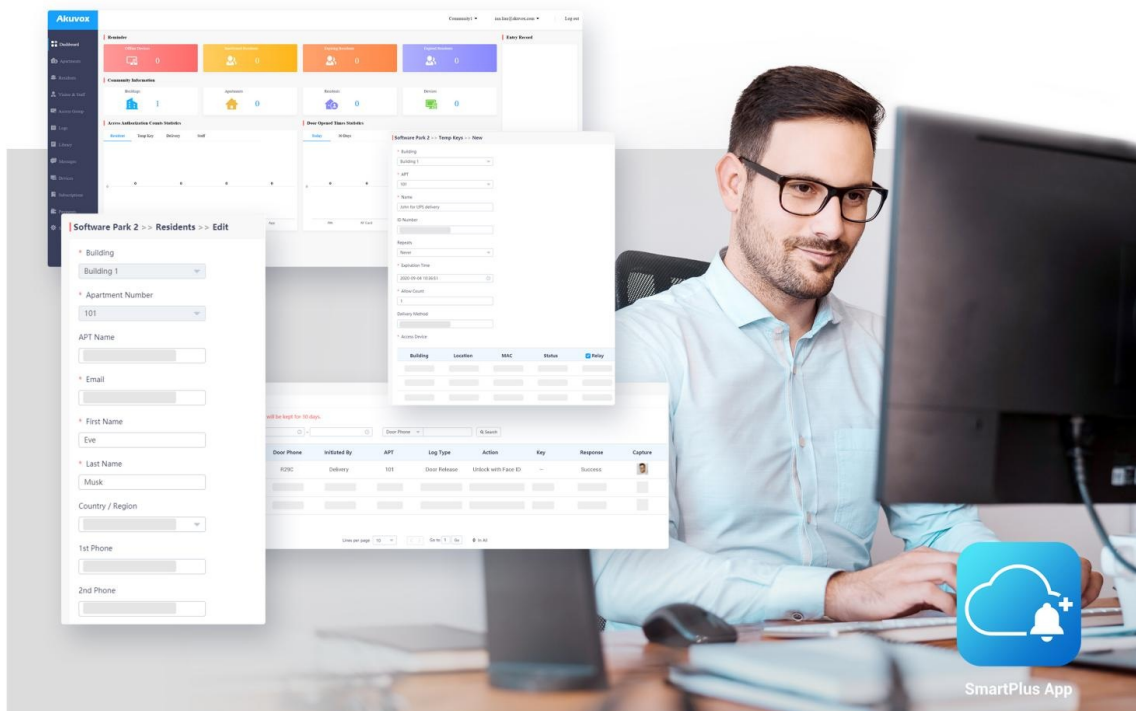


Akuvox V7.0.1 SmartPlus Property Manager Guide - Community



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 the Akuvox SmartPlus platform (Version: 7.0.1).

Note

You can use the SmartPlus property manager web portal for free, but using the app requires a monthly fee.

Please contact the service provider for the pricing details.

What's New:

- [Support integration with Salto Lock.](#)

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 the 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, 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, and 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.

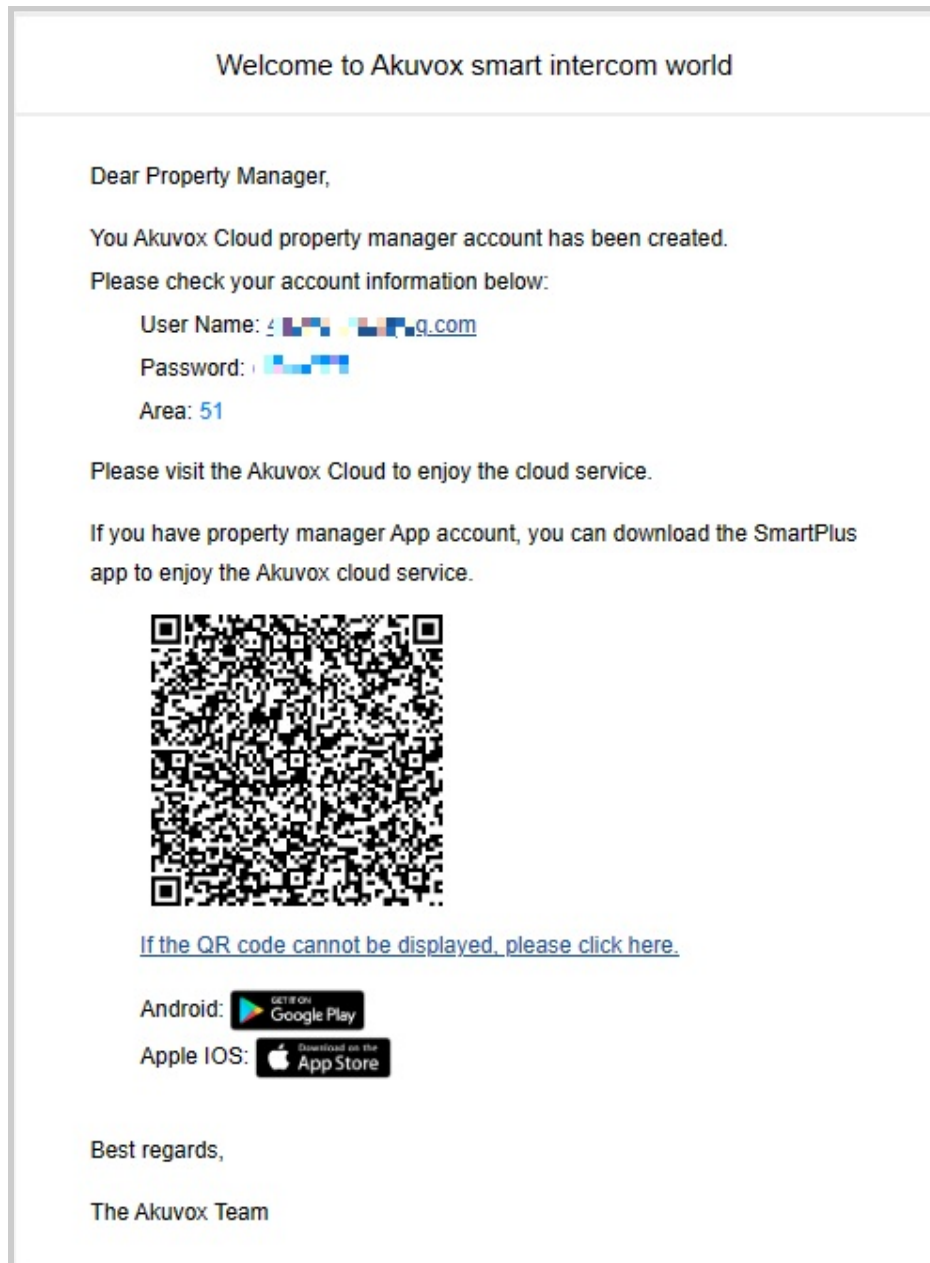
- Get a full picture of device deployment, device status, access control & intercom call statistics.
- Subscribe and renew the Akuvox SmartPlus.

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 shares the same username and password as the app account's. You need to upgrade the app to the latest version to log in.

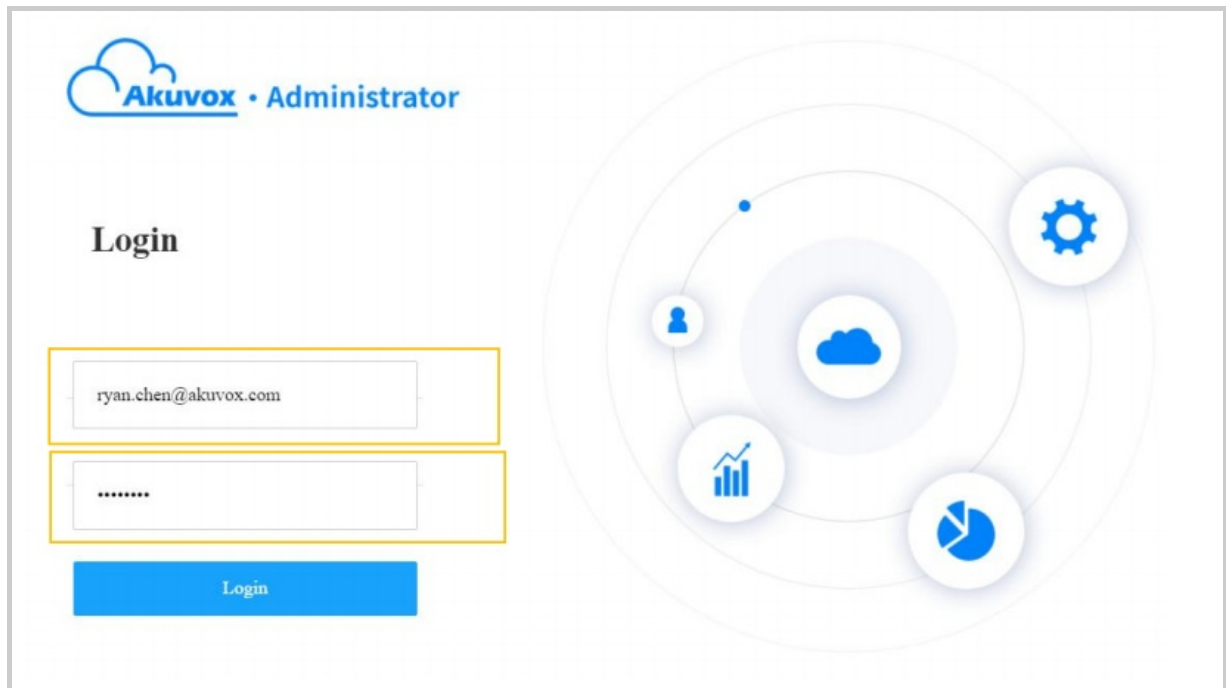
- **User Account Information**



Log into the SmartPlus Platform

You can log into the SmartPlus platform using the property manager account information in the SmartPlus Welcome email.

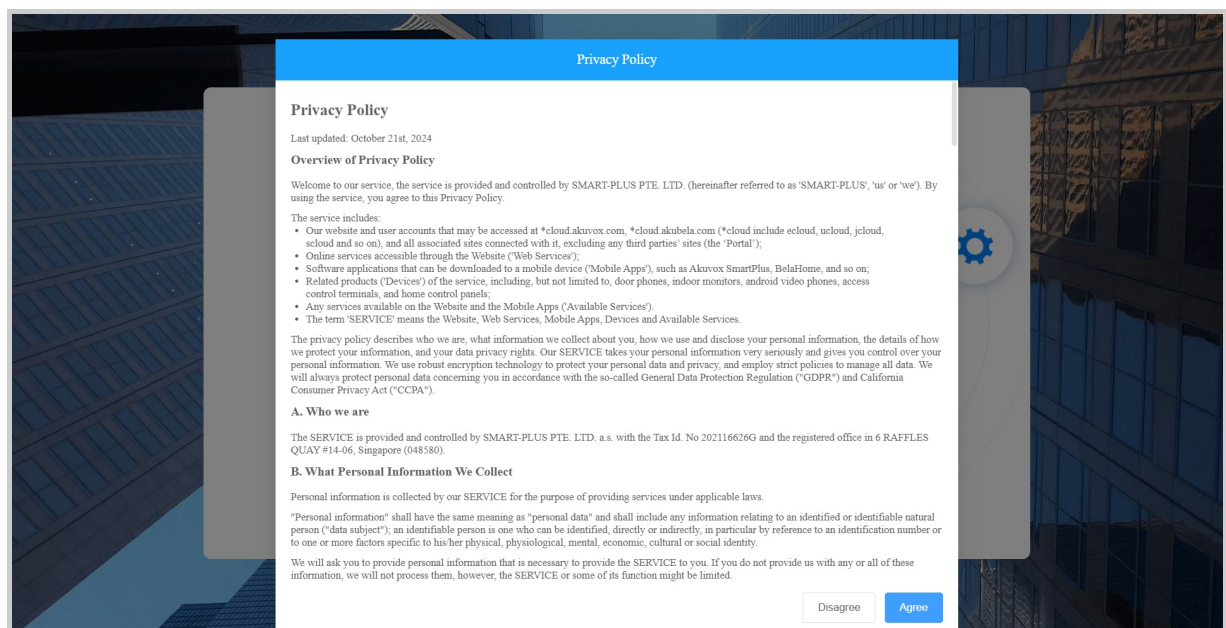
1. Open the web browser to enter the address (URL) of the SmartPlus server location in your area, and press **Enter**.
2. Enter your username and password.
3. Click on **Login** to log into the SmartPlus platform.



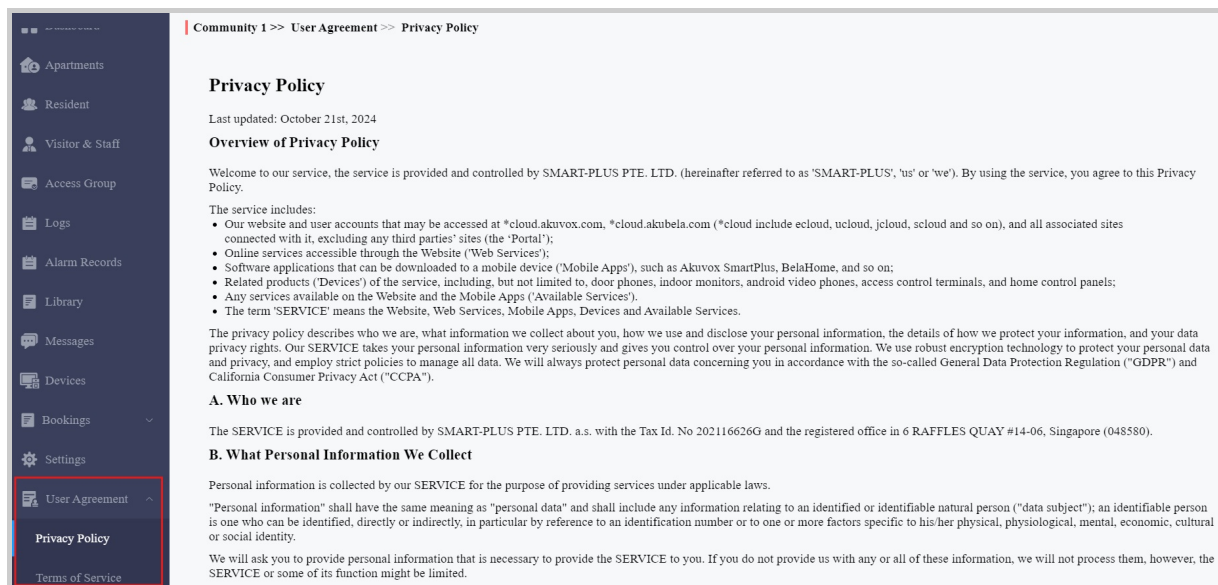
You will see the **Privacy Policy and Terms of Service** window when you log into the platform after the SmartPlus Cloud 7.0.0. update.

- The Privacy Policy tells you how the user data is collected, used, and protected.
- The Terms of Service outlines the rules and guidelines for using the SmartPlus service.

Only after you click **Agree**, can you log into the SmartPlus platform.

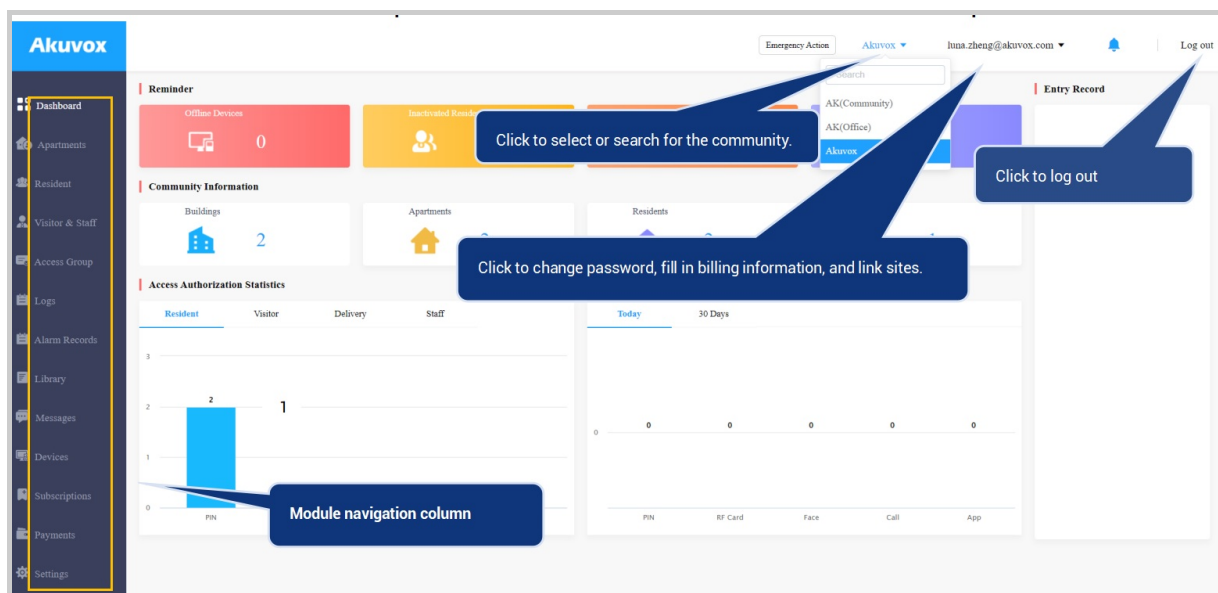


You can also click **User Agreement** on the left column to check the agreements again.



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, the Akuvox SmartPlus app for community-based intercom communication, door access control, monitoring, user account activation, and service subscription & renewal, etc. via the Akuvox SmartPlus platform.



