

AKUVOX R29 Guide:

Notes from the Akuvox Knowledge website, an attempt to simplify.

IMPORTANT NOTES:

- THIS IS NOT EVERYTHING, ONLY SOME THINGS THAT MAY HELP WHEN SETTING UP YOUR DEVICE
- By Default, Device is set to DHCP
- Default login is <u>admin</u> for both User and Password
- LAYOUT OF CONFIGURATIONS AND FEATURES CAN CHANGE AS FIRMWARE IS ALWAYS BEING UPDATED

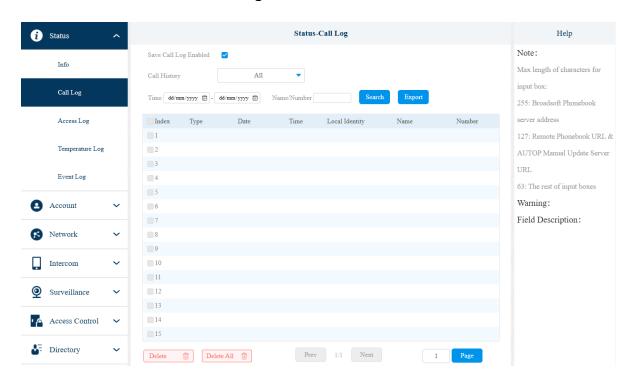
Assumes you:

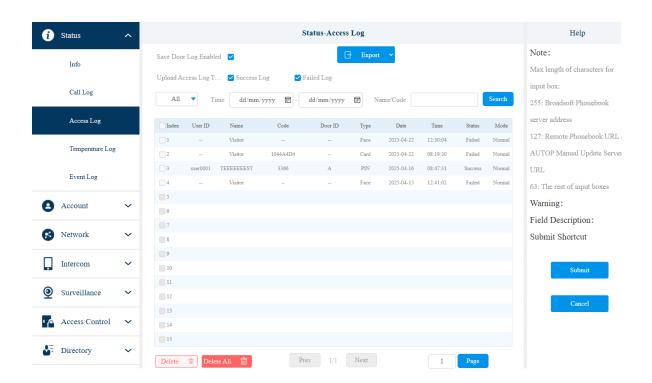
- √ Have the installer portal open
- ✓ Most of this can be applied to other intercoms, but the path to find the settings may differ
- ✓ To make things easier, make sure all devices you're working with are in one **site** in the installer portal. Devices in the same site will automatically relate to each other e.g. monitor will already get an intercom as a contact

