) to apply the application.

5. Click **Apply** to apply the application to the device.

There will be a pop-up window showing the process of the application, and you can click **Cancel** to cancel the applying process. If the device loses power during the applying process, the platform will continue to apply the application after powering on the device again.


6. **Optional:** Perform the following operations after applying applications to device(s).


Refresh Application List	Click Refresh to refresh the device application list.
---------------------------------	--

Delete Device Application Check application(s), and click **Delete** to delete the application(s).

View Application Records Click **Application Record** to open the Application Record page, you can specify conditions, and click **Search** to view the records about adding device applications in specific time period.

 **Note**

The icon  indicates that adding device application(s) failed.

Search for Applications On the upper right, enter the keywords of application name, and click  to search for added device applications.

5.8.2 Manage Applications on Devices




You can manage device applications after adding the them.

 **Note**

Make sure the devices you are going to use are added to the platform. For details about adding interactive flat panels, see ***Manage Interactive Flat Panel*** .

On the top, select **Application Management → All Devices** .

You can perform the following operations.

Add Device Application to Specific Device	<p>Select an interactive flat panel in the list, and click Add to add an application to the device.</p> <p> Note</p> <p>Only one application can be added at a time.</p>
Uninstall Application	<p>Select an interactive flat panel in the list, select applications on the right, and click Uninstall on the top to uninstall applications.</p>
Refresh Device Application List	<p>Click Refresh to refresh the application list.</p>
View Application Records	<p>Click Application Record to open the Application Record page, you can specify conditions, and click Search to view the records about adding device applications in specific time periods.</p> <p> Note</p> <p>The icon  indicates that applying device application(s) failed.</p>

5.9 View Flat Panel Usage Statistics

You can view daily/weekly/monthly/customized flat panel usage statistics.

Steps

1. On the top, select **Flat Panel Usage Statistics**.
2. Select device(s).
3. Select report type as daily/weekly/monthly report, or customize a period.
4. Click **Generate Report**.

The report will be displayed on the right pane, and you can view statistics in a bar chart and view device usage details in a table.

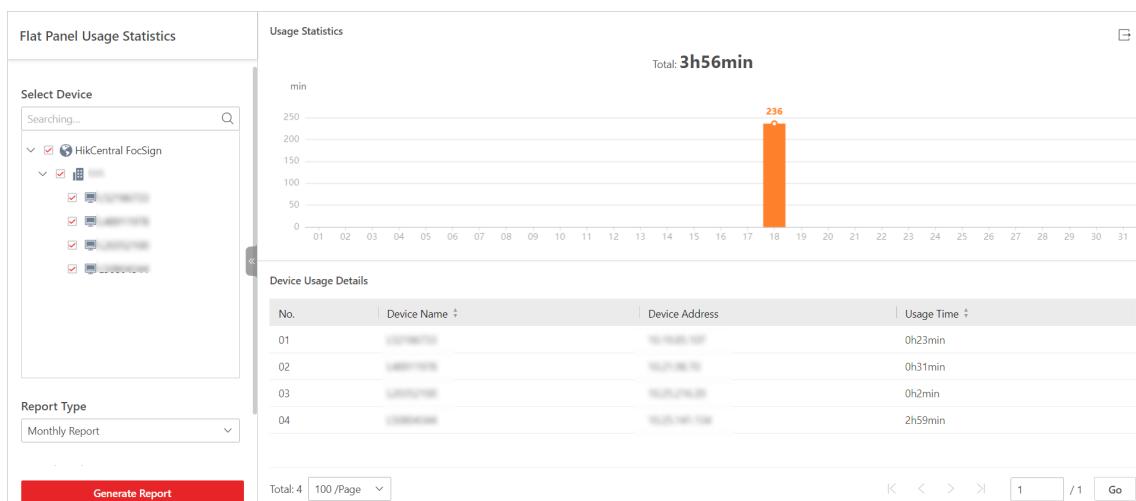


Figure 5-9 View Flat Panel Usage Statistics

Chapter 6 Digital Signage Management

Digital signage management includes managing contents, schedules, release, materials, etc. It is widely applied to the industries of entertainment, finance, and traffic for information release. You can select a proper method to create contents according to actual needs and set schedules to release the contents to the specific devices. The contents should be reviewed before they are released and played on the devices according to the configured schedule. Also, the platform supports viewing the playing statistics including content playing statistics and material playing statistics.

6.1 Flow Chart of Digital Signage Management

You can follow the flow chart below for using the digital signage module for the first time.

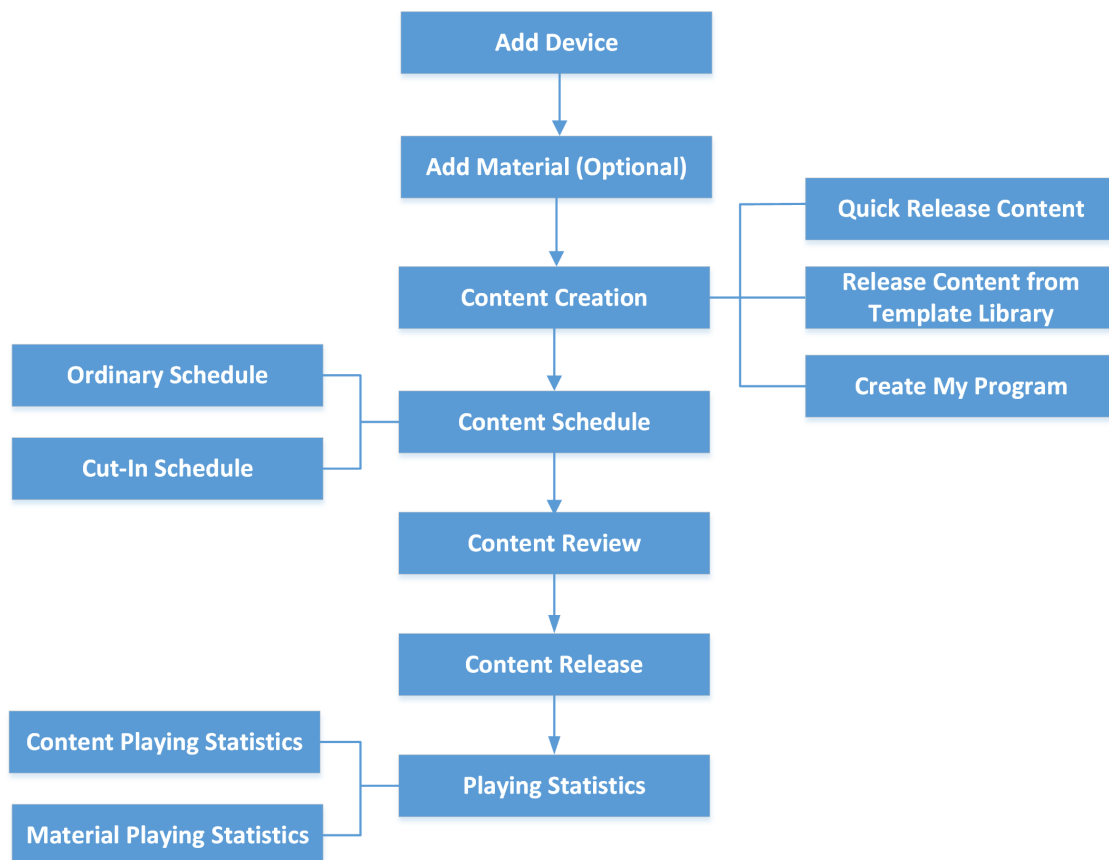


Figure 6-1 Flow Chart of Digital Signage Management


- **Add Device:** You should add devices to the platform. For details, refer to [**Add Digital Signage Terminal**](#) and [**Manage Interactive Flat Panel**](#) .
- **Add Material:** Material is used for creating programs. You can upload materials to the platform. For details, refer to [**Material Library**](#) .
- **Content Creation:** You can create contents via three methods including quick releasing contents, creating contents from the template library, and creating my programs according to actual needs. For details, refer to [**Content Creation**](#) .
- **Content Schedule:** You should define a playing schedule for the added programs, which will then be played according to the scheduled time or method on the terminals. For details, refer to [**Create a Cut-In Schedule**](#) and [**Create an Ordinary Schedule**](#) .
- **Content Review:** The added contents should be reviewed before they are used. For details, refer to [**Content Review**](#) .
- **Content Release:** You can view release records of all the tasks and the details of their release status. For details, refer to [**View Release Records**](#) .

6.2 Content Creation

The platform supports creating contents and releasing them to the selected devices. Then the contents can be played on the devices to function as prompts, notices, etc. According to actual needs, you can select from three entries/methods to create contents, namely, quick releasing contents, creating contents from template library, and creating my programs. When creating contents via the latter two entries/methods, you can customize the layout of the program, add materials to the program, preview the program, etc.



Note

You can go to  → **Digital Signage** → **Content Creation** to enter this module. If you have added the target menu to the top navigation, click the menu on the top directly, and this entry will be introduced in the following.

6.2.1 Quickly Release Content

You can quickly release contents by selecting material(s) from local PC or material library, setting the content playing schedule, setting the release mode, and selecting device(s) to release the contents.

Before You Start

Make sure you have added device(s) to the platform. For details, refer to [**Add Digital Signage Terminal**](#) and [**Manage Interactive Flat Panel**](#) .

Steps

1. Click **Quick Release** on the left to enter the Quick Release page.

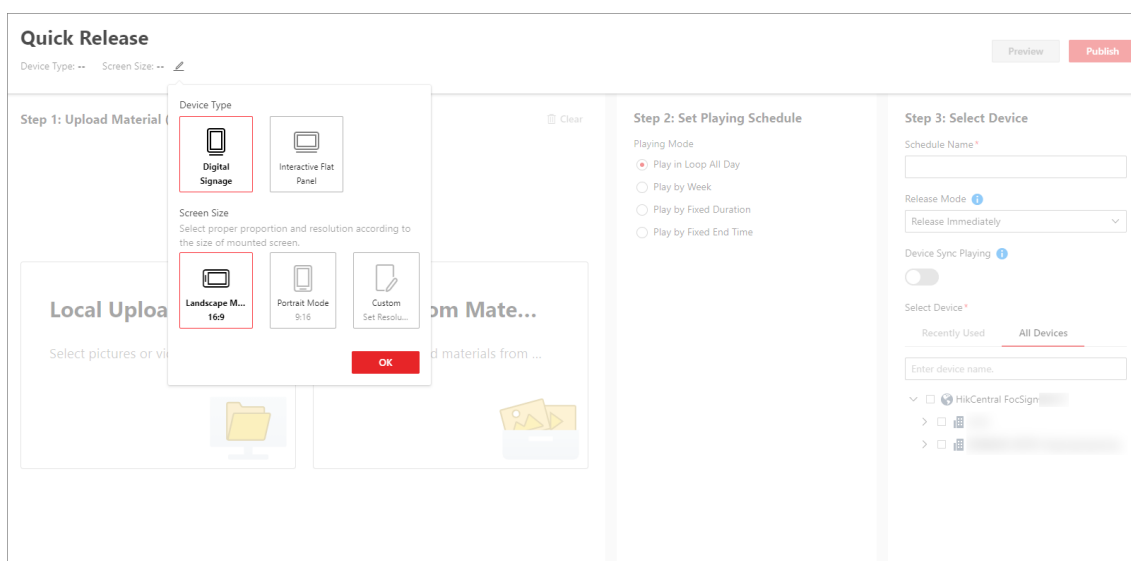



Figure 6-2 Quick Release Page

2. Select the screen size and click **OK**.

Note

You can click  to edit the screen size if needed.

3. Upload the material(s).
 - Click **Local Upload**, and select picture(s) and/or video(s) from local PC.
 - Click **Select from Material Library**, select an area from the drop-down list, and select material(s) from the Material Library.

Note

- For the selected material, move the mouse cursor to it and you can click **Edit** to edit the material size, or click **Delete** to delete the material. You can also click **Clear** to delete all the selected materials.
- On the editing material page, you can check **Show Original Aspect Ratio** to view the material in its actual proportion (only picture material supports). After resizing the material, you can click **Reset** to revert the material size to its original size.

