



C319H SMART PANEL

Administrator Guide

About This Manual

Thank you for choosing the Akuvox Smart Panel C319H. This manual is intended for the administrators who need to properly configure the smart panel. This manual applies to the 119.30.107.106 version, and it provides all the configurations for the functions and features of the C319H. Please visit the Akuvox official website or consult technical support for any new information or the latest firmware.

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:

<https://knowledge.akuvox.com>



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 transmitter must not be co - located or operating in conjunction with any other antenna or transmitter.

This equipment should be installed and operated with minimum distance 20cm between the radiator&you body.

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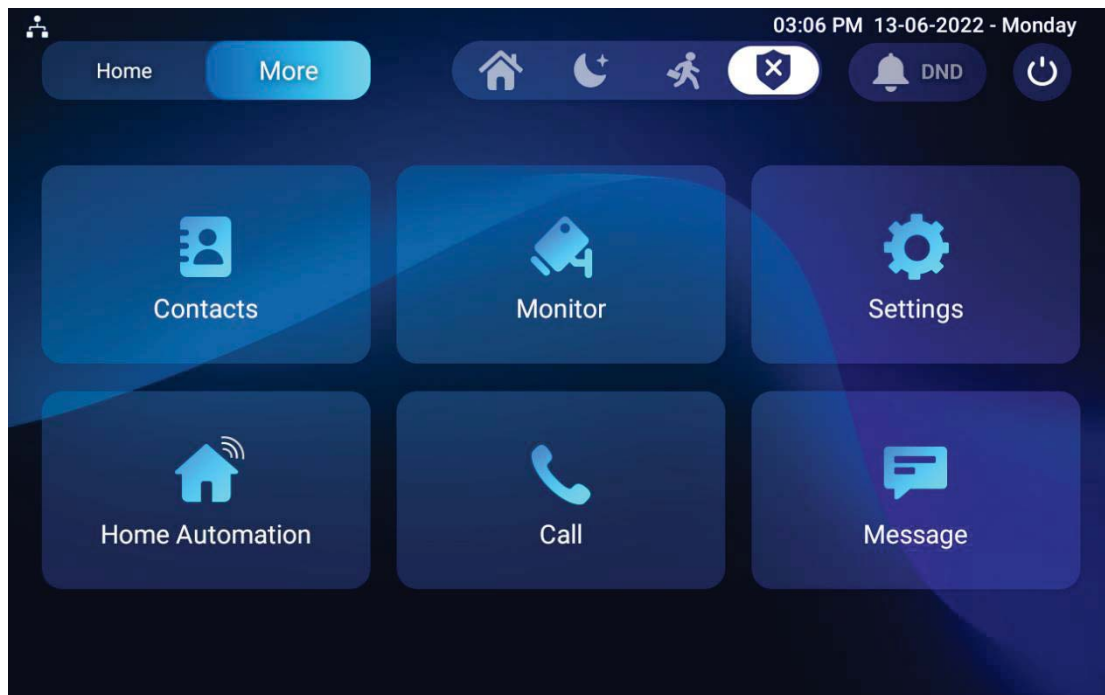
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1. Product Overview



C319H is an Android SIP-based with a smooth touch-screen smart panel. As a smart home center, it can work with any Zigbee devices and can be connected with the Akuvox door phone for audio/video communication, unlocking, and monitoring. C319H can help you realize whole home automation via Akuvox completed smart home system. You can control anything on the smart panel. C319H is often applied to scenarios such as villas, apartments, and buildings.

2. Change Log

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

3. Model Difference

Model	C319H
Feature	
CPU	4 core A55
OS	Android 9.0
Color	white
Display	7 inches IPS LCD
Resolution	1280 x 800
MIC	Dual microphones, -26dB
Wi-Fi	IEEE802.11b/g/n, @2.4G
Bluetooth	Bluetooth 4.2
Speaker	Dual speakers, 4Ω / 3W
Zigbee	Zigbee 3.0
Ethernet	1xRJ45, 10/100Mbps adaptive
Power Supply	12VDC/1A or IEEE 802.3af PoE
Alarm Input	8 x Alarm Inputs
Door Bell Input	1 x Bell In
Relay Output	2 x Relay Out (NO/COM/NC)
Installation	Wall-mounted
Operation Temperature	-10°C ~ +45°C

Operation Humidity	-20°C ~ +70°C
Dimensions (W x H x D)	205x148x27.5(mm)

4. Introduction to Configuration Menu

Homepage: 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.

Device: This section includes time&language, audio setting, call feature, dial management, relay setting, display setting, monitor and third-party APK or devices integration.

Contacts: This section allows the user to configure the local contact list stored in the device and check the call logs.

Upgrade: This section covers Firmware upgrade, device reset&reboot, configuration file auto-provisioning, PCAP.

Security: This section is for Password modification, account status & session time out configuration, as well as service location switching.

Settings: This section is including the RTSPD & voice assistance setup.

Arming: This section covers the configuration including, arming zone setting, arming mode, disarm code, and alarm action.

5. Access the Device

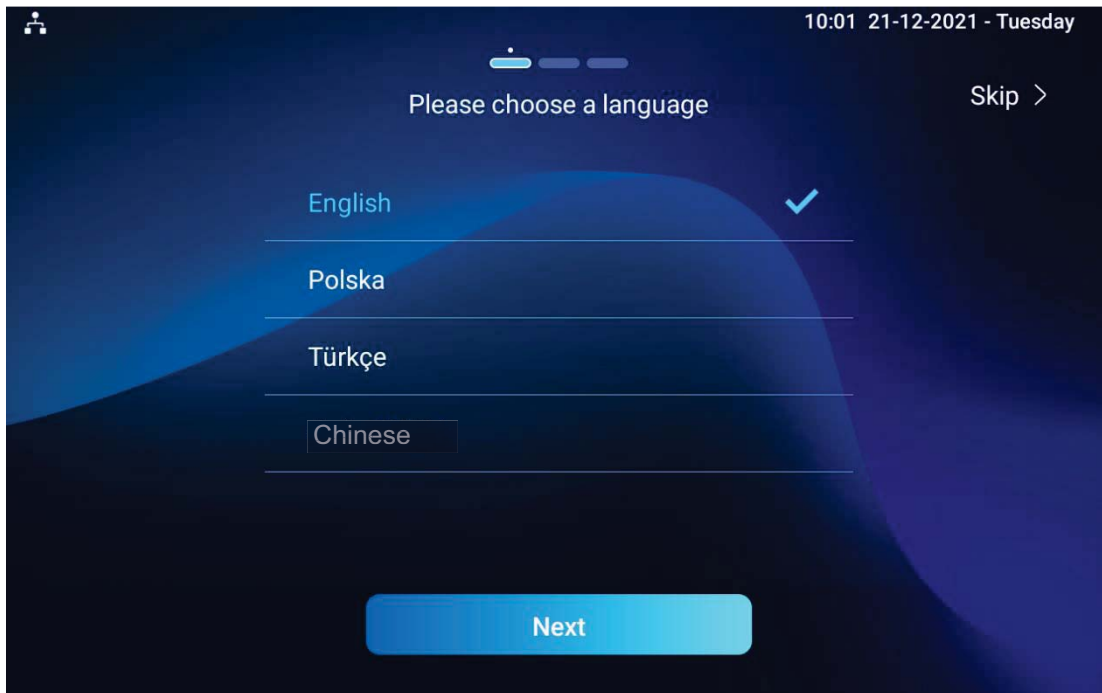
Akuvox C319H settings can be either accessed on the device directly or on the device web interface.

5.1. Device Start-up Selection

When you first start up C319H, you need to perform start-up initialization, which includes a series of settings, such as language, time zone, network, adding home automation devices, and running devices and scene test. You can also set time, language and network-related settings later.

**Note:**

- Make sure that the basic setting involving the resident's information, apartment, Smartpanel, and sensor are all preconfigured on the Cloud platform so that the basic configurations can be synchronized to the C319H.
- Make sure that C319H is connected to the internet for the data synchronization from Akuvox Cloud.

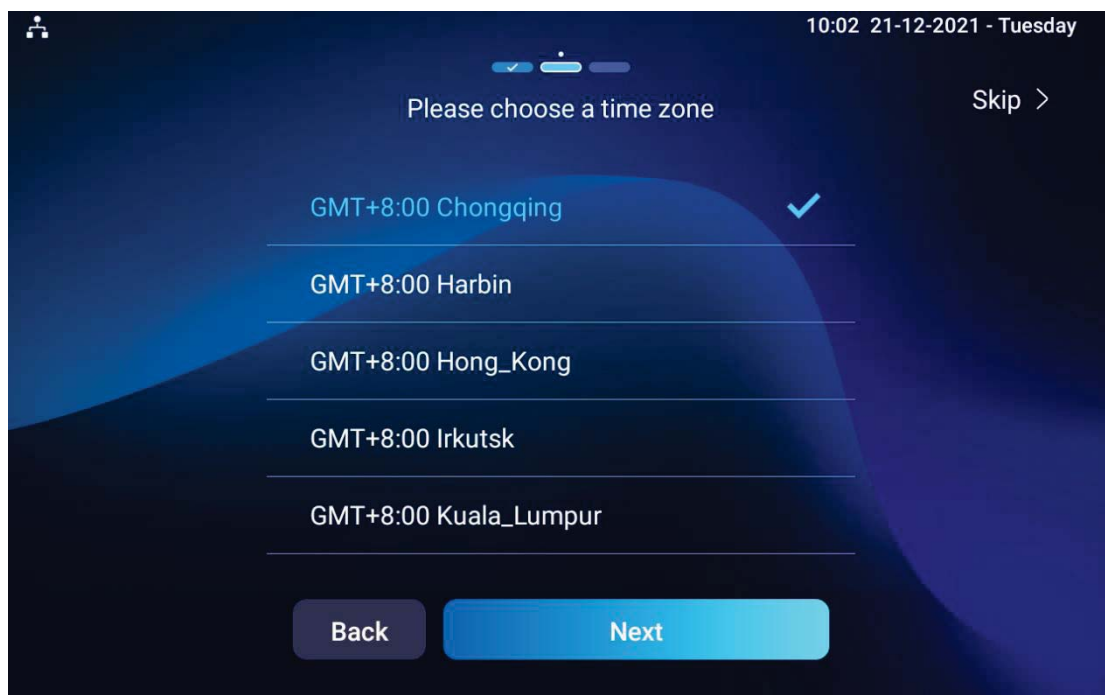


10:01 21-12-2021 - Tuesday

Please choose a language Skip >

- English ✓
- Polska
- Türkçe
- Chinese

Next

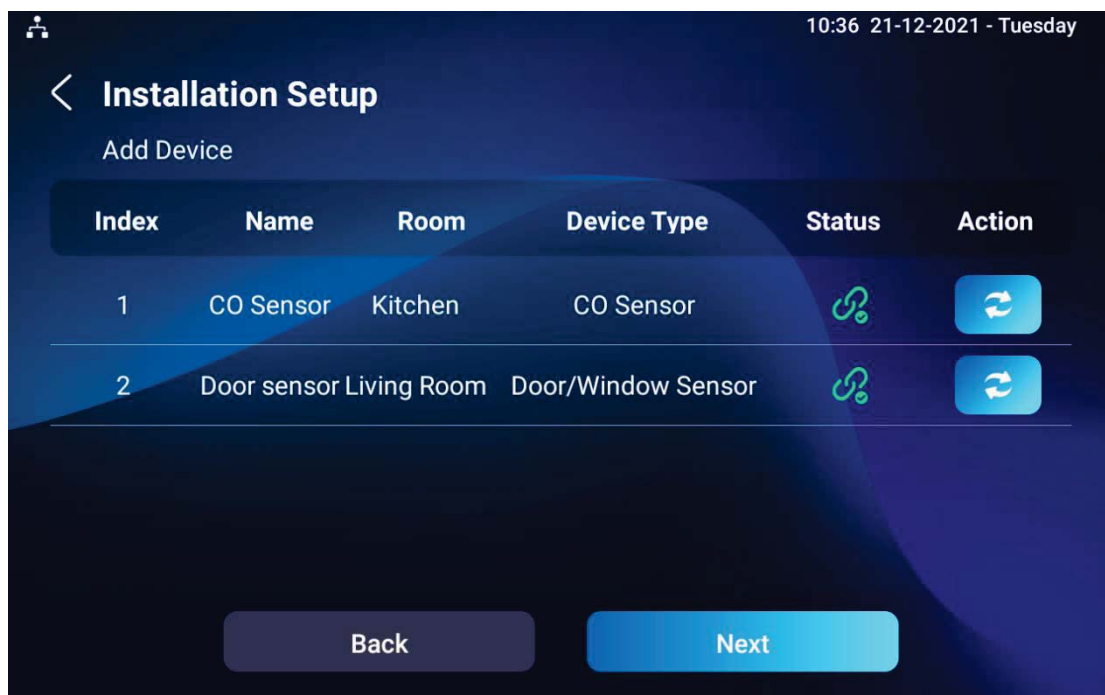
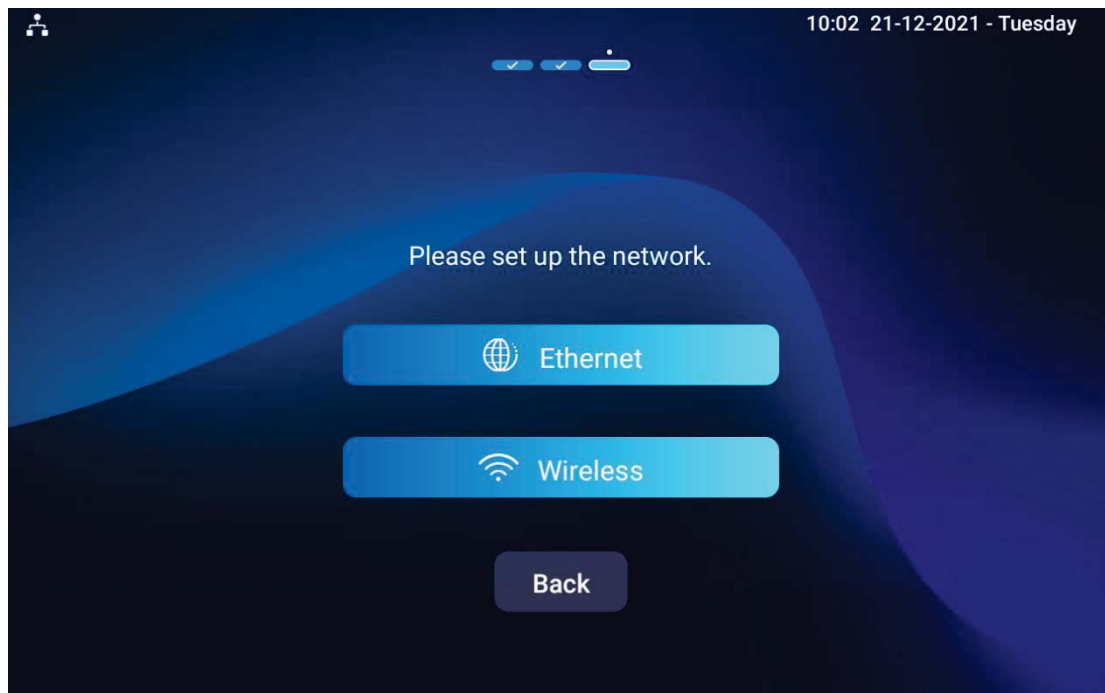


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Please choose a time zone Skip >

- GMT+8:00 Chongqing ✓
- GMT+8:00 Harbin
- GMT+8:00 Hong_Kong
- GMT+8:00 Irkutsk
- GMT+8:00 Kuala_Lumpur

Back Next



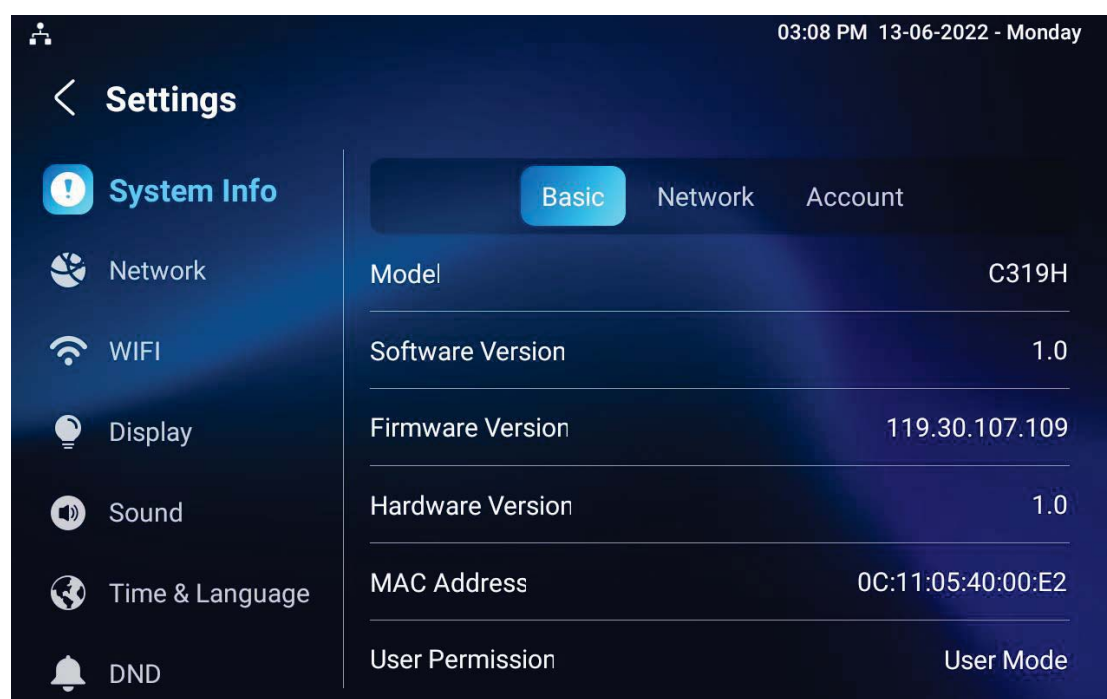
Note:

- Please refer to the home automation devices user manual for pairing them with C319H.

5.2. Accessing the Device Setting on the Device

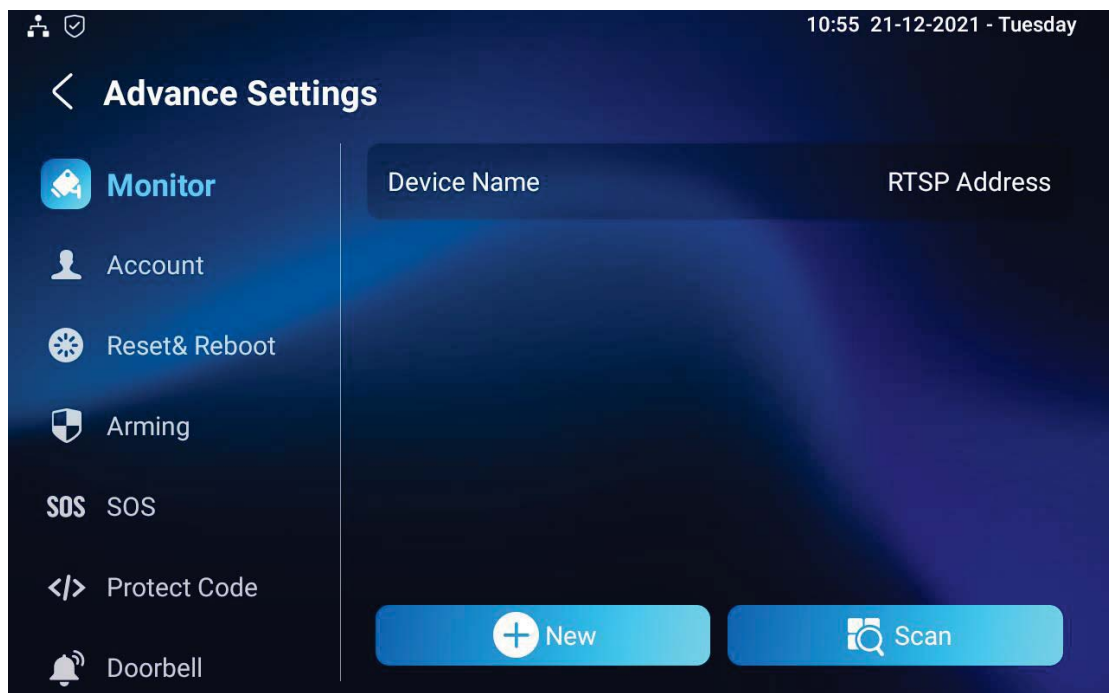
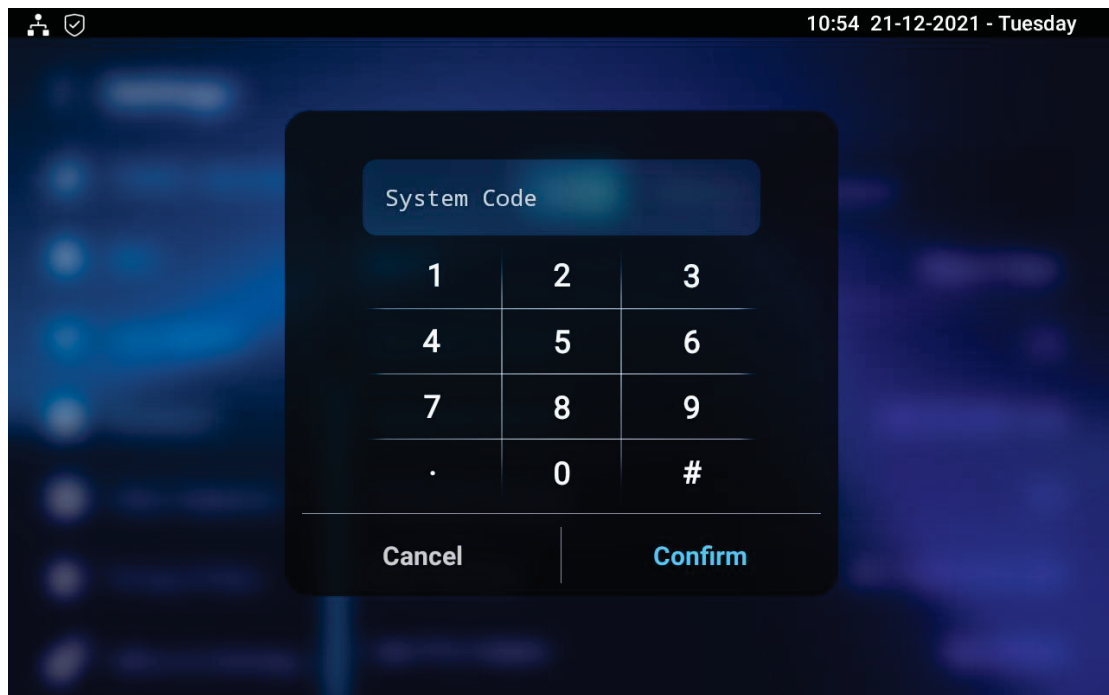
5.2.1. Accessing Device Basic Setting.

You can access the device's basic setting and advance setting where you can configure different types of functions as needed. To access the device basic setting by pressing **More > Settings**. To check the basic information like MAC, firmware and etc.



5.2.2. Accessing Device Advance Setting

To access the advance setting, press **Setting** then press the **Advance Settings** icon. Press password 123456 to enter the advance setting.

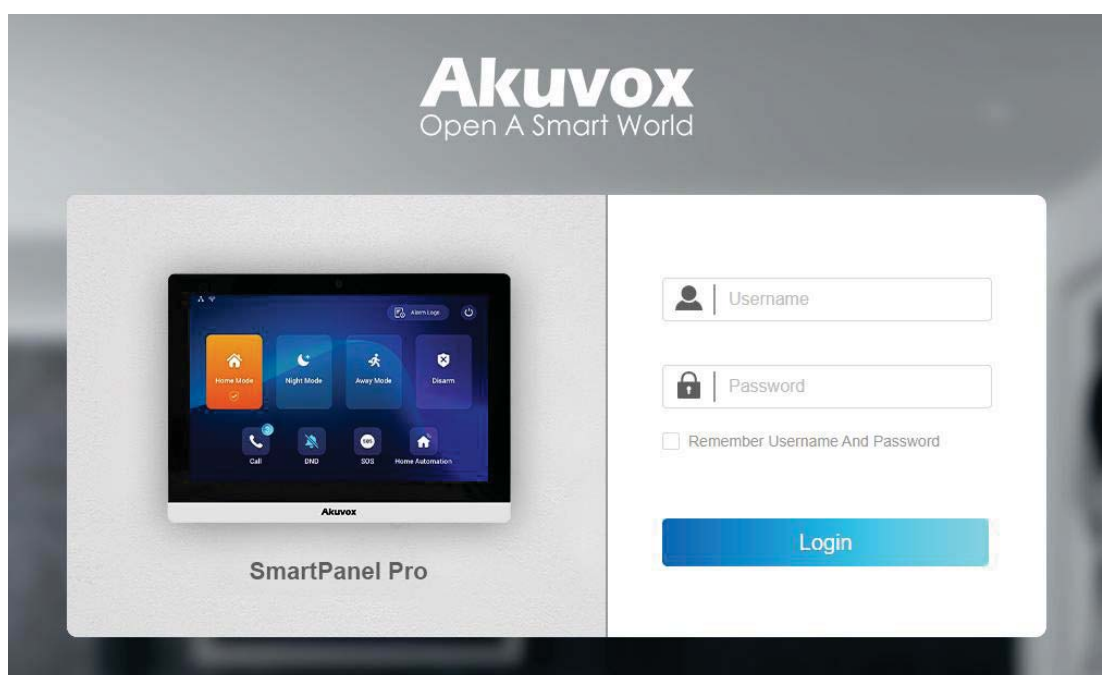


5.3. Access the Device Setting on the Web Interface

You can also enter the device IP address on the web browser in order to log in to the device web interface by user name and password **admin/admin** where you can configure and adjust parameters etc.

