Akuvox SmartPlus App User Guide - Office V5.6

Akuvox
Open A Smart World

Smart Intercom

AKUVOX SMARTPLUS USER GUIDE

Version: 5.6 | Date: Nov.2024

About This Manual

Welcome to Akuvox SmartPlus world! This user guide gives you quick information about how to use the SmartPlus App (Android version 7.01.0003, iOS version 7.01.3.)

For help or more information, contact the Akuvox technical support team.

What's New:

- Support integration with Salto Lock.

Get Started

Before You Use

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

- An internet connection through a Wi-Fi network or cellular data service through a carrier.
- SmartPlus App. You can download the latest version on Google Play Store or App Store.

Already installed but not sure about its version?

Open SmartPlus, and go to **Me > About**.

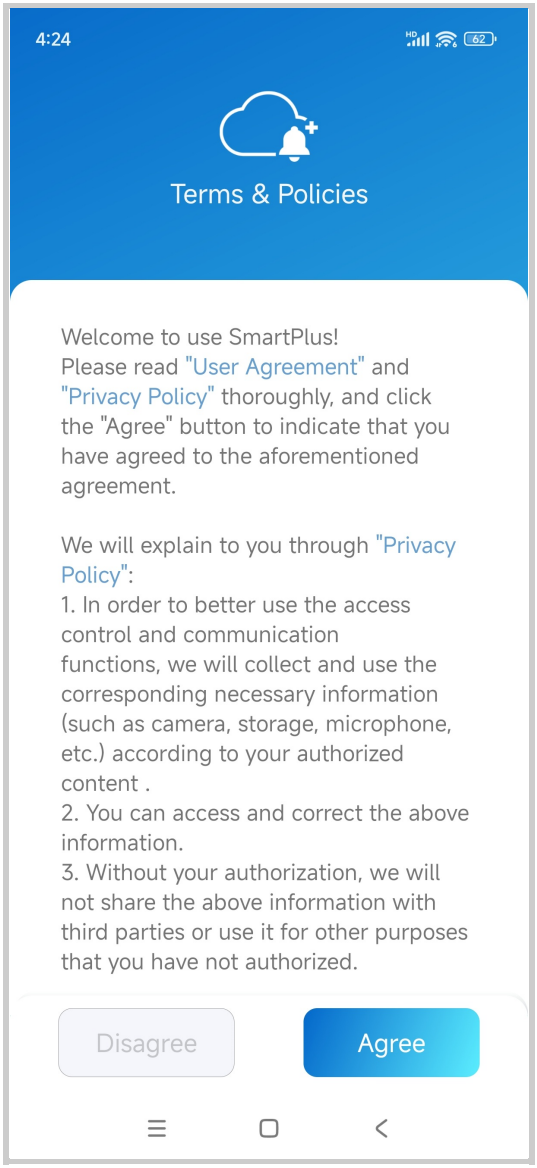
- Your SmartPlus account.

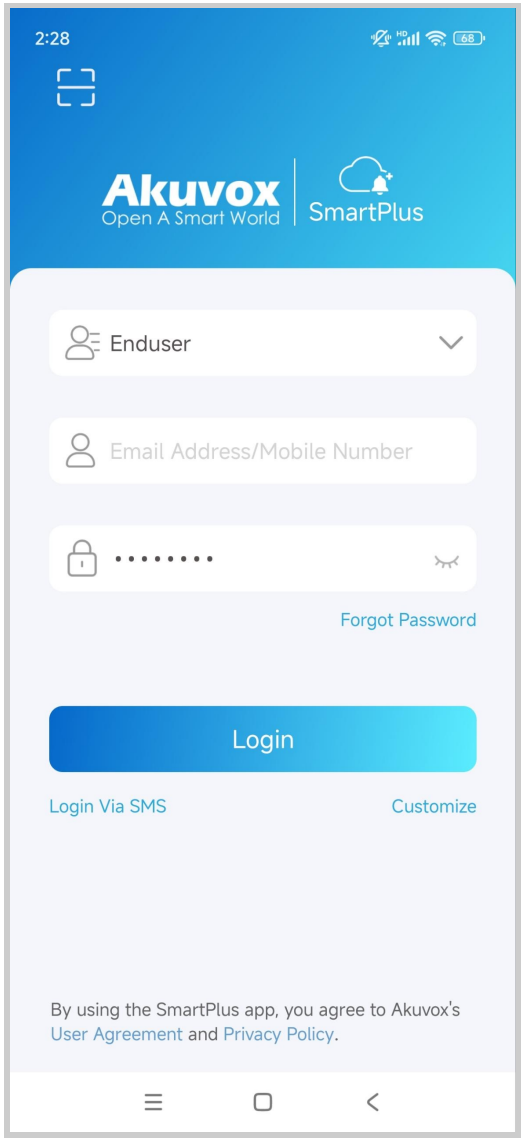
No account yet?

Provide an Email address and/or a phone number (if you'd like to log in or reset your password via SMS) to your service provider, and you will receive an Email from Akuvox containing login information.

Logging in

Before logging in, select End User. To use the SmartPlus App, you need to agree to the **User Agreement** and **Privacy Policy**.





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

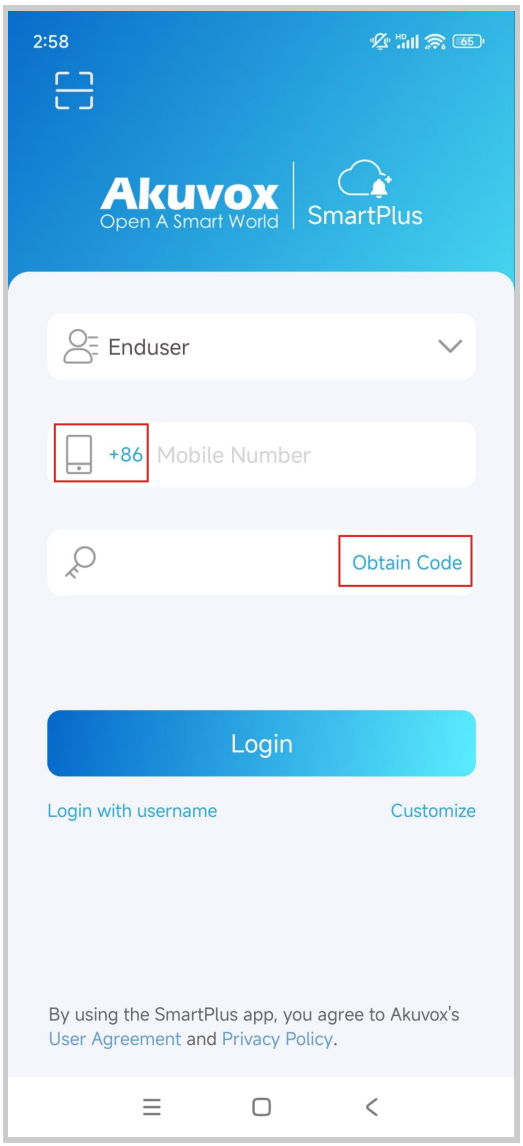
Login with username

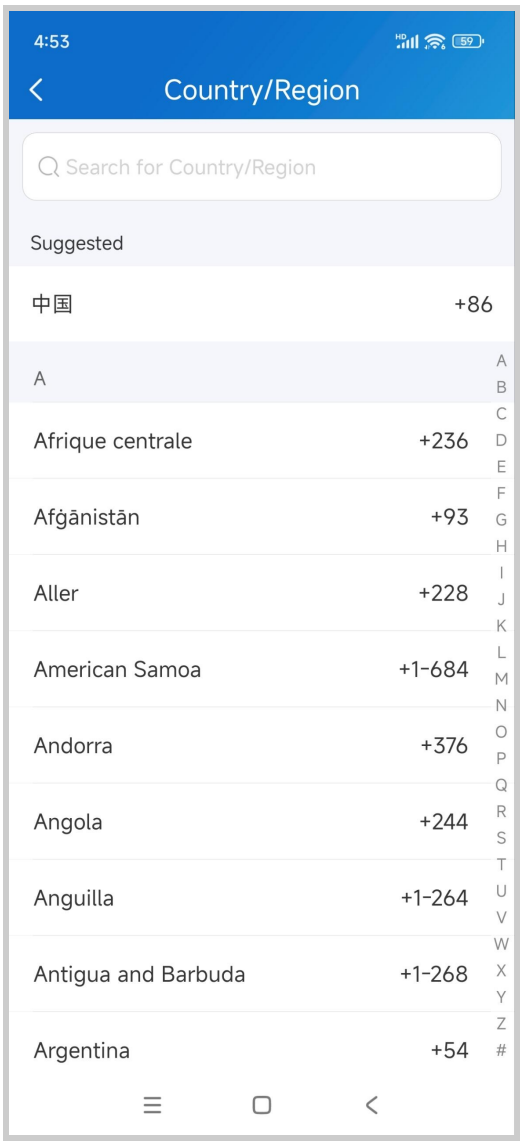
1. The area code will be chosen automatically in the lower-right corner. You can also select it manually and the information can be found in the Welcome Email.
2. Enter your username and password, and tap **Login**.

Login via SMS

1. Choose your area in the lower-right corner.

2. Enter your mobile number, tap the box before **Mobile Number** to choose the right area code, and tap **Obtain Code**.





3. You will soon get a text message with a verification code.

4. Enter the code in the corresponding box and tap **Login**.

Login with QR code

1. Open the Welcome Email with your PC or other devices, and you will see a QR code attached below. Or open the Email with your phone, and save the QR code to your photo album.
2. Open the SmartPlus App, tap the **scan icon** in the upper left corner, and the QR code scanner will be opened.
3. Center the QR code in the camera view until you hear a Ding sound. Or select the saved code picture from your album.

4. Read and agree to the Privacy Policy, and follow the onscreen instructions to complete initial settings.

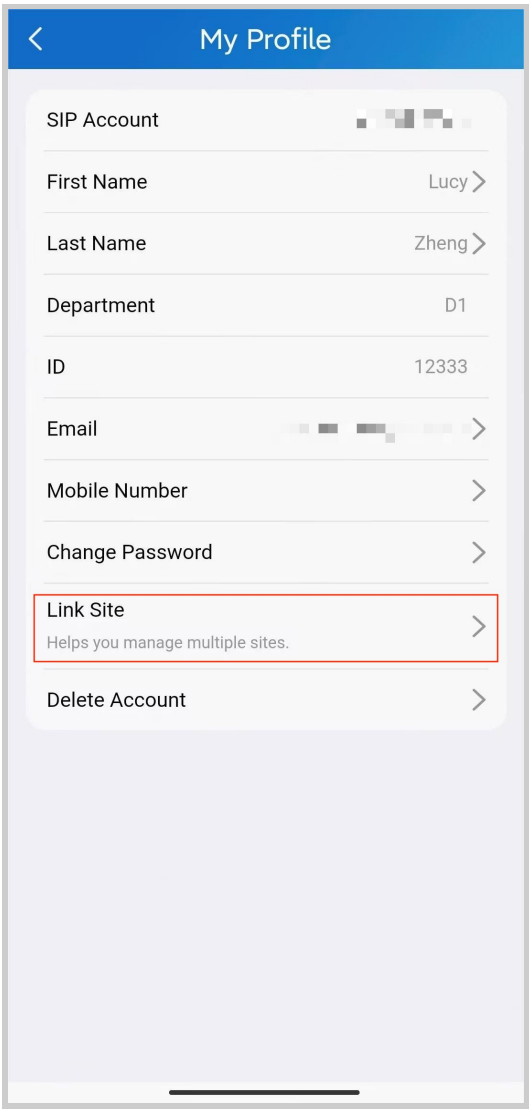
Forget password? See Forgot Password.

Link

You can manage multiple sites through one app account. Go to **Me** > [***your name***].

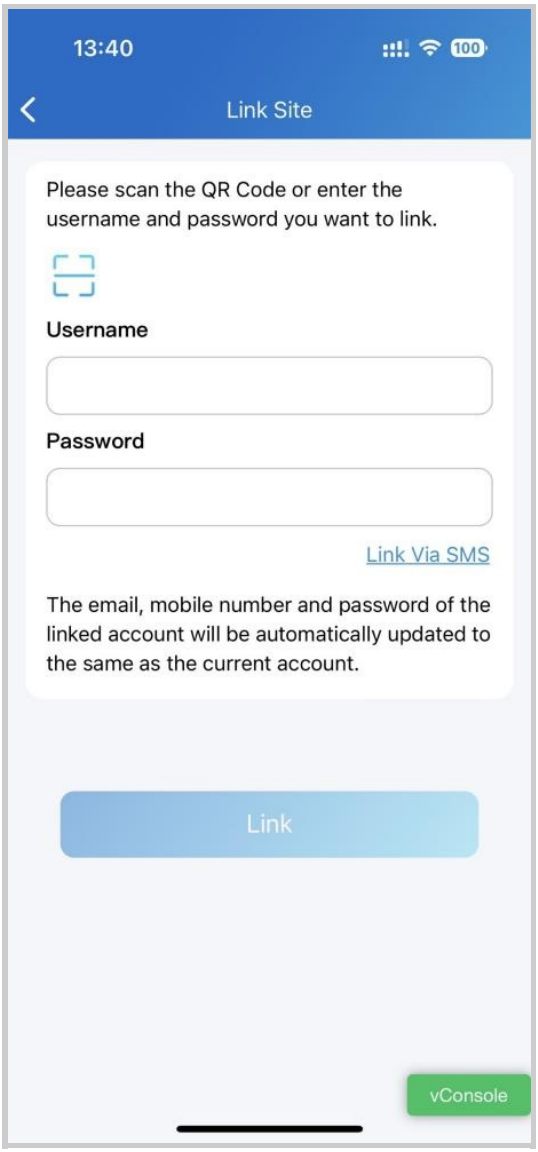
Note

You cannot link sites if the office project is created upon and after SmartPlus Cloud version 7.0.0.

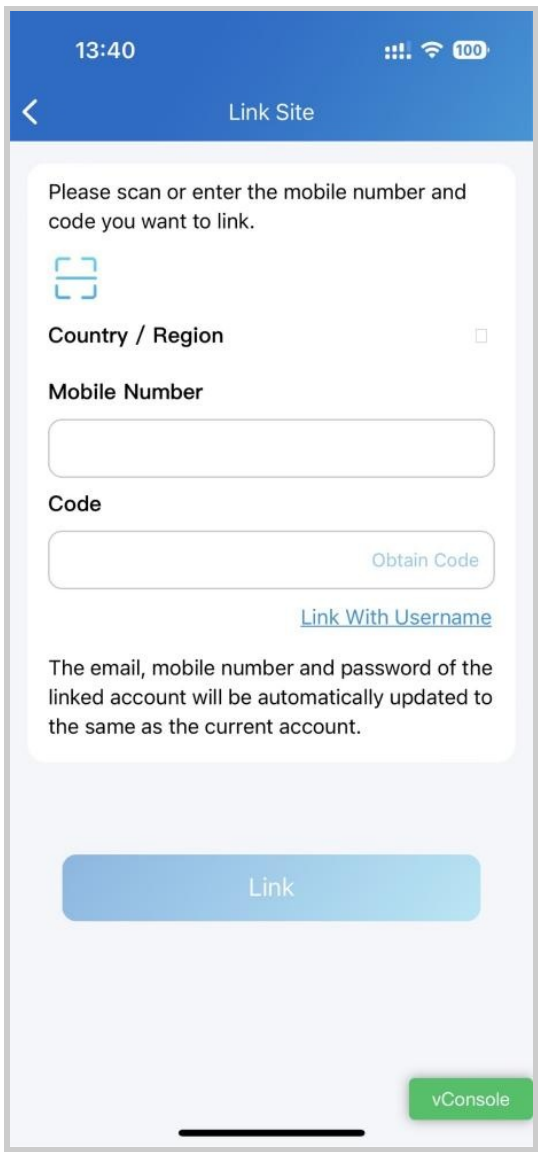


To link sites, do one of the following:

Link with username

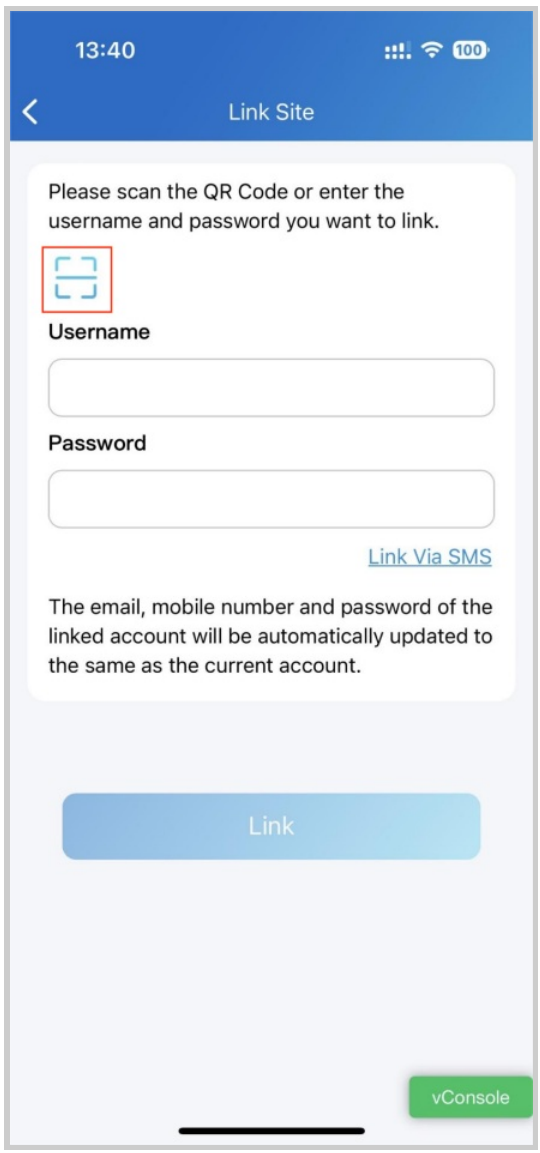


Link via SMS

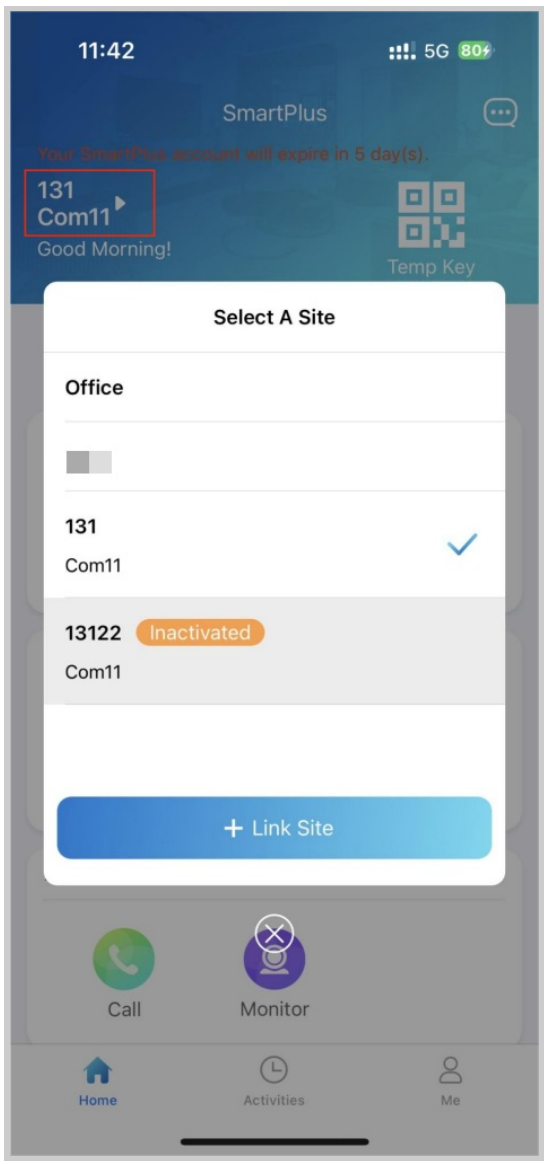


Link with QR code

Tap the **scan icon** .



After linking sites, you can choose the desired site on the **Home** page by tapping .


