

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, E12 range of single button door intercoms and the S567 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.





We highly recommend that you install the latest firmware on all devices before adding your devices to the Akuvox 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 Akuvox IP Scanner can be found on the Akuvox Knowledge website. You can also firmware upgrade the device from the Akuvox Cloud, see more information here: <https://knowledge.akuvox.com/docs/upgrade-devices#upgrade-on-akuvox-cloud-platform>

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

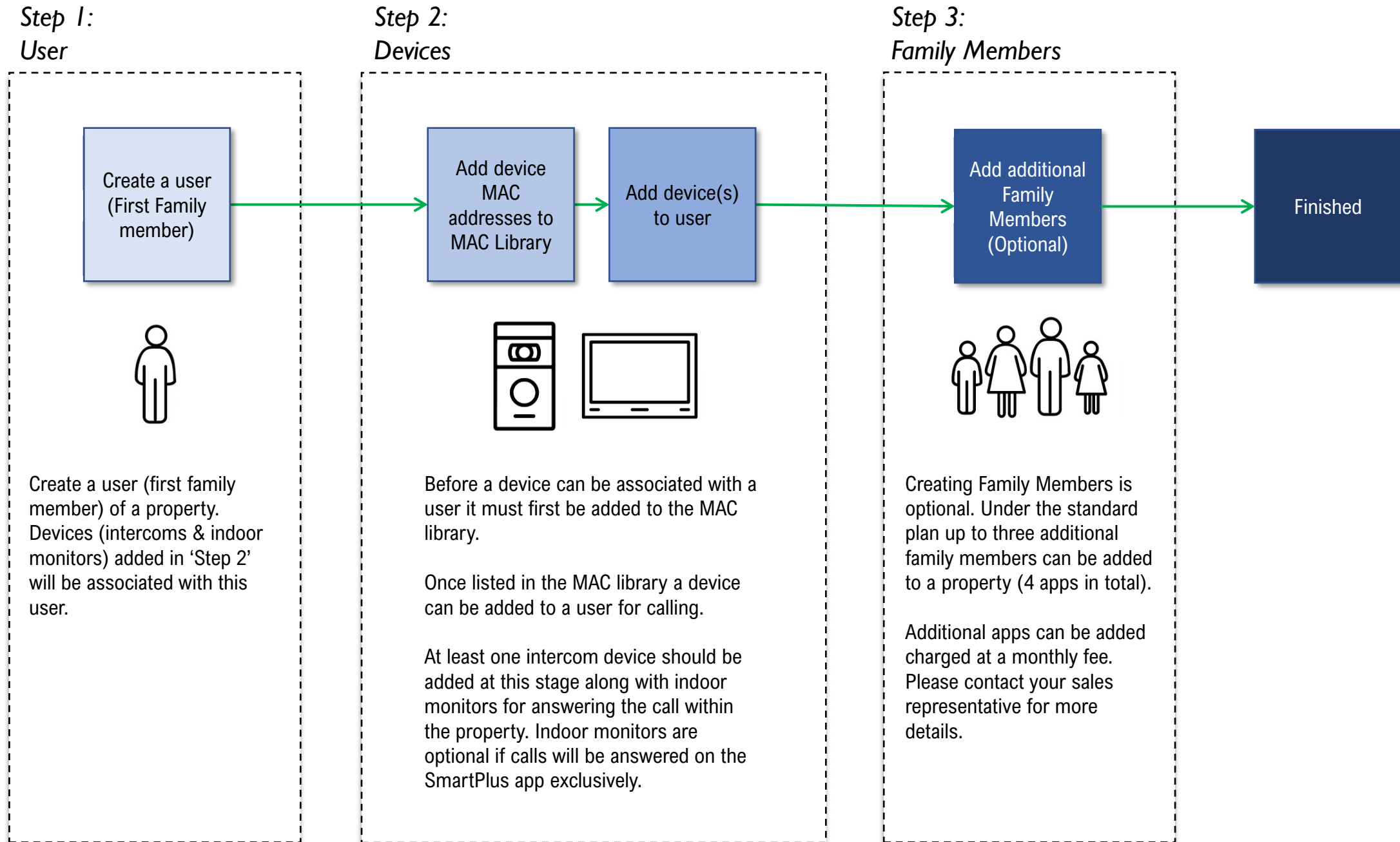
More information can be found on the Akuvox Knowledge Database: <https://knowledge.akuvox.com/>

