Wealden Security Systems Ltd

Intruder alarms · CCTV · Access control · Fire alarms · Gates · Monitoring

USER MANUAL

Hikvision Video Intercom Indoor Monitor

Indoor station operation guide

Installed, serviced and supported by Wealden Security Systems

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Gate Safe Aware Installer no. 2464

Company no. 10914278 · Registered in England

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Video Intercom Indoor Station

Operation Guide

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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

- The working temperature of the device is from -10 ºC to 55 ºC.
- 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	**Manufacturer**	**Standard**
ADS-24S-12 1224GPCN	SHENZHEN HONOR ELECTRONIC CO.,LTD	CEE
G0549-240-050	SHENZHEN GOSPELL DIGITAL TECHNOLOGY CO.,LTD	CEE
TS-A018-120015Ec	SHENZHEN TRANSIN TECHNOLOGIES CO., LTD	CEE

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

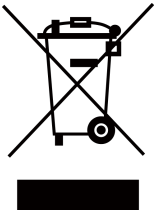
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

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 1
2 Local Operation 2
2.1 Call Settings 2
2.1.1 Add Contact 2
2.1.2 Call Resident 2
2.1.3 Call Indoor Extension/Indoor Station 3
2.1.4 Receive Call 4
2.1.5 View Call Logs 4
2.2 Leave Message 5
2.3 Live View 5
2.4 Arm/Disarm 6
2.4.1 Arm Room 6
2.4.2 Disarm Room 7
2.5 Arming Mode Settings 8
2.6 Call Elevator 9
2.7 Relay Settings 10
2.8 Information Management 10
3 Remote Operation via the client software 12
3.1 Call Indoor Station 12
3.2 Receive Call from Indoor Station/Door Station 13
3.3 View Live Video of Door Station and Outer Door Station 13
3.4 View Call Logs 14

3.5 Release Notice 14

3.6 Search Video Intercom Information 17

3.6.1 Search Call Logs 17

3.6.2 Search Notice 18

A. Communication Matrix and Device Command 21

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-KH8520-WTE1/DS-KH6320-WTE1/DS-KH6320-TE1/DS-KH6320-WTE2/DS-KH8350-TE1/DS-KH8350-WTE1

Scan the QR code to get the configuration guide for detailed information.

Scan the QR code to get the operation guide for detailed information.

2 Local Operation

2.1 Call Settings

2.1.1 Add Contact

Steps

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

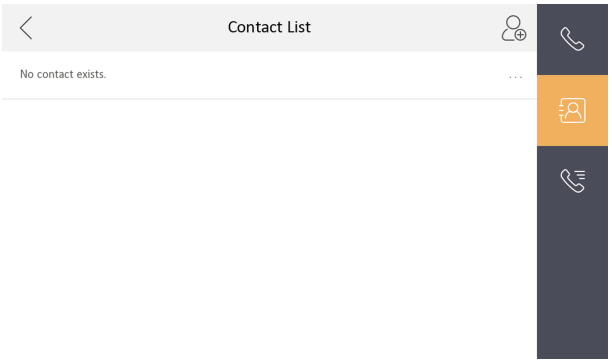


Figure 2-1 Contact List

2. Tap to pop up the contact adding dialog.
3. Enter contact information.
   - If you adopt private SIP protocol, enter the contact name and the room No.
   - If you adopt standard SIP protocol, enter the contact name and the phone number of VOIP account.
4. Tap **OK** to save the settings.

Note

Up to 200 contacts can be added.

2.1.2 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.

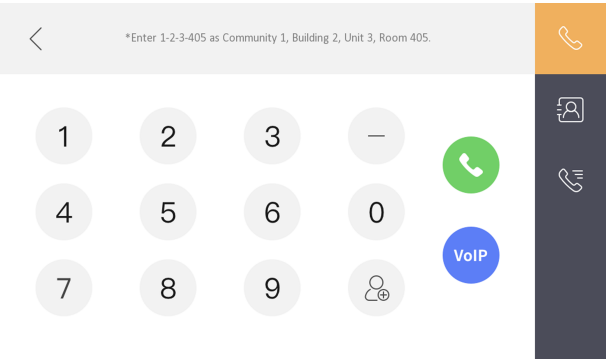


Figure 2-2 Call Resident

2. Enter the calling number.
   - When you adopt private SIP protocol, 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.

   - When you adopt standard SIP protocol, the calling number should be the phone number of VOIP account.
3. Tap the call button to start an audiovisual call.

   Note

   When you adopt standard SIP protocol, you should tap **VoIP** to make the call.

2.1.3 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.

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

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

2.1.4 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.

