# Network Indoor Station

User Manual

# 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

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. |

# Regulatory Information

## 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.

If a power adapter is provided in the device package, use the provided adapter only. If no power adapter is provided, ensure the power adapter or other power supply complies with Limited Power Source. Refer to the product label for the power supply output parameters.

# About this Manual

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

| Product | Model |
|---|---|
| Network Indoor Station | DS-KH6110-WE1 |

# Contents

# Chapter 1 Introduction of Touch Buttons

You can operate the device locally via touch buttons.

You can answer or hang up the call on the calling page, unlock the door and view the live videos of the door station on the live view page and mute the device via touch buttons. When you are not on the page of call or live view, you can use touch buttons to enter different pages.

**Note**

You can also customize the four customizable buttons remotely via iVMS-4200 Client Software.
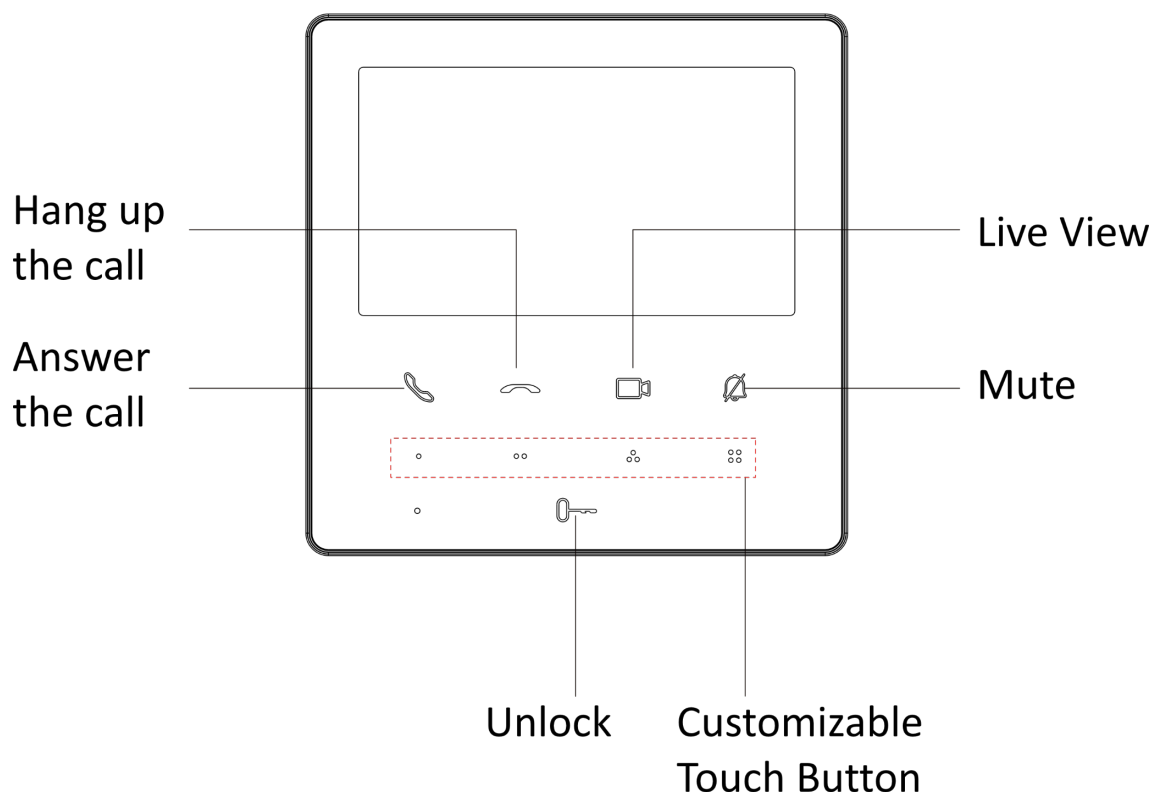
**Figure 1-1 Touch Buttons Function 1**

**Note**

You need to long press the button **Live View** and **Mute** and realize relative functions.
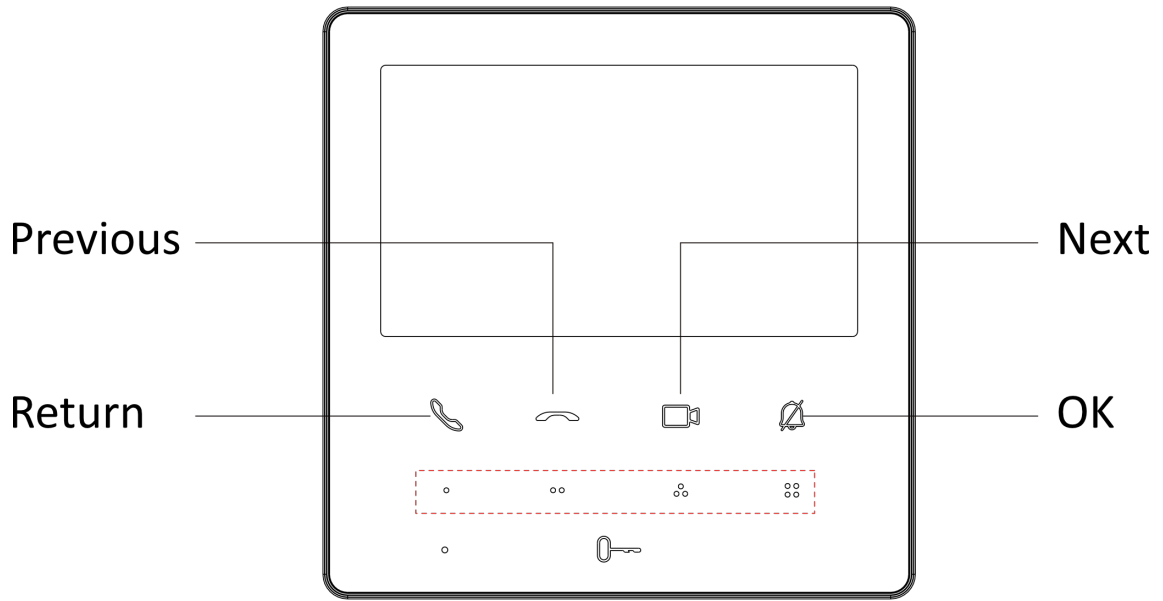
**Figure 1-2 Touch Buttons Function 2**

# Chapter 2 Activation

## 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 page of language settings.
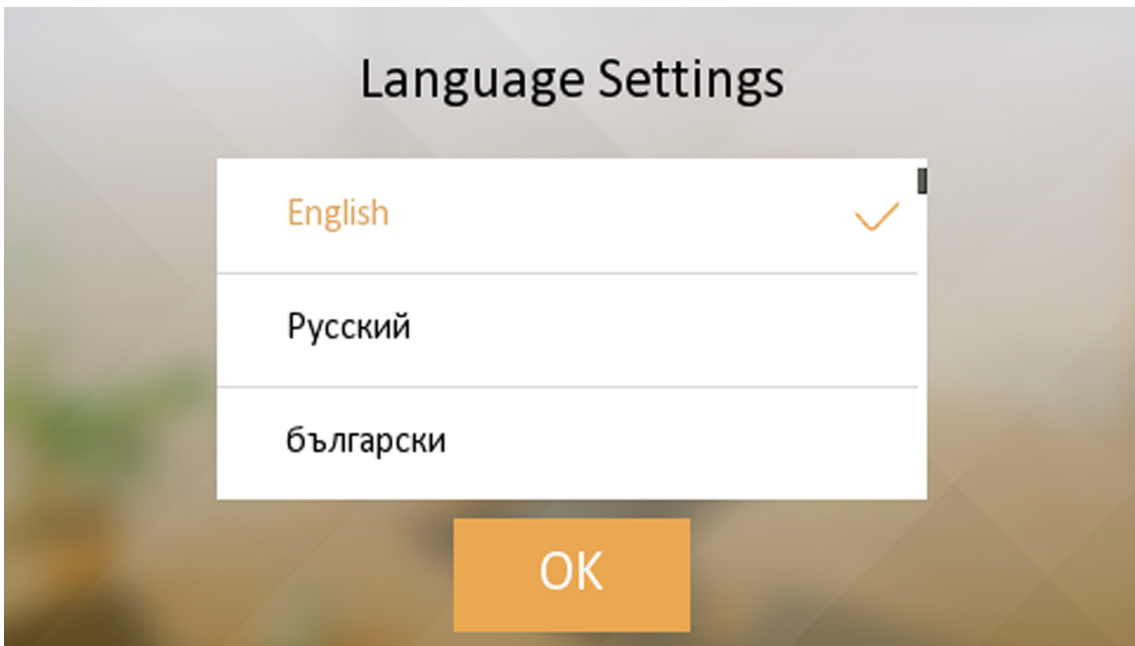


**Figure 2-1 Language Settings**

**2.** After setting the language, it will enter the activation page.
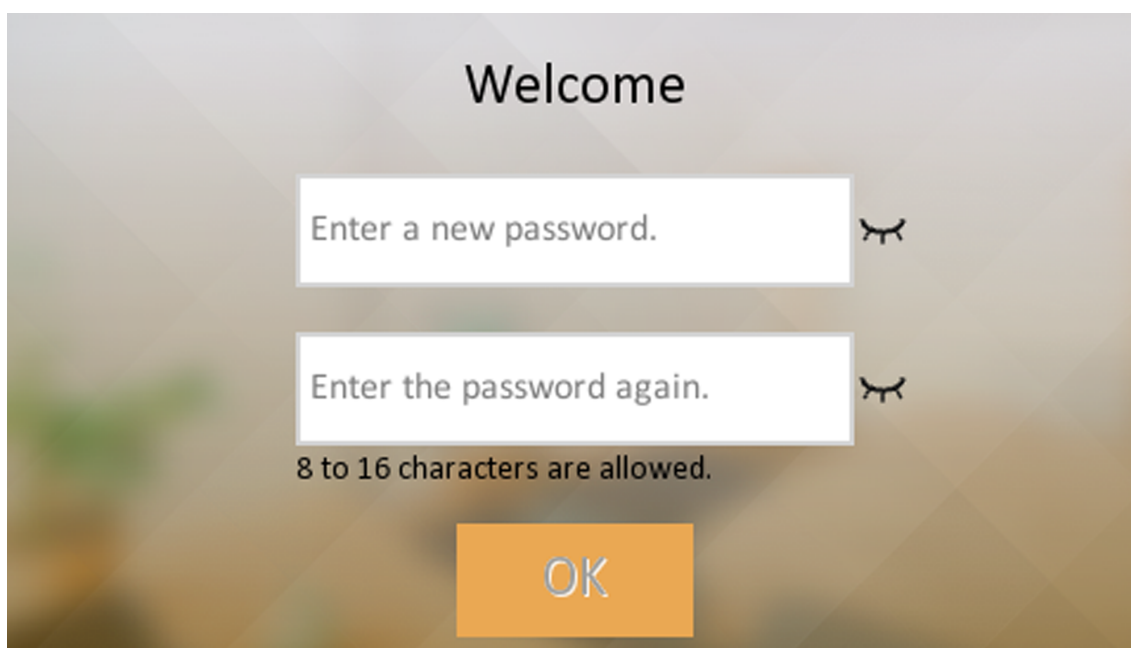
**Figure 2-2 Activation Page**

**3.** Create a password and confirm it.

[i]**Note**

You can click [icon] to enable or disable password reveal.

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

[i]**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.

After device activation, the wizard page will pop up.

## 2.2 Activate via iVMS-4200 Client Software

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.

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⌷**ⓘ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.

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

# Chapter 3 Local Configuration

## 3.1 Quick Operation

After device activation, the wizard page will pop up. If you activate you device via Client Software, there will not be wizard for quick operation.

**Steps**
1. Set password reset methods and tap **Next**.



**Figure 3-1 Set reserved E-mail**

**Figure 3-2 Set Security Questions**

- Bind an email address. If you forget your admin and activation password, you can change the password via the reserved email address.
- Tap **Change to Security Question** to select security questions and enter the answers. If you forget your admin and activation password, you can change the password via answering the questions.

2. Set network parameters and tap **Next**.

**Figure 3-3 Network Settings**

- Edit **Local IP**, **Subnet Mask** and **Gateway** parameters manually.
- Enable **Auto Get IP address**, the device will get network parameters automatically.

**3.** Configure the indoor station.

**Figure 3-4 Indoor Station Settings**

1) Select **Device Type** as **Indoor Station** or **Indoor Extension**.

2) Set **Room No.**.

3) Configure advanced settings. Set Community No., Building No., Unit No. and Floor No.

4) Set **Registration Password**.

5) Tap **Next**.

4. Enable the Wi-Fi function. Select a Wi-Fi from the list and enter the Wi-Fi's password to get connected. Tap **Next**.
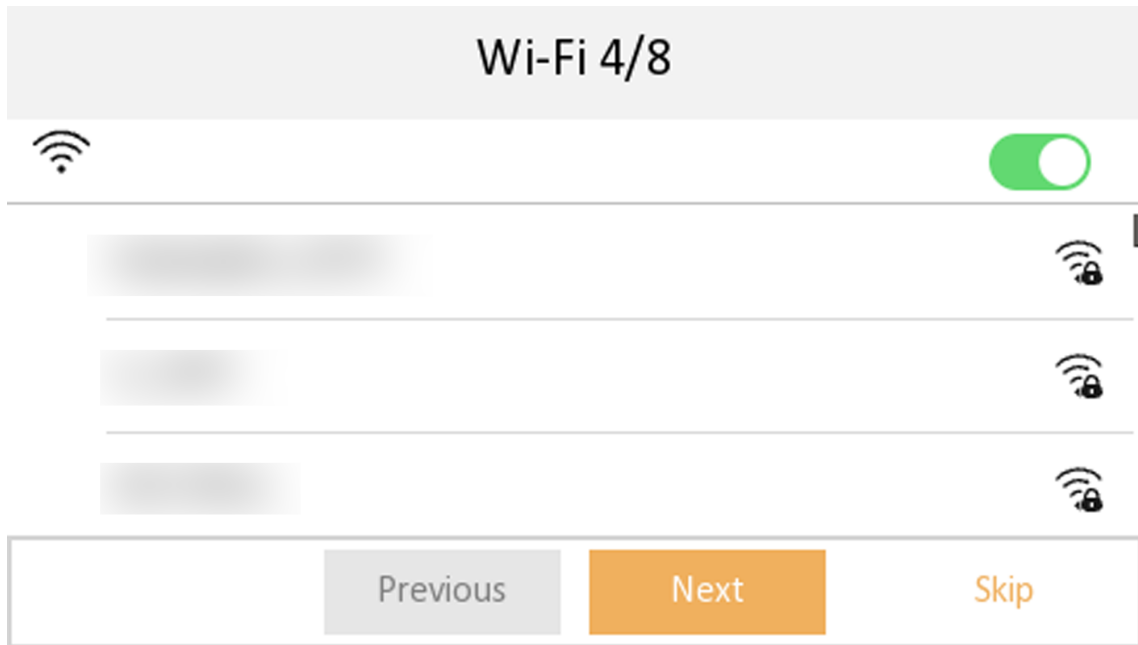
**Figure 3-5 Wi-Fi Settings**

[i] **Note**

The device should support Wi-Fi.

