

Akuvox Cloud Community Setup Guide

‘Basic’

The following guide is designed to take an installer through the setup of an Akuvox Cloud Community project from start to finish on the ‘Basic’ charge plan. The Basic plan requires the purchase of at least one Akuvox indoor monitor for each apartment.

The Basic plan cannot be used if an apartment does not have an indoor monitor installed. In such cases the Premium plan must be selected. For help in setting up a Premium Community, please see the separate ‘Akuvox Cloud Community Setup Guide Premium’ document.

Basic

*Free**

Includes:

- *Calls from intercom to Smartplus mobile application – up to four per apartment***

Premium

£18 per year, per apartment

Includes:

- *Calls from intercom to Smartplus mobile application – up to four per apartment***
- *Purchase of an indoor monitor or Akuvox IP handset for each apartment optional.*
- *Calls to landline or standard mobile phone.*
- *Package Room.*

** Akuvox Indoor monitor required within each apartment*

*** Additional apps available, charged monthly. POA.*



This guide is based around the R29X range of multi-tenant door intercoms and the X7HD indoor monitor (although the settings would be the same with any multi-tenant intercom or indoor monitor from Akuvox).

The example given show how to set up a single multi-tenant intercom with a single apartment and two SmartPlus apps associated with that apartment.

An Akuvox Cloud account is created on request for authorised installers. Please contact your sales representative for your login details.

As this guide is based around the 'Basic' plan there are only fees to pay if you wish to add additional family members (above the standard 4 app limit) to an apartment.

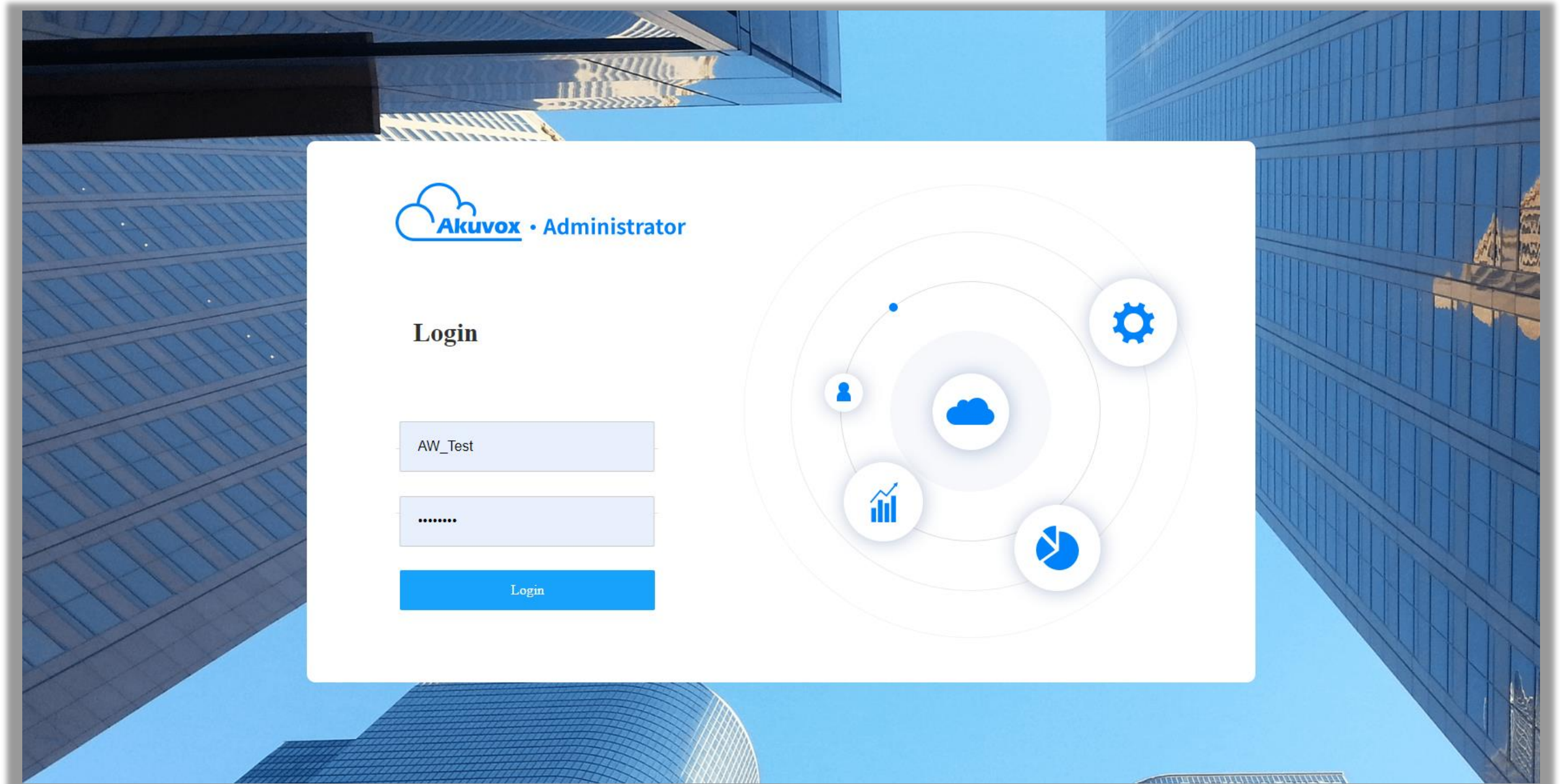
If you wish to make payment or you would like to discuss this further please speak to your Account Manager.



Contents

<u>Installer Login</u>	4
<u>Switching from Single-tenant Manager to Community Manager</u>	5
<u>Creating a new Community</u>	6
<u>Adding a building (Apartment Block I)</u>	9
<u>Finding Your way around</u>	10
<u>Resident and Device > Community > Residents</u>	10
<u>Resident and Device > Community > Devices</u>	11
<u>Resident and Device > Community > Public Devices</u>	12
<u>Resident and Device > Community > 'Apartment Block I' > Public Device</u>	13
<u>Resident and Device > Community > 'Apartment Block I' > APT</u>	14
<u>Adding devices to the MAC library</u>	15
<u>Adding a Multi-tenant Intercom to Apartment Block</u>	18
<u>Creating an Apartment (APT)</u>	21
<u>Editing an Apartment (APT)</u>	24
<u>Adding a family member</u>	25
<u>Appendix i) Logging in to the SmartPlus mobile app</u>	27
<u>Appendix ii) SmartPlus mobile app features</u>	28
<u>Appendix iii) Creating a Property Manager</u>	29
<u>Appendix iv) Property Manager Dashboard</u>	37

Installer Login



<https://ecloud.akuvox.com/manage>

Please log in to the Akuvox Cloud Administrator website with the credentials provided by your sales representative.

Switching from Single-tenant Manager to Project Manager

Role:Project Manager ▾

List Of Communities ▾


AW_Test ▾

Log out

Community

Office

0 Community(ies)



+ New

Download The Template

Name	Device Count	End User Count	Property Managers	Action
No Data				

Property Manager List

New Property Manager

Name	Email	Project	Action
No Data			

Akuvox cloud supports two management roles – Single tenant manager and Project Manager. As this guide is about the setup and management of Akuvox cloud community please select ‘Project Manager’ from the role options drop down box.

Creating a new Community

Role:Project Manager ▼

List Of Communities ▼


AW_Test ▼

Log out

Community

Office

0 Community(ies)



+ New

Download The Template

Name	Device Count	End User Count	Property Managers	Action
No Data				

Property Manager List

New Property Manager

Name	Email	Project	Action
No Data			

To create your first Community select 'New Community' and fill out the requested information taking note of the required fields marked with a *

Creating a new Community

New Community

Please upgrade doorphone to the latest version otherwise it may affect some features.

Number of apartments

-

20

+

Landline Service

☒ On

☐ Off

Landline Service is a premium feature.

Home AutoMation Service

☐ On

☒ Off

* Feature Plan

☒ Basic

☐ Premium

[Read Instructions](#)

* Community Name

* Address

Street

City

Post Code

State/Province

Country

Time Zone

GMT+0:00 Lo...

Time Format

☒ 24H

☐ 12H

Date Format

Year-Month-Day

PIN Mode

☒ PIN

☐ APT+PIN (e.g. 101 + 1234)

Cancel

Submit

Make sure that the number of apartments is equal to, or greater than the total number of apartments involved in the project. This setting cannot be changed after a community is created.

