

Table of contents

Akuvox S539 Door Phone Administrator Guide

About This Manual	11
Product Overview	13
Changelog	14
Model Specification	15
Supported Card Types	15
Access the Device	17
Access the Device Settings	17
Gesture Control Setting	17
Access the Device Web Settings	20
Search for Your Desired Settings	23
Introduction to Configuration Menu	24
Language and Time	26
Language	26
On the Web	26
On the Device	27
Time	29

On the Web	29
On the Device	30
Volume and Tone	32
Volume Configuration	32
On the Web	32
On the Device	33
Upload Tones	33
Visitor-friendly Mode	35
Open Door Tone Mode	35
LED and LCD	36
Infrared LED Setting	36
On the Web	36
On the Device	36
Card Reader LED Control	38
LCD Screen Brightness	38
On the Web	38
On the Device	40
LED White Light	42
Screen Display	44
Home Screen Display	44

Villa Theme	47
Building Theme	49
Office Theme	50
Multi-factor Authentication Theme	51
Speed Dial Setting in Building/Office/Multi-factor Authentication Theme	53
Speed Dial Action In Building/Office/Multi-factor Authentication Theme	54
Language Setting Of The Building/Multi-factor Authentication Theme	54
Alphanumeric Theme	55
Dial Key Order	57
Text Prompt Display	57
Screensaver Settings	58
On the Web	58
On the Device	59
Upload Screensaver	60
Upload Device Booting Image	61
Upload Device Directory List Background Image	62
Upload Background of Dial Tips	63
Open Door Text Prompt	63
Appearance	64
Network Setting	66

Device Network Configuration	66
Device Local RTP Configuration	68
Device Deployment in Network	69
NAT Setting	70
Web HTTP Setting	71
Intercom Call Configuration	72
IP Call Configuration	72
IP Call Setup	72
Make IP Calls	72
SIP Call Configuration	73
SIP Account Registration	73
SIP Server Configuration	75
SIP Call DND & Return Code Configuration	76
Outbound Proxy Server	77
Data Transmission Type	78
SIP Hacking Protection	78
Voice Message	79
Call Settings	80
Quick Dial By Number Replacement	80
Call Auto-answer Configuration	81

Sequence Call	82
Group Call	83
Maximum Call Duration	84
Maximum Dial Duration	84
Hang Up After Open Door	85
Two-way Video Call	85
Audio and Video Codec Configuration	87
Audio Codec	87
Video Codec	88
Video Codec for IP Direct Calls	88
Contacts Configuration	90
Manage Contact Groups	90
Set up Contact Details	91
Contact List Display	92
Relay Setting	94
Local Relay	94
Web Relay	95
Security Relay	98
Upgrade SR01	100
Access Control Schedule Management	102

Create a Door Access Schedule	102
Import and Export Door Access Schedule	103
Relay Schedule	104
Holiday Schedule	106
Door-opening Configuration	108
Unlock By Public PIN	108
Virtual PIN	109
User-specific Access Methods	110
Unlock by Private PIN Code	111
Unlock by RF Card/Bkey	111
Unlock by License Plate	113
Unlock by Facial Recognition	113
Access Setting	115
Import/Export User Data	116
Access Authentication	117
Unlock by Bluetooth	119
Unlock by HTTP Command	120
Unlock by DTMF Code	122
DTMF Data Transmission	122
DTMF Whitelist	124

Unlock by QR Code	124
Unlock by Exit Button	125
Mifare Card Encryption	127
Contactless Smart Card	129
Monitor and Image	130
MJPEG Image Capturing	130
MJPEG Authorization	131
RTSP Stream Monitoring	132
RTSP Basic Setting	133
RTSP Stream Setting	133
RTSP OSD Setting	135
ONVIF	135
Live Stream	136
Data Transmission Type for Third-party Camera	137
Security	139
Tamper Alarm	139
Disarm Setting	140
Lock Security	141
Motion Detection	144
Motion Detection Triggered Actions	146

Security Notification	147
Email Notification	147
FTP Notification	148
TFTP Notification	148
SIP Call Notification	148
Action URL	149
Voice Encryption	152
User Agent	153
Web Interface Automatic Log-out	153
Client Certificate Setting	153
Web Server Certificate	154
Client Certificate	154
High Security Mode	155
Emergency Action	156
Real-time Monitoring	157
Logs	158
Call Logs	158
Door Logs	158
Event Logs	160
Integration with Third-party Devices	161

Integration via Wiegand	161
Facility Code Setting	163
Wiegand Virtual Door Mode	164
Integration via HTTP API	165
Integration via RS485	167
RS485 Virtual Door Mode	169
Power Output Control	169
Mobile Community	170
Integration with Control4	171
Lift Control	172
Akuvox Lift Controller	172
KONE Lift Controller	173
Mitsubishi Lift Controller	176
Firmware Upgrade	181
Auto-provisioning via Configuration File	182
Provisioning Principle	182
Configuration Files for Auto-provisioning	183
AutoP Schedule	184
Static Provisioning	185
DHCP Provisioning	187

PNP Configuration	189
Debug	191
System Log for Debugging	191
PCAP for Debugging	191
Remote Debug Server	192
Web Call	193
Ping	193
Network Probe	194
Backup	195
Password Modification	196
Modify Device Web Interface Password	196
Modify Security Questions	197
Modify System Password	198
System Reboot&Reset	199
Reboot	199
Reset	200

About This Manual



WWW.AKUVOX.COM



S539 DOOR PHONE Admin Guide

Thank you for choosing the Akuvox S539 series door phone. This manual is intended for administrators who need to properly configure the door phone. This manual applies to version 539.30.10.612, and it provides all the configurations for the functions and features of the S539 series door phone. Please visit the Akuvox forum or consult technical support for any new information or the latest firmware.

Product Overview

Akuvox S539 series products are Android-based SIP video door phones with touch screens. It incorporates audio and video communications, access control, and video surveillance. Its finely tuned Android OS, Cloud, and AI-based communication technology allow featured customization to better suit users' operation habits. S539 series multiple ports, such as RS485 and Wiegand ports, can be used to easily integrate external digital systems, such as elevator controllers and fire alarm detectors, helping to create a holistic control of the building entrance and its surroundings and giving you a great sense of security via a variety of access such as card access, NFC, Bluetooth, QR code and newly added voice control door access in an accompaniment with body temperature measurement. S539 series door phones are applicable to residential buildings, office buildings, and their complex.

Changelog

What's new in version 539.30.10.612:

- [Support integration with the ACMS Pro server.](#)
- [Support 2K image resolution.](#)

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

Model Specification

Model	S539
Touch Screen	✓
Relay In	3
Relay Out	3
Alarm In	X
RS485	✓
Card Reader	13.56MHZ & 125KHZ
Wi-Fi	X
Bluetooth	✓
Temperature Detection	Optional
Face Recognition	✓
LTE	X
USB	X
External SD Card	X

Supported Card Types

The device's firmware should be 539.30.10.316 or higher:

- Unencrypted ID Card:
 - EM4100
 - EM4200
- Unencrypted 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
- Felica Card
- 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)

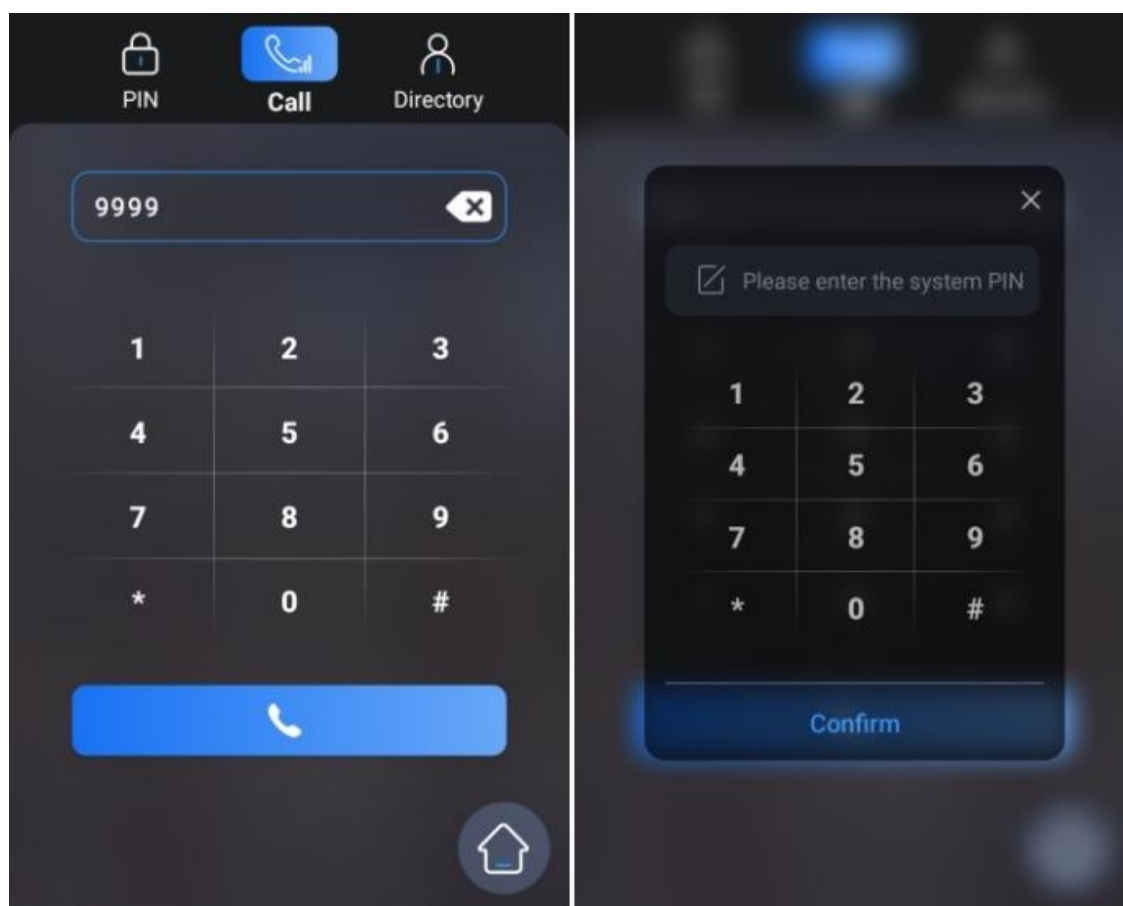
Access the Device

Door phones' system settings can be either accessed on the device or on its interface.

Access the Device Settings

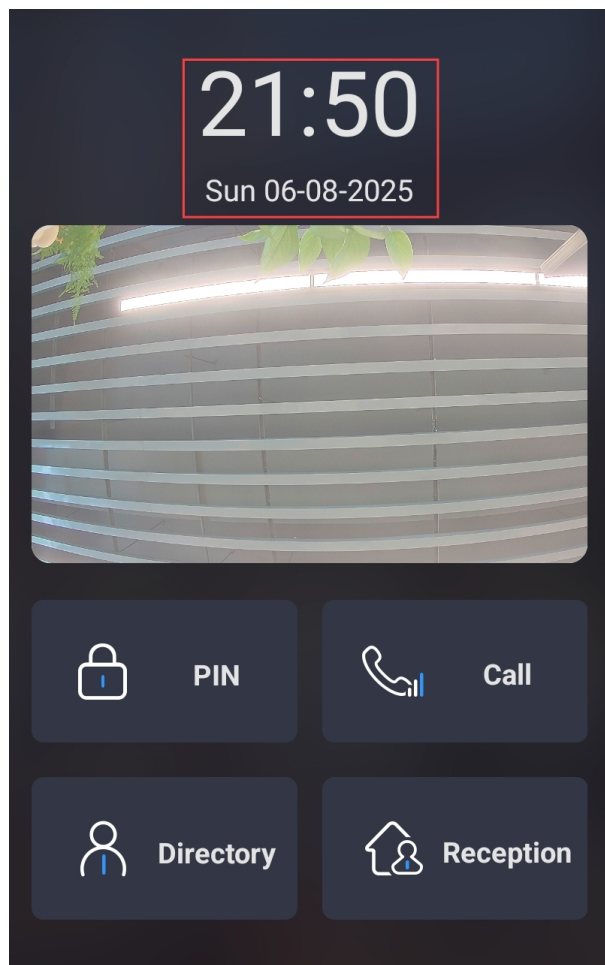
Before configuring the door phone, please make sure the device is installed correctly and connected to a normal network.

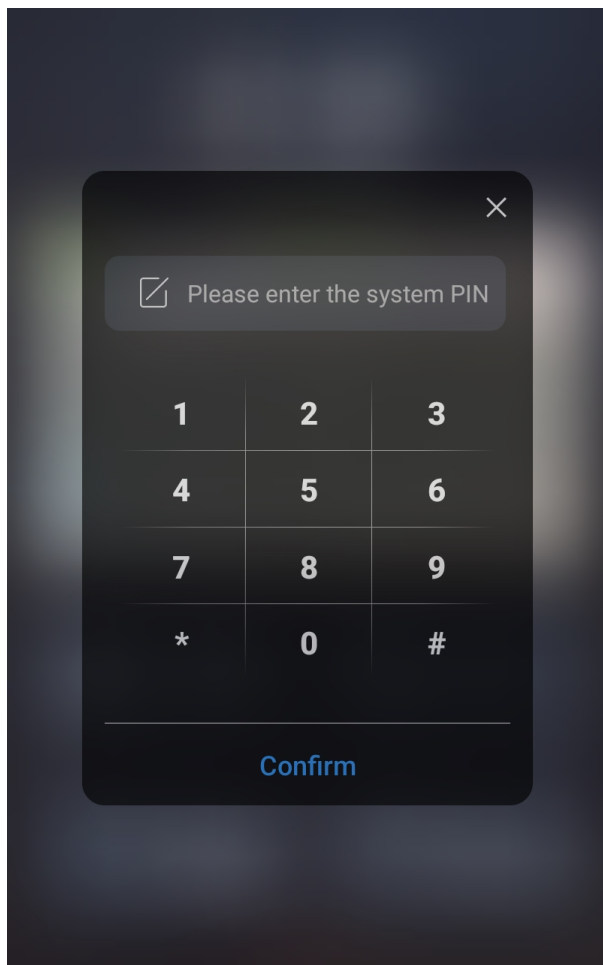
You can set up some basic settings on the device screen by pressing **9999 + Dial key + 3888** (password) on the **Dial** screen.



Gesture Control Setting

When the device is in the Building or Villa theme, tap on the time area ten times on the device's home screen to access the settings screen. The default password is 3888.





To enable the feature, navigate to the web **System > Security > Gesture Control** interface.

Gesture Control	
Enabled	☒

Note

See theme configuration in [Screen Display Configuration](#) chapter.

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.

Use the Akuvox IP scanner tool to search the device's IP address in the same LAN. Or, check the IP on the **Setting > System Info > Network** screen.



Note

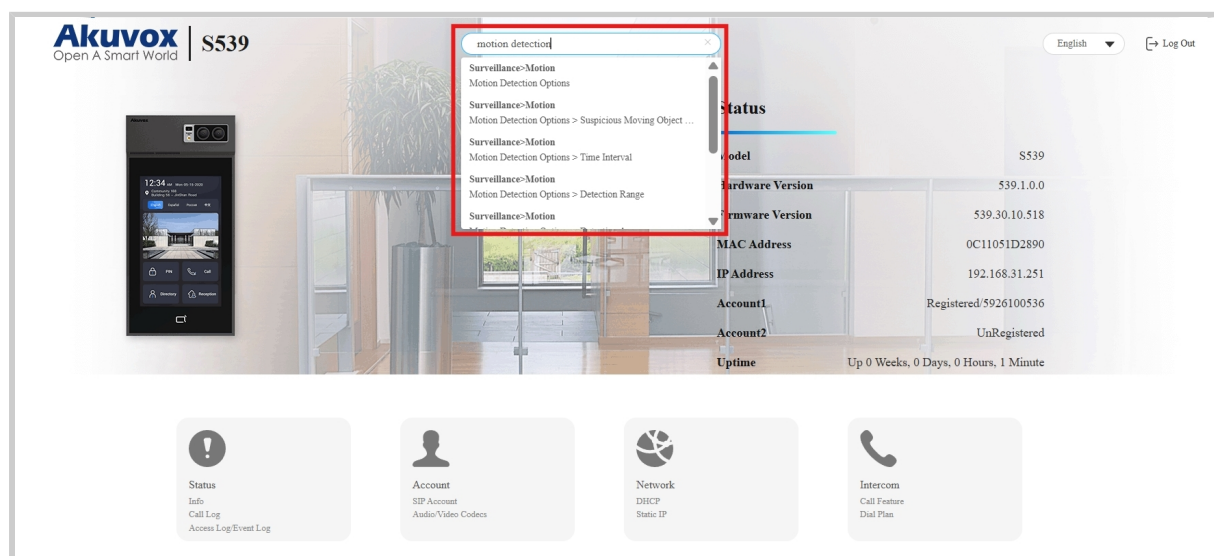
- Download IP scanner:
<https://knowledge.akuvox.com/docs/akuvox-ip-scanner?highlight=IP>
- See the detailed guide:
<https://knowledge.akuvox.com/v1/docs/en/how-to-obtain-ip-address-via-ip-scanner?highlight=IP%20Scanner>
- Google Chrome browser is strongly recommended.
- The initial user name and password are **admin** and please be case-sensitive.
- Your computer should be on the same network as the device.

Search for Your Desired Settings

Since version 539.30.10.518, S539 supports searching for features on its web portal.

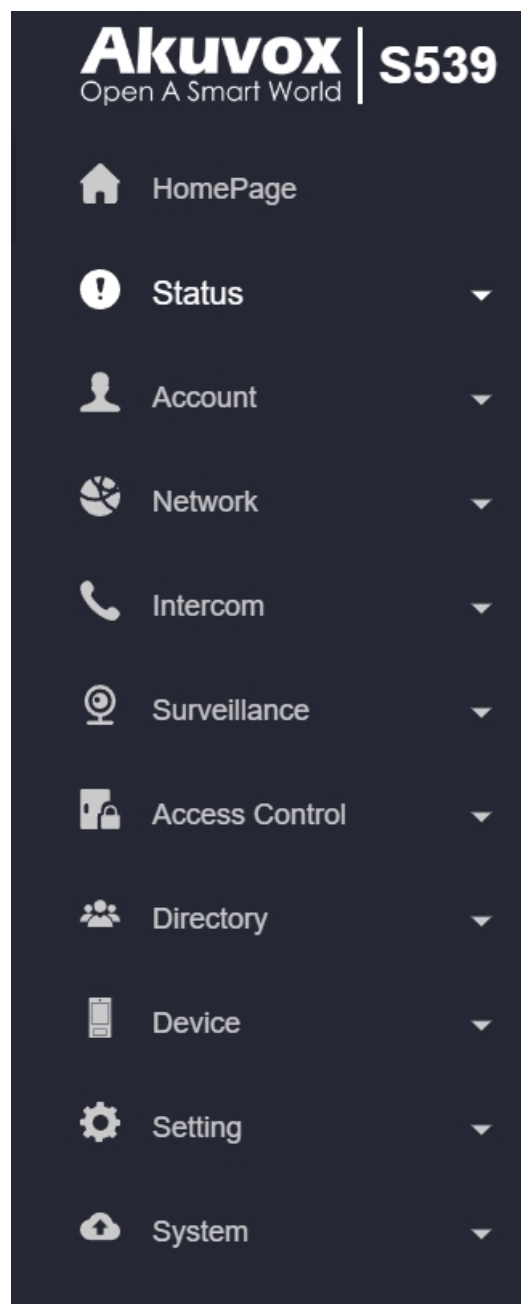
For example, if you want to search for motion detection, enter the value in the upper search box.

Then, select the desired option to redirect to the configuration interface.



Introduction to Configuration Menu

- **Status:** This section gives you basic information such as product information, network information, call log, and door log,
- **Account:** This section concerns the SIP account, SIP server, proxy server, transport protocol type, audio&video codec, DTMF, session timer, et
- **Network:** This section mainly deals with DHCP&Static IP setting, RTP port setting, device deployment, etc.
- **Intercom:** This section covers intercom settings, call features, dial plans, etc.
- **Surveillance:** This section covers motion detection, RTSP, MJPEG, ONVIF, live stream, etc.
- **Access Control:** This section covers input control, relay, card settings, face recognition settings, private PIN codes, etc.
- **Directory:** This section involves user management, RF card, PIN, face recognition management, and contact management.
- **Device:** This section includes light settings, LCD settings, audio settings, lift control, and Wiegand.
- **Setting:** This section includes time, language, action settings, schedule for access control, screen display, and HTTP API.
- **System:** This section covers firmware upgrade, device reset and reboot, configuration file auto-provisioning, fault diagnosis, security, PCAP, system log, web call, tamper alarm, and password modification.



Language and Time

Language

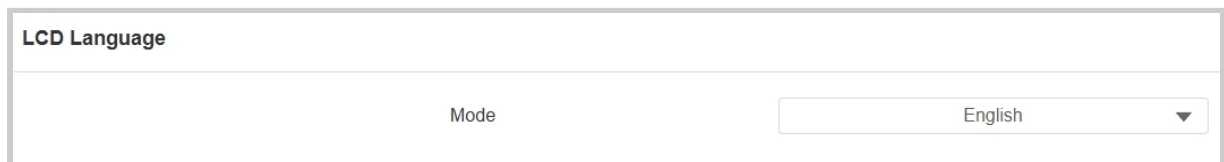
Set up the language during initial device setup or later through the device or web interface according to your preference.

On the Web

Select the LCD language on the **Setting > Time/Lang > LCD Language** interface.

The device LCD supports the following languages:

- English, Simplified Chinese, Spanish, Danish, Czech, French, Traditional Chinese, Turkish, Japanese, Ukrainian, Korean, Norwegian, Russian, Dutch, German, Polish, Arabic, and Italian.



The screenshot shows a web interface titled "LCD Language". Below the title, there is a label "Mode" and a dropdown menu currently displaying "English".

Switch the device's web language in the upper right corner.

The device web supports the following languages:

- English, Simplified Chinese, Traditional Chinese, Russian, Czech, Spanish, Turkish, Dutch, French, German, Korean, Danish, Polish, Italian, Japanese, Arabic, Norwegian, and Ukrainian.



The screenshot shows two buttons in a rounded rectangle. The first button is labeled "English" with a downward arrow icon. The second button is labeled "Log Out" with a right-pointing arrow icon.

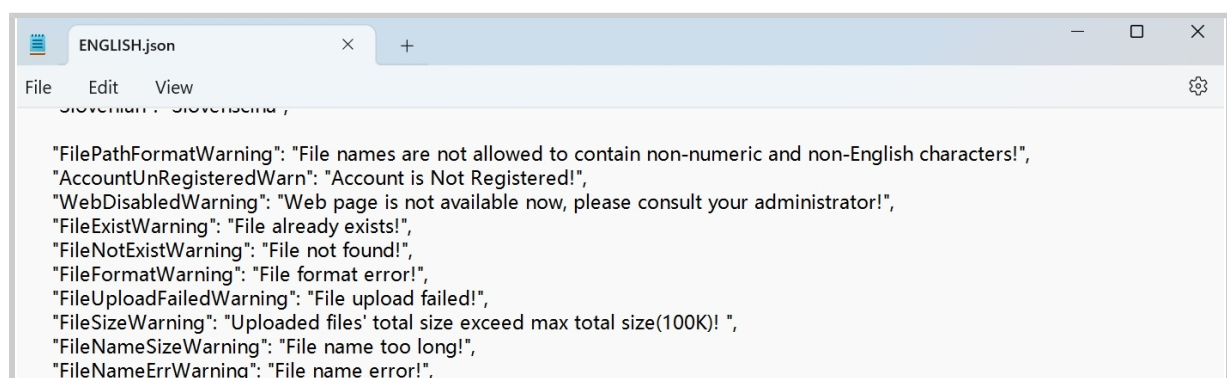
Custom Language

You can customize the configuration names and prompt texts on the device and its web portal such as the file name error warning.

Export the .json file for editing. You may edit it with the notepad on your computer.

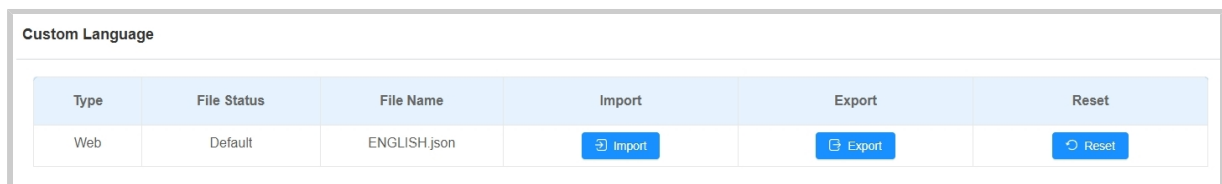
Import the .json file and its size should be smaller than 1 MB.

File Example:



```
ENGLISH.json
{
  "FilePathFormatWarning": "File names are not allowed to contain non-numeric and non-English characters!",
  "AccountUnRegisteredWarn": "Account is Not Registered!",
  "WebDisabledWarning": "Web page is not available now, please consult your administrator!",
  "FileExistWarning": "File already exists!",
  "FileNotExistWarning": "File not found!",
  "FileFormatWarning": "File format error!",
  "FileUploadFailedWarning": "File upload failed!",
  "FileSizeWarning": "Uploaded files' total size exceed max total size(100K)!",
  "FileNameSizeWarning": "File name too long!",
  "FileNameErrWarning": "File name error!"
}
```

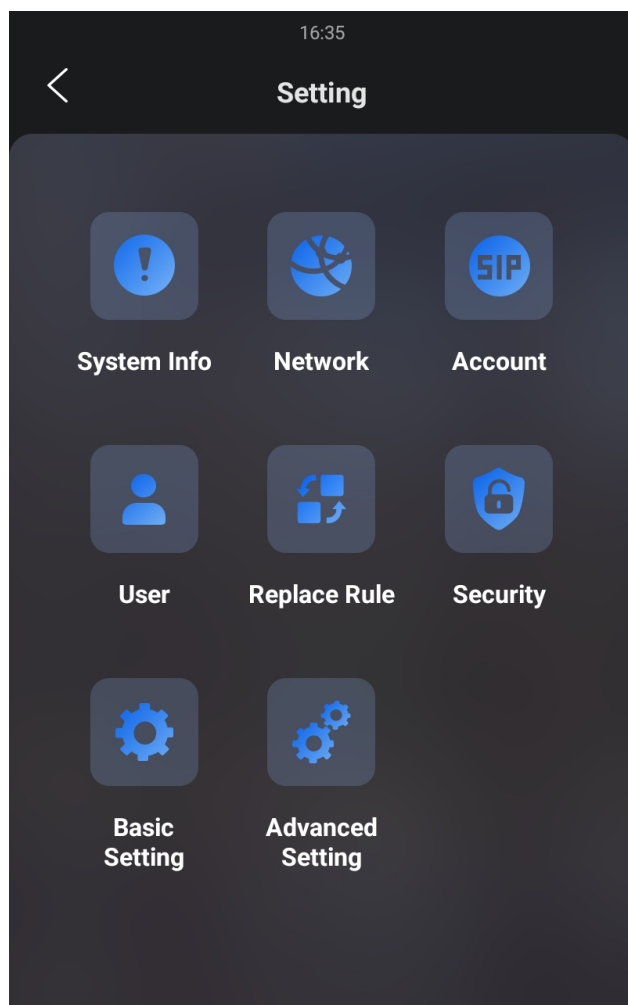
Set it up on the **Setting > Time/Lang > Words Of Language Upload** interface.

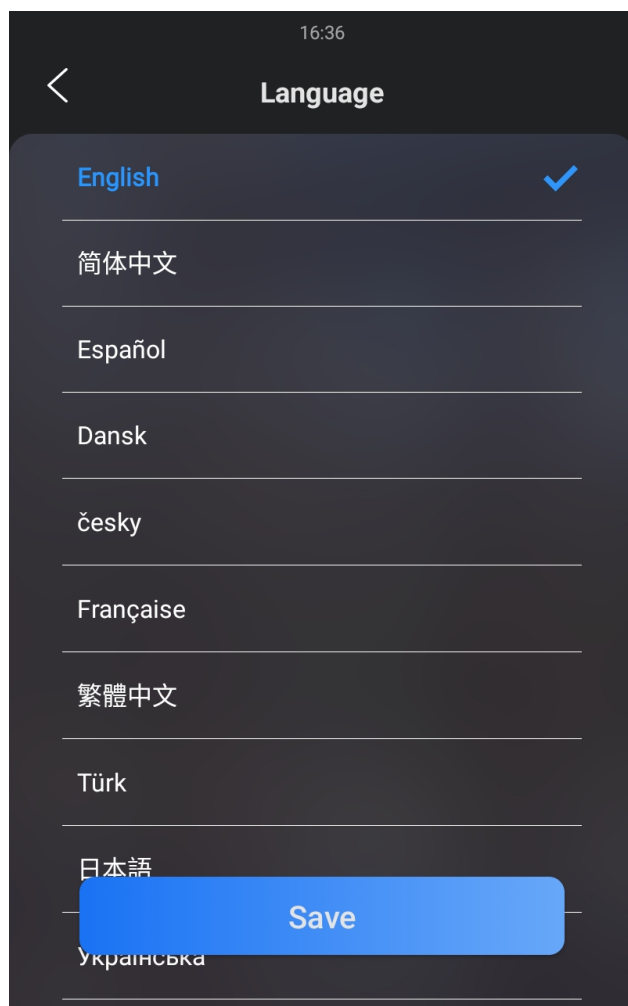


Type	File Status	File Name	Import	Export	Reset
Web	Default	ENGLISH.json	Import	Export	Reset

On the Device

You can select the LCD language on the **Setting > Basic Setting > Language** screen.





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.