5. Set time and tap **Next**.

## Time Settings 5/8

| | |
|---|---|
| Date Format | YYYY-MM-DD > |
| Time Format | 24-Hour Time > |
| Time | 2023/07/10  15:28 > |
| Sync Time | > |
| Synchronize Time to Door Station | ⬤ |
| DST | Disable > |

| | Previous | Next | Skip |
|---|---|---|---|
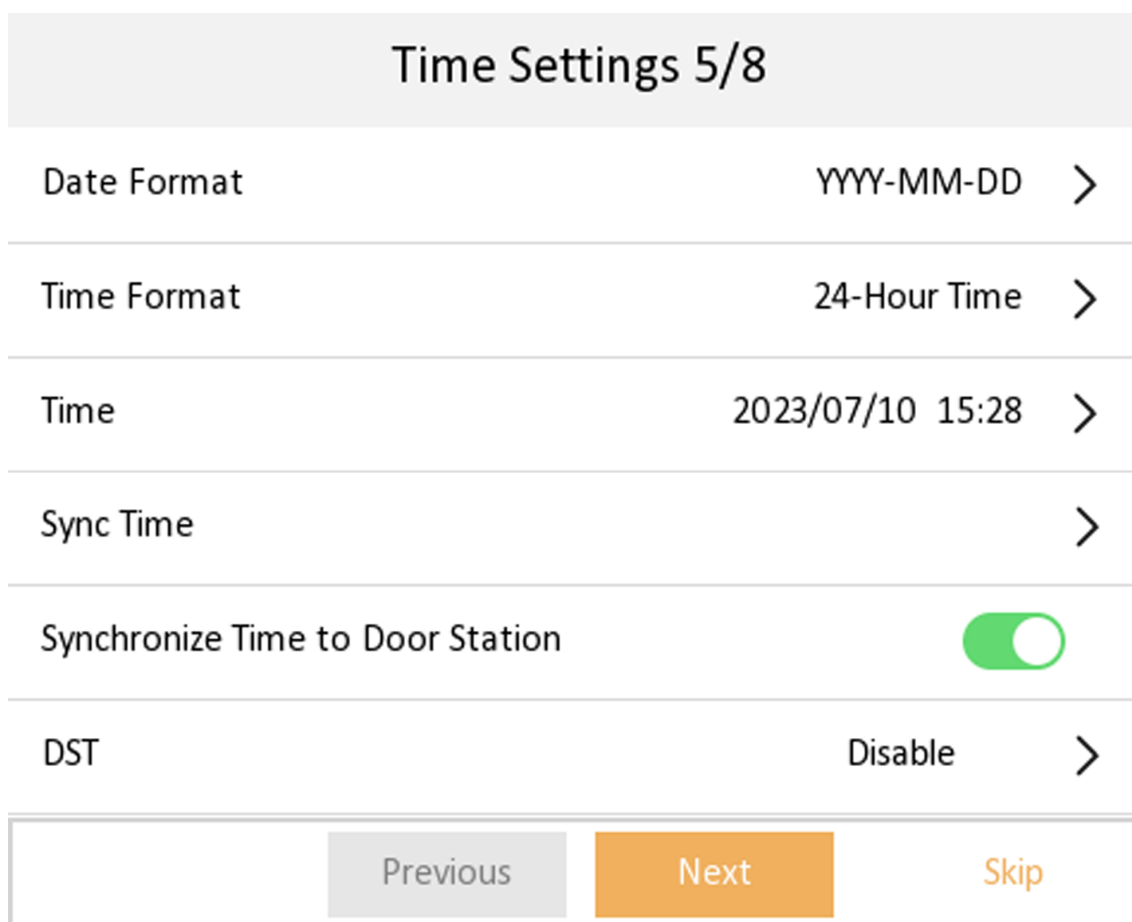
**Figure 3-6 Time Settings**

⌑**Note**

The time can be synchronized to door stations.

1) Tap **Date Format** and **Time Format** to set the time format.
2) Tap **Time** to set time manually.
3) Tap **Sync Time** to select **Time Zone** and enable **NTP** function.
4) Tap to enable **Synchronize Time to Door Station** to synchronize indoor station time to linked door station.
5) Enable **DST**.Set the DST start time, end time and bias time.
6. Configure the **Hik-Connect** service settings.
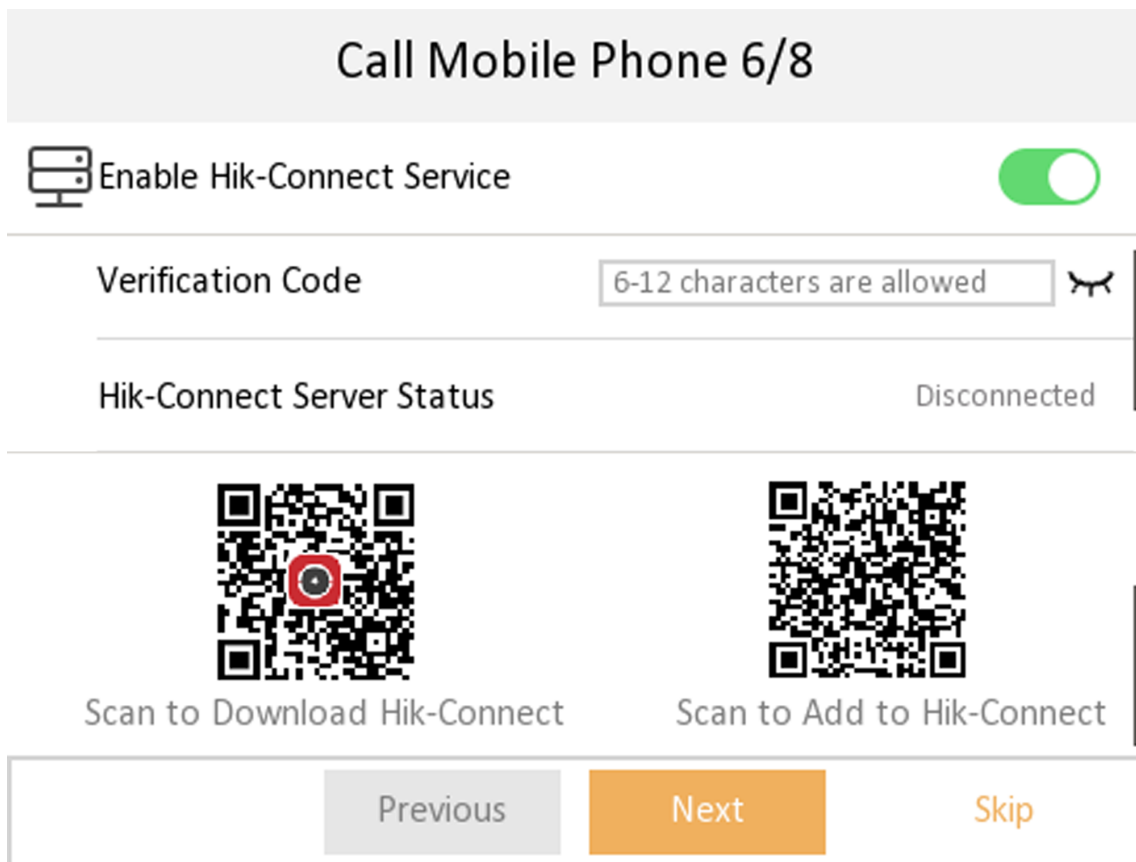
**Figure 3-7 Call Mobile Phone**

1) Enable **Hik-Connect** service.
2) Edit verification code or use the activation password by default.
3) View **Hik-Connect** Server Status.
4) Scan the first QR Code to download the APP of **Hik-Connect**. Scan the second QR Code to add your device to the APP. After adding the device to the APP, you can configure the device remotely.
5) 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.
1) Tap the door station in the list to link.
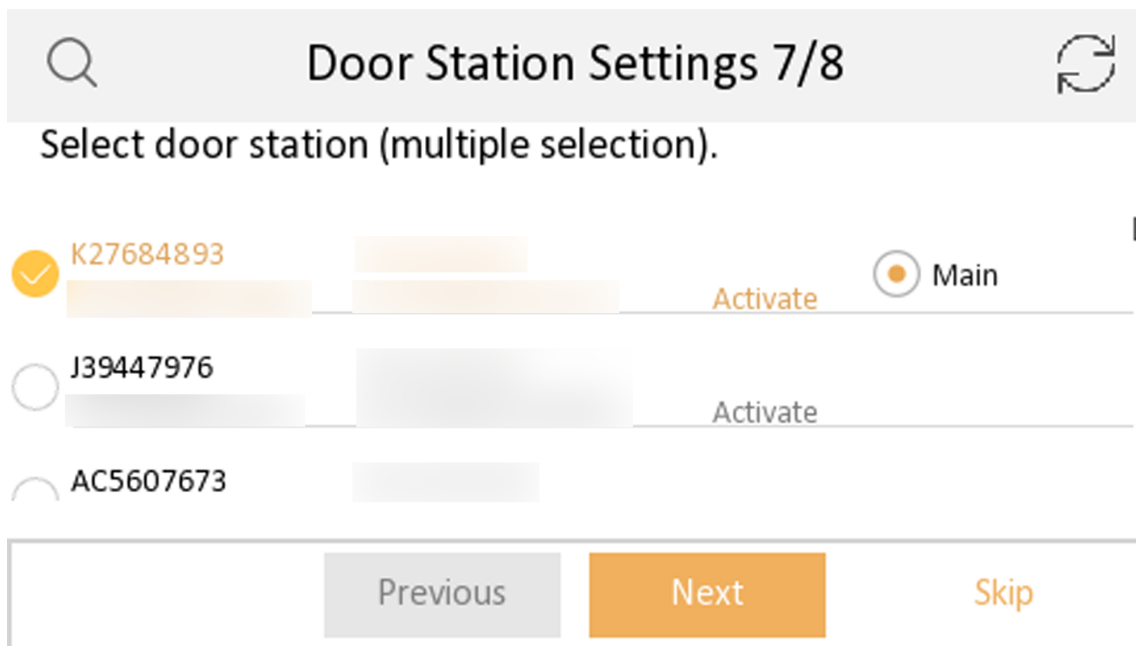
**Figure 3-8 Door Station Settings**

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⌷**Note**

If the door station is inactive, the system will activate the door station automatically and assign the network parameters to the door station.

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2) Tap **Next**.

8. **Optional:** Enable **Indoor Extension** and link related indoor extension devices. Tap **Finish**. If the indoor extension 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.
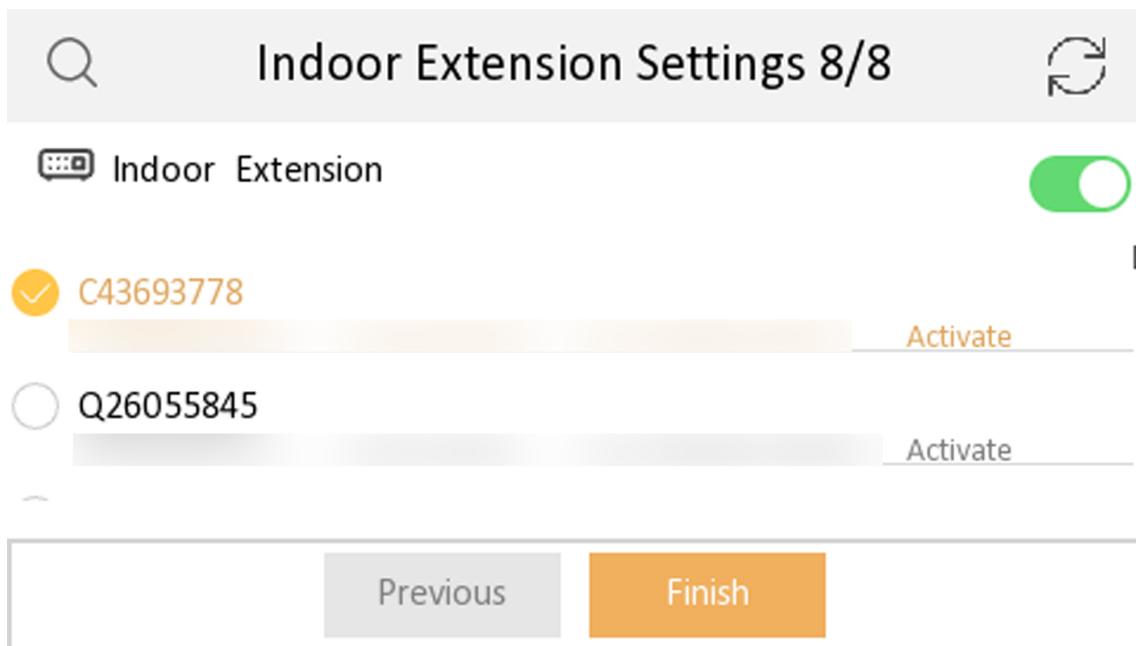
**Figure 3-9 Indoor Extension Settings**

1) Tap the indoor extension in the list to link.

📖**Note**

If the indoor extension is inactive, the system will activate the indoor station automatically and assign the network parameters to the indoor station.

**9.** Tap **Finish** to save the settings.

## 3.2 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.

### 3.2.1 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.

**Steps**

📖**Note**

The default IP address of the indoor station is 192.0.0.64.
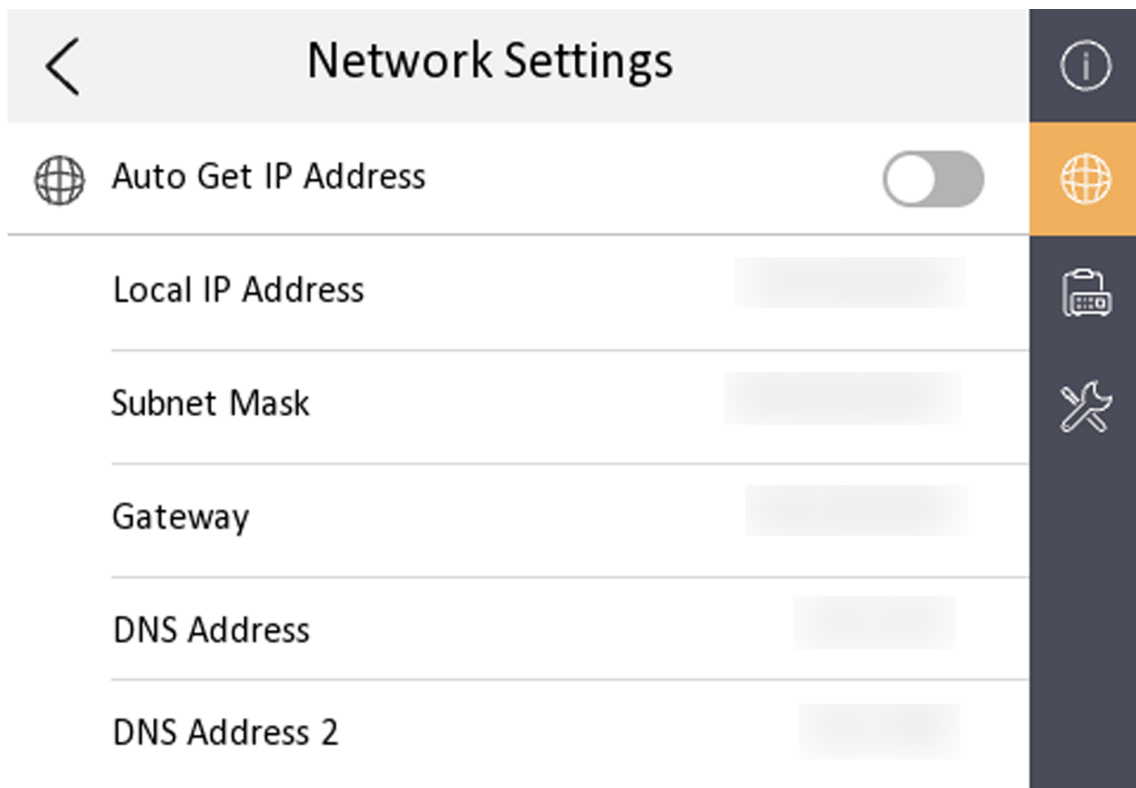
**Figure 3-10 Network Information**

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

**1.** Tap **Settings → ☰ → Configuration** , and enter admin (activation) password.

**2.** Tap ⊕ to enter the network settings page.

**3.** Set the network parameters.

- Enable **DHCP**, and the system can assign an IP address of the indoor station automatically.
- Disable the DHCP function, and set the IP address manually. You should set the device IP address, the gateway, the DNS address.

## 3.2.2 Connect to Wi-Fi

Set Wi-Fi connection.

Tap **Settings → 📶** . Enable **Wi-Fi**, and the indoor station will search available Wi-Fi automatically.

**ⓘNote**

The Wi-Fi IP can be changed.
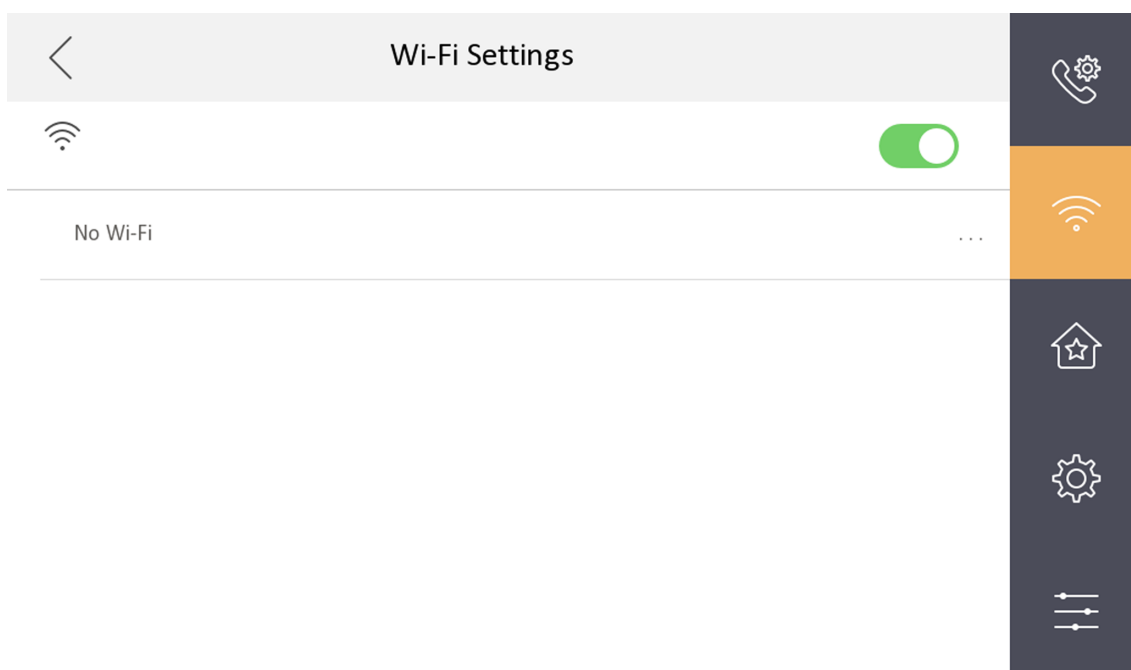
**Figure 3-11 Wi-Fi Settings**

Select an Wi-Fi and connect.

