R26 Series Door Phone Admin Guide

About this manual

Thank you for choosing Akuvox's R26 series door phone. This manual is intended for end users, who need to properly configure the door phone. It provides all functions and configuration of R26 series, the information detailed in this user manual applicable to firmware version 26.0.2.57.rom or lower version.

- Please verify the packaging content and network status before setting.
- The old firmware may be a little different from 26.0.2.57.rom about some configuration. Please consult your administrator for more information.

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

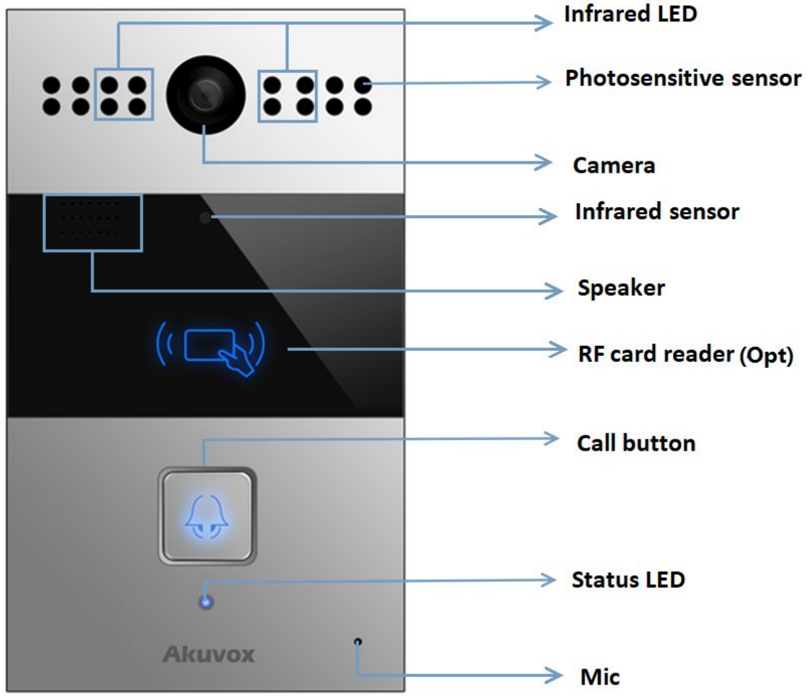
We highly appreciate your feedback about our products

Content

1. Product Overview

1.1. Product Description

Akuvox R26 series is a SIP-compliant, hands-free one button video outdoor phone. It can be connected with your Akuvox IP Phone for remote unlock control and monitor. Users can operate the indoor phone to communicate with visitors via voice and video, and use RF card to unlock the door (R26C only). It's applicable in villas, office and so on.



1.2. Daily Use

1.2.1. 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.

1.2.2. Receiving a Call

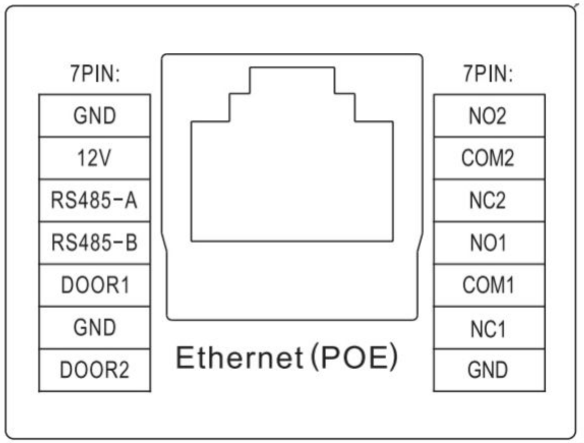
User can use IP phone or indoor monitor to call R26 series and R26 series will answer it automatically by default. If user disable auto answer, pressing button to answer incoming call.

1.2.3. Unlock by RF Card (R26C only)

Place the predefined RF card on the card sensor area. The door phone will announce ‘the door is now opened’ and open the door 13.56MHz RF card is supported by R26C.

1.3. Connector Introduction

Connector	
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 for automation system control(e.g. Elevator control).
DOORA/B	Trigger signal input terminal(e.g. Press indoor button to open relay).
RelayA/B	NO/NC Relay control terminal.



Notes： 12V/1A DC from LPS(Power cord≤ 3m) or POE.

2. Basic Setting

2.1. Getting Started

2.1.1. IP Announcement

While R26 series starts up normally, hold the call button for several seconds after the Status LED turns blue, voice system will enter IP announcement mode. In announcement mode, the IP address will be announced periodically and “IP 0.0.0.0” would be announced if no IP address is gained. Press Call Button again to quit the announcement mode.

2.1.2. Access the device website

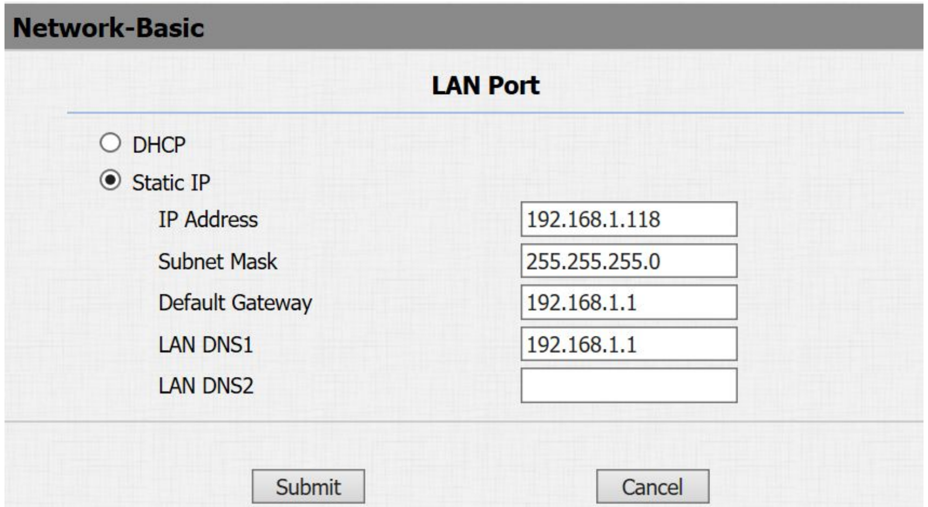
Open a Web Browser, access the corresponding IP address. Then, enter the default user name and password to login. The default administrator User Name and Password are shown below:

User Name: **admin**

Password: **admin**

2.2. Network Setting

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



2.2.1. DHCP

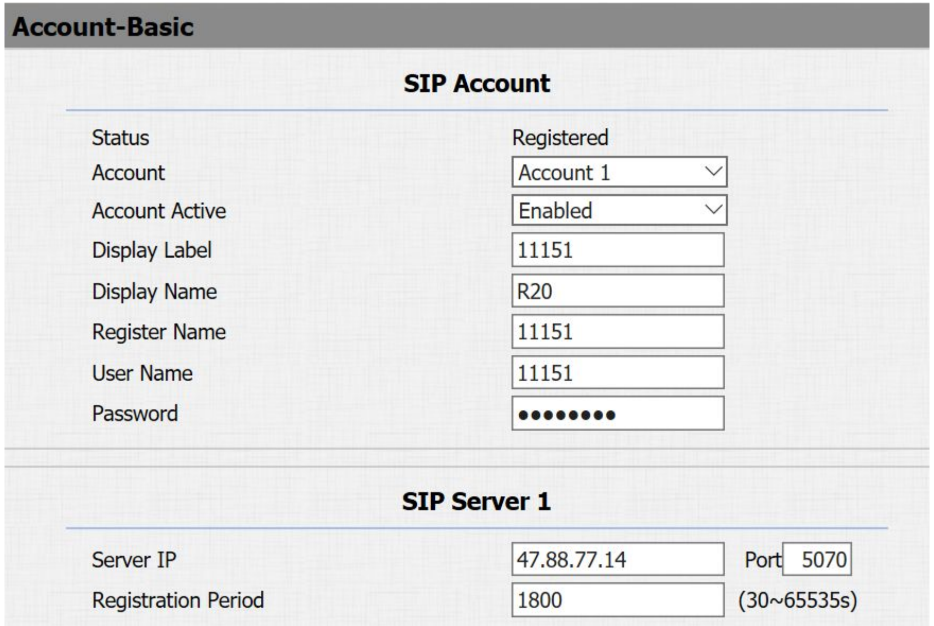
R26 series uses DHCP by default, it will get IP address, Subnet Mask, Default Gateway and DNS server address from DHCP server automatically.

2.2.2. Static IP

If selected, you could manually set IP address, Subnet Mask, Default Gateway and DNS server. The figure below shows static IP setting.

2.3. Account

Go to Account->Basic to configure sip account and sip server.



2.3.1. SIP Account

Status: To display register result.

Display Label: To configure label displayed on the phone's LCD screen.

Display Name: To configure name sent to the other call party for displaying.

