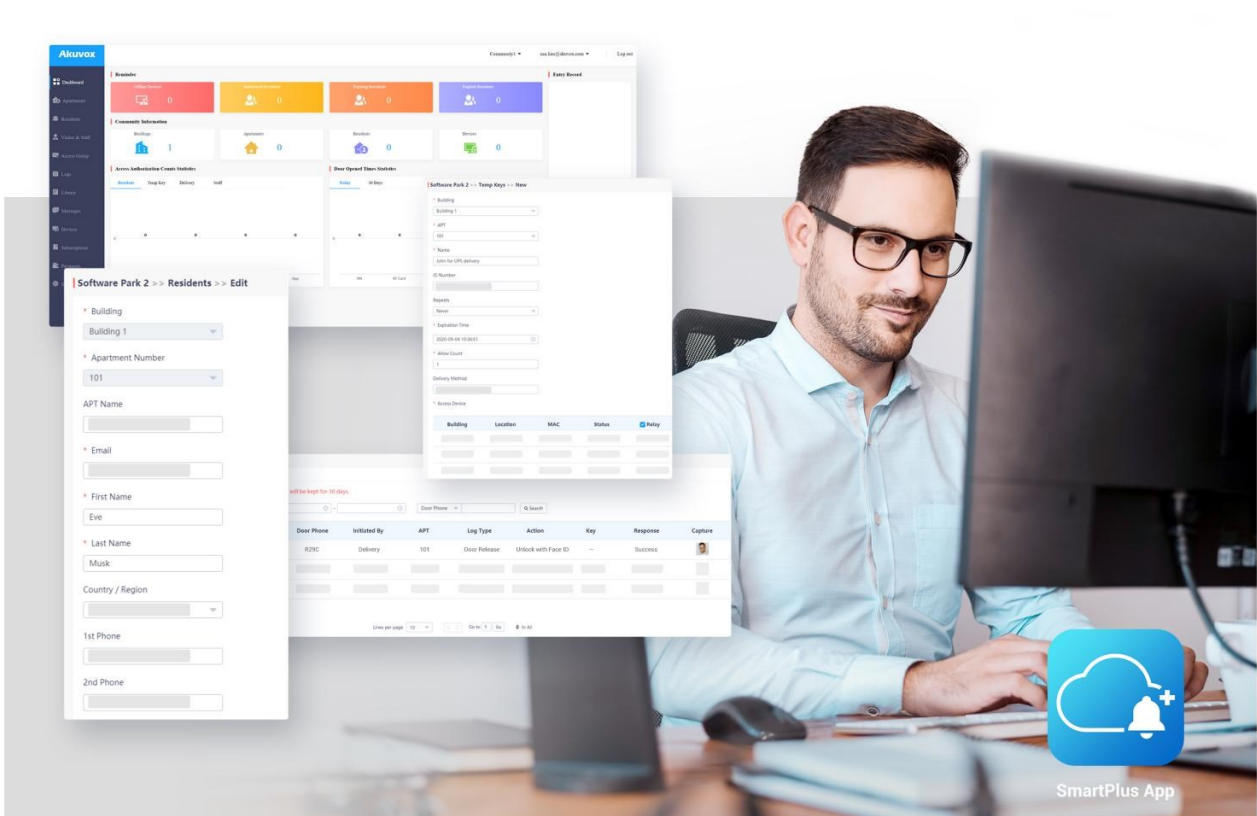# Akuvox V6.7.1 SmartPlus Property Manager Guide

AKUVOX SMARTPLUS USER GUIDE
—
Property Manager

About This Manual

This manual is intended for property managers who need to manage residents, office staff, personnel, devices, access control, or remote maintenance on Akuvox SmartPlus platform (Version: 6.7.1).

This manual has two parts: community property management and office property management.

System Overview

Akuvox SmartPlus property management platform is a cloud-based platform on which property managers can conduct integrated management of community residents, devices, access control, remote maintenance, etc.

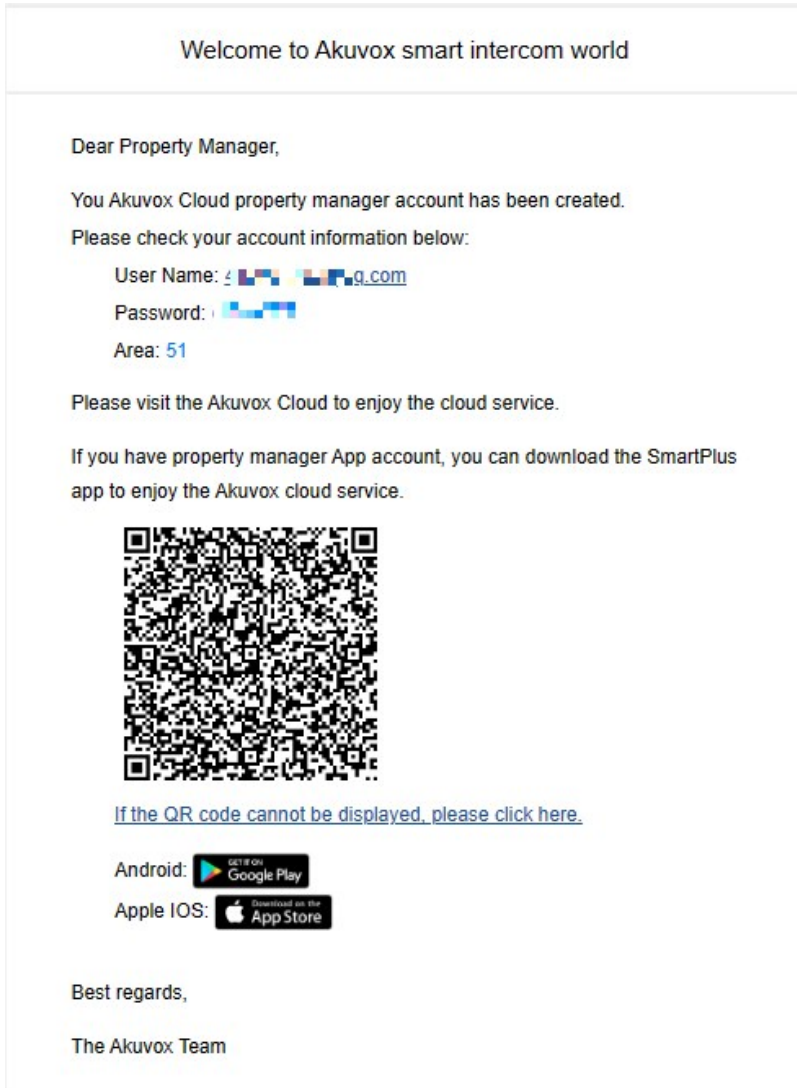Property managers using this platform will be able to:

- Assign the residents to their corresponding buildings and apartments, and check device MAC, online status, and the device relation with residents.

- Assign office staff and personnel to their corresponding office and department, and check device MAC, online status, and device relation with the staff and personnel.

- Modify the general device setting in terms of device name, relay setting and door unlock, etc.

- Set up multiple types of door access via PIN code and RF card for different purposes and roles and create their corresponding door access control schedule.

- Check and monitor a variety of logs and records including door logs, call logs, call history, temperature logs, captured images, motion detection images for security purposes.

- Send notifications to the residents in the community.

- Conduct remote operations such as Auto-provisioning, device reboot, transmission type modification, and remote maintenance.

- Modify other settings such as modifying community address, time & date setting, and motion detection delay setting, etc.

- Get a full picture of device deployment, device status, access control & intercom call statistics.

- Subscribe and renew the Akuvox SmartPlus.

Log into SmartPlus

Account Application

You can apply for your property manager account from your installer who will help set up your account. After that, Akuvox SmartPlus will email you the account information (username and password) for you to log into SmartPlus. The web account created after Cloud 6.6.0 share the same username and password with the app account. You need to upgrade the app to the latest version to log in.

- User Account Information

![Akuvox - Open A Smart World]

Welcome to Akuvox smart intercom world

Dear Property Manager,

You Akuvox Cloud property manager account has been created.

Please check your account information below:

    User Name: ▮▮▮▮ ▮▮▮q.com

    Password: ▮▮▮▮▮

    Area: 51

Please visit the Akuvox Cloud to enjoy the cloud service.

If you have property manager App account, you can download the SmartPlus app to enjoy the Akuvox cloud service.

[QR code]

If the QR code cannot be displayed, please click here.

Android: [Google Play]

Apple IOS: [App Store]

Best regards,

The Akuvox Team

Log into SmartPlus Platform

You can log in SmartPlus platform using the property manager account information you received from the E-mail sent to you automatically by Akuvox SmartPlus.

1. Open the web browser and enter the address (URL) of the SmartPlus server location in your area, and press `Enter`.
2. Enter your username and password.
3. Click on `Login` to log into the SmartPlus platform.

- You can click on Log out if you want to log out of the SmartPlus platform.

Akuvox SmartPlus Property Management Interface

Akuvox SmartPlus property management main interface mainly consists of 10 modules that are incorporated as a whole to allow you to manage tenants, devices, Akuvox SmartPlus app for the community-based intercom communication, door access control, monitoring, user account activation, and service subscription & renewal, etc. via the Akuvox SmartPlus platform.

Module Description

No.	Column Name	Description
1	Dashboard	Displays information on community, devices, residents, door access, and general statistics, etc., and the number of apartments, and residents, devices.
2	Apartment	Allows you to search apartment information indicating which building the apartment belongs to and the number of residents and devices in the department.
3	Residents	Allows you to create a resident account and check the resident account and access control information and import residents' face data and RF card via templates, and edit access type and access group.
4	Visitor & Staff	Allows you to set up temporary PIN codes for visitors, delivery PIN codes for delivery staff, and RF cards for the property management staff.
5	Access Group	Allows you to create an inventory of access control schedule templates that can be readily applied to specific resident(s), building(s), and device(s).
6	Alarm Records	Allows you to check and search actions triggered by emergency alarms and arming alarms as well as to export logs.
7	Logs	Allows you to check and search door logs, temperature logs, call histories, and captured images. It also allows you to check and delete motion alerts, and to check on the changes made on the apartment and end users and on the RF card, PIN code, face, and temporary PIN code.
8	Library	Displays all the PIN Codes and RF cards created by a property manager.
9	Messages	Allows you to create and send messages to the users' indoor monitors and SmartPlus apps, etc.
10	Devices	Allows you to check device info related to the building, apartment, status, device type, and to check and edit settings related to relays, call, unlock type, and device name, etc.
11	Settings	Displays property manager info, PIN code access type, email notification, time setting, motion setting, visitor setting, etc.

Dashboard Overview

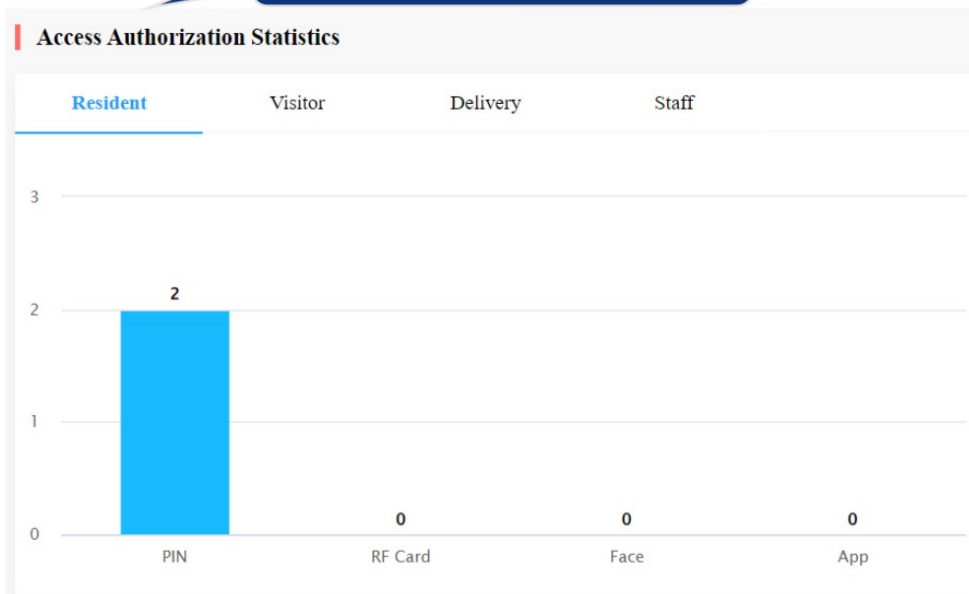Dashboard displays information on the community, residents, devices, door access records, statistics, etc.

Displays off-line devices and resident account status. You can click on the blocks below for the details.
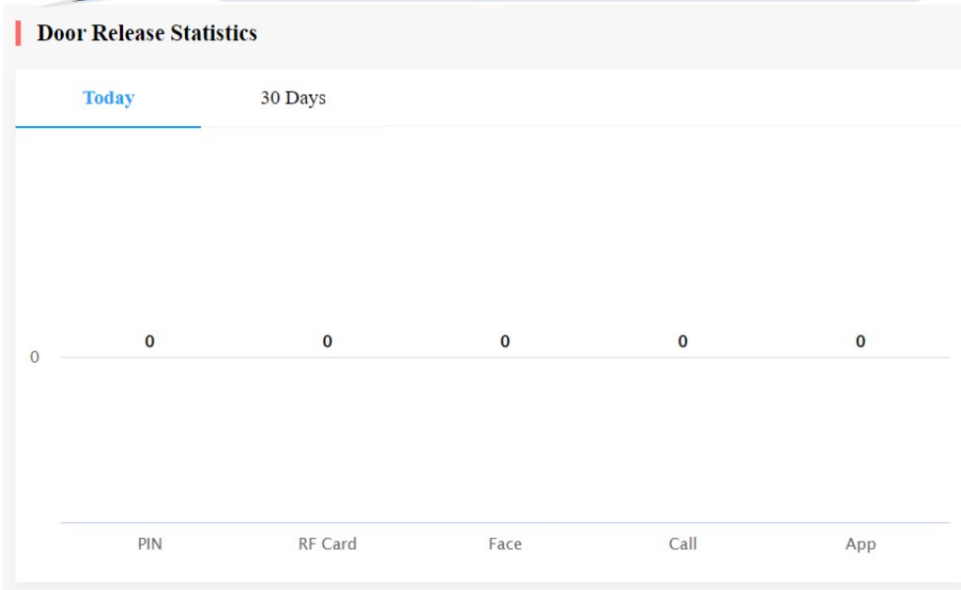
Reminder			
Offline Devices 0	Inactivated Residents 0	Expiring Residents 0	Expired Residents 0

Displays the number of buildings, apartments, residents, and devices. You can click on blocks for the details.

Community Information			
Buildings 1	Apartments 1	Residents 2	Devices 1

Displays recorded door access statistics.

Access Authorization Statistics

Resident   Visitor   Delivery   Staff

	PIN	RF Card	Face	App
	2	0	0	0

Display the door access statistics of various types of access.

Door Release Statistics

| Today | 30 Days |

Displays entry records with captured images. You can click the image to enlarge the pictures.

Password Update Reminder

With Monthly Password Update Reminder enabled by your installer, a prompt will pop up to remind you of changing the login password every month, which ensures the security of the account.
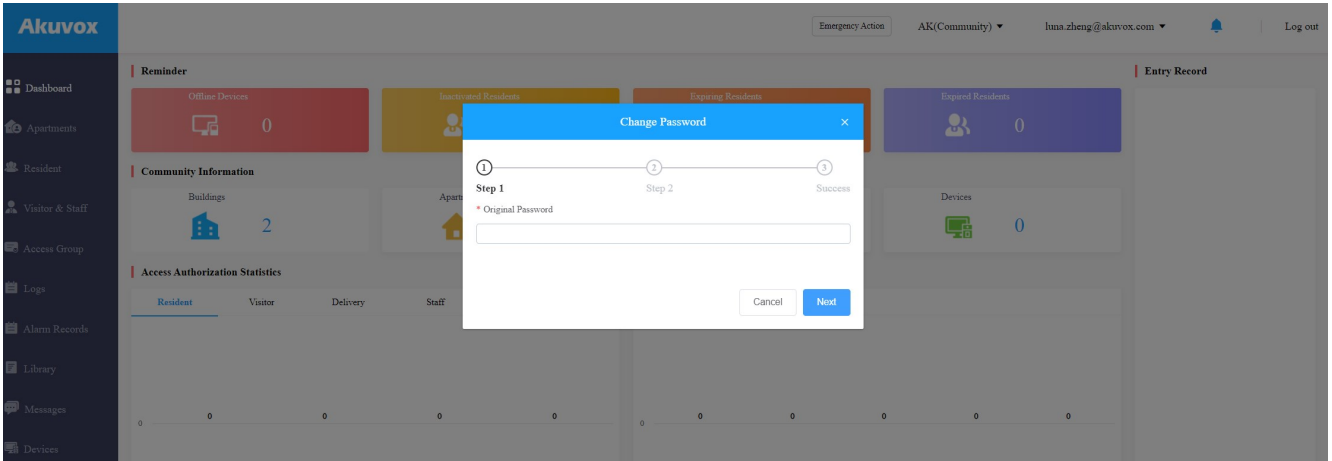
Link

You can link property manager accounts created by different installer accounts.

1. Click Link Site on the upper right corner.
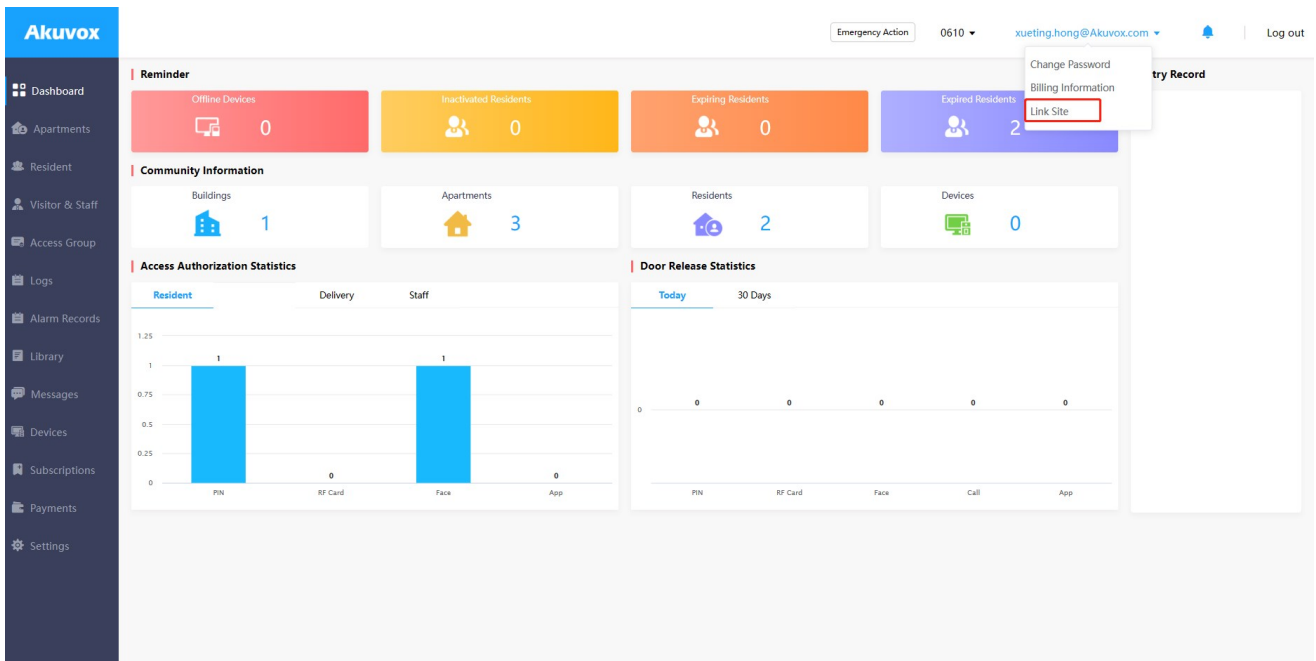
2. Enter the username and password of the account that you want to link.
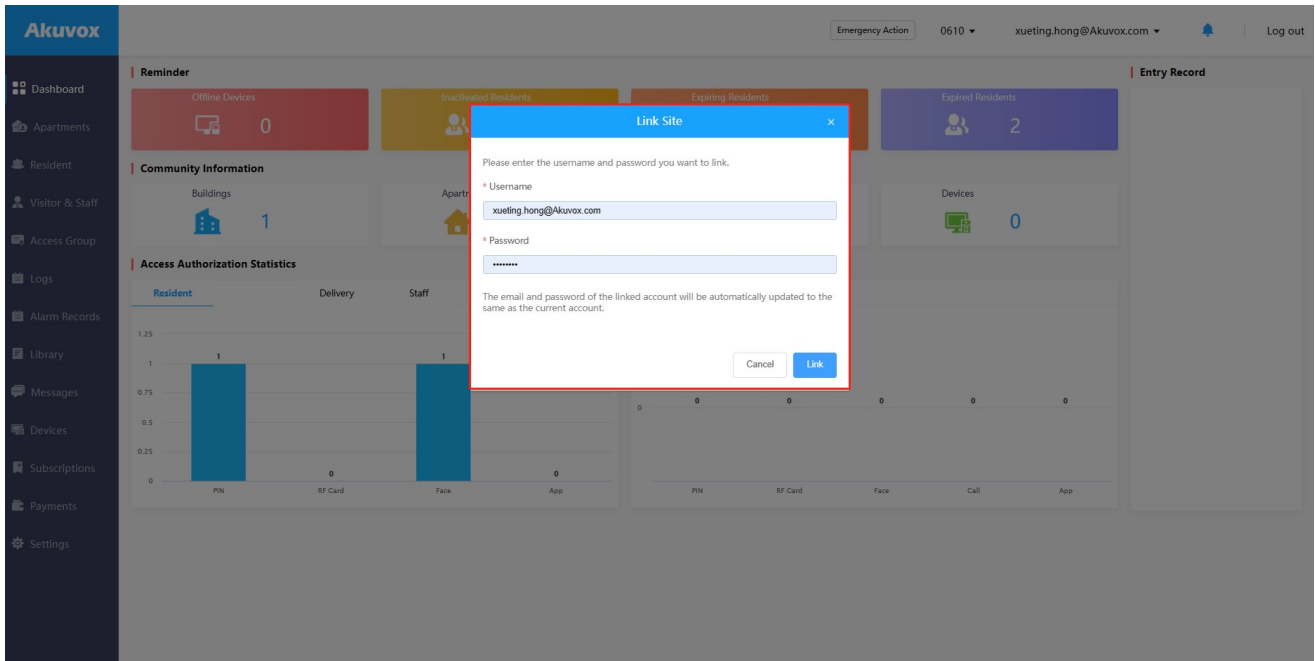
Resident Management

Residents Module Overview

The Residents module in the navigation column is used to add residents for whom you can create SmartPlus end user account (family master account) and the family member account. You can set up access types and access control schedules for the end users and their family members. Moreover, you can search, modify, check and delete residents.

Add Residents

Adding residents deals with creating residents' accounts (master/family member account) and setting up the door access types and access control schedules. You can add residents one by one or using a template.

Add Resident Account

Before adding residents, you are required to double check the residents' information, and then add them to the corresponding apartments and building set up by the community manager (Installer).

To create user account:

1. Click Resident > New.
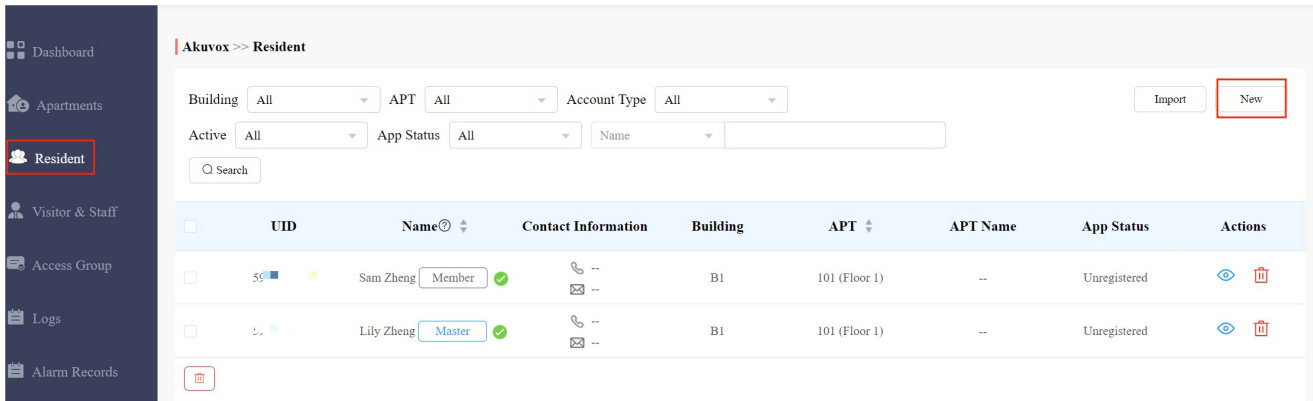
2. Set up resident information.
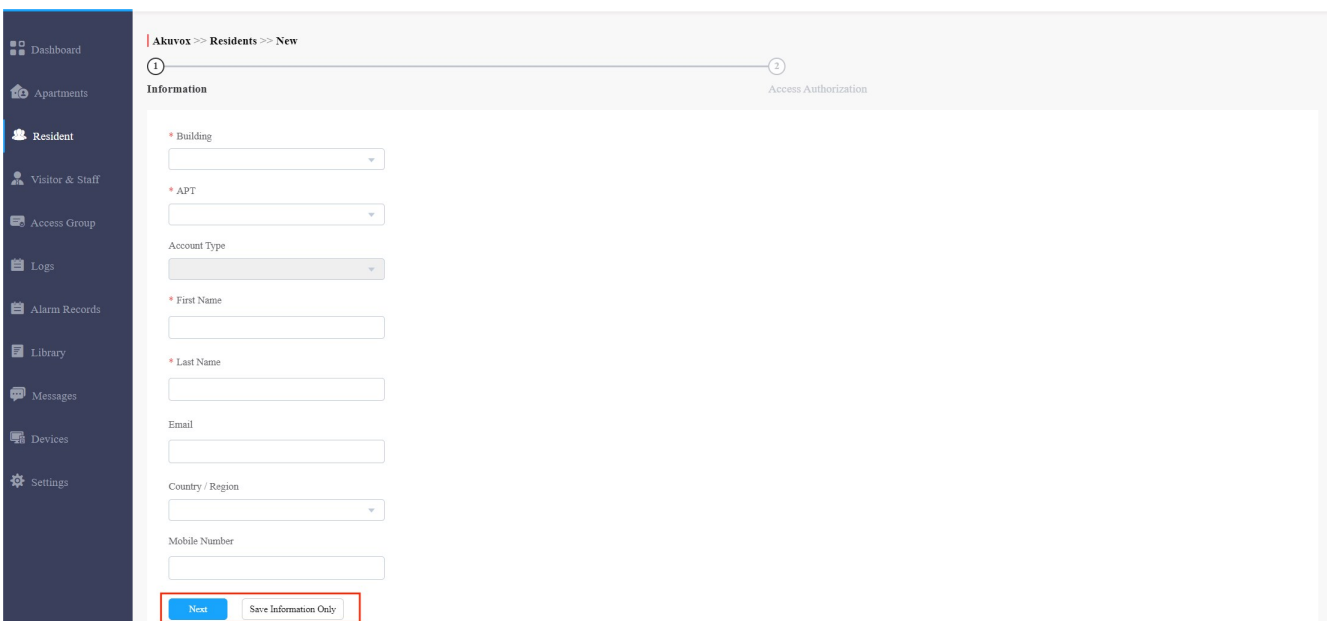
3. Click on ![Save Information Only] to complete creating an account.

> **Note:**
> - Click on Next when you want to set up access methods and the access group, or click on ![Save Information Only] when you only want to save resident's basic information.
>
> - The area code will display in the Mobile Number box after selecting Country/Region.
> - A resident's master account should be created first before the family member account can be created. And the way to create the master account and family member account are identical.
> - Family member accounts must be created under the same apartment, building, and community as those of the master account.
> - You can create three family member accounts for free. If you want to create more, please contact Akuvox Sales.
> - SmartPlus app login method for family members varies depending on the information you entered when applying for a family member account. See below:

Description:

No.	If	Then

1	If you fill in family member email and mobile phone,	then login information will be sent to the family member email or mobile phone for login.
2	If you do not fill in family member email and mobile phone number, but fill in master account's email,	then login information (SmartPlus SIP number + Password) will be sent to master account email for login.
3	If you do not fill in family member email and mobile phone number, but fill in master account's mobile phone number,	then login information (SmartPlus SIP number + Password) will be sent to master account's mobile phone for login.
4	If you do not fill in family member email and mobile phone number, master account's email and mobile phone number,	then login information will be sent to master account's email or mobile phone number as soon as you fill in the master account's email or mobile phone number.

Set up Access Control for Resident(s)

You can set up access types such as PIN code, RF card and facial recognition as well as access control schedules for the residents.

