



E21A

E21V

# E21 Series Door Phone User Manual

## About This Manual

Thank you for choosing Akuvox's E21A/V door phone. This manual is intended for end users who need to properly configure the door phone. This manual is applicable to 21.0.3.xx version, and it provides all functions' configurations of E21A/V. Please visit Akuvox forum or consult technical support for any new information or latest firmware.

**Note:** Please refer to universal abbreviation form in the end of manual when meet any abbreviation letter.

# Content

<b>1. Product Overview</b> .....	<b>37</b>
1.1. Product Description.....	37
1.2. Connector Introduction.....	38
1.3. LED Status Information.....	39
<b>2. Daily Use</b> .....	<b>39</b>
2.1. Make a Call.....	39
2.2. Receive a Call.....	40
2.3. Unlock by DTMF Codes.....	40

## 1. Product Overview

### 1.1. Product Description

Akuvox E21A/V Series are outdoor-rated, SIP-compliant and hands-free Voice over IP (VoIP) Emergency Stations. It helps the emergency teams to coordinate their rescue missions with high efficiency.

E21A/V support two types: E21A(Audio) and E21V(Video). They are often used in public locations such as: parking facilities, college campuses, medical centers, and industrial parks etc.

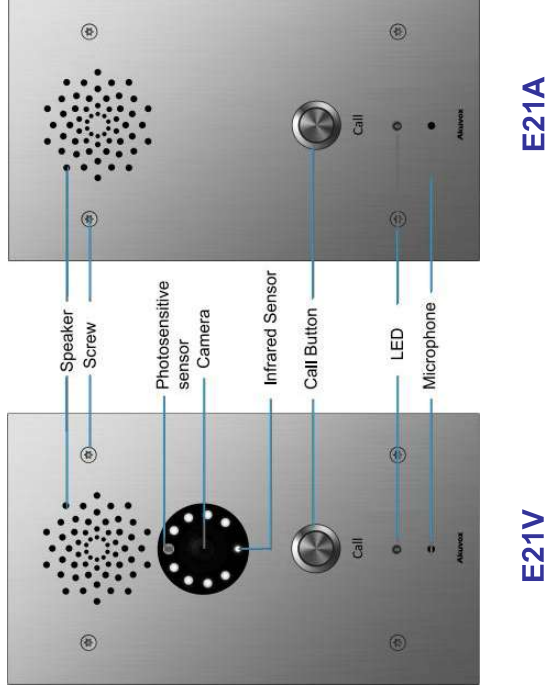


Figure 1.1 Product Description



### 1.3. LED Status Information

LED Status		Description
Blue	Always on	Normal status
	Flashing	Calling
Red	Flashing	Network is unavailable
Green	Always on	Talking on a call
	Flashing	Receiving a call
Pink	Flashing	Upgrading

## 2. Daily Use

### 2.1. Make a Call

- Press the call button to call out the predefined SIP number or IP address .Video call is only for E21V.
- During the talk,called party can press predefined DTMF code number to open the door.

## **2.2. Receive a Call**

**Auto Answer:** E21AV support auto answer by default. Incoming calls from door device (IP phone or indoor monitor) will be answered automatically.

## **2.3. Unlock by DTMF Codes**

Users can press the predefined DTMF code from an answer unit to remotely unlock the door during the call. Users will also hear “The door is now opened.”

## Contact us

For more information about the product, please visit us at [www.akuvox.com](http://www.akuvox.com) or feel free to contact us by

Sales email: [sales@akuvox.com](mailto:sales@akuvox.com)

Technical support email: [techsupport@akuvox.com](mailto:techsupport@akuvox.com)

Telephone: +86-592-2133061 ext.7694/8162

**We highly appreciate your feedback about our products.**

