Akuvox Cloud Single Property Setup Guide

The following guide is designed to take an installer through the setup of an Akuvox Cloud Single Property account from start to finish. It is based around the R20X range of single button door intercoms and the X7HD indoor monitor (although the settings would be the same with any single button intercom or indoor monitor from Akuvox).

The example given sets up a single intercom with a single indoor monitor and two SmartPlus apps associated with that property.

For additional paid features such as more than 3 family members and/or landline service please contact your sales representative.

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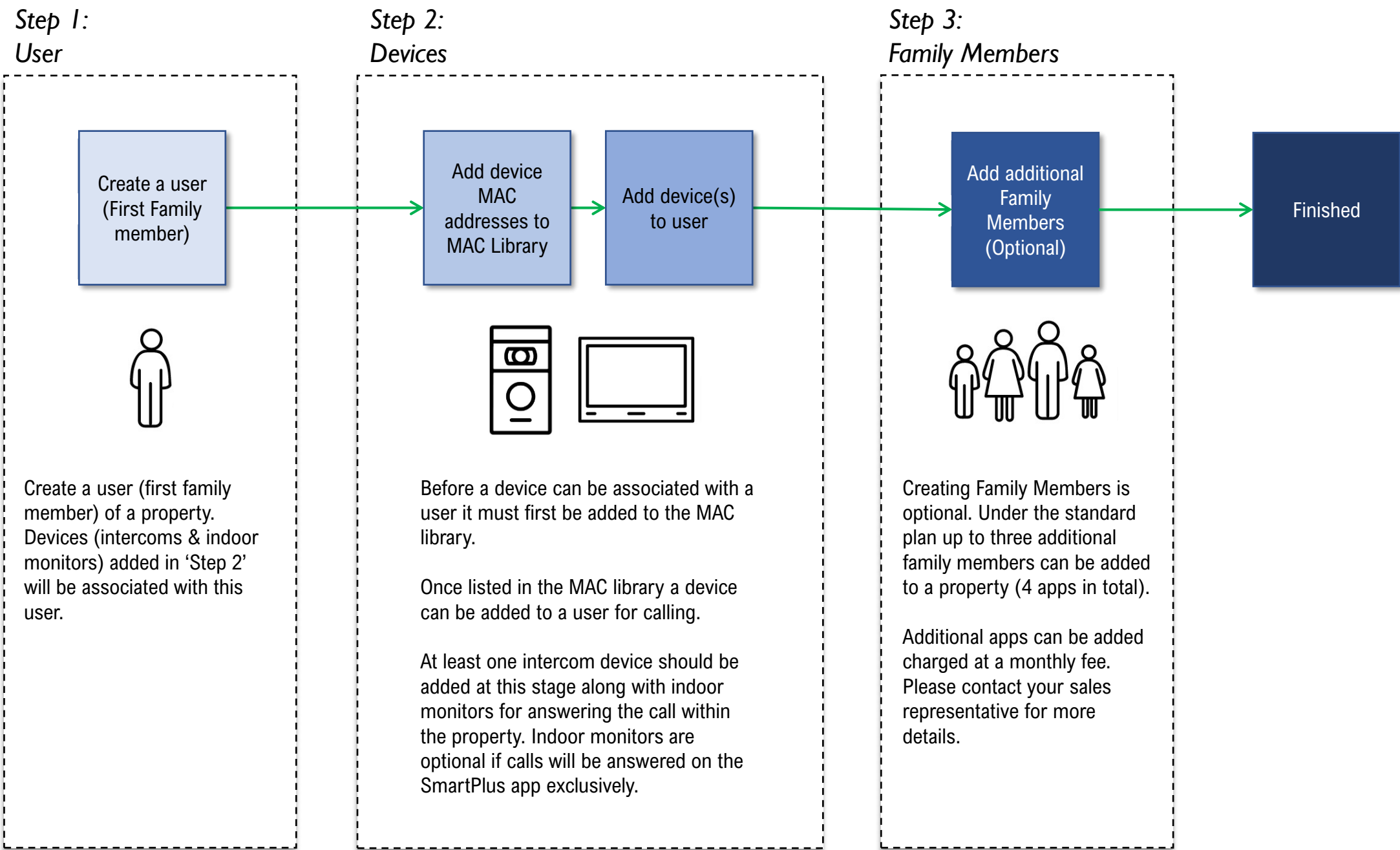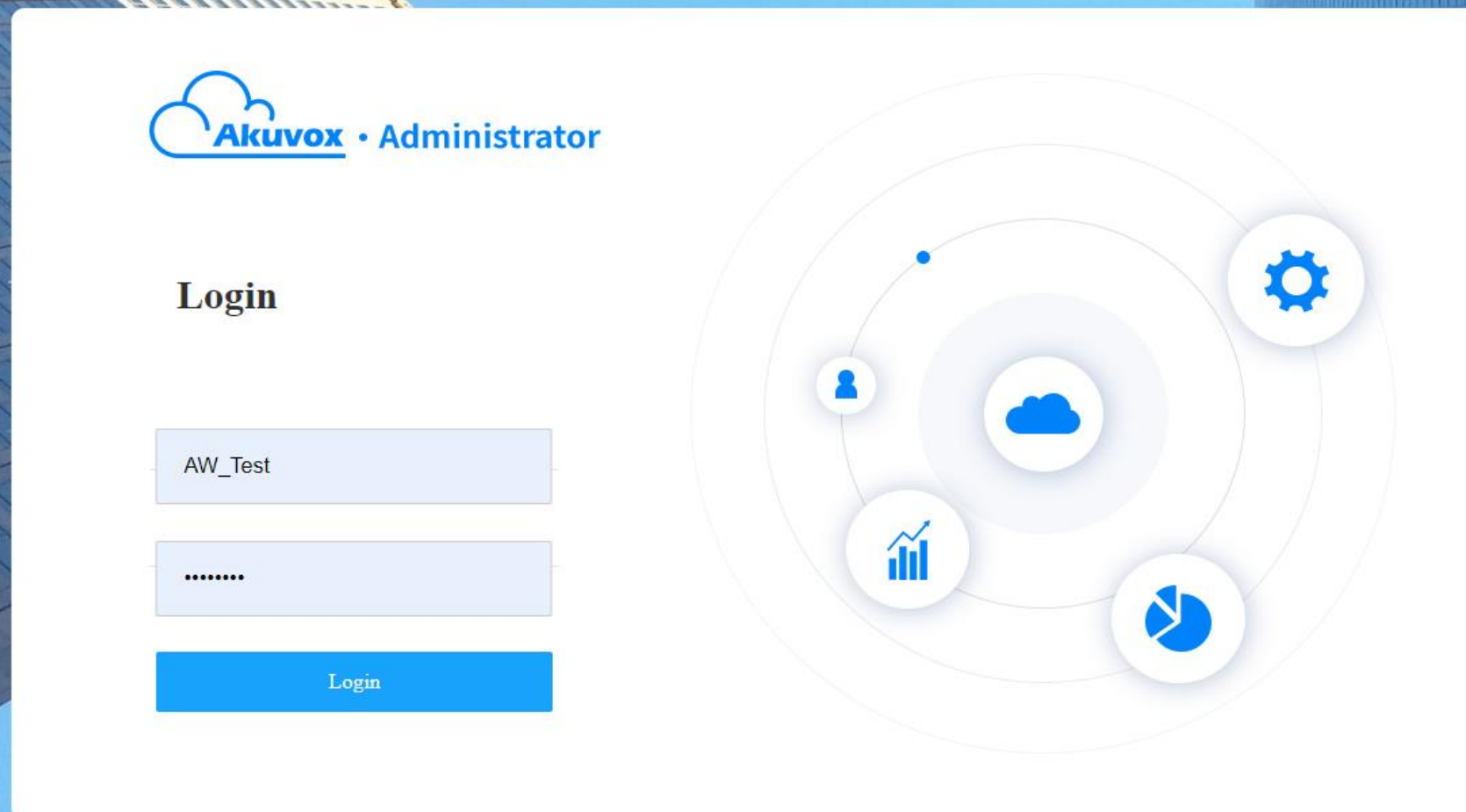
Contents