1. Click Resident > New.
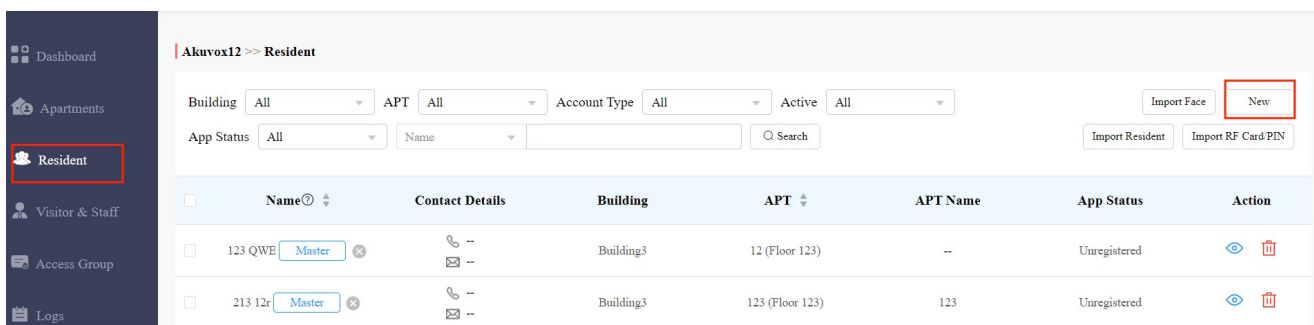
2. Fill in the account information and click on Next to the next page where you can set up access types and schedules.
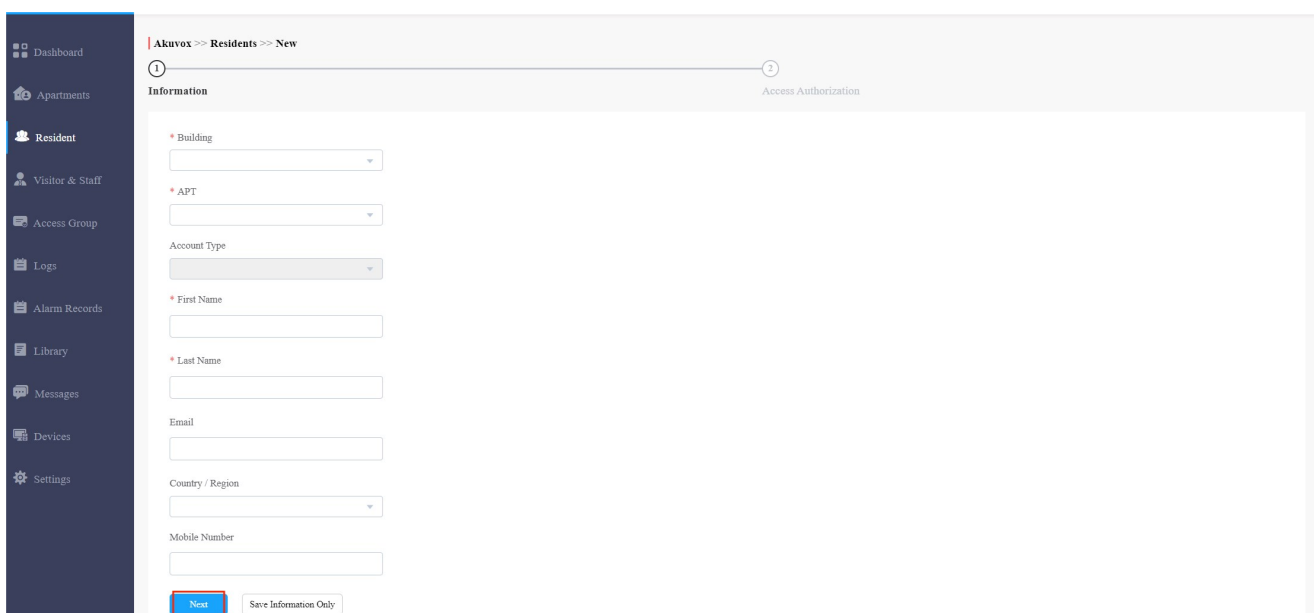
3. Fill in the PIN code, RF card code, and select the face picture to set up the access types.

Information   ② **Access Authorization**

Resident

Name: Ryan Chen [Master]

Building: Building 1

APT: 403 Akuvox

Access Type

PIN   [   ]

RF Card   [   ]

Face ID ⑦

[+]

4. Set up access control on public device and private devices.

- To set up access control on public devices:

a. Click on [New]

Access Group ⑦   [New]

Selected: (Resident-Building Building 1 ⊗)

☐	Name	Device	Repeats	Time
☐	Akuvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
☐	Test	Gate1	Daily	00:00:00 - 23:59:59
☑	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59

[Submit]

b. Set up the access control schedule and select devices to which you want to apply the schedule and click on [Submit] .

New Access Group ✕

* Access Group Name

[   ]

Repeats

[Daily   ▼]

* Start Time

[🕐 00:00:00   ]

* End Time

[🕐 23:59:59   ]

Building	Device Name	MAC	Status	Device Type	☐ Relay
B1	Gate	0C11051DED84	🟢	🧮	☐ Relay1

Cancel   **Submit**

c. Tick the specific access control schedule(s) you want to apply for the resident, and click on Submit.

| Access Group ⓘ   **New**

Selected: (Akuvox Access schedule ⊗)   (Resident-Building Building 1 ⊗)

☐	Name	Device	Repeats	Time
☑	Akuvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
☐	Test	Gate1	Daily	00:00:00 - 23:59:59
☑	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59

Submit

- To set up access control on the resident's private devices.

a. Click ⌄ .

b. Set up access control schedule for the resident's private device.

c. Select the resident's private device you want to apply the schedule to.

Akuvox
Open A Smart World

| Self Devices Authorization ⑦ ⌄

Repeats

Daily ▾

* Start Time

🕐 00:00:00

* End Time

🕐 23:59:59

Building	Device Name	MAC	Status	Device Type	☐ Relay
B1	gate	0C110515CE68	🟢	🖳	☐ Relay1

Submit

Note:

- Private devices will be displayed here after they are added to the user's room.
- If your installer selects Only Public Area in Permission Of Access Control Management when creating or editing a new community, then

A) you are not able to set up access control permissions for the residents.

B) the PIN, cards, and face data you created for the residents can only open the public devices.

Search/Delete/Edit User Accounts

After the user account is created, you can search and edit the user account as well as reset the user account password. With Delete Account Permission enabled by your installer, you can delete user accounts.

Search/Delete User Accounts

1. Click Resident.
2. Search the specific user account by building, apartment, account type, account status, app status, or user account name. You can also click the Name, APT, or the icon ⬍ next to them to reorder the residents and find your desired user quickly.
3. Tick the checkbox of the account(s) you want to delete or tick the checkbox by the Name field and click on 🗑 to delete all the accounts.
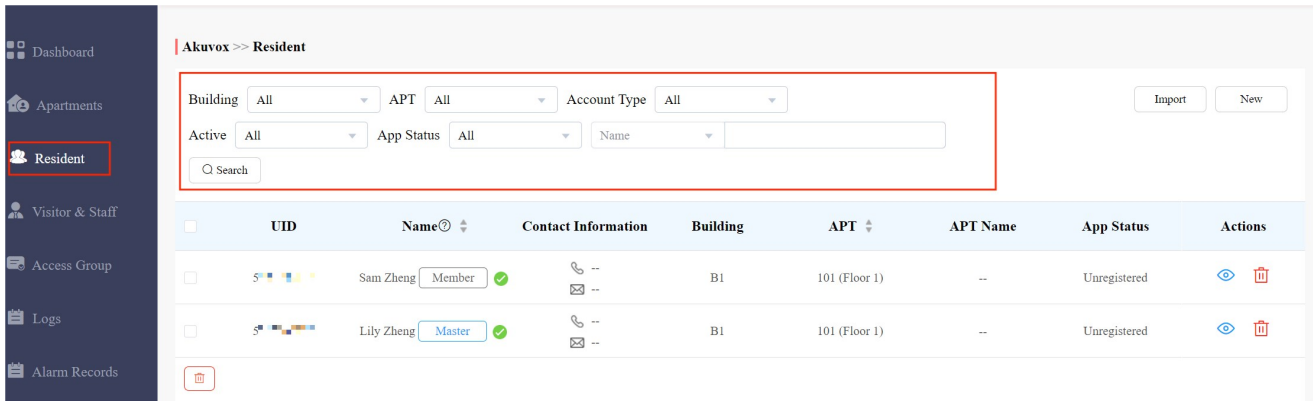
Please note that when Delete Account Permission is not enabled by your installer, will not appear and you cannot delete user accounts.
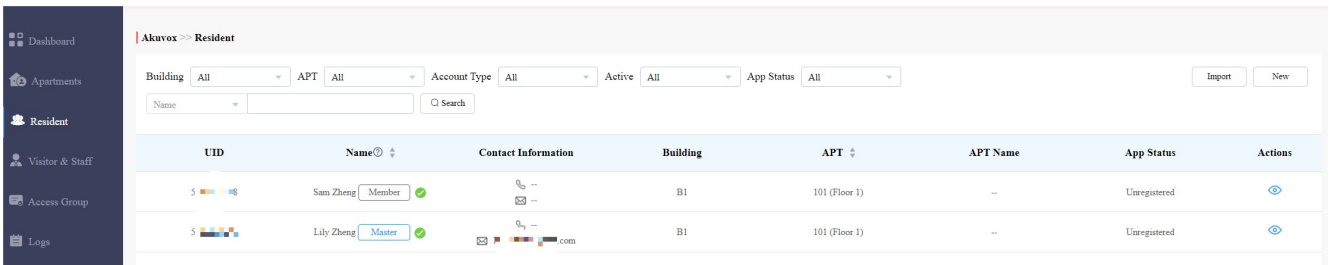
Edit User Account

You can reset the users' SmartPlus app account password, and edit users' account information and their access control setting.

1. Click on of the desired user account.
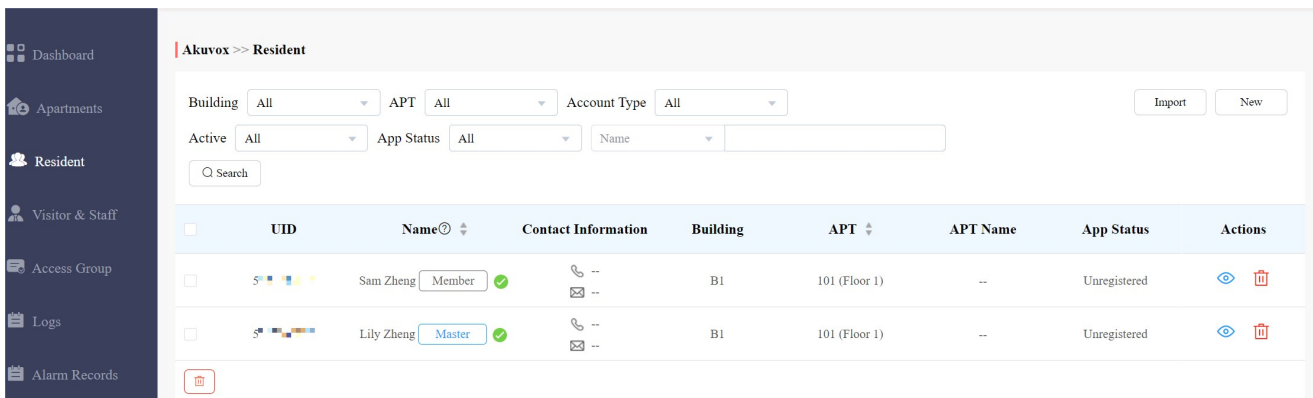
2. Click on Reset Password if you want to reset the password (SmartPlus)

3. Click on Edit to change the account information.

> **Note**
>
> - You cannot edit the mobile phone number, email number, and area code of user accounts that have linked sites.

4. Scroll down to edit the access type or create new access types by clicking New.

5. Click on Edit to edit the access control setting, and edit the setting by re-selecting the access control schedule (Access Group) or by creating new access group(s).

Add Community Residents to a Building Using Template

The template can maximize your efficiency in creating a community especially when it has many residents.

1. Click Resident > Import.
2. Click Download Import Template.
3. Fill the information in the template.
4. Click Batch Add Resident to import the template to the community.

Template Description:

No.	Settings	Description

1	Building	Fill in the building number or name. Note: should not be more than 128 characters in length.
2	Apt	Fill in the apartment number. Note: must be 1-6 digit integral number(s).
3	Account Type	Enter 0 for family master account and 1 for family member account.
4	First Name	Fill in the resident's first name. Note: should not be more than 64 characters in length.
5	Last Name	Fill in the resident's last name. Note: should not be more than 64 characters in length.
6	Email (Optional)	Fill in the resident's Email.
7	Mobile Number(Optional)	Fill in the resident's mobile phone number.
8	Telephone Calling Code (Optional)	Fill in the resident's country code.
9	Phone1/2/3 (Optional)	Fill in the resident's mobile phone number.
10	RF Card (Optional)	Fill in RF card for the resident.
11	PIN (Optional)	Fill in the PIN code for the building access for the resident.
12	Access Group ID (Optional)	Fill in the access group for residents for the access control.

Edit Community Residents in Batch

You can export the resident information in .xlsx format, modify it and re-import it to the community, which improves efficiency when you need to modify much account information.

1. Click Resident > Import.
2. Click Export Resident.
3. Modify the information in the file.
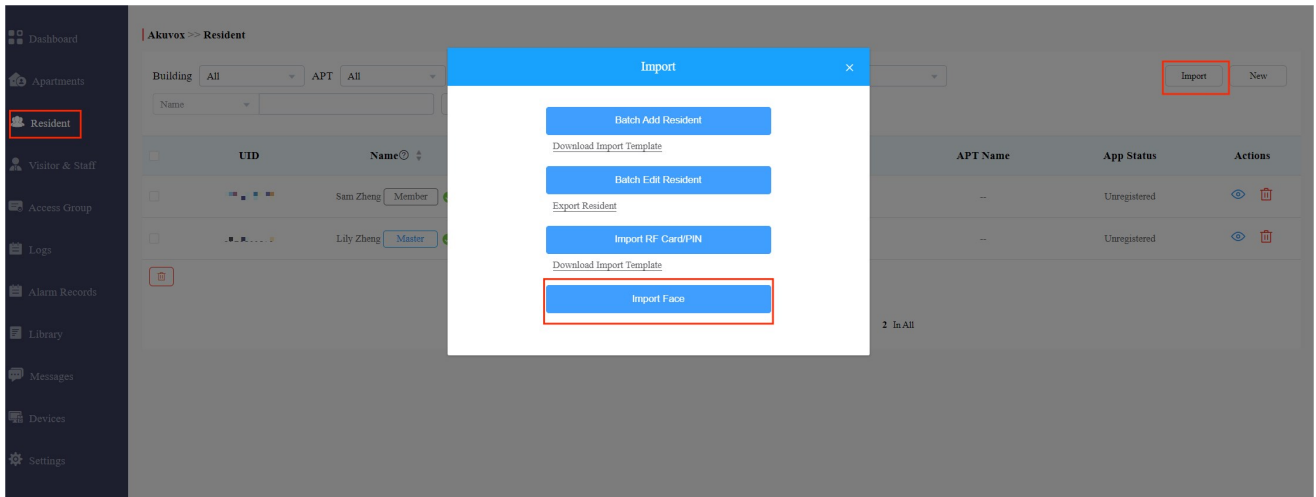4. Click Batch Edit Resident to import the file to the community.

> **Note**
> - Keep the field blank if you do not want to change the original information.
> - After the user's email address is modified, the SmartPlus App login email containing a new password will be sent to the new email address.
> - The email addresses, mobile phone numbers, and area codes of the user accounts that have linked sites cannot be modified.

Import Face Data/RF Cards/PIN Codes

You can import the face data, RF card code, and PIN code in batch using the template for the users.

Import Face Data

1. Go to Residents module and click on Import.
2. Choose the face data .zip file and click on Import Face to import the file.

Note:

- Face data should be imported in .zip file format and the photos need to be named by building name, room number, and user name. e.g "Building1+1001+Paul Edward.jpg".

Import RF Cards/PIN Codes

You can import RF card codes and PIN codes in batch for users.

1. Go to Resident module and click on Import.
2. Click on Download Import Template to download the RF card/PIN code template.
3. Fill the RF card codes and PIN codes in the template and click Import RF Card/PIN to import the template.

RF card template:

Visitor & Staff Management

Visitor & Staff module allows you to create access credentials for the property management staff, delivery personnel, and visitors.

Manage Access Credentials for Visitors

You can manage access credentials for the visitors in terms of creating and deleting temporary PIN code, QR code, and setting up the access control schedules for the validity of the credentials, while defining which building and relays the credential is applied to.

Create Temporary PIN Code

You can set up temporary PIN/QR code along with the access schedule, which will then be sent to visitor's email for door access.

1. Click on Temp Keys, then click on New.
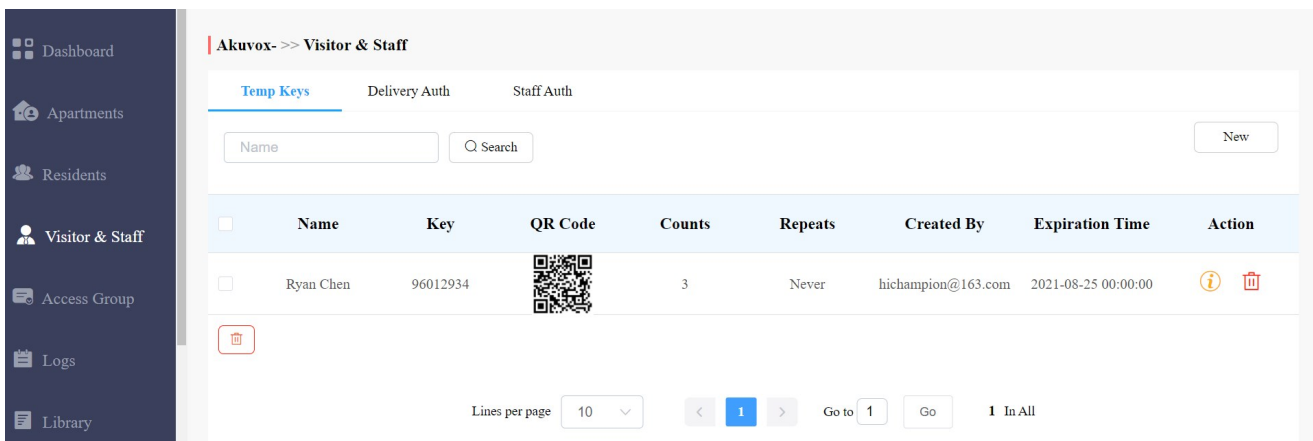
2. Create temporary key along with the access schedule.

3. Select the specific relay(s) to be triggered by the temporary key.
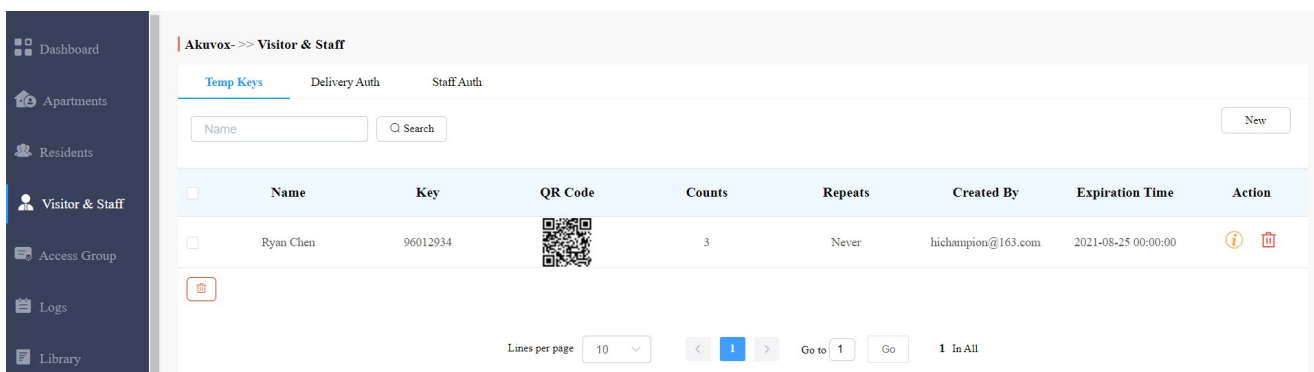
4. Click on Submit to generate a temporary key.

Parameter Set-up:

No.	Column Name	Description
1	Building	Select the building in which the resident to be visited lives.
2	APT	Select the resident's apartment.
3	Name	Enter the visitor's name.
4	ID Number	Enter the visitor ID number.

5	Repeats	Select "Never" "Daily", "Weekly" for the temporary key access schedule. 1. "Never" means non-repetitive and one-time access schedule with a specific PIN code validity expiration time; 2. "Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis (eg. 08:00-20:00 every day). 3. "Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).
6	Expiration Time	Set the expiration time for the one-time "Never" schedule only. The PIN code validity will expire on the expiration time.
7	Validity Times Per Device	You can put a number in the field based on the format: "each door count" * "the number of door phone selected" = "total number of PIN code validity". For example , If you type in "1" and select 3 door phones, then the PIN code will be valid three times in total (1 x 3 door phones=3 times). You can use the PIN code on any one of the door phones selected. When the PIN code is used out on any one of the door phone, it will no longer be valid on the rest of the door phones. Note: This is applicable when you select "Never" in the Repeat field.
8	Start Time End Time	Set the Start Time and End Time for the PIN code validity time span during a day on a daily or on weekly basis.
9	Delivery Method	PIN code will be sent to the visitor's email address you entered.

Delete Temporary PIN Code

1. Enter the visitor name to search and find the specific temporary PIN code.
2. Click on (i) to see the details of the temporary PIN code.
3. Click on 🗑 to delete the specific temporary PIN code or you can tick the checkbox of the temporary PIN code you want to delete, and you can delete all the temporary PIN by ticking the checkbox of

   ☐ **Name** .

Note:

- After you click (i) to check the temporary key details, you can click View Door Logs to check temporary key door logs shown as follows.

Building	B1
APT	#3
Name	Judy
ID Number	123
Created By	Ela Zheng

Key	91487640 View Door Logs
Repeats	Never
Validity Times Per Device	1
Start Time	2023-11-17 13:54:00
End Time	2023-11-18 13:54:00
QR Code	

Access Device

| Device Name	Building	MAC	Relay
Gate	B1	0C11051DED84	Relay1

Manage Access Credentials for Delivery Personnel

You can create both delivery PIN code and RF card for the delivery staff, who can use the PIN to access the designated place, for example, a parcel room to deliver the package to the residents.

Create Delivery PIN Codes/RF Cards

You can create delivery PIN code and RF card along with an access control schedule (Access Group).

1. Click Visitor & Staff > Delivery Auth > New.
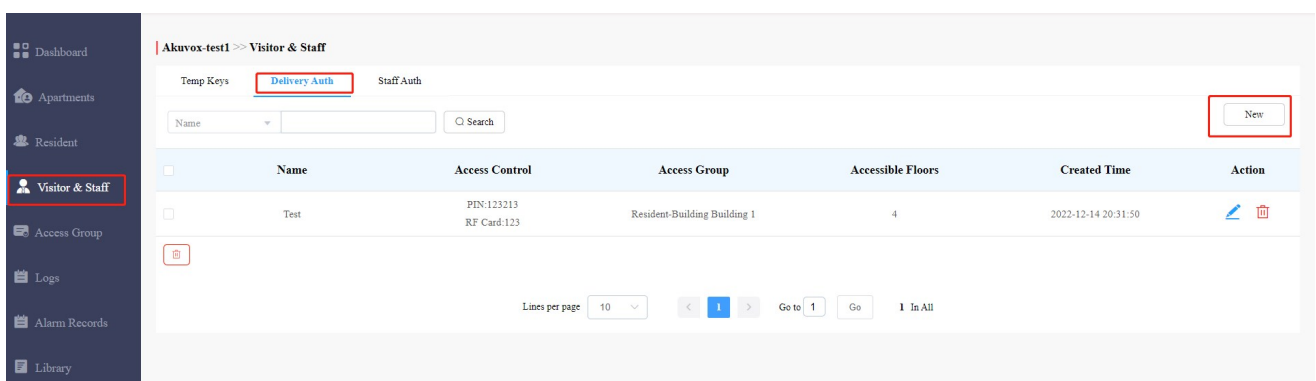
2. Set up Delivery PIN code or RF card.

- Type in delivery people's name.

- Type in the PIN code or RF cards.
- Select the building and floor numbers that you allow deliver people to access to (Optional). Click Add to add accessible floors of other buildings. You can select 10 floor numbers at maximum.

* Name

[   ]

PIN

[   ]

RF Card

[   ]

Accessible Floors

Please set the accessible floors for specific buildings.

| Building 1 | ▼ | - | 11 ×   9 × | ▼ | |
| Building2 | ▼ | - | 5 ×   3 × | ▼ | ⊖ |

Add

3.Set Access Group

- Select from the existing access groups and assign it to the delivery people.

Access Group ⑦   New

Selected :

	Name	Device	Repeats	Time
☐	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59

Submit

- Create a new access group and assign it to the delivery people.

New Access Group	×

* Access Group Name

Repeats

Daily ▾

* Start Time

🕐 00:00:00

* End Time

🕐 23:59:59

Building	Device Name	MAC	Status	Device Type	☐ Relay
B1	Gate	0C11051DED84	🟢	🖩	☐ Relay1

Cancel   Submit

Parameter Set-up:

No.	Field Name	Description
1	Access Group Name	Fill in the access group name.
2	Repeats	Select "Never" "Daily", "Weekly" for the delivery PIN code access schedule. 1. "Never" means non-repetitive and one-time access schedule. 2. "Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis (eg. 08:00-20:00 every day). 3. "Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).
3	Start Time/ End Time	Set the start time and end time for the PIN code validity time span during a day on a daily or on weekly basis.

> **Note:**
>
> - 8-digit PIN code starting with "9" is invalid in the PIN field.

Modify and Delete Delivery PIN Codes

1. Click Visitor & Staff > Delivery Auth.

2. Search the PIN code by name or PIN code in the fuzzy search field and click Search if needed.

3. Modify or Delete PIN code.

- To modify the PIN code.

a. Click on of the delivery PIN code.

b. Modify the delivery PIN code according to your need.

- To delete the PIN code.

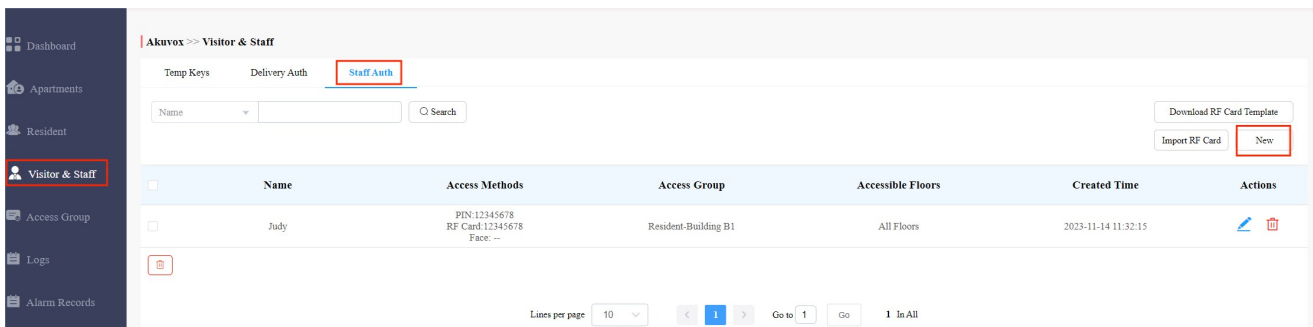a. Click of the delivery PIN code.

b. Delete the PIN code.
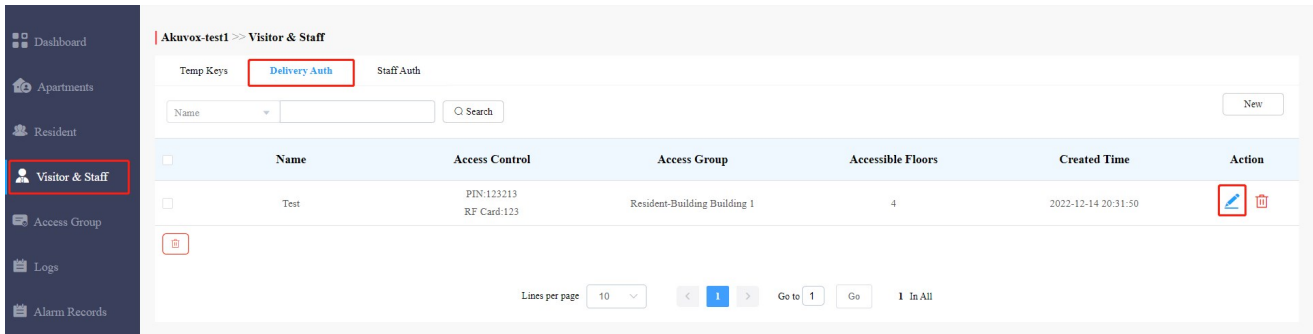
Manage Access Credentials for Property Management Staff

You can create, modify and delete RF cards, PIN codes, and face data for the property management staff. You can either create RF card(s) separately or in batch using a template.

Add RF Cards Separately for Property Manager

1. Click Visitor & Staff > Staff Auth > New.

2. Set up PIN code and/or RF card code.

3. Scroll down to set up the access group. Select the existing one or create a new one by clicking New.

Parameter Description:

No.	Column Name	Description
1	Access Group Name	Fill in the access group name.
2	Repeats	Select "Never" "Daily", "Weekly" for the delivery PIN code access schedule. 1. "Never" means non-repetitive and one-time access schedule. 2. "Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis(eg. 08:00-20:00 every day). 3. "Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).
3	Start Time/ End Time	Set the start time and end time for the PIN code validity time span during a day on a daily or on weekly basis.

Add RF Cards Using Template for Property Manager

1. Click Visitor & Staff > Staff Auth.

2. Click on   Download RF Card Template   .

3. Populate the RF card template according to your need.

4. Click on   Import RF Card   to upload the template file.
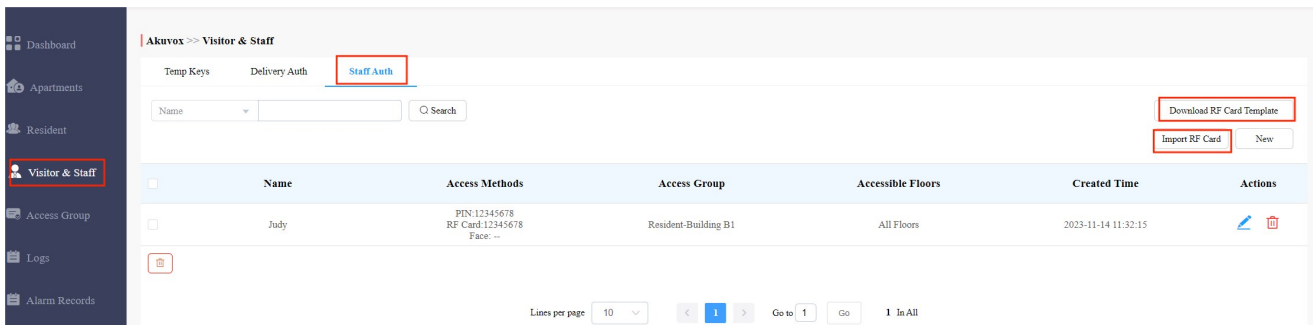
Template Sample

Template Description:

No.	Field Name	Description
1	Staff Name	Enter the staff name.

| 2	RF Card	Enter the RF card.
3	Access Group ID	Enter the Access Group ID(s) you have already created in the SmartPlus. Multiple Access Group IDs should be separated by ";".

