

Akuvox Cloud “Community” Creation

The following is based on a typical setup for a
Premium Community Account

Akuvox Cloud Service -

<https://aucloud.akuvox.com/manager/#/login>

LOGIN:

Your account name and Login is required.

If you need an account set up, please request via an email. For setup purposes we recommend you use an email such as service@ or admin@ rather than Company individual’s emails. Please provide us with an appropriate email to set up an account for you. You will then receive an email from Akuvox with login and password. We may also send you your login details.

You are requested to change your password upon 1st login.

If you lose you login details, we can reset your password if required.

There are three different types of Account within the one installer login..

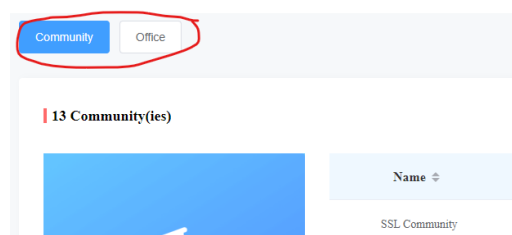
Single-Tenant Manager



Role: Single-tenant Manager | Myles | Log out

Community – Under “Project Manager” see next page

Office – Under “Project Manager” see next page



Select option either

- Community
- Office

Installers Account –

One account login only required for all installer generated Communities, Offices and Single-Tenant Manager accounts.

Community Creation -

We recommend that for internal cloud info that the apartment number be three digits and represent the level and apartment number on that floor.

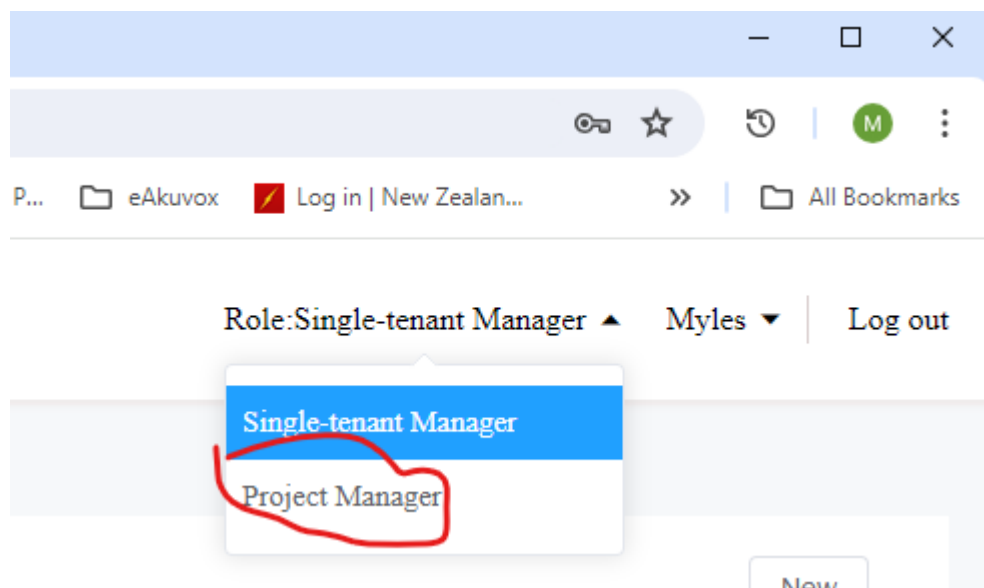
“Apartment Name” is what will be shown on directory

One licence per Apartment 85 Apartments = 85 Licenses

Plus possible 1 license for the Property Manager.

