

AES Cloud Portal - User Manual

Account Creation: Link to get started <https://www.aescloudintercom.com/>

To begin using the AES Cloud Portal, you must create an account. If you already have an account, proceed to “Adding a Site”.

Account Types:

During account creation, you will select between two account types: "Installer" and "Manager." Both account types offer similar functionality; however, the Installer account provides additional features necessary for managing multiple sites or jobs.

Your account

What will you use AES Cloud for?
Understanding your role helps us tailor your experience.

What is your role?

I am an installer

I am a manager

Start account set up

Personal and Company Information:

After selecting an account type, you will be prompted to enter your personal and company information.

← Previous

Company info

Company name

VAT/EIN number

Country

United Kingdom (GB)

Town/city

Postcode

Continue

Subscription Selection:

Choose the appropriate subscription plan for your needs. Once selected, you will be required to enter your payment details. Upon successful completion of the subscription process, you will gain access to the portal's homepage, where you can begin adding sites and intercoms.

Monthly

Yearly

Installer (1)

£4

Per device, bought separately billed monthly

Buy installer (1)

★ Most popular

Installer (2)

£17

5 device package bought at a price of £3.40 p/d billed monthly

Buy installer (2)

Adding a Site:

To add a new site, enter the required information, including the site name, address, manager/owner details, and a contact phone number. Once all the necessary information has been entered, the site will be successfully added. You may edit this information later if needed.

The screenshot shows the AES Global Telecom web interface. The top navigation bar includes 'INTERCOMS', 'SUBSCRIPTIONS', and 'ACTIVITY LOG'. The left sidebar has 'Site Manage', 'Device List', and 'User List'. The main content area is titled 'Site Manage' and contains a search bar, a dropdown for 'All regions', and an 'Add site' button. A large blue arrow points from the 'Add site' button to a detailed view of the 'Add and Create a Site' form. The form includes fields for Property name, Country, Address, Manager/owner, and Phone number. A second inset shows the 'Apt no, suite, etc. (optional)' field and an 'Upload site image' section with a 'Create site' button.

Binding an Intercom to a Site:

After creating a site, the next step is to bind an intercom to it. This enables programming of the intercom. To do this, select the “More” option for the site, followed by “Bind device.”

You can either manually enter the IMEI and serial number of your intercom or select your intercom from the list of unclaimed devices. The IMEI number can be found on the intercom's PCB.)

(**Note:** Should your IMEI/Serial not be work or be present, please contact technical support for assistance.)

The sequence of three screenshots illustrates the process of binding an intercom to a site. The first screenshot shows the 'More' dropdown menu. The second screenshot shows the 'Bind device' option selected. The third screenshot shows the 'Bind IMEI' form with fields for Device IMEI no., Enter device IMEI no., and Serial no. A red arrow points from the 'Bind device' option to the 'Bind IMEI' form.

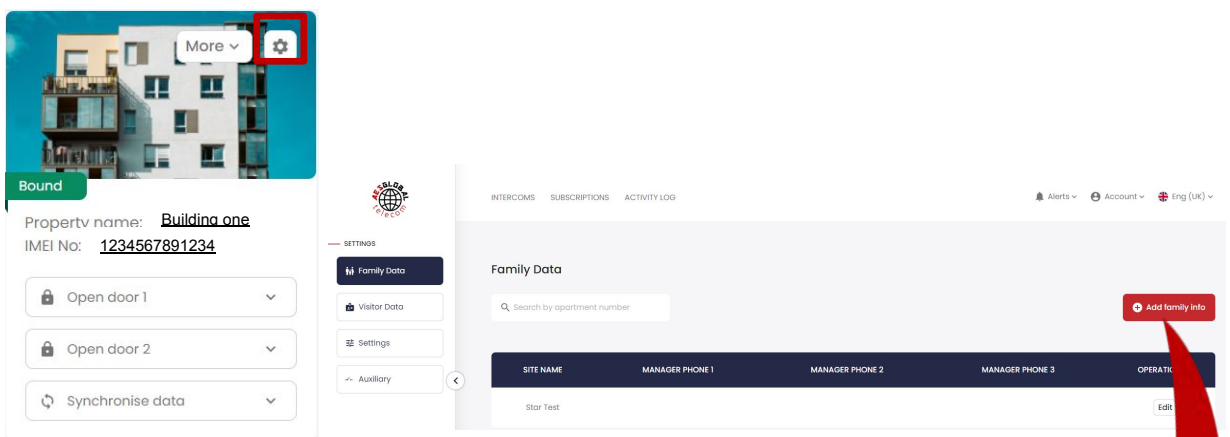
Synchronization:

When working with the portal you have 2 synchronization options.

- **Synchronise to device:** This pushes updates made on the cloud portal to the intercom, so that programming stays the same when you disable cloud mode.
- **Synchronise to server:** This pushes updates made on the intercom when cloud mode was disabled to the cloud portal, this way programming stays the same in both modes.

Note: The “Synchronise to server” option only transfers over “Family Data” & “Visitor Data”. It's recommended to make a note of all “Settings” in the system if they have been changed while cloud mode was disabled. This way you can easily re-apply them on the cloud portal after enabling cloud mode.

This can be easily retrieved by texting the system the following SMS: ***10#**



Programming an Intercom:

The portal allows you to program your intercom through four primary categories: “Family Data,” “Visitor Data,” “Settings,” and “Auxiliary.” Detailed instructions for each category are outlined below:

Family Data:

This section is where you will add families, apartments, or residents to the system. For each apartment, you must provide a number and name. Additionally, you can assign up to three phone numbers, proximity cards, and a six-digit keypad code.

Visitor Data:

When adding visitors, you must first choose the visitor type:

- **Permanent:** Grants 24/7 access to the visitor.
- **Time-Limited:** Restricts access to specific days and times (e.g., Mon-Fri, 9:00 AM - 5:00 PM).
- **Temporary:** Limits access to a defined period (e.g., 8 hours).

Once the visitor type is selected, choose the access method:

- **Code:** Assign a four-digit keypad code, select the associated relay, and define a unique relay activation time.
- **Phone Number:** Assign a “Caller ID” number, allowing the visitor to trigger the relay by calling the system.
- **Proximity Card:** Enter the 10-digit ID from the prox card and select the corresponding relay.



SETTINGS

- Family Data
- Visitor Data**
- Settings
- Auxiliary

Add Visitor Data

Visitor type

Permanent

Access mode

Code

Keypad code

Enter keypad code

Relay (Door)

1

Name (optional)

Enter name

Add Visitor Data

Code

Keypad code

Enter keypad code

Relay (Door)

1

Name (optional)

Enter name

Trigger time (seconds)

Enter triggering time (0-99)

Create data

Settings:

Several settings can be adjusted for your intercom system:

Device Settings

Save

Ringling duration

Phone 1: 30

Phone 2: 30

Phone 3: 30

Volume Settings

Speaker volume: 5

Mic volume: 5

Dialling tone volume: 3

Keypad volume: 3

CTMF Settings

Enable caller ID: ☒

Enable dialling: ☐

Network Settings

Signal strength (1-31): 13

Network type (3G/4G): 4G

IMSI: 8000504387533

APN: 30304.mcc

Default Access Codes

Engineer code: 9999

Manager code: 5555

Task time (all apartments): 60

Relay 1 Settings

Relay time: 1

Relay name: e.g Front door

Relay 2 Settings

Relay time: 1

Relay name: e.g Front door

Relay Status Description

Unlatched status: e.g Closed

Latched status: e.g Open

SIM Card Settings

Intercom phone number: 4 - 14 digits

SMS auto activation interval (days): 0

Auto clock settings

Relay	Trigger	Latch	Unlatch	Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	☒	☐	☐	1:00	☐	☐	☐	☐	☐	☐	☐
2	☒	☐	☐	1:00	☐	☐	☐	☐	☐	☐	☐
3	☒	☐	☐	1:00	☐	☐	☐	☐	☐	☐	☐
4	☒	☐	☐	1:00	☐	☐	☐	☐	☐	☐	☐
5	☒	☐	☐	1:00	☐	☐	☐	☐	☐	☐	☐
6	☒	☐	☐	1:00	☐	☐	☐	☐	☐	☐	☐
7	☒	☐	☐	1:00	☐	☐	☐	☐	☐	☐	☐
8	☒	☐	☐	1:00	☐	☐	☐	☐	☐	☐	☐
9	☒	☐	☐	1:00	☐	☐	☐	☐	☐	☐	☐
10	☒	☐	☐	1:00	☐	☐	☐	☐	☐	☐	☐

Reset

Display Information Setting

Alphabetical: ☒ No Sort: ☐ Filter: ☐

Screen Settings

LCD 1: LCD 2

Welcome to: _____

Star Technology: _____

Line 3: _____

Line 4: _____

Centre display on screen: ☒ Hide input digits on screen: ☐

Do not disturb times - 1

Start time: _____ End time: _____

Mon: ☐ Tue: ☐ Wed: ☐ Thu: ☐ Fri: ☐ Sat: ☐ Sun: ☐

Do not disturb times - 2

Start time: _____ End time: _____

Mon: ☐ Tue: ☐ Wed: ☐ Thu: ☐ Fri: ☐ Sat: ☐ Sun: ☐

Reset

Out of Hours Settings

Phone number: 3 - 14 digits

Settings:

Once you have completed you changes or updates for device settings a save option will appear here, click to complete

- **Ringing Duration:** Configure how long the intercom will attempt to call each phone number before moving to the next. This can help avoid voicemail interruptions.

Ringing duration

Phone 1

20

Phone 2

20

Phone 3

20

- **Volume Settings:** Adjust the volume for various parts of the intercom system.

Volume Settings

Speaker volume

5

Mic. volume

5

Dialling tone volume

3

Coming Soon

Keypad volume

3

- **DTMF Settings:** Enable "Caller ID" to allow residents to trigger the relay using their phone. Enable "latching" to allow residents to hold the relay open during a call instead of a momentary trigger.

DTMF Settings

Enable caller ID

☒

Enable latching

☐

- **Network Settings:** View the intercom's signal strength, network type, IMEI number, and current APN, or configure a new one.

Network Settings

Signal strength (1-31)

13

Network type (3G/4G)

4G

IMEI

868105043167533

APN

30304.mcs

- **Default Access Codes:** Modify system access codes. The default codes are 9999 for Engineers and 5555 for Managers.

Default Access Codes

Engineer code

9999

Manager code

5555

Talk time (all apartments)

60

- **Talk Time:** Adjust the duration of phone calls between residents and visitors.

Ringing duration

Phone 1

20

Phone 2

20

Phone 3

20

- **Relay Settings:** Configure relay activation times, assign names to relays, and adjust the status reported when relays are latched or unlatched. This is helpful when checking relay status via SMS.

Relay 1 Settings

Relay time

1

Relay name

e.g Front door

Relay 2 Settings

Relay time

1

Relay name

e.g Front door

Relay Status Description

Unlatched status

e.g Closed

Latched status

e.g Open

- **SIM Card Settings:** Add the intercom’s phone number to ensure the system retrieves the correct time and date after a reboot. Additionally, set an auto SMS interval for daylight saving time changes.

SIM Card Settings

Intercom phone number

4 - 14 digits

SMS auto activation interval (days)

0

- Auto Clock Settings: Schedule specific times and days for the relays to trigger, latch, or unlatch.

