Smart Device

User Manual

Version: 20.1.26.1

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- To the maximum extent permitted by applicable law, the product described, with its hardware, software and firmware, is provided "as is", with all faults and errors, and our company makes no warranties, express or implied, including without limitation, merchantability, satisfactory quality, fitness for particular purpose, and non-infringement of third party, nor is it liable for any special, incidental, incidental, or indirect damages resulting from the use of this manual or the use of our products, including but not limited to damages resulting from loss of business profits, loss of data or documentation.

- Regarding to the product with internet access, the use of product shall be wholly at your own risks. Our company shall not take any responsibilities for abnormal operation, privacy leakage or other damages resulting from cyber attack hacker attack, virus inspection, or other internet security risks; however, our company will provide timely technical support if required.

- Surveillance laws vary by jurisdiction. Please check all relevant laws in your jurisdiction before using this product in order to ensure that your use conforms the

applicable law. Our company shall not be liable in the event that this product is used with illegitimate purposes.

- In the event of any conflicts between this manual and the applicable law, the legal provisions shall prevail.

Data Security Statement

- In the process of using the product, you will collect, store and use personal data. In the process of product development, our company implements the principles of personal data protection. For example, if you use a face recognition device, the biometric data will be encrypted and stored on your device.
- As a data controller, when collecting, storing and using personal data, you must comply with applicable laws and regulations concerning the protection of personal data, including but not limited to taking protective measures on personal data. We strongly recommend that you perform reasonable rights management on the device, strengthen the physical security of device application scenarios, and conduct regular security assessments.

Safety Precautions

WARNING

- Electrical safety regulations of the nation and the region must be strictly followed during installation or use.
- Do not connect multiple device with one single power adapter (Overload for adapter may lead to over-heat or fire hazard).
- The product must use the recommended wire assembly (power cord) and use it within its rated specifications.
- Shut down the power while connecting or dismounting the device. Do not operate with power on.
- Shut down the power and unplug the power cable immediately when there is smoke, odor or noise rising from the device. Then contact the dealer or service center.
- Please contact the local dealer or latest service center when IPC works abnormally. Do not attempt to disassemble or modify the device yourself. (We shall shoulder no responsibility for problems caused by unauthorized repair or maintenance).

CAUTION

- Please do not install the device in direct sunlight or around heat sources.
- Do not install the device in a humid, dusty or smoky place.
- Please keep the device installed in a stable place, taking care to avoid the product falling or being hit by falling objects.
- Please install the device in a well-ventilated place.
- Do not aim the lens of the device at objects with strong light, such as the sun, incandescent lamp, etc., otherwise the lens may be damaged.
- Please use a very soft dry cloth or other alternatives to wipe the surface, do not use alkaline cleaners, and avoid scratching the device with hard objects.
- Please understand that you are responsible for properly configuring all passwords and other product-related security settings, and keeping your user name and password properly.
- Biometric products cannot be 100% suitable for any anti-counterfeiting environment. For high security level places, please use the combined authentication method.

NOTE

- After receiving the product, please open the box, take out the equipment, and count the products and accessories according to the packing list.
- If you find that the contents of the box are damaged or any accessories are missing, please contact the dealer in time.

Chapter 1 Functions and Features

1.1 Product Manual

The smart device is a face recognition temperature-sensing terminal independently developed by our company. It adopts a number of high-tech, such as video codec technology, audio codec technology, embedded system technology, storage technology, network technology and intelligent technology, etc. Excellent face recognition and living body judgment function.

Moreover, the body temperature detection technology based on the AI algorithm for accurate correction can match the face and body temperature in real time, and the device will broadcast a voice prompt when the body temperature is abnormal.

After the smart device installation is complete, after access the network, you can manage the device through the smart device platform or the device web page.

In order to meet the multi-element needs of various applications, this product can be widely used in airports, exit and entry points, railway stations, government agencies, schools, scenic spots, large factories and other places that need to be identified. It can help customers to carry out efficient, safe and intelligent entrance and exit management.

1.2 Product Features

- 7 inch ISP LCD screen 1024*600, the image without smear and no delay.
- Using two 2 million high-definition wide-angle wide dynamic cameras, support binocular live detection (photo and video anti-counterfeiting).
- A photosensitive sensor is used to automatically adjust the fill light intensity through white light and infrared light. Support smart fill light.
- Use Linux system, low power consumption, high stability.
- Adopt deep learning algorithm, support 30,000 face database.
- Adopt G.711u and G711a audio compression formats.
- Recognition speed <200ms, Accuracy >99.5%.
- Mask detection to determine whether the identified person is wearing a mask.
- Support staff are identified when wearing a mask.
- Temperature error range+/-0.3℃.
- Background management, abnormal records, device management, personnel management.
- Support data upload to the network, can upload the device comparison results and captured photos to the platform for real-time storage, and support to upload files after network recovery after disconnection.
- App remote management, message push.
- Face recognition distance is 0.5-1.3M, 0.75M is best.
- Operating temperature: 10℃-50℃.

Chapter 2 Device Introduction

2.1 Device Introduction

■ **Smart Face Recognition Device (Without Temperature Detection)**

The front panel, rear panel of Smart Face Recognition Device as shown in Figure 2-1 below.

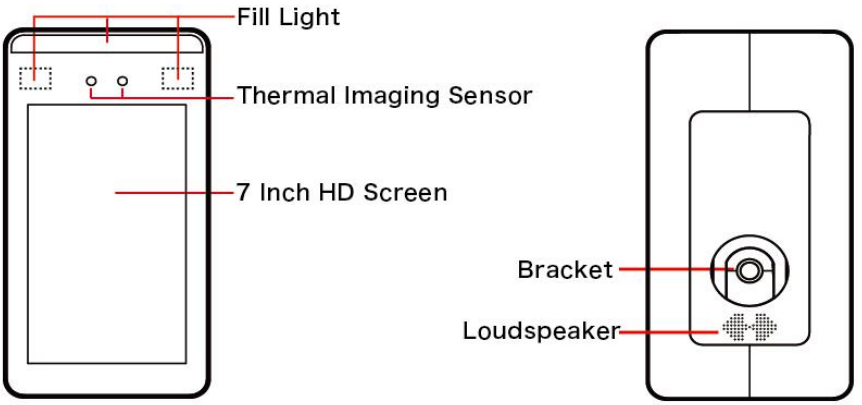


Figure 2-1

■ **Smart Face Recognition Device (With Temperature Detection)**

The front panel, rear panel of Smart Face Recognition Device as shown in Figure 2-2 below

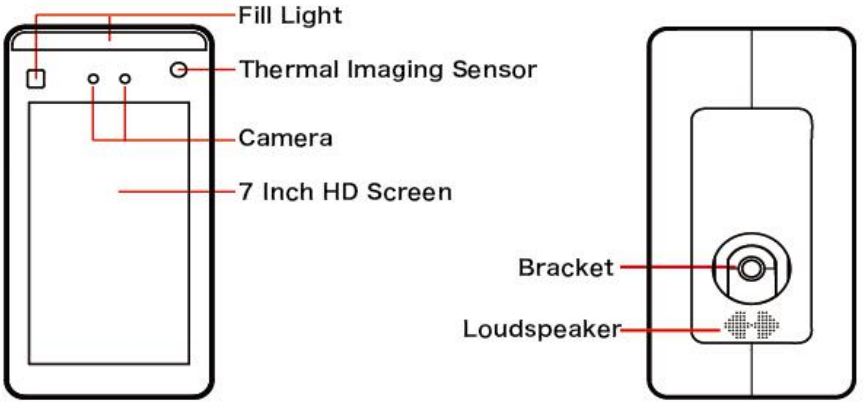


Figure 2-2

NOTE

- The schematic diagram of the panel does not represent the actual size and proportion of the product, please refer to the actual product for details.

2.2 Device Size

■ **Smart Face Recognition Device (Without Temperature Detection)**

The size of Smart Face Recognition Device as shown in Figure 2-3 below.

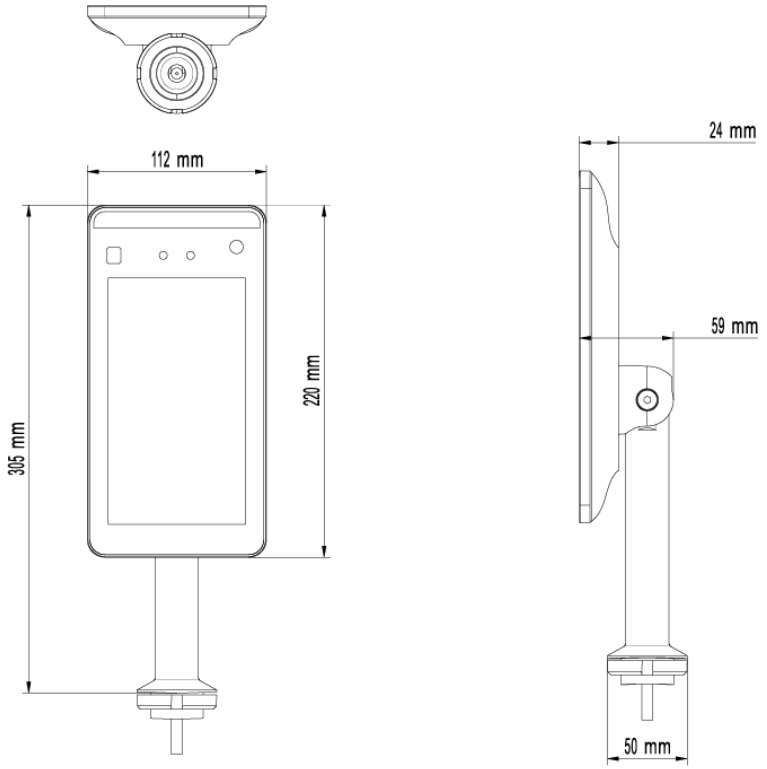


Figure 2-3

■ **Smart Face Recognition Device (With Temperature Detection)**

The size of Smart Face Recognition Device as shown in Figure 2-4 below.

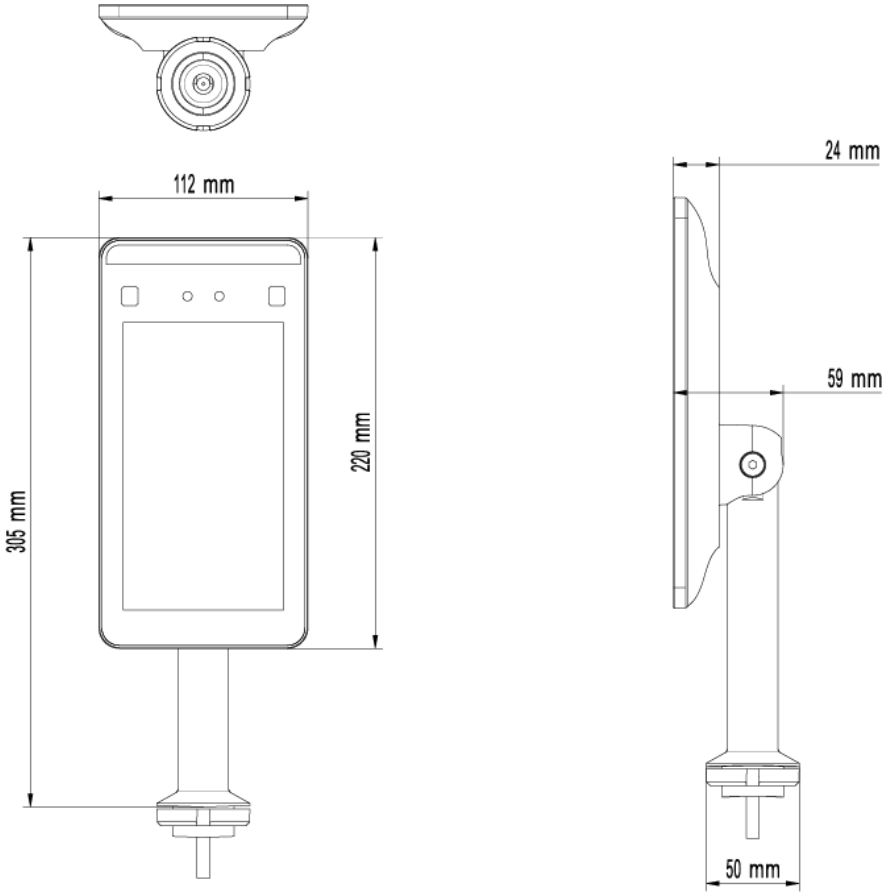


Figure 2-4

2.3 Connector Introduction

■ **Wire connector (Without Temperature Detection)**

The wire connectors for Smart Face Recognition Device are shown in Figure 2-5 below.

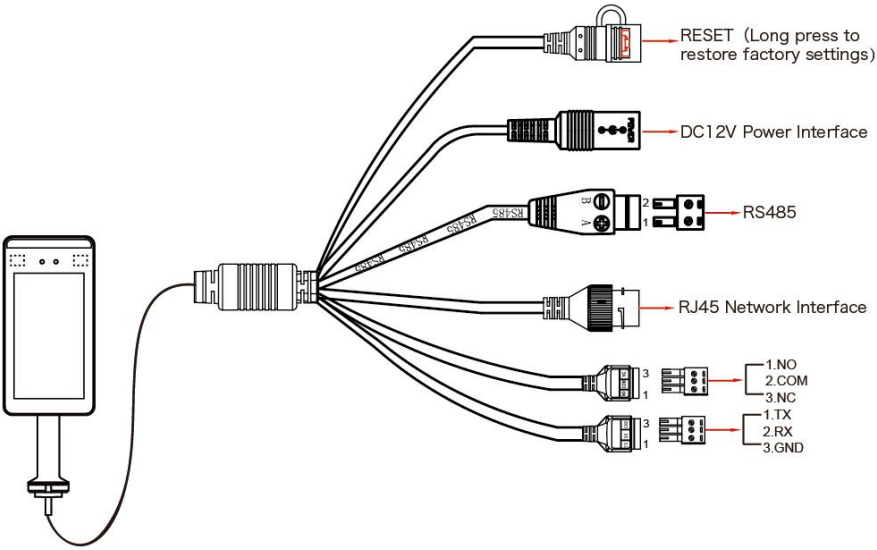


Figure 2-5

■ **Wire connector (With Temperature Detection)**

The wire connectors for Smart Face Recognition Device are shown in Figure 2-6 below.

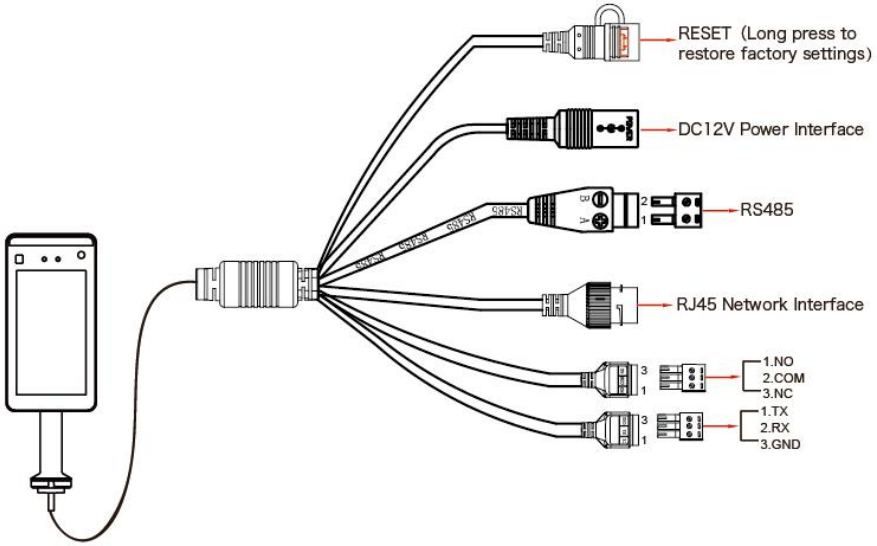


Figure 2-6

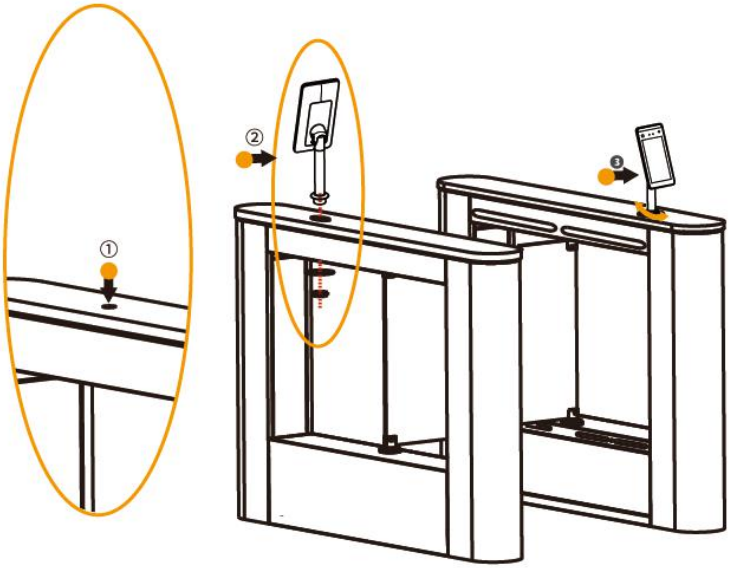
Chapter 3 Installation

Installation Environment:

- The device should be at least 2 meters away from the light source and at least 3 meters away from the window and door to avoid direct sunlight.
- To make the device work better, avoid installing multiple devices face to face.

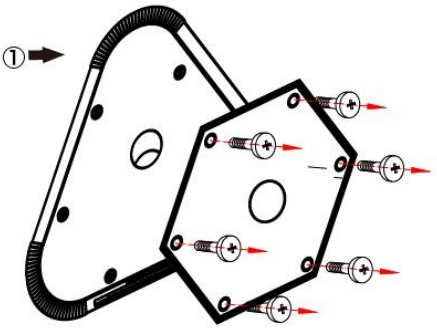
3.1 Installed on the gate

Step 1 Open a hole with a diameter of D = 35mm on the gate, and the recommended position is 1/3 to 1/4 from the entrance end.
Step 2 Insert the equipment mounting bracket and the connecting wire into the opening of the gate. The connecting wire passes through the gasket and nut and fixes the lock nut.
Step 3 Adjust the device to a suitable angle (angle between 5 ° -15 ° vertical).

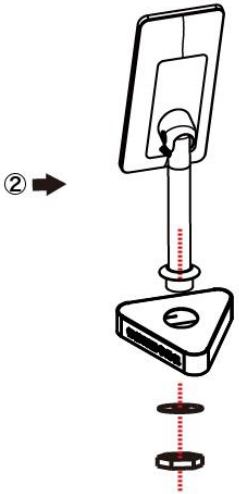


3.2 Install on the desktop

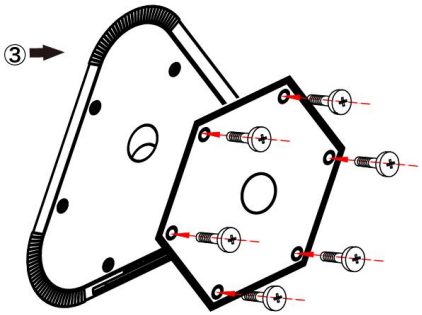
Step 1: With the base of the table bracket facing up, remove the screws and the cover.



Step 2: Pass the wire of the device through the holes, spacers, and nuts of the bracket, and lock the nut to fix the device on the top of the bracket.

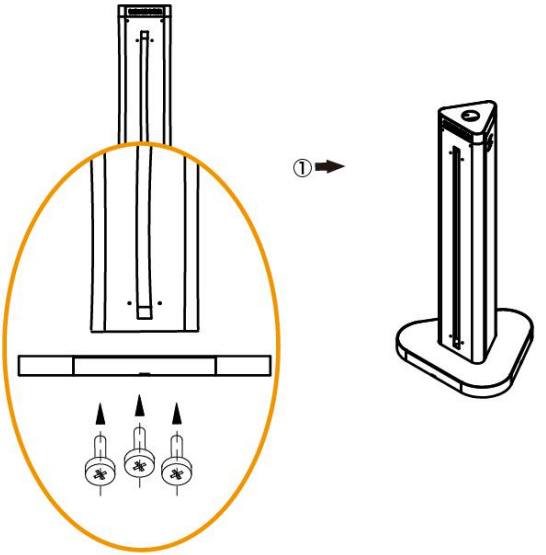


Step 3: Pass the wire of the device through the cover, and fix the cover on the bracket with the locking screw.

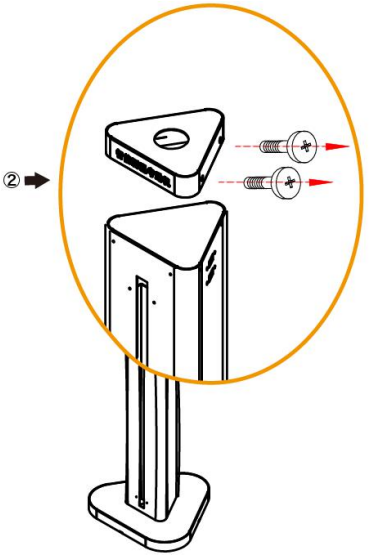


3.3 Install on floor pole bracket

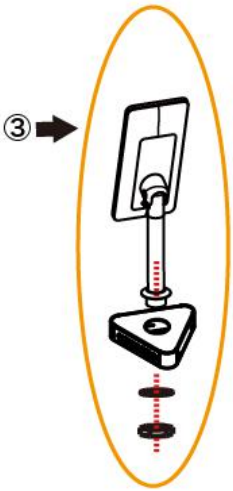
Step 1: Remove the screw under the floor pole bracket, align the base with the bracket, and fix the base with the locking screw.



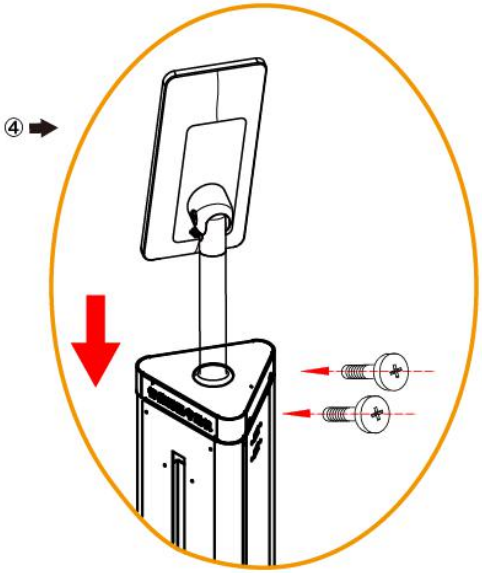
Step 2: Remove the 2 screws on the top cover of the floor pole bracket and remove the top cover.



Step 3: Pass the wire of the device through the holes, spacers, and nuts of the top cover of the bracket, and lock the nut to fix the device on the top cover of the bracket.



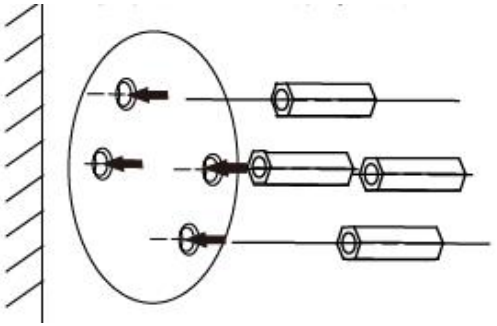
Step 4: Connect the wire, install the top cover of the bracket to the floor pole bracket, and fix the lock nut.



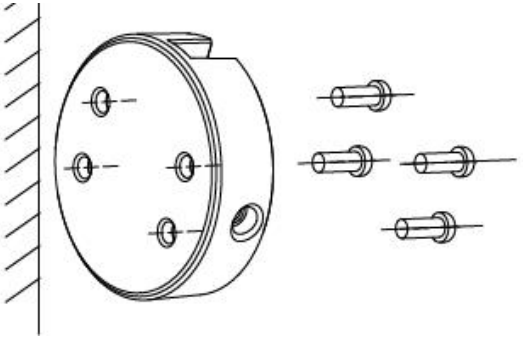
Step 5: Adjust the device to an appropriate angle (vertical 5°-15° included angle).

3.4 Wall mounted

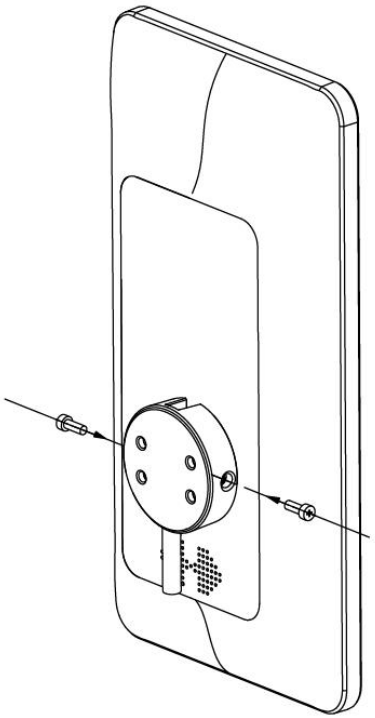
Step 1: Open holes in the wall according to the installation sticker and install the rubber plug.



Step 2: Fix the wall mount bracket to the wall with screws.



..**Step 3:** Install the device on the wall bracket, align the screw holes on the left and right sides, and fix the lock screws.



NOTE

- It is recommended that the location of the sticker is 1.4 meters, and users can adjust it according to their height.

Chapter 4 Smart device platform

The intelligent terminal platform is a background management system used for device management, personnel management, visitor management, report management, and data center.

4.1 Platform Installation

NOTE

- Before installation, please make sure that the computer is a Windows 64-bit system.
- The device defaults to enable "DHCP".

