

About This Manual

Akuvox
Open A Smart World

WWW.AKUVOX.COM



Thank you for choosing Akuvox R20K series door phones. This manual is intended for administrators who need to properly configure the door phone. This manual is written based on the 320.30.11.42 version, and it provides all the configurations for the functions and features of the Akuvox door phone. Please visit the Akuvox website or consult technical support for any new information or the latest firmware.

Product Overview

Akuvox R20K series door phone can be connected to indoor monitors for remote access control and communication. They allow audio calls with visitors and open the door.

Changelog

What's new in version 320.30.11.42:

- . [Optimized DESFire Card reading](#).
- . [Support Wiegand input customization](#).
- . [Support 12V power output when the device is powered by PoE](#).

Click [here](#) to view the changelog of the device's previous version.

Model Specification

Model	R20K	R20K-L
Button	Physical Numeric Keypad	Physical Numeric Keypad
Relay In	2	2
Relay Out	2	2
RS485	√	√
Power Supply	PoE or 12V DC power adapter	PoE or 12V DC power adapter
Card Reader	13.56MHz, 125kHz	13.56MHz
SIM Card Slot	X	√
LTE	X	√

Supported Card Types

The device's firmware should be 320.30.11.21 or higher:

Note

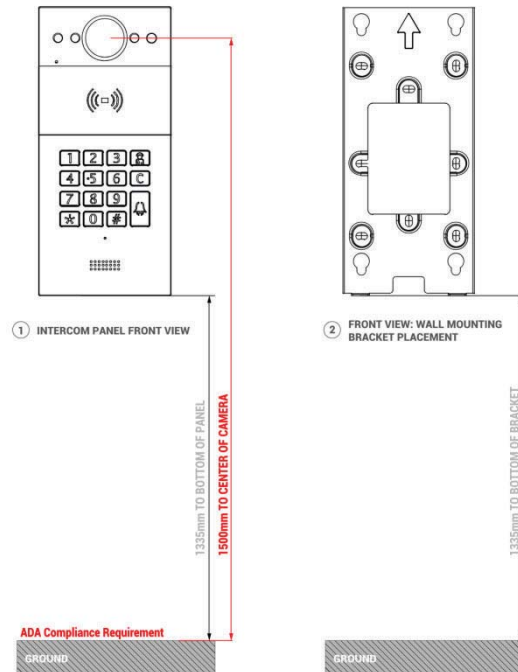
R20K-L does not support reading ID cards.

- ID Card:
 - EM4100
 - EM4200
- IC Card:
 - Mifare Ultralight C/EV1
 - Mifare Classic Compatible Card
 - Mifare Plus-S 2K
 - Mifare Desfire EV1 2K D21
 - Mifare Desfire EV2 D42
 - Mifare Desfire EV2 D22
 - Mifare Desfire Compatible Card (CPU Card, 4-byte): Incompatible with SmartPlus NFC service.
 - NFC Type2 216
 - NFC Type2 215
- SmartPlus APP NFC
- Mifare Classic S50 4-byte Encryption-Compatible Card
- Mifare Plus-S SL3 Encrypted Card
- Mifare Plus-SE SL3 Encrypted Card
- Mifare Desfire EV1 Encrypted Card(AES file encryption mode)
- Mifare Desfire EV2 Encrypted Card(AES file encryption mode)
- Mifare Desfire EV3 Encrypted Card(AES file encryption mode)
- Akuvox Cards:
 - Mifare Classic 1K

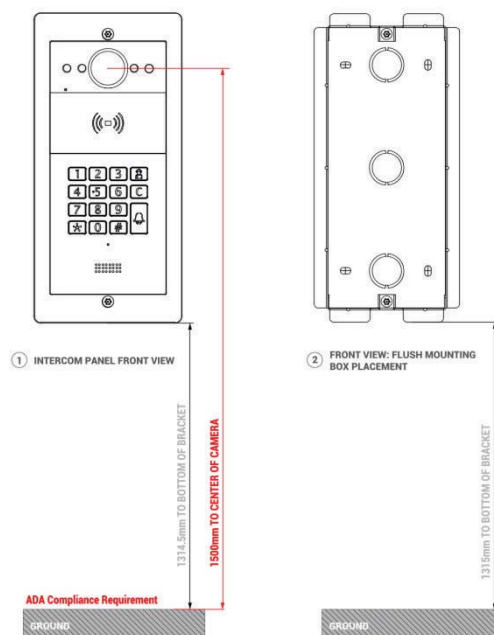
- Mifare S50-1K Card
- Mifare Desfire EV3 Encrypted Card(AES file encryption mode)

Recommended Installation Height

Wall-Mounting installation



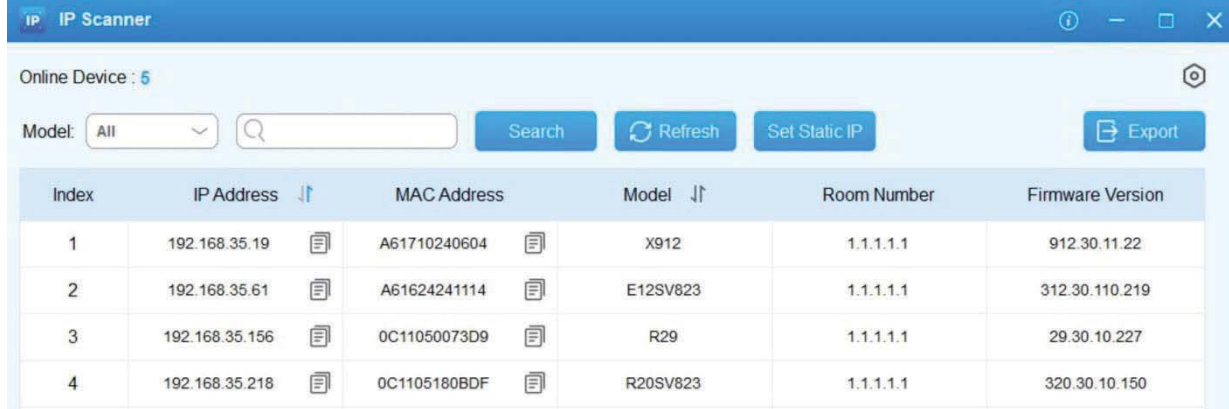
Flush-Mounting installation



Access the Device

Obtain Device IP Address

Check the Device IP address by pressing "*3258*", and the device IP address will be announced automatically. Or search the device IP with the IP scanner in the same local network.



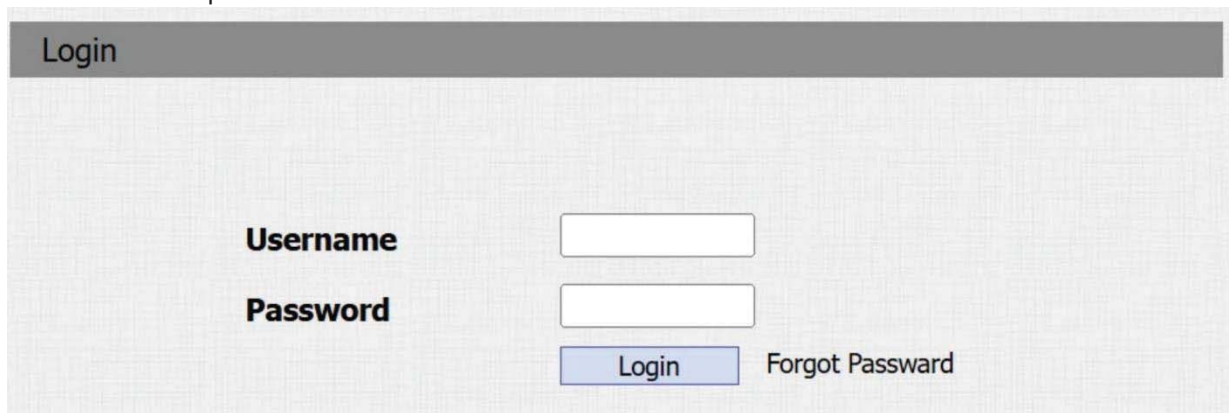
The screenshot shows the 'IP Scanner' web application. At the top, it says 'Online Device : 5'. Below this are controls for 'Model' (set to 'All'), a search bar, and buttons for 'Search', 'Refresh', 'Set Static IP', and 'Export'. The main part of the interface is a table with the following data:

Index	IP Address	MAC Address	Model	Room Number	Firmware Version
1	192.168.35.19	A61710240604	X912	1.1.1.1.1	912.30.11.22
2	192.168.35.61	A61624241114	E12SV823	1.1.1.1.1	312.30.110.219
3	192.168.35.156	0C11050073D9	R29	1.1.1.1.1	29.30.10.227
4	192.168.35.218	0C1105180BDF	R20SV823	1.1.1.1.1	320.30.10.150

Access the Device Web Settings

You can enter the device IP address in a browser and log into the device web interface where you can configure and adjust parameters.

The initial username and password are both **admin**, and please be case-sensitive to the usernames and passwords entered.



The screenshot shows the 'Login' page of the device web interface. It has a dark header with the word 'Login'. Below the header, there are two input fields: 'Username' and 'Password'. To the right of the 'Password' field is a 'Forgot Password' link. A 'Login' button is positioned below the 'Password' field.

Note

- Download IP scanner:
<https://knowledge.akuvox.com/docs/akuvox-ip-scanner?highlight=IP>
- See detailed guide:
<https://knowledge.akuvox.com/v1/docs/en/how-to-obtain-ip-address-via-ip-scanner?highlight=IP%20Scanner>
- Google Chrome browser is strongly recommended.
- Your computer should be on the same network as the device.

Introduction to Configuration Menu

- **Quick Start:** This section provides quick access to the device's key settings such as network, user, relay, etc.
- **Device Management:**
 - **Status:** This section gives you basic information such as product information, network information, account information, etc.
 - **Account:** This section concerns the SIP account, SIP server, proxy server, transport protocol type, audio & video codec, etc.
 - **Network:** This section mainly deals with DHCP & static IP settings, RTP port settings, device deployment, etc.
 - **Intercom:** This section covers intercom settings, relay, monitoring settings, etc.
 - **Surveillance:** This section includes motion detection, RTSP, ONVIF, and live stream settings.
 - **Access Control:** This section is about input, relay, web relay, and card settings.
 - **Directory:** This section is about user management.
 - **Device:** This section includes light, Wiegand, lift control, RS485, audio settings, etc.
 - **Setting:** This section includes time and language setting, action URL, schedule, HTTP API, etc.
 - **System:** This section includes device upgrade, auto-provisioning, maintenance, security, settings, etc.
- **Engineer Management:** This section provides quick access to upgrading, maintaining, and debugging the device.



Language and Time

Language

You can switch the web language on the **Setting > Time/Lang > Web Language** interface.

The following languages are supported:

- English, Simplified Chinese, Russian, Spanish, Dutch, French, German, Polish, Japanese, and Hebrew.

Web Language	
Mode	English ▼

Time

The time settings on the web interface allow you to configure the NTP server address for automatic time and date synchronization. Once a time zone is selected, the device will notify the NTP server of the chosen time zone, enabling it to synchronize the time zone settings on your device.

To set it up, go to the **Setting > Time/Lang > Time Setting** interface.

Time Setting	
Time Format	24-Hour-Format ▼
Type	
☐ Manual	
Date	Year Mon Day
Time	Hour Min Sec
☒ Auto	
NTP	
Time Zone	GMT+8:00 Brunei ▼
Preferred Server	0.pool.ntp.org
Alternate Server	1.pool.ntp.org
Update Interval	3600 (>= 3600s)
System Time	13:49:54

- Time Format:** Select the 12-hour format or the 24-hour format.
- Type:** You can set up the time manually by selecting **Manual**.

- **Preferred/Alternate Server:** The NTP server address. The alternate server will take effect when the primary server is invalid.
- **Update Interval:** The interval between two consecutive NTP requests.

LED Setting

LED Fill Light

LED fill light is mainly designed to reinforce the light at night or in a dark environment.

Set it up on the web **Device > LED Setting > LED Fill Light** interface.

LED Fill Light		
Mode	Auto	▼
Min Photoresistor	1500	(0~1800)
Max Photoresistor	1600	(0~1800)

- **Mode:**
 - **Auto:** Turn on the LED light automatically based on the minimum and maximum photoresistor value.
 - **Always On:** Enable the LED light.
 - **Always Off:** Disable the LED light.
 - **Schedule:** Turn on the LED light based on the schedule.
- **Min/Max Photoresistor:** Set the minimum and maximum photoresistor value to automatically control the ON-OFF of the LED light. If the photoresistor value is less than the minimum threshold, turn off the LED. If the photoresistor value is greater than the maximum threshold, turn on the LED.

LED Display Status

LED display adjustment is used to indicate the light changes of the call button in 5 statuses: normal (idle), offline, calling, talking, and receiving a call. The LED status allows users to verify the current mode of the device.

Set it up on the web **Device > LED Setting > LED Status** interface.

LED Status		
Device Status	LED Color	LED Display Mode
Normal ▼	Blue ▼	Always On ▼
OFFLINE ▼	Red ▼	2500/2500 Blink ▼
Calling ▼	Blue ▼	2500/2500 Blink ▼
TALKING ▼	Green ▼	Always On ▼
RECEIVING ▼	Green ▼	2500/2500 Blink ▼

- **Device Status:** There are five statuses: Normal, Offline, Calling, Talking, and Receiving.
- **LED Color:** Three LED colors are available for each option: Blue, Red, and Green.
- **LED Display Mode:** Select the desired LED blinking frequency.

LED Wakeup Mode

You can set the card reader light to be controlled by infrared detection.

To set it up, go to the **Device > LED Setting > LED Control** interface.



