HIKVISION®

DS-KH9510-WTE1
Video Intercom Indoor
Station

User Manual

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 Manualis 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.

Get the latest Manual and related software from the official Hikvision Website (http://www.hikvision.com).

Product	Model
Network Indoor Station	DS-KH9510-WTE1

Trademarks

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

Disclaimer

Data Protection

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

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

Symbol Conventions

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

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

Safety Instruction

⚠ Warning

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

- Please use the provided power adapter. The power consumption cannot be less than the required value.

- Do not connect several devices to one power adapter as adapter overload may cause overheating or a 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, unplug the power cable, and then contact the service center.

- If the product does not work properly, 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 a vibrating surface or places subject to shock (ignoring this can cause equipment damage).

- Do not place 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 sunlight, low ventilation, or heat source such as heater or radiator is forbidden (ignoring this can cause fire danger).

- Do not aim the device at the sun or extra bright places. Blooming or smearing may occur otherwise (which is not a malfunction, however), and affect the sensor endurance at the same time.

- Use the provided glove when opening 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.

- Use a soft and dry cloth when cleaning inside and outside surfaces of the device cover, do not use alkaline detergents.

- Keep all packaging after unpacking them, for future use. In case any failure occurs, you need to return the device to the factory in the original packaging. Transportation without the original packaging may result in device damage and lead to additional costs.

- Improper use or replacement of the battery may result in explosion hazard. 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 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 SUPPLYTECHNOLOGY CO., LTD	PG
TS-A018-120015AD	1.5 A	SHENZHEN TRANSIN TECHNOLOGIES CO., LTD	PG

- Improper replacement of the battery with an incorrect type may defeat a safeguard (for example, in case of some lithium battery types).

- Do not dispose of the battery into fire or a hot oven, or mechanically crush or cut the battery, which may result in an explosion.

- Do not leave the battery in an extremely high temperature surrounding environment, which may result in an explosion or leakage of flammable liquid or gas.

- Do not subject the battery to extremely low air pressure, which may result in an explosion or the leakage of flammable liquid or gas.

- ⚠️ **CAUTION:** Risk of explosion if the battery is replaced by an incorrect type.

Regulatory Information

FCC Information

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

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

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment to 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 of 7.9" (20 cm) 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:

- This device may not cause harmful interference.

- 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 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:

- This device may not cause interference.

- 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:

- l'appareil ne doit pas produire de brouillage

- 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 operate using only 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 of 7.9" (20 cm) 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 Home Page and Buttons Introduction

Home Page Introduction

Figure 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.

   EXAMPLE: You can change password, 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.

NOTE: Elevator control, management center, and alarm functions are disabled by default. Tap **Settings → ▣ → Preference** to enable the functions.

Buttons Introduction
There are four buttons on the front panel of the indoor station without touchscreen. The functions of the buttons are shown as below.

Table 2-1 Description

Button	Hold	Tap
☎	Panic Alarm	Back
⌧	Unlock Remotely	Direction Key (Up and Left)
▭◁	Monitor	Direction Key (Down and Right)
☷	Call Management Center	Confirm/Receive Call

2 Local Operation

2.1 Call Settings

2.1.1 Add Contact

Steps

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

Figure 2, Contact List

2. Tap 👤 to pop up the contact adding dialog.

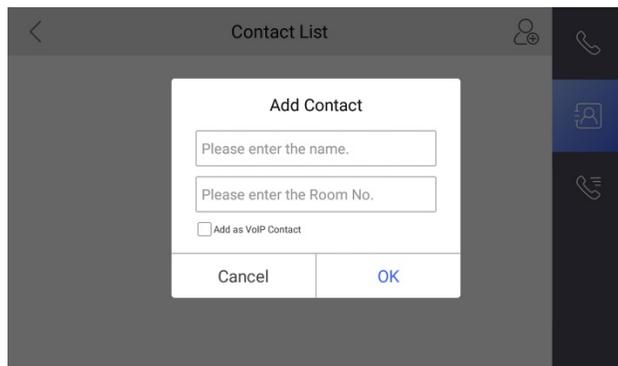Figure 3, Add Contact

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.

Up to 200 contacts can be added.

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

2.1.2 Call Resident

Steps

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

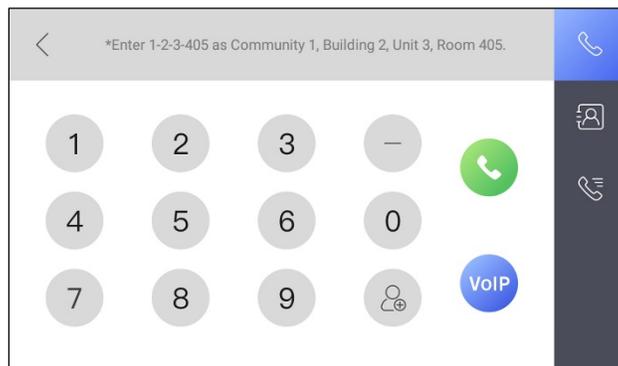*Enter 1-2-3-405 as Community 1, Building 2, Unit 3, Room 405.