If the device is not connected to a DHCP server, but DHCP is set to "On", the default values are as follows:

IP: "192.168.1.88"

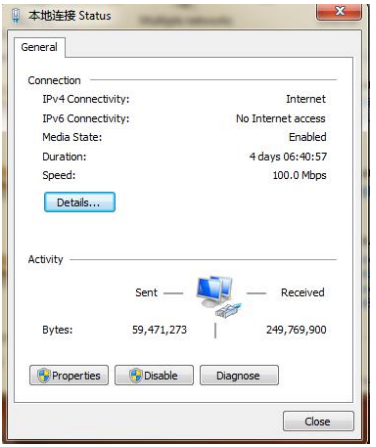
Network Mask: "255.255.255.0"

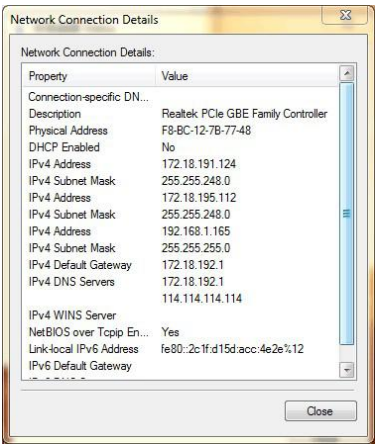
Port: "7080"

4.1.1 Configure the computer

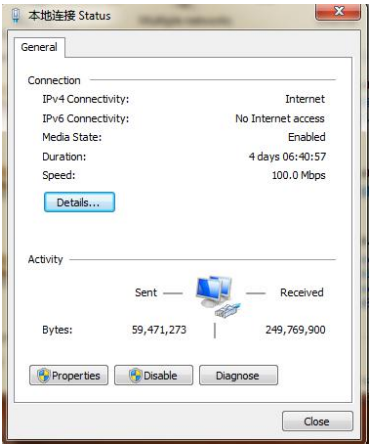
IPv4 address of the PC needs to be in the same network segment with the IP address of the IP camera for normal operation. Specific settings in window system can refer to the following methods:

Step 1 Check the IPv4 address of PC, click "Start"/ "Control Panel"/ "Network and Internet"/ "Network and Sharing Center"/ "Local Network"/ "Details". If you have an IP of 192.168.1.X, you can add the device directly on the platform. If there is no IP address on this network segment, proceed to Step 2 to increase the IP address on this network segment.

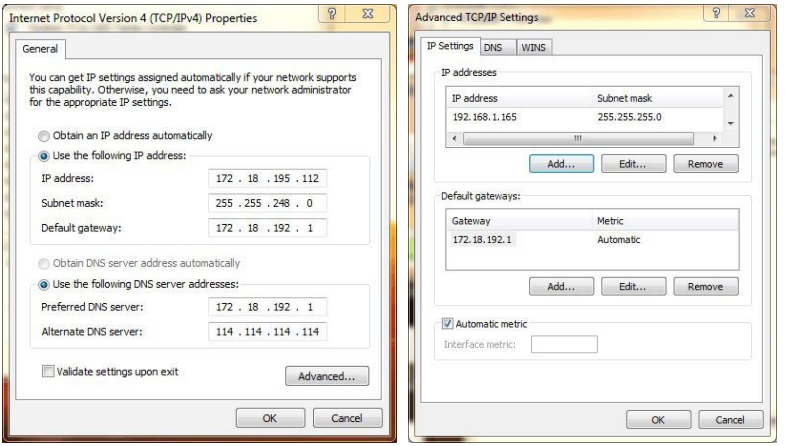




Step 2 Click "Close"→ "Properties", double-click "Internet Protocol Version 4 (TCP / IPv4)".



Step 3 Click "Advanced"→ "Add"under the IP address, enter the same network segment IP as the device (such as 192.168.1.165) → "Add"→ "OK"→ "OK"→ "OK", add IP and exit.



NOTE: The IPv4 address can not be conflicted when you add in LAN.

4.1.2 Software Installation

Software installation is shown in Figure 4-1 below.

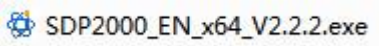
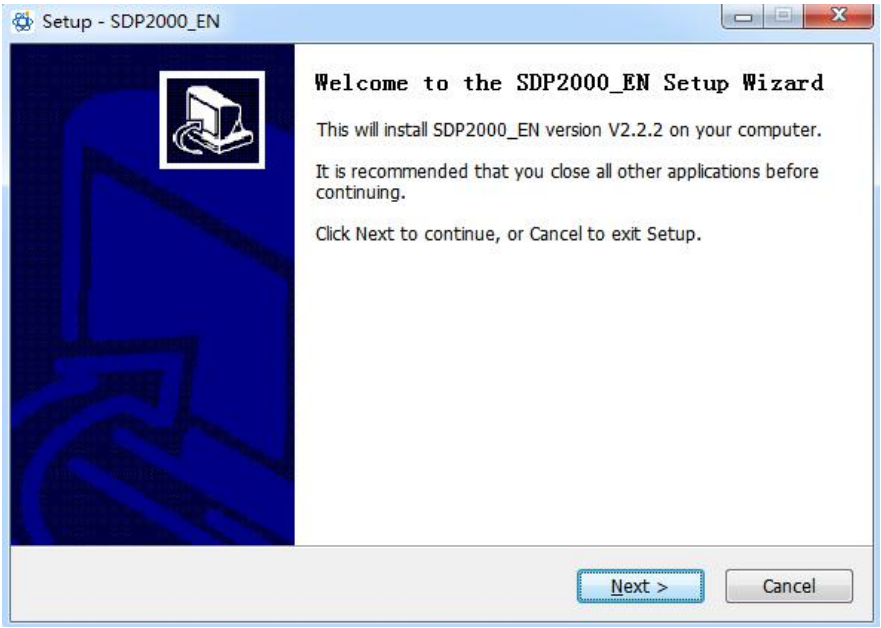
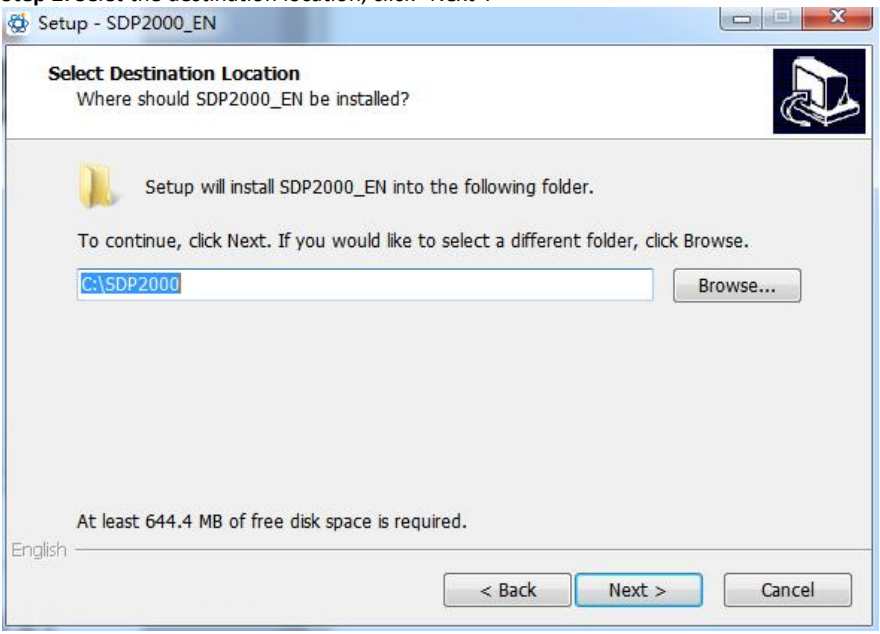


Figure 4-1

The specific steps for installing the smart terminal platform are as follows:
Step 1: Double-click the SDP2000 application shown in Figure 1-1 above, and click "Next".

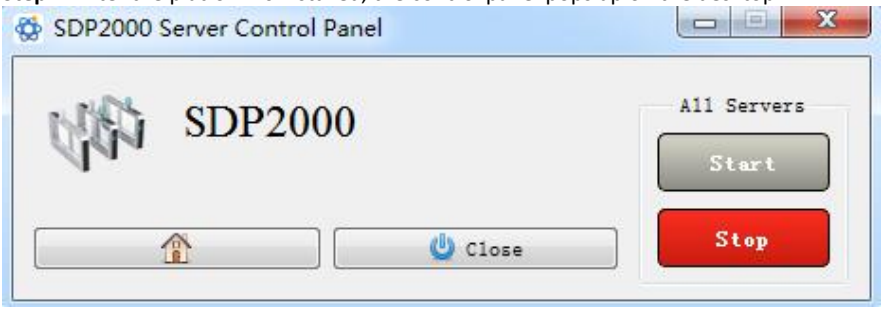


Step 2: Selet the destination location, click "Next".



Step 3: Wait for the installation progress to complete. Click "Finish".

Step 4: After the platform is installed, the control panel pops up on the desktop.



NOTE

- Currently, SDP2000-2.X.X-Setup.exe software can only be installed on a computer with 64 bit Windows system.
- After the smart terminal platform is installed, a shortcut icon"" , pops up on the desktop. Double-click to run the program.
- When installing the software, the anti-virus software in the computer must be closed.

4.2 Server introduction

Right-click the " " "icon in the lower right corner of the desktop,you can restart the software and switch the system language and other operations, as shown in Figure 4-2 below.

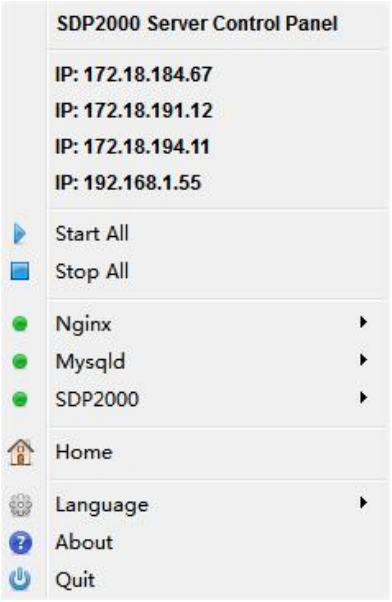


Figure 4-2

4.2.1 Restart the system software

When abnormality occurs on the smart terminal platform, such as abnormal reading or abnormal data interface request, please follow the steps below:

Step 1: Right-click the " " "icon in the lower right corner of the desktop.

Step 2: Check if the status of Nginx, Mysqld, and SDP2000 is" " "green (normal status), if any item displays" " "gray status, then you need to "restart" the software, so that the status of PHP, Nginx, and MariaDb becomes" " "green (Normal state), as shown in Figure 4-3 below.

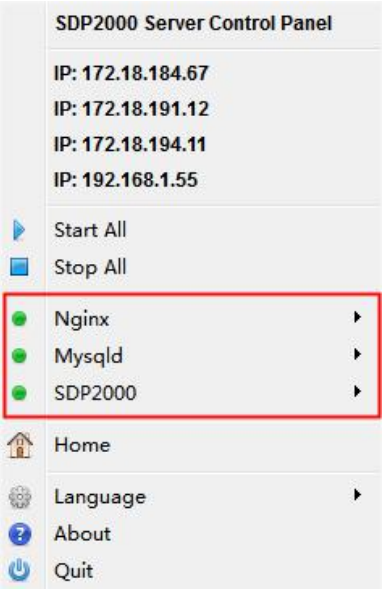


Figure 4-3

NOTE

- When the status of Nginx, Mysqld and SDP2000 are all" " "gray, click "open all", restart all, wait for the status to change to" " ".

4.2.2 Language switch

The steps to switch the language of the web page and server are as follows:

Step 1: Right-click the " " "icon in the lower right corner of the desktop.
Step 2: Click "Language", select language to switch, click "OK".

Step 3: Right-click the " " "icon in the lower right corner of the desktop, click "Quit".

Step 4: Double-click the desktop icon" " to restart the smart terminal platform

4.3 Introduction of SDP2000 sever control panel

The interface of SDP2000 server control panel is shown in Figure 4-4 below.

Figure 4-4

The functions of SDP2000 server control panel are shown in Table 4-1 as below.

Button	NOTE
Start	Start all services
Stop	Stop all services
Close	Close the taskbar
	Enter the SDP2000 login interface

Table 4-1

Chapter 5 Smart Device Platform Operation

5.1 Smart device platform login

The steps to log in to SDP2000 are as follows

Step 1: Double-click the desktop icon " " to run the smart device platform.

Step 2: Double-click the desktop icon " "pop up SDP2000 server control panel,as shown in Figure 5-1 below.

Figure 5-1

Step 3: In SDP2000 server control panel click " " to enter the login interface,as shown in Figure 5-2 below.

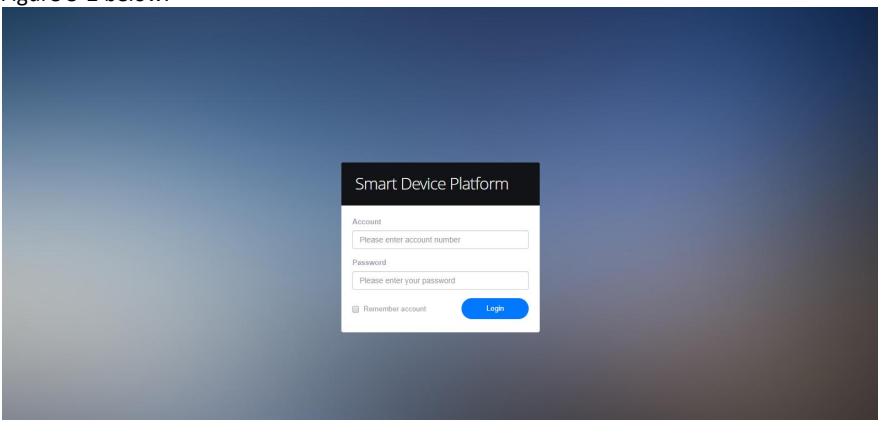


Figure 5-2

Enter the user name and password, the default user name is admin, the password is admin, click "Login".

NOTE

- It is recommended to set Google Chrome or Firefox as the computer's default browser.

5.2 Smart Device Platform Introduction

Enter to smart device platform control interface,it is composed of Resource,Personnel, Visitor, Report, System and Terminal Version, as shown in Figure 5-3 below.

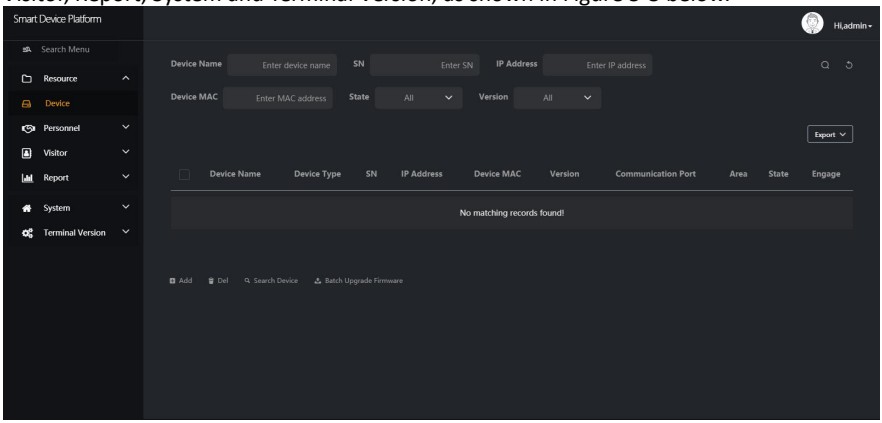


Figure 5-3

The functions of Smart device platform control interface are shown in Table 5-1 as below.

Menu		Functions
Resource	Device	Used to add devices, view, configure, delete, and upgrade devices
Personnel	Department	For adding, viewing, editing, and deleting organizations
	Personnel	Add, view, edit and delete people to an existing organization
Visitor	Visitor Information	Used to register, view and delete visitor records of visitor information
Report	Personnel Access	Used to view and export all normal access records, including internal personnel records and visitor records
	Abnormal Access	Used to view and export all abnormal entry and exit records, such as "not wearing a mask", "stranger", "abnormal body temperature" and other records
	Visitor	Used to view and export all guest records that have been visited
System	Area	It can be divided into multiple areas according to the actual needs of users, where areas can be added, deleted, edited.

	User	Used to view, add, edit, delete the account of smart device platform
	Role	User roles with different permissions can be configured according to actual needs, and roles can be added, edited, and deleted.
	Log	Used to view and export all platform logs
	Cloud Services	Used to activate cloud services
	System Settings	Used to set the system language
Terminal Version	Firmware	Used to store and delete the firmware version of the device

Table 5-1

5.3 Resource

Resource management consists of device management.

5.3.1 Device

Device management can add, delete, configure devices, and export device lists, as shown in Figure 5-4 below.

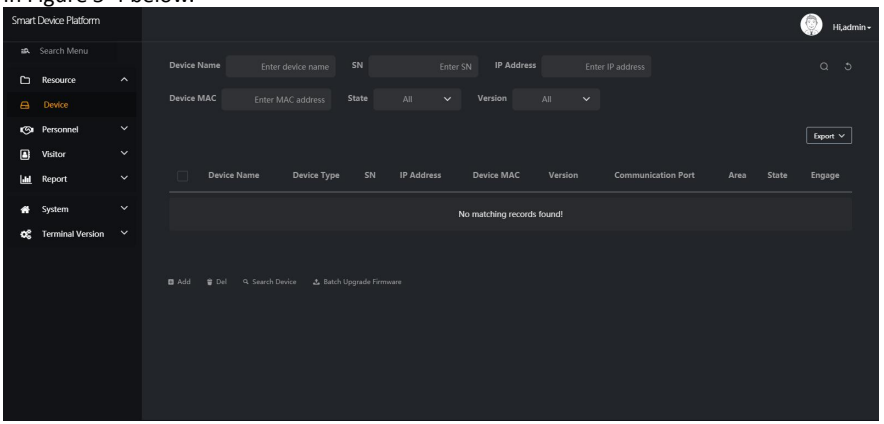


Figure 5-4

5.3.1.1 Add device

■ **Add device by LAN search**

NOTE

- Make sure that the device to be added is on the same local area network as the computer, and it is turned on and online.

- The status of the device to be added by the platform must be "Not Added".

The specific steps are as follows:

Step1: In the smart device platform interface,click "Resource→Device" to enter the device management interface, as shown in Figure 5-5 below.

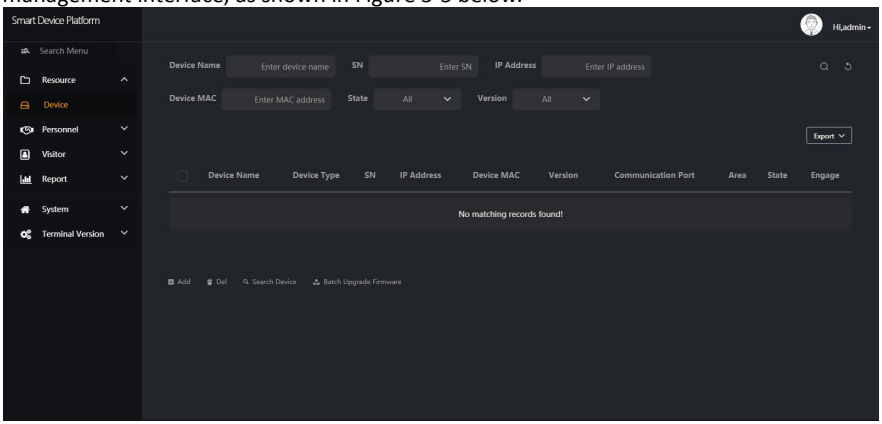


Figure 5-5

Step 2: Click "Search Device", click the " " icon of the device to be added, as shown in Figure 5-6 below.

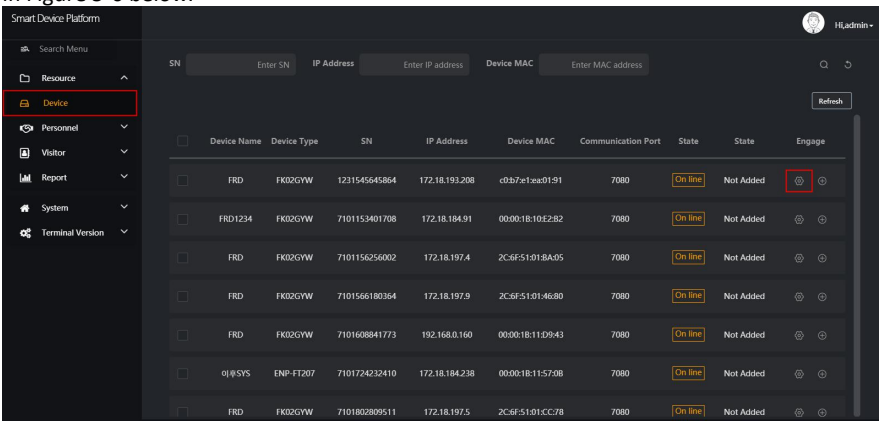


Figure 5-6

Step 3: Configure device network parameters(IP Address,Network Mask,Gateway,DNS), click "Submit", as shown in Figure 5-7 below.

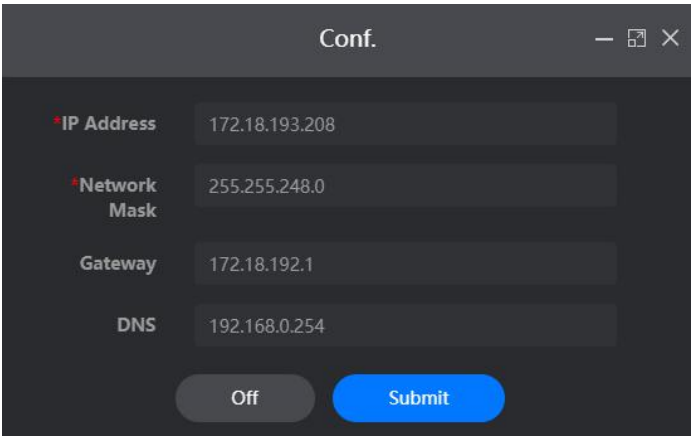


Figure 5-7

Step 4: Click "⊕", select the region to which the device belongs, click "Set", as shown in Figure 5-8 below.

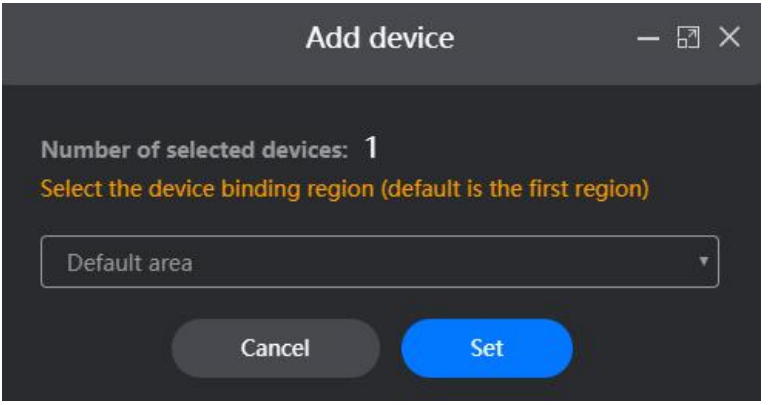


Figure 5-8

Step 5: The device is successfully added to the device list, as shown in Figure 5-9 below.

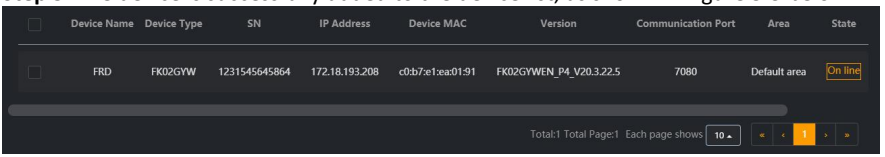


Figure 5-9

■ **Add device manually**

NOTE

- Make sure that the device to be added is on the same local area network as the computer, and it is turned on and online.The network is not connected to a DHCP server.
- The status of the device to be added by the platform must be "Not Added".
- When the device is not connected to the DHCP server, the default IP is "192.168.1.88", the password is "12345", and the port is "7080".

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Resource→Device" to enter the device management interface, as shown in Figure 5-10 below.

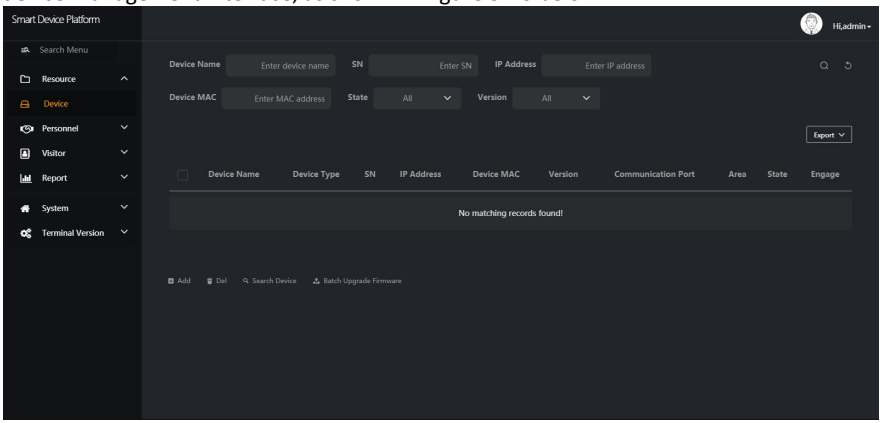


Figure 5-10

Step 2: Click " ", enter the network information of the device to be added(IP Address,Device Password, Port, Area), select area, click "Save", as shown in Figure 5-11 below.