Register Name: To enter extension number you want and the number is allocated by SIP server.

User Name: To enter User Name of the extension.

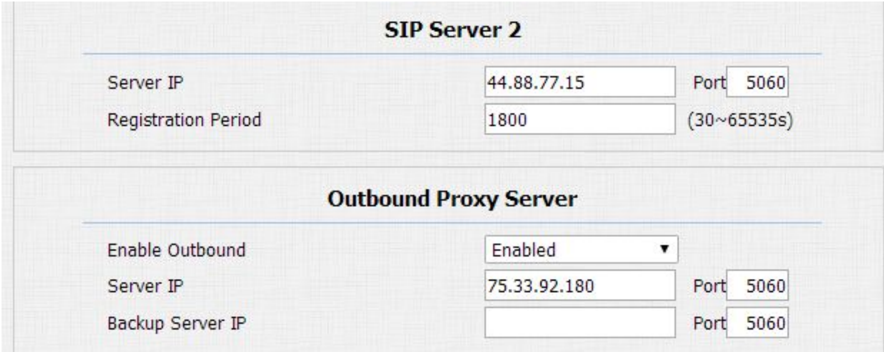
Password: To enter Password for the extension.

2.3.2. SIP Server 1

Server IP: To enter SIP server's IP address or URL.

Registration Period: The registration will expire after Registration period, the IP phone will re-register automatically within registration period.

2.3.3. SIP Server 2



Server IP: To display and configure Secondary SIP server settings. This is for redundancy, if registering to Primary SIP server fails, the IP phone will go to Secondary SIP server for registering.

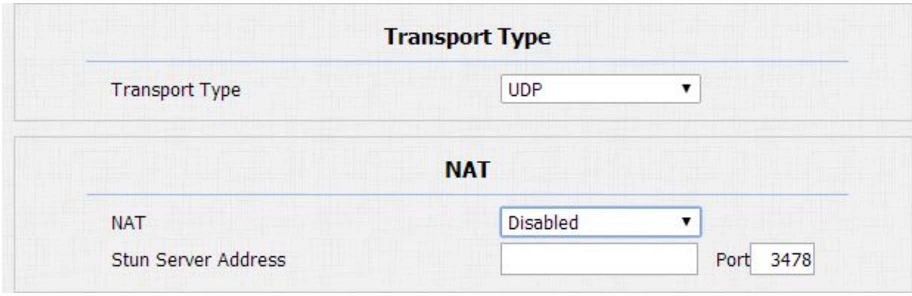
2.3.4. Outbound Proxy Server

An outbound proxy server is used to receive all initiating request messages and route them to the designated SIP server.

2.3.5. Transport Type

To display and configure Transport type for SIP message

- UDP: UDP is an unreliable but very efficient transport layer protocol.
- TCP: Reliable but less-efficient transport layer protocol.
- TLS: Secured and Reliable transport layer protocol.
- DNS-SRV: A DNS RR for specifying the location of services.



2.3.6. NAT

To display and configure NAT(Net Address Translator) settings.

- STUN: Short for Simple Traversal of UDP over NATS, a solution to solve NAT issues.

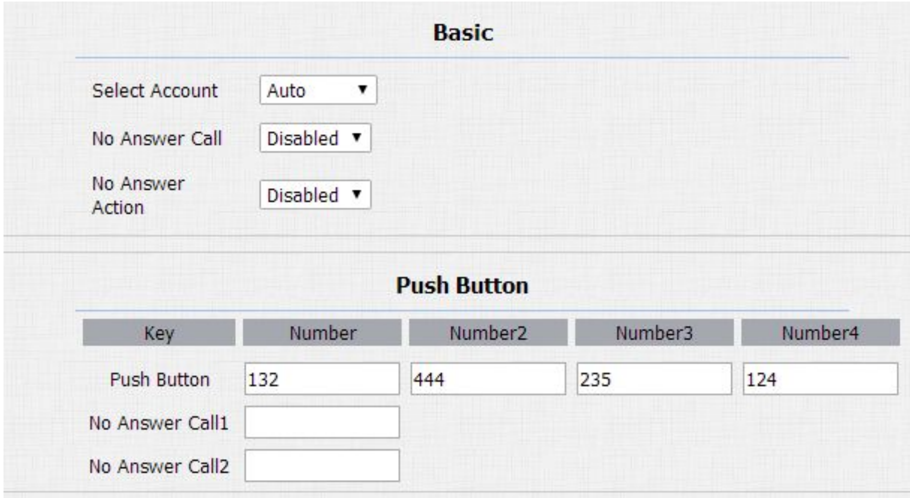
Note: By default, NAT is disabled.

2.4. Call Setting

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

2.4.1. No Answer Call

Enable it, if there is no answer from push button number over 60s (default value), R26 series will call predefined 'No Answer Call' number.



2.4.2. Push Button

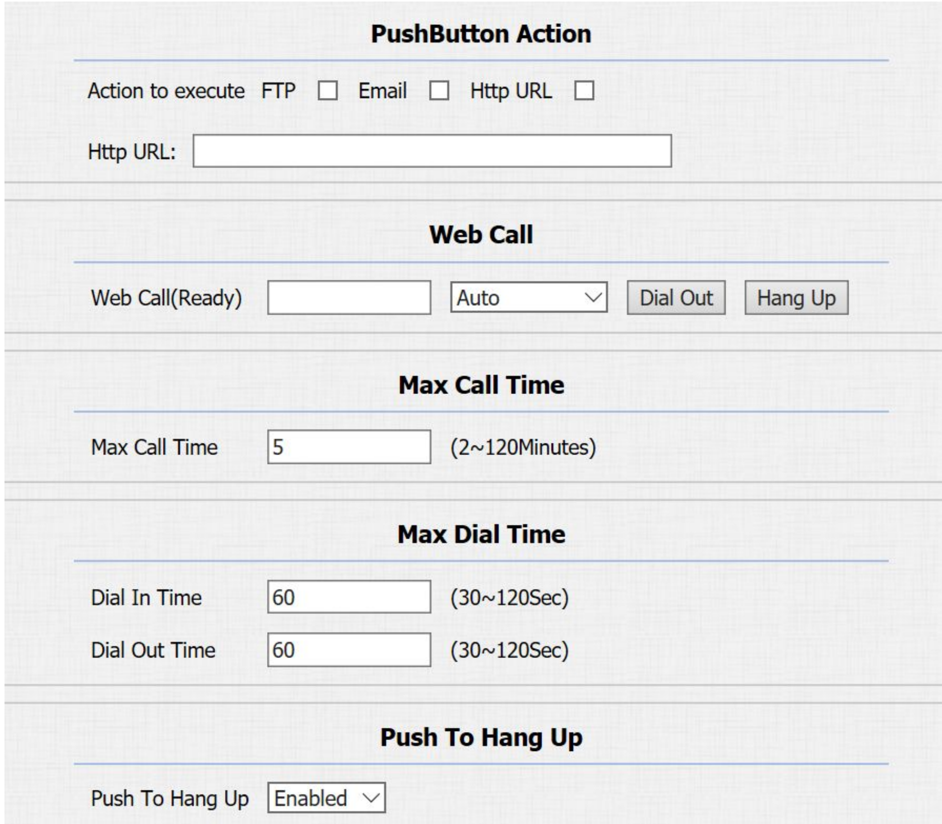
Push Button: To configure the destination number or IP you want to contact with. If you would like to call multiple numbers at the same time, divide them by semicolon.

No Answer Call 1&2: To setup one or two no answer call number.

2.4.3. Push Button Action

Action to execute: To choose suitable way to receive message or snapshot when pushing button.

HTTP URL: If you tick HTTP URL, enter corresponding HTTP server IP address in the HTTP URL area.



2.4.4. Web Call

To dial out or answer incoming call from website.

2.4.5. Call&Dial Time

Max Call Time: To configure the max call time.

Dial In Time: To configure the max incoming dial time, available when auto answer is disabled.

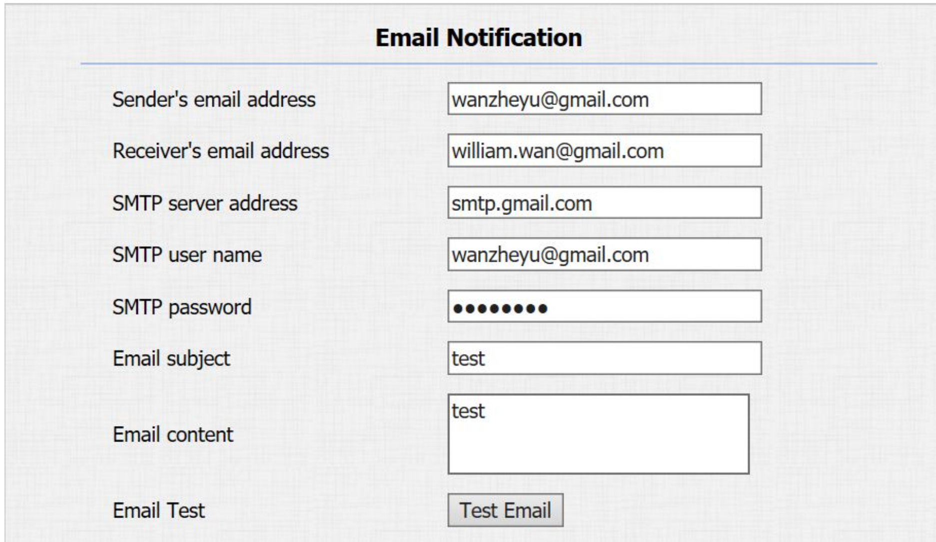
Dial Out Time: To configure the max no answer call time.

