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## About This Manual



WWW.AKUVOX.COM



# Akuvox Integration with Control4

Control4 develops smart home automation systems to control lighting, entertainment, security, energy, and other connected devices. The company's 2013 initial public offering was considered to be the first pure-play home automation IPO ever.

This manual is intended for guiding dealers in configuring and adding Akuvox smart intercoms to a Control4 solution. It will introduce how dealers can make video calls between Akuvox smart intercoms and Control4 T3 10" dock tablet, and manage the door lock connected to the Akuvox smart intercoms. Akuvox door phone can send video stream via MJPEG codec or H264 codec which dealers need to enable RTSP server in Akuvox door phone. Control4 will open the door via HTTP command which dealers need to enable open relay via HTTP feature in Akuvox door phone.

Please visit the Akuvox forum or consult technical support for any new information or the latest firmware.

## Overview

### Before You Begin

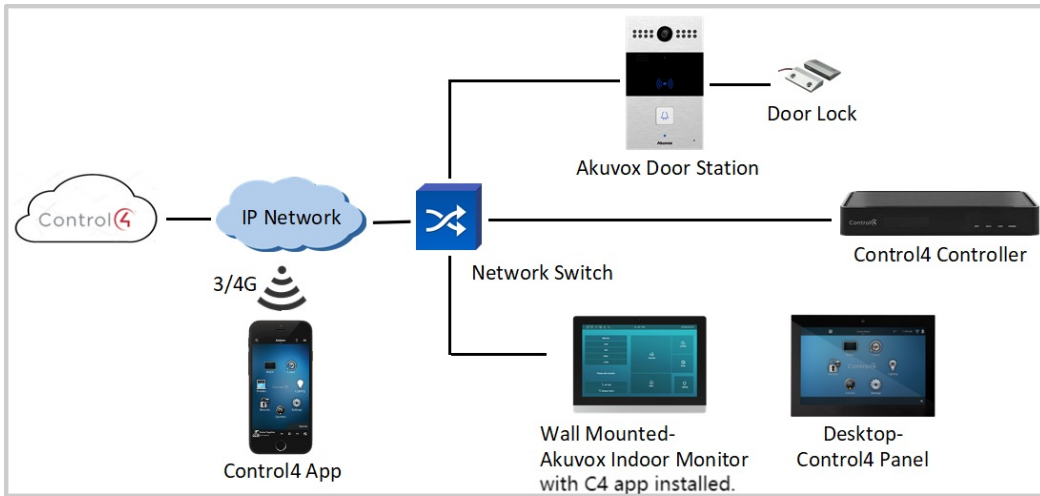
Certain Akuvox intercom devices with the latest firmware support Control4 version 3.4.1.

If you want to acquire the latest firmware for integration, please contact the Akuvox tech team.

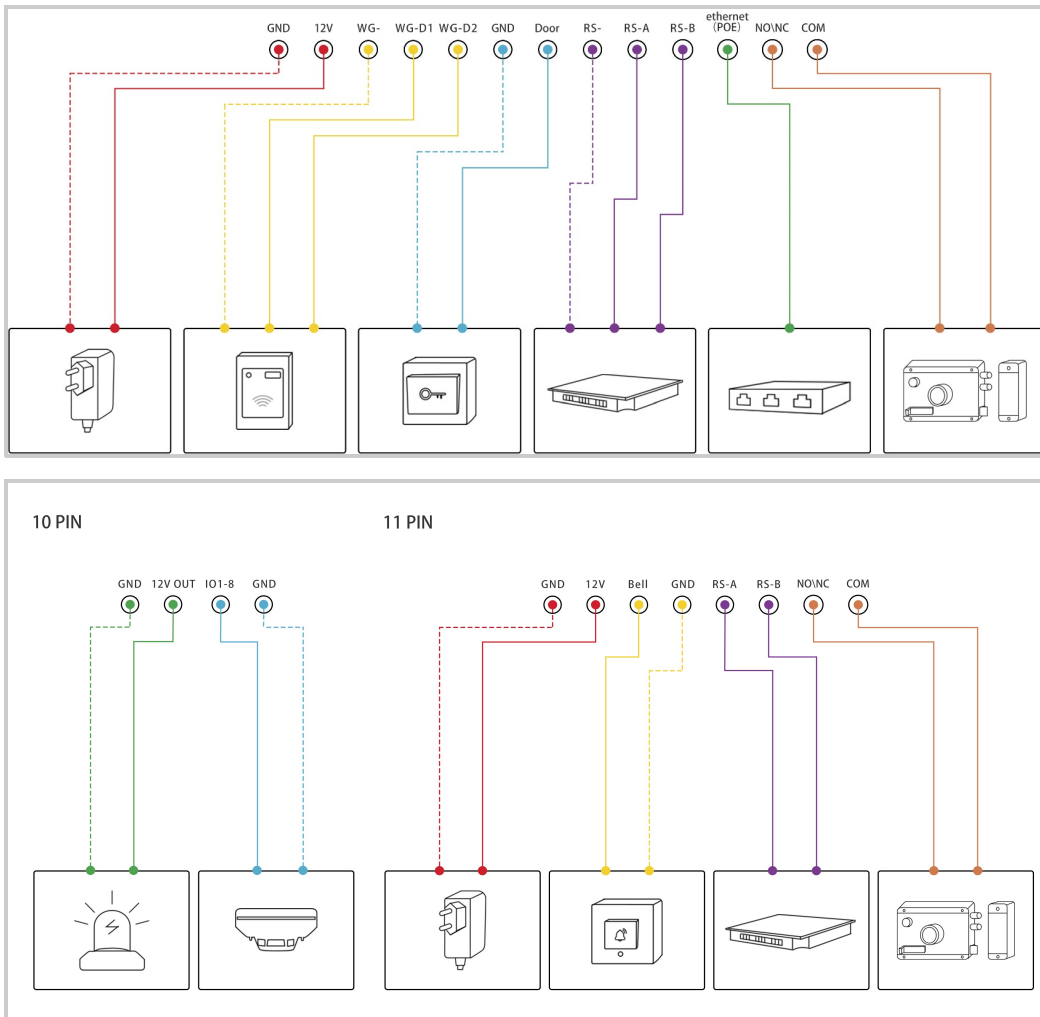
### Models Support Integration

Models	Firmware Version
S567	567.30.13.102
S565	565.30.10.108
S563	563.30.13.101
C319	119.30.13.202
C316	316.30.13.102
X933	933.30.13.102
S562	562.30.14.56
IT88	88.30.13.704
X916	916.30.10.311
X915V2	2915.30.10.405
S539	539.30.10.241
S532	532.30.10.256
X912	912.30.11.54
X910	2910.30.11.33
E12V2	312.30.10.212
E16V2	216.30.10.109
E18	18.30.10.109
R29	29.30.10.327
R25A	25.30.10.17
R20 V5.0	320.30.11.21
A08	108.30.11.27

## Connection Diagram

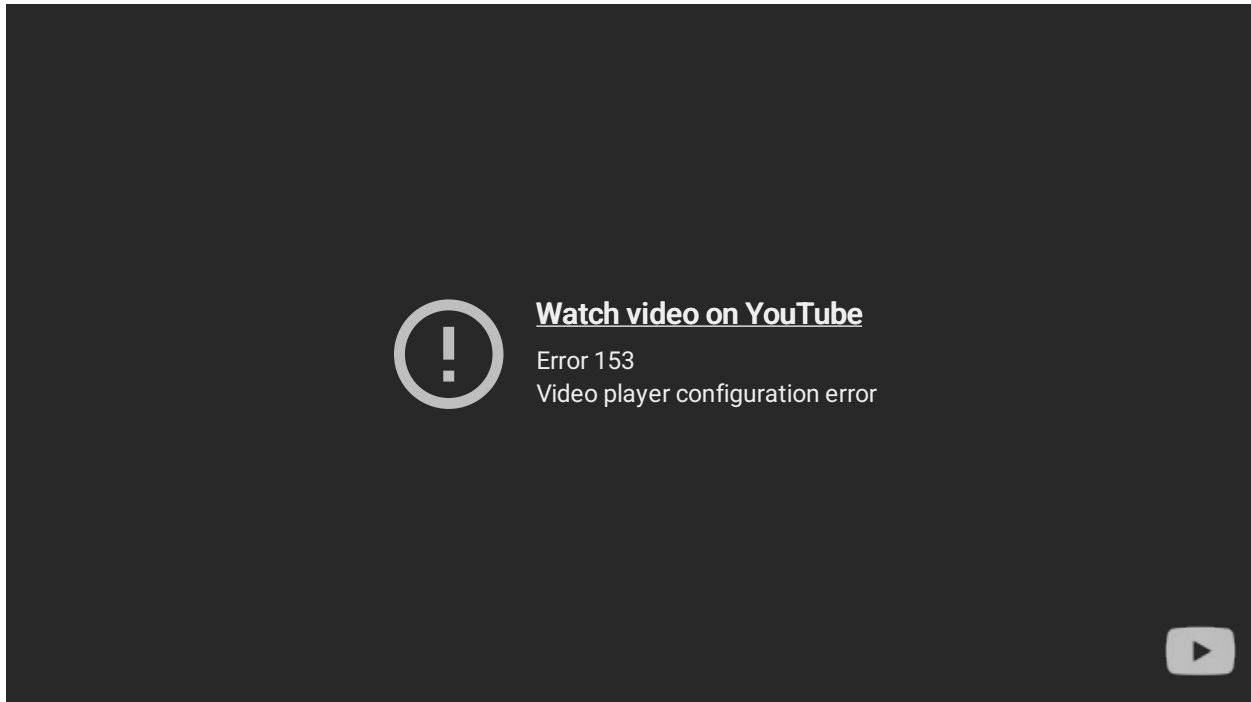


You may refer to the general wiring interface.



## Composer Configuration

You can watch the video or refer to the text instructions.



Video Outline:

0:00--Overview

0:27--Set up Door Phone and Indoor Monitor

2:18--Add Drivers and Connect Devices

3:30--Update Settings to Akuvox Devices

4:24--Make One-to-One SIP Calls

5:37--Make Group Calls

6:35--View Call Preview from the Door Phone

7:03--Open Doors

8:29--Configure Doorbell Button

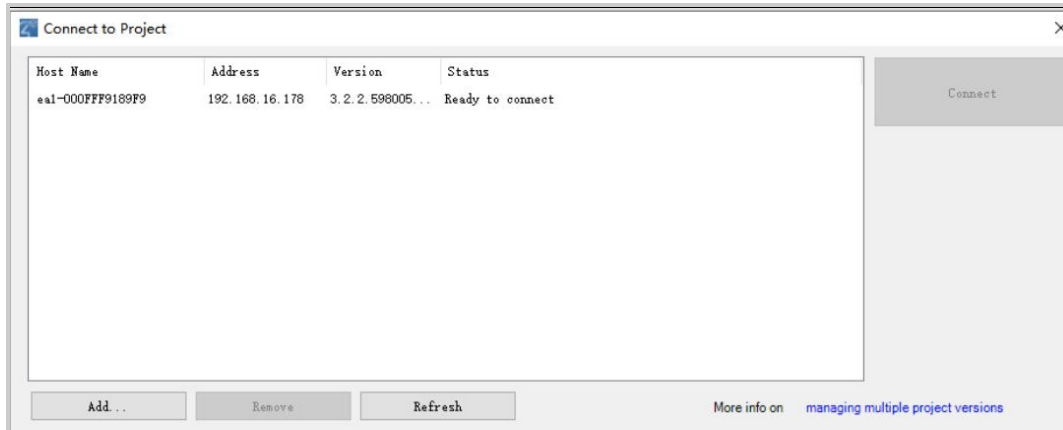
## Preparation

Update Composer

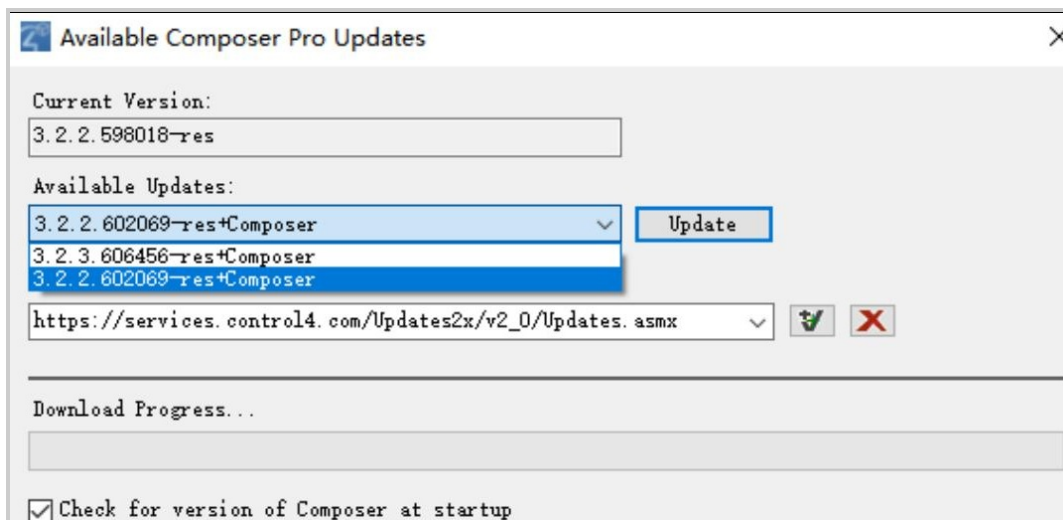
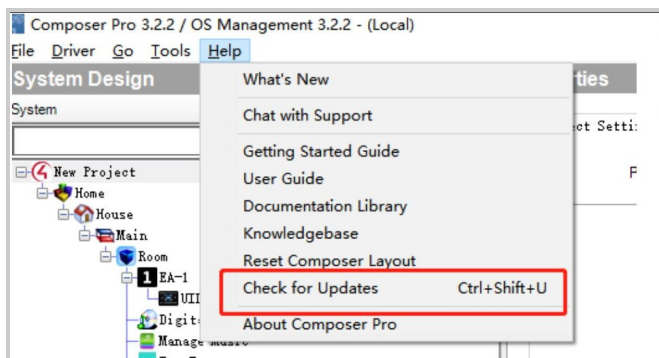
### Note

The Composer version should be consistent with the C4 controller.

