



# **X915 SERIES DOOR PHONE**

## **Administrator Guide**

Version: 1.0

Date:

# About This Manual

*Thank you for choosing Akuvox X915 series door phone. This manual is intended for the administrators who need to properly configure the door phone. This manual provides all the configurations for the functions and features of X915 series door phone. Please visit Akuvox forum or consult technical support for any new information or latest firmware.*



## **FCC Caution:**

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment .This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.

# Introduction of Icons and Symbols



Warning:

- *Always abide by this information in order to prevent the persons from injury.*



Caution:

- *Always abide by this information in order to prevent the damages to the device.*



Note:

- *Informative information and advice from the efficient use of the device.*

## *Related Documentation*

*You are advised to refer to the related documents for more technical information via the link below:*

# Table of Contents

<b>1. Product Overview</b>	<b>1</b>
<b>2. Change Log</b>	<b>2</b>
<b>3. Model Specification</b>	<b>3</b>
<b>4. Introduction to Configuration Menu</b>	<b>5</b>
<b>5. Access the Device</b>	<b>9</b>
5.1. Access the Device Setting on the device	9
5.2. Access the Device Setting on the Web Interface	10
<b>6. Language and Time Setting</b>	<b>12</b>
6.1. Language Setting	12
6.1.1. Language Setting on the Device	12
6.1.2. Language Setting on the Device Web Interface	13
6.2. Time Setting	14
6.2.1. Time Setting on the Device	14
6.2.2. Time Setting on the Device Web Interface	16
<b>7. LED&amp;LCD Setting</b>	<b>18</b>
7.1.1. Infrared LED Setting	18
7.1.1.1. Infrared LED Setting on the Device	18
7.1.1.2. Infrared LED Setting on the Web Interface	21

7.1.2. LED Setting on Card Reader Area	22
7.1.3. LCD Screen Brightness Setting	23
7.1.3.1. LCD Screen Brightness Setting on the Web Interface	23
7.1.3.2. LCD Screen Brightness Setting on the Device	25
7.1.4. LED White Light Setting	26
<b>8. Screen Display Configuration</b>	<b>28</b>
8.1.1. Screensaver Configuration	28
8.1.1.1. Configure Screensaver on the Device	28
8.1.1.2. Configure Screensaver on the Web Interface	30
8.1.2. Upload Screensaver	32
8.1.3. Upload Device Booting Image	33
8.1.4. Home Screen Configuration	34
<b>9. Volume and Tone Configuration</b>	<b>36</b>
9.1.1. Volume Configuration	36
9.1.1.1. Configure Volume on the Device	36
9.1.1.2. Configure Volume on the Web Interface	37
9.1.2. Upload Open-door Tone	39
<b>10. Network Setting</b>	<b>40</b>
10.1. Device Network Configuration	40
10.2. Device Local RTP configuration	42

10.3. Device Deployment in Network.....	43
10.4. NAT Setting.....	45
<b>11. Intercom Call Configuration.....</b>	<b>47</b>
11.1. IP call & IP Call Configuration.....	47
11.1.1. Make IP Calls.....	47
11.1.2. IP Call Configuration.....	48
11.2. SIP Call &SIP Call Configuration.....	49
11.2.1. SIP Account Registration.....	49
11.2.1.1. Configure SIP Account on the Device.....	49
11.2.1.2. Configure SIP Account on the Web Interface.....	51
11.2.2. SIP Server Configuration.....	53
11.2.3. SIP Call DND&Return Code Configuration.....	55
11.2.4. Configure Outbound Proxy Server.....	56
11.2.5. Configure Data Transmission Type.....	57
11.3. Dial Options Configuration.....	59
11.3.1. Quick Dial by Number Replacement.....	59
11.3.1.1. Quick Dial by Number Replacement on the Device.....	59
11.3.1.2. Quick Dial by Number Replacement on the Web Interface.....	61
11.4. Call Auto-answer Configuration.....	62

11.5. Robin Call Configuration.....	63
<b>12. Call Settings.....</b>	<b>65</b>
12.1.1. Maximum Call Duration Setting.....	65
12.1.2. Maximum Dial Duration Setting.....	66
12.1.3. Audio& Video Codec Configuration for SIP Calls...	67
12.1.3.1. Audio Codec Configuration.....	67
12.1.3.2. Video Codec Configuration.....	69
12.2. Configure DTMF Data Transmission.....	70
<b>13. Phone Book Configuration.....</b>	<b>72</b>
13.1. Phone Book Configuration on the Device.....	73
13.2. Phone Book Configuration on the Web Interface.....	75
13.2.1. Manage Contact Groups on the Web Interface.....	75
13.2.2. Contact List Configuration on the Web Interface..	76
13.2.2.1. Contact List Display Setting.....	77
<b>14. Relay Setting.....</b>	<b>81</b>
14.1. Relay Switch Setting.....	81
14.2. Web Relay Setting.....	83
14.2.1. Configure Web Relay on the Web Interface.....	84
14.2.2. Configure Web Relay Configuration on the Device	87
<b>15. Door Access Schedule Management.....</b>	<b>87</b>
15.1. Configure Door Access Schedule.....	88

15.1.1. Create Door Access Schedule.....	88
15.1.2. Import and Export Door Access Schedule.....	90
15.1.3. Edit the Door Access Schedule.....	91
<b>16. Door Unlock Configuration.....</b>	<b>92</b>
16.1. Configure PIN Code for Door Unlock.....	92
16.1.1. Configure Public PIN code.....	93
16.1.2. Configure Private PIN Code on the Device.....	93
16.1.3. Configure Private PIN Code on the Web Interface.....	94
16.1.4. Configure Private PIN Access Mode.....	97
16.2. Configure RF Card for Door Unlock.....	99
16.2.1. Configure RF Card on the Web Interface.....	99
16.2.2. Configure RF Card on the device.....	100
16.2.3. Configure RF Card Code Format.....	101
16.3. Configure Facial Recognition for Door Unlock.....	102
16.3.1. Configure Facial Recognition on the Device.....	102
16.3.2. Configure Facial Recognition on Web Interface.....	103
16.4. Edit the User-specific door access data.....	105
16.5. Import and Export User Data of Access Control.....	106
16.6. Configure Bluetooth for Door Unlock.....	107
16.7. Configure Open Relay via HTTP for Door Unlock.....	108
16.8. Unlock by QR Code.....	109

16.9. Configure Exit Button for Door Unlock	110
16.10. Configure Reception Tab for Door Unlock	112
16.11. Unlock by DTMF code	113
<b>17. Security</b>	<b>116</b>
17.1. Tamper Alarm Setting	116
17.1.1. Configure Tamper Alarm on the Device	116
17.1.2. Configure Tamper Alarm on the Web Interface	117
17.2. Motion Detection	118
17.2.1. Configure Motion Detection on the Device	118
17.2.2. Configure Motion Detection on the Web Interface	120
17.3. Security Notification Setting	121
17.3.1. Email Notification Setting	121
17.3.2. FTP Notification Setting	124
17.3.3. TFTP Notification Setting	125
17.4. Web Interface Automatic Log-out	125
<b>18. Monitor and Image</b>	<b>127</b>
18.1. RTSP Stream Monitoring	127
18.1.1. RTSP Basic Setting	127
18.1.2. RTSP Stream Setting	127
18.2. MJPEG Image Capturing	130
18.3. ONVIF	131

18.4. Live Stream	133
<b>19. Logs</b>	<b>135</b>
19.1. Call Logs	135
19.2. Door Logs	136
<b>20. Debug</b>	<b>138</b>
20.1. System Log for Debugging	138
20.2. PCAP for Debugging	139
<b>21. Firmware Upgrade</b>	<b>141</b>
<b>22. Backup</b>	<b>142</b>
<b>23. Auto-provisioning via Configuration File</b>	<b>143</b>
23.1. Provisioning Principle	143
23.2. Configuration Files for Auto-provisioning	144
23.3. AutoP Schedule	146
23.4. PNP Configuration	147
23.5. DHCP Provisioning Configuration	148
23.6. Static Provisioning Configuration	151
<b>24. Integration with Third Party Device</b>	<b>154</b>
24.1. Integration via Wiegand	154
<b>25. System Reboot&amp;Reset</b>	<b>156</b>
25.1. Reboot	156
25.2. Reset	156

26. Abbreviations.....	158
27. FAQ.....	160
28. Contact us.....	163

## 1. Product Overview

Akuvox X915 series is an Android-based IP video door phone with a touch screen. It incorporates audio and video communications, access control and video surveillance. Its finely tuned Android OS, Cloud and AI based communication technology allows featured customization to better suit your operation habit. X915 series multiple ports, such as RS485 and Wiegand ports, can be used to easily integrate external digital systems, such as elevator controller and fire alarm detector, helping to create a holistic control of building entrance and its surroundings and giving you a great sense of security via a variety of access such as card access, NFC, Bluetooth, QR code and newly added voice control door access in an accompaniment with body temperature measurement. X915 series door phone is applicable to residential buildings, office buildings and their complex.

## 2.Change Log

*The change log will be updated here along with the changes in the new software version.*

### 3. Model Specification

	X915S
Model & Feature	
Display	8 Inch IPS LCD
Touch Screen	√
Button	X
Housing Material	316 grade stainless steel and Aluminum
Relay In	3
Relay Out	3
Alarm In	X
RS485	√
PoE	POE+
Resolution	1280x800
Brightness	650nits
RAM	2G
ROM	16G

Guide

	X915S
Wall Mounting	√
Flush Mounting	√
Desk Mounting	X
Wall Mounting Dimension	350x130x41.6mm
Wall Mounting Dimension	350x130x53.9mm
POE+ Standby Power Consumption	5.263W
POE+ Full Load Power Consumption	18.796W

## 4. Introduction to Configuration Menu

- *Status*: this section gives you basic information such as product information, Network Information, and account information etc.
- *Account*: this section concerns SIP account, SIP server, proxy server, transport protocol type, audio&video codec, DTMF, session timer, etc.
- *Network*: this section mainly deals with DHCP&Static IP setting, RTP port setting, and device deployment etc.
- *Intercom*: this section covers Intercom settings, Call Log etc.
- *Surveillance*: this section covers Motion Detection, RTSP, MJPEG, ONVIF, Live stream.
- *Access Control*: this section covers Input control, Relay, Card settings, Face Recognition setting, Private PIN Code, Wiegand

## Guide

---

connection etc.

- **Tenants:** this section involves Tenants management and Dial Plan.
- **Device:** this section includes Light settings, tab&button display, LCD settings and Voice settings.
- **Settings:** this section includes Time&language, Action settings, Door settings, Schedule for access control.
- **Upgrade:** this section covers Firmware upgrade, device reset&reboot, configuration file auto-provisioning, fault Diagnosis.
- **Security:** this section is for Password modification.
- **Mode selection:**
  1. **Discovery mode:** It is a plug and play configuration mode. Akuvox devices will configure themselves automatically when users power

## Guide

---

on the devices and connect them to network. It is super time-saving mode, and it will greatly bring users convenience by reducing manual operations. This mode requires no prior configurations previously by the administrator.

2. **Cloud mode:** Akuvox Cloud is an all-in-one management system.

Akuvox Cloud is the mobile service that allows audio, video, remote access control between smart phones and Akuvox intercoms. All configurations in the device will be issued automatically from cloud. If users decide to use Akuvox cloud, please contact Akuvox technical support, and they will help you configure the related settings before using.

3. **SDMC mode:** SDMC (SIP Device Management Controller) is a

simple and comprehensive software for building management. It provides a topography for a community while offering you a graphical configuration interface for the door access, intercom, monitoring, alarm and so on. It is a convenient tool for property manager to manage, operate and maintain the community.

- **Tool selection**

Akuvox has many configuration tools for you to set up devices more conveniently. Here we list some common tools, please contact your administrator to get the tool if you need them.

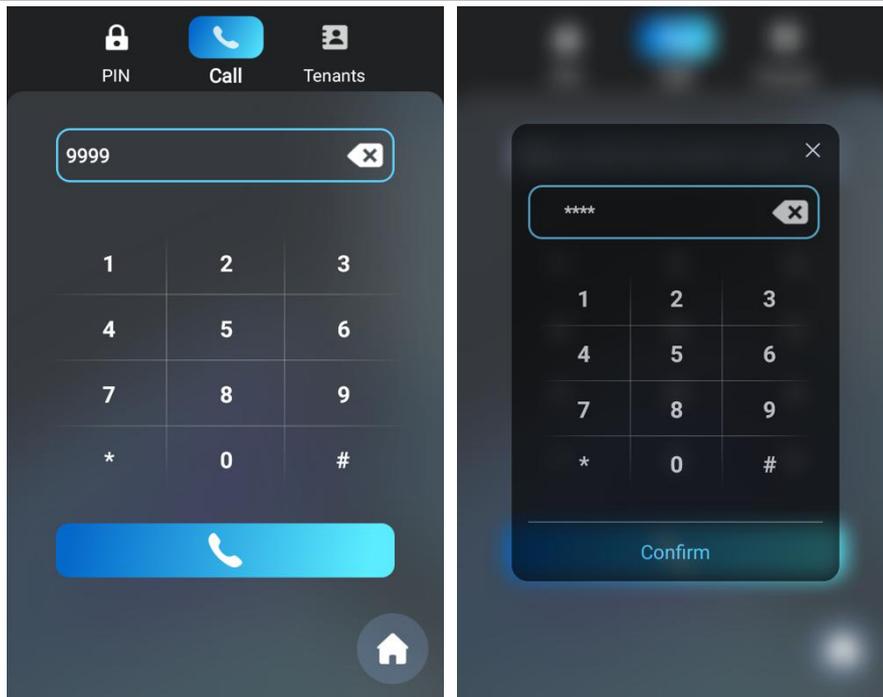
1. **SDMC**: SDMC is suitable for the management of Akuvox devices large communities, including access control, resident information, remote device control, etc.
2. **Akuvox Upgrade tool**: Upgrade Akuvox devices in batch on a LAN (Local Area Network)
3. **Akuvox PC Manager**: Distribute all configuration items in batch on a LAN.
4. **IP scanner**: it is used to search Akuvox device IP addresses on a LAN.
5. **FacePro**: Manage face data in batch for the door phone on a LAN.

## 5. Access the Device

*X915 series door phone system setting can be either accessed on the device directly or on the device web interface.*

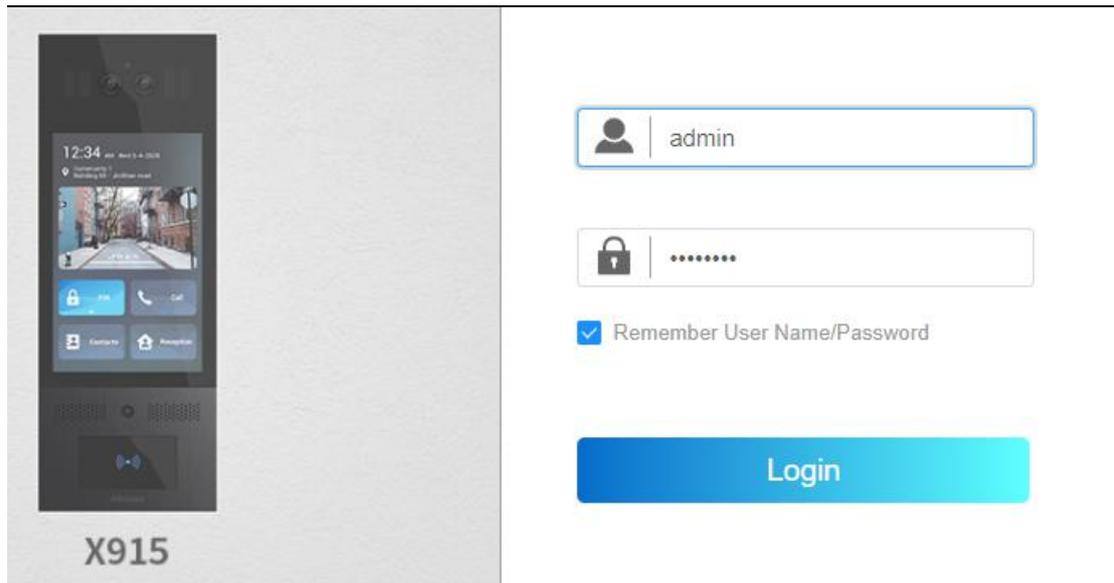
### 5.1. Access the Device Setting on the device

*Before configuring Akuvox X915, please make sure the device is installed correctly and connect a normal network. Using Akuvox IP scanner tool to search the device IP address in the same LAN. Then use the IP address to login in the web browser by user name and password **admin** and **admin**. Or setup some basic settings on device screen by pressing **9999** + **Dial** key + **3888**(password) on **Dial** screen.*



## 5.2. Access the Device Setting on the Web Interface

You can also enter the device IP address on the web browser in order to log in the device web interface where you can configure and adjust parameters, etc.

*Guide* **Tip:**

- You can also obtain the device IP address *using* the Akuvox IP scanner to log in the device web interface. Please refer to the URL below for the IP scanner application:  
[http://wiki.akuvox.com/doku.php?id=tool:ip\\_scanner&s\[\]=ip&s\[\]=scanner](http://wiki.akuvox.com/doku.php?id=tool:ip_scanner&s[]=ip&s[]=scanner)

 **Note:**

- Google Chrome browser is strongly recommended.
- The Initial user name and password are “admin” and please be case-sensitive to the user names and passwords entered.

## 6. Language and Time Setting

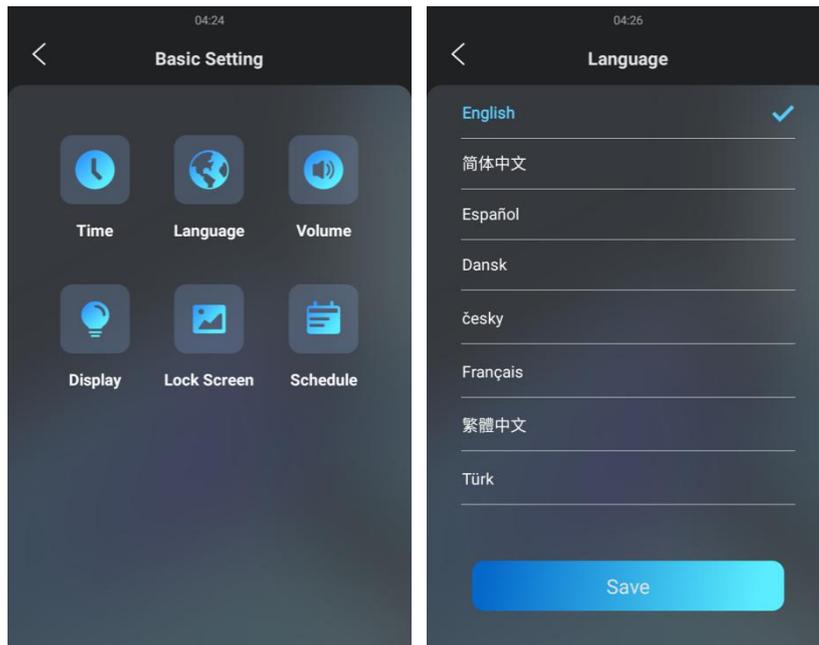
### 6.1. Language Setting

When you first set up the device, you might need to set the language to your needs, or you can do it later if needed. And the language can either be set up directly on the device or on the device web interface according to your preference.

#### 6.1.1. Language Setting on the Device

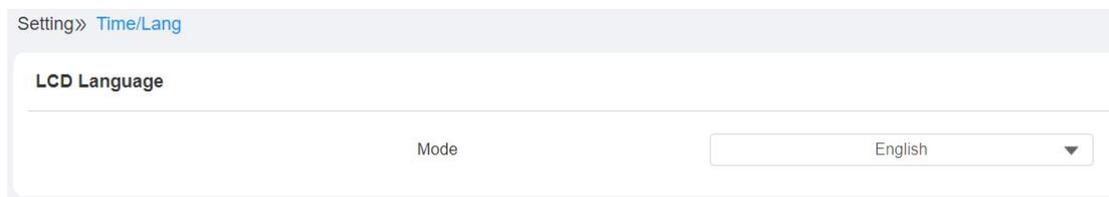
Language setting can be configured on the device and on the device web interface that allows you to select or change the language for screen display to your preference.