2.4.6. Push to Hang up

To enable or disable pushing button to hang up.

2.5. Action

Go to Intercom->Action to set action receiver.



2.5.1. Email Notification

Sender's email address: To configure email address of sender.

Receiver's email address: To configure email address of receiver.

SMTP server address: To configure SMTP server address of sender.

SMTP user name: To configure user namer of SMTP service(usually it is same with sender's email address).

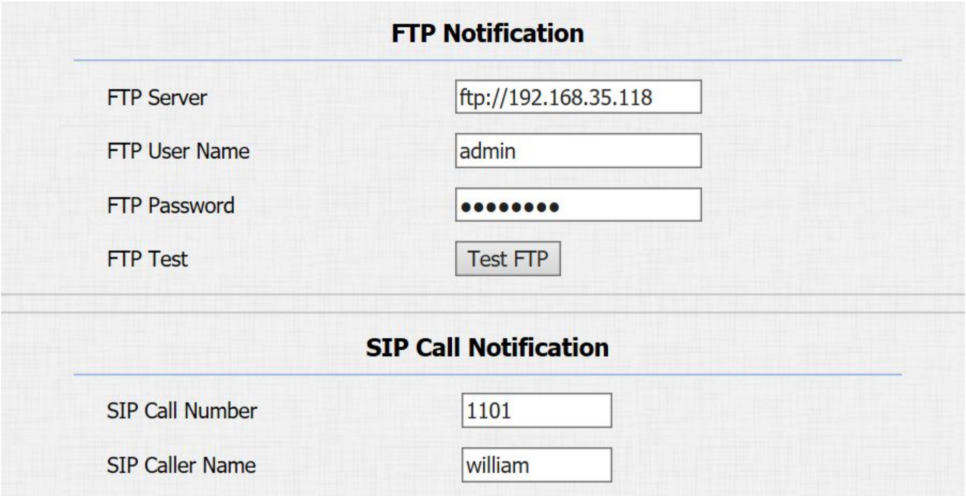
SMTP password: To configure password of SMTP service(usually it is same with the password of sender's email).

Email subject: To configure subject of email.

Email content: To configure content of email.

Email Test: To test whether email notification is available.

2.5.2. FTP Notification



FTP Server: To configure URL of FTP server.

FTP User Name: To configure user name of FTP server.

FTP Password: To configure password of FTP server.

FTP Test: To test whether FTP notification is available.

2.5.3. SIP Notification

SIP Call Number: To configure sip call number.

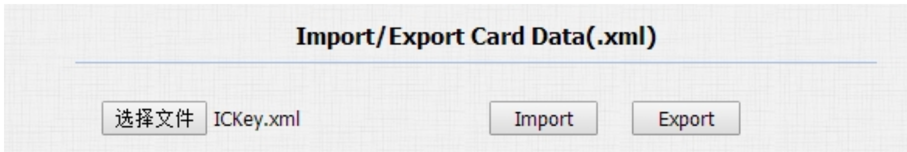
SIP Call Name: To configure display name of R26 series.

2.6. Card Setting (R26C only)

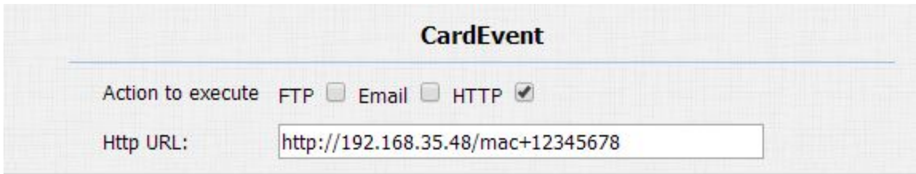
Go to Intercom->Card setting, to manage card access system.

2.6.1. Import/Export Card Data

R26 series supports import or export the card data file, which is convenient for administrator to deal with a large number of cards. The maximum RF card is 500.



2.6.2. CardEvent



Once users make a call , it will execute the action.

It supports 3 types - FTP, Email, and HTTP.

To setup the FTP and Email in Action interface, the FTP server and Email will receive the capture picture when reading card. If you choose HTTP mode, enter the URL information.

URL format: http://http server IP address/any information.

2.6.3. Obtain and Add Card

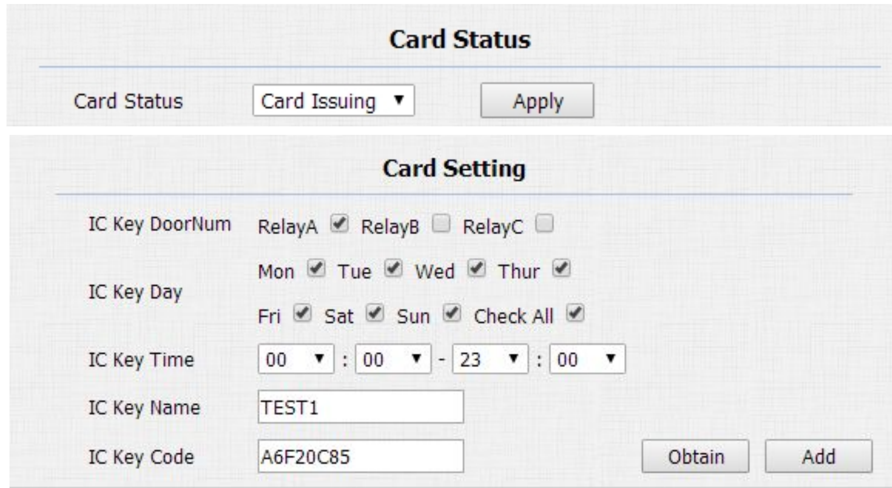
①Switch card status to 'Card Issuing' and click 'Apply' ;

②Place card on the card reader area and click 'Obtain' ;

③Name card and choose which door you want to open ;

④Click 'Add' to add it into list .

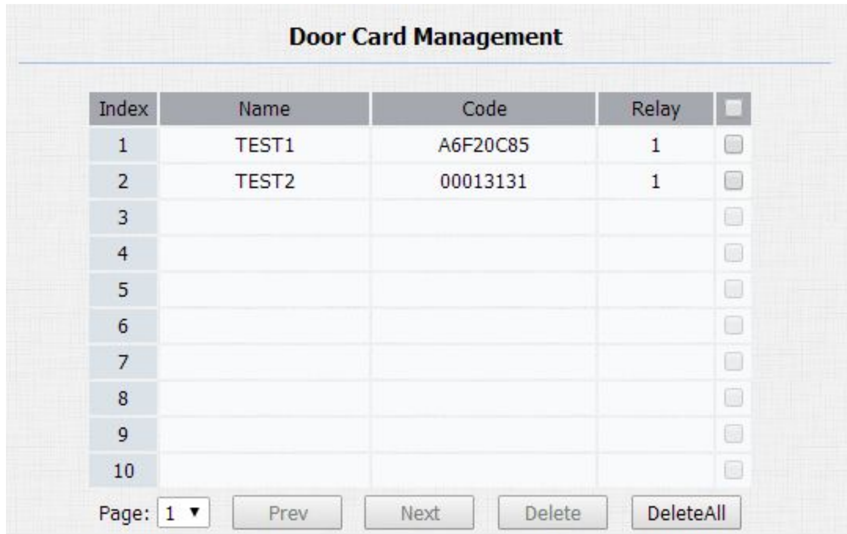
Notes: User can use card to access only when card status has been switched to 'Normal'.



2.6.4. 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.



2.7. Relay Setting

Go to Intercom->Relay, to configure relay.

2.7.1. Relay

There are three terminal of relay: NO, NC and COM. NO stands for normally open contact while NC stands for normally closed contact.

Notes:Relay operate a switch and does not deliver power, so user should prepare power adapter for external devices which connects to relay.

Relay ID: R26 series supports two relays, user can configure them respectively.

Relay Type: Default state means NC and COM are normally closed, while Invert state means NC and COM are normally opened.