For checking the IP address you can search in device **Setting > System Info > Network** screen. Or searching by IP scanner tool which in the same LAN with the devices.

IP Scanner					
Online Device : 7					
			Search	Refresh	
Index	IP Address	Mac Address	Model	Room Number	Firmware Version
1	192.168.35.102	0C11050A7F9B		1.1.1.1.1	111.30.1.216
2	192.168.35.103	0C11050BE577	R20	1.1.1.1.1	20.30.4.10
3	192.168.35.104	0C11050B00B4	R20	1.1.1.1.1	20.30.4.10
4	192.168.35.107	0C11050B083F	C317	1.1.1.1.1	117.30.2.831
5	192.168.35.101	0C11050785A9	R27	1.1.1.1.1	27.30.5.1
6	192.168.35.105	A8102020128A		1.1.1.1.1	915.30.1.15
7	192.168.35.109	0C11050A5951	R29	1.1.1.1.1	29.30.2.16



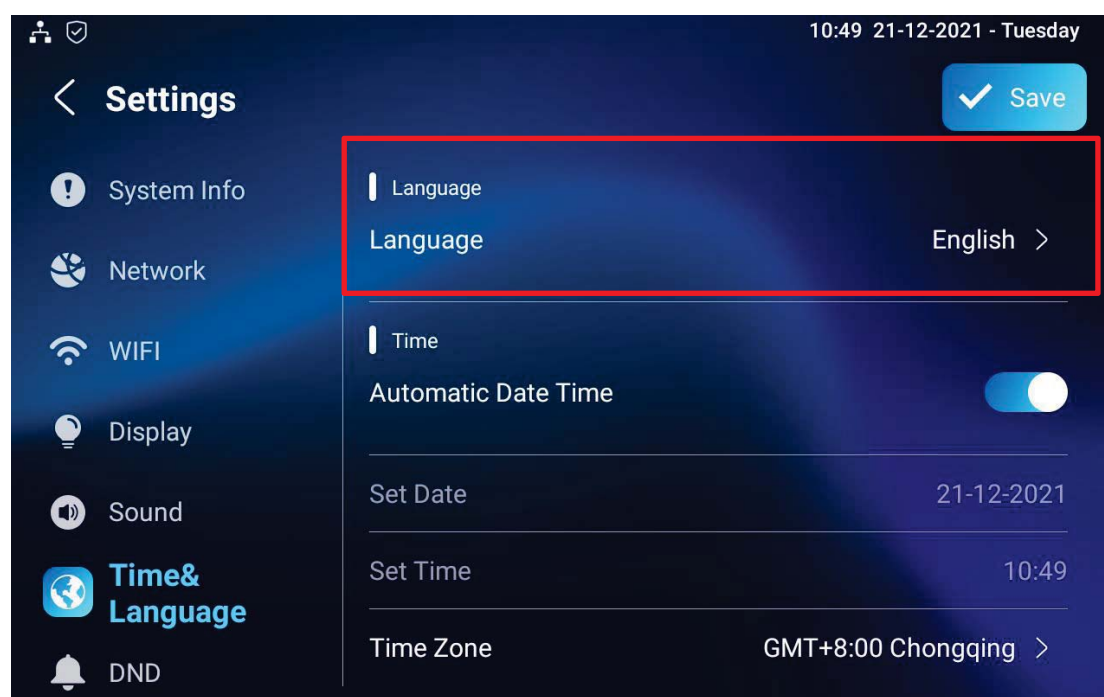
**Note:**

- Google Chrome browser is strongly recommended.
- The initial username and password are "**admin**" and please be case-sensitive to the user names and passwords entered.

6. Language and Time Setting

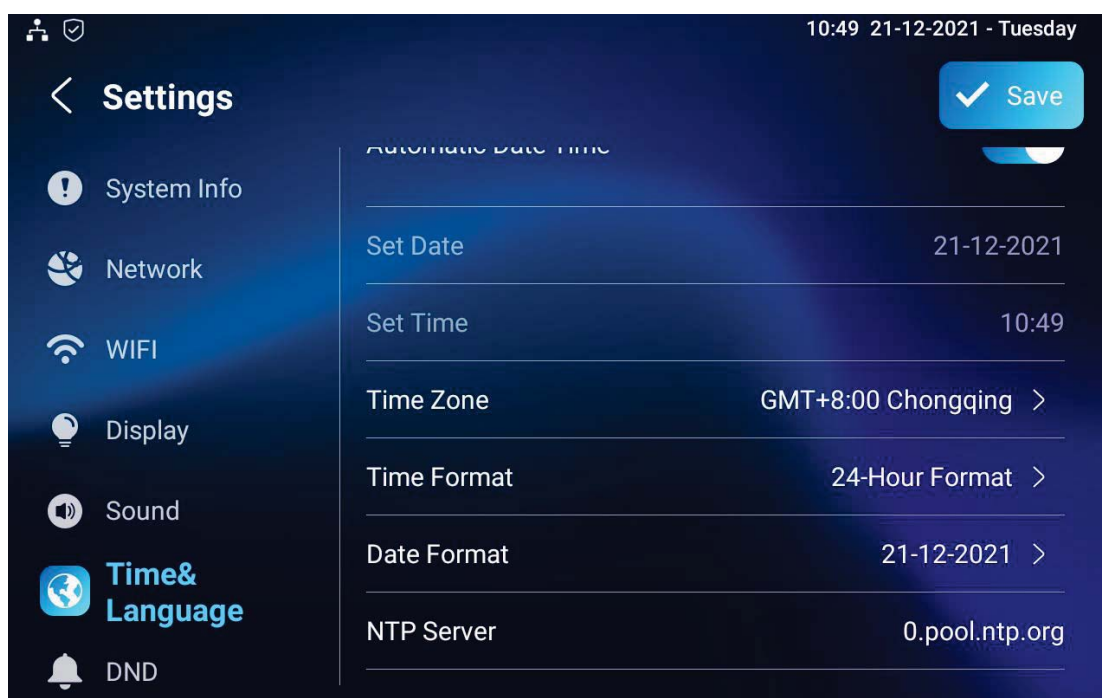
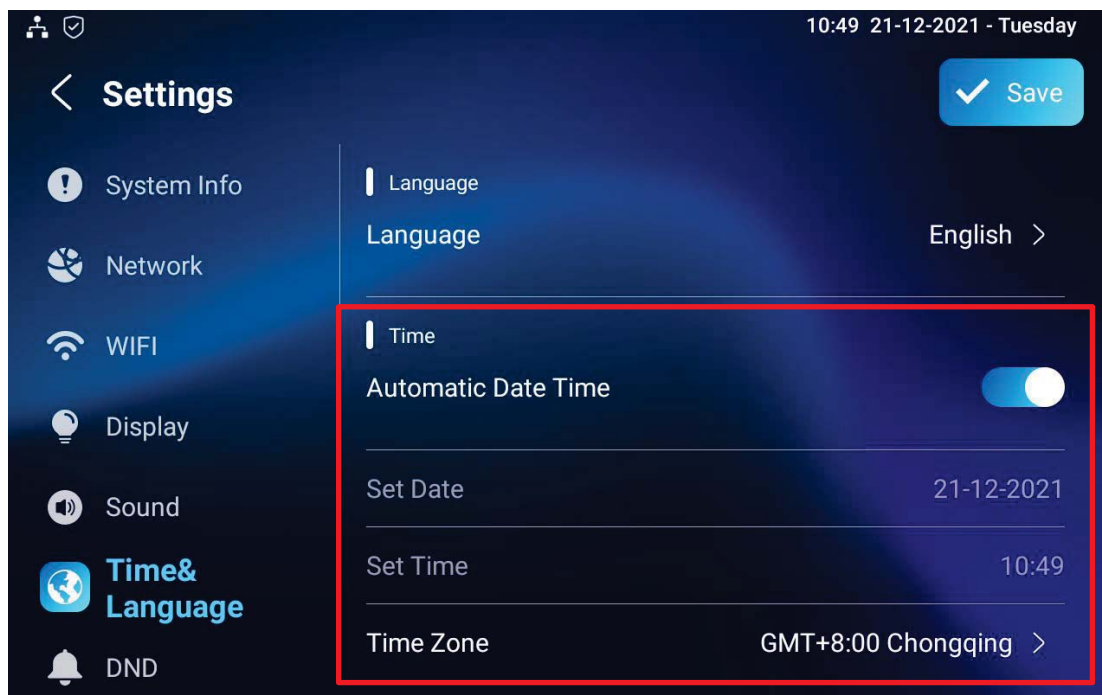
6.1. Language Setting

When you first set up the device, you might need to set the language to your need or you can do it later if needed. Language setting can be configured on the device that allows you to select or change the language for screen display to your preference. To configure the language display on the device **Settings > Time&Language** screen.



6.2. Time Setting

Time settings can be set up on the device and on the device web interface in terms of time zone, date and time format, etc. To set up time setting on the device **Settings > Time&Language** screen.



Time setting on the web **Device >Time** 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.

Time Setting ?

Automatic Date&Time ☒ ?

Time Format ?

Date Format ?

Date ?

Time ?

Time Zone ?

NTP ?

Preferred Server ?

Parameter Set-up:

- **Automatic Dates&Time:** you can choose automatically to gain the time or manually configure the date and time.
- **Time Format:** select the time format as you like among the two format options. The two format options are **24-Hour Format** and **12-Hour Format**.
- **Date Format:** select the date format as you like among the six format options. The six format options are **YYYY-MM-DD**, **YYYY/MM/DD**, **DD-MM-YYYY**, **DD/MM/YYYY**, **MM-DD-YYYY**, **MM/DD/YYYY**.
- **Set Date/Date:** it is available when you choose Manual. Set up the year, month and day according to your need.
- **Set Time/Time:** it is available when you choose Manual. Set up the hour, minute and second according to your need.
- **Time Zone:** it is available when you choose Auto. 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**.
- **Preferred/NTP Server:** enter the NTP server you obtained in the **NTP server** field.

 Note:

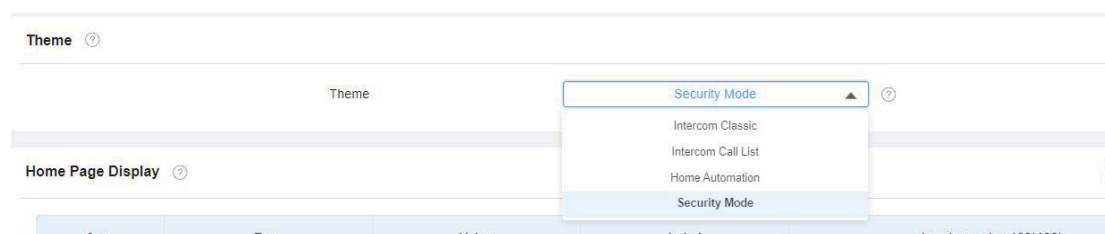
- When the **Automatic Date&Time** toggle switch is toggled off then parameters related to the NTP server will become uneditable. And when the switch is toggled on, then time and date will be denied editing.

7. Screen Display Configuration

C319H allows you to enjoy a variety of screen displays to enrich your visual and operational experience through the customized setting to your preference.

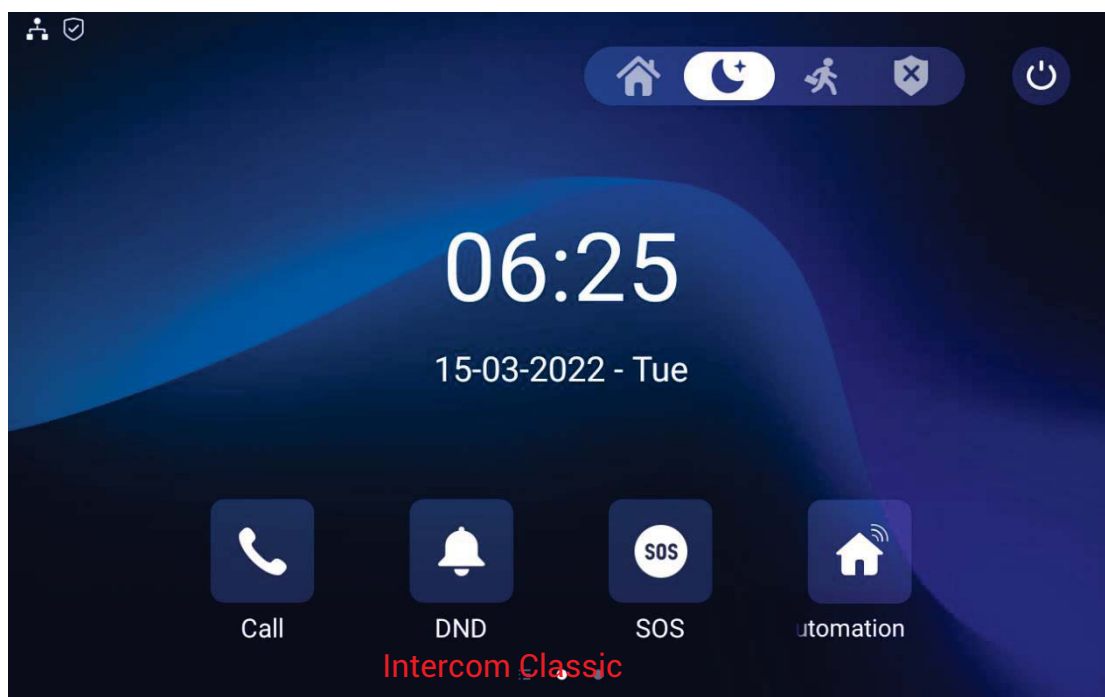
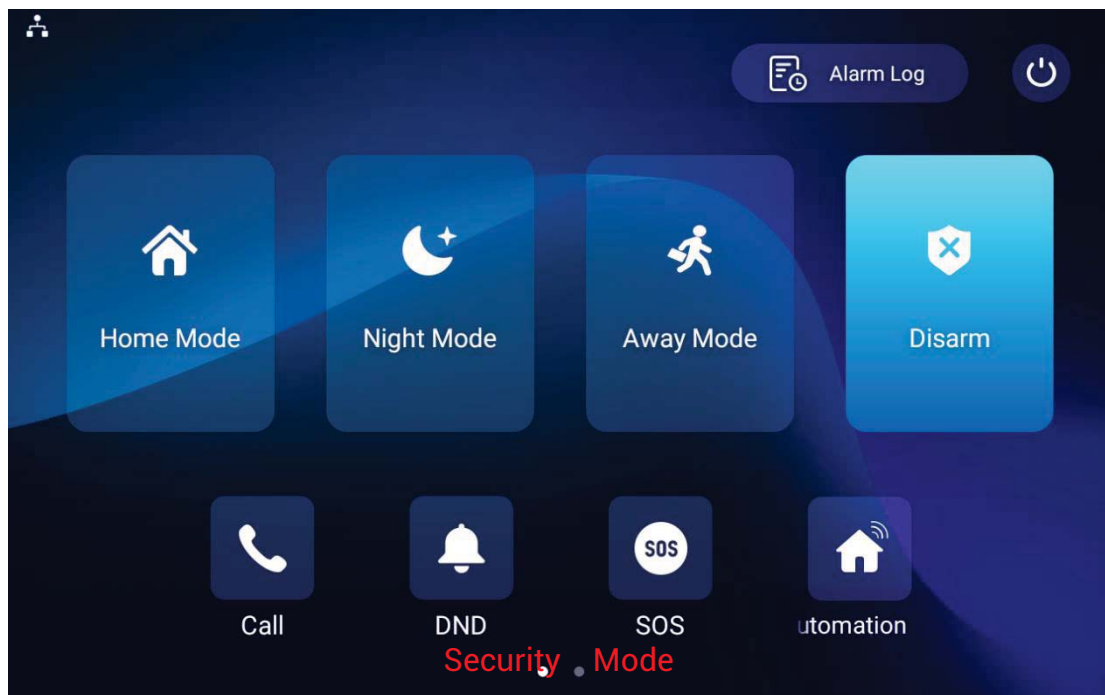
7.1. Theme Setting

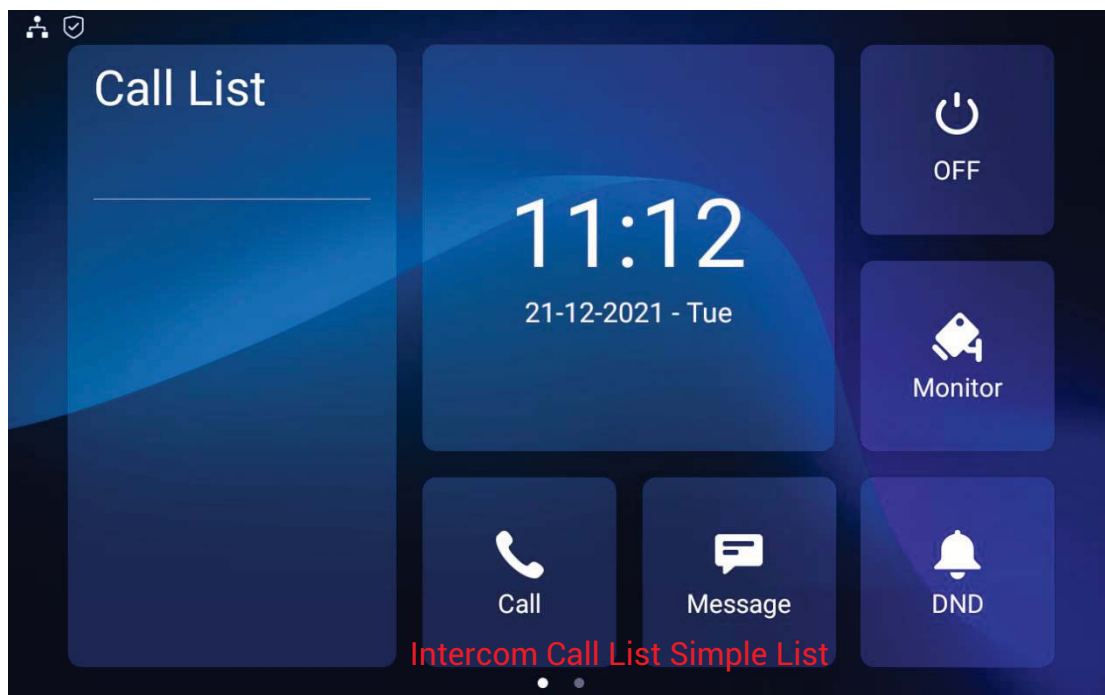
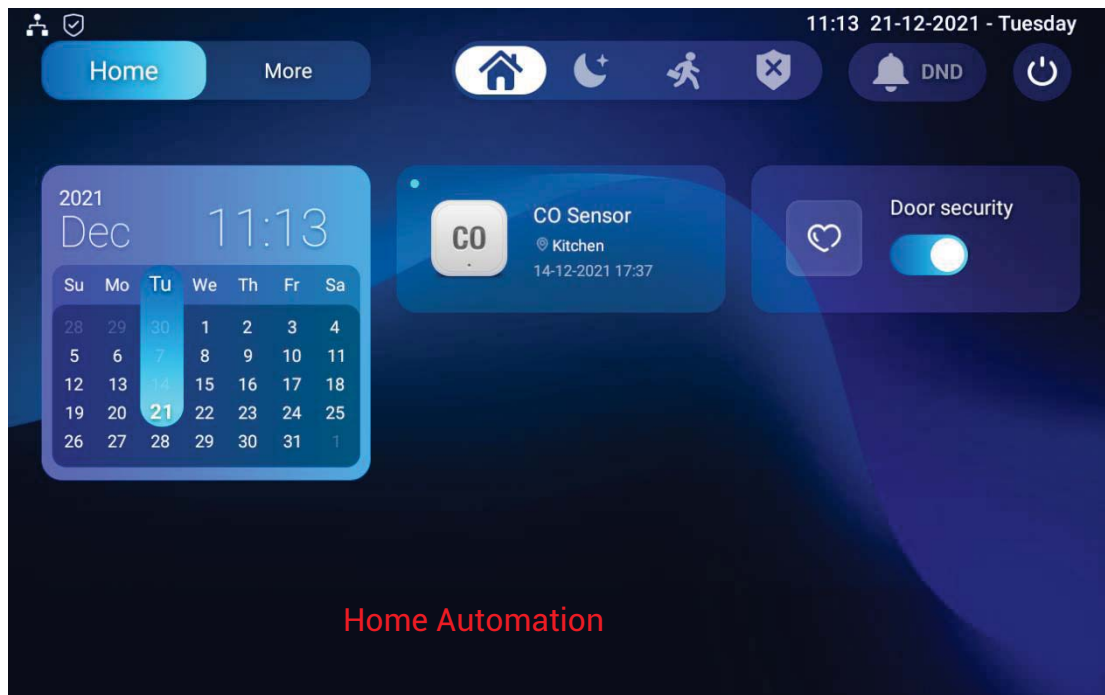
C319H offers you four types of screen display modes for the application scenarios: **Intercom Classic Mode**, **Intercom Call list Mode**, **Home Automation Mode**, and **Security Mode**. To set up the display mode, navigate to **Device > Display Setting > Theme**.



Parameter Set-up:

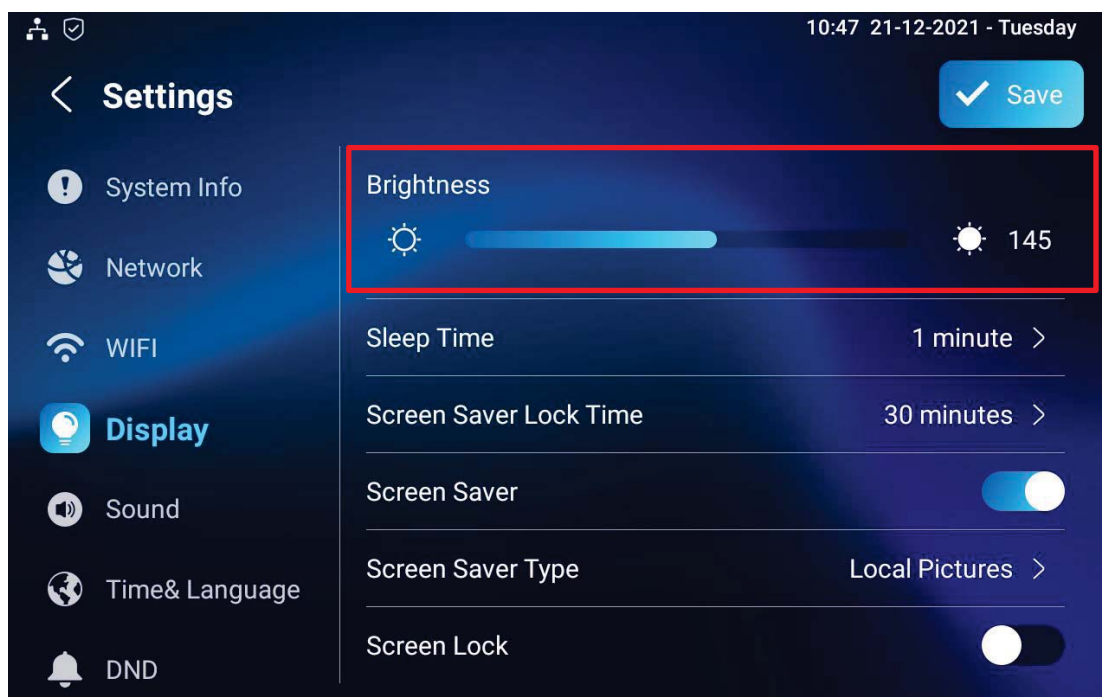
- **Theme:** there are four display modes - **Intercom Classic Mode**, **Intercom Call list Mode**, **Home Automation Mode**, and **Security Mode**. The Security mode is the default display mode. You can also choose the display modes according to your application.





7.2. 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. You can configure on the device **More > Settings > Display**.

