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› Hikvision 2-Wire Video Intercom Kit with 7-inch WiFi Monitor and FullHD Outdoor Panel (Model 38084) - User Manual

## Hikvision 38084

# Hikvision 2-Wire Video Intercom Kit - User Manual

Model: 38084

## 1. INTRODUCTION

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This manual provides detailed instructions for the installation, operation, and maintenance of your Hikvision 2-Wire Video Intercom Kit, Model 38084. This system is designed for single-family homes, offering enhanced security and convenience through its 7-inch touchscreen monitor, FullHD outdoor camera, and seamless integration with the Hik-Connect mobile application. Please read this manual thoroughly before installation and use to ensure proper functioning and safety.



Figure 1: Hikvision 7-inch Video Intercom Monitor (Front View)

The image displays the front view of the Hikvision 7-inch video intercom monitor, featuring a large screen and the Hikvision logo at the bottom.

## 2. SAFETY INFORMATION

Always follow basic safety precautions to reduce the risk of fire, electric shock, and injury to persons.

- **Electrical Safety:** Installation must be performed by qualified personnel in accordance with all local electrical codes. Disconnect power before installation or servicing.
- **Water and Moisture:** Do not expose the indoor monitor to rain or moisture. The outdoor panel is IP65 rated for weather resistance but should not be submerged.
- **Temperature:** Operate the device within the specified temperature range.
- **Cleaning:** Use a soft, dry cloth for cleaning. Do not use liquid or aerosol cleaners.
- **Interference:** Avoid installing near sources of strong electromagnetic interference.

## 3. PACKAGE CONTENTS

Verify that all components are present in the package:

- 7-inch Indoor Monitor (with WiFi)
- FullHD Outdoor Panel (with Camera and Night Vision)
- 4-Channel Distributor
- Mounting accessories (screws, wall plugs)
- User Manual (this document)
- 16 GB MicroSD Card (pre-installed or included for video storage)



Figure 2: Hikvision Outdoor Panel and Mounting Accessories

This image shows the Hikvision outdoor panel alongside its rain shield and a flush-mount box, illustrating the various mounting options available.

## 4. SETUP AND INSTALLATION

The Hikvision video intercom system utilizes a 2-wire installation method, simplifying wiring. Both the indoor monitor and outdoor panel are designed for surface mounting.

### 4.1 Outdoor Panel Installation

1. **Choose Location:** Select a suitable location near the entrance, ensuring the camera has a clear view of visitors. The panel is IP65 rated for outdoor use.
2. **Mounting:** Use the provided mounting bracket to mark drill holes on the wall. Drill holes, insert wall plugs, and secure the bracket.
3. **Wiring:** Connect the 2-wire cable from the distributor to the outdoor panel terminals. Ensure correct polarity.
4. **Secure Panel:** Attach the outdoor panel to the mounting bracket.



Figure 3: Hikvision Outdoor Panel (Front View)

This image shows the front of the Hikvision outdoor panel, featuring the FullHD camera, speaker grille, call button, and nameplate area.

## 4.2 Indoor Monitor Installation

1. **Choose Location:** Select an indoor location where the monitor is easily accessible and visible.
2. **Mounting:** Use the provided mounting plate to mark and drill holes. Secure the mounting plate to the wall.
3. **Wiring:** Connect the 2-wire cable from the distributor to the indoor monitor terminals.
4. **Power Connection:** Connect the monitor to a power source (mains electricity).
5. **Secure Monitor:** Attach the indoor monitor to the mounting plate.

