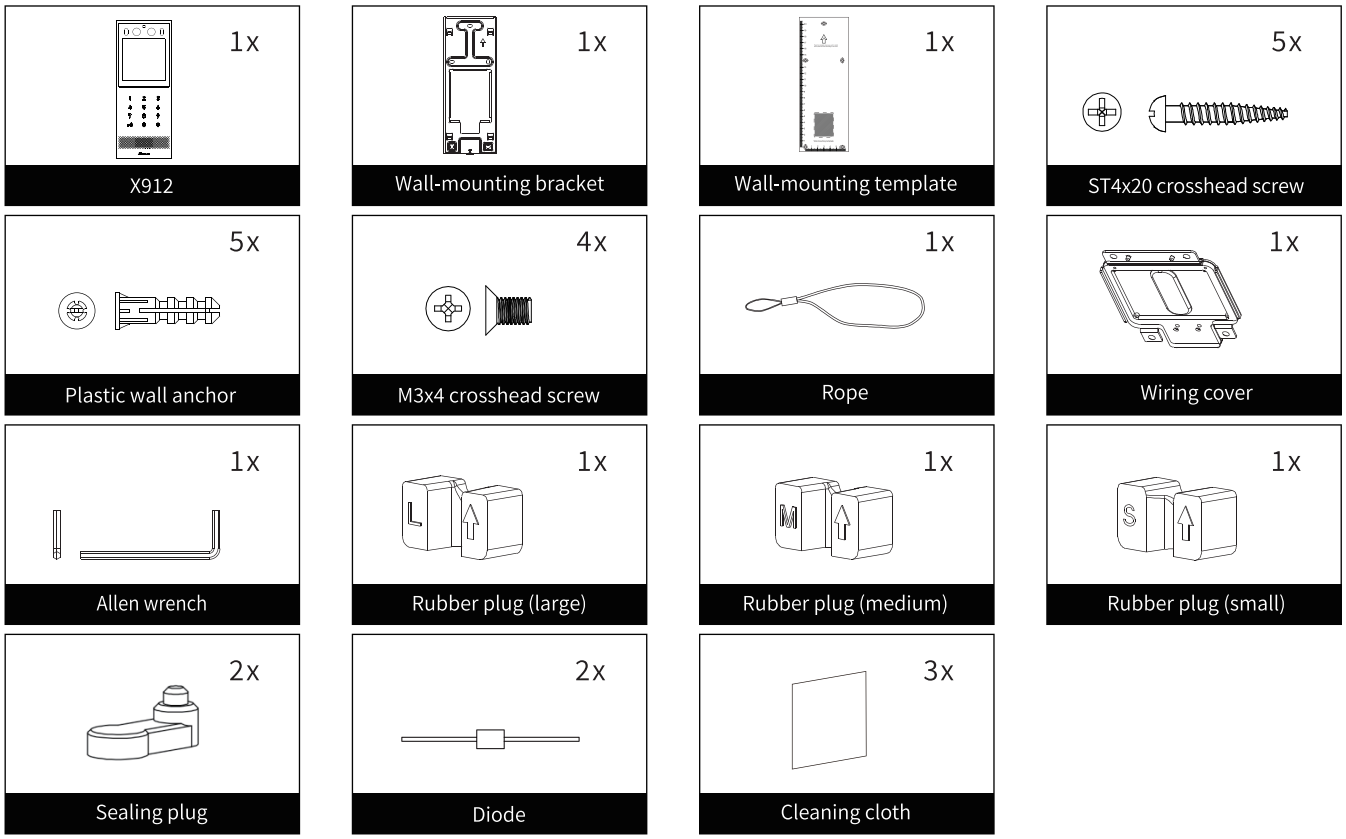
Akuvox Smart Intercom

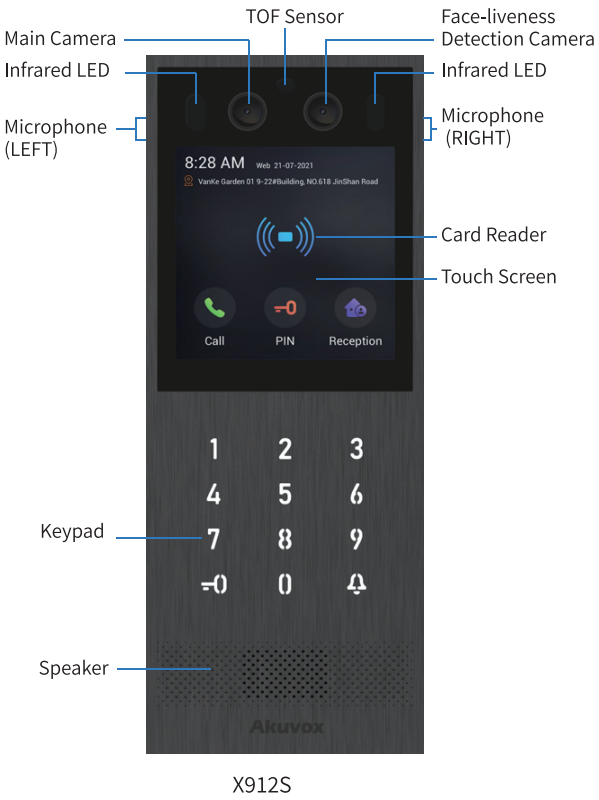
X912 Quick Guide

Unpacking

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



Product Overview



X912S



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 (mm^2)	0.5189	0.3247	0.2047
Wire Length (m)	⩽20	⩽10	\

Requirements

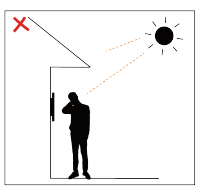
1.Place the device away from sunlight and light sources to prevent potential damage.