When logging into the Composer for the first time, you can check its version.







If you want to check the information about updates, click **Help > Check for Updates**.



**Upgrade Devices**

You need to upgrade devices to [specific firmware](#) for integration with Control4.

1. Log into the device’s web interface with its IP address. The default username and password are **admin**.
2. Navigate to the **System > Upgrade** interface.
3. Choose the file from the local drive and click **Upgrade**.

Basic	
Firmware Version	216.30.11.3
Hardware Version	216.0.13.0.0.0.0
Upgrade	 Import
Reset Configuration To Default State(Except Data)	 Reset
Reset To Factory Setting	 Reset
Reboot	 Reboot

**Note**

- To download firmware, go to [Firmware & Tool](#) on Knowledge Base and choose the target category and model.
- The routes to obtain the IP address vary by model, you may refer to <https://knowledge.akuvox.com/docs/before-entering-device-web-interface>.
- Also, you can use IP scanner to scan IP address(es) of all devices within the same LAN.
  - To download: <https://knowledge.akuvox.com/docs/akuvox-ip-scanner?highlight=IP>
  - Detailed guide: <https://knowledge.akuvox.com/v1/docs/en/how-to-obtain-ip-address-via-ip-scanner?highlight=IP%20Scanner>
- Google Chrome browser is strongly recommended.
- Your computer should be on the same network as the device.

**Set the Door Phone and Indoor Monitor**

After upgrading devices to the versions that support C4 integration, you need to activate the integration and turn off specific switches such as discovery mode for fulfilling communication between C4 and Akuvox devices.

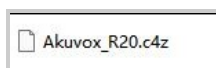
Please refer to the [Door Phone Configuration](#) and [Indoor Monitor Configuration](#).

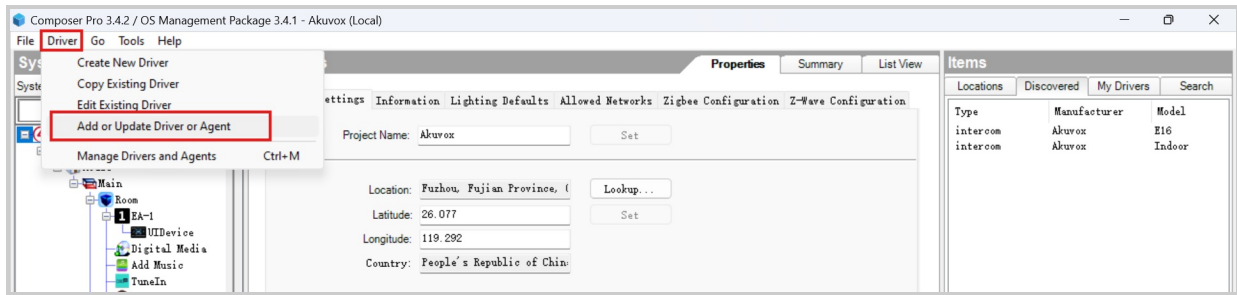
**Add Drivers in Composer**

1. Run the Composer software.
2. Find **Driver** on the menu and click **Add or Update Driver**.
3. Select the driver from your computer and upload it.

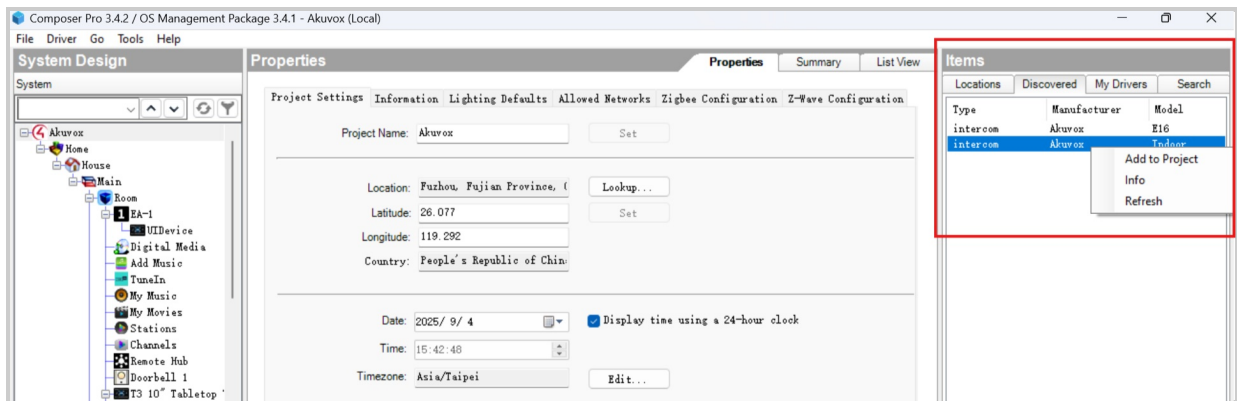
**Note**

- You can install the C4 app in indoor monitors instead of adding drivers.
- To acquire drivers, go to the [Driver Download](#) chapter.

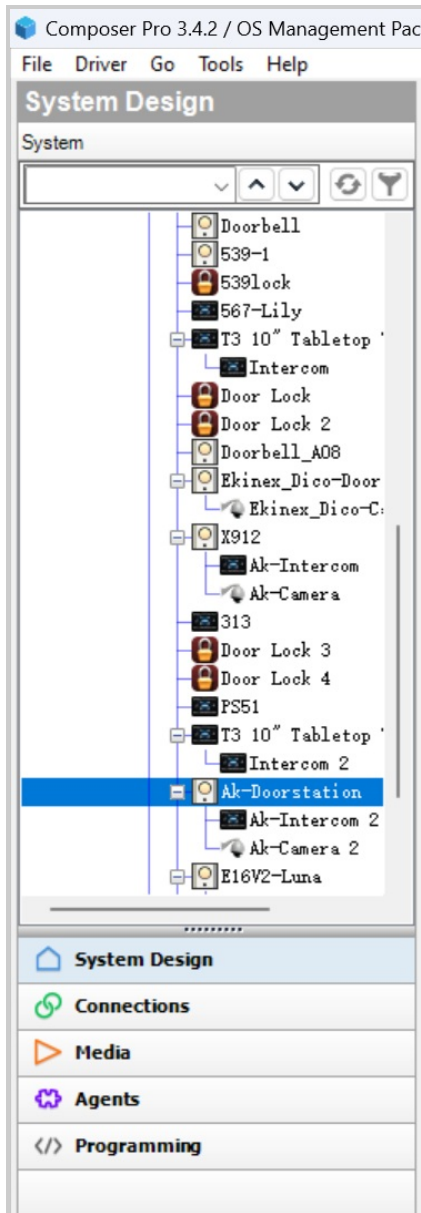




4. Click **Discovered** on the left **Items** menu. Right-click on the discovered device and click **Add to the Project**.  
If the device does not display, click **Refresh** to update the list.

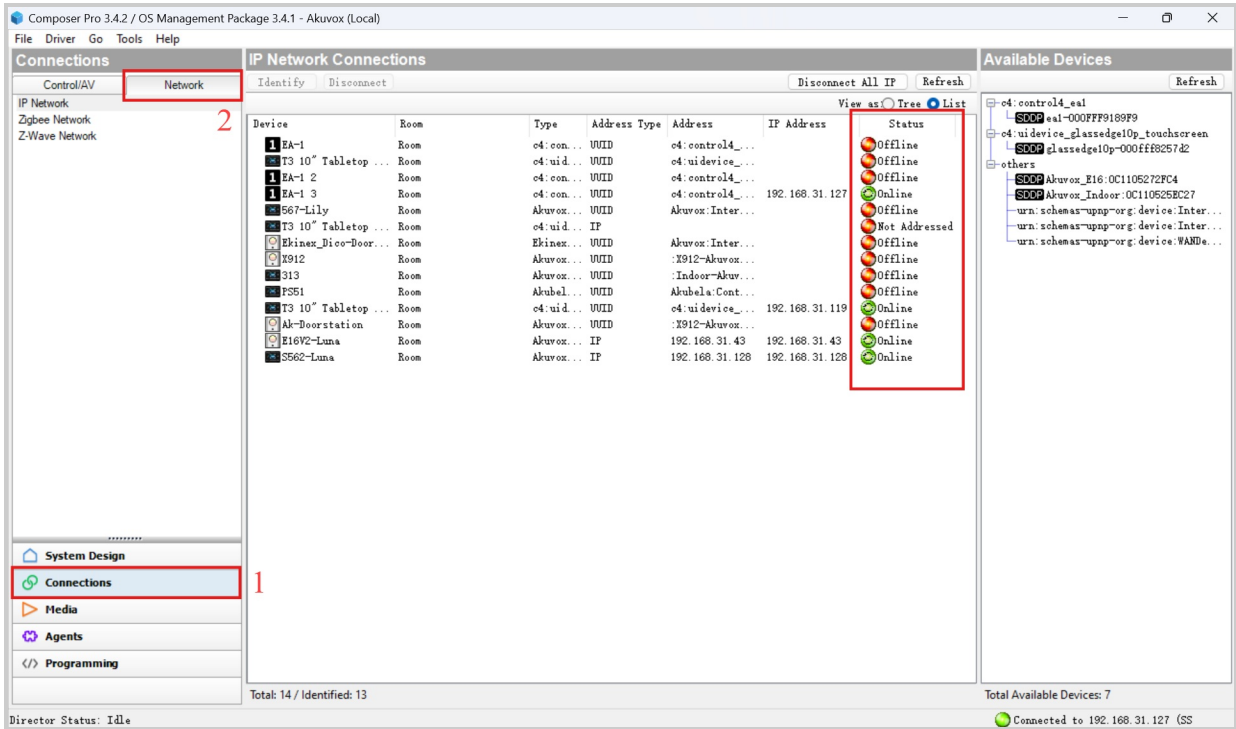


5. You can see the device with the default name **Ak-Doorstation** in the **System Design** interface. You can right-click to rename the device for identification.

