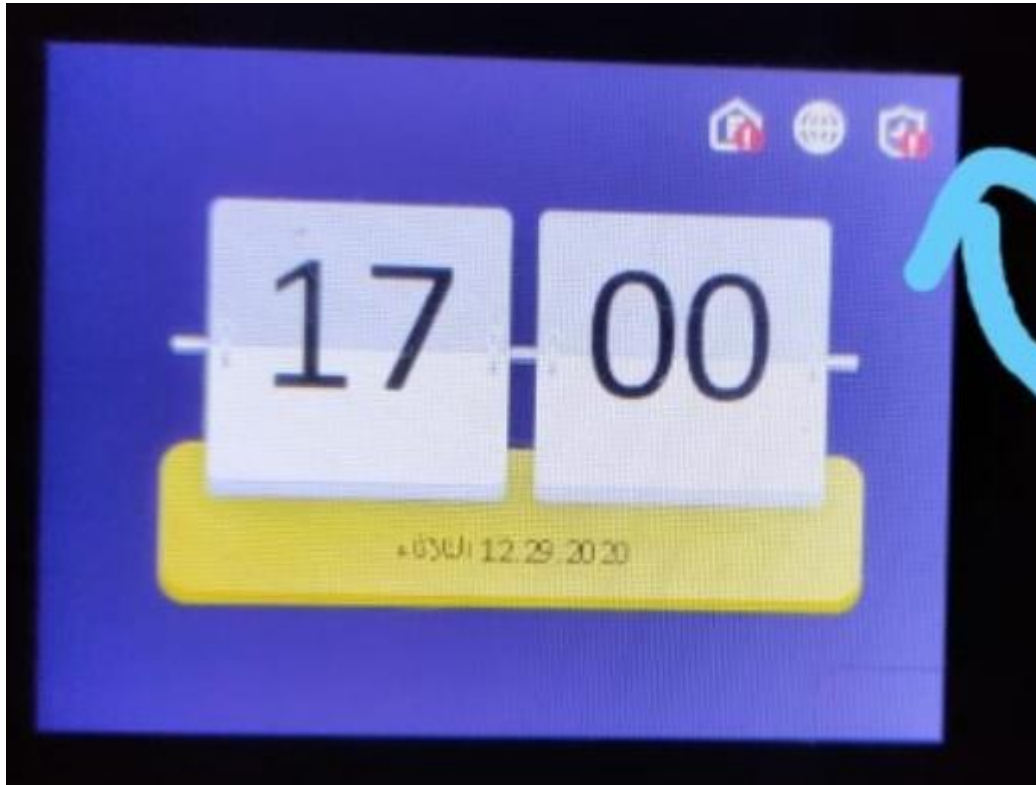


Video Intercom

Configuration

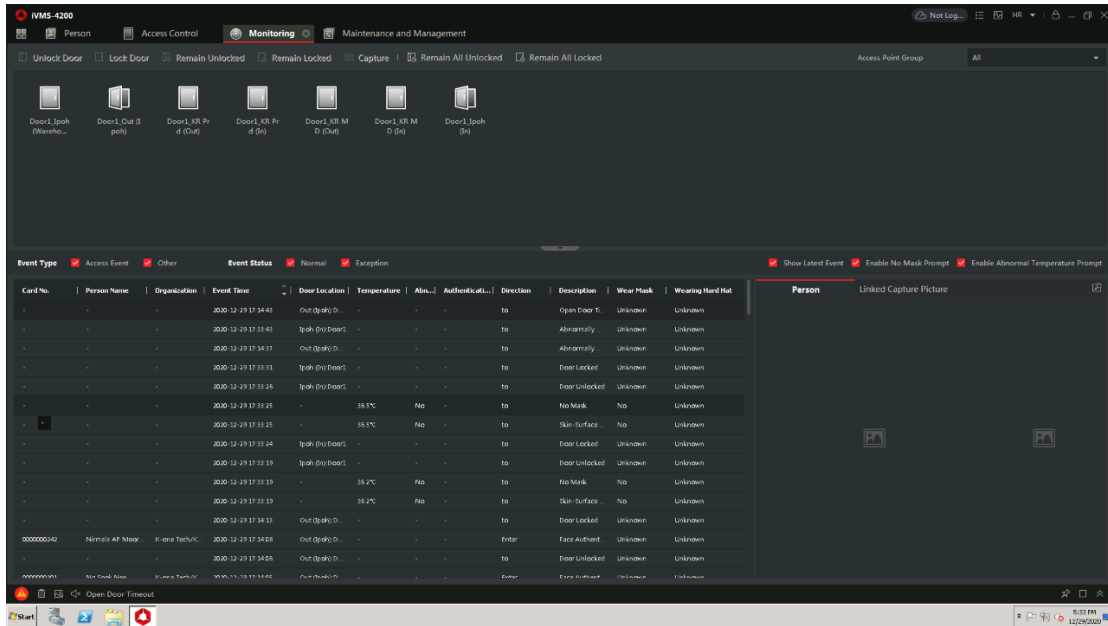
1. Q: What are the icons refer to on the indoor station local interface?



Dear customer,

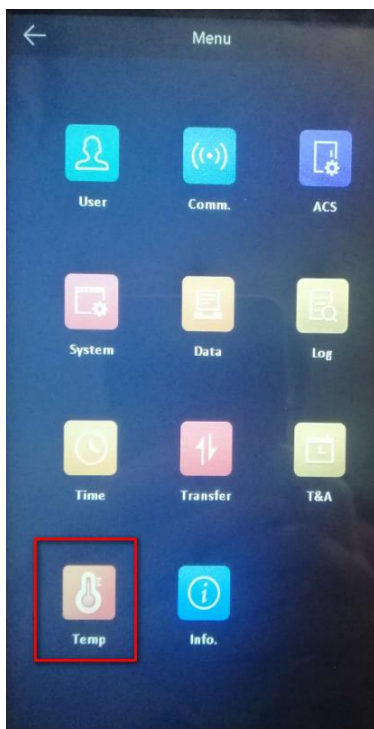
They are 1. Ehome 2.Connect with cable 4.Arm and disarm

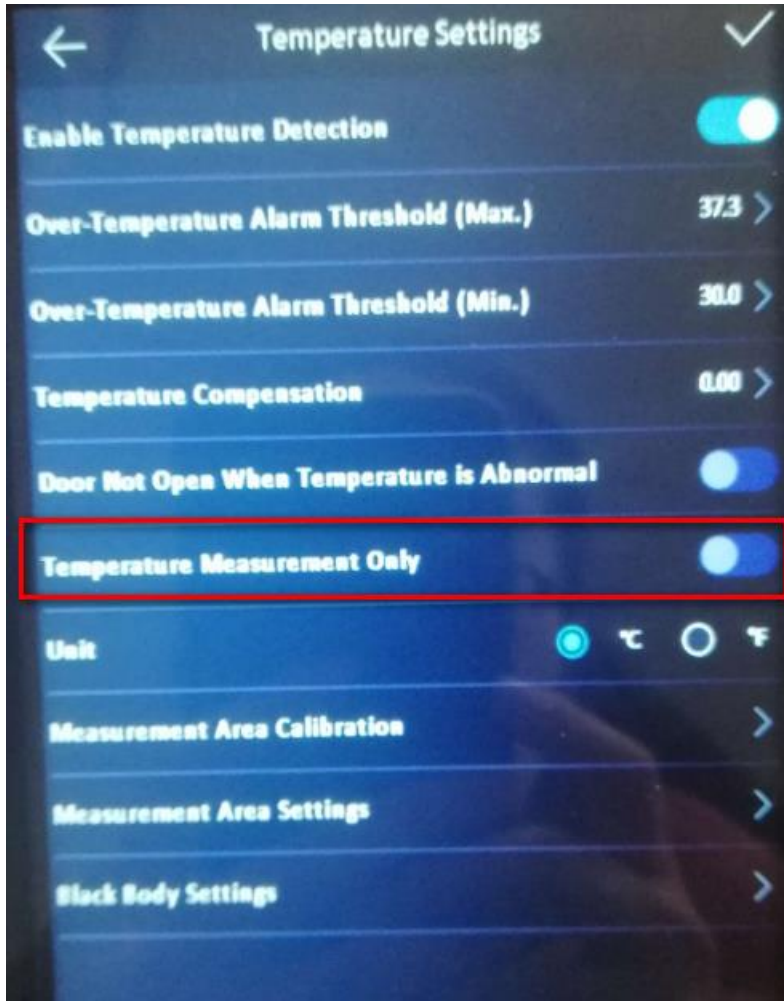
2. Q: Why face terminal not show user name?



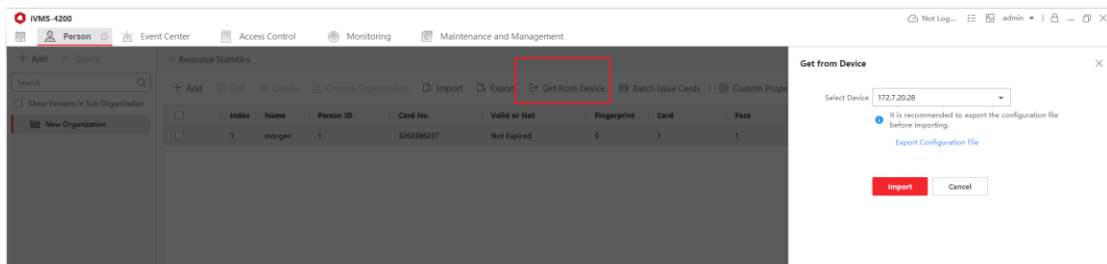
Please kindly follow below steps:

- 1) Check if you have enabled **Temperature Measurement Only**, if yes, please disable it.