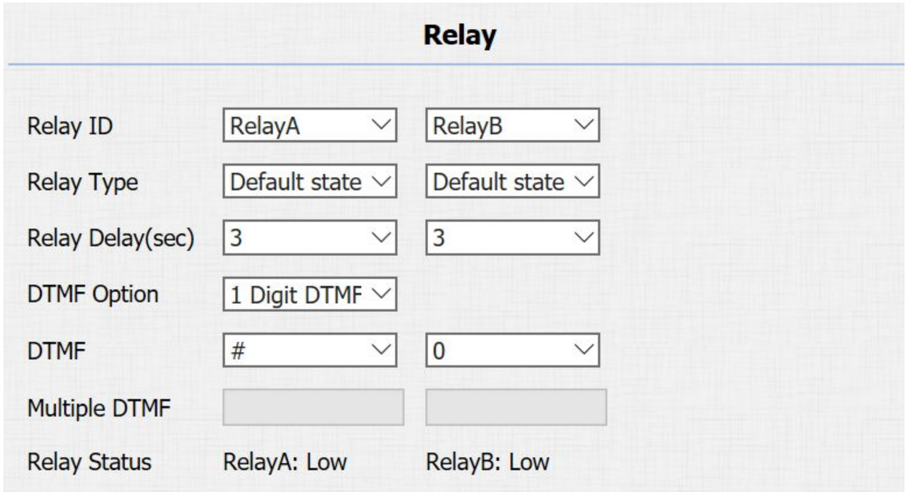
Relay Delay: To configure the duration of opened relay. Over the value, the relay would be closed again.

DTMF Option: To select digit of DTMF code, R26 series supports maximum 4 digits DTMF code.

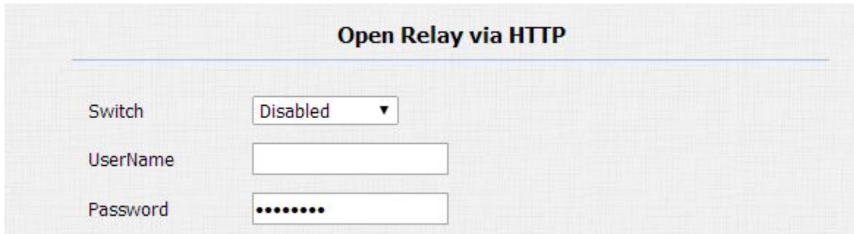
DTMF: To configure 1 digit DTMF code for remote unlock

Multiple DTMF: To configure multiple digits DTMF code for remote unlock.

Relay Status: Low means that COM is connecting to NC while High means that COM is connecting to NO .



2.7.2. Open Relay via HTTP



User can use a URL to remote unlock the door.

Switch: Enable this function. Disable by default.

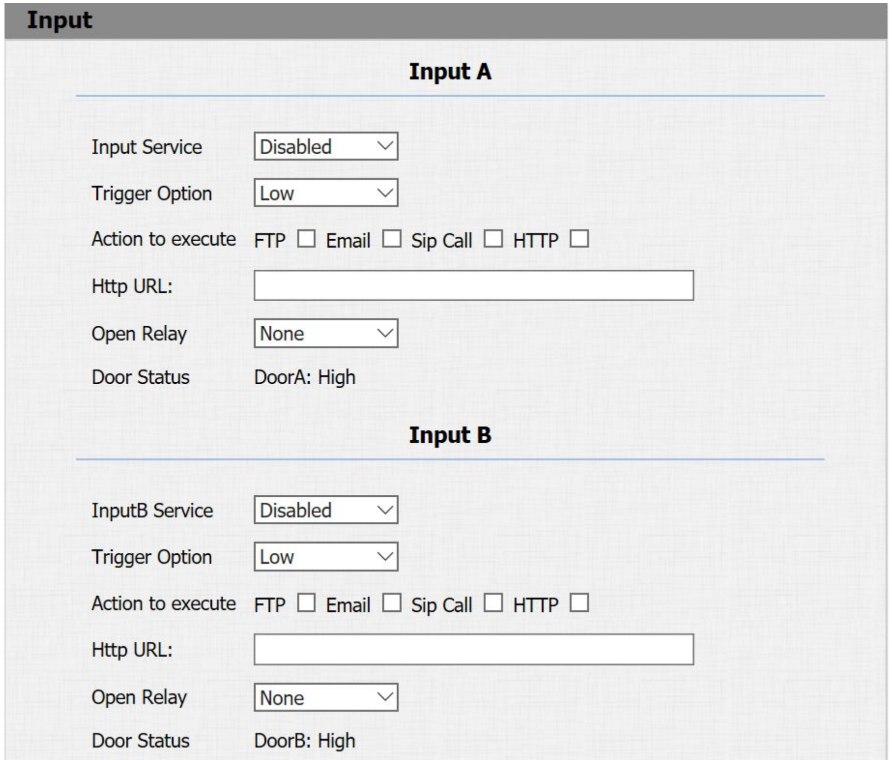
Username & Password: Users can setup the username and password for HTTP unlock.

URL format:

http://IP_address/fcgi/do?action=OpenDoor&UserName=&Password=&DoorNum=1

2.8. Input

R26 series supports two input triggers Input A/B(DOOR A/B), and go to Intercom->Input to configure.



Input Service: To enable or disable input trigger service.

Trigger Option: To choose open circuit trigger or closed circuit trigger. Low means that connection between Door terminal and GND is closed, while High means the connection is opened.

Action to execute: To choose which action to execute after triggering.

Http URL: To configure URL, If HTTP action is chosen.

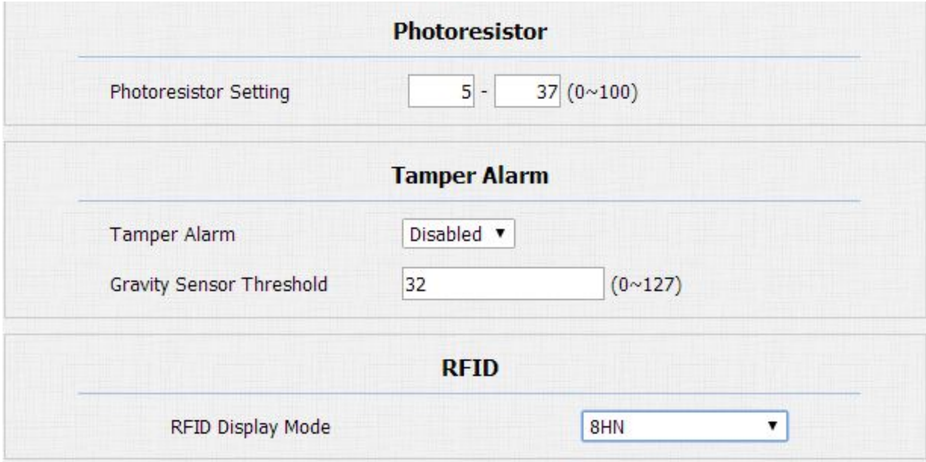
Open relay: To configure relay to open

Door status: To show the status of input signal.

3. Advance Setting

3.1. Intercom-Advanced

Photoresistor: The setting is for night vision, when the surrounding of R26 series is very dark, infrared LED will turn on and R26 will turn to night mode. Photoresistor value relates to light intensity and larger value means that light intensity is smaller. User can configure the upper and lower bound and when photoresistor value is larger than upper bound, infrared LED will turn on. As contrast, when photoresistor value is smaller than lower bound, infrared LED will turn off and device turns to normal mode.



Tamper Alarm: R26 series integrates internal gravity sensor for the own security, and after enabling Tamper Alarm, if the gravity of R26 series changes dramatically, the phone will alarm. Gravity Sensor Threshold stands for sensitivity of sensor.

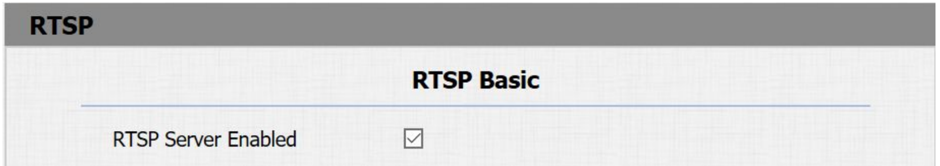
RFID: To be compatible different card number formats in different systems. The default 8HIN means hexadecimal.

3.2. Live Stream

Go to Intercom->Live Stream, check the real-time video from R26 series. In addition, user also can check the real-time picture via URL: http://IP_address:8080/picture.jpg

3.3. RTSP

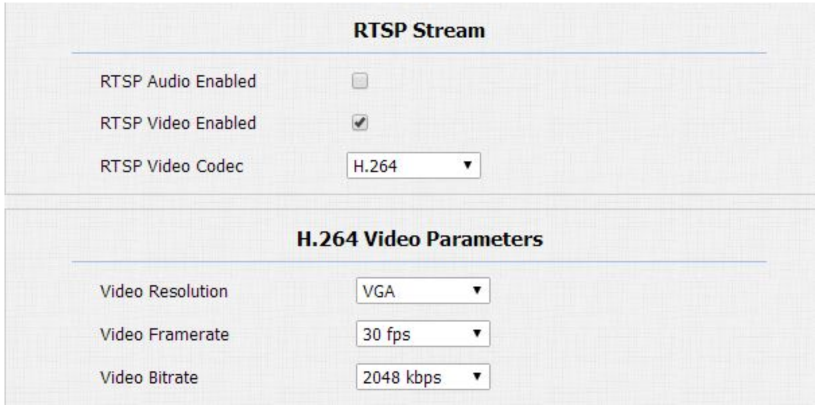
R26 series supports RTSP stream, go to Intercom->RTSP, to enable or disable RTSP server. The URL for RTSP stream is: rtsp://IP_address/live/ch00_0.



