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## Introduction

KochCloud is nothing more than a IP-PBX on the Internet. The KOCH Video Cloud-Gateway AVC1 connects to only this IP-PBX via an Internet connection (provided by the customer). All functions of the Gateway and its settings are stored in the KochCloud in a so-called project.

Settings and programming, such as creating and changing call destinations or huntgroups, are made via the KochCloud web interface. Rene Koch AG can access the KochCloud project during the whole set-up phase, afterwards the company only has access if the customer authorises it, e.g. in a service case.

Once the order has been processed at Rene Koch AG and the device is ready to ship, a **Project Invitation** is automatically emailed to the customer. By accepting this invitation, the customer takes over the project as an administrator and is able to invite other users and grant them corresponding permissions.

Users can (manually) join the project through hardware authentication, even without an invitation. Refer to "Join project", page 5.

The user must first register on [kochcloud.ch](http://kochcloud.ch) to be able to use either form of access.

After installing the device, the KochMobile app (iOS or Android) needs to be downloaded from the respective store and connected to the KochCloud project by QR code.

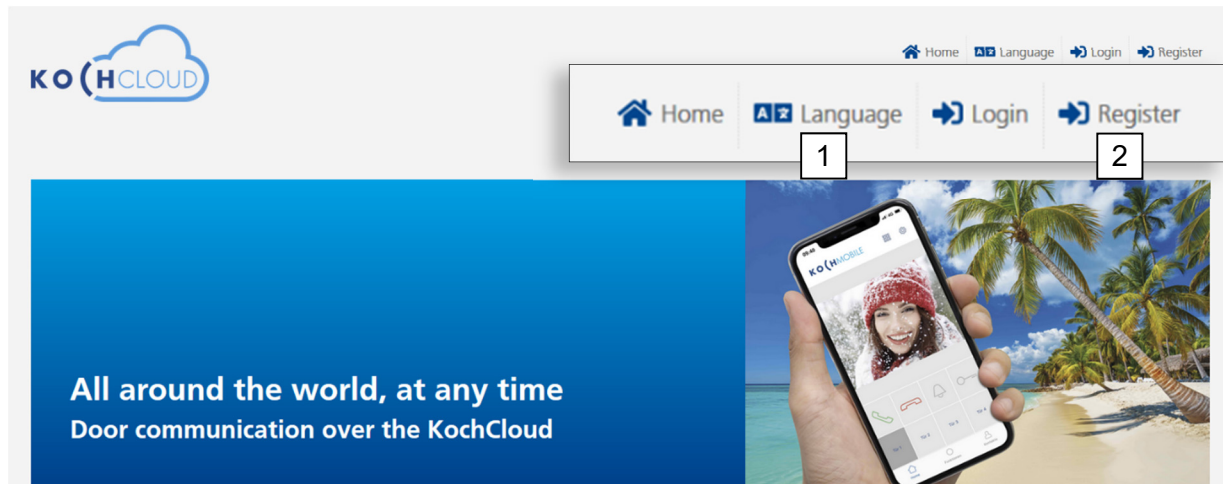
KochMobile is also available as a desktop version for Windows:  
[www.kochag.ch/downloads](http://www.kochag.ch/downloads) > *Dokumentgruppe* > *Software*

Alternatively, third-party devices can also be integrated as long as they are compatible with TLS encryption.

## Create an account (register)

To be able to manage KochCloud projects, the person responsible must register and log in first. They then can configure the customer specific settings for the project via their account. Project-settings are set and stored in KochCloud web interface and will be synchronised to the Cloud-Gateway AVC1 after.

Every change is logged in the background.



1. Set language, if necessary
2. Select *Register*

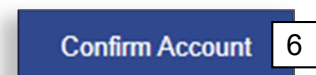
A valid e-mail address must be entered when registering, in order to receive a confirmation link.  
The account cannot be used without this confirmation.

1. Enter your own e-mail address and then repeat it
2. Enter your first name and last name
3. Enter a suitable password and then repeat it (*min. 8 characters, 1 lowercase and 1 uppercase letter, 1 number and 1 special character +\*ç%&/()*)
4. Accept the Terms of Service and Privacy Policy
5. Click on *Register*

We will send you an e-mail with the confirmation link in the next few minutes.