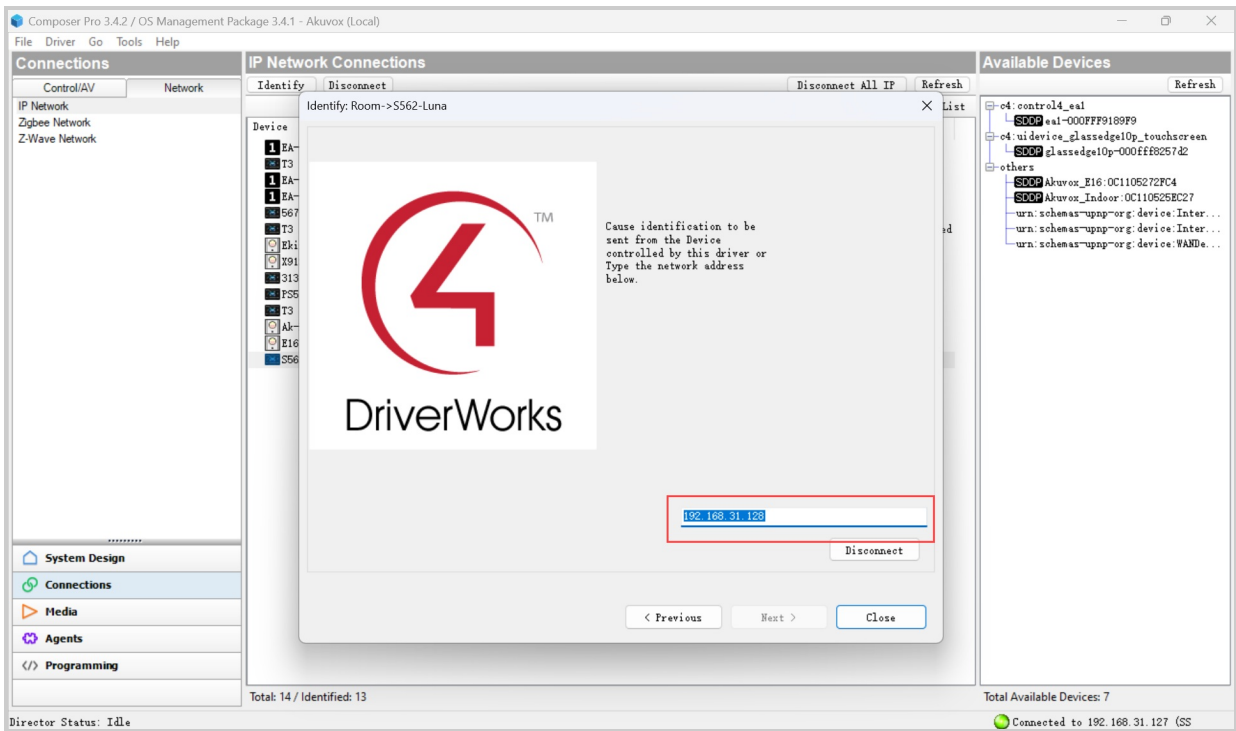


**Connect Devices to the Composer**

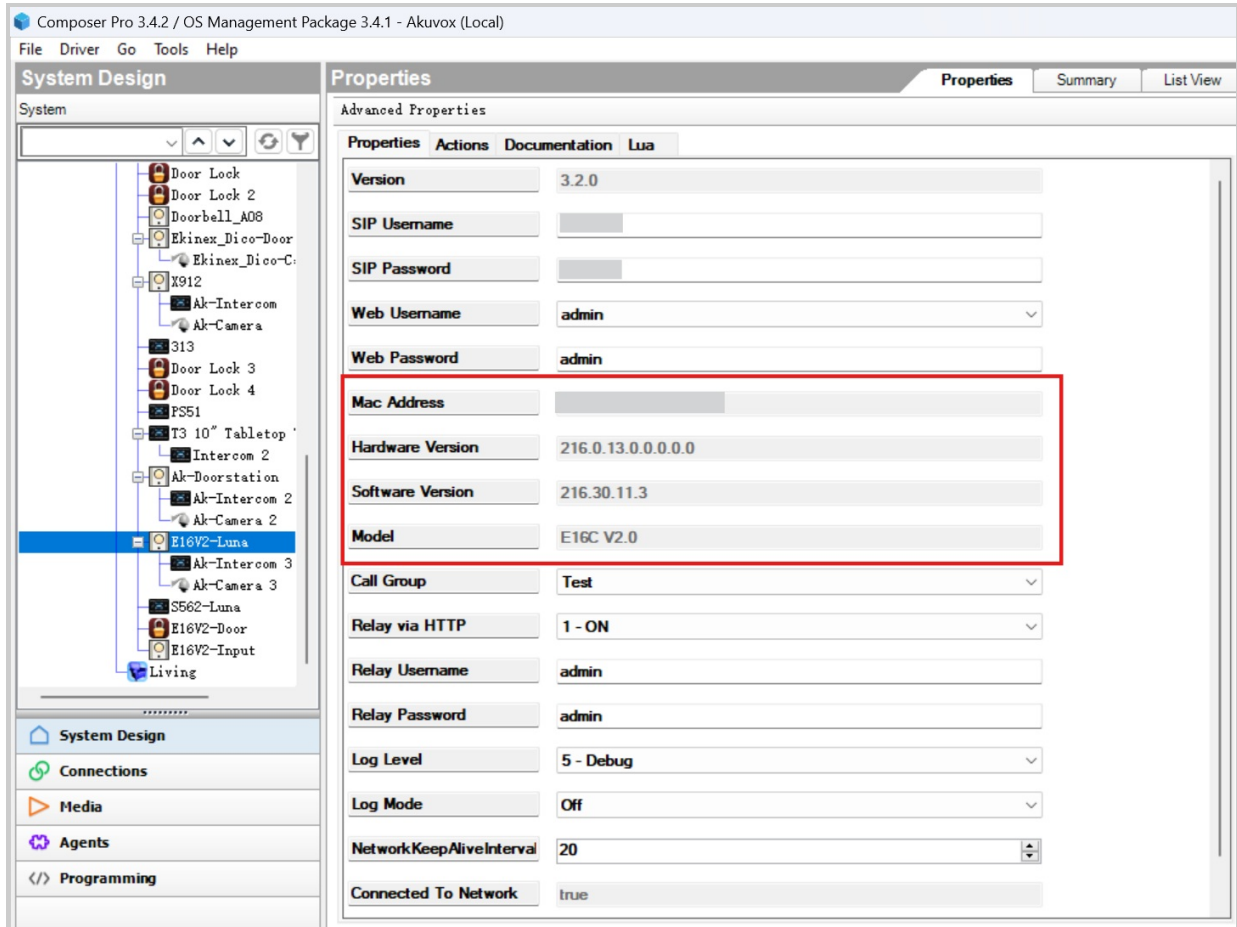
1. Go to **Connections > Network > IP Network Connections** interface, where you can check the device's connection status.



2. Click the desired device if it appears **Offline**.
3. Enter the device’s IP address and close the window.



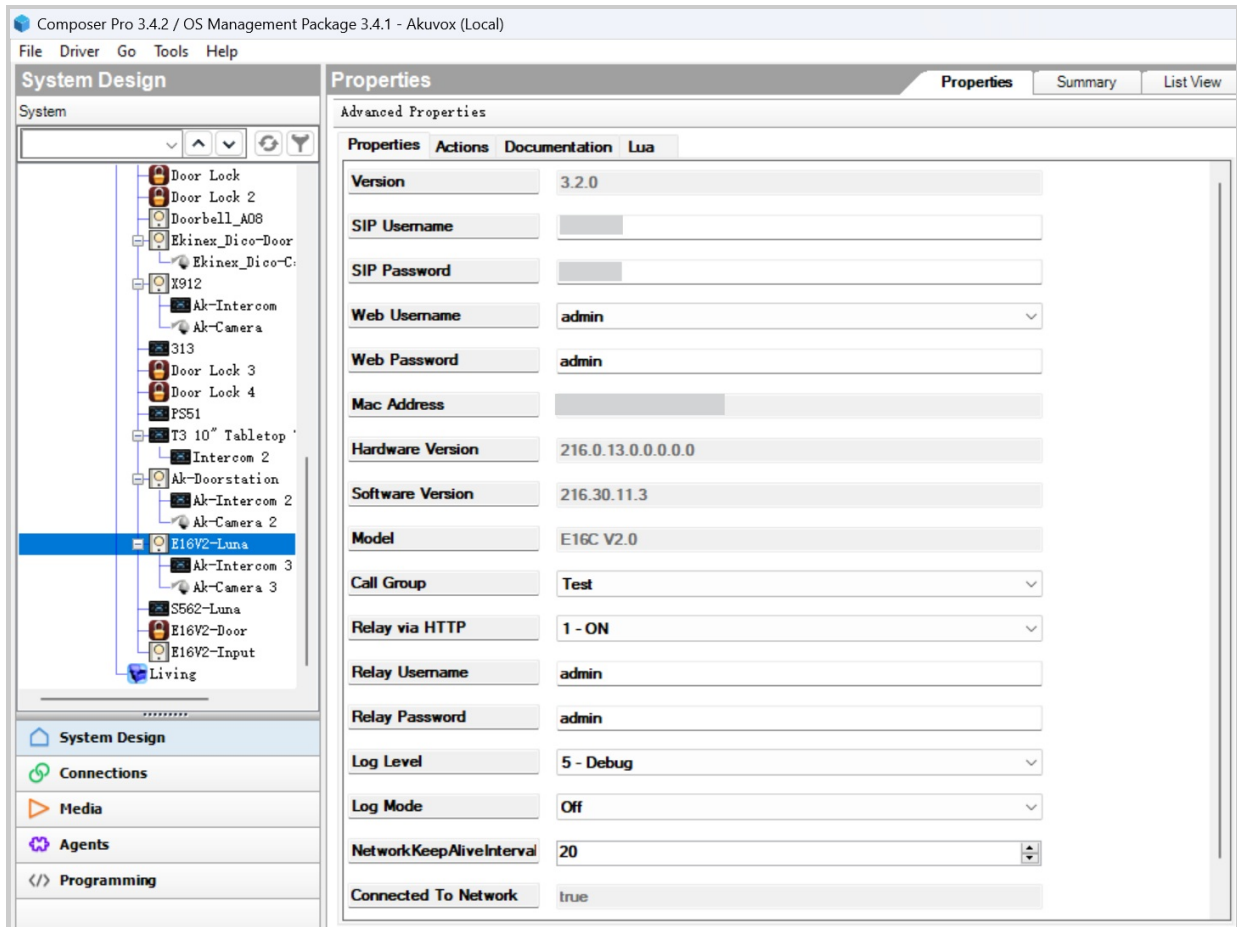
The device will appear online. Go back to the **System Design** interface, and the device’s information is shown.



## Features Configuration

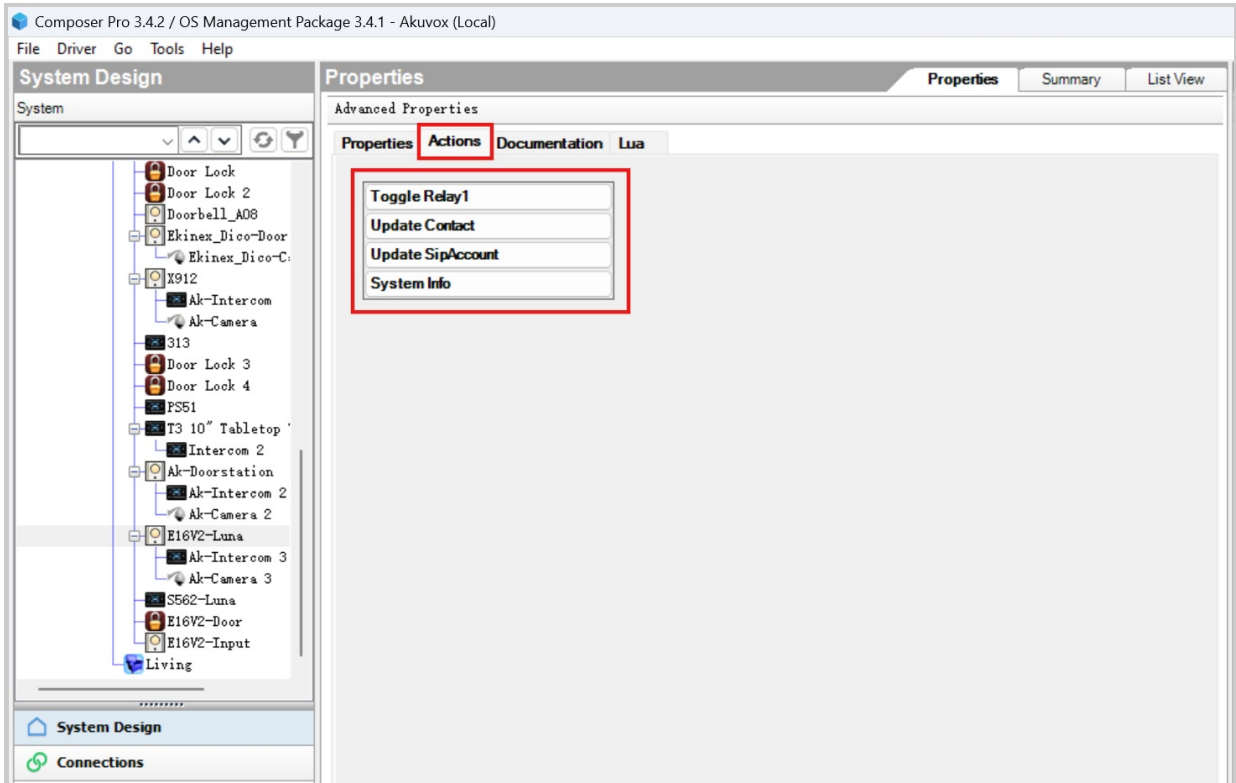
### Update Settings to Akuvox Devices

You can change some settings on the **System Design** interface and update them to the door phone.



- **Web Username/Web Password:** The username and password used to access the device’s web interface.
- **Call Group:** The default is **All**(Containing the C4 panel). You can create a new group and add more contacts. For instructions, refer to the [Add Contacts to a Group](#) section.
- **Relay via HTTP:** Allow door-opening via HTTP command. Keep it on if you want to use this feature.
- **Relay Username/Password:** The credentials used in the HTTP command.

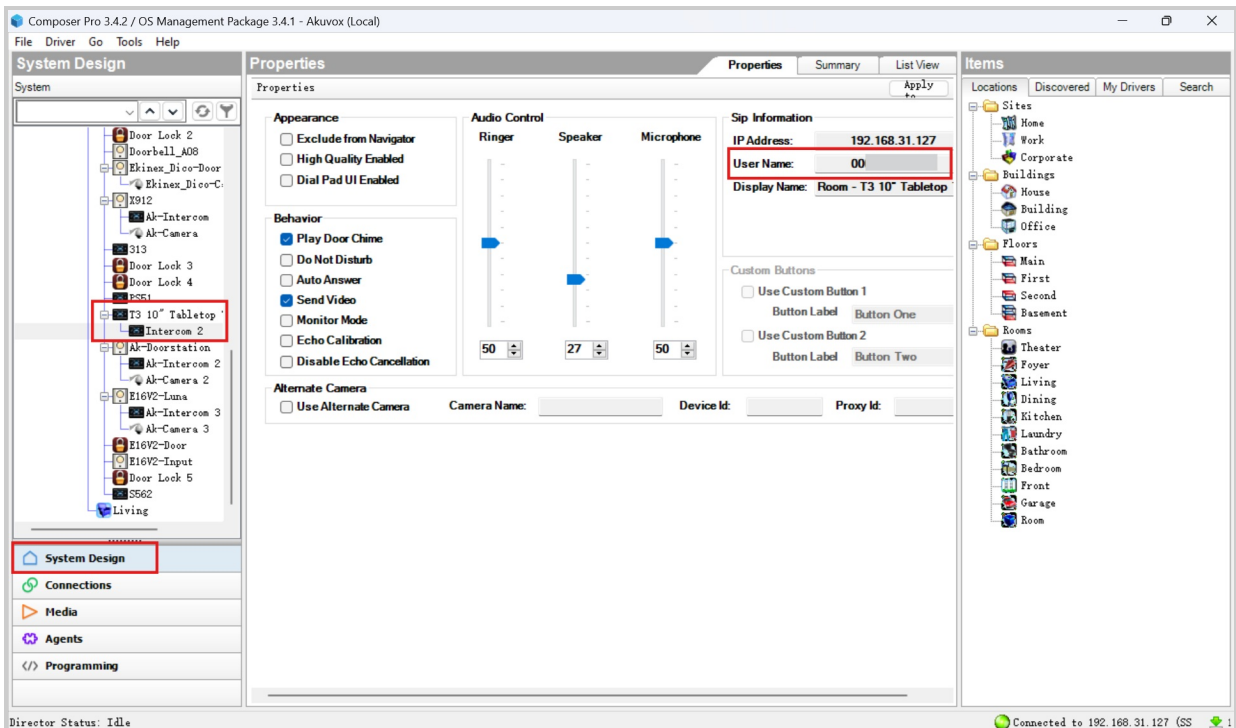
After changing the settings, click **Actions** and update the changes to the door phone.



**Make SIP Calls**

- After the connection, the Akuvox device will register a SIP account automatically.
- You can find the device with the default name **Ak-Intercom** on the C4 panel and tap to make a call.
- To initiate a call from the door phone, you can add the C4 panel as a contact to the door phone. For detailed steps, see the [Door Phone Configuration](#) chapter.

Check the C4 panel's number on **System Design > Intercom** under the panel name.

