

Akuvox SmartPlus App User Guide V5.6

Akuvox
Open A Smart World

Smart Intercom



AKUVOX SMARTPLUS USER GUIDE

About This Manual

This guide is applied to version 7.01.3 for iOS, and 7.01.0003 for Android.

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

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:

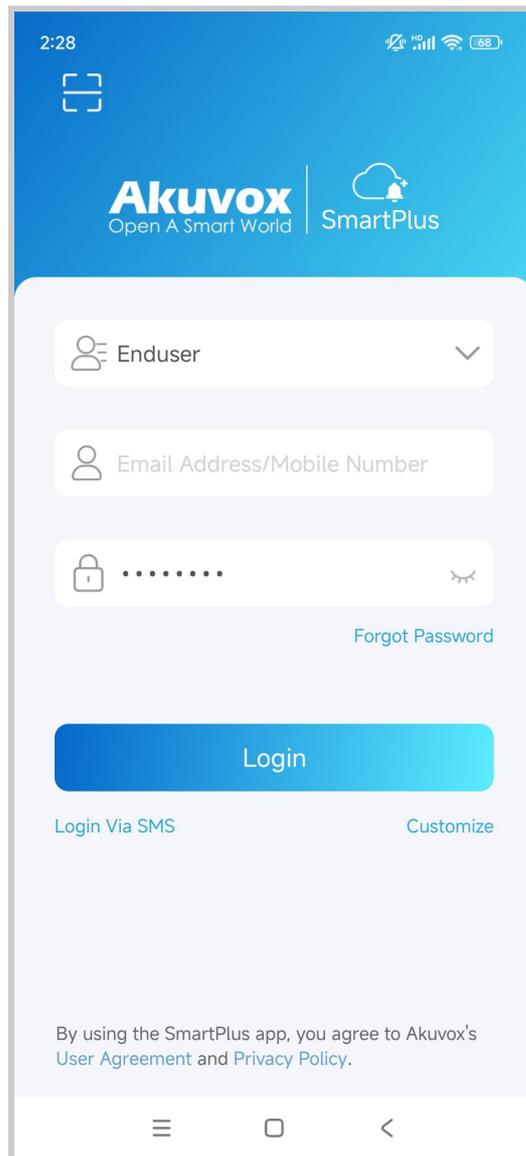
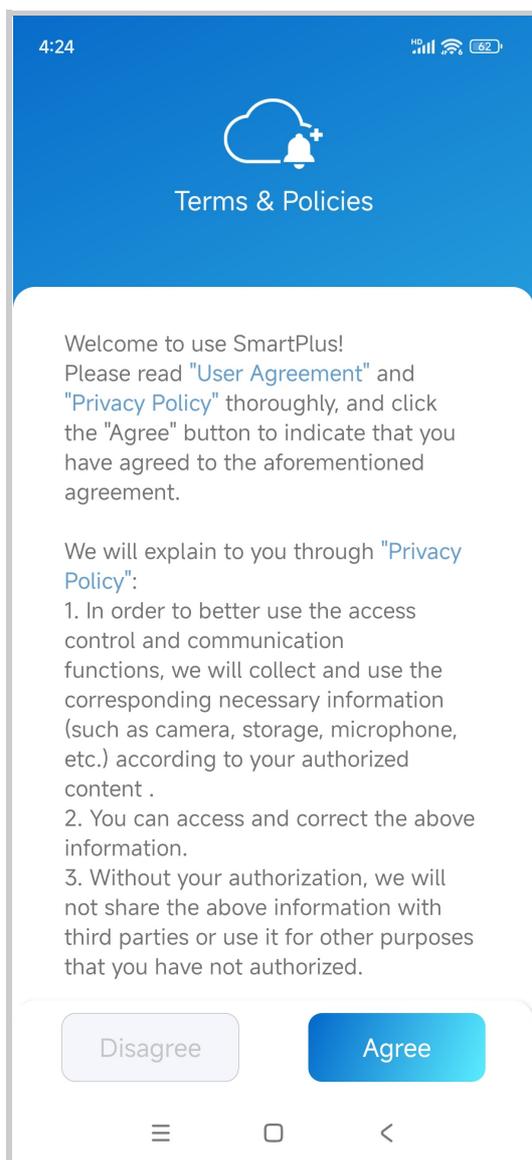
- An internet connection through a Wi-Fi network or cellular data service through a carrier.
- SmartPlus App. You can download and install this App on the Google Play Store or App Store.
- Your SmartPlus account.

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

Login

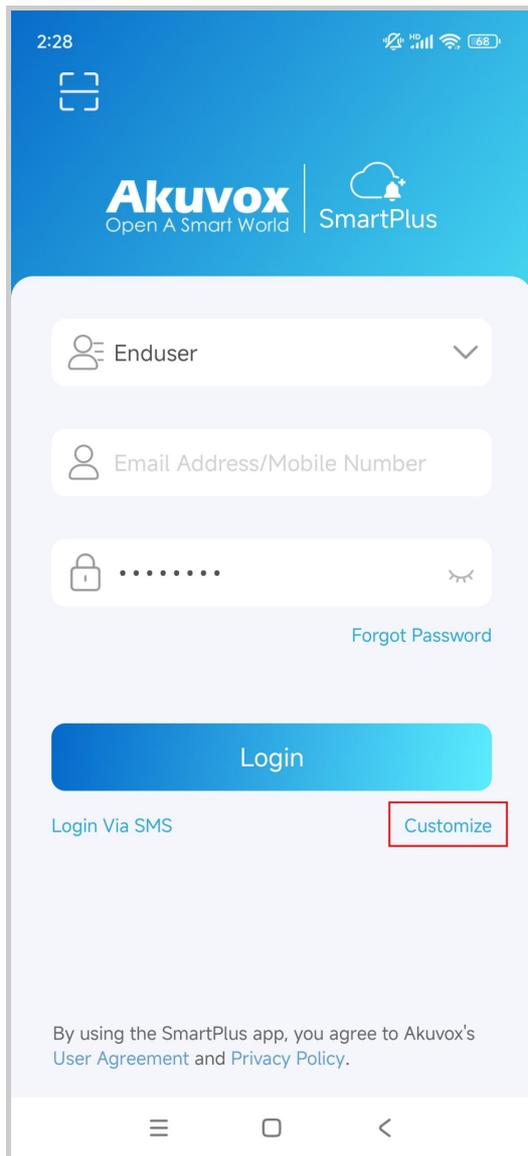
With the account, you can sign in to the SmartPlus App and access services such as receiving calls, opening doors, monitoring, checking door logs and histories, issuing virtual keys, and more, with your phone. Before logging in, select **End User**.

To use the SmartPlus App, you need to agree to the **User Agreement and Privacy Policy**.



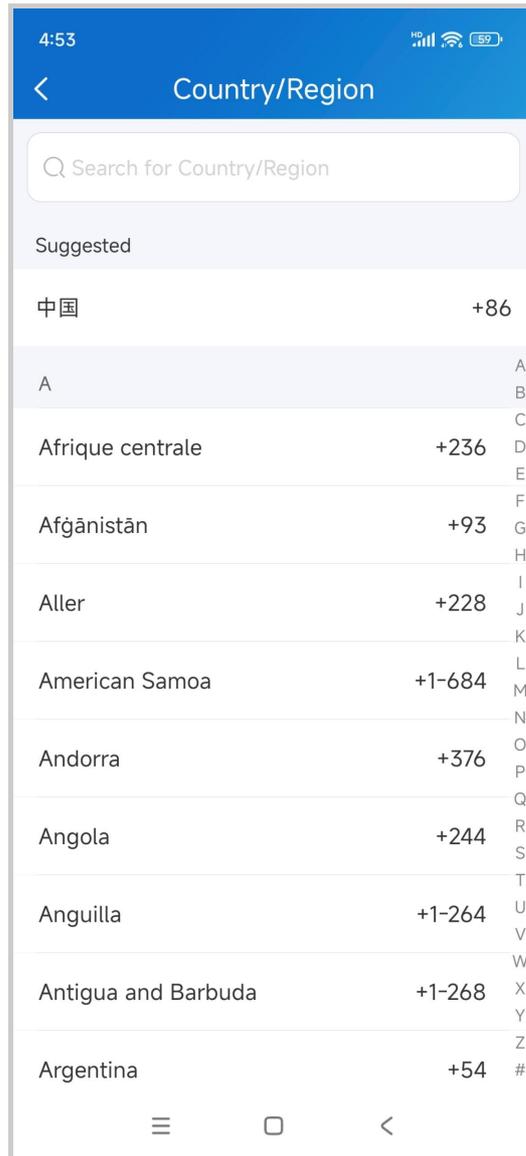
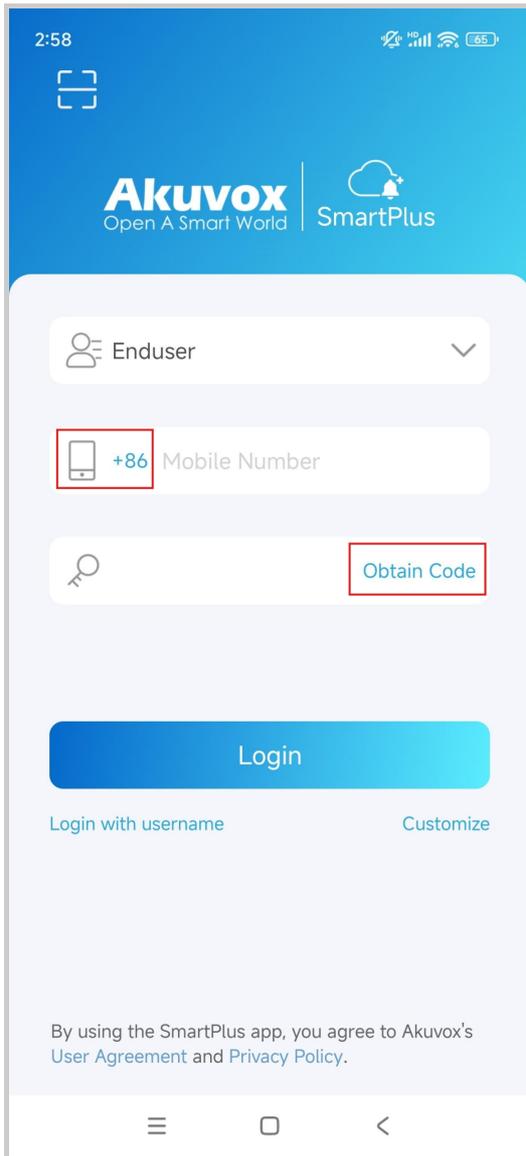
To sign in to the App, do one of the following:

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



- **Login via SMS**

- The area code will be chosen automatically in the lower-right corner. You can also select it manually; the information can be found in the Welcome Email.
- Enter your mobile number, tap the box before **Mobile Number** to choose the right area code, and tap **Obtain Code**.
- You will soon get a text message with a verification code.
- Enter the code in the corresponding box and tap **Login**.



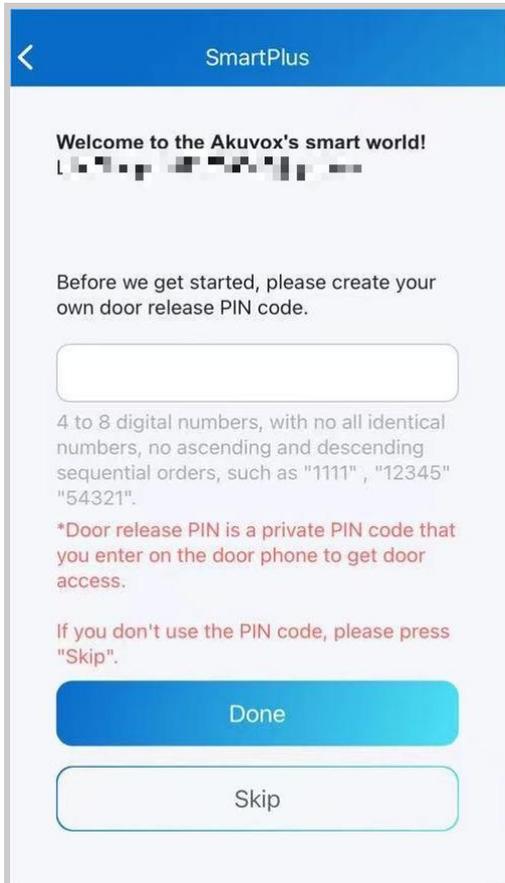
Login with QR code

- Use your PC or other devices to open the welcome Email sent from Akuvox, and you will see a QR code. If you open the Email with your phone, save the code to the photo album.
- Open SmartPlus, tap the scan icon  in the upper left corner, and the QR code scanner will be opened.
- Center the QR code in the camera view and you can log into the App automatically. Or you can choose the Code picture from your album to log into.

If you forget the password, see [Forgot Password](#).

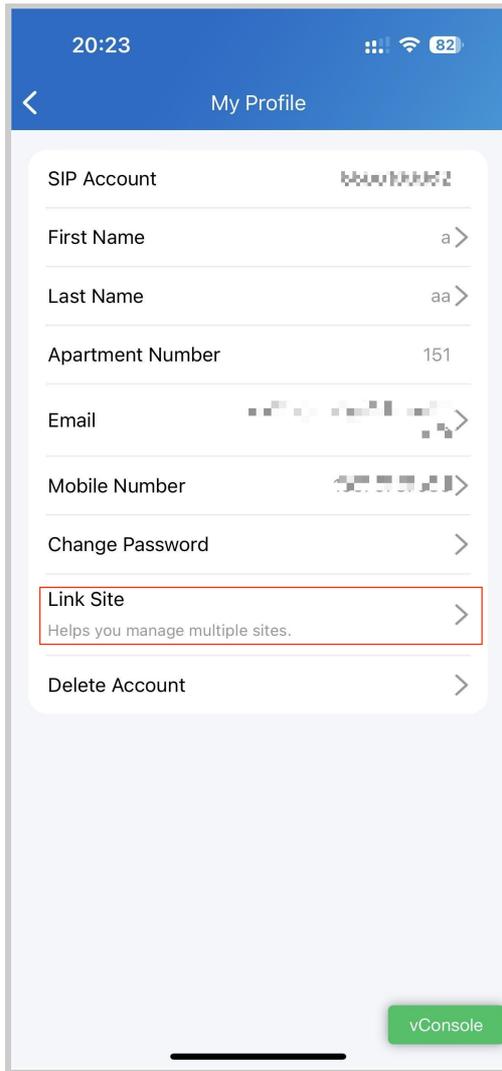
Note

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



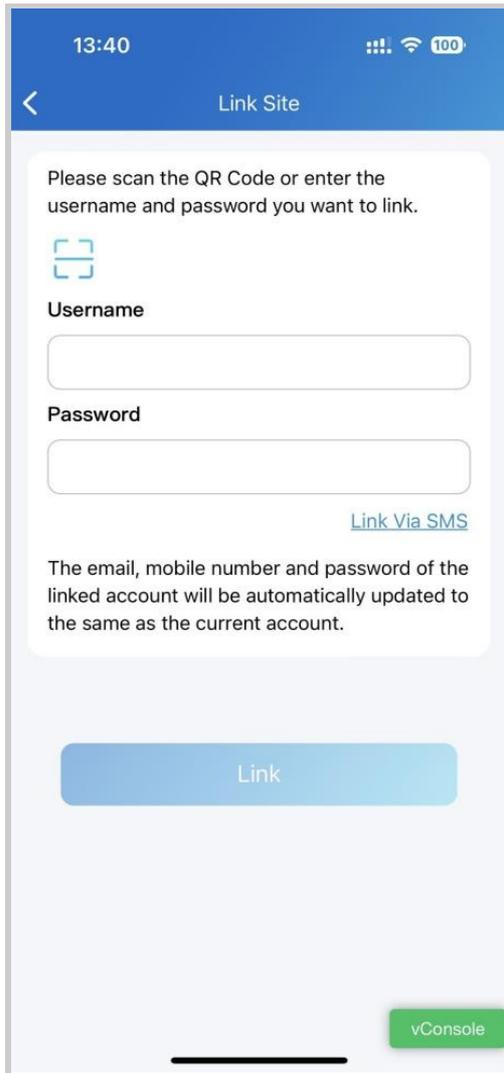
Link

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

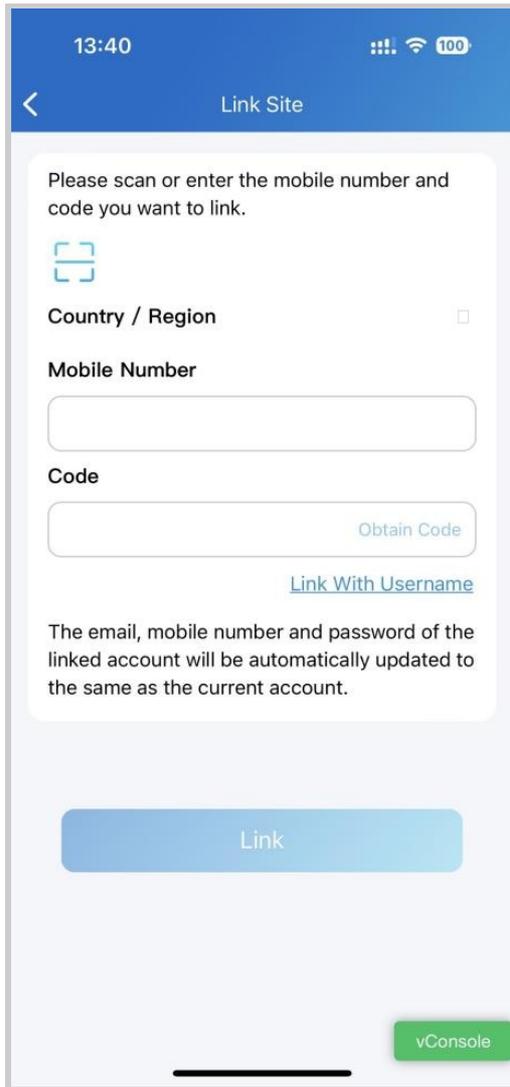


To link sites, do one of the following:

