

# 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 S562 indoor monitor (although the settings would be the same with any multi-tenant intercom or indoor monitor from Akuvon).

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 Akuvon 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.





We highly recommend that you install the latest firmware on all devices before adding your devices to the Akuvon Cloud, you should factory reset the device after you've upgraded the firmware for the initial upgrade from purchase. Any additional upgrades which you are recommended to install therefore after will be fine to install without a factory reset.

Using the latest firmware ensures that you're able to remotely configure the device, along with providing the latest bug fixes and cloud support for the device.

Firmware including tools like the Akuvon IP Scanner can be found on the Akuvon Knowledge website. You can also firmware upgrade the device from the Akuvon Cloud, see more information here: <https://knowledge.akuvon.com/docs/upgrade-devices#upgrade-on-akuvon-cloud-platform>

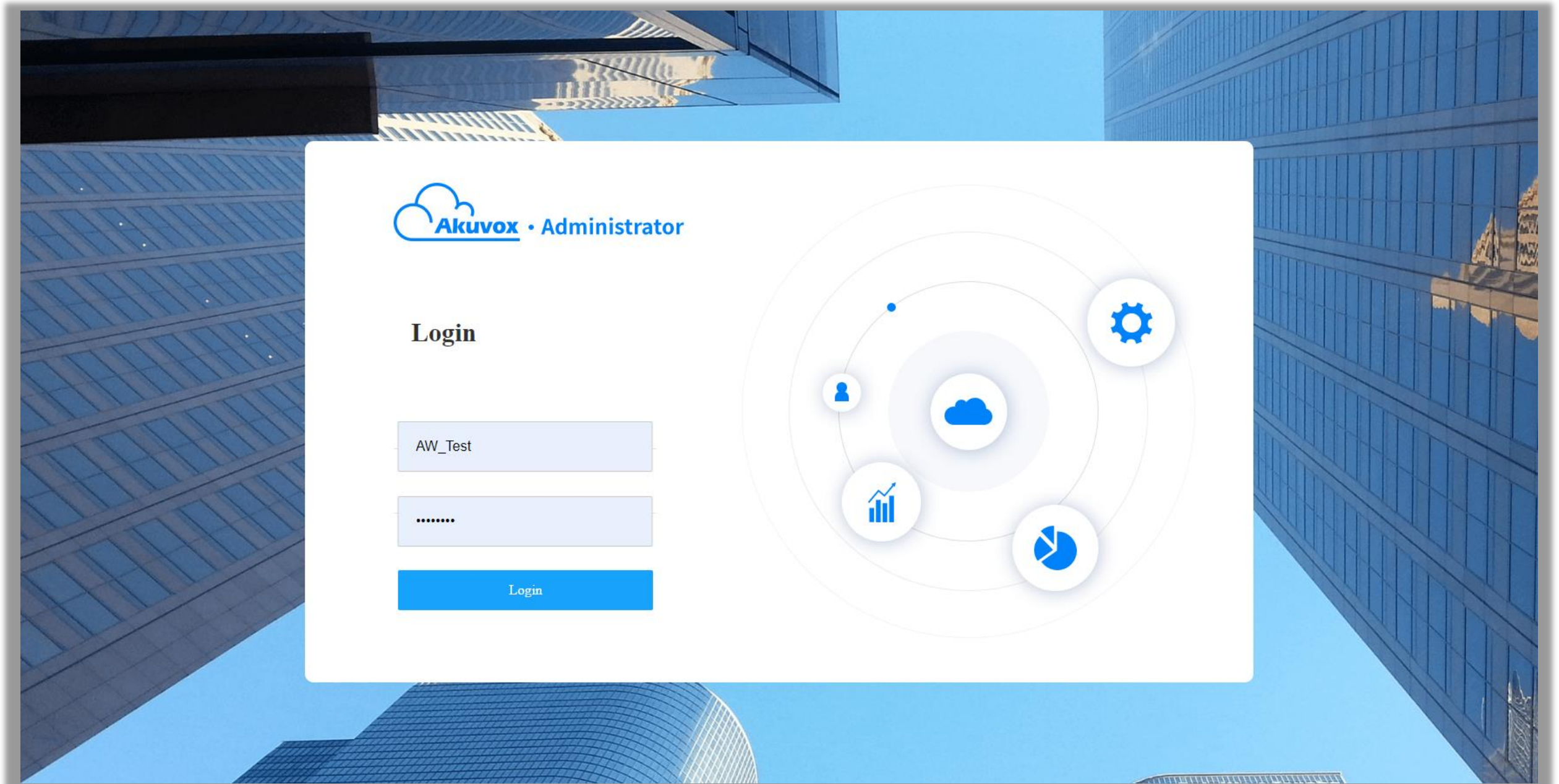
Indoor Monitors come setup with pre-configured buttons for unlocking the door, if you're using the Akuvon Cloud, you'll need to login to the local configuration to setup the relay unlock buttons to "Config on Cloud" type.

More information can be found on the Akuvon Knowledge Database: <https://knowledge.akuvon.com/>

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## 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

The screenshot shows the Akuvox cloud management interface. At the top right, a dropdown menu for 'Role:Project Manager' is open, with 'Project Manager' selected. The main content area is divided into two sections: '0 Community(ies)' and 'Property Manager List'. The '0 Community(ies)' section contains a blue card with a house icon, a '+ New' button, and a 'Download The Template' button. The 'Property Manager List' section contains a table with columns for Name, Email, Project, and Action, and a 'New Property Manager' button.

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

**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** [Close]

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

Number of apartments  
[ - ] 20 [ + ]

Home AutoMation Service  
 On  Off

Landline Service  
 On  Off  
*Landline Service is a premium feature.*

\* Feature Plan [Read Instructions](#)  
 Basic  Premium

\* Community Name  
[ ]

\* Address

Country / Region [ v ]

State/Province [ v ]

City [ v ] Post Code [ ]

Street [ ]

Time Zone  
[ GMT+0:00 Lo... v ]

Time Format  
 24H  12H

Date Format  
[ Year-Month-Day v ]

Permission Of Access Control Management [?](#)  
 Public Area + Private Area  Only Public Area

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 Home Automation Service to 'off' unless you are using Akubela Home Automation products within your community.

Set the Landline Service to 'off', unless this feature is required. Additional fees apply, Premium Plan required.

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.

An address is required, this will auto-populate based on the information entered like Country and State (County).

Make sure that the time zone selected matches the site location for time critical events such as access times. Date Format should be set to the UK standard of Day-Month-Year.

Permission of Access Control can be left as Public Area + Private Area, this relates to access of a Property Manager.

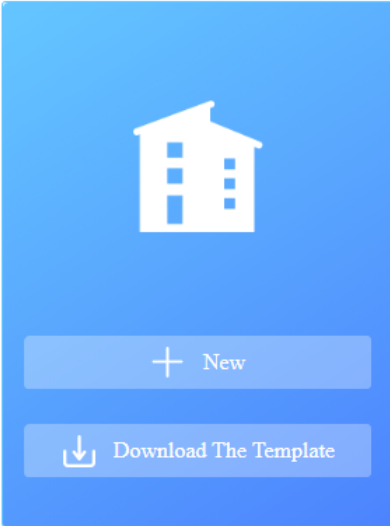
We advise setting the PIN mode to 'PIN' otherwise an apartment number must first be entered before that apartment's personal PIN is accepted.







