

Cloud-based Intercom is User-friendly to Residents of All Ages of a New York Apartment

Type of Site:
Apartment building

Project Location:
New York, USA

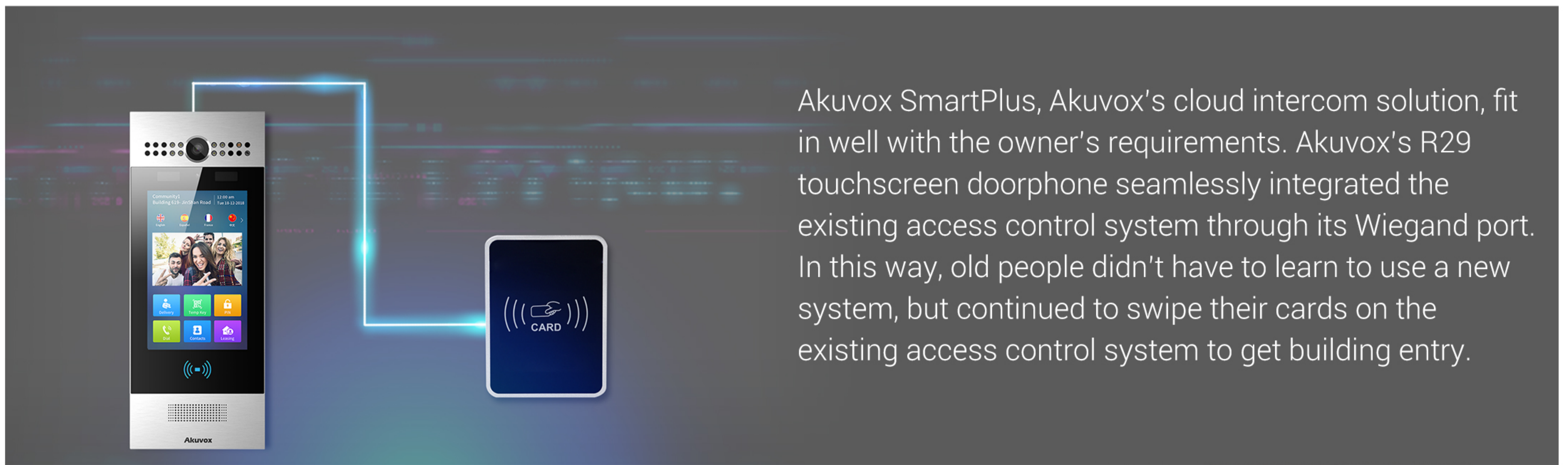
Solution Highlight:
Integrating existing access control

The Situation

The owner of the 55-unit apartment building located at 3681 Broadway in Manhattan, New York was receiving lots of complaints about the existing analog intercom system. Residents have shared that the audio and video quality of the intercom was not good during day-to-day uses and sometimes it completely lost connection, causing much inconvenience.