Module Description

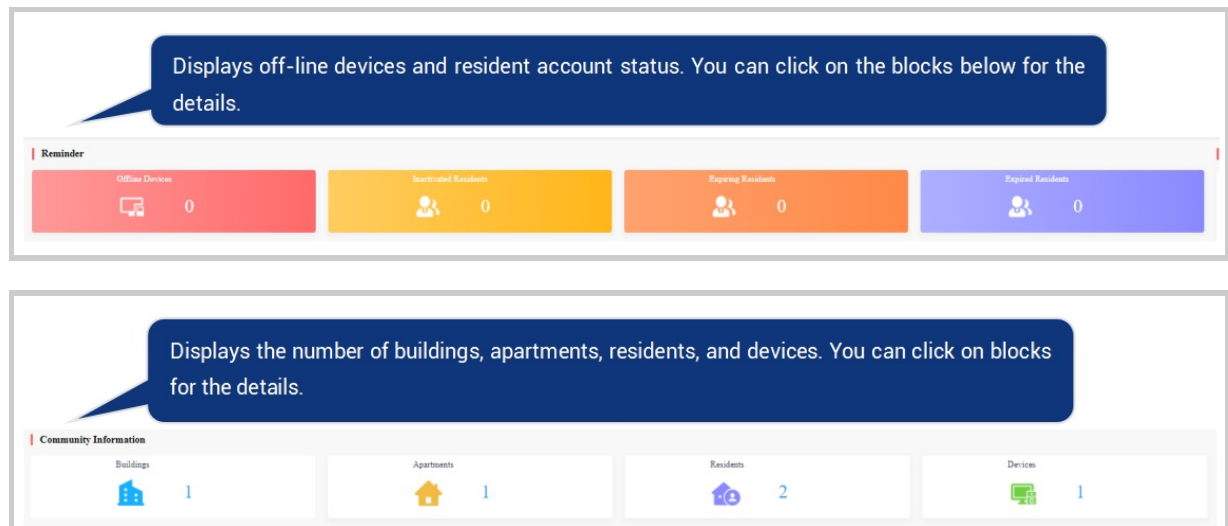
No.	Column Name	Description

1	Dashboard	Displays information on the community, devices, residents, door access, 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, check the resident account and access control information, 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.
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Dashboard Overview

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



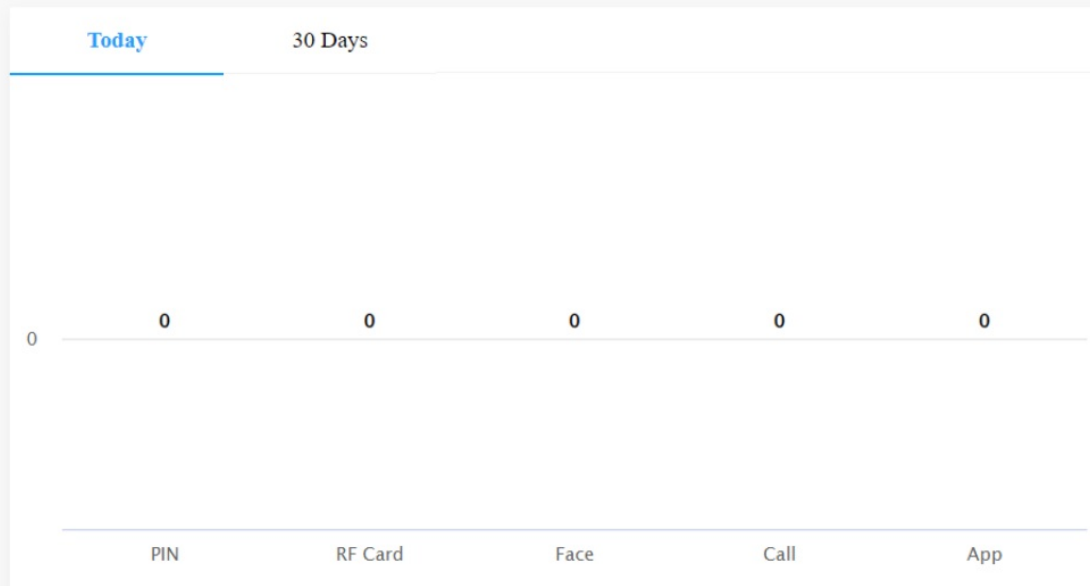
Displays recorded door access statistics.

Access Authorization Statistics

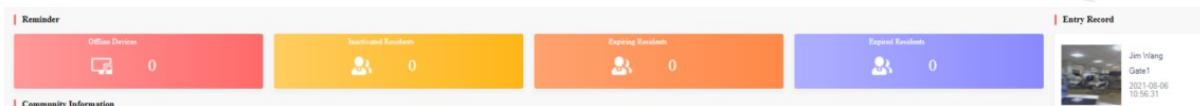


Display the door access statistics of various types of access.

Door Release Statistics

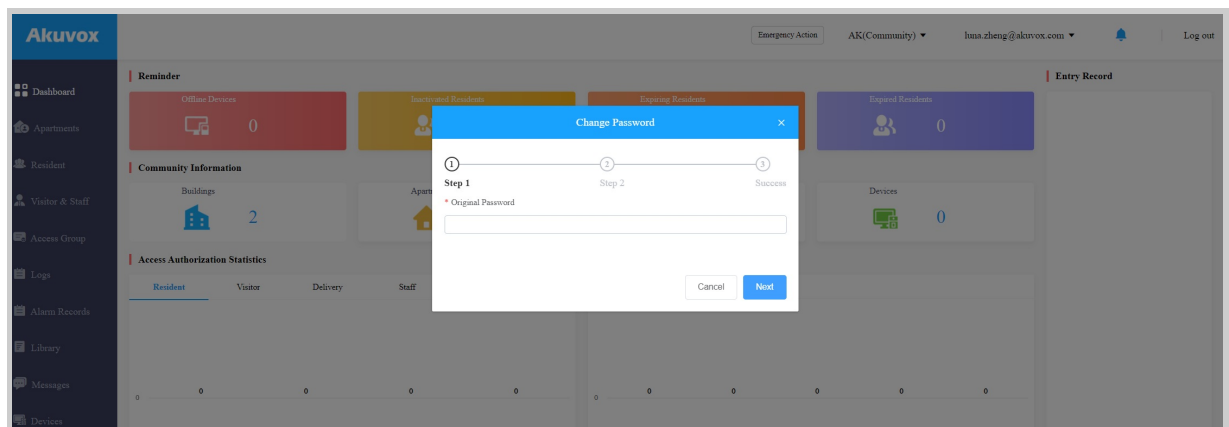
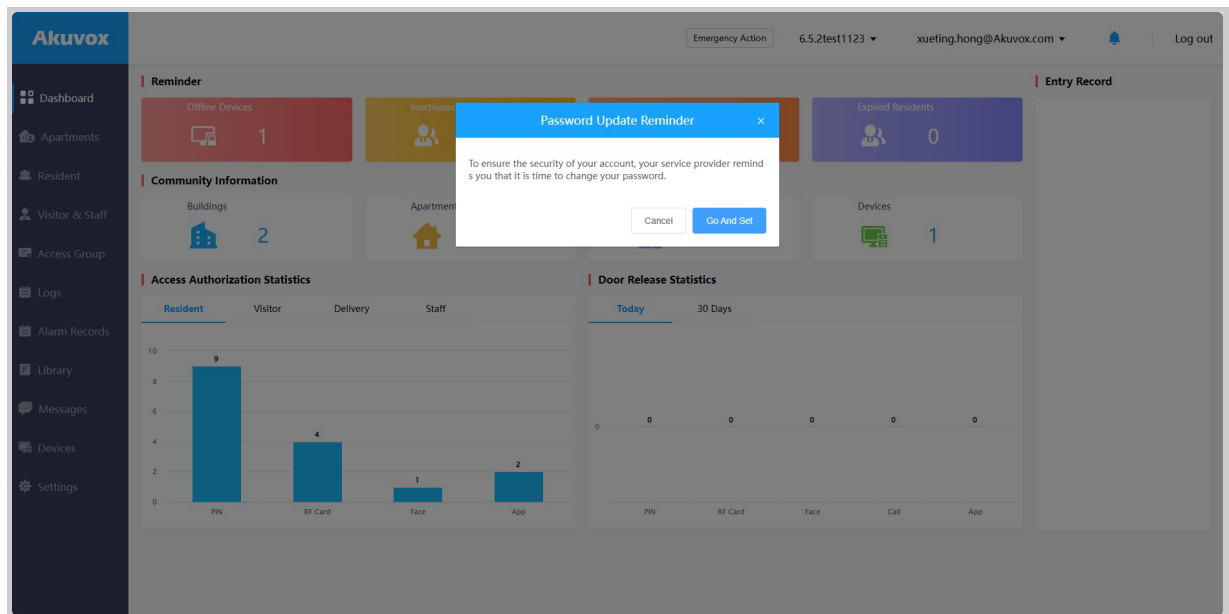


Displays entry records with captured images. You can click the image to enlarge the pictures.



Password Update Reminder

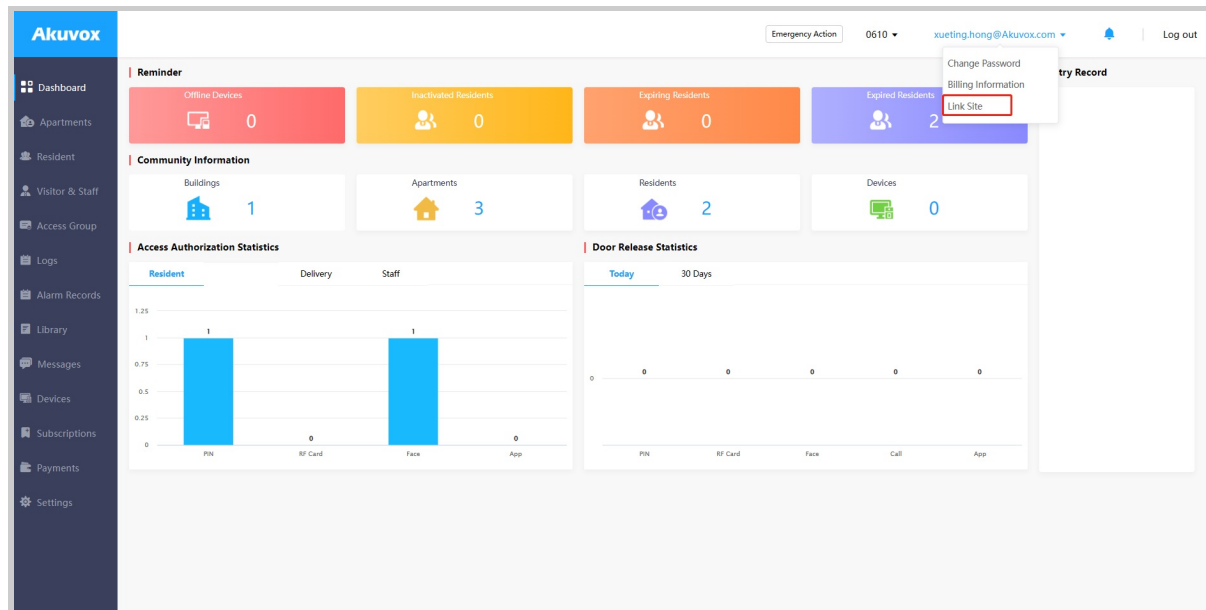
With Monthly Password Update Reminder enabled by your installer, a prompt will pop up to remind you to change the login password every month, which ensures the security of the account.



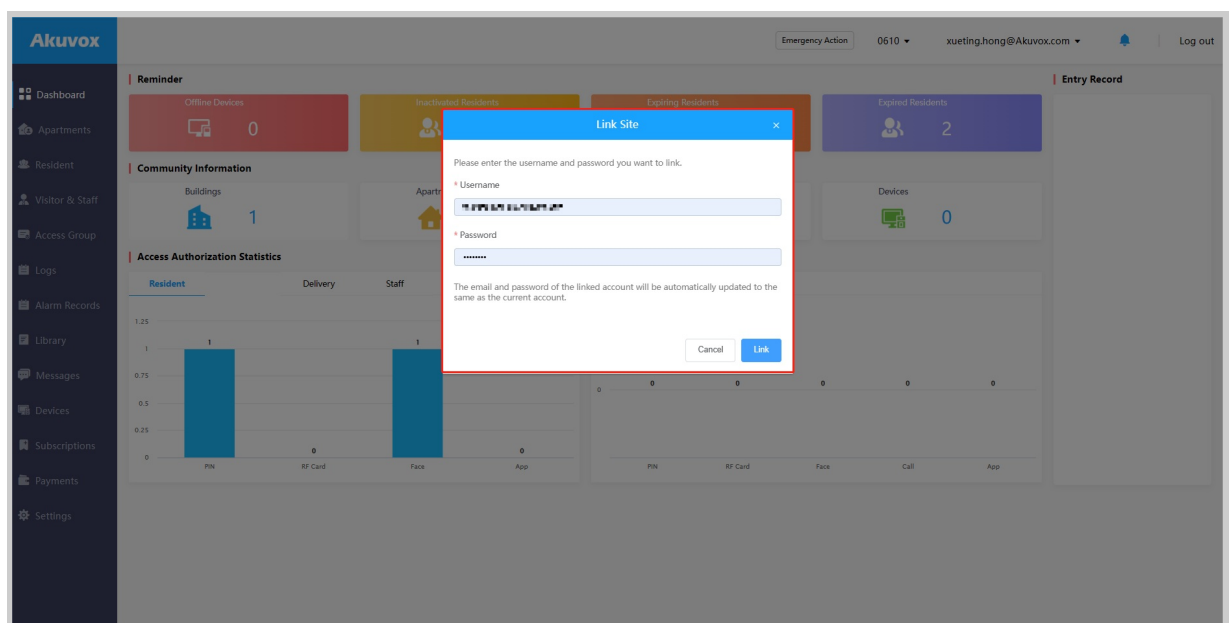
Link

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

1. Click **Link Site** in the upper right corner.



2. Enter the username and password of the account that you want to link.

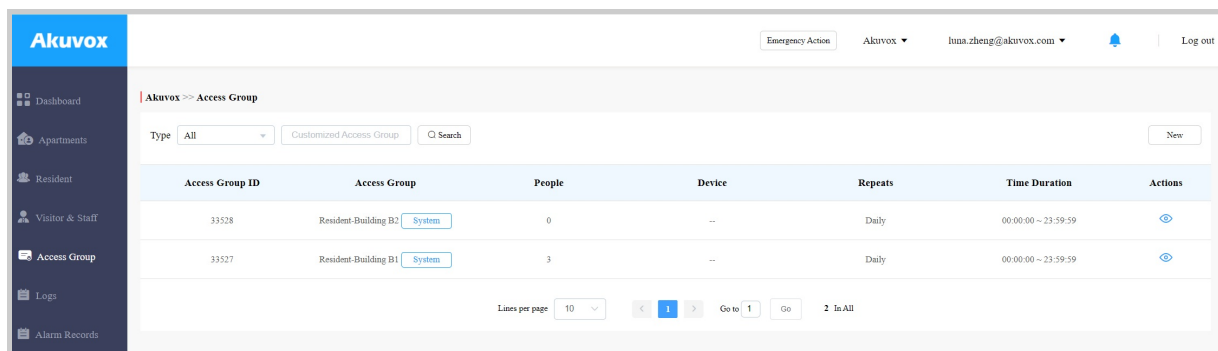


Access Group

The 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 Access Group on the left column and click **New** on the right.



2. Name the access group.

3. Select the access group repeat mode from **Never**, **Daily**, and **Weekly**.

4. Select the access group time.

5. Check the door phone's relay to be opened.

The screenshot shows the 'New Access Group' form. The title is 'Akuvox >> Access Group >> New'. The form contains the following fields:

- * Access Group Name**: A text input field.
- Repeats**: A dropdown menu set to 'Daily'.
- * Start Time**: A time picker set to '00:00:00'.
- * End Time**: A time picker set to '23:59:59'.

Below the form is a table for selecting devices:

Building	Device Name	MAC	Status	Device Type	<input type="checkbox"/> Relay
B1	Gate	0C11051DED84	●		<input type="checkbox"/> Relay1

A blue 'Submit' button is located at the bottom left of the form.

6. Click Submit to save the settings.


You can also set up the access control schedule on residents' private devices when adding or editing a resident's access settings.

Note

- The Self Devices Authorization option will only appear after devices are added to the resident'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) residents can only use access methods to open relays of public devices.

1. Click  .
2. Set up an access control schedule for the resident's private device.
3. Select the device's relay(s).

Self Devices Authorization ? ▾

Repeats


Daily ▾

* Start Time

⌚ 00:00:00

* End Time

⌚ 23:59:59

Building	Device Name	MAC	Status	Device Type	<input type="checkbox"/> Relay
B1	gate	0C110515CE68	●		<input type="checkbox"/> Relay1

Submit

4. Click Submit to save the settings.

Search/Check/Edit Access Group

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

1. Search the access group by type and keywords. You cannot delete the default access group that is created automatically with the adding of each building in the community. It contains all the devices installed in the public area of the building.

Access Group ID	Access Group	People	Device	Repeats	Time Duration	Actions
33528	Resident-Building B2	0	System	Daily	00:00:00 ~ 23:59:59	
33527	Resident-Building B1	3	System	Daily	00:00:00 ~ 23:59:59	

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

3. Click **Add People** or **Remove People** to add or delete residents.

4. Click **Edit** in the upper right corner to edit the access group.

Name	Building	APT	Action
Judy Li Resident	AK 1	101	
Jud Lin Resident	AK 2	102	

Resident Management

Residents Module Overview

The **Residents** module in the navigation column is used to add residents for whom you can create a SmartPlus end user account (family master account) and a 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 accounts) 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 a user account:

1. Click Resident > New.

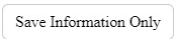
The screenshot shows the 'Resident' management page in the Akuvox system. The left sidebar contains navigation options: Dashboard, Apartments, Resident (highlighted), Visitor & Staff, Access Group, Logs, and Alarm Records. The main content area is titled 'Akuvox >> Resident'. It features a search bar with filters for Building, APT, Account Type, Active, and App Status. A 'New' button is highlighted with a red box. Below the filters is a table with columns: UID, Name, Contact Information, Building, APT, APT Name, App Status, and Actions. The table lists two residents: Sam Zheng (Member) and Lily Zheng (Master), both with 'Unregistered' app status.