Auto clock settings

Relay	Trigger	Latch	Unlatch	Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	1	☒	☐	--:--	☐	☐	☐	☐	☐	☐	☐
2	1	☒	☐	--:--	☐	☐	☐	☐	☐	☐	☐
3	1	☒	☐	--:--	☐	☐	☐	☐	☐	☐	☐
4	1	☒	☐	--:--	☐	☐	☐	☐	☐	☐	☐
5	1	☒	☐	--:--	☐	☐	☐	☐	☐	☐	☐
6	1	☒	☐	--:--	☐	☐	☐	☐	☐	☐	☐
7	1	☒	☐	--:--	☐	☐	☐	☐	☐	☐	☐
8	1	☒	☐	--:--	☐	☐	☐	☐	☐	☐	☐
9	1	☒	☐	--:--	☐	☐	☐	☐	☐	☐	☐
10	1	☒	☐	--:--	☐	☐	☐	☐	☐	☐	☐

Reset

- Do Not Disturb Times: Define periods during which the intercom's call button is disabled.

Do not disturb times - 1

Unit will only operate inside of the set times

Start time

End time

Mon

Tue

Wed

Thu

Fri

Sat

Sun

Do not disturb times - 2

Unit will only operate inside of the set times

Start time

End time

Mon

Tue

Wed

Thu

Fri

Sat

Sun

Reset

Out of Hours Settings

Phone number

3 - 14 digits

- Out of Hours Settings: Enter a phone number that will be called when “Do Not Disturb” mode is active.

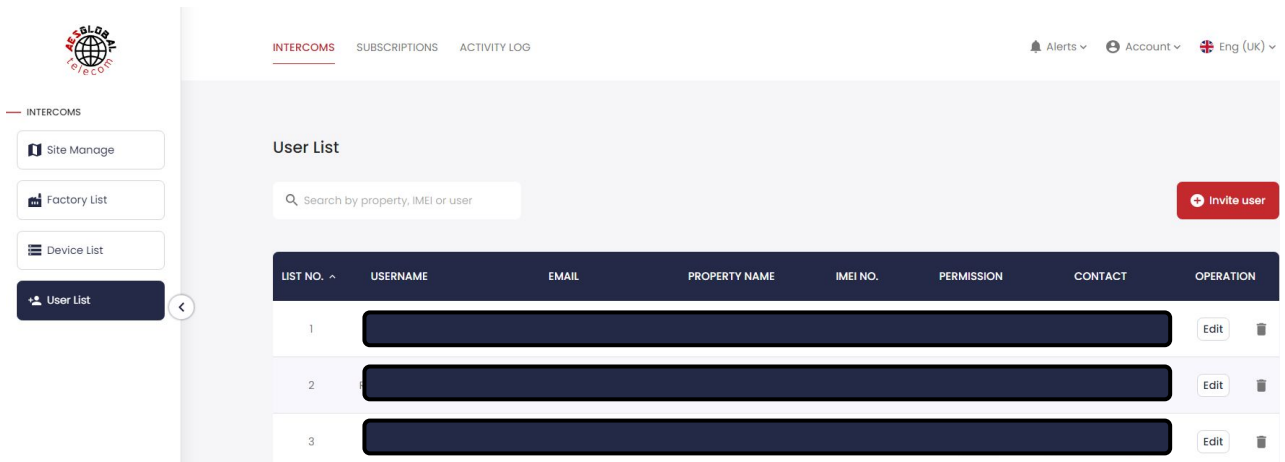
Out of Hours Settings

Phone number

3 - 14 digits

• User Management:

- To share access to an intercom with another user, navigate to the “Users” section. Here, you can invite users and specify their level of access.



- Select invite user and follow Path below to add user

Invite a User

×

← Enter user email info

Enter the user's email to invite them to have access to a site.