## Modify Property Manager RF Cards/PIN Codes

1. Click Visitor & Staff > Staff Auth.
2. Search the staff info by name, PIN code or RF card number code in the fuzzy search field and click Search if needed.
3. Click on ✏ of the desired user.
4. Modify the RF card setting and PIN codes.
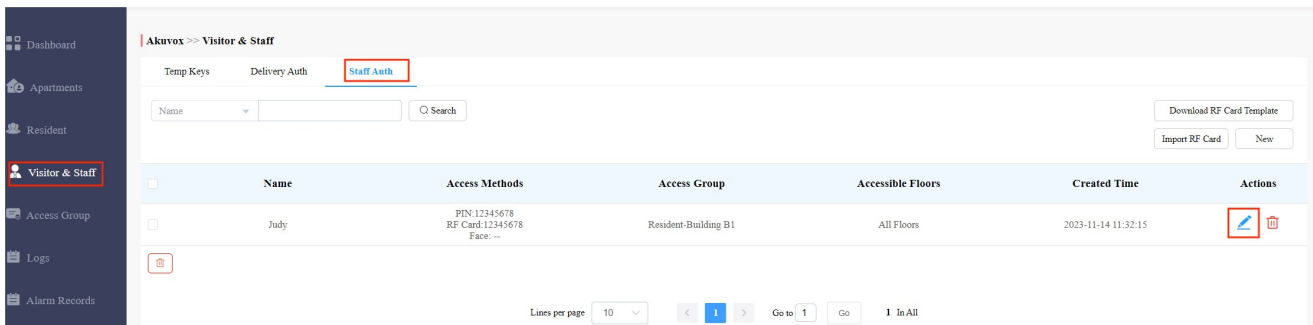
Delete Property Manager Info

1. Click Visitor & Staff > Staff Auth.
2. Search the staff info by name, PIN code or RF card number code in the fuzzy search field and click Search if needed.
3. Click on 🗑 to delete the desired info.
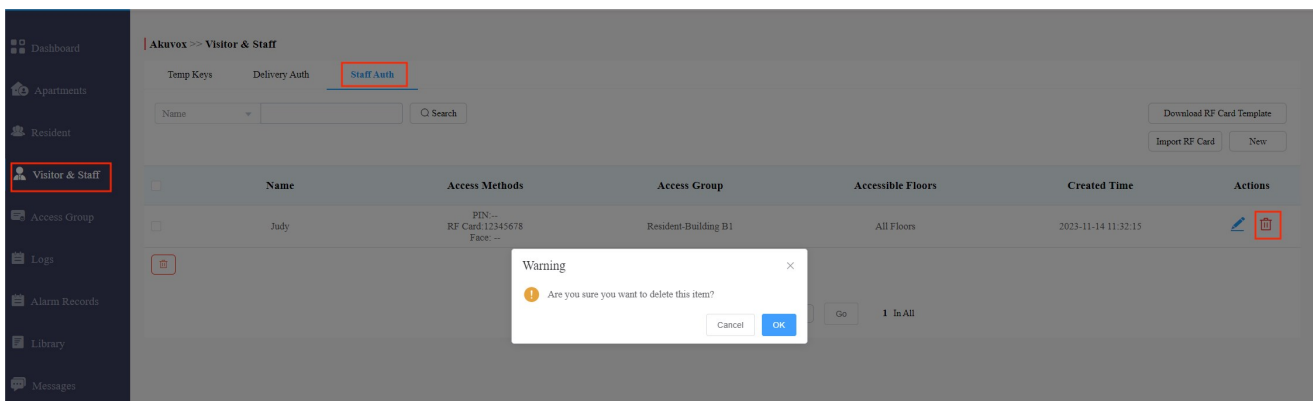

Enroll Face for Property Manager

You can enroll face for property managers for building access.

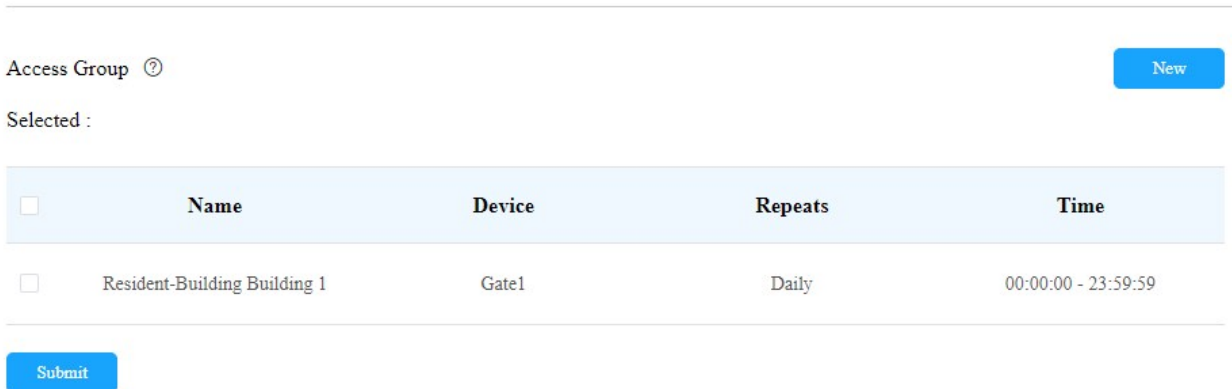1. Click Visitor& Staff > Staff Auth > New.
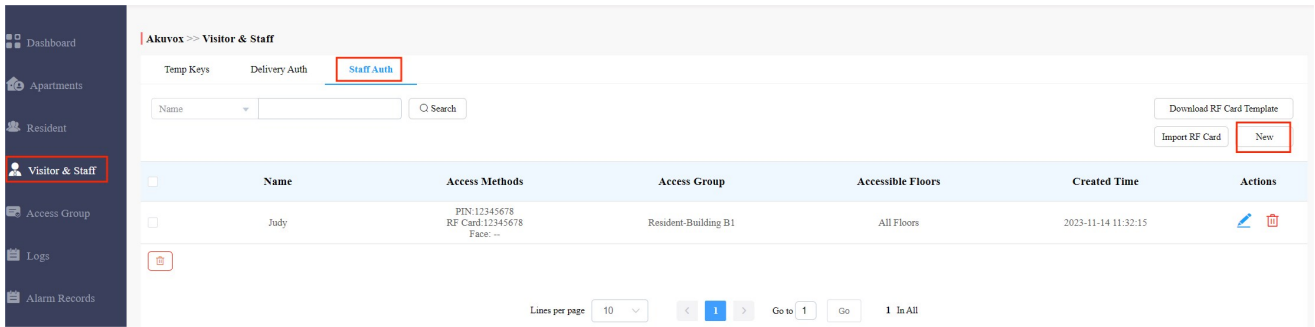
2. Upload the property manager's face photo from your local PC.

- Select the building and floor numbers that you allow property manager to access to via facial recognition. If you allow them to access more buildings and floors, you can click Add.
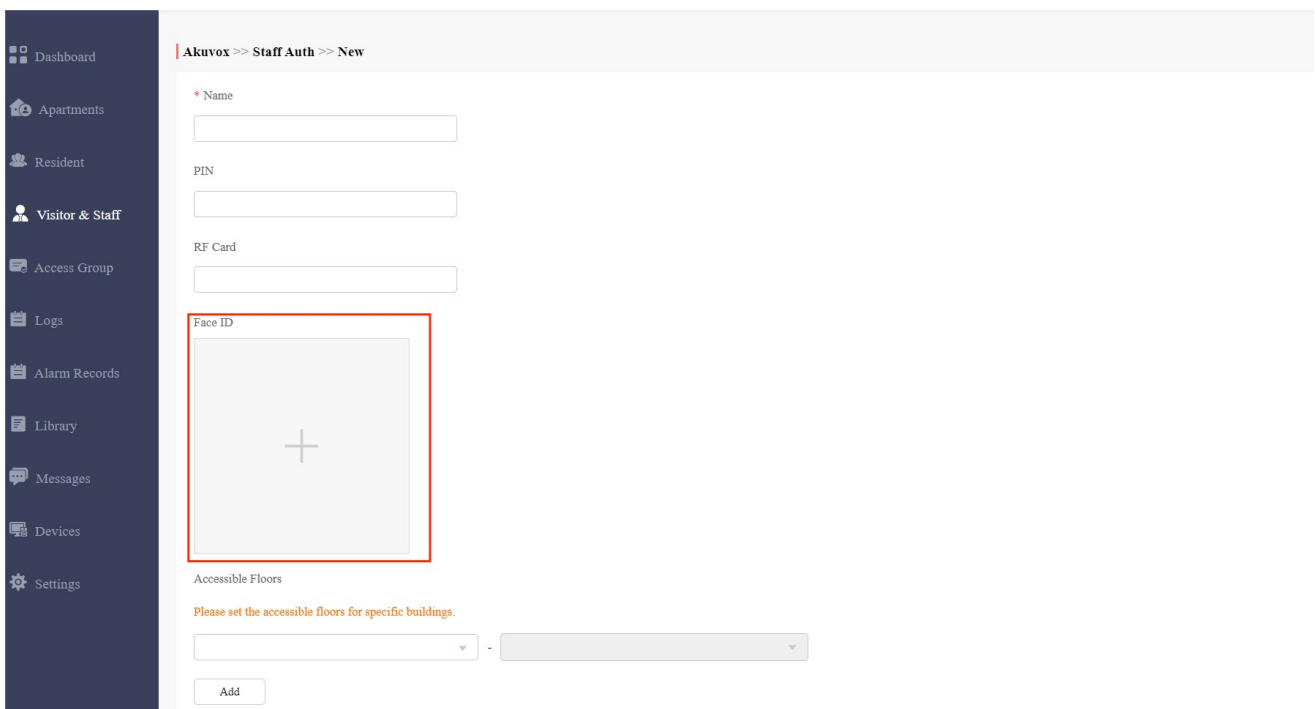
3. Select the the access group and assign it to the property manger. Property manager will only be able to access the building floors in the access group.
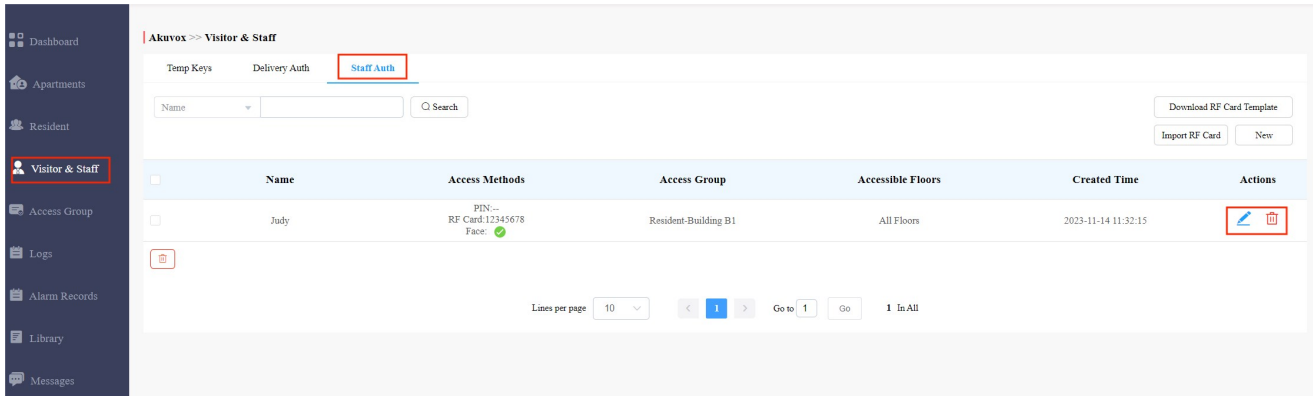

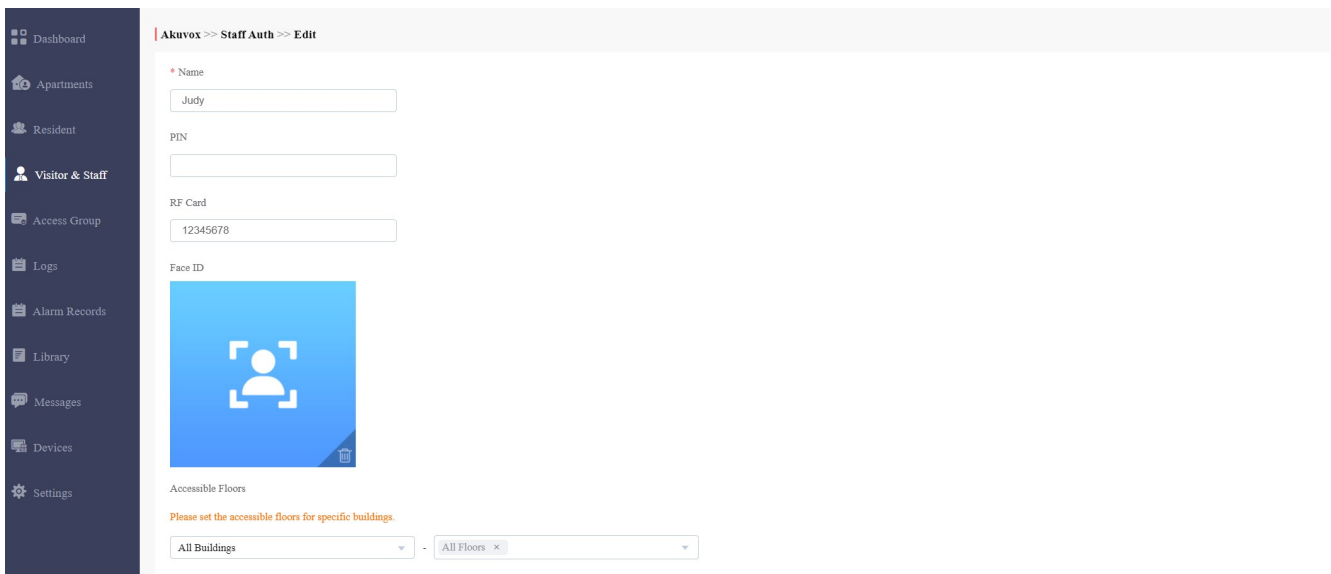Once the staff's Face ID is added, a ✅ will display in the Access Methods column .

Edit and Delete Property Manager's Face ID

You can re-enroll or delete the property manager's face data.

1. Click Visitor & staff > Staff Auth > ✏️ .

2. Click 🗑️ to delete the face data and then you can upload a new face photo.

Please note that in the staff info editing interface, the Face ID will be displayed using a default image instead of the enrolled one though the staff has a Face ID enrolled already.
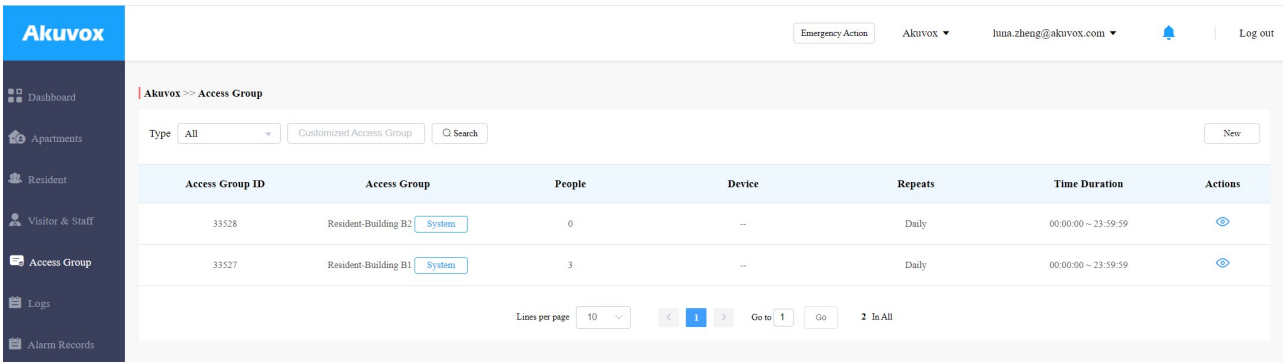
Access Group

Access Group module allows you to create an inventory of ready-made access control schedules (access group), which can be readily pulled out and applied for the door access control, targeting specific residents, delivery personnel, staff, buildings, apartments, and relays.
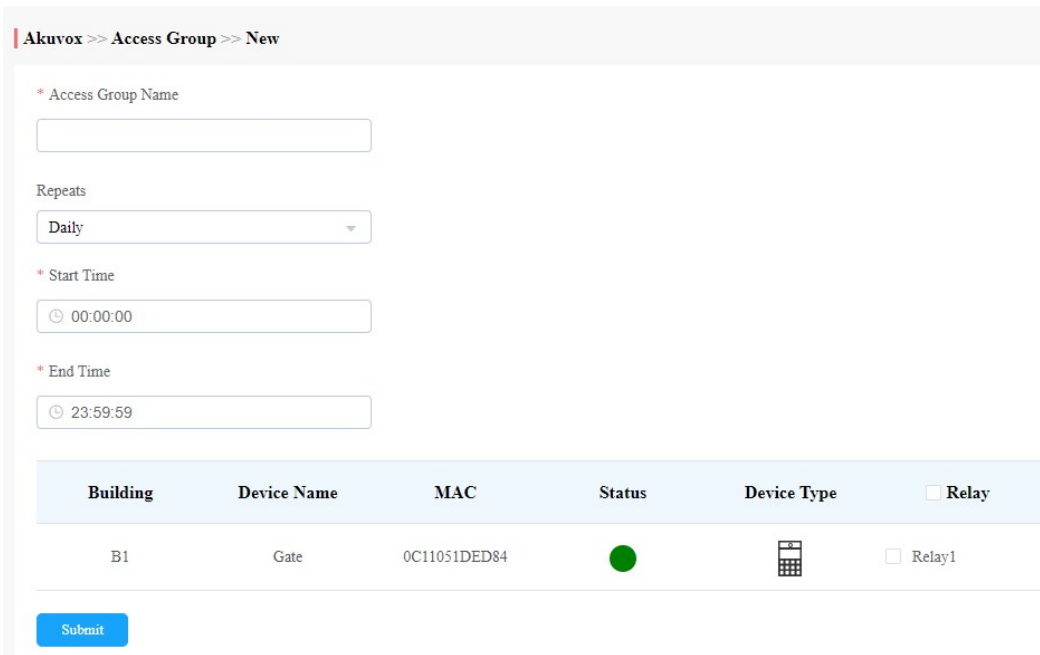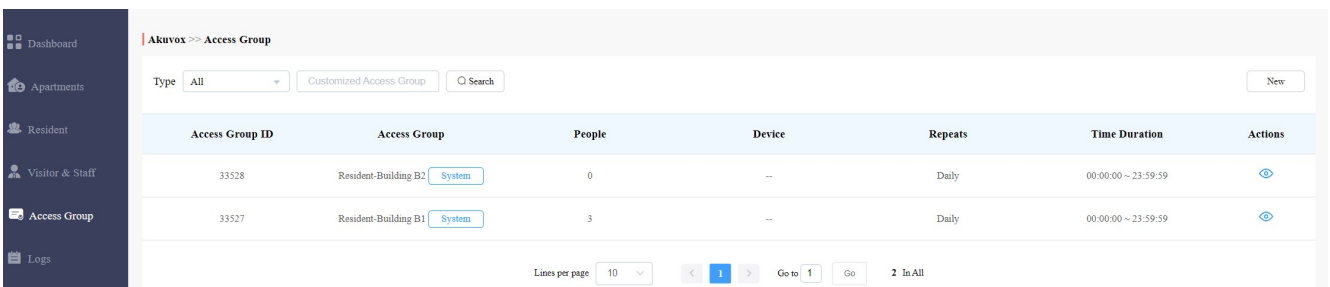
Create Access Group

1. Click on New.

2. Set up access group.

Search/Check/Edit Access Group

You can search, check and edit the access group as needed.

1. Search the access group by type and keywords.

2. Click on 👁 of the specific access group to check access group details.

3. Go to Remove People or Add people to add or delete resident(s) if needed.

Basic Information		Edit
Access Group Name	Test1	
Repeats	Daily	
Begin Time	00:00:00	
End Time	23:59:59	
Device	Gate1	

People

Add People   Remove People

Name	▼		🔍 Search

☐	Name	Building	APT	Action
☐	Jim [Delivery]	--	--	⊕
☐	Jim [Staff]	--	--	⊕

⊕

4. Click on Edit to edit access group.

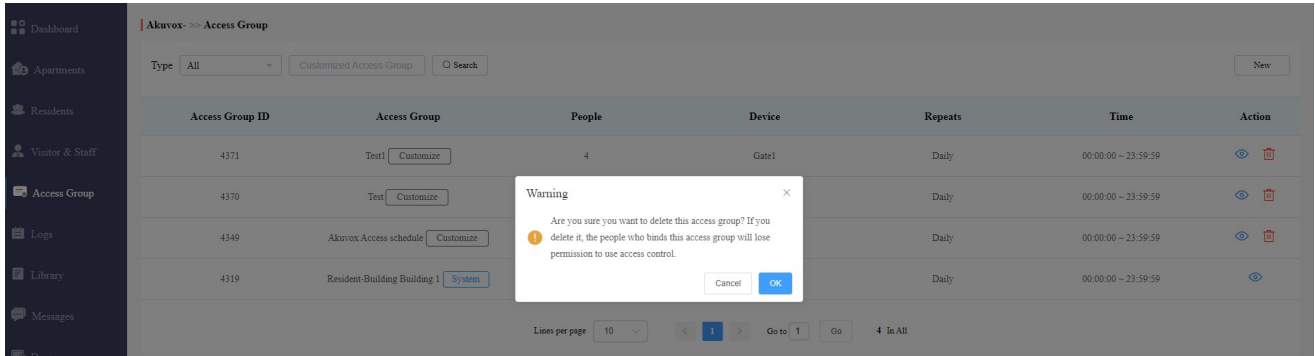**Akuvox >> Access Group >> Edit**

* Access Group Name

1

Repeats

Daily ▼

* Start Time

🕐 00:00:00

* End Time

🕐 23:59:59

Building	Device Name	MAC	Status	Device Type	☐ Relay
B1	Gate	0C11051DED84	🟢	🖩	☑ Relay1

Submit

Delete Access Group

1. Click on 🗑 of the specific access group you want to delete.
2. Click on OK to delete the access group.

Apartment Management

Apartment module allows you to search and check the apartment-based information related to residents, devices, call type and call settings. And you can also modify call type, call setting, as well as authorize the resident to create QR codes for the door access.

Search/Check Apartment

1. Search the apartment(s) by narrowing down the searching range from building to the apartment, or you can enter the apartment name or the keyword for the search.
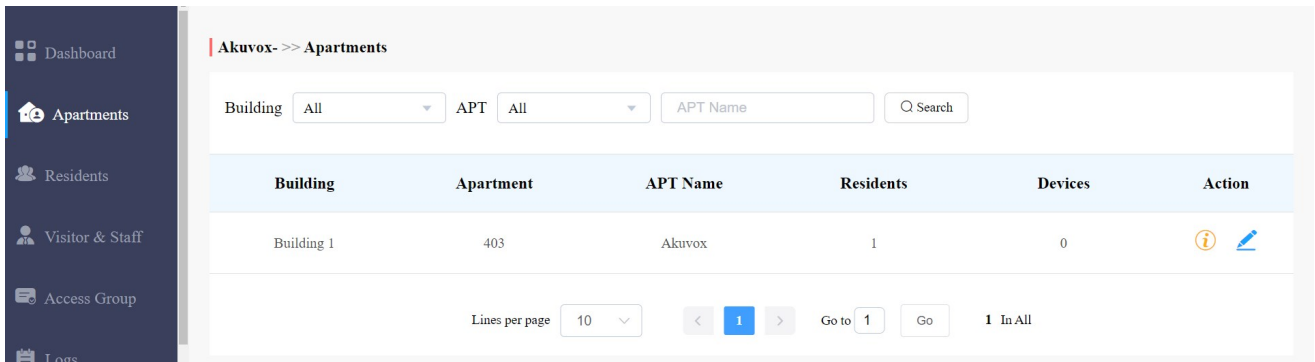

2. Click on ⓘ to check the details of the apartment.
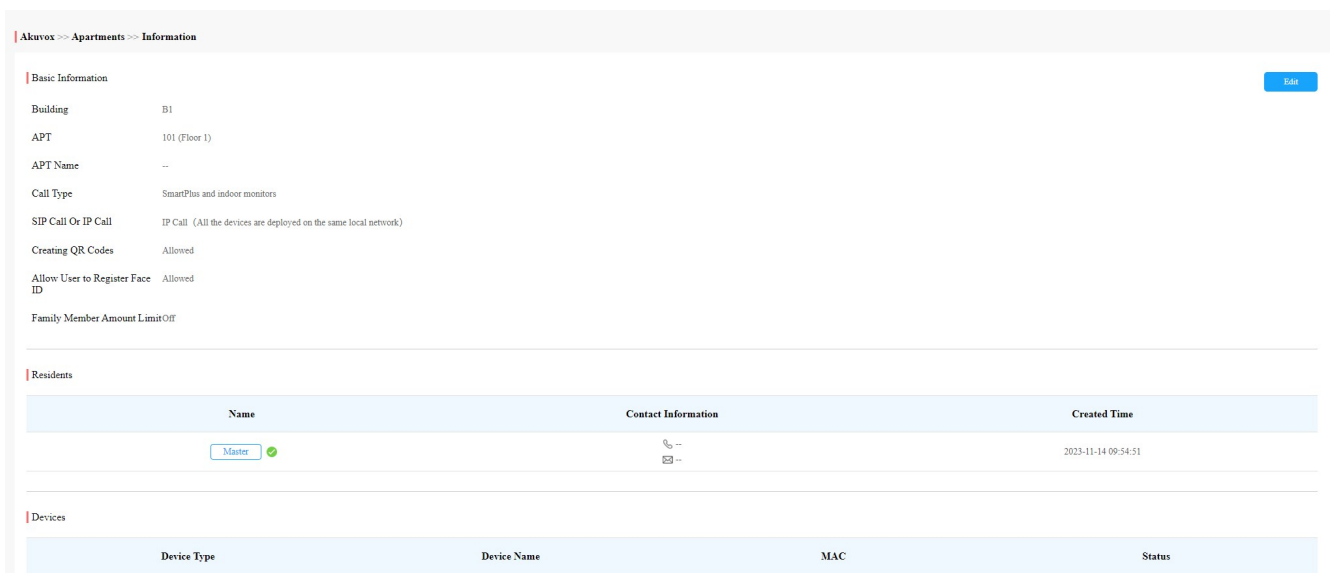
Edit and Reset Apartment

You can edit or reset the apartment configurations for the resident, including call type, call setting, the apartment name, and more.

- Edit apartments

1. To go to the editing screen, do any of the following:

- Click on ✏️ of the desired apartment.
- Click on ⓘ of the desired apartment, and then [Edit] on the top right.
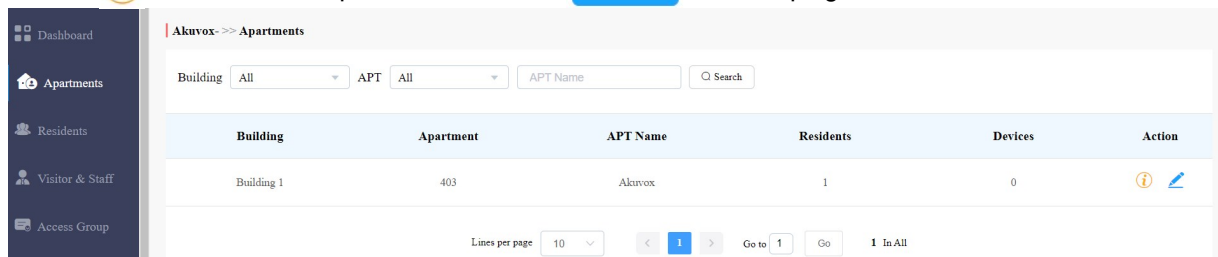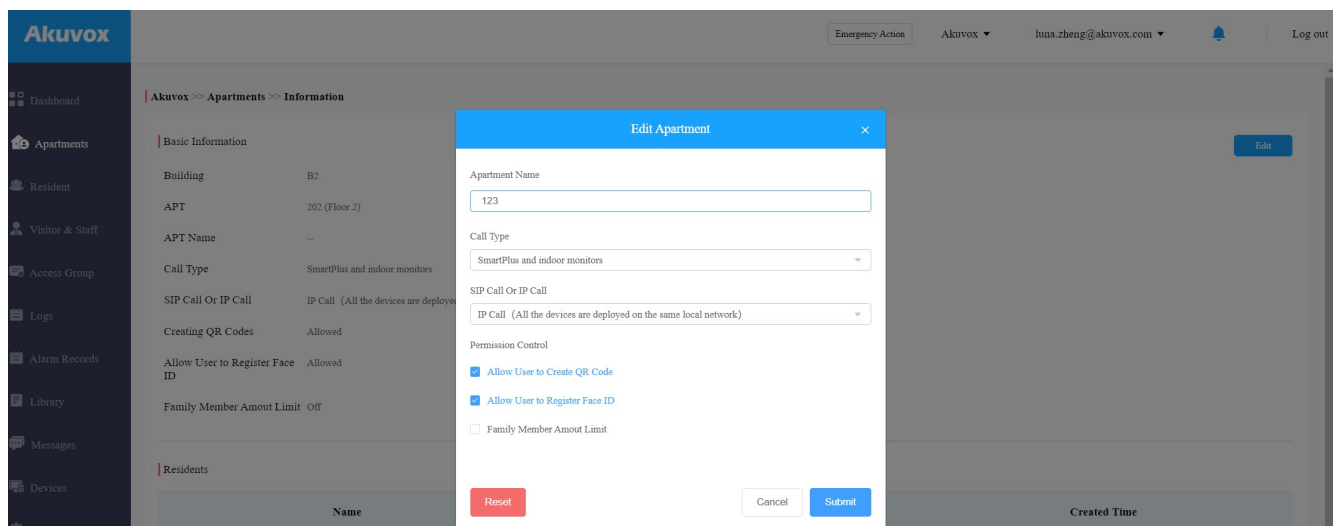

2. Edit apartment name, call type, and call setting.

3. Edit permission control:

- Tick the checkbox of Allow User to Create QR Code if you want to allow the resident to create QR code for the access.
- Tick the checkbox of Allow User to Register Face ID if you want to allow the resident to enroll their face ID for access.
- Ticket the checkbox of Family Member Amount Limit if you want to set the number of family member account that user can create. The account limit is 0-63.