2. Set up resident information.

The screenshot shows the 'New Resident' form in the Akuvox system. The left sidebar contains navigation options: Dashboard, Apartments, Resident (highlighted), Visitor & Staff, Access Group, Logs, Alarm Records, Library, Messages, Devices, and Settings. The main content area is titled 'Akuvox >> Residents >> New'. It features a progress bar with two steps: 'Information' (current) and 'Access Authorization'. The 'Information' section contains the following fields: Building, APT, Account Type, First Name, Last Name, Email, Country / Region, and Mobile Number. At the bottom, there are two buttons: 'Next' and 'Save Information Only', with the 'Next' button highlighted by a red box.

3. Click on  to complete creating an account.

Note:

- Click on **Next** when you want to set up access methods and the access group or click on  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. 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:

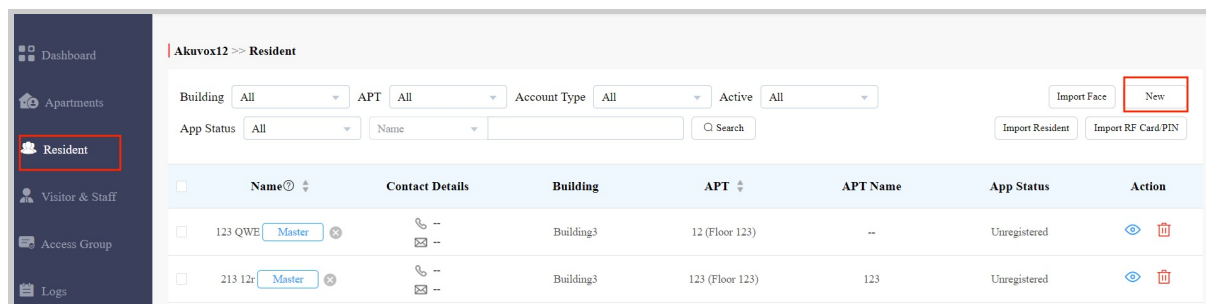
Description:

No.	If	Then
1	If you fill in a family member's email and mobile phone,	then login information will be sent to the family member's email or mobile phone for login.
2	If you do not fill in the family member's email and mobile phone number, but fill in the master account's email,	then login information (SmartPlus SIP number + Password) will be sent to the master account email for login.
3	If you do not fill in the family member's email and mobile phone number, but fill in the master account's mobile phone number,	then login information (SmartPlus SIP number + Password) will be sent to the master account's mobile phone for login.
4	If you do not fill in the family member's email and mobile phone number, the master account's email, and mobile phone number,	then login information will be sent to the 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, facial recognition, and ID card 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.

The screenshot displays the 'New Resident' form in the Akuvox system. The interface includes a dark sidebar with navigation options: Dashboard, Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records, Library, Messages, Devices, and Settings. The main content area is titled 'Akuvox >> Residents >> New' and features a progress bar with two steps: '1 Information' (active) and '2 Access Authorization'. The 'Information' section contains the following fields:

- * Building: A dropdown menu.
- * APT: A dropdown menu.
- Account Type: A dropdown menu.
- * First Name: A text input field.
- * Last Name: A text input field.
- Email: A text input field.
- Country / Region: A dropdown menu.
- Mobile Number: A text input field.

At the bottom of the form, there are two buttons: 'Next' (highlighted with a red box) and 'Save Information Only'.

3. Select the accessible floors and configure the access methods.

- **PIN:** The PIN code should be within 2-8 digits without starting with "9".
- **RF Card:** Enter the RF card code.
- **ID Access:** The ID Access feature is designed for users with South American ID cards. You can enroll the RUN and Serial numbers on their ID cards into the Akuvox SmartPlus Cloud system. Then, users can open doors conveniently by using the QR code on their ID cards.

Note


- This feature is limited to certain projects, if you want to use this feature, please contact your installer or distributor.
- Click [here](#) to view the detailed steps of setting up ID access.


4. Select the **access group** and click Submit.

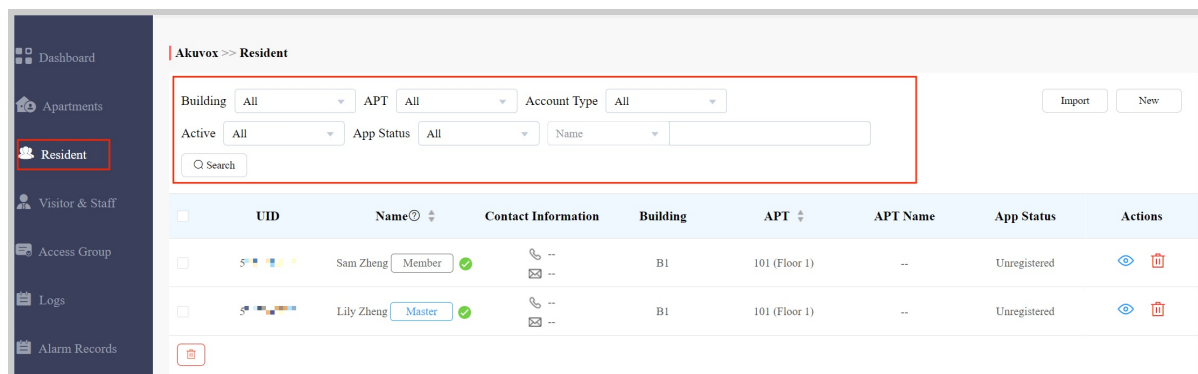
Search/Delete/Edit User Accounts


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.

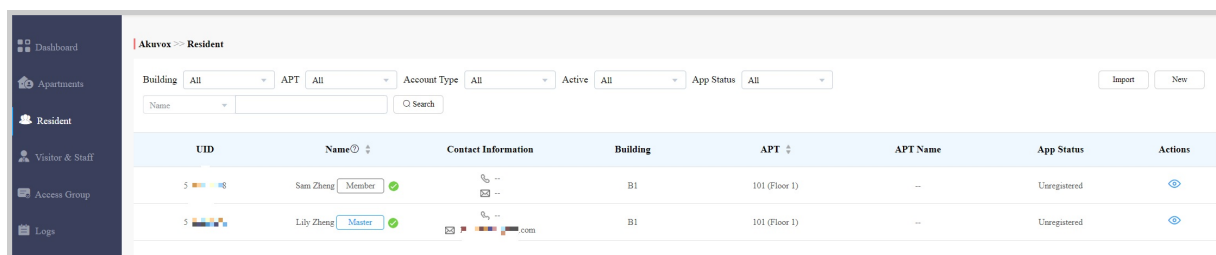
Search/Delete User Accounts

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.



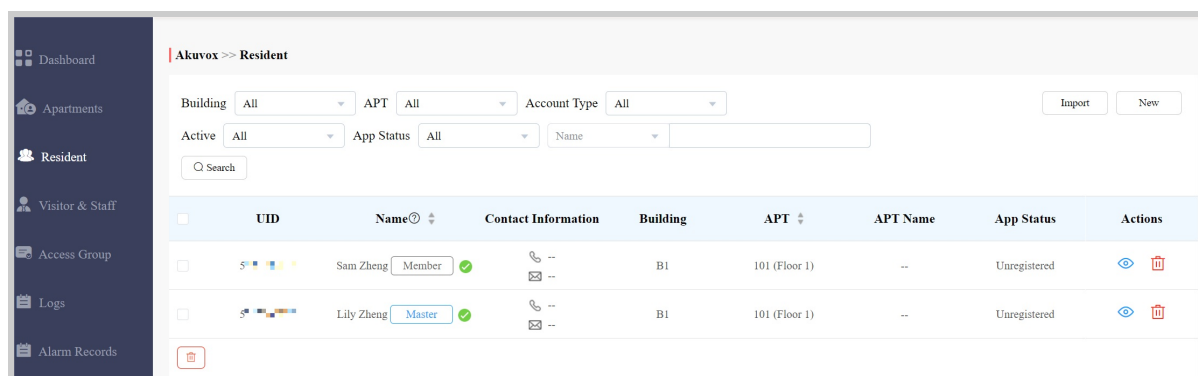
Please note that when Delete Account Permission is not enabled by your installer,  will not appear and you cannot delete user accounts.



Edit User Account

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

1. Click on  of the desired user account.



2. Click on  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 a new access group(s).

Akuvox- >> Residents >> Edit Access Group

Access Group

New

Selected:

Resident-Building Building 1

Akuvox Access schedule

<input type="checkbox"/>	Name	Device	Repeats	Time
<input checked="" type="checkbox"/>	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59
<input checked="" type="checkbox"/>	Akuvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
<input type="checkbox"/>	Test	Gate1	Daily	00:00:00 - 23:59:59
<input type="checkbox"/>	Test1	Gate1	Daily	00:00:00 - 23:59:59

Submit

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 in the information in the template.
4. Click **Batch Add Resident** to import the template to the community.

The screenshot displays the Akuvox Resident Management interface. On the left, a sidebar menu includes options like Dashboard, Apartments, Resident (highlighted with a red box), Visitor & Staff, Access Group, Logs, Alarm Records, Library, Messages, Devices, and Settings. The main area shows the 'Resident' management page for 'Akuvox >> Resident'. It features filters for Building and APT, a search bar, and a table of residents with columns for UID, Name, and a status dropdown. Two residents are listed: Sam Zheng (Member) and Lily Zheng (Master). A red box highlights the 'Import' button in the top right corner. A modal window titled 'Import' is open in the center, containing buttons for 'Batch Add Resident' (highlighted with a red box), 'Download Import Template', 'Batch Edit Resident', 'Export Resident', 'Import RF Card/PIN', 'Download Import Template', and 'Import Face'.

[illegible]

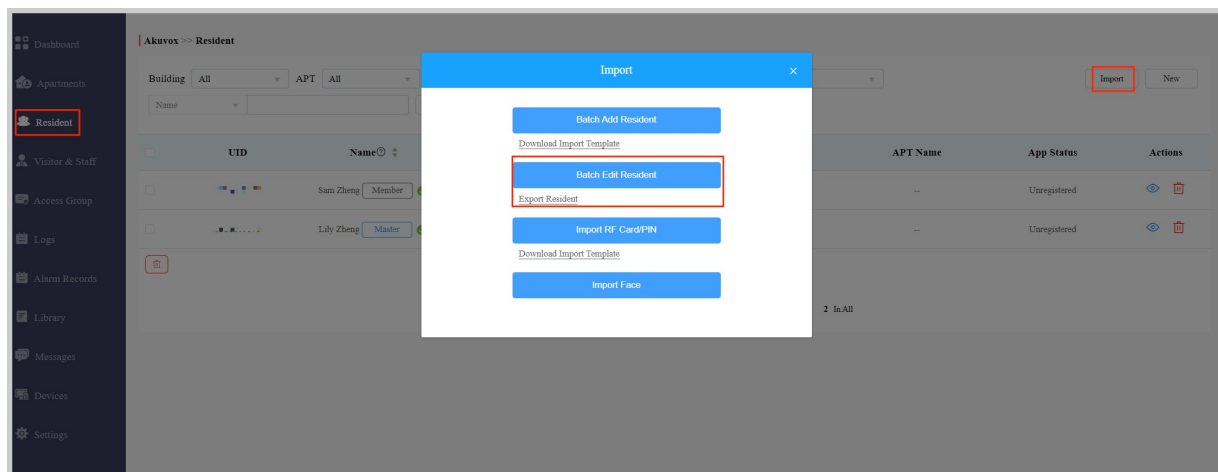
Template Description:

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 the family master account and 1 for the 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 the 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.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Building	Apt	Account Ty	First Name	Last Name	Email	MobileNumber	Telephone	1stPhone	2ndPhone	3rdPhone	RF Card	PIN	Access Grc	UID	
2	B1	101	0	Lily	Zheng	1.							123456	33527	56	
3	B1	101	1	Sam	Zheng								1234566	33527	56	
4																
5																
6																

Note

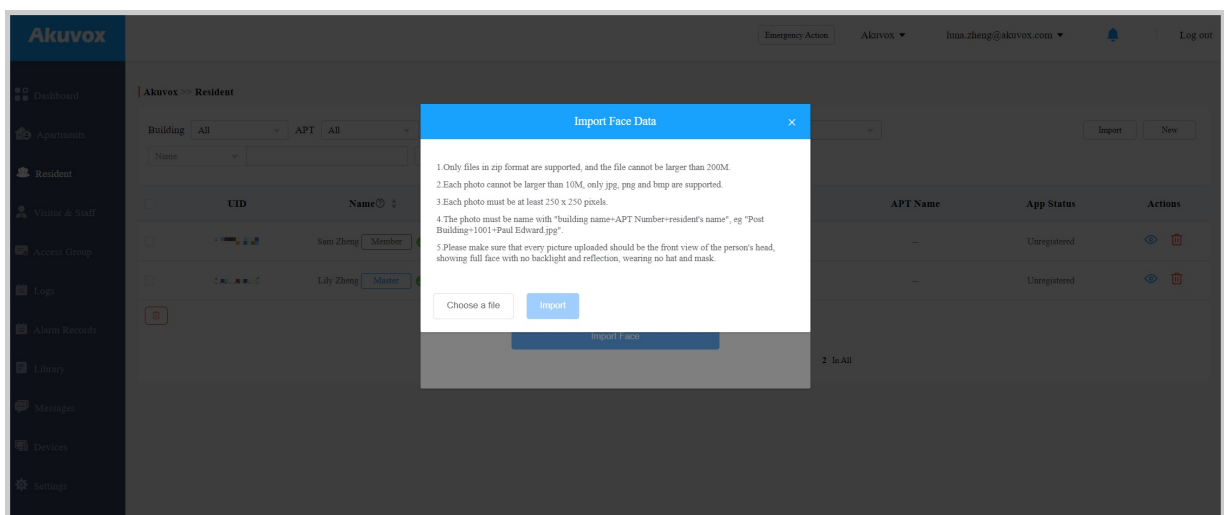
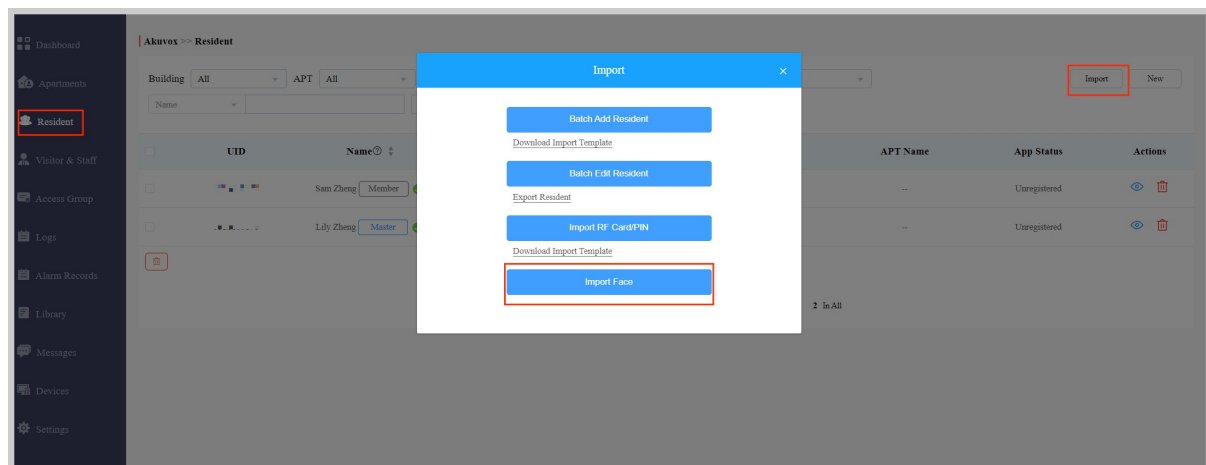
- Keep the field blank if you do not want to change the original information.
- After the user's email address is modified, the SmartPlus App login email containing a new password will be sent to the new email address.
- The email addresses, mobile phone numbers, and area codes of the user accounts that 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 the **Residents** module and click on **Import**.
2. Choose the face data .zip file and click on **Import Face** to import the file.



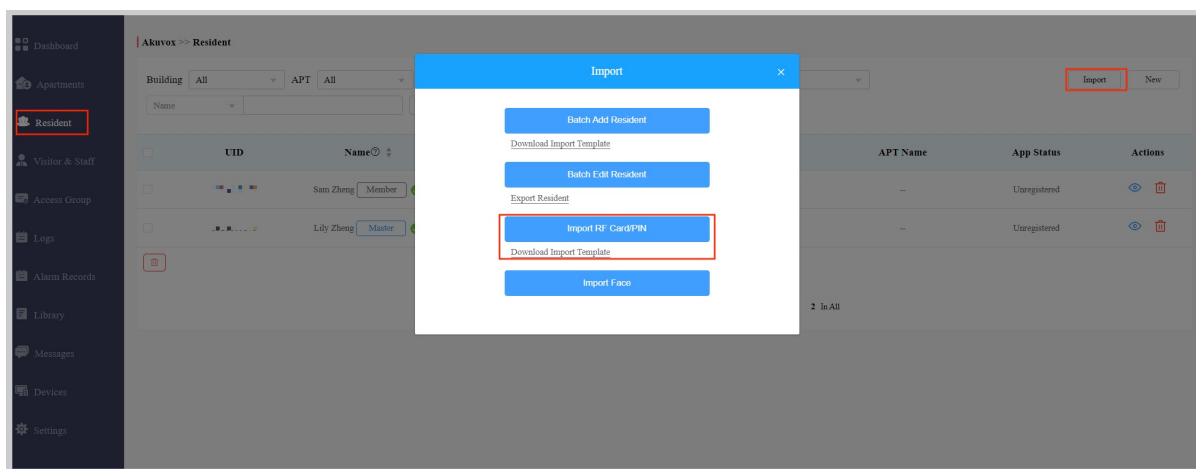
Note:

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 batches for users.

