How does PIXIE work with HIK Vision Intercom Systems?

Home Owner · https://pixiepartners.com.au/support-docs/how-does-pixie-work-with-hik-vision-intercom-systems/

DECEMBER 2024: PIXIE now works with a range of HIK Vision Intercom systems

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As there are very specific setup requirements due to the HIK Vision software, please read below to ensure this works for your installation

What's Needed?

1) A PIXIE Gateway - SGW3/BTAM

2) One or more PIXIE Touch Panels - STP54BTAS

3) Compatible HIKVISION components - see below

What's Compatible?

This integration is compatible with the following HIKVISION components:

DS-KV9503-WBE1

DS-KV6113-WPE1

DS-KV8213-WME1

DS-KV8113-WME1

DS-K1T341AM

DS-KIS901-P



Limitations and Requirements

1. PIXIE touch panel must use LAN cable to connected to the same switch/router as the Hikvision door station

DO NOT RELY ON WIFI for PIXIE touch panels to communicate with Hikvision door station, as this is verified as very unstable.
Even Hikvision official indoor station also requires hardwire LAN cable to communicate with door station.

2. Once PIXIE touch panel is communicating with Hikvision, ***the original Hikvision indoor station (monitor) will be automatically disabled***.

Then only PIXIE touch panel can be used as monitor for the system, this is due to Hikvision software limitations.

Customers need to be aware of this at the very beginning, prior to installation.

3. A maximum of 4 PIXIE touch panels per network is allowed to work as monitor for the Hikvision intercom.

4. This is only suitable for single residence applications and will not work as intended for multi-unit systems.

How to Setup?

Setup is achieved through the PIXIE Touch Panels.

For each Touch Panel you would like to use as a HIKVISION monitor, this needs to be configured for each panel.

1) Setup your PIXIE PLUS home using the PIXIE PLUS app

2) Setup your touch panel using the PIXIE PLUS App

3) Once the Touch Panel is setup up, from the homepage select the cog in the top right hand corner and select INTEGRATIONS

This step by step presentation below may be helpful, and whilst it is for DaHua Intercom, from a PIXIE perspective the setup operations are the same.

Read from Page 8

Embedded media: https://docs.google.com/presentation/d/e/2PACX-1vS6exW2AXw3zYZ6ss0GW7lbntchUD5K5y3mHTt3xEVP28aVffgh12i0Q0DF9Nq6Nj0pob4LigD6-lbb/embed?start=false&loop=false&delayms=3000