2) The Click get from device.



3. Q: Could door station call Hik-Connect on my phone directly?

SQ: Hello. I just bought your product DS-KV8213-WME1 to use it as standalone door station call directly to smartphones.

Dear customer,

Some specific door station could support Hik-Connect. Below are supported models.

DS-KV6103-PE1(B)

DS-KV6113-PE1(B)

DS-KV6113- WPE1(B)
DS-KV8113- WME1(B)
DS-KV8213- WME1(B)
DS-KV8413- WME1(B)
DS-KB8113-IME1
DS-KD9613-E6
DS-KD9613-FE6

4. Q: Does Hikvision door access controller support 3rd party HID card reader?

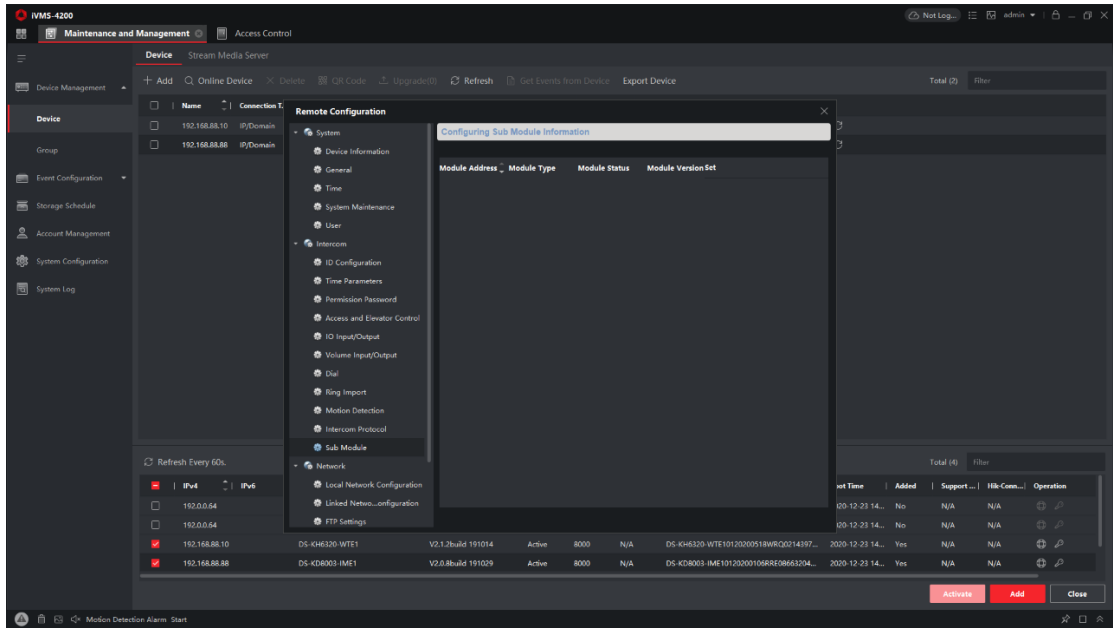
A: Hikvision access controller support Wiegand 26/34card reader. If your HID card support wiegand 26/34 output, Hikvision door access controller will support it.

5. Q: DS-KD8003-IME1 connected to a keypad DS-KD-KP. set the permission password with IVMS-4200. But I can't seem to open the door with the code

Dear customer,

Please kindly check if the keypad is online.

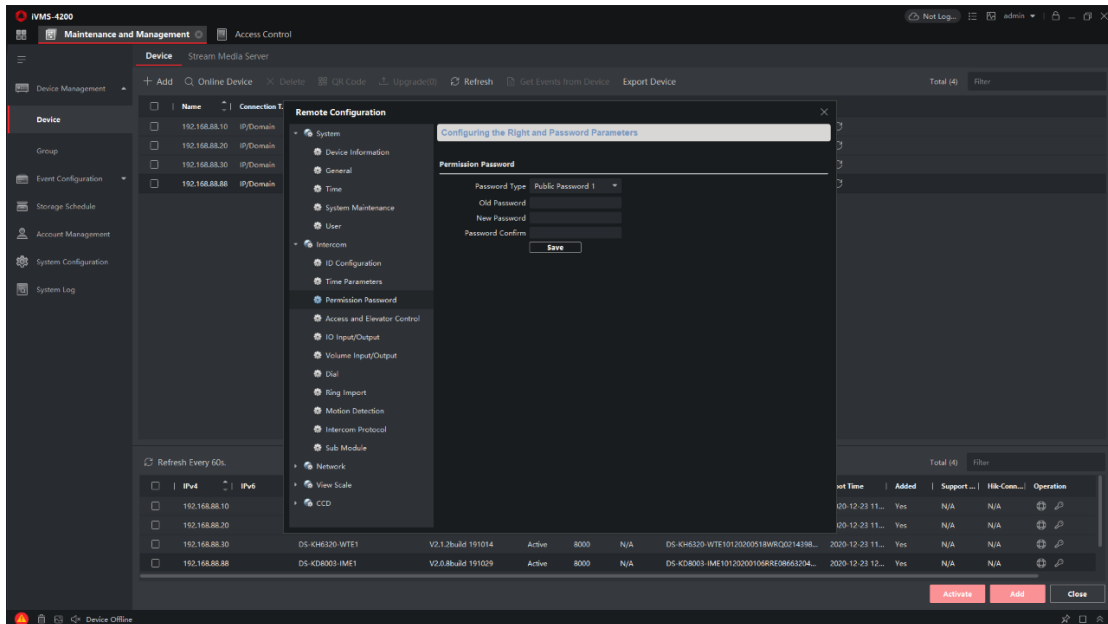
1. Go to intercom-sub module to check, if the page shows like below, that means the sub module is offline. Please connect the keypad wire correctly and set dip switch.



2. After setting the permission password of Door station.

You can input the password on keypad, the password format is #+code+#

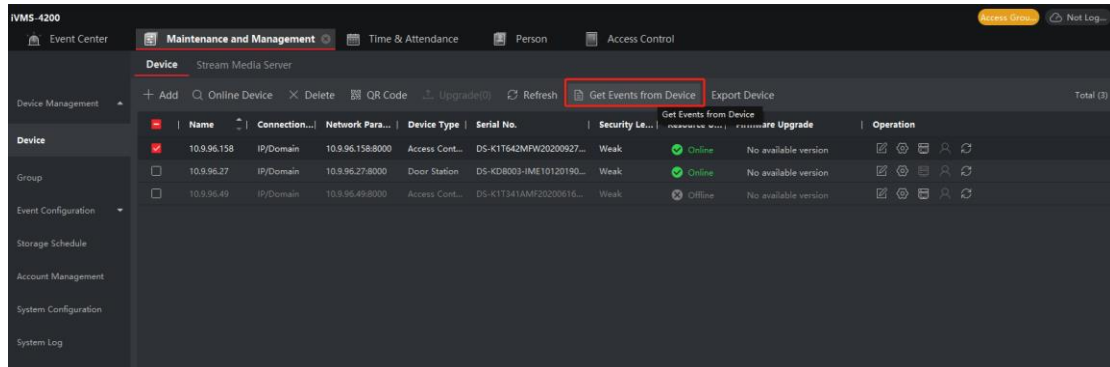
If the firmware version of door station is lower than V2.2.3, only support 6 digit password



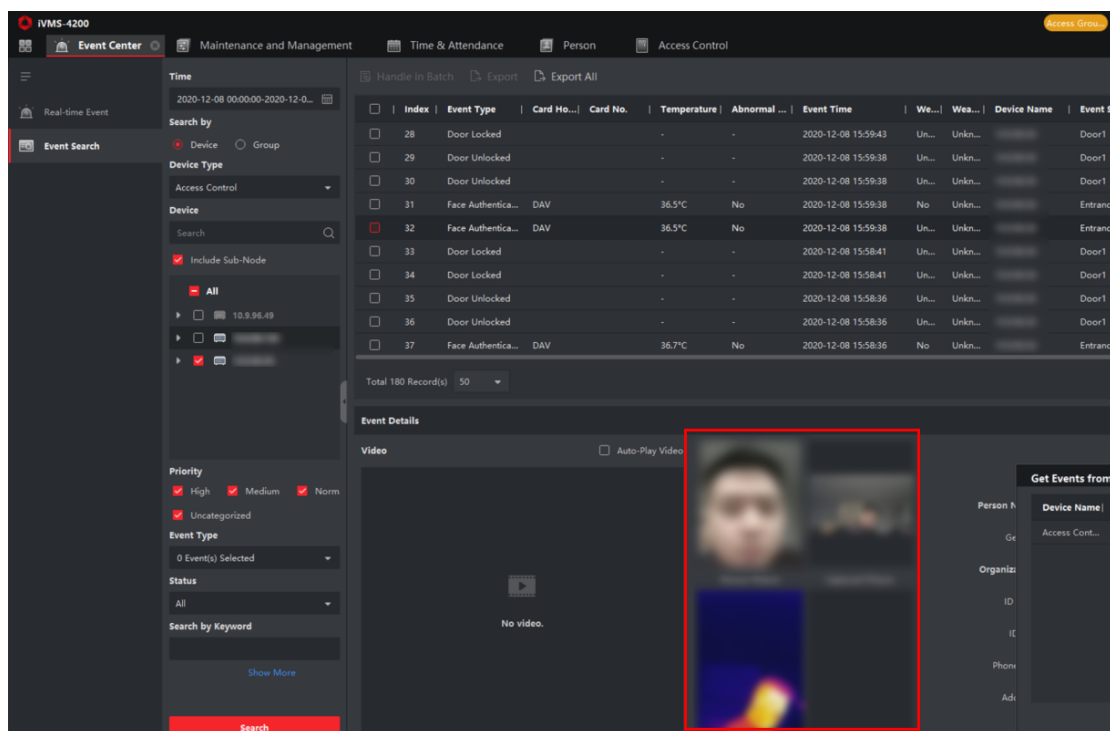
6. Q: Why only Person picture appeared and not captured picture?