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



RF card template:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Building	Apt	User	RF Card	PIN								
2	B1	101	Judy	12345	12345								
3													
4													
5													

Note

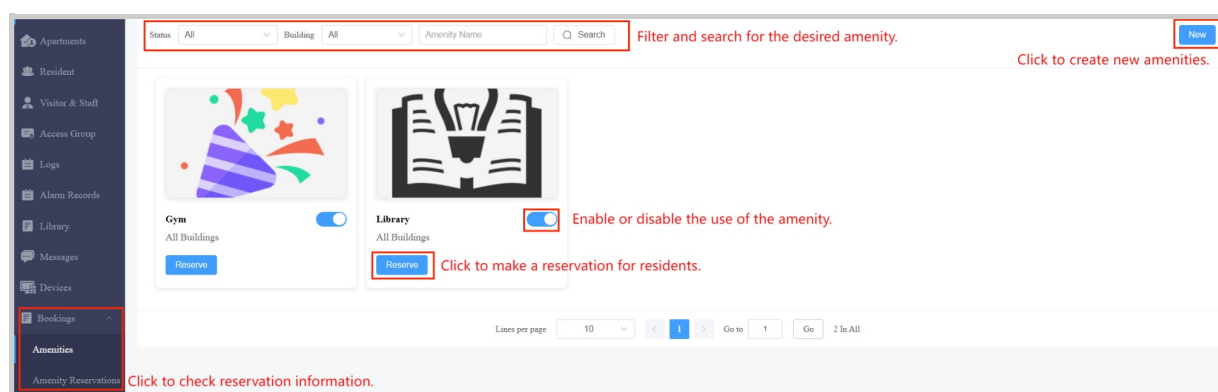
- You can assign multiple cards to the family master who can assign the card to family member accounts via the SmartPlus App.
- Enter the RF card codes for one user separated by ";".

Bookings for Residents

The Bookings module facilitates the management of amenities and reservations. You can conveniently add and modify amenities, and make a reservation for residents.

Note

- ONLY the communities with the Premium Feature Plan support this feature.
- Click [here](#) to view the detailed steps of adding new amenities, making reservations for residents, and checking reservation information.



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 set up temporary keys and ID access for visitors, and select the access schedule that applies to the access methods.

Create a Temporary PIN Code

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

1. Click on **Temp Keys**, then click on **New**.

<div> <div>Apartment</div> <div>Resident</div> <div>Visitor & Staff</div> <div>Access Group</div> <div>Log</div> <div>Alarm Records</div> <div>Library</div> <div>Messages</div> </div>	Temp Keys Delivery Auth Staff Auth ID Access								
	Name <input type="text"/> <input type="button" value="Search"/>								<input type="button" value="New"/>
	<input type="checkbox"/>	Name	Key	QR Code	Validity Times Per Device	Repeats	Created By	Start Time	End Time Actions
	No Data								
	<div> <div>Lines per page</div> <div>10</div> <div>< 1 ></div> <div>Go to</div> <div>1</div> <div>Go</div> <div>0 In All</div> </div>								

2. Create a 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.

* Building

* Name

ID Number

Repeats

Never

* Begin Time

🕒

2024-04-30 17:58:56

* End Time

🕒

* Validity Times Per Device

Delivery Method

Email

Building	Device Name	MAC	Status	<input type="checkbox"/> Relay
B1	Gate	0C11051DED84	<div></div>	<input type="checkbox"/> Relay1
<div> <div>Submit</div> </div>				

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	<p>Select "Never", "Daily", and "Weekly" for the temporary key access schedule.</p> <ol style="list-style-type: none"> 1. "Never" means a 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 period of the day and is repetitive daily (eg. 08:00-20:00 every day). 3. "Weekly" means the PIN code access is valid during a certain period of the day and is repetitive every week. (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	<p>You can put a number in the field based on the format: “each door count” * “the number of door phones 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 on any one of the door phones, it will no longer be valid on the rest of the door phones.</p> <p>Note:</p> <p>This is applicable when you select “Never” in the Repeat field.</p>
8	Start Time End Time	Set the Start Time and End Time for the PIN code validity period during a day on a daily or weekly.
9	Delivery Method	The PIN code will be sent to the visitor’s email address you entered.

Delete Temporary PIN Code

1. Enter the visitor's name to search and find the specific temporary PIN code.
2. Click on ⓘ 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 .

Dashboard

Apartment

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Library

Temp Keys

Delivery Auth


Staff Auth

ID Access


Name

Search

New

	Name	Key	QR Code	Validity Times Per Device	Repeats	Created By	Start Time	End Time	Actions
<input type="checkbox"/>	Lis	97731176		2	Never	hina.zheng@akuvox.com	2024-07-31 14:34:26	2024-08-01 00:00:00	<div><div></div><div></div></div>
<div><div><div></div></div></div>									
<div><div>Lines per page</div><div><div>10</div></div><div><div><</div><div>1</div><div>></div></div><div>Go to</div><div><div>1</div></div><div>Go</div><div>1 In All</div></div>									


Note:

After you click  to check the temporary key details, you can click **View Door Logs** to check the 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

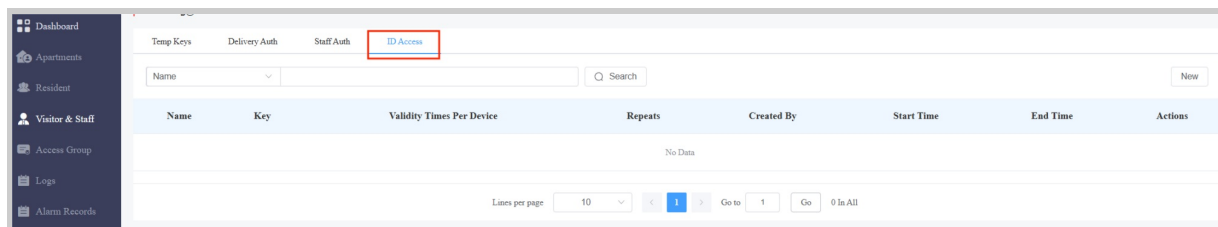
Device Name	Building	MAC	Relay
Gate	B1	0C11051DED84	Relay1

Set up ID Access

The ID Access feature is designed for users with South American ID cards. You can enroll the RUN and Serial numbers on their ID cards into the Akuvox SmartPlus Cloud system. Then, users can open doors conveniently by using the QR code on their ID cards.

Note

- This feature is limited to certain projects, if you want to use this feature, please contact your installer or distributor.
- Click [here](#) to view the detailed configuration.



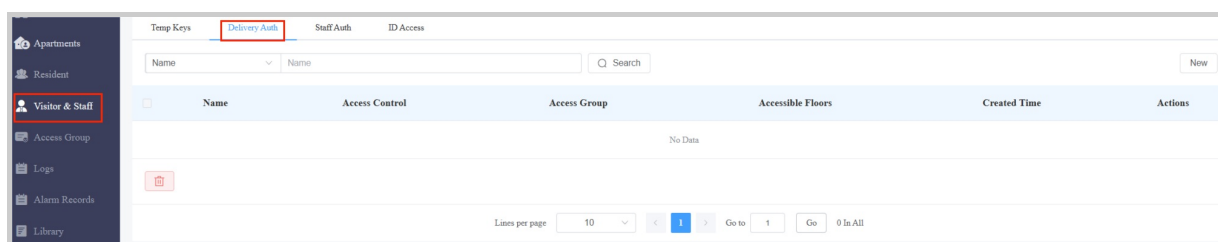
Manage Access Credentials for Delivery Personnel

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

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



2. Enter the delivery person's name.

3. Enter the PIN code or RF card number. Please note that the PIN code should be 2-8 digits without starting with "9".

4. [Optional]Select the accessible floors. Click **Add** to add accessible floors of other buildings. You can select 10 floor numbers at maximum.

5. Select the default or self-created [access group](#).

Visitor & Staff

Name:

PIN:

RF Card:

ID Access:

Accessible Floors:

Please set the accessible floors for specific buildings.



-

Access Group

Selected:



	Name	Device	Repeats	Time
<input type="checkbox"/>	AK1	Door	Weekly	00:00:00 - 23:59:59
<input type="checkbox"/>	Resident-Building AK 1	--	Daily	00:00:00 - 23:59:59

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**.
3. Click  to modify the PIN code.
4. Click  to delete the PIN code.

Delivery Auth

Name:

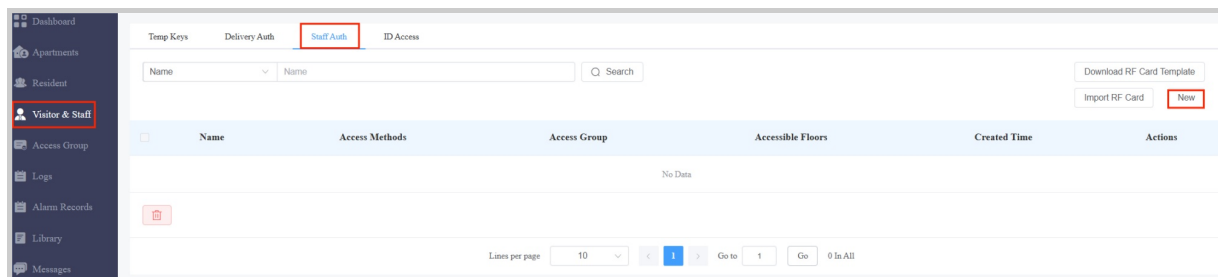
	Name	Access Control	Access Group	Accessible Floors	Created Time	Actions
<input type="checkbox"/>	Alina	PIN: 12321312 RF Card: --	Resident-Building B1	B1-All Floors	2024-07-31 14:56:40	 

Lines per page: 1 In All


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.

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



2. Set up the access methods and select the accessible floors.

- **PIN:** The PIN code should be within 2-8 digits without starting with "9".
- **RF Card:** Enter the RF card code.
- **ID Access:** The ID Access feature is designed for users with South American ID cards. You can enroll the RUN and Serial numbers on their ID cards into the Akuvox SmartPlus Cloud system. Then, users can open doors conveniently by using the QR code on their ID cards.
- **Face ID:** Upload the face picture. Once the staff's Face ID is added, a  will display in the Access Methods column.

Note

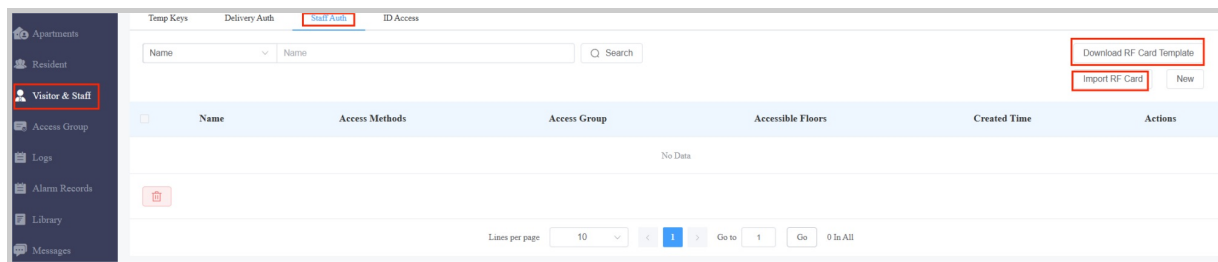
- This feature is limited to certain projects, if you want to use this feature, please contact your installer or distributor.
- Click [here](#) to view the detailed steps of setting up ID access.

3. Scroll down to select the default **access group** or self-created one.

Access Group				
Selected:				
<input type="checkbox"/>	Name	Device	Repeats	Time
<input type="checkbox"/>	AK1	Door	Weekly	00:00:00 - 23:59:59
<input type="checkbox"/>	Resident-Building AK 1	--	Daily	00:00:00 - 23:59:59

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





Template Sample

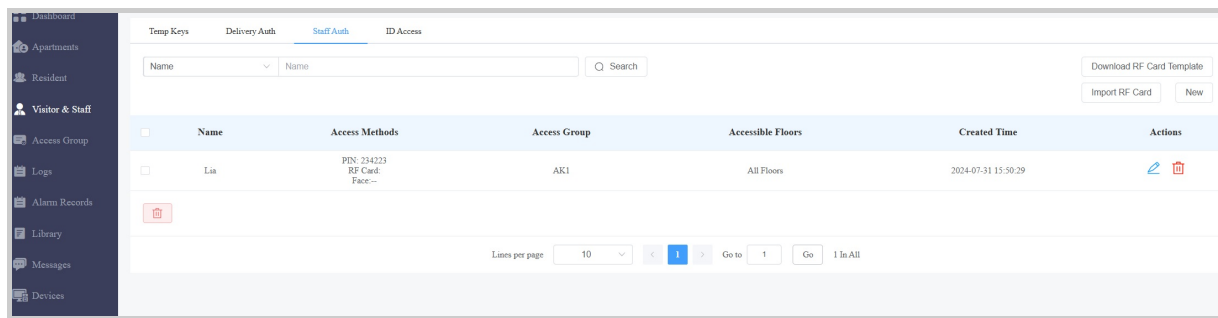
	A	B	C	D
1	Staff Name	RF Card	Access Group ID	
2	Cathy	13579	4371;4370	
3	Shirley	24589	4371;4370	
4				

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/Delete 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  to modify and  to delete the target user. 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.

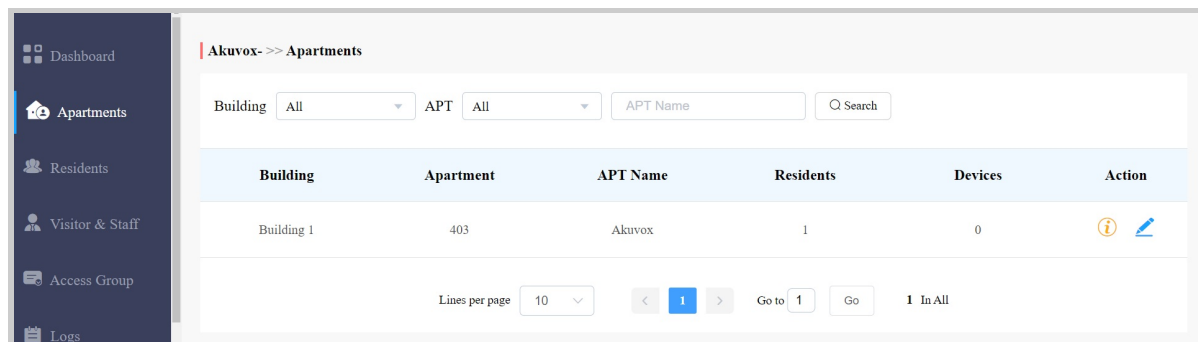


Apartment Management

The Apartment module allows you to search and check the apartment-based information related to residents, devices, call type, and call settings. You can also modify call type, and 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 search 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.

Akuvox >> Apartments >> Information

Basic Information

Building

B1

APT

101 (Floor 1)

APT Name

--

Call Type

SmartPlus and indoor monitors

SIP Call Or IP Call

IP Call (All the devices are deployed on the same local network)

Creating QR Codes

Allowed

Allow User to Register Face ID

Allowed

Family Member Amount Limit Off

Residents

Name	Contact Information	Created Time
<div>Master</div>	<div></div> <div></div>	2023-11-14 09:54:51

Devices




Device Type	Device Name	MAC	Status
-------------	-------------	-----	--------

Edit and Reset Apartment

You can edit or reset the apartment configurations for the resident, including call type, call setting, 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  on the top right.

Dashboard

Apartments

Residents

Visitor & Staff

Access Group

Akuvox >> Apartments

Building



All

APT

All

APT Name

Search

Building	Apartment	APT Name	Residents	Devices	Action
Building 1	403	Akuvox	1	0	 

Lines per page

10

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1

>

Go to

1

Go

1 In All

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

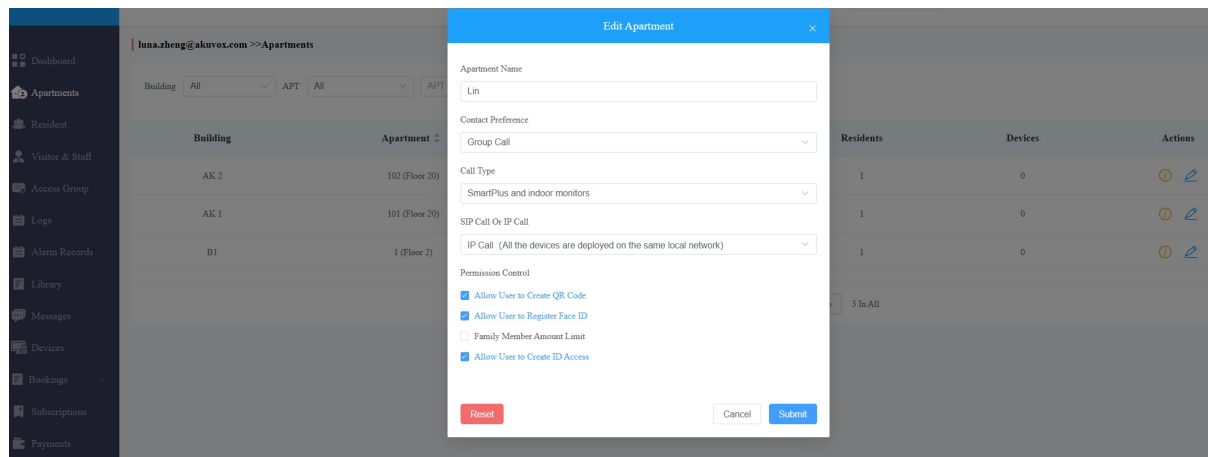
3. Edit permission control:

- **Allow User to Create QR Code:** When enabled, residents can create a QR code on their SmartPlus Apps for door access.
- **Allow User to Register Face ID:** When enabled, residents can enroll their face ID on their SmartPlus Apps for door access.
- **Family Member Amount Limit:** When enabled, you can set the number of family member accounts(0-63) that users can create.
- **Allow User to Create ID Access:** When enabled, users can set

up ID access on their SmartPlus Apps for door access.