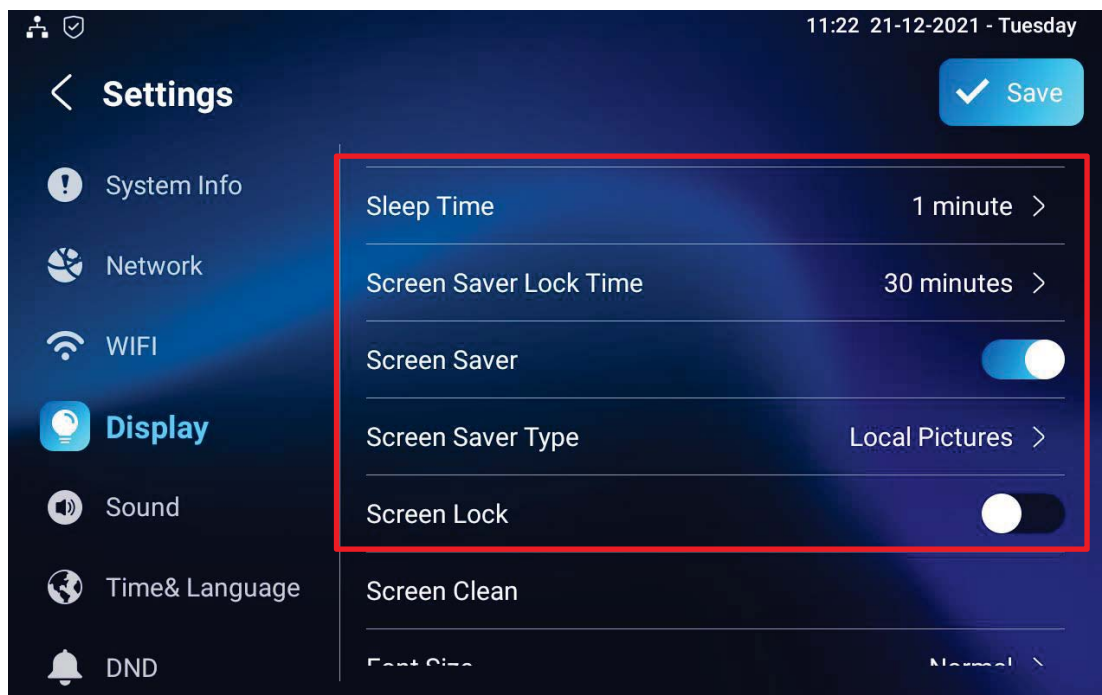


Parameter set-up:

- **Brightness:** press on the brightness setting and move the yellow dots to adjust the screen brightness. The default brightness is **145**. The maximum brightness is **255**.

7.3. Screen Saver Setting

Screensaver is mainly a function for screen protection. You can configure it on the device **More > Settings > Display**.



Parameter Set-up:

- **Sleep Time:** set the timing for the device screen to be turned off. You can select the timing among eight options: **15 seconds, 30 seconds, 1 minute, 2 minutes, 5 minutes, 10 minutes, and 30 minutes**. For example, if you set it as 1 minute then the screen will be turned off if there is no operation on the device for 1 minute. However, if you enable the function, then the device screen will not be turned off until the screen saver display reaches its configured time duration.
- **Screen Saver Lock Time:** set the time duration for the screen saver among 4 options: **30 minutes, 1 hour, 2 hours, Never**. For example, if you select **Never** then the screen saver will stay permanently on.
- **Screen Saver:** tick the square box to enable the screen saver function.
- **Screen Saver Type:** select screen saver type among three options: **Local Pictures, Local Video** and **Clock**. Local video and pictures need to be customized by yourself and they can be configured on the device web interface.

7.3.1.Upload Screen Saver

You can upload and modify the screen saver images and videos on the

device web interface **Device > Display Setting > Screen Saver Setting.**

Parameter Set-up:

- **Screen Saver Pictures/Video:** choose the picture or video you like from your PC. Each picture size is 2M, JPG/JPEG/PNG. The recommended resolution is 1280x800. The total video size is 500M, the video format is mp4/wmv/avi.
- **Picture/Video Files:** you can choose the existed pictures and videos from the drop-down list and confirm which need to be deleted.
- **Screen Saver Type:** it is the same as the device side.

7.4. Font Setting

Adjust font size according to the user's preference. You can configure it on the device **More > Settings > Display.**



Parameter Set-up:

- **Font Size:** select the font size among four options "Small", "Normal", "Large", "Huge" according to your need.

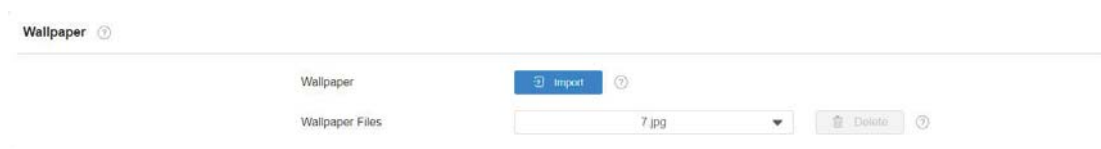
7.5. Wallpaper Setting

You customize the screen background picture according to user preferences. You can choose wallpaper on the device **More > Settings > Display**.



7.5.1.Upload Wallpaper

You can upload and modify the customized wallpaper on the web **Device > Display Setting > Wallpaper**.

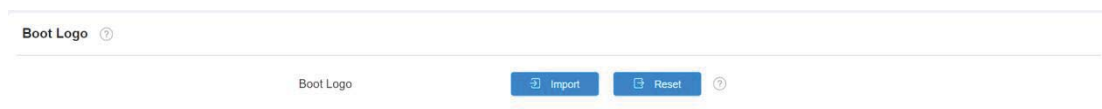


Parameter Set-up:

- **Wallpaper:** choose the image from your PC for wallpaper. The recommended wallpaper image size is 2M, 1280 x 800, jpg/png/jpeg.
- **Wallpaper Files:** you can choose the existed pictures from the drop-down list and confirm which need to be deleted.

7.6. Booting Image Setting

You can upload the booting image to be displayed during the device's booting process if needed on the device web **Device > Display Setting> Boot Logo** interface.



Parameter Set-up:

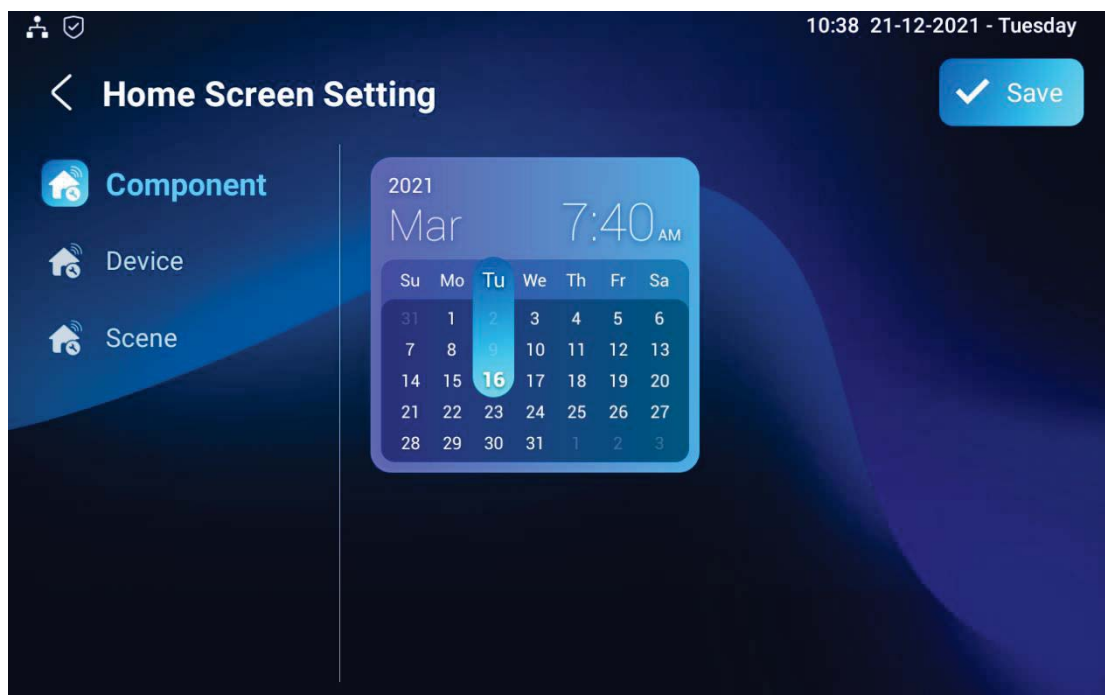
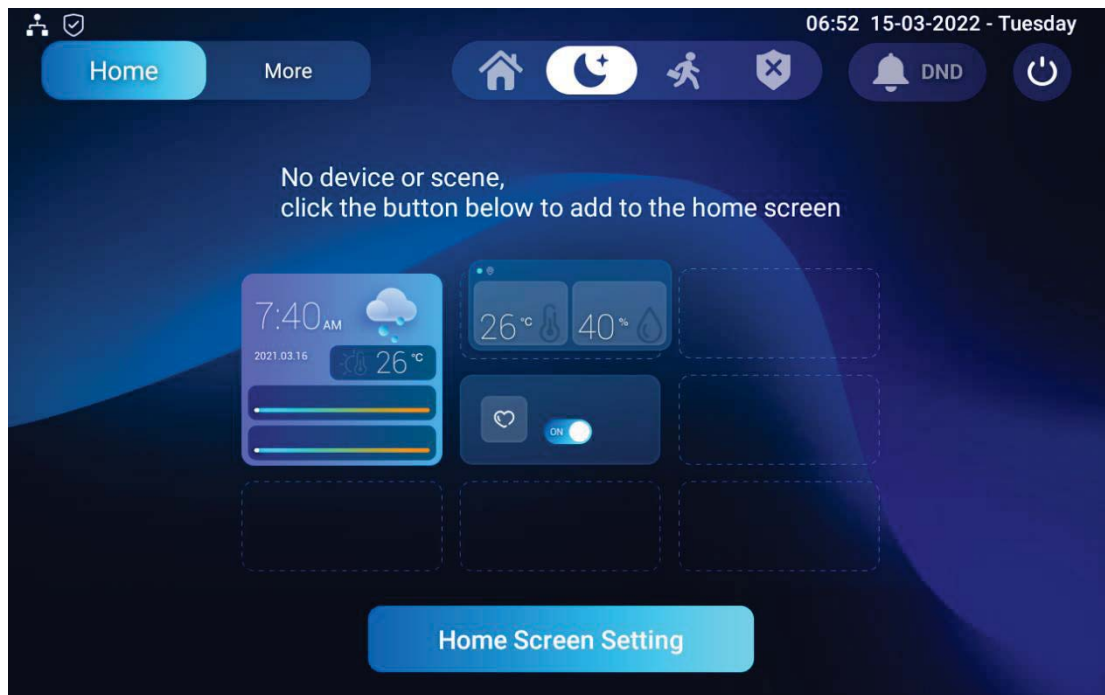
- **Boot logo:** you can upload the boot logo image from your PC. The pictures uploaded should be in JPG, JPEG, PNG format with 2M maximum.

7.7. Icon Screen Display Configuration

C319H allows you to customize the icon display on the home screen and one more screen for the convenience of your operation on the device web interface or on the device side.

7.7.1.Home Screen Setting

In the home automation mode, you are allowed to customize your home screen display. You can add your favorites (Components, devices, and scenes) on the home screen for the convenience of your operation. On the home screen, tap **Home Screen Setting**, then add your favorites.



Parameter Set-up:

- **Component:** there is a calendar in the component, according to your need choose it on the home page.
- **Device:** it will show all devices you had added like smart sensors, etc under each room. You can choose the device on the home page.
- **Scene:** it will show all scenes created by Akuvox Cloud or the App. You

can choose your favorite scenes to display on the home page.

7.7.2. Icon Screen Display Configuration for More Page

You can configure the **More Page** icon display on web **Device > Display Setting > More Page Display**.

More Page Display ⓘ
Example

Area	Type	Value	Label	Icon(max size:100*100)
Area1	Call			Not selected any files Select File Delete
Area2	Contacts			Not selected any files Select File Delete
Area3	Arming			Not selected any files Select File Delete
Area4	Home Automation			Not selected any files Select File Delete
Area5	Home Screen Setting			Not selected any files Select File Delete
Area6	Settings			Not selected any files Select File Delete

Parameter Set-up:

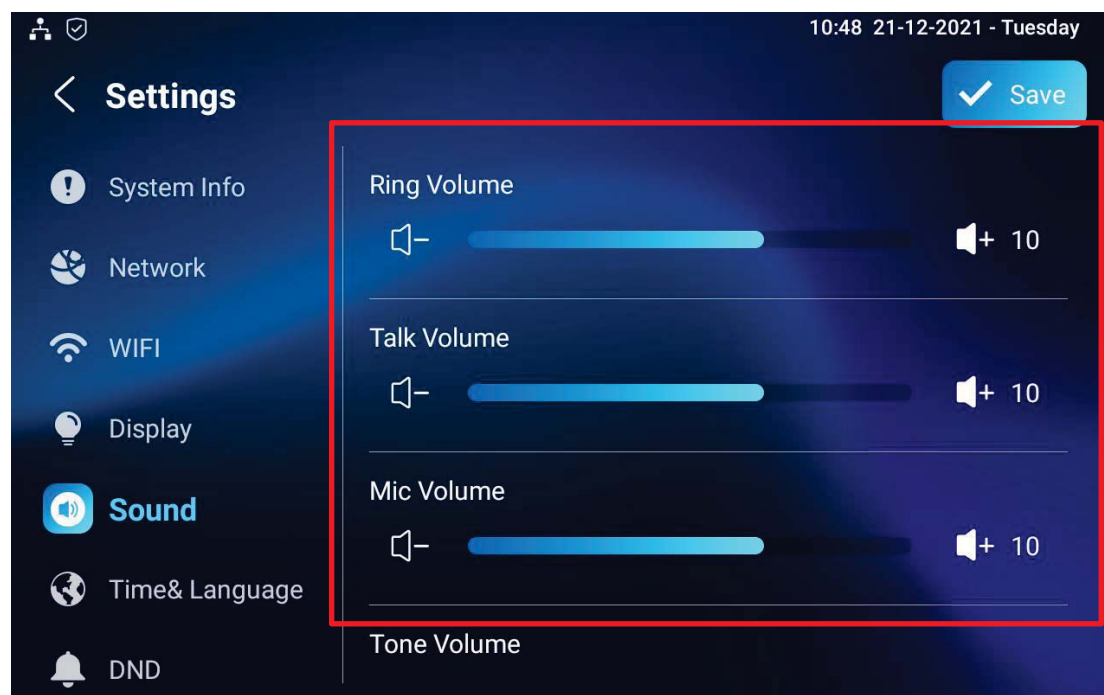
- **Type:** click to select among sixteen icon options: **DND, Message, Contact, Call, System info, Settings, Arming, SOS, Browser, Custom APK, Monitor, Lift, Relays, Unlock, All Call, Home Automation, Home Screen Setting, N/A** is selected, the icon display in the corresponding area will disappear.
- **Value:** select the value if you select the icon type **Custom APK** and **Browser**. For example, when you select **Custom APK**, choose **Home Center** in the corresponding **Value** field before the APK icon can be displayed on the home screen. If **Browser** is selected, you are required to enter the URL of the browser before the browser icon can be displayed. While the value is not applicable to other icon types.
- **Label:** click to rename the icon if needed, while the DND icon cannot be renamed.
- **Icons:** click to select the picture to be uploaded as the icon to be displayed. The maximum icon size is 50*50. The picture format can be JPG, JPEG and PNG.

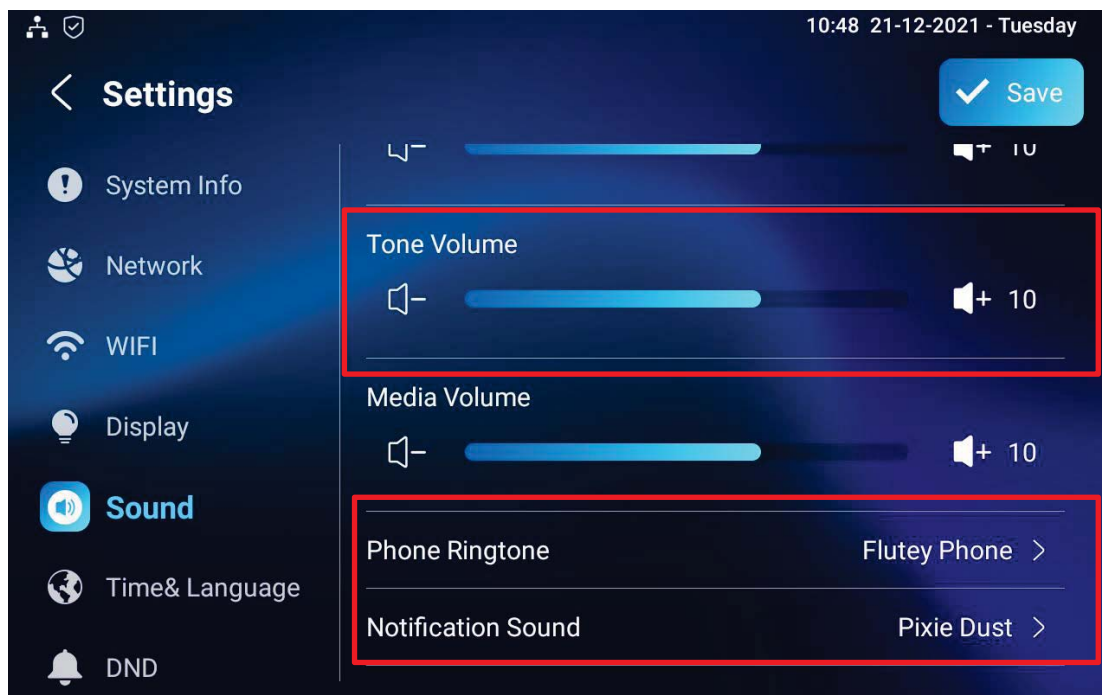
8. Sound and Volume Configuration

C319H provides you with various types of ringtones and volume configurations ranging from Mic volume, Ring volume, Talk volume, Tone volume and Media volume. You can configure them on the device directly or on the web interface.

8.1. Intercom Volume Setting

Intercom Volume includes mic volume during talking, intercom ring volume, speaker volume during talking and dial tone. You can configure it on the device **More > Settings > Sound**.





You can also configure the intercom volume on the device web **Device > Audio > Volume Control**.

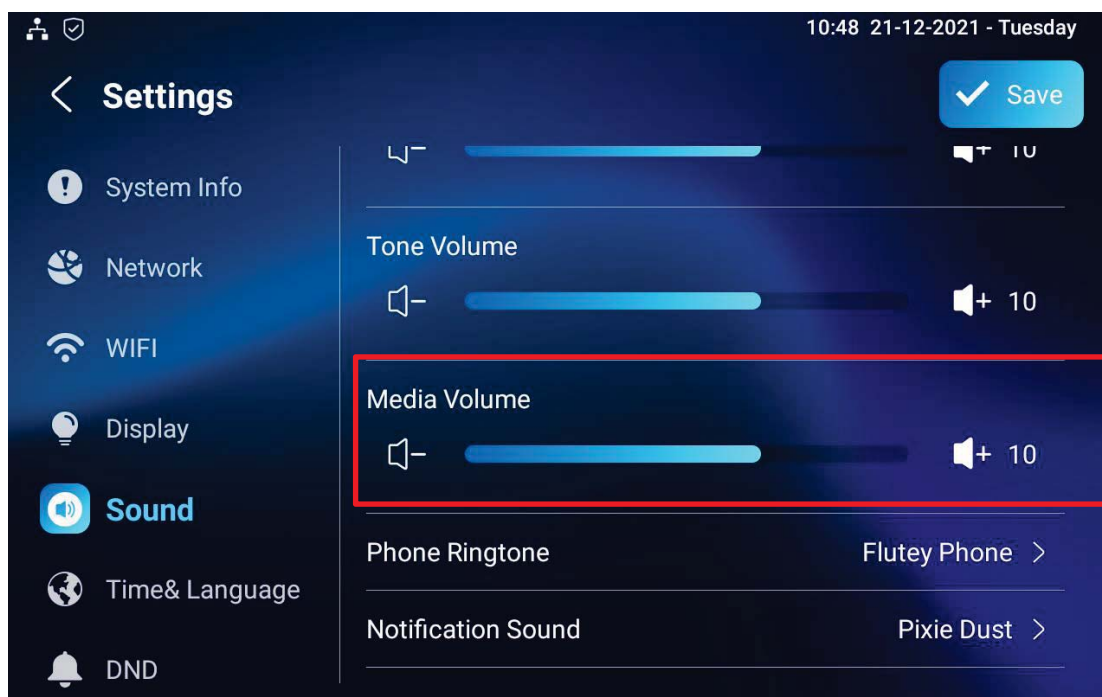


Parameter Set-up:

- **Ring Volume:** adjust the incoming call ringtone volume.
- **Talk Volume:** adjust the speaker volume during the call.
- **Mic Volume:** adjust the volume of your voice to be heard.
- **Tone Volume:** adjust the dial tone volume.
- **Phone Ringtone:** select ringtone for incoming calls.
- **Notification Sound:** select ringtone for the incoming messages.

8.2. Screensaver Video Tone Setting

If you choose the video for the screensaver, you can configure the video volume on the device **More > Settings > Sound**.



You can also configure the screensaver video volume on the device web **Device > Audio > Volume Control**.



Parameter Set-up:

- **Media Volume:** adjust the volume for the video screen saver.

8.3. Doorbell Sound Setting

If you connect a doorbell with C319H, you can configure the doorbell sound by yourself on the web **Device > Audio > Doorbell Sound Upload**.

Parameter Set-up:

- **Doorbell Sound Upload:** choose the doorbell audio file from your PC.
- **Doorbell Sound:** you can choose the existed audio file from the drop-down list and confirm which need to be deleted.

8.4. Alarm Ringtone Setting

You can configure the alarm ringtone when the alarm is triggered on the device web **Device > Audio > Alarm Ringtone Upload**.

Parameter Set-up:

- **Alarm Ringtone Upload:** choose the doorbell audio file from your PC.
- **Alarm Ringtone:** you can choose the existed audio file from the drop-down list and confirm which need to be deleted.



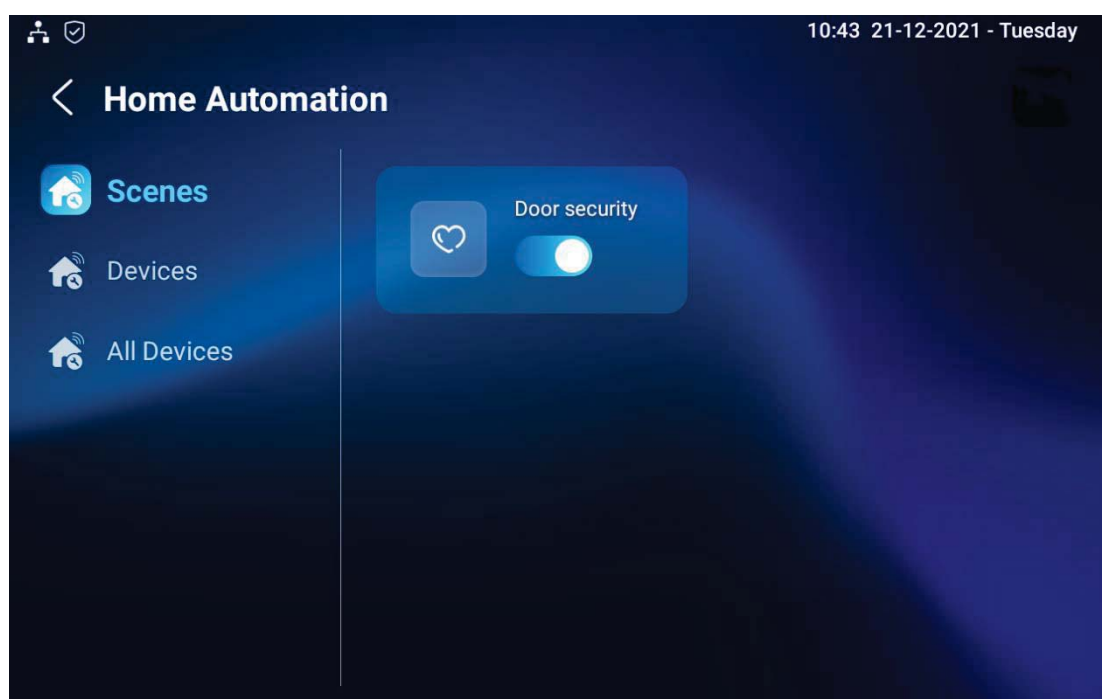
Note:

- Doorbell sound files and Alarm Ringtone files to be uploaded must be **.WAV** or **MP3** format. No limitation for the file size.

