

# Akuvox Cloud Community Setup Guide 'Premium'

The following guide is designed to take an installer through the setup of an Akuvox Cloud Community project from start to finish on the 'Premium' charge plan. The *Premium* plan is subscription based charged based on the number of apartments that wish to use its features.

Further information on the features and differences between the two plans are detailed below. If the *Basic* plan is more appropriate for your installation then please request the 'Basic' setup guide from the technical support team or your sales representative.

## *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 Akuvox).

The example given shows 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 'Premium' plan. Once the structure of the community has been created and apartments have been set up payment must be made to your sales representative for the cloud based features to continue to work beyond the initial 30 day trial.

If you wish to make payment or you would like to discuss this further please call your sales representative.





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>

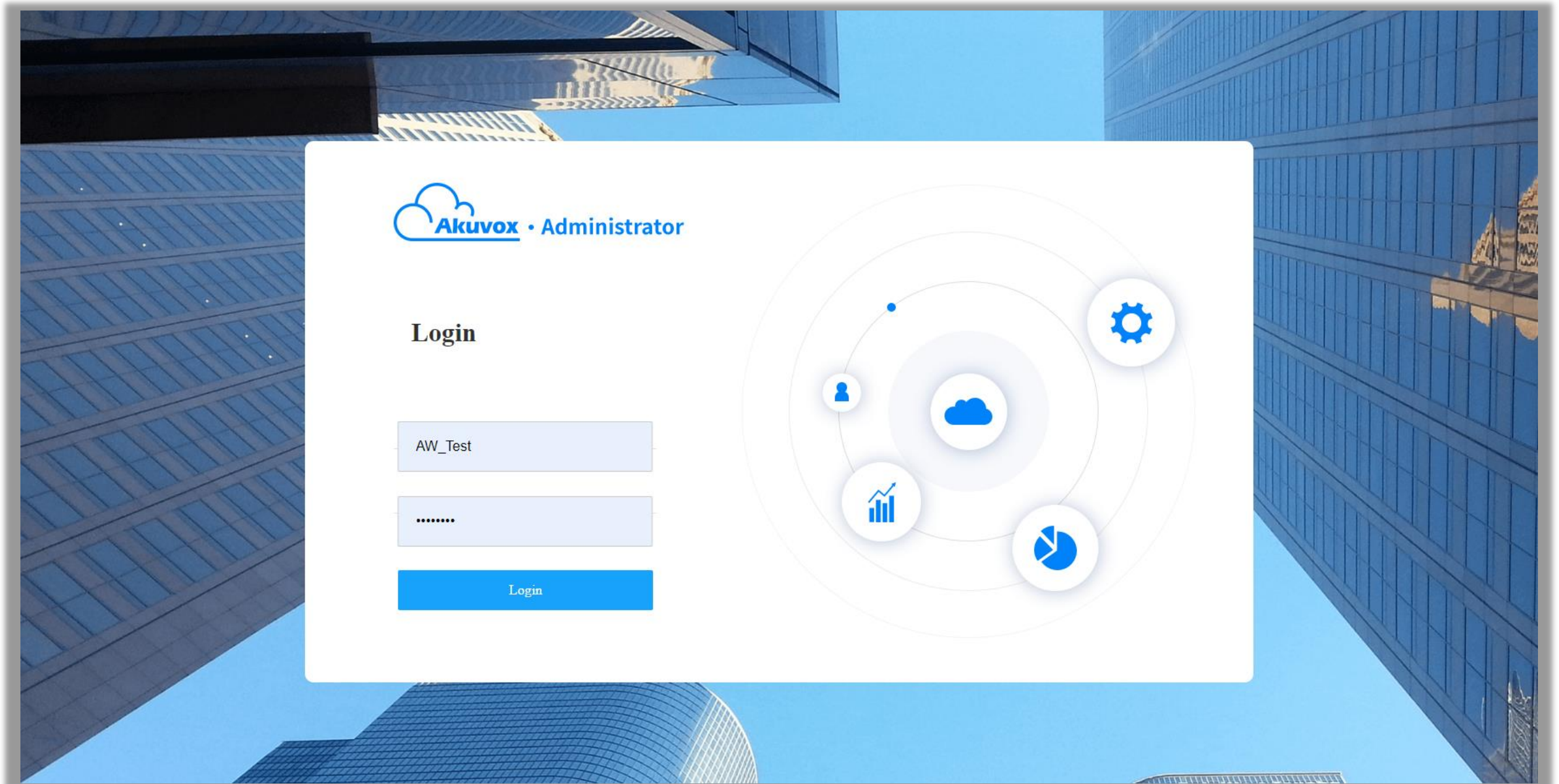
Indoor Monitors come setup with pre-configured buttons for unlocking the door, if you're using the Akuvon Cloud, you'll need to login to the local configuration to setup the relay unlock buttons to "Config on Cloud" type.

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 here with credentials provided by your Sales Representative.

# Switching from Single-tenant Manager to Community Manager

The screenshot shows the Akuvox cloud management interface. At the top right, a dropdown menu for 'Role:Project Manager' is highlighted with a red box. The dropdown menu contains two options: 'Single-tenant Manager' and 'Project Manager', with 'Project Manager' selected. To the right of the role dropdown are links for 'List Of Communities', 'AW\_Test', and 'Log out'. Below the navigation bar, there are two tabs: 'Community' (active) and 'Office'. The main content area is divided into two sections. The first section, titled '0 Community(ies)', features a blue card with a house icon, a '+ New' button, and a 'Download The Template' button. The second section, titled 'Property Manager List', contains a table with columns for Name, Email, Project, and Action. The table is currently empty, displaying 'No Data'. A 'New Property Manager' button is located in the top right corner of this section.

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 Community 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.

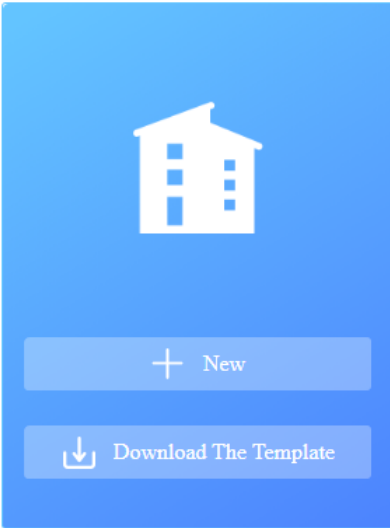
We advise setting the PIN mode to 'PIN' otherwise an apartment number must first be entered before that apartment's personal PIN is accepted.







