

Akuvox IP Intercom Integration Guide

Yeastar P-Series Appliance Edition

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Akuvox IP Intercom Integration Overview

This guide introduces key features enabled by integrating the Akuvox IP intercom system with Yeastar P-Series PBX System, including audio/video communication, Linkus client synchronous ringing, and call forwarding, implementing door access control more easily.

Scenario

After integrating Akuvox door phone and indoor monitor with Yeastar P-Series PBX System, these IP intercom devices are registered as PBX extensions.

When a visitor initiates a call via the door phone, the call is routed by the PBX to the extension registered on the indoor station. The extension user can then answer the call, preview live video, and remotely unlock the door, either on the indoor monitor or through the Linkus clients.

Highlight features

- **Set up communication between Akuvox intercom devices**

You can register Akuvox intercom devices (door phone and indoor monitor) with Yeastar PBX either via auto provisioning or via manual setup. After registration, users can initiate direct intercom calls between the devices using their assigned extensions. For more information, see the following topics:

- [Auto Provision Akuvox Intercom Device with Yeastar P-Series PBX System](#)
- [Manually Register Akuvox Intercom Device with Yeastar P-Series PBX System](#)

- **Control door access from Linkus clients**

Using Linkus clients, you can answer visitor calls, view live video and unlock the door from anywhere without reaching the indoor monitor.

For more information, see [Control Door Access via Linkus Clients](#).

- **Forward calls to an external number**

To avoid missing any visit calls when you can't answer them, you can specify a destination to which calls will be forwarded.

For more information, see [Forward Door Phone Calls to an External Number](#).

Associate Yeastar PBX with Akuvox IP Intercom Devices

Auto Provision Akuvox Intercom Device with Yeastar P-Series PBX System

This topic describes how to auto provision Akuvox IP intercom device (door phone and indoor monitor) with Yeastar P-Series PBX System. After registering PBX extensions with a door phone and an indoor monitor respectively, calls from the door phone can be routed directly to the indoor monitor by the PBX, enabling extension users to answer the calls and unlock the door remotely.

Requirements

The firmwares of **Akuvox Door Phone**, **Akuvox Indoor Monitor** and **Yeastar PBX** meet the following requirements.

Model	Device Requirement	PBX Requirement	Supported Auto Provisioning Methods
Door Phone			
E16C V2.0	216.30.10.85 or later	37.21.0.66 or later	• PnP • DHCP • Provision Link
R20A	320.30.11.112 or later	37.21.0.66 or later	• PnP • DHCP • Provision Link
X912K	912.30.11.42 or later	37.21.0.66 or later	• PnP • DHCP • Provision Link
X915S	2915.30.110.371 or later	37.21.0.66 or later	• PnP • DHCP • Provision Link
Indoor Monitor			
S562W	562.30.14.48 or later	37.21.0.66 or later	• PnP • DHCP • Provision Link

Model	Device Requirement	PBX Requirement	Supported Auto Provisioning Methods
S563W	563.30.13.202 or later	37.21.0.66 or later	• PnP • DHCP • Provision Link

Scenarios

The provisioning methods and operations vary depending on the network environment of **Akuvox Intercom Device** and **Yeastar PBX**, as the following table shows:



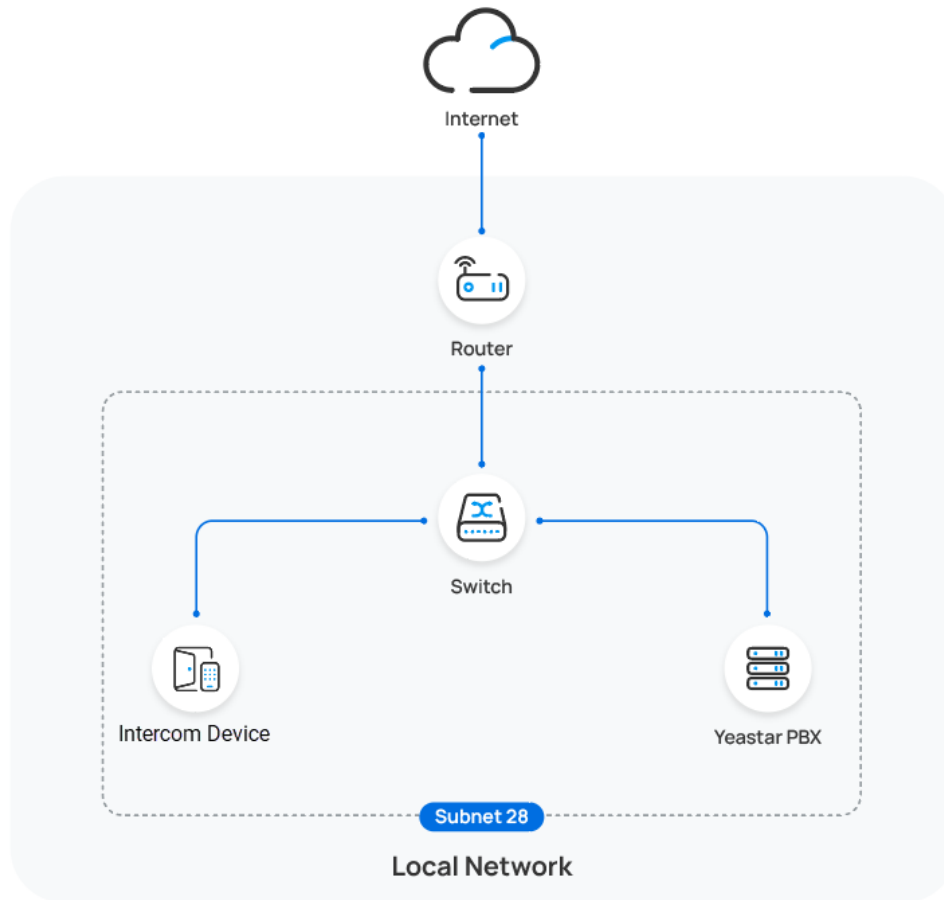
Note:

The auto-provisioning procedures are identical for all [supported Akuvox intercom device](#). This topic uses E16C V2.0 (firmware: 216.30.10.85) as an example to guide you through the process.

