

Updating your Device Locally

The firmware numbers are broken down in such a way to describe the firmware, and therefore they are not exactly in chronological order by numeral. The right-most set of numbers best indicates the newer version chronologically speaking.

See below for more detail:

How to identify which firmware version is newest

Take the R29 version as an example.

29.31.1.661
A B C D

A:To distinguish different models.
20 means suitable for R20 devices;
23 means suitable for R23 devices;
26 means suitable for R26 devices;
27 means suitable for R27 devices;
29 means suitable for R29 devices;
110 means suitable for E10 devices;
21 means suitable for E21 devices;

B:To distinguish different OEM.
0 means the version with Akuvox logo;
1 means the version no any logo;
31 means the version support cloud, SDMC, discovery mode at the same time;
The other values are to distinguish customers with custom version demands;

C: To distinguish different branch.

D: Distinguish between different versions of the same model, the same OEM and the same branch. A higher value indicates an updated version (make sure to be under the same model, the same OEM, and the same branch);

You may download firmware for you devices from the [Akuvox Download Center](#) by searching for your device.

You may also find the firmware for your devices [HERE](#).

This link is the larger open archive.

For other firmware versions, please email us at support@blvs.com

To install your firmware, log into the IP address of your device and navigate to the upgrade page.

On the web portal, go to **Upgrade - Basic**.

Firmware Version	83.31.2.330
Hardware Version	1.0
Upgrade	<input type="button" value="Select File"/> Not selected any files
	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

Firmware Version: To display the firmware version at present.

Hardware Version: To display the hardware version at present.

Upgrade: To select the upgrading file from PC manually.

Submit: To submit the upgrading file to indoor monitors

Cancel: To cancel submitting the upgrading file.

Updating from the Cloud Management Portal

Alternatively if your devices is on the Akuvox Cloud, you may update your device from your web browser remotely by navigating to the update tab, adding your device by model, selecting the firmware, and the time to update the device.

See below:

The screenshot displays the 'Update Strategy: Creation' dialog box within the Akuvox Cloud Management Portal. The dialog is titled 'Update Strategy: Creation' and contains the following elements:

- Model:** A dropdown menu with 'D111' selected. A red box highlights this field, with a red '3' next to it.
- Device:** A dropdown menu with '101.101.101' selected.
- MCO Cloud Location:** A text input field.
- Table:** A table with columns: Location, Owner, MAC, Connect Name, and Name. A red '4' and a checkmark are next to the first row. The table content is as follows:

Location	Owner	MAC	Connect Name	Name
				In Day
- Update Time:** Radio buttons for 'Specify Right Now' (selected) and 'Specify Time'.
- Buttons:** 'Cancel' and 'Submit' buttons at the bottom right. A red '5' is next to the 'Submit' button.

The background shows the 'Update List' page with a sidebar on the left containing 'Overview', 'Monitor and Device', 'Update', 'Information', and 'Report'. The 'Update' tab is selected and circled in red. The top navigation bar includes 'Home', 'Community Manager', '2020 Quota', and 'Helpdesk'.

Firmware Change Log [Last Updated Summer 2021]

Below you will find the change log for the models that are most used by our customers.

Indoor:

C313S C313W

113.31.4.105

113.31.4.155 Only shows first 5 contacts on main display

113.31.4.171

113.31.4.190

113.30.4.58

113.30.4.69 Cloud 5.0, VLAN, DND confirm

113.30.4.76

113.31.6.52

113.30.4.126

Latest: [113.30.4.188](#)

C315S C315W

115.31.2.516

115.30.2.622

115.30.2.625 Cloud 5.0, bug - monitoring r27 with cloud may not work

115.30.2.628 Fixed a smartplus crash issue, and apps can return automatically after a call

115.31.2.704

115.30.2.639

Latest: [115.30.2.817](#)

C317A

117.31.2.527

117.30.2.619 All functions of Cloud V5.0 supported, fixed rare reboot after call. Bug: Monitoring R27 may fail with Akuvox Cloud

117.30.2.622 Better compatibility with Hikvision IPC

117.31.2.702

117.30.2.630 optimization and bug fixes

117.30.2.636 Relay/unlock bug fixes

Latest: [117.30.2.831](#)

IT80

80.241.4.43

80.30.4.19

Latest: [80.30.4.25](#)

IT81

81.31.4.28

Latest: 81.31.4.35 (Email support@blvs.com for access to this firmware)

IT82R

82.30.2.517

82.30.2.620 Better compatibility with Hikvision IPC

Latest: 82.30.2.622 (Email support@blvs.com for access to this firmware)

IT83CR IT83R

83.31.2.532

83.30.2.620 All functions of Cloud V5.0 are supported, message interface improved, contacts improved.

Fixed contact import, and random reboot on hang up

83.30.2.623 Supports Hikvision IPC better

83.31.2.702

83.30.2.638

Latest: [83.30.2.808](#)

Doors:

E11R

111.30.1.103 Mandatory password change upon first login website

Latest: [111.30.1.216](#)

R20A R20K V1

20.0.1.223 No cloud, basic options

20.31.3.41 Can be unlocked by all, use this firmware if you are using a 3rd party server

20.31.3.45 Beta firmware, allows green button to be used for calls on R20K

20.31.3.206

20.31.104.15 R20k keypad web relay integration (test version)

20.30.4.4 voice echo and duplex quality, memory leak fix

20.30.4.8

20.30.4.10 Support change the web interface's language. support Russian for the web interface.

Latest: [20.30.4.118](#)

R20A R20K V2

220.30.2.9

Latest: [220.30.2.17](#) Web relay for keypad and RFID; Unresponsive keypad fix

R26B R26C R26P V1

26.220.103.210 No cloud, unlock by all available

26.31.5.8

26.31.5.15

26.31.5.107

Latest: 26.31.5.107 Fixed web relay unlock issue

R26B R26C R26P V2

[226.30.2.12](#)

R27A V1

27.31.5.28

27.31.5.113

Latest: [27.30.5.1](#)

R27A V2

[227.30.2.12](#)

R28A

28.31.1.135

28.30.2.4 Users can choose sip line when using speed dial

28.30.2.215

Latest: [28.30.2.220](#)

R29C R29F R29S

29.0.1.238 no cloud, no video preview

29.31.1.548 last version with old interface

29.30.2.16

29.30.1.705

29.31.1.767 Bug: Sorting contacts by ascii does not work for cloud

29.30.1.806 Supports multiple phone dialing in Cloud V5.0, reception/speed dial configuration from the cloud (guard phone or any apt)

29.30.1.815 Supports cloud 5.0, bug with direct dial, bug with calling room numbers

29.31.1.840_V3

29.30.2.13 Cloud 5.2

29.30.2.13

29.30.2.16_V3

29.30.2.22

Latest: [29.30.2.416](#) SmartPlus updated support, bug fixes

Click this button for more resources



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