Note:

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






Parameter Set-up:

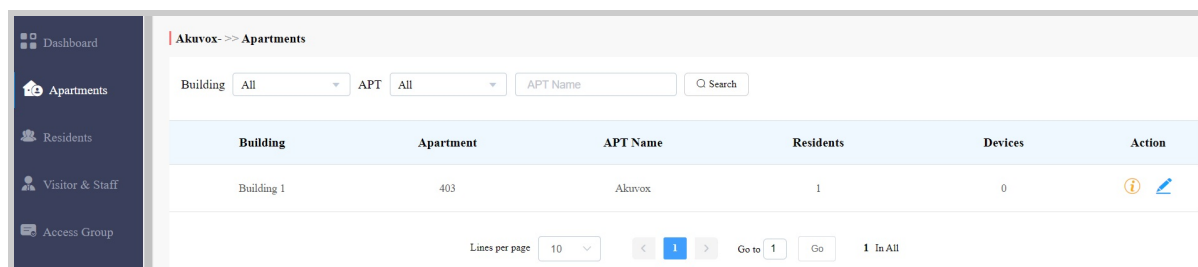
No.	Column Name	Description
1	Apartment Name	Fill in the apartment name.
2	Call Type	Six call types. For example, if you select “SmartPlus and Indoor monitors” you will be able the answer the call using SmartPlus and Indoor monitor.
3	SIP Call Or IP Call	<p>Select “All my devices were installed in the same place (villa or house)” for IP call if all of the user’s intercom devices are in the same LAN (Local Area Network).</p> <p>If not, select “Some of my devices were installed in a different place (villa or house)” for SIP call.</p>

Reset apartments

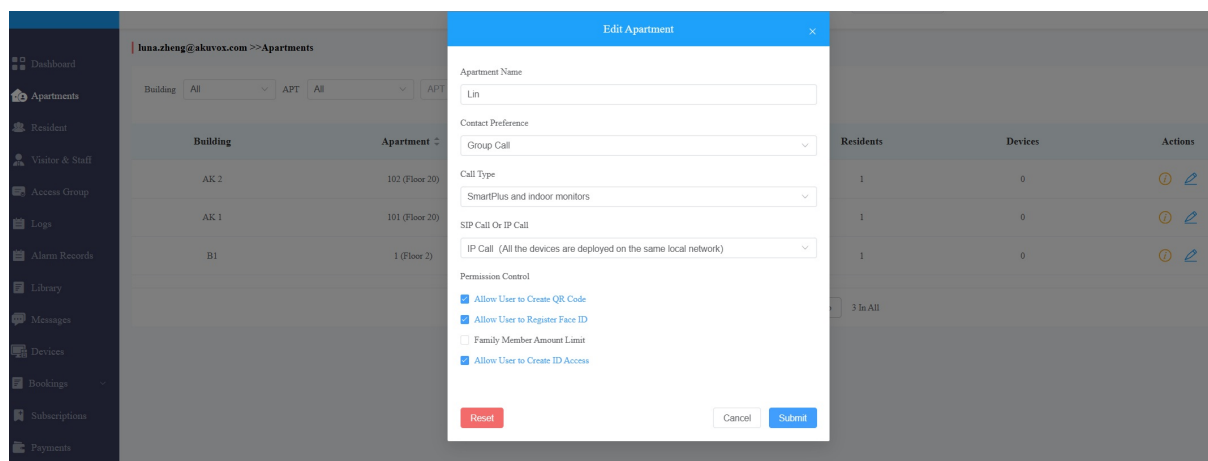
To reset the apartment, do the following:

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

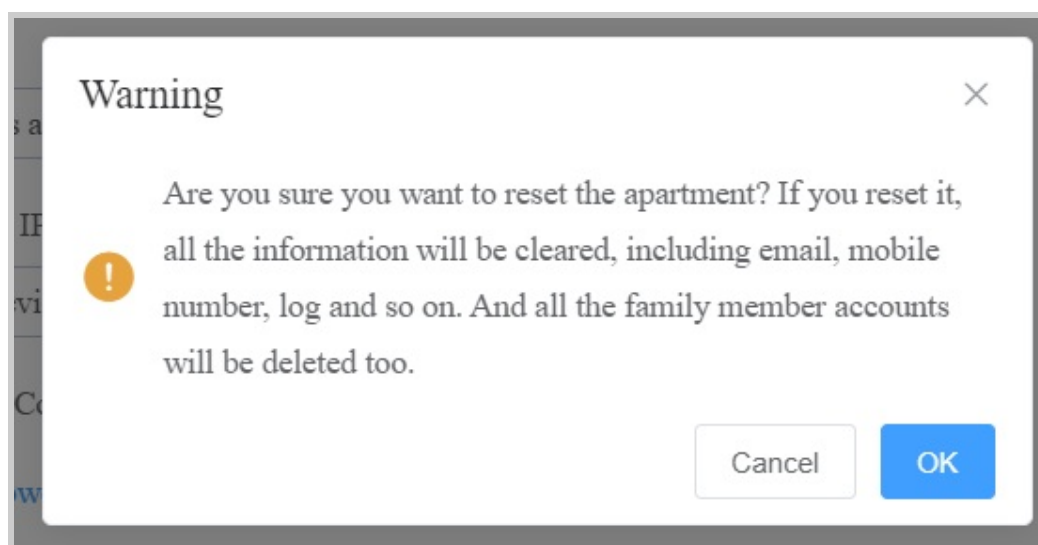
- Click on  of the desired apartment; Or
- Click on  of the desired apartment, and then  on the top right.



2. On the pop-up screen, Click  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

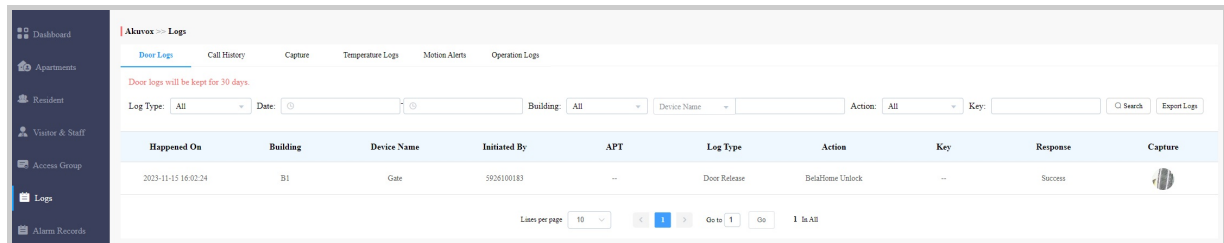
- The user's app changes to be unregistered and needs to be re-initialized.
- The user's login credentials are reset, and the user is not going to receive the reset email.

Note:

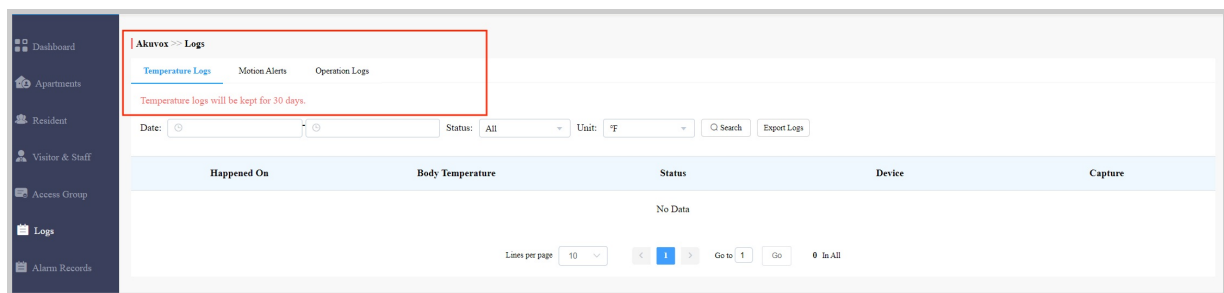
It is free to create a new account in the family after resetting, while it charges after deleting. The resetting feature is suitable for rental scenarios, you can empty the accounts after the tenants move out and create accounts for the new ones.

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 the 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.

Akuvox >> Logs

Door Logs | Call History | Capture | Temperature Logs | Motion Alerts | Operation Logs

Door logs will be kept for 30 days.

Log Type: All | Date: | Building: All | Device Name: | Action: All | Key: | Search | Export Logs

Happened On	Building	Device Name	Initiated By	APT	Log Type	Action	Key	Response	Capture
2023-11-15 16:02:24	B1	Gate	5926100183	--	Door Release	BedRoom Unlock	--	Success	

Lines per page: 10 | Go to: 1 | 1 of 1

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 the 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.

Happened On	Caller	Receiver	Call Duration
2021-08-06 10:40:52	virtual_stair	zhuhai shi	00:00:04
2021-08-06 10:40:38	virtual_stair	zhuhai shi	No Answer
2021-08-06 10:08:52	virtual_stair	zhuhai shi	No Answer
2021-08-06 10:08:24	virtual_stair	zhuhai shi	00:00:04

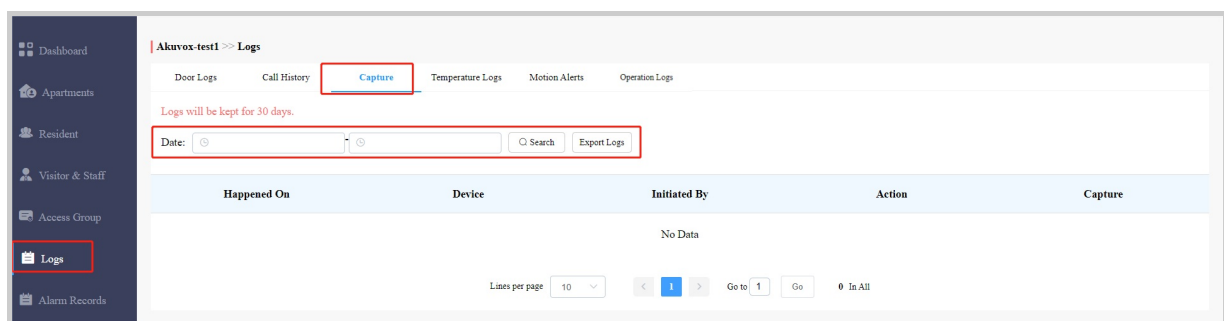
Parameter Set-up:

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 the 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 purposes.



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	<u>Temperature Logs</u>	Motion Alerts	Operation Logs
Temperature logs will be kept for 30 days.					
Date:	<input type="text"/>	<input type="text"/>	Status: All	Unit: °F	<input type="button" value="Search"/> <input type="button" value="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	<u>Motion Alerts</u>	Operation Logs
Motion alerts will be kept for 30 days.					
Date:	<input type="text"/>	<input type="text"/>	<input type="button" value="Search"/>		
<input type="checkbox"/>	Happened On	Building	Device	Capture	Action
<input type="checkbox"/>	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 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, temporary PIN code, time zone, and password.

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

Akuvox >> Logs			
Door Logs	Call History	Capture	Temperature Logs
			Motion Alerts
			Operation Logs
Type: All	Times: []	Search	
Happened On	Initiated By	Type	Action
2023-11-14 13:44:17	II76884L3Dy77h35	Login Management	Log In: Web
2023-11-14 10:25:26	II76884L3Dy77h35	User Management	Edit end user: 5926100176
2023-11-14 10:20:30	II76884L3Dy77h35	Login Management	Log In: Web


Parameter Set-up:

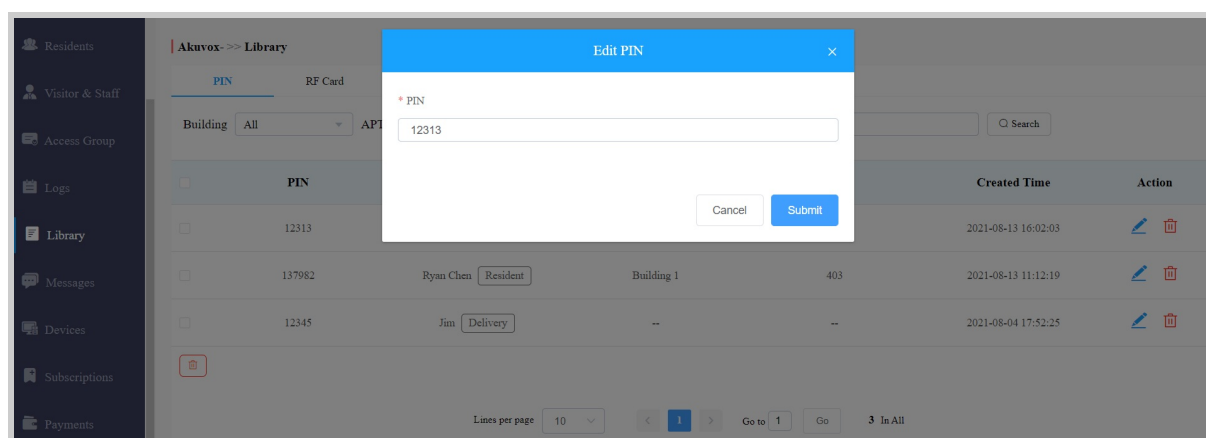
No.	Column Name	Description
1	Happened On	Shows when the operational changes are made.
2	Initiated By	Shows who have initiated the operations by indicating the property manager account.
3	Type	Shows the specific type of operation.
4	Action	Shows the specific operations made.

Library

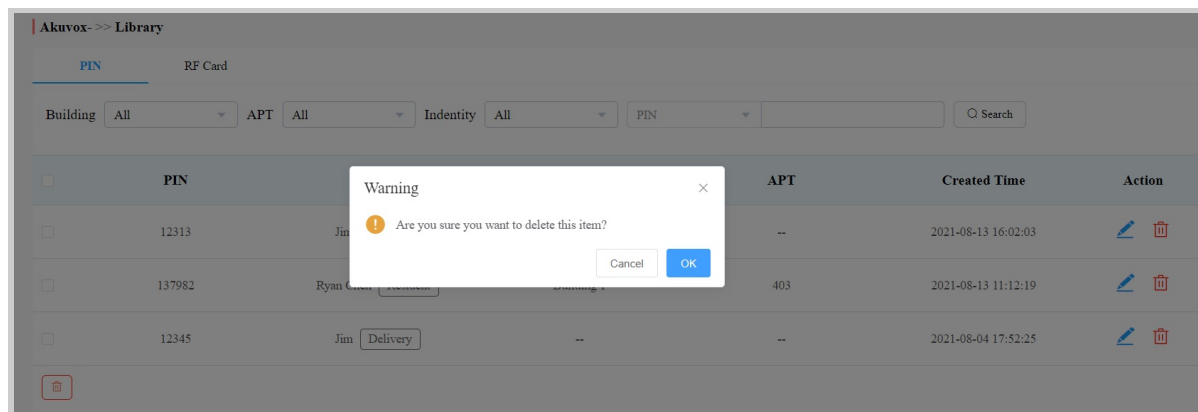
Library serves as a module where you can check, modify, and delete all types of created PIN codes and RF Cards conveniently at one stop.

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.

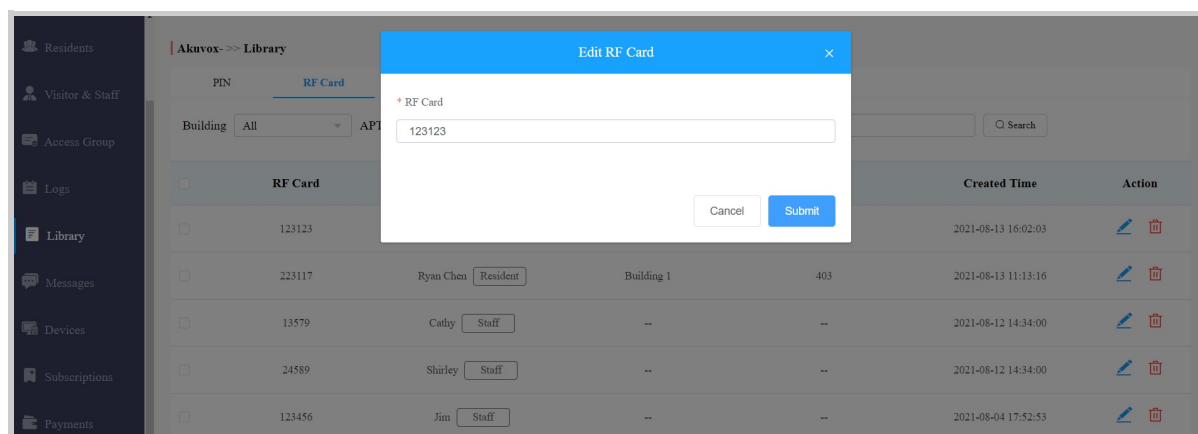


4. Click on  to delete the PIN code selected.

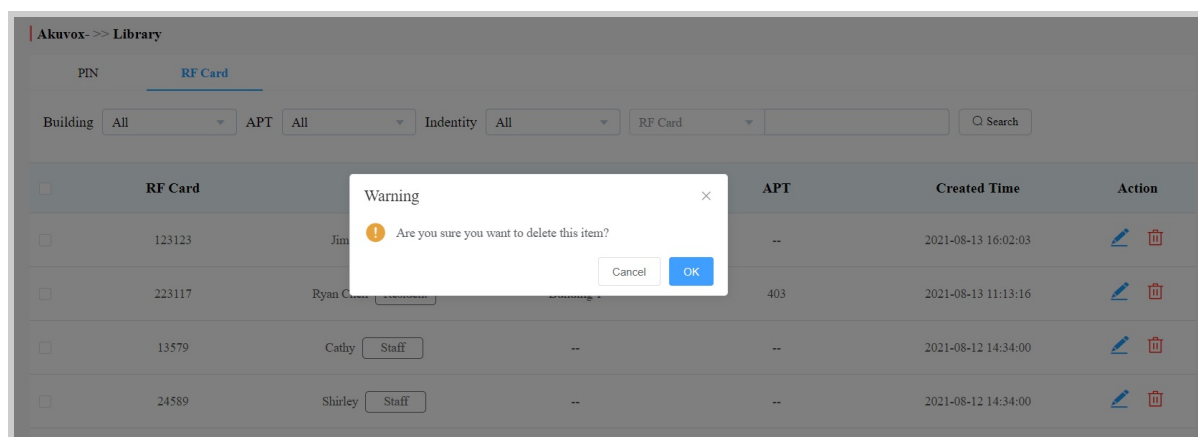


Check/Modify/Delete RF Card(s)

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.

