

Akuvox E18 Intercom Guide

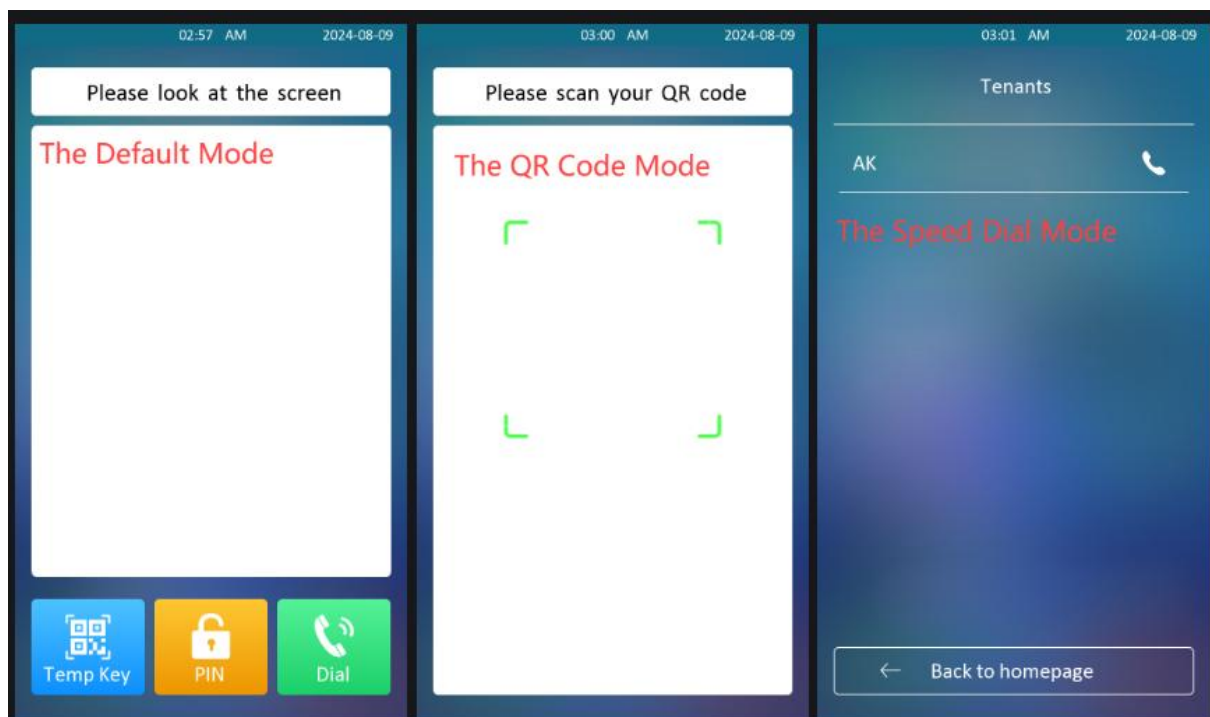
Device Access

To access the device config menu:

- ❖ In the Akuvox Installer site, go to the site the device is in
- ❖ Click the yellow information bubble
- ❖ Click Remote Control
- ❖ Enter login details

Change Theme

- ❖ Go to **Device > LCD**
- ❖ Click mode and pick one of 3 options
 - Default
 - QR code
 - Speed Dial



- ❖ **Default theme options**
 - **Function of Call Button:**

- **Both, Call Default:** The Call button will be displayed on the home screen. Tap it to see and switch between the Call screen and the Tenants screen. The Call screen will be displayed first.
 - **Both, Tenants Default:** The Call button will be displayed on the home screen. Tap it to see and switch between the Call screen and the Tenants screen. The Tenants screen will be displayed first.
 - **Only Call:** The Call button will be displayed on the home screen. Tap it to see the Call screen.
 - **Only Tenants:** The Tenants button will be displayed on the home screen. Tap it to see the Tenants screen.
- **Title of Call Page:** Customize the title shown on the upper area of the Call screen.
 - **Title of Tenants Page:** Customize the title shown on the upper area of the Tenants screen.
 - **Display Type:** Select the default display screen when waking up the device.
 - **Name:** Name the button to be displayed on the home screen.
 - **Type:** Select the button type. The button name will not change the button function.
 - **Value:** Enter the target IP/SIP number when Speed Dial is selected as the button type.

❖ QR code theme options

- **QR Code Recognition Interval (Sec):** The scanning interval between each QR code (1-8 seconds).

❖ Speed Dial mode options

- **Account:** Select the account to make the call.
- **Name:** Name the contact.
- **Number:** Enter the contact's IP/SIP number.
- **More:** Click to create more speed dial numbers.

Relay

There are 2 internal relays that can be configured.

- ❖ Go to **Access Control > Relay**
- ❖ Configure the relay to whatever you need
 - ❖ **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 opened.

- Invert State: A “Low” status in the Relay Status field indicates an opened door, while “High” indicates a closed one.
- ❖ Mode: Specify the conditions for automatically resetting the relay status.
 - Monostable: The relay status resets automatically within the relay delay time after activation.
 - Bistable: The relay status resets upon triggering the relay again.
- ❖ Trigger Delay (Sec): Set the delay time before the relay triggers. For example, if set to 5 seconds, the relay activates 5 seconds after pressing the Unlock button.
- ❖ Hold Delay (Sec): Determine how long the relay stays activated. For example, if set to 5 seconds, the relay remains to be opened for 5 seconds before closing.
- ❖ DTMF Mode: Set the digits of the DTMF code.
- ❖ 1 Digit DTMF: Define the 1-digit DTMF code within the range (0-9 and *,#) when the DTMF Mode is set to 1-digit.
- ❖ 2~4 Digits DTMF: Set the DTMF code based on the number of digits selected in the DTMF Mode.
- ❖ Action To Execute: Set the desired actions that occur when the relay is triggered.
 - FTP: Send a screenshot to the preconfigured FTP server.
 - Email: Send a screenshot to the preconfigured Email address.
 - SIP Call: Call the preset number upon the trigger.
 - HTTP: When triggered, the HTTP message can be captured and displayed in the corresponding packets. To utilize this feature, enable the HTTP server and enter the message content in the designated box below.
 - TFTP: Send a screenshot to the preconfigured 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.
- ❖ Relay Status: Indicate the states of the relay, which are normally opened 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.

