

PRODUCT	Hikvision IP Intercoms via Hik-Connect App
SUBJECT	iPhones not receiving Push Notifications
DETAIL	<p>Images from the door station can be viewed vis HIK-CONNECT APP (ANDROID & iPHONE)</p> <p>However iPHONES do not receive push notifications via Hik-Connect</p>
CAUSE	The time setting in the intercom door station does not match the iPHONE. (This issue only affects iPhones).
REMEDY	<p>STEP1: Connect your computer to the door station through same network switch or direct connection by Ethernet cable (Cat6 cable) and prepare the iVMS4200 software on your computer.</p> <p>STEP2: In iVMS4200 go to Device Management > Online Device. Click the device selection of the door station then click Add, and add it to the device list as per Fig 1. on the next page of this document.</p> <p>STEP3: Make sure the time on your computer is correct and then follow the steps in Fig 2 (next page) to synchronize the time with your system, click save and check the time of the door station on the live view image. Test the push notification by generating a door call.</p>

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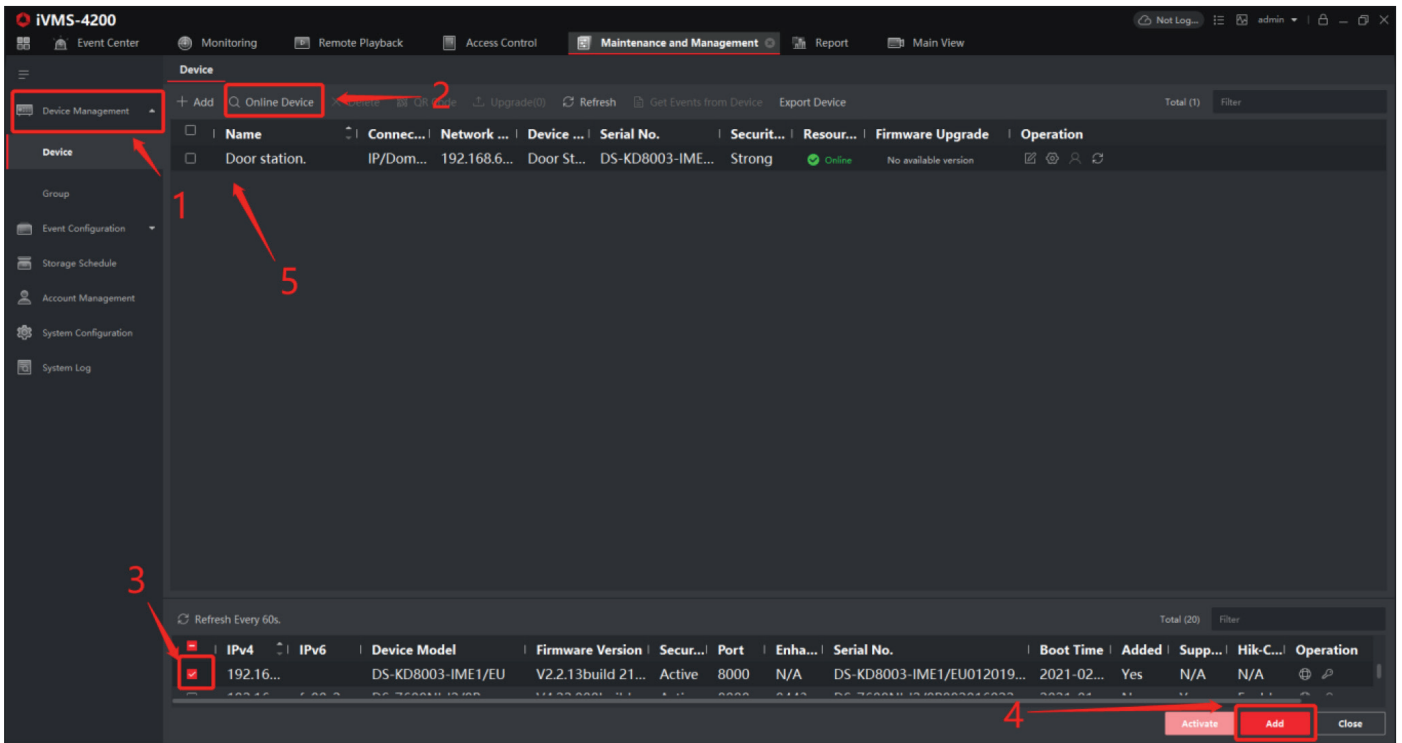


Fig 1.