Contents


<u>The Setup Process</u>	4
<u>Installer Login</u>	5
<u>Single Tenant Manager Role</u>	6
<u>Adding a User</u>	7
<u>Adding Devices to a User</u>	10
<u>Adding Devices to a User (Intercom)</u>	12
<u>Adding Devices to a User (Indoor Monitor)</u>	13
<u>Adding a family member</u>	16
<u>Appendix i) Logging in to the SmartPlus mobile app</u>	20
<u>Appendix ii) SmartPlus mobile app features</u>	21

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.



Installer Login

 **Akuvox** • Administrator

Login

AW_Test

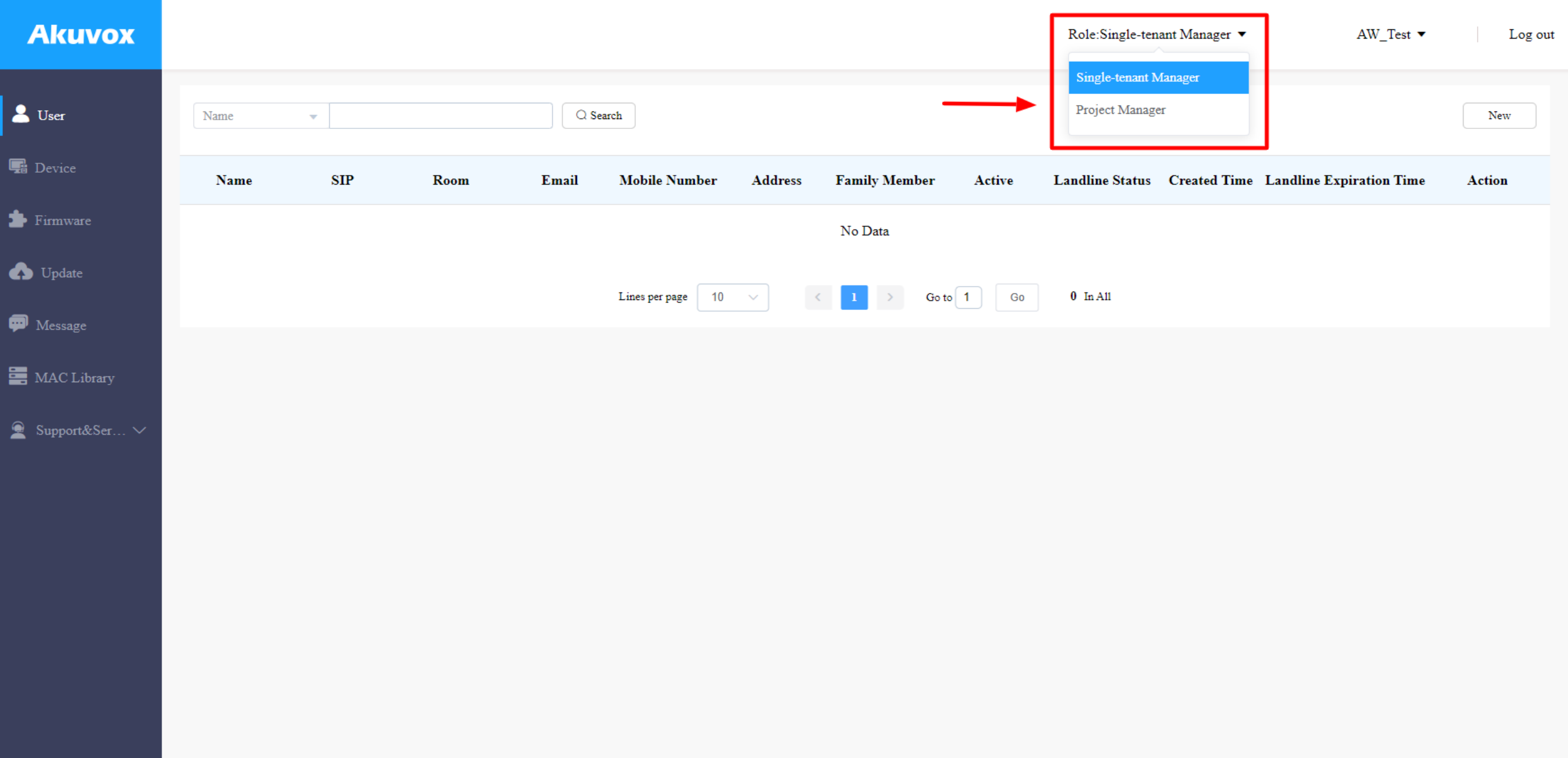
.....