Set the Landline Service to 'off'.

Set the Home Automation Service to 'off' (unless you have a SmartPanel or SmartPanel Pro)

Set the Feature Plan to 'Basic' (see page 1 for further information on the differences between Basic and Premium)

The name entered as the Community Name will be displayed publicly at the top of the screen of any of the touchscreen intercoms so choose a name that is relevant to the site location.

As the cloud service was originally designed for the US market the post code box expects a numeric code of 5 digits (like a US zip code). Enter 12345 for this field.

Make sure that the time zone selected matches the site location for time critical events such as access times.

We advise setting the PIN mode to 'PIN' otherwise an apartment number must first be entered before that apartment's personal PIN is accepted.

Creating a new Community

Role:Project Manager ▼

List Of Communities ▼


AW_Test ▼

Log out

Community

Office

1 Community(ies)



+ New

Download The Template

Name	Device Count	End User Count	Property Managers	Action
Demo Project	0	0	--	<div><div></div><div></div><div></div><div></div></div>

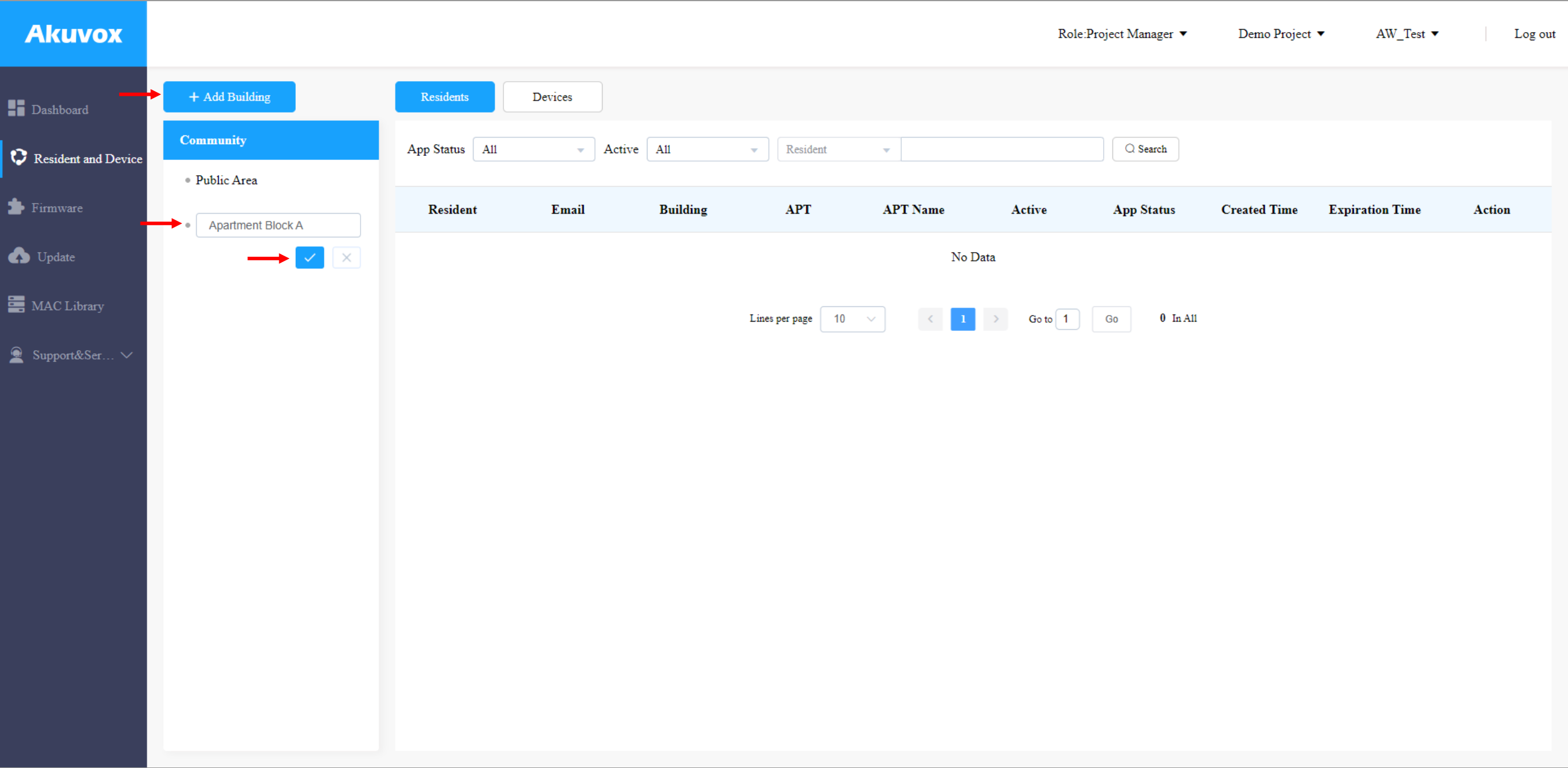
Property Manager List

New Property Manager

Name	Email	Project	Action
No Data			

A new community called ‘Demo Project’ has been created.
Select the ‘info’ icon under Action to start creating buildings, apartments, residents and devices for calling.

Adding a building (Apartment Block I)



First we will create a new building within this Community called ‘Apartment Block A’

- 1) Select ‘Add Building’
- 2) Fill in the building name and click the tick box to confirm

Finding Your way around: Resident and Device > Community > Residents

Now that a building has been added to the Community let's explain what each area is used for before going much further...

Akuvox

Dashboard

Resident and Device

Firmware

Update

MAC Library

Support&Ser... ▾

+ Add Building

Community

Public Area

Apartment Block A

Residents

Devices

App Status

All ▾

Active

All ▾

Resident ▾

Search

Resident	Email	Building	APT	APT Name	Active	App Status	Created Time	Expiration Time	Action
No Data									

Lines per page

10 ▾

<

1

>

Go to

1

Go

0 In All

This area lists all the residents within the community. It shows resident's name, email address, which building they reside in and which apartment. It also details 'App Status'. More on this later.

Finding Your way around: Resident and Device > Community > Devices

Akuvox

Dashboard

Resident and Device

Firmware

Update

MAC Library

Support&Ser... ▾

+ Add Building

Community

- Public Area
- Apartment Block A

Residents

Devices

MAC ▾

Q Search

AutoP

<input type="checkbox"/>	MAC	Location	Resident	APT	Building	Device Type	SIP	Status	Created Time	Action
Device information will be listed here...										
<div><div><div></div></div></div>										

Lines per page

10 ▾

<

1

>

Go to

1

Go

0 In All

This area lists ALL the intercoms, indoor monitors and handsets within the community. Their unique MAC address, location, to which resident they are assigned (in the case of an indoor monitor), device type, SIP ID number for calling and their created time. This page offers a helpful overview of the state of all community devices in one simple table.

Finding Your way around: Resident and Device > Community > Public Area

Akuvox

Dashboard

Resident and Device

Firmware

Update

MAC Library

Support&Ser... ▾

+ Add Building

Community

- Public Area
- Apartment Block A

Public Device

MAC

Q Search

New

	MAC	Location	Device Type	SIP	Status	Created Time	Action
Public devices will be listed here...							
<div><div></div></div>							

Lines per page

10 ▾

<

1

>

Go to

1

Go

0 In All

This area lists any devices (intercoms or handsets) that are shared between buildings. For example a car park intercom shared by multiple buildings within the community or the phone handset of the site Concierge. Do not add an intercom here such as the R29X unless you want it to be able to list all apartments of all buildings in the Community.

Finding Your way around: Resident and Device > Community > ‘Apartment Block A’ > Public Device

Akuvox

Dashboard

Resident and Device

Firmware

Update

MAC Library

Support&Ser... ▾

+ Add Building

Community

- Public Area
- Apartment Block A

APTPublic Device

MAC

New

	MAC	Location	Device Type	SIP	Status	Created Time	Action
Public devices of 'Apartment Block A' will be listed here...							
<div><div></div></div>							

Lines per page 10 ▾ < 1 > Go to 1 Go 0 In All

A public device of a building (in this case ‘Apartment Block A’) would be any multi-tenant intercom associated with that building. A building can have multiple devices such as a main entrance and a back door intercom.