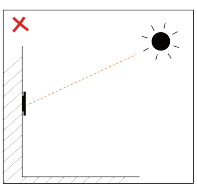
2.Do not place the device in the high-temperature, and humid environments or in surroundings impacted by magnetic field.

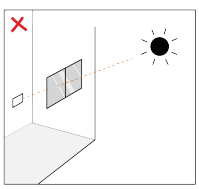
3.Install the device on the flat surface securely to avoid personal injuries and property loss caused by device' s falling.

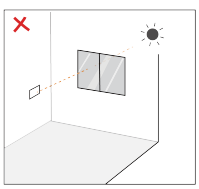
4.Do not use or place the device near heating objects.

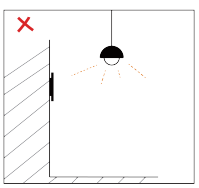
5.If installing the device indoors, please keep device at least 2 meters away from light, and at least 3 meters away from window and door.


Backlight


Direct sunlight


Direct sun through window


Indirect sunlight through window


Close to light

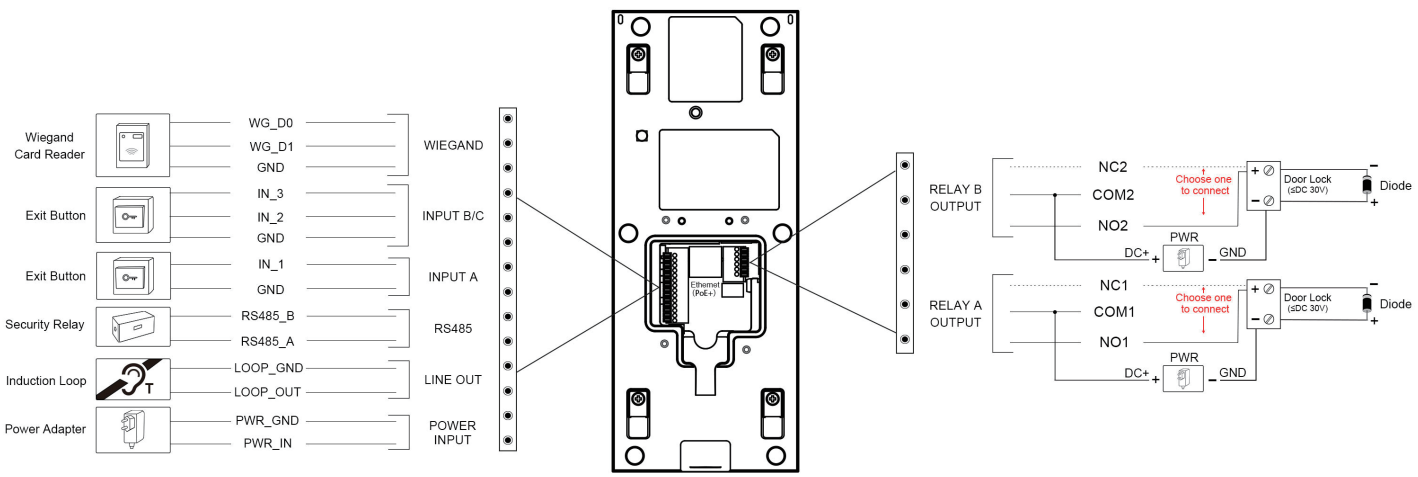
Warning!

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.

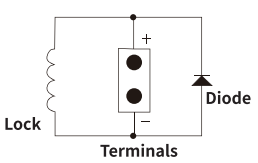
Caution

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

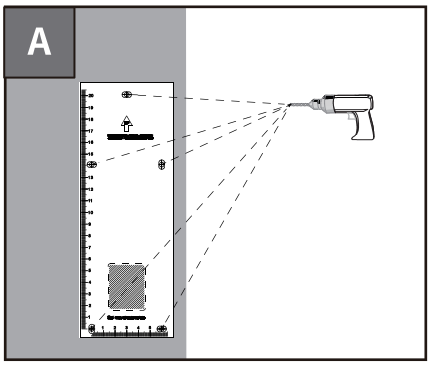


To protect the device from potential damage caused by over-voltage, it is recommended to wire a diode into the circuit. Connect the anode of the diode to the negative cable of the lock, and connect the cathode of the diode to the positive cable of the lock.



