

Doubling up Contacts on an E18

Grab their SIP number

Quick Note: Difference Between Individual SIP number and Family SIP number.

- ❖ Individual SIP number will call that one device or that one person
- ❖ Family SIP number will call everyone in that house/apartment.

Go to your site and grab the SIP number of the contact. We're going to add that SIP number to our new local contact. You can find the SIP number looking at the resident information page.

- ❖ For the Community Site:
 - Go to the Apartment and click edit (Pen icon) and look at the resident information page.

The screenshot displays the E18 system interface. At the top, there are tabs for 'Residents', 'Intercom Devices', and 'Third Party Devices'. Below these, a table lists residents with columns for Resident, Email, Building, APT, APT Name, Active, App Status, Created Time, Expiration Time, and Actions. The first row shows a resident named Blake in Demo Wall, APT 2 (Floor 1). Below the table, there are buttons for 'Add Building', 'Residents', 'Intercom Devices', and 'Third Party Devices'. The 'Residents' button is selected, leading to the 'Resident Information' page. This page shows details for the selected resident: Building (Demo Wall), APT (2 (Floor 1)), Web Relay ID (0), Call Type (SmartPlus and indoor monitors), and SIP Call Or IP Call (SIP Call (Not all the devices are deployed on the same local network)). The 'Family SIP Number' is highlighted with a red box and shows the value 847006299. Other fields like Family Master, Email, Mobile Number, Active, App Status, Accessible Floors, and Remark are also visible.

Resident	Email	Building	APT	APT Name	Active	App Status	Created Time	Expiration Time	Actions
[Redacted]	[Redacted]	Demo Wall	2 (Floor 1)	Blake	Normal	Registered	08-05-2025 01:44:38 PM	--	[Edit] [Delete]

Lines per page: 10 | 1 | Go to: 1 | Go | 1 In All

+ Add Building

Residents | Intercom Devices | Third Party Devices

Community

- Public Area
- Demo Wall
- Demo Wall Access Con...

Building Demo Wall

APT 2 (Floor 1)

Web Relay ID 0

Call Type SmartPlus and indoor monitors

SIP Call Or IP Call SIP Call (Not all the devices are deployed on the same local network)

Family SIP Number 847006299

Family Master [Redacted]

Email [Redacted]

Mobile Number --

Active Normal

App Status Registered

Accessible Floors --

Remark --

- ❖ For a Single-Family Site:
 - It should be displayed when looking at your site from the site's menu.

Community Office **Single-Family House**

User Intercom Devices Camera

Name

Search

Name	SIP	Room	Email
	Family:847005743 Personal:847112723	--	

- ❖ For Office site:
 - When you load into the site, it should take you to the people page. Find the contact in there and click edit (pen icon), and their sip number will be displayed.

Myles >> Sites >> Resident and Device

+ Add Department People Devices

Office Identity All App Status All Active All Name Search

Name	ID	Email	Department	Active	App Status	Created Time	Expiration Time(App)	Actions
	124586		Department24	Inactivated	Unregistered	28-04-2022 14:04:23	--	

Lines per page 10 1 Go to 1 Go 1 in All

Myles >> Sites >> Resident and Device

+ Add Department People Devices

Office

- Public Area
-
- Department25

Name	
ID	124586
SIP Number	847100804
Email	
Mobile Number	--
Call Type	SmartPlus and indoor monitors/guard phones
SIP Call Or IP Call	IP Call (All the devices are deployed on the same local network)
SmartPlus Intercom Feature	On
Active	Inactivated
App Status	Unregistered

Copy the SIP number you need and save it for when we enter it into the E18.

Adding the Contact

1. Go to the Directory > Users

The screenshot shows the 'Directory > User' interface. On the left is a sidebar with navigation options: Homepage, Status, Account, Network, Intercom, Surveillance, Access Control, Directory (selected), User, Directory Setting, Device, Setting, and System. The main content area is titled 'Directory > User'. It features a search bar with 'User ID/Name/Code' and filters set to 'ALL'. Below the search bar is a table with columns: Index, Source, User ID, Name, PIN, RF Card, Face, Phone, Floor No., Web Relay, Schedule-Relay, and Edit. The table contains two rows: Index 1 (Local, User ID 1, Name V, PIN 1122) and Index 2 (Cloud, User ID 847114989, Name Blake Mallinson, PIN 1381). Below the table are buttons for 'Delete', 'Delete All', and 'Total 2'. There are also 'Prev', 'Next', and 'Go To Page' controls. Below the table is a 'Group' section with a '+ Add' button and a table with columns: Index, Name, and Edit. The group table has one row: Index 1, Name Default, and an edit icon. Below the group table are buttons for 'Delete', 'Delete All', and 'Total 1', along with 'Prev', 'Next', and 'Go To Page' controls.

2. Click Add

The screenshot shows the 'Add User' form. It is titled 'User >> Add User'. The form is divided into several sections: 'User Info' with fields for 'User ID' (value 2) and 'Name'; 'PIN' with a 'Code' field; 'RF Card' with a 'Code' field and an 'Obtain' button; 'Face' with a 'Status' field (value UnRegistered) and a 'Photo' field with an 'Import' button; and 'Contact Details' with fields for 'Phone', 'Group' (value Default), and 'Dial Account' (value Auto). There is also an 'Add' button at the bottom of the 'RF Card' section.

3. You'll need to add their name, but you can't have the same name as the cloud contact. So maybe add "local_" right before the name or just some identifier.

4. Now add their SIP number in the textbox next to **Phone**.
5. Add any additional details you need to.
6. Then submit and add the contact
7. Your done. You should now be able to see that contact in the directory.