4. Set the playing schedule.
 - 1) For multiple uploaded materials, drag them to adjust the playing order, and set the switching effect as **Gradient** or **None**.
 - 2) Set the playing duration for picture materials.
 - 3) Set the playing schedule as **Play In Loop All Day**, **Play by Week**, **Play by Fixed Duration**, or **Play by Fixed End Time**.
5. Select the device(s) to release the content.
 - 1) Enter the schedule name.
 - 2) **Optional**: Select the release mode as **Release Later** or **Release Immediately**.

Note

- If you have selected the playing mode as **Play by Fixed Duration** or **Play by Fixed End Time** previously, you can only select the release mode as **Release Immediately** here.
- When selecting **Release Later**, you should set the release time, and the program schedule will be released at the configured time period.

3) **Optional:** Switch on **Device Sync Playing** (for digital signage terminals only).








Note

Make sure you have enabled the time synchronization of NTP server. See details in [Set NTP for Time Synchronization](#) .

4) Select device(s) from recently used devices or all devices.

6. **Optional:** Click **Preview** to preview the content.

Note

- During previewing, you can click  or  to pause or start playing; click  or  to adjust the playing speed as 1x, 2x, or 4x; and click  to preview the content in fullscreen.
- For the content with multiple materials, it will be played automatically according to the playing order you have set. Also, you can manually click  or  to preview the previous or the next material.

7. Click **Release** to start releasing the content.

Note

- During releasing, you can click **Cancel Releasing** to cancel releasing.
 - You can view the release progress and the result on the right side of the page.
-

After the content is released, you will enter the Release page and view the quick release task in the list.

6.2.2 Manage Template Library

The platform provides multiple templates which can be used in different application scenarios such as chain retail and financial bank. You can preview the template, add it to My Template, and create my program based on the selected template according to actual needs.

Click **Template Library** on the left.

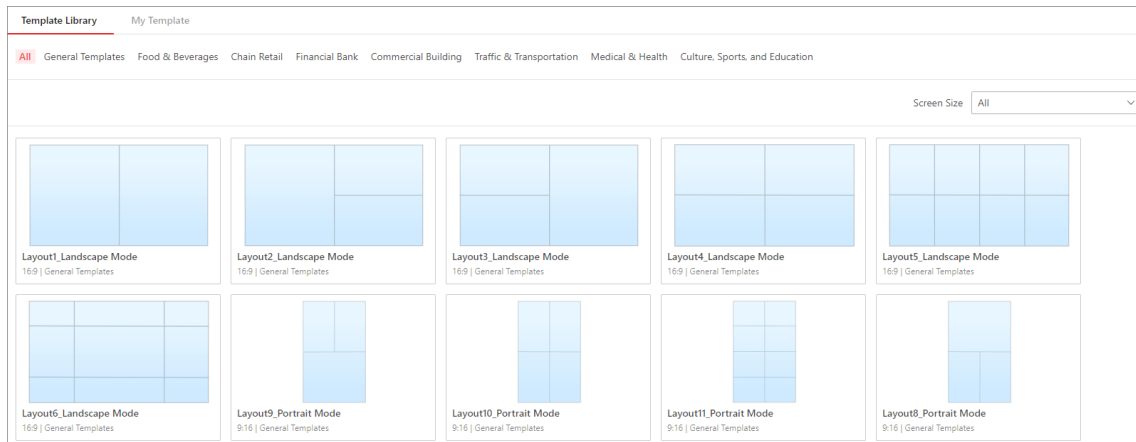


Figure 6-3 Template Library

You can perform the following operations.

- Hover over the target template, and click **Create** or **Preview** → **Create Program** to enter the creating content page. For details about creating contents, refer to [Figure 6-4](#).
- Filter templates by the template types or the screen sizes.
- Hover over a template and click **Preview** to preview the template.
- Hover over a template, and click **Add to My Template** to add it to My Template. On My Template page, you can also filter and preview the templates, and remove them from My Template.

6.2.3 Create My Program

The platform supports creating single-sided programs and video wall programs. Therefore, you can create programs according to the screen type (single-sided screen or video wall) of your devices. When creating the program, you can select the needed materials and design the layout to meet your requirements. After creating the programs, you can perform more operations such as previewing, copying, releasing, editing, and filtering programs.

Before You Start

Make sure you have added device(s) to the platform. For details, refer to [Add Digital Signage Terminal](#) and [Manage Interactive Flat Panel](#).

Steps

1. On the left navigation pane, click **My Program**.
2. Click **Add**.
3. Configure program parameters including name, screen type, screen size, and description.
4. Click **OK** to enter the creating program page.

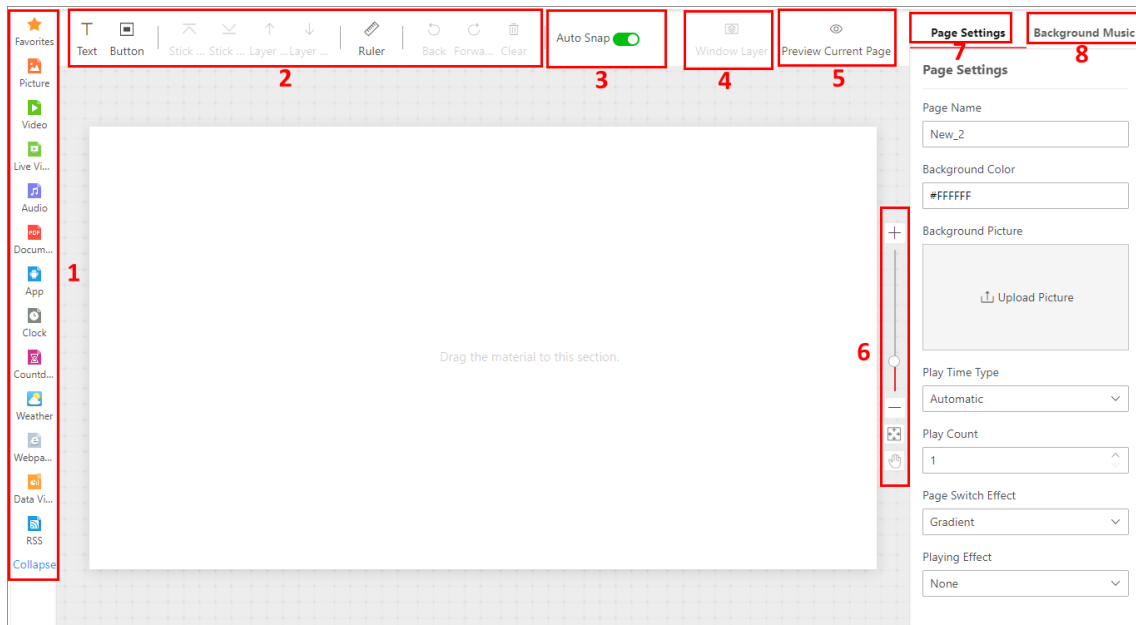






















Figure 6-4 Create My Program

Table 6-1 Page Description

Number	Description
1	<p>There are multiple types of material windows. For details about operations of different material types, refer to Table 6-2.</p> <p> Note</p> <ul style="list-style-type: none"> • Up to 16 windows can be added for one page. • An audio window cannot be added with a video window or live video window at the same time. • You can add material(s) to Favorites in Material Library.
2	<p>Here are meanings of tools.</p> <ul style="list-style-type: none"> •  : Add a text window in the template. •  : Add a button window in the template (only available for touchscreen terminals). •  /  /  /  : Make the window layer move up / move down / stick on top / stick at bottom. •  : Display rulers in the right side and top side. •  /  : Undo or redo the operation. •  : Clear all the materials.

Number	Description
3	Enable Auto Snap , and the two windows will be connected when they are near enough.
4	Click Window Layer to view the number of current window layers and what each layer is.
5	<ul style="list-style-type: none"> • You can click Preview Current Page to preview the content of the current page. • During previewing, you can click  or  to pause or start playing. You can click  or  to adjust the playing speed as 1x, 2x, or 4x. Also, you can click  to preview the current page in fullscreen.
6	<p> : Zoom in the canvas.</p> <p> : Zoom out the canvas.</p> <p> : Convert the canvas to its original size.</p> <p> : Drag the canvas.</p>
7	Edit page settings, including page name, background, play time type, etc.
8	Click Upload to upload the background music from the local PC or Material Library. After uploading, you can enable the background music, which will be played on the current page. You can delete the background music if needed.

5. Optional: On the left side, perform operations such as adding, copying, deleting program pages.

- Add** Click **Add** to add new page(s). Up to 32 pages can be added.
- Copy** Put the cursor on the page, and click **Copy** to copy the current page.
- Delete** Put the cursor on the page, and click **Delete** to delete the current page.



 **Note**

You cannot delete the page when there is only one page.

- Change Template** Put the cursor on the page, click **Change Template**, and select a new template from Template Library or My Library.
- Adjust Sequence** Click a page and drag it to the desired location to adjust the sequence of program pages.

6. Select a material type and select the corresponding material(s) from the left list and drag it to the corresponding window in the template to add the selected material.

Table 6-2 Material Types and Corresponding Operations

Material Type	Operation
Picture/Video/Audio/Text	<ul style="list-style-type: none"> • Click Picture/Video, move the mouse cursor to the upper-right corner of the material, and click  to set its validity period. The material will be played within the validity period. • Picture/Text: On the right Window pane, set Rotation Degree, Round Corner, and Micro Animation. • Picture/Video: On the right Window pane, expand Advanced Settings, and check Show Original Aspect Ratio to display these materials in their original sizes. • Text: On the right Window pane, select the font provided by the platform or click Upload to custom the font. After uploading fonts, you can click Font Library to preview, delete, and search for fonts. You can set the background color and transparency, as well as the scrolling direction and speed.
Live Video	On the right Window pane, expand Advanced Settings , and check Close Audio , then the program will be played without audio. Besides, only one Device Channel 1 can be added to one program page.
Weather	<p>On the right Window pane, set parameters such as Weather Location and Refresh Interval to specify the weather display effect.</p> <p> Note Make sure you have configured the weather web manufacturer. See <i>Set Weather Web Manufacturer</i> .</p>
Webpage	On the right Window pane, set the display format according to actual needs.
Data View	<p>Click Data View, and select table, chart, dynamic picture, and dynamic text. For details about adding data view materials, refer to <i>Upload Materials</i> .</p> <p>For dynamic pictures, and dynamic texts, supports setting Rotation Degree, Round Corner, and Micro Animation.</p>
RSS	On the right Window pane, enter the RSS Feed URL to subscribe to news or other information you interested in and specify other display parameters.

Note

- When selecting materials, you can search for materials and refresh material list. Also, you can click **Local Upload** to add other materials from local PC to the platform.
- You can add the same or different types of materials to one window. When adding the same type of materials to one window, you can click **Create Window** to create a new window or click **Add More Material** to add more material to the current window.

7. Set window properties, including window position, window type, switching method, etc.

Note

You can set different parameters for different types of material windows.

Window Position

Set the window position by entering the width, height, and coordinate of the window.

Window Type

Normal

The normal window is displayed by default when the program is played. You can set a window jump link or page jump link for such a window.

Popup Window

The pop-up window is hidden by default. Only after setting a redirect link for a normal window and clicking the link, the hidden window will be popped up.

Switching Method

For Android touchscreen terminals, you can open the specified content by linking to a window or page.

Do Not Skip

There is no linked window or page to the current window which is played on the terminal.

Jump to Next Window

You should set the jump link. When the Window A is played on the terminal, you can click the link to jump to its linked window.

Jump to Next Page

You should set the jump link. When the Window A is played on the terminal, you can click the link to jump to its linked page.

Set Uniformly

Check **Set Uniformly** and set the following operations.

Switching Effect

Select the switching effect from the drop-down list for the current window. There are 11 types of switching effect.


Play Time (sec)








Set the playing duration for the current window.

 **Note**

- The play time of a window can not exceed the playing time of a page, or the exceeding part of the program will not be played.
- For adding a webpage, you can set its play time as **Unlimited**.

8. Optional: On the current editing program page, perform the following operations.

Edit Program Click  to edit program parameters in the pop-up window.

Preview Program Click **Preview** to preview the program.
During previewing, you can click  or  to pause or start playing; click  or  to adjust the playing speed as 1x, 2x, or 4x; and click  to preview the program in fullscreen.
For the program with multiple pages, it will be played automatically according to the page play time you have set. Also, you can manually click  or  to preview the previous or the next page of the program.



