Akuvox Smart Intercom

# X916 Series Door Phone User Manual

# About This Manual

Thank you for choosing Akuvox's X916 series door phone. This manual is intended for end users who need to properly configure the door phone. This manual is applicable to 916.30.1.29 version, and it provides all functions' configurations of X916 series door phone. Please visit Akuvox forum or consult technical support for any new information or latest firmware.

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

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# 1. Product Overview

## 1.1. Product Instruction

X916 series is an Android-based IP video door phone with a large size LCD touch screen. It incorporates audio and video communications, access control and video surveillance.

Its finely-tuned Android OS allows for feature customization to better suit the habit of usage of local people. X916 is with one star light camera and one auxiliary camera. In addition to the multiple ports such as RS485, POE ports, Wiegand ports, the door phone is also designed to include such ports and interfaces as 2 USB(s), HDMI, TF card, SIM, RJ45 ports etc., in order to maximize its connections with external digital systems such as elevator controller,fire alarm detector, LTE wireless connection, as well as data storage. With these integrated features, X916 is built to create a holistic control of building entrance and its

Figure 1.1 Product Description

surroundings and giving you a greater sense of security and smart living experience.

X916 is applicable to luxurious apartment buildings for intercom cloud application and office buildings and their complexes for visitor management system.

## 1.2. Introduction of Application Scenarios

X916 can be deployed in both luxurious apartment buildings and and office buildings with intercom scenario and VMS（Visitor Management system） scenario being applied respectively. Applied to apartment buildings, the intercom scenario requires visitors to communicate to their contacts and to gain door access using Bluetooth, RFID cards, NFC card etc., and by pressing the pre-configure PIN code, or related buttons directly on the home screen.

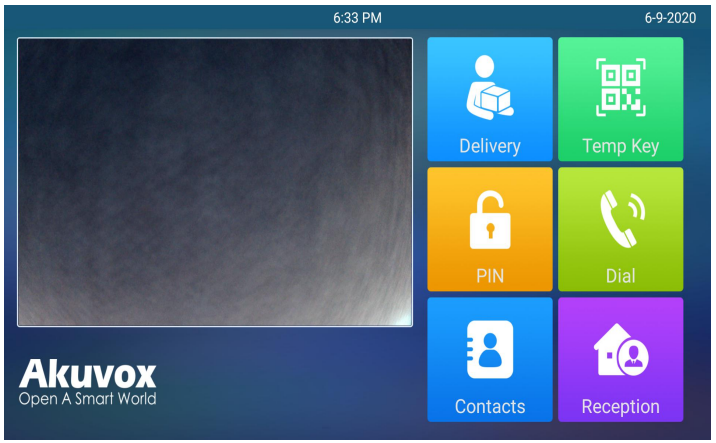


Figure 1.2-1 Intercom Scenario Home Screen

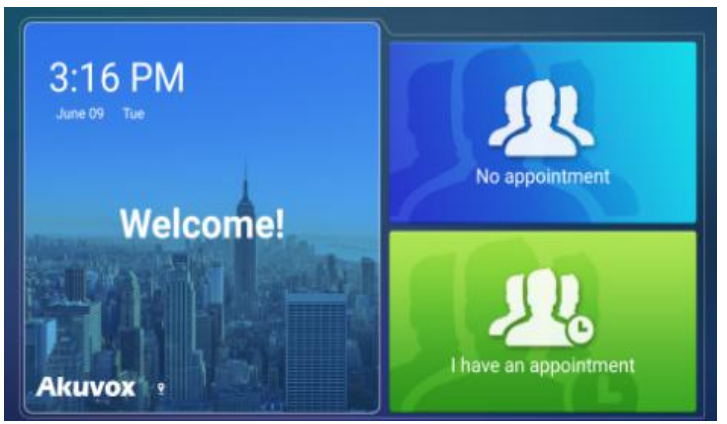


Figure 1.2-2 VMS Scenario Home Screen

While, visitors can not do the same thing in VMS scenario applied in the office building for the communication and door access, they instead need do so through appointment-based communication and door access.