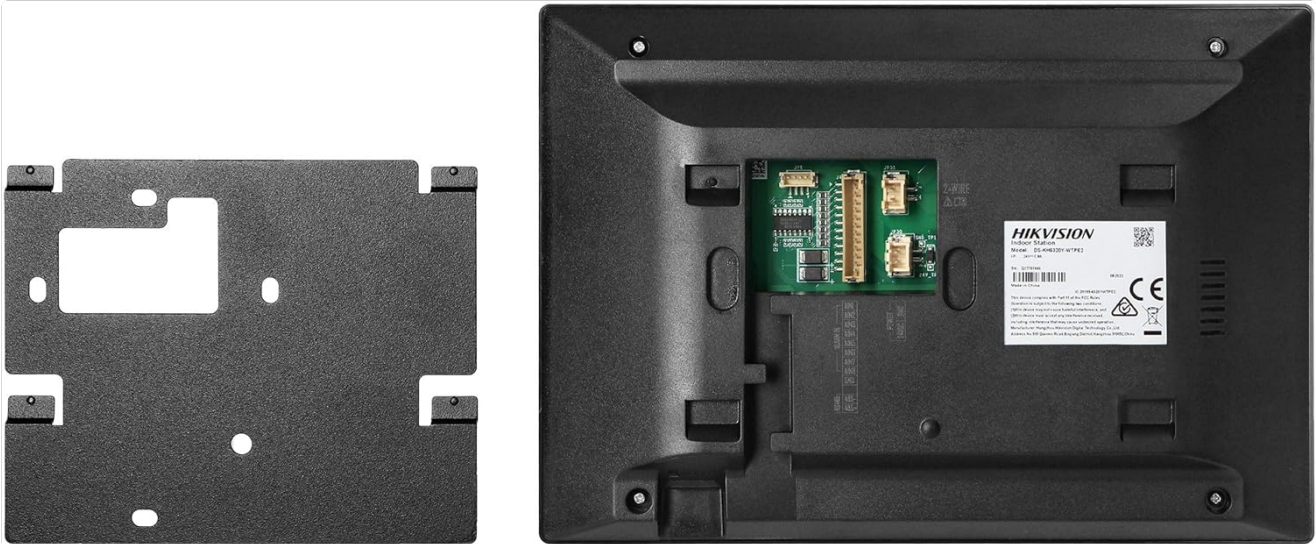


Figure 4: Hikvision Indoor Monitor (Back View) and Mounting Plate

The image displays the rear of the Hikvision indoor monitor, showing its connection ports and the separate mounting plate used for installation.

## 4.3 System Wiring Diagram (General)

The 2-wire system connects the outdoor panel, indoor monitor, and the 4-channel distributor. The distributor manages power and data communication between the devices.

- Connect the outdoor panel to the distributor using a 2-wire cable.
- Connect the indoor monitor to the distributor using a 2-wire cable.
- Ensure the distributor is powered.
- For electric lock control, additional power may be required for the lock itself, connected via the outdoor panel.

## 4.4 WiFi Connection

After physical installation, power on the monitor. Navigate to the network settings on the 7-inch touchscreen to connect to your 2.4 GHz Wi-Fi network (802.11 b/g/n standard). This enables smartphone communication via the Hik-Connect app.

# 5. OPERATING INSTRUCTIONS

## 5.1 Indoor Monitor Functions

- **Touch Screen:** Navigate menus and control functions using the 7-inch touch screen.
- **Intercom Function:** Communicate with visitors at the outdoor panel or other indoor monitors (if expanded).
- **Memory Function:** The monitor supports a memory function, likely for capturing images or short video clips of visitors.
- **SD Card Reader:** A 16GB MicroSD card is included for storing recorded video streams.
- **Ringtone Management:** Choose from 3 available ringtones. Adjust volume or mute the ringtone as needed.

- **Door Control:** Use the monitor to remotely open an electric lock connected to the system.
- **CCTV Camera Integration:** The system can be expanded to integrate up to 16 CCTV cameras.



Figure 5: Hikvision Indoor Monitor (Front View)

This image shows the Hikvision 7-inch indoor monitor from the front, highlighting its sleek design and large display area.

## 5.2 Outdoor Panel Operation

- **Call Button:** Visitors press the single call button to initiate a call to the indoor monitor.
- **FullHD Camera:** Provides a 2MP (1920x1080p) video feed with a wide viewing angle (96°/180°).
- **Night Vision:** Integrated IR illumination ensures clear visibility even in low-light conditions.
- **Nameplate:** A space is provided for a nameplate or label.



Figure 6: Hikvision Outdoor Panel (Angled View)

An angled view of the Hikvision outdoor panel, showcasing its robust construction and integrated camera and call button.