Create Schedule Click **Next** to enter the Ordinary Schedule page and create a schedule for the program.








 **Note**

For details, refer to [***Create an Ordinary Schedule***](#) .

9. Click **Save** to save the current program.

10. Optional: On the My Program page, perform the following operations.

View Program in List or Thumbnail Mode Click  /  to view the added programs in the thumbnail mode or in the list mode.

Preview Program Move the mouse cursor to a program, and click **Preview** to preview the program.
During previewing, you can click  or  to pause or start playing; click  or  to adjust the playing speed as 1x, 2x, or 4x; and click  to preview the program in fullscreen.
For the program with multiple pages, it will be played automatically according to the page play time you have set. Also, you can manually click  or  to preview the previous or the next page of the program.

Copy Program Move the mouse cursor to a program, and click **Copy** to enter editing program page. Click **Save** on the upper right corner to copy the current program, and a new program with the same content is created.



When copying a program (e.g., Program A) for the first time, the name of the new program (Program A_1) will be generated automatically. If you need to copy this program (Program A) for a second or more times, you should manually edit its name, or the program cannot be created successfully.

Create Schedule Move the mouse cursor to a program, and click **Release** to enter the Ordinary Schedule page and create a schedule for the program. For details, refer to [***Create an Ordinary Schedule***](#) .


Share / Cancel Sharing Program Select one or more programs, click **Share** or **Cancel Sharing** to set the sharing property of programs as **Public** or **Private**.

Public

All users in the current organization (i.e., the organization where the user who creates the schedule belongs to) and the higher-level organizations can see and use the schedule.

Private

All users in the current organization (i.e., the organization where the user who creates the schedule belongs to) can see and use the schedule.

Filter / Search for Program In the upper right corner, click  to filter programs by the screen size, or enter keywords in the search box to search for the program(s).

Refresh Program List Click **Refresh** to refresh the program list. The programs will be listed according to the time they are added.

Delete Program Check one/more programs, or click **Select All** to select all programs, and click **Delete** to delete the selected programs.

6.3 Schedule Management

You can create a schedule and define a playing schedule to play the added programs on the devices according to the scheduled time or method. The platform supports two types of schedules: ordinary schedule and cut-in schedule. When creating schedules, you can select the needed programs and device(s) to release the programs. For the added schedules, you can perform more operations such as editing, releasing, searching, exporting, and filtering.

Note

You can go to **☰** → **Digital Signage** → **Schedule Management** to enter this module. If you have added the target menu to the top navigation, click the menu on the top directly, and this entry will be introduced in the following.

6.3.1 Create an Ordinary Schedule

You can create an ordinary schedule to play the added programs on the devices according to the scheduled time or method. The platform supports loop schedule, default schedule, or you can customize your schedule and play the programs by day or by week. For the added schedules, you can perform more operations such as editing, releasing, searching, exporting, etc.

Before You Start

- Make sure you have added program(s) to the platform. For details, refer to [Create My Program](#).
- Make sure you have added device(s) to the platform. For details, refer to [Add Digital Signage Terminal](#) and [Manage Interactive Flat Panel](#).

Steps

1. Click **Ordinary Schedule** on the left.
2. Click **Add** to enter the Ordinary Schedule page.

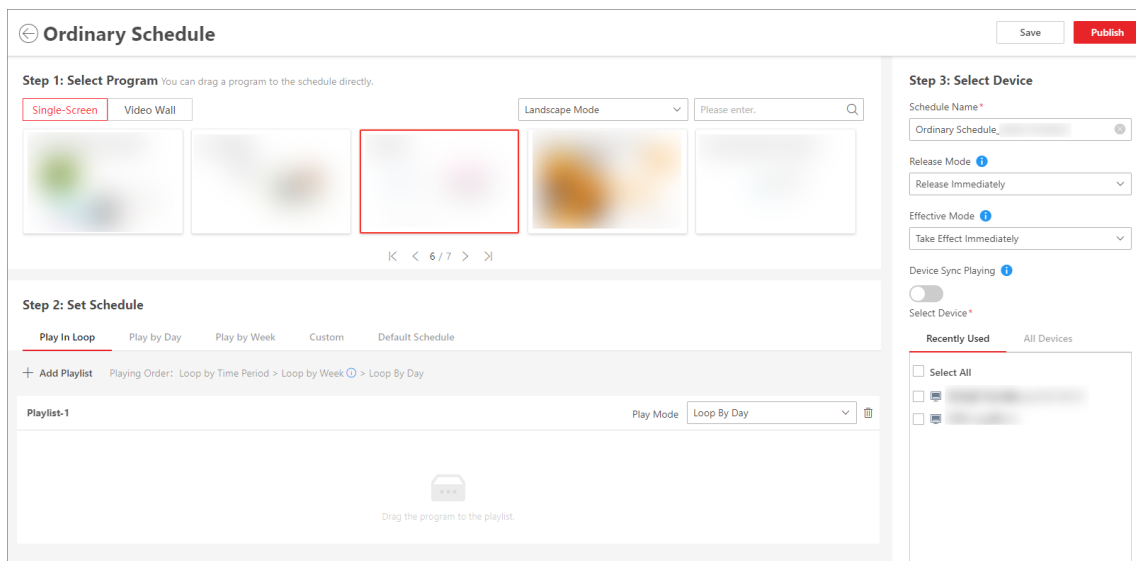


Figure 6-5 Ordinary Schedule

3. **Optional:** Filter the programs.
 - Select the program type as **Single-Screen** or **Video Wall**.
 - Select the screen size as **Landscape Mode**, **Portrait Mode**, or **Custom**.
 - Enter keywords in the search box to search for the program(s).
4. Select a program and set the schedule for it.

Play In Loop

- a. Select a program in the program list and drag the program to the playlist.

Note

You can click **Add Playlist** to add more playlists as needed. Up to 8 playlists can be added, and up to 16 programs can be added to a single playlist.

- b. Set the play mode.

Loop By Day

Play the program orderly and repeatedly by day. You can select the date to play.

Play By Week

Play the program orderly and repeatedly by week. You can set the playing day and time period.

Loop By Time Period

Play the program orderly and repeatedly by the selected time period.


Play by Day

Play the program according to a daily schedule.

- a. Select a program from the program list and drag to the desired location on the timeline.

Note

You can add multiple programs to one day. When hovering the cursor on the program's playing time, you can view the thumbnail of the program.

- b. Adjust the playing time of program(s).
- c. Click  on the right side of the timeline to delete all the selected programs.


Play by Week

Play the program according to a weekly schedule.

- a. Select a program from the program list and drag to the desired location on the timeline.

Note

You can add multiple programs to one day. When hovering the cursor on the program's playing time, you can view the thumbnail of the program.

- b. Adjust the playing time of program(s).
- c. Click  to copy the program to other day(s) in the week.
- d. Click **Delete All** to delete all the selected programs.

Custom

Play the program according to a custom schedule.

- a. Set the custom time.

 **Note**

The time range should be within 90 days.

- b. Select a program in the program list, and drag the program to the desired location on the timeline.

 **Note**

You can add multiple programs to one day.

- c. Adjust the playing time of program(s).
- d. Click **Delete All** to delete all the selected programs.

Default Schedule

Play the default content automatically when no contents are scheduled on the device.

Select a program in the program list, and drag the program to the playlist.

5. Select the device(s) to release the content.

- 1) Enter the schedule name.
- 2) **Optional:** Select the release mode as **Release Later** or **Release Immediately**.

 **Note**

When selecting **Release Later**, you should set the release time, and the program schedule will be released at the configured time period.

- 3) **Optional:** Select the effective mode as **Take Effect On Schedule** or **Take Effect Immediately**.

 **Note**

When selecting **Take Effect On Schedule**, you should set the effective time. Only after the program takes effect, it can be played on the device.

- 4) **Optional:** Switch on **Device Sync Playing** (for digital signage terminals only).

 **Note**



Make sure you have enabled the time synchronization of NTP server. See details in [***Set NTP for Time Synchronization***](#) .

- 5) Select device(s) from recently used devices or all devices.
 - 6) **Optional:** Enter the description.
6. Save or release the ordinary schedule.
 - In the upper-right corner, click **Save** to save the above settings and release the schedule later.
 - In the upper-right corner, click **Release** to start releasing the schedule to the selected device(s). After the schedule is released, you will enter the Release page and view the schedule releasing task in the list.

 **Note**

- During releasing, you can click **Cancel Releasing** to cancel releasing.
- You can view the release progress and the result on the right side of the page.

7. **Optional:** Perform the following operations if you save the schedule in the previous step.

Edit Schedule	Click the schedule name to enter Ordinary Schedule page and you can edit the schedule information.
Share / Cancel Sharing Schedule	Select one or more schedules, click Share or Cancel Sharing to set the sharing property of schedules as Public or Private .
Release Schedule	<ol style="list-style-type: none">Click  in the Operation column to open the Schedule Releasing window.Set the parameters including schedule name, release mode (optional), and effective mode (optional).Select the device(s) from the recently used devices or all devices.Click Save and Release to save the settings and release the schedule to the selected device(s).
Export Schedule	Click  in the Operation column, and select the saving path to export the selected schedule to the local PC.
Refresh Schedule List	Click Refresh to refresh the schedule list. The schedules will be listed according to the time they are added.
Delete Schedule	Check one or more schedules, and click Delete to delete the selected schedules.
Filter Schedules	In the upper right corner, select one or more play modes, or enter keywords in the search box to filter the schedules which meet the conditions.

6.3.2 Create a Cut-In Schedule

You can create a cut-in schedule to cut in the specific programs or text messages on the specific devices according to the scheduled time. The cut-in programs or text messages will precede other contents. After creating schedules, you can perform more operations such as editing, releasing, searching, etc.

Before You Start

- Make sure you have added program(s) to the platform. For details, refer to [***Create My Program***](#) .
- Make sure you have added device(s) to the platform. For details, refer to [***Add Digital Signage Terminal***](#) and [***Manage Interactive Flat Panel***](#) .

Steps

1. Click **Cut-In Schedule** on the left.
2. Click **Add** to enter the Cut-In Schedule page.

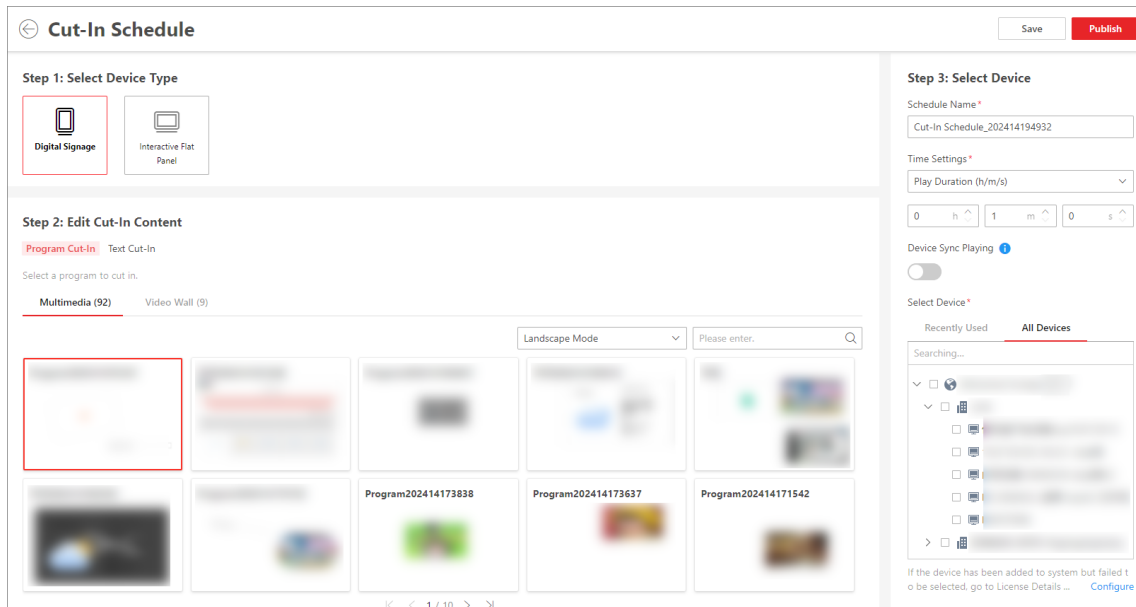


Figure 6-6 Cut-In Schedule Page


3. Select **Digital Signage** or **Interactive Flat Panel** as the device type.
4. Select the cut-in content.
 - Cut in a program: Click **Program Cut-In**, and select a program.