# 2. Daily use

## 2.1. Make a Call

If you choose Intercom scenario, you can make calls to the intercom units directly. However, If you choose VMS scenario you cannot make direct calls but you can do it otherwise.

There are three ways to make a call from the door phone to monitor units, which can be an indoor monitor or an intercom app.

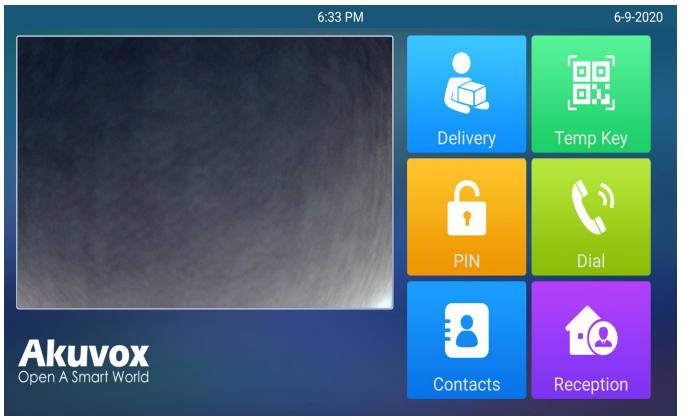


Figure 2.1 Intercom Scenario

### 2.1.1. Calling from Digital Keypad

Press **Dial** Icon on the home screen of the intercom scenario to enter the dial screen. Enter the number on the digital keypad, and press the **Call** button to call out.

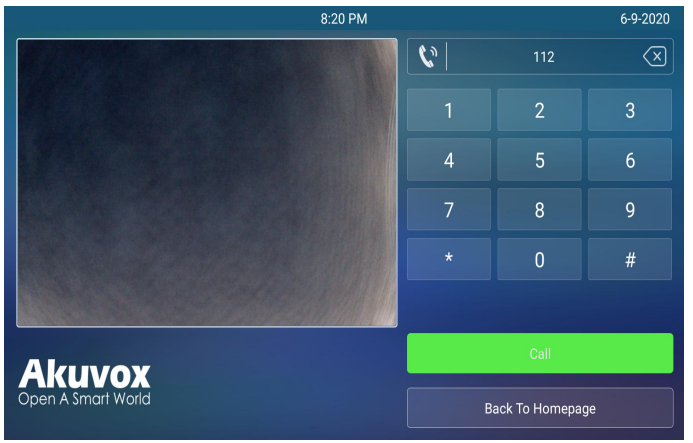


Figure 2.1.1 Dial Screen

## 2.1.2. Calling from Phonebook

Tap **Contacts** Icon on the home screen to go to the phonebook screen where you can tap **All Resident** to find the specific contact you wish to call to, or you can select the contact from the contact list by entering the contact's name to find the targeted contact in the **Tap here to search** field. And you can also search the contact list by alphabet.

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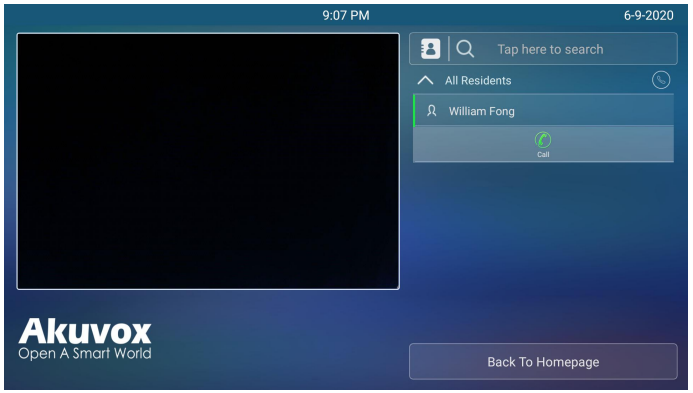


Figure 2.1.2 Phonebook Screen

## 2.1.3. Calling from Speed Dial

In the intercom scenario, you press **Reception** icon to make the call directly. **Reception** Icon is assigned with a pre-configured code normally used for making emergency call or calling to property management center.