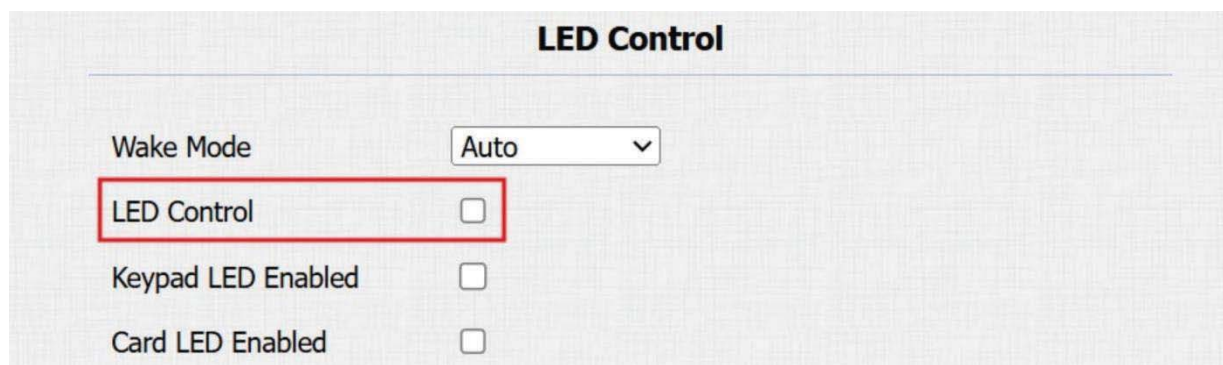
The screenshot shows the 'LED Control' interface. At the top, there is a title 'LED Control'. Below it, there is a form with several settings. The 'Wake Mode' dropdown menu is highlighted with a red rectangular box. The dropdown menu is currently set to 'Auto'. Below the dropdown, there are three checkboxes: 'LED Control', 'Keypad LED Enabled', and 'Card LED Enabled', all of which are currently unchecked.

- **Wake Mode:**
 - **Auto:** When the infrared detection is triggered, the card reader light will be on.
 - **Manual:** The card reader light will not be controlled by infrared detection.

Control LED Display by HTTP URL

You can enter an HTTP URL in a browser to manage the LED color and frequency.

To set it up, go to the **Device > LED Setting > LED Control** interface.



The screenshot shows the 'LED Control' interface. At the top, there is a title 'LED Control'. Below it, there is a form with several settings. The 'LED Control' checkbox is highlighted with a red rectangular box. The checkbox is currently unchecked. Above the checkbox, there is a 'Wake Mode' dropdown menu set to 'Auto'. Below the checkbox, there are two more checkboxes: 'Keypad LED Enabled' and 'Card LED Enabled', both of which are currently unchecked.

The HTTP URL format is <http://device IP/cgi/do?action=LedAction&State=1&Color=1&Mode=2500>.

Replace the number in the format to change the LED to the desired status.

- State: 1=Normal ; 2=OffLine ; 3=Calling ; 4=Talking ; 5=Receiving;
- Color: 0=Red ; 1=Green ; 2=Blue ;
- Mode: 0=Always On ; 1=Always Off ; 500/1000/1500/2000/2500/3000=Corresponding blinking frequency.

Card Reader LED Control

You can enable or disable the LED lighting on the card reader area. You can also set a specific time to turn on the light.

To set it up, go to the **Device > LED Setting > LED Control** interface.

LED Control

Wake Mode	Auto	▼
LED Control	☐	
Keypad LED Enabled	☐	
Card LED Enabled	☒	
Time (H)	18	- 06 (0~23)

- **Card LED Enabled:** When enabled, specify the period when the light is on.

Keypad LED Control

You can enable or disable the LED lighting on the keypad area. You can also set a specific time to turn on the light.

To set it up, go to the **Device > LED Setting > LED Control** interface.

LED Control

Wake Mode	Auto	▼
LED Control	☐	
Keypad LED Enabled	☒	
Time (H)	18	- 06 (0~23)
Card LED Enabled	☐	

- **Keypad LED Enabled:** When enabled, specify the period when the light is on.

Volume and Tone

Volume Control

You can control the device volume on the **Device > Audio** interface.

Volume Control	
Mic Volume	8 (1~15)
Volume Level	1 ▾
Speaker Volume	15 (1~15)
Keypad Volume	8 (1~15)
Tamper Alarm Volume	15 (1~15)
Prompt Volume	15 (0~15)

- **Volume Level:** Set the overall volume. Level 1 volume range is roughly 80-95, and 2 is 95-109.
- **Tamper Alarm Volume:** Set the volume when the tamper alarm is triggered.
- **Prompt Volume:** Various prompts including door-opening success and failure prompts.

IP Announcement

You can set when the device announces its IP after each reboot and the loop times.

Set it up on the **Device > Audio** interface.

IP Announcement	
Active Time After Reboot	0 (0~180 sec)
Loop Times	1 (0~10)

- **Active Time After Reboot:** To sound the IP address, you need to press the device buttons within the time after the device reboots. If it is set to 0, you can press the buttons anytime to announce the IP after the reboot.

Door-opening Tones

You can enable or disable the door-opening tones on the **Device > Audio** interface.

Open Door Tone Setting	
Open Door Inside Tone	☒
Open Door Outside Tone	☒
Open Door Failed Tone	☒

- **Open Door Inside Tone:** The input-triggered tone. The door-opening tone can be heard when users open doors by pressing an exit button.
- **Open Door Outside Tone:** The relay-triggered tone. The door-opening tone can be heard when users open doors by the device-supported access methods except for the exit button.

Upload Tone Files

You can upload various tones to enrich users' experience on the **Device > Audio** interface. Click **Choose File** and then **Upload** to import the file.

Tone Upload

File Format: wav, size: < 200KB, samplerate: 16000, Bits: 16

Open Door Succeeded Outside Warning	Choose File	No file chosen	Upload	Delete	Export
Open Door Succeeded Inside Warning	Choose File	No file chosen	Upload	Delete	Export
Open Door Failed Warning	Choose File	No file chosen	Upload	Delete	Export
Ringback	Choose File	No file chosen	Upload	Delete	Export
Trigger Manager Dial Warning	Choose File	No file chosen	Upload	Delete	Export

- **Open Door Succeeded Outside Warning:** The relay-triggered tone. The door-opening tone can be heard when users open doors by the device-supported access methods except for the exit button.
- **Open Door Succeeded Inside Warning:** The input-triggered tone. The door-opening tone can be heard when users open doors by pressing an exit button.
- **Open Door Failed Warning:** The tone can be heard when opening doors fails.
- **Ringback:** The ringback will play when someone calls the device.
- **Trigger Manager Dial Warning:** The tone can be heard when the push button is pressed.

Keypad Tone Setting

You can set the sound when pressing the keypad on the **Device > Audio > Keypad Tone Setting** interface.

Keypad Tone Setting

Keypad Tones

Beep ▼

- **Keypad Tones:**
 - **Beep:** Sound the beep sound when pressing the keypad.

- **Digital Sounds:** Sound the corresponding numbers when pressing the numeric keys.

Upload the Announcement Played during Intercom Calls

The announcement will be automatically played when the called party answers the call from the door phone.

To set up this feature, go to the **Intercom > Call Feature > Announcement** interface.

Announcement

Enabled ☒

Loop Times

No file chosen

File Format: wav, size: < 500KB, samplerate: 16000, Bits: 16

- **Loop Times:** Indicate how many times the announcement will be played.

Ringback Tone

The ringback tone setting prioritizes the playing of local ringtones and determines what kinds of previews the callee can receive.

To set it up, go to the **Device > Audio > Ringback Tone Setting** interface.

Ringback Tone Setting

Ringback Source

Local Ringback Tone Loop Playback ☒

- **Ringback Source:**
 - **Remote, Local As Backup:** The local ringtone will be played.
 - When the door phone calls another device, for example, an Akuvox indoor monitor, and the SIP server returns non-183, the indoor monitor will not have any intercom preview.
 - If the SIP server returns 183, the indoor monitor will receive the video preview without voice.
 - **Local:** The local ringtone will be played. Whether the SIP server returns 183 or not, the callee will not have any intercom preview.
 - **Remote:**
 - If the SIP server returns non-183, the local ringtone will be played and the callee will not have any intercom preview.
 - If the SIP server returns 183, the SIP server's ringtone will be played and the callee will receive the video preview without voice.
- **Local Ringback Tone Loop Playback:** This feature enables the local ringback tone to play repeatedly. It is enabled by default.

Network Setting

Network Status

Check the network status on the web **Status > Info > Network Information** interface.

Network Information	
Port Type	DHCP Auto
Link Status	Connected
IP Address	192.168.36.103
Subnet Mask	255.255.255.0
Gateway	192.168.36.1
Preferred DNS Server	218.85.152.99
Alternate DNS Server	8.8.8.8

Device Network Configuration

To ensure normal functioning, make sure that the device has its IP address set correctly or obtained automatically from the DHCP server.

To set it up, go to the **Network > Basic** interface.

LAN Port	
☒ DHCP	☐ Static IP
IP Address	192.168.1.100
Subnet Mask	255.255.255.0
Default Gateway	192.168.1.1
Preferred DNS Server	8.8.8.8
Alternate DNS Server	

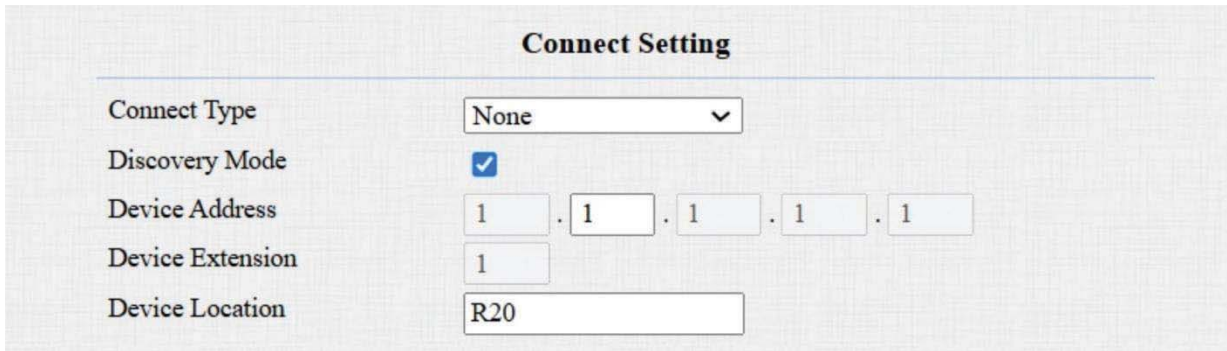
- **DHCP:** DHCP mode is the default network connection. If the DHCP mode is turned on, the device will automatically be assigned by the DHCP server with an IP address, subnet mask, default gateway, and DNS server address.
- **Static IP:** The IP address, subnet mask, default gateway, and DNS server address have to be manually configured according to the actual network environment.
- **IP Address:** Set up the IP address when the static IP mode is selected. To access the device's web settings, your computer should be on the same local network as the device.

- **Subnet Mask:** A subnet mask tells your device which IP addresses are part of your local network and which ones are not. For example, if the subnet mask is 255.255.255.0, it means that devices with similar starting IPs (like 192.168.1.x) are in the same network.
- **Default Gateway:** The gateway is like a bridge between your device and other networks, such as the internet. Usually, it's the IP address of your router.
- **Preferred & Alternate DNS Server:** Domain Name System(DNS) is the overall system or network that handles the translation of domain names (like www.example.com) into IP addresses (like 192.0.2.1), which computers use to identify each other on a network. The door phone connects to the alternate DNS server when the primary one is unavailable.

Device Deployment in Network

To facilitate device control and management, configure Akuvox intercom devices with details such as location, operation mode, address, and extension numbers.

To set it up, go to the **Network > Advanced > Connect Setting** interface.



Connect Setting	
Connect Type	None
Discovery Mode	☒
Device Address	1 . 1 . 1 . 1 . 1
Device Extension	1
Device Location	R20

- **Connect Type:** It is automatically set up according to the actual device connection with a specific server in the network, such as **SDMC**, **Cloud**, or **None**. You can also select the type manually. **None** is the default factory setting, indicating the device is not in any server type.
 - **None:** None is the default factory setting indicating the device is not in any server type. Devices connect directly to each other or within a local area network (LAN) without relying on external servers.
 - **Cloud:** The device is connected to the SmartPlus Cloud, a cloud-based system simplifying property access management. The Cloud mode allows devices to interact intelligently with one another and the mobile SmartPlus App, backing up data daily and on different hosts. It suits projects requiring smart, flexible, and secure deployment and management.
 - **SDMC:** The device is connected to the SDMC, a management platform designed for on-premise projects. The SDMC mode manages and backs up data remotely on a local network. It also boasts many features suitable for projects requiring high privacy, lower cost, and centralized management.
- **Discovery Mode:** Enabled by default. Available for **None** server mode. The device can be discovered by other devices in the network. When disabled, the device will be concealed and not be discovered by other devices.
- **Device Address:** Available for None server mode. Uneditable in Cloud and SDMC mode. It can be used to call the device. Specify the device address by entering device location information from the left to the right: Community, Building, Unit, Floor, and Room in sequence.
- **Device Extension:** Available for None server mode. Uneditable in Cloud and SDMC mode. The device extension number ranges from 0 to 10.
- **Device Location:** The location where the device is installed and used.

Device Local RTP Configuration

Real-time Transport Protocol(RTP) lets devices stream audio and video data over a network in real time.

To use RTP, devices need a range of ports. A port is like a channel for data on a network. By setting up RTP ports on your device and router, you can avoid network interference and improve audio and video quality.

To set it up, go to the **Network > Advanced > Local RTP** interface.

Local RTP	
Starting RTP Port	11800 (1024~65535)
Max RTP Port	12000 (1024~65535)

- **Starting RTP Port:** The port value to establish the start point for the exclusive data transmission range.
- **Max RTP port:** The port value to establish the endpoint for the exclusive data transmission range.

NAT Setting

Network Address Translation(NAT) lets devices on a private network use a single public IP address to access the internet or other public networks. NAT saves the limited public IP addresses and hides the internal IP addresses and ports from the outside world.

To register SIP accounts on third-party servers in a Wide Area Network(WAN), you need to enable the RPort feature on the intercom devices to establish a stable connection.

To set up NAT, navigate to the web **Account > Basic > NAT** interface.

NAT	
NAT	Disabled
Stun Server Address	Port 3478 (1024~65535)

- **Stun Server Address:** Set the SIP server address in the Wide Area Network(WAN).
- **Port:** Set the SIP server port.

Then set up NAT on the **Account > Advanced > NAT** interface.

NAT	
UDP Keep Alive Messages	☒
UDP Alive Msg Interval	30 (5~60s)
RPort	☒
RPort Advanced	☐

- **UDP Keep Alive Messages:** If enabled, 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:** The message-sending time interval ranges from 5 to 60 seconds. The default is 30 seconds.
- **RPort:** Enable the RPort when the SIP server is in the WAN.
- **RPort Advanced:** Further stabilize the network based on RPort.

