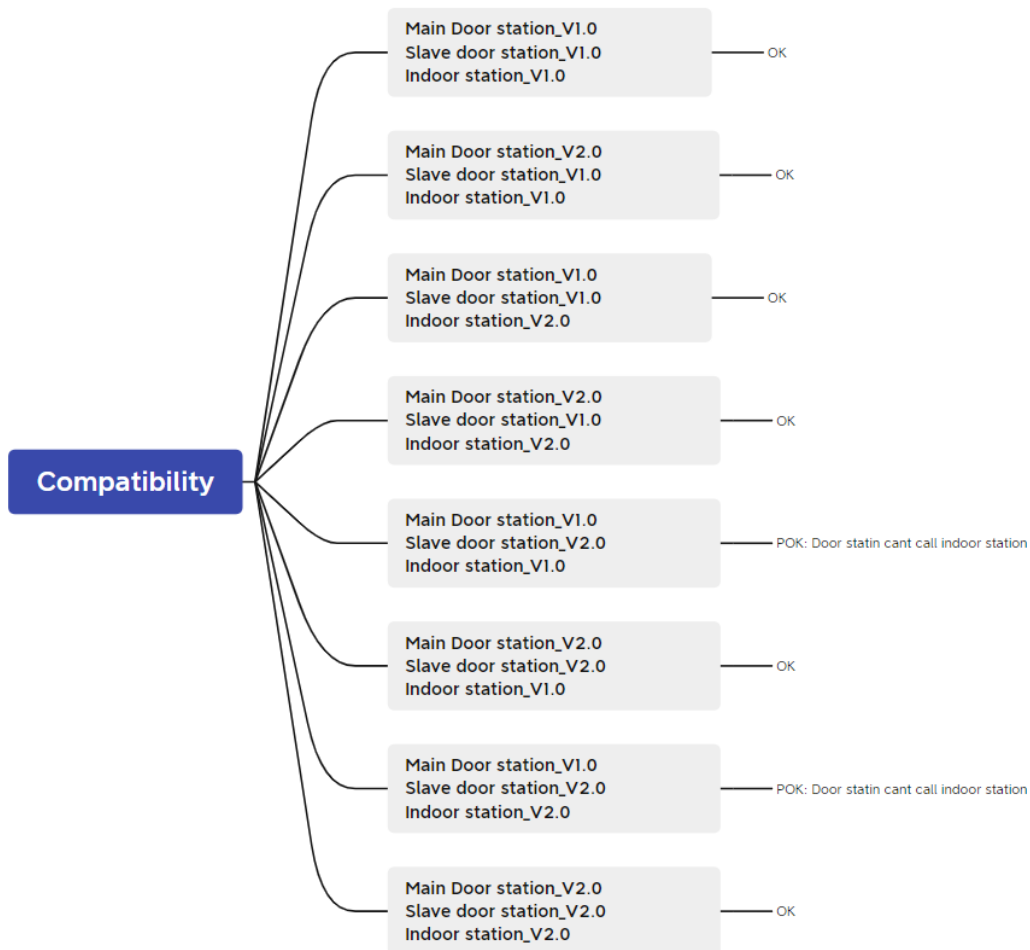


# Video Intercom Firmware Compatibility and Configuration Note (2021-11-25)

一、兼容性：我们推荐使用同一款型号一起用,如果有混用需求请对照下列兼容性表。

1. Compatibility: We recommend using the same model together. If there is a mixed use requirement, please refer to the following compatibility chart.



