

AKUVOX Troubleshooting

General Fixes

Update Firmware

1. Go to AKUVOX knowledge base and search for the model
2. Look for **firmware** and check it's up to date
3. If not, download the file.
4. Open the devices web GUI and at the bottom should be something like **system**.
5. There should be a button to **upload firmware**. Upload the firmware and let the device update

Update Firmware but they're not on the same network as device

This is a **CLOUD UPGRADE**. Do this when you're not at the site. Needs to be connected to the cloud

1. Open **auCloud.akuvox**
2. Find the **User account** for the device
3. Login to the user account for the device in cloud
4. Go to the **Upgrade** tab
5. Click **New**
6. Select the **device type** firmware
7. Upgrade

This should be **last resort** as if they are running on a **4G** or **slow network**, the update could be stalled halfway through and **brick** the device

Check if its running on Wi-Fi or data

- ❖ Log into an **active** device
- ❖ Check **networking** tab and look if there's **data usage**.
- ❖ **Examples:**
 - Data – Possible that they haven't paid their plan/ plan has run out
 - Wi-Fi – New Wi-Fi routers installed so devices need to be re-connected

MAC Address not adding to site?

Check the distributor site in case the MAC has not been added

- ❖ Contact us with the MAC Address you want to check, and we can tell if you it's already in the cloud. If it's not, we can add it, and it should now be available to be bound to your site.

Intercom won't call Monitor

Check IP type – Static or DHCP

- ❖ If devices are setup statically, then they will all be looking for the same specific IP address for that device to connect. But if one is setup statically and another dynamically, the devices won't connect because the one setup DHCP will be harder to find since its IP will keep changing.

Check “High Security mode”

- ❖ Check the firmware version. If the third number is below 10, it is running an unsecure version. If one device running an unsecure version and another on a secure version, it can cause some connection issues. Either update the unsecure device to a secure firmware version or turn off “High Security mode” in the secure device

Double check call type (SIP or IP)

- ❖ It's generally better to use SIP since you don't need to be connected to the same network. Check the intercom to see what SIP or IP it's trying to call and make sure it matches. If it's set to IP and their network change, then the IP it would be trying to call might not exist anymore.

Camera/Call Quality is choppy

Network: Poor Connection

The connection could just be poor on site. This could be for a multitude of reasons such as too much traffic, old router etc.

Unnecessary Multicast

If you aren't using multicasting, then make sure its empty. Having it filled out but not using it can cause issues that prevent a smooth quality

Network: “Block Third Party SIP” is active

It could be the network itself preventing a smooth quality connection. They could also have “Block Third Party SIP” active, in which case you'll need to disable it by talking to the Internet Service Provider and asking them to check if it's on or not.

All devices status shows offline in the cloud when previously were green

Wi-Fi on site

If all devices are shown as offline, it means they can't connect to the cloud. If it was green before, then it might be a change in the network.

Example 1: They just had fibre installed

That means new routers installed so the devices won't recognise the new Wi-Fi. The devices need to connect to the new Wi-Fi routers to function.

Internet Provider may have Block Third Party SIP on

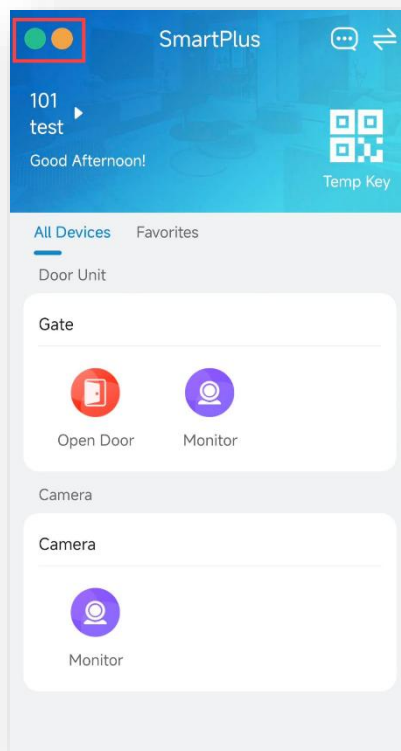
The way AKUVOX communicates with its devices is primarily through SIP. If Third Party SIP is on, it can't talk to the cloud properly. This will impede you from doing anything using the cloud.

Once it's turned off, then any cloud settings/changes you made should go through. Unless remedied, changes would need to be made by going to site and using direct IP calls.

Smart Plus App

Check App status

On startup of the app, you will see 2 circles on the top left of the screen. From there you can tell if the app is or isn't connected.



Indicator Status	Description
The left indicator is green.	Connected to the Cloud.
The left indicator is orange.	Connecting to the Cloud.
The left indicator is red.	Fail to connect to the Cloud.
The right indicator is green.	Registered SIP account.
The right indicator is orange.	Registering SIP account.
The right indicator is red.	Fail to register SIP account.

Check the permissions of the App

If some functions of the app aren't working, it could be because the app doesn't have permission to use the resources necessary to complete the action. That's why it'll be good to check just in case, so we don't end up doing something very complicated and it turns out it

was+ something as easy as giving the app permission to use something. It's recommended by akuvox that you just say yes to everything.

Can't Sign in?

Is the Monitor turned on and connected to the cloud?

This only applies to sites on a **BASIC** plan. For the app to register, it needs the monitor its associated with to be online and connected to the cloud.

Check what server you're logging into

Remember that setting up the app on the AU Cloud means you need to use the Oceania server when signing into the app. Bottom right corner just under the login page, it will tell you what server your app is currently set to. By default, it sets to North America. So, you'll need to tap it and open the server menu, then select Oceania. Then your login should work

Helpful Links

Akuvox Knowledgebase

Akuvox has a website with admin guides, firmware update files and more. It's recommended to come here if you need help with a specific model.

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