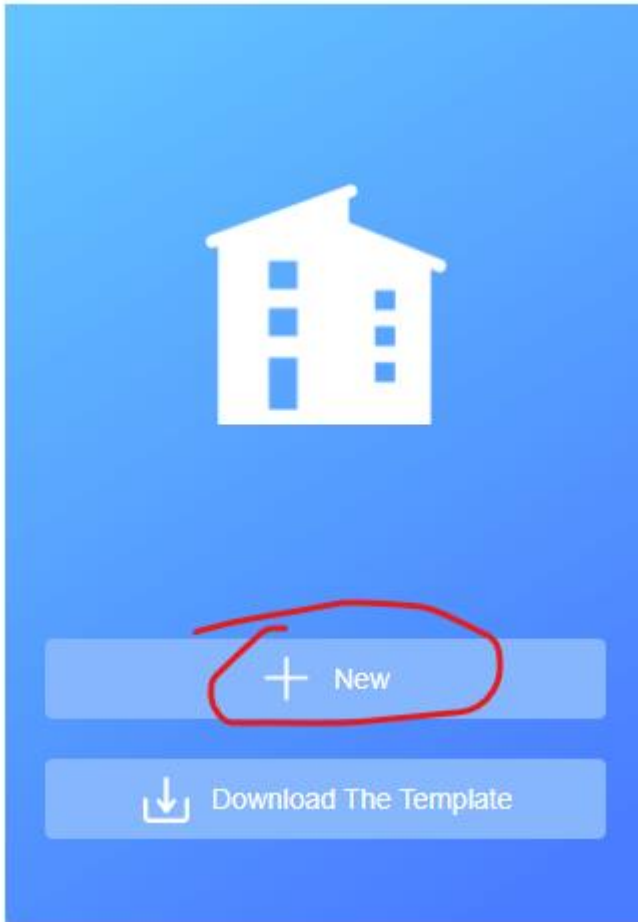
Process.

Select “Project Manager” here



Create “+ New” Community here

13 Community(ies)



OR Download the “Template”

The Template allows you to add Apartment details and if available add the associated resident within the Apartment. There are explanations that can be shown by holding your “Mouse” on the right hand side red mark on each field name. These should be shelf explanatory especially if you have previously done a site manually ie. one step at a time.

The Template is in xlsx format.

	A	B	C	D	E
1	Building	Floor	Apt	AptName Device	More fields here ---->
2					
3					

The completed Template can be uploaded once you have created the New Community basic info.

When creating new ensure that you allow for all Apartments that there will be plus a few spare here. Default is 20. Decrease if not required. The quantity allowed for is unable to be changed later unless by special request.

Select "Premium" when only using APPs. Also recommend "Premium" when all tenants have internal Tenant Stations as this gives special control of Tenants APP capabilities to the Property Manager. Click "Submit"

New Community ×

Please upgrade doorphone to the latest version otherwise it may affect some features.

Number of apartments

Home Automation Service

On Off

Landline Service

On Off

Landline Service is a premium feature.

* Feature Plan

[Read Instructions](#)

Basic Premium

* Community Name

* Community Address

Cancel

Submit

You now have the following screen. Click on info icon (Orange) or upload template (Green) here

You can only upload template after you have created the Community.