11:42
5G
SmartPlus
Your SmartPlus account will expire in 5 day(s).
131
Com11
Good Morning!
Temp Key
Select A Site
Office
131
Com11
13122
Inactivated
Com11
+ Link Site
Call
Monitor
Home
Activities
Me

Note

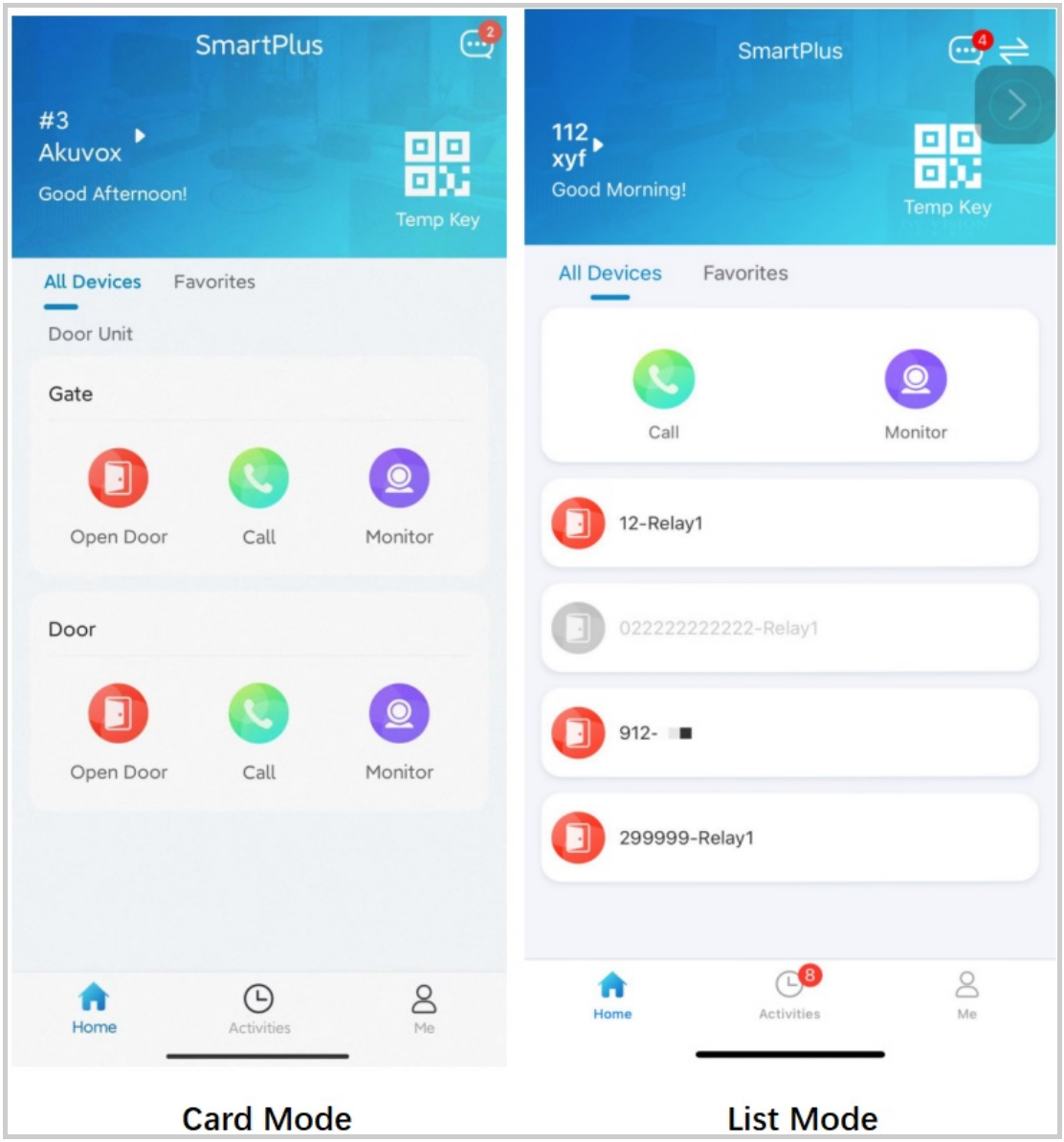
- One app account can link to no more than 5 sites.
- Email or mobile numbers must be filled in to link other accounts.
- Cannot link accounts under one family master account or accounts that have linked multiple sites.
- The mobile number area codes of the main account and linked account should be the same.
- This function is not compatible with Home Automation.
- The account dis-links sites after it is removed or reset.
- The activation and expiration status of different sites are independent.
- When the account is inactivated or expires, you cannot select the site and receive messages.

Switch Display Mode

The SmartPlus App supports two homepage display modes: Card Mode and List Mode.

The main difference between Card Mode and List Mode:

- Card Mode is device-oriented. You can tap the functional icons on desired devices to make calls, open doors, or monitor. If a door phone has multiple relays enabled, you need to tap the **Open Door** icon and select the relay to be triggered.
- List Mode is relay-oriented. You can directly tap the desired relay to open doors. To make calls or monitor, you need to tap the Call or Monitor icon and select the desired device to perform the action.



You can tap ⇌ in the upper right corner to switch between the Card Mode and List Mode.

Door Access

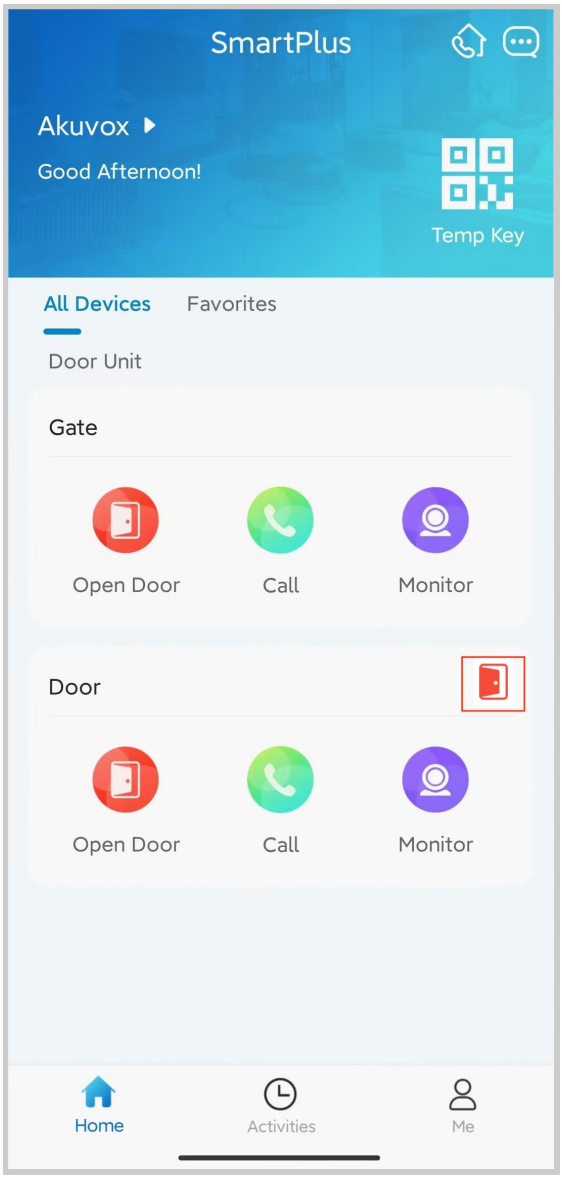
You can open the door using various access control options, such as NFC, Bluetooth, PIN code, temp keys, facial recognition, and remote open door.

Check Door Status

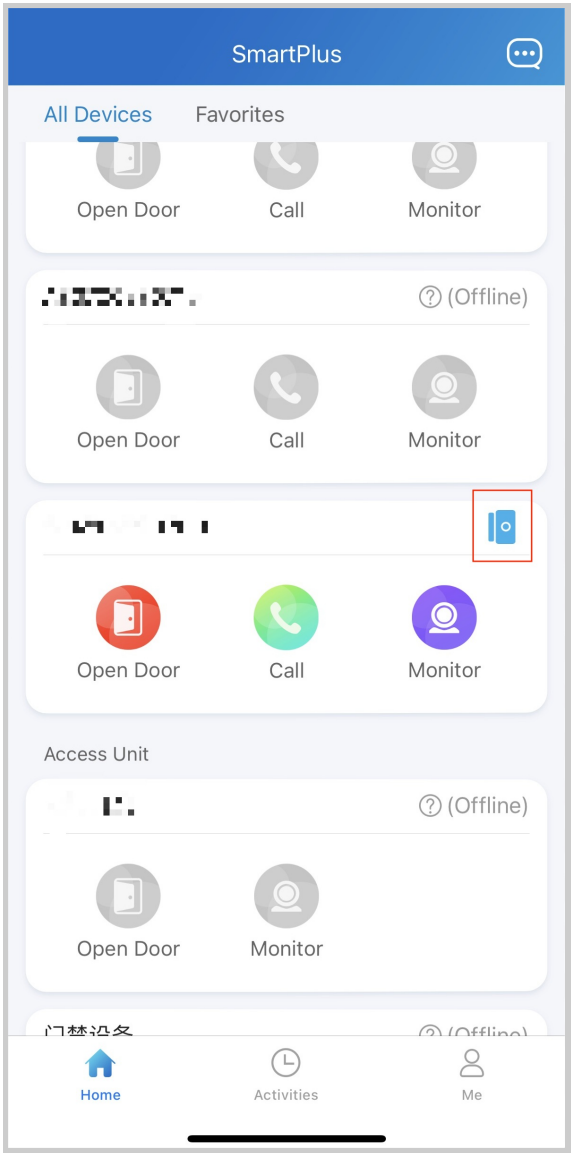
You can check whether the door is closed or not on the App home screen in case users forget to close the door. ~~So far, only R20A with firmware version 320.30.10.116 and above supports this feature.~~

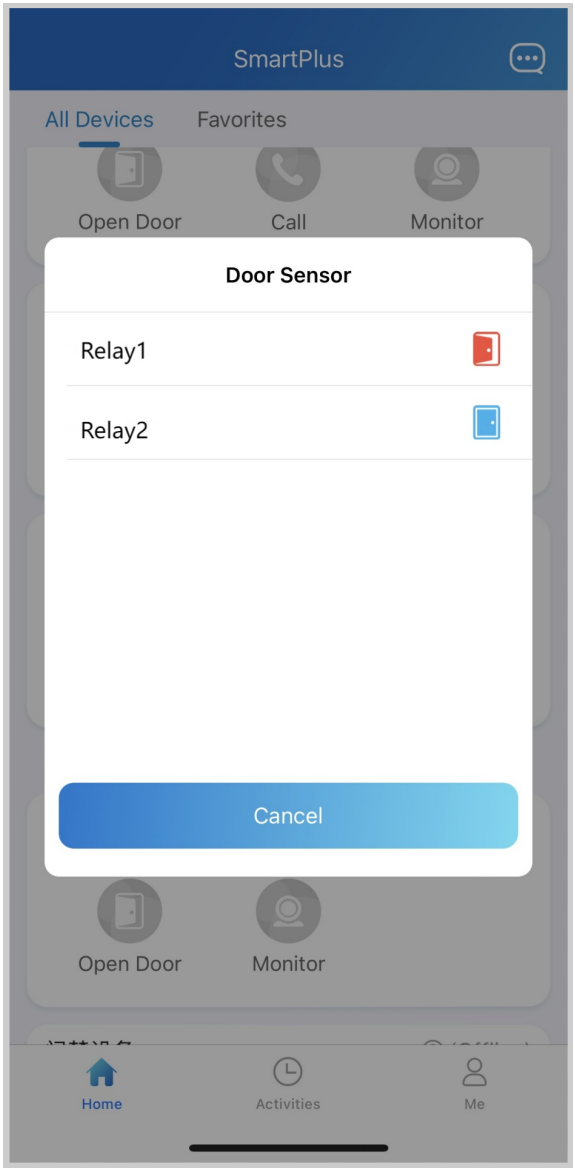
: Open

: Close



When multiple relays are set up, you can check them by clicking .





Open Door for Visitors in Card Mode

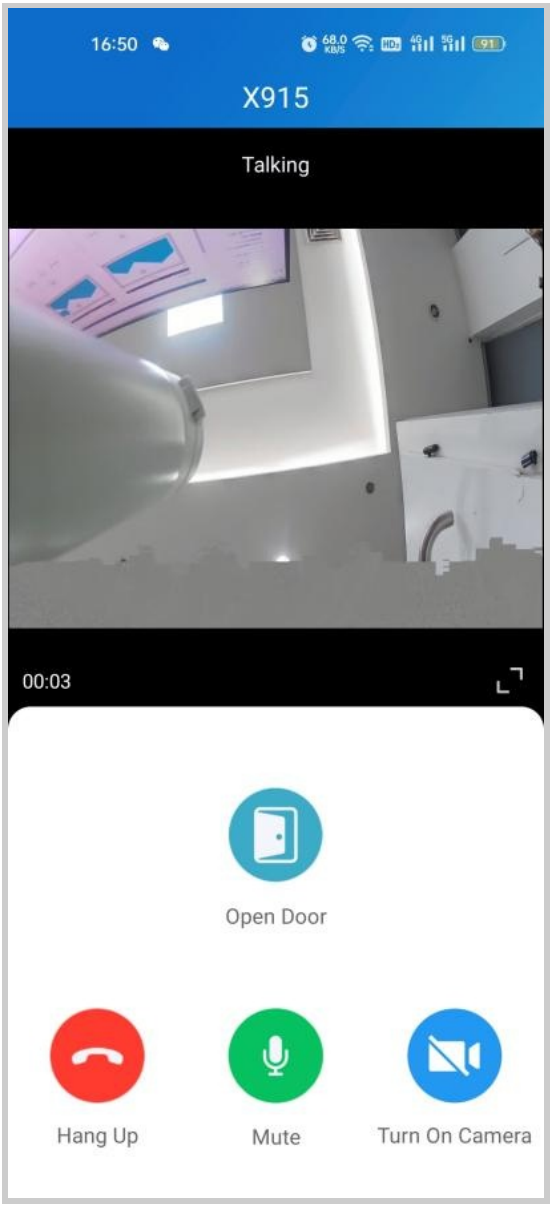
Opening Door During a Call

Note

- ONLY when your account has enabled the Intercom feature, can you receive calls and open doors during the call.

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

1. Tap **Open Door** on the talking page.
2. Select the relay from the list. And the screen shows Opening the door succeeded.

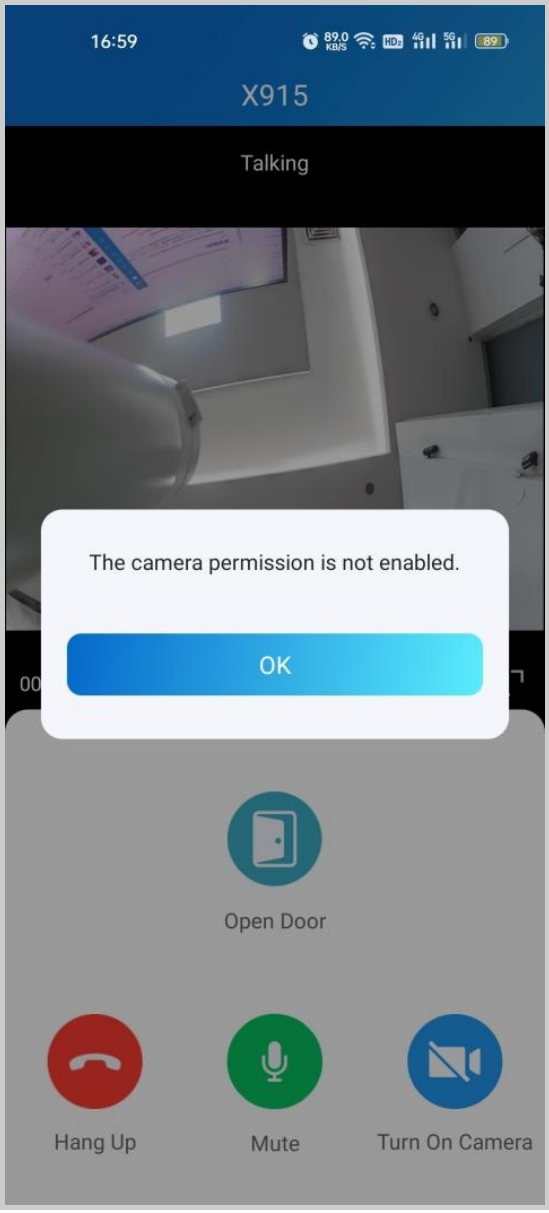


What else you can do on the talking page:

- Tap **Mute** to silence your microphone while on the call.
- Tap **Hang Up** to end the call.
- Tap **Turn On Camera/Turn Off Camera** to turn your phone's camera on/off in video calls. Your choice to turn on/off will be applied to later video calls with the device.

Note

- To use the Turn On Camera/Turn Off Camera feature, you must allow the SmartPlus to turn on/off the cameras when using this app. Or you will see the below pop-up message.



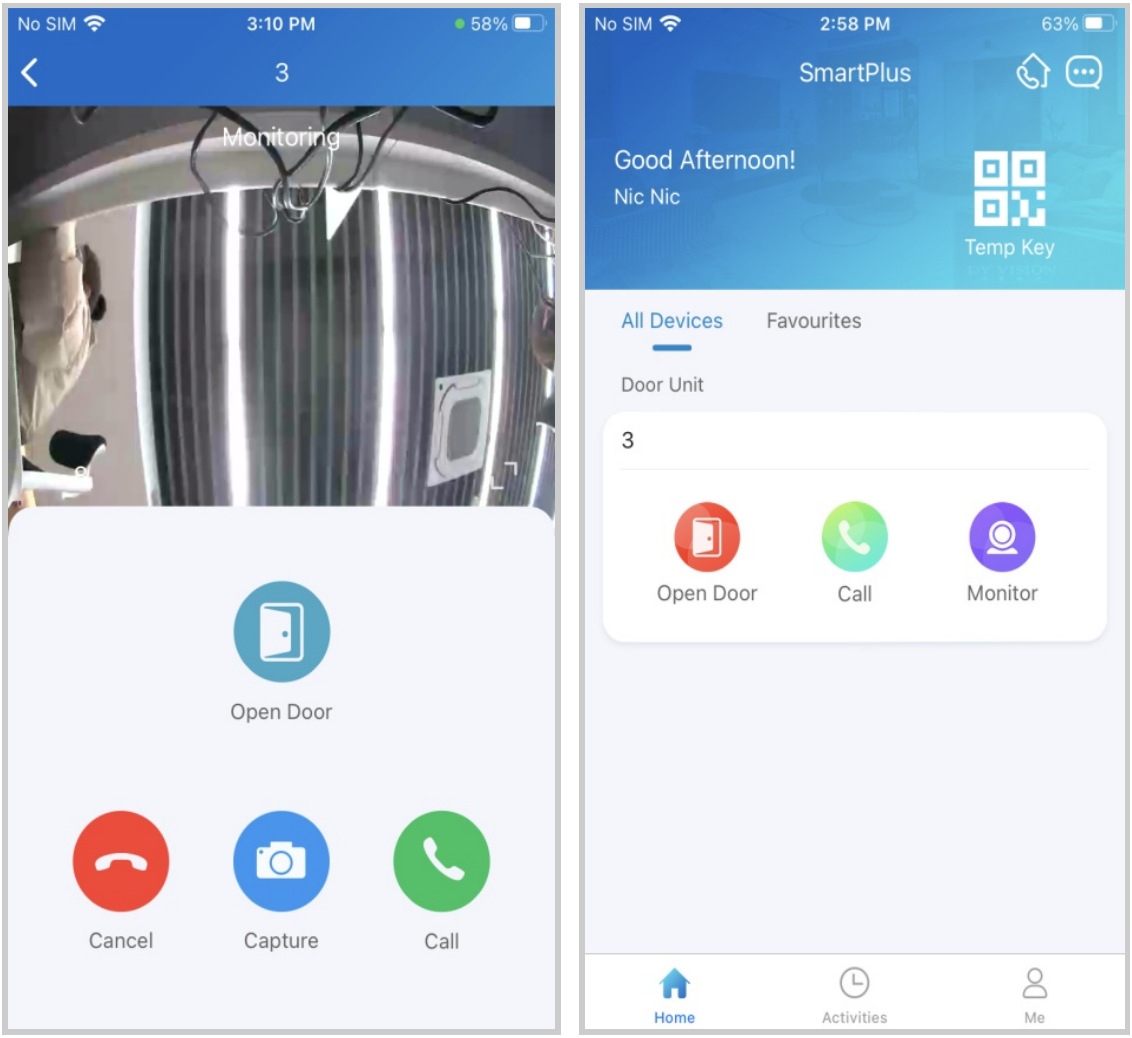
Opening Door on Monitoring Page

To open the door, do the following:

1. Tap **Home**, and choose the device.
2. Tap **Monitor** . Note that door phones without cameras do not

have a monitor button.

3. To let the person enter your home, tap **Open Door** and select the relay. The screen will show *Opening the door succeeded*.



What else you can do on the monitoring page:

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

Note:

- **ONLY** when your account has enabled the Intercom feature, will the Call icon be shown on the monitoring page.

Issue Temp Keys

A Temp Key contains a QR code and an 8-bit PIN, any of which can be used to open the door(s). You can issue Temp Keys for visitors, housekeepers, and so on. The keys will be valid for use as soon as they are created.

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

- **In Home page**

1. Tap **the QR code icon** .

2. Tap **add icon** in the upper right corner.

3. Enter the key user's name, and set up Repeat Mode, Doors, and Time for use. ID numbers are optional. Depending on the Repeat Mode you choose, you may be asked to set up Each Door Counts.

4. Tap **Submit**. You will see the newly generated one being on the key list.

- **In Me page**

1. Tap **Me** in the bottom tab bar.

2. Go to **Authorization > Temp Keys**, and tap the **add icon** in the upper right corner.

3. Enter the key user's name, and set up Repeat Mode, Doors, and Time for use. ID numbers are optional. Depending on the Repeat Mode you choose, you may be asked to set up Each Door Counts.

4. Tap **Submit**. You will see the newly generated one being on the key list.

You can see and delete keys on the Temp Keys page at any time.

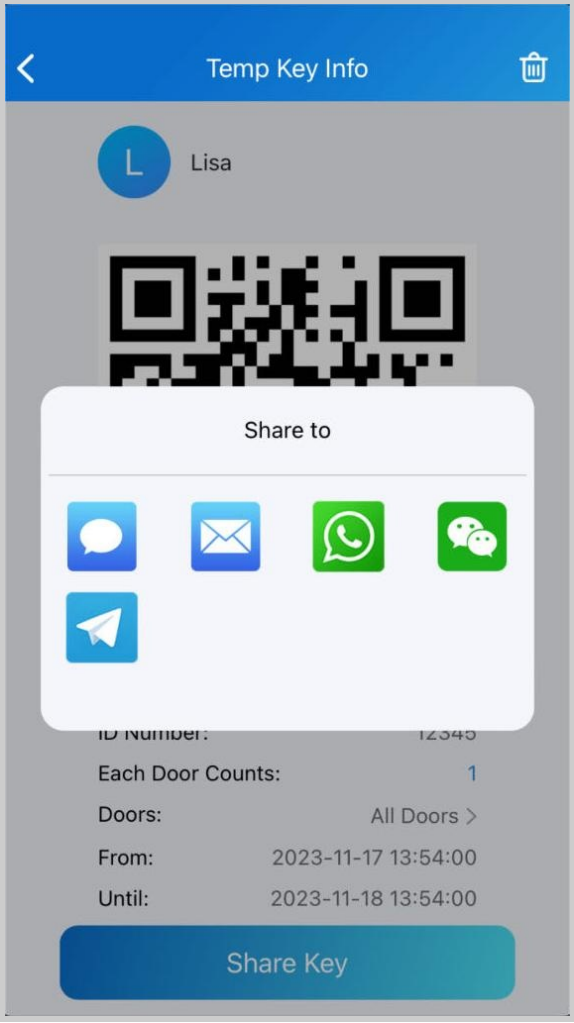
Note

When repeat mode is **Never**, you can customize the total times for use. The total times equal to Each Door Counts (The maximum number is 100) * the number of selected devices.

