HIKVISION

Video Intercom 9 Series Indoor Station

Operation Guide

Legal Information

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About this Manual

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

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Data Protection

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

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

Symbol Conventions

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

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

Safety Instruction

⚠️ **Warning**

- All the electronic operation should be strictly compliance with the electrical safety regulations, fire prevention regulations and other related regulations in your local region.

- Please use the power adapter, which is provided by normal company. The power consumption cannot be less than the required value.

- Do not connect several devices to one power adapter as adapter overload may cause over-heat or fire hazard.

- Please make sure that the power has been disconnected before you wire, install or dismantle the device.

- When the product is installed on wall or ceiling, the device shall be firmly fixed.

- If smoke, odors or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.

- If the product does not work properly, please contact your dealer or the nearest service center. Never attempt to disassemble the device yourself. (We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.)

⚠️ **Caution**

- Do not drop the device or subject it to physical shock, and do not expose it to high electromagnetism radiation. Avoid the equipment installation on vibrations surface or places subject to shock (ignorance can cause equipment damage).

- Do not place the device in extremely hot (refer to the specification of the device for the detailed operating temperature), cold, dusty or damp locations, and do not expose it to high electromagnetic radiation.

- The device cover for indoor use shall be kept from rain and moisture.

- Exposing the equipment to direct sun light, low ventilation or heat source such as heater or radiator is forbidden (ignorance can cause fire danger).

- Do not aim the device at the sun or extra bright places. A blooming or smear may occur otherwise (which is not a malfunction however), and affecting the endurance of sensor at the same time.

- Please use the provided glove when open up the device cover, avoid direct contact with the device cover, because the acidic sweat of the fingers may erode the surface coating of the device cover.
- Please use a soft and dry cloth when clean inside and outside surfaces of the device cover, do not use alkaline detergents.
- Please keep all wrappers after unpack them for future use. In case of any failure occurred, you need to return the device to the factory with the original wrapper. Transportation without the original wrapper may result in damage on the device and lead to additional costs.
- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.
- Input voltage should meet both the SELV and the Limited Power Source according to 60950-1 standard.
- The power supply must conform to LPS. The recommended adaptor models and manufacturers are shown as below. Use the attached adapter, and do not change the adaptor randomly.

Model	Current	Manufacturer	Standard
MSA-C1500IC12.0-18P-US	1.5 A	MOSO POWER SUPPLY TECHNOLOGY CO., LTD	PG
TS-A018-120015AD	1.5 A	SHENZHEN TRANSIN TECHNOLOGIES CO., LTD	PG

- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.
- Improper replacement of the battery with an incorrect type may defeat a safeguard (for example, in case of some lithium battery types).
- Do not dispose of the battery into fire or a hot oven, or mechanically crush or cut the battery, which may result in an explosion.
- Do not leave the battery in an extremely high temperature surrounding environment, which may result in an explosion or leakage of flammable liquid or gas.
- Do not subject the battery to extremely low air pressure, which may result in an explosion or the leakage of flammable liquid or gas.
- CAUTION: Risk of explosion if the battery is replaced by an incorrect type.

Regulatory Information

FCC Information

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

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

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

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

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

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

FCC Conditions

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

1. This device may not cause harmful interference.

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

EU Conformity Statement

This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2014/30/EU, RE Directive 2014/53/EU,the RoHS Directive 2011/65/EU

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

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

Industry Canada ICES-003 Compliance

This device meets the CAN ICES-3 (B)/NMB-3(B) standards requirements.

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

1. this device may not cause interference, and

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

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

1. l'appareil ne doit pas produire de brouillage, et
2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

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

Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.

Contents

1 About this Manual

Get the manual and related software from or the official website (http://www.hikvision.com).

Product	Model
Network Indoor Station	DS-KH9310-WTE1(B)/DS-KH9510-WTE1(B)

2 Wake Up the Device

You should wake up the device from the standby mode to enter the main page.

When you enable the gesture password function, you should enter the gesture password to unlock the device.

Steps

1. Touch the screen to wake up the deivce.

2. Enter the gesture password to unlock the device.

> [i] **Note**
>
> - When you forget the gesture password, you can tap **Forgot Gesture Password** or **Use admin password** to enter admin password to unlock.
> - When you tap **Settings → Advanced Settings** to disable **Unlock by Gesture**, you can skip the step.

3 Main Page Introduction

Wake up the device. Refers to ***Wake Up the Device*** for details.

Main Page Introduction

On the home page of the device, you can slide up or down to enter the call page, alarm page and the third-party App settings page.
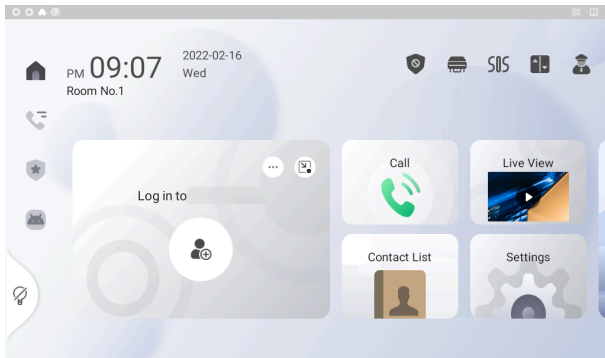
Figure 3-1 Main Page

Main Page

You can call resident, view and add contact, live view remotely, arm or disarm the device on the main page.

One-Push to Arm/Disarm

Tap to 🛡 arm or disarm the device.

Relay Settings

Tap 🖥 to enable or disable the relays you have set.

SOS

Tap ᔕᔕ to call SOS.

Call Elevator

When the device is connect to the elevator controller, tap ⊞ to call elevator.

Call Center

Tap 👤 to call center.

Lock the Screen

Tap ⎙ to lock the screen.

Mobile Client Settings

Tap **+** to add the account to the mobile client. And you can operate the device remotely via mobile client.

Call Page
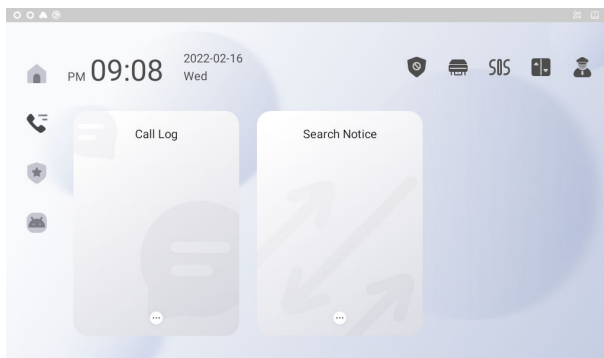
You can view call logs and search notice on the call page.

Figure 3-2 Call Page

Alarm Page

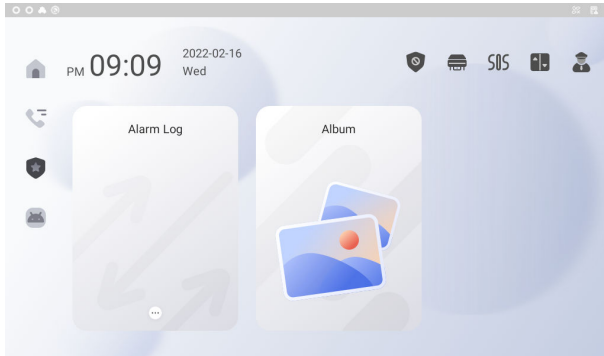You can view alarm logs, pictures in album on the alarm page.

Figure 3-3 Alarm Page

The Third-Party App Settings Page

You can add or run the third-party Apps on the third-party App settings page.
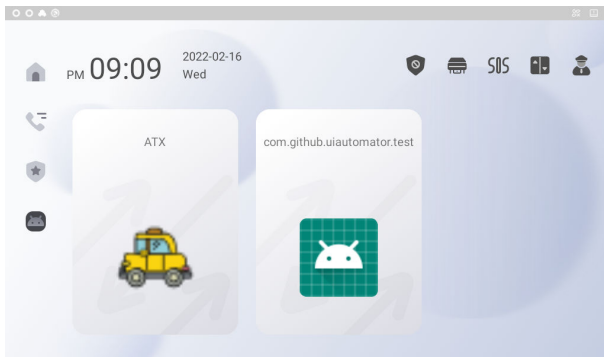

Figure 3-4 The Third-Party App Settings Page

Shortcut Control Center

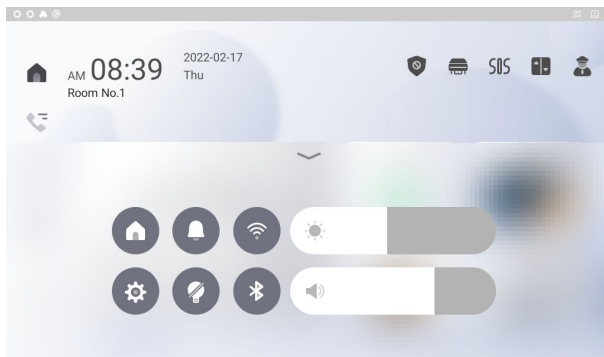Slide up from the bottom of the screen, you can set the device easily.

Figure 3-5 Control Center

Go Back to the Main Page

Tap 🏠 can go back to the main page of the device from any page.

Do Not Disturb

Tap 🔔 to enable or disable the Do Not Disturb function.

Wi-Fi

Tap 📶 to enable or disable the Wi-Fi function, and you can connect to wireless network.

Settings

Tap ⚙ to enter the settings page.

Lock the Screen

Tap 🔒 to lock the screen.

Bluetooth

Tap ✳ to enable or disable the bluetooth function.

Adjust Brightness

Slide to adjust the brightness of the screen.

Adjust Volume

Slide to adjust the volume of the device.

4 Local Operation

4.1 Call Settings

4.1.1 VoIP Account Settings

Enable VoIP account functions, and others can call via VoIP number you have set.

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap **Settings → Advanced Settings → VoIP Account Settings** to enter the settings page.

ⓘ **Note**

Admin password is required to enter the advanced settings page.
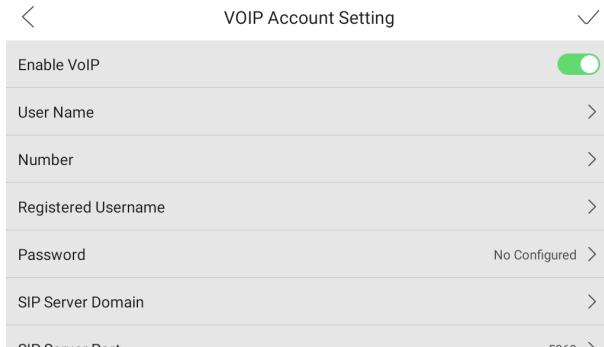
Figure 4-1 VoIP Account Settings

2. Enable the function.

3. Set the parameters according to your needs and the page.

4. Tap **√** to enable the settings.

4.1.2 Add Contact

Before You Start

Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap **Contact List** to enter the contact list page.

Figure 4-2 Contact List

2. Tap **+** to pop up the contact adding dialog.

Figure 4-3 Add Contact

3. Enter the contact name and room No.

⌐ i ⌐ Note

If you enable the VoIP account functions, you should enter the contact name and the phone number of VOIP account for the standard SIP protocol.

4. Tap **OK** to save the settings.
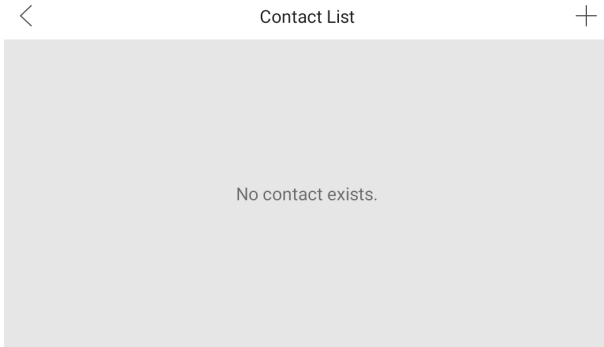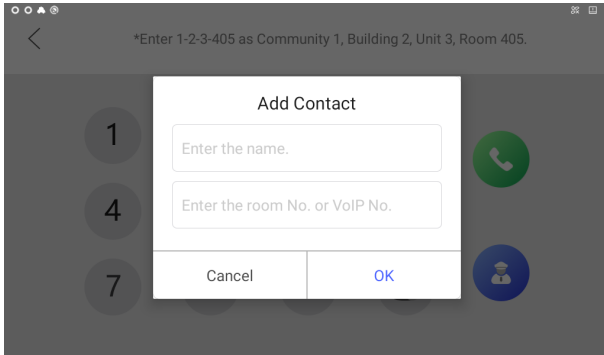
⌐ i ⌐ Note

Up to 200 contacts can be added.

4.1.3 Call Resident

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap **Call** to enter the residents calling page.
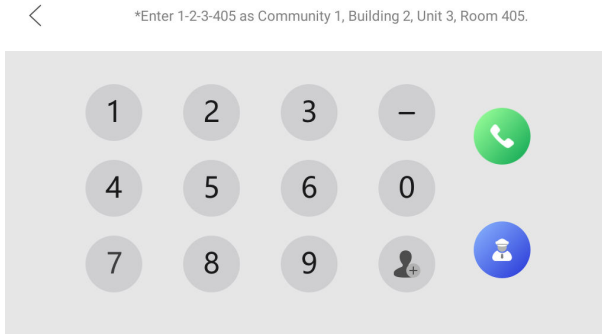
Figure 4-4 Call Resident

2. Enter the calling number to call.
   - If you want to call room, the calling number format should be x-x-x-xxx. For example, the calling number of Community 1, Building 2, Unit 3, and Room 405 is 1-2-3-405. Tap the call button to start an audiovisual call.

⌐ i ⌐ Note

The community No. can be omitted.

   - If you want to call VoIP contact, the calling number should be the phone number of VoIP account.

4.1.4 Call Indoor Extension/Indoor Station

If you install indoor station and indoor extensions at home, you can call the indoor extension via your indoor station, and vice versa. If you have installed more than 2 indoor extensions, you can also call the indoor extension from the indoor extension.

Call Indoor Extension from Indoor Station

Enter 【0-indoor extension No.】 on the indoor station to start calling the target indoor extension.

Call Indoor Station from Indoor Extension

Enter 【0-0】 on the indoor extension to call the indoor station from the indoor extension.

Call Indoor Extension from Indoor Extension

Enter 【0-indoor extension No.】 on the indoor extension to start calling the target indoor extension.

4.1.5 Receive Call

The indoor station and indoor extension can receive calls from the door station, the main station or iVMS-4200 Client.

On the call from door station interface, there are 2 unlock buttons: Unlock 1, and Unlock 2. When you tap **Unlock 1**, the building gate will open by default, and when you tap **Unlock 2**, the door connected to the door station with the secure control door unit will open.

Tap the capture button to capture the live view picture when speaking with the door station. And prompts "Captured" will display on the screen.

Indoor extension can receive calls from the door station and the main station only.