SNMP Setting

Simple Network Management Protocol(**SNMP**) is a protocol for managing IP network devices. It allows network administrators to monitor devices and receive alerts for attention-worthy conditions. SNMP provides variables describing system configuration, organized in hierarchies and described by Management Information Bases (MIBs).

To set it up, go to the **Network > Advanced > SNMP** interface.

SNMP	
Enabled	☐
Port	(1024~65535)
Trusted IP	

- **Trusted IP:** The allowed SNMP server address. It can be an IP address or any valid URL domain name.

VLAN Setting

A Virtual Local Area Network (VLAN) is a logical group of nodes from the same IP domain, regardless of their physical network segment. It separates the layer 2 broadcast domain via switches or routers, sending tagged packets only to ports with matching VLAN IDs. Utilizing VLANs enhances security by limiting ARP attacks to specific hosts and improves network performance by minimizing unnecessary broadcast frames, thereby conserving bandwidth for increased efficiency.

To set it up, go to the **Network > Advanced > VLAN** interface.

VLAN	
LAN Port	Enabled ☐
VID	1 (1~4094)
Priority	0 ▼

- **VID:** The VLAN ID for the designated port.
- **Priority:** The VLAN priority for the designated port.

TR069 Setting

TR-069 (Technical Report 069) provides the communication between Customer-Premises Equipment (CPE) and Auto-Configuration Servers (ACS). It includes both a safe auto configuration and the control of other CPE management functions within an integrated framework. For door phones, the administrators can manage all the devices on a common TR-069 Platform. IP phones can be easily and securely configured on the TR-069 platform to make mass deployment more efficient.

To set it up, go to the **Network > Advanced > TR069** interface.

TR069	
Enabled	☐
Version	1.0 ▼
ACS URL	
Username	
Password	*****
Periodic Inform	☐
Periodic Interval	1800 (3~24×3600s)
CPE URL	
Username	
Password	*****

- **Version:** Select the supported TR069 version (version 1.0 or 1.1).
- **ACS/CPE URL:** ACS is short for auto-configuration servers on the server side, and CPE is short for customer-premise equipment, as client-side devices.
- **Periodic Interval:** The interval for periodic notification.

Device Web HTTP Setting

This function manages device website access. The device supports two remote access methods: HTTP and HTTPS (encryption).

To set it up, go to the **Network > Advanced > Web Server** interface.

Web Server	
Allow HTTP	☒
Allow HTTPS	☒
HTTP Port	80 (80,1024~65534)
HTTPS Port	443 (443,1024~65534)

- **Allow HTTP/HTTPS:** HTTP and HTTPS are enabled by default.
- **HTTP/HTTPS Port:** Specify the web server port for accessing the device web interface via HTTP/HTTPS.

LTE Wireless Connection

The LTE module enables cellular network connectivity for the device in areas where wired networks are unavailable, particularly beneficial for installations in older buildings.

Only R20K-L has an LTE module, and the device firmware version should be 320.30.11.27 or higher.

Set this feature up on the **Network > Advanced** interface. It is enabled by default.

Cellular Network

Enabled ☒

Sim Card Status No SIM Card

Signal Strength None

Access Point Add

☐ Index	Access Point Names(APNs)	Edit	Select
☐ 1	auto		☒
☐ 2	EE		☐
☐ 3	O2 (PAYG)		☐
☐ 4	O2 (Contract)		☐
☐ 5	Vodafone (Contract)		☐
☐ 6	Three		☐
☐ 7	giffgaff		☐
☐ 8	Tesco Mobile		☐
☐ 9	Virgin Mobile		☐
☐ 10	Lycamobile		☐

Delete
Delete All
Total:17
Prev
1/2
Next
1
Go

- **Enabled:** The function is enabled by default.
 - **SIM Card Status:** Display whether a SIM card is inserted.
 - **Signal Strength:** Indicate the network connection.
 - **None:** No SIM card inserted or the SIM card is not properly inserted, unable to detect signal.
 - **Weak:** The network signal is poor, typically when the signal strength is below -100 dBm.
 - **Fair:** The network signal is average, usually when the signal strength is between -90 and -100 dBm.
 - **Good:** The network signal is good, generally when the signal strength is between -70 and -90 dBm.
 - **Excellent:** The network signal is excellent, typically when the signal strength is between -50 and -70 dBm.
 - **Access Point:** Select the access point or click **Add** to add a new one.
- Fill in the following information before clicking Save. These can be found from the network provider of your SIM card.

New APNS



*Name

UserName

Password

*APN

Authentication type

None 

APN type

APN Protocol

IPV4 

Save

Note

To turn off the LTE function without logging in to the device web, tap “*1100#” on the device. Once disabled, the device will play “didi” sound and switch to DHCP mode. Make sure the device can access network after cutting off the LTE connection.

Intercom Call Configuration

IP Call Configuration

An IP call is a direct call between two intercom devices using their IP addresses, without a server or a PBX. IP calls work when the devices are on the same network.

Enable or disable the direct IP call function on the **Intercom > Call Feature > Direct IP** interface.

Direct IP	
Enabled	☒
Auto Answer	☒
Port	5060 (1~65535)

- **Port:** Set the port for direct IP calls. The default is 5060, with a range from 1-65535. If you enter a value within this range other than 5060, ensure consistency with the corresponding device for data transmission.

SIP Call Configuration

Session Initiation Protocol(**SIP**) is a signaling transmission protocol used for initiating, maintaining, and terminating calls.

A SIP call uses SIP to send and receive data between SIP devices, and can use the internet or a local network to offer high-quality and secure communication. Initiating a SIP call requires a SIP account, a SIP address for each device, and configuring SIP settings on the devices.

SIP Account Registration

Each device needs a SIP account to make and receive SIP calls.

Akuvox intercom devices support the configuration of two SIP accounts, which can be registered under two independent servers.

Click [here](#) to view the SIP account registration example.

Register the SIP account on the **Account > Basic** interface.

SIP Account	
Status	Unregistered
Account	Account 2 ▼
Account Enabled	☐
Display Label	
Display Name	
Register Name	
Username	
Password	*****

- **Status:** Indicate whether the SIP account is registered or not.
- **Account 1/Account 2:** The door phone supports 2 SIP accounts.
 - Account 1 is the default account for call processing. Also, it will be utilized when the Akuvox SmartPlus cloud service is activated.
 - The system switches to Account 2 if Account 1 is not registered.
- **Display Label:** The label of the device.
- **Display Name:** The designation for Account 1 or 2 is to be shown on the calling device's screen.
- **Register Name:** Same as the username from the PBX server.
- **Username:** Same as the username from the PBX server for authentication.
- **Password:** Same as the password from the PBX server for authentication.

Tip

When the device is connected to the SmartPlus Cloud, the display label, register name, and username will show its SIP number.

SIP Server Configuration

SIP servers enable devices to establish and manage call sessions with other intercom devices using the SIP protocol. They can be third-party servers or built-in PBX in Akuvox indoor monitor.

To set it up, go to the web **Account > Basic** interface.

Preferred SIP Server		
Server IP		Port 5060 (1024~65535)
Registration Period	1800	(30~65535s)

Alternate SIP Server		
Server IP		Port 5060 (1024~65535)
Registration Period	1800	(30~65535s)

- **Server IP:** Enter the server's IP address or its domain name.
- **Port:** Specify the SIP server port for data transmission.
- **Registration Period:** Define the time limit for SIP account registration. Automatic re-registration will initiate if the account registration fails within this specified period.

Outbound Proxy Server

An outbound proxy server is used to receive all initiating request messages and route them to the designated SIP server in order to establish a call session via port-based data transmission.

To set it up, go to the **Account > Basic > Outbound Proxy Server** interface.

Outbound Proxy Server

Outbound Enabled	☐		
Server IP		Port	5060 (1024~65535)
Backup Server IP		Port	5060 (1024~65535)

- **Server IP:** Enter the SIP proxy server's IP address.
- **Port:** Set the port for establishing a call session via the outbound proxy server.
- **Backup Server IP:** Enter the SIP proxy IP address to be used when the main proxy server malfunctions.
- **Port:** Set the proxy port for establishing a call session via the backup outbound proxy server.

Data Transmission Type

Akuvox intercom devices support four data transmission protocols: **User Datagram Protocol(UDP)**, **Transmission Control Protocol(TCP)**, **Transport Layer Security(TLS)**, and **DNS-SRV**.

Select the data transmission type on the **Account > Basic > Transport Type** interface.

Transport Type

Type	UDP
------	--

- **UDP:** An unreliable but very efficient transport layer protocol. It is the default transport protocol.
- **TCP:** A less efficient but reliable transport layer protocol.
- **TLS:** An encrypted and secure transport layer protocol. Select this option if you wish to encrypt the SIP messages for enhanced security or if the other party's server uses TLS. To use it, you need to [upload certificates for authentication](#).
- **DNS-SRV:** A DNS service record defines the location of servers. This record includes the hostname and port number of the server, as well as the priority and weight values that determine the order and frequency of using the server.

SIP Hacking Prevention

Internet phone eavesdropping is a network attack that allows unauthorized parties to intercept and access the content of the communication sessions between intercom users. This can expose sensitive and confidential information to the attackers. SIP hacking protection is a technique that secures SIP calls from being compromised on the Internet.

Enable SIP hacking prevention on the **Account > Advanced > Call** interface.

Call

Max Local SIP Port	5062	(1024~65535)
Min Local SIP Port	5062	(1024~65535)
Auto Answer	☒	
Prevent SIP Hacking	☐	

- **Prevent SIP Hacking:** Activate this feature to only receive calls from contacts in the whitelist. This protects users' private and secret information from potential hackers during SIP calls.

Keypad Setting

You can set the keypad to be applied for entering PIN codes or called numbers, or exclusively for PIN codes.

Set it up on the **Intercom > Basic > Keypad Setting** interface.



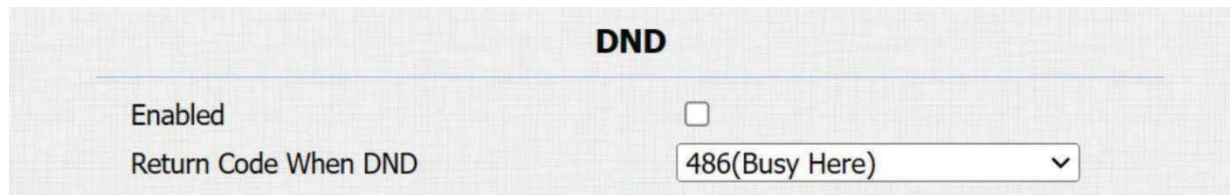
The screenshot shows the 'Keypad Setting' interface. At the top, the title 'Keypad Setting' is centered. Below the title, there is a horizontal line. Under the line, on the left, is the text 'Apply Keypad For'. On the right, there is a dropdown menu with the text 'Call Or PIN' and a downward arrow.

Call Settings

Do Not Disturb

The Do Not Disturb(**DND**) feature prevents unwanted incoming SIP calls, ensuring uninterrupted focus. It also allows you to set a code to be sent to the SIP server when rejecting a call.

To set it up, go to the **Intercom > Call Feature > DND** interface.



DND

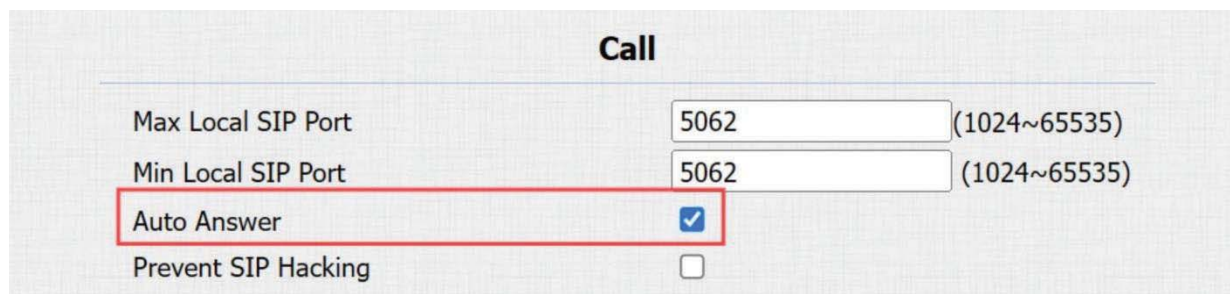
Enabled ☐

Return Code When DND 486(Busy Here) ▼

Call Auto-answer

Auto-answer feature allows the device to automatically pick up incoming calls without any manual intervention. You can also customize this feature by setting the time duration for auto-answering and choosing the communication mode between audio and video.

To enable the call auto-answer feature, go to the **Account > Advanced > Call** interface.



Call

Max Local SIP Port 5062 (1024~65535)

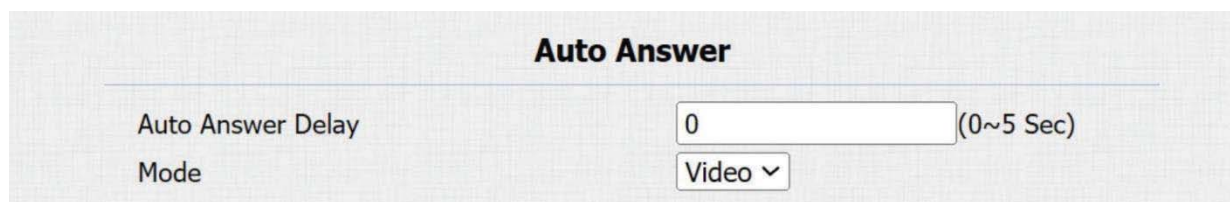
Min Local SIP Port 5062 (1024~65535)

Auto Answer ☒

Prevent SIP Hacking ☐

- **Auto Answer:** This option only applies to the SIP calls.

The auto-answer feature for IP calls is enabled by default. You can further set it up on the **Intercom > Call Feature > Auto Answer** interface. The settings here only apply to IP calls.



Auto Answer

Auto Answer Delay 0 (0~5 Sec)

Mode Video ▼

- **Auto Answer Delay:** Set the time interval for the call to be automatically picked up after ringing. For example, if you set the delay time to 5 seconds, the door phone will answer the call automatically after 5 seconds.
- **Mode:** Determine whether to auto-answer the call as a video or audio call.

Group Call

This feature allows users to call a group of contacts by a single press. The device supports local and SmartPlus-featured group calls. To learn about the detailed configuration, please click [here](#).

To set it up, go to the **Intercom > Basic** interface.