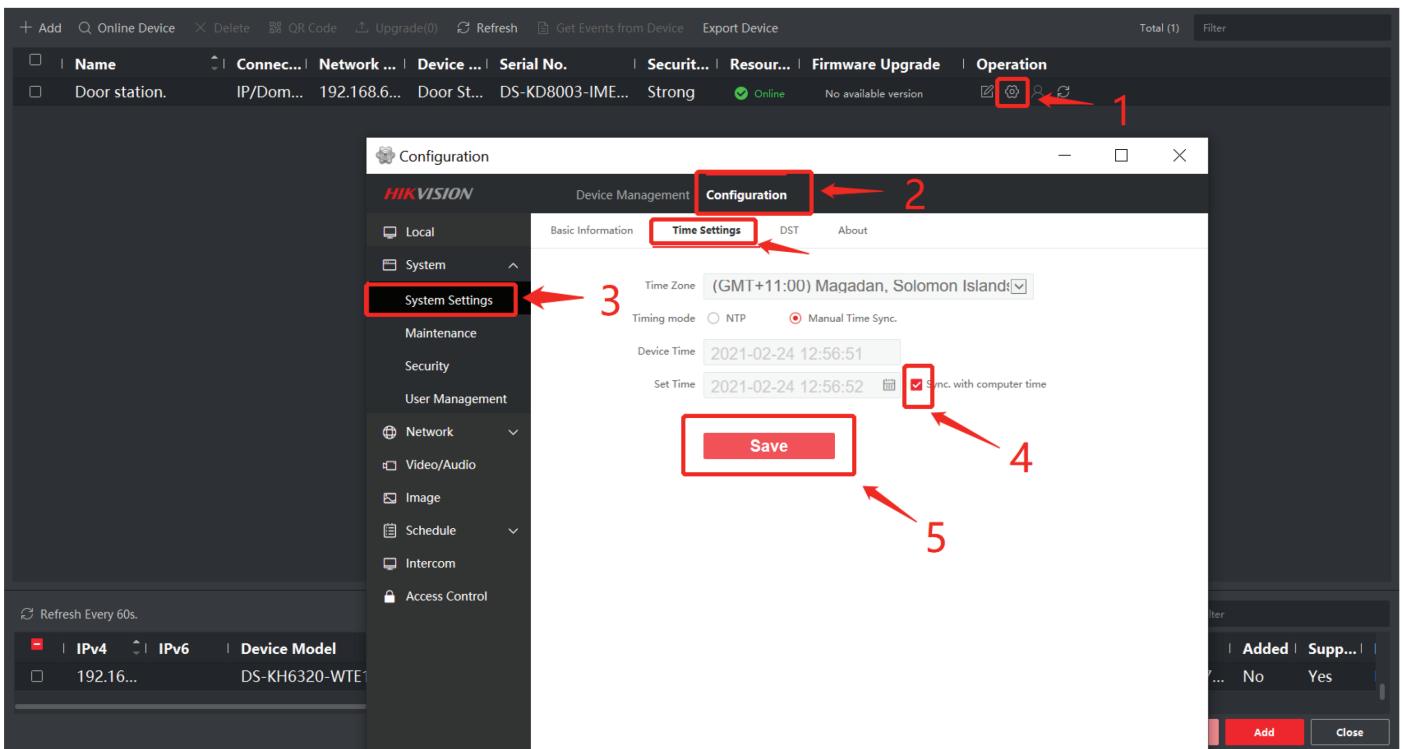


Fig 2.