## 3.2.3 Set Linked Device IP

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

With the private SIP protocol, intercom can be realized only when all these devices are in the same network segment with the indoor station.

**Steps**

**[i]Note**

Here takes main door station network settings as an example.

1. Tap **Settings → 📷 → Configuration → 📷** to enter the device management page.

   **[i]Note**

   Default admin password is the activation password.

2. Tap **Main Door Station** to pop up the device information dialog.
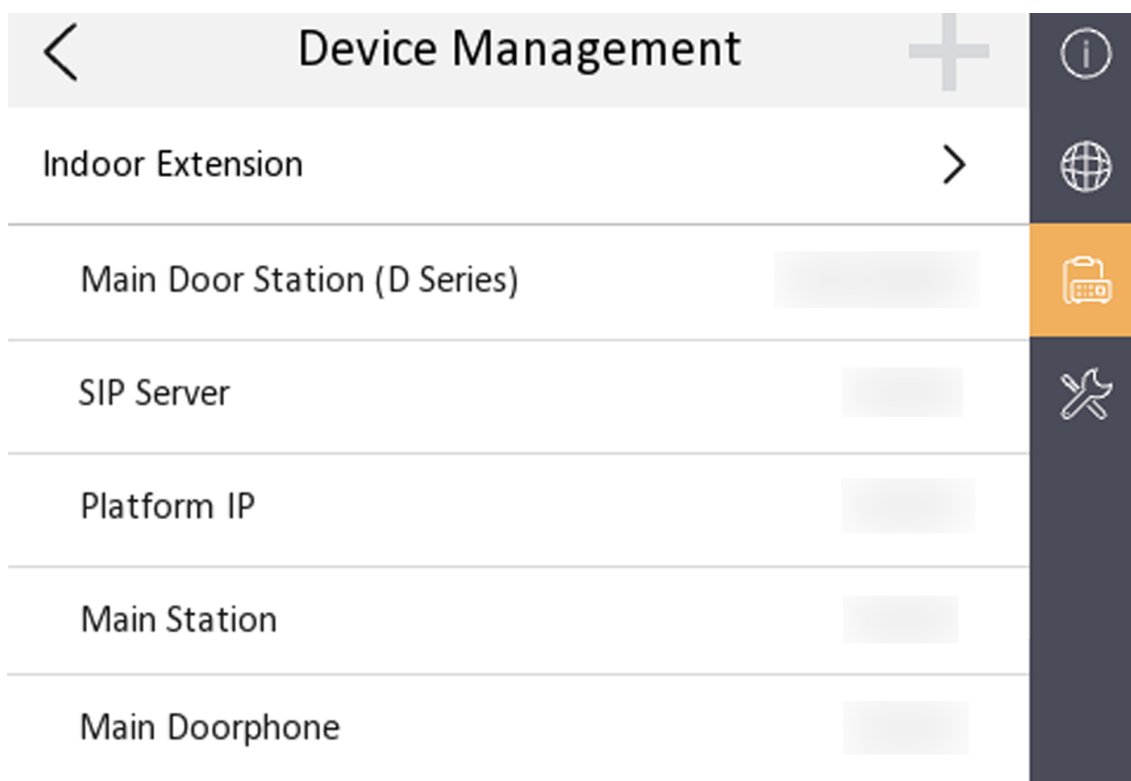
**Figure 3-12 Device Management**

**Set the parameters of the linked door station.** Tap ⚙ to set parameters of the door station.

3. Select a device to link. Edit following parameters.

**Name**

You can edit the name of the device.

**Language**

Select a language from the drop-down list for the device.

**Network**

Enable **Auto Get IP Address** and the system will assign network parameters automatically, or you can edit network parameters manually.

**Door Lock Parameters**

After wire the lock with the door station, you can set name and door opening duration according to your needs.

**Volume Settings**

Set microphone volume and output volume.

**Call Number Settings**

The call No. should be the same as the indoor station's room No. If press the call button of the door station, you can call the indoor station directly.

**Restore to Default Settings**

**Restore Default Settings**

Tap **Restore Default Settings** to restore parameters except network parameters and activation password to factory settings. And the system will reboot automatically.

**Restore All**

All parameters will be restored to the factory settings. The system will reboot to take effect.

**Device Reboot**

Reboot the device.

## 3.2.4 Set Local Information

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., room No., community No., building No. and unit No.

Up to 16 indoor extensions can be set for 1 indoor station.

**Steps**

1. Tap **Settings → ⚙ → Configuration → ⊙** to enter the indoor station No. settings page.

⬚**i**Note

Default admin password is the activation password.



**Figure 3-13 Local Information**

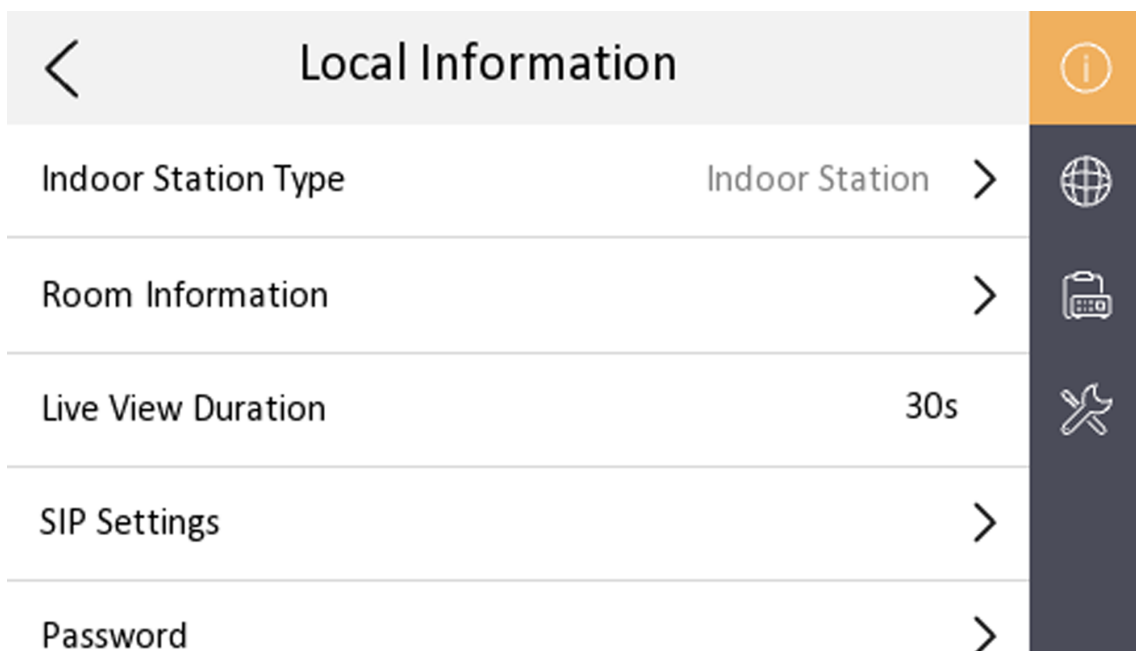2. Select **Indoor Station** to set the room information, live view duration, SIP parameters and password.

**Room Information**

You can set room name, room No. and in which way the room No. will be displayed. Tap **Advanced Settings** to set community No., building No., unit No. and floor No. if you need.

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[i] **Note**

- Community No., building No., unit No. and floor No. can be omitted if there is no such information.
- If there are two indoor stations that are in the same building, and should call each other, enter the room No. directly to call.
- If there are two indoor stations that are in two buildings, and should call each other, enter the building No. and the room No. to call. For example, call 1-405 to call room 405 in building 1.

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**Live View Duration**

You can set the duration of live view.

**SIP Settings**

You can set SIP parameters. For more details, please refer to: ***SIP Settings***

**Password Settings**

You can set unlock password and duress code.

3. Select **Indoor Extension** to set the room information, live view duration, registration password and enable **SIP 1.0** according to your needs.

**Room Information**

You can set room name and Extension No.

When calling the indoor station and the two devices are in the same building, you can call the Extension No. directly.

**Live View Duration**

You can set the duration of live view.

**Registration Password**

You can create a new registration password.

**Compatible with SIP 1.0 indoor station**

You can tap to enable **Compatible with SIP 1.0 indoor station** according to your needs.

## 3.2.5 SIP Settings

Devices can communicate with each other via SIP protocol. You create set the SIP register password, enable standard SIP and set VOIP account.

**Steps**

**1.** Tap **Settings →** ▤ **→ Configuration** , and enter admin (activation) password.

**2.** Tap **SIP Settings** in **Local Information** page.
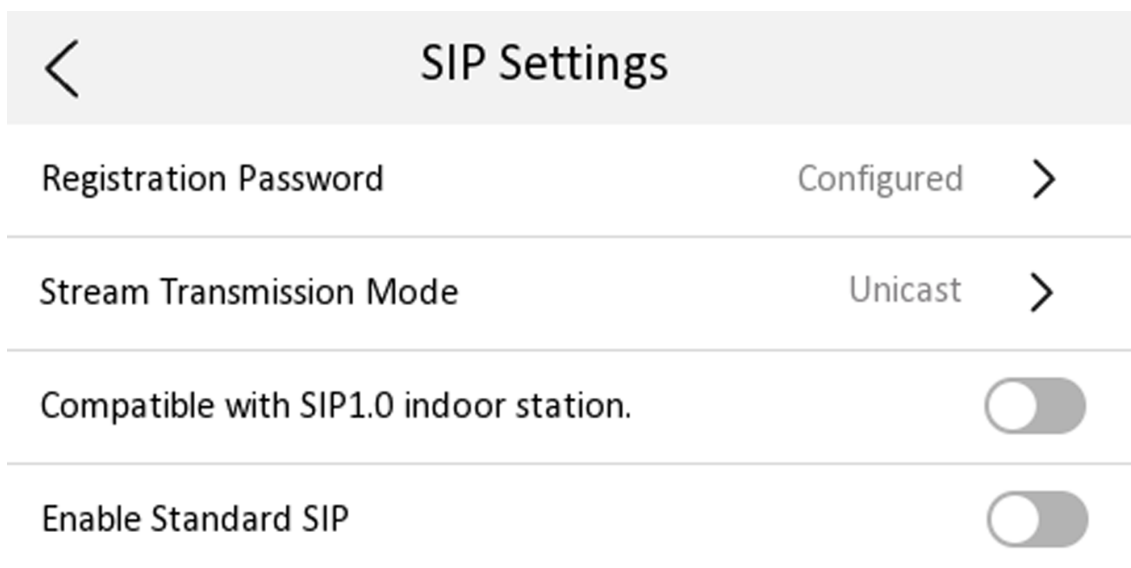


**Figure 3-14 SIP Settings**

**3.** Set SIP registration password.

   1) Tap **Registration Password**.

   2) Create a new SIP registration password and confirm the password.

   3) Tap **OK**.

**4.** Set **Stream Transmission Mode** as Unicast or Muiticast.

**5. Optional:** Tap to enable the function of compatible with SIP 1.0 indoor station.

**6. Optional:** Enable standard SIP.

   1) Tap to **Enable Standard SIP**.

   2) Tap **VOIP Account Settings** and configure account information, including the user name, the phone number, the registered user name, the password, the domain, the port No., and the expiration date.

**Figure 3-15 VOIP Account Settings**

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[i]**Note**

Up to 32 characters are allowed in the user name.

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## 3.2.6 Add Camera

**Steps**

**1.** Tap **Settings** → [≡] → **Configuration** , and enter admin (activation) password.

**2.** Tap [▣] to enter the device management page.

**3.** Tap **+** to pop up the dialog box.

**4.** Select a protocol to add the camera.

- Select **Private Protocol** and you can add the camera depended on the **Private Protocol** .

  Enter the device name, IP address, user name and the password of the camera. Edit port No. and channel No.

  Exit the page to save the settings.

- Select **Open Network Video Interface** to add the camera.

  Enter the device name, IP address, user name and the password of the camera.

Exit the page to save the settings.

## 3.3 Password Settings

### 3.3.1 Security Settings

If you forgot the admin password, you can change your password via the reserved email address or the security questions.

**Steps**

1. Tap **Settings → ▤ → Configuration** , and enter the admin (activation) password to enter the local information page. Tap ▨ **→ Security Settings** to enter security setting page.
2. Tap **Email Address**. Enter or edit the address.
3. Tap **Security Question**. Select questions and enter the answers.
4. After the settings, you can reset your password via the reserved email address or via answering questions.

### 3.3.2 Modify Unlock/Duress Code

You can create and edit the duress code and unlock password of the indoor station.

**Steps**

1. Tap **Settings → ▤ → Configuration** , and enter admin (activation) password.
2. Tap ▨ **→ Password** to enter the password settings page.
3. Tap **Unlock Password** or **Duress Code** to pop up the password settings dialog box.

   **Unlock Password**

   Create the indoor station's unlock password. If the device has connected to a lock, enter the password to unlock.

   **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.
4. Create a new password and confirm it.
5. Tap **OK** to save the settings.

## 3.4 Device Information

View the device information, including the version, model, serial No. and open source disclaimer.

**Steps**
**1.** Tap **Settings →** ☰ **→ Device Information** to enter the Device Information page.

| | Device Information |
|---|---|
| ‹ | |
| Version | |
| Model | |
| Serial No. | |
| Open Source Disclaimer | |
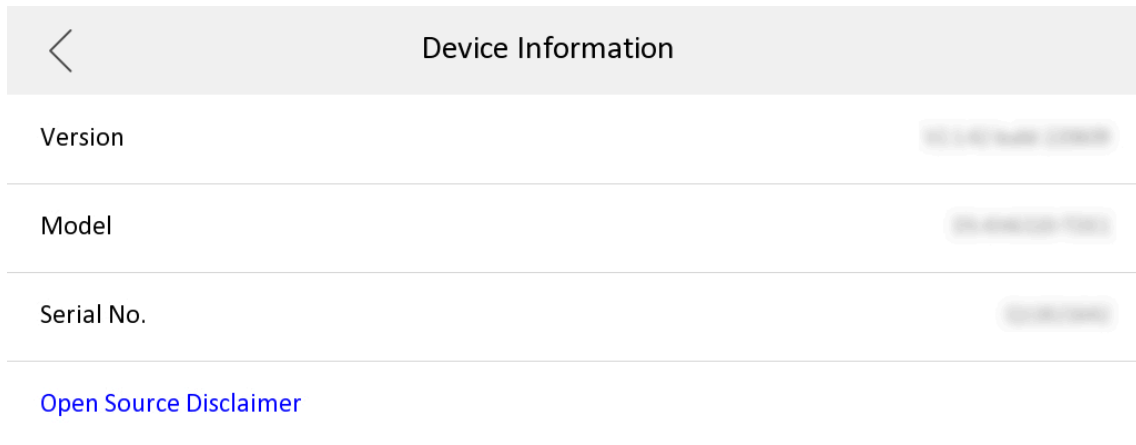
**Figure 3-16 Device Information**

**2.** View the device version, module, and serial No.
**3. Optional:** Tap **Open Source Disclaimer** to view the OSS statement.

## 3.5 General Settings

You can set time and date, system language and adjust the screen brightness on this page.