- **Link with Username**

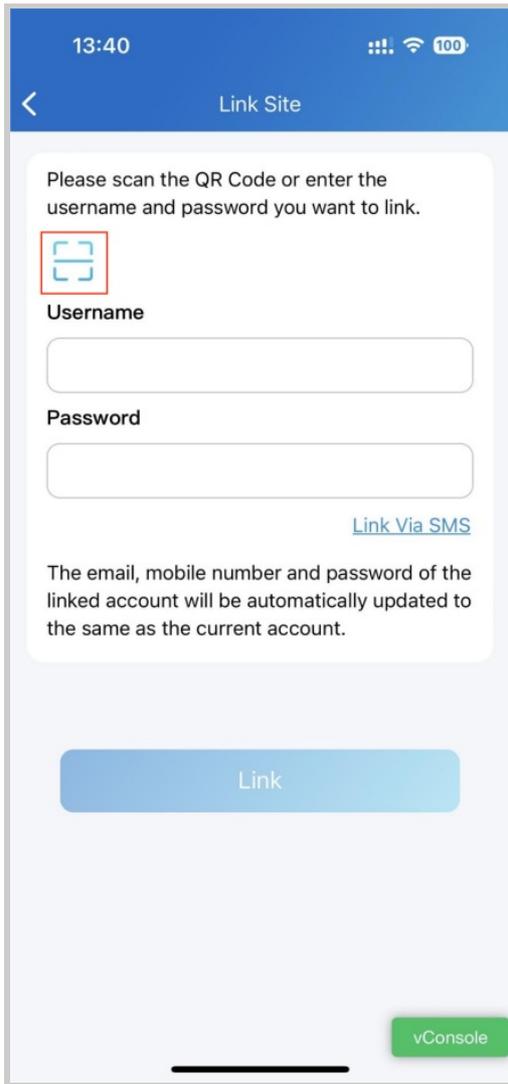


- **Link via SMS**

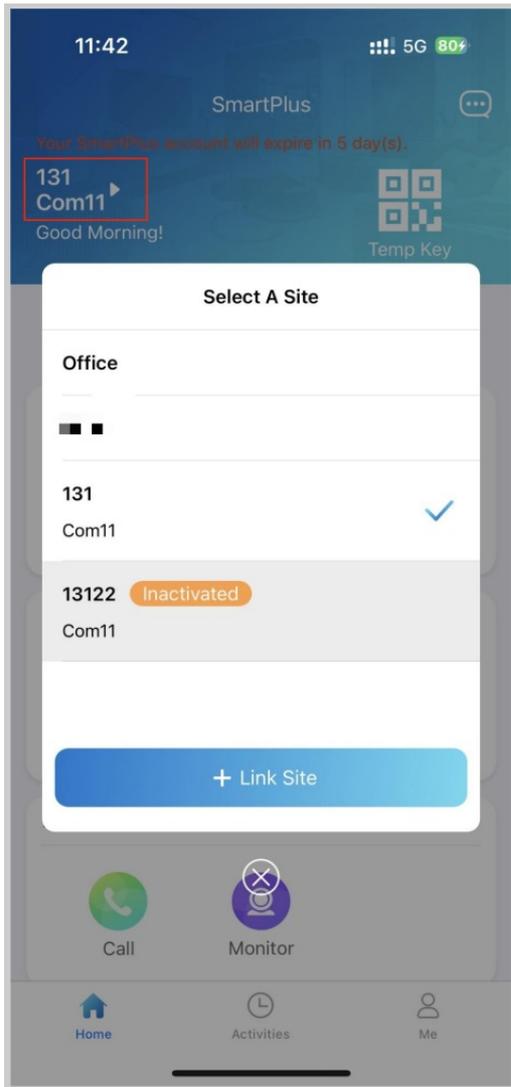


- **Link with QR Code**

Tap the scan icon  .



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



Note

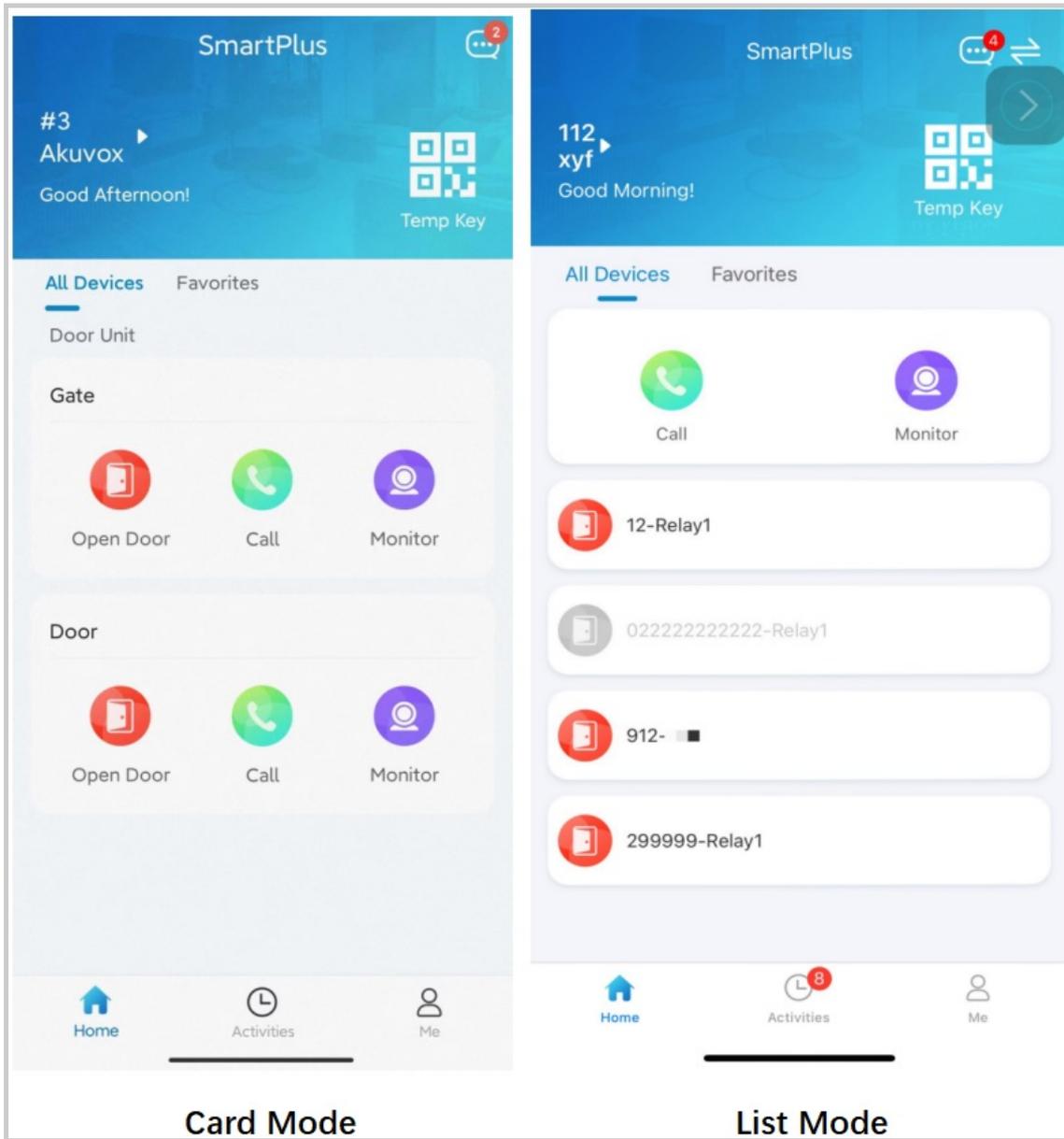
- This function is not compatible with Home Automation. If Home Automation is enabled by your installer, Link Site option will not appear.
- One app account can link to no more than 5 sites.
- Email or mobile numbers must be filled in to link other accounts.
- Cannot link accounts under one family master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

Switch Display Mode

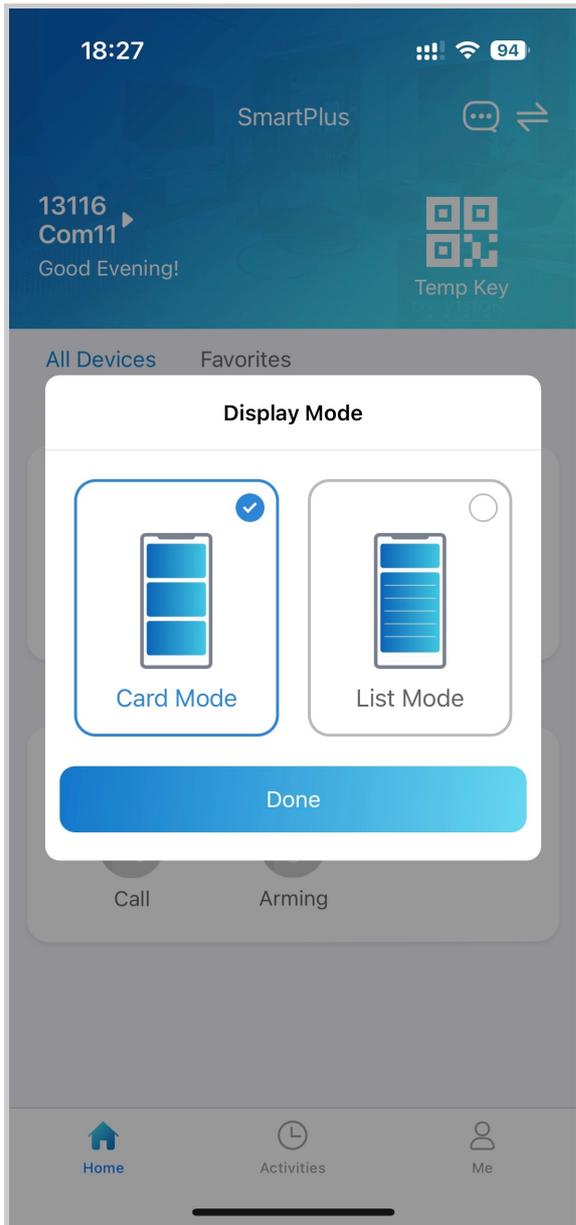
The SmartPlus App supports two homepage display modes: Card Mode and List Mode.

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 a call or monitor, you need to tap the **Call** or **Monitor** icon and select the desired device to carry out the action.



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



Door Access

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

Keep the Door Open

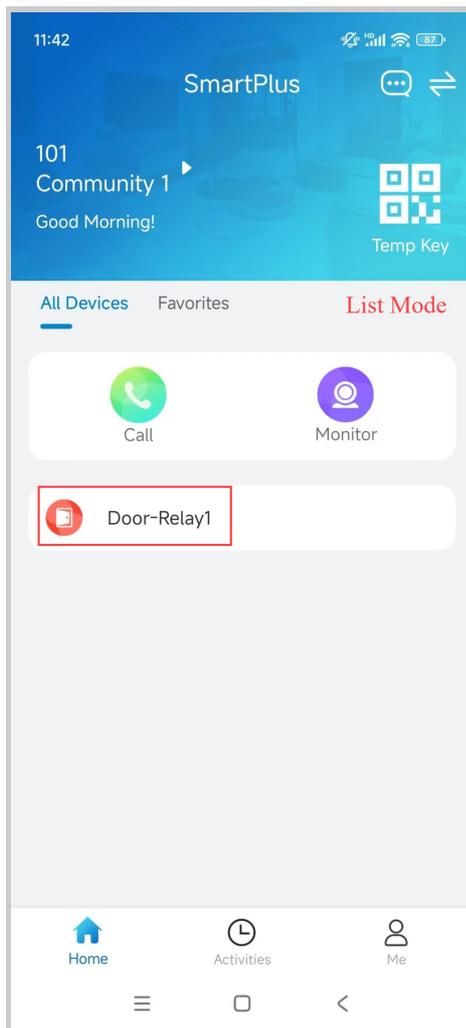
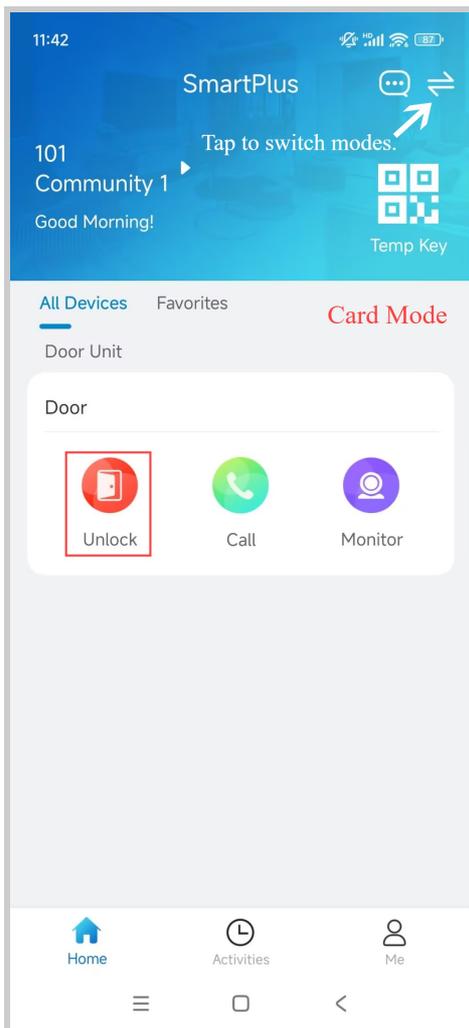
You can keep the door open at certain times for some events when your installers enable this feature for you.

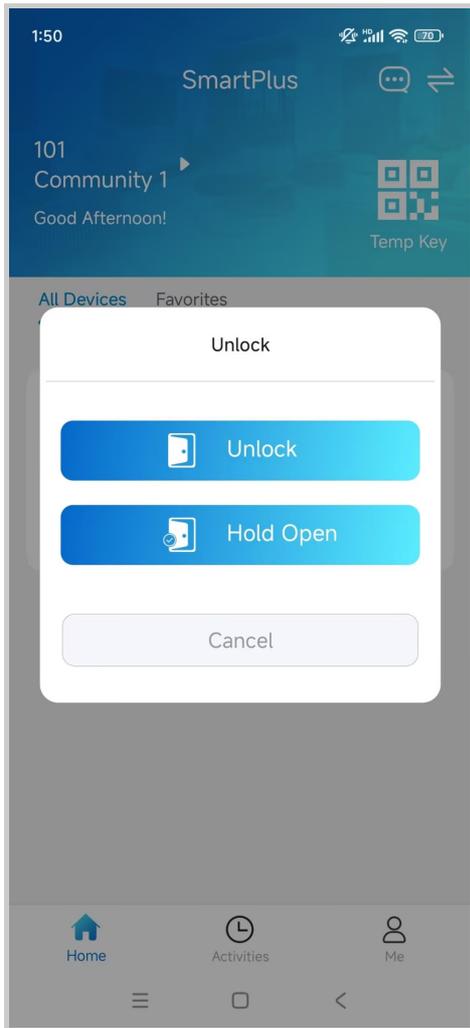
On the Homepage, tap **Unlock** of the configured door phone in Card Mode; tap the target Relay in List Mode.

Then, tap **Hold Open** to set up the schedule.

Note

To learn about setting up the feature, please click [here](#) to view the details.



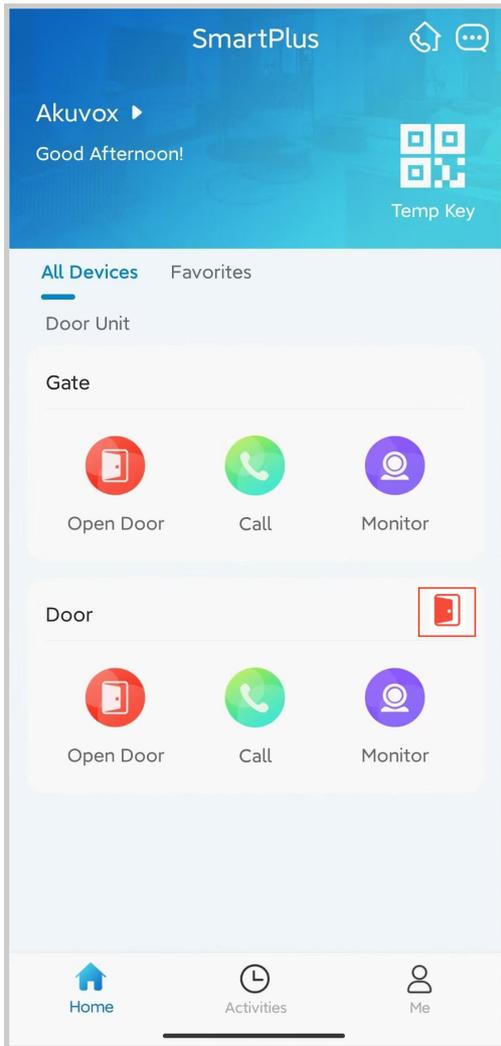


Check Door Status

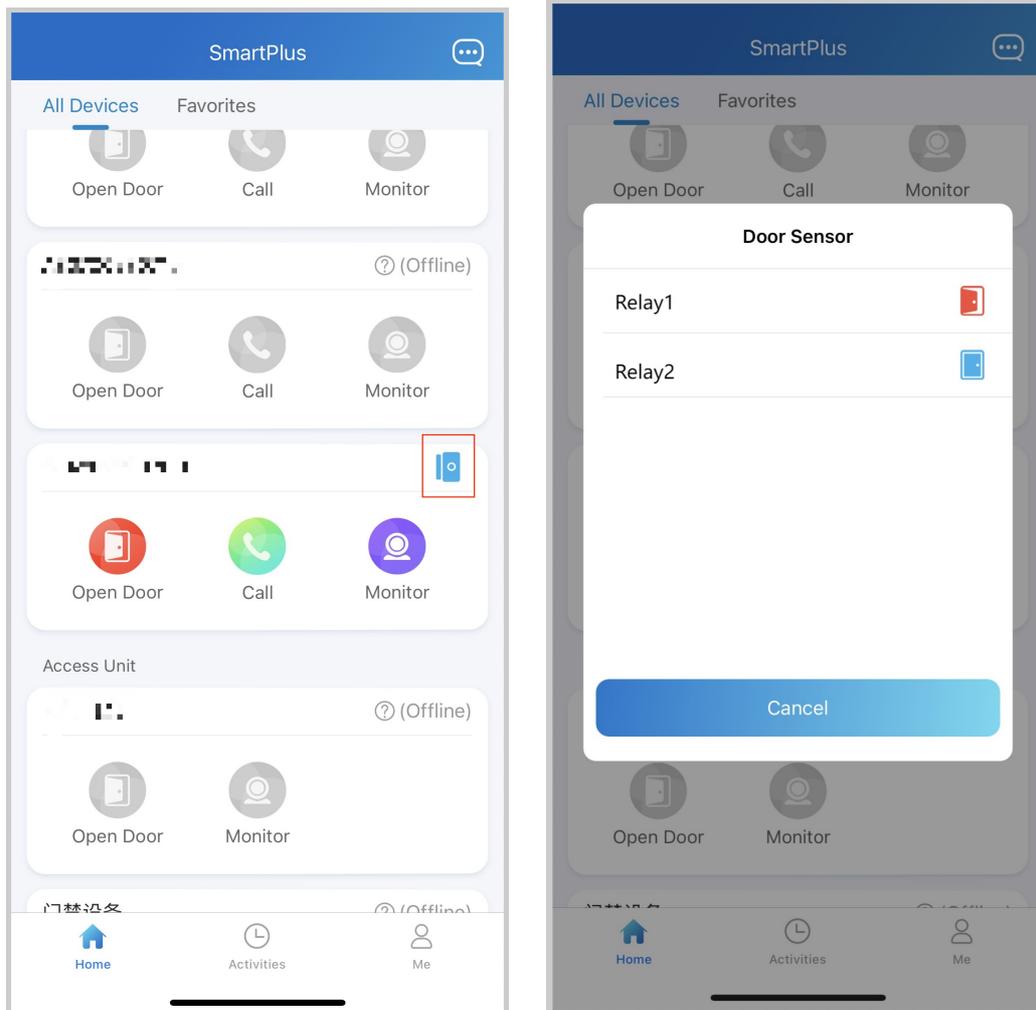
You can check whether the door is closed or not on the App home screen in case users forget to close the door. Only specific devices support this feature.