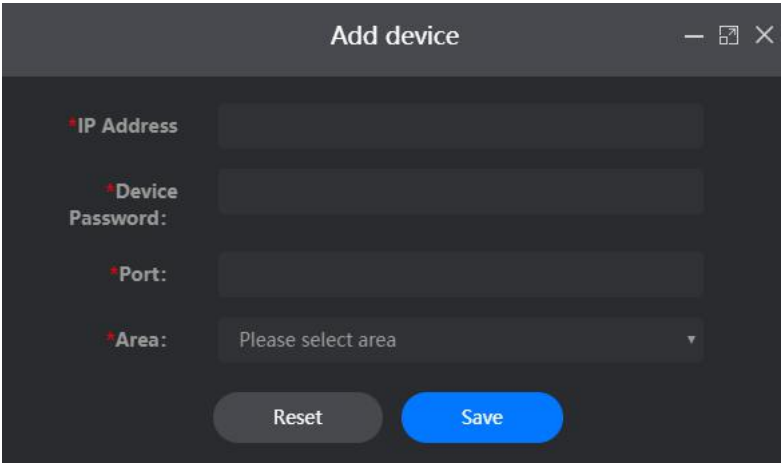


Figure 5-11

Step 3: The device is successfully added to the device list, as shown in Figure 5-12 below.

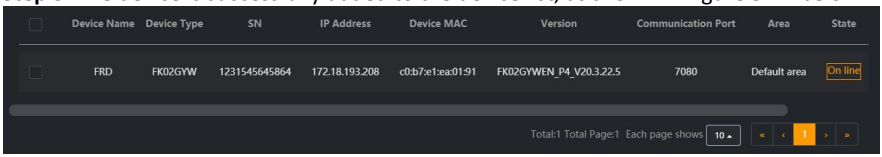


Figure 5-12

5.3.1.2 Delete device

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Resource→Device" to enter the device management interface, as shown in Figure 5-13 below.

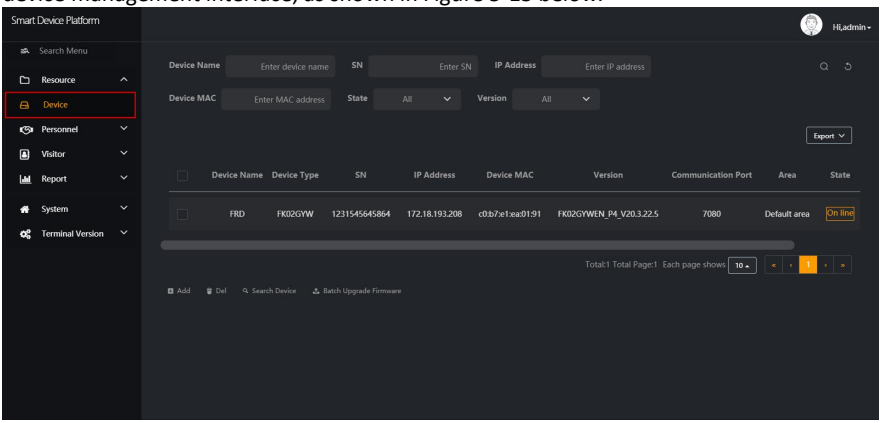


Figure 5-13

Step 2: Click the" to delete the device →Confirm", as shown in Figure 5-14 below.

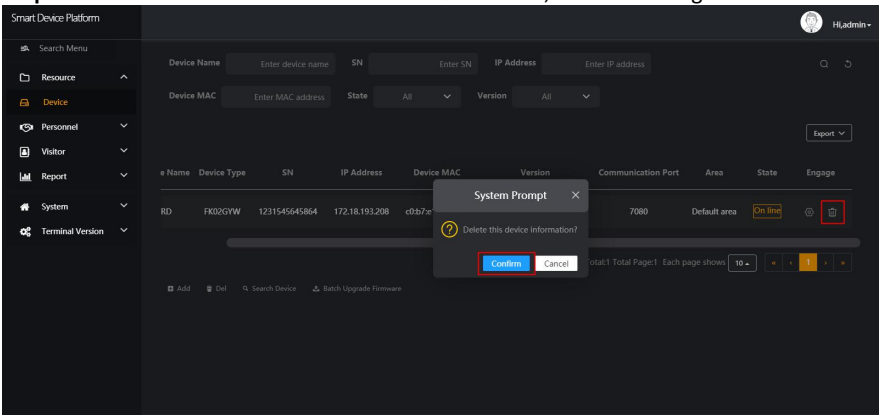


Figure 5-14

Step 3: The selected device has been deleted, as shown in Figure 5-15 below.

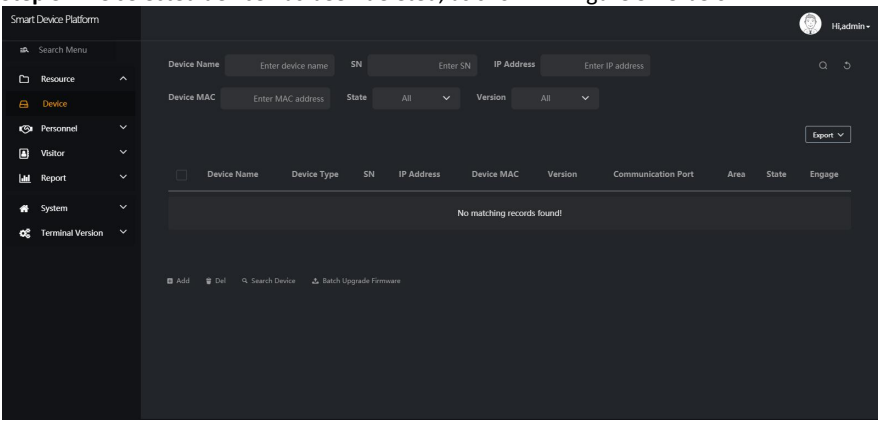


Figure 5-15

NOTE

- When you want to delete multiple devices at the same time, you can first select the device to be deleted in the device list, click " Del →Confirm" below to complete the deletion.

5.3.1.3 Configure device

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Resource→Device" to enter the device management interface, as shown in Figure 5-16 below.

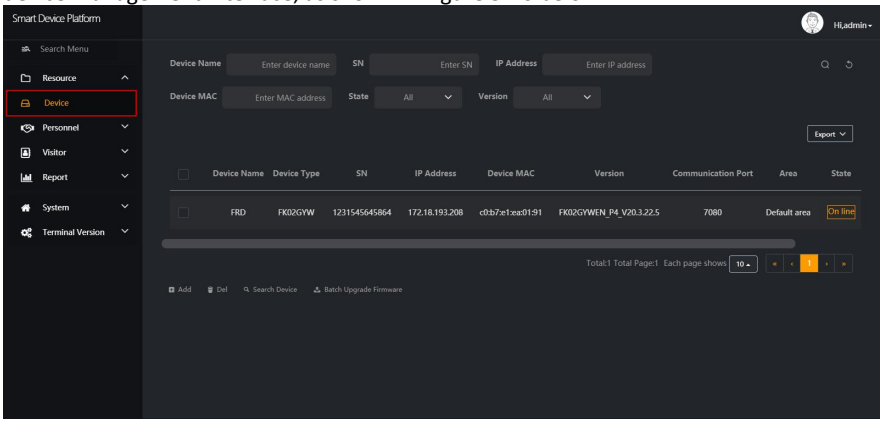


Figure 5-16

Step 2: Click the device to be configured" "to enter the configuration interface, it is composed of Basic Parameters, Network Config, Remote Config, Version and Parameters, as shown in Figure 5-17 below.

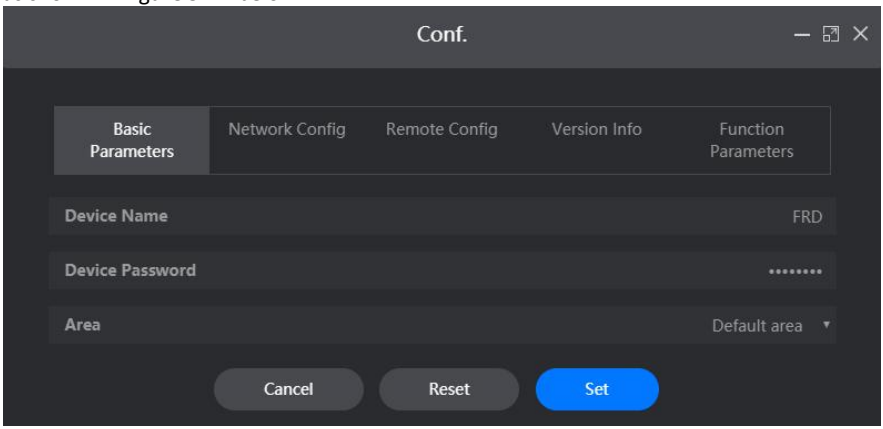


Figure 5-17

Step 3: Configure the device according to actual needs.

✓ **Basic Parameters Configuration:**

1.In the Conf.interface, click "Basic Parameters".

2.Input Device Name, Device Password, Area, click "Set".

[Device Name] The default is the device serial number, which can be modified as needed.
[Device Password] The default is 12345, which can be modified as needed.
[Area] Select the area where the device is located according to the actual situation.

✓ **Network Configuration:**

1.In the Conf. interface, click "Network Config".

2.Modify the IP Address, Network Mask, Gateway, DNS1&DNS2 of the device according to actual needs,click "Set", as shown in Figure 5-18 below.

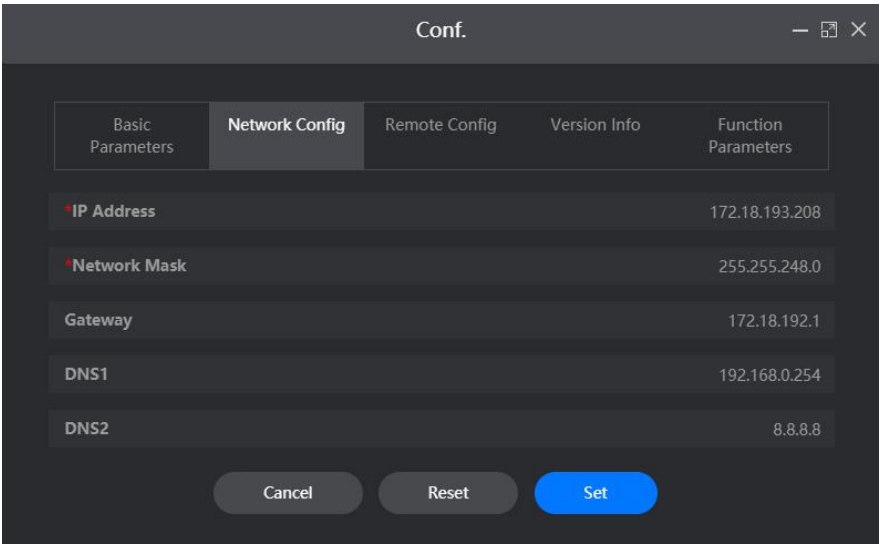


Figure 5-18

[IP Address] The default is 192.168.1.88, which can be modified as needed.
[Network Mask] The default is 255.255.255.0, which can be modified as needed.
[Gateway] The default is 192.168.1.1, which can be modified as needed.
[DNS1] The preferred DNS server.
[DNS2] Alternative DNS server.

NOTE

- The above is the default network parameters when the device is not connected to the DHCP server

✓ **Remote Configuration:**

Remote configuration is used to restart the device, set the device volume, screen brightness and other related parameters.

1.In the Conf. interface,click "Remote Config".

2.Restart, upgrade and restore the factory smart device according to actual needs, set the volume, screen brightness and supplementary lighting, as shown in Figure 5-19 below.

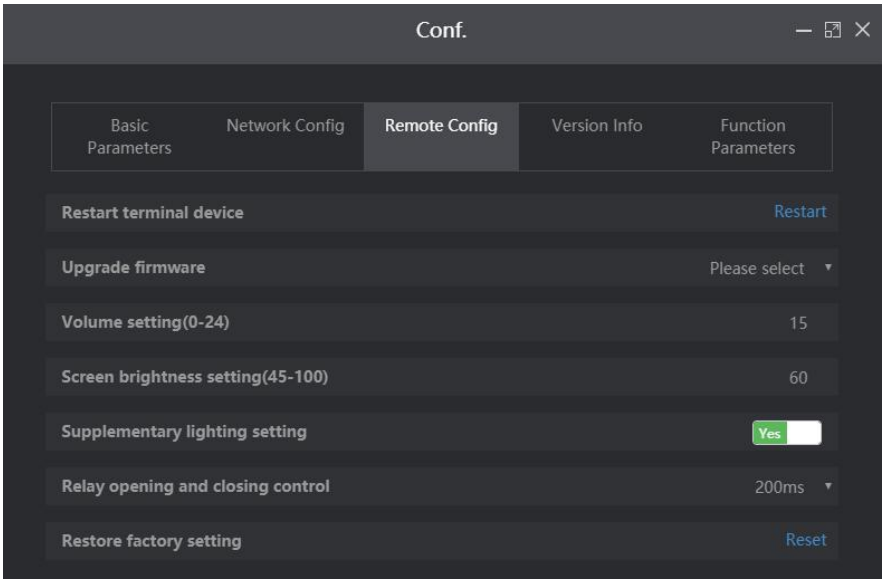


Figure 5-19

✓ **Version Info:**

1.In the Conf.interface, click "Version Info".

2.Here you can view the device model, firmware version and serial number and other information, as shown in Figure 5-20 below.

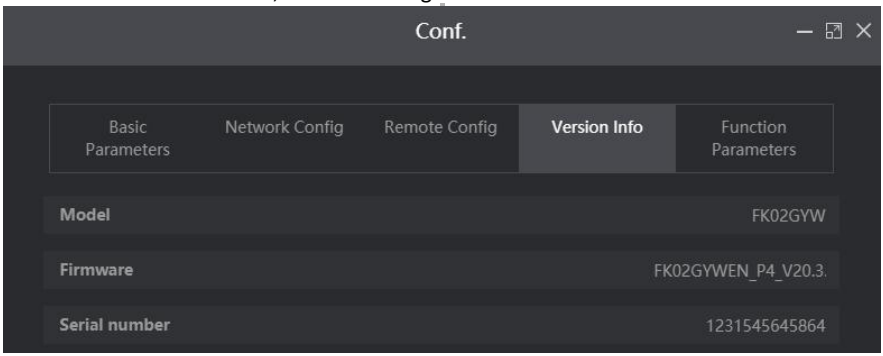


Figure 5-20

✓ **Function Parameters Configuration:**

1.In the Conf.interface, click "Function Parameters".

2.Here you can set Temperature Check, Alarm Temperature, Stranger Access and Mask Detection.

3.click "Set" to complete function parameter configuration, as shown in Figure 5-21 below.

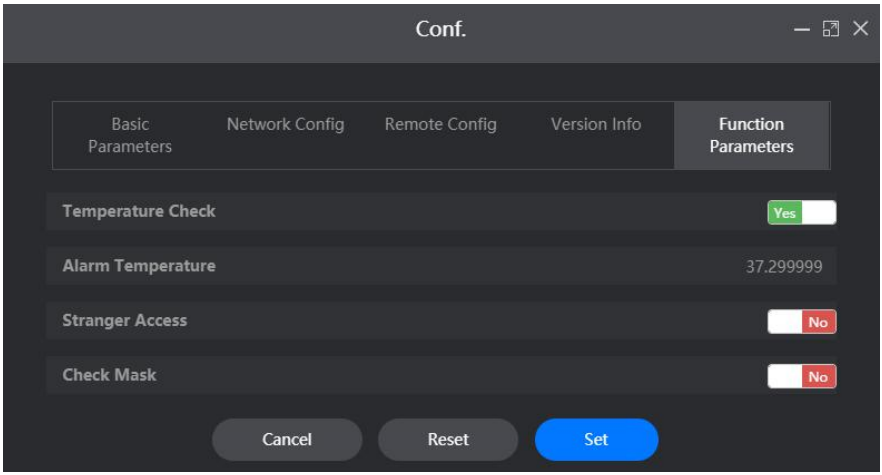


Figure 5-21

NOTE

- After enable Temperature Check, when the device detects that the passing person exceeds the alarm temperature, the device will broadcast "Abnormal Temperature" and prohibit the person from passing.
- After enable Stranger Access, when the device detects a stranger, the person is allowed to pass through.
- After enable Mask Detection, when the device detects that the passing person is not wearing a mask, the device will broadcast "No Mask".

5.3.1.4 Report export

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Resource→Device" to enter the device management interface, as shown in Figure 5-22 below.

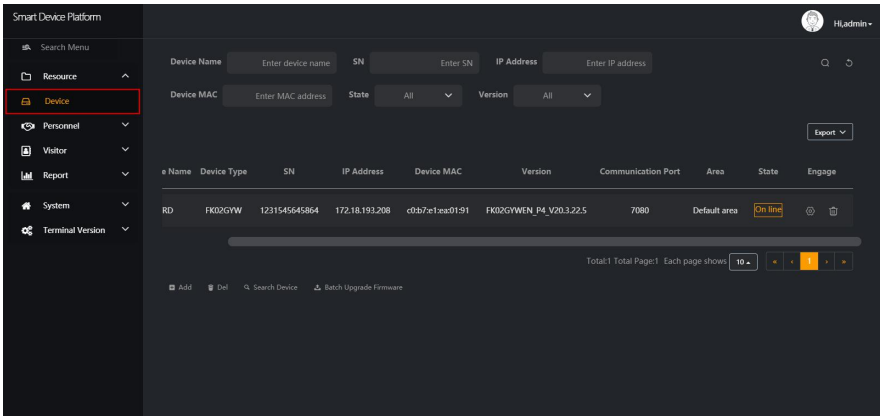


Figure 5-22

Step 2: Click " ", choose the format of the exported document, such as "Word", as shown in Figure 5-23 below.

Figure 5-23

Step 3： The device list is exported in word document format, and the document content is shown in Figure 5-24 below.

Device Name	Device Type	SN	IP Address	Device MAC	Version	Communication Port	Area	State	Engage
FRD	FK02GYW	1231545645864	172.18.193.208	c0:b7:e1:ea:01:91	FK02GYWEN_P4_V20.3.22.5	7080	Default area	On line	

Figure 5-24

5.3.1.5 Batch Upgrade Firmware

Batch Upgrade Firmware can simultaneously upgrade the firmware of one or multiple devices of the same model.

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Terminal Version→Firmware" to enter the firmware version interface, as shown in Figure 5-25 below.

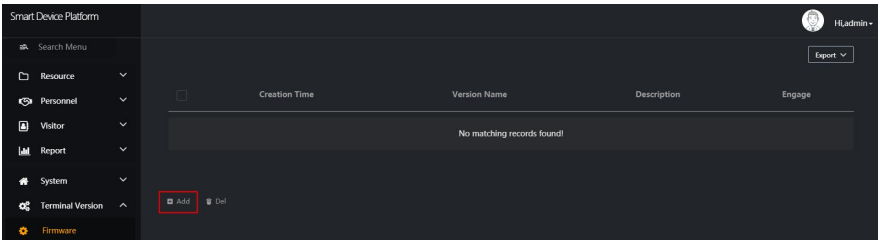


Figure 5-25

Step 2: Click " Add" to enter the version records interface, as shown in Figure 5-26 below.

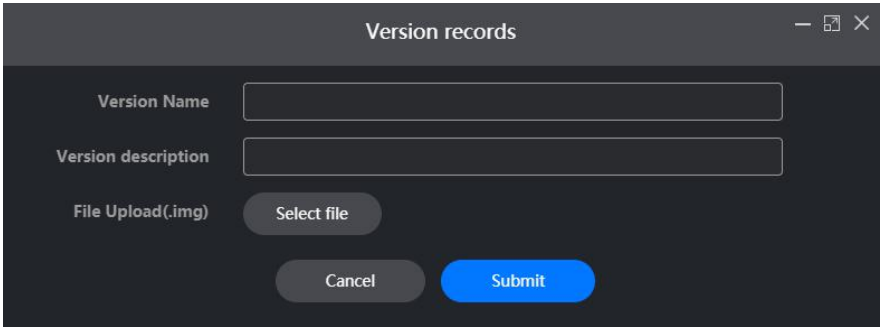


Figure 5-26

Step 3: Input the version name and the version description, click "Select file" to upload the firmware version to the platform

Step 4: Click "Submit".

Step 5: Click "Resource→Device" to enter the device management interface, as shown in Figure 5-27 below.

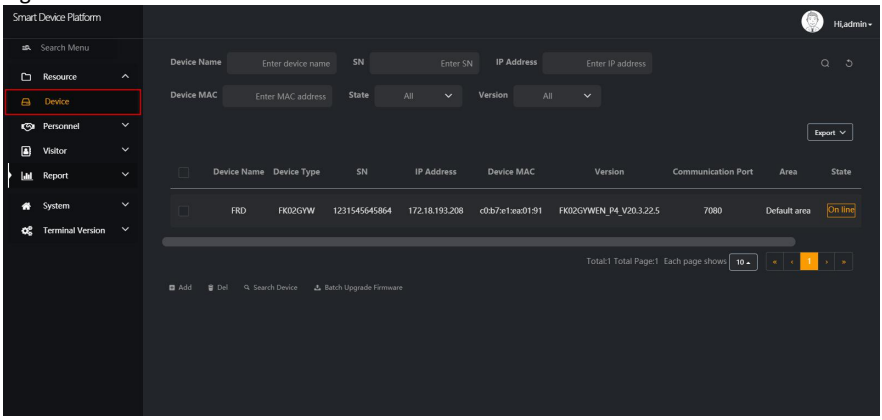


Figure 5-27

Step 6: Select the device to upgrade, click " ", as shown in Figure 5-28 below.

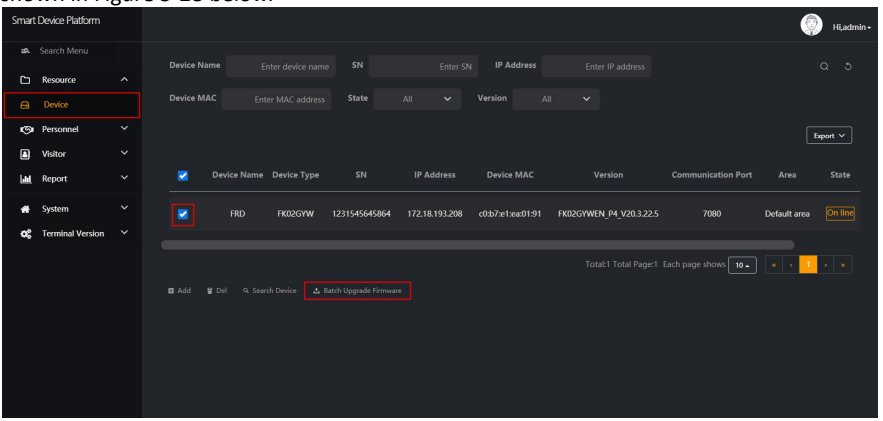


Figure 5-28

Step 7: Select the upgrade firmware version on the platform, click "To upgrade", wait for the device side to upgrade, the device will automatically restart after the upgrade is completed, and the upgrade is successful after the restart, as shown in Figure 5-29 below.

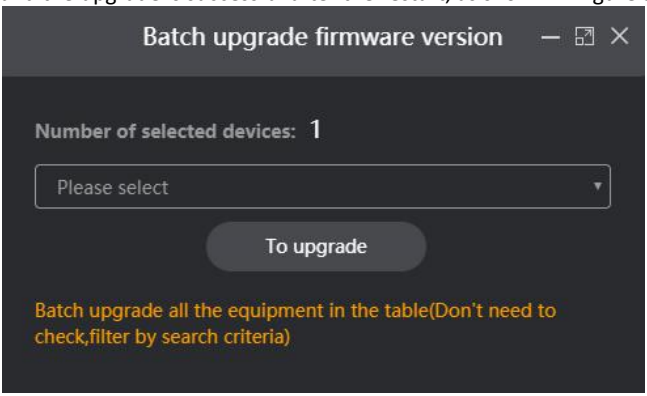


Figure 5-29

NOTE

- When the device is being upgraded, please do not power off the device or disconnect the Internet.

5.4 Personnel

5.4.1 Department

Smart device platform can add, edit and delete organization.

■ **Add Organization**

The specific steps are as follows:

Step 1: In the smart device platform interface,click "Personnel→Department" to enter the organization management interface, as shown in Figure 5-30 below.

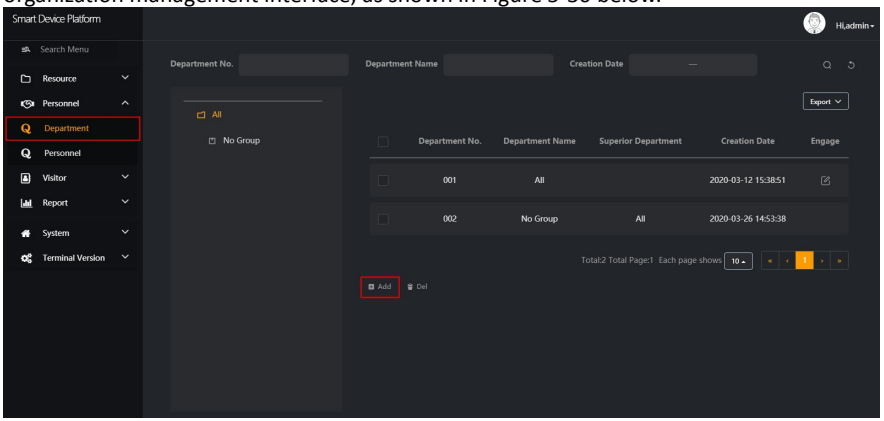


Figure 5-30

Step 2: Click " Add", as shown in Figure 5-31 below.

