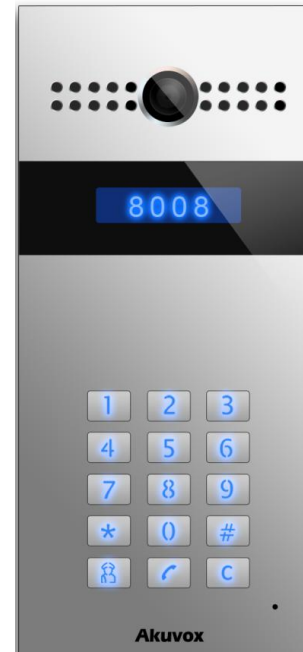


**Akuvox** Smart Intercom



**R27A**



**R27V**

## **R27 Series Door Phone User Manual**

## About This Manual

Thank you for choosing Akuvox's R27A/V door phone. This manual is intended for end users who need to properly configure the door phone. This manual is applicable to 27.0.3.xx version, and it provides an overview of the most essential functions and features of the product. 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.

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# 1. Product Overview

## 1.1. Product Description

Akuvox R27 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 (R27A only). It is applicable in villas, offices and so on.

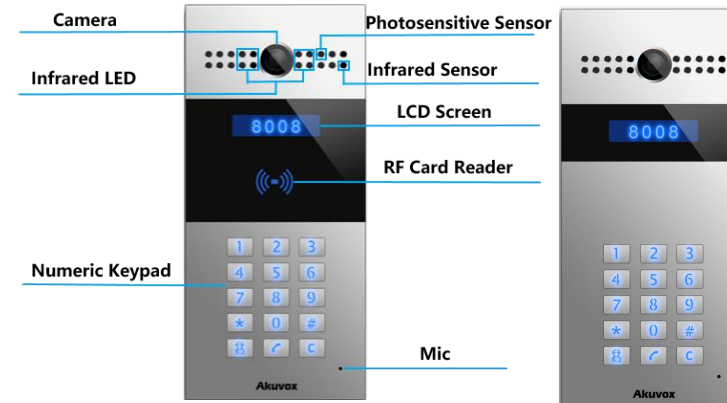


Figure 1.1 Product Description

## 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.

**RS485A/B:** RS485 terminal.

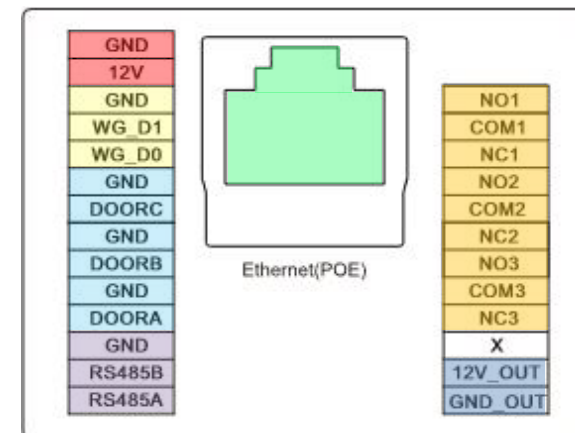


Figure 1.2-1 R27's interface

**WG\_D0/WG\_D1:** Wiegand terminal.

**DOORA/B/C:** Trigger signal input terminal.

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

**12V\_OUT/GND\_OUT:** Power output terminal.

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

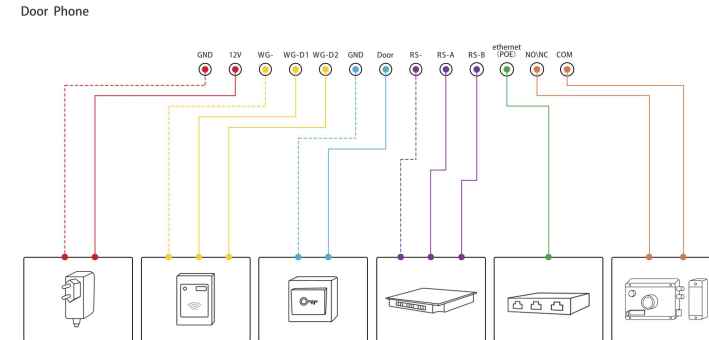


Figure 1.2-2 General interface

## 2. Daily Use

### 2.1. Make a Call

In the idle interface, 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

R27 will auto answer the incoming call by default. If users disable auto answer function, they can press “Dial key” to answer the incoming call.

## **2.3. Unlock**

### **2.3.1. Unlock by Public Pin Codes**

Users can unlock doors by using predefined public pin code. Press “#,” public pin code, “#” to unlock, and then users will hear “The door is now opened.” If users press wrong public pin code, the screen will show “Incorrect Code.” The default public pin code is 33333333. The default public pin code is 8 digits, and it can be changed to 3 to 8 digits.

### **2.3.2. Unlock by Private Pin Codes**

Users can unlock doors by using predefined private pin code. Press “#,” private pin code, “#” to unlock, and then users will hear “The door is now opened.” If users press wrong private pin code, the screen will show “Incorrect Code.” The default private pin code is 8 digits, and it can be changed to 3 to 8 digits.

### **2.3.3. Unlock by RFID Cards (Optional)**

Place the predefined user cards in RFID card reader to unlock. Under normal conditions, R27A will announce “The door is now opened.” If the card has not been registered, R27A will show “Unauthorized.” Both 13.56MHz and 125KHz RFID cards are supported on R27A.

### **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. Users will also hear “The door is now opened.”



## Abbreviations

**ACS:** Auto Configuration Server

**Auto:** Automatically

**AEC:** Configurable Acoustic and Line Echo Cancelers

**ACD:** Automatic Call Distribution

**Autop:** Automatic 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  $\mu$ -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

**SMTP:** 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

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

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

