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.

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16:09 2022-11-22 Tuesday Room No.: 1	Message Live View Settings	Shortcut Settings	2	> (⁽) (⁽) (⁽) (⁽)) (⁽⁾⁾) (⁽⁾⁾
\langle	Shortcut Settings	< .	Shortcut Settings	
Call Elevator		Call Elevator		
Alarm		Alarm		
Call Management Center		Call Management Center		
		Leave Message		
Leave Message		Snapshot		
Snapshot		Snapshot Time		30 days >
	3		4	

2. Android indoor station

Tap Settings–Preference- Auto Delete Capture/Messages, then enable Snapshot.

			92 Ŷ	<	Settings			< Basic Settings
м № 04:27 тие	2022-11-22 Tue			📞 Call Settings		>		Time Setungs /
Room No.2				🔅 Wi-Fi Settings		>		Select Language English >
AX PRO	4 - 8	Call Live	Live View	Preference		>		Brightness Settings 0% 🔶 💮
			0	Basic Settings		>		Mood Light >
	1 1	Contact List Se	ontact List	Advanced Settings		>		Scene Mode Switching without Password After enabling, you can switch the scene without entering the password.
		1 5				· · · · · · · · · · · · · · · · · · ·		Landscape Mode for Third-Party App
				😸 About		>		Auto Delete Captures/Messages
	1	Auto Doloto	Conturno (Moor		2			3
	\	Auto Delete	Captures/Mess	sages			uto Delete	captures/messages
	Leave Messag	ge				Leave Message		
	Capture					Capture		
						Time Interval for Deleting (Captures	30 Days >
			4				5	

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