AKUVOX Intercom R29

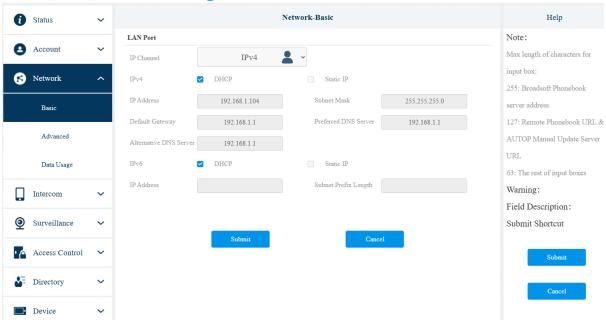
Call Log and Access Log

❖ Status > Call or Access log





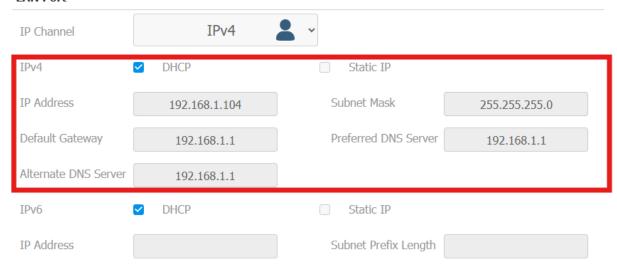
Basic Network Settings



- Go to Network>Basic
- Here are the modifiable settings in this section
 - o IP Channel: Select the IP channel from IPv4, IPv6, and IPv4&IPv6.
 - o IPv4/IPv6:
 - **DHCP**: DHCP mode is the default network connection. If the DHCP mode is selected, the device will be assigned by the DHCP server with IP address, subnet mask, default gateway, and DNS server address automatically.
 - Static IP: When static IP mode is selected, the IP address, subnet mask, default gateway, and DNS server address should be configured according to the network environment.
 - o IP Address: Set up the IP address when the static IP mode is selected.
 - Subnet Mask: Set up the subnet mask according to the actual network environment.
 - o **Default Gateway**: Set up the correct gateway according to the IP address.
 - Preferred/Alternate DNS Server: Set up the preferred or alternate Domain Name Server (DNS) server according to the actual network environment. The preferred DNS server is the primary server while the alternate DNS server is the secondary one for backup.
 - Subnet Prefix Length: Indicate how many bits of an IP address are used to identify the network portion.

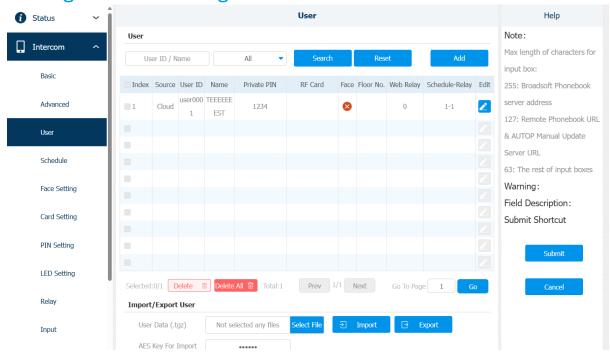
Set IP to Static

LAN Port



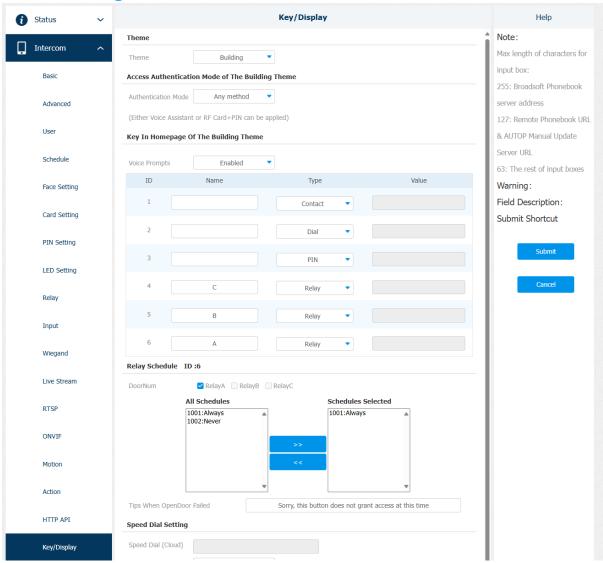
- ❖ Go to Network > Basic
- Next to IPV4, click Static
- Fill in your IP details to fit your setup

Adding a RFID card/tag



- Click Directory tab and go user, then Add.
- Under RF Card & Bkey, click Obtain.
- ❖ It will now start a timer of **5** seconds. Take the tag and use it on the intercom. Make sure it beeps/reacts to it to ensure it reads
- The code should appear in the box now
- Click Submit and a new user with that RF Card code will appear in the directory

Customising Buttons

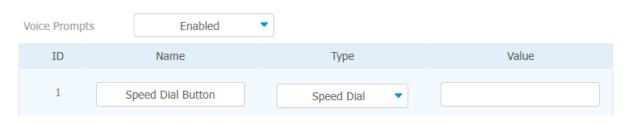


❖ Setting -> Key/Display

- From here, you'll be able to customise whatever buttons are available. (Themes are important)
- First is you will need to pick a **theme**, as each theme has a different layout and different number of keys available for customising. The most used theme is generally **Building**.
- ❖ In **Key in Homepage**, you can change the type of buttons by clicking the dropdown and selecting a type or NULL if you don't want any button there. In the Building theme, you can have up to 6 Buttons. Then you can name them and fill in the value (If required e.g. Speed Dial) but most won't need too (e.g. Dial).
- Submit and check the device