The HomeOffice

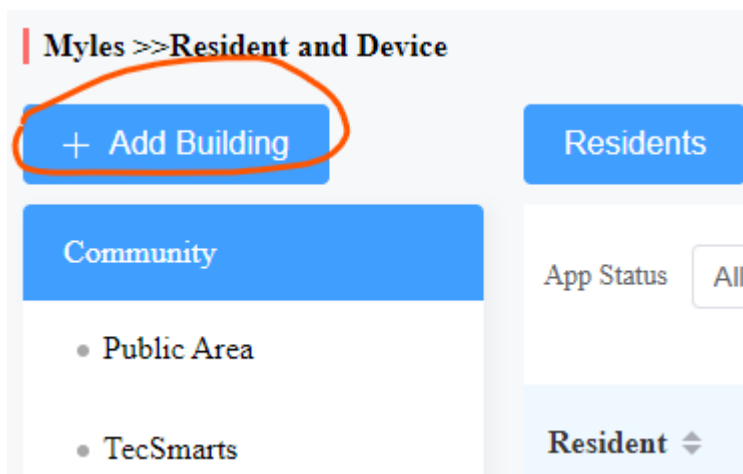
26

6

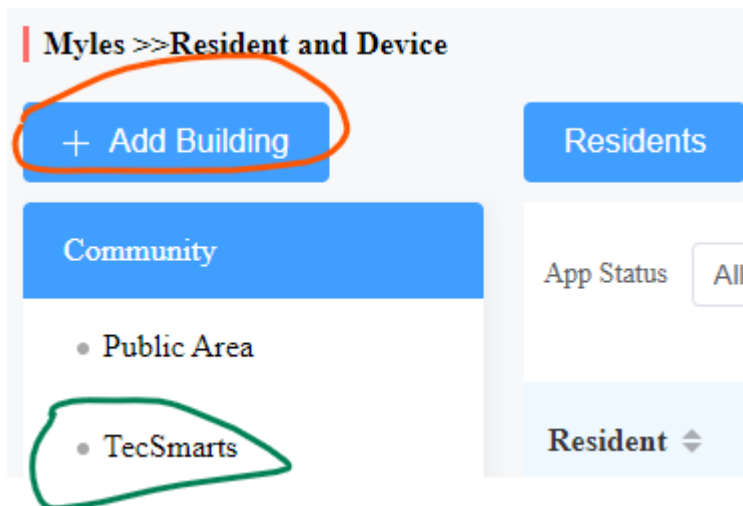
Myles Russell, Myles Russell2, MylesB Russell2, Tec Smarts



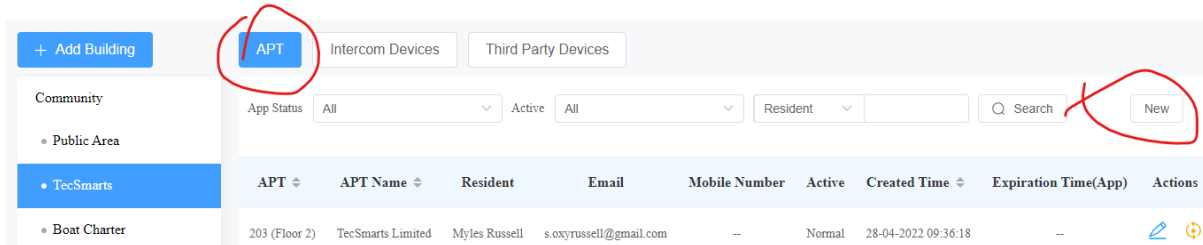
Clicking on Info you will end up here.... And click on add "Building"(s) You can add as many buildings as required. One building can consist of many apartments and levels with or without lift control.



Then "Click" on new building added ie. If Building name is TecSmarts then click on "TecSmarts"



Then over right hand side add Apartment(s) and click “New” – no need to add tenants at this stage unless you have their details.



Fill out the Apartments Details and leave the rest if all devices for that Apartment are on the same network as the Intercom(s). If just using APP leave other fields (not marked in red) as default.

We recommend that for internal cloud info that the apartment number be three digits and represent the level and apartment number on that floor.

“Apartment Name” is what will be shown on directory and can be edited later.

Add APT ×

Apartment

Floor

2▼

Usually a group of apartments, it can be used in the lift control feature.

* APT

204

A unique number, visitors can dial the number on the door phone to reach the residents.