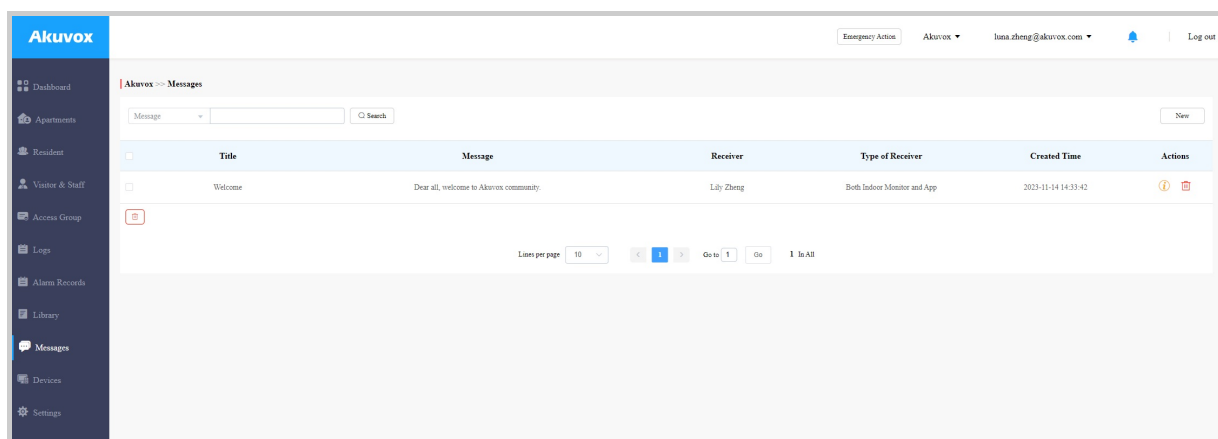


4. Click on  to delete the RF card selected.



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 a one-time message(s). 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.

Akuvox >> Messages >> New

+ Add a Template

* Title

* Content

* Send To

☒ Both indoor monitor and app ☐ Indoor monitor only ☐ App only

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 the contents.

Akuvox

Emergency Action Akuvox hua.zheng@akuvox.com Log out

Akuvox >> Messages >> New

+ Add a Template

* Title

* Content

* Send To

☒ Both indoor monitor and app ☐ Indoor monitor only ☐ App only

Building All UIDEmailName

UID

Building Room

New Template



* Name

* Title

* Message

Cancel Submit

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.

Akuvox >> Messages >> New

Clean water tank   + Add A Template

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.

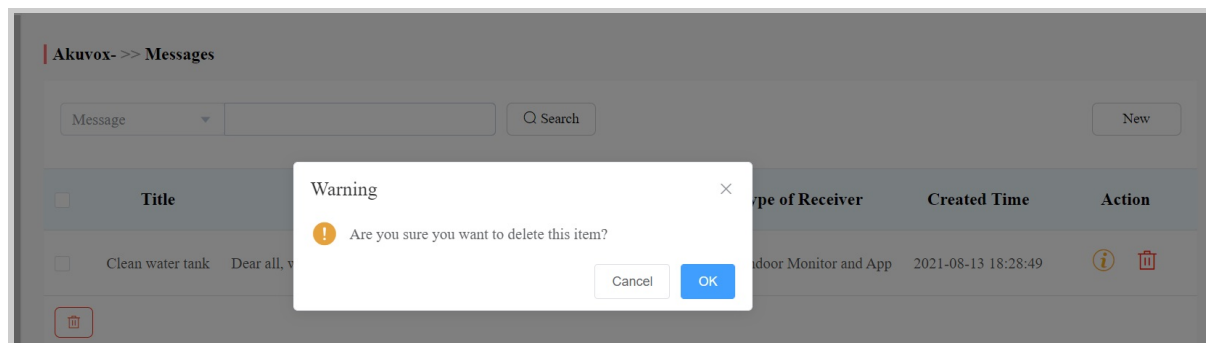
2. Select and tick the checkbox of the targeted resident(s) by their UID (user identification), name, and Email, or select **All** to include all the residents, then click **Search**.
3. Click on **Send** to send the message to the targeted resident(s).

The screenshot shows a web interface for sending messages. At the top, there is a 'Building' dropdown menu set to 'All', a text input field for 'UID/Email/Name', and a 'Search' button. Below this is a table with the following columns: 'UID', 'Name', 'Email', 'Building', and 'Room'. The table contains one row with the following data: UID: 5926100011, Name: Ryan Chen, Email: [redacted], Building: Building 1, Room: 403. A checkbox is visible to the left of the first row. At the bottom left of the table area, there is a blue 'Send' button.



Search/Check/Delete Messages

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

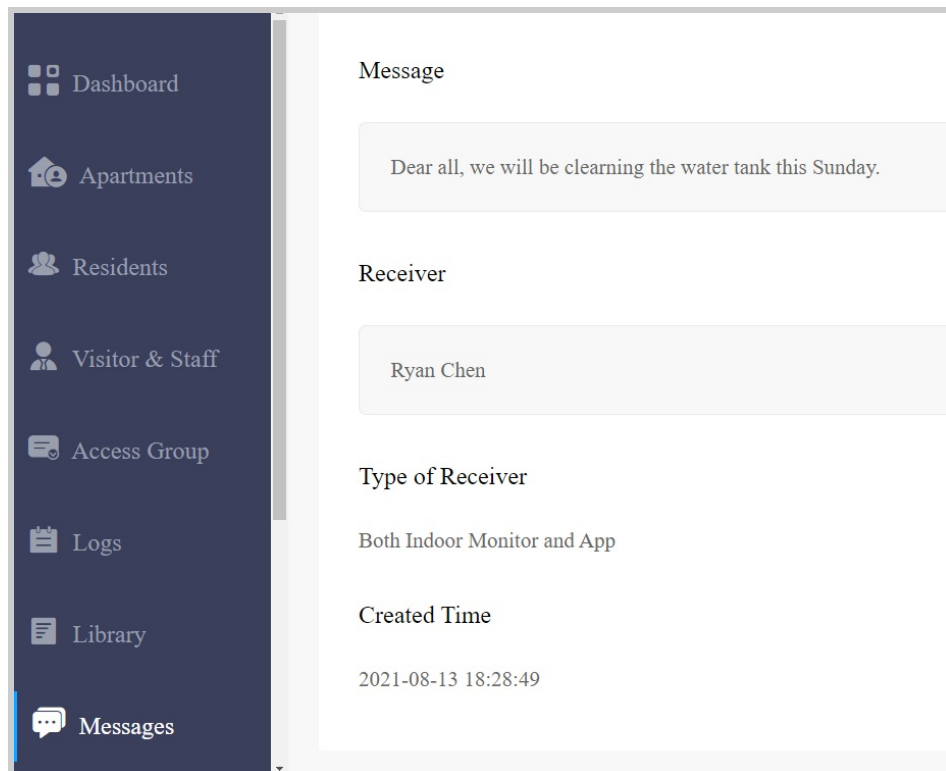
1. Enter the part of the message (or the complete message) for a fuzzy search.
2. Click on **Search** to find the message you need.
3. Click on  if you want to see the details of the message(s).
4. Click on  to delete.



Parameter Set-up:

No.	Column Name	Description
1	Title	Shows the message title.
2	Message	Shows the message contents.
3	Receiver	shows who has 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.

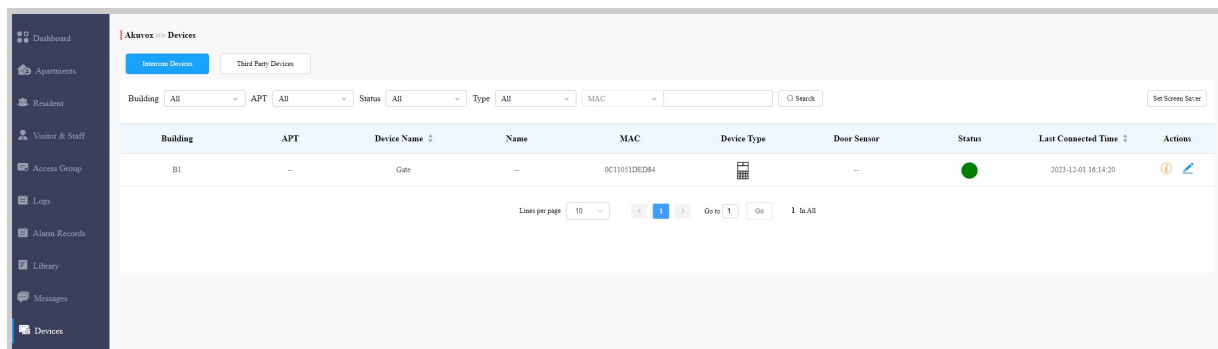
Message Details Sample



Device Management

Devices module allows you to manage all the devices added under your property management in terms of modifying device 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 Intercom Devices

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

1. Click **Devices > Intercom Devices**.
2. Click **Search** to find the targeted device(s) for the modification.

Note

- **Door Sensor** indicates whether the door is open or not.  : Close  : Open
- To learn about supported door phones and the steps for displaying door status, please refer to [Display and Check Door Status](#).

3. Click on  .

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Library

Messages

Devices

Settings

Akuvox > Devices

Intercom Devices

Third Party Devices

Building

All

APT

All

Status

All

Type

All

MAC

Search

Set Screen Saver

Building	APT	Device Name	Name	MAC	Device Type	Door Sensor	Status	Last Connected Time	Actions
B1	--	Gate 1	--			relay3		2023-11-14 16:19:12	
B1	--	Gate	--			--		2023-11-14 15:15:10	

Lines per page

10

<

1

>

Go to

1

Go

2

In All

4. Modify the settings.

Edit Device

×

APT

--

* Device Name

Door

Are end users allowed to monitor?

Yes

No

Contact Display Settings

Only APT numbers

Indoor monitor and apps

APT numbers, indoor monitors 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

Add Relay

Add Security Relay

Cancel

Submit

Regardless of the device type, you can check where the device is installed and modify the device name.

No.	Field 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.

If it is a door phone or an access control, you can configure the following options.

1	Are end users allowed to monitor?	<ul style="list-style-type: none"> You can decide whether the resident can view the monitoring video with their SmartPlus Apps. It is Yes by default. If No is selected, the Monitor button on users' SmartPlus Apps will be hidden but users can still see the video during a call with an intercom device.
2	Contact Display Settings	<p>If the device is a multi-tenant door phone or a single-tenant door phone, the option Directory will be available for selecting specific residents and indoor monitors that can be displayed as contacts on the door phone's Contacts screen.</p> <p>Note: The following models with specific firmware versions or higher support the Directory selection feature:</p> <ul style="list-style-type: none"> E16 V2: 216.30.10.109 R29 : 29.30.10.205 X915 V2: 2915.30.10.205 X916: 916.30.10.212 S539: 539.30.10.219
3	Relay Name	Name the relay to distinguish it from others.

4	DTMF code	Enter the DTMF code for the door access.
5	Access Method	<p>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.</p> <p>Note: If the SmartPlus Homepage or SmartPlus Talkingpage is not checked, the corresponding icons will not appear on the app home page.</p>
6	Relay Schedule	<p>Apply the access group to the desired relay.</p> <p>Click here to view the models supporting this feature and configuration steps.</p>


If it is an indoor monitor, you can configure the following options.

1	Relay	Turn on or off the device's built-in relay and name the relay.
2	External Relay	When the device is connected to an external relay, enable this option. You can click here to view the supported models and the detailed configuration.
3	External Relay Type	Select the relay type between Akuvox-MK485-G2R-8J8C V3.0 and HF-8000. The former supports up to 8 relays and the latter up to 4.
4	External Relay Mode	<ul style="list-style-type: none"> When Akuvox-MK485-G2R-8J8C V3.0 is select, RS485, RS485+input(Non-Latching), and RS485+input(Latching) options are available. When HF-8000 is selected, RS485 and Ethernet options are available.
5	IP Address	When Ethernet is selected as the external relay mode, enter the IP address.
6	Port	When Ethernet is selected as the external relay mode, enter the port.
7	Relay Name	Name the external relay to distinguish it from others.
8	Relay Function	Define the relay function according to the device connected to the relay.

Modify Third-Party Device

You can check and edit the third-party device's information.

Third-party Cameras

1. Click **Devices > Third Party Devices > Camera**.
2. Click **Search** to find the targeted device(s) for the modification.
3. Click on  , and change the device name.

Apartment

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Library

Messages

Devices

Intercom Devices

Third Party Devices

Camera

Dormakaba Lock

Building

All

APT

All

Device Name

Q Search

Building	APT	Device Name	Name	Link Device	Create Time	Actions
B1	--	Camera	--	--	2023-11-30 17:24:23	✎

Lines per page

10

< 1 >

Go to

1

Go

1 In All

Edit Camera

×

Building

B1

APT

--

* Device Name

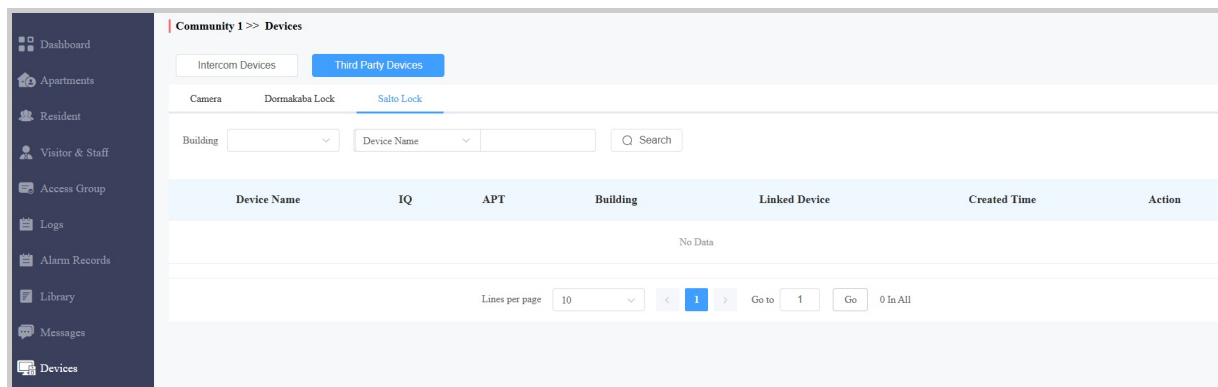
Camera

Cancel

Submit

Third-party Locks

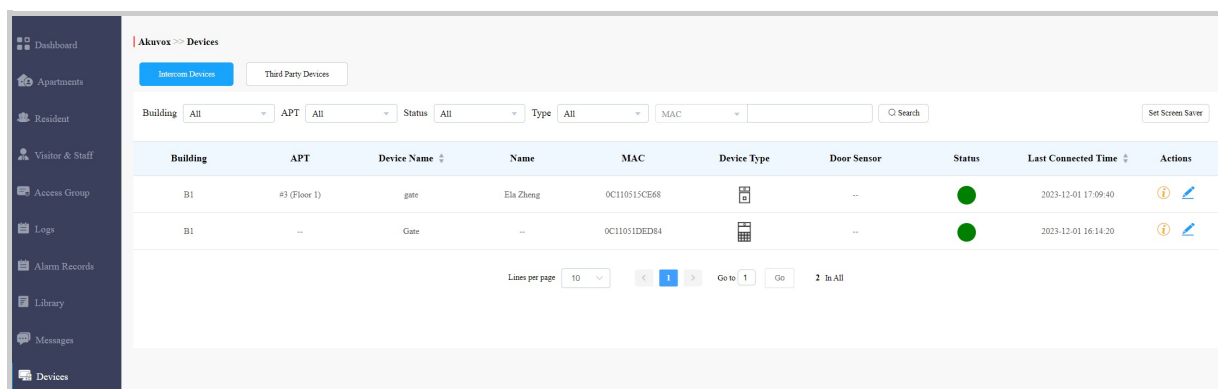
1. Click **Devices > Third Party Devices**.
2. Select the lock brand.
2. Click [✎](#) to modify the device's name.
3. Click [i](#) to view the device's information.



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.



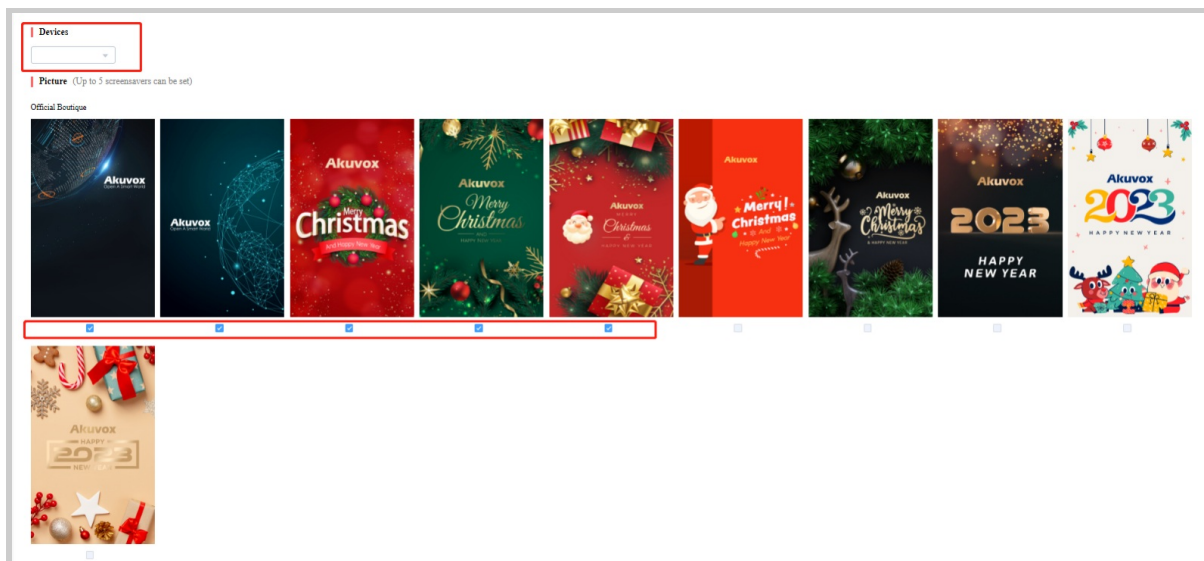
3. Select the door phones you want to set up the screen saver for.

Note:

The following models with specific firmware versions or higher support this feature:

- R29: 29.30.3.104
- X915 V1.0: 915.30.1.408
- X915 V2.0: 2915.30.10.8

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

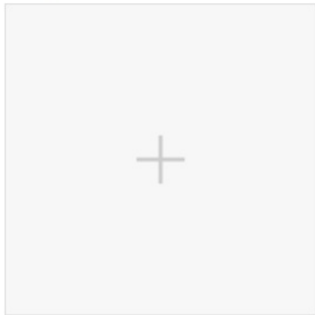


5. Select the screen saver display mode.

- If you select the Image (the fault mode), the door phone will display the screen-saver pictures you've added.
- 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.