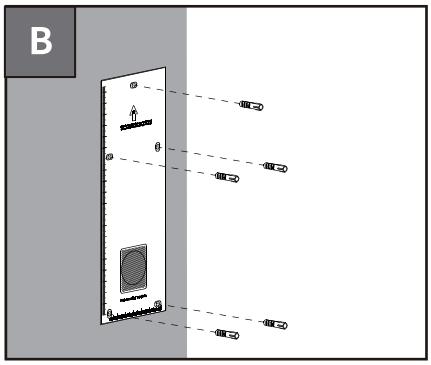
Installation

Wall-mounting Bracket Installation



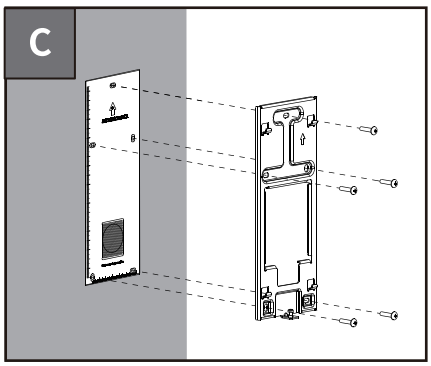
a.Put the **wall-mounting template** on wall.

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) .



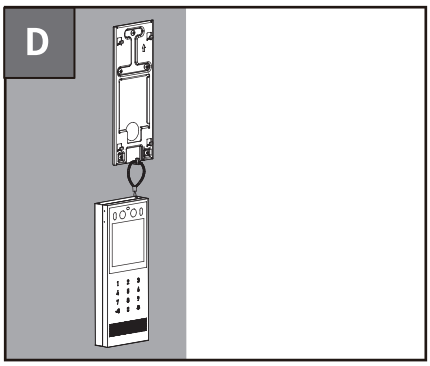
Put the **wall-mounting template** on wall.

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) .

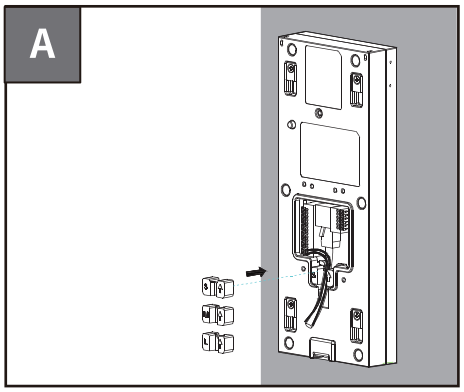


a.Place the **wall-mounting bracket** closely against the wall while lining up its five wire holes with their corresponding drilled holes.

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



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



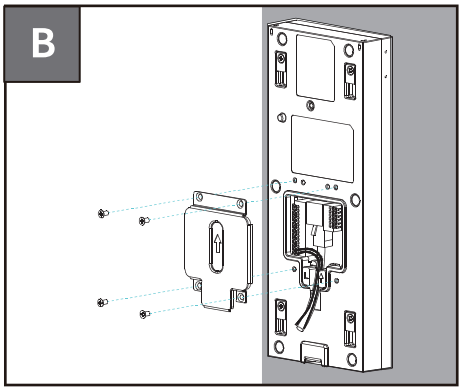
a.Choose a suitable size **rubber plug** (small, large and medium) to hold down the wires.

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.

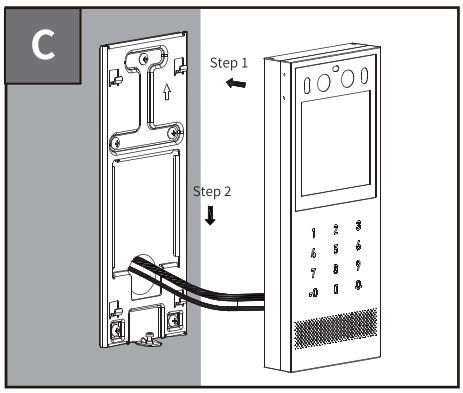
c.Connect the network cables to the corresponding interface of the main board.

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.



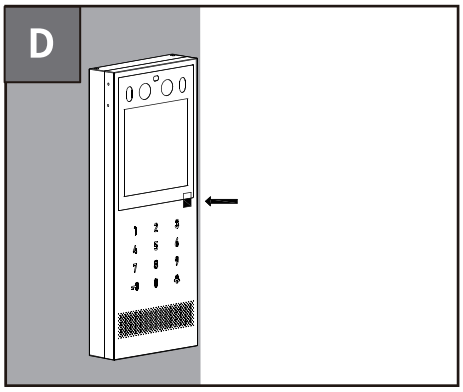
Fasten the wiring cover onto the back cover using four **M3x4 crosshead screws**.



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.

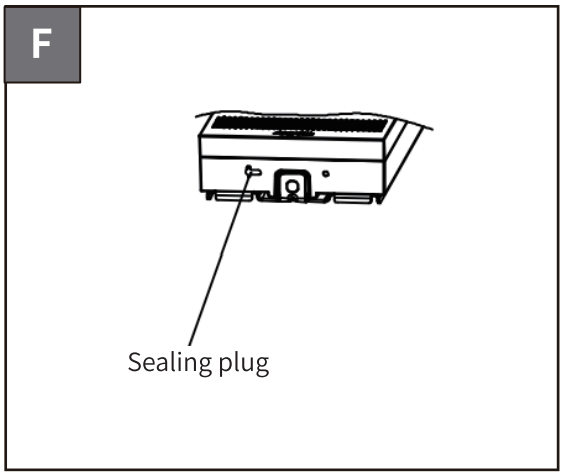
c.Let the bottom hole of the device fall down onto the hanger pin. You will hear clattering sound before installation completion.