To configure the language display on the device **Basic Setting** > **Language** interface.



### 6.1.2. Language Setting on the Device Web Interface.

To configure the configuration on the web Setting > Time/Lang > LCD Language interface.

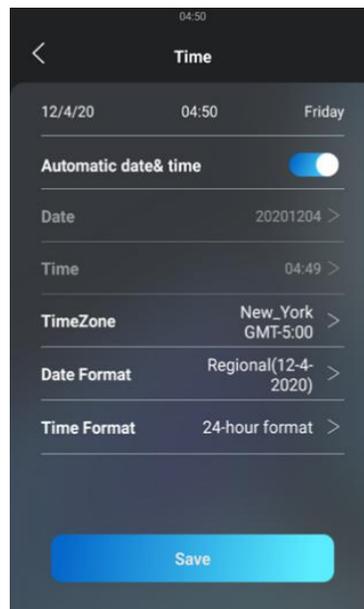


## 6.2. Time Setting

Time setting can be set up on the device and on the device web interface in terms of time zone, date, and time format etc.

### 6.2.1. Time Setting on the Device

To configure the language display on the device **Basic Setting > Time** interface.



**Parameter Set-up:**

- **Automatic Date&Time:** Automatic Date is toggled on by default, which allows the date& time to be automatically set up and synchronized with the default time zone and the NTP server (Network Time Protocol). You can also set it up manually by toggling off the switch first then enter the time and date you want before pressing the **Save** tab for the validation.
- **Date:** click on **Date** to set the date.
- **Time:** click on **Time** to set the time.
- **Time Zone:** select the specific time zone depending on where the device is used and then press **Confirm** tab for the confirmation. The default time zone is **GMT GMT+0.00**.
- **Date Format:** select the date format as you like among three format options: “M-D-Y”; “D-M-Y”; “Y-M-D” and then press the **Confirm** tab for the confirmation.

## Guide

---

- *Time Format:* you can either select 12 hour or 24-hour time format as you like, and then press the Confirm tab for the confirmation.



- When the *Automatic Date&Time* toggle switch is toggled off then parameters related to NTP server will become not editable. And when the switch is toggled on, then time and date will be denied editing.

### 6.2.2. Time Setting on the Device Web Interface

Time setting on the web interface also allows you to set up the NTP server address that you obtained to automatically synchronize your time and date. And when your time zone is selected, the device will automatically notify the NTP server of its time zone so that the NTP server can synchronize the time zone setting in your device. To configure the configuration on the web **Setting >Time/Lang > Time** interface.

*Guide*

---

Time

---

Automatic Date&Time	<input type="checkbox"/>
Date	<input type="text" value="2020-12-04"/> 
Time	<input type="text" value="04:50"/> 
Time Zone	<input type="text" value="GMT-5:00 New_York"/> 
NTP Server	<input type="text" value="pool.ntp.org"/>

---

---

*Parameter Set-up:*

- *NTP Server: enter the NTP server you obtained in the NTP server field.*

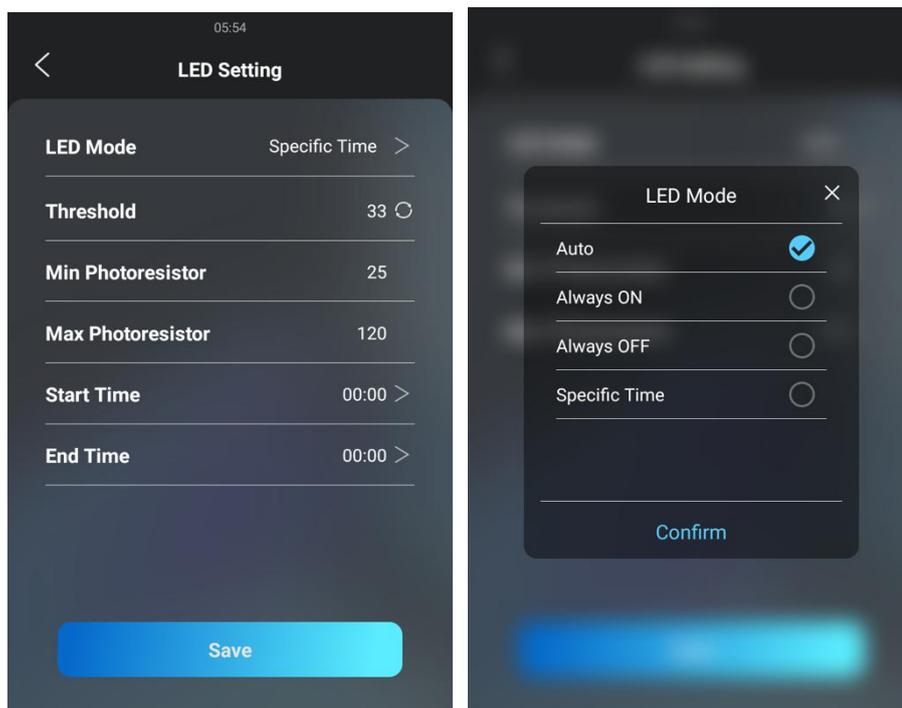
## 7.LED&LCD Setting

### 7.1.1. Infrared LED Setting

Infrared LED is mainly designed to reinforce the light for the facial recognition in the night or in the dark environment, you can configure the infrared LED in device and on the web interface.

#### 7.1.1.1. Infrared LED Setting on the Device

To configure the language display on the device **Basic Setting** > **Display** > **LED Setting** interface.



### Parameter Set-up:

- **Auto:** select “Auto” if you want the Infrared LED light to be turned on automatically according to the setting.
- **Always ON:** select “Always ON” to enable the Infrared LED light to stay on permanently.
- **Always OFF:** select “Always OFF” to turn off the Infrared LED light. LED mode is set “Always OFF” by default.

- *Specific Time:* select “Specific Time” to turn on the infrared LED according to the time schedule.
- *LED Type:* you can see the LED type “Auto” “Always ON” “Always OFF” “Specific Time” you selected.
- *Threshold:* refers to the current light intensity indicated by the photo-resistor value. The higher photo-resistor values correspond conversely to the lower light intensity and vice versa. The default photo-resistor value (**Threshold**) is “33”, however you can tap the  icon several times in order to obtain the actual photo-resistor value in a specific environment (the value fluctuation is about 5), and the value is what you based on to configure the minimum and maximum photo-resistor values.
- *Min/Max Photoresistor :* set the minimum and maximum photoresistor value based on the current actual photo-resistor value detected to control the **ON-OFF** of the LED light. You can set the maximum photoresistor value for the IR LED to be turned on

## Guide

---

and the minimum value for it to be turned off. While the default Minimum and maximum photoresistor value is from “0” minimum to “1000” maximum respectively.

- **Start Time:** set the start time for the infrared LED to be turned on.
- **End Time:** set the end time for the infrared LED to be turned off



Note:

- Start Time and End Time will not be displayed unless you select Specific Time for your LED mode.

### 7.1.1.2. Infrared LED Setting on the Web Interface

You can also select the LED type on the device web interface if needed.

To configure the configuration on the web Device > Light > LED Time interface.

Device >> Light

LED

Mode

Photoresistor Setting  -  (0-1200)

**Note:**

- Please refer to the infrared LED parameter setting on the device.

### 7.1.2. LED Setting on Card Reader Area

You can enable or disable the LED lighting on the card reader area as needed on the web interface. Meanwhile, if you do not want to have the LED light on the card reader area to stay on, you can also set the timing for the exact time span during which the LED light can be disabled in order to reduce the electrical power consumption. To configure the configuration on the web **Device > Light > LED Of Swiping Card Area** interface.

#### LED Of Swiping Card Area

Enabled	<input checked="" type="checkbox"/>
Start Time	<input type="text" value="8"/> (0-23Hour)
End Time	<input type="text" value="0"/> (0-23Hour)

#### Parameter set-up:

- **Enabled:** Tick the check box if want to enable the card reader LED

lighting and vice versa.

- **Start Time- End Time (H):** enter the time span for the LED lighting to be valid, e.g., if the time span is set from 8-0 (Start time- End time) it means LED light will stay on during the time span from 8:00 am to 12:00 pm during one day (24 hours).

### 7.1.3. LCD Screen Brightness Setting

If you want to brighten up the screen in order to see the screen at greater ease in an environment with higher light intensity, you need to set up the related parameters.

#### 7.1.3.1. LCD Screen Brightness Setting on the Web Interface

on the web interface, you can set and adjust backlight brightness for the screen and screen saver.

## Guide

---

To configure the configuration on the web *Device > Light > LCD Backlight Brightness* interface.

The screenshot shows the 'LCD Backlight Brightness' configuration page. It contains five rows of settings:

Parameter	Value	Range
Mode	Auto	
Backlight Brightness(day)	60	(0-255)
Backlight Brightness Of Screen Saver(day)	10	(0-255)
Backlight Brightness(night)	10	(0-255)
Backlight Brightness Of Screen Saver(night)	3	(0-255)

### Parameter Set-up:

- **Mode:** click to select “Manual” or “Auto” mode for the backlight. Backlight will be adjusted automatically for the screen back light brightness when “Auto” is selected and vice versa.
- **Backlight Brightness (day):** set the screen backlight brightness during the daytime with the value ranging from (0-255).
- **Backlight Brightness Of Screen Saver (day):** set the screen backlight brightness for the screen saver during the day time with the value ranging from (0-255).

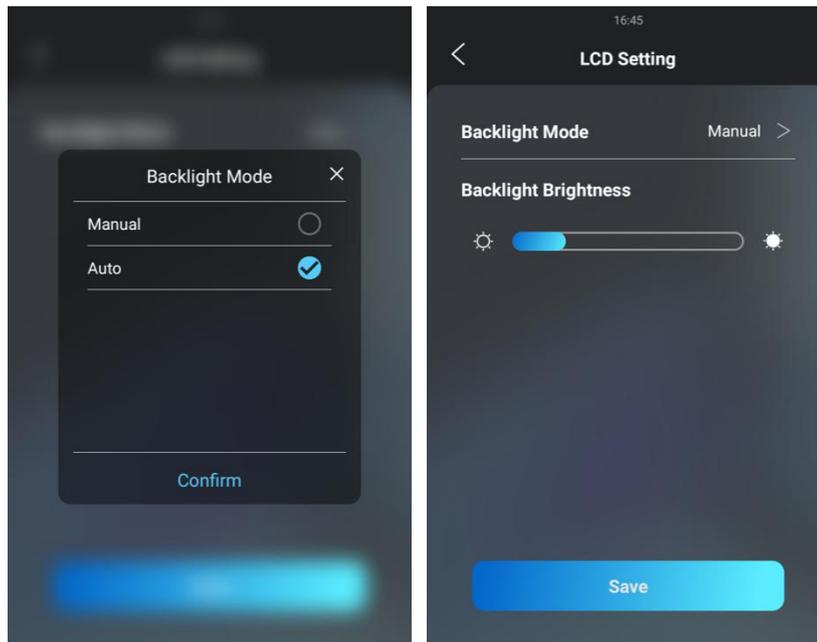
- *Backlight Brightness (night): set the screen backlight brightness in the night with the value ranging from (0-255).*
- *Backlight Brightness Of Screen Saver (night): set the screen backlight brightness for the screen saver during the day time with the value ranging from (0-255).*

### **7.1.3.2. LCD Screen Brightness Setting on the Device**

*On the device, you can set and adjust the screen backlight brightness.*

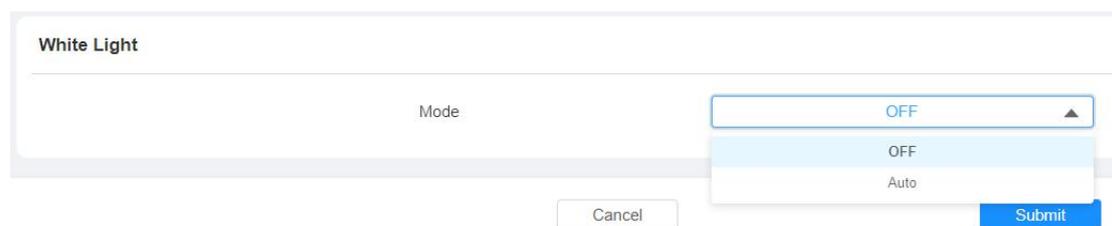
*To configure the language display on the device **Basic Setting** >*

*Display > LCD Setting interface.*



#### 7.1.4. LED White Light Setting

White light LED is mainly used to reinforce the lighting for the QR code access and for the greater visibility of the visitors when see their images from indoors in the dark environment. You can set the white light function properly on the device web interface. To configure the configuration on the *Device > Light > White Light* interface.



*Guide*

---

*Parameter Set-up:*

- *Mode: select “Auto” or “OFF”. If you select “Auto” then the white light will turn on for 5 minutes for facial recognition and QR code scan.*

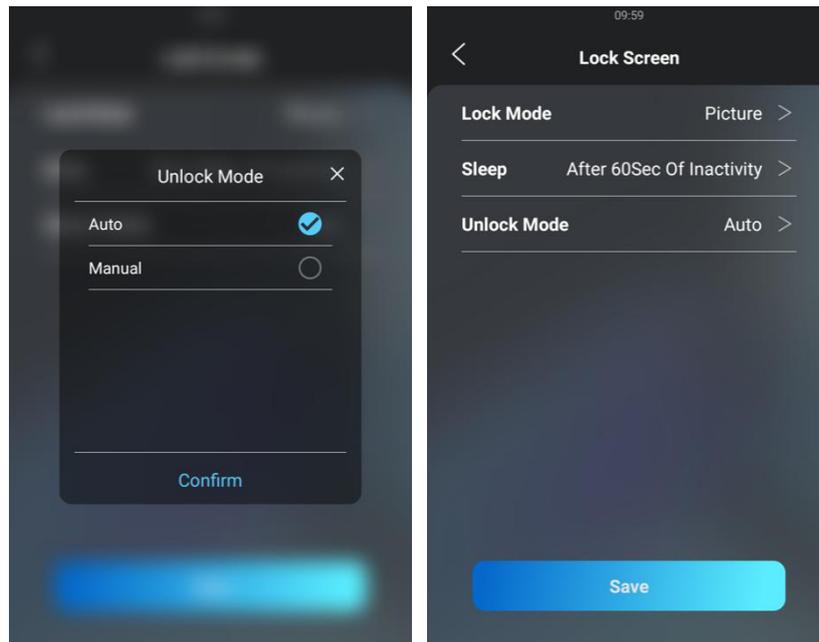
## 8. Screen Display Configuration

X915 series door phone allows you to enjoy a variety of screen displays to enrich your visual and operational experience through the customized setting to your preference.

### 8.1.1. Screensaver Configuration

#### 8.1.1.1. Configure Screensaver on the Device

Await screen is mainly a function for the screen protection. You can make the device to go into idle status for a predefined time span when there is no operation on the device, or no one is detected approaching. To configure the language display on the device **Basic Setting > the Lock Screen** interface.



### Parameter set-up:

- *Lock Mode: select among three options “NONE”, “Blank Screen”, and Picture”. “NONE” is selected when you want the screen to stay on without going in to screen saver mode; if “Blank Screen” is selected, the screen will go black. If “Picture” is selected, then the picture you uploaded will be shown as the screen saver.*
- *Sleep: set the screen saver start time from 5 seconds up to 180 seconds. Screen saver starts when the device detects no operation, or no one is approaching.*

- **Unlock Mode:** select the screen wake-up mode. If you select “Auto” mode then the screen will be awakened when someone approaches without its being touched upon, and if “Manual” mode is selected, then you have to touch and wake up the screen.



Note:

- Unlock Mode cannot be changed from “Auto” to “Manual” when the Lock mode is set as “Blank Screen”.

### 8.1.1.2. Configure Screensaver on the Web Interface

You can also conduct the await screen configuration on the web interface where you can set the screen saver duration as well as the timing for the screen to be turn off for both screen protection and power reduction. To configure the configuration on the web **Device > LCD > Standby Interface Display** interface.

## Guide

Device» LCD

---

Standby Interface Display

Screensaver Mode	Image
Screensaver Time(Sec)	60
Wake Up Screensaver Mode	Auto
Deep Sleep Enabled	<input type="checkbox"/>
Deep Sleep Interval(Min)	30

### Parameter Set-up:

- **Screensaver Mode:** select among three options “NONE”, “Blank”, and “Image”. “NONE” is selected when you want the screen to stay on without going in to screen saver mode; if “Blank” is selected, the screen will go black. If “Image” is selected, then the picture you uploaded will be shown as the screen saver.
- **Screensaver Time (Sec):** set the screen saver start time from 5 seconds up to 180 seconds. Screen saver starts when the device detects no operation, or no one is approaching.
- **Wake Up Screensaver Mode:** select the screen wake-up mode. If you select “Auto” mode then the screen will be awakened when

## Guide

---

someone approaches without its being touched upon, and if “Manual” mode is selected, then you have to touch and wake up the screen.

- **Deep Sleep Enabled:** tick the check box if you want the screen to be turned off after the screensaver reaches the end of duration as predefined.
- **Deep Sleep Interval (Min):** set the screensaver time duration before the screen can be turned off.



- Wake Up Screensaver Mode cannot be changed from Auto to Manual when the Screensaver Mode is set as Blank Screen.

### 8.1.2. Upload Screensaver

You can upload screen saver pictures separately or in batch to the device and to the device web interface for publicity purpose or for a greater visual experience. To configure the configuration on the web Device > LCD > Upload ScreenSaver interface.

Upload Screensaver

ScreenSaver1 ▾ Import

Screensaver ID	File Status	Interval(Sec)	Submit	Delete
1	File Exists	<input type="text" value="5"/>	<span>Submit</span>	<span>Delete</span>
2	File Exists	<input type="text" value="5"/>	<span>Submit</span>	<span>Delete</span>
3	File Exists	<input type="text" value="5"/>	<span>Submit</span>	<span>Delete</span>
4	File Exists	<input type="text" value="5"/>	<span>Submit</span>	<span>Delete</span>
5	File Exists	<input type="text" value="5"/>	<span>Submit</span>	<span>Delete</span>

**Note:**

- The pictures uploaded should be in **JPG** format with **2M** pixels maximum.

**Note:**

- The previous pictures with a specific ID order will be overwritten when repetitive designation of pictures to the same ID order occurred.

### 8.1.3. Upload Device Booting Image

You can upload the booting image to be displayed during the device's booting process if needed. To configure the configuration on the web **Device > Key/Display > Picture/File Import** interface.

Guide

Picture/File Import

Boot Animation (.png / .zip)

Import Reset

**Note:**

- The pictures uploaded should be in .png or .zip format

### 8.1.4. Home Screen Configuration

You can change the home screen display through the configuration of tab name and tab arrangement on the device web *Device > Key/Display > Key In Homepage Of The Building Theme* interface.

Key In Homepage Of The Building Theme

Index	Name	Type	Value
1	<input type="text"/>	PIN	<input type="text"/>
2	<input type="text"/>	Call	<input type="text"/>
3	<input type="text"/>	Tenants	<input type="text"/>
4	<input type="text"/>	Speed Dial	<input type="text"/>

**Parameter Set-up:**

- Type:** select the tab type corresponding to the index number which

## Guide

---

indicates the tab position. For example, if you want to make **Speed Dial** tab to be displayed in position one, you can change the type in index number 1 to **Speed Dial**. And you can change another tab position accordingly.

- **Name:** enter a new name to replace the original type of name, but it does not change the attribute of the type.

**Note:**

- Currently, tab icon selection can only be applicable to the **Speed Dial Type**.