Login

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

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

Role: Single-tenant Manager | AW_Test | Log out

Name

Name	SIP	Room	Email	Mobile Number	Address	Family Member	Active	Landline Status	Created Time	Landline Expiration Time	Action
No Data											

Lines per page: 10 0 In All

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

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

- * Name:** A text input field containing "Example User". A red arrow points to this field.
- Room Name:** An empty text input field.
- Email:** A text input field containing "ashleigh.wilson@akuvox.com". A red arrow points to this field.
- Country / Region:** A dropdown menu showing "United Kingdo...".
- Mobile Number:** An empty text input field.
- Address:** A text input field containing "3 Widdowson Close". A red arrow points to this field.
- SIP Call Or IP Call:** A dropdown menu showing "All my devices ...".
- Time Zone:** A dropdown menu showing "GMT+0:00 Lon...". A red arrow points to this field.
- Language:** A dropdown menu showing "English".
- 1st Landline:** An empty text input field.
- 2nd Landline:** An empty text input field.
- 3rd Landline:** An empty text input field.
- * Landline Service:** Radio buttons for "On" and "Off". The "Off" option is selected.
- With Indoor Monitor:** Radio buttons for "On" and "Off". The "Off" option is selected.

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

Enter the name & email address of the primary resident. This email 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.

If you're using the landline service, you should enter the 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). This is a premium feature therefore has additional fees.

If you have an Indoor Monitor, make sure to click On and add the MAC Address of the Indoor Monitor, this will automatically activate the Akuvox Subscription once the Indoor Monitor is added and online.

Adding a User

The screenshot shows the Akuvox user management interface. On the left is a dark blue sidebar with navigation options: User, Device, Firmware, Update, Message, MAC Library, and Support&Ser... On the right, the main content area features a search bar at the top with a 'Name' dropdown and a 'Search' button. Below the search bar is a table with the following columns: Name, SIP, Room, Email, Mobile Number, Address, Family Member, Active, Landline Status, Created Time, Landline Expiration Time, and Action. A single row is visible in the table for 'Example User'. 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 of 1, and a 'Go to' field with the number 1.

Role: Single-tenant Manager | AW_Test | Log out

Name Search

Name	SIP	Room	Email	Mobile Number	Address	Family Member	Active	Landline Status	Created Time	Landline Expiration Time	Action
Example User	Family:171001084 Personal:171102586	--	ashleigh.wilson@akuvox.com	--	3 Widdowson Close	0	Normal	Off	2022-07-01 10:32:08	--	

Lines per page 1 In All

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 a User

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

The screenshot shows the Akuvox user management interface. The sidebar on the left contains the following menu items: User (highlighted), Device, Firmware, Update, Message, MAC Library, and Support&Ser... (with a dropdown arrow). The main content area features a search bar with a 'Name' dropdown and a 'Search' button, and a 'New' button. Below this is a table with the following columns: Name, SIP, Room, Email, Mobile Number, Address, Family Member, Active, Landline Status, Created Time, Landline Expiration Time, and Action. The table contains one row for 'Example User' with the following details: SIP (Family:171001084, Personal:171102586), Room (--), Email (ashleigh.wilson@akuvox.com), Address (3 Widdowson Close), Family Member (0), Active (Normal), Landline Status (Off), Created Time (2022-07-01 10:32:08), and Landline Expiration Time (--). The 'Action' column for this user contains three icons: a device icon (highlighted with a red box), an edit icon, and a delete icon. Below the table is a pagination control showing 'Lines per page' set to 10, navigation arrows, a page number '1', and 'Go to 1' and 'Go' buttons, with a total of '1 In All'.