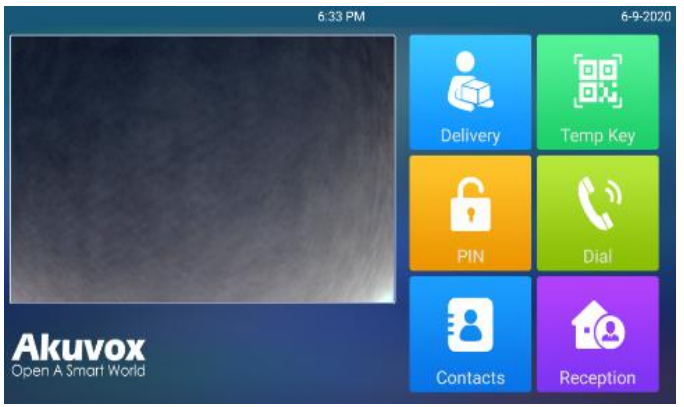


Figure 2.1.3 Reception Call-out

## 2.1.4. No-appointment Call in VMS scenario

In the VMS scenario, **I have an appointment** Icon is used by visitors who have already been provided with the PIN code for the door access, while the **No Appointment Icon** is used by the visitors who are not given the PIN code. Therefore, visitor with no PIN code is required to make the call to the contact for the door access, however they need to tap the **No appointment** icon and select the contact in the contact list to call to the contact, and press **Next** tab to go the next screen and enter their personal info such visitor's name, ID number, Email address,

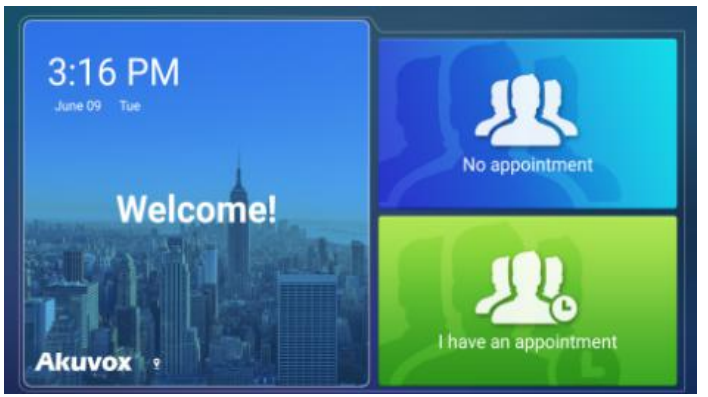


Figure 2.1.4 VMS Scenario

and the contact name before pressing the **Confirm button** to call out.

## 2.2. Receiving a Call

When a intercom unit calls the door phone, it will answer the incoming call automatically by default without pressing any buttons

## 2.3. Unlock

### 2.3.1. Unlock by PIN Codes

Both Intercom scenario and VMS scenario supports Pin Code access. In the intercom scenario, you unlock the door by using pre-configured public PIN or private PIN Press **PIN** icon on the home screen and enter the correct PIN code in the PIN code screen, then press **Confirm** button to unlock. And you will hear the door unlock announcement "**Welcome, please come in**" which is accompanied by the unlock notification "**Opening door succeeded**". If you enter the wrong PIN code, the screen will show "**Invalid PIN**". While in VMS scenario, In the