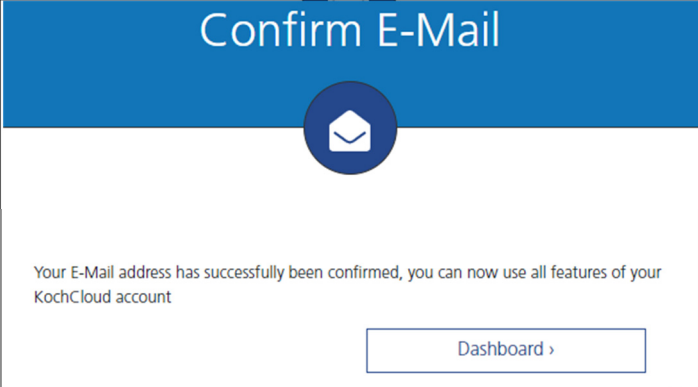
The screenshot shows the 'Register' form. The form has a blue header with the word 'Register' and a user icon. Below the header, there are five input fields: 'E-Mail Address', 'Repeat E-Mail Address', 'Username', 'Password', and 'Repeat Password'. Each field is annotated with a number in a box: 1 for E-Mail Address, 2 for Repeat E-Mail Address, 3 for Password, 4 for Repeat Password, and 5 for the 'Register >' button. Below the input fields, there is a checkbox for 'I have read and accept:' with links for 'Terms of Service' and 'Privacy Policy'. At the bottom, there is a link for 'Already registered? Login'.

6. In the e-mail click on:



## Confirm E-mail

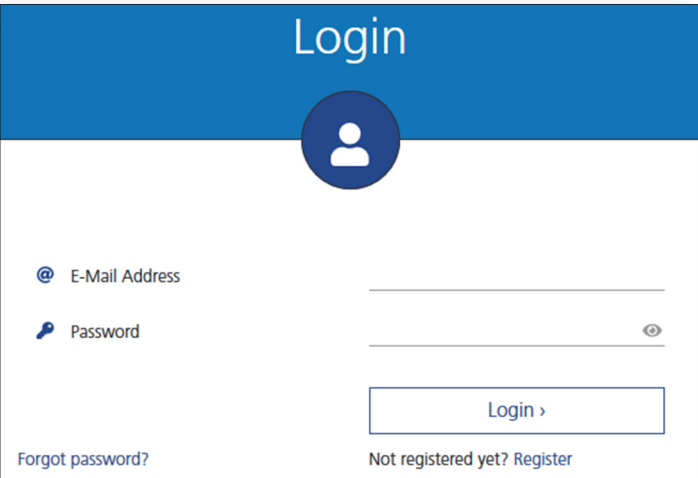
Once your e-mail address has successfully been confirmed, this screen will appear and you can navigate to the Dashboard (Project overview)



The 'Confirm E-Mail' screen features a blue header with the title 'Confirm E-Mail' and an envelope icon. The main content area has a white background with a message: 'Your E-Mail address has successfully been confirmed, you can now use all features of your KochCloud account'. At the bottom right, there is a button labeled 'Dashboard >'.

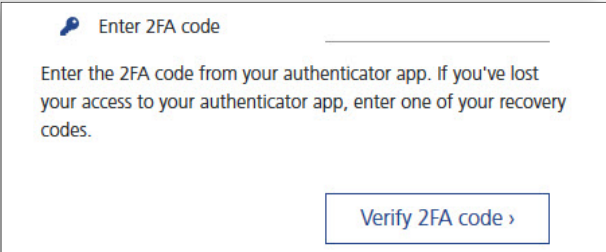
## Login

To edit projects, you need to log into the KochCloud using your registered e-mail and password.



The 'Login' screen has a blue header with the title 'Login' and a user icon. Below the header, there are two input fields: 'E-Mail Address' (with an '@' icon) and 'Password' (with a key icon and a toggle eye icon). A 'Login >' button is positioned below the password field. At the bottom left, there is a link 'Forgot password?', and at the bottom right, a link 'Not registered yet? Register'.

