

TEKLINE

The intelligence behind every building

RESIDENT GUIDE

Akuvox intercom on your mobile phone

Answering the intercom, seeing your visitor and opening the door from your phone - including the fix when the app does not ring.

Akuvox intercom on your mobile phone

This guide explains how to set up the Akuvox app and use your building intercom from your mobile phone: activation, receiving calls, opening the door, and fixes for common problems.

1. Download the Akuvox app

1. Receive your email invitation

Akuvox emails you your credentials. Keep the message: it also contains the setup QR code.

2. Install the app

Download Akuvox SmartPlus from your app store, or scan the QR code provided in the email.

3. Sign in

Use the email address and password from your invitation.

4. Create your entry PIN

On first sign-in you can create a PIN to enter the building using the keypad near the main entrance, if your building has one.

Allow notifications

Accept notifications when the app asks. If they are disabled you will not receive intercom calls - this is the number one cause of missed calls.

2. Receiving an intercom call

When a visitor rings your unit, a notification appears on your phone. You can see and hear the visitor before deciding.

- Speak with the visitor
- Unlock the door remotely
- Access the camera using the "Monitor" option

3. Opening the door during a call

Primary method, through the app: open the app and tap "Answer", then tap the Unlock icon. The door unlocks automatically.

Alternative method, using the hash key: if the call reaches you as a standard audio phone call, answer it, make sure the connection is established, then press # on your phone keypad. The door opens.

Only press # once the call is fully connected. Pressing too early is not transmitted to the system and the door stays locked.

4. Other options in the app

- Review the door-opening history
- Review the call history
- Create temporary access codes, for example for deliveries or visitors

5. Common problems and solutions

Problem	Solution
I do not receive calls	Check that notifications are enabled for the Akuvox app in your phone settings
The app does not ring	Check that silent mode is turned off on your phone
The door does not open	Make sure you tap the unlock icon in the app, or press # during the call

Important recommendations

- ☐ Keep the app up to date
- ☐ Do not share your credentials with third parties
- ☐ If you change phones, sign in again with your credentials
- ☐ Review your temporary codes and delete any that are no longer needed

GET IN TOUCH

Let's talk about your project

This document is provided for reference. For an assessment specific to your building, reach our technical team at info@tekline.ca or 1 877 314-6304.

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