Share Key to User

If you did not send the key to the designated user in the creating procedure by entering his/ her email address, you can still share keys with users, just do as following:

1. Tap the **QR code** icon on the Home page, or go to **Me > Authorization > Temp Keys**.
2. Tap the key you created for the user, then tap **Share Key**.
3. Select a sharing way among messages, email, WhatsApp, WeChat, or Telegram.



Open Door with Temp Key

A Temp Key contains a QR code and an 8-bit key. The user can use either of them to unlock doors.

- **Use QR code.** Tap **Temp Key** on the door phone's screen, and place the QR code in front of its camera. When the camera reads the code, the door will open automatically.

- **Use 8-bit key**. Tap **Temp Key** on the door phone's screen, enter the code, and the door will open automatically.

Unlock the Door for Yourself

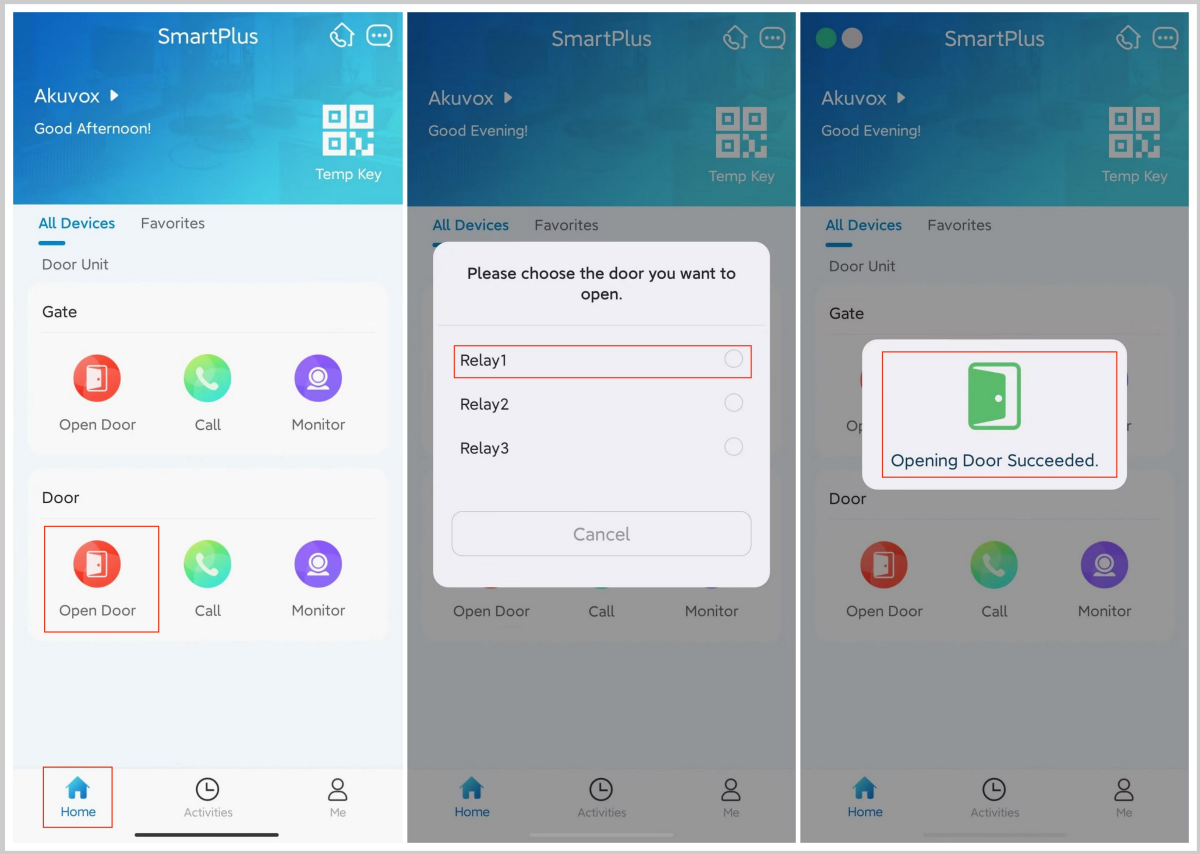
There are various door access options for you to enter the office, including remote opening, PIN, Bluetooth, NFC, and facial recognition.

Remote Opening

You can open the door directly by tapping the specified softkey.

1. Tap **Home**.
2. Choose the device, and tap **Open Door**.

3. Select the relay (the door) in the list
4. The screen shows Opening door succeeded, which means the door is opened.

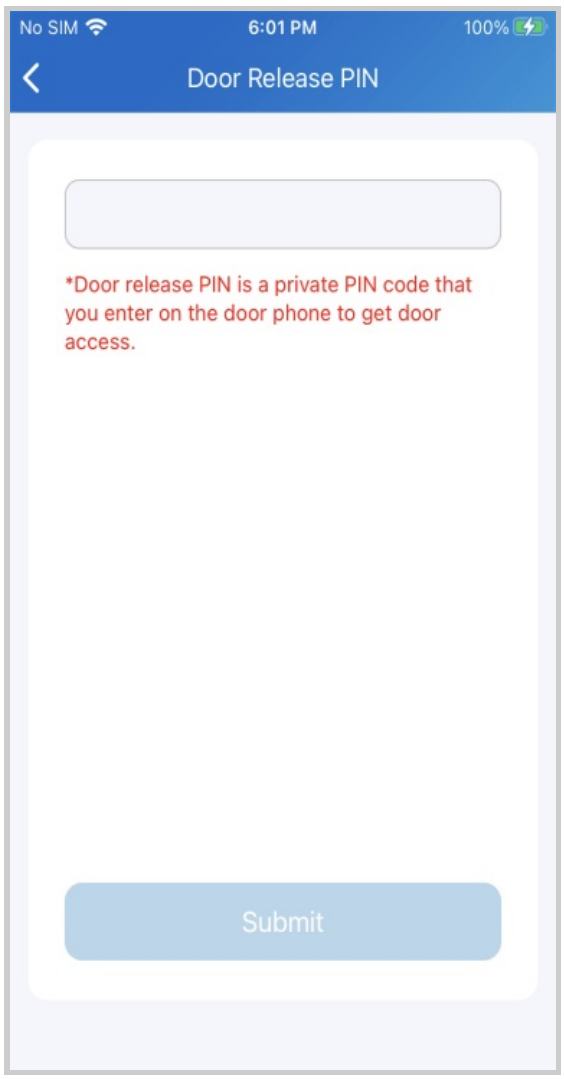


Unlock the Door with a PIN

You can set a private PIN code for door entry.

In your first login, you are asked to set up a PIN code for your private use.

If you didn't set it up, or you want to change the code for better security, go to **Me > Authorization > Door Release PIN**.



Unlock the Door with Bluetooth

You can use a Bluetooth connection to open doors without touching them.

Note

To learn about the supported door phones and detailed steps of Bluetooth door opening, please refer to Open the Door via Bluetooth.

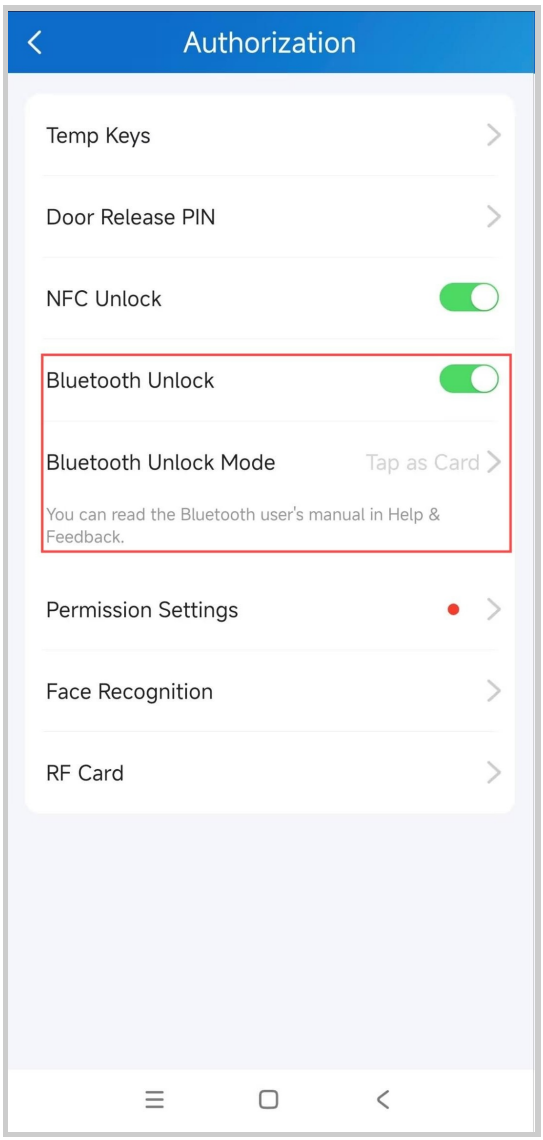
Enable Bluetooth Unlock

Ensure Bluetooth is enabled on your phone and SmartPlus App before using this feature.

1. Go to **Me > Authorization**, enable Bluetooth Unlock, and follow the onscreen instructions.

2. Select a Bluetooth Unlock Mode between Shake, Hands-free, and Tap as Card.

- **Shake**: Place your phone near the door unit, shake your phone a few times, and the door will open automatically.
- **Hands-free**: Your phone must be within about 3.3 feet (1 meter) of the door unit, and the door will open automatically.
- **Tap as Card**: Open the door by placing the mobile phone on the door phone's card reader area.



Unlock the Door with a Face ID

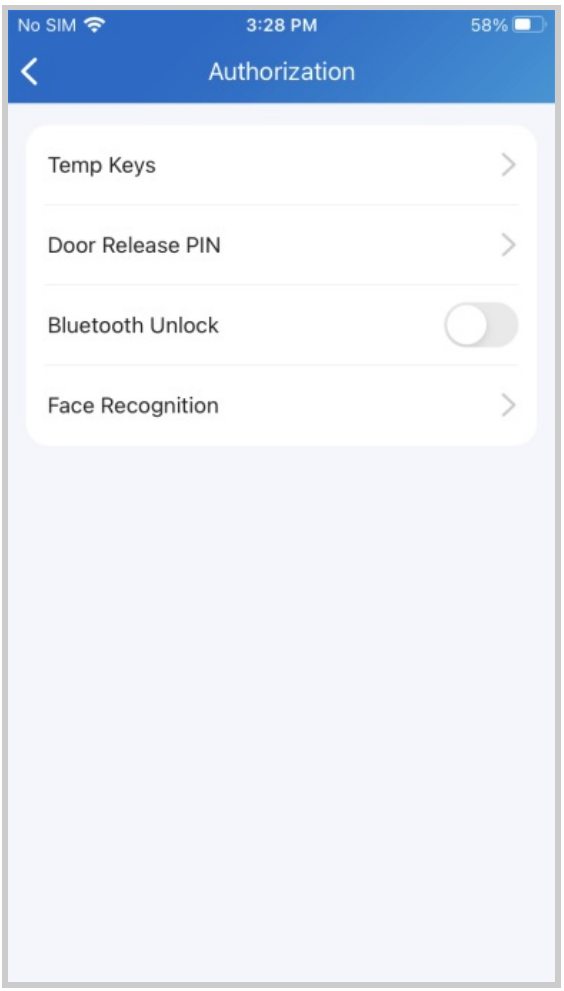
Using the facial recognition feature to help you open the door fast and safely.

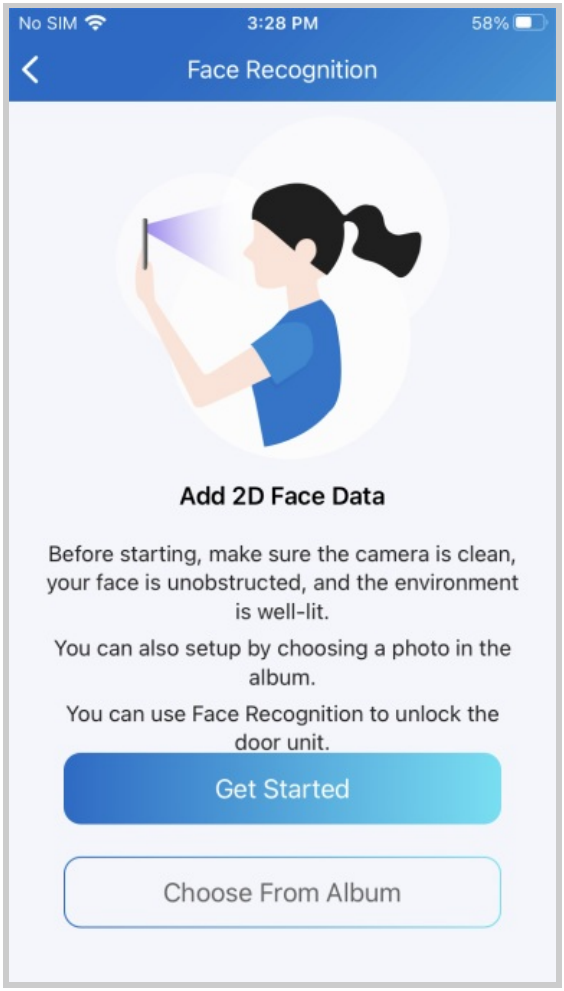
Note

- Door phones supporting facial recognition include X915S, X912S, R29C, R29Z, E16C and E18C.

Set up Face ID

1. Go to **Me > Authorization > Face Recognition**.
2. Tap **Get Started**, or select a picture from your phone album, then follow the onscreen instructions.





Use Face ID to Open Door

After you finish setting, you can use it for door access.

1. Tap anywhere on a door phone screen to wake it.
2. Make sure your face is centered in the camera view, glance at the camera, then the door will open automatically.

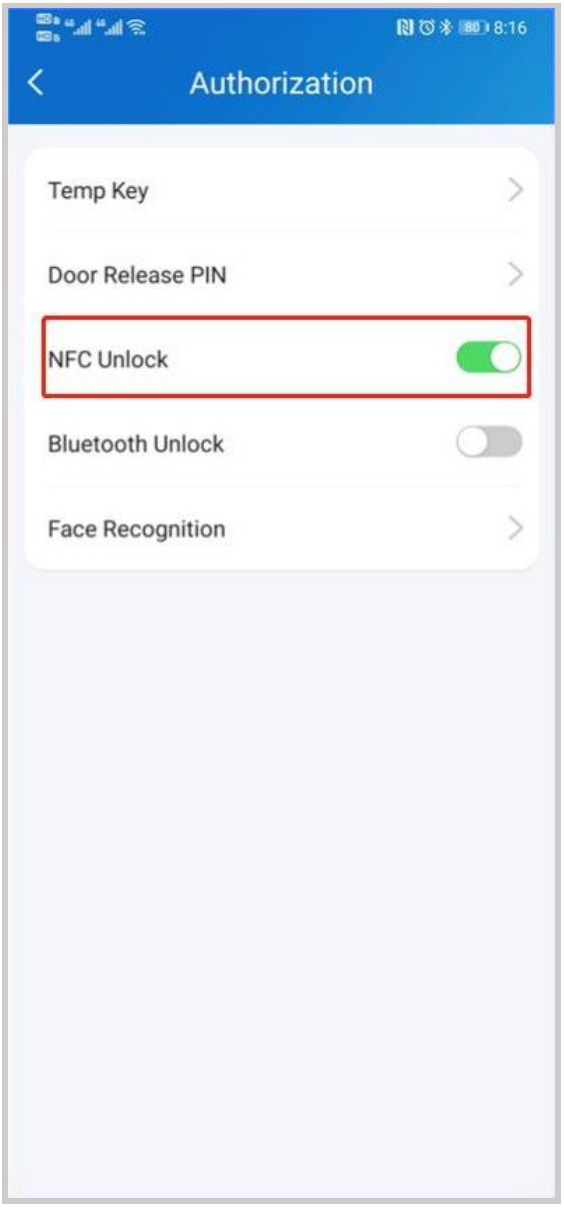
Unlock the Door with an NFC

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

> **Note**
>
> This feature is NOT available on iPhones and Android phones without an NFC module.

Enable NFC to Unlock

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



Use NFC to Open the Door

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

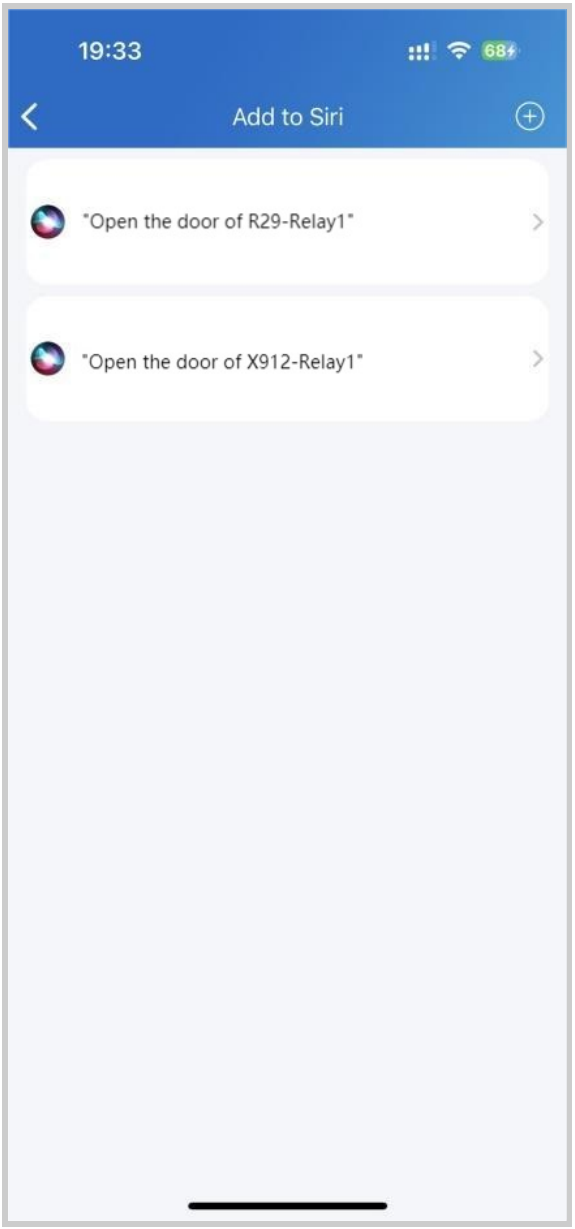
1. Wake up your phone.
2. Place the NFC detection areas of both your phone and the door phone against each other for a few seconds. Then the door will open automatically.

Unlock the Door with Siri

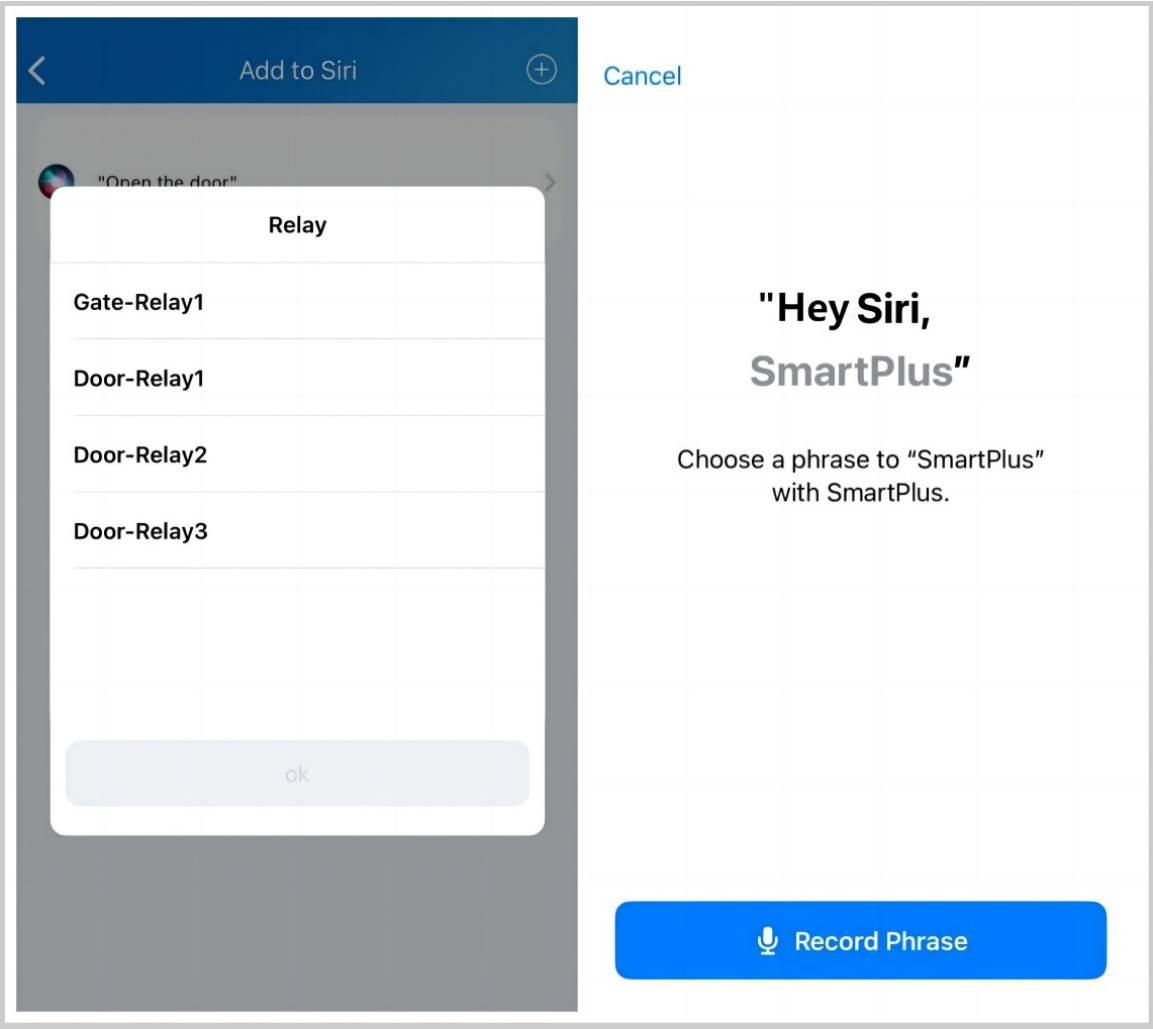
You can unlock the door through Siri with IOS 12 or above.

