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: <u>https://ucloud.akuvox.com/manage</u>

Akuvox • Administra	tor	
Login		
User Name Password Login	11	

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":

<u>&</u> User &Device	Firmware	● Update	⊘ Message	創MAC Library	Setting	Subscriptions	Payments			Role : Single	-tenant Manager	✓ LTS-VA ✓	E+Log out
	Name	•• Name	Q	, Search	Email	User Lis Address	t Family Member	Phone	Created Time	Re	iresh Add	Change Password Time Zone Billing Informatio	
ollow the st	eps bel	ow:											
Change Password									×				
1 Step)	(s	2)		-3 Success								
* Original Password													
							Ca	ncel	Next				
Change Password									×				
St	ep 1	(2 Step 2		-3 Success								
* Password	1												
* Confirm Password	Your passwo × at least on × at least on	ord must me e lowercase e uppercase	et three of th letter letter	e four terms be	elow:								
	A at least on	e number											

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:

•	 -													
	Firmware	🕈 Update		鐵MAC Library			Payments						Lts-nj √	
	Name	*	٩	Search		User Lis	it				Community Single-tens	r Manager int Manager		
	UID	Name	SIP	Room	Email	Address	Family Member	Phone	Created Time		Action			
	325100164	Eric	325100164	Eric'house	-	-	0 🧟	-	2019-10-25 10:38:23	Device	🖌 Edit	🗑 Delete		
	325100154	hun	325100154	jim	tiffany.zhai@ltsnj.co m		0 🧟		2019-10-23 12:41:17	Device	🖌 Edit	🖹 Delete		
				Line	es per page 10	v	Go to 1 Go	2 In All						

The default scenario is single tenant.

To add our first family, find the first tab **User**, and click **Add**.

QUser	\$ Device	Firmware	😗 Update	🗇 Message	錢MAC Library	袋 Setting	ĝ3 Subscriptions	錢 Payments			Role : Single-tenant Manager ∽	Lts-nj∨	[+Log out
		Name		Q :	Search		User List	ł			Refresh		
		UID	Name	SIP	Reem	Email	Address	Family Member	Phone	Created Time	Action		
							No Data						
					Lie	nes per page 1		Go to 1 Go	0 In All				

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	GMT-5:00 New_York	
	Cancel	Submit

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

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ice	Firmware	🕦 Update	🖗 Message	ĝMAC Library	ន្ល៊ីSetting ខ្មី	3 Subscriptions	logic Payments			Role : Sin	gle-tenant Manage
	Name	•	٩	Search		User Lis	t			F	efresh Add
	UID	Name	SIP	Room	Email	Address	Family Member	Phone	Created Time	Actic	n
	325100172	Jim	325100172	Jim's house	Jim.wang@akvuox.co m	New Jersey	0 🧟	16263734527	2019-10-28 15:12:00	🚺 Device 🖌 E	dit 🗐 Delete

V	/elcome to Akuvox smart intercom world
Dear Jim Wan	g,
Your Akuvox cl	oud account has been created.
Download the S Akuvox cloud s	SmartPlus app or go to the web Akuvox Cloud to enjoy the ervice now.
User Nam Password Server ID:	e: Jim.wang@atternet.com : cooccurre 3
If the QR c	ode cannot be displayed, please click here.
Android:	Google Play
Apple IOS	Download on the App Store
Best regards,	
The <mark>Akuvox</mark> Te	am
Akuvo) Open A Smart Worl	d

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.

: r	×
lame	
mail	
Cancel	Submit
	r vame imail Cancel

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

Firmware	🕤 Update	∕© Message	徽MAC Library	र्क्ष Setting	鐓Subscriptions	袋Payments			Role : Single-ten	ant Manage
					User List					
Name	-	QS	earch						Refresh	Add
UID	Name	SIP	Room	Email	Address	Family Member	Phone	Created Time	Action	
325100172	Jim	325100172	Jim's house	Jim.wang@akvuox m	New Jersey	0 🧟	16263734527	2019-10-28 15:12:00	Device / Edit	🗊 Delete
					Device List - 3251	100172				
MAC	•	Q s	earch						Refresh	Add
MAC	0	wner	SIP	Location	Device Typ	e Stat	us L	ast Connect time	Action	
					No Data					
			G	ines per page 10		Go to 1 Go	0 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.

	×
325100172	
0c1105062345	
Indoor Monitor	
Room1	
Cancel Sut	omit
	×
325100172	
0c1105062321	
Single-tenant Doorph	
Front Door	
Relay 1	
# •	
	325100172 Oc1105062345 Indoor Monitor Room1 Cancel Sum 325100172 Oc1105062321 Single-tenant Doorphr Front Door Relay 1 #

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.