9. Home Automation

9.1. Scenes

Scene is pre-configured in the cloud platform or Apps and is designed to automatically or manually carry out a specific task based on your configurations that involves scene activation conditions, time settings, and task setting. For example, when you want to turn on the light at 6 pm every night, you can set the timing and schedule for the scene-based task that controls the wall-plug power supply to the light. You can choose the scenes on the device **More > Home Automation > Scenes**.



Parameter Set-up:

- **Automatic Scenes:** automatic scenes are issued by Cloud or Apps. Trigger conditions in an automatic scene can be device status change or time, the event includes controlling smart devices, switching arming mode, and controlling scene, etc. Users can enable or disable the scenes switch. When you enable the automatic scenes, the device will trigger the related event automatically when the condition is met.
- **Manual Scenes:** manual scenes are also issued by Cloud or Apps. If you click **Run** in the status interface, the related event will be triggered right now.

9.2. Device Management

You can check, add, modify and delete the sub-devices on the device **More > Home Automation**.

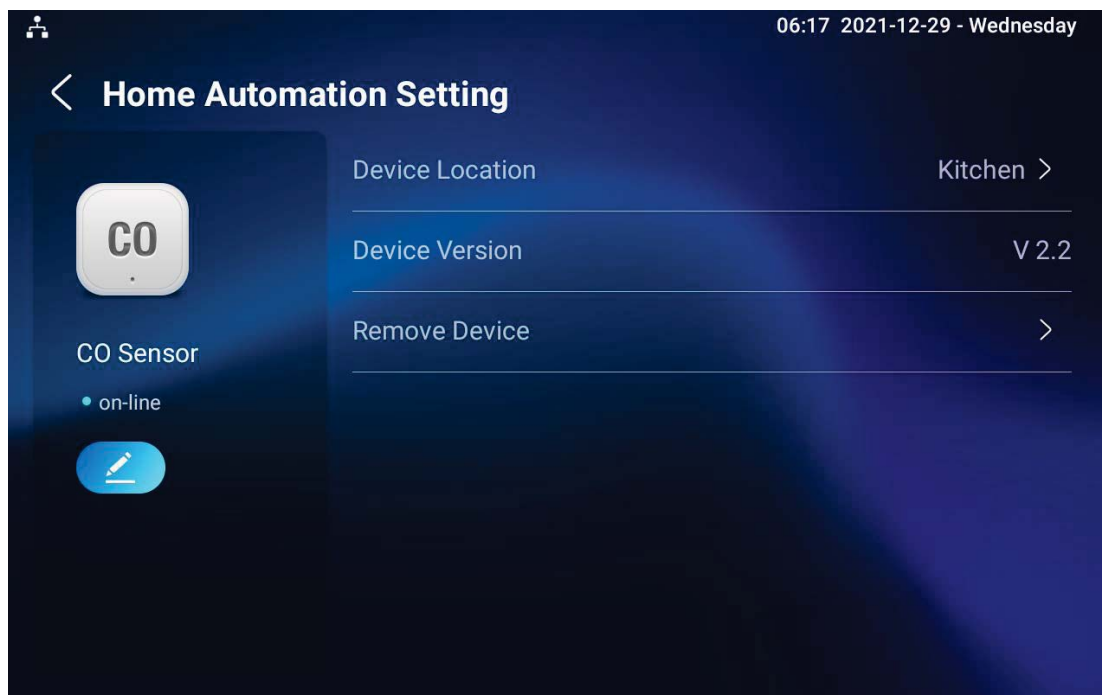
9.2.1. Check Device Status

You can check the status of devices including location, working status, battery power and alarm log on the device **More > Home Automation > Devices/All Devices**.



9.2.2. Modify the Device

You can modify the sub-devices by clicking **Setting**  icon on the **Devices** or **All Devices** screen. The setting password is 123456 by default.



Parameter Set-up:

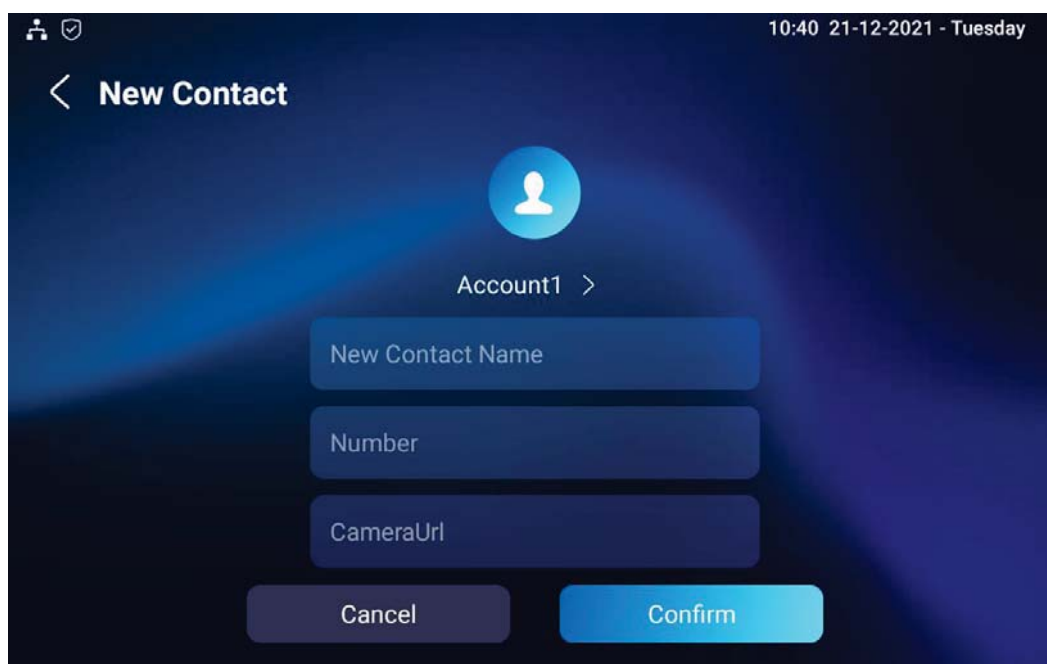
- **Device Name:** you can click  to rename the sub-device name which will be displayed on the C319H.
- **Device Location:** you can change the device location if you set it wrong in the beginning.
- **Device Version:** display the sub-device version.
- **Remove Device:** if you need to delete the device, you can click **Remove Device**. There are two options - **Remove**, **Remove and Wipe Data**. And if you need to remove it completely, remember to choose the second one.

10. Phone Book Configuration

10.1. 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 **Contact > Local Contacts** directly.

10.1.1. Add contact



Parameter Set-up:

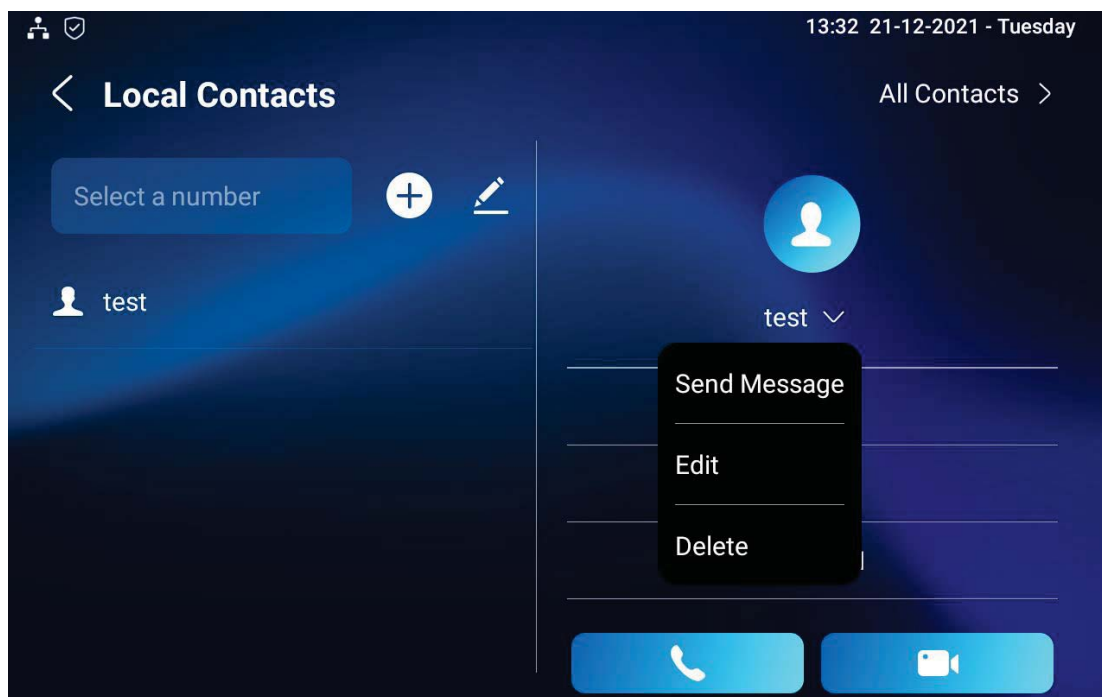
- **Account1**: select which account to use to dial out, Account 1 or Account 2.
- **New Contact Name**: enter the name to save.
- **Number**: enter the IP or SIP number to save.
- **CameraUrl**: enter the RTSP URL for video preview.

**Note:**

- Akuvox devices RTSP URL format is rtsp://device IP/live/ch00_0. if you use the third-party device, please confirm the URL format with their company.

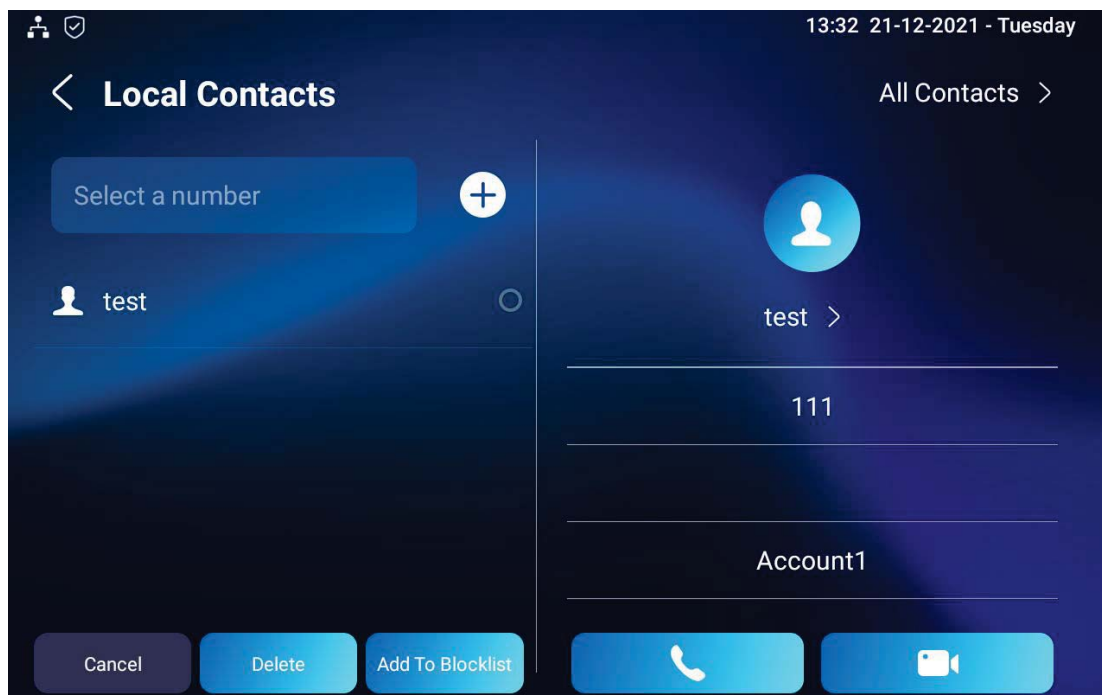
10.1.2. Edit Contact

You can check and edit the existed contacts in the phonebook list. Choose one and click **Edit** key to modify.



10.1.3. Block List setting on the Device

Choose which contact on the contact list you want to be added to the blocklist.



Note:

- You can delete contacts regardless of whether it is on the **All Contacts** screen or the **Blocklist** screen.

10.2. Phone Book Configuration on the Web Interface

10.2.1. Contact Configuration

To conduct contact configuration on web **Contacts > Local Contacts > Contacts List Setting** interface.

Contacts » Local Contacts

Contacts List Setting ?

Contacts List: All Contacts ?

Search:

Search Reset ?

+ Add Import Export

Index	Name	Number	Group	Account	Edit
No Data					

Delete Delete All Prev 1/1 Next Move To All Contacts 1 Go

Add Contact X

Name: ?

Number: ?

Group: Default ?

Dial Account: Account1 ?

Cancel Submit

Parameter set-up:

- **Name:** enter the contact's name to be saved.
- **Number:** enter the contact number (SIP or IP number) to be saved.
- **Group:** select Default or Blocklist group.
- **Dial Account:** select Account1 or Account2.

10.2.2. Contact Management

You can search, display, edit, and delete the contacts in your contacts list on the web **Contacts > Local Contacts > Contacts List Setting** interface.

Contacts » Local Contacts

Contacts List Setting ?

Contacts List: All Contacts ?

Search:

?

☒	Index	Name	Number	Group	Account	Edit
☒	1	1	test	Default	Account1	Edit

Prev 1/1 Next

Move To: All Contacts 1

You can dial out using the contact phone number on **Contacts > Local Contacts > Dial Number** interface.

Dial Number ?

?

10.2.3. Block List Setting on the Web Interface

You can set the blocklist directly in the contact list on the web **Contacts > Local Contacts > Contacts List Setting** interface or set it when editing a contact.

☒	Index	Name	Number	Group	Account	Edit
☒	1	Atest	192.168.12.12	Default	Account1	Edit
☐	2	Btest	192.168.12.13	Default	Account1	Edit
☐	3	Ctest	192.168.12.14	Default	Account1	Edit

Prev 1/1 Next

Move To: All Contacts ^ 1

All Contacts
BlockList

Add Contact X

Name: ?

Number: ?

Group: ?

Dial Account: ?


Note:

- If you want to remove the contact from the blocklist on the web interface, you can change the group to the **"Default"** when editing the contact.

10.2.4. Contacts Import and Export on the Web Interface

When the contact becomes so many that you can not afford to manage each contact one by one manually, you can import and export the contacts in batch on the device web **Contacts > Local Contacts > Contacts List Setting** interface

**Note:**

- The contact file can only be imported or exported in .xml or .csv format.

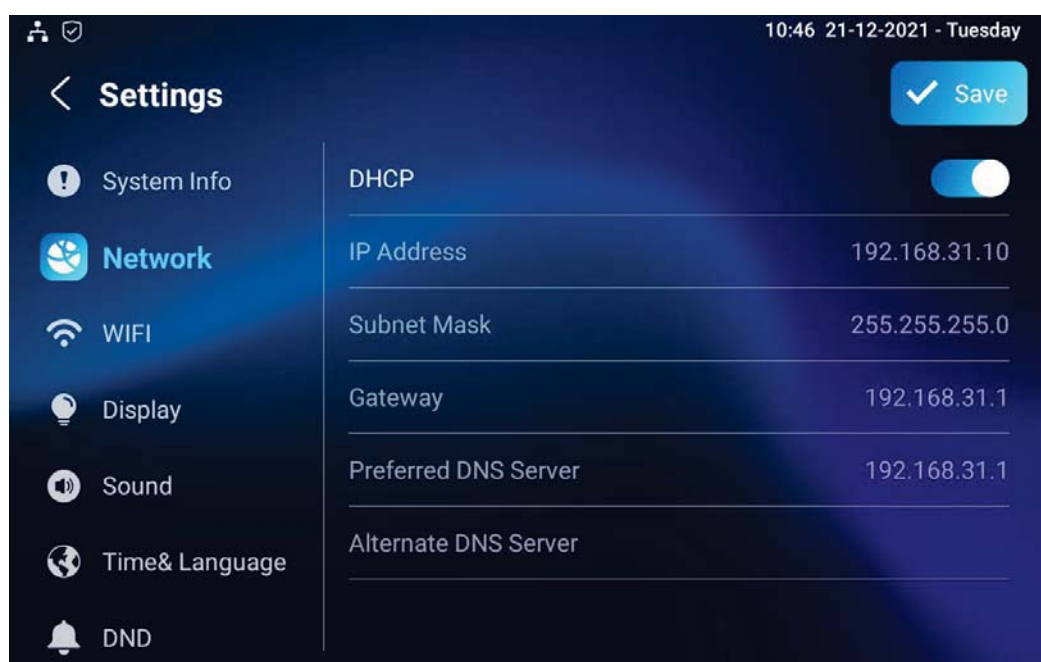
11. Network Setting & Other Connection

11.1. 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.

11.1.1. Configuring Device Network Connection on the Device

To check and configure the network connection on the device **More > Settings > Network** screen.



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 server 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 according to the IP address of the default gateway.
- **Preferred&Alternate DNS Server:** set up a 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.

11.1.2. Configuring Device Network Connection on the Web Interface

To check the network on the web **Homepage > Status > Network information** interface.

Network Information ⓘ	
LAN Port Type	DHCP Auto
Link Status	Connected
IP Address	192.168.35.120
Subnet Mask	255.255.255.0
GateWay	192.168.35.1
Preferred DNS	218.85.157.99
Alternate DNS	218.85.152.99

To check and configure network connection on the device web **Network > Basic > LAN Port** interface.

Parameter Set-up:

- **DHCP:** select the **DHCP** mode by checking the DHCP box. DHCP mode is the default network connection. If the DHCP mode is selected, then the smart panel 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 square box. When static IP mode is selected, then the IP address, subnet mask, default gateway, and DNS server 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 according to the IP address of the default gateway.
- **Preferred/Alternate DNS Server:** set up DNS (**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 connects to the alternate DNS server when the preferred DNS server is unavailable.

11.2. Device Deployment in Network

C319H 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 device control and the convenience of the management. To deploy the device in the network on web **Network > Advanced > Connect Setting** interface.

Connect Setting ⓘ

Connect Mode

Cloud ⓘ

Discovery Mode

☒ ⓘ

Device Node

1

1

1

1

1

 ⓘ

Device Extension

1

 ⓘ

Device Location

Room403

 ⓘ

Parameter Set-up:

- **Connect Mode:** 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, SDMC in discovery mode.
- **Discovery Mode:** check to turn on the discovery mode of the device so that it can be discovered by other devices in the network, and uncheck if you want to conceal the device so as not to be discovered by other devices.
- **Device Node:** specify the device address by entering device location info 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.

11.3.Device 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 set up NAT, you can do it on web **Account > Advanced > NAT** interface.

NAT ⓘ

UDP Keep Alive Messages

☒ ⓘ

UDP Alive Msg Interval

30

 (5-60Sec) ⓘ

RPort Enabled

☐ ⓘ

Parameter Set-up:

- **UDP Keep Alive Messages:** if checked, the device will send out the message to the SIP server so that the SIP server will recognize 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:** check the RPort when the SIP server is in WAN (**Wide Area Network**).

11.4. Device Bluetooth Setting

11.4.1. Device Bluetooth Pairing

After C319H turns on Bluetooth on the device **More > Settings > Bluetooth** screen, it can be paired with other devices via Bluetooth.

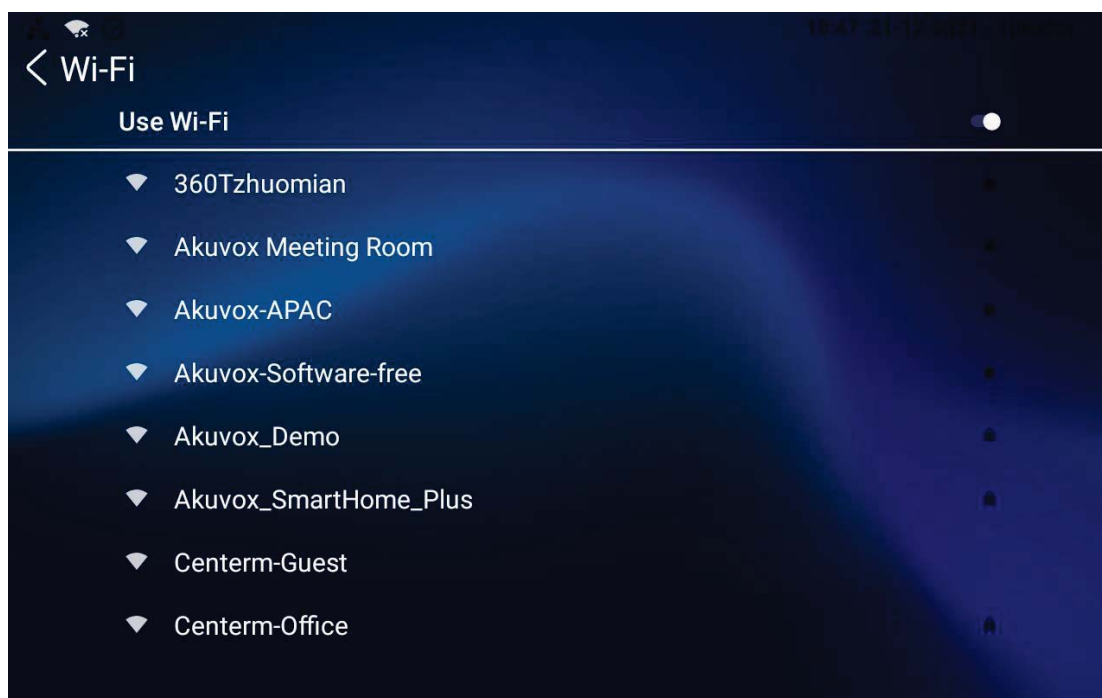


**Note:**

- After successful Bluetooth pairing, data transmission can be carried out.

11.5. Device Wi-Fi Setting

In addition to wired connection, the device also supports Wi-Fi connection. To set the Wi-Fi on the device **More > Settings > WIFI** screen.



11.6. Device Local RTP Configuration

For the device network data transmission purpose, the device needs to be set up with a range of RTP ports (**Real-time Transport Protocol**) for establishing an exclusive range of data transmission in the network. To set up device local RTP on web **Network > Advanced > Local RTP** interface.

Local RTP		
Starting RTP Port	11800	(1024-65535)
Max RTP Port	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.

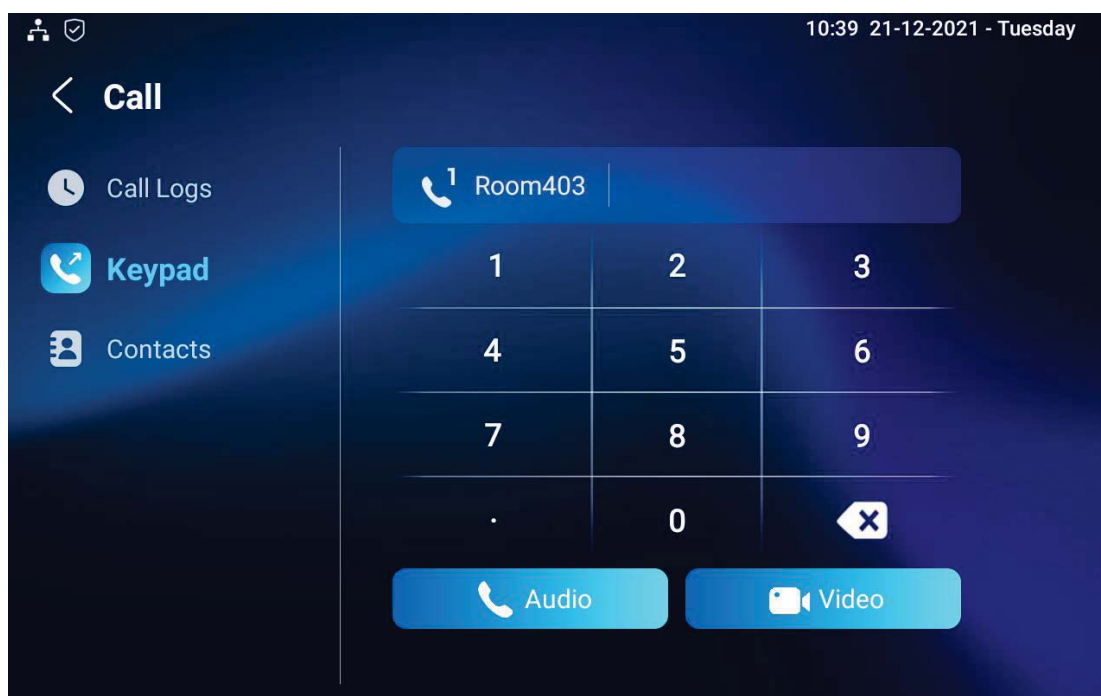
12. Intercom Call Configuration

12.1. IP call & IP Call Configuration

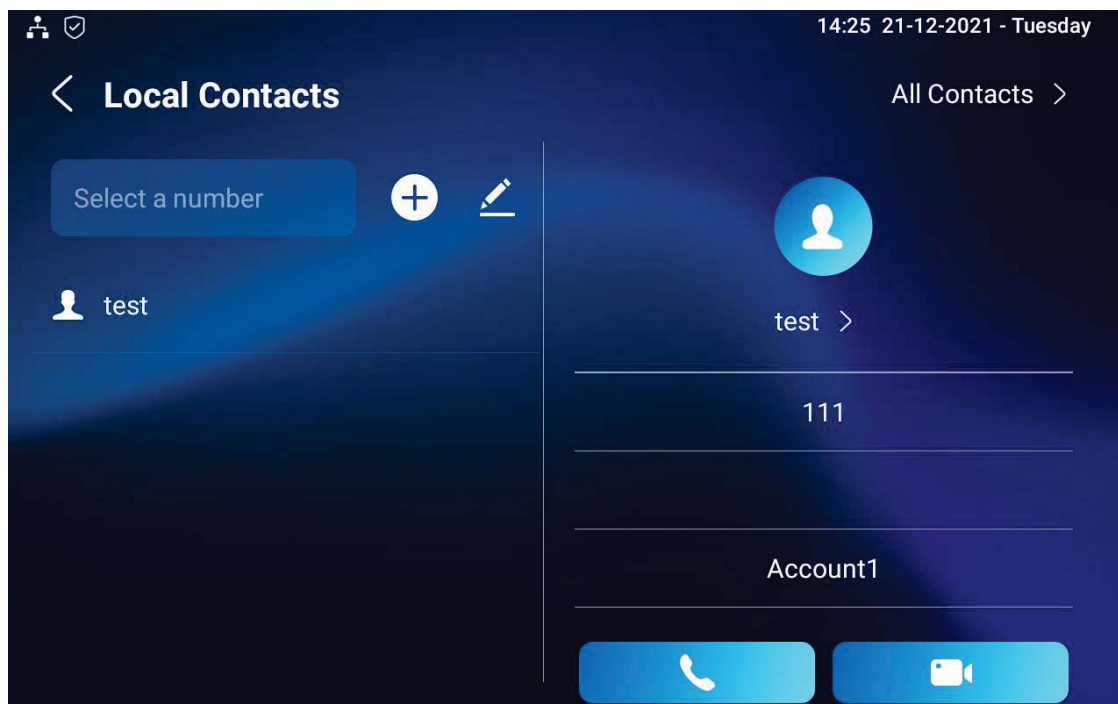
IP calls and SIP calls can be made directly on the intercom device by entering the IP number on the device. And you can also disable the direct IP call if you allow no IP call to be made on the device.