When two-factor-authentication is enabled, the 2FA code check follows. (to enable, refer to "Two-factor-authentication", page 7)

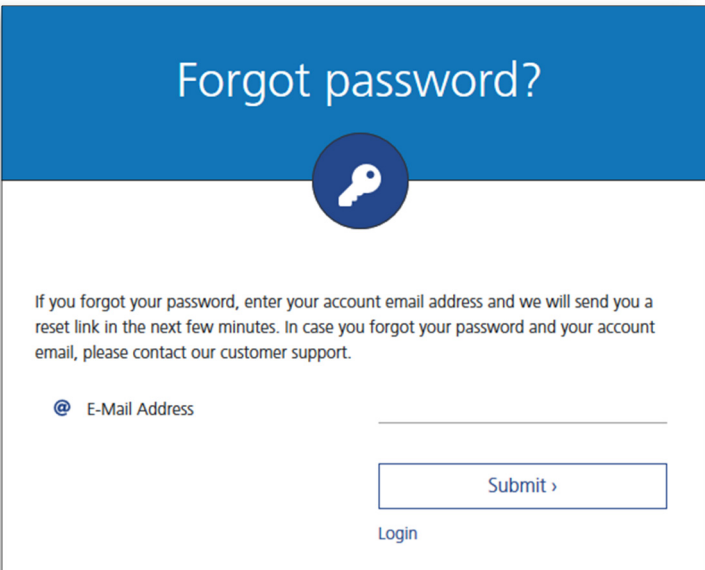


The 2FA code check screen has a white background. It starts with a key icon and the text 'Enter 2FA code'. Below this, a message states: 'Enter the 2FA code from your authenticator app. If you've lost your access to your authenticator app, enter one of your recovery codes.' At the bottom right, there is a button labeled 'Verify 2FA code >'.

## Forgot password?

Simply enter your e-mail and click on Submit.

In case you forgot your account email address, please contact our customer support.



The 'Forgot password?' screen has a blue header with the title 'Forgot password?' and a key icon. The main content area has a white background with a message: 'If you forgot your password, enter your account email address and we will send you a reset link in the next few minutes. In case you forgot your password and your account email, please contact our customer support.' Below the message is an input field for 'E-Mail Address' (with an '@' icon). A 'Submit >' button is located below the input field. At the bottom left, there is a link 'Login'.

## Join project (hardware authentication)

It is possible to join a project by hardware authentication (e.g. for on-site support or a change of administrator) without e-mail invitation. However, in addition to physical access to the AVC1, an account on kochcloud.ch is required.

1. Log in to kochcloud.ch (register first if necessary)
2. Click on the *Join project* button in the Project-Overview (the following window will pop up)

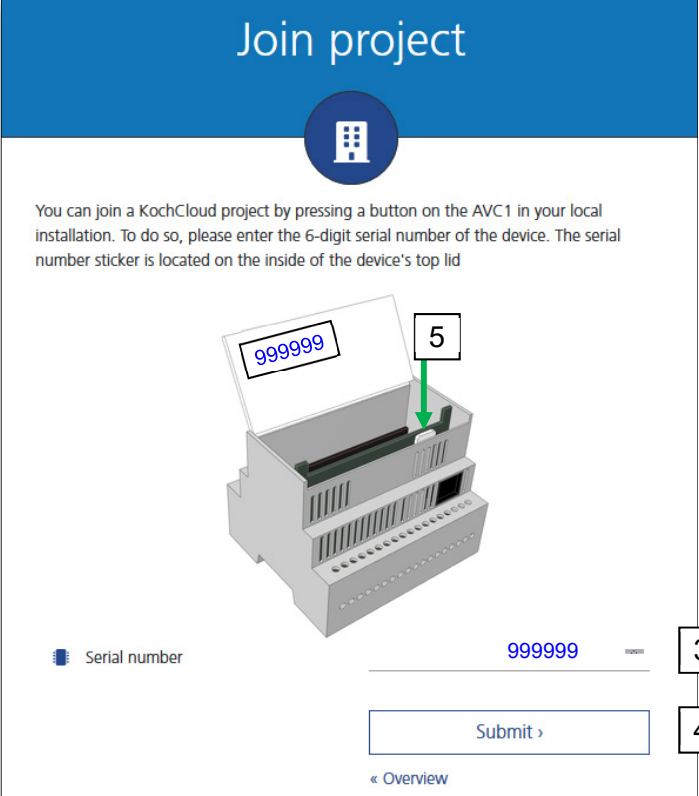
3. Enter the 6-digit serial number of the AVC1. The serial number sticker is located on the inside of the device's top lid.