- You can record no more than 10 voice commands.
- Commands do not interoperate between different accounts.

1. Go to **Me > Discover > Add to Siri.**



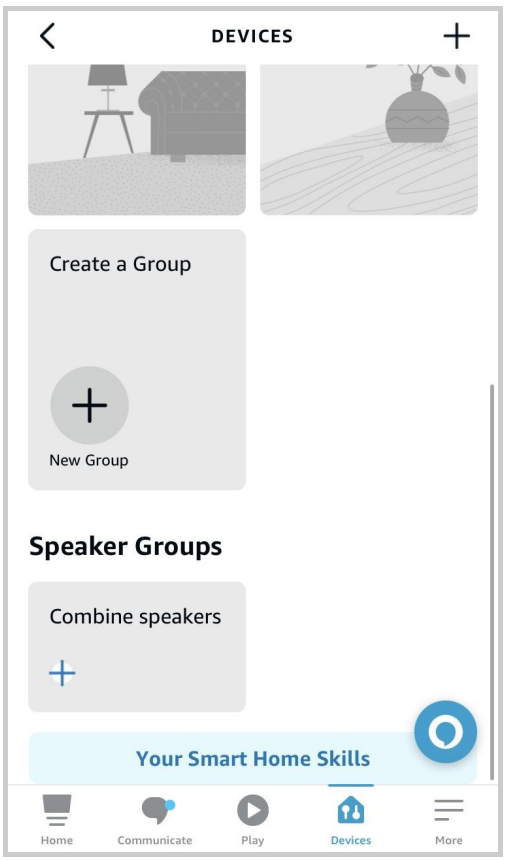
2. Tap the **add icon** ⊕ . Select the desired relay and record the command.



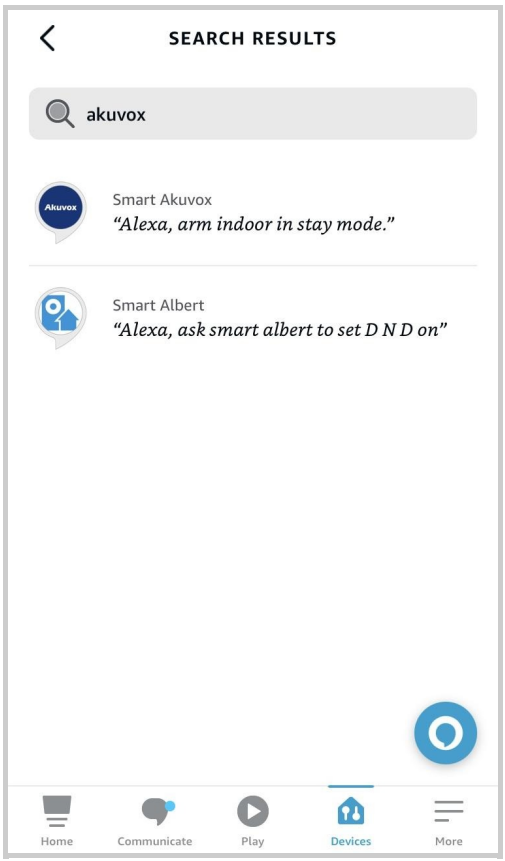
Unlock Doors with Alexa

Linking your account to the Alexa app, you can open the door by saying "Alexa, unlock *[device location]*" to the Alexa app.

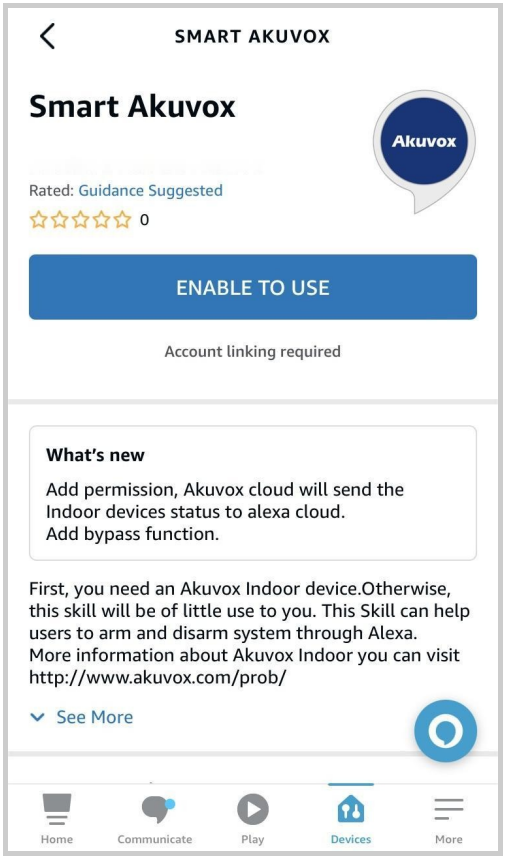
1. Log into your Alexa app, go to **Devices**, and scroll down to the bottom. Tap **Your Smart Home Skills**.

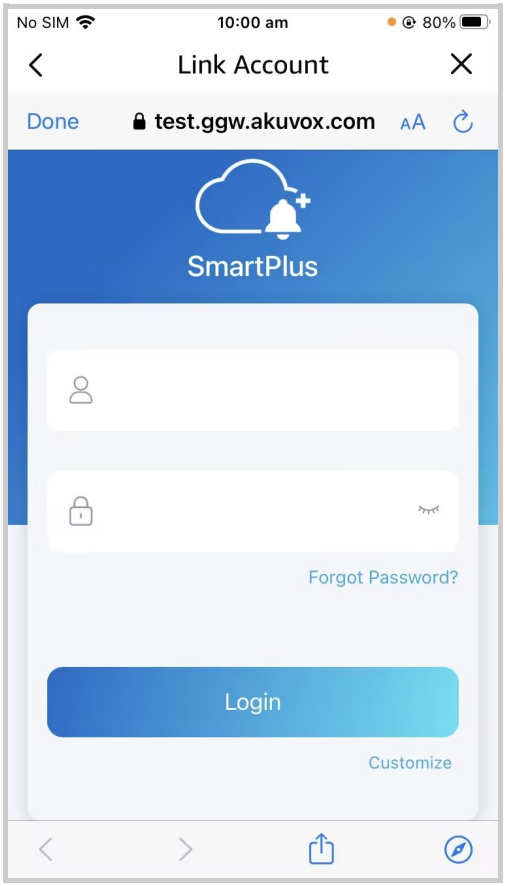


2. Enter Akuvox to search.

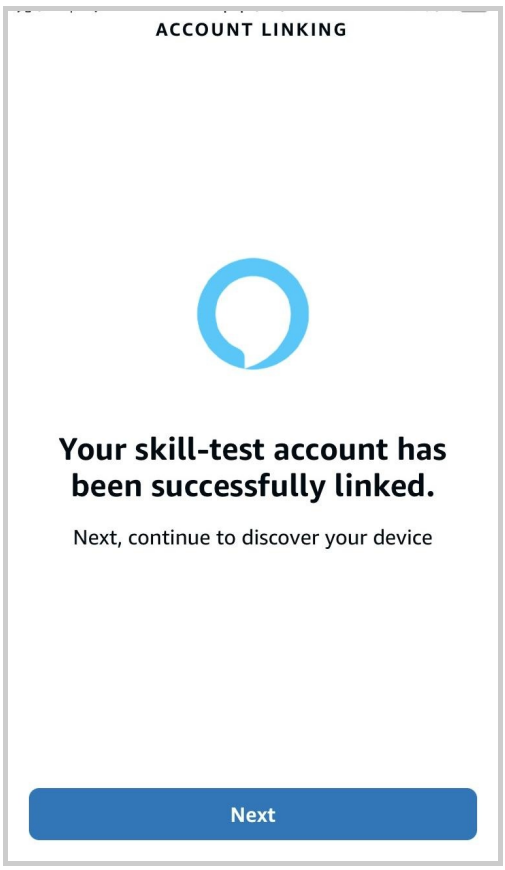


3. Tap **ENABLE TO USE** and enter your SmartPlus account username and password to log in.

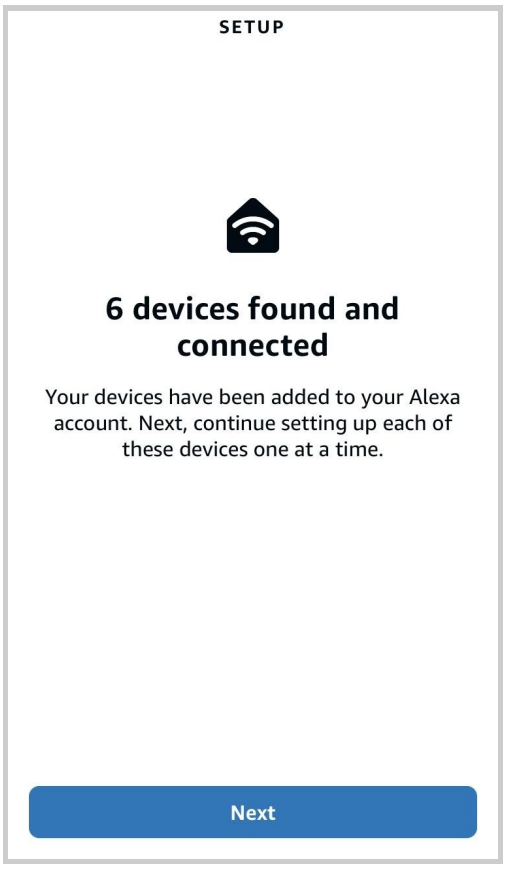




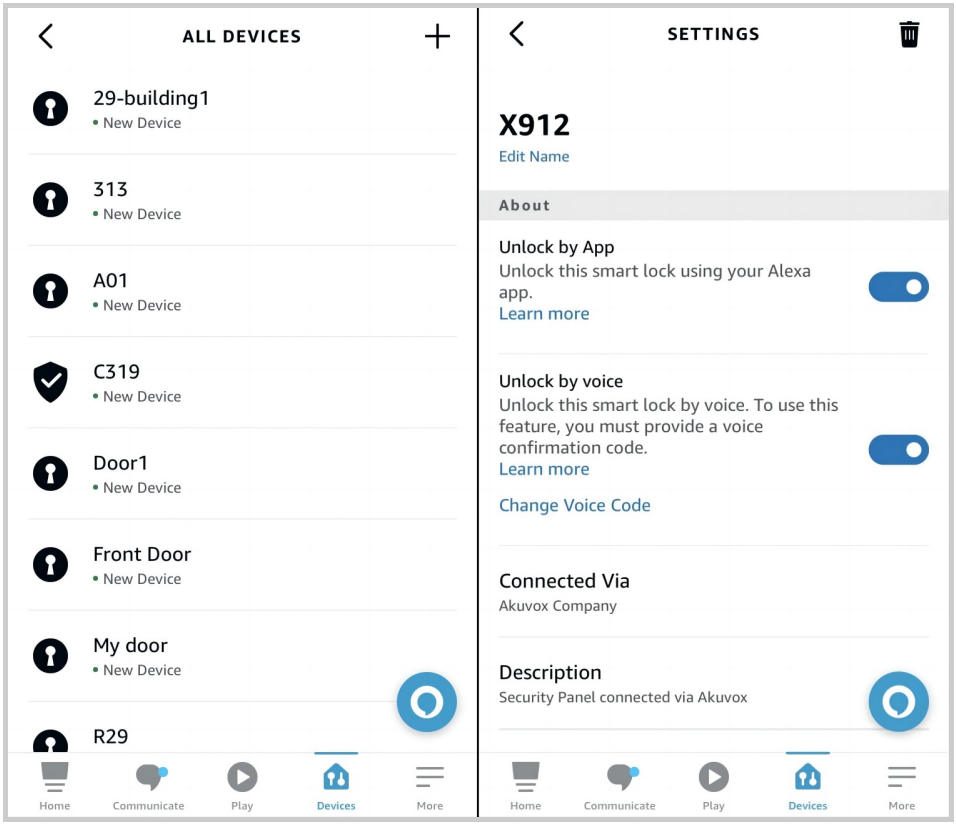
4. Tap **Next** to discover devices under your SmartPlus account.



5. Tap **Next** and add desired devices.



6. Return to the **Devices** module. Tap the desired device and enable Unlock by App and Unlock by Voice.

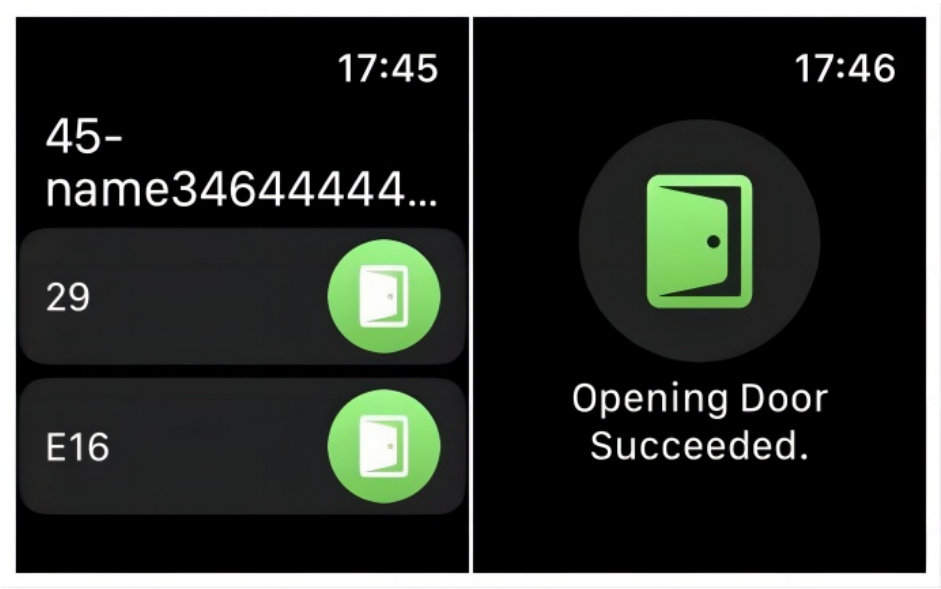


Unlock Doors with Apple Watch

You can open doors by tapping on SmartPlus which is installed in Apple Watch.

1. Download and install the SmartPlus App on your Apple Watch.

2. Log into your SmartPlus account on your iPhone that is linked to the Apple Watch.



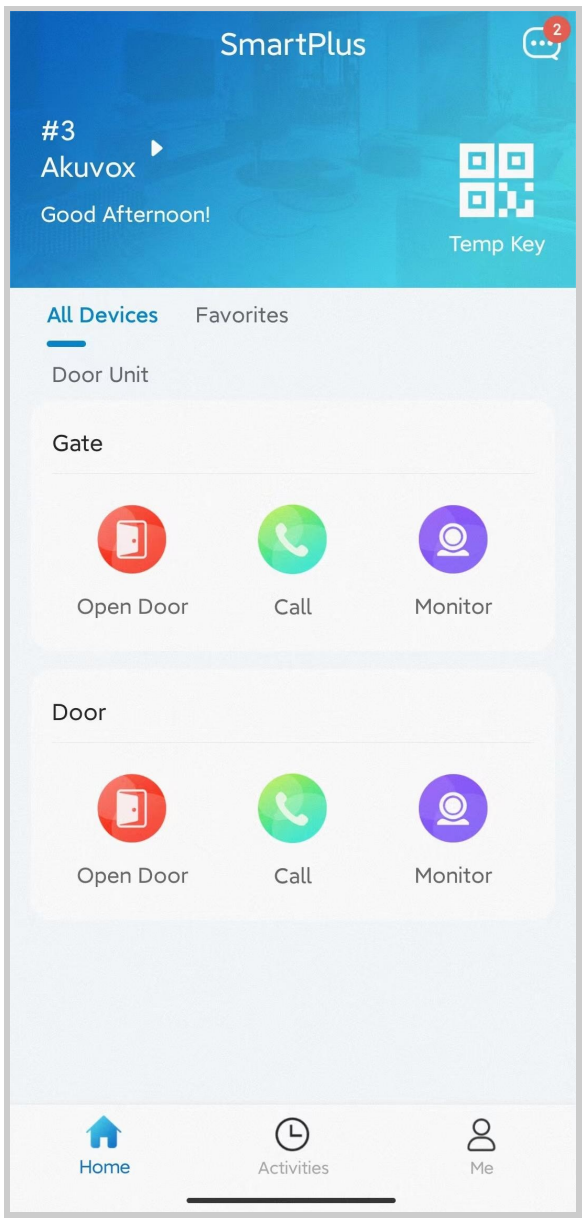
Devices with relays configured under your accounts will be synchronized to the Apple Watch.

> **Note**
>
> Apple Watch cannot acquire the latest device status in real-time. Only after the data update on your iPhone, do data on your Apple Watch refresh.

Unlock Third-party Locks

You can unlock the Salto lock after your installer assigns the lock to you and links it to a door phone on the SmartPlus Cloud platform.

It will be displayed in the door phone's Relay list. Tap **Open Door** of the linked door phone and you can see the lock option.



Calling

Note

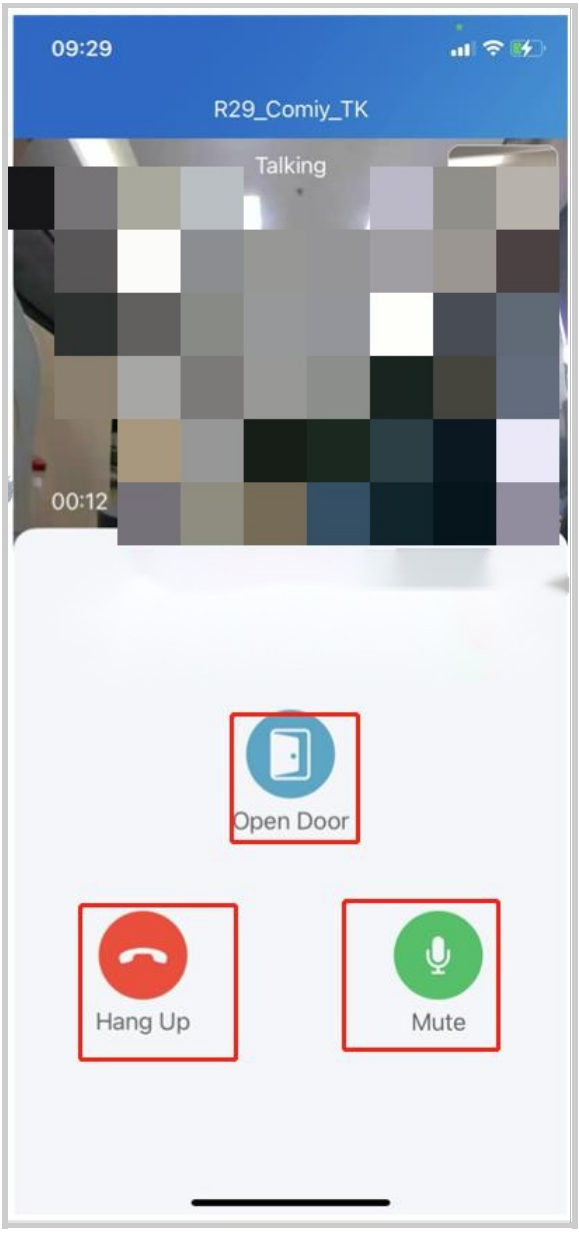
ONLY when your account has the Intercom feature enabled, can you see call logs, receive calls, and make calls by tapping the **Call icon**. Otherwise, the screen will show No intercom permission, please contact your service provider for activation when tapping the **Call icon** on the Home page. And there is no Call icon on the monitoring page.

Make Outgoing Calls

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

On Home Page

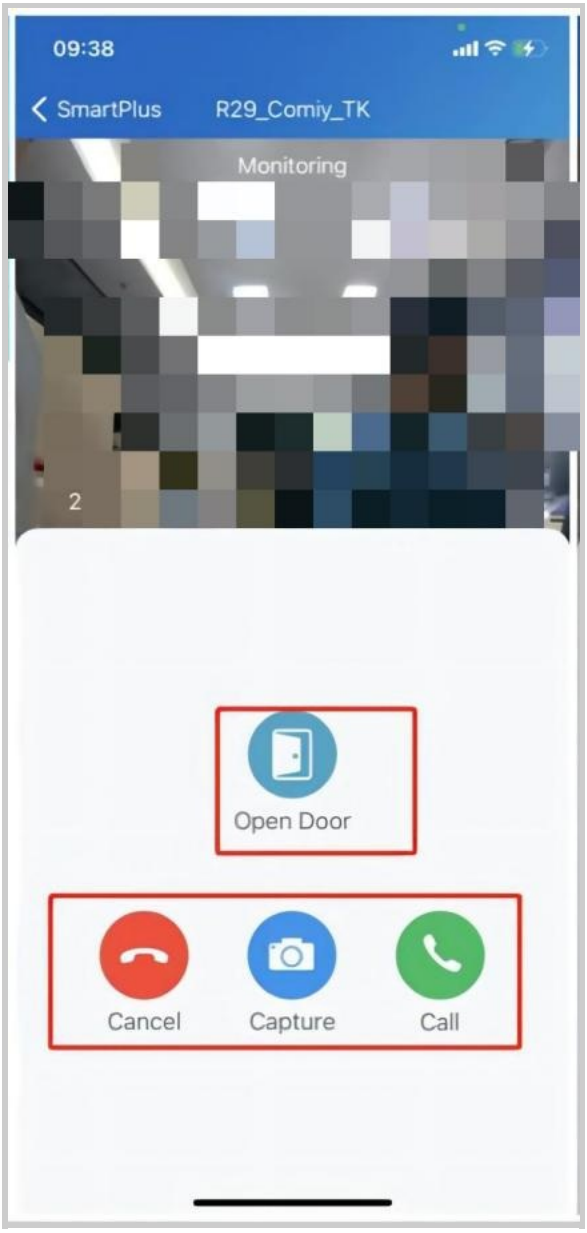
1. Tap **Home**.
2. Choose a device you want to call.
3. Tap **Call** to start a call.



On Monitoring Page

1. Tap **Home**.

2. Select a device.
3. Tap **Monitor** to preview the monitoring video, and tap **Call** if you'd like to talk to the visitor.

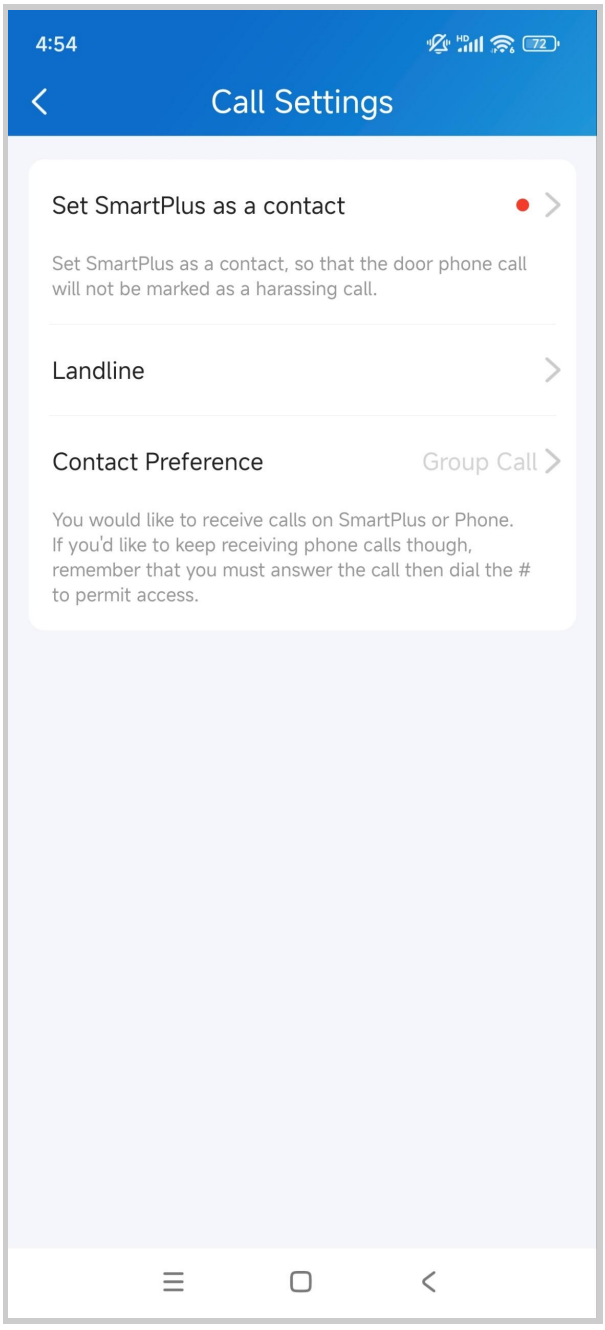


Landline, Contacts and Call Preference

You can answer or decline a call via SmartPlus, or you can forward calls to the landline number.

Note:

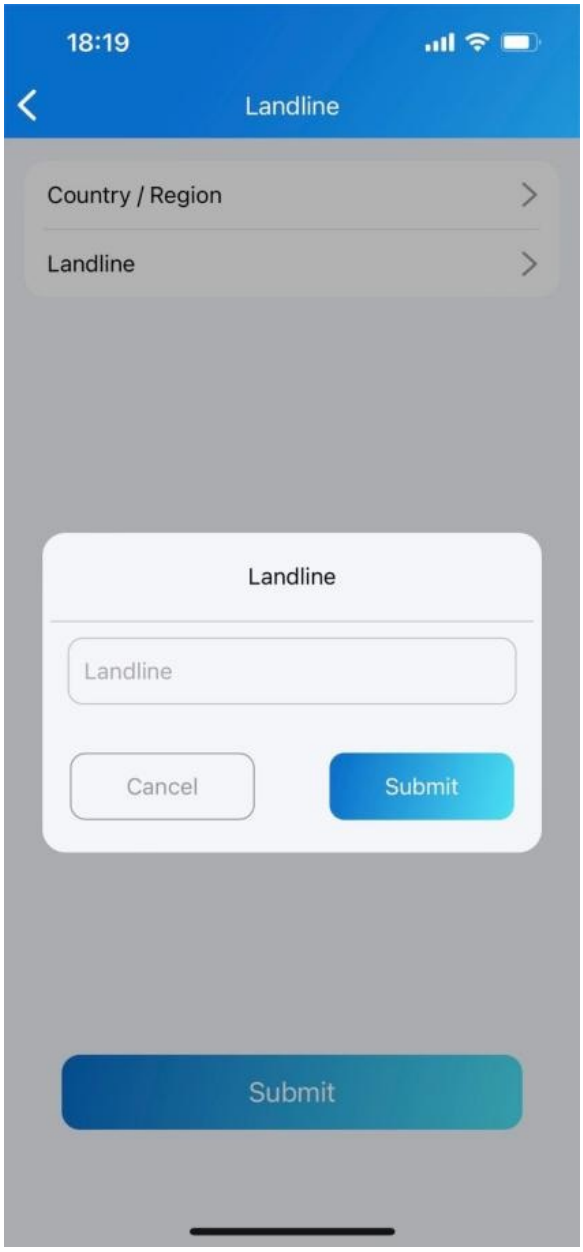
ONLY when your service provider enabled the Landline Service at the same time he created your office project, you can see and set up the three features on the Call Settings page(see the pictures below). Or there is only a **Call Type** feature with a compulsory option SmartPlus on this page.



Call Forwarded to Phone

To set up call forwarding, do the following:

1. Go to **Me > Settings > Call Settings > Landline**.
2. Choose the country/region to which your phone number belongs.
3. Tap **Landline**, and enter the number in the pop-up box.
4. Tap **Submit**.

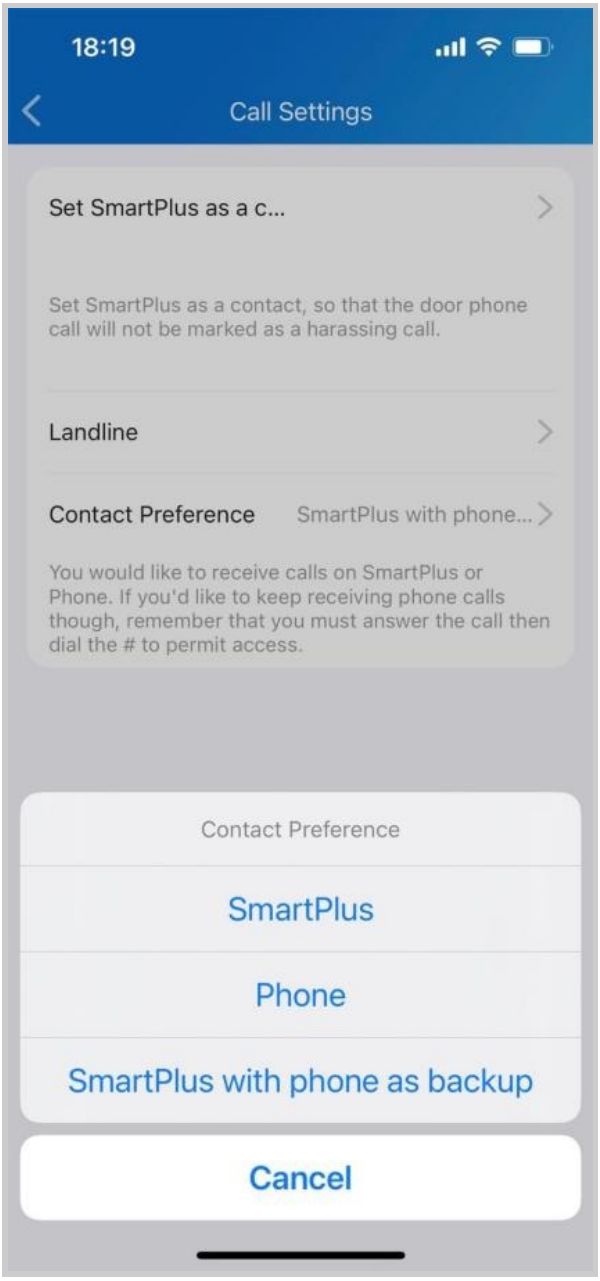


Set up Call-Answered Order

Call Preference feature allows you to choose among 3 options: SmartPlus, Phone, and SmartPlus with Phone as backup.

1. Go to **Me > Settings > Call Settings**.
2. Tap **Contact Preference**.
3. Choose a call type.
    - **SmartPlus**: SmartPlus and indoor monitor(s) will be called.

- **Phone**: Phone and indoor monitor(s) will be called.
- **SmartPlus with Phone as backup**: SmartPlus and indoor monitor(s) will be called first, then the forwarded phone number if the call is not answered.



Set SmartPlus as a Contact

You can set SmartPlus as a contact, in case calls from door phones are marked as harassing ones.

1. Go to **Me > Settings > Call Settings**.
2. Tap **Set SmartPlus as a contact**, and the screen shows Adding Succeeded. You will then see the door phone Call Number in your phone's contact list.

Not to Receive Calls

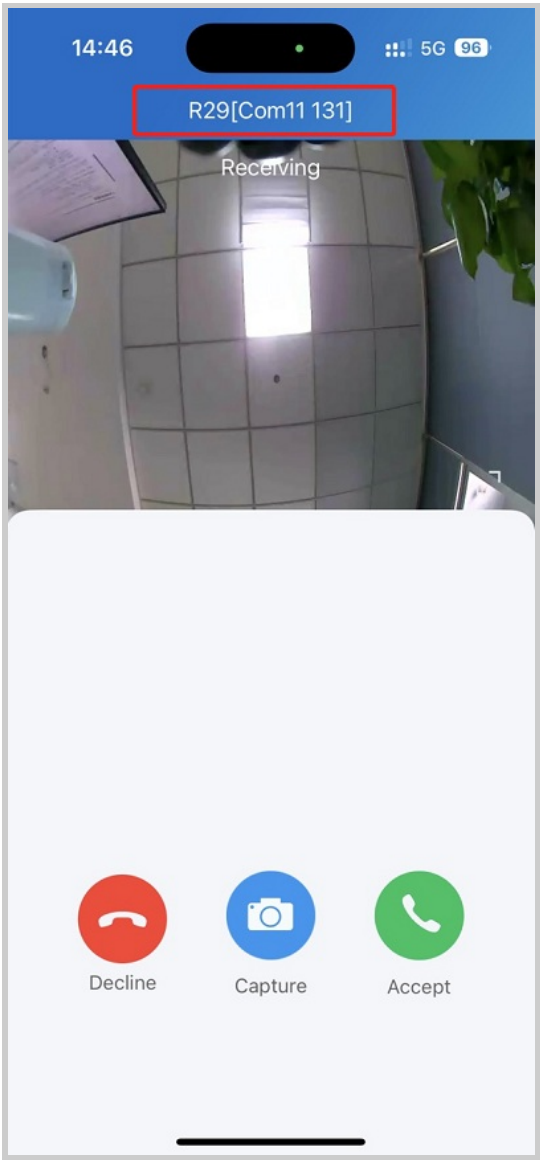
SmartPlus allows you to silence all calls when you do not want to be disturbed.

1. Go to **Me > Settings > Notification Settings**.
2. Turn on **Do Not Disturb**.
3. Set up a Time Schedule.

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

Receive Calls from a Different Site

- You can receive calls from site 2 when you select site 1.
- The receiving page will display the information on site 2.
- The logs will only be displayed on site 1.



Set up Call Kit

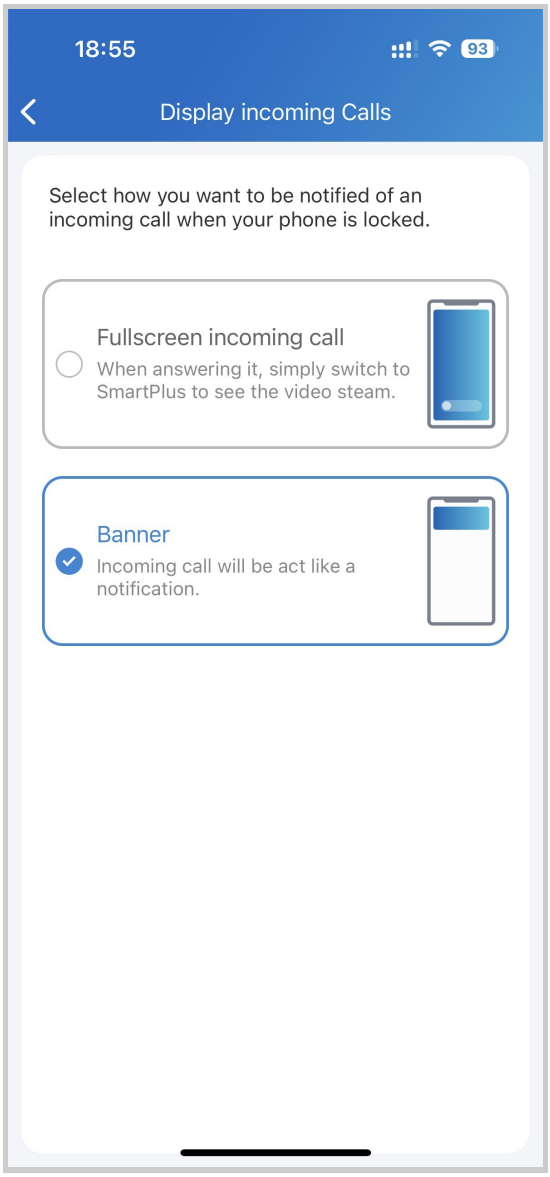
The call kit feature prevents you from missing incoming calls. The incoming call notification will be displayed on the full screen just as you receive a phone call.

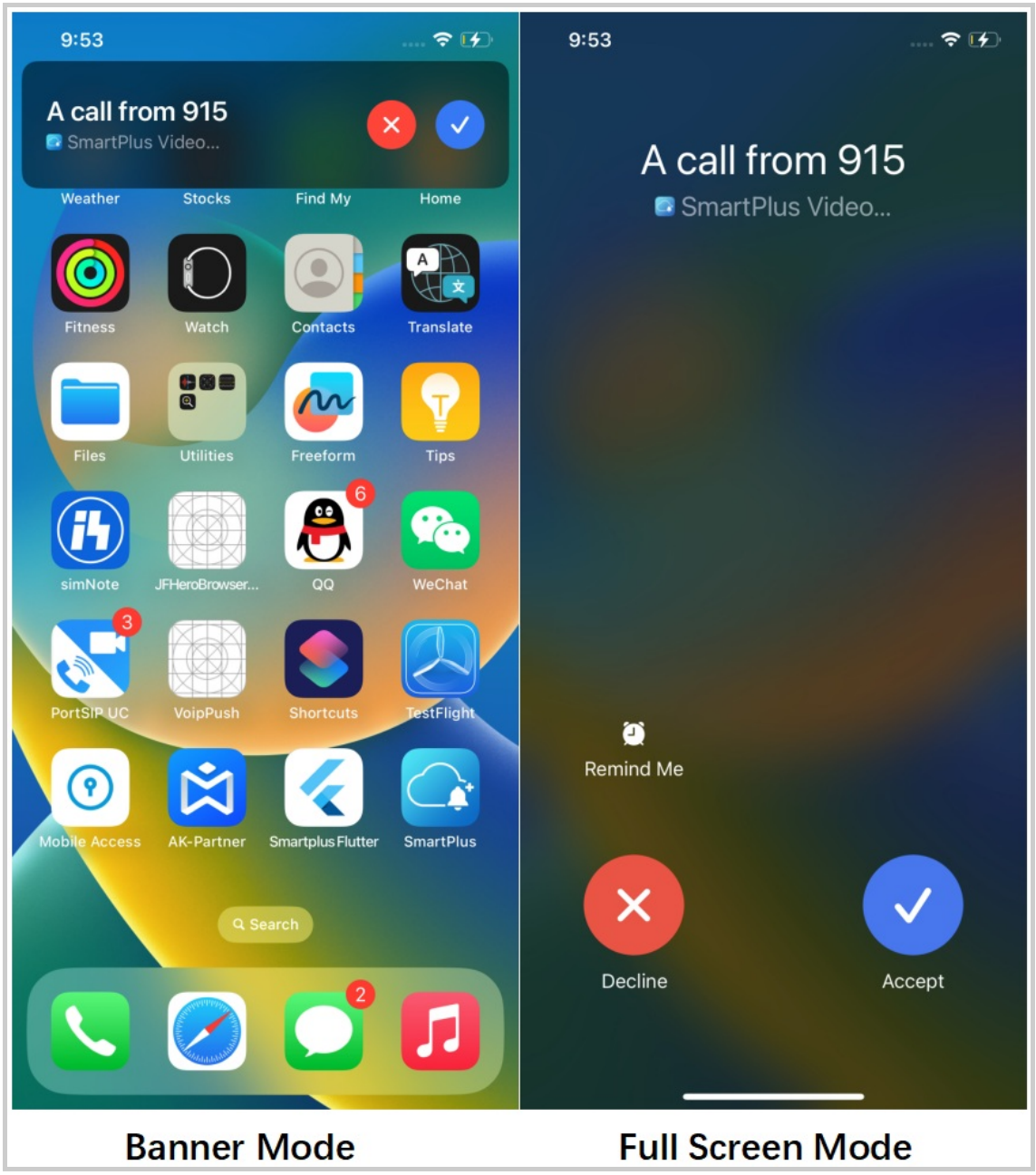
Note

- ONLY the iOS system supports this feature.
- The SmartPlus account of single-tenant projects does NOT support this feature.

1. Tap **Me > Settings > Call Settings > Display Incoming Calls**.

2. Select the incoming call display mode.





Security

Monitor

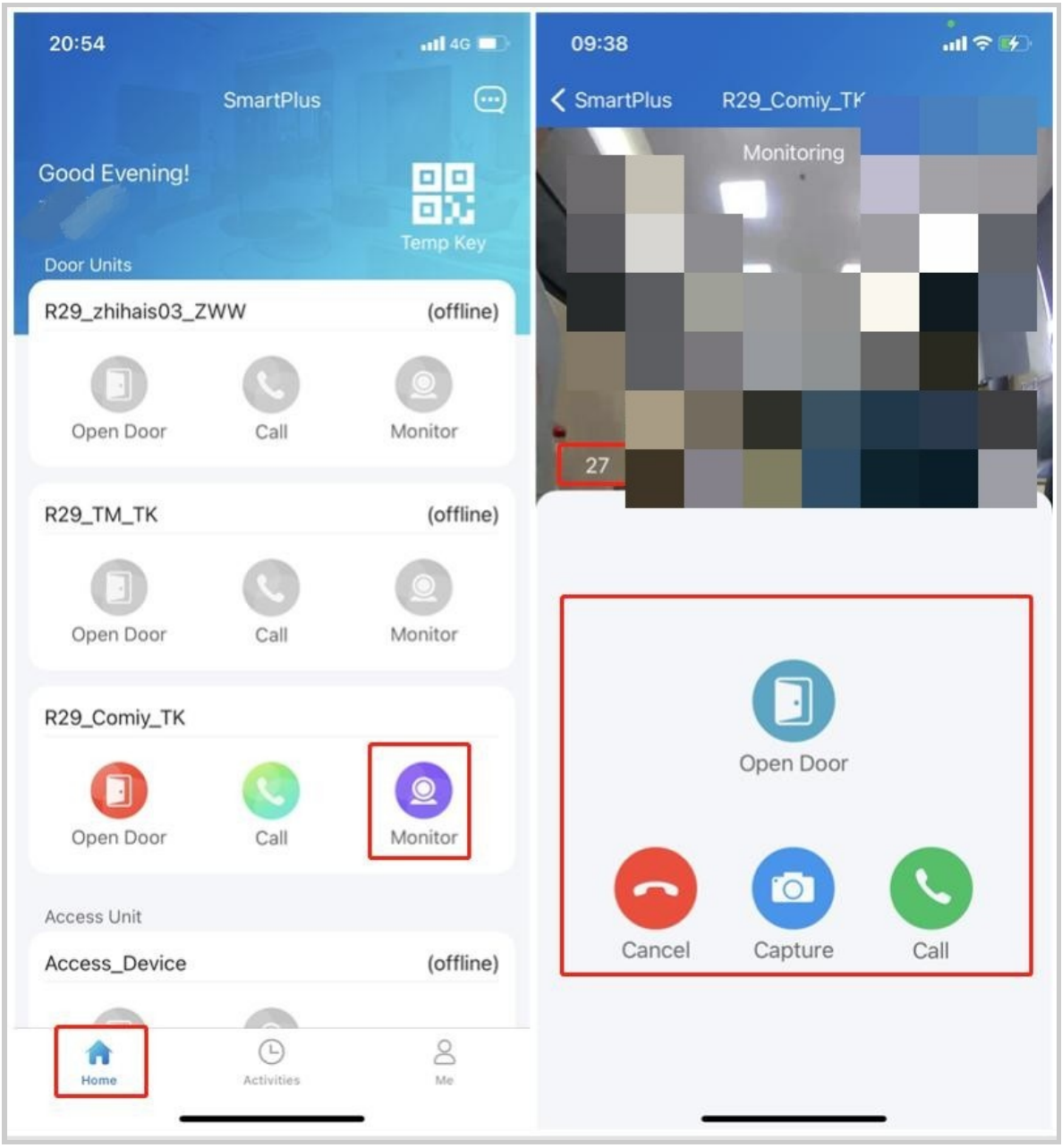
You can see the live stream of the door units' cameras, take a shot of the live view, and check who's the visitor and what's happening in front of the doors.

1. Tap **Home**.
2. Select the device.

3. Tap **Monitor** . The monitoring video will be shown for 30 seconds.

Note

- Door phones without cameras do not have a monitor button .



