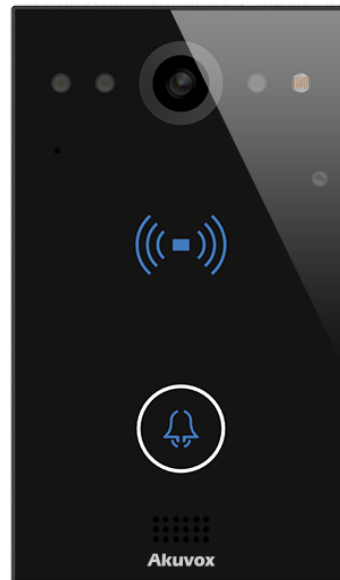


Akuvox Smart
Intercom



E11R Door Phone Admin Guide

About This Manual

Thank you for choosing Akuvox's **E11R** door phone. This manual is intended for end users, who need to properly configure the door phone. This manual is applicable to 111.31.XXX.XXX version, and it provides an overview of the most essential functions and features of the product. Please visit Akuvox forum or consult technical support for any new information or latest firmware.

Note: Please refer to universal abbreviation form in the end of manual when meet any abbreviation letter.

Content

1. Product Overview	1
1.1. Product Description	1
1.2. Connector Introduction	2
1.3. LED Status Information	3
2. Daily Use	4
2.1. Making a Call	4
2.2. Receiving a Call	4
2.3. Unlock	5
2.3.1. Unlock by RF Card	5
2.3.2. Unlock by DTMF Codes	5
3. Basic Features	6
3.1. Access the website setting	6
3.1.1. IP Announcement	6
3.1.2. Access the device website	6
3.2. Password Modification	7
3.2.1. Modify the web password	7

3.3. Phone Configuration	7
3.3.1. Language	7
3.3.2. Network Setting	8
3.3.3. Sound	9
3.3.4. Chime bell	10
3.4. Intercom Call	10
3.4.1. Direct IP Call	10
3.4.2. SIP Call	11
3.4.3. Auto Answer	14
3.4.4. Web Call	14
3.4.5. No Answer Call	15
3.5. Security	15
3.5.1. Live view	15
3.5.2. RTSP	16
3.5.3. Onvif	16
3.6. Access Control	17
3.6.1. Relay	17

3.6.2. Unlock via DTMF code.....	18
3.6.3. Unlock via RF Card(Optional)	18
3.6.4. Unlock via HTTP command	19
3.6.5. Unlock via Exit Button	20
3.6.6. Wiegand.....	21
3.7. Reboot	21
3.8. Reset.....	22
4. Advanced Features	23
4.1. Phone Configuration	23
4.1.1. LED.....	23
4.1.2. IR LED	24
4.2. Intercom	25
4.2.1. Call Time Related	25
4.2.2. Return Code When Refuse.....	25
4.2.3. Sip Call Related	25
4.2.4. Codec	26
4.2.5. Session Timer	28

4.2.6. Encryption	28
4.2.7. NAT	28
4.2.8. User Agent	29
4.3. Access Control	30
4.3.1. Web Relay	30
4.4. Security	31
4.4.1. Anti-alarm.....	31
4.4.2. Motion	31
4.4.3. Action	32
4.5. Upgrade	35
4.5.1. Web Upgrade.....	35
4.5.2. Backup config file.....	35
4.6. Log	36
4.6.1. Call Log.....	36
4.6.2. Door Log	36
4.6.3. System Log.....	37
4.6.4. PCAP	37

1. Product Overview

1.1. Product Description

Akuvox E11R is a SIP-compliant, hands-free one button video outdoor phone. It can be connected with Akuvox indoor monitors for remote access controlling and monitoring. Users can communicate with visitors via audio and video calls, and unlock the door if they need. Users can also use RFID cards to unlock the door. It is applicable in villas, offices and so on.

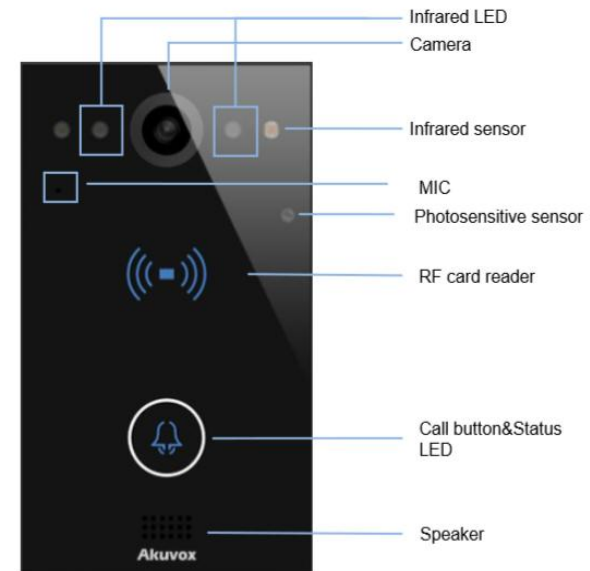


Figure 1.1 Product Description

1.2. Connector Introduction

Ethernet(POE): Ethernet (POE) connector which can provide both power and network connection.

12V/GND: External power supply terminal if POE connector is not available.

WG_D0/WG_D1: Wiegand terminal.

DOORA/B: Trigger signal input terminal.

RelayA/B (NO/COM/NC): Relay control terminal.

Note: The general door phone interface diagram is only for reference.

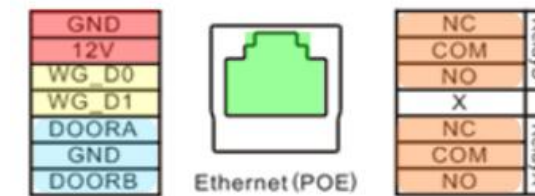


Figure 1.2.1 Connector Introduction

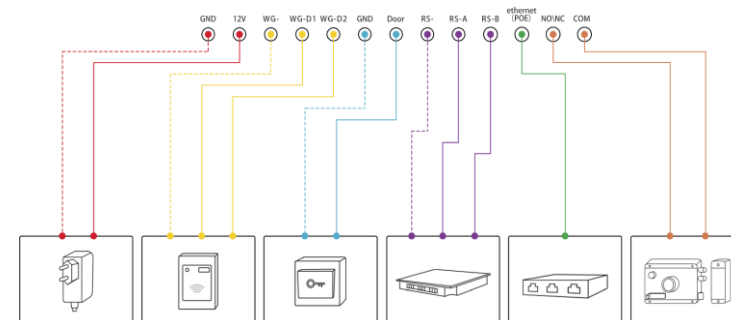


Figure 1.2-2 General interface

1.3. LED Status Information

LED Status		Description
Blue	Always on	Normal status
	Flashing	Calling
Red	Flashing	Network is unavailable
Green	Always on	Talking on a call
	Flashing	Receiving a call
Pink	Flashing	Upgrading

2. Daily Use

2.1. Making a Call

Press the call button to call out the predefined number or IP address and if LED turns green, it means the call has been answered.

2.2. Receiving a Call

Users can use IP phone or indoor monitor to call E11R and E11R will answer it automatically by default. If auto answer is disabled, pressing call button to answer the incoming call.