# Creating a new Community

Community Office

### 1 Community(ies)



Name	Device Count	End User Count	Property Managers	Action
Demo Project	0	0	--	   

### 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 1)

The screenshot shows the Akuvox web interface. In the top right corner, there is user information: Role: Project Manager, Demo Project, and AW\_Test, along with a Log out button. The left sidebar contains navigation options: Dashboard, Resident and Device, Firmware, Update, MAC Library, and Support & Services. The main content area is divided into two tabs: Residents and Devices. The Residents tab is active, showing a search bar with filters for App Status (All), Active (All), and Resident. Below the search bar is a table with the following columns: Resident, Email, Building, APT, APT Name, Active, App Status, Created Time, Expiration Time, and Action. The table is currently empty, displaying "No Data". At the bottom of the table, there is a pagination control showing "Lines per page" set to 10, and "0 In All".

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...

The screenshot shows the Akuvox web interface. The top header includes the user role 'Project Manager', the project name 'Demo Project', and the environment 'AW\_Test'. The sidebar on the left contains navigation options: Dashboard, Resident and Device, Firmware, Update, MAC Library, and Support&Ser... The main content area is divided into two tabs: 'Residents' (highlighted with a red box) and 'Devices'. Below the tabs, there are filters for 'App Status' (All), 'Active' (All), and 'Resident'. A search bar is also present. The main table has columns for Resident, Email, Building, APT, APT Name, Active, App Status, Created Time, Expiration Time, and Action. The table is currently empty, displaying 'No Data'. At the bottom of the table, there is a pagination control showing 'Lines per page' set to 10, and '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

The screenshot shows the Akuvox web interface. At the top left is the 'Akuvox' logo. The top right corner displays user information: 'Role: Project Manager', 'Demo Project', 'AW\_Test', and a 'Log out' link. On the left sidebar, the 'Resident and Device' menu is expanded, showing 'Community' as the selected option. Under 'Community', there are two sub-items: 'Public Area' and 'Apartment Block A'. The main content area has two tabs: 'Residents' and 'Devices', with 'Devices' highlighted in blue and enclosed in a red box. Below the tabs is a search bar with a 'MAC' dropdown and a 'Search' button. To the right of the search bar is an 'AutoP' button. Below the search bar is a table header with the following columns: 'MAC', 'Location', 'Resident', 'APT', 'Building', 'Device Type', 'SIP', 'Status', 'Created Time', and 'Action'. The table body is empty, showing the message 'Device information will be listed here...' in red text. Below the table is a pagination control showing 'Lines per page' set to '10', a page number '1' in a blue box, and a 'Go to 1 Go' button. The total count is '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

Role: Project Manager | Demo Project | AW\_Test | Log out

**Akuvox**

+ Add Building

**Public Device**

MAC

<input type="checkbox"/>	MAC	Location	Device Type	SIP	Status	Created Time	Action
Public devices will be listed here...							

Lines per page     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

The screenshot shows the Akuvox web interface. The top navigation bar includes the Akuvox logo, user role 'Project Manager', project name 'Demo Project', and environment 'AW\_Test'. The left sidebar contains menu items: Dashboard, Resident and Device, Firmware, Update, MAC Library, and Support&Ser... The main content area shows a breadcrumb trail: Community > Apartment Block A > Public Device. The 'Public Device' button is highlighted with a red box. Below the breadcrumb, there is a search bar with a 'MAC' dropdown and a 'Search' button. A table header is visible with columns: MAC, Location, Device Type, SIP, Status, Created Time, and Action. The table body is empty, displaying a message: 'Public devices of 'Apartment Block A' will be listed here...'. At the bottom of the table area, there is a pagination control showing 'Lines per page' set to 10, page 1 of 1, and '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

The screenshot shows the Akuvox web interface. The top navigation bar includes the Akuvox logo on the left and user information on the right: Role:Project Manager, Demo Project, AW\_Test, and Log out. The left sidebar contains a menu with items: Dashboard, Resident and Device, Firmware, Update, MAC Library, and Support&Ser... The main content area is divided into two sections. The left section is a sidebar for 'Community' with a '+ Add Building' button and a list of items: 'Public Area' and 'Apartment Block A'. The right section is the 'APT' view, which is highlighted with a red box. It features a 'Public Device' button and a search bar with filters for 'App Status' (All), 'Active' (All), and 'Resident'. Below the search bar is a table with columns: APT, APT Name, Resident, Email, Mobile Number, Active, Created Time, Expiration Time, and Action. The table is currently empty, displaying the message 'Apartments within 'Apartment Block A' will be listed here...'. At the bottom of the table, there is a pagination control showing 'Lines per page' set to 10, a page number '1', and a total count of '0 In All'.

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 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.

The screenshot shows the Akuvox web interface. The top navigation bar includes the Akuvox logo, user role (Project Manager), project name (Demo Project), and environment (AW\_Test), along with a Log out button. The left sidebar contains navigation items: Dashboard, Resident and Device (highlighted in red), Firmware, Update, MAC Library, and Support & Services. The main content area is divided into two sections: 'Community' and 'Apartment Block A' (highlighted in red). Under 'Community', there are 'Public Area' and 'Public Device' (highlighted in red) sub-sections. The 'Public Device' sub-section contains a search bar with a 'MAC' dropdown and a 'Search' button, and a 'New' button (highlighted in red). Below this is a table with columns: MAC, Location, Device Type, SIP, Status, Created Time, and Action. The table is currently empty, displaying 'No Data'. At the bottom of the table, there is a pagination control showing 'Lines per page' set to 10, a page number '1', and a 'Go to 1' button. The total count is '0 In All'.

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

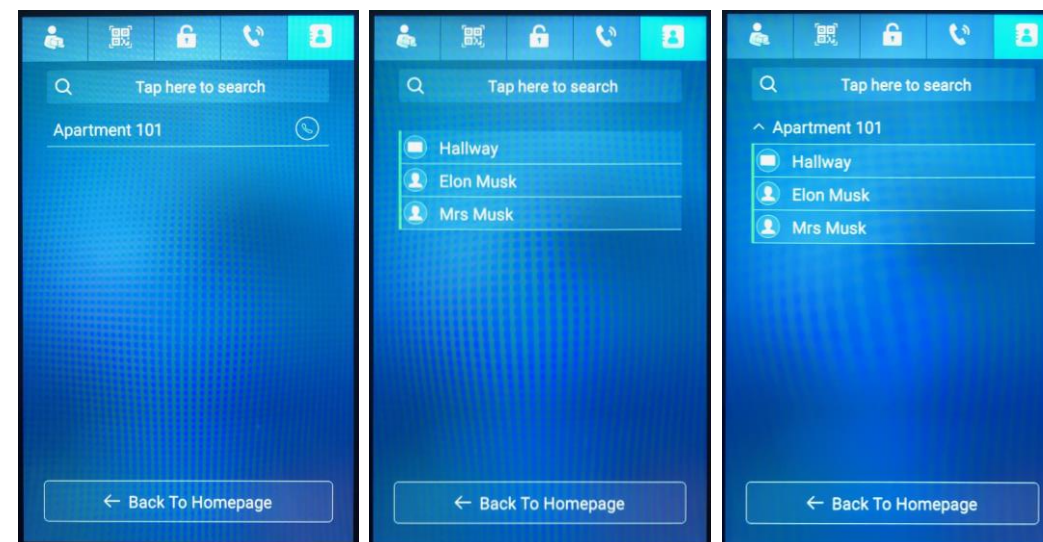
DTMF Code  
#

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.