## Volume and Tone Configuration

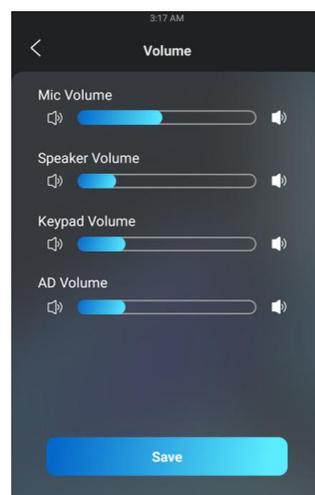
## 9. Volume and Tone Configuration

Volume and tone configuration in X915 refers to the microphone volume, the AD volume, keypad volume, speaker volume, temper alarm volume and open-door tone configuration. Moreover, you can upload the tone you like to enrich your personalized user experience.

### 9.1.1. Volume Configuration

#### 9.1.1.1. Configure Volume on the Device

You can adjust the microphone volume, speaker volume, keypad volume, and AD volume on the device. To configure the language display on the device **Basic Setting > Volume** interface.



**Parameter Set-up:**

- *Mic Volume:* adjust the microphone volume according to your need.
- *Speaker volume:* adjust the loudspeaker volume according to your need.
- *Keypad Volume:* adjust the keypad volume for the button touch sound.
- *AD Volume:* adjust the announcement volume. Announcement can be, for example the open-door success announcement, ring-back sound, and other prompt sounds.
- *Key Volume:* adjust the volume for the button touch sound.

**9.1.1.2. Configure Volume on the Web Interface**

## Guide

---

On the web interface, you can set the temper alarm volume, Mic volume, etc.

To configure the configuration on the web **Device > Voice** interface.

The screenshot shows the 'Device > Voice' configuration page. It is divided into three sections:

- Volume Control:** Contains two input fields. 'Tamper Alarm Volume' is set to 8 (range 0-15). 'Mic Volume' is set to 60 (range 0-127).
- Volume Control On Talking Interface:** Contains a checkbox labeled 'Enabled' which is checked.
- Mic Mode:** Contains a dropdown menu labeled 'Select On' with 'Left Mic' selected.

### Parameter Set-up:

- **Tamper Alarm Volume:** set the tamper alarm volume from 0-15 according to your need. The default volume is “8”.
- **Mic Volume:** set the mic volume from 0-15 according to your need. The default volume is “8”.

## Guide

---

- **Enabled:** tick off the check box if you allow the adjustment to be made on the call volume on the talking screen during a call.
- **Select On:** select the which mic to be applied between left and right microphones.



Tip:

- When the Call volume on the above web interface is enabled, you are allowed to adjust the call volume during the call session.

### 9.1.2. Upload Open-door Tone

You can not only enable or disable the Open-Door Tone but also upload the open-door tones in batch that you favored on the web Device > Voice > Open Door Tone Setting interface.

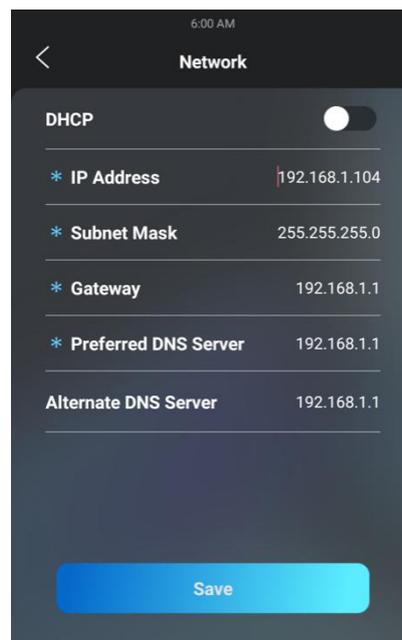
Open Door Tone Setting	
Open Door Tone Enabled	<input checked="" type="checkbox"/>
Open Door Tone Upload	<input type="button" value="Import"/> <input type="button" value="Reset"/>

## 10. Network Setting

### 10.1. Device Network Configuration

You can check for the door phone's network connection info and configure the default DHCP mode (Dynamic Host Configuration Protocol) and static IP connection for the device either on the device or on the device web interface.

To configure the language display on the device **Setting > Network** interface.



**Parameter Set-up:**

- **DHCP:** select the DHCP mode by moving the toggle switch to the right. DHCP mode is the default network connection. If the DHCP mode is turned on, then the door phone will be assigned by the DHCP server with IP address, subnet mask, default gateway, and DNS server address automatically.
- **Static IP:** select the static IP mode by checking off the DHCP check box. When static IP mode is selected, then the IP address, subnet mask, default gateway, and DNS servers address have to be manually configured according to your actual network environment.
- **IP Address:** set up the IP Address if the static IP mode is selected.
- **Subnet Mask:** set up the subnet Mask according to your actual network environment.
- **Default Gateway:** set up the correct gateway default gateway

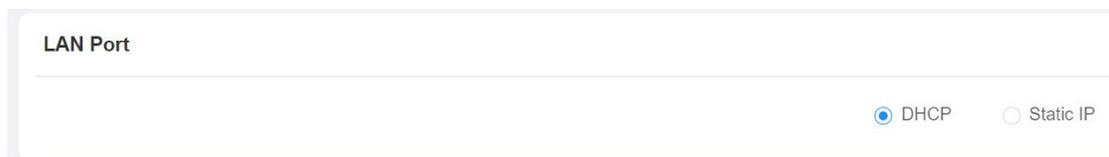
## Guide

---

according to the IP address of the default gateway.

- **Preferred&Alternate DNS Server:** set up preferred or alternate DNS Server (Domain Name Server) according to your actual network environment. Preferred DNS server is the primary DNS server address while the alternate DNS server is the secondary server address, and the door phone will connect to the alternate server when the primary DNS server is unavailable.

To configure the configuration on the web **Network > Basic > LAN Port** interface.



The screenshot shows a configuration window titled "LAN Port". At the bottom right, there are two radio button options: "DHCP" (which is selected) and "Static IP".

## 10.2. Device Local RTP configuration

For the device network data transmission purpose, device needs to be set up with a range of RTP port (Real-time Transport Protocol) for establishing an exclusive range of data transmission in the network. To

## Guide

---

configure the configuration on the web *Network > Advanced > Local RTP interface.*

Local RTP	
Starting RTP Port	<input type="text" value="11800"/> (1024-65535)
Max RTP Port	<input type="text" value="12000"/> (1024-65535)

### Parameter set-up:

- *Starting RTP Port: enter the Port value in order to establish the start point for the exclusive data transmission range.*
- *Max RTP port: enter the Port value in order to establish the end point for the exclusive data transmission range.*

## 10.3. Device Deployment in Network

Door phones should be deployed before they can be properly configured in the network environment in terms of their location, operation mode, address and extension numbers as opposed to other devices for the device control and the convenience of the management. *To configure the configuration on the*

## Guide

---

web Network > Advanced > Connect Setting interface.

Connect Setting

Server Mode	SDMC
Discovery Mode	<input checked="" type="checkbox"/>
Device Address	<input type="text" value="1"/>
Device Extension	<input type="text" value="1"/>
Device Location	<input type="text" value="Door Phone"/>

### Parameter Set-up:

- **Server Type:** It is automatically set up according to the actual device connection with a specific server in the network such as **SDMC** or **Cloud** and **None**. **None** is the default factory setting indicating the device is not in any server type, therefore you are allowed to choose **Cloud**, **SMDC** in discovery mode.
- **Discovery Mode:** click “**Enable**” to turn on the discovery mode of the device so that it can be discovered by other devices in the network and click “**Disable**” if you want to conceal the device so as not to be discovered by other devices.
- **Device Address:** specify the device address by entering device **AKUVOX SMART INTERCOM** [www.akuvox.com](http://www.akuvox.com) 44

location information from the left to the right: *Community, Unit, Stair, Floor, Room* in sequence.

- *Device extension*: enter the device extension number for the device you installed.
- *Device Location*: enter the location in which the device is installed and used.

## **10.4. NAT Setting**

NAT (*Network Address Translation*) allows hosts in an organization's private intranet to transparently connect to hosts in the public domain.

There is no need for internal hosts to have registered Internet addresses. It is a way to translate the internal private network IP address into a legal network IP address technology. To configure the configuration on the web *Account > Advanced > NAT* interface.

## Guide

NAT

---

UDP Keep Alive Messages	<input checked="" type="checkbox"/>
UDP Alive Messages Interval	<input type="text" value="30"/> (5-60Sec)
RPort	<input type="checkbox"/>

### Parameter Set-up:

- **UDP Keep Alive Messages:** If enabled, the device will send out the message to the SIP server so that SIP server will recognize that if the device is in online status.
- **UDP Alive Msg Interval:** set the message sending time interval from 5-60 seconds, the default is 30 seconds.
- **RPort:** enable the Rport when the SIP server is in WAN (Wide Area Network).

## 11. Intercom Call Configuration

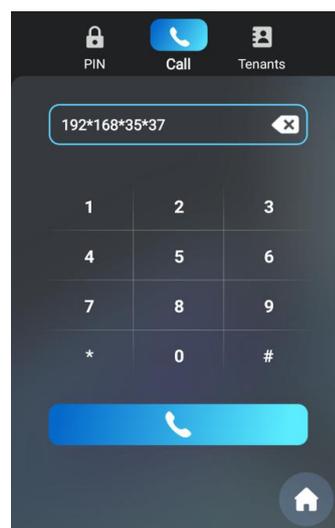
Intercom call in the device can be configured to allow you to perform a variety of customized intercom calls such as IP call and SIP call for different application scenarios.

### 11.1. IP call & IP Call Configuration

IP calls and SIP calls can be made directly on the intercom device by entering the IP number on the device. And you can also disable the direct IP call if you allow no IP call to be made on the device.

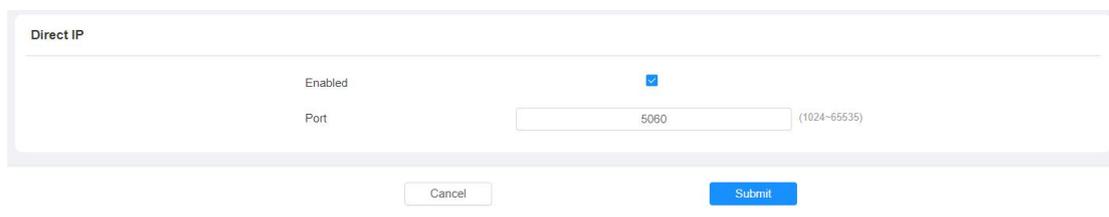
#### 11.1.1. Make IP Calls

To make SIP calls or IP calls on the device by clicking on dial on home screen.



## 11.1.2. IP Call Configuration

To configure the IP direct call on the device **Intercom > Basic > Direct IP** interface.



Direct IP

Enabled

Port  (1024-65535)

Cancel Submit

### Parameter set-up:

- **Enabled:** tick the check box if you want to enable the IP call.
- **Port:** the direct IP Port is “5060” by default with the port range from 1-65535. And you enter any values within the range other than the 5060, you are required to check if the value entered is consistent with the corresponding value on the device you wish to establish a data transmission with.

## 11.2. SIP Call & SIP Call Configuration

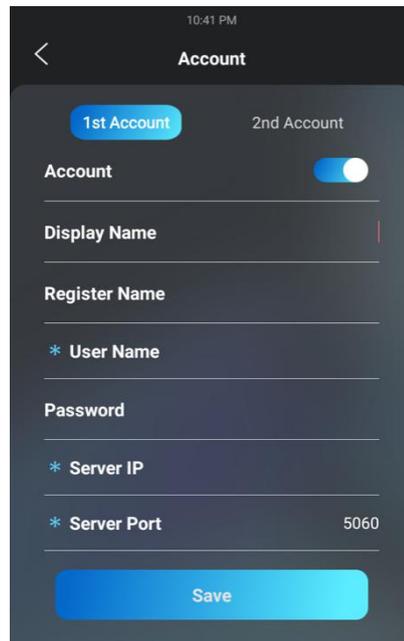
You can make SIP call (Session Initiation Protocol) in the same way as you do for making the IP calls on the device. However, SIP call parameters related to its account, server, and transport type need to be configured first before you can make calls on the device.

### 11.2.1. SIP Account Registration

X915 series door phones support two SIP accounts that can all be registered according to your applications. You can for example, switch between them if any one of the accounts failed and become invalid. The SIP account can be configured on the device and on the device interface.

#### 11.2.1.1. Configure SIP Account on the Device

To configure the SIP account on the device **Setting > Account** interface.



### Parameter Set-up:

- *Display Name:* configure the name, for example the device's name to be shown on the device being called to.
- *Register Name:* enter the SIP account register Name obtained from the SIP account administrator.
- *User Name:* enter the user name obtained from SIP account administrator.

*Guide*

---

- *Password:* enter the password obtained from the SIP account administrator.
- *Server IP:* enter the SIP server address for the SIP account selected.
- *Server port:* enter the SIP server port for communication. The SIP port is “5060” by default.

### **11.2.1.2. Configure SIP Account on the Web Interface**

To configure the configuration on the web **Account > Basic > SIP Account** interface.

## Guide

SIP Account

Status	Disabled
Account	Account1 ▼
Account Enabled	<input checked="" type="checkbox"/>
Display Label	<input type="text"/>
Display Name	<input type="text"/>
Register Name	<input type="text"/>
User Name	<input type="text"/>
Password	<input type="password" value="*****"/>

### Parameter Set-up:

- **Status:** check to see if the SIP account is registered or not.
- **Account Active:** click **Enable** or **Disable** to activate or deactivate the registered SIP account.
- **Display Name:** configure the name, for example the device's name to be shown on the device being called to.
- **User Name:** enter the user name obtained from SIP account administrator.

## Guide

---

- *Account:* select the exact account (Account 1&2) to be configured.
- *Display Label:* configure the device label to be shown on the device screen.
- *Register Name:* enter the SIP account register Name obtained from the SIP account administrator.
- *Password:* enter the password obtained from the SIP account administrator.

### 11.2.2. SIP Server Configuration

SIP servers can be set up for device in order to achieve call session through SIP server between intercom devices. To configure the configuration on the web **Account > Basic > Preferred SIP Server** interface.

## Guide

Preferred SIP Server		
Server IP	<input type="text"/>	
Port	<input type="text" value="5060"/>	(1024-65535)
Registration Period	<input type="text" value="1800"/>	(30-65535Sec)

---

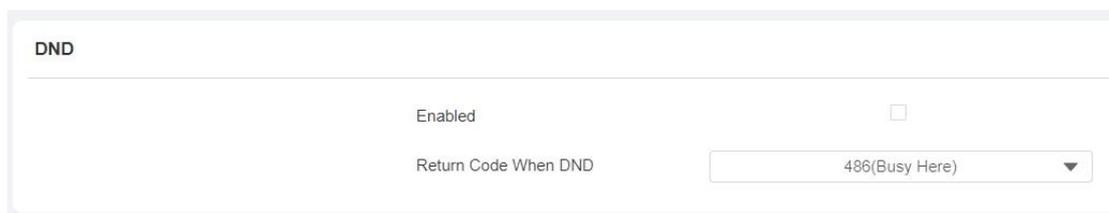
Alternate SIP Server		
Server IP	<input type="text"/>	
Port	<input type="text" value="5060"/>	(1024-65535)
Registration Period	<input type="text" value="1800"/>	(30-65535Sec)

### Parameter Set-up:

- **Preferred SIP Server:** enter the primary server IP address number or its URL.
- **Alternate SIP Server:** enter the backup SIP server IP address or its URL.
- **Port:** set up SIP server port for data transmission.
- **Registration Period:** set up SIP account registration time pan. SIP re-registration will start automatically if the account registration fails during the registration time span. The default registration period is "1800", ranging from 30-65535s.

### 11.2.3. SIP Call DND&Return Code Configuration

DND (*Do not disturb*) setting allows you not to be disturbed by any unwanted incoming SIP calls. You can set up DND related parameters properly on the device web interface to block SIP calls you do not intend to answer. In the meantime, you can also define the code to be sent to the SIP server when you want to reject the call. To configure the configuration on the web **Intercom > Call Feature > DND** interface.



The screenshot shows the DND configuration interface. It has a title 'DND' at the top left. Below the title, there is a checkbox labeled 'Enabled' which is currently unchecked. Below that, there is a label 'Return Code When DND' followed by a dropdown menu. The dropdown menu is currently set to '486(Busy Here)' and has a downward arrow on the right side.

#### Parameter Set-up:

- **DND:** enable or disable the DND function. DND function is disabled by default.
- **Return Code When DND:** select what code should be sent to the

calling device via SIP server. 404 for “Not found”; 480 for “Temporary unavailable” 486 for “busy here”.

### 11.2.4. Configure Outbound Proxy Server

An outbound proxy server is used to receive all initiating request messages and route them to the designated SIP server in order to establish call session via port-based data transmission. To configure the configuration on the web **Account > Basic > Outbound Proxy Server** interface.

The screenshot shows the 'Outbound Proxy Server' configuration page. It features a title bar 'Outbound Proxy Server' and a form with the following fields:

Outbound Enabled	<input type="checkbox"/>
Preferred Server IP	<input type="text"/>
Port	<input type="text" value="5060"/> (1024-65535)
Alternate Server IP	<input type="text"/>
Port	<input type="text" value="5060"/> (1024-65535)

#### Parameter Set-up:

- **Enable Outbound:** click “Enable” and “Disable” to turn on or turn off the outbound proxy server.

## Guide

---

- *Preferred Server IP:* enter the SIP address of the primary outbound proxy server.
- *Port:* enter the Port number for establish call session via the primary outbound proxy server
- *Alternate Server IP:* set up Backup Server IP for the backup outbound proxy server.
- *Port:* enter the Port number for establish call session via the backup outbound proxy server.

### 11.2.5. Configure Data Transmission Type

SIP message can be transmitted in three data transmission protocols: UDP (User Datagram Protocol), TCP(Transmission Control Protocol), TLS (Transport Layer Security) and DNS-SRV. In the meantime, you can also identify the server from which the data come from. To configure the configuration on the web **Account > Basic > Transport Type** interface.

Transport Type

Type

### Parameter Setup:

- **UDP:** select “UDP” for unreliable but very efficient transport layer protocol. UDP is the default transport protocol.
- **TCP:** select “TCP” for Reliable but less-efficient transport layer protocol.
- **TLS:** select “TLS” for Secured and Reliable transport layer protocol.
- **DNS-SRV:** select “DNS-SRV” to obtain DNS record for specifying the location of servers. And SRV not only records the server address but also the server port. Moreover, SRV can also be used to configure the priority and the weight of the server address.

## 11.3. Dial Options Configuration

X915 series offers a variety of Dial options that allows you to have fast dial experience while relieving you off memory burden due to long and complex dial numbers.

### 11.3.1. Quick Dial by Number Replacement

If you want to replace the long and complex dial number with a shorter number that can be memorized at greater ease and convenience for making calls, you can configure the dial number replacement on the device and on the device web interface. You can replace a multiple device dial numbers such as IP address or SIP numbers with only one short number.

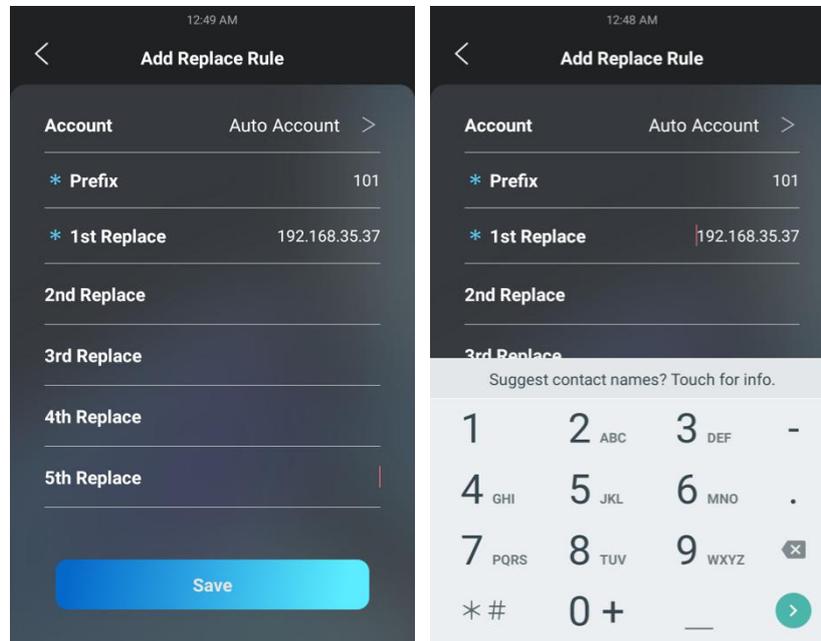
#### 11.3.1.1. Quick Dial by Number Replacement on the Device

To configure the language display on the device **Setting > Replace**

## Guide

---

Rule > Add Replace Rule interface.