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

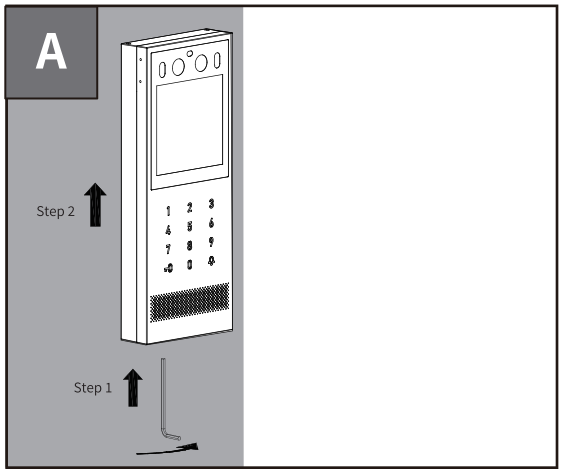
b.Push up the device from the device' s bottom to check if the device is securely installed.

c.Remove the **protective film**.



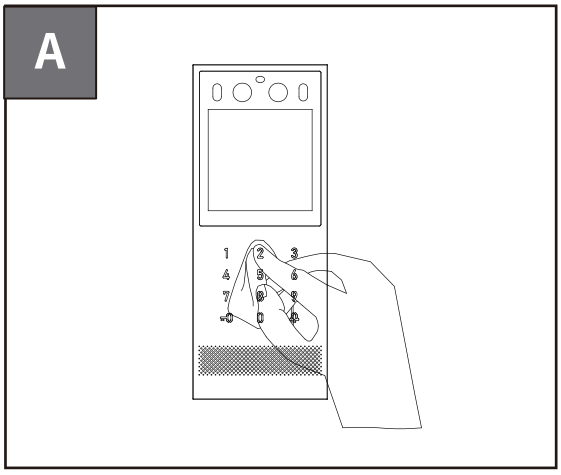
Check if a **sealing plug** is installed in the bottom hole of the device. If not, use a **sealing plug** to seal the hole.

Device Removal



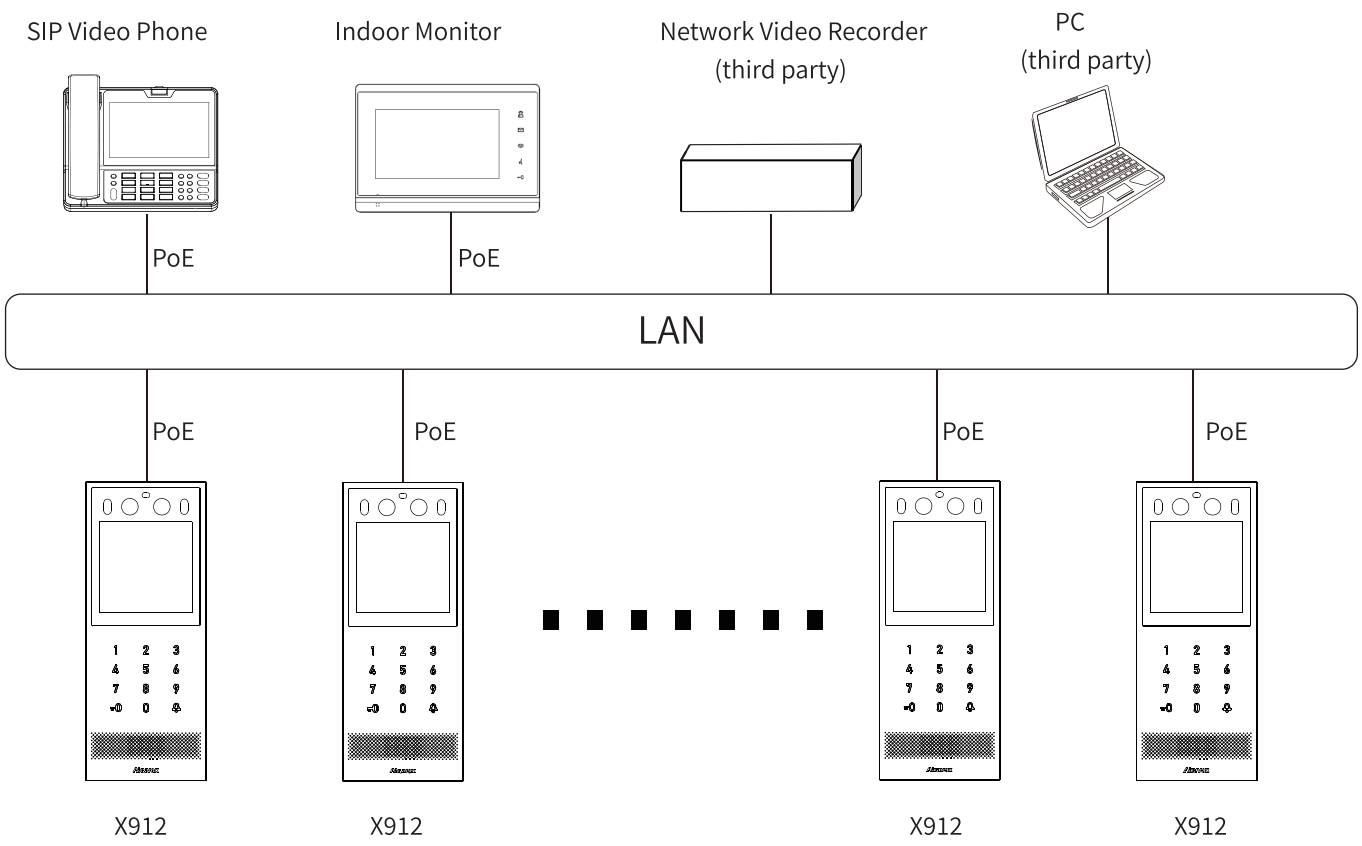
a.Remove the **sealing plug** from the hole at the bottom of the device.
b.Insert the Allen wrench into the left side hole at the bottom of the device, and turn the wrench 90 degrees clockwise.
c.Push the device up vertically until the hanger pin and the device are disengaged.

