**Akuvox** Smart Intercom

## Unpacking

Before using the device, check the device model and ensure that the shipped box includes the following items:

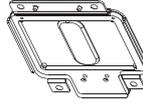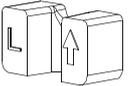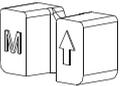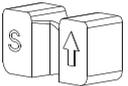| | | | |
|---|---|---|---|
| 1x **X912** | 1x **Wall-mounting bracket** | 1x **Wall-mounting template** | 5x **ST4x20 crosshead screw** |
| 5x **Plastic wall anchor** | 4x **M3x4 crosshead screw** | 1x **Rope** | 1x **Wiring cover** |
| 1x **Allen wrench** | 1x **Rubber plug (large)** | 1x **Rubber plug (medium)** | 1x **Rubber plug (small)** |
| 2x **Sealing plug** | 2x **Diode** | 3x **Cleaning cloth** | |
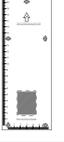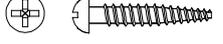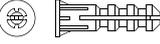
## Product Overview

X912S: Main Camera, TOF Sensor, Face-liveness Detection Camera, Infrared LED, Infrared LED, Microphone (LEFT), Microphone (RIGHT), Card Reader, Touch Screen, Keypad, Speaker

8:28 AM  Web 21-07-2021
VanKe Garden 01 9-22#Building, NO.618 JinShan Road
Call    PIN    Reception

X912S

X912K: Main Camera, TOF Sensor, Face-liveness Detection Camera, Infrared LED, Infrared LED, Microphone (LEFT), Microphone (RIGHT), Card Reader, Touch Screen, Keypad, Speaker

8:28 AM  Web 21-07-2021
VanKe Garden 01 9-22#Building, NO.618 JinShan Road
Call    PIN    Reception

X912K

# Before You Start

## Tools needed

(not included in shipped box)

• Cat Ethernet Cable
• Crosshead Screwdriver
• Electric Drill

## Voltage and Current Specifications

• It is suggested that use PoE+ or 12V 1A power adapter to power on device.

## AWG Sizes and Properties Table

Please follow the properly wire data to install device:

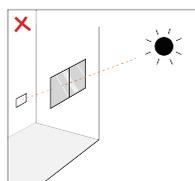| Power Supply | 12VDC 1A | | |
|---|---|---|---|
| AWG | 20 | 22 | 24 |
| Resistance (ohm/km) | 33.9 | 48.5 | 79.6 |
| Cross-sectional Area (mm²) | 0.5189 | 0.3247 | 0.2047 |
| Wire Length (m) | ≤20 | ≤10 | \ |

## Requirements

1.Place the device away from sunlight and light sources to prevent potential damage.

2.Do not place the device in the high-temperature, and humid environments or in surroundings impacted by magnetic field.

3.Install the device on the flat surface securely to avoid personal injuries and property loss caused by device's falling.

4.Do not use or place the device near heating objects.

5.If installing the device indoors, please keep device at least 2 meters away from light, and at least 3 meters away from window and door.
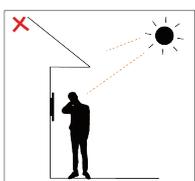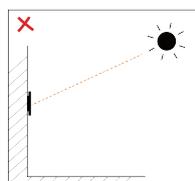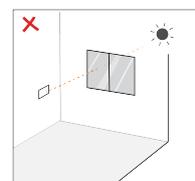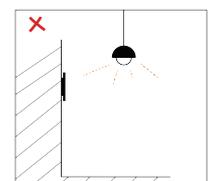


| Backlight | Direct sunlight | Direct sun through window | Indirect sunlight through window | Close to light |

**Akuvox** Smart Intercom

## Warning!

1. To ensure safety, avoid touching power cord, power adapter, and device with wet hands, bending or pulling the power cord, damaging any components, and use only qualfied power adapter and power cord.
2. Be careful that standing up on the area under the device in case of personal injuries cause by hitting the device.