 : Open

 : Close



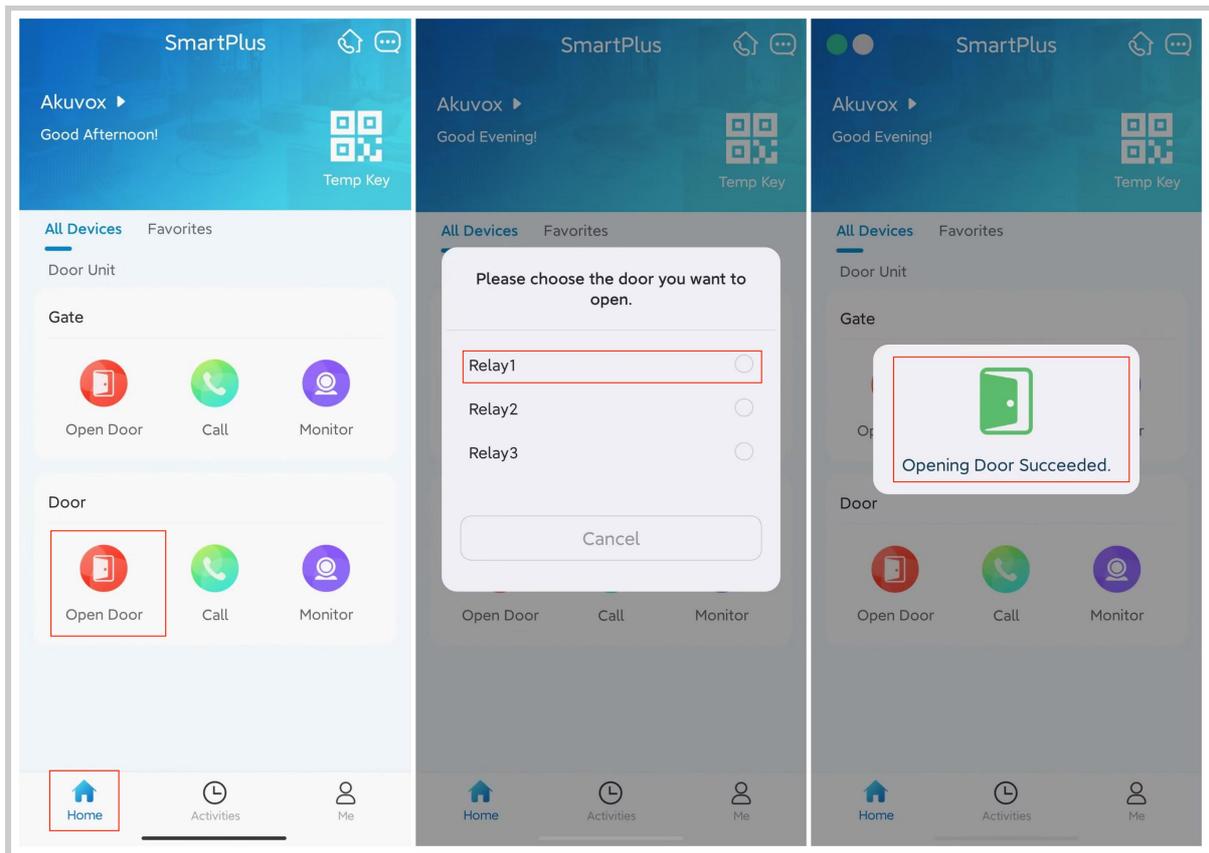
When multiple relays are set up, you can check them by clicking  .



Remote Opening in Card Mode

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

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

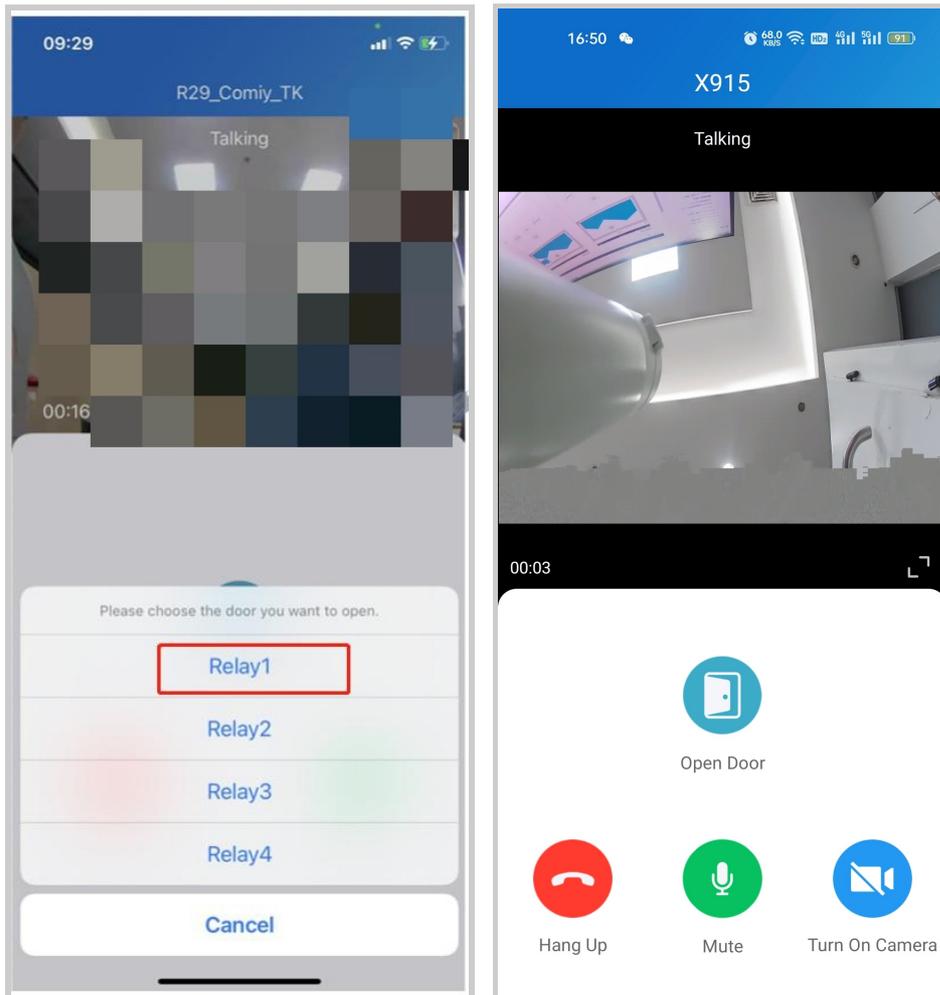


Opening Door During a Call

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

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

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

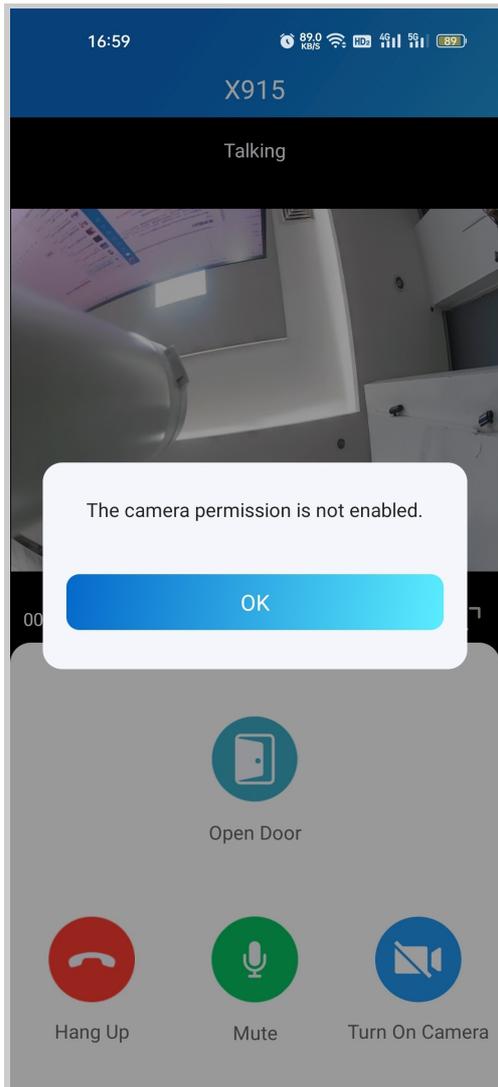


What else you can do on the talking page:

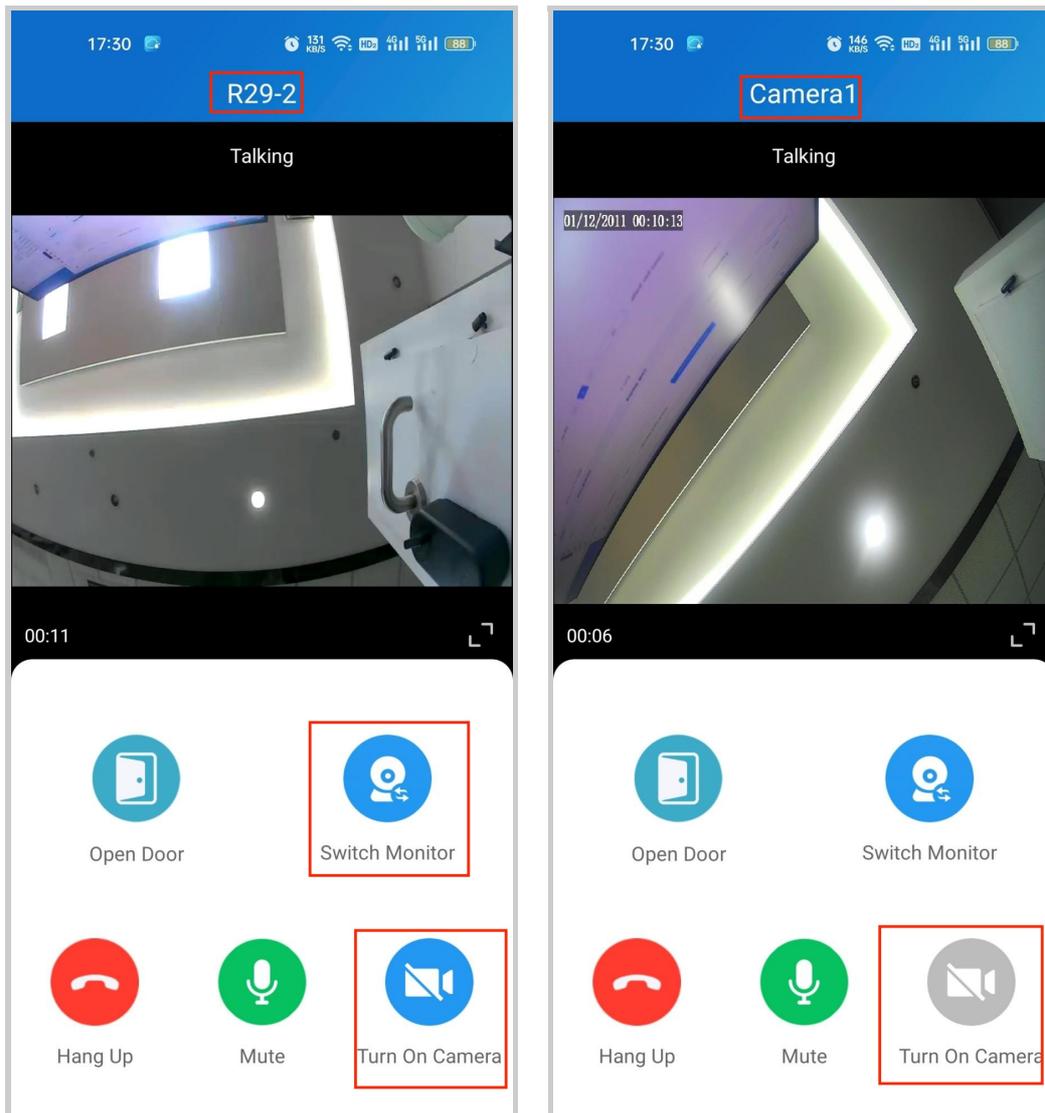
- Tap **Mute** to silence your microphone while on the call.
- Tap **Hang Up** to end the call.
- Tap **Turn On Camera/Turn Off Camera** to turn your phone's camera on/off in video calls. Your choice to turn on/off will be applied to later video calls with the device.

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.



If the door phone is linked with a third-party camera, then you also are allowed to tap **Switch Monitor** to switch monitoring streams between the door phone and the third-party camera. However, the Turn On Camera feature is unavailable when you change to see the third-party camera's stream.



Opening the Door on the Monitoring Screen

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

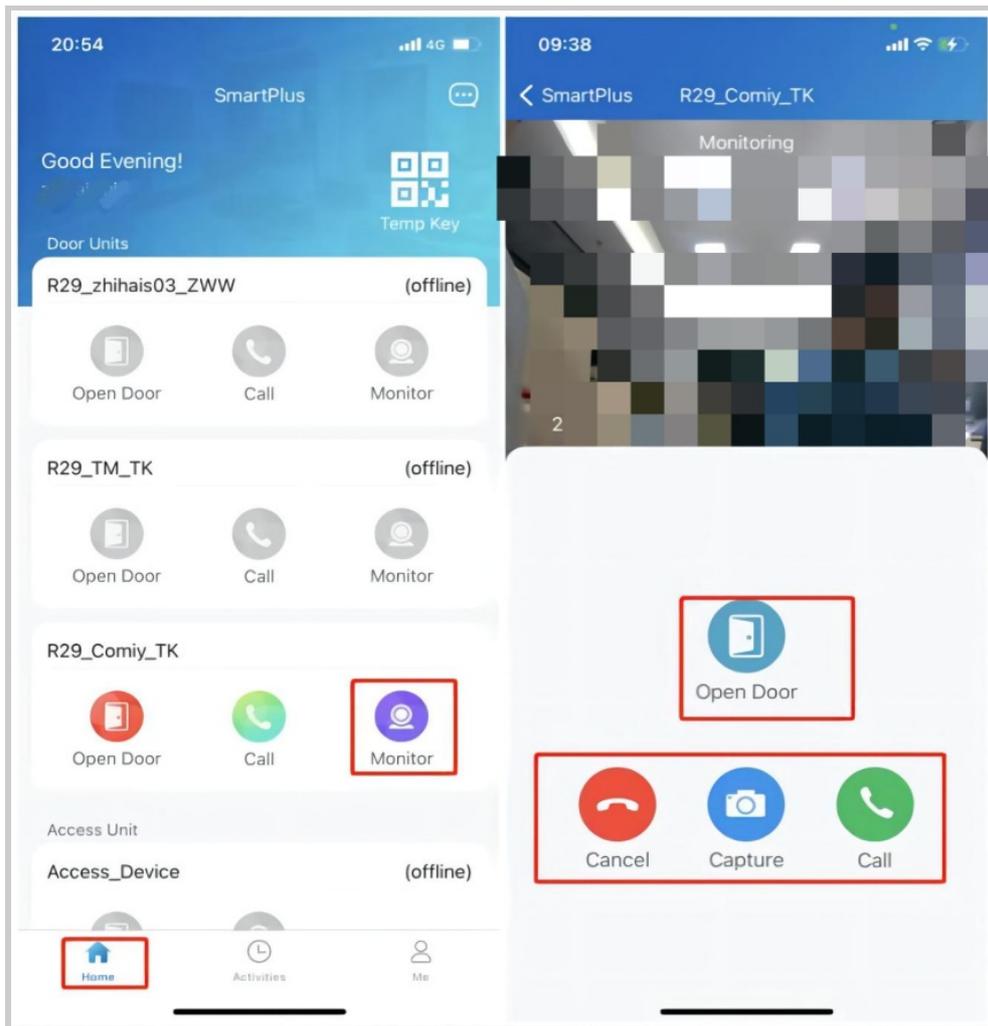
To open the door, do the following:

- Tap Home, and choose the device.
- Tap Monitor  .

Note

Door phones without cameras do not have a monitor button  .