RTSP Stream: To enable RTSP video and select the video codec. R26C/P supports H264 video codec.

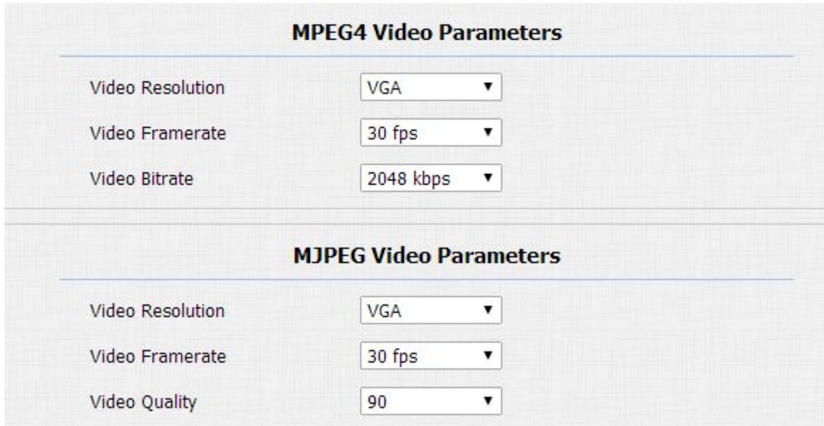
H.264 Video Parameters: H264 is a video stream compression standard. Different from H263, it provides an approximately identical level of video stream quality but a half bit rate. This type of compression is sometimes

called MPEG-4 part 10. To modify the resolution, framerate and bitrate of H264



MPEG4 Video Parameters: MPEG4 is one of the network video image Compression standard. It supports the maximum Compression ratio 4000:1. It is an important and common video function with great communication application integration ability and less core program space.

To modify the resolution,framerate and bitrate of MPEG4.

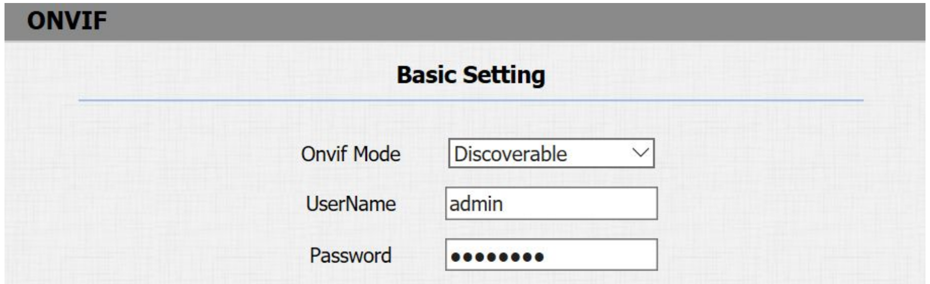


MJPEG Video Parameters: MPEG4 is one of the network video image Compression standard. It supports the maximum Compression ratio 4000:1. It is an important and common video function with great communication application integration ability and less core program space.

To modify the resolution,framerate and bitrate of MPEG4.

3.4. Onvif

R26 series supports ONVIF protocol, which means R26 series's camera can be searched by other devices, like NVR, which supports ONVIF protocol as well. Go to Intercom->Onvif, to configure Onvif Mode and its username/password.



Switching Onvif Mode to undiscoverable means that User must program Onvif's URL manually.

The Onvif's URL is:

http://IP_address:8090/onvif/device_service

3.5. Motion

R26 series supports motion detection, go to Intercom->Motion to configure detection parameter.

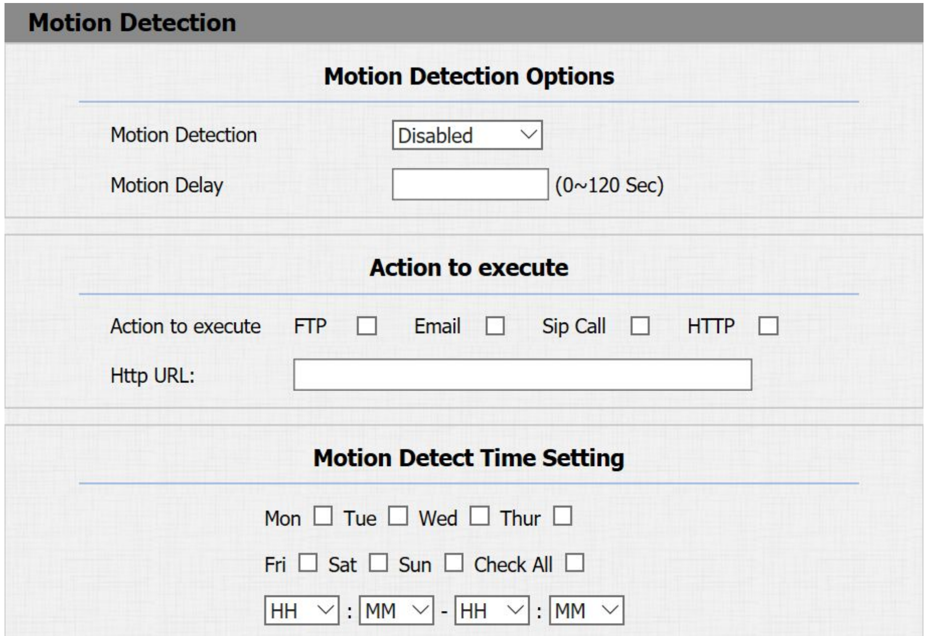
Motion Detection: To enable or disable Motion Detection

Motion Delay: To configure minium time gap between two snapshot.

Action to execute: To choose which action to execute after triggering.

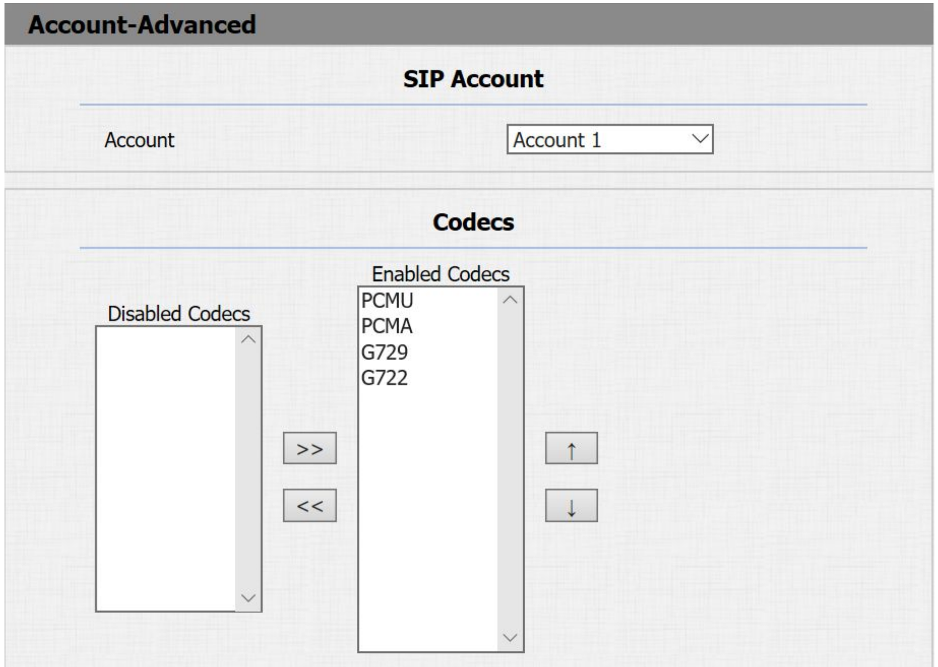
Http URL: To configure URL, If HTTP action is chosen.

Motion Detect Time Setting: To make Motion Detect Time for a whole week.



3.6. Account-Advanced

Go to Account->Advanced to configure advanced settings for account.



3.6.1. Audio Codec

Sip Account: To choose which account to configure.