Note

You can select the program from multimedia program or video wall program. When selecting from multimedia programs, you can filter programs by screen size (including landscape mode, portrait mode, and custom). When selecting from video wall programs, you can filter programs by the video wall dimension or screen size (including landscape mode and portrait mode).

- Cut in the text message:
 - a. Click **Text Cut-In**, and select the screen size as **Landscape Mode** or **Portrait Mode**.
 - b. In the Edit Text Message area, set the content and the corresponding play time.

Note

The play time for different text messages can be overlapped. You can click  in the Operation column to view the playing effect of the current text message on the left side of the page.

- c. Set the configuration mode, front size and color, background, etc., for the text message.
5. Select the device(s) to release the content.
 - 1) Enter the schedule name.
 - 2) For **Program Cut-In**, set playing duration.
 - 3) **Optional:** Switch on **Device Sync Playing** (for digital signage terminals only).

Note


Make sure you have enabled the time synchronization of NTP server. See details in [Set NTP for Time Synchronization](#).

- 4) Select device(s) from recently used devices or all devices.
 6. Save or release the cut-in schedule.
 - In the upper-right corner, click **Save** to save the above settings and release the schedule later.
 - In the upper-right corner, click **Release** to start releasing the schedule to the selected device(s). After the schedule is released, you will enter the Release page and view the schedule releasing task in the list.
-

Note

- During releasing, you can click **Cancel Releasing** to cancel releasing.
 - You can view the release progress and the result on the right side of the page.
-

7. **Optional:** Perform the following operations if you save the schedule in the previous step.

Edit Schedule	Click the schedule name to enter Cut-In Schedule page and you can edit the schedule information.
Share / Cancel Sharing Schedule	Select one or more schedules, click Share or Cancel Sharing to set the sharing property of schedules as Public or Private .
Release Schedule	<ol style="list-style-type: none">a. Click  in the Operation column to open the Schedule Releasing window.b. Set the schedule name.c. Select the device(s) from the recently used devices or all devices.d. Click Save and Release to save the settings and release the schedule to the selected device(s).
Refresh Schedule List	Click Refresh to refresh the schedule list. The schedules will be listed according to the time they are added.
Delete Schedule	Check one or more schedules, and click Delete to delete the selected schedules.
Filter Schedules	In the upper right corner, select the playing type, or enter keywords in the search box to filter the schedules which meet the conditions.


6.3.3 View Release Records

You can view release records of all the tasks and the details of their release status.

Select **Release** on the left. You can view release details of all the tasks on the platform, including task name and type, release time, effective time, and release status (Released or Failed), etc. Also, you can perform more of the following operations.



All(26) Release Failed(0) Released(25) Not Released(1) Releasing...(0) Invalid Release(0)							
Delete		Refresh					
No.	Task Name	Task Type	Release At	Effective Time	Release Status	Operation	
1	...	Quick Release	2023-07-19 14:24:43	--	Released(Succeeded/Failed: 1/0)		
2	...	Schedule Releasing	2023-07-19 11:39:39	--	Released(Succeeded/Failed: 1/0)		
3	...	Schedule Releasing	2023-07-19 17:29:59	2023-07-21 01:29:59	To Be Released(Succeeded/Failed: 0/0)		
4	...	Schedule Releasing	2023-07-17 17:29:59	2023-07-18 01:29:59	Released(Succeeded/Failed: 1/0)		
5	...	Cut-In Schedule	2023-07-17 13:40:57	--	Released(Succeeded/Failed: 1/0)		
6	...	Cut-In Schedule	2023-07-17 13:40:24	--	Released(Succeeded/Failed: 1/0)		
7	...	Schedule Releasing	2023-07-17 11:36:59	--	Released(Succeeded/Failed: 1/0)		
8	...	Quick Release	2023-07-17 10:56:49	--	Released(Succeeded/Failed: 1/0)		
9	...	Cut-In Schedule	2023-07-16 20:10:48	--	Released(Succeeded/Failed: 1/0)		
10	...	Cut-In Schedule	2023-07-13 21:32:06	--	Released(Succeeded/Failed: 1/0)		
11	...	Cut-In Schedule	2023-07-13 21:30:49	--	Released(Succeeded/Failed: 1/0)		
12	...	Quick Release	2023-07-12 21:50:00	--	Released(Succeeded/Failed: 1/0)		
13	...	Schedule Releasing	2023-07-12 18:59:49	--	Released(Succeeded/Failed: 1/0)		
14	...	Schedule Releasing	2023-07-12 18:56:04	--	Released(Succeeded/Failed: 1/0)		
15	...	Cut-In Schedule	2023-07-10 18:33:17	--	Released(Succeeded/Failed: 1/0)		

Figure 6-7 View Release Records

- **View Release Details:** Click  in the Operation column to view release details such as device name and release progress.

 **Note**

For a task that is releasing, you can click **Cancel Release** to cancel releasing the task. For a task that failed to be released or was canceled releasing, you can click **Release again** to release the task again.

- **Delete Task:** Check one or multiple tasks, and click **Delete** to delete the selected tasks.
- **Release Again:** For a task that failed to be released, you can click  to release the task again.
- For tasks failed to be released due to network or electricity disconnection, they can continue to be released within the effective period (48 hours) if connected to the network or electricity again.
- **Filter Tasks:** On the top of the page, click **Release Failed**, **Released**, **Not Released**, **In Release**, or **Invalid Release** to filter tasks via release status; In the upper right corner, click , and filter tasks by conditions such as task name and type.

6.4 Content Review





The added contents should be reviewed before they are used. After being reviewed, the contents can be released automatically.

 **Note**

The contents created by the user who has the review permission can be released directly, otherwise the contents should be reviewed by the user who has the review permission.

On the top, select **Review Management**.

Perform the following operations as needed.

Description	Operation
Review Content One by One	<ol style="list-style-type: none"> 1. On the All and To Be Reviewed pages, click  in the Operation column. 2. On the pop-up Content Review page, review the content. 3. Select the result as Pass or Deny. 4. Enter the comment. <p> Note</p> <p>When the result is Deny, the comment is required. You can enter up to 128 characters.</p> <ol style="list-style-type: none"> 5. Click Preview to preview the program. <p> Note</p> <p>During previewing, you can adjust the playing speed, view in full screen, and switch program pages.</p> <ol style="list-style-type: none"> 6. Click OK.
Batch Review Contents	<ul style="list-style-type: none"> • On the All and To Be Reviewed pages, check multiple contents to be reviewed, click Pass, and enter the comment (optional) to batch pass the selected contents. • On the All and To Be Reviewed pages, check multiple contents to be reviewed, click Deny, and enter the comment (required) to batch deny the selected contents. <p> Note</p> <p>When entering the comment, you can enter up to 128 characters.</p>
Delete Content	<p>On the Denied and Passed pages, check one or more contents, click Delete to delete them.</p>
Refresh Content	<p>On the All, To Be Reviewed, Denied and Passed pages, click Refresh to refresh the content list.</p>
Search for Content	<p>On the All, To Be Reviewed, Denied and Passed pages, enter keywords in the search box in the upper right corner to search for the target contents.</p>

6.5 Material Library

Material is used for creating programs. The platform supports various types of materials to meet different program requirements. You can upload local materials (such as picture and video) and other materials (such as webpage and picture URL) to the platform. After uploading the materials, you can manage materials including editing, searching, replacing, etc.



Note

You can go to **☰** → **Digital Signage** → **Material Library** to enter this module. If you have added the target menu to the top navigation, click the menu on the top directly, and this entry will be introduced in the following.

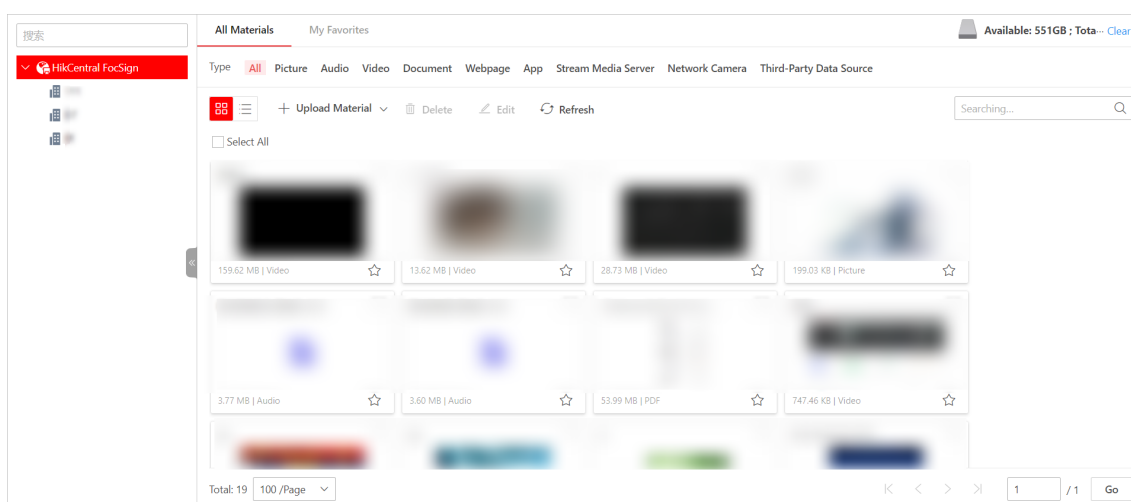


Figure 6-8 Material Library

6.5.1 Upload Materials

You can upload materials which can be used for creating programs. The materials supported to be uploaded include picture, video, audio, document, APP, webpage, network picture, stream media server, network camera, etc. For the uploaded materials, you can perform more operations, including adding to favorites, editing, downloading, deleting, etc.

Steps



1. On the left, select the area.
2. Click **All** → **Upload Material** to select the uploading mode. Or select a material type as following methods and perform operations.

Table 6-3 Operations about Supported Material Types and Formats


Material Type	Format	Operation
Picture	BMP, JPG, PNG, GIF, JPEG	<ul style="list-style-type: none"> Click Picture → Upload Materiel → Create URL Picture Material , enter the name and URL address of the picture. Click Picture → Upload Materiel → Local Upload to upload the selected local materials. Meanwhile, the uploading progress and the failure details will be displayed (when uploading fails).
Video	ASF, AVI, MPG, 3GP, MOV, MKV, WMV, FLV, MP4	Click Video/Audio/Document/App → Local Upload to upload the selected local materials. Meanwhile, the uploading progress and the failure details will be displayed (when uploading fails).
Audio	MP3, WAV, WMA	
Document	TXT, PDF, EXCEL, DOC, DOCX, PPT, PPTX	
App	APK	
Webpage	HTML, HTM	<ul style="list-style-type: none"> Click Webpage → Upload Materiel → Local Upload to upload the selected local materials. Meanwhile, the uploading progress and the failure details will be displayed (when uploading fails). Click Webpage → Upload Materiel → Create URL Picture Material , enter the name and URL address of the webpage.
Streaming Media Service	/	<p>Click Streaming Media Service → Create Material to receive streams from the streaming media server.</p> <p>If you disable Built-In Steaming Media Service, you should enter the URL of the streaming media server.</p> <p>If you enable Built-In Steaming Media Service, you should enter the IP address, port No., channel No., user name, and password of the network camera.</p>
Network Camera	/	<p>Click Network Camera → Create Material to get video streams from network camera.</p> <p>You should enter the required information of network camera such as IP address, port No., and channel No.</p>
Third-Party Data Source	/	Click Third-Party Data Source → Create Material .

Material Type	Format	Operation
		<p>There are two types of data source: Auto-Push Data Source and Third-Party Database. If you select Auto-Push Data Source, you should enter data source ID and select the data type; If you select Third-Party Database, you should set the basic information of the third-party database, including data source ID, database type, encoding format of data interchange, database name, IP address, etc.</p>

 **Note**

- A single material should be smaller than 4 GB. The names of any two materials cannot be the same.
- Up to 1,000 materials can be uploaded to the platform at a time. Up to 10,000 materials can be stored in the platform.
- For those materials that fail to be uploaded, click  to upload again or click  to replace the material. For those materials with the failure reason "duplicated material", you can replace the material or click **Close** to cancel uploading.
- If you set **Sharing Property** to **Public**, all users in the current organization (i.e., the organization where the user who creates the material belongs to) and the higher-level organizations can see and use the material. If you set **Sharing Property** to **Private**, all users in the current organization (i.e., the organization where the user who creates the material belongs to) can see and use the material.

