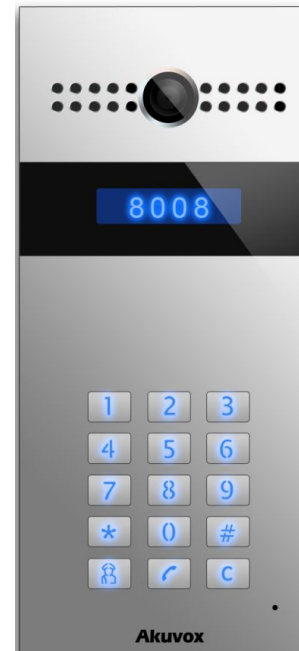# R27 Series Door Phone User Manual

R27A

R27C

About this manual

Thank you for choosing Akuvox's R27A /C door phone. This manual is intended for end users, who need to use and configure the door phone. It provides an overview of the most essential functions and features of the product, whose firmware version is 27.0.2.170.

Contact us

For more information about the product, please visit us at www.akuvox.com or feel free to contact us by

Sales email: sales@akuvox.com

Technical support email: techsupport@akuvox.com

Telephone: +86-592-2133061 ext.7694/8162
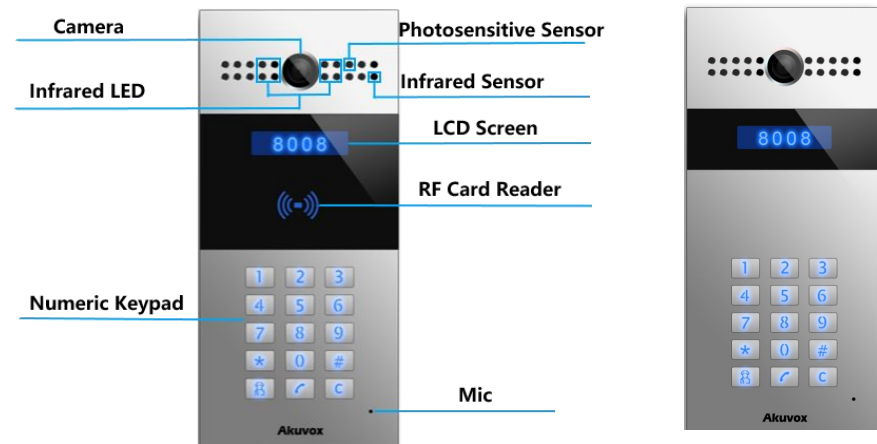
We highly appreciate your feedback about our products.

Content

1. Product Overview
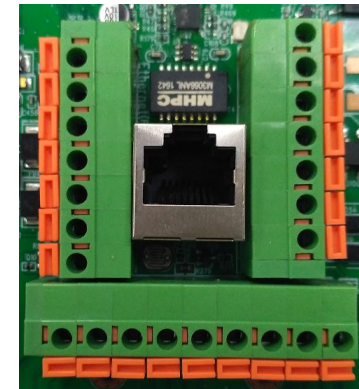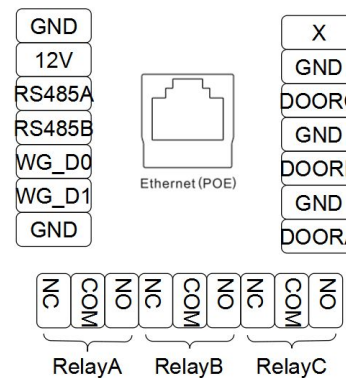
1.1 Product Description

Akuvox R27series is a SIP-compliant, hands-free and video outdoor phone. It can be connected with your Akuvox IP Phone for remote unlock control and monitor. You can operate the indoor handset to communicate with visitors via voice and video, and unlock the door if you wish. Users can also use RF card to unlock the door(R27A only). It's applicable in villas, office and so on.

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 is not available.

RS485A/B: RS485 terminal.

WG_D0/WG_D1: Wiegand terminal.

