

How to identify different versions for intercom devices

This guideline is to help you choose which firmware you need to download based on the device you have.

Please refer to product label notation, there are many possibilities, like with or without (B), (C):
For example DS-KH9510-WTE1 and DS-KV8113-WME1:



If you receive the unit and model number is like this, please download non-B version firmware.



If you have a (B) or (C) at the end of the model number, then please download B or C version firmware.

Please contact product team at product.usa@hikvision.com for more information.