4. Click *Submit*  
Leave the dialogue window open for the next steps.

5. Press the white key inside the AVC1 within 10 minutes.

The AVC1 verifies the entered serial number on kochcloud.ch and a message confirming the access will appear.

6. Click on *Continue to project*



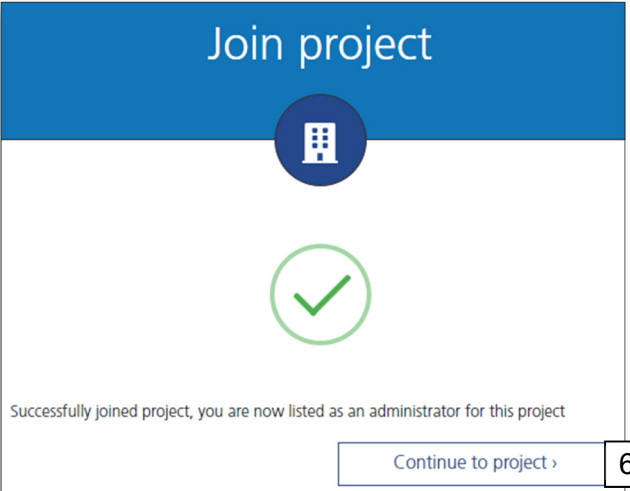
The screenshot shows a 'Join project' dialog box with a blue header. Below the header is a building icon. The main text reads: 'You can join a KochCloud project by pressing a button on the AVC1 in your local installation. To do so, please enter the 6-digit serial number of the device. The serial number sticker is located on the inside of the device's top lid'. Below this text is an illustration of the AVC1 device with its top lid open, showing a serial number sticker with '999999' and a green arrow pointing to a button on the inside of the lid, labeled with a '5'. At the bottom of the dialog, there is a 'Serial number' label, a text input field containing '999999', and a 'Submit >' button. A '< Overview' link is at the bottom left. On the right side of the dialog, there are two numbered boxes: '3' next to the input field and '4' next to the 'Submit >' button.

### Further notes

If the white button was not pressed within 10 minutes, the authentication must be restarted. Reload kochcloud.ch and repeat from point 2.

Project members cannot remove themselves from a project (except KOCH employees).

Since in theory anyone can have full access to a KochCloud project by hardware authentication, **the control cabinet with the AVC1 Gateway must not be accessible to unauthorised persons!**



The screenshot shows the 'Join project' dialog box after successful authentication. It features a large green checkmark icon in the center. Below the icon, the text reads: 'Successfully joined project, you are now listed as an administrator for this project'. At the bottom right, there is a 'Continue to project >' button. On the right side of the dialog, there is a numbered box '6' next to the 'Continue to project >' button.

## Project overview

After logging in, the project overview appears. This is the start page for all other project-related actions.

1. Account settings
2. Select language (d/f/i/e)
3. Project overview
4. Log out
5. Projects (already joined)
6. Join a project

The screenshot shows the Project Overview page. At the top, a dark blue header contains a 'USERNAME' field (1), a settings gear icon (2), a language dropdown (3), a menu icon (4), and a back arrow. Below the header, a text box explains that a user account can be a member of many different projects and that permissions can be defined when accepting a project invite. The main section is titled 'My Projects' and lists a project named 'Demoanlage Marketing (#444)' (5) with a progress bar of 5 green dots. Below the project name, it shows 'Vg. 000000', 'Clients: 11', 'Huntgroups: 2', and 'Members: 4'. At the bottom, there is a 'Join project' button (6) with a plus icon and a subtext: 'Join an existing project via hardware-authentication (button press)'.