## Caution

1. Do not knock device with hard objects.
2. Do not press down hard on the device screen.
3. Do not expose device to chemical products, such as alcohol, acid liquid, disinfectants, and so on.
4. To prevent the device installation from becoming loose, ensure accurate diameters and depths of screw holes.If the screw holes are too large, use glue to secure the screws.
5. Use wet cloth clean device surface softly, and then wipe the surface with dry cloth for cleaning the device.
6. If there is abnormal situation of the device, including uncommon sound and smell, please power off the device and contact Akuvox Technical Team immediately.
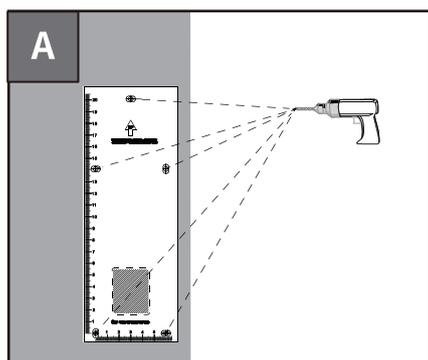
# Wiring Interface
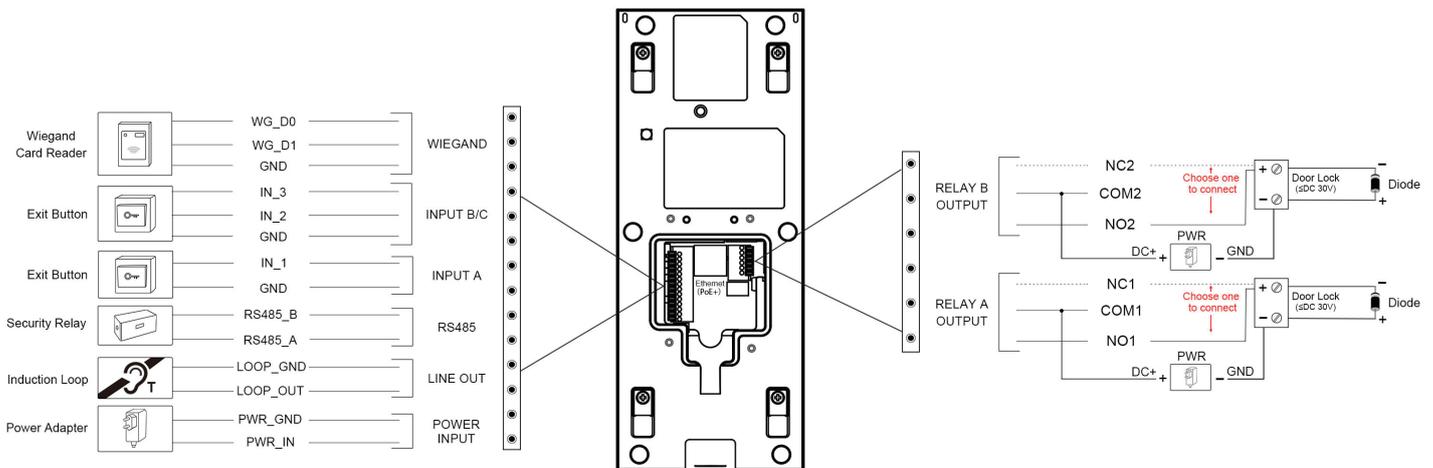


To protect the device from potential damage caused by over-voltage, it is recommended to wire a diode into the circuit. Connect the anode of the diode to the negative cable of the lock, and connect the cathode of the diode to the positive cable of the lock.
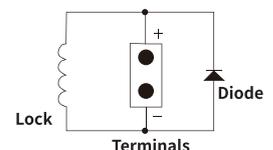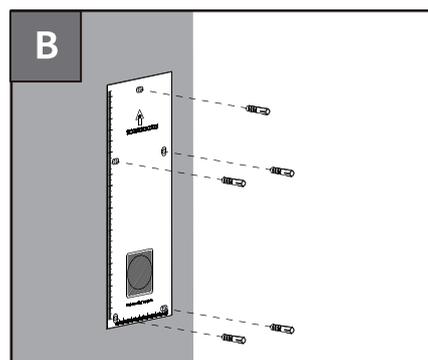
# Installation
## Wall-mounting Bracket Installation

**A**

a.Put the **wall-mounting template** on wall.

b.According to the wall-mounting template, use a hand drill to make the
  hole in marked holes (6 mm in diameter and 20mm in depth) .

**B**

Put the **wall-mounting template** on wall.

According to the wall-mounting template, use a hand drill to make the hole in
marked holes (6 mm in diameter and 20mm in depth) .