On the Web

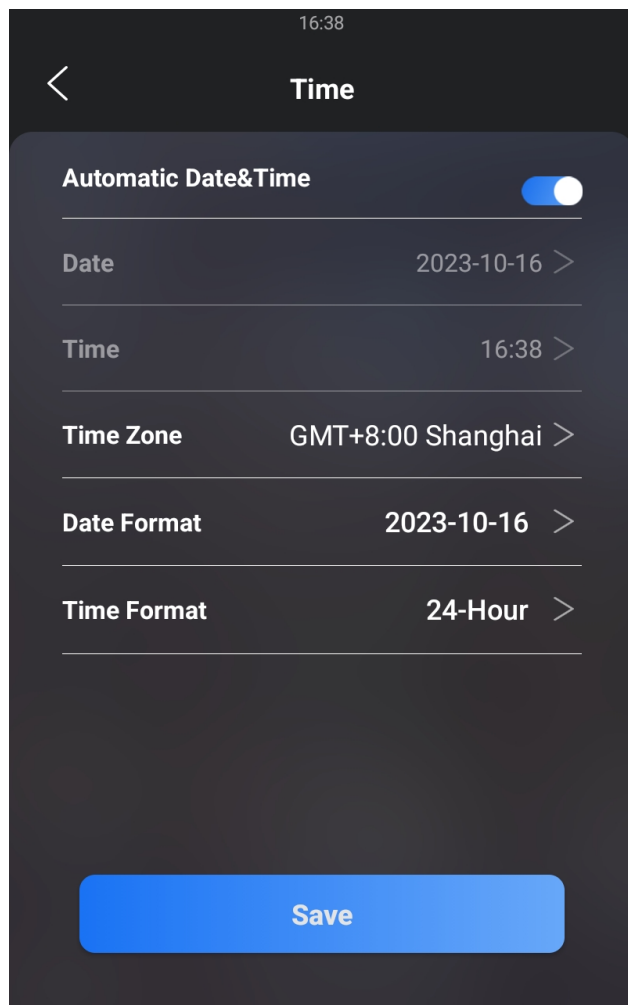
Set up time on the **Setting > Time/Lang > Time** interface.

Time	
Automatic Date&Time	☒
Time Zone	GMT-4:00 New_York ▼
Date Format	08-14-2024 ▼
Time Format	24Hour ▼
NTP Server	pool.ntp.org

- **Automatic Date & Time:** When enabled, the device's date and time are automatically set up and synchronized with the default time zone and the NTP server (Network Time Protocol).
- **NTP Server:** The NTP server address.

On the Device

Set up time on the **Setting > Basic Setting > Time** screen.



Volume and Tone

Volume Configuration

You can configure the volume of the microphone, speaker, etc. Moreover, you can also set up the tamper alarm volume when unwanted removal of the device occurs.

On the Web

Set up volumes on the web **Device > Audio** interface.

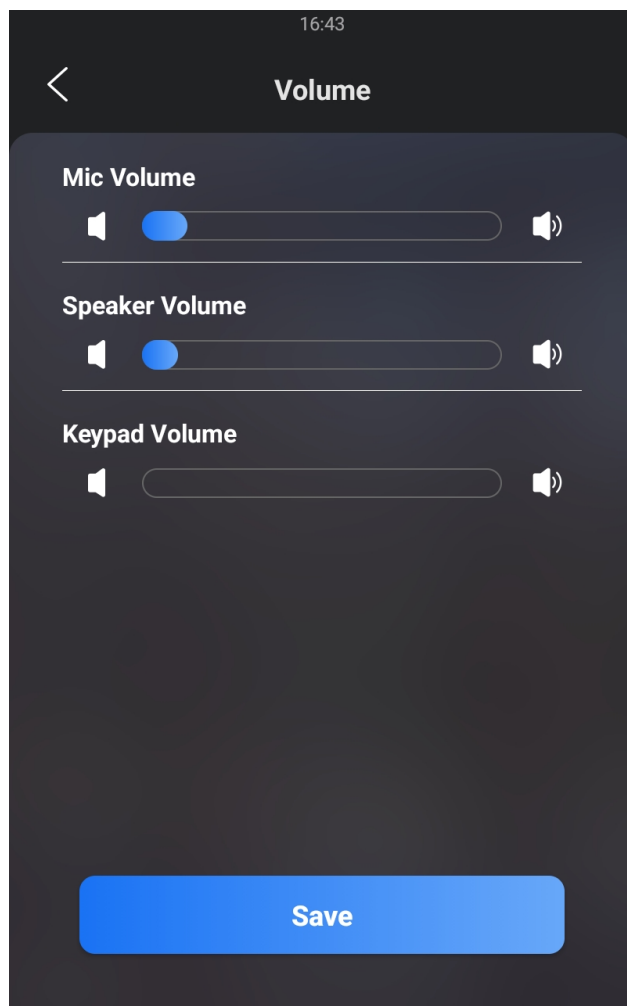
Volume Control		
Prompt Volume	1	(0~10)
Mic Volume	1	(1~8)
Speaker Volume	1	(1~10)
Key Pressed Volume	1	(0~7)
Tamper Alarm Volume	10	(1~10)

Volume Control On Talking Interface	
Enabled	☒

- **Prompt Volume:** Include door-opening prompts, instruction tones, and ringback. The default is 8.
- **Mic Volume:** The default is 4.
- **Speaker Volume:** The default is 8.
- **Keypad Volume:** The icon tapping sound. The default is 4.
- **Tamper Alarm Volume:** Set the volume when the tamper alarm is triggered. The default is 10.
- **Volume Control on Talking Interface:** When enabled, users can adjust the call volume during the call session.

On the Device

You can set up volumes on the **Setting > Basic Setting > Volume** screen.



Upload Tones

You can upload the tone for different scenarios on the **Device > Audio > Voice Prompt Setting** interface.

Voice Prompt Setting					
ID	Tone	Import	Reset	Play	Enabled
1	Greetings	Import	Reset	Play	☒
2	Relay A - Access Granted	Import	Reset	Play	☒
3	Relay B - Access Granted	Import	Reset	Play	☒
4	Relay C - Access Granted	Import	Reset	Play	☒
5	Input A - Access Granted	Import	Reset	Play	☒
6	Input B - Access Granted	Import	Reset	Play	☒
7	Input C - Access Granted	Import	Reset	Play	☒
8	Input A - Access Denied	Import	Reset	Play	☒
9	Input B - Access Denied	Import	Reset	Play	☒
10	Input C - Access Denied	Import	Reset	Play	☒

11	Access Denied	Import	Reset	Play	☒
12	PIN Page	Import	Reset	Play	☐
13	APT+PIN	Import	Reset	Play	☒
14	Call Page	Import	Reset	Play	☐
15	Calling	Import	Reset	Play	☒
16	Directory	Import	Reset	Play	☒
17	Close Door	Import	Reset	Play	☒

- **Greetings:** The tone is played when the device is booted.
- **Access Granted:** The door-opening success tone.
- **Access Denied:** The door-opening failure tone.
- **PIN Page:** The tone is played when entering the PIN screen.
- **Apart+PIN:** The tone is played when entering the Apartment number and PIN code for door access.
- **Call Page:** The tone is played when entering the Call screen.
- **Calling:** The tone is played when calling.
- **Directory:** The tone is played when entering the Directory screen.
- **Close Door:** The door-closing tone.

Note

File Format: wav; Size: < 200KB; Sample Rate:16000; Bit Depth:16 Bits.

Visitor-friendly Mode

This feature decides whether to give auditory or visual prompts when recognition fails.

Set it up on the **Device > Audio > Visitor-friendly Mode** interface.

Visitor Friendly Mode ?	
Type	☐ Face ☐ QR Code

- **Type:** When enabled, no prompts will be given when facial recognition/QR code scanning fails for door opening.

Open Door Tone Mode

You can decide the door-opening tone mode on the **Device > Audio** interface.

Open Door Tone Mode ?	
Mode	Voice Prompt ▼

- **Voice Prompt:** Play the default prompt “Welcome, please come in” when the door is opened.
- **Sound Effect:** Play the beep sound when the door is opened.

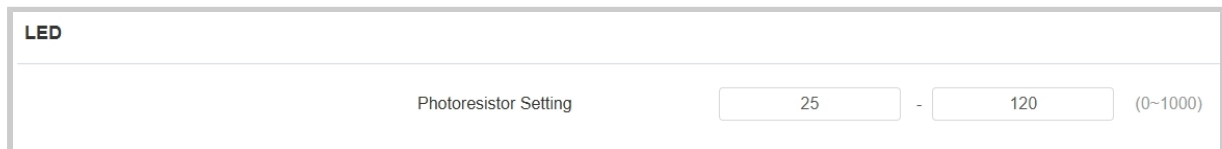
LED and LCD

Infrared LED Setting

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

On the Web

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

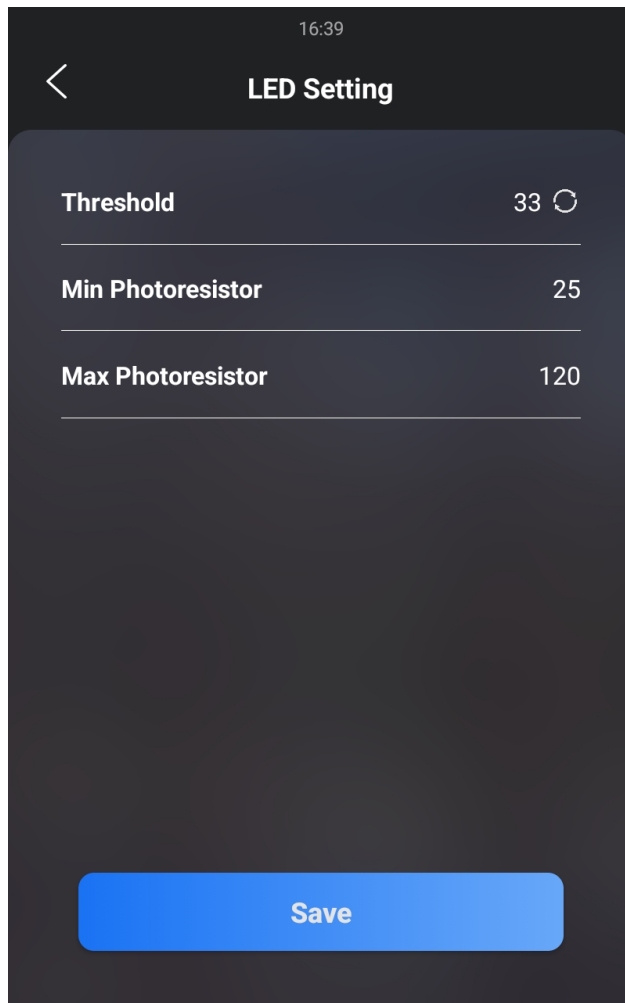


LED	
Photoresistor Setting	25 - 120 (0~1000)

- **Photoresistor Setting:** Set the minimum and maximum photoresistor value to automatically control the ON-OFF of the LED fill light. If the photoresistor value is less than the minimum threshold, turn off the fill light. If the photoresistor value is greater than the maximum threshold, turn on the fill light.

On the Device

Set up the LED on the **Setting > Basic Setting > Display > LED Setting** screen.



- **Threshold:** The current light intensity indicated by the photoresistor value. The higher the photo-resistor value is, the lower the light intensity. The default photo-resistor value (**Threshold**) is 33. You can tap the circle icon several times to obtain the actual photo-resistor value in a specific environment, and the value is the basis for configuring the minimum and maximum photo-resistor values.
- **Min/Max Photoresistor:** Set the minimum and maximum photoresistor value to automatically control the ON-OFF of the LED fill light. The default value is 25 and 120. If the photoresistor value is less than the minimum threshold, turn off the fill light. If the photoresistor value is greater than the maximum threshold, turn on the fill light.

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.

Set it up on the web **Device > Light > LED Of Swiping Card Area** interface.

LED Of Swiping Card Area		
Enabled	☐	
Start Time	18	(0~23Hour)
End Time	23	(0~23Hour)

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

LCD Screen Brightness

You can set up the backlight brightness so that users can better see the screen in an environment with high or low light intensity.

On the Web

Set it up on the web **Device > Light > LCD Backlight Brightness** interface.

LCD Backlight Brightness		
Mode	Auto	
Backlight Brightness(Day)	60	(1~255)
Backlight Brightness Of Screen Saver(...)	10	(1~255)
Backlight Brightness(Night)	10	(1~255)
Backlight Brightness Of Screen Saver(...)	3	(1~255)

- **Mode:**
 - **Manual:** Set the backlight brightness value manually.
 - **Auto:** The screen backlight brightness will be adjusted automatically.

Note

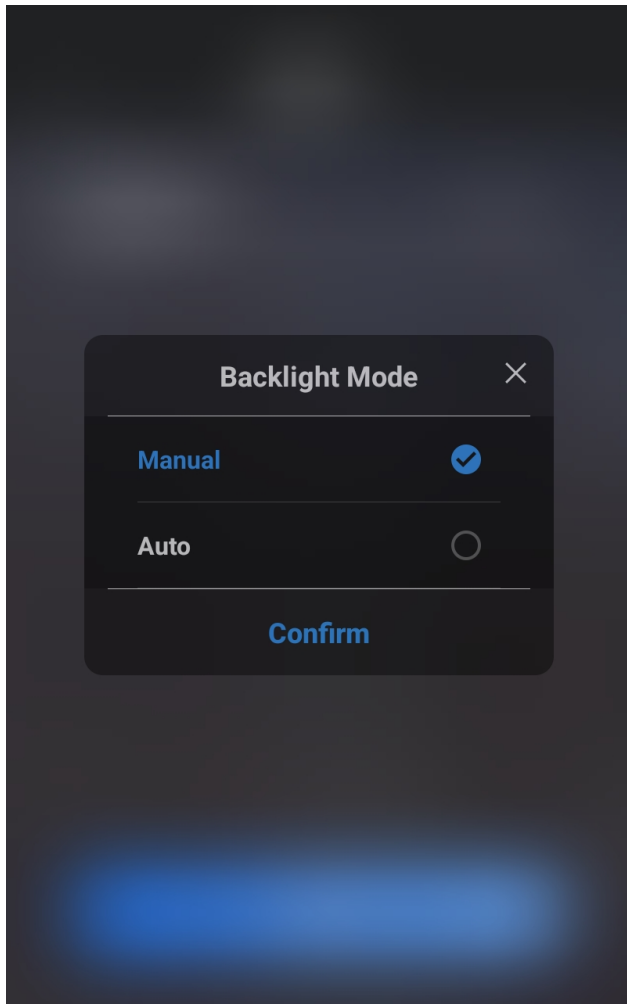
The backlight brightness has two automatic modes, Day and Night. They are determined by the photoresistor.

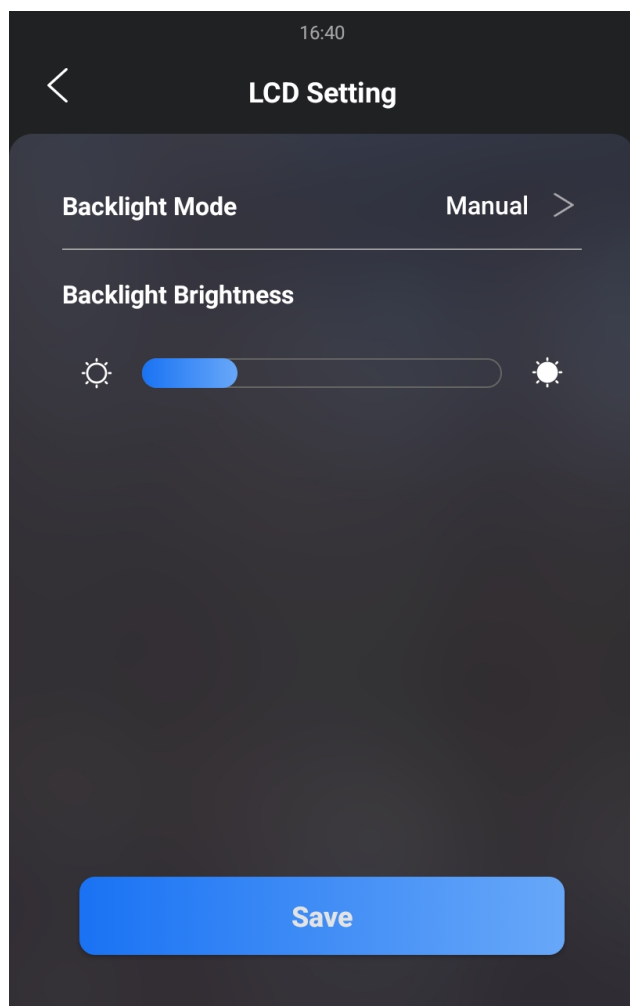
- If the current value is between the minimum and maximum photoresistor, the device is in Day mode.
- If the current value is higher than the maximum photoresistor, the device is in Night mode.

- **Backlight Brightness (Day):** Select the brightness value from 1-255. The default value is 200. The larger the value, the brighter the screen.
- **Backlight Brightness Of Screen Saver (Day):** Adjust the backlight for the screensaver in the daytime with the value ranging from 1-255.
- **Backlight Brightness (Night):** Select the brightness value from 1-255. The default value is 200. The larger the value, the brighter the screen.
- **Backlight Brightness Of Screen Saver (Night):** Adjust the backlight for the screensaver in the nighttime with the value ranging from 1-255.

On the Device

You can set the backlight brightness on the device **Setting > Basic Setting > Display > LCD Setting** screen.





LED White Light

White light LED is mainly used to reinforce the lighting for the QR code access and for the greater visibility of the visitors when seeing their images from indoors in a dark environment.

Set it up on the web **Device > Light > White Light** interface.

White Light		
Mode	OFF	▼
Limit Backlight Value	50	(1~255)
White Light PWM Value	80	(0~100)

- **Mode:** Select **Auto** or **OFF**. If you select **Auto**, the white light will turn on for 5 minutes for facial recognition and QR code scanning.
- **Limit Backlight Value:** Set the white light value from 1-255. The default is 50.
- **White Light PWM Value:** Set the white light PWM value from 0-100. PWM value affects the white light brightness that is set with the same white light value. For example, if the white light value remains the same, and you bring up the PWM value, you will get a brighter white light. In short, the higher the PWM value is, the brighter the light is.

Screen Display

You can set up the device's screen display features such as screensaver to give users a better visual and operational experience.

Home Screen Display

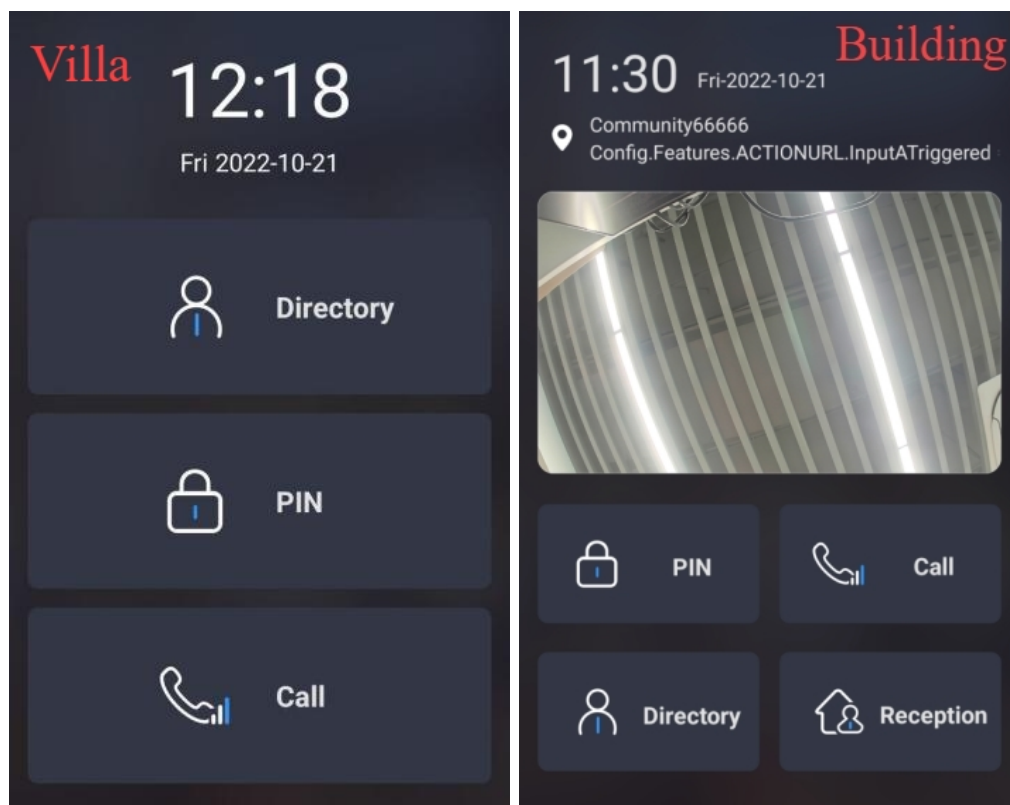
The device supports Villa, Building, Multi-factor Authentication, Office, and Alphanumeric themes. You can apply the desired theme to different scenarios.

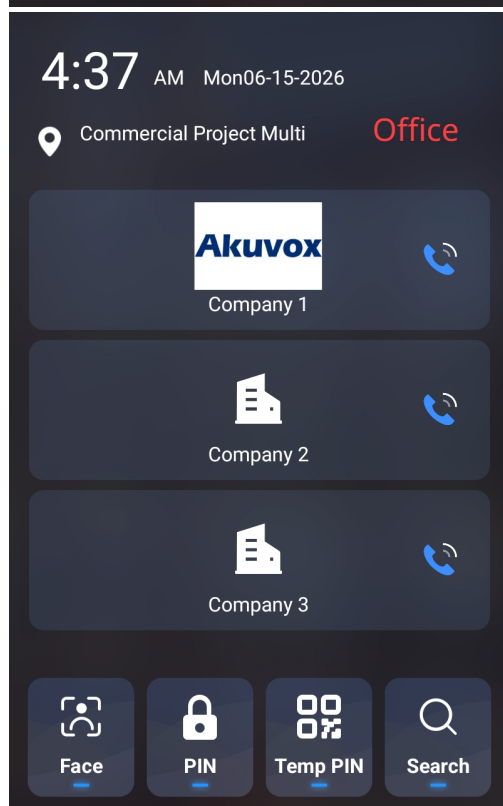
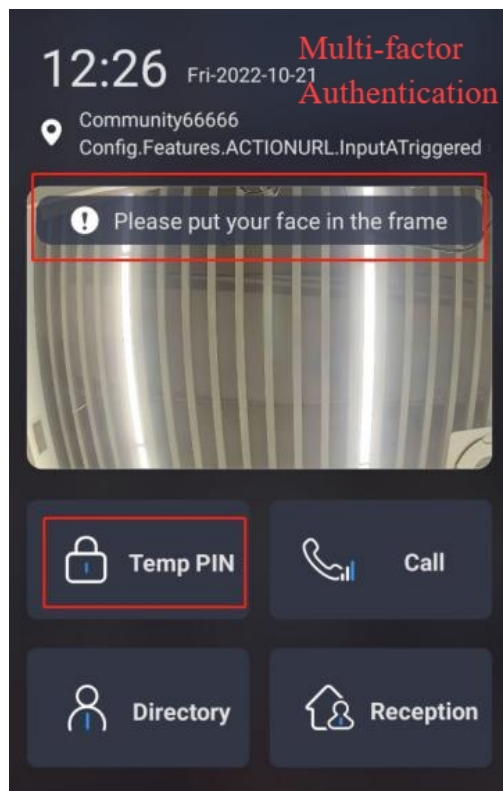
Note

The Office theme is effective when the device is connected to the Smart Access Cloud.

Select the theme on the **Setting > Key/Display > Theme** interface.

Theme	
Mode	Building ▼





Villa Theme

You can configure the screen display for the layout of the Tenant icon, PIN icon, and Call icon on the home screen in Villa mode.

Set it up on the **Setting > Key/Display > View Control of The Villa Theme** interface.

View Control of The Villa Theme

Default Page
Home Page

Index	Key	Label	Value
1	Directory		Show
2	PIN		Show
3	Call		Show

- **Default Page:** Select the homepage display type.
 - **Home Page:** The default display with three vertical round icons, Directory, PIN, and Call.
 - **Call:** Display the Dial screen as the homepage.
 - **Directory:** Display the Contact screen as the homepage.
 - **PIN:** Display the PIN screen as the homepage.

Note

If you switch from Building mode to Villa mode and your previous home screen was set to Home Page, the three round icons for Tenants, PIN, and Call will be displayed. However, if your previous display type was Call, Tenants, or PIN, only the corresponding highlighted icons will appear at the top of the home screen instead of the three round icons for the Homepage.

- **Key:** Select the key to be displayed from Directory, PIN, and Call.
- **Label:** Name the key. The name will not change the attribute of the key.
- **Value:** Display the key or not.

Speed Dial in Villa Theme

Speed dial is a feature that enables the creation of tabs or organized tab combinations to be displayed on the device's dial screen. By pressing these specific tabs, you can make swift calls without the need to enter any dial numbers.

Set it up on the **Setting > Key/Display > Display Mode of Call Interface (Speed Dial)** interface.

Display Mode of Call Interface (Speed Dial)

Mode
Standard

Options	Descriptions
Standard	Display time and keypad.
Auto	Display all speed dial buttons set by the users.
1 Key	Display a single contract without the keypad.
1 Key + Keypad	Display a single dial button with the keypad.
2 Keys+ Keypad	Display up to 2 dial buttons with the keypad.
4 Keys+ Keypad	Display up to 4 dial buttons with the keypad.
8 Keys	Display up to 8 dial buttons without the keypad.
16 Keys	Display up to 16 dial buttons without the keypad.
64 Keys	Display up to 64 dial buttons without the keypad.

You can import and export speed dial numbers for quick setup.

Scroll to the **Picture/File Import** section.

Picture/File Import

Boot Animation (.png / .zip)

Import

Reset

Background of Directory List(.png)

Import

Reset

Background of Dial Tips(.png)

Import

Reset

Speed Dial Keys(.xml)

Import

Export

Building Theme

You can set up the key display in the Building theme on the **Setting > Key/Display > Key In Homepage Of The Building Theme** interface.

Key In Homepage Of The Building Theme

Default Page

Home Page

Index	Label	Type	Value
1		PIN	
2		Call	
3		Directory	
4		Speed Dial	

- **Default Page:** Select the homepage display type.
 - **Home Page:** The default displays PIN, Call, Directory, and Reception tabs and the facial recognition box.
 - **Call:** Display the Dial screen as the homepage.
 - **Directory:** Display the Contact screen as the homepage.
 - **PIN:** Display the PIN screen as the homepage.
- **Label:** Name the key. The name will not change the attribute of the key.
- **Type:** Select the key type.

- **Value:** It is available for those features that need to be set up with numbers, such as Speed Dial.

Office Theme

You can set up the key display in the Office theme on the **Setting > Key/Display > Key In Homepage Of The Office Theme** interface.

Key In Homepage Of The Office Theme			
Index	Label	Type	Value
1		Face ▼	
2		PIN ▼	
3		Temp PIN ▼	
4		Search ▼	

- **Label:** Name the key. The name will not change the attribute of the key.
- **Value:** It is available for those features that need to be set up with numbers, such as Speed Dial.
- **Type:** Select the key type.
 - The **Search** key allows for searching for groups and directories.
 - The **Face** key allows for displaying the facial recognition box.
 - When **Relay** is selected, you can specify which relay to open and apply a schedule within which the relay remains activated.

Relay Key

Open Relay

☐ RelayA
 ☐ RelayB
 ☐ RelayC
 ☐ Web Relay

2 Item

Unselected

☐ 1001:Always
☐ 1002:Never

0 Item

Selected

No Data

Tips When OpenDoor Failed

Sorry, this button does not grant access at this time.

Time and Location Display in the Office Theme

You can set whether to display time and device location on the home screen.

Set it up on the **Setting > Key/Display > Display of Home Page** interface.

Display Of Home Page

Time Visible

☒

Location Visible

☒

- **Time Visible:** If disabled, time will not be displayed on the home screen.
- **Location Visible:** If disabled, the location will not be displayed on the home screen.

Multi-factor Authentication Theme

You can set up the key display in the Multi-factor Authentication theme on the **Setting > Key/Display > Key In Homepage of Multi-factor Authentication Theme** interface.

Key In Homepage of Multi-factor Authentication Theme

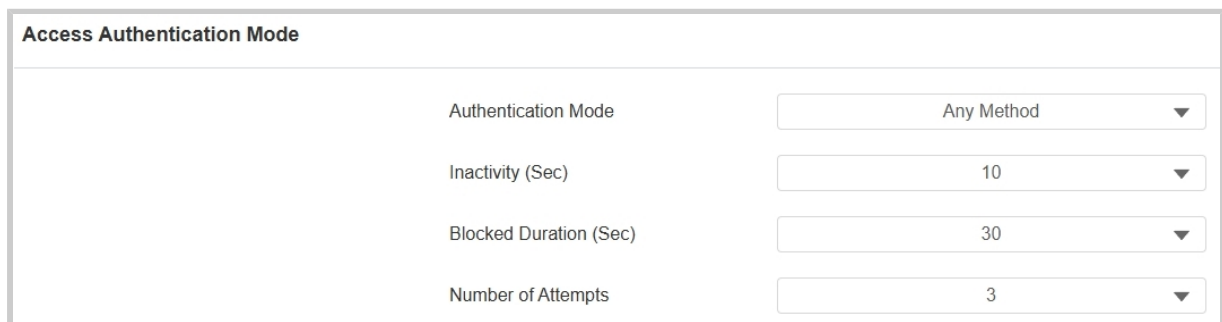
Index	Label	Type	Value
1		PIN	
2		Call	
3		Directory	
4		Speed Dial	

- **Label:** Name the key. The name will not change the attribute of the key.
- **Type:** Select the key type.
- **Value:** It is available for those features that need to be set up numbers, such as Speed Dial.

Access Authentication Mode

The door phone allows dual authentication for door access, using a combination of any two methods: PIN, RF card, or facial recognition. When the mode is set up, users must open the door in the order of the chosen methods.