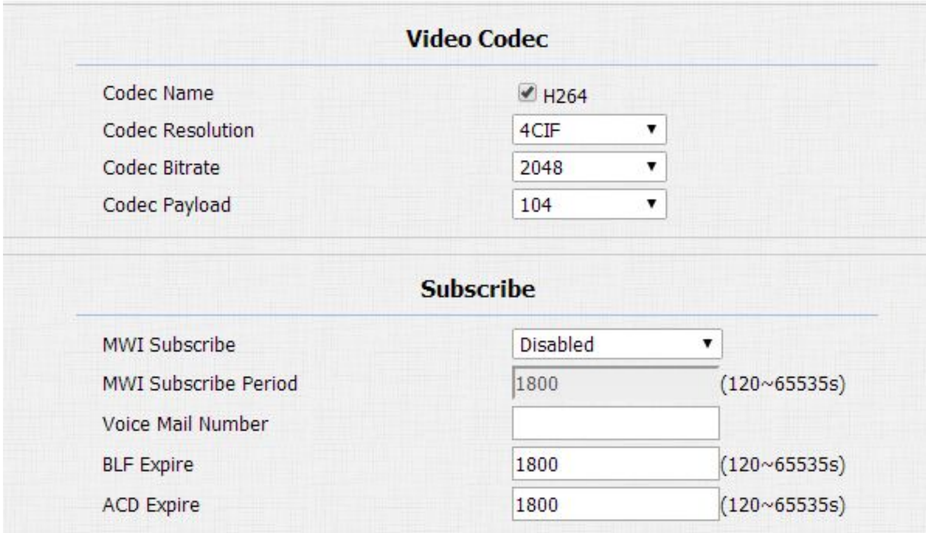
Audio Codec: R26 series support four audio codec: PCMA, PCMU, G729, G722. Different audio codec requires different bandwidth, user can enable/disable them according to different network environment.

Bandwidth consumption and sample rates.

PCMA:	64kbit/s	8kHz	
PCMU:	64kbit/s	8kHz	
G729:	8kbit/s	8kHz	Least consumption
G722:	64kbit/s	16kHz	Best quality

3.6.2. Video Codec

R26 series supports H264 standard, which provides better video quality at substantially lower bit rates than previous standards.



Codec Resolution: R26 series supports four resolutions: QCIF, CIF, VGA, 4CIF and 720P.

Codec Bitrate: To configure bit rates of video stream.

Codec Payload: To configure RTP audio video profile.

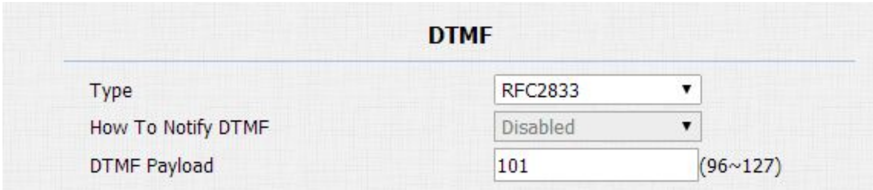
3.6.3. Subscribe

MWI: Message Waiting Indicator which is used to indicate whether there is unread new voice message.

BLF: BLF is short for Busy Lamp Field which is used to monitor the designated extension status.

ACD: Automatic Call Distribution is often used in offices for customer service, such as call center. The setting here is to negotiate with the server about expire time of ACD subscription.

3.6.4. DTMF



To configure RTP audio video profile for DTMF and its payload type.

Type: Support Inband, Info, RFC2833 or their combination.

How To Notify DTMF: Only available when DTMF Type is Info.

DTMF Payload: To configure payload type for DTMF.

3.6.5. Call

Max Local SIP Port: To configure maximum local sip port for designated SIP account.

Min Local SIP Port: To configure maximum local sip port for designated SIP account.

Caller ID Header: To choose Caller ID Header format

Auto Answer: If enabled, incoming call will be answered automatically.

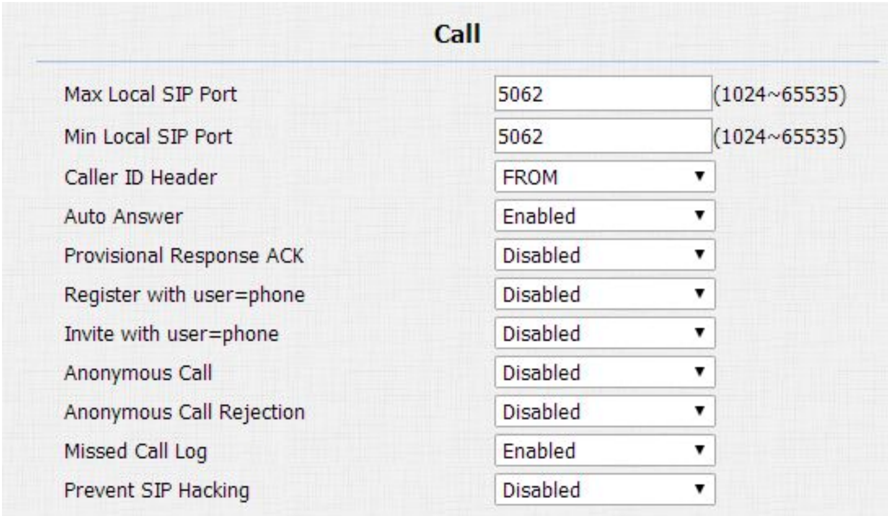
Provisional Response ACK: 100% reliability for all provisional messages, this means it will send ACK every time the IP phone receives a provisional SIP message from SIP server.

Register with user=phone: If enabled, IP phone will send user=phone within SIP message.

Anonymous Call: If enabled, R26 series will block its information when calling out.

Anonymous Call Rejection: If enabled, calls who block their information will be screened out.

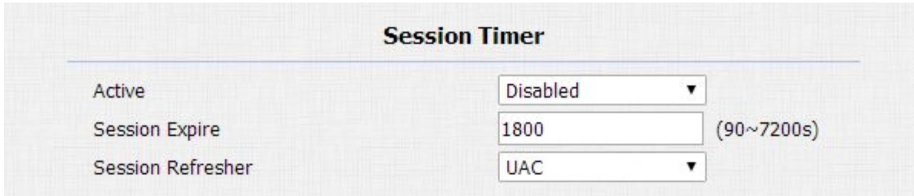
Missed Call Log: If enabled, any missed call will be recorded into call log.



Prevent Hacking: If enabled, it will prevent sip message from hacking

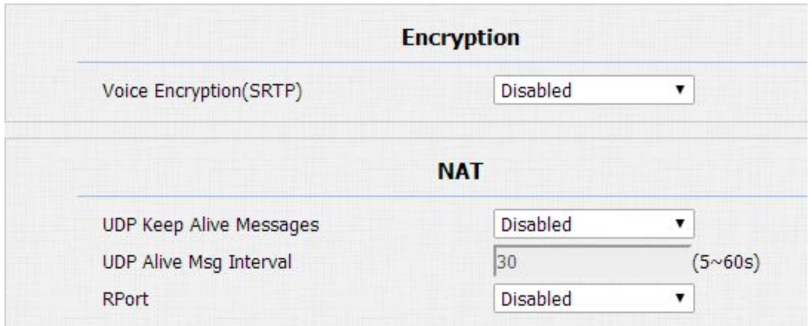
3.6.6. Session Timer

If enabled, the on going call will be disconnected automatically once the session expired unless it's been refreshed by UAC or UAS.



3.6.7. Encryption

If enabled, voice will be encrypted.



3.6.8. NAT

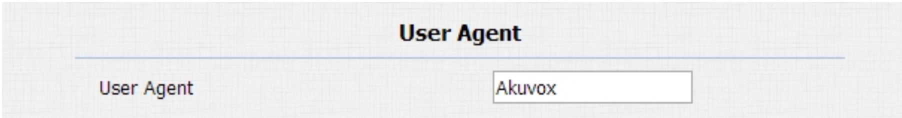
To display NAT-related settings.

UDP Keep Alive message: If enabled, IP phone will send UDP keep-alive message periodically to router to keep NAT port alive.

UDP Alive Msg Interval: Keepalive message interval.

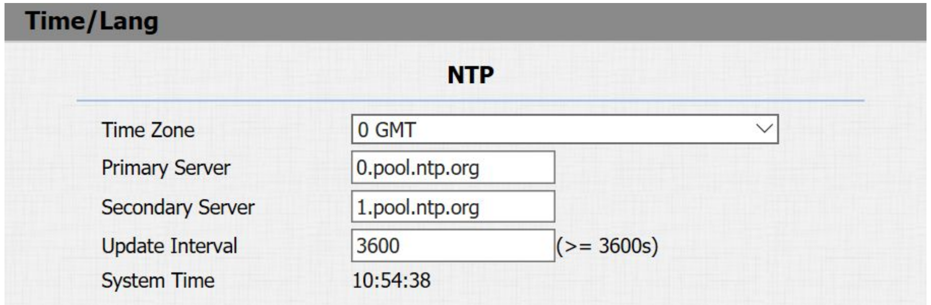
Rport: Remote Port, if enabled, it will add Remote Port into outgoing SIP message for designated account.