Figure 4, Call Resident

2. Enter the calling number to call.

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

    NOTE: The community no. can be omitted.

    - If you want to call a VoIP contact, the calling number should be the phone number of the VoIP account. Tap **VoIP** to start an audiovisual 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. If you have installed more than two indoor extensions, you can also call the indoor extension from the indoor extension.

- **Call Indoor Extension from Indoor Station**
  Enter 【0-indoor extension No.】 on the indoor station to start calling the target indoor extension.

- **Call Indoor Station from Indoor Extension**
  Enter 【0-0】 on the indoor extension to call the indoor station from the indoor extension.

- **Call Indoor Extension from Indoor Extension**
  Enter 【0-indoor extension No.】 on the indoor extension to start calling the target indoor extension.

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 two 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. A "Captured" prompt 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.
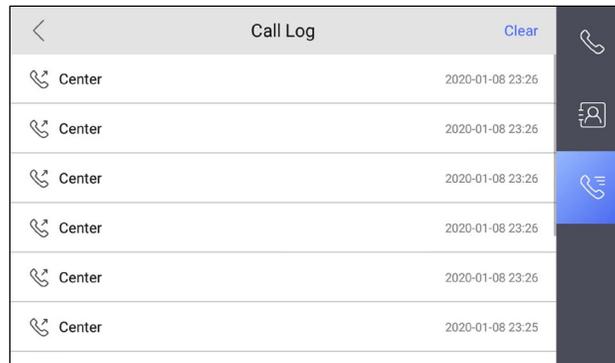

Figure 5, Call Logs

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

   • 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.

2.2 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.

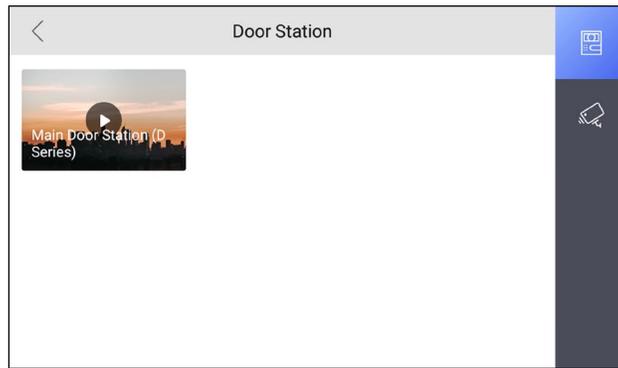1. Tap **Live View** to enter the live view page.

Figure 6, Live View

2. Tap ▣ to enter the live view page of door station.

> 📒 **NOTE:** On the **Call from Door Station** page, there are two 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 one 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.

2.3 Arm/Disarm

The indoor station has four 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:** Create an Arm/Disarm Password first.

2.3.1 Arm Room

Select arm mode to arm your room.

Steps

1. Tap **Settings** → ▣ → **Shortcut Settings** to enable the Zone Alarm Locally functions.

2. Create an arm/disarm password (see "Password Settings" for details).

3. Tap ⌂ to enter the scene page.

4. Select **Stay Mode**, **Away Mode**, **Sleeping Mode**, or **Custom**.

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

6. Tap **OK**.

> 📒 **NOTE:** You can also tap 🛡 → **One-Push to Arm** to enable the scene.

2.3.2 Disarm Your Room

Steps

1. Tap 🛡 → **One-Push to Disarm** to disarm.

2. Enter the arm/disarm password.

3. Tap **OK**.

2.4 Arming Mode Settings

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

Before You Start

1. Tap **Settings** → 🖼 → **Shortcut Settings** to enable **Zone Alarm Locally**.

📖 **NOTE:**   Arming status page and zone settings page are hidden by default. You should enable the alarm function first.

2. Tap **Settings** → 🖼 → **Scene Settings** to enter the arming mode settings page.

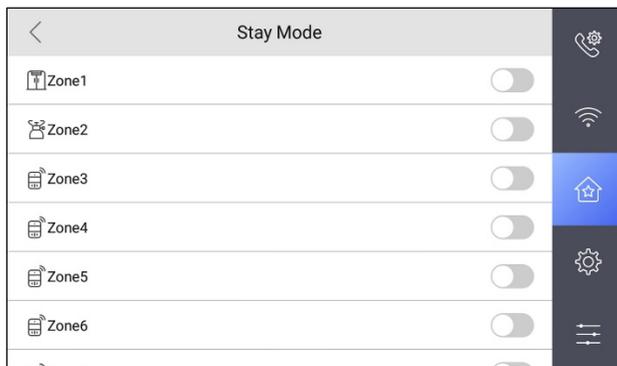3. Tap **Stay Mode**, **Away Mode**, **Sleeping Mode**, or **Custom** to enter the page.

