



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.

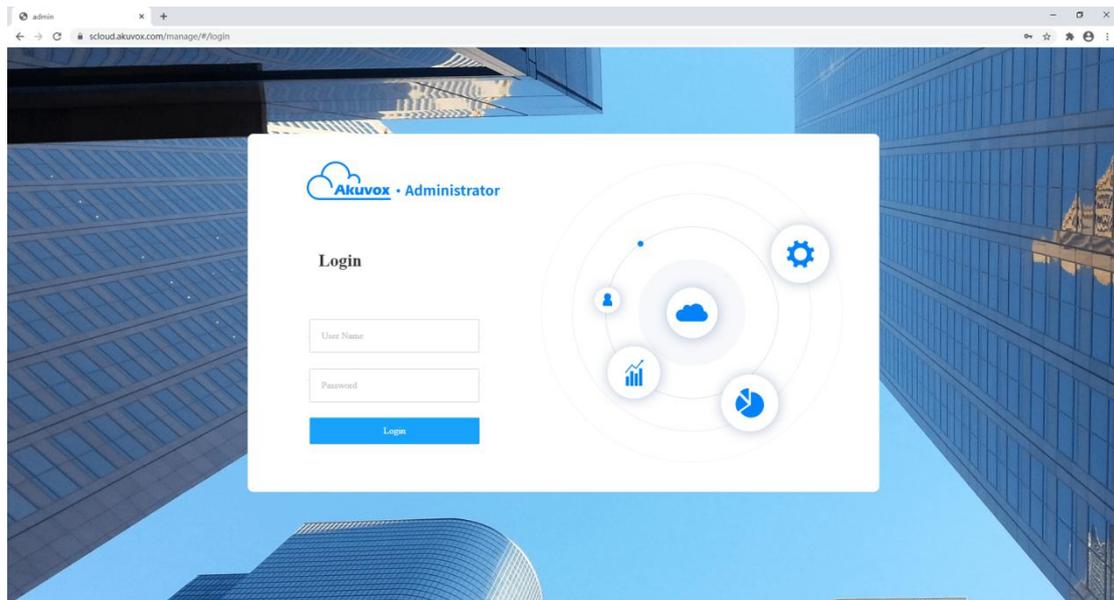
Note, all cloud based Akuvox devices must have internet access to properly function.

The web portal for installers:

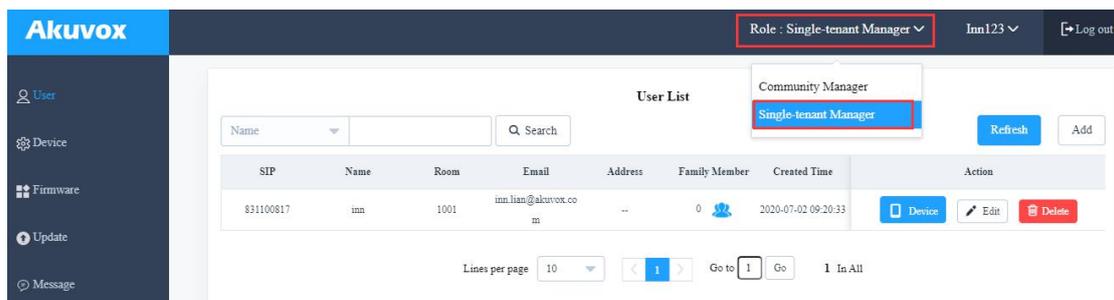
ecloud.akuvov.com/manage (Europe cloud server),

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

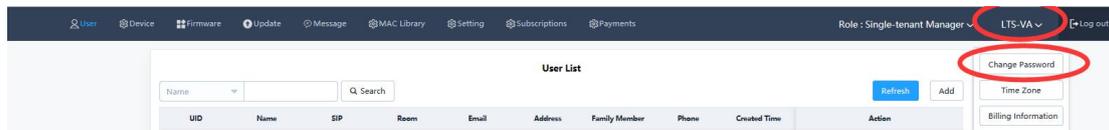
ucloud.akuvov.com/manage (US cloud server).



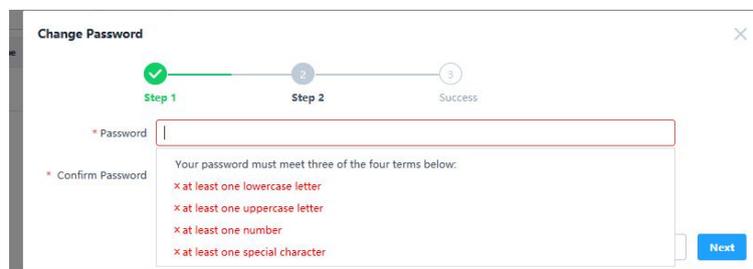
After login, the browser will jump to the user interface. Click **Role: Sigle-tenant Manager** to manager for single house/villa.



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

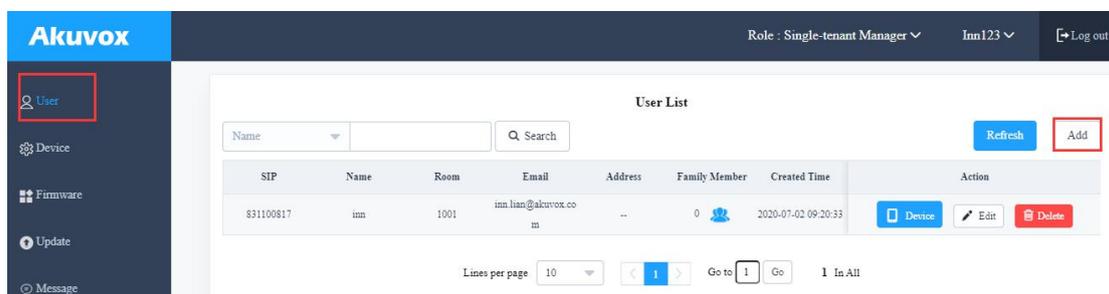


Follow the steps below:



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.



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

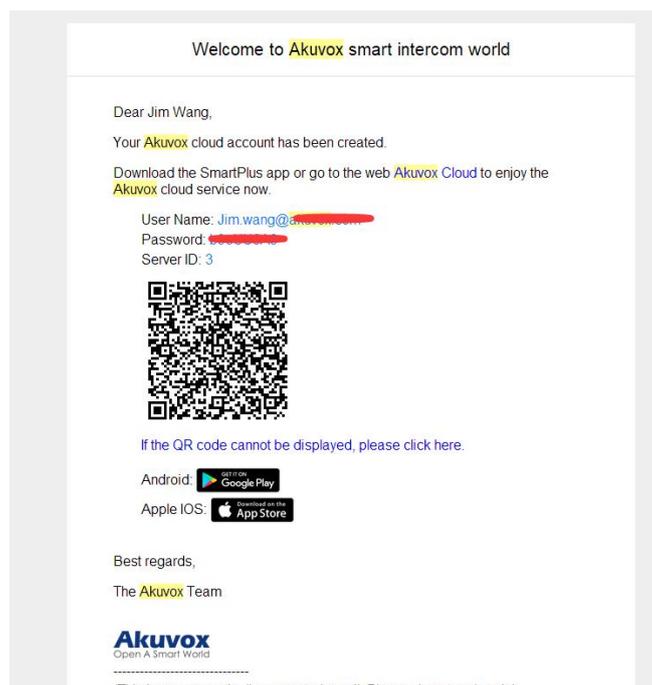
6. Phone: Select the Country/Region to add the correct international telephone codes and enter the phone number, users can receive the call from their landline phone. outdoor stations calling phone number is included in the \$2 monthly service.
7. Click **Submit** to save.

The screenshot shows a web form titled "Add user" with a close button (X) in the top right corner. The form contains the following fields and options:

- Name:** Text input field containing "Jim Wang".
- Room Name:** Text input field containing "Jim Wang's room".
- Email:** Text input field containing "Jim.wang@akuvox.com".
- Address:** Text input field (empty).
- Time Zone:** Dropdown menu showing "GMT+7:00 Novosibirsk".
- Language:** Dropdown menu showing "English".
- Phone:** Section with a "Country / Region" dropdown menu (empty).
- 1st Phone:** Text input field (empty).
- 2nd Phone:** Text input field (empty).
- 3rd Phone:** Text input field (empty).

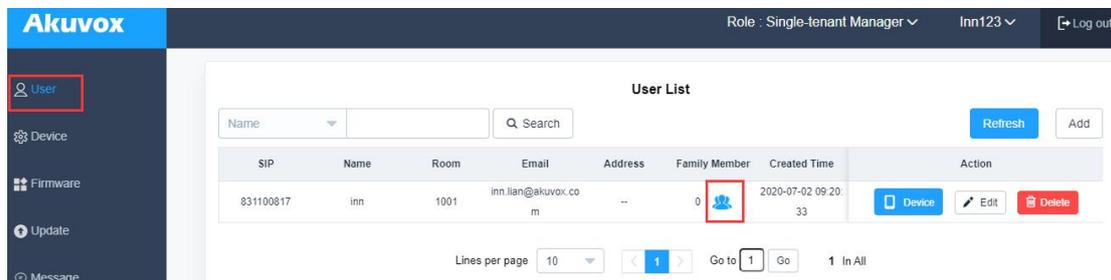
At the bottom of the form, there are two buttons: "Cancel" and "Submit".

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.

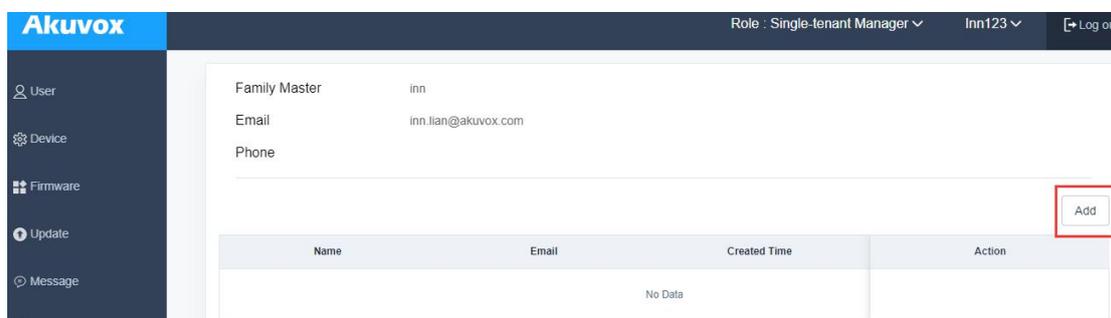


3. Add family member

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



2. Click **Add** to create a new Family Member.



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.

Family Member ✕

* Name

* Email

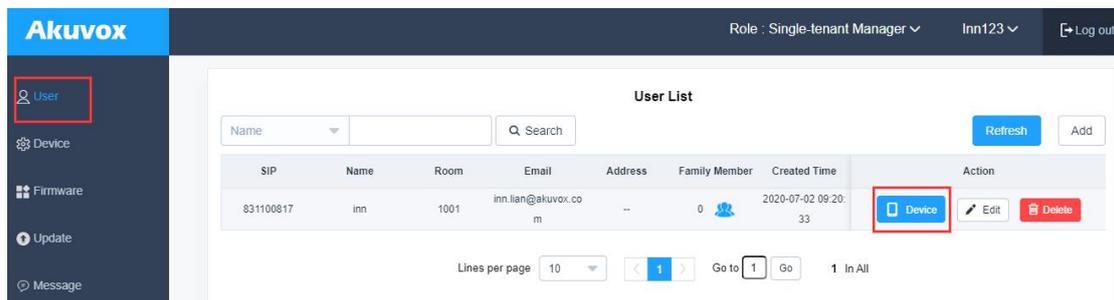
Phone

6. Click **Submit** to save.

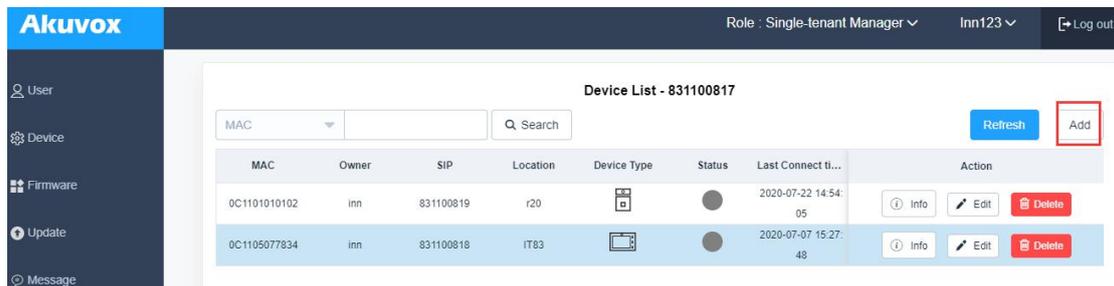
Note: 3 additional family members are included. Beyond the 4th user, it's \$2 per extra member. Every family can have up to 10 members with APP access.

4. Add a device

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



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



4. 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.

Add Device



Owner 831100817

* MAC

* Device Type Multi-tenants Doorphone

* Location

Relay 1

On

* Relay Name Relay1

* DTMF Code #

+ Add Relay

Cancel

Submit

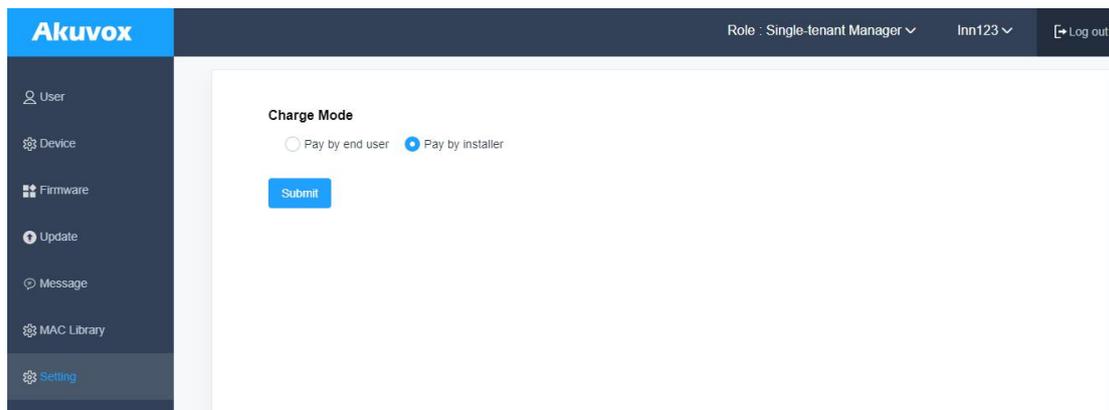
5. Setting

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.

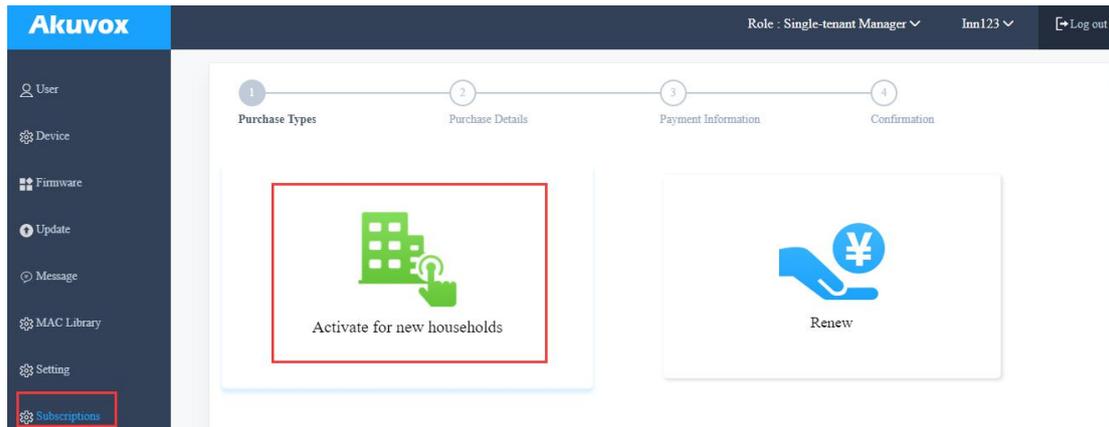
B: Pay by installer, Installers are responsible to pay Akuvox but can marked up to earn RMR.



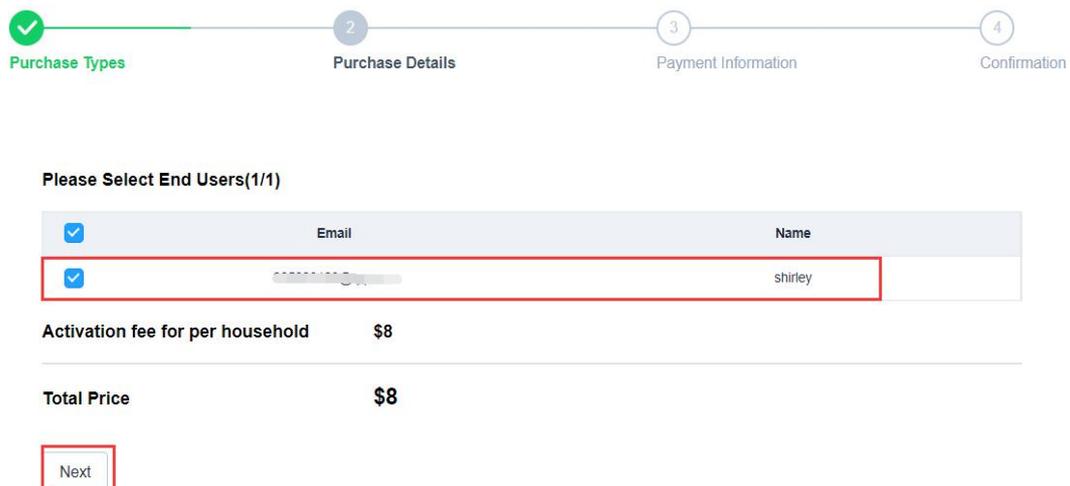
6. Subscription

➤ 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.



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



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

8. Click **Pay**.

Purchase Types Purchase Details **Payment Information** Confirmation

Billing Information ✎

Company/Family
ATTN
Address
United States
TEL
Fax

Payment method

PayPal

Your Order

Activation Fee	\$8 per household
Numbers Of Household	1
Total Price	\$8

By clicking the 'Pay' button, you are agreeing to our Terms and Conditions.

Pay

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

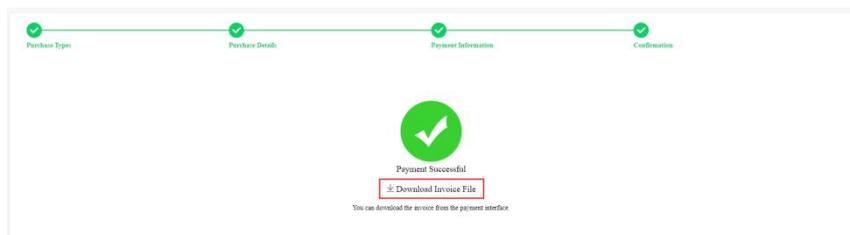
Purchase Types Purchase Details **Payment Information** Confirmation

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.

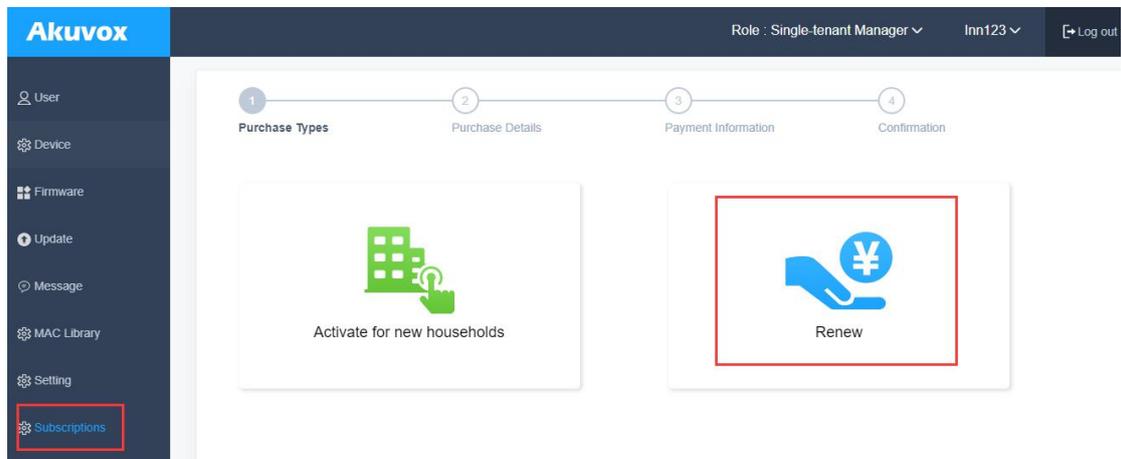


12. Click **Download Invoice File** if needed after payment done.

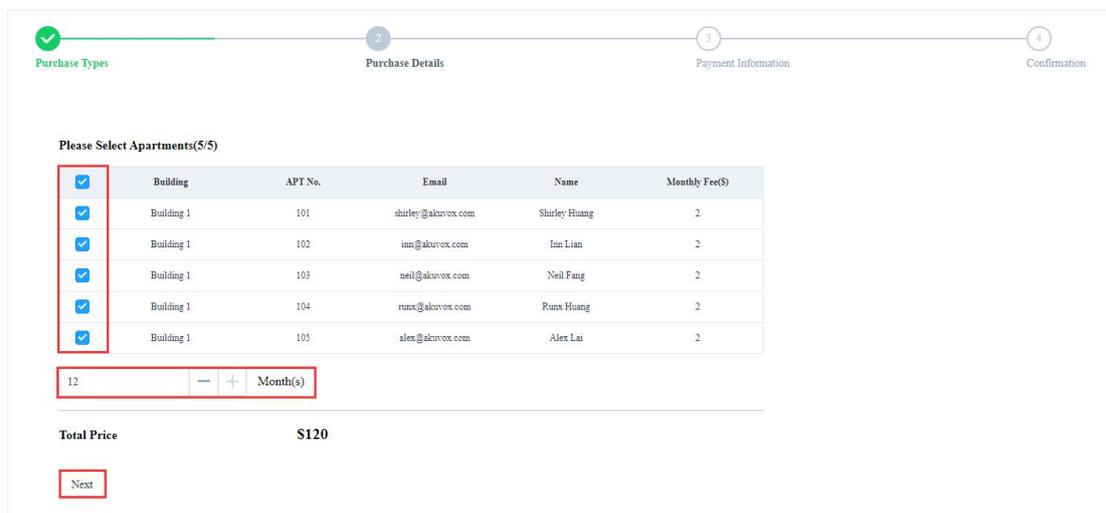


➤ **Renew**

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



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.



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

7. Payment

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

The screenshot shows the 'Payments' section of the Akuvox interface. The left sidebar has 'Payments' highlighted. The main content area displays a table of subscription orders with the following data:

Order Number	Type	The number of hours eholds	Total Price	Status	Created Time	Action
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	Info Delete
8157769427478818	Activation	1	\$8	Time out	2019-12-30 15:24:34	Info Delete

Below the table, there are pagination controls: 'Lines per page' set to 10, a page indicator for page 1 of 3, and a 'Go to' field with '1' entered.

8. Message

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

The screenshot shows the 'Message List' section of the Akuvox interface. The left sidebar has 'Message' highlighted. The main content area displays a 'Message List' form with the following fields:

- Message**: A dropdown menu and a search box.
- Refresh** and **Add** buttons.
- Title**, **Message**, **Receiver**, **Receiver Type**, **Created Time**, and **Action** columns.

The table below the form is currently empty, displaying 'No Data'. Below the table, there are pagination controls: 'Lines per page' set to 10, a page indicator for page 1 of 0, and a 'Go to' field with '1' entered.

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.

Add Message



* Message Title(2/32)

* Message(6/256)

* Receiver

Both indoor monitor and app
 Indoor monitor only
 App only

Name/Email/UID

<input checked="" type="checkbox"/>	SIP	Name	Email
<input checked="" type="checkbox"/>	831100817	inn	inn.lian@akuvox.com

9. Firmware

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

Akuvox Role : Single-tenant Manager Inn123 Log out

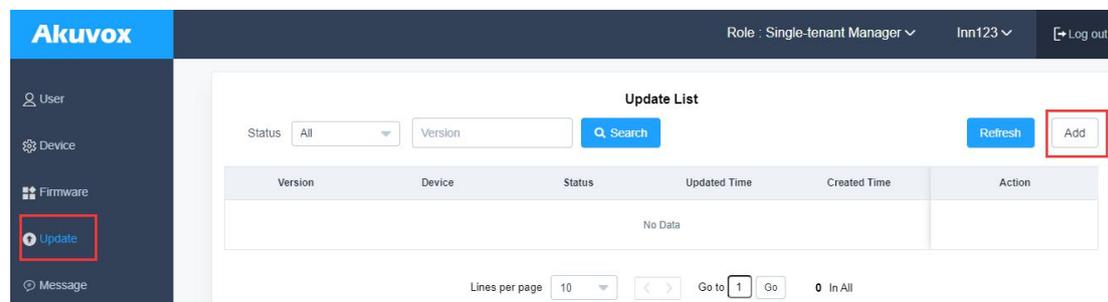
Firmware List Refresh

Version	Model	Version Log	Created Time	Action
117.30.2.636	C317	117.30.2.636	2020-07-09 15:51:59	<input type="button" value="Info"/>
83.30.2.638	IT83	83.30.2.638	2020-07-09 15:34:11	<input type="button" value="Info"/>
29.30.2.16	R29	29.30.2.16	2020-07-06 09:51:00	<input type="button" value="Info"/>
226.30.1.202	R26-V2	226.30.1.202	2020-06-29 17:41:34	<input type="button" value="Info"/>
220.30.1.102	R20-T30	220.30.1.102	2020-06-23 19:10:32	<input type="button" value="Info"/>
110.30.3.1	E10S	110.30.3.1	2020-06-17 09:06:49	<input type="button" value="Info"/>
111.30.1.103	E11	111.30.1.103	2020-06-16 10:35:16	<input type="button" value="Info"/>
20.30.4.4	R20	20.30.4.4	2020-06-08 17:10:54	<input type="button" value="Info"/>
82.30.2.622	IT82	82.30.2.622	2020-06-01 08:27:33	<input type="button" value="Info"/>
227.30.1.203	R27-V2	227.30.1.203	2020-05-21 18:43:21	<input type="button" value="Info"/>

Lines per page: 10 < 1 2 > Go to Go **18** In All

10. Update

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



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.
6. Click **Submit** to save.

Update Strategy Creation ✕

* Version
IT82

* Device
*The devices in different versions of the same model, which are connected, will be shown in the list below.

MAC/Owner/Location

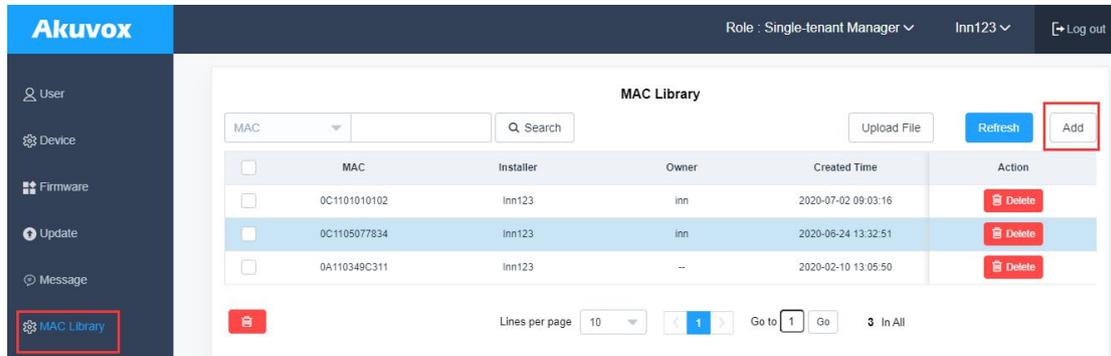
<input checked="" type="checkbox"/>	Location	Owner	MAC	Current Version	Status
<input checked="" type="checkbox"/>	IT82	community master1	A80B00200219	82.30.2.620	●

* Time
 Upgrade Right Now Specific Time

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

11. Mac library

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



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



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

Template information:

- MAC: Mac address of the devices.

The screenshot shows a CSV template for MAC addresses. The first column is labeled 'MAC' and contains five rows of MAC addresses: 0C1000FFFFFF, 0C1001FFFFFF, 0C1002FFFFFF, and 0C1003FFFFFF.

MAC
0C1000FFFFFF
0C1001FFFFFF
0C1002FFFFFF
0C1003FFFFFF

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

Contact us

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Technical support email: support@akuvox.com

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

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