Device Clean



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

Application Network Topology



Device Test

Please verify the device status after installation:

1. **Network:** Press **Key button** =0, 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

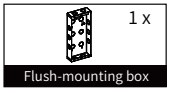
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Akuvox Smart Intercom

X912 Quick Guide

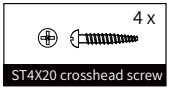
Unpacking

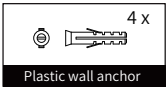
Before you begin using the device, please check the version you got and ensure that the following items are included in the shipped box:

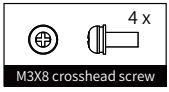




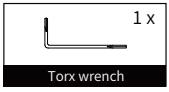


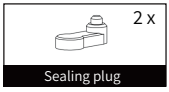


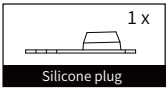




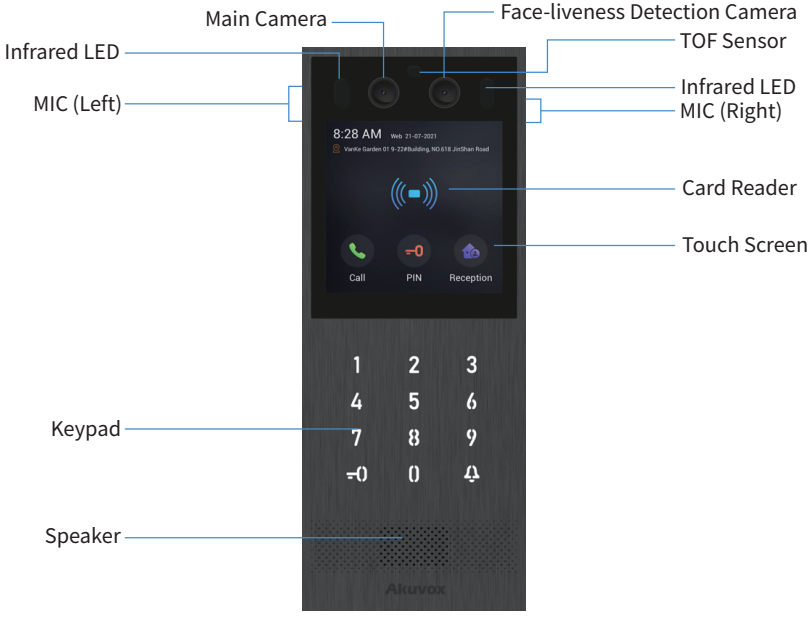








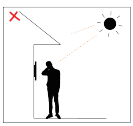
Product Overview

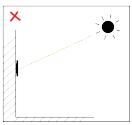


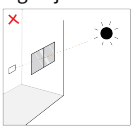
Please read the following information carefully before use to avoid potential personal injuries due to improper operation.

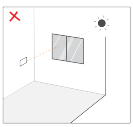
Installation Environment

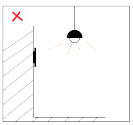
1. Please do not place device under direct sunlight, it will bring bad effect or be broken with high temperature.
2. If installing the device indoors, please keep device at least 2 meters away from light, and at least 3 meters away from window and door.
3. Do not place the device in the high-temperature, and humid environments or in surroundings impacted by magnetic field.
4. Install the device securely to avoid personal injuries and property loss caused by device' s falling.
5. Do not use or place the device near heating objects.


Backlight


Direct sunlight


Direct sun through window


Indirect sunlight through window


Close to light

Safety Cautious

1. Do not touch power cord, power supply, and device with wet hands.
2. Do not bend and pull power cord.
3. Do not damage power cord, power supply, and device.
4. Use qualified power supply and power cord.

Cleaning

We advise you use wet cloth clean device surface softly, and then wipe the surface with dry cloth for cleaning the device.