Scenario	Description
Intercom device and PBX are in the SAME subnet (LAN)	In this scenario, you can provision the Akuvox intercom device with the PBX via PnP method. For more information, see Auto provision Akuvox intercom device in the same subnet (PnP).
Intercom device and PBX are in DIFFERENT subnets (LAN)	In this scenario, you can provision the Akuvox intercom device with the PBX via DHCP method. For more information, see Auto provision Akuvox intercom device in different subnets (DHCP).
Intercom device and PBX are in DIFFERENT networks	In this scenario, you can provision the Akuvox intercom device with the PBX via Provision Link method. For more information, see Auto provision Akuvox intercom device in remote network (Provision Link).

Auto provision Akuvox intercom device in the same subnet (PnP)

In this example, the Akuvox intercom device (IP: 192.168.28.193) and the Yeastar PBX (IP: 192.168.28.39) are both deployed in 192.168.28.0/24 subnet.



Prerequisites

- RESET the intercom device if it is previously used.
- Make sure that the intercom device has obtained a valid IP address on the 192.168.28.0/24 subnet, either via DHCP assignment or static IP configuration.
- Make sure that you have [downloaded the template](#) for the desired device model on the PBX (Path: **Auto Provisioning > Resource Repository > Default Templates**).
- You have created a SIP extension on the PBX to be assigned to the intercom device.

Procedure

1. Log in to PBX web portal, go to **Auto Provisioning > Phones**.

The intercom device detected by the PBX via PnP is displayed in the phone list.

- Click  beside the Akuvox intercom device.

☐	Status	Extension	Name	Vendor	Model	IP Address	RPS PIN	Operations
☐		Unassigned	Unassigned	Akuvox	E16C V2.0	192.168.28.193	-	   

- Optional:** In the **Options** section, select a desired template from the **Template** drop-down list.



Note:

You can select the default template corresponding to the intercom device, or customize your own template. For more information, see [Create a Custom Auto Provisioning Template](#).

- In the **Assign Extension** section, assign an extension to the intercom device.

Assign Extension

* Select Extension

3000-Leo Ball



Note:

If your desired extension is not listed in the drop-down list, it indicates that the extension has been associated with a device and it is only allowed to be registered on one SIP endpoint.

- To release the extension from the associated device, see [Release an Extension from a Provisioned IP Phone/Gateway](#).
- To assign the extension to the intercom device without releasing it from the previously associated device, you can [configure the concurrent registration setting for the extension](#).

- Click **Save**.
- Reboot the intercom device.

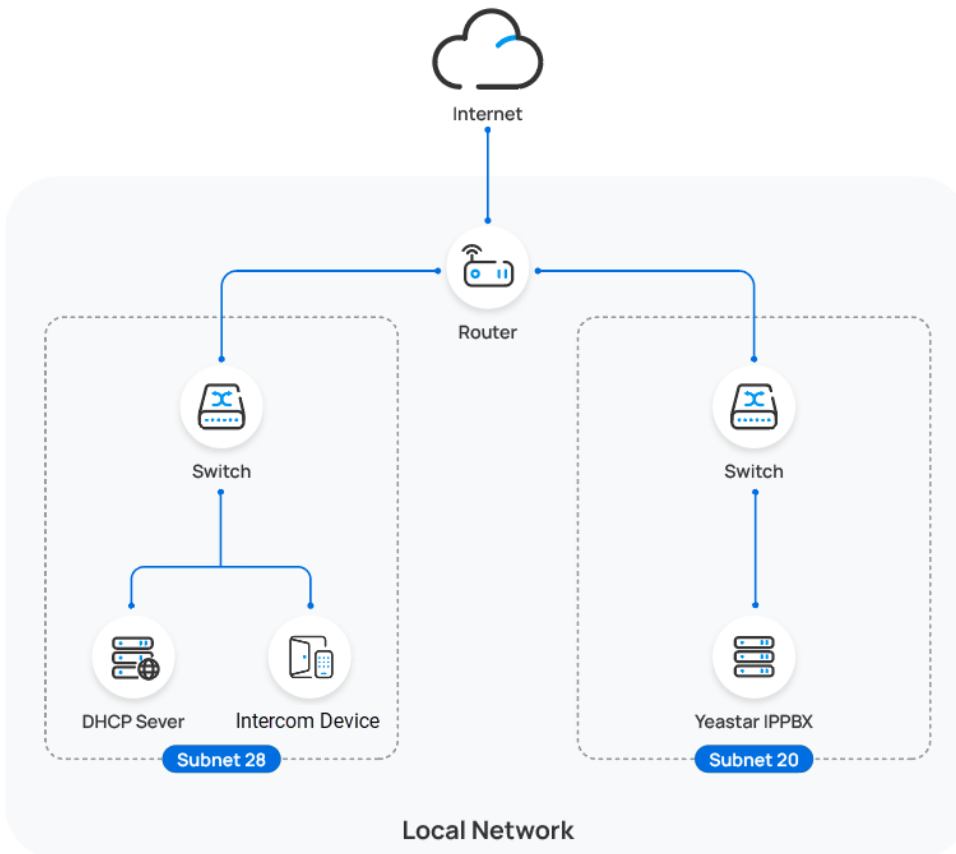
Result

- The intercom device automatically downloads the configurations from the PBX and applies the settings.
- The extension has been successfully registered on the intercom device. You can check the registration status on **Auto Provisioning > Phone** in PBX web portal.