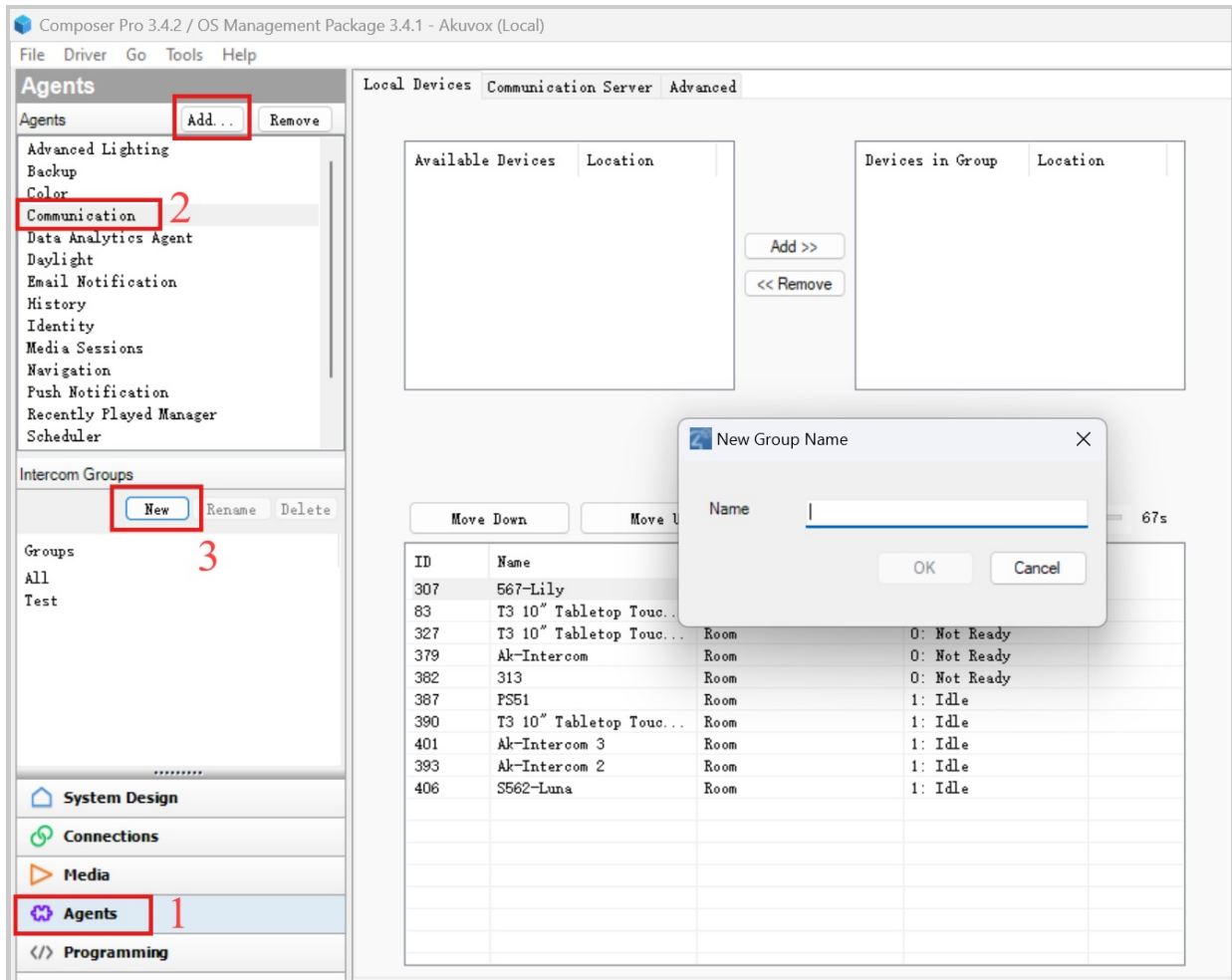


Add Contacts to a Group

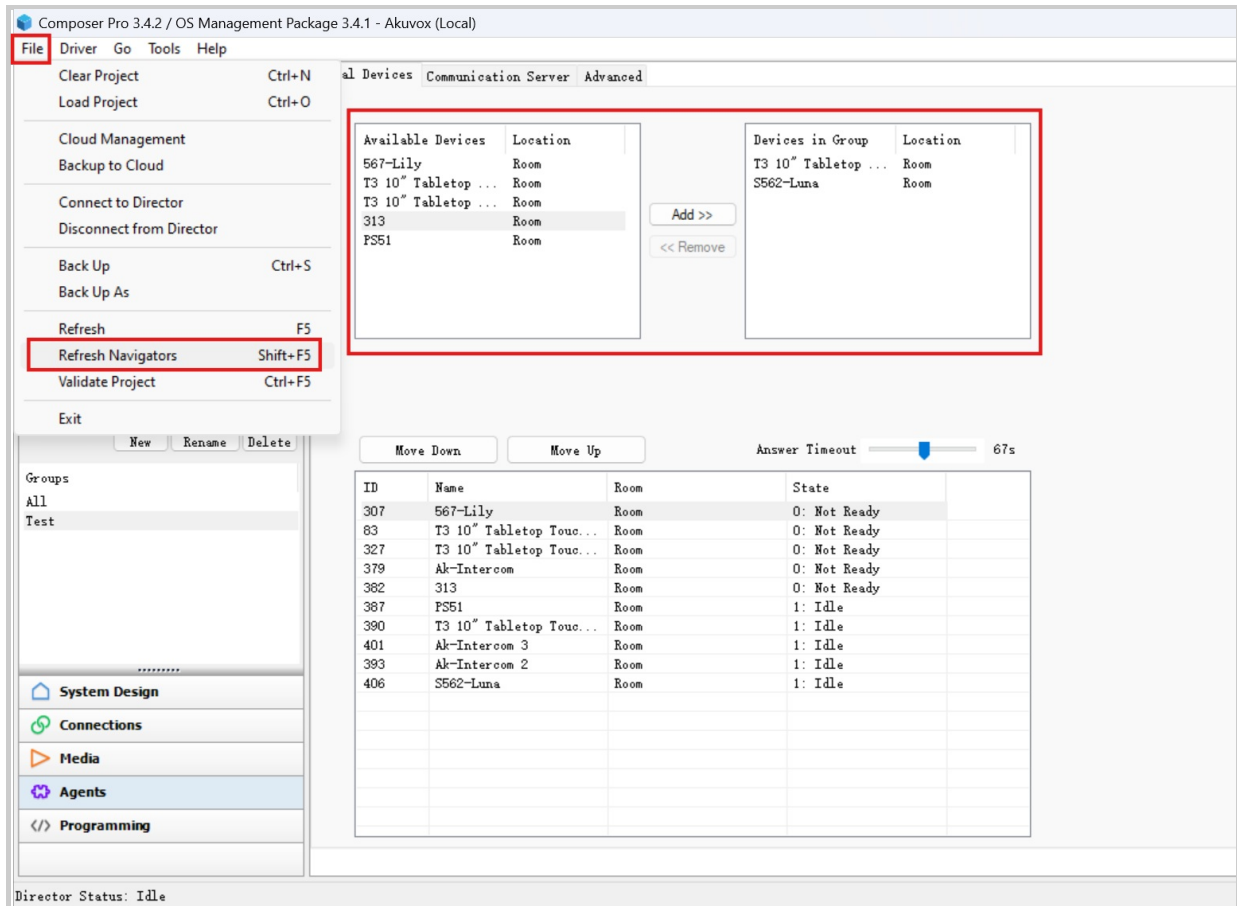
The composer creates a default group named **All**, which only contains C4 panels.

You can customize a group and add devices to it.

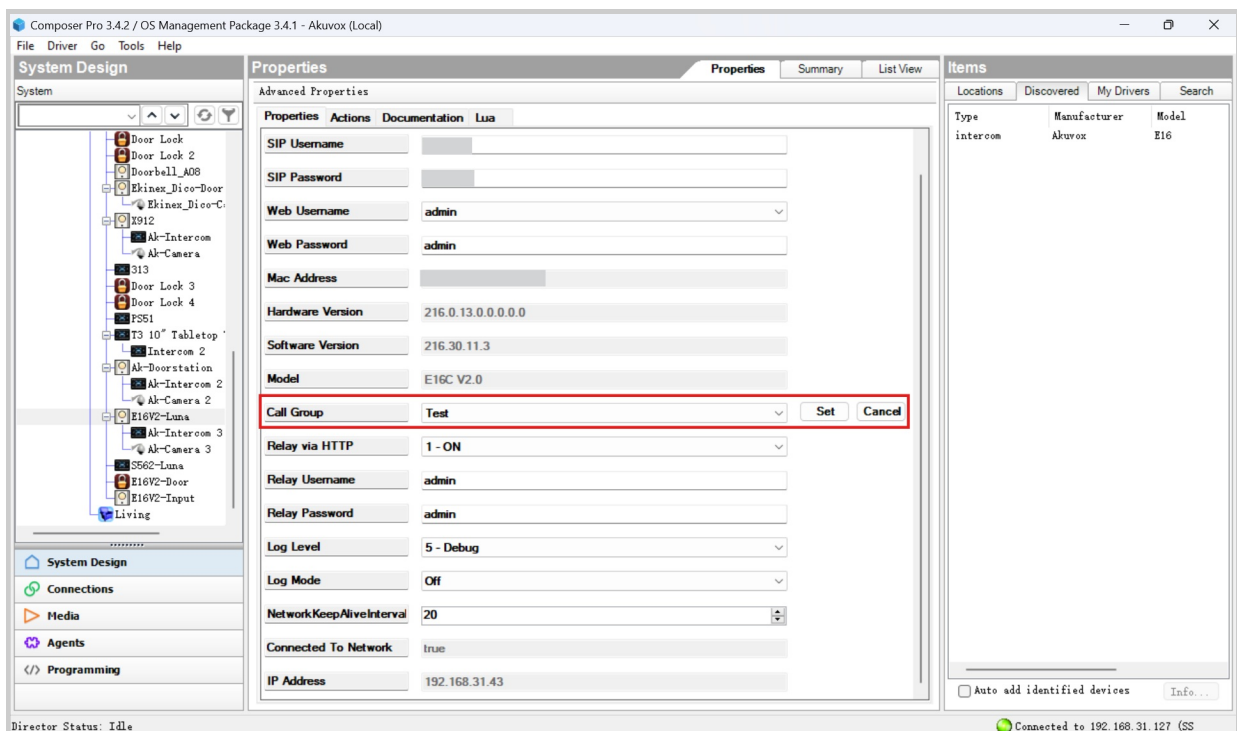
1. Go to **Agents > Communication** interface. Click **New** to create a new group. If you do not find **Communication**, click **Add** to add it.



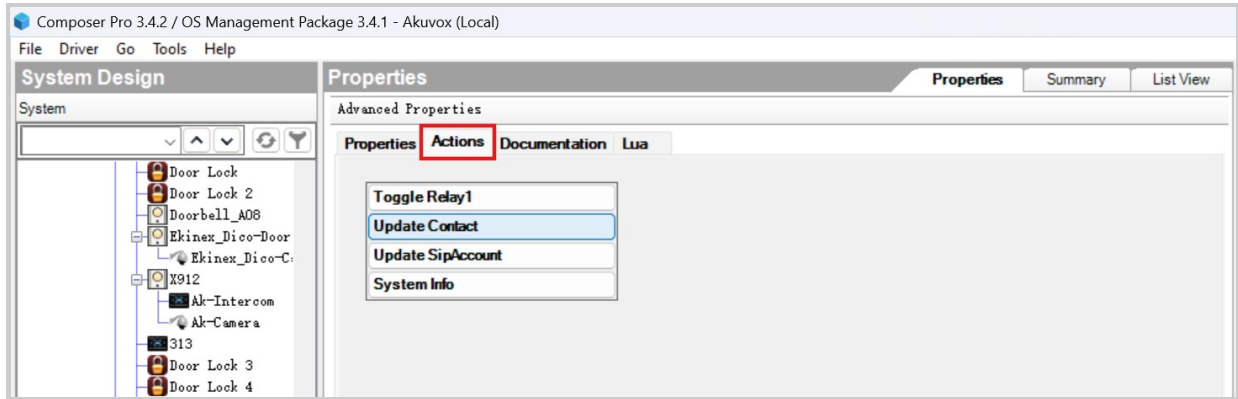
2. Move the desired devices from the left to the right box.
3. Click **File** in the upper left corner and select **Refresh Navigators** to update the configuration to the C4 panel.



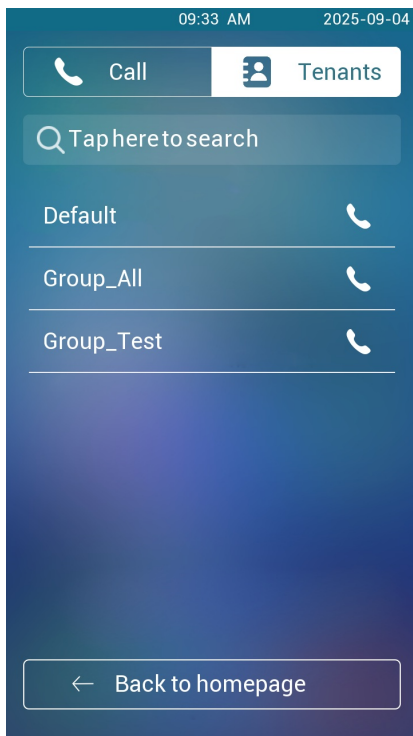
- Then, to bind the door phone to the group, go to **System Design > [Device Name] > Properties** interface.
- Find the **Call Group**, select the desired group, and click **Set**.



- Go to **Actions** and click **Update Contact**.



The group name will be displayed on the door phone's directory list.