Dashboard

Apartment

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Library









Messages

Devices

Akuvox >> Devices

Intercom Devices
Third Party Devices

Building: All APT: All Status: All Type: All MAC: Search

Building	APT	Device Name	Name	MAC	Device Type	Door Sensor	Status	Last Connected Time	Actions
B1	#3 (Floor 1)	gate	Ela Zheng	0C110513CE68		--		2023-12-01 17:09:40	 
B1	--	Gate	--	0C11051DED84		--		2023-12-01 16:14:20	 

Lines per page: 10 1 Go to: 1 Go 2 In All

2. Click on **Settings**.

Dashboard

Apartment

Resident

Visitor & Staff

Akuvox >> Devices >> Info

Basic Information

Building: B1

Apartment: --

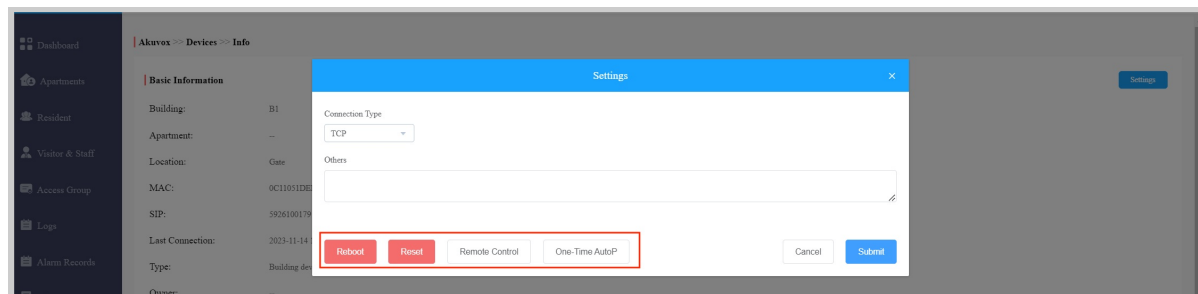
Device Name: Door

Settings

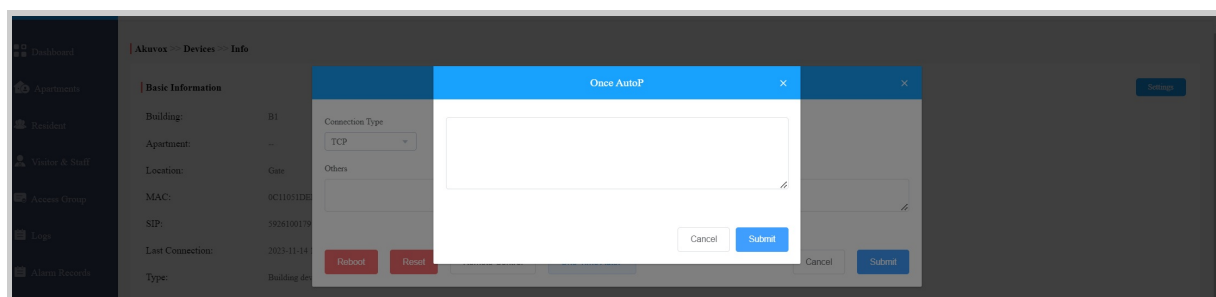
3. Configure the device data transmission type in the **Connect Type** field.

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:

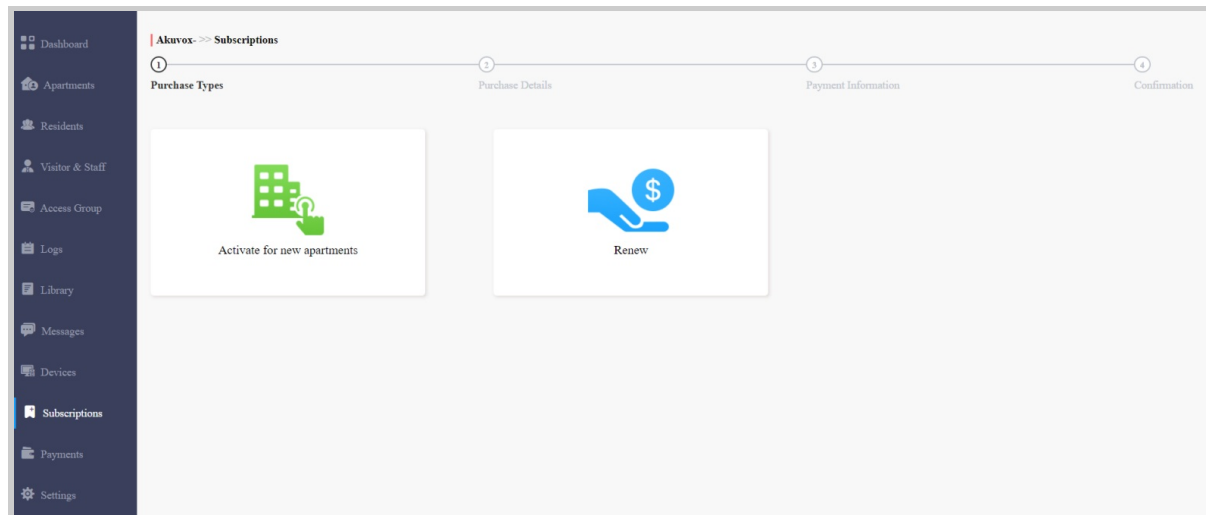
- Duplicate commands will not be retained.
- One Time Autop allows you to carry out the Autop command(s) only one time with no repetition.


Subscriptions

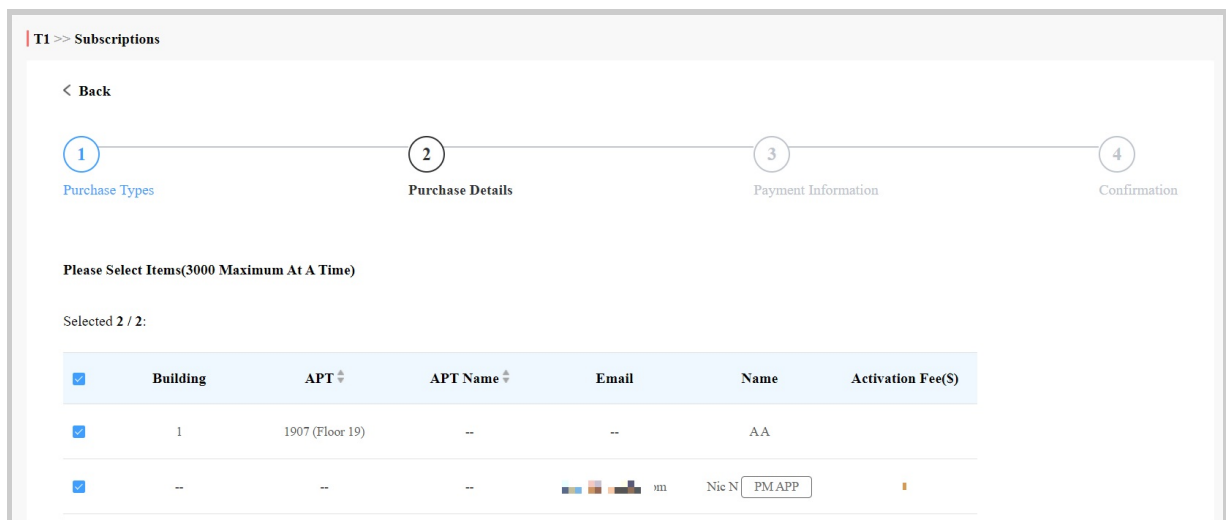
Subscriptions is the module where you can activate and renew the user accounts you created in your community for the Akuvox SmartPlus.

Activate End User Accounts

1. Click on  .



2. Select the specific user account you want to activate. You can also click the icon  next to the APT or APT Name to reorder the list to quickly find the desired accounts. Then scroll down to click on **Next**.



3. Click on  to enter your **Billing** information and click **Submit**.

Billing Information

Company/Family

ATTN

Address

United States

TEL

Fax

1 Item(s)

Building	APT	APT Name	Email	Name	Activation Fee(\$)
1	1907 (Floor 19)	--	--	AA	

4. Select your payment method (click on **Other payment method** for more payment options).

5. Tick the check box to agree on the terms and conditions and click on **Pay**.

Akuvox
Billing System

Pending Order

Transaction Type: Activation Fee

Transaction Number: 3163835399615055

Total Price:

Should Pay:

Exchange Coupon

Coupon Pay:

Coupon

No Coupon

Payment method

stripe

Other payment method

Amount Paid

Pay

Billing Information Description:

No.	Column Name	Description
1	Company/Family	Enter the name of the property management company.
2	ATTN	Enter the name of the property manager.
3	Address	Enter the address of the property management company.
4	TEL	Enter the telephone number of the property management company.
5	Fax	Enter the fax number of the Property management company.

Note

Akuvox SmartPlus can only be paid by **Stripe** and **Papal**.

You can also pay for the service using coupons if you have any coupons.

1. Ticket the checkbox of the coupon ☒ , then click on **Pay**.

Akuvox Billing System

Pending Order
 Transaction Type: Activation Fee
 Transaction Number: 4163878393062249
 Total Price: \$

Coupon

Don't Use Coupon ☐ All Fee ☒

q1M67384FT2/6796
 2021-12-02 14:33:52 -
 2022-12-31 00:00:00

Payment method

☒ stripe
 Other payment method

Should Pay: \$

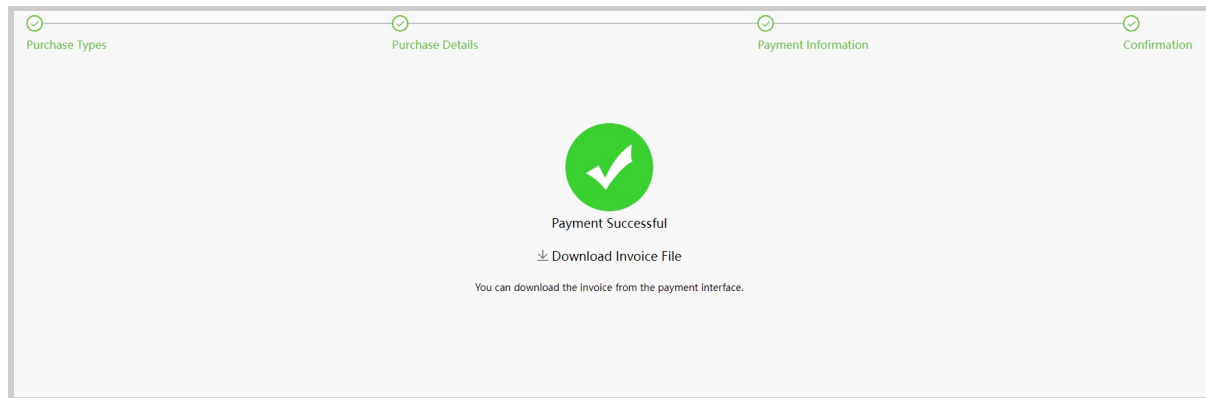
[Exchange Coupon](#)

Coupon Pay: \$

Amount Paid: \$

Pay

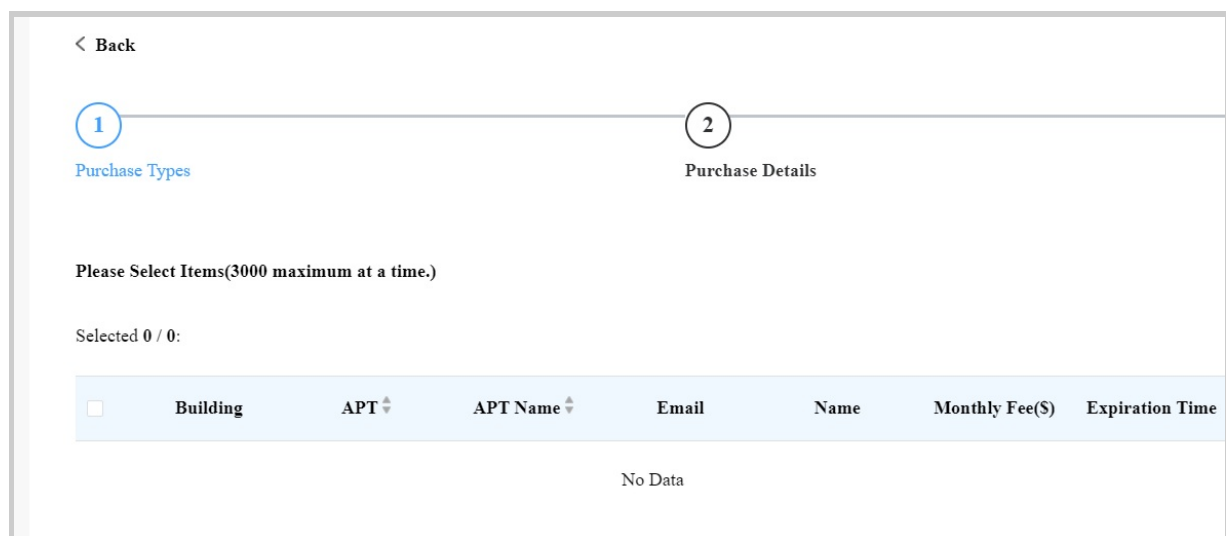
2. Click **Download Invoice File** to download the invoice if needed.



Renew End User Accounts

1. Go to the Subscription module.



2. Click on  , and select the user account you want to renew for the service.



3. Choose to renew manually or automatically.

- Renew Manually:

Select **Manual** and the renewal period with a maximum of 5 years.



Renew Type	<div>Auto Renew Monthly(30days) </div> <div>Manual </div>
Renew To :	<input type="text"/>
Number of Renewal Apartment(s)	0
Total Price	\$0
Next	

- **Renew Automatically:** Renewal occurs every 30 days and extends the account's upcoming expiration date by 30 days.

Note

Auto Renew is ONLY available for some installer accounts of Ucloud. If you want to use this feature, please contact the Akuvox tech team.

Select Auto Renew Monthly(30 days) and the Renew Times that decide how many months the renewal lasts.

Renew Type	<div>Auto Renew Monthly(30days) </div> <div>Manual </div>
Renew Times	<input type="text" value="Unlimited"/>
Number of Renewal Apartment(s)	0
Total Price/Month	\$0
Next	

4. Click  to modify the billing information.























































5. Tick the check box to agree to the terms and conditions, and click **Submit**.

Purchase Types
Purchase Details
Payment Information
Confirmation

Billing Information

Company/Family	1
ATTN	1
Address	1
	1 1
TEL	Afghanis
Fax	1

2 Item(s)

Building	APT ⇅	APT Name ⇅	Email	Name	Service Type	Monthly Fee(\$)	Expiration Time
Bul1	191911 (Floor 1)	--	                         	1 11	Normal		2024-02-22 10:45:33
Bul1	111 (Floor 13)	--	                         	1 1	Normal		2099-11-25 15:17:59

Auto Renew Monthly (+8:00 Shanghai)

Number of Billing Cycles	Unlimited
--------------------------	-----------

Number of Renewal Apartment(s)

2

Total Price/Month



☐ By subscribing, you agree to our [Terms and Conditions](#). You'll be charged the amount listed above every month until you cancel. You can cancel at any time.

6. Select the **Payment method and continue the steps until the service is paid.**



Pending Order

Transaction Type: Renew Monthly Rental Fee

Transaction Number: 4163878625467585

Total Price:

Should Pay:

Coupon

☒ Don't Use Coupon

All Fee

q1M67384fT2r6796
2021-12-02 14:33:52
2022-12-31 00:00:00

LTP

Exchange Coupon

Coupon Pay:

Payment method

- stripe

Amount Paid

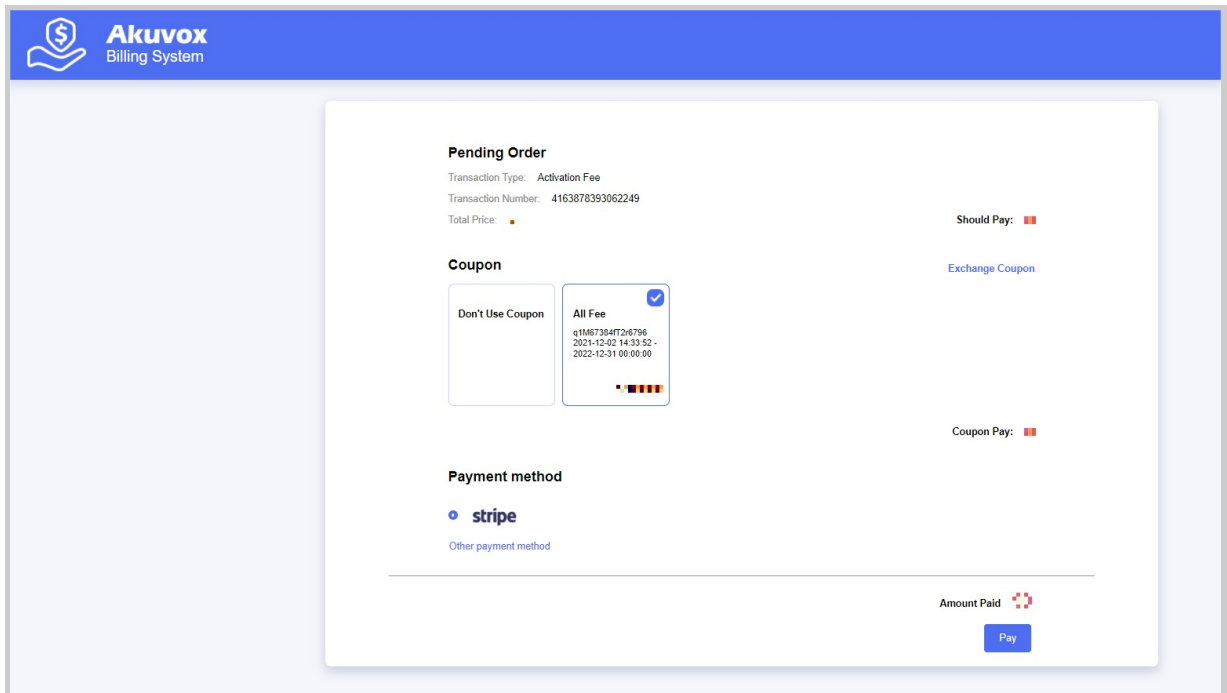
Pay

Note

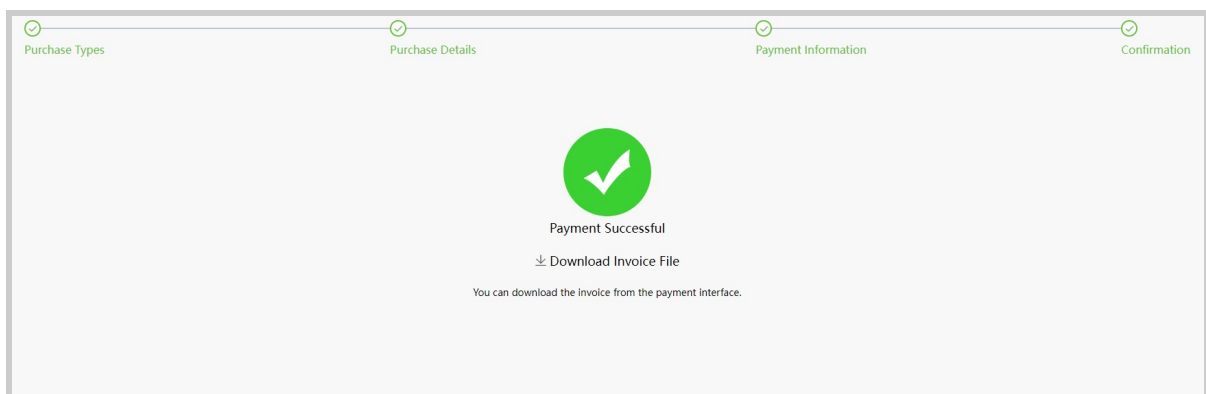
- Akuvox SmartPlus can be paid by **Stripe** and **Paypal**.
- Coupons are not supported for Auto Renew.
- After two consecutive failed charges, the automatic renewal will be deactivated, and you will be notified by email.
- The expiration email will not be sent to you and the end users when the Auto Renew service is activated for their apartments.