☐	Status	Extension	Name	Vendor	Model	IP Address	RPS PIN	Operations
☐		3000	Leo Bell	Akuvox	E16C V2.0	192.168.28.193	-	  

Auto provision Akuvox intercom device in different subnets (DHCP)

In this example, the Akuvox intercom device and a DHCP server are deployed in the 192.168.28.0/24 subnet, with the device receiving its IP from the DHCP server, while the Yeastar PBX (IP: 192.168.20.58) is deployed in the 192.168.20.0/24 subnet.



Prerequisites

- RESET the intercom device if it is previously used.

- Make sure that there is only one DHCP server running in the subnet where the intercom device is deployed, or the intercom device would fail to obtain an IP address.
- Gather information of the intercom device, including Vendor, Model, and MAC address.
- Make sure that the intercom device and the PBX can communicate with each other over the subnets.
- Make sure that you have [downloaded the template](#) for the desired device model on the PBX (Path: **Auto Provisioning > Resource Repository > Default Templates**).
- You have created a SIP extension on the PBX to be assigned to the intercom device.

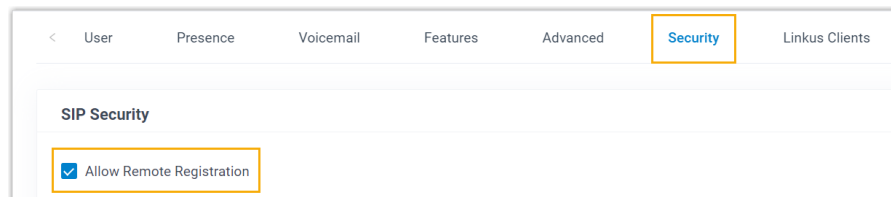
Procedure

- [Step 1. Enable Remote Registration feature for the extension on PBX](#)
- [Step 2. Add the Akuvox intercom device on PBX](#)
- [Step 3. Configure DHCP option 66 on DHCP server](#)

Step 1. Enable Remote Registration feature for the extension on PBX

Enable the **Remote Registration** feature for the extension to be assigned to the intercom device, so that the extension can be registered in a different subnet.

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**, edit the desired extension.
2. Click **Security** tab, select the checkbox of **Allow Remote Registration** in the **SIP Security** section.



3. Click **Save** and **Apply**.

Step 2. Add the Akuvox intercom device on PBX

Add the intercom device on PBX. The PBX will generate a configuration file based on the device's MAC address.

1. On PBX web portal, go to **Auto Provisioning > Phones**.
2. Click **Add > Add**.
3. In the **IP Phone** section, enter the following device information.

The screenshot shows the 'IP Phone' configuration form. It has three main fields: 'Vendor' with a dropdown menu showing 'Akuvox', 'Model' with a dropdown menu showing 'E16C V2.0', and 'MAC Address' with a text input field containing a blurred MAC address.

- **Vendor:** Select **Akuvox**.
 - **Model:** Select the device model. In this example, select **E16C V2.0**.
 - **MAC Address:** Enter the MAC address of the intercom device.
4. In the **Options** section, configure the following settings.

The screenshot shows the 'Options' configuration form. It has two main fields: 'Template' with a dropdown menu showing 'YSDP_AkuvoxE16C', and 'Provisioning Method' with a dropdown menu showing 'DHCP (In the Office)'. To the right of these fields, there is a 'Provisioning Link' field displaying the URL 'http://192.168.20.58:7778/api/autoprovision/KZVJ3gwHjecazE...'.

- **Template:** Select a desired template from the drop-down list.



Note:

You can select the default template corresponding to the intercom device, or customize your own template. For more information, see [Create a Custom Auto Provisioning Template](#).

- **Provisioning Method:** Select **DHCP (In the Office)**.

A provisioning link is automatically generated and displayed in the **Provisioning Link** field. This provisioning link points to the location where the device's configuration file is stored.

5. In the **Assign Extension** section, assign an extension to the intercom device.

Assign Extension

* Select Extension

3000-Leo Ball



Note:

If your desired extension is not listed in the drop-down list, it indicates that the extension has been associated with a device and it is only allowed to be registered on one SIP endpoint.

- To release the extension from the associated device, see [Release an Extension from a Provisioned IP Phone/Gateway](#).
- To assign the extension to the intercom device without releasing it from the previously associated device, you can [configure the concurrent registration setting for the extension](#).

6. Click **Save**.

Step 3. Configure DHCP option 66 on DHCP server

In the subnet where the intercom device is deployed, use the generated provisioning link to configure option 66 on the DHCP Server.

1. On PBX web portal, copy the provisioning link from the device's detail page.

Options

* Template

YSDP_AkuvoxE16C

* Provisioning Method

DHCP (In the Office)

Provisioning Link

http://192.168.20.58:7778/api/autoprovision/KZVJ3gwHjecazE

2. On the DHCP server, set up option 66 with the provisioning link.

In this example, the configuration on a router's DHCP server is shown below.

Interfaces » LAN

General Settings | Advanced Settings | Firewall Settings | **DHCP Server**

General Setup | **Advanced Settings** | IPv6 Settings | IPv6 RA Settings

Dynamic DHCP ☒
 ? Dynamically allocate DHCP addresses for clients. If disabled, only clients having static leases will be served.

Force ☐
 ? Force DHCP on this network even if another server is detected.

IPv4-Netmask 255.255.255.0
 ? Override the netmask sent to clients. Normally it is calculated from the subnet that is served.

DHCP-Options 6,223.5.5.5
 66,http://192.168.20.58:7778/api/autoprovision/KZVJ3gwHjecazEQB
 ? Define additional DHCP options, for example "6,192.168.2.1,192.168.2.2" which advertises different DNS servers to clients.