Manager Dial

Call Type

Group Call

▼

Call Timeout (Sec)

60

▼

(If the local group is not blank, then only the local numbers will be called.)

Group Call Number (Local)

Group Call

When Refused

End This Call Only

▼

- **Call Type:** Select Group Call.
- **Group Call Number(Local):** Enter the target numbers.
- **When Refused:**
 - **End All Calls:** The device will stop calling.
 - **End This Call Only:** The device will continue to call the next number.

Sequence Call

Sequence Call is a feature that allows you to dial a group of numbers in a predefined order until one of them answers. This feature is supported by Akuvox SmartPlus, which provides a set of sequence call numbers for the application. Please click [here](#) for the detailed configuration.

You can also set up the local sequence call numbers on the **Intercom > Basic** interface.

Manager Dial

Call Type

Sequence Call ▾

Call Timeout (Sec)

60 ▾

(If the local group is not blank, then only the local numbers will be called.)

Sequence Call Number(Local)

1st Call	
2nd Call	
3rd Call	
4th Call	
5th Call	
6th Call	
7th Call	
8th Call	
9th Call	
10th Call	

- **Call Type:** Select Sequence Call.
- **Call Timeout(Sec):** Determine the duration before calling the next number when the previous call is not answered.
- **Sequence Call Number(Local):** Enter the target numbers.

Call Hang up by Pressing the Push Button

You can enable or disable pressing the push button to hang up a call on the **Intercom > Basic > Push to Hang Up** interface.

Push To Hang Up

Enabled

☒

Multicast

Multicast is a one-to-many communication within a range. The door phone can act as a listener and receive audio from the broadcasting source.

To set it up, go to the **Intercom > Multicast** interface.

Multicast Setting

Paging Barge

Paging Priority

Disabled ▼

☒

Priority List

IP Address	Listening Address	Label	Priority
IP Address 1			1
IP Address 2			2
IP Address 3			3
IP Address 4			4
IP Address 5			5
IP Address 6			6
IP Address 7			7
IP Address 8			8
IP Address 9			9
IP Address 10			10

- **Paging Barge:** Determine how many multicast groups have higher priority than SIP calls. If disabled, SIP calls will have higher priority.
- **Paging Priority:** Decide whether to make multicast in order of priority.
- **Listening Address:** Enter the IP address. The listen address should be the same as the multicast address. The listening port and the multicast port cannot be the same for each IP address. Multicast IP address is from 224.0.0.0 to 239.255.255.255.

Note

Please contact Akuvox tech team for a valid multicast address.

- **Label:** Name the multicast group.

Maximum Dial Duration

Maximum Dial Duration is the time limit for incoming- and/or outgoing calls on the door phone. If configured, the door phone will automatically terminate the call if no one answers the call within the preset time, whether it is incoming or outgoing.

To set it up, go to the **Intercom > Call Feature > Max Dial Time** interface.

Max Dial Time

Max SIP/IP Dial In Time	60	(5~120 Sec)
Max SIP/IP Dial Out Time	60	(5~120 Sec)

- **Max SIP/IP Dial In Time:** Specify the maximum duration of an incoming call. The door phone will automatically end the incoming call if it is not answered within the preset time.
- **Max SIP/IP Dial Out Time:** Specify the maximum duration of an outgoing call. The door phone will automatically end the call it dialed out if there is no answer from the recipient within the preset time.

Note

The max dial time is affected by the SIP server's max dial time when users make SIP calls. The max call time should not exceed the dial duration of SIP server.

Maximum Call Duration

The door phone allows you to set up the call time duration in receiving the call from the calling device as the caller side might forget to hang up the intercom device. When the call time duration is reached, the door phone will terminate the call automatically.

To set it up, go to the **Intercom > Call Feature > Max Call Time** interface.

Max SIP/IP Call Time

Max SIP/IP Call Time	5	(2~30 Min)
----------------------	--------------------------------	------------

Note

The max call time is affected by the SIP server's max call time when users make SIP calls. The max call time should not exceed the call duration of SIP server.

Hang up After Opening Doors

This feature automatically ends the call once the door is released, allowing for the seamless reception of subsequent calls.

To set it up, go to the **Intercom > Call Feature > Hang Up After Opening Door** interface.

Hang Up After Opening Door

Type	DTMF Or HTTP	▼
Time Out (Sec)	5	(0~15 Sec)

- **Type:** Specify the door-opening method. If this specific method is used to release the door during a call, the door phone will end the call when the preset hang-up time is reached.
- **Time Out:** Specify the hang-up time limit. The door phone will automatically terminate the call when the specific time is reached after the door is opened.

Actions Triggered by Calling

You can set up actions triggered when the device is making a call on the **Intercom > Basic > Call Event** interface.

Call Event

Action To Execute FTP ☐ Email ☐ HTTP ☐

HTTP URL

- **Action To Execute:**
 - **FTP:** Send a screenshot to the [preconfigured FTP server](#).
 - **Email:** Send a screenshot to the [preconfigured Email address](#).
 - **HTTP:** When triggered, the HTTP message can be captured and displayed in the corresponding packets. To utilize this feature, enable the HTTP server and enter the message content in the designated box below.
- **HTTP URL:** Enter the HTTP message if selecting HTTP as the action to execute. The format is [http://HTTP server's IP/Message content](#).

Speed Dial

Speed dial is a function that allows you to make speedy calls by pressing the dial key on the keypad.

Set it up on the web **Intercom > Basic > Speed Dial** interface. Enter one SIP/IP number in one field.

Speed Dial

After the manager dial or speed dial is set up, you can set up relays to be triggered by pressing the manager dial key or the dial key.

Scroll down to the **Trigger Relay By Speed Dial or Manager Dial** section.

Trigger Relay By Speed Dial or Manager Dial

RelayID RelayA ☐ RelayB ☐

Speed Dial on Expansion Module

The device supports connecting with an extension unit, allowing you to set up more speed dial numbers. Users can press the key on the unit to call.



Set it up on the **Device > Extension Unit** interface.

Device-Extension Unit

If the local number is not blank, then only the local number will be called.

Extension Unit 1

Current Version : 7
Locate Module

Index	Label	Local Number	Auto-Discovery Number
1			
2			
3			
4			
5			
6			

Please make sure RS485 setting is set to Others mode

- **Locate Module:** When clicking it, the key light will flash three times at 500 ms intervals.
- **Label:** The key name, usually the callee's name.
- **Local Number:** The called device's IP/SIP number.
- **Auto-Discovery Number:** When the device is used in the [Self-Organizing Network Solution](#), the number of other intercom devices in the solution will be displayed.

Note

ONLY the device with firmware version 320.30.10.116 or higher support this feature.

Quick Dial by Number Replacement

The dial number replacement feature simplifies long and complex dial numbers of the device, providing shorter and more user-friendly alternatives for making calls. It allows the substitution of multiple dial numbers, such as IP addresses or SIP numbers, with a single, simplified number.

Set it up on the **Intercom > Dial Plan** interface. Click Add. You can add up to 500 rules.

The screenshot shows the 'Rules Modify >>' interface. At the top, there is a navigation bar with the following elements: 'Page 1' with a dropdown arrow, 'Add', 'Edit', 'Delete', 'Delete All', 'Prev', and 'Next'. Below this, the title 'Rules Modify >>' is displayed. The form contains the following fields:

- Account:** A dropdown menu currently showing 'Auto'.
- Name:** A text input field.
- Prefix:** A text input field.
- Replace 1:** A text input field.
- Replace 2:** A text input field.
- Replace 3:** A text input field.
- Replace 4:** A text input field.
- Replace 5:** A text input field.

At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'.

- **Account:** Select the dial-out account.
 - **Auto:** Dial-out using the registered account for SIP calls. When there are 2 registered accounts, Account 1 is the default.
 - **Account 1/2:** Dial out using the chosen account.
- **Prefix:** Specify a short number to replace the specified dialed numbers.
- **Replace 1/2/3/4/5:** Specify up to 5 numbers, which can be SIP numbers or IP addresses, to be replaced by the prefix. All these numbers will be called simultaneously when the caller dials the prefix.

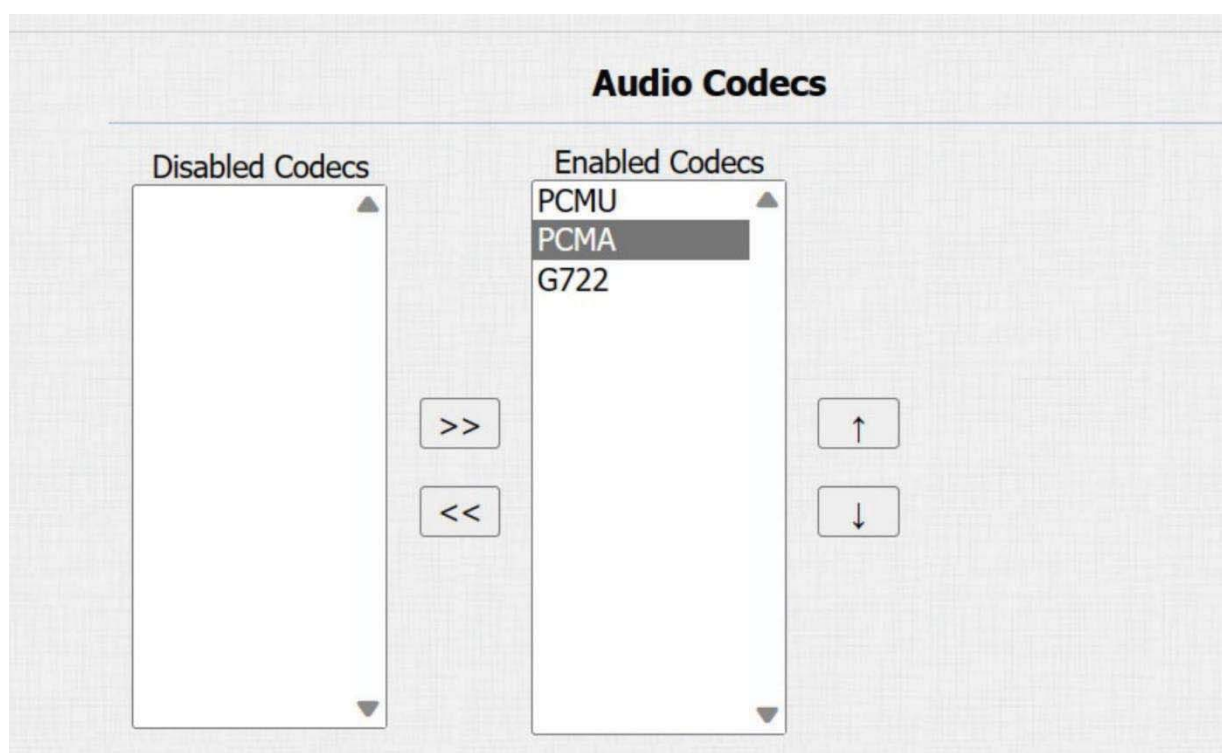
Audio & Video Codec Configuration

Audio Codec

The door phone supports three types of codecs (PCMU, PCMA, and G722) for encoding and decoding the audio data during the call session. Each codec varies in terms of sound quality. PCMU and PCMA are well-suited for traditional telephony and bandwidth-constrained environments, while G722 delivers better audio quality for more modern communication needs.

You can select the specific codec according to the actual network environment.

Set it up on the **Account > Advanced > Audio Codecs** interface.



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

Codec Type	Bandwidth Consumption	Sample Rate
PCMA	64 kbit/s	8kHz
PCMU	64 kbit/s	8kHz
G722	64 kbit/s	16kHz

Video Codec

The door phone supports the H264 codec that provides better video quality at a much lower bit rate with different video quality and payload.

Set it up on the **Account > Advanced > Video Codec** interface.

Video Codec	
Name	☒ H264
Resolution	720P ▼
Bitrate	1024 ▼
Payload	104 ▼

- **Name:** Check to enable the H264 video codec format for the door phone video stream.
- **Resolution:** Select the resolution from the provided options. The default is 720P(1280×720 pixels).
- **Bitrate:** The video stream bitrate ranges from 128 to 2048 kbps. The greater the bitrate, the more data is transmitted every second, and the clearer the video will be. The default code bitrate is 512.
- **Payload:** The payload ranges from 90 to 119 for configuring audio/video configuration files. The default is 104.

Video Codec for IP Calls

You can select the IP call video quality by selecting the proper codec resolution according to the network condition.

Set it up on the **Intercom > Call Feature > IP Video Parameters** interface.

IP Video Parameters	
Video Resolution	720P ▼
Video Bitrate	2048 kbps ▼
Video Payload	104 ▼

- **Video Resolution:** Select the resolution from the provided options. The default is 720P(1280×720 pixels).
- **Video Bitrate:** The video stream bitrate ranges from 64 to 2048 kbps. The default bitrate is 2048.
- **Video Payload:** The payload ranges from 90 to 119 for configuring audio/video configuration files. The default is 104.

Access Allowlist Configuration

The local contact information is used to initiate SIP or IP calls to users. Moreover, the contact list functions as a whitelist, allowing only listed numbers to open doors via DTMF during calls. The door phone can store up to 1,000 contacts.

You can search, create, edit, and delete the contacts in the allowlist.

Set it up on the **Directory > Directory Setting** interface.

Access Allowlist

Contacts

All Contacts ▼

Search

Search

Reset

Index	Name	Phone Number	Account	Floor	
1					☐
2					☐
3					☐
4					☐
5					☐
6					☐
7					☐
8					☐
9					☐
10					☐

Page 1 ▼

Prev

Next

Delete

Delete All

Contact Setting

Name
Phone Number
Account

Auto ▼

Floor

None

Add

Edit

Cancel

- **Name:** Name the contact.
- **Phone Number:** The phone number of the contact. It supports IP addresses and SIP numbers.
- **Account:** Select the account to receive the call from the contact.
- **Floor:** Specify the accessible floor(s) to the contact via [the elevator](#).

Cloud Call Permission Control

This option displays when the device is connected to the SmartPlus Cloud. It decides whether to link the SmartPlus user's permissions to open doors and make calls.

Enable/disable it on the **Directory > Directory Setting** interface. It is enabled by default.

Cloud Call Permission Control

Enabled



- When users are not authorized to open doors during a specific time and the Cloud Call Permission Control feature is enabled, their SmartPlus App and/or indoor monitors will not receive calls from the door phone.
- When this feature is disabled, even if users cannot open doors, they can receive the call.