Dear customer,

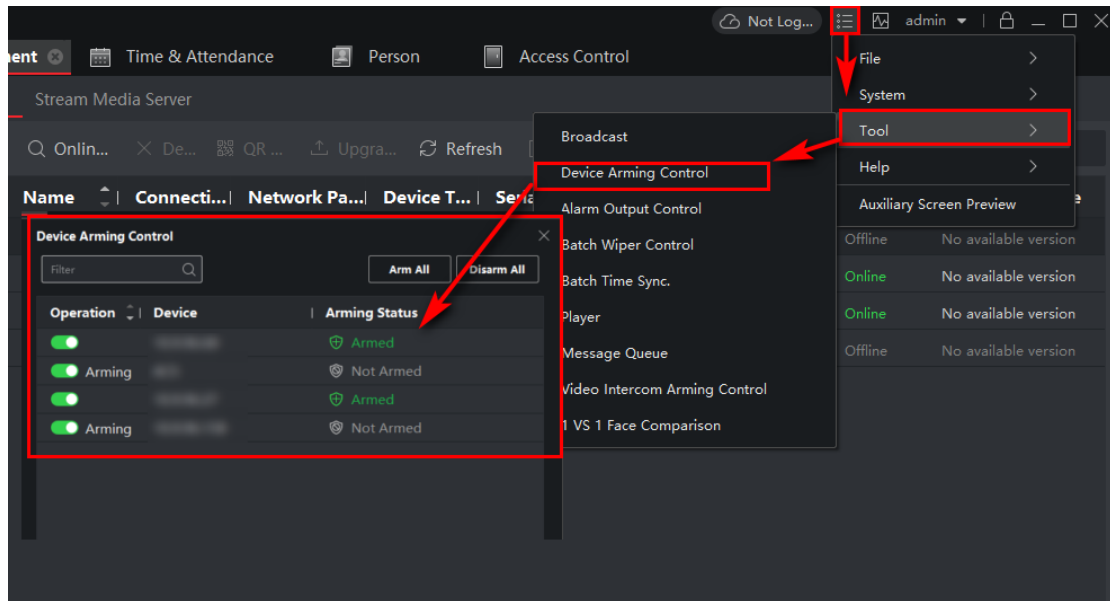
1. Please make sure your device is only added to 1 ivms-4200 in one computer, else you may not receive the capture
2. Turn to Maintenance and Management – Device – Get Events from Device, click Get Events from Device



If you can get the capture please turn to next step, if here you cannot get the capture, please upgrade your device firmware first.

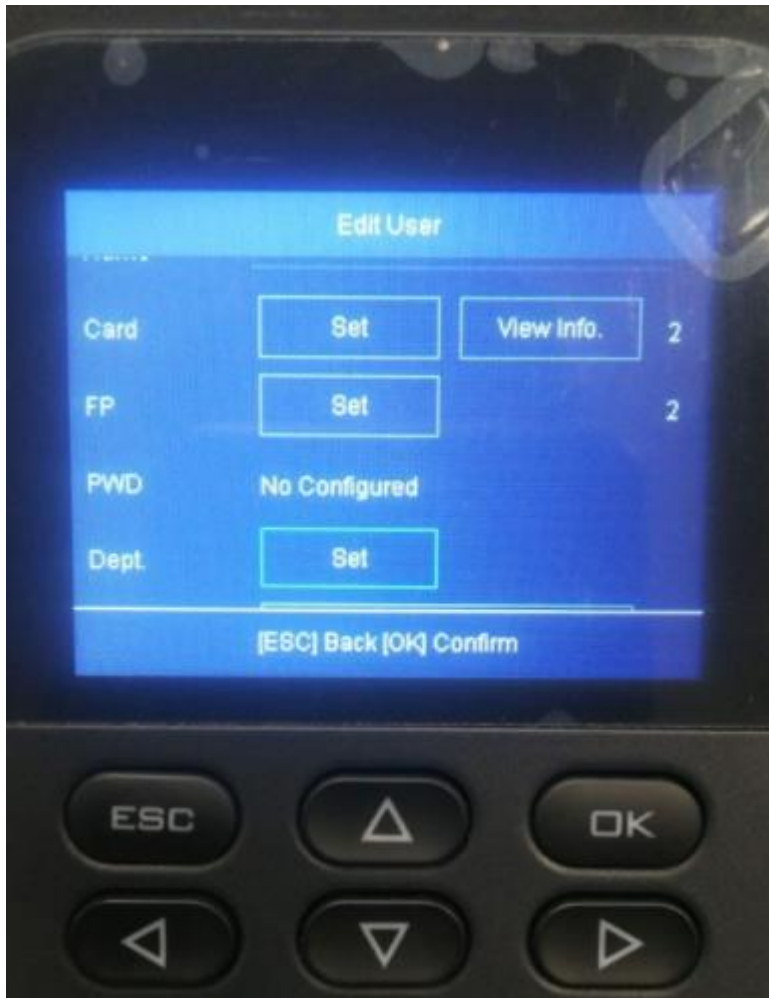


3. Confirm whether your device is armed, you can follow the picture to check and arm it. If the device is armed but cannot receive the capture, please disable first then enable it again.



If above you have all checked, but still not solve the problem, please contact local support team for troubleshooting.

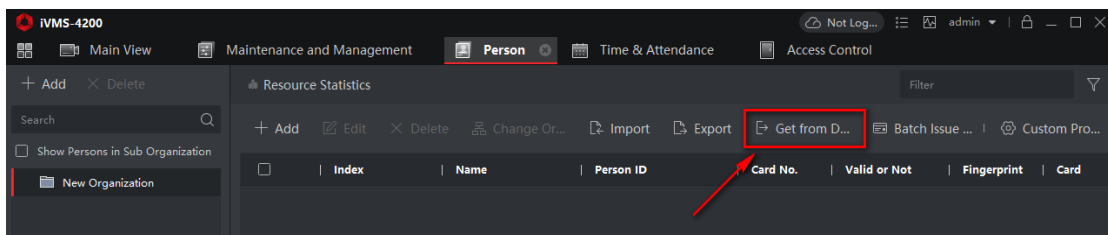
7. Q: How to set password or Pin number to DS-K1T804AEF? it always shows "No Configured" on device local GUI, How do i configure it?



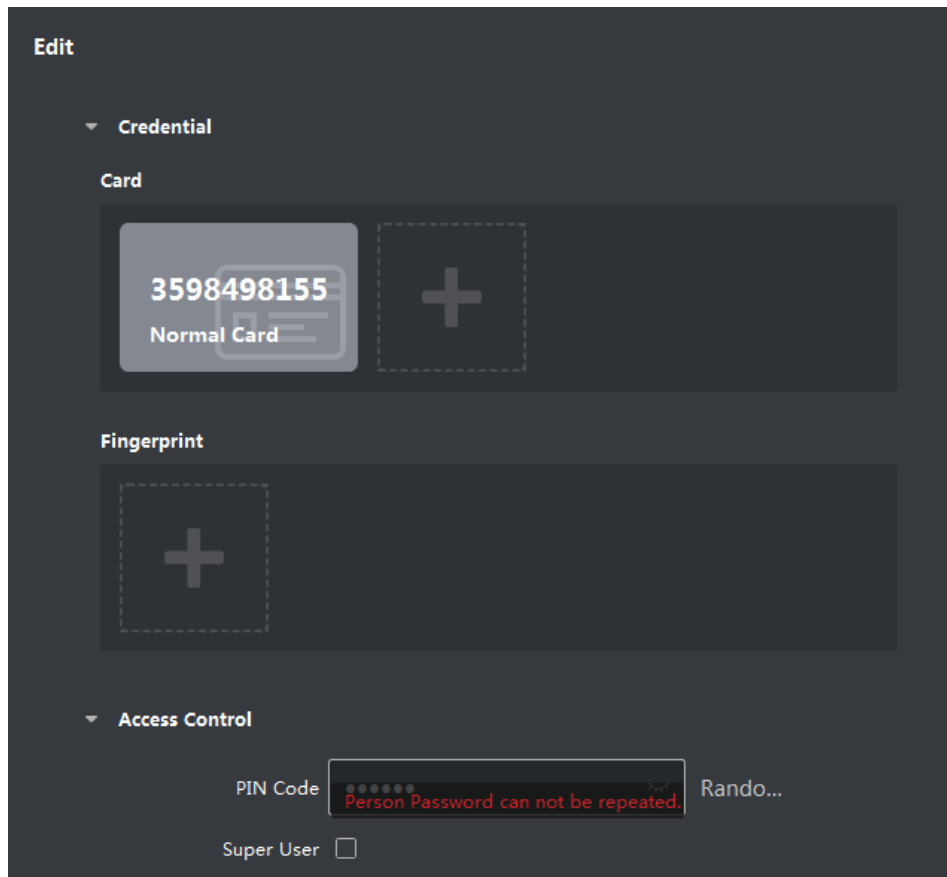
A: Please use 4200 software to configure

Here is the download link: <https://www.hikvision.com/en/support/download/software/ivms4200-series/>