Tap **Settings →** ⚙ to enter the general settings page.
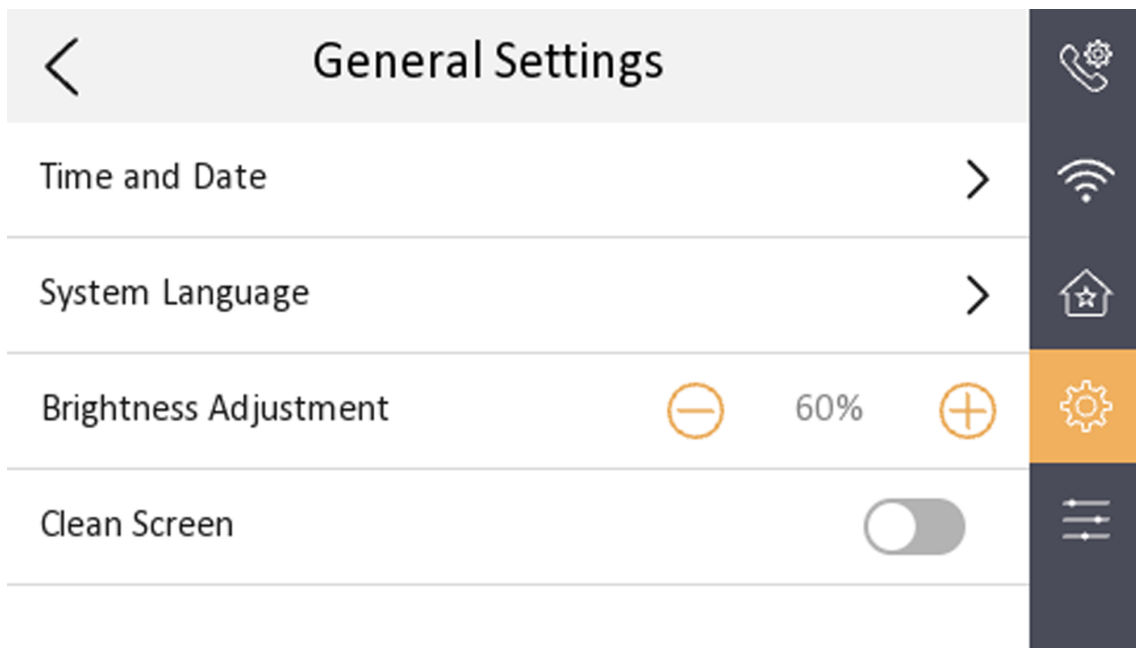
**Figure 3-17 General Settings**

**Time and Date**

Set the displayed time and date format, current time. Tap **Sync Time** to synchronize the device time. Tap to enable **Synchronize Time to Door Station** to synchronize the device time to the linked door station. You can also enable **DST** and set the DST start time, end time and bias.

**Note**

For details, see *Synchronize Time* .

**System Language**

Tap **System Language** to change the system language.

**Brightness Adjustment**

Tap **+** or **-** to adjust the screen brightness.

**Clean Screen**

Enable **Clear Screen** and the screen will be locked for 30s. And you can clear the screen within the time duration.

**Note**

- After enabling Clear Screen function, press and hold the Unlock key to exit the clear screen mode.
- The device without unlock key will exit the clear screen mode automatically when the time is out.

## 3.6 Preference

You can configure shortcut settings and customizable buttons on the preference page.

Tap **Settings →** 🏠 to enter the preference page.

**Shortcut Settings**

You can enable **Call Elevator**, **Call Management Center**, **Leave Message** and **Snapshot** function, and the icons will be displayed on the home page.

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ℹ️**Note**

You can set **Leave Message Time** and **Snapshot Time**if these two functions are enabled.

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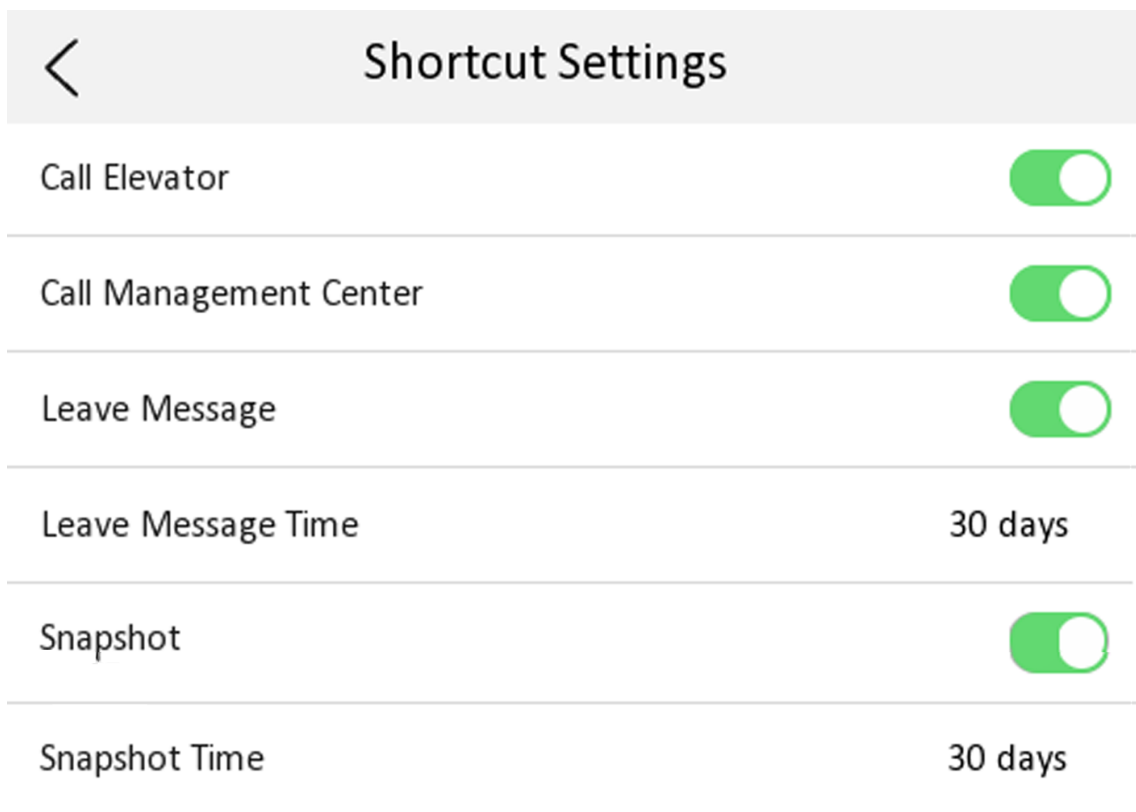


**Figure 3-18 Shortcut Settings**

**DIY Button**

You can customize functions for four customizable touch-button on the surface of the indoor station.
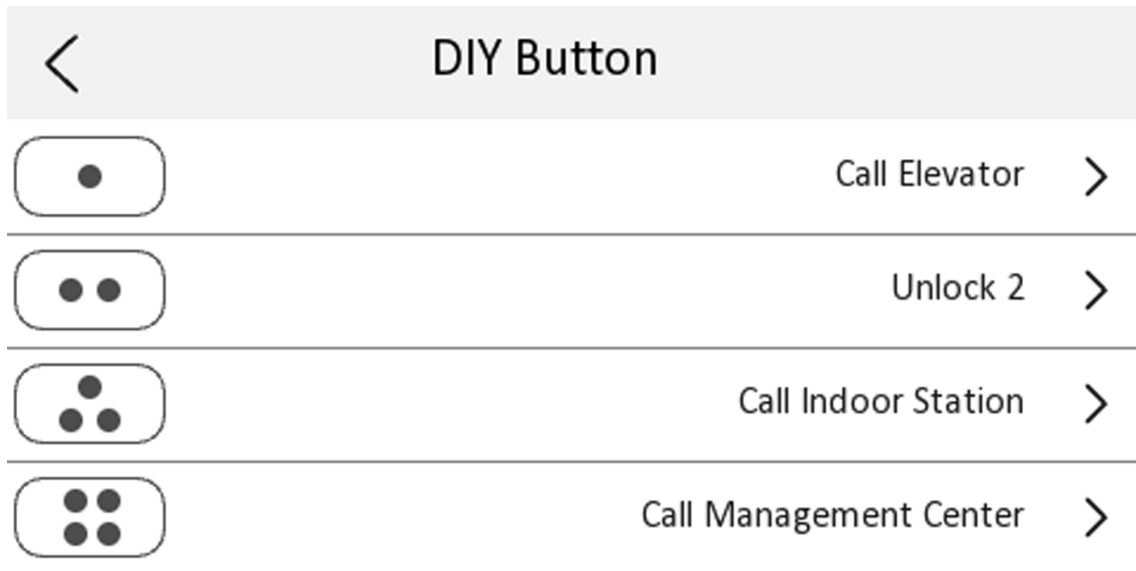
**Figure 3-19 DIY Button**

## 3.7 System Settings

You can restore the device, unlink the APP, set mobile client services,etc.

Tap **Settings → ▤ → Configuration** , and enter the admin (activation) password.
Tap ⚙ to enter the system maintenance page.
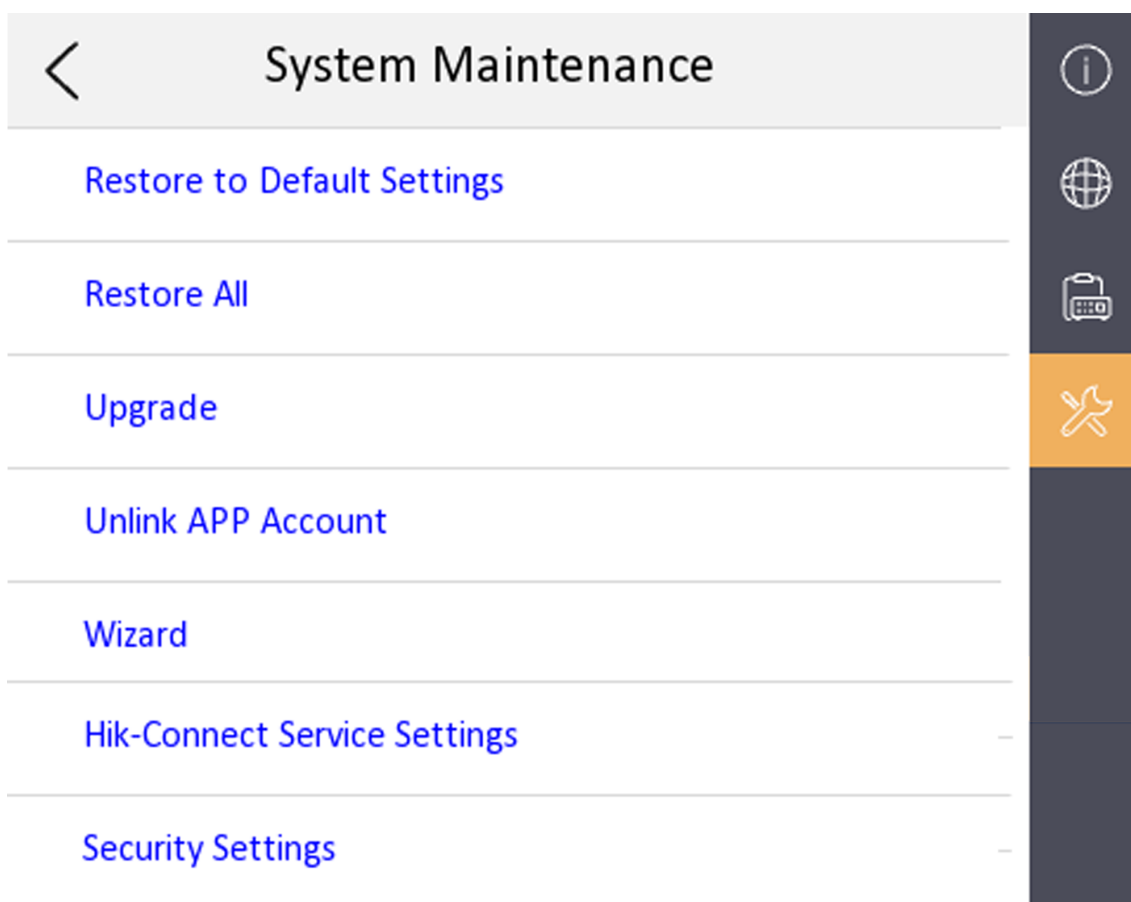
**Figure 3-20 System Maintenance**

**Restore**

   **Restore Default Settings**

      Tap **Restore Default Settings** to restore parameters except network parameters and activation password to factory settings. And the system will reboot automatically.

   **Restore All**

      Tap **Restore All** to restore all parameters to factory settings and the system will reboot automatically.

**Upgrade**

   Tap **Upgrade** to get the upgrade package online and reboot automatically.

**Unlink APP Account**

   After unlinking APP account, you cannot operate via APP.

**Wizard**

   Tap **Wizard** and set the language, network, indoor station type, device No., and select a device according to the wizard. Refers to *__Quick Operation__* for the details.

**Hik-Connect Service Settings**

For more details, please refer to ***Link to the Mobile Client*** .

**Security Settings**

**Email Address**

Tap **Email Address**. Enter or edit the address.

**Security Question**

Tap **Security Question**. Select questions and enter the answers.

# 3.8 Synchronize Time

**Steps**

**1.** Tap **Settings → ⚙ → Time and Date** to enter the time synchronization page.

**2.** Tap **Date Format** and **Time Format** to set the time format.

**3. Optional:** Tap **Time** to set time manually.

**4.** Tap **Sync Time**.

| | Time Synchronization | |
|---|---|---|
| 🕐 Time Zone | (GMT+08:00) Beijing, Urumqi, Singa... | ⟩ |
| ⚙ Enable NTP | | 🟢 |
| Sync Interval | | 60 |
| IP Addr/Domain | | ▪▪▪▪ |
| Port No. | | ▪▪ |
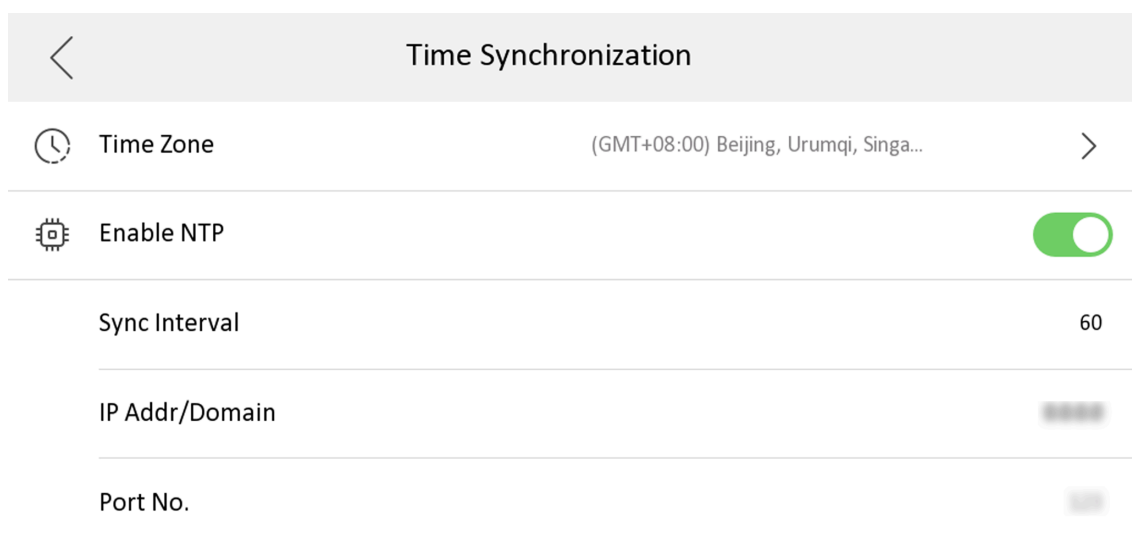
**Figure 3-21 Time Synchronization**

1) Select the **Time Zone**.

2) Enable **Enable NTP**.

3) Set the synchronizing interval, enter the IP address/domain of NTP server and port No.

---

**i** **Note**

- The default unit of synchronizing interval is minute.
- The time zone can be configured as well if the NTP is not enabled.

---

# 3.9 Sound Settings

## 3.9.1 Call Settings

You can set the ringtone, ring duration, call forwarding time on call settings page.

**Steps**

1. Tap **Settings →** [icon] to enter the call settings page.
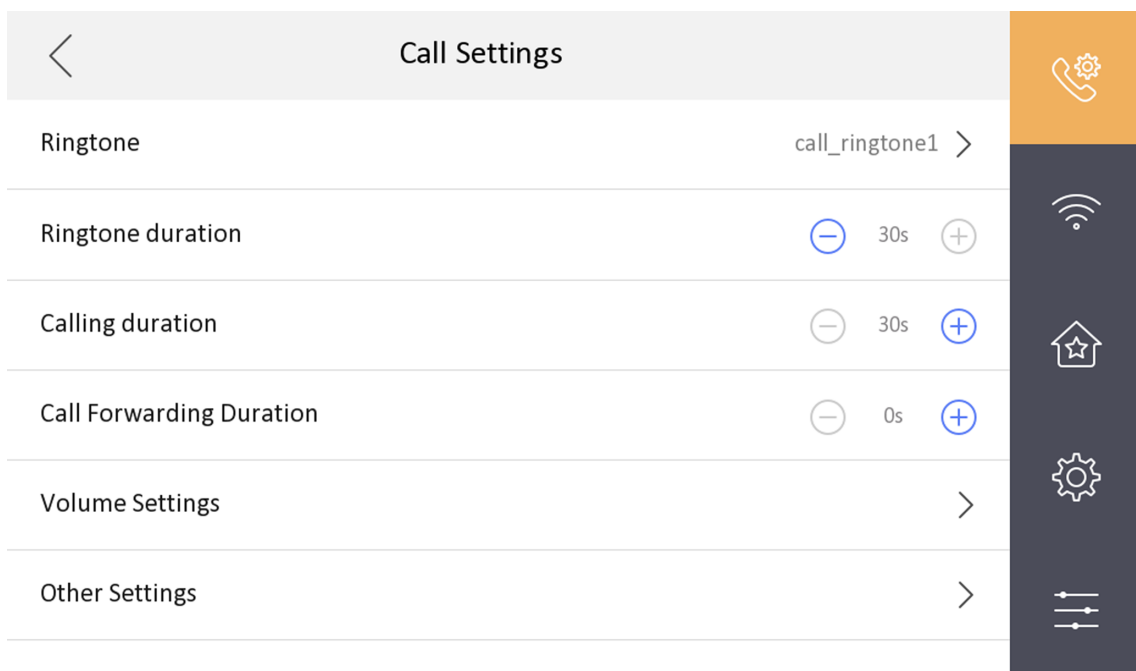


**Figure 3-22 Call Settings**

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 10 s to 60 s.