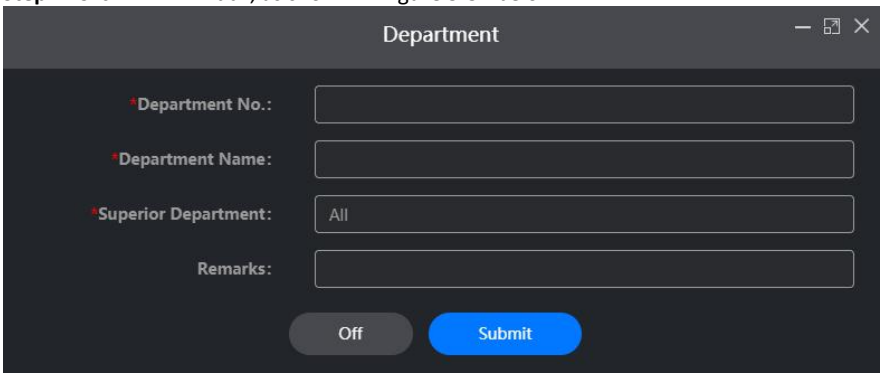


Figure 5-31

Step 3: Input the organization information (Department NO., Department Name, Superior Department, Remark), click "Submit" to complete the addition of the organization, as shown in Figure 5-32 below.

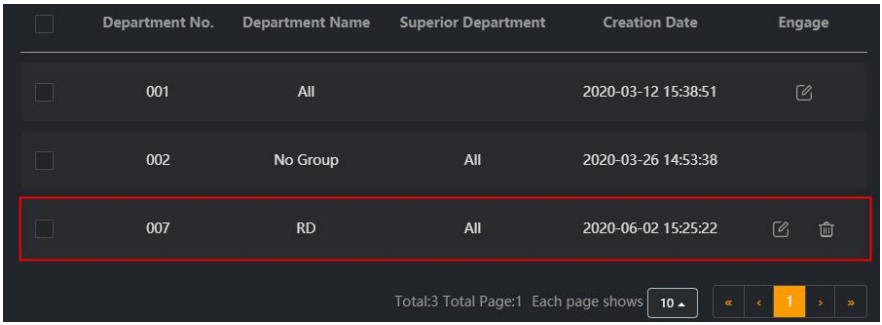


Figure 5-32

■ **Edit organization**

The specific steps are as follows:

Step 1: In the smart device platform interface,click "Personnel→Department" to enter the organization management interface, as shown in Figure 5-33 below.

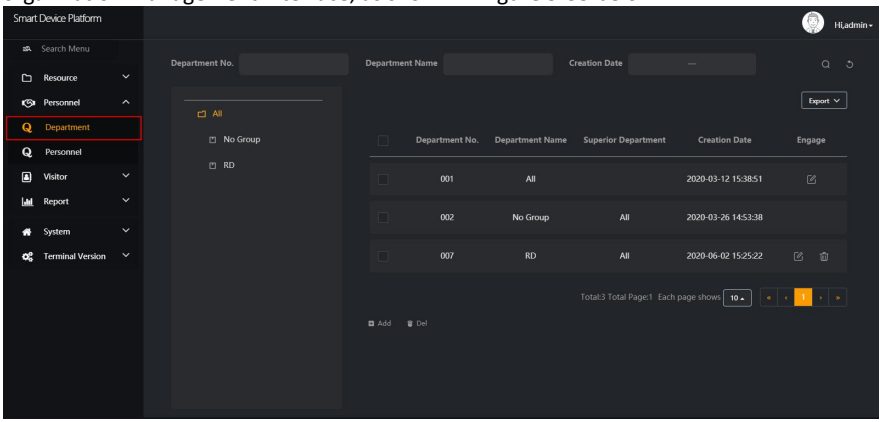


Figure 5-33

Step 2: Click the" " of the organization you want to edit, as shown in Figure 5-34 below.

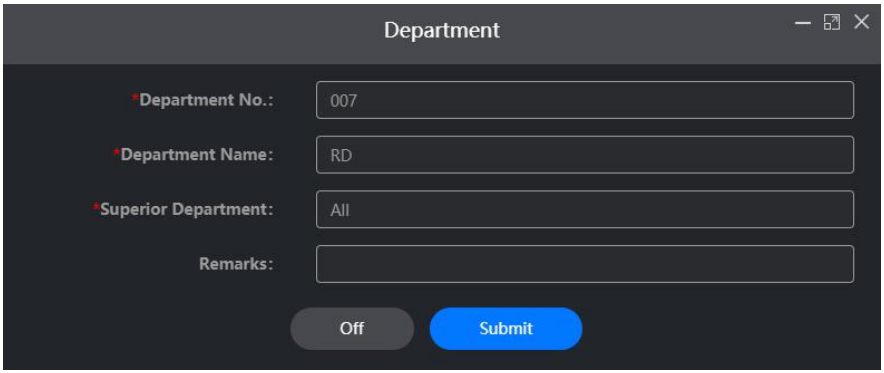


Figure 5-34

Step 3: Modify the organization information(Department Name, Remarks), click "Submit" to complete the modification.

■ Delete organization

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Personnel→Department" to enter the organization management interface, as shown in Figure 5-35 below.

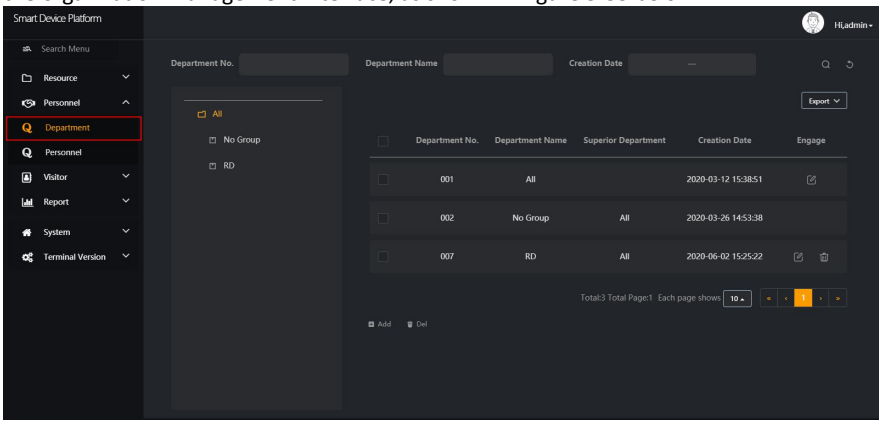


Figure 5-35

Step 2: Click the " →Confirm" of the organization you want to delete to complete the organization deletion, as shown in Figure 5-36 below.

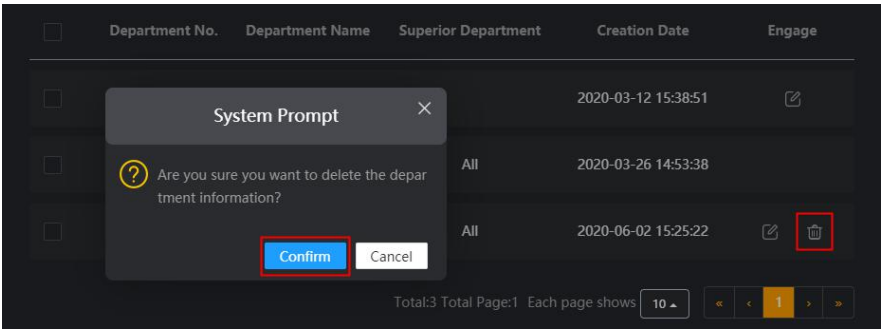


Figure 5-36

NOTE

- Multiple organizations can be selected at the same time, click "Del" to delete multiple organizations at the same time.
- All organizations can only be edited, not deleted.
- Ungrouped organizations cannot be edited or deleted.

■ Organization search

The specific steps are as follows:

Step 1: In the smart device platform interface,click "Personnel→Department" to enter the organization management interface, as shown in Figure 5-37 below.

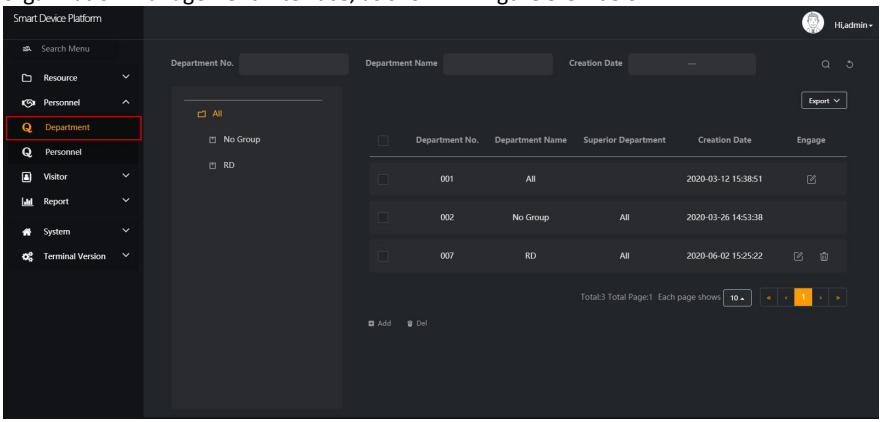


Figure 5-37

Step 2: Select all, or an organization.

Step 3: Enter a piece of information for the search organization(Such as Department No., Department Name or Creation Date), click "", search results will be displayed in the organization list, as shown in Figure 5-38 below.

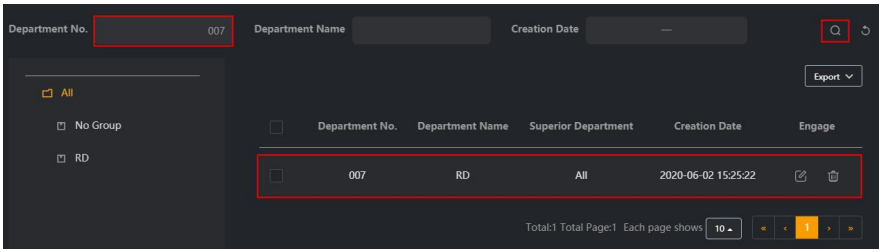


Figure 5-38

NOTE

- After searching for the organization, click "Export" to export the searched organization-related information to the document

5.4.2 Personnel

■ Add Personnel

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Personnel→Personnel" to enter the personnel management interface, as shown in Figure 5-39 below.

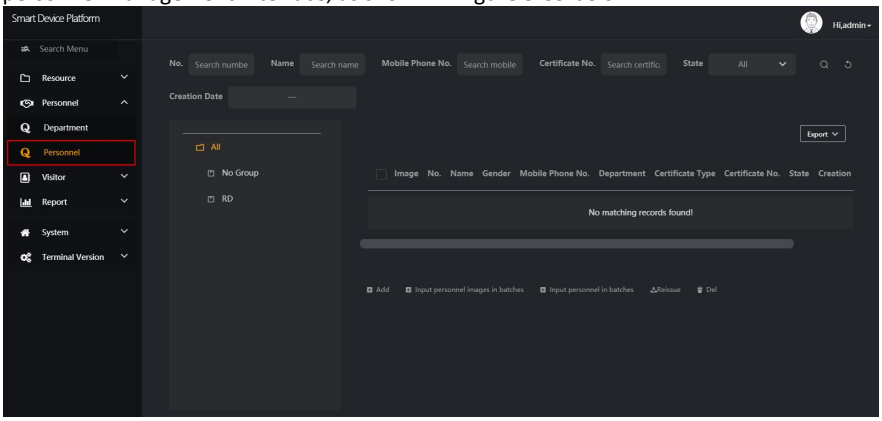


Figure 5-39

Step 2: Choose an organization, click " Add", as shown in Figure 5-40 below.

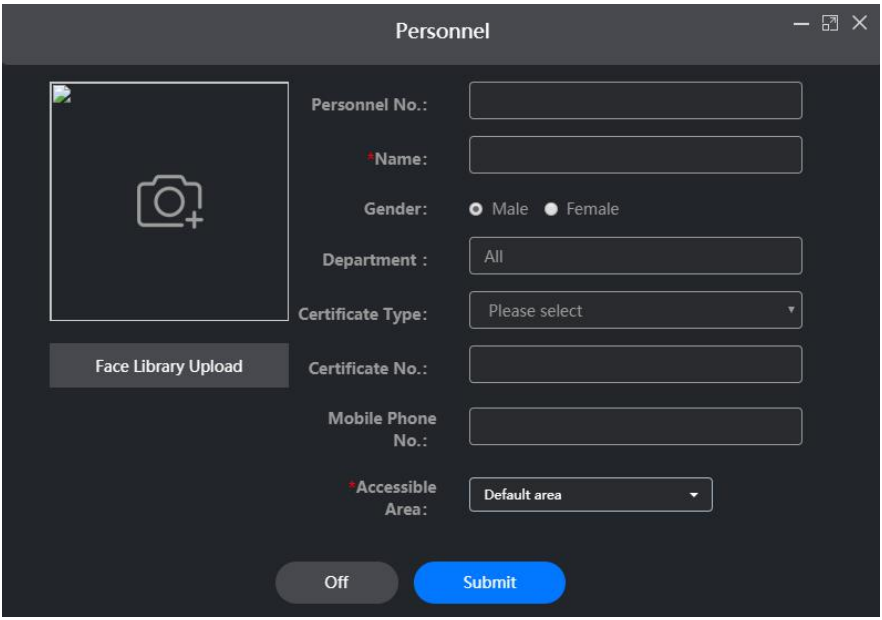


Figure 5-40

Step 3: Upload personnel pictures locally, enter personnel information(Personnel NO., Name, Gender,Certificate Type, Certificate NO., Mobile Phone NO.), choose a pass area.

Step 4: Click "Submit" to complete the addition of personnel, as shown in Figure 5-41 below.

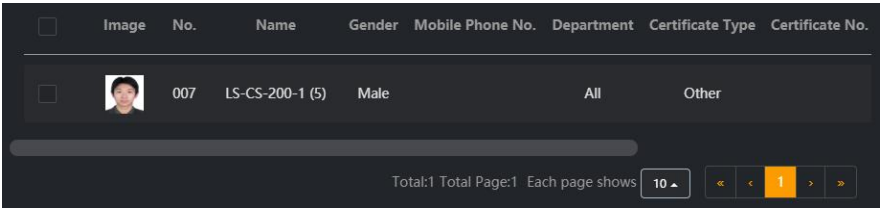


Figure 5-41

■ **Add personnel in batches**

The specific steps are as follows:

Step 1: In the smart device platform interface,click "Personnel→Personnel" to enter the personnel management interface, as shown in Figure 5-42 below.

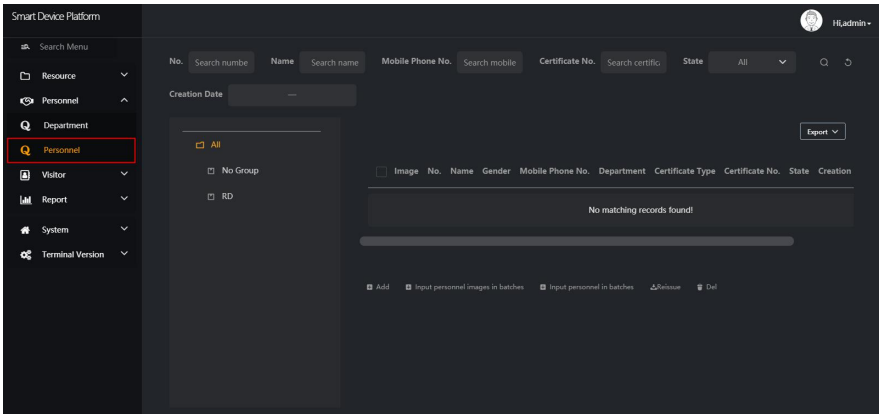


Figure 5-42

Step 2: Choose an organization, click " Input personnel image in batches".

Step 3: According to the actual situation, choose the folder or compressed package to store the personnel pictures, click "Confirm", as shown in Figure 5-43 below.

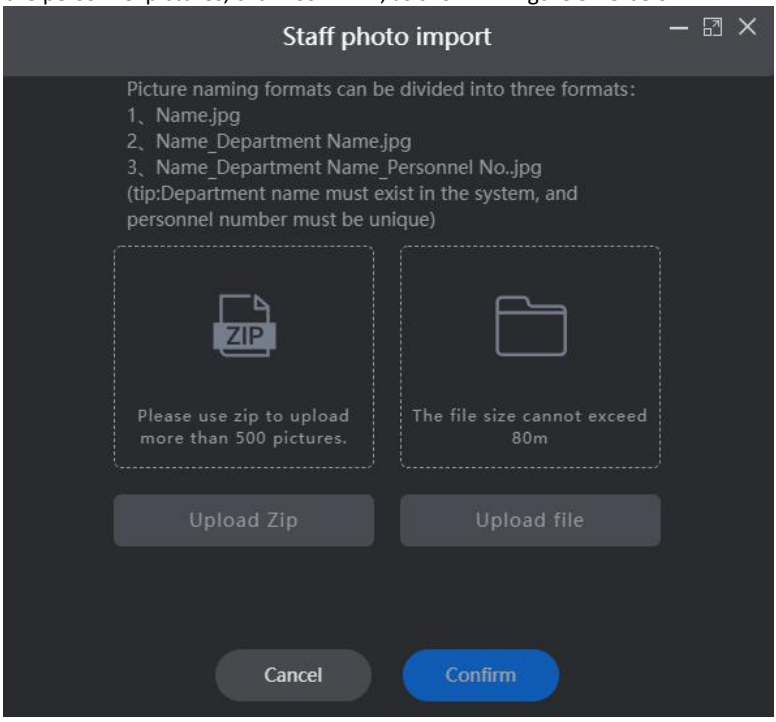


Figure 5-43

NOTE

- The uploaded person photos can only be uploaded successfully if they are in JPG format.
- The clearer the uploaded pictures, the more accurate the device identification and the faster the speed, but the uploaded folder cannot exceed 80M, and if it is greater than 500 pictures, please use the zip compression package to upload.
- The picture should be named as follow:
  1) Name.jpg
  2) Name_Department Name.jpg
  3) Name_Department Name_Personnel No..jpg

Step 4: Wait for the upload progress to be completed, the personnel picture is uploaded, as shown in Figure 5-44 below.

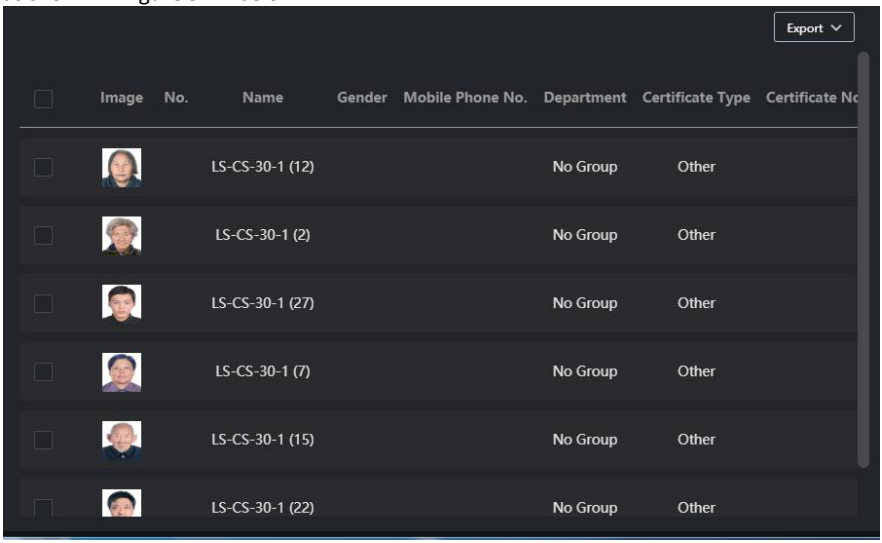


Figure 5-44

Step 5: Click " Input personnel in batches→ batch add people templates", enter the information of the person corresponding to the imported picture into the template, and the corresponding number.

Step 6: Click "Import" to complete the information of the person who has imported the picture.

■ **Edit Personnel**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Personnel→Personnel" to enter the personnel management interface, as shown in Figure 5-45 below.

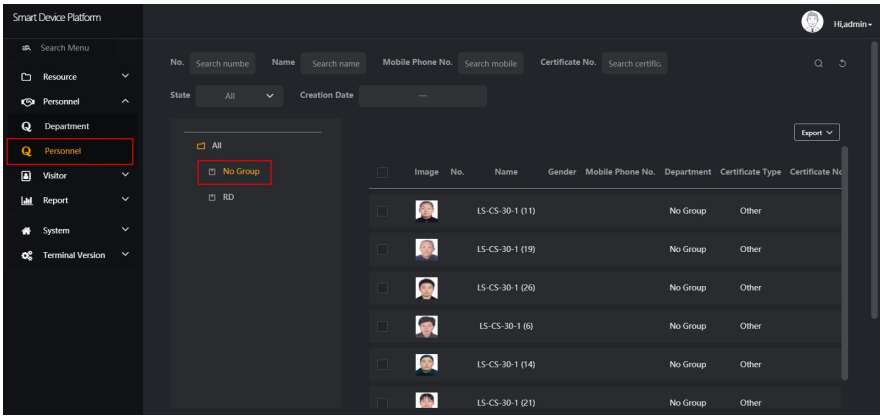


Figure 5-45

Step 2: Choose an organization, click the " " of the person to be edited, enter the relevant information of the person, click "Submit" to complete personnel editing, as shown in Figure 5-46 below.

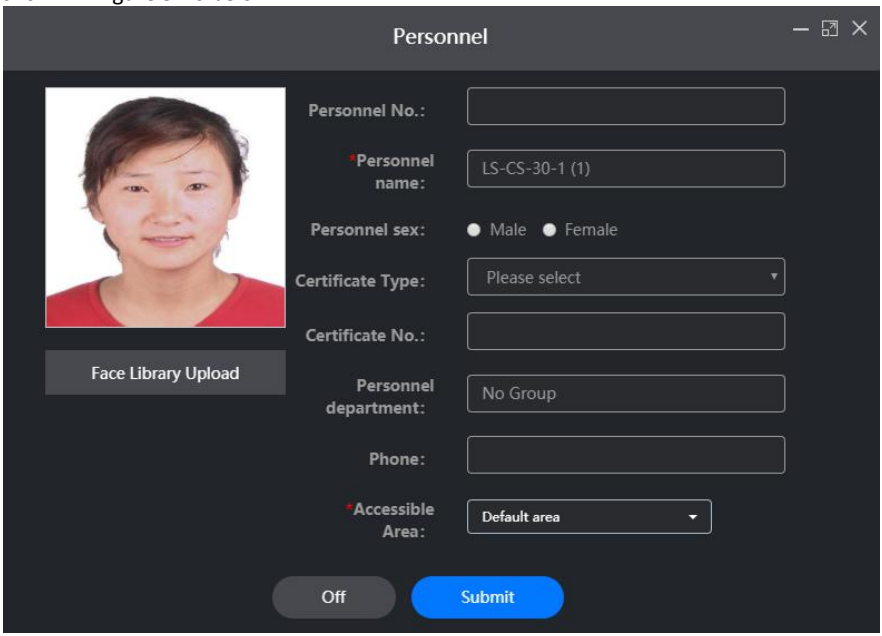


Figure 5-46

■ **Delete Personnel**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Personnel→Personnel" to enter the personnel management interface, as shown in Figure 5-47 below.

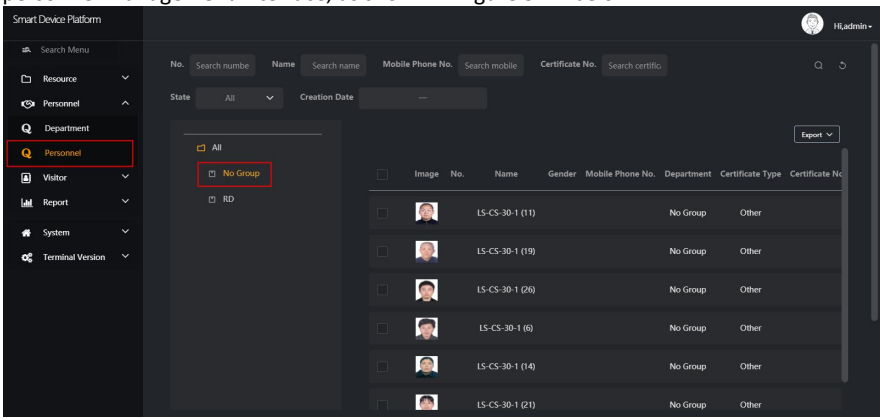


Figure 5-47

Step 2: Choose an organization, click the icon of the person to be edited " →Confirm" to complete personnel deletion.

■ Personnel Issued

Personnel issued refers to the distribution of personnel information to smart devices.

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Personnel→Personnel" to enter the personnel management interface, as shown in Figure 5-48 below.

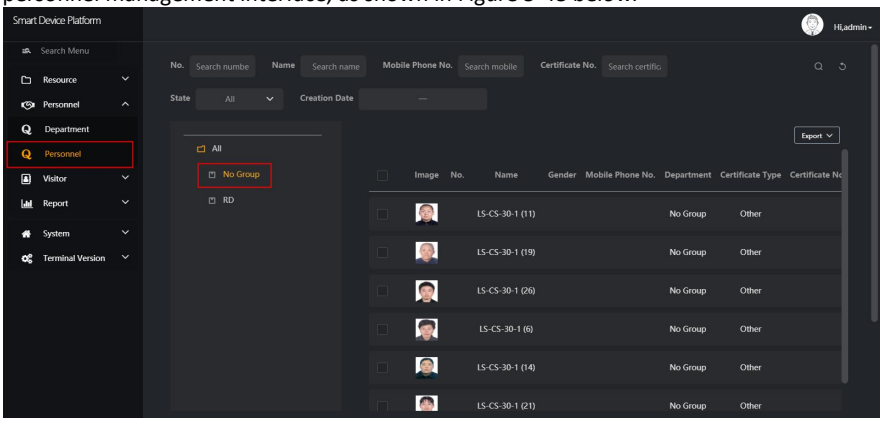


Figure 5-48

Step 2: Choose an organization, click the" " of the personnel information to be issued to complete the picture release.