4.1.6 View Call Logs

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

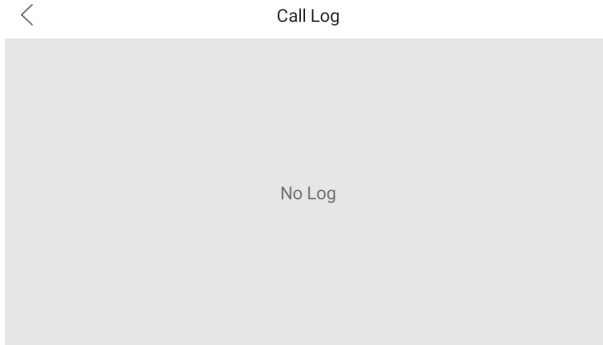**1.** On the main page of the device, tap **→ Call Log** to enter the call log page.

Figure 4-5 Call Logs

2. Tap a piece of call logs in the list to call back.

Note

- Indoor extension does not support this function.
- The indoor station saves call logs from door station, outer door station, management center and other indoor stations.
- Hold a piece of call logs, and tap **Delete Logs** to delete.
- Tap **Clear** to delete all pieces of call logs.

4.2 Live View

On the live view page, you can view the live video of added door station and network camera.

Steps

Note

- Wake up the device. Refers to ***Wake Up the Device*** for details.
- Make sure the network camera or door station is well-connected.
- Make sure the indoor extension and the indoor station are well-connected.

1. On the main page of the device, tap **Live View** to enter the live view page.
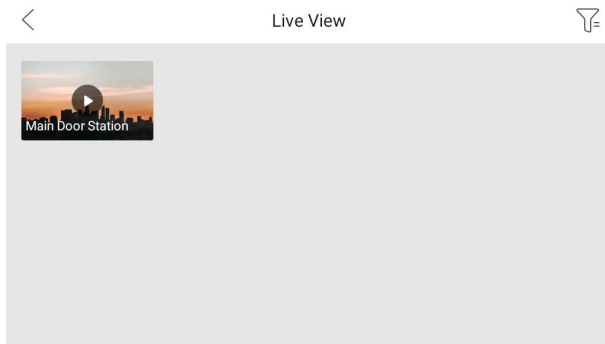
Figure 4-6 Live View

2. Tap **Main Door Station** to enter the live view page of door station.

Note

- On the Call from Door Station page, there are 2 unlock buttons: Unlock 1, and Unlock 2. When you tap **Unlock 1**, the building gate will open by default. When you tap **Unlock 2**, the door station connected door will open.
- On the Call from Door Station page, there are 1 capture button. You can tap the button to capture the picture via door station.

3. Tap **Camera** to enter the live view page of network cameras.

4.3 Arm/Disarm

The indoor station has four kinds of scene modes: sleeping mode, stay mode, away mode, and custom mode. You can arm or disarm your room in each scene mode manually. The selected scene mode will be displayed on the main page of the indoor station.

Note

You should create an Arm/Disarm Password first.

4.3.1 Arm Room

Select the arm mode to arm your room.

Before You Start

- Wake up the device. Refers to ***Wake Up the Device*** for details.
- On the main page of the device, tap **Settings → Advanced Settings** to enable the **Zone Alarm** functions.
- You should create an arm/disarm password. Please refers to *Operation Password Settings* for the details.

Steps

1. On the main page of the device, tap **Stay** to enter the scene page.

2. Select **Stay**, **Away**, **Sleeping** or **Custom**.

3. Enter the arm/disarm password to enable the scene.

4. Tap **OK**.

> **⌐i⌐ Note**
>
> You can also tap 🛡 **→ Arm** to enable the scene.

4.3.2 Disarm Your Room

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap 🛡 **→ Disarm** to disarm.

2. Enter the arm/disarm password.

3. Tap **OK**.

4.4 Arming Mode Settings

4 arming modes can be configured: stay mode, away mode, sleeping mode and custom mode.

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.
Tap **Settings → Advanced Settings** to enable **Zone Alarm** functions.

> **⌐i⌐ Note**
>
> Admin password is required to enter the advanced settings page.

Steps

ⓘ Note

Arming status page and zone settings page are hidden by default. You should enable alarm function first.

1. On the main page of the device, tap **Settings → Preference → Scene Settings** to enter the arming mode settings page.

‹	Scene Settings	
Stay		›
Away		›
Sleeping		›
Custom		›
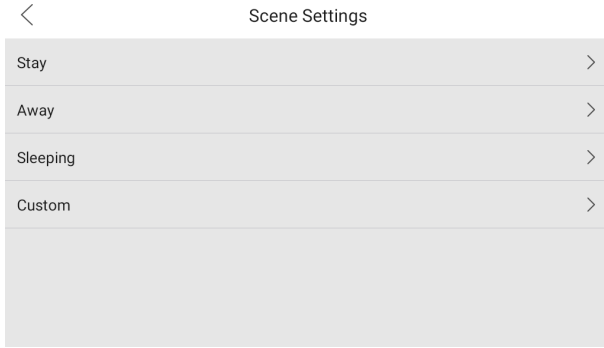
Figure 4-7 Scene Settings

2. Tap **Stay**, **Away**, **Sleeping**, or **Custom** to enter the page.

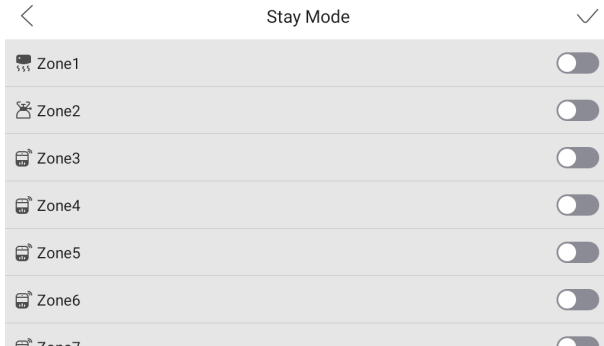| ‹	Stay Mode	✓
Zone1		◯
Zone2		◯
Zone3		◯
Zone4		◯
Zone5		◯
Zone6		◯
Zone7		◯

Figure 4-8 Arming Mode Settings

3. Arm the selected zone.

☐ⓘ **Note**

- Zones are configurable on the arming mode page.
- 24H alarm zone including smoke detector zone, gas detector zone and doorbell zone will be triggered even if they are disabled.
- When the doorbell zone is triggered, the device will ring but not upload the alarm signal.
- Arming mode settings should be configured with the settings of arming status on the user page of the device.

4.5 Information Management

You can view public notice, visitor message, alarm log and capture log on information management page.

Wake up the device. Refers to ***Wake Up the Device*** for details.

☐ⓘ **Note**

Indoor extension only supports alarm log and capture log.

Notice

On the main page of the device, tap 📞 or slide down the page to enter the call information page. Tap **Search Notice** to enter the notice details page. You can view the notice locally or that from mobile client.
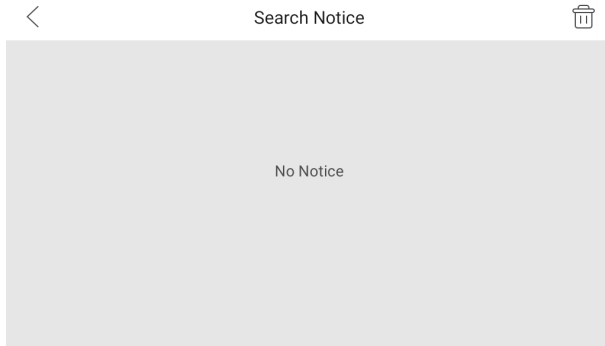
Figure 4-9 Search Notice

Details

Tap the item to view the details of the notice.

Delete

Tap delete button at the upper-right corner of the page and select items to delete. Or slide the item to the left to delete the item only.

Alarm Log

On the main page of the device, tap ● or slide down to enter the alarm information page. Tap **Alarm Log** to view the alarm logs.
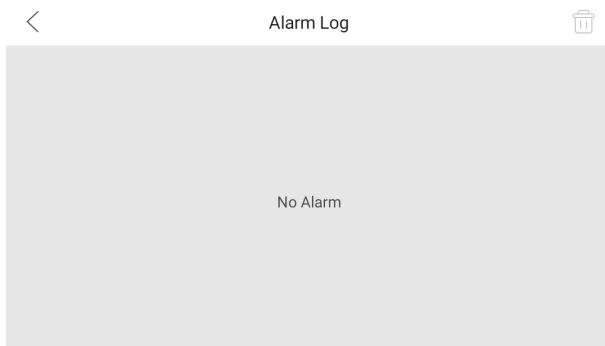
Figure 4-10 Alarm Logs

Details

Tap the item to view the details of the alarm log.

Delete

Tap delete button at the upper-right corner of the page and select items to delete. Or slide the item to the left to delete the item only.

Album

On the main page fo the device, tap ✳ or slide down to enter the alarm information page. Tap **Album** to view the captures and images of the device.

Zoom In

Tap the item to zoom in the picture.

Delete

Tap delete button at the upper-right corner of the page and select pictures to delete. Or slide the item to the left to delete the item only.

Delete Captures and Messages Automatically

On the main page of the device, tap **Settings → Basic Settings** to enter the settings page.
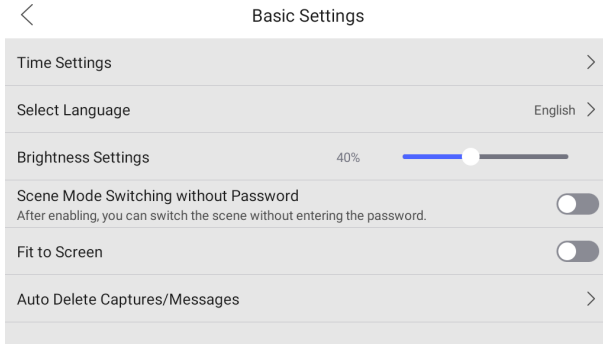
Figure 4-11 Basic Settings

Tap **Auto Delete Captures/Messages** to set the interval to delete automatically.

5 Remote Operation via Mobile Client

5.1 Set up Mobile Client

You can configure and operate the device via mobile client remotely.

Before You Start
Make sure your mobile device has been connected to Wi-Fi.

Steps

1. Install **Hik-Connect** and register a user account for iOS and Android.

1) Search **Hik-Connect** in App Store or ™ to download and install the mobile client.

2) Launch the mobile client and follow the on-screen instructions to register a user account.

2. Start the mobile client, and log in to the mobile client.

5.2 Set Up Device via Mobile Client

To operate the indoor station normally, you should add the device to the client.

Steps

1. On the home page of the client, tap **Add Device**.
 - Scan QR code of the device to add.

> **ⓘ Note**
>
> • The QR code is printed on the label, which is on the rear panel of doorbell. If you have already installed the device, you can scan the QR code on the cloud service page in the device.
>
> • Tap to enable the flashlight if the scanning environment is too dark.

 - If there are device QR codes in photo album of the phone, tap to extract QR code from local album.
 - If the system fails to recognize the QR code, tap and enter the serial No. to add the device manually.

2. Connect to the network.

⚠ **Note**

Make sure the device and the mobile device are in the same LAN.

- Wired Connection:

  a. Tap **Next**.

  b. Connect the device to the router with a network cable.

⚠ **Note**

Make sure your mobile phone is connected to the same router.

  c. Tap **Connected**.
- Wireless Connection:

  a. Connect the device to the Wi-Fi.

⚠ **Note**

Make sure your mobile phone has been connected to the same Wi-Fi or your device has been connected to the hotspot of the mobile phone.

  b. Tap **Add**.

  c. When the client displays **Adding Completed**, tap **Next** and edit the device name to save.

5.3 Remote Operation

You can realize some certain functions of the indoor station via **Hik-Connect** (including, but not limited to, live view via linked device, and edit device name).

Live View

Tap the indoor station in the list to enter the Live View page. You can monitor the linked door station and linked camera.

Tap **...** → **Linked Camera** to view the status of all cameras.

View and Edit Informations

Tap **...**, you can edit the device name.

You can tap **...** to view the device verison.

Tap **Delete Device** to remove the device from the list.

6 Remote Operation via the client software

The Video Intercom module provides remote control and configuration on video intercom products via the iVMS-4200 client software.

6.1 Call Indoor Station

Steps

1. On the main page, click **Access Control → Video Intercom** to enter the Video Intercom page.

2. Select a resident and click ⬚ in the Call Household column to start calling the selected resident.
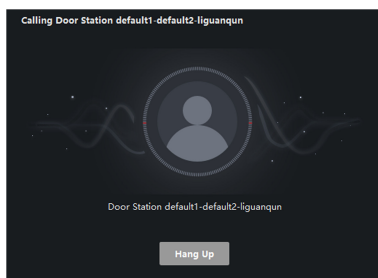
Figure 6-1 Calling Indoor Station

3. After answered, you will enter the In Call window.

- Click 🔊 to adjust the volume of the loudspeaker.
- Click **Hang Up** to hang up.
- Click 🎤 to adjust the volume of the microphone.

ⓘ Note

- One indoor station can only connect with one client software.
- You can set the maximum ring duration ranging from 15s to 60s, and the maximum speaking duration ranging from 120s to 600s via the Remote Configuration of indoor station.

6.2 Receive Call from Indoor Station/Door Station

Steps

1. Select the client software in the indoor station or door station page to start calling the client and an incoming call dialog will pop up in the client software.
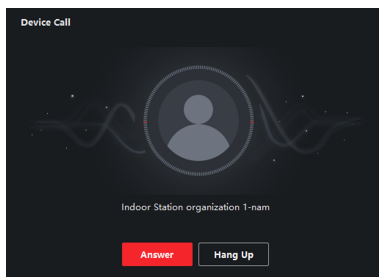
Figure 6-2 Incoming Call from Indoor Station

2. Click **Answer** to answer the call. Or click **Hang Up** to decline the call.

3. After you answer the call, you will enter the In Call window.

- Click 🔊 to adjust the volume of the loudspeaker.
- Click **Hang Up** to hang up.
- Click 🎤 to adjust the volume of the microphone.
- For door station, you can click 🔓 to open the door remotely.

> **i Note**
> - One video intercom device can only connect with one client software.
> - The maximum ring duration can be set from 15s to 60s via the Remote Configuration of the video intercom device.
> - The maximum speaking duration between indoor station and client can be set from 120s to 600s via the Remote Configuration of indoor station.
> - The maximum speaking duration between door station and client can be set from 90s to 120s via the Remote Configuration of door station.

6.3 View Live Video of Door Station and Outer Door Station

You can get the live view of the door station and outer door station in the Main View module and control the door station and outer door station remotely.

In the Main View module, double-click a door station or outer door station device or drag the device to a display window to start the live view.

You can click **Unlock** on the menu to open the door remotely.

6.4 View Call Logs

You can check all the call logs, including dialed call logs, received call logs and missed call logs. You can also directly dial via the log list and clear the logs.