# 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 management interface. On the left sidebar, the 'Community' section is expanded, and 'Apartment Block A' is being added. A red arrow points to the '+ Add Building' button, and another red arrow points to the 'Apartment Block A' text input. A third red arrow points to the blue checkmark confirmation button. The main content area shows a table with columns: Resident, Email, Building, APT, APT Name, Active, App Status, Created Time, Expiration Time, and Action. The table is currently empty, displaying 'No Data'. The top right of the interface shows user information: Role: Project Manager, Demo Project, and AW\_Test, along with a 'Log out' link.

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 navigation bar includes the Akuvox logo, user role (Project Manager), project name (Demo Project), and environment (AW\_Test). The left sidebar contains navigation items: 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' (Resident), along with a search bar. The main table has 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' (10), a page indicator (1), 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 shows user information: 'Role: Project Manager', 'Demo Project', 'AW\_Test', and a 'Log out' link. On the left sidebar, there are navigation items: 'Dashboard', 'Resident and Device', 'Firmware', 'Update', 'MAC Library', and 'Support&Ser...'. The main content area has a 'Community' section with a '+ Add Building' button and two sub-sections: 'Public Area' and 'Apartment Block A'. The 'Devices' tab is highlighted with a red box. Below the tabs is a search bar with a 'MAC' dropdown and a 'Search' button. The table below has the following headers: 'MAC', 'Location', 'Resident', 'APT', 'Building', 'Device Type', 'SIP', 'Status', 'Created Time', and 'Action'. The table is empty, with the text 'Device information will be listed here...' in red. At the bottom of the table area, there are pagination controls: 'Lines per page' set to '10', a page number '1' in a blue box, and 'Go to 1 Go' buttons, followed by '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 navigation 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' tab 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:Community Manager, Demo Project, JS\_Test, and Log out. A left sidebar contains navigation items: Dashboard, Resident and Device, Firmware, Update, and MAC Library. The main content area has a top bar with '+ Add Building', 'APT' (highlighted with a red box), and 'Public Device' buttons. Below this is a search section with a 'Resident' dropdown, a search input field, a 'Search' button, and a 'New' button. A table header is visible with columns: APT, APT Name, Resident, Email, Mobile Number, Active, Created Time, Expiration Time, and Action. The table body contains a red message: 'Apartments within '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, a page indicator for page 1, and a 'Go to 1 Go' button.

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 'Apartment Block A', there are two tabs: 'APT' and 'Public Device' (highlighted in red). The 'Public Device' tab contains a search bar with a 'MAC' dropdown and a 'Search' button, and a 'New' button (highlighted in red). Below the search bar is a table with the following 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 of 1, and a total of 0 items 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

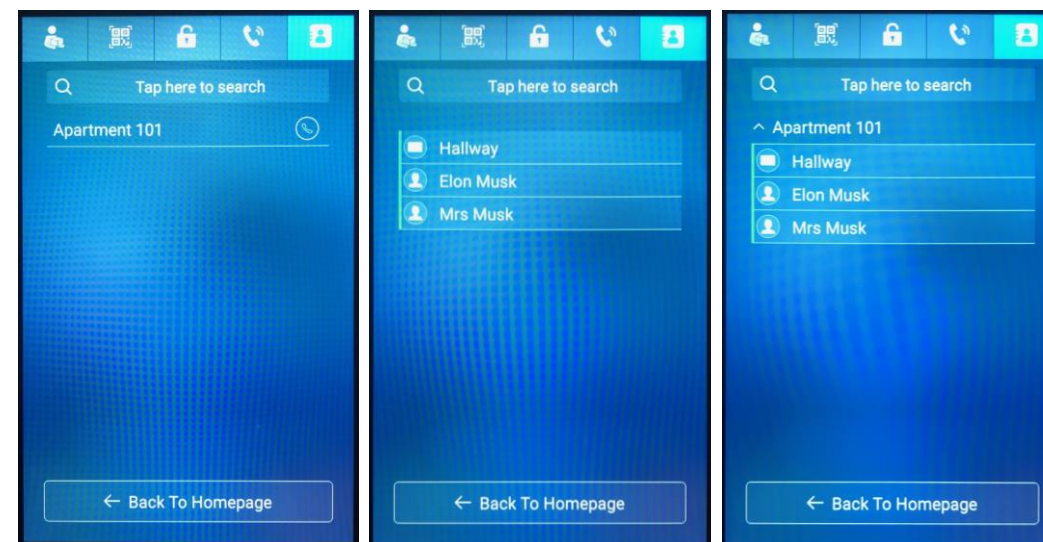
DTMF Code  
#

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'.

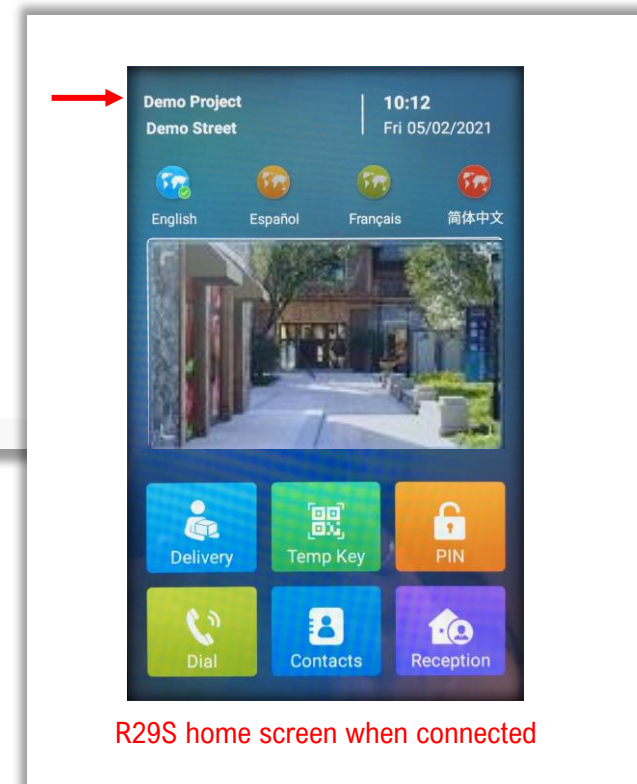
## Adding a Multi-tenant Intercom to Apartment Block

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

MAC	Location	Device Type	SIP	Status	Created Time	Action
0C110510E4FB	Main Entrance	Intercom	171102592	Green	04-07-2022 09:43:26	[Info] [Edit] [Delete]

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, try rebooting the device, otherwise 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 right corner displays the user role as 'Project Manager', the current project as 'Demo Project', and the user as 'AW\_Test', along with a 'Log out' link. The left sidebar contains navigation options: 'Dashboard', 'Resident and Device' (highlighted with a red box), 'Firmware', 'Update', 'MAC Library', and 'Support&Ser...'. The main content area is divided into two sections. The left section, titled 'Community', includes a '+ Add Building' button and a list of items: 'Public Area' and 'Apartment Block A' (highlighted with a red box). The right section is titled 'APT' (highlighted with a red box) and contains a 'Public Device' button. Below this, there are filter dropdowns for 'App Status' (set to 'All'), 'Active' (set to 'All'), and 'Resident' (set to 'Resident'), along with a search box and a 'New' button (highlighted with a red box). A table with the following columns is displayed: 'APT', 'APT Name', 'Resident', 'Email', 'Mobile Number', 'Active', 'Created Time', 'Expiration Time', and 'Action'. The table is currently empty, showing 'No Data'. At the bottom of the table area, there is a pagination control showing 'Lines per page' set to '10', a page number '1' (highlighted with a blue box), and a 'Go to 1 Go' button, with a total of '0 In All' items.