Set it up on the **Setting > Key/Display > Access Authentication Mode** interface.



The screenshot shows the 'Access Authentication Mode' settings interface. It contains four rows of settings, each with a label on the left and a dropdown menu on the right. The settings are: 'Authentication Mode' set to 'Any Method', 'Inactivity (Sec)' set to '10', 'Blocked Duration (Sec)' set to '30', and 'Number of Attempts' set to '3'.

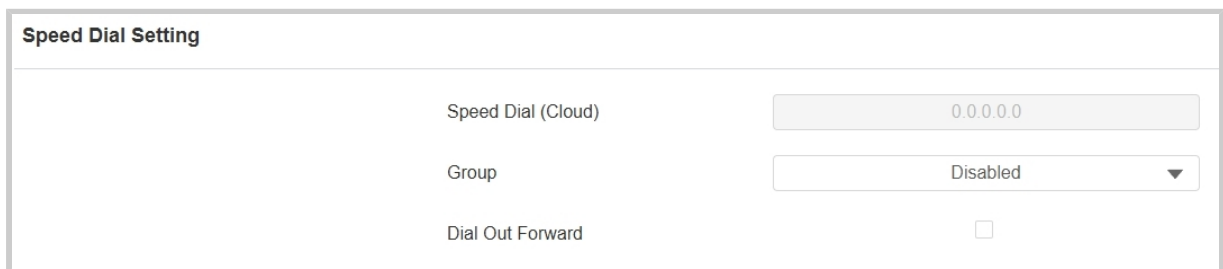
Access Authentication Mode	
Authentication Mode	Any Method ▼
Inactivity (Sec)	10 ▼
Blocked Duration (Sec)	30 ▼
Number of Attempts	3 ▼

- **Authentication Mode:** Determine how to unlock the door using different methods. Please note that the order of the two-factor authentication matters.
 - Any Method: Allows all access methods.
 - Face + PIN: Scan the face first, then enter the PIN code.
 - Face + Card: Scan the face first, then swipe the RF card.
 - Card + PIN: Swipe the RF card first, then enter the PIN code.
- **Inactivity (Sec):** Set the authentication timeout for the second authentication. For example, in **Face+PIN** authentication, if you set the authentication timeout as 10 seconds, then users have to enter the PIN code in 10 seconds after they go through the face recognition, otherwise, the screen will return to the home screen.
- **Blocked Duration (Sec):** Set the block time for the first authentication. For example, if you set the number of attempts as 3, and users fail to pass the second authentication three times, then users will be temporarily blocked from the first authentication according to the block time.
- **Number of Attempts:** The number of attempts users are allowed for the second authentication.

Speed Dial Setting in Building/Office/Multi-factor Authentication Theme

The Speed Dial feature allows users to make speedy calls by pressing a specific tab without entering any numbers.

To set it up, go to the **Setting > Key/Display > Speed Dial Setting** interface.



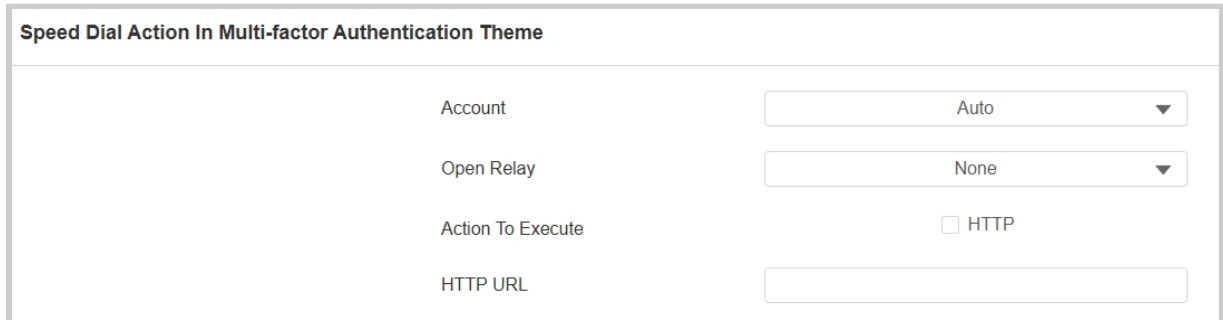
Speed Dial (Cloud)	0.0.0.0
Group	Disabled ▼
Dial Out Forward	☐

- **Group:**
 - **Disabled:**
 - When the device is connected to the Cloud, Disabled means the call will be made to other devices and the SmartPlus App based on where it is installed.
 - When the device is deployed locally, the call will be made to the number you fill in the value field of the Speed Dial(Reception) key.
 - [Cloud Group Name]: The call will be made to all contacts in the group. The Cloud group name is the APT name.
- **Dial Out Forward:** When enabled, all calls will be made to the same target number when pressing the Reception button.
 - **Mode:** When Dial Out Forward is enabled, configure the schedule when the feature is working. You can also select **Auto Disable** and decide after how many hours the feature will be turned off.

Speed Dial Action In Building/Office/Multi-factor Authentication Theme

You can set up the reception tab in the Building, Office, or Multi-factor Authentication theme, with which users can make a call and open the door.

Set it up on the **Setting > Key/Display > Speed Dial Action In Multi-factor Authentication Theme** interface.



The screenshot shows a configuration window titled "Speed Dial Action In Multi-factor Authentication Theme". It contains four settings:

- Account:** A dropdown menu currently set to "Auto".
- Open Relay:** A dropdown menu currently set to "None".
- Action To Execute:** A checkbox labeled "HTTP" which is currently unchecked.
- HTTP URL:** An empty text input field.

- **Account:** Select the account to make the call. It applies to the registered account. If both accounts are registered, Account1 is used when Default is selected.
- **Open Relay:** Select the relay to be triggered along with the call.
- **Action to Execute:** Set the action to be triggered with the call. 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 URL to perform certain actions. The format of sending the message is *http://HTTP server's IP/Message content*.

Language Setting Of The Building/Multi-factor Authentication Theme

You can set up the language display in the Building or Multi-factor Authentication theme on the **Setting > Key/Display > Language Setting of The Building/Multi-factor Authentication Theme** interface.

Language Setting Of The Building Theme

Show
☐

1st Language	2nd Language	3rd Language	4th Language
English ▼	Español ▼	Français ▼	简体中文 ▼

- **Show:** When disabled, the language options will be hidden on the home screen.
- **Language 1-4:** You can select four languages to be displayed on the home screen.

Alphanumeric Theme

The Alphanumeric Theme is used in the apartment with room number that carries both English alphabetic and numbers.

Set it up on the **Setting > Key/Display > Display Setting** interface.

Display Setting

Wall Mode
☐

Show Homepage
☒

Face Recognition
☐

Page	Name (English)	Name (Traditional Chinese)	Default Keypad
Homepage	Touch screen to continue	點擊屏幕繼續	▼
Choose Tower or Concierge	Please choose Tower or Concierge	請選擇座號或者管理處	Alphabet ▼
Choose Floor	Please choose floor and press	請選擇樓層及按	Digits ▼
Choose Flat	Please choose flat and press	請選擇單位及按	Alphabet ▼
Enter PIN	Please enter the PIN code and press	請輸入密碼然後按	▼
Scan QR Code	Please scan the QR code	請掃描二維碼	▼

Name (English)	Name (Traditional Chinese)	Type
Concierge	管理處	Speed Dial ▼
QR Code	二維碼	Temp Key ▼
PIN	密碼	PIN ▼
Tower	座號	▼
Floor	樓層	▼
Flat	單位	▼

Alphabet Keypad

☒ A ☒ B ☒ C
☒ D ☒ E ☒ F
☒ G ☒ H ☐ I
☒ J ☒ K ☒ L
☒ M ☒ N ☐ O
☒ P ☒ Q ☒ R
☒ S ☒ T ☒ U
☒ V ☒ W ☒ X
☒ Y ☒ Z

Number Keypad

☒ B ☒ G ☒ 0
☒ 1 ☒ 2 ☒ 3
☒ 4 ☒ 5 ☒ 6
☒ 7 ☒ 8 ☒ 9

Enabled Items

☒ Tower ☒ Floor ☐ Flat

Flat Length

2 or less ▼

Tower Length

2 or less ▼

- **Wall Mode:** Enable this to set the device as a peripheral. In this mode, visitors can only tap the Speed Dial tab (Concierge), Temp Key tab (QR code), and PIN tab on the home screen (with dial pad). They cannot make calls by entering tower, floor, or flat information.
- **Show Homepage:** Enable this to display a poster. This allows visitors to see a poster (screen) before accessing the home screen.
- **Face Recognition:** Enable or disable facial recognition.
- **Name:** Create prompts for the following screens: Home page, Choose Tower or Concierge, Choose Floor, Enter PIN, and Scan QR Code.
- **Default Keypad:** Choose between a numerical keypad or an alphabetical keypad for the Tower and Flat input.
- **Name:** Change the names for the Concierge, QR Code, and PIN icons if needed.
- **Alphabet Keypad:** Select the alphabetical letters you want displayed on the keypad.
- **Number Keypad:** Choose the numbers and alphabets to be displayed on the digital keypad.

- **Enable Items:** Choose to show or hide the following tabs on the screen: Tower, Floor, and Flat.
- **Flat Length:** Select a maximum length for flats: 1, 2 or less, 3 or less, and 4 or less.
- **Tower Length:** Select a maximum length for towers: 1, 2 or less, 3 or less, and 4 or less.

Dial Key Order

The device provides normal and scrambled keypad display options. Opting for the scrambled setting means that the arrangement of keys is randomized each time, enhancing security by preventing password spying.

Set it up on the **Setting > Key/Display > Keypad Display Mode Of PIN Interface**.

Keypad Display Mode Of PIN Interface	
Mode	Normal ▼

Text Prompt Display

You can set up the text prompts on the Call, PIN, and Directory screens.

Set them up on the **Setting > Key/Display > Text Prompt** screen. The text prompt is 63 characters maximum in length.

Text Prompt	
Call Interface	Please enter the apartment number (e.g. 101)
PIN Interface	Please enter your PIN
Directory Interface	Tap here to search

Screensaver Settings

You can set the screen saver duration as well as the timing for the screen to be turned off for both screen protection and power reduction.

On the Web

Set up screensaver on the web **Device > LCD > Standby Interface Display** interface.

Standby Interface Display	
Screensaver Mode	Image ▼
Screensaver Time(Sec)	60 ▼
Wake Up Screensaver Mode	Video+Radar ▼
Deep Sleep Enabled	☒
Deep Sleep Interval(Min)	30 ▼

- **Screensaver Mode:**
 - **None:** The screen will stay on without going into screen-saver mode.
 - **Blank:** The screen will go dark.
 - **Image:** The picture uploaded will be shown as the screensaver.
- **Screensaver Time (Sec):** Set the screen saver start time from 5 seconds up to 180 seconds. The screensaver starts when the device detects no operation or when no one is approaching.
- **Wake Up Screensaver Mode:**
 - **Video:** Wake up the screen by video-based motion detection. Focus on analyzing visual information captured through cameras.
 - **Radar:** Wake up the screen by radar detection. It offers longer-range and better detection in poor visibility conditions.

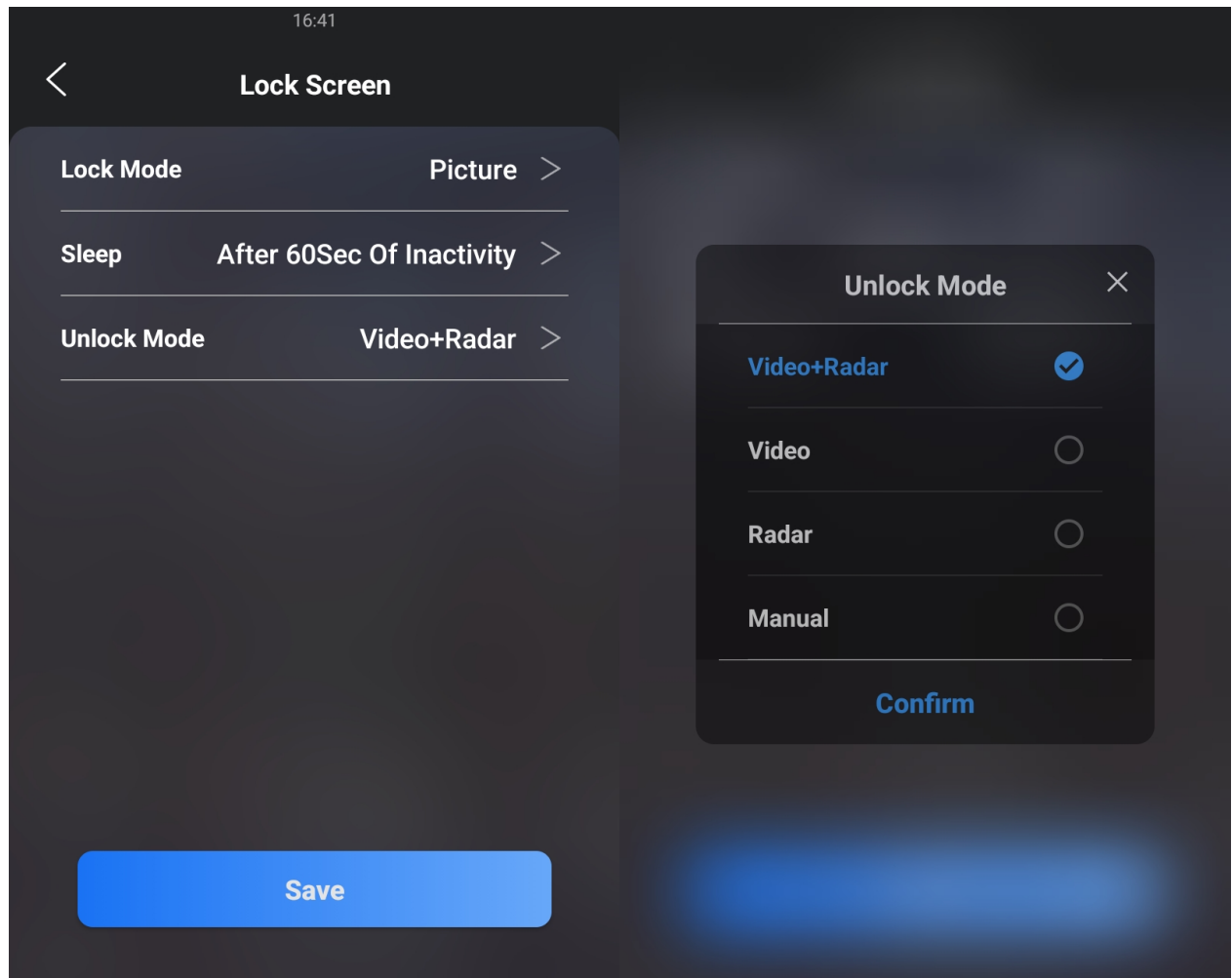
- **Video+Radar:** Combine the video and radar detection to wake up the screen.
- **Manual:** Touch and wake up the screen.
- **Deep Sleep Enabled:** The screen will turn off after the screensaver reaches the end of the duration as predefined.
- **Deep Sleep Interval (Min):** Set the screensaver time duration before the screen turns off.

Note

Wake Up Screensaver Mode cannot be changed when the Screensaver Mode is set as **Blank** screen.

On the Device

You can also configure the screensaver on the **Setting > Basic Settings> Lock Screen** screen.



Upload Screensaver

You can upload screen-saver images individually or in batches to the device via the web interface, enhancing visual experience or serving publicity purposes.

Set it up on the web **Device > LCD > Upload Screensaver** interface.

Upload Screensaver

Screensaver1

Import

Screensaver ID	File Status	Interval(Sec)	Submit	Delete
1	File Exists	5	Submit	Delete
2	File Exists	5	Submit	Delete
3	File Exists	5	Submit	Delete
4	File Exists	5	Submit	Delete
5	File Exists	5	Submit	Delete

Use Video Screensaver

☐

- **Use Video Screensaver:** Check to upload videos as a screensaver.
 - The video screensaver takes effect only when the **screensaver mode** is **Image**.
 - The device only supports playing videos without sound.
 - If it is disabled, the photo screensaver will be used.
- **Status:** If the video is uploaded, it will display the file name.
- **Upload:** Max File Size: 100M, Format: .mp4/.avi/.3gp.

Note

- The pictures uploaded should be in JPG format with 2M pixels maximum.
- The recommend resolution is 1080x1920.
- The previous picture with a specific ID order will be overwritten when picture with the same ID is uploaded.

Upload Device Booting Image

You can upload the booting image to be displayed during the device's booting process.

Set it up on the web **Setting > Key/Display > Picture/File Import** interface.

Picture/File Import

Boot Animation (.png / .zip)	 Import	 Reset
Background of Directory List(.png)	 Import	 Reset

Note

- The pictures uploaded should be in .png or .zip format.
- Max .zip file size: 20MB; Max picture size: 1MB; Max resolution: 800*1280.

Upload Device Directory List Background Image

You can upload a background picture that works for the directory screen. If you use the [appearance](#) function, the Upload Background setting will be hidden.

Set it up on the web **Setting > Key/Display > Picture/File Import** interface.

Picture/File Import

Boot Animation (.png / .zip)	 Import	 Reset
Background of Directory List(.png)	 Import	 Reset

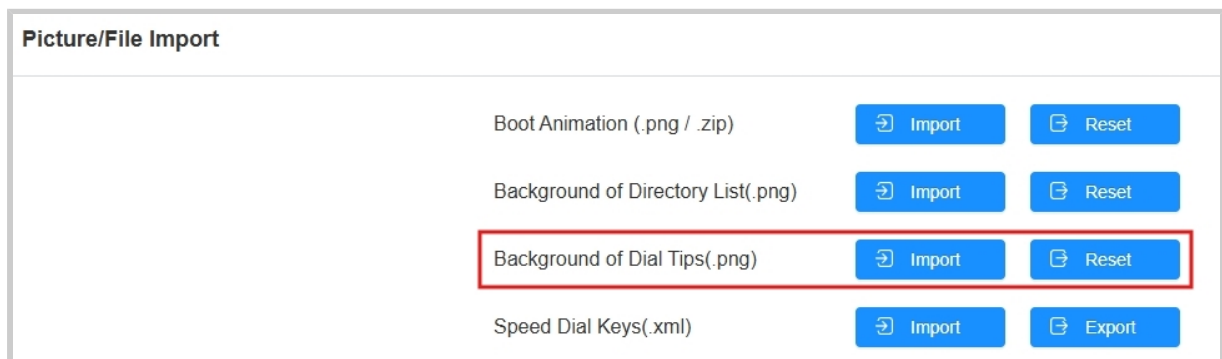
Note

- The pictures uploaded should be in .png or .jpg format.
- Max picture size: 1MB; Max resolution: 800*1280.

Upload Background of Dial Tips

You can upload the background displayed on the Dial screen's time area in the Villa theme.

Set it up on the **Setting > Key/Display > Picture/File Import** interface.



The screenshot shows the 'Picture/File Import' interface with the following options:

File Type	Import Button	Reset Button	Export Button
Boot Animation (.png / .zip)	Import	Reset	
Background of Directory List(.png)	Import	Reset	
Background of Dial Tips(.png)	Import	Reset	
Speed Dial Keys(.xml)	Import		Export

Note

Max picture Size: 1MB, Recommend Resolution: 800*400.

Open Door Text Prompt

You can enable the open door text prompt for both door-opening success and failure. And you can also make the door phone display the user information when users use credentials such as RF cards for access.

Set it up on the web **Access Control > Relay > Open Door Text Prompt** interface.

Open Door Text Prompt

Open Door Outside Succeeded Text Prompt	☒
Open Door Inside Succeeded Text Prompt	☒
Open Door Failed Text Prompt	☒
Close Door Text Prompt Enable	☒
Close Door Text Prompt	Access Granted
Display User Info	☐

- **Open Door Outside Succeeded Text Prompt:** Display a text prompt after the door is opened by the device-supported access methods except for the exit button.
- **Open Door Inside Succeeded Text Prompt:** Display a text prompt after the door is opened by pressing an exit button(the input is triggered).
- **Open Door Failed Text Prompt:** Display a text prompt after opening the door fails.
- **Close Door Text Prompt Enable:** The door-closing text prompt works for the relay(s) set to the [Bistable mode](#). When users close the door with their credentials, the prompt will be displayed on the device's screen.
- **Close Door Failed Text Prompt:** The default is Access Granted. You can customize it with up to 63 characters.
- **Display User Info:** Display the user information after facial recognition or RF card swiping. For example, if facial recognition succeeds, the text prompt "Access Granted" with the user ID and name will pop up on the device screen. If it fails, the text prompt "Access Denied" with "Stranger, Name: Unknown" will be displayed.

Appearance

In the **Building** theme, the device offers various appearance options, catering to different aesthetic needs and festival atmospheres.

Change the appearance on the **Setting > Key/Display > Appearance** interface.

Appearance

Mode: Theme

Boot Animation (.png / .zip): Import Reset

Resident Theme: Light

Auto Activation: NULL x

Note : After selection, the arrival time of the festival will automatically switch to the corresponding theme of the festival.

Light Dark New Year Valentine's Day

Cancel Submit

- **Mode:**
 - **Theme:** The default option. When selected, you can check the desired appearance option.
 - **Customization:** When selected, you can upload icon pictures for desired tabs, such as PIN, Call, and Directory.
- **Resident Theme:** Select the desired appearance.
- **Auto Activation:** Null by default. Select the desired festival appearance(s). The device will automatically switch to the appearance during the festival.

Network Setting

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.

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

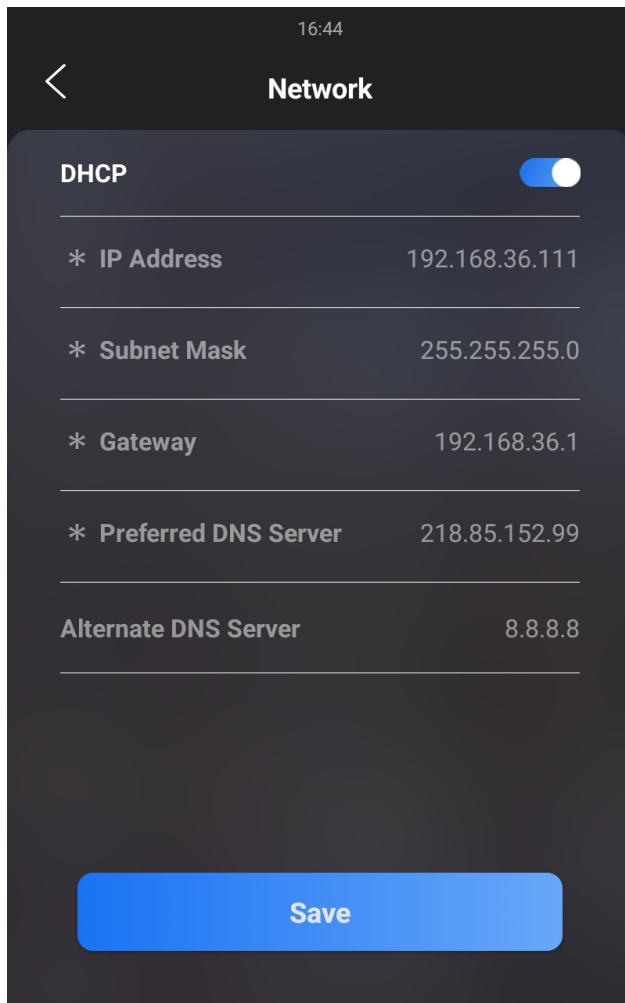
Network Information		
	Port Type	Static IP
	Link Status	Connected
	IP Address	192.168.35.123
	Subnet Mask	255.255.255.0
	Gateway	192.168.1.1
	Preferred DNS Server	192.168.1.1
	Alternate DNS Server	192.168.1.1

Set the network connection on the web **Network > Basic** interface.

LAN Port		
		☐ DHCP ☒ Static IP
IP Address		192.168.35.123
Subnet Mask		255.255.255.0
Default Gateway		192.168.1.1
Preferred DNS Server		192.168.1.1
Alternate DNS Server		192.168.1.1

- **DHCP:** DHCP mode is the default network connection. If the DHCP mode is selected, then the door phone will be assigned by the DHCP server with an IP address, subnet mask, default gateway, and DNS server address automatically.
- **Static IP:** When static IP mode is selected, then the IP address, subnet mask, default gateway, and DNS server address have to be manually configured according to 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 with the IP, 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.

You can also set up the network on the **Setting > Network** screen.



The screenshot shows a mobile application interface for network configuration. At the top, the time is 16:44. Below a back arrow, the title 'Network' is centered. A 'DHCP' toggle switch is turned on. Below this, a list of network parameters is shown with asterisks indicating required fields: IP Address (192.168.36.111), Subnet Mask (255.255.255.0), Gateway (192.168.36.1), Preferred DNS Server (218.85.152.99), and Alternate DNS Server (8.8.8.8). A blue 'Save' button is at the bottom.

Parameter	Value
* IP Address	192.168.36.111
* 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 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.

Set it up on the web **Network > Advanced > Local RTP** interface.

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

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

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.

Set it up on the web **Network > Advanced > Connect Setting** interface.

Connect Setting	
Connect Type	Cloud ?
Device Location	S539

- **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 it manually.
 - **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/ACMS:** The device is connected to the SDMC/ACMS, a management platform designed for on-premise projects. The SDMC/ACMS 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.
- **Device Location:** Enter the location in which the device is installed and used to distinguish it from other devices.

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.

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

NAT	
UDP Keep Alive Messages	☒
UDP Alive Messages Interval	30 (5~60Sec)
RPort	☐

- **UDP Keep Alive Messages:** If enabled, the device will send the message to the SIP server, which will recognize whether the device is online.
- **UDP Alive Messages Interval:** Set the message-sending interval from 5-60 seconds. The default is 30 seconds.
- **RPort:** Enable the RPort when the SIP server is in a WAN.

Web HTTP Setting

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

Enable the HTTP redirect on the **Network > Advanced** interface.

Web Server
Http Redirect ☒

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.

IP Call Setup

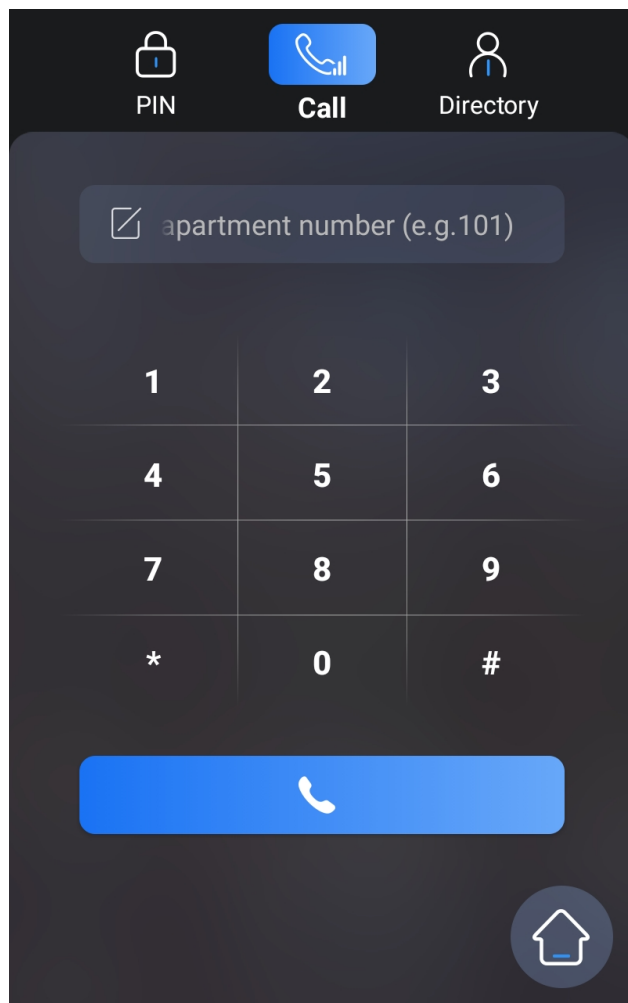
Enable IP call on the **Intercom > Basic > Direct IP** interface.

Direct IP	
Enabled	☒
Port	5060 (1024~65535)

- **Port:** set the port for direct IP calls. The default is 5060, with a range from 1024-65535. If you enter a value within this range other than 5060, ensure consistency with the corresponding device for data transmission.

Make IP Calls

Make IP calls by pressing the Dial key on the home screen, entering the IP number such as “192*168*35*123”, and pressing the Call button.



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.

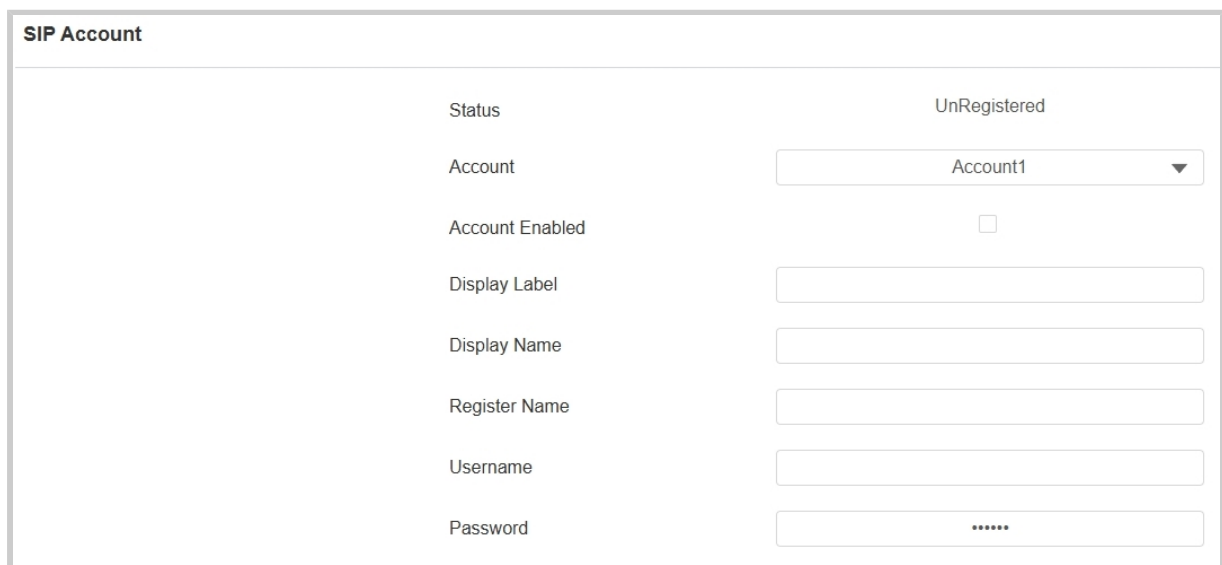
SIP Account Registration

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 SIP accounts on the web **Account > Basic > SIP Account** interface. You can also register SIP accounts on the **Setting > Account** screen.