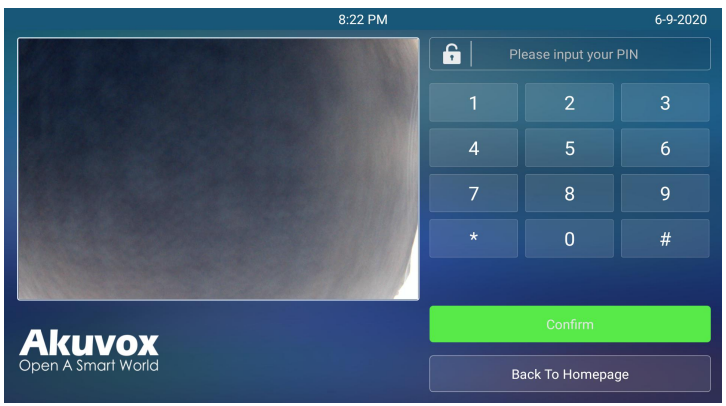


Figure 2.3.1-1 PIN Codes Access Screen

VMS scenario, visitor can press **I have an appointment icon** on the home screen and get door access by entering the correct temporary PIN in the **Please enter your temporary PIN** Field before pressing the **Confirm** button.

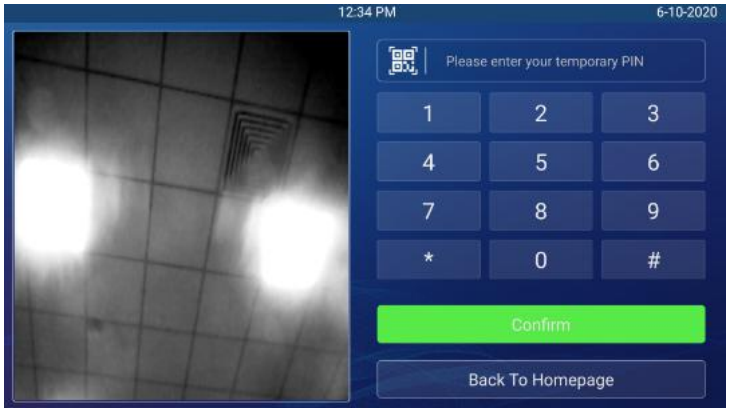


Figure 2.3.1-2 Temporary PIN Access Screen

## 2.3.2. Unlock by Facial Recognition

Facial recognition is applicable in the Intercom scenario only, while the VMS scenario does not support the function. You can unlock the door by moving your face closer to the camera and your pro-configured face data will be processed for the door access. You will hear the door unlock announcement "**Welcome, please come in**" which is accompanied by the unlock notification "Opening door succeeded" as the door is opened successfully.

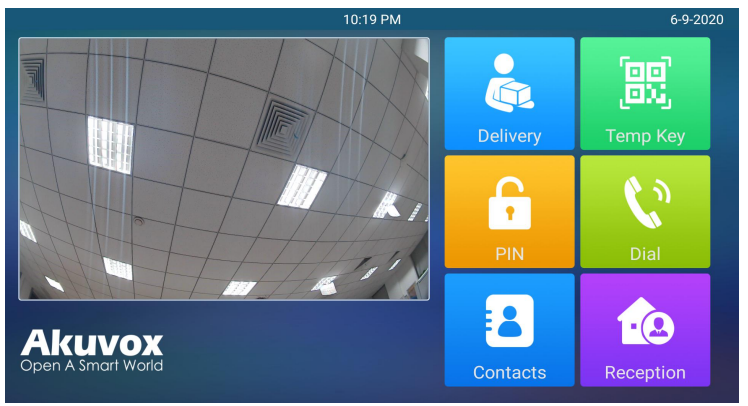


Figure 2.3.2 Facial Recognition Screen

## 2.3.3. Unlock by RFID cards

RFID card unlock is applicable in Intercom scenario only while the VMS scenario does not support the function.

Tap the the pre-configure RFID user card on the care reader to unlock. Under normal conditions, the device will announce "**Welcome, please come in**" with the notification "**Opening Door Succeeded**" being shown on the screen. If the card has not been registered, the screen will show "**Opening Door failed"**.