Dismiss Save

3. Reboot the intercom device.

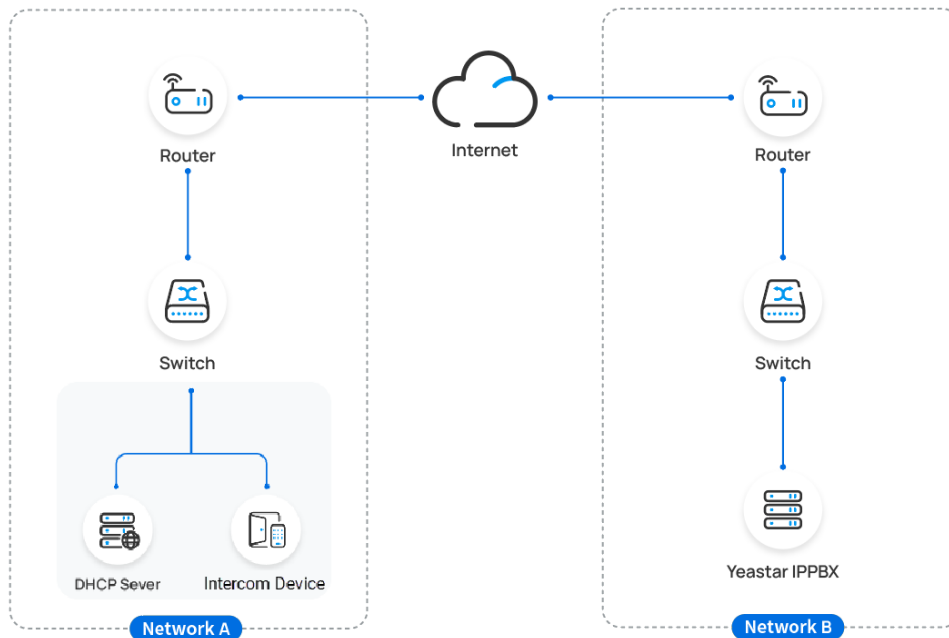
Result

- The intercom device obtains its IP address from the DHCP server, automatically downloads the configurations from the PBX using the provisioning link acquired from Option 66, and applies the settings.
 - The extension has been successfully registered on the intercom device.
- You can check the registration status on **Auto Provisioning > Phone** on the PBX web portal.

☐	Status	Extension	Name	Vendor	Model	IP Address	RPS PIN	Operations
☐		3000	Leo Bell	Akuvox	E16C V2.0	-	-	   

Auto provision Akuvox intercom device in remote network (Provision Link)

In this example, the Akuvox intercom device and a DHCP server are deployed in Network A, with the device receiving its IP from the DHCP server, and the Yeastar PBX is deployed in Network B.

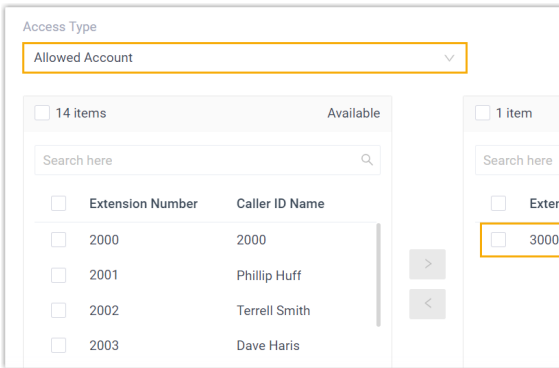
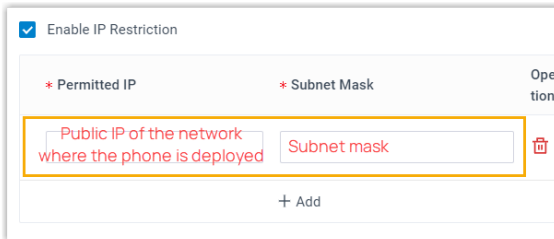


Prerequisites

- Set up remote access on the PBX.

Yeastar P-Series PBX System supports to auto provision Akuvox intercom device remotely either using **Yeastar FQDN** or using **Public IP address / external host / Yeastar domain name**. According to the provisioning method you intend to use, make sure that you have completed the corresponding setup shown below.

Method	Setting
Using Yeastar FQDN	◦ Subscribe to Enterprise Plan or Ultimate Plan for the PBX and ensure the FQDN is available. ◦ Create a SIP extension on the PBX and grant remote access permission for it to be registered with the intercom device: ▪ Grant remote SIP access permission for the extension, so that the extension can be registered remotely via FQDN (Path: System > Network > Yeastar FQDN > Features > SIP Access).

Method	Setting
	 If you have enabled IP restriction for Yeastar FQDN remote Web access, make sure that you have added the intercom device's IP address to the permitted IP list, so that the device can obtain configuration files from the PBX (Path: System > Network > Yeastar FQDN > Features > Remote Access > Web Access). 
Using Public IP address / external host / Yeastar domain name	- Configure PBX network for remote access by a public IP address, by an external host domain name, or by a Yeastar domain name.  Important: The following PBX ports MUST be forwarded for RPS provisioning. - RTP ports - SIP port - Web Server port - Create a SIP extension on the PBX and set up it for remote registration. - Enable NAT for the extension (Path: Extension and Trunk > Extension >  > Advanced > VoIP Settings > NAT).

Method	Setting
	VoIP Settings DTMF Mode RFC4733 (RFC2833) Transport UDP ☒ Qualify ☐ T.38 Support ☒ NAT ☐ SRTP Enable Remote Registration feature for the extension (Path: Extension and Trunk > Extension >  > Security > SIP Security > Allow Remote Registration). User Presence Voicemail Features Advanced Security Linkus Clients SIP Security ☒ Allow Remote Registration

- Make sure that you have [downloaded the template](#) for the desired device model on the PBX (Path: **Auto Provisioning > Resource Repository > Default Templates**).
- RESET the intercom device if it is previously used.
- Make sure that there is only one DHCP server running in the subnet where the intercom device is deployed, or the intercom device would fail to obtain an IP address.
- Gather information of the intercom device, including Vendor, Model, and MAC address.

