Akuvox Smart Intercom

R20K Door Phone User Manual

About This Manual

Thank you for choosing Akuvox's R20K door phone. This manual is intended for end users who need to properly configure the door phone. This manual is applicable to 20.30.3.xx version, and it provides all functions' configurations of R20K. 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

1. Product Overview

1.1. Product Description

Akuvox R20K is a SIP-compliant, hands-free and video door phone. It can be connected with Akuvox indoor monitors for remote access controlling and monitoring. Users can communicate with visitors via audio and video calls, and unlock the door if they need. Users can also use RFID cards to unlock the door. It is applicable in villas, offices and so on

Figure 1.1 Product Description

1.2. Connector Introduction

Ethernet (POE): Ethernet (POE) connector which it can provide both power and network connection.

12V/GND: External power supply terminal if POE connector is not available.

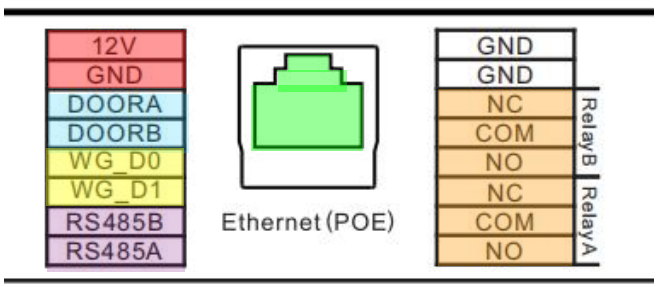

Figure 1.2.1 Connector Introduction

RS485-A/B: RS485 terminal.

WG_D0/WG_D1: Wiegand terminal.

DOORA/B: Trigger signal input terminal.

RelayA/B (NO/NC/COM): Relay control terminal.

Note: The general door phone interface diagram is only for reference.

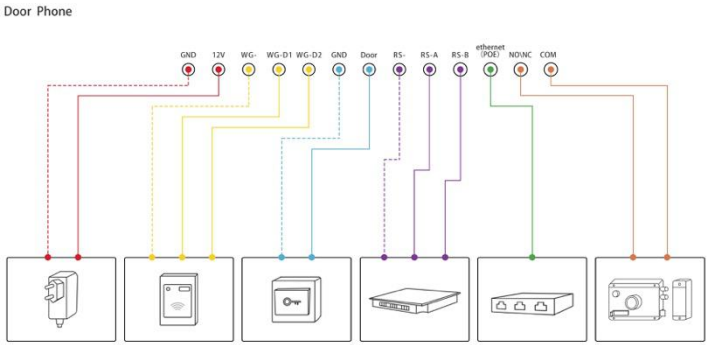

Figure 1.2-2 General interface

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 SIP account or IP address and **Dial key**  to make a call. **Management center call**： Users can make a speed dial to management center by pressing **Management center key.** 

2.2. Receive a Call

R20K door phones are designed to answer the incoming call automatically by default. If you the disable auto answer function, you need to press the **Dial key**  to answer incoming calls.

2.3. Unlock

2.3.1. Unlock by Public PIN Codes

You can unlock doors by pressing "#" and "pre-configured public PIN code" and "#" again . And you will hear the announcement "Welcome, please come in" following the door unlock success. If the public PIN code you entered is incorrect, you will hear the unlock failure sound. The default PIN code is " 33333333" and the PIN code can be changed from four digit to eight digits

2.3.2. Unlock by Private PIN Codes

Users can unlock doors by using pre-configured private PIN code. Press “#,” private PIN code, “#” to unlock, and then you will hear the announcement “Welcome, please come in” If the private pin code you pressed is incorrect, then you will hear the unlock failure sound. The default private PIN code is 8 digits, and you can change it any where from 3 to 8 digits.

2.3.3. Unlock by RFID Cards

Tap the pre-configure RFID cards on the door phone RFID card reader to unlock. And you will hear the announcement “ Welcome, please come in. “ If the card has not been registered in the R20K you will hear the unlock failure sound. R20K.supports 3.56MHz and 125KHz RIFD cards.

2.3.4. Unlock by DTMF Codes

Users can press the predefined DTMF code from an answer unit to remotely unlock the door during the call. You will also hear the announcement "Welcome, please come in"

Abbreviations

ACS: Auto Configuration Server

Auto: Automatically

AEC: Configurable Acoustic and Line Echo Cancelers

ACD: Automatic Call Distribution

Autop: Automatical Provisioning

AES: Advanced Encryption Standard

BLF: Busy Lamp Field

COM: Common

CPE: Customer Premise Equipment

CWMP: CPE WAN Management Protocol

DTMF: Dual Tone Multi-Frequency

DHCP: Dynamic Host Configuration Protocol

DNS: Domain Name System

DND: Do Not Disturb

DNS-SRV: Service record in the Domain Name System

FTP: File Transfer Protocol

GND: Ground

HTTP: Hypertext Transfer Protocol

HTTPS: Hypertext Transfer Protocol Secure

IP: Internet Protocol

ID: Identification

IR: Infrared

LCD: Liquid Crystal Display

LED: Light Emitting Diode

MAX: Maximum

POE: Power Over Ethernet

PCMA: Pulse Code Modulation A-Law

PCMU: Pulse Code Modulation μ-Law

PCAP: Packet Capture

PNP: Plug and Play

RFID: Radio Frequency Identification

RTP: Real-time Transport Protocol

RTSP: Real Time Streaming Protocol

MPEG: Moving Picture Experts Group

MWI: Message Waiting Indicator

NO: Normal Opened

NC: Normal Connected

NTP: Network Time Protocol

NAT: Network Address Translation

NVR: Network Video Recorder

ONVIF: Open Network Video Interface Forum

SIP: Session Initiation Protocol

SNMP: Simple Network Management Protocol

STUN: Session Traversal Utilities for NAT

SNMP: Simple Mail Transfer Protocol

SDMC: SIP Devices Management Center

TR069: Technical Report069

TCP: Transmission Control Protocol

TLS: Transport Layer Security

TFTP: Trivial File Transfer Protocol

UDP: User Datagram Protocol

URL: Uniform Resource Locator

VLAN: Virtual Local Area Network

WG: Wiegand

Contact us

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We highly appreciate your feedback about our products.