Finding Your way around: Resident and Device > Community > ‘Apartment Block A’ > APT

Akuvox

Dashboard

Resident and Device

Firmware

Update

MAC Library

Support&Ser... ▾

+ Add Building

Community

- Public Area
- Apartment Block A

APT

Public Device

App Status

All ▾

Active

All ▾

Resident ▾

Search

New

APT	APT Name	Resident	Email	Mobile Number	Active	Created Time	Expiration Time	Action
Apartments within ‘Apartment Block A’ will be listed here...								
<div>Lines per page10 ▾<1>Go to1Go0 In All</div>								

The APT area lists all the apartments and associated residents. An apartment (APT) normally includes a resident (who can be called via the SmartPlus mobile app) and one or more indoor monitors for answering a call within the apartment.

Adding devices to the MAC library

Before a device such as an intercom or answering unit can be added to an area within the community it must first be added to the MAC Library.

Akuvox

Dashboard

Resident and Device

Firmware

Update

MAC Library

Support&Ser...

Role:Project Manager

Demo Project

AW_Test

Log out

MAC

Search

Import

New

	MAC	Installer	Owner	Created Time	Action
	No Data				

Lines per page

10

<

1

>

Go to

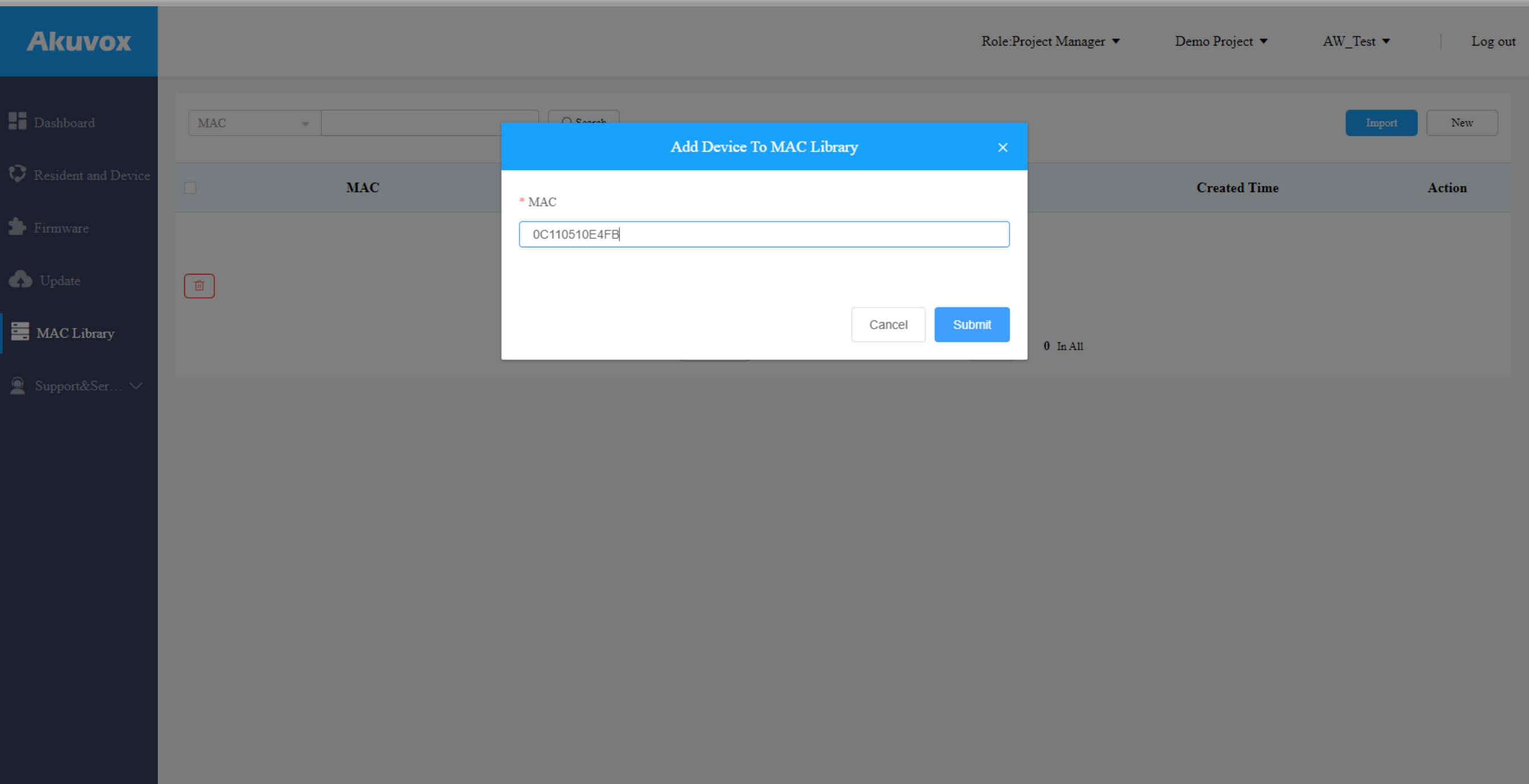
1

Go

0 In All

Select MAC Library from the menu on the left followed by ‘New’

Adding devices to the MAC library



Enter the MAC address of each device followed by ‘Submit’.

The MAC address of a device can be found printed on the device box, a label on the back of a device and on the ‘Status’ page when logging in to the device via a web browser. Make a note at the time of installation where each device and it’s associated MAC address is physically located to make the assigning of devices to areas within the Community quick and simple.

Adding devices to the MAC library

Akuvox

Dashboard

Resident and Device

Firmware

Update

MAC Library

Support&Ser... ▾

Role:Project Manager ▾

Demo Project ▾

AW_Test ▾

Log out

MAC ▾

Search

Import

New

	MAC	Installer	Owner	Created Time	Action
<input type="checkbox"/>	0C110510E4FB	AW_Test	--	12-05-2022 16:09:31	
<input type="checkbox"/>	0C11050B9622	AW_Test	--	10-05-2022 11:18:45	
<div></div>					

Lines per page

10 ▾

<

1

>

Go to

1

Go

2 In All

In the example above two devices have been added. The MAC address of an R29S intercom for making calls and the MAC address of an X7HD indoor monitor for answering calls in one of the apartments.

If when adding a MAC address an error message is shown check that you have entered 12 characters without spaces and that they are valid hexadecimal values (0-9, A-F). If the MAC address is still rejected please contact technical support.

Adding a Multi-tenant Intercom to Apartment Block

With our devices added to the MAC Library we can now assign them to areas within the Community. In this guide we will be setting up an R29S.

Akuvox

Dashboard

Resident and Device

Firmware

Update

MAC Library

Support&Ser...

+ Add Building

Community

- Public Area
- Apartment Block A

APT

Public Device

MAC

Search

New

	MAC	Location	Device Type	SIP	Status	Created Time	Action
No Data							
<div>Lines per page 10 < 1 > Go to 1 Go 0 In All</div>							

Return to the Public Device area of Apartment Block A and click ‘New’.
Make sure that this is the Public Device area of the apartment block and not the Community Public area as this intercom will be set to only list and call residents or Apartment Block A.

Adding a Multi-tenant Intercom to Apartment Block

Add Device

Device Type

Multi-tenants ...

* MAC

0C110510E4FB

Network Group

Network 1

Contacts Setting

☒ Only APT numbers

☐ Indoor monitor and apps

☐ APT numbers, indoor monitors and apps

* Location

Main Entrance

Relay 1

Off

On

* Relay Name

Door

DTMF Code

#

Unlock

☒ Unlock in homepage

☒ Unlock in talking page

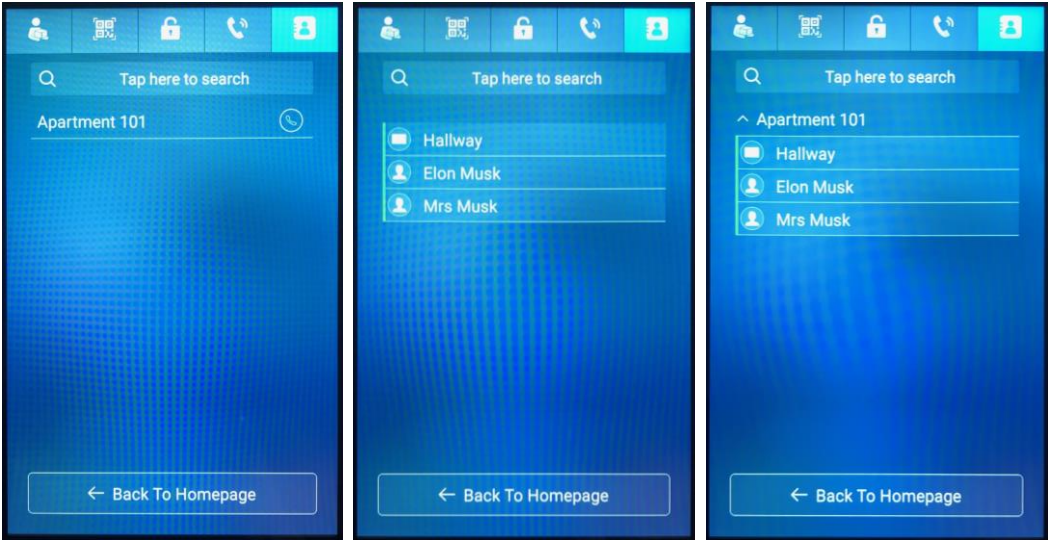
Add Relay

Add Security Relay

Cancel

Submit

R29S contacts list options:



Only APT numbers

Indoor monitor and apps

APT numbers, indoor monitors and apps

Select 'Multi-tenants Doorphone' as the Device Type

Enter the MAC address of the intercom

Keep the Network Group as Network 1 unless advised otherwise.