Name	SIP	Room	Email	Mobile Number	Address	Family Member	Active	Landline Status	Created Time	Landline Expiration Time	Action
Example User	Family:171001084 Personal:171102586	--	ashleigh.wilson@akuvox.com		3 Widdowson Close	0	Normal	Off	2022-07-01 10:32:08	--	

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

Adding Devices to a User

The screenshot shows the Akuvox web interface. On the left is a dark blue sidebar with navigation options: User, Device, Firmware, Update, Message, MAC Library, and Support&Ser... On the right, the main content area has a header with 'Role: Single-tenant Manager', 'AW_Test', and 'Log out'. Below the header is a search bar with a dropdown menu set to 'MAC' and a 'Search' button. To the right of the search bar are two buttons: 'AutoP' and 'New', with the 'New' button highlighted by a red rectangular box. Below the search bar is a table with the following columns: MAC, Owner, SIP, Location, Device Type, Status, Last Connected Time, and Action. The table body is empty and contains the text 'No Data'. At the bottom of the table area, there is a pagination control showing 'Lines per page' set to 10, navigation arrows, a page number '1', and '0 In All'.

On the Device List page click 'New'.

Adding Devices to a User (Intercom)

The screenshot displays the 'Add Device' modal in the Akuvox management system. The modal is overlaid on a background showing a table of devices with columns for MAC, Owner, Status, Last Connected Time, and Action. The modal form contains the following fields and controls:

- Owner:** Text input field containing '171102586'.
- Device Type:** Dropdown menu with 'Single-tenant D...' selected. A red arrow points to this field.
- * MAC:** Text input field containing '0C110510E4FB'. A red arrow points to this field.
- * Location:** Text input field containing 'Front Entrance'. A red arrow points to this field.
- Relay 1:** Toggle switch currently set to 'Off'.
- * Relay Name:** Text input field containing 'Front Door'.
- DTMF Code:** Dropdown menu with '#' selected.
- Buttons:** 'Add Relay' and 'Add Security Relay' (blue), 'Cancel' (grey), and 'Submit' (blue).

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 screenshot shows the Akuvox management interface. On the left is a dark blue sidebar with navigation options: User, Device, Firmware, Update, Message, MAC Library, and Support & Ser... On the right, the main content area has a header with 'Role: Single-tenant Manager', 'AW_Test', and 'Log out'. Below the header is a search bar with a 'MAC' dropdown, a search input field, and a 'Search' button. To the right of the search bar are 'AutoP' and 'New' buttons, with the 'New' button highlighted by a red rectangle. Below the search bar is a table with the following columns: MAC, Owner, SIP, Location, Device Type, Status, Last Connected Time, and Action. The table contains one row with the following data: MAC: 0C110510E4FB, Owner: Example User, SIP: 171102588, Location: Front Entrance, Device Type: (represented by a device icon), Status: (represented by a green circle), Last Connected Time: --, and Action: (represented by info, edit, and delete icons). Below the table is a pagination control showing 'Lines per page' set to 10, navigation arrows, a page indicator '1', and 'Go to 1' and 'Go' buttons, with '1 In All' items.

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'

Adding Devices to a User (Indoor Monitor)

The screenshot displays the Akuvox management interface. In the background, there is a table with columns: MAC, Owner, Status, Last Connected Time, and Action. A modal window titled "Add Device" is open in the foreground. The modal form contains the following fields and controls:

- Owner:** Text input field containing "171102586".
- Device Type:** Dropdown menu with "Indoor Monitor" selected. A red arrow points to this field.
- * MAC:** Text input field containing "0C11050B9622". A red arrow points to this field.
- * Location:** Text input field containing "Hallway". A red arrow points to this field.
- Relay 1:** Toggle switch currently set to "Off".
- Relay 2:** Toggle switch currently set to "Off".
- Buttons:** "Cancel" and "Submit" buttons at the bottom right of the modal.

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.

The screenshot shows the Akuvox web interface. At the top left is the Akuvox logo. On the right, it displays 'Role: Single-tenant Manager', 'AW_Test', and a 'Log out' link. A left sidebar contains navigation options: User, Device, Firmware, Update, Message, MAC Library, and Support & Services. The main content area features a search bar with a 'MAC' dropdown and a 'Search' button. Below the search bar are two buttons: 'AutoP' and 'New'. The central part of the interface is a table with the following data:

MAC	Owner	SIP	Location	Device Type	Status	Last Connected Time	Action
0C11050B9622	Example User	171102589	Hallway		●	--	
0C110510E4FB	Example User	171102588	Front Entrance		●	--	

At the bottom of the table, there is a pagination control showing 'Lines per page' set to 10, a page indicator '1', and 'Go to 1' with a 'Go' button. It also indicates '2 In All'.