二、问题现象：为什么能看预览门口机画面且进行双向语音对讲，但是呼叫不行？

2. Problem phenomenon: Why can I watch the preview door station and

## conduct two-way voice intercom, but the call is not working?

答：预览是基本保证链路是通的，但不能保证门口机可以呼叫。预览是必要条件不是充分条件。

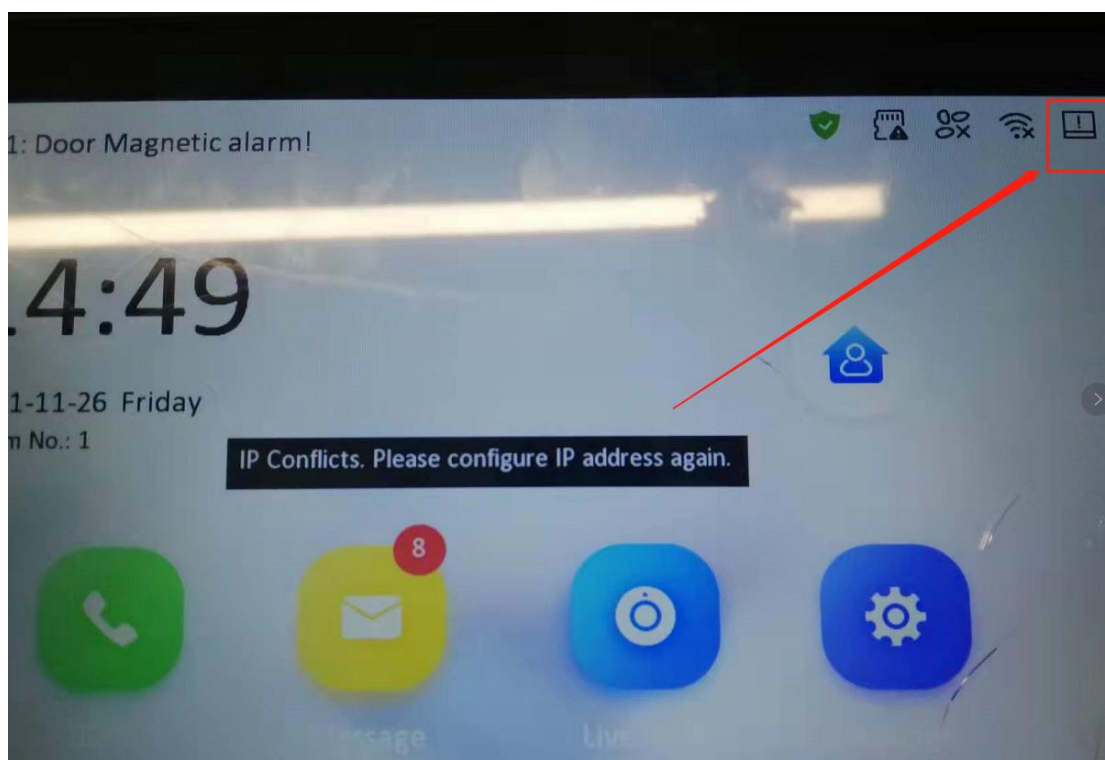
Answer: The preview basically guarantees that the link is connected, but it cannot guarantee that the door station must can call. Preview is a necessary condition but not a sufficient condition.

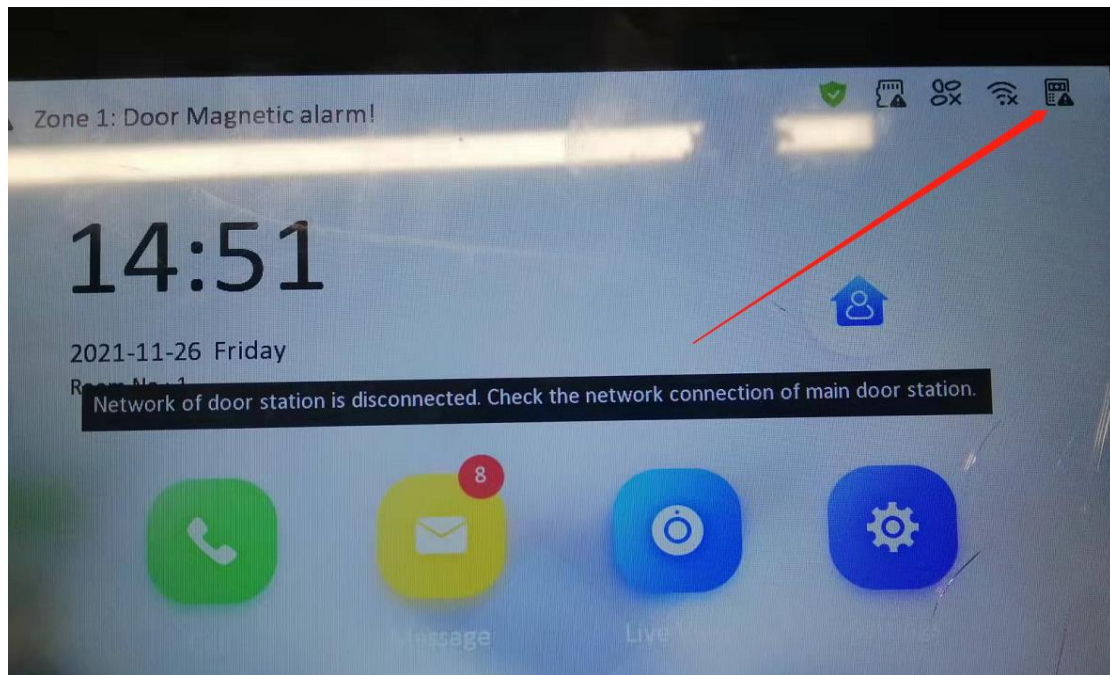
排查思路：

Troubleshooting step:

1、检查室内机是否成功注册至门口机，可通过门口机的设备管理界面或者室内机画面图标查看。

1. Check whether the indoor station is successfully registered to the door station, which can be checked through the device management interface of the door station or the indoor station screen icon.





Device List

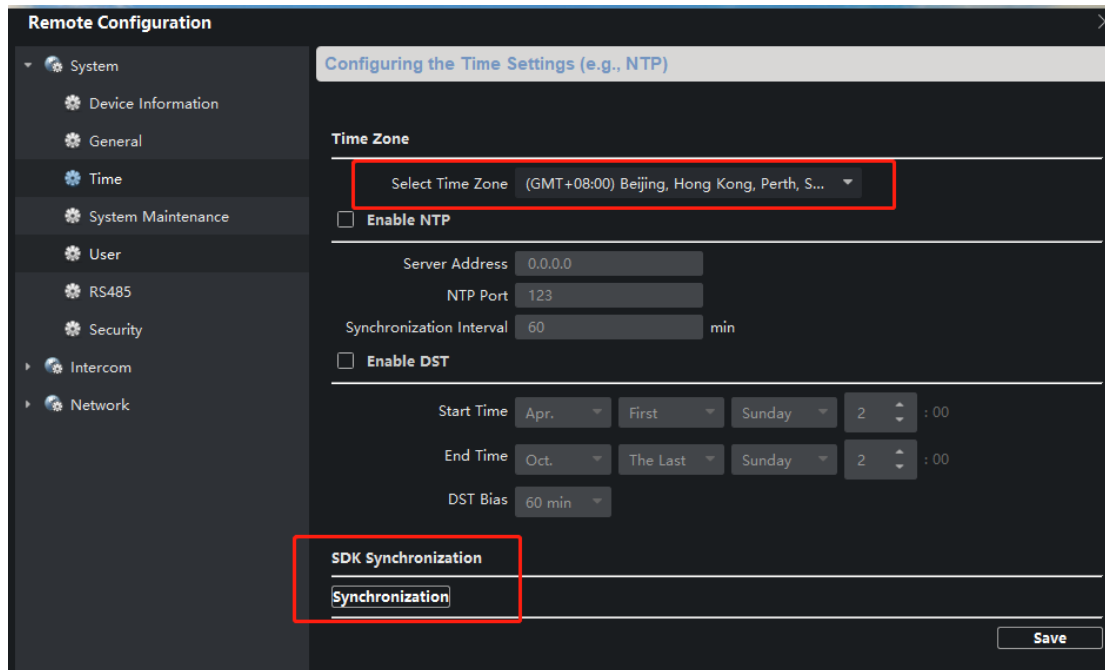
+ Add Import Export Delete Synchronize Refresh

Status All Device Type All

No.	Device Type	IP Address	Serial No.	Model	Current Version	Floor No.	Room No.	No.	User Name	Network Status	Operation
1	Indoor Station	192.168.0.186	Q06409255	DS-KH8520-WTE1	V2.1.10 build 201207	1	1	--	admin	Offline	✎ 🗑
2	Indoor Station	192.168.0.187	Q06409332	DS-KH6320-WTE1	V2.1.10 build 201207	1	2	--	admin	Offline	✎ 🗑