   **Calling Duration**

---

The call will end automatically when the actual calling duration is longer than the configured one. Calling duration ranges from 30 s to 60 s.

**Call Forwarding Duration**

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.

**Other Settings**

You can set the Do Not Disturb and Auto-answer functions.

**Auto-answer**

Enable **Auto-answer**. After enabling, the call from door station/villa door station will be answered by the indoor station automatically. The caller from door station/villa door station can leave voice messages. After the message is left, you can check it from **Message** on the main page of the device.
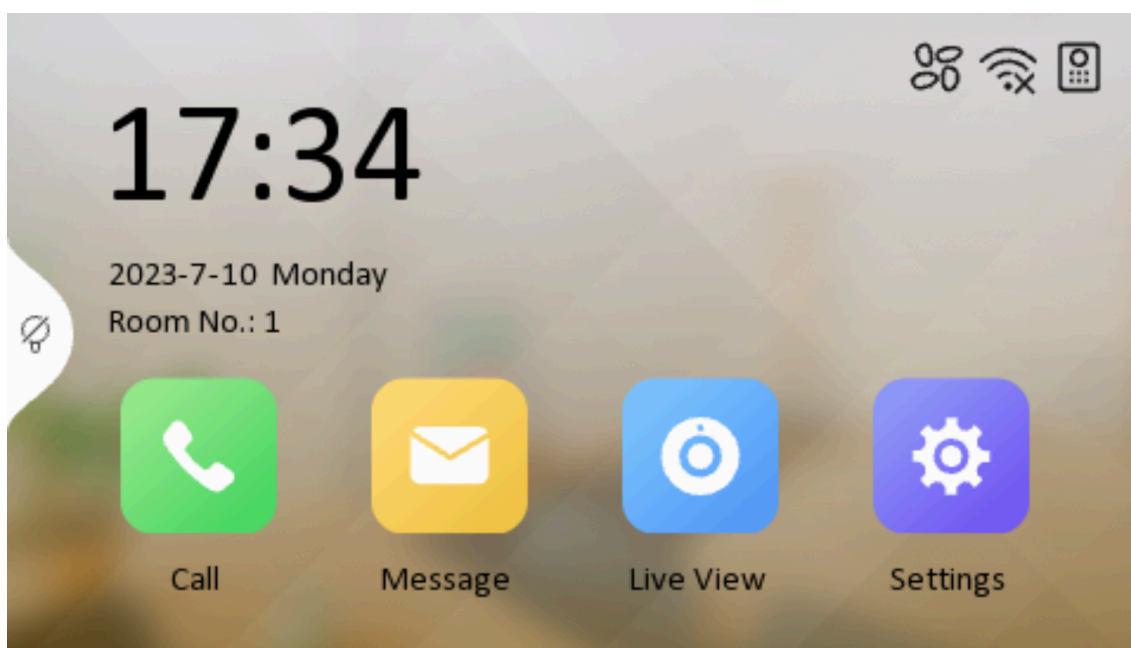


**Figure 3-23 Main Page**

---

ⓘ**Note**

Before enabling **Auto-answer**, the function of **Leave Message** needs to be enabled. Tap **Settings → 🔲 →** to enter the shortcut settings page. Eanble **Leave Message** and go back to calling settings page to enable **Auto-answer**.

---

**Do Not Disturb Device**

Select **All** and all devices will not disturb this device. Select **Indoor Station** and all indoor station will not disturb this device.

**Do Not Disturb**

Set the do not disturb schedule. Select **Close** and the do not disturb function will not be enabled. Select **All Day** and this device will not be disturbed all day. Select **Schedule** and you can set the do not disturb time duration. Within the configured time, this device will not be disturbed.

⬛**Note**

Indoor extension does not support the ring duration settings, call forwarding settings, or auto-answer function.

### 3.9.2 Volume Settings

Set the microphone volume, prompt sound volume and call volume.

**Steps**

**1.** Tap **Settings → 📞 → Volume Settings** to enter the volume settings page.

**2.** Set the microphone volume, prompt sound volume, and the call volume of the indoor station.

**3. Optional:** Enable **Touch Sound** to turn on the sound when you touch device screen.

## 3.10 Via the mobile client

The device support adding to **Hik-Connect** and cofiguration remotely via the client.

### 3.10.1 Link to the Mobile Client

**Before You Start**

⬛**Note**

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

**Steps**

**1.** Tap **Settings → ☰ → Configuration → ⬛ → Hik-Connect Service Settings** to enter the settings page.

⬛**Note**

Admin password is required to enter the configuration page.

**2.** Enable **Enable Hik-Connect Service**.
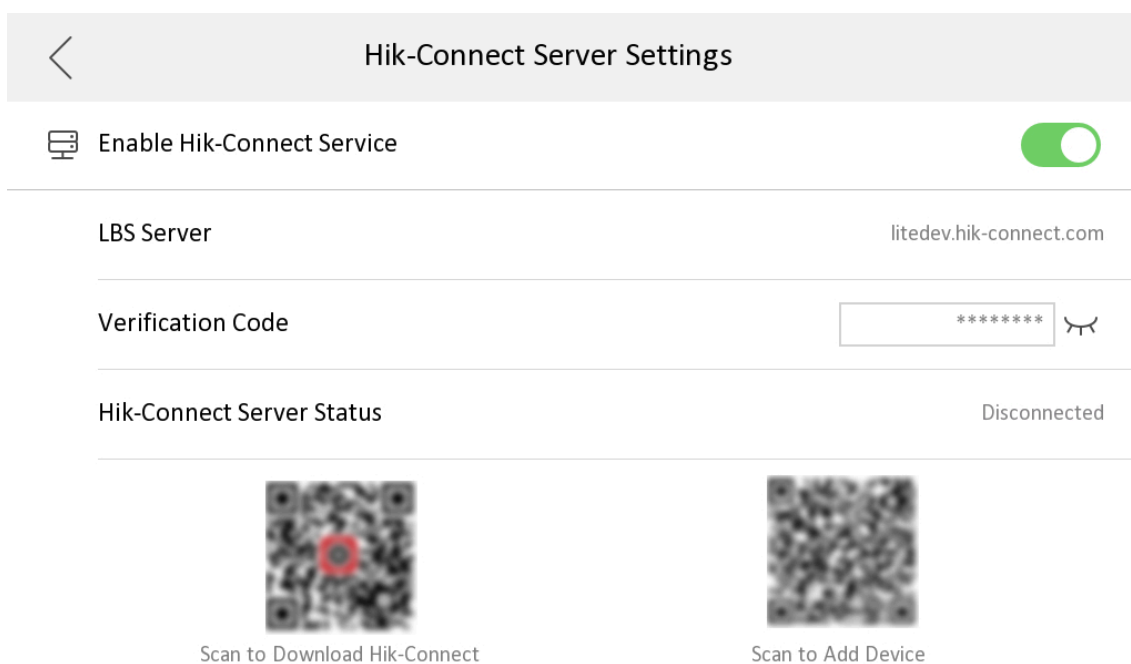
Figure 3-24 Enable Guarding Vision Service

**3.** Edit **LBS** server and **Verification Code**.

> 📖**Note**
>
> Verification code is used to add the device to mobile client.

**4.** **Optional:** Scan the QR code on the screen.

> 📖**Note**
>
> • Scan the left QR code on the screen to access Hik-Connect.
> • Scan the right QR code on the screen to add the device to the mobile client.

## 3.10.2 Unlink the Account

Remove the account from the mobile client.

**Steps**

**1.** Tap **Settings → ▤ → Configuration** , and enter the admin (activation) password.

**2.** Tap ❋ to enter the system maintenance page.
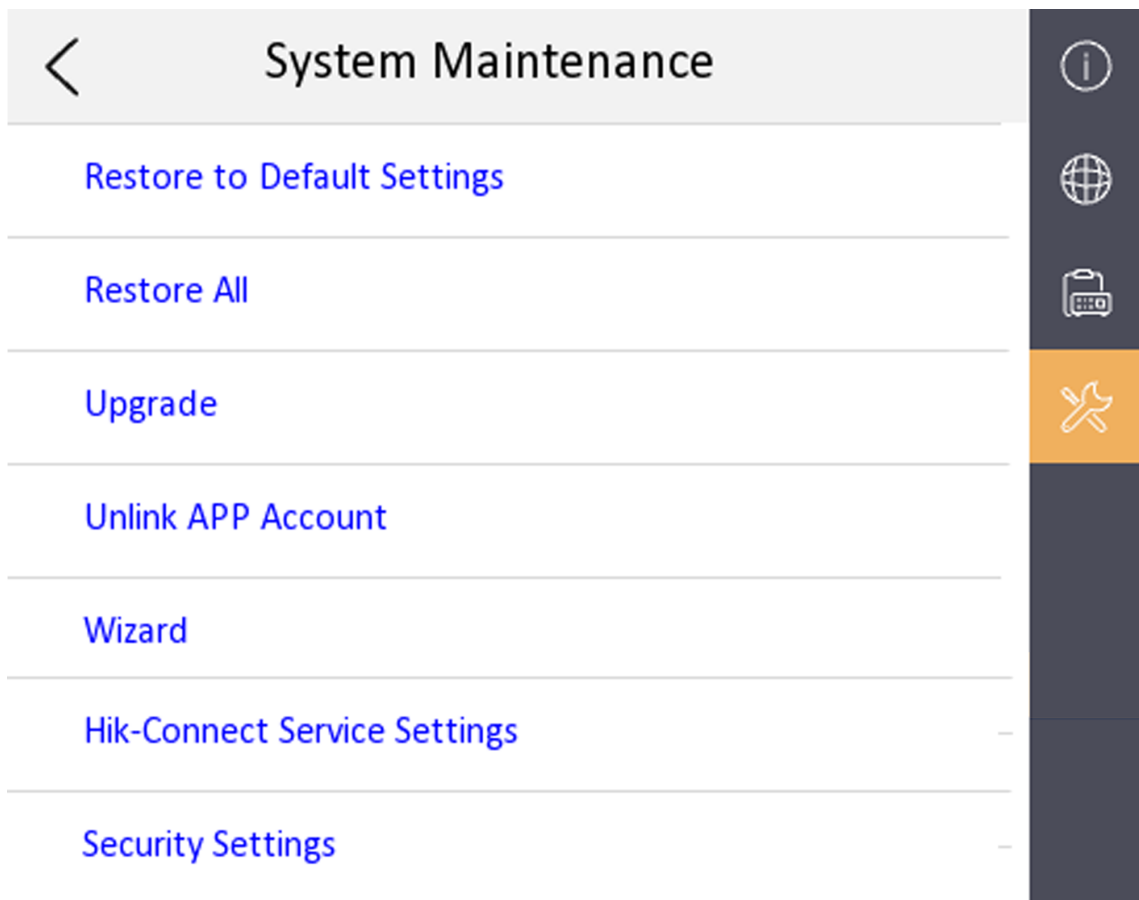
**Figure 3-25 System Maintenance**

**3.** Tap **Unlink App Account**, and follow the steps on the page.

# Chapter 4 Local Operation

## 4.1 Call Settings

### 4.1.1 Add Contact

**Steps**

**1.** Tap **Call →** [icon] to enter the contact list page.
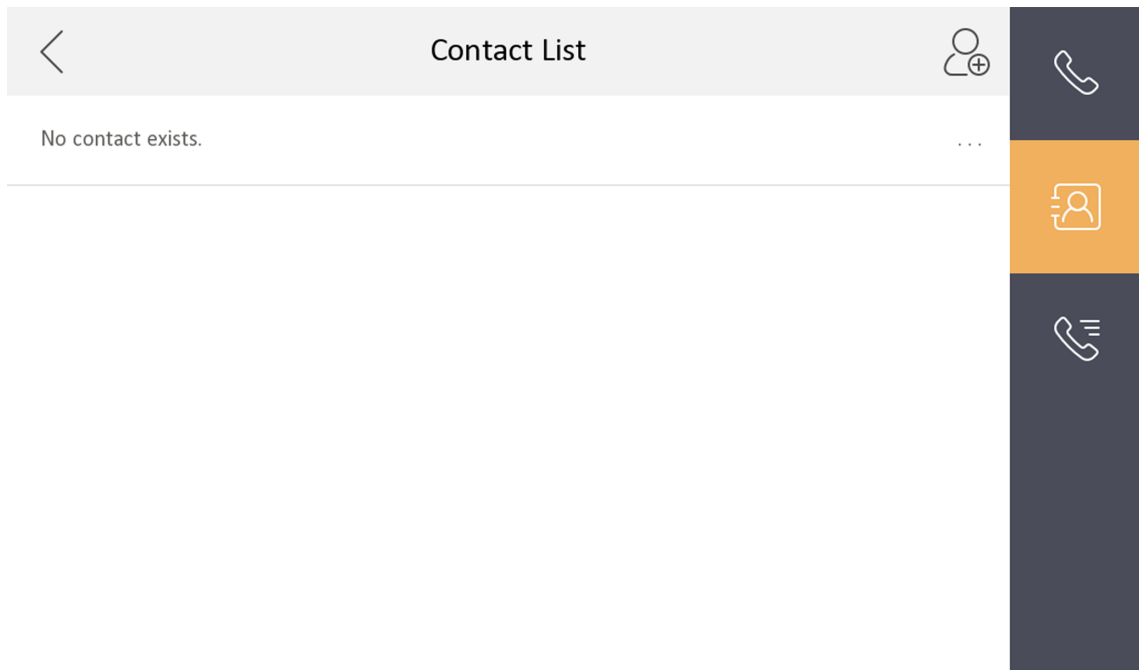


**Figure 4-1 Contact List**

**2.** Tap [icon] to pop up the contact adding dialog.

**3.** Enter the contact name and the room No.

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

[i] **Note**

Up to 200 contacts can be added.

## 4.1.2 Call Resident

**Steps**

📖**Note**

Only when the Call Management Center function is enabled, should the call center button be displayed. For details, see the configuration guide.

**1.** Tap **Call →** 📞 to enter the residents calling page.
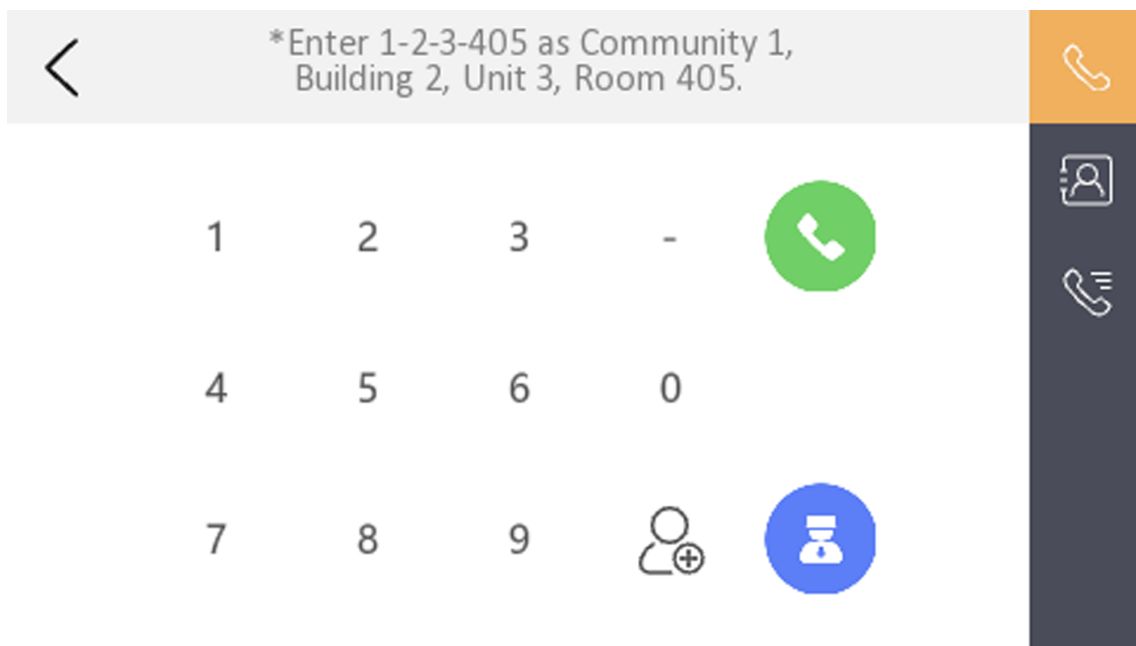


**Figure 4-2 Call Resident**

**2.** Enter the calling number.

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.