### Parameter Set-up:

- **Account:** select the account to which you want to apply dial number replacement. The account is “Auto” by default (to dial out from the account in which the dial number has been registered). You can select either account 1 or account 2 from which the number can be dial out. if you have registered the dial number in both Account 1 and Account 2, then the number will be called out from Account 1 by default.

- **Prefix:** enter the short number to replace the dial number you wish  
**AKUVOX SMART INTERCOM www.akuvox.com 60**

to replace.

- *Replace 1/2/3/4/5*: enter the dial number(s) you wish to replace.

It supports up to 5 number maximum for the replacement on the device configuration. For example, if you replace five original dial numbers with a common short number such as “101” then the five intercom devices with the dial number will be called to at the same time when you dial 101.

### **11.3.1.2. Quick Dial by Number Replacement on the Web Interface**

You can not only add quick dial number separately but also import the quick dial number to the device in batch. Besides, you can edit and delete the numbers if need. To configure the configuration on the web **Tenants > Dial Plan > Replace Rule** interface.

## Guide

Replace Rule

[+ Add](#) [Import](#) [Export](#)

<input type="checkbox"/>	Index	Account	Prefix	1st Replace	2nd Replace	3rd Replace	4th Replace	5th Replace	Edit
<input checked="" type="checkbox"/>	1	Account1	101	192.168.35.37	192.168.35.38	192.168.35.39	192.168.35.40	192.168.35.41	<a href="#">Edit</a>
<input type="checkbox"/>	2	Account1	102	192.168.35.118	192.168.35.119	192.168.35.200	192.168.35.201	192.168.35.202	<a href="#">Edit</a>

[Delete](#) [Delete All](#) [Prev](#) 1/1 [Next](#)  [Go](#)

**Note:**

- The check box for each line of "Prefix" should be checked before you can see the **Edit** tab, which you click to carry out the modification.

## 11.4. Call Auto-answer Configuration

You can define how quick the door phone should response in answering the incoming SIP/IP call automatically by setting up the time related parameters. In addition, you can also define the mode in which the calls are to be answered (video mode or audio mode). To configure the configuration on the web Intercom > Call Feature > Auto Answer interface.

## Guide

Auto Answer

Auto Answer Delay  (0-5Sec)

Mode

Cancel Submit

### Parameter Set-up:

- **Auto Answer Delay:** set up the delay time (from 0-5 Sec.) before the call can be answered automatically. For example, if you set the delay time as 1 second, then the call will be answered in 1 second automatically.
- **Mode:** set up the video or audio mode you preferred for the automatic call answering.

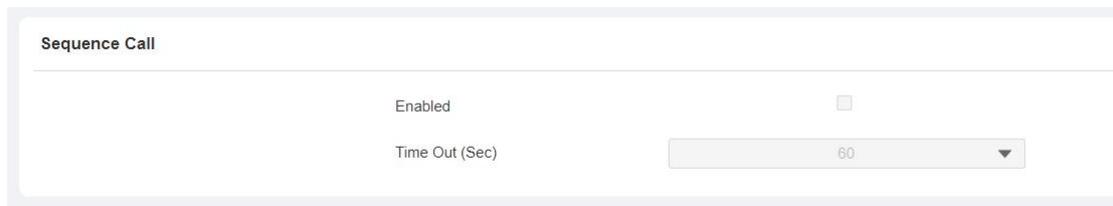
## 11.5. Robin Call Configuration

Robin Call is a function supported by Akuvox SmartPlus which releases a group of robin call numbers for the application. You can call the targeted group of robin calls (e.g., your extension numbers in your

## Guide

---

kitchen, bedroom, etc.) in sequential orders until the call is answered. Robin call sequence will complete as soon as the call is answered by any of the targeted extension device. To configure the configuration on the web Intercom > Basic > Sequence Call interface.



The screenshot shows a configuration panel titled "Sequence Call". It contains two settings: "Enabled" with an unchecked checkbox, and "Time Out (Sec)" with a dropdown menu currently set to "60".

### Parameter Set-up:

- **Enable:** tick the check box if you want to enable the Robin call function.
- **Timeout (Sec):** click to select the call time interval in between the Robin call number in a targeted Robin Call group. For example, if you set the time interval as 10 seconds, then the call (if not answered in 10 Sec.) will be terminated automatically and be transferred sequentially to the next robin call number in the targeted robin call group.

## Guide

---



Note:

- Robin Call function should be supported by SmartPlus, please contact Akuvox technical support for more information.

# 12. Call Settings

## 12.1.1. Maximum Call Duration Setting

X915 series door phone allows you to set up the call time duration in receiving the call from the calling device as the caller side might forget to hang up the intercom device. When the call time duration is reached, the door phone will terminate the calling automatically. To configure the configuration on the web **Intercom > Call Feature > Max Call Time** interface.

Max Call Time

Max Call Time  (2-30Min)

**Parameter Set-up:**

- **Max Call Time:** enter the call time duration according to your need (Ranging from 2-30 min.). The default call time duration is 5 min.

### 12.1.2. Maximum Dial Duration Setting

Maximum Dial duration is consisted of Maximum dial-in time duration and the maximum dial-out time. Maximum dial in time refers to the maximum time duration before the door phone hang up the call if the call is not answered by the door phone. In contrary, Maximum dial-out time refers to the maximum time duration before the door phone hang up itself automatically when the call from the door phone is not answered by the intercom device being called to. To configure the configuration on the web **Intercom > Call Feature > Max Dial Time** interface.

Max Dial Time	
Dial In Time	<input type="text" value="60"/> (30~120Sec)
Dial Out Time	<input type="text" value="60"/> (30~120Sec)

**Parameter Set-up:**

- **Dial In Time:** enter the dial in time duration for you door phone (ranging from 30-120 Sec.) for example, if you set the dial in time duration is 60 seconds in your door phone, then the door phone will hang up the incoming call automatically if the call is not answered by the door phone in 60 seconds. 60 seconds is the dial in time duration by default.
- **Dial Out Time:** enter the dial in time duration for your door phone (ranging from 5-120 Sec.) for example, if you set the dial out time duration is 60 seconds in your door phone, then the door phone will hang out the call it dialed out automatically if the call is not answered by the device being called.

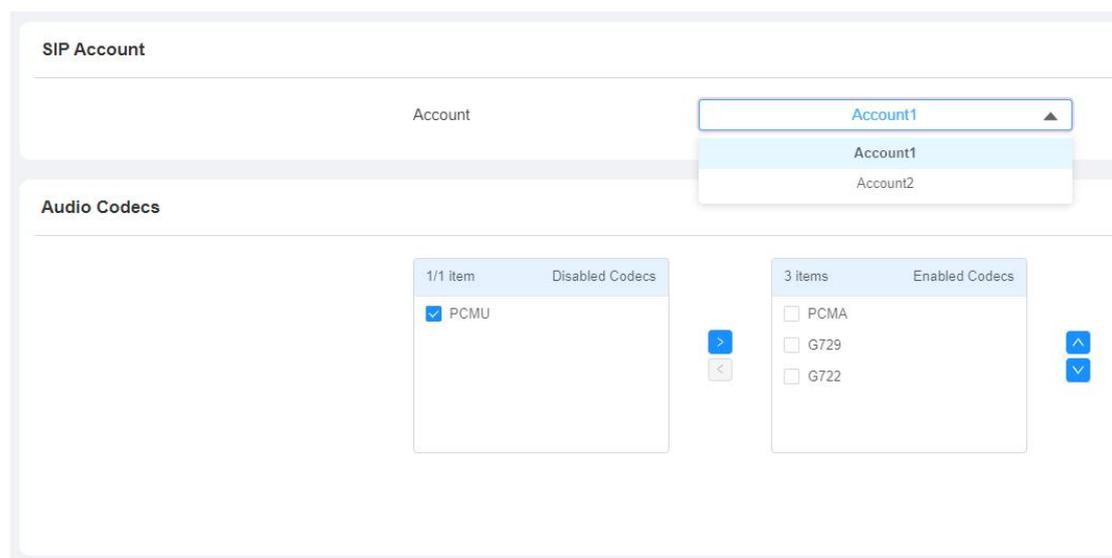
### **12.1.3. Audio& Video Codec Configuration for SIP Calls**

#### **12.1.3.1. Audio Codec Configuration**

## Guide

---

X915 series supports four types of Codec (PCMU, PCMA, G729, G722) for encoding and decoding the audio data during the call session. Each type of Codec varies in terms of the sound quality. You can select the specific codec with different bandwidth and sample rate flexibly according to the actual network environment. To configure the configuration on the web **Account > Advanced > SIP Account** interface.



Please refer to the bandwidth consumption and sample rate for the four codecs types below:

Codec Type	Bandwidth Consumption	Sample Rate
------------	-----------------------	-------------

*Guide*

PCMA	64 kbit/s	8kHz
PCMU	64 kbit/s	8kHz
G729	8 kbit/s	8kHz
G722	64 kbit/s	16kHz

### 12.1.3.2. Video Codec Configuration

X915 series support H264 codec that provides a better video quality at much lower bit rate with different video quality and payload. To configure the configuration on the web **Account > Advanced > Video Codec** interface.

Video Codec

Name	<input checked="" type="checkbox"/> H.264
Resolution	4CIF
Bitrate	320 kbps
Payload	104

#### Parameter set-up:

- **Name:** Check to select the H264 video codec format for the door phone video stream. H264 is the video codec by default.

- **Resolution:** select the code resolution for the video quality among four options: "QCIF", "CIF", "VGA", "4CIF" and "720P" according to your actual network environment. The default code resolution is 4CIF.
- **Bitrate:** select the video stream bit rate (Ranging from 320-2048). The greater the bitrate, the data transmitted in every second is greater in amount therefore the video will be clearer. While the default code bitrate is 2048.
- **Payload:** select the payload type (ranging from 90-118) to configure audio/video configuration file. The default payload is 104.

## 12.2. Configure DTMF Data Transmission

In order to achieve the door access via DTMF code or some other applications, you are required to properly configure DTMF in order to establish a DTMF-based data transmission between the door phone

## Guide

---

and other intercom device for the third party integration. To configure the configuration on the web **Account > Advanced > DTMF** interface.

DTMF	
Type	<input type="text" value="RFC2833"/>
How To Notify DTMF	<input type="text" value="Disabled"/>
Payload	<input type="text" value="101"/> (96-127)

### Parameter Set-up:

- **Mode:** select DTMF mode among five options: “Inband”, “RFC2833”, “Info+Inband” and “Info+RFC2833” based on the specific DTMF transmission type of the third-party device to be matched with as the party for receiving signal data.
- **How to Notify DTMF:** select among four types: “Disable” “DTMF” “DTMF-Relay” “Telephone-Event” according to the specific type adopted by the third party device. You are required to set it up only when the third-party device to be matched with adopts “Info” mode

*Guide*

---

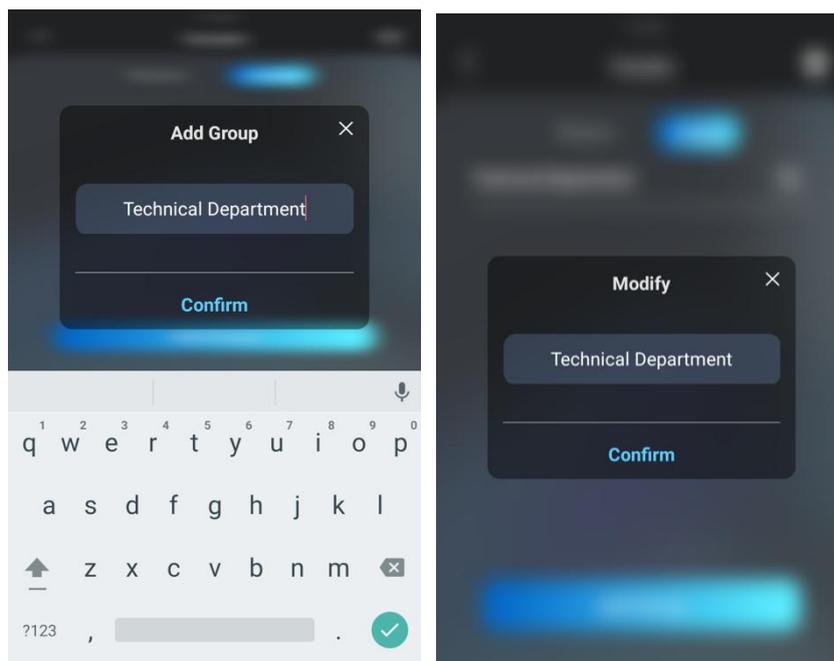
- *Payload: set the payload according the specific data transmission payload agreed on between the sender and receiver during the data transmission.*

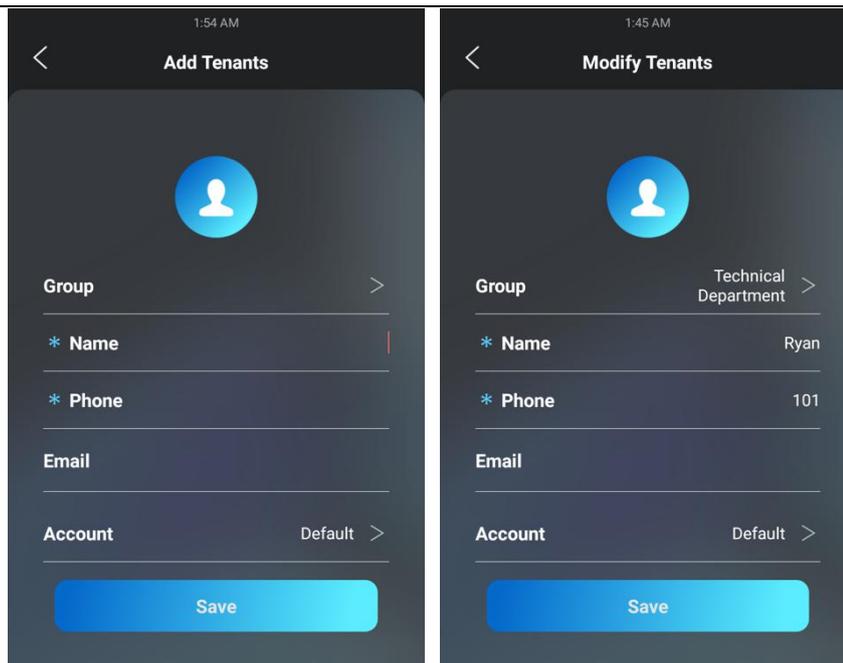
## *13. Phone Book Configuration*

## 13.1. Phone Book Configuration on the Device

You can configure the contacts list in terms of adding and modifying contact groups or contacts on the device directly.

To configure the phone book on the device **Setting > Tenants** interface.



*Guide**Parameter Set-up:*

- *Group:* click the green tab to select the group name you have created. You cannot select the group name if no group name has been created.
- *Name:* enter the contact name, which is required
- *Phone:* enter the phone number of the contact, which is required.
- *Email:* enter the contact's Email, which is optional.

## Guide

---

- **Account:** select and assign the group name to an account. If you select default option, then the contact number will be call out from SIP account 1 if the contact number are set up in both SIP Account 1 and 2.

 **Note:**

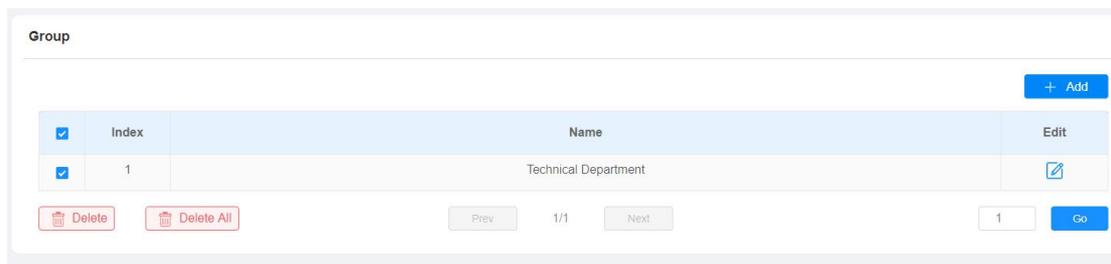
- Only the SIP numbers of the contacts can be called out through SIP account. IP numbers are not valid for this application.
- Group must be created first before you can select or change the Group.

## 13.2. Phone Book Configuration on the Web Interface

### 13.2.1. Manage Contact Groups on the Web Interface

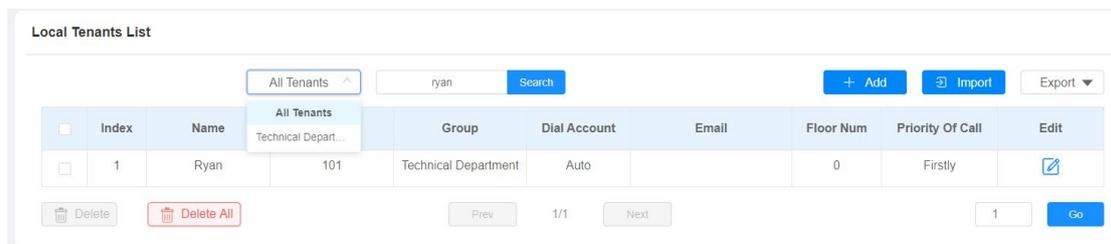
You can configure contact and contact groups by adding and editing them on the web *Tenants > Tenants List > Group* interface.

Guide



### 13.2.2. Contact List Configuration on the Web Interface

Contact can also be configured on the web interface where you can also upload the contact pictures if needed. To configure the configuration on the web **Tenants > Tenants List** interface.



**Parameter Set-up:**

- **Priority of Call:** set the priority of call among four options: “Null”, “Firstly”, “Secondary”, “Lastly”. This feature is mainly applicable

## Guide

---

to the contacts in a specific contact group. For example, if you set the priority of call for one of the contacts in a specific contact group as “**Firstly**” then the contact will be the first to be called to among all the contacts in the same contact group when someone press on the contact group for making a group call.

**Note:**

- Priority of Call of a contact cannot be set when the contact does belong to any contact group.

**Note:**

- The contact file format for import should be in .vcf, .csv or xml format while the contact file format for export should be .vcf format only. And the maximum contact import size is 3000.

### 13.2.2.1. Contact List Display Setting

If you want to customize your contact list display to your desired visual preference. You can go to the web interface to do the configuration. To configure the configuration on the web Tenants >

Tenants List > Tenants List Setting interface.

### Tenants List Setting

Show Tenants Of Local Group Enabled	<input checked="" type="checkbox"/>
Show Cloud Tenants Enabled	<input checked="" type="checkbox"/>
Tenants Sort By	ASCII Code ▼
Click Tenants To Dial Out	<input checked="" type="checkbox"/>
Local Tenants Profile Display Mode	Enabled ▼
Expand Tenants List View Mode	<input type="checkbox"/>
Hide Group Label For Local Tenants List	<input type="checkbox"/>
Tenant List Search Box Visible	<input checked="" type="checkbox"/>

#### Parameter Set-up:

- **Show Tenants of Local Group Enabled:** tick or untick the check box to control the display the of the group label. If you untick the check box, then only the group tab will be displayed while the contact tab will be concealed and vice versa.
- **Show Cloud Tenants Enabled:** tick the check box to show the cloud tenants in the tenants list. And when you untick the check box, the cloud tenants will be concealed.
- **Tenants Sort By:** select ASCII Code or Room No. or Import. When you select ASCII Code, the tenants will be listed by their names in

the sequence of the ASCII code. When you select Room No., the tenants will be sort according to their room numbers.