Other Tips

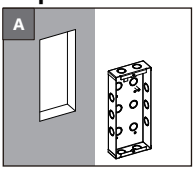
1. Do not expose device to chemical products, such as alcohol, acid liquid, disinfectants, and so on.
2. Do not press down hard on the device screen.
3. Do not knock device with hard objects.
4. Be careful that standing up on the area under the device in case of personal injuries cause by hitting the device.
5. 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.
6. Power off the device and contact Akuvox Technical Team immediately if there is abnormal situation of the device, such as uncommon sound, smell, and so on.

Attention:

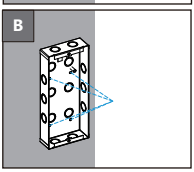
Biometric recognition product may not be considered 100% accurate in any identification application. For higher security purpose or scenario, please set up access authentication along with biometric recognition.

Installation

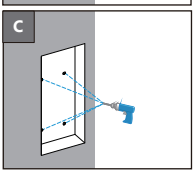
Step1: Flush-mounting Box Installation



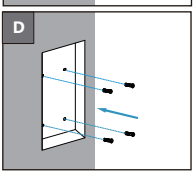
According to the position of the cable, cut a square hole in the wall. (height*width*depth=265*116*45mm)



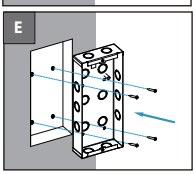
Place flush-mounting box in the square hole, then mark the four holes of flush-mounting box on the wall, and make sure the mark should be in the center of hole.



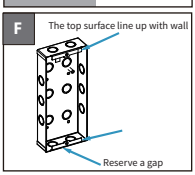
Take down the flush-mounting box then use a hand drill to make four holes with diameter of 6mm and depth of 25mm at the marked positions.



Insert the four plastic wall anchors into the holes.

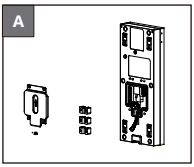


Knock off the cable holes, and through all cables out of the holes. Then push flush-mounting box into the square hole, and use four ST4x20 crosshead screws to fix flush-mounting box on the wall.

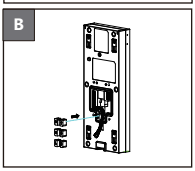


As the figure shows, please make sure that the top surface of flush-mounting box should be lined up with the wall. And please reserve a gap between the bottom of flush-mounting box and wall.

Step2: Wiring Cover Installation

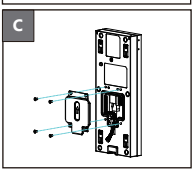


Take out the device, wiring cover, and rubber plug.

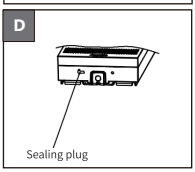


Choose a suitable size rubber plug (small, large and medium) to hold down the wires, while tearing off the adhesive sticker on the selected rubber plugs and plug them into the back cover in the position as indicated in the drawing. Connect the network cables to the corresponding interface of the mainboard, then 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.

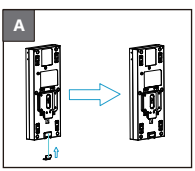


Use four M3x4 crosshead screws to fix wiring cover on the back cover.

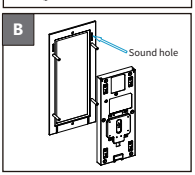


To check if there is a sealing plug on the removal hole, if not, please insert the sealing plug into the hole.

Step3: Device Installation

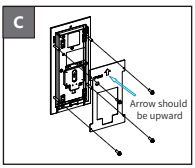


Tear off the sticker on the silicone plug. As the picture shows, insert the silicone plug into the hole on the bottom of device for avoiding rainwater bring damage to device.



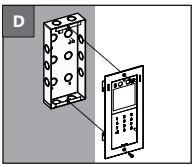
Combine the device with the flush-mounting bracket according to the direction indicated in the figure.

Note: The sound hole of flush-mounting bracket should be upper, and sound hole and arrow of wiring cover should be in the same direction.

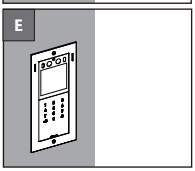


Align the fixing hole of flush-mounting plate with the bolts of flush-mounting bracket, then insert flush-mounting plate onto the flush-mounting bracket. Use four M3x8 crosshead screws to fix flush-mounting plate.

Note: The direction of plate' s arrow should be upward and the same as wiring cover' s arrow.

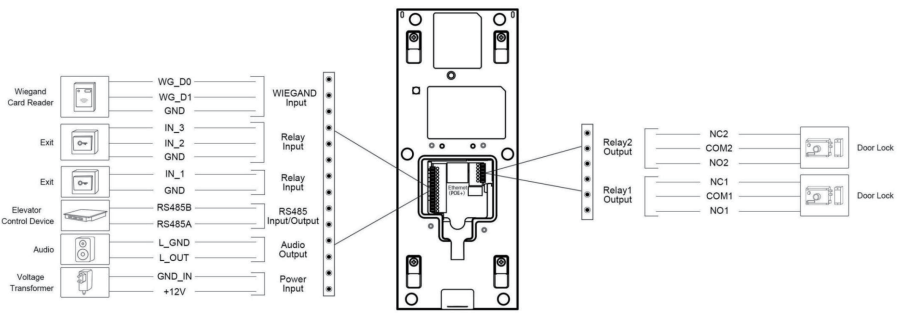


Align the fixing holes of flush-mounting bracket with the fixing holes of flush-mounting box, and use torx wrench to tighten flush-mounting plate with two M4x16 torx head screws.