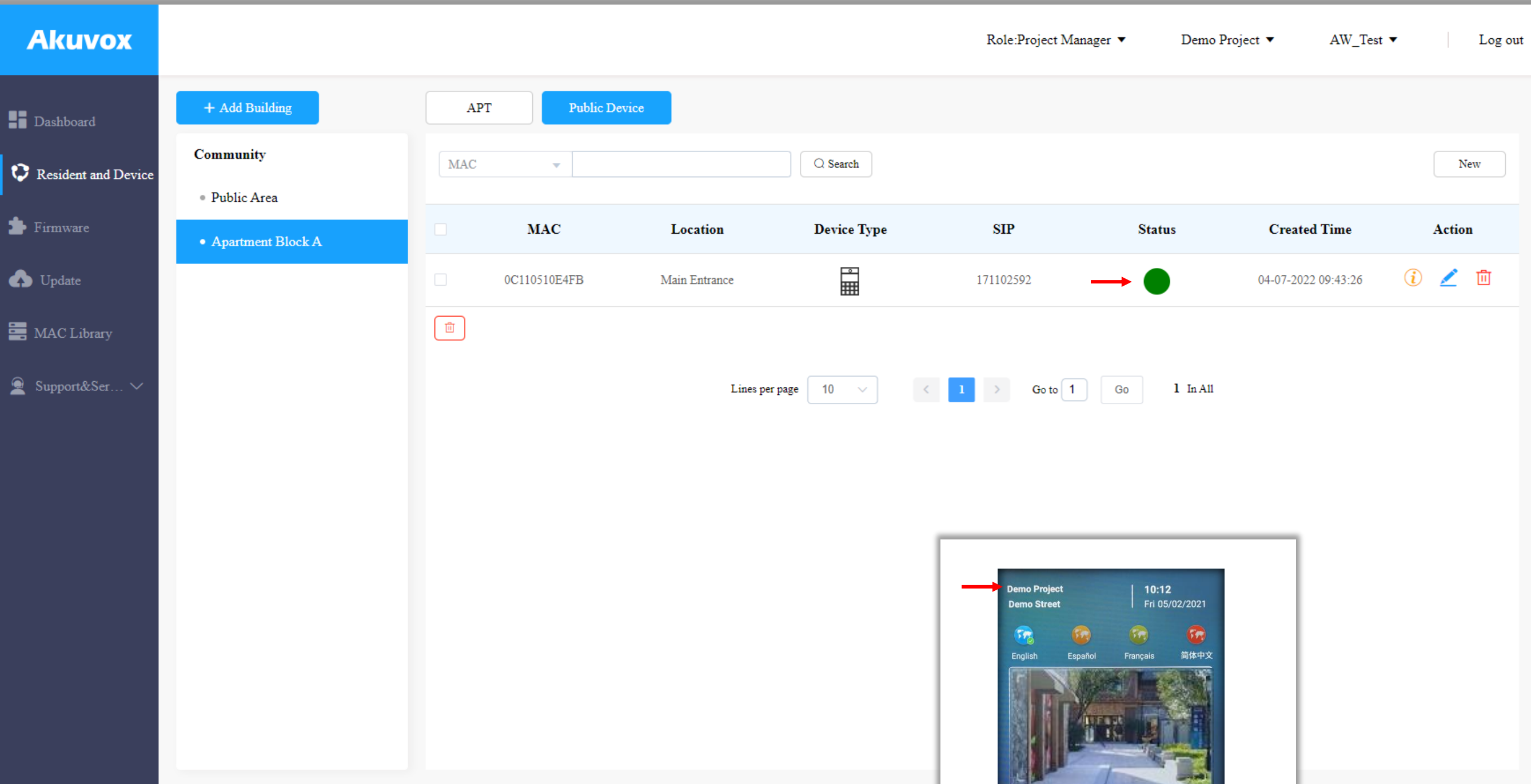
Keep the DTMF code as # unless you have reason to change it.

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\*.

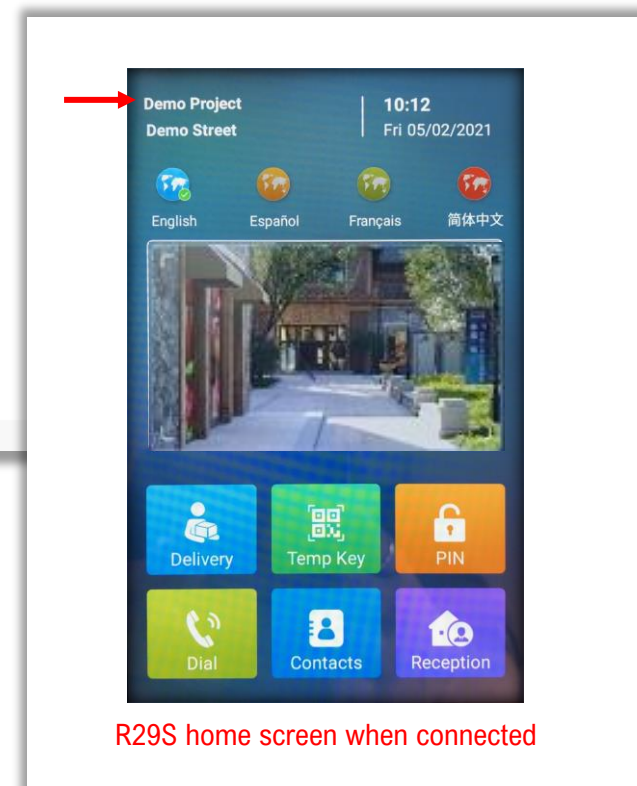


The screenshot shows the Akuvox web interface. The top navigation bar includes the Akuvox logo, user role (Project Manager), project name (Demo Project), and location (AW\_Test). The left sidebar contains navigation options: Dashboard, Resident and Device, Firmware, Update, MAC Library, and Support & Services. The main content area is divided into sections for adding buildings and managing devices. The 'Public Device' section is active, showing a table of devices for 'Apartment Block A'. The table has columns for MAC, Location, Device Type, SIP, Status, Created Time, and Action. A single device is listed with MAC 0C110510E4FB, Location Main Entrance, Device Type (intercom icon), SIP 171102592, Status (green circle with a red arrow pointing to it), and Created Time 04-07-2022 09:43:26. Below the table is a pagination control showing '1 In All'.

MAC	Location	Device Type	SIP	Status	Created Time	Action
0C110510E4FB	Main Entrance		171102592		04-07-2022 09:43:26	  

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.



R29S home screen when connected

# Creating an Apartment (APT)

The screenshot shows the Akuvox web interface. The top navigation bar includes the role 'Project Manager', the project 'Demo Project', and the user 'AW\_Test', along with a 'Log out' link. The left sidebar contains navigation items: 'Dashboard', 'Resident and Device' (highlighted), 'Firmware', 'Update', 'MAC Library', and 'Support&Ser...'. The main content area is divided into two panes. The left pane shows a tree view under 'Community' with 'Public Area' and 'Apartment Block A' (highlighted). The right pane shows a sub-view for 'APT' (highlighted) with a 'Public Device' button. Below this are filter dropdowns for 'App Status' (All), 'Active' (All), and 'Resident' (Resident), followed by a search box and a 'New' button (highlighted). A table with columns 'APT', 'APT Name', 'Resident', 'Email', 'Mobile Number', 'Active', 'Created Time', 'Expiration Time', and 'Action' is shown, containing 'No Data'. At the bottom, there is a pagination control showing 'Lines per page' set to 10, page 1 of 1, and '0 In All'.