- **Click Tenants to Dial Out:** tick the check box to enable the dial-out by pressing the contact tab. When this function is enabled, you can press anywhere on the contact tab to dial out. This function will be disabled when you untick the check box, and when it is disabled, you need to press the Call icon in the middle of the tab to dial out.
- **Local Tenants Profile Display Mode:** select Enable or Disabled or Auto. When the function is enabled, if the tenant has its uploaded contact profile picture, the picture will be displayed next to the name; if not, the default contact icon will be displayed next to the name. When disabled, the picture or the icon will not be displayed. When the function is set as Auto, if the tenant has its uploaded contact profile picture, the picture will be displayed next to the name; if not, there won't be an icon next to the name.
- **Expand Contact List View Mode:** tick the check box to control contact tab size. For example, if you tick the check box then the

*contact tab will be widened. And the tab will turn to normal size when you untick the check box.*

- ***Hide Group Label for Contact List:*** *tick or untick the check box to control the display the of the group label. If you untick the check box, then only the contact tab will be displayed while the group tab will be concealed and vise versa.*
- ***Contact List Search Box Visibled:*** *tick or untick the check box to control the display of the “Tap here to search field”on the top of the screen. If you untick the check box, then the “Tap here to search field” will be concealed.*

## 14. Relay Setting

### 14.1. Relay Switch Setting

You can configure the relay switch(es) and DTMF for the door access on the web Access Control > Relay interface.

Relay			
Relay ID	RelayA ▼	RelayB ▼	RelayC ▼
Trigger Delay(Sec)	0 ▼	0 ▼	0 ▼
Hold Delay(Sec)	5 ▼	5 ▼	5 ▼
DTMF Mode	1 Digit DTMF▼		
1 Digit DTMF	0 ▼	1 ▼	2 ▼
2~4 Digits DTMF	010	012	013
Relay Status	RelayA: Low	RelayB: Low	RelayC: Low
Relay Name	RelayA	RelayB	RelayC

#### Parameter Set-up:

- **Trigger Delay (Sec):** set the relay trigger delay timing (Ranging from 1-10 Sec.) For example, if you set the delay time as “5” Sec. Then the relay will not be triggered until 5 seconds after you press

## Guide

---

“unlock” tab.

- **Hold Delay (Sec):** set the relay hold delay timing (Ranging from 1-10 Sec.) For example, if you set the hold delay time as “5” Sec. Then the relay will be delayed for 5 seconds after the door is unlocked.
- **DTMF Mode:** select the number of DTMF digit for the door access control (Ranging from 1-4 digits) For example, you can select 1 digit DTMF code or 2-digit DTMF code etc., according to your need.
- **1-digit DTMF:** set the 1-digit DTMF code within range from (0-9, \*, and #).
- **2~4 Digits DTMF:** set the DTMF code according to the DMTP Option setting. For example, you are required to set the 3-digits DTMF code if DTMF Mode is set as 3-digits.
- **Relay Status:** relay status is low by default which means normally

## Guide

---

closed (NC) If the relay status is high, then it is in Normally Open status (NO).

- **Relay Name:** name the relay switch according to your need. For example, you can name the relay switch according to where the relay switch is located for the convenience.



Note:

- Only the external devices connected to the relay switch needs to be powered by powered adapters as relay switch does not supply power.



Note:

- If DTMF mode is set as "1 Digit DTMF" , you cannot edit DTMF code in 2~4 Digits DTMF field. And if you set DTMF mode from 2~4 in 2~4 Digits DTMF" field, you can not edit DTMF code in 1 Digit DTMF field.

## 14.2. Web Relay Setting

In additional to the relay that is connected to the door phone, you can

## Guide

---

also control the door access using the network-based web relay on the device and on the device web interface.

### 14.2.1. Configure Web Relay on the Web Interface

Web relay needs to set up on the web interface where you are required to fill in such information as relay IP address, password, web relay action etc. Before you can achieve the door access via web relay.

To configure the configuration on the web **Access Control > Web Relay** interface.

**Web Relay**

Type	<input type="text" value="Disabled"/>
IP Address	<input type="text"/>
User Name	<input type="text"/>
Password	<input type="password" value="*****"/>

**Web Relay Action Setting**

Action ID	Web Relay Action	Web Relay Key	Web Relay Extension
Action ID 01	<input type="text"/>	<input type="text"/>	<input type="text"/>
Action ID 02	<input type="text"/>	<input type="text"/>	<input type="text"/>
Action ID 03	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Parameter Set-up:**

- **Type:** select among three options **Disabled**, **WebRelay**, and **Both**.  
Select **Webrelay** to enable the web relay. Select **Disable** to disable the web relay. Select **Both** to enable both local relay and web relay.
- **IP Address:** enter the web relay IP address provided by the web relay manufacturer.
- **User Name:** enter the User name provided by the web relay manufacturer.
- **Password:** enter the password provided by the web relay manufacturer. The password is authenticated via HTTP and you can define the passwords using **http get** in Action.
- **Web Relay Action:** enter the specific web relay action command provided by the web manufacturer for different actions by the web relay.
- **Web Relay Key:** enter the configured DTMF code, when the door is

## Guide

---

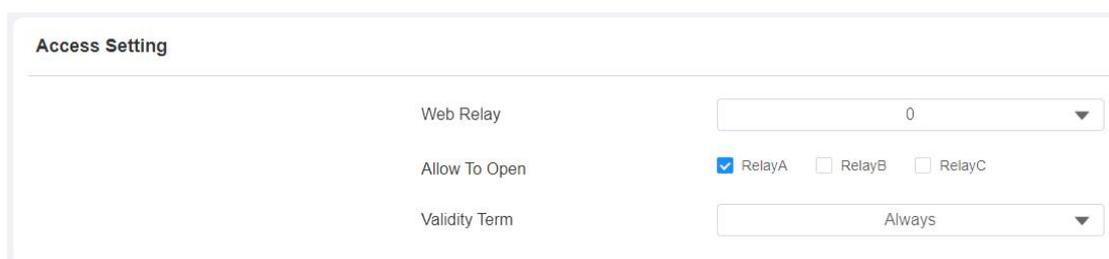
unlocked via DTMF code, the action command will be sent to the web relay automatically.

- **Web Relay Extension:** enter the relay extension information, which can be a SIP Account user name of an intercom device such as an indoor monitor, so that the specific action command will be sent when unlock is performed on the intercom device, while this setting is optional. And please refer to the example below:

<http://admin:admin@192.168.1.2/state.xml?relayState=2>.

After the web relay is set up, you can configure the specific web relay to be triggered based on the relay location for the door access.

To configure the configuration on the web **Access Control > User** interface.

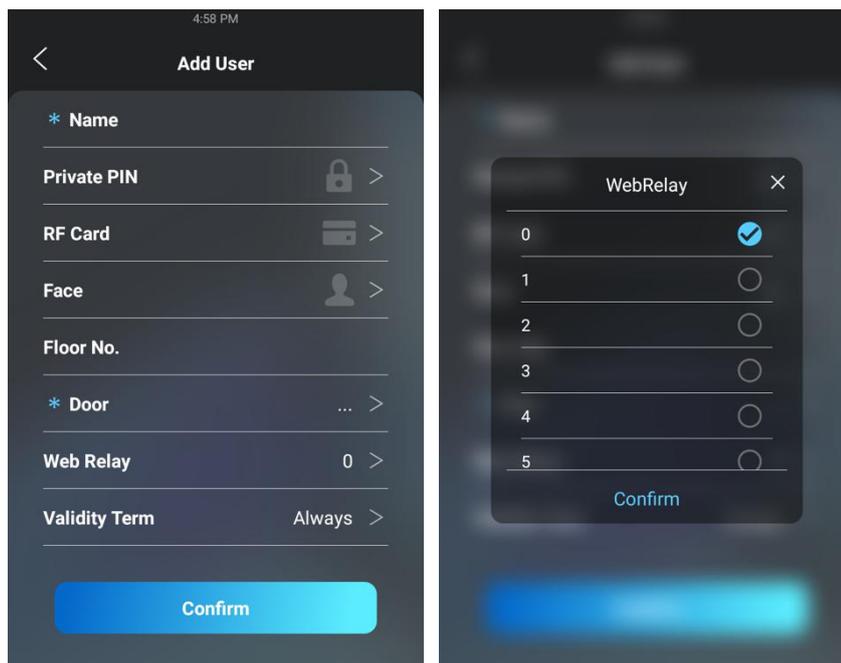


The screenshot shows a configuration window titled "Access Setting". It contains three rows of settings:

Web Relay	<input type="text" value="0"/>
Allow To Open	<input checked="" type="checkbox"/> RelayA <input type="checkbox"/> RelayB <input type="checkbox"/> RelayC
Validity Term	<input type="text" value="Always"/>

## 14.2.2. Configure Web Relay Configuration on the Device

You can also assign a specific web relay to a resident for the door access based on order of the web relay set up on the web **Setting > User > Add** interface.



## 15. Door Access Schedule Management

You are required to configure and make schedule for the user-based door access via RF card, Private PIN and Facial recognition.

## **15.1. Configure Door Access Schedule**

You can create door access schedules so that they can be later conveniently applied to the door access control intended for individual user or a group of users created. Moreover, you can edit your door access schedule if needed.

### **15.1.1. Create Door Access Schedule**

You can create the door access schedule on a daily or monthly basis, and you can also create a schedule that allows you to plan for a longer period of time in addition to running the door access schedule on a daily or monthly basis. To configure the configuration on the web **Setting > Schedule** interface.

Guide

Schedule

[+ Add](#) [Import](#) [Export](#)

<input type="checkbox"/>	Index	Mode	Name	Date	Day of Week	Time	Edit
 No Data							

[Delete](#) [Delete All](#) [Prev](#) 1/1 [Next](#)  [Go](#)

**Add Schedule** X

Mode

Name

Start Time - End Time  -

[Cancel](#) [Submit](#)

To create a weekly schedule:

*Guide*

### Add Schedule

Mode: Weekly

Name:

Day:  Mon  Tue  Wed  
 Thur  Fri  Sat  
 Sun  CheckAll

To create a longer period schedule:

### Add Schedule

Mode: Normal

Name:

Start Date - End Date:  ~

Day:  Mon  Tue  Wed  
 Thur  Fri  Sat  
 Sun  CheckAll

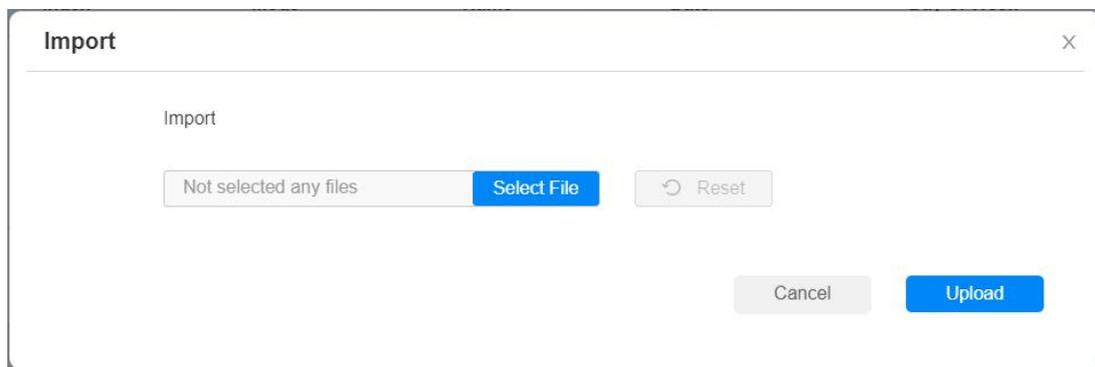
Start Time - End Time:  -

### 15.1.2. Import and Export Door Access Schedule

## Guide

---

In addition to creating door access schedule separately, you can also conveniently import or export the schedules in order to maximize your door access schedule management efficiency. To configure the configuration on the web **Setting > Schedule > Schedule > Import** interface.



### Note:

- It only supports .xml format file for importing and exporting the schedule.

### 15.1.3. Edit the Door Access Schedule

If you want to edit or delete your door access schedule you created, you can edit or delete the configured schedule separately or in batch

## Guide

---

on the web *Setting > Schedule* interface.

Schedule

[+ Add](#) [Import](#) [Export](#)

<input type="checkbox"/>	Index	Mode	Name	Date	Day of Week	Time	Edit
<input type="checkbox"/>	1	Normal	Normal	20201201-20201231	Mon Tue Wed Thur Fri Sat Sun	00:00-00:00	<a href="#">Edit</a>
<input type="checkbox"/>	2	Weekly	Weekly	--	Mon Tue Wed Thur Fri Sat Sun	--	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	3	Daily	Daily	--	--	01:09-23:59	<a href="#">Edit</a>

[Delete](#) [Delete All](#) [Prev](#) 1/1 [Next](#)  [Go](#)

## 16. Door Unlock Configuration

X915 series door phone offers you three types of door access via PIN code, RF card and Facial recognition. You can configure them on the device and web interface. Moreover, you can import or exporting the configured files to maximize your RF card configuration efficiency.

### 16.1. Configure PIN Code for Door Unlock

You can create and modify both Public PIN code and private PIN code for the door access on X915 series door phones.

### 16.1.1. Configure Public PIN code

You can configure and modify a total of 3 sets of separate PIN codes on the device web **Access Control > PIN Setting > Public PIN** interface.

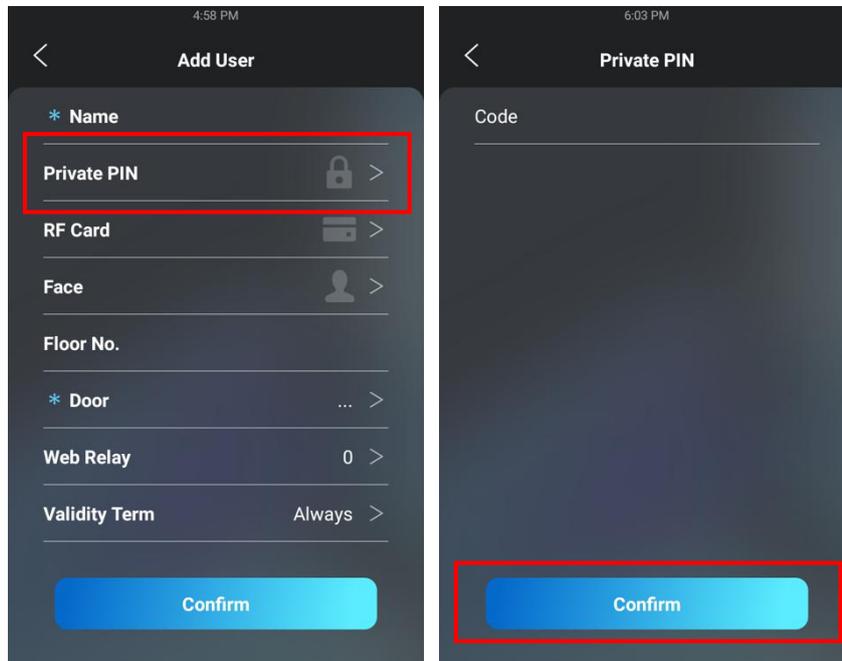
Public PIN	
Enabled	<input checked="" type="checkbox"/>
PIN Code	<input type="text" value="33333333"/>

**Note:**

- Public PIN code will not valid until the function is turned on.

### 16.1.2. Configure Private PIN Code on the Device

You can configure door access by Private PIN code on the device by entering the user's name and the PIN code for the door access. To configure the language display on the device **Setting > User > Add** interface.



### 16.1.3. Configure Private PIN Code on the Web Interface

On the web interface, you can not only set up PIN code, but also set and select the door access schedule that you created for the validity of the PIN Code access during a certain time span you scheduled. In addition, you can set the limit for the total number of valid PIN code door access. To configure the configuration on the web **Access Control > User** interface.

## Guide

---

Private PIN

Code

Select door access Schedule for Private PIN Code door access:

Access Setting

WebRelay

Allow To Open  RelayA  RelayB  RelayC

ValidityTerm

Times

2/3 items	Unselected Schedules	0 item	Selected Schedules
<input checked="" type="checkbox"/> Normal			
<input checked="" type="checkbox"/> Weekly			
<input type="checkbox"/> Daily			

No Data

### Parameter Set-up:

- **Validity Term:** select validity term among three options: “Always”, “Schedule” and “Never”. if you select “Always”, then the door access via PIN code will always be valid with no restriction. If you select “Schedule”, then you are required to select among the

*Guide*

---

*created schedule for user-based PIN code access. If you select “Never” than the PIN code access will never be valid.*

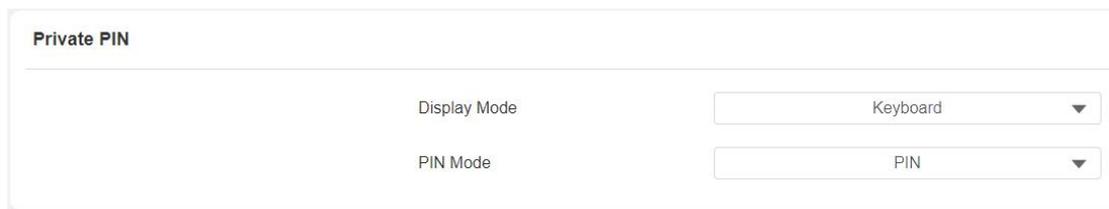
- *Times: set the total number of valid PIN code access allowed.*

**Note:**

- *This step is applicable to door access by RF card and Facial recognition as they are identical in configuration.*

### 16.1.4. Configure Private PIN Access Mode

X915 series door phone offers you two types of access modes for private PIN code access, namely “PIN” and “APT#+PIN”. To configure the configuration on the web **Access Control > PIN Setting > Private PIN** interface.



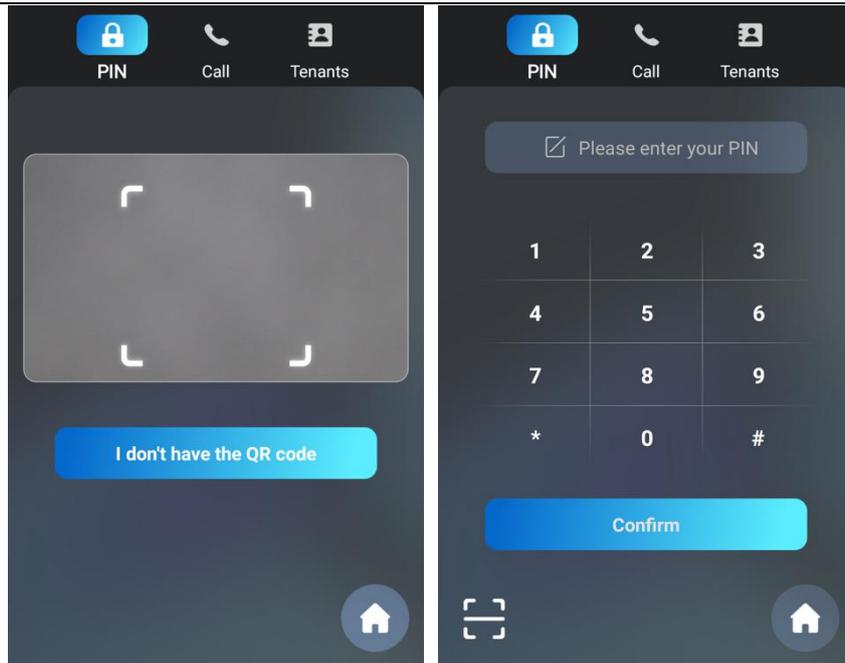
The screenshot shows the 'Private PIN' configuration page. It contains two dropdown menus: 'Display Mode' is set to 'Keyboard' and 'PIN Mode' is set to 'PIN'.

Private PIN	
Display Mode	Keyboard ▼
PIN Mode	PIN ▼

#### Parameter Set-up:

**Display Mode:** select access mode between “QR Code” and “Keyboard”.

Guide



- QR Code can only be applicable when the device is added to the Akuvox SmartPlus.