2.3. Unlock

2.3.1. Unlock by RF Card

Place the predefined user cards in RFID card reader to unlock. Under normal conditions, E11R will announce “The door is now opened”. Both 13.56MHz and 125KHz RFID cards are supported on E11R.

2.3.2. Unlock by DTMF Codes

Users can press the predefined DTMF code from an answer unit to remotely unlock the door during the call. Users will also hear “The door is now opened.”

3. Basic Features

3.1. Access the website setting

3.1.1. IP Announcement

While E11R starts up normally, hold the call button for several seconds after the Status LED turns blue, voice system will enter IP announcement mode. In IP announcement mode, the IP address will be announced periodically and “IP 0.0.0.0” would be announced if no IP address is gained. Press Call Button again to quit the announcement mode.

3.1.2. Access the device website

Open a web browser, and access the corresponding IP address. Enter the default user name and password to login. The default administrator's user name and password are shown as below:

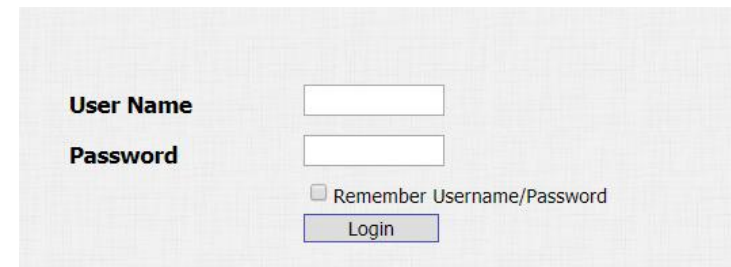
A screenshot of a web browser showing a login page for the device. The page has a light gray background with a subtle grid pattern. On the left, the labels "User Name" and "Password" are displayed in bold black text. To the right of each label is a white rectangular input field. Below the password field, there is a checkbox labeled "Remember Username/Password". At the bottom right, there is a blue rectangular button with the word "Login" in white text.

Figure 3.1.2 Access the device website

User Name:**admin**

Password:**admin**

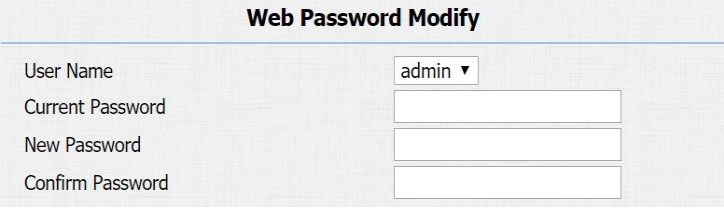
Note: The recommended browser is Google Chrome.

3.2. Password Modification

3.2.1. Modify the web password

Go to **Security - Basic** to modify password for webpage.

To modify password for“admin” or “user” account.



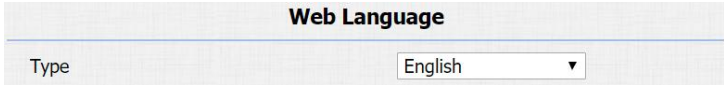
The screenshot shows a web interface titled "Web Password Modify". It contains four input fields: "User Name" with a dropdown menu showing "admin", "Current Password", "New Password", and "Confirm Password".

Figure 3.2.1Modify the web password

3.3. Phone Configuration

3.3.1. Language

Go to **Phone-Time/Lang** to select language for webpage.



The screenshot shows a web interface titled "Web Language". It contains a single input field labeled "Type" with a dropdown menu showing "English".

Figure 3.3.1 Language

3.3.2. Network Setting

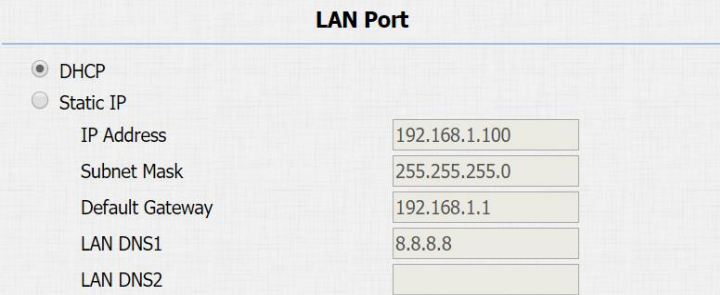
Go to **Network-Basic**, dynamically or statically to obtain address.

3.3.2.1. DHCP

E11R uses DHCP by default, it will get IP address, Subnet Mask, Default Gateway and DNS server address from DHCP server automatically.

3.3.2.2. Static IP

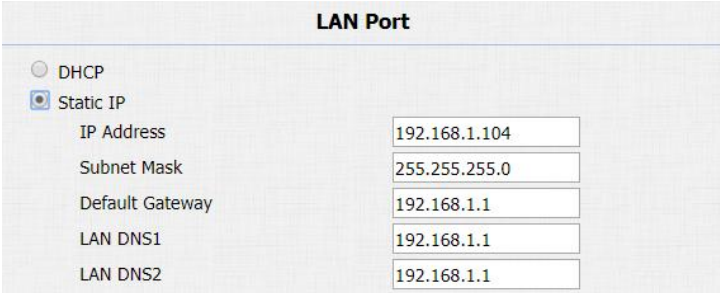
If selected, you could manually set IP address, Subnet Mask, Default Gateway and DNS server. The figure 3.3.2.2 shows static IP setting.



The screenshot shows the 'LAN Port' configuration interface. The 'DHCP' radio button is selected. Below it, the 'Static IP' section is visible but not active. The fields for IP Address, Subnet Mask, Default Gateway, LAN DNS1, and LAN DNS2 are present and contain default values.

LAN Port	
☒ DHCP	
☐ Static IP	
IP Address	192.168.1.100
Subnet Mask	255.255.255.0
Default Gateway	192.168.1.1
LAN DNS1	8.8.8.8
LAN DNS2	

Figure 3.3.2.1DHCP mode



The screenshot shows the 'LAN Port' configuration interface. The 'Static IP' radio button is selected. The fields for IP Address, Subnet Mask, Default Gateway, LAN DNS1, and LAN DNS2 are active and contain values.

LAN Port	
☐ DHCP	
☒ Static IP	
IP Address	192.168.1.104
Subnet Mask	255.255.255.0
Default Gateway	192.168.1.1
LAN DNS1	192.168.1.1
LAN DNS2	192.168.1.1

Figure 3.3.2.2Static IP mode

3.3.3. Sound

Go to **Phone-Voice** to configure volume and upload tone file.

Mic Volume: To configure microphone volume.

Speaker Volume: To configure speaker volume.

Open Door Warning: Disable it, and users will not hear the prompt voice when the door is opened.

IP Announcement: To configure the valid time when IP Announcement is available and the loop time of IP Announcement.

RingBack Upload: To upload the ring back tone by users themselves.

Opendoor Tone Upload: To upload the opendoor tone by users themselves.