Relay Setting

Local Relay

A local relay is an external unit that is physically nearby and directly connected to the intercom device. It allows the intercom system to trigger actions, such as unlocking a door, based on user input or authorization.

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

Relay			
Relay ID	RelayA ▼	RelayB ▼	
Relay Type	Default Status ▼	Default Status ▼	
Mode	Monostable ▼	Monostable ▼	
Trigger Delay(Sec)	0 ▼	0 ▼	
Hold Delay(Sec)	3 ▼	3 ▼	
DTMF Mode	1 Digit DTMF ▼		
1 Digit DTMF	0 ▼	1 ▼	
2~4 Digits DTMF	010	012	
Relay Status	RelayA: Low	RelayB: Low	
Relay Name	RelayA	RelayB	
Access Method	PIN ☒ RF Card ☒ NFC ☒ LPR Camera ☒	PIN ☒ RF Card ☒ NFC ☒ LPR Camera ☒	

- **Relay Type:** Determine the interpretation of the Relay Status regarding the state of the door:
 - **Default State:** A “Low” status in the Relay Status field indicates that the door is closed, while “High” indicates that it is open.
 - **Invert State:** A “Low” status in the Relay Status field indicates an opened door, while “High” indicates a closed one.
- **Mode:** Specify the conditions for automatically resetting the relay status.
 - **Monostable:** The relay status resets automatically within the relay delay time after activation.
 - **Bistable:** The relay status resets upon triggering the relay again.
- **Trigger Delay(Sec):** Set the delay time before the relay triggers. For example, if set to 5 seconds, the relay activates 5 seconds after pressing the Unlock button.
- **Hold Delay(Sec):** Determine how long the relay stays activated. For example, if set to 5 seconds, the relay remains to be opened for 5 seconds before closing.
- **DTMF Mode:** Set the digits of the DTMF code.

- **1 Digit DTMF:** Define the 1-digit DTMF code within the range(0-9 and *,#) when the DTMF Mode is set to 1-digit.
- **2~4 Digits DTMF:** Set the DTMF code based on the number of digits selected in the DTMF Mode.
- **Relay Status:** Indicate the states of the relay, which are normally open and closed. By default, it shows low for normally closed(NC) and high for Normally Open(NO).
- **Relay Name:** Assign a distinct name for identification purposes.
- **Access Method:** Check the access method that can trigger the relay.

Security Relay

The Security Relay, known as Akuvox SR01, is a product designed to bolster access security by preventing unauthorized forced entry attempts. Installed inside the door, it directly governs the door opening mechanism, ensuring that the door remains secure even in the event of damage to the device.



Click [here](#) to view how to set up the security relay.

To set up the security relay, go to **Access Control > Relay > Security Relay** interface.

Security Relay

Relay ID	Security Relay A
Connect Type	RS485
Trigger Delay(Sec)	0 ▼
Hold Delay(Sec)	5 ▼
1 Digit DTMF	2 ▼
2~4 Digits DTMF	013
Relay Name	Security Relay A
Access Method	PIN ☒ RF Card ☒ NFC ☒ LPR ☐ Camera ☒
Enabled	☐

- **Connect Type:** The connection type is RS485 by default.
- **Trigger Delay(Sec):** Set the delay time before the relay triggers. For example, if set to 5 seconds, the relay activates 5 seconds after pressing the Unlock button.
- **Hold Delay(Sec):** Determine how long the relay stays activated. For example, if set to 5 seconds, the relay remains to be opened for 5 seconds before closing.

- **1 Digit DTMF:** Define the 1-digit DTMF code within the range(0-9 and *,#) when the DTMF Mode in the Relay section above is set to 1-Digit.
- **2~4 Digits DTMF:** Set the DTMF code based on the number of digits selected in the DTMF Mode.
- **Relay Name:** Name the security relay. The name can be displayed in door-opening logs. When connecting to the SmartPlus Cloud, the Cloud server will automatically assign the relay name.
- **Access Method:** Check the access method that can trigger the security relay.
- **Test:** Click to send the signal to the SR01. When the door phone and SR01 are pairing, click Test to finish the matching.

Web Relay

A web relay has a built-in web server and can be controlled via the Internet or a local network. The device can use a web relay to either control a local relay, or a remote relay somewhere else on the network.



Click [here](#) to view how to set up web relay.

To set it up, go to **Access Control > Web Relay** interface.

Web Relay

Type	Disabled ▼
IP Address	
Username	
Password	*****

Web Relay Action Setting

Action ID	Web Relay Action	Web Relay Key	Web Relay Extension
Action ID 01			
Action ID 02			
Action ID 03			
Action ID 04			
Action ID 05			
Action ID 06			
Action ID 07			
Action ID 08			

- **Type:** Determine the type of relay activated when employing door access methods for entry.
 - **Disabled:** Only activate the local relay.
 - **Web Relay:** Only activate the web relay.
 - **Both:** Activate both the local relay and web relay. Typically, the local relay is triggered first, followed by the web relay.
- **IP Address:** The web relay IP address provided by the web relay manufacturer.
- **Username:** The user name provided by the web relay manufacturer.
- **Password:** The manufacturer-provided authentication key for the web relay. Authentication occurs via HTTP. Leaving the Password field blank indicates non-use of HTTP authentication. You can define the password using HTTP GET in the Web Relay Action field.
- **Web Relay Action:** Configure the actions to be performed by the web relay upon triggering. Enter the manufacturer-provided URLs for various actions, with up to 50 commands.

NOTE

If the URL includes full HTTP content (e.g., `http://admin:admin@192.168.1.2/state.xml?relayState=2`), it doesn't rely on the IP address that you entered above. However, if the URL is simpler (e.g., `state.xml?relayState=2`), the relay uses the entered IP address.

- **Web Relay Key:** Determine the methods to activate the web relay based on whether the DTMF code is filled.
 - Filling with the configured DTMF code restricts activation to card swiping and DTMF.
 - Leaving it blank enables all door-opening methods.
- **Web Relay Extension:** Specify the intercom device and the methods it can use to activate the web relay during calls.

- When an intercom device's IP/SIP is specified, only that device can trigger the web relay (except for via card swiping or DTMF) during calls.
- If left blank, all devices can trigger the relay during calls.

Access Control Schedule Management

A door access schedule lets you decide who can open the door and when. It applies to both individuals and groups, ensuring that users within the schedule can only open the door using the authorized method during designated time periods.

Create Door Access Schedule

You can create door access schedules for daily, weekly, or custom time periods.

Set it up on the web **Setting > Schedule** interface. You can add 100 local schedules.

Schedule Setting

Schedule Type

Normal ▼

Schedule Name

Date Range

20241125 - 20241125

Day of Week

Mon ☐

Tue ☐

Wed ☐

Thur ☐

Fri ☐

Sat ☐

Sun ☐

Check All ☐

Date Time

HH ▼

 :

MM ▼

 -

HH ▼

 :

MM ▼

Add

Reset

- **Schedule Type:**
 - **Normal:** Set the schedule based on the month, week, and day. It is used for a long period schedule.
 - **Weekly:** Set the schedule based on the week.
 - **Daily:** Set the schedule based on 24 hours a day.
- **Schedule Name:** Name the schedule.

Import and Export Door Access Schedule

In addition to creating door access a schedule separately, you can also conveniently import or export the schedules in order to maximize your door access schedule management efficiency.

To set it up, go to the **Setting > Schedule** interface. The import file should be in **XML** format.

Import/Export Schedules(.xml)

Choose File

No file chosen

Import

Export

Relay Schedule

The relay schedule allows you to set a specific relay to always open at a certain time. This is helpful for situations like keeping the gate open after school or keeping the door open during work hours.

To set up a relay schedule, go to the **Access Control > Relay > Relay Schedule** interface.

- **Schedule Enabled:** Assign particular door access schedules to the chosen relay. Simply move them to the Enabled Schedules box.

For instructions on creating schedules, kindly consult the [Create Door Access Schedule](#) section.

Holiday Schedule

You can define the holidays when users cannot open doors to enhance access control security. You can also set the Working Hours to allow authorized users to open doors.

Set it up on the **Setting > Holiday** interface. You can choose to view the local holidays, SmartPlus Cloud holidays, or both.

Click **Add** to set up a local holiday schedule.

Index	Source	Holiday Name	Repeat By Year	Edit
☐				
☐				
☐				

Calendar

Holiday Name
Repeat By Year
Year
Working Hours

☐
2025 ▾
☐

Clear

January

Mo	Tu	We	Th	Fr	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February

Mo	Tu	We	Th	Fr	Sa	Su
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

March

Mo	Tu	We	Th	Fr	Sa	Su
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April

Mo	Tu	We	Th	Fr	Sa	Su
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May

Mo	Tu	We	Th	Fr	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June

Mo	Tu	We	Th	Fr	Sa	Su
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

July

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	

August

Mo	Tu	We	Th	Fr	Sa	Su
			1	2	3	

September

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7

- **Holiday Name:** Enter the holiday name.
- **Repeat By Year:** Repeat the schedule every year.
- **Year:** Set the year and date of the holiday.
- **Working Hours:** When enabled, specify the time when authorized users can open doors.

Holiday Schedule Import/Export

You can import or export holiday schedules for quick setup on the **Setting > Holiday > Import/Export Holiday** interface.

The import/export file format is .xml.

Import/Export Holiday

Holiday Data (.xml)

Choose File

No file chosen

Import

Export

Door-opening Configuration

Unlock by Public PIN Code

There are two types of PIN codes for door access: public and private. A private PIN is unique to each user, while the public one is shared by residents in the same building or complex. You can create and modify both the public and private PIN codes.

Set it up on the web **Access Control > PIN Setting > Public PIN** interface.

Public PIN

Enabled	☐	
PIN Code	*****	(3~8 digits, press #PIN Code# to unlock)
Admin Code	*****	(Press *Admin Code# to modify the public PIN)

- **PIN Code:** Set 3-8 digit numbers for personnel to open doors.
- **Admin Code:** Set the PIN code for administrators. They can modify the public PIN code directly on the device by entering this code.

User-specific Access Methods

The private PIN code and RF card should be assigned to a particular user for door opening.

When adding a user, you can also customize settings such as defining the door access schedule to determine when the code is valid and specifying which relay to open.

To add a user, go to **Directory > User** interface and click **+Add**.

User Basic

User ID	1
Name	
Role	general user ▼

- **User ID:** The unique identification number assigned to the user.
- **Name:** The name of this user.
- **Role:** Define the user as a General User or an Administrator. The Admin card can be used to add a user card. Please refer to [Configure Admin Cards and User Cards](#) for detailed configuration.

Unlock by Private PINs

Find the private PIN section on the **Directory > User > Add** interface.

Private PIN

Code

- **Code:** Set a 2-8 digit PIN code solely for the use of this user. A user can have multiple codes. Separate each code by “,”.

You can enable/disable the use of the private PIN code on the web **Access Control > PIN Setting > Private PIN** interface.

Private PIN

Enabled ☒

Unlock by RF Cards

Find the RF Card section on the **Directory > User > Add** interface.

RF Card

Code

- **Code:** The card number that the card reader reads.

Note:

- Each user can have a maximum of 5 cards added.
- The device allows to add 5,000 users.
- RF cards operating at 125 KHz and 13.56 MHz frequencies are compatible with the door phone for access.
- R20K-L ONLY supports reading IC cards.

You can enable or disable the use of Admin Card on the **Access Control > Card Setting > Admin Card** interface.

Admin Card

Allow configuring from the device side ☐

You can enable or disable the IC/ID card function on the **Access Control > Card Setting > Card Type Support** interface.

Card Type Support

IC Support Enabled ☒

ID Support Enabled ☒

RF Card Code Format

To integrate the RF card door access with the third-party intercom system, you need to match the RF card code format with the one used by the third-party system.

To set it up, go to the **Access Control > Card Setting > RFID** interface.

RFID	
IC Card Display Mode	8HN ▼
ID Card Order	Normal ▼
ID Card Display Mode	8HN ▼
ID Card Reading Bytes	3 Bytes ▼

- **IC/ID Card Display Mode:** Set the card number format from the provided options. The default format in the device is 8HN.
- **ID Card Order:** Select **Normal** or **Reversed** ID card number reading order.
- **ID Card Reading Bytes:** Select the number of bytes read from the ID card.

Unlock by License Plate

Akuvox offers two main ways to identify vehicles and open gates.

- Use a [third-party LPR\(License Plate Recognition\) camera](#) to recognize the license plate of the vehicle.
- Use the [Akuvox long-range card reader ACR-CPR12](#) to recognize the UHF card attached to the vehicle's windshield.

To assign the license plate to a user, find the **License Plate** part on the **Directory > User > Add** interface.

License Plate	
Code	Duration
+Add	

- **Code:** The license plate information the device reads. One user can have 5 license plates at most.
- **Duration:** Enable/disable Long-term Vehicle. It is enabled by default. If disabled, specify when the vehicle can enter or exit the parking lot.

Access Settings

After user information and RF card code are entered, you can scroll down to the **Access Setting** and configure RF card access control.

Access Setting

Relay

Web Relay

Floor No.

☒ Relay A ☐ Relay B

0

None

All Schedules

1001:Always
1002:Never

>>

<<

Enabled Schedules

1001:Always

Submit

Back to list

- **Relay:** The relay to be unlocked using the door-opening methods should be assigned to the user.
- **Web Relay:** Specify the ID of web relay action commands that you've configured on the [Web Relay](#) interface. A default value of 0 indicates that the web relay will not be triggered.
- **Floor No.:** Specify the floor(s) that are accessible to the user via the elevator.
- **Schedule:** Grant the user access to open designated doors during preset periods by relocating the desired schedule(s) from the left box to the right one. Besides custom schedules, there are 2 default options:
 - Always: Allows door opening without limitations on door open counts during the valid period.
 - Never: Prohibits door opening.

Import/Export User Data

After adding users, you can export the user data and import it into another intercom device for quick management. The device supports 5,000 users.

On the **Directory > User** interface, scroll to the **Import/Export User** section. If the file is encrypted, enter the password in the **AES Key For Import** box.