2.1.5 View Call Logs

Steps

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

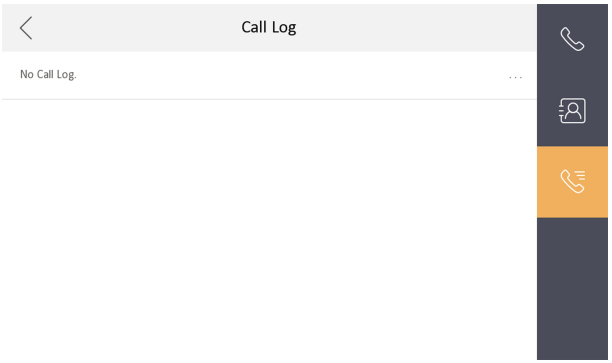


Figure 2-3 Call Logs

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 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.

2.2 Leave Message

You can set leave message, and view the messages.

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

Tap **Message** to view the messages.

2.3 Live View

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

Steps

Note

- Make sure the network camera or door station is well-connected.
- Make sure the indoor extension and the indoor station are well-connected.

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

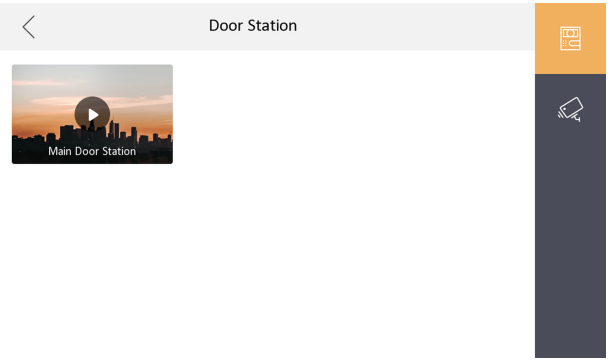


Figure 2-4 Live View

2. Tap 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 to enter the live view page of network cameras.

2.4 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.

2.4.1 Arm Room

Steps

Note

Only when the Alarm shortcut function is enabled, should the call center button be displayed. For details, see the configuration guide.

1. Tap on the home page to enter the scene page.

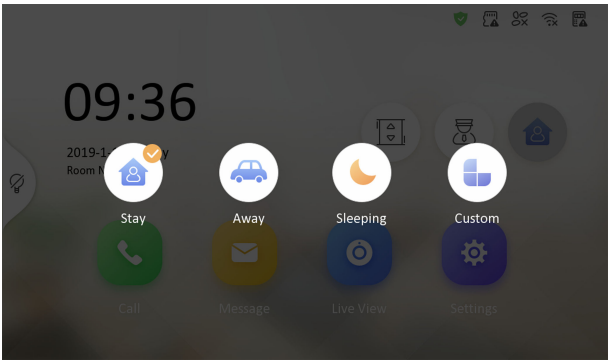


Figure 2-5 Arm Settings page

2. Select **Stay**, **Away**, **Sleeping** or **Custom**.
3. Enter the arm/disarm password to enable the scene.

   Note

   You can set the arm/disarm password in the general settings. For details, see the configuration guide.

4. Tap **OK**.

   Note

   You can also tap → **One-Push to Arm** at the upper right corner of the home page to enable the scene.

2.4.2 Disarm Room

Steps

1. Tap → **One-Push to Disarm** at the upper-right corner of the home page to disarm.

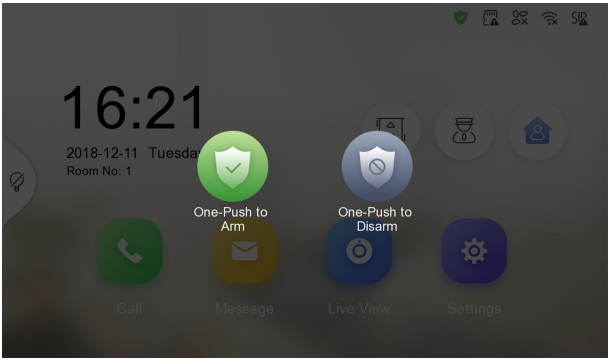


Figure 2-6 Disarm Room

2. Enter the arm/disarm password.

Note

You can set the arm/disarm password in the general settings. For details, see the configuration guide.

3. Tap **OK**.

2.5 Arming Mode Settings

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

Before You Start

Tap **Settings** → → **Shortcut Settings** to enable **Alarm**.

Steps

Note

On the home page, the arming status function and zone settings function are hidden by default. You should enable the alarm function first.

1. Back to the home page, tap **Settings** → → **Scene Settings** to enter the arming mode settings page.
2. Tap **Stay Mode**, **Away Mode**, **Sleeping Mode**, or **Custom** to enter the page.