The Setup Process

Adding users to your account, associating devices and adding additional family members is a simple process. For the best experience follow the steps as shown below.

Step 1:
User

Create a user
(First Family
member)

Create a user (first family member) of a property. Devices (intercoms & indoor monitors) added in 'Step 2' will be associated with this user.

Step 2:
Devices

Add device MAC addresses to MAC Library

Add device(s) to user

Before a device can be associated with a user it must first be added to the MAC library.

Once listed in the MAC library a device can be added to a user for calling.

At least one intercom device should be added at this stage along with indoor monitors for answering the call within the property. Indoor monitors are optional if calls will be answered on the SmartPlus app exclusively.

Step 3:
Family Members

Add additional Family Members (Optional)

Finished

Creating Family Members is optional. Under the standard plan up to three additional family members can be added to a property (4 apps in total).

Additional apps can be added charged at a monthly fee. Please contact your sales representative for more details.
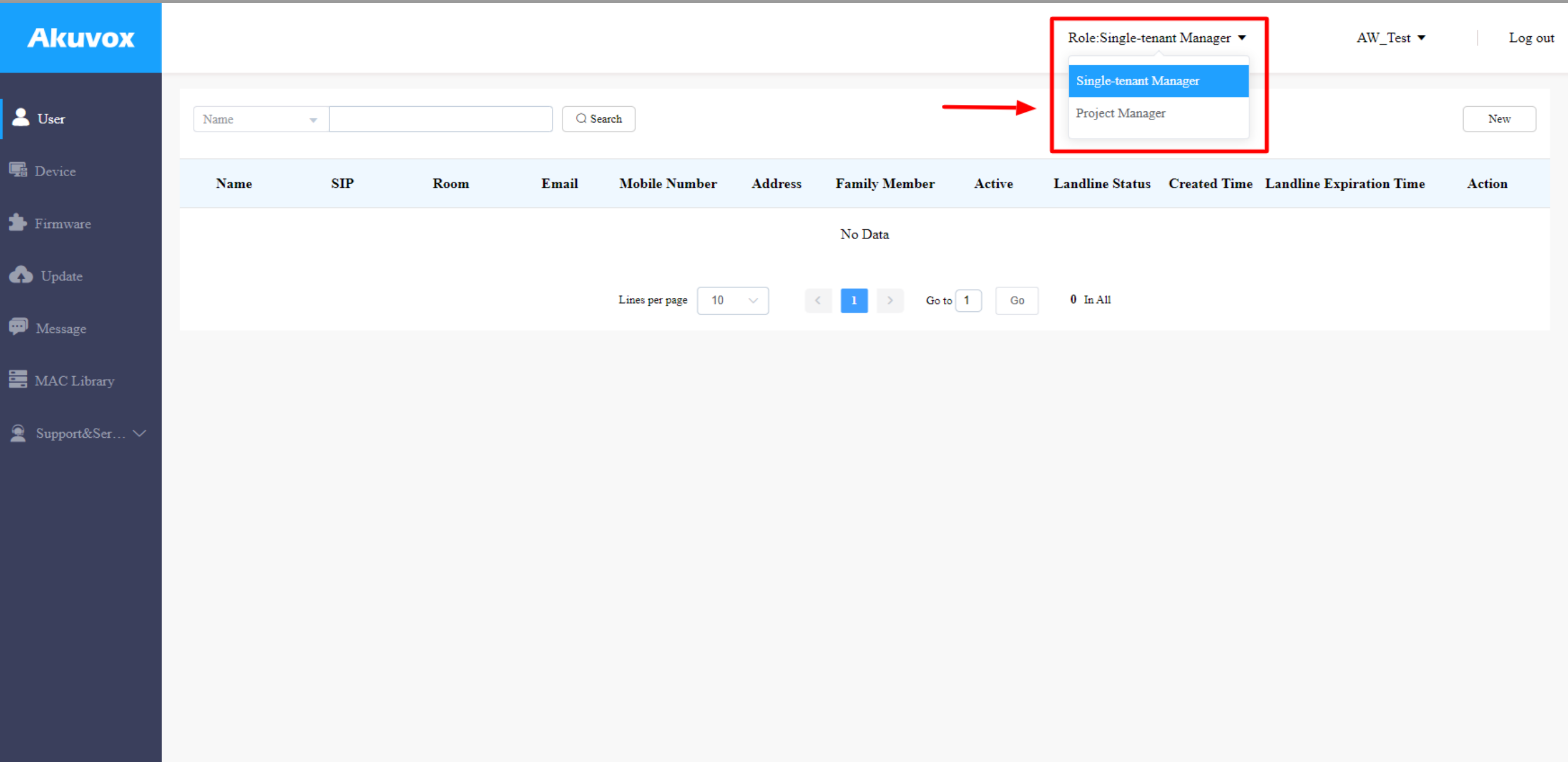
Installer Login

