

The logo features the word "HIKVISION" in a bold, italicized, white sans-serif font, set against a red background that has a white diagonal stripe on the left side.

HIKVISION

Video Intercom 9 Series Indoor Station

Operation Guide

Legal Information

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About this Manual

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

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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.

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Symbol Conventions

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

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

Safety Instruction

Warning

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

Caution

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

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

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

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1 About this Manual

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

Product	Model
Network Indoor Station	DS-KH9310-WTE1/DS-KH9510-WTE1

2 Home Page Introduction

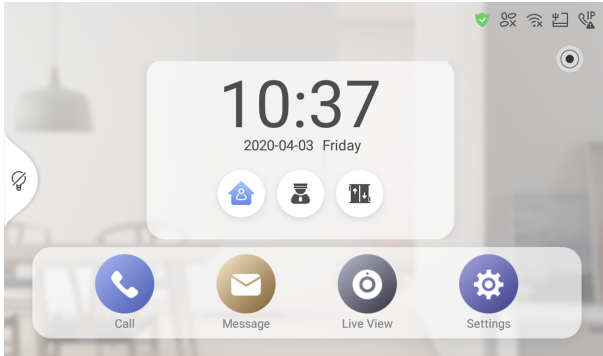


Figure 2-1 Home Page

Call

You can call residents, add contacts, and view call logs.

Message

You can view notices, alarm logs and visitor messages.


Live View

You can unlock the door remotely while monitoring.

Settings

You can set the parameters of the indoor station. For example, you can change password and set ring parameters, etc.

Elevator Control

Tap  to call the elevator.


Management Center

Tap  to call the center.

Scene Mode Settings

You can change modes to arm/disarm the zone.

Mobile Client Login


Tap , you can add the account to login.

3 Local Operation

3.1 Call Settings

3.1.1 Add Contact

Steps

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

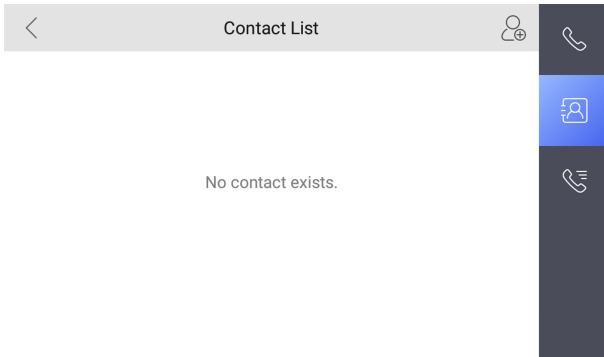



Figure 3-1 Contact List

2. Tap  to pop up the contact adding dialog.

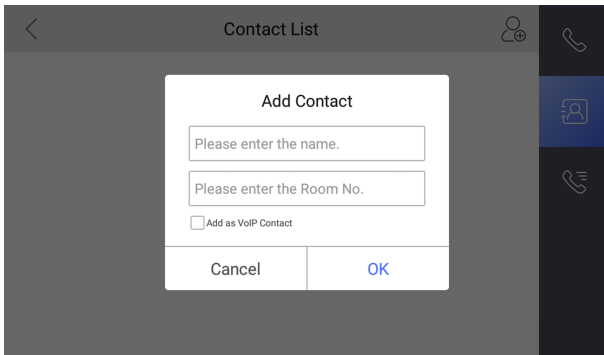


Figure 3-2 Add Contact

3. Enter the contact name and room No.

 **Note**

If you check **Add as VoIP Contact**, enter the contact name and the phone number of VOIP account for the standard SIP protocol.


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

 **Note**

Up to 200 contacts can be added.

3.1.2 Call Resident

Steps

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

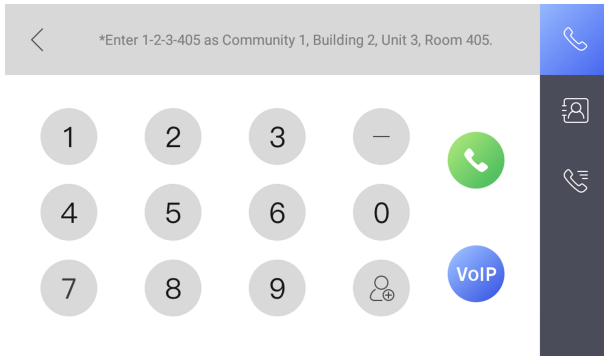


Figure 3-3 Call Resident

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

 **Note**

The community No. can be omitted.

- If you want to call VoIP contact, the calling number should be the phone number of VoIP account. Tap **VoIP** to start an audiovisual call.

3.1.3 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.

3.1.4 Receive Call

The indoor station and indoor extension can receive calls from the door station, the master 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 master station only.