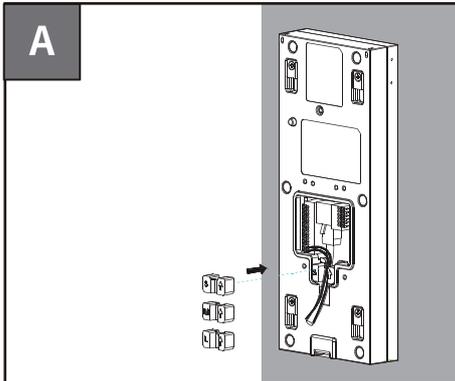**C**
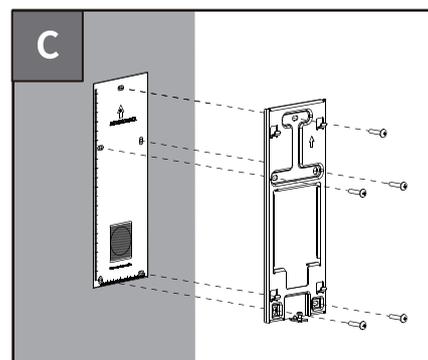
a.Place the **wall-mounting bracket** closely against the wall while lining up
  its five wire holes with their corresponding drilled holes.

b.Fasten the **wall-mounting bracket** on the wall by tightening five **ST4x20
  crosshead screws** to the **plastic wall anchors**.

**D**
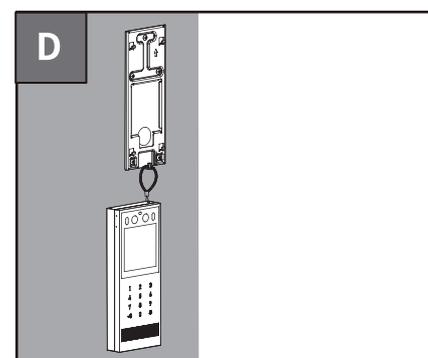
Hang the one end of the rope onto the **square hanger** pin on the **wall-mount-
ing bracket**.

**A**

a.Choose a suitable size **rubber plug** (small, large and medium) to hold down the wires.

b.Tear off the adhesive sticker on the selected rubber plugs and plug them into the back cover in the position as indicated in the drawing.

c.Connect the network cables to the corresponding interface of the main board.

d.Connect the signal wire to the corresponding connection holes.

Note: all the cables and wires must go through the opening at the rubber plug position.

**B**
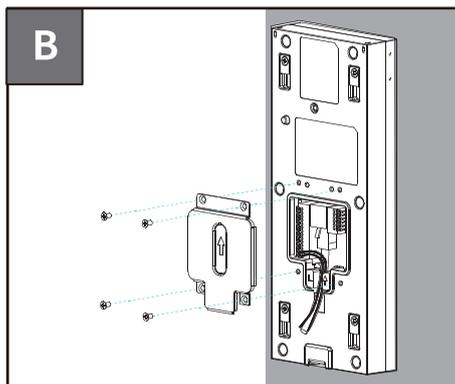
Fasten the wiring cover onto the back cover using four **M3x4 crosshead screws**.

**C**

Step 1

Step 2
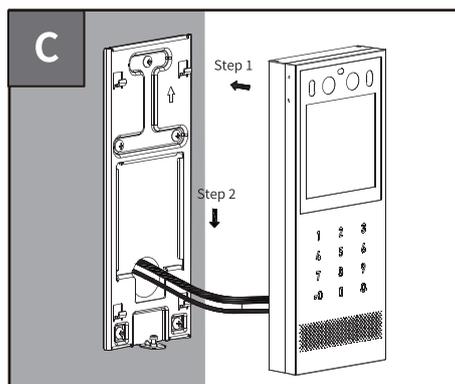
a.Line up the four slots at the back cover with the four hanging hooks.

b.Hang the back over onto hooks while pressing down the whole device vertically against the hook.

c.Let the bottom hole of the device fall down onto the hanger pin. You will hear clattering sound before installation completion.