You can also pay for the service using coupons if you have any coupons.

1. Tick the checkbox of the coupon  , then click on **Pay**.

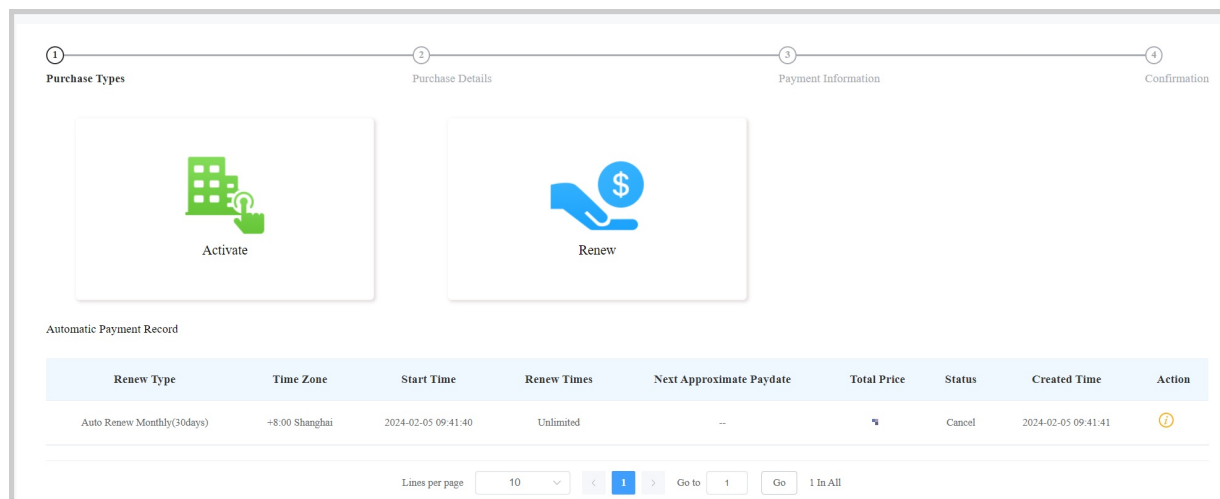


2. Click **Download Invoice File** to download the invoice if needed.



Automatic Payment Records

On the **Subscription** module, you can check the automatic payment records including Auto Renew settings, total prices, etc.



Transaction History

Payments module allows you to search, check, and delete the transaction history following the user account activation and renewal. You can also download the invoice if needed.

Check Transaction History

After the payment is made, you can check the details of the transaction if needed. Community transaction history will display the orders for the activation and renewal of the master account, extra family member account, and property manager SmarPlus. Office transactions will display all the orders for the activation and renewal of the user account, as well as the orders for the premium functions.

1. Check the transactions by **Type**, **Status**, and transaction **Order Number**.

Community-C >> Payments							
Type	All	Status	All	Order Number	Q Search		
<input type="checkbox"/>	Order Number	Type	The number of apartments	Total Price	Status	Created Time	Action
<input type="checkbox"/>	51163878184294403	Activation	1		Processing	2021-12-06 22:10:42	
<div>Lines per page 10</div> <div> Go to 1 Go 1 In All </div>							

2. Click on of the transaction you want to check.





3. Click on **Download Invoice File** if you want to download the invoice if needed.

Order Number	65168111662777863	Download Invoice File
Created Time	2023-04-10 16:50:27	
Status	Succeed	
Type	Renew	
Next Expiration Time	2024-04-09 00:00:00	
Payer	wk_zheng_ins	
Stripe Info		
Stripe Order		
Coupon Info		
Coupon Number	16Si7w9R03V84860	
Coupon Usage Amount		
1 Item(s)	Total Price :	Final Price :
APT		Price 577.11



Note







Only orders that are renewed daily will display the Next Expiration Date.

Parameter Set-up:

No.	Column Name	Description
1	Order Number	Shows the order of each transaction.
2	Type	Shows the transaction types: Activation, Subscription, Additional app.
3	The number of Apartments	Shows the number of apartments involved in one order.
4	Total Price	Shows the total cost of each transaction.
5	Status	<p>Seven types of status: All, Succeed, Processing, Failed, Time out, Cancel, System Processing.</p> <ol style="list-style-type: none"> 1. Succeed: is for the order that is paid. 2. Processing: is for the order that is created but not paid yet. 3. Failed: is for the order that is not paid successfully. 4. Time out is for the order that is not paid in time before reaching the timeout. 5. Cancel: is for the order that is canceled. 6. System Processing: is for the order being processed by the system after the payment is made. 7. All: is for all the above types.
6	Created Time	Shows the time when the order is created
7	Action	<p>Click  to check for details. Click  to pay for the order that is ready for payment. Click  to go to the billing system. Click  to delete orders.</p>

Delete Transaction History

1. Tick the check box(s) of the order you want to delete.
2. Click on  to delete each order.
3. Click on  to delete all the orders that are selected.

Ryan >> Payments							
Type:	All	Status:	All	Order Number	Q Search		
<input type="checkbox"/>	Order Number	Type	The number of apartments	Total Price	Status	Created Time	Action
<input type="checkbox"/>	3161579717355389	Activation	1	**	Time out	2021-03-15 03:32:53	 
<input type="checkbox"/>	3161579645489197	Activation	1	**	Time out	2021-03-15 03:20:54	 
<input type="checkbox"/>	3161579490848235	Activation	1	**	Time out	2021-03-15 02:55:08	 
<input checked="" type="checkbox"/>							

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 the community address (Street, City, Postcode, State/Province).
4. Select on/off to authorize the resident to create a 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 notifications when the device is disconnected.
7. Click on **Submit** for validation.

The screenshot displays the 'Basic Setting' page in the Akuvox management interface. The left sidebar contains a list of navigation items: Dashboard, Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records, Library, Messages, Devices, Bookings, Subscriptions, Payments, Communal Fee, and Settings (highlighted with a red box). The main content area has four tabs: Basic Setting (active), Time Setting, Motion Setting, and Communal Fee. The 'Basic Setting' tab contains the following fields and options:

- Community Name:** A text input field containing 'Test'.
- Community Address:** A series of dropdown menus and input fields. The first dropdown is set to 'Algeria', the second to 'Tizi Ouzou', the third to 'Ain Zaouia', and the final input field contains '123'.
- Allow resident to create PIN:** Radio buttons for 'On' (selected) and 'Off'.
- PIN Access Mode:** Radio buttons for 'PIN' (selected) and 'APT+PIN (e.g. 101 + 1234)'.
- Send email when the device is disconnected:** Radio buttons for 'On' and 'Off' (selected).
- Send message when SIM card data exceeds the limit:** Radio buttons for 'On' and 'Off' (selected).
- Unlock All Doors When Emergency Alarm Triggered:** Radio buttons for 'On' and 'Off' (selected).
- Send Emergency Notifications to Users When Lock/Unlock All Doors:** Radio buttons for 'On' and 'Off' (selected).

A red text warning is present: 'Not all devices support this function, please contact your service provider for further details.' A blue 'Submit' button is located at the bottom of the form.

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.

Akuvox- >> Settings

Basic Setting

Time Setting

Motion Setting

Visitor Setting

Time Zone

GMT+8:00 Shanghai

Time Format

☒ 24H ☐ 12H

Date Format

Year-Month-Day

Submit

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.

Basic Setting

Time Setting

Motion Setting

Communal Fee

Motion Detection

IR Detection

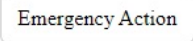
Alert Delay Time

10s

Submit

Set up Emergency Door Unlock

You can make all doors open or close automatically or manually during emergencies. For example, the doors can be opened automatically once an emergency alarm is triggered on any one of the door phones during a fire emergency so that people can be quickly evacuated to a 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 the doors to be unlocked automatically when an emergency occurs.
 - Select **Off**, if you want to unlock the doors manually on the SmartPlus web portal. You can click  near the top of any page to open or close the doors manually.
3. Select whether to send notifications to users' SmartPlus Apps and indoor monitors. When enabled, both devices will sound an alert when the emergency unlock happens.

Note

The following models with specific firmware versions or higher support emergency unlock:

- S539: 539.30.1.105
- S532: 532.30.10.117
- X915 V1 : 915.30.1.518
- X915 V2: 2915.30.10.8
- X916: 916.30.10.116
- X912: 912.30.10.108
- R29: 29.30.3.214
- R27 V2: 227.30.10.203
- R20 V5.0: 320.30.10.125
- E16 V2: 216.30.0.67
- E18: 18.30.6.19
- E12 V2: 312.30.2.105
- A094/A092: 92.30.10.17
- A08: 108.30.1.17
- A01/A02: 101.30.10.108
- A03: 103.30.10.111
- EC33: 33.30.1.2

Currently, ONLY C313 with the firmware version 212.30.13.25 or higher support receiving the notification.

The SmartPlus app with version 6.81.0.3(Android)/6.81.3.(iOS) or higher supports receiving notifications.

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Library

Messages

Devices

Bookings

Subscriptions

Payments

Communal Fee

Settings

Basic Setting

Time Setting

Motion Setting

Communal Fee

Community Name

Test

Community Address

Algeria

Tizi Ouzou

Aïn Zauouia

123

123

Allow resident to create PIN

On Off

PIN Access Mode

PIN APT+PIN (e.g. 101 + 1234)

Send email when the device is disconnected.

On Off

Send message when SIM card data exceeds the limit

On Off

Unlock All Doors When Emergency Alarm Triggered

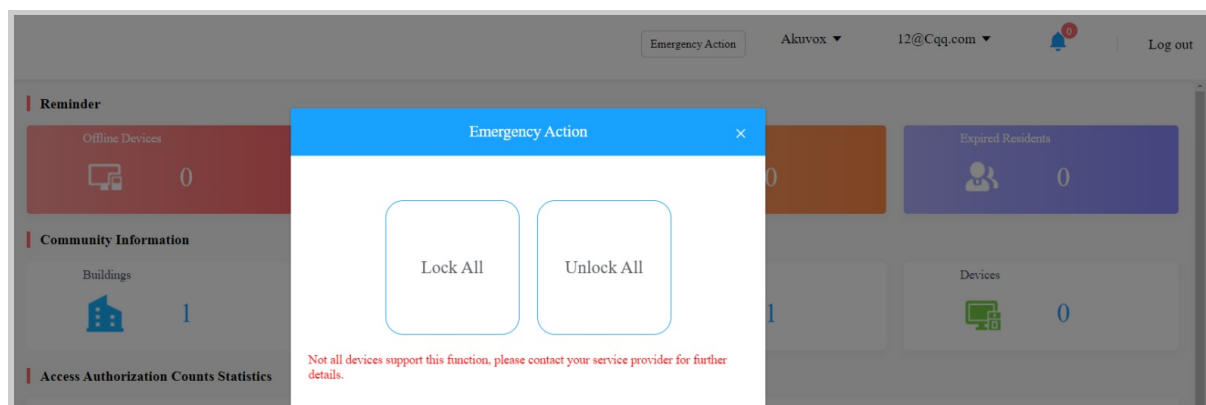
On Off

Not all devices support this function, please contact your service provider for further details.

Send Emergency Notifications to Users When Lock/Unlock All Doors

On Off

Submit

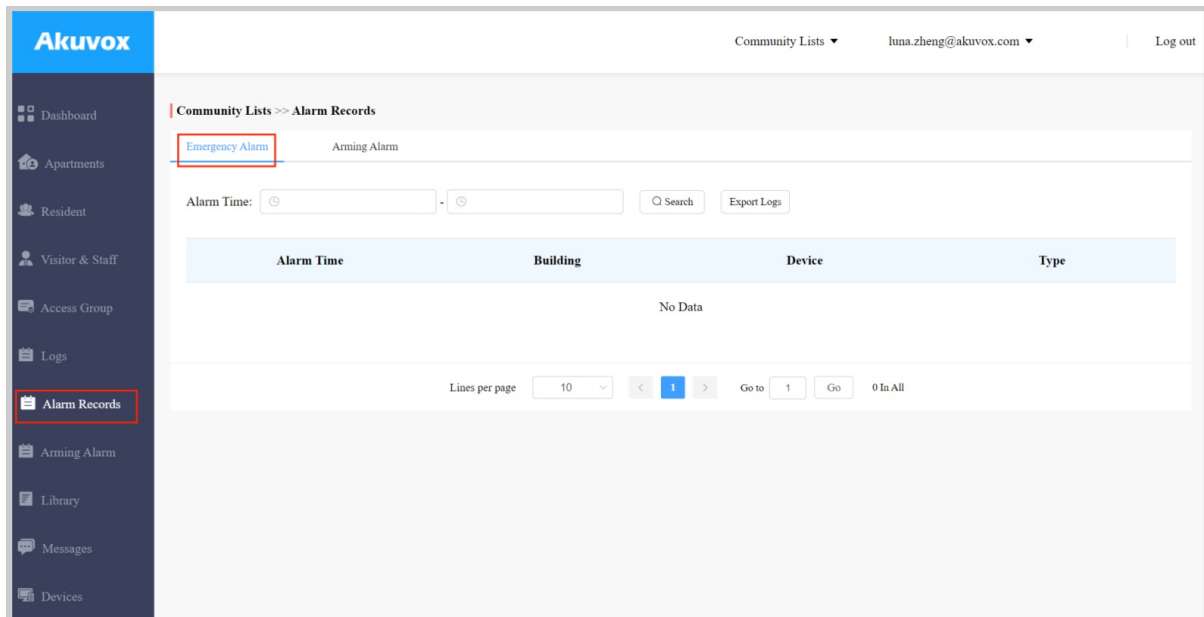


Alarm Records

You can check and export alarm records if needed.

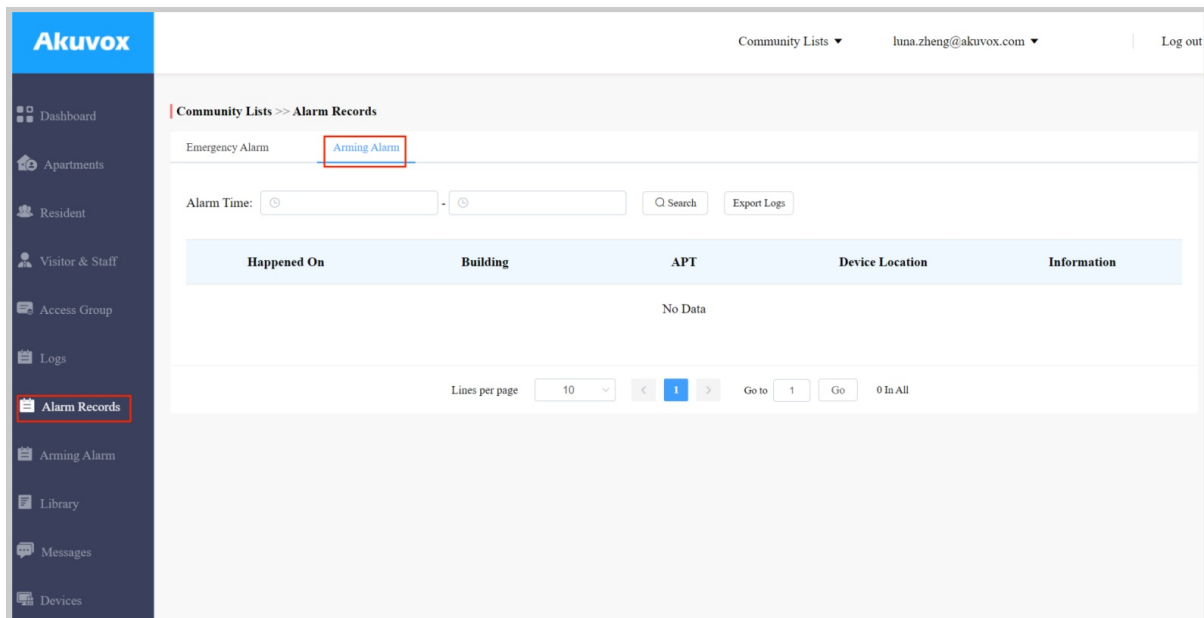
Emergency Alarm

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 for 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.

Contact Us

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

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

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