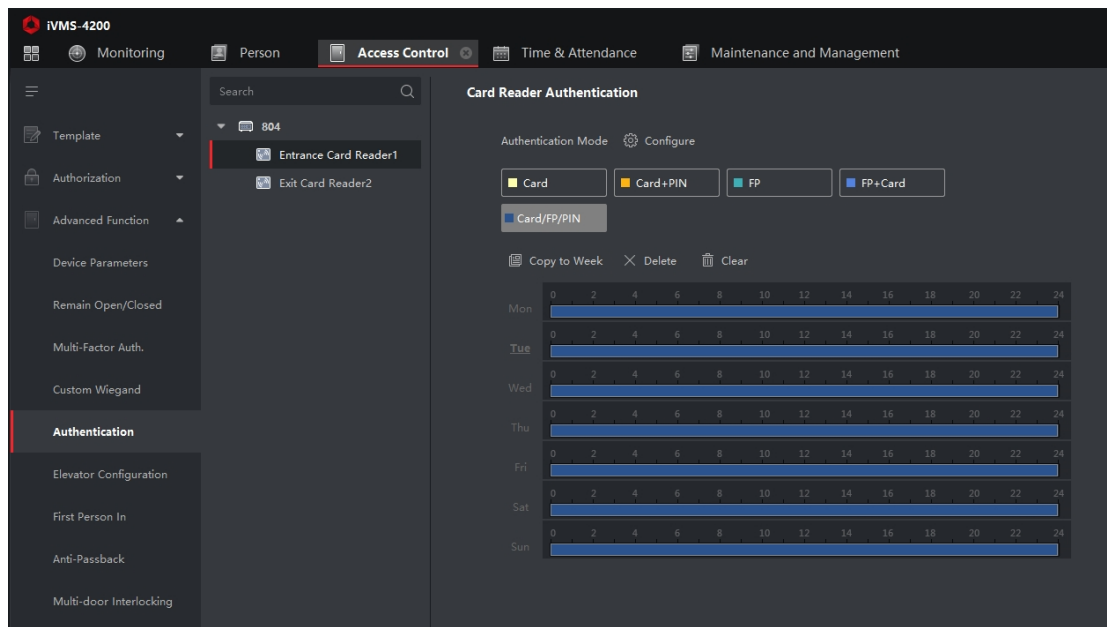
1. Please add device to 4200 software, go to 4200-person, select your device, click “Get from Device” button, get person information from device



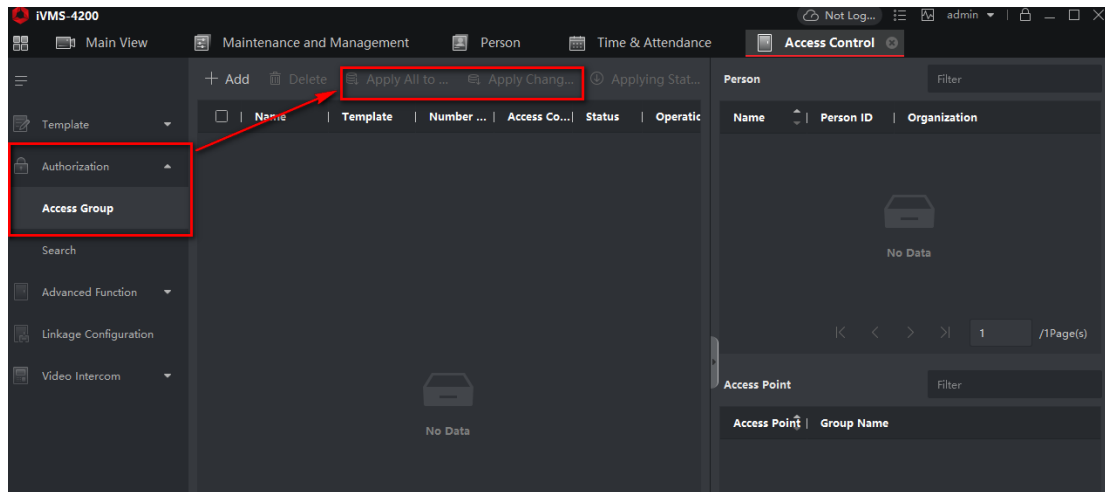
2. Select person, click edit, set pin code.



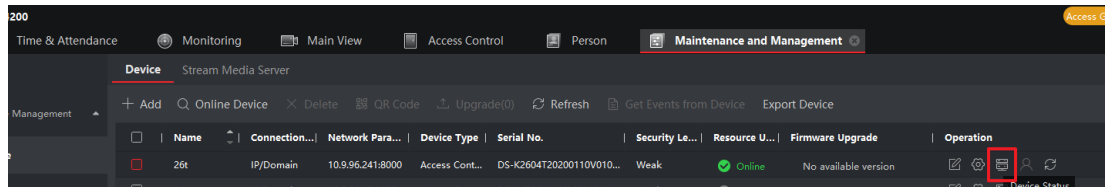
3. Go to 4200 access control-advanced function- authentication, Set the authentication mode first.



4. Go to Authorization, apply all or apply change to device to complete the configuration.



5. You can go to device management to check device card reader status to check if the authorization was applied successfully.



8. Q: Is it possible to connect KV8113-WME1 to a VoIP PBX to answer with the telephones connected to it?

KV8113-WME1 support to connect to a VoIP, below are brands we tested.

	Asterisk [↕]	All [↕]	★ [↕]
	Yeastar [↕]	All [↕]	★ [↕]
	Minisip [↕]	v34/v36 [↕]	★▲ [↕]
	Pbxware [↕]	v.4.1/v5.2/v5.3 [↕]	✓▲ [↕]
	Brekeke [↕]	V3.4.9 [↕]	★ [↕]

★: Support Video and Audio ✓: Only support Audio ▲: Support alarm upload[↕]

X: Not support now[↕]

↕

9. Q: The PoE switch with which I would power the system is about 30 meters from the external Video Intercom DS-KV8113-WME1, are there any problems?

A: DS-KV8113-WME1 supports standard PoE protocol, the theoretical distance we tested is as below:

Wire specifications	1LN5EU-G/CCA	1LN5E-S	1LN6-UU
DS-KH6320 series	100m	100m	100m
DS-KH8350 series	100m	100m	100m
DS-KH8520WTE1	100m	100m	100m
DS-KD8003 FULL LOAD	60m	80m	100m
DS-KV6103 series	15m	25m	8m
DS-KV6113 series	60m	80m	100m
DS-KV8X13 series	60m	80m	100m

Note: The switch model tested was Hikvision DS-3E2326P (301801048). Due to the code stream limitation of the switch, the distance needs to be reduced in the case of multi-door stations or indoor stations, otherwise it will occur network packet loss.

10. Q: How to remote write new ID cards in DS-KD8102-V? Maybe i can use reader? Can you tell me model reader?

Dear customer, you can connect this card reader DS-K1F100-D8E to PC and register card number in IVMS-4200 software, then synchronize this card number to device.

11. Q: How many sub door stations can be added to one door station?

One door station can add up to 8 sub door station.

12. Q: Which cameras are compatible for DS-KIS203?

Dear customer,

DS-KIS203 supports connect analog cameras with CVBS signal, no special requirement for device model.

13. Q: Can the wifi doorbell DS-KB6403-WIP work together with video intercom indoor station?

Dear customer,

Sorry to tell you that DS-KB6403-WIP does not support added to indoor station. You can add device to Hik-Connect app for live view and receive the call.

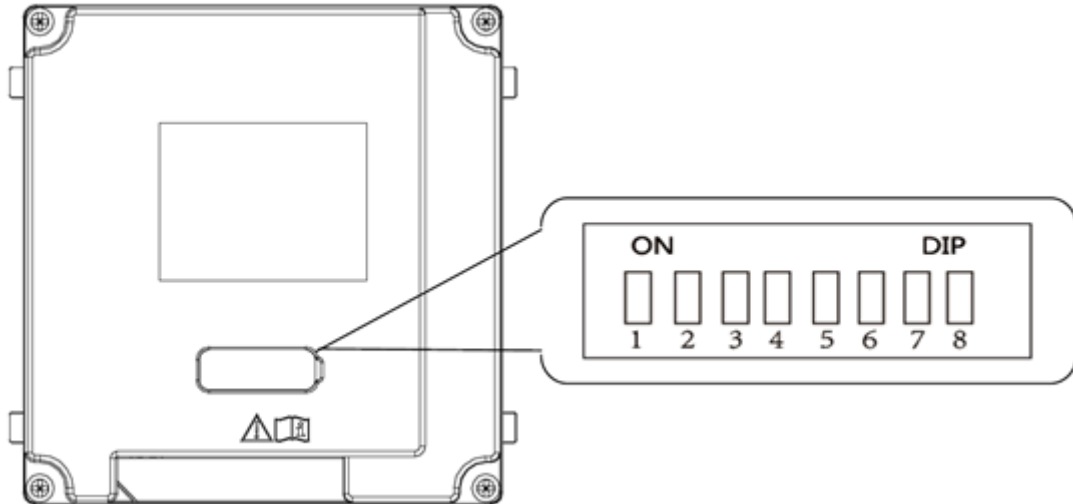
14. Q: I don't see DS-KD-E in iVMS-4200 with DS-KD-8003-IME1.

Dear customer,

1) Please use the latest iVMS-4200 AC software to configure, you can download by following link:
<https://www.hikvision.com/en/VMS/Support/Download/iVMS4200-Series>

2) You need to set the card reader address via DIP switch before installation:

Remove the rubber cover on the sub module rear panel to expose the DIP switch, set the sub module address according to the DIP rules, and install the rubber cover back.



DIP 1, 2, 3, 4 are used to coding the sub module address; DIP 5, 6, 7, 8 are reserved.

Valid sub module address range is 1 to 8.