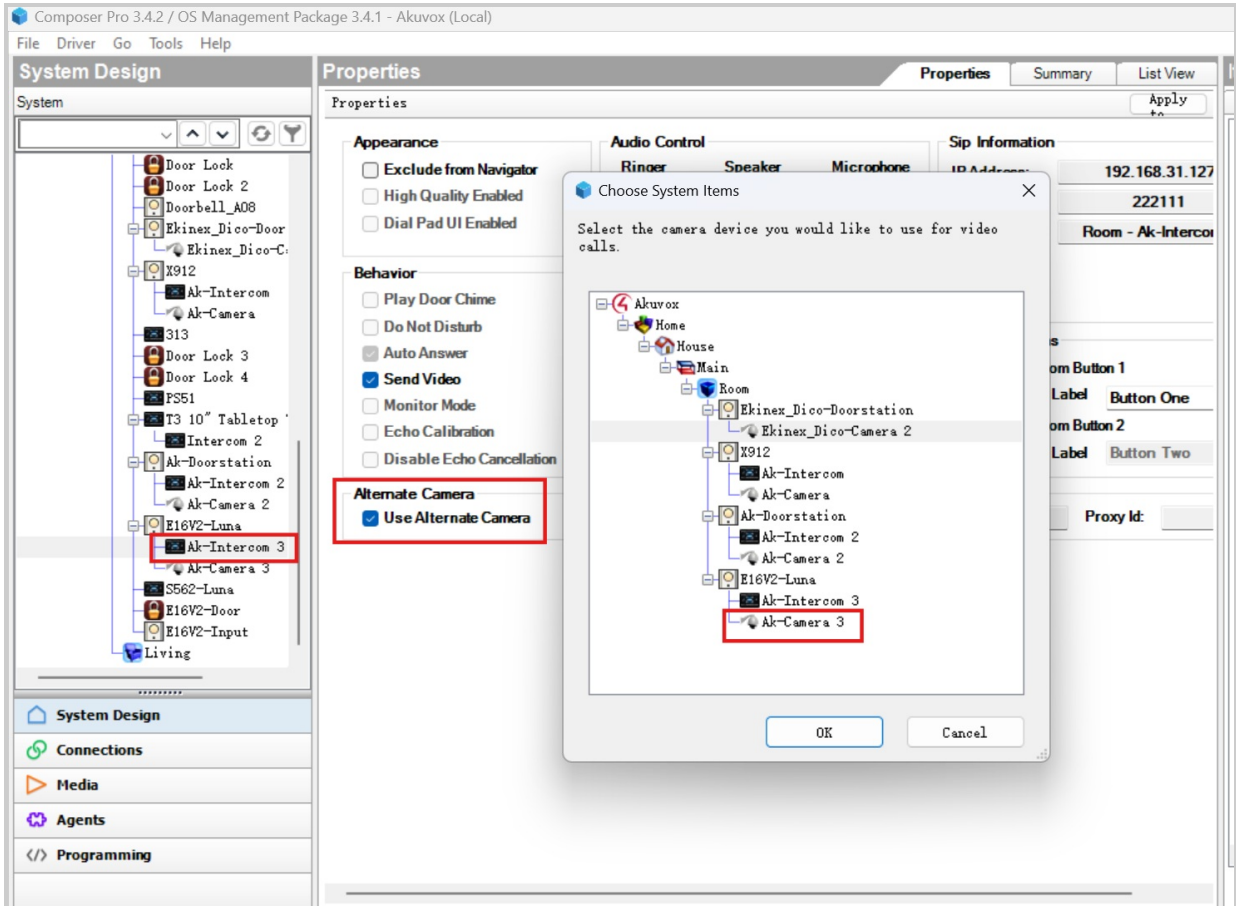


E16V2

**View Live Stream from the Door Phone**

To view the call preview from the door phone, you need to enable the camera.

1. Go to **System Design > AK Intercom**.
2. Check **Use Alternate Camera** and select **Ak-Camera** under the device.

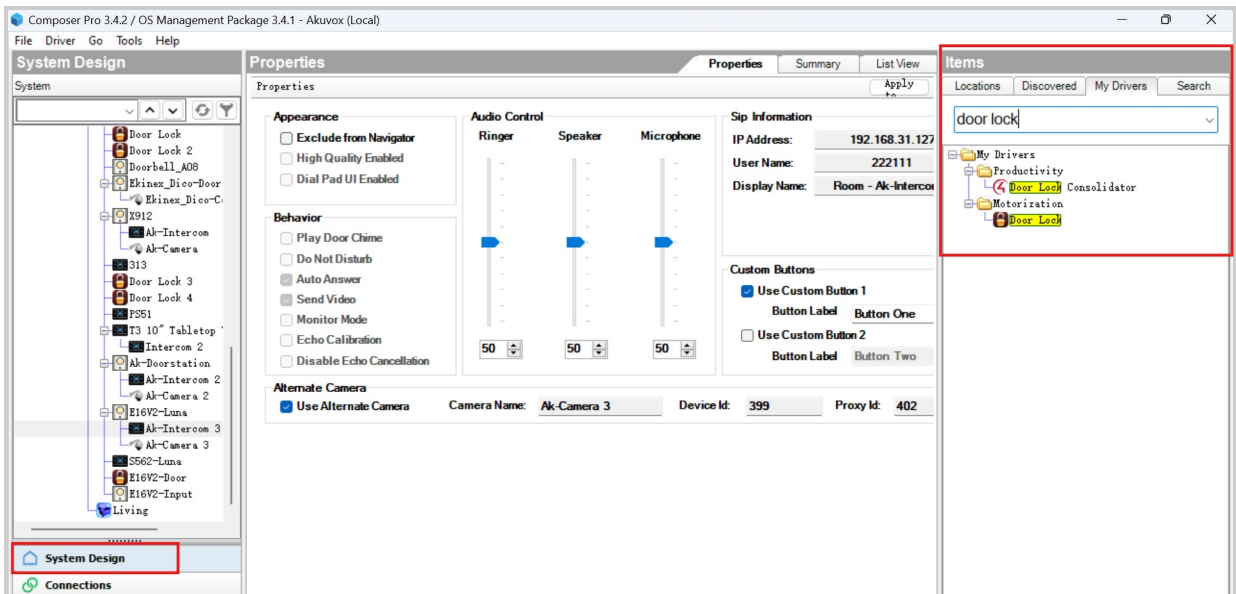


**Unlock**

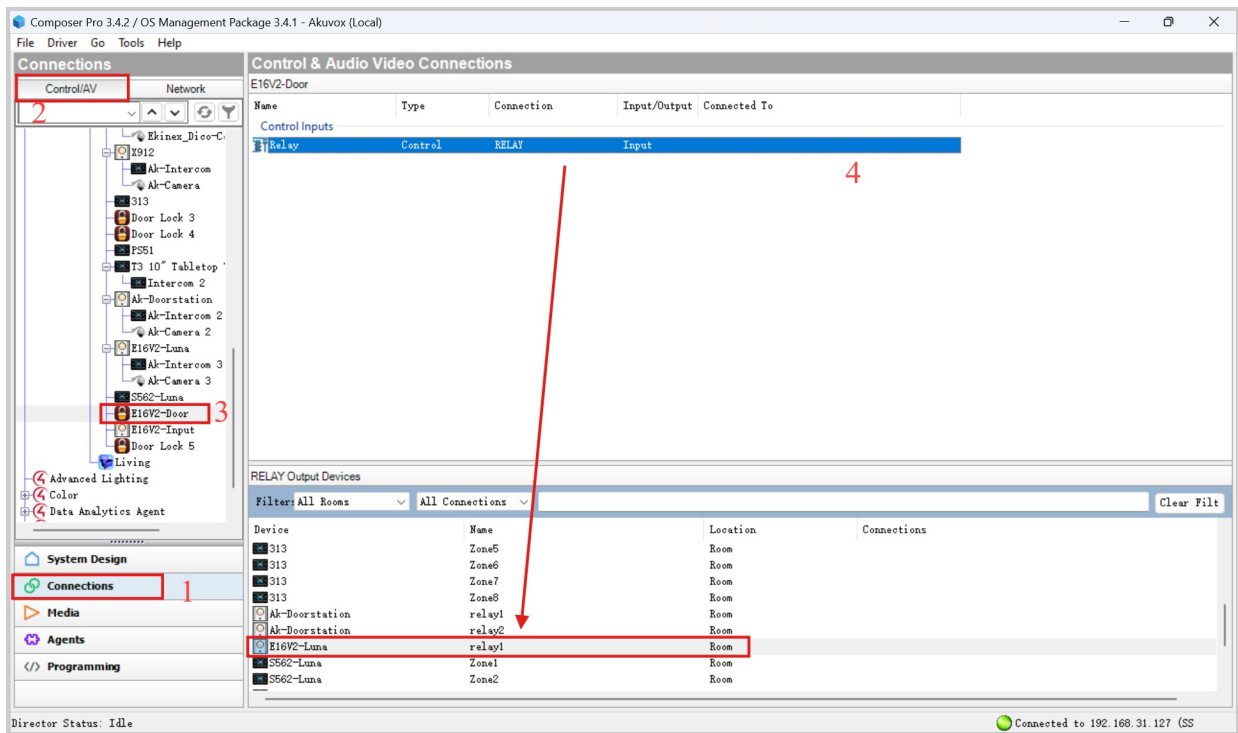
Through configuration, users can press the unlock button on the C4 panel to open the door.

**Bind Door Lock and Relay**

1. Search for the lock driver in **My Drivers** on the Items menu.
2. Double-click it to add it. Its default name is **Door Lock**.

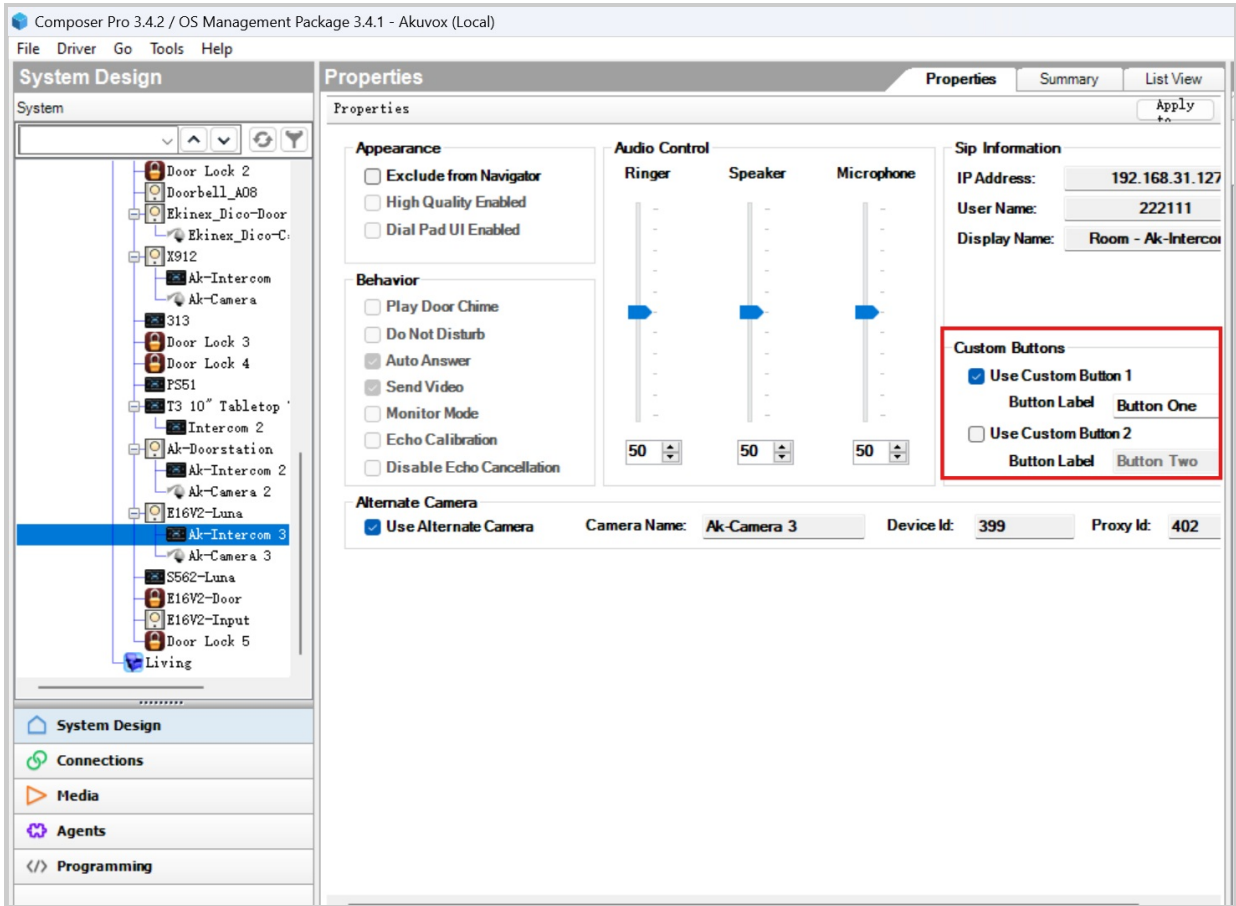



- To bind the door lock to the door phone relay, click **Connections > Control/AV** and find the door lock. Drag and drop the relay on the desired door lock.

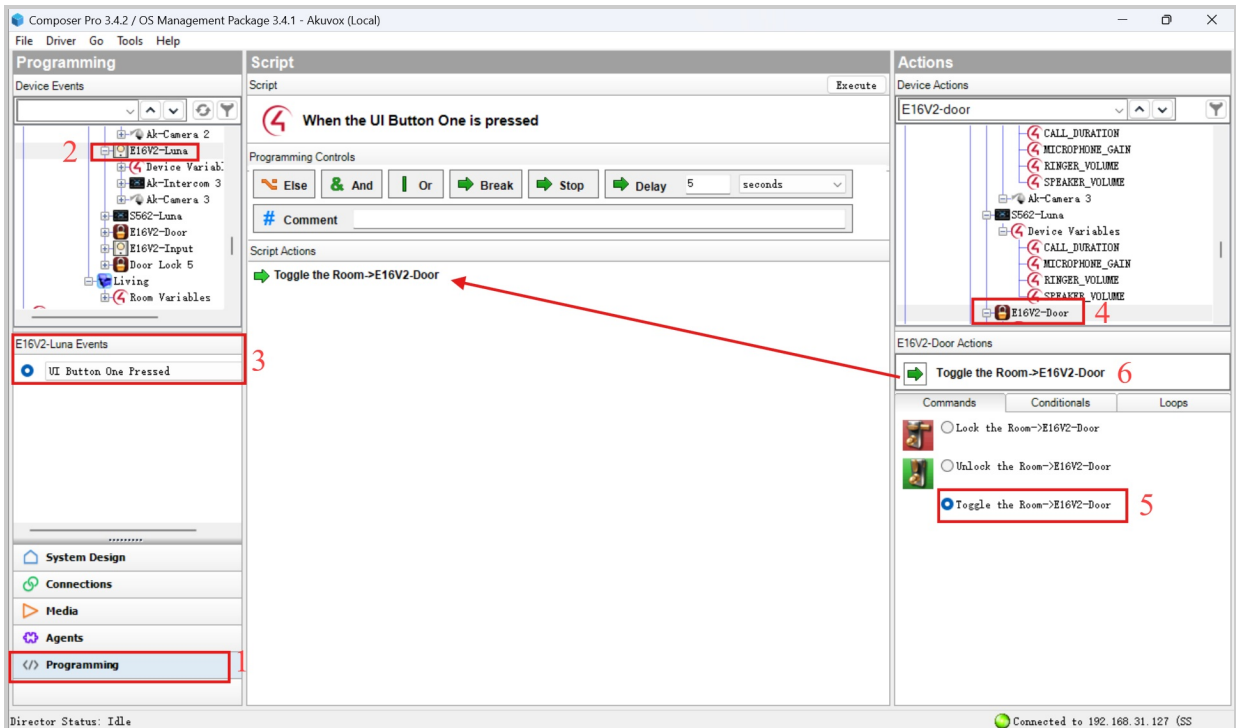


### Configure Unlock Button

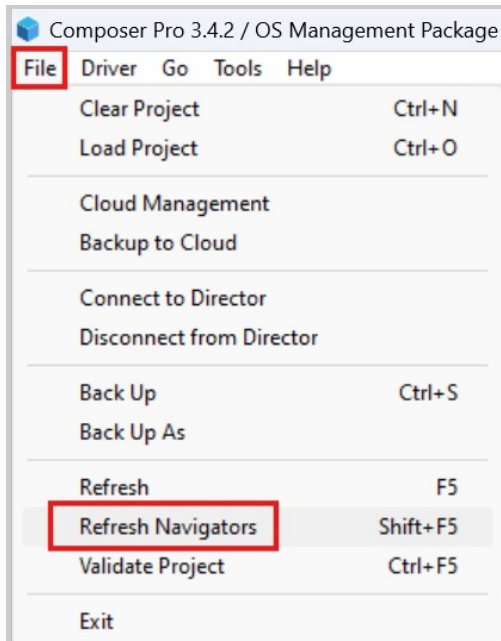
- Go to **System Design > AK Intercom** interface and enable the custom button. Customize the button name.



