How to Deploy Back-to-Business Solution on Hikvision Digital Signage

HIKVISION EU PRODUCT TEAM

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How to Deploy Back-to-Business Solution on Hikvision Digital Signage

1. Model Requirement

To deploy back-to-business solution on Hikvision digital signage, only 2nd generation models is supported (which ends with –B in device name). You can check detailed supported models in chart below

Model	SAP Code	Model	SAP code	Model	SAP code
DS-D60C-B	302502651	DS-D6022FN-B	302503711	DS-D6022FL-B	302503137
DS-D6022TL-B	302503136	DS-D6032FN-B	302503712	DS-D6032FL-B	302503133
DS-D6032TL-B	302503494	DS-D6043FN-B	302503138	DS-D6043TL-B	302503501
DS-D6055FN-B	302502612	DS-D6055UN-B	302502880	DS-D6055TL-B	302503502
DS-D6043FL-B/S	302503139	DS-D6055FL-B/S	302502368		

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2. Version Requirement:

2. 1 Digital signage version:

Special version is required (V3.0.0 build 202005xx or higher), you can download latest firmware on Hikvision EU Portal:

For digital signage box:

http://www.hikvisioneurope.com/portal/?dir=portal/Technical%20Materials/17%20%20Back%20to%20Business/06%20Commercial%20Display/01%20Digital%20Signage%20Firmware/01%20Digital%20Signage%20Box%20%28DS-D60C-B%29

For digital signage screen:

http://www.hikvisioneurope.com/portal/?dir=portal/Technical%20Materials/17%20%20Back%20to%20Business/06%20Commercial%20Display/01%20Digital%20Signage%20Firmware/02%20Digital%20Signage%20Screen

Method to upgrade digital signage:

① Before operation, pls make sure FocSign apk is running on digital signage

② Unzip downloaded upgrade firmware, and put the gotten update.zip to FAT32 USB stick root directory (Pls note: Upgrade package for signage box and signage screen is different, pls make sure to download correct firmware from portal)

③ Insert USB stick to signage USB interface, firmware will be detected automatically. Click confirm to start, whole upgrade will finish within 10 mins

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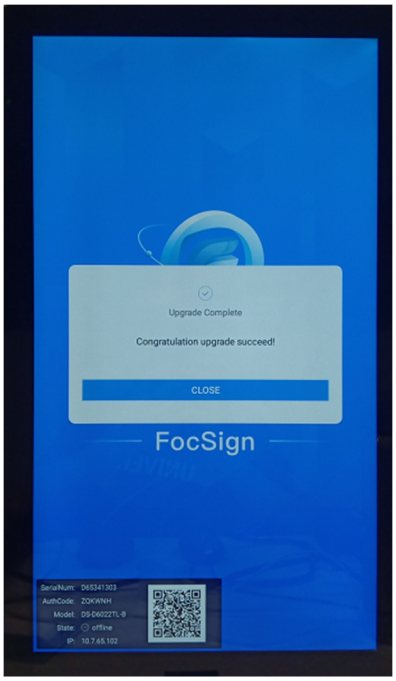
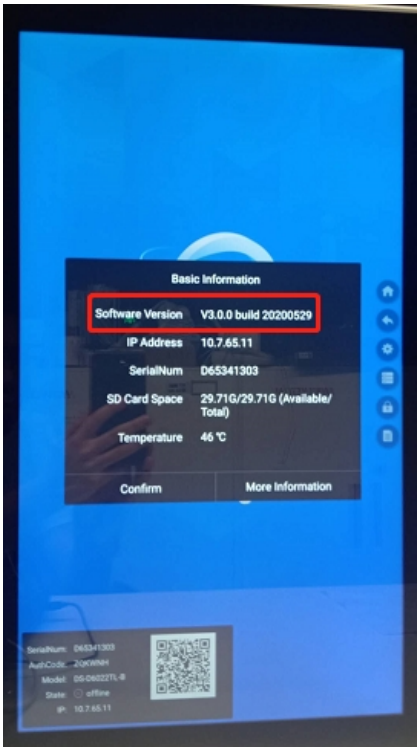