Import/Export User

User Data (.tgz)

AES Key For Import

Choose File

No file chosen

Import

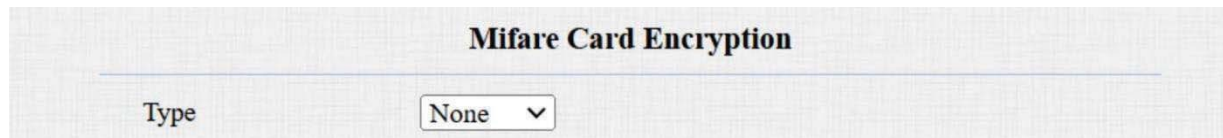
Export

Mifare Card Encryption

The device can read encrypted Mifare cards for greater security. When this feature is enabled, it reads the data in the cards' designated sectors and blocks, not the UID.

Click [here](#) to view the details of encrypting and reading Mifare cards.

Set it up on the **Access Control > Card Setting > Mifare Card Encryption** interface.



- **Classic:**
 - **Sector/Block:** Specify the location where encrypted card data is stored. A Mifare card has 16 sectors (numbered 0 to 15), and each sector has 4 blocks (numbered 0 to 3).
 - **Block Key:** Set a password to access the data stored in the predefined sector/block.
- **Plus:** You can set up three choices. This means you can use three types of Mifare Plus cards. When swiping a card, as long as one of the choices matches its SL key, the card code in the block you specified will be output.
 - **Block:** Specify the block(s) to be read.
 - **SL3:** The key number within 32 bits.
- **DESFire:**
 - **App ID:** A 6-digit hexadecimal number
 - **File ID:** The ID of the encrypted file of the app, which can be a number from 0 to 16.
 - **Crypto:** The encryption method.
 - **Read Key:** The file key.
 - **Key Index:** The index number for the key, which can be a number from 0 to 11.
 - **Byte Order:** The byte reading order. The default is **MSB**. The device starts reading bytes after performing **Data Offset** and **Data Length**.
 - **MSB:** Most Significant Bit means the reading order is normal(from left to right).
 - **LSB:** Least Significant Bit means the reading order is reversed(from right to left).
 - **Data Offset:** Define from which byte position to start reading data, with a range of 0 to 43. The default is 0.
 - **Data Length:** Define the length of valid byte data, with a range of 1 to 8. The default is 4.

Unlock by NFC

NFC (Near Field Communication) is a popular way for door access. It uses radio waves for data transmission interaction. The device can be unlocked by NFC. You can keep the mobile phone closer to the device for door access.

Enable the NFC function on the **Access Control > Card Setting > Contactless Smart Card** interface.



Note

- The NFC feature is not available on iPhones.
- Please refer to [Open the Door via NFC](#) for detailed configuration.

Actions Triggered by Swiping Cards

You can set up the actions triggered by swiping cards to open doors on the **Access Control > Card Setting > Card Event** interface.

Card Event

Action To Execute FTP ☒ Email ☐ HTTP ☐

HTTP URL

- **Action To Execute:**
 - **FTP:** Send a screenshot to the [preconfigured FTP server](#).
 - **Email:** Send a screenshot to the [preconfigured Email address](#).
 - **HTTP:** When triggered, the HTTP message can be captured and displayed in the corresponding packets. To utilize this feature, enable the HTTP server and enter the message content in the designated box below.
- **HTTP URL:** Enter the HTTP message if selecting HTTP as the action to execute. The format is [http://HTTP server's IP/Message content](#).

Access Authentication Mode

The door phone allows dual authentication for door access, using a combination of two methods. When the mode is set up, users must unlock the door in the order of the chosen methods.

Set it up on the web **Access Control > Relay > Access Authentication Mode** interface.

Access Authentication Mode

Authentication Mode Any Method ▼

Entry Restriction ☐

- **Authentication Mode:**
 - **Any Method:** Allows all access methods.
 - **RF Card + PIN:** Swipe the RF card first, then enter the PIN code.

Unlock by DTMF Code

Dual-tone multi-frequency signaling(**DTMF**) is a way of sending signals over phone lines by using different voice-frequency bands. Users can use the DTMF function to unlock the door for visitors during a call by either typing the DTMF code on the soft keypad, or tapping the unlock tab with the DTMF code on the screen.

To configure DTMF codes, go to **Access Control > Relay** interface.

Relay			
Relay ID	RelayA ▼	RelayB ▼	
Relay Type	Default Status ▼	Default Status ▼	
Mode	Monostable ▼	Monostable ▼	
Trigger Delay(Sec)	0 ▼	0 ▼	
Hold Delay(Sec)	3 ▼	3 ▼	
DTMF Mode	1 Digit DTMF ▼		
1 Digit DTMF	# ▼	1 ▼	
2~4 Digits DTMF	010	012	
Relay Status	RelayA: Low	RelayB: Low	
Relay Name	Relay1	RelayB	
Access Method	PIN ☒ RF Card ☒ NFC ☒	PIN ☒ RF Card ☒ NFC ☒	

- **DTMF Mode:** Set the number of digits for the DTMF code.
- **1 Digit DTMF:** Define the 1-digit DTMF code within the range(0-9 and *,#) when the DTMF Mode is set to 1-digit.
- **2-4 Digit DTMF:** Set the DTMF code based on the number of digits selected in the DTMF Mode.

Note

To open the door with DTMF, the intercom devices that send and receive the unlock command must use the same mode and code. Otherwise, the DTMF unlock may fail. See [here](#) for the detailed DTMF configuration steps.

DTMF Data Transmission

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

DTMF Type Differences:

Inband	DTMF signals are transmitted within the same audio channel as voice data. Simple implementation but signal distortion may occur with highly compressed codecs (e.g., G.729).
RFC2833	Transmits DTMF as special event packets over RTP (Real-Time Transport Protocol), known as out-of-band transmission. Reliable and unaffected by codecs.
Info	Sends DTMF signals via SIP (Session Initiation Protocol) signaling channel. Separate from voice transmission, ensuring audio quality.
Info+Inband	Combines Info and Inband methods.
Info+RFC2833	Combines both Info and RFC2833 methods.
Info+Inband+RFC2833	All three methods are used simultaneously.

Set it up on the **Account > Advanced > DTMF** interface.

DTMF

Type	RFC2833 ▼
How To Notify DTMF	Disabled ▼
Payload	101 (96~127)

- **Type:** Select from the following options: **Inband**, **RFC2833**, **Info**, **Info+Inband**, **Info+RFC2833**, based on the specific DTMF transmission type of the third-party device to be matched with as the party for receiving signal data.
- **How to Notify DTMF:** Select **Disabled**, **DTMF**, **DTMF-Relay**, or **Telephone-Event** according to the specific type adopted by the third-party device. You are required to set it up only when the third-party device to be matched with adopts **Info** mode.
- **Payload:** Set the payload according to the specific data transmission payload agreed on between the sender and receiver during the data transmission.

DTMF White List

To secure door access via DTMF codes, you can set up the DTMF whitelist on the device web **Access Control > Relay > Open Relay Via DTMF** interface so that only the caller numbers you designated in the door phone can use the DTMF code to gain door access.

Open Relay Via DTMF

Assigned The Authority For	Only Contacts List ▼
----------------------------	----------------------

- **Assigned The Authority For:** Specify the contacts authorized to open doors via DTMF:
 - **None:** No numbers can open doors using DTMF.
 - **Only Contacts List:** Doors can be opened by numbers added to the door phone's [contact list](#) and pressing the push button.
 - **All Numbers:** Any numbers can unlock using DTMF.

Unlock by HTTP Commands

The device supports remote door unlocking via an HTTP command. Simply enable this feature and input the HTTP command (URL) for the device. This will trigger the relay and open the door, even if the users are away from the device.

Set it up on the **Access Control > Relay > Open Relay Via HTTP** interface.

Open Relay Via HTTP

Enabled	☐
Session Check	☐
Username	
Password	*****

- **Session Check:** Enable to enhance data transmission security.
- **Username:** Set a username for authentication in HTTP command URLs.
- **Password:** Set a password for authentication in HTTP command URLs.

Tip

Here is an HTTP command URL example for relay triggering.

Device's IP **Preset credentials for authentication**

http://192.168.35.127/fcgi/do? action=OpenDoor&UserName=admin&Password=123456DoorNum=1

ID of Relay to be triggered

Note

The HTTP format for relay triggering varies depending on whether the door phone's high secure mode is enabled. Please refer to this how-to guide [Opening the Door via HTTP Command](#) for more information.

Unlock by Exit Button

When users need to open the door from inside by pressing the Exit button, you need to set up the Input terminal that matches the Exit button to activate the relay for the door access.

Click [here](#) to watch the instruction video.

To set it up, go to the **Access Control > Input** interface.

Input A

Enabled	☒
Trigger Electrical Level	Low ▼
Action To Execute	FTP ☐ Email ☐ HTTP ☐ SIP Call ☐
HTTP URL	
Action Delay	0 (0~300 Sec)
Action Delay Mode	Unconditional ▼
Execute Relay	RelayA ▼
Alarm Door Opened	☐
Door Status	DoorA: High

- **Enabled:** To use a specific input interface.
- **Trigger Electrical Level:** Set the input interface to trigger at a low or high electrical level.
- **Action To Execute:** Set the desired actions that occur when the specific Input interface is triggered.
 - **FTP:** Send a screenshot to the [preconfigured FTP server](#).
 - **Email:** Send a screenshot to the [preconfigured Email address](#).
 - **SIP Call:** Call the [preset number](#) upon the trigger.

- **HTTP:** When triggered, the HTTP message can be captured and displayed in the corresponding packets. To utilize this feature, enable the HTTP server and enter the message content in the designated box below.
- **HTTP URL:** Enter the HTTP message if selecting HTTP as the action to execute. The format is http://HTTP server's IP/Message content.
- **Action Delay:** Specify how many seconds to delay executing the preconfigured actions.
- **Action Delay Mode:**
 - **Unconditional Execution:** The action will be carried out when the input is triggered.
 - **Execute If Input Still Triggered:** The action will be carried out when the input stays triggered. For example, if the door stays open after triggering input, an action such as an email will be sent to notify the receiver.
- **Execute Relay:** Specify the relay to be triggered by the actions.
- **Alarm Door Opened:** If enabled, an alarm will be triggered when the door-opening time exceeds a limit.
 - **Door Opened Timeout:** The door-opening time limit.
- **Door Status:** Display the status of the input signal.

Unlock by Pressing the Push Button

You can select the relay(s) to be triggered by pressing speed dial buttons or the push button on the **Intercom > Basic > Trigger Relay By Speed Dial or Manager Dial** interface.

Trigger Relay By Speed Dial or Manager Dial	
RelayID	RelayA ☐ RelayB ☐

Entry Restriction

You can limit users from opening the door repeatedly for a short time.

To set it up, go to the **Intercom > Relay > Access Authentication Mode** interface.

Access Authentication Mode	
Authentication Mode	Any Method ▼
Entry Restriction	☒
Restriction Time(Sec)	1800 (1~65535)

- **Restriction Time(Sec):** Specify the time within which the same user cannot open the door twice. For example, if it is set to 1800 seconds, the user cannot open the door again until 30 minutes later.

Monitor and Image

MJPEG and RTSP are the primary monitoring stream types discussed in this chapter.

MJPEG, or Motion JPEG, is a video compression format that uses JPEG images for each video frame. Akuvox devices display live streams on the web interface and capture monitoring screenshots in MJPEG format. Settings related to MJPEG determine video quality and the on/off status of the live stream function.

RTSP stands for Real Time Streaming Protocol. It can be used to stream video and audio from the third-party cameras to the device. You can add a camera's stream by adding its URL. The URL format of Akuvox devices is rtsp://Device's IP/live/ch00_0

ONVIF is an Open Network Video Interface Forum. It enables the device to scan and discover cameras or intercom devices with activated ONVIF functions. Live streams obtained through ONVIF are essentially in RTSP format.

MJPEG Image Capturing

You can take a monitoring image or check the monitoring video in MJPEG format with the device. To view the video stream, you need to turn on the MJPEG video function and choose the image quality.

To set it up, go to the **Surveillance > RTSP** interface.



MJPEG Video Parameters	
Enabled	☒
Video Resolution	VGA
Video Framerate	30 fps
Video Quality	90

- **Video Resolution:** Specify the image resolution, varying from the lowest CIF(352×288 pixels) to the highest 1080P(1920×1080 pixels).
- **Video Framerate:** Frames per second refers to how many frames are displayed in one second of video. The default frame rate is 30fps.
- **Video Quality:** The video bitrate ranges from 50 to 90.

You can set up the MJPEG authorization in the **RTSP Basic** section. It is enabled by default.

RTSP Basic	
Enabled	☒
RTSP Authorization Enabled	☒
MJPEG Authorization Enabled	☒
Authentication Mode	Digest
Username	admin
Password	*****

- **MJPEG Authorization Enabled:** Once enabled, accessing the door phone's real-time image or video by entering the URL into the browser requires verification of the Authentication Mode, User Name, and Password.

Tip

- To view a dynamic stream, use the URL http://device_IP:8080/video.cgi.
- For capturing a screenshot, use the following URLs, with the image formats varying accordingly:
 - http://device_IP:8080/picture.cgi
 - http://device_IP:8080/picture.jpg
 - http://device_IP:8080/jpeg.cgi

For example, if you want to capture the jpg format image of the door phone with the IP address 192.168.1.104, you can enter <http://192.168.1.104:8080/picture.jpg> in the web browser.

RTSP Stream Monitoring

The RTSP feature allows Akuvox indoor monitors, or third-party devices, to obtain the live stream from the door phone.

You can set up the RTSP authentication credentials and video parameters.

RTSP Basic Setting

You are required to set up the RTSP function on the device web **Surveillance > RTSP** interface in terms of RTSP Authorization, authentication, password, etc, before you can use the function.

RTSP Basic	
Enabled	☒
RTSP Authorization Enabled	☒
MJPEG Authorization Enabled	☒
Authentication Mode	Digest ▼
Username	admin
Password	*****

- **RTSP Authorization Enabled:** Once enabled, configure RTSP Authentication Mode, RTSP Username, and RTSP Password. These credentials are required for accessing the door phone's RTSP stream from other intercom devices like indoor monitors.
- **Authentication Mode:** It is Digest by default, which uses hashing instead of the easily reversible Base64 encoding. A token is used for verification.
- **Username:** Set the username for authorization.
- **Password:** Set the password for authorization.

RTSP Stream Setting

The RTSP stream can use either H.264 or Mjpeg as the video codec. If you choose H.264, you can also adjust the video resolution, bitrate, and other settings.

Set it up on the **Surveillance > RTSP > RTSP Stream** interface.