12.1.1. Make IP Calls

To make a direct IP call on the device **More > Call** screen. Enter the IP address you wish to call on the soft keyboard, and press **Audio** or **Video** tab to call out.

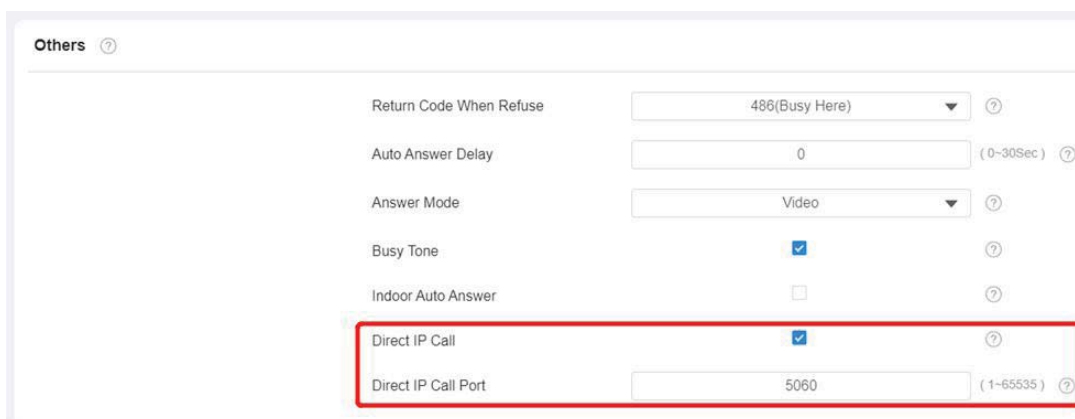


In addition, you can also make IP calls on the **Local Contacts** on your device.



12.1.2. IP Call Configuration

To configure the IP call feature and port on the device web **Device > Call Feature > Others** interface.



Parameter Set-up:

- **Direct IP Call:** tick the check box to enable the direct IP call. For example, if you do not allow direct IP call to be made on the device, you can untick the check box to terminate the function.

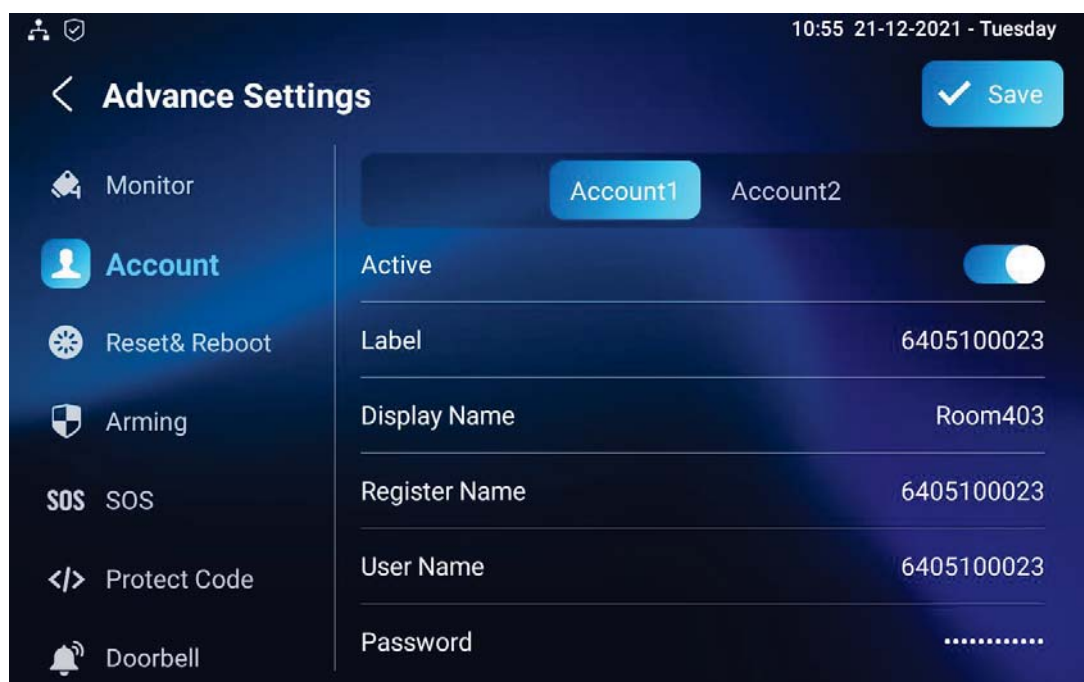
- **Direct IP Call Port:** the direct IP Call Port is "5060" by default with the port range from 1-65535. If you enter any values within the range other than the 5060, you are required to check if the value entered is consistent with the corresponding value on the device you wish to establish a data transmission with.

12.2.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.

12.3.SIP Account Registration

Akuvox C319H supports two SIP accounts that can all be registered according to your applications. For example, you can switch between the two SIP accounts. The SIP account can be configured on the device and on the device interface. To configure the SIP account on the device **More > Settings > Advance Settings > Account** screen.



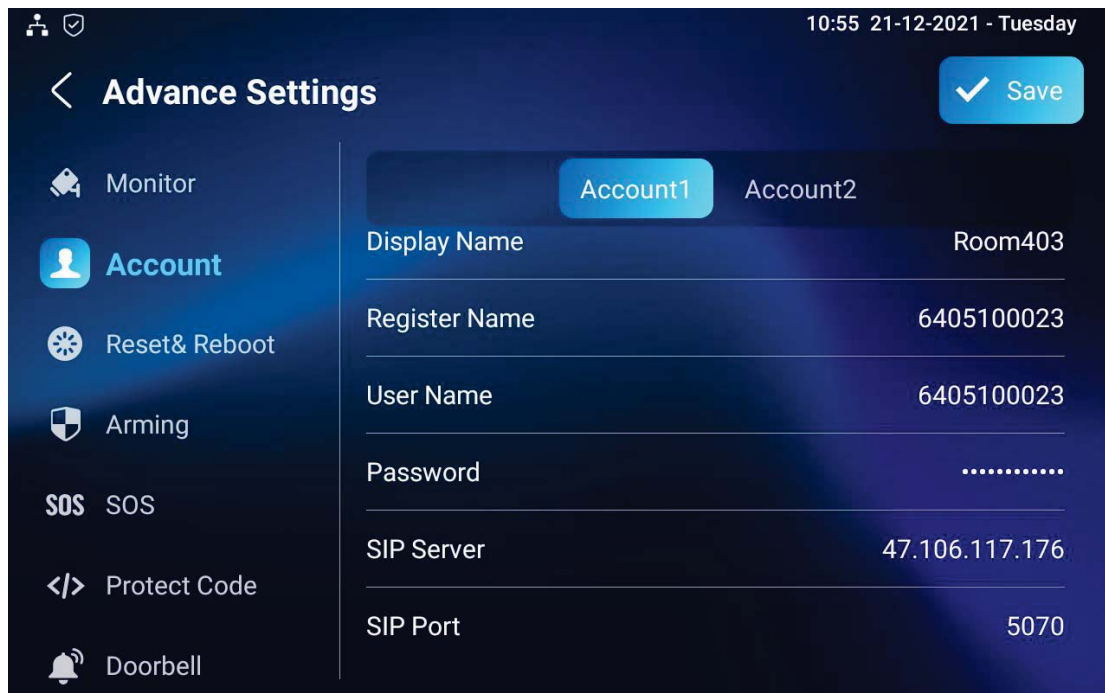
The parameter settings for SIP account registration can be configured on the Account setting screen and they can also be configured on the device web **Account > Basic > SIP Account** interface.

Parameter setup:

- **Status:** check to see if the SIP account is registered or not.
- **Account:** select Account1 or Account2.
- **Account Enabled:** check to active the registered SIP account.
- **Display Label:** configure the device label to be shown on the device screen.
- **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.
- **Username:** enter the username obtained from the SIP account administrator.
- **Password:** enter the password obtained from the SIP server.

12.4.SIP Server Configuration

SIP server can be set up for devices in order to achieve call sessions through the SIP server between intercom devices. To perform the SIP account settings on the device **More > Settings > Advance Settings > Account** screen.



You can also configure the sip server on the device web **Account > Basic > SIP Account** Interface.

SIP Server ?

Server Address		?
Sip Server Port	5060	(1024-65535) ?
Registration Period	1800	(30-65535 Sec) ?

Parameter Set-up:

- **Server IP/Server Address:** enter the Server's IP address number or its URL.
- **SIP Port/SIP Server Port:** set up the 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.

12.5.Outbound Proxy Server Configuration

An outbound proxy server is used to receive all initiating request messages

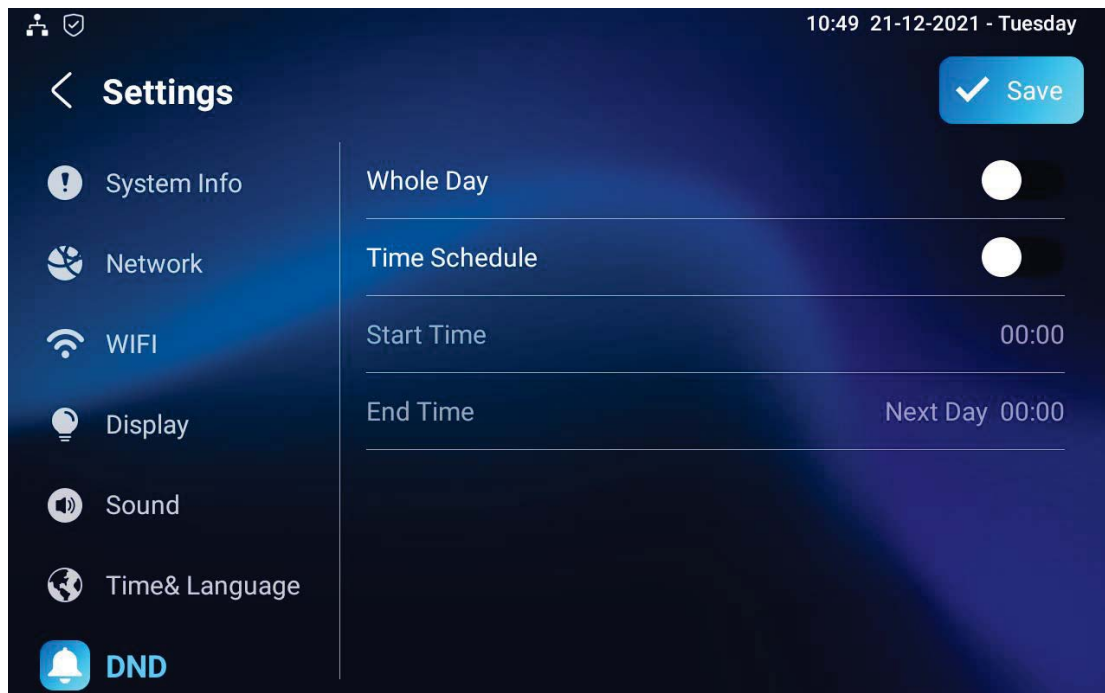
and route them to the designated SIP server in order to establish call session via port-based data transmission. To configure Outbound Proxy server on **Account > Basic > Outbound Proxy Server** interface.

Parameter Set-up:

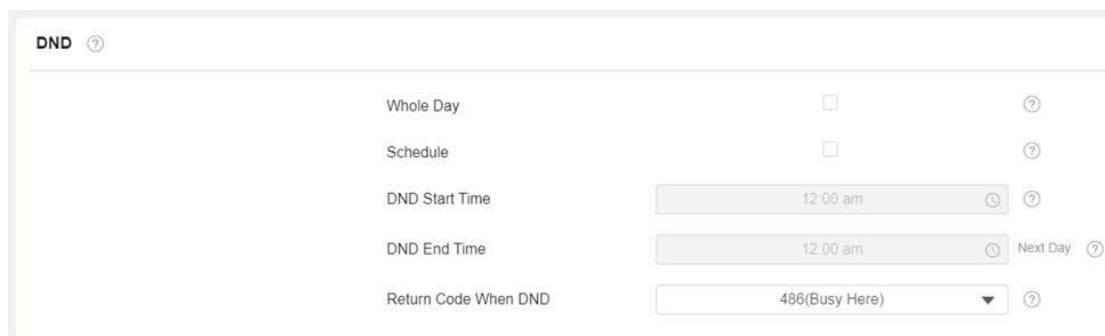
- **Outbound Enable:** check or uncheck to turn on or turn off the outbound proxy server.
- **Preferred Outbound Proxy Server:** enter the SIP address of the outbound proxy server.
- **Preferred Outbound Proxy Port:** enter the Port number to establish call session via the outbound proxy server.
- **Alternate Outbound Proxy Server:** set up Backup Server IP for the backup outbound proxy server.
- **Alternate Outbound Proxy Port:** enter the Port number to establish call session via the backup outbound proxy server.

12.6.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 **More > Settings > DND** 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.



You can also configure the DND on the web **Device > Call Feature > DND** interface.



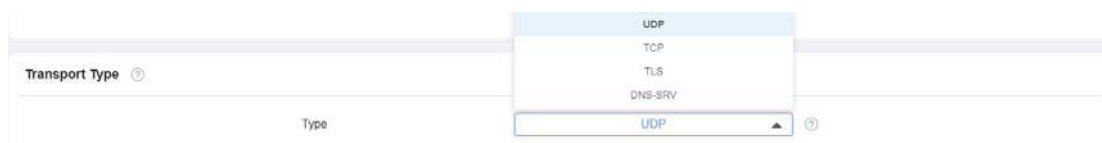
Parameter Set-up:

- **DND:** check **Whole Day** or **Schedule** to enable 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".

12.7.Data Transmission Type Configuration

SIP messages 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 do this configuration on web **Account > Basic > Transport Type** interface.



Parameter Set-up:

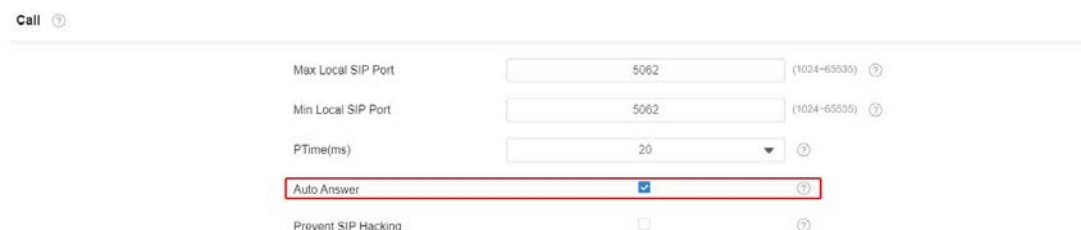
- **UDP:** select "UDP" for unreliable but very efficient transport layer protocol. UDP is the default transport protocol.
- **TCP:** select "TCP" for Reliable but less-efficient transport layer protocol.
- **TLS:** select "TLS" for Secured and Reliable transport layer protocol.
- **DNS-SRV:** select "DNS-SRV" to obtain DNS record for specifying the location of services. 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.

12.8.Call Setting

C319H will auto answer all incoming calls if call auto-answer is enabled and receive live stream if live stream is enabled.

12.8.1. Call Auto-answer Configuration

C319H will auto answer all incoming calls if call auto-answer is enabled and receive live stream if live stream is enabled. To do the configuration on web **Account > Advanced > Call > Auto Answer** and **Device > Call Feature > Others** interface.



Others ⓘ

Return Code When Refuse: 486(Busy Here) ⓘ

Auto Answer Delay: 0 (0-30Sec) ⓘ

Answer Mode: Video ⓘ

Busy Tone: ☒ ⓘ

Indoor Auto Answer: ☒ ⓘ

Direct IP Call: ☒ ⓘ

Direct IP Call Port: 5060 (1-65535) ⓘ

Parameter Set-up:

- **Auto Answer:** turn on the Auto Answer function by ticking the square box.
- **Auto Answer Delay:** set up the delay time (from 0-30 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.
- **Answer Mode:** set up the video or audio mode you preferred for answering the call automatically.
- **Indoor Auto Answer:** turn on the Auto Answer function for call from other smart panels by ticking the check box.

12.8.2. Auto-answer Allow List setting

Auto answered can only be applicable to the SIP or IP numbers that are already added to the auto-answer white-list of C319H. Therefore, you are required to configure or edit the numbers in the white-list on the web **Device > Call Feature > Auto Answer AllowList** interface.

Auto Answer AllowList ⓘ

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

	Index	Device Location	SIP/IP	Edit
☐	1	Gate	101	Edit
☐	2	Lobby	102	Edit
☐	3	Front Door	192.168.3.15	Edit

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

Add Auto Answer AllowList
×

Device Location

?

SIP/IP

?

Cancel

Submit

SIP/IP numbers can be imported to or exported out of C319H in batch on web **Device > Call Feature > Whitelist Import/Export** interface.

Select Answer Allowlist File(xml or csv)

Not selected any files

Select File

Reset

Cancel

Import



Note:

- SIP/IP number files to be imported or exported must be in either .xml or .csv format.
- SIP/IP numbers must be set up in the phone book of the smart panel before they can be valid for the auto-answer function.

12.8.3. Live Stream Setting

Receive Live Stream on C319H allows you to see the video image (one-way video stream) from the calling device such as a door phone whether or not you answered the call in audio or video mode, while the video image from your C319H will not be sent to the calling devices in order to protect your privacy. To do the configuration on web **Device > Call Feature > Audio Call Settings** interface.



Parameter Set-up:

- **Receive Live Stream:** enable it to receive the video stream from the caller's side.

12.9. Intercom Call Configuration (intercom preview, mute)

If you want to see the image at the door station before answering the incoming call, you can enable the intercom preview function on web **Device > Intercom > Intercom** interface.



Parameter Set-up:

- **Intercom Active:** tick the check box to enable or disable intercom function.
- **Intercom Mute:** tick the check box to enable mute the voice from the callee side and vice versa.
- **Intercom Preview:** tick the check box to enable the incoming call preview function. If enable intercom preview, the group call is not available.

12.10. Emergency Call Setting

Emergency call is used to call out three emergency contacts when you are in urgent status. Especially for the elders and children. To display Emergency Call softkey on web **Device > Display Setting>More Page Display** interface.

More Page Display ⓘ Example

Area	Type	Value	Label	Icon(max size:100*100)
Area1	SOS		SOS	Not selected any files Select File Delete
Area2	Contacts			Not selected any files Select File Delete
Area3	Arming			Not selected any files Select File Delete
Area4	Home Automation			Not selected any files Select File Delete
Area5	Home Screen Setting			Not selected any files Select File Delete
Area6	Settings			Not selected any files Select File Delete

After setup on the web, you also need to do the configuration on the device

More > Settings > Advance Settings > SOS screen.

10:56 21-12-2021 - Tuesday

< **Advance Settings** ✓ Save

- Monitor
- Account
- Reset& Reboot
- Arming
- SOS SOS**
- Protect Code
- Doorbell

Call Number1

Call Number2

Call Number3

Call Timeout 60s >

Loop Time 3 >

Parameter Set-up:

- **Call Number:** to set up 3 SOS numbers. Once users press SOS key on the home page (SOS display key shall be set on the web manually) or emergency button, C319H will call out the number in order.
- **Call Timeout:** set up the timeout for each number. Once users call out, if the other side will not answer within the timeout, smart panel will continue to call the next number.
- **Loop Times:** to set up the call loop times.

12.11. Multicast Configuration

C319H allows you to conduct one-to-many broadcasting via a multicast function on web **Device > Multicast > Multicast List** interface.

Multicast List ⓘ

Multicast Group	Multicast Address	Enabled
Multicast Group 1	224.1.6.11:51231	☒
Multicast Group 2		☐
Multicast Group 3		☐

Listen List ⓘ

Listen Group	Listen Address	Label
Listen Group 1	224.1.6.11:51230	Test_1
Listen Group 2		
Listen Group 3		

Parameter Set-up:

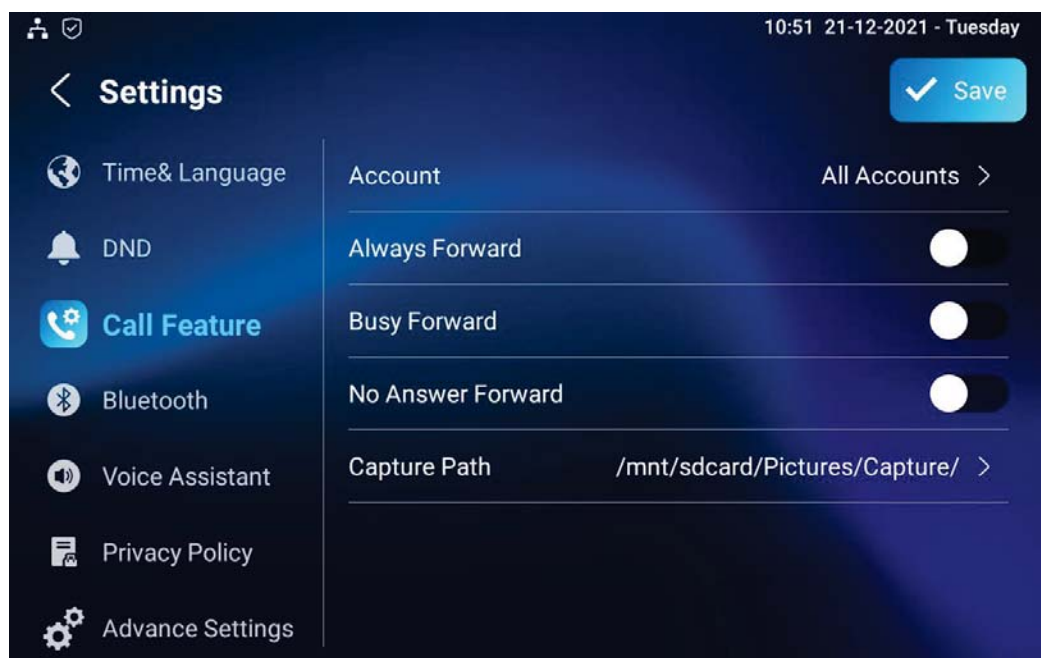
- **Enabled:** to set the indoor monitor in one of the groups or disable this function.
- **Multicast Address:** to fill in the parameters of multicast group. Indoor monitor will establish multicast calls to other indoor monitors which are set in multicast group.
- **Listen List:** to fill in the parameters of listen group. Indoor monitor will receive multicast calls if some indoor monitors call the listen group.
- **Label:** to show the label name on the calling interface if users establish all call.