Contacts Setting refers to how the Apartments or Residents are presented on the intercom contacts display.

Give the intercom a location name that is relevant to its physical location. This name will be displayed on screen to a resident when a call comes in so make it 'resident friendly'.

Give the relay a name (default name is relay1). This name is displayed in the SmartPlus app when a resident presses the unlock button.

Keep the DTMF code as # unless you have reason to change it.

The unlock option check boxes allow for turning on or off the unlock button in two scenarios within the SmartPlus app.

When all the details have been added click 'Submit'.

Adding a Multi-tenant Intercom to Apartment Block

When successfully added the intercom will appear in the device list and the Status icon will turn green*.

Akuvox

Dashboard

Resident and Device

Firmware

Update

MAC Library

Support&Ser...

+ Add Building

Community

- Public Area
- Apartment Block A

APTPublic Device

MAC

Search

New

	MAC	Location	Device Type	SIP	Status	Created Time	Action
<input type="checkbox"/>	0C110510E4FB	Main Entrance		171102592		04-07-2022 09:43:26	

Lines per page

10

<

1

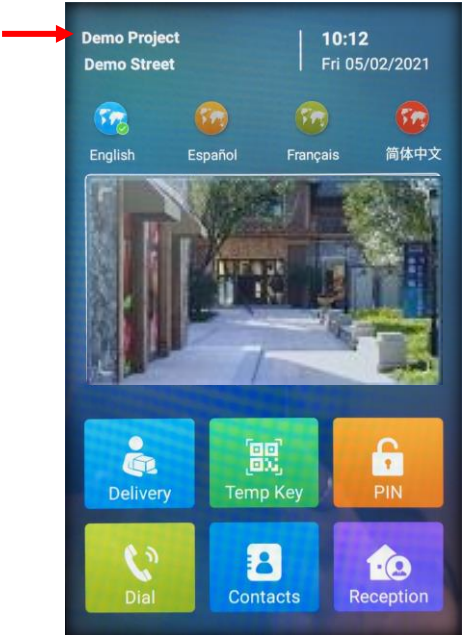
>

Go to

1

Go

1 In All



R29S home screen when connected

The Community name as set when creating the community and the first line of the address should now be displayed on the home screen of the R29S.

*If the Status icon remains grey, reboot the device, if that fails then factory reset the device and check that the intercom has valid IP address settings for internet connectivity. If the icon still fails to turn green, contact technical support.

Creating an Apartment (APT)

Akuvox

Dashboard

Resident and Device

Firmware

Update

MAC Library

Support&Ser...

+ Add Building

Community

- Public Area
- Apartment Block A

APT

Public Device

App Status

All

Active

All

Resident

Search

New

APT	APT Name	Resident	Email	Mobile Number	Active	Created Time	Expiration Time	Action
No Data								

Lines per page

10

<

1

>

Go to

1

Go

0 In All

To create an apartment select the APT area of Apartment Block A and click ‘New’.

Creating an Apartment (APT)

Add APT

Apartment

* APT

101

APT Name

Apartment 101

Web Relay ID

0

Call Type

SmartPlus and i...

SIP Call Or IP Call

All my devices ...

Device

* Indoor Monitor MAC

0C11050B9622

☐ Arming Function

Network Group

Network 1

* Location

Hallway

Relay 1

OffOn

Relay 2

OffOn

▼ Add Resident

CancelSubmit

Enter an apartment number and apartment name as you would wish it to appear on the display of the intercom's display. If an APT Name is not entered the intercom will display the APT No. instead in its contacts list.

The call type options can be changed to determine which devices receive the call first. Set as desired. The default is for both the SmartPlus app and the apartment indoor monitor (if installed) to ring together.

Leave the SIP Call Or IP Call option as it is so that calls are routed directly across the LAN from door intercom to indoor monitor unless any devices are installed on separate networks.

Next, add the MAC address of the indoor monitor to be installed in this location.

Give the indoor monitor a location. This is where the monitor will be installed within the apartment.

If the details of the tenant are available at this stage select the drop down option labelled 'Add Resident'. If this information is not available at this time, or the resident is not going to be using the Smartplus app to receive calls select 'Submit' and skip to the section 'Editing an Apartment (APT)'.

Creating an Apartment (APT)

Resident

* First Name

Example

* Last Name

Resident

Email

ashleigh.wilson@akuvox.com

Language

English

Country / Region

United Kingdo...

Mobile Number

^ Add Resident Later

Cancel

Submit

Add the first and last name of the main contact for this apartment.

Residents can log in to the Smartplus app using either a valid email address or mobile number as authentication. In this example an email address will be used. Enter the email address in the box provided.

If a mobile number is used instead, fill in this mobile number and select United Kingdom (+44) as the Country/Region.

When 'Submit' is clicked the tenant is created and emailed login details for the SmartPlus app (see Appendix I)

Editing an Apartment (APT)

Akuvox

Dashboard

Resident and Device

Firmware

Update

MAC Library

Support&Ser... ▾

+ Add Building

Community

- Public Area
- Apartment Block A

APT

Public Device

App Status

All ▾

Active

All ▾

Resident ▾

Search

New

APT	APT Name	Resident	Email	Mobile Number	Active	Created Time	Expiration Time	Action
101	Apartment 101	Example Resident	ashleigh.wilson@akuvox.com	--	Normal	04-07-2022 10:05:00	--	<div><div></div><div></div></div>

Lines per page

10 ▾

<

1

>

Go to

1

Go

1 In All

Your newly created apartment should look something like the above image. The resident will have received in email with SmartPlus login details to the email address supplied.

To add additional family members (maximum of three additional app users under the standard subscription) and to check the status of the indoor monitor that you’ve just added click on the edit icon associated with that apartment.

Editing an Apartment (APT) – Adding a family member

Akuvox

Dashboard

Resident and Device

Firmware

Update

MAC Library

Support&Ser... ▾

+ Add Building

Community

- Public Area
- Apartment Block A

APT

Public Device

Building

Apartment Block A

APT

101

Web Relay ID

0

Call Type

SmartPlus and indoor monitors

SIP Call Or IP Call

All my devices were installed in the same place (villa or house).