The screenshot shows the 'SIP Account' configuration page. At the top left, the title 'SIP Account' is displayed. The page contains several fields for configuration:

Field	Value/Status
Status	UnRegistered
Account	Account1 (dropdown menu)
Account Enabled	☐
Display Label	(empty text box)
Display Name	(empty text box)
Register Name	(empty text box)
Username	(empty text box)
Password	***** (password masked)

- **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.
 - To designate the account to be used for outgoing calls, select the account number for contacts or dial plan prefixes in their settings.

Tip

- For configuring contact call and dial plan, see [here](#).
- When the device is connected to the SmartPlus Cloud, the display label, register name, and username will show its SIP number.

- **Display Label:** The label of the device.
- **Display Name:** The designation for Account 1 or 2 to be shown on the device itself on the calling screen.
- **Register Name:** Same as the username from the PBX server.
- **User Name:** Same as the username from the PBX server for authentication.
- **Password:** Same as the password from the PBX server for authentication.

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.

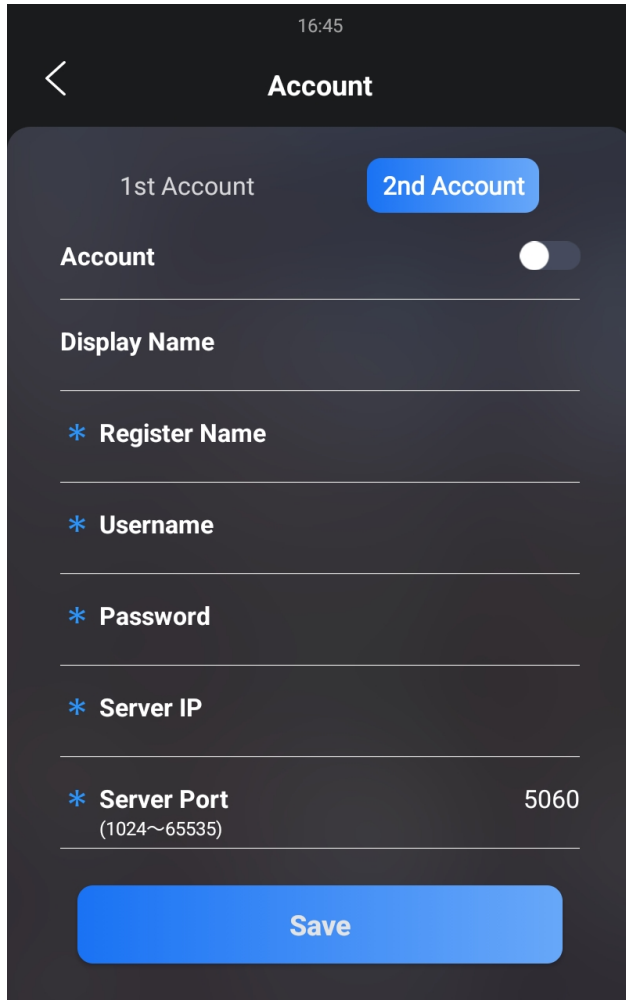
Set it up on the web **Account > Basic > Preferred SIP Server** interface.

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

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

- **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.

You can also register SIP accounts on the **Setting > Account** screen.



The screenshot shows the 'Account' configuration screen in the Akuvox app. At the top, the time is 16:45. Below the title 'Account', there are two tabs: '1st Account' and '2nd Account', with '2nd Account' being the active tab. A toggle switch for 'Account' is turned on. Below this, there are several input fields: 'Display Name', 'Register Name', 'Username', 'Password', 'Server IP', and 'Server Port'. The 'Server Port' field has a default value of 5060 and a range of (1024~65535). At the bottom, there is a blue 'Save' button.

SIP Call DND & Return Code Configuration

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.

Set it up on the web **Intercom > Call Feature > DND** interface.

DND	
Account	Account1
Enabled	☐
Return Code When DND	486(Busy Here)
DND On Code	
DND Off Code	

- **Account:** Select the account(s) that adopt the DND feature.
- **Return Code When DND:** Specify the code sent to the caller via the SIP server when rejecting an incoming call in DND mode
- **DND On Code:** The code used to turn on DND in the SIP server.
- **DND Off Code:** The code used to turn off DND in the SIP server.

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.

Set it up on the web **Account > Basic > Outbound Proxy Server** interface.

Outbound Proxy Server	
Outbound Enabled	☐
Preferred Server IP	
Port	5060 (1024~65535)
Alternate Server IP	
Port	5060 (1024~65535)

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

- **Port:** Set the proxy port for establishing a call session via the backup outbound proxy server.

Data Transmission Type

SIP messages can be transmitted in three data transmission protocols: **UDP (User Datagram Protocol)**, **TCP (Transmission Control Protocol)**, and **TLS (Transport Layer Security)**. In the meantime, you can also identify the server from which the data comes.

Set up the data transmission type on the web **Account > Basic > Transport Type** interface.



The screenshot shows a web interface for configuring the transport type. At the top, there is a header 'Transport Type'. Below it, there is a form with a label 'Type' and a dropdown menu. The dropdown menu is currently set to '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.

SIP Hacking Protection

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.

Set it up 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.

Voice Message

When the device is connected to the SmartPlus Cloud, users can leave voice messages on the Directory screen or when the Cloud contacts do not respond to or hang up their calls from the device.

Enable/disable the voice message feature on the **Intercom > Basic > Voice Message** interface.

Voice Message	
Enabled	☒
Active Sending Enabled	☒

- **Active Sending Enabled:** When enabled, users can proactively leave messages to a specific contact. When disabled, the message icon on the Directory screen will be hidden.

Call Settings

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**.

Replace Rule									
+ Add 📄 Import Export ▼									
☐	Index	Account	Prefix	1st Replace	2nd Replace	3rd Replace	4th Replace	5th Replace	Edit
No Data									

Add Replace Rules

Account

Auto ▼

Prefix

1st Replace

2nd Replace

3rd Replace

4th Replace

5th Replace

Cancel

Submit

- **Account:** Select the dial-out account.
 - **Auto:** Dial-out using the registered account. 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.

You can also set up the dial plan on the **Setting > Replace Rule** screen.

16:46

< Add Replace Rule

Account Default >

* Prefix 11

* 1st Replace 192.168.1.1

2nd Replace

3rd Replace

4th Replace

1 2 3 -

4 5 6 +

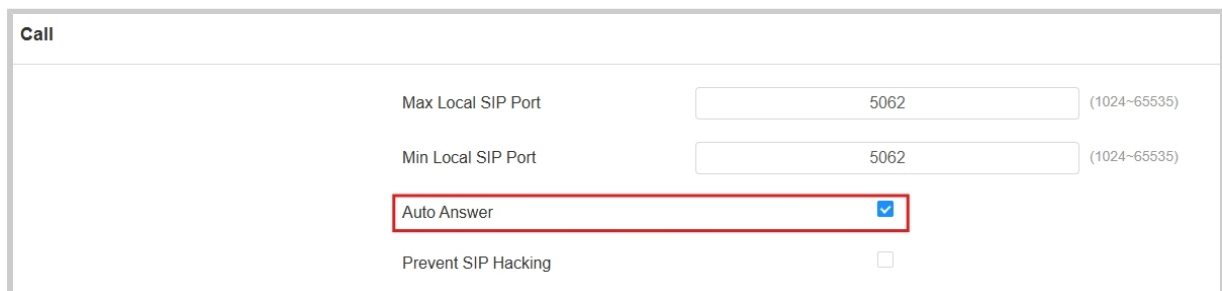
7 8 9 ✕

. 0 _ >

Call Auto-answer Configuration

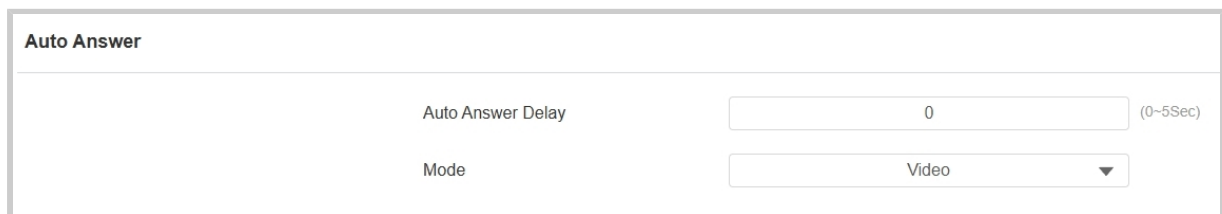
Auto-answer feature allows the device to automatically pick up incoming calls without any manual intervention. You can also customize this feature by setting the time duration for auto-answering and choosing the communication mode between audio and video.

Enable the feature on the web **Account > Advanced > Call** interface.



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

Set it up on the web **Intercom > Call Feature > Auto Answer** interface.



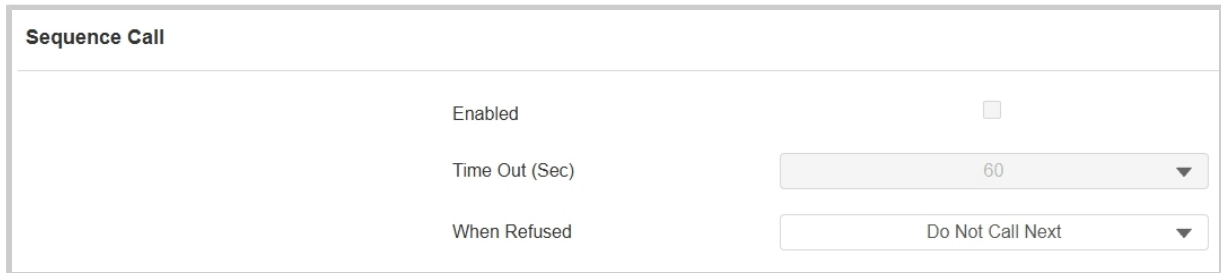
Auto Answer	
Auto Answer Delay	0 (0~5Sec)
Mode	Video

- **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.

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.

Set it up on the web **Intercom > Basic > Sequence Call** interface.



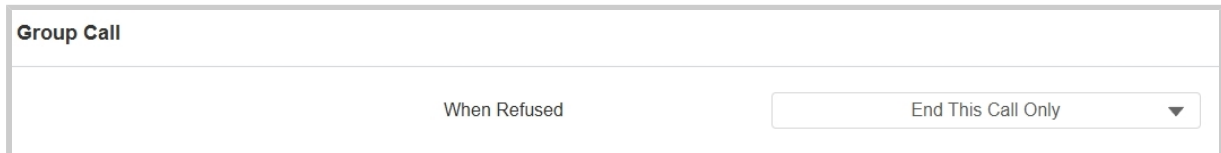
Sequence Call	
Enabled	☐
Time Out (Sec)	60 ▼
When Refused	Do Not Call Next ▼

- **Time Out(Sec):** Specify the time limit for the call between two sequential call numbers. For example, if the time value is set to 10, the call that is not answered in 10 seconds will be ended automatically and transferred to the next call number in order.
- **When Refused:** Determine whether to call the next if a call was rejected by the previously called party.
 - **Do Not Call Next:** The sequence call will stop when the call is refused.
 - **Call Next:** The device will call the next number in order when the call is refused.

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](#).

You can configure the action when a group call is refused on the web **Intercom > Basic > Group Call** interface.



Group Call	
When Refused	End This Call Only ▼

- **When Refused:**
 - **End This Call Only:** The device will continue to call other numbers.
 - **End All Calls:** The call ends.

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 configure it, go to **Intercom > Call Feature > Max Call Time** interface.

Max Call Time	
Max Call Time	5 (2~30Min)

- **Max Call Time:** Specify the maximum duration of all calls. The door phone will end the call automatically when the time limit is reached.

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 configure it, go to **Intercom > Call Feature > Max Dial Time** interface.

Max Dial Time	
Dial In Time	60 (30~120Sec)
Dial Out Time	60 (30~120Sec)

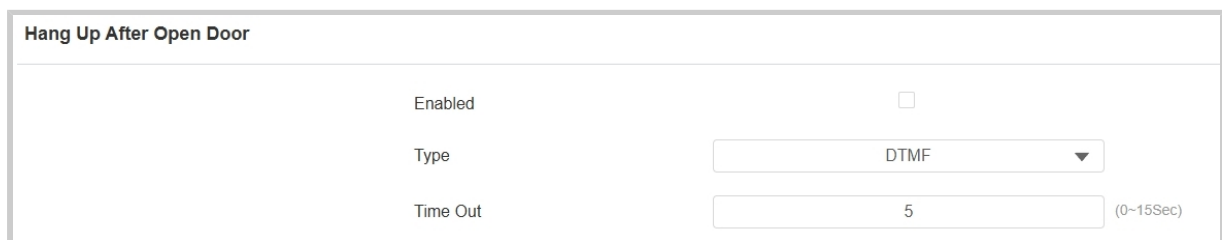
- **Dial In Time:** Specify the maximum duration of an incoming call. The door phone will automatically end the incoming call if it is not answered within the preset time.

- **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.

Hang Up After Open Door

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

To set the feature, go to **Intercom > Call Feature > Hang Up After Open Door** interface.



The screenshot shows a configuration box titled "Hang Up After Open Door". It contains three settings: "Enabled" with an unchecked checkbox, "Type" with a dropdown menu set to "DTMF", and "Time Out" with a text input set to "5" and a range indicator "(0~15Sec)".

- **Type:** Specify the door unlock 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.

Two-way Video Call

The two-way video feature allows for visual connection with both callers and recipients via the door phone, providing a more interactive and secure conversation.

Set it up on the **Intercom > Basic > In Call Type** interface.



The screenshot shows a configuration box titled "In Call Type". It contains one setting: "Type" with a dropdown menu set to "Normal".

- **Enabled:** Disabled by default. Activate this feature to allow callers to see the called party's video stream during a video call.
 - In the following situations, two-way video calls can be established:
 - The device initiates a video call, and the other party with a camera answers it.
 - The other party with a camera initiates a video call, and the device answers it.
 - In all other cases, only audio communication is displayed.

Audio and 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 type of 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** interface.

Audio Codecs

0 item
Disabled Codecs

3 items
Enabled Codecs

No Data

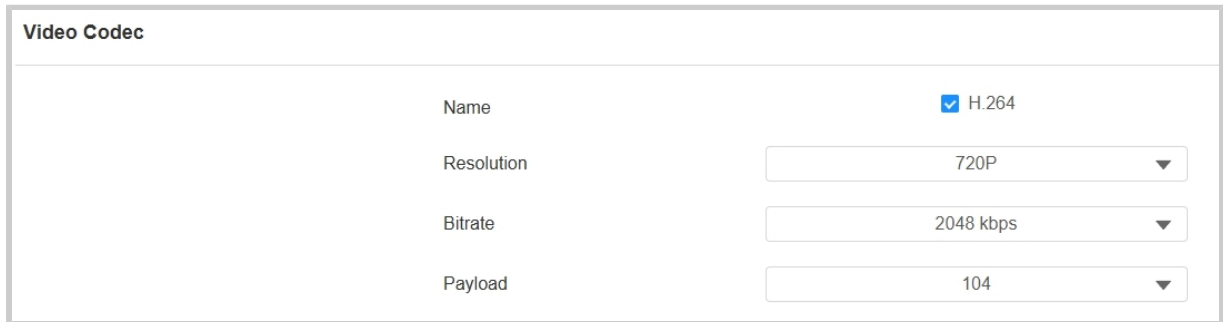
☐ PCMU
☐ PCMA
☐ G722

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 web **Account > Advanced > Video Codec** interface.



Video Codec	
Name	☒ H.264
Resolution	720P ▼
Bitrate	2048 kbps ▼
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 code resolution is 720P(720 × 480 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 2048.
- **Payload:** The payload ranges from 90 to 119 for configuring audio/video configuration files. The default is 104.

Video Codec for IP Direct 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 web **Intercom > Call Feature > IP Video Parameters** interface.

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

- **Video Resolution:** Select the resolution from the provided options. The default resolution is 720P(720 × 480 pixels).
- **Video Bitrate:** The video stream bitrate ranges from 128 to 2048 kbps. The default bitrate is 2048.
- **Payload:** The payload ranges from 90 to 119 for configuring audio/video configuration files. The default is 104.

Contacts Configuration

The local contact information is used to initiate SIP or IP calls to users. You can group the contact information to facilitate group calls to target users. Moreover, the contact list functions as a whitelist, allowing only listed numbers to open doors via DTMF during calls.

When the device is deployed on the SmartPlus Cloud, cloud contacts will display on the device web but not editable.

Manage Contact Groups

You can create and edit a contact group for the contacts. The contact group will be used when you are adding a user.

To set it up, go to the web **Directory > User > Group** interface. Click **+Add**. You can also add groups on the **Setting > User > Group** screen. You can add 5,000 groups or more.

Group

+ Add

☐	Index	Name	Edit
 No Data			

Add Group

Name

Cancel

Submit

Set up Contact Details

You can add users' contact information when adding or editing a user on the **Directory > User** interface. The users added will be displayed on the device's Directory screen.

Click **+Add** to add a user or click  to modify a user. Scroll to the **Contact Details** section.

User

All

User ID/Name/Code

Search

+ Add

☐	Index	Source	UserID	Name	Private PIN	RF Card	Face	Floor No.	Web Relay	Schedule-Relay	Edit
☐	1	Local	1	ak				NULL	0	1001-1	

Selected: 0/1

Delete

Delete All

Total: 1

Prev

1/1

Next

Go To Page

1

Go

Contact Detail

Phone

Group

Default

Priority Of Call

Primary

Dial Account

Auto

- **Phone:** The IP or SIP number.
- **Group:** Assign the contact to the Default, Hidden Contact, or a self-created group.
- **Priority of Call:** When assigning the contact to a self-created group, set the priority of the call among three options: Primary, Secondary, and Tertiary. For example, if you set the priority of a call for one of the contacts in a specific contact group as Primary, then the contact will be the first to be called among all the contacts in the same contact group when someone presses on the contact group to make a group call.
- **Dial Account:** Select the account to make a call to the contact.

Contact List Display

You can customize the contact list display to cater to users' operational and visual preferences.

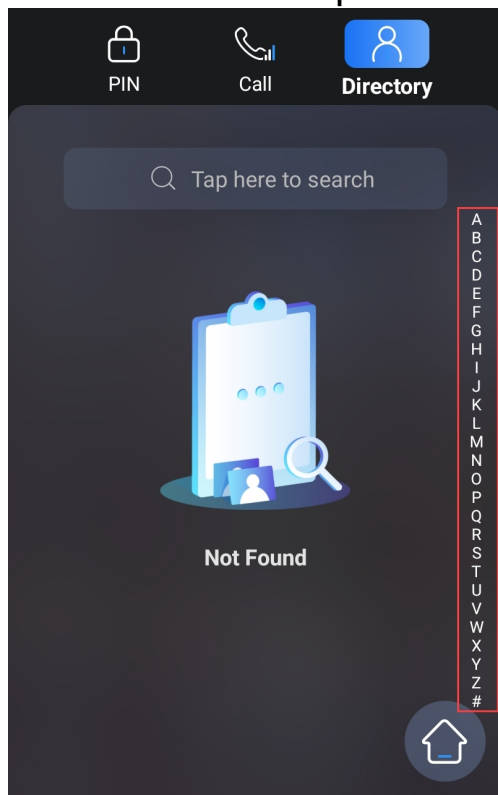
To set it up, go to **Directory > Directory Setting** interface.

Directory Setting

Show Cloud Contacts	☒
Contacts Display Mode	Contact Display by Group
Sort By	ASCII Code
Click Contacts To Dial Out	☒
Expand Tenants List View Mode	☐
Search Function	☒
Alphabet Indexer	☒

- **Show Cloud Contacts:** The contacts synchronized from the SmartPlus cloud can be displayed.
- **Contacts Display Mode:**
 - **All Contacts:** Display all the contacts.
 - **Groups Only:** Display contact groups. Press the desired group on the device screen to make a group call.
 - **Contact Display by Group:** Display contacts by groups. Press the group, and users can see the contacts in it.
- **Sort By:**
 - **ASCII Code** lists directory by their names in the sequence of the ASCII code.
 - **Room No.** lists the directory according to their room numbers.
 - **Import** lists directory according to their order in the imported file.
- **Click Contacts to Dial Out:** When enabled, users can press anywhere on the contact tab to dial out. When disabled, users need to press the Call icon to dial out.
- **Expand Tenants List View Mode:** Control the width of the contact tab. When enabled, the contact tab will be wider.
- **Search Function:** Set whether to display the search box at the top of the screen.

- **Alphabet Indexer:** When enabled, users can find the desired contact with the alphabet indexer on the Directory screen.



- **Cloud Call Permission Control:** This option will display 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.
 - For example, 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.
 - If this feature is disabled, even if users cannot open doors, they can receive calls.

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.

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

Relay			
Relay ID	RelayA ▼	RelayB ▼	RelayC ▼
Type	Default State ▼	Default State ▼	Default State ▼
Mode	Monostable ▼	Monostable ▼	Monostable ▼
Trigger Delay(Sec)	0 ▼	0 ▼	0 ▼
Hold Delay(Sec)	5 ▼	5 ▼	5 ▼
DTMF Mode	1 Digit DTMF ▼		
1 Digit DTMF	# ▼	1 ▼	2 ▼
2~4 Digits DTMF	010	012	013
Relay Status	RelayA: Low	RelayB: Low	RelayC: Low
Relay Name	Relay1	RelayB	RelayC
Access Method	☒ PIN ☒ Face ☒ RF Card ☒ BLE ☒ NFC ☒ LPR Camera	☒ PIN ☒ Face ☒ RF Card ☒ BLE ☒ NFC ☐ LPR Camera	☒ PIN ☒ Face ☒ RF Card ☒ BLE ☒ NFC ☐ LPR Camera
Lift Control	☒	☒	☒

Relay ID: The specific relay for door access.

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 open 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 Digit 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 method(s) to trigger the relay.
- **Lift Control:** Set whether to perform [lift control](#) when the specific relay is triggered.

Note

External devices connected to the relay require separate power adapters.

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 configure it, go to **Access Control > Web Relay** interface.

Web Relay

Type

Disabled

Authorization Mode

None

IP Address

User Name

Password

Web Relay Action Setting

Action ID	Web Relay Action	Web Relay Key	Web Relay Extension
01			
02			
03			

- **Type:** Determine the type of relay activated when employing door access methods for entry.
 - Disabled: Only activate the local relay.
 - Only Web Relay: Only activate the web relay.
 - Both Local Relay and Web Relay: 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.

- **User Name:** 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.

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.

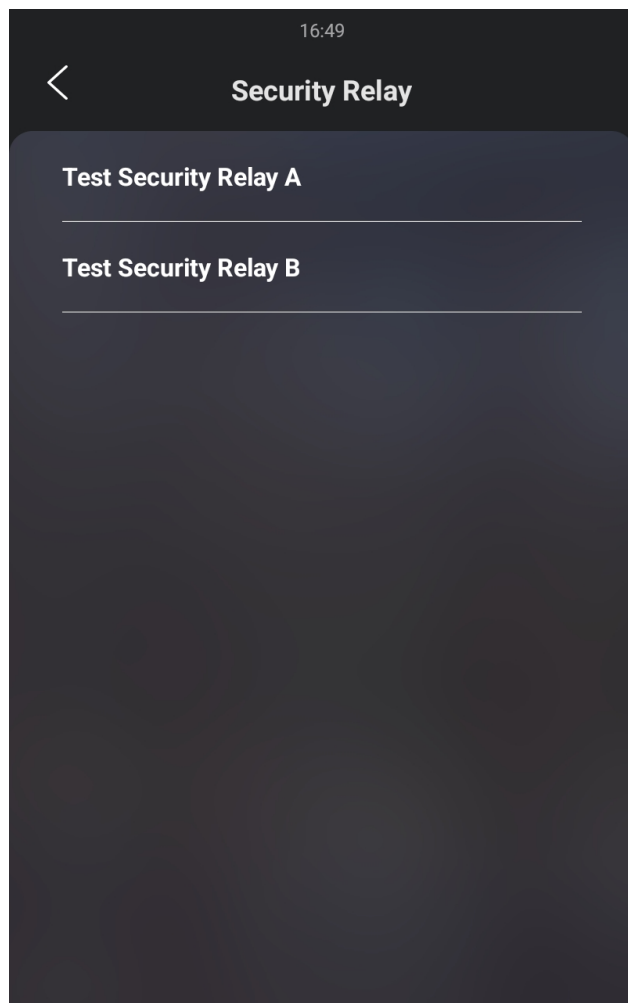
To set up the security relay, navigate to **Access Control > Relay > Security Relay** interface.

Security Relay

Relay ID	Security Rel...	Security Rel...
Enabled	☐	☐
Connect Type	Relay A Pow...	RS485
Trigger Delay(Sec)	0	0
Hold Delay(Sec)	5	5
1 Digit DTMF	3	4
2-4 Digits DTMF	013	014
Access Method	☒ PIN ☒ Face ☒ RF Card ☒ BLE ☒ NFC ☐ LPR Camera	☒ PIN ☒ Face ☒ RF Card ☒ BLE ☒ NFC ☐ LPR Camera
Lift Control	☒	☒
Relay Name	Security Relay A	Security Relay B
	Test	Test

- **Connect Type:** Select the connection type between the security relay and the door phone. You can select connection via the door phone Relay A Power Output, or RS485.
- **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 open 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.
- **Access Method:** Check the method(s) to trigger the security relay.
- **Lift Control:** Set whether to perform [lift control](#) when the specific relay is triggered.
- **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.

You can also test the security relay on the device by going to **Security > Security Relay**.



Upgrade SR01

You can upgrade the Akuvox SR01 on the **Device > RS485** interface.

SR01 Upgrade is available when the **Apply RS485 Setting To** option is set to **Security Relay**.

RS485

Apply RS485 Setting To

Security Relay ▼

SR01 Upgrade

Connect

Please click 'Connect' again each time you connect SR01 to the device.

Hardware Version

Upgrade

Upgrade

- **Connect:** Ensure a successful connection between the device and the SR01 before the upgrade.
- **Hardware Version:** The SR01 hardware version will display after a successful connection.
- **Upgrade:** Click to upload the ROM file.

Note

Click [here](#) to download the upgrade file.

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 a Door Access Schedule

To configure the schedule, navigate to the web **Setting > Schedule** interface. Click +Add. You can add 500 schedules or more.

You can also set up the schedule on the **Setting > Basic Setting > Schedule** screen.

Schedule									
All Search + Add Import Export									
☐	Index	Schedule ID	Source	Mode	Name	Date	Day of Week	Time	Edit
☐	1	1002	Local	Daily	Never	--	--	-	
☐	2	1001	Local	Daily	Always	--	--	00:00:00-23:00:00	
Selected: 0/2 Delete Delete All Total: 2 Prev 1/1 Next Go To Page 1 Go									

Add Schedule

Mode

Normal

Name

Start Date - End Date

20260127 ~ 20260127

Day

☒ Mon

☒ Tue

☒ Wed

☒ Thur

☒ Fri

☒ Sat

☒ Sun

☐ Check All

Start Time - End Time

00:00 - 23:59

Holiday Exemption

☐

Cancel

Submit

- **Mode:**
 - **Normal:** Set the schedule based on the month, week, and day. It is used for a long-term schedule.
 - **Weekly:** Set the schedule based on the week.
 - **Daily:** Set the schedule based on 24 hours a day.
- **Name:** Name the schedule.
- **Holiday Exemption:** The [holiday schedule](#) has higher priority over the access schedule, which limits users from opening doors. If users want to open doors during holidays within the access schedule, you need to check this option.

Note

The access control schedule synchronized from the SmartPlus cannot be edited or deleted.

Import and Export Door Access Schedule

You can create door access schedules one by one or in bulk. You can export the current schedule file, edit it or add more schedules following the format, and import the new file to the desired devices. This helps you manage your door access schedules easily.

Set it up on the **Setting > Schedule** interface. The import/export file is in .xml format.

Schedule									
					All	Search	+ Add	Import	Export
☐	Index	Schedule ID	Source	Mode	Name	Date	Day of Week	Time	Edit
☐	1	1002	Local	Daily	Never	--	--	-	
☐	2	1001	Local	Daily	Always	--	--	00:00:00-23:00:00	
Selected: 0/2 Delete Delete All Total: 2 Prev 1/1 Next Go To Page 1 Go									

You can also create schedules on the **Setting > Basic Setting > Schedule** screen.

16:50

< Add Schedule

Mode Normal >

* Name

Start Date 2023-10-16 >

End Date 2023-10-16 >

Day ... >

Start Time 00:00 >

End Time 00:00 >

Confirm

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.

Navigate to the web **Access Control > Relay > Relay Schedule** interface.

- **Relay ID:** Specify the relay that applies the schedule.
 - **Security Relay A:** Only available when the security relay is enabled, and **12V Power Output** is set to Security Relay A.

- **Security Relay B:** Only available when the security relay is enabled.
- **Repeat Type:**
 - **Routine Schedule:** The schedule repeats every week. Click **Edit** on the right to configure.
 - **One-Time Runs:** Set the daily or weekly schedule that repeats during a defined period.
- **Schedule Mode:**
 - **Hold Open:** The door remains open during the scheduled time.
 - **First Credential In:** The door remains open during the scheduled time after users use their credentials for the first time.
 - **Lockdown:** The door remains closed during the scheduled time.