					Role : Communit	ty Manager 🗸	List of Co
imunities List					Community Ma	anager	
	Name	Device Count	End User Count	Property Managers	Single-tenant I	Manager	
	LTS-NJ Demo Community	4	6	Brian "1 2 jason li	Import Edit Pro	perty Manager Detai	ils
	12213	0	0	1 2,Brian .	Import Edit Pro	perty Manager Detai	ils
perty Manager List						New Property Manage	r
Name		Imail	Co	mmunity		Action	
jason li			LTS-NJ D	emo Community	Edi	it Delete	
12			LTS-NJ Dem	o Community,12213	Edi	it Delete	
Brian .			LTS-NJ Dem	o Community,12213	Edi	it 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:

					Role : Community Manager ~ Lis
Communities List					
	Name	Device Count	End User Count	Property Managers	Action
	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
New Community					

Click New Community

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

					Role : Community Manager \	 List of
Communities List						
	Name	Device Count	End User Count	Property Managers	Action	
	LTS-NJ Demo Community	4	6	Brian ,1 2,jason li	Import Edit Property Manage	r Details
HR.	12213	0	0	1 2,Brian .	Import Edit Property Manage	r Details
	LTS-Demo community	0	0	(Import Edit Property Manage	r Details
New Community						
Property Manager List					New Property	Manager
Name	E	mail	Co	mmunity	Action	

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.

				Role	: Community Manager 🗸 👘	LTS-NJ Der
Communities List						
	Name	Device Count	End User Count	Property Managers	Action	
	LTS-NJ Demo Community	4	6	Brian .,1 2,jason li	Import Edit Property Manager	Details
H	12213	0	0	1 2,Brian .	Import Edit Property Manager	Details
	LTS-Demo community	0	0		Import Edit Property Manage	Details

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

ĝDashboard 영Resident and Dev	ice 🔡 Firmware 💽 Uj	pdate ෯MAC Librar	v to Subscriptions	錢 Payments		R	lole : Communi	ty Manager 🗸	LTS-Demo community ~	LTS-nj∨
+ Add Building	Residents	Devices								
Community	Statue: All	Activ	All	T Decident	Reside	nts	O Saturk			Defresh
Public Area	Resident	Email Bui	ding APT No.	APT Name	Active	Phone	Status	Created Time	Action	Kellesii
Building 1 🗸 🗙	>				No Dat	a				
				Lines per page 10	-	Go to 1	Go 0 Io Al	1		

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

ĝDashboard		Firmware	1 Update	錢MAC Library		袋 Payments		Role : Commun	ity Manager 🗸	LTS-Demo community ~	LTS-NJ ∽
		APT	Public Dev	ice							
+ Add Buildin	ng						Public Device				
Communit	ý	MAC	-		Q Search					R	efresh Add
Public A	rea		MAC	Loc	ation	Device Type	SIP	Status	Created Time	Actio	
Building	1						No Data				
		8				Lines per pa	ge 10 💌 🤇	Go to 1 Go	0 In All		

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.

oniock in nomepage. End user can uniock this door at nome 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.

MAC ype Multi-tenants Doorph Multi-tenants Doorph Multi-tenants Doorph Metwork Group Network 1 Contacts Setting Only APT numbers APT numbers, indoor monitors and apps Location Celay 1 Relay 1 Relay 1 DTMF Code # Unlock Unlock in homepage Unlock in talking page		
ype Multi-tenants Doorph	' MAC	
ype Multi-tenants Doorph Network Group Network 1 Contacts Setting Only APT numbers O APT numbers, indoor monitors and apps Location Relay 1 Relay 1 Relay 1 DTMF Code # Inlock O Unlock in homepage Unlock in talking page		
Multi-tenants Doorph	Гуре	
Network Group Network 1 Contacts Setting Only APT numbers APT numbers, indoor monitors and apps Location Relay 1 Relay Name Relay 1 DTMF Code # Unlock Unlock in homepage Unlock in talking page	Multi-tenants Doorph	
Network 1 Contacts Setting Only APT numbers APT numbers, indoor monitors and apps Location Relay 1 Relay Name Relay 1 DTMF Code # Unlock Unlock in homepage Unlock in talking page	Network Group	
Contacts Setting Only APT numbers O APT numbers, indoor monitors and apps Location Relay 1 Relay Name Relay1 DTMF Code # Unlock Unlock in homepage Unlock in talking page	Network 1 👻	
Only APT numbers O APT numbers, indoor monitors and apps Location Relay 1 Relay Name Relay 1 DTMF Code # Unlock Unlock in homepage Unlock in talking page	Contacts Setting	
Location Relay 1 Relay Name Relay 1 DTMF Code # Unlock Unlock in homepage Vullock in talking page	• Only APT numbers	
Relay 1 Relay 1 DTMF Code # Jnlock 2 Unlock in homepage	Location	
Relay 1 Relay Name Relay1 DTMF Code #		
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Relay Name Relay1 DTMF Code # Unlock Unlock in homepage Vullock in talking page	Relay 1	
Relay1 DTMF Code # Unlock Unlock in homepage Vullock in talking page	* Relay Name	
DTMF Code # Villock Unlock in homepage V Unlock in talking page	Relay1	
# Jnlock Unlock in homepage Vullock in talking page	* DTMF Code	
Jnlock 2 Unlock in homepage 🛛 🖌 Unlock in talking page	#	
🖉 Unlock in homepage 🛛 🗹 Unlock in talking page		
	Unlock	
	Unlock 🕑 Unlock in homepage 🛛 🕑 Unlock in talking page	
+ Add Relay	Unlock 🕑 Unlock in talking page	
	homepage 🛛 Unlock in talking page	