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.

The screenshot shows the Akuvox user management interface. The top navigation bar includes the Akuvox logo, the user's role (Single-tenant Manager), the current tenant (AW_Test), and a Log out button. A sidebar on the left contains navigation options: User, Device, Firmware, Update, Message, MAC Library, and Support & Services. The main content area displays a table of users with columns for Name, SIP, Room, Email, Mobile Number, Address, Family Member, Active, Landline Status, Created Time, Landline Expiration Time, and Action. A search bar and a 'New' button are located at the top of the table. The 'Family Member' column for the 'Example User' shows a count of 0 and a family member icon, which is highlighted with a red box. The table also includes pagination controls at the bottom, showing '1 In All'.

Name	SIP	Room	Email	Mobile Number	Address	Family Member	Active	Landline Status	Created Time	Landline Expiration Time	Action
Example User	Family:171001084 Personal:171102586	--	ashleigh.wilson@akuvox.com		3 Widdowson Close	0	Normal	Off	2022-07-01 10:32:08	--	

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

The screenshot shows the Akuvox user management interface. On the left is a dark blue sidebar with navigation options: User, Device, Firmware, Update, Message, MAC Library, and Support & Ser... On the right, the user's role is 'Single-tenant Manager' and the tenant is 'AW_Test'. A 'Log out' link is also present. The main content area displays a 'Family Master' entry for 'Example User' with email 'tenant_1@cie-group.com'. Below this is a table with columns: Name, Email, Mobile Number, Created Time, and Action. The table is currently empty, showing 'No Data'. A 'New' button is highlighted with a red box in the top right corner of the table area. At the bottom, there is a pagination control showing 'Lines per page' set to 10, page 1 of 1, and '0 In All'.

On the Family Member list page click 'Add'.

Adding a Family Member

The screenshot shows the Akuvox web interface. At the top left is the 'Akuvox' logo. At the top right, it displays 'Role: Single-tenant Manager', 'AW_Test', and 'Log out'. On the left side, there is a navigation menu with options: User, Device, Firmware, Update, Message, MAC Library, and Support & Ser... On the main content area, there is a table with columns 'Name', 'Created Time', and 'Action'. A modal window titled 'Family Member' is open, containing the following fields: '* Name' (Example Member), 'Email' (ryan.flack@akuvox.com), 'Country / Region' (United Kingdo...), 'Mobile Number', and 'Landline'. At the bottom of the modal are 'Cancel' and 'Submit' buttons. Red arrows point to the 'Name' and 'Email' fields.

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

Akuvox Role: Single-tenant Manager ▾ AW_Test ▾ | Log out

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

Family Master: Example User
Email: ashleigh.wilson@akuvox.com
Phone:

[New](#)

Name	Email	Mobile Number	Created Time	Action
Example Member		--	2022-07-01 11:29:36	✎ 🗑️

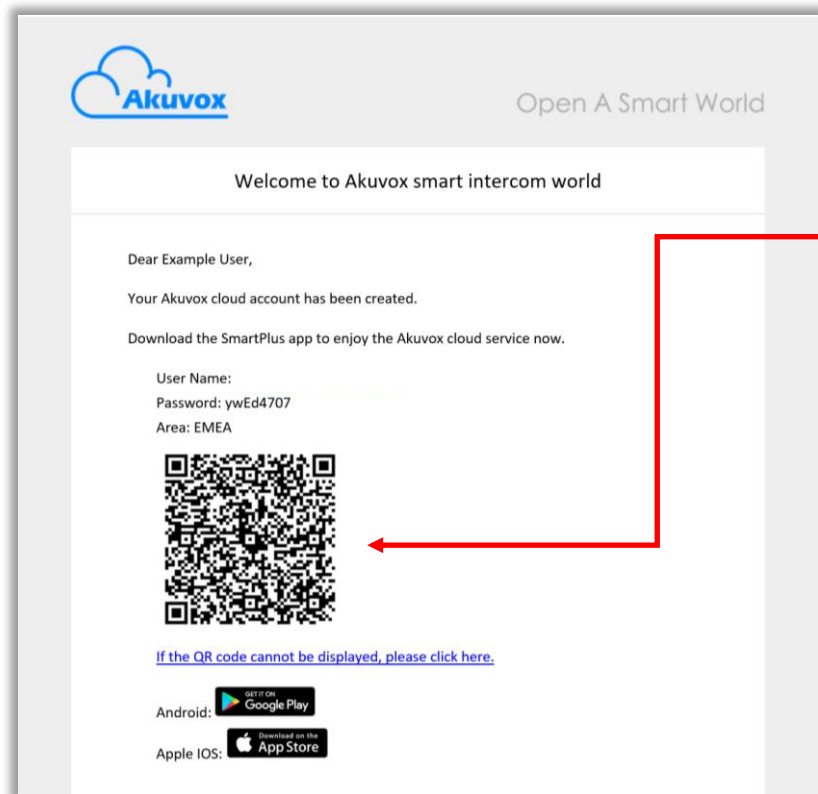
Lines per page: 10 ▾ [<](#) **1** [>](#) Go to: 1 [Go](#) 1 In All