APT Name

Apt204

Web Relay ID

0▼

Call Type

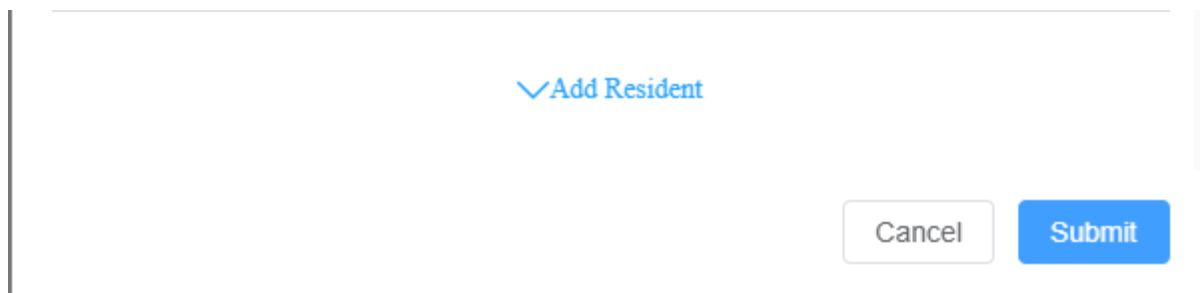
SmartPlus and indoor monitors▼

SIP Call Or IP Call

IP Call (All the devices are deployed on the same local network)▼

Scroll down

If you have residents details for that apartment click "Add Resident" otherwise just submit click Submit.



▼ Add Resident

Cancel Submit

If you have residents details then complete the following – email will be “Master Resident Occupier” **All fields marked in RED are required**

Property Manager or Resident can add additional three family members later.

Mobile Number is not required.

Country Region type in +64 and it will come up. Click on shown info and it will load.

If you have lift control. Select all accessible floors that this particular tenant can have access to ie. gym, etc.

Then Click Submit. – See next page.

Resident

* First Name

* Last Name

Email

Language

Country / Region

Mobile Number

Accessible Floors

[Add Resident Later](#)

Cancel

Submit

The resident will get an email with QR Code as previously advised sent to their email as in your setup above.

Remember to select as many Accessible floors as required for each individual Apartment.

Under Premium Acct the Installer or the PM can change options for the Tenant. Scroll down.

Allow User to Create QR Code

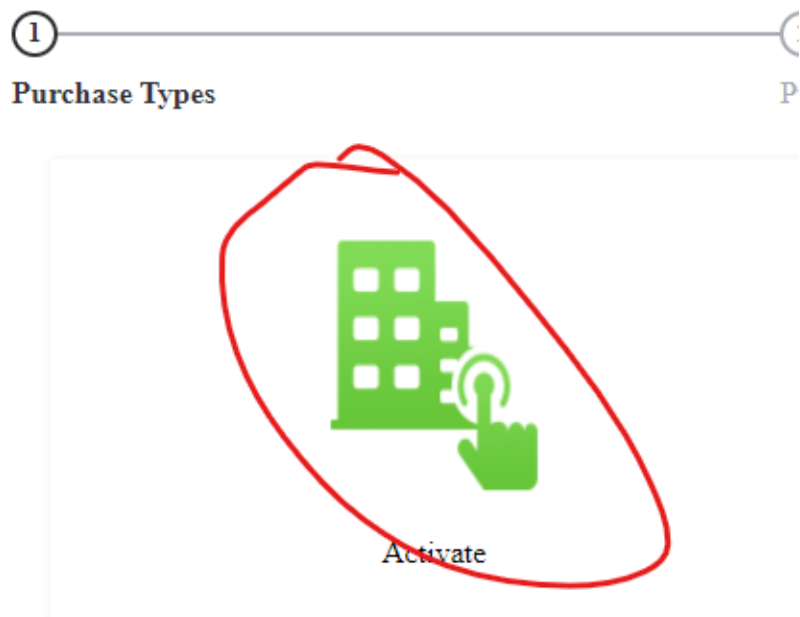
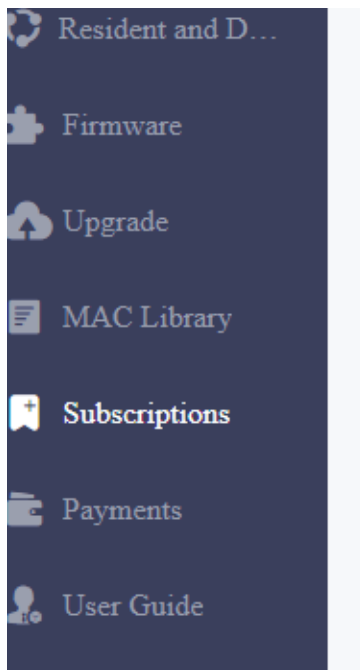
Submit

