Akuvox Smart Intercom

E11R Door Phone User Manual

About This Manual

Thank you for choosing Akuvox's **E11R** door phone. This manual is intended for end users, who need to properly configure the door phone. This manual is applicable to 111.30.1.103 version, and it provides an overview of the most essential functions and features of the product. Please visit Akuvox forum or consult technical support for any new information or latest firmware.

Note: Please refer to universal abbreviation form in the end of manual when meet any abbreviation letter.

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1. Product Overview

1.1. Product Description

Akuvox **E11** is a SIP-compliant, hands-free one button video outdoor phone. It can be connected with Akuvox indoor monitors for remote access controlling and monitoring. Users can communicate with visitors via audio and video calls, and unlock the door if they need. Users can also use RFID cards to unlock the door. It is applicable in villas, offices and so on.

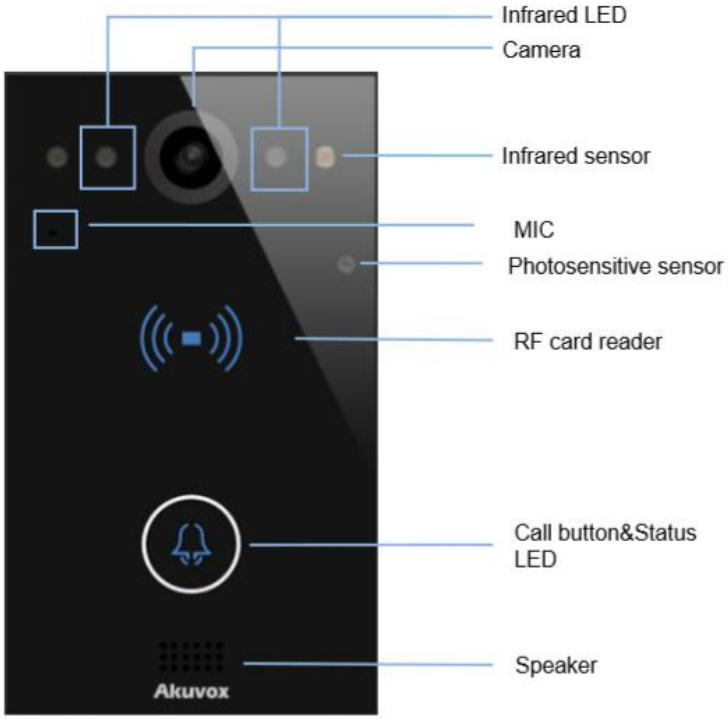

Figure 1.1 Product Description

1.2. Connector Introduction

Ethernet(POE): Ethernet (POE) connector which can provide both power and network connection.

12V/GND: External power supply terminal if POE connector is not available.

RS485-A/B: RS485 terminal.(Optional)

WG_D0/WG_D1: Wiegand terminal.(Optional)

DOORA/B: Trigger signal input terminal.

RelayA/B (NO/COM/NC): Relay control terminal.

Note: The general door phone interface diagram is only for reference.