After upgrade, you can use mouse, click to double check if upgrade succeed



2.2 Computer client version

Special client software is needed, pls make sure you have corresponding client version installed on your computer (For example if you plan to upgrade digital signage to have latest function, pls upgrade client version on computer too. Otherwise there may be

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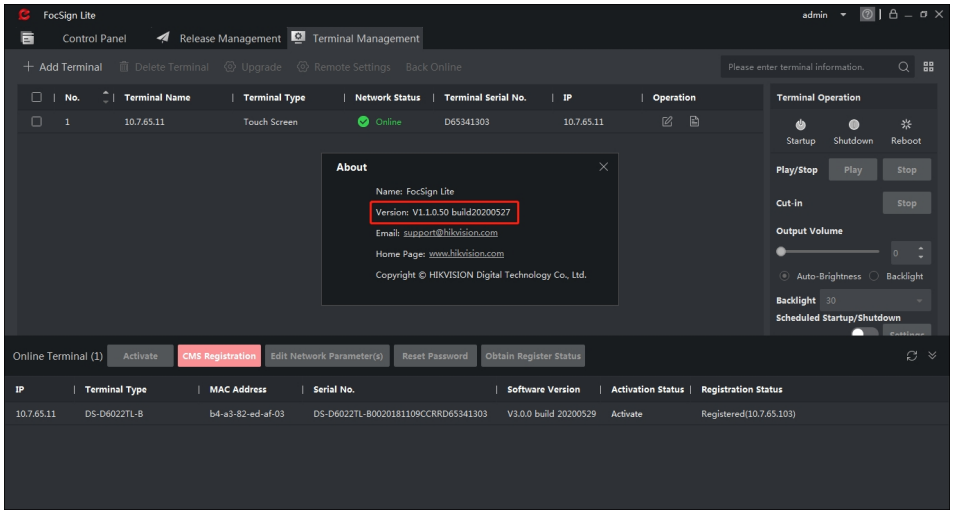
function failure / mismatch)



Latest computer client download Link:

http://www.hikvisioneurope.com/portal/?dir=portal/Technical%20Materials/17%20%20Back%20to%20Business/06%20Commercial%20Display/02%20FocSign%20Lite%20Client%20%28on%20Computer%29

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3. Environment Requirement:

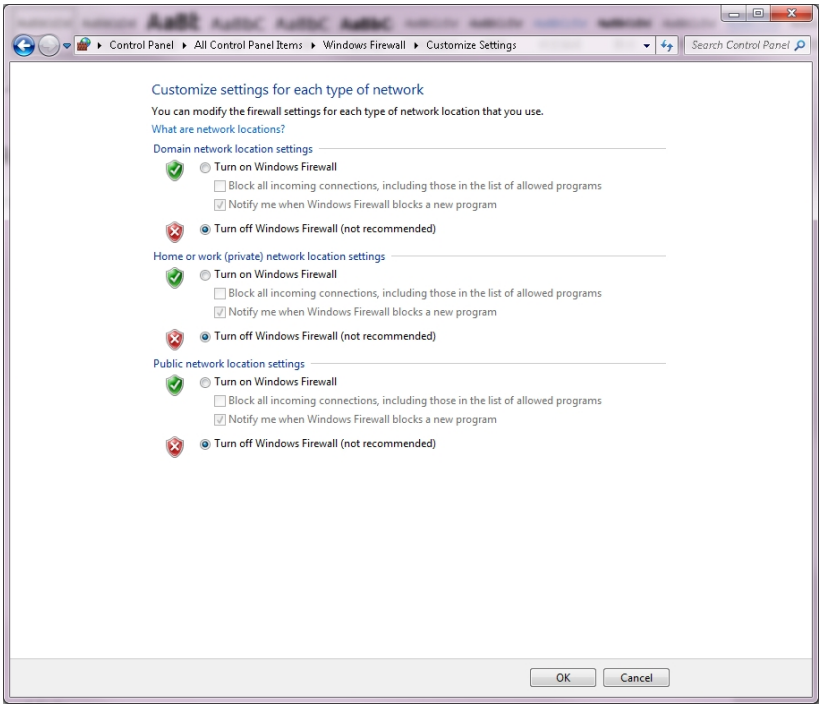
3.1 Digital Signage

① Pls make sure FocSign apk is running and displaying on digital signage

② Digital signage must have network access to computer

3.2 Computer Configuration

① Firewall on computer must be disabled



② Dual NIC is not recommended (e.g. you are not recommended to connect wired and

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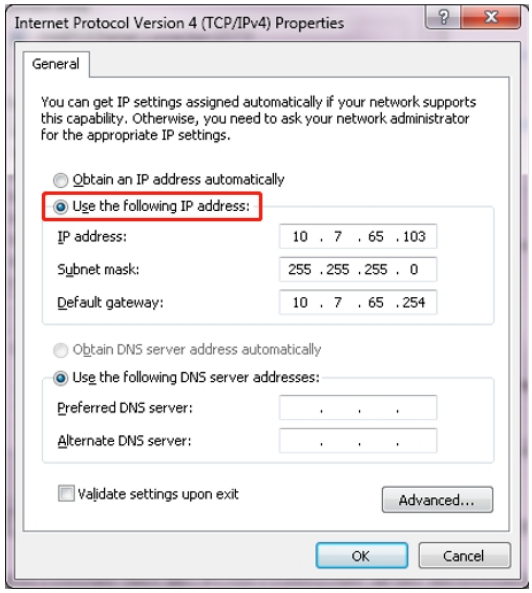
wireless network at same time)

③ Virtual NIC and vpn must be disabled

④ Static IP address is strongly recommended on computer



⑤ Computer IP and port 8660 (both TCP & UDP, for screen registration), 7662 (Only TCP needed, for content release) must be accessible for digital signage device. (If not sure, you can connect a second computer on signage side and use ping & telnet command to test)

⑥ If you have opened signage client software before above configuration, pls restart client software otherwise registration / operation will fail

⑦ After registration succeed, pls keep above network configuration on computer, otherwise program release will fail (e.g. you connected Wi-Fi on computer after registration succeed)

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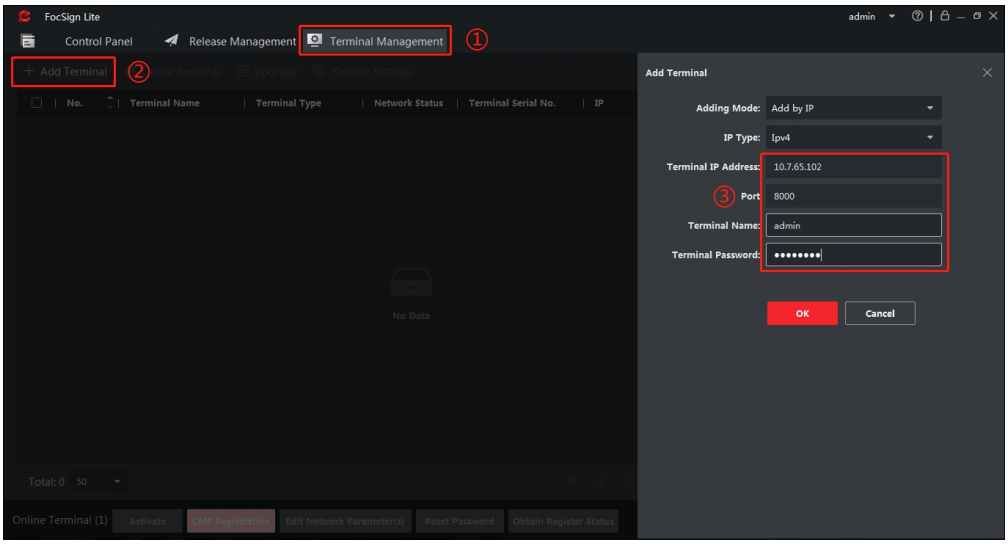
4. Basic Operation Introduction