What you can do on the monitoring page:

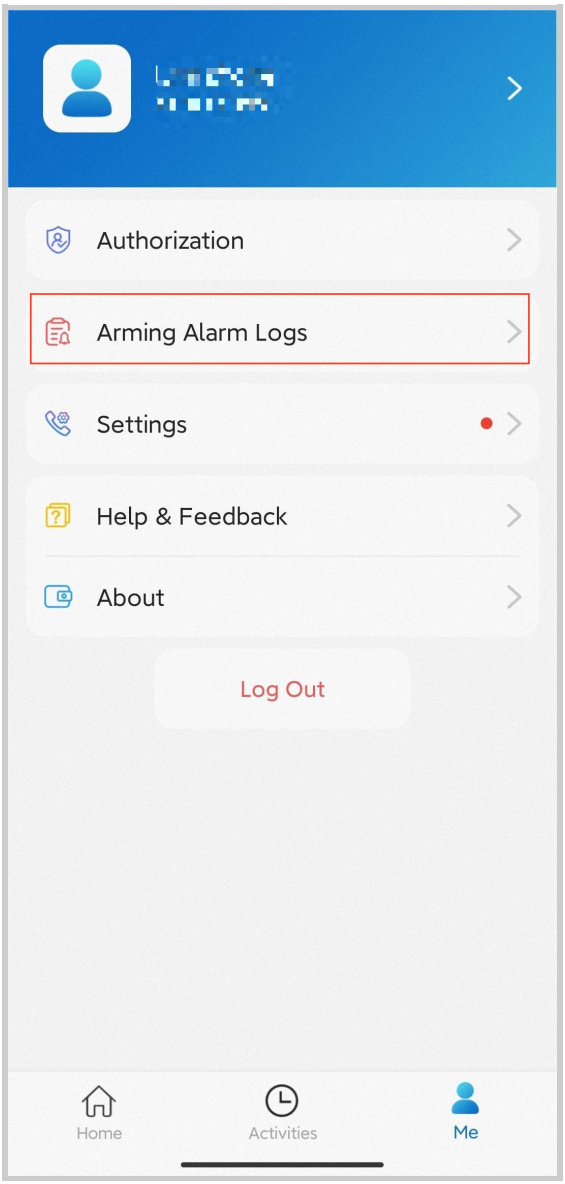
- Tap **Cancel** to exit the current video-watching page,
- Tap **Capture** to make a screenshot,
- Tap **Open Door** to unlock the door.

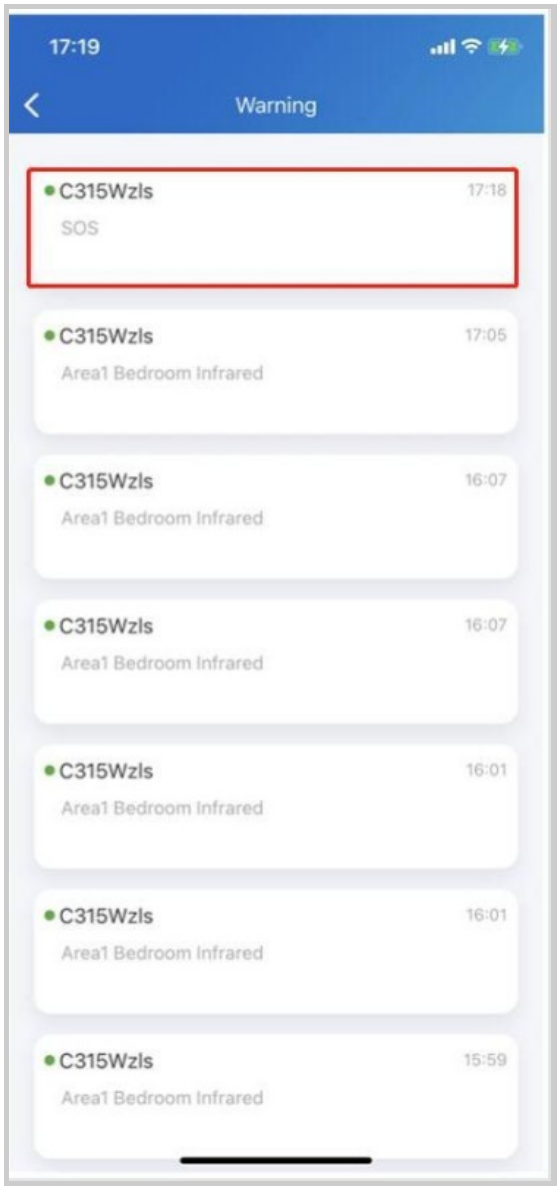
- Tap **Call** to make a call with the visitor.

> **Note**
>
> **ONLY** when your account has enabled the Intercom feature, will the Call icon be shown on the monitoring page.

Alarm and SOS warnings

Alarm and SOS warnings triggered by indoor monitors can be received on the App. You can go to **Me > Arming Alarm Logs** to see and deal with warnings or tap **Deal** on the popup notifications. A red dot appearing in the Arming Alarm Logs bar means there are new warning messages.



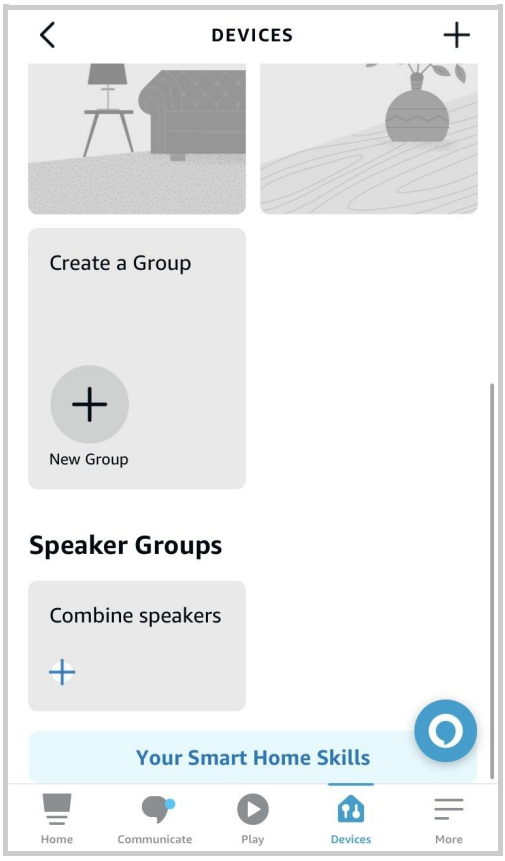


Arm and Disarm Indoor Monitors with Alexa

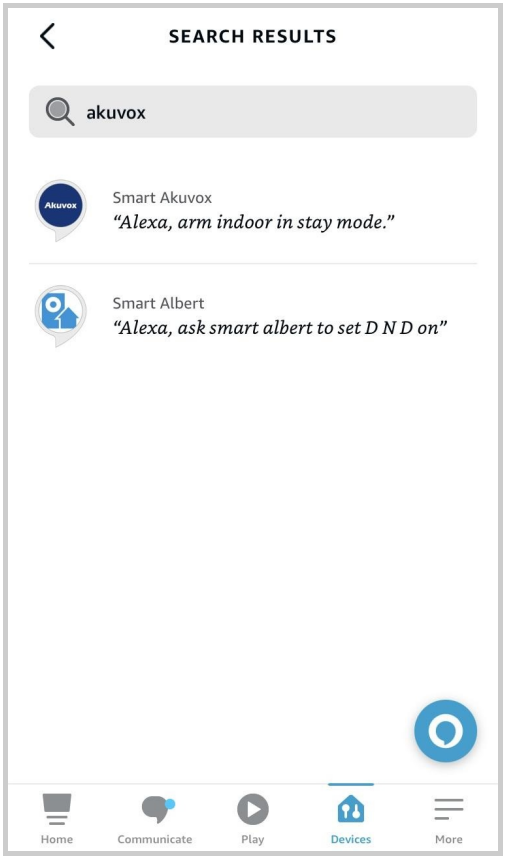
Linking your account to the Alexa app, you can arm or disarm the indoor monitor by saying the following commands to Alexa.

- Check whether the device is armed: Alexa, is [device location] armed?
- Arm the device in Home mode: Alexa, arm [device location]; Alexa, Arm [device location] in Home mode.
- Arm the device in Away mode: Alexa, arm [device location] in away mode.
- Arm the device in Night mode: Alexa, arm [device location] in night mode.
- Disarm: Alexa, arm [device location] in night mode.

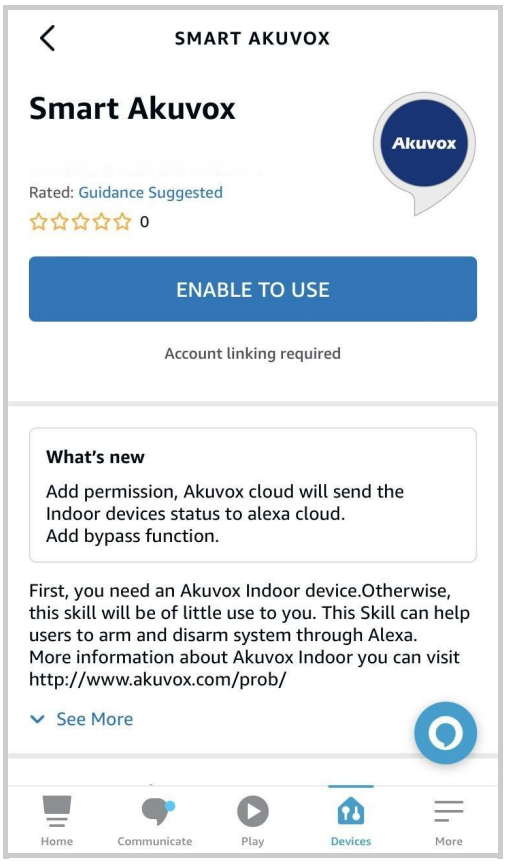
1. Log into your Alexa app, go to **Devices**, and scroll down to the bottom. Tap **Your Smart Home Skills**.

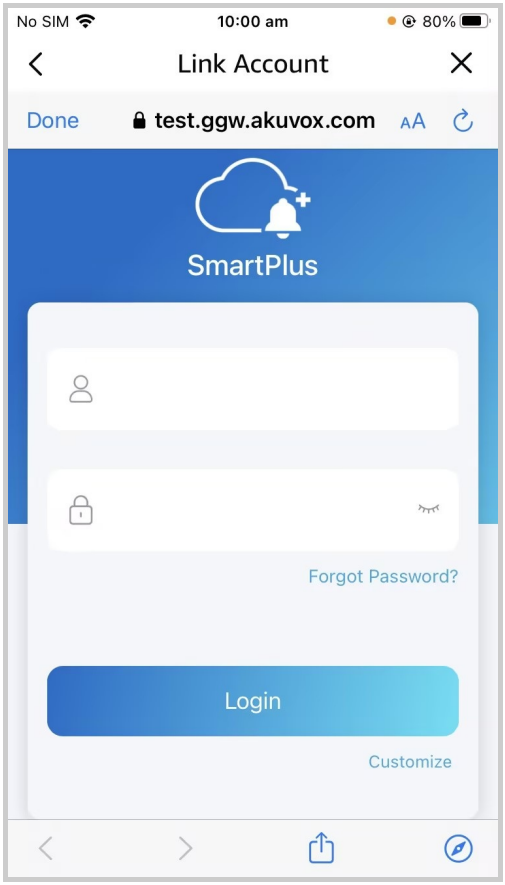


2. Enter Akuvox to search.

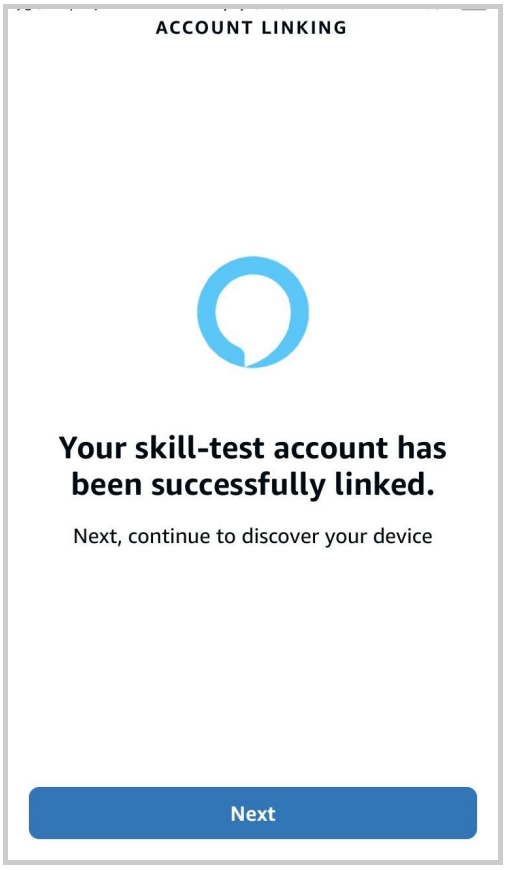


3. Tap **ENABLE TO USE** and enter your SmartPlus account username and password to log in.

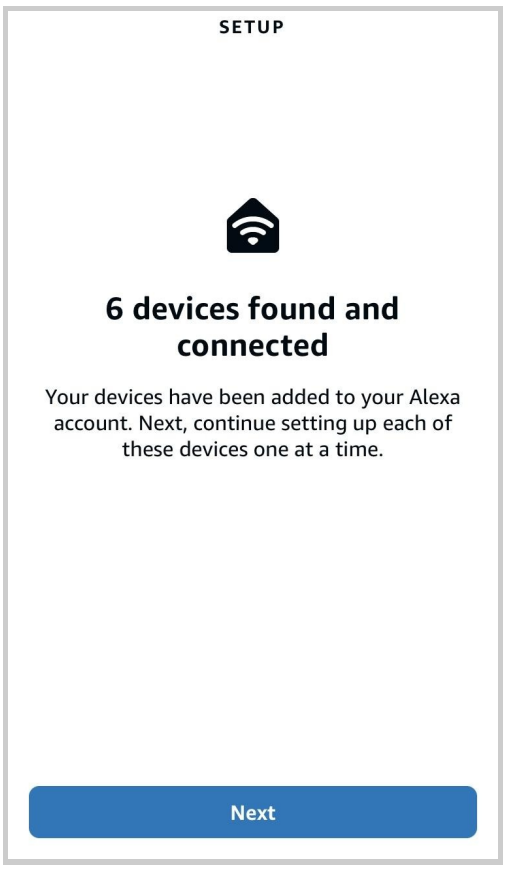




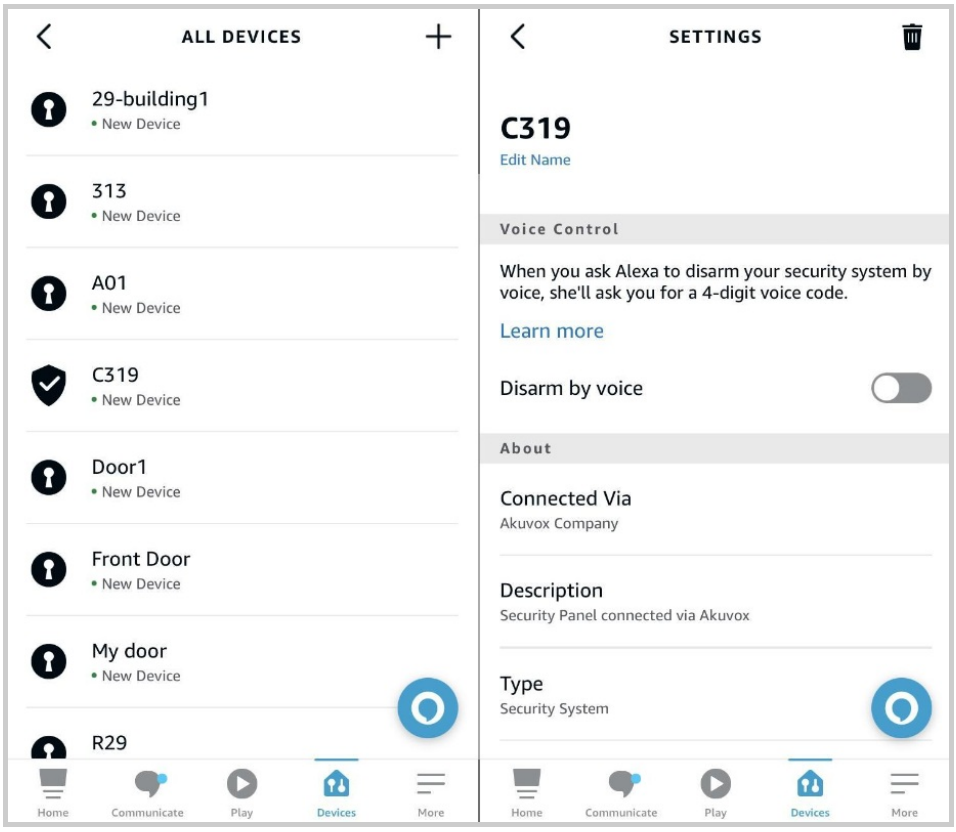
4. Tap **Next** to discover devices under your SmartPlus account.



5. Tap **Next** and add desired devices.



6. Return to the **Devices** module. Tap the desired device and enable Unlock by App and Unlock by Voice.



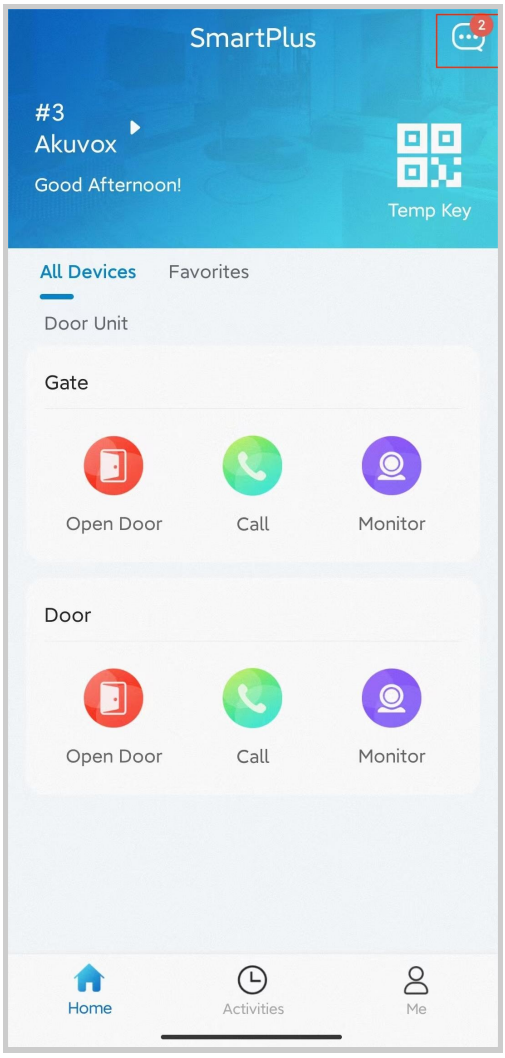
Messages and Notifications

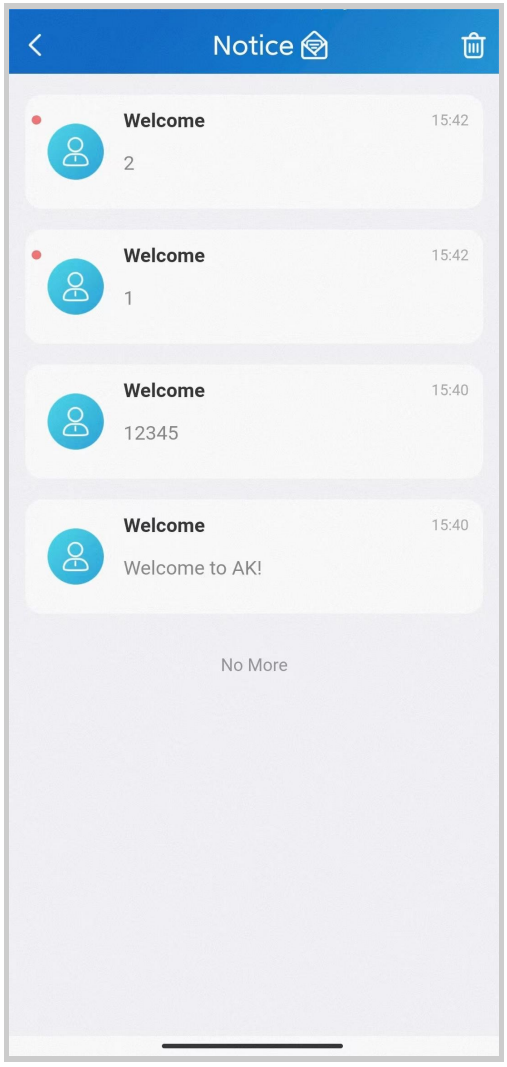
See Messages You've Received

Tap **Home**, and tap **Message icon** in the upper right corner, you can see:

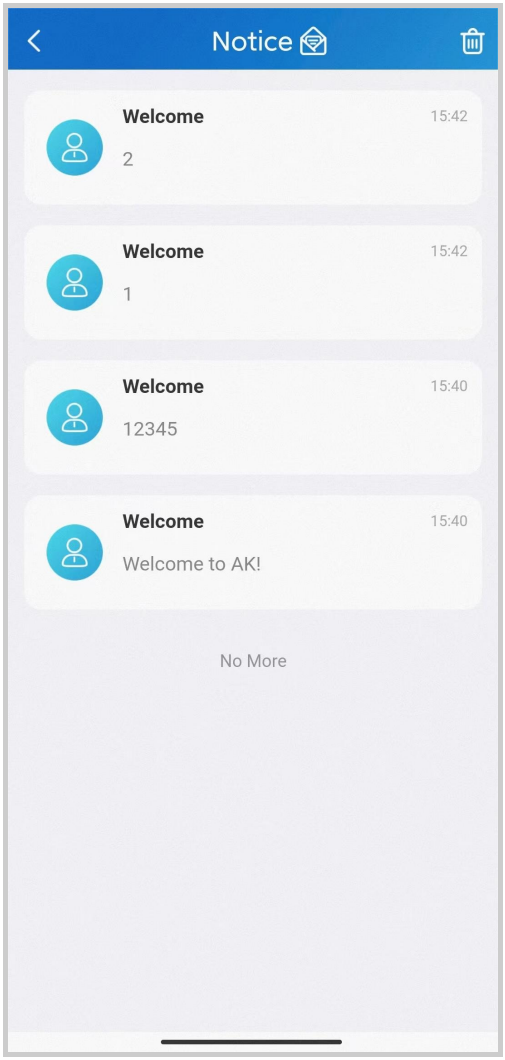
- Messages from your service provider
- Package room messages
- Temp key used messages
- Messages of all sites

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

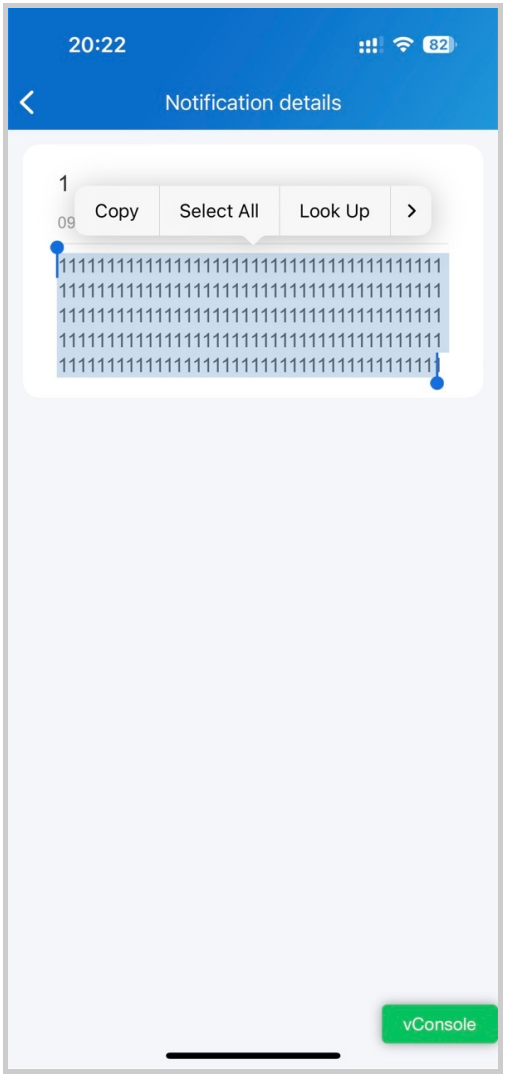




- If you want to remove all red dots by one tap. Tap and all the messages will be read automatically.