Steps

1. On the main page, click **Access Control → Video Intercom** to enter the Video Intercom page.

2. Click the Call Log tab to enter the Call Log page. All the call logs will display on this page and you can check the log information, e.g., call status, start time, resident's organization and name, device name and ring or speaking duration.
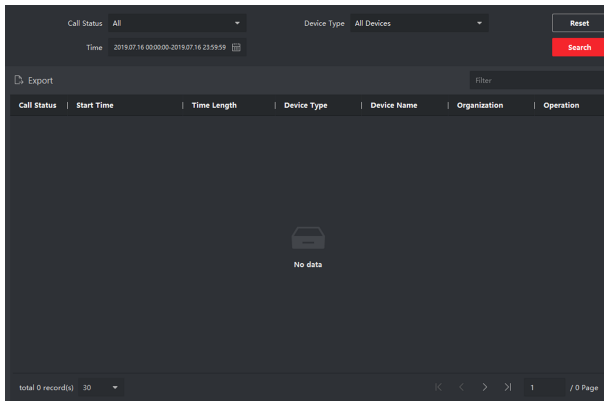
Figure 6-3 Call Log

3. Optional: Click the icon in the Operation column to re-dial the resident.

6.5 Release Notice

You can create different types of notices and send them to the residents. Four notice types are available, including Advertising, Property, Alarm and Notice Information.

Steps

1. On the main page, click **Access Control → Video Intercom** to enter the Video Intercom page.

2. Click **Notice** to enter the Release Notice page.
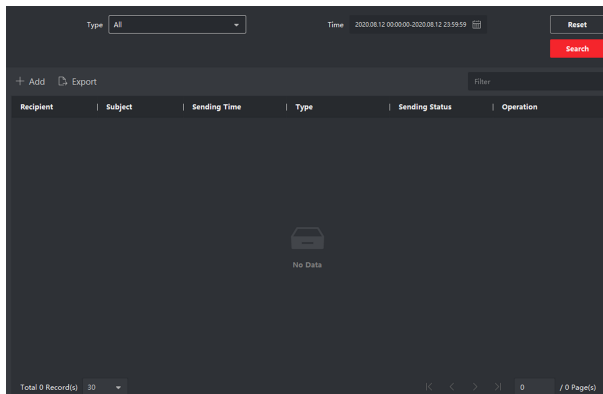
Figure 6-4 Release Notice

3. Click **Add** on the left panel to create a new notice.
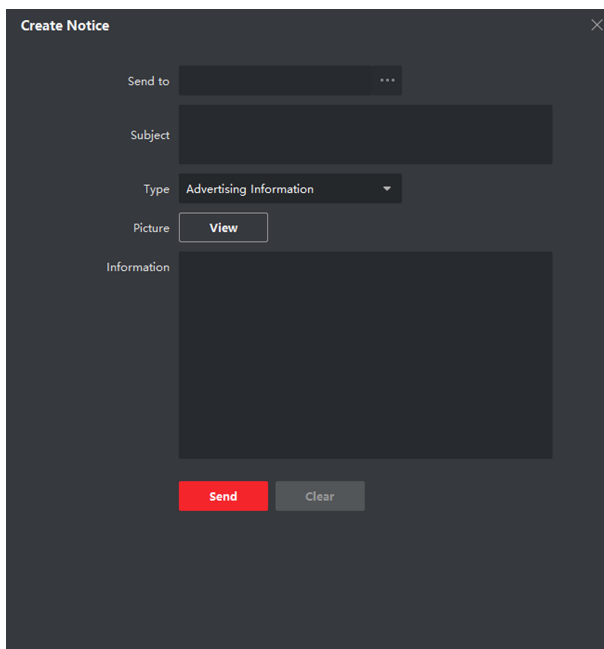
Figure 6-5 Create a Notice

4. Edit the notice on the right panel.

1) Click **...** on the Send To field to pop up the Select Resident dialog.

2) Check the checkbox(es) to select the resident(s). Or you can check the **All** checkbox to select all the added residents.

3) Click **OK** to save the selection.

4) Enter the subject on the Subject field.

⌈i⌉ Note

Up to 63 characters are allowed in the Subject field.

5) Click ⌄ in the Type field to unfold the drop-down list and select the notice type.

6) **Optional:** Click **View** to add a local picture to the notice.

⌐i⌐ Note

Up to 6 pictures in the JPGE format can be added to one notice. And the maximum size of one picture is 512KB.

7) Enter the notice content in the Information field.

8) **Optional:** You can also click **Clear** to clear the edited content.

⌐i⌐ Note

Up to 1023 characters are allowed in the Content field.

5. Click **Send** to send the edited notice to the selected resident(s). The sent notice information will display on the left panel. You can click a notice to view the details on the right panel.

6.6 Search Video Intercom Information

You can search the call logs between the iVMS-4200 client software and video intercom devices, device unlocking logs and the sent notice information.

On the main page, click **Access Control** to enter the access control module.

In the Access Control module, click **Video Intercom** to enter the Video Intercom page.

6.6.1 Search Call Logs

Steps

1. On the main page, click **Access Control → Video Intercom** to enter the Video Intercom page.

2. Click **Call Log** to enter the Call Log page.

Figure 6-6 Search Call Logs

3. Set the search conditions, including call status, device type, start time and end time.

Call Status

Click ˅ to unfold the drop-down list and select the call status as **Dialed**, **Received** or **Missed**. Or select **All** to search logs with all statuses.

Device Type

Click ˅ to unfold the drop-down list and select the device type as **Indoor Station**, **Door Station**, **Outer Door Station** or **Analog Indoor Station**. Or select **All Devices** to search logs with all device types.

Start Time/End Time

Click 📅 to specify the start time and end time of a time period to search the logs.

4. Optional: You can click **Reset** to reset all the configured search conditions.

5. Click **Search** and all the matched call logs will display on this page.

- Check the detailed information of searched call logs, such as call status, ring/speaking duration, device name, resident organization, etc.

- Input keywords in the Search field to filter the desired log.

- Click **Export** to export the call logs to your PC.

6.6.2 Search Notice

Steps

1. On the main page, click **Access Control → Video Intercom** to enter the Video Intercom page.

2. Click **Notice** to enter the Notice page.
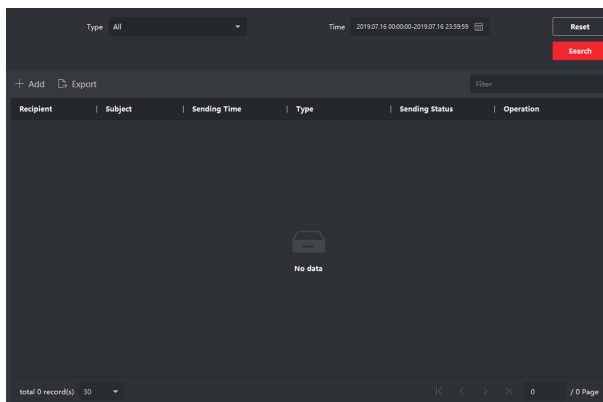
Figure 6-7 Search Notice
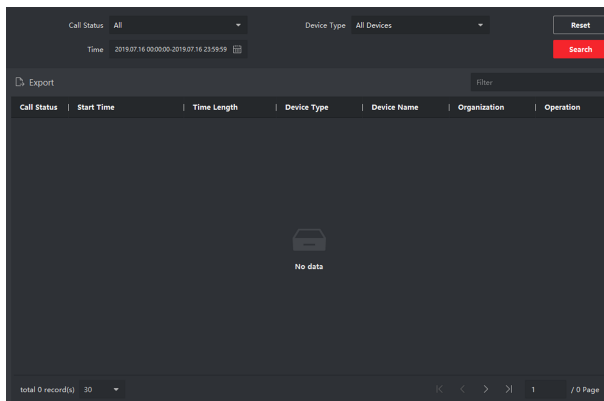
3. Set the search conditions, including notice type, subject, recipient, start time and end time.

Recipient

Input the recipient information in the Recipient field to search the specified notice.

Subject

Input the keywords in the Subject field to search the matched notice.

Type

Click ⌄ to unfold the drop-down list and select the notice type as **Advertising Information**, **Property Information**, **Alarm Information** or **Notice Information**. Or select **All** to search notices with all types.

4. Optional: You can click **Reset** to reset all the configured search conditions.

5. Click **Search** and all the matched notices will display on this page.

- Check the detailed information of searched notices, such as sending time, sending status, etc.

- Input keywords in the Search field to filter the searching result.

6. You can view and edit the notice details, check the sending failed/sent succeeded/ unread users, and resend the notice to sending failed/unread users.

7. Optional: Click **Export** to export the notices to your PC.

A. Communication Matrix and Device Command

Communication Matrix

Scan the following QR code to get the device communication matrix.

Note that the matrix contains all communication ports of Hikvision access control and video intercom devices.

Figure A-1 QR Code of Communication Matrix

Device Command

Scan the following QR code to get the device common serial port commands.

Note that the command list contains all commonly used serial ports commands for all Hikvision access control and video intercom devices.

Figure A-2 Device Command

See Far, Go Further

UD27308B

Video Intercom 9 Series Indoor Station

Configuration Guide

Legal Information

About this Manual

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

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

Trademarks

HIKVISION and other Hikvision's trademarks and logos are the properties of Hikvision in various jurisdictions.

Other trademarks and logos mentioned are the properties of their respective owners.

Disclaimer

CONNECTION WITH THE USE OF THE PRODUCT, EVEN IF HIKVISION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS.

YOU ACKNOWLEDGE THAT THE NATURE OF THE INTERNET PROVIDES FOR INHERENT SECURITY RISKS, AND HIKVISION SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER-ATTACK, HACKER ATTACK, VIRUS INFECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, HIKVISION WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.

YOU AGREE TO USE THIS PRODUCT IN COMPLIANCE WITH ALL APPLICABLE LAWS, AND YOU ARE SOLELY RESPONSIBLE FOR ENSURING THAT YOUR USE CONFORMS TO THE APPLICABLE LAW. ESPECIALLY, YOU ARE RESPONSIBLE, FOR USING THIS PRODUCT IN A MANNER THAT DOES NOT INFRINGE ON THE RIGHTS OF THIRD PARTIES, INCLUDING WITHOUT LIMITATION, RIGHTS OF PUBLICITY, INTELLECTUAL PROPERTY RIGHTS, OR DATA PROTECTION AND OTHER PRIVACY RIGHTS. YOU SHALL NOT USE THIS PRODUCT FOR ANY PROHIBITED END-USES, INCLUDING THE DEVELOPMENT OR PRODUCTION OF WEAPONS OF MASS DESTRUCTION, THE DEVELOPMENT OR PRODUCTION OF CHEMICAL OR BIOLOGICAL WEAPONS, ANY ACTIVITIES IN THE CONTEXT RELATED TO ANY NUCLEAR EXPLOSIVE OR UNSAFE NUCLEAR FUEL-CYCLE, OR IN SUPPORT OF HUMAN RIGHTS ABUSES.

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

Data Protection

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

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

Symbol Conventions

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

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

Safety Instruction

⚠ Warning

- All the electronic operation should be strictly compliance with the electrical safety regulations, fire prevention regulations and other related regulations in your local region.
- Please use the power adapter, which is provided by normal company. The power consumption cannot be less than the required value.
- Do not connect several devices to one power adapter as adapter overload may cause over-heat or fire hazard.
- Please make sure that the power has been disconnected before you wire, install or dismantle the device.
- When the product is installed on wall or ceiling, the device shall be firmly fixed.
- If smoke, odors or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.
- If the product does not work properly, please contact your dealer or the nearest service center. Never attempt to disassemble the device yourself. (We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.)

⚠ Caution

- Do not drop the device or subject it to physical shock, and do not expose it to high electromagnetism radiation. Avoid the equipment installation on vibrations surface or places subject to shock (ignorance can cause equipment damage).
- Do not place the device in extremely hot (refer to the specification of the device for the detailed operating temperature), cold, dusty or damp locations, and do not expose it to high electromagnetic radiation.
- The device cover for indoor use shall be kept from rain and moisture.
- Exposing the equipment to direct sun light, low ventilation or heat source such as heater or radiator is forbidden (ignorance can cause fire danger).
- Do not aim the device at the sun or extra bright places. A blooming or smear may occur otherwise (which is not a malfunction however), and affecting the endurance of sensor at the same time.

- Please use the provided glove when open up the device cover, avoid direct contact with the device cover, because the acidic sweat of the fingers may erode the surface coating of the device cover.
- Please use a soft and dry cloth when clean inside and outside surfaces of the device cover, do not use alkaline detergents.
- Please keep all wrappers after unpack them for future use. In case of any failure occurred, you need to return the device to the factory with the original wrapper. Transportation without the original wrapper may result in damage on the device and lead to additional costs.
- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.
- Input voltage should meet both the SELV and the Limited Power Source according to 60950-1 standard.
- The power supply must conform to LPS. The recommended adaptor models and manufacturers are shown as below. Use the attached adapter, and do not change the adaptor randomly.

Model	Current	Manufacturer	Standard
MSA-C1500IC12.0-18P-US	1.5 A	MOSO POWER SUPPLY TECHNOLOGY CO., LTD	PG
TS-A018-120015AD	1.5 A	SHENZHEN TRANSIN TECHNOLOGIES CO., LTD	PG

- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.
- Improper replacement of the battery with an incorrect type may defeat a safeguard (for example, in case of some lithium battery types).
- Do not dispose of the battery into fire or a hot oven, or mechanically crush or cut the battery, which may result in an explosion.
- Do not leave the battery in an extremely high temperature surrounding environment, which may result in an explosion or leakage of flammable liquid or gas.
- Do not subject the battery to extremely low air pressure, which may result in an explosion or the leakage of flammable liquid or gas.
- CAUTION: Risk of explosion if the battery is replaced by an incorrect type.

Regulatory Information

FCC Information

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

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

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

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

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

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

FCC Conditions

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

1. This device may not cause harmful interference.

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

EU Conformity Statement

This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2014/30/EU, RE Directive 2014/53/EU,the RoHS Directive 2011/65/EU

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

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

Industry Canada ICES-003 Compliance

This device meets the CAN ICES-3 (B)/NMB-3(B) standards requirements.

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

1. this device may not cause interference, and

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

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

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

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

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

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

Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.

Contents

1 About this Manual

Get the manual and related software from or the official website (http://www.hikvision.com).

Product	Model
Network Indoor Station	DS-KH9310-WTE1(B)/DS-KH9510-WTE1(B)

2 Local Operation

2.1 Activate Indoor Station

You can configure and operate the indoor station after creating a password for the device activation.

Steps

1. Power on the device. It will enter the activation page.
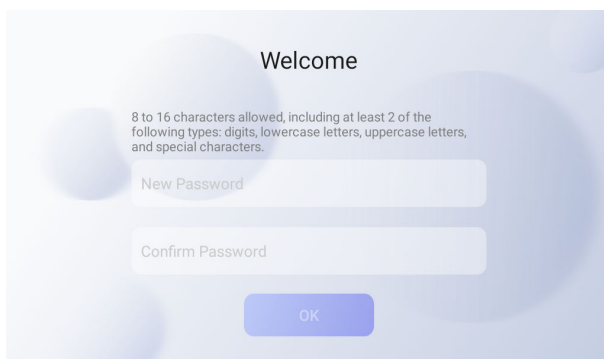
Figure 2-1 Activate Indoor Station

2. Create a password and confirm it.

ⓘ Note

You can tap ⌒ to enable or disable password reveal.

3. Tap **OK** to activate the indoor station.

ⓘ Note

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

2.2 Quick Operation

After device activation, the wizard page will pop up.