Repeat this process for any additional family members.

Appendix i) Logging in to the SmartPlus mobile app

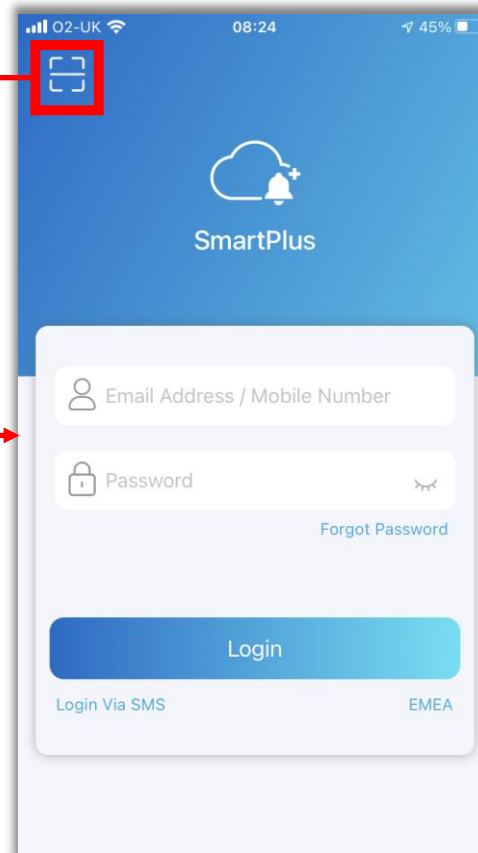
Step 1:

Open the email sent from Akuvox



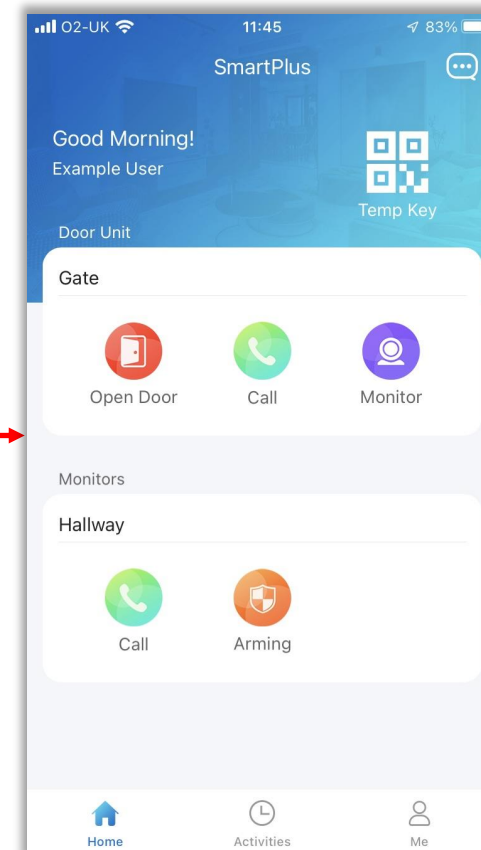
Step 2:

Download the SmartPlus app & Scan the QR code sent via email



Step 3:

Log in and use



Appendix ii) SmartPlus mobile app features