Mic Volume	
Mic Volume	8 (1~15)
Speaker Volume	
Speaker Volume	8 (1~15)
Open Door Warning	
Open Door Warning	Enabled ▾
IP Announcement	
IP Announcement active time	0 (0~180)
IP Announcement Loop times	1 (0~10)
RingBack Upload	
Choose File	No file chosen
Upload	Delete
Export	
File Format: wav, size: < 200KB, samplerate: 16000, Bits: 16	
Opendoor Tone Upload	
Choose File	No file chosen
Upload	Delete
Export	
File Format: wav, size: < 200KB, samplerate: 16000, Bits: 16	

Figure 3.3.3 Sound

3.3.4. Chime bell

The chime bell is used to amplify the ringtone volume and help users not miss the call.

Go to **Web-Intercom-Basic-Chime Bell** to configure it.

Choose Relay A or Relay B then when the relay is triggered, the bell will ring with the call established for better sound amplification.

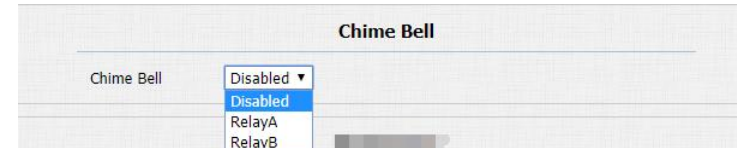


Figure 3.3.4-Chime bell

3.4. Intercom Call

3.4.1. Direct IP Call

Go to **Phone - Call Feature** to enable the direct IP call for door phones first.

Then, go to **Intercom - Basic** to configure the IP address of the destination(E.g. IP address 192.168.1.100). It supports up to 8 lines simultaneously.



Figure 3.4.1-1 Direct IP call

Push Button				
Key	Number1 / 5	Number2 / 6	Number3 / 7	Number4 / 8
Push Button	192.168.1.100			

Figure 3.4.1-2 Push Button Number

After all, press the push button to make direct IP call.

3.4.2. SIP Call

SIP calls which use SIP numbers to make or receive calls should be supported by SIP server. Users need to register accounts and fill SIP feature parameters before using it.

Go to **Account - Basic** to configure SIP account and SIP server for door phones first.

3.4.2.1. SIP Account

Status: To display register result.

Account: To switch the account to be configured. E11R supports 2 SIP accounts.

Account Active: To enable the account, it is disabled by default.

Display Label: To configure label displayed on the phone's LCD screen.

Display Name: To configure name sent to the other call party for

SIP Account	
Status	Registered
Account	Account 1 ▼
Account Active	Enabled ▼
Display Label	Front Door_R20
Display Name	Front Door
Register Name	508100038
User Name	508100038
Password	••••••••

Figure 3.4.2.1SIP account

displaying.

Register Name: To enter extension number which users want and the number is allocated by SIP server.

User Name: To enter user name of the extension.

Password: To enter password for the extension.

SIP Server 1&2

Server IP 1: To enter SIP server's IP address or URL.

Server IP 2: To display and configure secondary SIP server settings. This is for redundancy, if registering to primary SIP server fails, the phone will go to secondary SIP server for registering.

Registration Period: The registration will expire after registration period, the phone will re-register automatically within registration period.

3.4.2.2. Outbound Proxy Server

An outbound proxy server is used to receive all initiating request

SIP Server 1		
Server IP	120.78.230.239	Port 5070
Registration Period	1800	(30~65535s)

SIP Server 2		
Server IP		Port 5060
Registration Period	1800	(30~65535s)

Figure 3.4.2.2SIP server 1&2

Outbound Proxy Server		
Enable Outbound	Disabled	
Server IP		Port 5060
Backup Server IP		Port 5060

Figure 3.4.2.3Outbound proxy server

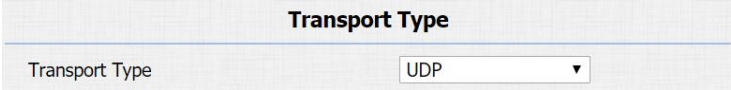
messages and route them to the designated SIP server.

3.4.2.3. Transport Type

To display and configure transport type for SIP message.

There are 4 transport types in total.

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



The screenshot shows a configuration window titled "Transport Type". Inside, there is a label "Transport Type" followed by a dropdown menu that currently displays "UDP".

Figure 3.4.2.4Transport type

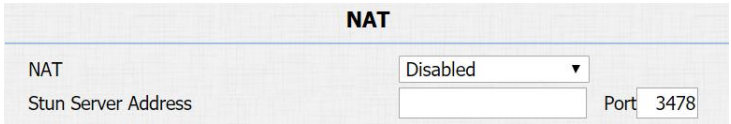
3.4.2.4. NAT

To display and configure NAT settings.

- **STUN:** Short for session traversal utilities for NAT, a solution to solve NAT issues.

Note:By default, NAT is disabled.

After all, press the push button to make direct IP call.



The screenshot shows a configuration window titled "NAT". It contains a "NAT" dropdown menu set to "Disabled". Below it, there is a "Stun Server Address" text input field and a "Port" field with the value "3478".

Figure 3.4.2.5NAT

3.4.3. Auto Answer

Go to **Account - Advanced** to enable auto answer feature for SIP calls.

Go to **Phone - Call Feature** to enable auto answer feature for direct IP calls.

Auto Answer Delay: To configure delay time before an incoming call is automatically answered.

Auto Answer Mode: To set video or audio mode for auto answer by default.

Then incoming calls will be answered automatically.

3.4.4. Web Call

Go to **Intercom - Basic** to dial out or answer incoming calls from website.



A screenshot of a web interface showing the 'Auto Answer' configuration for SIP calls. It consists of a label 'Auto Answer' followed by a dropdown menu currently set to 'Enabled'.

Figure 3.4.3-1 Auto answer for sip calls



A screenshot of a web interface showing the 'Direct IP AutoAnswer' configuration for direct IP calls. It consists of a label 'Direct IP AutoAnswer' followed by a dropdown menu currently set to 'Enabled'.

Figure 3.4.3-2 Auto answer for direct IP calls



A screenshot of a web interface showing the 'Auto Answer Delay' and 'Auto Answer Mode' configuration. The 'Auto Answer Delay' is a text input field with the value '0' and a range '(0~5s)' to its right. The 'Auto Answer Mode' is a dropdown menu currently set to 'Video'.

Figure 3.4.3-3 Auto answer options' parameters



A screenshot of a web interface titled 'Web Call'. It features a label 'Web Call(Ready)' followed by an empty text input field, a dropdown menu set to 'Auto', and two buttons labeled 'Dial Out' and 'Hang Up'.

Figure 3.4.4 Web call

3.4.5. No Answer Call

Go to **Intercom- Basic** to configure.

No Answer Call: If enabled, E11R will call to No Answer Call1 and No Answer Call2 in sequence automatically when push button call is not answered over timeout(30s by default).



Figure 3.4.5- No Answer Call

3.5. Security

3.5.1. Live view

Go to **Intercom - Live Stream** to check the real-time video from E11R.

In addition, user also can check the real-time picture via URL:http://IP_address:8080/picture.jpg.



Figure 3.5.1 Live view

3.5.2. RTSP

E11R supports RTSP stream, go to **Intercom - RTSP** to enable or disable RTSP server. The URL for RTSP stream is:

rtsp://IP_address/live/ch00_0.

3.5.3. Onvif

E11R supports ONVIF protocol, which means E11R's camera can be searched by other devices, like NVR, which supports ONVIF protocol as well.