Steps

1. Choose Language and tap **NEXT**. Or tap **Skip** to skip language settings.
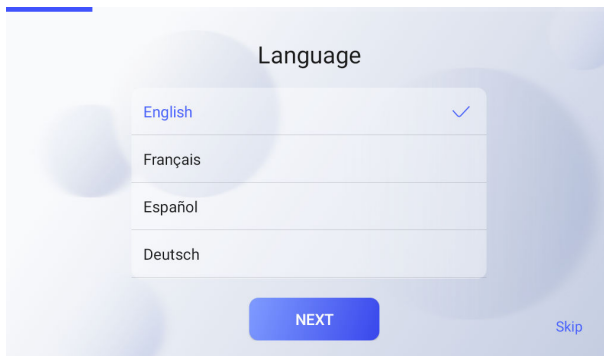
Figure 2-2 Language Settings

2. Set password reset method. Or you can tap **Skip** to skip password reset method settings.
  - If you need to change password via reserved email, you can enter an email address and tap **NEXT**.
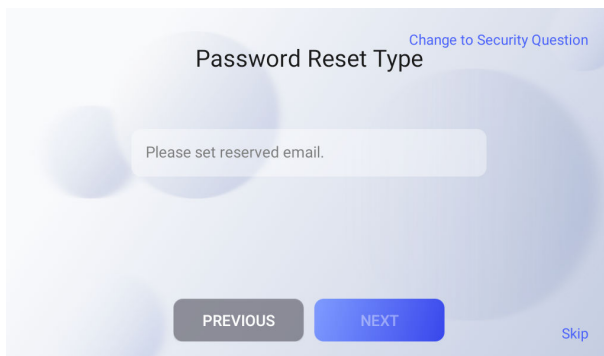
Figure 2-3 Select Password Reset Method

If you need to change password via security questions you can tap **Change to Security Questions** on the right corner. Select the security questions and enter the answers. Tap **NEXT**.
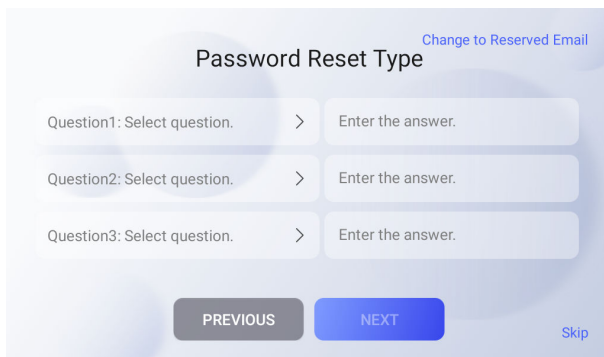
Figure 2-4 Reset by Security Questions

3. Set gesture password and confirm it. Or you can tap **Skip** to skip gesture password settings.
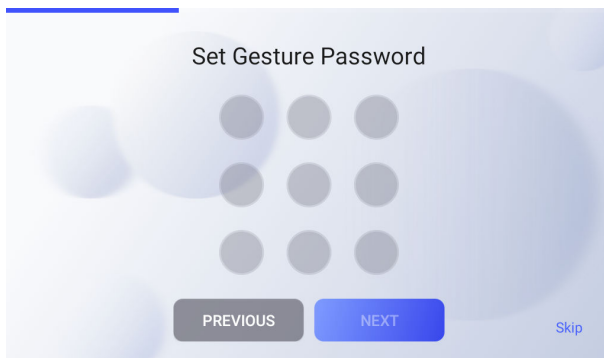
Figure 2-5 Set Gesture Password

$\boxed{\mathbf{i}}$ **Note**

Connect at least 4 dots as gesture password.

4. Set network parameters and tap **NEXT**. Or you can tap **Skip** to skip network settings.
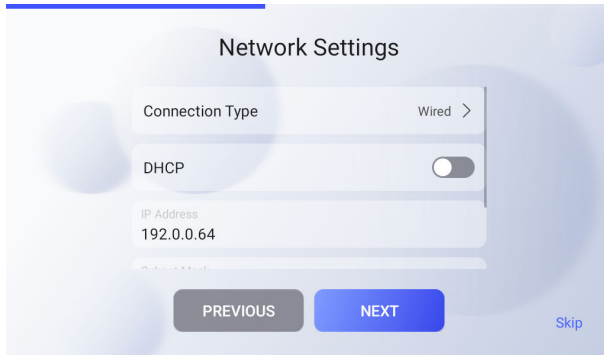
Figure 2-6 Network Settings

- When you select **Connection Type** as **Wired**, you can edit network parameters manually or automatically.

  Set Network Parameters Automatically

  Enable **DHCP**, the device will get network parameters automatically.

  Set Network Parameters Manually

  Edit **Local IP**, **Subnet Mask** and **Gateway** parameters.
- When you select **Connection Type** as **Wireless**, and select an Wi-Fi from the drop list to connect.

5. Configure the indoor station parameters and tap **NEXT**. Or you can tap **Skip** to skip the indoor station parameters settings.
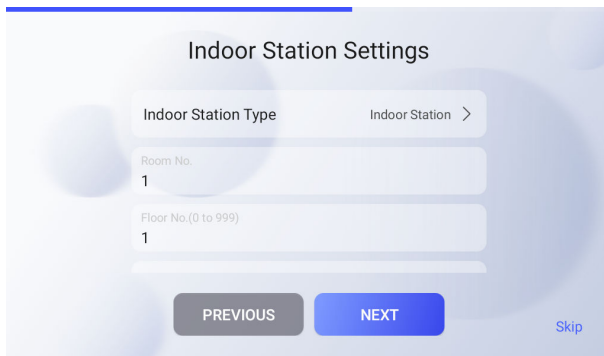
Figure 2-7 Indoor Station Settings

1) Select **Indoor Station Type** as **Indoor Station**.

⌈i⌉ Note

When you select indoor station type as indoor extension, you can select the indoor station from the drop list to link.

2) Edit **Floor No.** and **Room No.**

3) Enable **Custom SIP Registration Password** function and set the **Registration Password**.

4) **Optional:** Enable **Link Indoor Extension** and select device to link.

5) **Optional:** Tap **Advanced Options** to edit **Community No.**, **Building No.** and **Unit No.**

6. Slide to enable the mobile client service function. Configure the **Hik-Connect** service settings.
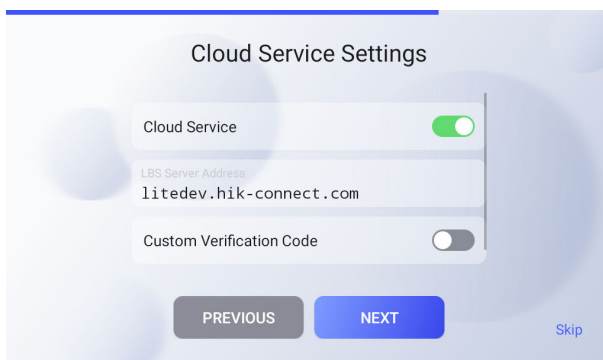
Figure 2-8 Cloud Service Settings

1) Set **LBS Server**.

2) Slide the slider to edit verification code or use the activation password by default.

3) Tap **NEXT**.

7. Link related devices and tap **NEXT**. If the device and the indoor station are in the same LAN, the device will be displayed in the list. Tap the device or enter the serial No. to link.
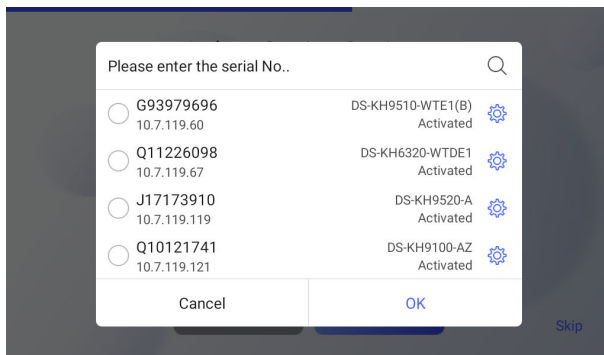
Figure 2-9 Related Device

1) Tap the door station in the list to link.

ⓘ Note

If the door station is inactive, the system will pop up the dialog to activate the door station.

2) Tap ⚙ to pop up the Network Settings page.

3) Edit the network parameters of the door station manually or enable **DHCP** to get the network parameters automatically.

4) Tap **OK** to save the settings.

8. Tap **FINISH** to save the settings.

2.3 Wake Up the Device

You should wake up the device from the standby mode to enter the main page.

When you enable the gesture password function, you should enter the gesture password to unlock the device.

Steps

1. Touch the screen to wake up the deivce.

2. Enter the gesture password to unlock the device.

> **i Note**
> - When you forget the gesture password, you can tap **Forgot Gesture Password** or **Use admin password** to enter admin password to unlock.
> - When you tap **Settings → Advanced Settings** to disable **Unlock by Gesture**, you can skip the step.

2.4 Basic Settings

Basic settings is required before starting using the indoor station. It is necessary to set the indoor station network, room No., linked devices, device time display, and so on.

2.4.1 Set Indoor Station Network Parameters

Network connection is mandatory for the use of the indoor station. Set the network parameters after activating the indoor station. Only when the IP address of the indoor station is in the same network segment as other devices, it can work properly in the same system.

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

> **i Note**
> The default IP address of the indoor station is 192.0.0.64.

Two ways are available for you to set IP address: DHCP, and set IP address manually.

1. On the main page of the device, tap **Settings → Advanced Settings → Network Settings** to enter the network settings page.

> **i Note**
> Admin password is required to enter the advanced settings page.
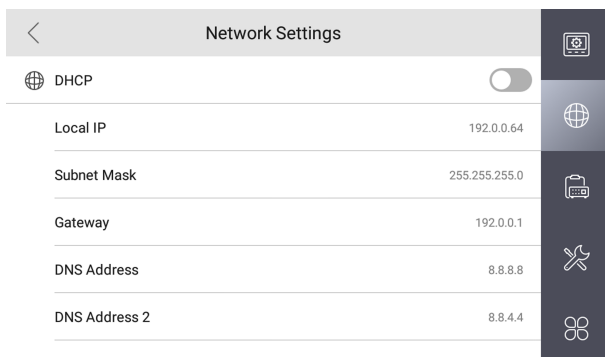
Figure 2-10 Network Settings

2. Enable **DHCP**, then the indoor station can search and get an IP address automatically.

Note

Skip the following steps if you have enabled DHCP.

3. Set the **Local IP**, **Subnet Mask** and **Gateway** manually.

4. Configure the DNS address according to your needs.

2.4.2 Set Linked Device IP

Linked network parameters refers to the network parameters of devices (like door station, doorphone, main station, center, etc.), to which the indoor station is linked. Linked devices for the indoor station refers to door station, center, main station, and doorphone.

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

Note

Here take door station network settings as example.

1. On the main page of the device, tap **Settings → Advanced Settings → Device Management** to enter the device management page.

ⓘ **Note**

Admin password is required to enter the advanced settings page.

Device Management	
Main Door Station	192.0.0.65 >
SIP Server	0.0.0.0 >
Center Address	0.0.0.0 >
Center Port No.	0 >
Main Station	0.0.0.0 >
Main Doorphone	0.0.0.0 >
Indoor Extension	0 >

Figure 2-11 Device Management

2. Tap **Main Door Station** to pop up the device information dialog.

Device Management		
🔍 Autosearch		⬤
D96558089	Activated.	↻ ⚙
725565643	Activated.	↻ ⚙
D96558090	Activated.	↻ ⚙
123456987	Activated.	↻ ⚙
123456798	Activated.	↻ ⚙
Q00063184	Activated.	↻ ⚙
987652314		↻ ⚙

Figure 2-12 Device Information

Restore the door station via indoor station.	Tap ↻ to restore the parameters of the door station.
Modify the IP address of the linked door station.	Tap ⚙ to modify the IP address of door station.

3. Select the device to link. Edit the network parameters.

2.4.3 Link to the Mobile Client

Before You Start

Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap **Settings → Advanced Settings → Cloud Service** to enter the settings page.

> ⓘ **Note**
>
> Admin password is required to enter the advanced settings page.

2. Enable **Cloud Service**.

3. Optional: Scan QR code on the screen to add the device to the mobile client.

2.4.4 Set Indoor Station No.

Before You Start

Wake up the device. Refers to ***Wake Up the Device*** for details.

Indoor station No. and the indoor extension No. are numbers, which can be dialed by other devices to call the indoor station and the indoor extension in an intercom system. The indoor station No., is composed of the floor No. and the room No.

The indoor extension No. should be a numeric from 1 to 5.

Up to 5 indoor extensions can be set for 1 indoor station.

Steps

1. On the home page of device, tap **Settings → Advanced Settings → Indoor Station Settings** to enter the indoor station No. settings page.

> ⓘ **Note**
>
> Admin password is required to enter the advanced settings page.

Indoor Station Settings	
Indoor Station Type	Indoor Station >
Room Information	>
Registration Password	Configured >
Stream Transmission Mode	Unicast >
Live View Duration	30 s >
Unlink	Unlinked

Figure 2-13 Indoor Station Settings

2. Configure the indoor station and indoor extension information.

- Select **Indoor Station** as **Indoor Station Type**. Tap **Room Information** to edit the **Room Name**, **Community No.**, **Building No.**, **Unit No.**, **Floor No.** and **Room No.**
- Select **Indoor Extension** as **Indoor Station Type**. Tap **Room Information** to edit the **Room Name** and **Extension No.**

2.4.5 Add Camera

Before You Start

Wake up the device. Refers to _**Wake Up the Device**_ for details.

Steps

1. On the main page of the device, tap **Settings → Advanced Settings → Device Management** to enter the device management page.

ⓘ Note
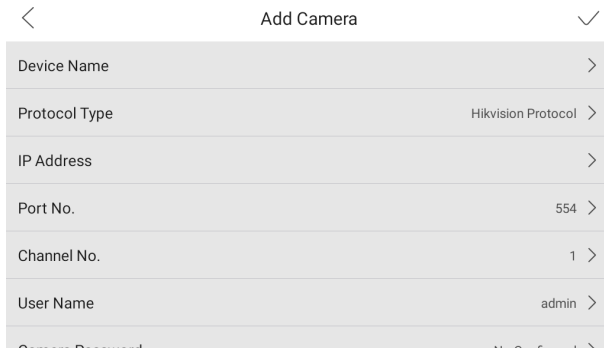
Admin password is required to enter the advanced settings page.

Device Management	
Main Door Station	192.0.0.65 >
SIP Server	0.0.0.0 >
Center Address	0.0.0.0 >
Center Port No.	0 >
Main Station	0.0.0.0 >
Main Doorphone	0.0.0.0 >
Indoor Extension	0 >

Figure 2-14 Device Management

2. Enter the Add Camera settings page.
- Tap **+** and select **Camera** to pop up the dialog box.
- Tap **Camera** and tap **+** to enter the settings page.