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

Single-tenant Manager Role

Akuvox cloud supports two management roles – Single tenant manager and Project Manager. As this guide is about the setup and management of Akuvox Cloud Single Property please ensure that the role is set to 'Single-tenant Manager' from the role options drop down box.

Adding a User
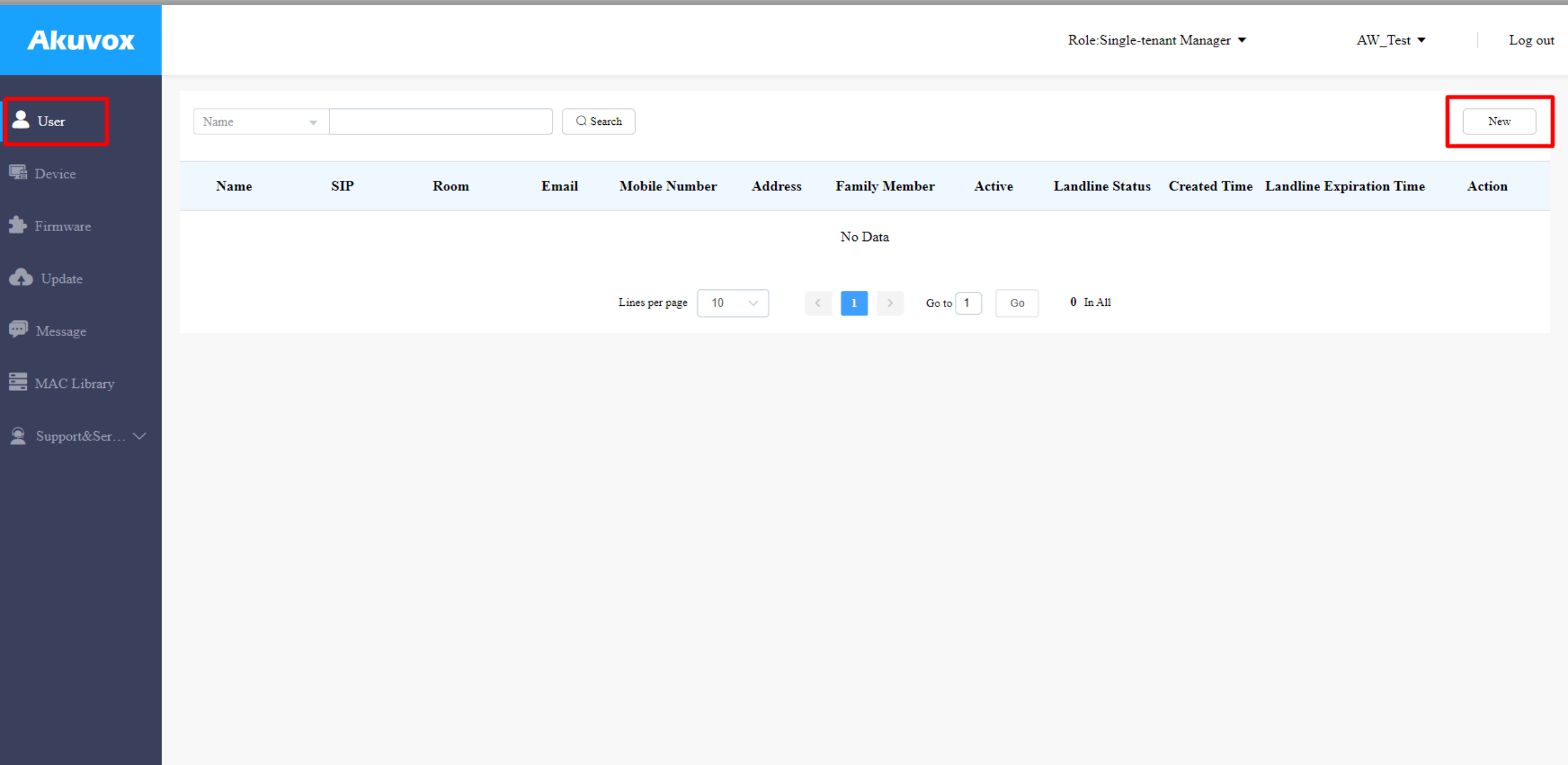
Next we will create our first 'User'. It can be easier to think of a user as the residential property as we are going to add devices to this user going forward.