Reset Password

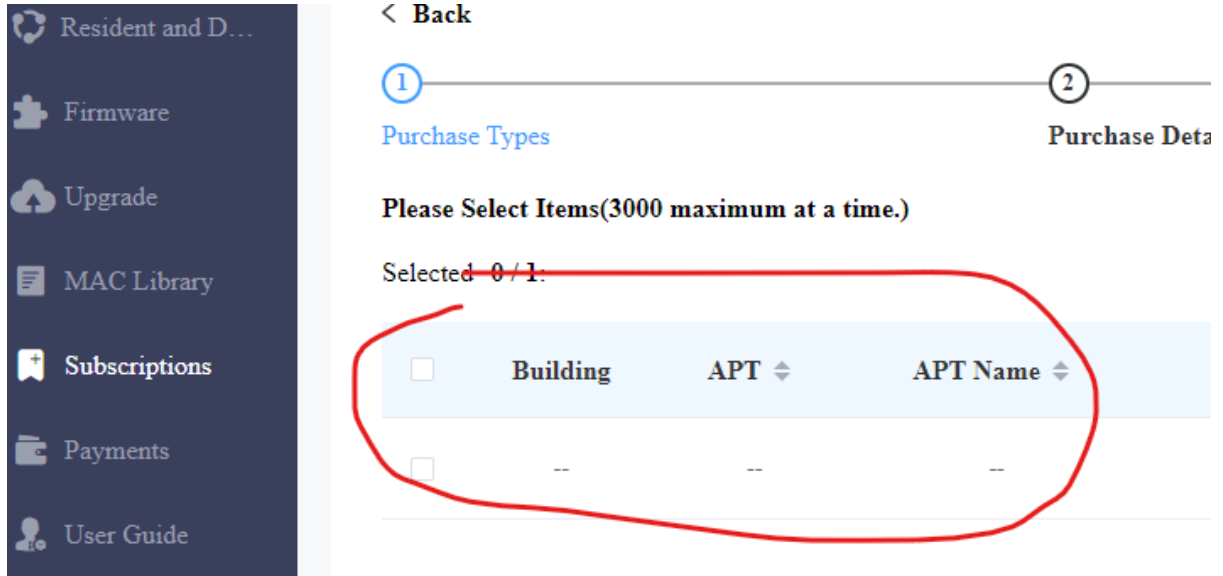
The QR Code if permitted allows resident to create and access control QR Code to get through whatever doors the tenant has access to and can be set for certain days and hours or number of entry accesses to give someone the right to enter the building. Great for high value users who would be disconcerting as to who they would allow to enter. But it would be useful to disallow if apartment was being let to say students etc. who would not necessarily be so disconcerting.

This could also be used to reset Tenants APP password for any reason that may be necessary ie. changed smartphone and did not bring everything across.

Registration Fee Payment. If you have responsibility and have not passed it on to the Property Manager (PM) then Activate here.



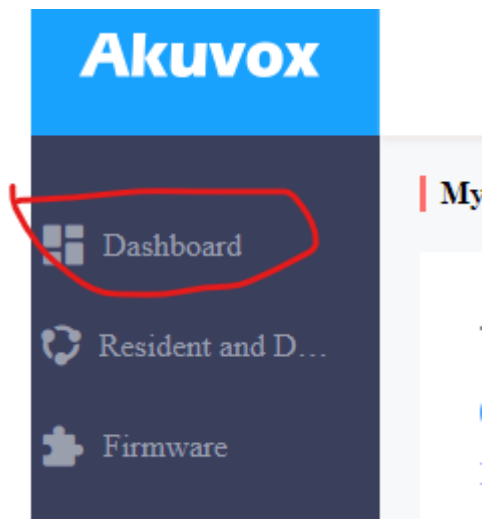
You will see all apartments and one time activation fee per apartment is USD \$20.00



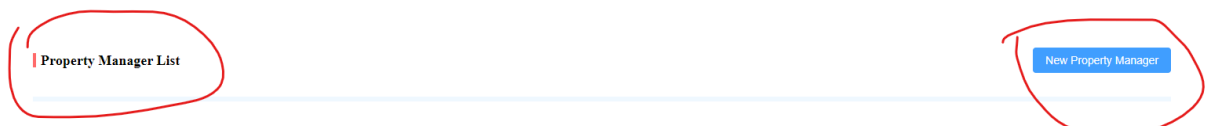
Done. For one Apartment.