Add Camera	
Device Name	>
Protocol Type	Hikvision Protocol >
IP Address	>
Port No.	554 >
Channel No.	1 >
User Name	admin >
Camera Password	No Configured >

Figure 2-15 Add Camera

3. Enter the device name and IP address.

4. Enter the port No. and channel No.

5. Enter the user name and password of the camera.

6. Tap **√** to add the camera.

2.4.6 Zone and Alarm Settings

Zone Settings

You can set the zone type, alarm type and delay time and other parameters of 8 zones.

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.
Tap **Settings → Advanced Settings** to enable **Zone Alarm** functions.

Steps

 Note

Arming status page and zone settings page are hidden by default. You should enable alarm function first.

1. On the main page of the device, tap **Settings → Preference → Zone Settings** to enter the zone settings page.

	Zone Settings	
Zone1	NO	
Smoke Detector	24h Alarm	>
Zone2	NO	
Gas Detector	24h Alarm	>
Zone3	NO	
Active Infrared	Delay Alarm	>
Zone4	NO	
Active Infrared	Delay Alarm	>
Zone5	NO	
Active Infrared	Delay Alarm	>
Zone6	NO	
Active Infrared	Delay Alarm	>
Zone7	NO	
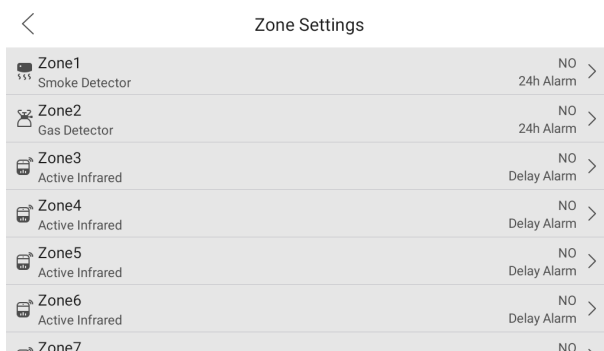
Figure 2-16 Zone Settings

2. Press a zone to pop up the zone editing dialogue box.

3. Set the zone type, alarm type, status of arming status, enter delay, and exit delay.

4. Tap **OK** to save the settings.

 Note

- 7 zone types are selectable: Panic Button, Door Magnetic, Smoke Detector, Active Infrared, Passive Infrared, Gas Detector, and Doorbell.

- 3 alarm types are selectable: 24h Alarm, Instant Alarm, and Delay Alarm.
  Set the alarm type as 24h alarm, and the zone will be armed for 24h.
  Set the alarm type as instant alarm, and the zone will alarm once it's triggered.

Set the alarm type as delay alarm, and you should set the enter delay duration and exit delay duration.

- Both the enter delay duration and the exit delay duration are from 30s to 60s.
- For Gas Detector and Smoke Detector, the alarm type is set as default 24h alarm. The alarm type of them can not be changed.

Arming Mode Settings

4 arming modes can be configured: stay mode, away mode, sleeping mode and custom mode.

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.
Tap **Settings → Advanced Settings** to enable **Zone Alarm** functions.

ⓘ Note

Admin password is required to enter the advanced settings page.

Steps

ⓘ Note

Arming status page and zone settings page are hidden by default. You should enable alarm function first.

1. On the main page of the device, tap **Settings → Preference → Scene Settings** to enter the arming mode settings page.

⟨	Scene Settings	
Stay		⟩
Away		⟩
Sleeping		⟩
Custom		⟩
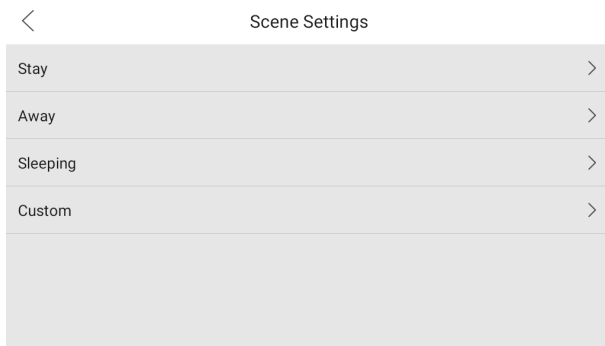
Figure 2-17 Scene Settings

2. Tap **Stay**, **Away**, **Sleeping**, or **Custom** to enter the page.
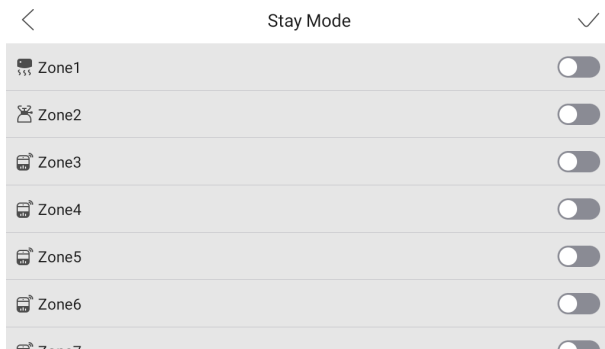
Figure 2-18 Arming Mode Settings

3. Arm the selected zone.

ℹ️ Note

- Zones are configurable on the arming mode page.
- 24H alarm zone including smoke detector zone, gas detector zone and doorbell zone will be triggered even if they are disabled.
- When the doorbell zone is triggered, the device will ring but not upload the alarm signal.
- Arming mode settings should be configured with the settings of arming status on the user page of the device.

Tamper Alarm

On the main page of the device, tap **Settings → Advanced Settings** to enable **Tamper Alarm** function.

ℹ️ Note

Admin password is required to enter the advanced settings page.

When tamper button is loosen, the alarm will be triggered.

2.5 Password Settings

You can create and edit admin password, operation password and gesture password.

2.5.1 Forget Admin Password

You can reset admin password via reserved email or security questions.

Change by Email

You can change admin password via email.

Before You Start

- The function of the device varies according to different models. Refers to the actual device for detailed information.

- Wake up the device. Refers to ***Wake Up the Device*** for details.
  You need to set a reserved email address at the wizard or tap **Settings → Advanced Settings → Security Settings → Email Address** to set or change the reserved email address.

> **ⓘ Note**
>
> Admin password is required to enter the configuration page.

Steps

1. On the main page of the device, tap **Settings → Advanced Settings** .

2. Tap **Forgot Password** at the pop up window.

3. Change your admin password via reserved email address.

> **ⓘ Note**
>
> Make sure the device has added to the Hik-Connect account.

1) Download Hik-Connect app.

2) Go to **More → Reset Device Password** .

3) Scan the QR code on the device and a verification code will be popped up.

4) Enter the verification code on the device page.

5) Tap **OK**.

4. Create a new password and confirm it.

> **ⓘ Note**
>
> Admin password can not contain "admin" or "nimda".

5. Tap **OK**.

Change by Security Question

You can change admin password via security questions.

Before You Start
You need to set security questions at the wizard or tap **Settings → Advanced Settings → Security Settings → Security Question** to set or change the answers to the questions.

 Note

Admin password is required to enter the advanced settings page.

Steps

1. On the main page of the device, tap **Settings → Advanced Settings** .

2. Tap **Forgot Password** at the pop up window.

3. Answer the security questions.

4. Create a new password and confirm it.

 Note

Admin password can not contain "admin" or "nimda".

---

5. Tap **OK**.

2.5.2 Edit Operation Password

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.

You can edit the duress code, unlock password and arm/disarm password of the indoor station.

You can edit the arm/disarm password of the indoor extension.

Steps

1. On the main page of the device, tap **Settings → Advanced Settings → Password Settings** to enter the operation password settings page.

 Note

Admin password is required to enter the advanced settings page.

‹	Password Settings

Unlock Password Use for unlocking door station.	No Configured ›
Duress Code Unlocked the door in an emergency, the device will send an alarm message to property.	No Configured ›
Arm/Disarm Password	No Configured ›

Figure 2-19 Password Settings

2. Tap **Unlock Password**, **Arm/Disarm Password**, or **Duress Code** to pop up the password settings dialog box.

Unlock Password

Enter the unlock password and room No. on the door station to open the door.

Arm/Disarm Password

Create an arm/disarm password before configuring alarm parameters.

Arm or disarm the zone for the indoor station by entering the arm/disarm password.

Note

Arm/Disarm settings page is hidden by default. Tap **Settings → Advanced Settings** to enable **Zone Alarm** functions, and you can edit the alarm parameters.

Duress Code

When you are hijacked and forced to open the door, you can enter the duress code. An alarm will be triggered to notify the management center secretly.

Note

The duress code and the unlock password cannot be the same.

3. Create a new password and confirm it.

4. Tap **OK** to save the settings.

ⓘ **Note**

Indoor Extension only supports admin password and arm/disarm password.

5. Tap **Settings → Basic Settings** to enable **Scene Mode Switching without Password** and enter the arm/disarm password. There is no need to enter the password during scene mode switching.

2.5.3 Modify Registration Password

You can change the SIP registration password.

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap **Settings → Advanced Settings → Indoor Station Settings** to enter the settings page.

ⓘ **Note**

Admin password is required to enter the advanced settings page.

‹	Indoor Station Settings
Indoor Station Type	Indoor Station ›
Room Information	›
Registration Password	Configured ›
Stream Transmission Mode	Unicast ›
Live View Duration	30 s ›
Unlink	Unlinked

Figure 2-20 Indoor Station Settings

2. Tap **Registration Password** to pop up the SIP registration password settings dialog box.

3. Create a new password and confirm it.

⌈i⌉ Note

Admin password can not contain "admin" or "nimda".

4. Tap **OK** to save the settings.

2.5.4 Create and Change Gesture Password

Set the gesture password to unlock the device from standby mode.

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap **Settings → Advanced Settings** to enter the settings page.

⌈i⌉ Note

Admin password is required to enter the advanced settings page.

2. Enable **Unlock by Gesture** and set the gesture password.

3. You can change your gesture password according to your needs.
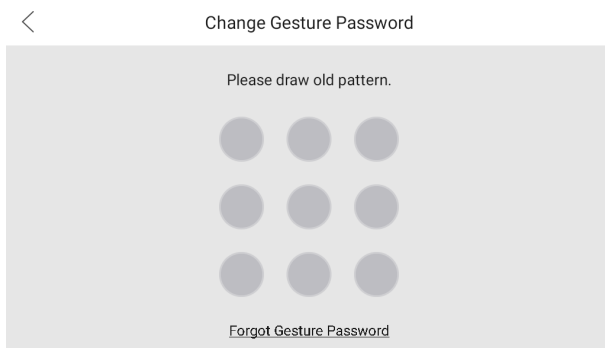
Figure 2-21 Change Gesture Password

⌈i⌉ Note

When you forgot the gesture password, you can change it by entering admin password.
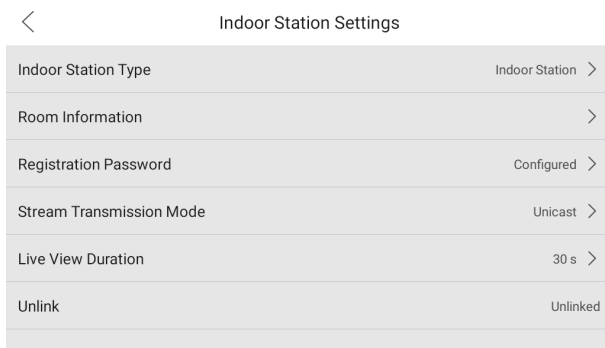
2.6 Synchronize Time

Before You Start

Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap **Settings → Basic Settings → Time Settings** to enter the time settings page.

Time Settings	
Sync Time	>
Time Zone	(GMT+08:00) China Standard Time >
Date Format	YYYY-MM-DD >
Time Format	12-hour >
Date Settings	2022-02-16 >
Time Settings	PM 09:14 >
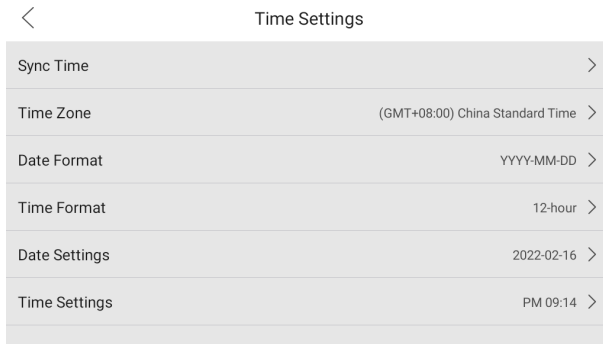
Figure 2-22 Time Settings

2. Synchronize the system time.
- Configure the **Date Format**, **Time Format**, **Date Settings** and **Time Settings** manually.
- Tap **Sync Time** to enable NTP.

<	Sync Time	✓
Enable NTP		🟢
Time Sync Interval		60 min >
IP Addr/Domain		0.0.0.0 >
Port No.		123
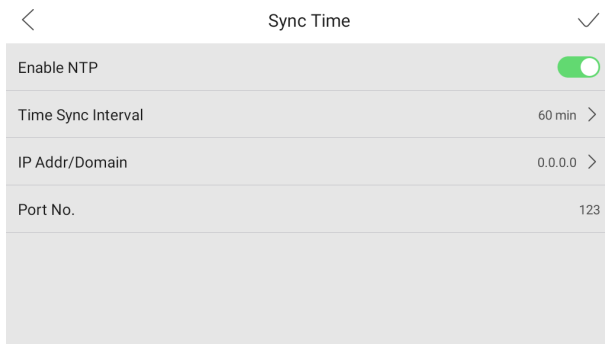
Figure 2-23 Sync Time

Set the synchronizing interval, enter the IP address/domain of NTP server and port No., and select the time zone.

⌐ Note

The default unit of synchronizing interval is minute.

2.7 Sound Settings

You can set the ringtone, ring duration, call forwarding time, volume of microphone and loudspeaker and enable/disable touch sound on call settings page.

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap **Settings → Call Settings** to enter the call settings page.
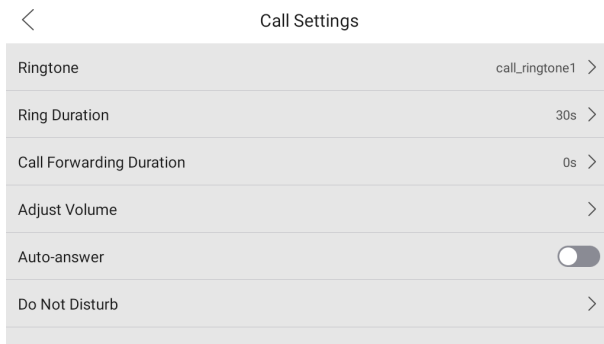
Figure 2-24 Call Settings

2. Set corresponding parameters.

Ringtone

There are 3 ringtones by default, and you can custom and import at most 4 ringtones via Batch Configuration Tool or iVMS-4200 Client Software.

Ringtone Duration: The maximum duration of indoor station when it is called without being accepted. Ringtone duration ranges from 30 s to 60 s.

Call Forwarding

The ring duration limit beyond which the call is automatically forwarded to the mobile phone designated by the resident. Call forwarding ranges from 0 s to 20 s.

Adjust Volume

Adjust the notification volume, call volume and touch-sound.

Note

Indoor Extension does not support the ring duration settings, or call forwarding settings.

2.8 The Third-Party App Settings

2.8.1 Install the App

Install the third-party App to your client.

Before You Start

Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap **Settings → Advanced Settings → The Third-Party App Settings** to enter the adding page.