> **Note:**
> - If you disable the Register Face ID, then the user face IDs registered from the App will become invalid for the access. These Face IDs will be back to be valid after the Premium Feature expired.

Parameter Set-up:

No.	Column Name	Description
1	Apartment Name	Fill in the apartment name.
2	Call Type	Six call types. For example, if you select "SmartPlus and Indoor monitors" you will be able the answer the call using SmartPlus and Indoor monitor.
3	SIP Call Or IP Call	Select "All my devices were installed in the same place (villa or house)" for IP call if all of the user's intercom devices are in the same LAN (Local Area Network).

If not, select "Some of my devices were installed in a different place (villa or house)" for SIP call. |
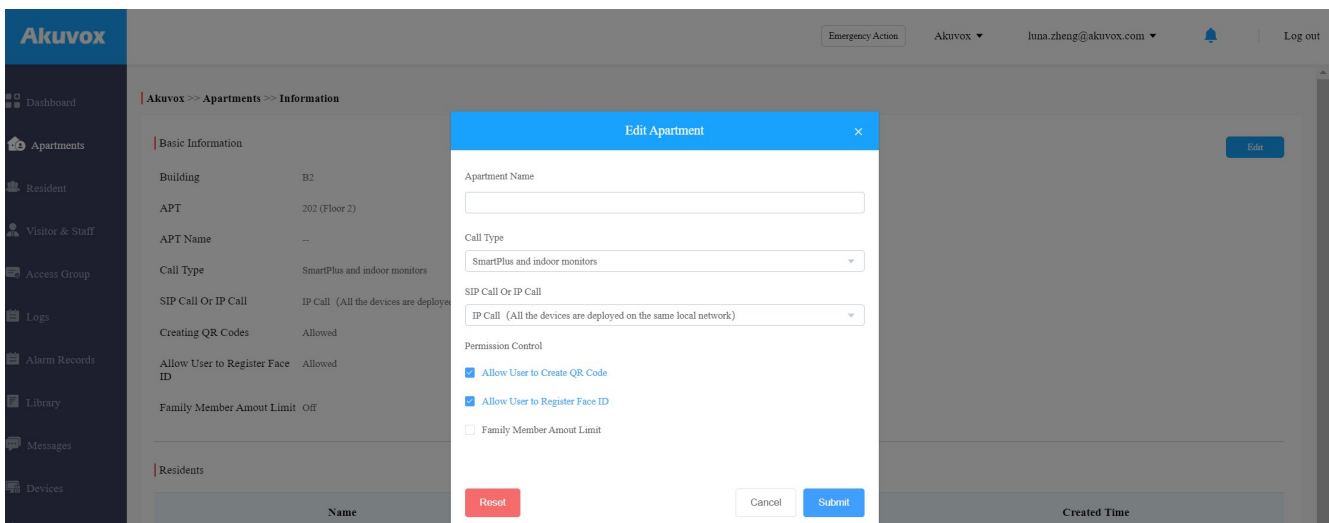
Reset apartments

To reset the apartment, do as the following:

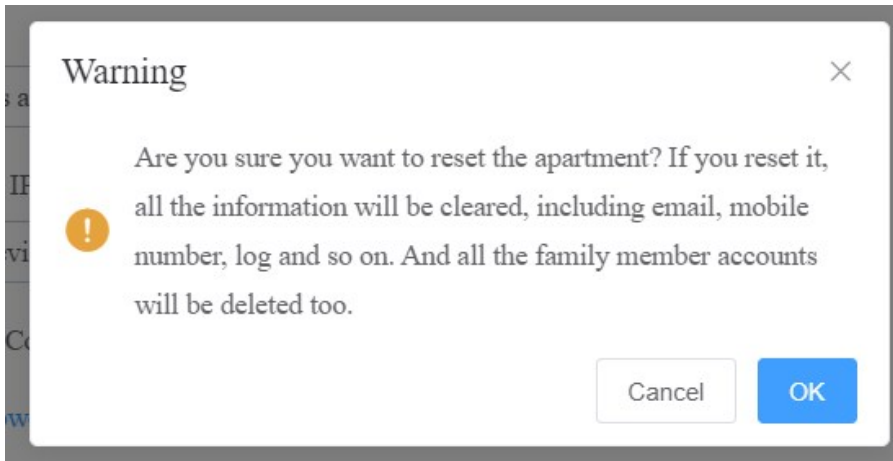1. Go to the editing screen by any of the methods.

- Click on ✏ of the desired apartment; Or

- Click on ⓘ of the desired apartment, and then Edit on the top right.
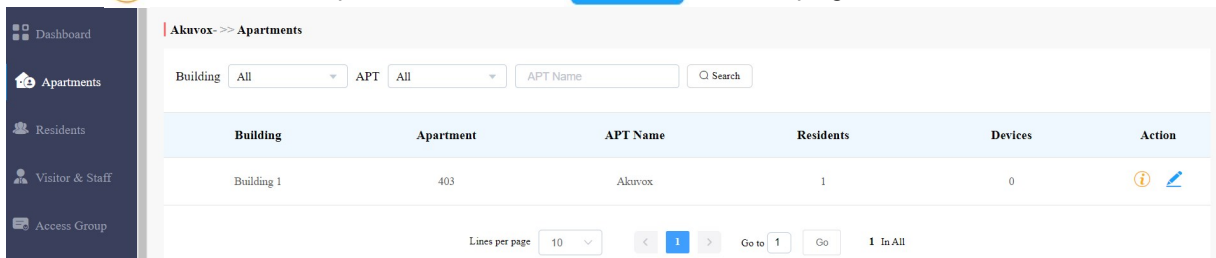
2. On the pop-up screen, Click Reset at the bottom left.

3. Click OK when you are asked.

Once you agree to reset, some information or data in this apartment will be removed while some not:

■Data to be removed including

- Family member accounts.
- Emails, mobile numbers, country/region, and landlines.
- Logs(audit logs excluded) and histories.
- Messages and alarms; and
- Accessing settings, including PIN, face data, NFC, Bluetooth, and QR Codes.

■Data to be kept including

- Family master account status, such as inactivated, expired, and so on.
- The number of free sub-accounts.
- Audit logs.
- Settings include Call Or IP Cal, time zone, language, home Automation, premium plan, and the With Indoor Monitor feature.

■Other changes including

- The user's app changes to be unregistered and needs to be re-initialized.
- The user's login credentials are reset, and the user is not going to receive the reset email.

> Note:
> - It is free to create a new account in the family after resetting, while it charges after deleting. The resetting feature is suitable for rental scenarios, you can empty the accounts after the tenants moved out and create accounts for the new ones.

Logs

Log module contains six sub-modules used for checking the door logs, call history, temperature logs, image captured, temperature logs, motion alerts, and operation logs that can be stored for 30 days. With Log Access Control enabled by your installer, you can check door logs, call history, and captured images.
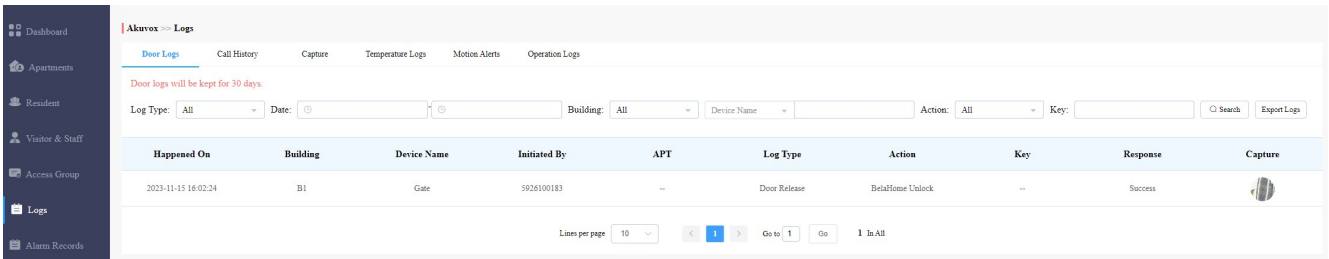
When Log Access Control is not enabled by your installer, you cannot check door logs, call history, and captured images. The three modules will be hidden.
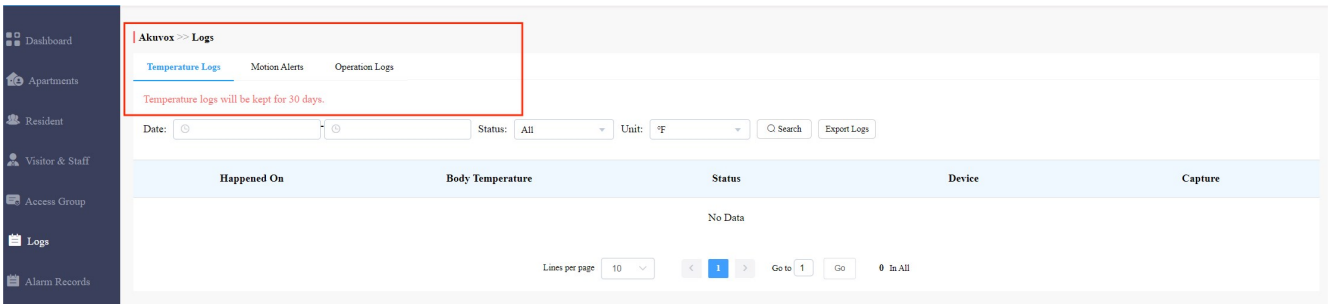
Check/Export Door Logs

Door logs have 4 types: All, Call, Door Release, and Door Close. The Call type log shows the SIP/IP-based calls initiated on the door phone, indicating when, where and to whom the calls are made, while the Door Release/Close logs tell you when, where and by whom the door unlocks are made (be it failure or success). You can narrow down your log check by the specific time range with parameters: Device Name, Initiated by, Apartment, and Action for the targeted search.

1. Click on Door Logs.
2. Select Call type in Log Type field.
3. Set up the time range for the door logs to be checked.
4. Select the building and further narrow down the search by Device Name, Initiated by, Apartment, and Action for the targeted search if needed.
5. Click on Export Logs to export logs.
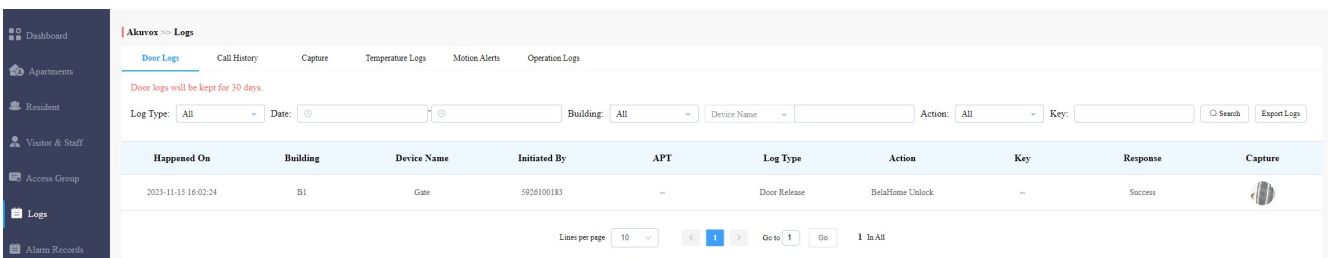
Parameter Set-up:

No.	Column Name	Description
1	Happened On	Show when the call is made on the door phone.
2	Building	Show in which building the call was made.

3	Device Name	Display the device name to distinguish it from others.
4	Initiated By	Show who has made the call on the door phone.
5	APT	Show to which apartment the call is made.
6	Log Type	Indicates your current log type.
7	Action	This indicator is for the door release type log.
8	Key	This indicator is for "Door release type" log.
9	Response	This indicator will be shown as "Success" regardless of what number is dialed on the door phone.
10	Capture	Show you the captured image of the call initiators. You can click on image for an enlarged picture.

Check/Export Call History

This sub-module allows you to check call history in terms of when and by whom the SIP-based intercom calls are made and received. Call history records all the calls made and received on the intercom devices as well as on the SmartPlus apps for end users and property managers in the community. You can set the time range or enter the caller or receiver to check the targeted call information.

1. Click on Call History.
2. Set the time range of the call history if needed.
3. Enter the caller name or receiver name if needed.
4. Click on Search.
5. Click on Export Logs to export logs.

Parameter Set-up:

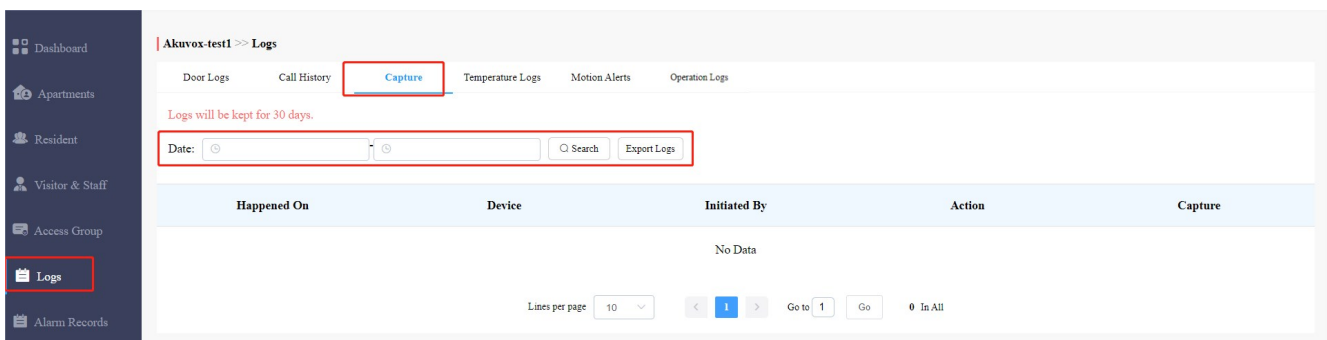| No.	Column Name	Description
1	Happened On	Shows when the calls are made.

2	Caller	Shows who have made the calls. Note: When a caller or a receiver is a property manager, then property manger's name will be displayed.
3	Receiver	Shows who have answered the call.
4	Call Duration	Shows how long the call lasted.

Check/Export Captured Images

Images capturing are either initiated manually by residents or the property management staff. You can check when, where, how and by whom the images are captured.

1. Click on Capture.
2. Set the time range if needed.
3. Click on Search.
4. Click Capture to see the enlarged image.
5. Click on Export Logs to export logs.

Parameter Set-up:

No.	Column Name	Description
1	Happened On	Shows when the images are captured.
2	Device	Show you the door phone from which the images are captured.
3	Initiated By	Shows who have initiated the image capturing.
4	Action	Shows how the image capturing is initiated, the capturing can be initiated from SmartPlus, the indoor monitor, etc.
5	Capture	You click on the image to see a larger picture.

Check Temperature Logs

You can check the temperature log of any people who have been checked on their body temperature before being granted the door access etc, for security purpose.

1. Click on Temperature Logs.
2. Set the temperature log time range if needed.
3. Select the temperature measurement unit.
4. Click on Search.
5. Click Capture to see the enlarged image.
6. Click Export Logs to export temperature logs.

Akuvox- >> Logs					
Door Logs	Call History	Capture	**Temperature Logs**	Motion Alerts	Operation Logs

Temperature logs will be kept for 30 days.

Date: [ ] [ ]   Status: All ▾   Unit: °F ▾   🔍 Search   Export Logs

Happened On	Body Temperature	Status	Device	Capture
2020-09-21 11:49:51	98.3°F	Normal	guard phone	
2020-09-21 11:47:21	98.2°F	Normal	guard phone	
2020-09-18 16:09:43	97.1°F	Normal	guard phone	

Check Motion Alerts

Motion alerts sub-module allows you to check the captured images of people whose movements have triggered the motion detection in the door phones (door phones with motion detection function).

1. Set the time range.
2. Click on Search.
3. Click on the specific captured image for an enlarged one.
4. Select and delete the motion alert if needed.

Akuvox >> Logs					
Door Logs	Call History	Capture	Temperature Logs	**Motion Alerts**	Operation Logs

Motion alerts will be kept for 30 days.

Date: [ ] - [ ]   🔍 Search

	Happened On	Building	Device	Capture	Action
☐	2021-03-09 10:20:03	building 1	Jim-testR29		🗑

Parameter Set-up:

No.	Column Name	Description
1	Happened On	Shows when the image is captured due to the motion detection.
2	Building	Shows in which building the image is captured.
3	Device	Shows which door phone the image is captured from.
4	Capture	Displays the images captured due to motion detection.

5	Action	Clicks on the image for an enlarged one.

Check Operation Logs

Operation Logs sub-module allows you to check the operation record in the SmartPlus platform. The records mainly involve the changes made to the apartment, end user, and various access types such as PIN, RF card, Face, and temporary PIN code, time zone, and password.

1. Select the Operation Logs type.
2. Select the time range and click on Search.

Parameter Set-up:

No.	Column Name	Description
1	Happened On	Shows when the operational changes are made.
2	Initiated By	Shows who have initiated the operations by indicating the property manager account.
3	Type	Shows the specific type of operation.
4	Action	Shows the specific operations made.

Library

Library serves as a module where you can check, modify, and delete all types of created PIN codes and RF Cards conveniently at one stop.

Check/Modify/Delete PIN Code(s)

1. Click on PIN.

2. Search the PIN by building, apartment, identity, PIN code, and Name.
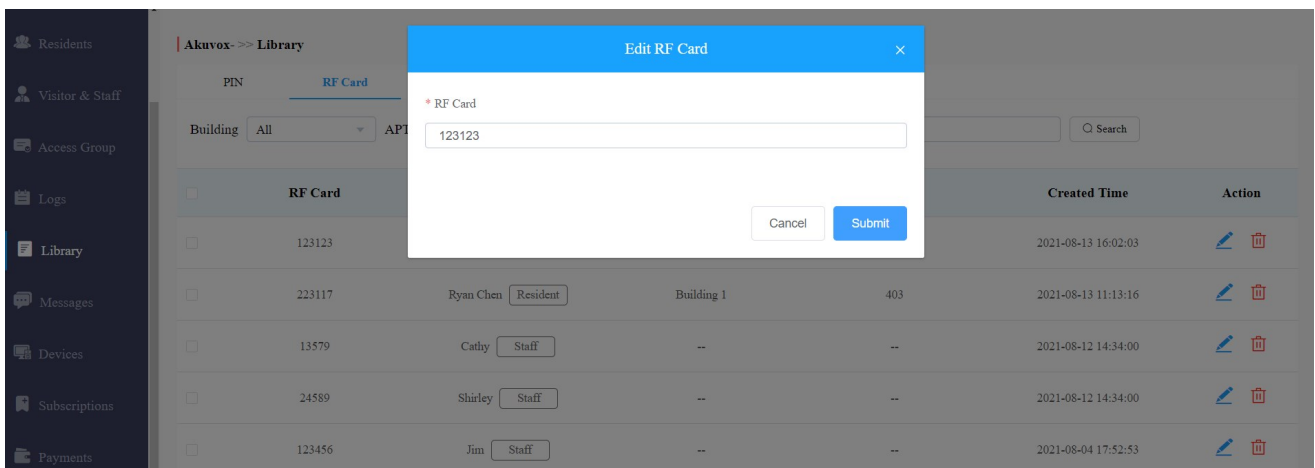
3. Click on 🖉 to edit the PIN code.
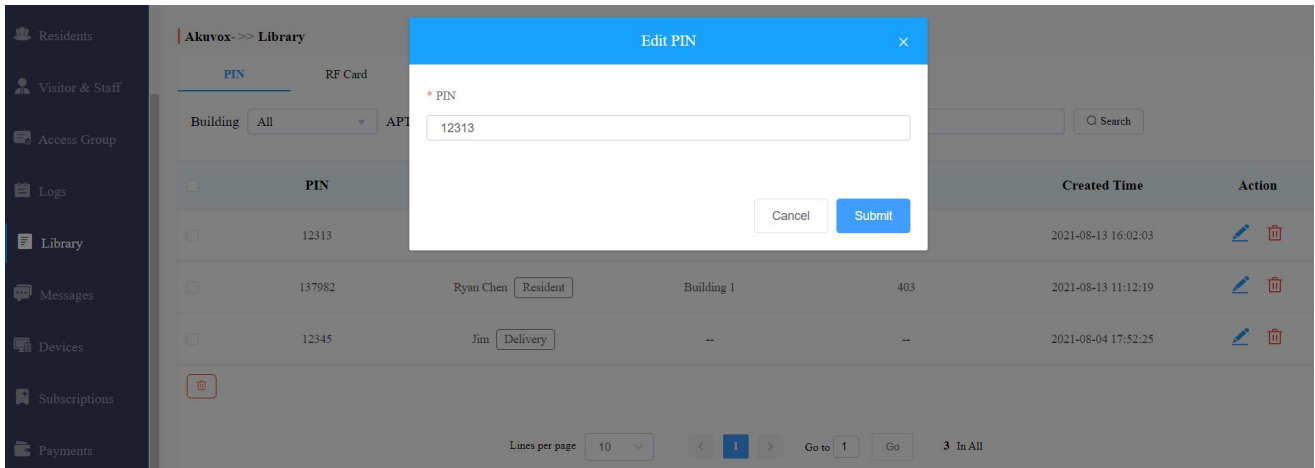
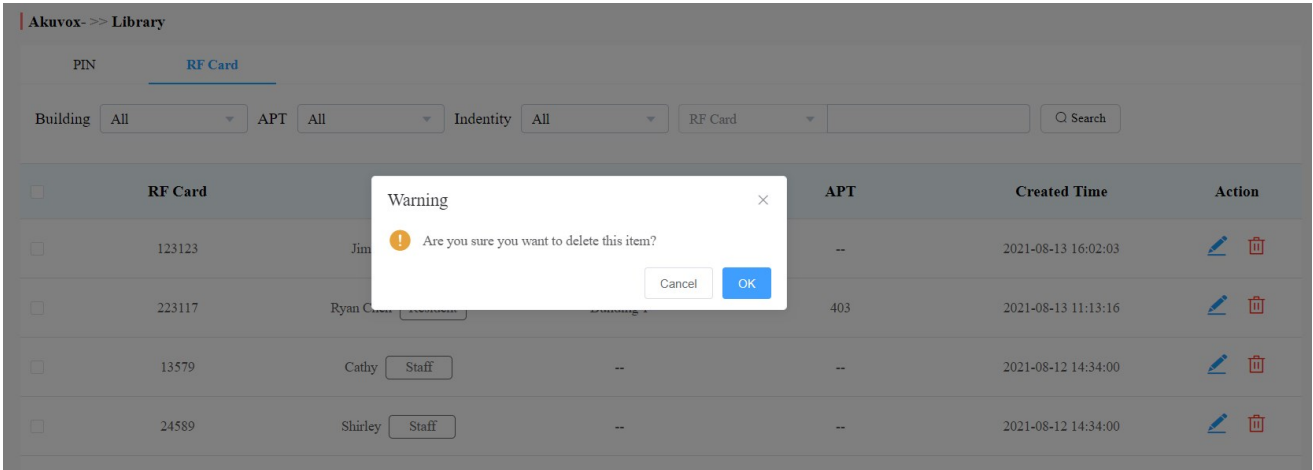4. Click on 🗑 to delete the PIN code selected.
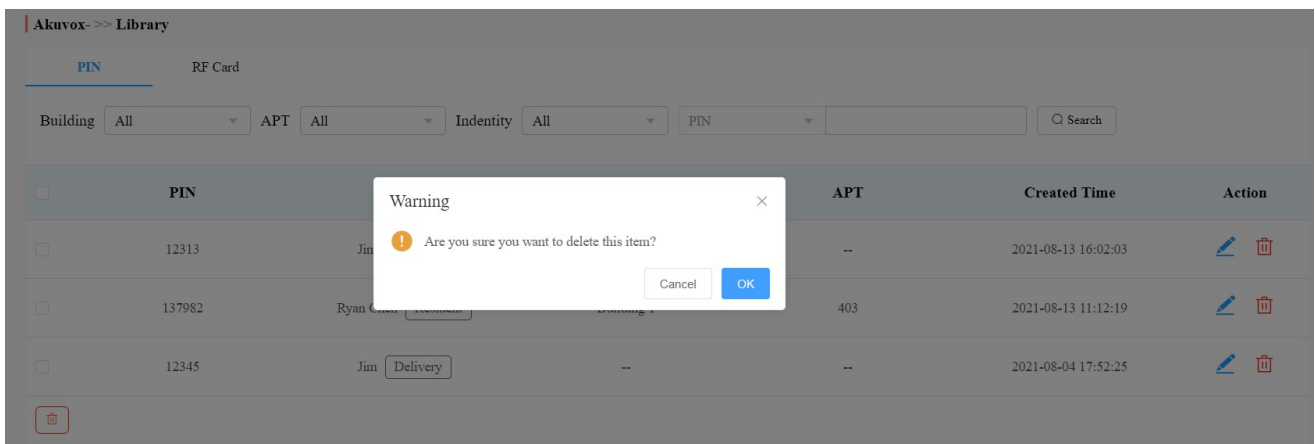
Check/Modify/Delete RF Card(s)

1. Click on RF Card.

2. Search the RF card by building, apartment, identity, PIN code, and name.

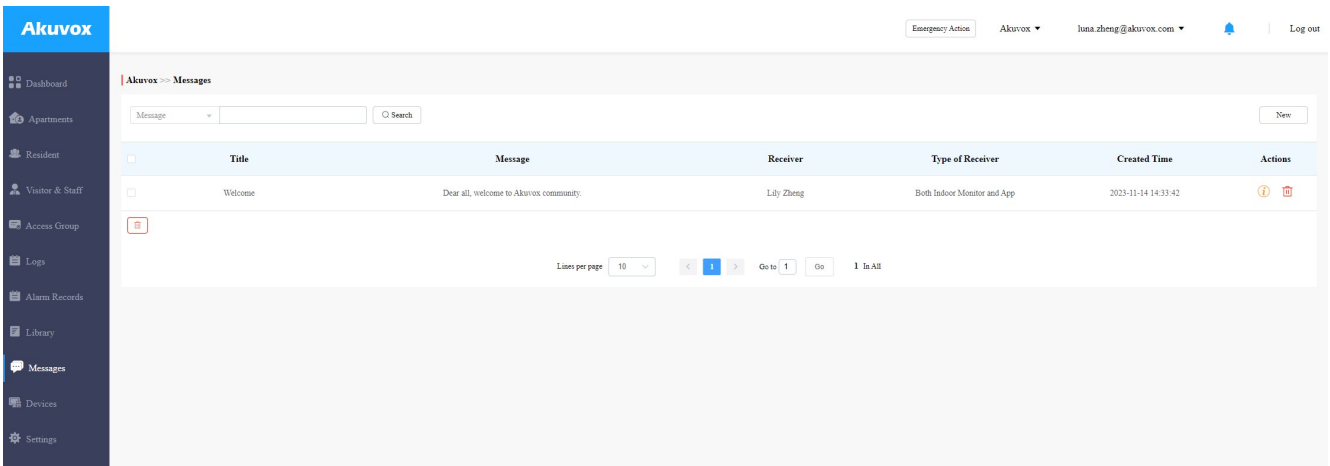3. Click on ✏ to edit the PIN code.

4. Click on 🗑 to delete the RF card selected.

Messages

Messages module allows you to create and send the message to the residents living in the community. Moreover, you can check the messages that have been sent if needed.

Create/Edit Messages

You can create one-time messages or message templates for your convenience.

1. Click on New.

2. Create the message title and content if you want to create one-time message(s). And select the receiver type.

> **Note**
> - Only the indoor monitor C319 with firmware version 119.30.10.204 and above can receive messages exceeding 256 bytes within 1024 bytes.
> - Other indoor monitors can receive messages of fewer than 256 bytes.

3. Click + Add A Template if you want to create reusable message templates. You can create up to 30 templates.

4. Enter the template name, the message title, and contents.

You can edit and delete the message template if needed.

1. Move the arrow to the created message template.
2. Click on 🗑 if you want to delete the template directly.
3. Click on ✏️ to edit the message template you created.

Send Messages

After the message is created, you can send the message to the targeted resident(s) as needed.
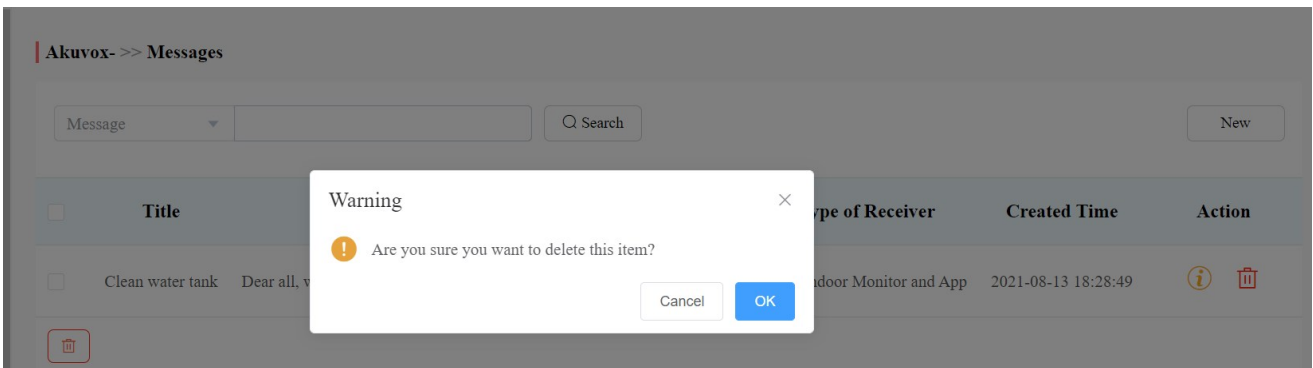
1. Select the building(s) in the community.
2. Select and tick the checkbox of the targeted resident(s) by their UID (user identification), name, and Email, or select All to include all the residents, then click Search.
3. Click on Send to send the message to the targeted resident(s).
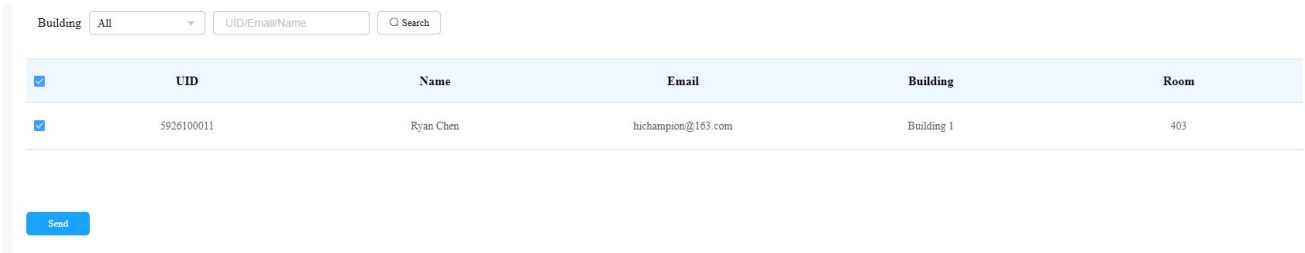
Search/Check/Delete Messages

You can search, check, and delete messages if needed.