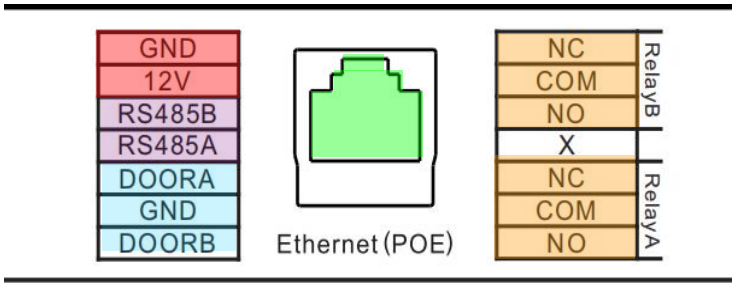

Figure 1.2.1 Connector Introduction

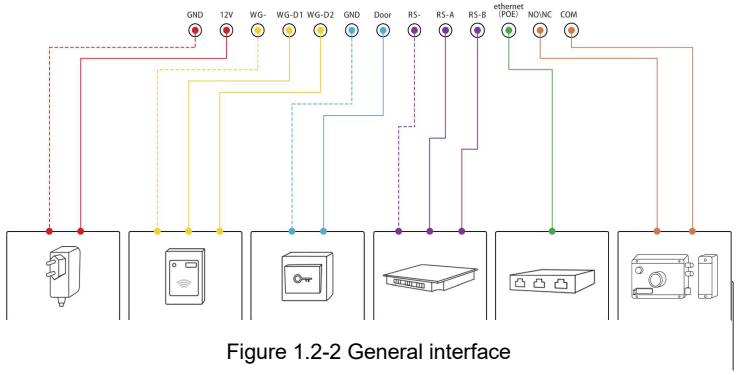

Figure 1.2-2 General interface

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1.3. LED Status Information

LED Status		**Description**
Blue	Always on	Normal status
	Flashing	Calling
Red	Flashing	Network is unavailable
Green	Always on	Talking on a call
	Flashing	Receiving a call
Pink	Flashing	Upgrading

2. Daily Use

2.1. Make a Call

Press the call button to call out the pre-configured number or IP address and if the LED indicator turns green, it means the call has been answered.

2.2. Receive a Call

Users can use IP phone or indoor monitor to call R20A and R20A will answer it automatically by default. If auto answer is disabled, pressing call button to answer the incoming call.

2.3. Unlock

2.3.1. Unlock by RF Card

Tap the pre-configured user cards on the RFID card reader to unlock. Under normal conditions, E11 will announce “Welcome, please come in”. Both 13.56MHz and 125KHz RFID cards are supported by E11 door phone.

2.3.2. Unlock by DTMF Codes

Users can press the predefined DTMF code from an answer unit to remotely unlock the door during the call. Users will also hear the open-door announcement “Welcome, please come in.”

Abbreviations

ACS: Auto Configuration Server

Auto: Automatically

AEC: Configurable Acoustic and Line Echo Cancelers

ACD: Automatic Call Distribution

Autop: Automatical Provisioning

AES: Advanced Encryption Standard

BLF: Busy Lamp Field

COM: Common

CPE: Customer Premise Equipment

CWMP: CPE WAN Management Protocol

DTMF: Dual Tone Multi-Frequency

DHCP: Dynamic Host Configuration Protocol

DNS: Domain Name System

DND: Do Not Disturb

DNS-SRV: Service record in the Domain Name System

FTP: File Transfer Protocol

GND: Ground

HTTP: Hypertext Transfer Protocol

HTTPS: Hypertext Transfer Protocol Secure

IP: Internet Protocol

ID: Identification

IR: Infrared

LCD: Liquid Crystal Display

LED: Light Emitting Diode

MAX: Maximum

POE: Power Over Ethernet

PCMA: Pulse Code Modulation A-Law

PCMU: Pulse Code Modulation μ-Law

PCAP: Packet Capture

PNP: Plug and Play

RFID: Radio Frequency Identification

RTP: Real-time Transport Protocol

RTSP: Real Time Streaming Protocol

MPEG: Moving Picture Experts Group

MWI: Message Waiting Indicator

NO: Normal Opened

NC: Normal Connected

NTP: Network Time Protocol

NAT: Network Address Translation

NVR: Network Video Recorder

ONVIF: Open Network Video Interface Forum

SIP: Session Initiation Protocol

SNMP: Simple Network Management Protocol

STUN: Session Traversal Utilities for NAT

SNMP: Simple Mail Transfer Protocol

SDMC: SIP Devices Management Center

TR069: Technical Report069

TCP: Transmission Control Protocol

TLS: Transport Layer Security

TFTP: Trivial File Transfer Protocol

UDP: User Datagram Protocol

URL: Uniform Resource Locator

VLAN: Virtual Local Area Network

WG: Wiegand

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: support@akuvox.com

Telephone: +86-592-2133061 ext.7694/8162

We highly appreciate your feedback about our products.