Creating Property Manager Account.....

Back on main Dashboard



Click then Scroll down to "Property Manager List" select "New Property Manager"



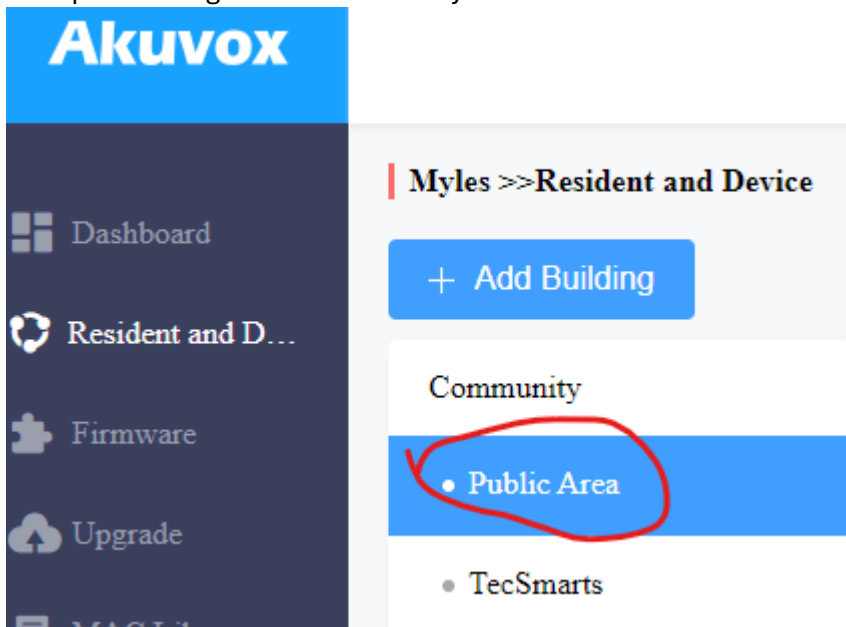
Then add the PM. These can be the Property Management Company or Appointed Person responsible from BodyCorp etc. You can also add yourselves here and each Community can have Multiple Property Managers.

Sub Installers – Scroll down further again “Sub-account List” add a “New Sub-account”

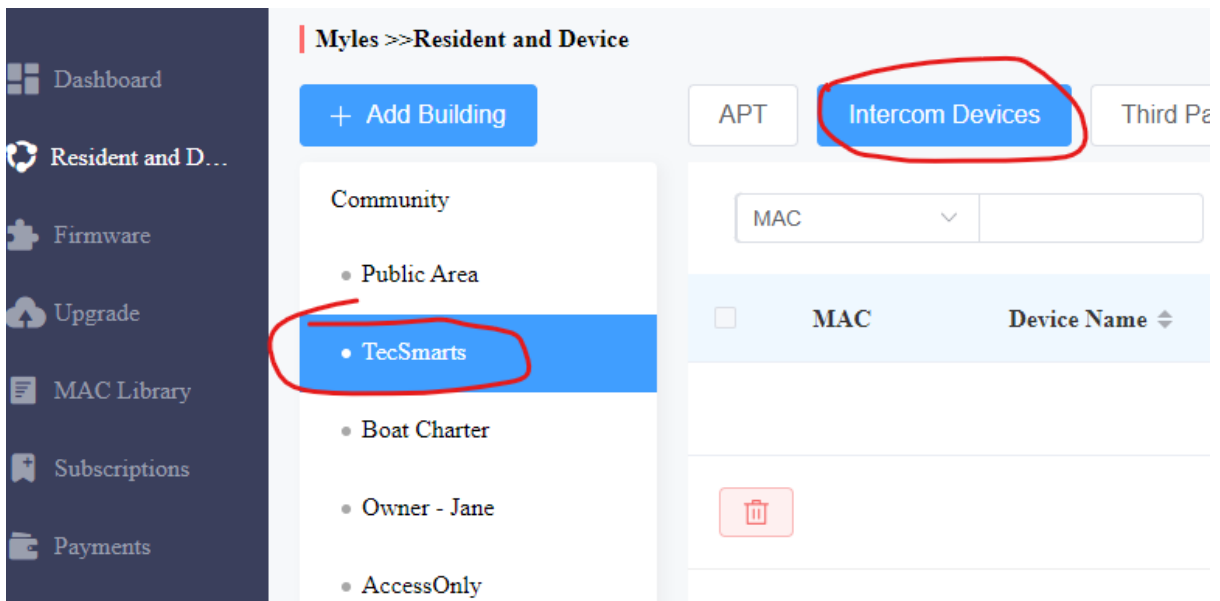
This gives a second installer a login to the installer account ie. “Neville” for example will be able to login separately to yourself and create new Single Tenants or Communities or Office accounts.