Procedure

- [Step 1. Add the Akuvox intercom device on PBX](#)
- [Step 2. Configure DHCP option 66 on DHCP server](#)

Step 1. Add the Akuvox intercom device on PBX

Add the intercom device on PBX. The PBX will generate a configuration file based on the device's MAC address.

1. On PBX web portal, go to **Auto Provisioning > Phones**.
2. Click **Add > Add**.

3. In the **IP Phone** section, enter the following device information.

The screenshot shows the 'IP Phone' configuration section. It contains three fields:

- * Vendor:** A dropdown menu with 'Akuvox' selected.
- * Model:** A dropdown menu with 'E16C V2.0' selected.
- * MAC Address:** An empty text input field.

- **Vendor:** Select **Akuvox**.
- **Model:** Select the device model. In this example, select **E16C V2.0**.
- **MAC Address:** Enter the MAC address of the intercom device.

4. In the **Options** section, configure the following settings based on your method.

Provisioning with Yeastar FQDN

The screenshot shows the 'Options' section for 'Provisioning with Yeastar FQDN'. It contains:

- * Template:** A dropdown menu with 'YSDP_AkuvoxE16C' selected.
- * Provisioning Method:** A dropdown menu with 'Provision Link - FQDN (Remote)' selected.
- Provisioning Link:** A text field containing a long URL, with a copy icon to its right.

Provisioning with Public IP Address / External Host domain name / Yeastar domain name

The screenshot shows the 'Options' section for 'Provisioning with Public IP Address / External Host domain name / Yeastar domain name'. It contains:

- * Template:** A dropdown menu with 'YSDP_AkuvoxE16C' selected.
- * Provisioning Method:** A dropdown menu with 'Provision Link (Remote)' selected.
- Provisioning Link:** A text field containing a URL, with a copy icon to its right.

- **Template:** Select a desired template from the drop-down list.



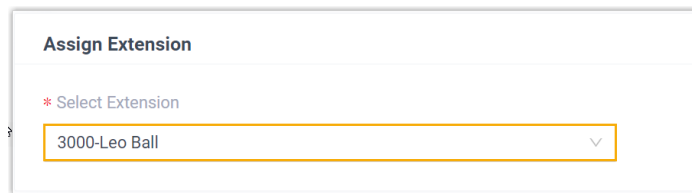
Note:

You can select the default template corresponding to the intercom device, or customize your own template. For more information, see [Create a Custom Auto Provisioning Template](#).

- **Provisioning Method:** Select **Provision Link - FQDN (Remote)** or **Provision Link (Remote)** according to your need.

A provisioning link is automatically generated and displayed in the **Provisioning Link** field. This provisioning link points to the location where the device's configuration file is stored.

5. In the **Assign Extension** section, assign an extension to the intercom device.



Assign Extension

* Select Extension

3000-Leo Ball

**Note:**

If your desired extension is not listed in the drop-down list, it indicates that the extension has been associated with a device and it is only allowed to be registered on one SIP endpoint.

- To release the extension from the associated device, see [Release an Extension from a Provisioned IP Phone/Gateway](#).
- To assign the extension to the intercom device without releasing it from the previously associated device, you can [configure the concurrent registration setting for the extension](#).

6. Click **Save**.

Step 2. Configure DHCP option 66 on DHCP server

In the subnet where the intercom device is deployed, use the generated provisioning link to configure option 66 on the DHCP Server.

1. On PBX web portal, copy the corresponding provisioning link from the device's detail page.

Provisioning with Yeastar FQDN

The screenshot shows the 'Options' section of a provisioning interface. The 'Template' dropdown is set to 'YSDP_AkuvoxE16C'. The 'Provisioning Method' dropdown is set to 'Provision Link - FQDN (Remote)'. The 'Provisioning Link' text field contains the URL: `https://docstest.test-smartpbx.cn:443/api/autoprovision/ignRL8CkoYFXWJd`. A note below the field states: 'Please copy this Provisioning Link, then set up the link to where your IP phones can fetch the configuration files.'

Provisioning with Public IP Address / External Host domain name / Yeastar domain name

The screenshot shows the 'Options' section of a provisioning interface. The 'Template' dropdown is set to 'YSDP_AkuvoxE16C'. The 'Provisioning Method' dropdown is set to 'Provision Link (Remote)'. The 'Provisioning Link' text field contains the URL: `https://test.domain.com:18207/api/autoprovision/ignRL8CkoYFXWJd`. A note below the field states: 'Please copy this Provisioning Link, then set up the link to where your IP phones can fetch the configuration files.'

2. On the DHCP server, set up option 66 with the provisioning link.

In this example, the configuration on a router's DHCP server is shown below.

The screenshot shows the 'Interfaces » LAN' configuration page. The 'DHCP Server' tab is selected. Under 'Dynamic DHCP', the checkbox is checked. The 'Force' checkbox is unchecked. The 'IPv4-Netmask' is set to '255.255.255.0'. Under 'DHCP-Options', option 66 is configured with the value '66,http://[provisioning link]'. A note at the bottom states: 'Define additional DHCP options, for example "6,192.168.2.1,192.168.2.2" which advertises different DNS servers to clients.'

3. Reboot the intercom device.

Result

- The intercom device obtains its IP address from the DHCP server, automatically downloads the configurations from the PBX using the provisioning link acquired from Option 66, and applies the settings.

- The extension has been successfully registered on the intercom device. You can check the registration status on **Auto Provisioning > Phone** on the PBX web portal.