Figure 7, Arming Mode Settings

4. 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.

2.5 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 from the mobile client. (The following takes the alarm log page as an example.)
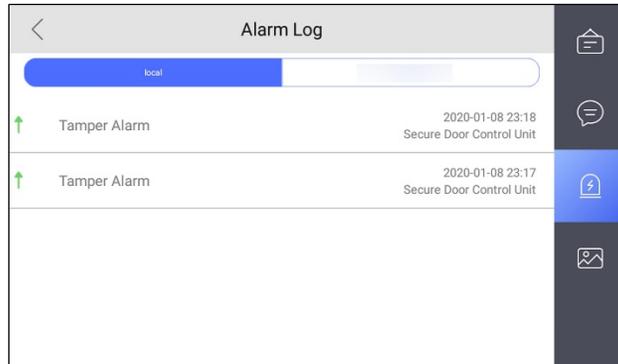

Figure 8, Alarm Logs

- **Delete**: Hold an item, and select to delete it.

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

NOTE: Indoor extension supports only alarm log and capture log.

3 Remote Operation via Mobile Client

3.1 Set up Mobile Client

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

Before You Start

Make sure your mobile device is connected to Wi-Fi.

Steps

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

    1) Search for "**Hik-Connect**" in the iOS App Store™ 🔵 or use the following QR code to download and install the mobile client.

Figure 9, Hik-Connect Link

    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.

3.2 Set Up Device via Mobile Client

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

Steps

1. On the client home page, tap **Add Device**.

2. Scan QR code of the device to add.

    📙**NOTE:**   The QR code is printed on the label 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.

3. Connect to the network.

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

- **Wired Connection**

    1) Tap **Next**.

    2) Connect the device to the router with a network cable.

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

    3) Tap **Connected**.

- **Wireless Connection**

    1) 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 mobile phone hotspot.

    1) Tap **Add**.

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

3.3 Remote Operation

You can realize 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 **...** to edit the device name.

    - Tap **...** to view the device verison.

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

4 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.

4.1 Call Indoor Station

Steps

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

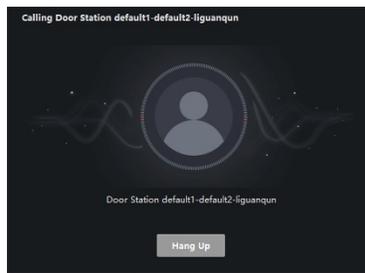2. Select a resident and click ▣ in the **Call Household** column to call the selected resident.

Figure 10, Calling Indoor Station

3. After being 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 connect with only one client software.

You can set the maximum ring duration from 15s to 60s, and the maximum speaking duration from 120s to 600s via the indoor station's Remote Configuration.

4.2 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.
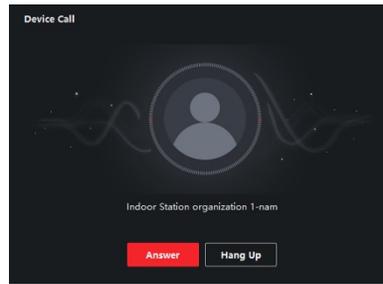
Figure 11, Incoming Call from Indoor Station

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 loudspeaker volume.

- Click **Hang Up** to hang up.

- Click ◨ to adjust the microphone volume.

- For door station, you can click ◨ to open the door remotely.

NOTE: One video intercom device can connect with only 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.

4.3 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.

4.4 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.
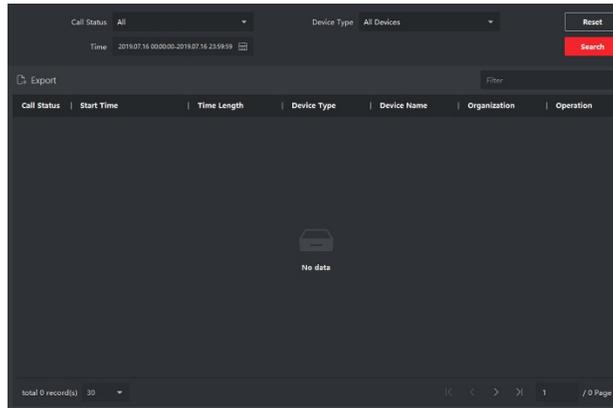

Figure 12, Call Log

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

4.5 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.