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

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	8 Dashboard		🚏 Firmware	🕈 Update	鐵MAC Library	8 Subscriptions	8 Payments		Role : C	Community Manager 🗸	LTS-Demo community ~	LTS-NJ 🗸	[+Log out
	+ Add Buildin Community	g	APT	Public Devi	ce	Q. Search		АРТ			Refe	Add	5
	Public Ar	ea	A	PT No.	APT Name	Resi	dent	Email	Active	Created Time	Action		
	Building	1						No Da	ta				
							Lines per page	10 💌 <	Go to 1 Go	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 Name		
* First Name		
* Last Name		
Email		
Phone		
Call Type		
SmartPlus and indoor 🔍		
Door Release PIN		

Add Apartment Devices (and family members) by click info

■方站点 🔮 新手上路	🔲 常用网址 🙂 京东商場	兆 🛄 双11红包									
ٷ3Dashboard		Firmware	●Update	錢MAC Library	錢Subscriptions	續 Payments		Role : Com	munity Manager 🗸	LTS-Demo community	∽ LTS-NJ ~
		APT	Public Devi	ice							
+ Add Buildin	g										
Community	Community		~		Q Search		APT				Refresh Add
Public Ar	ea	4	APT No.	APT Name	Re	sident	Email	Active	Created Time	Act	ion
Building	1		101	jim house			-	Normal	2019-10-31 14:04:2	I 💽 Info 🖌 E	idit 🗊 Delete
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		APT	Public Devi	ce							
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Community		В	uilding		Building 1					Add Far	nily Master
Public Are	a	A	PT		101						
Building 1											
		o	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.

 \times

Device Creation		×
* MAC		
Туре		
Indoor Monitor		
Arming Function		
Network Group		
Network 1		
* Location		
	Cancel	Submit

Repeat to create all the apartments.

	👫 Firmware 🛛 🕤	Update 🕄 MA	C Library	Subscriptions	錢 Payments		Role	: Community I	Manager 🗸 🛛 I	LTS-NJ Demo Community 🗸	LTS-NJ 🗸	
	Residents	Devices										
+ Add Building						Resi	idents				-	^
Community	Status: All	~	Active: All		Resident	-		Q Search			Refresh	
Public Area	Resident	Email	Building	APT No.	APT Name	Active	Phone	Status	Created Time	Action	_	
Building 1	Leah Genzer	leah.genzer@ltsnj.c om	Building 1	115	Leah Genzer	Normal	-	Unregistered	2019-10-30 12:45:1	19 🕜 Info 🖌 Edit	🗄 Delete	
building 2	Ling Tang	ling.tang@ltsnj.com	Building 1	114	Ling Tang	Normal	19086352630	Registered	2019-10-30 12:44:2	21 🕐 Info 🖌 Edit	🗑 Delete	
Building 3	Jimmy Tsang	jimmy.tsang@ltsnj.c om	Building 1	113	Jimmy Tsang	Normal	-	Unregistered	2019-10-30 12:43:2	20 🕧 Info 🖉 Edit	🗊 Delete	
building 4	Frankie Chan	frankie.chan@ltsnj.c om	Building 1	112	Frankie Chan	Normal	-	Registered	2019-10-30 12:42:2	23 🕐 Info 🖌 Edit	🗑 Delete	
	Joyce Lin	joyce.lin@ltsnj.com	Building 1	111	Joyce Lin	Normal	19033069192	Registered	2019-10-30 12:41:4	40 🕡 Info 🖌 Edit	🗑 Delete	
	Nancy Wei	nancy.wei@ltsnj.co m	Building 1	110	Nancy Wei	Normal		Unregistered	2019-10-30 12:40:5	59 🕧 Info 🖌 Edit	🗑 Delete	
	Kelly Breitton	kelly.breitton@ltsnj. com	Building 1	109	Kelly Breitton	Normal	18567616488	Registered	2019-10-30 12:40:0	09 🕕 Info 🖉 Edit	🗑 Delete	
	Eric Wei Chen	ericwei.chen@ltsnj.c om	Building 1	108	Eric Wei Chen	Normal	-	Unregistered	2019-10-30 12:39:2	22 🕧 Info 🖌 Edit	🗑 Delete	
	Sarah Dang	sarah.dang@ltsnj.c om	Building 1	107	Sarah Dang	Normal	-	Unregistered	2019-10-30 12:27:0	04 🕜 Info 🖌 Edit	🗄 Delete	
	Jamie Lane	jamie.lane@ltsnj.co m	Building 1	106	Jamie Lane	Normal	16315389240	Registered	2019-10-30 12:25:5	55 🕧 Info 🖌 Edit	🗑 Delete	

Payment Options:

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

Firmware	😗 Update	Ø Message	鐐MAC Library	鑁 Subscriptions	續 Payments	Role : Single-tenant Manager ∽
Charge • Pay Submit	Mode y by end user/Pi	M O Pay by th	iis 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.