Family SIP Number

171001086

Family Master

Example Resident

Email

ashleigh.wilson@akuvox.com

Mobile Number

Active

Active

App Status

Unregistered

0 Family Member

New

Name	Email	Mobile Number	Action
No Data			

1 Akuvox Devices

New

MAC	Location	Device Type	Status	Binding Time	Action
0C11050B9622	Hallway			04-07-2022 10:05:00	

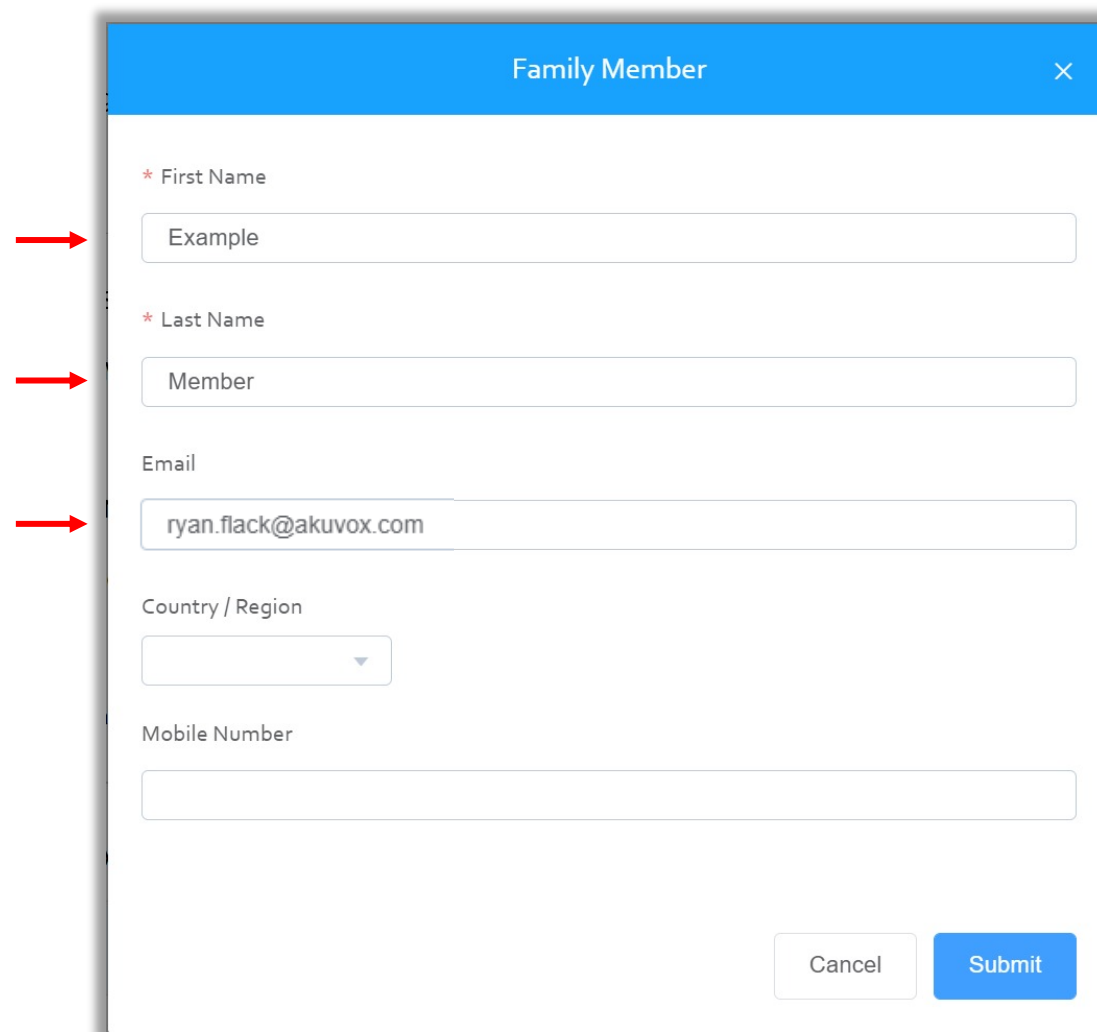
Before adding a family member check that the status indicator for the indoor monitor just added has turned green.

If the Status icon remains grey, factory reset the device and check that the monitor has valid IP address settings for internet connectivity. If the icon still fails to turn green, contact technical support.

Each apartment can support up to three additional family members who will receive calls in the event of someone selecting this apartment from the intercom. To add your first family member click ‘New’ as shown.

If no additional family members are required skip to page 27.

Editing an Apartment (APT) – Adding a family member



The screenshot shows a 'Family Member' form with a blue header bar containing the title and a close button. The form contains several input fields: 'First Name' (with a red asterisk), 'Last Name' (with a red asterisk), 'Email', 'Country / Region' (a dropdown menu), and 'Mobile Number'. Three red arrows point to the 'First Name', 'Last Name', and 'Email' fields respectively. The 'First Name' field contains 'Example', the 'Last Name' field contains 'Member', and the 'Email' field contains 'ryan.flack@akuvox.com'. At the bottom right, there are 'Cancel' and 'Submit' buttons.

Family Member

* First Name

Example

* Last Name

Member

Email

ryan.flack@akuvox.com

Country / Region

Mobile Number

Cancel Submit

Fill in the first and last name of this member followed by a valid email address. The user login details to be sent to this address.

Alternatively, a mobile number can be used to log in to the app. Select the appropriate Country/Region and fill in the mobile number.

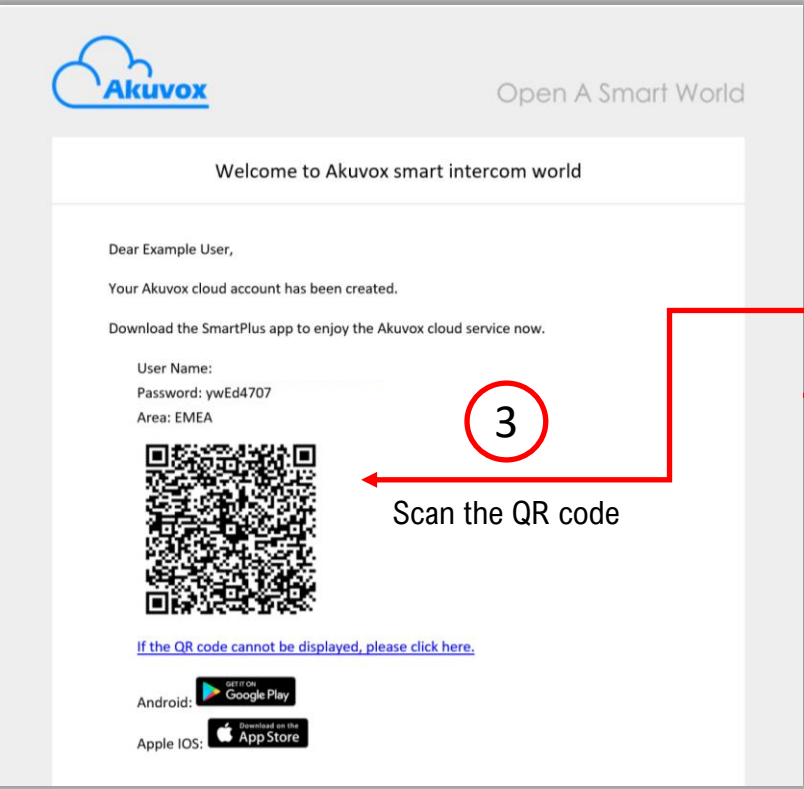
Click 'Submit' to finish.

Repeat this process for any additional family members.

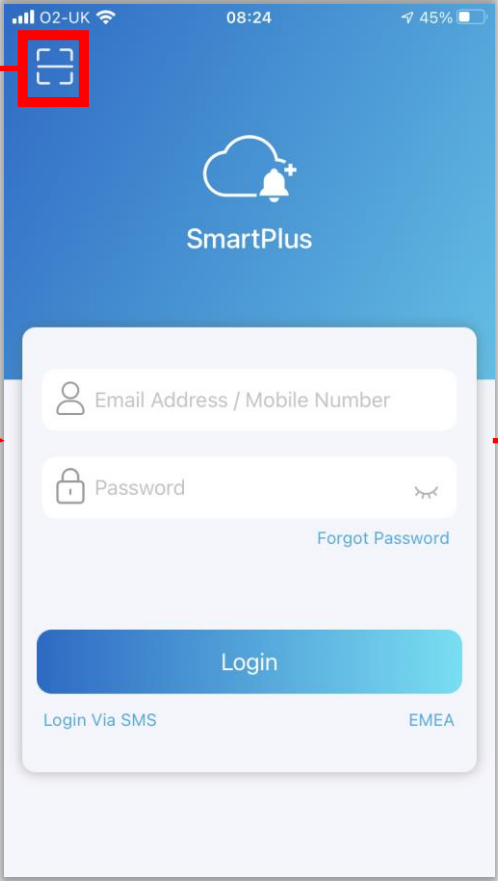
Note – the name of the family member will appear in the app of each family member and on the screen of any indoor monitor's contacts list for simple calling between apps and devices. The email address or mobile number used must be unique (the same address/number cannot be used for each family member).