📖**Note**

The community No. can be omitted.

**3.** Tap the call button to start an audiovisual call.

**4. Optional:** Tap 🔵 to call management center.

## 4.1.3 Call Indoor Extension/Indoor Station

Tap **Call** on the main page to enter the calling page.

If you install indoor station and indoor extensions at home, you can call the indoor extension via your indoor station, and vice versa.

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

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

## 4.1.4 Receive Call

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

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, 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 and save the live view picture when speaking with the door station.

On the call from the analog doorphone page, you can tap the unlock button to open the connected door lock and tap the capture button to capture and save the live view pictures.

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

## 4.1.5 View Call Logs

**Steps**
**1.** Tap **Call →** ▨ to enter the call log page.
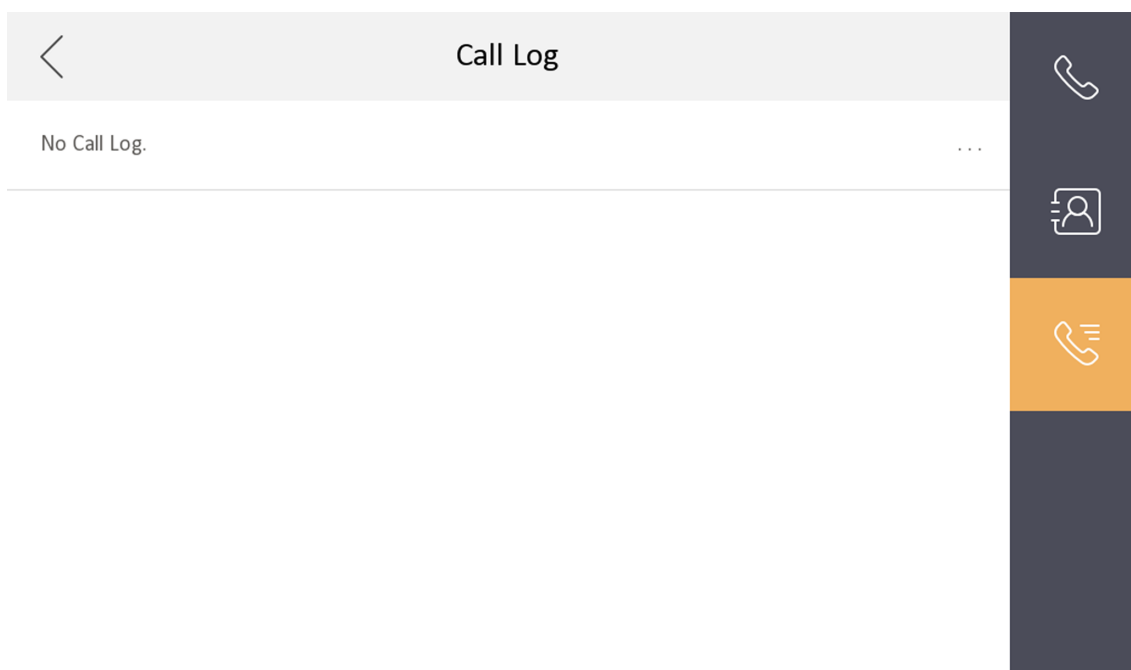


**Figure 4-3 Call Logs**

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

⌐i⌐**Note**

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

## 4.2 Leave Message

You can set leave message, and view the messages.

Tap **Settings → ⌂ → Shortcut Settings** , and enable **Leave Message**.

Set **Leave Message Time** as **1 day**, **7 days** or **30 days**.

Tap **Message → ▨** to view the visitor messages.

## 4.3 Live View

On the live view page, you can view the live video of linked door stations and network cameras.

**Steps**

⌐i⌐**Note**

Make sure the network camera or the door station is well-connected.

1. Tap **Live View** to enter the live view page.
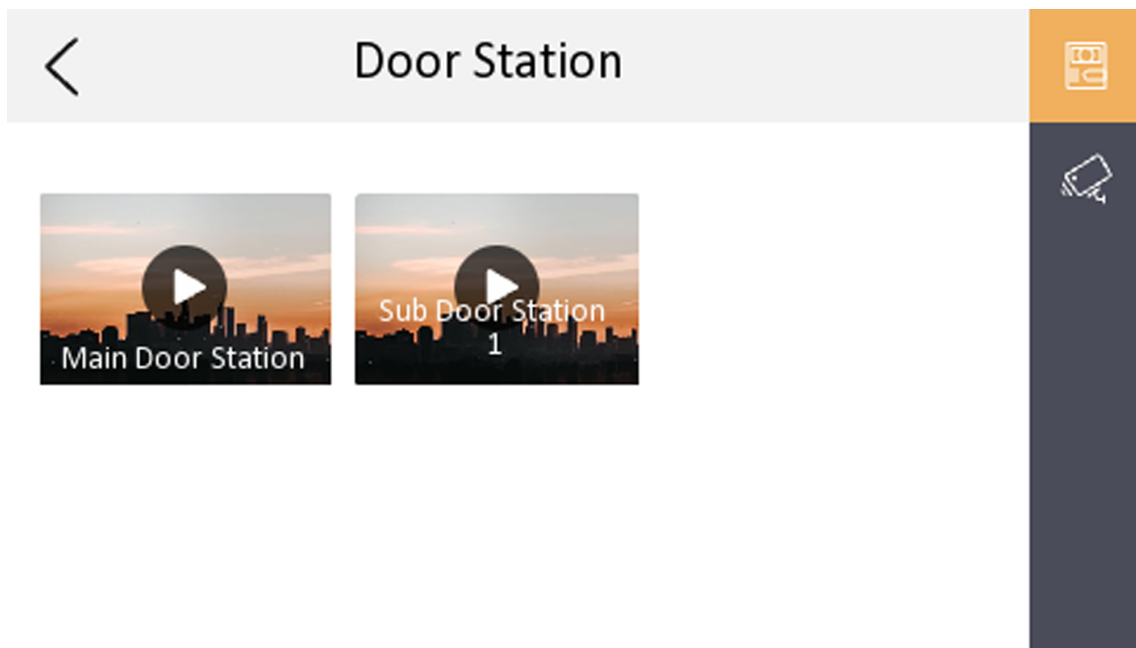
**Figure 4-4 Live View**

**2.** Tap 🔲 to enter the live view page of the 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 is 1 capture button. You can tap the button to capture the picture via door station.

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

# 4.4 Call Elevator

The indoor station supports calling the elevator.

**Before You Start**
Enable call elevator via iVMS-4200 Client Software.

**Steps**
**1.** Tap **Settings → 🔲 → Shortcut Settings** to enable **Call Elevator**.

## Shortcut Settings

| | |
|---|---|
| Call Elevator | 🟢 |
| Call Management Center | 🟢 |
| Leave Message | 🟢 |
| Leave Message Time | 30 days |
| Snapshot | 🟢 |
| Snapshot Time | 30 days |
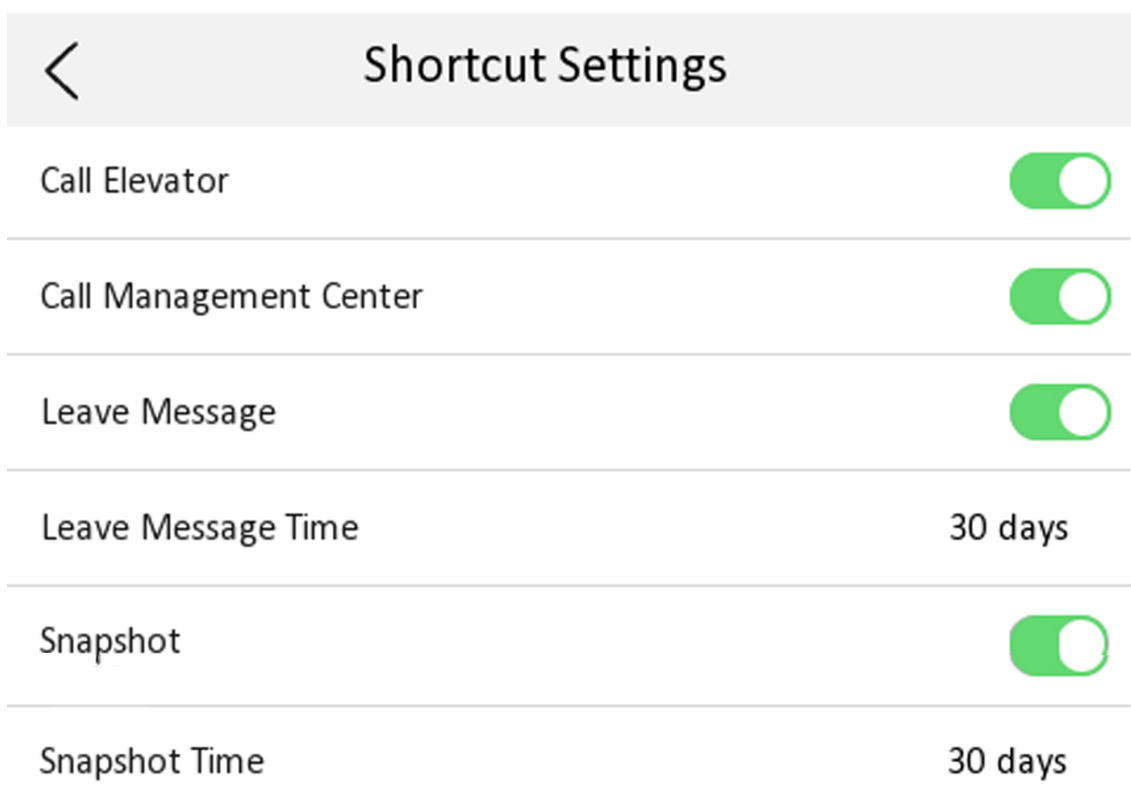
**Figure 4-5 Call Elevator**

**2.** Tap ▢ on the home page of the indoor station to start calling the elevator.

**3.** When the device communicates with door station, tap unlock icon to start calling the elevator.

## 4.5 Information Management

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

Tap **Message** to enter the information management page.

**Delete a Log**: Hold the item, you can delete it.

**Clear Logs**: Hold the item, you can clear all logs.

ℹ️**Note**

Indoor extension only supports capture log.

# Chapter 5 Client Software Configuration

## 5.1 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.

### 5.1.1 Add Video Intercom Devices

**Steps**

> **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 5-1 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.

---

### ⓘ 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.

---

## 5.1.2 Modify Network Information

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

---

**⌷ⓘNote**

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

---

# 5.2 System Configuration

You can configure the video intercom parameters accordingly.

**Steps**
1. Click **Maintenance and Management → System Configuration → ACS & Video Intercom** 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.

   **Ringtone Duration**

   Enter ringtone duration, ranging from 15 seconds to 60 seconds.

   **Max. Speaking Duration with Indoor Station**

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

   **Max. Speaking Duration with Door Station**

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

   **Max. Speaking Duration with Access Control Device**

   Enter the maximum duration of speaking with the access control device, ranging from 90 seconds to 120 seconds.
3. Click **Save** to enable the settings.
4. **Optional:** Click **Default** to restore the default parameters.

# 5.3 Remote Configuration

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

## 5.3.1 System

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

## 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.
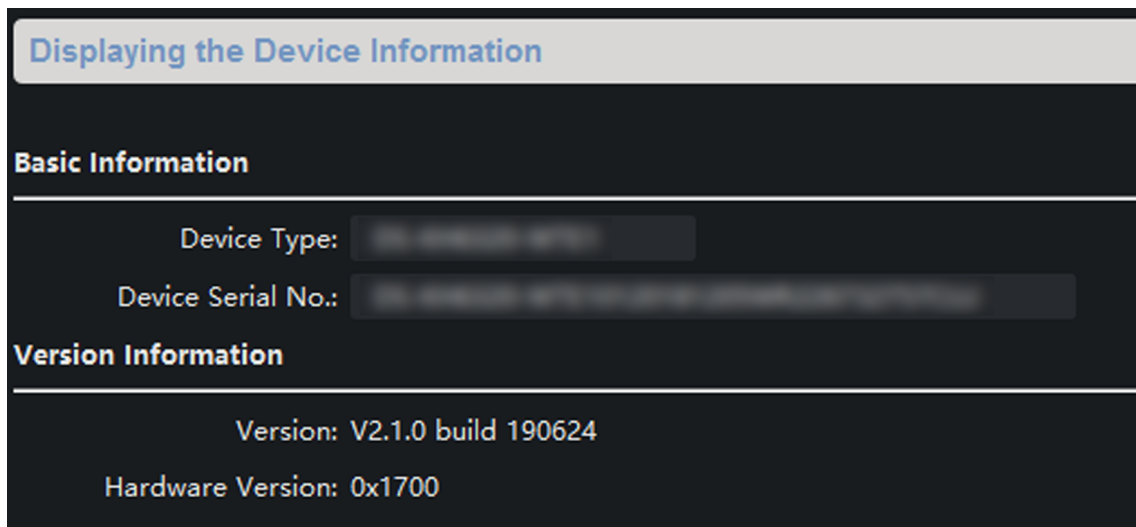


**Figure 5-2 Device Information**

## General

Click **General** to enter device general parameters settings page. You can view and edit the device name and device ID, and select overwrite record file.
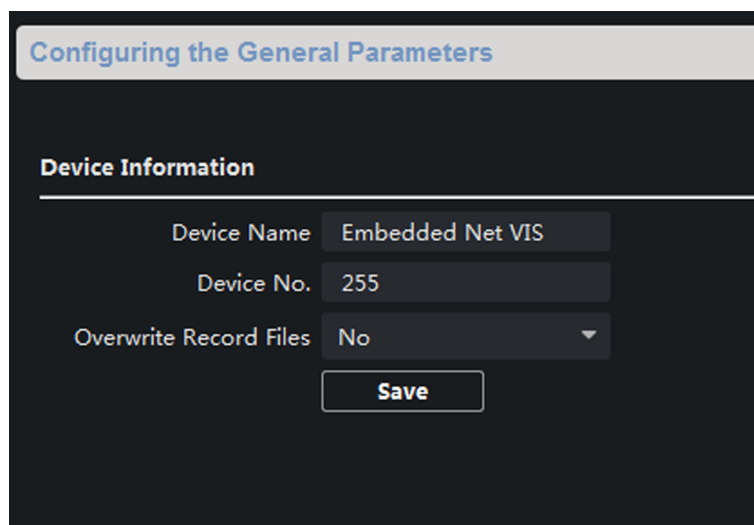


**Figure 5-3 General**

## Time

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

**Figure 5-4 Time Settings Page**

Select **Time Zone**, **Enable NTP**, **Enable DST**, or **SDK Synchronization**. Click **Save** to save the time settings.

- Time Zone: Select a time zone from the drop-down list menu.
- NTP: Click **Enable NTP**, and enter the server address, NTP port, and synchronization interval.

[ⅈ]**Note**

The default port No. is 123.

- DST: Click **Enable DST**, and set the start time, end time, and bias.
- SDK Synchronization: Click **Synchronization**, and the system will synchronize the data to the SDK.

## System Maintenance

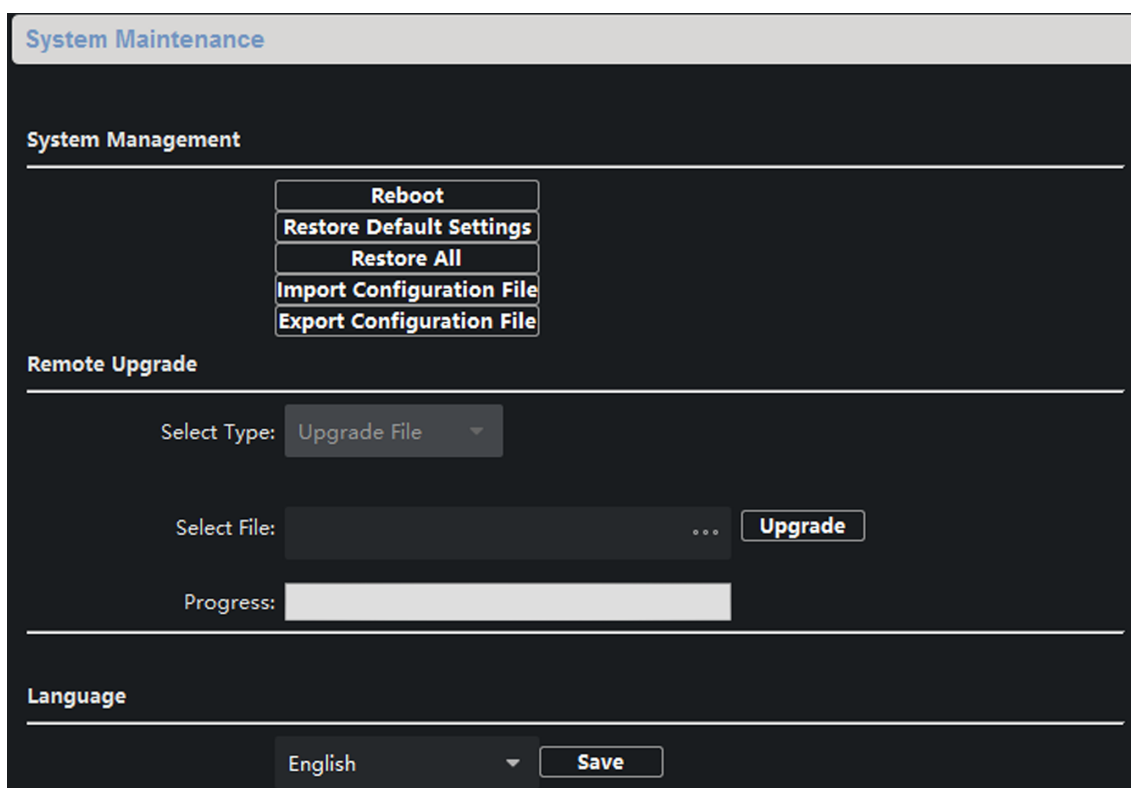Click **System Maintenance** to enter the page.