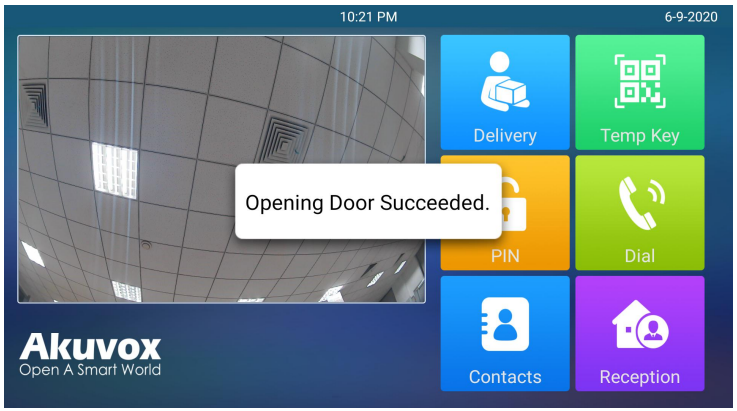


Figure 2.3.3. RFID Card Access

## 2.3.4. Unlock by DTMF codes

During the calling,the contact being called can press the pre-configured DTMF codes on the device such as indoor monitor, IP phone etc., to remote unlock the door.

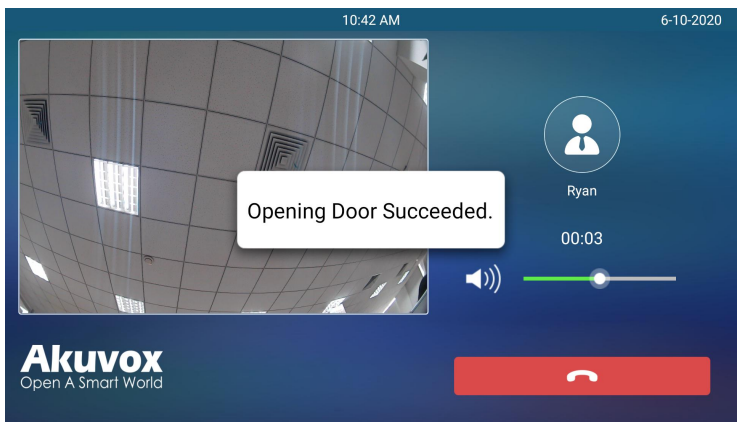


Figure 2.3.4. DTMF Codes Access

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## 2.3.5. Unlock by Temporary QR codes

You can provide the visitors with temporary QR code door access within a specific time limit and the limited number of access.

In the intercom scenario, visitors can press the **Temp Key** icon on the home screen to go the Temp Key screen and then scan the QR code on the camera on the bottom for the door access. And the device will announce " **Welcome, please come in"** which is accompanied by the notification **" Opening Door Succeed"** when the door is unlocked successfully. And the door can also be opened by entering the temporary pin corresponded with the QR code before pressing the **Confirm** button.

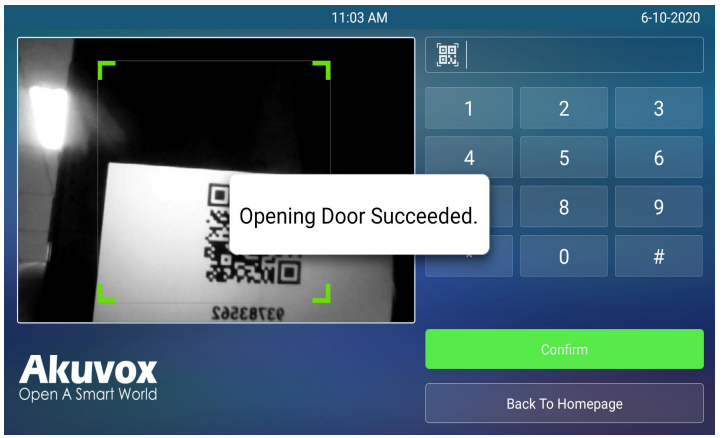


Figure 2.3.5. Temporary QR Code Access

## 2.3.6. Unlock by Delivery PIN

You can provide delivery personnels with Delivery PIN for the door access. They can press **Delivery** Icon on the device home screen and entered the correct delivery PIN code provided before pressing the **Confirm** button for the door access. The device will announce "**Welcome, please come in"** which is accompanied by the notification **" Opening Door Succeed" .** And the screen will show "**PIN invalid**" if the PIN code entered is incorrect.