Note

Click [here](#) to view the detailed configuration of each schedule mode.

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. Click +Add.

Holiday

All

Search

+ Add

Import

Export

	Index	Source	Name	Repeat By Year	Edit
	No Data				

Calendar

Holiday Name

Repeat By Year

Year

Working Hours

Clear

January

February

March

April

May

June

July

August

September

October

November

December

- **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.

Door-opening Configuration

Unlock By Public PIN

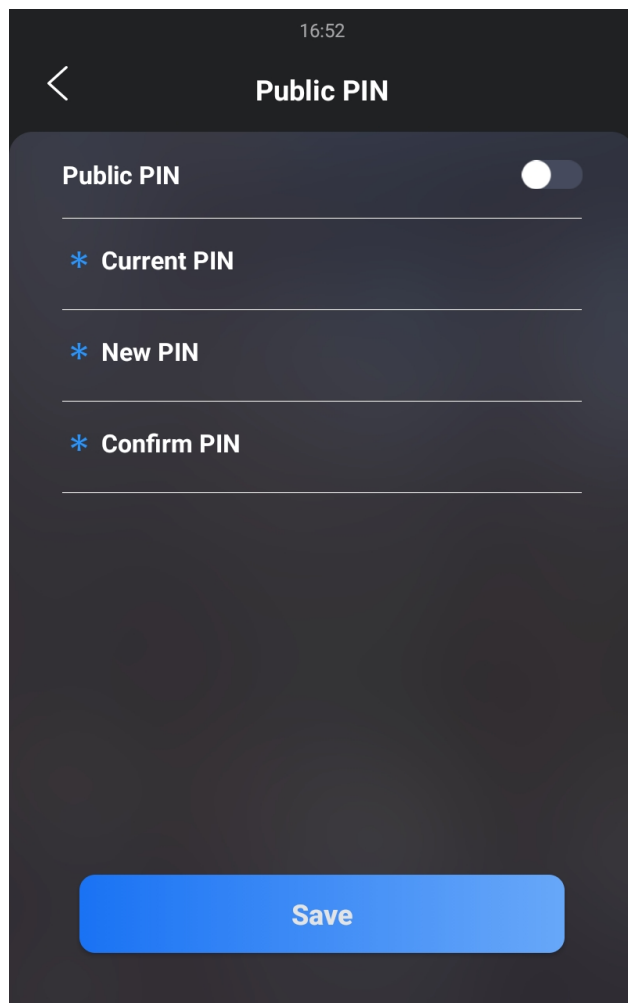
There are two types of PIN codes for door access: public and private. A private PIN is unique to each user, while the public one is shared by residents in the same building or complex. You can create and modify both the public and private PIN codes.

To set up the public PIN code, go to **Access Control > PIN Setting > Public PIN** interface.

Public PIN	
Enabled	☒
PIN Code	*****

- **PIN Code:** Set the 4-8 digit code without 9 as the start.

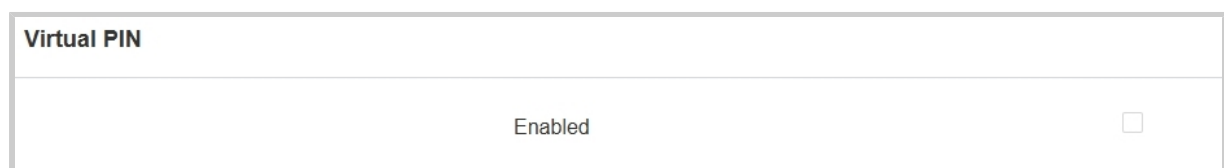
You can also set it up on the **Setting > Security > Public PIN** screen.



Virtual PIN

The virtual PIN allows you to protect your PIN code from being leaked to someone.

To enable the virtual PIN feature, navigate to **Access Control > PIN Setting > Virtual PIN** interface.



- **Enabled:** If enabled, you are allowed to put fake numbers on both sides of the PIN code for PIN code protection. For example, if your password is 1234567, you can put 99 and 88 on both sides (99123456788). The virtual password is matched to the user by the number of matched digits. For example, if user A has a greater number of digits that are matched with the virtual password entered than user B, then it will be regarded as user A's password. However, when the double authentication is applied, then the virtual password will be matched with the users who pass the first level of authentication, for example, Face + PIN.

Note

This feature is not used for Public PIN and Apartment+PIN.

User-specific Access Methods

The private PIN code, RF card, Bkey, and facial recognition settings 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. You can add up to 50,000 users.

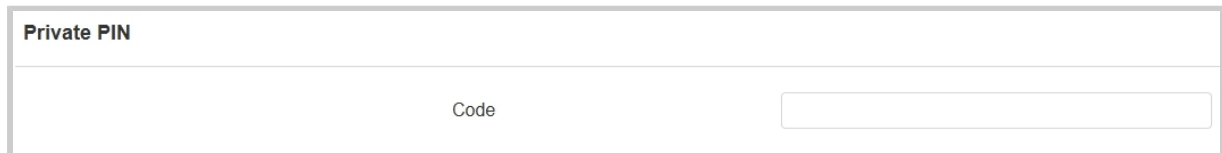
To add a user, go to **Directory > User** interface and click **+Add**. You can also add a user on the device **Setting > User** screen.

User Basic	
UserID	2
Name	

- **User ID:** The unique identification number assigned to the user.
- **Name:** The name of this user.

Unlock by Private PIN Code

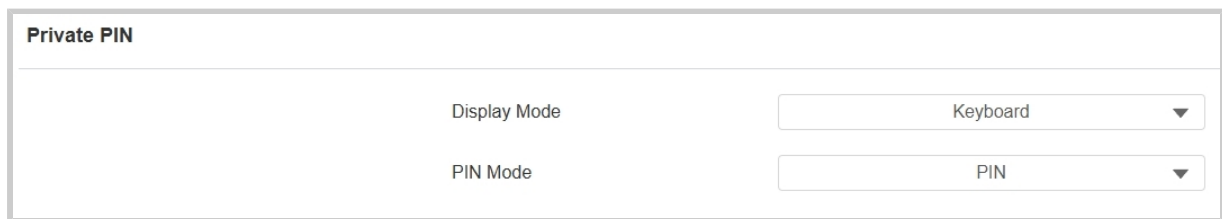
On the **Directory > User > +Add** interface, find the **Private PIN** section.



The screenshot shows a form titled "Private PIN". Inside the form, there is a label "Code" followed by a text input field.

- **Code:** Set a 2-8 digit PIN code solely for the use of this user.

You can set the PIN mode on the **Access Control > PIN Setting > Private PIN** interface.



The screenshot shows a form titled "Private PIN". It contains two settings: "Display Mode" with a dropdown menu set to "Keyboard", and "PIN Mode" with a dropdown menu set to "PIN".

- **Display Mode:**
 - **Keyboard:** Display the keyboard on the PIN screen.
 - **QR Code:** Display the QR code scanning box on the PIN screen.
- **Authorization PIN:**
 - **PIN:** Solely enter the PIN code for door access.
 - **APT#+PIN:** Enter the Apartment Number first before entering the PIN code for the door access. **Apartment Number** can only be applicable when the device is connected to the Akuvox SmartPlus.

Unlock by RF Card/Bkey

On the **Directory > User > +Add** interface, find the **RF Card & Bkey** section.

RF Card & Bkey

Code

Obtain

Delete

Add

If you want to add Bkey, please make sure the BLE function is set to Enable.

- **Code:** The card code or Bkey code the device reads.

Note

- Click [here](#) to view the detailed steps of configuring Bkey.
- RF cards operating at 13.56 MHz and 125 KHz frequencies are compatible with the device for access.
- Each user can have a maximum of 5 cards added.
- The device allows to add 50,000 users.

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 **Access Control > Card Setting > RFID** interface.

RFID

IC Card Display Mode

8HN

ID Card Order

Normal

ID Card Display Mode

8HN

- **IC/ID Card Display Mode:** Select the card number format from the provided options.
- **ID Card Order:** Set the ID card reading mode between Normal and Reversed.

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.

The screenshot shows a form titled "License Plate". It contains a text input field labeled "Code", a blue button labeled "Duration", and a red button with a trash icon labeled "Delete". Below these is a large blue button labeled "Add".

- **Add:** A user can have up to 5 license plates.
- **Duration:** Enable/disable Long-term Vehicle. It is enabled by default. If disabled, specify when the vehicle can enter or exit the parking lot.

Unlock by Facial Recognition

On the **Directory > User > +Add** interface, find the **Face** section.

The screenshot shows a form titled "Face". It contains a text input field labeled "Status" with the value "Unregistered". Below it is a text input field labeled "Photo". To the right of the "Photo" field are two blue buttons: "Import" (with a file icon) and "Reset" (with a circular arrow icon).

- **Photo:** Max File Size: 2M; Format: .jpg/.png/.bmp.

Facial Recognition Settings

The door phone allows you to adjust facial recognition accuracy, recognition intervals, and more to enhance user experience.

Set it up on the **Access Control > Face Settings** interface.

Face Basic

Facial Recognition Enabled	Auto ▼
Offline Learning Enabled	☒
Recognize Option	Normal ▼
Antispoofing Option	Normal ▼
Pose Detection Option	Low ▼
Facial Recognition Interval(Sec)	5 ▼

- **Facial Recognition:**
 - **Disabled:** Turn off the facial recognition function.
 - **Auto:** Display the facial recognition box on the home screen. The device starts recognition when it detects faces.
 - **Manual:** Display a prompt “Press to start face recognition.” Users need to tap on the home screen to start recognition.
- **Offline Learning Enabled:** Facial recognition accuracy improves as the number of facial recognition increases.
- **Recognize Option:** Determine how strict the facial recognition system is in comparing a person’s face with uploaded face data. Each level allows a different degree of difference or face covering (excluding the mouth area) to pass the recognition.
 - Low: Allow slight differences from the uploaded face data, with little face coverage.
 - Highest: Require the face to be identical to the uploaded one, with minimal or no covering.
 - The other two levels are in between.
- **Antispoofing Option:** Set how strict the system is in preventing fake faces.
 - Close: Disable the facial anti-spoofing function. Facial verification can be passed using non-living substitutes for an authorized person's face, such as a photo.
 - Highest: The system cannot be fooled by any non-living substitutes for an authorized person's face.
 - The other three levels are in between.

- **Pose Detection Option:** Set the pose detection level from Close, Low, Normal, or High. The higher the level is, the more accurate the detection is. Users will be prompted to “please face the camera directly” when they do not face the camera.
- **Facial Recognition Interval(Sec):** Adjust the time interval between each facial recognition attempt, ranging from 1 to 8 seconds.

Access Setting

You can customize access settings, such as defining the door access schedule to determine when the code is valid and specifying which relay to open.

On the **Directory > User > +Add** interface, scroll to the **Access Setting** section.

The screenshot shows the 'Access Setting' configuration page. It features several input fields and checkboxes for customizing door access. The 'Allow To Open' section has three checkboxes: RelayA (checked), RelayB, and RelayC. Below this, there are checkboxes for 'First Credential In' (RelayA) and 'Lockdown Bypass'. The 'Web Relay' is a dropdown menu currently set to '0'. The 'HTTP URL' is an empty text field. The 'C4 Events' is another dropdown menu set to '0'. Below these are text input fields for 'Building', 'Floor No.' (with a 'NULL x' button), and 'Room'. At the bottom, there are two panels for managing schedules: 'Unselected Schedules' (showing 2 items: 1002:Never and 1:1) and 'Selected Schedules' (showing 1 item: 1001:Always). Navigation arrows are located between these panels and on the right side of the 'Selected Schedules' panel.

- **Allow To Open:** Specify the relay that can be unlocked by the user’s credentials.

- **First Credential In:** This decides whether the user can keep the door open during [the scheduled time](#) after activating it.
- **Lockdown Bypass:** This decides whether the user can open the door when the door is locked during [the scheduled time](#).
- **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.
- **HTTP URL:** Specify the [HTTP URL](#) sent to another Akuvox device for door opening. You can add up to 10 commands.
- **C4 Events:** When the device integrates with C4 devices, select the C4 event(s). When users use their credentials, the events will be triggered. You may refer to the manual [Akuvox Integration with Control4](#) to learn the integration steps.
- **Building:** Specify the building the user lives in.
- **Floor No.:** Specify the floor(s) that are accessible to the user via the [elevator](#).
- **Room:** Enter the user's room number.
- **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

The device supports access control user data to be shared among Akuvox devices through import and export, while you can also export the facial data and then import it to a third-party device.

Click [here](#) to view how to import and export user data between Akuvox devices.

Navigate to the web **Directory > User > Import/Export User** interface. The device allows adding 50,000 users.

Import/Export User

User Data

Import
Export

Note

The imported/exported file support XML or CSV formats.

Access Authentication

You can set up multiple access authentication modes, and set up authentication security as needed.

Set it up on the **Settings> Key/Display > Access Authentication Mode** interface. This feature applies to the **Multi-factor Authentication** theme.

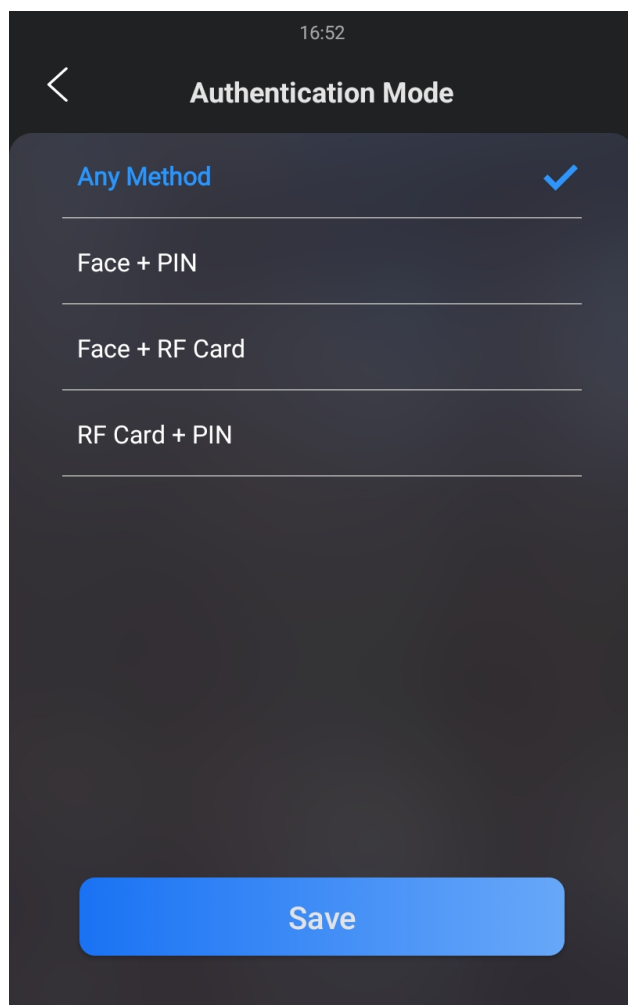
Access Authentication Mode

Authentication Mode	Any Method ▼
Inactivity (Sec)	10 ▼
Blocked Duration (Sec)	30 ▼
Number of Attempts	3 ▼

- **Authentication Mode:** Determine how to unlock the door using different methods. Please note that the order of the two-factor authentication matters.
 - Any Method: Allows all access methods.
 - Face + PIN: Scan the face first, then enter the PIN code.
 - Face + Card: Scan the face first, then swipe the RF card.
 - Card + PIN: Swipe the RF card first, then enter the PIN code.

- **Inactivity (Sec):** Set the authentication timeout for the second authentication. For example, in **Face+PIN** authentication, if you set the authentication timeout as 10 seconds, then users have to enter the PIN code within 10 seconds after they go through the face recognition; otherwise, the screen will return to the home screen.
- **Blocked Duration (Sec):** Set the block time for the first authentication. For example, if you set the number of attempts as 3, and users fail to pass the second authentication three times, then users will be temporarily blocked from the first authentication according to the block time.
- **Number of Attempts:** The number of attempts users are allowed for the second authentication.

To set up authentication mode on the device, go to **Setting > Security > Authentication Mode**.



Unlock by Bluetooth

The Bluetooth-enabled SmartPlus App enables users to enter the door without tapping on the device. They can open the door with the app in their pockets or wave their phones toward the door phone as they get closer to the door.

This feature requires the device to be connected to the SmartPlus Cloud.

Set it up on the web **Access Control > BLE** interface.

BLE Basic

Enabled

☒

RSSI Threshold

72

(-85~-50db)

BKey Trigger Signal

-92dBm

-82dBm

-77dBm

about 1 meter ?

Unlock Interval For Same User (Sec)

10

(5~900Sec) ?

Unlock Interval For Different User (Sec)

10

(5~900Sec) ?

- **RSSI Threshold:** Set the received signal strength. Higher values indicate stronger signal strength, making it easier to receive the Bluetooth signal.
- **Bkey Trigger Signal:** There are three ranges that determine the Bkey trigger distance, ranging from 1m to 3m.
- **Unlock Interval For Same User(Sec):** Set the time interval between consecutive Bluetooth door access attempts for the same user.
- **Unlock Interval For Different Users(Sec):** Set the time interval between consecutive Bluetooth door access attempts for different users.

Note

To learn about detailed configuration steps of different Bluetooth-based access methods, you can click the following articles.

- [Open the Door via Bkey.](#)
- [Unlock by Bluetooth via SmartPlus App.](#)

Unlock by HTTP Command

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

	RelayA	RelayB	RelayC
Relay ID	RelayA ▼	RelayB ▼	RelayC ▼
Type	Default State ▼	Default State ▼	Default State ▼
Mode	Monostable ▼	Monostable ▼	Monostable ▼
Trigger Delay(Sec)	0 ▼	0 ▼	0 ▼
Hold Delay(Sec)	5 ▼	5 ▼	5 ▼
DTMF Mode	1 Digit DTMF ▼		
1 Digit DTMF	0 ▼	1 ▼	2 ▼
2-4 Digits DTMF	010	012	013
Relay Status	RelayA: Low	RelayB: Low	RelayC: Low
Relay Name	RelayA	RelayB	RelayC
Access Method	☒ PIN ☒ Face ☒ RF Card ☒ BLE ☒ NFC	☒ PIN ☒ Face ☒ RF Card ☒ BLE ☒ NFC	☒ PIN ☒ Face ☒ RF Card ☒ BLE ☒ 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.

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

Info+Inband+RFC2833 ▼

How To Notify DTMF

Disabled ▼

Payload

101 (96~127)

- **Type:** Select from the available options 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.

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 Whitelist

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 unlock doors using DTMF.
 - **Only Contacts List:** Only numbers added to the door phone's [contact list](#) can unlock via DTMF.
 - **All Numbers:** Any numbers can unlock using DTMF.

Unlock by QR Code

You can use a QR code to unlock the door with the door phone. This method requires the Akuvox SmartPlus cloud service. You have to activate this feature before using it.

Set it up on the **Access Control > Relay > Open Relay via QR Code** interface.

Open Relay Via QR Code
Enabled ☒

Note

The function should work with the Akuvox SmartPlus cloud. Please click [here](#) to view the configuration details.

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.

Set it up on the web **Access Control > Input > Input** interface.

Input A

Enabled

☐

Trigger Electrical Level

Low

Action To Execute

☐ FTP

☐ Email

☐ HTTP

☐ TFTP

☐ SIP Call

☐ Alert - Granted

☐ Alert - Denied

☐

☐

If selected, you need to go to the [Setting-Action](#)'s page to set.

HTTP URL

Action Delay

0

(0~300Sec)

Action Delay Mode

Unconditional Execution

Execute Relay

None

☐

Alarm Door Opened

☐

Break-in Intrusion

None

☐

Door Status

DoorA: High

Super Mode

Enabled

- **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 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.
 - **TFTP:** Send a screenshot to the preconfigured [TFTP server](#) .

- **Alert-Granted:** The device will announce “Access Granted” and display a text prompt when the door is opened. You can customize the text prompt on the **Access Control > Relay > Open Door Text Prompt** interface.
- **Alert-Denied:** The device will announce “Access Denied” and display a text prompt when opening the door fails. You can customize the text prompt on the **Access Control > Relay > Open Door Text Prompt** interface.
- **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, when the door-opening time exceeds a limit, the alarm will be triggered.
 - **Door Opened Timeout:** The door-opening time limit.
- **Break-in Intrusion:** Activate an alarm when the door is forcibly or illegally opened. Only by checking off this option can the alarm be turned off once triggered. It is incompatible with the Execute Relay feature. Click [here](#) to learn more about this feature.
- **Door Status:** Display the status of the input signal.
- **Super Mode:** When enabled, the administrator will be able to open the door using an RF card even when the door phone breaks down or malfunctions.

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.



The screenshot shows a web interface titled "Mifare/Desfire Card Encryption". Below the title bar, there is a status indicator "Enabled" and a dropdown menu currently set to "Disabled".

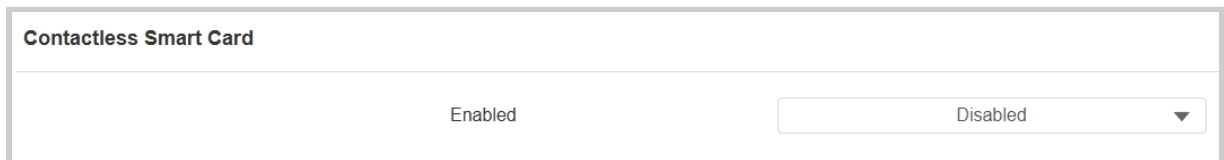
- **Classic:**
 - **Sector/Block:** Specify the location where encrypted card data is stored. A Mifare card has 16 sectors (numbered 0 to 15), and each sector has 4 blocks (numbered 0 to 3).
 - **Block Key:** Set a password to access the data stored in the predefined sector/block.
 - **Code Length:** Select the code length between Auto and 7 Bytes to 4.
 - **Code Order:** Select the code order between Normal and Reversed.
- **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 31.
 - **Crypto:** The encryption method, either AES or DES.
 - **Key:** The file key.
 - **Key Index:** The index number for the key, which can be a number from 0 to 11.
- **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.

Contactless Smart Card

You can select an NFC card or Felica card for contactless access. For example, if you enable both NFC and Felica cards, you can gain contactless entry with the two types of cards.

Enable the use of NFC and/or Felica cards on the **Access Control > Card Setting > Contactless Smart Card** interface.



The screenshot shows a web interface for 'Contactless Smart Card' settings. At the top, the title 'Contactless Smart Card' is displayed. Below the title, there is a toggle switch. The switch is currently in the 'Enabled' position, indicated by the word 'Enabled' being visible and the switch being moved to the right. To the right of the switch, there is a dropdown menu with 'Disabled' selected, indicated by a downward arrow.

Note

- The NFC feature is not available on iPhones.
- Click [here](#) to view how to open doors via NFC.

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 in Mjpeg format with the device. To do this, you need to turn on the Mjpeg function and choose the image quality.

Set it up on the web **Surveillance > MJPEG** interface.

MJPEG Server

Enabled

☒

Live Stream Enable

☒

Image Quality

VGA

Go To Door Log

Go To Call Log

- **Live Stream Enable:** Set whether to view the video stream via URLs(*<http://ip:8080/video.cgi>; <http://ip:8080/picture.cgi>; <http://ip:8080/jpeg>*). It is disabled by default.
- **Image Quality:** Specify the MJPEG image quality from the lowest QCIF(176×144 pixels) to the highest 2K(2048x1080 pixels).
- **Go to Door Log:** Click to redirect to the access log interface. The selection of image quality affects the maximum number of [logs stored and exported](#).
- **Go to Call Log:** Click to redirect to the call log interface. The selection of image quality affects the maximum number of [logs stored and exported](#).

MJPEG Authorization

The MJPEG authorization is enabled by default to limit access to the MJPEG images and videos.

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

RTSP Basic

Enabled

☒

RTSP Authorization

☐

Mjpeg Authorization

☒

Authentication Mode

Digest

Username

Password

- **MJPEG Authorization:** It is enabled by default. Accessing the door phone's real-time image or video by entering the URL into the browser requires verification of the Authentication Mode, RTSP Username, and RTSP 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` on the web browser.

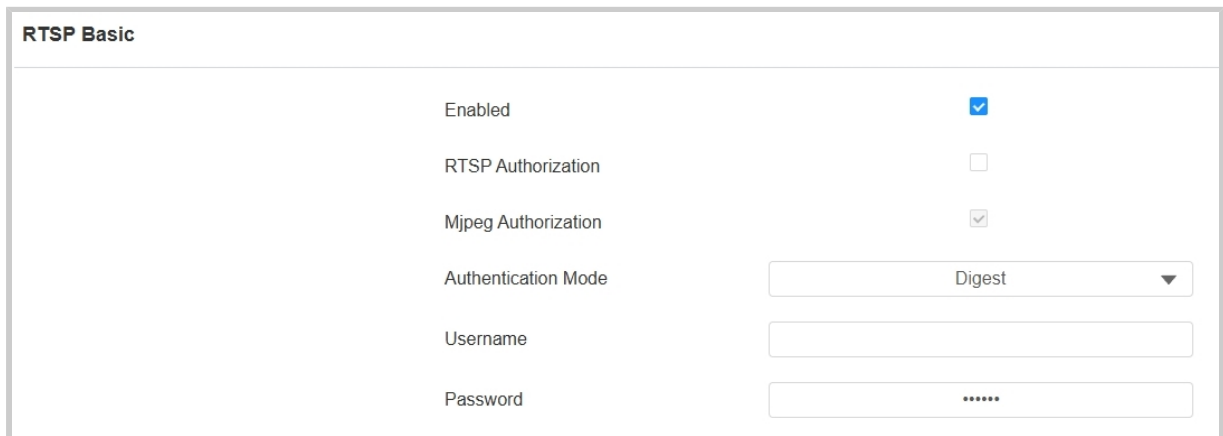
RTSP Stream Monitoring

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 web **Surveillance > RTSP > RTSP Basic** interface in terms of RTSP Authorization, authentication, password, etc., before you are able to use the function.



The screenshot shows the 'RTSP Basic' configuration page. It contains several settings: 'Enabled' is checked with a blue checkbox; 'RTSP Authorization' is unchecked with a grey checkbox; 'Mjpeg Authorization' is checked with a grey checkbox; 'Authentication Mode' is a dropdown menu currently set to 'Digest'; 'Username' is an empty text input field; and 'Password' is a text input field with masked characters (dots).

- **RTSP Authorization:** 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:** Select between Basic and Digest. It is Digest by default that uses hashing instead of the easily reversible Base64 encoding. A token is used for verification.
- **User Name:** Set the username for authorization.
- **Password:** Set the password for authorization.

RTSP Stream Setting

The RTSP stream can use H.264 as the video codec. You adjust the video resolution, bitrate, and other settings.

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

RTSP Stream

Audio Enabled

☐

Video Codec

H.264 ▼

H.264 Video Parameters

Video Resolution

720P ▼

Video Framerate

25fps ▼

Video Bitrate

1024kbps ▼

2nd Video Resolution

VGA ▼

2nd Video Framerate

25fps ▼

2nd Video Bitrate

512kbps ▼

- **Audio Enabled:** When enabled, the device will send the audio stream with the video to the monitor via RTSP.
- **Video Resolution:** Specify the image resolution, varying from the lowest QCIF(176×144 pixels) to the highest 2K(2048x1080 pixels). The default is 720P.
- **Video Framerate:** Frames per second refers to how many frames are displayed in one second of video. The default frame rate is 25fps.
- **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. The default is VGA.
- **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.

Tip

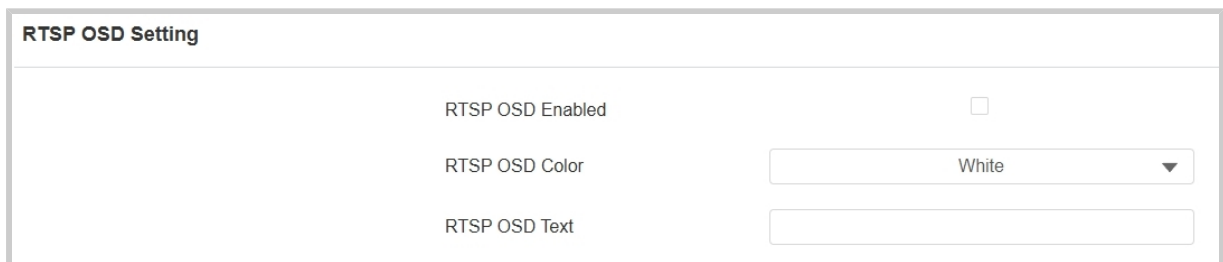
To view the audio and video stream using RTSP:

- First channel: rtsp://Device's IP/live/ch00_0
- Second channel: rtsp://Device's IP/live/ch00_1

RTSP OSD Setting

This feature is used to add a watermark to the RTSP video or picture. To protect the owner of the video or image.

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



RTSP OSD Setting	
RTSP OSD Enabled	☐
RTSP OSD Color	White ▼
RTSP OSD Text	

- **OSD Color:** Select the color from White, Black, Red, Green, or Blue.
- **Top/Bottom Text:** Customize the OSD content.

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.

Set it up on the web **Surveillance > ONVIF** interface.

Basic Setting	
Discoverable	☒
User Name	admin
Password	*****

- **Discoverable:** When enabled, the video from the door phone camera can be searched by other devices.
- **User Name:** 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.