⌐ℹ Note

Admin password is required to enter the advanced settings page.

‹	The Third-Party App Settings	
🚕 ATX V2.3.3		Installed ›
🤖 com.github.uiautomator.test Vnull		Installed ›
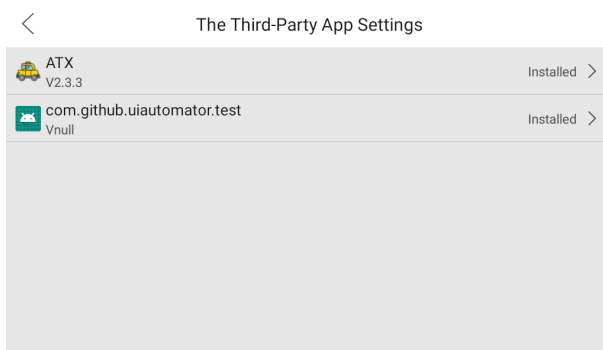
Figure 2-25 The Third-Party Apps

2. Tap **New APP** to add.

3. Edit the **Download Address** and select the **Installation Type**.
  - When you select **Manual** as installation type, you should tap **Download and Install** to add the App.
  - When you select **Auto** as installation type and set the **Download Time**, the device will add the App at the set time.

⌐ℹ Note

• Up to 2 Apps can be added to the device.

• On the main page of the device, tap **Settings → Basic Settings → Fit to Screen** to force the device into horizontal mode or view.

2.8.2 Uninstall the App

Before You Start

Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap **Settings → Advanced Settings → The Third-Party App Settings** to enter the settings page.

ⓘ Note

Admin password is required to enter the advanced settings page.

---

2. Select the App and tap **Uninstall**.

ⓘ Note

You can also uninstall the Apps via client software remotely.

2.9 Relay Settings

You can set and control the connected output devices via the output settings page. You can change the relay' name, and open duration. You can also set to display the relay button on the main page or not.

Before You Start

Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap **Settings → Adanced Settings → Preference → Shortcut Settings** to enable the **Relay** function.

ⓘ Note

- Supports up to 2 relays.
- If no relays displayed on the page, the device may not support the function.

---

2. Tap **Relay Settings** to enter the settings page.

3. Select a relay and set the parameters.

   Name

   You can change the relay's name.

   ⓘ Note

   1 to 32 characters are allowed. Supports uppercase letters, lowercase letters, numerics, and special characters.

NO

Enable the function, the relay remains open.

Disabled the function, and you can set the remain open duration.

Note

- By default, the function is disabled.
- 1 to 180 s are available to set.

Hide on Main Page

Enable the function and the relay button will be displayed on the main page. You can control the relay status manually on the main page.

Disabled the function and the relay button will no be displayed on the main page.

2.10 Shortcut Settings

On the main page of the device, tap **Settings → Preference → Shortcut Settings** to enter the settings page.

You can enable the Call Elevator, Call Management Center, SOS, Arm/Disarm, and Relay shortcut.

2.11 Restore Indoor Station

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap **Settings → Advanced Settings → System Maintenance** to enter the restore default settings page.

Note

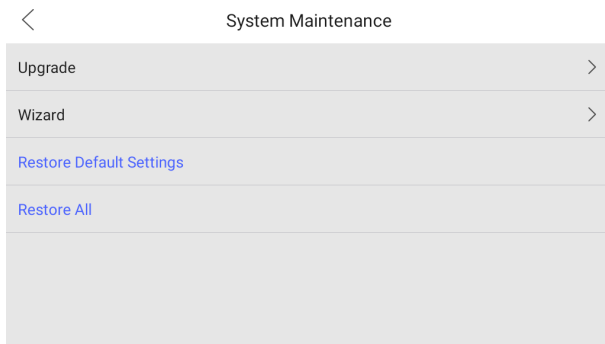Admin password is required to enter the advanced settings page.

<table>
<tr><td colspan="2">System Maintenance</td></tr>
<tr><td>Upgrade</td><td>></td></tr>
<tr><td>Wizard</td><td>></td></tr>
<tr><td>Restore Default Settings</td><td></td></tr>
<tr><td>Restore All</td><td></td></tr>
</table>

Figure 2-27 Restore Default Settings

2. Tap **Restore Default Settings** to restore the default settings and reboot the system.

3. Tap **Restore All** to restore all parameters and reboot the system.

2.12 Upgrade Indoor Station

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap **Settings → Advanced Settings → System Maintenance** to enter the maintenance page.

2. Tap **Upgrade** to checking for updates.

3. Tap **Upgrade** to update the system to the lastest version.

2.13 Reboot

Enter a short description of your task here (optional).

Before You Start
Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

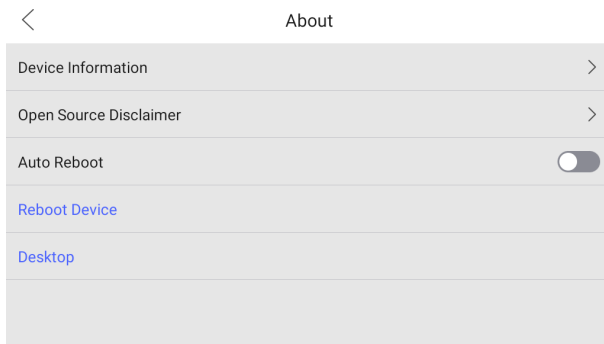**1.** On the main page of the device, tap **Settings → About** to enter the settings page.

About	
Device Information	>
Open Source Disclaimer	>
Auto Reboot	⬤
Reboot Device	
Desktop	

Figure 2-28 About

2. You can reboot the device manually or automatically.

Reboot Automatically

Enable **Auto Reboot** and set the **Reboot Cycle** according to your needs.

Reboot Manually

Tap **Reboot Device** to reboot the system right now.

2.14 Security Settings

Create security questions and email to reset the admin password.

Before You Start

Wake up the device. Refers to ***Wake Up the Device*** for details.

Steps

1. On the main page of the device, tap **Settings → Advanced Settings → Security Settings** to enter the settings page.

ⅰ Note

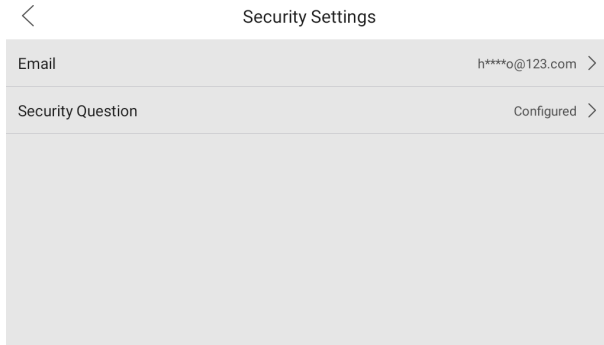Admin password is required to enter the advanced settings page.

Figure 2-29 Security Settings

2. Tap **Email** and **Security Question** to set.
  - Tap **Email** to enter the email address.
  - Tap **Security Question** to select 3 different questions and enter the answer. Tap **FINISH** to save the settings.
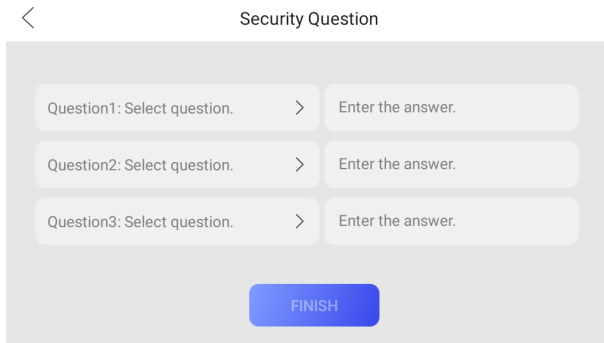

Figure 2-30 Security Questions

2.15 System Settings

Language

Tap **Settings → Basic Settings → Select Language** to change the system language.
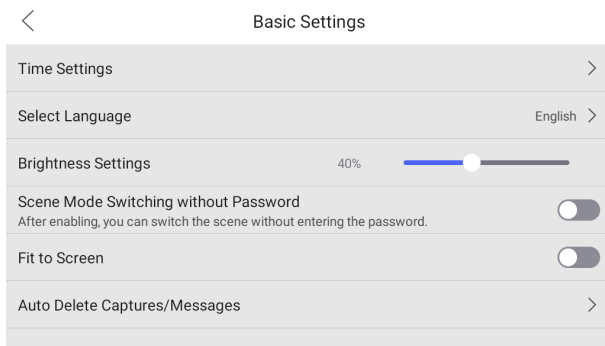
Figure 2-31 Basic Settings

Brightness Adjustment

Tap **Settings → Basic Settings** to adjust the brightness.

View Device Information

Tap **Settings → About → Device Information** to enter the page.

You can view the Version, System Version, Model, Serial No., Playing Library Version, Two-Way Audio Library Version and OSS Statement.

View Open Source Disclaimer

Tap **Settings → About → Open Source Disclaimer** to view the detail informations.

Do Not Disturb

Tap **Settings → Call Settings → Do Not Disturb** to enter the settings page.
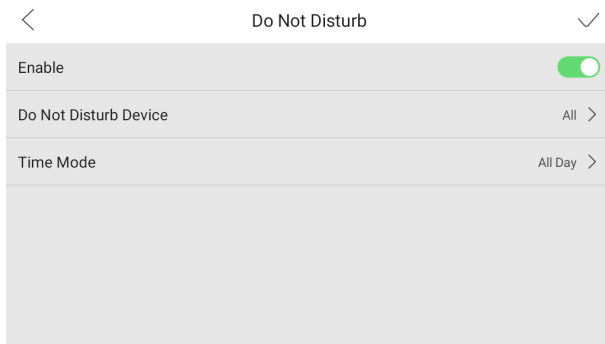
Figure 2-32 Do No Disturb

Slide to enable the function and select **Do Not Disturb Device** and **Time Mode**.

⌈i⌉ Note

If you select the **Custom**, you should set the start time and end time.

Fit to Screen

Tap **Settings → Basic Settings** , and enable **Fit to Screen** to force the device into horizontal mode or view.

Mood Light

Tap **Settings → Basic Settings → Mood Light** to enable the mood light.

Select **Time Mode** as **All Day** or **Custom**.

⌈i⌉ Note

If you select the **Custom**, you should set the start time and end time.

System Switch

Tap **Settings → Advanced Settings** to enable **System Switch**.

Figure 2-33 Advanced Settings

 Note

Admin password is required to enter the advanced settings page.

3 Remote Operation via the Client Software
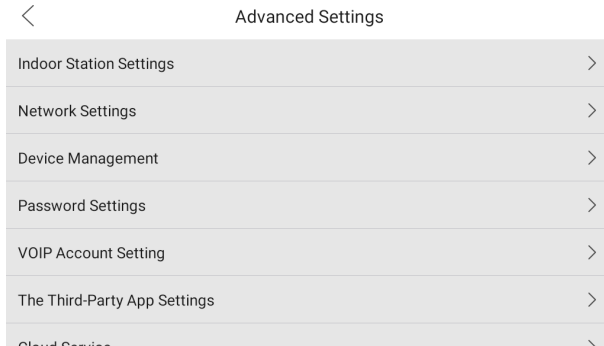
The Video Intercom module provides remote control and configuration on video intercom products via the iVMS-4200 client software.

3.1 Activate Device Remotely

You can only configure and operate the indoor station after creating a password for the device activation.

Before You Start
Default parameters of indoor station are as follows:

- Default IP Address: 192.0.0.64.

- Default Port No.: 8000.

- Default User Name: admin.

Steps

1. Run the client software, enter **Device Management**, check the **Online Device** area.

2. Select an inactivated device and click the **Activate**.

3. Create a password, and confirm the password.

⌈ⓘ⌉ **Note**

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

4. Click **OK** to activate the device.

3.2 Device Management

Device management includes device activation, adding device, editing device, and deleting device, and so on.

After running the iVMS-4200, video intercom devices should be added to the client software for remote configuration and management.

3.2.1 Add Video Intercom Devices

Steps

⅃ⅈ **Note**

- You can add at most 512 indoor stations and main stations in total to the client, and add at most 16 door stations to the client.

- For video intercom devices, you are required to create the password to activate them before they can be added to the software and work properly.

- You can add online video intercom devices, and add them manually. Here take adding online video intercom devices as example.

1. Click **Maintenance and Management → Device Management** to enter the device management page.

2. Click the **Device** tap.

3. Click **Add** to add the device to the client.

Figure 3-1 Add the Device

4. Optional: Click **Online Device**, the active online devices in the same local subnet with the client software will be displayed on the **Online Device** area.

ⓘ Note

To add online devices to the software, you are required to change the device IP address to the same subnet with your computer first.

1) You can click **Refresh Every 60s** to refresh the information of the online devices.

2) Select the devices to be added from the list.

3) Click **Add to Client** to add the device to the client.

5. Input the required information.
Nickname

Edit a name for the device as you want.

Address

Input the device's IP address. The IP address of the device is obtained automatically in this adding mode.

Port

Input the device port No. The default value is 8000.

User Name

Input the device user name. By default, the user name is admin.

Password

Input the device password.

6. **Optional:** You can check the checkbox **Export to Group** to create a group by the device name. All the channels of the device will be imported to the corresponding group by default.

The client also provides a method to add the offline devices. Check the checkbox **Add Offline Device**, input the required information and the device channel number and alarm input number, and then click **Add**. When the offline device comes online, the software will connect it automatically.

> [i] **Note**
>
> • Add Multiple Online Devices: If you want to add multiple online devices to the client software, click and hold **Ctrl** key to select multiple devices, and click **Add to Client** to open the device adding dialog box. In the pop-up message box, enter the user name and password for the devices to be added.
>
> • Add All the Online Devices: If you want to add all the online devices to the client software, click **Add All** and click **OK** in the pop-up message box. Then enter the user name and password for the devices to be added.

3.2.2 Modify Network Information

Select the device from the device list, click ☑ , and then you can modify the network information of the selected device.

> [i] **Note**
>
> You should enter the admin password of the device in the **Password** field of the pop-up window to modify the parameters.

3.3 System Configuration

You can configure the video intercom parameters accordingly.

Steps

1. Click **Maintenance and Management → System Configuration → Acs and videoIntercom** to enter the system configuration page.

2. Enter the required information.

    Ringtone

        Click **...** and select the audio file from the local path for the ringtone of indoor station. Optionally, you can click for a testing of the audio file.

    Max. Ring Duration

        Input the maximum duration of the ringtone, ranging from 15 seconds to 60 seconds.

    Max. Speaking Duration with Indoor Station

        Input the maximum duration of speaking with the indoor station, ranging from 120 seconds to 600 seconds.

    Max. Speaking Duration with Door Station

        Input the maximum duration of speaking with the door station, ranging from 90 seconds to 120 seconds.

3. Click **Save** to save the settings.

3.4 Remote Configuration

In the device list area, select a device and click to enter the remote configuration page.

3.4.1 System

Click **System** on the remote configuration page to display the device information: Device Information, General, Time, System Maintenance, User, and RS-485.