There are two places where outside Intercoms be added.

1. Under Public Area – not always the best option when only one building. Great for multiple Buildings in the Community.



2. Under the building name ie. “TecSmarts”

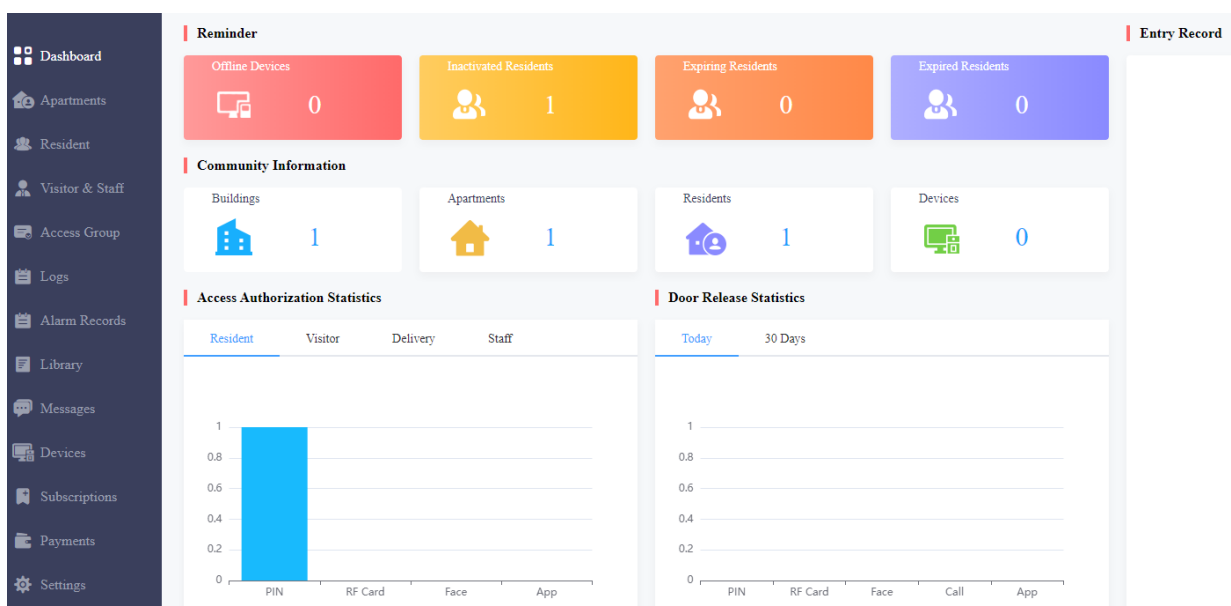


The above give the visitors a better Directory layout when used in a single building.

I hope the above gives you a gist on how it pretty much works.