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

## Creating an Apartment (APT)

The screenshot shows a web form titled "Add APT" with a blue header and a close button (X). The form is divided into several sections:

- Apartment**
  - \* APT: Text input field containing "101".
  - APT Name: Text input field containing "Apartment 101".
  - Web Relay ID: Dropdown menu with "0" selected.
  - Call Type: Dropdown menu with "SmartPlus and i..." selected.
  - SIP Call Or IP Call: Dropdown menu with "All my devices ..." selected.
- Device**
  - \* Indoor Monitor MAC: Text input field containing "0C11050B9622".
  - Arming Function: Unchecked checkbox.
  - Network Group: Dropdown menu with "Network 1" selected.
  - \* Location: Text input field containing "Hallway".
- Relay 1**: Toggle switch set to "On".
- Relay 2**: Toggle switch set to "On".

At the bottom of the form, there is a blue button labeled "Add Resident" with a dropdown arrow, which is highlighted with a red rectangle. Below it are "Cancel" and "Submit" buttons.

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.

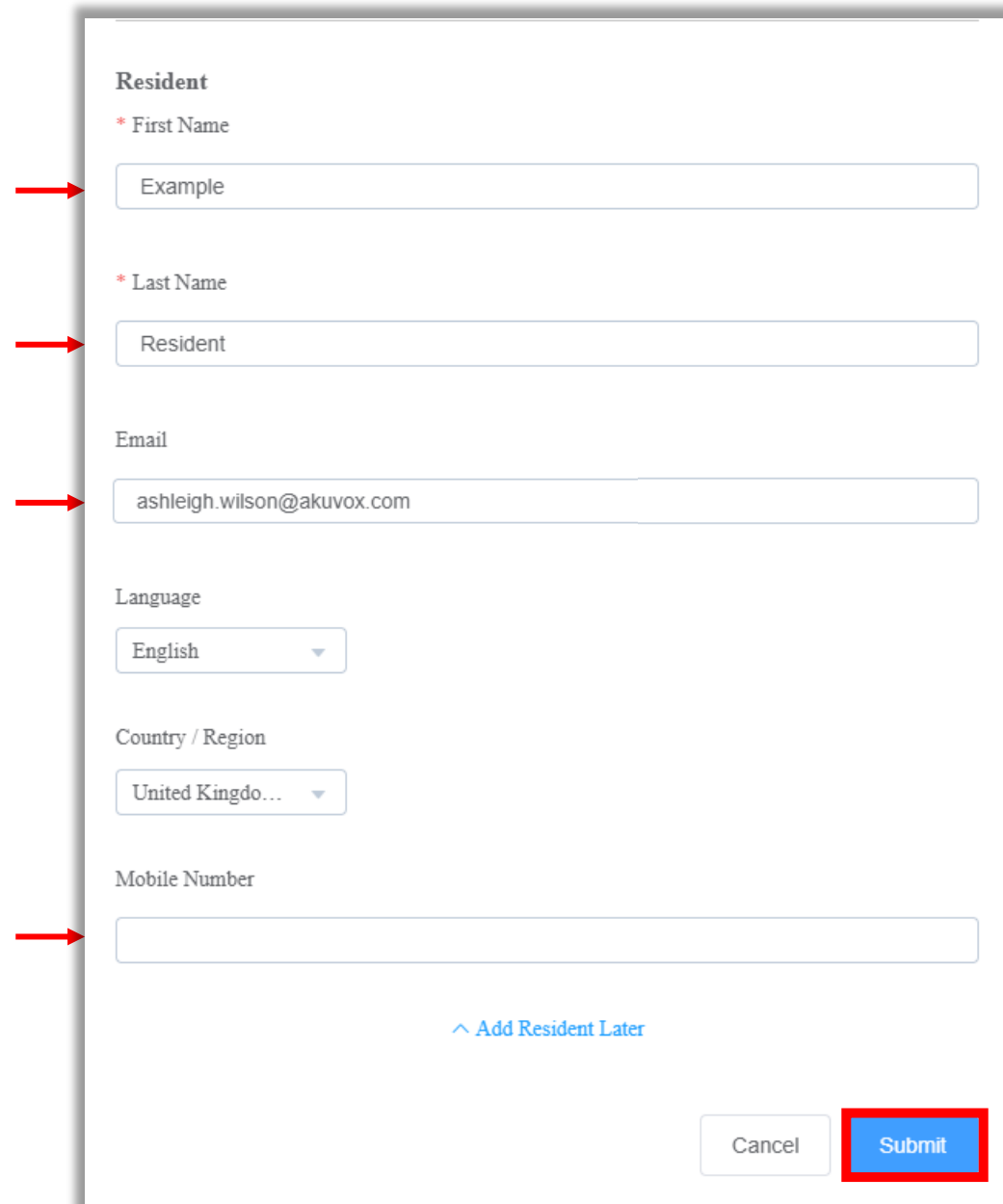
Leave the SIP Call Or IP Call option as it is so that calls are routed directly across the LAN from door intercom to indoor monitor unless any devices are installed on separate networks.

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)

Role:Project Manager ▾ Demo Project ▾ AW\_Test ▾ | Log out

+ Add Building

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	--	 

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**
Role:Project Manager ▾ Demo Project ▾ AW\_Test ▾ | Log out

- Dashboard
- Resident and Device
- Firmware
- Update
- MAC Library
- Support&Ser... ▾

+ Add Building

APT
Public Device

**Community**

- Public Area
- Apartment Block A

**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		<span style="color: red; font-size: 20px;">→</span> <span style="color: green; font-size: 20px; margin-left: 5px;">●</span>	04-07-2022 10:05:00	<span style="color: orange; font-size: 20px;">i</span> <span style="color: blue; font-size: 20px; margin-left: 5px;">✎</span>