4.1 Device registration

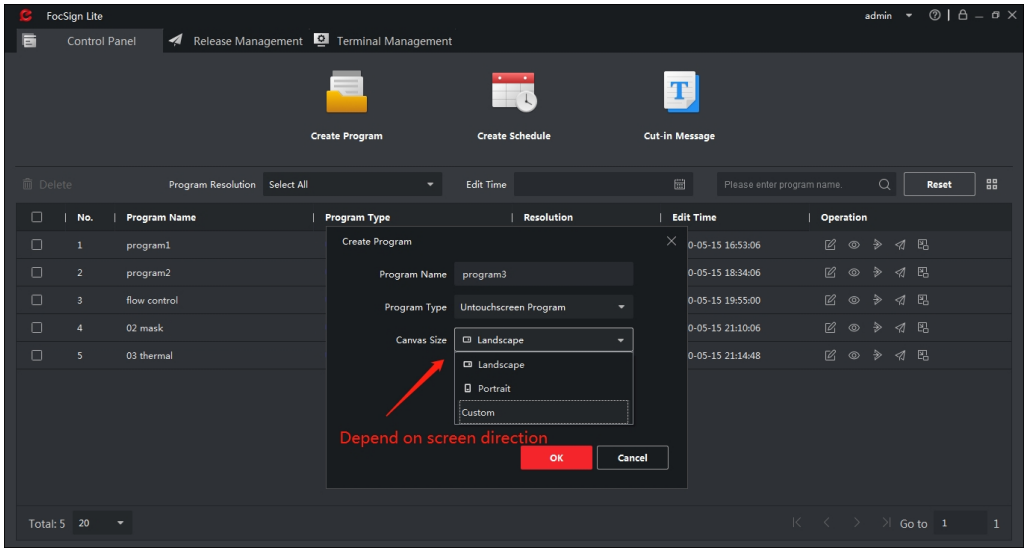
After above configuration, open client software on computer, go to *Terminal Management*, *+Add Terminal*, input signage IP, port (default 8000), and device user name, password to add digital Signage



Seconds later device will come online and ready for operation

4.2 Create program

After device is registered online, go to *Control Panel*, *Create Program* to create a new program



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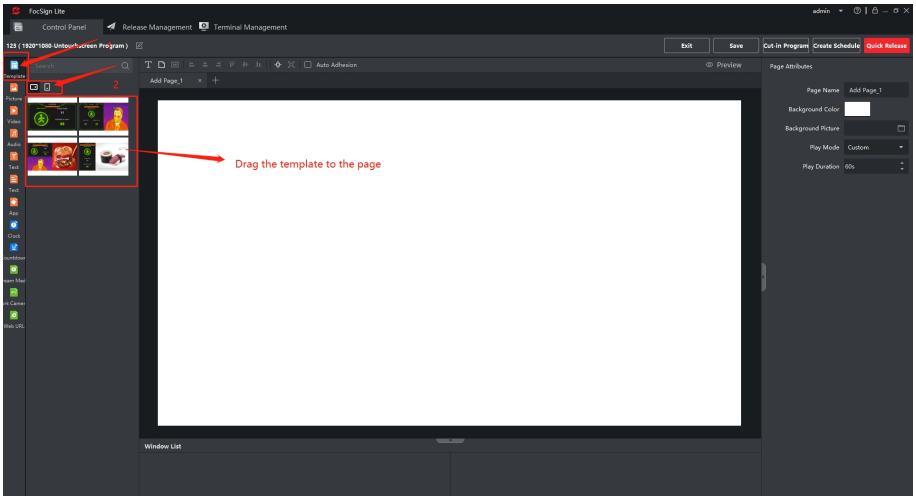
4.3 Content Editing

FocSign lite support various materials, including video, audio, picture, text, url, camera image, personalized components (Back-to-Business is one of the components) etc. You can drag template/separate materials on page to start editing



4.3.1 Back-to-Business Component

Current digital signage back-to-business component support flow control, mask detection and temperature screening function, the component can detect camera/NVR capacity, and display corresponding information on screen

① Get data from NVR

By default NVR mode is enabled, you can input NVR information and select which channel(s) you want to get flow control / mask / temperature data. Max one NVR is supported on each digital signage device