Display Speed Dial Button

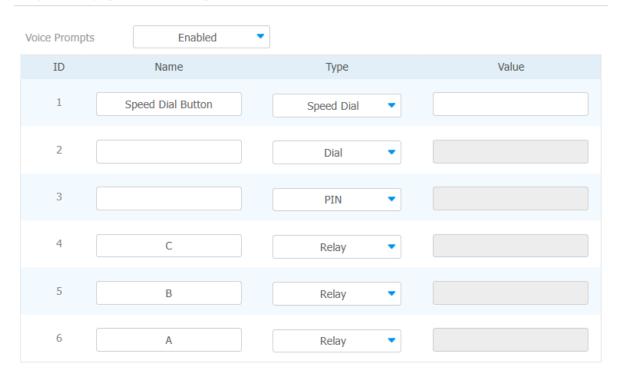
Key In Homepage Of The Building Theme



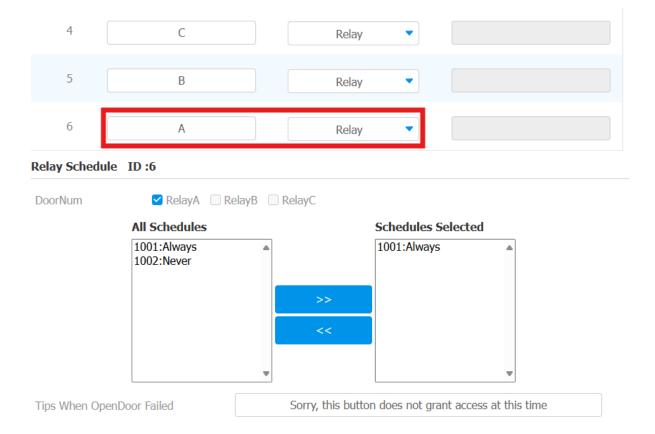
- ❖ Go to Setting > Key/Display
- Click the dropdown for any button
- Select Speed Dial
- Fill Name with what you want to name the button
- In value, paste the SIP number of the device you want to call
- Click Submit
- Test the button and see if it works

Display Relay button

Key In Homepage Of The Building Theme

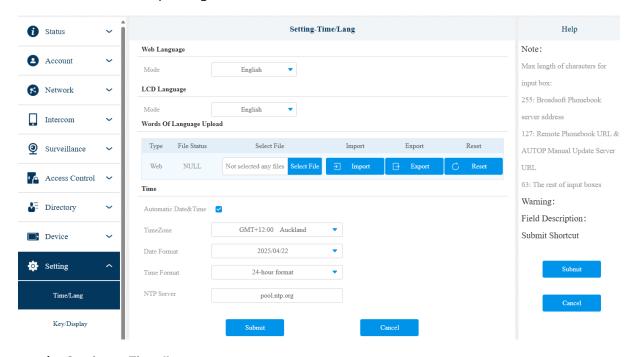


- Go to Setting > Key/Display and look at Key in Homepage of whatever theme you have chosen (Alphanumeric doesn't allow custom buttons)
- ❖ In Key in Homepage of *Theme*, pick a row and click the button type dropdown and select Relay. Fill in the name field, otherwise the button will default to being called "relay"
- When you select relay, you should have seen a new option below appear called Relay Schedule
- You can now select the Relay that you want to use when hitting the button, as well as the schedule



Changing names/words on Intercom/Display

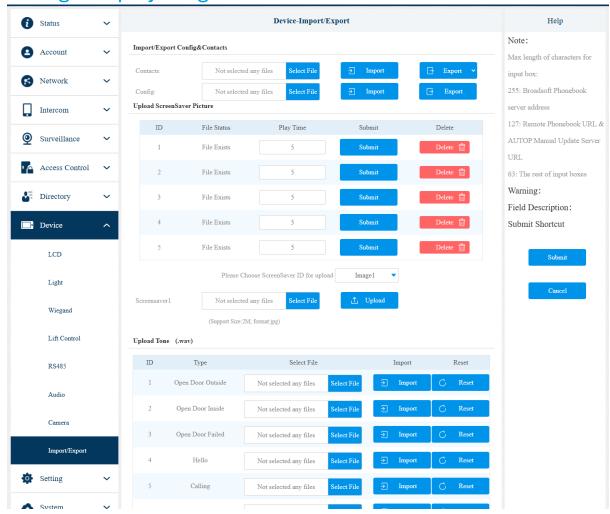
This can be different depending on R29 version



