



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 **ADMIN** 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**

Info

Call Log

Access Log

Temperature Log

Event Log

Account

Network

Intercom

Surveillance

Access Control

Directory

Status

Call Log

Access Log

Temperature Log

Event Log

Account

Network

Intercom

Surveillance

Access Control

Directory

Status-Call Log

Save Call Log Enabled ☒

Call History

All

Time

dd/mm/yyyy

 -

dd/mm/yyyy

Name/Number

Search

Export

Index	Type	Date	Time	Local Identity	Name	Number
☐ 1						
☐ 2						
☐ 3						
☐ 4						
☐ 5						
☐ 6						
☐ 7						
☐ 8						
☐ 9						
☐ 10						
☐ 11						
☐ 12						
☐ 13						
☐ 14						
☐ 15						

Delete

Delete All

Prev 1/1 Next

1 Page

Help

Note:

Max length of characters for input box:

255: Broadsoft Phonebook server address

127: Remote Phonebook URL & AUTOP Manual Update Server URL

63: The rest of input boxes

Warning:

Field Description:

Info

Call Log

Access Log

Temperature Log

Event Log

Account

Network

Intercom

Surveillance

Access Control

Directory

Status

Call Log

Access Log

Temperature Log

Event Log

Account

Network

Intercom

Surveillance

Access Control

Directory

Status-Access Log

Save Door Log Enabled ☒

Export

Upload Access Log T... ☒ Success Log ☒ Failed Log

All

Time

dd/mm/yyyy

 -

dd/mm/yyyy

Name/Code

Search

Index	User ID	Name	Code	Door ID	Type	Date	Time	Status	Mode
☐ 1	--	Visitor	--	--	Face	2025-04-22	12:30:04	Failed	Normal
☐ 2	--	Visitor	1044A4D4	--	Card	2025-04-22	08:19:30	Failed	Normal
☐ 3	user0001	TEEEEEEST	3366	A	PIN	2025-04-16	08:47:31	Success	Normal
☐ 4	--	Visitor	--	--	Face	2025-04-15	12:41:02	Failed	Normal
☐ 5									
☐ 6									
☐ 7									
☐ 8									
☐ 9									
☐ 10									
☐ 11									
☐ 12									
☐ 13									
☐ 14									
☐ 15									

Delete

Delete All

Prev 1/1 Next

1 Page

Help

Note:

Max length of characters for input box:

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127: Remote Phonebook URL & AUTOP Manual Update Server URL

63: The rest of input boxes

Warning:

Field Description:

Submit Shortcut

Submit

Cancel

Basic Network Settings

	Network-Basic		Help
Status Account Network Basic Advanced Data Usage Intercom Surveillance Access Control Directory Device	LAN Port IP Channel IPv4 Static IP IPv4 ☒ DHCP ☐ Static IP IP Address 192.168.1.104 Subnet Mask 255.255.255.0 Default Gateway 192.168.1.1 Preferred DNS Server 192.168.1.1 Alternative DNS Server 192.168.1.1 IPv6 ☒ DHCP ☐ Static IP IP Address Subnet Prefix Length Submit Cancel		Note: Max length of characters for input box: 255: Broadsoft Phonebook server address 127: Remote Phonebook URL & AUTOP Manual Update Server URL 63: The rest of input boxes Warning: Field Description: Submit Shortcut Submit Cancel

❖ Go to **Network>Basic**

❖ Here are the modifiable settings in this section

- **IP Channel:** Select the IP channel from IPv4, IPv6, and IPv4&IPv6.
- **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.
- **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.
- **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

IP Channel IPv4

IPv4 ☒ DHCP

☐ Static IP

IP Address 192.168.1.104

Subnet Mask 255.255.255.0

Default Gateway 192.168.1.1

Preferred DNS Server 192.168.1.1

Alternate DNS Server 192.168.1.1

IPv6 ☒ DHCP

☐ Static IP

IP Address

Subnet Prefix Length

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

Adding a RFID card/tag

Status

Intercom

Basic

Advanced

User

Schedule

Face Setting

Card Setting

PIN Setting

LED Setting

Relay

Input

User

User ID / Name

All

Search

Reset

Add

Index	Source	User ID	Name	Private PIN	RF Card	Face	Floor No.	Web Relay	Schedule-Relay	Edit
1	Cloud	user0001	TEEEEST	1234				0	1-1	