3.1.5 View Call Logs

Steps

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

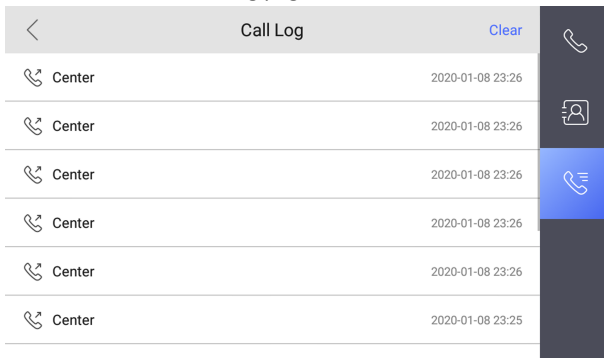


Figure 3-4 Call Logs

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

 **Note**

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

3.2 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.

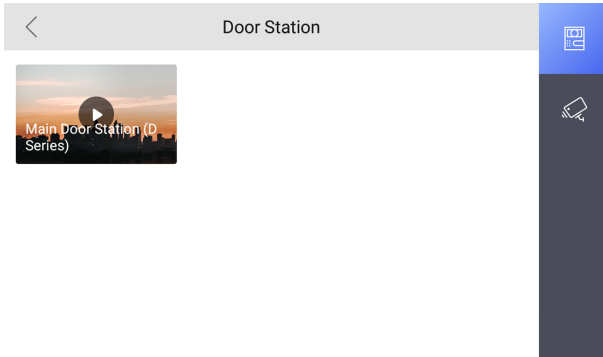



Figure 3-5 Live View

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.

3.3 Arm/Disarm

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


 **Note**

You should create an Arm/Disarm Password first.


3.3.1 Arm Room

Select the arm mode to arm your room.

Before You Start

- Tap **Settings** →  → **Shortcut Settings** to enable the **Zone Alarm Locally** functions.
- You should create an arm/disarm password. Please refers to *Password Settings* for the details.

Steps


1. Tap  to enter the scene page.
 2. Select **Stay Mode**, **Away Mode**, **Sleeping Mode** or **Custom**.
 3. Enter the arm/disarm password to enable the scene.
 4. Tap **OK**.
-

 **Note**

You can also tap  → **One-Push to Arm** to enable the scene.

3.3.2 Disarm Your Room

Steps

1. Tap  → **One-Push to Disarm** to disarm.
2. Enter the arm/disarm password.
3. Tap **OK**.

3.4 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 **Zone Alarm Locally**.

Steps

Note

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


1. 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 3-6 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.

3.5 The Third-Party App Settings

3.5.1 Install the App

Install the third-party App to your client.

Steps

1. Tap **Settings** →  → **Configuration** →  to enter the adding page.

 **Note**

Default admin password is the activation password.



Figure 3-7 Add the Third-Party Apps

2. Tap **New APP** to add.
3. Edit the **Download Address** and select the **Installation Type**.
 - When you select **Manual** as installation type, you should tap **Download and Install** to add the App.



- When you select **Auto** as installation type and set the **Download Time**, the device will add the App at the set time.

 **Note**

Up to 2 Apps can be added to the device.

3.5.2 Uninstall the App

Steps

1. Tap **Settings** →  → **Configuration** →  to enter the settings page.
2. Select the App and tap **Uninstall**.

 **Note**

You can also uninstall the Apps via client software remotely.

3.6 Information Management

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

Tap **Message** to enter the information management page. You can view the message locally or that from mobile client. (Here takes the alarm log page as an example.)

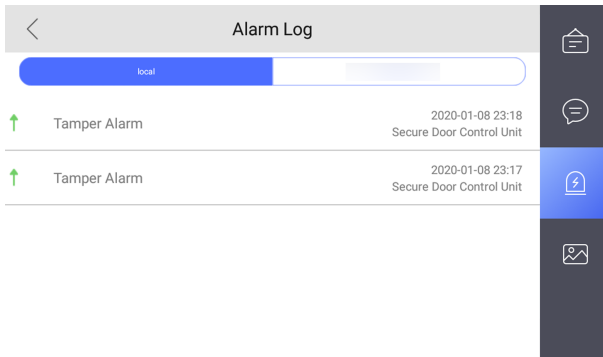


Figure 3-8 Alarm Logs

Delete: Hold an item, you can select to delete it.

Clear: Hold an item, you can clear all logs.

 **Note**

Indoor extension only supports alarm log and capture log.

4 Remote Operation via Mobile Client



4.1 Set up Mobile Client

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

Before You Start

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

Steps

1. Install **Hik-Connect** and register a user account for iOS and Android.
 - 1) Search **Hik-Connect** in App Store  or  to download and install the mobile client.
 - 2) Launch the mobile client and follow the on-screen instructions to register a user account.
2. Start the mobile client, and log in to the mobile client.




4.2 Set Up Device via Mobile Client

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

Steps

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

Note

- The QR code is printed on the label, which is on the rear panel of doorbell. If you have already installed the device, you can scan the QR code on the cloud service page in the device.
 - Tap  **Off** to enable the flashlight if the scanning environment is too dark.
- If there are device QR codes in photo album of the phone, tap  to extract QR code from local album.
 - If the system fails to recognize the QR code, tap  and enter the serial No. to add the device manually.
2. Connect to the network.