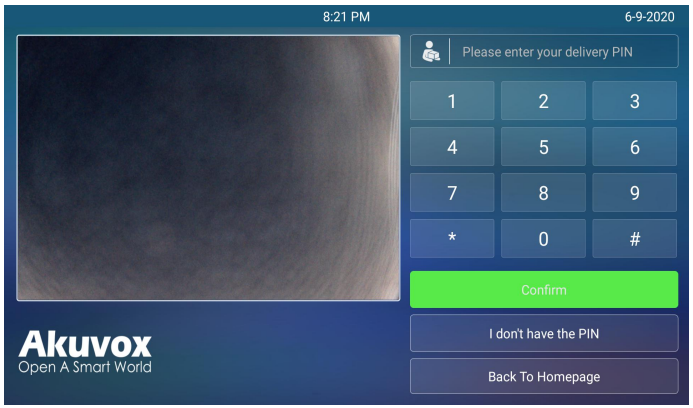


Figure 2.3.6 Delivery PIN Access

# Abbreviations

**ACS:** Auto Configuration Server

**Auto:** Automatically

**AEC:** Configurable Acoustic and Line Echo Cancelers

**ACD:** Automatic Call Distribution

**Autop:** Automatical Provisioning

**AES:** Advanced Encryption Standard

**BLF:** Busy Lamp Field

**COM:** Common

**CPE:** Customer Premise Equipment

**CWMP:** CPE WAN Management Protocol

**DTMF:** Dual Tone Multi-Frequency

**DHCP:** Dynamic Host Configuration Protocol

**DNS:** Domain Name System

**DND:** Do Not Disturb

**DNS-SRV:** Service record in the Domain Name System

**FTP:** File Transfer Protocol

**GND:** Ground

**HTTP:** Hypertext Transfer Protocol

**HTTPS:** Hypertext Transfer Protocol Secure

**IP:** Internet Protocol

**ID:** Identification

**IR:** Infrared

**LCD:** Liquid Crystal Display

**LED:** Light Emitting Diode

**MAX:** Maximum

**POE:** Power Over Ethernet

**PCMA:** Pulse Code Modulation A-Law

**PCMU:** Pulse Code Modulation μ-Law

**PCAP:** Packet Capture

**PNP:** Plug and Play

**RFID:** Radio Frequency Identification

**RTP:** Real-time Transport Protocol

**RTSP:** Real Time Streaming Protocol

**MPEG:** Moving Picture Experts Group

**MWI:** Message Waiting Indicator

**NO:** Normal Opened

**NC:** Normal Connected

**NTP:** Network Time Protocol

**NAT:** Network Address Translation

**NVR:** Network Video Recorder

**ONVIF:** Open Network Video Interface Forum

**SIP:** Session Initiation Protocol

**SNMP:** Simple Network Management Protocol

**STUN:** Session Traversal Utilities for NAT

**SNMP:** Simple Mail Transfer Protocol

**SDMC:** SIP Devices Management Center

**TR069:** Technical Report069

**TCP:** Transmission Control Protocol

**TLS:** Transport Layer Security

**TFTP:** Trivial File Transfer Protocol

**UDP:** User Datagram Protocol

**URL:** Uniform Resource Locator

**VLAN:** Virtual Local Area Network

**WG:** Wiegand

# Contact us

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**We highly appreciate your feedback about our products.**