

R28A

# R28A Video Doorphone User Manual

Secure Access with Numeric Keypad & Wide-Angle Camera

## PRODUCT OVERVIEW

The R28A Video Doorphone is designed to provide a secure and efficient access control solution for various premises. It combines video and audio communication capabilities with a robust, vandal-resistant design and a numeric keypad for secure entry.



**Figure 1:** Front view of the R28A Video Doorphone, showing the camera, speaker/microphone array, display screen with call options, NFC/RFID reader area, and numeric keypad.

## KEY FEATURES

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- **Vandal-Resistant Body with Numeric Keypad:** Ensures durability and secure PIN code entry.
- **Wide-Angle Camera:** 116° (H) x 60° (V) viewing angle for comprehensive entrance coverage.
- **PoE Support (IEEE802.3af):** Simplifies installation by delivering power and data over a single Ethernet cable.
- **Two-Way Audio Communication:** Clear conversations with echo cancellation.
- **IP-Based Connectivity:** Integrates seamlessly with modern IP security infrastructures.
- **SIP Compliant:** Compatible with SIP-enabled PBX systems.

## PACKAGE CONTENTS

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Upon opening the package, verify that all items are present and undamaged. The standard package includes:

- R28A Video Doorphone Unit
- Mounting Bracket
- Installation Screws and Wall Anchors
- Quick Start Guide

Note: Specific accessories may vary. Refer to the packing list for exact contents.

## SETUP AND INSTALLATION

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### 1. Site Selection

Choose a suitable location for installation, typically near an entrance. Ensure the area is protected from direct harsh weather conditions if not rated for extreme outdoor use. The camera should have an unobstructed view of the visitor's face.

### 2. Mounting the Device

1. Secure the mounting bracket to the wall using the provided screws and anchors. Ensure it is level and firmly attached.
2. Connect the Ethernet cable to the PoE port on the back of the R28A unit.
3. Carefully align the R28A unit with the mounting bracket and slide it into place until it clicks securely.
4. Secure the unit to the bracket using any retaining screws, if applicable.

### 3. Network Connection and Power

Connect the Ethernet cable from the R28A to a PoE-enabled network switch or PoE injector. The device will power on automatically. If not using PoE, connect a 12V DC power adapter (not included) to the power input port and connect the Ethernet cable to a standard network switch.

### 4. Initial Configuration

Access the device's web interface via its IP address. The default IP address can usually be found using a network scanner tool or by checking the device's display if available. Log in with the default administrator credentials (refer to the Quick Start Guide for default username and password). Configure network settings, SIP accounts, and access control parameters as required.

## OPERATING INSTRUCTIONS

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## 1. Making a Call

To initiate a call, visitors can use the numeric keypad to dial a specific room number or extension. Alternatively, they can browse the contact list on the display screen (if configured) and select a recipient.

- **Dialing a Room Number:** Enter the room number using the keypad, then press the **Call** button (often represented by a phone icon).
- **Using Contacts:** If enabled, navigate through the contact list using the up/down arrow keys on the keypad or touch screen, then press the **Call** button to connect.
- **Calling Security Center:** Press the dedicated Security Center button on the display (if available) to directly connect to the building's security or reception.

## 2. Granting Access

Access can be granted in several ways:

- **Remote Unlock:** During a call, the resident can press a designated key on their indoor monitor or SIP phone to remotely unlock the door.
- **PIN Code Entry:** Authorized users can enter a pre-configured PIN code on the numeric keypad, followed by the **#** key, to unlock the door.
- **RFID/NFC Card Access:** Present a registered RFID card or NFC-enabled device to the designated reader area on the doorphone to gain access.

## 3. Two-Way Communication

The R28A supports full-duplex two-way audio communication with echo cancellation, ensuring clear conversations between the visitor and the resident.

## MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your R28A Video Doorphone.

- **Cleaning:** Use a soft, damp cloth to clean the display screen and the body of the unit. Avoid abrasive cleaners or solvents that could damage the surface.
- **Firmware Updates:** Periodically check the manufacturer's website for firmware updates. Keeping the firmware updated ensures access to the latest features, security patches, and performance improvements.
- **Cable Inspection:** Annually inspect all connected cables for any signs of wear, damage, or corrosion.
- **Environmental Checks:** Ensure the installation environment remains within the recommended operating temperature and humidity ranges.

## TROUBLESHOOTING

Problem	Possible Cause	Solution
No power/Device not turning on	No PoE power; Faulty power adapter; Loose cable connection.	Verify PoE switch is active; Check power adapter and outlet; Ensure Ethernet cable is securely connected.
No video feed	Network issue; Camera malfunction; Incorrect configuration.	Check network connectivity; Restart the device; Verify camera settings in the web interface.

Problem	Possible Cause	Solution
No audio during call	Microphone/speaker issue; Network latency; SIP configuration error.	Check audio settings; Ensure stable network connection; Verify SIP audio codecs and settings.
Door not unlocking	Incorrect PIN/card; Wiring issue to lock; Lock mechanism fault.	Verify PIN/card is registered; Check wiring to electric lock; Test lock mechanism independently.

If the problem persists after attempting these solutions, please contact technical support.

## SPECIFICATIONS

Feature	Detail
Model	R28A
Camera	Wide-Angle (116° H x 60° V)
Keypad	Numeric Keypad
Power Supply	PoE (IEEE802.3af) or 12V DC
Audio	Two-Way with Echo Cancellation
Connectivity	IP-Based, SIP Compliant
Durability	Vandal-Resistant Body
Manufacturer	Akuvox

## WARRANTY INFORMATION

The R28A Video Doorphone comes with a standard manufacturer's warranty. Please refer to the warranty card included in your product packaging or visit the official Akuvox website for detailed terms and conditions regarding warranty coverage, duration, and claims process.

Typically, the warranty covers defects in materials and workmanship under normal use. It does not cover damage caused by misuse, accidents, unauthorized modifications, or improper installation.



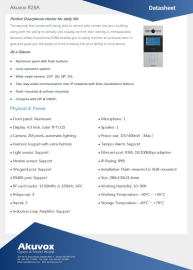
## CUSTOMER SUPPORT

For technical assistance, troubleshooting, or product inquiries, please contact Akuvox customer support through the following channels:

- **Website:** Visit the official Akuvox website for FAQs, support documentation, and contact forms.
- **Email:** Refer to your product documentation for the specific support email address.
- **Phone:** Contact numbers for regional support may be available on the Akuvox website.

When contacting support, please have your product model (R28A) and serial number ready to expedite the process.

Related Documents - R28A

	<p><a href="#">Akuvox R28A Series Door Phone Administrator Guide</a></p> <p>Comprehensive administrator guide for the Akuvox R28A Series Door Phone, detailing configuration, features, specifications, and setup for access control and intercom systems.</p>
	<p><a href="#">Краткое руководство по эксплуатации Akuvox R28A</a></p> <p>Краткое руководство по установке и настройке IP-домофона Akuvox R28A, включая распаковку, обзор продукта, монтаж (накладной и врезной), подключение, сетевую топологию, конфигурацию и функции.</p>
	<p><a href="#">Akuvox R28A Video Doorphone - Features and Specifications</a></p> <p>Detailed specifications and features of the Akuvox R28A Video Doorphone, including its physical attributes, audio and video capabilities, networking protocols, and application scenarios for enhanced building security.</p>