User email ID

This email must be used by the user to create a new AES Cloud account or be currently in use as an existing AES Cloud account

Continue

Invite a User

×

Property

☐

Property name: IMEI No: Country: Contact

☐

Property IMEI No: Country: Contact

☒

Cancel

Continue

Invite a User

×

← Permissions

Select the permission level on the site that is granted to this user.

Basic

○

- Access to view site but not change any key settings or functions.
- Access to trigger actions

Advanced

✓

- Access to view site and manage site settings.
- Access to trigger actions

Invite a User

×

← Your subscription

Do you wish to remove this device from your subscription list? Removing it will cause you to lose instller permission and will free up a slot in your device package.

You can also choose to remove the device at a later date.

Yes, remove device

○

No, keep device on my list

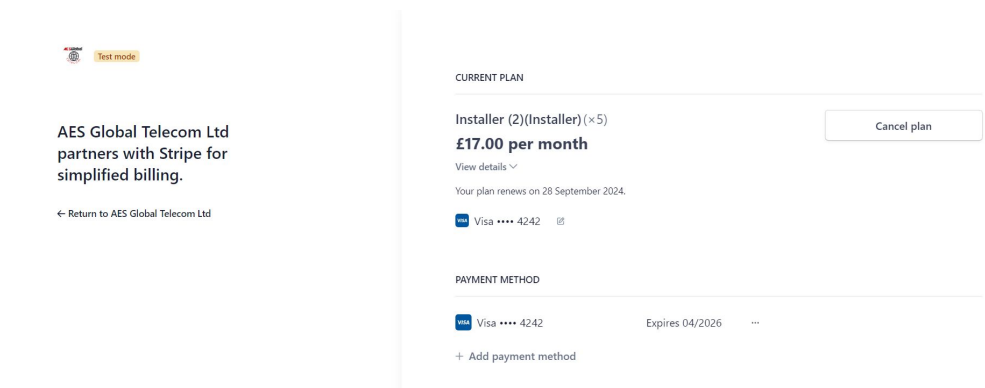
✓

Invite user

- 1 . Invite user, enter a valid email address.
2. Choose the site you wish to give permission too
3. Level of permission to give
4. Choose if you will maintain the subscription or move to recipient

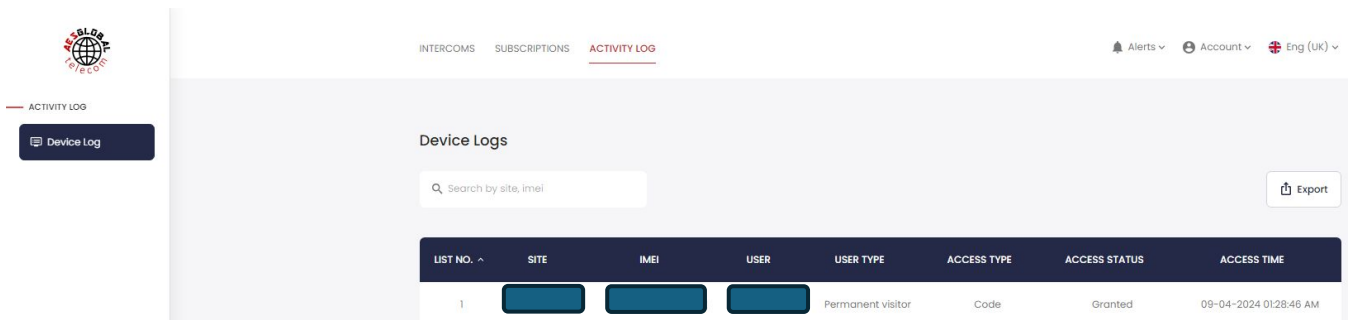
Subscription Management:

- The “Subscriptions” page allows you to manage your subscription, including plan changes, payment details, and viewing invoices.



Activity Log:

- View a detailed activity log for your devices. You can search, filter, and export the log in .xls format.



This covers most of the features of the AES Cloud Portal. We hope you found these instructions helpful and enjoy the product!