If you have added the indoor station to Hik-Connect app and connect indoor station to door station correctly, when you calling via door station, and could not receive the snapshot on Hik-Connect App as below. Please kindly operate as the following steps.
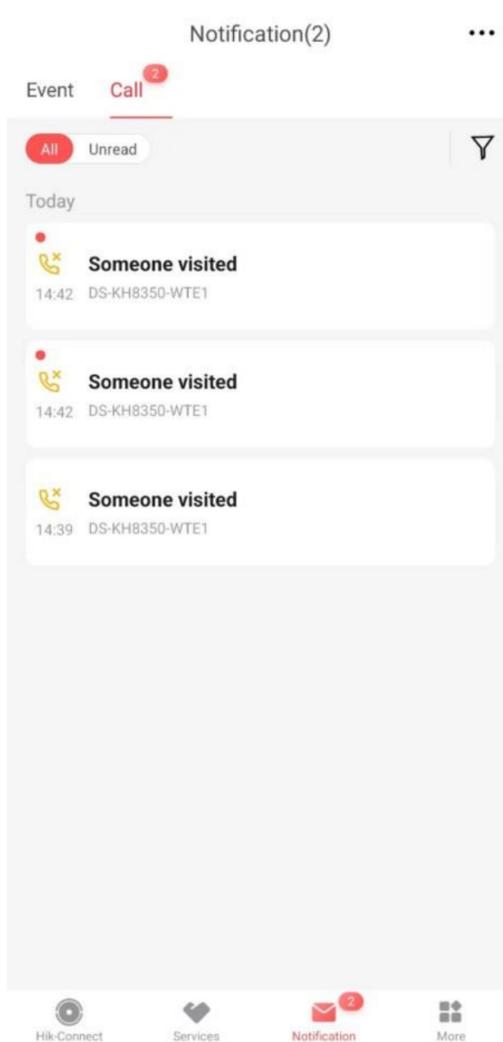
Step1, Enable Snapshot on indoor Station

There are two kinds of indoor stations:

1. Normal indoor station

Tap Settings–Preference-shortcut settings on indoor station, then enable Snapshot.
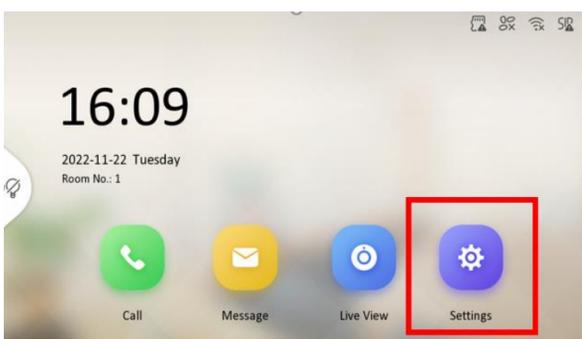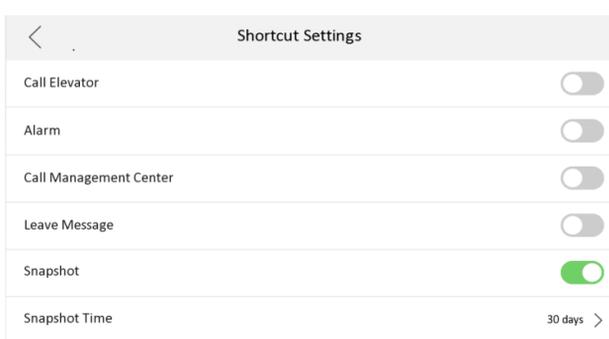
2. Android indoor station

Tap Settings–Preference- Auto Delete Capture/Messages, then enable Snapshot.
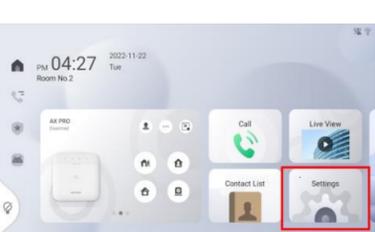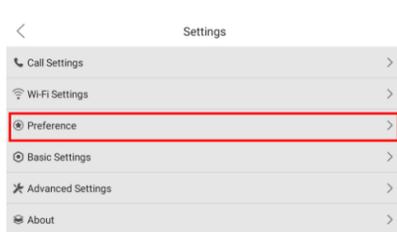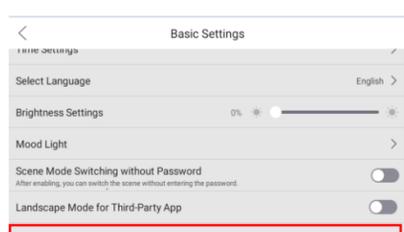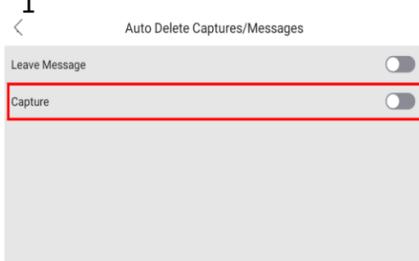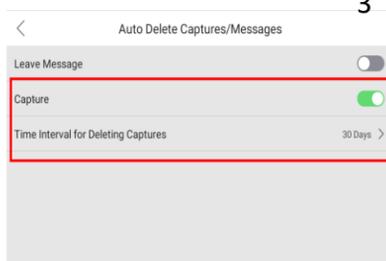
Steps 2, Call via door station

After calling, check the call log on indoor station, if you could find the picture icon on your indoor station as below, then you could get the snapshot on Hik-Connect App.
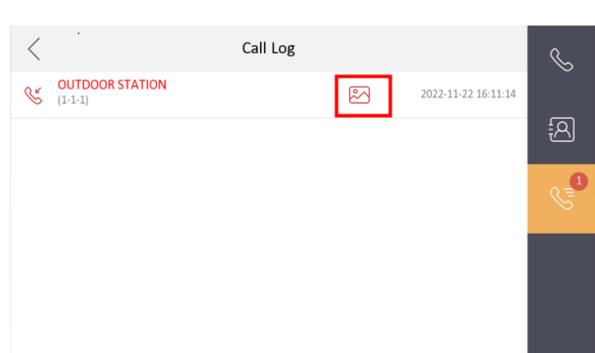
Normal Indoor Station   Android Indoor Station