To configure the Display Mode and PIN Mode:

Private PIN

Display Mode	Keyboard
PIN Mode	PIN

Parameter Set-up:

- *PIN Mode: select access mode between “PIN” and “APT#+PIN”. if you select “PIN” then you are only required to enter PIN code directly for the door access, while if you select “APT#+PIN”, then you are required to enter the Apartment Number first before entering your PIN code for the door access.*



Note:

- *APT+PIN can only be applicable when the device is added to the Akuvox SmartPlus.*

## 16.2. Configure RF Card for Door Unlock

### 16.2.1. Configure RF Card on the Web Interface

To configure the configuration on the web **Access Control > User > RF Card** interface.

## Guide

RF Card

Reader Status	<input type="text" value="Normal"/>	
Code	<input type="text"/>	<input type="button" value="Obtain"/>
<input type="button" value="Add"/>		

**Note:**

- Please refer to PIN code access schedule selection for the RF card user(s)-specific door access.

**Note:**

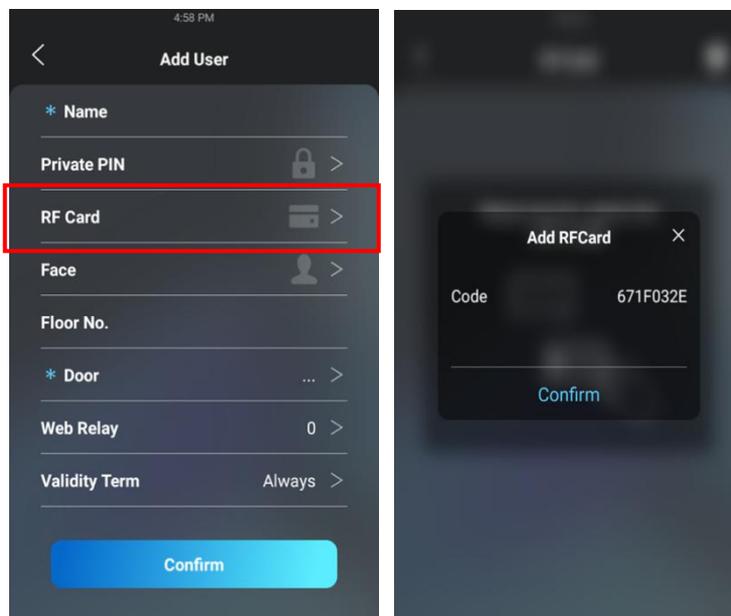
- RF card with 13.56 MHz and 125 KHz can be applicable to the door phone for the door access.

### 16.2.2. Configure RF Card on the device

## Guide

---

You can configure the RF card directly on the device for the door access while setting up the time schedule for the validity of the RF card access along with the web relay that can be trigger with RF card etc. To configure the language display on the device **Setting > User > Add** interface.



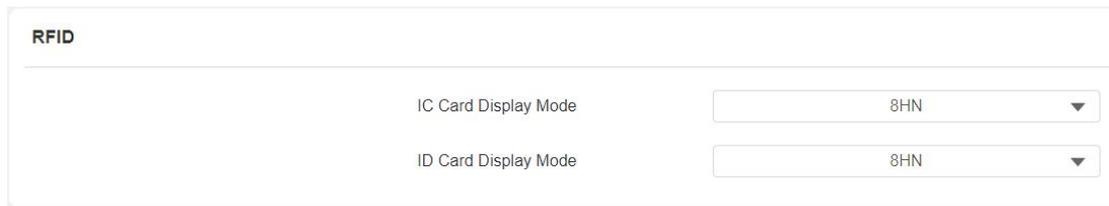
### 16.2.3. Configure RF Card Code Format

If you want to integrate with the third-party intercom system in terms of RF card door access, you can change the RF card code format to be identical with that applied in the third-party system. To

## Guide

---

configure the configuration on the web Access Control > Card Setting interface.



The screenshot shows a configuration window titled "RFID". It contains two rows of settings. The first row is labeled "IC Card Display Mode" and has a dropdown menu with "8HN" selected. The second row is labeled "ID Card Display Mode" and also has a dropdown menu with "8HN" selected.

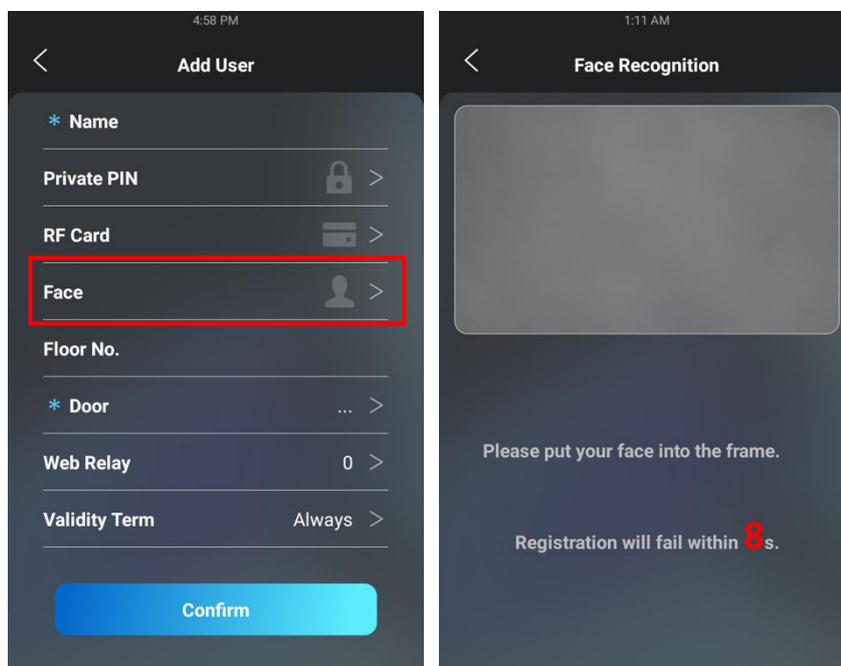
### Parameter Set-up:

- **IC-Card Display Mode:** select the card format for the ID Card for the door access among five format options: 8H10D, 6H3D5D(W26), 6H8D, 8HN, and 8HR. The card code format is 8HN by default.

## 16.3. Configure Facial Recognition for Door Unlock

### 16.3.1. Configure Facial Recognition on the Device

You can configure door access by facial recognition on the device by entering the user's name and register your facial ID on the device for the door access. To configure the language display on the device **Setting > User > face interface.**



### 16.3.2. Configure Facial Recognition on Web Interface

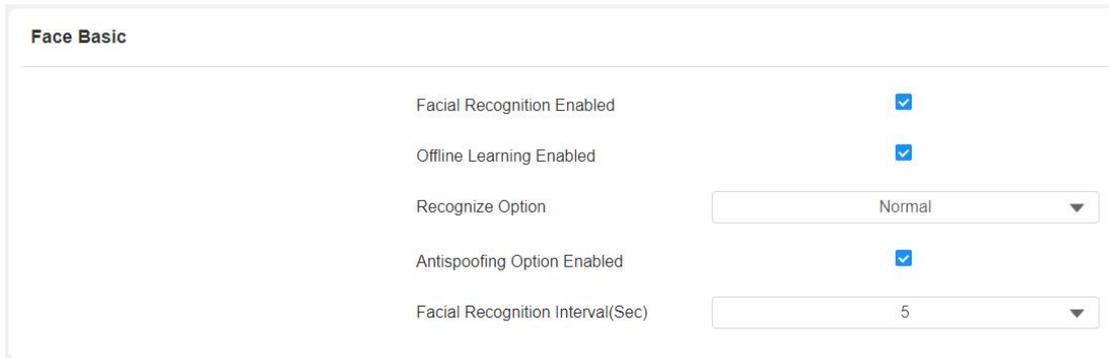
X915 series door phone allows you to adjust facial recognition accuracy, recognition intervals according to your actual need. And

**AKUVOX SMART INTERCOM** [www.akuvox.com](http://www.akuvox.com)

## Guide

---

you can also improve the recognition quality and user experience through the basic facial recognition setting. To configure the configuration on the web **Access Control > Face Setting** interface.



The screenshot shows the 'Face Basic' configuration page with the following settings:

Setting	Value
Facial Recognition Enabled	<input checked="" type="checkbox"/>
Offline Learning Enabled	<input checked="" type="checkbox"/>
Recognize Option	Normal
Antispoofing Option Enabled	<input checked="" type="checkbox"/>
Facial Recognition Interval(Sec)	5

### Parameter Set-up:

- **Face Recognition:** click on **Enable** to turn on the facial recognition function. Facial recognition is enabled by default.
- **Offline Learning:** select **Enable** if you want to improve the device recognizing capability, focusing on the major facial characteristics while sidelining the minor changes occurred to your face. Facial recognition accuracy improves as the number of facial recognition increases.

## Guide

---

- **Recognize Option:** click to select the facial recognition accuracy level among four options: **Low, Normal, High, Highest**. For example, if you select **Highest** then there will be the least possibility that someone else will be mistaken for you by mistake or in another way round in the facial recognition.
- **Antispoofing Option:** select Anti-spoofing level among four options: **Low, Normal, High, Highest**. For example, if you select **Highest** then there will be the least possibility that the device will be fooled by digital images or the pictures of any kinds.
- **Facial Recognition Interval:** select time interval between every two facial-recognitions from 1-8 minutes. For example, if you select “5” then you have to wait for 5 min. before you are allowed to perform the facial recognition again.

## 16.4. Edit the User-specific door access data

You can search user(s)-specific door access and edit the door access

## Guide

---

data on the web *Access Control > User interface.*

User

Name/Code  Search

<input type="checkbox"/>	Index	Name	Private PIN	RF Card	Schedule ID	Times	Floor No.	Relay	Web Relay	Edit
<input type="checkbox"/>	1	Ryan			1,2	0	100	1	0	

1/1

## 16.5. Import and Export User Data of Access Control

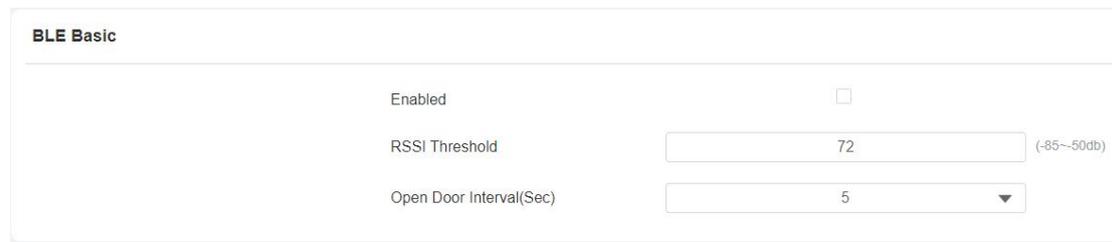
X915 series support User Data of access control to be shared among Akuvox X915 series door phones through import and export while you can also export the facial data out of the door phone and then import to a third-party device. To configure the configuration on the web *Access Control > User > Import/Export User interface.*

Import/Export User

User Data

## 16.6. Configure Bluetooth for Door Unlock

You can also gain the door access by mobile phone with Bluetooth which is used together with Akuvox SmartPlus. You can shake the mobile phone closer to the door phone for the door access. To configure the configuration on the web **Access Control > BLE Basic** interface.



<b>BLE Basic</b>	
Enabled	<input type="checkbox"/>
RSSI Threshold	<input type="text" value="72"/> (-85~-50db)
Open Door Interval(Sec)	<input type="text" value="5"/>

### Parameter Set-up:

- **BLE Enable:** enable or disable the Bluetooth function. Bluetooth is turned off by default.
- **RSSI Threshold:** select the signal receiving strength from -85~-50db in absolute terms, The higher value it is , the greater strength it has. The default value is 72db in absolute terms.

*Guide*

---

- *Open Door Interval (Sec): select the time interval between every two Bluetooth door accesses.*

## 16.7. Configure Open Relay via HTTP for Door Unlock

*You can unlock the door remotely without approaching the device physically for the door access by typing in the created the HTTP command (URL) on the web browser to trigger the relay when you are not available by the door for the door access. To configure the configuration on the web **Access Control > Relay > Open Relay via HTTP interface.***

Open Relay via HTTP

Enabled	<input type="checkbox"/>
User Name	<input type="text"/>
Password	<input type="password"/>

*Parameter Set-up:*

## Guide

---

- **Enable:** enable the HTTP command unlock function by clicking on **Enable** field.
- **User Name:** enter the user name of the device web interface, for example "Admin".
- **Password:** enter the password for the HTTP command. For example: "12345".

Please refer to the following example:

<http://192.168.35.127/cgi/do?action=OpenDoor&UserName=admin&Password=12345&DoorNum=1>



Note:

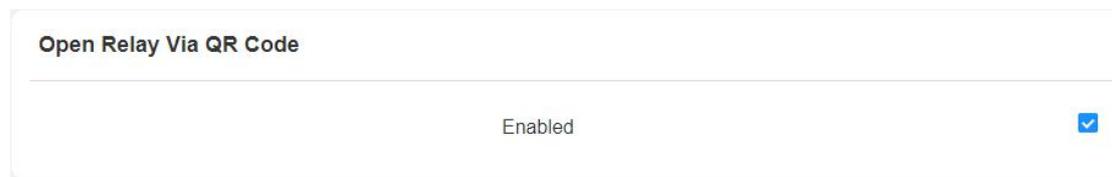
- DoorNum in the HTTP command above refers to the relay number #1 to be triggered for the door access.

## 16.8. Unlock by QR Code

## Guide

---

QR code is another option for door access. If you want to apply QR code access, you need to enable the QR code function. To configure the configuration on the web **Access Control > Relay > Open Relay via QR Code** interface.



Note:

- The function should work with Akuvox SmartPlus. For more information, please contact Akuvox technical support.

## 16.9. Configure Exit Button for Door Unlock

When you need to open the door from inside using the Exit button installed by the door, you can configure the door phone Input to trigger the relay for the door access. To configure the configuration on the web **Access Control > Input > Input** interface.

## Guide

Input A

Enabled	<input checked="" type="checkbox"/>
Trigger Electrical Level	Low
Action To Execute	<input type="checkbox"/> FTP <input type="checkbox"/> Email <input type="checkbox"/> HTTP <input type="checkbox"/> TFTP
HTTP URL	
Action Delay	0 (0~300Sec)
Execute Relay	RelayA
Door Status	DoorA: High

### Parameter Set-up:

- **Trigger Electrical Level:** select the trigger electrical level options between “High” and “Low” according to the actual operation on the exit button.
- **Action to Execute:** select the method to carry out the action among four options: FTP, Email, HTTP, TFTP.
- **Http URL:** enter the URL if you select the HTTP to carry out the action.
- **Action Delay:** set up the delay time when the action is carried out.

For example, if you set the action delay time at 5 seconds., then

## Guide

---

*the corresponding actions will be carried out 5 minutes after your press the button.*

- *Execute Relay: set up relays to be triggered by the input.*
- *Door Status: display the status of input signal.*

## 16.10. Configure Reception Tab for Door Unlock

*In the device home screen, X915 series door phone provide residents and visitors a quick door access by pressing the **Reception** tab on the bottom of the home screen. To configure the configuration on the web **Device > Key/Display > Speed Dial Action In Building Theme** interface.*

Speed Dial Action In Building Theme	
Account	<input type="text" value="Auto"/>
Open Relay	<input type="text" value="None"/>
Action To Execute	<input type="checkbox"/>
HTTP URL	<input type="text"/>

**Parameter Set-up:**

- **Open Relay:** select the relay(s) to be triggered by pressing the Reception Icon.
- **Action To Execute:** tick the check box to enable HTTP option.
- **HTTP URL:** enter the URL command to be sent for the door access.

For example:

<http://192.168.35.127/cgi/do?action=OpenDoor&UserName=admin&Password=12345&DoorNum=1>

## 16.11.Unlock by DTMF code

DTMF codes can be configured on the door phone web interface and set up identical DTMF code on the corresponding intercom devices such as indoor monitor, which allows residents to enter the DTMF code on the soft keypad or press DTMF code attached unlock tab on

## Guide

---

the screen to unlock the door for visitors etc., during a call. To configure the configuration on the web **Account > Advanced > DTMF** interface.

DTMF	
Type	<input type="text" value="RFC2833"/>
How To Notify DTMF	<input type="text" value="Disabled"/>
Payload	<input type="text" value="101"/> (96-127)

### Parameter Set-up:

- **Type:** select DTMF type among five options: “Inband”, “RFC2833”, “Info+Inband” and “Info+RFC2833” according to you need.
- **How to Notify DTMF:** select among four options: “Disable” “DTMF” “DTMF-Relay” “Telephone-Event” according to your need.
- **DTMF Payload:** select the payload 96-127 for data transmission identification.

## Guide

---



**Note:**

- Please refer to the chapter refer to the chapter *Configuring DTMF Data Transmission* for the specific DTMF code setting.
- Intercom devices involved must be consistent in the DTMF type otherwise DTMF code cannot be applied.

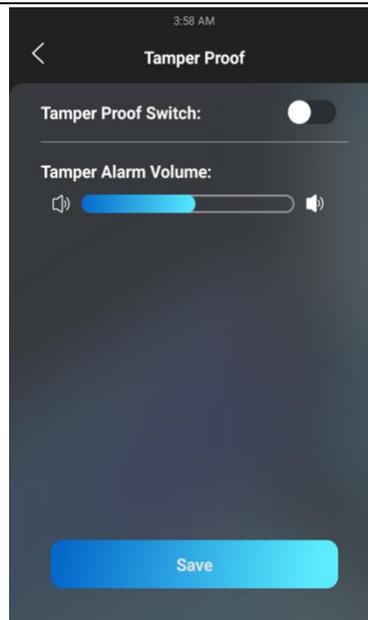
## 17. Security

### 17.1. Tamper Alarm Setting

Tamper alarm function serves as a protection against any unauthorized removal of the devices by triggering off the temper alarm while sending out calls to the designated location. Tamper alarm will be triggered off when the door phone changes its gravity value as opposed to its original gravity value set up when the device is installed.

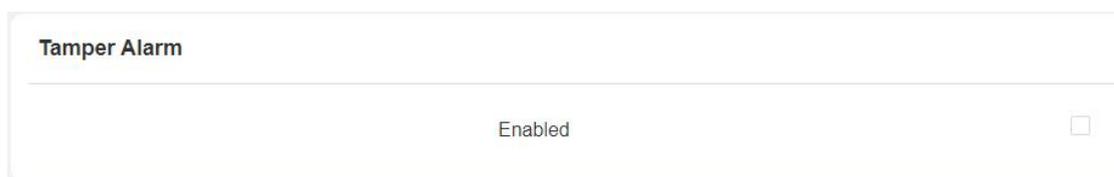
#### 17.1.1. Configure Tamper Alarm on the Device

Tamper alarm can be conveniently set up and adjusted directly on the door phone. You can set up the gravity value as well as the adjusting the gravity sensor sensitivity according to your actual need. To configure the language display on the device **Setting > Security > Temper Proof** interface.



### 17.1.2. Configure Tamper Alarm on the Web Interface

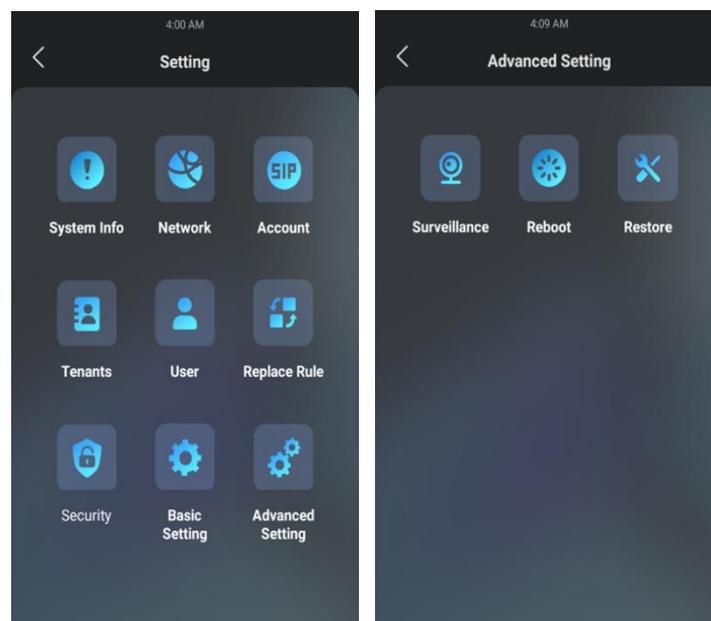
You can also set up the temper alarm function in terms of switching on the function and setting up the gravity sensor sensitivity to suit your need. To configure the configuration on the web **Security > Basic > Tamper Alarm** interface.