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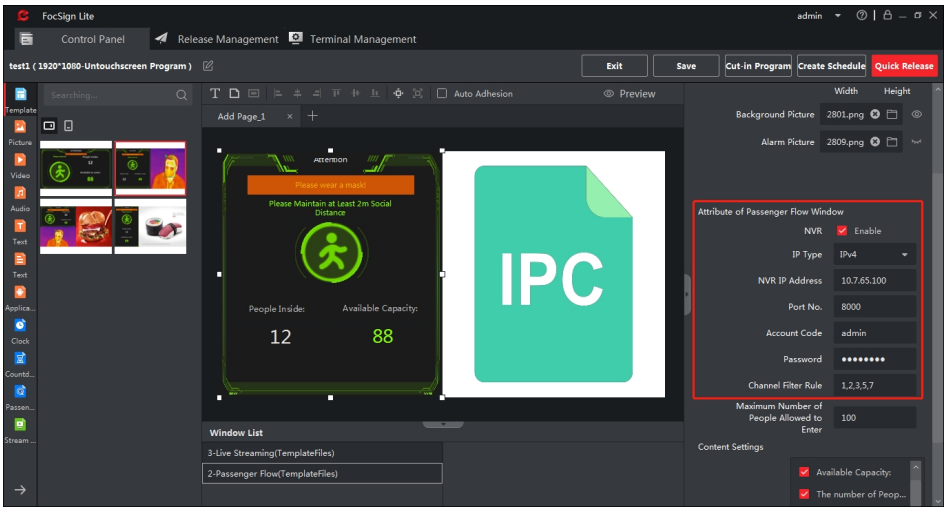
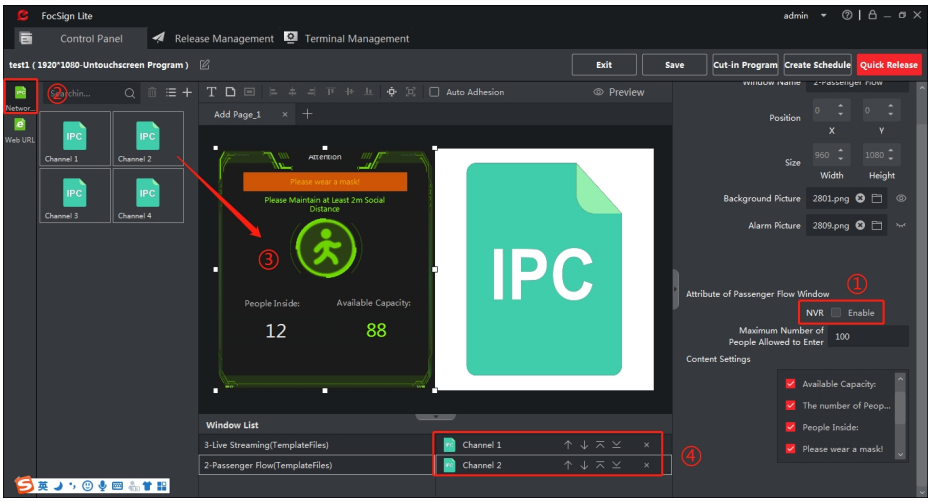


② Get data from camera

To get data from camera(s), you have to disable NVR mode first. Camera information could be edited in *Network Camera* material, after editing, drag camera to back-to-business component to link camera with the application. You can check camera linkage information on right corner of client UI (Position④ in picture)

Max 256 cameras are supported in back-to-business component (flow control camera+ mask camera + temperature screening camera)



Note: If you drag camera to IPC component on the right, it means display camera liveview image on screen