Go to **Intercom- ONVIF** to configure ONVIF Mode and its username and password.

Switching ONVIF Mode to Undiscoverable means that User must program ONVIF's URL manually.

The ONVIF's URL is:

http://IP_address:8090/onvif/device_service.



Figure 3.5.2 RTSP

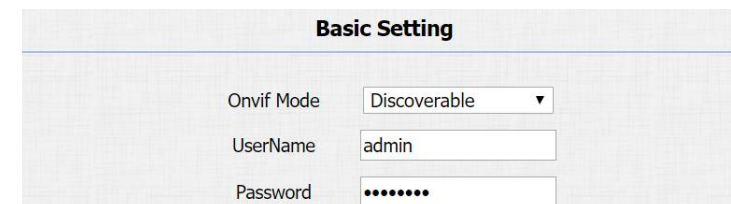


Figure 3.5.3 ONVIF

3.6. Access Control

3.6.1. Relay

Go to **Intercom - Relay** to configure relay settings.

There are three terminals of relay: NO, NC and COM. NO stands for normally open contact while NC stands for normally closed contact.

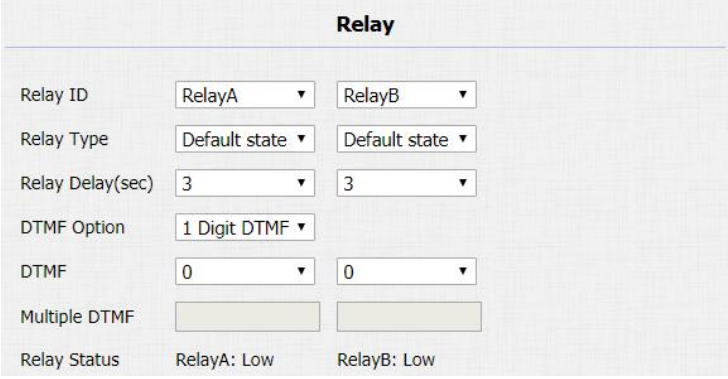
Relay ID: E11R supports two relays, user can configure them respectively.

Relay Type: Default state means NC and COM are normally closed, while Invert state means NC and COM are normally opened.

Relay Delay: To configure the duration of opened relay. Over the value, the relay would be closed again.

Relay Status: While the relay is triggered, the statuses will be switched. When COM connects to NC, the status is Low.

Note: Relay operates a switch and does not deliver power, so user should prepare power adapter for external devices which connects



The screenshot displays the 'Relay' configuration page. It features two columns of settings for 'RelayA' and 'RelayB'. The settings include: Relay ID (dropdown), Relay Type (dropdown), Relay Delay(sec) (dropdown), DTMF Option (dropdown), DTMF (dropdown), Multiple DTMF (checkbox), and Relay Status (text). The current values are: RelayA ID: RelayA, RelayB ID: RelayB, Relay Type: Default state, Relay Delay: 3, DTMF Option: 1 Digit DTMF, DTMF: 0, Multiple DTMF: unchecked, and Relay Status: RelayA: Low, RelayB: Low.

Relay		
Relay ID	RelayA ▼	RelayB ▼
Relay Type	Default state ▼	Default state ▼
Relay Delay(sec)	3 ▼	3 ▼
DTMF Option	1 Digit DTMF ▼	
DTMF	0 ▼	0 ▼
Multiple DTMF	☐	☐
Relay Status	RelayA: Low	RelayB: Low

Figure 3.6.1 Relay

to relay.

3.6.2. Unlock via DTMF code

Users can press the predefined DTMF code from an answer unit to remotely unlock the door during the call. Users will also hear “The door is now opened.”

Go to **Intercom - Relay** to configure DTMF code parameters.

DTMF Option: To select digit of DTMF code, E11R support maximum 4 digits DTMF code.

DTMF&Multiple DTMF: To configure DTMF code for remote unlocking.

3.6.3. Unlock via RF Card(Optional)

Go to **Intercom- Card setting** setting to manage card access system.

Import/Export Card Data

E11R supports import or export the card data file, which is

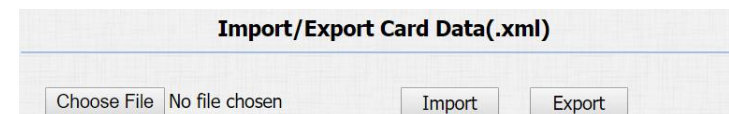


Figure 3.6.3-1 Import/Export Card Data

convenient for administrator to deal with a large number of cards.

The maximum card data file is 200K which is around 500 cards.

Note: Please consult administrator for the .xml format RFID cards template file.

Obtain and Add Card

- Switch card status to “Card Issuing” and click “Apply;”
- Place card on the card reader area and click “Obtain;”
- Name card, choose which door users want to open and the valid day and time;
- Click “Add” to add it into list.

Valid card information will be shown in the list. Administrator could delete onecard’s access permission or empty all the list.

Note: Remember to set Card Status back to “Normal” after adding cards.

3.6.4. Unlock via HTTP command

Users can use a URL to remote unlock the door.

Card Status

Card Status: Card Issuing ▼ Apply

Card Setting

IC Key DoorNum: 1 ▼
IC Key Name: Courier
IC Key Code: FFB59828 Obtain Add

Door Card Management

Index	Name	Code	Relay	
1	Courier	FFB59828	1	☐
2				☐
3				☐
4				☐
5				☐
6				☐
7				☐
8				☐
9				☐
10				☐

Page 1 ▼ Prev Next Delete Delete All

Figure 3.6.3-2 RFID cards in website

Go to **Intercom - Relay** to configure.

Switch: Enable this function. Disable by default.

UserName&Password: Users can setup the username and password for HTTP unlock.

URL format:

http://IP_address/fcgi/do?action=OpenDoor&UserName=&Password=&DoorNum=1.

3.6.5. Unlock via Exit Button

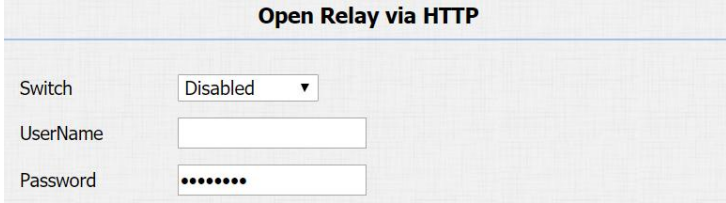
Go to **Intercom - Input** to configure input settings.

E11R supports two input triggers “Input A/B(DOOR A/B).”

Input Service:To enable or disable input trigger service.

Trigger Option:To choose open circuit trigger or closed circuit trigger.“Low” means that connection between door terminal and GND is closed, while “High” means the connection is opened.