☐	Status	Extension	Name	Vendor	Model	IP Address	RPS PIN	Operations
☐		3000	Leo Bell	Akuvox	E16C V2.0	-	-	   

Manually Register Akuvox Intercom Device with Yeastar P-Series PBX System

This topic uses Akuvox E16C V2.0 as an example to introduce how to manually register Akuvox intercom device (door phone and indoor monitor) with Yeastar P-Series PBX System. After registering PBX extensions with a door phone and an indoor monitor respectively, calls from the door phone can be routed directly to the indoor monitor by the PBX, enabling extension users to answer the calls and unlock the door remotely.

Prerequisites

Intercom device

- Make sure that the intercom device supports SIP protocol.
- RESET the intercom device if it is previously used.
- Make sure that the intercom device has obtained a valid IP address, either via DHCP assignment or static IP configuration.

Local computer

- [Download](#) and install the Akuvox IP scanner on your computer that is on the same subnet as the intercom device.

Yeastar PBX

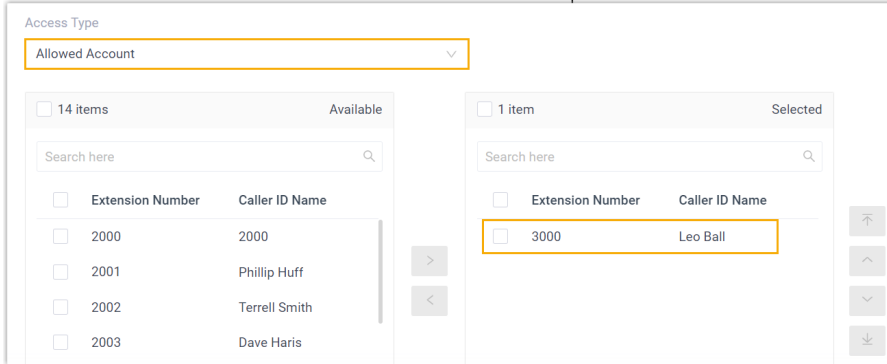
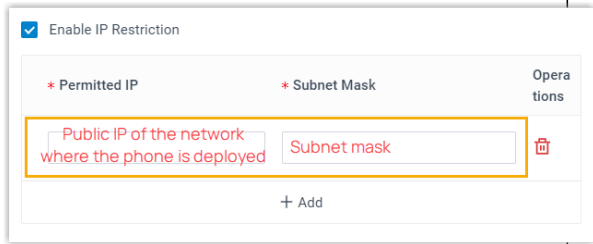
- If the intercom device and PBX are in different networks, according to the provisioning method you intend to use, make sure that you have completed the corresponding setup shown below.

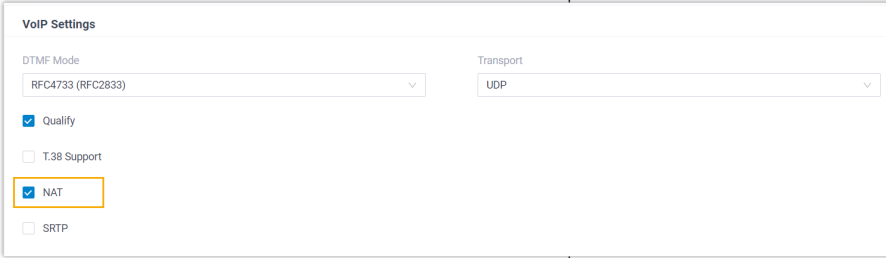
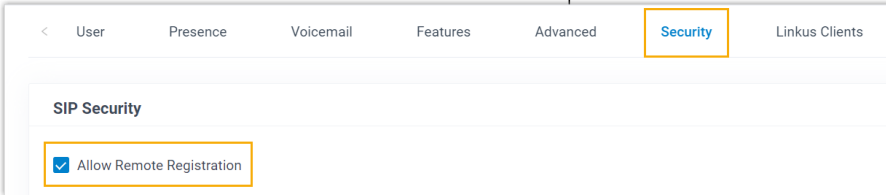


Note:



If the intercom device and PBX are in the same private network, ignore this requirement.

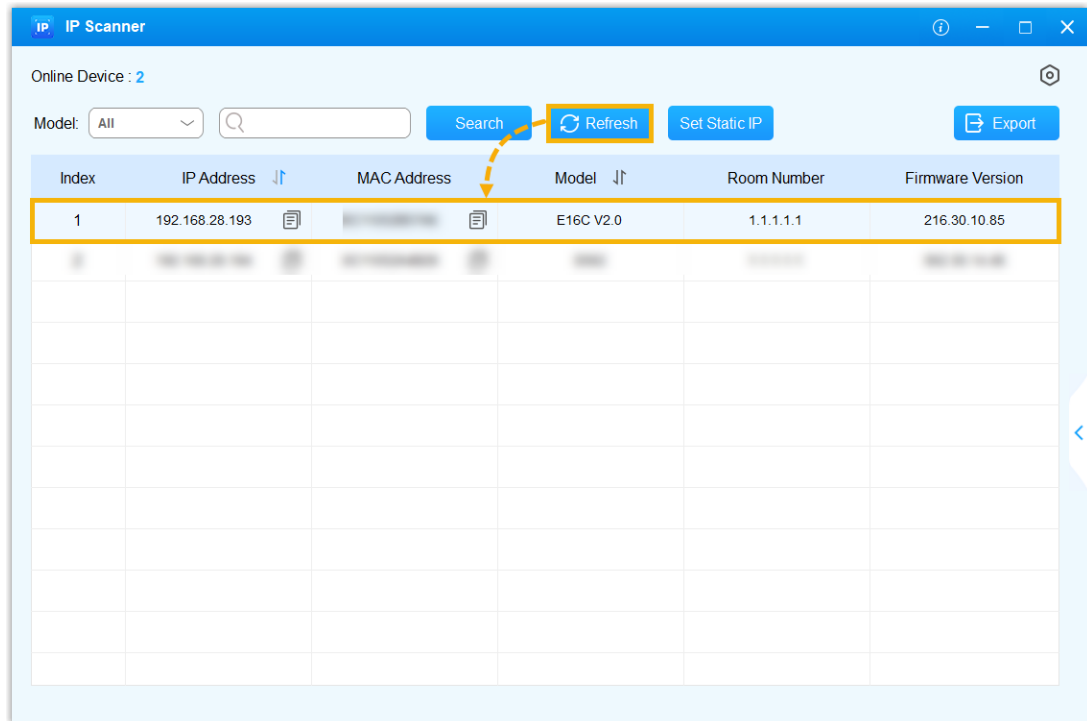
Method	Setting
Using Yeastar FQDN	◦ Subscribe to Enterprise Plan or Ultimate Plan for the PBX and ensure the FQDN is available. ◦ Create a SIP extension on the PBX and grant remote access permission for it to be registered with the intercom device: ▪ Grant remote SIP access permission for the extension, so that the extension can be registered remotely via FQDN (Path: System > Network > Yeastar FQDN > Features > SIP Access).
	 ▪ If you have enabled IP restriction for Yeastar FQDN remote Web access, make sure that you have added the intercom device's IP address to the permitted IP list, so that the device can obtain configuration files from the PBX (Path: System > Network > Yeastar FQDN > Features > Remote Access > Web Access).
	