You can set allowable number of people here

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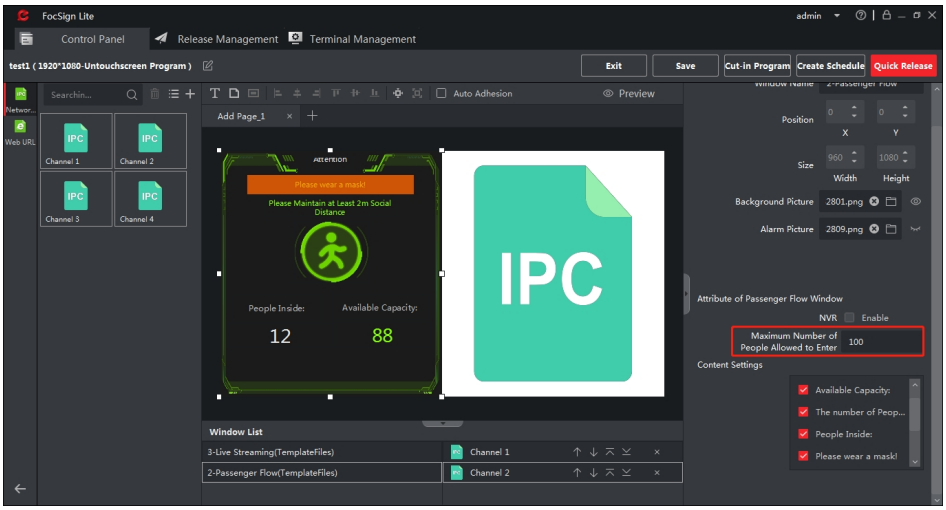

Digital signage back-to-business component provides very high flexibility for customer to create personalized content, almost any display style you can imagine could be realized on the component. On the component:

- Support background image replacement
- Support modify position and size of component & icon
- Support modify position, size, content and color of character
- Support hide icon and character
- Support overlay character and logo
- Support user self-defined audio alarm (not wearing mask, high temperature and flow control full capacity)

4.4 Release Program

After editing well, you can click *Quick Release* – input task name and select target digital signage – click *Release* to release the content to signage

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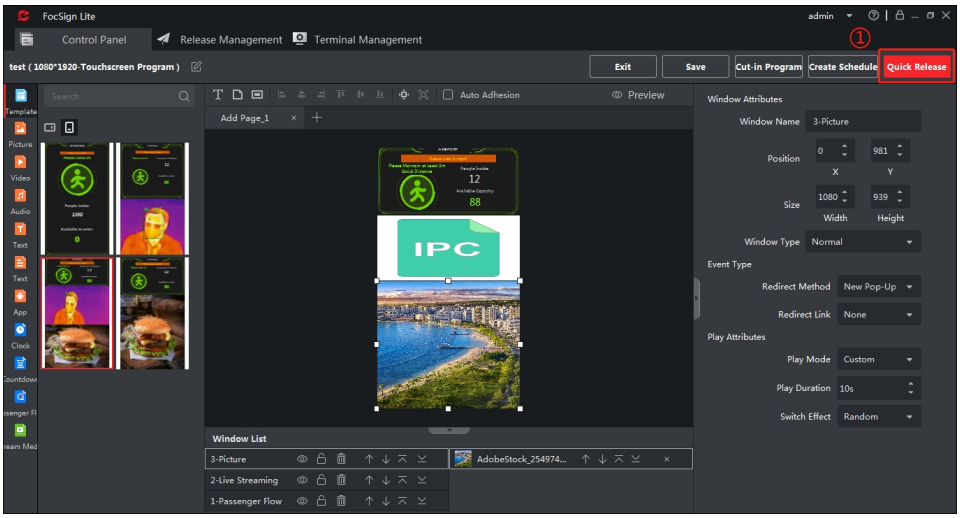