## Account settings

1. Login with user account, go to "Account settings"
2. Change password
3. Enable two-factor-authentication (see following page)
4. Log out from all devices
5. Enable email notifications for several activities\*

The screenshot shows the Account Settings page. The left sidebar has a 'PREFERENCES' section with 'Username' and 'e-mail address' fields, and an 'ACCOUNT' section with an 'EMAIL NOTIFICATIONS' button (5). The main content area is titled 'ACCOUNT' and lists several options: 'Username' (with a field), 'E-Mail Address' (with a field), 'E-Mail Confirmed' (with a green checkmark), 'Change password' (2), 'Two-factor-authentication' (3), and 'Log out from all devices' (4). The 'Change password' button is highlighted with a blue border. The 'Two-factor-authentication' button is also highlighted with a blue border.

### \* notifications for:

- login from an unknown IP
- two-factor-authentication
- member and applet management
- client and call group management
- support mode

*Individually adjustable for each project member; selection depending on authorisation (page 13)*


## Two-factor-authentication (2FA)

In addition to a secure KochCloud password, it is recommended to activate the two-factor authentication. This requires a smartphone or PC with an Authenticator app (e.g. from Microsoft or Google).

1. Install your preferred authenticator app on your smartphone or PC
2. Use the shown QR-Code or Key to setup your authenticator app to show the 2FA code (TOTP)
3. Enter the shown 2FA code and your KochCloud password here
4. Confirm the activation by clicking «Activate two-factor-authentication»

### Enable two-factor-authentication

Use the key or scan the QR code to set up your Authenticator app, then enter the 2FA code and your current password below to activate two-factor-authentication


2

Examples of authenticator apps are:  
[Google Authenticator](#)  
[Authy](#)

#### Cant' scan the code?

Use the following data to add the entry manually.

2

**Account:** kochcloud.ch:user@domain.com  
**Key:** PBTLP54K6HSPJE36YS2LDYUPPM36DGGE   
**Time based:** Yes

3

2FA code

KochCloud Password

4

Password

Discard

Activate two-factor-authentication



## Clients overview

Clients are users of the KochCloud, usually TC:Bus outdoor intercom stations, IP cameras or devices with the KochMobile app (iOS/Android/Windows) installed.

Third-party devices can also be integrated as clients. In order for them to work, they must be able to establish an encrypted SIP connection via TLS.

**1** When an already joined project is selected, click the *clients* tab to see this overview.

**2** Display QR code and other app pairing options. Scan this QR code to connect to the KochCloud project with selected client data. (see next page for pairing option details)

**3** Display information/access data as plain text, e.g. for manual connection of third-party devices without the app (requires client ID and password)

**4** Change client settings (e.g. profile name, AS address, etc.)

**5** Delete client

**6** Reload online status of the clients

**7** Add new client (refer to page 10)

**8** Change sequence of clients

**9** Online status:  
green = online / red = offline / grey = IP camera

**Client QR Code**

https://kochcloud.ch/link/

E-Mail Address

Desktop App

**Client Details**

SIP-Server Address:	kc000444.sip.kochcloud.ch
SIP-Transport Settings:	TLS at port 5061
Client name:	Hauseingang
Client ID:	kc000444_c001
Password:	
Client role:	TC:Bus Outdoor Station
AS Address:	0
Door Opener Command:	AVC1 / TC:Bus
Camera Type:	No Camera
Shown in address book:	✓
Created at:	23. Sep 2019 - 09:56
Updated at:	25. May 2021 - 17:19



## Client pairing options

When scanning this QR-Code by Smartphone, Koch-Mobile will start and immediately pair with the client data. If the KochMobile app is missing on the scanning device, you will be redirected to the download page and the corresponding store pages (App Store /Google Play).

Further options:

1. Copy the QR code link as text to the clipboard.
2. Send complete pairing information to any email address.
3. Directly open up and pair KochMobile Desktop\* with client data on current device. (\*if already installed on this computer).