Using Public IP address / external host / Yeastar domain name	◦ Configure PBX network for remote access by a public IP address, by an external host domain name, or by a Yeastar domain name.

Method	Setting
	 Important: The following PBX ports MUST be forwarded for RPS provisioning. ▪ RTP ports ▪ SIP port ▪ Web Server port ◦ Create a SIP extension on the PBX and set up it for remote registration. ▪ Enable NAT for the extension (Path: Extension and Trunk > Extension >  > Advanced > VoIP Settings > NAT).  ▪ Enable Remote Registration feature for the extension (Path: Extension and Trunk > Extension >  > Security > SIP Security > Allow Remote Registration). 

- Gather information about the SIP extension that will be assigned to the intercom device from the PBX, including extension number, registration name, and registration password (Path: **Extension and Trunk > Extension > Extension Information**).

Procedure

1. Obtain the IP addresses of Akuvox intercom device.
 - a. Run the Akuvox IP scanner.
 - b. At the tool bar, click **Refresh**.



The list displays the detected intercom device along with its IP address.

2. Access the Akuvox intercom device's web interface using its IP address.
 - a. Enter the IP address in the browser search box.
 - b. Enter username and password, then click **Login**.



Note:

The default username and password are both admin.

3. Go to **Account > Basic**.
4. In the **SIP Account** section, complete the following settings.

SIP Account

Status

Disabled

Account

Account1

Account Enabled

☒

Display Label

Display Name

Register Name

MOR7JvlnH7

Username

3000

Password

- **Account Enabled:** Select the checkbox to enable the SIP account.
 - **Register Name:** Enter the extension's registration name.
 - **Username:** Enter the extension number.
 - **Password:** Enter the registration password.
5. Scroll down to the **Preferred SIP Server** section, in the **Server Address** field, enter the PBX's IP address or domain name.

Preferred SIP Server	
Server Address	192.168.28.39
Sip Server Port	5060 (1024-65535)
Registration Period	1800 (30-65535 Sec)

6. At the bottom of the web page, click **Submit**.

Result

The extension has been successfully registered on the intercom device, you can view its endpoint status (showing ) on the PBX web portal (Path: **Extension and Trunk > Extension > Online Status**).

☐	Online Status	Presence ▾	Extension Number ▾	Caller ID Name ▾	User Role	Email Address ▾	Operations ▾
☐							
☐		Available	3000	Leo Bell			

Control Door Access via Linkus Clients

After registering PBX extensions with intercom devices, you can further configure ringing and preview strategy for the extensions to allow the extension user to control door access (including answering visitor calls, previewing live video and remotely unlocking the door) via Linkus clients. This topic describes the configuration process to achieve this.

Prerequisites

- You have associated the Akuvox intercom devices (both door phone and indoor monitor) with the PBX using one of the following methods:
 - [Auto provision Akuvox intercom devices with Yeastar P-Series PBX System.](#)
 - [Manually Register Akuvox Intercom Device with Yeastar P-Series PBX System.](#)
- The Linkus clients registered with the same extension as the indoor monitor has been signed in.

Procedure

- [Step1. Configure simultaneous ringing strategy](#)
- [Step2. Configure live video preview](#)

Step1. Configure simultaneous ringing strategy

You can configure simultaneous ringing strategy for the extension registered on the Akuvox indoor monitor, allowing the extension user to answer visitor calls and remotely unlock the door via Linkus clients.

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Click  beside the extension registered on the Akuvox indoor monitor.
3. On the extension configuration page, click the **Presence** tab.
4. In the **Ring Strategy** section, select the desired endpoints to ring simultaneously.

Ring Strategy

Ring First

☒ Extension Endpoint ☒ Linkus Mobile Client

☒ Linkus Desktop Client (Softphone Only) ☒ Linkus Web Client (Web Client Mode Only)

Ring Secondly

☐ Extension Endpoint ☐ Linkus Mobile Client

☐ Linkus Desktop Client (Softphone Only) ☐ Linkus Web Client (Web Client Mode Only)

5. Click **Save** and **Apply**.

Step2. Configure live video preview

You can configure video preview strategy for the extension registered on the Akuvox door phone, allowing the called extension user can preview live video via Linkus clients.

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Click  beside the extension registered on the Akuvox door phone.
3. On the extension configuration page, click **Features** tab.
4. Scroll down to the **Door Phone Application** section, complete the following settings.

Door Phone Application

Video Preview Auto Preview

Enabled Enabled

- a. In the **Video Preview** drop-down list, select **Enabled**.
- b. **Optional:** In the **Auto Preview** drop-down list, select **Enabled**.