**D**
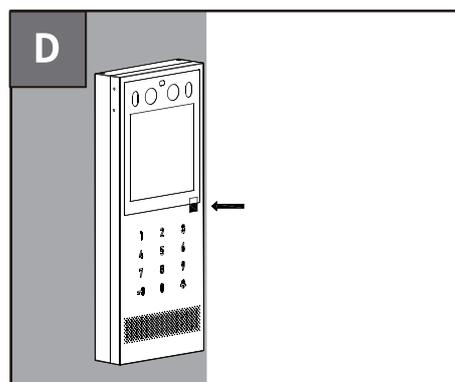
a.Check if the gap surrounding the device is even.

b.Push up the device from the device's bottom to check if the device is securely installed.

c.Remove the **protective film**.

**F**
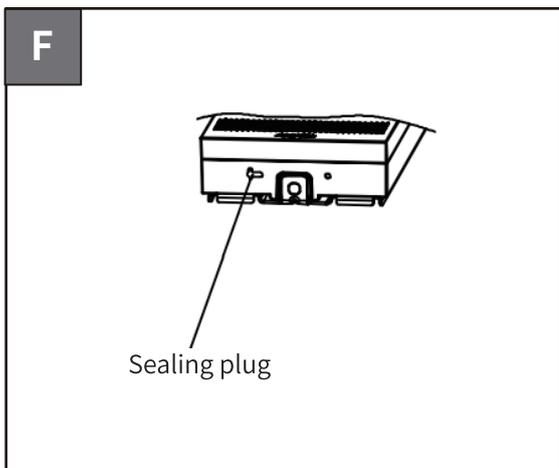
Sealing plug

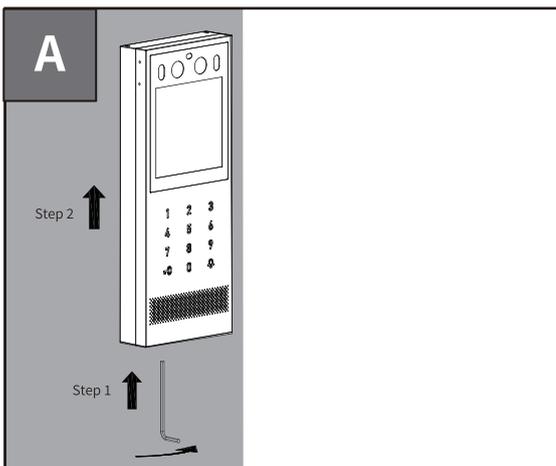Check if a **sealing plug** is installed in the bottom hole of the device. If not, use a **sealing plug** to seal the hole.

# Device Removal

**A**

Step 2

Step 1

a.Remove the **sealing plug** from the hole at the bottom of the device.
b.Insert the Allen wrench into the left side hole at the bottom of the device, and turn the wrench 90 degrees clockwise.
c.Push the device up vertically until the hanger pin and the device are disengaged.

# Device Clean

**A**
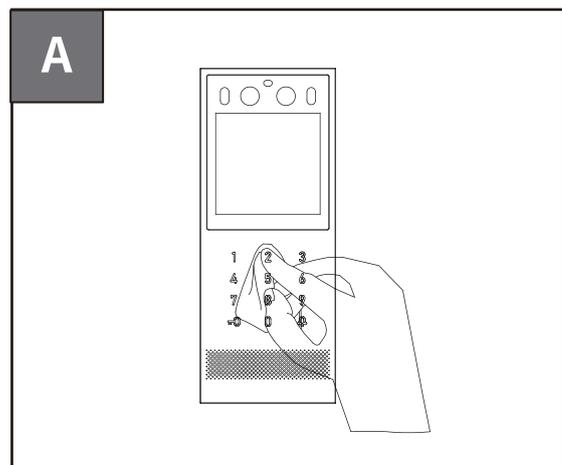
Take out the cleaning cloth and use it to gently wipe the button area, removing any stains.