### 5.3 Hik-Connect Mobile Application

Download the Hik-Connect app from your smartphone's app store. Once installed and configured with your system, you can:

- Receive calls from the outdoor panel on your smartphone.
- View live video from the outdoor camera.
- Remotely open the door.
- Access recorded video footage.

## 6. MAINTENANCE

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Regular maintenance ensures the longevity and optimal performance of your intercom system.

- **Cleaning:** Wipe the monitor screen and outdoor panel with a soft, damp cloth. Avoid abrasive cleaners.
- **Firmware Updates:** Periodically check for firmware updates via the Hik-Connect app or Hikvision's official website to ensure your system has the latest features and security patches.
- **Cable Inspection:** Periodically inspect all wiring for any signs of wear or damage.
- **Outdoor Panel Lens:** Keep the camera lens on the outdoor panel clean for clear video quality.

## 7. TROUBLESHOOTING

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If you encounter issues, refer to the following common troubleshooting steps:

- **No Power:** Check all power connections and ensure the distributor is receiving power.
- **No Video/Audio:** Verify the 2-wire connections between the outdoor panel, monitor, and distributor. Ensure correct polarity.
- **WiFi Connection Issues:** Ensure your router is operating on 2.4 GHz. Re-enter WiFi credentials on the monitor. Check signal strength.
- **Door Lock Not Opening:** Confirm the electric lock has its own power supply if required. Check wiring from the outdoor panel to the lock.
- **Poor Night Vision:** Ensure the outdoor camera lens is clean and free from obstructions.

## 8. SPECIFICATIONS

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### General System Specifications

Type	Single-family
Video Function	Yes
Power Supply	Mains electricity
Transmission Type	Wired (2-wire)
Smartphone Communication	Yes (via Hik-Connect app)
Wi-Fi Frequency	2.4 GHz
Wi-Fi Standard	802.11 b/g/n
Installation Method	2-wire, Surface Mount

<b>Max. Monitors</b>	Expandable to 3
<b>Max. Outdoor Panels</b>	Expandable to 1
<b>Max. CCTV Cameras</b>	Expandable to 16
<b>Electric Lock Control</b>	Yes (requires additional power for lock)
<b>Day/Night Function</b>	Yes

#### Indoor Monitor Specifications

<b>Mounting Method</b>	Surface Mount
<b>Hands-free System</b>	Yes
<b>Screen Diagonal</b>	7 inches
<b>Resolution</b>	1024 x 600
<b>Touch Screen</b>	Yes
<b>Video System</b>	PAL, Color
<b>Memory Function</b>	Yes
<b>SD Card Reader</b>	Yes (16GB card included)
<b>Intercom Function</b>	Yes
<b>Ringtones</b>	3
<b>Material</b>	Plastic
<b>Color</b>	Black
<b>Dimensions (W x H x D)</b>	140 mm x 200 mm x 15 mm

#### Outdoor Panel Specifications

<b>Call Buttons</b>	1
<b>Mounting Method</b>	Surface Mount
<b>Camera Resolution</b>	2MP, 1920x1080 (FullHD)
<b>Camera Viewing Angle</b>	96°/180°
<b>Night Illumination</b>	IR (Infrared)
<b>PTZ Function</b>	No
<b>Proximity Card Reader</b>	No
<b>Nameplate Space</b>	Yes
<b>Vandal-proof</b>	No
<b>Protection Rating</b>	IP65

<b>Material</b>	Steel
<b>Color</b>	Silver
<b>Dimensions (W x H x D)</b>	98 mm x 99.8 mm x 43.9 mm

#### Product Dimensions and Weight

<b>Product Dimensions</b>	20 x 15 x 10 cm
<b>Item Weight</b>	1 kg
<b>Model Number</b>	38084

## 9. WARRANTY AND SUPPORT

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For warranty information and technical support, please refer to the official Hikvision website or contact your local distributor. Keep your purchase receipt for warranty claims.

- **Online Support:** Visit [www.hikvision.com](http://www.hikvision.com) for product documentation, FAQs, and support resources.
- **Customer Service:** Contact your retailer or authorized Hikvision service center for assistance.