- ❖ Setting -> Time/Lang
- ❖ There will be a file in either JSON or XML. The JSON will change words on the web interface, and the XML will change words on the Intercom itself. Whether you can do this depends on the R29 version. Open and find the phrase/word you want to change then re-upload it again

- on the installer portal. You can use Notepad but remember that to import it again you need it to be the same filetype you extracted.
- ❖ Submit and check (Can be tricky because sometimes the word you change might not be the one displayed where you think it is)

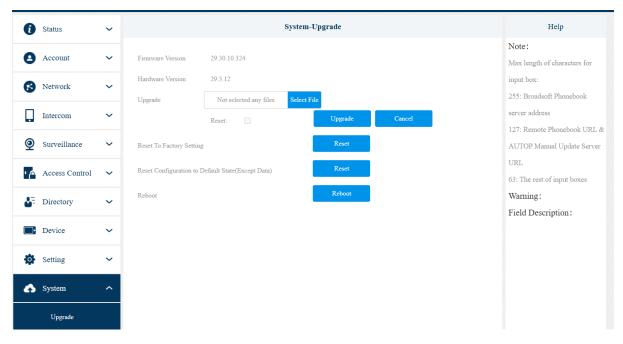
Change Display/Ringtone



- Device -> Import/Export
- There are different things you can import like your own images and audio files, but they need to fit certain sizes and be s supported type of file.
- When you have the image/sound file meeting the criteria just import then select file
- Submit and check

Firmware/Reboot

All Akuvox devices follow the same steps to update firmware, so this can be applied to any other Akuvox device you have.

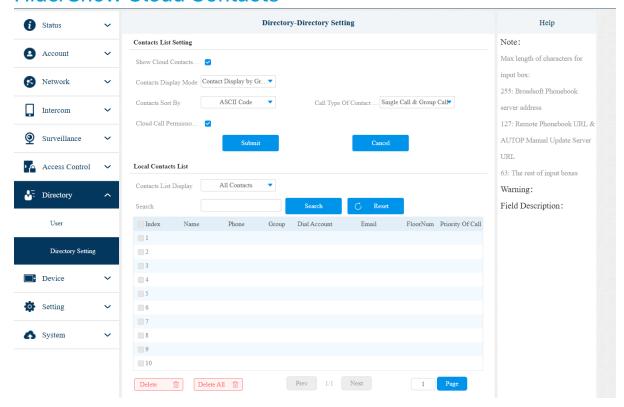


- ❖ System > Upgrade
- * Reboot is at the bottom.

To Update the **Firmware**:

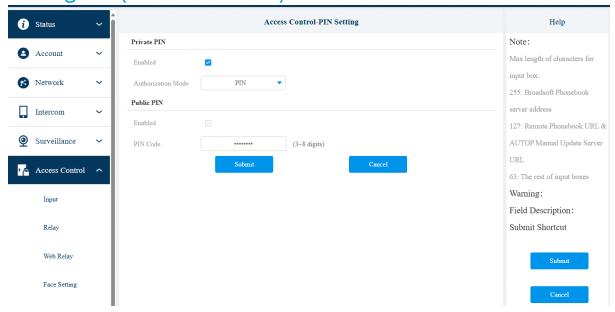
- Need to have the firmware update file ready the **import** it into the device.
 - o You can download it from https://knowledge.akuvox.com/
 - O Type in the device model + "firmware" and it will come up in the search results
 - o Click the article with the firmware and it will show you the current updates to the firmware
 - At the top will be a link to download the firmware. This will take you to either a google drive link or their own Akuvox site (depends on the device)
 - Click Select File, choose the upgrade file and click Upgrade. You can tick Reset on the left if you want it to reset after updating.