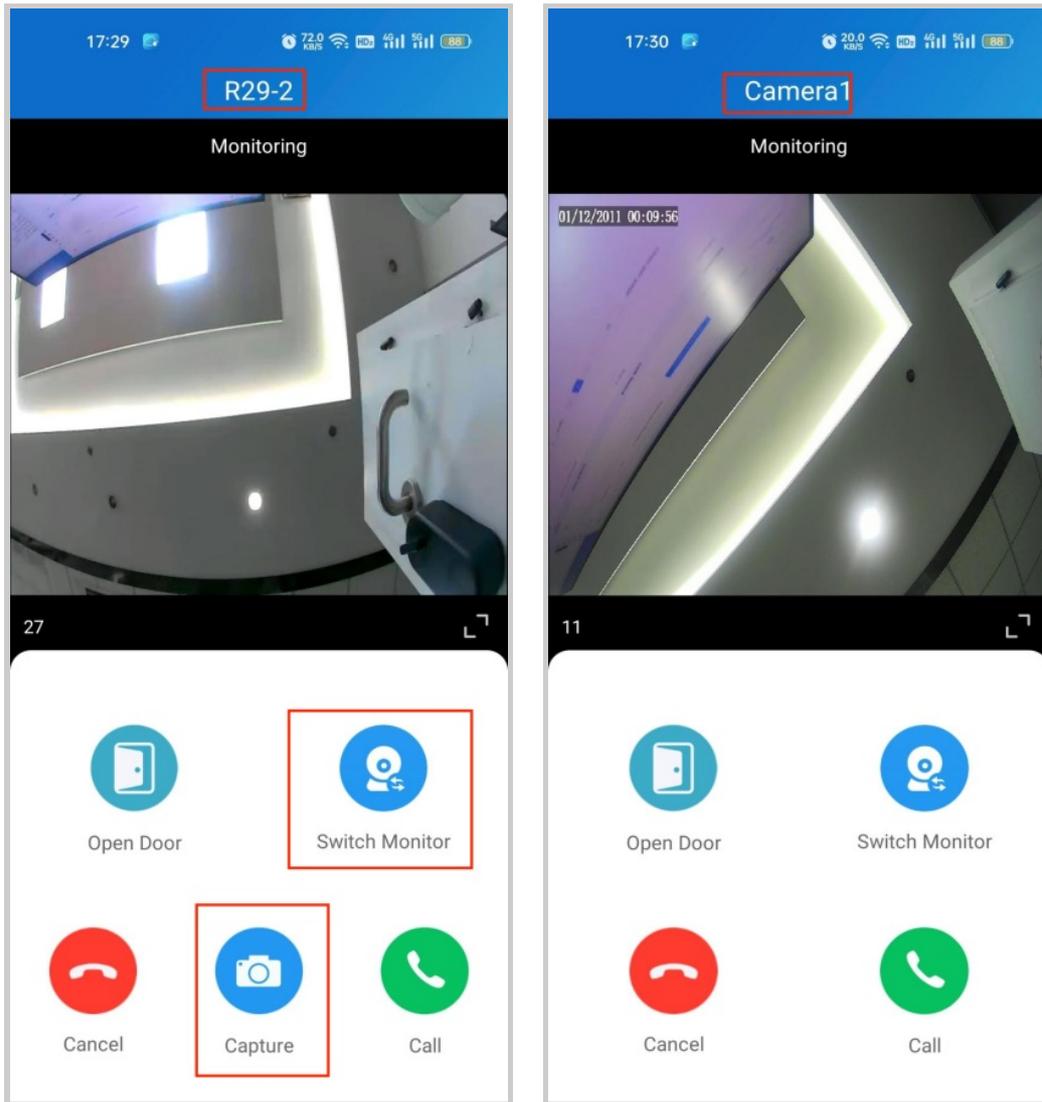
- To let the person enter your home, tap Open Door and select the relay.



What else you can do on the monitoring page:

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

If the door phone is linked with a third-party camera, then you also are allowed to tap **Switch Monitor** to switch monitoring streams between the door phone and the third-party camera. However, the Capture feature is unavailable when you change to see the third-party camera's stream.

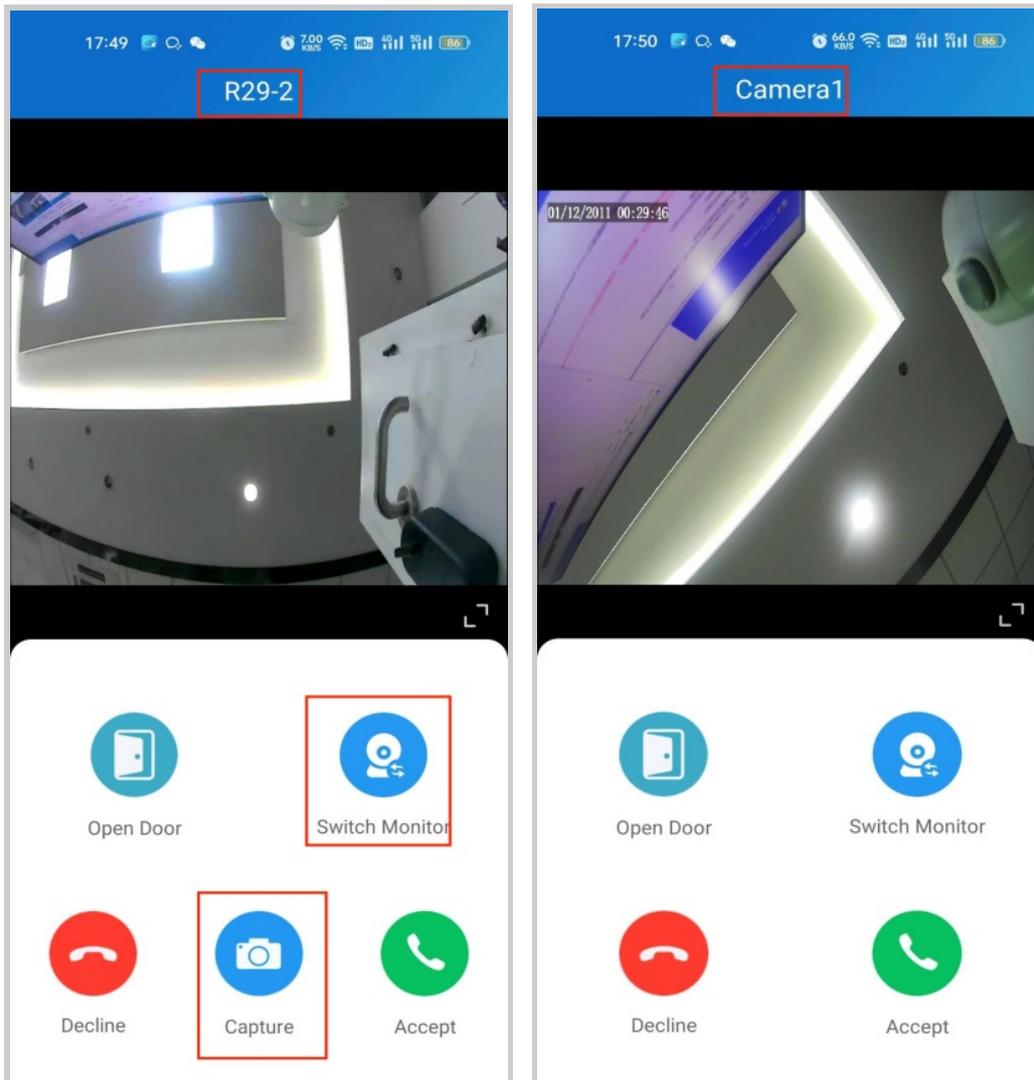


Opening the Door on the Preview Screen

When someone calls, you can preview the monitoring streams to see who it is before answering the call.

On the call receiving screen, tap **Open Door** if you know who the visitor is.

If the door phone is linked with a third-party camera, then you can switch the streams by switching monitors. Note that the **Capture** feature is unavailable after switching to the third-party camera stream screen.



Unlock Doors with Temp Keys

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

Create Temp Key for Visitors

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

- In Home page

1. Tap the icon of the QR code  in the upper right corner.
2. Tap +Temp Key.

3. Enter the key user's name. Depending on the Repeat Mode you choose, you may be asked to set up valid Counts and/or Time for the key.
4. Tap **Submit**.

- **In Me page**

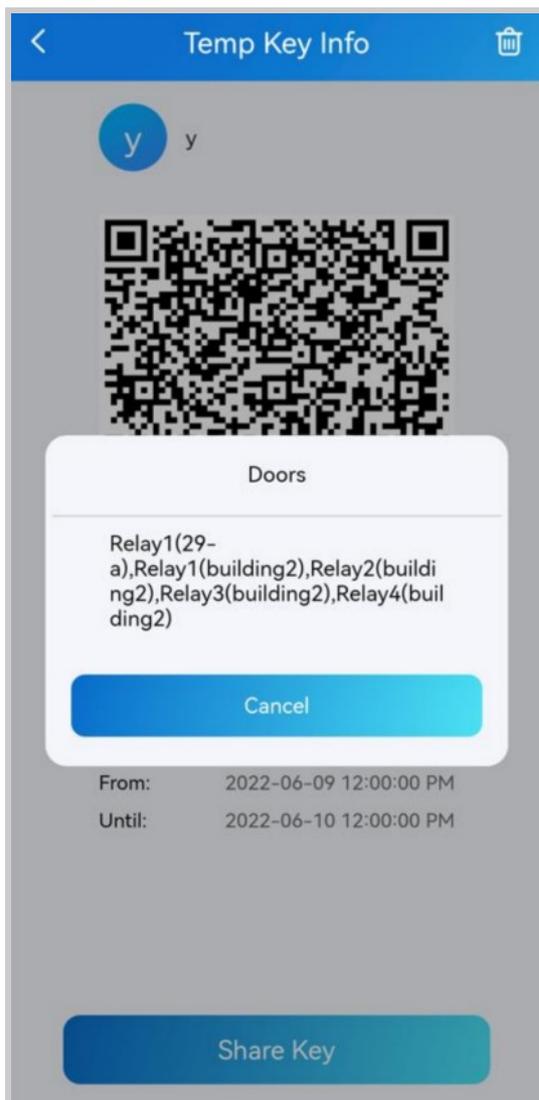
1. Tap **Me** in the bottom tap bar.
2. Go to **Authorization > Temp Keys**, and tap **+ Temp Key** in the upper right corner.
3. Enter the key user's name. Depending on the Repeat Mode you choose, you may be asked to set up valid Counts and/or Time for the key.
4. Tap **Submit**.

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

The screenshot shows a mobile application interface for creating a new temporary key. The title bar is blue with a white back arrow on the left and the text 'New Temp Key' in the center. Below the title bar is a white form with several fields: 'Name *' (with a red asterisk and a 'C' character), 'ID Number', 'Repeat Mode' (set to 'Never'), 'Each Door Counts' (set to '10'), 'Doors', and 'Time'. Each field has a right-pointing chevron icon. At the bottom of the form is a blue rounded rectangle with the text 'Submit' in white.

Note

- When the repeat mode is **Never**, there is a limit to the total times for use. The total times equal to **Each Door Counts** * the number of selected doors.
- If you want to check the selected doors, you can tap the **Doors** on the Temp Key Info screen.

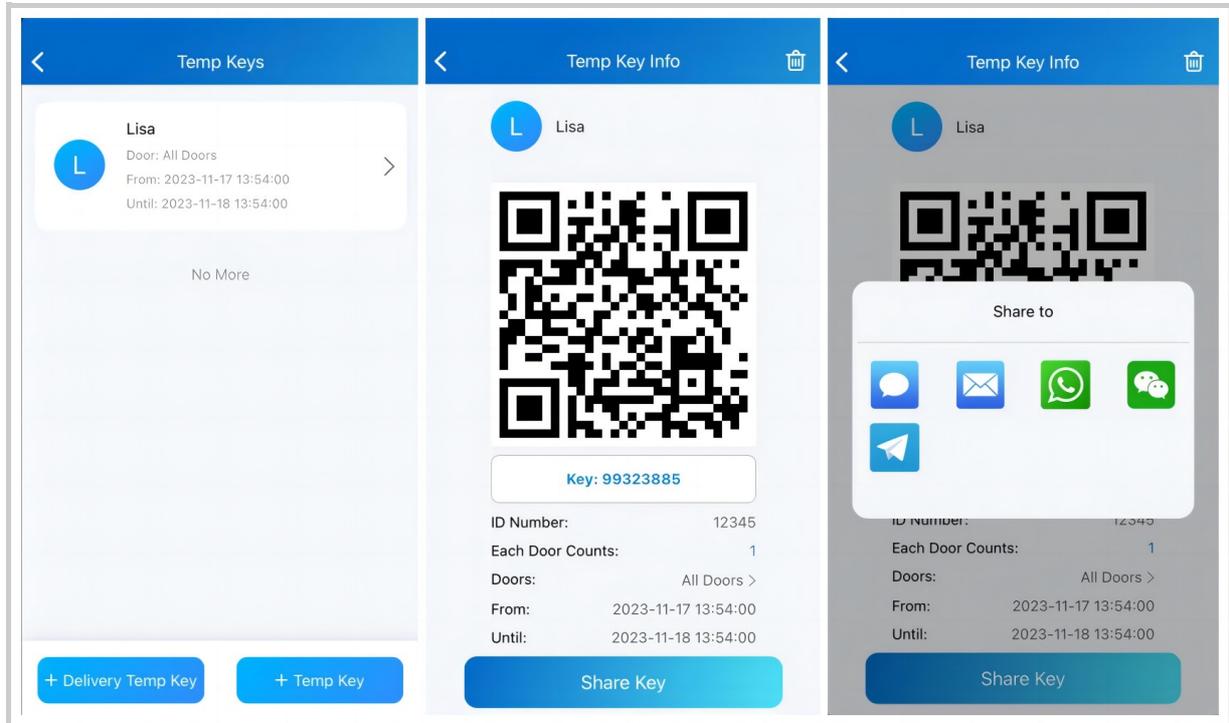


Share a Key with the Visitor

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

- Tap the QR code icon  on the Home page or go to **Me > Authorization > Temp Keys**.

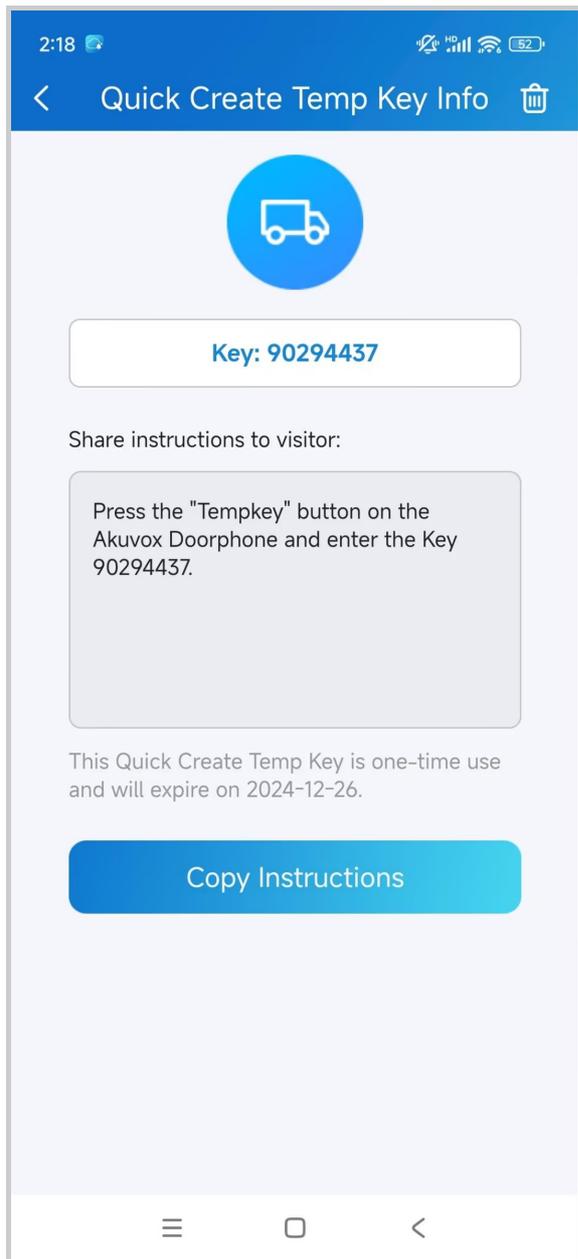
- Tap the key you created for the user, then tap **Share Key**.
- Share the key to a contact in your messages, email, WhatsApp, WeChat, or Telegram.



Create a Temp Key for a Delivery Person

The delivery temp key is one-time only. Its repeat mode is Never by default. A delivery person with this key is allowed to access all public doors that you can open.

1. Go to Home > , or go to Me > Authorization > Temp Keys.
2. Tap + Quick Create Temp Key and a key will be auto-created.
3. Tap  to copy the instructions in the box to tell the delivery person how to use the key.



Use a Key for Entering

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

See the following to learn how to use the keys:

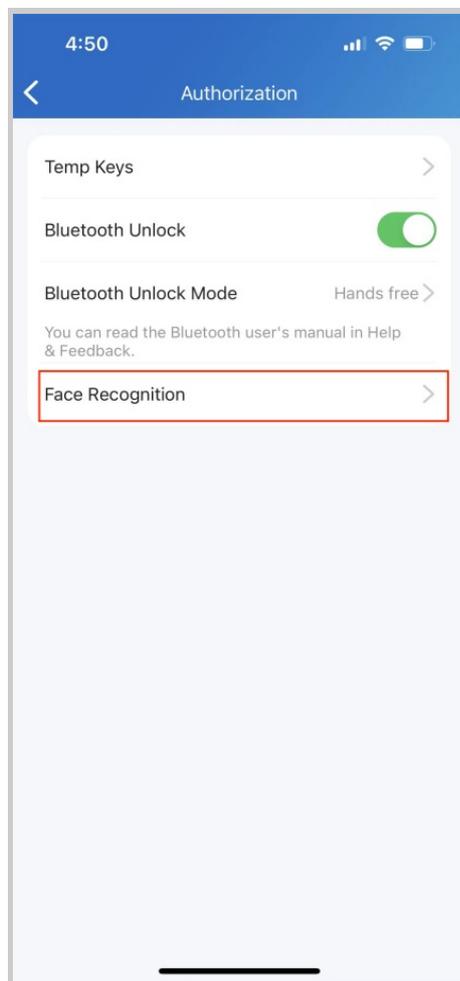
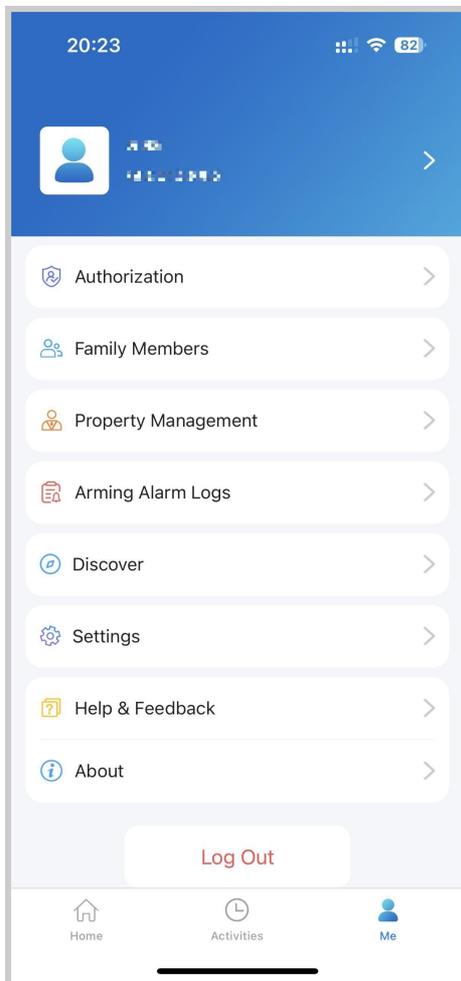
- **A QR code key.** Tap **Temp Key** on the door phone's screen, and place the QR code in front of its camera. When the camera reads the code, the door will open automatically.
- **A PIN code key.** Tap on the **PIN** on door phone's screen, enter the code, and the door will open automatically.

