Dear Installers,

This document will guide you how to program Akuvox cloud-based intercom.

Installer Login

After purchase Akuvox device from LTS, then you will able to receive an E-mail contain your login information of installer portal on Akuvox cloud.
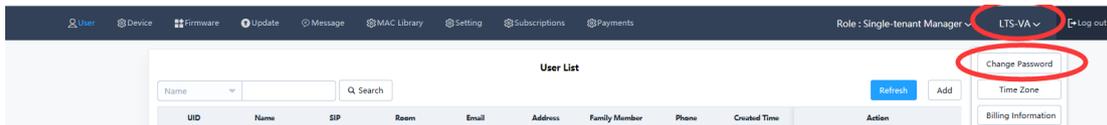
Note, all cloud based Akuvox devices must have internet access to properly function.

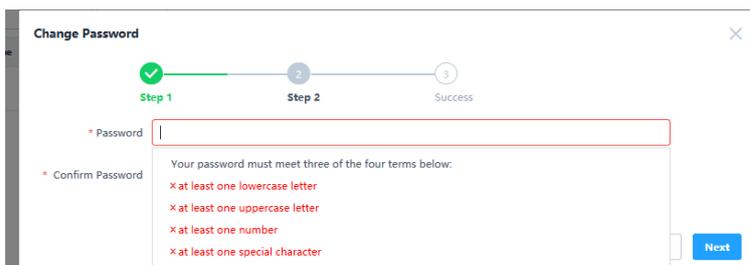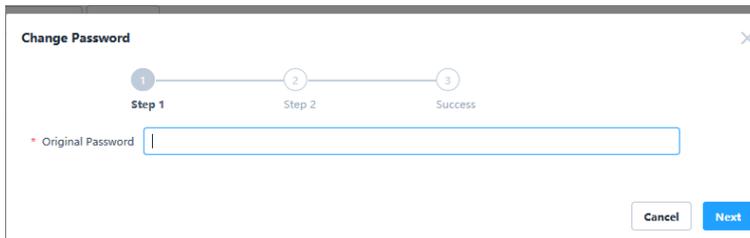The web portal for installers: https://ucloud.akuvox.com/manage
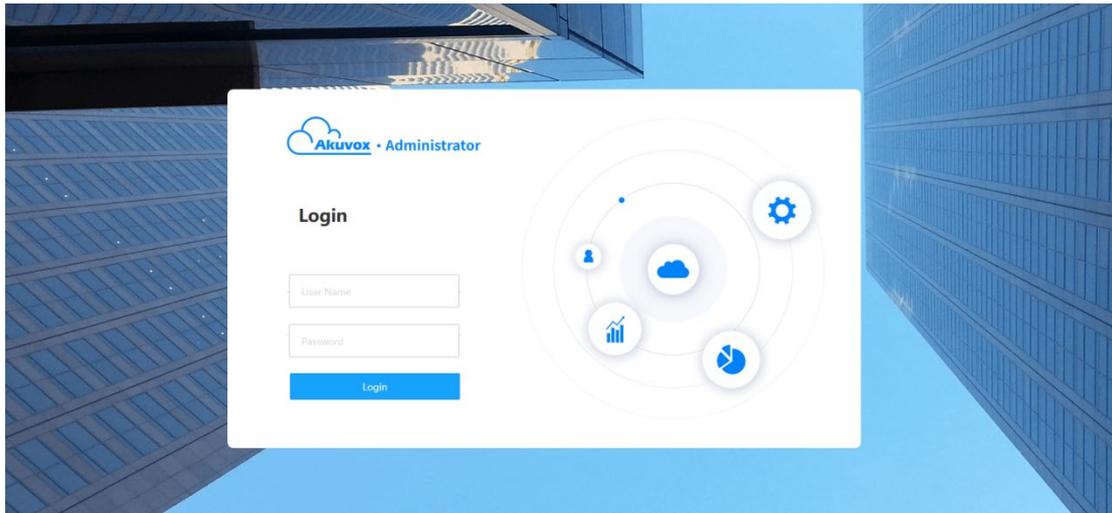
Use the initial login info from the Akuvox cloud e-mail.

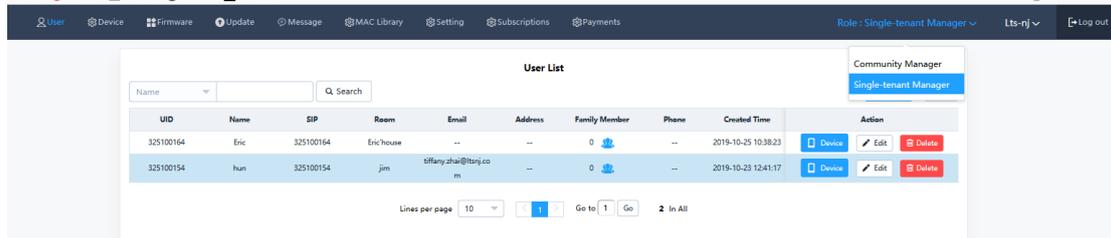To change your password, click your user name at the upper right, and "Change Password":
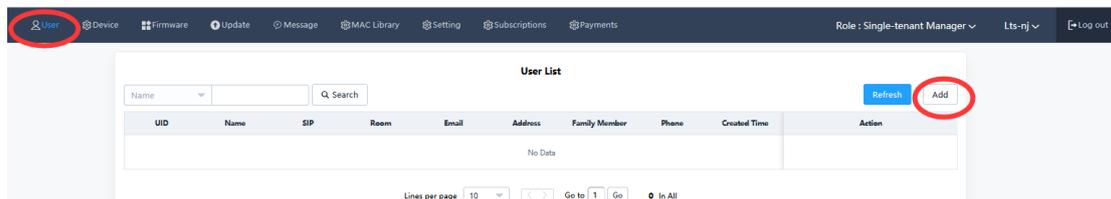

Follow the steps below:

Single Tenant Job Setup

Akuvox cloud presets two scenarios, community (multiple families) and single tenant (1 family). Toggle roles from the upper right drop-down menu as shown below:

The default scenario is single tenant.
To add our first family, find the first tab **User**, and click **Add**.