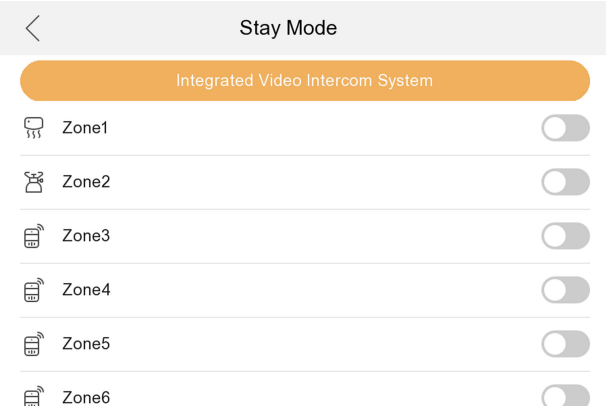


Figure 2-7 Arming Mode Settings

3. Arm the selected zone.

Note

- Zones are configurable on the arming mode page.
- 24H alarm zone including smoke detector zone and gas detector zone will be triggered even if they are disabled.
- Arming mode settings should be configured with the settings of arming status on the user page of the device.

2.6 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**.

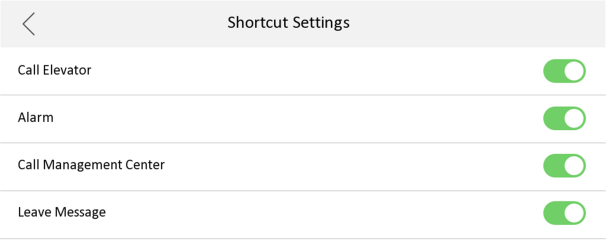


Figure 2-8 Call Elevator

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.

2.7 Relay Settings

After you set the output parameters and display the relay button on the main page, you can control the relay manually.

Steps

1. Tap **Settings** → → **Output Settings** and disable **Hide on Main Page** function.
2. Back to the main page and tap .
3. Select a relay to enable or disable, the control device will start/stop working.

2.8 Information Management

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

Tap **Message** on the home page to enter the information management page. (Here takes the alarm log page as an example.)

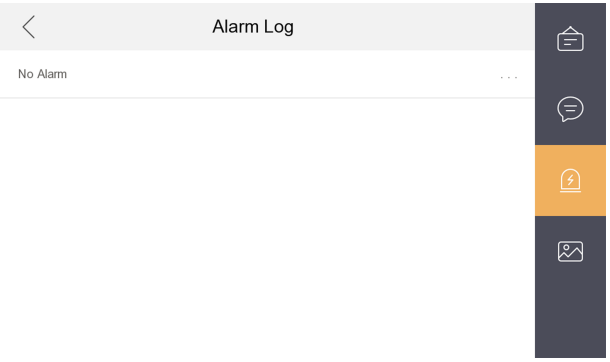


Figure 2-9 Alarm Logs

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

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

See Details: Hold a alarm log, you can see the alarm details.

Note

Indoor extension only supports alarm log and capture log.

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 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.

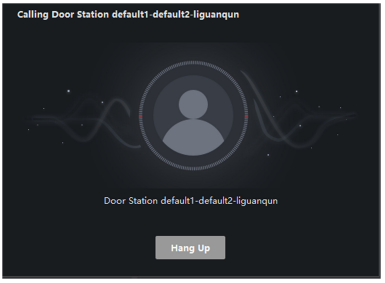


Figure 3-1 Calling Indoor Station

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.

3.2 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.

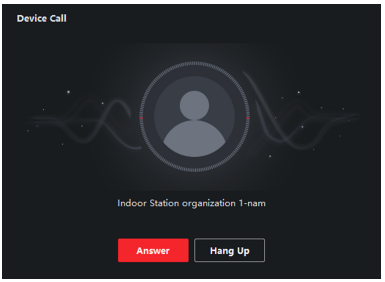


Figure 3-2 Incoming Call from Indoor Station

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.

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.

3.3 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.

3.4 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.

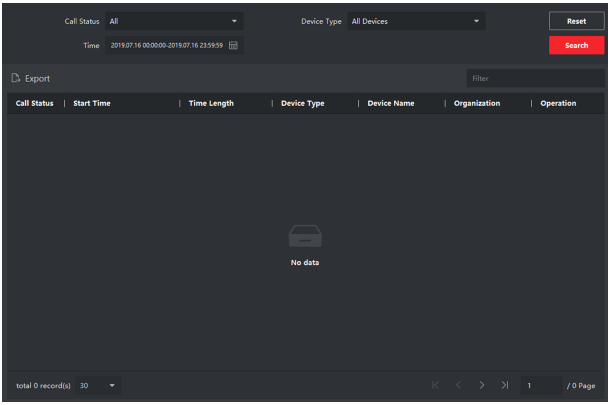


Figure 3-3 Call Log

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

3.5 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.