1. Enter the part of the message (or the complete message) for a fuzzy search.
2. Click on Search to find the message you need.
3. Click on 🛈 if you want to see the details of the message(s).
4. Click on 🗑 to delete.

Parameter Set-up:

| No.	Column Name	Description
1	Title	Shows the message title.
2	Message	Shows the message contents.
3	Receiver	shows who have received the messages.
4	Type of Receiver	Shows the receiver types: Both indoor monitor and app, Indoor monitor only, App only.
5	Created Time	shows when the messages are created.
6	Actions	Click 🛈 🗑 to see the message details and to delete the messages respectively.

Message Details Sample
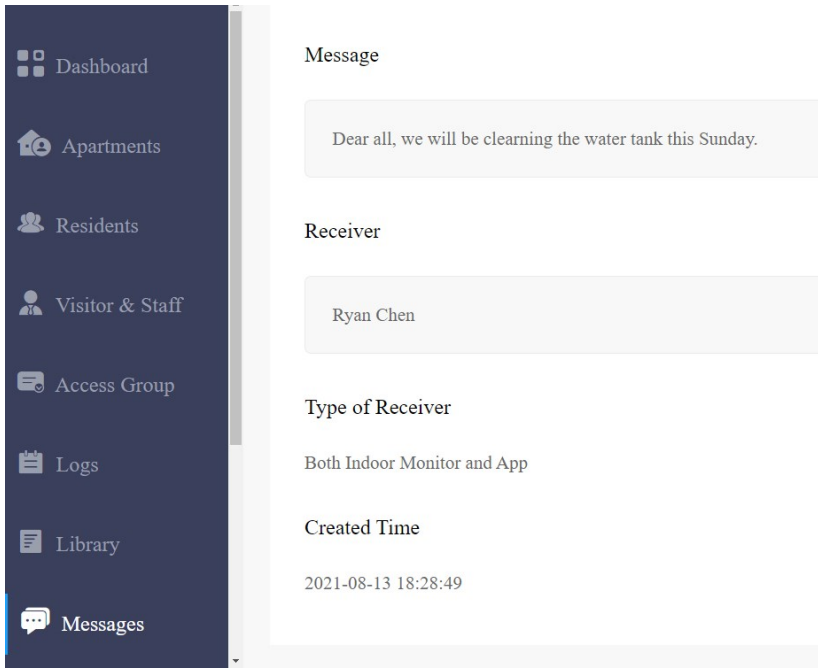
Device Management

Devices module allows you to manage all the devices added under your property management in terms of modifying deivce names, contact screen display, relays, and door unlock.

You can also conduct device settings via provisioning, reboot, reset and remote control. And you can change the device name for the third-party camera.
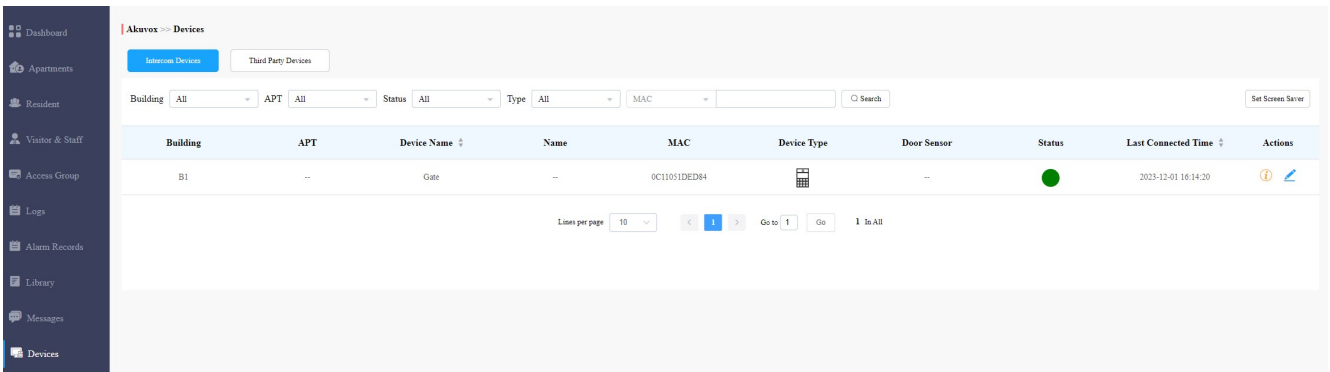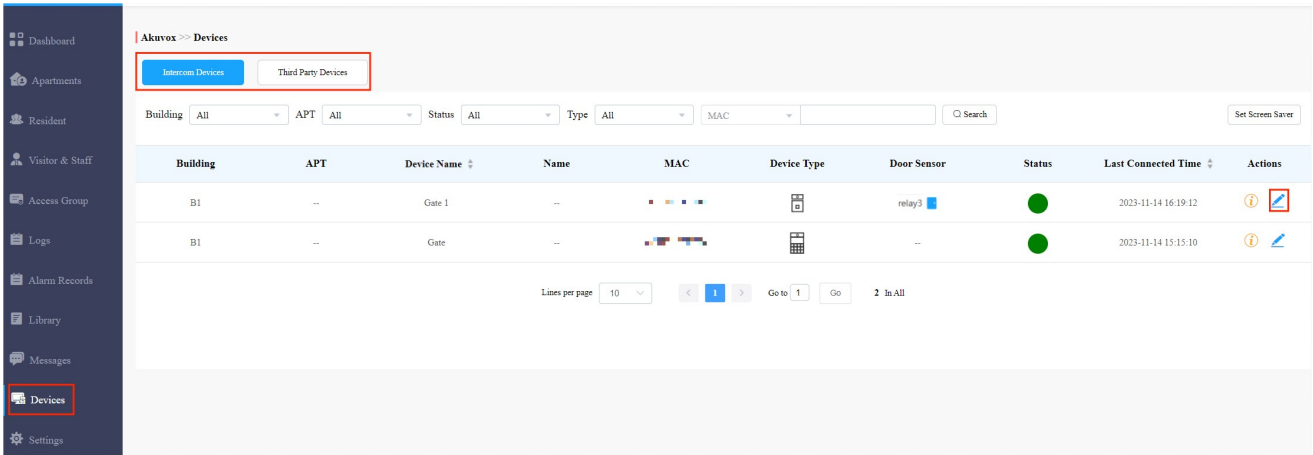

Modify Device Setting

You can modify the contact screen display, device name, relay name, DTMF code and unlock type as previously set up by your community manager. And you can also change the name of the third party camera.

Modify Intercom Devices

1. Click Devices > Intercom Devices.

2. Click Search to find the targeted device(s) for the modification.

3. Click on ✏ .

4. Modify the settings according to your need.

Edit Device   ✕

Building

B1

APT

--

* Device Name

Door

Relay1   Off ⬤ On

* Relay Name

Relay1

DTMF Code

⌄

Access Method

☑ SmartPlus Homepage   ☑ SmartPlus Talking page   ☑ PIN   ☑ Face   ☑ RF Card   ☑ Bluetooth

☑ NFC

Relay Schedule   Off ⬤ On

☐ To be Selected   0/1   ☐ Selected   0/0

🔍 Access Group Name   🔍 Access Group Name

☐ Resident-Building B1

           ‹ Remove   Add ›

Relay2 Off ◯ On

* Relay Name

Relay2

DTMF Code

0   ˅

Unlock

☑ SmartPlus Homepage   ☑ SmartPlus Talkingpage   ☑ PIN   ☑ Face   ☑ RF Card   ☑ Bluetooth

☑ NFC

Relay Schedule   Off ◯ On

☐ To be Selected   0/1   ☐ Selected   0/0

🔍 Access Group Name   🔍 Access Group Name

☐ Resident-Building B1

〈 Remove   Add 〉

Add Relay   Add Security Relay

Cancel   Submit

Parameter Set-up:

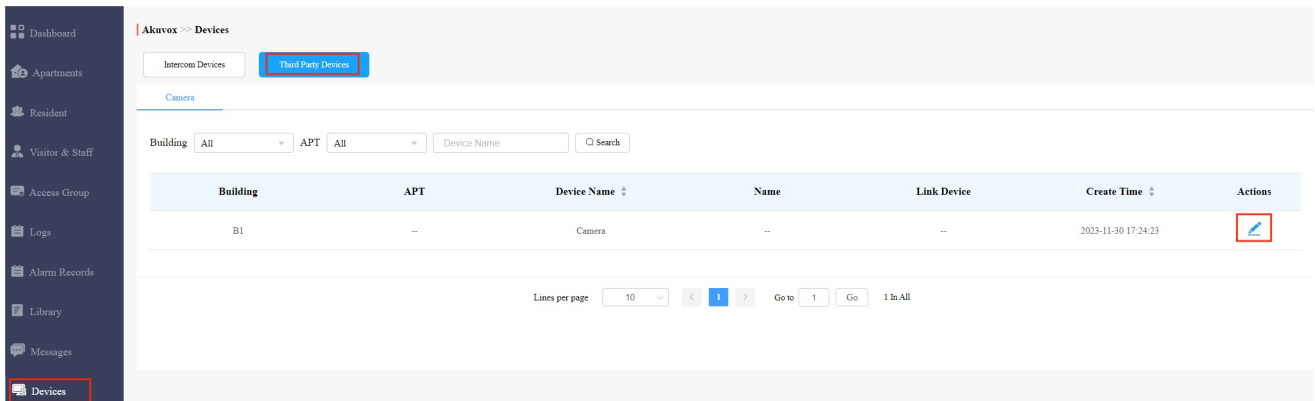| No.	Column Name	Description
1	Building	Indicates in which building the device is located.
2	APT	Indicates in which apartment the device is located.
3	Device Name	Distinguishes the device from others.
4	Name	Indicates the owner of the devices.
5	MAC	Shows the device's MAC address.
6	Device Type	Indicates the device type.
7	Door Sensor	Indicates whether the door is open or not. 🔷 : Close 🔷 : Open So far, only R20A with firmware version 320.30.10.116 and above supports this feature.
8	Status	Green for online devices and gray for offline devices.
9	Last Connected Time	Indicates when the device(s) are bonded with the resident. The devices will be bound automatically when they are powered on and connected to the internet.
10	Action	For modifying the device setting and displaying device information.

> **Note:**
> - If SmartPlus Homepage or SmartPlus Talkingpage is not checked, the corresponding icons will not appear on the app home page.
> - You can select specific unlock methods to trigger desired relay. For example, if you select PIN in Unlock type for Relay1 and select RF Card for Relay2, when users enter PIN codes on the door phone, only Relay1 will be triggered and vice versa. So far, only door phones R28 with firmware version 28.30.10.7 and above and X912 with firmware version 912.30.10.204 and above support this feature.
> - You can apply the relay schedule to the desired relay. So far, only access controller A01 with firmware version 101.30.10.33 and above supports this feature.

Modify Third-Party Device

You can modify the device name if needed.

1. Click Device.
2. Click Search to find the targeted device(s) for the modification.
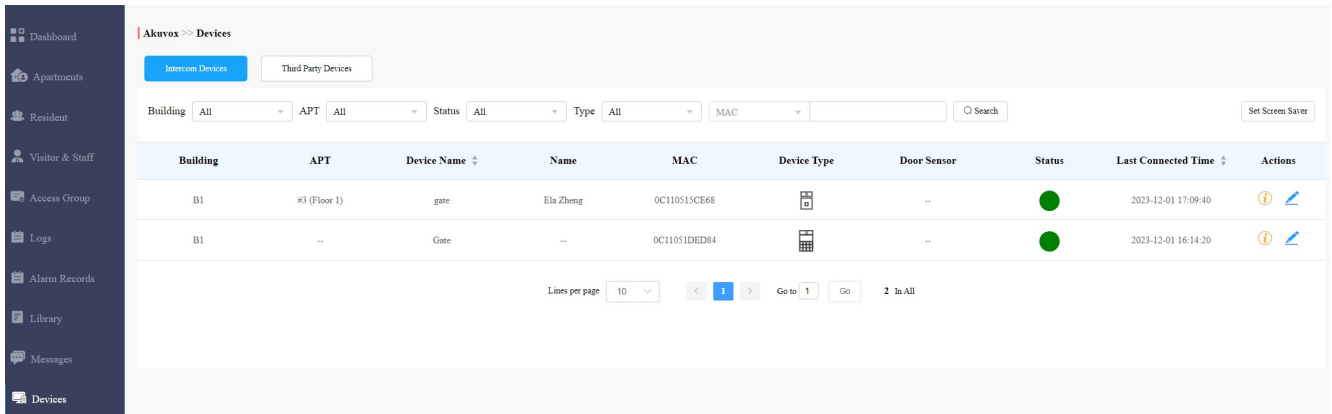3. Click on ✎ , and change the device name.

Add Screensaver to Device

You can upload screensavers and synchronize them to the intercom devices. For example you can select and synchronize welcome screensaver pictures to door phones for a special day, festival, holiday or for some other commercial purposes.

1. Click Devices > Set Screen Saver.

2. Click New.

3. Select the door phones you want to set up the screen saver for.

> Note:
> - Currently only applicable to R29 door phone with firmware version 29.30.3.104 or higher, and X915 door phone with the firmware version 915.30.1.408 or higher.

4. Select from the default screensavers, or upload custom screensavers you like. (2 pictures minimum and 5 pictures maximum).
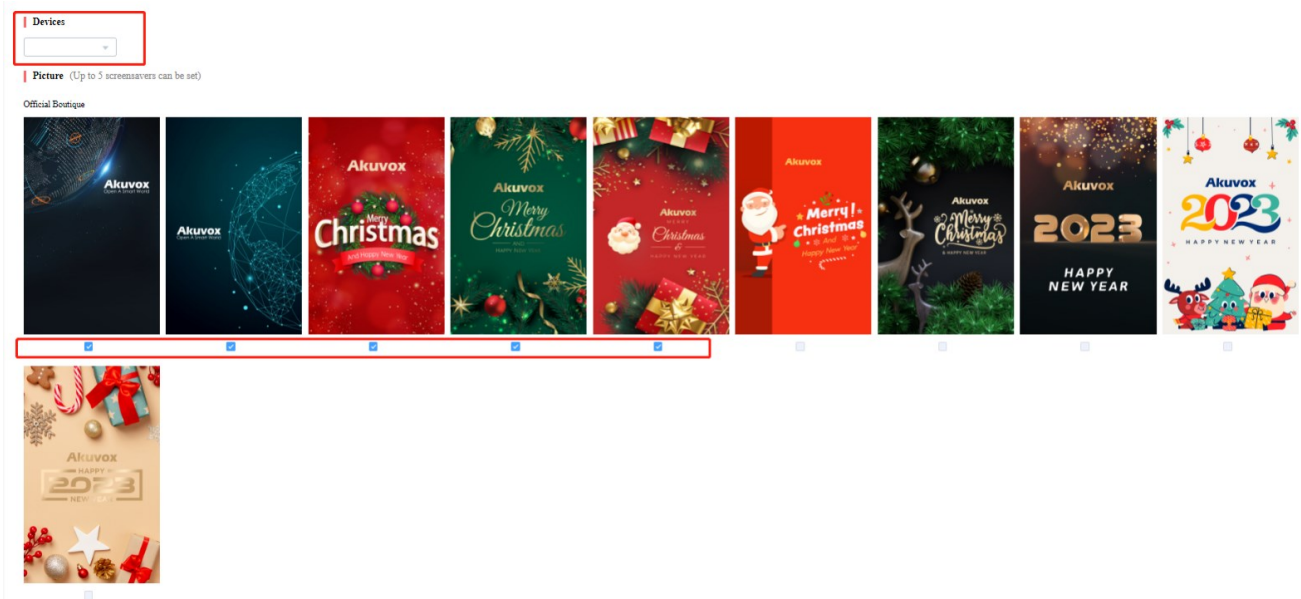
5. Select you screen saver display mode.

- If you select the Image (the fault mode), the door phone will display the screen saver pictures you've added to.
- If you select None, the screen saver will be disabled.
- If you select Black, the screen saver will be black.

Customized

Max picture size: 2MB, Recommend resolution: 800*1280.
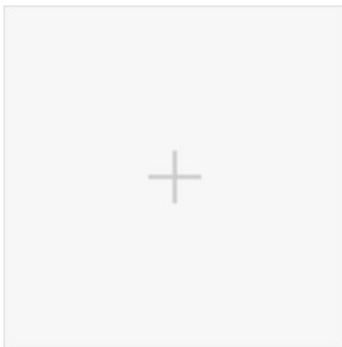
Screen Saver Mode

Blank

It will takes 1 to 2 minutes for the settings to take effect.

Submit

Device Setting

The device module allows you to configure the device data transmission types, reboot and reset the device, remote control the device's web interface, and conduct provisioning for the devices.

1. Click on ⓘ of the specific device.

2. Click on Settings.

3. Configure the device data transmission type in the Connect Type field.

4. Reboot, reset or log into the device web interface remotely via remote control.

5. Enter the commands for the Auto-provisioning, then click on Submit.

6. Click on One Time Autop if only you want the Autop command(s) to be implemented one time.

Note:

- Duplicate commands will not be retained.
- One Time Autop allows you to carry out the autop command(s) only one time with no repetition.

Settings

Setting module allows you to configure and modify basic settings, time settings, motion detection and visitor access settings.

Basic Setting

You can configure and modify the community information, device access type and email notification.

1. Click on Basic Setting.
2. Enter the community name.

3. Enter community address (Street, City, Post code, State/Province).

4. Select on/off to authorize the resident to create PIN code on their SmartPlus App.

5. Select PIN Access Mode (PIN for direct PIN code access, APT+PIN for apartment No.+ PIN code).

6. Select on/off to enable or disable email notification when the device is disconnected.

7. Click on Submit for validation.

Time Setting

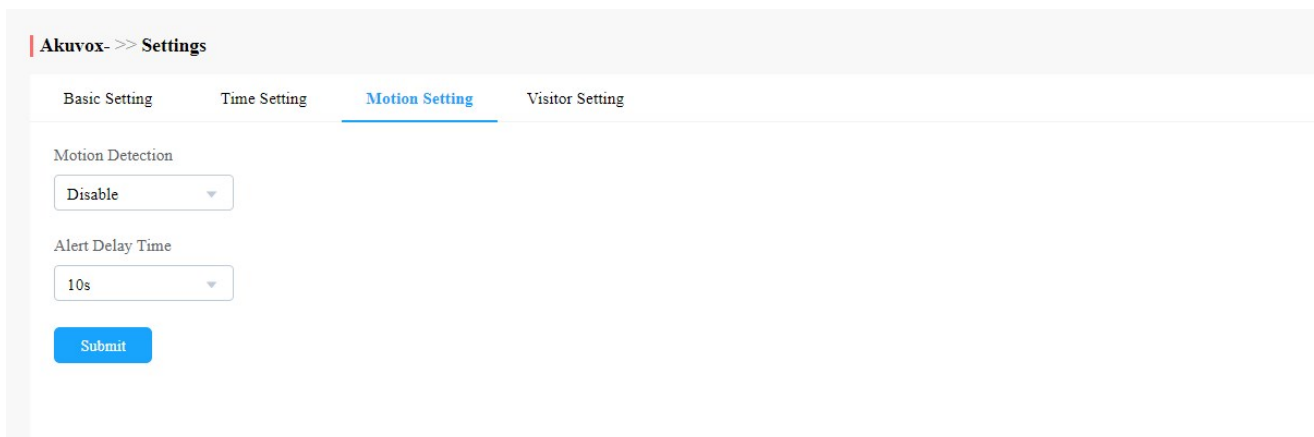You configure and modify your time setting based on your geographical location and time zone.

1. Click on Time Setting.

2. Select your time zone.

3. Select your time format (24-hour or 12-hour format).

4. Select your data format(Y/M/D; M/D/Y; D/M/Y).

5. Click Submit for validation.

Motion Detection Setting

You can not only enable and disable motion detection on the door phone but also set up the device motion detection type and alert trigger delay if needed.

1. Click on Motion Setting.
2. Click Enable or Disable the motion detection according to your need.
3. Select motion detection type: IR detection (IR sensor) and video detection according to your need.
4. Set alert trigger delay time when the sensor is triggered.

Akuvox- >> **Settings**

| Basic Setting | Time Setting | **Motion Setting** | Visitor Setting |

Motion Detection

Disable ▼

Alert Delay Time

10s ▼

Submit

Visitor Setting

Visitor setting in the SmartPlus mainly applied to the X916 series door phones on which visitors are allowed to gain door access either using their ID cards or through facial enrollment for facial recognition. You can switch on or off the ID card and facial recognition if needed.

1. Click on Visitors Setting.

2. Switch on or off the ID card verification according to your need.

3. Switch on or off the Face Enrollment for facial recognition.

4. Click on Submit for validation.

Set up Emergency Door Unlock

You can make all doors to open or close automatically or manually when any emergencies occurred. For example, the doors can be opened automatically once an emergency alarm is triggered on any one of the door phones during the fire emergency so that people can be quickly evacuated to the safer place. Also, you can unlock all the doors manually on the SmartPlus Cloud for the emergency.
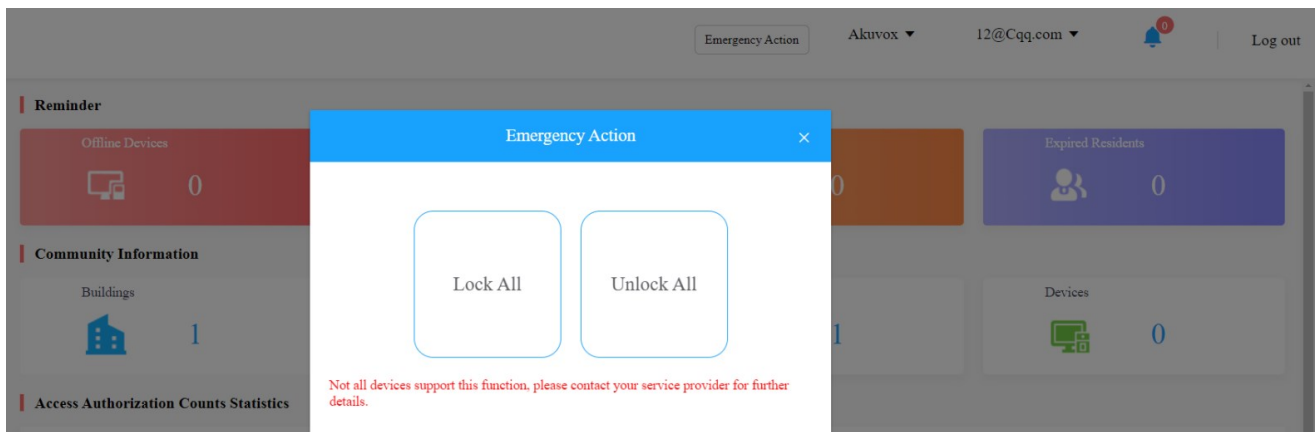
1. Go to Settings > Basic Setting.
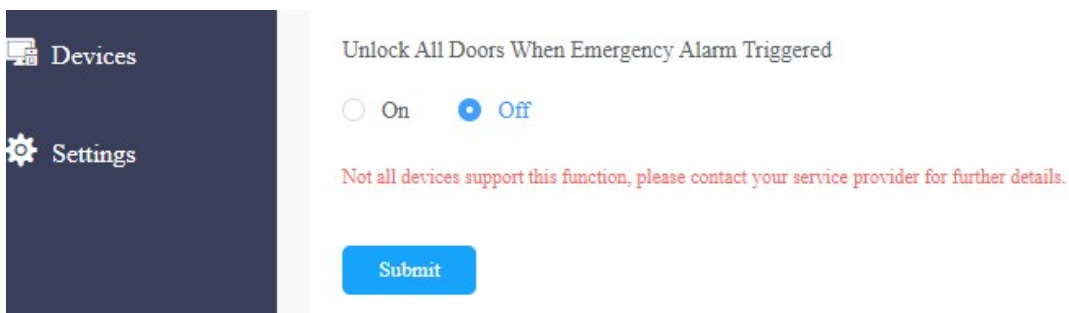
2. Select automatic door unlock or manual unlock

- Select On, if you want to the doors to be unlocked automatically when an emergency occurred.
- Select Off, if you want to unlock the doors manually on the SmartPlus web portal. You can click Emergency Action near the top of any page to open or close the doors manually.
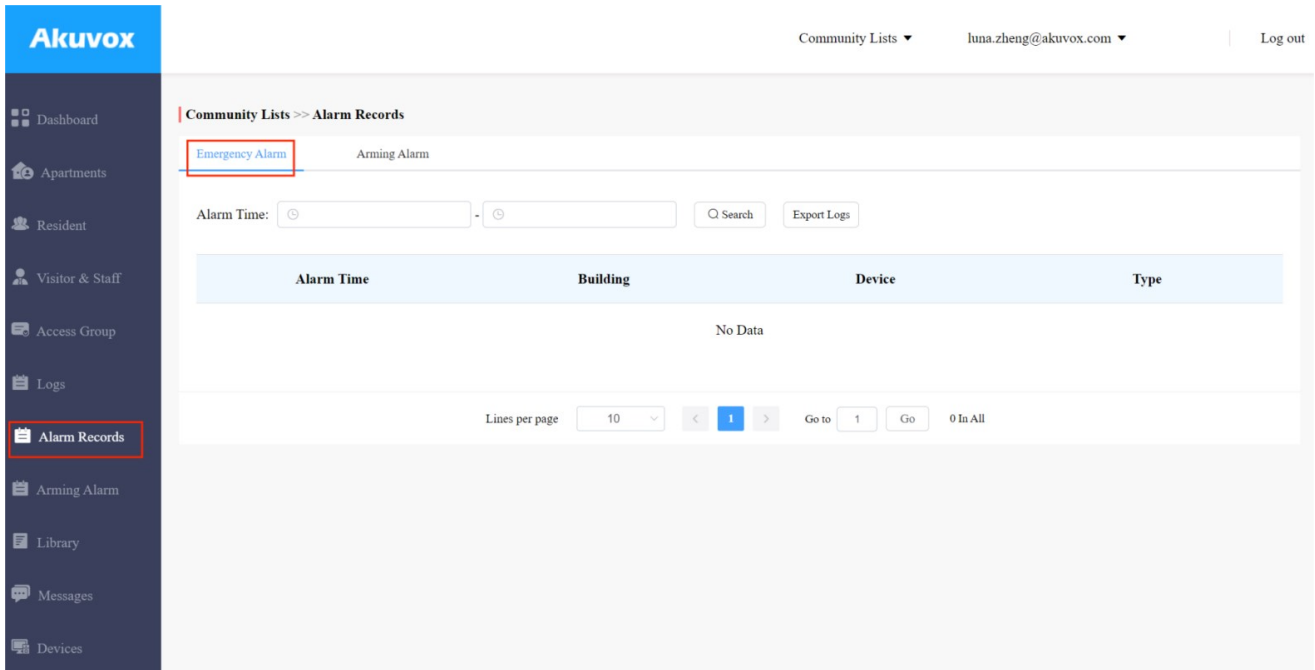

Alarm Records
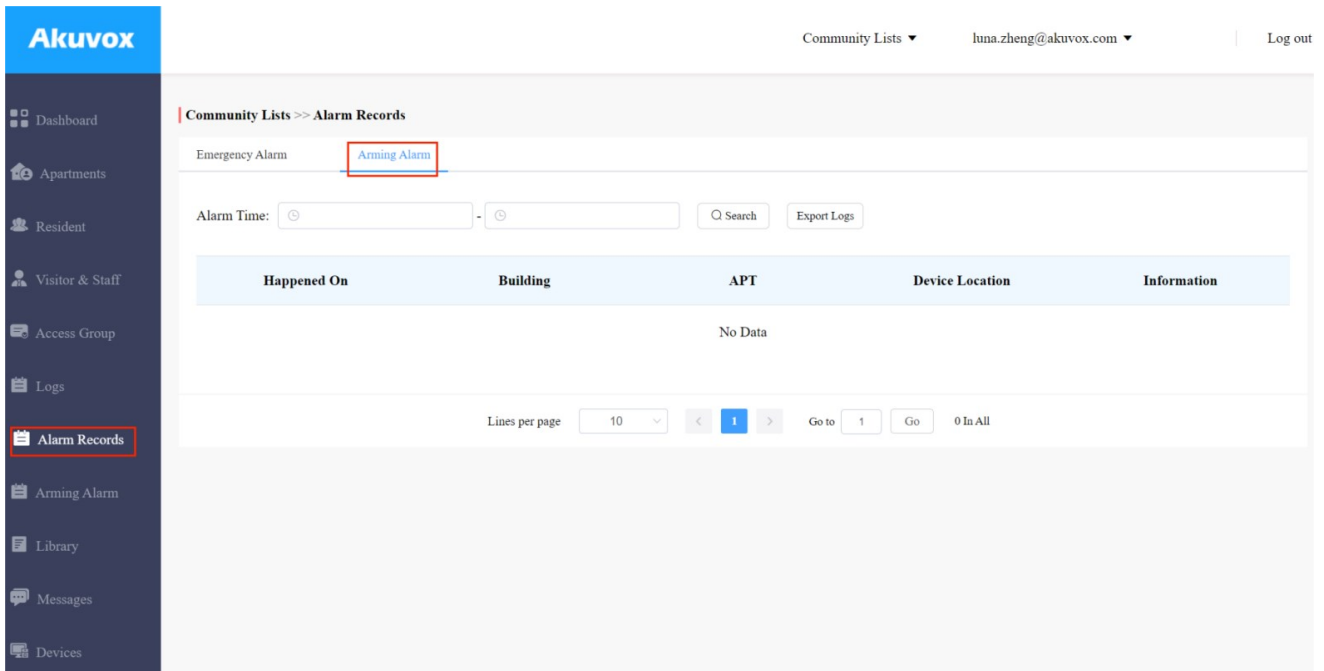
You can check and export alarm records if needed.