Download KochMobile Desktop here:

[www.kochag.ch/downloads](http://www.kochag.ch/downloads)

> *dokumentgruppe* > *software*

### Client QR Code



<https://kochcloud.ch/link/>

 1

E-Mail Address

 2

Desktop App

 3

## Create/edit (outdoor) clients

1. To add a new outdoor intercom station, click on + next to *Outdoor clients* in the Clients overview

**PROJECT #444**

Demonlage Marketing  
Vg. 000000

## Clients

Outdoor Clients

Indoor Clients

1

+

-

2. Accept or change the name of the device e.g. "Main entrance"
3. Accept or change the device ID (1–999)
4. Select device type (*TC:Bus outdoor intercom station* or *IP camera*\*)
5. Display device in the KochMobile app (optional)
6. Enter the TC:Bus outdoor intercom station AS address (0–63)
7. Use standard door opener command (sends door opener command with AS address to TC:Bus) or enter HTTP command
8. The H.264 video stream of the AVC1 is used for the "Video source in call".
9. For "Video source at home" MJPEG Video or Single Frame can also be selected (instead of AVC1/TC:Bus). In this case, add the path, username and password of the corresponding video stream.
10. For IP cameras separate to TC:Bus MJPEG Video or Single Frame can be selected as "Video source at home" and the path, username and password of the corresponding video stream can be entered.

**+ Create client**
✕

Client name

Entrance 12

2

Client ID

kc000444\_c 12

3

Client Role

TC:Bus Outdoor Station

4

Show in app

☒

5

AS Address

1

6

Door opener command

AVC1 / TC:Bus

7

Video source in call

AVC1 / TC:Bus

8

Video source at home

AVC1 / TC:Bus

9

Discard

Save

Client Role

IP Camera

4

Show in app

☒

10

Video source at home

MJPEG video

10

Stream Path

Local HTTP Camera Stream Path

Stream Username

Basic Auth Username

Stream Password

Basic Auth Password

Discard

Save

\* For IP cameras outside the TC:Bus system, select device type IP camera

## Create/edit (indoor) clients

1. To create a new indoor station, click on + next to *Indoor clients* in the Clients overview

**Clients**

Outdoor Clients Indoor Clients

**+ Create client**

Client name: KochMobile 12

Client ID: kc000444\_c 12

Password: 8kfdmazurh

Client Role: KochMobile

Show in app: ☒

Discard Save

2. Accept or change the name of the device e.g. "PhoneX first name"
3. Accept or change the device ID (1–999)
4. Automatically generate or manually enter a password
5. Select device type *KochMobile* or *third-party device*
6. Set device to display as a KochMobile-contact (optional)
7. Save or discard entries

## Create and manage huntgroups

In the *Huntgroups* tab clients can be assigned to huntgroups. An ID and TC:Bus serial number are allocated to each group. Making a doorcall to the according TC:Bus serial number, or a SIP call to the Group ID will make all the devices in this huntgroup ring.

To create a new Huntgroup, open the huntgroups tab and click the +

1. Accept or change the Huntgroup name, e.g. Call Group 1
2. Accept or change the Huntgroup ID (1–999)
3. The 6-digit TC:Bus serial number is automatically generated from the ID counter but can be changed
4. Select the clients that should be in the Huntgroup (click on them)
5. Save or discard entries