3. Optional: After uploading the materials, perform the following operations.


Add to Favorites or Not Click  to add the material to **My Favorites**. Click again to remove it from **My Favorites**.

Edit Material Check one/more materials, or check **Select All** to select all materials, and click **Edit** to edit the selected materials, such as editing the name and the property.

Delete Material Check one/more materials, or check **Select All** to select all materials, and click **Delete** to delete the selected materials.




 **Note**

You cannot delete materials that have been added to a program or materials that are being released.

Download Material Click  to download single material to the local PC.

View Large Picture Click  to view large picture of the material.

Refresh Materials Click **Refresh** to refresh the material list.









- Switch Display Mode of Materials** Click  /  to view the added materials in the thumbnail mode or in the list mode.
- Search for Material** Enter keywords in the search box, and click  to search for materials. You can also click tabs (**All**, **Picture**, **Audio**, etc.) on the top of the materials to filter materials.


6.5.2 Manage Materials in My Favorites

You can manage materials in **My Favorites**, such as editing materials, filtering materials, and deleting materials.


On the top, click **My Favorites**.

Table 6-4 Mänge Materials

Description	Operation
Switch Display Mode of Materials	Click  /  to view the added materials in the thumbnail mode or in the list mode.
Add to Favorites or Not	Click  or  to add the material to My Favorites or remove it from My Favorites .
Edit Material	Select material(s) to be deleted, and click Edit to edit the selected materials, such as name and sharing property.
Refresh Material	Click Refresh to refresh the material list.
Download Material	Click  to download the material to local PC.  Note Only materials uploaded from local PC can be downloaded.
View Large Picture	Click  to view the large picture of the material.
Search for Material	Enter keywords in the search box, and click  to search for materials. You can also click tabs (All , Picture , Audio , etc.) on the top of the materials to filter materials.
Delete Material	Select material(s) to be deleted, and click Delete to delete the selected materials.

Description	Operation
	<p> Note</p> <p>You cannot delete materials that are added to a program or being released.</p>

You can set conditions to search for the content playing statistics and material playing statistics. Also, you can export the search results to the local PC.

Go to  → **Digital Signage** → **Playing Statistics** to enter this module. If you have added the target menu to the top navigation, click the menu on the top directly, and this entry will be introduced in the following.

6.6.1 Content Playing Statistics

You can set search conditions such as device and start time to search for content playing statistics. You can export the statistics to the local PC if needed.

Steps

1. Select **Content Playing Statistics** on the left.
2. Set the search conditions including device, start time, and end time.
3. Click **Search**.

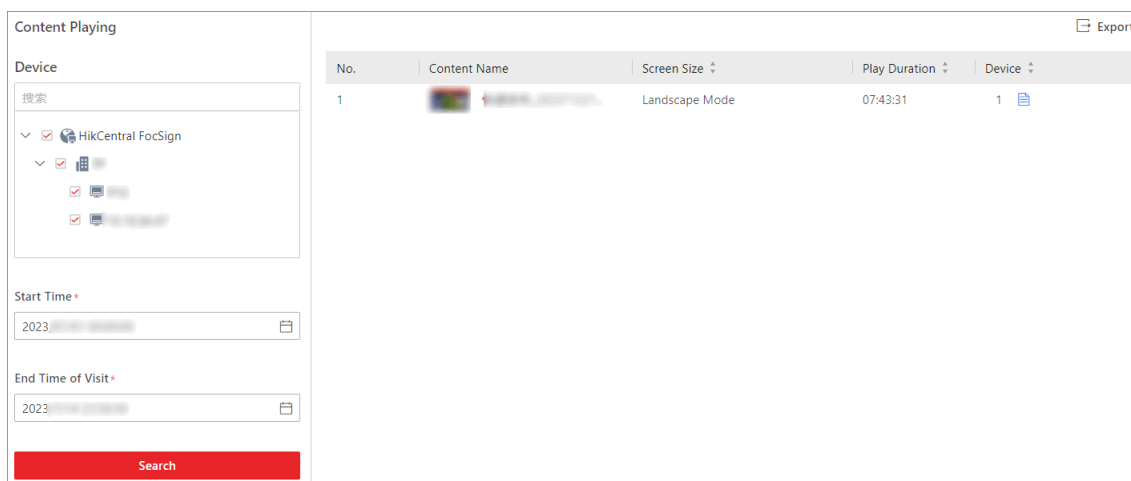



Figure 6-9 Content Playing Statistics

The search results will be displayed on the right. You can view the content name, screen size, etc.

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

View Device Information

Move the mouse cursor to  in the Device column to view the name(s) and content playing duration of the device(s).

View Large Picture of Content Move the mouse cursor to the picture in the Content Name column to view the large picture of the content.

Export Statistics Click **Export** in the upper right corner and select a file type to export the searched statistics to the local PC.

6.6.2 Material Playing Statistics

You can set search conditions such as device and start time to search for material playing statistics. You can export the statistics to the local PC if needed.

Steps

1. Select **Material Playing Statistics** on the left.
2. Set the search conditions including device, start time, end time, and material type.
3. Click **Search**.

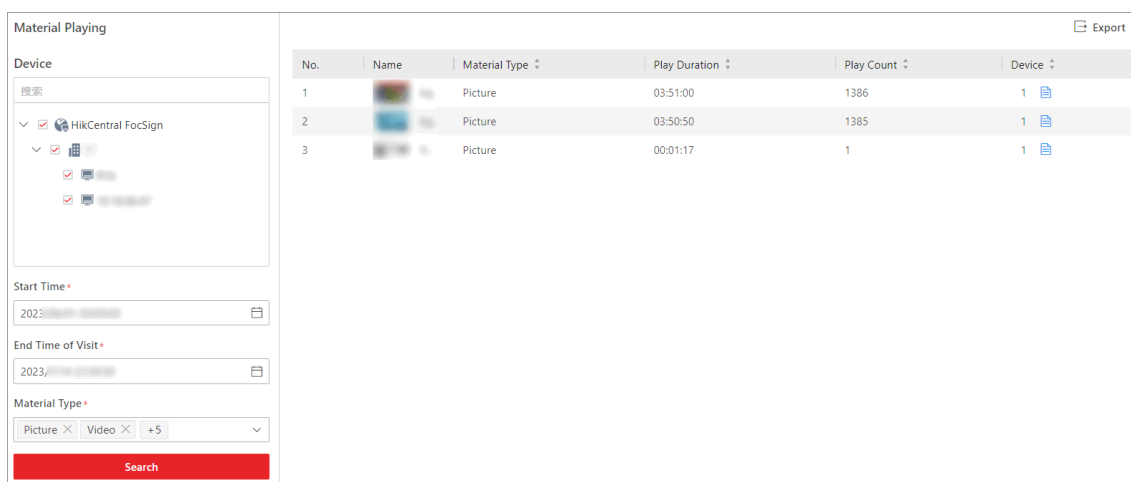


Figure 6-10 Material Playing Statistics

The search results will be displayed on the right. You can view the material name, material type, etc.

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

View Device Information Move the mouse cursor to in the Device column to view the name(s) and content playing duration of the device(s).

View Large Picture of Material Move the mouse cursor to the picture in the Name column to view the large picture of the material.


Export Statistics Click **Export** in the upper right corner and select a file type to export the searched statistics to the local PC.

Chapter 7 Maintenance

You can configure network timeout parameters and health check frequency, and view resource status and server logs to find the abnormal status of resources for maintaining them in time.



Note

You can go to  → **Centralized Device Control** → **Maintenance** to enter this module. If you have added the target menu to the top navigation, click the menu on the top directly, and this entry will be introduced in the following.

7.1 Basic Configuration

You can configure the default response timeout of the interactions among the Web Client, FocSign server, and devices, and specify the health check frequency.

7.1.1 Configure Network Timeout

Network timeout is a certain amount of time which is used to define whether the interaction among the Web Client, FocSign server, and devices is successful or not. To be specific, if one party fails to response after the configured timeout, the interaction among them is regarded as a failure.

Steps

1. On the top, select **Maintenance**.
2. Select **Basic Configuration** → **Network Timeout** on the left.
3. Select the network timeout.
4. Click **Save**.

Table 7-1 Minimum Response Timeout in Different Interactions

Interaction Relation	Minimum Response Timeout
Between Web Client and FocSign server	60 s
Between FocSign server and Device	5 s
Between Web Client and Device	60 s

7.1.2 Configure Auto-Check Frequency

The FocSign server will check the health status of devices, resources, and servers managed on the platform. You can set the frequency which controls how often the platform gets the latest status of the devices, servers, and resources.

Steps

1. On the left of Maintenance module, select **Basic Configuration → Auto-Check Frequency** .
2. Switch on **Digital Signage Terminal / Interactive Flat Panel** to set how often the platform pings these devices to determine whether they are online.

Note

You should adjust the check frequency according to the number of devices. The greater the number of devices, the lower the frequency of health checks. When the frequency is too high, you will be prompted and recommended setting a lower frequency.

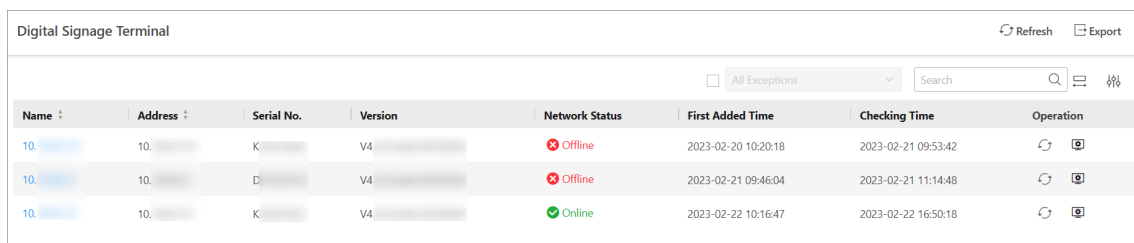
3. Click **Save**.

7.2 View Resource Status (Digital Signage Terminal)

You can view the status and information of digital signage terminals.

On the top, select **Maintenance**.

Select **Resource Status → Digital Signage Terminal** on the left.











Name	Address	Serial No.	Version	Network Status	First Added Time	Checking Time	Operation
10.	10.	K	V4	Offline	2023-02-20 10:20:18	2023-02-21 09:53:42	 
10.	10.	D	V4	Offline	2023-02-21 09:46:04	2023-02-21 11:14:48	 
10.	10.	K	V4	Online	2023-02-22 10:16:47	2023-02-22 16:50:18	 

Figure 7-1 Resource Status of Digital Signage Terminal



You can perform the following operations.

- Click the device name to view the status and basic information of the digital signage terminal. For a device with exception, click **Exception** in the Device Status column or click **Exception Details** on the Device Details pane to view information such as the issue type and possible cause.
- Click  in the Operation column to go to the device configuration page to configure the parameters of the digital signage terminal. For details, see **Configure Device Parameters Remotely** .
- Check beside All Exceptions field, and select the exception type to filter the device information by exceptions.
- Click  in the Operation column to refresh the device status, or click **Refresh** in the upper-right to refresh all device status.

Note

The platform supports checking the health of devices, resources, and servers automatically. For details, see **Configure Auto-Check Frequency** .

- Enter keywords in the Search field to search for resources.

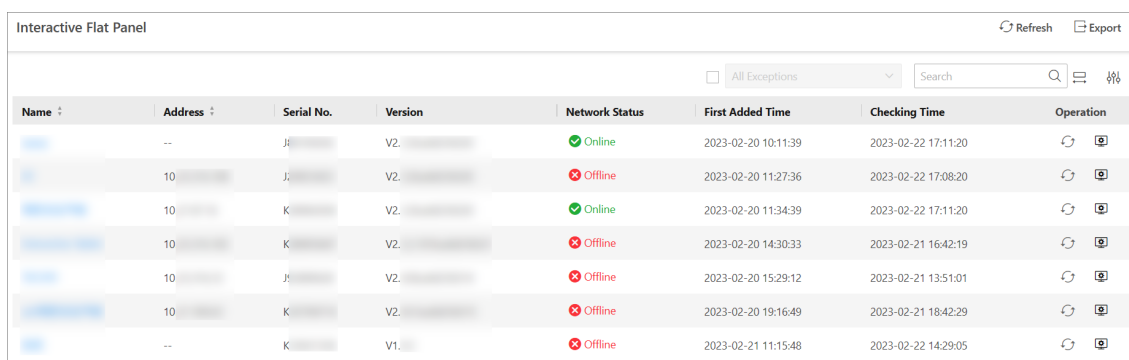
- Click **Export** to export the resource status in Excel or CSV format.
- Click  to set column width.
- Click  to custom column items.