Screensaver

You can customise the screensaver on the E18.

- ❖ Go to **Device > LCD** and look at Upload Screensaver
- ❖ Click the dropdown and select which screensaver you want to overwrite, then click import
- ❖ Upload your file (JPG or PNG)
- ❖ Click Submit

Public and Private PINs (Local)

- ❖ **Public PIN**
 - Go to **Access Control > PIN Setting** and tick the checkbox for **Public PIN**
 - Enter the PIN in the PIN Code box

- This PIN will be a universal code to fire both relays
- ❖ **Private PIN**
 - Go to **Directory > User**
 - Click **add**
 - Fill in the user details
 - Enter the PIN in the textbox labelled code (4–8-digit PIN)
 - **Submit**
 - The user has been created and their PIN bound to their profile

NOTE: This is how you create PINs locally. If you have users made in the cloud and they have access to the app, they can create their own pins from the app and set them for themselves.

Creating a -Door Access Schedule (Local)

You can create a locally working Door Access Schedule.

- ❖ Go to **Setting > Schedule**
- ❖ Click **add**
- ❖ Configure the schedule
- ❖ Click **Submit**

Setting Schedule (Local)

- ❖ Go to **Access Schedule > Relay** and look for **Relay Schedule**
- ❖ Click the drop down to select which relay you want to add the schedule to.
- ❖ Then tick the checkbox for **schedule**
- ❖ Select the schedule you want to add in the left-hand list by click the checkbox then click the arrow pointing to the right-hand list
- ❖ **Submit**

Volume Control

- ❖ Go to **Device > Audio**

You can also adjust on the device by going Settings > Display and Sounds > Sounds

Upload a Door Tone

- ❖ Go to **Device > Audio** and look at **Open Door Tone setting**.
- ❖ Relay ID will identify which relay will play the sound
- ❖ Click **import** next to **Open Door Succeed Tone Upload** and choose your file
 - File requirements are
 - WAV, Size
 - Less than 200KB

Upload a Hang up Tone

- ❖ Go to **Device > Audio** and look at Hang Up Tone setting.
- ❖ Make sure to enable it by ticking the box for **Hang Up Tone Enabled**
- ❖ Click **Import**, choose the file and **submit**
 - File requirements are
 - WAV, Size
 - Less than 200KB

Enabling HTTP Commands

The E18 can both send and receive HTTP commands to and from other devices.

To receive the commands:

- ❖ Go to **Access Control > Relay** and look for **Open via HTTP relay**
- ❖ Tick the box
- ❖ **OPTIONAL:** Enter a username and password. This will be used in the HTTP URL. If you choose not to add one, then you will need to change the format of the URL that is sent to the E18.

To send the commands:

- ❖ Go to **Setting > Action URL**
- ❖ Tick the box at the top to enable it
- ❖ Then pick the action you want that will send the HTTP command and enter the URL in the (e.g. I want when Relay B is triggered, it sends the HTTP command, so I'll put my URL in the textbox)
- ❖ **Submit**

This is how you setup HTTP Commands on ONLY the E18. If you're trying to have the E18 send/receive HTTP commands from another Akuvox device, you can consult the Akuvox Knowledge base for the HTTP command formats. If it's a third-party device, you'll need to consult the device's own documentation.

Cloud Connection

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

- ❖ Go to **Network > Advanced** and look at **Connect Setting**

- Server Mode: It is automatically set up according to the actual device connection with a specific server in the network such as SDMC, Cloud, or None. None is the default factory setting indicating the device is not in any server type.
- Discovery Mode: When enabled, the device can be discovered by other devices in the network. When disabled, the device will be concealed and not be discovered by other devices.
- Device Address: Specify the device address by entering device location information from the left to the right: Community, Building, Unit, Floor, and Room in sequence.
- Device Extension: The device extension number.
- Device Location: The location in which the device is installed and used

Firmware Update

Keeping your device up to date with its firmware will fix most issues you come across as they put out firmware updates very regularly with fixes on any issues they find. There are 2 ways of updating it, manually and the cloud.

Manual:

- ❖ Login into the E18
- ❖ Go to **Upgrade > Basic**
- ❖ Now open a new tab and search for the Akuvox knowledgebase (Link is at the bottom of this document)
- ❖ In the search bar, type “E18 firmware”
- ❖ Then click the E18 Firmware article
- ❖ This article will contain a log of changes from each firmware. Some of these will be beta firmware that won’t yet be available. There will be a link at the top which will take you to the most recent version of the firmware for the E18.
- ❖ Download the firmware
- ❖ Then go back to the E18 Web GUI page we left open and click **import** next to **upgrade**
- ❖ Select the New Firmware
- ❖ **OPTIONAL:** Tick the box below to have it factory reset the E18 after upgrading.
- ❖ Click Submit.

Additional Resources

Akuvox has a website called the Akuvox Knowledge base. If what you’re looking for isn’t this guide, it’s recommended to have a look there as it contains almost everything about their devices.

Link: <https://knowledge.akuvox.com/>