3.6.9. User agent



To customize User Agent field in the SIP message; If user agent is set to specific value, user could see the information from network package If user agent is not set by default, user could see the company name, model number and firmware version from network package.

3.7. Time/Lang



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

3.8. Call Feature

Go to Phone->Call Feature, to configure Phone-Call Feature.

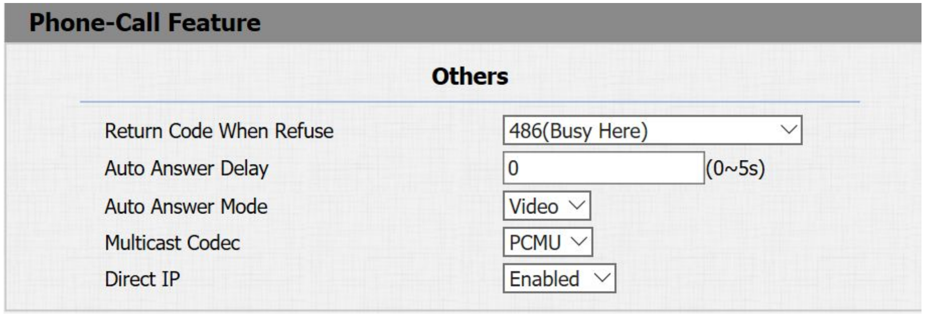
Return Code When Refuse: To configure return sip status code.

Auto Answer Delay: To configure answer delay when receiving a call.

Auto Answer Mode: To choose Video or Audio mode for auto answer.

Multicast Codec: To configure video codec for multicast.

Direct IP: If disabled, incoming direct IP call will be blocked.



3.9. Voice

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

Mic Volume: To configure Microphone volume.

Speaker Volume: To configure Speaker volume.

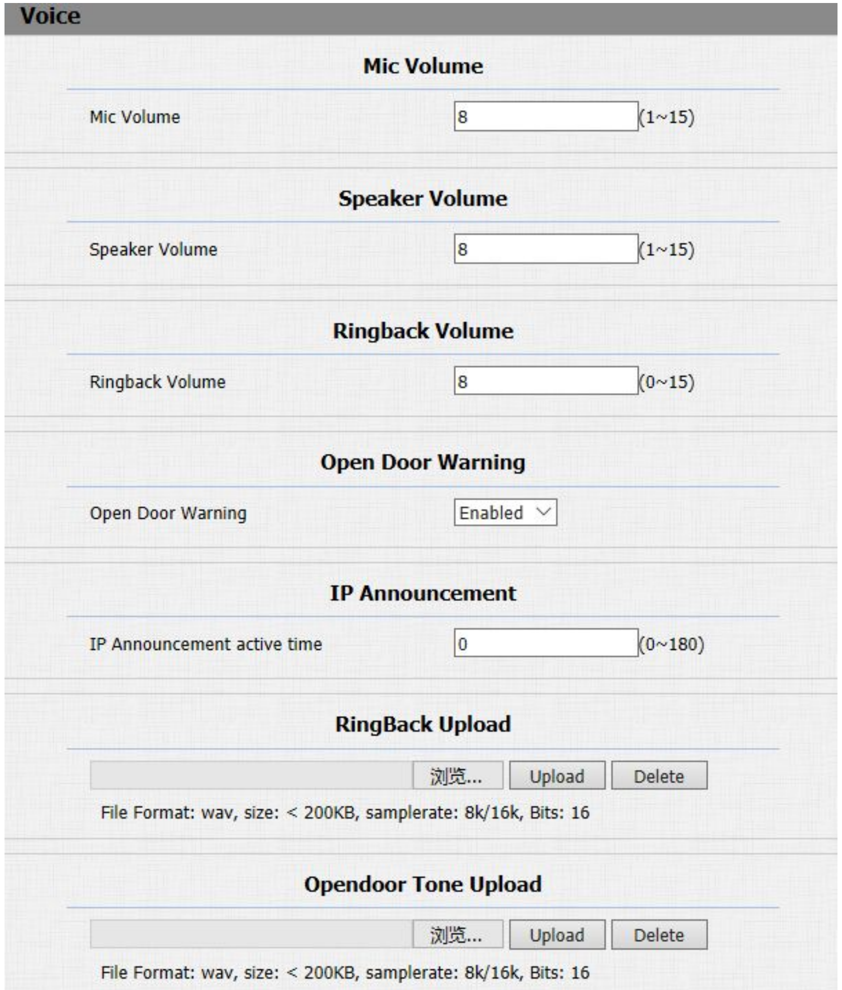
Ringback Volume:To configure Speaker volume.

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

IP Announcement: To setup the IP Announcement active time. Over the configured value, the phone will not announce its IP address, even you hold the button.

RingBack Upload: To upload the ring back tone by yourself.

Opendoor Tone Upload: To upload the Opendoor tone by yourself.



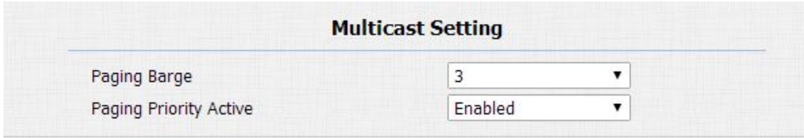
3.10. Multicast

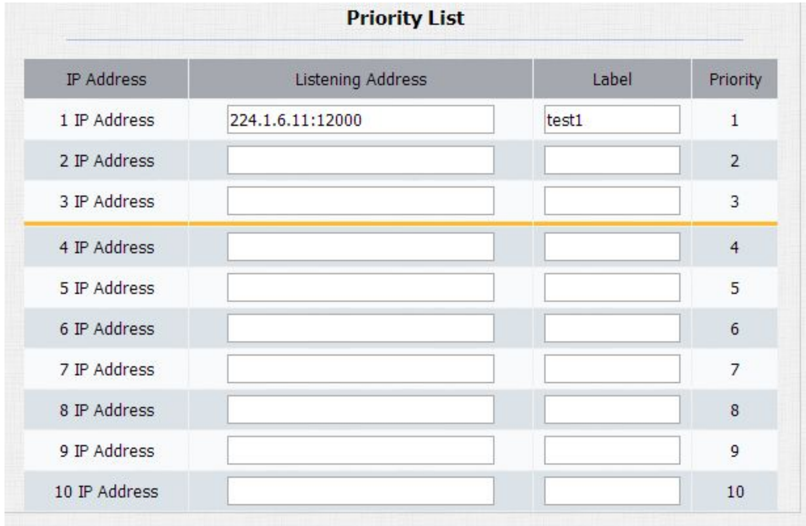
Paging Barge: Choose the multicast number, the range is 1-10.

Paging priority Active: Enable o disable the multicast.

Listening Address: Enter the IP address you need to listen.

Label： Input the label for each listening address.

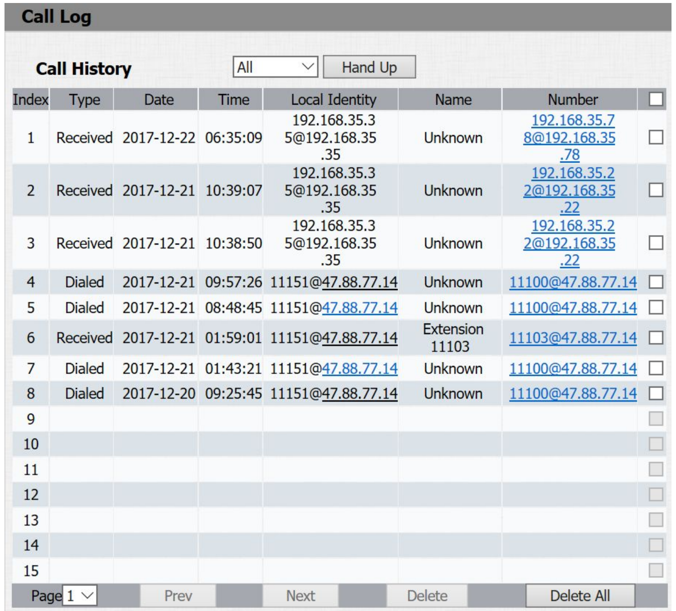




3.11. Log

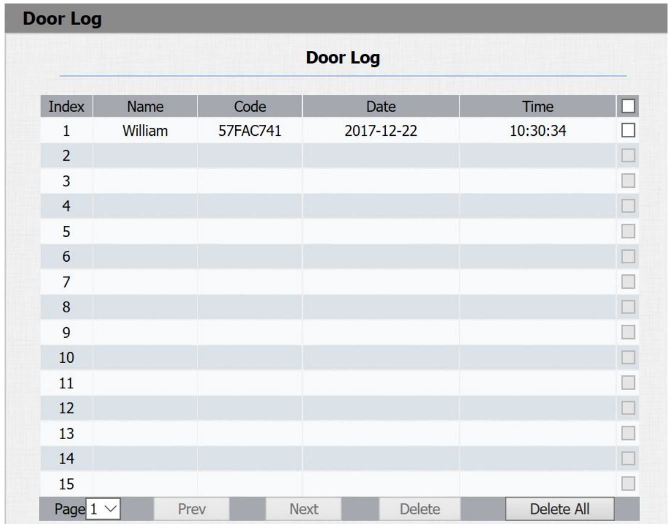
3.11.1. Call Log

Go to Phone->Call Log, user can see a list of call log which have dialed, received or missed. And user can delete calls from list.