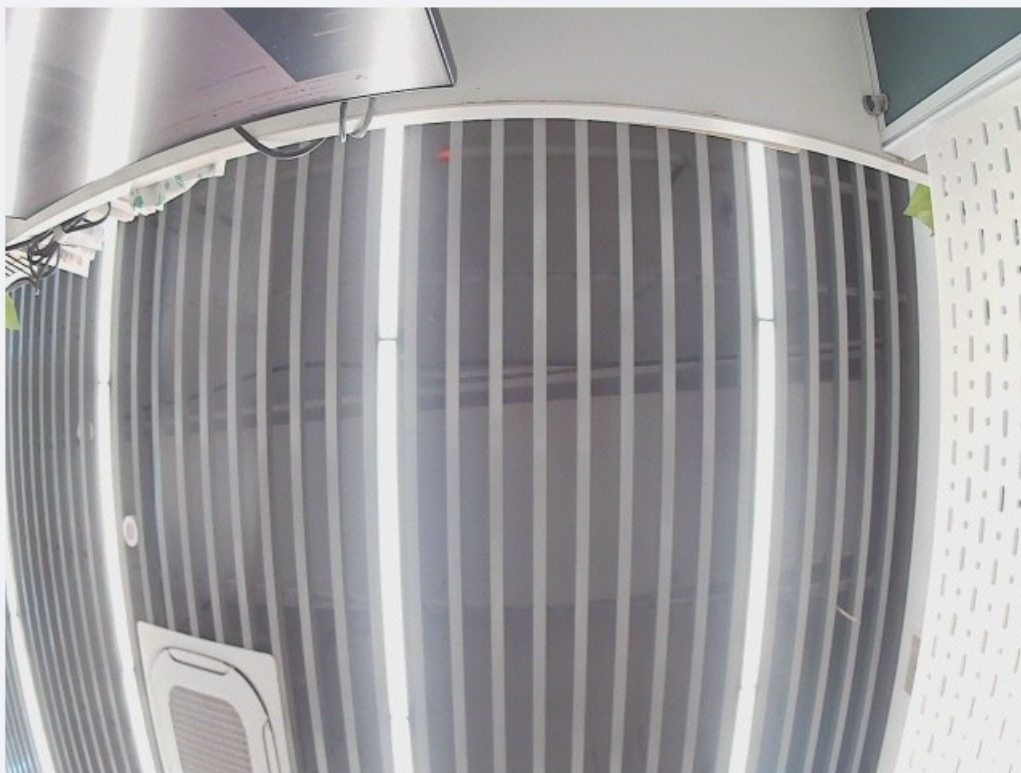
Some NVRs can send door-opening requests to the device and control door opening. You can enable or disable the function by turning on or off a switch on the same interface as the ONVIF feature.

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.

View the real-time video on the web **Surveillance > Live Stream** interface. Before viewing the live stream, you are required to enable the [live stream](#) feature and enter the username and password set in the [MJPEG Authorization](#) section.



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.

Third Party Camera	
Transport Type	TCP ▼

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

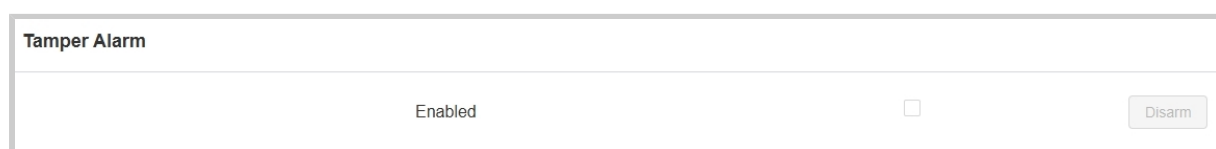
Security

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.

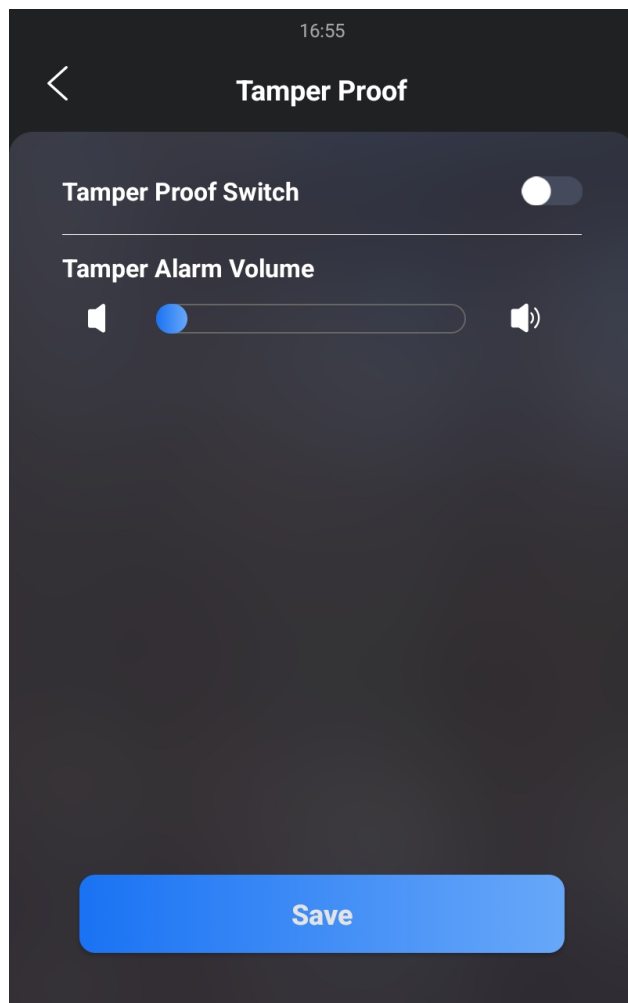
Click [here](#) to view which type is supported by the device and learn the function details.

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



The screenshot shows a web interface for the 'Tamper Alarm' function. At the top left, the text 'Tamper Alarm' is displayed. Below this, the status 'Enabled' is shown next to an unchecked checkbox. To the right of the checkbox is a button labeled 'Disarm'.

You can also set up the tamper alarm on the **Setting > Security > Tamper Proof** screen.



Disarm Setting

When the tamper alarm is triggered, you can enter the disarm code to clear the alarm.

Set it up on the **System > Security > Disarm Setting** interface.

Disarm Setting	
Enabled	☐
PIN Code	**** (Enter *# + PIN to disarm)

Lock Security

The door phone can work with other door locks and sensors to keep the lock secure. It will sound the alarm to alert users if the door sensor finds the door open or not fully closed.

On the device, go to **Setting > Security > Lock** for the setting.

16:55

< Lock

Lock Type

Positive

Negative

Lock Delay

0Sec >

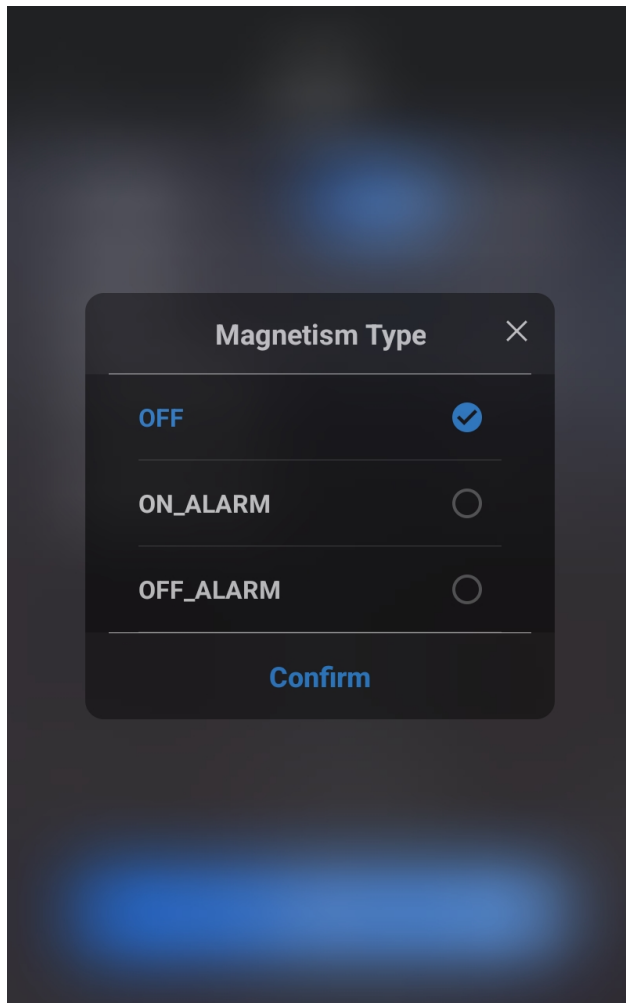
Magnetism Type

OFF >

Magnetism Delay

20Sec >

Save



- **Lock Type:**
 - **Positive:** The lock unlocks when power is ON and locks when power is OFF. Suitable for scenarios where the door should remain locked during a power outage.
 - **Negative:** The lock unlocks when power is OFF and locks when power is ON. Commonly used in places like fire escapes or emergency exits, ensuring that the door opens automatically during a power outage, allowing people to evacuate safely.
- **Lock Delay:** Select door unlock delay time after you are granted door access. The delay time range is from 0-10 seconds.
- **Magnetism Type:**
 - **OFF:** Disable the door sensor and alarm.
 - **ON_ALARM:** The positive lock is used.
 - **OFF_ALARM:** The negative lock is used.

- **Magnetism Delay:** Select the alarm delay time after it is triggered. The delay range is from 10-120 seconds.

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.

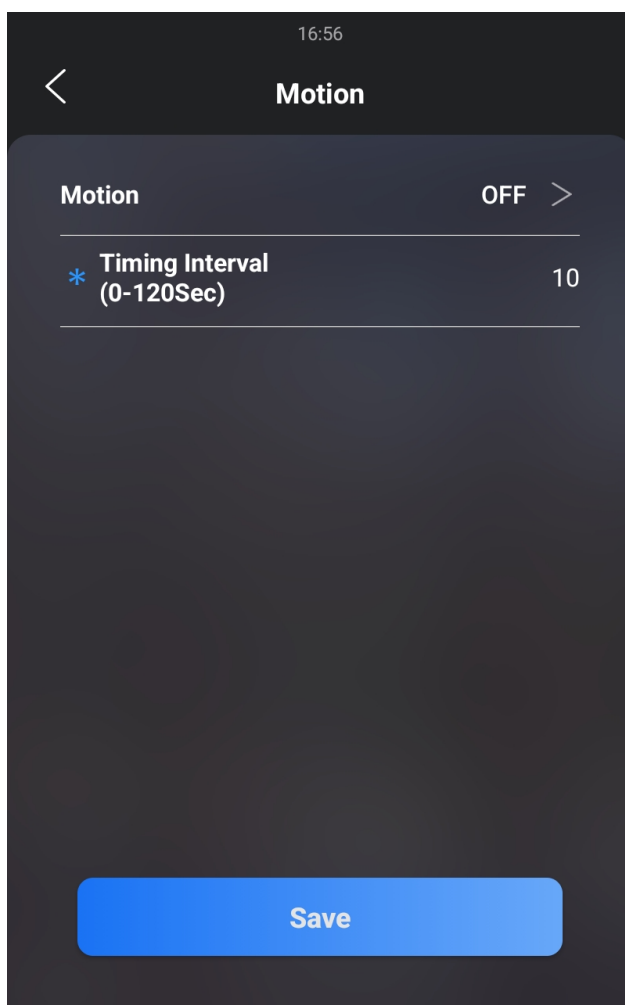
Set it up on the web **Surveillance > Motion > Motion Detection Options** interface.

Motion Detection Options	
Suspicious Moving Object Detection	Radar Detection ▼
Time Interval	10 (0~120Sec)
Detection Range	3 (m)
Detection Accuracy	3 (0~6)

- **Suspicious Moving Object Detection:**
 - **Disabled:** Turn off the motion detection function.
 - **Video Detection:** When the video camera detects moving objects, preset actions will be triggered. Focus on analyzing visual information captured through cameras.
 - **Radar Detection:** When the radar detects moving objects, preset actions will be triggered. It offers longer-range and better detection in poor visibility conditions.
 - **Video + Radar:** Detect motion with the combination of the video camera and radar.
- **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.

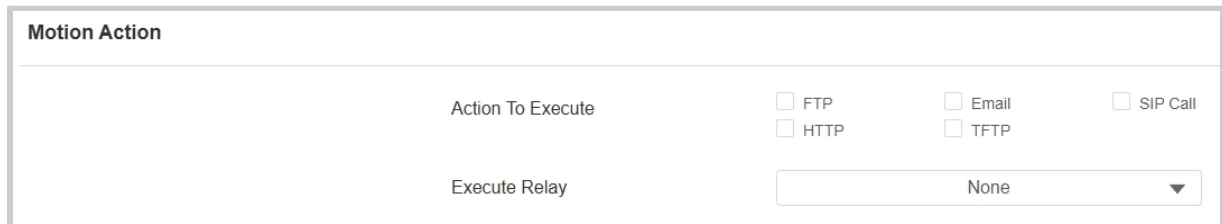
- Timing Interval > 3 seconds (e.g., 10 seconds): To perform actions, require a second detection within the final 3 seconds of the interval (e.g., between 7–10 seconds for a 10-second interval) after the first detection.
- The default interval is 10 seconds.
- **Detection Range:** After enabling radar detection, you can select the detection range among 1, 2, and 3 meters.
- **Detection Accuracy:** The detection sensitivity. Specify this option when selecting Video Detection. The greater the value is, the more accurate the detection is. The default value is 3.
- **Detection Area:** Click and hold down the mouse button to select up to three detection areas.

You can also set up motion detection on the **Setting > Advanced Setting > Surveillance > Motion** screen.



Motion Detection Triggered Actions

You can set up the actions triggered by the motion detection on the **Surveillance > Motion > Motion Action** interface.



Motion Action

Action To Execute

☐ FTP ☐ Email ☐ SIP Call

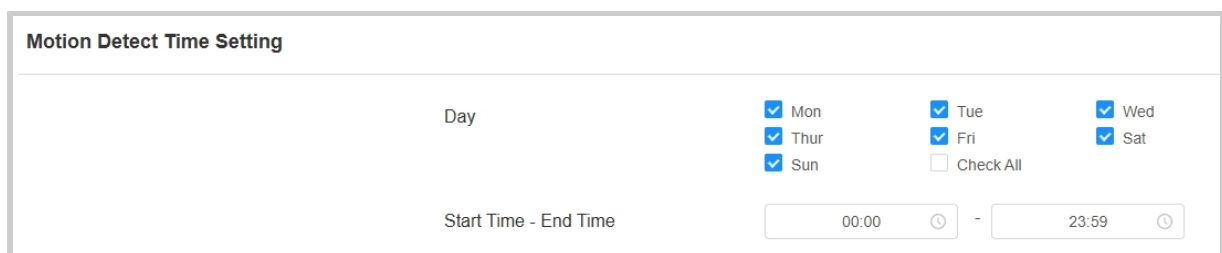
☐ HTTP ☐ TFTP

Execute Relay

None

- **Action to Execute:** The notification type includes FTP, Email, SIP Call, and HTTP.
 - FTP: The notification will be sent to the designated [FTP server](#).
 - Email: The email will be sent to the pre-configured [email address](#).
 - SIP Call: A call will be made to the pre-configured [number](#).
 - HTTP: The notification will be sent to the designated server.
 - TFTP: The notification will be sent to the designated [TFTP server](#).
- **HTTP URL:** Enter the HTTP message if selecting HTTP as the action to execute. The format is http://HTTP server's IP/Message content.
- **Execute Relay:** The relay to be triggered.

Scroll down to set the schedule for the motion detection to be effective.



Motion Detect Time Setting

Day

☒ Mon ☒ Tue ☒ Wed

☒ Thur ☒ Fri ☒ Sat

☒ Sun ☐ Check All

Start Time - End Time

00:00 - 23:59

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.

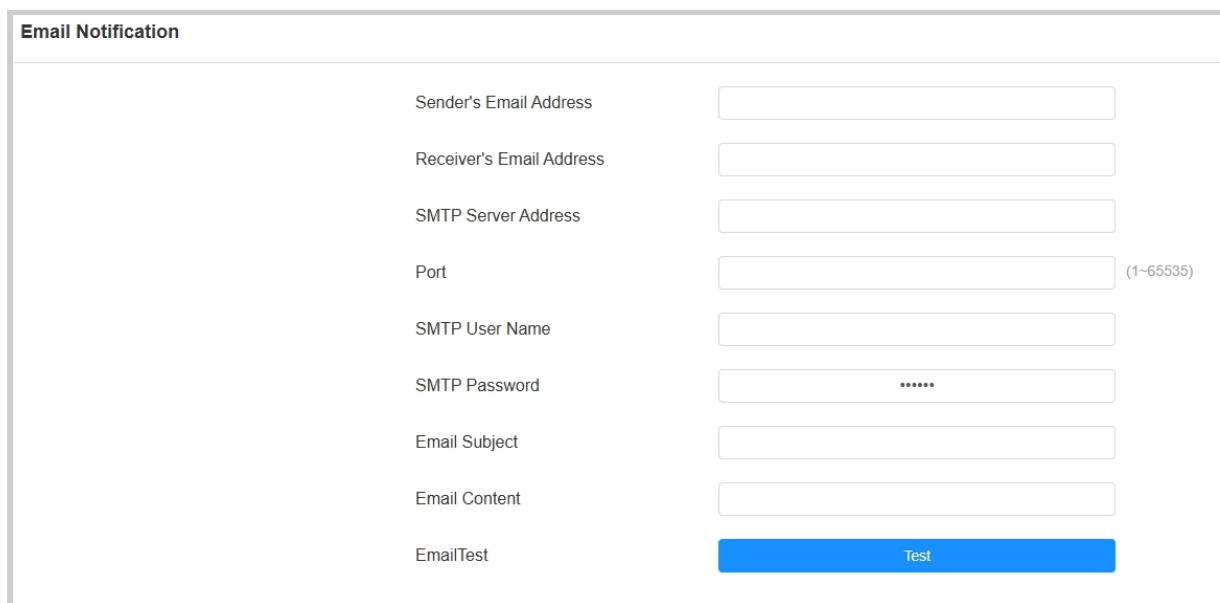
Set up notifications on the **Setting > Action** interface.

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.

Find the **Email Notification** section.



The screenshot shows the 'Email Notification' configuration page. It features a list of fields on the left and corresponding input boxes on the right. The fields are: Sender's Email Address, Receiver's Email Address, SMTP Server Address, Port, SMTP User Name, SMTP Password, Email Subject, Email Content, and EmailTest. The SMTP Password field is masked with asterisks. A blue 'Test' button is located at the bottom right of the form. A small note '(1-65535)' is visible next to the Port field.

Email Notification	
Sender's Email Address	
Receiver's Email Address	
SMTP Server Address	
Port	(1-65535)
SMTP User Name	
SMTP Password	
Email Subject	
Email Content	
EmailTest	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.

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 on the **FTP Notification** section.

FTP Notification	
FTP Server	
FTP User Name	
FTP Password	*****
FTP Path	

- **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 Path:** The folder name you created in the FTP server.

TFTP Notification

To receive security notifications via the TFTP server, you need to enter the TFTP server address.

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

Set it up on the **TFTP Notification** section.

TFTP Notification	
TFTP 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 Call 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	\$relay1 status	Http://server ip/relaytrigger=\$relay1 status
4	Relay Closed	\$relay1 status	Http://server ip/relayclose=\$relay1 status
5	Input Triggered	\$input1 status	Http://server ip/inputtrigger=\$input1 status

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
11	Facial Recognition	\$unlocktype	Http://serverip/unlocktype=\$unlocktype:floor=\$floor:webrelay=\$webrelay:user=\$userid
12	QR Code	\$unlocktype	Http://serverip/unlocktype=\$unlocktype:floor=\$floor:webrelay=\$webrelay:user=\$userid
13	Break-in Alarm	\$inputstatus	Http://server ip/inputtrigger=\$input1status NOTE: \$input1-3status corresponds to Input A-C.

For example: [http://192.168.16.118/help.xml?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.

Note

Action URLs and formats are provided by third-party manufacturers. Akuvox door phone only sends the URL to third-party devices.

Action URL

Enabled

☐

Type

GET

Authorization Mode

None

Make Call

Hang Up

RelayA Triggered

RelayB Triggered

RelayC Triggered

RelayA Closed

RelayB Closed

RelayC Closed

InputA Triggered

InputB Triggered

InputC Triggered

InputA Closed	
InputB Closed	
InputC Closed	
Valid Code Entered	
Invalid Code Entered	
Valid Card Entered	
Invalid Card Entered	
Valid Face Recognition	
Invalid Face Recognition	
Valid QR Code Entered	
Invalid QR Code Entered	
Break In Alarm A	
Break In Alarm B	
Break In Alarm C	

- **Type:** Select the request type between GET and POST.
- **Authorization Mode:** Select the authorization mode. If Digest is selected, you need to set up the username and password.

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 web **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.

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

User Agent	
User Agent	

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.

Set it up on the web **System > Security > Session Time Out** interface.

Session Time Out	
Session Time Out Value	9000 (60~14400Sec)

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 a 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

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 client certificates on the web **System > Certificate > Client Certificate** interface.

Client Certificate

☐	Index	Issue To	Issuer	Expire Time
No Data				

Index

Client Certificate Upload

Only Accept Trusted Certificates
☐

- **Index:** Select the desired value from the drop-down list of Index. If you select Auto, the uploaded certificate will be displayed in numeric order. If you select a value from 1 to 10, the uploaded certificate will be displayed according to the number.

- **Client Certificate Upload:** Locate and upload the desired certificate (Format: .pem,.der,.cer,.crt).
- **Only Accept Trusted Certificates:** When enabled, as long as the authentication is successful, the phone will verify the server certificate based on the client certificate list. When disabled, the phone will not verify the server certificate, no matter whether the certificate is valid or not.

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/disable the high security mode on the web **System > Security > High Security Mode** interface.

High Security Mode
Enabled ☒

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.

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.

Set it up on the **System > Security > Emergency Action** interface.

Emergency Action			
Apply Setting To		☐ Input A	☐ Input B
		☐ Input C	

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.

Set it up on the **System > Security > Real-time Monitoring** interface.

Real-Time Monitoring	
Apply Setting To	None ▼

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 log on the web **Status > Call Log** interface. The logs can be exported in CSV format.

The screenshot shows the 'Call Log' interface. At the top, there are three settings: 'Save Call Log Enabled' (checked), 'Save Picture Enabled' (checked), and 'Export Picture Enabled' (checked). Below these are filters for 'Call History' (set to 'All'), 'Start Time' and 'End Time' (with a range selector), and 'Name/Number' (with a search button). An 'Export' dropdown is also present. The main part of the interface is a table with the following columns: Index, Type, Date, Time, Local Identity, Name, Number, and Action. The table contains one row with the following data: Index 1, Type 'Dialed', Date '2025-04-28', Time '03:23:55', Local Identity '192.168.101.22@192...', Name '192.168.101.3', Number '192.168.101.3@192.1...', and Action 'Picture'. At the bottom, there are controls for 'Selected: 0/1', 'Delete', 'Delete All', 'Total: 1', 'Prev', '1/1', 'Next', 'Go To Page', and a 'Go' button.

- **Call History:** Four types of call history are available: All, Dialed, Received, and Missed.
- **Time:** The specific time of the call logs you want to search, check, or export.
- **Name/Number:** Search the call log by the name or by the SIP or IP number.
- **Save Picture Enabled:** When enabled, the device will capture pictures of calls, and you can click Picture in the Action column to view the snapshot.

Door Logs

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

Check the door log on the web **Status > Access Log** interface. The logs can be exported in XML or CSV format.

The screenshot shows the 'Access Log' interface. At the top, there are three settings: 'Save Access Log Enabled' (checked), 'Save Picture Enabled' (checked), and 'Export Picture Enabled' (checked). Below these are two dropdown menus both set to 'All', a date range selector 'Start Time ~ End Time', a search input field with a 'Search' button, and an 'Export' dropdown. Below the settings is a table with the following columns: Index, UserID, Name, Code, DoorID, Type, Reader, Date, Time, Mode, Status, and Action. The table currently displays 'No Data'.

- **All:** Three types of access logs are available: All, Success, and Failed.
- **Time:** The specific time of the call logs you want to search, check, or export.
- **Name/Code:** Search the door log by the name or by the PIN code.
- **Save Picture Enabled:** When enabled, the device will capture pictures of door-opening, and you can click Picture in the Action column to view the snapshot.

The supported number of door logs stored and exported varies by [image resolution](#).

Resolution	Maximum Number of Stored Door Logs	Maximum Number of Exported Door Logs with 1.6G Export Capacity.
Null, Save Picture is disabled.	15,000	126,200
QCIF	15,000	126,200
QVGA	15,000	53,700

Resolution	Maximum Number of Stored Door Logs	Maximum Number of Exported Door Logs with 1.6G Export Capacity.
CIF	15,000	41,400
VGA	15,000	15,000
4CIF	10,000	11,500
720P	5,000	5,600
1080P	2,500	2,700

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.

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

Event Log		
Type All x	Start Time ~ End Time Search	Export v
Time	Event Type	Status
2025-02-17 22:32:29	Login	Account admin; Success; IP 192.168.35.18
2025-02-17 20:19:46	IP Change	IP Obtained : 192.168.35.252
2025-02-17 20:19:43	Device State	Startup
2025-02-17 03:44:14	IP Change	IP Obtained : 192.168.35.252
2025-02-17 03:44:10	Device State	Startup
ALL DATA HAS BEEN LOADED		

Integration with Third-party Devices

Integration via Wiegand

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

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

Wiegand

Wiegand Display Mode	8HN
Wiegand Card Reader Mode	Auto
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	☒
Wiegand Open Relay	☐ RelayA ☐ RelayB ☐ RelayC ☐ Security Relay A ☐ Security Relay B

- **Wiegand Display Mode:** Select the Wiegand card code format from the provided options.
 - **Ignore Facility Code:** This option is available when 6H3D5D(WG26) is selected. When enabled, the first three bits of the cards will be ignored for successful card reading.
- **Wiegand Card Reader Mode:** The transmission format should be identical between the door phone and the third-party device. It is automatically configured when Input is selected as the Wiegand Transfer Mode.
- **IC Card Reading Order:** This option only works when the Wiegand Transfer Mode is **Output** and **Wiegand-26** is selected.

- **Normal:** The device will read the last three bytes of the IC card. For example, if the IC card number is 840C9F50, 0C9F50 will be read.
- **Reversed:** The device will read the first three bytes of the IC card. For example, if the IC card number is 840C9F50, 840C9F will be read.
- **Wiegand Transfer Mode:**
 - **Input:** The device serves as a receiver.
 - **Output:** The device serves as a sender. If users can only open the door by swiping an RF card, select the Wiegand transfer mode as Output.
 - **Convert To Card No. Output:** The device serves as a sender. If users are assigned multiple door-opening methods, select the Wiegand transfer mode as Convert To Card No. Output.
- **Wiegand Input Clear Time:** When the interval of entering passwords exceeds the time. All entered passwords will be cleared.
- **Wiegand Input Data Order:** Set the Wiegand input data sequence between Normal and Reversed. If you select Reversed, then the input card number will be reversed.
- **Wiegand Output Basic Data Order:** Set the sequence of the card data before going through Wiegand conversion and outputting the card code.

For example, if the card data is 0x11 0x22 0x33 0x44 and the **Reversed** option is selected, the data will be 0x44 0x33 0x22 0x11.
- **Wiegand Output Data Order:** Determine the sequence of the card data after the Wiegand conversion.

For example, if the card data is 0x11 0x22 0x33 0x44 0x55, it will be 0x33 0x44 0x55 after the Wiegand conversion(e.g., Wiegand 26). If **Reversed** is selected, the card data is 0x55 0x44 0x33.
- **RF Card Verification:** If enabled, the door phone will conduct the RF card verification. It is not suggested to enable the feature when the door phone just serves as the signal sender while the third-party device controls door opening.

- **PIN/QR Code Verification:** Available when **Output** is selected as **Wiegand Transfer Mode**. When enabled, the device will verify whether the credential is assigned to a user. If it is not, a prompt "Opening Door Failed" will pop up on the door phone screen. When disabled, the door phone will not perform local verification.
- **Wiegand Output CRC:** It is enabled by default for Wiegand data inspection. Disabling it may lead to integration failure with third-party devices.
- **Wiegand Open Relay:** Check the relay to be triggered through Wiegand.
- **Convert To Wiegand Output:** Available when **Output** is selected as **Wiegand Transfer Mode**. This option determines the output PIN format.
 - **Disabled:** Turn off the feature.
 - **8 bits per digit:** When users press "1" on the keypad, the binary data will be transmitted in 8 bits, "11100001".
 - **4 bits per digit:** When users press "1" on the keypad, the binary data will be transmitted in 4 bits, "0001".
 - **All at once:** After users enter the whole PIN code, the data will be transmitted according to the Wiegand card reader mode. For example, "123456" will be converted to "01e240" in Wiegand 26.

Note

Click [here](#) to view more information on Wiegand settings including:

- Akuvox devices work as Wiegand input/output;
- Wiegand Card Reader Connection.

Facility Code Setting

A facility code is a unique number in access control cards. It identifies the device that issued the card.

When the **Wiegand Transfer Mode** is **Output**, you can set up the facility code on the **Device > Wiegand** interface.

Facility Code	
Facility Code	(Optional, 0~255)

- **Facility Code:** The value ranges from 0 to 255. If filled in, the first two digits of the card number will be replaced by the code. If the code is less than 2 digits, a zero will be automatically added to the card number.

Tip

Since the Facility Code replaces the first two digits of the original card number, to keep the original card number intact, you can manually configure the **Wiegand Card Reader Mode**. For example, if the card number is 3 bytes (Wiegand-26), you can select Wiegand-34 (4 bytes) to ensure the Facility Code replaces the first two digits with 0 instead of the original number.

Wiegand Virtual Door Mode

This feature determines which relay to open when a credential is read from a Wiegand device.

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

Virtual Door Mode	
Enabled	☒

- **Enabled:** It is enabled by default.
 - When enabled, the door phone gives priority to the relay(s) configured in **Wiegand Open Relay**.

When a user presents their credentials via Wiegand, the door phone will open the relay(s) defined in the **Wiegand Open Relay**.

If no relay is configured, the door phone will open the relay(s) assigned to the user.