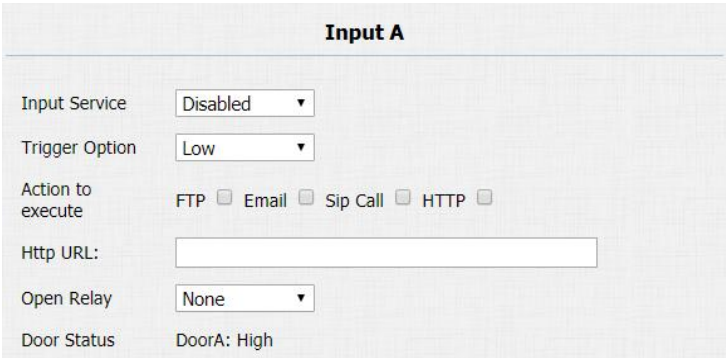
Door status: To show the status of input signal.



Open Relay via HTTP

Switch	Disabled ▼
UserName	
Password	

Figure 3.6.4 Unlock via HTTP command



Input A

Input Service	Disabled ▼
Trigger Option	Low ▼
Action to execute	FTP ☐ Email ☐ Sip Call ☐ HTTP ☐
Http URL:	
Open Relay	None ▼
Door Status	DoorA: High

Figure 3.6.5 Unlock via exit button

3.6.6. Wiegand

Using this feature to integrate with some wiegand access control.

E11R can be used as wiegand input or output.

Go to **Intercom - Advanced** to configure.

Wiegand Type: Support Wiegand 26 or 34. The different number means different bits.

Wiegand Mode: Input or output. Typically, when users select input, E11R will receive the data from wiegand port. We generally connect the wiegand input device, such as the wiegand card reader. Or E11R can be used as output, it is generally used to connect the third-party access control, and E11R sends the data as wiegand signal, and then transfer to the access control module.



Wiegand	
WiegandType	wiegand-26 ▼
Wiegand Mode	Input ▼

Figure 3.6.6 Wiegand

3.7. Reboot

Go to **Upgrade - Basic**, users can reboot the phone.



Reboot	Submit
--------	--------

Figure 3.7 Reboot

3.8. Reset

Go to **Upgrade - Basic**, user can reset the phone to factory settings.



Figure 3.8 Reset in website

4. AdvancedFeatures

4.1. Phone Configuration

4.1.1. LED

Go to **Intercom - LED Setting** to configure the LED status.

To setup the LED lighting mode.

State:There is five states: Normal, Offline, Calling, Talking and Receiving.

ColorOff:The default status is OFF.

ColorOn:It can support three color: Red, Green, Blue.

BlinkMode: To setup the different blink frequency.

LED Control:

Use Http URL to remote control the LED status.

Http format:

http://PhoneIP/fcgi/do?action=LedAction&State=1&Color=1&Mode=2500

LED Status			
State	Color Off	Color On	Blink Mode
NORMAL ▼	OFF ▼	Blue ▼	Always On ▼
OFFLINE ▼	OFF ▼	Red ▼	2500/2500 ▼
CALLING ▼	OFF ▼	Blue ▼	2500/2500 ▼
TALKING ▼	OFF ▼	Green ▼	Always On ▼
RECEIVING ▼	OFF ▼	Green ▼	2500/2500 ▼

Figure 4.1.1-1 LED

LED Control	
LED Control	Disabled ▼

Figure 4.1.1-2 LED

Status: 1=Idle;2=OffLine;3=Calling; 4=Talking; 5=Receiving;

Color: 1=Green; 2=Blue; 3=Red; **Mode:** 0=Always

On;1=Always Off; 500/1000/1500/2000/25000/3000

4.1.2. IR LED

Go to **Intercom - Advanced** to configure.

Photoresistor: The setting is for night vision, when the surrounding of E11R is very dark, infrared LED will turn on and E11R will turn to night mode.

Photoresistor value relates to light intensity and larger value means that light intensity is smaller.

Users can configure the upper and lower bound and when photoresistor value is larger than upper bound, infrared LED will turn on. As contrast, when photoresistor value is smaller than lower bound, infrared LED will turn off and device turns to normal mode.

Photoresistor	
Photoresistor Setting	15 - 30 (0~100)

Figure 4.1.2 IR LED

4.2. Intercom

4.2.1. Call Time Related

Go to **Intercom - Basic** to configure.

Max Call Time: To configure the max call time.

Dial In Time: To configure the max incoming dial time, available when auto answer is disabled.

Dial Out Time: To configure the max no answer call time.

Max Call Time		
Max Call Time	5	(2~120Minutes)
Max Dial Time		
Dial In Time	60	(30~120Sec)
Dial Out Time	60	(30~120Sec)

Figure 4.2.1 Call time related

4.2.2. Return Code When Refuse

Go to **Phone - Call Feature** to configure.

Return Code When Refuse: Allows users to assign specific code as return code to SIP server when an incoming call is rejected.

Others	
Return Code When Refuse	486(Busy Here)

Figure 4.2.2 Return code when refuse

4.2.3. Sip Call Related

Go to **Account - Advanced** to configure the SIP call related.

MaxLocal SIP Port:To configure maximum local SIP port for designated SIP account.

MinLocalSIPPort:To configure maximum local SIP port for designated SIP account.

Caller ID Header:To choose Caller ID Header format.

Anonymous Call:If enabled, E11R will block its information when calling out.

Anonymous Call Rejection: If enabled,calls who block their information will be screened out.

Missed Call Log:If enabled, any missed call will be recorded into call log.

Prevent Hacking:If enabled, it will prevent SIP message from hacking.



Call		
Max Local SIP Port	5062	(1024~65535)
Min Local SIP Port	5062	(1024~65535)
Caller ID Header	FROM	▼
Auto Answer	Enabled	▼
Anonymous Call	Disabled	▼
Anonymous Call Rejection	Disabled	▼
Missed Call Log	Enabled	▼
Prevent SIP Hacking	Disabled	▼

Figure 4.2.3 SIP call related

4.2.4. Codec

Go to **Account - Advanced** to configure SIP call related codec.

Sip Account: To choose which account to configure.

Audio Codec: E11R supports four audio codecs: PCMA, PCMU, G729, G722. Different audio codecs require different bandwidth, users can enable/disable them according to different network environment.

Note: Bandwidth consumption and sample rates are as below:

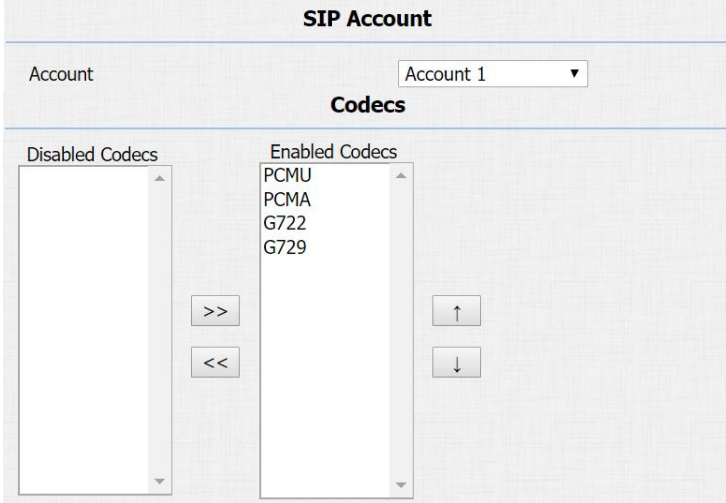
Codec	Bandwidth	Sample Rates
PCMA	64kbit/s	8kHz
PCMU	64kbit/s	8kHz
G729	8kbit/s	8kHz
G722	64kbit/s	16kHz

Video Codec: E11R supports H.264 standard, which provides better video quality at substantially lower bit rates than previous standards.

Codec Resolution: E11R supports four resolutions: QCIF, CIF, VGA, 4CIF and 720P.

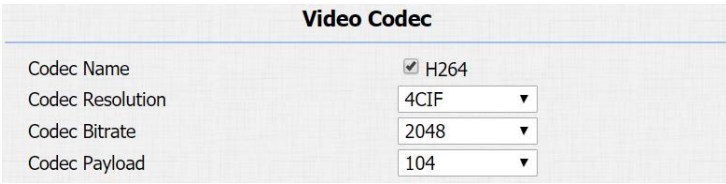
Codec Bitrate: To configure bit rates of video stream.

Codec Payload: To configure RTP audio video profile.



The screenshot shows the 'SIP Account' configuration interface. At the top, there's a section for 'Account' with a dropdown menu currently showing 'Account 1'. Below this is the 'Codecs' section. It features two vertical lists: 'Disabled Codes' on the left and 'Enabled Codes' on the right. The 'Enabled Codes' list contains four items: PCMU, PCMA, G722, and G729. Between these two lists are four buttons: '>>' and '<<' for moving codes between the lists, and '↑' and '↓' for reordering the codes in the 'Enabled Codes' list.

Figure 4.2.4-1 SIP call related codec



The screenshot displays the 'Video Codec' configuration page. It includes four configuration fields: 'Codec Name' with a checked checkbox next to 'H264', 'Codec Resolution' set to '4CIF', 'Codec Bitrate' set to '2048', and 'Codec Payload' set to '104'. Each field has a dropdown arrow on its right side.

Figure 4.2.4-2 Video codec setting



The screenshot shows the 'Multicast Codec' configuration section. It consists of a single dropdown menu labeled 'Multicast Codec' which is currently set to 'PCMU'.

Figure 4.2.4-2 Multicast related codec

Multicast codec: Go to **Phone - Call Feature** to configure multicast related codec.

4.2.5. Session Timer

Go to **Account-Advanced** to configure.

If enabled, the on going call will be disconnected automatically once the session expired unless it's been refreshed by UAC or UAS.

Session Timer		
Active	Disabled	▼
Session Expire	1800	(90~7200s)
Session Refresher	UAC	▼

Figure 4.2.5 Session timer

4.2.6. Encryption

Go to the path **Account - Advanced** If enabled, voice will be encrypted.

Encryption	
Voice Encryption(SRTP)	Disabled ▼

Figure 4.2.6 Encryption

4.2.7. NAT

Go to **Account - Advanced** to display NAT related settings.

UDP Keep Alive message: If enabled, IP phone will send UDP keep-alive message periodically to router to keep NAT port alive.

NAT	
UDP Keep Alive Messages	Disabled ▼
UDP Alive Msg Interval	30 (5~60s)
RPort	Disabled ▼

Figure 4.2.7 NAT

UDP Alive Msg Interval: Keepalive message interval.

Rport: Remote port, if enabled, it will add remote port into outgoing SIP message for designated account.

4.2.8. User Agent

Go to **Account - Advanced** to configure. One can customize user agent field in the SIP message. if user agent is set to specific value, users can see the information from PCAP. If user agent is blank, by default, users can see the company name“Akuvox”, model number and firmware version from PCAP.

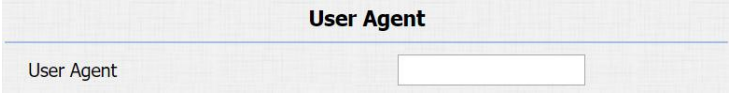
The image shows a configuration interface for the 'User Agent' field. At the top, there is a header bar with the text 'User Agent'. Below this, there is a label 'User Agent' followed by a text input box. The input box is currently empty.

Figure 4.2.8 User Agent

4.3. Access Control

4.3.1. Web Relay

E11R supports extra web relay.

Go to **Phone - WebRelay** to configure.

Type: Connect web relay and choose the type.

IP Address: Enter web relay IP address.

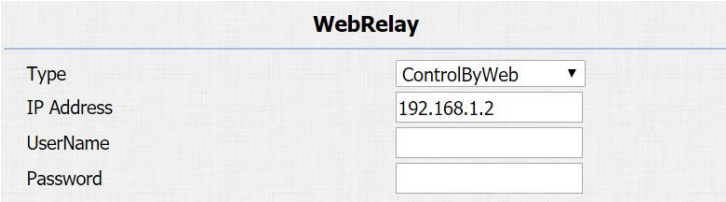
User Name: It is an authentication for connecting web relay.

Password: It is an authentication for connecting web relay.

Web Relay Action: Web relay action is used to trigger the web relay. The action URL is provided by web relay vendor.

Web Relay Key: If the DTMF keys are same with the local relay, the web relay will be open with local relay. But if there are different, the web relay is invalid.

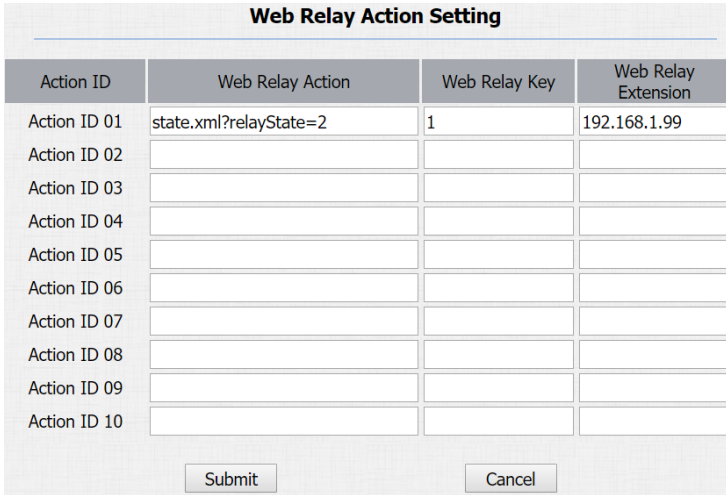
Web Relay Extension: The webrelay can only receive the DTMF signal from the corresponding extension number.



The WebRelay configuration form contains the following fields:

WebRelay	
Type	ControlByWeb
IP Address	192.168.1.2
UserName	
Password	

Figure 4.3.1-1 Web relay



The Web Relay Action Setting table is structured as follows:

Action ID	Web Relay Action	Web Relay Key	Web Relay Extension
Action ID 01	state.xml?relayState=2	1	192.168.1.99
Action ID 02			
Action ID 03			
Action ID 04			
Action ID 05			
Action ID 06			
Action ID 07			
Action ID 08			
Action ID 09			
Action ID 10			

Buttons: Submit, Cancel

Figure 4.3.1-2 Web relay action settings

Note: Users can modify username and password in web relay website.

4.4. Security

4.4.1. Anti-alarm

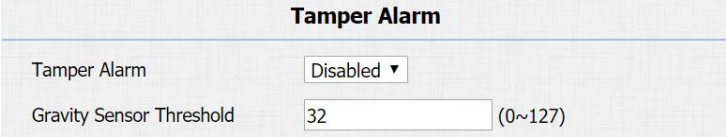
Go to **Intercom - Advanced** to configure.