12.12. Call Forwarding Setting

Call Forward is a feature used to redirect an incoming call to a specific third party. Users can redirect the incoming call based on different scenarios. Typically, call forward has three modes: **Always Forward/ No Answer Forward/Busy Forward**.

12.12.1. Call Forwarding Configuration on the Device

To do the configuration on the device **More > Settings > Call Feature** interface.



You can also set up forward function on web **Device > Call Feature > Call Forward** interface.

Call Forward ⓘ

Always Transfer	Disabled ▼ ⓘ
Designated Call Forward Number	ⓘ
Busy Transfer	Disabled ▼ ⓘ
Designated Call Forward Number	ⓘ
No Answer Transfer	Disabled ▼ ⓘ
Designated Call Forward Number	ⓘ
No Answer Call Transfer Duration (Sec)	30 ▼ ⓘ

Parameter Set-up:

- **Always Transfer:** to enable always forwarding function; all incoming calls will be automatically forwarded to a specific number.
- **Busy Transfer:** to enable busy forwarding function; incoming calls will be forwarded to a specific number if the phone is busy.
- **No Answer Transfer:** to enable no answer forwarding function; incoming calls will be forwarded to a specific number if the phone is not picked up within no answer ring time.

- **Target/Designated Call Forward Number:** to enter the specific forwarding number if C319H enables always forwarding / call forwarding busy / no answer forwarding.
- **No Answer Ring/No Answer Call Transfer Duration (Sec):** to set the no answer time interval from 0-120 seconds before the call is transferred to a designated number.

13. Intercom Message Setting

You can read, create, and delete messages on the **Message** screen.

13.1. Display Messages

Message function does not show by default, you need to enable and display this function on the web **Device > Display Setting > More Page Display**.

More Page Display ? Example

Area	Type	Value	Label	Icon(max size:100*100)
Area1	Message ▼		Message	Not selected any files Select File Delete
Area2	Contacts ▼			Not selected any files Select File Delete
Area3	Arming ▼			Not selected any files Select File Delete
Area4	Home Automation ▼			Not selected any files Select File Delete
Area5	Home Screen Setting ▼			Not selected any files Select File Delete
Area6	Settings ▼			Not selected any files Select File Delete

13.2. Manage Messages

You can check, create and clear messages as needed on the C319H **Message** screen.



Parameter Set-up:

- **Notification:** the message from the property manager, this feature is only available when using Akuvox Cloud.
- **Text MSG:** to send or receive or manage the text message here.
- **Owner MSG:** if you enable this feature, and nobody answers the incoming call within the pre-configure ring time, the visitor will hear the owner audio message.
- **Visitor MSG:** if you enable visitor message feature, and nobody answer the incoming call within the pre-configure ring time, it will save the visitor record.
- **Family MSG:** you can record the audio messages for your family members.

13.3. Configure Voice Message (MWI)

MWI (Message Waiting Indicator) is a notification that notifies you when you have a new voice mail message. To do the configuration on web **Account > Advanced > Subscribe** interface.

Subscribe ⓘ

MWI Subscribe ☒ ⓘ

MWI Subscribe Period ⓘ (120-65535Sec)

Voice Mail Number ⓘ

Parameter Set-up:

- **MWI Subscribe:** tick the check box to enable the MWI function.
- **Voice Mail Number:** enter the voice mail number for accessing your voice mail messages.
- **MWI Subscribe Period:** set up the interval between the MWI Subscribe messages.

14. Audio& Video Codec Configuration for SIP Calls

14.1.Audio Codec Configuration

C319H supports seven types of Codec (iLBC_13_3, iLBC_15_2, L16, PCMU, PCMA, G729, and G722 for encoding and decoding the audio data during the call session. Each type of codec varies in terms of sound quality. You can select the specific codec with different bandwidths and sample rates flexibly according to the actual network environment. To do the configuration on web **Account > Advanced > SIP Account** interface.

The screenshot shows the 'SIP Account' configuration page. At the top, there's a 'SIP Account' header with a help icon. Below it, there's a section for 'Account' with a dropdown menu currently set to 'Account1'. The main section is titled 'Audio Codes' with a help icon. It contains two panels: 'Disabled Codes' and 'Enabled Codes'. The 'Disabled Codes' panel shows three items: 'iLBC_13_3' (checked), 'iLBC_15_2' (unchecked), and 'L16' (unchecked). The 'Enabled Codes' panel shows four items: 'PCMU' (unchecked), 'PCMA' (unchecked), 'G729' (unchecked), and 'G722' (unchecked). There are navigation arrows between the two panels.

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

Codec Type	Bandwidth Consumption	Sample Rate
PCMA	64 kbit/s	8kHz
PCMU	64 kbit/s	8kHz
G729	8 kbit/s	8kHz
G722	64 kbit/s	16kHz
iLBC_13_3	8,16 kbit/s	13.3kHz
iLBC_15_2	8,16 kbit/s	15.2kHz
L16	128 kbit/s	variable

14.2.Video Codec Configuration

C319H supports VP8, H263, H264, H265 codec that provides a better video quality at a much lower bit rate with different video quality and payload. To do the configuration on web **Account > Advanced > Video Codecs** interface. Choose available video codecs and set up the codecs parameters.

Video Codecs

2 items
Disabled Codecs

☐ H265
☐ VP8

>
<

2 items
Enabled Codecs

☐ H264
☐ H263




Video Codec ?

Name	H263	?
Resolution	CIF ▼	?
Bitrate	320 ▼	?
Payload	34 ▼	?
Name	H264	?
Resolution	CIF ▼	?
Bitrate	320 ▼	?
Payload	104 ▼	?
Name	VP8	?
Resolution	CIF ▼	?
Bitrate	320 ▼	?
Payload	96 ▼	?

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 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 the audio/video configuration file. The default payload is 104.

15. Security

15.1. Monitor and Image

15.1.1. Monitor Setting

You can configure the monitor setting on the web **Device > Monitor** interface. Enter the IP/SIP number of door phone in device number and fill in device name. Then set up the RTSP address. The RTSP format of the Akuvox door phone is rtsp://deviceIP/live/ch00_0. Enable or disable display in the call. If enabled, when there is an incoming call from the monitor, the video will be displayed.

Phone » Monitor

Door phone

+ Add Import Export

	Index	Device Number	Device Name	RTSP Address	Username	Display In Call	Edit
☐	1	157	157	rtsp://192.168.13.157	admin	Disabled	

Delete Delete All Prev 1/1 Next

1 Go

Add Monitor

Device Number 157

Device Name R29

RTSP Address rtsp:// 192.168.13.157/live/ch00_0

Username admin

Password *****

Display In Call Disabled

Cancel Submit

15.1.2. Monitor Windows

You can configure how many monitor windows shows on the C319H screen on the web **Device > Monitor > Monitor Setting**.

Parameter Set-up:

- **Monitor Display:** there are two options -**Multiple Window** and **Single Window**. If you choose multiple windows, you can see four real-time videos at the same time.

15.1.3. Display Monitor

Monitor function does not show by default, you need to enable and display this function on the web **Device > Display Setting > More Page Display**.

Area	Type	Value	Label	Icon(max size:100*100)
Area1	Monitor		Monitor	Not selected any files Select File Delete
Area2	Contacts			Not selected any files Select File Delete
Area3	Arming			Not selected any files Select File Delete
Area4	Home Automation			Not selected any files Select File Delete
Area5	Home Screen Setting			Not selected any files Select File Delete
Area6	Settings			Not selected any files Select File Delete

15.1.4. Video Image Capturing

To capture video image by pressing **Monitor > Capture** on the device screen.



15.2. Alarm and Arming Configuration

Alarm feature is used to connect some alarm detection devices to protect your home safe. C319H supports 8 alarm connectors which means you can connect 8 different alarm sensors in different rooms of your house. And you also can add wireless security sensors as alarm detection devices. For example, connecting a gas sensor in your kitchen to detect the gas leak, C319H will ring up and send the alarm message to the target, like community property.

15.2.1. Configure Alarm and Arming on the Device

In the arming state, if you want to clear the alarm triggered by sensor-enabled emergencies or to switch arming status like changing from **Away** to **Home**, you need to disarm the arming state by entering the disarm code, which 123456 by default. To configure the arming and disarm code on the device, go to **More > Arming > Arming/Disarm Code** screen. Change the current password and save it.


10:42 21-12-2021 - Tuesday

< **Arming/Disarm Code**
✓ Save

Please input current arming/disarm code:

Please input new arming/disarm code:

Please confirm new arming/disarm code:

1	2	3
4	5	6
7	8	9
	0	

To check the zone status on **Arming > Sensor Status** screen.


10:43 21-12-2021 - Tuesday

< **Sensor Status**

Connect Mode	Location	Sensor Type	Trigger	Status	Battery
Zone1	Master Bedroom	Smoke Sensor	NC	✓	--
Zone2	None	Infra-red Sensor	NC	✗	--
Zone3	None	Infra-red Sensor	NC	✗	--
Zone4	None	Infra-red Sensor	NC	✗	--
Zone5	None	Infra-red Sensor	NC	✗	--
Zone6	None	Infra-red Sensor	NC	✗	--
Zone7	None	Infra-red	NC	✗	--

15.2.2. Configure Alarm and Arming on the Web Interface

To set up a location-based alarm sensor on the device web **Arming > Zone Setting > Zone Setting** interface.

Zone Setting ⓘ

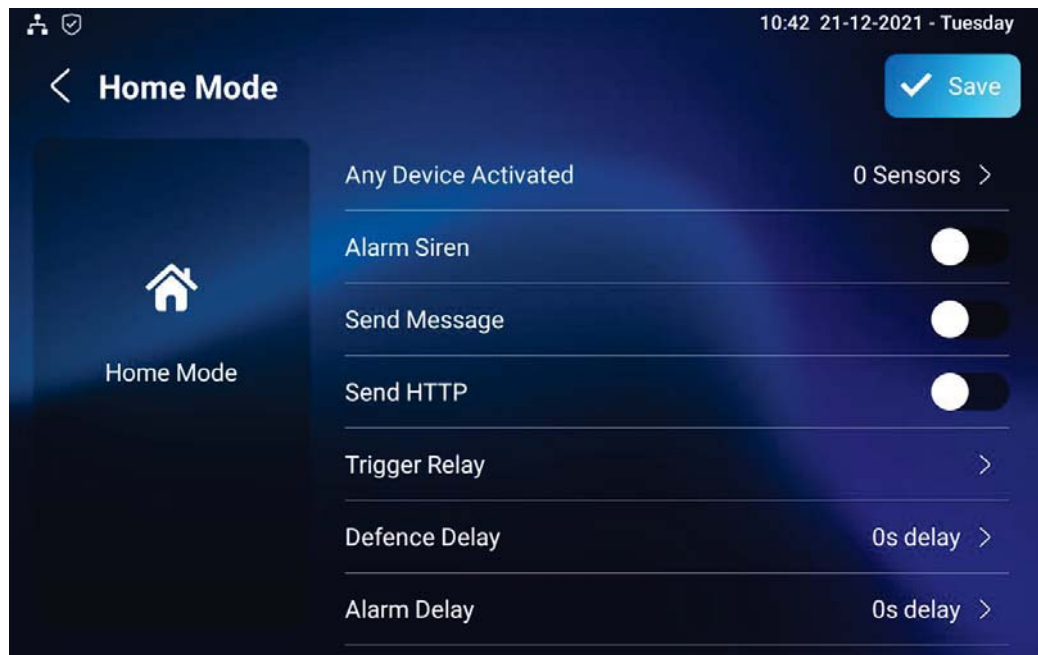
Zone	Location	Zone Type	Trigger Mode	Status
Zone1	Bedroom ▼	Infrared ▼	NC ▼	Enabled ▼
Zone2	Bedroom ▼	Drmmagnet ▼	NC ▼	Enabled ▼
Zone3	Bedroom ▼	Smoke ▼	NC ▼	Disabled ▼

Parameter Set-up:

- **Location:** set up the location according to where the alarm sensor is installed. You can select among ten location types: **Bedroom, Gate, Door, Guest room, Hall, Window, Balcony, Kitchen, Study** and **Bathroom**.
- **Zone Type:** set up the alarm sensor types. You can select among six sensor types: **Gas Sensor, Door/Window Sensor, Emergency Button, Motion Sensor, Smoke Sensor, and Flood Sensor**.
- **Trigger Mode:** set sensor trigger mode between "NC" and "NO" according to your need.
- **Status:** set the alarm sensor status among three options: "Enable", "Disable", and "24H". Select "Enable" if you want to enable the alarm, however, you are required to make smart panel in the state of arming, such as Away, Home, and Night, or it will not be triggered alarm if it is disarmed. Select "Disable" if you want to disable the alarm, and select "24H" if you want the alarm sensor to always stay enabled without needing to set up the alarm manually again after the arming mode is disarmed.

15.2.3. Configure Location-based Alarm

Configure the alarm sensor in the same way you do on the web interface.



You can also choose which devices can work as an alarm device on the web **Arming > Arming Mode > Device**.

Device		
Mode	Any Device Activated	Edit
Home	zone5,	Edit
Night		Edit
Away		Edit

Parameters Set-up:

- **Any Device Activated:** to select which type of detection device is, including **CO Sensor, Gas Sensor, Door/Window Sensor, Emergency Button, Motion Sensor, Smoke Sensor, Flood Sensor**, etc.
- **Alarm Siren:** switch on or off the alarm siren according to your need. when you switch it off, the alarm will not go off when the alarm is triggered.
- **Send Message:** enable or disable the SIP message feature. If you enable it, the SIP message will be sent to the device or app with a pre-defined SIP account, for example, your app for the notification.
- **Send HTTP:** enable this feature when you want to send the pre-configured HTTP command to the designated device or server for the corresponding actions.
- **Defence delay:** it means when users change the arming mode from other modes, there will be a few seconds delay time to get activated. You can customize the delay time from 0-90s.

- **Alarm delay:** it means when the sensor is triggered, there will be a few seconds delay time to announce the notification. You can customize the alarm delay time from 0s to 90s.
- **Status:** to enable or disable Arming mode on the corresponding Zone.

15.2.4. Configure Alarm Text

After the alarm sensor is set up, you are allowed to customize your alarm text shown on the screen when an alarm is triggered on web **Arming> Zone Setting > Customized Alarm** interface. Enter the alarm text for each device according to your need.

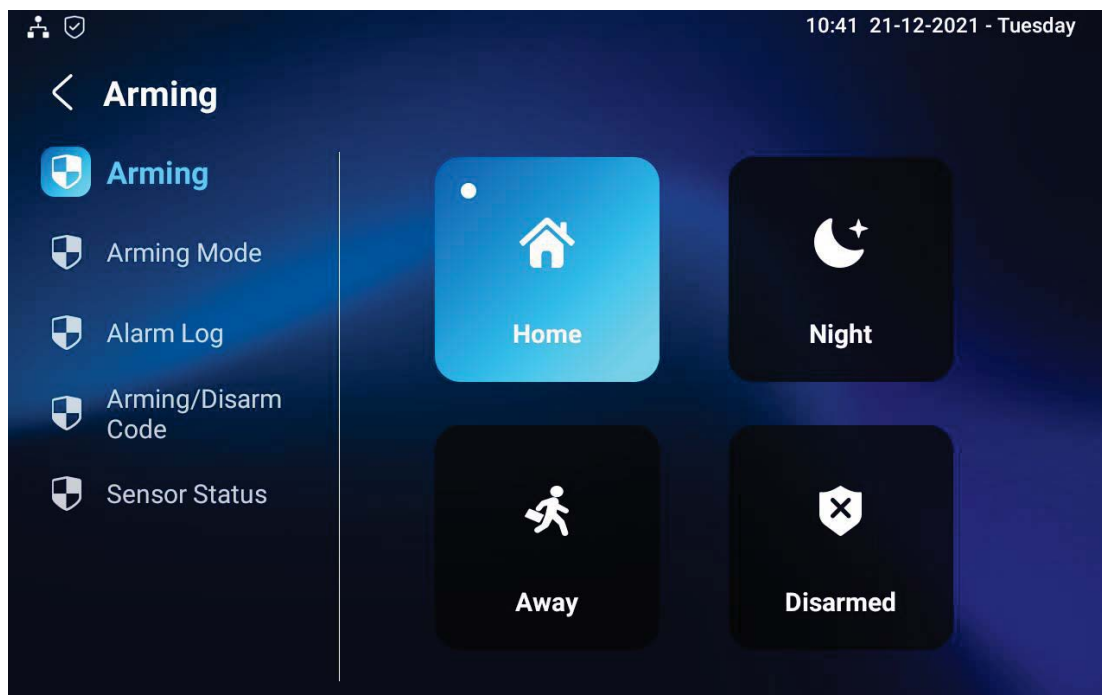
Customized Alarm ⓘ

Customized Alarm Enabled ☐ ⓘ

Zone	Alarm Content
Zone1	Alarm was Triggered
Zone2	Alarm was Triggered
Zone3	Alarm was Triggered
Zone4	Alarm was Triggered
Zone5	Alarm was Triggered
Zone6	Alarm was Triggered
Zone7	Alarm was Triggered
Zone8	Alarm was Triggered

15.2.5. Configure Arming Mode

To switch arming mode on **Arming** screen by pressing their respective icons. Press **Disarmed** icon if you want to cancel the Arming Mode.



15.2.6. Alarm Action Configuration

The triggering of the alarm sensor can be accompanied by the actions you configured in the forms of HTTP command, SIP Message, and Local Relay for different security purposes.

15.2.6.1. Configure Alarm Action via HTTP Command

To set up the HTTP Command action, you can click **Enable** in the **Send HTTP** field to enable the actions for the alarm sensor installed in different locations. Then enter the HTTP command provided by the manufacturer of the device on which the action is to be carried.

HTTP Command Setting ⓘ

Mode	Http Command	Send Http
Home	http://	Disabled ▼
Night	http://	Disabled ▼
Away	http://	Disabled ▼

Parameter Set-up:

- **HTTP Command:** enable HTTP command if you want the action to be implemented on a designated third-party device.

15.2.6.2. Configure Alarm Action via SIP Message

To set up the SIP message action receiver on the same web interface. Enter the SIP account to which you want to send the configured SIP message as an action when the alarm is triggered.

Receiver Of SIP Setting ⓘ

Mode	SIP Account	SIP Message	Send Sip Message
Home			Disabled ▼
Night			Disabled ▼
Away			Disabled ▼

Parameter Set-up:

- **SIP Account:** the designated SIP account which is your receiver.
- **SIP Message:** edit the SIP message content.
- **Send SIP Message:** enable the Sip message if you want the SIP message to be sent to a designated SIP account as an action.

15.2.6.3. Configure Alarm Action via Local Relay

To trigger the local relay while the alarm is triggered. Choose which relay you want to be triggered.

Local Relay ⓘ

Mode	Local Relay	Local Relay2
Home	Disabled ▼	Disabled ▼
Night	Disabled ▼	Disabled ▼
Away	Disabled ▼	Disabled ▼

15.2.7. Check Alarm Log

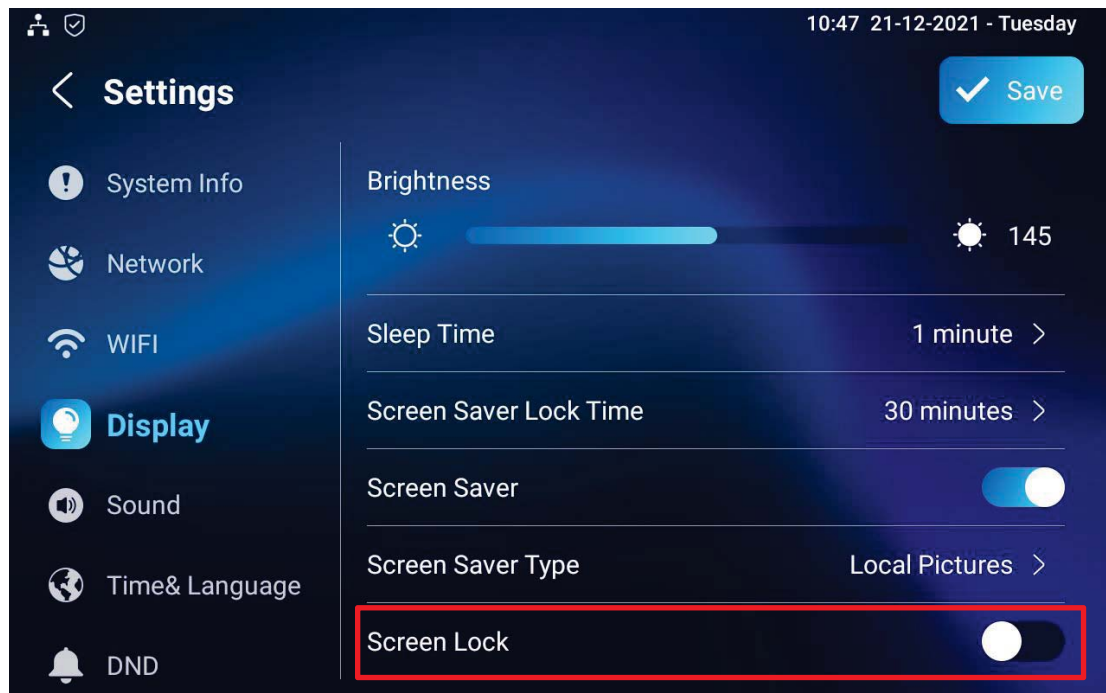
To check alarm log on device **Settings > Arming Log** screen.



10:42 21-12-2021 - Tuesday		
< Alarm Log		Clear
1	{"alarmContent": "Warning! the door is opened"}	20-12-2021
2	{"alarmContent": "Warning! the door is opened"}	20-12-2021
3	{"alarmContent": "Warning! the door is opened"}	20-12-2021
4	{"alarmContent": "Warning! the door is opened"}	20-12-2021
5	{"alarmContent": "Warning! the door is opened"}	20-12-2021
6	{"alarmContent": "Warning! the door is opened"}	20-12-2021
7	{"alarmContent": "Warning! the door is opened"}	20-12-2021
8	{"alarmContent": "Warning! the door is opened"}	20-12-2021
9	{"alarmContent": "Warning! the door is opened"}	17-12-2021
10	{"alarmContent": "Warning! the door is opened"}	17-12-2021

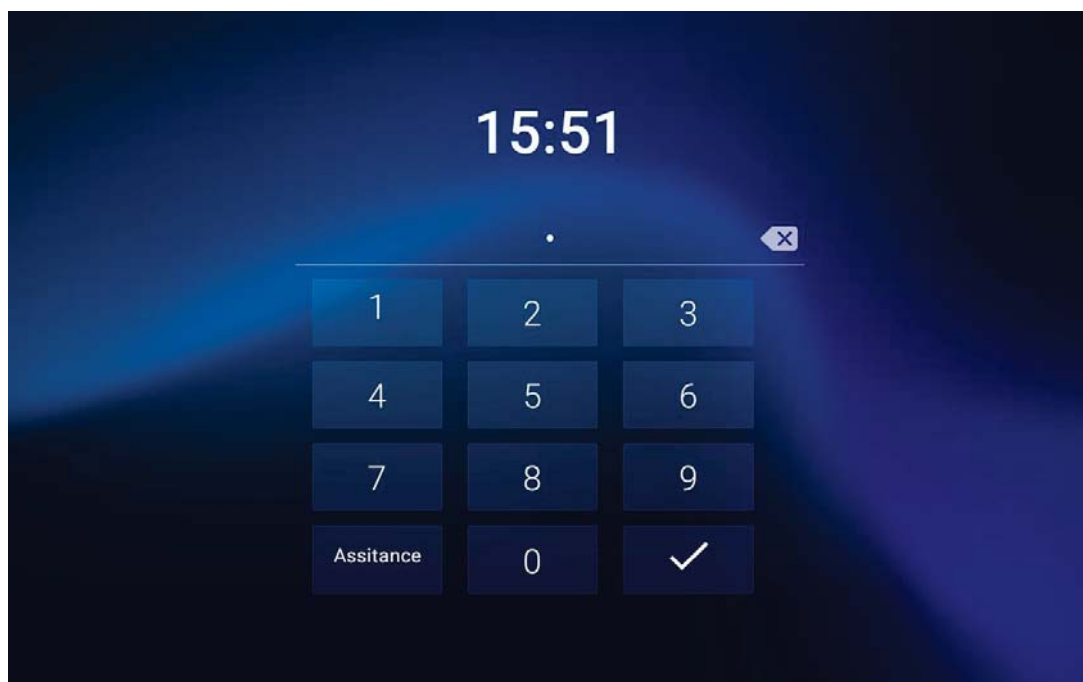
15.3. Screen Unlock Setting

You can enable Screen Lock function directly on the device **Settings > Display Setting** screen. The device screen will be locked over sleep time. You are required to wake up the device through a password.



