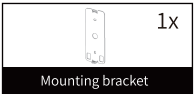
Akuvox Smart Intercom

ACR-CRM11 Quick Guide

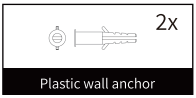
Unpacking

Before using the device, check the device model and ensure that the shipped box includes the following items:

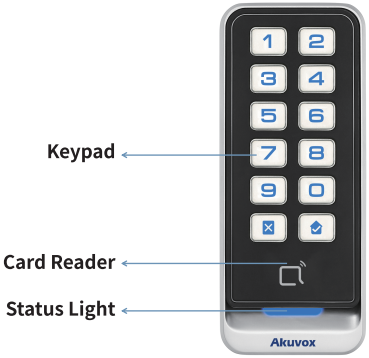








Product Overview



Before You Start

Tools needed

(not included in shipped box)

- Crosshead Screwdriver
- Electric Drill

Voltage and Current Specifications

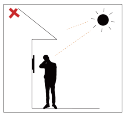
It is suggested that use 12V DC/0.2A power adapter to power on device.

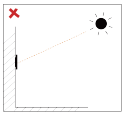
Wiring

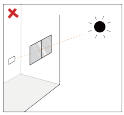
Color	Function	Description
Red	VCC	Connect to a 12V power adapter for power supply
Black	GND	
Blue	GND	Connect GND and Reset wires to factory reset the device via a short circuit.
Orange	Reset	
Grey	GLED	Connect to Akuvox door phones or access control terminals' COM to receive relay signals.
Purple	Buzzer	Connect to Akuvox door phones or access control terminals' COM to receive relay signals.
Yellow	Wiegand GND	Connect to Akuvox door phones or access control terminals' Wiegand GND.
Green	Wiegand D0	Connect to Akuvox door phones or access control terminals' Wiegand D0.
White	Wiegand D1	Connect to Akuvox door phones or access control terminals' Wiegand D1.

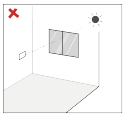
Requirements

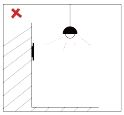
1.Place the device away from sunlight and light sources to prevent potential damage.
2.Do not place the device in the high-temperature, and humid environments or in surroundings impacted by magnetic field.
3.Install the device on the flat surface securely to avoid personal injuries and property loss caused by device' s falling.
4.Do not use or place the device near heating objects.
5.If installing the device indoors, please keep device at least 2 meters away from light, and at least 3 meters away from window and door.


Backlight


Direct sunlight


Direct sun through window


Indirect sunlight through window


Close to light

⚠ Warning!

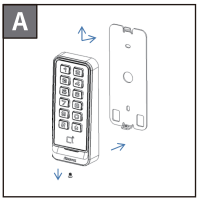
1.To ensure safety, avoid touching power cord, power adapter, and device with wet hands, bending or pulling the power cord, damaging any components, and use only qualified power adapter and power cord.
2.Be careful that standing up on the area under the device in case of personal injuries cause by hitting the device.

⚠ Caution

1.Do not knock device with hard objects.
2.Do not expose device to chemical products, such as alcohol, acid liquid, disinfectants, and so on.
3.To prevent the device installation from becoming loose, ensure accurate diameters and depths of screw holes.If the screw holes are too large, use glue to secure the screws.
4.Use wet cloth clean device surface softly, and then wipe the surface with dry cloth for cleaning the device.
5.If there is abnormal situation of the device, including uncommon sound and smell, please power off the device and contact Akuvox Technical Team immediately.

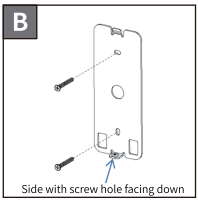
Installation

A



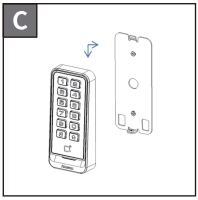
Remove the screw at the bottom of device and take off the **mounting bracket**. Please ensure to keep the screw properly.

B



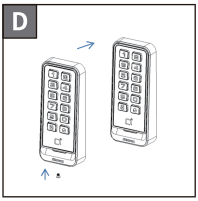
- Insert two **plastic wall anchors** into the holes drilled in the wall.
- Align the mounting bracket screw holes with the holes in the wall.
- Use two **ST3.5x30 crosshead screws** to fix the mounting bracket.

C



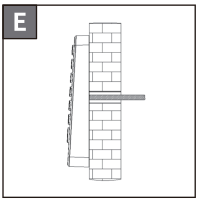
Hang the main unit onto the mounting bracket, ensuring all wires pass through the cable openings.

D



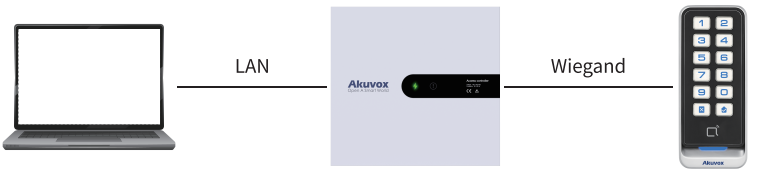
Secure the main unit using the screws that were previously removed.

E



Installation is done.

Application Network Topology



Device Test

To test the card reader functionality, ensuring the necessary wiring is connected before testing.

1. **Power on:** Power on the device. The status light will be green and turn blue, the buzzer will beep once, indicating the device has successfully started.
2. **Unlock:** Add and swipe the card. The status will turn green and the buzzer will beep once, indicating a successful unlock.

Warranty

1. Akuvox warranty does not cover intentional mechanical damage or destruction caused by improper installation.
2. Do not attempt to modify, alternate, maintain, or repair device by yourself. Akuvox warranty does not apply to damages caused by anyone who is not representative of Akuvox or an Akuvox authorized service provider. Please contact Akuvox Technical Team if the device need to be repaired.

Get Help

For help or more assistance, contact us at:

https://ticket.akuvox.com/

support@akuvox.com

Scan the QR code to get more videos, guides, and additional product information.

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