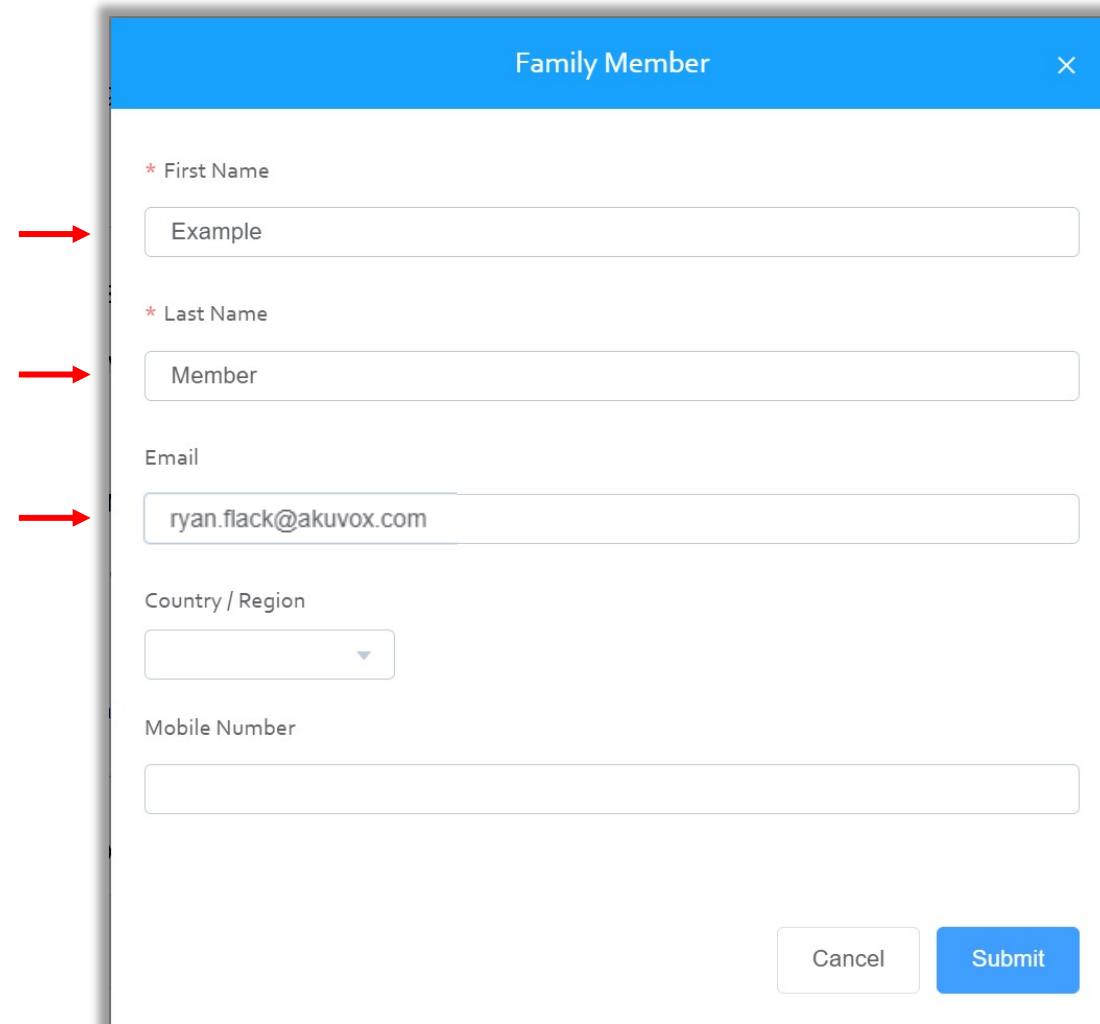
Before adding a family member check that the status indicator for the indoor monitor just added has turned green.

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 the following fields and values:

- \* First Name:** Example
- \* Last Name:** Member
- Email:** ryan.flack@akuvox.com
- Country / Region:** (Dropdown menu)
- Mobile Number:** (Empty text box)

At the bottom right, there are two buttons: 'Cancel' and '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.

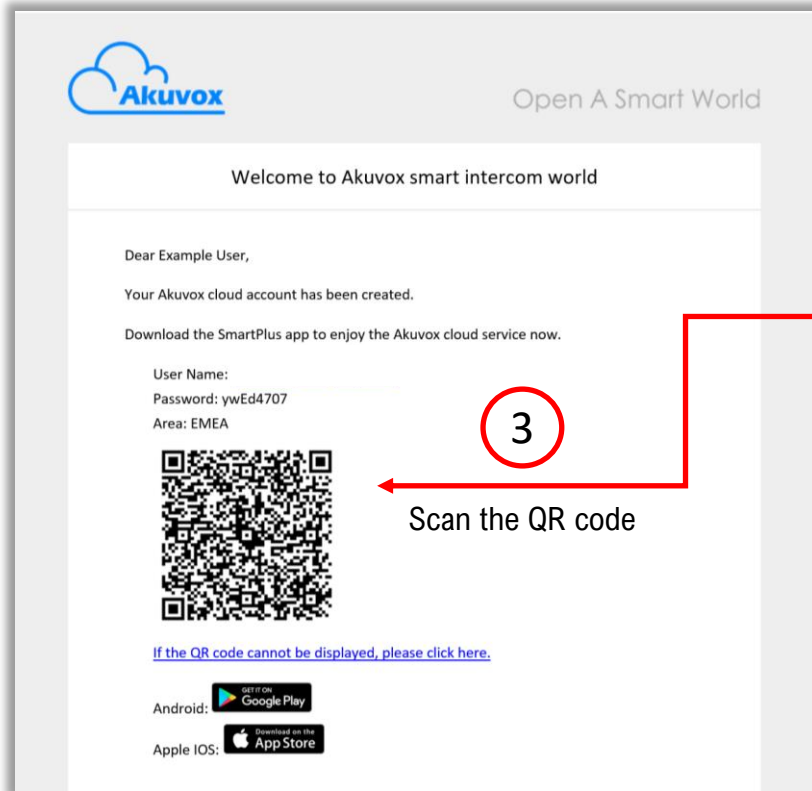
Repeat this process for any additional family members.

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).