Emergency Alarm

It displays the fire alarms uploaded by the device.

Arming Alarm

It displays the alarm records uploaded by the indoor monitor in the community.

1. Click Alarm Records. Select the desired alarm mode.
2. Select alarm records time interval, then search the alarm record you need.
3. Click Export logs if you want to export the alarm records if needed. You can select the alarm time interval before exporting alarm records.

Alarm Records

Type of Logs

Alarm Records

Export file type

◉ Log only

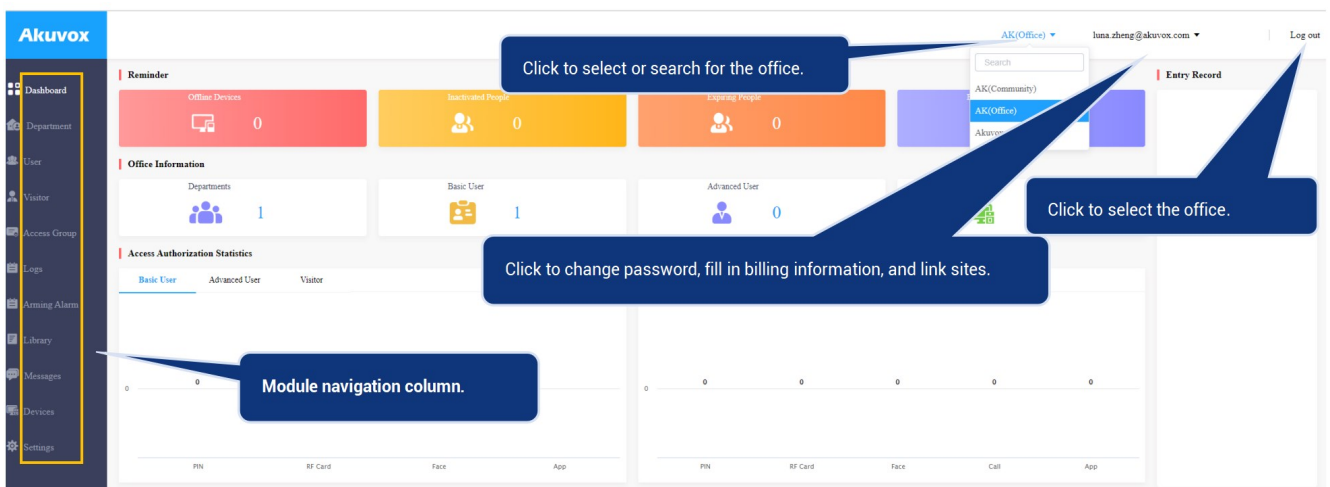Duration

📅 2022-11-14   -   📅 2022-12-14

Export

> **Note:**
>
> - A red dot means there are unsolved alarm records.

Office Property Management

Office Property Management Interface

The office property management main interface mainly consists of 10 modules that are incorporated as a whole to allow you to manage office staff, personnel, devices, Akuvox SmartPlus app for the office-based intercom communication, door access control, monitoring, user account activation, and service subscription&renewal, etc. via the Akuvox SmartPlus platform.

Module Description:

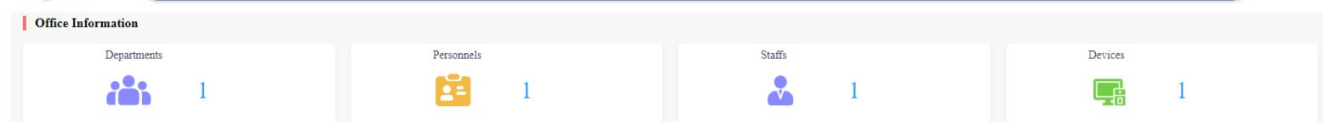| No.	Column Name	Description
1	Dashboard	Displays information on community, devices, residents, door access and general statistics, etc. And the Number of apartments, and residents, devices.
2	Department	Allows you to search department information indicating department names, the number of people and devices in the depart. It also allows you to edit the department and delete the department.
3	User	Allows you to create office staff and personnel accounts and check their accounts and access control information and import their face data and RF card via template, and edit access type and access group.
4	Visitor	Allows you to set up temporary PIN code for visitors, Delivery PIN code for delivery staff.
5	Access Group	Allows you to create an inventory of access control schedule templates that can be readily applied to specific staff, personnel, departments, and devices.
6	Logs	Allows you to check and search door logs, temperature logs, call histories, captured images. It also allows you to check and delete motion alerts, and to check on the changes made on the apartment and end users and on the RF card, PIN code, face, temporary PIN code.
7	Library	Displays all the PIN Codes and RF cards created by a property manager.
8	Messages	Allows you to create and send messages to the users' indoor monitors and SmartPlus apps, etc.
9	Devices	Allows you to check device info related to the building, apartment, status, device type, and to check and edit settings related to relays, call, unlock type, and device name, etc.
10	Settings	Displays property manager info, PIN code access type, email notification, time setting, motion setting, and visitor setting, etc.

Office Dashboard Overview

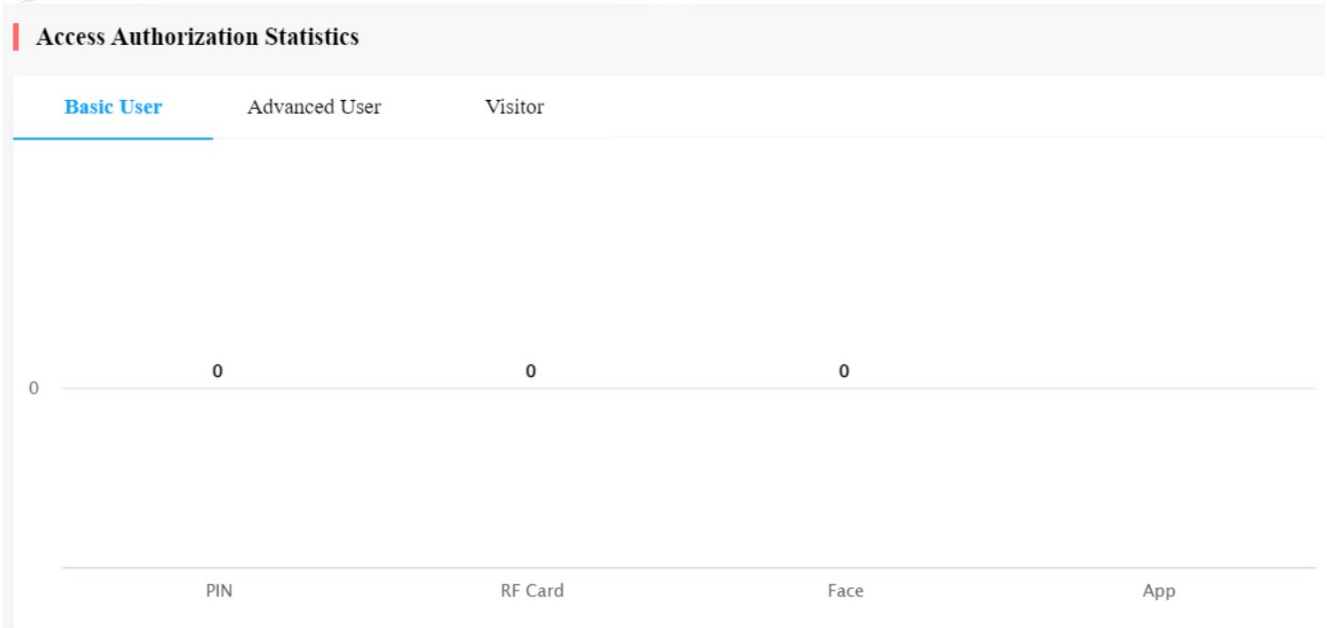Dashboard Displays information on the office, office users, devices, and door access records, and statistics, etc.

Displays off-line devices and user account status. You can click on the blocks below for the details.

Reminder			
Offline Devices 1	Inactivated People 0	Expiring People 0	Expired People 0

Displays the number of departments, personnel, staff and devices. You can click on blocks for the details.

Office Information			
Departments 1	Personnels 1	Staffs 1	Devices 1

![Akuvox logo] Akuvox
Open A Smart World

Displays recorded door access statistics.

Access Authorization Statistics

Basic User   Advanced User   Visitor

0   0   0

0

PIN   RF Card   Face   App

Displays the door access statistics of various types of access.

Door Release Statistics

Today   30 Days

0   0   0   0   0

0

PIN   RF Card   Face   Call   App

Displays entry records with captured images. You can click the image to enlarge the pictures.

Reminder

Entry Record

Offline Devices   1
Inactivated People   0
Expiring People   0
Expired People   0

Jan'niang
Gate1
2021-05-06
10:56:31

Staff & Personnel Management

User Module Overview

The User module in the navigation column is used to add office staff and personnel for whom you can create SmartPlus end user account. You can set up access types and access control schedules for them. Moreover, you can search, modify, check and delete staff and personnel's user accounts.

Add Office Staff & Personnel

Adding office staff and personnel deals with creating their respective user account and setting up the door access types and access control schedules.

Create User Account

You can create user accounts for both office staff and personnel. Before creating the account for the residents, you are required to double check the staff and personnel information and then add them to the corresponding office and department set up by an installer.

1. Click on **Residents** module 👥 User in the left navigation column.

2. Click on **New**.
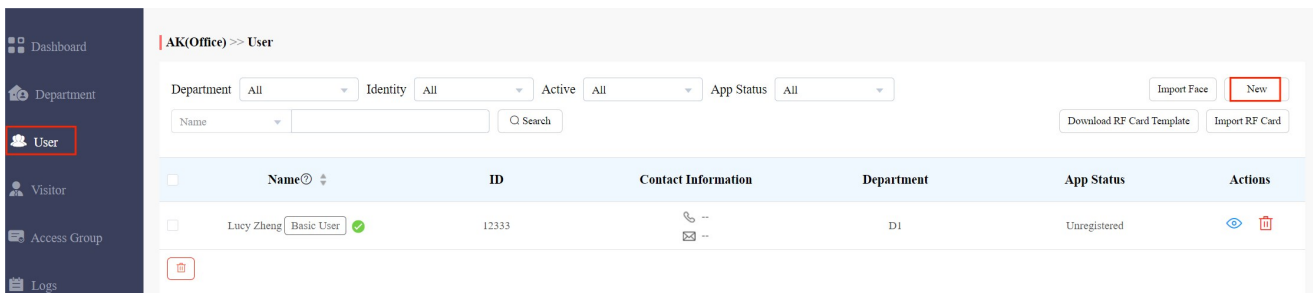
3. Set up staff or personnel information.

> **Note:**
> - Advanced users can be assigned with multiple authority groups across the departments for access control.
> - Basic users can only be assigned with an authority group in their own department for access control.
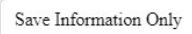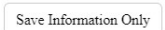
4. Click on [Save Information Only] to complete creating an account.

> **Note:**
> - Click on Next when you want to set up access method along with the access group, or click on [Save Information Only] when you only want to set up and save the user's basic information.
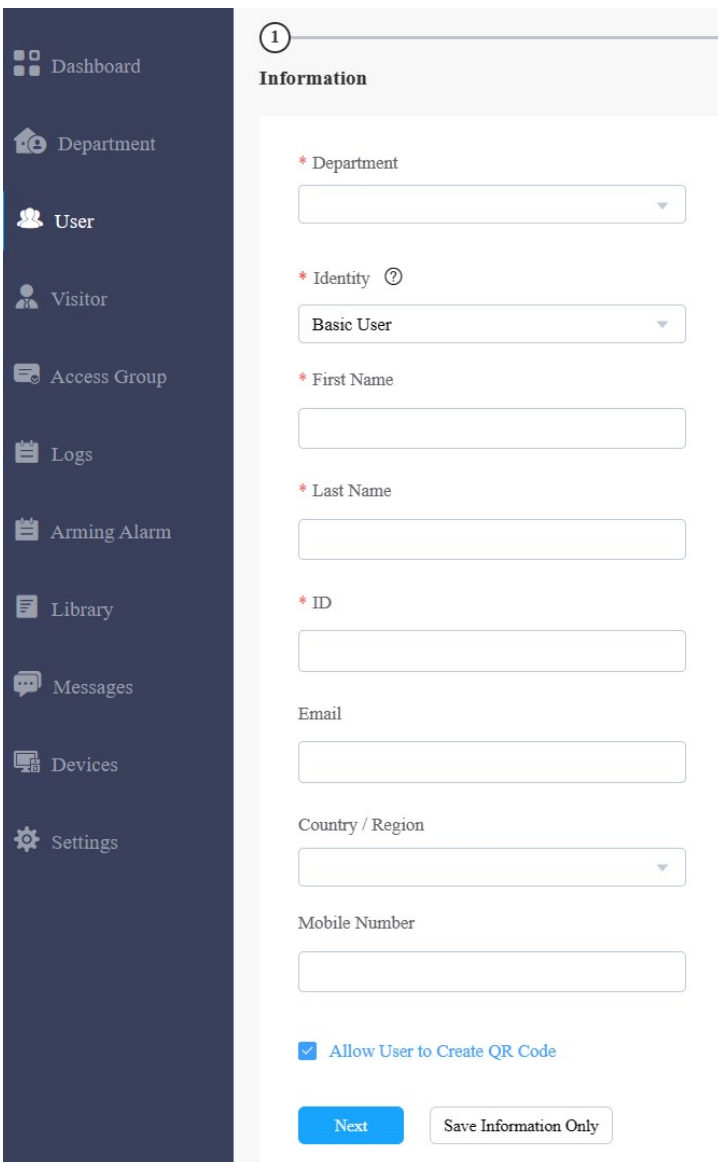
Set up Access Control for Users

You can set up access types such as PIN code, RF card and facial recognition as well as access control schedules for office staff and personnel.

1. Click on User module and click on [New].
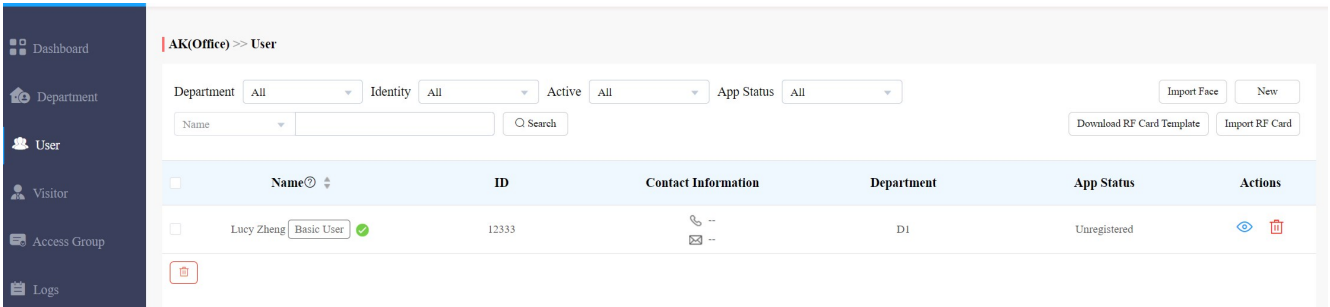
2. Fill in the account information and click on Next to proceed to the next page where you can set up access types and schedules.

3. Set the accessible floors so that the staff or personnel can take lifts to the specified floors using his/her cards or facial recognition. You can add 10 floors at maximum.

![Akuvox logo - Open A Smart World]

> **Note:**
> - If you have set the department's floor(s), the floor(s) will display on the accessible floors box automatically.
> - Any changes to the department floor(s) will NOT impact to the accessible floors of added staff/personnel.
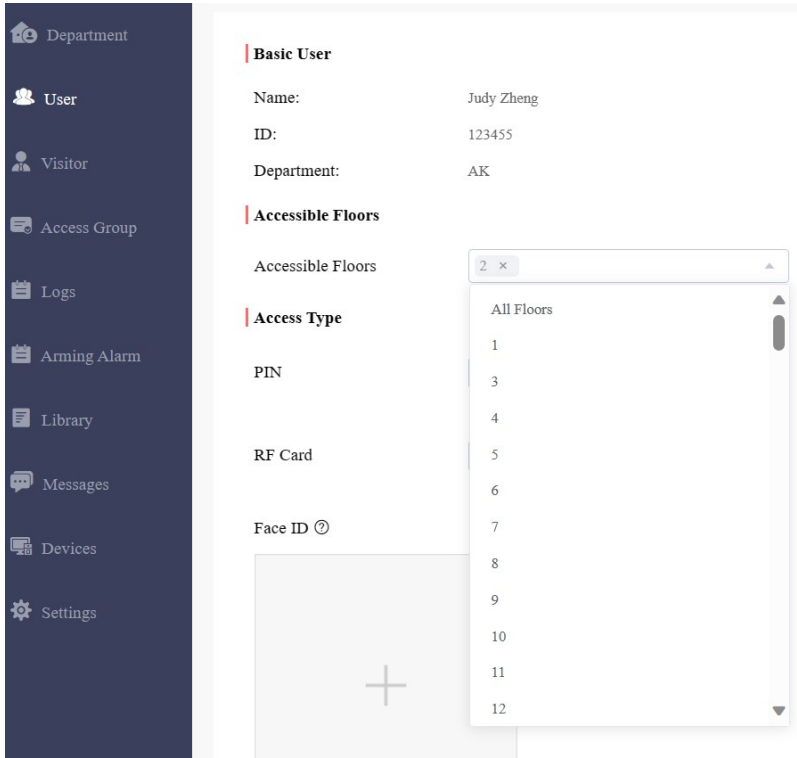
4. Fill in the PIN code, RF cards, and select face picture to set up the access types.

5. Click on New .

![Akuvox logo](Akuvox Open A Smart World)

> **Note:**
> - Only the advanced users are given permission to perform access control across the departments as they are allowed to select multiple authority groups, while basic users are only allowed to get door access in their respective department.

6. Set up the access control schedule and devices to which you want to apply the access schedule and click on **Submit** .

<div align="center">

New Access Group ✕

</div>

* Access Group Name

[ ]

Repeats

[Daily ▼]

* Start Time

[🕐 00:00:00]

* End Time

[🕐 23:59:59]

Department	Device Name	MAC	Status	Device Type	☐ Relay
D1	gate	0C110515CE68	🟢	🖩	☐ Relay1

[Cancel] [**Submit**]

7. Tick the specific access control schedule(s) you want to apply for the resident, and click on Submit.

❘ Access Group ⑦　　　　　　　　　　　　　　　　　　　　　[New]

Selected : (Technical Department Access Group ⊗)

☑	Name	Device	Repeats	Time
☑	Technical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59

[Submit]

Search/Delete/Edit Office User Accounts

After the user account is created, you can search, edit, and delete the user account. You can also reset the user account password if needed.

Search/Delete User Accounts

1. On the navigation column, click User module.
2. You can search for your desired staff/personnel by entering their info on the search box. You are also able to click the Name or the icon ⇅ next to it to reorder the people.
3. Tick the checkbox of the specific account(s)you want to delete or tick the checkbox by the Name field and click on 🗑 delete all the accounts.
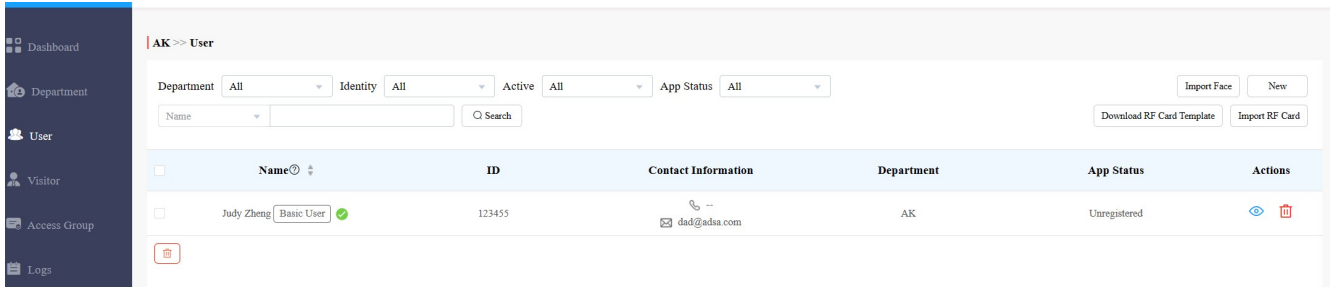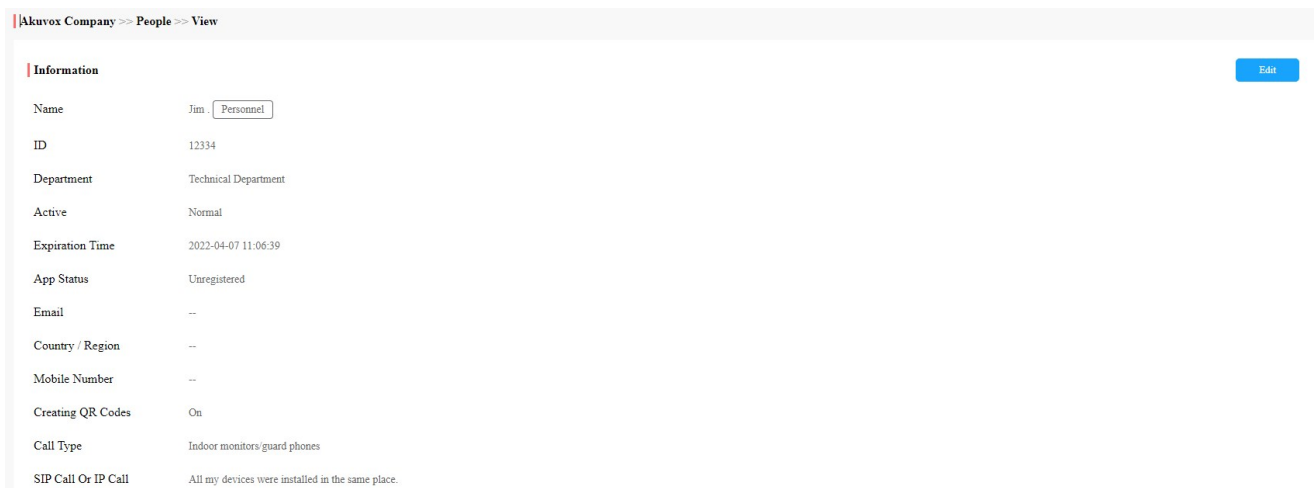

Edit User Account

You can reset the users' SmartPlus app account password, and edit users' account information, their accessible floors when taking lifts, and their access control setting.

1. On the navigation column, click User module, then click New.
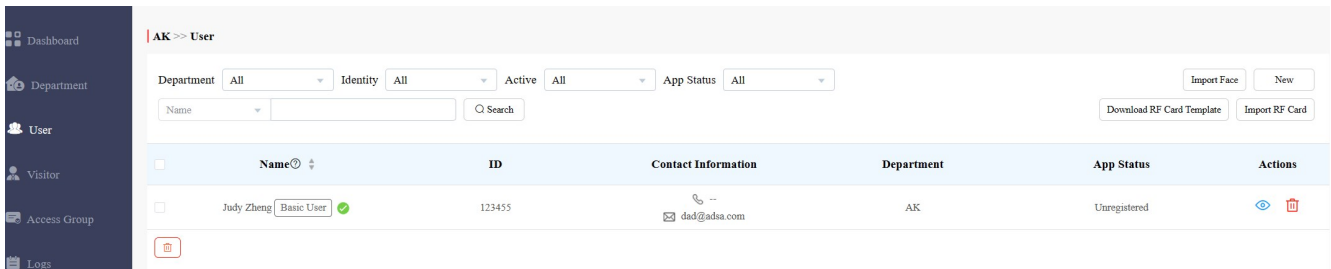
2. Click on 👁 of the specific user account you want to edit.

3. Click on Edit to change the account information.

4. To add or change accessible floors, scroll down the page to Accessible Floors, and click on ✎ . You can add 10 floor numbers at maximum.

| **Accessible Floors**

Accessible Floors   -- ✎

Edit Accessible Floors   ✕

Accessible Floors

[25 ✕   ▲]

17
18
19
20
21
22
23
24
26
27
28
29
30
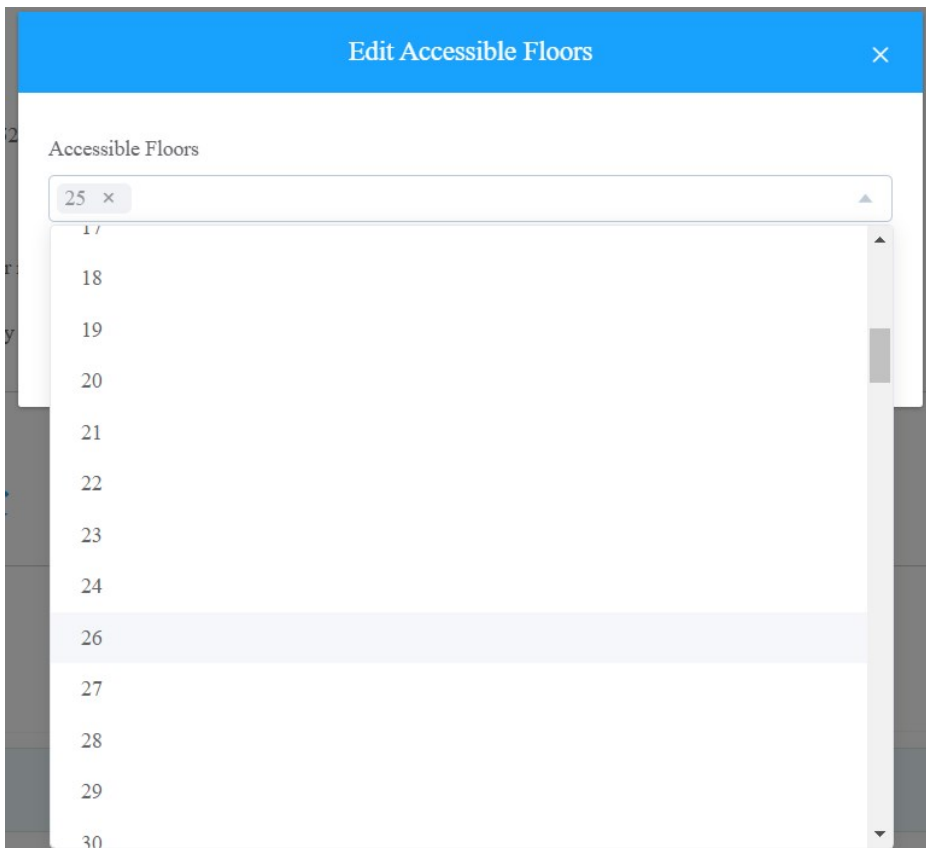
5. Edit the access type or create new access types by clicking New.

| **Access Type**   [New]

PIN   RF Card   Face ID

PIN	Created By	Created Time	Action
12345	Property Manager	2022-03-07 19:00:03	✎ 🗑

6. Click on Edit to edit the access control setting, and edit the setting by re-selecting the access control schedule (Access Group) or by creating new access group.

| **Access Group** ⓘ   [Edit]

Name	Device	Repeats	Time
Technical Department Access Group	Gate1	Daily	00:00:00 ~ 23:59:59

Import Face/RF Card(s)

You can import the face data and RF cards in batch using the template for the users.

Import Face Data

1. On the navigation column, select User module, then click Import Face .
2. Choose the face data .zip file and click on Import to upload the file.
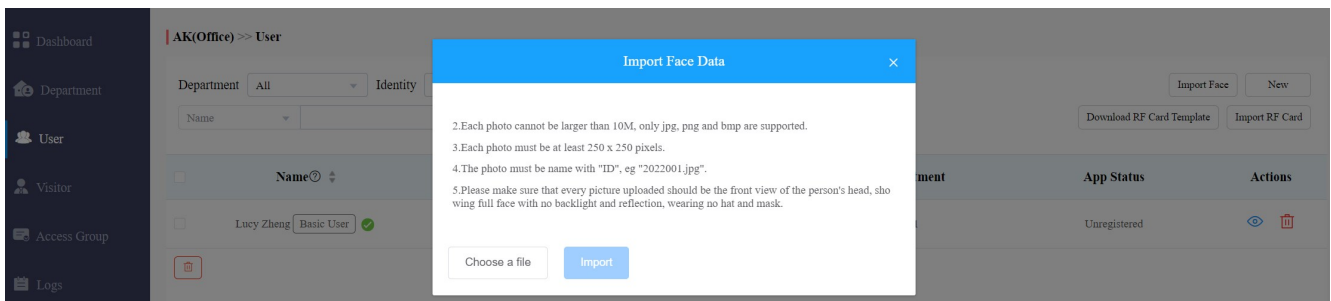
Import RF Card

1. On the navigation column, select User module.
2. On the upper right corner of the screen, click Download RF Card Template to download the RF card template, then fill the RF card formation.
3. Click Import RF Card to upload the file.

RF card template:

Visitor Management

Visitor module allows you to create access credentials for the delivery personnel, and the visitors.

Manage Access Credentials for Visitors

You can manage access credentials for the visitors in terms of creating and deleting temporary PIN code, QR code, and setting up the access control schedules for the validity of the credentials, while defining which building and relays the credential is applied to.

Create Temporary PIN Code

You can set up temporary PIN/QR code along with the access schedule, which will then be sent to visitors' email for door access.