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".
- Buttons**: A blue button labeled "Add Resident" (highlighted with a red box), a grey "Cancel" button, and a blue "Submit" button.

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.

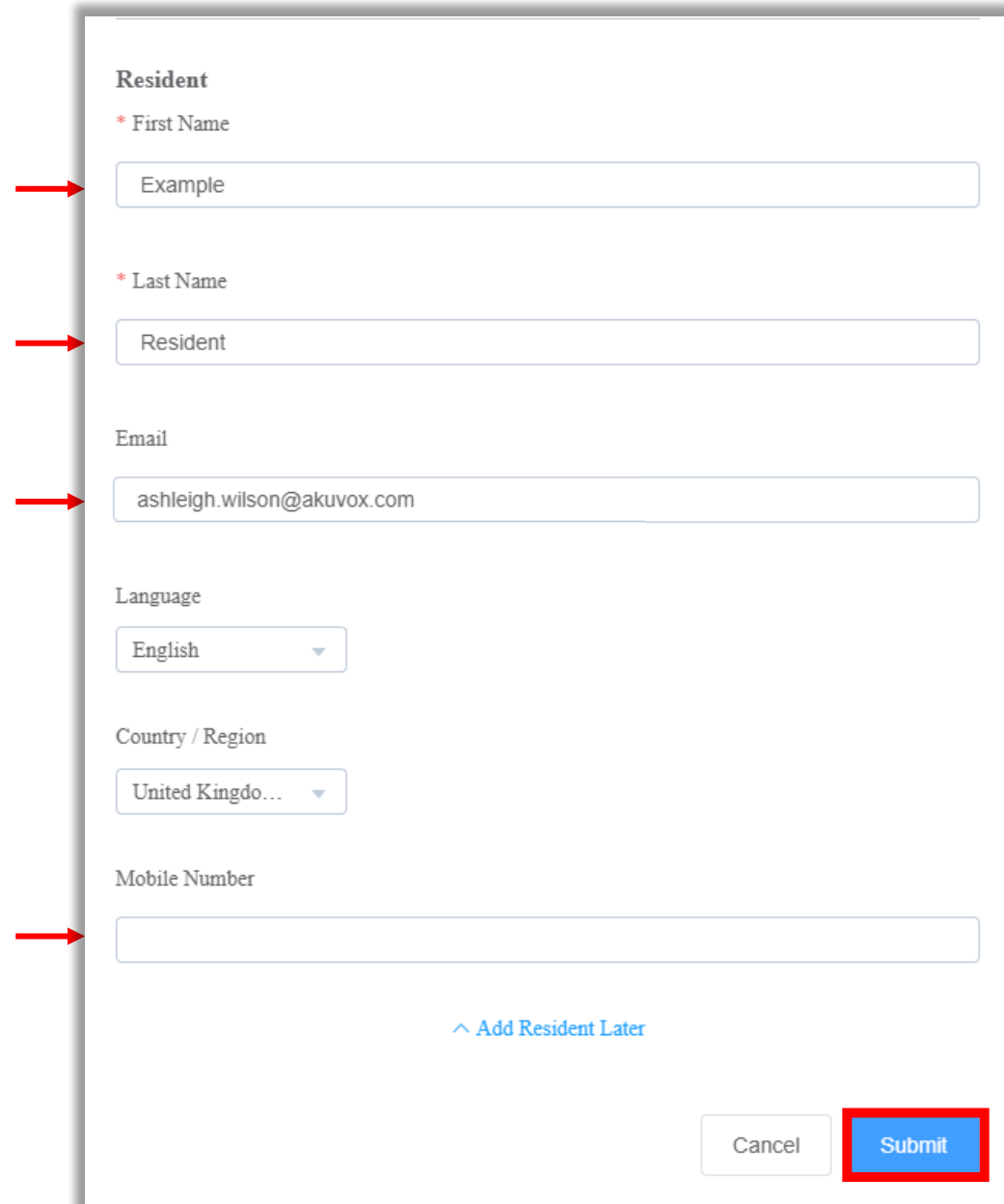
Leave the SIP Call Or IP Call option as it is so that calls are routed directly across the LAN from door intercom to indoor monitor unless any devices are installed on separate networks.

