

**Akuvox** Smart  
Intercom



## **R20A Door Phone User Manual**

## About This Manual

Thank you for choosing Akuvox's **R20A** door phone. This manual is intended for end users, who need to properly configure the door phone. This manual is applicable to 20.0.1.2xx 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 **R20A** is a SIP-compliant, hands-free one button video outdoor 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.

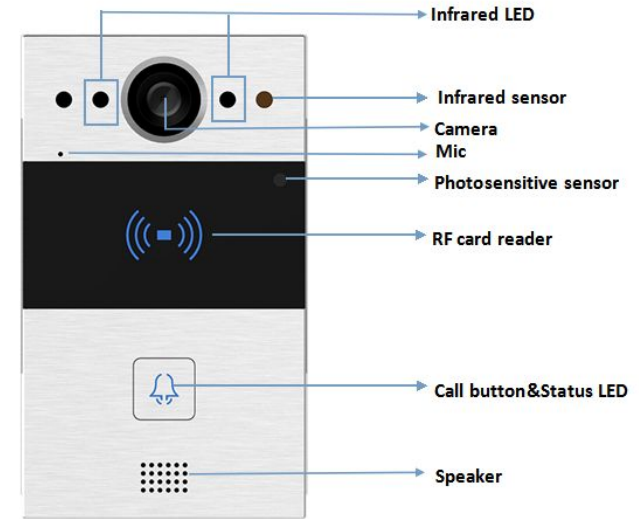


Figure 1.1 Product Description

## 1.2. Connector Introduction

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

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

**RS485-A/B:** RS485 terminal.

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

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

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

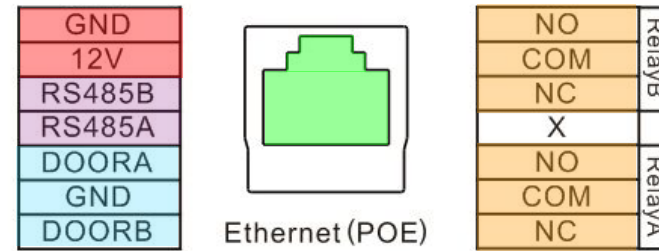


Figure 1.2.1 Connector Introduction

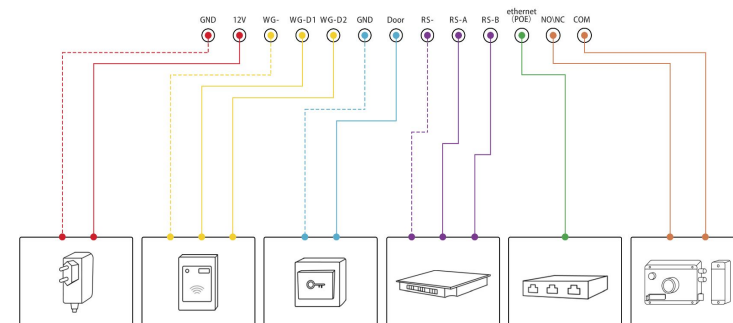


Figure 1.2.2 General interface

### 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. Making a Call

Press the call button to call out the predefined number or IP address and if LED turns green, it means the call has been answered.

### 2.2. Receiving a Call

Users can use IP phone or indoor monitor to call R20A and R20A will answer it automatically by default. If auto answer is disabled, pressing call button to answer the incoming call.

## **2.3. Unlock**

### **2.3.1. Unlock by RF Card**

Place the predefined user cards in RFID card reader to unlock. Under normal conditions, R20A will announce “The door is now opened”. Both 13.56MHz and 125KHz RFID cards are supported on R20A.

### **2.3.2. 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:** 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.**