1. On the navigation column, select Visitor module, then Temp Keys, then click New .
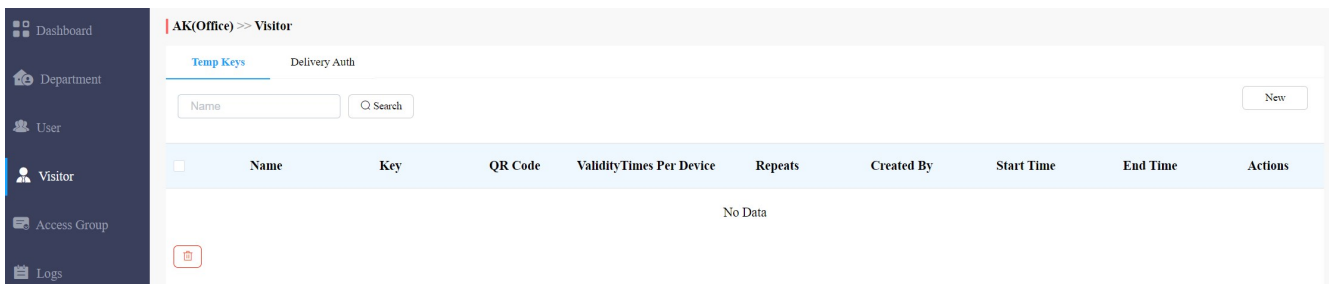
2. Create Temporary PIN code along with the access schedule.

3. Select the specific relay(s) to be triggered by the temporary key.

4. Click on Submit to generate temporary PIN code.

Parameter Set-up:

No.	Column Name	Description
1	People	Select the people to be visited.
2	Name	Enter the visitor's name.
3	ID Number	Enter the visitor ID number.

4	Repeats	Select "Never", "Daily", "Weekly" for the temporary key access schedule. 1. "Never" means non-repetitive and one-time access schedule with a specific PIN code validity expiration time. 2. "Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis (eg. 08:00-20:00 every day). 3. "Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).
5	Validity Times Per Device	You can put a number in the field based on the format: "each door count" * "the number of door phone selected" = "Total number of PIN code validity". For example , if you type in "1" and select 3 door phones, then the PIN code will be valid for three times in total (1 x 3 door phones=3 times). You can use out the PIN code on any one of the door phones selected. When the PIN code is used out on any one of the door phone, it will no longer be valid on the rest of the door phones. Note: This is applicable when you select "Never" in the Repeat field.
6	Start Time End Time	Set the Start Time and End Time for the PIN code validity time span during a day on a daily or on weekly basis.
7	Delivery Method	PIN code will be sent to the visitor's email address you entered.

Search/ Delete Temporary PIN Code

1. On the navigation column, select Visitor module, then Temp Keys.

2. Enter the visitor name to search and find the specific temporary PIN code if needed.

3. Click on ⓘ to see the details of the temporary PIN code if needed.

4. Click 🗑 to delete the specific temporary PIN code or you can tick the checkbox of the temporary PIN code you want to delete, and you can delete all the temporary PIN by ticking the checkbox of ☐ **Name** .
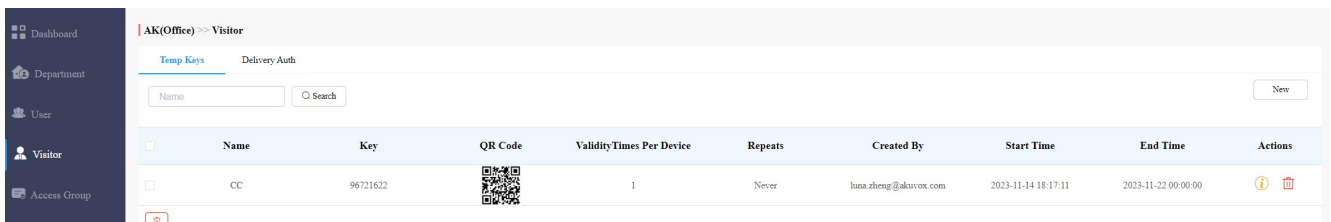
> **Note**
>
> - After you click ⓘ to check temporary key details, you can click View Door Logs to check temporary key door logs shown as follows.

Key	96721622	View Door Logs
Repeats	Never	
Validity Times Per Device	1	
Start Time	2023-11-14 18:17:11	
End Time	2023-11-22 00:00:00	

QR Code

Access Device

| Device Name	Department	MAC	Relay
No Data			

Manage Access Credentials for Delivery Personnel

You can create both delivery PIN code and RF card for the delivery staff, who can use the PIN to access the designated place, for example, a parcel room to deliver the package to the residents.

Create Delivery PIN Codes/RF Cards

You can create Delivery PIN code and RF card along with access control schedule (access group).

1. On the navigation column, select Visitor module, then Delivery Auth, then click   New   .
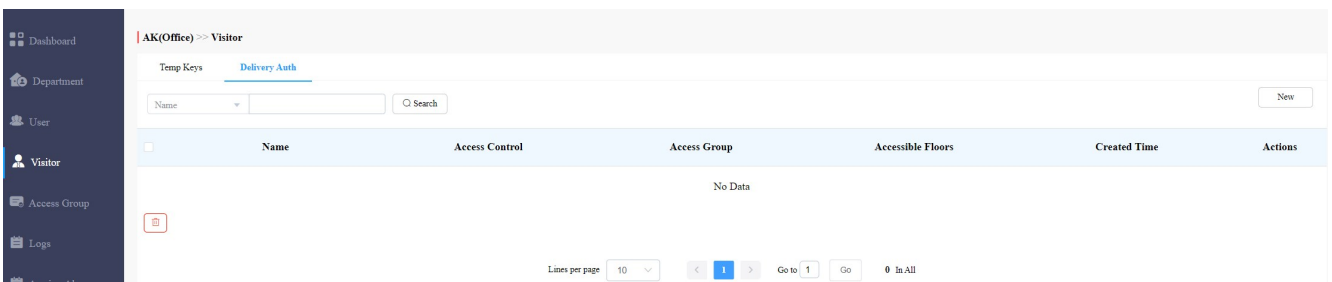
2. Set up Delivery PIN code and RF card.

AK(Office) >> **Delivery Auth** >> **New**

* Name

PIN

RF Card

Accessible Floors

3. Select the Access Group to be applied.

Access Group ⑦

New

Selected :   Technical Department Access Group ⊗

☑	Name	Device	Repeats	Time
☑	Technical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59

Submit

4. Click on New to create a new access group.

* Access Group Name

Repeats

Daily

* Start Time

🕐 00:00:00

* End Time

🕐 23:59:59

| Department	Device Name	MAC	Status	Device Type	☐ Relay
D1	gate	0C110515CE68	🟢	▦	☐ Relay1

Submit

Parameter Set-up:

| No.	Column Name	Description
1	Access Group Name	Fill in the access group name.
2	Repeats	Select "Never", "Daily", "Weekly" for the delivery PIN code access schedule. 1. "Never" means non-repetitive and one-time access schedule. 2. "Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis (eg. 08:00-20:00 every day). 3. "Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).
3	Start Time/ End Time	Set the start time and end time for the PIN code validity time span during a day on a daily or on weekly basis.

Note

- 8-digit PIN code starting with 9 is invalid in the PIN field. And the PIN cold entered can not be repetitive.

Modify Delivery PIN Codes/RF Card

1. On the navigation column, select Visitor module, then Delivery Auth.

2. Search the delivery PIN code and RF card by visitor's name, PIN code, and RF card number.
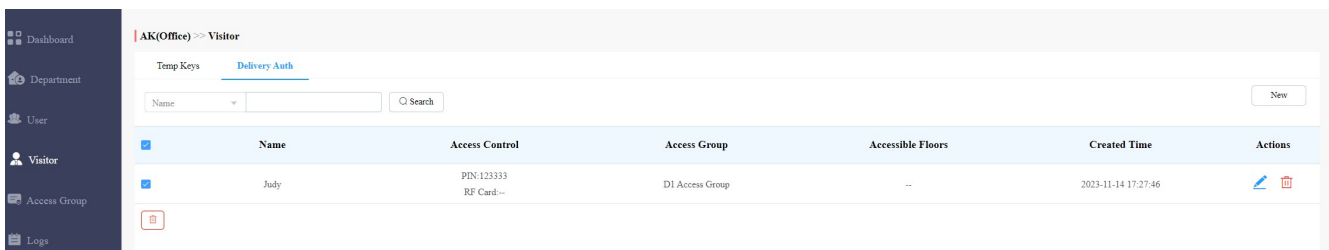
3. Click ✏ to edit the deliver PIN code.

4. Click 🗑 to delete the PIN code one by one, or you can tick the checkbox of the PIN code you want to delete and click on the checkbox.
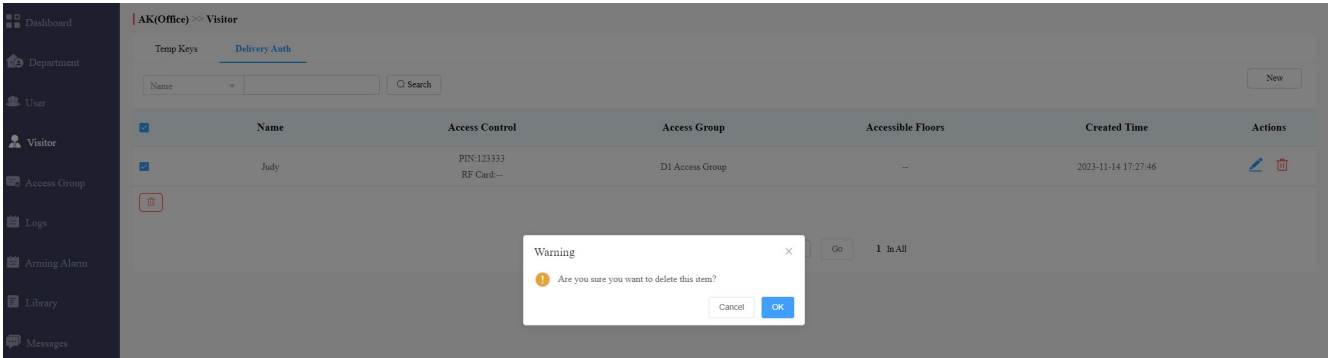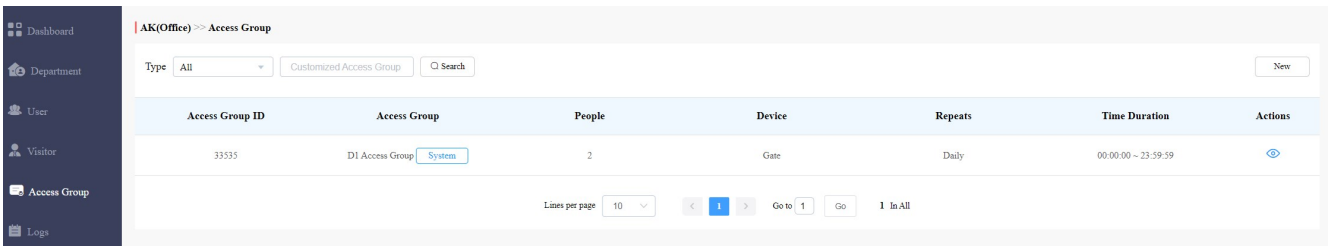
Access Group

Access Group module allows you to create an inventory of ready-made access control schedules (access group), which can be readily pulled out and be applied for the door access control, targeting specific office staff, personnel in specific departments, and offices, and relays.

Create Access Group

1. On the navigation column, select Access Group module, then click New .

2. Set up access group, and select the relay to be applied with the access control group.

Search/Check/Edit Access Group

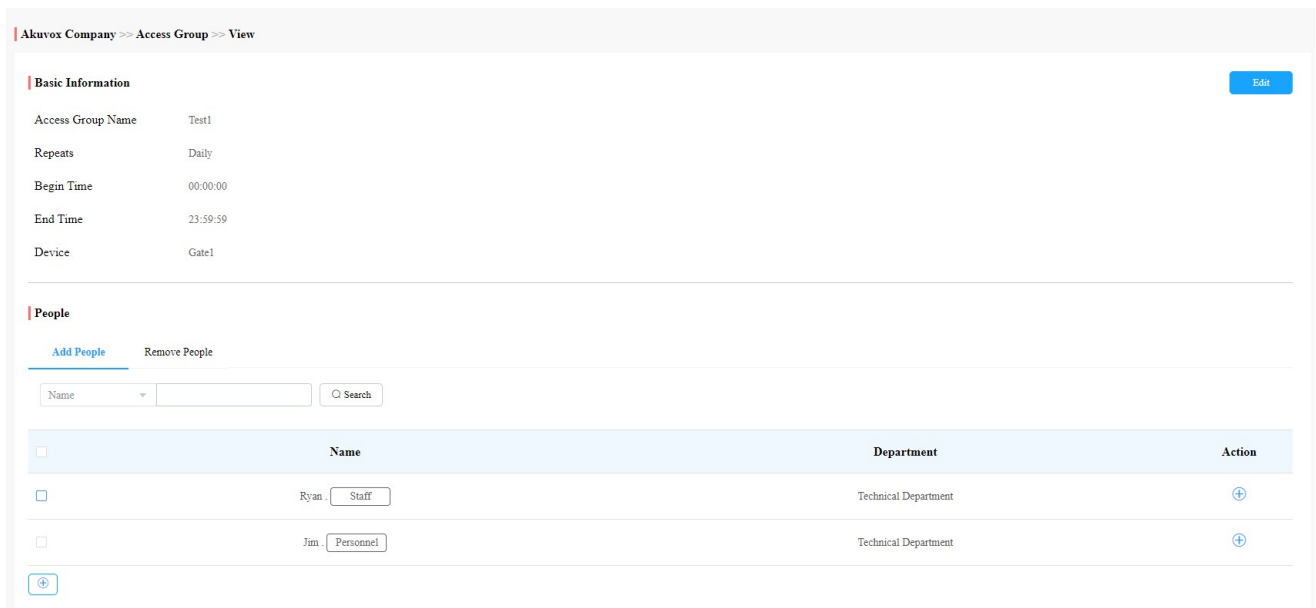You can not only search check the access group you have created, but also remove the existing resident(s) or add the removed access group back to the access group.

1. On the navigation column, select Access Group module.
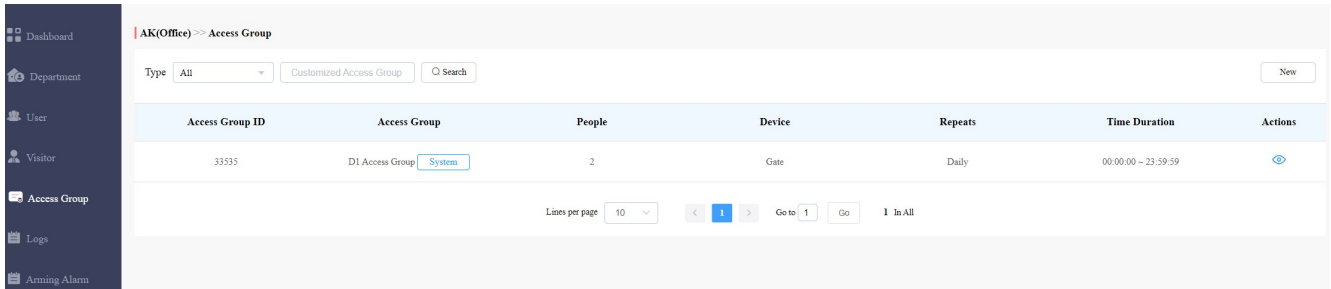
2. Click on 👁 of the specific access group to check access group details.

3. Go to Add people or Remove People to add or delete resident(s) if needed.

4. Click on Edit to edit access group.

Access Group Name

1

Repeats

Daily ▼

Start Time

🕐 00:00:00

End Time

🕐 23:59:59

Department	Device Name	MAC	Status	Device Type	☐ Relay
D1	gate	0C110515CE68	🟢		☑ Relay1

Submit

Delete Access Group

1. On the navigation column, select Access Group module.
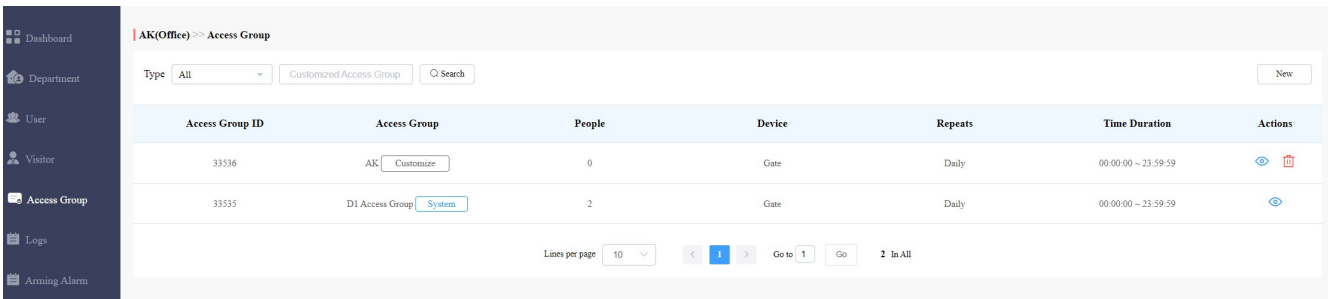
2. Click on 🗑️ of the specific access group you want to delete.

3. Click on OK to delete the access group.

Department Management

Department module allows you to create and search departments, and change department names.

Create Department

1. On the navigation column, select Department module, then click [New] .

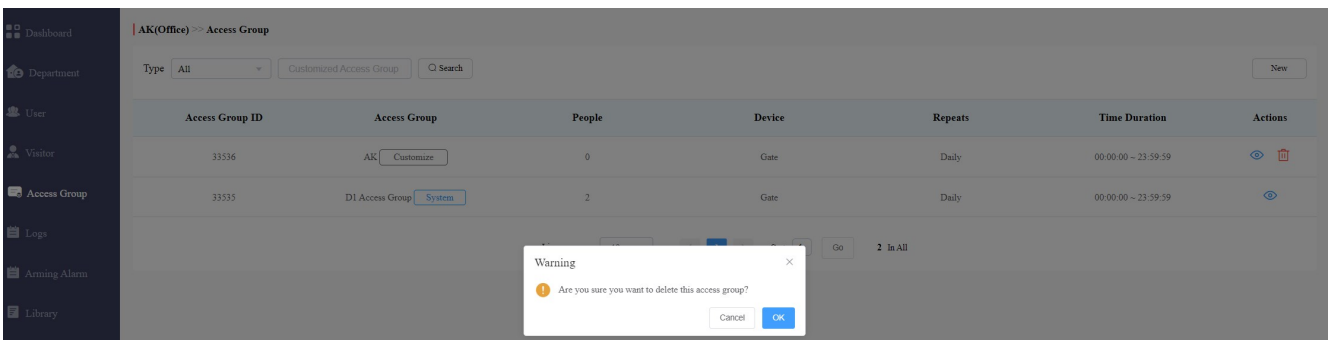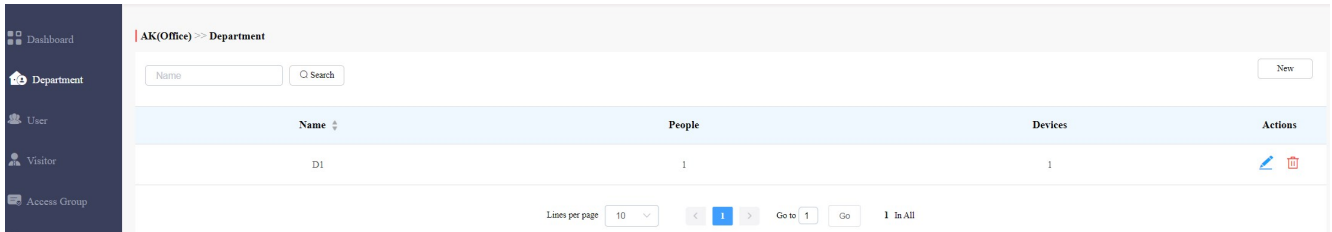2. (Optional) Enter the department name and its floor(s). You can add 10 floor numbers at maximum. Click Submit.

> **Note:**
> - You can add users to the department created. In this case, the department floors will display on the users' Accessible Floors list automatically, and they can take lifts to the specified floors with cards or via facial recognition.

Search/Edit/Delete Department

1. On the navigation column, select Department module.
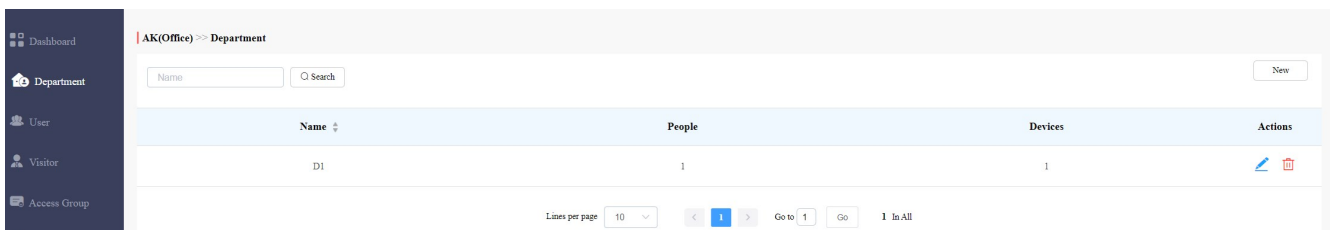
2. Search the department by department name.

3. Click 🖊 to edit the department name if needed.

4. Click to delete the department if needed.
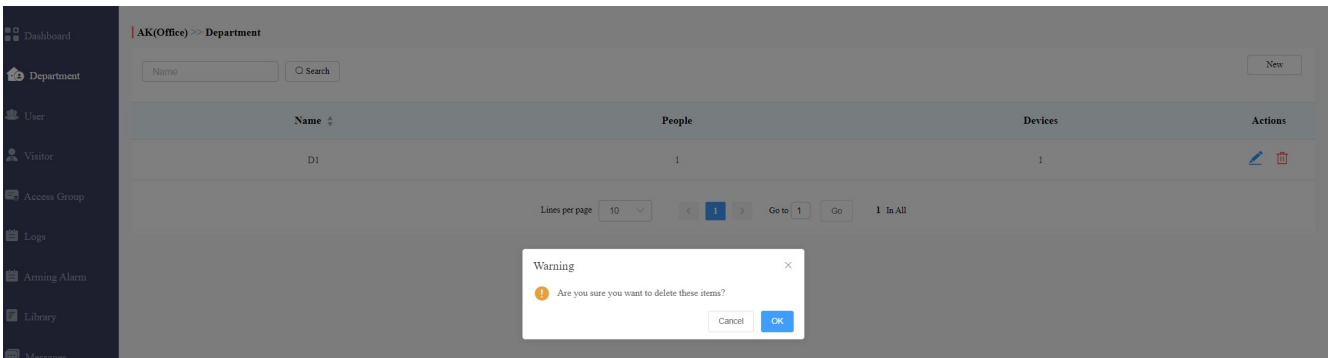
Logs

Log module contains six sub-modules used for checking the door logs, call history, temperature logs and image captured that can be stored for 30 days.

Check/Export Door Logs

Door logs have 4 types: All, Call, Door release, and Door Close. The Call type log shows the SIP/IP-based calls initiated on the door phone, indicating when, where and to whom the calls are made, while the Door release/close type log tells you when, where and by whom the door unlocks are made (be it failur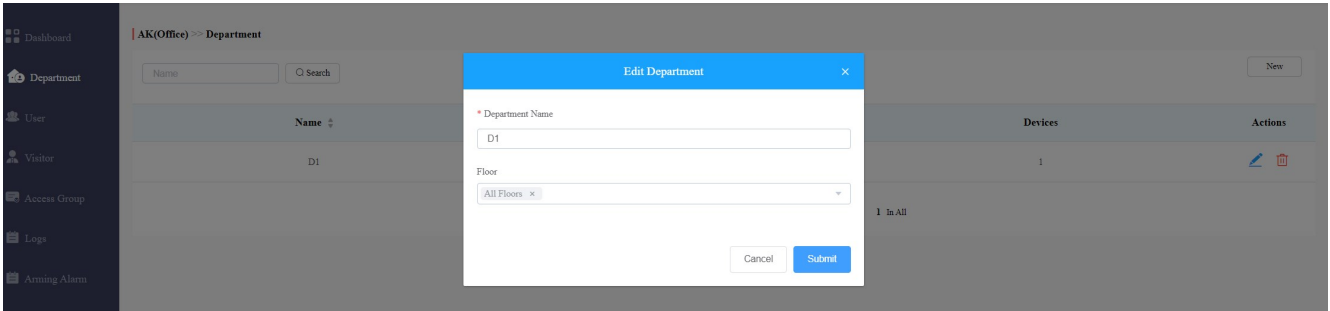e or success). You can narrow down your log check by the specific time range with parameters: Door phone, Initiated by, and RF card, PIN for the targeted search.

1. On the navigation column, select Logs module, then Door logs.
2. In the Log Type field, select Call type.
3. Set up the time range for the door logs to be checked.
4. Select the department and further narrow down the search by Door Phone, Initiated By, RF Card, PIN.
5. Click on Export Logs to export logs.
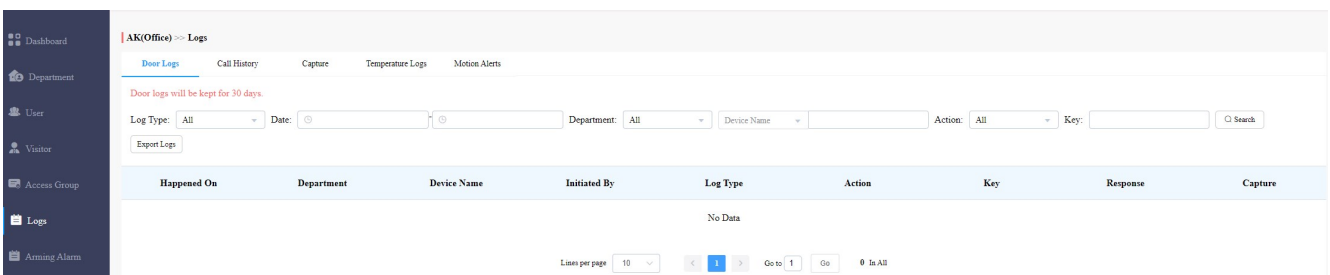
Description:

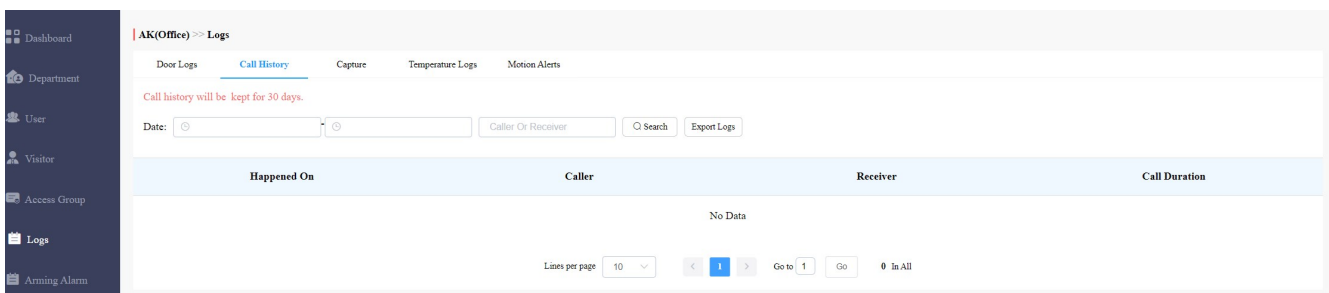| No.	Column Name	Description
1	Happened On	Shows when the call is made on the door phone.
2	Department	Shows in which department the call was made.
3	Device Name	Distinguishes the device from others.
4	Initiated By	Shows who has made the call on the door phone.
5	Log Type	Indicates your current log type.
6	Action	This indicator is for the door release type log.
7	Key	This indicator is for "Door release type" log.
8	Response	This indicator will be shown as "Success" regardless of what number is dialed on the door phone.
9	Capture	Show you the captured image of the call initiators. You can click on the image for an enlarged picture.

Check/Export Call History

You can check call history in terms of when and by whom the SIP calls are made and received. Moreover, you can set the time range or enter the caller or receiver to check the targeted call information.

1. On the navigation column, select Logs module, then Call History.
2. Set the date and time range of the call history if needed.
3. Enter the caller name or receiver name if needed.
4. Search the call history, and click [Export Logs] to export logs.

Description:

No.	Column Name	Description
1	Happened On	Shows when the calls are made.
2	Caller	Shows who have made the calls.
3	Receiver	Shows who have answered the call.
4	Call Duration	Shows how long the call lasted.

Check/Export Captured Image

Images capturing are either initiated manually by users or by the property management staff. You can check when, where, how and by whom the images are captured.

1. On the navigation column, select Logs module, then Capture.
2. Set the date and time range if needed.
3. Click on Search.
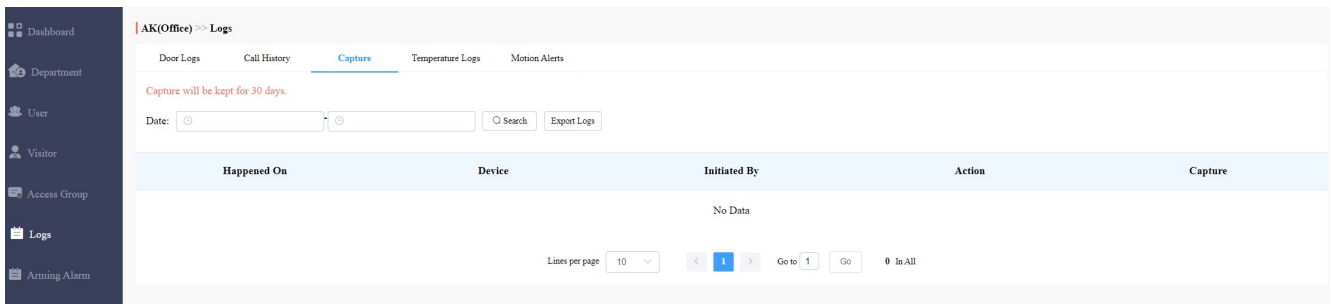4. Click Capture to see the enlarged image.
5. Click on Export Logs to export logs.

Description:

No.	Column Name	Description
1	Happened On	Shows when the images are captured.
2	Device	Show you the door phone from which the images are captured.
3	Initiated By	Shows who have initiated the image capturing.
4	Action	Shows how the image capturing is initiated, the capturing can be initiated from SmartPlus, the indoor monitor, etc.
5	Capture	You click on the image to see a larger picture.

Check Temperature Logs

You can check the temperature log of any people who have been checked on their body temperature before being granted the door access, etc. for security purpose.