Device Information

Click Device Information to enter device basic information page. You can view basic information (the device type, and serial No.), and version information of the device.
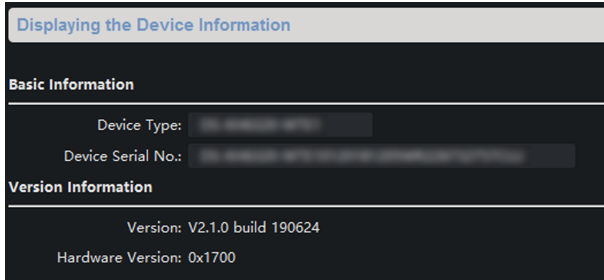

Figure 3-2 Device Information

General

Click **General** to enter device general parameters settings page. You can view and edit the device name and device ID.
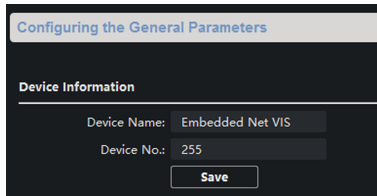

Figure 3-3 General

Time

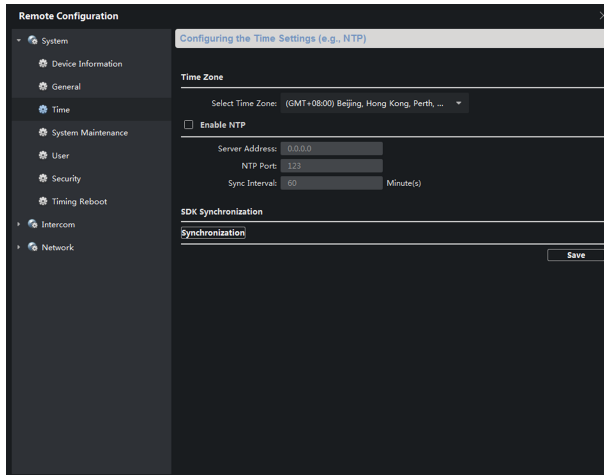Click **Time** to enter the device time settings page.

Figure 3-4 Synchronize Time

Select **Time Zone** or **Enable NTP**. Click **Save** to save the time settings.

- Time Zone
  - Select a time zone from the drop-down list menu.
  - Click **Synchronization**.
- NTP
  - Check the checkbox of Enable NTP to enable NTP.
  - Enter the server address, NTP port, and synchronization interval.

ⓘ Note

The default port No. is 123.

System Maintenance

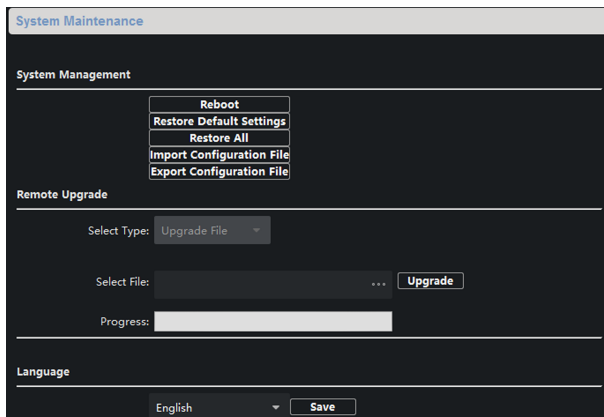Click **System Maintenance** to enter the page.

Figure 3-5 System Maintenance

- Click **Reboot** and the system reboot dialog box pops up. Click **Yes** to reboot the system.

- Click **Restore Default Settings** to restore the default parameters.

- Click **Restore All** to restore all parameters of device and reset the device to inactive status.

ⓘ Note

- ◦ Click **Restore Default Settings**, all default settings, excluding network parameters, will be restored.

- ◦ Click **Restore All**, all default settings, including network parameters, will be restored. The device will be reset to inactivated status.

- Click **Import Configuration File** and the import file window pops up. Select the path of remote configuration files. Click **Open** to import the remote configuration file. The configuration file is imported and the device will reboot automatically.

- Click **Export Configuration File** and the export file window pops up. Select the saving path of remote configuration files and click **Save** to export the configuration file.

- Click **...** to select the upgrade file and click **Upgrade** to remote upgrade the device. The process of remote upgrade will be displayed in the process bar.
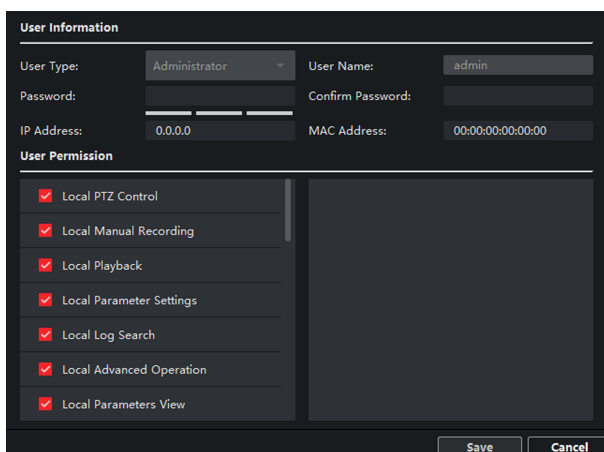- Select a language, and click **Save** to change the device system language.

⌐i⌐ Note

- The device supports 11 languages: English, Russian, German, Italian, French, Portuguese, Spanish, Turkish, Arabic, Polish, and Vietnamese.
- Rebooting the device is required after you change the system language.

User

Click **User** to enter the user information editing page.

Select the user to edit and click **Modify** to enter the user parameter page.

Figure 3-6 User Page

Note

- The new password and confirm password should be identical.
- After editing the password of device, click refresh button from the device list, the added device will not be there. You should add the device again with new password to operate the remote configuration.

RS-485

Click **RS485** to enter the RS-485 settings page. You can view and edit the RS-485 parameters of the device.
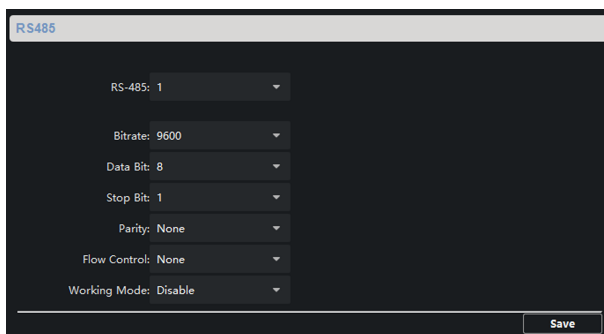
Figure 3-7 RS-485 Settings

Note

For indoor station and main station, there are 3 choices for the working mode: transparent channel, disable, and custom.
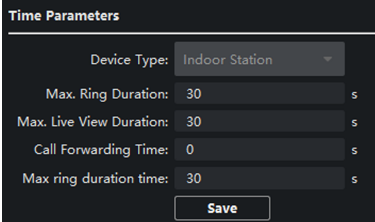
3.4.2 Video Intercom

Click **Video Intercom** on the remote configuration page to enter the video intercom parameters settings: Device Number Configuration, Time Parameters, Password, Zone Configuration, IP Camera Information, and Volume Input and Output Configuration, and so on.

Time Parameters

Steps

1. Click **Time Parameters** to enter time parameters settings page.

Figure 3-8 Time Parameters
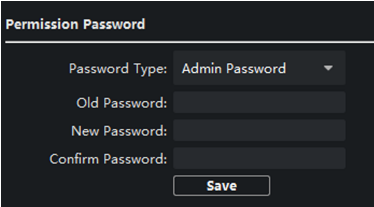
2. Configure the maximum ring duration, maximum live view time, and call forwarding time.

3. Click **Save**.

> ⓘ **Note**
>
> - Maximum ring duration is the maximum duration of indoor station when it is called without being received. The range of maximum ring duration varies from 30s to 60s.
>
> - Maximum live view time is the maximum time of playing live view of the indoor station. The range of maximum live view time varies from 10s to 60s.
>
> - Call forwarding time refers to the ring duration limit beyond which the call is automatically forwarded to the mobile phone designated by the resident. The range of call forwarding time varies from 0s to 20s.
>
> - For indoor extension, it only requires setting the maximum live view time.

Permission Password

Click **Permission Password** to enter password changing page.

Figure 3-9 Permission Password
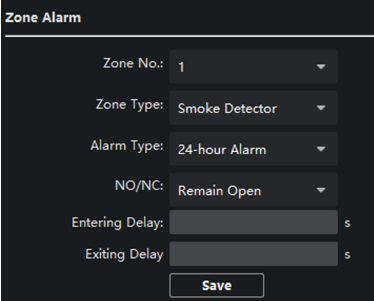
For indoor station, you can change the admin password, arm/disarm password, unlock password and duress code.

For indoor extension, only admin password and arm/disarm password need to be configured.

Zone Alarm

Steps

1. Click **Zone Alarm** to enter the zone settings page.

Figure 3-10 Zone Alarm

2. Select a zone type from the drop-down list menu.

3. Select an alarm mode from the drop-down list menu.

4. Set the zone status: NO or NC.

5. Set the entering delay, and exiting delay.

6. Select triggers.

7. Click **Save** to enable zone settings.

📋 **Note**

- 7 zone types are supported: Emergency Switch, Door Magnetic Switch, Smoke Detector, Active IR Detector, Passive IR Detector, Combustible Gas Detector, and DoorBell Switch.

- 3 types of alarm mode are supported: Instant Alarm, 24H Alarm, and Delay Alarm.

- When the zone type is set to be Instant Alarm, only under arming mode, the indoor station will receive alarm message when the detector is triggered. Under disarming mode, it will not receive alarm message when the detector is triggered.

- When the zone type is set to be 24H Alarm, the indoor station will receive alarm message when the detector is triggered no matter it is under arming mode or disarming mode.

- When the zone type is set to be Delay Alarm, only under arming mode, the indoor station will receive alarm message when the detector is triggered. Under disarming mode, it will not receive alarm message when the detector is triggered.

- After setting enter delay time, if OK is pressed within the enter delay time after the alarm, the alarm event will not be uploaded to the management center; if OK is not pressed within the enter delay time after the alarm, the alarm event will be uploaded to the management center.

- The exit delay is the time between you enable the arming mode and the arming takes effect.

IP Camera Information

You can add, delete and modify cameras that can be added to the video intercom products, with two ways of getting stream: direct or URL. By exporting and importing the added device information, you can edit added devices parameters in batch.

Add Camera

Steps

1. Click **IP Camera Information** to enter IP camera information page.
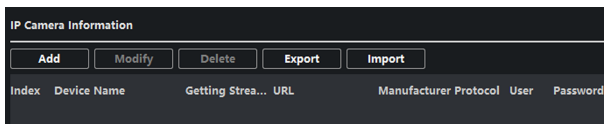
Figure 3-11 IP Camera Information

2. Click **Add** to pop up the device adding dialog box.

3. Enter corresponding information (device name, IP address, port No., user name, password, etc.), and click **OK**.

ⅰ Note

Indoor extension does not support this function.

Export and Import Added Device Information

Steps

1. Click **Export** to export the added device information file.

2. Edit parameters of added devices in batch in the exported file.

3. Click **Import** to pop up importing box, and open the edited added device information file.
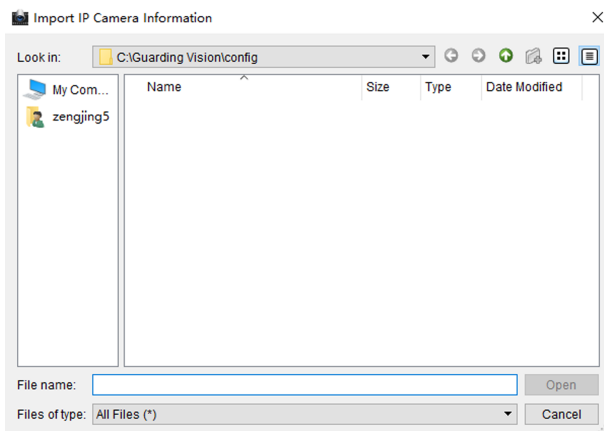
Figure 3-12 Import Added Device Information

Volume Input and Output

Steps

1. Click **Volume Input/Output** to enter the volume input and output page.
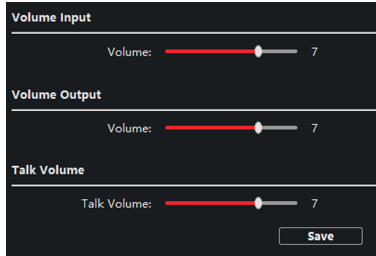
Figure 3-13 Volume Input and Output

2. Slide the slider to adjust the volume input, volume output and talk volume.

3. Click **Save** to enable the settings.

Ring Import

Steps

1. Click **Ring Import** to enter the ring configuration page.

Index	Name	Size	Type	Add	Delete
1				✚	✖
2				✚	✖
3				✚	✖
4				✚	✖

Figure 3-14 Ring Import
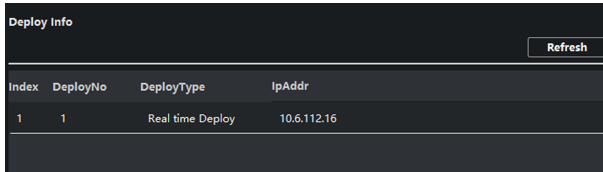
2. Click **+** to add the ring, and click **x** to delete the imported ring.

ⓘ Note

- The ring to be imported should be in the wav format, and the size of the ring cannot be larger than 300k.
- Up to 4 rings can be added.

Deploy Info

Click **Deploy Info**, you can get the deploy informations.

Figure 3-15 Deploy Info

Incoming Call Linkage

Steps

1. Click **Incoming Call Linkage** to enter configuration the page.
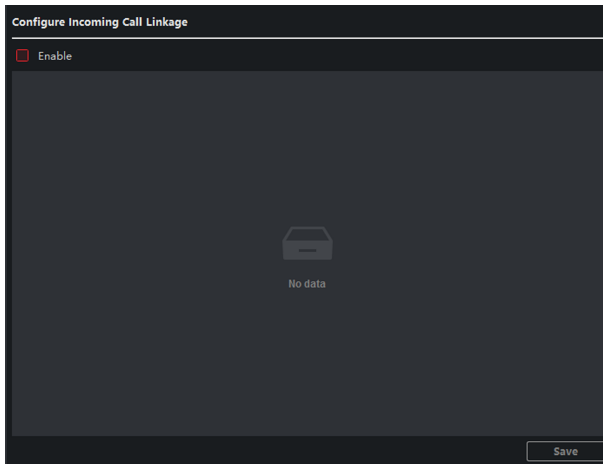
Figure 3-16 Incoming Call Linkage

2. Enable and select triggers.

When the calling incoming, the alarm you linked will be triggered.

Relay

Click **Relay**. Select a relay and click " " and set the relay name and output delay time. Click **Save** to save the settings.

The Third-Party APP Settings

View the App information in the list and add/delete the App remotely.

Steps

1. Click **App Information List** to enter the settings page.

2. Click **Add**, enter the URL to get the package.

3. Optional: Select the App, click **Delete** to uninstall the App.

SIP No. Settings

You can view and edit the SIP informations in SIP No. Settings page.