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			

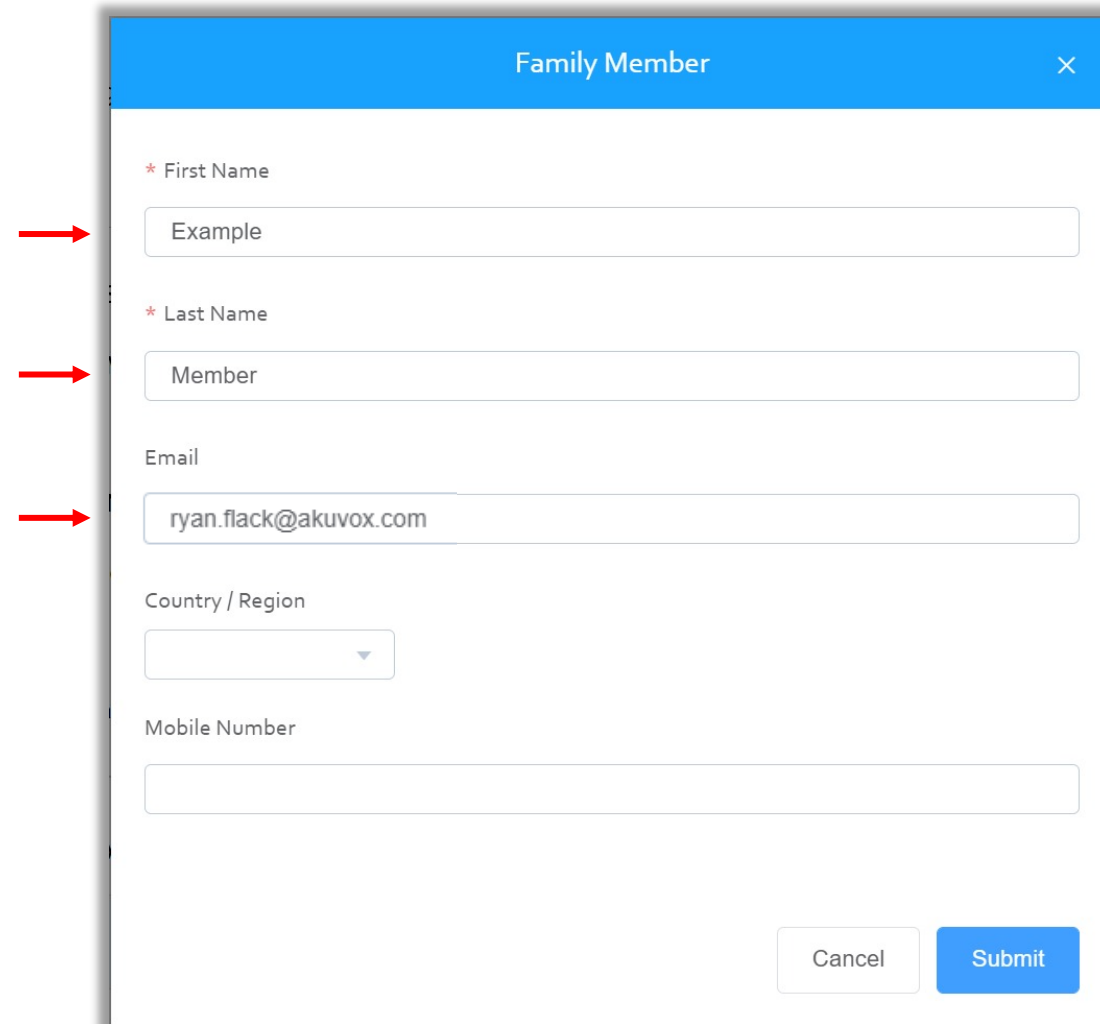
1 Akuvox Devices
New

MAC	Location	Device Type	Status	Binding Time	Action
-----	----------	-------------	--------	--------------	--------

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).



# Editing an Apartment (APT) – Adding an Indoor Monitor

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

+ 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			

---

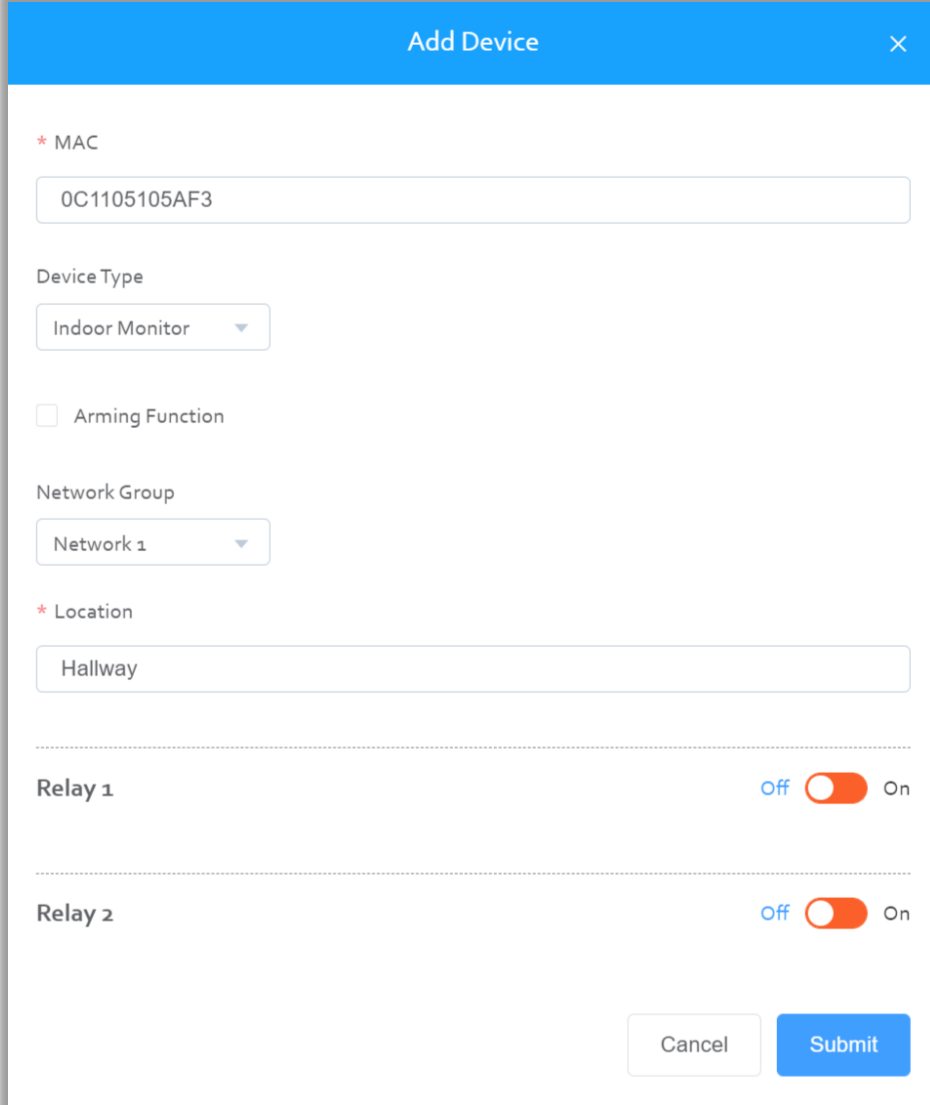
**1 Akuvox Devices** New

MAC	Location	Device Type	Status	Binding Time	Action
-----	----------	-------------	--------	--------------	--------

To add an indoor monitor for receiving calls within the apartment click 'New' in the devices section as shown.

Although recommended, it is not essential to have an indoor monitor associated with an apartment as calls can be received via the SmartPlus app exclusively.

## Editing an Apartment (APT) – Adding an Indoor Monitor



The screenshot shows a web form titled "Add Device" with a blue header and a close button (X) in the top right corner. The form contains the following fields and controls:

- \* MAC:** A text input field containing "0C1105105AF3". A red arrow points to this field.
- Device Type:** A dropdown menu with "Indoor Monitor" selected. A red arrow points to this dropdown.
- Arming Function:** An unchecked checkbox.
- Network Group:** A dropdown menu with "Network 1" selected.
- \* Location:** A text input field containing "Hallway". A red arrow points to this field.
- Relay 1:** A toggle switch currently in the "On" position (orange).
- Relay 2:** A toggle switch currently in the "On" position (orange).
- Buttons:** "Cancel" and "Submit" buttons at the bottom right.