7.3 View Resource Status (Interactive Flat Panel)

You can view the status and information of interactive flat panels.

On the top, select **Maintenance**.

Select **Resource Status** → **Interactive Flat Panel** on the left.



















Name	Address	Serial No.	Version	Network Status	First Added Time	Checking Time	Operation
	--	Ji	V2.	Online	2023-02-20 10:11:39	2023-02-22 17:11:20	 
	10	Ji	V2.	Offline	2023-02-20 11:27:36	2023-02-22 17:08:20	 
	10	K	V2.	Online	2023-02-20 11:34:39	2023-02-22 17:11:20	 
	10	K	V2.	Offline	2023-02-20 14:30:33	2023-02-21 16:42:19	 
	10	Ji	V2.	Offline	2023-02-20 15:29:12	2023-02-21 13:51:01	 
	10	K	V2.	Offline	2023-02-20 19:16:49	2023-02-21 18:42:29	 
	--	K	V1.	Offline	2023-02-21 11:15:48	2023-02-22 14:29:05	 

Figure 7-2 Resource Status of Interactive Flat Panel



You can perform the following operations.

- Click the device name to view the status and basic information of the interactive flat panel. For a device with exception, click **Exception** in the Device Status column or click **Exception Details** on the Device Details pane to view information such as the issue type and possible cause.
- Click  in the Operation column to go to the device configuration page to configure the parameters of the interactive flat panel. For details, see [Manage Interactive Flat Panel](#).
- Check beside All Exceptions field, and select the exception type to filter the device information by exception.
- Click  in the Operation column to refresh the device status, or click **Refresh** in the upper-right to refresh all device status.



Note

The platform supports checking the health of devices, resources, and servers automatically. For details, see [Configure Auto-Check Frequency](#).

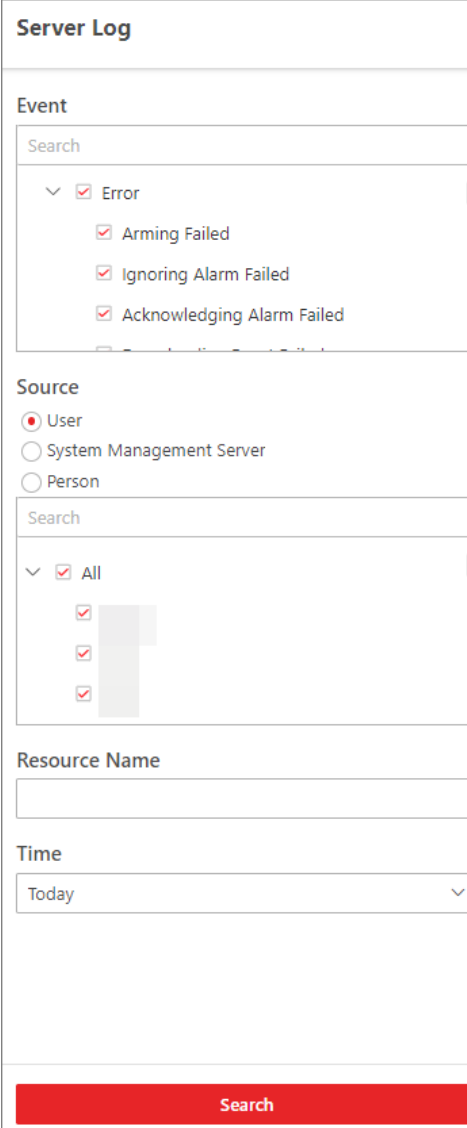
- Enter keywords in the Search field to search for resources.
- Click **Export** to export the resource status in Excel or CSV format.
- Click  to set column width.
- Click  to custom column items.

7.4 Search for Server Logs

You can search for server logs, which contain error logs, warning logs and information logs. Server logs contain historical user and server activities. You can search for the logs and then check the details.

Steps

1. In the top left corner, select  → **All Modules** → **Maintenance** → **Server Log** .



Server Log

Event

Search

▼ Error

- Arming Failed
- Ignoring Alarm Failed
- Acknowledging Alarm Failed

Source

User

System Management Server

Person

Search

▼ All

-
-
-

Resource Name

Time

Today ▼

Search

Figure 7-3 Search for Server Logs

2. In the **Event** area, select one or multiple log types and sub types.

 **Note**

Error logs record failures or errors. Warning logs record license expiration events. Information logs refer to other general logs which record successful or unknown operation results.

3. In the **Source** area, select User, System Management Server, or Person as the source of the logs that you want to search for.
4. **Optional:** In the **Resource Name** area, enter the name of a resource to search the logs of the resource.
5. In the **Time** area, select the time range of this search.

 **Note**

You can select **Custom Time Interval** to set a precise start time and end time.

6. Click **Search**.
All matched logs are listed with details on the right.
7. **Optional:** Select specific logs, click **Export** or **Export All** in the pull-down menu in the upper-right corner of the page, and then select a file format (Excel or CSV) to download the searched logs as a single file to your local PC.

Chapter 8 System Configuration

This module allows you to set different types (e.g., normal settings, network settings, storage settings, and so on) of parameters for the platform, such as defining a customized name for the site, setting NTP (Network Time Protocol) for synchronizing the time between the platform and the NTP server, and setting an IP address to allow the platform to access the WAN (Wide Area Network).

On the top, select **System** to enter this module.

8.1 Normal Settings

The normal settings menu provides entries of setting the user preference, holidays, printers, and card templates.

On the left navigation bar of the System page, select **Normal** to display the normal settings menu.

8.1.1 Set User Preference

For different countries, regions, cultures, and enterprise backgrounds, the user preference might be different. You can set the user preference according to the actual scene, such as the site name, the first day of a week, and the calendar type.

Select **User Preference** on the left navigation bar to enter the following page.

User Preference

*Site Name

First Day of Week

ⓘ Refresh the entire page to take effect after the first day of the week during which you change the settings.

Calendar Type Gregorian Calendar

Figure 8-1 User Preference

Set the following parameters:

Site Name

Set the name of current site.

First Day of Week

Set the first day of a week as Sunday, Monday, Tuesday, etc., according to the custom of the actual scene.



Note

This parameter is used in the intelligent analysis report generation, attendance settings, etc.

Calendar Type

Set the calendar type as Gregorian Calendar.

8.1.2 Set Holiday

You can add the holiday to define the special days that can adopt a different schedule or access schedule. You can set a regular holiday and an irregular holiday according to the actual scene.

Select **Holiday Settings** on the left navigation bar to enter the Holiday Settings page.

Add Regular Holiday

The regular holiday is suitable for the holiday that has a fixed date. For example, Christmas is on December 25th of each year.

1. Click **Add** to open the adding holiday dialog.
2. Enter the holiday name and select **Regular Holiday** as the holiday type.
3. Set the parameters according to the following instructions:

Start Time

The start date of the holiday.

Number of Days

The lasting days of the holiday.

Repeat Annually

If checked, the platform will generate the date of the holiday according to the date of SYS (System Server).

4. Click **Add**.

Add Irregular Holiday

The irregular holiday is suitable for the holiday that is calculated by the weekdays, and the specified date might be different in a different year. For example, Mother's Day is on the second Sunday of each May.

1. Click **Add** to open the adding holiday dialog.
2. Enter the holiday name and select **Irregular Holiday** as the holiday type.

3. Set the parameters according to the following instructions:

Start Time

The start date of the holiday.

For example, select **May, Second**, and **Sunday** for Mother's Day.

Number of Days

The lasting days of the holiday.

Repeat Annually

If checked, the system will generate the date of the holiday according to the date of SYS.



Note

If you check **Repeat Annually**, the specified date of this holiday will be generated automatically according to the current year of SYS.

For example, Mother's Day in 2019 and 2020 is on May 12th, 2019, and on May 10th, 2020.

The system will automatically set these two days as holidays for Mother's Day if you have checked **Repeat Annually**.

4. Click **Add**.

8.2 Digital Signage Settings

8.2.1 Set Weather Web Manufacturer

You can enable weather service and set the weather manufacturer for the programs including weather information. After enabled, you can add a weather window in the program and display the weather information provided by the manufacturer.

Select **Weather Web Manufacturer** on the left navigation bar, and enable **Weather Web Manufacturer**.

Select the manufacturer name, and then enter the authorization code.



Note

The user should buy the weather service from the weather manufacturer and get the authorization code.

8.2.2 Set Material Storage Location

The materials uploaded can be saved to the local storage or pStor server.

Steps

1. On the top, select **System**.

2. Select **Digital Signage Settings** → **Material Storage Location** on the left.

3. Set the storage location as **Local Storage** or **pStor**, and select a resource pool.



To select **pStor** as the storage location, make sure you have added pStor servers to the platform.

4. Click **Save** to save the above settings.

8.3 Role and User Management

The system allows you to add users and assign user's permissions for accessing and managing the system. Before adding users to the system, you should create roles to define the user's access rights to system resources and then assign the role to the user for granting the permissions to the user. A user can have many different roles.

On the top, select **System** → **Account and Security** .

8.3.1 Add Role

Role is a group of platform permissions. You can add roles and assign permissions to roles, so that users can be assigned with different roles to get different permissions.

Steps



The platform has predefined two default roles: Administrator and Operator. You can click the role name to view details. The two default roles cannot be edited or deleted.

Administrator

Role that has all permissions of the platform.

Operator

Role that has all permissions for accessing resources and operating the Applications on the Web Client.

-
1. On the top, select **System**.
 2. Select **Account and Security** → **Roles** on the left.
 3. Click **Add** to enter Add Role page.

The screenshot shows the 'Add Role' configuration page. It includes a 'Basic Information' section with fields for Role Name, Copy From, Effective Period, Role Status (Active/Inactive), Permission Schedule Template, and Description. Below this is the 'Permission Settings' section, currently showing the 'Area Display Rule' tab with a search bar and a dropdown menu. At the bottom, there are 'Add', 'Add and Continue', and 'Cancel' buttons.

Figure 8-2 Add Role Page

4. Set the basic information of the role, including role name, effective period, role status, permission schedule template, description, etc.

Copy From

Copy all settings from an existing role.

Effective Period

Set the time range within which the role takes effect. The role is inactive outside the effective period.

Role Status

Active is selected by default. If you select **Inactive**, the user account will be inactivated until you activate it.

Permission Schedule Template

Set the authorized time period when the role's permission is valid. Select **All-day Template/Weekday Template/Weekend Template** as the permission schedule of the role, or click **Add** to customize a new permission schedule template.

Note

- When role expires or the role's permission is invalid after editing the permission schedule, users assigned with the role will be forced to log out and not able to log in.
- The permission schedule's time zone is consistent with that of the platform.
- By default, the role will be linked with All-day Template after updating the platform.

5. Configure permission settings for the role.

Area Display Rule

Show or hide specific area(s) for the role. If an area is hidden, the user assigned with the role cannot see and access the area and its resources.