**+ Create huntgroup**

Group name: Huntgroup 3

Group ID: kc000444\_g 3

TC:Bus Serial Nr.: 10003

Show in app: ☒

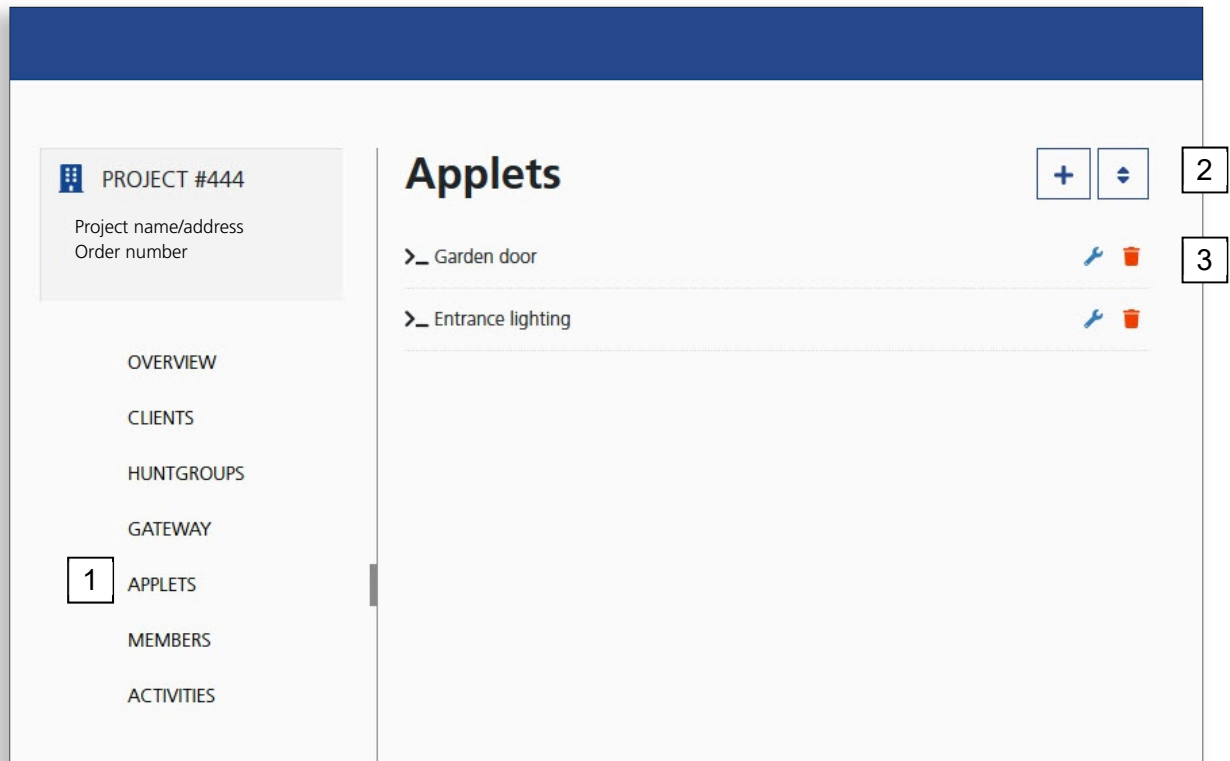
Clients in group: 3 / 20

Client 1 Client 2 Client 3 Client 4 Client 5 Client 6

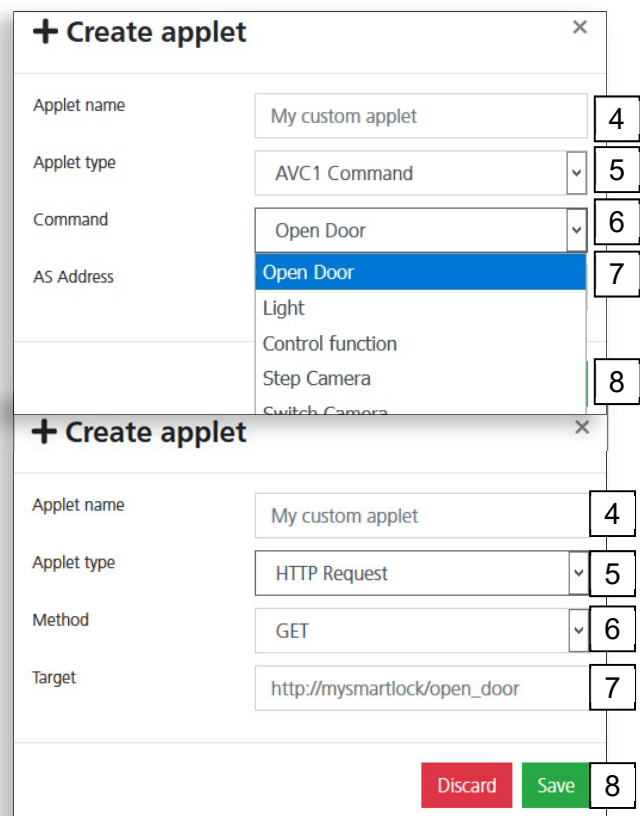
Discard Save

## Create and manage applets

The Video Cloud Gateway AVC1 can be used to send TC:Bus control functions (e.g. open garage door, switch on lights) and/or HTTP commands. These applets can be configured in the *Applets* tab, and can then be executed in the KochMobile app.