The No. should be unique for sub modules that connected to the same main unit.

15. Q: Can I add cameras to indoor station?

Dear customer,

Yes, you can add Hikvision cameras with H.264 encoding type and 720P resolution.

Hikvision cameras are supported, if you want to connect third-party cameras, please kindly contact local team to update indoor station to latest firmware.

16. Q: When caller is pushing call button of DS-KB8112, will it take the photo and send it to app Hik-Connect or email, or ftp server?

Dear customer,

Sorry to tell you that DS-KB8112 doesn't support take photo and send it to Hik-Connect app or email.

Please kindly follow bellow steps to configure FTP server:

Purpose:

You can configure the FTP server related information to enable the uploading of the captured pictures to the FTP server.

Steps:

1. Enter the FTP Settings interface: **Configuration > Network > Advanced Settings > FTP.**

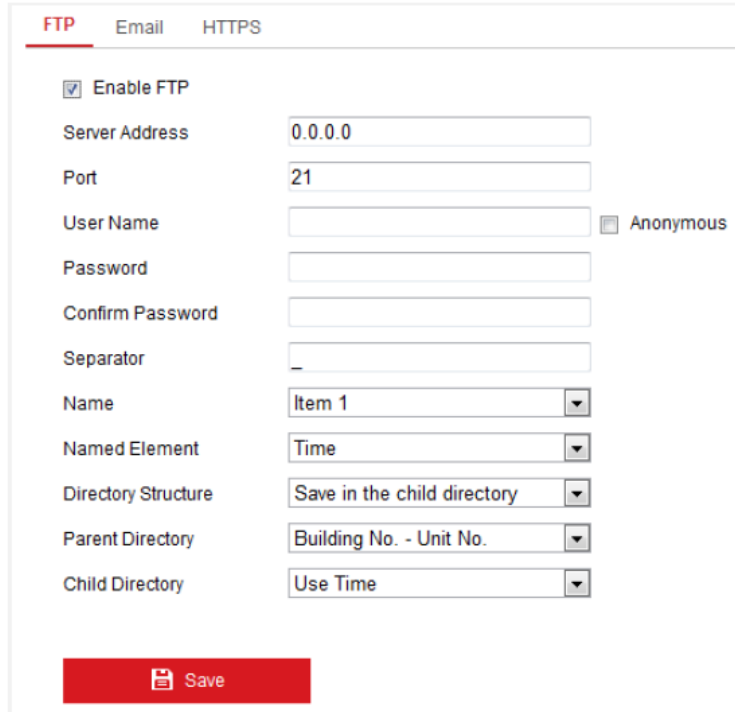


Figure 7-22 FTP Settings

2. Check the checkbox of **Enable FTP**.
 3. Configure the FTP settings; and the user name and password are required for logging
-

17. Q: My door bell was working fine until this morning and now says "platform not registered"

Dear customer,

It means the device is not connected to the platform, please kindly restart device, check the router and it would try to connect to platform again.

18. Q: Why our Indoor station cannot read my micro SD card.

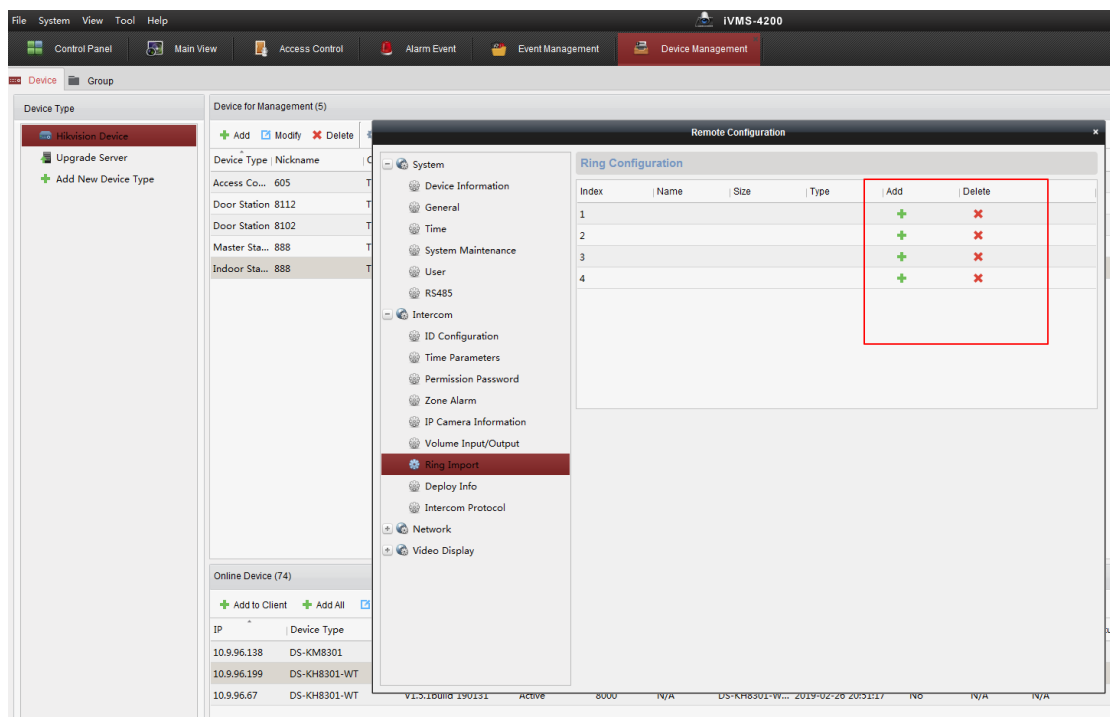
Indoor station only support maximum 32G TF card input.

19. Q: Why the shared account Hik-Connect can't receive the call from Wi-Fi doorbell?

Sorry to tell you that only main account supports receive the Wi-Fi doorbell call and shared account doesn't support.

20. Q: How can I create my own ringing tones for indoor station and is there a place in internet with predefined ringing tones?

A: 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.



21. Q: How many indoor stations and door stations can I get connected to IVMS 4200?

Dear customer,
Up to 512 indoor stations and 64 door stations could be added to IVMS 4200.

22. Q: Can access control device work with indoor station?

Dear customer,
Only K5671 series, K1T672 series, K1T671 series, K1T642 series, K1T341A series and K1T607 series support

work with indoor station.

For K1T501SF and KIT500S series, please provide device model type, serial number and firmware version to support@hikvision.com to check.

Thank you.

Access Control

Hardware

23. Q: Why Access control terminal Unable to power on?

Dear customer,

1. Please check the output voltage of the power adapter. And check the product datasheet for detailed power consumption information. Use correct power adapter.

2. Some devices with backup battery require manual powered on.

For example, DS-K1T605-B, you need to press and hold the bell button for 3 seconds to start the power, the indicator light of the device will light up.

3. If the device is connected to a lock, make sure that the lock is powered with separate power adapter. If the lock gets power from same adapter with device, a sudden increase in power consumption may cause the device to restart.

4. If there is no problem with the power, but the device is still frequently or occasionally restarted, please record a video when the problem occurs and ask local technical support for further help.

24. Q: Does this fingerprint time attendance machine model DS-KIT201MF have a backup battery?

Sorry to tell you that DS-KIT201MF does not have backup battery.

25. Q: DS-K2802 - controller and DS-K1201MF reader. Are they compatible? Can we use them in one set-up?

Dear customer,

DS-k2802 doesn't support fingerprint reader, change controller model to DS-K2602 or change card reader to K1801M/1802M.

26. Q: Can DS-KB6003-WIP Doorbell support ONVIF?

This device does not support ONVIF and it can only work on mobile app.