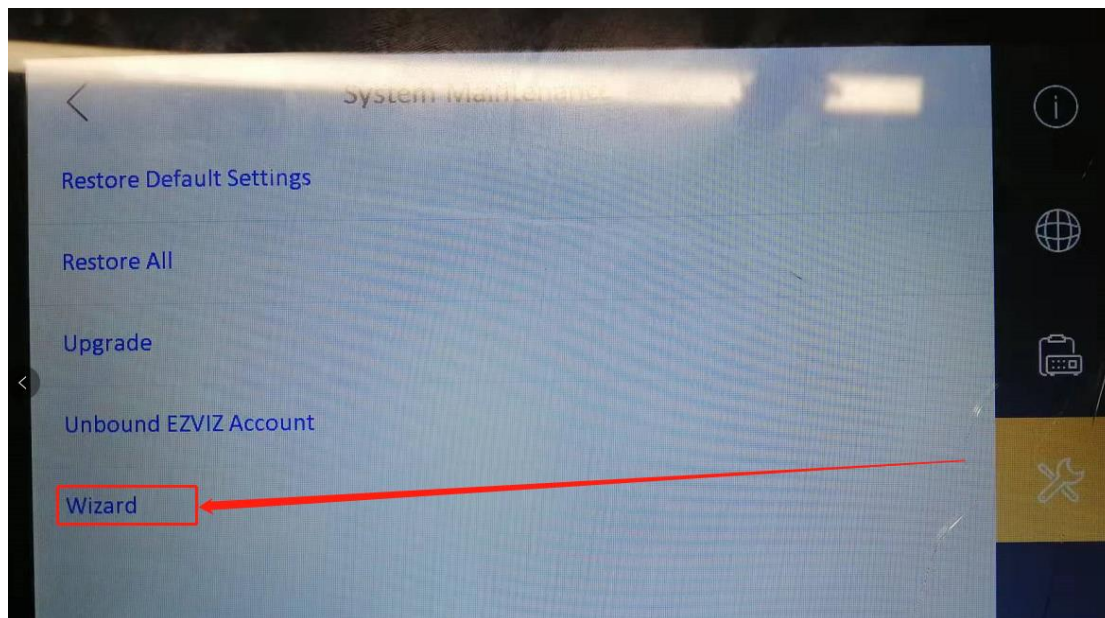
2、检查门口机和室内机是否是同一设备时间、时区。

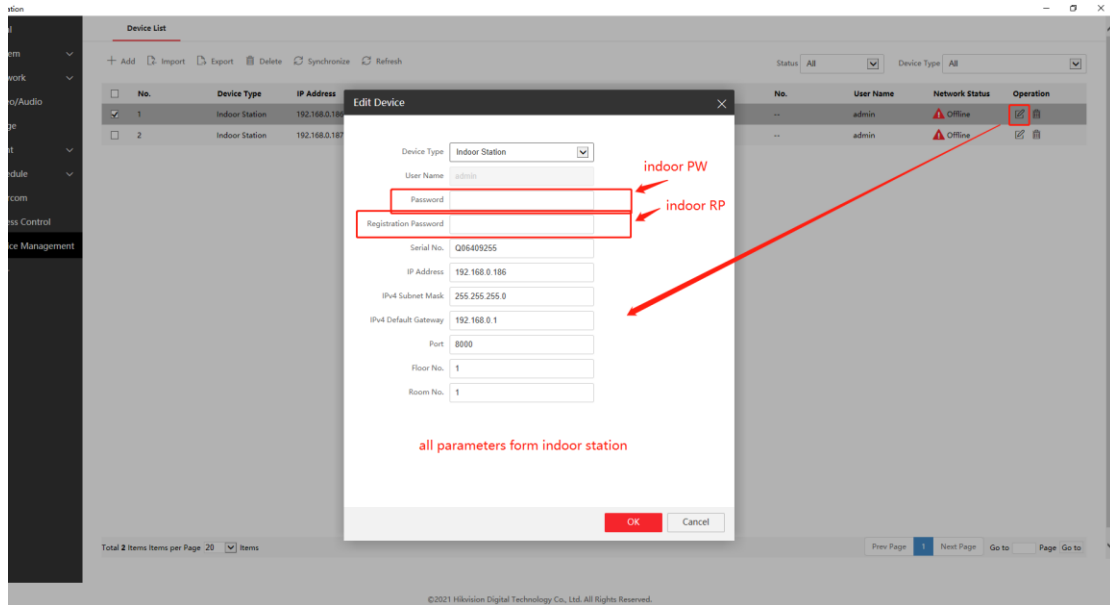
2. Check whether the door station and the indoor station are in the same equipment time and time zone.