3.11.2. Door Log

Go to Phone->Door Log, user can see a list of door log which records card information and data.



3.12. Webrelay

R26C/P can support extra web relay. This function is more safety to use DTMF code to remote unlock.

Type: Connect web relay and choose the type.

IP Address: Enter web relay IP address.

User name: it is an authentication for connecting web relay

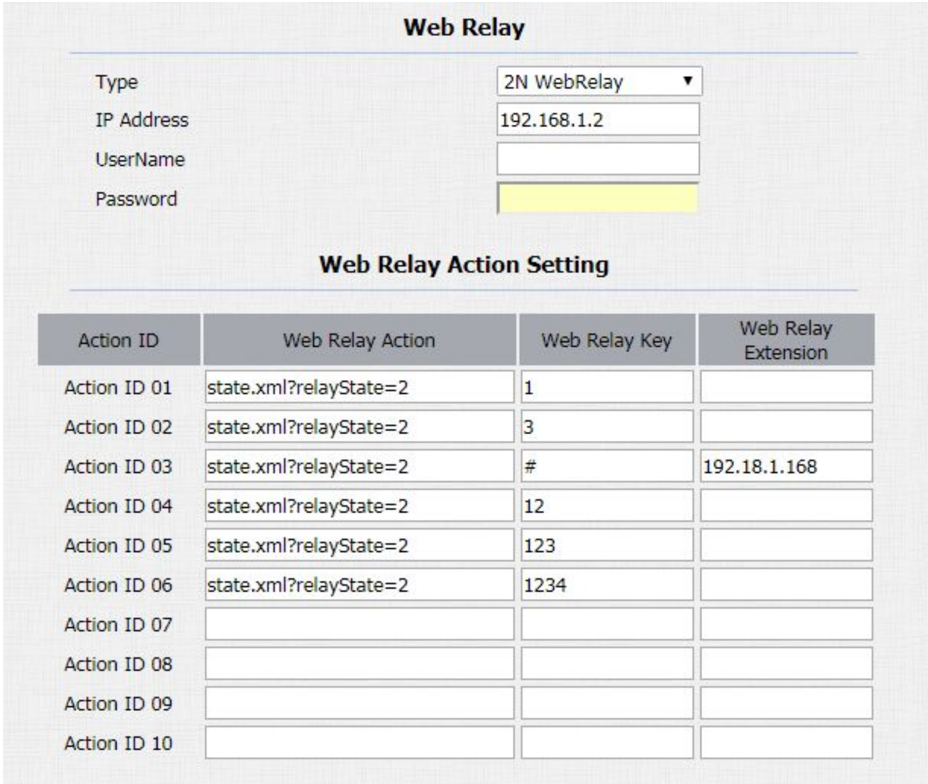
password: it is an authentication for connecting web relay

Note: Users can modify username and password in web relay website.

Web Relay Action: Web Relay Action is used to trigger the web relay . The action URL is provided by web relay vendor

Web Relay Key: If the DTMF keys same as the local relay, the web relay will be open with local relay. But if there are different, the web relay is invalid.

Web Relay Extension: The webrelay can only receive the DTMF signal from the corresponding extension number.



3.13. Upgrade-Basic

Go to Upgrade->Basic, user can upgrade firmware; Reset to factory setting and reboot.

Upgrade: Choose .rom firmware from your PC, then click Submit to start update.

Reset To Factory Setting: Directly click Submit to reset R26C/P. Use this function with caution. All configuration will be removed.

Reboot: Click to reboot.

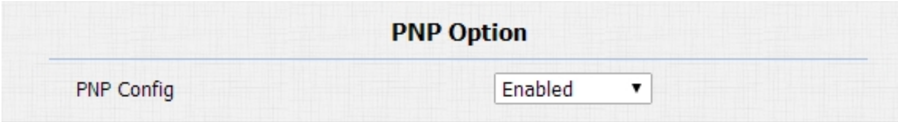
3.14. Upgrade-Advanced

To display and configure manual update server's settings.

3.14.1. PNP

Plug and Play, once PNP is enabled, the phone will send SIP subscription message to PNP server automatically to get Auto Provisioning server's address.

By default, this SIP message is sent to multicast address 224.0.1.75(PNP server address by standard).

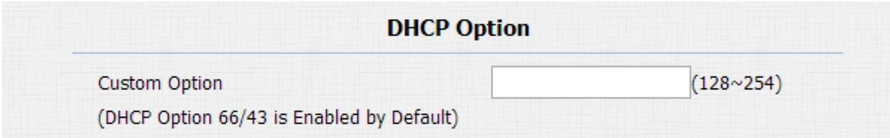


3.14.2. DHCP Option

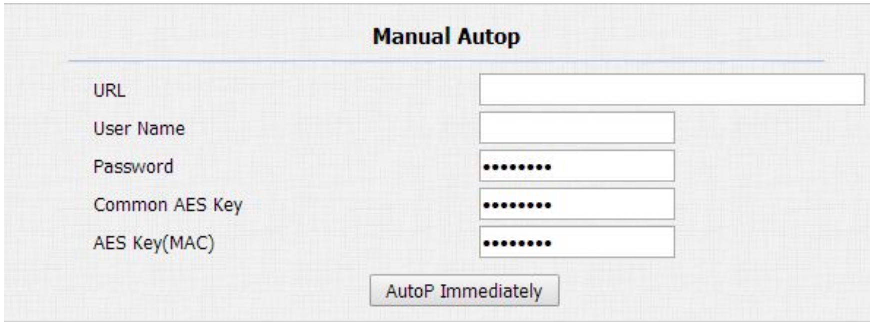
To display and configure DHCP setting for AutoP. Option 66/43 is enable by default. It can support Https,Http,Ftp,Tftp server.

Customer Option: Enter the server URL. Click Submit to save.

Note: To make DHCP autop url works, the PNP should be disable.



3.14.3. Manual Autop



Autop (Auto-Provisioning) is a centralized and unified upgrade of IP telephone. It is a simple and time-saving configuration for IP phone. It is mainly used by the device to download corresponding configuration document from the server using TFTP / FTP / HTTP / HTTPS network protocol. To achieve the purpose of updating the device configuration, making the user to change the phone configuration more easily. This is a typical C/S architecture upgrade mode, mainly by the terminal device or PBX server to initiate an upgrade request.

URL: Auto provisioning server address.

User name: Configure if server needs an username to access, otherwise left blank.

Password: Configure if server needs a password to access, otherwise left blank.

Common AES Key: Used for IP phone to decipher common Auto Provisioning configuration file.

AES Key (MAC): Used for IP phone to decipher MAC-oriented auto provisioning configuration file(for example, file name could be 0c1105888888.cfg if IP phone's MAC address is 0c1105888888).

Notes: AES is one of many encryption, it should be configured only when configure file is ciphered with AES, otherwise left blank.

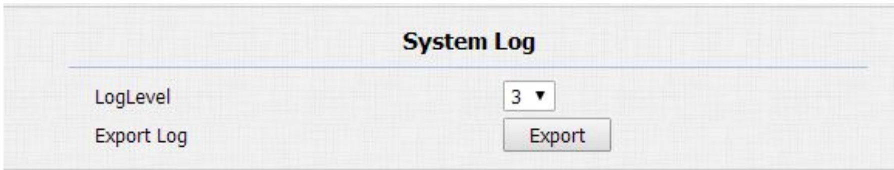
3.14.4. Automatic Autop

To display and configure Auto Provisioning mode settings.

This Auto Provisioning mode is actually self-explanatory.

For example, mode "Power on" means IP phone will go to do Provisioning every time it powers on.

3.14.5. System Log



System log: System log is used to debug, higher LogLevel means more specific system log will be recorded. When device failure occur, user can export System Log send to

Akuvox techsupport and we would try our best to address the issue for you.

System log level: From level 0~7.The higher level means the more specific system log is saved to a temporary file. By default, it's level 3.

Export Log: Click to export temporary system log file to local PC.

3.14.6. PCAP

To capture packet which is useful for us to address issue.

3.14.7. Others

To export current config file or import new config file.

3.15. Security-Basic

Go to Security->Basic, to modify password and session time.

3.15.1. Web Password Modify

To modify password of 'admin' or 'user' account.

3.15.2. Session time out

To configure session time out value. Over the value, user need to login again to continue configuring.