15.3.1. Screen Unlock by PIN code

You can unlock C319H screen by entering the pre-configured PIN code when the screen is locked.



Note:

- Default unlock PIN is 123456.

15.4.Voice Encryption

The encryption function provides you with greater security for the intercom call. And C319H supports three modes of voice encryption: SRTP(Compulsory), SRTP(Optional), ZRTP(Optional) on web **Account > Advanced > Encryption** interface.

Encryption ⓘ

Voice Encryption

Disabled ▼ ⓘ

Parameter Set-up:

- **Voice Encryption:** select encryption mode from four options. If you select disable it, the call will not be encrypted. **SRTP(Compulsory)**, all audio signals (technically speaking it is RTP streams) will be encrypted to improve security. **SRTP(Optional)**, encrypts voice from the called party, if the called party also enables SRTP, the voice signals will also be

encrypted. **ZRTP(Optional)** is the protocol that the two parties use to negotiate the SRTP session key.

15.5.Remote Control

Remote control function supports configuring a specific server to send HTTP commands or requests to C319H to do some specific action on web **Device > Relay > Remote Control** interface.

Remote Control 

Allowed Access IP List



16. Door Access Control Configuration

16.1. Relay Switch Setting

16.1.1. Local Relay Setting

Local relays in C319H can be used to trigger the relay for the door access and trigger the chime bell as needed in different scenarios. You can do this configuration on web **Device > Relay > Relay Setting > Local Relay** interface.

Relay Setting ?

Local Relay1	
Relay Delay (Sec)	3 ?
Relay Type	Open Door ?
Remote Control	Disabled ?
DTMF	?
Local Relay2	
Relay Delay (Sec)	3 ?
Relay Type	Open Door ?
Remote Control	Disabled ?
DTMF	?
Remote Relay	
DTMF1 Code	# ?
DTMF2 Code	# ?
DTMF3 Code	# ?

Parameter Set-up:

- **Relay Delay:** set the relay delay time after the relay is triggered.
- **Relay Type:** set relay action type. There are two types of relays, chime bell and open door. **Chime Bell**, when there is a call, the chime bell will ring. **Open door**, when pressing the unlock icon, the local relay will be opened.
- **Remote Control:** enable it to trigger local relay by DTMF and vice versa.
- **DTMF Code:** to set DTMF code for the remote relay, which is "#" by default.

16.2.DTMF Type Setting

DTMF codes can be configured on the web **Account > Advanced > DTMF** interface.

DTMF ⓘ

Type	RFC2833	ⓘ
DTMF Code Transport format	Disabled	ⓘ
Payload	101	(96-127) ⓘ

Parameter Set-up:

- **Type:** select DTMF type among four options: **Inband**, **RFC2833**, **Info+Inband** and **Info+RFC2833** according to your 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.

16.3.Web Relay Setting

In addition to the relay that is connected to C319H, you can also control the door access using the network-based web relay. To do this configuration on web **Device > Relay > Web Relay** interface.

Web Relay ⓘ

IP Address		ⓘ
Username		ⓘ
Password	*****	ⓘ

Web Relay Action Setting ⓘ

Action ID	IP	SIP	Web Relay Action
Action ID 1			
Action ID 2			

Parameter Set-up:

- **IP address:** enter the web relay IP address.
- **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.
- **IP/SIP:** enter the relay extension information, which can be an IP address or SIP account of an intercom device such as a Smart Panel, 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>.

16.4. Door Unlock Configuration

16.4.1. Door Unlock by DTMF Code

This access method allows residents to enter the DTMF code on the soft keypad or press DTMF code attached unlock tab on the screen to unlock the door for visitors etc., during a call.

16.4.2. Door Unlock via HTTP Command

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

Open Relay Via HTTP ?

Switch	☐	?
Username		?
Password		?

Parameter Set-up:

- **Switch:** Enable it to allow the relay to be triggered remotely using HTTP command.
- **Username:** Enter the device username to be used as a part of HTTP command to trigger the local relay.
- **Password:** Enter the device password to be used as part of HTTP command to trigger the local relay.
- Please refer to the following example:

<http://192.168.35.127/fcgi/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.

17. Lift Control

You can summon lift at home via lift the control feature.

17.1. Configure Lift Control

To enable and set the display status Lift icon on device web **Device > Lift> Lift Control** interface.

Name	Status	Icon	Label	Http Command
Lift1	Disabled	Up		http://
Lift2	Disabled	Up		http://

Parameter set-up:

- **Status:** click to enable or disable the lift button.
- **Icon:** click to select icon for the button.
- **Label:** enter the title for the button.
- **HTTP Command:** select http:// or https:// for head of http command and enter http command.

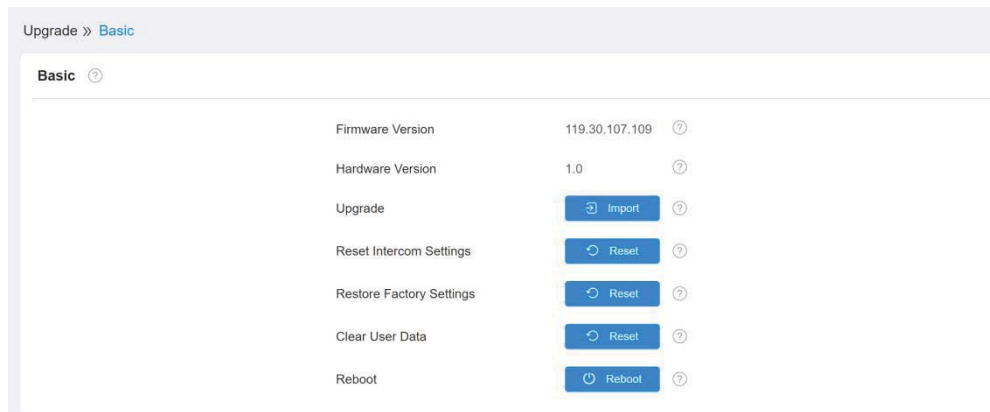
17.2. Configure Lift Control Prompt

When the lift controller receives the HTTP command, it will feedback the current lift status with a prompt. To do this configuration on web **Device > Lift > Hints** interface. Edit the **HTTP Status Code**, feedback code from lift control board. If there are huge amounts of prompts that need to be added, you can click **Export** tab to export a template, after editing to import/export.

Index	HTTP Status Code	Lift	Hints	Edit
1	200	Lift1	Lift is coming to your floor	
2	200	Lift2	Lift has been sent to Ground Floor	

18. Firmware Upgrade

Firmwares of different versions for the smart panel can be upgraded on the device web **Upgrade > Basic** interface.

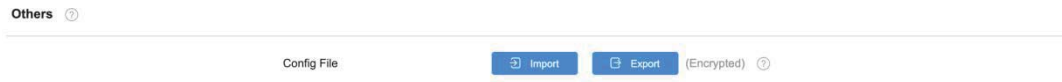


Note:

- Firmware files should be **.zip** format for the upgrade.

19. Backup

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

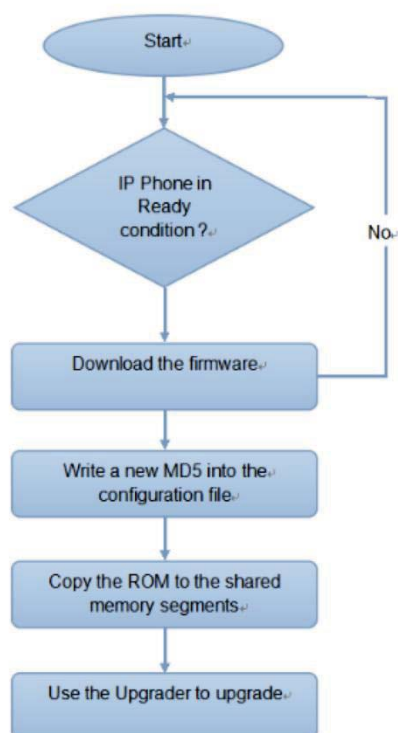


20. Auto-provisioning

20.1. 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.

Please see the flow chart below:



20.2.Introduction to the Configuration Files for Auto-Provisioning

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

The difference between the two types of configuration files is shown 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, cfg.
- **MAC-based configuration provisioning:** MAC-based configuration files are used for auto-provisioning on a specific device as distinguished by its unique MAC number. And the configuration files named with the 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.

20.3.AutoP Schedule

Akuvox provides you with different AutoP methods that enable the smart panel to perform provisioning for itself at a specific time according to your schedule. To set up the schedule on the device web **Upgrade > Advanced > Automatic AutoP** interface.

Automatic Autop ⓘ

Mode: Repeatedly ⓘ

Schedule: Sunday ⓘ

22 (0~23:Hour)

0 (0~59:Min)

Export Autop Template: Export ⓘ

Clear MD5: Clear ⓘ

Parameter Set-up:

- **Power On:** select "**Power on**", if you want the device to perform AutoP every time it boots up.
- **Repeatedly:** select "**Repeatedly**", if you want the device to perform AutoP according to the schedule you set up.
- **Power On + Repeatedly:** select "**Power On + Repeatedly**" if you want to combine **Power On** Mode and **Repeatedly** mode that will enable the device to perform AutoP every time it boots up or according to the schedule you set up.
- **Hourly Repeat:** select "**Hourly Repeat**" if you want the device to perform AutoP every hour.

20.4.PNP Provisioning 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 do this configuration on web **Upgrade > Advanced > PNP Option** interface.

PNP Option ⓘ

PNP Config Enabled ☒ ⓘ

20.5.DHCP Provisioning Configuration

Auto-provisioning URL can also be obtained using the 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 **Upgrade > Advanced > Automatic AutoP** interface.

Automatic AutoP ⓘ

Mode: Repeatedly ⓘ

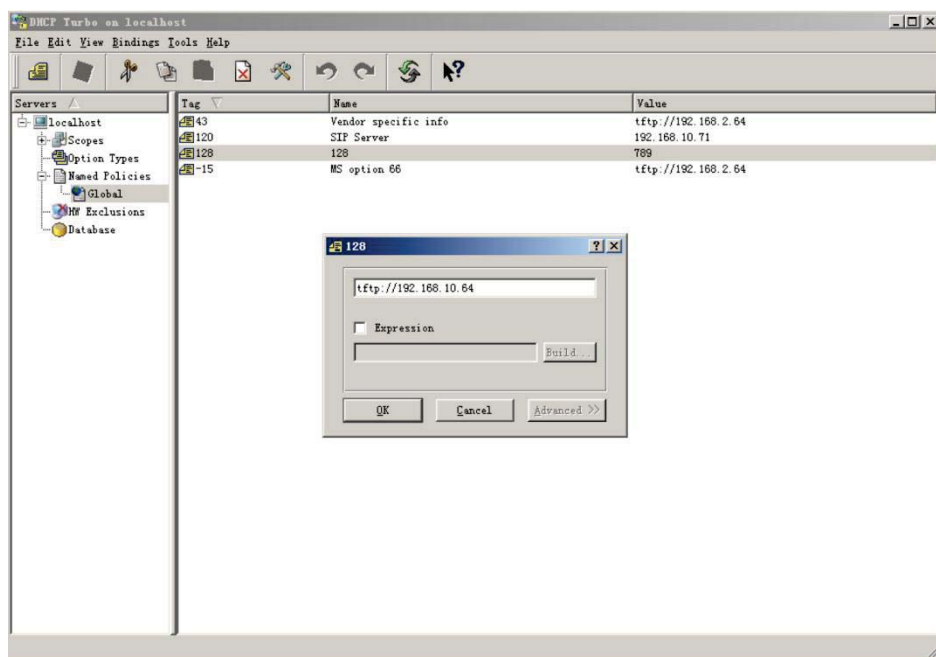
Schedule: Sunday ⓘ

22 (0-23Hour)

0 (0-59Min)

Export AutoP Template: Export ⓘ

Clear MD5: Clear ⓘ



Note:

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

DHCP Option ⓘ

Custom Option: (128-254) ⓘ

DHCP Option Enabled: ☒ Custom Option ☒ Option 43 ☒ Option 66 ⓘ

Parameter Set-up:

- **Custom Option:** enter the DHCP code that matched with corresponding URL so that the 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 option 66 with the updated 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 option 43 with the updated server URL in it.

**Note:**

- The general configuration file for the in-batch provisioning is with the format "**cfg**" taking R29 as an example r000000000029.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**."

20.6.Static Provisioning Configuration

You can manually set up a specific server URL for downloading the firmware or configuration file on the device web **Upgrade > Advanced > Automatic AutoP** interface. If an AutoP schedule is set up, the smart panel will perform the auto-provisioning at 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.

Automatic Autop ⓘ

Mode

Repeatedly ⓘ

Schedule

Sunday ⓘ

22 (0-23Hour)

0 (0-59Min)

Export Autop Template

Export ⓘ

Clear MD5

Clear ⓘ

Manual Autop ⓘ

URL

http://192.168.55.88 ⓘ

Username

admin ⓘ

Password

***** ⓘ

Common AES Key

***** ⓘ

AES Key(MAC)

***** ⓘ

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 a user name to be accessed otherwise leave it blank.
- **Password:** set up a password if the server needs a password to be accessed 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:**

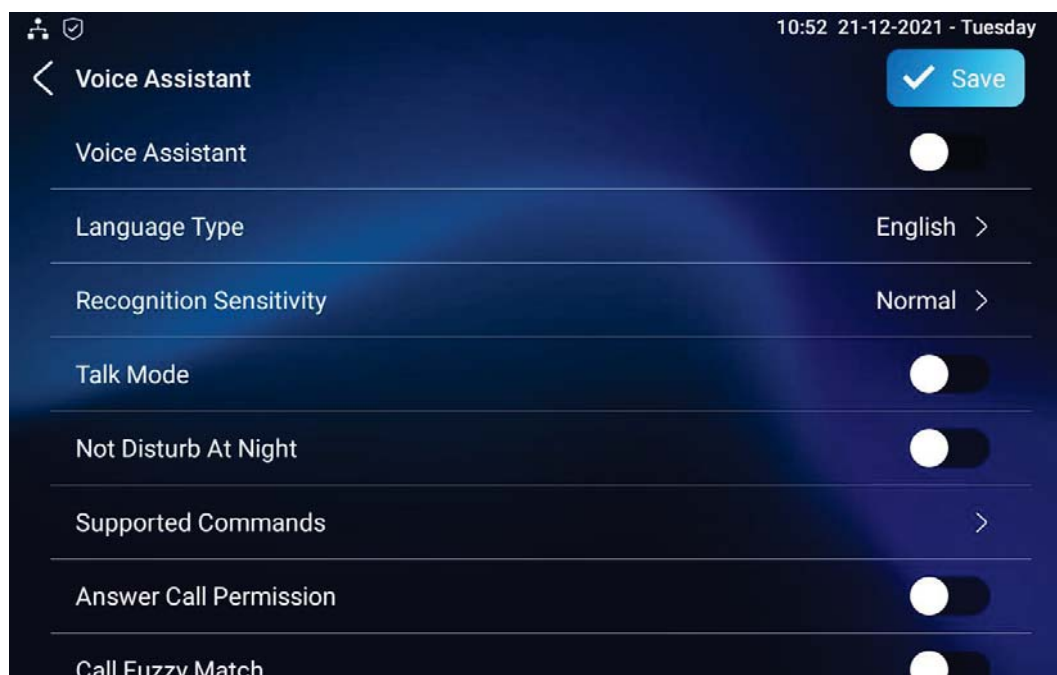
- **server Address format:**
 - TFTP: <tftp://192.168.0.19/>
 - FTP: <ftp://192.168.0.19/> (allows anonymous login)
 - <ftp://username:password@192.168.0.19/> (requires a user name and password)
 - HTTP: <http://192.168.0.19/> (use the default port 80)
 - <http://192.168.0.19:8080/> (use other ports,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

**Note:**

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

21. Voice Assistant

You can configure voice assistant named "**Albert**" to perform a variety of functions related to intercom calls, open-door, arming modes, etc., on the device. And you can also set up the specific relay to be triggered by the voice assistant for the door access control. To configure the voice assistant on device **More > Settings > Voice Assistance** screen.



Parameter Set-up:

- **Language Type:** select the language according to your need.
- **Recognition Sensitivity:** adjust the voice assistance recognition sensitivity among "**Low**", "**Normal**" and "**High**" according to your need.
- **Talk Mode:** move the toggle switch to the right if you want to enable the talk mode. When the Talk mode is enabled, the voice assistant will stay on to receive your voice commands during a time span of 30 seconds without your needing to call " Albert" again to wake up the voice assistant., while if you disable it, the voice assistant will be wake up again for each voice command.
- **Not Disturb At Night:** move the toggle switch to the left to enable the function. This function is applied when you want the voice assistant to stay silent while carrying out what it is made to do according to your voice commands.
- **Supported Command:** enable or disable the 22 voice commands according to your need.

Please see the voice command details below:

NO	Voice Command	Description	Voice Prompt
1	Intruder mode off	Use it when you want to clear the arming mode when the arming alarm is triggered (You are required to enter the disarm password in the pop-out window initiated by the voice assistant).	Please input password
2	Clear arming	ibid	ibid
3	Night mode	Use it when you want to change the arming mode to night mode.	• Started it, sweet dreams! • Made it, good night. • Sure, sleep mode is on. • OK, start sleep mode, have a good night. Alright, sleep mode is opened, have a nice dream.
4	Sleep mode	Use it when you want to change the arming mode to sleep mode.	• Sure, sleep mode is on. • OK, start sleep mode, have a good night. • Alright, sleep mode is opened, have a nice dream. • Made it, good night. • Started it, sweet dreams!
5	Away mode	Use it when you want to change the arming mode to away mode.	• Sure, away mode is on. • OK, start away mode. • Alright, away mode is opened. • Made it. • Made it, have a good day. • Done, away mode is started.
6	Home mode	Use it when you want to change the arming mode to home mode	• Sure, home mode is on. • OK, start home mode. • Alright, home mode is

			opened. • Made it. • Done, home mode is started.
7	Open door	Use it when you want to open the door.	• Sure, the door is open. • The door is open for you. • No problem, open the door. • Opened, always here for you. Yep, door is opened now.
8	Disable DND	Use it when you want to disable the DND mode	• Yes, closed it for you. • Welcome back, DND is off • DND is closed, to mingle with the world. • Sure, DND is off.
9	Enable DND	Use it when you want to enable the DND mode	• OK, DND is on. • Done, enjoy yourself • DND is on, feel your inner peace • Turn on it now
10	Emergency	Use it when you want to dial SOS number	• Got it, calling SOS as soon as possible. • Okay, be relaxed, making an emergency call now. • Calling ambulance now. • Calling SOS now, please hold on. • God bless you, calling emergency now. • Hold on please, calling emergency right now. • Take it easy, calling emergency right now.
11	Help me	ibid	ibid
12	Call manager	use it when you want to call "manager" you named and set up in the	• Please choose one for calling.

		phonebook.	• sorry I didn't get that.
13	Call staff	use it when you want to call "stuff" you named and set up in the phonebook.	• Please choose one for calling. • sorry I didn't get that.
14	Call carer	use it when you want to call "carer" you named and set up in the phonebook.	• Please choose one for calling. • sorry I didn't get that.
15	Open message	Use it when you want to check text message.	• Got it, please check. • OK, message is opened, you can write some content to send. • Message is ready for you. • already opened it for you.
16	Open monitor	Use it when you want to check monitor.	Got it, please check.
17	Homepage	Use it when you want to go to home screen	• Home page is already for you. Already got it for you.
18	Enable mute	Use it when you want to mute your voice on the smart panel so that the caller or callee will not be able to hear you.	• OK, mute is on. • Done, enjoy yourself. • Mute is on, feel your inner peace. • Set it now.
19	Disable mute	Use it when you want to unmute your voice on the smart panel so that the caller or callee will be able to hear you.	• Sure, mute is off. • Mute is closed, to mingle with the world. • Welcome back, mute is off. • Yes, closed it for you.
20	Shut down/cancel	Use it when you want to turn off the voice assistant function.	• See you. • See you later. • Bye. • Goodbye. • See you next time. • Bye, best regards. • See you, have a great

			time.
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- **Answer Call Permission:** enable it when you so that you can answer or reject the incoming call via voice assistant by replay "**Yes**" or "**No**".
- **Call Fuzzy Match:** enable it to allow fuzzy matching of the contact's name, for example, if you have Tom and Tomy in your phonebook, then Tomy will also appear when you call "Tom", and you are required to select the right contact manually.

To enable the voice assistant and set the voice assistant-controlled relay on the web **Setting > Voice Assistant > Voice Assistant Setting** interface, you can tick the check box to enable the voice assistant function. Then go to **Voice Command Setting** section to select a specific relay to bet triggered via voice assistant.

Settings » Voice Assistant

Voice Assistant Setting ⓘ

Voice Assistant Enabled ☒ ⓘ

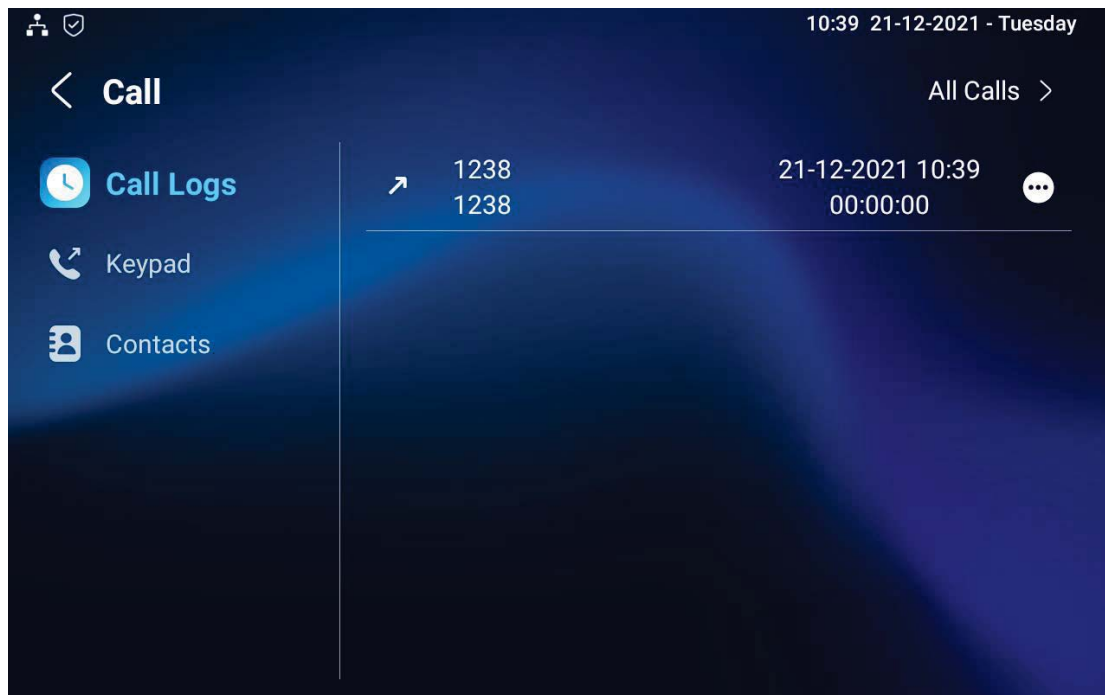
Voice Command Setting ⓘ

Unlock Type Remote Relay DTMF-1 ⓘ Relays can be configured in the Phone-Relay menu ⓘ

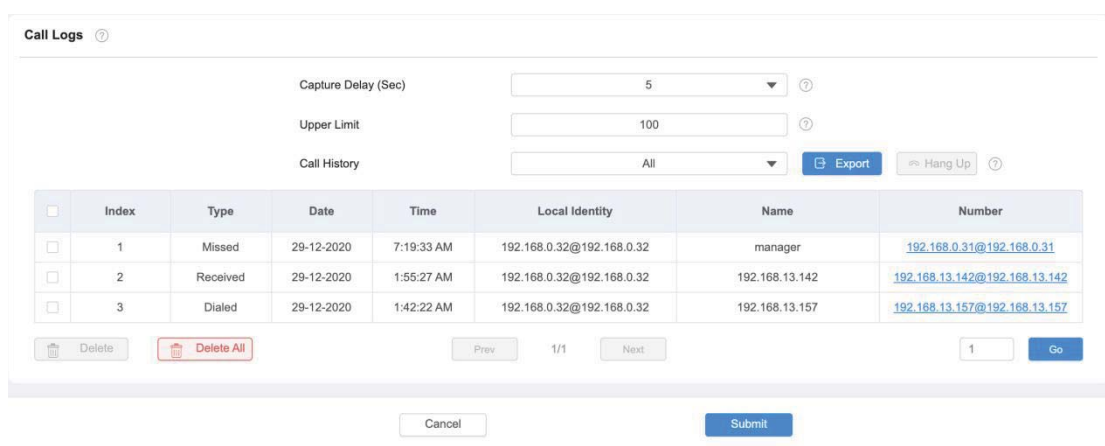
Cancel Submit

22. Call Log

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 **More > Call > Call Logs**.