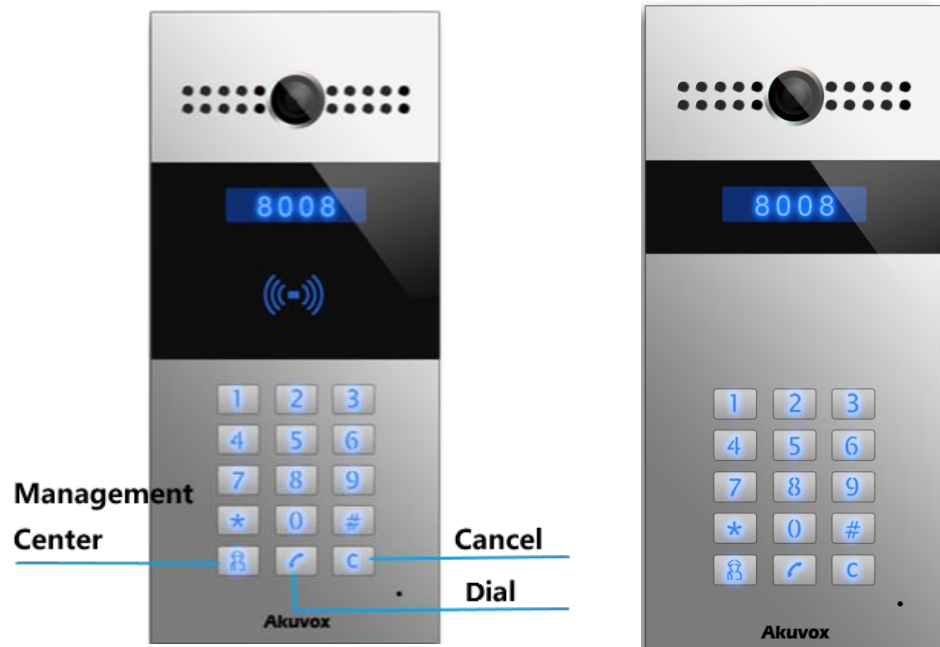**DOORA/B/C:** Trigger signal input terminal.

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

2. Daily Use

2.1 Making a Call

In the idle interface, press the account or IP address + Dial key to make a call.

Management center call ：Users can dial to management center by press management center key when R27A /C connected to SDMC(Sip Device Manage Center). Or users can

also press management center key to make a speed dial without SDMC.

For more information about SDMC, please contact Akuvox technical team.

2.2 Receiving a Call

R27 series 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

Unlock by Pin code: Users can unlock the door by using predefined Public Pin or Private Pin. Press # + 8digit Pin Code + # to unlock, then you will hear "The door is now opened". If users input the wrong Pin code, the screen will show "Incorrect Code".
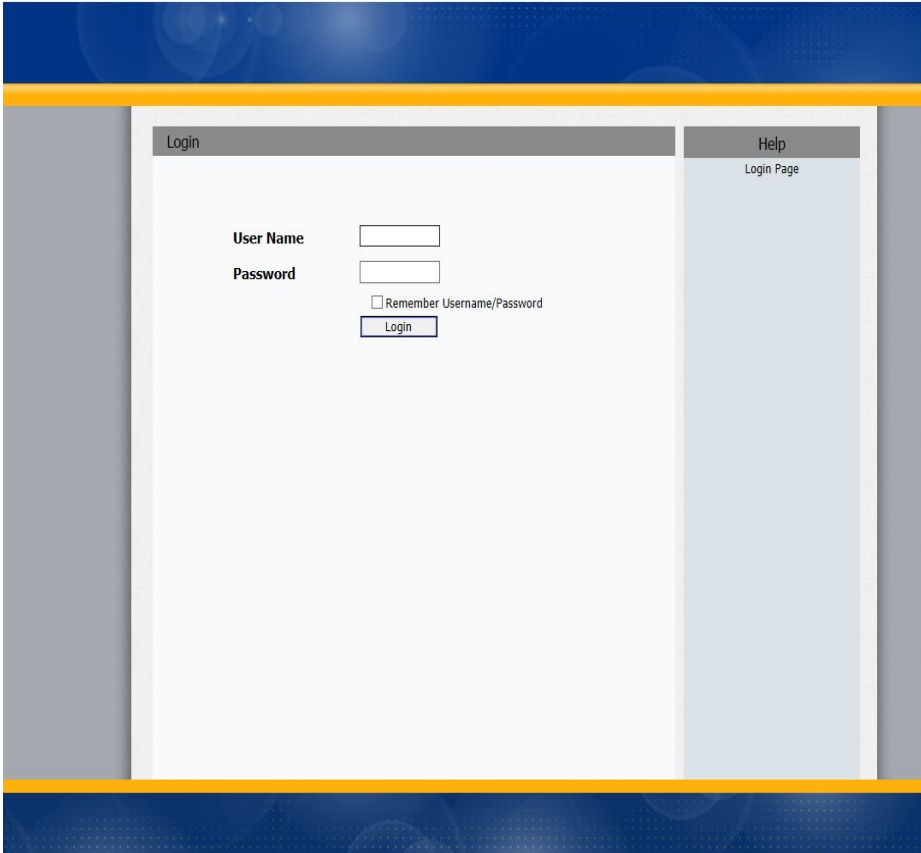
Unlock by RF Card(Only R27A): Place the predefined user card in RF card reader to unlock. Under normal conditions, the phone will announce "The door is now opened". If the card has not been registered, the phone will show "Unauthorized".

