

# Akuvox IP Intercom Integration Guide

Yeastar P-Series Cloud 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 Cloud Edition, 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 Cloud Edition, 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:

- [Provision Akuvox Intercom Device with Yeastar P-Series Cloud Edition](#)
- [Manually Register Akuvox Intercom Device with Yeastar P-Series Cloud Edition](#)

- **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

## Provision Akuvox Intercom Device with Yeastar P-Series Cloud Edition

This topic describes how to provision Akuvox IP intercom device (door phone and indoor monitor) with Yeastar P-Series Cloud Edition. After registering 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.



### Note:

The 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.

## Requirements

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

Model	Device Requirement	PBX Requirement
<b>Door Phone</b>		
E16C V2.0	216.30.10.85 or later	84.21.0.66 or later
R20A	320.30.11.112 or later	84.21.0.66 or later
<b>Indoor Monitor</b>		
S562W	562.30.14.48 or later	84.21.0.66 or later
S563W	563.30.13.202 or later	84.21.0.66 or later

## Prerequisites

- RESET the Akuvox 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 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.

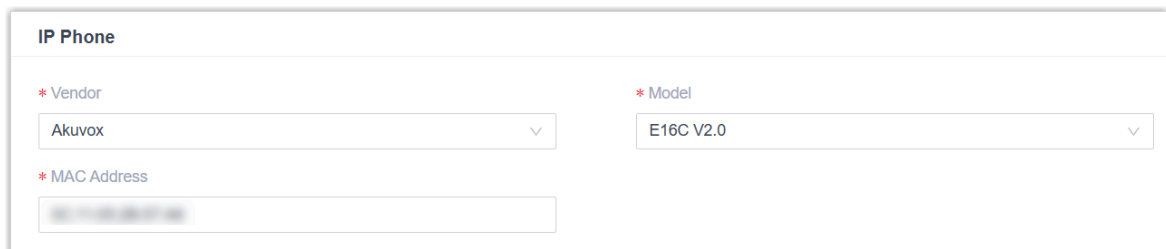
## Procedure

- [Step 1. 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.



- **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, 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](#).

**Options**

\* Template

YSDP\_AkuvoxE16C

Provisioning Link

https://docs.example.yeastarcloud.com.443/api/autoprovision/c

Please copy this Provisioning Link, then set up the link to where your IP phones can fetch the configuration files.

A provisioning link is automatically generated in the **Provisioning Link** filed, which 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 IP phone, see [Release an Extension from a Provisioned IP Phone](#).
- To register the extension to the phone without releasing it from the previously associated one, you need to [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 provisioning link from the device's detail page.

**Options**

\* Template

YSDP\_AkuvoxE16C

\* Provisioning Method

DHCP (In the Office)

Provisioning Link

https://docs.example.yeastarcloud.com.443/api/autoprovisi

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   
 Override the netmask sent to clients. Normally it is calculated from the subnet that is served.

DHCP-Options    
   
  
 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.

<input type="checkbox"/>	Status	Extension	Name	Vendor	Model	IP Address	RPS PIN	Operations
<input type="checkbox"/>		3000	Leo Ball	Akuvox	E16C V2.0	192.168.28.193	-	   

# Manually Register Akuvox Intercom Device with Yeastar P-Series Cloud Edition

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 Cloud Edition. 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.

**Note:**

It is currently not supported to register the PBX extensions with Akuvox X915S and Akuvox X912K door phones.