**Figure 5-5 System Maintenance**

- Reboot: Click **Reboot** and the system reboot dialog box pops up. Click **Yes** to reboot the system.
- Restore Default Settings: Click **Restore Default Settings** to restore the default parameters. All default settings, excluding network parameters, will be restored.
- Restore All: Click **Restore All** to restore all parameters of device and reset the device to inactive status.

---

### Note

all default settings, including network parameters, will be restored. The device will be reset to inactivated status.

---

- Import Configuration File: 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.
- Export Configuration File: 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.
- Remote Upgrade: 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.
- Language: Select a language, and click **Save** to change the device system language.
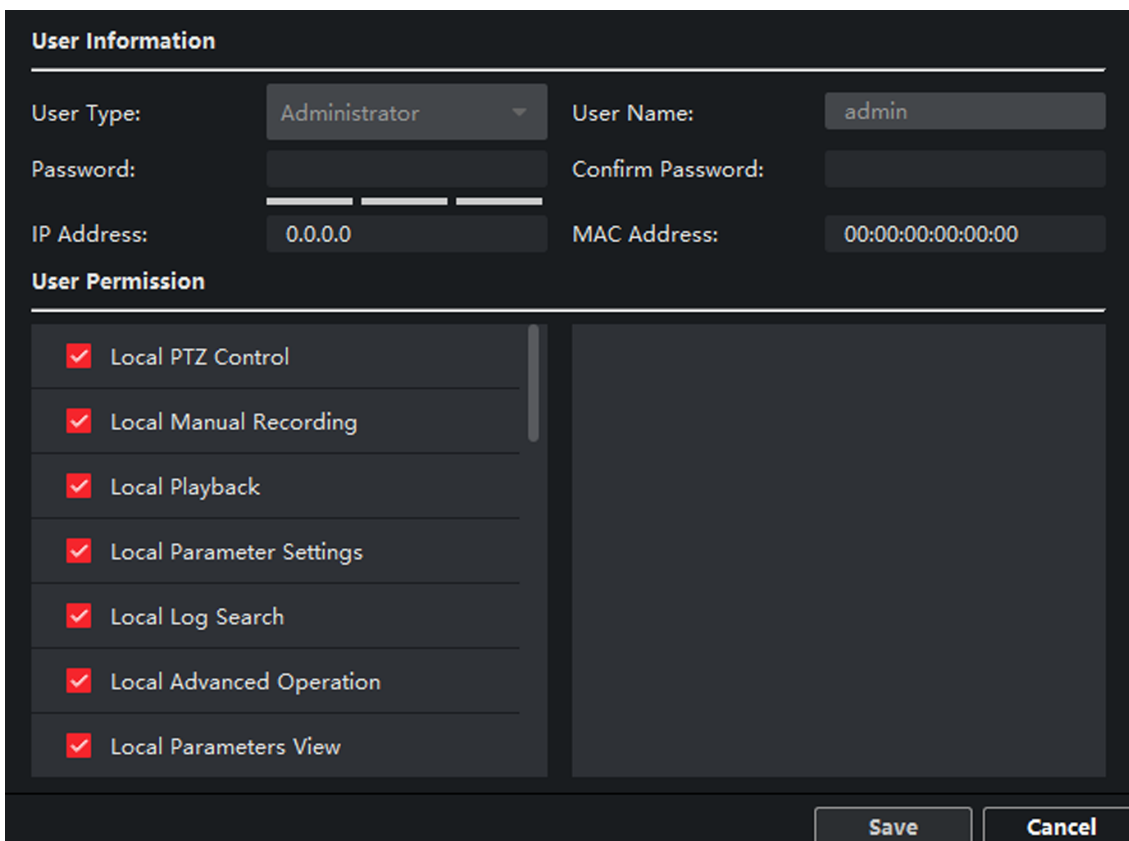
---

**Note**

- The device supports 19 languages: English, French, Brazilian Portuguese, Spanish, Russian, German, Italian, Polish, Arabic, Turkish, Vietnamese, Ukrainian, Hungarian, Dutch, Romanian, Czech, Bulgarian, Croatian, Serbian.
- 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 **Edit** to enter the user parameter page.



**Figure 5-6 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.

---

## Security

Click **Security** to enter the page. You can enable SSH or enable HTTPS on this page.
Click **Save** after configuration.

## 5.3.2 Video Intercom

Click **Video Intercom** on the remote configuration page to enter the video intercom parameters settings: Time Parameters, Password, Zone Configuration, IP Camera Information, Volume Input and Output Configuration, Ring, Arming Information, Calling Linkage, Relay, and SIP No.

## Time Parameters

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



**Figure 5-7 Time Parameters**

**2.** Configure the calling duration, live view duration, call forwarding time, and the ringtone duration.
**3.** Click **Save**.

---

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

- Calling 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.
- Live view duration 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 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.

---

## Volume Settings

**Steps**

**1.** Click **Volume Input/Output** to enter the configuring the volume input or output page.
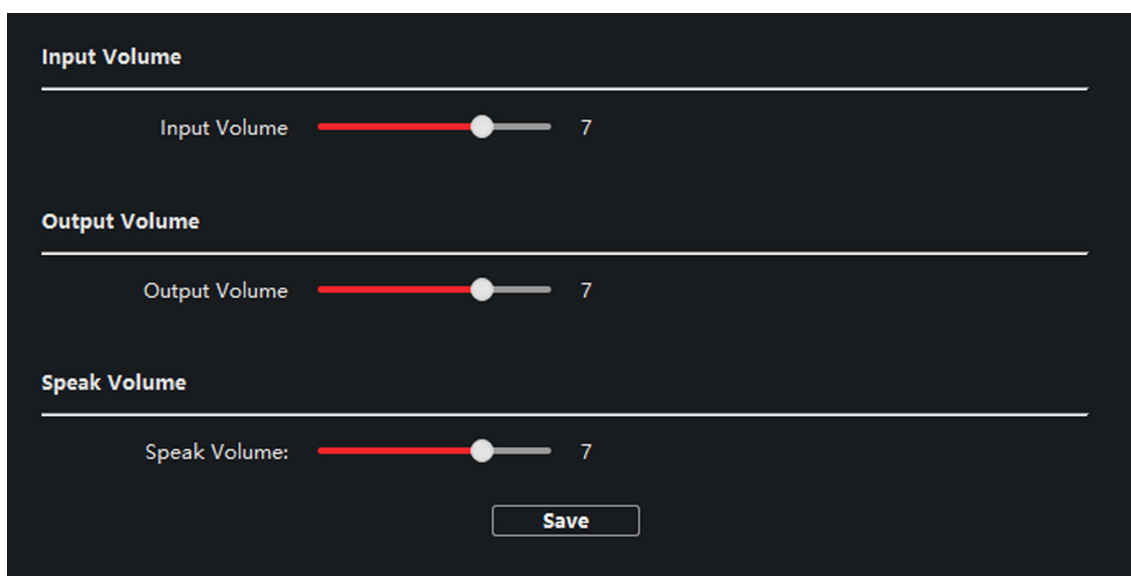


**Figure 5-8 Volume Input or Output**

**2.** Slide the slider to adjust the input volume, output volume and speak 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 5-9 Ring Import**

**2.** Click **+** to add the ring, and click **x** to delete the imported ring.

[i]**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.

## Arming Information

Click **Arming Information** to enter the configuring arming informaton page and view the arming information.

| Index | Arming No. | Arming Type | IP Address |
|-------|-----------|-------------|------------|
| 1 | 1 | Real-T...Arming | 10.25.220.47 10.25.220.30 |

Arming Information — Refresh

**Figure 5-10 Arming Information**

Click **Refresh** to refresh the arming information.

## SIP No. Settings

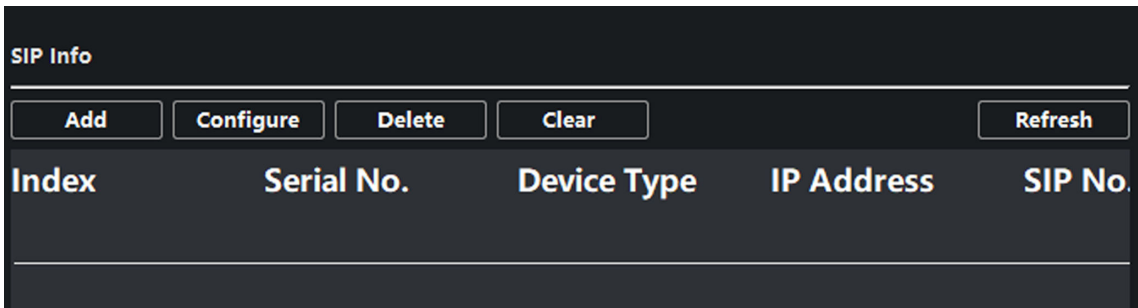**Steps**

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

**Figure 5-11 Extension Settings**

2. Click **Add**.

**Figure 5-12 Add SIP Info**

**3.** Select **Device Type** as **Indoor Extension**.

**4.** Enter the required information.

    **Serial No.**

        Enter the device's serial No.. The serial No. is on the rear panel of the device (A fixed-length number with 9 digits).

    **IP Address**

        Enter the device's IP address.

    **Gateway**

        Enter the device's gateway.

    **Subnet Mask**

        Enter the device's subnet mask.

    **Password**

        Enter the device password, ranging from 8 to 16 characters in length.

    **No.**

        Enter the device No., ranging from 1 to 5.

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

**6.** Set SIP information.

| | |
|---|---|
| **Click Configure** | Configure serial No., IP address, gateway, subnet mask, password and No. of the device. |
| **Click Delete** | Delete the SIP Number. |
| **Click Clear** | Clear all SIP numbers. |
| **Click Refresh** | Refresh SIP Information. |

## Intercom Protocol

**Steps**

**1.** Select **Protocol** as **Private Protocol 1** or **Private Protocol 2**.

**2.** Click **save** to save the settings.
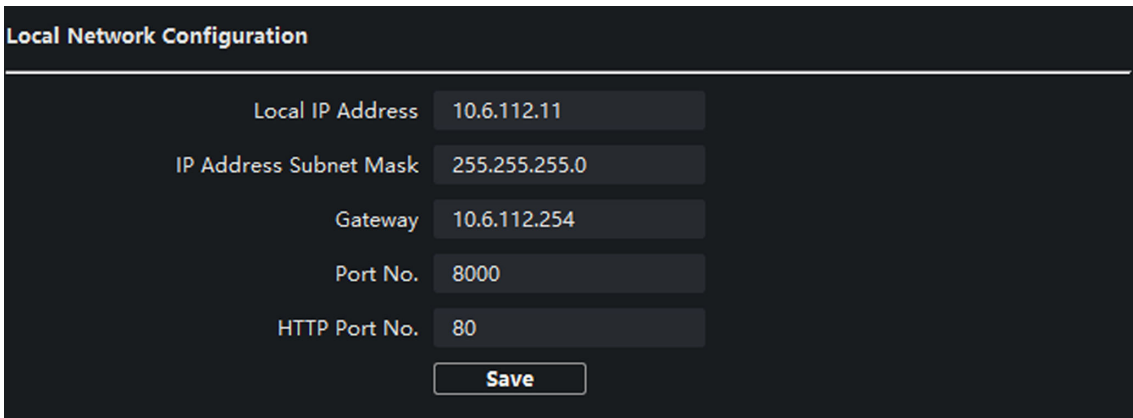
## Custom Button

**Steps**

**1.** Click **Custom Button** to enter time parameters settings page.

**2.** Select **Key Number** as 1, 2, 3 or 4 depending on which button you would like to custom.

**3.** Configure different functions for buttons by selecting different **Key Settings**.

**4.** **Optional:** Select **Open** in **Screen Display Parameters** area to display icons of **Call Management Center** or **Call Elevator** on the menu.

## 5.3.3 Network

### Local Network Configuration

**Steps**
**1.** Click **Local Network Configuration** to enter the configuring the local network parameters page.



**Figure 5-13 Local Network Configuration**

**2.** Enter the **Local IP Address**, **IP Address Subnet Mask**, **Gateway**, **Port No.** and **HTTP 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 Server Configuration

**Steps**
**1.** Click **SIP Server Configuration** to enter the configuring the SIP parameters page.

**Figure 5-14 SIP Server Configuration**

**2.** Click **Enable**.

**3.** Set the parameters according to your needs.

---

ⓘ**Note**

- Up to 32 characters are allowed in the Register User Name field.
- Registration password should be 1 to 16 characters in length.
- Up to 32 characters are allowed in the Number field.
- The device location should contain 1 to 32 characters.
- The registration period should be between 15 minutes to 99 minutes.

---

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

## DNS Settings

The indoor station supports 2 DNS address.

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

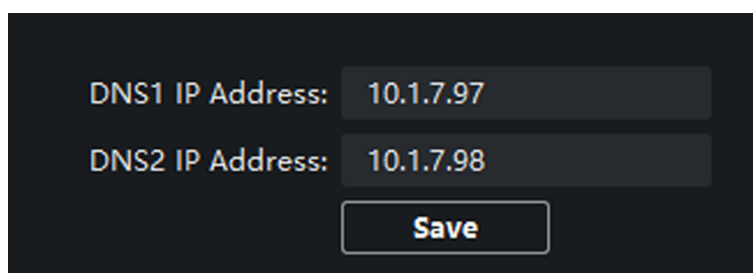Edit the IP address and click **Save**.

**Figure 5-15 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 the configuring the settings page.
2. Enable **Enable Hik-Connect**.

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

   - To enable Hik-Connect service, you need to create a verification code or change the verification code.
   - The verification code should be 6 to 12 letters or numbers, case sensitive. You are recommended to use a combination of no less than 8 letters or numbers.

3. Enter the **Verification Code** and confirm the verification code.
4. Click **OK**.
5. Enable **Custom** and edit **Service Address**.
6. If you forget the verification code, you can enable **View**.
7. Click **Save** to enable the settings.
8. **Optional:** Click **Refresh** to refresh the settings.

## Group Network Settings

Click **Group Network Settings** to enter the group network settings page.

## Device No. Settings

Select the device type from the drop-down list, and set the corresponding information.

---

**ⓘNote**

- Device type can be set as indoor station or indoor extension.
- When you select indoor extension as device type, the device No. can be set from 1 to 5.

---

Click **Save** to enable the settings.

### Linked Device Network Settings

Enter **Registration Password** and set the corresponding information.

---

**ⓘNote**

- D series refers to door station, and V series refers to villa door station.
- Registration password is the password of the SIP server.

---

# 5.4 Call Indoor Station via Client Software

**Steps**

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

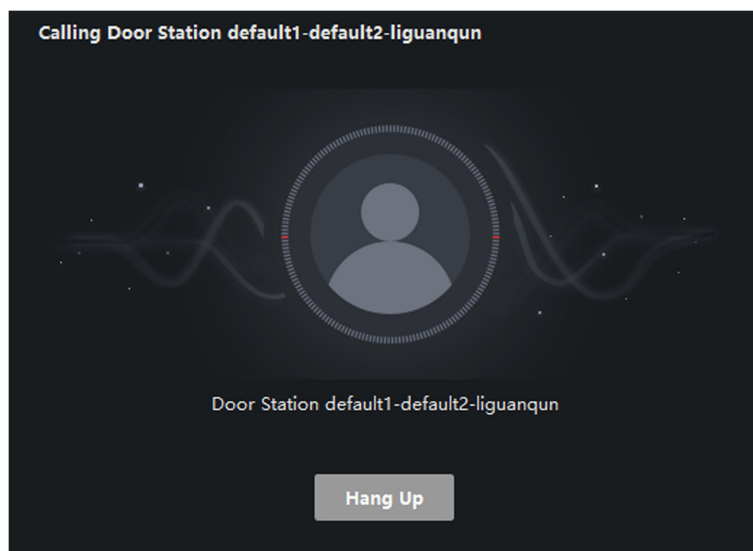2. Select a resident and click 📞 in the Call Household column to start calling the selected resident.