Enter the MAC address of this device and select 'Indoor Monitor' as the type.

Leave all other settings as they are and enter the physical location of where this device is installed. As the location label will only appear in the apps associated with that apartment the location doesn't need to include the apartment name or number. For example, use 'Hallway' rather than 'Apartment 101 –Hallway'.

Click 'Submit' to connect the device.

# Editing an Apartment (APT) – Adding an Indoor Monitor

**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

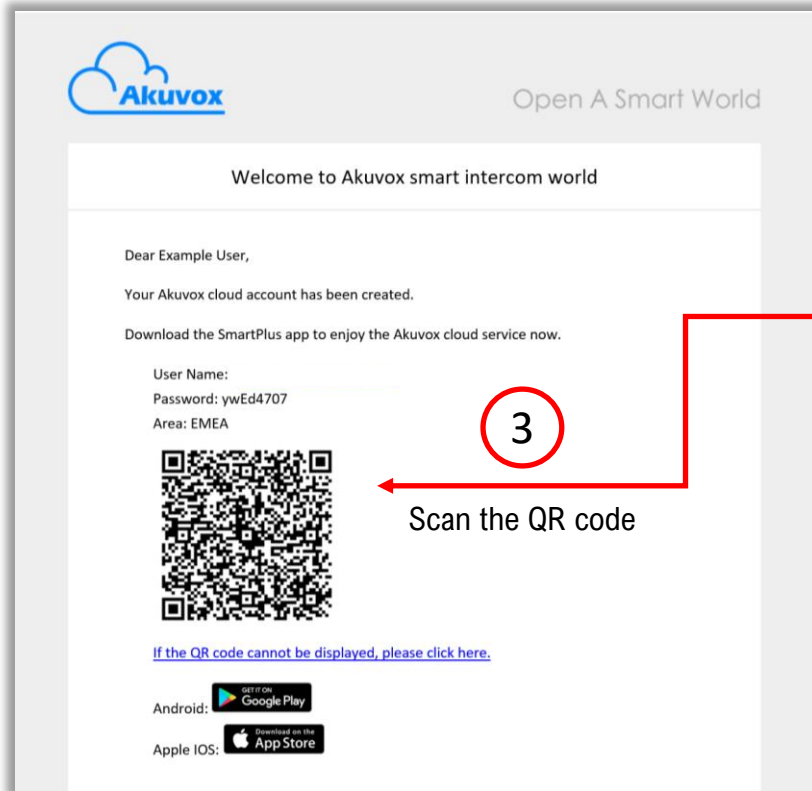
MAC	Location	Device Type	Status	Binding Time	Action
0C11050B9622	Hallway		→ ●	04-07-2022 10:05:00	🔍 ✎

The indoor monitor will now be listed in the devices section as shown. Once connected the Status icon should turn green (refreshing the page may be required).

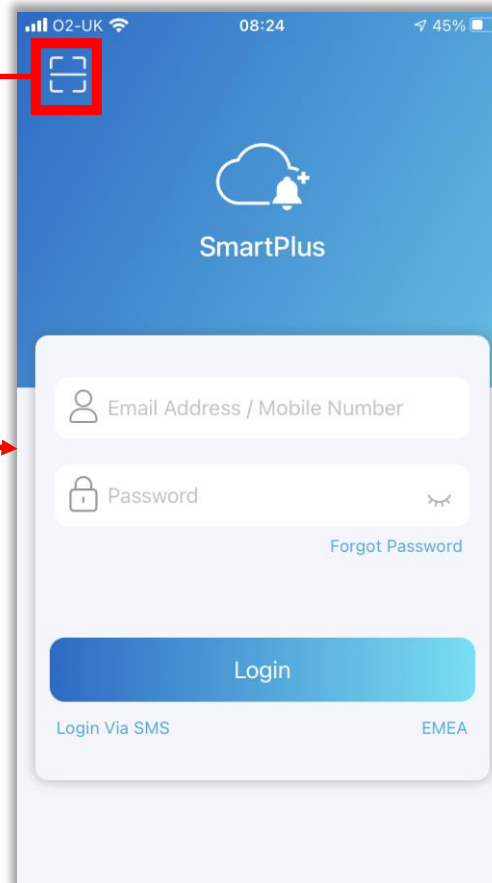
If the Status icon remains grey, factory reset the device and check that the indoor monitor has valid IP address settings for internet connectivity. If the icon still fails to turn green, contact technical support.