## 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

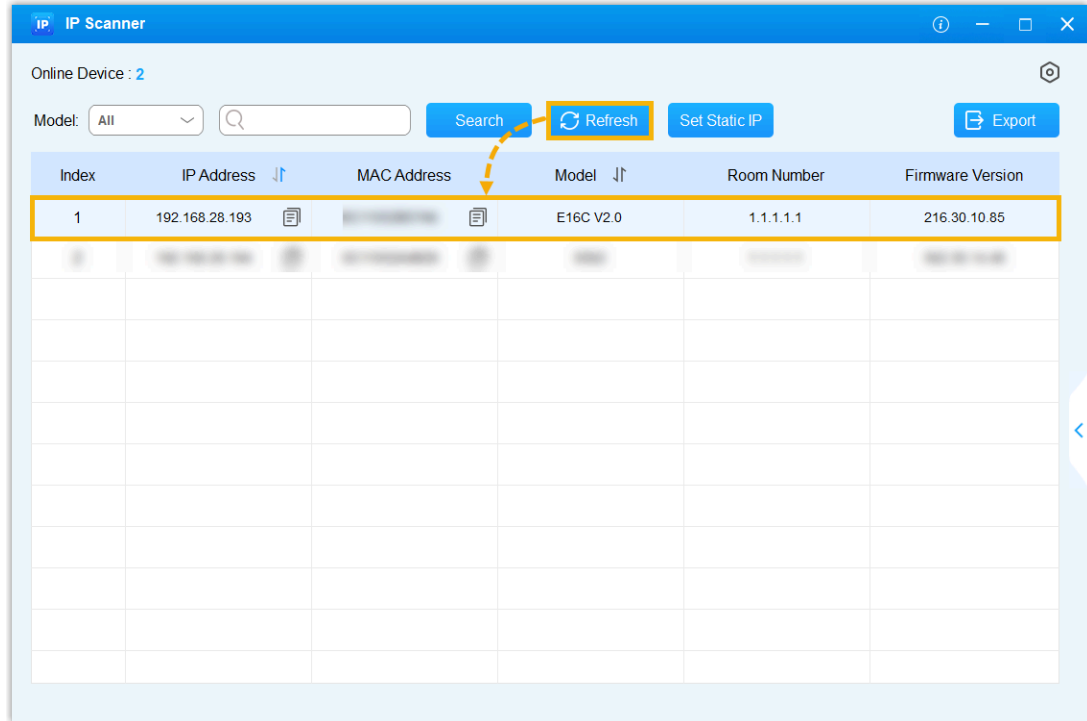
- Gather information about the SIP extension that will be assigned to the intercom device from the PBX, including extension number, registration name, and registration password (Path: **Extension and Trunk > Extension > Extension Information**).

## 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

M0R7JvInH7

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 domain name.

Preferred SIP Server

Server Address

docs.sample.yeastarcloud.com

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**).

<input type="checkbox"/>	Online Status	Presence	Extension Number	Caller ID Name	User Role	Email Address	Operations
<input type="checkbox"/>							 
<input type="checkbox"/>		 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:
  - [Provision Akuvox intercom devices with Yeastar P-Series Cloud Edition.](#)
  - [Manually Register Akuvox Intercom Device with Yeastar P-Series Cloud Edition.](#)
- 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

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




### Note:

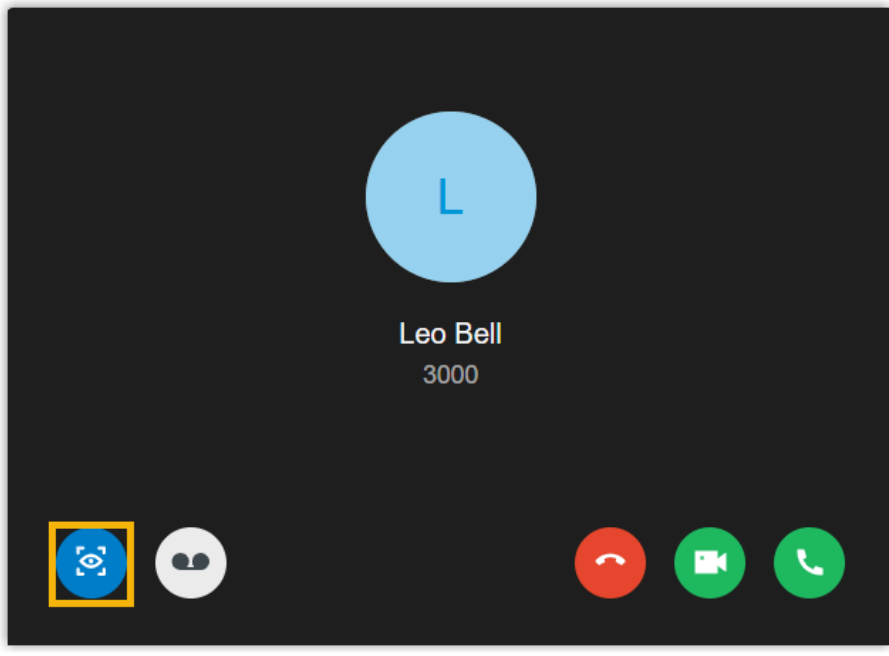
Once enabled, the live video will be automatically displayed on the incoming call pop-up window or screen of the called extension user's Linkus clients.

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:
  - [Provision Akuvox intercom devices with Yeastar P-Series Cloud Edition](#).
  - [Manually Register Akuvox Intercom Device with Yeastar P-Series Cloud Edition](#).
- 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.

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

- **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.