**Figure 5-16 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.

---

## 5.5 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.
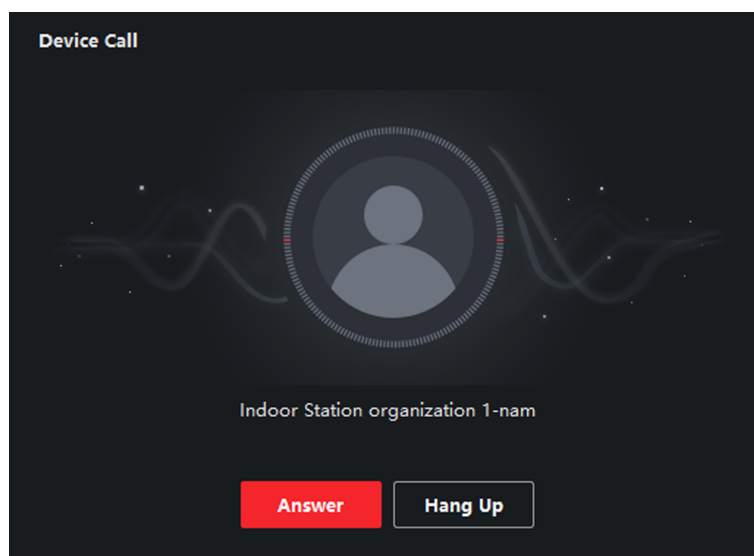


**Figure 5-17 Incoming Call from Indoor Station**

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.

---

**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.

## 5.6 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.

## 5.7 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.
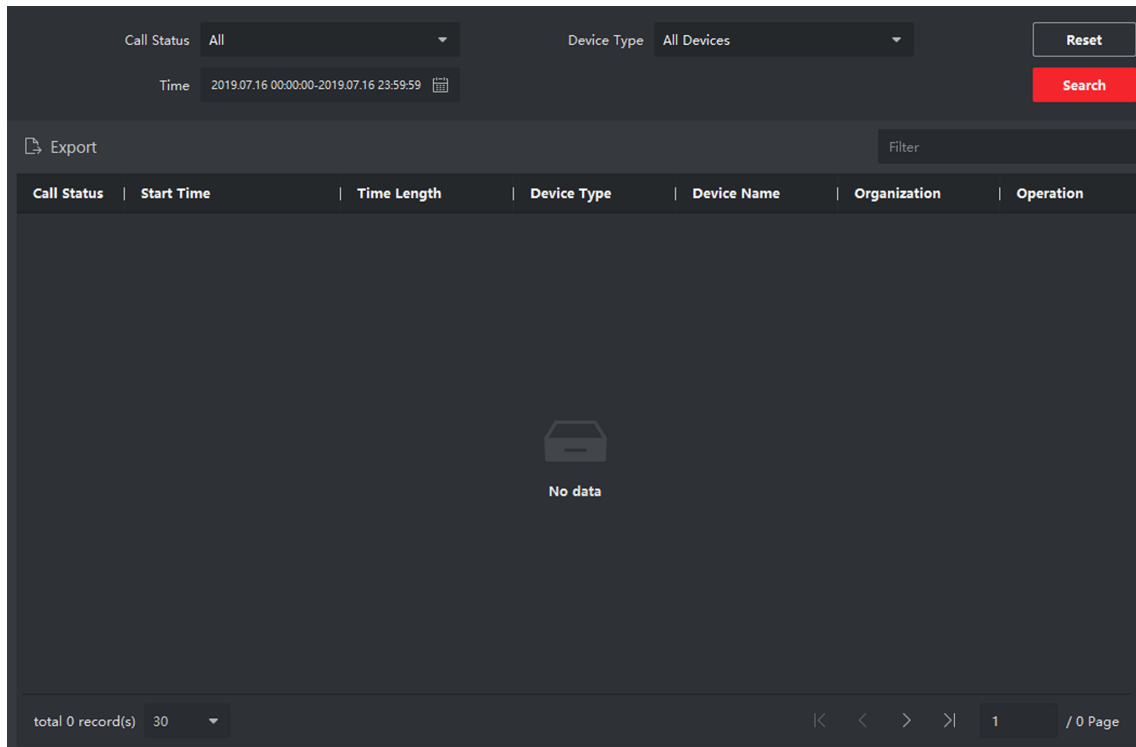
**Figure 5-18 Call Log**

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

## 5.8 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.

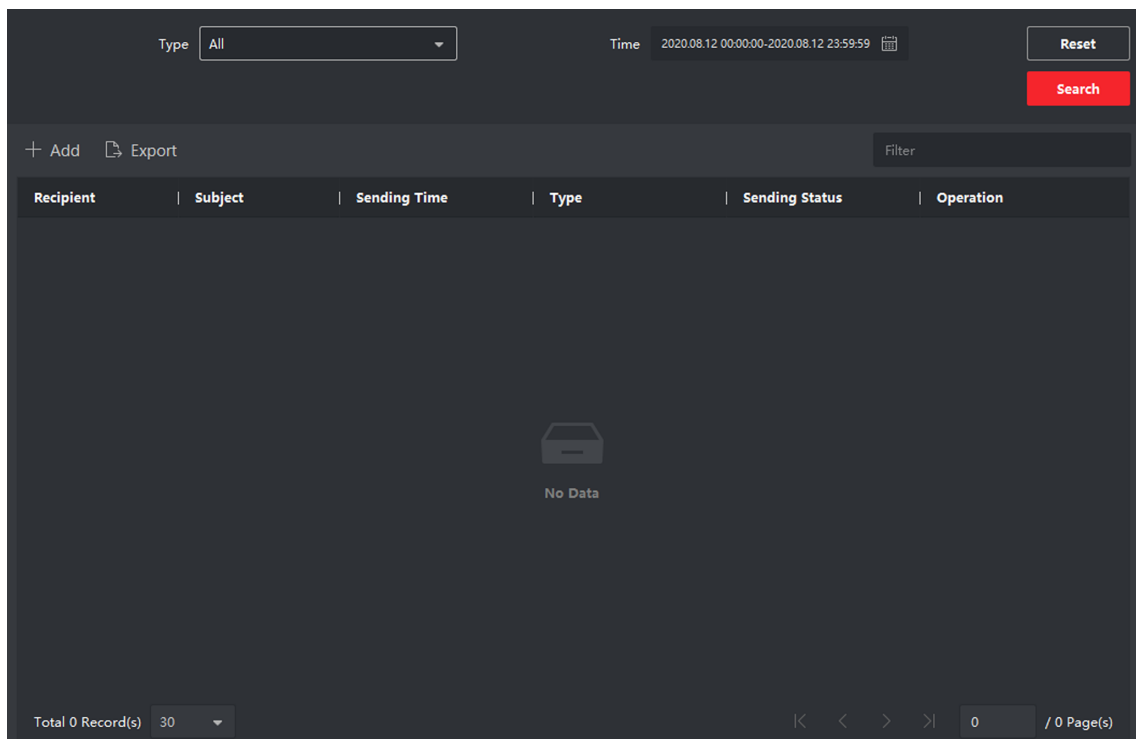**2.** Click **Notice** to enter the Release Notice page.

**Figure 5-19 Release Notice**

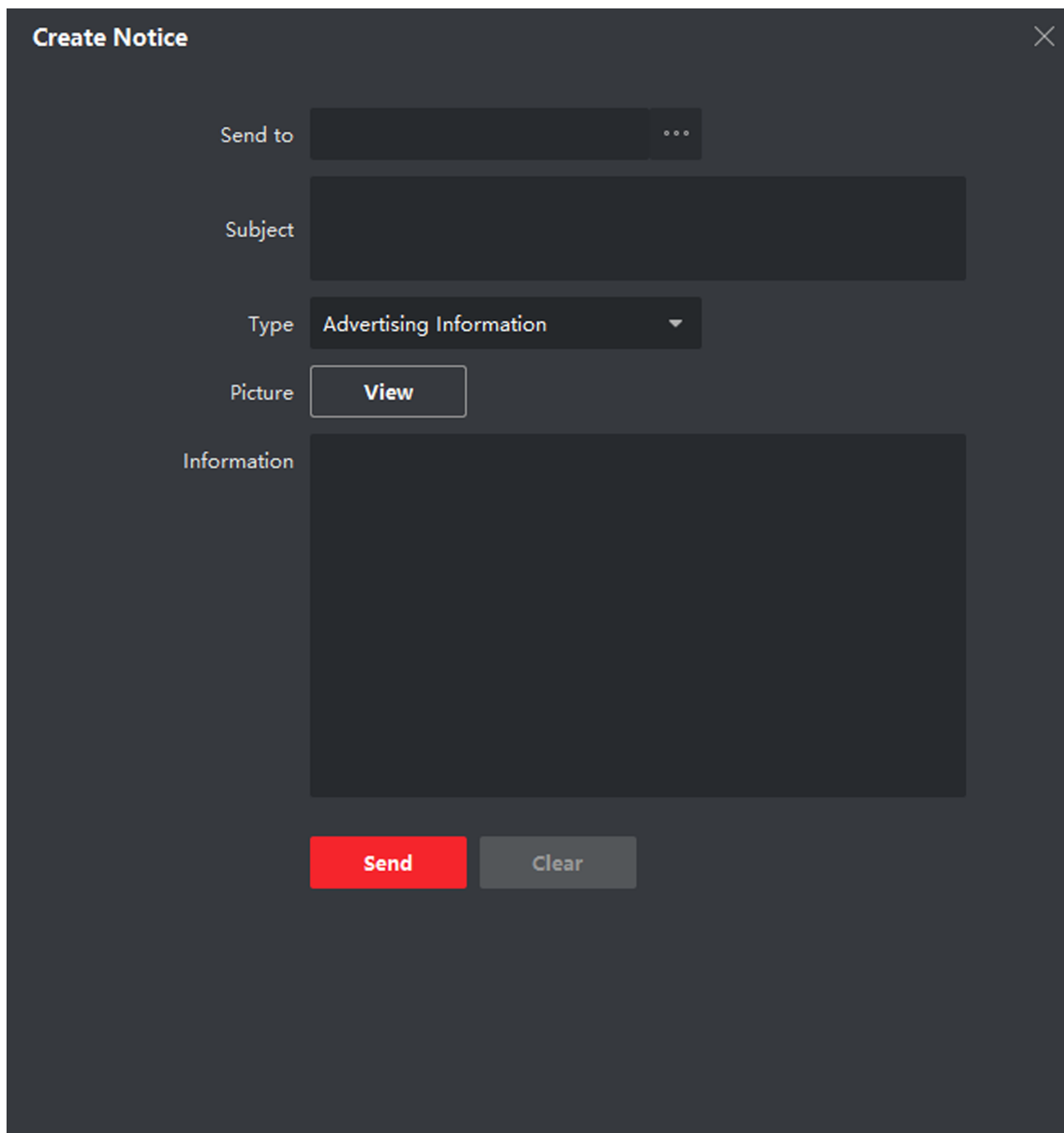**3.** Click **Add** on the left panel to create a new notice.

**Figure 5-20 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.

   **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.

> 📖**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.

> 📖**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.

## 5.9 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.

### 5.9.1 Search Call Logs

**Steps**

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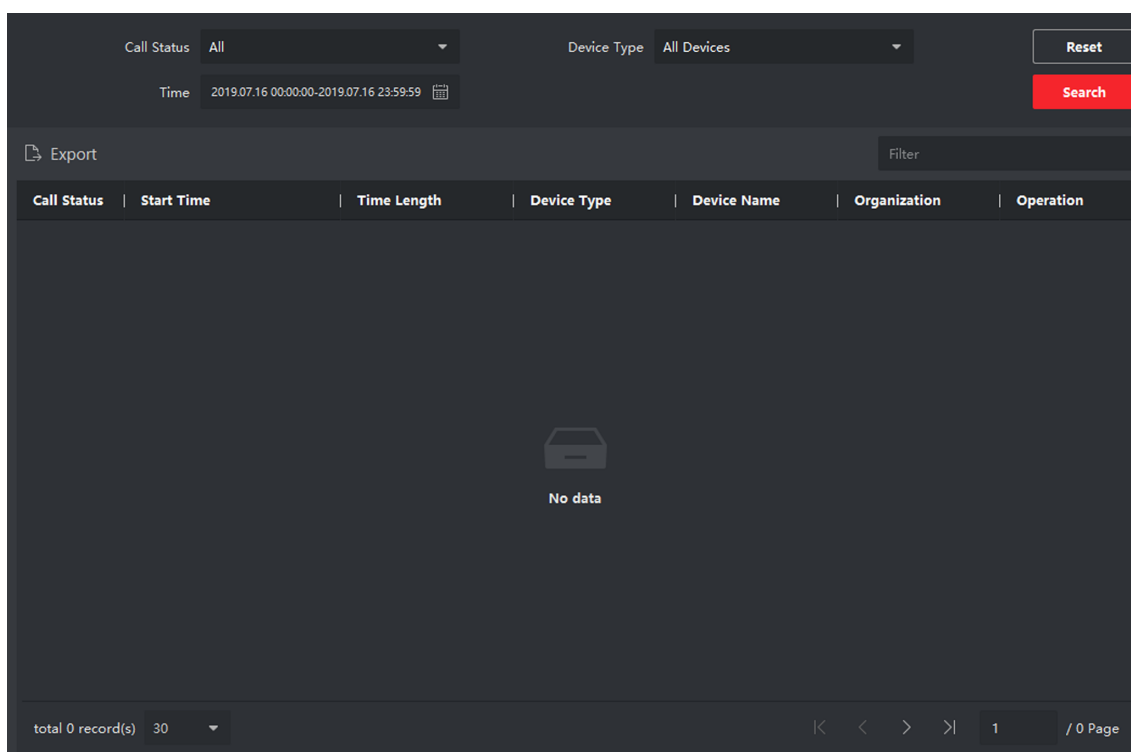2. Click **Call Log** to enter the Call Log page.

**Figure 5-21 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.

## 5.9.2 Search Notice

**Steps**

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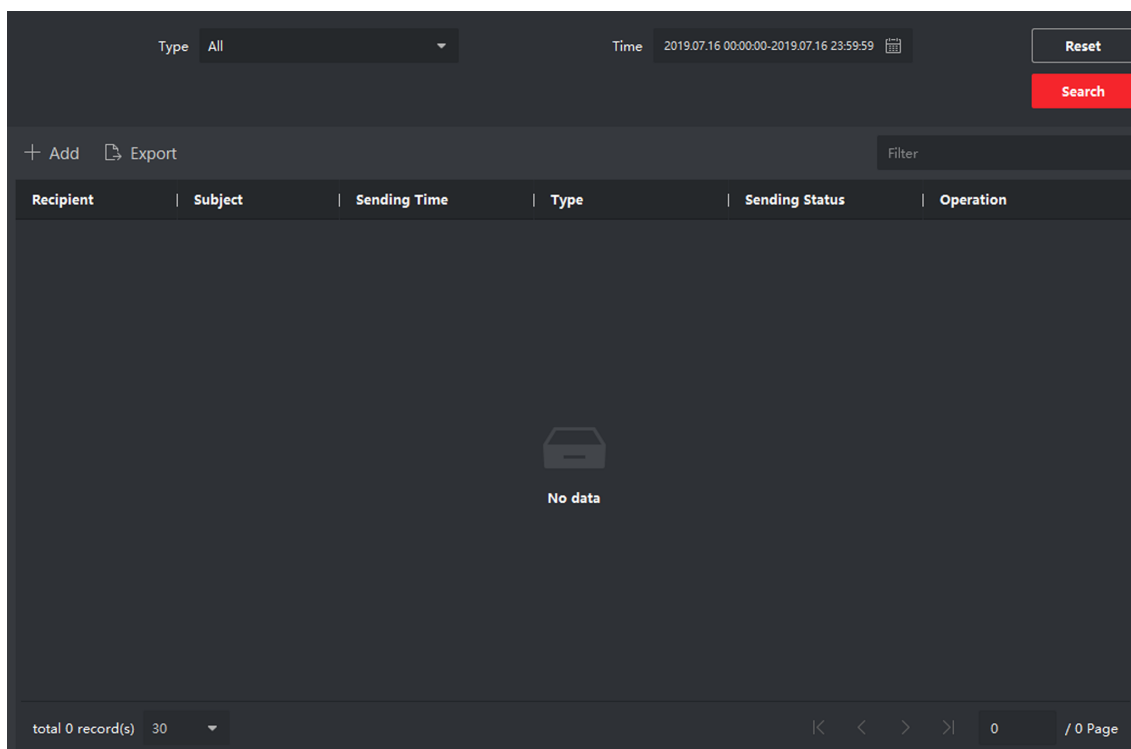
**2.** Click **Notice** to enter the Notice page.



**Figure 5-22 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.

See Far, Go Further