Appendix i) Logging in to the SmartPlus mobile app

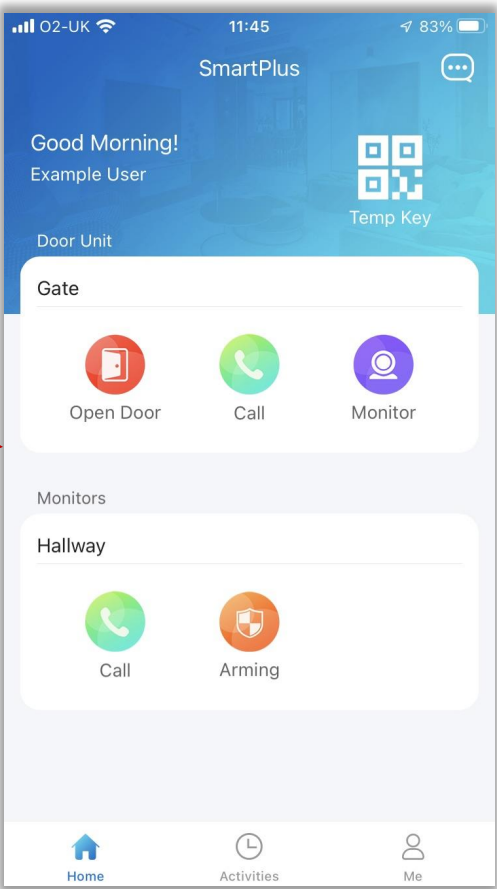
1 Open the email sent from Akuvox



2 Download the SmartPlus app

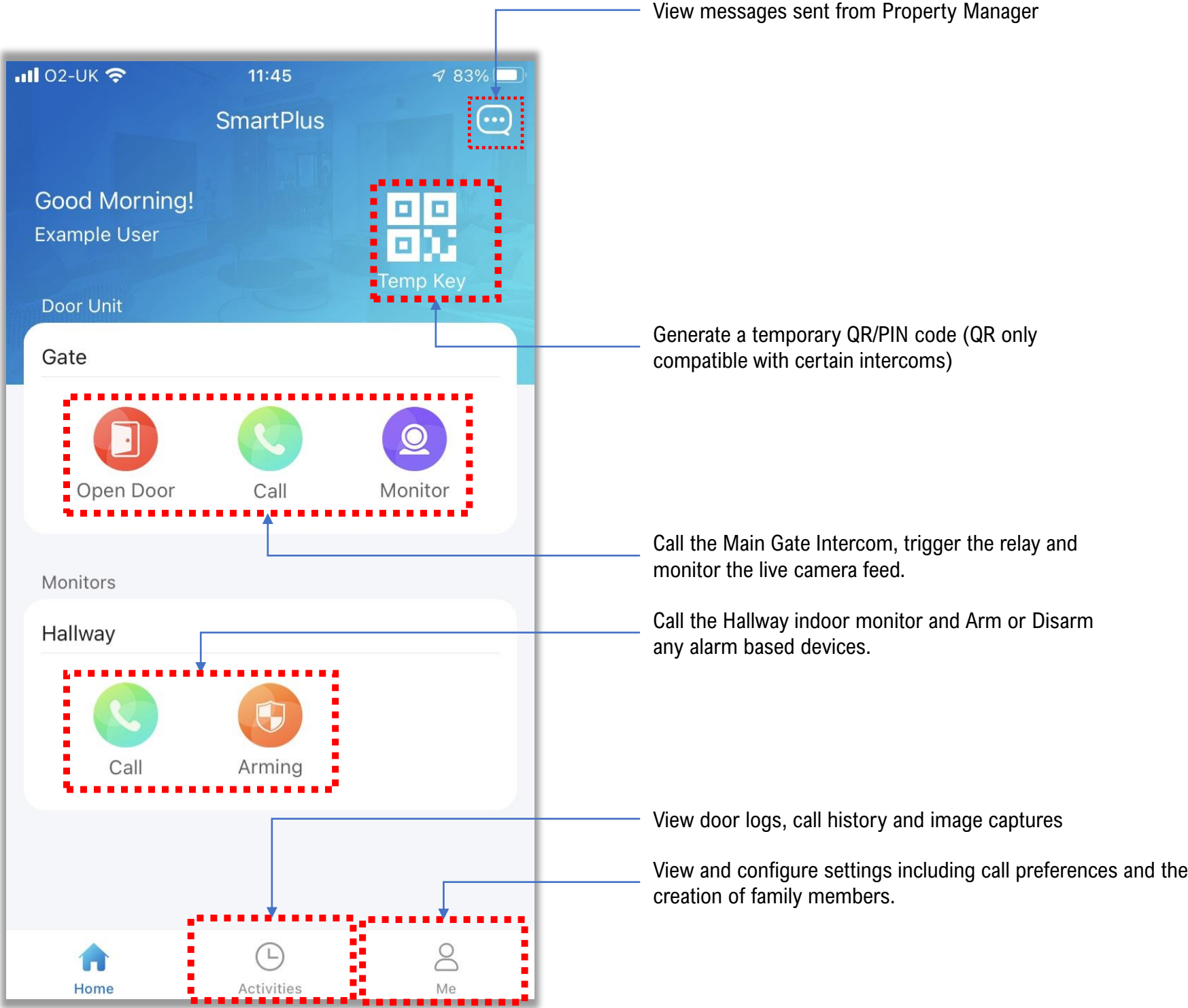


4 Log in to the SmartPlus app*



*During first log in the family member will be requested to change the password to something more secure and to create a PIN code for entry from the intercom.

Appendix ii) SmartPlus mobile app features



The image shows a screenshot of the SmartPlus mobile app interface. The app is titled "SmartPlus" and shows a status bar at the top with "O2-UK", "11:45", and "83%". The main screen displays a "Good Morning! Example User" greeting. Below this, there is a "Door Unit" section with a "Temp Key" QR code. A "Gate" section contains three buttons: "Open Door", "Call", and "Monitor". A "Monitors" section shows a "Hallway" monitor with "Call" and "Arming" buttons. At the bottom, there is a navigation bar with "Home", "Activities", and "Me" icons. Red dashed boxes highlight specific features, and blue arrows point from text descriptions to these features.

View messages sent from Property Manager

Generate a temporary QR/PIN code (QR only compatible with certain intercoms)

Call the Main Gate Intercom, trigger the relay and monitor the live camera feed.

Call the Hallway indoor monitor and Arm or Disarm any alarm based devices.

View door logs, call history and image captures

View and configure settings including call preferences and the creation of family members.

Appendix iii) Creating a Property Manager

A property manager login is designed for anyone who has permission to manage the Community. It offers many of the features of the installer login, but limits the manager to designated communities and removes the ability to add or remove devices.

Role:Project Manager ▼

List Of Communities ▼


AW_Test ▼

Log out

Community





Office

1 Community(ies)



+ New

Download The Template

Name	Device Count	End User Count	Property Managers	Action
Demo Project	2	1	--	<div></div>