RTSP Stream	
RTSP Audio	☒
RTSP Video	☒
RTSP Video2	☒
Audio Codec	PCMU ▼
Video Codec	H.264 ▼
2nd Video Codec	H.264 ▼

- **RTSP Audio:** Decide whether the RTSP stream has sound.
- **RTSP Video:** Decide whether the RTSP stream has video. After enabling the RTSP feature, the video RTSP is enabled by default and cannot be modified.
- **RTSP Video2:** The device supports two RTSP streams.
- **Audio Codec:** Choose a suitable audio codec for RTSP audio.
- **Video Codec:** Specify the video compression formats.
 - **H.264:** Offer highly efficient compression but at a cost of higher latency and computational load.
 - **H.265:** Offer superior compression efficiency and support for higher resolutions, but it comes with higher computational requirements and potential compatibility issues.
 - **MJPEG:** Offer improved quality but inefficient compression.

You can set up the video parameters for H.264 and H.265 in the **H.264 And H.265 Video Parameters** section.

H.264 And H.265 Video Parameters	
Video Resolution	4CIF ▼
Video Framerate	30 fps ▼
Video Bitrate	2048 kbps ▼
2nd Video Resolution	VGA ▼
2nd Video Framerate	30 fps ▼
2nd Video Bitrate	512 kbps ▼

- **Video Resolution:** Specify the image resolution, varying from the lowest CIF(352×288 pixels) to the highest 1080P(1920×1080 pixels).
- **Video Framerate:** Frames per second refers to how many frames are displayed in one second of video. The default frame rate is 30fps.
- **Video Bitrate:** The amount of video data transferred in a specific duration of time. A higher video bitrate means a higher possible quality, but also higher file sizes and more bandwidth. The default is 2048 kbps.
- **2nd Video Resolution:** Specify the image resolution for the second video stream channel.
- **2nd Video Framerate:** Set the frame rate for the second video stream channel.
- **2nd Video Bitrate:** Set the bit rate for the second video stream channel. The default is 512 kbps.

RTSP OSD Setting

This feature is used to add a watermark to the RTSP video or picture.

Set it up on the web **Surveillance > RTSP > RTSP OSD Setting** interface.

RTSP OSD Setting	
Enabled	☒
OSD Color	White ▼
OSD Text	

- **OSD Color:** There are five color options, White, Black, Red, Green, and Blue, for RTSP watermark text.
- **OSD Text:** Customize the watermark text.

NACK

Negative Acknowledgment (**NACK**) indicates a failure or error in data transmission or processing. It is used to request retransmission or signal the failure to the sender for ensuring data integrity.

To enable NACK, navigate to the web **Intercom > Call Feature > Others** interface.

Others	
Return Code When Refuse	486(Busy Here) ▼
NACK Enabled	☐

- **NACK Enabled:** It can be used to prevent losing data packets in a weak network environment when discontinued and mosaic video images occur.

ONVIF

You can access the real-time video from the device's camera using the Akuvox indoor monitor or other third-party devices like Network Video Recorder(**NVR**). Enabling and setting up the ONVIF function on the device will allow its video to be visible on other devices.

Click [here](#) to view an example of using the ONVIF feature: the integration with Uniview NVR System.

To set it up, go to the **Surveillance > ONVIF** interface.

Basic Setting	
Discoverable	☒
Username	admin
Password	*****

- **Discoverable:** When enabled, the video from the door phone camera can be searched by other devices.
- **Username:** Set the username required for accessing the door phone's video stream on other devices. It is admin by default.
- **Password:** Set the password required for accessing the door phone's video stream on other devices. It is admin by default.

Tip

Once the settings are configured, to access the video stream on the third-party device, simply enter the ONVIF URL: `http://Device's IP:80/onvif/device_service`.

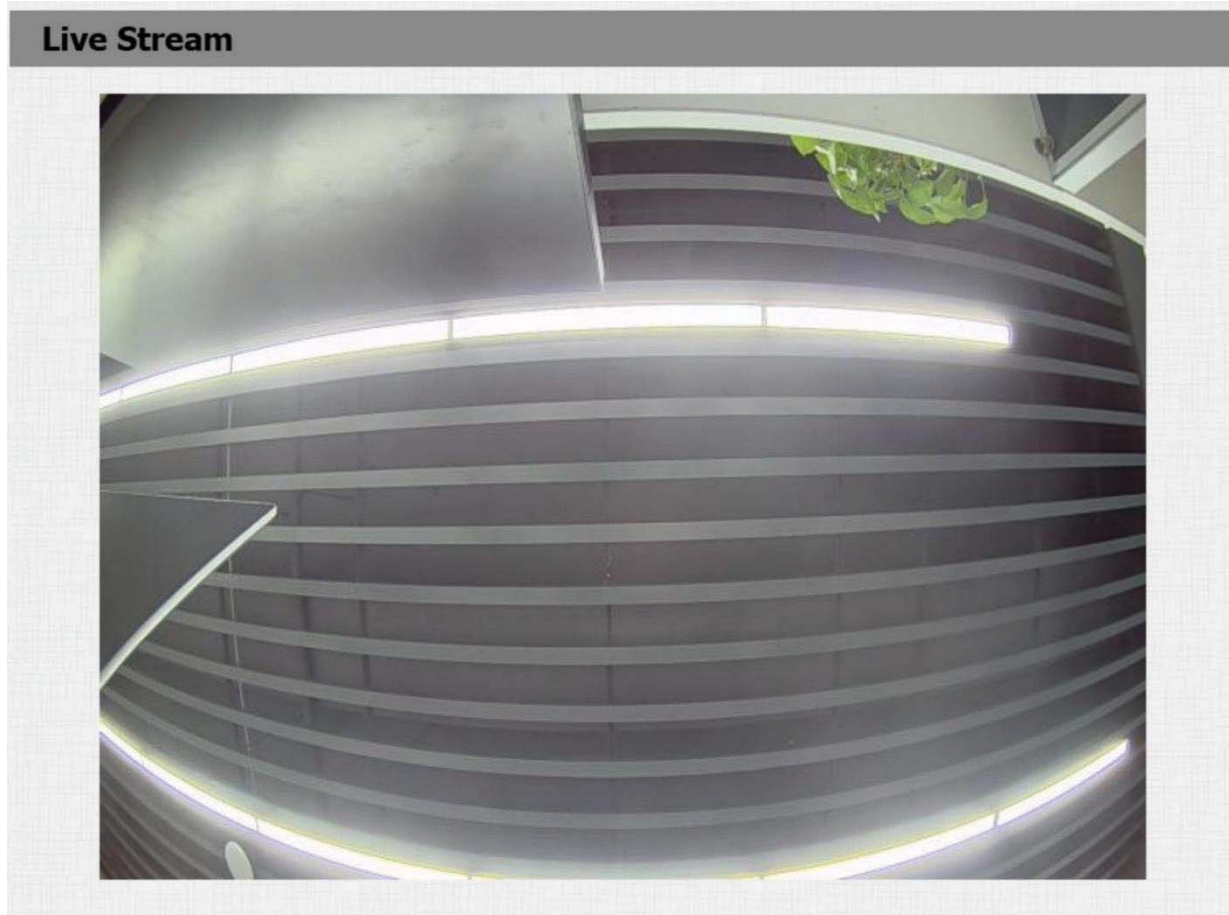
Some NVRs can send door-opening requests to the device and control door opening. You can enable or disable the function by turning on or off a switch on the same interface as the ONVIF feature.

Advanced Setting	
Milestone	☐

Live Stream

There are two ways to check the real-time video from the device. One is to go to the device web interface and view the video there. The other is to enter the correct URL on the web browser and access the video directly.

See the live stream on the device **Surveillance > Live Stream** interface. You are required to enter the username and password set on the **RTSP Basic** section before viewing the live stream.



Camera Mode

- High Dynamic Range (HDR) is a technology used in photography, videography, and display devices to enhance image quality by capturing a wider range of brightness and color.
- Linear refers to a straightforward representation of brightness in images. Linear images are commonly used in controlled lighting environments, such as indoor scenes, where consistent brightness is present.

To set it up, go to the **Device > Camera** interface.

HDR	
Enabled	☒

Linear	
Anti-Flicker Mode	Manual ▼
Anti-Flicker Frequency	50HZ ▼

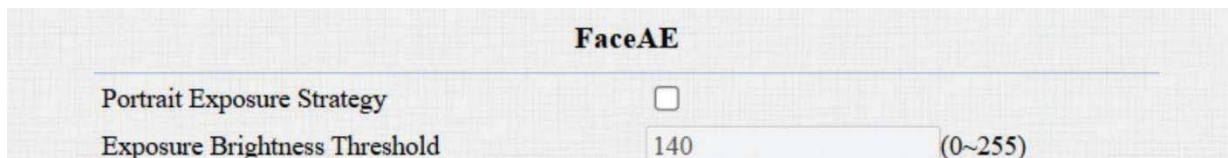
Camera Setting	
Sensor Framerate	25fps ▼

- **Anti-Flicker Mode:** The anti-flicker feature reduces or eliminates flickering in images or videos caused by varying light sources.
 - **Auto:** The device will switch automatically between 50Hz and 60Hz anti-flicker frequency.
 - **Manual:** Select the anti-flicker frequency manually.
 - **Off:** Disable the anti-flicker function.
- **Anti-Flicker Frequency:** Select the anti-flicker frequency between 50Hz and 60Hz.
- **Sensor Framerate:** Adjust the camera frame rate.
 - **30fps:** Better for applications needing higher smoothness.
 - **25fps:** Suitable for standard video recording and playback, especially under a 50Hz power frequency to minimize flicker.

Face Automatic Exposure

The FaceAE feature is used to adjust the exposure settings based on the lighting conditions, aiming to capture clear and well-exposed images of people.

To enable it, go to the **Device > Camera** interface.

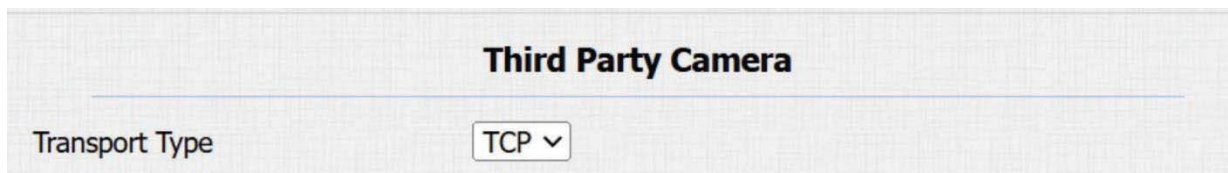


- **Exposure Brightness Threshold:** Define which areas of an image are considered "overexposed" based on brightness levels. When the threshold is close to 255, only very bright areas are considered overexposed.

Data Transmission Type for Third-party Camera

You can select the data transmission type between the device and a third-party camera when it is connected to the SmartPlus Cloud.

To set it up, go to the **Surveillance > RTSP > Third Party Camera** interface.



- **UDP:** An unreliable but very efficient transport layer protocol.
- **TCP:** A less efficient but reliable transport layer protocol. It is the default transport protocol.

Security

Tamper Alarm

The tamper alarm function prevents anyone from removing the device without permission. Akuvox devices support two types of tamper proof: gravity detection and button status detection.

Click [here](#) to view which type is supported by the device and learn the function details.

Set it up on the **System > Security > Tamper Alarm** interface.

Tamper Alarm

Enabled

Gravity Sensor Threshold

Trigger Options

☐

(0~127)

▼

- **Gravity Sensor Threshold:** The threshold for the gravity sensor sensitivity. The lower the value is, the easier the tamper alarm will be triggered. It is 32 by default.
- **Trigger Options:** Select what can be triggered when the gravity sensor is triggered.

Client Certificate Setting

Certificates ensure communication integrity and privacy. To use the SSL protocol, you need to upload the right certificates for verification.

Web Server Certificate

It is a certificate sent to the client for authentication when the client requests an SSL connection with the Akuvox door phone. Please upload the certificates in accepted formats.

Upload the Web Server Certificate on the **System > Certificate > Web Server Certificate** interface.

Web Server Certificate

Index	Issue To	Issuer	Expire Time	Delete
1	IPphone	IPphone	Sun Oct 9 16:00:00 2034	Delete

Web Server Certificate Upload(.PEM/.DER/.CER)

Choose File

No file chosen

Submit

Cancel

Client Certificate

This certificate verifies the server to the Akuvox door phone when they want to connect using SSL. The door phone verifies the server's certificate against its client certificate list.

Upload and configure the Client Certificate on the **System > Certificate > Client Certificate** interface.

Client Certificate

Index	Issue To	Issuer	Expire Time	
1				☐
2				☐
3				☐
4				☐
5				☐
6				☐
7				☐
8				☐
9				☐
10				☐

Delete
Cancel

Client Certificate Upload(.PEM/.DER/.CER/.CRT)

Index

Choose File

No file chosen

Auto ▾

Submit

Cancel

Only Accept Trusted Certificates

Disabled ▾

- **Index:**
 - Auto: The uploaded certificate will be displayed in numeric order.
 - 1 to 10: The uploaded certificate will be displayed according to the value selected.
- **Choose File:** Click Choose File to upload the certificate.
- **Only Accept Trusted Certificates:** When enabled, as long as the authentication succeeds, the door phone will verify the server certificate based on the client certificate list. If select Disabled, the door phone will not verify the server certificate, no matter whether the certificate is valid or not.

Upload TLS Certificate for SIP Account Registration

Before applying for a SIP account from a SIP or a DNS server using the TLS protocol, you'll need to [upload a certificate](#). This certificate is essential for server authentication.

To set it up, go to **System > Certificate** interface.

SIP Server Certificate

Index	Issue To	Issuer	Expire Time	Delete
1	akpbx	cloud.akuvox.com	Sun Sep 10 03:21:52 2049	Delete

SIP Server Certificate Upload(.PEM/.DER/.CER)

[Choose File](#)
No file chosen

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

Motion Detection

Motion Detection is a feature that allows unattended video surveillance and automatic alarms. It detects any changes in the image captured by the camera, such as someone walking by or the lens being moved, and activates the system to perform the appropriate action.

Set up motion detection on the **Surveillance > Motion** interface.