1. Open the *Applets* tab in the project
2. Create a new applet
3. Edit/delete an applet
4. Name the applet
5. Choose the applet type (AVC1 or HTTP)
6. Select the TC:Bus command or HTTP methods
7. Add specific parameters depending on the command or method
8. Save or discard entries



## Manage project members

Right after the project has been approved, the owner of the e-mail address confirmed when the project was created is the only member of the project and has all the permissions.

They can now invite other project members via the *Members* tab and assign them specific permissions or transfer the entire project management.

The users invited will receive a link via e-mail, which they can use to join the project. They are prompted to create their own KochCloud account first, if they don't have one yet.

**End-Users of the KochCloud Service do not need access to the project.**

The screenshot displays the KochCloud interface for managing project members. On the left, a sidebar shows the project details (PROJECT #444) and a list of tabs: OVERVIEW, CLIENTS, HUNTGROUPS, GATEWAY, APPLETS, MEMBERS (highlighted with a '1'), and ACTIVITIES. The main content area is divided into two sections: 'Invites' and 'Members'. The 'Invites' section shows a message indicating no pending invites. The 'Members' section lists four members: User1@company.com, User2@company.com, info@kochag.ch, and another info@kochag.ch. Each member has a status bar with five green dots and icons for editing (wrench) and deleting (trash). A modal window titled '+ Invite to project' is open, showing a form to add a new member. The form includes a 'Recipient E-Mail' field (containing 'user@company.com'), a list of permissions with checkboxes, and 'Discard' and 'Save' buttons. The permissions list includes 'Can access project', 'Can manage project members', 'Can manage SIP clients', 'Can manage SIP huntgroups', and 'Can manage applets'. The 'Save' button is highlighted in green.

1. Open the *Members* tab in the project

2. Invite a new member

3. Edit/delete an active member

4. Enter an e-mail address for the invite

5. Enable permissions

6. Save or discard entries  
(Save sends the invite)

## Gateway data overview

The *Gateway* tab displays the MAC and local IP address of the project's Video Cloud Gateway AVC1. As the Gateway updates automatically as soon as it connects to the KochCloud, the software listed should be always the latest version. Here you can also select the codes for the DTMF triggers (only for third-party devices) and the protocol for opening the door.

PROJECT #444

Project name/address  
Order number

OVERVIEW

CLIENTS

HUNTGROUUPS

GATEWAY

APPLETS

MEMBERS

ACTIVITIES

### Gateway

AVC1

Hardware Version: 2.0

Software Version Engine: 1.2.1-0e517e46-rkag

Software Version uC: 0.3.4

Software Version Bridge: 1.2.1

Bootloader: gf1407da3a

Online-Status: Online

MAC Address: 50:E0:C7:09:49:74

Local IP Address: 192.168.0.161

AVC1 / TC:BUS

Talking Time

56

100000

Talking time after door opener

10

100000

Always send long door opener

☐

Enable error tones

☐

DTMF Open Door

100000

DTMF Hang Up

9

100000

DTMF Light


8

100000

Save >

## Check activities

All manipulations to the project are logged in the *Activities* tab.  
You can see who did what and when, if required.

 PROJECT #444

Project name/address  
Order number

OVERVIEW

CLIENTS

HUNTGROUPS

GATEWAY

APPLETS

MEMBERS

ACTIVITIES

### Activities

ManagementClientsCalls

19. Dez. 2022 - 14:58	user@company.com	updated applet Entrance lighting
19. Dez. 2022 - 14:57	user@company.com	updated applet Garden door
19. Dez. 2022 - 14:27	user@company.com	updated applet Garden door
19. Dez. 2022 - 14:26	user@company.com	updated applet Entrance lighting
19. Dez. 2022 - 14:25	user@company.com	updated applet Garden door
21. Juni 2021 - 14:54	René Koch AG updated project membership of user@company.com	



## Service

For answers to frequently asked questions go to FAQ at [www.kochag.ch](http://www.kochag.ch) >>  
(only available in German and French)

For direct support, please contact  
our technical customer support

**Phone 044 782 6000**



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8804 Au/Wädenswil  
044 782 6000

[info@kochag.ch](mailto:info@kochag.ch)  
[www.kochag.ch](http://www.kochag.ch)



sehen hören sprechen  
voir entendre parler