

Dear Installers,

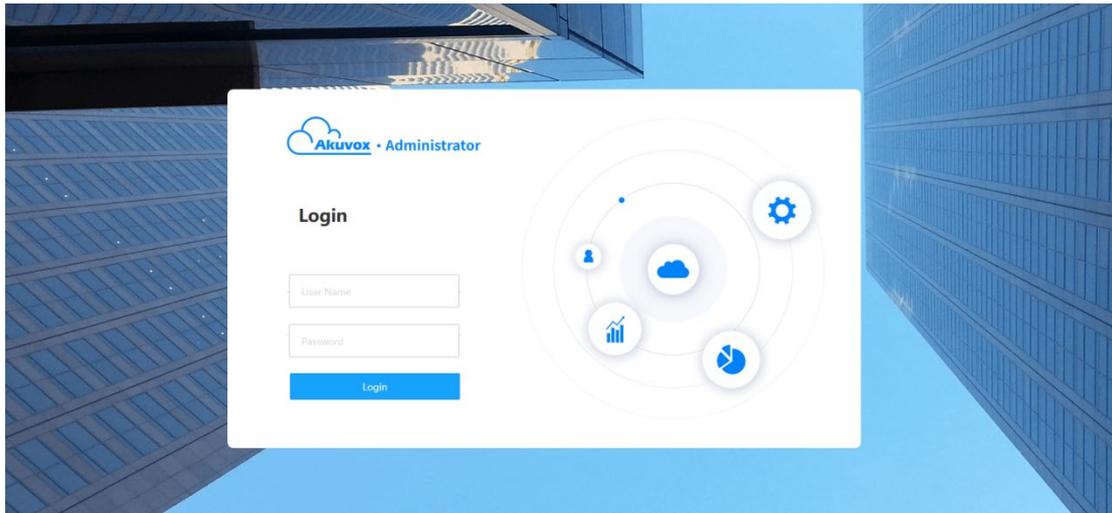
This document will guide you how to program Akuvox cloud-based intercom.

## 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.

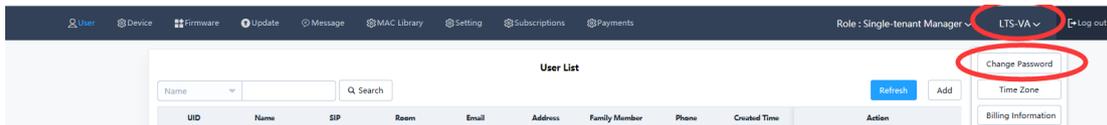
**Note, all cloud based Akuvox devices must have internet access to properly function.**

The web portal for installers: <https://ucloud.akuvox.com/manage>

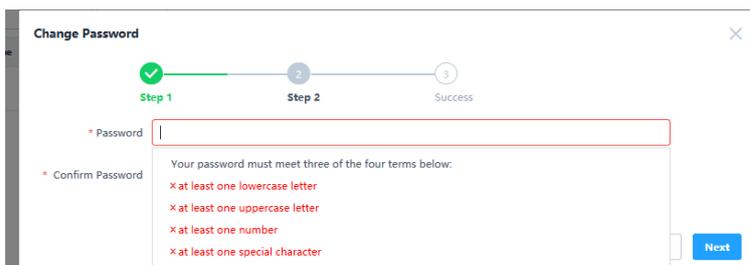
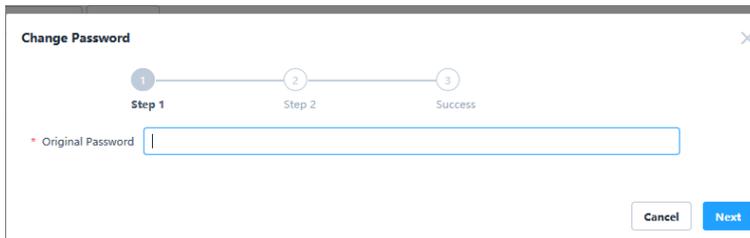


Use the initial login info from the Akuvox cloud e-mail.

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

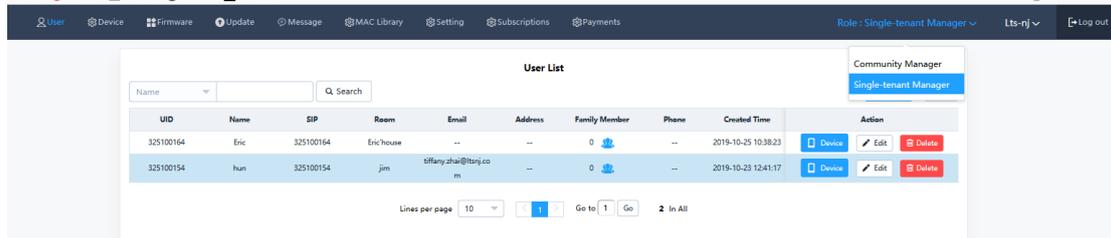


Follow the steps below:



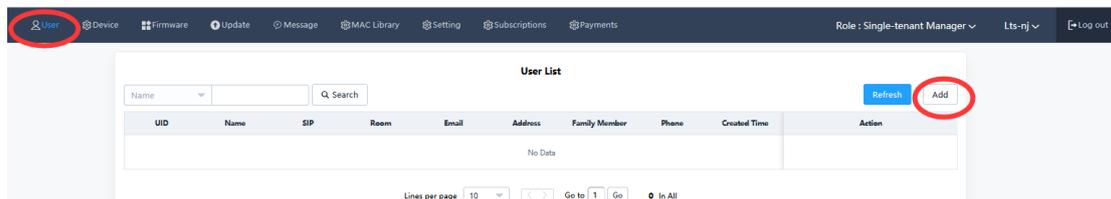
# Single Tenant Job Setup

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.

**Add user** ×

\* Name

\* Room Name

Email

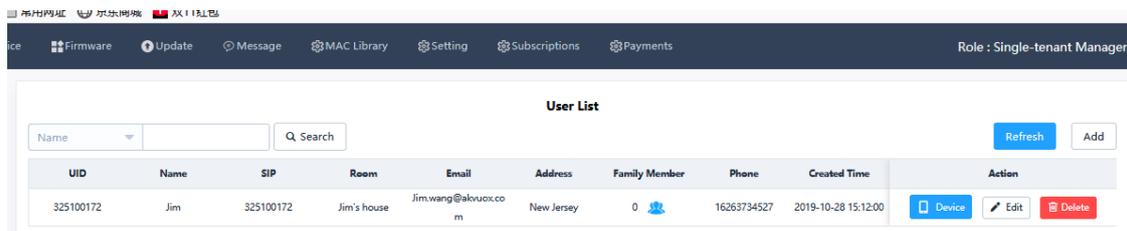
Phone

OFF Set as the default number to receive the call from the visitor.

Address

Time Zone

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](mailto:Jim.wang@akuvox.com)

Password: [\[REDACTED\]](#)

Server ID: 3



[If the QR code cannot be displayed, please click here.](#)

Android: 

Apple IOS: 

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

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

**User List**

Name  Q Search Refresh Add

UID	Name	SIP	Room	Email	Address	Family Member	Phone	Created Time	Action
325100172	Jim	325100172	Jim's house	Jim.wang@alvuxoo.com	New Jersey	0	16263734527	2019-10-28 15:12:00	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">Device</span> <span>Edit</span> <span>Delete</span>

**Device List - 325100172**

MAC  Q Search Refresh Add

MAC	Owner	SIP	Location	Device Type	Status	Last Connect time	Action
No Data							

Lines per page: 10 Go to 1 Go In All

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.

**Add Device** ✕

Owner:

\* MAC:

\* Device Type:

\* Location:

Cancel Submit

**Add Device** ✕

Owner:

\* MAC:

\* Device Type:

\* Location:

---

**Relay 1** ON

\* Relay Name:

\* DTMF Code:

+ Add Relay

Cancel Submit

**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.

The screenshot shows the 'Community Manager' role interface. At the top right, the role is set to 'Community Manager'. The 'Communities List' section features a 'New Community' button and a table with the following data:

Name	Device Count	End User Count	Property Managers	
LTS-NJ Demo Community	4	6	Brian .1 2,jason li	Import Edit Property Manager Details
12213	0	0	1 2,Brian .	Import Edit Property Manager Details

The 'Property Manager List' section includes a 'New Property Manager' button and a table with the following data:

Name	Email	Community	Action
jason li	[REDACTED]	LTS-NJ Demo Community	Edit Delete
1 2	[REDACTED]	LTS-NJ Demo Community,12213	Edit Delete
Brian .	[REDACTED]	LTS-NJ Demo Community,12213	Edit Delete

**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**

The screenshot shows the 'New Community' form. The 'New Community' button is circled in red. The form includes the following options:

- PIN Mode:**  PIN  APT+PIN (e.g. 101 + 1234)
- Charge Mode:**  Pay by end user/PM  Pay by this account

Here you will fill the basic information of this community.

- PIN Mode:**  PIN  APT+PIN (e.g. 101 + 1234)
- Charge Mode:**  Pay by end user/PM  Pay by this account

**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

Communities List

Name	Device Count	End User Count	Property Managers	Action
LTS-NJ Demo Community	4	6	Brian .1 2,jason li	<a href="#">Import</a> <a href="#">Edit</a> <a href="#">Property Manager</a> <a href="#">Details</a>
12213	0	0	1 2,Brian .	<a href="#">Import</a> <a href="#">Edit</a> <a href="#">Property Manager</a> <a href="#">Details</a>
LTS-Demo community	0	0		<a href="#">Import</a> <a href="#">Edit</a> <a href="#">Property Manager</a> <a href="#">Details</a>

New Community

Property Manager List

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.