- When disabled, a relay will open only if it is allowed both in the **Wiegand Open Relay** and in the user's relay permissions.

Note

If two-factor authentication methods are used and one of them comes from a Wiegand device, the door phone will follow the relay opening rules set in the Wiegand settings.

Integration via HTTP API

HTTP API is designed to achieve a network-based integration between the third-party device and the Akuvox device.

Set it up on the web **Setting > HTTP API** interface for the integration.

HTTP API	
Enabled	☒
Authorization Mode	Allowlist ▼
Username	admin
Password	*****
1st IP	
2nd IP	
3rd IP	
4th IP	
5th IP	

- **Enabled:** Enable or disable the HTTP API function for third-party integration. If the function is disabled, any request to initiate the integration will be denied and return HTTP 403 forbidden status.
- **Authorization Mode:** Select among the following options: None, Normal, Allowlist, Basic, Digest, and Token for authorization type, which will be explained in detail in the following chart.
- **User Name:** Enter the user name when **Basic** or **Digest** authorization mode is selected. The default username is admin.
- **Password:** Enter the password when **Basic** or **Digest** authorization mode is selected. The default password is admin.
- **1st IP-5th IP:** Enter the IP address of the third-party devices when the **Allowlist** authorization is selected for the integration.

Please refer to the following description for the authentication mode:

NO.	Authorization Mode	Description
1	None	No authentication is required for HTTP API as it is only used for demo testing.
2	Normal	This mode is used by Akuvox developers only.
3	Allowlist	If this mode is selected, you are only required to fill in the IP address of the third-party device for the authentication. The allowlist is suitable for operation in the LAN.

NO.	Authorization Mode	Description
4	Basic	If this mode is selected, you are required to fill in the username and password for the authentication. In the Authorization field of the HTTP request header, use the Base64 encoding method to encode of username and password.
5	Digest	The password encryption method only supports MD5. MD5(Message-Digest Algorithm) In the Authorization field of HTTP request header: WWW-Authenticate: Digest realm="HTTPAPI",qop="auth,auth-int",nonce="xx", opaque="xx".
6	Token	This mode is used by Akuvox developers only.

Integration via RS485

You can connect the device to an external device such as SR01 or an OSDP-based card reader via RS485. To make the connection effective, you need to select the right RS485 mode.

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

To set it up, go to the **Device > RS485** interface.

RS485

Apply RS485 Setting To

OSDP

OSDP Setting

Transfer Mode

Input

Scan for Readers

Scan

Encryption

☐

?

Encryption Key

Modify Key

Index	Name	BusAddress	Connection Status	OSDP Open Relay	Details
1	OsdpReader_1	0	Connecting	☐ RelayA ☐ RelayB ☐ RelayC ☐ Security Relay A	?

- **Disabled:** The RS485 function is disabled.
- **Security Relay:** The default option. Select it when the device works with the security relay(SR01).
- **OSDP:** The device is connected to an OSDP-based external device, such as a card reader.
- **Transfer Mode:** Select the RS485 working mode, Output, or Input.

When **Output** is selected, configure the following options:

- **Local Relay Verification:** Set whether to carry out the access credentials verification. When unchecked, door-opening failure prompts will not be given.
- **Encryption:** Check this option when the protocol is encrypted.
- **Encryption Key:** When it is filled, OSDP will use this value for encryption, employing a customized protocol for communication; When it is left empty, OSDP will use the default encrypted protocol for communication. It must be 32 bits long and can include numbers (0-9) and letters (a-f, A-F).

When **Input** is selected, configure the following options:

- **Scan for Readers:** Click **Scan** to detect the connected card reader.
- **Encryption:** Check this option when the OSDP protocol is encrypted.

- **Encryption Key:** Fill in the key when **Encryption** is checked. If the output device is a third-party card reader, please confirm the key with the service provider.
- **Modify Key:** Click to modify the encryption key, which must be 32 bits long and can include numbers (0-9) and letters (a-f, A-F).
- **Connection Status:** Display whether the reader is online and connected properly.
- **OSDP Open Relay:** Check the door to be opened.
- **Details:** Click to view the card reader's information.

RS485 Virtual Door Mode

This feature determines which relay to open when a credential is read from an OSDP(RS485) device.

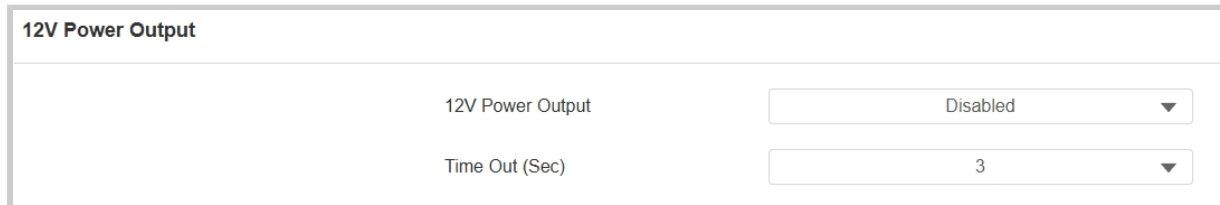
Virtual Door Mode	
Enabled	☒

- **Enabled:** It is enabled by default.
 - When enabled, the door phone gives priority to the relay(s) configured in **OSDP Open Relay**.
When a user presents their credentials, the door phone will open the relay(s) defined in the **OSDP Open Relay**.
If no relay is configured, the door phone will open the relay(s) assigned to the user.
 - When disabled, a relay will open only if it is allowed both in the **OSDP Open Relay** and in the user's relay permissions.

Power Output Control

The device can serve as a power supply for the external relays. Click [here](#) to view power output requirements.

Set it up on the web **Access Control > Relay > 12V Power Output** interface.



12V Power Output	
12V Power Output	Disabled ▼
Time Out (Sec)	3 ▼

- **12V Power Output:**
 - **Disabled:** Disable the power output function.
 - **Always:** Provide continuous power to the third-party device.
 - **Triggered By Open Relay:** Provide power to the third-party device via 12 output and GND interface during the timeout when the status of relays is shifted from low to high.
 - **Time Out (Sec):** Select the power supply time duration after the relay is triggered from 3, 5, and 10 seconds. It is 3 seconds by default. The power output is 12V, and the maximum output amperage is 0.8A.
 - **Security Relay A:** The device can work with the security relay.

Mobile Community

You can connect the door phone to the third-party QR code server for QR code verification. When you access the door using a QR code, the QR code will be sent to the QR code server for verification before granting you an access permission. This feature is applied to the devices not deployed in the SmartPlus platform for the QR code door access.

Set it up on the web **Access Control > Relay > Mobile Community** interface.

Mobile Community	
Enabled	☐
HTTP URL	
Device ID	

- **HTTP URL:** Enter the HTTP URL that sends requests to the third-party system server. It supports two parameters: {QRCode} and {DeviceID}.
 - Replace {QRCode} with the content of the QR code.
 - Replace {DeviceID} with the device number you fill in below.
- **Device ID:** Provided by the third-party server and used in the HTTP command.

Integration with Control4

The device supports integration with Control4, which enables users to call, monitor, and open doors on the Control4 panel.

Click [here](#) to learn the detailed configuration and other models supporting the integration.

To enable the integration, turn on the switch on the **Device > Control4** interface.

Control4	
Enabled	☐

- **Control4:** When enabled, [High Security Mode](#) and [RTSP Authentication](#) will be disabled.

Lift Control

Akuvox Lift Controller

The device can be connected to the Akuvox lift controller for the lift control. Users can summon the lift to go down to the ground floor when they are granted access through various types of access methods on the device.

Click [here](#) to watch a demonstration video of configuring the lift control feature.

To set up the lift control, navigate to the **Device > Lift Control** interface.

Lift Control List

Lift Control List

Akuvox

Floor Starts From

1

Ground Floor

None

General Setting

Server 1 IP (Unlock)

Port

Server 2 IP (Execute)

Port

- **Lift Control List:** Select None to disable the function, and select Akuvox to integrate the door phone with the Akuvox controller.
- **Floor Starts From:** Set the floor from which the floor count starts. For example, if you select -3, then the 3rd floor in the basement will be considered as the first floor, matched with relay#1 (first floor).

- **Ground Floor:** If there are ground floors between the -1 and 1 floors, configure this option.
- **Server 1 IP(Unlock):** The IP address of the Akuvox lift control server. It supports up to 10 server addresses separated by ";".
- **Server 2 IP(Execute):** The IP address of the server that triggers lift control.
- **Port:** The server port of the lift controller server.
- **User Name:** The username of the lift controller for the authentication.
- **Password:** The password of the lift controller for the authentication.
- **Floor NO. Parameter:** Enter the floor number parameter provided by Akuvox. The default parameter string is "\$floor". You can define your parameter string if needed.
- **URL To Trigger Specific Floor:** Enter the Akuvox lift control URL for triggering a specific floor. The URL is /cdor.cgi?open=0&door=\$floor, but the string "\$floor" at the end must be identical to the parameter string you defined.
- **URL To Trigger All Floors:** Enter the Akuvox URL for triggering all floors.
- **URL To Close All Floors:** Enter the Akuvox URL used for closing all floors, meaning all the buttons that are triggered for the corresponding floors will become invalid.
- **Device Location:** Select the floor where the device is installed.

KONE Lift Controller

The device supports the integration with the KONE lift control panel. Users can use their credentials configured on the door phone to unlock the lift button and access the desired floor.

Click the following articles to view the detailed configuration steps and different integration scenarios.

- [KONE Turnstile Integration](#)
- [KONE Destination Control System\(DCS\) Integration](#)

Set it up on the **Device > Lift Control** interface. Select **KONE** in the Lift Control List.

Lift Control List

Lift Control List

KONE

Floor Starts From

1

Ground Floor

None

Kone Control Mode

Traditional DCS

Central machine

☒

Time Out

5000

(5000~15000)

General Setting

Kone Group Control IP

Kone Group Control IP2

Kone Group Control Port

2005

(1~65535)

Kone Lift Status

Online

None

Offline

None

Kone Lift Dop

DOP ID

(0~255)

DOP Floor ID

(0~255)

DOP ID2

(0~255)

DOP Floor ID2

(0~255)

Kone Lift Mask

Kone Mask Type

DOP Default Online Mask for G1

Import

Reset

- **Floor Starts From:** Set the floor from which the floor count starts. For example, if you select -3, then the 3rd floor in the basement will be considered as the first floor.
- **Ground Floor:** If there are ground floors between the -1 and 1 floors, configure this option.
- **KONE Control Mode:** Select the option based on the lift control scenario.
 - **Traditional DCS:** The destination operating panels are on all floors, and there are no buttons on the car operating panel.
 - **Conventional:** Passengers select their destination floors on the control panel inside the lift car.
 - **Hybrid DCS:** The destination operating panels are located only on the main floors, while other floors have conventional landing signalization. Cars have a conventional operating panel.
 - **Turnstile Integration:** Passengers use their credentials at the entrance and call the lift.
- **Central Machine:**

When the door phone is used as the central machine, configure the following options.

 - **KONE Group Control IP/IP2:** The KONE control panel's IP address. You can enter three IPs for each group, separated by ",".
 - **Kone Group Control Port:** The KONE control panel's port number.

When the door phone is NOT used as the central machine, configure the following options.

- **KONE Central IP:** The IP address of another door phone that is used as the central machine.
- **KONE Central Port:** The port number of another door phone that is used as the central machine.
- **Username:** The username of the [HTTP API authentication](#) set in the central machine.
- **Password:** The password of the HTTP API authentication set in the central machine.

- **Time Out:** Available for Traditional DCS, Conventional, and Hybrid DCS. It is 5000ms by default; define the time for users to press the lift button.

After choosing the KONE Control Mode, you need to fill in specific options. Please confirm them with the KONE service provider.

Kone Lift Dop	Kone Lift Cop	Lift Turnstile
DOP ID	COP Elevator ID	Device Terminal ID
DOP Floor ID	COP Group ID	Device Floor ID
DOP ID2	COP Elevator ID2	Device Door
DOP Floor ID2	COP Group ID2	Device Terminal ID2
		Device Floor ID2
		Device Floor ID2

- **KONE Mask Type:** Available when the **Central Machine** is checked. Upload the default or specific mask file. To obtain the configuration file, please contact the Akuvox tech team.

Mitsubishi Lift Controller

The device supports integration with the Mitsubishi lift control system. Users can use their credentials configured on the door phone to unlock the lift button and access the desired floor.

To set this feature up, go to the **Device > Lift Control** interface. Select **Mitsubishi** in the Lift Control List.

Lift Control List	
Lift Control List	Mitsubishi ▼
Floor Starts From	1 ▼
Ground Floor	G0,G1,G2 ▼

General Setting	
ELSGW IP	

Action Setting	
Elevator Bank Number	1 ▼
Device Number	1 (1~127)
Device Location	None ▼
Heart Beat Timeout	3 (1~10Sec)

- **Floor Starts From:** Set the floor from which the floor count starts. For example, if you select -3, then the 3rd floor in the basement will be considered as the first floor.
- **Ground Floor:** If there are ground floors between the -1 and 1 floors, configure this option.
- **ELSGW IP:** The IP address of the Mitsubishi lift control server.
- **Elevator Bank Number:** The options are 1-4 and FFh. For example, choosing 3 selects the third group of elevators, while FFh selects all groups without specifying one.
- **Device Number:** Select a number(1~127) for the device to distinguish it from others.
- **Device Location:** Select the floor where the device is installed.
- **Heart Beat Timeout:** Specify the time interval for the device to send heartbeat packets to the lift control server. The default is 3 seconds.

Note

Configure local users' credentials and select their accessible floors on the **Directory > User** interface. For details, see the [Door-opening Configuration](#) chapter.

When users use their credentials, the accessible floor options will display on the device.

Users can select the desired floor number.

14:01

Welcome

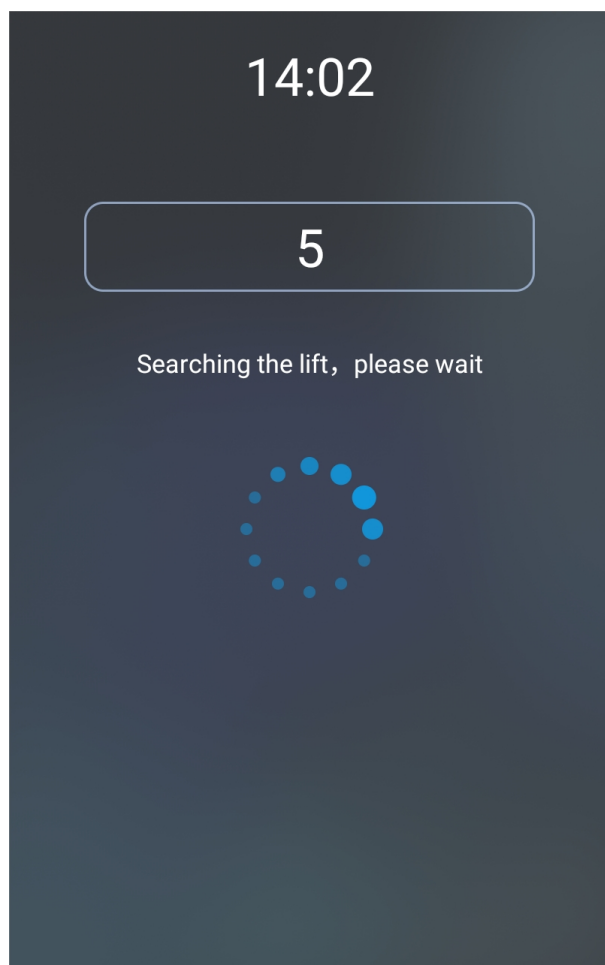
Please choose your destination

4

5

6

Back To Homepage



Firmware Upgrade

Akuvox devices can be upgraded on the device web interface.

Upgrade the firmware on the **System > Upgrade > Basic** interface. If you want to reset the device after the upgrade, check the Reset box.

Basic	
Firmware Version	539.30.10.209
Hardware Version	539.1.0.0
Reset	☐
Upgrade	 Upgrade
Reset To Factory Setting	 Reset
Reset Configuration to Default State(E...	 Reset
Reboot	 Reboot

Note

- Firmware files should be in **.zip** format for upgrade.
- Click [here](#) to download the latest firmware and check new features.

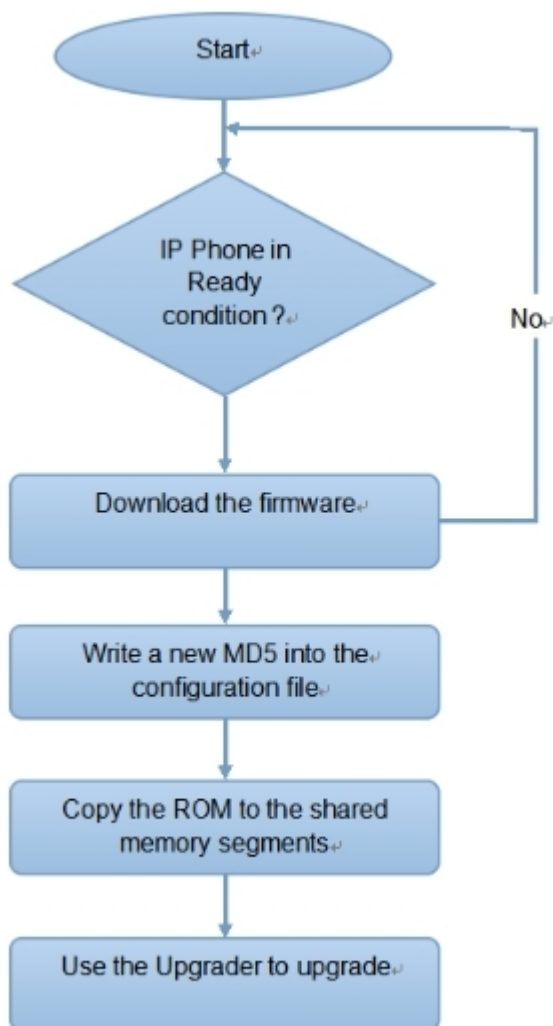
Auto-provisioning via Configuration File

You can configure and upgrade the device through the web interface using one-time or scheduled auto-provisioning with configuration files. This eliminates the need to set up configurations manually, saving you time and effort.

Provisioning Principle

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

Please see the flow chart below:



Configuration Files for Auto-provisioning

Configuration files for auto-provisioning come in two formats: general configuration files and MAC-based configuration files.

Differences:

- **General Configuration Provisioning:**

A general configuration file is stored on a server, allowing all related devices to download the same file to update parameters.

- **MAC-Based Configuration Provisioning:**

MAC-based configuration files are specific to individual devices, identified by their unique MAC addresses. Files named with the device's MAC address will be matched automatically before downloading for provisioning.

Note

- Configuration files must be in CFG format.
- The name of the general configuration file for batch provisioning varies by model.
- The MAC-based configuration file is named after its MAC address.
- Devices will first access general configuration files before the MAC-based ones if both types are available.

You may click [here](#) to see the detailed format and steps.

AutoP Schedule

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

Set it up on the web **System > Auto Provisioning > Automatic Autop** interface.

Automatic Autop

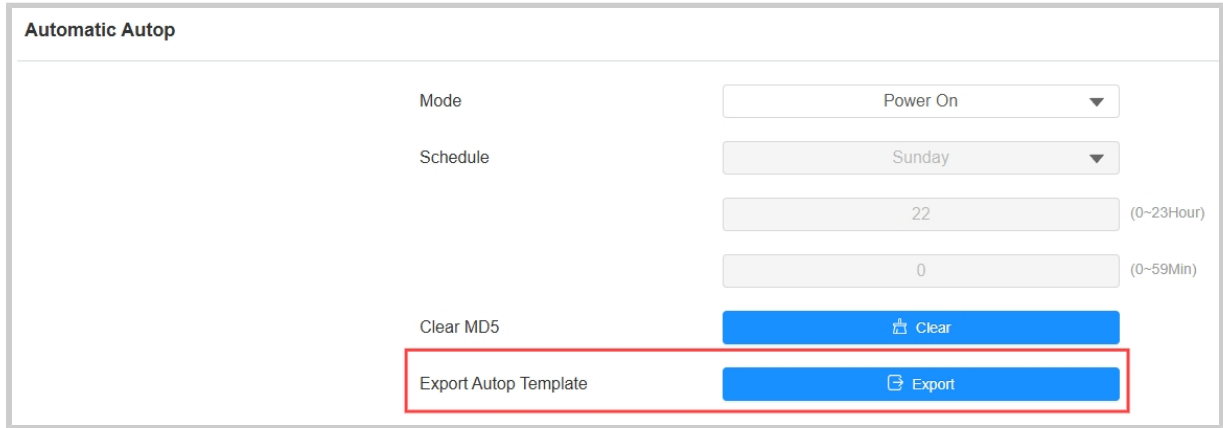
Mode	Power On
Schedule	Sunday 22 (0~23Hour) 0 (0~59Min)
Clear MD5	Clear
Export Autop Template	Export

- **Mode:**
 - **Power On:** Allow the device to perform Autop every time it boots up.
 - **Repeatedly:** Allow the device to perform Autop according to the schedule.
 - **Power On + Repeatedly:** Combine Power On and Repeatedly modes, allowing the device to perform Autop every time it boots up or according to the schedule.
 - **Hourly Repeat:** Allow the device to perform Autop every hour.
- **Schedule:** When Power On + Repeatedly mode is selected, you can select the specific day and time for the Autop.
- **Clear MD5:** Used to compare the existing autop file with the autop file in the server, if the files are the same, then the provisioning will be stopped, thus avoiding unnecessary auto-provisioning.

Static Provisioning

You can manually set up a specific server URL for downloading the firmware or configuration file. If an auto-provision schedule is set up, the device will perform the auto-provisioning at a specific time according to the auto provision schedule you set up. In addition, TFTP, FTP, HTTP, and HTTPS are the protocols that can be used for upgrading the device firmware and configuration.

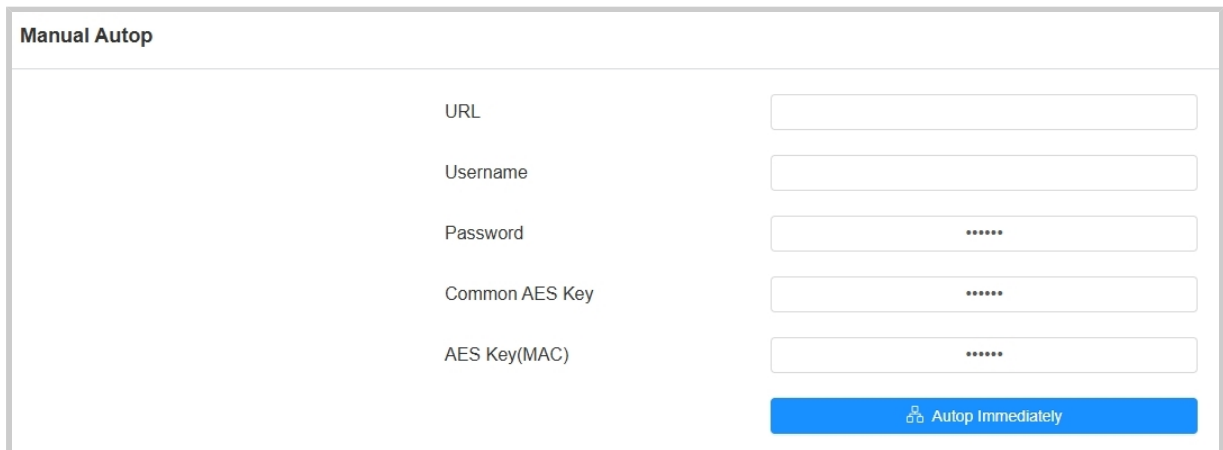
Download the Autop template on the **System > Auto Provisioning > Automatic Autop**.



Automatic Autop

Mode	Power On
Schedule	Sunday
	22 (0~23Hour)
	0 (0~59Min)
Clear MD5	Clear
Export Autop Template	Export

Set the Autop server on **System > Auto Provisioning > Manual Autop** interface.



Manual Autop

URL	
Username	
Password	*****
Common AES Key	*****
AES Key(MAC)	*****
	Autop Immediately

- **URL:** The TFTP, HTTP, HTTPS, or FTP server address for the provisioning.
- **User Name:** Set up a username if the server needs a username to be accessed.
- **Password:** Set up a password if the server needs a password to be accessed.
- **Common AES Key:** Set up AES code for the intercom to decipher the general Auto Provisioning configuration file.
- **AES Key(MAC):** Set up the AES code for the intercom to decipher the MAC-based auto-provisioning configuration file.

Note

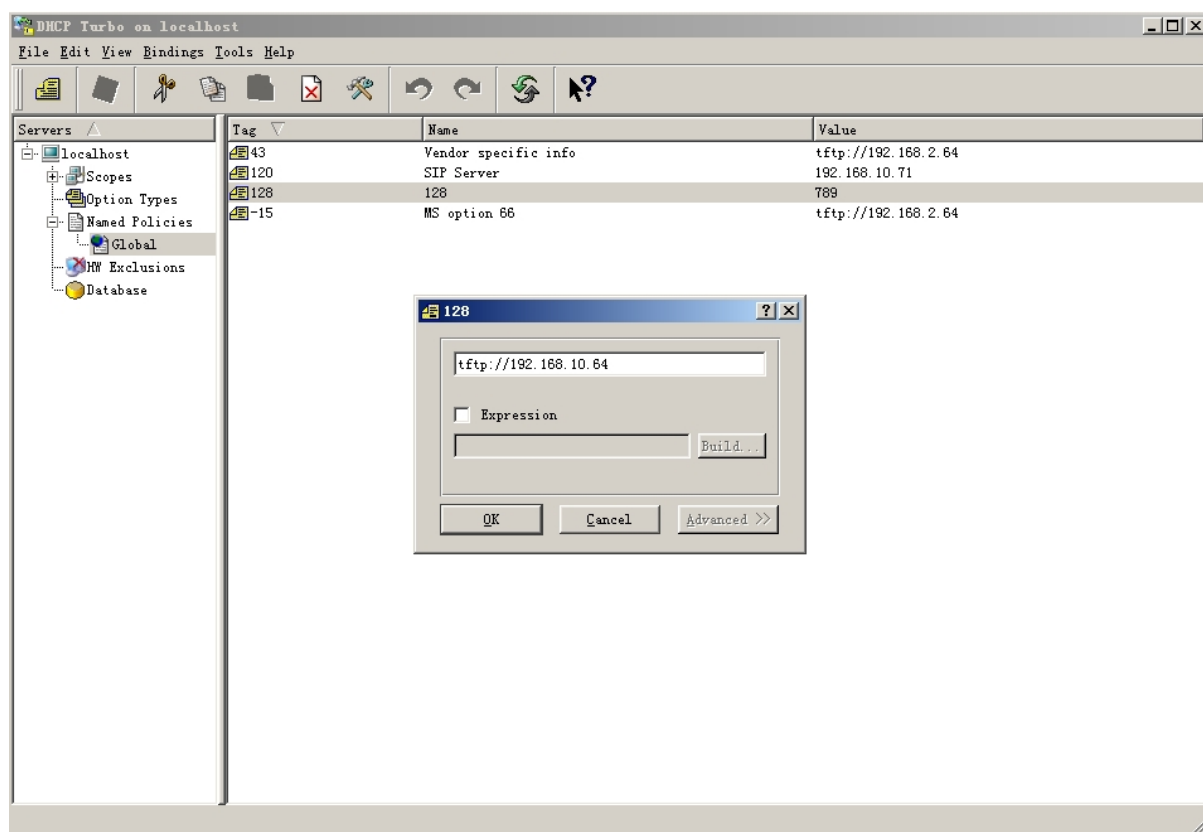
- AES as one type of encryption should be configured only when the config file is encrypted with AES.
- Server Address Format:
 - TFTP: tftp://192.168.0.19/
 - FTP: ftp://192.168.0.19/(allows anonymous login)
ftp://username:password@192.168.0.19/(requires a user name and password)
 - HTTP: http://192.168.0.19/(use the default port 80)
http://192.168.0.19:8080/(use other ports, such as 8080)
 - HTTPS: https://192.168.0.19/(use the default port 443)

Tip

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

DHCP Provisioning

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



Note

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

Set up DHCP Autop with Power On mode and export Autop Template to edit the configuration.

Download the Autop template on the **System > Auto Provisioning > Automatic Autop**.

Automatic Autop

Mode

Power On

Schedule

Sunday

22

(0~23Hour)

0

(0~59Min)

Clear MD5

Clear

Export Autop Template

Export

Set it up on **System > Auto Provisioning > DHCP Option** interface.

DHCP Option

Custom Option

(128~254)

(DHCP option 66/43 is enabled by default)

- **Custom Option:** Enter the DHCP code that matches the corresponding URL so that the device will find the configuration file server for the configuration or upgrading.
- **DHCP Option 66:** If none of the above is set, the device will automatically use DHCP Option 66 to get the upgrade server URL. This is done within the software, and the user does not need to specify this. To make it work, you need to configure the DHCP server for option 66 with the updated server URL in it.
- **DHCP Option 43:** If the device does not get a URL from DHCP Option 66, it will automatically use DHCP Option 43. This is done within the software, and the user does not need to specify this. To make it work, you need to configure the DHCP server for option 43 with the updated server URL in it.

PNP Configuration

Plug and Play (PNP) is a combination of hardware and software support that enables a computer system to recognize and adapt to hardware configuration changes with little or no intervention by a user.

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

Enable/disable it on the web **System > Auto Provisioning > PNP Option** interface.