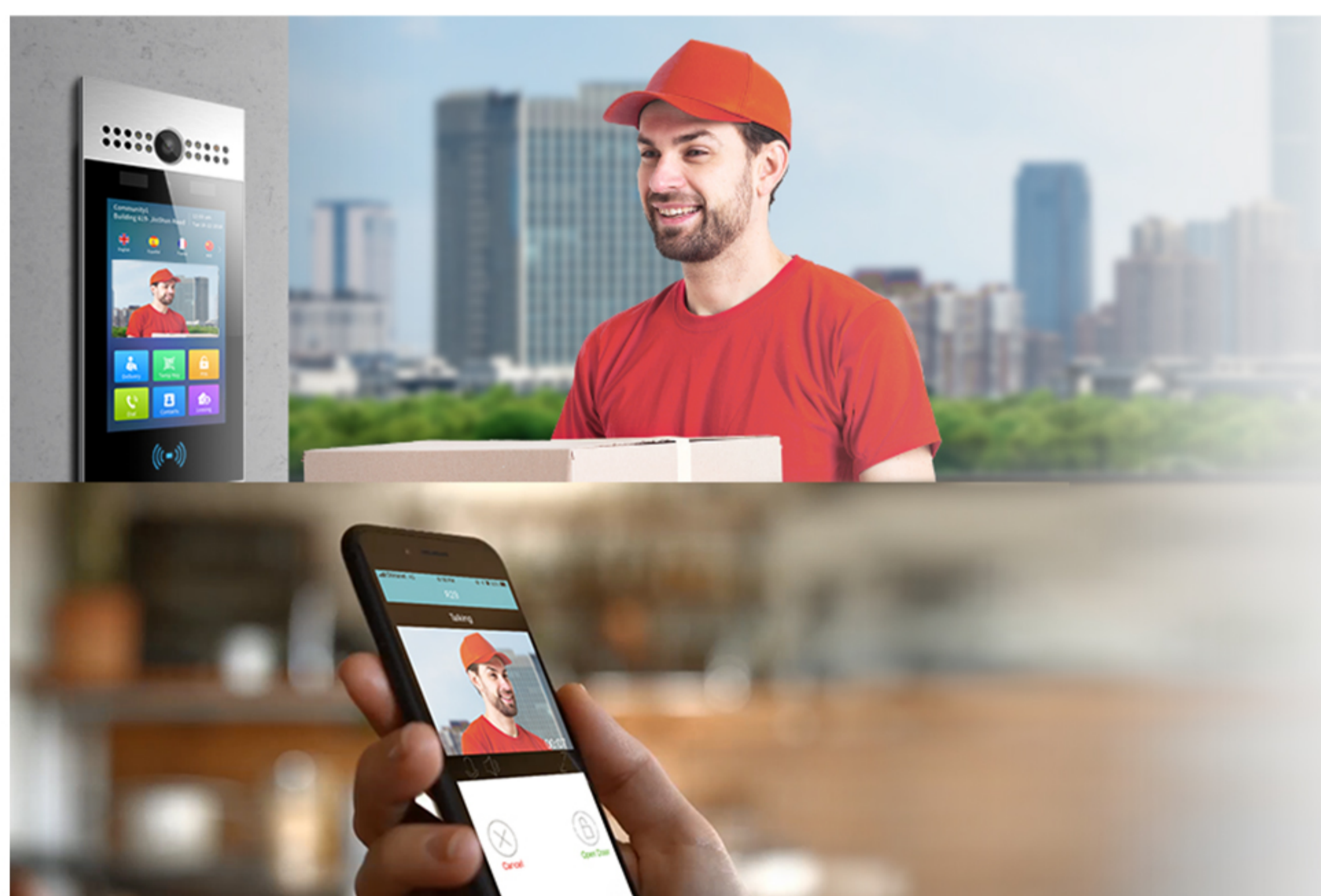
With tenant satisfaction going low, the owner found it imperative to replace the old system. He particularly required that the new system should be easy to use for the old people living in the building. A desirable building living experience for all is what he expects of the new system.

The Solution



Akuvox SmartPlus, Akuvox's cloud intercom solution, fit in well with the owner's requirements. Akuvox's R29 touchscreen doorphone seamlessly integrated the existing access control system through its Wiegand port. In this way, old people didn't have to learn to use a new system, but continued to swipe their cards on the existing access control system to get building entry.

The 7" indoor monitor was selected to serve as an indoor answering unit, which was installed in the living room of each apartment. Its physical button is user-friendly for old people who are not used to touchscreen operation. Better still, supporting landline call feature, Akuvox SmartPlus allowed them to answer intercom calls and unlock doors just like picking up a phone call on their phones.



For young people, who are strong adopters of mobile technology, the Akuvox SmartPlus mobile intercom app, is perfect for them. The app allowed them to have two-way video communication with visitors and unlock doors right from their smartphones regardless of whether they are at home or at the office. The tech-forward feature of issuing time-limited QR code keys for seamless access for service providers like dog walkers was quite popular among them.

The Results

The transition from the old intercom system to the new one was quite smooth. Both young and old residents loved Akuvox SmartPlus. Old people didn't need extra training to know how to use the new system, and they didn't need to change their habits of using the access control. "That is exactly what I want", as some residents commented. Young people also enjoyed a better living experience and greater mobility thanks to the feature-rich mobile intercom app, which they intuitively know how to use.

Interested in Akuvox SmartPlus?

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