- Tap the desired message to see the details and copy the content if needed.



Note

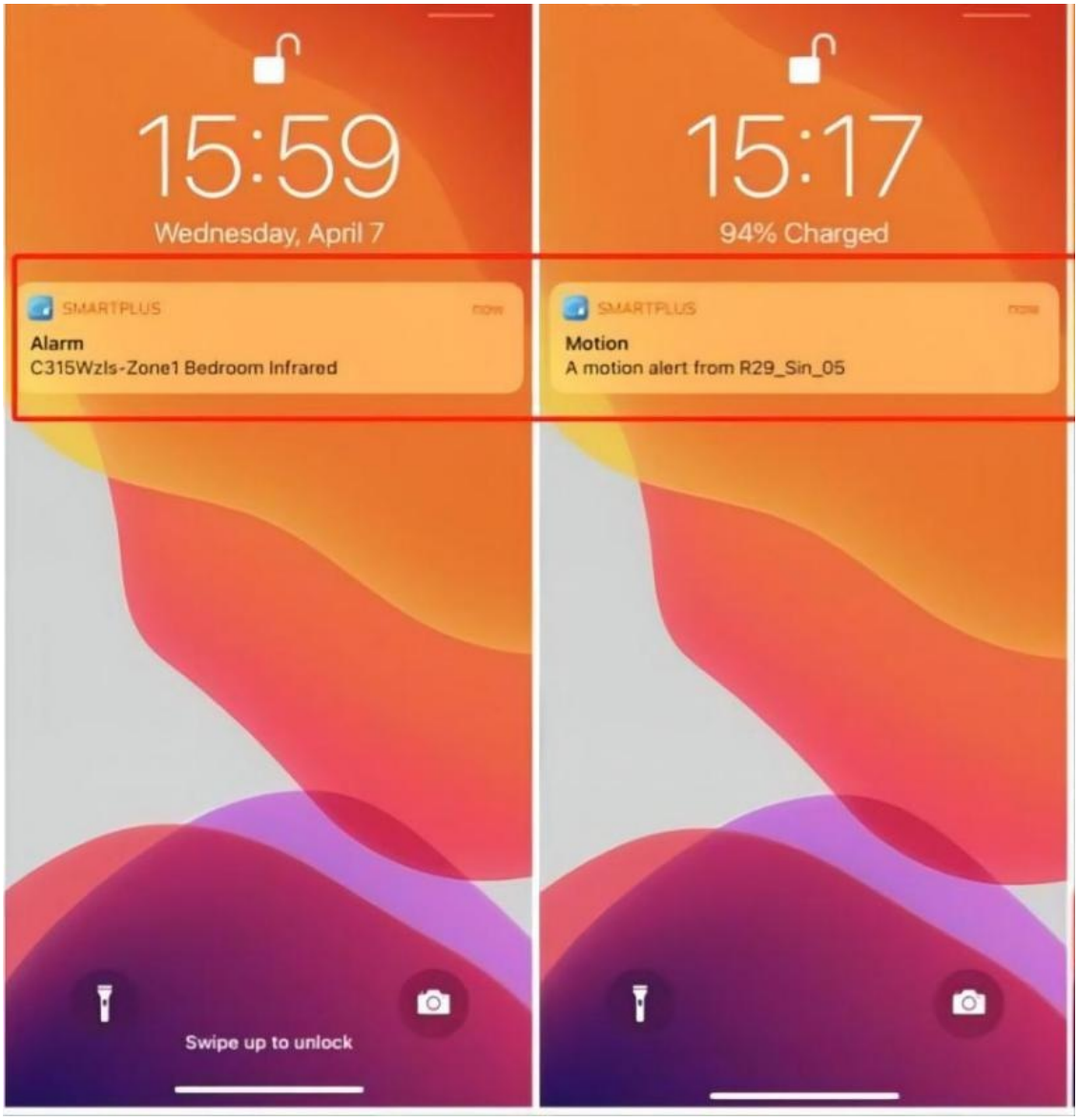
- Only for office projects subscribing to premium feature plans.
- Only R29 door phone supports for pushing package room massages. And the old version App cannot receive such messages.
- App with Cloud 6.1 or later supports for pushing Temp key used messages.

Receive Offline Pop-ups

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

- Messages from your service provider
- Temp key used messages

- Package room massages
- Motion alert
- Alarm
- SOS



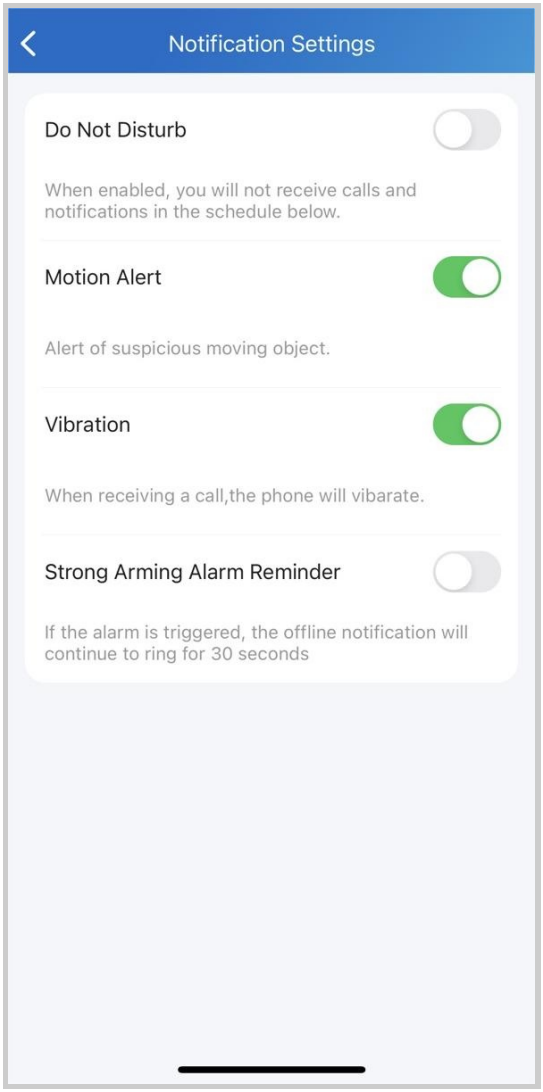
Delete Messages and Notifications

1. Tap **Home**, and tap **Messages icon** in the upper right corner.
2. Tap the **delete icon** .
3. Select the messages you want to delete. Or tap Select All to tick on all the messages.
4. Tap **Delete**.

Strong Arming Alarm Reminder

If this feature is enabled, the alarm ringtone will ring continuously for 30 seconds when the alarm is triggered.

1. Go to **Me > Settings > Notification Settings**.
2. Enable or disable Strong Arming Alarm Reminder.



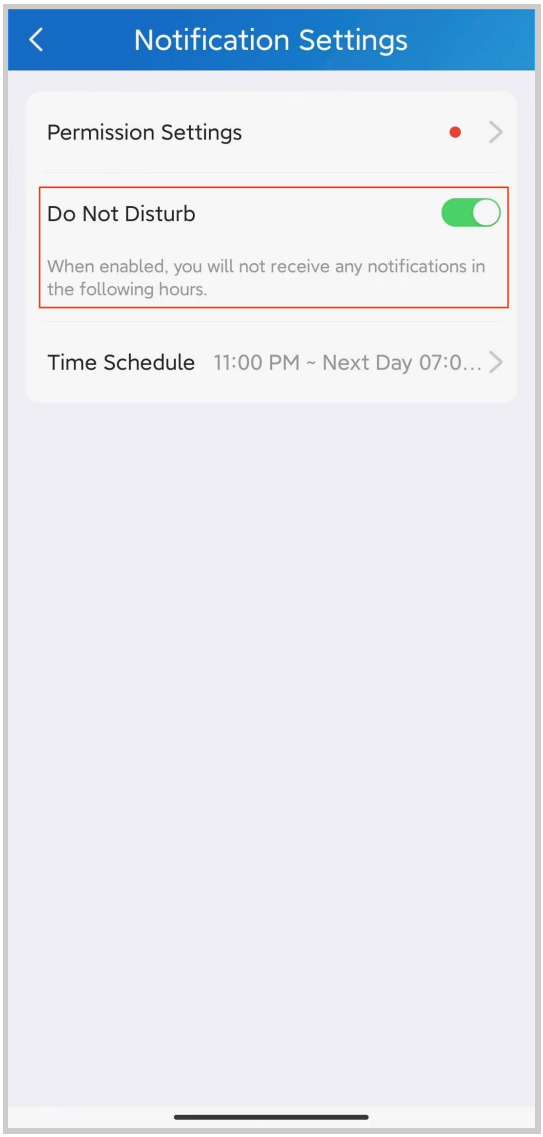
Please note that for Android mobile phones, ringing will stop when the device is disarmed.

For IOS mobile phones, ringing will continue for 30 seconds.

Not to Receive Notifications

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

1. Go to **Me > Settings > Notification Settings**.
2. Turn on **Do Not Disturb**.
3. Set up a Time Schedule.



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

Logs and Histories

Check Door Access Histories

Calling, opening, and monitoring-related histories are recorded. Via these logs, you can know which device at what time do what.

When the Intercom feature is activated

Tap **Activities** in the bottom tab bar to see any of the following:

- **Door logs**: All the calling and door opening histories. If the door phone has relays added, the triggered relay is also displayed here.
- **Call history**: All the outgoing/incoming/missed calls.
- **Capture logs:** All snapshots you made of live videos.

When the Intercom feature is not activated

Tap **Activities** in the bottom tab bar, you can see:

- **Door logs**: All your door access histories in public devices and your own devices.
- **Capture logs:** All snapshots you made of live videos.

Set up and Upload Log

The log has 7 levels. By default is level 3. The higher the level is, the more detailed the log content is. When you can upload logs to the Cloud, so Akuvox technical engineers can analyze, if the device malfunctions.

1. Go to **Me > Settings > Advanced Settings > Export Log**.
2. Select a level and tap **Save**. You can ask our technical engineer for detailed information on each level.
3. Tap **Upload To the Cloud,** the screen will show *Upload successfully.*

System Settings

Check Video Communication Qualities

Video Quality Diagnosis enables you to check real-time video quality. It can be applied to video calls, live monitoring videos and preview page.

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

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

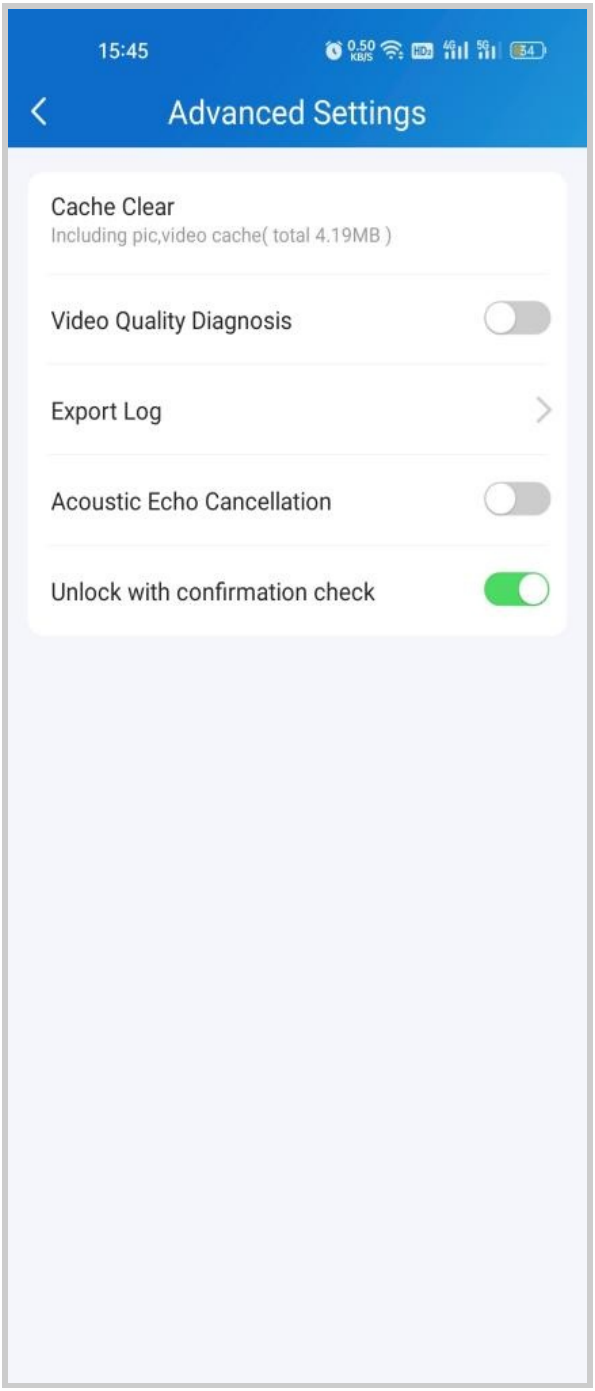
Clear Cache to Improve App Performance

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

Enable Confirmation Prompts when Opening Doors

Unlock with confirmation check feature shows you a prompt to confirm your opening door command when you tap the unlock button of a device that links with only one door (relay). This helps prevent you from tapping the Unlock button by the incident and gives you a chance to double-check before you open the door.

To enable this feature, go to **Me > Settings > Advanced Settings**, and toggle on **Unlock with confirmation check**.



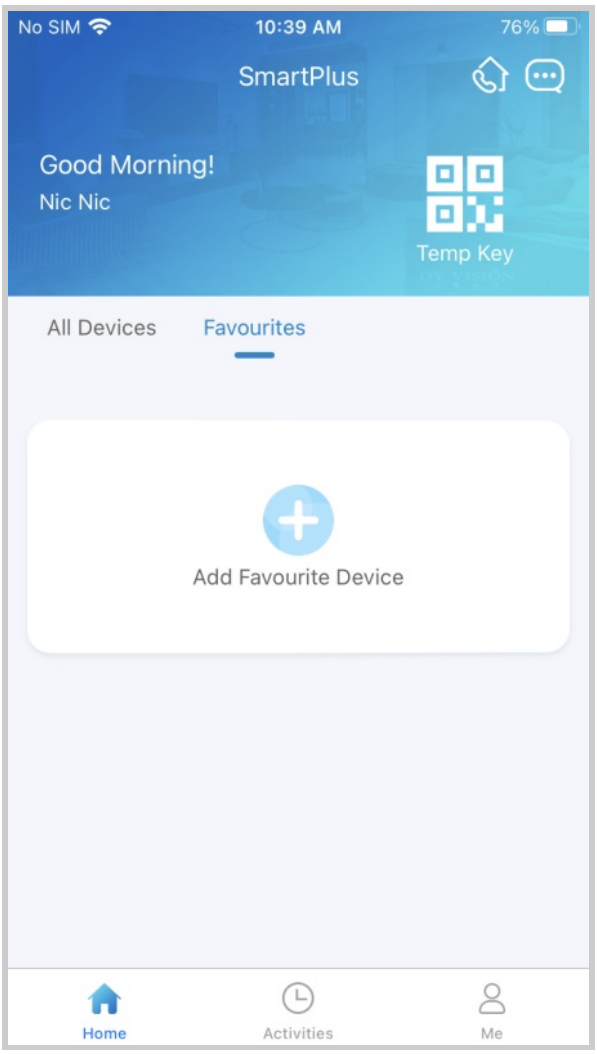
Add Devices to Favorites

Favorite Device feature enables you to quickly find and control your frequently-used devices.

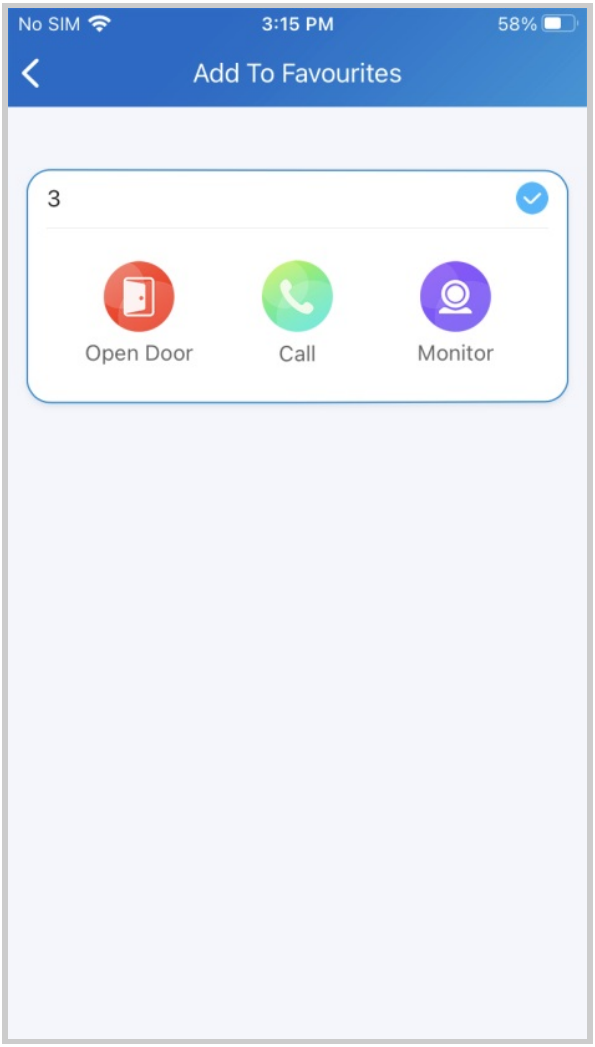
Follow the steps below to access, view, or modify your Favorites for devices:

Favorite Devices in Card Mode

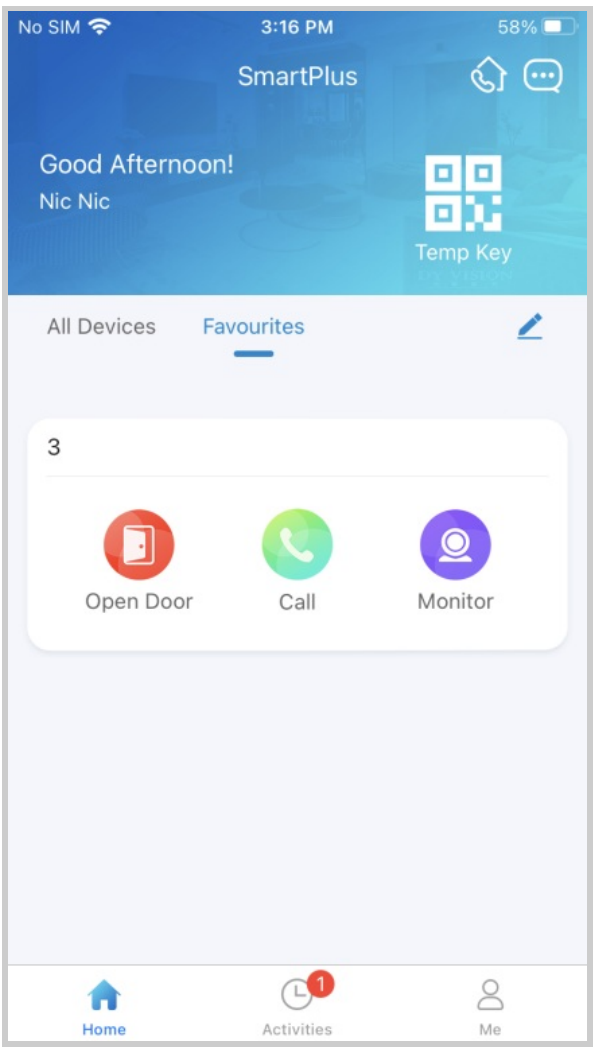
1. Tap **Home** > **Favorites**.