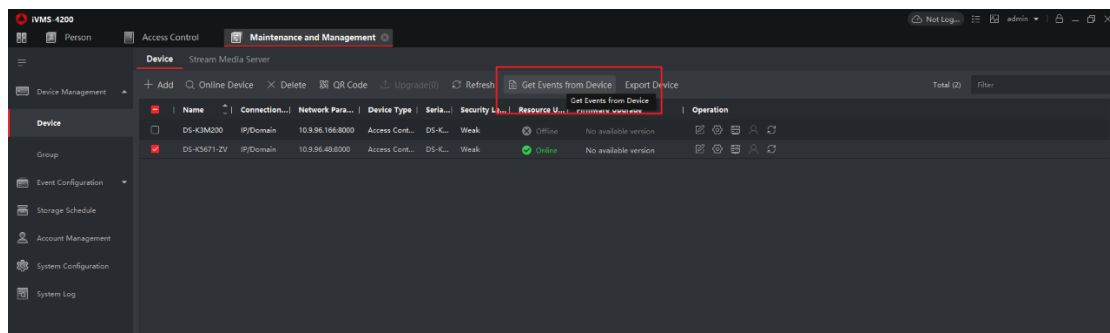
Configuration

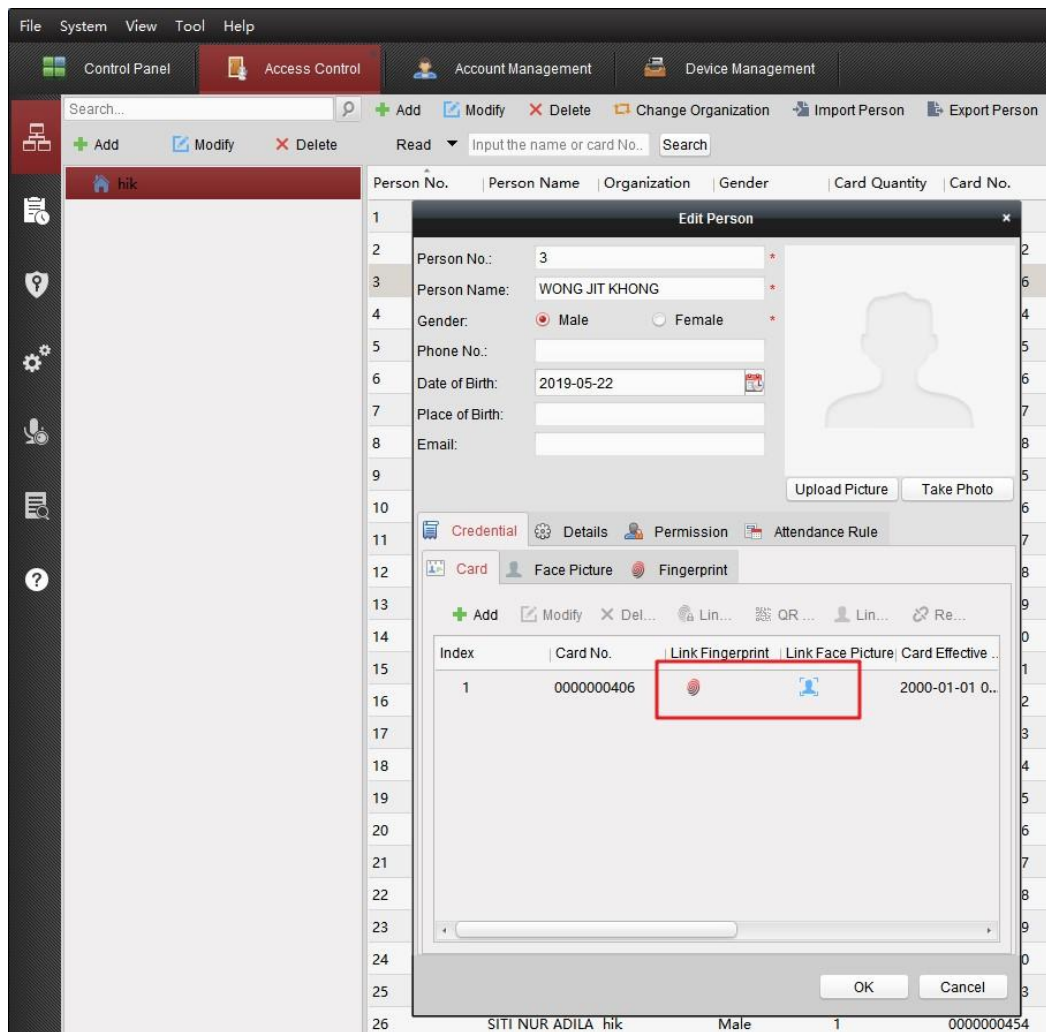
27. Q: How does my face terminal transfer log info to IVMS-4200 software when not connected to the network.

Dear customer,

When the network recovery, the log would transfer to IVMS-4200 automatically.

If not, you can click **Get Events from Device** manually.





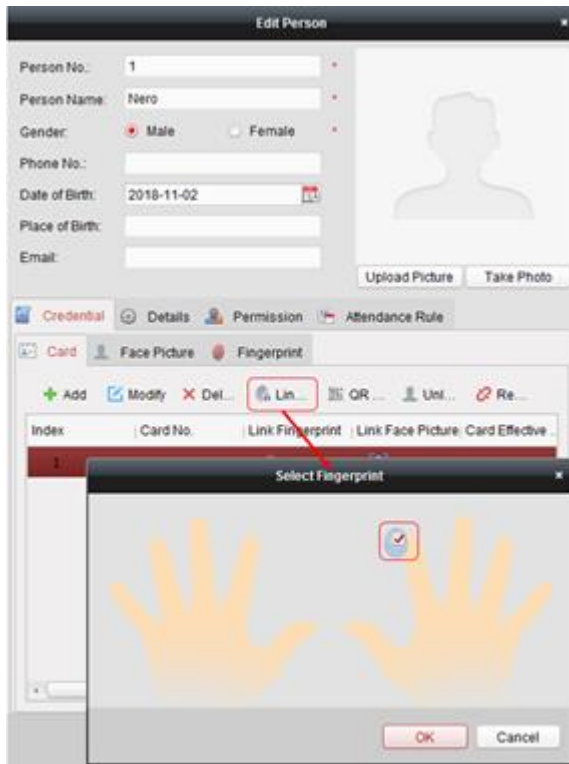
28. Q: Door can be opened by card but cannot by fingerprint.

Dear customer,

The mainly reasons and troubleshooting steps are as below:

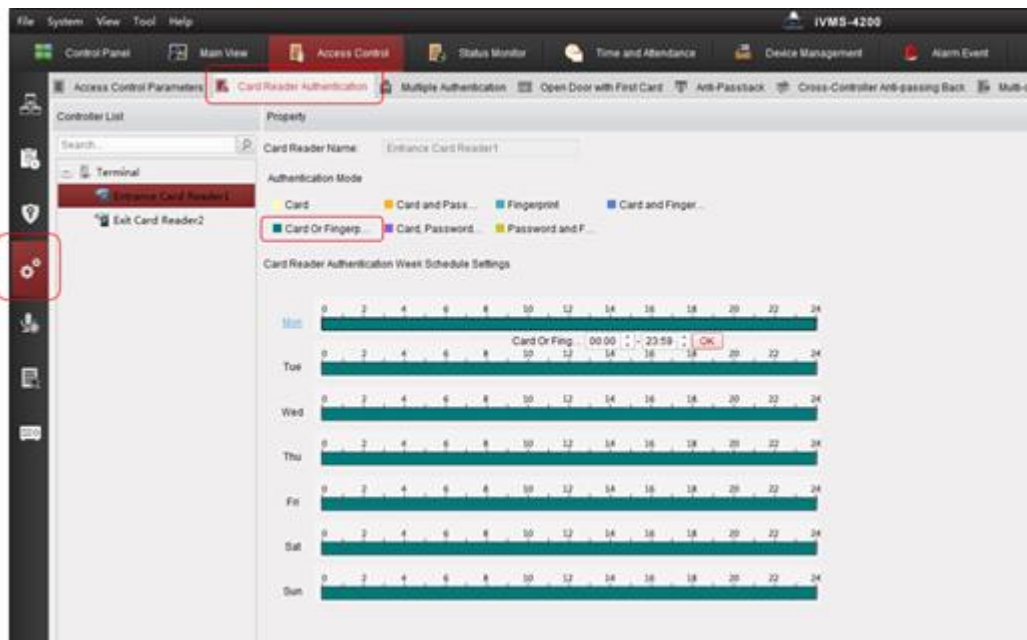
1. Fingerprint is not linked to the card number.

Go to iVMS-4200 software, edit the person, click Link Fingerprint on the Card interface, check the corresponding fingerprint, click Save; then synchronize to device;



2.The reader authentication method does not match.

Go to iVMS-4200 software, open Access Control --- Advanced Function --- Card Reader Authentication interface, select the appropriate card reader, select the Card or Fingerprint to configure week plan, and then click Save.



29. Q: Door cannot be opened by card or exit button

Dear customer,

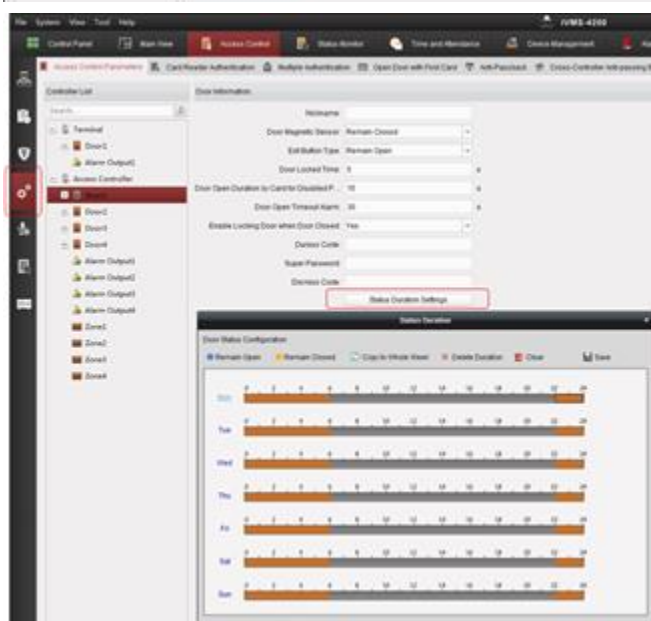
The mainly reasons and troubleshooting steps are as below:

1. Check real-time event

Swipe the card, check on client software whether the event is Legal Card Authentication Password, Otherwise, please check the permission configuration (card validity period, Template, access point permission).

2. Check status duration

Open door from iVMS-4200, if the door open, please check whether the access control point has been set as normal close, please cancel the normal close configuration and save it.



4. Check the Door Relay LED

If the normally closed state is not configured, door cannot be opened neither by card, exit button or from iVMS-4200 remotely, please check whether the controller's Door Relay is normal. If the Door Relay LED does not respond, the Door Relay is faulty. The Door Relay is as follows:



4.If the Door Relay is normal, you can perform simple parameter recovery on the 26 controllers and

re-execute synchronizing data to device.