Note:

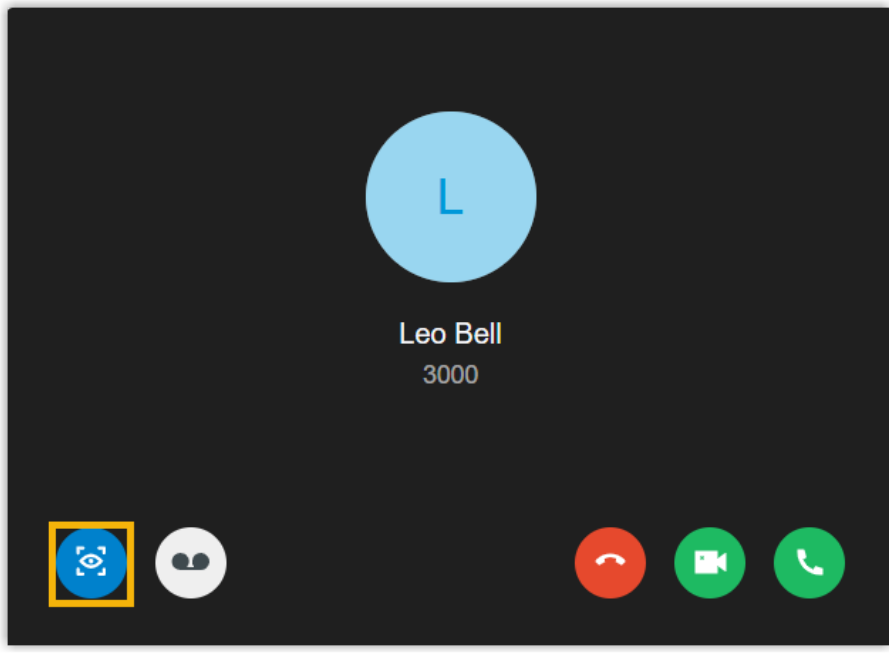
Once enabled, the live video will be automatically displayed on the incoming call pop-up window or screen of the called extension user's Linkus clients.

5. Click **Save** and **Apply**.

Result

- When a visitor places a call from the door phone to the indoor monitor, the indoor monitor and the associated Linkus clients will ring simultaneously.

Before answering the call, the called extension user can click  on the incoming call pop-up window or screen to preview the live video feed from the door phone.



- During the call, the called extension user can open the door by dialing a DTMF code 0 via the Linkus clients.



Note:

You can customize the DTMF code on the Akuvox door phone's web interface (Path: **Access Control > Relay > Relay**).

Forward Door Phone Calls to an External Number

To avoid missing any visitor calls, you can configure the call forwarding feature for the extension registered on the Akuvox indoor monitor, so that the calls can be forwarded to an external number if no one answers.

Prerequisites

- You have associated the Akuvox intercom devices (both door phone and indoor monitor) with the PBX using one of the following methods:
 - [Auto provision Akuvox intercom devices with Yeastar P-Series PBX System.](#)
 - [Manually Register Akuvox Intercom Device with Yeastar P-Series PBX System.](#)
- Make sure that the extension registered on the Akuvox indoor monitor has permission to make calls to the external number through the specified outbound route.

Scenario

- To avoid missing visitor calls when the called extension user can't answer them timely, you can configure forwarding strategy for **No Answer**. For more information about the configuration, see [Forward calls without answers](#).
- To avoid missing visitor calls when the called extension user is on a call or rejects them, you can configure forwarding strategy for **When Busy**. For more information about the configuration, see [Forward calls that be rejected and sent to a busy party](#).

Forward calls without answers

Procedure

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Click  beside the extension registered on the Akuvox indoor monitor.
3. On the extension configuration page, click the **Presence** tab.
4. In the **Call Forwarding** section, configure Call Forwarding destination for internal calls.
 - a. Select the checkbox of **No Answer**.
 - b. In the drop-down list beside **No Answer**, select **External Number** as the forwarding destination.

- c. Enter the [prefix of outbound route](#).



Note:

If there is no outbound dial pattern in the desired outbound route, leave this field empty.

- d. In the field beside **Prefix**, enter an external number.

5. Scroll down to the **Ring Timeout (s)** section, in the **Ring Timeout** drop-down list, select the waiting time before forwarding the call.

6. Click **Save** and **Apply**.

Result

When a visitor places a call from the door phone to the indoor monitor, but no one answers over the ringing duration, the call will be forwarded to specified external number.

Forward calls that be rejected and sent to a busy party

Procedure

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Click  beside the extension registered on the Akuvox indoor monitor.
3. On the extension configuration page, click the **Presence** tab.
4. In the **Call Forwarding** section, configure Call Forwarding destination for internal calls.
 - a. Select the checkbox of **When Busy**.

- b. In the drop-down list beside **When Busy**, select **External Number** as the forwarding destination.
- c. Enter the [prefix of outbound route](#).



Note:

If there is no outbound dial pattern in the desired outbound route, leave this field empty.

- d. In the field beside **Prefix**, enter an external number.

Call Forwarding

Internal Calls

☐ Always

☐ No Answer

☒ When Busy

External Number

Prefix

5. Click the **Feature** tab, scroll down to the **Call** section, select the following checkboxes.

Call

☒ All Busy Mode for Endpoints

☒ All Reject Mode for Endpoints

- **All Busy Mode for Endpoints:** If selected, incoming calls will be forwarded to specified external number when the extension user is on a call on one endpoint.
- **All Reject Mode for Endpoints:** If selected, incoming calls will be forwarded to specified external number when the extension user rejects it on one endpoint.

6. Click **Save** and **Apply**.

Result

When a visitor places a call from the door phone to the indoor monitor, but the called extension user is on a call or manually rejects it, the call will be forwarded to specified external number.