2. Tap Add to Favorites, and tick on the desired devices.



3. Tap at the upper left corner if you finish. The favorite devices will automatically display on the Favorites list.



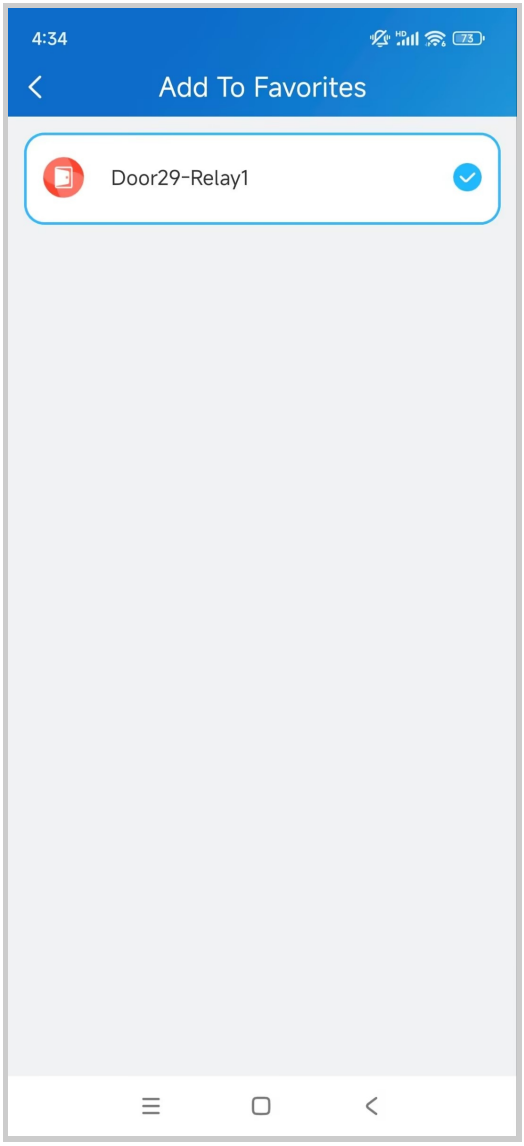
To reorder your favorite devices, tap at the upper right.

Favorite Relays in List Mode

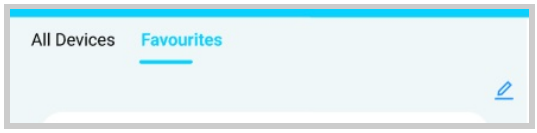
You can favorite frequently used relays in **List Mode** for quick access. Please note that if you favor a specific device in Card Mode, its relays will all be favored in List Mode.

1. Tap **Favorites > Add Favorite Device** on the home page.

2. Select the desired relay and return to the last page. The relay will be seen in the Favorites list.



To reorder the favorite devices, tap at the upper right.



Note

Once you switch the SmartPlus account, the previous account's Favorites will be cleared.

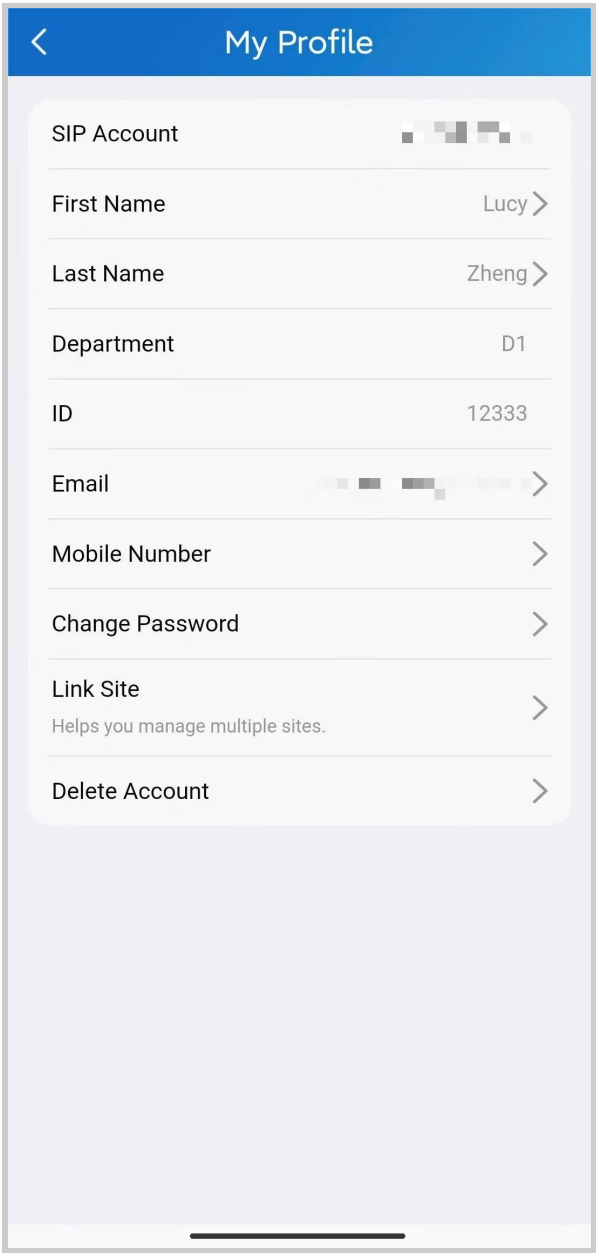
Account Settings

You can check your account information, including your SIP account, name, department, ID, phone number, and Email address. For better security, you can make a change login password.

Check Account Information

Check or Modify Account Information

- Tap **Me** on the bottom tab bar;
- Tap ***[your name]***, and you can see the details.
- First name and last name fields can be modified.



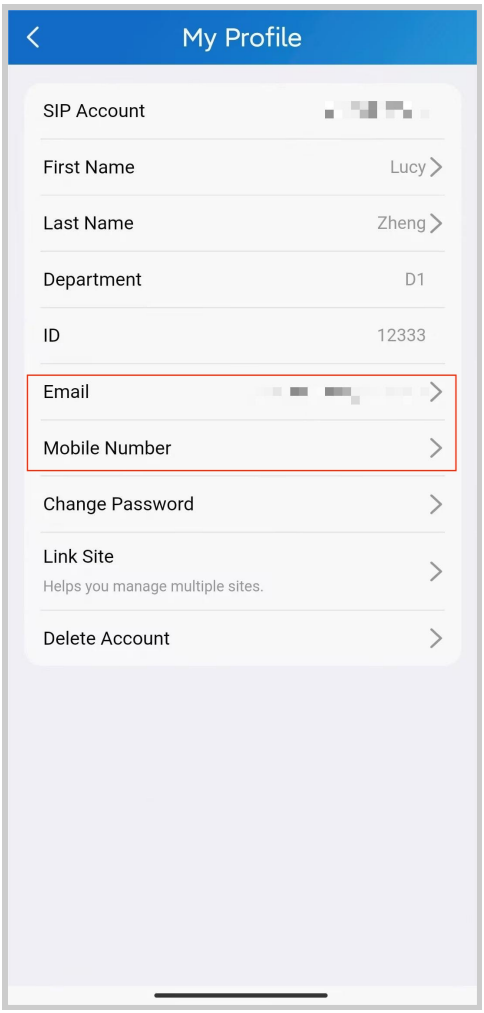
Change Weak or Compromised Password

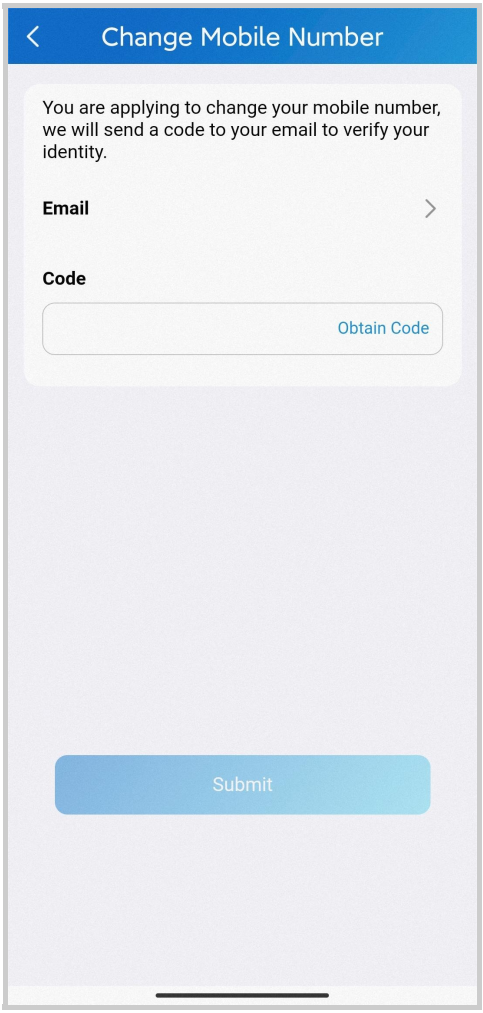
You can change a compromised or weak (for example, it is easily guessed or has been used for a long time) login password, just do the followings:

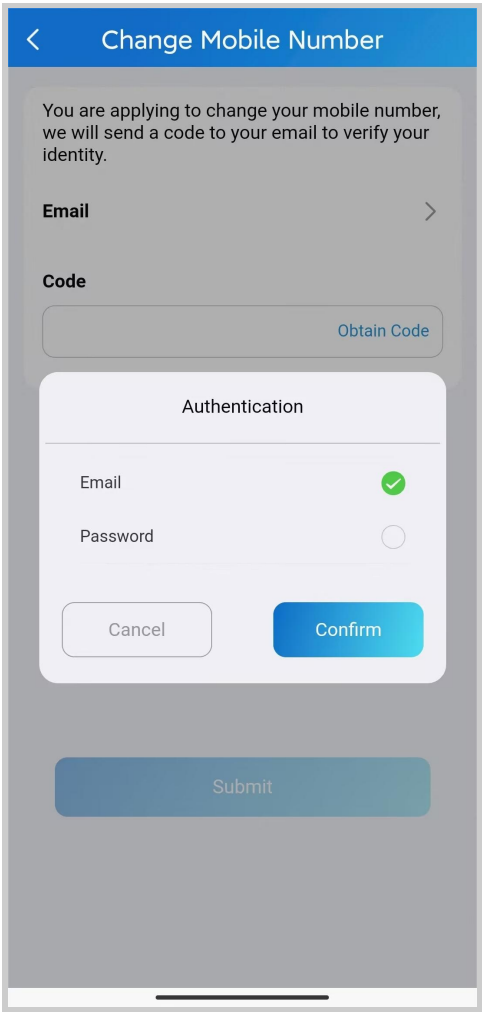
- Go to **Me** > ***[your name]***.
- Tap **Change Password**.
- Create a new password. When doing so, you are asked to enter your old password.
- Tap **Submit** to validate the change.

Change Mobile Phone and Email Number

- Go to **Me** > **[*your name*]**.
- Tap **Email** or **Mobile Number**.
- Choose the authentication mode. Enter the password or verification code you receive from your email.
- Tap **Confirm** to validate the change.
- You need to log in again after the change.


My Profile
SIP Account
First Name
Lucy
Last Name
Zheng
Department
D1
ID
12333
Email
Mobile Number
Change Password
Link Site
Helps you manage multiple sites.
Delete Account


Change Mobile Number
You are applying to change your mobile number, we will send a code to your email to verify your identity.
Email
Code
Obtain Code
Submit



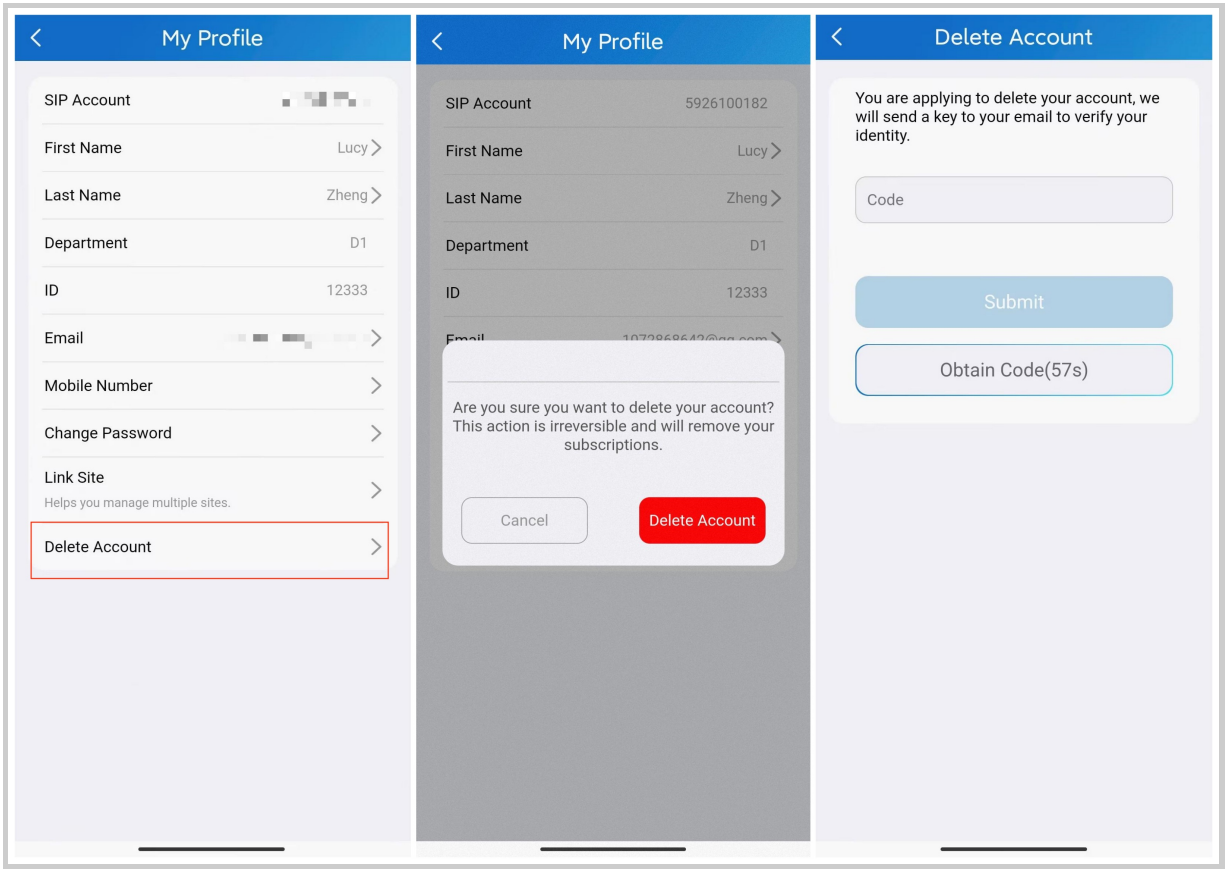
Delete Account

You can delete your account on SmartPlus. When the account is deleted, it cannot be used to log in anymore.

- Go to **Me** > ***[your name]***.
- Tap **Delete Account**, and tap **Confirm**, you will be asked to enter a verification code.

The code can be found in the Akuvox account delete confirmation Email, or the SMS sent to your phone if you registered the account with your phone number only.

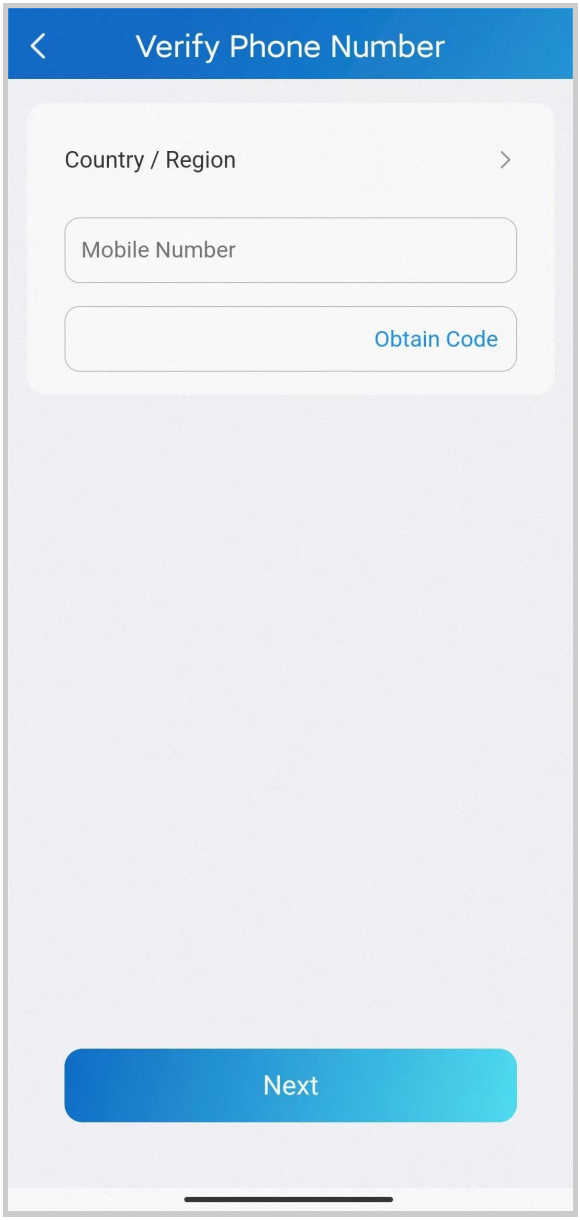
- Tap **Submit** after you enter the right code.



Forgot Password

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

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

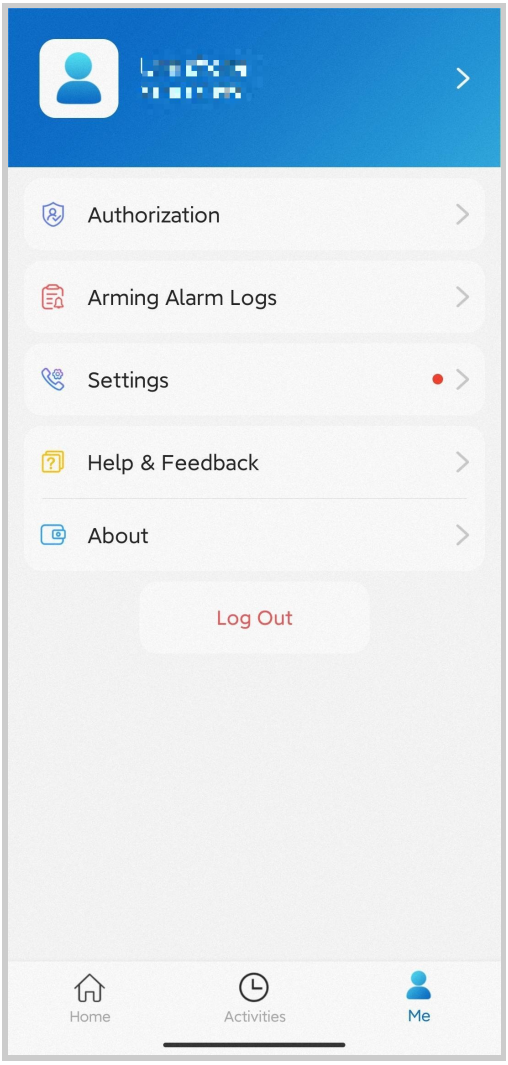


Support, Terms, and Safety

Update

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

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


Authorization
Arming Alarm Logs
Settings
Help & Feedback
About
Log Out
Home
Activities
Me

About
SmartPlus
Version 6.70.0.2
Check for updates
User Agreement
Privacy Policy
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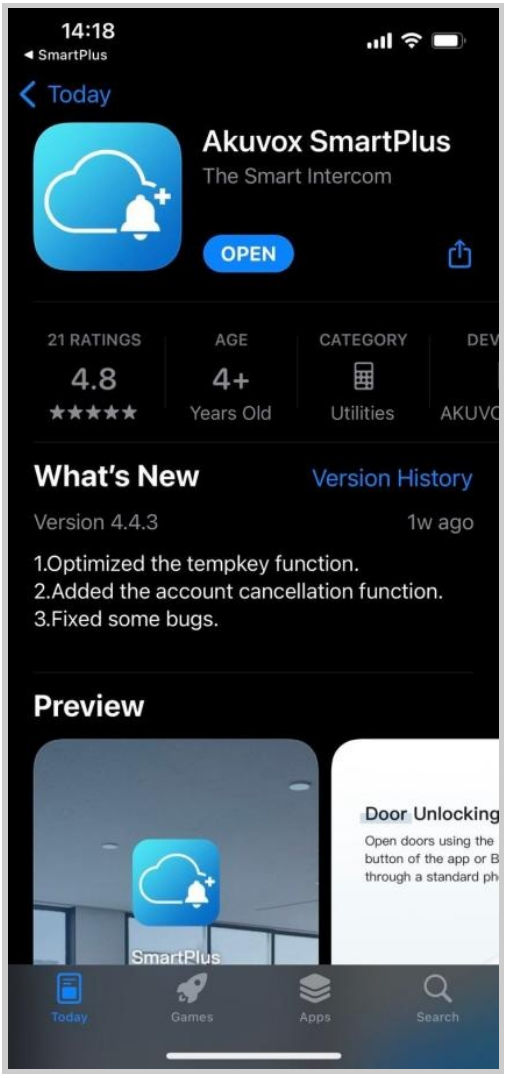
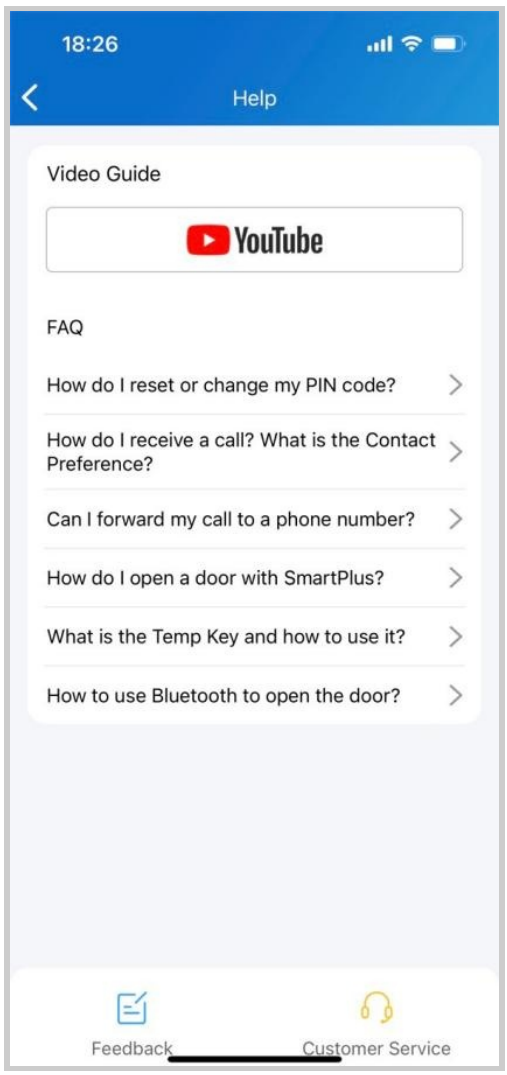


Get Help

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

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



Learn Service Agreement and Privacy Policy

To learn the terms and conditions for using Akuvox Cloud service, and the privacy policies related to data collecting, go to **Me > About**.

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Click this button for more resources

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