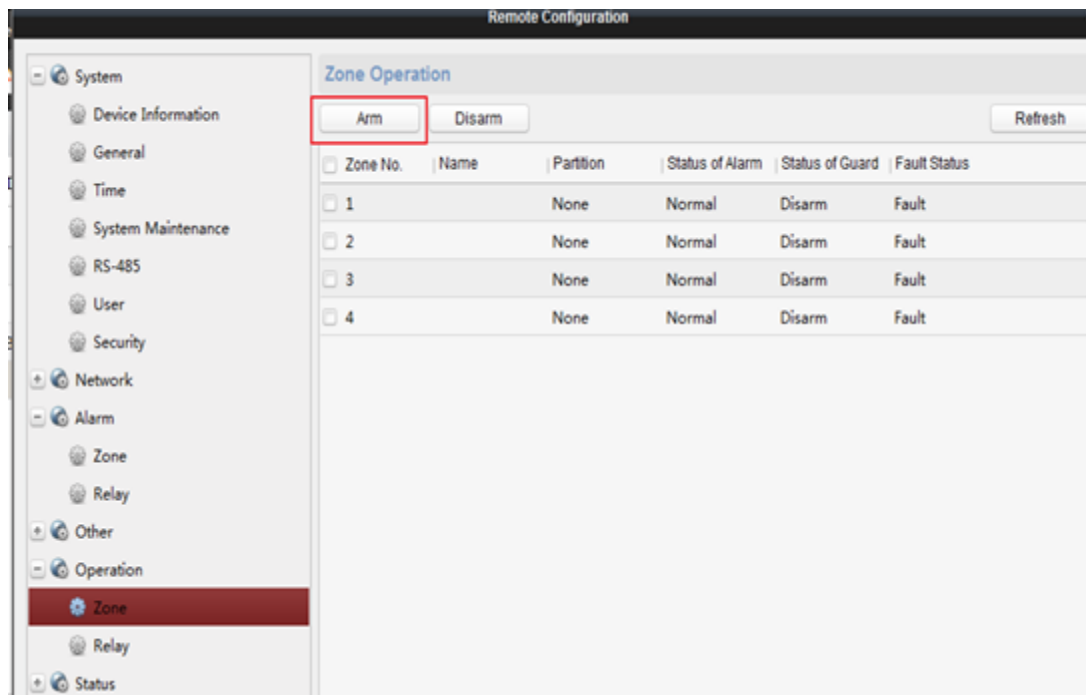
30. Q: Zone alarm linkage failure of access control device.

Dear customer,

The mainly reasons and troubleshooting steps are as below:

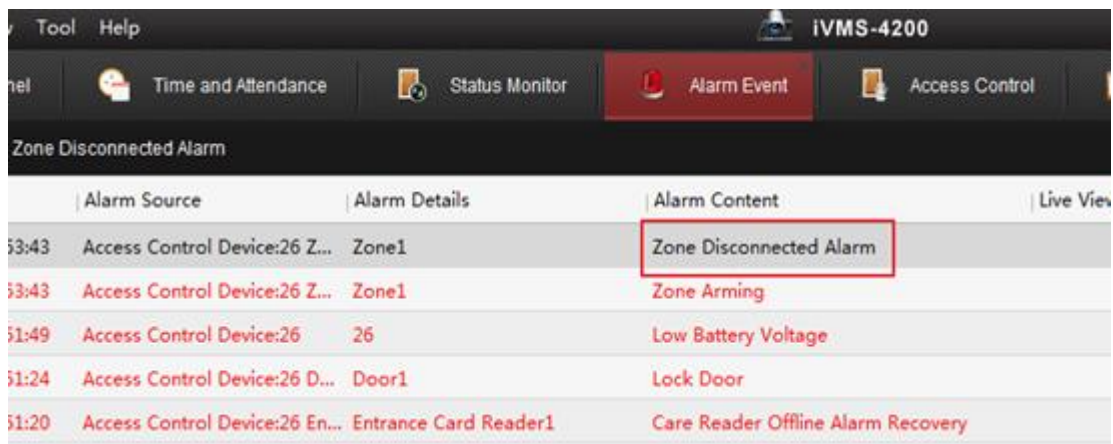
1. Check if the zone input is armed.

Note that the zone arming status and device arming status are different, you can check and configure in iVMS-4200 >>Remote Configuration >> Operation.



1. View the events in the Alarm Event interface.

If there is no zone input event, it means the input is not triggered, check the alarm input sensor and wiring



2. If the zone input event is uploaded but there is no action, check the linkage settings in the event management interface.

31. Q: Access control device added to iVMS-4200 client, there is no any event uploaded to software.

Dear customer,

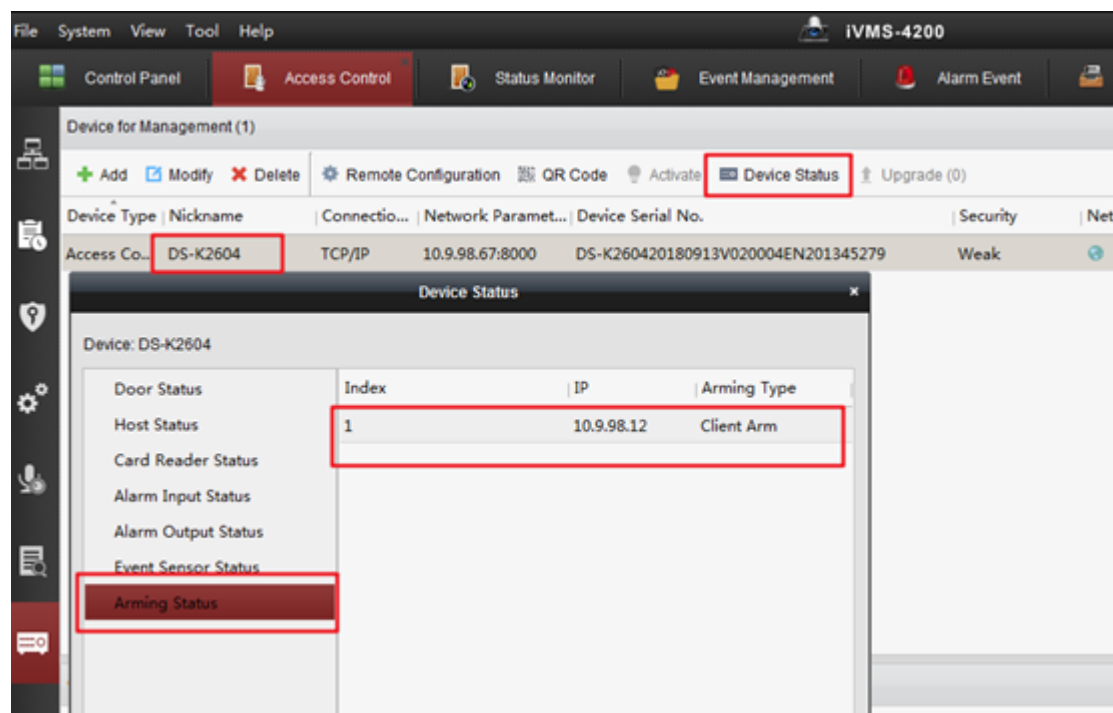
The mainly reasons and troubleshooting steps are as below:

1. Check the device network connection.

Please check device status in iVMS-4200, if it shows offline, please confirm that device is pinging. If yes, please check activation password; if not ping, please check device network parameters.

3. Check the device arming status

Select device, click Device Status >>> Arming Status, and current arming client IP address can be found, disarm the device from that IP address PC, if you don't know the IP address belongs to which PC, please modify device manually and add device again to client software, then you can arm the device.



32. Q: DS-K2600 series access controller connect to card reader via wiegand mode, door cannot be opened by registered card.

Dear customer,

Please check the following steps:

1. Check wiring and dip switch, confirm the reader is set as wiegand34;

2. Check voltage between W0 and W1, normally it should be 5V, if less than 3V means wiegand

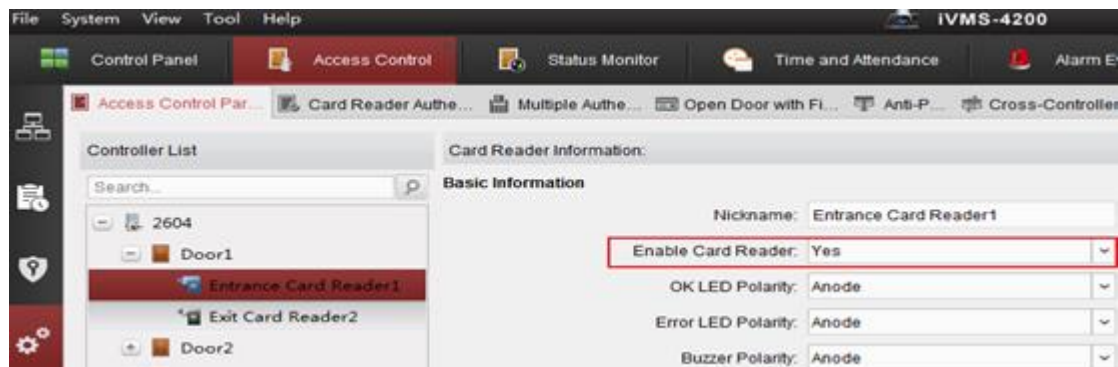
interface faulty.

33. Q: Card reader does not respond when swipe card.

Dear customer,

Please check the following steps:

1. Check whether the type of card reader matches the card:
 - M card reader can only support 13.56MHz card.
 - E card reader can only support 12.5KHz EM card.
2. Check the dip switch and the wiring method of the card reader.
3. Try to swipe close to any area of the card reader (body or edge area).
4. Check if the card reader is enabled as shown below.