3、室内机向导重新关联门口机或者门口机设备管理界面重新添加室内机。

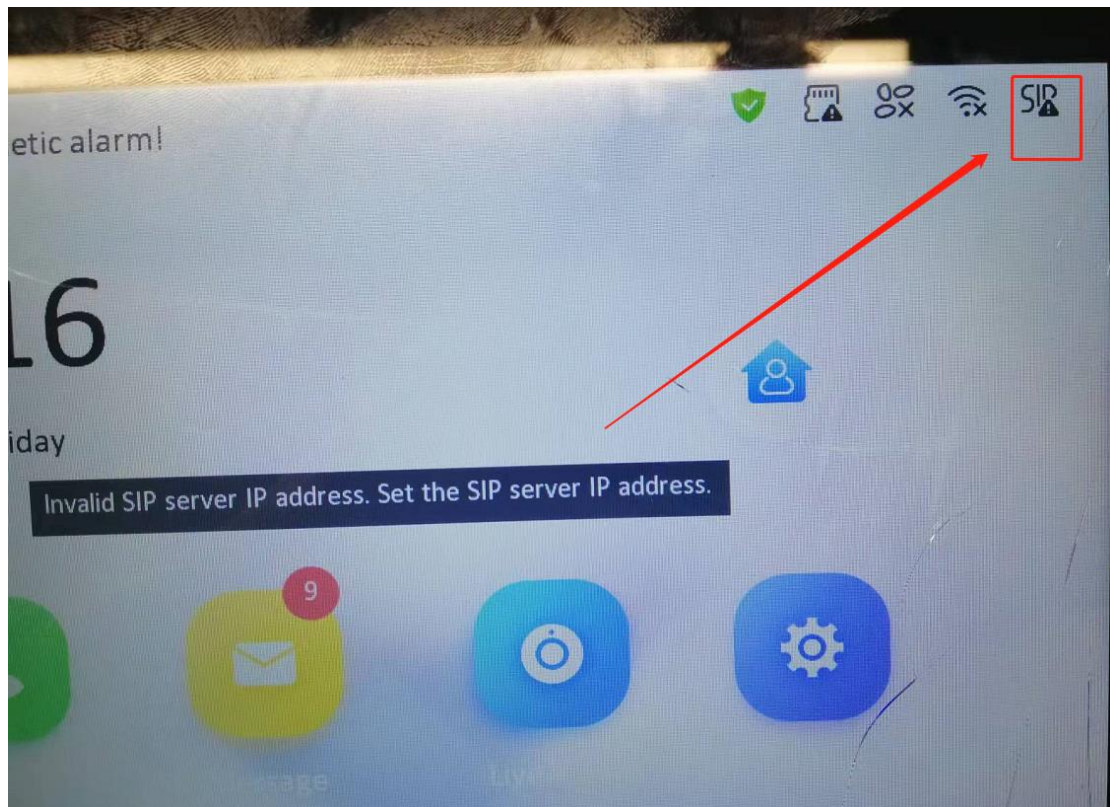
3. The indoor station wizard re-associates the door station or device management interface of the door station re-adds the indoor station.



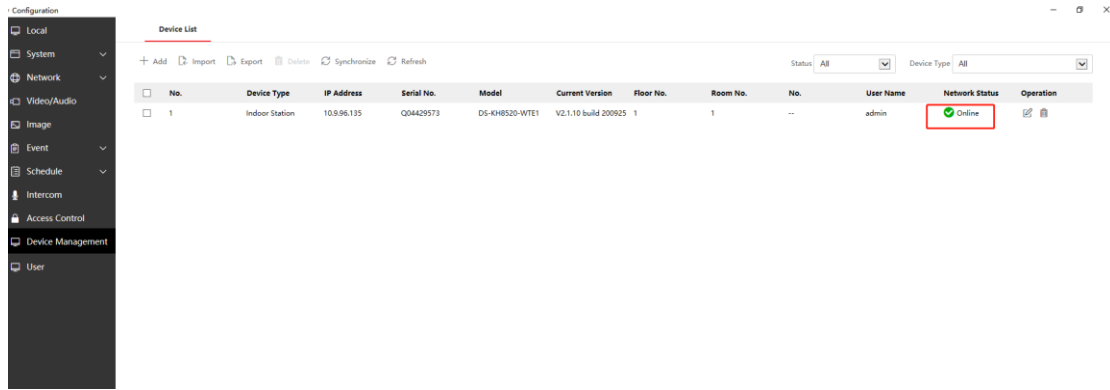


4、如果室内机显示 SIP 标志或门口设备管理界面已显示室内机 online，表明室内机已成功注册到主门口机。

4. If the indoor station displays the SIP logo or device management interface of the door station has displayed the indoor station online, it indicates that the indoor station has successfully registered to the main door station.

