



AKUVOX SMARTPLUS USER GUIDE

About This Manual

Akuvox SmartPlus is a mobile App that can work with SmartPlus Cloud Service and smart intercom products. With the App, you can see and talk to visitors, open doors, monitor and issue virtual keys from your smartphones, making the door access management simpler and more convenient.

Introduction of Icons and Symbols

Warning:

- Always abide by this information in order to prevent the person from injury.

Note:

- Informative information and advice for the efficient use of the device.

Caution:

- Always abide by this information in order to prevent damage to the device.

Related Documentation

You are advised to refer to the related documents for more technical information via the link below:

<https://www.globalvisionsinc.com/akuvox/akuvox-knowledge-base/>

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1. Get Started

1.1. Before you use

To make login and setup as smooth as possible, have the following items available:

- An internet connection through a Wi-Fi network or cellular data service through a carrier.
- SmartPlus App. You can download and install this App on Google Play Store or App Store.
- Your SmartPlus account.

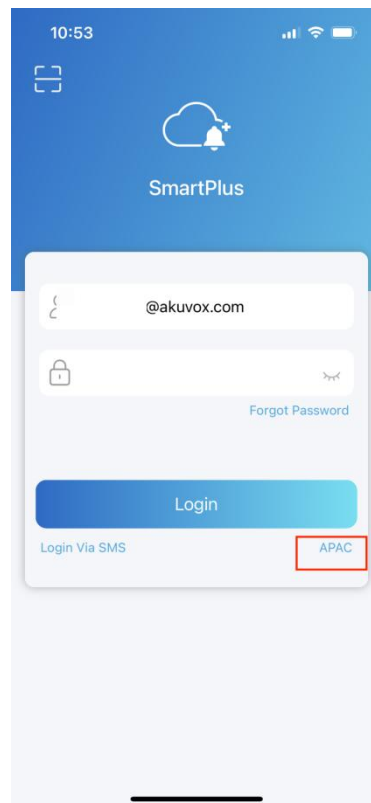
To obtain an account, you need to provide an Email address and/or a phone number (if you'd like to login or reset your password via SMS) to your service provider. You then will receive an Email from Akuvox with your username, password and a QR code for login. Or you can enter your phone number and login with a verification code sent via SMS.

1.2. Logging in

With the account, you can sign in the SmartPlus App and access services such as receiving calls, opening doors, monitoring, checking door logs and histories, issuing virtual keys and more, with your phone.

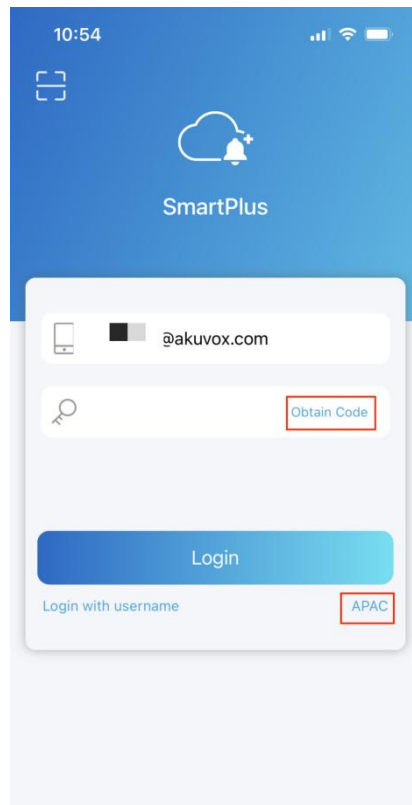
To sign in the App, do one of the following:

- **Login with username**
 - Choose your area in the lower-right corner
 - Enter your username and password, and tap **Login**.



- **Login via SMS**


- Choose your area in the lower-right corner.
- Enter your mobile number, and tap **Obtain Code**.
- You will soon get a text message with a verification code.
- Enter the code in the corresponding box and tap **Login**.



● Login with QR code

- Use your PC or other devices to open the welcome Email sent from Akuvox, and you will see a QR code.

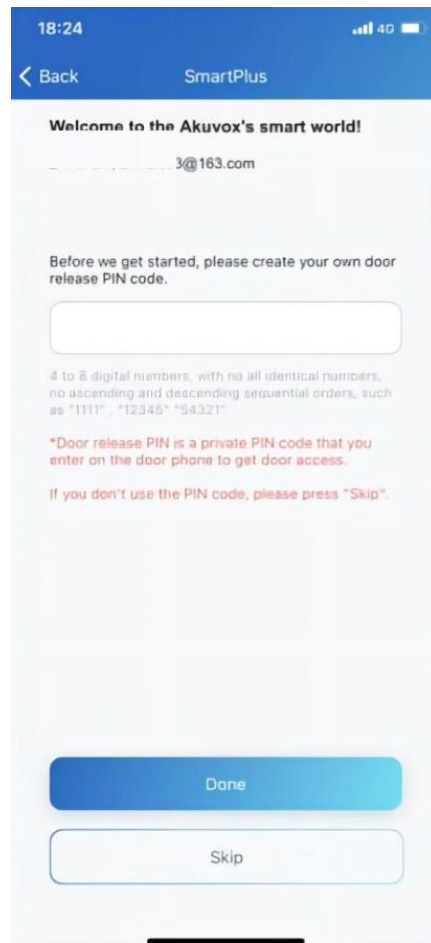
If you open the Email with your phone, save the code to the photo album.

- Open SmartPlus, tap **the scan icon**  in the upper left corner, and the QR code scanner will be opened.
- Center the QR code in camera view and you can log into the App automatically. Or you can choose the Code picture from your album to log into.

If you forget the password, see 3.1.4 Forgot Password.

Note

- For multi-tenant building users, there will be a PIN setting page showing up. You can set a PIN for door access, or tap **Skip** to set up PIN later or whenever you need.



2. Features

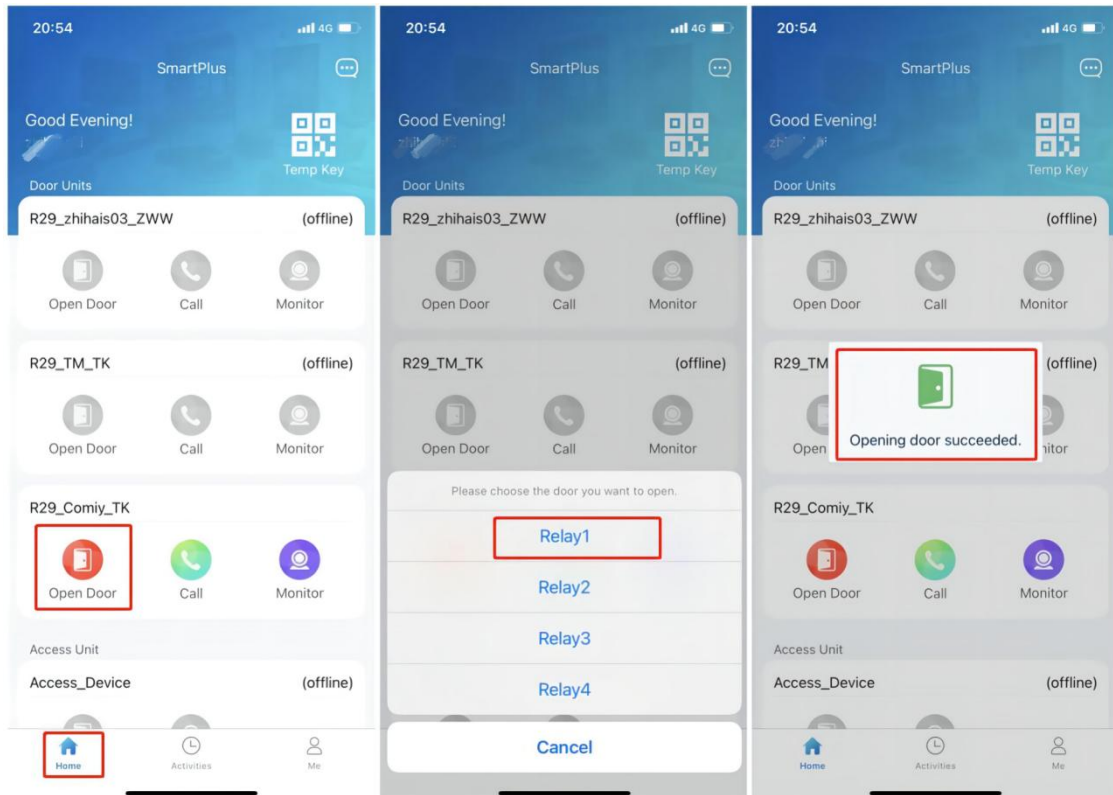
2.1. Door access

There are various access control options such as NFC, Bluetooth, PIN code, temp Keys, face recognition and remote open door. You can choose any of them based on your habits and preferences.

2.1.1. Remote opening

You can open the door directly for your visitors just by tapping the specified softkey.

- Tap **Home**.
- Choose the device, and tap Open Door.
- Select the relay (the door) in the list.

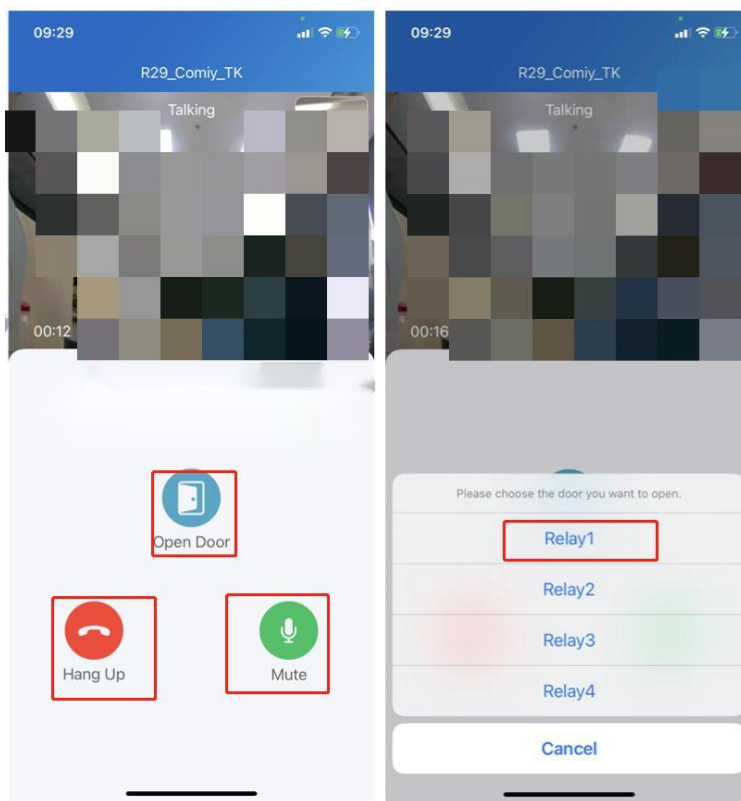


2.1.2. Opening the door while on a call

You can make or receive a call. During a call, you can open the door for visitors, mute the microphone and hang up the call.

To open the door when answering a call, do as the following:

- Tap **Open Door** on the talking page.
- Select the relay from the list.



What else you can do on the talking page:

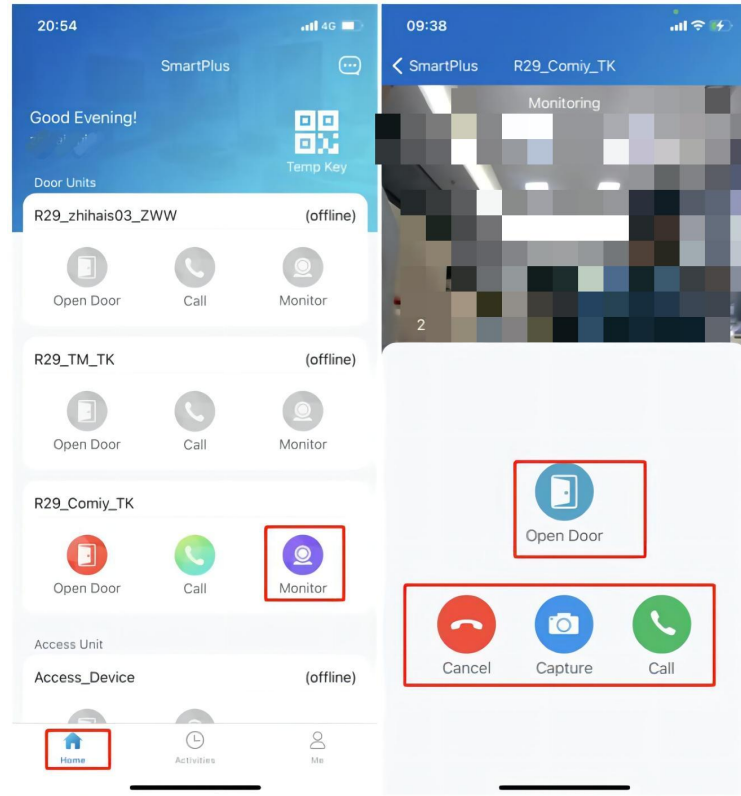
- Tap **Mute** to silence your microphone while on the call.
- Tap **Hang Up** to end the call.

2.1.3. Opening the door on the monitoring page

You can watch the live video to know who is standing in front of your door, and then decide whether to open the door or not.

To open the door, do as the following:

- Tap **Home**, and choose the device.
- Tap **Monitor**.
- To let the person enter your home, tap **Open Door** and select the relay.



What else you can do on the monitoring page:

- Tap **Cancel** to exit the current video watching a page,
- Tap **Capture** to make a screenshot,
- Tap **Call** to make a call with the visitor.



2.1.4. Unlock the door with Temp Keys

A Temp Key can be a QR code or an 8 bits PIN. You can customize its validity period and the times for use, and the key will be valid immediately you create it. You can issue temp keys for your visitors, housekeepers, dogwalkers and so on.


2.1.4.1. Create a Temp Key

To issue a Temp Key, do one of the following:

- **In Home page**

- Tap the **icon of the QR code**  in the upper right corner.
- Tap **add icon** .
- Enter the key user's name. Depending on the Repeat Mode you choose, you may be asked to set up valid Counts and/or Time for the key.
- Tap **Submit**.


- **In Me page**

- Tap **Me** in the bottom tap bar.
- Go to **Authorization > Temp Keys**, and tap **add icon**  in the upper right corner.
- Enter the key user's name. Depending on the Repeat Mode you choose, you may be asked to set up valid Counts and/or Time for the key.
- Tap **Submit**.

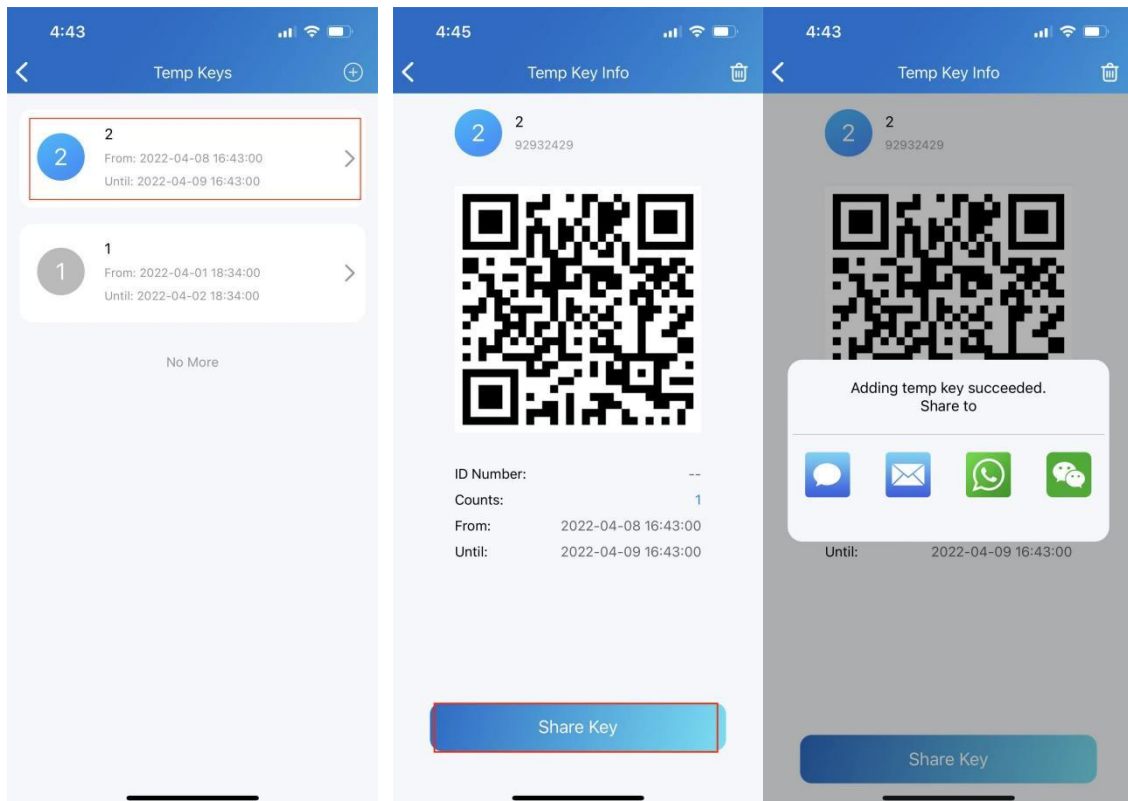
You can see the key on the Temp Keys page at any time.

2.1.4.2. Share a Key with the visitor

After creating a new key, you can share it with the designated user.

- Tap the **QR code icon**  on the Home page or go to **Me > Authorization > Temp Keys**.
- Tap the **key** you created for the user, then tap **Share Key**.
- Share the key to a contact in your messages, email or WhatsApp.

You can repeat the above steps for each visitor you want to share a key with.



2.1.4.3. Use a key for entering

All visitors with shared temp keys can enter the gate directly. You will get a push notification on your phone when they come into your house.

See the following to learn how to use the keys:

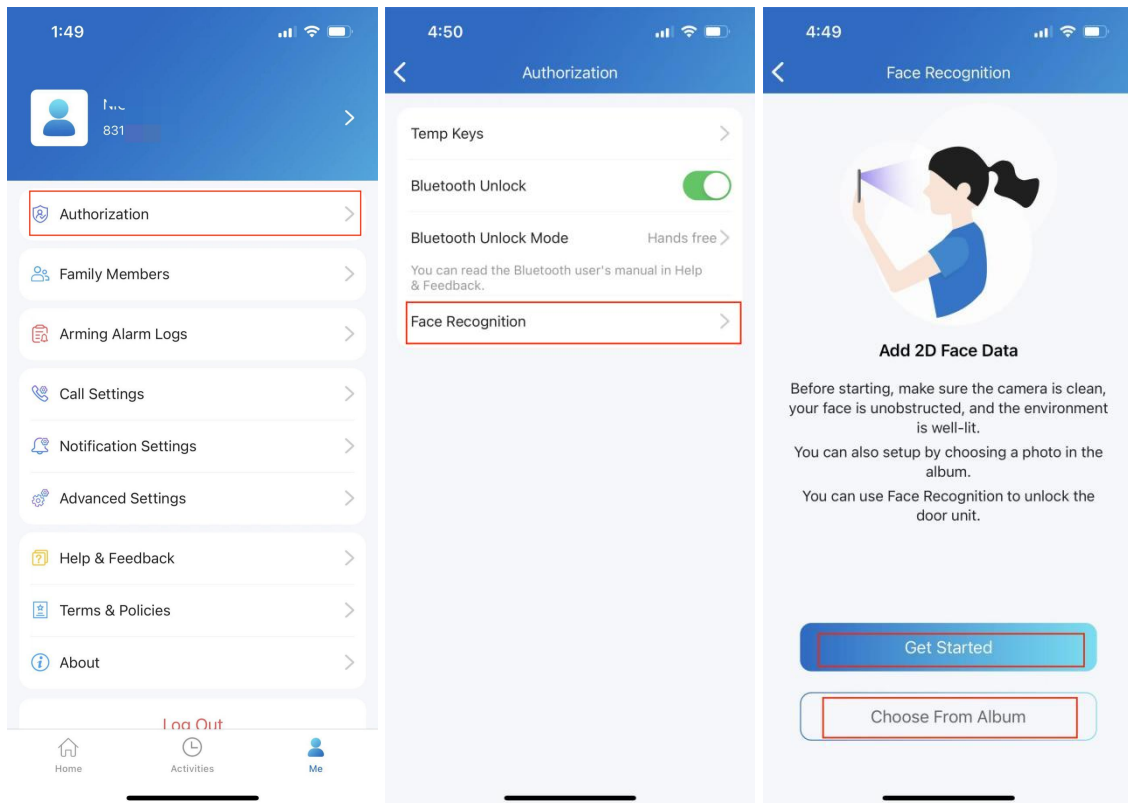
- **A QR code key.** Tap **Temp Key** on doorphone's screen, and place the QR code in front of its camera. When the camera reads the code, the door will open automatically.
- **A PIN code key.** Tap on **the PIN** on doorphone's screen, enter the code, and the door will open automatically.

2.1.5. Unlock the door with face ID

Using the facial recognition feature helps you to open the door fast and safely.

2.1.5.1. Set up face ID

- Go to **Me > Authorization > Face Recognition**.
- Tap **Get Started** or Choose a photo from Album, then follow onscreen instructions.



2.1.5.2. Use face ID to open door

After you set up your face ID, you can use it for door access.

- Tap **doorphone** to wake it
- Make sure your face is centered in the camera view, glance at the camera, then the door will be open automatically.

2.1.6. Unlock the door with NFC

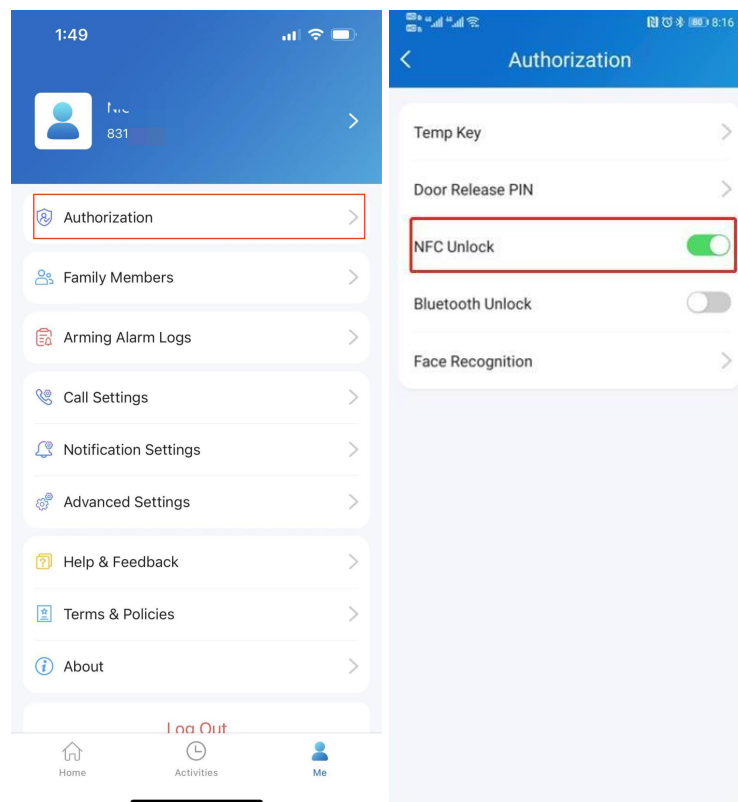
It is convenient when using a phone with NFC feature to open the door. You just need to put your phone onto the doorphone's card reader, then the door will open for you.

Note

- This method does NOT work on iPhones and Android phones without the NFC feature.

2.1.6.1. Enable NFC to unlock

Go to **Me > Authorization**, and turn on NFC unlock. This function will be activated immediately.



2.1.6.2. Use NFC to open door

Ensure NFC is turned on, both on your Android phone and SmartPlus App, before using this feature.

- Wake your phone.
- Place the NFC detection areas of your phone and the doorphone close together for a few seconds. Then the door will open automatically.

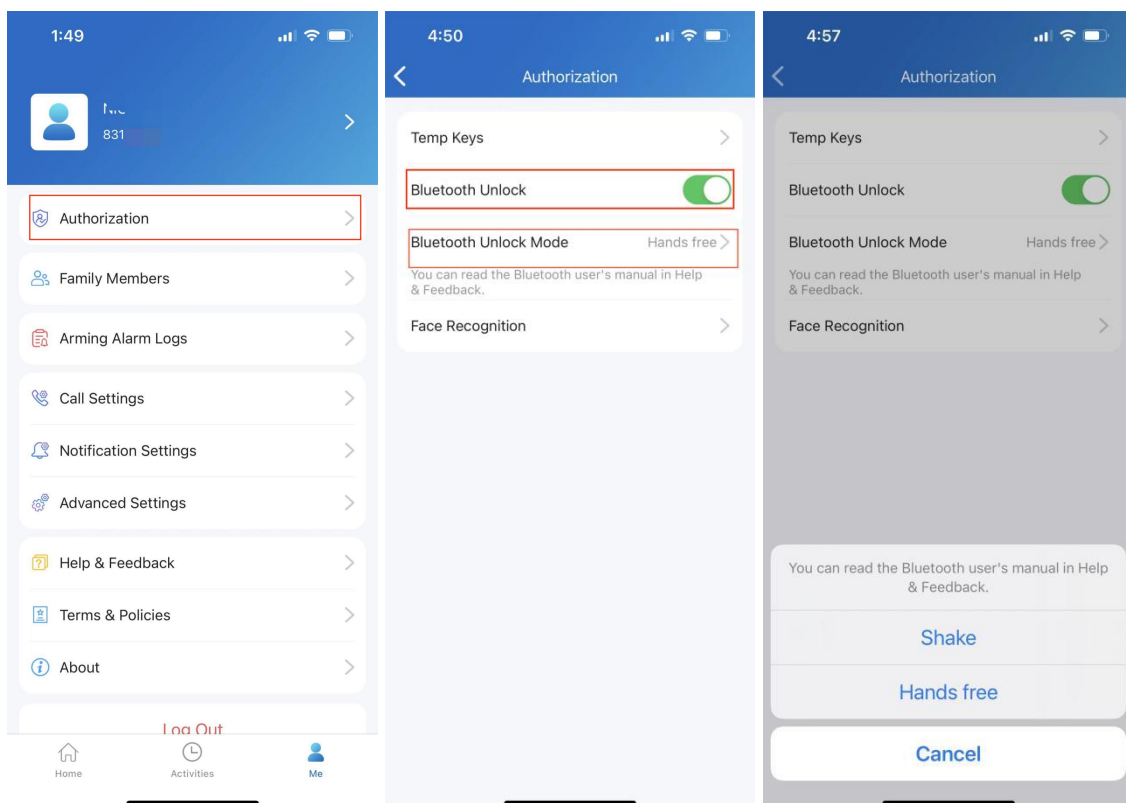
2.1.7. Unlock the door with Bluetooth

Alternatively, you can use a Bluetooth connection to open the door without touching it.

2.1.7.1. Enable Bluetooth Unlock

- Go to **Me > Authorization**, enable Bluetooth Unlock, and follow onscreen instructions.
- Select a Bluetooth Unlock Mode between Shake and Hands free.

If you are an Android user and select Hands free mode, follow onscreen instructions to complete Permission Settings.



2.1.7.2. Use Bluetooth for contactless door access

Ensure Bluetooth is turned on, both on your phone and SmartPlus App, before using this feature.

- **Shake mode.** Place your phone near the door unit, shake your phone a few times, and the door will open automatically.
- **Hands free mode.** Your phone must be within about 3.3 feet (1 meter) of the door unit, and the door will open automatically.

Note

- Only X912 door phone supports Hands free unlocking mode.
- Only X916, X915, R29 and E16C support shaking phones to unlock doors.

2.1.8.Unlock the door with PIN code in a multi-tenant building

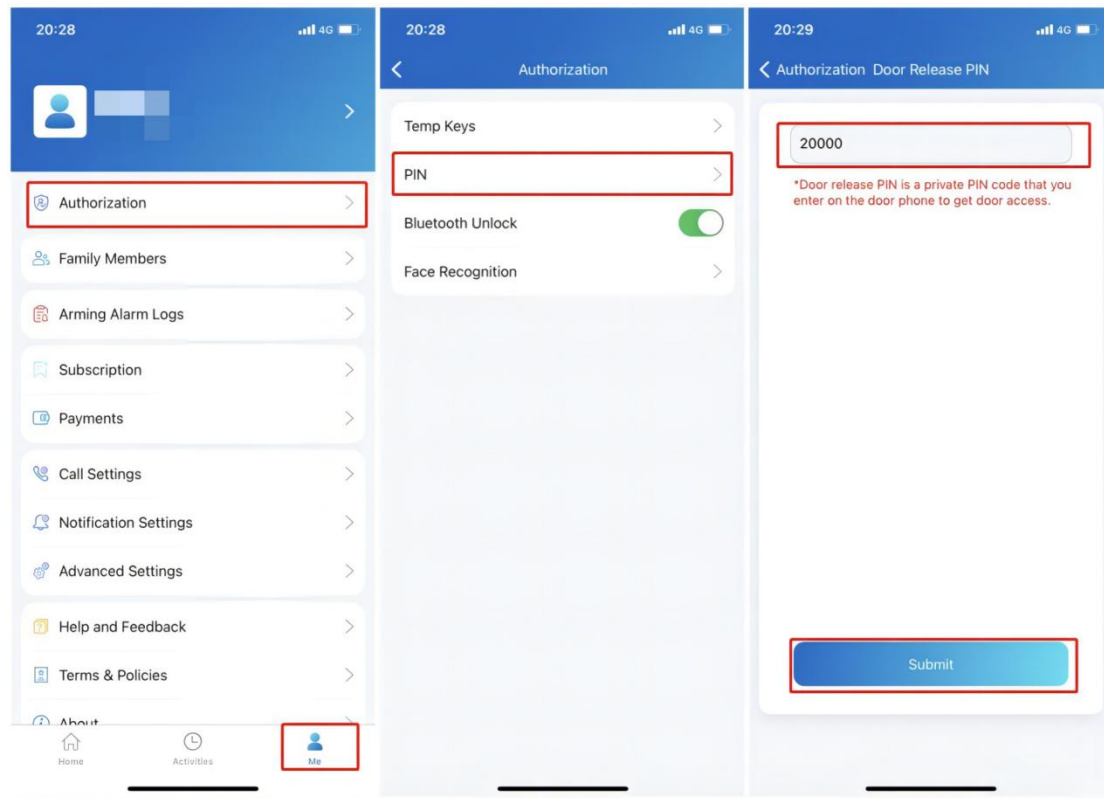
You can enter a private PIN code for door access.

Note

- This function is **ONLY** for multi-tenant project users.

2.1.8.1. Set or change the PIN code

If you didn't set up a PIN code when your first login, or you want to change the code for better security, go to **Me > Authorization > PIN**.



2.1.8.2. Unlock the door with PIN code

After you set a PIN code, you just need to enter the code on the keypad (depending on the door units model, the keypad could be a softpad or a physical one) to make the door open.

2.2. Calling

Note

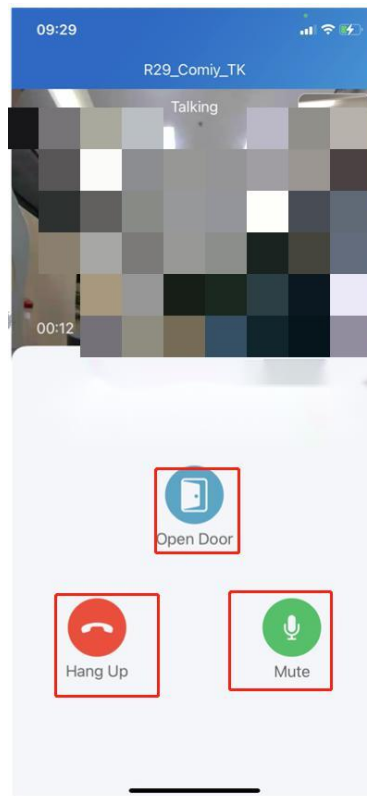
- When you sign in the App with an official account that does NOT enable the calling feature, you can not receive any calls or make calls by Tapping **softkey Call** on the Home page. Accordingly, there are no Call Histories on the Activities page.

2.2.1. Make outgoing calls

To start a call, Tap **Call** on the home page, on the monitoring page, or choose a family member.

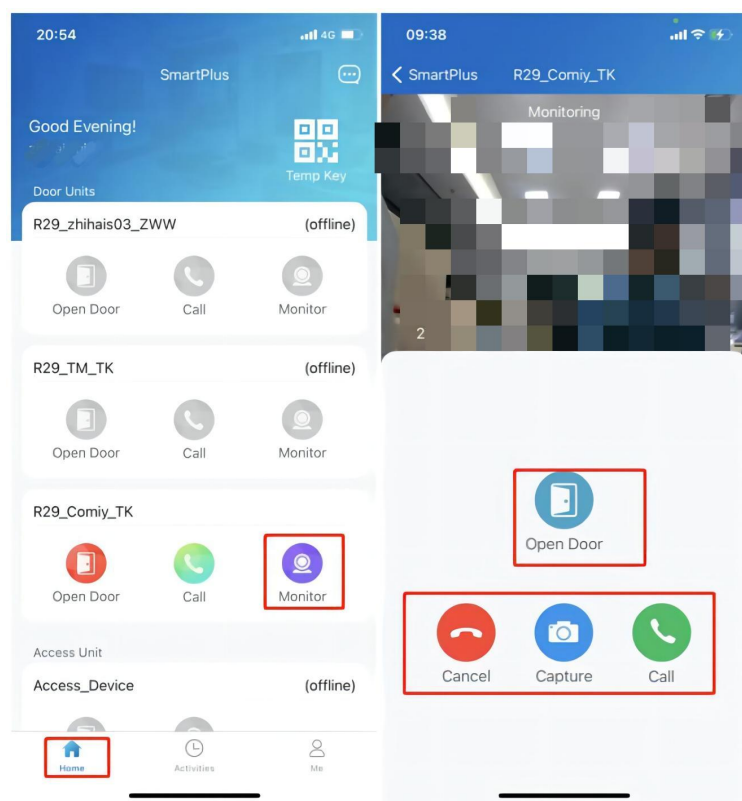
2.2.1.1. Call a device

- Tap **Home**.
- Choose a device you want to call.
- Tap **Call** to start a call.



You can also preview the monitoring video and make a call.

- Tap **Home**.
- Choose a device
- Tap **Monitor** to preview the monitoring video, and Tap **Call** if you'd like to make a conversation with the visitor.

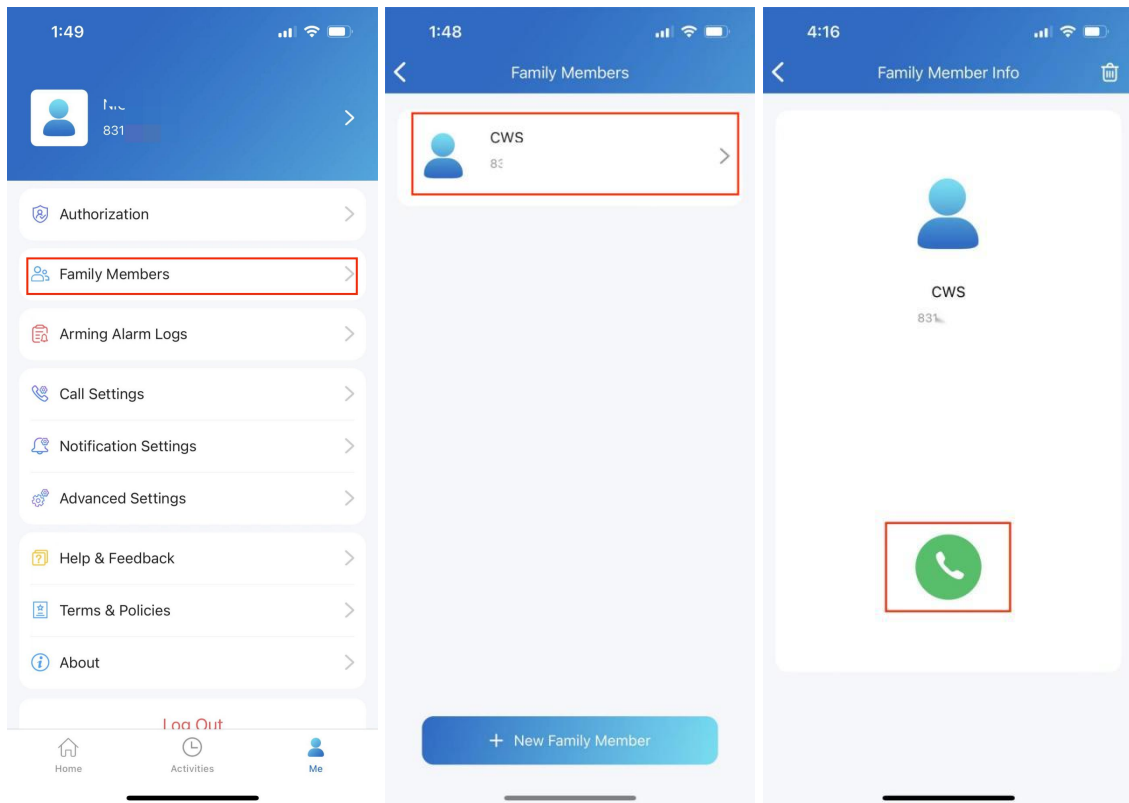


2.2.1.2. Call a family member

- Tap **Me** in the lower-bottom tap bar.
- Tap **Family Members**, and tap the member you want to call.

Note

- Only audio calls are allowed between App users.



2.2.2. Landline, contact and call preference

You can answer or decline a call on the App, or you can forward a call to landline number(s).

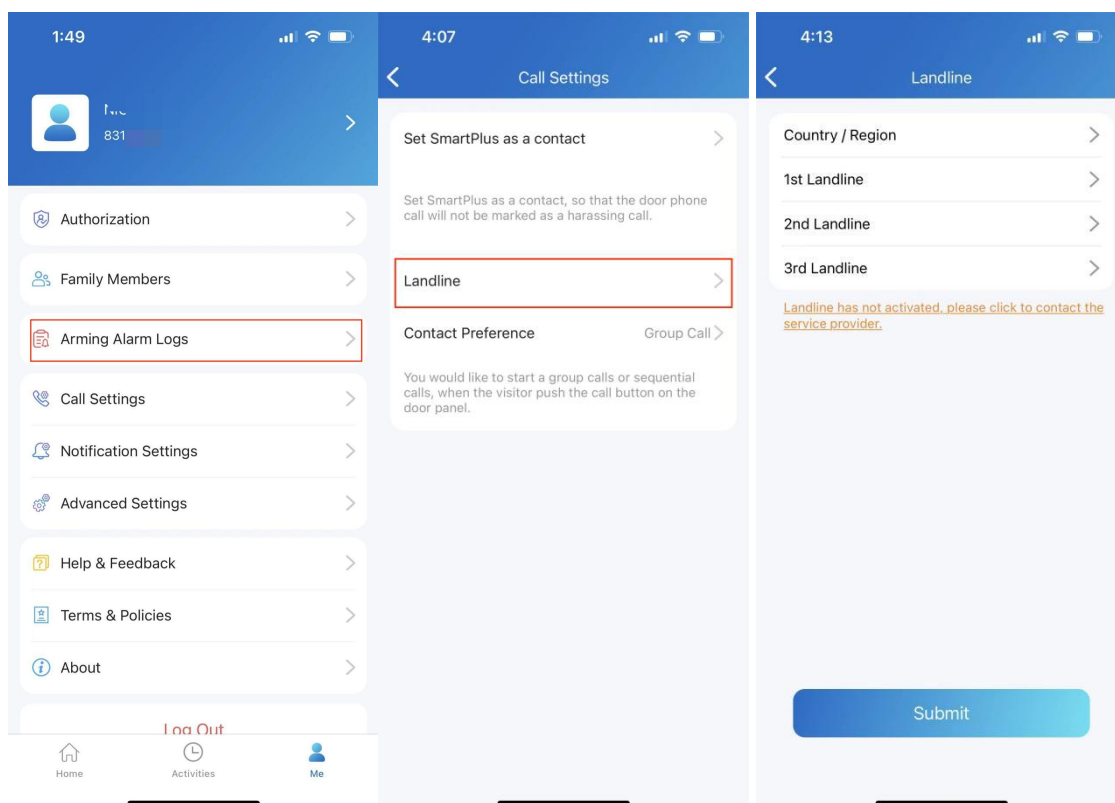
2.2.2.1. Call forwarded to phone

To set up call forwarding, do as the following:

- Go to **Me > Call Settings**.
- Tap **Landline**, select the country/region the phone number(s) forwarded.
- Enter the number(s) in your preferred order.

Note

- A home master can add 3 forwarded landline numbers while the added members only 1 number.



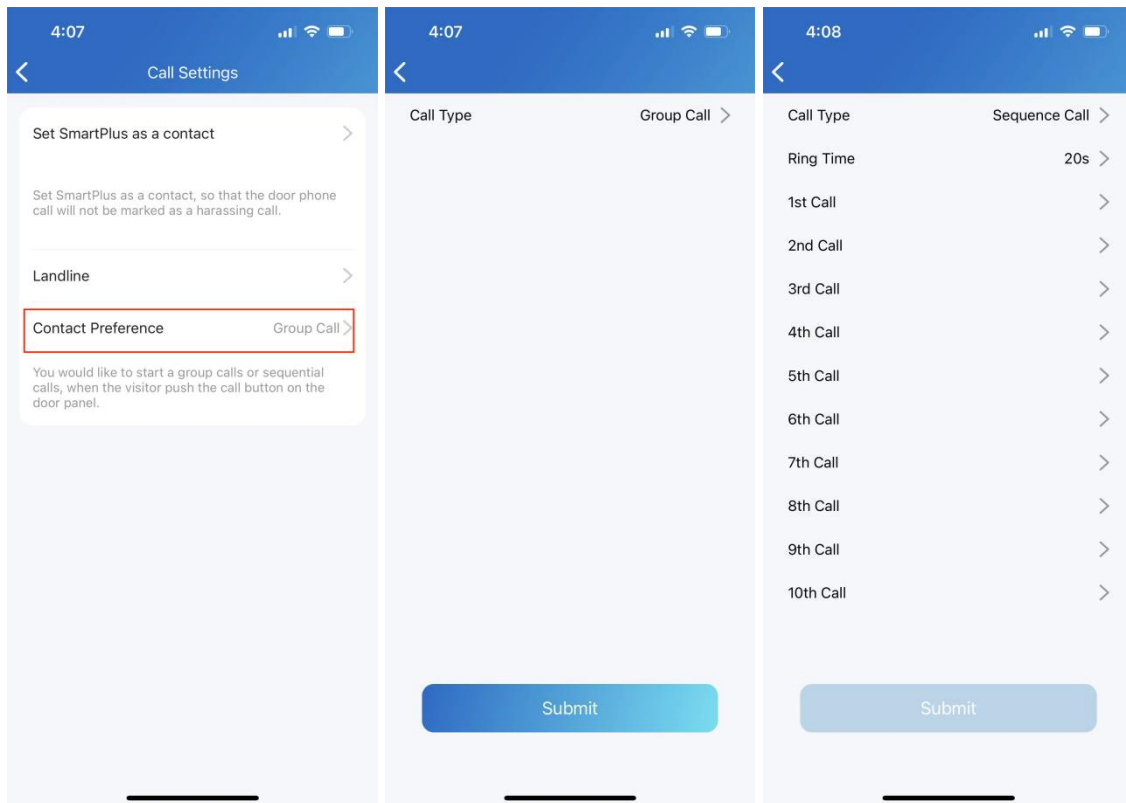
2.2.2.2. Set up call-answered order

Note

- Only the home master who owns the main account can set up call preference. Calls will only be forwarded to the phone number(s) added by the main account.

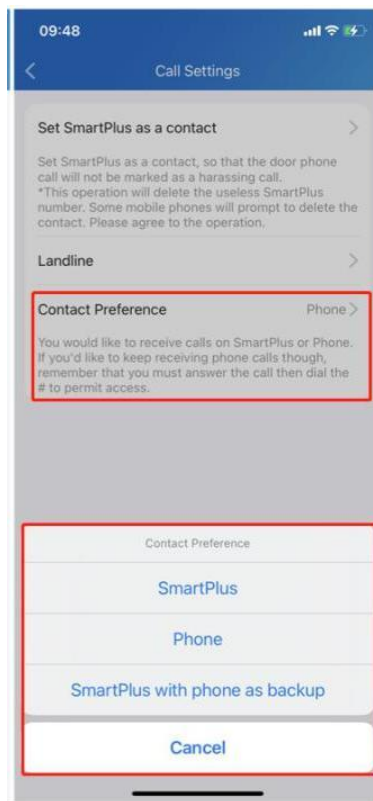
If you are a single-tenant user, you can choose a calling preference type between group call and sequence call.

- Go to **Me > Call settings**.
- Tap **Contact Preference**.
- Choose a call type and follow the onscreen instructions.
 - **Group Call**. All indoor monitors will receive the call. At the same time, family members will receive it in their Apps.
 - **Sequence Call**. The devices, family members and landline numbers in the same family will be called based on the preset order.



If you are a multi-tenant project user, you can choose among 3 options: SmartPlus, Phone, and SmartPlus with Phone as backup.

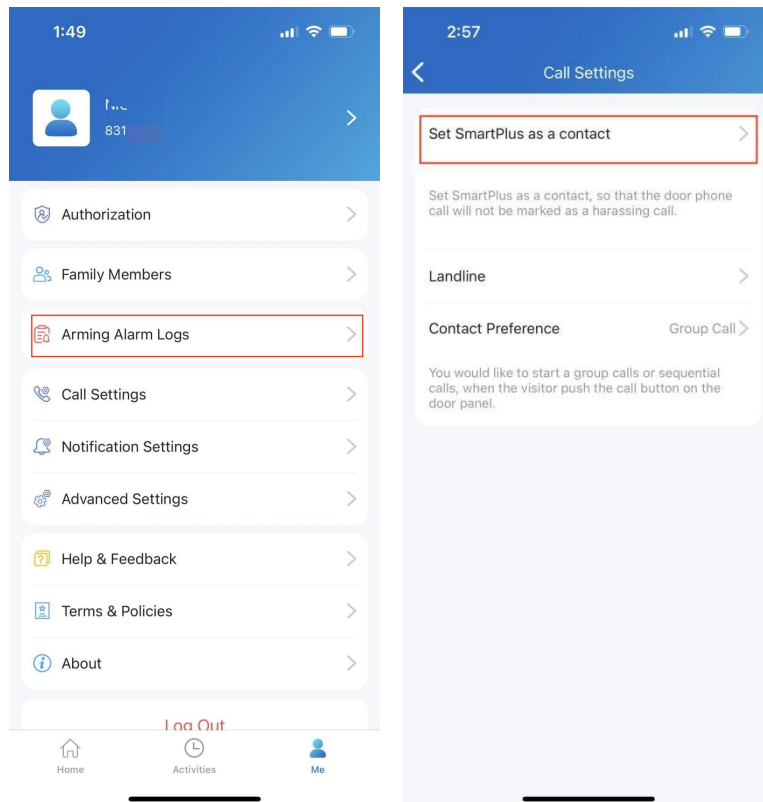
- Go to **Me > Call settings**.
- Tap **Contact Preference**.
- Choose a call type.
 - **SmartPlus.** SmartPlus and indoor monitor(s) will be called.
 - **Phone.** Phone and indoor monitor(s) will be called.
 - **SmartPlus with Phone as backup.** SmartPlus and indoor monitor(s) will be called first, then the forwarded phone number if the call was not answered.



2.2.2.3. Set SmartPlus as a contact

You can set SmartPlus as a contact, in case calls from doorphones are marked as harassing ones. By doing so, you would not miss the calls.

- Go to **Me > Call settings**.
- Tap **Set SmartPlus as a contact**, and you can find Doorphone Call Number in your phone's contact list.

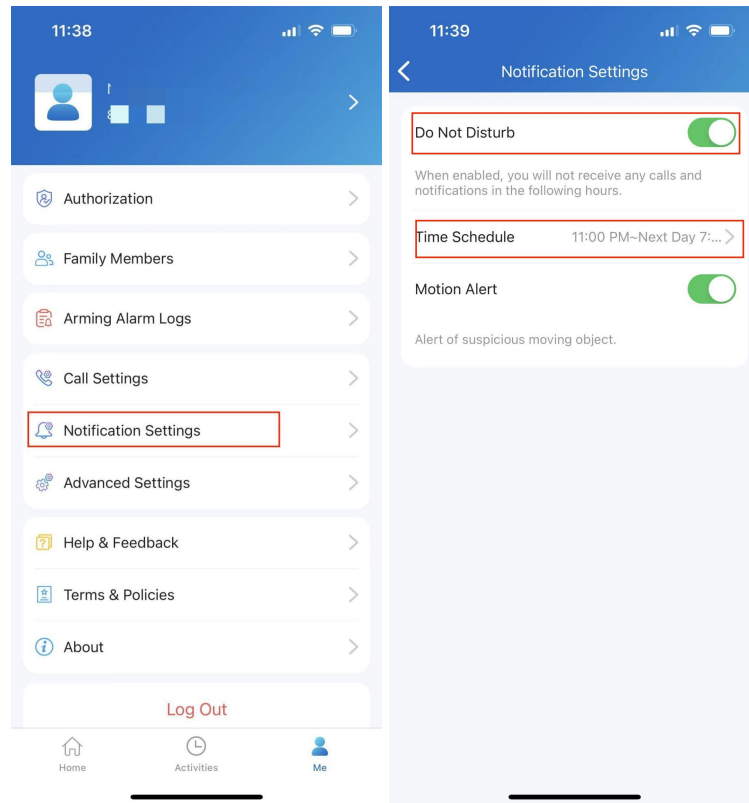


2.2.2.4. Not to receive calls

The app can silence all calls when you do not want to be disturbed.

- Go to **Me > Notification Settings**.
- Turn on Do Not Disturb.
- Set up Time Schedule.

Call histories will still be recorded when enabling Do Not Disturb.



2.3. Security

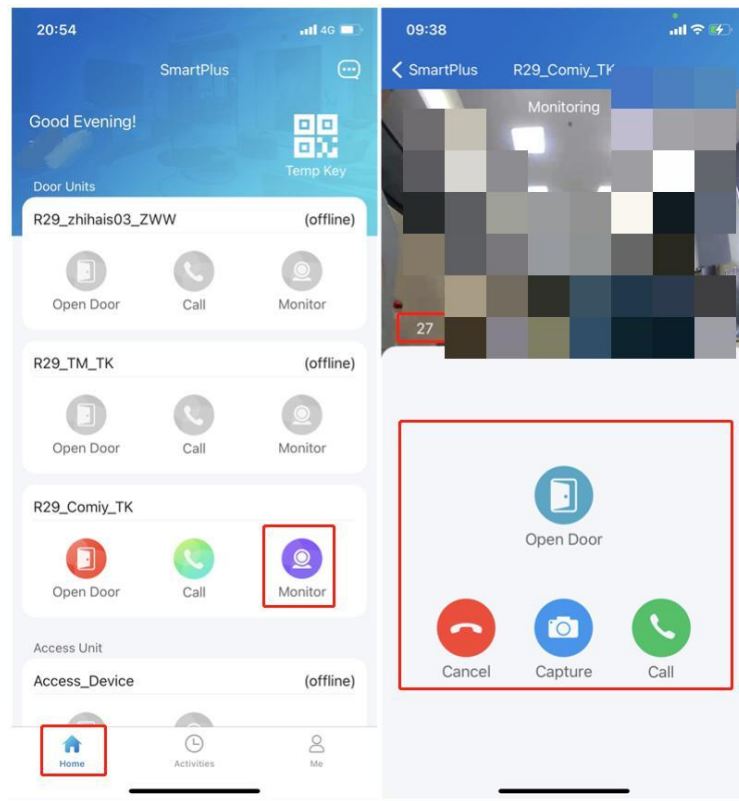
2.3.1. Monitor

You can check the monitor video to see who's the visitor or what's happening at your front door.

- Tap **Home**.
- Select the device and Tap **Monitor**. The monitoring video will be shown for 30 seconds.

What you can do on the monitoring page:

- Tap **Cancel** to exit the current video watching page.
- Tap **Capture** to make a screenshot.
- Tap **Call** to make a call with the visitor.
- Tap **Open** to unlock the door.

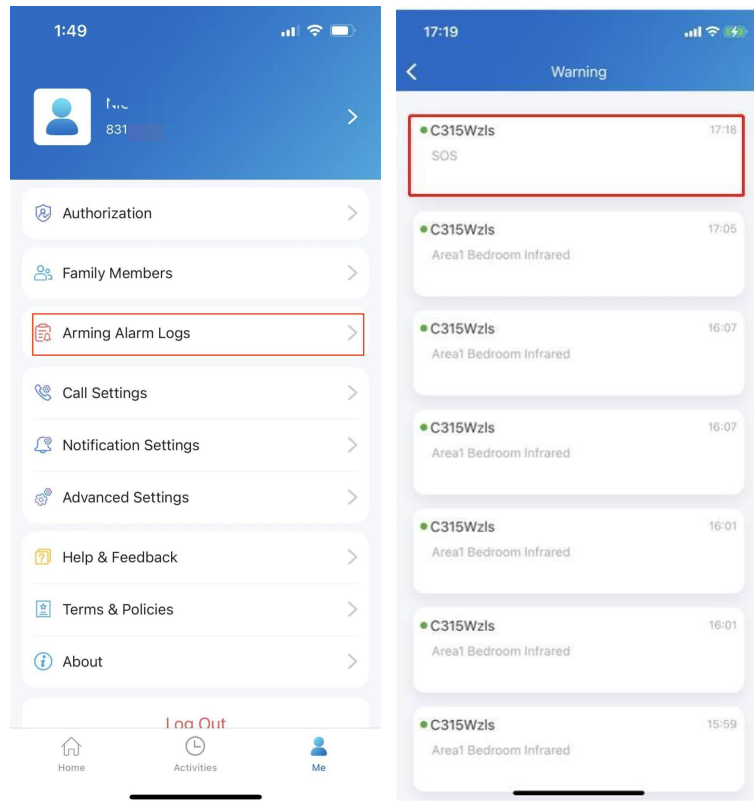


2.3.2. Alarm and SOS warnings

Alarm and SOS warnings triggered by indoor monitors can be received on the App. You can go to **Me > Arming Alarm Logs** to see and deal with warnings, or tap Deal on the popup notifications.

Note

- When a red dot appears in the Arming Alarm Logs bar, it means there are new warning messages to be dealt with.

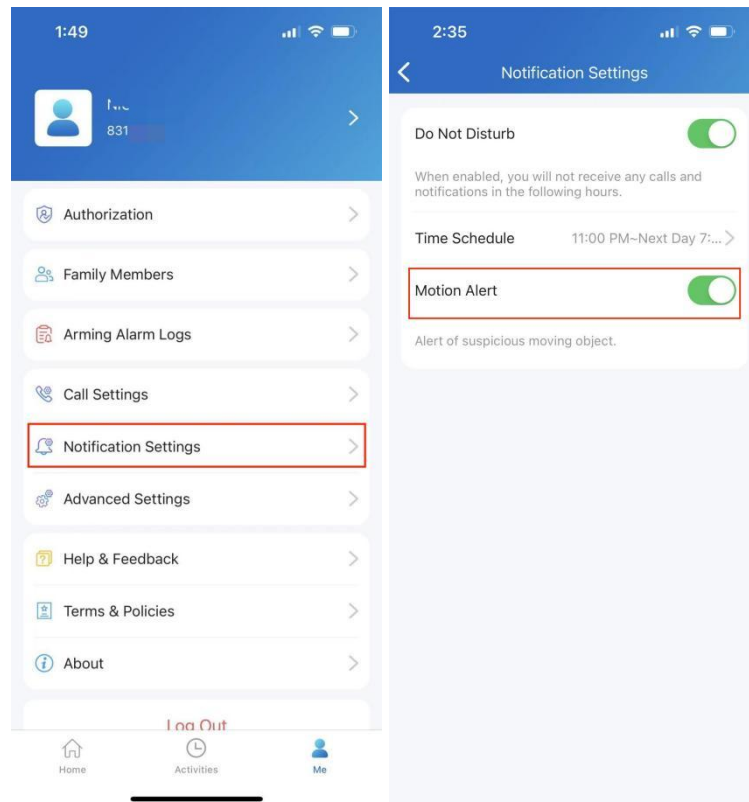


2.3.3. Motion alert

Motion alert will be sent to you whenever an alert is triggered by a suspicious motion event.

Before you can receive and see such notifications, you need to:

- Enable Motion function in the web portal.
- Go to **Me > Notification settings**, and turn on motion alert.




2.4. Messages and Notifications

2.4.1. See messages you've received

2.4.1.1. See messages sent from Cloud and devices for managing the use

To see messages sent from the Cloud and devices for managing the use, do the following:


- Tap **Home**.
- Tap the **Message icon**  in the upper right corner.

If there is a red dot appearing, it means that you have new or unread messages.

Note

- The home master who operates the main account can delete messages by Tapping the **Deleting icon** in the upper right corner, while the sub-accounts can not do so.

2.4.1.2. See package room messages


To see package room messages, go to **Home > Message icon**  in the upper right corner.

Note

- Only for communities subscribing to premium feature plans.
- Only R29 doorphone supports for pushing package room messages. And the old version App can not receive such messages.

2.4.1.3. See Temp key used messages

The user who creates a Temp key will receive a message about the key being used. For example, if the PIN key is created by your account, you will receive a message on the App login with your account when it is being used.

To view Temp key used messages, go to **Home > Message icon**  in the upper right corner.

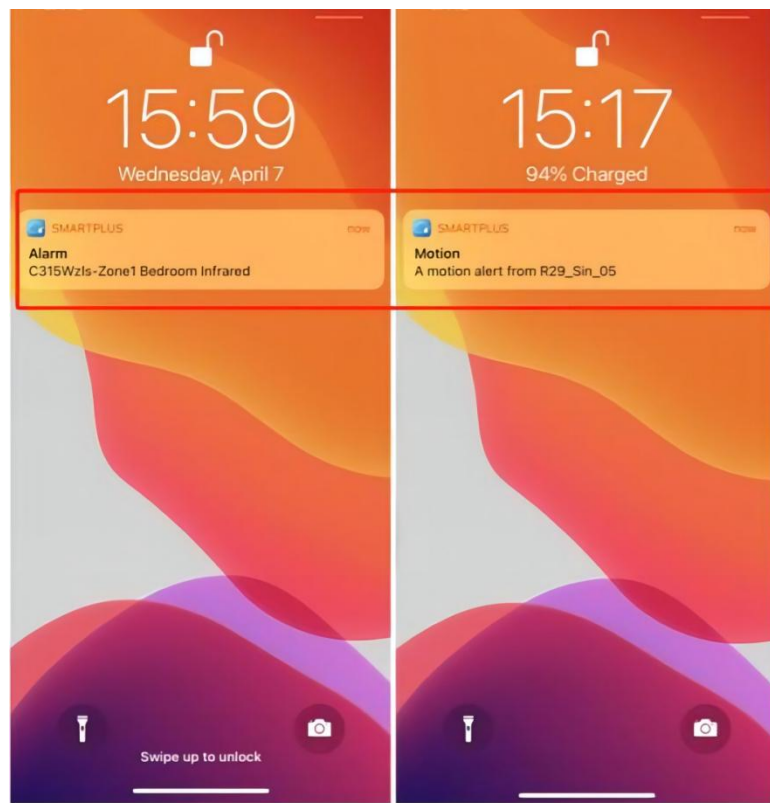
Note

- App with Cloud 6.1 or later supports for pushing this kind of message.

2.4.2. Receive popup offline notifications

When the App is running in the background, the following types of messages will be pushed as pop-up notifications that appear on your desktop:

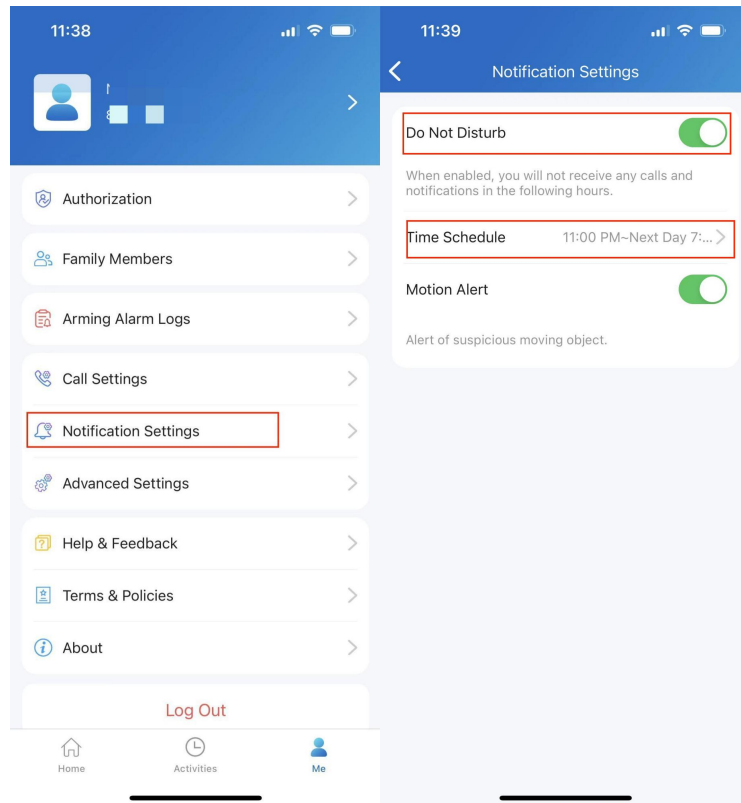
- Messages sent from Cloud and property managers
- Temp key used messages
- Package room messages
- Motion alert
- Alarm
- SOS




2.4.3. Not to receive notifications

You will not receive notifications (except Alarm warnings) if you enable Do Not Disturb function.

- Go to **Me > Notification Settings**.
- Turn on Do Not Disturb.
- Set up Time Schedule.



To see messages and notifications received when Do Not Disturb is on, go to **Home > Messages icon** .

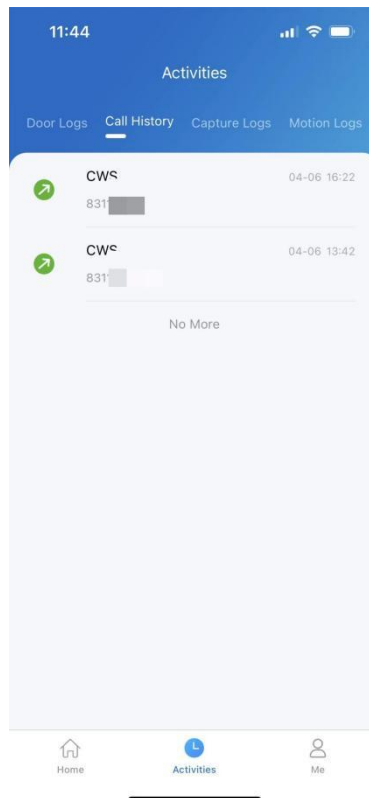
2.5. Logs and Histories

All devices' logs are available, such as door logs, call history, capture logs and motion logs. You can also set up log level and upload it to the Cloud.

2.5.1. Check door access histories

All the calling, opening and monitoring-related histories are recorded. Via these logs, you can know which device at what time do what. Tap **Activities** in the bottom Tap bar to see any of the following:

- **Door logs:** All the calling and door opening histories.
- **Call history:** All the outgoing/incoming/missed calls.
- **Capture Log:** All snapshots made from live videos.
- **Motion logs:** All the detected suspicious motions triggered by door units.

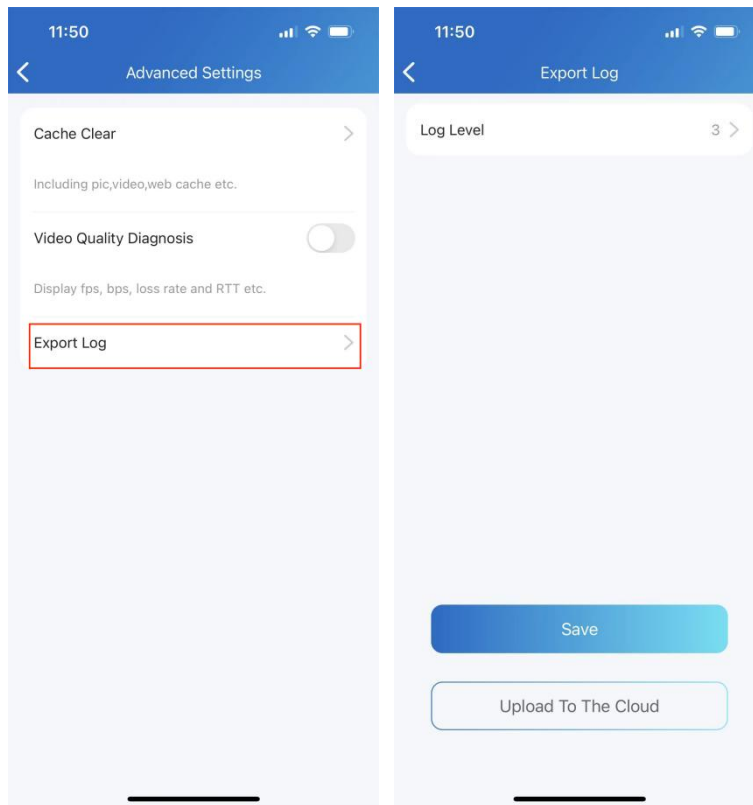


2.5.2. Set up, export and upload log

The log has 7 levels. The level is 3 by default. The higher the level is, the more detailed the log content is. You can export and send detailed logs to Akuvox technical engineers to analyze problems if the device malfunctions.

- Go to **Me >Advanced Settings >Export Log**.
- Select a level and Tap **Save**. You can ask our technical engineer for detailed information on each level.

If you want to upload the current log to the cloud, tap **Upload**.



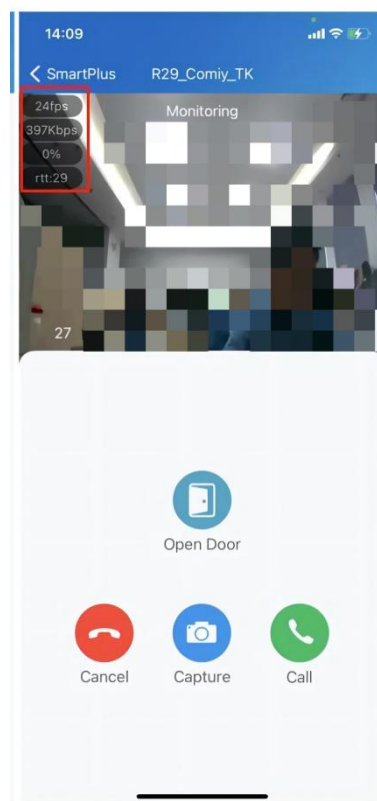
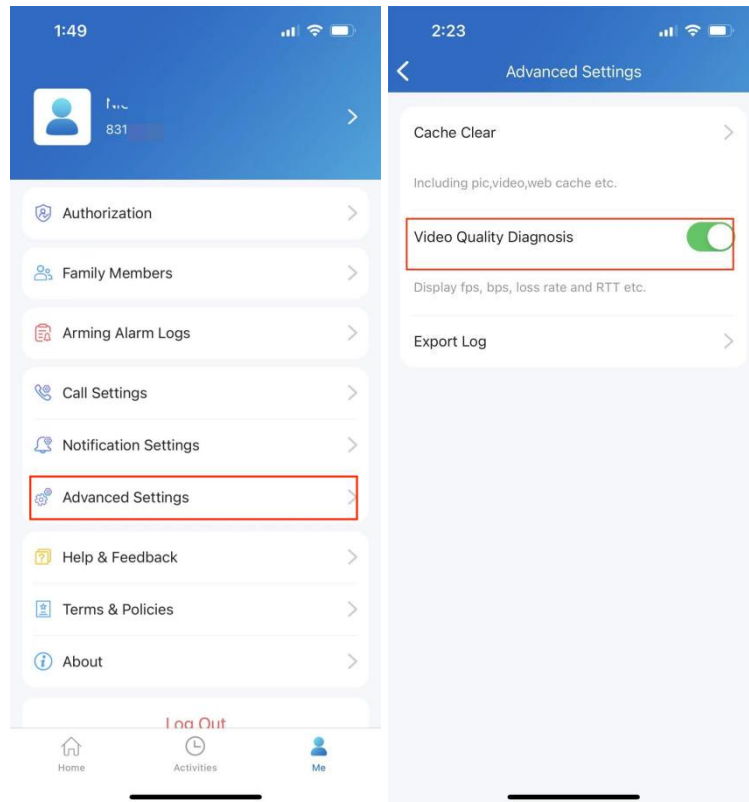
2.6. Advanced settings

2.6.1. Check your video communication qualities

You can use Video Quality Diagnosis to check real-time video quality. It can be applied to video calls, live monitoring videos and preview pages.

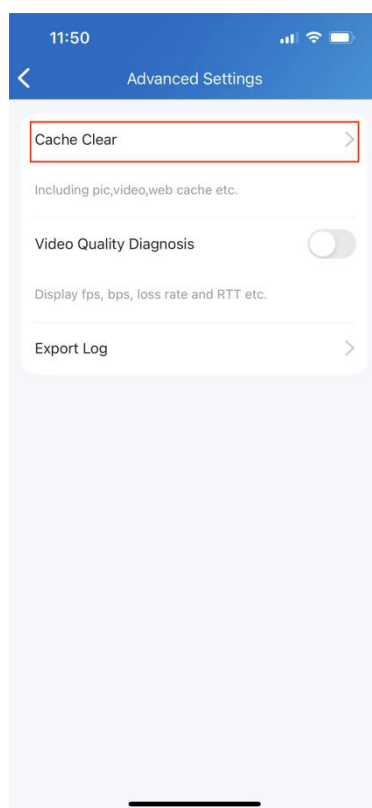
Go to **Me > Advanced Settings**, and turn on Video Quality Diagnosis, then you can see below information shown in the upper left corner of the screen:

- **fps**: frames per second. If the value is low, it'll give a slow-motion or motion-blur effect to your video.
- **bps**: bits per second. The higher the bps rate is, the faster the download or upload time will be.
- **packet loss rate**: The lower the rate is, the better the network will be.
- **rtt**: round-trip time. It's the total time taken by a data packet as it travels from its source to the destination and back.



2.6.2. Clear cache to improve App performance

After using the App for a long time, you can clear the cache to run the App better and free up storage space. Go to **Me > Advanced Settings**, and Tap **Cache Clear**.



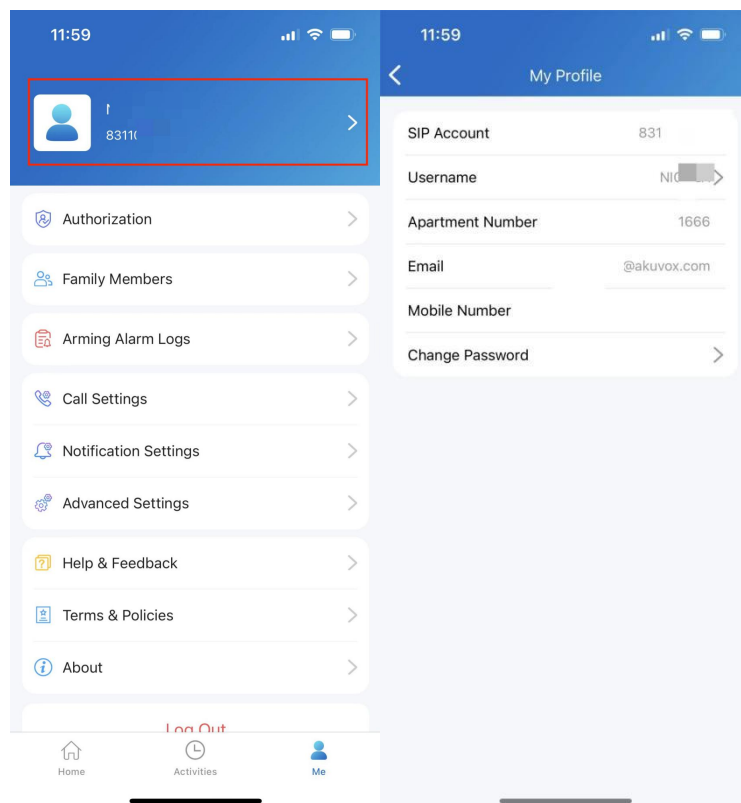
3. Account Settings

3.1. View and change account information

You can check your account information, including your SIP account, username, apartment number, Email and mobile number. For better security, you can make a change on username and login password.

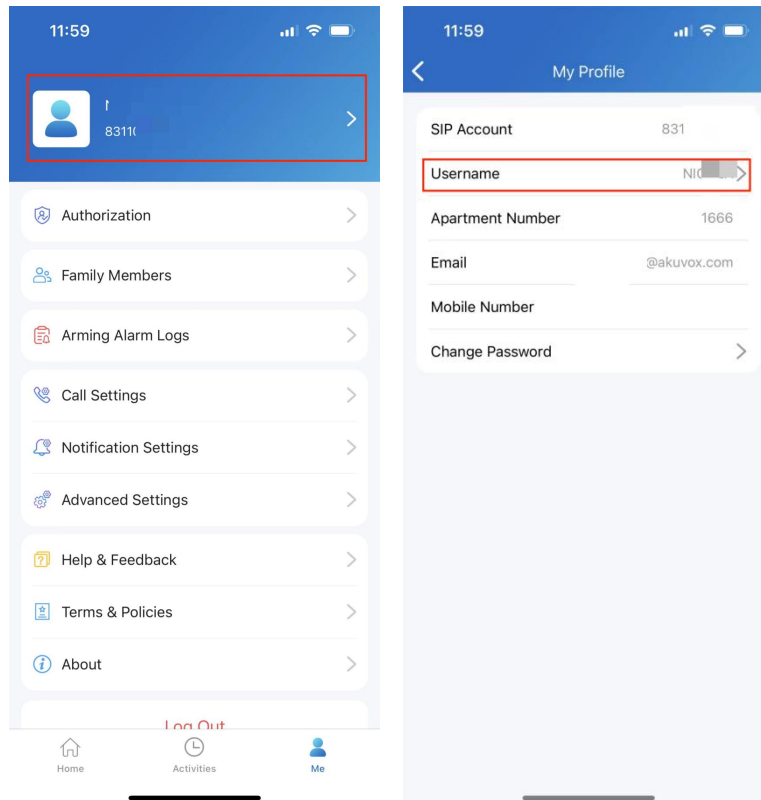
3.1.1. Check your account information

- Tap **Me** on the bottom Tap bar.
- Tap **[your name]**, and you can see the details.



3.1.2. Change your username

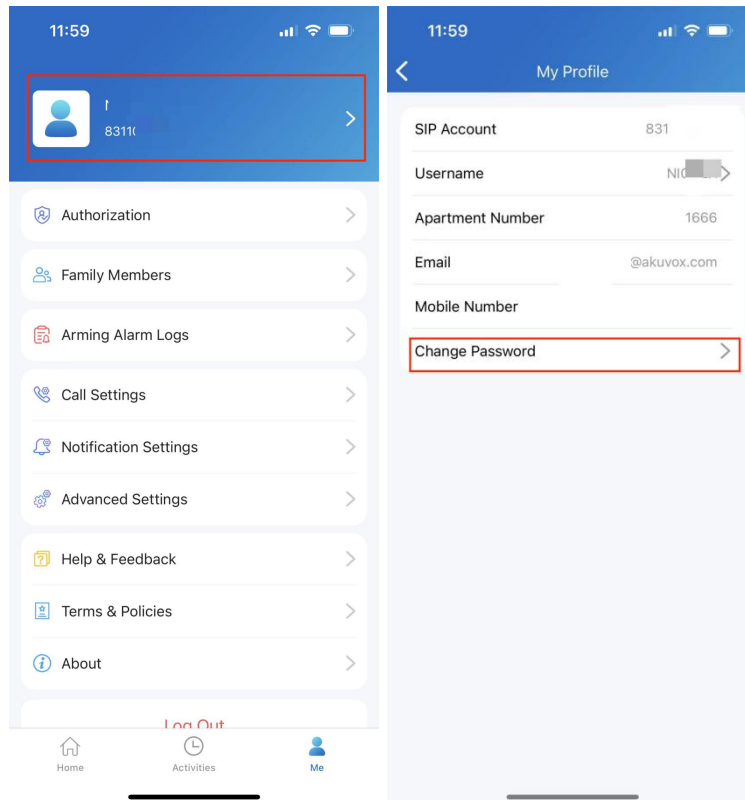
- Go to **Me** > *[your name]*.
- Tap **Username**, and type in a new name in the box.
- Tap **Confirm** to validate the change.



3.1.3. Change a weak or compromised password

You can change a compromised or weak (for example, it is easily guessed or has been used for a long time) login password, just do the followings:

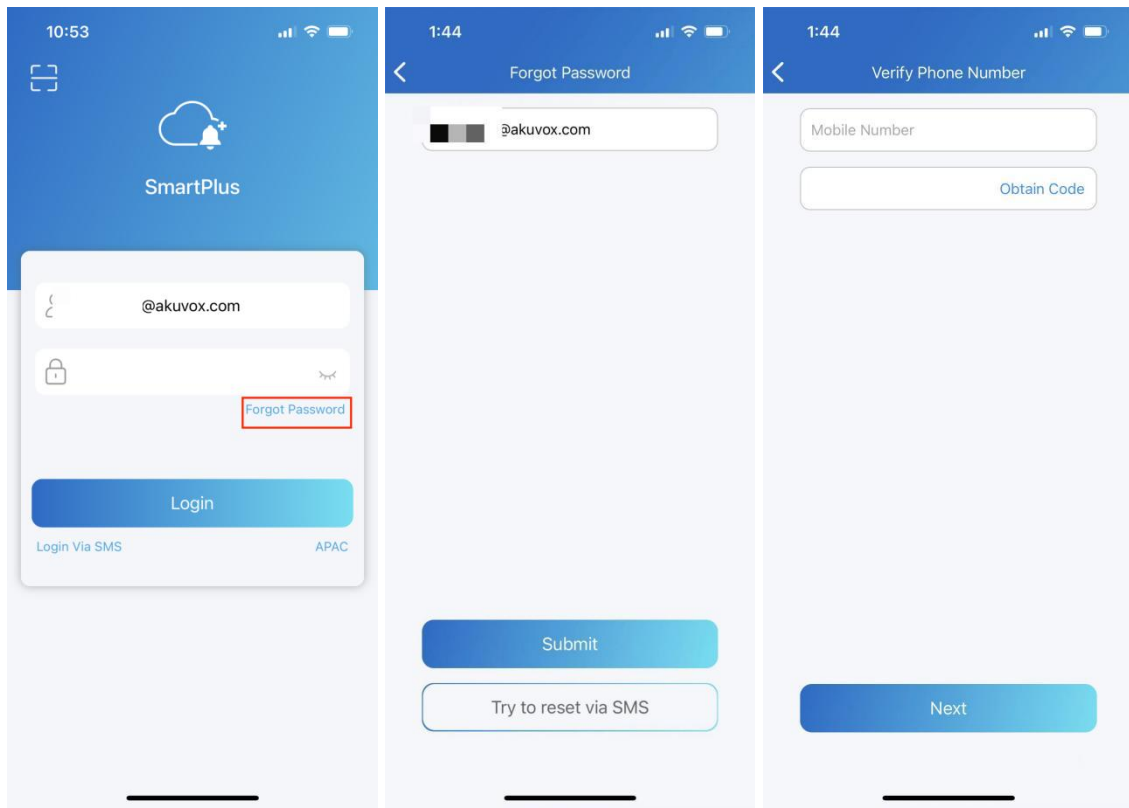
- Go to **Me** > *[your name]*.
- Tap **Password**.
- Create a new password. When doing so, you are asked to enter your old password.
- Tap **Submit** to validate the change.



3.1.4. Forgot password

If you forget your login password, tap **Forgot Password** on the login page. You can reset your password using Email or message:

- **Email.** Enter your email address, and you will receive an Email containing a link that will redirect you to the reset page.
- **SMS.**
 - Tap **Try** to reset via SMS.
 - Enter your mobile number and Tap **Obtain Code**.
 - Enter the verification code you received. Tap **Next** and follow the onscreen instructions.



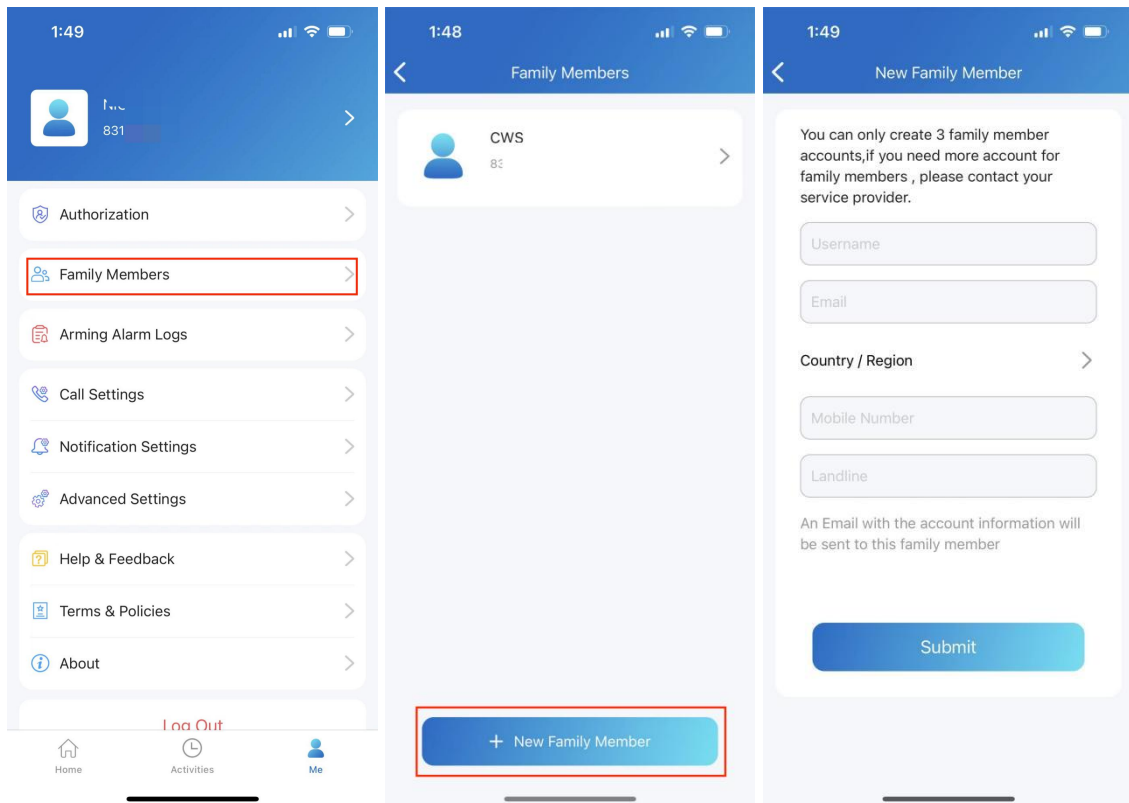
3.2. Create an account for a family member

When you add family members and create accounts for them, they can login the SmartPlus App and use Akuvox Cloud services. You can also call them using the App.

- Go to **Me > Family Members**.
- Tap **Add New Family Member**.
- Enter username and Email address. Mobile numbers and landlines are optional.
- Tap **Submit**.

After you add a family member successfully, this member will receive an Email containing his/her username and password.

You can see or remove added members on Family members page at any time.

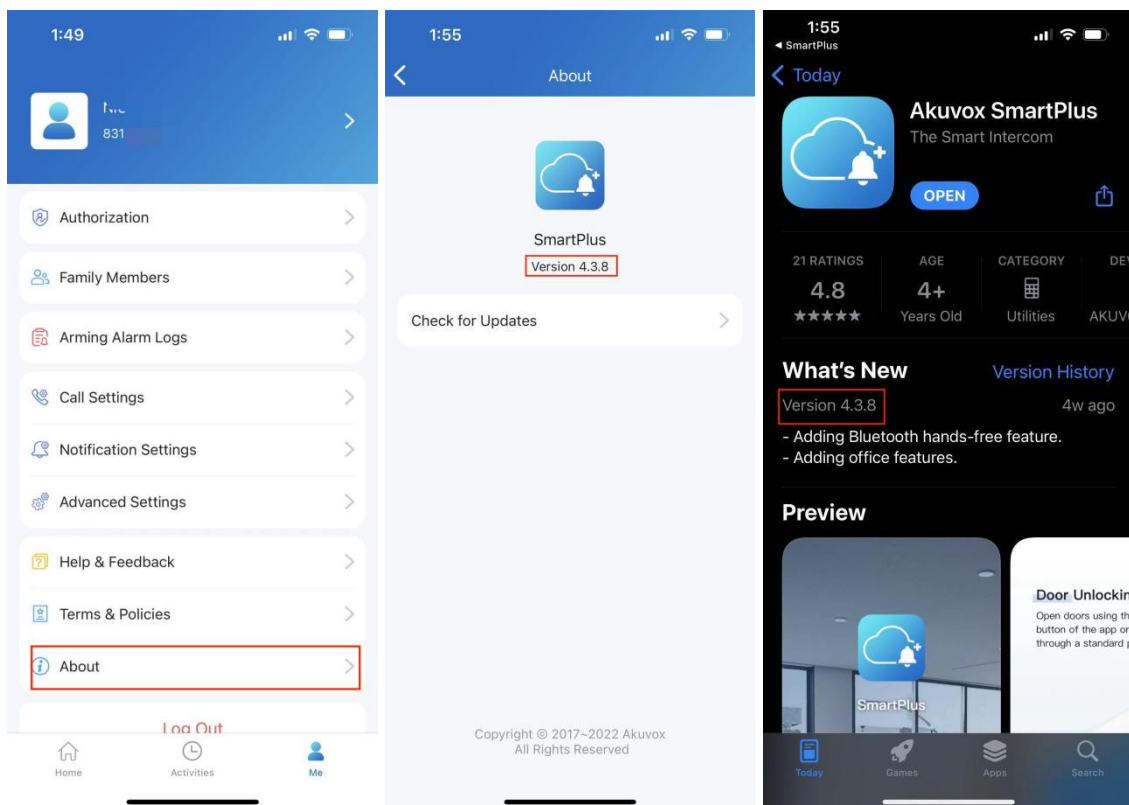


4. Support

4.1. Update

You can go to **Me > About** to see the current software version. Tap **Check for Updates**, it will turn to App Store or Google Play automatically, then you can check whether it is the latest one.

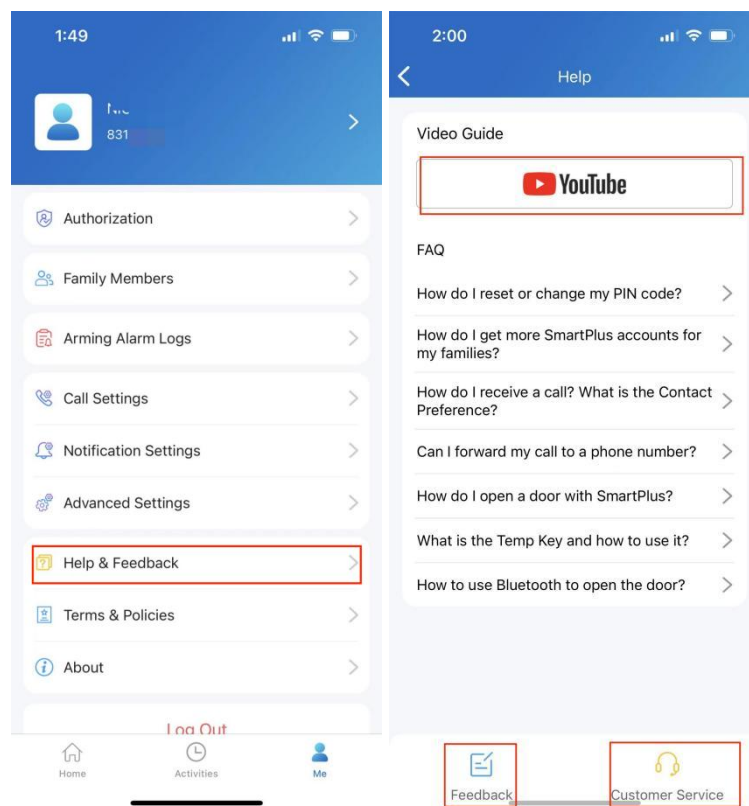
Your settings and data will remain unchanged when you update the App to the latest version.



4.2. Get help

If you need help, go to **Me> Help & Feedback**. You can do any of the followings:

- Watch video tutorials
- Get answers on some frequently-asked questions.
- Tap **Customer Service** to contact us for technical support.
- Tap **Feedback** to describe and submit your problems.



5. FAQ

(1) Can't call out on the App?

- Check your network is working.
- Update the App to the latest version.
- Check your account is activated and make sure you've paid the renewal fee. If not, please contact your service provider.

If the above doesn't work, please go to Me >Advanced>Export Log, and send the log to Akuvox technical engineers.

(2) Can't see pictures when calling or monitoring?

- Only audio calls are supported between Apps.
- Update the App to the latest version.
- Check your account is activated and make sure you've paid the renewal fee. If not, please contact your service provider.
- Check door units cameras are working.

If the above doesn't work, please go to Me >Advanced>Export Log, and send the log to Akuvox technical engineers.

(3) Can't log in due to password forgotten?

Go to the **login page > Forgot Password**. You can reset your password using Email or message:

- **Email.** Enter your email address, and you will receive an Email with a new password.
- **SMS.** Tap Try to reset via SMS
 - Enter your mobile number and Tap Obtain Code.
 - Enter the verification code you received. tap Next and follow the onscreen instructions.

(4) How to obtain an account?

Provide your Email address and/or a phone number (if you'd like to login or reset your password via SMS) to your service provider. You then will receive an Email from Akuvox with your username, password, and a QR code for login. Or you can enter your phone number and login with a verification code sent via SMS.

If you want to create sub-accounts for your family members, go to **Me > Family Members**.

6. Contact Us

For more information about the product, please visit us at www.GlobalVisionsInc.com/akuvox/ or feel free to contact us by email or phone.

Sales email: sales@globalvisionsinc.com
Phone: 877-7-AKUVOX | 877-725-8869