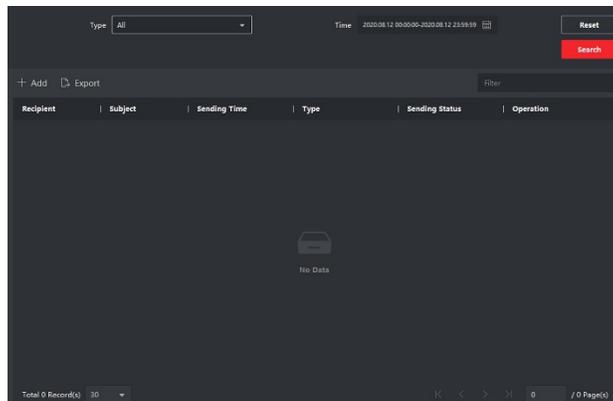2. Click **Notice** to enter the **Release Notice** page.

Figure 13, Release Notice

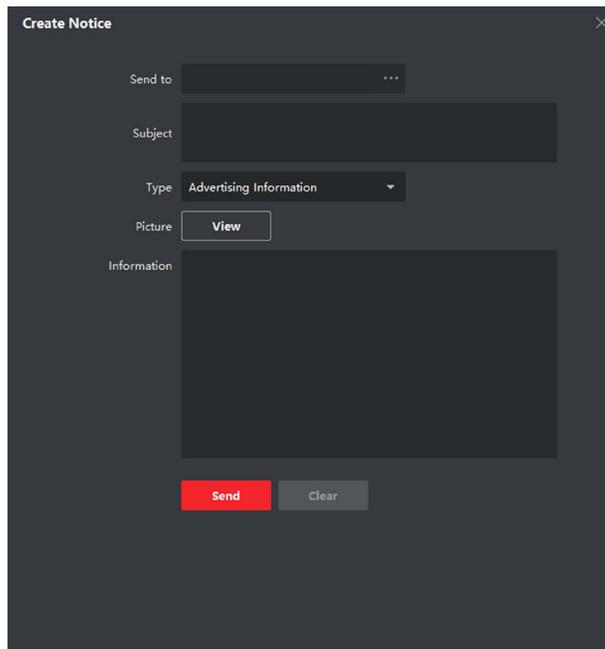3. Click **Add** on the left panel to create a new notice.

Figure 14, 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 six pictures in JPG format can be added to one notice. The maximum size of one picture is 512 KB.

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.

4.6 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.

4.6.1 Search Call Logs

Steps

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

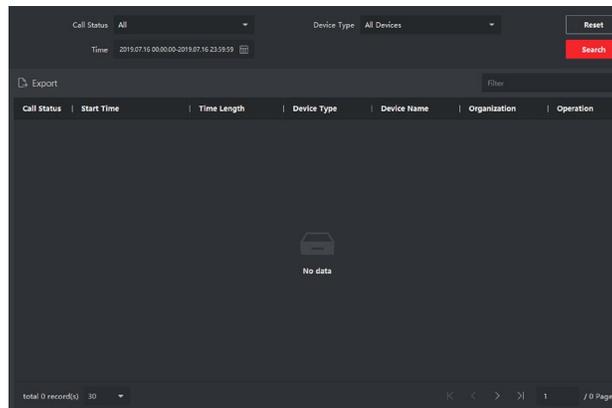2. Click **Call Log** to enter the **Call Log** page.

Figure 15, Search Call Logs

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

- **Call Status**
  Click ⌄ to show 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 show 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.

4.6.2 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.
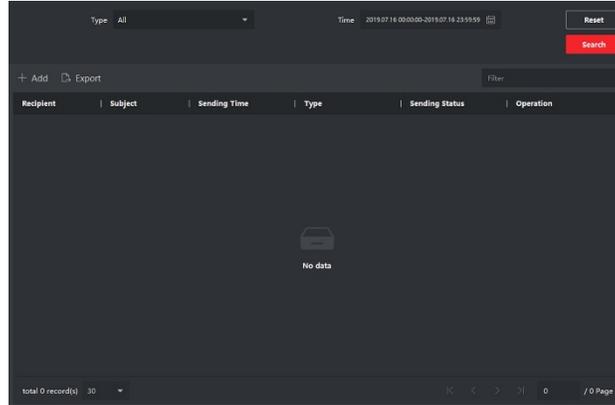

Figure 16, Search Notice

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 show 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: Click **Reset** to reset all the configured search conditions.

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

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

7. Input keywords in the **Search** field to filter the searching result.

8. 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.

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

5 Communication Matrix and Device Command

Communication Matrix

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

NOTE: The matrix contains all Hikvision access control and video intercom device communication ports.

Figure 17, Communication Matrix QR Code

Device Command

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

NOTE: The command list contains all commonly used serial ports commands for all Hikvision access control and video intercom devices.

Figure 18, Device Command QR Code