Hide/Show Cloud Contacts



- Directory -> Directory Setting
- Untick the box at the top that says "Show Cloud Contacts"

Setting PIN (Public & Private)

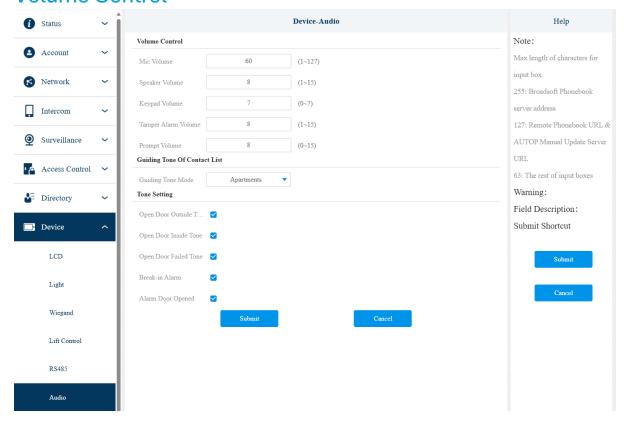


- ❖ Access Control > PIN Setting
- From here you can enable one of either or both
- ❖ For <u>PUBLIC</u>:
 - o Type the pin in the box under enable public pin
 - o Submit and check

❖ For **PRIVATE**:

- Directory -> User
- o Find and edit/ Create a user
- o Enter the pin for that User
- o Submit and save

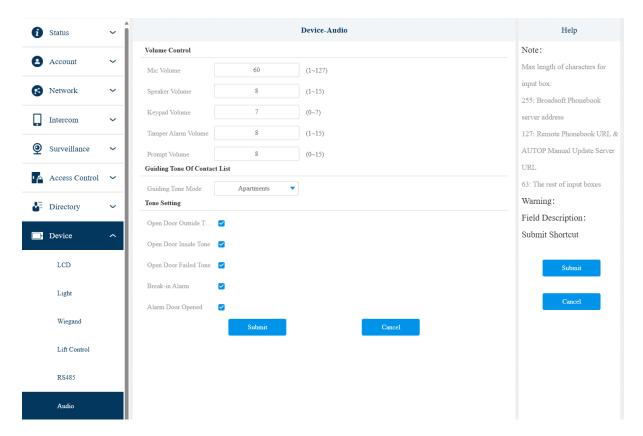
Volume Control



- Go to Device > Audio and look at Volume Control
- You can modify the following volume settings:
 - o Mic Volume: The default is 60.
 - o Speaker Volume: The default is 8.
 - o **Keypad** Volume: The icon tapping sound. The default is 7.
 - Tamper Alarm Volume: Set the volume when the tamper alarm is triggered. The default is 8.
 - Prompt Volume: Include door-opening prompts, instruction tones, and ring back.
 The default is 8.

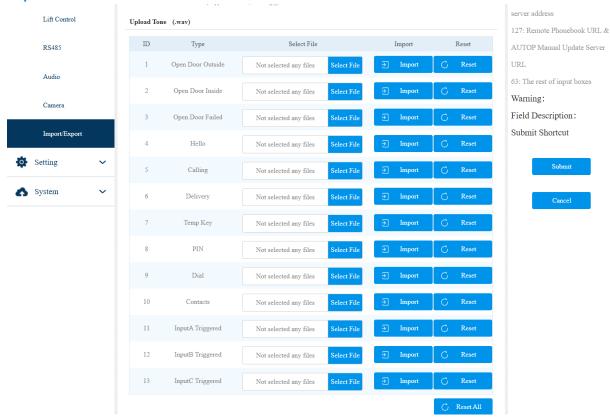
Disable Door Tones

Door tones can be enabled and disabled if you don't want constant audio confirmation that you're interacting with the R29.



- ❖ Go to **Device** > **Audio** and look at **Tone Setting**
- You will see the check boxes for the following that you use to enabled and disable the tones:
 - o Open Door Outside Succeeded Text Prompt
 - o Open Door Inside Succeeded Text Prompt
 - o Open Door Failed Text Prompt
 - o Open Door Outside Tone
 - o Open Door Inside Tone
 - Open Door Failed Tone
 - o Break-in Alarm
 - o Alarm Door Opened

Upload Door Tones



- ❖ Go to Device > Import/Export and look at Upload Tone
- Click Select File and choose your file, then click Submit.
 - o File Requirements:
 - WAV File
 - < 2MB</p>