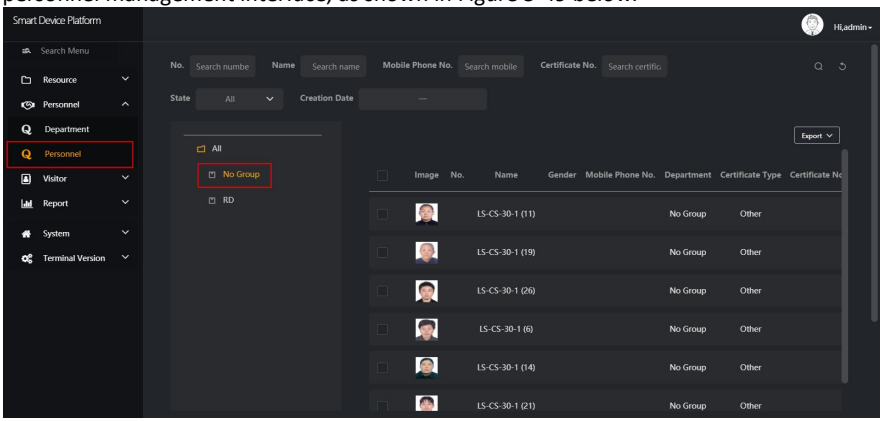
NOTE

- After uploading the picture, the picture will be automatically delivered to the device. When the delivery fails, the picture can be re-sent through the above method.
- You can select multiple pictures, click "Reissue" to send multiple pictures to the device at the same time.

■ Search Personnel

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Personnel→Personnel"to enter the personnel management interface, as shown in Figure 5-49 below.



5-49

Step 2: Select "All", or an organization.

Step 3: At the top of the interface, enter a piece of information (such as number, name, mobile phone number or ID number status) of the search person,click " ", search results will be displayed in the people list, as shown in Figure 5-50 below.

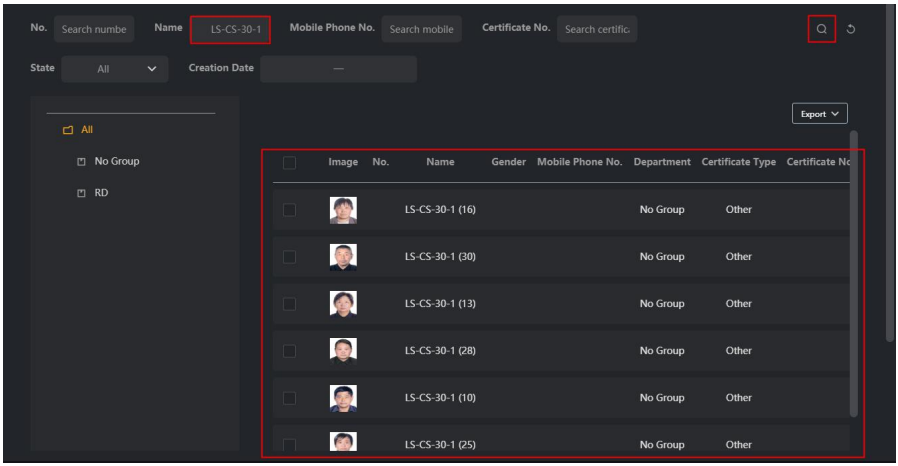


Figure 5-50

NOTE

- After searching for personnel, click "Export" to export the relevant information of the searched personnel to the document.

5.5 Visitor

5.5.1 Visitor Information

■ Visitor Registration

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Visitor→Visitor Information" to enter the visitor information interface, as shown in Figure 5-51 below.

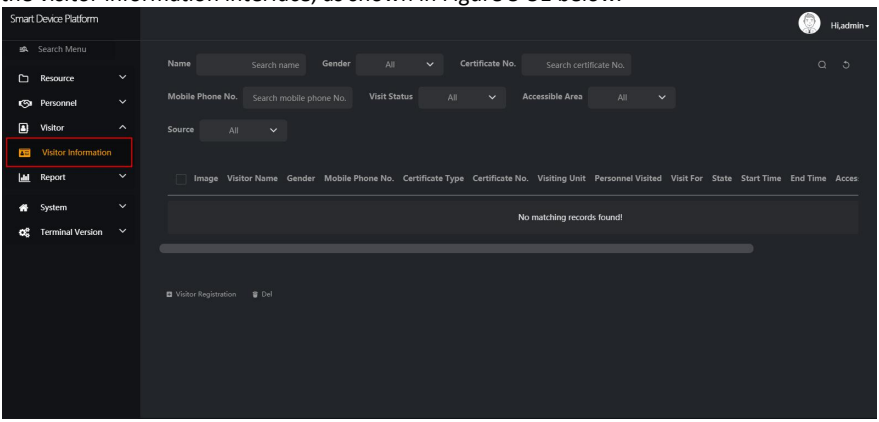


Figure 5-51

Step 2: Click " Visitor Registration" to enter the visitor registration interface, as shown in Figure 5-52 below.

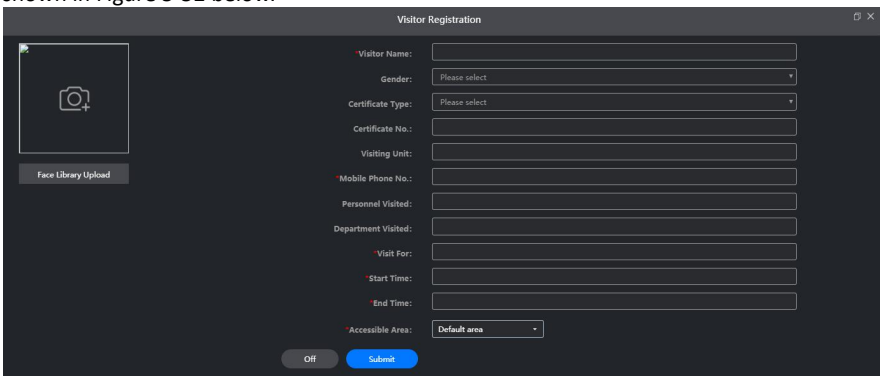


Figure 5-52

Step 3: Upload visitor pictures, register visitor information, click "Submit" to complete visitor registration, as shown in Figure 5-53 below.

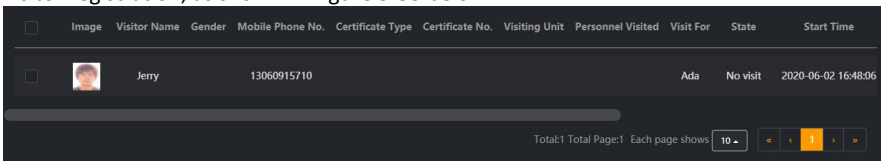


Figure 5-53

NOTE

- When registering visitor information, Gender, Certificate Type, Visiting Unit, Personnel Visited and Department Visited are optional items, other items with "*" are required items.

■ **View visitor records**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Visitor→Visitor Information" to enter the visitor information interface, as shown in Figure 5-54 below.

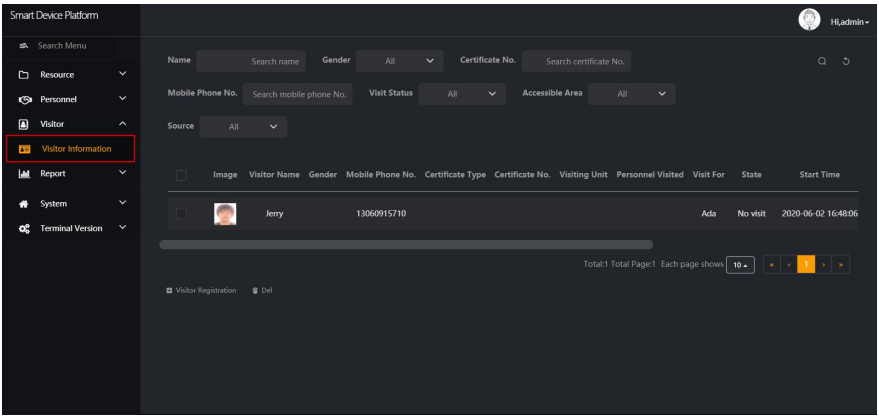
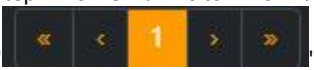


Figure 5-54

Step 2: To view all visitor information, you can turn pages by "  ".

NOTE

- At the top of the interface, enter a piece of information (such as number, name, mobile phone number or certificate type) of a visitor information, click " ", search results will be displayed in the visitor list.

5.6 Report

5.6.1 Personnel Access

Personnel access records are used to view and export all normal access records, including internal personnel records and visitor records.

■ **View Personnel Access**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Report→Personnel Access" to enter the personnel access interface, as shown in Figure 5-55 below.

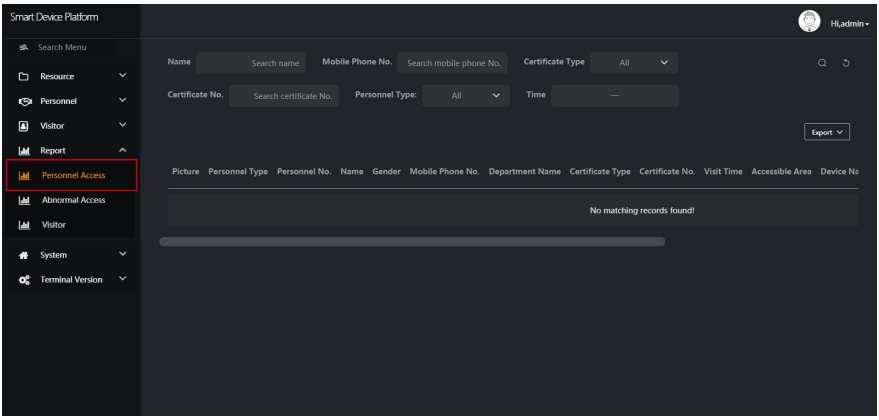


Figure 5-55

Step 2: To view all the passerby records in the personnel access record list (displayed in order from now to the past), you can turn the page by" ".

NOTE

- At the top of the personnel access record interface, you can enter certain passerby information (such as name, gender, ID type, ID number, person type, time), click " ", and the search results are displayed in the personnel access list.

■ **Export personnel access records**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Report→Personnel Access" to enter the personnel access interface, as shown in Figure 5-56 below.

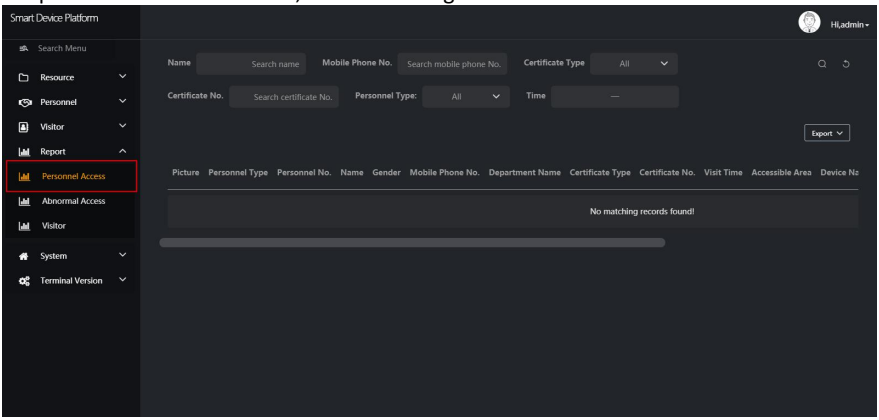


Figure 5-56

Step 2: Click "Export", select the file format (CSV/TXT/Word/Excel) and export the personnel access records as a file.

5.6.2 Abnormal Access

Abnormal Access is used to view and export all abnormal entry and exit records, such as "No Mask", "Stranger", "Abnormal Temperature".

■ **View Abnormal Access**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Report→Abnormal Access" to enter the abnormal access interface, as shown in Figure 5-57 below.

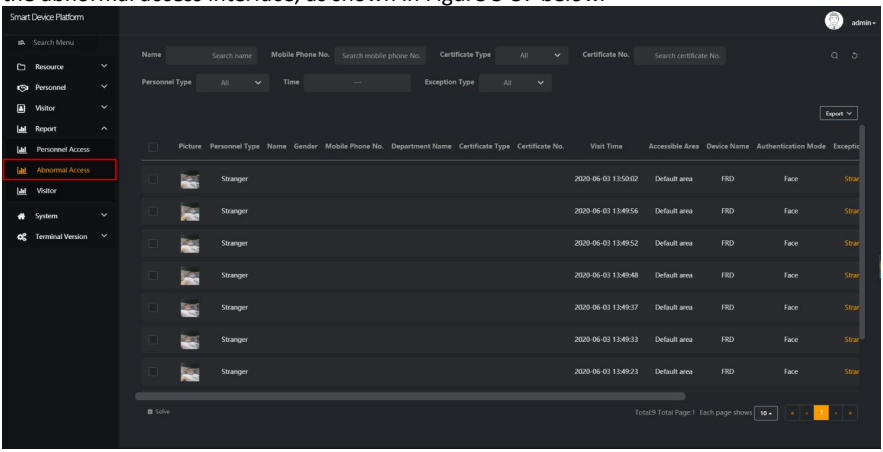


Figure 5-57

Step 2: To view all the passerby records in the abnormal access record list (displayed in order from now to the past), you can turn the page by" ".

NOTE

- At the top of the abnormal traffic record interface, you can enter the information of a certain abnormal traffic person(such as name, Mobile Phone No., Certificate Type, Certificate No., Personnel Type, Time, Exception Type), " ", and the search results are displayed in the abnormal access list.

■ **Export Abnormal Access**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Report→Abnormal Access" to enter the abnormal access interface, as shown in Figure 5-58 below.

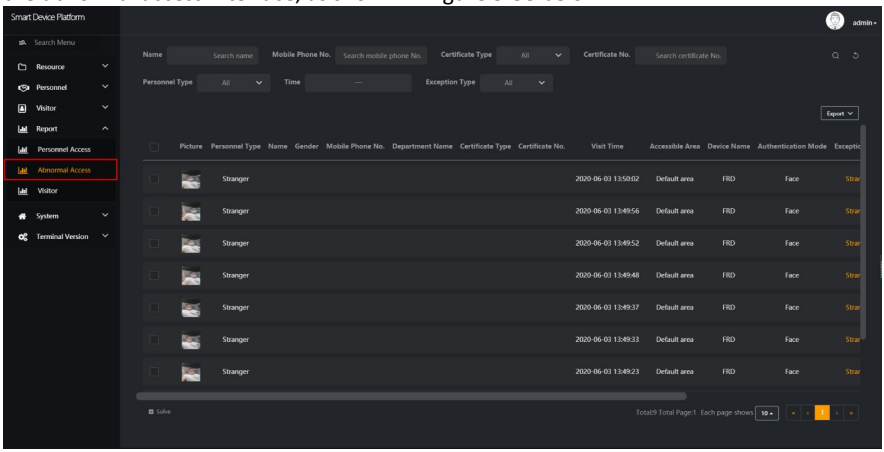


Figure 5-58

Step 2: Click "Export", select the file format(CSV/TXT/Word/Excel), and export the abnormal access records as a file.

5.6.3 Visitor

Visitor is used to view and export all visitor records.

■ **View Visitor**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Report→Visitor" to enter the Visitor interface, as shown in Figure 5-59 below.

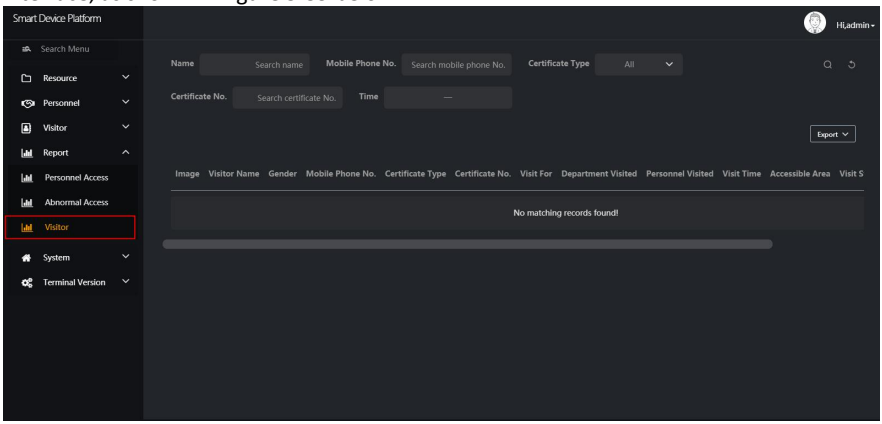
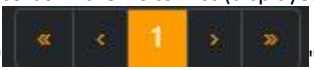


Figure 5-59

Step 2: To view all the visitor records in the visitor list (displayed in order from now to the past), you can turn the page by"  ".

NOTE

- At the top of the visitor record interface, you can enter a certain visitor information(such as name, Mobile Phone No., Certificate Type, Certificate No., Time), " ", the search results are displayed in the visitor list.

■ **Export Visitor**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Report→Visitor" to enter the Visitor interface, as shown in Figure 5-60 below.

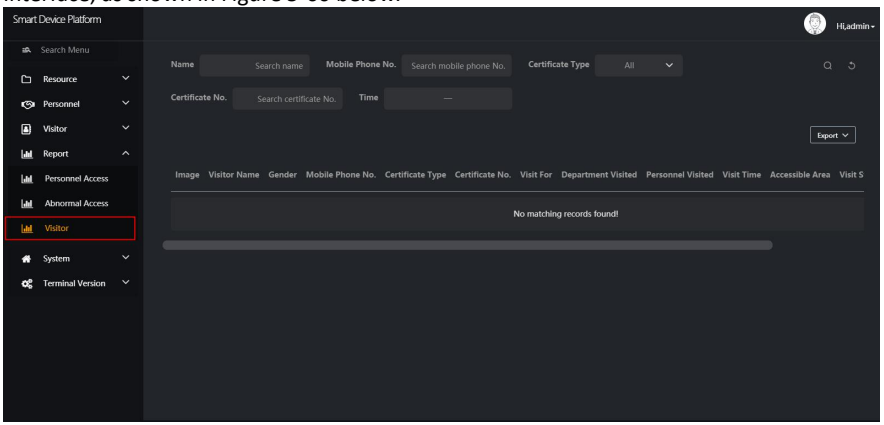


Figure 5-60

Step 2: Click "Export", select the file format(CSV/TXT/Word/Excel)to export file.

5.7 System

5.7.1 Area

Area can be divided into multiple areas according to the actual needs of users, where you can add, edit, and delete areas.

■ **Add Area**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "System→Area" to enter the area management interface, as shown in Figure 5-61 below.

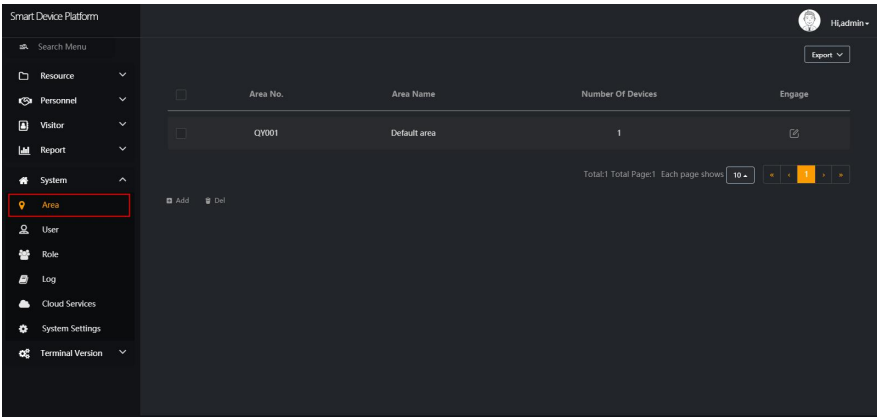


Figure 5-61

Step 2: Click " Add", enter the newly added area information(Area No., Area Name), as shown in Figure 5-62 below.

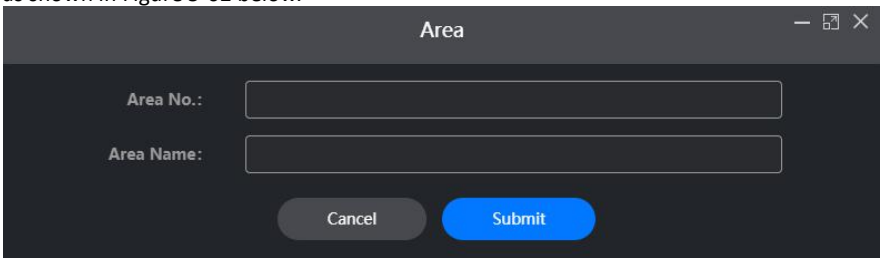


Figure 5-62

Step 3: Click "Submit" to complete adding area, as shown in Figure 5-63 below.

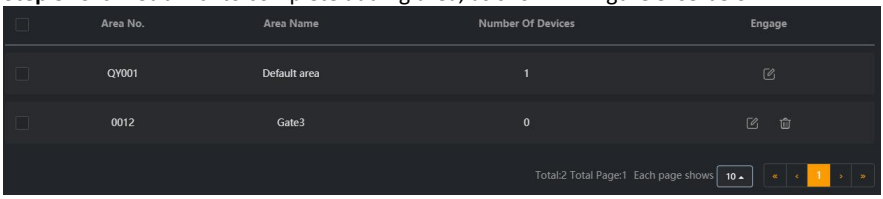


Figure 5-63

■ Edit Area

The specific steps are as follows:

Step 1: In the smart device platform interface, click "System→Area" to enter the area management interface, as shown in Figure 5-64 below.

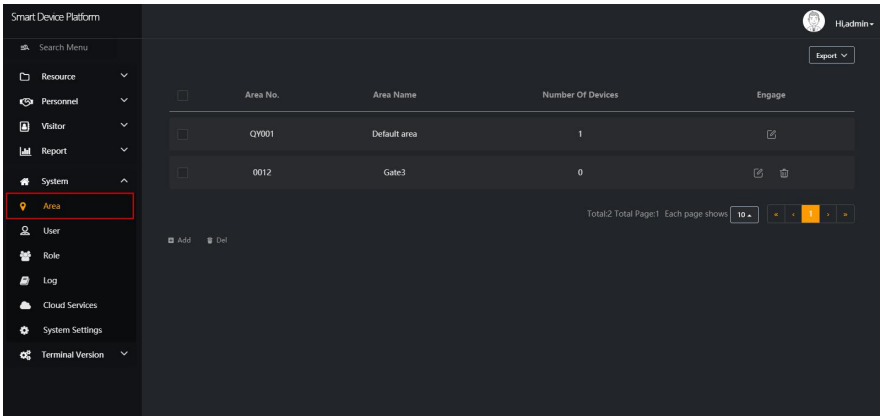


Figure 5-64

Step 2: Click " **"** of the area you want to edit, enter information about the area, click "Submit" to complete area editing, as shown in Figure 5-65 below.

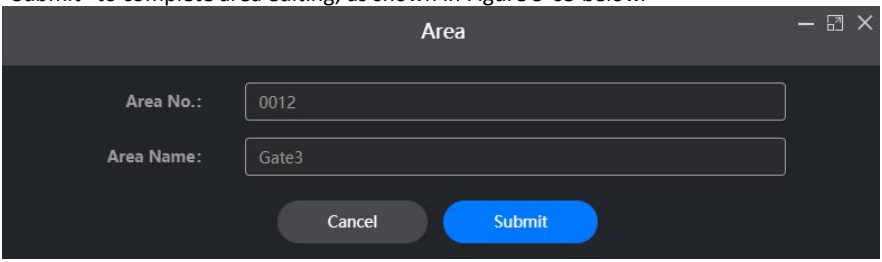


Figure 5-65

■ **Delete Area**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "System→Area" to enter the area management interface, as shown in Figure 5-66 below.

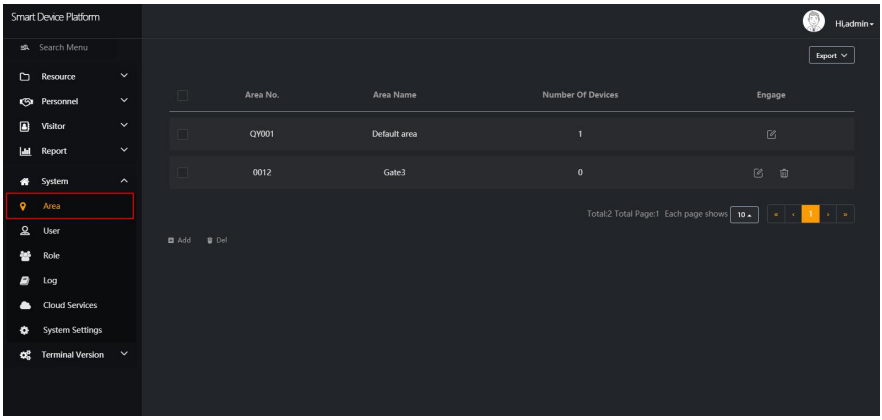


Figure 5-66

Step 2: Click the area you want to delete " →Confirm" to complete the area deletion.

NOTE

- The default area can only be edited and cannot be deleted.