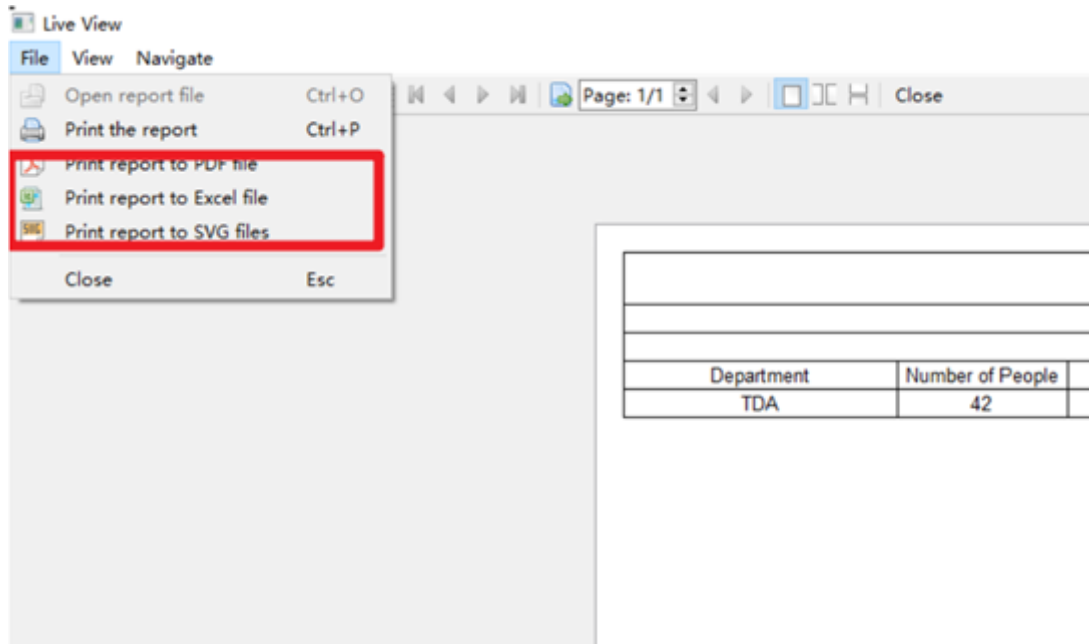


If it still doesn't work, please contact the distributor you bought device from to repair.

34. Q: How to change the format of report in attendance

Dear customer,

When you use 4200 AC to export the report, you can choose format as PDF, excel or SVG.



35. Q: How to connect a bell on ds-k1t804mf, i mean the white/blue and white/brown are not working?

Dear customer,

Please kindly use buzzer function of mustimeter to test if the whit/blue and white/brown terminal are connected when bell button is pressed

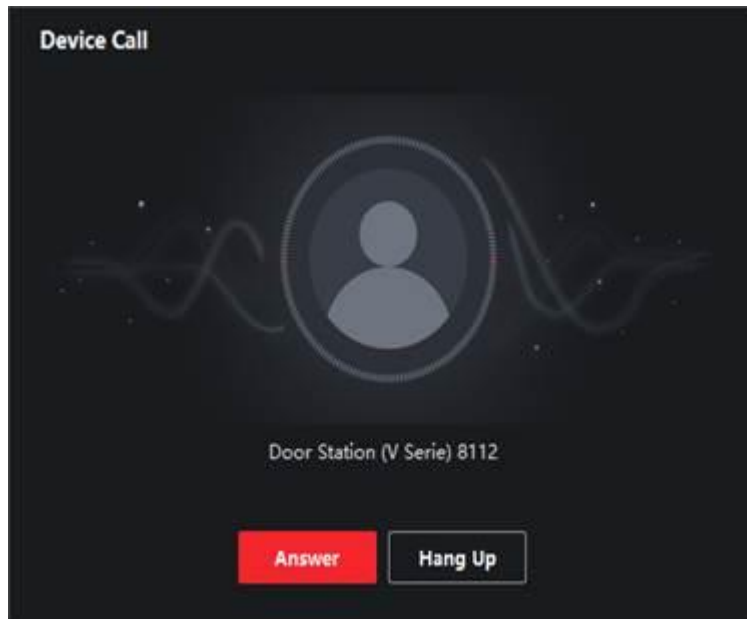
36. Q: Can I receive call from DS-KB8112M and unlock the door on PC?

Dear customer,

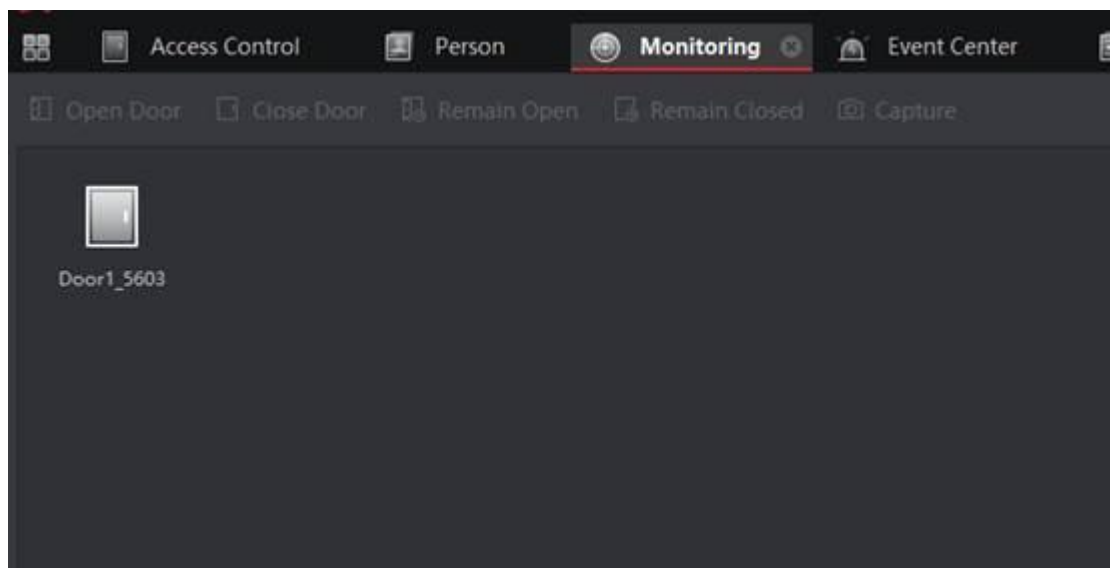
You can download iVMS-4200 AC by following link to add KB8112-IM doorbell:

<https://www.hikvision.com/en/VMS/Support/Download/iVMS4200-Series>

It can receive the call from doorbell, and pop up.



You can go to 4200 AC monitoring to open the door.



37. Q: The .dll errors occur when adding access control device to iVMS-4200 on Macbook.

Dear customer,

Sorry to tell you that iVMS-4200 MAC version is not compatible with access control and video intercom devices.

We have forwarded the request to R&D and they might take it into consideration in

future updates.

Thank you for your support to HIKVISION. Have a nice day!

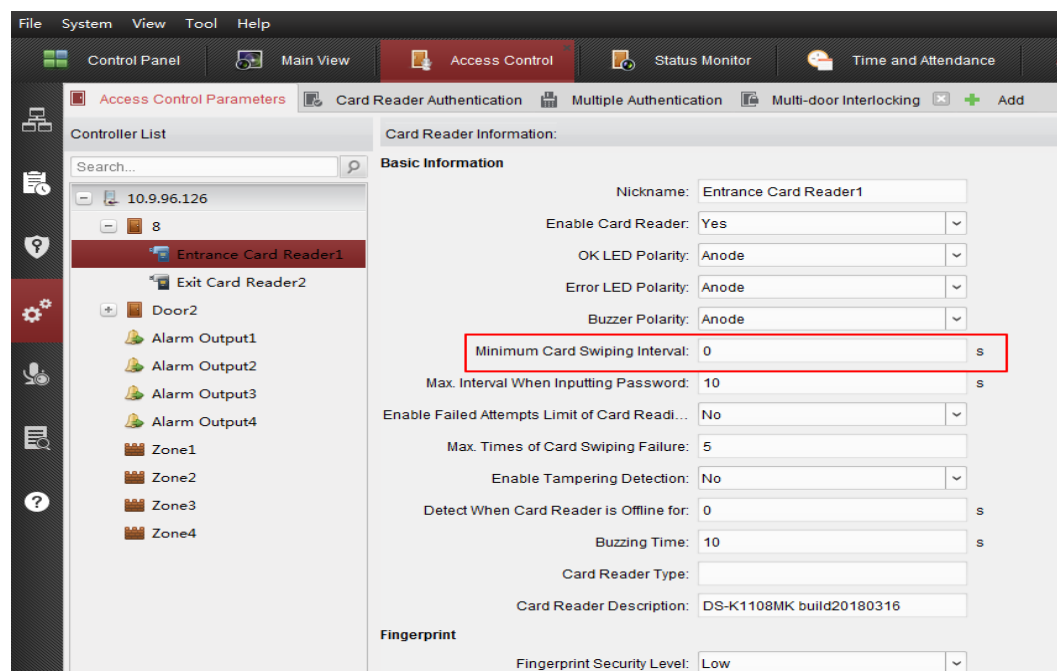
38. Q: Does DS-K1T604MF support fingerprint and face authentication simultaneously?

DS-K1T604MF supports fingerprint and face authentication simultaneously and separately depending on the configuration.

39. Q: I have problem with reader DS-K1107E, sometime no reading card, it should be 2 or 3 times put the card and remove it to can card reader read.

It is recommended you to use Hikvision card. And adjust the card reader's minimum card swiping interval on iVMS-4200 software on PC.

Please add device to 4200 software, enter Access Control-Advanced Function, choose the card reader, set the value of minimum card swiping interval to 0.



Report

40. Q: How to check the access control event generated from which terminal / door?

Dear customer,

Please kindly check below images:

If you use the IVMS-4200 AC, please kindly check the check Point.



If you use IVMS-4200, please check the event source on below page.