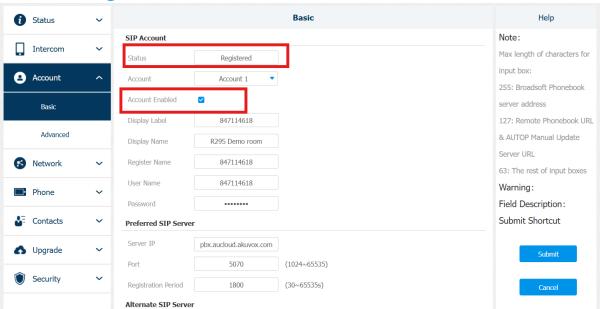
Change Screensaver/Background

- Go to Import/Export
- Make sure your image is:
 - PNG
 - o < 1MB
 - o 800*1280 resolution

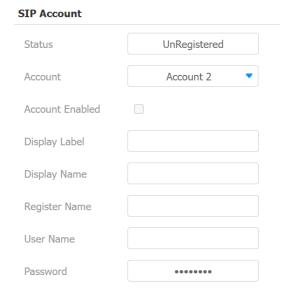
Make IP Calls

♦ Make IP calls by pressing the Dial key on the home screen, entering the IP number such as "192*168*35*123", and pressing the Call button.

SIP Call Registration



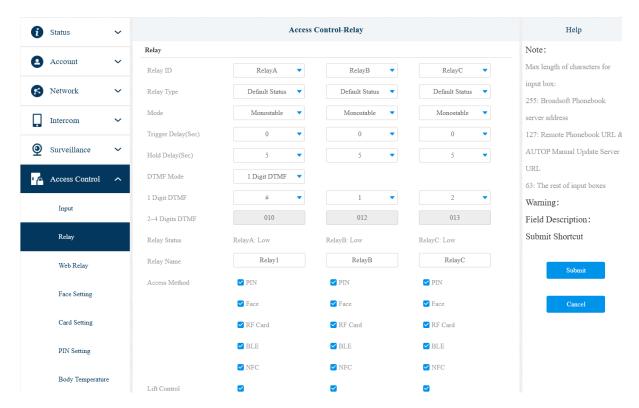
❖ Go to Account > Basic



- Status will tell if its registered or not
- ❖ Account 1 will be the Akuvox SIP account setup by the cloud, Account 2 is available for any alternative account you want to setup.
- ❖ Account 1 should be automatically filled out as it should pull all this information from the cloud site it is set in.

Local Relay Configuration

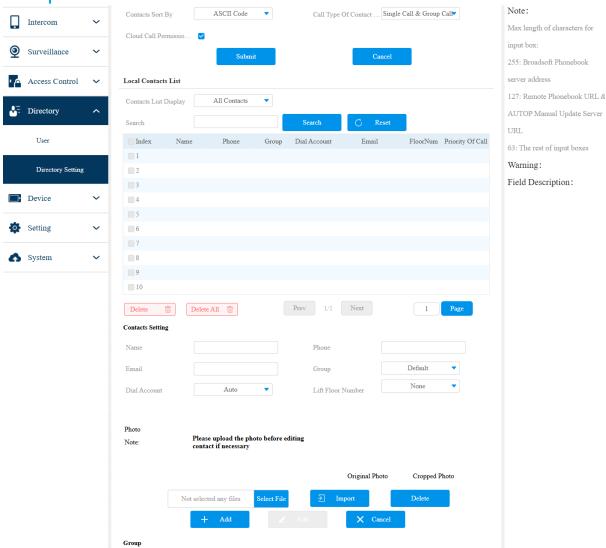
This is where you can setup the relays available. The R29 has 3 relays.



- Go to Access Control > Relays.
- ❖ You have 3 relays you can configure to your needs
- The following are setting options available here:
 - Relay ID: The specific relay for door access. Please note that R29Z/R29ZL has only one relay available.
 - Type: Determine the interpretation of the Relay Status regarding the state of the door:
 - **Default State**: A "Low" status in the Relay Status field indicates that the door is closed, while "High" indicates that it is opened.
 - Invert State: A "Low" status in the Relay Status field indicates an opened door, while "High" indicates a closed one.
 - o **Mode**: Specify the conditions for automatically resetting the relay status.
 - Monostable: The relay status resets automatically within the relay delay time after activation.
 - Bistable: The relay status resets upon triggering the relay again.
 - Trigger Delay (Sec): Set the delay time before the relay triggers. For example, if set to 5 seconds, the relay activates 5 seconds after pressing the Unlock button.
 - Hold Delay (Sec): Determine how long the relay stays activated. For example, if set to 5 seconds, the relay remains to be opened for 5 seconds before closing.
 - o **DTMF Mode**: Set the digits of the DTMF code.
 - 1 Digit DTMF: Define the 1-digit DTMF code within the range (0-9 and *, #) when the DTMF Mode is set to 1-digit.
 - 2-4 Digit DTMF: Set the DTMF code based on the number of digits selected in the DTMF Mode.
 - Relay Status: Indicate the states of the relay, which are normally opened and closed. By default, it shows low for normally closed (NC) and high for Normally Open (NO).