Unlock Doors with Face ID

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

Set up Face ID

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





Use Face ID to Open Doors

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

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

Unlock Doors with NFC

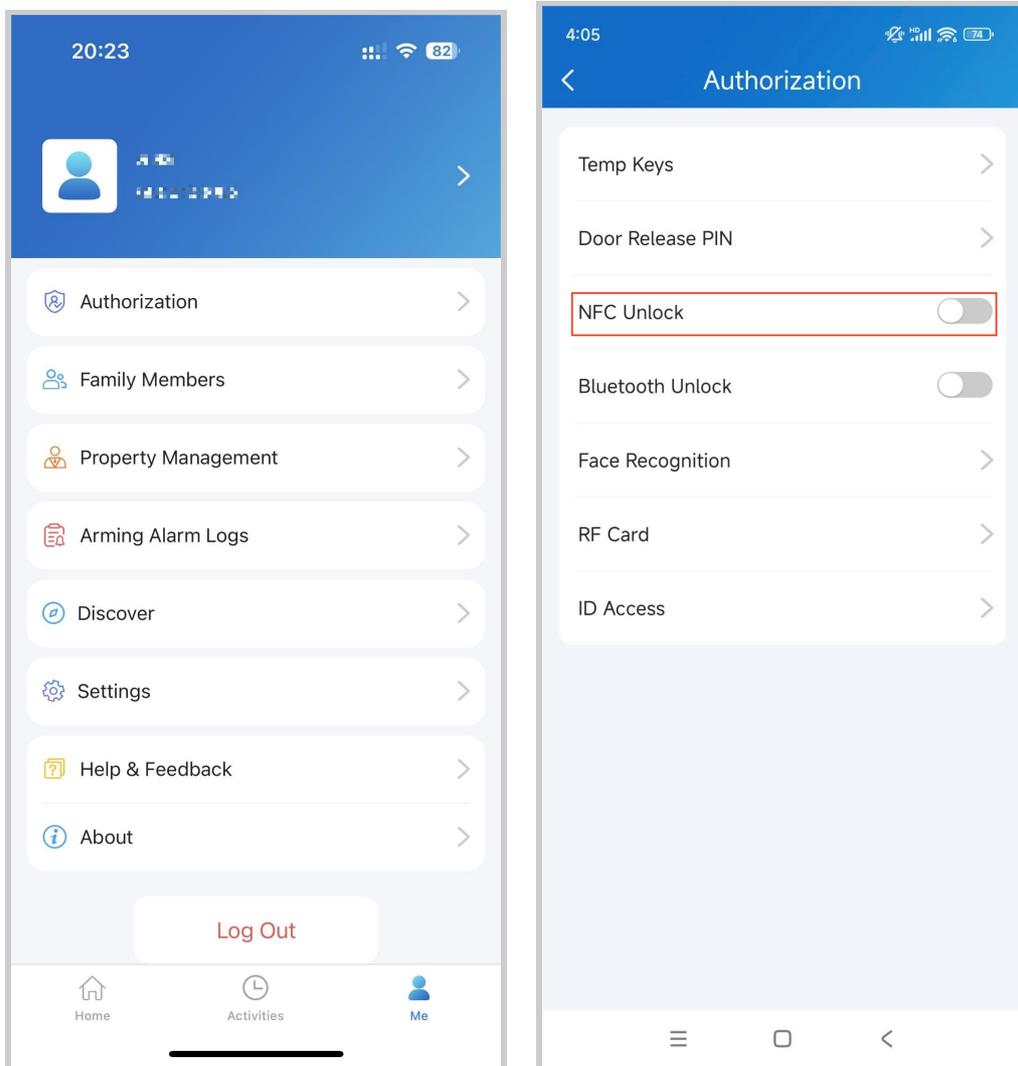
It is convenient when using a phone with an NFC feature to open the door. You just need to put your phone onto the door phone's card reader, then the door will open.

Note

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

Enable NFC to Unlock

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



Use NFC to Open Doors

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

- Wake up your phone.
- Place the NFC detection areas of your phone on the doorphone's card reader area for a few seconds. Then, the door will open automatically.

Unlock Doors with Bluetooth

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

Note

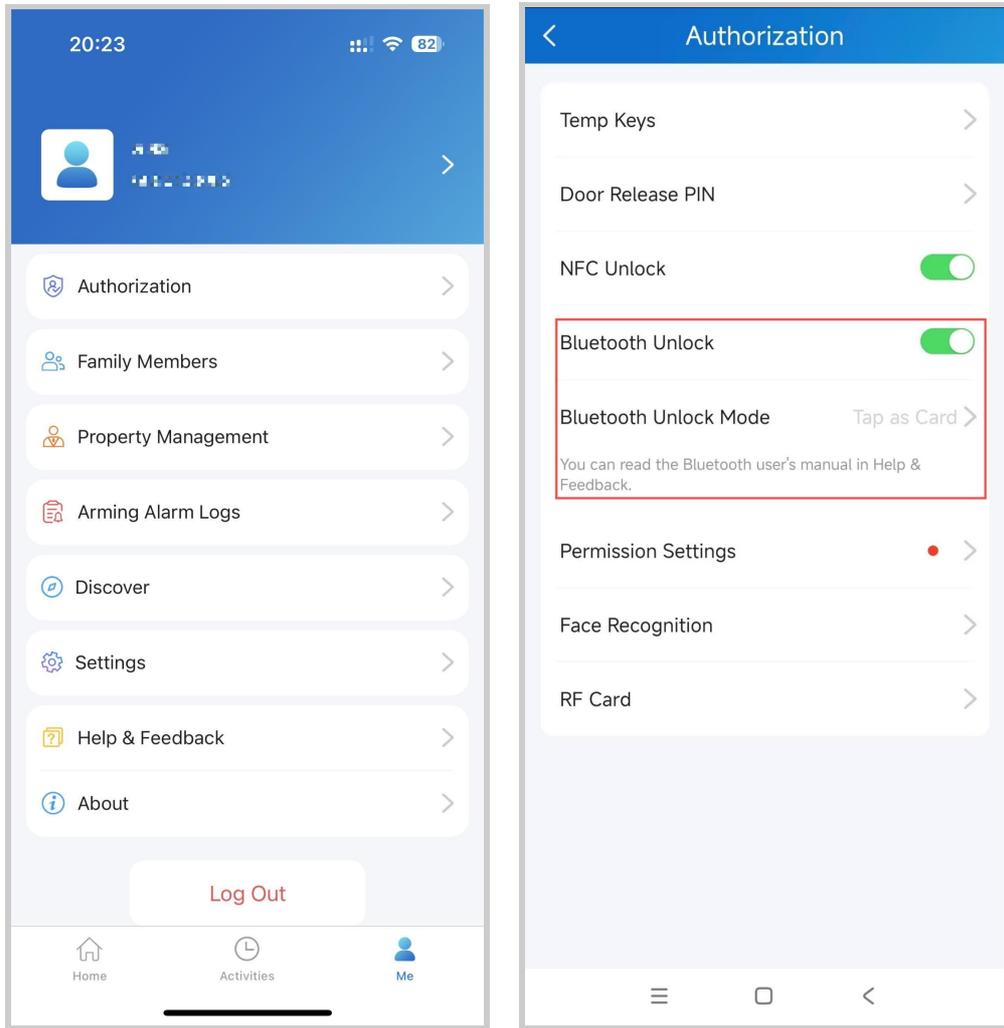
To learn about the supported door phones and detailed steps of Bluetooth door opening, please refer to [Open the Door via Bluetooth](#).

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.

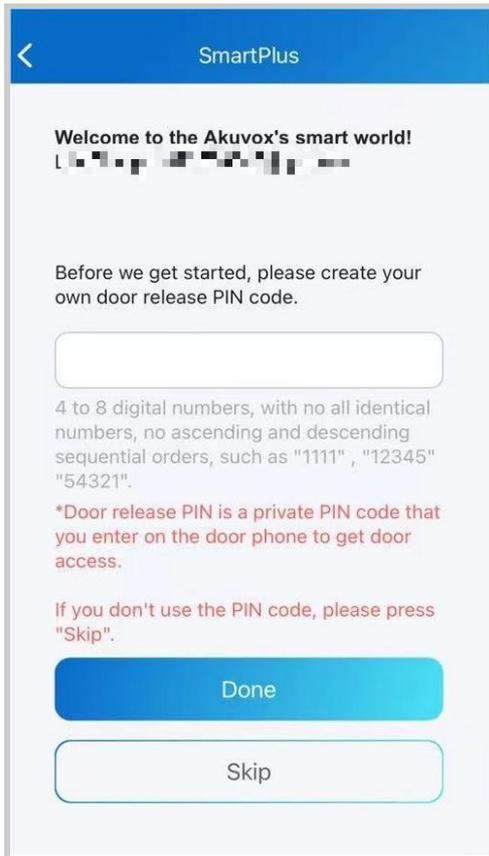
If you are an Android user and select Hands-free mode, follow onscreen instructions to complete Permission Settings.



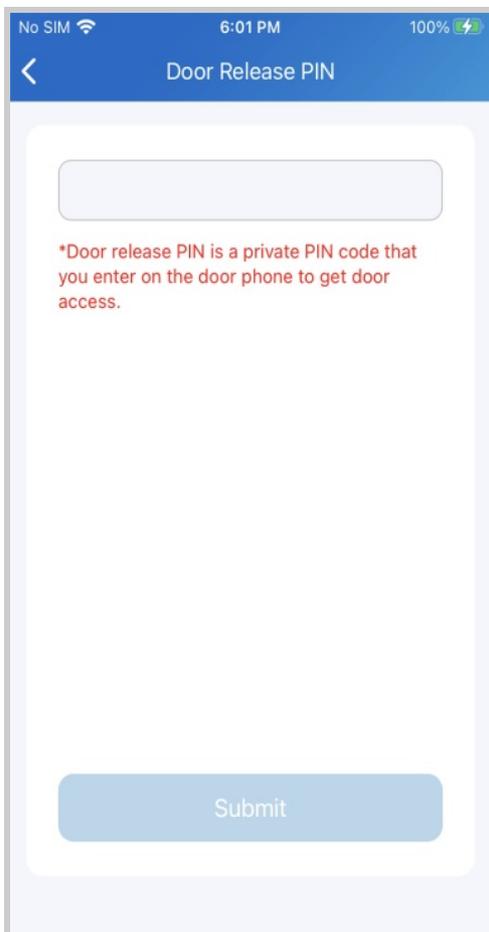
Unlock Doors with a PIN Code

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**.



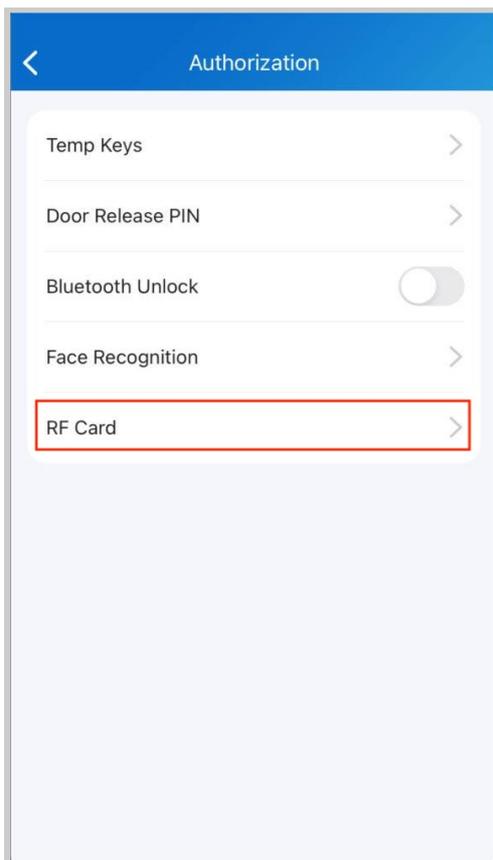
Unlock Doors with an RF Card

Note

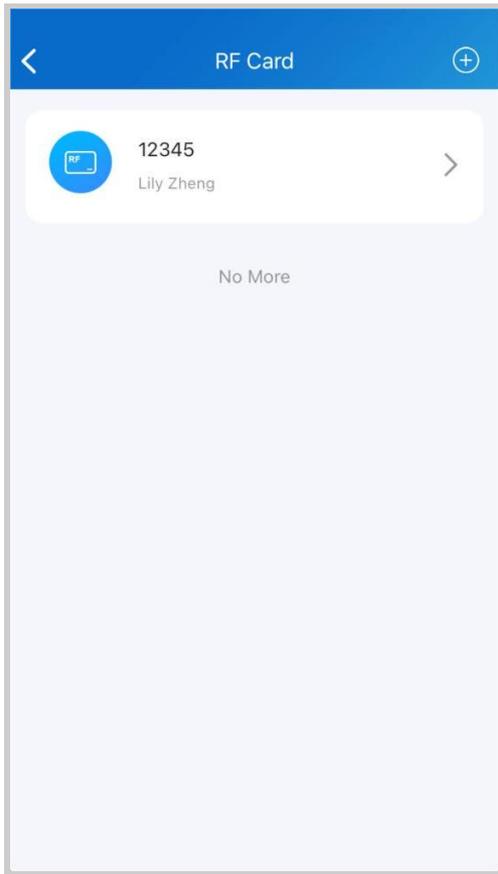
- Only family master accounts in single-tenant projects are allowed to add, edit, and delete RF cards for the family from the SmartPlus app.
- The cards added from the end user web interface will be synced to the app.

To manage RF cards, follow the steps below:

1. Go to Me > Authorization.

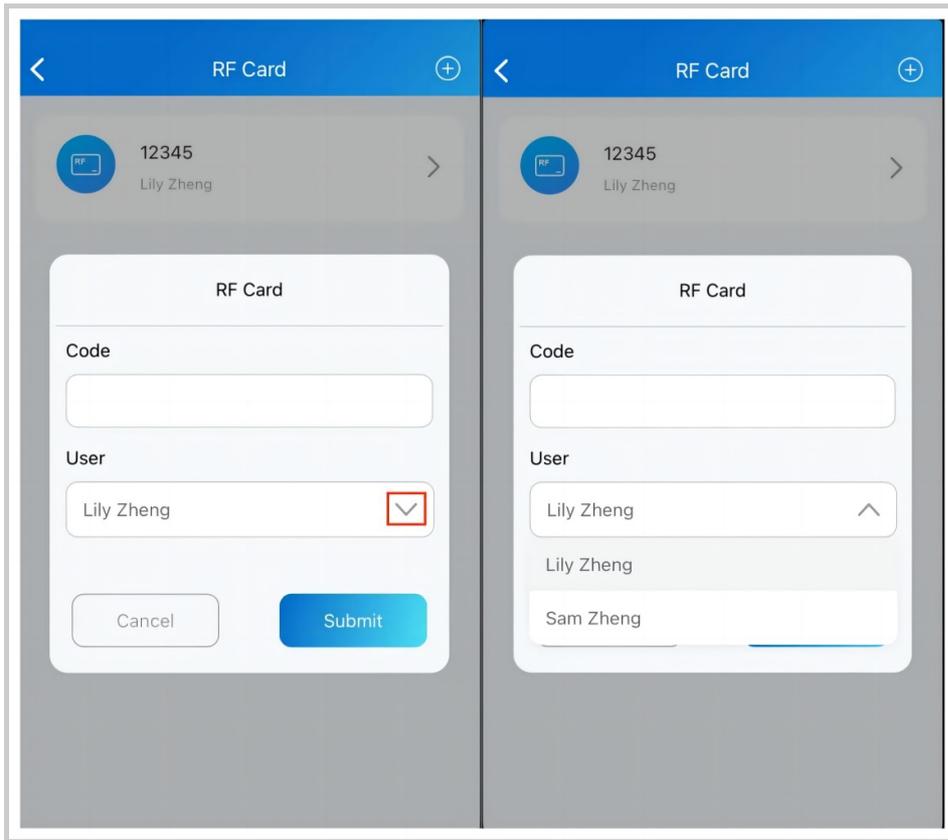


2. Select an RF card.

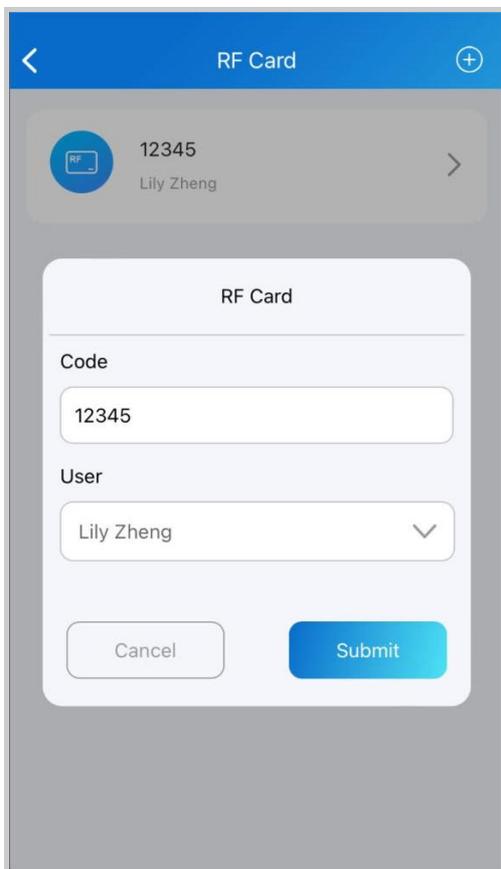


3. On the RF card screen, do any of the following:

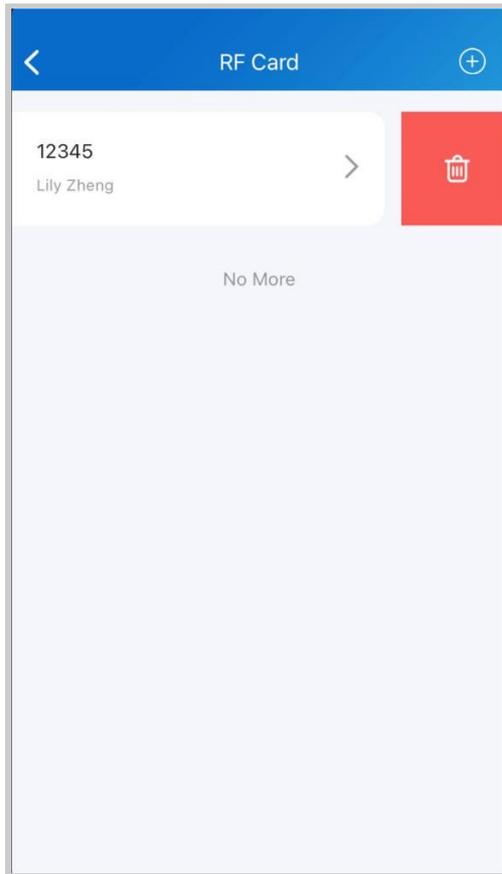
- Tap  to add a card.
- Assign the RF card to the desired user by tapping .



- Tap > to edit the card.



- Hold the desired card, and swipe to the left to delete.

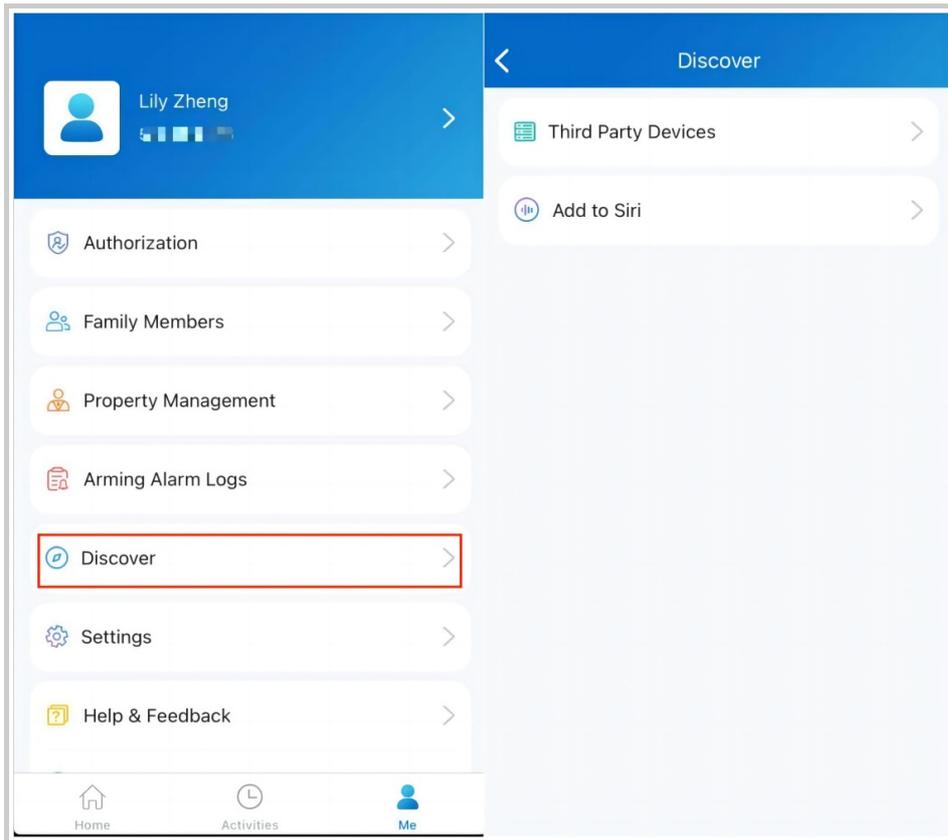


Unlock Doors with Siri

Note

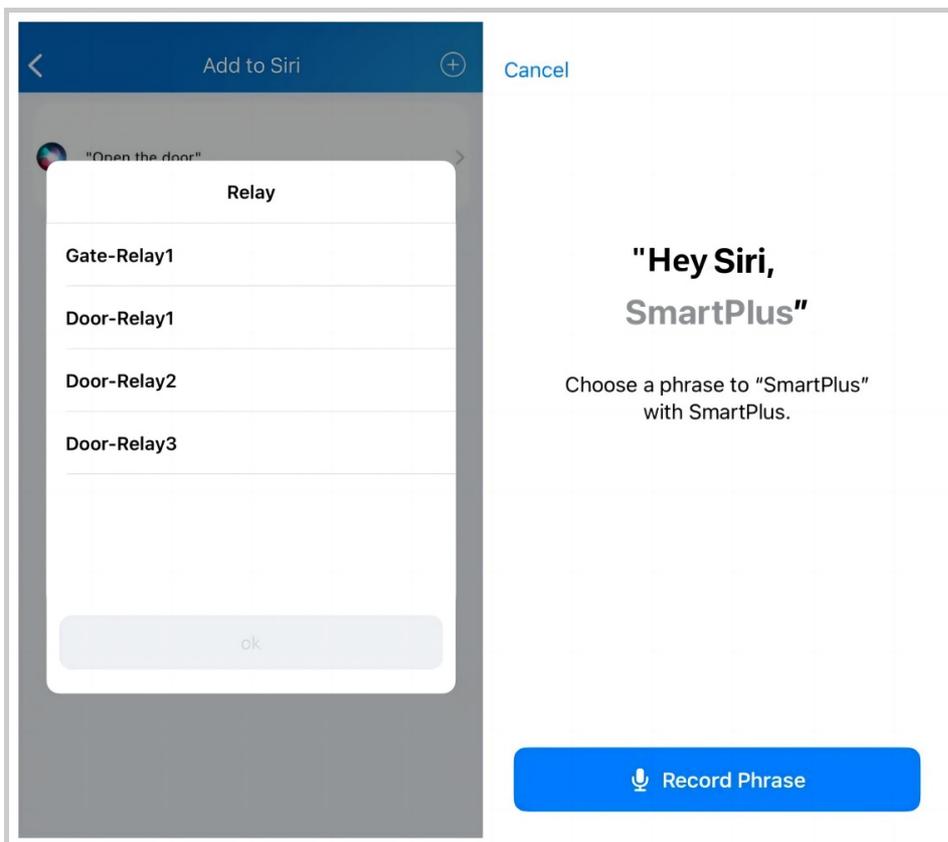
- The system should be IOS 12 or above.
- You can record no more than 10 voice commands.
- Commands do not interoperate between different accounts.

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

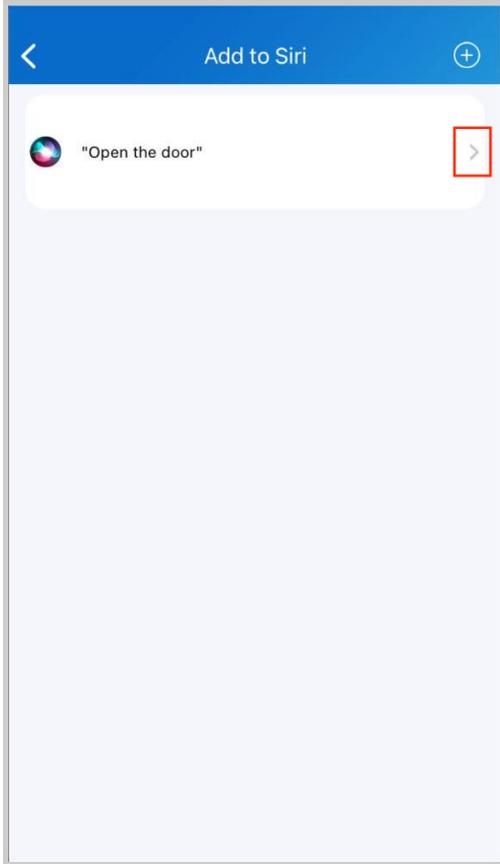


2. Tap the add icon  . Select the desired door and record the command.

When you say the command to Siri, the selected door will open.



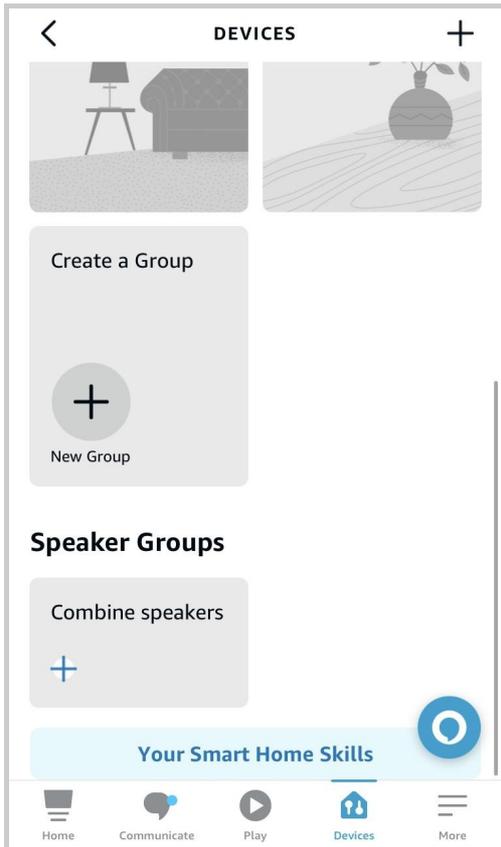
3. Tap > to check and edit the command.



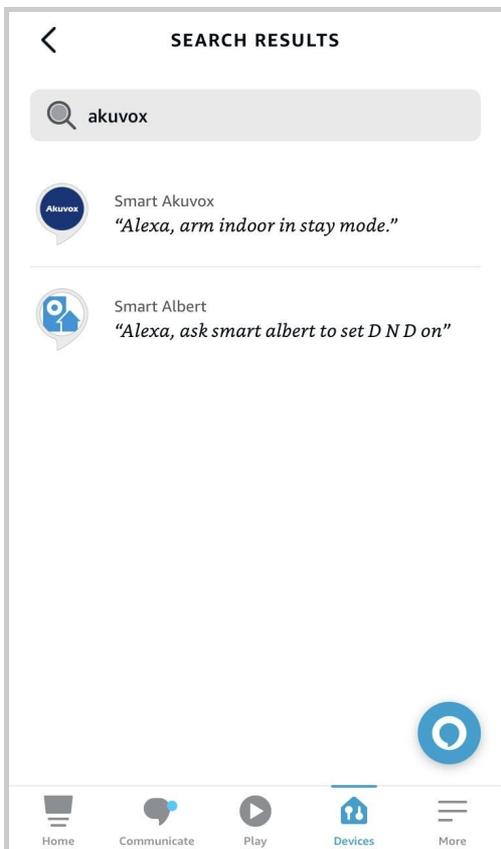
Unlock Doors with Alexa

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

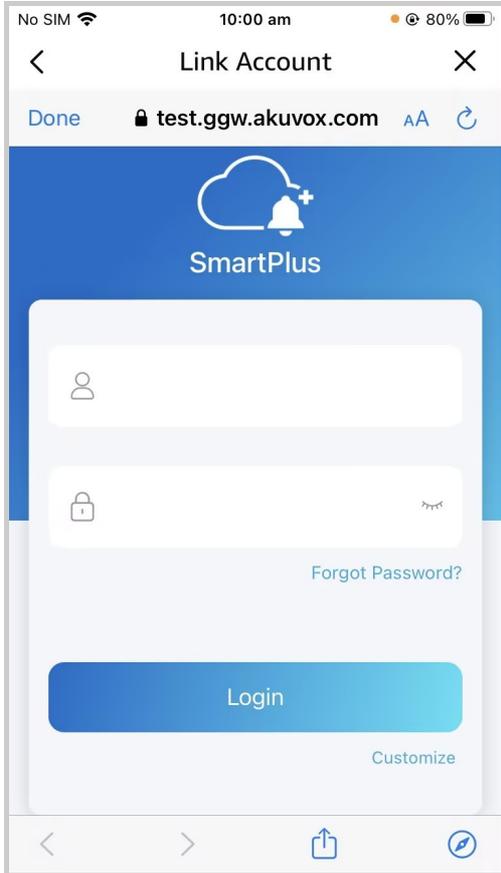
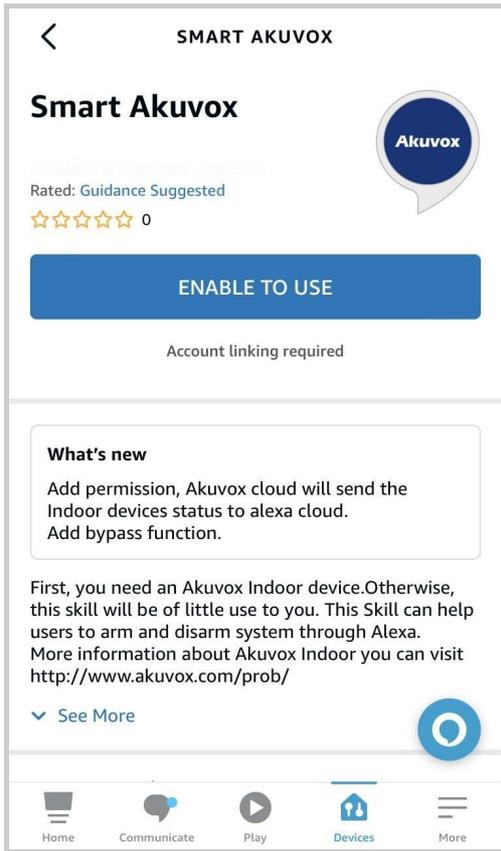
1. Log into your Alexa app, go to **Devices**, and scroll down to the bottom. Tap **Your Smart Home Skills**.



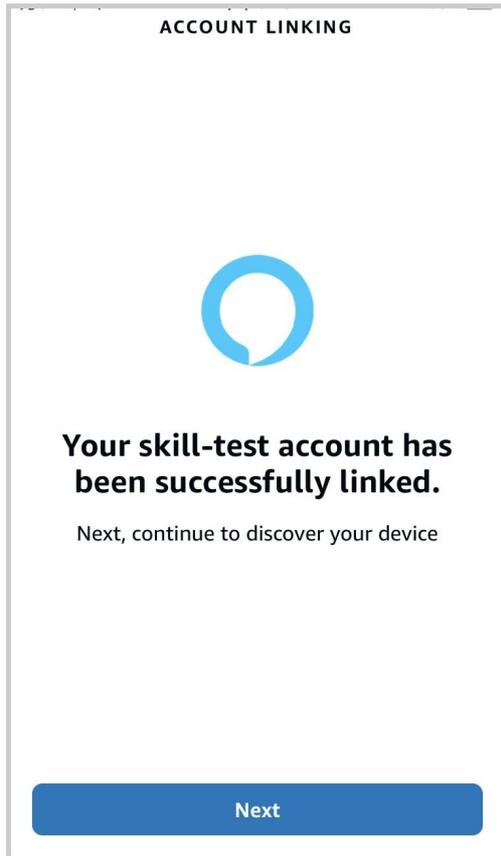
2. Enter Akuvox to search.



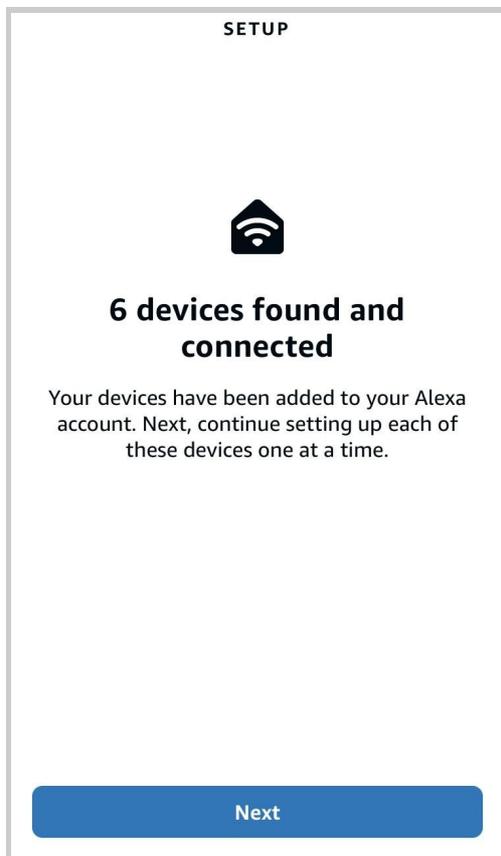
3. Tap **ENABLE TO USE** and enter your SmartPlus account username and password to login.



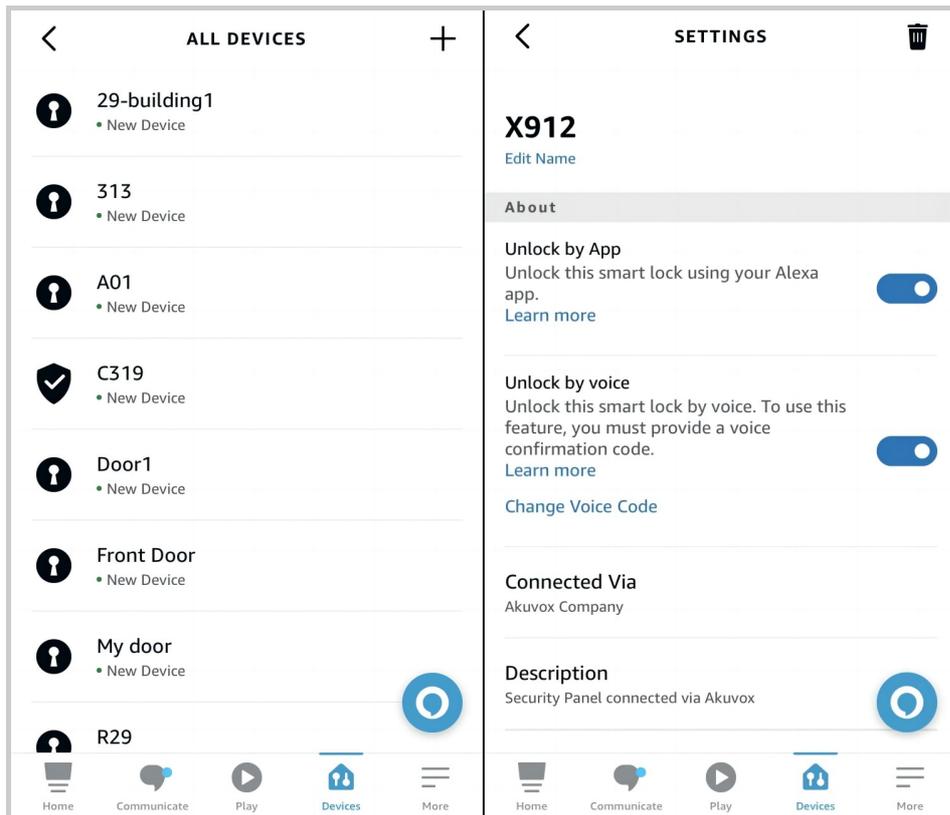
4. Tap Next to discover devices under your SmartPlus account.