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

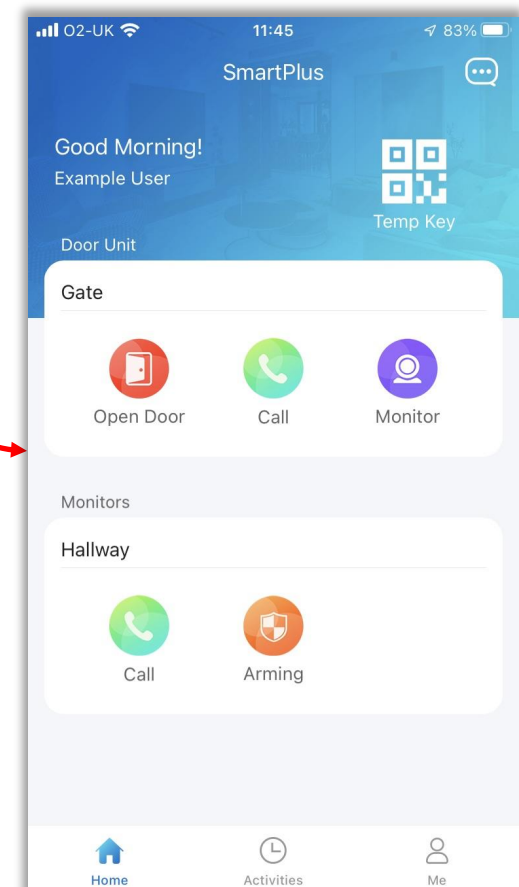
1 Open the email sent from Akuvox



2 Download the SmartPlus app

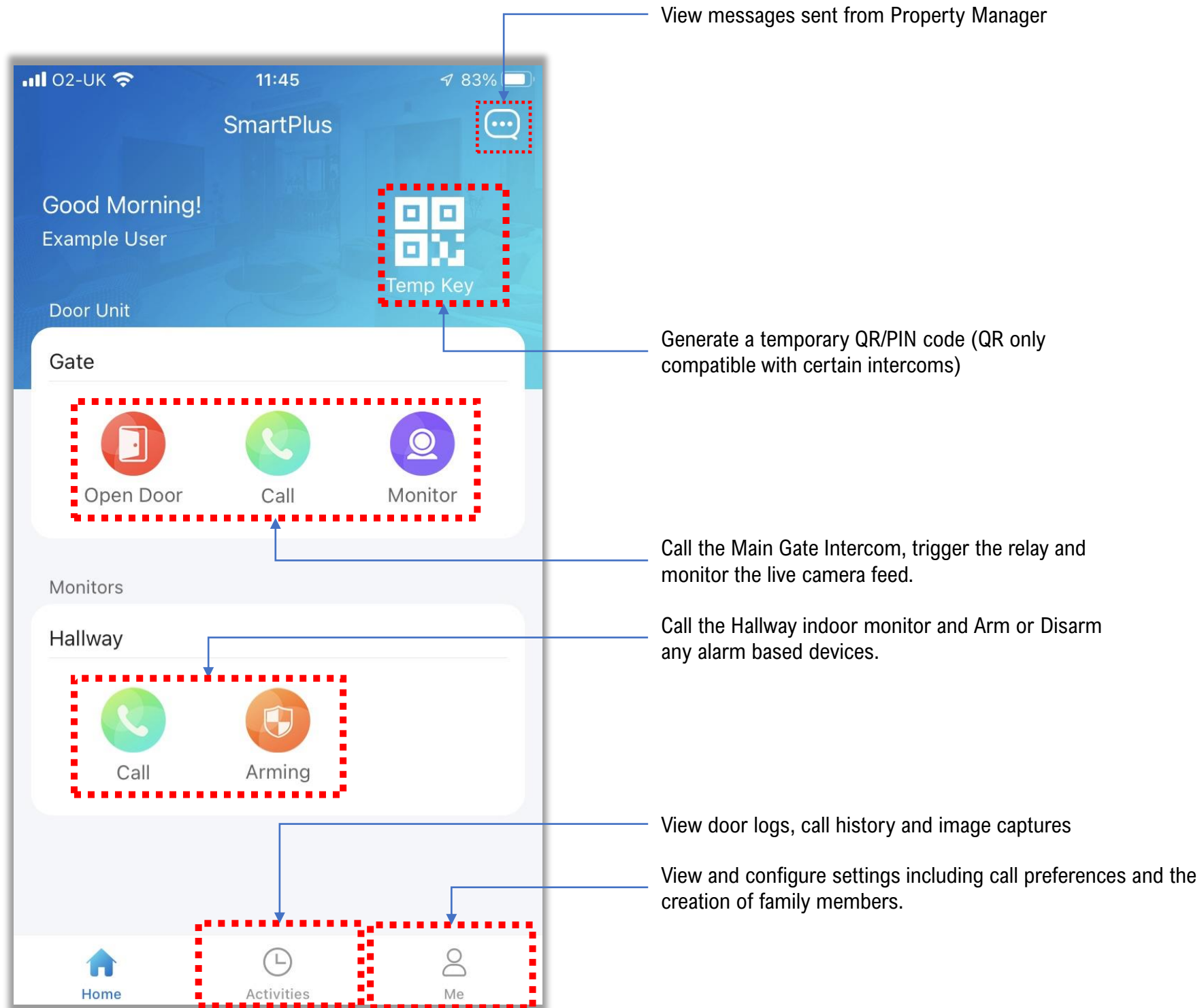


4 Log in to the SmartPlus app\*



\*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



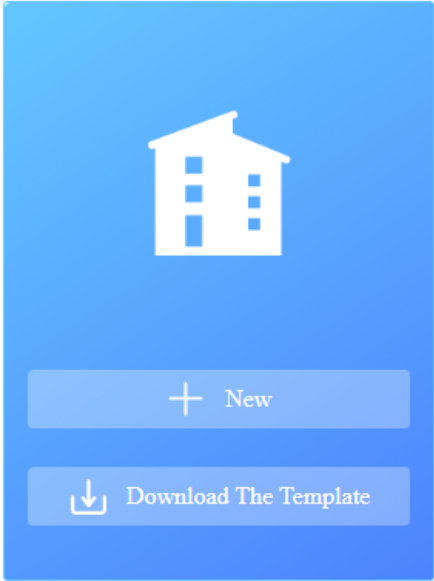
## Appendix iii) Creating a Property Manager





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**

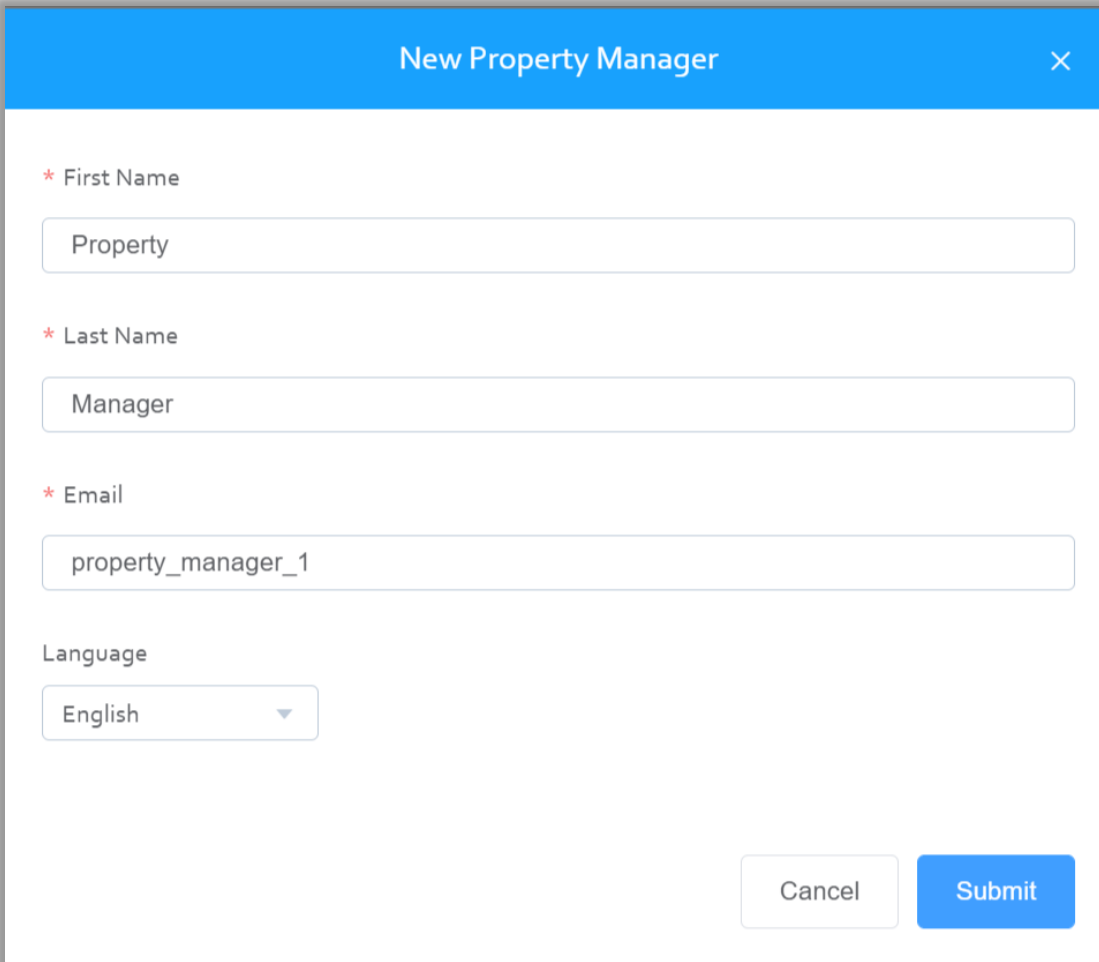
[New Property Manager](#)