Unlock by DTMF Code: During the talking, the president can press the predefined DTMF code to remote unlock the door.(Please refer to chapter 4.4.4 about DTMF code setting). Then you will also hear "The door is now opened".

3. Web

3.1 Obtain IP address

The Akuvox R27 series use DHCP IP by default. Press *2396# to enter backstage interface. Enter System Information to check the phone IP address.

Login		Help
		Login Page

User Name ▭

Password ▭

☐ Remember Username/Password

[Login]

3.2 Login the web

Open a Web Browser, and enter the corresponding IP address. Then, type the default user name and password as below to log in:

User Name: **admin**

Password: **admin**

3.3 Time/Lang

Go to Phone->Time/Lang to select local Time Zone for NTP server.

3.4 Voice

Go to Phone->Voice, to configure volume and upload tone file.

(1)Mic Volume: To configure Microphone volume.

(2)Speaker Volume: To configure Speaker volume.

(3)Open Door Warning: Disable it, you will not hear the prompt voice when the door is opened.

(4)RingBack Upload: To upload the ring back tone you need.

(5)Opendoor Tone Upload: To upload the opendoor tone you need.

3.5 IP Address Setting

Go to Network->Basic, dynamically or statically to obtain IP address.

3.5.1 DHCP

R27 series uses DHCP by default, it will get IP address, Subnet Mask, Default Gateway and DNS server address from DHCP server automatically.

3.5.2 Static IP

If selected, you could manually set IP address, Subnet Mask, Default Gateway and DNS server.

Network-Basic

LAN Port

○ DHCP
◉ Static IP

IP Address	192.168.1.118
Subnet Mask	255.255.255.0
Default Gateway	192.168.1.1
LAN DNS1	192.168.1.1
LAN DNS2	

Submit   Cancel

3.6 Public Key

Public Key is used to unlock.

Key Switch: Users can disable or enable this function.

Key Value: The default Public Key is 33333333. User can modify by yourself.

3.7 Card Setting（R27A Only）

Go to Intercom -> Card setting, to manage card access system.

3.7.1 Import/Export Card Data

R27A supports import or export the card data file, which is convenient for administrator to deal with a large number of cards.

3.7.2 Obtain and Add Card

(1)Switch card status to 'Card Issuing' and click 'Apply';
(2)Place card on the card reader area and click 'Obtain';
(3)Name card and choose which door you want to open;
(4)Click 'Add' to add it into list.

3.7.3 Door card Management

Valid card information will be shown in the list. Administrator could delete one card's access permission or empty all the list.

Notes: Remember to set Card Status back to Normal after adding the cards.

3.8 Call setting

Go to Intercom->Basic, to configure basic call setting.

3.8.1 Speed Dial

This Feature is used to call out up to 4 numbers at the same time. After setup the number you need to call, press manage center key to call .

Speed Dial

Key	Number
Speed Dial	
Speed Dial2	
Speed Dial3	
Speed Dial4	