2. To bind the button to the door lock, go to the **Programming > [The device name]** interface and select **UI Button One Pressed**.
3. In **Door Lock Actions** on the right, select **Toggle the Room→[The lock name]**.
4. Drag and drop  **Toggle the Room->Door Lock** on **Script Actions** to achieve the binding.



- Click **File** in the upper left corner and select **Refresh Navigators** to update the configuration to the C4 panel.

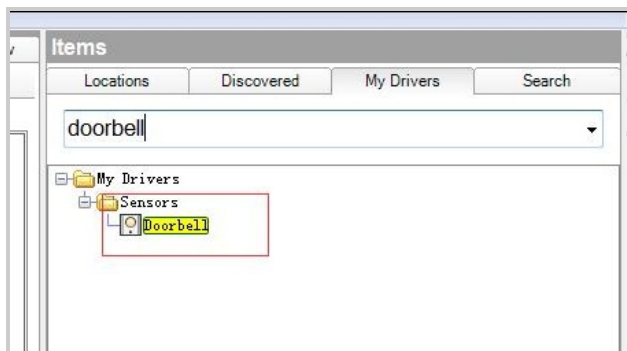


**Configure Doorbell Button**

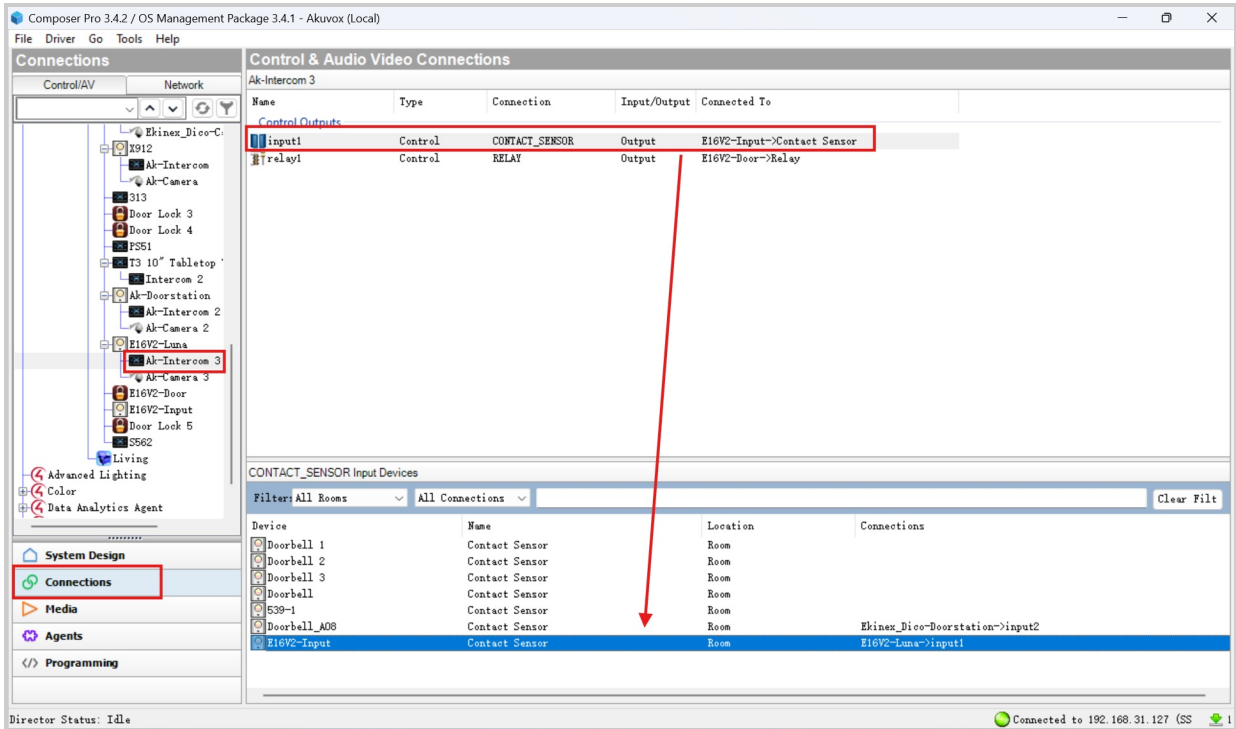
The door phone can be connected to a doorbell button through the input ports. By triggering inputs, certain actions can be carried out.

This section takes initiating the group call as an example.

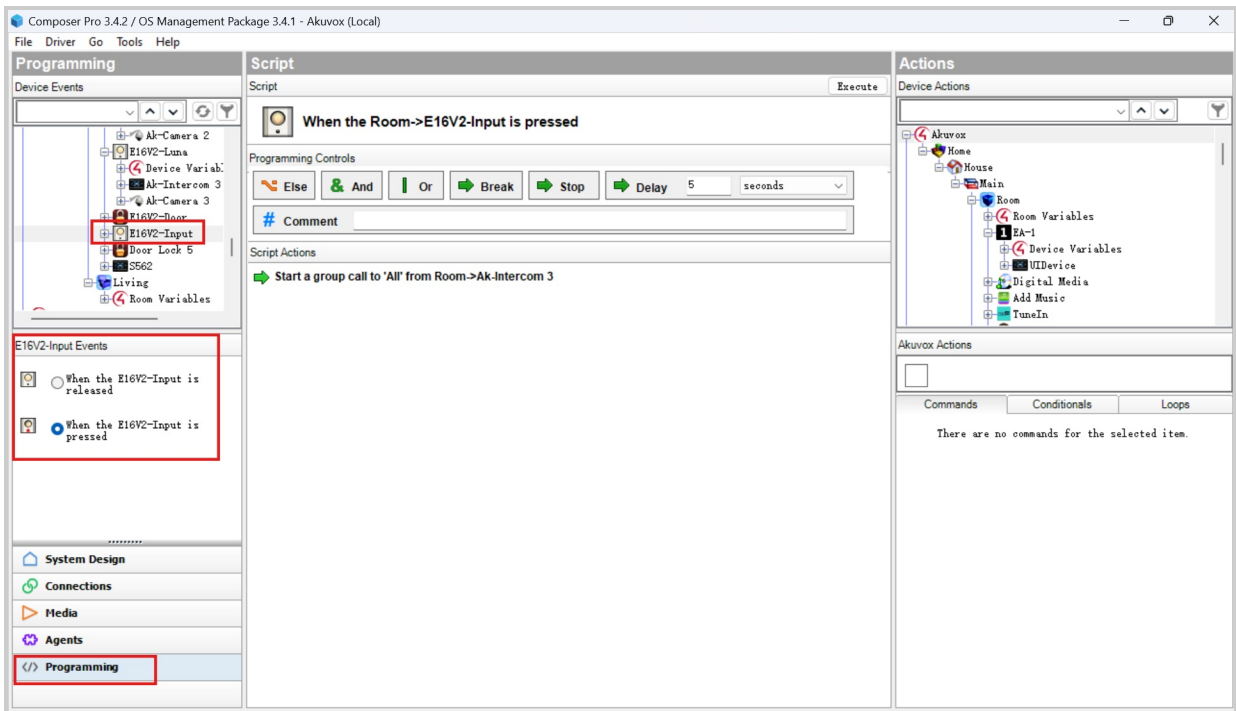
- Search “doorbell” in **My Drivers** and double-click the option to add the button.




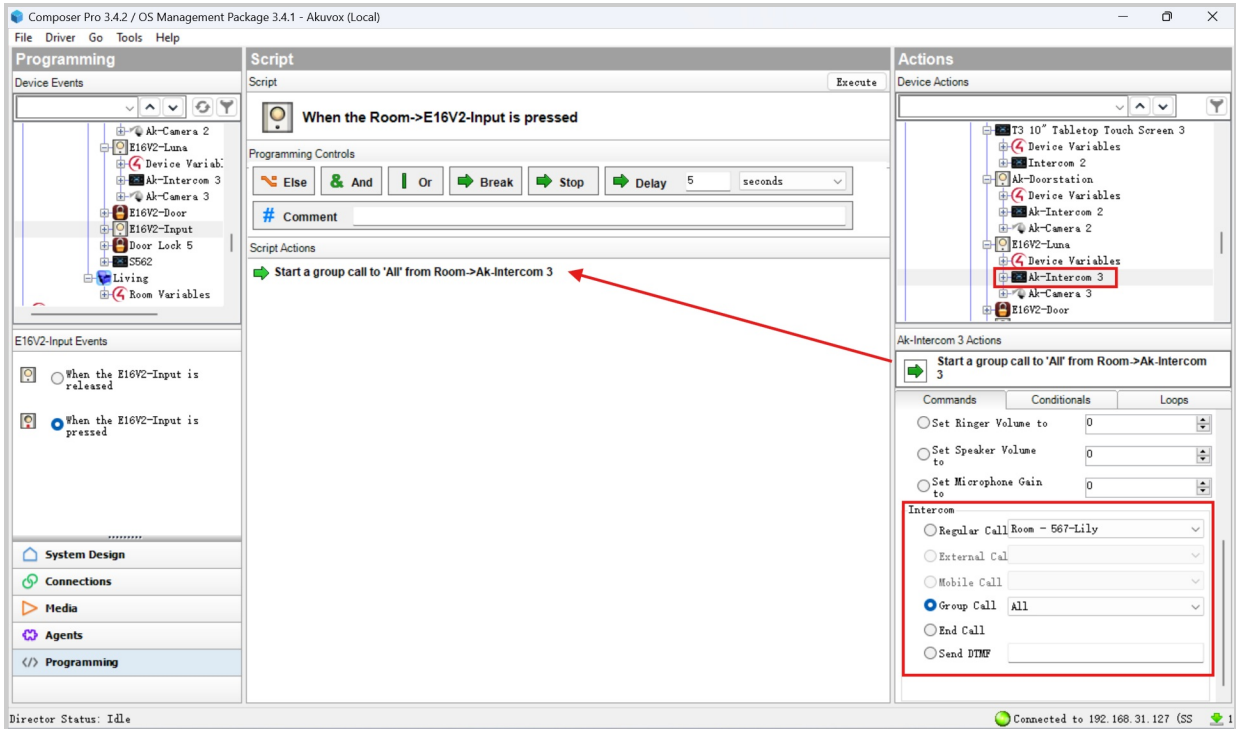
- Then, you need to bind the button to the door phone’s input. Go to **Connections > AK Intercom** interface. Drag and drop the door phone input on the desired button.



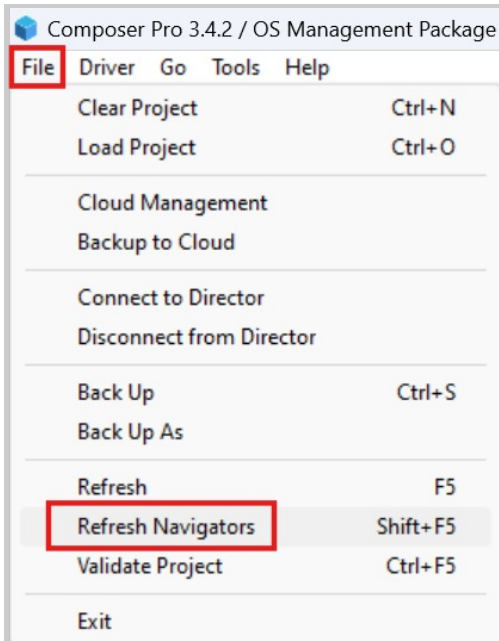
- Then, you need to decide the action after users press the button. Go to the **Programming > Doorbell** interface and select **When the Doorbell is pressed**.



- In **Actions** of Devices Actions on the right, select the desired **Intercom** feature of the door phone.
- Enable **Group Call** and select the target group.
- Drag and drop  **Start a group call to 'All' from Room->Ak-Intercom 3** on **Script Actions**.



7. Click **File** in the upper left corner and select **Refresh Navigators** to update the configuration to the C4 panel.



After configuration, the action configured will be performed by triggering the input.