5.7.2 User

User management is used to view, add, edit, and delete smart device platform accounts.

■ **Add users**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "System→User" to enter the user management interface, as shown in Figure 5-67 below.

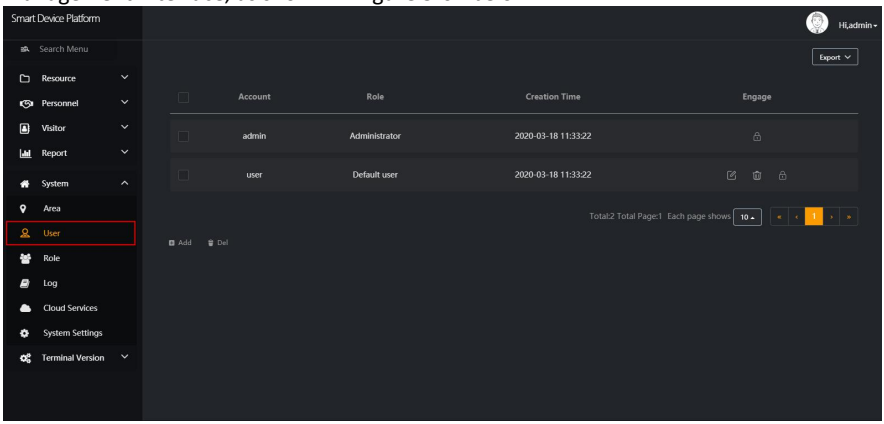


Figure 5-67

Step 2: Click " Add", enter account number, password, confirm password, select authority authorization, as shown in Figure 5-68 below.

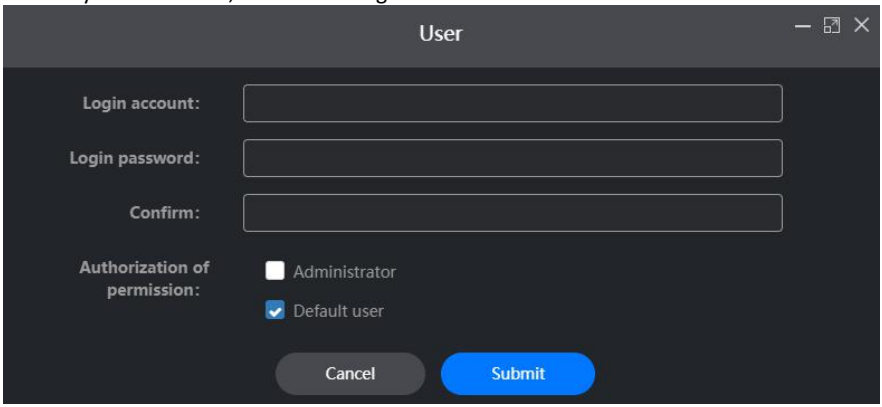


Figure 5-68

Step 3: Click "Submit" to complete user addition, as shown in Figure 5-69 below.

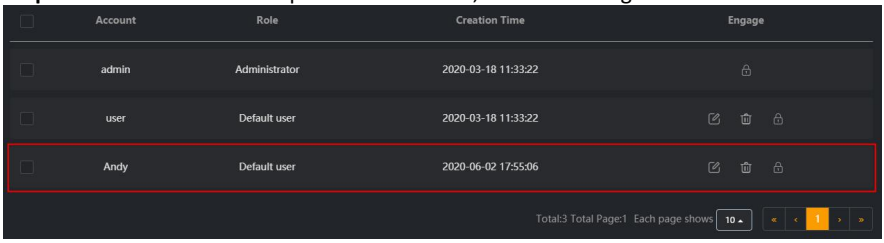


Figure 5-69

NOTE

- The default permissions of the system are only for the administrator and the default user. If you need to modify it, you need to go to the role management interface to add roles as needed.

■ **Edit User**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "System→User" to enter the user management interface, as shown in Figure 5-70 below.

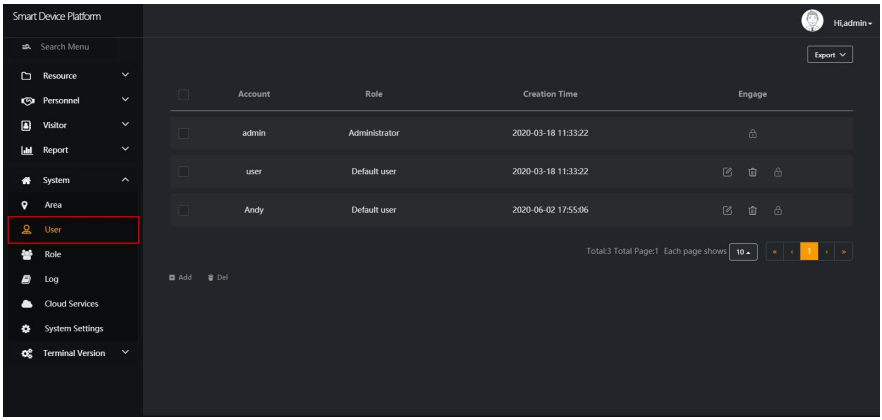


Figure 5-70

Step 2: Click " " of the user you want to edit, enter account and permissions, click "Submit"to complete the user editing, as shown in Figure 5-71 below.

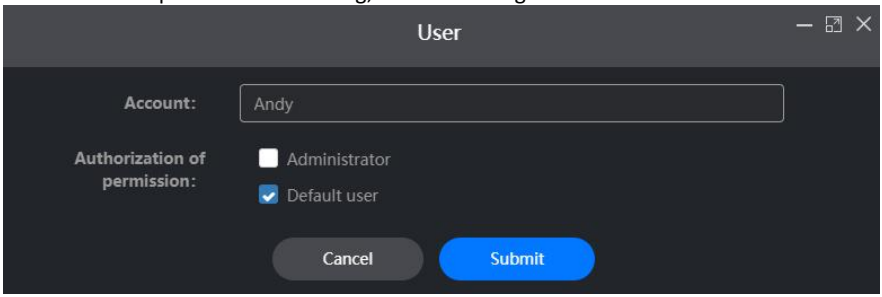


Figure 5-71

■ Delete User

The specific steps are as follows:

Step 1: In the smart device platform interface, click "System→User" to enter the user management interface, as shown in Figure 5-72 below.

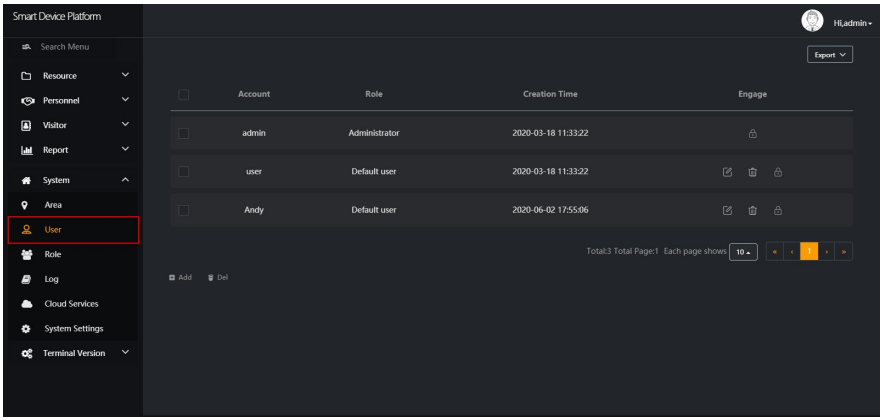


Figure 5-72

Step 2: Click the account you want to delete " →Confirm" to complete the account deleting.

NOTE

- The administrator account can only be edited and cannot be deleted.

5.7.3 Role

Role management configures user roles with different permissions according to actual needs, you can add, edit, and delete roles.

■ **Add Role**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "System→Role" to enter the role management interface, as shown in Figure 5-73 below.

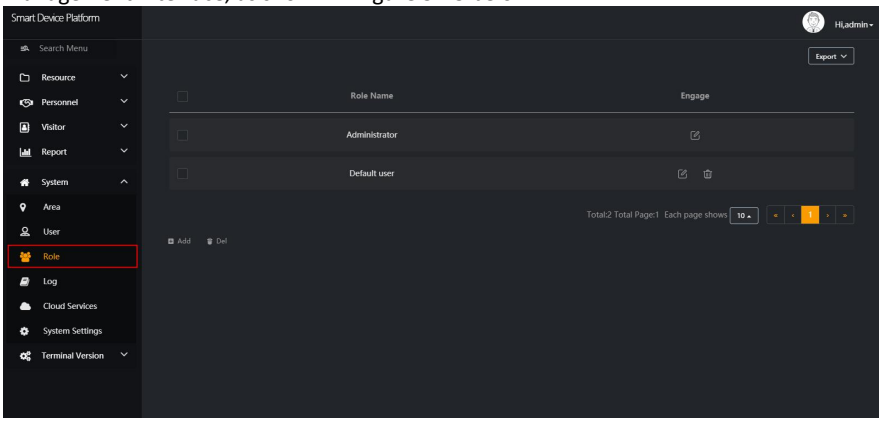


Figure 5-73

Step 2: Click " Add", enter role name and configure permissions, as shown in Figure 5-74 below.

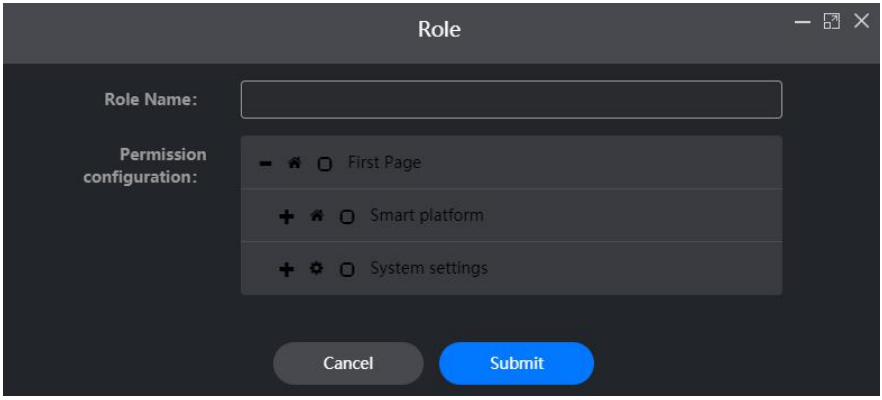


Figure 5-74

Step 3: Click "Submit" to complete the role addition, as shown in Figure 5-75 below.

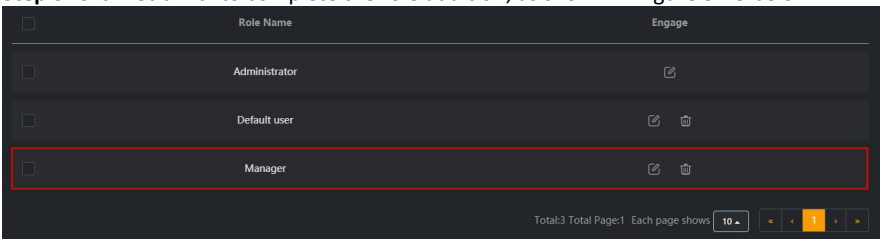


Figure 5-75

■ **Edit Role**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "System→Role" to enter the user management interface, as shown in Figure 5-76 below.

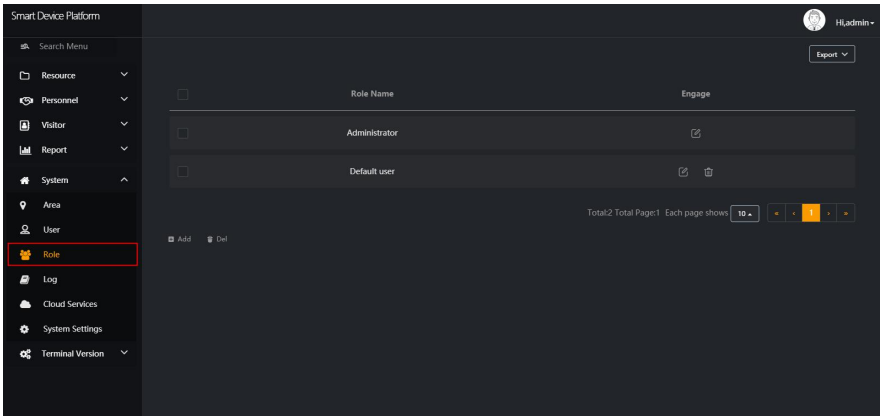


Figure 5-76

Step 2: Click " " of the role you want to edit, modify role name and permission configuration, click "Submit" to complete the user editing, as shown in Figure 5-77 below.

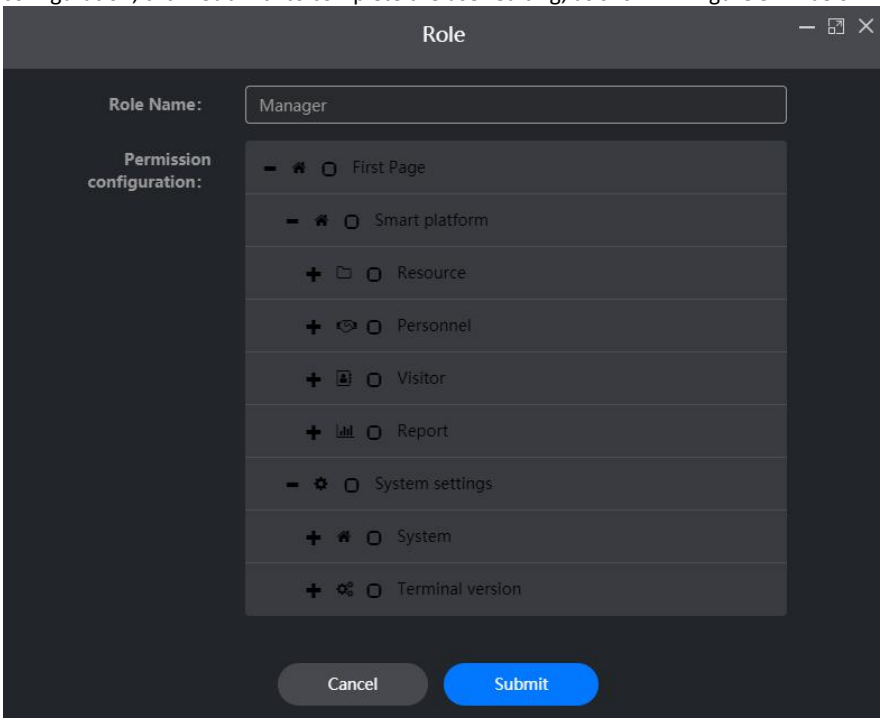


Figure 5-77

■ **Delete Role**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "System→Role" to enter the user management interface, as shown in Figure 5-78 below.

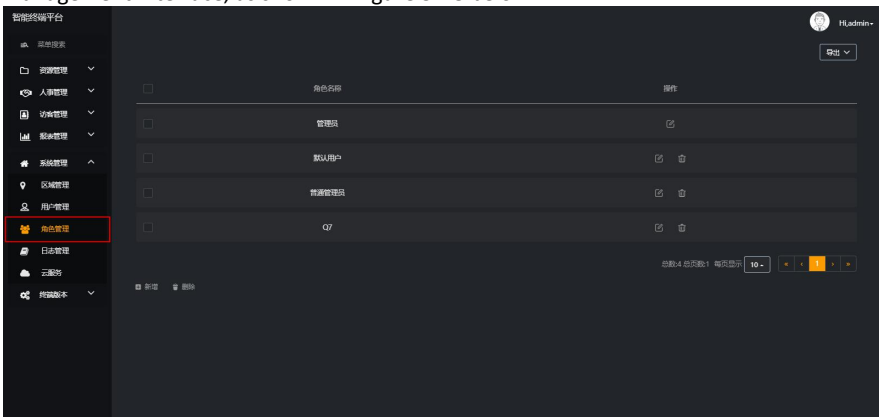


Figure 5-78

Step 2: Click the role you want to delete " →Confirm" to complete role deletion.

NOTE

- The administrator role can only be edited and cannot be deleted.

5.7.4 Log

Log management is used to query and export all platform logs.

The specific steps are as follows:

Step 1: In the smart device platform interface, click "System→Log" to enter the log management interface, as shown in Figure 5-79 below.

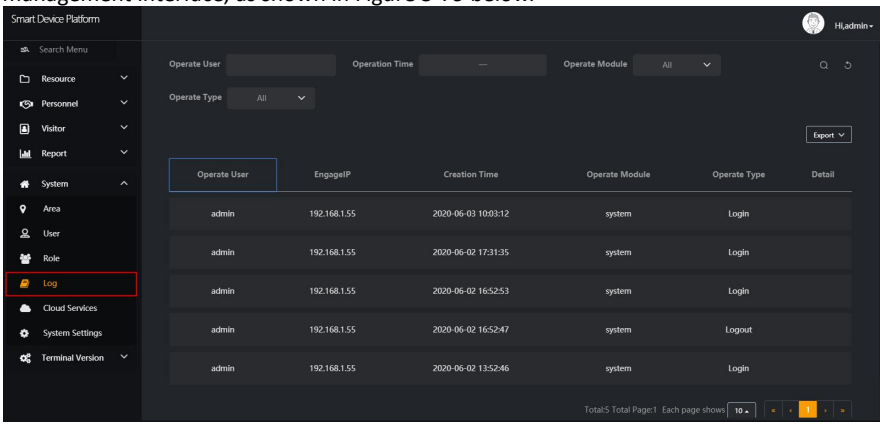
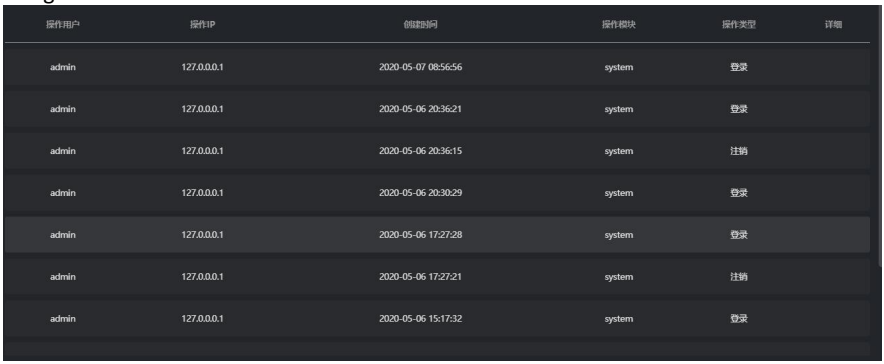


Figure 5-79

Step 2: View all logs.

Query log, at the top of the log management interface, enter a piece of information related to the query log(Such as Operate User, Time, Operate Module, Operate Type), click " " and logs that match the search criteria are displayed in the log list, as shown in Figure 5-80 below.



操作用户	操作IP	创建时间	操作模块	操作类型	详细
admin	127.0.0.0.1	2020-05-07 08:56:56	system	登录	
admin	127.0.0.0.1	2020-05-06 20:36:21	system	登录	
admin	127.0.0.0.1	2020-05-06 20:36:15	system	注销	
admin	127.0.0.0.1	2020-05-06 20:30:29	system	登录	
admin	127.0.0.0.1	2020-05-06 17:27:28	system	登录	
admin	127.0.0.0.1	2020-05-06 17:27:21	system	注销	
admin	127.0.0.0.1	2020-05-06 15:17:32	system	登录	

Figure 5-80

Export log, click "Export", select the file format (CSV/TXT/Word/Excel),and export the searched logs in a file format.

5.7.5 Cloud Service

Cloud services are used to activate cloud services. After the cloud services of an enterprise are activated, devices can be managed remotely through the mobile terminal.

The specific steps are as follows:

Step 1: In the smart device platform interface, click "System→Cloud Services" to enter the cloud service interface, as shown in Figure 5-81 below.

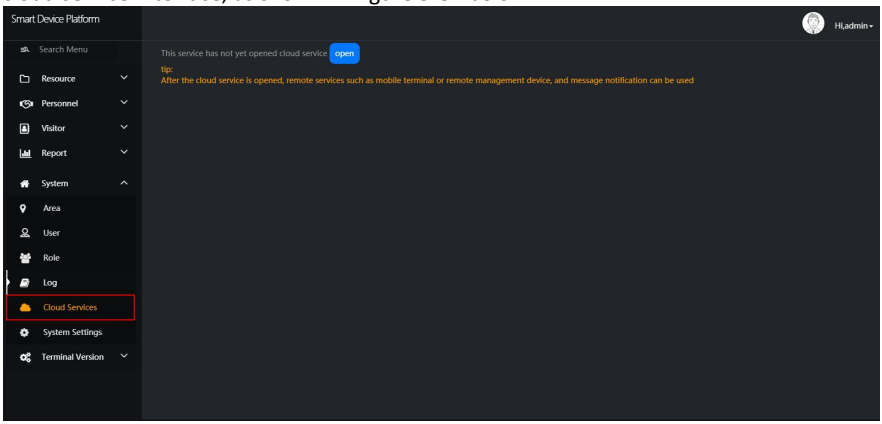


Figure 5-81

Step 2: Click "Open", enter enterprise code, as shown in Figure 5-82 below.

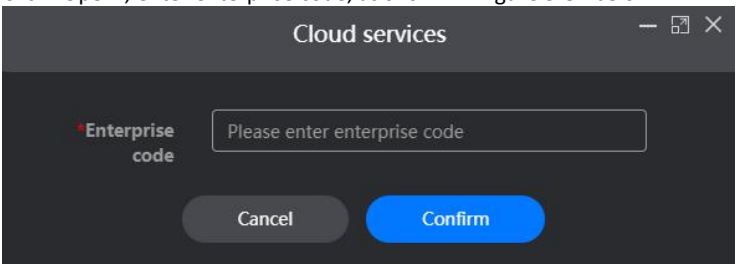


Figure 5-82

Step 3: Click "Confirm" to activate the cloud service.

NOTE

- The enterprise code is provided by the supplier, the platform and the App use the same enterprise code, and the App can be used normally.

5.7.6 System Setting

System settings are used to set the language of the smart device platform.

The specific steps are as follows:

Step 1: In the smart device platform interface, click "System→Cloud Services" to enter the system setting interface, as shown in Figure 5-83 below.

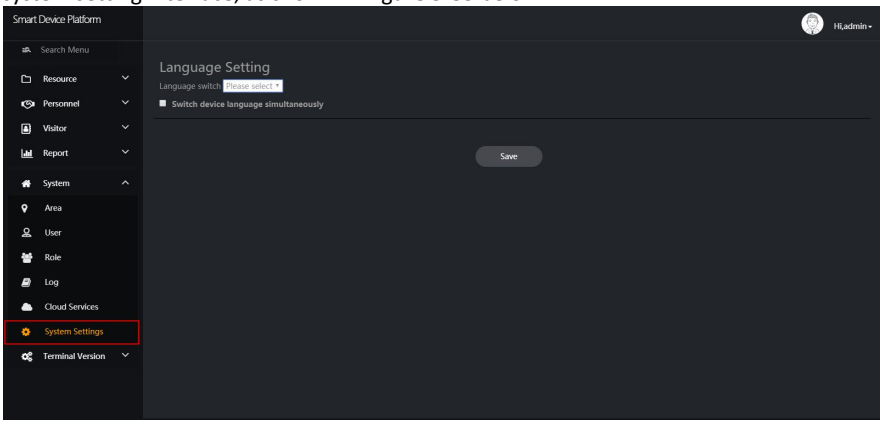


Figure 5-83

Step 2: Click "Please select", choose a language, as shown in Figure 5-84 below.

Figure 5-84

Step 3: Click "Save" to save setting, the system will automatically switches languages.

5.8 Terminal version

5.8.1 Firmware

The firmware version is used for storage, delete the firmware version.

■ **Storage firmware**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Terminal Version→Firmware" to enter the firmware version interface, as shown in Figure 5-85 below.

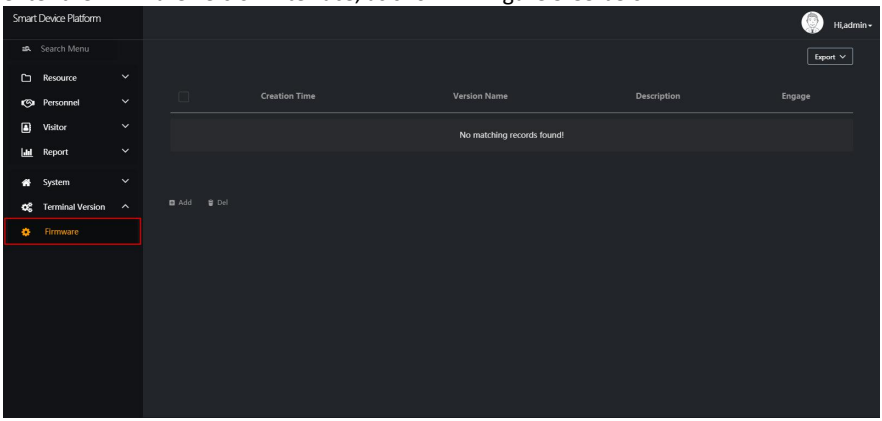


Figure 5-85

Step 2: Click " Add", enter the version name and version description, click "Select File" to select the firmware files, as shown in Figure 5-86 below.

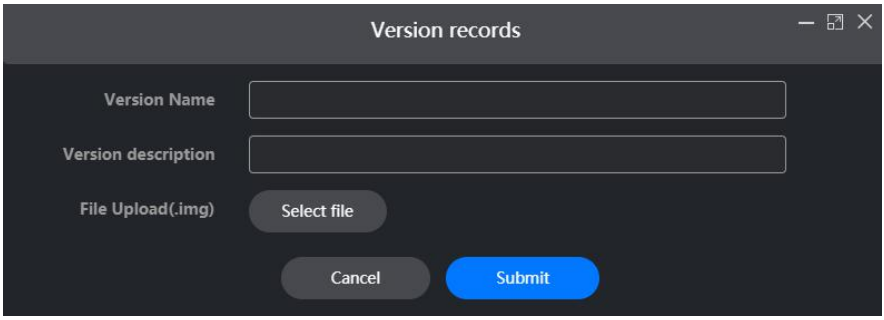


Figure 5-86

Step 3: Click "Submit", the firmware was successfully uploaded to the platform, as shown in Figure 5-87 below.