# Application Network Topology

SIP Video Phone      Indoor Monitor      Network Video Recorder (third party)      PC (third party)
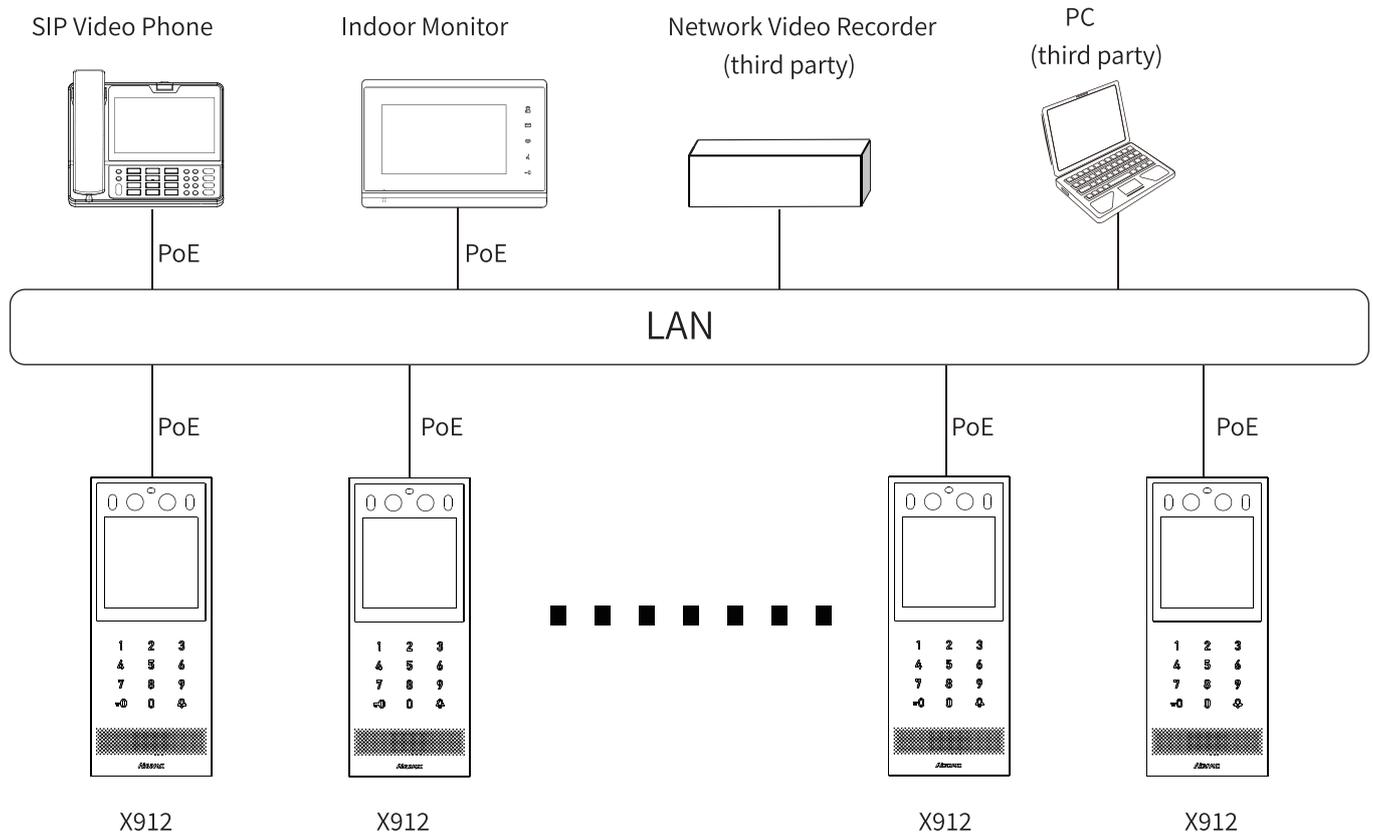
PoE      PoE

LAN

PoE      PoE      PoE      PoE

X912      X912      X912      X912

# Device Test

Please verify the device status after installation:

1. **Network:** Press **Key button** , enter **2396**. Go to **System Information** to check the device's IP address and network status. Network is working properly if the IP address is obtained.
2. **Intercom:** Enter the IP or SIP number and press **Bell button**  to make a call. Or, tap APT number to call. The call configuration is correct if the call is successful.
3. **Access Control** : Use pre-configured PIN code, RF card, and face to unlock door.

# Warranty

1. Akuvox warranty does not cover intentional mechanical damage or destruction caused by improper installation.
2. Do not attempt to modify, alternate, maintain, or repair device by yourself. Akuvox warranty does not apply to damages caused by anyone who is not representative of Akuvox or an Akuvox authorized service provider. Please contact Akuvox Technical Team if the device need to be repaired.

# Get Help

For help or more assistance, contact us at:

https://ticket.akuvox.com/

support@akuvox.com

Scan the QR code to get more videos, guides, and additional product information.

## Notice Information

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