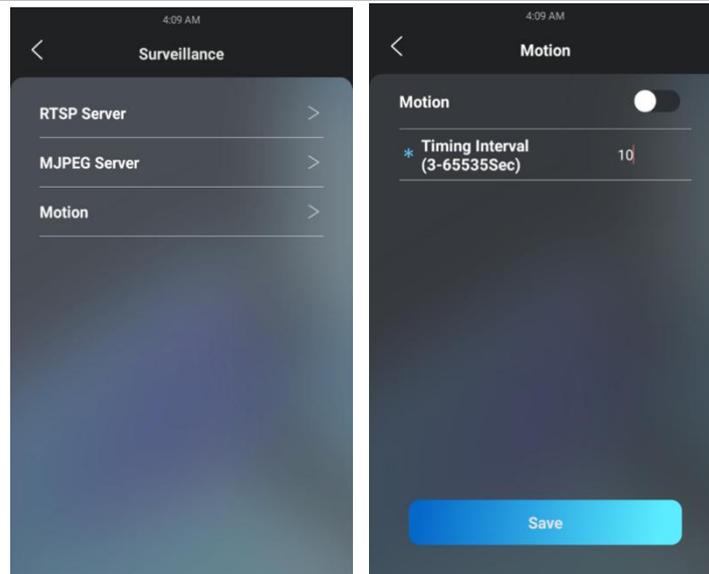


## 17.2. Motion Detection

### 17.2.1. Configure Motion Detection on the Device

You can turn on the motion detection and set up the motion detection interval on the device *Advanced Setting > Surveillance > Motion* screen.





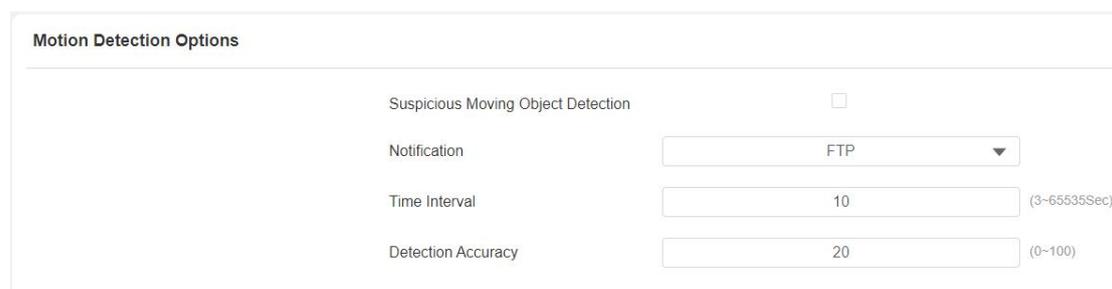
### Parameter Set-up

- **Interval:** set the time interval for the motion detection. If you set the default time interval as “10” Sec, then the motion detection time span will be 10 seconds. Assuming that we set the time interval as “10” then, and the first movement captured can be seen as start point of the motion detection, and if the movement continues through 7 seconds of the 10 second interval, then the alarm will be triggered at 7 seconds ( the first trigger point) and motion detection action can be triggered (sending out notification) anywhere between 7-10 seconds once movement is detected. “10” Sec interval is a complete cycle of the motion detection before it starts another cycle of the same time interval.

To be more specific, the first trigger point can be calculated as the “Time interval minus three”.

## 17.2.2. Configure Motion Detection on the Web Interface

On the device web interface, you can not only configure the time interval but also the motion detection sensitivity and notification type when the motion detection action is triggered. To configure the configuration on the web *Surveillance > Motion > Motion Detection Options* interface.



Motion Detection Options	
Suspicious Moving Object Detection	<input type="checkbox"/>
Notification	FTP
Time Interval	10 (3-65535Sec)
Detection Accuracy	20 (0-100)

### Parameter Set-up:

- *Suspicious Moving Object Detection*: tick the check box to enable

*the motion detection function.*

- **Notification:** *select the notification type between FTP and Email. If you select “FTP”, then the notification will be sent in FTP to a designated serve while if you select “Email” then the notification will be sent in the form of emails when motion detection action is triggered.*
- **Time Interval:** *set the time interval in the same away as you do on the device.*
- **Detection Accuracy:** *set the detection accuracy for the detection sensitivity. The small value it is, the greater sensitivity. the default detection accuracy value is “20”.*

## **17.3. Security Notification Setting**

### **17.3.1. Email Notification Setting**

## Guide

---

If you want to receive the security notification via email, you can configure the Email notification on the web **Setting > Action > Email Notification** interface properly.

**Email Notification**

Sender's Email Address	<input type="text"/>
Email Send Name	<input type="text"/>
Receiver's Email Address	<input type="text"/>
Receiver's Email Name	<input type="text"/>
SMTP Server Address	<input type="text"/>
SMTP User Name	<input type="text"/>
SMTP Password	<input type="password" value="*****"/>
Email Subject	<input type="text"/>
Email Content	<input type="text"/>

### Parameter set-up:

- **Sender's email address:** enter the sender's email address from which the email notification will be sent out.
- **Email Send Name:** enter the name of the email sender.

*Guide*

---

- *Receiver's Email Address: enter the receiver's email address.*
- *Receiver's Email Name: enter the name of the email receiver.*
- *SMTP Server Address: enter the SMTP server address of the sender.*
- *SMTP User Name: enter the SMTP user name, which is usually the same with sender's email address.*
- *SMTP Password: configure the password of SMTP service, which is same with sender's email address.*
- *Email Subject: enter the subject of the email.*
- *Email Content: compile the emails contents according to your need*

### 17.3.2. FTP Notification Setting

If you want to receive the security notification via FTP, you can configure the FTP notification on the web **Setting > Action > FTP Notification** interface properly.

FTP Notification

FTP Server	<input type="text"/>
FTP User Name	<input type="text"/>
FTP Password	<input type="password" value="*****"/>
FTP Path	<input type="text"/>

#### Parameter Set-up:

- **FTP Server:** enter the address (URL) of the FTP server for the FTP notification.
- **FTP User Name:** enter the FTP server user name.
- **FTP Password:** enter the FTP server password.
- **FTP Path:** enter the folder name you created in FTP server.

### 17.3.3. TFTP Notification Setting

If you want to receive the security notification via TFTP, you can configure the TFTP notification on the web **Setting > Action > TFTP Notification** interface properly.



TFTP Notification

TFTP Server

Parameter set-up:

- **TFTP server:** enter the address (URL) of the TFTP server for the FTP notification

## 17.4. Web Interface Automatic Log-out

You can set up the web interface automatic log-out timing, requiring

*Guide*

---

re-login by entering the user name and the passwords for the security purpose or for the convenience of operation. To configure the configuration on the web **Security > Basic > Session Time Out** interface.

Session Time Out	
Session Time Out Value	<input type="text" value="14400"/> (60~14400Sec)

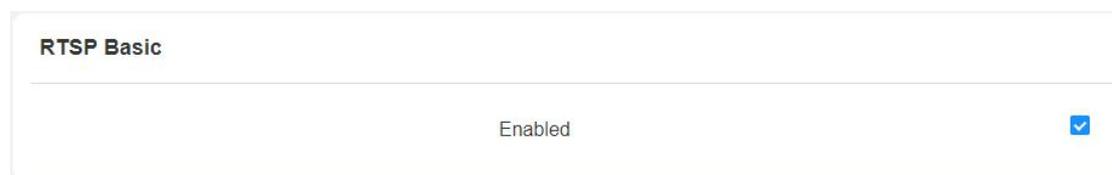
## 18. Monitor and Image

### 18.1. RTSP Stream Monitoring

X915 series door phone support RTSP stream that allows intercom devices such as indoor monitor or the monitoring unit from the third party to monitor or obtain the the real time audio/ video (RTSP stream) from the door phone using the correct URL.

#### 18.1.1. RTSP Basic Setting

To configure the configuration on the web *Surveillance > RTSP > RTSP Basic* interface.

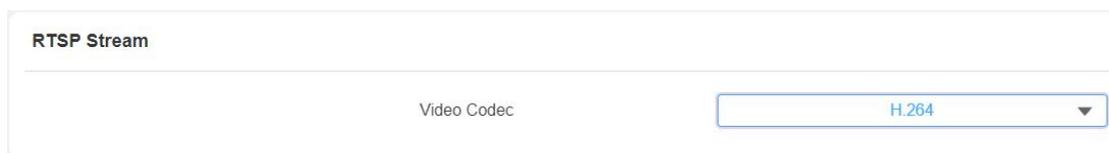


#### 18.1.2. RTSP Stream Setting

## Guide

---

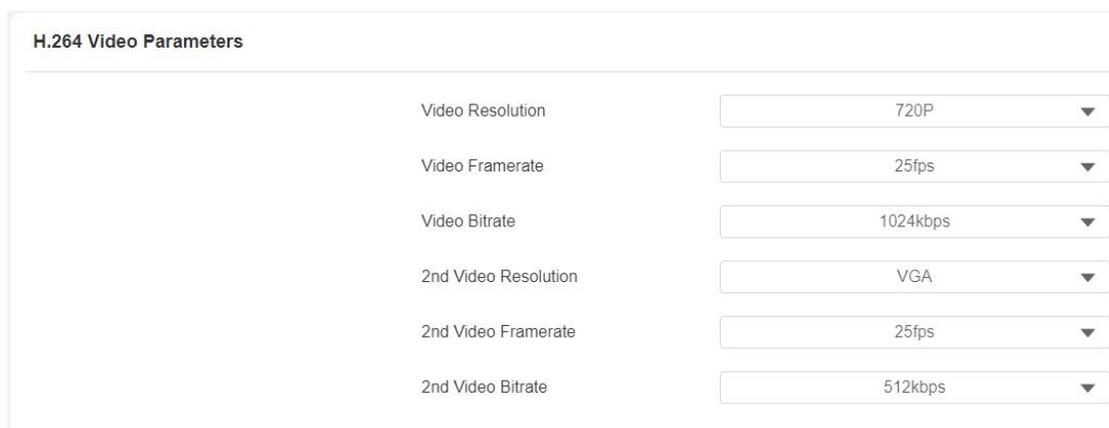
You can select the video codec for the RTSP stream. You can also configure video resolution and bitrate etc. for H.264 codec based on your actual network environment on the web **Surveillance > RTSP > RTSP Stream** interface.



RTSP Stream

Video Codec: H.264

To configure the parameters for H.264 codec on the web **Surveillance > RTSP > H.264 Video Parameters** interface.



H.264 Video Parameters

Video Resolution	720P
Video Framerate	25fps
Video Bitrate	1024kbps
2nd Video Resolution	VGA
2nd Video Framerate	25fps
2nd Video Bitrate	512kbps

### Parameter Set-up:

- **Video Resolution:** select video resolutions among seven options:

**AKUVOX SMART INTERCOM** [www.akuvov.com](http://www.akuvov.com)128

## Guide

---

“QCIF”, “QVGA”, “CIF”, “VGA”, “4CIF”, “720P”, and “1080P”.

The default video resolution is “720P”. and the video from the door phone might not be able to be shown in the indoor monitor if the resolution is set higher than “720P”.

- **Video Framerate:** “25fps” is the video frame rate by default.
- **Video Bitrate:** select video bitrate among six options: “128 kbps”, “256kbps”, “512 kbps”, “1024 kbps”, “2048 kbps”, “4096 kbps” according to your network environment. The default video bitrate is “2048 kbps”.
- **2nd Video Resolution2:** select video resolution for the second video stream channel. While the default video solution is “VGA”.
- **2nd Video Framerate:** select the video framerate for the second video stream channel. “25fps” is the video frame rate by default for the second video stream channel.
- **2nd Video Bitrate:** select video bitrate among the six options for

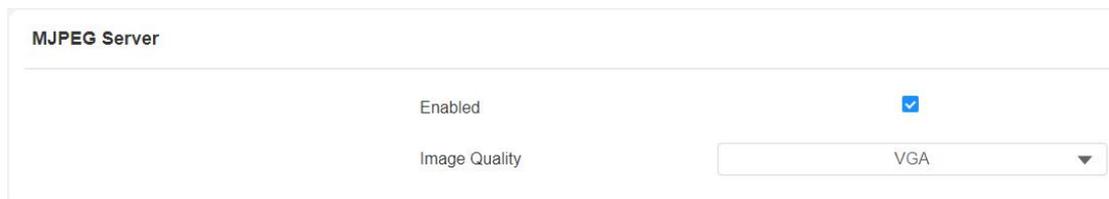
## Guide

---

the second video stream channel. While the second video stream channel is “512 kpbs” by default.

## 18.2. MJPEG Image Capturing

X915 series allow you to capture the Mjpeg format monitoring image if needed. You can enable the MJPEG function and set the image quality on the web **Surveillance > MJPEG** interface.



MJPEG Server	
Enabled	<input checked="" type="checkbox"/>
Image Quality	VGA

### Parameter Set-up:

- **Enabled:** tick the check box to enable the Mjpeg service.
- **Image Quality:** select the quality for the image capturing among seven options: QCIF, QVGA, CIF, VGA, 4CIF, 720P, 1080P

After the MJPEG service is enabled, you can capture the image from the door phone using following three types of URL format:

- `http:// device ip:8080/picture.cgi`
- `http://device ip:8080/picture.jpg`
- `http://device ip:8080/jpeg.cgi`

For example, if you want to capture the JPG format image of door phone with the IP address: 192.168.1.104, you can enter “`http://192.168.1.104:8080/picture.jpg`” on the web browser

### **18.3. ONVIF**

Real-time video from the X915 series door phone camera can be searched and obtained by the Akuvox indoor monitor or by the third-party devices such as NVR (Network Video Recorder) you can configure the ONVIF function in the door phone so that other device will be able to see the video from the door phone. To configure the

## Guide

---

configuration on the web Surveillance > ONVIF interface.

Basic Setting

Discoverable	<input checked="" type="checkbox"/>
User Name	<input type="text" value="admin"/>
Password	<input type="password" value="*****"/>

### Parameter Set-up:

- **Discoverable:** tick the check box to enable the Discoverable ONVIF mode. If you select “Discoverable” then the video from the door phone camera can be searched by other devices.
- **User Name:** enter the user name. The user name is “admin” by default.
- **Password:** enter the password. The password is “admin” by default.

After the setting is complete, you can enter the ONVIF URL on the third-party device to view the video stream.

## Guide

---

For example: `http://IP address:80/onvif/device_service`



Note:

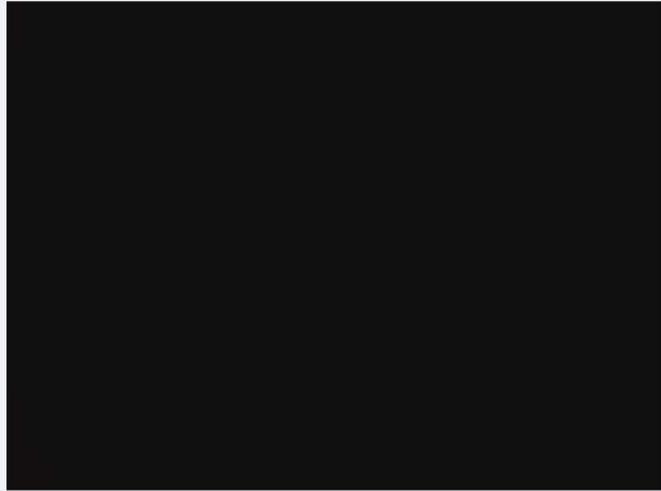
- Fill in the specific IP address of the door phone in the URL.

## 18.4. Live Stream

If you want to check the real-time video from the X915 series door phone, you can go to the device web interface to obtain the real-time video or you can also enter the correct URL on the web browser to obtain it directly. To view the real time video on the web **Surveillance > Live Stream** interface. You can also enter the correct URL (`http://IP_address:8080/video.cgi`) on the web browser if you want to obtain the real-time video directly with going to the web interface.

*Guide*

Surveillance» [Live Stream](#)



## 19. Logs

### 19.1. Call Logs

If you want to check on the calls inclusive of the dial-out calls, received calls and missed calls in a certain period of time, you can check and search the call log on the device web interface and export the call log from the device if needed. To check the call log on the web Intercom > Call Log interface.

Call Log

Save Call Log Enabled

Call History All Start Time ~ End Time Name/Number  Search

Index	Type	Date	Time	Local Identity	Name	Number
No Data						

1/1

#### Parameter Set-up:

- *Save Call Log Enabled*: tick the check box to enable the call log function.

## Guide

---

- *Call History*: select call history among four options: “All”, “Dialed”, “Received”, and “Missed” for the specific type of call log to be displayed.
- *Start Time ~ End Time*: select the specific time span of the call logs you want to search, check, or export.
- *Name/Number*: select the “Name” and “Number” options to search call log by the name or by the SIP or IP number.

## 19.2. Door Logs

If you want to search and check on the various types of door access history, you can search and check the door logs on the device web *Access Control > Door log* interface.

## Guide

Door Log

Save Door Log Enabled

All Start Time ~ End Time Name/Code Search Export

<input type="checkbox"/>	Index	Name	Private PIN	RF Card	Type	Date	Time	Status
No Data								

Delete Delete All Prev 1/1 Next 1 Go

### Parameter Set-up:

- *Save Door Log Enabled:* tick the check box to enable the door log function.
- *Status:* select between “Success” and “Failed” options to search for successful door accesses or Failed door accesses.
- *Start Time ~ End Time:* select the specific time span of the door logs you want to search, check, or export.
- *Name/Code:* select the “Name” and “Code” options to search door log by the name or by the PIN code.

## 20. Debug

### 20.1. System Log for Debugging

System log in the door phone can be used for debugging purpose. If you want to export the system out to a local PC or to a remote server for debugging, you can set up the function on the web **Upgrade > Diagnose > System Log** interface.

The screenshot shows the 'System Log' configuration page. It contains the following settings:

Log Level	3
Export Log	Export
Export Debug Log	Export
Remote System Log Enabled	<input type="checkbox"/>
Remote System Server	

#### Parameter Set-up:

- **LogLevel:** select log levels from 1 to 7 levels. You will be instructed by Akuvox technical staff about the specific log level to be entered for debugging purpose. The default log level is “3”. the higher the

level is, the more complete the log is.

- **Export Log:** click the **Export** tab to export temporary debug log file to a local PC.
- **Export Debug Log:** click the **Export** tab to export debug log file to a local PC.
- **Remote System Log:** select “**Enable**” or “**Disable**” if you want to enable or disable the remote system log.
- **Remote System Server:** enter the remote server address to receive the device log. And the remote server address will be provided by Akuvox technical support.

## 20.2. PCAP for Debugging

PCAP in X915 series door phone is used to capture the data package going in and out of the devices for debugging and troubleshooting purpose. You can set up the PCAP on the device web **Upgrade >**

**AKUVOX SMART INTERCOM** [www.akuvox.com](http://www.akuvox.com)<sup>13</sup>

## Guide

---

Diagnose > PCAP interface properly before using it.

The screenshot shows the PCAP configuration interface. It features a header 'PCAP' and a form with the following elements:

- A text input field labeled 'Specific Port' with a placeholder '(1-65535)' to its right.
- Three buttons: 'Start' (blue), 'Stop' (grey), and 'Export' (blue).
- A checkbox labeled 'PCAP Auto Refresh Enabled' which is currently unchecked.