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 modal window titled "New Property Manager" with a blue header and a close button (X) in the top right corner. 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 and a downward arrow.

At the bottom right of the form, there are two buttons: a white "Cancel" button and a blue "Submit" button.

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 ▼

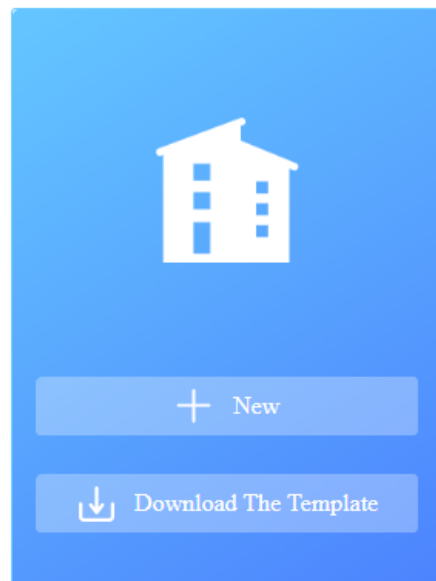
AW\_Test ▼

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

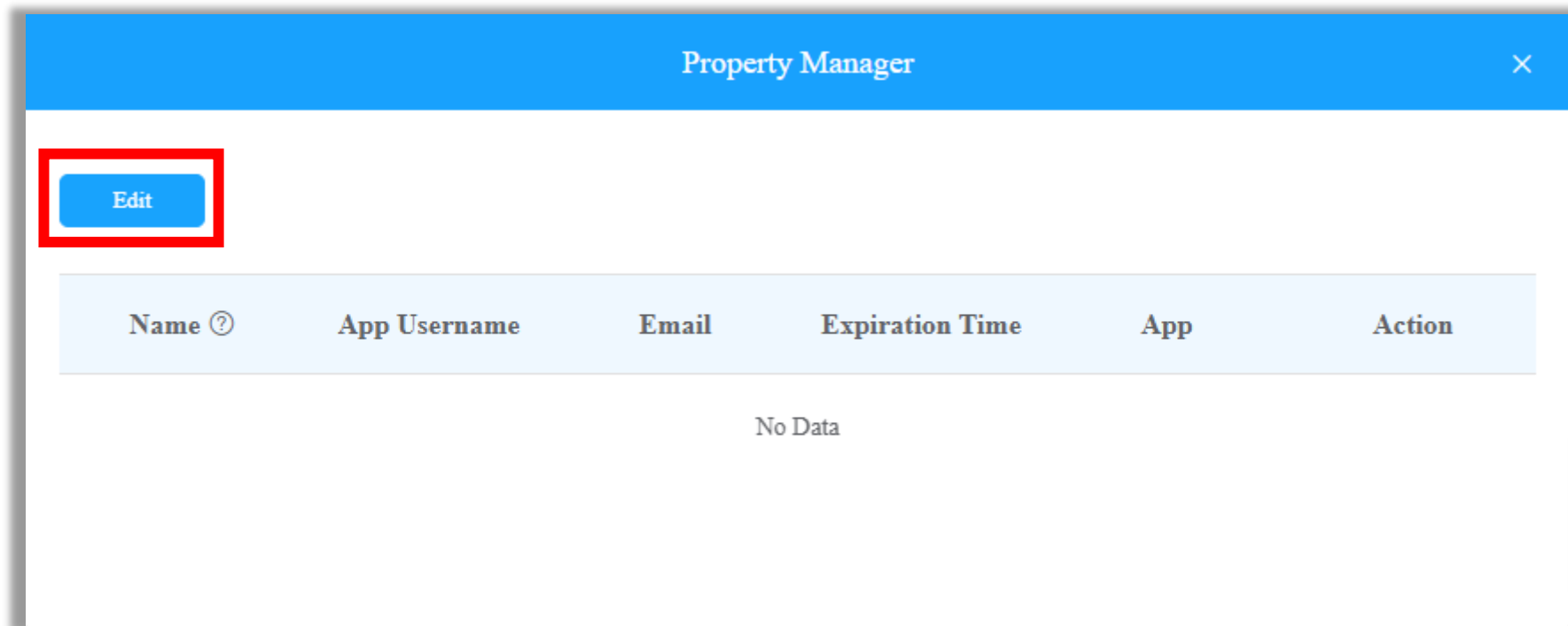
New Property Manager

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.