Communities List

Name	Device Count	End User Count	Property Managers	Action
LTS-NJ Demo Community	4	6	Brian .1 2,jason li	<a href="#">Import</a> <a href="#">Edit</a> <a href="#">Property Manager</a> <a href="#">Details</a>
12213	0	0	1 2,Brian .	<a href="#">Import</a> <a href="#">Edit</a> <a href="#">Property Manager</a> <a href="#">Details</a>
LTS-Demo community	0	0		<a href="#">Import</a> <a href="#">Edit</a> <a href="#">Property Manager</a> <a href="#">Details</a>

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

+ Add Building

Community

Public Area

Building 1

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

+ Add Building

Community

Public Area

Building 1

Public Device

MAC

Add

**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.

**Device Creation** ✕

\* MAC

Type  
Multi-tenants Doorph

Network Group  
Network 1

Contacts Setting  
 Only APT numbers  APT numbers, indoor monitors and apps

\* Location

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**Relay 1** ON

\* Relay Name

\* DTMF Code

Unlock  
 Unlock in homepage  Unlock in talking page

[+ Add Relay](#)

[Cancel](#) [Submit](#)

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

Dashboard Resident and Device Firmware Update MAC Library Subscriptions Payments Role: Community Manager LTS-Demo community LTS-NJ Log out

+ Add Building  
Community  
Public Area  
Building 1

**APT** Public Device

Resident  Q Search [Refresh](#) [Add](#)

APT No.	APT Name	Resident	Email	Active	Created Time	Action
No Data						

Lines per page: 10   Go to: 1  0 In All

**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



\* APT No.

APT Name

\* First Name

\* Last Name

Email

Phone

Call Type  
SmartPlus and indoor ▾

Door Release PIN

[Add Resident Later](#)

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

Dashboard Resident and Device Firmware Update MAC Library Subscriptions Payments Role: Community Manager LTS-Demo community LTS-NJ

+ Add Building  
Community  
Public Area  
Building 1

APT Public Device

Resident Q Search Refresh Add

APT No.	APT Name	Resident	Email	Active	Created Time	Action
101	jim house	--	--	Normal	2019-10-31 14:04:21	Info Edit Delete

Lines per page 10 1 Go to 1 Go 1 In All

+ Add Building  
Community  
Public Area  
Building 1

APT Public Device

Building Building 1 Add Family Master

APT 101

0 Devices Add

MAC	Location	Device Type	Status	Binding Time	Action
No Data					

**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

Repeat to create all the apartments.

Dashboard Resident and Device Firmware Update MAC Library Subscriptions Payments Role : Community Manager LTS-NJ Demo Community LTS-NJ Log out

+ Add Building

Community

Public Area

Building 1

Building 2

Building 3

building 4

Residents Devices

**Residents**

Status: All Active: All Resident Q Search Refresh

Resident	Email	Building	APT No.	APT Name	Active	Phone	Status	Created Time	Action
Leah Genzer	leah.genzer@ltnj.com	Building 1	115	Leah Genzer	Normal	--	Unregistered	2019-10-30 12:45:19	Info Edit Delete
Ling Tang	ling.tang@ltnj.com	Building 1	114	Ling Tang	Normal	19086352630	Registered	2019-10-30 12:44:21	Info Edit Delete
Jimmy Tsang	jimmy.tsang@ltnj.com	Building 1	113	Jimmy Tsang	Normal	--	Unregistered	2019-10-30 12:43:20	Info Edit Delete
Frankie Chan	frankie.chan@ltnj.com	Building 1	112	Frankie Chan	Normal	--	Registered	2019-10-30 12:42:23	Info Edit Delete
Joyce Lin	joyce.lin@ltnj.com	Building 1	111	Joyce Lin	Normal	19033069192	Registered	2019-10-30 12:41:40	Info Edit Delete
Nancy Wei	nancy.wei@ltnj.com	Building 1	110	Nancy Wei	Normal	--	Unregistered	2019-10-30 12:40:59	Info Edit Delete
Kelly Braitton	kelly.braitton@ltnj.com	Building 1	109	Kelly Braitton	Normal	18567616488	Registered	2019-10-30 12:40:09	Info Edit Delete
Eric Wei Chen	ericwei.chen@ltnj.com	Building 1	108	Eric Wei Chen	Normal	--	Unregistered	2019-10-30 12:39:22	Info Edit Delete
Sarah Dang	sarah.dang@ltnj.com	Building 1	107	Sarah Dang	Normal	--	Unregistered	2019-10-30 12:27:04	Info Edit Delete
Jamie Lane	jamie.lane@ltnj.com	Building 1	106	Jamie Lane	Normal	16315389240	Registered	2019-10-30 12:25:55	Info Edit Delete

### Payment Options:

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

Firmware Update Message MAC Library **Setting** Subscriptions Payments Role : Single-tenant Manager

**Charge Mode**

Pay by end user/PM
  Pay by this account

**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.