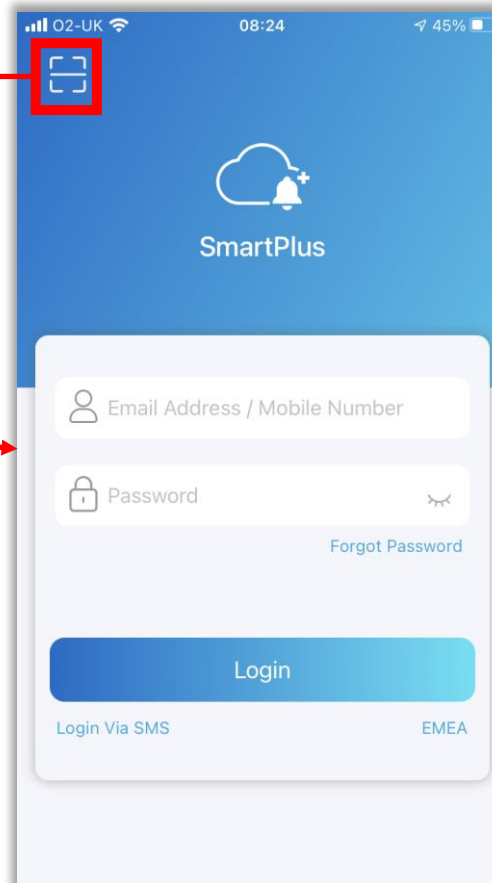


## Appendix i) Logging in to the SmartPlus mobile app

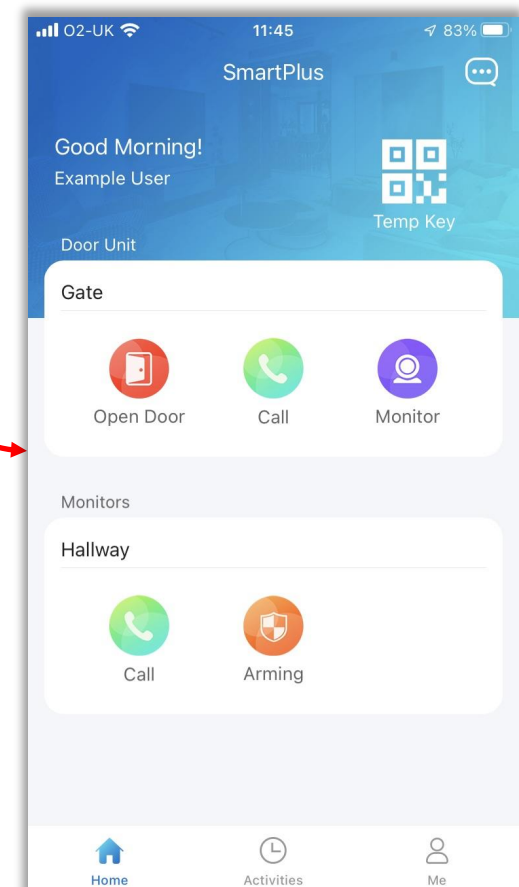
1 Open the email sent from Akuvox



2 Download the SmartPlus app

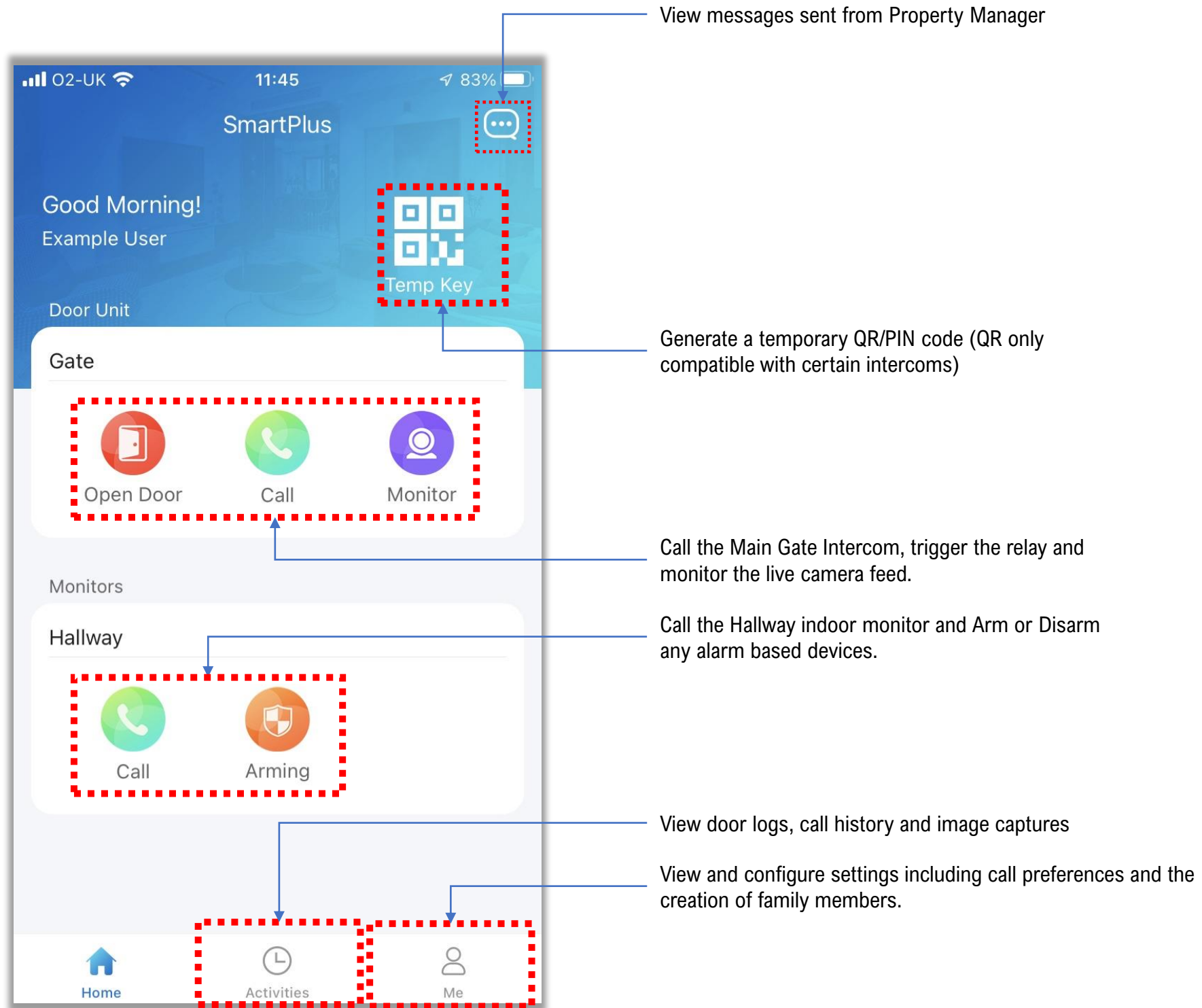


4 Log in to the SmartPlus app\*



\*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



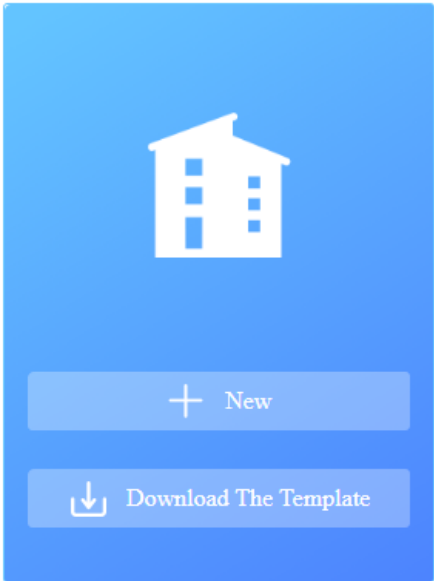
## Appendix iii) Creating a Property Manager





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)**



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

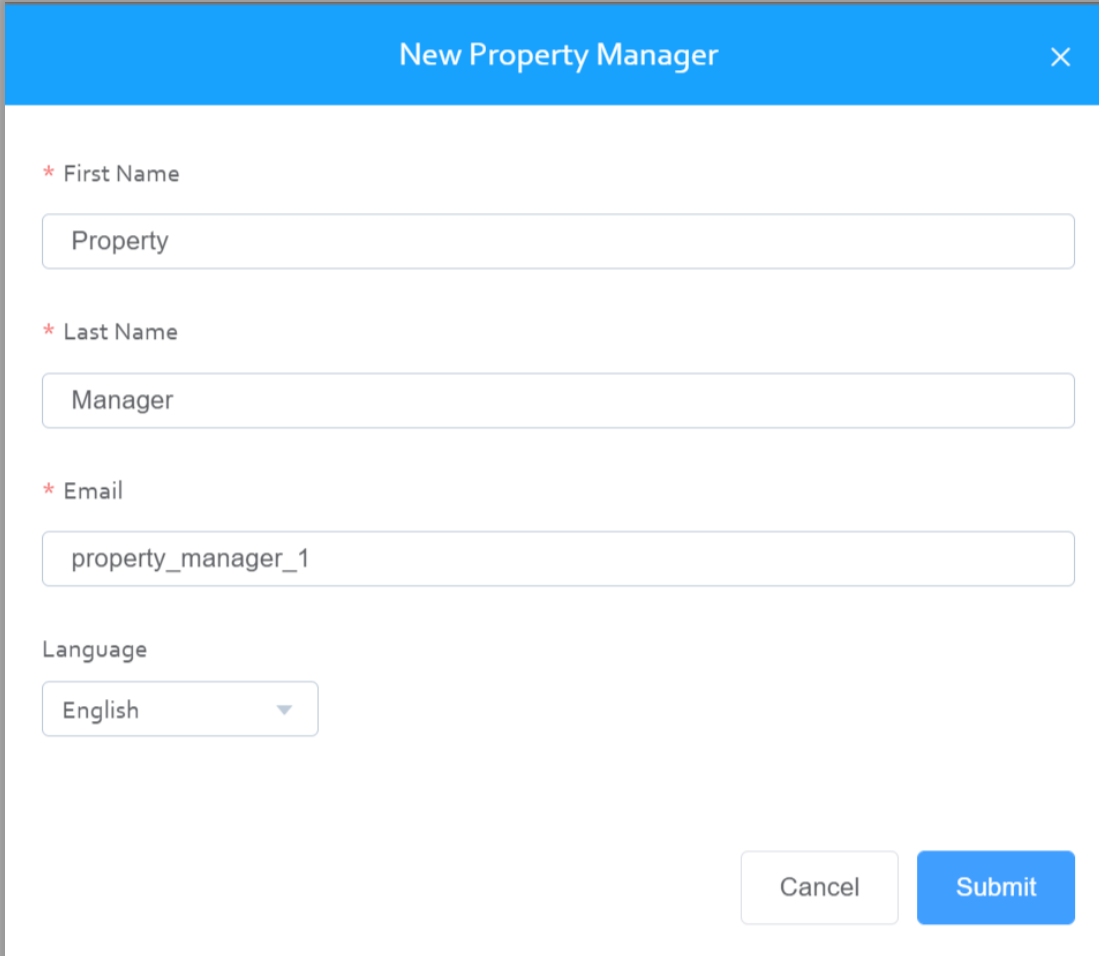
**Property Manager List** New Property Manager