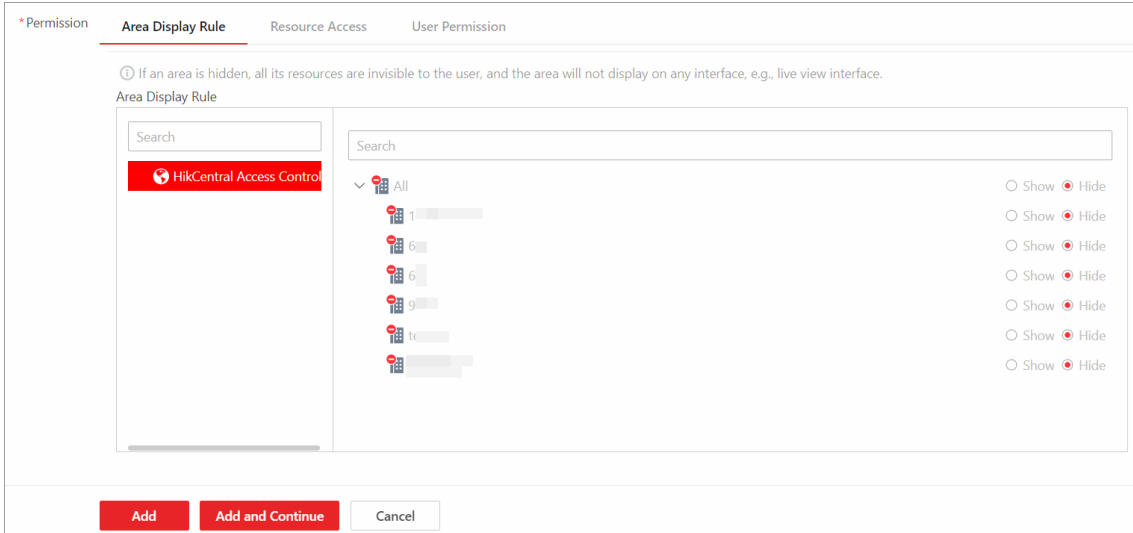


Figure 8-3 Area Display Rule

Resource Access

Select the functions from the left panel and select resources from right panel to assign the selected resources' permission to the role.

Note

If you do not check the resources, the resource permission cannot be applied to the role.

User Permission

Assign resource permissions, configuration permissions, and operation permissions to the role.

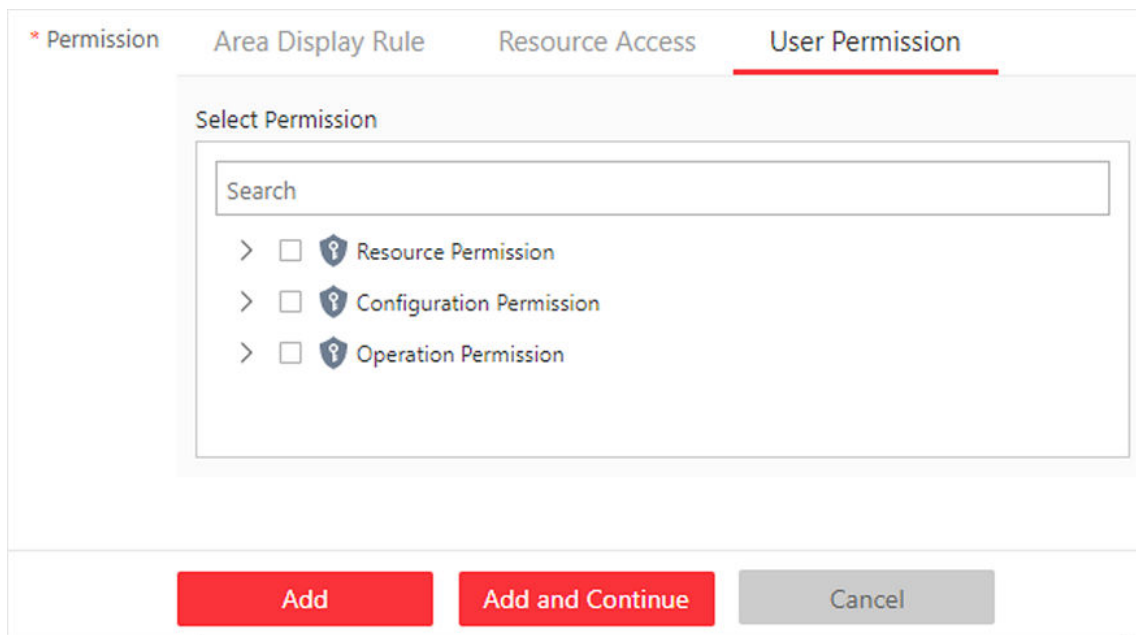


Figure 8-5 User Permission

6. Complete adding the role.
 - Click **Add** to add the role and return to the role management page.
 - Click **Add and Continue** to save the settings and continue to add another role.
7. **Optional:** Perform further operations on added roles.

Edit Role Click a role name to view and edit role settings.



Note

The two default roles cannot be edited.

Delete Role Check a role and click **Delete** to delete the role.




Note

The two default roles cannot be deleted.

Inactivate Role Check a role and click **Inactivate** to set the role status to **Inactive**.

Activate Role Check an inactive role and click **Activate** to set the role status to **Active**.

Refresh Role Click **Refresh All** to get the latest status of the roles.

Filter Role Click  to expand the filter conditions. Set the conditions and click **Filter** to filter the roles according to the set conditions.

8.3.2 Add Normal User

You can add normal users and assign roles to them for accessing the system and assign role to the normal user. Normal users refer to all users except the admin user.

Steps

1. Select **Users** on the left.
2. Click **Add** on the top.
3. Set basic information for the user.

User Name

Only letters (a-z, A-Z), digits (0-9), and "-" are allowed.

Password

Create an initial password for the user. The user will be asked to change the password when logging in for first time. See ***First Time Login for Normal User*** for details.



Caution

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

Proper configuration of all passwords and other security settings is the responsibility of the service provider and/or end-user.

Expiry Date

The date when the user account becomes invalid.

Email

The system can notify user by sending an email to the email address. The user can also reset the password via email.



Note

The email address of the admin user can be edited by the user assigned with the role of administrator.

User Status

Active is selected by default. If you select **Inactive**, the user account will be inactivated until you activate it.

4. Configure parameters related to login protection.

Restrict Concurrent Logins

To restrict the number of simultaneous logins for user accounts, switch on **Restrict Concurrent Logins** and set the maximum number of concurrent logins.

5. Configure permission settings for the user.

Assign Role

Select the roles that you want to assign to the user.



If you want to add new roles, click **Add**. See **Add Role** for details. Click a role on the list and then **View Role Details** to view the Basic Information and Permission Settings of the role.

6. Do one of the following to complete adding the user.


- Click **Add** to add the user and return to the user management page.
- Click **Add and Continue** to save the settings and continue to add another user.

7. **Optional:** Perform further operations on the added normal users.

Edit User	Click user name to view and edit user settings.
Reset Password	Click user name and click Reset to set a new password for the user. Enter a new password and click Reset .



The admin user can reset the passwords of all the other users (except domain user). Other users with Security permission (in Configuration and Control Permission) can reset the passwords of the users without Security permission. When the normal user's password is reset by admin user, he/she should change the initial password and set a new password when logging into HikCentral FocSign via the Web Client.

Delete User	Select a users and click Delete to delete the selected user.
Force Logout	Select an online user and click Force Logout to log out the online user.
Inactivate/Activate User	<ul style="list-style-type: none">• The admin user or user with administrator permission can inactivate or activate a user.• Select an active users and click Inactivate/Activate to inactivate/activate the user.
Refresh User	Click Refresh All to get the latest status of all users.
Filter User	Click  to set conditions and filter the users.
Unlock Users	For users whose account is locked due to too many failed attempts for login, Administrators can unlock their accounts for login. On the top of user list, click Unlock for Login , check users, and click Unlock .

8.3.3 Set Basic Security Parameters

System security is crucial for your system and property. You can lock IP address to prevent malicious attacks, and set other security settings to increase the system security.

Steps

1. Select **Account and Security** → **Basic Parameters** on the left.

Security Settings

Lock IP Address When Failed Login Attempts Exceed Limit

Max. Failed Login Attempts 5 times

Lock Duration 10 min

Enable Maximum Password Age

Password Will Expire In 3 months

i *Days to Remind Before Password Expiration 14 Day

*Web Login Expires If No Action Within 30 min

Save

Figure 8-6 Security Settings Page

2. Limit the number of failed login attempts.
 - 1) Select the maximum allowable login attempts for accessing HikCentral FocSign.

Note

Failed login attempts include failed password attempt and failed verification code attempt.

- 2) Set the lock duration for this IP address. During the lock duration, the login attempt via this IP address is not allowed.

The number of login attempts is limited.

3. Set the maximum password validity period.

- 1) Switch on **Enable Maximum Password Validity Period** to force user to change the password when the password expires.
- 2) Set the maximum number of days that the password is valid.

Note

After the maximum number of days, you should change the password. You can select the predefined time length or customize the time length.

- 3) Set days to remind you at each time you login or in the small hours of each day by sending an email notification before password expiration.
4. Set minutes after which the Web login will expire if there is no actions during the set minutes.
5. Click **Save** to save the above settings.

8.3.4 Configure Security Questions

Security questions can be used to verify user identity when users want to reset the password. After setting the security questions, users need to first answer the security questions correctly before they can reset the password, so as to ensure account security.

Select **Security Question** on the left.

Set three security questions. Select a question from the drop-down list and set an answer to it.

Note

The answer should contain 1 to 128 characters, and cannot contain these special characters: / \ : * ? " < > |

Click **Save** to save the settings.

8.3.5 Configure Permission Schedule

Permission schedule defines the time when a role's permissions are valid. During unauthorized time periods, the user assigned with the role will be forced to log out and cannot log in. The platform provides 3 default permission schedule templates: All-day Template, Workday Template, and Weekend Template. You can add new templates according to actual needs.

Steps

1. On the top, select **System**.
2. Select **Account and Security** → **Permission Schedule Template** on the left.
3. Click **+**.
4. Set basic information.

Name

Create a name for the template.

Copy From

Select the template from the drop-down list to copy the settings from another existing template.

5. In the **Weekly Schedule** area, set the weekly schedule as needed.
 - 1) Click **Authorize**, and select or draw in the box to define the authorized time periods.
 - 2) **Optional:** Click **Erase**, and select or draw on the authorized time periods to clear the selection.

Note

You can set up to 6 separate time periods for each day.

6. Click **Add** to add the permission schedule template.
7. **Optional:** Perform further operations for the added templates.


View and Edit Template Details

Click the template to view and edit its configuration.

Note

Default templates cannot be edited.

Delete Template

Click a template, and click  to delete it.

Note

Default templates cannot be deleted.

What to do next

Set permission schedules for roles to define in which period the permissions for the roles are valid. For details, refer to **Add Role**.

8.4 Network Settings

The network settings menu provides entries of setting NTP for time synchronization, selecting device access protocol, setting an IP address to allow the platform to access the WAN, and so on.

On the left navigation bar of the System page, select **Network** to display the network settings menu.

8.4.1 Set NTP for Time Synchronization

You can set NTP parameters for synchronizing the time between resources managed on the platform and the NTP server.

Steps

1. Select **NTP** on the left navigation bar.
2. Switch on **Time Synchronization**.
3. Set the NTP server address and port No.

Note

If the local NTP server has been configured, click **Detect Local NTP** to fill in the NTP server address and port No. automatically.

4. Enter the interval of the automatic time synchronization.
 5. **Optional:** Click **Test** to test the communication between resources and the NTP server.
 6. **Optional:** Switch on **Configure WAN Mapping** and enter the IP address and port No. for WAN mapping.
-

Note

If the NTP service is locally deployed, you can configure WAN mapping to synchronize the time for devices on the WAN. Otherwise, enabling mapping is not required.

7. Click **Save**.

8.4.2 Set WAN Access

In some complicated network environments, you need to set a static IP address or a domain name and ports for HikCentral FocSign to access WAN (Wide Area Network).

Steps

1. Select **WAN Access** on the left navigation bar.
2. Switch on **Access WAN** to enable the WAN access function.
3. Enter the IP address of the server for WAN access.
4. Set the client communication port.

HTTP

Used for the Client to access the platform via HTTP.

HTTPS

Used for the Client to access the platform via HTTPS.

5. Set ISUP alarm receiving ports for receiving alarms from ISUP devices.
6. Set other ports, such as streaming ports, registration ports, and storage ports.
7. Click **Save**.

8.4.3 Set IP Address for Receiving Device Information

You can select the NIC of the current FocSign server (System Server) so that the platform can receive the alarm information of the device connected via ONVIF protocol.

Before You Start

Make sure the server's ports ranging from 8087 to 8097 are available.

Steps

1. Select **Address for Receiving Device Info** on the left navigation bar.

2. Select **Get from NIC** or **Enter Manually**.

Get from NIC

Select the currently used NIC name of FocSign server in the drop-down list. The NIC information including description, MAC address, and IP address will be displayed.