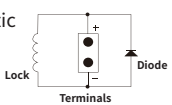


Check if the gap surrounding the device is even and securely installed. Make sure to reserve a gap and power on the device to check the device is normal. Installation is completed.

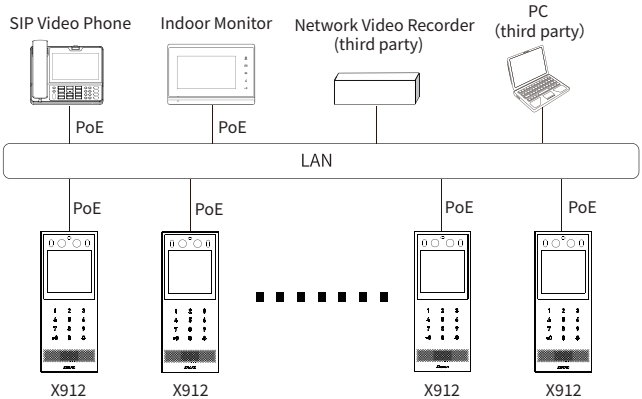
Device Wiring



When you connect a device containing a coil, such as a relay or an electromagnetic lock, it is necessary to protect the intercom against voltage peak while switching off the induction load. For this way of protection we recommend a diode 1A/200V (included in the accessories) connected antiparallet to the device.



Application Network Topology



Configuration

1. **IP Address Checking:** Press **Key Icon** on the home interface or on the dial pad, then press 2396 and **Bell Icon** to enter the system interface, and press **System Information** to check the device IP address. X912 uses DHCP by default.
2. **Account Registration:** On the web interface, go to the path **Account > Basic** page to register and fill in the account information. **(Please refer to user manual for more information)**

Operation

Make a call:
Enter the IP or SIP number and press **Bell Icon** to make a call.
Receive a call:
X912 supports Auto Answer by default. Incoming call from indoor device will be answered automatically.
Unlock by PIN:
Press Key Icon on the home interface or on the dial pad, then enter the PIN code, and press the **Key Icon** on the dial pad for the confirmation.
Unlock by RF Card:
Place the configured RF card on the card reader area for door access.

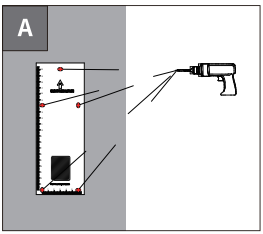
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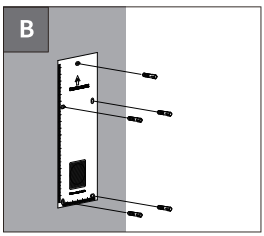
Akuvox Smart Intercom

X912 Rain Cover Quick Guide

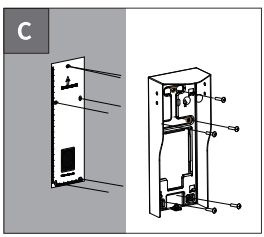
On-wall Installation



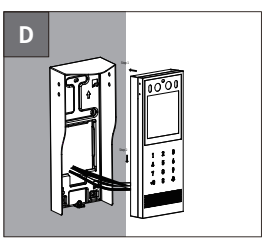
Stick the wall-mounting template onto the wall according to your need. Then use an electric drill with a 6mm diameter bit to make five holes with 20mm depth according to the hole of wall-mounting template.



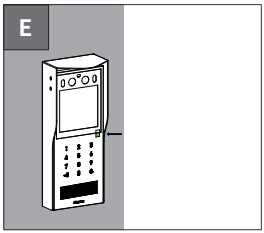
Insert five plastic wall anchors into the holes.



Put the wall-mounting bracket into the rain cover, and please align the bracket' s screw holes with the screw holes of rain cover. Then tighten the combined wall-mounting bracket and rain cover on the wall with five ST4x20 crosshead screws.

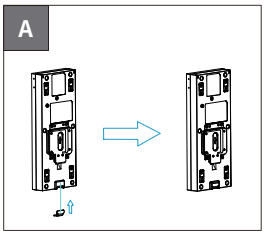


Install the device on the wall-mounting bracket. Line up the slots on the back cover with the four hanging hooks on the bracket. Then hang the device onto hooks while pressing down the device. You will hear a clattering sound if the installation is done, and the device can not move. If the device cannot be easily hung onto the bracket, loosen the five ST4x20 crosshead screws, and move up the rain cover a little bit to increase space between the top of the rain cover and the bracket. Then retighten the five screws before installing the device.

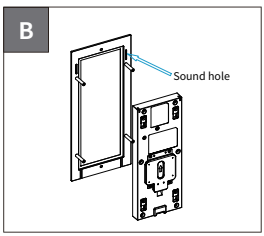


Installation is completed, please remove the protective film.

In-wall Installation

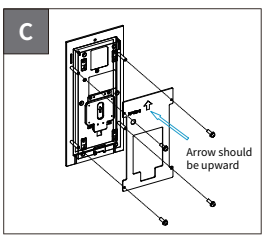


Tear off the sticker on the silicone plug. As the picture shows, insert the silicone plug into the hole on the bottom of device for avoiding rainwater bring damage to device.



