Saved from manuals.plus.
Open the live page for links to other documents and user manuals.

Hikvision DS-PWA32-HGR

Hikvision AXIOM HUB GPRS 868MHz Wireless Alarm System

Model: DS-PWA32-HGR User Manual

Introduction

The Hikvision AXIOM HUB GPRS 868MHz Wireless Alarm System (Model: DS-PWA32-HGR) is a sophisticated central control panel designed for robust security in residential and small business applications. This hub integrates advanced intrusion detection with native Hikvision video management, offering comprehensive protection and monitoring capabilities. It supports Wi-Fi and GPRS transmission, enabling seamless connectivity and remote control via the HiK-Connect app. This manual provides essential information for the proper setup, operation, maintenance, and troubleshooting of your alarm system.

Product Overview



Figure 1: Front view of the Hikvision AXIOM HUB GPRS 868MHz Wireless Alarm System. This image shows the compact, white square-shaped hub with indicator lights at the top and the Hikvision logo in the center.

The DS-PWA32-HGR serves as the core of your wireless alarm system. It features bidirectional radio communication and supports video verification of alarms, allowing users to quickly confirm events through high-resolution video clips. Its compatibility with the HiK-Connect app provides full system control, including arming, disarming, and monitoring from your smartphone.



Figure 2: Key features of the Hikvision AXIOM HUB. This image highlights the system's capabilities, including its function as an alarm control panel, 868MHz wireless frequency, video verification support, and multiple connectivity options (LAN, Wi-Fi, GPRS).

Setup

1. Unboxing and Initial Inspection

- Carefully remove all components from the packaging.
- Verify that all listed components are present: the AXIOM HUB unit, power adapter, and any included accessories.
- Inspect the unit for any signs of physical damage. Do not proceed with installation if damage is observed.

2. Power Connection

- Connect the provided power adapter to the DC input port on the AXIOM HUB.
- Plug the power adapter into a standard electrical outlet.
- The power indicator LED on the hub should illuminate, indicating that the device is receiving power.

3. Network Connection

The AXIOM HUB supports multiple network connectivity options:

- **Wi-Fi:** For wireless internet connection. During initial setup via the HiK-Connect app, you will be prompted to connect to your Wi-Fi network.
- **GPRS:** For cellular data backup, ensuring continuous communication even if wired internet is unavailable. Insert a compatible GPRS SIM card (not included) into the designated slot.
- **LAN (Ethernet):** For a wired internet connection. Connect an Ethernet cable from the hub's LAN port to your router.

4. HiK-Connect App Installation and Device Pairing

- Download the official HiK-Connect app from your smartphone's app store (iOS App Store or Google Play Store).
- Create a new account or log in to your existing account.
- Follow the in-app instructions to add your AXIOM HUB. This typically involves scanning a QR code on the device or manually entering its serial number.
- Once the hub is added, you can proceed to add compatible Hikvision or ONVIF third-party cameras and other security devices (e.g., sensors, detectors) to your system through the app.

Operating Instructions

1. Arming and Disarming the System

- Open the HiK-Connect app on your smartphone.
- Select your AXIOM HUB from the device list.
- Use the intuitive controls within the app to arm (activate) or disarm (deactivate) your alarm system. You can typically choose between "Away Arm" (full protection) and "Stay Arm" (perimeter protection while inside).

2. Monitoring Video Feeds and Receiving Alerts

- If cameras are connected, access live video feeds directly through the HiK-Connect app.
- The system is designed to send instant notifications to your smartphone when an alarm event is triggered.
- For video verification, the app will provide short video clips associated with the alarm event, allowing you to assess the situation remotely.

3. System Settings and Customization

- Within the HiK-Connect app, navigate to the device settings for your AXIOM HUB.
- Here you can configure various parameters, including sensor sensitivity, notification preferences, user permissions, and alarm zones.
- Refer to the HiK-Connect app's in-app help or Hikvision's online resources for detailed customization options.

Maintenance

1. Regular Checks

- Periodically check the status indicators on the AXIOM HUB to ensure it is operating normally.
- Verify that all connected sensors and cameras are communicating with the hub.
- Test the alarm system regularly (e.g., once a month) by triggering a sensor to ensure the alarm sounds and notifications are received. Inform relevant parties before testing to avoid false alarms.

2. Firmware Updates

- Hikvision periodically releases firmware updates to improve performance, add features, and enhance security.
- Check for available updates through the HiK-Connect app.
- Follow the app's instructions carefully when performing firmware updates. Ensure the device remains powered during the update process.

3. Cleaning

- Clean the exterior of the AXIOM HUB with a soft, dry cloth.
- Do not use liquid cleaners, aerosols, or abrasive solvents, as these can damage the device.
- Ensure no dust or debris obstructs ventilation openings.

TROUBLESHOOTING

Common Issues and Solutions:

- **No Power:**
  - Ensure the power adapter is securely connected to the hub and the electrical outlet.
  - Check if the outlet is functional.
- **No Network Connection:**
  - **Wi-Fi:** Verify your Wi-Fi network is active and the password entered in the app is correct. Ensure the hub is within Wi-Fi range.
  - **LAN:** Check the Ethernet cable connection to both the hub and your router. Verify your router has internet access.
  - **GPRS:** Ensure the SIM card is correctly inserted, active, and has sufficient credit/data.
- **Sensors Not Responding:**
  - Check the battery status of the sensor.
  - Ensure the sensor is properly paired with the AXIOM HUB via the HiK-Connect app.
  - Verify the sensor is within the hub's wireless range.
- **False Alarms:**
  - Review sensor placement and sensitivity settings in the HiK-Connect app.
  - Ensure environmental factors (e.g., pets, drafts, direct sunlight) are not triggering motion sensors.
- **App Connectivity Issues:**
  - Ensure your smartphone has a stable internet connection.
  - Log out and log back into the HiK-Connect app.
  - Clear the app's cache or reinstall the app if issues persist.

If you encounter persistent issues not covered here, please refer to the official Hikvision support resources or contact their customer service.

SPECIFICATIONS

Feature	Detail

Feature	Detail
Model Number	DS-PWA32-HGR
Brand	Hikvision
Connectivity Technology	Wireless (Wi-Fi, GPRS, 868MHz Radio), LAN (Ethernet)
Power Source	Battery-powered (with AC adapter for charging/continuous power)
Compatible Devices	Smartphone (via HiK-Connect app), Hikvision cameras, ONVIF third-party cameras
Product Dimensions (LxWxH)	15 x 28 x 27 cm
Item Weight	500 grams
Included Components	Central Axiom Hub radio bidirectional

Warranty and Support

Warranty Information

This Hikvision product is covered by a limited manufacturer's warranty. The specific terms and duration of the warranty may vary by region and retailer. Please retain your proof of purchase for warranty claims. For detailed warranty information, refer to the documentation included with your product or visit the official Hikvision website.

Customer Support

For technical assistance, troubleshooting, or product inquiries, please contact Hikvision customer support. You can typically find contact information, FAQs, and additional resources on the official Hikvision website (www.hikvision.com). When contacting support, please have your product model number (DS-PWA32-HGR) and serial number ready.

© 2024 Hikvision. All rights reserved.
This manual is for informational purposes only. Specifications are subject to change without notice.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Open the live page

https://manuals.plus/asin/B086WK15YD

More documents and user manuals: **https://manuals.plus/**