Selected:0/1

Delete

Delete All

Total:1

Prev

1/1

Next

Go To Page

1

Go

Import/Export User

User Data (.tgz)

Not selected any files

Select File

Import

Export

AES Key For Import

Help

Note:

Max length of characters for input box:

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127: Remote Phonebook URL & AUTOP Manual Update Server URL

63: The rest of input boxes

Warning:

Field Description:

Submit Shortcut

Submit

Cancel

- ❖ 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

Status

Intercom

Basic

Advanced

User

Schedule

Face Setting

Card Setting

PIN Setting

LED Setting

Relay

Input

Wiegand

Live Stream

RTSP

ONVIF

Motion

Action

HTTP API

Key/Display

Key/Display

Theme

Theme Building

Access Authentication Mode of The Building Theme

Authentication Mode Any method

(Either Voice Assistant or RF Card+PIN can be applied)

Key In Homepage Of The Building Theme

Voice Prompts Enabled

ID	Name	Type	Value
1		Contact	
2		Dial	
3		PIN	
4	C	Relay	
5	B	Relay	
6	A	Relay	

Relay Schedule ID :6

DoorNum

☒ RelayA
 ☐ RelayB
 ☐ RelayC

All Schedules

1001:Always

1002:Never

Schedules Selected

1001:Always

>>

<<

Tips When OpenDoor Failed

Sorry, this button does not grant access at this time

Speed Dial Setting

Speed Dial (Cloud)

Help

Note:

Max length of characters for input box:

255: Broadsoft Phonebook server address

127: Remote Phonebook URL & AUTOP Manual Update Server URL

63: The rest of input boxes

Warning:

Field Description:

Submit Shortcut

Submit

Cancel

❖ 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

Voice Prompts

Enabled

ID	Name	Type	Value
1	Speed Dial Button	Speed Dial	

- ❖ 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

Voice Prompts

Enabled

ID	Name	Type	Value
1	Speed Dial Button	Speed Dial	
2		Dial	
3		PIN	
4	C	Relay	
5	B	Relay	
6	A	Relay	

- ❖ 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

4	C	Relay	
5	B	Relay	
6	A	Relay	

Relay Schedule ID :6

DoorNum ☒ RelayA ☐ RelayB ☐ RelayC

All Schedules

1001:Always
1002:Never

>>

<<

Schedules Selected

1001:Always

Tips When OpenDoor Failed

Sorry, this button does not grant access at this time

Changing names/words on Intercom/Display

This can be different depending on R29 version

Status

Account

Network

Intercom

Surveillance

Access Control

Directory

Device

Setting

Time/Lang

Key/Display

Setting-Time/Lang

Web Language

Mode English

LCD Language

Mode English

Words Of Language Upload

Type	File Status	Select File	Import	Export	Reset	
Web	NULL	Not selected any files	Select File	Import	Export	Reset

Time

Automatic Date&Time ☒

TimeZone GMT+12:00 Auckland

Date Format 2025/04/22

Time Format 24-hour format

NTP Server pool.ntp.org

Submit

Cancel

Help

Note:

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63: The rest of input boxes

Warning:

Field Description:

Submit Shortcut

Submit

Cancel

❖ 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

- ❖ **Submit** and check (Can be tricky because sometimes the word you change might not be the one displayed where you think it is)

- Status
- Account
- Network
- Intercom
- Surveillance
- Access Control
- Directory
- Device
- LCD
- Light
- Wiegand
- Lift Control
- RS485
- Audio
- Camera
- Import/Export
- Setting

Device-Import/Export

Import/Export Config&Contacts

Contacts:	Not selected any files	<button>Select File</button>	<button> Import</button>	<button> Export ▼</button>
Config:	Not selected any files	<button>Select File</button>	<button> Import</button>	<button> Export</button>