- o Relay Name: Assign a distinct name for identification purposes.
- o Access Method: Check the method(s) to trigger the relay.
- Lift Control: Set whether to perform lift control when the specific relay is triggered.

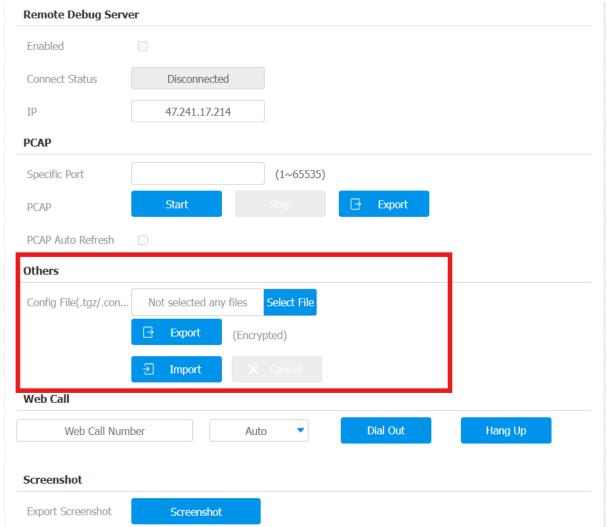
Setup Contacts



- There are 2 types of contacts
 - Local Contacts These are contacts that are manually added to the device
 - Cloud Contacts These are contacts that are automatically pulled from the cloud site that it has been put in. Usually are other monitors and Family members
- To setup a Local Contact
 - Go to Directory > Directory Setting
 - o Below Local Contact List is Contact Setting
 - o There you can fill in the details of the contact
 - You can also choose what dial account to call it from
 - o Submit
- Cloud Contacts
 - There isn't really any setup for this.

o If you add this device to a site in your cloud with other monitors and a Family Master account, their contact details will automatically be pulled.

Export/Import Configurations



Need to save the configurations you've made as a backup? The R29 allows you to export the configurations made to your device and save as a TGZ file. That way if you make further changes but need to roll it back before those changes, you can import the TGZ file, and it will change its configurations to exactly as the configurations you exported

- Go to System > Maintenance and look at Others
- ❖ In there you will see buttons to **export** and **import** the configuration file (**TGZ** filetype)
- Click export to download the configuration file
- ❖ To import the configuration file, click **select file**
- Find the file, choose it then click import
- The configurations will be applied and will be rebooted. Once rebooted, configurations should be all done

Lift Control

You can connect the R29 to an EC33 lift controller. For this setup, we will need to go through steps on both the R29, EC33 and even the Cloud Installer Portal. This assumes you are familiar with the Akuvox Cloud site setups

AU Cloud Setup

- Create a Community Site
- Now Create the building in the community site
- Add the Lift controller to that building. The R29 can go in the building as well or in Public Area.

EC33 Settings

- ❖ Go to Device > Relay
- Enable Open Via HTTP

R29 Settings

- ❖ We need to enable HTTP on both the R29 and EC33.
 - o On the R29 go to Relay and tick the Open Via HTTP box
 - o On the EC33, go to Relay and tick Open Via HTP box
- Make sure that on the R29, Relay A isn't being used for anything.
- Now in the R29, go to Lift Controller
- Then click the dropdown and click Akuvox
- Now enter the IP address in both Server IP fields in General Setting
- Now enter the Port number. (80 Is the Default)
- Now in action setting DON'T change the URLs or Parameter.
- Change the user and password
- ❖ Select the floor bottom most floor and select the floor the device will be on
- Submit
- ❖ If you want to add local users, do it via the R29 not the EC33
- ❖ Add users in the community site and test it via the app.