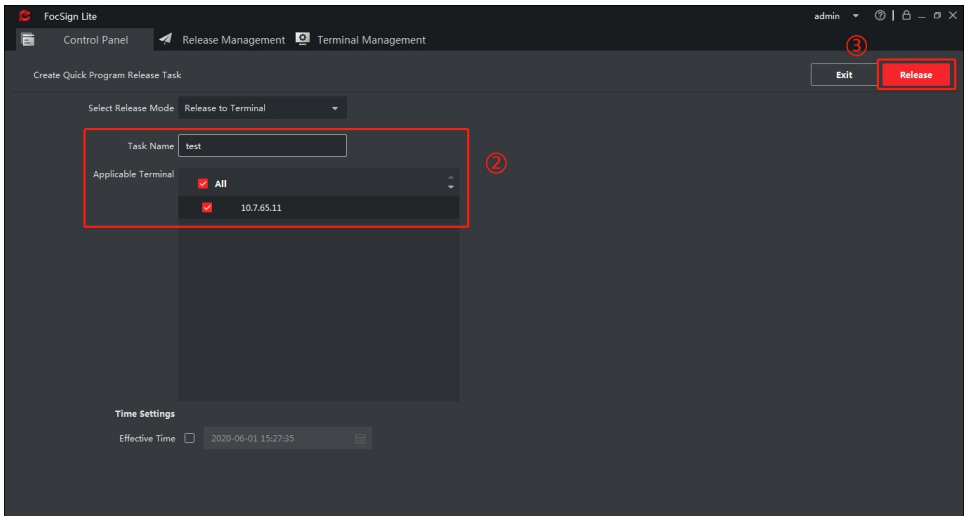

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5. FAQ

5.1 After release content, number displayed on screen didn't match with camera data

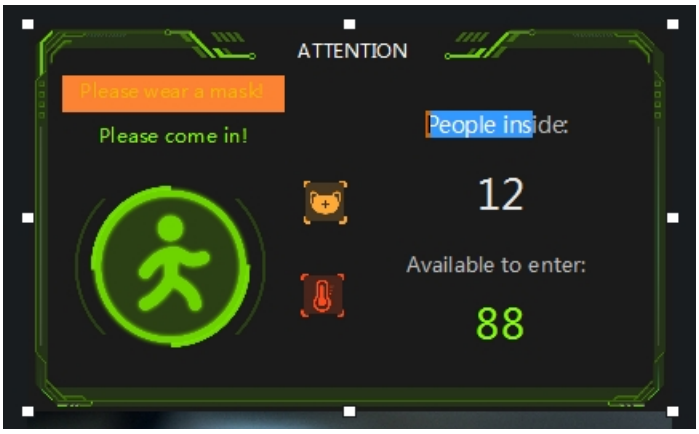
① Every time people pass flow control camera, it will update data to signage. So after deployment you have to pass the camera to synchronize data to make it effective (If it's a multi-door project, you'll have to pass all the cameras for synchronization)

② If number of leave is more than enter, number of people inside will stay zero until enter – leave > 0

5.2 How to display multi-Language display on back-to-business component

Answer: Component language is related with system language, manual change signage default language and component language will change correspondingly. Below is example of French (version before 20200708)

Version 20200708 and after start support self-defined texts. So after switch system language on digital signage, you can double click component content on computer client, input the words you preferred and release them to digital signage



(For method how to operate digital signage UI to change language, you can refer to document *01 Operation Guidance of Hikvision Digital Signage Local UI*. Pls make sure return back to FocSign.apk after modify language, otherwise program release will fail)

5.3 After deployment when I unplug my computer from network, there's an offline icon displayed on signage left corner, how can I get rid of it?

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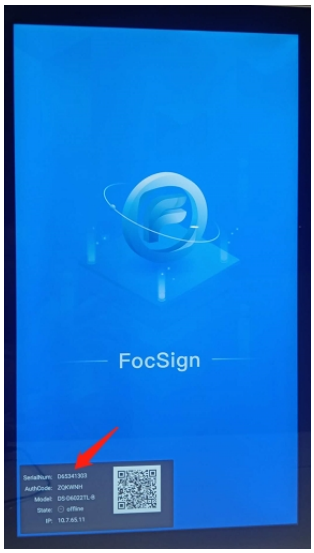
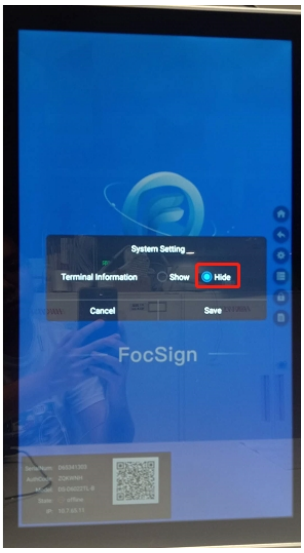
Answer: computer is consider a server for digital signage, that's why the offline icon occurs. You can use mouse to left click on signage to hide the offline information





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