Tamper Alarm: E11R integrates internal gravity sensor for the own security, and after enabling tamper alarm, if the gravity of E11R changes dramatically, the phone will alarm. Gravity sensor threshold stands for sensitivity of sensor.

4.4.2. Motion

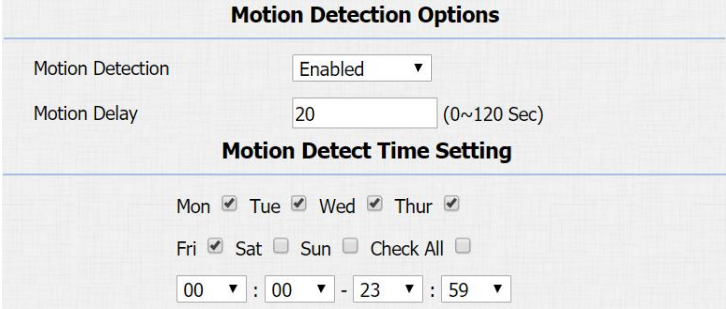
E11R supports motion detection, go to **Intercom - Motion** to configure detection parameter.

Motion Detection: To enable or disable Motion Detection.



The screenshot shows the 'Tamper Alarm' configuration section. It has a title bar 'Tamper Alarm'. Below it, there are two settings: 'Tamper Alarm' with a dropdown menu set to 'Disabled', and 'Gravity Sensor Threshold' with a text input field containing '32' and a range indicator '(0~127)'.

Figure 4.4.1 Anti-alarm



The screenshot shows the 'Motion Detection Options' configuration section. It has a title bar 'Motion Detection Options'. Below it, there are two settings: 'Motion Detection' with a dropdown menu set to 'Enabled', and 'Motion Delay' with a text input field containing '20' and a range indicator '(0~120 Sec)'. Below these is a section titled 'Motion Detect Time Setting' which includes checkboxes for days of the week (Mon, Tue, Wed, Thur, Fri, Sat, Sun) and a 'Check All' checkbox. At the bottom, there are time selection dropdowns showing '00 : 00 - 23 : 59'.

Figure 4.4.2 Motion

Motion Delay: To configure minimum time gap between two snapshot.

Motion Detect Time Setting: To make Motion Detect Time for a whole week.

4.4.3. Action

E11R supports to send notifications, snapshots via email and ftp transfer method, or calls via sip call method, when trigger specific actions.

4.4.3.1. Action Parameters

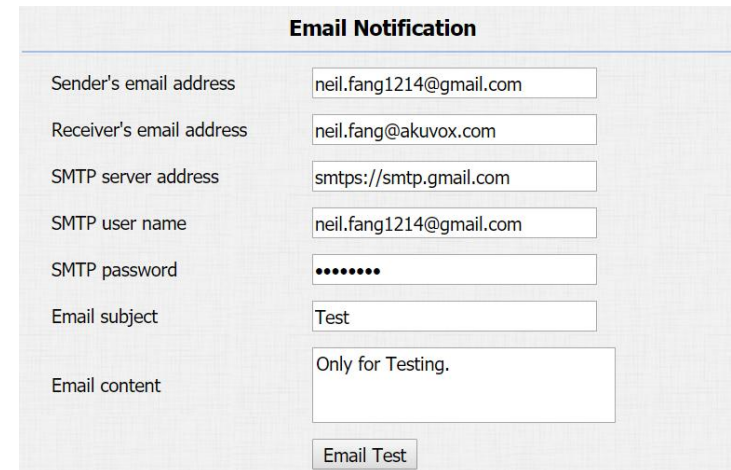
Go to **Intercom - Action** to set action receiver.

Email Notification

Sender's email address: To configure email address of sender.

Receiver's email address: To configure email address of receiver.

SMTP server address: To configure SMTP server address of sender.



The screenshot shows a web interface titled "Email Notification". It contains several input fields for configuring email settings. The fields are labeled on the left and have their values entered in the input boxes on the right. The labels are: "Sender's email address", "Receiver's email address", "SMTP server address", "SMTP user name", "SMTP password", "Email subject", and "Email content". The values entered are: "neil.fang1214@gmail.com", "neil.fang@akuvox.com", "smtps://smtp.gmail.com", "neil.fang1214@gmail.com", ".....", "Test", and "Only for Testing." respectively. There is also a button labeled "Email Test" at the bottom right of the form.

Email Notification	
Sender's email address	neil.fang1214@gmail.com
Receiver's email address	neil.fang@akuvox.com
SMTP server address	smtps://smtp.gmail.com
SMTP user name	neil.fang1214@gmail.com
SMTP password	
Email subject	Test
Email content	Only for Testing.
<button>Email Test</button>	

Figure 4.4.3.1-1 Email notification parameters

SMTP user name: To configure user name of SMTP service(usually it is same with sender's email address).

SMTP password: To configure password of SMTP service(usually it is the same with the password of sender's email).

Email subject: To configure subject of email.

Email content: To configure content of email.

Email Test: To test whether email notification is available.

FTP Notification

FTP Server: To configure URL of FTP server.

FTP User Name: To configure user name of FTP server.

FTP Password: To configure password of FTP server.

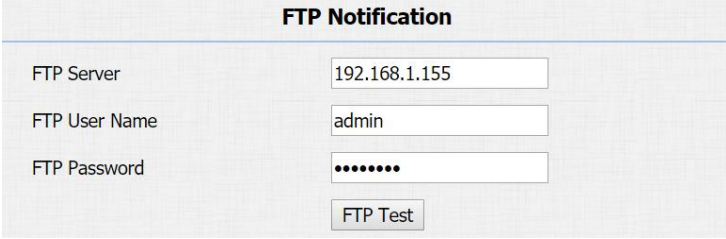
FTP Test: To test whether FTP notification is available.

SIP Notification

SIP Call Number: To configure sip call number.

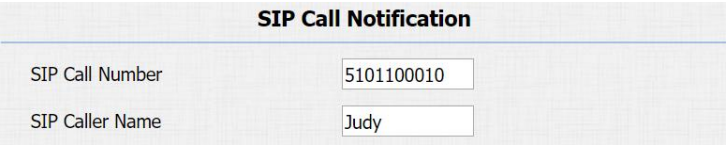
SIP Call Name: To configure display name of E11R.

Three specific actions which will be triggered on E11R:



The screenshot shows a configuration window titled "FTP Notification". It contains three input fields: "FTP Server" with the value "192.168.1.155", "FTP User Name" with the value "admin", and "FTP Password" with masked characters ".....". Below these fields is a button labeled "FTP Test".

Figure 4.4.3.1-2 FTP notification parameters



The screenshot shows a configuration window titled "SIP Call Notification". It contains two input fields: "SIP Call Number" with the value "5101100010" and "SIP Caller Name" with the value "Judy".