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 the following fields:

- \* First Name:** A text input field containing the text "Property". A red arrow points to this field from the left.
- \* Last Name:** A text input field containing the text "Manager". A red arrow points to this field from the left.
- \* Email:** A text input field containing the text "property\_manager\_1". A red arrow points to this field from the left.
- Language:** A dropdown menu with "English" selected.

At the bottom right of the form, there are two buttons: "Cancel" (white with a grey border) and "Submit" (solid blue).

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 ▾

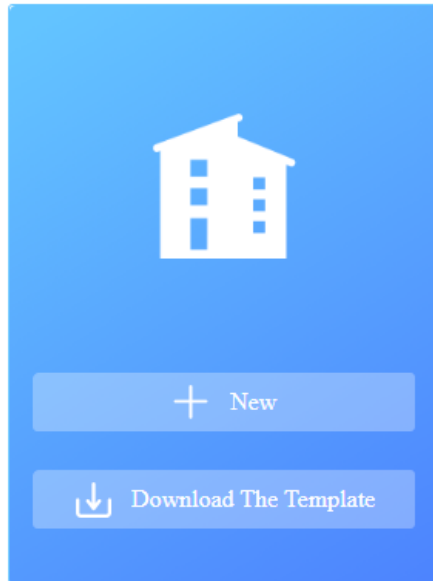
AW\_Test ▾

Log out

Community





Office

## 1 Community(ies)






+ New

Download The Template

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

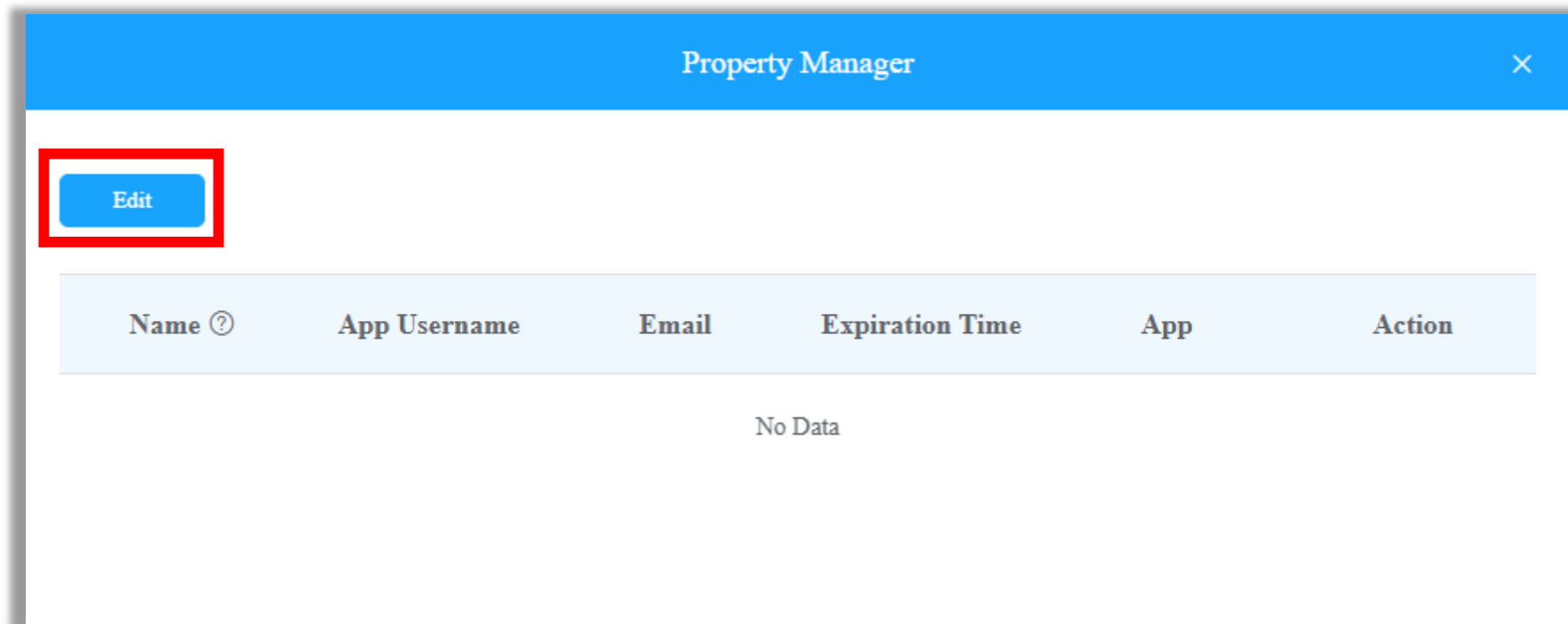
## Property Manager List

New Property Manager

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

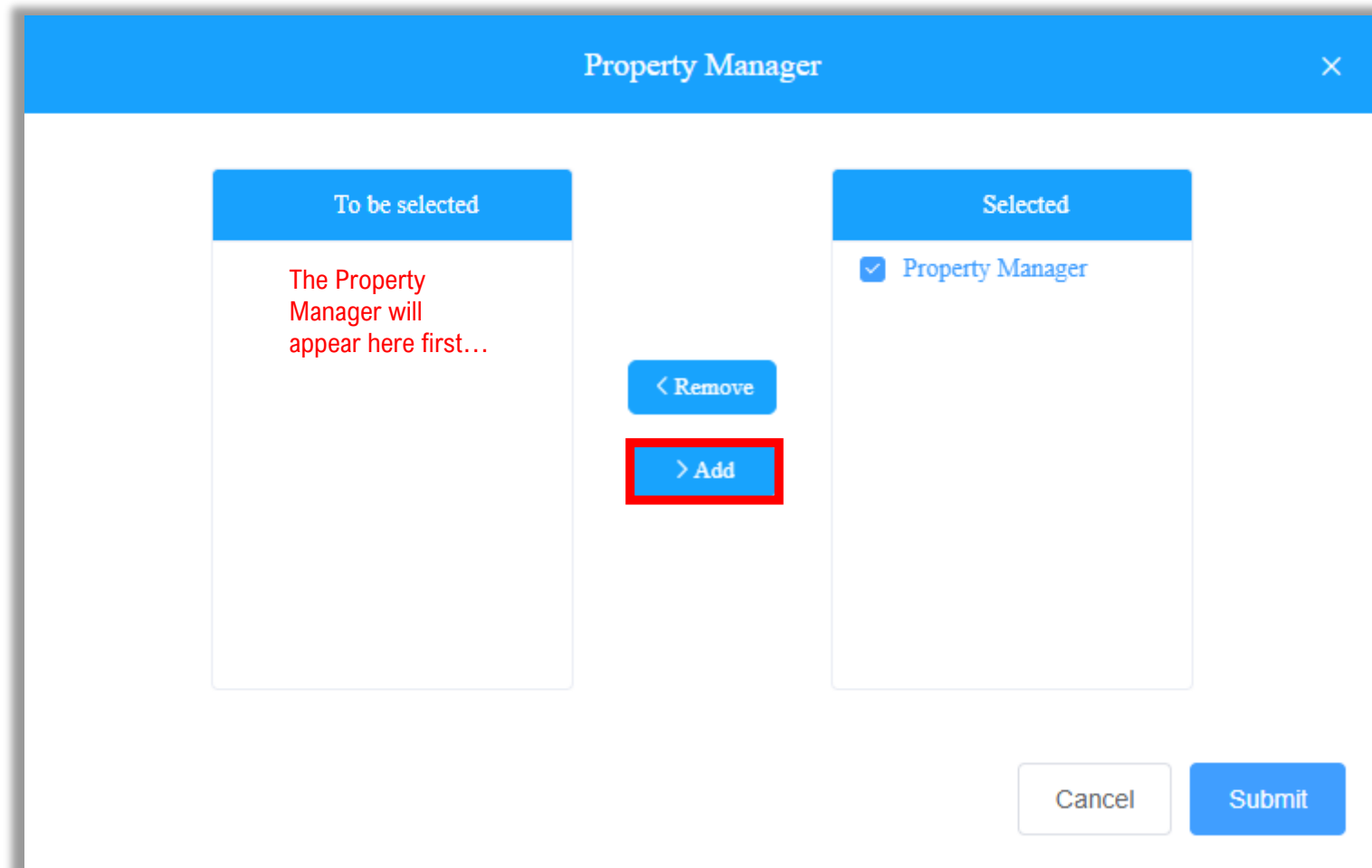
With a new Property Manager created it now needs assigning to a Community. Click the 'Manager' icon from the Action box next to the Community.