Property Manager Account

Separate Login – Does not have access to installers account. Installer sets what accounts the PM can see. This also opens a totally separate viewing portal and can vary depending upon settings. For example...

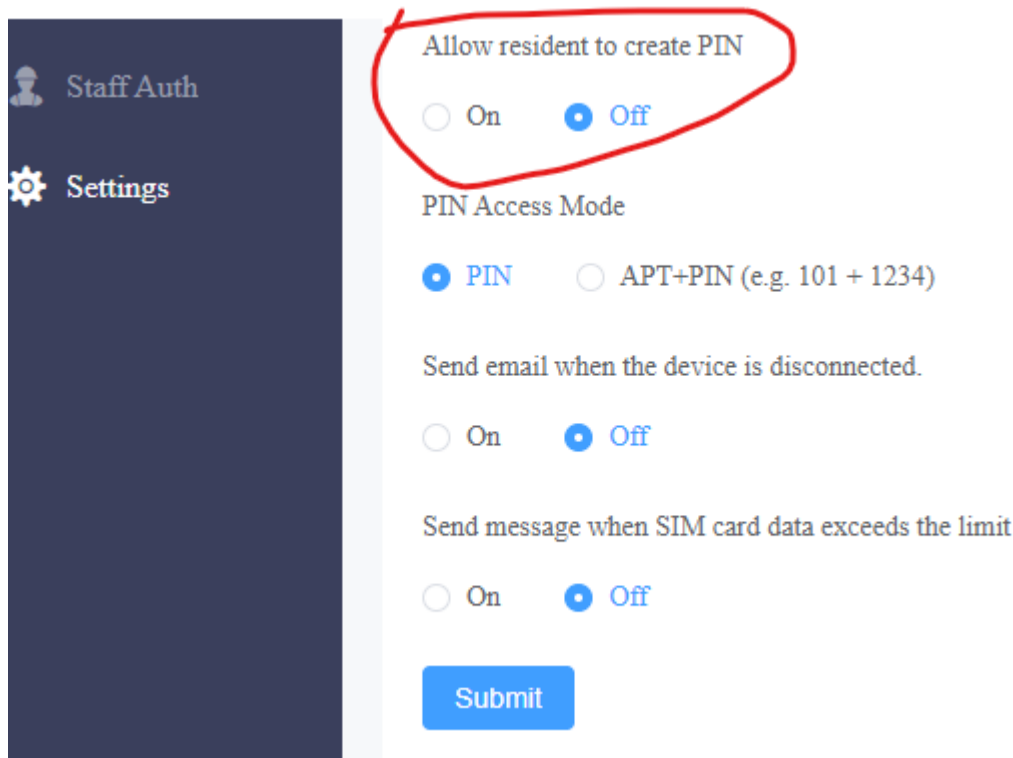


NOTE: Property Manager can add residence to each apartment you have created. If it was a new build with no Tenants this enables you to add all the apartments and any additional buildings without having tenants information.

NOTE: When a new tenant arrives and moves into a pre-occupied apartment the Tenants detail are edited and no further “Activation Fee” is required.

New Tenants can be added via the Installer Account or the PM account login.

The PM via their own login can also disallow Tenants from changing their own PIN Codes here.



Staff Auth

Settings

Allow resident to create PIN

On Off

PIN Access Mode

PIN APT+PIN (e.g. 101 + 1234)

Send email when the device is disconnected.

On Off

Send message when SIM card data exceeds the limit

On Off

Submit

Also to make PINs more secure they can stipulate APT+PIN hence if you have the PIN but don't know the Apartment it cannot be used.

Send Email if used when Property Manager wants to be informed immediately when any device goes offline then they can be proactive rather than reactive to an issue.

MSG is used when a 4G LTE Cellular intercom is used and insufficient Plan has been used. Then they know if they need to cut back or increase the data plan accordingly.

Author

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We are not responsible for any errors that may be found in the above information and have done our best to provide an easier path for installer/integrators to set up a Premium Community Account in the Aukuvox Cloud Service. <https://aucloud.akuvox.com/manager/#/login>