Click User from the left hand menu followed by 'New'.

Adding a User

Enter the Name of the primary resident and their email address. This address will be used to send the app log in details so make sure that it's an active account.

Alternatively, a mobile number can be used in place of an email address. In this case make sure that the Country/Region is set to United Kingdom (+44).

Fill out all other information as indicated by the arrows above taking note to set the correct time zone so that all time based logs or access rights are accurate.

Enter landline phone number(s) at this stage and enable the landline service if you wish to take advantage of calls from intercom to landline number(s) (additional fees apply).

Adding a User

Once added the User list should look like the above image. Each user on this page will represent a separate property associated with your installer account.

Adding Devices to the MAC Library

In order to add devices (intercoms and indoor monitors) to users (properties) they must first
be added to the MAC library of your account.

Akuvox

Role:Single-tenant Manager ▼   AW_Test ▼ | Log out

- User
- Device
- Firmware
- Update
- Message
- **MAC Library**
- Support&Ser... ∨

MAC ▼		Q Search		Import	New

☐	MAC	Installer	Owner	Created Time	Action

Lines per page 10 ∨   ‹ 1 ›   Go to 1 Go   **3** In All

Select MAC Library from the menu on the left followed by 'Add'

Adding Devices to the MAC Library
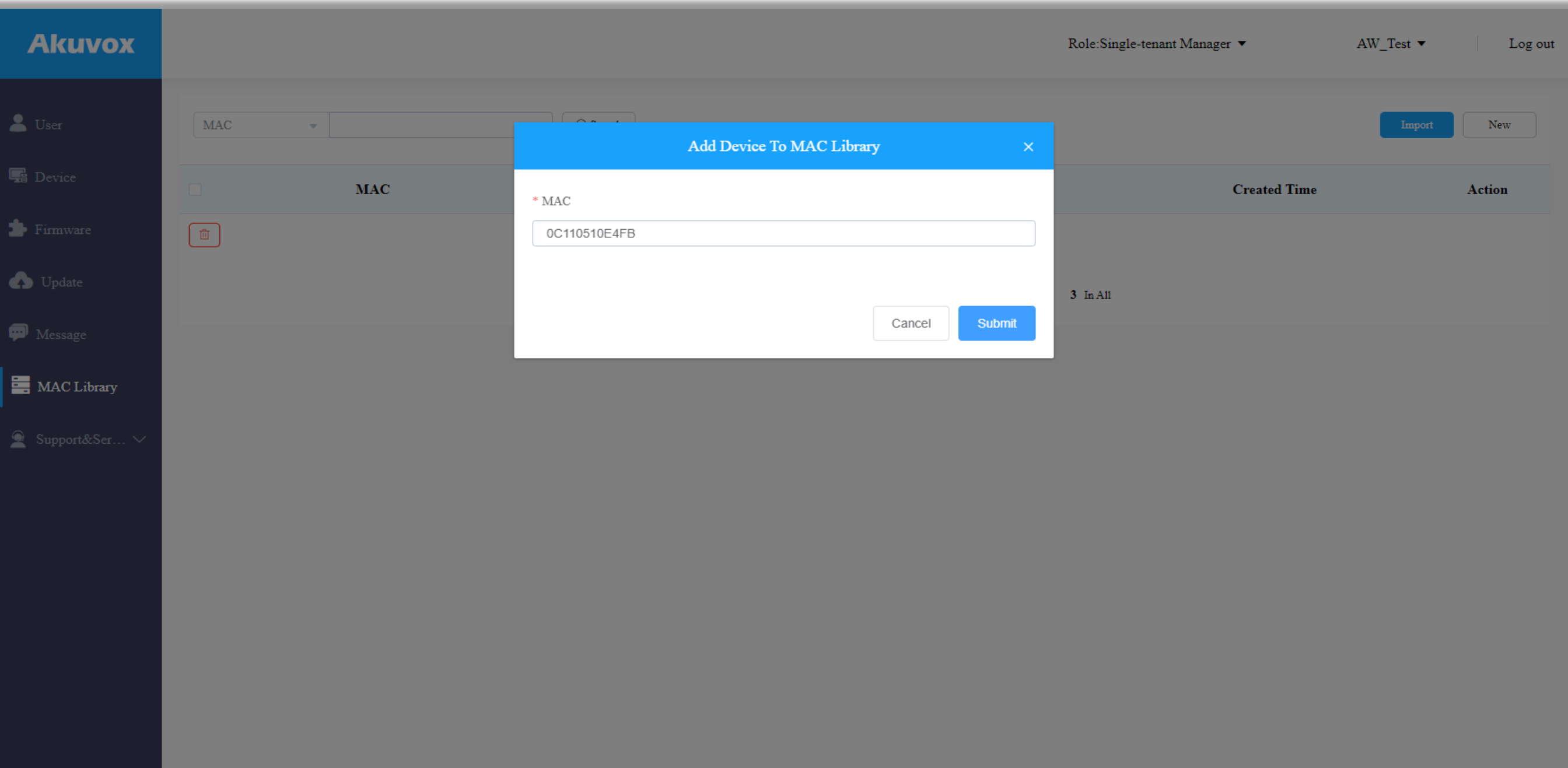
Enter the MAC address of each device followed by 'Submit'.

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.

Adding Devices to the MAC Library

In the example above two devices have been added. The MAC address of an R20A intercom for making calls and the MAC address of an X7HD indoor monitor for answering calls within the property.

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 your sales representative.

Adding Devices to a User

With our devices added to the MAC Library we can now assign them to our user.
We will first add the intercom.

Return to the User page and click on the 'Device' button in the Action area for the user.

