

Akuvox R28A

Akuvox R28A IP Video Intercom User Manual

Model: R28A | Brand: Akuvox

INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, and maintenance of the Akuvox R28A IP Video Intercom. The R28A is a wall-mounted video intercom system featuring a main body, keypad, and card reader, designed for secure and convenient access control and communication.



Figure 1: Front view of the Akuvox R28A IP Video Intercom. This image displays the device's camera, integrated display screen, and illuminated numeric keypad, along with the Akuvox logo at the bottom.

SETUP AND INSTALLATION

The Akuvox R28A is designed for wall-mounted installation. Proper setup ensures optimal performance and security.

1. Package Contents

- Akuvox R28A Main Unit
- Mounting Bracket
- Screws and Wall Anchors
- Wiring Connectors

- Quick Start Guide

2. Mounting the Device

1. Select a suitable wall location, ensuring it is at an appropriate height for user interaction and camera visibility.
2. Use the mounting bracket as a template to mark drilling points on the wall.
3. Drill holes and insert wall anchors if necessary.
4. Secure the mounting bracket to the wall using the provided screws.
5. Connect necessary cables (Ethernet for network and PoE, or separate power supply and network cable) to the R28A unit.
6. Carefully attach the R28A unit to the mounted bracket, ensuring it clicks securely into place.



Figure 2: Side view of the Akuvox R28A IP Video Intercom. This image highlights the device's slim profile and how it sits flush against a wall when mounted, indicating its suitability for wall installation.

3. Network and Power Connection

The R28A supports Power over Ethernet (PoE) for simplified installation. If PoE is not available, a separate 12V DC power adapter (not included) is required.

- **PoE Connection:** Connect an Ethernet cable from a PoE-enabled switch or injector to the R28A's LAN port.
- **Non-PoE Connection:** Connect an Ethernet cable from your network switch/router to the R28A's LAN port. Connect a 12V DC power adapter to the power input port.

4. Initial Configuration

Upon first power-up, the device will obtain an IP address via DHCP. You can access the device's web interface for detailed configuration using its IP address. Refer to the Quick Start Guide for default login credentials.

OPERATING INSTRUCTIONS

The Akuvox R28A offers multiple methods for communication and access control.



Figure 3: Angled view of the Akuvox R28A IP Video Intercom. This perspective highlights the user interface, including the touch display with menu options and the backlit keypad, demonstrating its interactive capabilities.

1. Making a Call

- **Call by Room Number:** On the display, select "Call: Room Number +" and enter the desired room number using the keypad, then press the call button (green phone icon).
- **Call from Contacts:** Select "Contacts" on the display. Use the up/down arrows on the keypad to navigate through the contact list, then press the call button to initiate a call.

2. PIN Entry for Access

If configured, access can be granted by entering a valid PIN code.

- Select "PIN Entry" on the display.
- Enter your designated PIN using the keypad.
- Press the '#' key after entering the PIN to confirm.

3. Card Reader Usage

The R28A includes an integrated card reader for convenient access.

- Present your registered RFID access card or fob to the card reader area (indicated by the NFC/RFID symbol on the display).
- A successful read will typically be indicated by an audible tone and/or a visual confirmation on the display, granting access.

4. Accessing Security Center

The "Security Center" option on the display may provide access to additional security functions or direct communication with a central security desk, depending on system configuration.

- Select "Security Center" on the display.
- Press the call button to connect.

MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your Akuvox R28A intercom.

1. Cleaning

- Use a soft, damp cloth to clean the display and keypad.
- Avoid abrasive cleaners, solvents, or harsh chemicals, as these can damage the surface.
- Do not spray liquids directly onto the device.

2. Software Updates

Periodically check the Akuvox official website for firmware updates. Updates can provide new features, performance improvements, and security enhancements. Refer to the device's web interface for instructions on applying firmware updates.

TROUBLESHOOTING

This section addresses common issues you might encounter with your Akuvox R28A intercom.

Problem	Possible Cause	Solution
Device has no power/display is off.	No power supply; faulty cable; PoE issue.	Check power connection (PoE or DC adapter). Ensure cables are securely connected. Verify PoE switch/injector is active.
Cannot make or receive calls.	Network connectivity issue; incorrect SIP registration; firewall blocking.	Check network cable connection. Verify network settings (IP address, gateway, DNS). Ensure SIP account is correctly registered in the device's web interface. Check firewall rules.
Card reader not working.	Card not registered; faulty card; reader malfunction.	Ensure the access card is properly registered in the system. Try a different, known-working card. Contact support if issue persists.

Problem	Possible Cause	Solution
Keypad unresponsive.	Software glitch; physical damage.	Restart the device by power cycling. Inspect for any visible physical damage.

If the problem persists after attempting these solutions, please contact Akuvox technical support or your system integrator.

SPECIFICATIONS

Key technical specifications for the Akuvox R28A IP Video Intercom.

- **Model:** R28A
- **ASIN:** B081YY12Z1
- **Language (Manual):** English
- **Type:** IP Video Intercom
- **Mounting:** Wall-mounted
- **Display:** Integrated touch display (specific size/resolution not provided in source, but implied by images)
- **Keypad:** Numeric, backlit physical keypad
- **Card Reader:** Integrated RFID/NFC reader
- **Camera:** Integrated camera (specific resolution not provided in source)
- **Power:** PoE (Power over Ethernet) or 12V DC (adapter not included)
- **Network:** Ethernet (RJ45)
- **Material:** Metal casing (implied by images)

WARRANTY AND SUPPORT

Akuvox products typically come with a standard manufacturer's warranty. Please refer to the warranty card included with your product or visit the official Akuvox website for detailed warranty terms and conditions specific to your region. For technical support, troubleshooting assistance beyond this manual, or warranty claims, please contact your authorized Akuvox dealer or visit the Akuvox official support portal:
www.akuvox.com/support