 **Note**

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

- Wired Connection:
 - a. Tap **Next**.
 - b. Connect the device to the router with a network cable.
-

 **Note**

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

- Wireless Connection:
 - a. Connect the device to the Wi-Fi.
-

 **Note**

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

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

4.3 Remote Operation

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

Live View

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

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

View and Edit Informations

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

You can tap ... to view the device version.


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

5 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.

5.1 Call Indoor Station

Steps

1. Click **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.

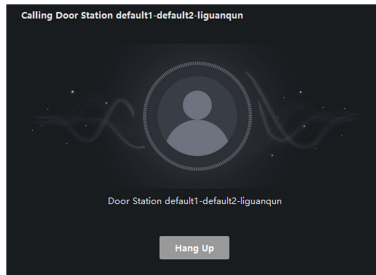




Figure 5-1 Calling Indoor Station

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.
-

5.2 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.

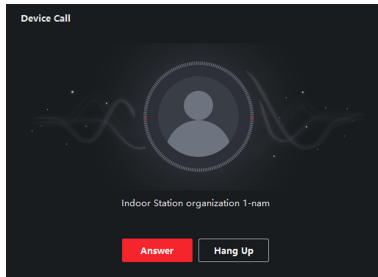





Figure 5-2 Incoming Call from Indoor Station

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.
-

5.3 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.

5.4 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. In the Video Intercom page, 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.

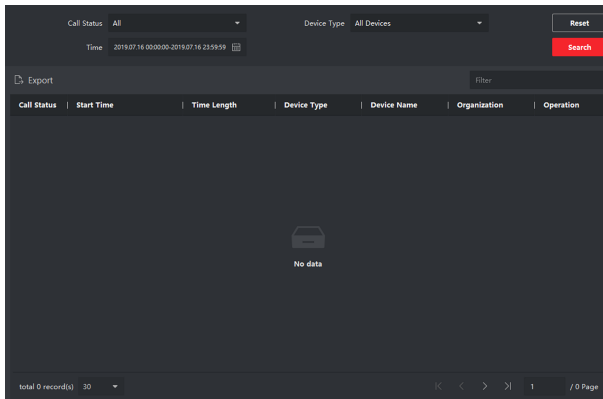



Figure 5-3 Call Log

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

5.5 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. In the Video Intercom page, click **Notice** to enter the Release Notice page.
2. Click **Add** on the left panel to create a new notice.
3. 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.

4. 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.

5.6 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.

In the main page, click  **AccessControlInfo** to enter the access control module.

In the Access Control module, click **Video Intercom**.

5.6.1 Search Call Logs

Steps

1. In the Video Intercom page, click **Call Log** to enter the Call Log page.

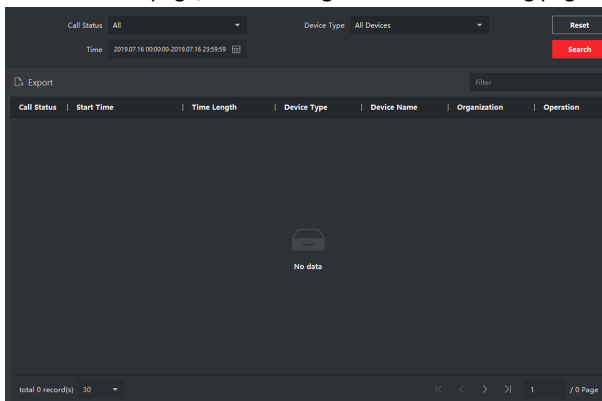




Figure 5-4 Search Call Logs

2. 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.

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

5.6.2 Search Notice

Steps

1. In the Video Intercom page, click **Notice** to enter the Notice page.

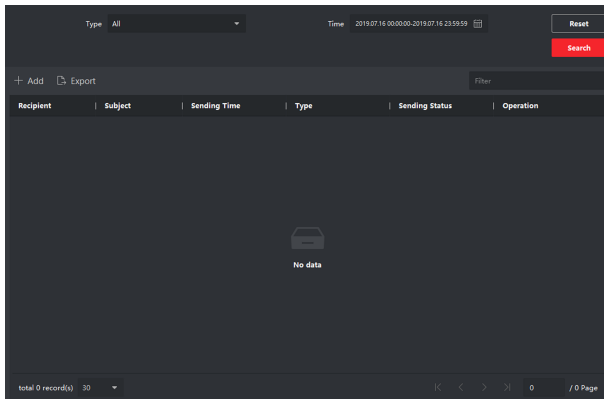


Figure 5-5 Search Notice

2. 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.

3. **Optional:** You can click **Reset** to reset all the configured search conditions.
4. 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.
5. 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.
 6. **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