Adding Devices to a User
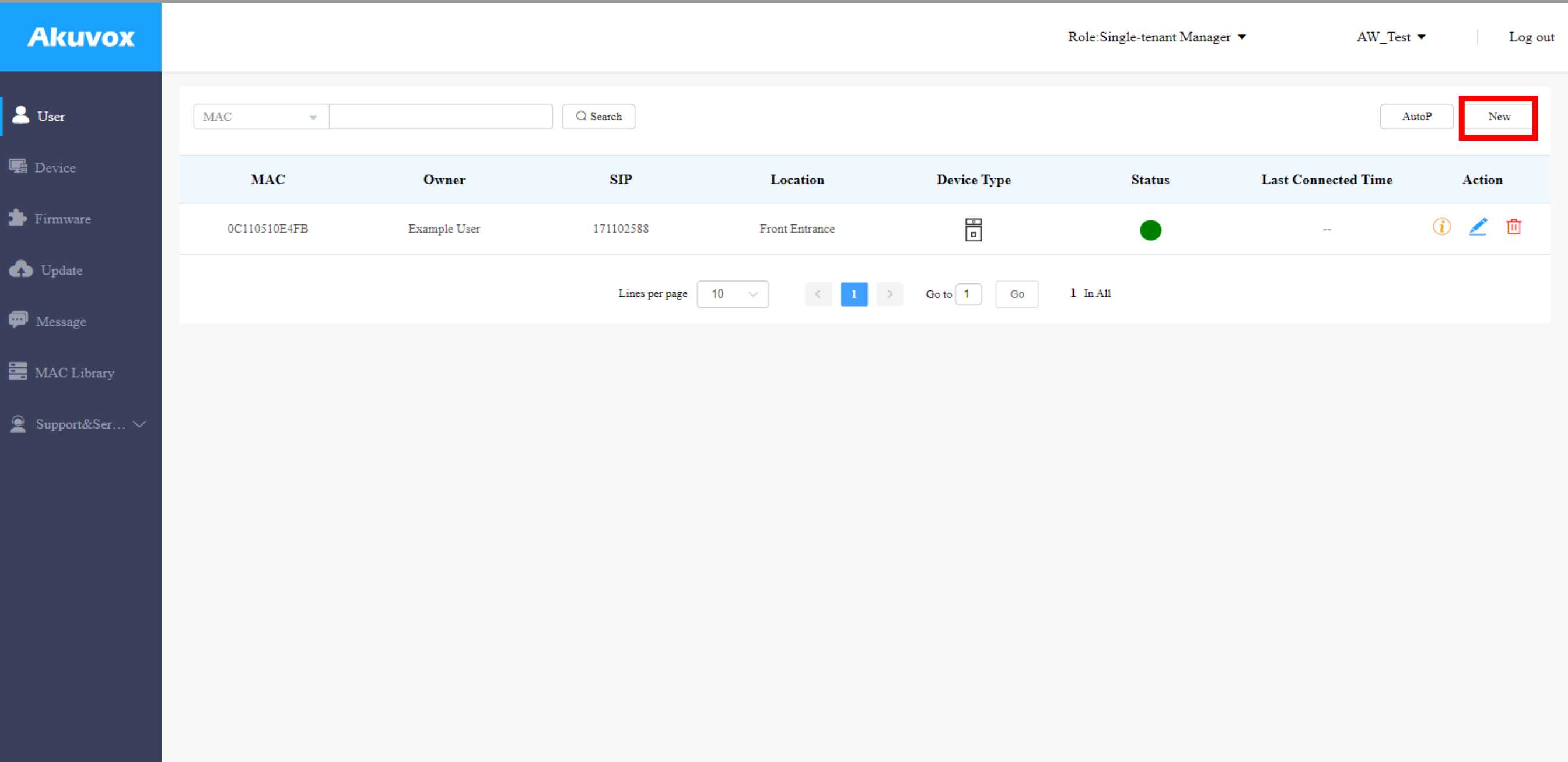

On the Device List page click 'New'.

Adding Devices to a User (Intercom)

