



Network Requirements

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Note: This document is only available for X916 and R29 series.

1. Internet

Akuvox android door phones need a quick and reliable internet connection to provide good video call quality. The property/installer is responsible for acquiring & maintaining this service.

Please make sure a wired network connection or mobile communication network connection to the door phone. If you use them at the same time, wired network connection has high priority. Only one network is available at one time.

Tips: Not all models support S/U port, please make sure before bought.

2. Bandwidth

In general, Akuvox door phones require a minimum bandwidth of 2 Mb/s for downloading and uploading.

3. IP/DHCP

Akuvox devices use DHCP to obtain IP addresses by default.

Static IP assignment can be arranged from device website or touchscreen, please refer to admin guide for more details.

4. Firewall

If there is a firewall at the property, you will need to whitelist the MAC addresses of door phones. MAC address can be checked from device label or touchscreen/website.