Steps

1. Click **SIP No. Settings** to enter the settings page.

2. Click **Add** to add the SIP No. to the device.

3. Select an item, and click **Configure** to edit the parameters.

4. Optional: Select SIP numbers in the list, and click **Delete** to delete the selected informations.

5. Optional: Click **Clear** to clear the informations in the list.

Debugging Settings

Click **Debugging Settings** to enter the settings page.
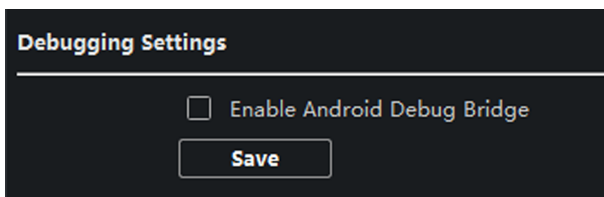
Figure 3-17 Debugging Settings

Check the checkbox to enable android debug bridge. Click **Save** to enable settings.

3.4.3 Network

Local Network Configuration

Steps

1. Click **Local Network Configuration** to enter local network configuration page.
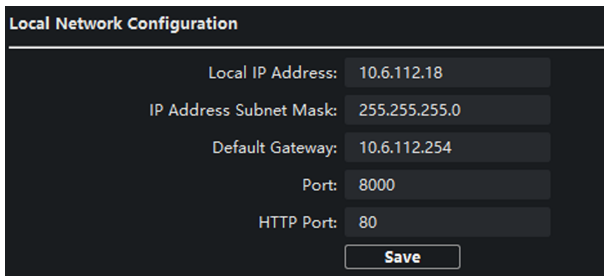
Figure 3-18 Local Network Configuration

2. Enter the local IP address, subnet mask, gateway address, and port No.

3. Click **Save** to enable the settings.

> 🛈 **Note**
> - The default port No. is 8000.
> - After editing the local network parameters of device, you should add the devices to the device list again.

SIP Settings

Steps

1. Click **SIP Settings** to enter the settings page.

Figure 3-19 SIP Settings

2. Set the parameters according to your needs.

3. Click **Save** to enable the settings.

DNS Settings

The indoor station supports 2 DNS address.

Click **Advanced Settings** to enter DNS address settings page.

Edit the IP address and click **Save**.
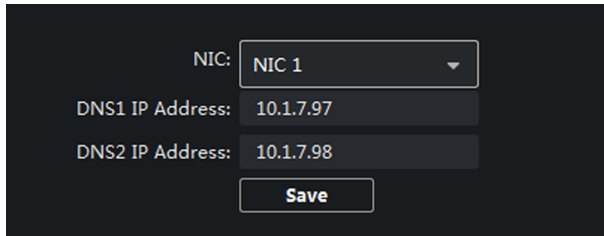
Figure 3-20 DNS Settings

Configure Mobile Client Connection

Configure **Hik-Connect** server parameters before viewing videos via mobile client.

Before You Start
Make sure the indoor station connects to the network.

Steps

1. Click **Hik-Connect** to enter configuration page.

2. Enable **Enable Hik-Connect Access**.

3. Enable **Custom** and edit **Service Address**

4. Enter the **Verification Code**.

5. Click **Save**.

Device Network Configure

In the devices network configuration page, you can configure the network parameters of main stations, SIP servers and management centers of the same LAN. The devices can be linked to the door station and realize the linkage between these devices.

Steps

1. Click **Device Network Config** to enter the settings page.

Figure 3-21 Device Network Configure

2. Select the **Device Type** according to your need.

3. Set the **Community No.**, **Building No.**, **Unit No.**, **Floor No.** and **Room No.**

4. Enter the main station IP address, (main) door station IP address, SIP server IP address, management center IP address, and doorphone IP address.

5. Select the main door station type from the drop-down list.

6. Click **Save** to enable the settings.

> **ℹ️ Note**
>
> - After adding main station IP Address, the linkage between indoor station and main station can be realized.
>
> - After adding the door station IP Address, the video intercom between indoor stations of same building can be realized.
>
> - After adding SIP Server Address IP, the video intercom of same community: video intercom between indoor stations of different building, calling indoor station from outer door station and video intercom between management center and indoors.
>
> - After adding management center IP Address, the events can be uploaded to the management center.
>
> - For indoor extension, only parameter about the main indoor station should be configured.

3.5 Person Management

You can add, edit, and delete the organization and person in Person Management module. Organization and person management is necessary for the video intercom function.

On the main page, click **Person** to enter the page.
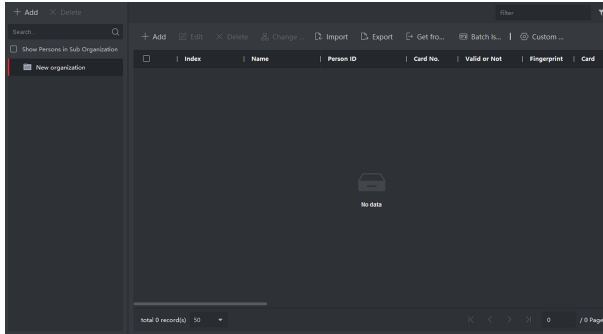
Figure 3-22 Personal Management Application

The page is divided into two parts: Organization Management and Person Management.

Organization Management	You can add, edit, or delete the organization as desired.
Person Management	After adding the organization, you can add the person to the organization and issue card to persons for further management.

3.5.1 Organization Management

On the main page of the Client Software, click **Person** to enter the configuration page.

Add Organization

Steps

1. In the organization list on the left, click **+Add**.

2. Input the organization name as desired.

3. You can add multiple levels of organizations according to the actual needs.

   1) You can add multiple levels of organizations according to the actual needs.

   2) Then the added organization will be the sub-organization of the upper-level organization.

Note

Up to 10 levels of organizations can be created.

Modify and Delete Organization

You can select the added organization and click ☑ to modify its name.

You can select an organization, and click **X** button to delete it.

Note

- The lower-level organizations will be deleted as well if you delete an organization.
- Make sure there is no person added under the organization, or the organization cannot be deleted.

3.5.2 Person Management

After adding the organization, you can add person to the organization and manage the added person such as issuing cards in batch, importing and exporting person's information in batch, etc.

Note

Up to 10,000 persons or cards can be added.

Add Person

Person information is necessary for the video intercom system. And when you set linked device for the person, the intercom between intercom devices can be realized.

Steps

1. Select an organization in the organization list and click **+Add** on the person panel to pop up the adding person dialog.

> **i Note**
>
> The Person ID will be generated automatically and is editable.

2. Set basic person information.

1) Enter basic information: name, tel, birthday details, effective period and email address.

2) **Optional:** Click **Add Face** to upload the photo.

> **i Note**
>
> The picture should be in *.jpg format.

Click Upload	Select the person picture from the local PC to upload it to the client.
Click Take Phone	Take the person's photo with the PC camera.
Click Remote Collection	Take the person's photo with the collection device.

3. Issue the card for the person.

1) Click **Credential → Card** .

2) Click **+** to pop up the Add Card dialog.

3) Select **Normal Card** as **Card Type**.

4) Enter the **Card No.**

5) Click **Read** and the card(s) will be issued to the person.

4. Add fingerprints to the person.

1) Click **Credential → Fingerprint** .

2) Click **+** to pop up the Add Fingerprint dialog.

3) Select **Collection Mode**.

4) Select **Fingerprint Recorder** or **Device**.

5) Click **Start** to collect the fingerprint.

6) Click **Add**.

Import and Export Person Information

The person information can be imported and exported in batch.

Steps

1. Exporting Person: You can export the added persons' information in Excel format to the local PC.

   1) After adding the person, you can click **Export Person** to pop up the following dialog.

   2) Click **...** to select the path of saving the exported Excel file.

   3) Check the checkboxes to select the person information to export.

   4) Click **OK** to start exporting.

2. Importing Person: You can import the Excel file with persons information in batch from the local PC.

   1) Click **Import Person**.

   2) You can click **Download Template for Importing Person** to download the template first.

   3) Input the person information to the downloaded template.

   4) Click **...** to select the Excel file with person information.

   5) Click **OK** to start importing.

Get Person Information from Device

If the added device has been configured with person information (including person details, fingerprint, issued card information), you can get the person information from the device and import to the client for further operation.

Steps

$\boxed{i}$ **Note**

This function is only supported by the device the connection mothod of which is TCP/IP when adding the device.

1. In the organization list on the left, select an organization to import the persons.

2. Click **Get from Device** to pop up the dialog box.

3. The added device will be displayed.

4. Click to select the device and then click **Get** to start getting the person information from the device.

 i **Note**

- The person information, including person details, person's fingerprint information (if configured), and the linked card (if configured), will be imported to the selected organization.
- If the person name stored in the device is empty, the person name will be filled with the issued card No. after importing to the client.

Modify and Delete Person

Select the person and click **Edit** to open the editing person dialog.

To delete the person, select a person and click **Delete** to delete it.

 i **Note**

If a card is issued to the current person, the linkage will be invalid after the person is deleted.

Change Person to Other Organization

You can move the person to another organization if needed.

Steps

1. Select the person in the list and click **Change Organization**.

2. Select the organization to move the person to.

3. Click **OK** to save the settings.

A. Communication Matrix and Device Command

Communication Matrix

Scan the following QR code to get the device communication matrix.

Note that the matrix contains all communication ports of Hikvision access control and video intercom devices.

Figure A-1 QR Code of Communication Matrix

Device Command

Scan the following QR code to get the device common serial port commands.

Note that the command list contains all commonly used serial ports commands for all Hikvision access control and video intercom devices.

Figure A-2 Device Command

See Far, Go Further

UD27306B

DS-KH9510-WTE1(B)

Network Indoor Station   UD27304B-A   **HIKVISION**

ENGLISH

Diagram References

1 Appearance

① Screen ② Microphone ③ Unlock Button ④ RS-485/Relay Interface
⑤ Debugging Port ⑥ microUSB Interface ⑦ Loudspeaker ⑧ TAMPER
⑨ TF Card Slot ⑩ Alarm Terminals ⑪ Power Supply Interface
⑫ Network Interface

Note:
● The appearance of the device varies according to different models. Refers to the actual device for detailed information.
● The debugging port is used for debugging only.

2 Terminal and Wiring

AIN1: Alarm Input 1   AIN5: Alarm Input 5
AIN2: Alarm Input 2   AIN6: Alarm Input 6
AIN3: Alarm Input 3   AIN7: Alarm Input 7
AIN4: Alarm Input 4   AIN8: Alarm Input 8
NO1: Normally Open   GND: Grounding
NC: Normally Closed   AO1: Alarm Output
COM1: Common Interface   RS-485-/RS485+: RS-485 Communication Interface

3 Installation

★ Mounting Accessories

The wall mounting plate and the gang box are required to install the indoor station onto the wall. There are 2 sizes of the gang boxes adapted to the device.
Size 1: 75 mm (width) × 75 mm (length) × 46 mm (depth).
Size 2: 55 mm (width) × 101 mm (length) × 38.5 mm (depth).

Before you begin:
● Make sure the device in the package is in good condition and all the assembly parts are included.
● The power supply of the indoor station is 12 VDC. Make sure your power supply matches your indoor station.
● Make sure all related equipments are power-off during the installation.
● Check the product specification for the installation environment.

★ Wall Mounting with Gang Box

1. Cave a hole in the wall.
Note: The suggested dimension of the installation hole should be larger than the gang box.
2. Insert a gang box to the hole chiseled on the wall.
3. Fix the wall mounting plate to the gang box with 2 screws.
Notes:
If you install the device with a gang box (75 mm (width) × 75 mm (length) × 46 mm (depth)), the upper and lower holes will be applies.
If you install the device with a gang box (55 mm (width) × 101 mm (length) × 38.5 mm (depth)), the upper and lower holes will be applies.
4. Hook the indoor station to the wall mounting plate tightly by inserting the plate hooks into the slots on the rear panel of the indoor station, during which the lock catch will be locked automatically.

4 Getting Started

① Activate Indoor Station

You are required to activate the device first by setting a strong password before you can use the device.
1. Power on the device. It will enter the activation page automatically.
2. Create a password and confirm it.
3. Tap OK to activate the indoor station.

② Quick Configuration

1. Choose Language and tap NEXT.
2. Set password reset method and tap NEXT.
   - Enter the Reserved Email address, then you can reset the password by email.
   Note: On the security questions settings page, you can tap Change to Reserved Email to modify the password reset method.
   - Tap Change to Security Question. Select 3 security questions from Deficiency List and enter the answers of the questions, then you can reset the password by answering security questions.
3. Set gesture password and confirm it.
4. Set network parameters and tap NEXT.
   a. When you select connection type as Wired, you can edit network parameters manually or automatically.
   - Edit Local IP, Subnet Mask and Gateway parameters.
   - Enable DHCP, the device will get network parameters automatically.
   b. When you select connection type as Wireless, Select an Wi-Fi from the drop list to connect.
5. Configure the indoor station and tap NEXT.
   a. Select Indoor Station Type.
   b. Edit Floor No. and Room No.
   c. Enable Custom SIP Registration Password function and set the Registration Password.
   d. (Optional) Enable Link Indoor Extension and select device to link.
   e. (Optional) Tap Advanced Options to edit Community No., Building No. and Unit No.
6. Slide to enable the mobile client service and set the LBS Server. Tap NEXT.
7. Linked related devices and tap NEXT. If the device and the indoor station are in the same LAN, the device will be displayed in the list. Tape the device or enter the serial No. to link.
   a. Tap the door station in the list to link.
   b. Tap the settings icon to pop up the Network Settings page.
   c. Edit the network parameters of the door station manually or enable DHCP to get the network parameters automatically.
   d. Tap OK to save the settings.
8. Tap Finish to save the settings.

The power supply must conform to LPS. The recommended adaptor models and manufacturers are shown as below. Use the attached adapter, and do not change the adaptor randomly.

Model	Current	Manufacturer	Standard
MSA-C1500IC12.0-18P -US	1.5 A	MOSO POWER SUPPLY TECHNOLOGY CO.,LTD	PG
TS-A018-120015AD	1.5 A	SHENZHEN TRANSIN TECHNOLOGIES CO.,LTD	PG

AIN8
AIN7
AIN6
AIN5
AIN4
AIN3
AIN2
AIN1
GND
NC

RS485-
RS485+
NO1
COM1
AO1
GND

RS-485/Relay Interface   **Alarm Terminals**

122
92
1.5
105.5
60.5
83.5
45.8

Unit:mm

Lock Catch   Lock Catch
Hook
Hook
Hook
Hook
Lock Catch   Lock Catch

Rear Panel (without Interface)   Screw   Wall Mounting Plate   Gang Box   Wall

Note: If you use the gang box (55 mm (width) × 101 mm (length) × 38.5 mm (depth)) to install, you should set the screws to left and right screw holes.

Lock Catch   Lock Catch
Hook
Hook
Hook
Hook
Lock Catch   Lock Catch

Rear Panel (without Interface)   Screw   Wall Mounting Plate   Gang Box   Wall

Note: If you use the gang box (75 mm (width) × 75 mm (length) × 46 mm (depth)) to install, you should set the screws to up and down screw holes.