Enter Manually

If you have configured hot spare for the FocSign server, you should manually enter the IP address.

3. Click **Save**.

8.5 Storage Settings

The storage settings menu provides entries of setting storage for pictures and files on FocSign server and specifying retention periods for different types of records.

On the left navigation bar of the System page, select **Storage** to display the storage settings menu.

8.5.1 Set Storage on System Server

The imported pictures (such as the static e-map pictures and the face pictures in the person list) can be stored on FocSign server. You can configure the storage locations and the corresponding quotas for them.

Steps



This configuration is available only when the Web Client is running on FocSign server.

1. Select **Storage on SYS Server** on the left navigation bar.

The disks of FocSign server are displayed with current free space and total capacity.

2. Switch on **Enable Local Storage**.

3. Configure the related parameters for storing pictures.

- 1) Select the disk to store the imported pictures.
-



The disk should have at least 1.25 GB of free space for picture storage.


- 2) **Optional:** Switch on **Set Quota for Pictures** and set the storage quota for the pictures.

4. Click **Add** to add a resource pool for storing files.

- 1) Enter the name of the resource pool.
 - 2) Select a disk to store the files.
-



The disk should have at least 9 GB of free space for file storage.

- 3) **Optional:** Switch on **Restrict Quota for Pictures** and set the storage quota for the files.
 - 4) Check **Overwrite When Storage Space is Insufficient**, and the newly imported files will overwrite the existing files when the disk space is insufficient.
 - 5) Click **Add**.
 - 6) **Optional:** Click **Delete** or  in the Operation column to delete a resource pool.
 - 7) **Optional:** Click a resource pool name to edit related settings.
5. Click **Save**.

8.5.2 Set Storage for Records

The data retention period specifies how long you can keep the events, logs, and some records on FocSign server.

Steps

1. Select **Records Storage** on the left navigation bar.
2. Select one language from the drop-down list to set the language of the sorting rule.
3. Set the data retention period from the drop-down list for the required data types.
4. Click **Save**.

8.6 Configure Email Account

You should configure the parameters of the sender's email account before the system can send the message to the designated email account(s) as the email linkage.

Steps

1. Select **Email Settings** on the left navigation bar.

The screenshot shows the 'Email Settings' configuration page. At the top, the title 'Email Settings' is displayed. Below it, there are several configuration options:

- Server Authentication:** A checkbox that is checked.
- Cryptographic Protocol:** A dropdown menu currently set to 'None'.
- *Sender Email Address:** A text input field.
- *Sender Name:** A text input field.
- *SMTP Server Address:** A text input field.
- *SMTP Server Port:** A text input field with the value '25'.
- User Name:** A text input field.
- Password:** A password input field with dots for masking and a visibility toggle icon.

At the bottom of the form, there are two buttons: 'Email Test' and a red 'Save' button.

Figure 8-7 Email Settings

2. Configure the parameters according to actual needs.

Server Authentication (Optional)

If your mail server requires authentication, check this checkbox to use authentication to log in to this server.

Cryptographic Protocol

Select the cryptographic protocol of the email to protect the email content if required by the SMTP server.

Sender Email Address

Enter the email address of the sender to send the message.

Sender Name

Enter the sender name to send the message.

SMTP Server Address

The SMTP server's IP address or host name (e.g., smtp.263xmail.com).

SMTP Server Port

The default TCP/IP port used for SMTP is 25.

User Name (Optional)

User name for authentication to log in to the server. This parameter is valid and optional when server authentication is enabled.

Password (Optional)

Password for authentication to log in to the server. This parameter is valid and optional when server authentication is enabled.



Note

For users of Google email, you should log in to your Google account, enable the 2-step verification function, generate the APP password, and enter here.

-
3. Click **Email Test** to test whether the email settings work or not.

The corresponding attention message box will pop up.

4. Click **Save**.

8.7 Security Settings

The security settings menu provides entries of setting the transfer protocol for FocSign server, exporting service component certificate, enabling export of profile pictures, enabling client auto update, and setting the database password.

On the left navigation bar of the System page, select **Security** to display the security settings menu.

8.7.1 Set Transport Protocol

You can set FocSign server's transport protocol to define the access mode for FocSign server via clients as HTTP or HTTPS. The HTTPS protocol provides higher data security.



Steps

1. Select **Transport Protocol** on the left navigation bar.
2. In the **Transport Protocol Between Platform and Browser** field, select **HTTP** or **HTTPS** as the transport protocol between clients and FocSign server.




Note

For HTTPS, only the TLS 1.2 and later versions are supported. The browser must support and has enabled the TLS 1.2 or later version. You are recommended to use the browser supporting TLS 1.3.

-
3. **Optional:** If **HTTPS** is selected, perform the following steps to set the certificate.
 - 1) Select **Platform Provided Certificate**, or select **New Certificate** and click  to select a new certificate file from your local PC.
 - 2) **Optional:** Click **Add** →  → **Confirm** to add a upper-level certificate as needed.

Note

You can select the added certificate(s) and click **Delete** to delete them, or click  in the Operation column of a certificate to download the certificate.

4. Click **Save**.

- The FocSign server will restart automatically after the transport protocol is changed.
- All logged-in users will be forced to log out during the restarting, which takes about one minute and after that, the users can log in again.

8.7.2 Export Service Component Certificate

For data security, before adding the Streaming Server or Cloud Storage Server to the platform, you should generate the service component certificate stored in FocSign server and input the certificate information to the Streaming Server you want to add, or export the service component certificate stored in FocSign server and import the certificate to the Cloud Storage Server, so that the certificates of the Streaming Server, Cloud Storage Server and FocSign server are the same.

Steps

1. Select **Service Component Certificate** on the left navigation bar.
2. Click **Generate Again** beside **Certificate between Services in System** to generate the security certificate for Streaming Server verification.
3. Click **Export** to export the service component certificate in XML format and save it to the local PC.

8.7.3 Set Database Password

You can set the database password of the platform on the Web Client running on FocSign server.

Note

Setting database password is only available when you access the Web Client on FocSign server locally.

Select **Database Password** on the left navigation bar.

Enter the password and then click **Verify** to generate the verification code and enter the verification code.

8.8 Configure Open API

The system provides open platform to integrate the third-party system. By the Open APIs (application programming interface) provided on the open platform, the third-party system can obtain some functions (such live view, playback, alarm, etc.) of HikCentral FocSign, to develop more customized features.

Before You Start

Setting open platform is only available when you access the Web Client on the SYS server locally.

Steps

1. On the top, select **System**.
2. On the left navigation pane, click **Third-Party Integration** → **Open API** to enter the configuration page.
3. Switch on **Open API**.
4. Set the IP address of the open platform, management port of the open platform, and the partner user.

Note

- The open platform should be deployed in the same network with the SYS server.
- The third-party system integrates the HikCentral FocSign by the partner user(s) you select, which defines the permission(s) of resources and operations in HikCentral FocSign.

-
5. Click **Test** to test the service availability of the open platform.
 6. Click **Save** to save the settings.

8.9 Advanced Settings

The advanced settings menu provides entries of setting system hot spare, generating or debugging logs, downloading the event tracking information, and resetting the network information for devices.

On the left navigation bar of the System page, select **Advanced** to display the advanced settings menu.

8.9.1 Set Diagnosis & Maintenance Parameters

When faults occur in HikCentral FocSign, you can get the system information using the authentication code generated by HikCentral FocSign to help diagnose the system faults.

Steps

1. On the top, select **System**.
2. On the left navigation pane, click **Advanced** → **Diagnosis & Maintenance** to enter the configuration page.
3. Switch on **Remote Fault Diagnosis** to generate an authentication code for remote diagnosis.

Note

The authentication code will be refreshed every time you switch on **Remote Fault Diagnosis**.

The authentication code will be canceled automatically after 60 minutes.

4. Launch Postman, create a new request, set the HTTP method to POST, and enter the request URL (format: `http://<host>[:port]/ISAPI/Bumblebee/Platform/V1/TranckTaskInfo?&MT=GET`).

5. Then in the Body area, enter the request message in JSON format (set the **trackModuleName** to the module name and set the **AccessKey** to the authentication code generated on HikCentral FocSign), and click **Send**.
6. The response message is returned in the Body area of Response and it shows the system running information. You can perform fault diagnosis remotely according to the information.

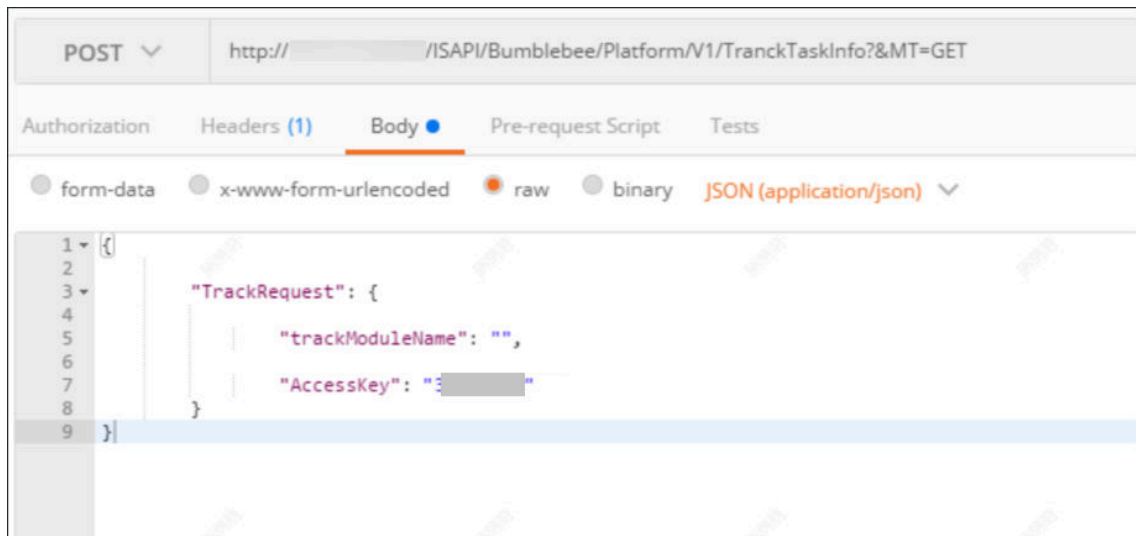


Figure 8-8 Get System Running Information Using Postman

8.9.2 Reset Device Network Information

When the system network domain changes (such as server migration), you must reset the network information for the added device to adapt to the new network environment. Otherwise, some functions of the device will be affected.

Steps

1. Select **Reset Network Information** on the left navigation bar.
2. Click **Reset** to one-touch reset the device network information.

Chapter 9 Maintenance and Management

You can view license expiry date, view license details, update license, export configuration data, etc.

In the top-right corner, click  **Maintenance and Management**, and perform one of the following operations as needed.

View License Details

Click **License Details** to view the license list you purchased and license details, such as authorization details.

Update License

Two update types including online update and offline update are provided. According to the network status, select the update type, and complete updating license following the interface information. For details about updating the license, refer to [**Update License - Online**](#) and [**Update License - Offline**](#).

Deactivate License

Two deactivation type including online deactivation and offline deactivation are provided. According to the network status, select the deactivation type, and complete deactivating license following the interface information. For details about deactivating the license, refer to [**Deactivate License - Online**](#) and [**Deactivate License - Offline**](#).

Back Up Data

Select **Back Up and Restore System Data** → **Back Up**. Select the data type you want to back up, frequency, time, and maximum number of backups, and click **Save** or **Save and Back Up Now** to back up data in the configured time or immediately.

Restore Data

Select **Back Up and Restore System Data** → **Restore**. Select the backup file and click **Restore** to restore the data.

Export Configuration Data

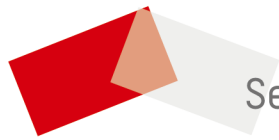
Click **Export Configuration Data**, select data type, and click **Export** to export the select data.

Upgrade to HikCentral Professional

If you need application scenarios such as parking lot management and access control management, and need to extend the platform's functions, you can install HikCentral Professional (V2.2.1 or above) directly on the basis of the current platform, without unloading any original modules.

About

Click **About**, you can view the version, system ID, open-source license agreement, and license agreement of the client.



See Far, Go Further