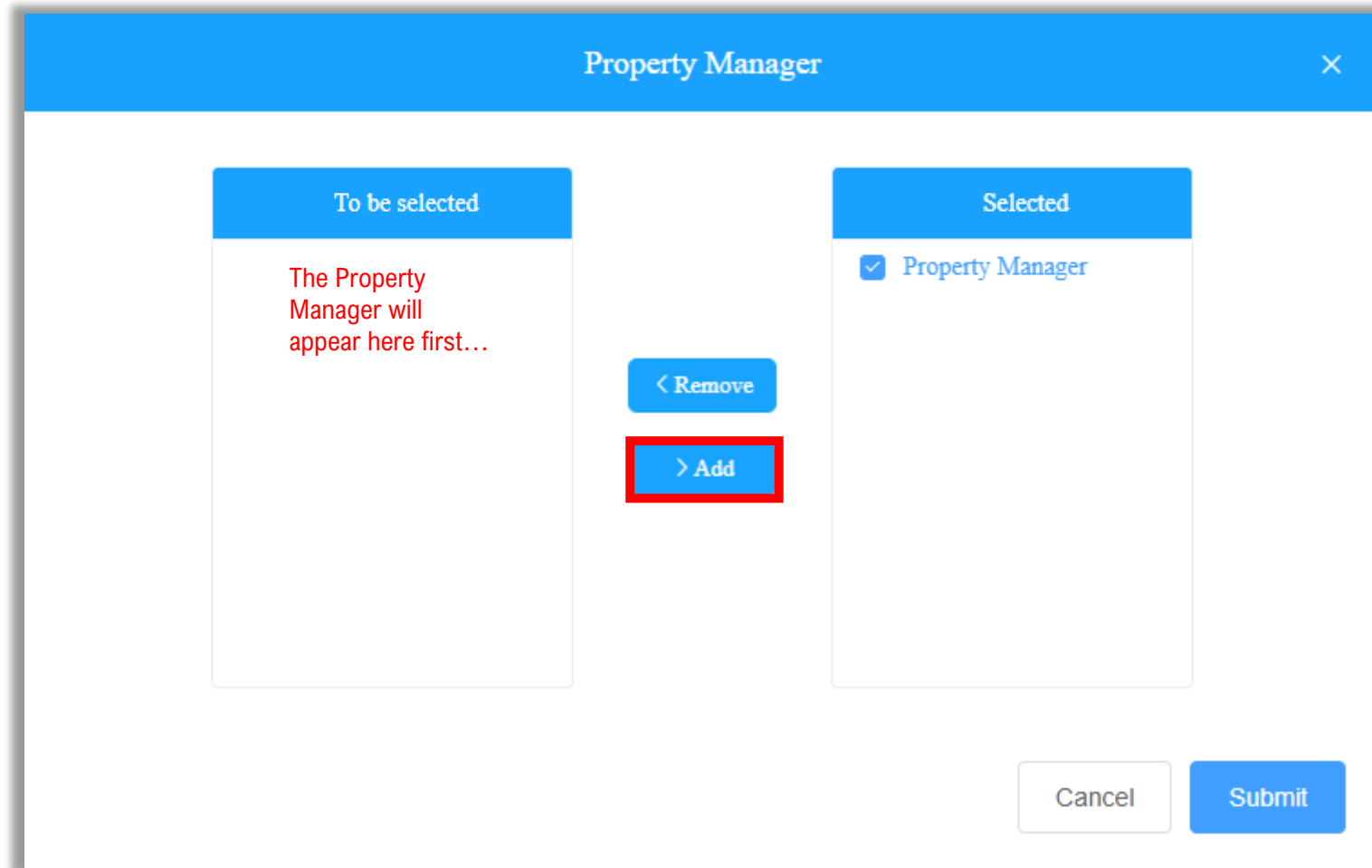


### Appendix iii) Creating a Property Manager



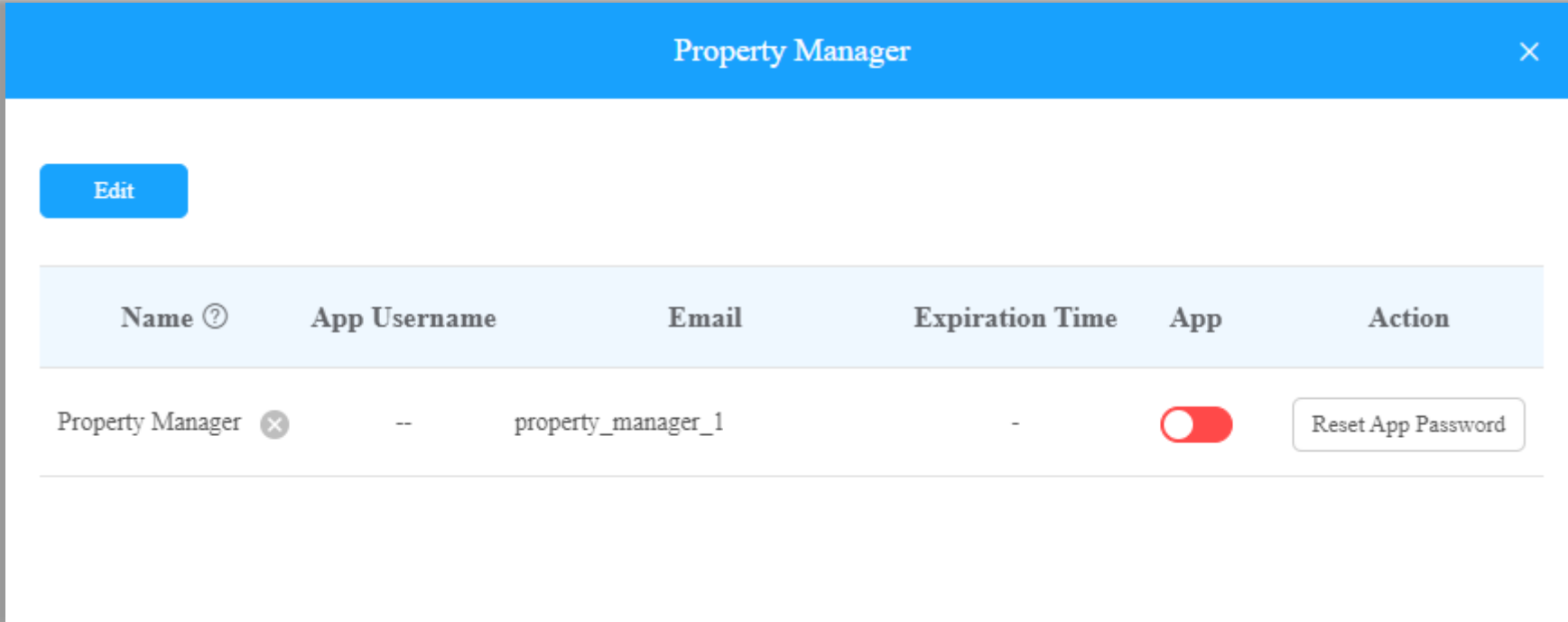
Select Edit to select a new Property Manager

### 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, there is a blue "Edit" button. A table with a light blue header row contains the following data:

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 ▾

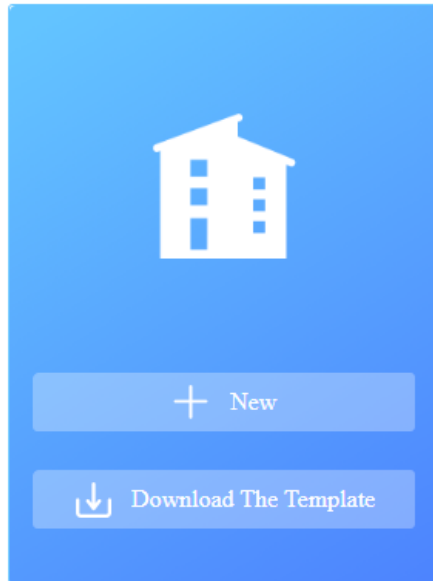
AW\_Test ▾

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