Required: **Name** (tenant's name) and **Room Name** (apartment # or name).
Recommended:
Email: tenant's e-mail for receiving their APP/Web login information.
Phone: outdoor stations calling phone number is included in the monthly service.

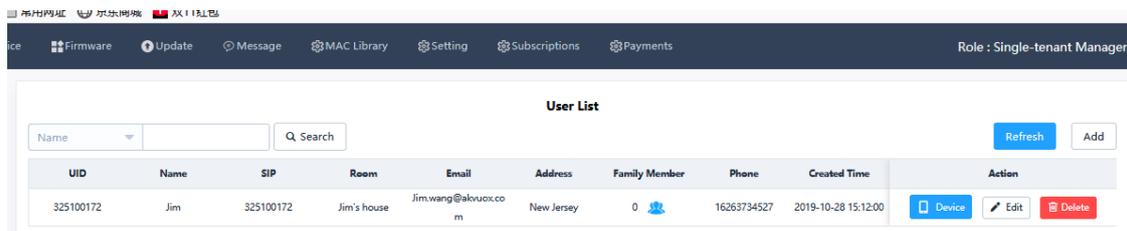After submission, an e-mail with account information will be sent. The tenant can now use SmartPlus APP and web-portal: https://ucloud.akuvox.com, where they can add their family members for APP access.

Welcome to Akuvox smart intercom world

Dear Jim Wang,

Your Akuvox cloud account has been created.

Download the SmartPlus app or go to the web Akuvox Cloud to enjoy the Akuvox cloud service now.

User Name: Jim.wang@akuvox.com
Password: ████████
Server ID: 3

If the QR code cannot be displayed, please click here.

Android: GET IT ON Google Play
Apple IOS: Download on the App Store

Best regards,

The Akuvox Team

Akuvox
Open A Smart World

(This is an automatically generated email. Please do not reply to it.)

Installer and property managers can also add family members if needed:

Click the blue icon under "Family Member" tab to add.

3 additional family members are included in the activation fee.

Every family can have up to 10 members with APP access.

Family Member   ✕

* Name

[   ]

* Email

[   ]

                                              Cancel   **Submit**

Now add intercom devices under this family to allow access: Click **Device** and **Add**

You can find Mac address on the device and on its box.

Add both Indoor Monitor(C313) and Single-Tenant Door Station(R20A) in this matter.

Specify device location, such as "Room1", "101", "Front Door" etc.

DTMF code is for unlock the door from a phone line / cellphone.

Congratulations! You finished your first cloud-based intercom setup!

Now you can instruct the end-users to install the SmartPlus APP and do function tests.

For your future jobs, simply follow the same process and add more families.

You can view, edit at anytime via the installer web portal.

Multi-Tenant Job Setup

When you have a project with multiple apartments, switch to **Community Manager** role.

Communities List contains the list of your multi-tenant jobs, and **Property Manager List** shows the local management account for each job.

Create a new Community and its Property Manager:

Click **New Community**

Here you will fill the basic information of this community.

PIN Mode: PIN only mode for convenience and APT+PIN mode for better security.

Charge Mode:

Please choose **Pay by this account** to allow RMR markup.

Otherwise end user can directly pay Akuvox the monthly fee.

Community information and payment settings can be edited after community creation.

Click **New Property Manager**

After creating **New Property Manager**, you can assign the PM to your communities.

Multiple communities can be managed by one PM and any community can have multiple PMs.

Enroll Devices and Residents

Click **Details** to add residents and devices to a Community.

Click **Add Building** to add the first apartment building of this community.

Add **Public Device** that can call all residents in Building 1.

MAC: The mac address can be found on both the package and the device itself.

Type: Pick the device type accordingly.

Network Group: Only change this setting if the devices are not in the same LAN.

Contacts Settings: Resident's information that visitors see.

Location: "main gate" / "club house" etc.

DTMF Code: The unlock button on your cellphone/landline.

Unlock in Homepage: End user can unlock this door at home page of Smartplus app.

Unlock in Talking Page: End user can unlock this door in talking page with Smartplus app.

Add Relay: The R29 have three relays, which can be setup individually.

Click **APT** to add apartments and residents.

Phone： Add the phone number, with USA country code "1".

Call Type：Which answering units of this resident will receive calls from outdoor station: Smartplus App, indoor station, and/or phone number.

Add APT   ✕

Add Apartment Devices (and family members) by click **info**

Arming Function: Indoor monitor can connect to alarm sensors if enabled.

Network Group: If the end user use their own network, here should be choose different group with public device(Entrance and Building Lobby), if use the LAN, then never mind.

Location：the location of this device.

Device Creation

* MAC

[ ]

Type

[Indoor Monitor ▾]

☐ Arming Function

Network Group

[Network 1 ▾]

* Location

[ ]

[Cancel] [Submit]

Repeat to create all the apartments.

Payment Options:

At **Setting**, you can change **Charge Mode** about the Akuvox Cloud Fees.

Pay by end user/PM: The end users are responsible to pay by themselves through app.

Pay by this account: Installers are responsible to pay Akuvox but can marked up to earn RMR.