1. On the navigation column, select Log module, then Temperature Logs.
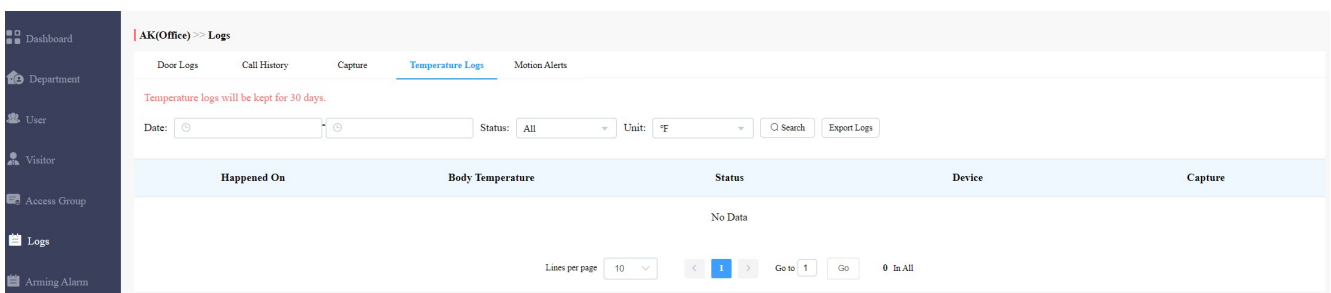
2. Set the date and time to search the log if needed.

3. Click Search, and click the captured image to see the enlarged one.

Check Motion Alerts

Motion alerts allow you to check the captured image of people whose movement has triggered the motion detection in the door phones (door phones with motion detection function).

1. On the navigation column, select Log module, then Motion Alerts.
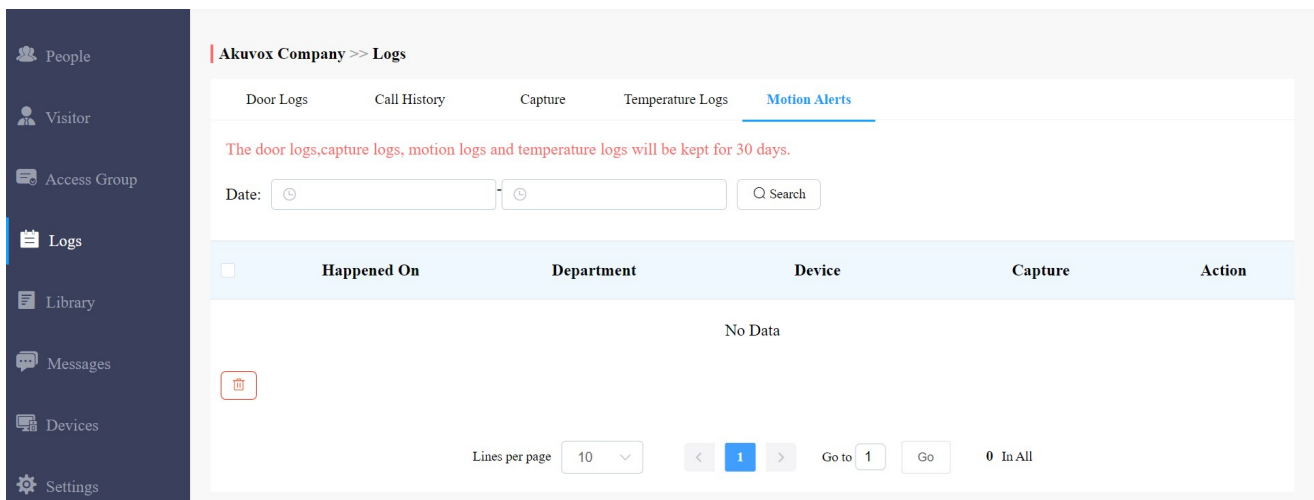
2. Set the date and time to search the captured pictures.

3. Click Search, and click the picture if you want to see the enlarged image.

4. Delete the motion alerts captures if needed.

Description:

No.	Column Name	Description
1	Happened On	Shows when the image is captured due to the motion detection.
2	Department	Shows in which department the image is captured.
3	Device	Shows which door phone the image is captured from.
4	Capture	Clicks on the image for an enlarged one.
5	Action	Delete the capture if needed.

Arming Alarm

You can check and export alarm records if needed.
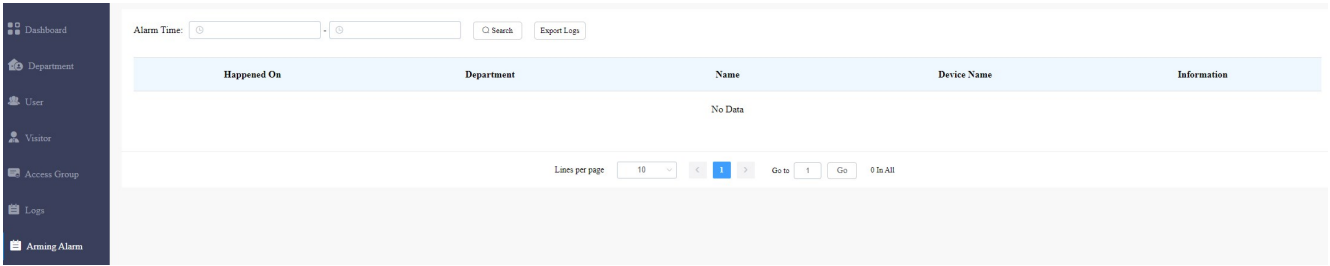
1. Click Alarm Records.
2. Select alarm records time interval, then search the alarm record you need.
3. Click Export logs if you want to export the alarm records if needed. You can select the alarm time interval before exporting alarm records.
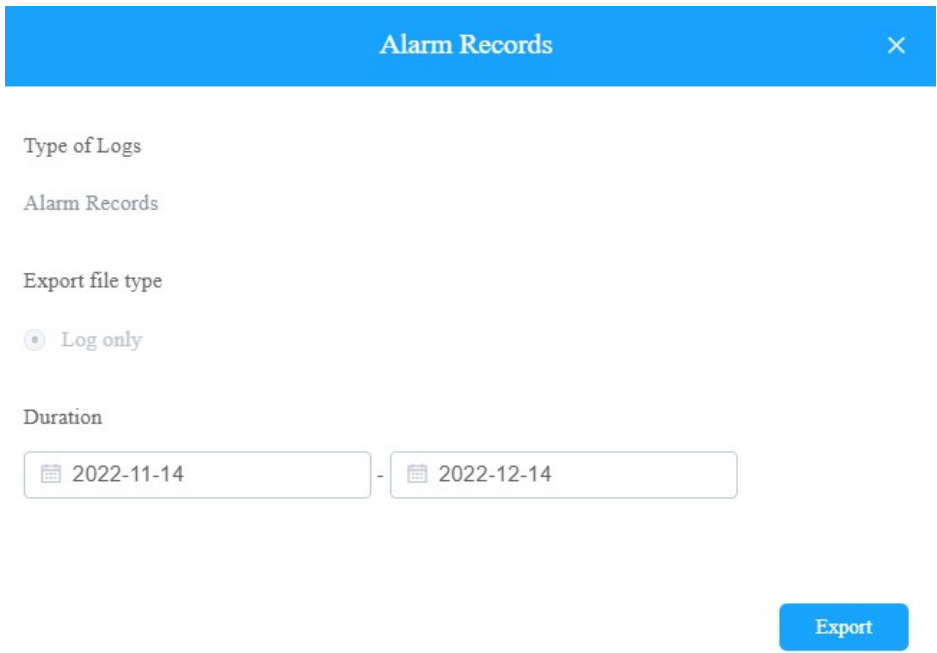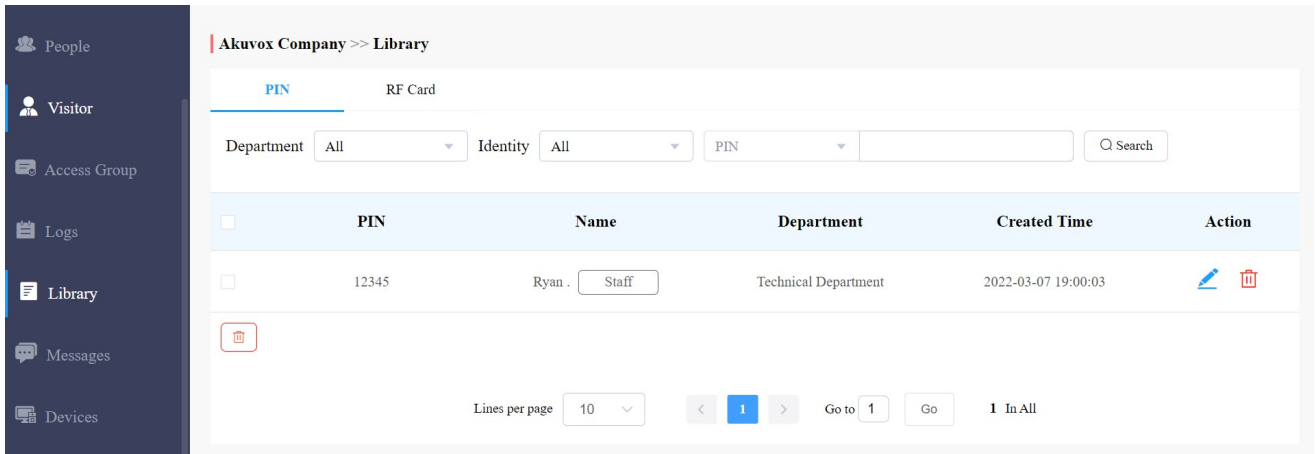

Library

Library serves as a module where you can check, modify, and delete all types of created PIN codes and RF Cards conveniently at one stop.

Check/Modify/Delete PIN Code(s)

1. On the navigation column, select Library module.

2. Search the PIN by building, apartment, identity, PIN code, and name.

3. Click on to edit the PIN code.
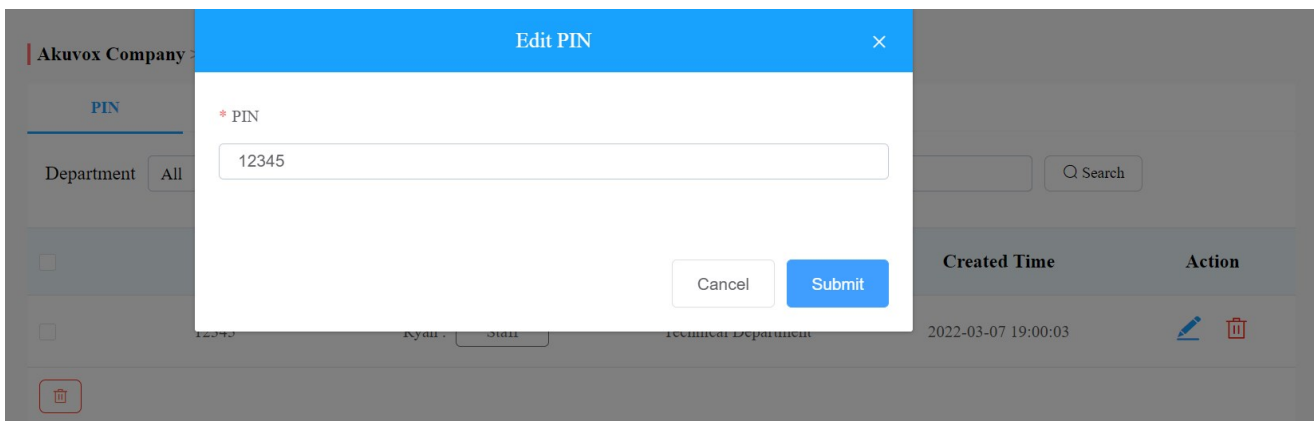
4. Click on to delete the PIN code selected.

Check/Modify/Delete RF Card(s)

1. On the navigation column, select Library module, and RF card.

2. Search the RF card by department, identity, RF card number, and user's name.

3. Click on to edit the RF card.
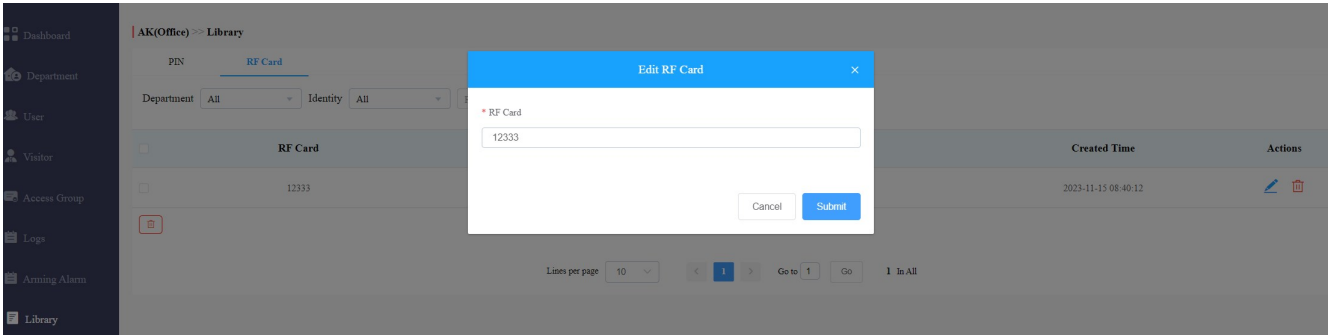
Messages

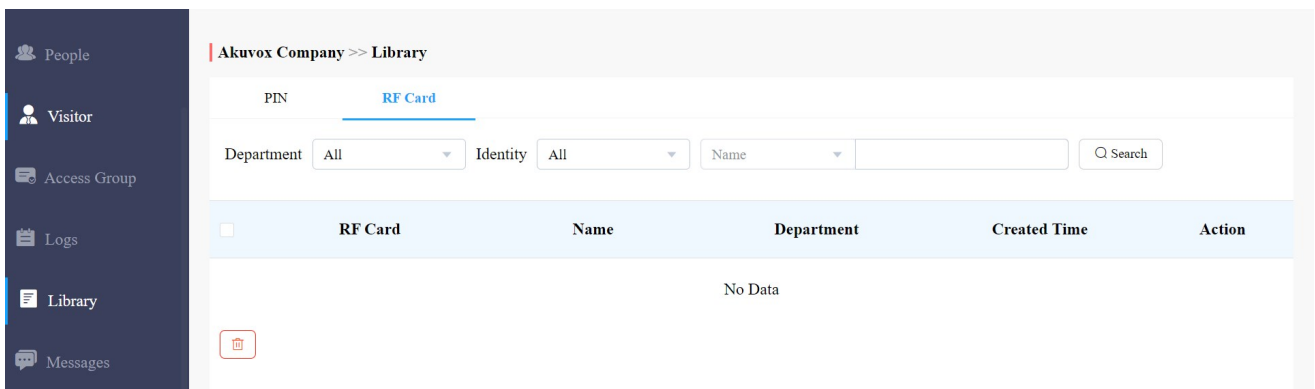Messages module allows you to create and send the message to the residents living in the community. Moreover, you can check the messages that have been sent if needed.

Create/Edit/Send Messages

You can create one-time messages or reusable message templates for your convenience.

1. On the navigation column, select Message module, then click New .
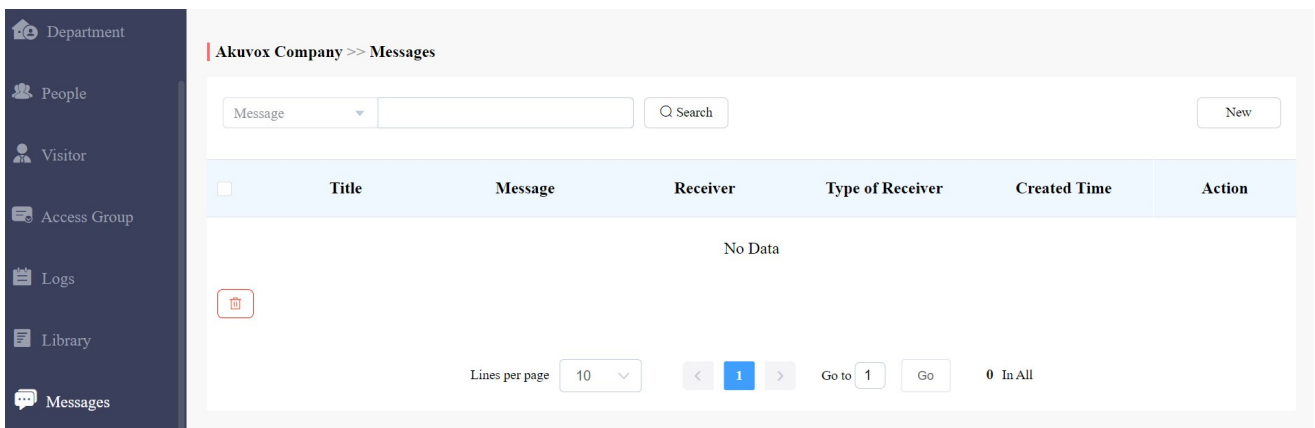
2. Create the message title and enter the message contents directly if you want to create one-time messages. And select the receiver type for the receiver side.

3. Click + Add A Template if you want to create reusable message template(s).

4. Enter template name, the message title, and contents.

You can edit and delete the message template if needed.

1. Move the arrow to the created message template.

2. Click on 🗑 if you want to delete the template directly.

3. Click on ✏️ to edit the message template you created.

After the message is created, you can send the message to the targeted resident(s) as needed.

1. Select the department(s).
2. Select and tick the checkbox of the targeted resident(s) by their UID (user identification), name, and Email, or select All to include all the residents, then click Search.
3. Click on Send to send the message to the targeted resident(s).

Search/Check/Delete Messages

You can search, check, and delete messages if needed.

1. On the navigation column, select Messages module.
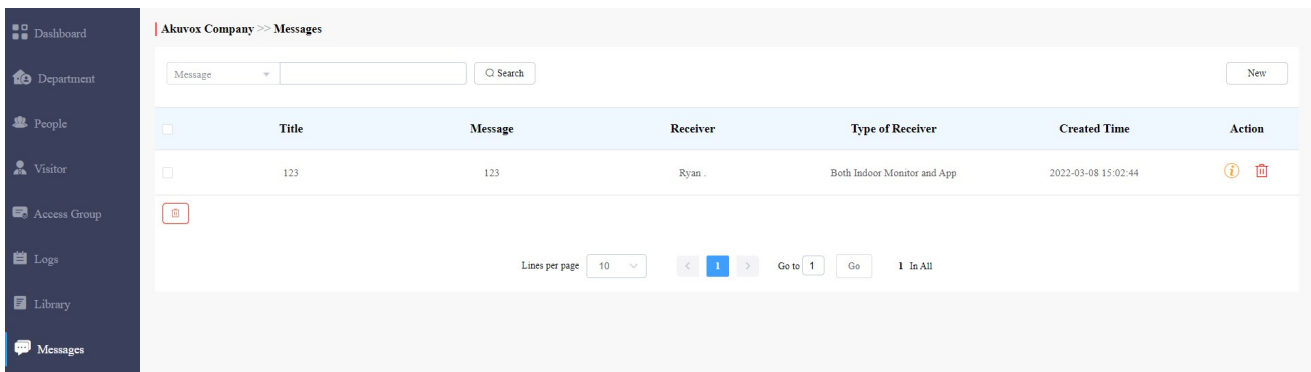
2. Search to find the message you want to check or delete.

3. Click on ℹ️ if you want to see the details of the message(s).

4. Click on 🗑️ to delete the message.

Description:

No.	Column Name	Description
1	Title	Shows the message title.
2	Message	Shows the message contents.
3	Receiver	shows who have received the messages.
4	Type of Receiver	Shows the receiver types: Both indoor monitor and app, Indoor monitor only, App only.
5	Created Time	shows when the messages are created.
6	Action	Click to ⓘ 🗑 see the message details and to delete the messages respectively.

Message Details Sample

Device Management

Devices module allows you to manage all the devices added under your property management in terms of modifying their device names, contact screen display, relays, and door unlock.

Moreover, the device module enables you to conduct device settings via provisioning, reboot and remote control.
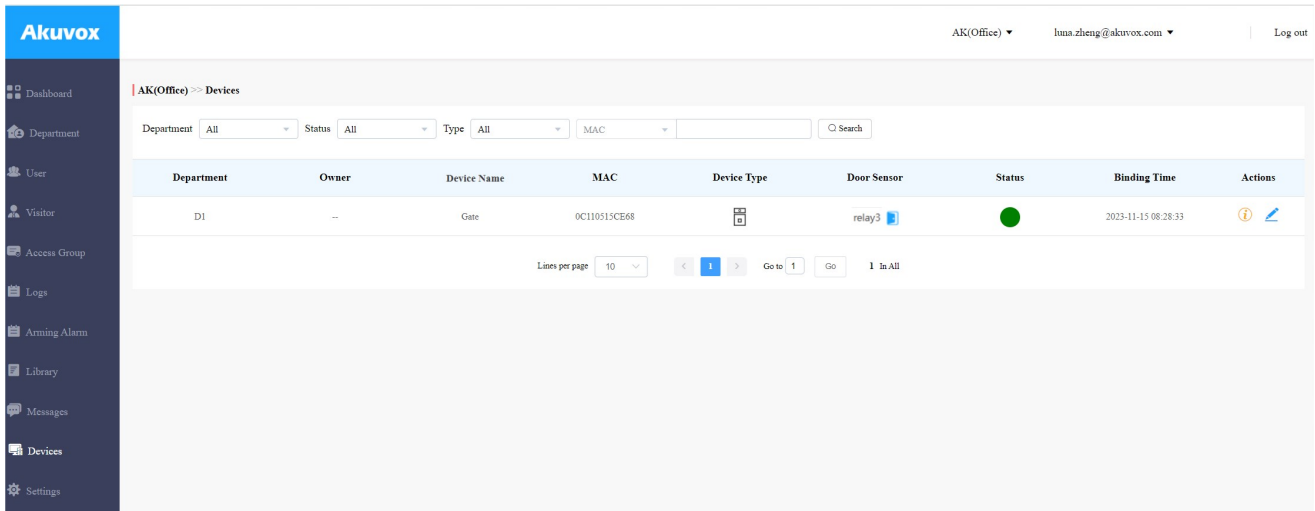
Modify Device Setting

You can modify the contact screen display, device name, relay name, DTMF code and unlock type as previously set up by your office manager.

1. On the navigation column, select Devices module.
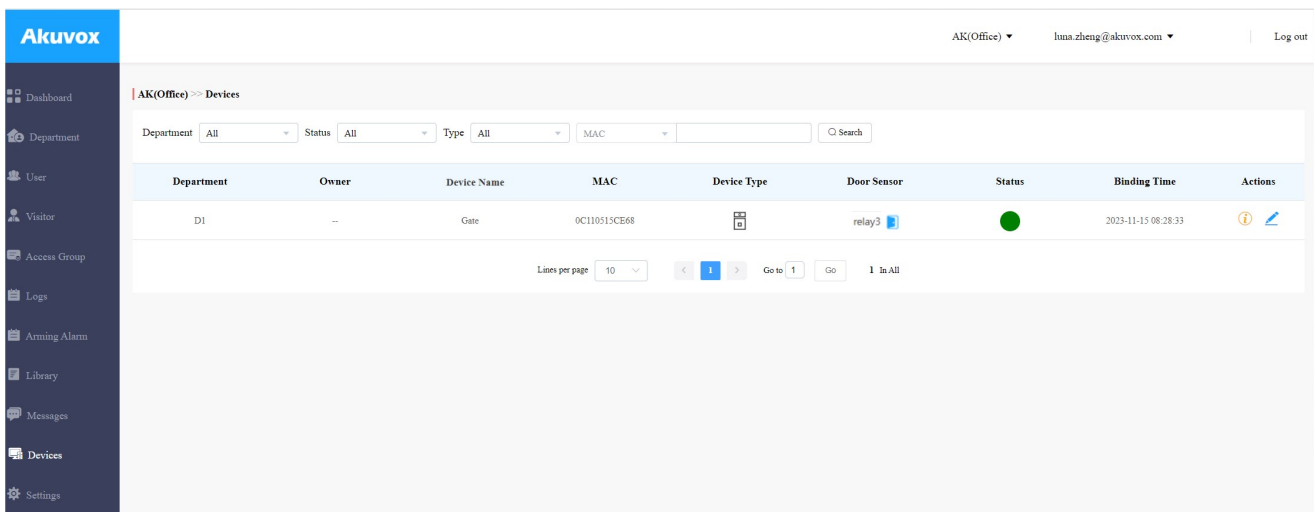
2. Search the device(s) by departments, status, types and MAC address.

3. Click on ✏ to edit the device settings.

Edit Device ✕

Department

D1

* Device Name

gate

Contact Display Settings

○ Only People

○ Indoor monitors, guard phones and apps

◉ People, Indoor monitors, guard phones and apps

Relay1   Off ⬤ On

* Relay Name

Relay1

DTMF Code

⌄

Access Method

☑ SmartPlus Homepage   ☑ SmartPlus Talking page   ☑ PIN   ☑ Face   ☑ RF Card   ☑ Bluetooth

☑ NFC

Relay Schedule   Off ⬤ On

Relay2   Off ⬤ On

* Relay Name

Relay2

DTMF Code

0 ⌄

Unlock

☑ SmartPlus Homepage   ☑ SmartPlus Talkingpage   ☑ PIN   ☑ Face   ☑ RF Card   ☑ Bluetooth

☑ NFC

Relay Schedule   Off ⬤ On

☐ To be Selected 0/1		☐ Selected 0/0
🔍 Access Group Name		🔍 Access Group Name
☐ D1 Access Group	‹ Remove Add ›	

Add Relay   **Add Security Relay**

Cancel   **Submit**

Description:

No.	Column Name	Description
1	Department	Displays in which building the device is located.
2	Owner	Displays the owner of the device, if it is a public device, will be displayed as "- -".
3	Device Name	Distinguishes the device from others.
4	MAC	Shows the device's MAC address.
5	Device Type	Indicates the device type.
6	Door Sensor	Indicates whether the door is open or not. : Close : Open So far, only R20A with firmware version 320.30.10.116 and above supports this feature.
7	Status	Green for online devices and gray for off-line devices.
8	Binding Time	Displays when the device(s) are bound with the resident. The devices will be bound automatically when they are powered on and connected to the internet.
9	Action	For modifying the device setting and displaying device information.

> **Note**
> - If SmartPlus Homepage or SmartPlus Talkingpage is not checked, the corresponding icons will not appear on the app home page.
> - You can select specific unlock methods to trigger the desired relay. For example, if you select PIN in Unlock type for Relay1 and select RF Card for Relay2, when users enter PIN codes on the door phone. only Relay1 will be triggered and vice versa. So far, only door phones R28 with firmware version 28.30.10.7 and above and X912 with firmware version 912.30.10.204 and above support this feature.
> - You can apply the relay schedule to the desired relay. So far, only access controller A01 with firmware version 101.30.10.33 and above supports this feature.

Device Setting

The Devices module allows you to configure the device data transmission types, reboot the device, remote control the device's web interface, and conduct provisioning for the devices.
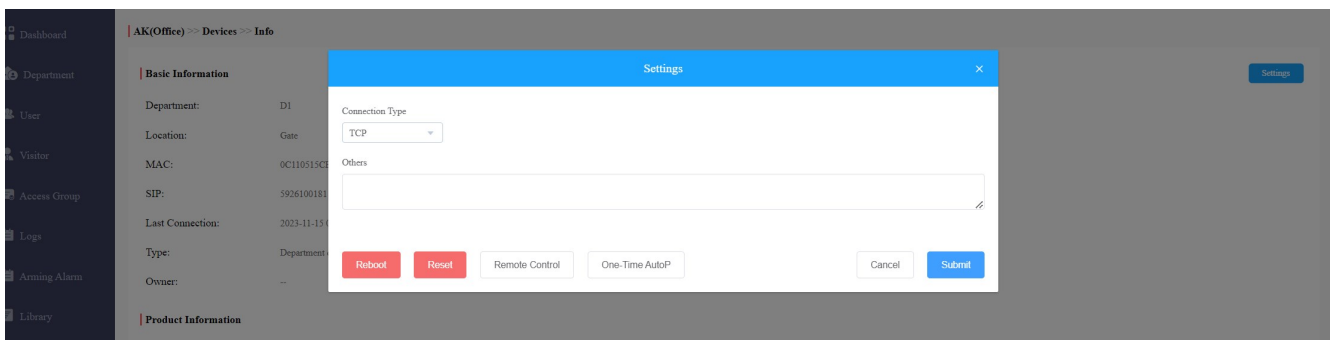
1. On the navigation column, select Devices module.

![Akuvox logo](Akuvox Open A Smart World)

2. Click on ⓘ of the specific device, then click on Settings.

3. Configure the device data transmission type in the Connect Type field.

4. Reboot or log in to the device web interface remotely via remote control.

5. Enter the commands for the Auto-provisioning, then click on Submit.

Settings

Settings module allows you to configure and modify basic settings, time settings, motion detection and visitor access settings.

Basic Setting

You can configure and modify the office information, device access type and email notification.

1. On the navigation column, select Settings module, then Basic Setting.
2. Enter the community name, address.
3. Select on/off to authorize the users to create PIN code on their SmartPlus App.
4. Select on/off to enable or disable email notification when the device is disconnected.
5. Select on/off to enable or disable the email notification when door phones with LTE function exceeds the (SIM card) data package limit.

Time Setting

You configure and modify your time setting based on your geographical location and time zone.

1. On the navigation column, select Settings module, then Time Setting.
2. Select your time zone.
3. Select your time format (24-hour or 12-hour format).
4. Select your data format (Y/M/D; M/D/Y; D/M/Y).

Motion Detection Setting

You can not only enable and disable motion detection on the door phone but also set up the device motion detection type and alert trigger delay if needed.

1. On the navigation column, select Settings module, then Motion Setting.
2. Click Enable or Disable the motion detection according to your need.
3. Select motion detection type: IR detection (IR sensor) and video detection according to your need.
4. Set alert trigger delay time when the sensor is triggered.

Akuvox Company >> Settings

Basic Setting	Time Setting	**Motion Setting**

Motion Detection

Disable ▼

Alert Delay Time

10s ▼

Submit

Contact Us

For more information about the product, please visit us at:www.globalvisionsinc.com

or feel free to contact us by Sales email: sales@globalvisionsinc.com

Telephone: 877-725-8869

Scan QR code to visit our website: