

Akuvox SmartPlus for Single Tenant Management

About this manual

This instruction is used to guide the single tenant installer how to use Akuvox Cloud. This manual provides all functions' configurations of single tenant installer.

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1. Login

After purchase Akuvox device from distributor, then you will able to receive an E-mail contain your login information of installer portal on Akuvox cloud.

Note, all cloud based Akuvox devices must have internet access to properly function.

The web portal for installers:

ecloud.akuvox.com/manage (Europe cloud server),

scloud.akuvox.com/manage (Asia cloud server),

ucloud.akuvox.com/manage (US cloud server).

← → C is scłoudakuwox.com/manage/#/ogin	· · · · ·
Akuvox - Administrator	
Login	
Ltur Name Passood	
Loga	

After login, the browser will jump to the user interface. Click **Role: Sigle-tenant Manager** to manager for single house/villa.

Akuvox							Role : Single-tenant	Manager 🗸	Inn123 🗸	[+Log out
<u>&</u> User					User	r List	Community Manage Single-tenant Manage	r jer		
fg3 Device	Name	▼ Nama	Poom	Q Search	Adver	Family Mambar	Created Time	_	Refresh	Add
Firmware	831100817	inn	1001	inn.lian@akuvox.co m		0 🙁	2020-07-02 09:20:33	Device	🖍 Edit	Delete
1 Update			Li	nes per page 10		Go to 1	Go 1 In All			
🗩 Message						L				

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To change your password, click your user name at the upper right, and

Change Password:

QUser	Oevice	Firmware	🕜 Update	© Message	錢MAC Library	袋 Setting	Subscriptions	ĝiPayments			Role : Single-tenant Manager 🗸	LTS-VA~	[+Log out
							User Lis	t			<	Change Password	\supset
		Name	-	Q	Search						Refresh Add	Time Zone	
		UID	Name	SIP	Room	Email	Address	Family Member	Phone	Created Time	Action	Billing Information	1

Follow the steps below:

ange Password			×
0	(2)	3)	
Step 1	Step 2	Success	
Original Password			
			Cancel Next
Change Password			×
Change Password	2	(3)	×
Change Password	2 Step 2	3 Success	×
Change Password Step 1 * Password	2 Step 2	3) Success	×
Change Password Step 1 * Password [* Confirm Password x at leas x at leas	3 Step 2 sword must meet three of the for t one lowercase letter one uppercase letter	3 Success ur terms below:	×

2. Create a user

- 1. Click **User** to manage user information and add devices for end users.
- 2. Click Add to create a new user account.

Akuvox							Role : Single-tenant	Manager V	Inn123 🗸	[→ Log out
Q User					User	r List				
a Device	Name	•		Q Search					Refresh	Add
	SIP	Name	Room	Email	Address	Family Member	Created Time		Action	
Firmware	831100817	inn	1001	inn lian@akuvox.co		0 🙁	2020-07-02 09:20:33	Device	🖌 Edit 🔒	Delete
1 Update				m						
⊚ Message			Li	nes per page 10 T	- < 1	Go to 1	Go 1 In Al	l.		

- 3. Name: user's name.
- 4. Room Name: apartment or name.
- 5. Email: tenant's e-mail for receiving their APP/Web login information.

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- 6. Phone: Select the Country/Region to add the correct international telephone codes and enter the phone number, users can receive the call from their landline phone. outdoor stations calling phone number is included in the \$2 monthly service.
- 7. Click **Submit** to save.

* Name	Jim Wang
Room Name	Jim Wang's room
Email	Jim.wang@akuvox.com
Address	
Time Zone	GMT+7:00 Novosibirsk 🔍
Language	English
Phone	
Country / Region	v
1st Phone	
2nd Phone	
3rd Phone	

After submission, an e-mail with account information will be sent. The tenant can now use SmartPlus APP and web-portal, where they can add their family members for APP access.

Dear Jim Wang,	
Your Akuvox cloud account has been created.	
Download the SmartPlus app or go to the web Akuvox Cloud to enjo Akuvox cloud service now.	y the
User Name: Jim.wang@atter Shoon	
Password:	
If the QR code cannot be displayed, please click here.	
Android: Soogle Pity	
Apple IOS: Control of the App Store	
Best regards,	
The Akuvox Team	



3. Add family member

1. Click the blue icon under **Family Member** tab to add.

Akuvox						Role	: Single-tenant I	Manager 🗸	Inn123 🗸	[→ Log out
오 User					User	r List				
袋 Device	Name	-		Q Search					Refresh	Add
- 2003	SIP	Name	Room	Email	Address	Family Member	Created Time		Action	
Firmware	831100817	inn	1001	inn.lian@akuvox.co m	-	0 🙁	2020-07-02 09:20: 33	Device	🖍 Edit 🔋	Delete
1 Update										
Message			Line	s per page 10	▼	> Go to 1	Go 1 In	All		

2. Click Add to create a new Family Member.

Akuvox			Role : Single-tenant Ma	anager v Inn123 v	[+Log o
<u>&</u> User	Family Master	inn			
62 Davica	Email	inn.lian@akuvox.com			
an Device	Phone				
Firmware					Add
Opdate	Name	Email	Created Time	Action	
(9) Message	Kulle	LINUT		Activit	
			No Data		

- 3. Name: Family Member's name.
- 4. Email: Family Member's e-mail for receiving their APP/Web login information.
- 5. Phone: Select the Country/Region to add the correct international telephone codes and enter the phone number, users can receive the call from their landline phone.

* Name		
* Email		
Phone		
	-	

6. Click **Submit** to save.



Note: 3 additional family members are included. Beyond the 4th user, it's \$2 per extra member. Every family can have up to 10 members with APP access.

4. Add a device

- 1. Go to **User** list.
- 2. Click **Device** to manage devices information.

Akuvox					Role	: Single-tenant M	lanager ∨	Inn123 🗸	[+Log out
<u> User</u> 織 Device	Name 💌		Q Search	User	List			Refresh	Add
	SIP No	ame Room	Email	Address	Family Member	Created Time		Action	
Filliwale	831100817 i	nn 1001	inn.lian@akuvox.co m		0 🙎	2020-07-02 09:20: 33	Device	🖌 Edit 🔒	Delete
1 Update							<u> </u>		
Message		Line	s per page 10	< 1	Go to 1	Go 1 In A	All		

3. Click **Add** to create a new device.

Akuvox						Ro	le : Single-tenant I	Manager∨ In	n123∨	[+Log out
<u>Q</u> User					Device List - 8	31100817				
袋 Device	MAC			Q Search					Refresh	Add
	MAC	Owner	SIP	Location	Device Type	Status	Last Connect ti	Ac	tion	
Firmware	0C1101010102	inn	831100819	r20		۲	2020-07-22 14:54: 05	i Info 🖌	Edit 🔒 De	lete
1 Update	0C1105077834	inn	831100818	IT83		•	2020-07-07 15:27: 48	i Info 🖍	Edit 🗎 🗎 De	lete
Message										

- MAC: MAC can be found on the device label or in device status from its WebGUI.
- 5. Device type: It is required for system to identify the device that is an indoor or outdoor station.
- 6. Location: Enter the location or a label for the device.
- 7. Relay: Configure Relay name and DTMF codes for door phone's relay.
- 8. DTMF Code: DTMF Code is for unlock the door from a phone line / cellphone.
- 9. Click **Submit** to save.

Akuvo Single

ox SmartPlus Tenant Management		Akuv	OX Intercom
Add Device		×	
Owner	831100817		
* MAC			
* Device Type	Multi-tenants Doorphone		
* Location			
Relay 1		On 🕥	
* Relay Name	Relay1		
* DTMF Code	#		
+ Add Relay			
		Cancel	

5. Setting

At **Setting**, you can change Charge Mode about the Akuvox Cloud Fees.

Charge Mode: There are 2 options of charge mode:

A: Pay by end user, the end users are responsible to pay by themselves through app.

B: Pay by installer, Installers are responsible to pay Akuvox but can marked up to earn RMR.

Akuvox	Role : Single-tenant Manager ~ Inn123 ~ [+ Log c	out
<u>A</u> User		
ស៊្លុវ Device	Charge Mode O Pay by end user Pay by installer	
Firmware	Submit	
1 Update		
🗩 Message		
ట్టి MAC Library		



6. Subscription

> Activation

- 1. Subscriptions: To pay for activation fee or monthly fee.
- 2. Click **Activate for new households** to pay activation fee for new end users.

Akuvox			Role : S	ingle-tenant Manager ∨	Inn123 🗸	[→Log out
Q User	0	2	3	(4)		
ණු Device	Purchase Types	Purchase Details	Payment Information	Confirmation		
Firmware						
1 Update						
⊚ Message		JO.		₩		
දසු MAC Library	Activate fo	or new households		Renew		
හි Setting						
ses Subscriptions						

- 3. Check the end user you want to activate.
- 4. Check total price.
- 5. Click Next.

2	3	
Purchase Details	Payment Information	Confir
sers(1/1)		
Email	Name	
	shirley	
r household \$8		
\$8		
	Purchase Details	Purchase Details Payment Information sers(1/1) Email Name shirley household \$8 \$8

- 6. Click **Edit** button to modify the billing information.
- 7. Check payment agreement.

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8. Click Pay.

			(4)
aase Types	Purchase Details	Payment Information	Confirmat
Silling Information			
Company/Family			
ATTN			
Address			
	United States		
TEL			
Fax			
Payment method			
Your Order			
Activation Fee	\$8 per household		
Numbers Of Household	1		
Total Price	\$8		
Ry clicking the 'Pay' button you are as	reeing to our Terms and Conditions		
- of energy and ray botton, you are ag			
Pay			

9. Select the payment method, Paypal, Visa, Master card and AMEX are all available. Here we take Paypal as an example.



- 10. Fill in the information requested to get the payment done.
- 11. The payment is done successfully when there is such a pop-up notification.



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	PayPal结账 - 核对您的付款 - Google Chrome	_		×
	paypal.com/checkoutnow?buttonSessionID=3894	aedddc_md	c6mti	07
t				1
¢	发送到		更改〉	l
	付款方式		管理〉	
C	十 添加信用卡或借记卡		USD	
	立即付款			Ш
.da	该交易将在您的对账单 <u>上显</u> 示为PayPal [‡] AKUVOX。			
1	取消并返回到AKUVOX (HK) NETWORKS CO., LIMITED			
3	条款 隐私保护 意见反馈	© 1999 -	2019 🔒	
	消费者提示——PayPal Pte. Ltd. 系PayPal储值工具的持有者, 融管理局的批准。建议用户仔细阅读 条款和条件。	不需要经过新加	加坡金	
				100

12. Click **Download Invoice File** if needed after payment done.



Single Tenant Management



> Renew

1. Click **Renew** to pay monthly fee for end users.

Akuvox			Role : Single-ten	ant Manager 🗸	Inn123 🗸	[→ Log ou
<u>Q</u> User	0	2	3	4		
ණු Device	Purchase Types	Purchase Details	Payment Information	Confirmation		
Firmware						
1 Update	B	8.				
🗇 Message		- 1 <u>0</u>				
袋 MAC Library	Activate for	r new households	Re	enew		
කි Setting						
鍃 Subscriptions						

- 2. Select the end users you want to subscribe for .
- 3. Set up how long you want to subscribe for.
- 4. Click Next.
- 5. Follow the step 6 to step12 of **Subscription Activation** section.

Please Select	Apartments(5/5)					
	Building	APT No.	Email	Name	Monthly Fee(\$)	
	Building 1	101	shirley@akuvox.com	Shirley Huang	2	
	Building 1	102	inn@akuvox.com	Inn Lian	2	
	Building 1	103	neil@akuvox.com	Neil Fang	2	
	Building 1	104	runx@akuvox.com	Runx Huang	2	
	Building 1	105	alex@akuvox.com	Alex Lai	2	
12	- +	Month(s)				
Total Price		\$120				

Note: Up to 1 year the Installer account can subscribe for the end user.

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7. Payment

Payment: Display all subscription orders, click **Info** to check orders, click **Delete** to cancel the order.

Akuvox					ſ	Role : Single-tenant Mar	ager 🗸 🛛 Inn123 🗸
User	Type: All		 Status: All 		- Order	Number	Search
} Device	Order Number	Туре	The number of hous eholds	Total Price	Status	Created Time	Action
Firmware	8157769472429970	Activation	1	\$8	Time out	2019-12-30 15:32:04	🛈 Info 📓 Delete
	8157769430756871	Activation	1	\$8	Time out	2019-12-30 15:25:07	i Info 🗎 Delete
Update	8157769427478818	Activation	1	\$8	Time out	2019-12-30 15:24:34	 Info Delete
🗩 Message			Lines per page 10) 👻 🤇	1) Got	o 1 Go 3 In All	
දේදී MAC Library							
දරු Setting							
Cuberrintiane							
202 Subscriptions							
2 Payments							

8. Message

- 1. Go to **Message**.
- 2. Click **New**.

Akuvox				Role : Sing	le-tenant Manager 🗸	Inn123 🗸	[→ Log out
<u> 오</u> User			Mes	ssage List			
සුපු Device	Message		Q Search			Refresh	Add
Firmware	Title	Message	Receiver	Receiver Type	Created Time	Action	
 Update 							
O Message		Lines	per page 10 🔻	Go to 1 Go	0 In All		

- 3. Message Title&Message: To created the message content.
- 4. Receiver: To choose the receiving mode. There are 3 options for Receiver:
 - A: Both indoor monitor and app
 - B: Indoor monitor only
 - C: APP only
- 5. Recipient: To choose the recipient to receive this message.
- 6. Click **Submit** to send.

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app 🔵 Indoor monitor on	ly O App only	
SIP	Name	Email
	app Indoor monitor on	app Indoor monitor only App only

9. Firmware

Firmware: Display the latest firmware version information of all model devices.

Akuvox				Role : Single₋tenant Manager ∽	inn123 🗸	[→ Log out
A User			Firmware List			
ର୍ଦ୍ଧେ Device						Refresh
	Version	Model	Version Log	Created Time	Action	
- rimware	117.30.2.636	C317	117.30.2.636	2020-07-09 15:51:59	(i) Info	
1 Update	83.30.2.638	IT83	83.30.2.638	2020-07-09 15:34:11	Info	
⊘ Message	29.30.2.16	R29	29.30.2.16	2020-07-06 09:51:00	Info	
	226.30.1.202	R26-V2	226.30.1.202	2020-06-29 17:41:34	(i) Info	
ණී MAC Library	220.30.1.102	R20-T30	220.30.1.102	2020-06-23 19:10:32	(i) Info]
ණු Setting	110.30.3.1	E10S	110.30.3.1	2020-06-17 09:06:49	(i) Info	
	111.30.1.103	E11	111.30.1.103	2020-06-16 10:35:16	(i) Info	
දියි Subscriptions	20.30.4.4	R20	20.30.4.4	2020-06-08 17:10:54	info	
र्ह्3 Payments	82.30.2.622	IT82	82.30.2.622	2020-06-01 08:27:33	(i) Info	
	227.30.1.203	R27-V2	227.30.1.203	2020-05-21 18:43:21	(i) Info	
		Lines per page 10	✓ 1 2 >	Go to 1 Go 18 in All		

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10. Update

- 1. Click **Update** to manage update list.
- 2. Click Add to upgrade device firmware version.

Akuvox				Role : Sing	gle-tenant Manager ∽	Inn123 🗸	[+ Log out
오 User 慾 Device	Status All	▼ Version	Up Q Searc	date List		Refresh	Add
Firmware	Version	Device	Status	Updated Time	Created Time	Action	
1 Update				No Data			
© Message		Lines p	er page 10 💌	Go to 1 Go	0 In All		

- 3. Version: To choose device's model and firmware version to be upgraded.
- 4. Device: Select device to upgrade.
- 5. Time: Upgrade Right Now / Specific Time. Choose specific time and the system will upgrade the device at the specified time you choose.

1782		* 82.30.2.618	*		
Device	an in different cominent	of the same model which -	en angeneried will be ab	non in the list holes.	
The device	es in different version:	s of the same model, which a	re connected, will be sh	own in the list below.	
MAC/OV	mer/Location				
	Location	Owner	MAC	Current Version	Status
	1782	community master1	A80B00200219	82.30.2.620	•
Time					
	He Picht Now	Specific Time			

Note: Only when the device is online and inconsistent with the version information to be upgraded can the device be visible.

6. Click **Submit** to save.



11. Mac library

- 1. Click MAC Library to manage MAC Address.
- 2. Click Add to add device to MAC Library.

Akuvox				ų į	Role : Single-tenant Manager ∽	Inn123 🗸	[→ Log out
& User				MAC Library			
ର୍ମ୍ଫେ Device	MAC		Q Search		Upload File	Refresh	Add
Et Firmware		MAC	Installer	Owner	Created Time	Action	
		0C1101010102	Inn123	inn	2020-07-02 09:03:16	🗎 Delete	
🕤 Update		0C1105077834	inn123	inn	2020-06-24 13:32:51	🗊 Delete	
🗩 Message		0A110349C311	Inn123		2020-02-10 13:05:50	🗎 Delete	
錢 MAC Library	8		Lines per page 10	▼ < 1 >	Go to 1 Go 3 In All		

- 3. MAC: Mac address of the devices.
- 4. Click **Submit** to save.

dd Device To MAC Li	brary			>
* MAC				
			Cancel	Submit

5. Or click **Upload File** to upload template for mass devices binding.

Template information:

• MAC: Mac address of the devices.

1	A	В	С	D	E	F	G
1	MAC						
2	OC1000FFFF	FF					
3	OC1001FFFF	FF					
4	OC1002FFFF	FF					
5	OC1003FFFF	FF					
1	Contraction contraction of the						

Note: MAC addresses are required to be filled in the first column and the template format should be .csv.



Contact us

For more information about the product, please visit us atwww.akuvox.com or

feel free to contact us by

Sales email: sales@akuvox.com

Technical support email: support@akuvox.com

Telephone: +86-592-2133061 ext.7694/8162

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