Motion Detection Options

Suspicious Moving Object Detection

Disabled

▼

Timing Interval

10

(0~120 Sec)

Action To Execute

Action To Execute

FTP ☐

Email ☐

SIP Call ☐

HTTP ☐

HTTP URL

Motion Detect Time Setting

Day

☒ Mon
 ☒ Tue
 ☒ Wed
 ☒ Thur

☒ Fri
 ☒ Sat
 ☒ Sun
 ☐ Check All

Start Time - End Time

00

 :

00

 -

23

 :

59

- **Suspicious Moving Object Detection:**

- **Disabled:** Turn off the motion detection function.
- **IR Detection:** When the infrared sensor detects moving objects, preset actions will be triggered.
- **Video Detection:** When the video camera detects moving objects, preset actions will be triggered.

When selecting Video Detection, you need to further set up the following options.

- **Detection Area:** You can specify three detection areas by pressing the left mouse button and drawing boxes.
- **Detection Accuracy:** The detection sensitivity. The greater the value is, the more accurate the detection is. The default value is 3.

- **Timing Interval:** Determine how to delay and trigger motion detection.
 - Timing Interval between 1–3 seconds: Only need 1 detection during this interval to trigger actions.
 - Timing Interval > 3 seconds (e.g., 10 seconds): To perform actions, require a second detection within the final 3 seconds of the interval (e.g., between 7–10 seconds for a 10-second interval) after the first detection.
 - The default interval is 10 seconds.
- **Action To Execute:** Set the desired actions that occur when suspicious movement is detected.
 - **FTP:** Send a screenshot to the [preconfigured FTP server](#).
 - **Email:** Send a screenshot to the [preconfigured Email address](#).
 - **SIP Call:** Call the [preset number](#) upon the trigger.
 - **HTTP:** When triggered, the HTTP message can be captured and displayed in the corresponding packets. To utilize this feature, enable the HTTP server and enter the message content in the designated box below.
- **HTTP URL:** Enter the HTTP message if selecting HTTP as the action to execute. The format is [http://HTTP server's IP/Message content](#).
- **Motion Detect Time Setting:** Specify the time when the motion detection setting is effective.

Security Notification

A security notification informs users or security personnel of any breach or threat that the device detects. For example, if the device detects something unusual, the system sends a notification to users or security through email, phone calls, or other methods.

To set up security notifications, go to **Setting > Action** interface.

Email Notification

Set up email notifications to receive screenshots of unusual motion from the device.

Click [here](#) to view how to set this feature up.

Set up the email in the Email Notification section.

Email Notification	
Sender's Email Address	
Receiver's Email Address	
SMTP Server Address	
SMTP User Name	
SMTP Password	*****
Email Subject	
Email Content	
Email Test	Email Test

- **SMTP Server Address:** The SMTP server address of the sender.
- **SMTP User Name:** The SMTP username is usually the same as the sender's email address.
- **SMTP Password:** The password of the SMTP service is the same as the sender's email address.
- **Email Test:** Used to test whether the email can be sent and received.

FTP Notification

To get notifications through FTP server, you need to set up the FTP settings. The door phone will upload a screenshot to the specified FTP folder if it senses any unusual motion.

Click [here](#) to view the configuration steps.

Set it up in the FTP Notification section.

FTP Notification	
FTP Server	
FTP User Name	
FTP Password	*****
FTP Test	FTP Test

- **FTP Server:** Set the address (URL) of the FTP server.
- **FTP User Name:** Enter the user name to access the FTP server.
- **FTP Password:** Enter the password to access the FTP server.
- **FTP Test:** Used for testing whether the FTP notification can be sent and received by the FTP server.

SIP Call Notification

In addition to FTP and Email notification, the door phone can also make a SIP call when some feature action is triggered.

Set it up in the **SIP Call Notification** section.

SIP Call Notification

SIP Call Number

SIP Caller Name

Action URL

You can use the device to send specific HTTP URL commands to the HTTP server for certain actions. These actions will be triggered when the relay status, input status, PIN code, or RF card access changes.

Akuvox Action URL:

No	Event	Parameter format	Example
1	Make Call	\$remote	Http://server ip/ Callnumber=\$remote
2	Hang Up	\$remote	Http://server ip/ Callnumber=\$remote
3	Relay Triggered	\$relay1status	Http://server ip/ relaytrigger=\$relay1status
4	Relay Closed	\$relay1status	Http://server ip/relayclose=\$relay1status
5	Input Triggered	\$input1status	Http://server ip/inputtrigger=\$input1status
6	Input Closed	\$input1status	Http://server ip/inputclose=\$input1status
7	Valid Code Entered	\$code	Http://server ip/validcode=\$code
8	Invalid Code Entered	\$code	Http://server ip/invalidcode=\$code
9	Valid Card Entered	\$card_sn	Http://server ip/validcard=\$card_sn
10	Invalid Card Entered	\$card_sn	Http://server ip/invalidcard=\$card_sn

For example: [http://192.168.16.118/help.xml?](http://192.168.16.118/help.xml?mac=$mac&ip=$ip&model=$model&firmware=$firmware&card_sn=$card_sn)

[mac=\\$mac&ip=\\$ip&model=\\$model&firmware=\\$firmware&card_sn=\\$card_sn](http://192.168.16.118/help.xml?mac=$mac&ip=$ip&model=$model&firmware=$firmware&card_sn=$card_sn)

Set up action URLs on the web **Setting > Action URL** interface. You can set up the username and password for authentication.

Setting-Action URL

Action URL

Enabled	☐
Username	
Password	*****
Make Call	
Hang Up	
RelayA Triggered	
RelayB Triggered	
RelayA Closed	
RelayB Closed	
InputA Triggered	
InputB Triggered	
InputA Closed	
InputB Closed	
Valid Card Entered	
Invalid Card Entered	

Voice Encryption

Secure Real-time Transport Protocol (SRTP) is a protocol derived from the Real-time Transport Protocol (RTP). It enhances the security of data transmission by providing encryption, message authentication, integrity assurance, and replay protection.

Set it up on the **Account > Advanced > Encryption** interface.

Encryption

Voice Encryption(SRTP)

Disabled

- **Voice Encryption(SRTP):** Choose Disabled, Optional, or Compulsory for SRTP. If **Optional** or **Compulsory** is selected, the voice during the call is encrypted, and you can grab the RTP packet to view it.

User Agent

User agent is used for identification purpose when you are analyzing the SIP data packet.

If the user agent is set to a specific value, users can see the information from PCAP. If the user agent is blank, by default, users can see the company name Akuvox, the model number, and the firmware version from PCAP.

Set it up on the web **Account > Advanced > User Agent** interface.

User Agent	
User Agent	

Emergency Action

This feature works with Akuvox SmartPlus Cloud. It keeps the door open when an emergency happens. You need to specify the Input that applies the feature.

Click [here](#) to view the detailed configuration of this feature.

Enable the emergency action function on the **System > Security > Emergency Action** interface.

Emergency Action	
Apply Setting To	☐ Input A ☐ Input B

Real-Time Monitoring

This feature displays the door status when the device is connected to the SmartPlus Cloud. Property managers and end users can check the door status respectively on the SmartPlus Property Manager platform and SmartPlus App. You need to specify the relay(s) or input(s) that apply this feature. Click [here](#) to see the detailed configuration.

To set it up, go to **System > Security > Real-Time Monitoring** interface.

Real-Time Monitoring	
Apply Setting To	None ▼

- **Apply Setting To:**
 - **None:** Not display door status.
 - **Input:** The door is opened by triggering the input.
 - **Relay:** The door is opened by triggering the relay.

Web Interface Automatic Log-out

You can set up the web interface's automatic log-out timing, requiring re-login by entering the user name and the passwords for security purposes or for the convenience of operation.

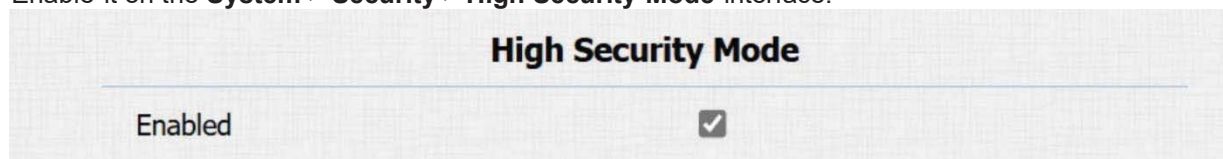
To set it up, go to **System > Security > Session Time Out** interface.

Session Time Out	
Session Time Out Value	900 (60~14400 Sec)

High Security Mode

High security mode is designed to enhance the security. It employs encryption across various facets, including the communication process, door opening commands, password storage methods, and more.

Enable it on the **System > Security > High Security Mode** interface.



Important Notes

1. The High Security mode is off by default when you upgrade the device from a version without the mode to one with it. But if you reset the device to its factory settings, the mode is on by default.

2. This mode makes the old version tools incompatible. You need to upgrade them to the following versions or higher to use them.

- PC Manager: 1.2.0.0
- IP Scanner: 2.2.0.0
- Upgrade Tool: 4.1.0.0
- SDMC: 6.0.0.34

3. The supported HTTP format for relay triggering varies depending on whether high secure mode is enabled or disabled.

If the mode is on, the device only accepts the new HTTP formats below for door opening.

- `http://username:password@deviceIP/fcgi/OpenDoor?action=OpenDoor&DoorNum=1`
- `http://deviceIP/fcgi/OpenDoor?action=OpenDoor&DoorNum=1`

If the mode is off, the device can use both the new formats above and the old format below:

- `http://deviceIP/fcgi/do?action=OpenDoor&UserName=username&Password=password&DoorNum=1`

4. It is not allowed to import/export configuration files in tgz. format between a device with the high security mode and another one without it. For assistance with file transfer, please contact Akuvox technical support.

Logs

Call Logs

To check calls—including dial-out, received, and missed calls—within a specific period, you can view the call log on the device's web interface. If needed, you can also export the call log from the device.

Check the call logs on the **Status > Call Log** interface. The device supports 200 call logs, which can be exported in CSV format.

Call Log

Save Call Log Enabled ☒

Call History All ▾ Hang Up

Time mm/dd/yyyy 📅 - mm/dd/yyyy 📅

Name/Number Search Export

Index	Type	Date	Time	Local Identity	Name	Number	☐
1							☐
2							☐
3							☐
4							☐
5							☐
6							☐
7							☐
8							☐
9							☐
10							☐
11							☐
12							☐
13							☐
14							☐
15							☐

Page 1 ▾
Prev
Next
Delete
Delete All

- **Call History:** There are four specific types of call logs: All, Dialed, Received, and Missed.
- **Time:** Search the desired call log by entering a certain period.
- **Name/Number:** Search the desired call log by entering the name and number.

Door Logs

To search and review various types of door access history, simply check the door logs on the device's web interface.

Go to the **Status > Access Log** interface. The device supports 200 door logs, which can be exported in CSV or XML format.

Door Log

Save Door Log Enabled ☒

Status All

Time mm/dd/yyyy - mm/dd/yyyy

Name/Code Search Export

Index	Name	Code	Type	Date	Time	Status	
1							☐
2							☐
3							☐
4							☐
5							☐
6							☐
7							☐
8							☐
9							☐
10							☐
11							☐
12							☐
13							☐
14							☐
15							☐

Page 1 Prev Next Delete Delete All

- **Status:** Display All, Successful and Failed door-opening records.
- **Time:** Search the desired call log by entering a certain period.
- **Name:** Display user name. If it is an unknown key or card, it will display Unknown.
- **Code:** If the door is opened by RF cards, the card code will be displayed. If the door is opened by an HTTP command, it will be empty.
- **Type:** Display the access methods.

Event Logs

The event logs record the key events such as the status change of input, relay, tamper alarm, etc. This helps track the status and changes of the device.

You can check the event logs on the **Status > Event Log** interface. The device supports up to 100,000 logs, which can be exported in CSV format.

Type

All

Time

mm/dd/yyyy



mm/dd/yyyy



Search

Export

Time	Type	Status
2025-02-11 06:18:44	Login	Account admin; Success; IP 192.168.35.18
2025-02-11 06:18:39	Login Attempt	Account admin; Failed; IP 192.168.35.18
2025-02-11 06:18:35	Login Attempt	Account admin; Failed; IP 192.168.35.18
2025-02-11 05:53:30	Config Change	Configuration Changed; Operator = admin
2025-02-11 05:53:29	Config Change	Configuration Changed; Operator = admin
2025-02-11 05:53:28	Config Change	Configuration Changed; Operator = admin
2025-02-11 05:53:27	Config Change	Configuration Changed; Operator = admin
2025-02-11 05:53:24	Login	Account admin; Success; IP 192.168.35.18
2025-02-11 05:53:13	Config Change	Configuration Changed; Operator =
2025-02-11 05:53:11	Config Change	Configuration Changed; Operator =

Integration with Third-Party Device

Integration via Wiegand

The Wiegand feature enables the Akuvox device to act as a controller or a card reader.

Set it up on the **Device > Wiegand** interface.

Wiegand

Wiegand Display Mode	8HN ▼
Wiegand Card Reader Mode	Wiegand-26 ▼
Wiegand Transfer Mode	Input ▼
Wiegand Input Clear Time	5 ▼
Wiegand Input Data Order	Normal ▼
Wiegand Output Basic Data Order	Normal ▼
Wiegand Output Data Order	Normal ▼
Wiegand Output CRC	Enabled ▼
Wiegand Open Relay	☐ Relay A ☐ Relay B ☐ Security Relay A

- **Wiegand Display Mode:** Select the Wiegand card code format from the provided options.
- **Wiegand Card Reader Mode:** The transmission format should be identical between the door phone and the third-party device. You can customize the card reader mode by selecting **Customize**, then further set up the following options:

Note

The Customize function ONLY works for **Input** Wiegand Transfer Mode.

- **Wiegand Display Mode:**
 - **HEX(Hexadecimal):** The default option. Base-16 numbering system that uses digits from 0 to 9 and letters from A to F.
 - **DEC(Decimal):** The base-10 numbering system that uses digits 0-9 only.
- **Total Number of Bits:** Define the bit number of the card data for processing. The range is from 1 to 128. The default is 26.
- **Card Number Length:** Specify the bits used to store the card number, limited by the **Total Number of Bits**. For example, when the total bit number is 26, you can specify a length between 1 and 26 to be read as a card code.
- **Use Site Code:** Set whether to use the site code. You may need to enable it when the third-party access control system requires the site code for processing the card's information.
When enabled, specify the bits read by the device, limited by the **Total Number of Bits**. For example, when the total bit number is 26, the range is from 1 to 26.
- **Parity Check(Even):** When enabled, the sum of selected bits must be even to pass verification. For example, when the second and third bits are selected and their sum is even, the parity check passes.