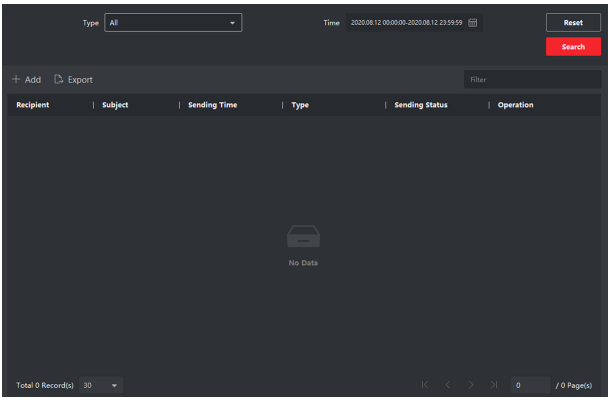


Figure 3-4 Release Notice

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

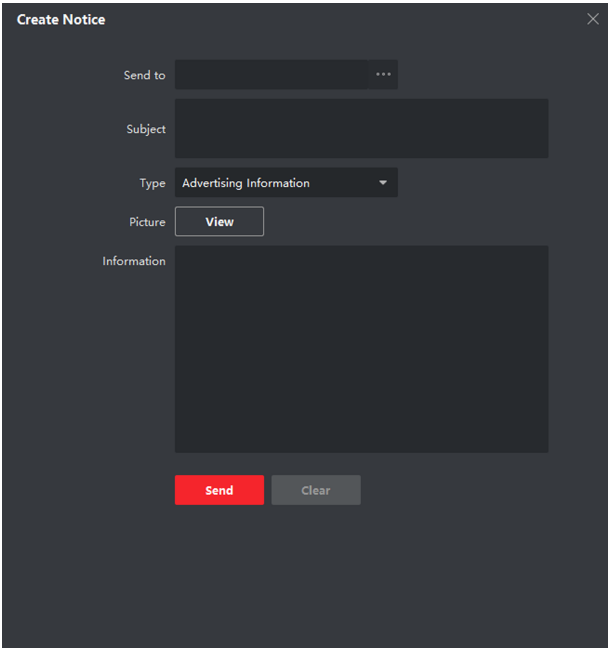


Figure 3-5 Create a Notice

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.

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.

3.6 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.

3.6.1 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.

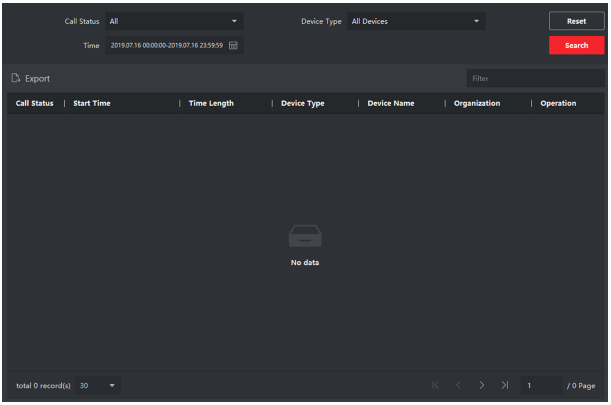


Figure 3-6 Search Call Logs

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.

3.6.2 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.

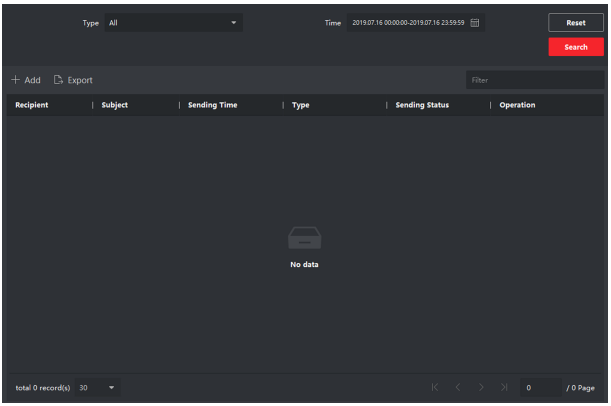


Figure 3-7 Search Notice

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

UD22941B

Need a hand with your system?

If anything in this manual doesn't match your system, you've forgotten a code, or something isn't working as it should, just give us a call – we're always happy to help.

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