**Trigger C4 Events by Unlocking**

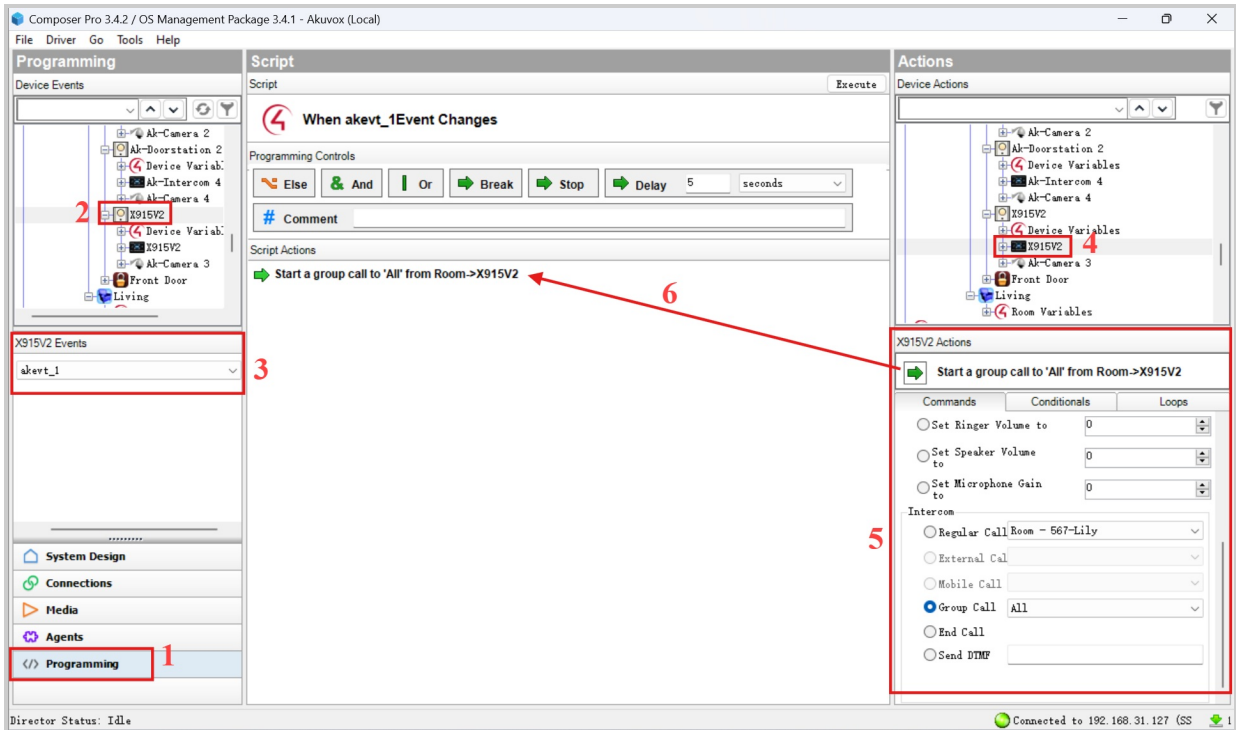
Specific door phone models support triggering C4 events when users use their credentials to open doors.

Click [here](#) to view the supported models and configurations on the door phone.

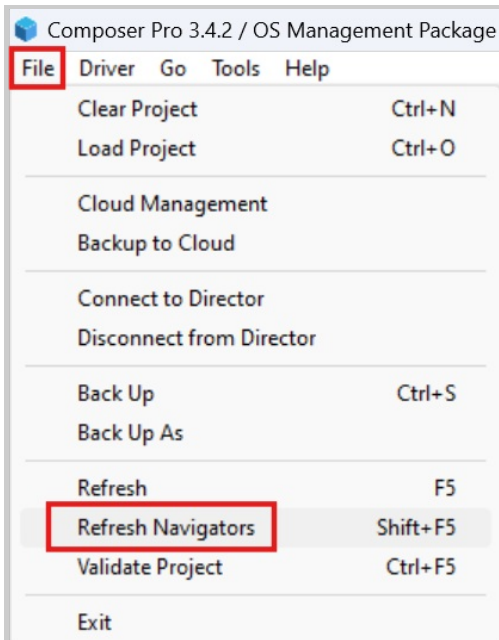
After [setting up relays](#) in the composer, you can set up additional events.

1. Click **Programming > [The device name]**.

2. Select the event ID that should be the same configured on the door phone.
3. Set the device intercom actions in the right **Device Actions** and configure the desired action. For example, when users open the door, the door phone makes a call to the C4 panel.
4. Drag and drop the action onto **Script Actions**.



5. Click **File** in the upper left corner and select **Refresh Navigators** to update the configuration to the C4 panel.



## Door Phone Configuration

### Login

Open a browser and enter the device's IP address to log into the device's web interface. The default username and password are **admin**.

#### Note

- The routes to obtain the IP address vary by model, you may refer to <https://knowledge.akuvox.com/docs/before-entering-device-web-interface>.
- Also, you can use IP scanner to scan IP address(es) of all devices within the same LAN.
  - To download: <https://knowledge.akuvox.com/docs/akuvox-ip-scanner?highlight=IP>
  - Detailed guide: <https://knowledge.akuvox.com/v1/docs/en/how-to-obtain-ip-address-via-ip-scanner?highlight=IP%20Scanner>
- Google Chrome browser is strongly recommended.

### Preparation

After you upgrade the door phone from a version not supporting C4 to a supported one, you need to

- Disable the Discovery mode.
- Disable the High-security mode.
- Activate the integration feature using the auto-provisioning command.

**For the following door phones with specific versions or higher, simply turning on a switch on the device's web interface will complete the preparation.**

- X916: 916.30.10.330
- X915V2: 2915.30.10.510
- R29: 29.30.10.425
- S539 : 539.30.10.403

On X916's web, go to the **Intercom > Control4** interface and check the box.

On S539/X915V2/R29's web, go to the **Device > Control4** interface and check the box.

For other models, please refer to the following steps.

**Disable the Discovery Mode**

1. Go to the **Network > Advanced** interface. Find the **Connect Setting** part.
2. Disable **Discovery Mode**.

**Connect Setting**

Connect Type	None
Discovery Mode	<input checked="" type="checkbox"/>
Device Address	<input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="1"/>
Device Extension	<input type="text" value="1"/>
Device Location	<input type="text" value="Door Phone"/>

**Disable the High-Security Mode**

1. Go to the **System > Security > High Security Mode** interface.
2. Disable the high security mode.

**High Security Mode**

Enabled

**Turn on C4 Integration**

1. Go to the **System > Auto Provisioning > Automatic Autop** interface.
2. Click **Export Autop Template**.

**Automatic Autop**

Mode	<input type="text" value="Power On"/>
Schedule	<input type="text" value="Sunday"/>
	<input type="text" value="22"/> (0-23Hour)
	<input type="text" value="0"/> (0-59Min)
Clear MD5	<input type="button" value="Clear"/>
Export Autop Template	<input type="button" value="Export"/>

3. In the file, set the value to "1" and save it.  

`Config.DoorSetting.GENERAL.Control4Enable = 1`
4. Click **System > Maintenance**. Scroll to the **Others** section.
5. Click **Import**, select the file, and upload it.

Others

---

Config File


 (Encrypted)


The device will reboot after the configuration succeeds.

## Features Configuration

### Add C4 Panel as a Contact

Users can make a call from the door phone to the C4 panel via its SIP number.

Take E16V2 as an example.

1. Go to the **Directory > User** interface.
2. Click **Add** to add a new user. Or, click  to modify an existing one.
3. Enter the username and scroll to the **Contact Details** section.
4. Enter the C4 panel's SIP number.

Contact Details

---

Phone	<input type="text" value="00"/>
Group	<input style="border-bottom: 1px solid #ccc;" type="text" value="Default"/> ▼
Dial Account	<input style="border-bottom: 1px solid #ccc;" type="text" value="Auto"/> ▼

5. Click Submit.

The contact will display in the contact list. Users can tap it to call the panel.

### Call Preview

To receive the live stream from the door phone for call previewing, you need to set up the Video Transport Type.

1. Go to the **Account > Advanced** interface.
2. In general, Account 2 is used for C4 integration. Switch to Account 2 before choosing the Video Transport Type.

SIP Account

---

Account	<input style="border-bottom: 1px solid #ccc;" type="text" value="Account2"/> ▼
---------	--

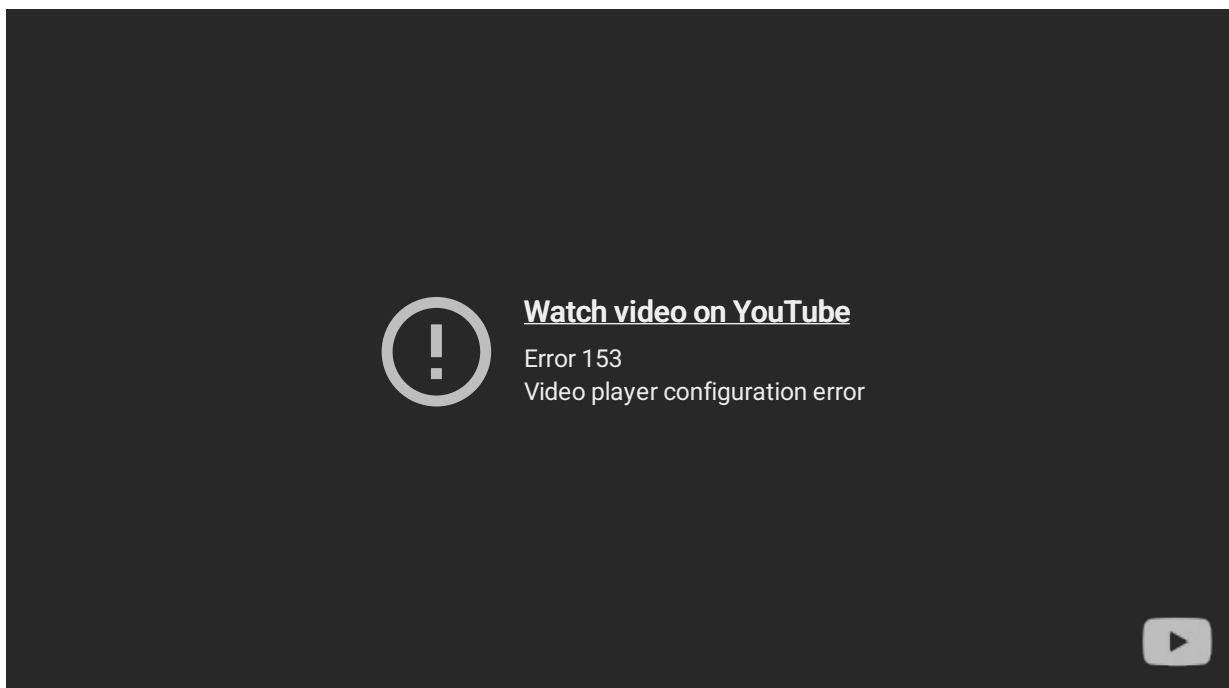
3. Set the **Video Transport Type** to **Send Only** or **Send and Receive**.

Call		
Max Local SIP Port	<input type="text" value="61759"/>	(1024-65535)
Min Local SIP Port	<input type="text" value="61749"/>	(1024-65535)
Auto Answer	<input checked="" type="checkbox"/>	
Prevent SIP Hacking	<input checked="" type="checkbox"/>	
Video Transport Type	<input type="text" value="Send Only"/>	▼

**Monitor**

You can configure the RTSP feature to receive the video stream from the door phone.

You may refer to the video for detailed steps.

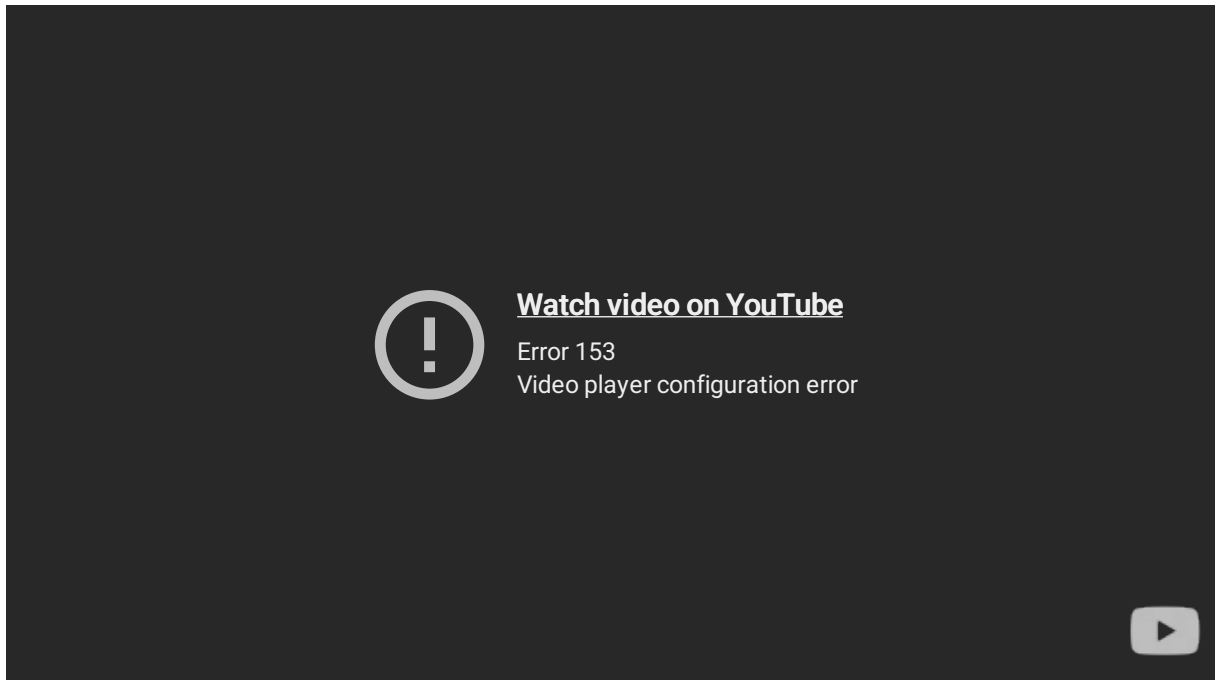


**Unlock Settings**

**Open the Door via HTTP**

HTTP command enables users to open doors remotely by tapping unlock buttons on the indoor monitors.


Please refer to the article [Open the Door via HTTP Command](#) or the video below for detailed steps.



**Trigger C4 Events by Unlocking**

X916, X915V2, X912, R29, R25A, R20V5 series, E12, S532, and A08 support triggering C4 events when users use their credentials to open doors.