### Parameter Set-up:

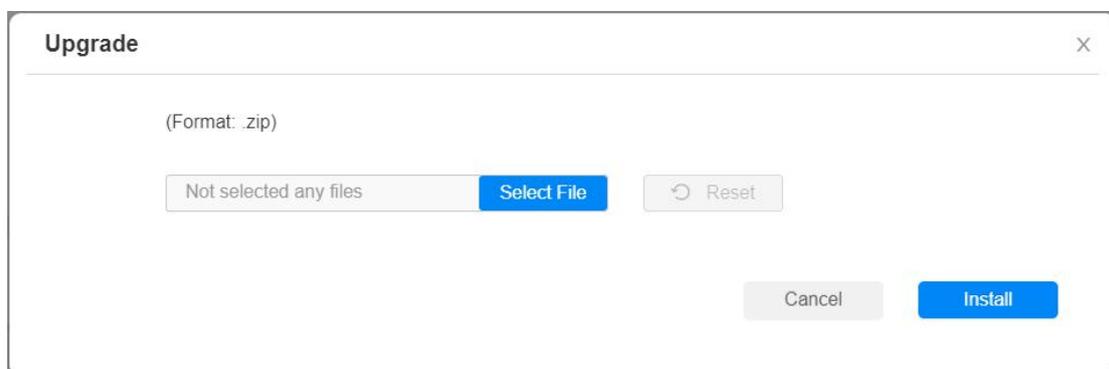
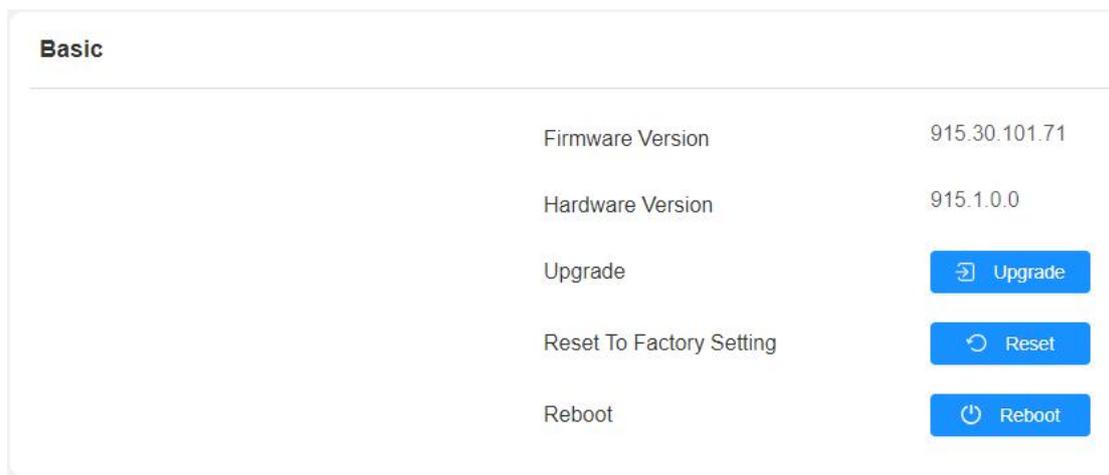
- **Specific Port:** select the specific ports from 1-65535 so that only the data packet from the specific port can be captured. You can leave the field blank by default.
- **PCAP:** click **Start** tab and **Stop** tab to capture a certain range of data packets before clicking **Export** tab to export the data packets to your Local PC.
- **PCAP Auto Refresh:** select “**Enable**” or “**Disable**” to turn on or turn off the PCAP auto fresh function. If you set it as “**Enable**” then the PCAP will continue to capture data packet even after the data packets reached its 1M maximum in capacity. If you set it as “**Disable**” the PCAP will stop data packet capturing when the data

*Guide*

packet captured reached the maximum capturing capacity of 1MB.

## 21. Firmware Upgrade

Firmware of different versions for X915 series door phone can be upgraded on the device web **Upgrade > Basic** interface.



## Guide

---



Note:

- Firmware files should be .zip format for upgrade.

## 22. Backup

Configuration files can be imported to or exported out of the device to your local PC on the device web **Upgrade > Diagnose > Others** interface if needed.

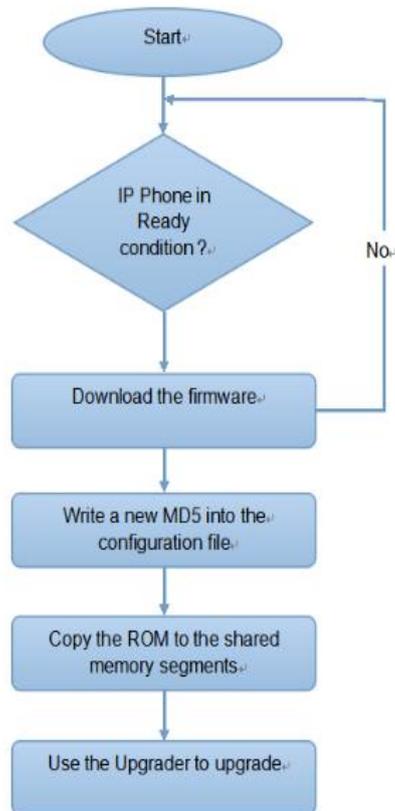


## 23. Auto-provisioning via Configuration File

*Configurations and upgrading on X915 series door phone can be done on the web interface via one-time auto-provisioning and scheduled auto-provisioning via configuration files, thus saving you from setting up configuration needed one by one manually on the door phone.*

### 23.1. Provisioning Principle

*Auto-provisioning is a feature used to configure or upgrade the devices in batch via third party servers. DHCP, PNP, TFTP, FTP, HTTPS are the protocols used by the Akuvox intercom devices to access the URL of the address of the third-party server which stores configuration files and firmware, which will then be used to update the firmware and the corresponding parameters on the door phone.*



## 23.2. Configuration Files for Auto-provisioning

Configuration files have two formats for the auto-provisioning. one is the general configuration files used for the general provisioning and other one is the MAC-based configuration provisioning.

The difference between the two types of configuration files is shown as

**AKUVOX SMART INTERCOM** [www.akuvoy.com](http://www.akuvoy.com)14

## Guide

---

below:

- **General configuration provisioning:** a general file is stored in a server from which all the related devices will be able to download the same configuration file to update parameters on the devices. For example: r000000000915.cfg.
- **MAC-based configuration provisioning:** MAC-based configuration files is used for the auto-provisioning on a specific device as distinguished by its unique MAC number. And the configuration files named with device MAC number will be matched automatically with the device MAC number before being downloaded for the provisioning on the specific device.



Note:

- If a server has these two types of configuration files, then IP devices will first access the general configuration files before accessing the MAC-based configuration files.

## 23.3. AutoP Schedule

Akuvox provides you with different Autop methods that enable the door phone to perform provisioning for itself in a specific time according to your schedule.

To configure the configuration on the web Upgrade > Advanced > Automatic Autop interface.

Automatic Autop

Mode	<input type="text" value="Power On"/>
Schedule	<input type="text" value="Sunday"/>
	<input type="text" value="22"/> (0-23Hour)
	<input type="text" value="0"/> (0-59Min)
Clear MD5	<input type="button" value="Clear"/>
Export Autop Template	<input type="button" value="Export"/>

### Parameter Set-up:

- **Mode:** select “Power on”, “Repeatedly”, “Power On + Repeatedly”, and “Hourly Repeat” as your Autop schedule.

Select “Power on” if you want the device to perform Autop every

*time it boots up.*

*Select “Repeatedly”, if you want the device to perform Autop according to the schedule you set up.*

*Select “Power On + Repeatedly” if you want to combine Power On Mode and Repeatedly mode, it would enable the device to perform Autop every time it boots up or according to the schedule you set up.*

*Select “Hourly Repeat” if you want the device to perform Autop every hour.*

## **23.4. PNP Configuration**

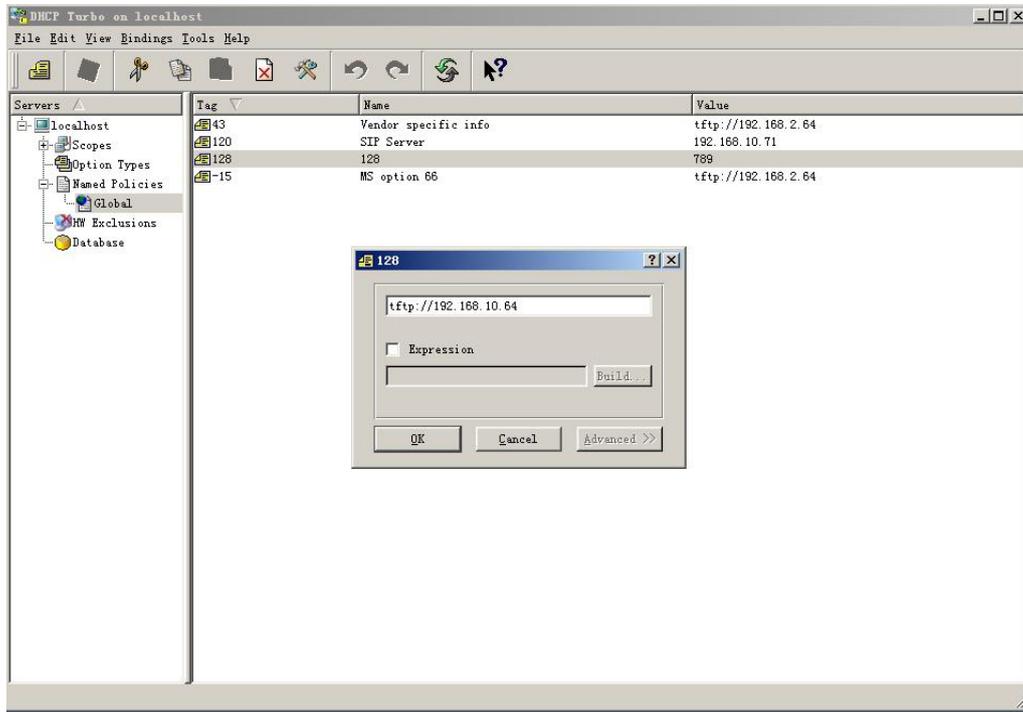
*Plug and Play (PNP) is a combination of hardware and software support that enables a computer system to recognize and adapt to hardware configuration changes with little or no intervention by a user. To configure the configuration on the web Upgrade > Advanced > PNP Option interface.*

PNP Option
PNP Config Enabled <input checked="" type="checkbox"/>

## 23.5. DHCP Provisioning Configuration

Auto-provisioning URL can also be obtained using DHCP option which allows device to send a request to a DHCP server for a specific DHCP option code. If you want to use **Custom Option** as defined by users with option code range from 128-255), you are required to configure DHCP Custom Option on the web interface.

Guide



**Note:**

- The custom Option type must be a string. The value is the URL of TFTP server.

DHCP Option

Custom Option  (128-254)

(DHCP option 66/43 is enabled by default)

Parameter set-up:

- Custom Option: enter the DHCP code that matched with **AKUVOX SMART INTERCOM** [www.akuvox.com](http://www.akuvox.com) 14<sup>c</sup>

## Guide

---

corresponding URL so that device will find the configuration file server for the configuration or upgrading.

- **DHCP Option 66:** If none of the above is set, the device will automatically use DHCP Option 66 for getting the upgrade server URL. This is done within the software and the user does not need to specify this. To make it work, you need to configure the DHCP server for the option 66 with the update server URL in it.
- **DHCP Option 43:** If the device does not get an URL from DHCP Option 66, it will automatically use DHCP Option 43. This is done within the software and the user does not need to specify this. To make it work, you need to configure the DHCP server for the option 43 with the update server URL in it.

**Note:**

- The general configuration file for the in-batch provisioning is with the format “r000000000xx.cfg” taking X915 as an example “r000000000915.cfg (10 “zeros” in total while the MAC-based configuration file for the specific device provisioning is with the format” MAC Address of the device.cfg, for example “0C110504AE5B.cfg.”

## 23.6. Static Provisioning Configuration

You can manually set up a specific server URL for downloading the firmware or configuration file. If an autop schedule is set up, the door phone will perform the auto provisioning on a specific timing according to autop schedule you set up. In addition, TFTP, FTP, HTTP, and HTTPS are the protocols that can be used for upgrading the device firmware and configuration. To download the Autop template on *Upgrade > Advanced > Automatic Autop*, and setup Autop server on *Upgrade > Advanced > Manual Autop* interface.

**Automatic Autop**

Mode	Power On ▾
Schedule	Sunday ▾
<input type="text" value="22"/> Hour(0~23)	<input type="text" value="0"/> Min(0~59)
Clear MD5	<input type="button" value="Submit"/>
Export Autop Template	<input type="button" value="Export"/>

## Guide

Manual Autop

URL	<input type="text"/>
User Name	<input type="text"/>
Password	<input type="password" value="*****"/>
Common AES Key	<input type="password" value="*****"/>
AES Key(MAC)	<input type="password" value="*****"/>

 Autop Immediately

### Parameter set-up:

- **URL:** set up tftp, http, https, ftp server address for the provisioning
- **User Name:** set up a user name if the server needs an user name to be accessed to otherwise leave it blank.
- **Password:** set up a password if the server needs a password to be accessed to otherwise leave it blank.
- **Common AES Key:** set up AES code for the intercom to decipher general Auto Provisioning configuration file.
- **AES Key (MAC):** set up AES code for the intercom to decipher the

## MAC-based auto provisioning configuration file.



Note:

- AES is one type of encryption, it should be configured only when the config file is encrypted with AES, otherwise leave the field blank.



Note:

Server Address format:

- TFTP: `tftp://192.168.0.19/`
- FTP: `ftp://192.168.0.19/` (allows anonymous login)
- `ftp://username:password@192.168.0.19/` (requires a user name and password)
- HTTP: `http://192.168.0.19/` (use the default port 80)
- `http://192.168.0.19:8080/` (use other ports, such as 8080)
- HTTPS: `https://192.168.0.19/` (use the default port 443)



Tip:

- Akuvox do not provide user specified server.
- Please prepare TFTP/FTP/HTTP/HTTPS server by yourself.

## 24. Integration with Third Party Device

### 24.1. Integration via Wiegand

If you want to integrate the X915 series door phone with the third-party devices via Wiegand. To configure the configuration on the web *Access Control > Card Setting > Wiegand interface*.

Wiegand	
Wiegand Display Mode	<input type="text" value="8HN"/>
Wiegand Card Reader Mode	<input type="text" value="Wiegand-26"/>
Wiegand Transfer Mode	<input type="text" value="Input"/>
Wiegand Input Data Order	<input type="text" value="Normal"/>
Wiegand Output Data Order	<input type="text" value="Normal"/>

#### Parameter Set-up:

- **Wiegand Display Mode:** select Wiegand Card code format among 8H10D; 6H3D5D; 6H8D; 8HN; 8HR.

- *Wiegand Card Reader Mode: set the Wiegand data transmission format among three options: Wiegand 26, Wiegand 34, Wiegand 58. The transmission format should be identical between the door phone and the device to be integrated.*
- *Wiegand Transfer Mode: set the Transfer mode between Input or Output if the door phone is used as a receiver, then set it as Input for the door phone and vice versa.*
- *Wiegand Input Data Order: set the Wiegand input data sequence between Normal and Reversed if you select Reversed then the input card number will be reversed an vice versa.*
- *Wiegand Output Data Order: set the Wiegand output data sequence between Normal and Reversed if you select Reversed then the input card number will be reversed an vice versa.*

## 25. System Reboot&Reset

### 25.1. Reboot

If you want to restart the device system, you can operate it on the device web interface as well. Moreover, you can set up schedule for the device to be restarted. To restart the system setting on the web Upgrade > Basic interface.

### 25.2. Reset

If you want to reset the device system to the factory setting, you can it on the web Upgrade > Basic interface.

Guide

Basic	
Firmware Version	915.30.101.71
Hardware Version	915.1.0.0
Upgrade	 Upgrade
Reset To Factory Setting	 Reset
Reboot	 Reboot

## 26. Abbreviations

*ACS: Auto Configuration Server*

*Auto: Automatically*

*AEC: Configurable Acoustic and Line Echo Cancelers*

*ACD: Automatic Call Distribution*

*Autop: Automatic Provisioning*

*AES: Advanced Encryption Standard*

*BLF: Busy Lamp Field*

*COM: Common*

*CPE: Customer Premise Equipment*

*CWMP: CPE WAN Management Protocol*

*DTMF: Dual Tone Multi-Frequency*

*DHCP: Dynamic Host Configuration Protocol*

*DNS: Domain Name System*

*DND: Do Not Disturb*

*DNS-SRV: Service record in the Domain Name System*

*FTP: File Transfer Protocol*

*GND: Ground*

*HTTP: Hypertext Transfer Protocol*

*HTTPS: Hypertext Transfer Protocol Secure Socket Layer*

*PCMA: Pulse Code Modulation A-Law*

*PCMU: Pulse Code Modulation  $\mu$ -Law*

*PCAP: Packet Capture*

*PNP: Plug and Play*

*RFID: Radio Frequency Identification*

*RTP: Real-time Transport Protocol*

*RTSP: Real Time Streaming Protocol*

*MPEG: Moving Picture Experts Group*

*MWI: Message Waiting Indicator*

*NO: Normal Opened*

*NC: Normal Connected*

*NTP: Network Time Protocol*

*NAT: Network Address Translation*

*NVR: Network Video Recorder*

*ONVIF: Open Network Video Interface Forum*

*SIP: Session Initiation Protocol*

*SNMP: Simple Network Management Protocol*

*STUN: Session Traversal Utilities for NAT*

*SMTP: Simple Mail Transfer Protocol*

*SDMC: SIP Devices Management Center*

*TR069: Technical Report 069*

## 27. FAQ

Q1: How to obtain IP address of R2X

A1: ✓ For devices with single button - E21/ R20/ R23/ R26:

While E21/ R20/ R23/ R26 power up normally, hold the call button for 5 seconds after the status LED turns blue and it will enter IP announcement mode. In announcement mode, the IP address will be announced repeatedly. Press call button again to quit the announcement mode.

✓ For devices with multiple numeric keyboard - R27:

While R27 power up normally, press “\*2396#” to enter home screen and press “1” to go to system information screen to check the IP address.

✓ For devices with touch screen - X915:

While X915 power up normally, in the dial interface, press “9999”, “Dial key”, “3888” and “OK” to enter the system setting screen. Go to info screen to check the IP address.

## Guide

---

✓ Common method:

Using Akuvox IP Scanner to search Akuvox devices in the same LAN network.

Q2: Do Akuvox devices support opus codec?

A2: For now, only Akuvox Android video IP phone R48G can support Opus audio codec.

Q3: What is the supported temperature range for akuvox doorphone?

A3: R20/E21/R26/R23/Standard R27/Standard X915 -- 14° to 112°F (-10° to 45°C)

R27/X915 with heating supporting --- 40 degrees

R28 -- (-40°C~55°C)

Indoorphone -- 14° to 112°F (-10° to 45°C)

IPPhone -- 32°~104°F(0~40°C)

Q4: Do Akuvox devices support Modbus protocol?

A4: No.

Q5: Failure in importing the X915 face data to another X915 using

*Guide*

---

*the exported face data .*

*A5: Please confirm the following steps:*

*The import format is zip.*

*1. After you export, you need to unzip the .tgz folder, then make the unzipped folder into .zip again.*

*Q55: Which version of ONVIF does R20 and X915 support?*

*A55: Onvif 18.04 profiles*

*Q6: Do door phones support these card types? Prox, Legacy iClass, iClassSE, HID Mifare, HID DESFire, and HID SEOS*

*A6: Sorry, they are not supported. They need to be implemented via hardware modifications.*

## 28. Contact us

For more information about the product, please visit us at [www.akuvox.com](http://www.akuvox.com) or feel free to contact us by

Sales email: [sales@akuvox.com](mailto:sales@akuvox.com)

Technical support email: [support@akuvox.com](mailto:support@akuvox.com)

Telephone: +86-592-2133061 ext.7694/8162



We highly appreciate your feedback about our products.