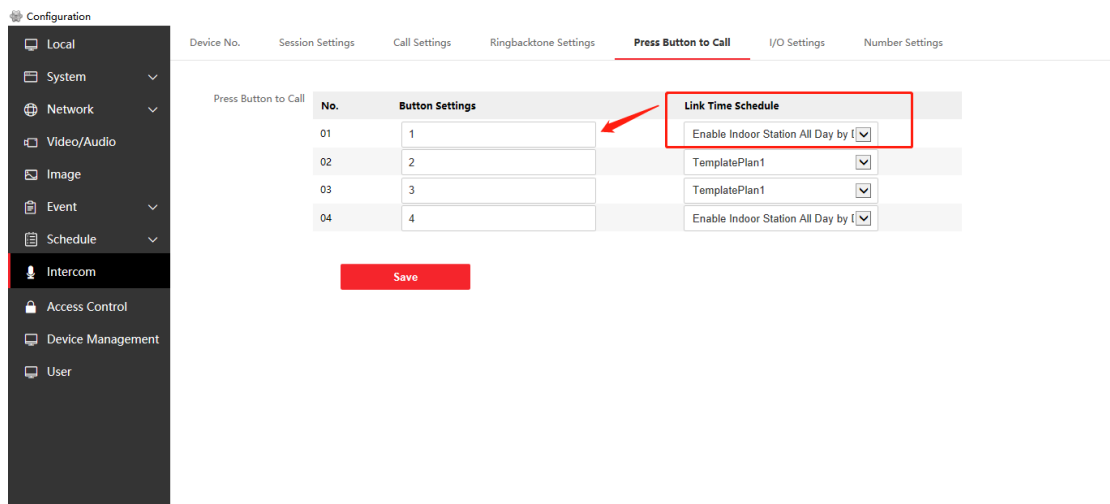






5、如果室内机图标显示 SIP 异常（表明已注册至门口机已）或门口机的设备管理界面已显示室内机在线，但还是呼叫失败，那么可以检查门口机的按键呼叫房间号及计划模板。

5. If the indoor station icon shows SIP abnormality (indicating that it has been registered to the door station) or device management interface has shown that the indoor station is online, but the call still fails, then you can check the room number and plan template for the door station button to call.



Configuration

- Local
- System
- Network
- Video/Audio
- Image
- Event
- Schedule
- Video Intercom**
- Intercom
- Access Control
- Device Management
- User

**Call Schedule**

Template Configuration

Enable Indoor Station All Day by Default

TemplatePlan1

Schedule Name: TemplatePlan1

Call Type:  Indoor Station  Center

Time Settings: **Weekly Schedule** Holiday Schedule

X Delete Delete All

Day	0	2	4	6	8	10	12	14	16	18	20	22	24
Monday	0	2	4	6	8	10	12	14	16	18	20	22	24
Tuesday	0	2	4	6	8	10	12	14	16	18	20	22	24
Wednesday	0	2	4	6	8	10	12	14	16	18	20	22	24
Thursday	0	2	4	6	8	10	12	14	16	18	20	22	24
Friday	0	2	4	6	8	10	12	14	16	18	20	22	24
Saturday	0	2	4	6	8	10	12	14	16	18	20	22	24
Sunday	0	2	4	6	8	10	12	14	16	18	20	22	24

Save

## 说明 Statement

1、 Wizard 配置只适用单户型，小场景使用。

1. Wizard configuration is only suitable for single-family, small scene use.

2、如果检查完之后仍有问题，请联系技术支持，收集复现的设备日志供研发分析。

2. If there are still problems after checking, please contact technical support to collect recurring device logs for R&D analysis.

3、可通过 FTP 或者 Hiknow 平台参考可视对讲配置 How to 或者找技术支持索要。

3. You can refer to the video intercom configuration How To through FTP or Hiknow platform or ask for technical support.

4、我们对可视对讲设备主从搭配建议是尽量同型号或者同一程序，不推荐搭配不同型号、不同固件来搭配。

4. Our recommendation for master-slave matching of video intercom equipment is to try the same model or the same program as possible. It is not recommended to match with different models and different firmwares.