Enter the MAC address of the door intercom, select 'Single-tenant Doorphone' as the Device Type and enter the location of the intercom. The location name given will be visible to the end user in the SmartPlus app so make it logical and familiar to the user.
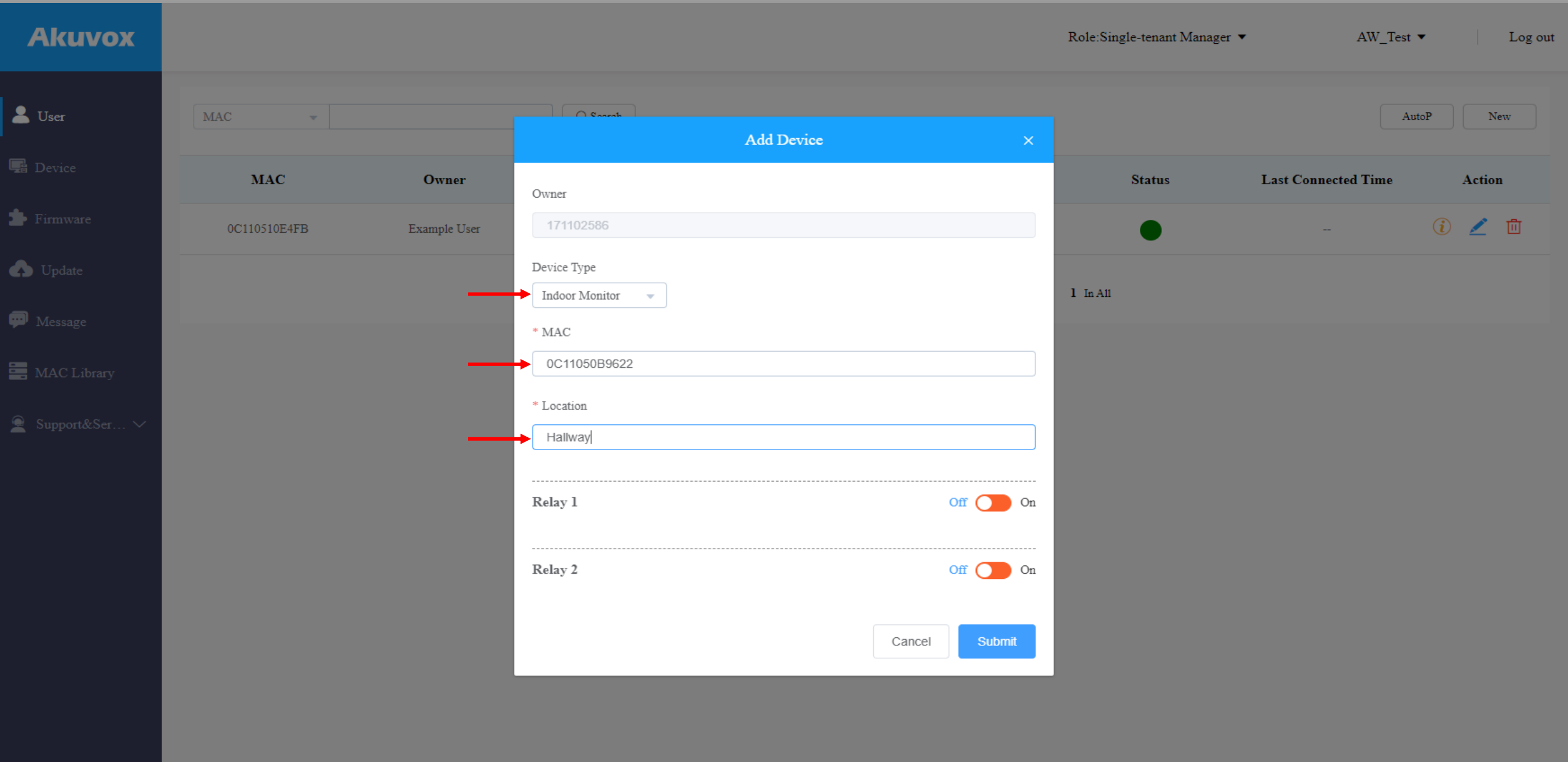
Adding Devices to a User (Indoor Monitor)

The intercom will now be listed in the device list as shown. Once connected the Status icon should turn green (refreshing the page may be required).

If the Status icon remains grey, first try rebooting the device. After a reboot, if Status icon remains grey then factory reset the device and check that the indoor monitor has valid IP address settings for internet connectivity. If the icon still fails to turn green, contact your sales representative.

To add an indoor monitor to this property click 'New'

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Adding Devices to a User (Indoor Monitor)

Fill in the MAC address of the indoor monitor, but this time select 'Indoor Monitor' as the Device Type. Once again, make sure that you give the device a logical location name relevant to where the device has been installed within the property. Click 'Submit' when ready.

Adding Devices to a User

The device list for this property should now look something like the image below.
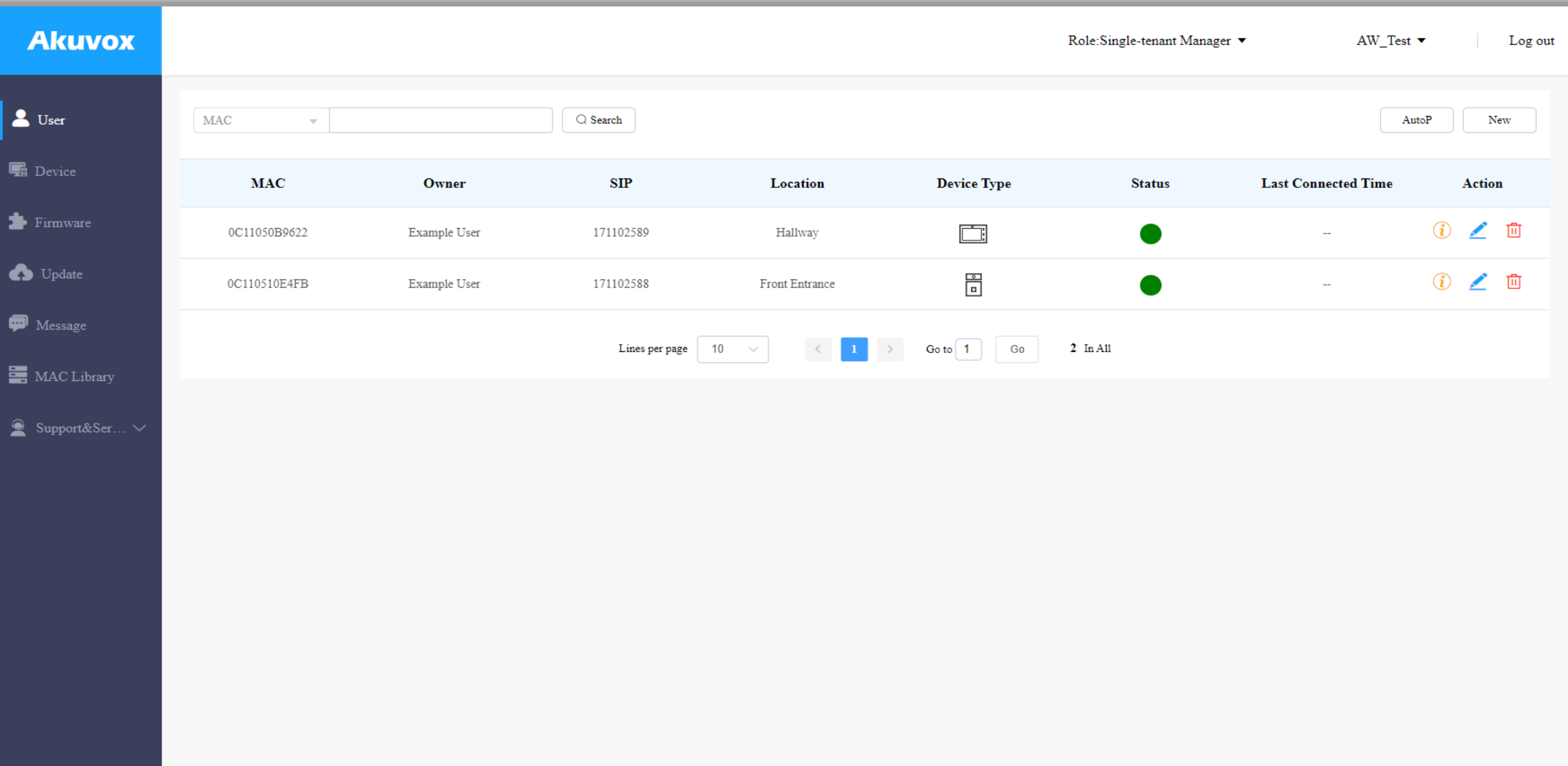
There is no additional configuration required to set up calling between these two devices. Pressing the main call button on the door intercom will ring the indoor monitor and likewise the door intercom will now be listed in the contact list of the indoor monitor. Selecting the monitor or live view button on the indoor monitor will also show the camera feed of the door intercom.