Take X915V2 as an example.

1. Go to the **Directory > User** interface.
2. Click **Add** to add a new user. Or, click  to modify an existing one.
3. Enter the username and set up the desired access methods.
4. Scroll to the **Access Setting** section.
5. Check the relay to be opened. It should be the same relay configured in the C4 composer.
6. Select the C4 event ID. It should be the same ID selected in the C4 composer.

**Access Setting**

Allow To Open  RelayA  RelayB  RelayC

Relay Schedule Activation Permission  RelayA

Web Relay

C4 Events

Building

Floor No.

Room

1 item	Unselected Schedules		1 item	Selected Schedules
<input type="checkbox"/>	1002:Never	> <	<input type="checkbox"/>	1001:Always

7. Click Submit to save the settings.

## Indoor Monitor Configuration

### Login

Open a browser and enter the device’s IP address to log into the device’s web interface. The default username and password are **admin**.

#### Note

- The routes to obtain the IP address vary by model, you may refer to <https://knowledge.akuvox.com/docs/before-entering-device-web-interface>.
- Also, you can use IP scanner to scan IP address(es) of all devices within the same LAN.
  - To download: <https://knowledge.akuvox.com/docs/akuvox-ip-scanner?highlight=IP>
  - Detailed guide: <https://knowledge.akuvox.com/v1/docs/en/how-to-obtain-ip-address-via-ip-scanner?highlight=IP%20Scanner>
- Google Chrome browser is strongly recommended.

### Set up Network

To connect the indoor monitor to the C4 composer, the C4 mode should be enabled and discovery mode should be disabled in the indoor monitor.

For linux indoor monitors

S565 and S562.

1. Go to **Network > Advanced > Connect Setting**.
2. Set **Connect Mode** to **None** and disable **Discovery Mode**.
3. Enable **Control4 Mode**. The device will reboot after you turn the switch on.

Connect Setting	
Connect Mode	None
Discovery Mode	<input type="checkbox"/>
Control4 Mode	<input checked="" type="checkbox"/>
Device Node	1 1 1 1 1
Device Extension	1 (1-9)
Device Location	Indoor Monitor

For Android indoor monitors

S567, S563, C319, C316, X933, and IT88.

1. Go to **Network > Advanced > Connect Setting**.
2. Set **Connect Mode** to **None** and disable **Discovery Mode**.

**Connect Setting** ⓘ

Connect Mode	<input type="text" value="None"/>	ⓘ
Discovery Mode	<input type="checkbox"/>	ⓘ
Preferred Network	<input type="text" value="Ethernet"/>	ⓘ
Device Node	<input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="1"/>	ⓘ
Device Extension	<input type="text" value="1"/> (1-9)	ⓘ
Device Location	<input type="text" value="C316"/>	ⓘ

3. Go to **Upgrade > Basic**. Click **Reboot** to restart the device.

**Basic** ⓘ

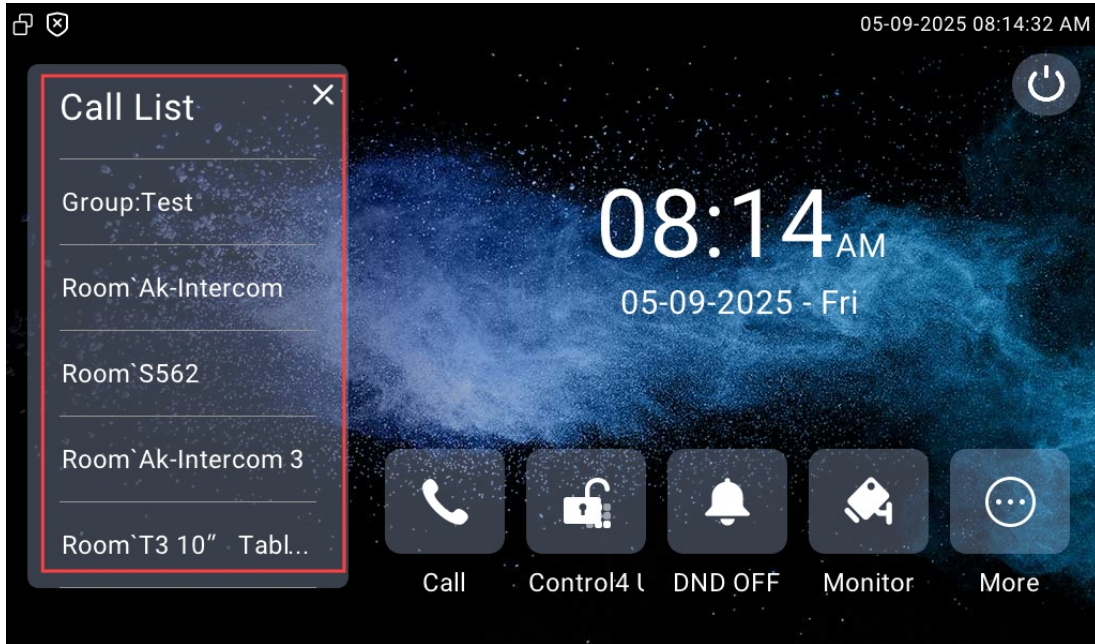
Firmware Version	316.30.13.701	ⓘ
Hardware Version	0	ⓘ
Upgrade	<input type="button" value="Import"/>	ⓘ
Factory Default	<input type="button" value="Reset"/>	ⓘ
Except the start-up settings	<input type="checkbox"/>	ⓘ
Reset Config	<input type="button" value="Reset"/>	ⓘ
Reboot	<input type="button" value="Reboot"/>	ⓘ

## Features Configuration

### Make Calls

After connecting the indoor monitor to the C4 composer, C4 panel, Akuvox door phone, and groups will display in the contacts list.

Users can tap to call the desired device.



**Unlock**

Users can tap Unlock button to open the door phone’s relay after it is properly configured on the C4 composer.

1. Go to **Device > Display Setting**.
2. Select the desired area to display the **Control4 Unlock** button.

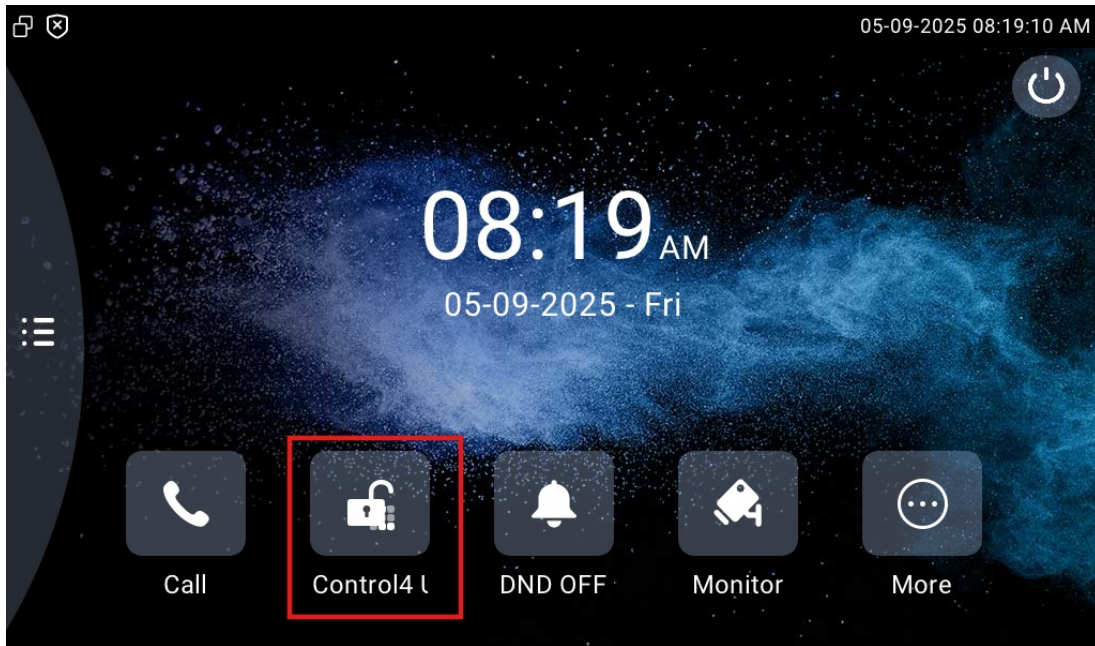
Home Page Display
Example

Area	Type	Value	Label	Icon(max size:100*100)
Area1	Call		Call	Not selected any files <span style="float: right;">Select File Delete</span>
Area2	Control4 Unlock		Control4 Unlock	Not selected any files <span style="float: right;">Select File Delete</span>
Area3	DND		DND	
Area4	Monitor		Monitor	Not selected any files <span style="float: right;">Select File Delete</span>

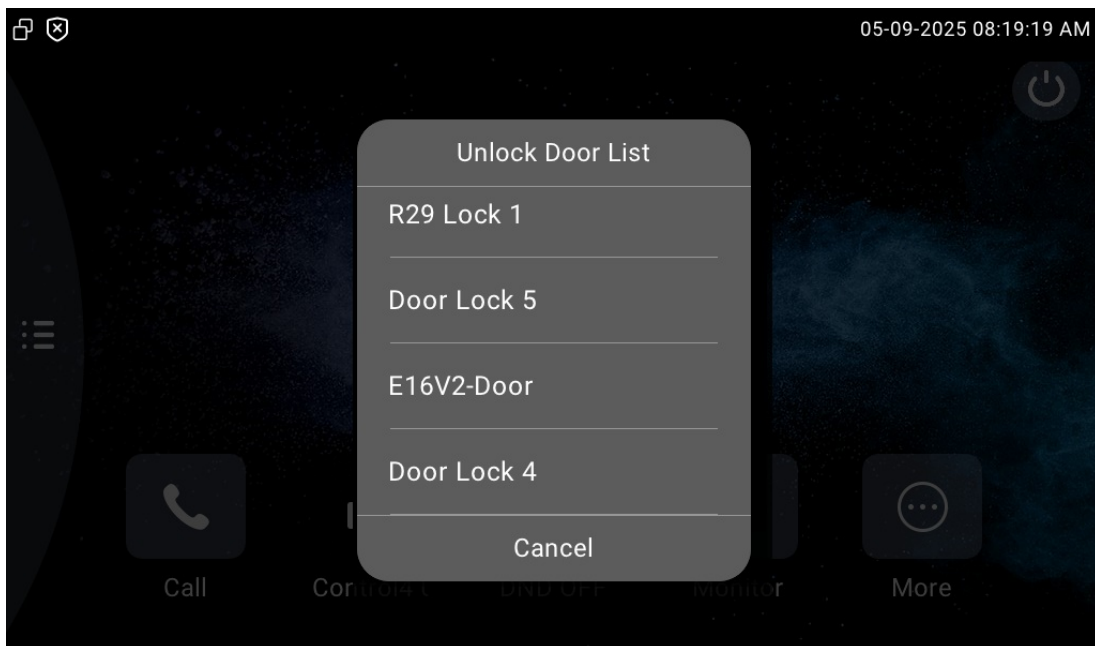
More Page Display
Example

Area	Type	Value	Label	Icon(max size:100*100)
Area1	Contacts		Contacts	Not selected any files <span style="float: right;">Select File Delete</span>
Area2	Settings		Settings	Not selected any files <span style="float: right;">Select File Delete</span>

3. Click Submit.



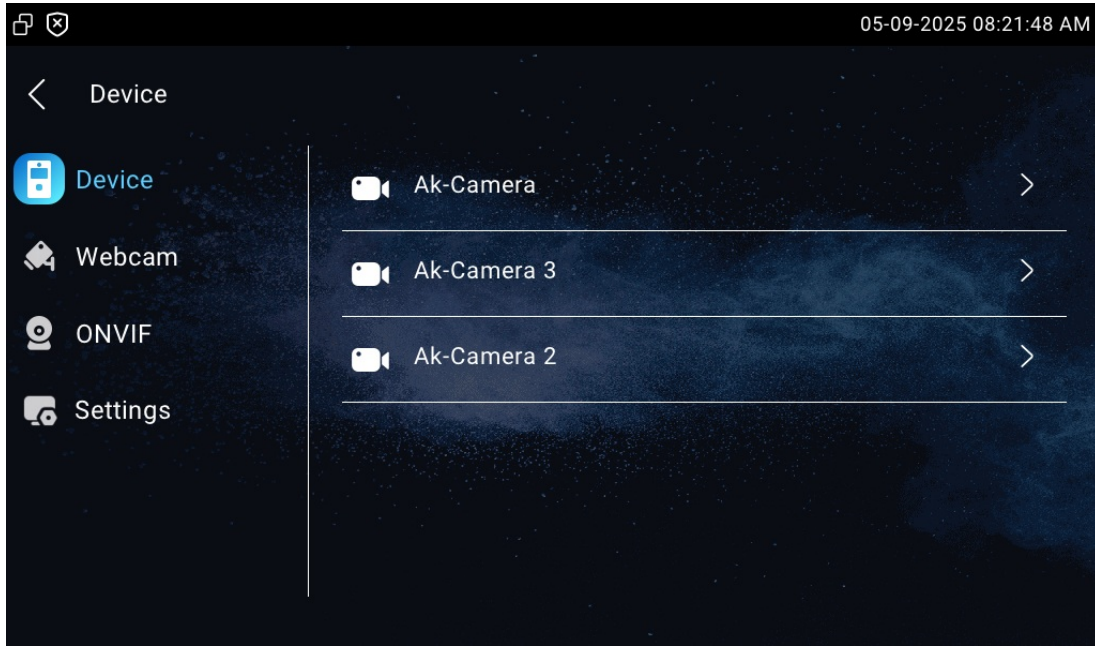
Select the desired lock to be opened.



**Monitor**

Users can view the live stream from the door phone after it is properly configured on the C4 composer.

Tap **Monitor** on the home screen and select the door phone's camera. The camera name is the same as that on the C4 composer.



## Driver Download

### For Door Phone

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**Note**

- R25 series devices use the same driver as R20 series devices.

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### For Indoor Monitor

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**Note**

- This driver is applicable to all indoor monitors that support Control 4, except for C313 series.

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### For Access Control

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