Upload ScreenSaver Picture

ID	File Status	Play Time	Submit	Delete
1	File Exists	5	<button>Submit</button>	<button>Delete </button>
2	File Exists	5	<button>Submit</button>	<button>Delete </button>
3	File Exists	5	<button>Submit</button>	<button>Delete </button>
4	File Exists	5	<button>Submit</button>	<button>Delete </button>
5	File Exists	5	<button>Submit</button>	<button>Delete </button>

Please Choose ScreenSaver ID for upload Image1 ▼

Screensaver1	Not selected any files	<button>Select File</button>	<button> Upload</button>
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(Support Size:2M; format.jpg)

Upload Tone (.wav)

ID	Type	Select File	Import	Reset
1	Open Door Outside	Not selected any files <button>Select File</button>	<button> Import</button>	<button> Reset</button>
2	Open Door Inside	Not selected any files <button>Select File</button>	<button> Import</button>	<button> Reset</button>
3	Open Door Failed	Not selected any files <button>Select File</button>	<button> Import</button>	<button> Reset</button>
4	Hello	Not selected any files <button>Select File</button>	<button> Import</button>	<button> Reset</button>
5	Calling	Not selected any files <button>Select File</button>	<button> Import</button>	<button> Reset</button>

Help

Note:

Max length of characters for input box:
255: Broadsoft Phonebook server address
127: Remote Phonebook URL & AUTOP Manual Update Server URL
63: The rest of input boxes

Warning:

Field Description:
Submit Shortcut

- ## 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	Help
Status Account Network Intercom Surveillance Access Control Directory Device Setting System Upgrade	Firmware Version 29.30.10.324 Hardware Version 29.3.12 Upgrade Not selected any files Select File Reset: ☐ Upgrade Cancel Reset To Factory Setting Reset Reset Configuration to Default State(Except Data) Reset Reboot Reboot	Note: Max length of characters for input box: 255: Broadsoft Phonebook server address 127: Remote Phonebook URL & AUTOP Manual Update Server URL 63: The rest of input boxes Warning: Field Description:

- ❖ **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.
 - You can download it from <https://knowledge.akuvox.com/>
 - Type in the device model + “firmware” and it will come up in the search results
 - 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

Status

Account

Network

Intercom

Surveillance

Access Control

Directory

User

Directory Setting

Device

Setting

System

Directory-Directory Setting

Contacts List Setting

Show Cloud Contacts... ☒

Contacts Display Mode Contact Display by Gr...

Contacts Sort By ASCII Code

Call Type Of Contact ... Single Call & Group Cal

Cloud Call Permissio... ☒

Submit

Cancel

Local Contacts List

Contacts List Display All Contacts

Search

Search

Reset

Index	Name	Phone	Group	Dial Account	Email	FloorNum	Priority Of Call
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

Delete

Delete All

Prev

1/1

Next

1

Page

Help

Note:

Max length of characters for input box:

255: Broadsoft Phonebook server address

127: Remote Phonebook URL & AUTOP Manual Update Server URL

63: The rest of input boxes

Warning:

Field Description:

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

Setting PIN (Public & Private)

Status

Account

Network

Intercom

Surveillance

Access Control

Input

Relay

Web Relay

Face Setting

Access Control-PIN Setting

Private PIN

Enabled ☒

Authorization Mode PIN

Public PIN

Enabled ☐

PIN Code ***** (3~8 digits)

Submit

Cancel

Help

Note:

Max length of characters for input box:

255: Broadsoft Phonebook server address

127: Remote Phonebook URL & AUTOP Manual Update Server URL

63: The rest of input boxes

Warning:

Field Description:

Submit Shortcut

Submit

Cancel

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

❖ For **PRIVATE**:

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

Volume Control

The screenshot shows the 'Device-Audio' settings page. On the left is a sidebar with navigation options: Status, Account, Network, Intercom, Surveillance, Access Control, Directory, Device (selected), LCD, Light, Wiegand, Lift Control, RS485, and Audio. The main content area is titled 'Device-Audio' and contains three sections: 'Volume Control', 'Guiding Tone Of Contact List', and 'Tone Setting'. The 'Volume Control' section has five volume sliders: Mic Volume (60, range 1-127), Speaker Volume (8, range 1-15), Keypad Volume (7, range 0-7), Tamper Alarm Volume (8, range 1-15), and Prompt Volume (8, range 0-15). The 'Guiding Tone Of Contact List' section has a 'Guiding Tone Mode' dropdown set to 'Apartments'. The 'Tone Setting' section has five checkboxes, all of which are checked: 'Open Door Outside T...', 'Open Door Inside Tone', 'Open Door Failed Tone', 'Break-in Alarm', and 'Alarm Door Opened'. At the bottom of the 'Tone Setting' section are 'Submit' and 'Cancel' buttons. On the right side of the page is a 'Help' section with a 'Note' about character limits, a 'Warning' about field descriptions, and a 'Submit Shortcut' section with 'Submit' and 'Cancel' buttons.

❖ Go to **Device > Audio** and look at **Volume Control**

❖ You can modify the following volume settings:

- **Mic Volume:** The default is 60.
- **Speaker Volume:** The default is 8.
- **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.

Status

Account

Network

Intercom

Surveillance

Access Control

Directory

Device

LCD

Light

Wiegand

Lift Control

RS485

Audio

Device-Audio

Volume Control

Mic Volume

60

(1~127)

Speaker Volume

8

(1~15)

Keypad Volume

7

(0~7)

Tamper Alarm Volume

8

(1~15)

Prompt Volume

8

(0~15)

Guiding Tone Of Contact List

Guiding Tone Mode

Apartments

Tone Setting

Open Door Outside T...

☒

Open Door Inside Tone

☒

Open Door Failed Tone

☒

Break-in Alarm

☒

Alarm Door Opened

☒

Submit

Cancel

Help

Note:

Max length of characters for input box:

255: Broadsoft Phonebook server address

127: Remote Phonebook URL & AUTOP Manual Update Server URL

63: The rest of input boxes

Warning:

Field Description:

Submit Shortcut

Submit

Cancel

❖ 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:

- Open Door Outside Succeeded Text Prompt
- Open Door Inside Succeeded Text Prompt
- Open Door Failed Text Prompt
- Open Door Outside Tone
- Open Door Inside Tone
- Open Door Failed Tone
- Break-in Alarm
- Alarm Door Opened

Upload Door Tones

Lift Control

RS485

Audio

Camera

Import/Export

Setting

System

Upload Tone (.wav)

ID	Type	Select File	Import	Reset
1	Open Door Outside	Not selected any files Select File	Import	Reset
2	Open Door Inside	Not selected any files Select File	Import	Reset
3	Open Door Failed	Not selected any files Select File	Import	Reset
4	Hello	Not selected any files Select File	Import	Reset
5	Calling	Not selected any files Select File	Import	Reset
6	Delivery	Not selected any files Select File	Import	Reset
7	Temp Key	Not selected any files Select File	Import	Reset
8	PIN	Not selected any files Select File	Import	Reset
9	Dial	Not selected any files Select File	Import	Reset
10	Contacts	Not selected any files Select File	Import	Reset
11	InputA Triggered	Not selected any files Select File	Import	Reset
12	InputB Triggered	Not selected any files Select File	Import	Reset
13	InputC Triggered	Not selected any files Select File	Import	Reset

[Reset All](#)

server address

127: Remote Phonebook URL & AUTOP Manual Update Server URL

63: The rest of input boxes

Warning:

Field Description:

Submit Shortcut

[Submit](#)

[Cancel](#)

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

Change Screensaver/Background

- ❖ Go to Import/Export
- ❖ Make sure your image is:
 - PNG
 - < 1MB
 - 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