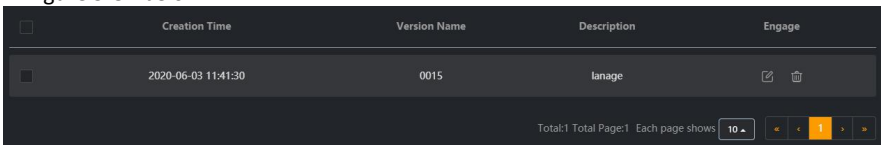


Figure 5-87

■ **Delete firmware**

The specific steps are as follows:

Step 1: In the smart device platform interface, click "Terminal Version→Firmware" to enter the firmware version interface, as shown in Figure 5-88 below.

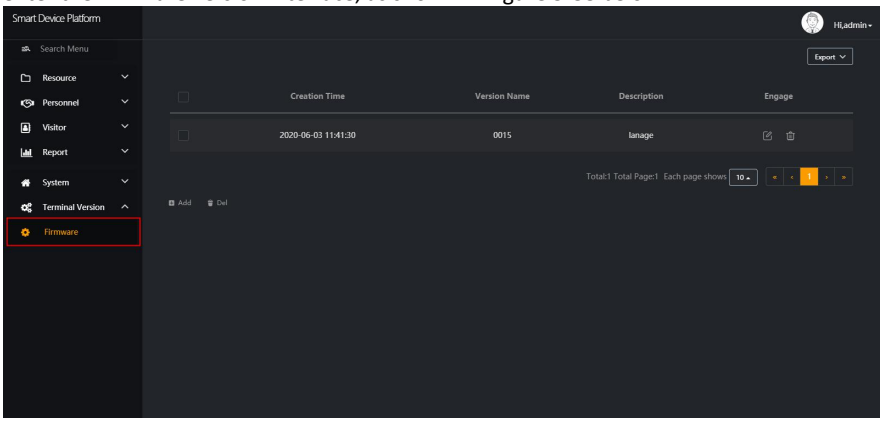


Figure 5-88

Step 2: Click the firmware you want to delete" →Confirm" to complete the firmware deletion.

5.9 Platform Account

The platform account is used to modify the login password, log out of the platform and view the platform version.

5.9.1 Modify Password

The specific steps are as follows:

Step 1: In the smart device platform interface, click " →Modify Password", as shown in Figure 5-89 below.

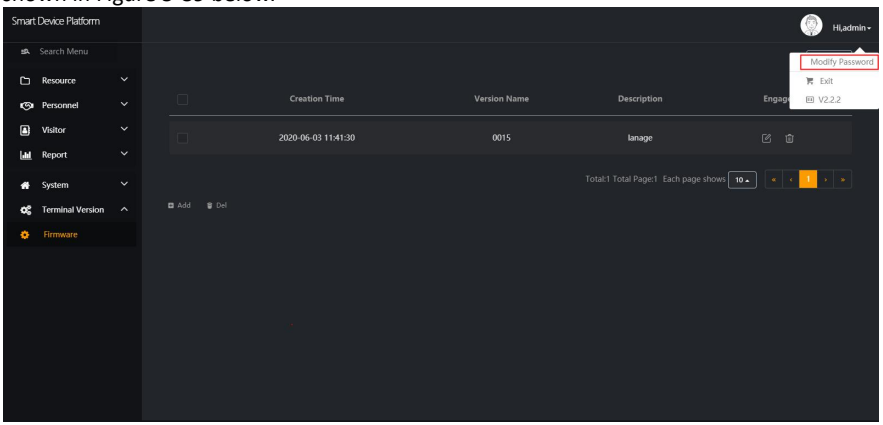


Figure 5-89

Step 2: Enter new password and confirm password, click "Submit" to complete the modification of login password, as shown in Figure 5-90 below.

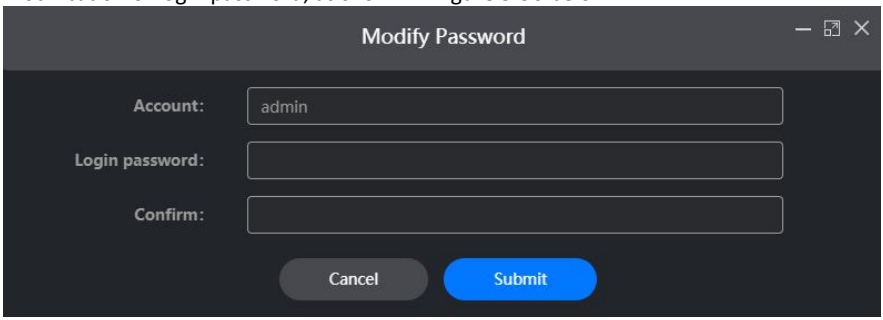


Figure 5-90

5.9.2 Exit the platform

The specific steps are as follows:

Step 1: In the smart device platform interface, click " →Exit", as shown in Figure 5-91 below.

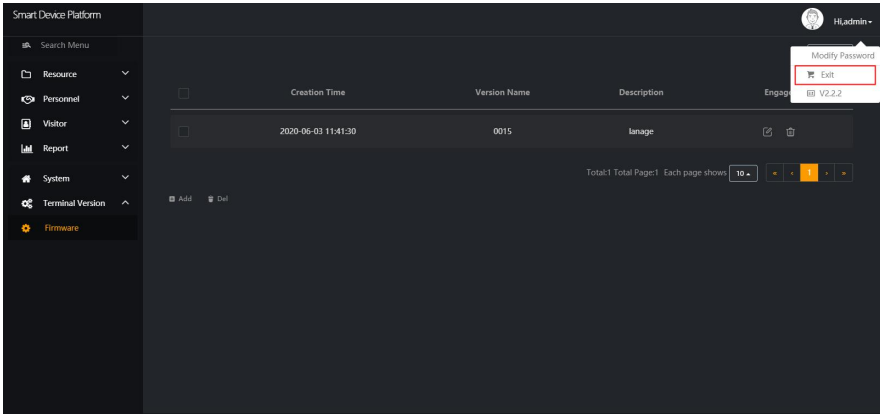


Figure 5-91

Step 2: The platform exits and returns to the login interface, as shown in Figure 5-92 below.

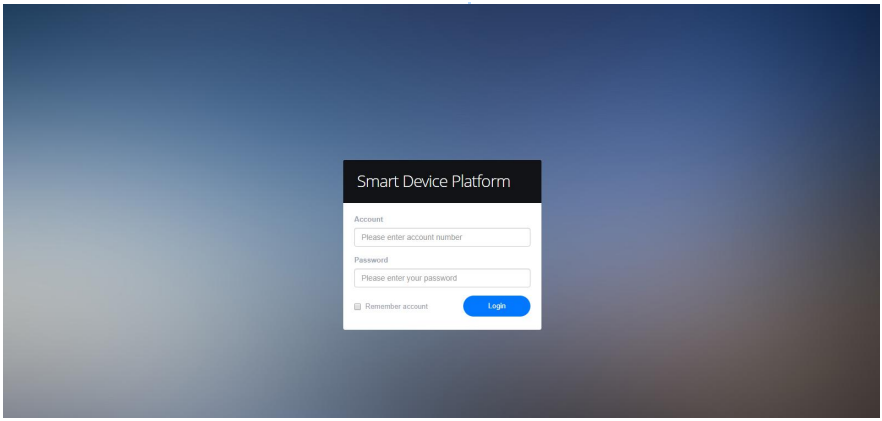


Figure 5-92

5.9.3 View version

The specific steps are as follows:

Step 1: In the smart device platform interface, click " ", as shown in Figure 5-93 below.

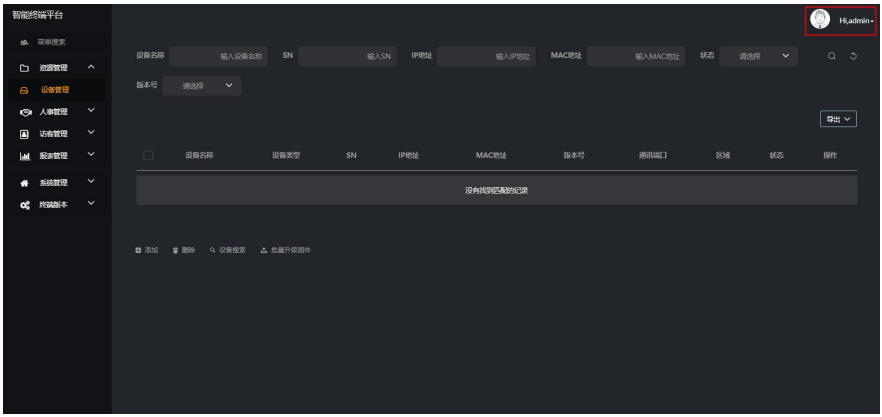


Figure 5-93

Step 2: Check the current version of the platform is "V2.2.2", as shown in Figure 5-94 below.

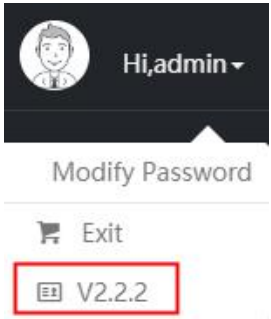


Figure 5-94

Chapter 6 WEB Operation

NOTE

- Different types of devices have different interface displays. The following pictures are for reference only. Please refer to the actual ones.
- The device supports accessing and managing devices on the PC through the Web.
- The WEB page provides application modules such as real-time preview, playback, configuration, and logout.
- The device supports a variety of browser monitoring, such as IE browser, 360 browser, Firefox browser (52 or less version), Google Chrome (Chrome 45 or less version).
- Users can access the device's WEB control interface through multiple PCs at the same time.

6.1 Internet connection

Before using the browser to log in to the web interface, check whether the network between the PC and the device is normal.

Step 1: Confirm that the device is properly connected to the network.

Step s 2: Set the IP address, subnet mask, and gateway for the PC and NVR devices, respectively.

- ✓ If there is no routing device on the network, allocate the IP address of the same network segment: If there is a routing device on the network, you need to set the corresponding gateway and subnet mask.
- ✓ The default IP address of the NVR device is 192.168.1.88.

Step s 3: Check whether the network between the PC and the device is normal. The method is as follows: When the network between the PC and the device is normal, you can log in to the web interface of the device through the PC.

- ✓ On the PC, ping***.***.***.*** (device IP address) verifies that the network is connected and the returned TTL value is generally equal to 255.

6.2 Browser Login

To make sure device connects to Internet successfully, open Browser, input required IP address, the default setting is 192.168.1.88:7080, and enter the login interface, as below Figure 6-1.

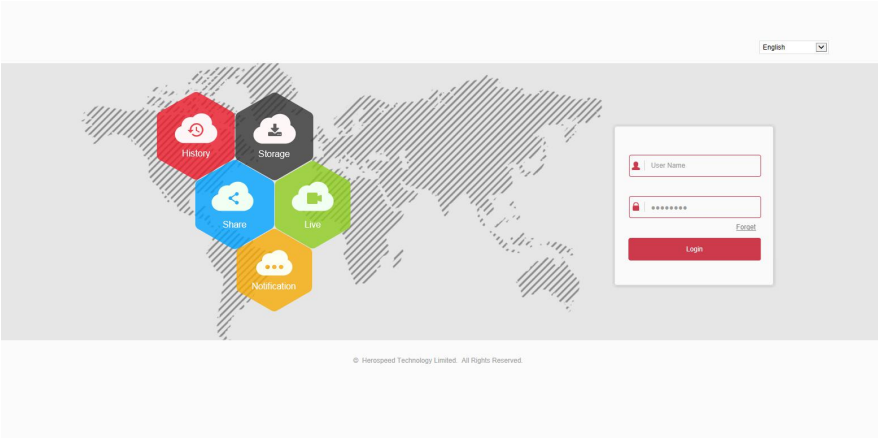


Figure 6-1

Select the system language in the upper right corner of the interface (currently supports English, Italian, Spanish, Russian, Arabic, Polish, Japanese, French, Turkish, the default is English), enter the user name and password, the default user name is "**admin**", the password is "**12345**", click "**Login**"Remote login.

NOTE

- If you have modified the IP address of the device, please log in with the newly set IP address.

6.3 Active X download, installation

The browser plug-in needs to be downloaded and installed when logging in to the device for the first time, as shown in Figure 6-2 below, click "Please click here to download the browser plug-in, please close the browser when the download is finished"and install it, and follow the prompts to complete the installation.

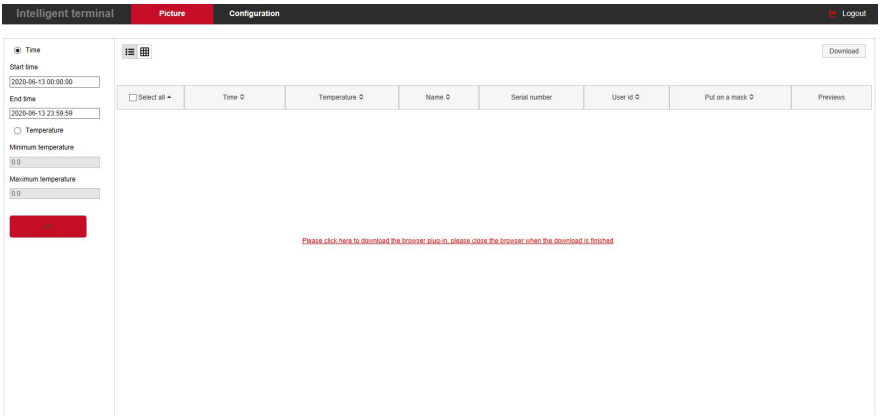
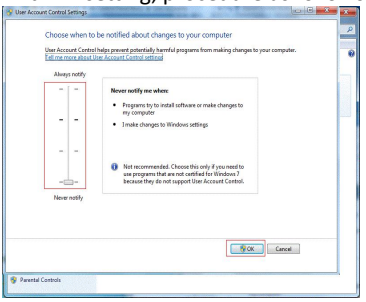


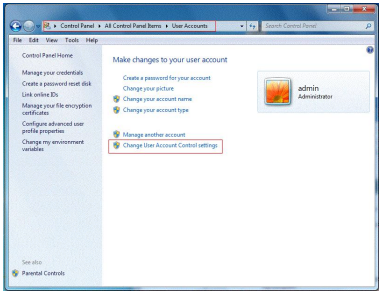
Figure 6-2

NOTE

- After installing the plug-in on the computer, the interface needs to be refreshed.
- After the NVR upgrades to a new version, you need to delete the original control and download and install the control again.
- For WIN 7 could have problems for backup and recording, if so, please check the Admin setting, procedure as follows:



WIN7-1



WIN7-2

- The Active X can't be loaded. Please adjust the security level and firewall setting to the lowest, and make some adjustment to IE as well: Tool-Internet Option- Custom level-ActiveX- enables all the options below ActiveX and click "OK", the Active X will be downloaded and installed automatically, please refer to the Figure 6-3.

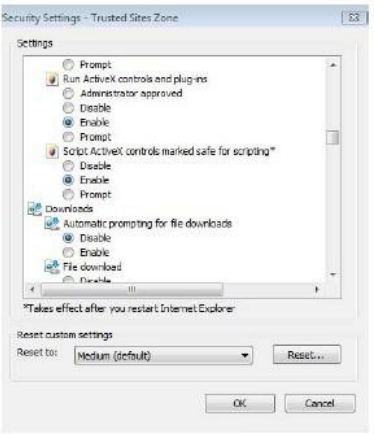


Figure 6-3

6.4 Picture

In the picture interface, you can view and download all the pictures captured on the device side. The Step s are as follows:

Step 1: After logging in to the web page,, click "Picture"to enter the picture interface, as shown in Figure 6-4 below.

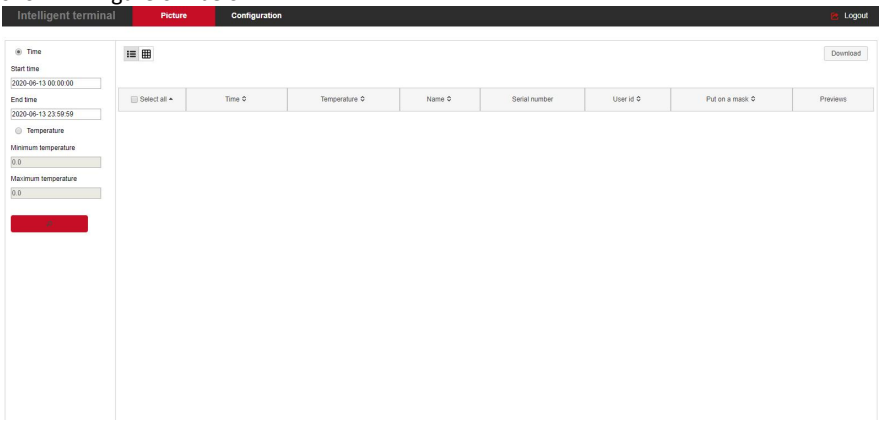


Figure 6-4

Step 2: Set search conditions (time, temperature).

Step 3: Click "[redacted]", the searched image is displayed on the right side of the interface, as shown in Figure 6-5.

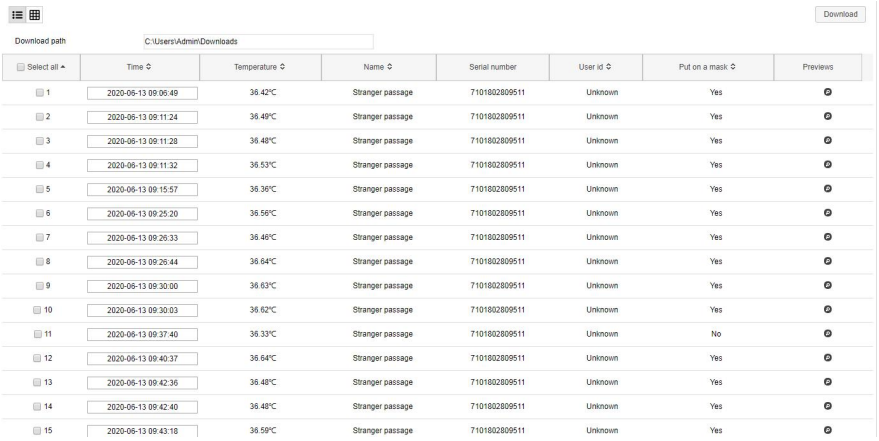


Figure 6-5

Step s 4: Select the picture, click "Download"to select the storage path, click "OK", select the image to download to the specified folder. Click on the " " corresponding to the preview position to view the image.

- **Start/End Time:** The time range for capturing image files.
- **Query: Click "** [redacted] **"**, the system will query the corresponding picture file according to the set channel, event type and time range, and display it in the file list.
- **Details:** The image searched by clicking " "is displayed in the list as detailed information.
- **Big icon:** The image searched by clicking " "is displayed in the list as a large icon.
- **Download:** Select the picture, click "Download", select the storage path, click "OK", select the picture to download to the specified folder.

6.5 Configuration

6.5.1 System

6.5.1.1 System Configuration

■ **Version Info**

After logging in to the web page, click "Configuration→System→System Configuration→ Version Info" to enter the version Information interface, as shown in Figure 6-6 below. Here you can view the basic information of the current device.

Figure 6-6

[Serial number] The serial number of the device.
[Model NO.] The model of the device.
[Firmware Version] The firmware version of the device.
[Date] The release date of the device version.
[WEB Version] The current web version.

■ **Date**

Step 1: After logging in to the web page, click "Configuration→ System→ System Configuration → Date" to enter the date setting interface, as shown in Figure 6-7 below.

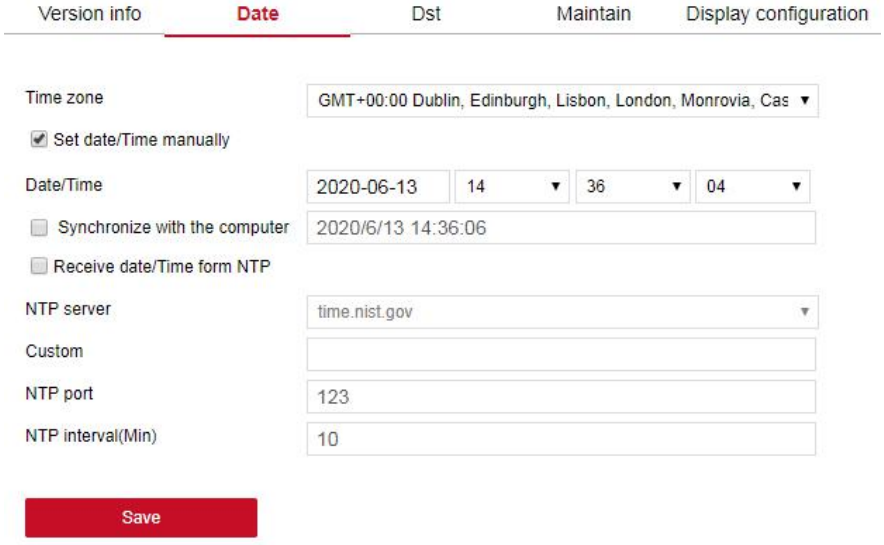


Figure 6-7

Step 2: Choose how to set the time.

There are ways to set the time "Time Zone", "Synchronize with the computer", "Receive date/time form NTP". When you choose "Receive date/time form NTP", you need to set the NTP server, port and update time.

Step 3: Click"Save" to complete setting.

■ **Dst**

Step 1: After logging in to the web page, click "Configuration→ System→ System Configuration→ Dst" to enter the daylight saving time interface, as shown in Figure 6-8 below.

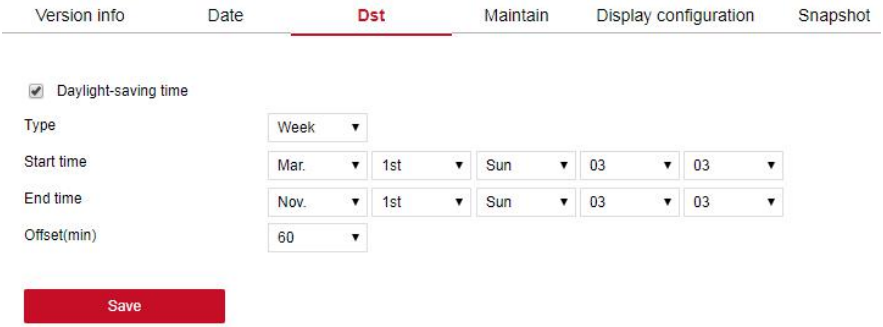


Figure 6-8

Step 2: To enable daylight saving time, select the type, set the time range, Offset.

Step 3: Click"Save" to complete the setting.

■ **Maintain**

After logging in to the web page, click "Configuration→System→ System Configuration→ Maintain" to enter the maintain interface, as shown in Figure 6-9 below. Here you can reboot the device, restore the factory settings, and upgrade.

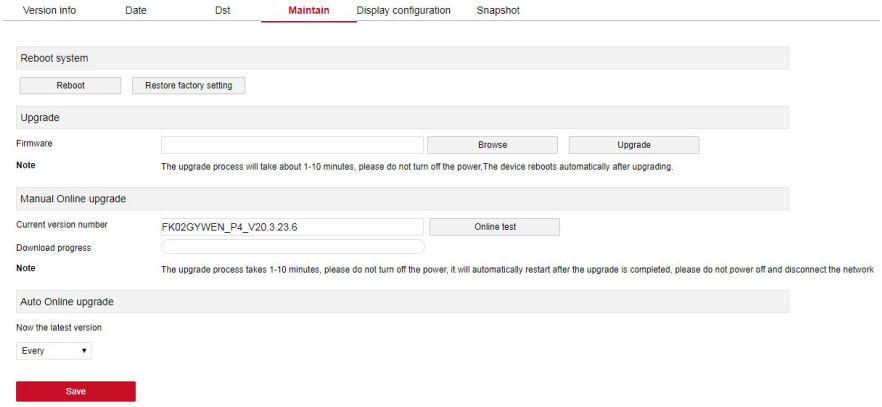


Figure 6-9

[Reboot System] Click "reboot→confirm", the device starts to reboot.

Restore Factory Setting, after the device is restored to the factory settings, all parameter settings will be automatically restored to the default parameters (please operate this function carefully).

[Upgrade] Click "Browse" on the right of the upgrade file to select the upgrade file package, and click "Upgrade" to enter the device program upgrade. Do not cut off the power of the device during the upgrade process. Wait for the upgrade progress to complete (please proceed with caution, the wrong upgrade file will cause the device system to run abnormally).

[Manual Online Upgrade]

Step 1: Click "Online Test", when there is a new version, prompt whether to download, click "OK" to automatically download the new version to the default path.

Step 2: The system prompts if you are sure to upgrade the new version, click "Upgrade". The device starts to upgrade and prompts "Do not power off during device upgrade". After the upgrade is complete, the device will reboot and use the latest version of the program.

[Auto Online Upgrade]

Check "Automatic online upgrade", a certain day of the week (this time can be set as needed), the device automatically detects whether there is a new version online, when it displays "New version detected. Is it updated", click "Upgrade". The device starts to upgrade and prompts "Do not power off during device upgrade". After the upgrade is complete, the device will reboot and use the latest version of the program.