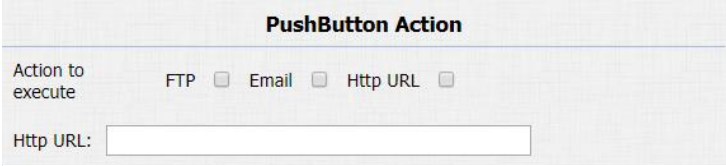
Figure 4.4.3.1-3 SIP call notification parameters

4.4.3.2. Pushbutton Action

Go to **Intercom-Basic** to configure.

Action to execute: To choose suitable way to receive message or snapshot when dialing out.

HTTP URL: If you choose HTTP mode, enter the URL format:**http://http server IP address/any information.**



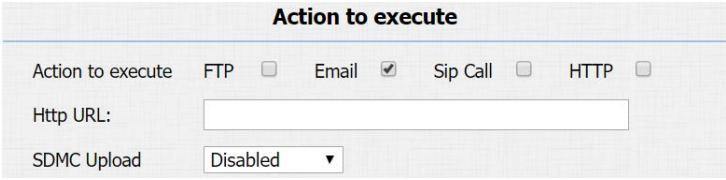
The screenshot shows a configuration window titled "PushButton Action". It contains a section "Action to execute" with three radio buttons: "FTP", "Email", and "Http URL". The "Http URL" option is selected. Below this, there is a text input field labeled "Http URL:".

Figure 4.4.3.2 Pushbutton Action

4.4.3.3. Motion Triggered Action

Go to **Intercom - Motion** to configure.

Action to execute: To choose which action to execute after triggering.



The screenshot shows a configuration window titled "Action to execute". It contains a section "Action to execute" with four radio buttons: "FTP", "Email", "Sip Call", and "HTTP". The "Email" option is selected. Below this, there is a text input field labeled "Http URL:". At the bottom, there is a dropdown menu labeled "SDMC Upload" with the value "Disabled" selected.

Figure 4.4.3.3 Motion triggered action

4.4.3.4. Input Interface Triggered Action

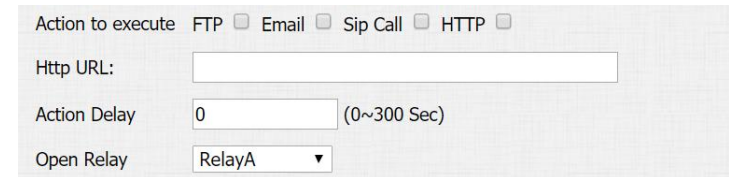
Go to **Intercom - Input** to configure.

Action to execute: To choose which action to execute after triggering.

Http URL:To configure URL, if HTTP action is chosen.

Action Delay: To configure after how long to execute to send out notifications and trigger relay.

Open relay:To configure which relay to trigger.



The screenshot shows a configuration form for 'Input interface triggered action'. It includes a section for 'Action to execute' with radio buttons for FTP, Email, Sip Call, and HTTP. Below this is a text input field for 'Http URL:'. There is a numeric input field for 'Action Delay' set to 0, with a range '(0~300 Sec)' indicated. Finally, there is a dropdown menu for 'Open Relay' currently set to 'RelayA'.

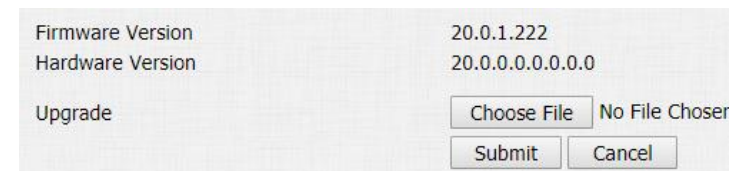
Figure 4.4.3.4 Input interface triggered action

4.5. Upgrade

4.5.1. Web Upgrade

Go to **Upgrade-Basic** to do web upgrade.

Upgrade: Choose .rom firmware from your PC, then click “Submit” to update.



The screenshot shows the 'Web upgrade' interface. It displays the current 'Firmware Version' as 20.0.1.222 and 'Hardware Version' as 20.0.0.0.0.0.0.0. Below this, there is a 'Choose File' button, a 'No File Chosen' status, and 'Submit' and 'Cancel' buttons.

Figure 4.5.1 Web upgrade

4.5.2. Backup config file

Go to **Upgrade - Advanced** to backup the config file.

Export Config File: To export current config file.

Others:To export current config file (Encrypted) or import new config file.



The screenshot shows the 'Others' section of the configuration interface. It includes a label 'Config File(.tgz/.conf/.cfg)' and a 'Choose File' button with 'No file chosen' status. Below these are buttons for 'Export (Encrypted)', 'Import', and 'Cancel'.

Figure 4.5.2 Backup config file

4.6. Log

4.6.1. Call Log

Go to **Phone - Call Log**, users can see a list of call which have dialed, received or missed. And users can delete calls from list.

Call History		All ▾				
Index	Type	Date	Time	Local Identity	Name	Number
1	Received	2018-09-30	08:28:46	192.168.35.1 0@192.168.35.10	192.168.35.68	192.168.35.68@192.168.35.68
2	Received	2018-09-30	08:26:40	192.168.35.1 0@192.168.35.10	192.168.35.68	192.168.35.68@192.168.35.68

Figure 4.6.1 Call log

4.6.2. Door Log

Go to **Phone - Door Log**, users can see a list of door log which records card information and date.

Door Log						
Index	Name	Code	Type	Date	Time	Status
1	Courier	FFB59828	Card	2018-09-30	10:49:19	Failed
2	unKnown	1FEDBA28	Card	2018-09-30	10:49:16	Failed
3	Courier	FFB59828	Card	2018-09-30	10:49:09	Failed
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
Page 1 ▾ Prev Next Delete Delete All						

Figure 4.6.2 Door log

4.6.3. System Log

Go to **Upgrade - Advanced** to configure system log level and export system log file.

System log level: From level 0 to 7. The higher level means the more specific system log is saved to a temporary file. It's level 3 by default.

Export Log: Click to export temporary system log file to local PC.

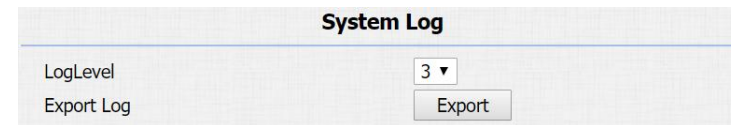


Figure 4.6.3 System log

4.6.4. PCAP

Go to **Upgrade - Advanced** to start, stop packets capturing or to export captured packet file.

Start: To start capturing all the packets file sent or received from phone.

Stop: To stop capturing packets.

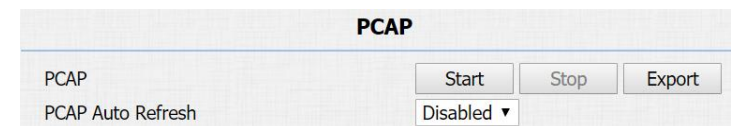


Figure 4.6.4 PCAP

Abbreviations

ACS: Auto Configuration Server

Auto:Automatically

AEC: Configurable Acoustic and Line Echo Cancelers

ACD:Automatic Call Distribution

Autop: Automatical 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

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

Contact us

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

Sales email: sales@akuvox.com

Technical support email: support@akuvox.com

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

We highly appreciate your feedback about our products.



FCC Statement:

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.