Property Manager List

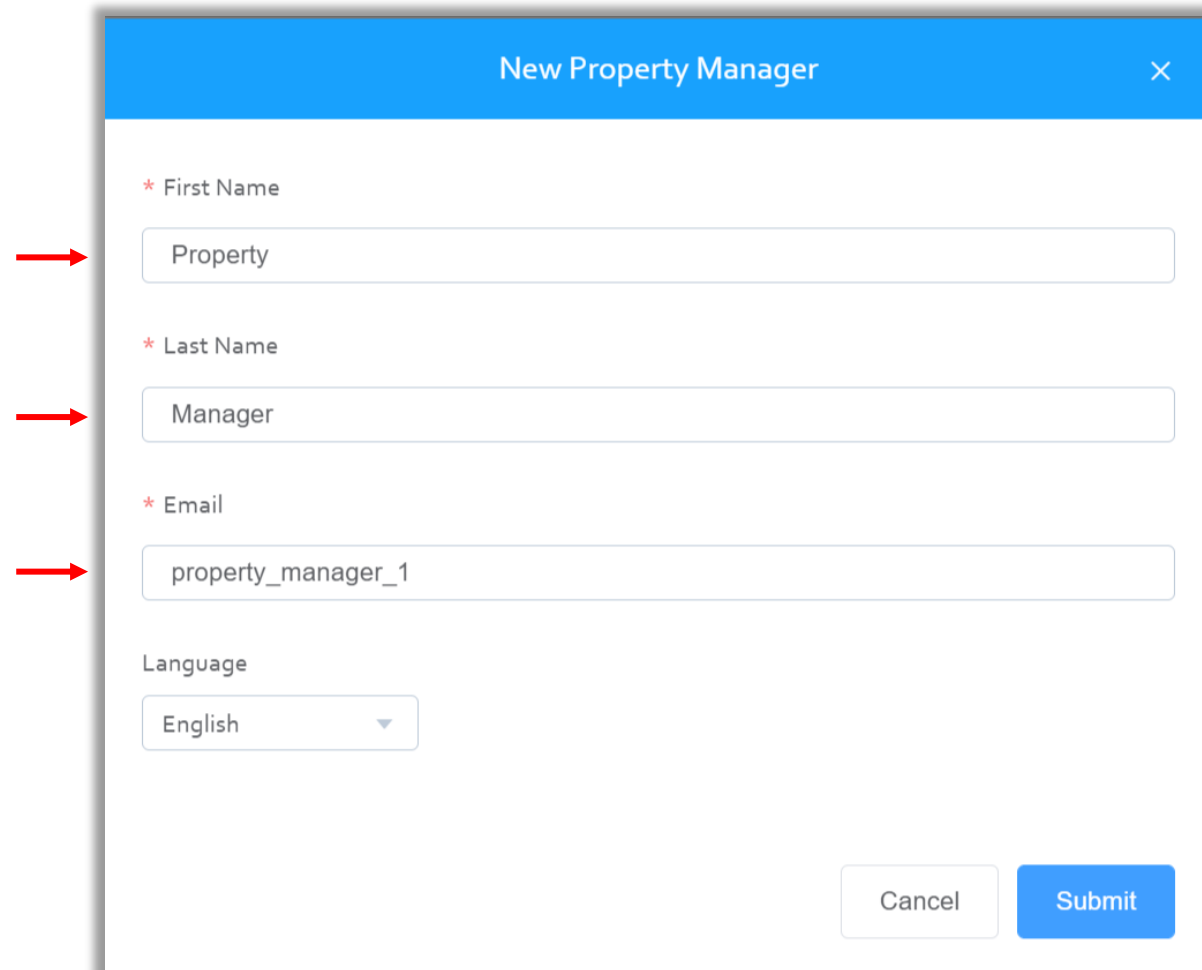
New Property Manager

Name	Email	Project	Action
No Data			

Back on the Community Manager dashboard select ‘New Property Manager’ to create a Property Manager.

Note: A Community can have multiple Property Managers and a Property Manager can be assigned more than one Community to manage.

Appendix iii) Creating a Property Manager



The screenshot shows a web form titled "New Property Manager" with a blue header bar containing a close button (X). The form contains four input fields, each preceded by a red asterisk indicating a required field. Three red arrows point to the first three fields: "First Name", "Last Name", and "Email". The "First Name" field contains the text "Property", the "Last Name" field contains "Manager", and the "Email" field contains "property_manager_1". Below these fields is a "Language" dropdown menu currently set to "English". At the bottom right of the form are two buttons: "Cancel" and "Submit".

* First Name
Property

* Last Name
Manager

* Email
property_manager_1

Language
English ▼

Cancel Submit

Enter the first name, last name and email address of the property manager.
The password for this account will be emailed to this address.

Click 'Submit' when ready.

Appendix iii) Creating a Property Manager

Role:Project Manager ▾

List Of Communities ▾


AW_Test ▾

Log out

Community





Office

1 Community(ies)






+ New

Download The Template

Name	Device Count	End User Count	Property Managers	Action
Demo Project	2	1	--	<div><div></div><div></div><div></div><div></div></div>

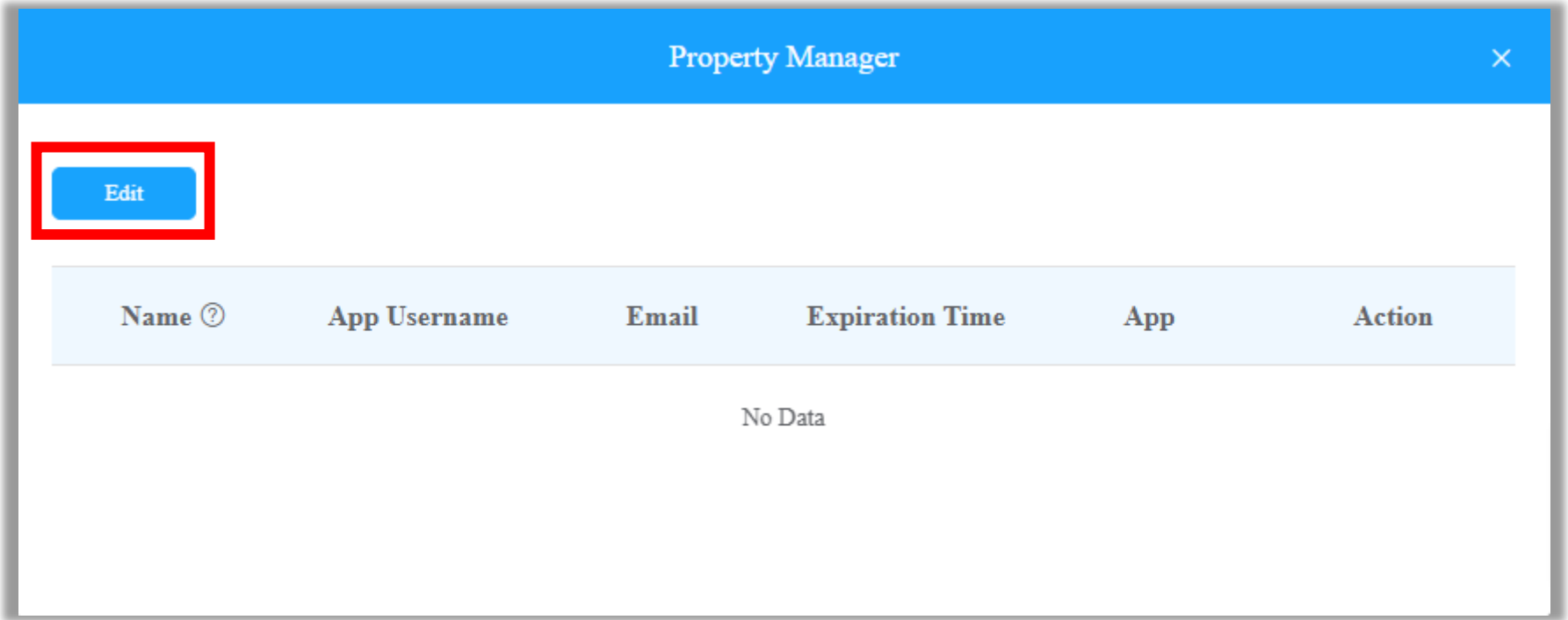
Property Manager List

New Property Manager

Name	Email	Project	Action
 Property Manager	property_manager_1@cie-group.com	--	<div><div></div><div></div></div>