### Appendix iii) Creating a Property Manager



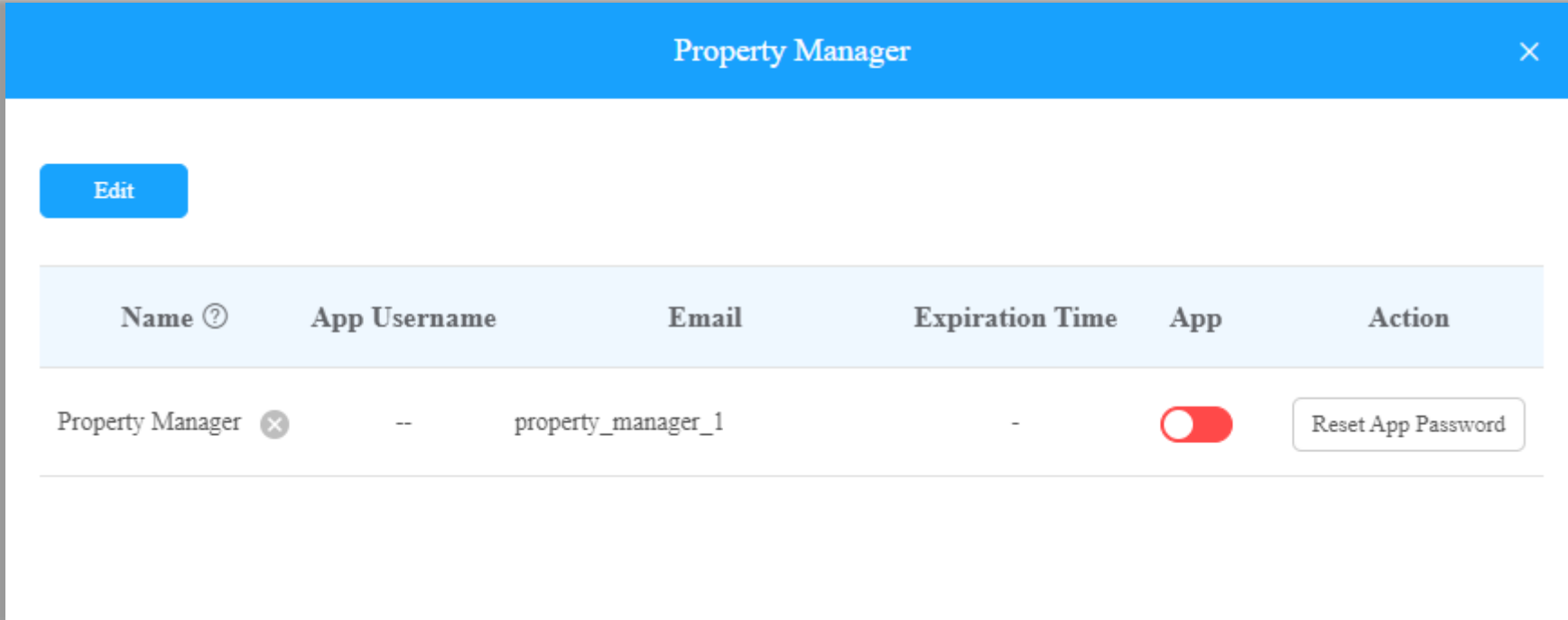
Select Edit to select a new Property Manager

### Appendix iii) Creating a Property Manager



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



The screenshot shows a window titled "Property Manager" with a blue header bar. Below the header is an "Edit" button. A table with the following columns is displayed: Name (with a help icon), App Username, Email, Expiration Time, App (with a toggle switch), and Action. The table contains one row with the following data: Name: "Property Manager" (with a close icon), App Username: "--", Email: "property\_manager\_1", Expiration Time: "-", App: a red toggle switch, and Action: "Reset App Password".

Name ?	App Username	Email	Expiration Time	App	Action
Property Manager <span>×</span>	--	property_manager_1	-	<input checked="" type="checkbox"/>	Reset App Password

Your Property Manager has now been assigned to the project.



# Appendix iii) Creating a Property Manager

Role:Project Manager ▾

List Of Communities ▾

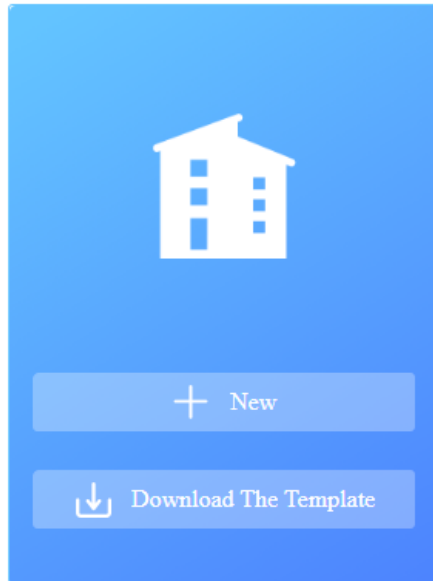
AW\_Test ▾

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