You can also check call logs on the device web **Contact > Call Logs** interface and export the call log from the device if needed.



Parameter Set-up:

- **Capture Delay:** set the image capturing starting time when the device goes into video preview.
- **Upper Limit:** set the maximum screenshot storage capacity, when the capacity is reached the previous screenshots would be overwritten.
- **Call History:** select call history among four options: "**All**", "**Dialed**", "**Received**", and "**Missed**" for the specific type of call log to be displayed.

23. Debug

23.1. 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 > Diagnosis > System Log** interface.

Parameter Set-up:

- **Log Level:** 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 the 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 and the remote server address will be provided by Akuvox technical support.

23.2. PCAP for Debugging

PCAP in Akuvox smart panel 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 > Diagnosis > PCAP** interface properly before using it.

PCAP ?

PCAP Specific Port ?

PCAP Start Stop Export ?

PCAP Auto Refresh ☐ ?

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 refresh function. If you set it as "**Enable**" then the PCAP will continue to capture data packets even after the data packets reached their 50M maximum in capacity. If you set it as "**Disable**" the PCAP will stop data packet capturing when the data packet captured reaches the maximum capturing capacity of 1MB.

23.3. User Agent

User agent is used for identification purpose when you are doing analysis on the SIP data packet. To do this configuration on web **Account > Advanced** interface.

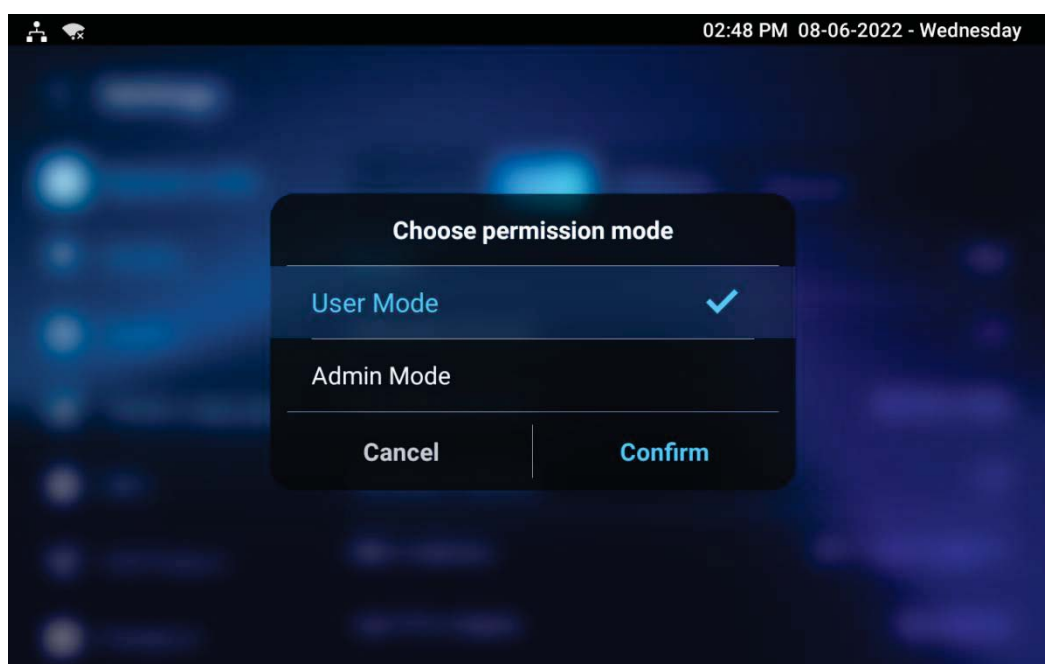
User Agent ?

User Agent ?

24. Device Integration with Third Party

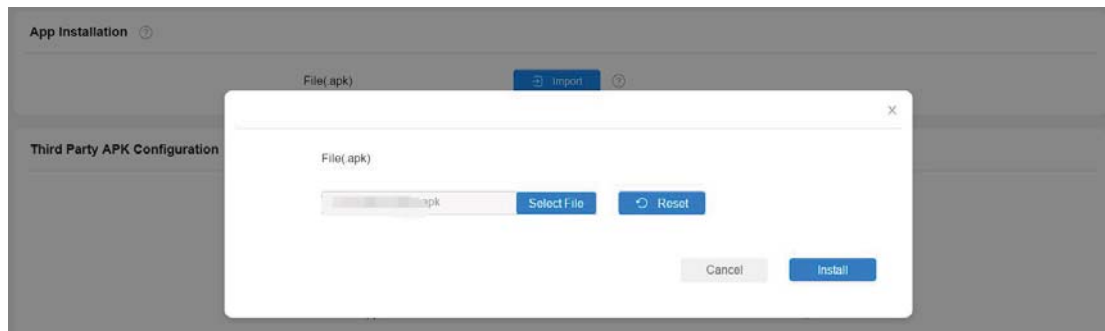
24.1. Enter Applications Screen

The content of this part mainly teaches you how to enter the APK interface through hidden operations. To do the configuration on the device **More > Settings > System Info** interface. You can press on **User Mode** 10 times and press **Admin Mode** and press **Confirm** for the confirmation.



24.2. Install Third-party App

You can install the third-party App to your device on the device web **Device >Third-party APK** interface. Choose a suitable .apk file from the PC to upload. If you want to clear the apk file uploaded, click **Reset**.



To configure the installed third-party app, you can click **App Name** field to select the specific name of the installed APK files for configuration. Then tick the check boxes of each field for the specific configuration you need.

Configuration Option	Value / Status	Help
App Name	[Dropdown Menu]	?
Intervals Without Operating (Sec)	10	?
Start Up Enabled	☐	?
Turn Back App	☐	?
Turn Back App After Awakening	☐	?
APP Keep-Alive	☐	?
General		
Turn Back App After Calling	☒	?
Show App Icon	☒	?

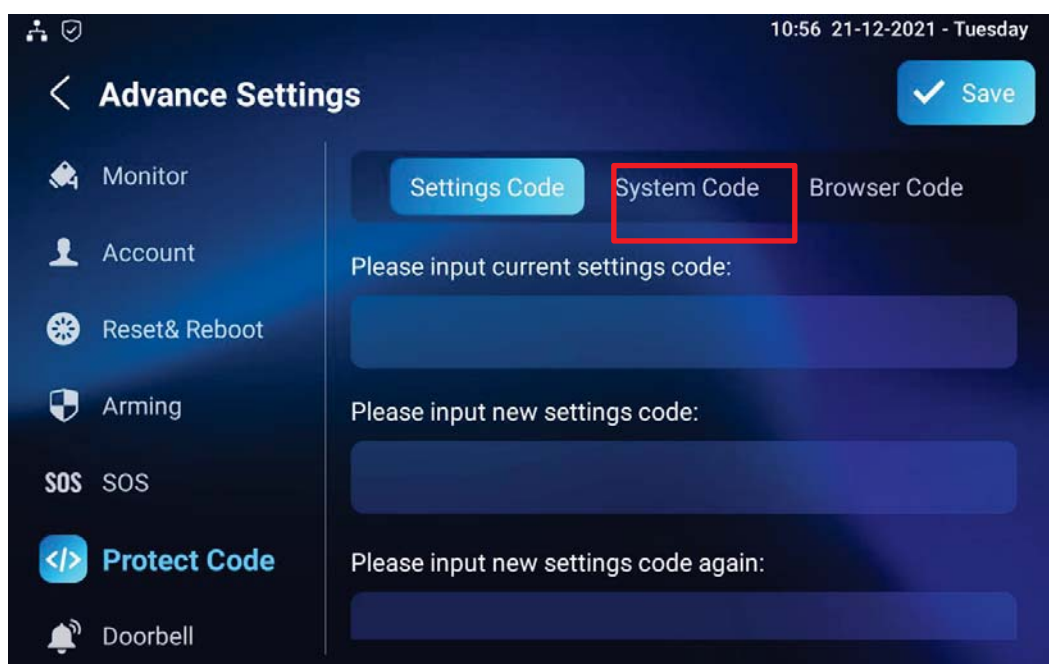
Parameter Set-up:

- **App Name:** select the App Name to be configured.
- **Interval Without Operating (Sec):** tick the check box to set the app returning time-interval when there is no operation on the device.
- **Start Up Enable:** tick the check box of Start UP Enable if you want the app to be run automatically when the device is turned on.
- **Turn Back App After Awakening:** tick the check box if you want the device to return to the app when the screen is awakened
- **APP Keep-Alive:** tick the check box if you want the app to stay running without being turned off.
- **Turn Back App After Calling:** tick the box if you want the app to return automatically after finishing a call (This feature applies to all the apps)
- **Show App Icon:** tick the box if you want the app icon to be displayed on the screen.

25. Password Modification

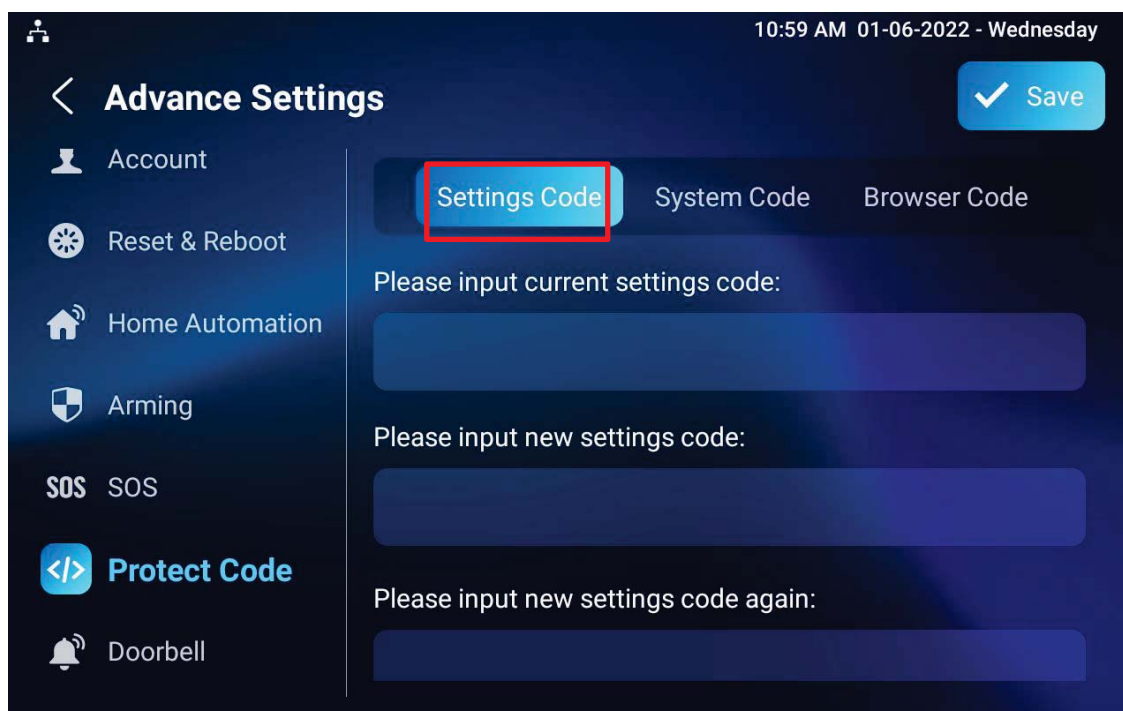
25.1. Modify Device Basic Setting Password

To do the configuration on the device **More > Settings > Advance Settings > Protect Code** screen to choose **System Code** to change a new password. The default password is 123456.



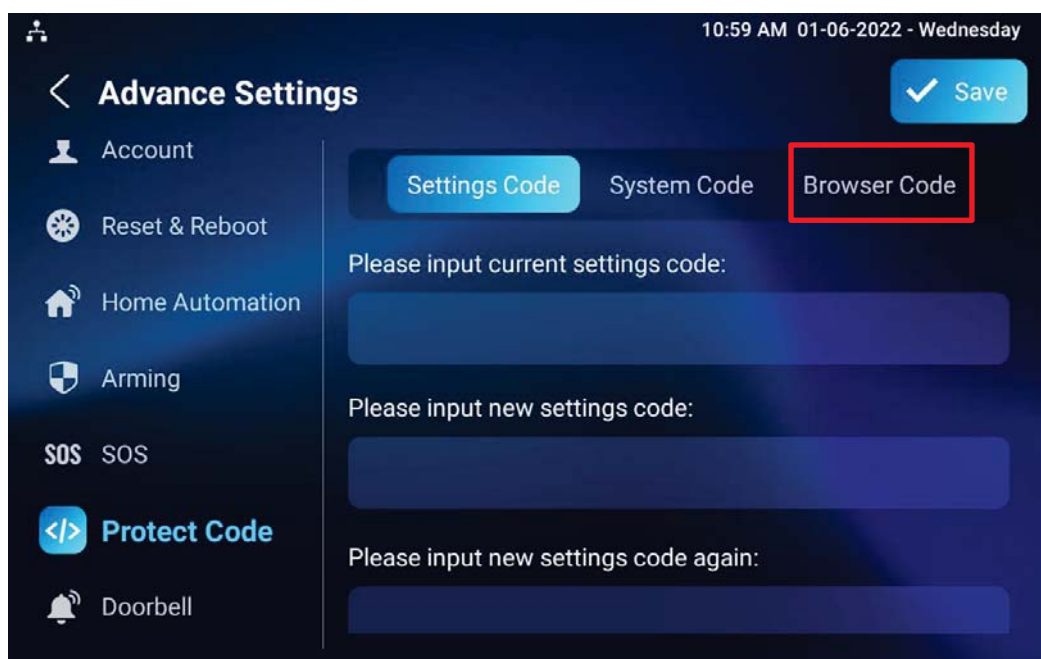
25.2. Modify Device Advance Setting Password

This password is used to enter the advance settings of the device, including password settings, account numbers, SOS numbers, network settings, etc. To modify the advance setting password on device **More > Settings > Advance Settings > Protect Code > Setting Code** screen. The default password is 123456.



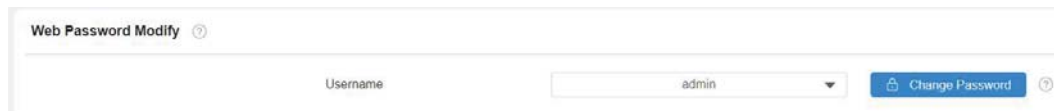
25.3.Modify Browser Password

This password is used to open the browser. To modify the password on device **More > Settings > Advance Settings > Protect Code > Browser Code** screen. The default password is null.



25.4. Modify Device Web Interface Password

To modify the web interface password, you can do it on the device web **Security > Basic > Web Password Modify interface**. Select "**Admin**" for the administrator account and "**User**" for the User Account. Click the **Change Password** tab to change the password.

**Note:**

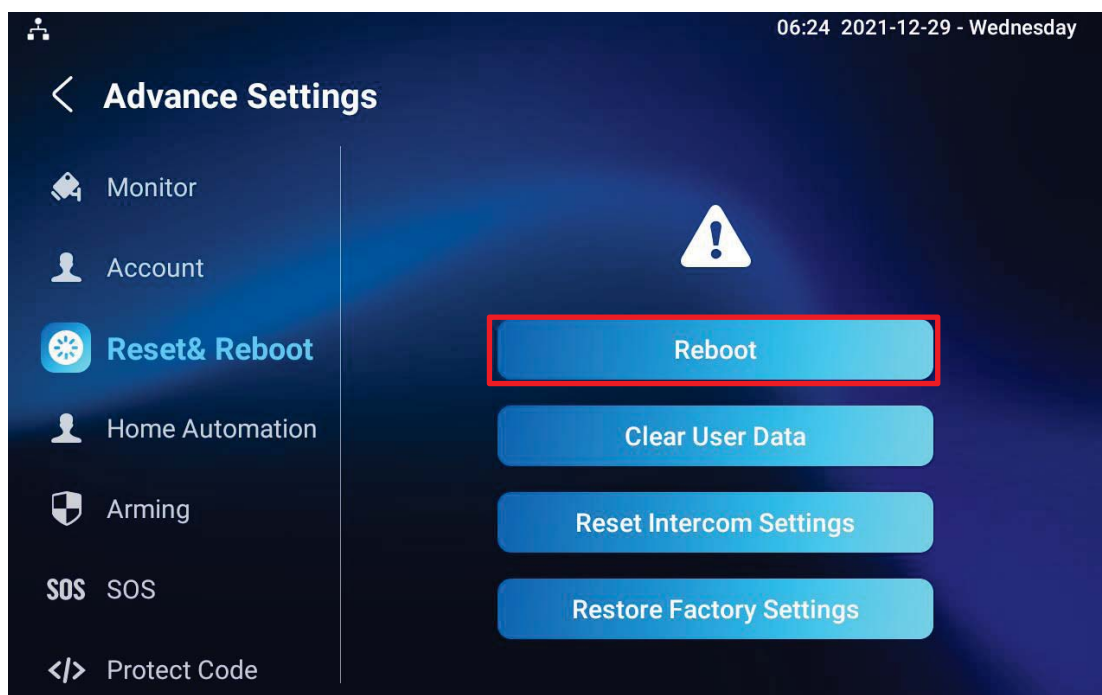
- There are two accounts, one is admin, its password is admin, the other is user, its password is user.

26. System Reboot&Reset

26.1.Reboot

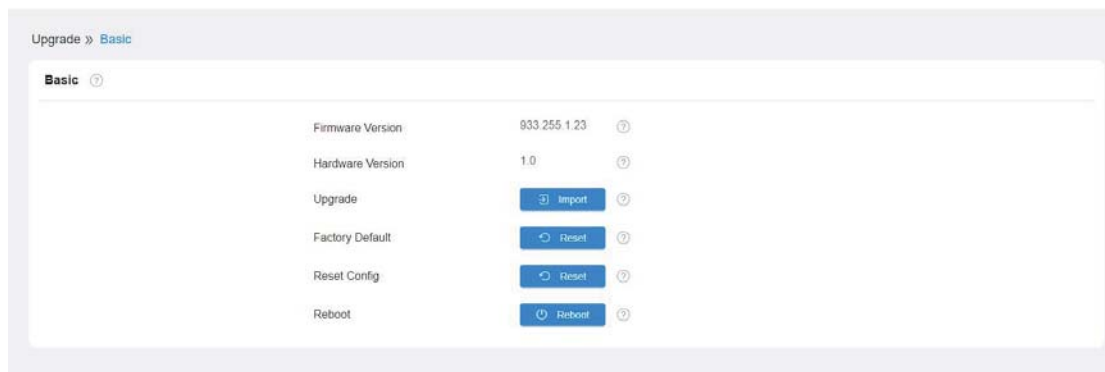
26.1.1. Reboot on the Device

If you want to restart the system setting of the device, you can operate it directly on the device setting screen or on the device web interface. To restart to the system setting on device **More > Settings > Advance Settings > Reset&Reboot** screen.

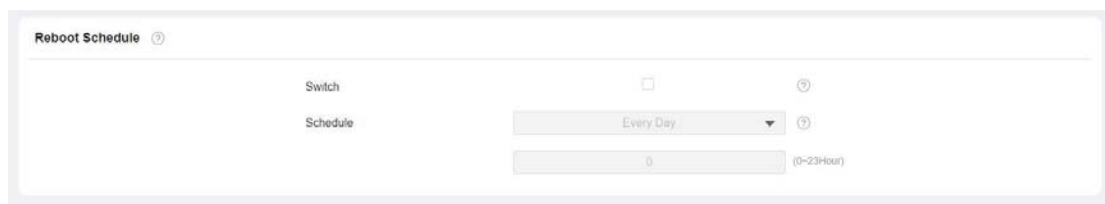


26.1.2. Reboot on the Web Interface

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

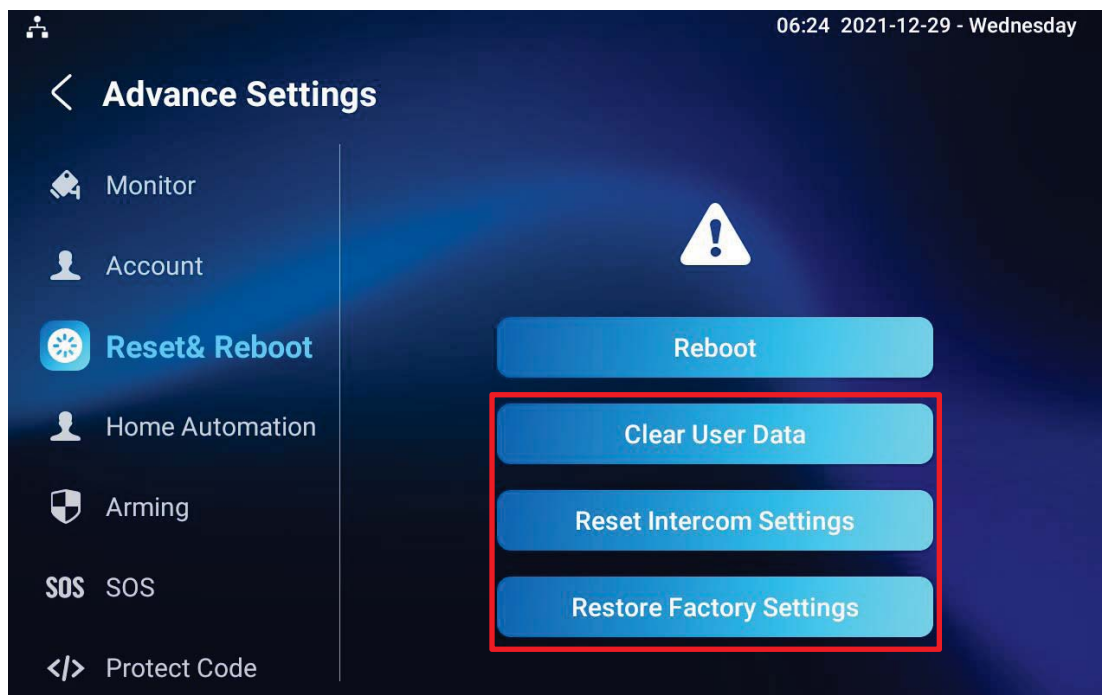


To set up the device restart schedule on web **Upgrade > Advanced > Reboot Schedule** interface.

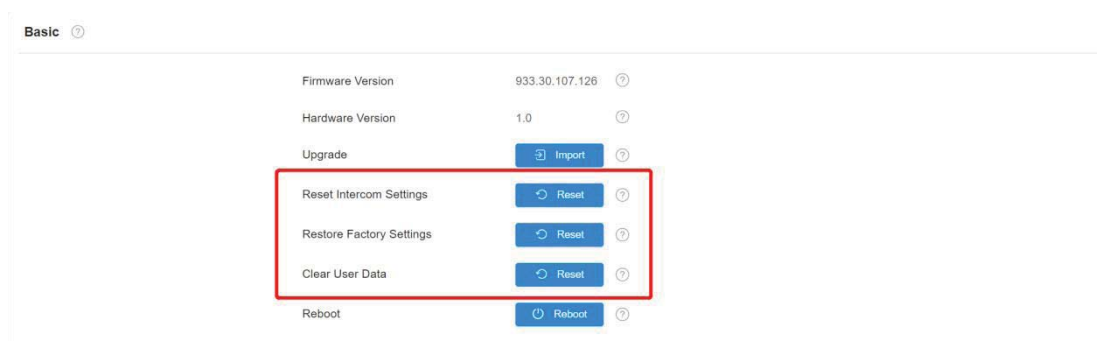


26.2. Reset

If you want to reset the whole device system to the factory setting, you can operate it directly on the device **Settings > Advance Settings > Reset&Reboot** screen.



Device system can also be reset on device web **Upgrade > Basic** interface without approaching the device.



Parameter Set-up:

- **Reset Intercom Settings:** reset all intercom feature configurations.
- **Restore Factory Settings:** reset all data completely.
- **Clear User Data:** reset screensaver/logo/capture/wallpaper images, screensaver/record videos, uploaded audio files, audio/text messages, call/alarm logs.

27. Abbreviations

ACS: Auto Configuration Server

Auto: Automatically

AEC: Configurable Acoustic and Line Echo Cancelers

ACD: Automatic Call Distribution

AutoP: Automatically 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

IP: Internet Protocol

ID: Identification

IR: Infrared

LCD: Liquid Crystal Display

LED: Light Emitting Diode

MAX: Maximum

POE: Power Over Ethernet

PCMA: Pulse Code Modulation A-Law

PCMU: Pulse Code Modulation μ -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 Report069

TCP: Transmission Control Protocol

TLS: Transport Layer Security

TFTP: Trivial File Transfer Protocol

UDP: User Datagram Protocol

URL: Uniform Resource Locator

VLAN: Virtual Local Area Network

WG: Wiegand

28. Contact Us

For more information about the product, please visit us at www.akuvox.com or feel free to contact us by

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We highly appreciate your feedback about our products.