Combine the device with the flush-mounting bracket according to the direction indicated in the figure.

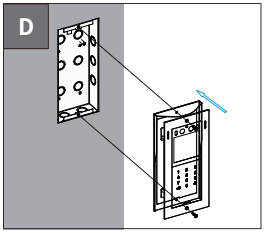
Note: The sound hole of flush-mounting bracket should be upper, and sound hole and arrow of wiring cover should be in the same direction.



Align the fixing hole of flush-mounting plate with the bolts of flush-mounting bracket, then insert flush-mounting plate onto the flush-mounting bracket. Use four M3x8 crosshead screws to fix flush-mounting plate.

Note: The direction of plate' s arrow should be upward and the same as wiring cover' s arrow.

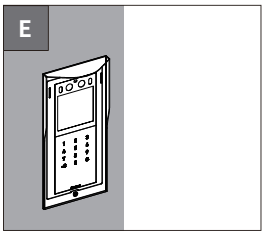
D



Combine the flush-mounting bracket and flush-mounting rain cover. Then align the fixing holes of flush-mounting bracket with the fixing holes of flush-mounting box, and use torx wrench to tighten flush-mounting plate with two M4x16 torx head screws.

Note: The cover of rain cover should be upper.

E



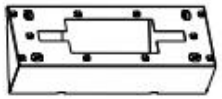
Check if the gap surrounding the device is even and securely installed. Make sure to reserve a gap and power on the device to check the device is normal. Installation is completed.

Akuvox X912

Quick Guide

Unpacking

Before you begin using the device, please check the version you got and ensure that the following items are included in the shipped box:



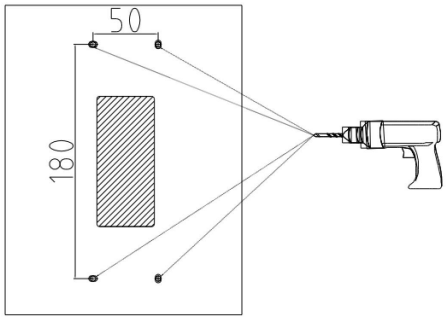
Rotary bracket x1



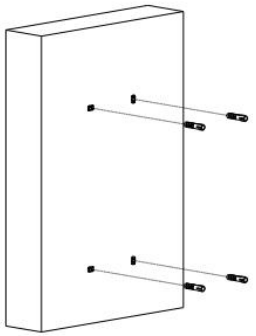
M4X10 crosshead screw x5

Akuvox X912

Installation



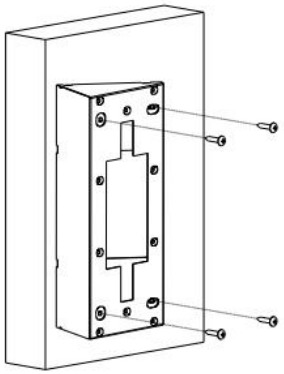
As figure shown, mark four screw holes on the position that according to the cable place. The horizontal distance of two holes should be 50 mm, and the vertical distance of two holes should be 180 mm. Then use a hand drill with a diameter of 6 mm to drill the four marked holes with a depth of 20 mm.



Insert the four plastic wall anchors into the drilled holes.

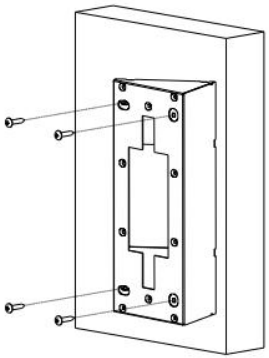
Akuvox X912

Rotate right in 30 degrees



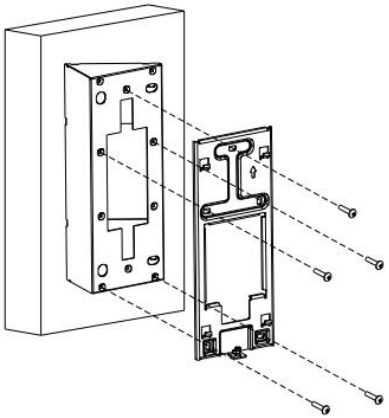
Or

Rotate left in 30 degrees



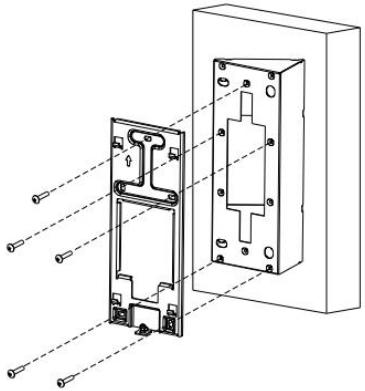
Place the rotary bracket closely against the wall while lining up its four holes with their corresponding drilled holes. And then fasten the rotary bracket on the wall by tightening four ST4x20 crosshead screws to the plastic wall anchors.

Rotate right 30 degrees



Or

Rotate left in 30 degrees



Fix wall-mounting bracket with five M4x10 crosshead screws on the rotary bracket.

Akuvox X912

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