Status

Intercom

Account

Basic

Advanced

Network

Phone

Contacts

Upgrade

Security

Basic

SIP Account

StatusRegistered

AccountAccount 1

Account Enabled☒

Display Label847114618

Display NameR29S Demo room

Register Name847114618

User Name847114618

Password*****

Preferred SIP Server

Server IPpbx.aucloud.akuvox.com

Port5070(1024~65535)

Registration Period1800(30~65535s)

Alternate SIP Server

Help

Note:

Max length of characters for input box:

255: Broadsoft Phonebook server address

127: Remote Phonebook URL & AUTOP Manual Update Server URL

63: The rest of input boxes

Warning:

Field Description:

Submit Shortcut

Submit

Cancel

❖ Go to **Account > Basic**

SIP Account

Status

UnRegistered

Account

Account 2

Account Enabled

☐

Display Label

Display Name

Register Name

User Name

Password

- ❖ 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.

	Access Control-Relay			Help
Relay				Note:
Relay ID	RelayA	RelayB	RelayC	Max length of characters for input box:
Relay Type	Default Status	Default Status	Default Status	255: Broadsoft Phonebook
Mode	Monostable	Monostable	Monostable	server address
Trigger Delay(Sec)	0	0	0	127: Remote Phonebook URL &
Hold Delay(Sec)	5	5	5	AUTOP Manual Update Server
DTMF Mode	1 Digit DTMF			URL
1 Digit DTMF	#	1	2	63: The rest of input boxes
2-4 Digits DTMF	010	012	013	Warning:
Relay Status	RelayA: Low	RelayB: Low	RelayC: Low	Field Description:
Relay Name	Relay1	RelayB	RelayC	Submit Shortcut
Access Method	☒ PIN	☒ PIN	☒ PIN	Submit
	☒ Face	☒ Face	☒ Face	Cancel
	☒ RF Card	☒ RF Card	☒ RF Card	
	☒ BLE	☒ BLE	☒ BLE	
	☒ NFC	☒ NFC	☒ NFC	
Lift Control	☒	☒	☒	

❖ 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.
- **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.
- **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).

- **Relay Name:** Assign a distinct name for identification purposes.
- **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

Intercom

Surveillance

Access Control

Directory

User

Directory Setting

Device

Setting

System

Contacts Sort By

ASCII Code

Call Type Of Contact ...

Single Call & Group Call

Cloud Call Permissio...

☒

Submit

Cancel

Local Contacts List

Contacts List Display

All Contacts

Search

Search

Reset

Index	Name	Phone	Group	Dial Account	Email	FloorNum	Priority Of Call
☐ 1							
☐ 2							
☐ 3							
☐ 4							
☐ 5							
☐ 6							
☐ 7							
☐ 8							
☐ 9							
☐ 10							

Delete

Delete All

Prev

1/1

Next

1

Page

Contacts Setting

Name

Phone

Email

Group

Default

Dial Account

Auto

Lift Floor Number

None

Photo

Note: Please upload the photo before editing contact if necessary

Original Photo

Cropped Photo

Not selected any files

Select File

Import

Delete

Add

Edit

Cancel

Group

Note:

Max length of characters for input box:

255: Broadsoft Phonebook server address

127: Remote Phonebook URL & AUTOP Manual Update Server URL

63: The rest of input boxes

Warning:

Field Description:

- ❖ 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
 - Below Local Contact List is Contact Setting
 - There you can fill in the details of the contact
 - You can also choose what dial account to call it from
 - Submit
- ❖ Cloud Contacts
 - There isn't really any setup for this.

- 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

Remote Debug Server

Enabled ☐

Connect Status Disconnected

IP 47.241.17.214

PCAP

Specific Port (1~65535)

PCAP Start Stop Export

PCAP Auto Refresh ☐

Others

Config File(.tgz/.con... Not selected any files Select File

Export (Encrypted)

Import Cancel

Web Call

Web Call Number

Auto ▼

Dial Out

Hang Up

Screenshot

Export Screenshot Screenshot

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.
 - On the R29 go to Relay and tick the Open Via HTTP box
 - On the EC33, go to Relay and tick Open Via HTTP 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.