

**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.

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# 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.

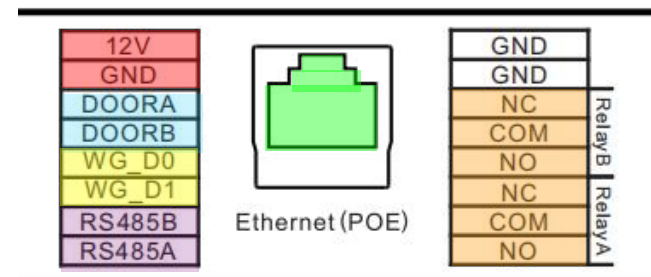


Figure 1.2.1 Connector Introduction

**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.

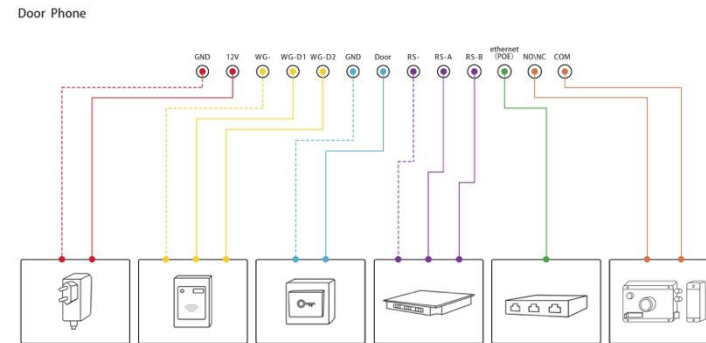




Figure 1.2-2 General interface

### 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 3 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 anywhere 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  $\mu$ -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.**