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



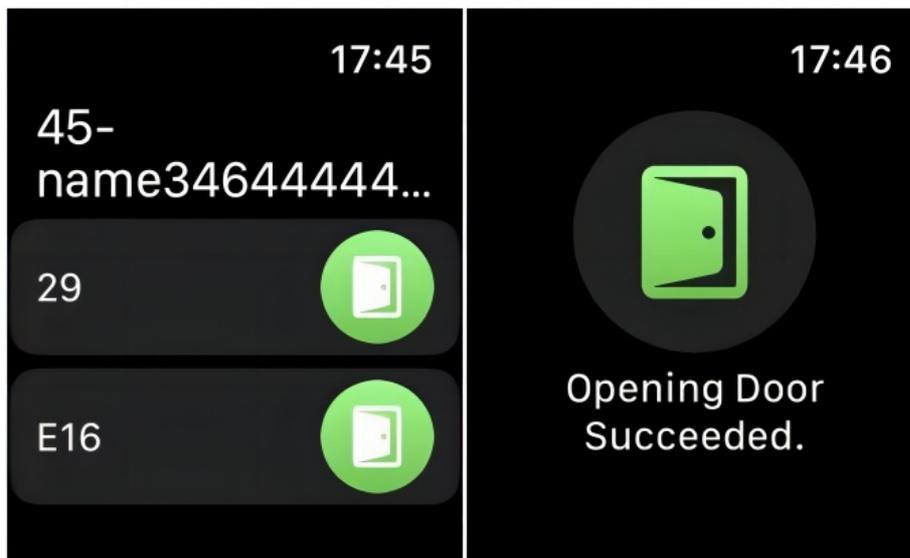
6. Return to the **Devices** module. Tap the desired device and enable **Unlock by App** and **Unlock by Voice**.



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 by ID Access

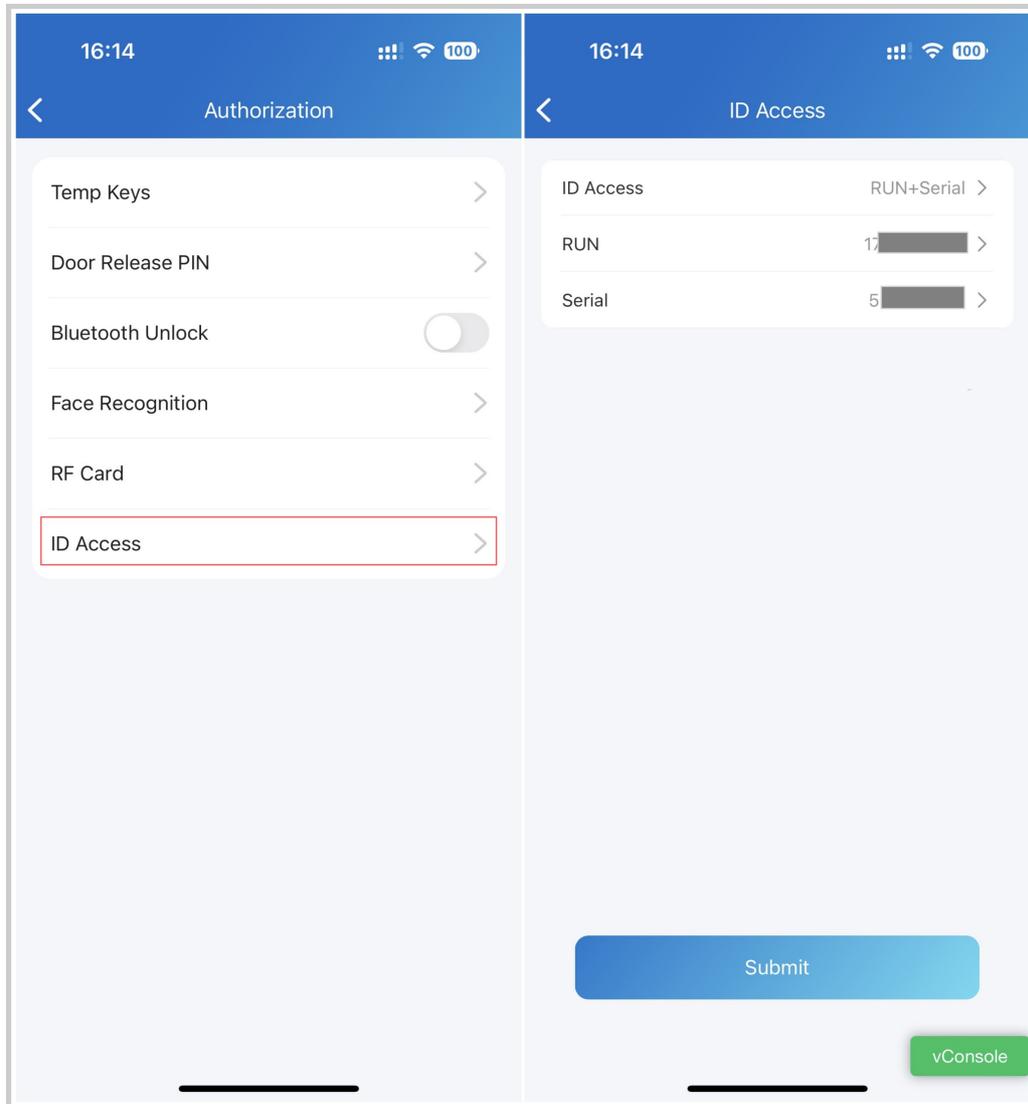
The ID Access feature is designed for users with South American ID cards.

You can enroll the RUN and Serial numbers on your ID cards into the Akuvox SmartPlus Cloud system. Then, you can open doors conveniently by using the QR code on the ID cards.

Note

- The QR code on your ID cards may be too small for the door phone to scan.
- It is strongly suggested to take a photo of and enlarge the QR code for door opening.

1. Tap **Me** > **Authorization**.
2. Tap **ID Access** and select the ID Access type, **RUN Only** or **RUN+Serial**.
3. Enter the number and tap **Confirm**.



4. Click **Submit** to save the settings.

Calling

Note

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

Make Outgoing Calls

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

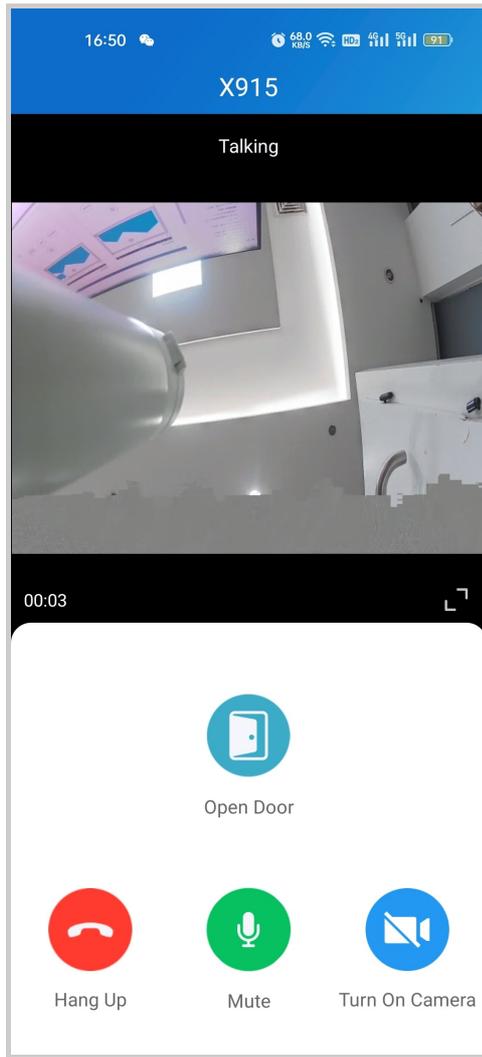
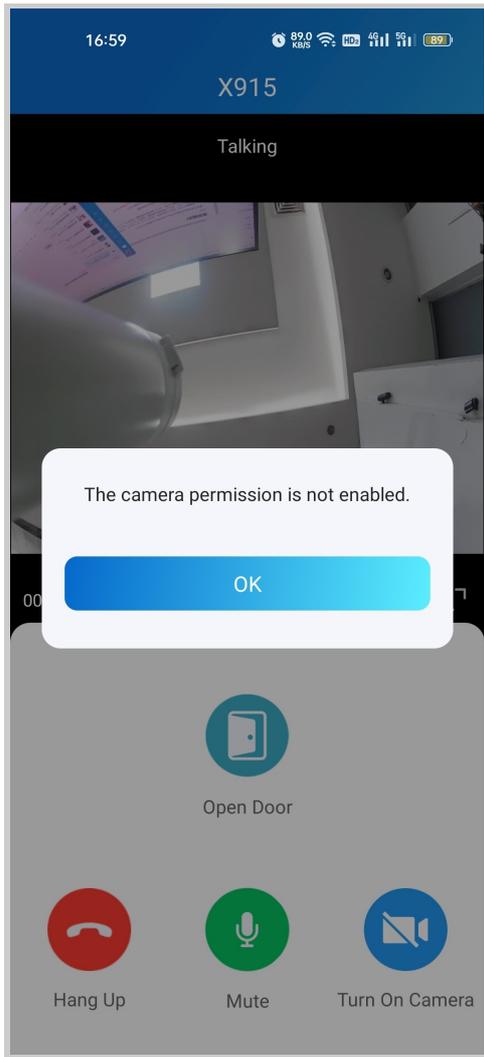
Call a Device

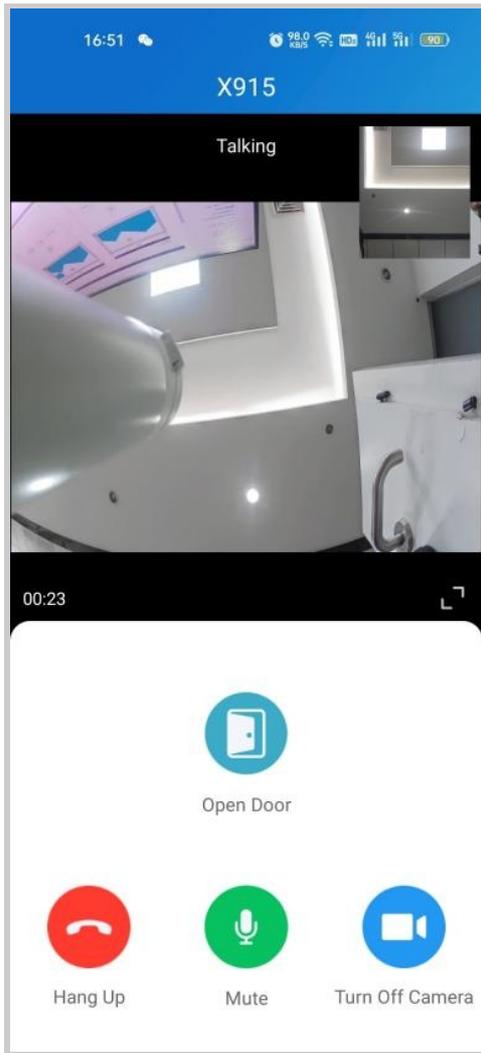
- Tap **Home**.
- Choose a device you want to call.
- Tap **Call** to start a call.
- Tap **Turn On Camera** to turn your phone's camera on if you want the called party to see you. You can turn off the camera at any time.

Your choice to turn on/off will be applied to later video calls with the device.

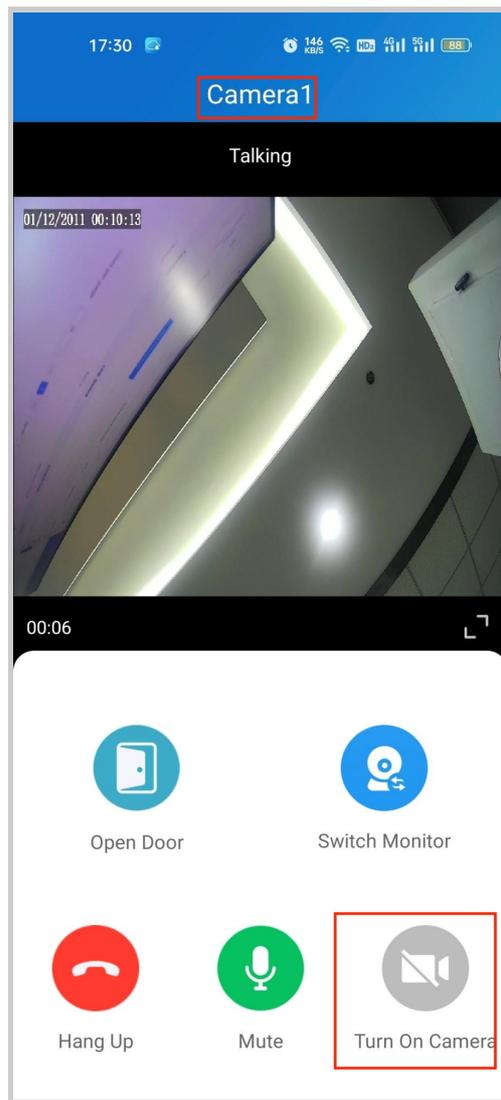
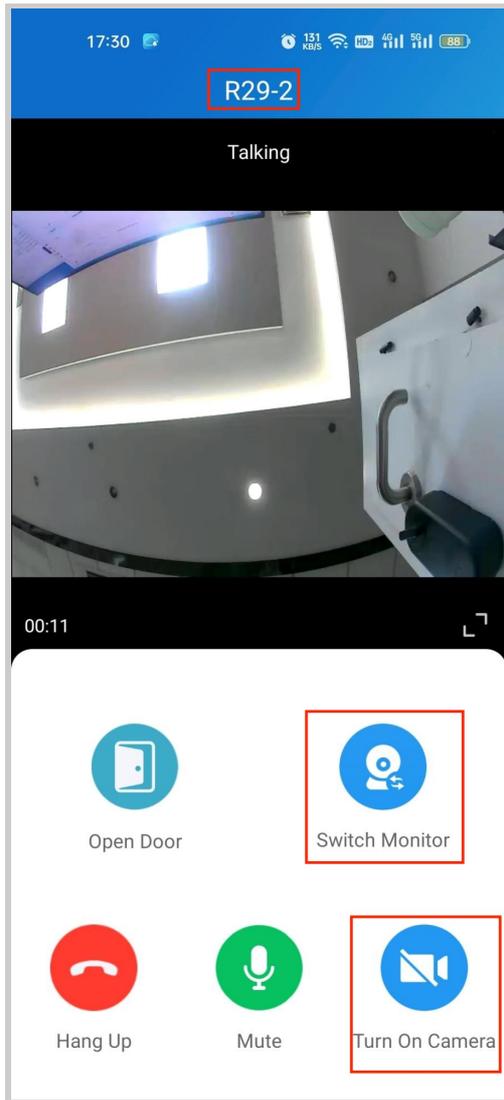
Note

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.





If the door phone is linked with a third-party camera, then you also are allowed to tap **Switch Monitor** to switch monitoring streams between the door phone's and the third-party camera's. However, the Turn On Camera feature is unavailable when you change to see the third-party camera's stream.

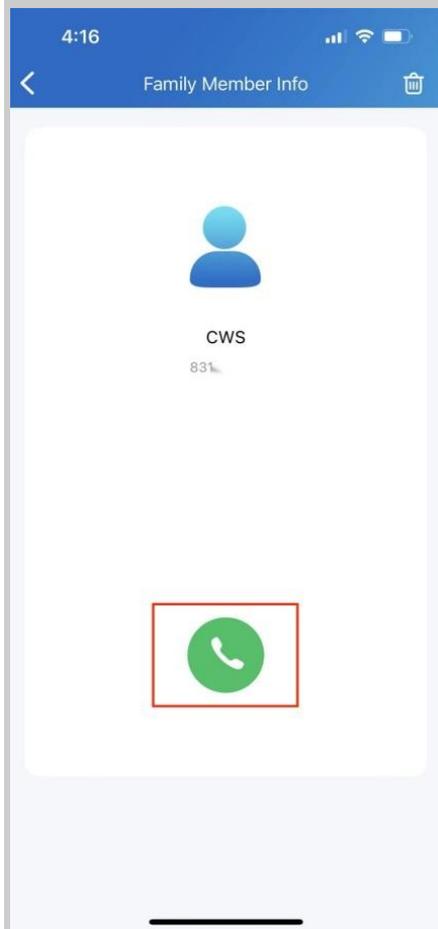
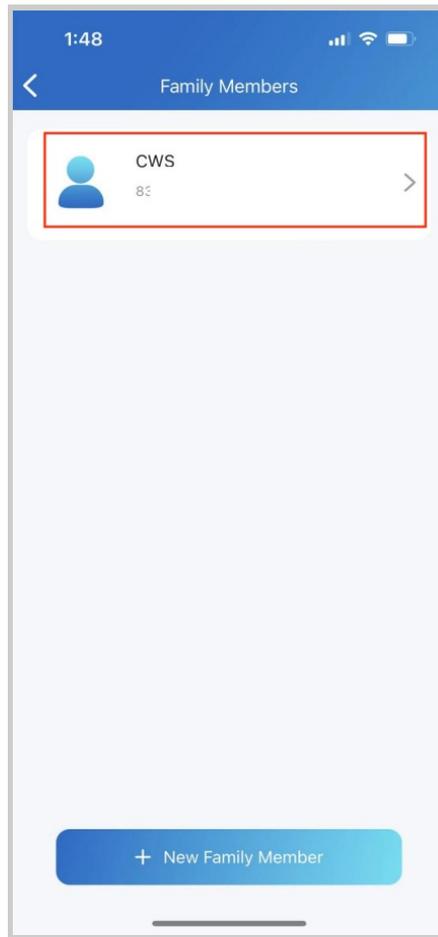
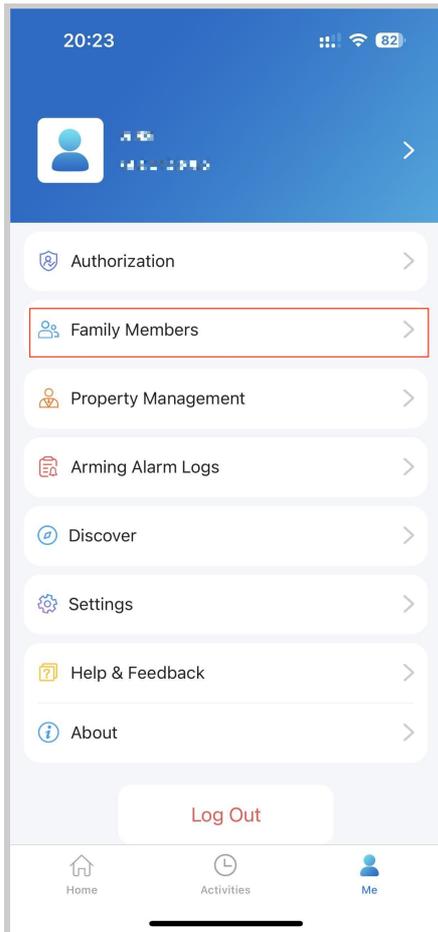


Call a Family Member

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

Note

- Only audio calls are allowed between App users.