To add additional monitors or intercoms to this property repeat the steps of the last few pages.

Adding a Family Member

Adding optional family members to the property provides additional calling destinations for when the call button is pressed.
A total of four family members (including the primary user) can be assigned to a property under the standard plan.

To add a family member return to the User page and click on the Family Member icon. The number next to the icon shows how many family members are currently assigned to the property in addition to the primary user.

Adding a Family Member

On the Family Member list page click 'Add'.

Adding a Family Member

Fill in the name of this family member followed by a valid email address. The user login details to be sent to this address. Select the correct Country/Region and enter a landline number of the landline line service is going to be used. Click 'Submit' to finish.

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 simply calling between apps and devices. The email address used must be unique (the same address cannot be used for each family member).

Adding a Family Member

Repeat this process for any additional family members.

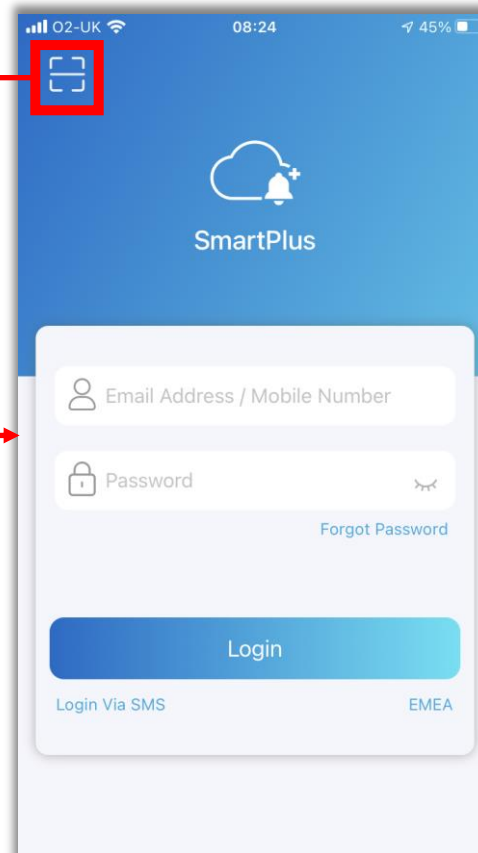## *Appendix i) Logging in to the SmartPlus mobile app*
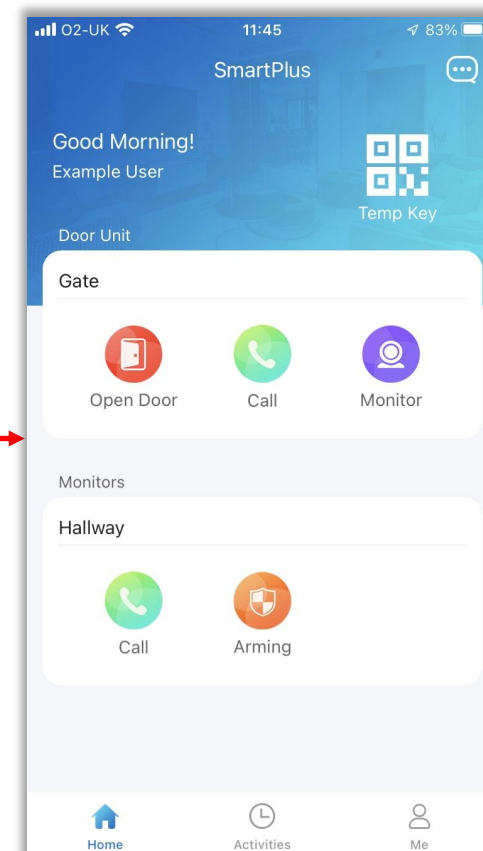
Step 1:
Open the email sent from Akuvox
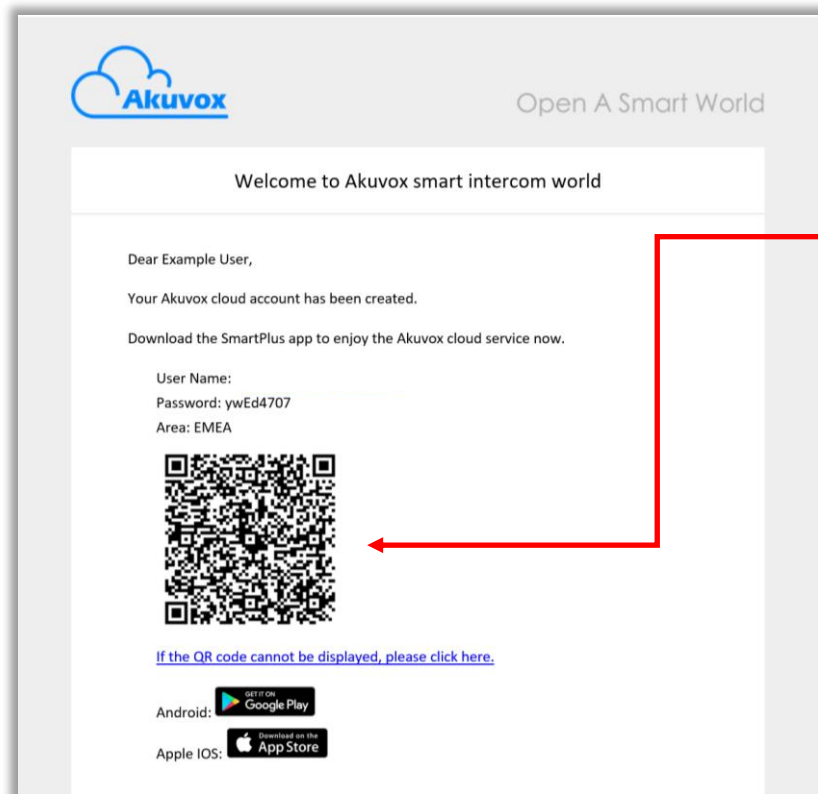
Step 2:
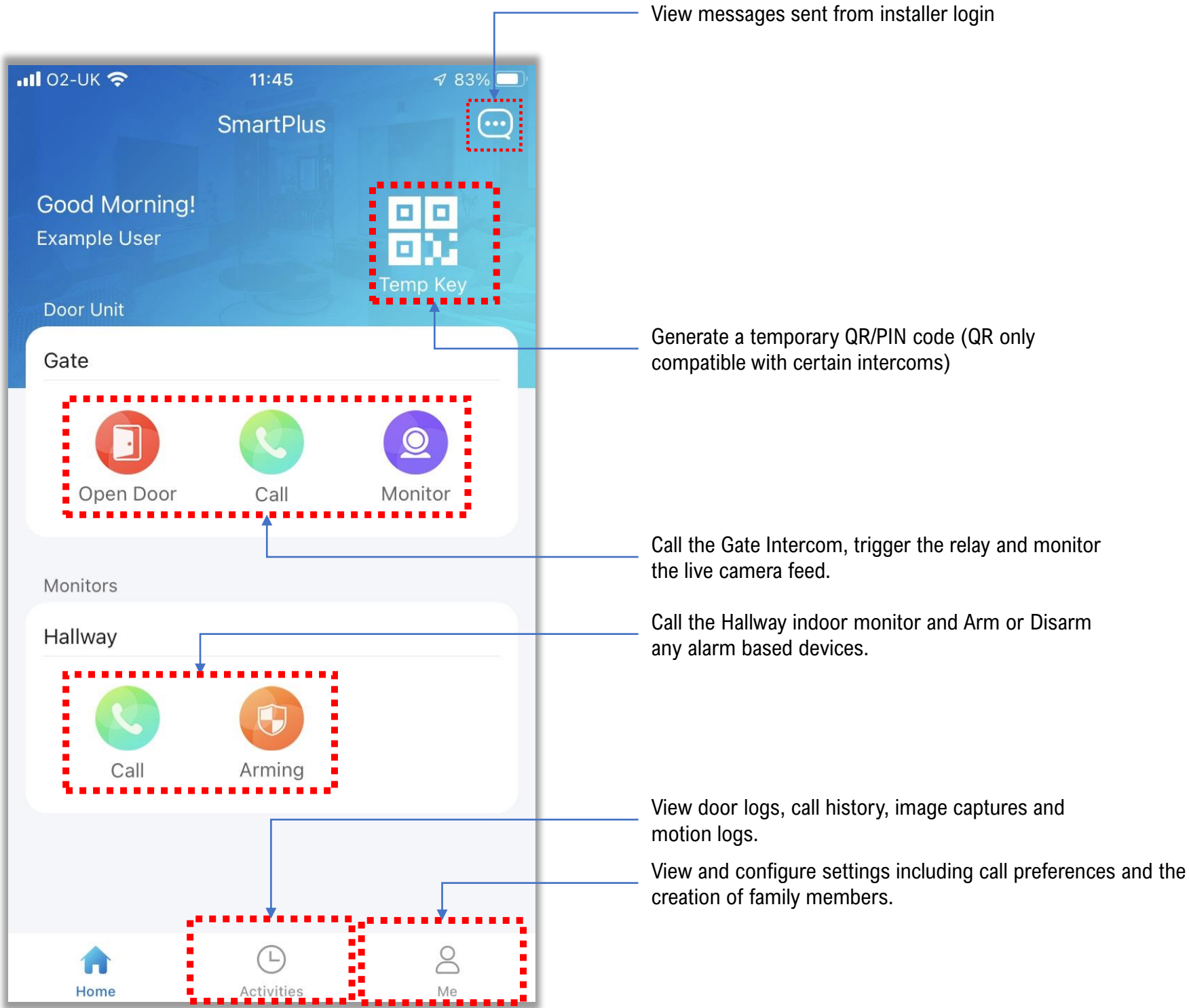Download the SmartPlus app &
Scan the QR code sent via email

Step 3:
Log in and use

Appendix ii) SmartPlus mobile app features

View messages sent from installer login

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

Call the 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, image captures and motion logs.

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