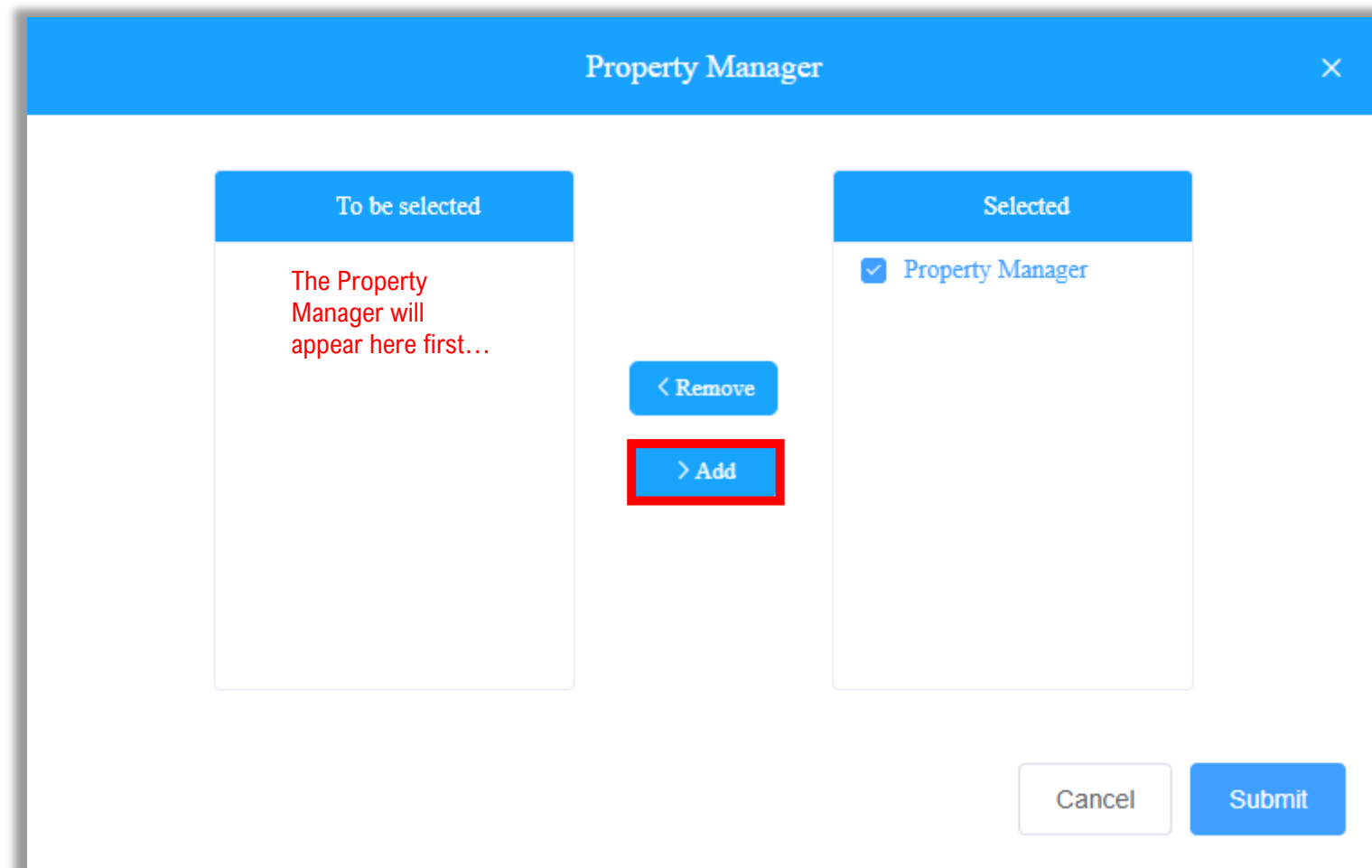
With a new Property Manager created it now needs assigning to a Community. Click the ‘Manager’ icon from the Action box next to the Community.

Appendix iii) Creating a Property Manager



Select Edit to select a new Property Manager

Appendix iii) Creating a Property Manager



The image shows a dialog box titled "Property Manager" with a close button (X) in the top right corner. The dialog is divided into two main sections: "To be selected" on the left and "Selected" on the right. The "To be selected" section contains a red text prompt: "The Property Manager will appear here first...". The "Selected" section contains a single item, "Property Manager", which is checked with a blue checkmark. Between the two sections are two buttons: "< Remove" and "> Add". The "> Add" button is highlighted with a red rectangular border. At the bottom right of the dialog are two buttons: "Cancel" and "Submit".

Select the Property Manager from the box in the left titled 'To be selected' followed by 'Add'. The Property Manager should now be in the selected list. Click 'Submit' when ready.

Appendix iii) Creating a Property Manager

Property Manager

Edit

Name ?	App Username	Email	Expiration Time	App	Action
Property Manager <div>×</div>	--	property_manager_1	-	<div></div>	<div>Reset App Password</div>

Your Property Manager has now been assigned to the project.

Appendix iii) Creating a Property Manager

Role:Project Manager ▼

List Of Communities ▼


AW_Test ▼

Log out

Community





Office

1 Community(ies)



+ New

Download The Template

Name	Device Count	End User Count	Property Managers	Action
Demo Project	2	1	→ Property Manager	   

Property Manager List

New Property Manager

Name	Email	Project	Action
Property Manager	property_manager_1@cie-group.com	Demo Project	 

The Property Manager will now be listed next to the Community.

Appendix iii) Creating a Property Manager

Akuvox • Administrator

Login

→

→

Login

Return to the log in screen by either logging out of the dashboard or browsing to <https://ecloud.akuvox.com/manage>
Log in using the email address of the Property Manager and the password issued to this email address.

Appendix iv) Property Manager Dashboard

The count of Offline Devices, Inactivated, Expiring and Expired Residents

Drop down list to view different Communities assigned to the Manager

View and edit Apartments including apartment names and call types

View, edit and create Residents and their authentication options (Face, PIN & RFID Cards)

View, edit and create authentication options for Visitors (QR), Staff (RFID) and Delivery Personnel (PIN or RFID)

View and create Access Groups

View and search Access and Call Logs

View a list of all PINs and RFID cards in use on site

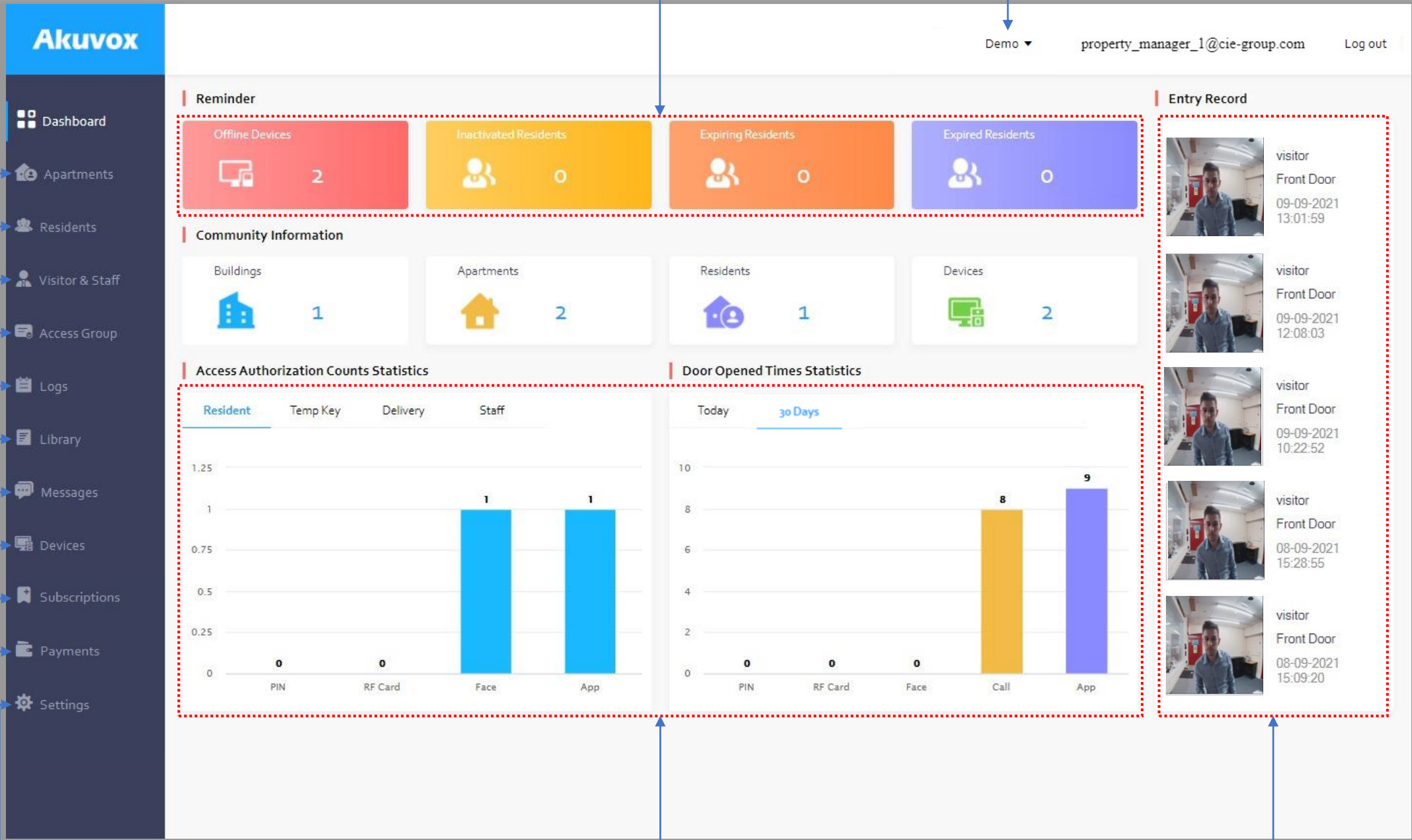
Send text based messages to residents (SmartPlus app and/or indoor monitor)

View the status of all devices and make minor changes

View the Subscription status of each apartment

View the payment status of each apartment

Change settings related to the Community such as name, address, time zone etc



Statistics related to door access authorisation

The last 5 door access attempts are listed here