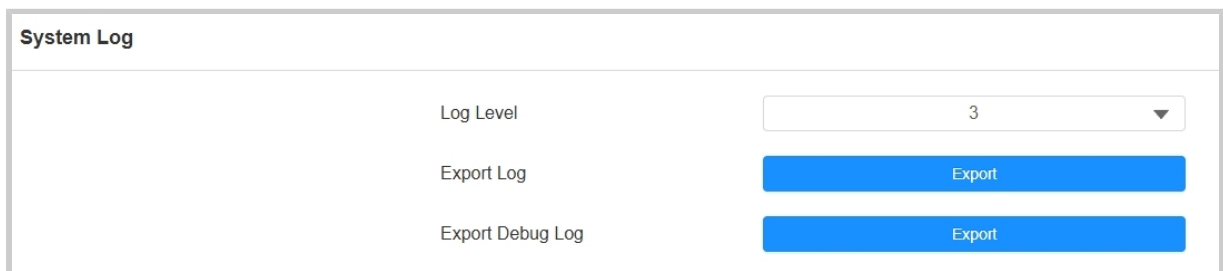
PNP Option
PNP Config Enabled ☐

Debug

System Log for Debugging

System logs can be used for debugging purposes.

Set it up on the web **System > Maintenance > System Log** interface.



The screenshot shows the 'System Log' interface. It has a title bar 'System Log'. Below it, there are three rows of controls. The first row is 'Log Level' with a dropdown menu showing '3'. The second row is 'Export Log' with a blue 'Export' button. The third row is 'Export Debug Log' with a blue 'Export' button.

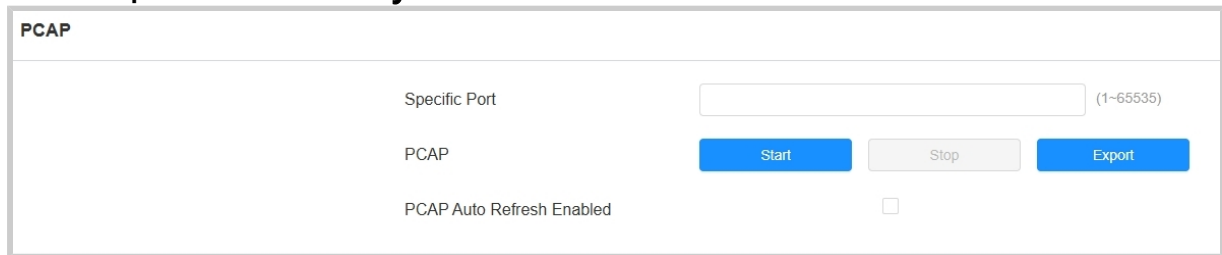
System Log	
Log Level	3 ▼
Export Log	Export
Export Debug Log	Export

- **Log Level:** Select log levels from 1 to 7 levels. You will be instructed by Akuvox technical staff about the specific log level to be entered for debugging purposes. The default log level is **3**. The higher the level is, the more complete the log is.
- **Export Log:** Click the **Export** tab to export a temporary debug log file to a local PC.
- **Export Debug Log:** Click the **Export** tab to export the debug log file to a local PC.
- **Remote System Server:** Enter the remote server address to receive the device log. The remote server address will be provided by Akuvox technical support.

PCAP for Debugging

PCAP is used to capture the data package going in and out of the devices for debugging and troubleshooting purposes.

Set it up on the web **System > Maintenance > PCAP** interface.



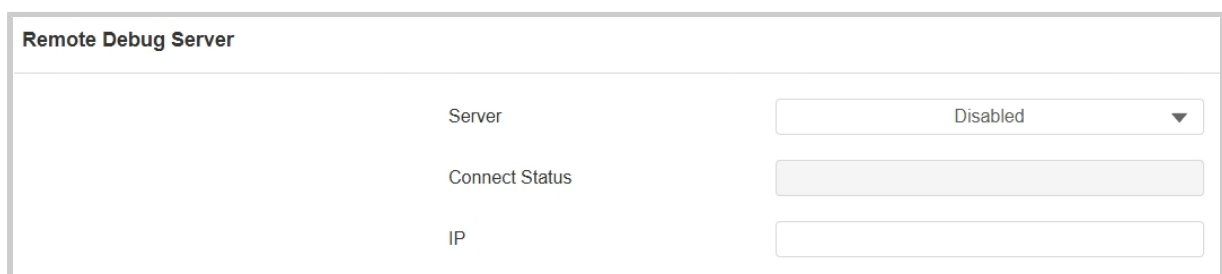
The screenshot shows the 'PCAP' configuration page. It includes a 'Specific Port' input field with a range '(1-65535)' to its right. Below this is a 'PCAP' section with three buttons: 'Start' (blue), 'Stop' (grey), and 'Export' (blue). At the bottom, there is a checkbox labeled 'PCAP Auto Refresh Enabled' which is currently unchecked.

- **Specific Port:** Select the specific ports from 1-65535 so that only the data packet from the specific port can be captured. You can leave the field blank by default.
- **PCAP:** Click the Start tab and Stop tab to capture a certain range of data packets before clicking the Export tab to export the data packets to your Local PC.
- **PCAP Auto Refresh Enabled:** If it is enabled, then the PCAP will continue to capture data packets even after the data packets reach their 1M maximum in capacity. If it is disabled, the PCAP will stop data packet capturing when the data packet captured reaches the maximum capturing capacity of 1MB.

Remote Debug Server

When the device is having a problem, you can use the remote debug server to access the device log remotely for debugging purposes.

Set it up on the **System > Maintenance > Remote Debug Server** interface.



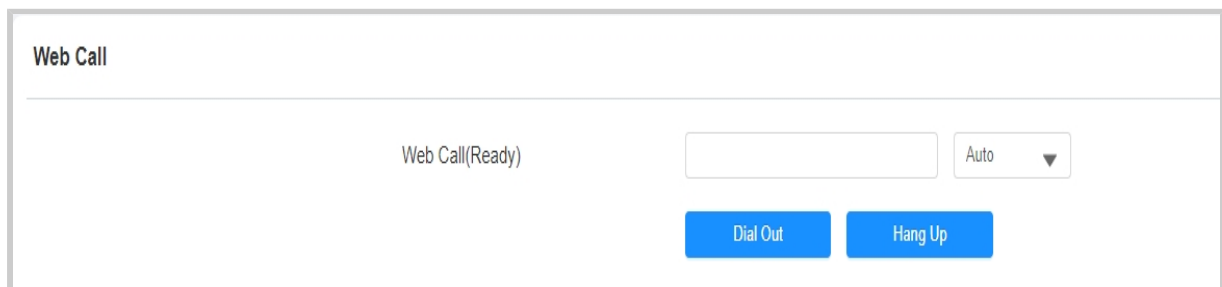
The screenshot shows the 'Remote Debug Server' configuration page. It features three input fields: 'Server' with a dropdown menu currently set to 'Disabled', 'Connect Status' with a greyed-out text box, and 'IP' with an empty text box.

- **Connect Status:** Display the connection status between the device and the server.
- **IP:** Enter the IP address of the server.

Web Call

The web call feature allows for making calls via the device's web interface, commonly used for remote call testing purposes.

Make a web call on the **System > Maintenance > Web Call** interface. Select the registered SIP account to make the web call.



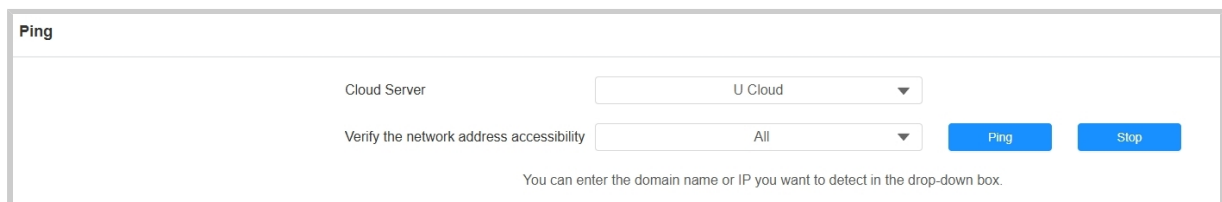
The screenshot shows the 'Web Call' interface. At the top left, it says 'Web Call'. Below this, there is a status indicator 'Web Call(Ready)'. To the right of the status is a text input field. Further right is a dropdown menu currently set to 'Auto'. Below these elements are two blue buttons: 'Dial Out' and 'Hang Up'.

Ping

The device allows you to verify the accessibility of the target server.

Set it up on the **System > Maintenance > Ping** interface. Click **Ping** to start the detection, and the results will display on the web.

You can click **Export** to download the report.



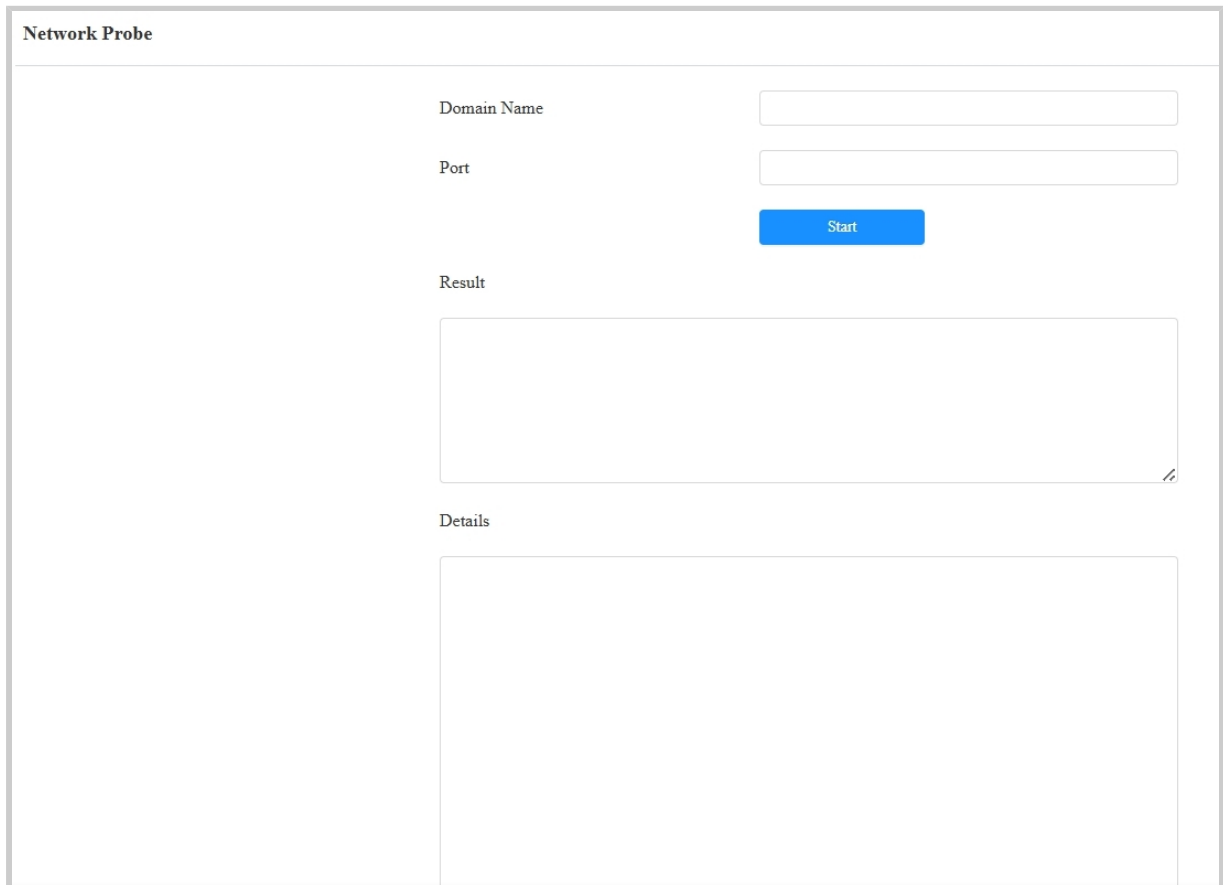
The screenshot shows the 'Ping' interface. At the top left, it says 'Ping'. Below this, there are two rows of settings. The first row is labeled 'Cloud Server' and has a dropdown menu currently set to 'U Cloud'. The second row is labeled 'Verify the network address accessibility' and has a dropdown menu currently set to 'All'. To the right of these settings are two blue buttons: 'Ping' and 'Stop'. Below the buttons, there is a small text note: 'You can enter the domain name or IP you want to detect in the drop-down box.'

- **Cloud Server:** The server to be verified.
- **Verify the network address accessibility:** The service type includes TCP connection, FTP service, SIP service, etc. You can select the service type or enter it manually.

Network Probe

This function is designed to identify and locate various network issues. When a device has trouble accessing or uploading to a domain, you can quickly pinpoint the problem by entering the domain and port into the network detection feature, enhancing problem-solving efficiency and reducing the resolution time.

To use this feature, go to the **System > Maintenance > Network Probe** interface.



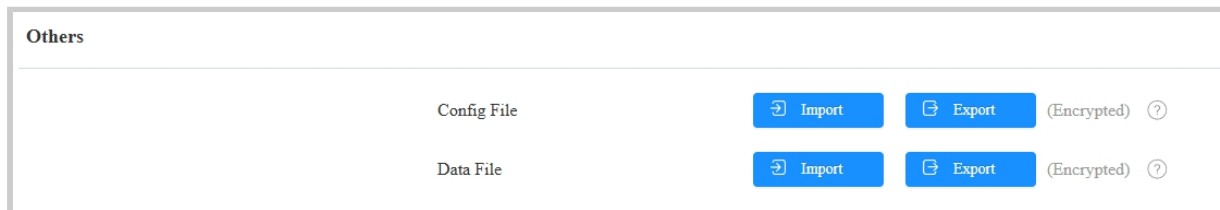
The screenshot displays the 'Network Probe' interface. It features a title bar at the top. Below it, there are two input fields: 'Domain Name' and 'Port'. A blue 'Start' button is positioned below the 'Port' field. Underneath the button is a 'Result' section with a large text area. At the bottom is a 'Details' section, also with a large text area. The interface is clean and modern, with a light gray background and white input fields.

- **Domain Name:** Enter the domain name or IP address.
- **Port:** Enter the port number.
- **Start:** Click to start detection after entering the domain name and port.
- **Result:** Display the detection result.
- **Details:** Display analysis of the result.

Backup

You can import or export encrypted configuration files to your Local PC.

Set it up on the web **System > Maintenance > Others** interface.



- **Config File:**
 - **Scope:** Config import/export includes configuration settings, user data (including face data), and contact-related data (such as imported contact files, contact database, and Dial Plan).
 - **Exclusions:** It does not include access logs, call logs, snapshots, or event logs.
 - **Behavior:** During Config import, only the included Config-related data is replaced. All other existing device data remains unchanged.
 - **Supported formats:** .cfg, .tgz
- **Data File:**
 - **Scope:** Data import/export includes configuration settings, user data (including face data), contact-related data (such as imported contact files, contact database, and Dial Plan), as well as access logs, call logs, snapshots, and event logs.
 - **Behavior:** During Data import, all corresponding device data will be overwritten.
 - **Supported format:** .tgz

Password Modification

Modify Device Web Interface Password

Change the web password on the **System > Security > Web Password Modify** interface.

Select **Admin** for the administrator account and **User** for the user account. Click the **Change Password** tab to change the password.

Web Password Modify

Username

admin

Change Password

Modify Security Question

Change Password

The password must be at least eight characters long containing at least one uppercase letter, one lowercase letter and one number.

Username

admin

Old Password

New Password

Confirm Password

Cancel

Change

You can enable/disable the user account on the **Account Status** section.

Account Status

admin Enabled

☒

user Enabled

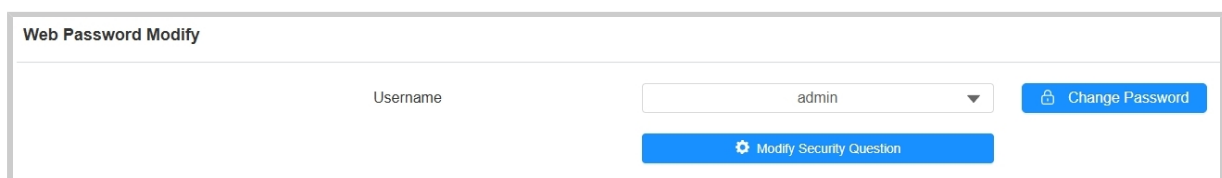
☐

Modify Security Questions

Security questions allow you to reset the web password if you forget it. After setting up the security questions, you can click "Forget Password" on the login interface, enter the answers, and a password reset window will pop up.

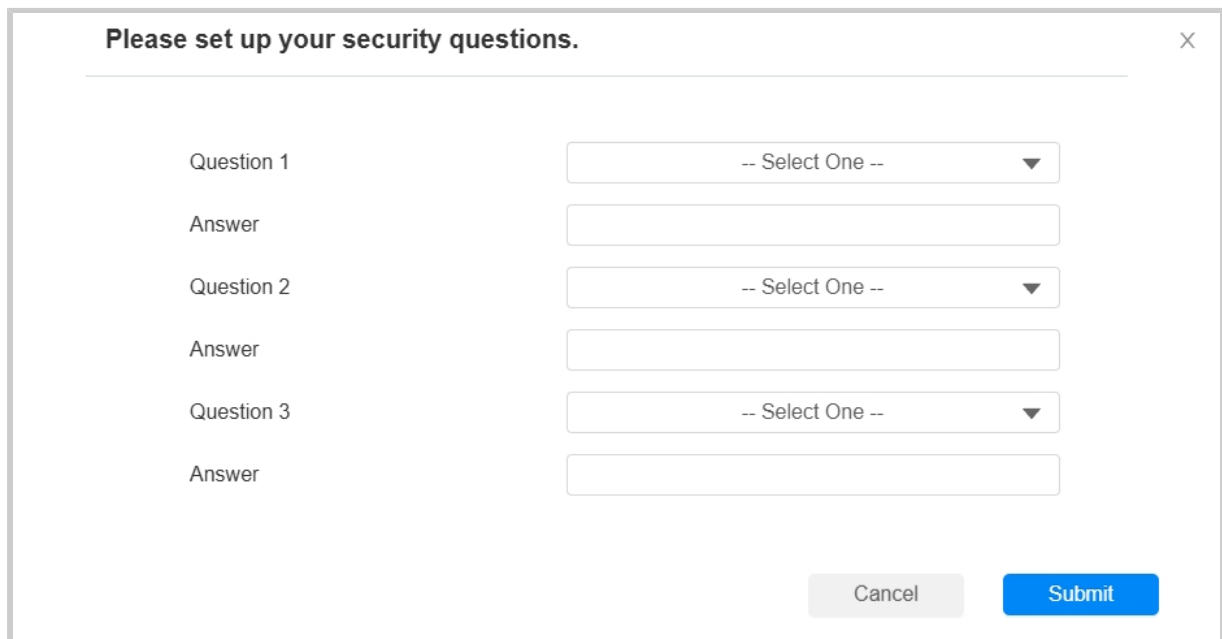
If you do not set up the security questions, clicking "Answer security questions" will prompt you to "Please contact your service provider".

Set it up on the **System > Security** interface. Click **Modify Security Question**.



The screenshot shows a web interface titled "Web Password Modify". It features a "Username" field with the value "admin" and a dropdown arrow. To the right is a blue button labeled "Change Password" with a lock icon. Below the username field is a blue button labeled "Modify Security Question" with a gear icon.

You are required to fill in the current password before modifying the security questions.

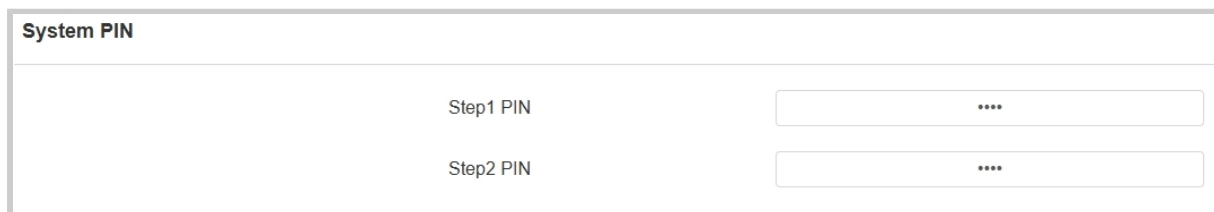


The screenshot shows a modal dialog box titled "Please set up your security questions." with a close button (X) in the top right corner. The dialog contains three sets of input fields for security questions. Each set consists of a label (Question 1, Answer, Question 2, Answer, Question 3, Answer) and a corresponding input field. The question input fields are dropdown menus with the text "-- Select One --". The answer input fields are text boxes. At the bottom right of the dialog are two buttons: "Cancel" and "Submit".

Modify System Password

You can enter the Step1 PIN and then the Step2 PIN on the device's Dial screen to access the system settings.

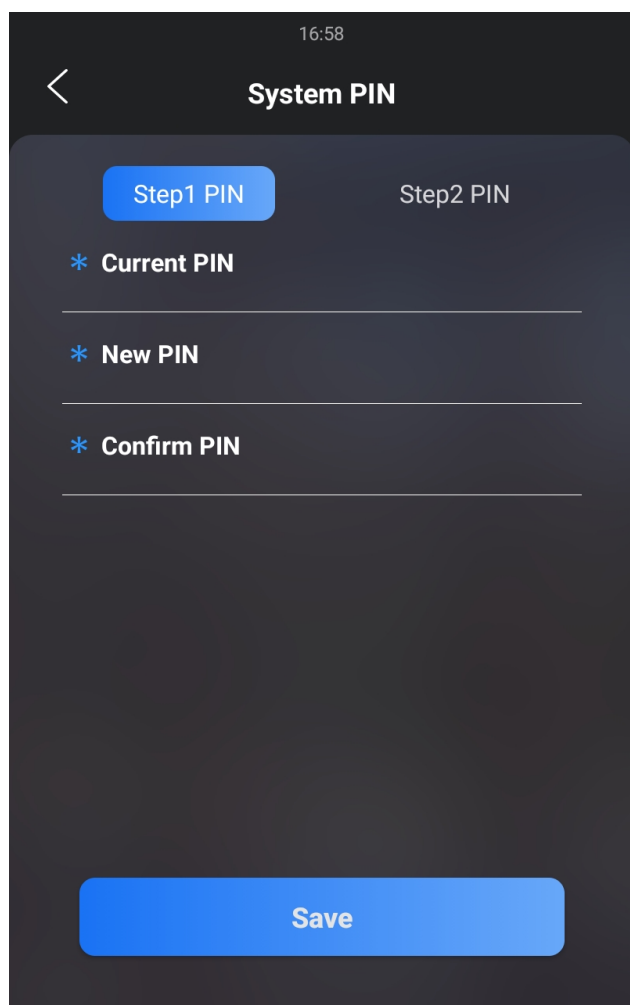
Change them on the **System > Security > System PIN** interface.



The image shows a web-based interface for setting a system PIN. It has a title bar 'System PIN'. Below it, there are two rows. The first row is labeled 'Step1 PIN' and has a text input field with four asterisks. The second row is labeled 'Step2 PIN' and also has a text input field with four asterisks.

- **Step1 PIN:** Set a 6-digit password. The default is 9999.
- **Step2 PIN:** Set a 6-digit password. The default is 3888.

You can also set them up on the **Setting > Security > System PIN** screen.



The image shows a mobile app interface for setting a system PIN. At the top, there is a status bar with the time '16:58'. Below it is a navigation bar with a back arrow and the title 'System PIN'. The main content area has two tabs: 'Step1 PIN' (selected) and 'Step2 PIN'. Under the 'Step1 PIN' tab, there are three input fields, each preceded by a blue asterisk icon. The labels are 'Current PIN', 'New PIN', and 'Confirm PIN'. At the bottom of the screen, there is a large blue button labeled 'Save'.

System Reboot&Reset

Reboot

Reboot the device on the **System > Upgrade** interface.

Basic

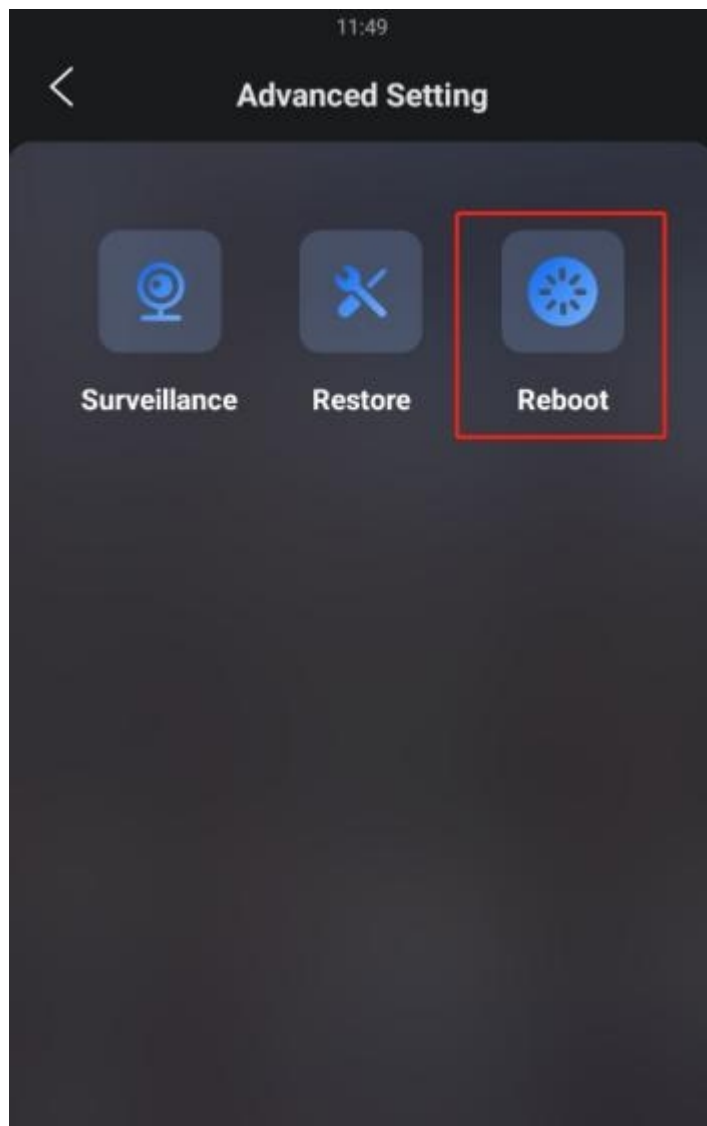
Firmware Version	539.30.10.209
Hardware Version	539.1.0.0
Reset	☐
Upgrade	 Upgrade
Reset To Factory Setting	 Reset
Reset Configuration to Default State(E...	 Reset
Reboot	 Reboot

You can set up the reboot schedule on the **System > Auto Provisioning > Reboot Schedule** interface.

Reboot Schedule

Enabled	☐
Schedule	Every Day ▼ 0 (0~23Hour)

You can also reboot the device on the **Setting > Advanced Setting > Reboot** screen.



Reset

The device provides two reset options:

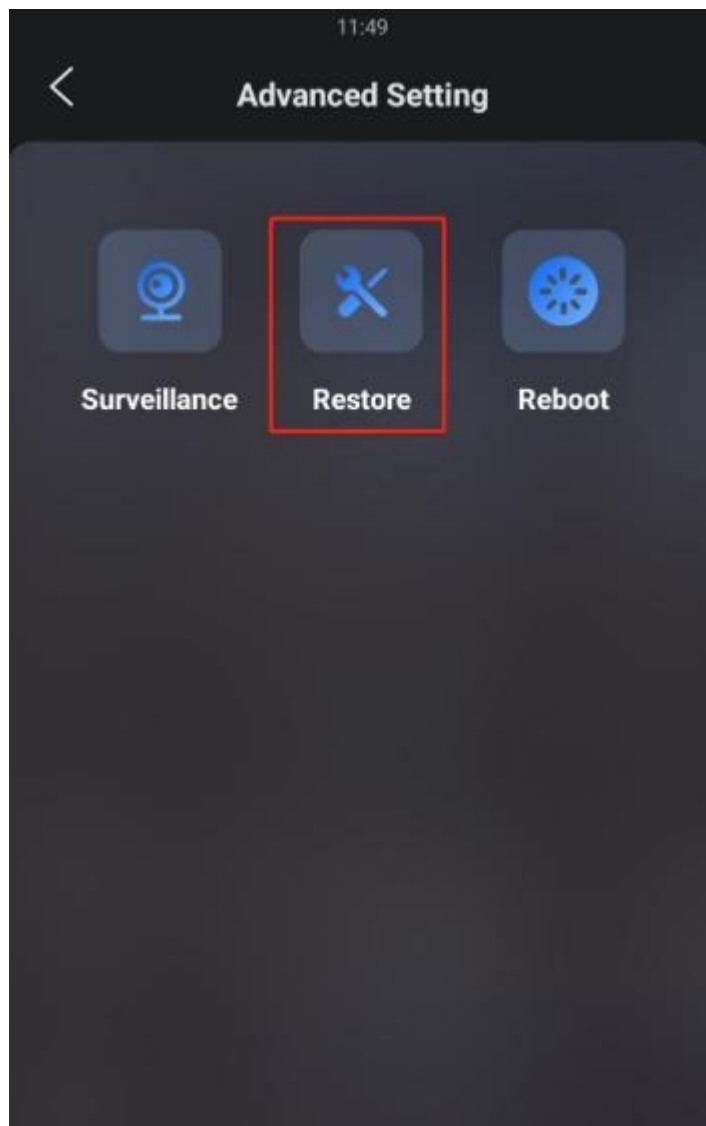
- **Reset to Factory Setting:** Reset all data to the factory default.
- **Reset Configuration to Default State(Except Data):** Retain the user data, such as the RF cards, face data, schedules, and call logs.

Reset the device on the **System > Upgrade** interface.

Basic

Firmware Version	539.30.10.209
Hardware Version	539.1.0.0
Reset	☐
Upgrade	 Upgrade
Reset To Factory Setting	 Reset
Reset Configuration to Default State(E...	 Reset
Reboot	 Reboot

You can also reset the device on the **Setting > Advanced Setting > Restore** screen.



Tip

The device also support resetting via a physical button on its back.

- Remove its back cover, press the reset button for about 3 seconds.
- The backlight of the card reader area and fill light will light up, and the device goes into factory reset and reboot.