NOTE

- When choosing to upgrade the device online, make sure that the device is properly connected to the network.

■ **Display Configuration**

Step 1: After logging in to the web page, click "Configuration→ System→ System Configuration→ Display Configuration" to enter the display configuration interface, as shown in Figure 6-10 below.

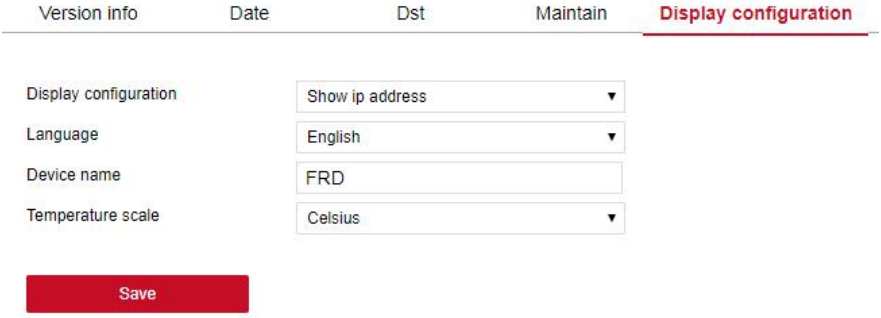


Figure 6-10

Step 2: Set the display parameters of the device on the local interface.

Here you can set the device interface, such as Show IP address, Show serial number, Display device name, language, device name, temperature scale.

Step 3: Click"Save" to complete the setting.

■ **Snapshot**

Step 1: After logging in to the web page, click "Configuration→ System→ System Configuration→ Snapshot" to enter the snapshot interface, as shown in Figure 6-11 below.

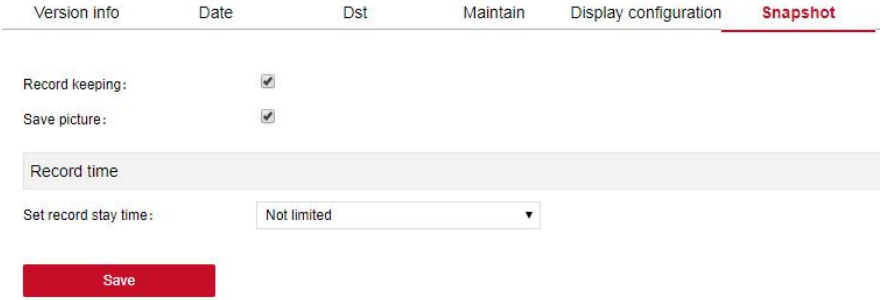


Figure 6-11

Step 2: Set the relevant parameters of the device to snapshot.
Here you can save records, save pictures, save time.
Step 3: Click"Save" to complete the setting.

6.5.1.2 Scheduled Reboot

■ **Scheduled Reboot**

Step 1: After logging in to the web page, click "Configuration→ System→ Scheduled Reboot→Scheduled Reboot" to enter the scheduled reboot interface, as shown in Figure 6-12 below.

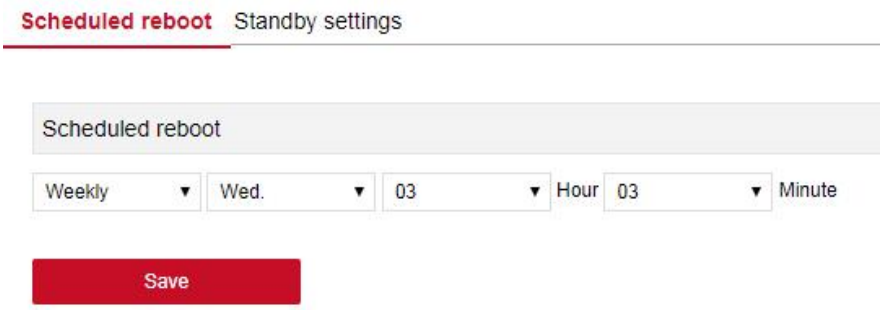


Figure 6-12

Step 2: Set the time to restart the device.
Here you can set daily, weekly, monthly restart or never restart.
Step 3: Click "Save" to complete the setting.

■ **Standby Setting**

Step 1: After logging in to the web page, click "Configuration→System→Scheduled Reboot→Standby Setting" to enter the standby setting interface, as shown in Figure 6-13 below.

Figure 6-13

Step 2: Set the standby time

Here you can set never, 5 minutes, 10 minutes and 30 minutes.

Step 3: Click "Save" to complete the setting.

6.5.1.3 Security

After logging in to the web page, click "Configuration→System→Security" to enter the standby setting interface. Here you can add, edit, delete users, or query the current user information. When the current user is the administrator "admin", the user can create other users according to actual needs, up to 10 users can be created. As shown in Figure 6-14 below

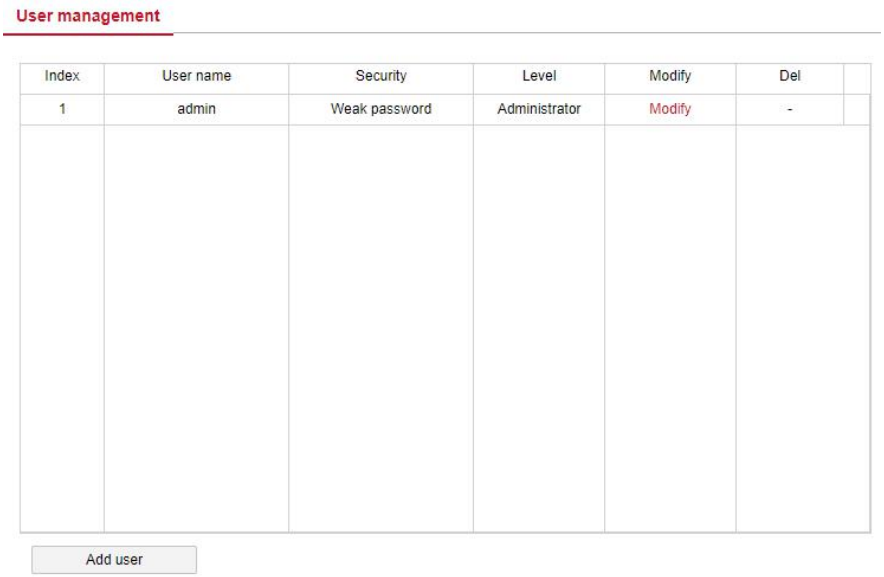


Figure 6-14

■ **Add User**

Step 1: Click "Add User" to enter the "User Edit" interface, as shown in Figure 6-15 below.

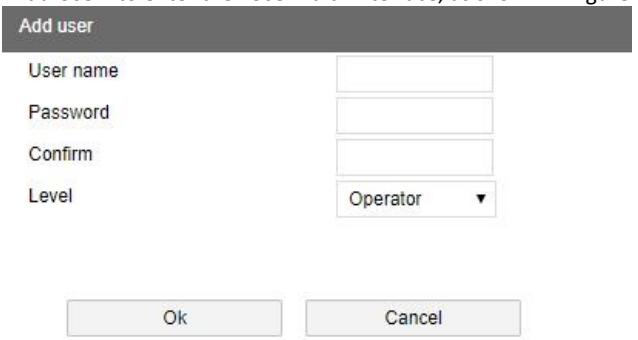


Figure 6-15

Step 2: Enter user name, select user type, enter password and confirm password;
Step 3: Click "OK" to complete the user addition.

Note

- In order to improve the security of the product's network use, please change your user name and password regularly. It is recommended to update and maintain every

3 months. If the device is used in a high security risk environment, it is recommended to update monthly or weekly.

- It is recommended that administrators effectively manage device accounts and user permissions, delete irrelevant users and permissions, and close unnecessary network ports.

NOTE

- The user name of the device is admin, and this user name cannot be modified or deleted.
- When setting the password of the device, the password length is 8-31 characters, and must contain numbers and letters.

The password strength rules are as follows:
− If the password contains three or more character types (numbers, lowercase letters, uppercase letters, special characters), it is a strong password.
− If the password is a combination of numbers and special characters, a combination of lowercase letters and special characters, a combination of uppercase letters and special characters, and a combination of lowercase letters and uppercase letters, it is considered a medium-strength password.
− If the password is a combination of numbers and lowercase letters, the combination of numbers and uppercase letters is a weak password.
− The length of the password is 8 characters. The password contains only one type of character. The password is the same as the user name or the password is the reverse of the user name. The above types of passwords are risk passwords. It is not recommended to set this way.
To better protect your privacy and improve product security, it is recommended that you change the risk password to a high-strength password.

■ **Edit users (new users)**

Step 1: Select the user to be modified in the user management list, click "Modify" to enter the modify user interface,as shown in Figure 6-16 below.

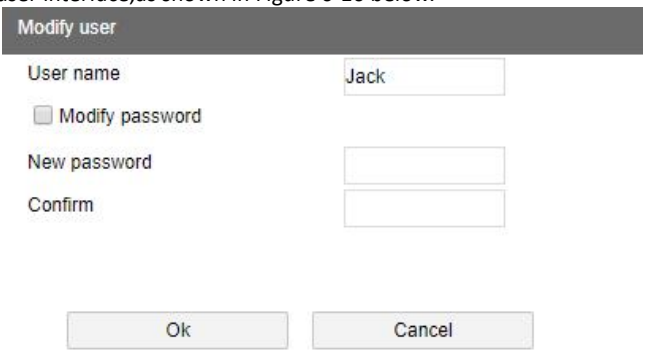


Figure 6-16

Step 2: Tick "Modify Password", enter the old password, new password and confirm password;
Step 3: Click “OK” to complete the user editing.

NOTE

- The password setting rules are the same as those when adding users.

■ **Delete User**
Step 1: Select the user to be deleted in the user management list and click "Delete";
Step 2: Click "OK" to delete the user.

6.5.1.4 Volume

Step 1: After logging in to the web page, click "Configuration→System→Volume" to enter the volume setting interface, as shown in Figure 6-17 below.

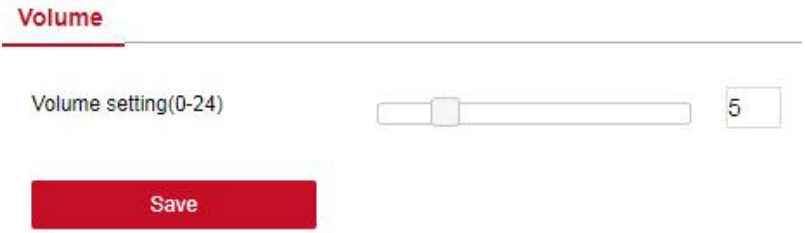


Figure 6-17

Step 2: Use the mouse to drag the progress bar to adjust the volume.
Step 3: Click"Save" to complete the setting.

6.5.1.5 Light

Step 1: After logging in to the web page,click "Configuration→System→Light" to enter the light setting interface, as shown in Figure 6-18 below.

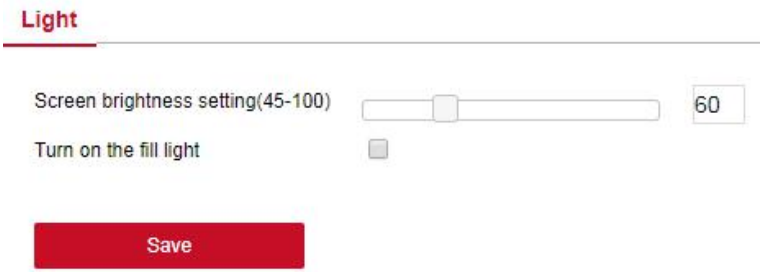


Figure 6-18

Step 2: Use the mouse to drag the progress bar to adjust the screen brightness, turn on the fill light.
Step 3: Click "Save" to complete the setting.

6.5.2 Local network

6.5.2.1 Basic configuration

■ **TCP/IP**

The network interface is used to modify the network parameters of the device.
The specific steps are as follows:
Step 1: After logging in to the web page, click "Configuration→ Network→ Basic Setup → TCP/IP" to enter the TCP/IP interface, as shown in Figure 6-19 below.

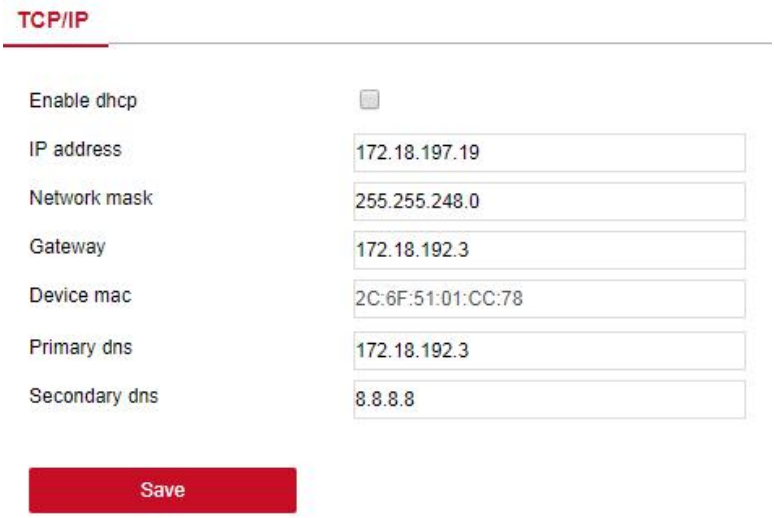


Figure 6-19

Step 2: Modify network parameters (IP address, subnet mask, gateway, DNS).
Step 3: Click "Save" to complete the setting.

6.5.2.2 Advanced configuration

■ **MQTT protocol configuration**

MQTT(Message Queuing Telemetry Transport)protocol, that is, message queue telemetry transport protocol.

The specific steps are as follows:

Step 1: After logging in to the web page, click "Configuration→Network→Advance Setup→MQTT" to enter the MQTT protocol configuration interface, as shown in Figure 6-20 below.

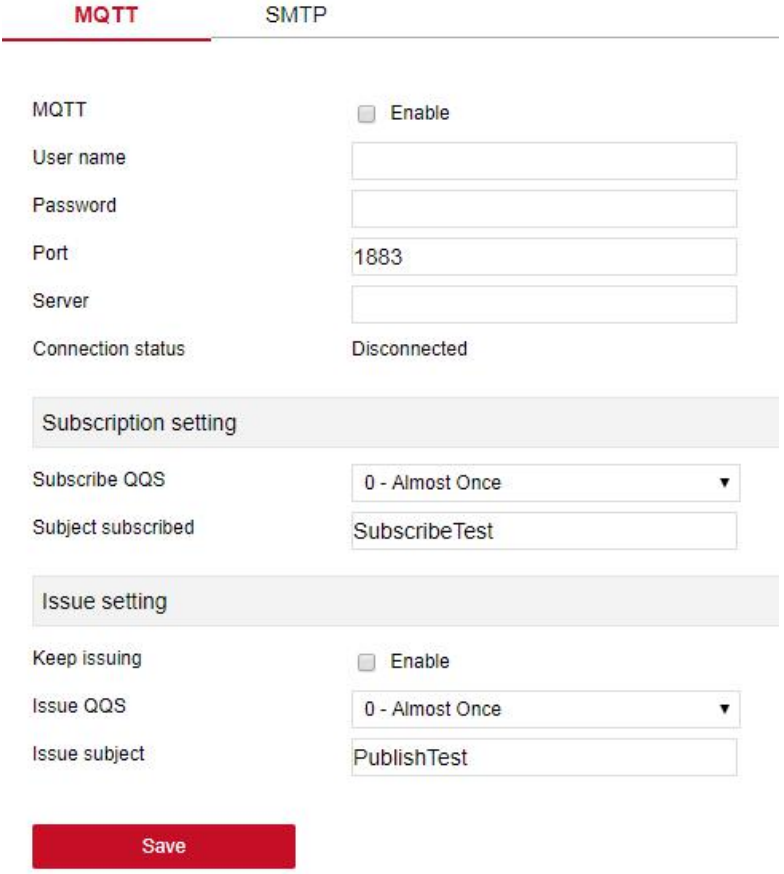


Figure 6-20

Step 2: Enable "MQTT", enter the user name, password, port and other parameters, enter the subscription setting and issue setting.

Step 3: Click "Save" to complete the setting.

■ **SMTP**

The specific steps are as follows:

Step 1: After logging in to the web page, click "Configuration→Network→Advance Setup→SMTP" to enter the SMTP setting interface, as shown in Figure 6-21 below.

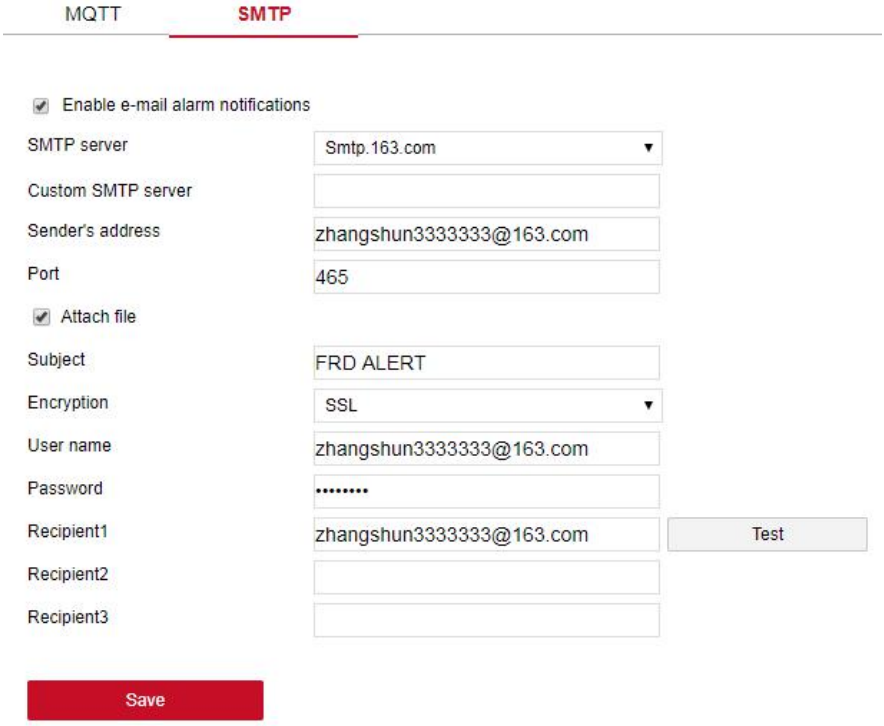


Figure 6-21

Step 2: Enable email alarm notification and set email related information.

Set the SMTP server, port, sender, recipient address, attach file and other information here.

Step 3: Click "Save" to complete the setting.

Sender

【SMTP server】Enter the server address of the sender mailbox.

【Sender's Address】Enter the complete address of the sender mailbox.

【Port】Enter the server port of the sender mailbox.

【User Name】Enter the user name of the sender mailbox.

【Password】Enter the password of the sender mailbox.

Recipient

【Recipient 1, 2, 3】Fill in the complete address of the inbox, up to 3 inboxes are supported here. After completing, you can click "Test" to ensure the correctness of all input information and network connectivity of the device.

6.5.3 Face Recognition

Step 1: After logging in to the web page, click "Configuration→Face Recognition→Face Recognition" to enter the face recognition interface, as shown in Figure 6-22 below.

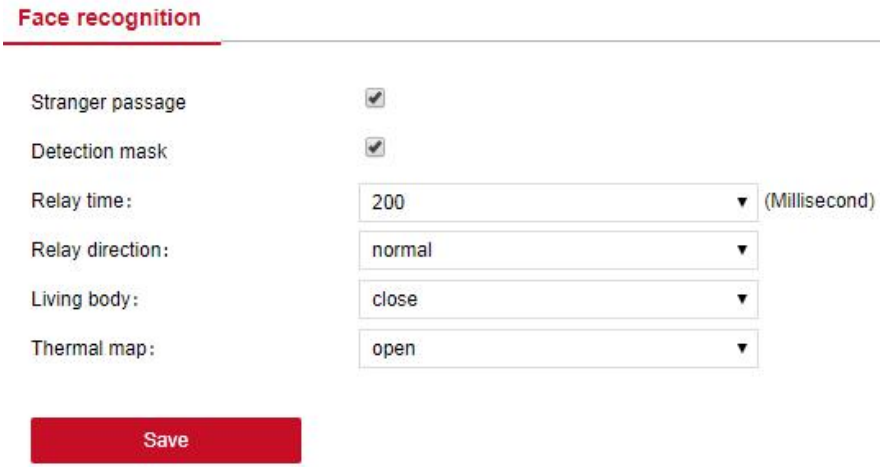


Figure 6-22

Step 2: Configure the relevant parameters for face recognition.
Here, you can enable the stranger passage, detection masks, living bodies, thermal map, set the relay time.
Step 3: Click "Save" to complete the setting.

6.5.4 Temperature

Step 1: After logging in to the web page, click "Configuration→Temperature→Temperature" to enter the temperature measurement configuration interface, as shown in Figure 6-23 below.

Figure 6-23

Step 2: Configure the relevant parameters for temperature.
Here, you can enable temperature check, set temperature compensation and alarm temperature.
Step 3: Click "Save" to complete the setting.

6.5.5 Personnel Inquiry

Step 1: After logging in to the web page, click "Configuration→ Personnel Inquiry → Personnel Inquiry" to enter the personnel inquiry interface, as shown in Figure 6-24 below.

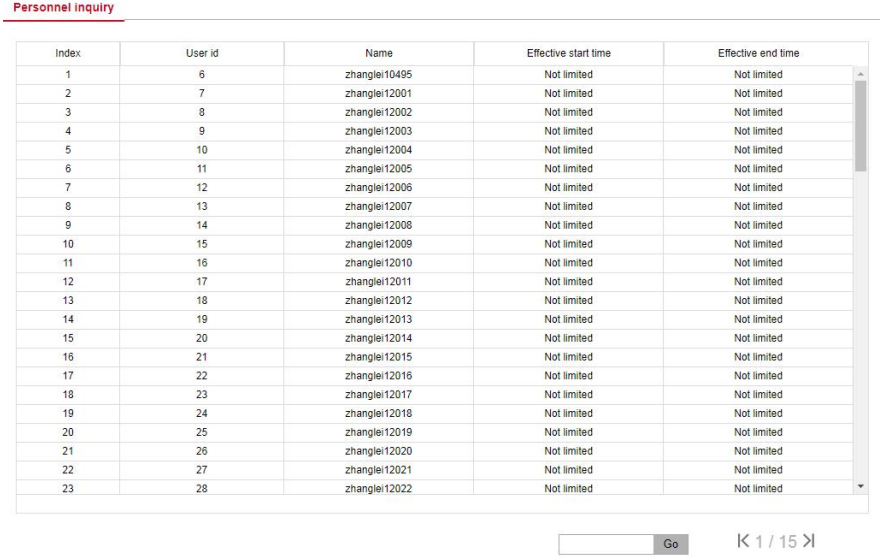


Figure 6-24

Step 2: View information about storage personnel in the device.
Step 3: Enter the page number at the jump position, click "Go", the interface jumps to the specified interface.

Chapter 7 Appendix

7.1 Common problem introduction

1.How many conditions may cause the device to fail to operate normally after booting?

Answer: Check whether the input power is correct; check whether the switch power cord is in normal contact.

2.What effect may the heat dissipation of the device have on itself?
Answer: The operation of the device will generate a certain amount of heat. Please place the device in a safe and well-ventilated place to prevent the device from affecting the stability and service life of the system due to long-term high temperature.

3.What should I do if the platform cannot find the device?

Answer:

1) Make sure the power is connected.

2) Make sure that the device network is smooth and connected normally.

3) Make sure that the computer where the device is installed is a windows system, and the computer and the device are on the same LAN.

4) Make sure that the device is fully started, and automatically enter the face recognition interface.

5) Make sure that the current network environment is stable.

4. What to do if the network connection is unstable?
Answer:
1) Check if the network is unstable.
2) Check if the IP address conflicts.
3) Check if the MAC address conflicts.
4) Check whether the computer or device network card is abnormal.

5.What should I do when SDP2000 is abnormal (such as abnormal reading or abnormal data interface)?

Answer: Right-click on the " "icon in the lower right corner of the desktop, check whether the status of Nginx, Mysqld and SDP2000 is green (normal status), if any item shows a gray status, please restart the Software, make it green, as shown in Figure 4-1 below.

Figure 7-1

6.Abnormal temperature always showing 35.8°.
Answer:
1) If version is below V20.1.12.2 please contact technical to upgrade the device.
2) If confirm the firmware version is the latest one, need to disconnect the power and power on again for 5 mins then device can be used normally.

7.The image delivery fails which may cause the device not working properly, you need to restart the device.
Answer:
1) If the version is lower than V20.1.12.2, please contact our technicians to upgrade the device program.
2) We need to use pre-processed software tools to process the pictures before importing them to the device. The picture pre-processed software tools can be obtained by contacting the relevant sales or technical person.
3) Enter the computer control panel and turn off the computer's network firewall.

8.The web client clicks the device configuration and fails to get the data.
Answer:
1) Removed the network cable from the device, delete the device on the smart terminal platform, and then press the hard reset button to restore the factory. Then you can search and add the device again on the smart terminal platform.
2) If the data acquisition failure still occurs after trying the operation of step 1), after deleting the device on the smart terminal platform, install the smart terminal platform again and search and add the temperature measuring device again.

9.There is no sound from the device.

Answer:
1) Go to the computer site of intelligent management terminal, enter the setting interface: Device Management-Configuration-Remote -Configuration, and check if the volume is set to a low value. It is recommended to set it to 75 (factory default).
2) If you confirm that the parameter has a setting of 75, also tried to press the hard-reset button on the device's waterproof cables to restore the device,
3) But if there is still no sound, then the device has speaker failure, and needs to be send to us for RMA.