Call Other Families within the Community

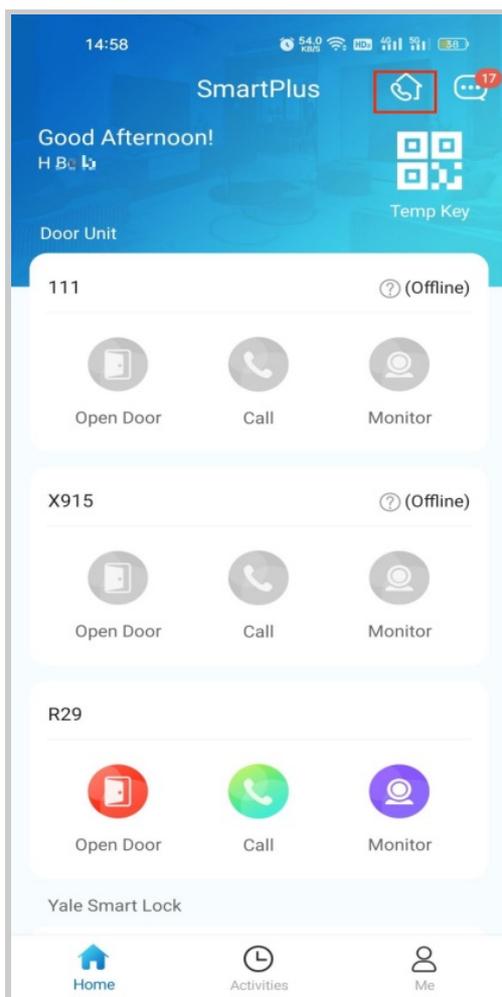
The Community Calls feature enables you to call other families living in the same community.

Note

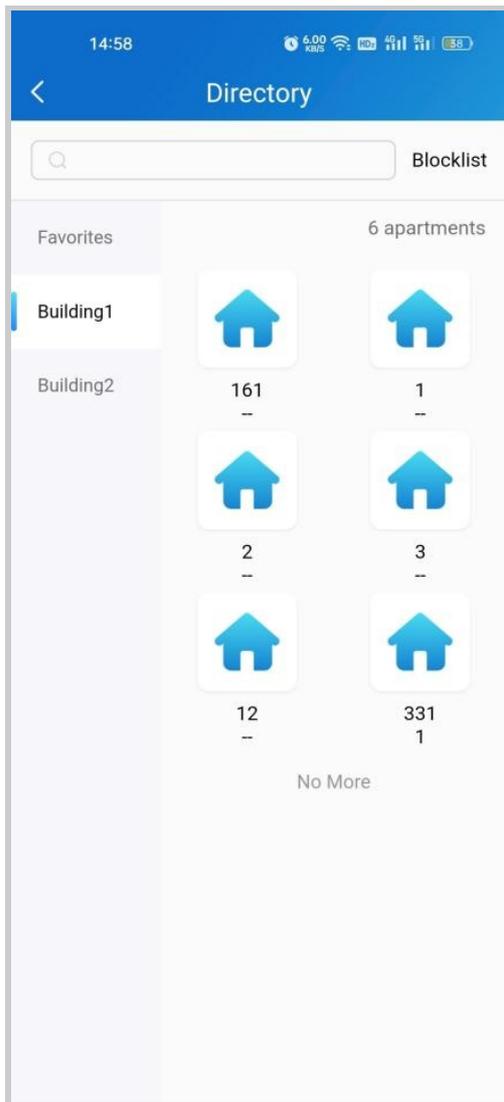
- This feature is only available for new communities. Besides, the community's service provider must enable this function from his/her end.

To access the feature, do the following:

1. Tap Home, and tap the Community Calls icon  on the top right.



2. A directory screen opens.

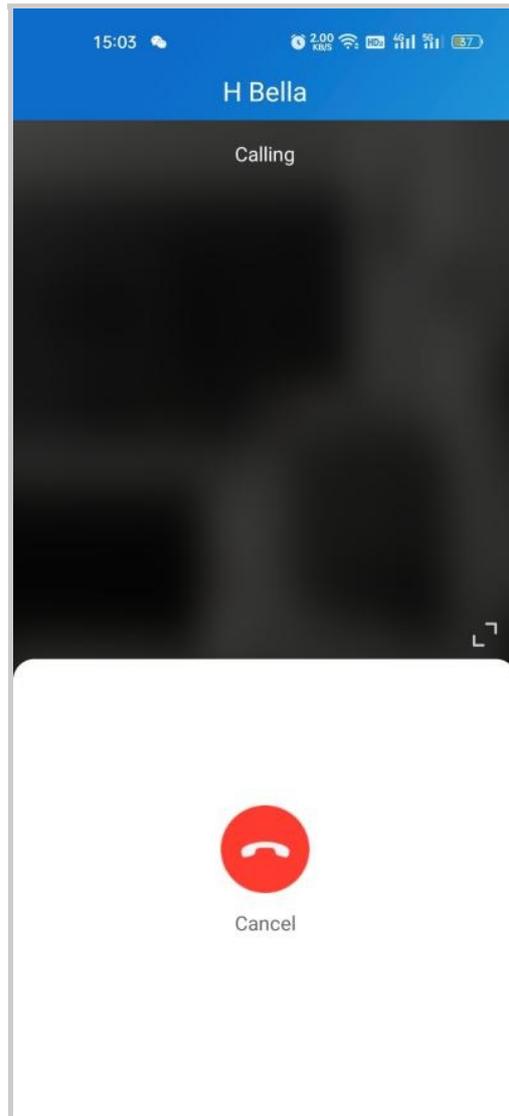
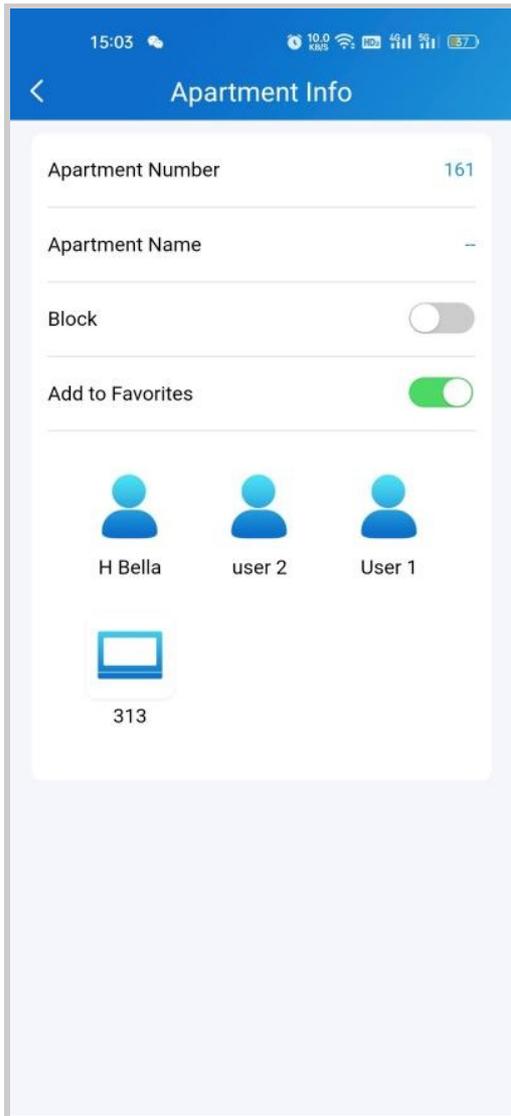


3. On the Directory screen, do any of the following:

- Tap **Favorites** on the left side menu to see the families you added to the Favorites.
- Tap the building name to see all apartments in the specific building.
- Tap **Blocklist** on the top right to see all families blocked by you. You can call them but you will not receive their calls.
- Tap the search box on the top to search for a family. The search results will be displayed in the order of Resident-Apartment-Building.



- Tap any of the apartments listed on the right side to
 - See its information, including the door number, apartment name, and the members and indoor monitors in this family.
 - Block this family. In this case, all its members and indoor monitors cannot call you while you can call them.
 - Add this family to the Favorites.
 - Tap and call a member or an indoor monitor.



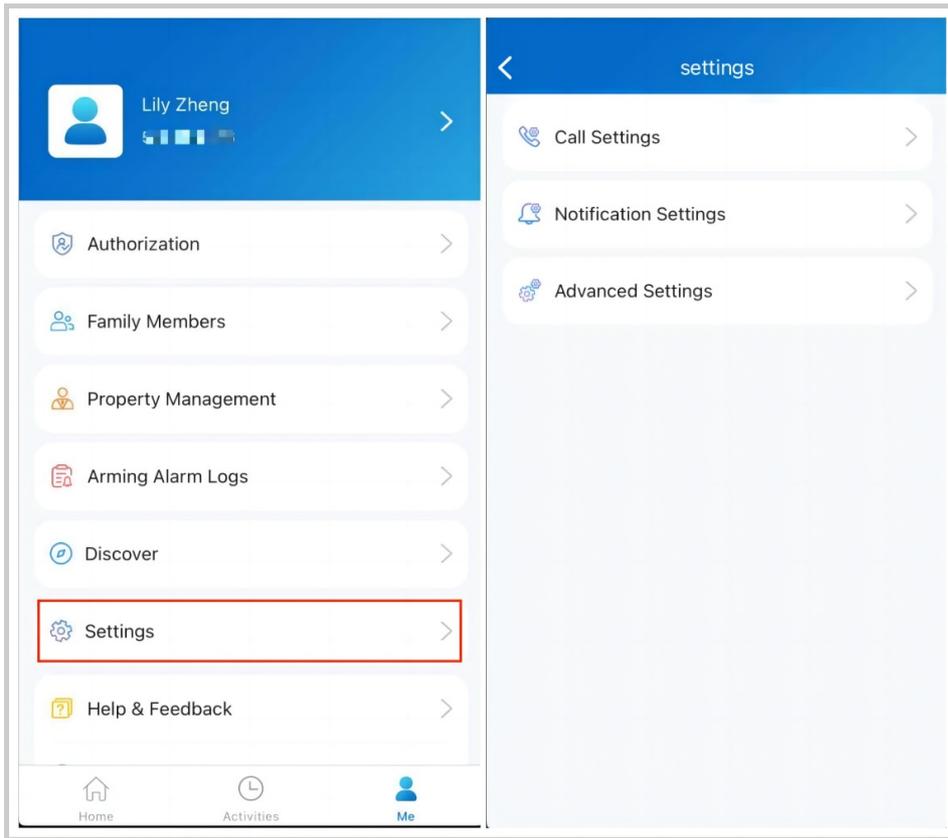
Landline, Contact, and Call Preference

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

Call Forwarded to Phone

To set up call forwarding, do the following:

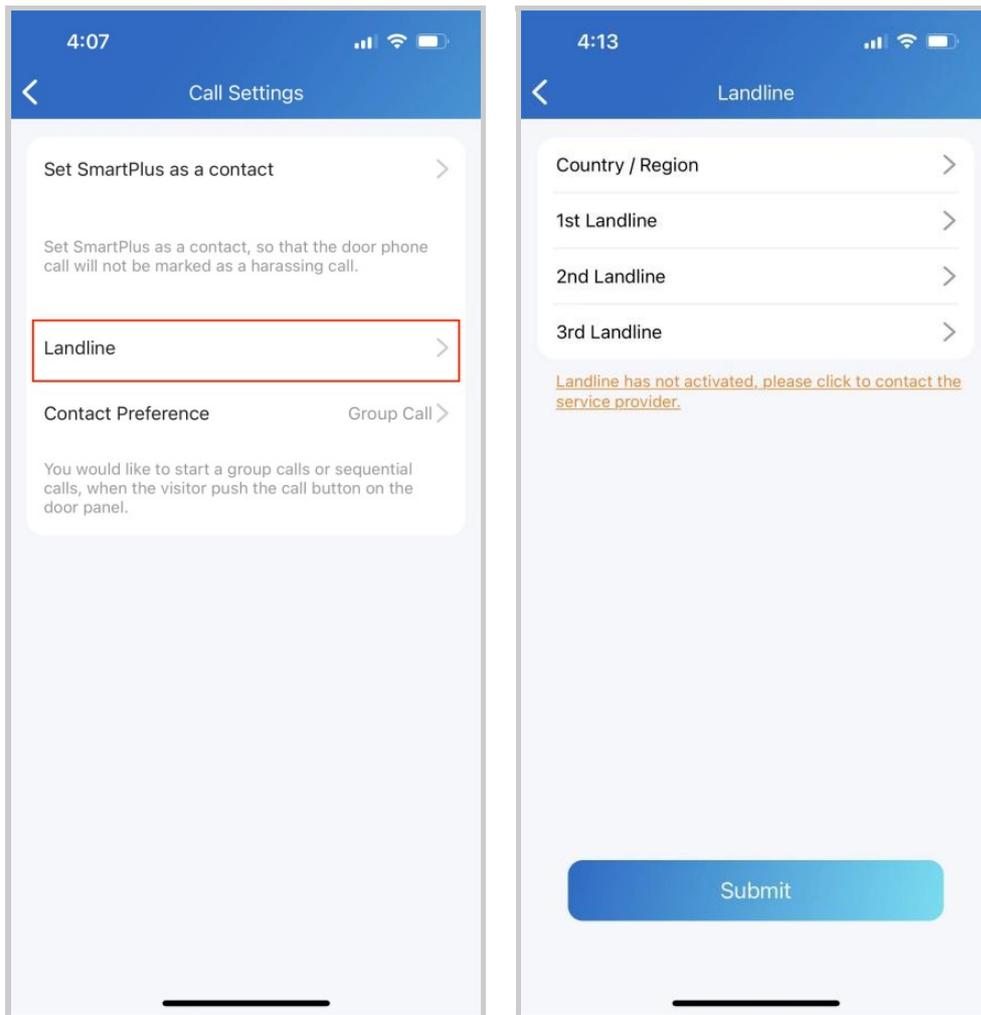
- Go to Me > Settings > Call Settings.



- Tap **Landline**, and select the country/region the phone number(s) forwarded.
- Enter the number(s) in your preferred order.

Note

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

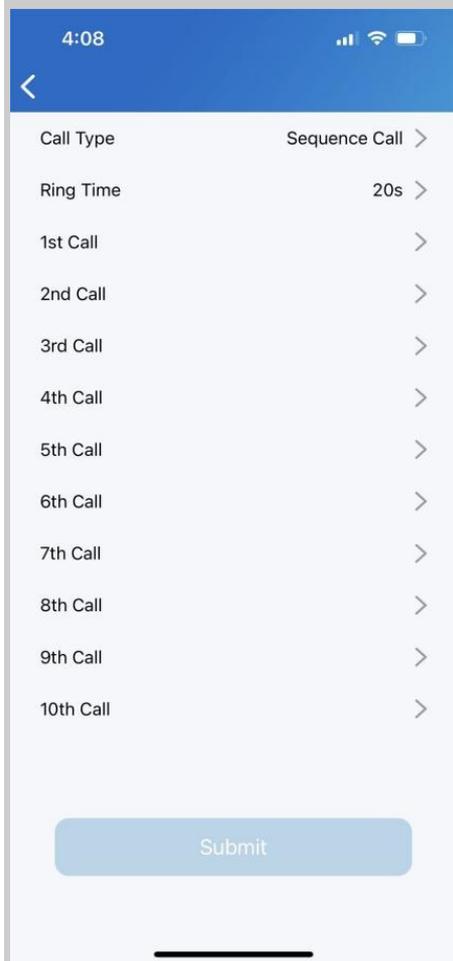
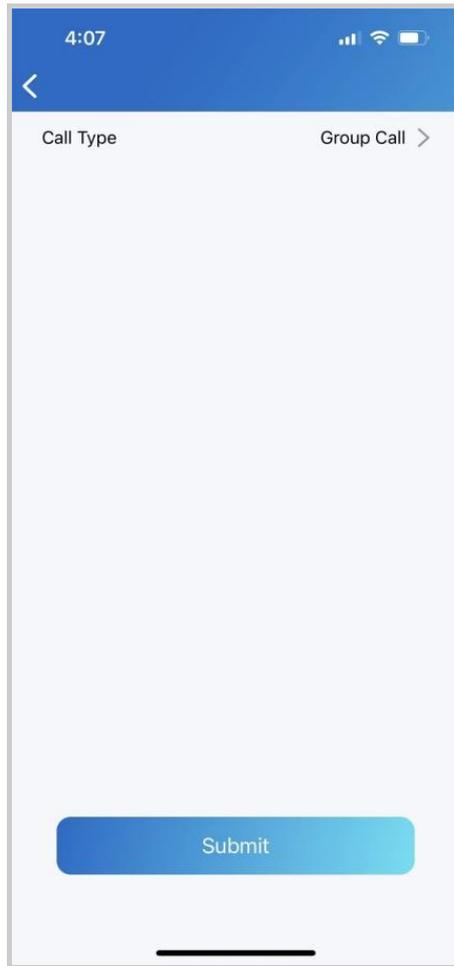
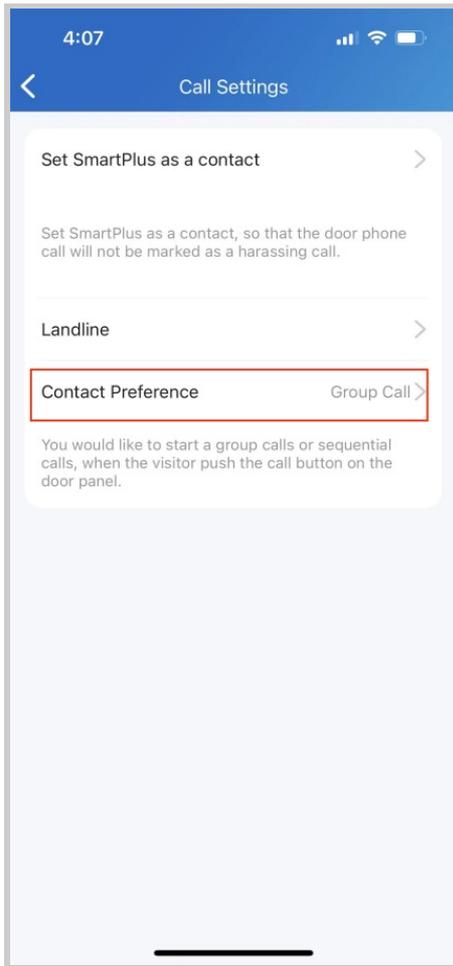


Set up Call-answered Order

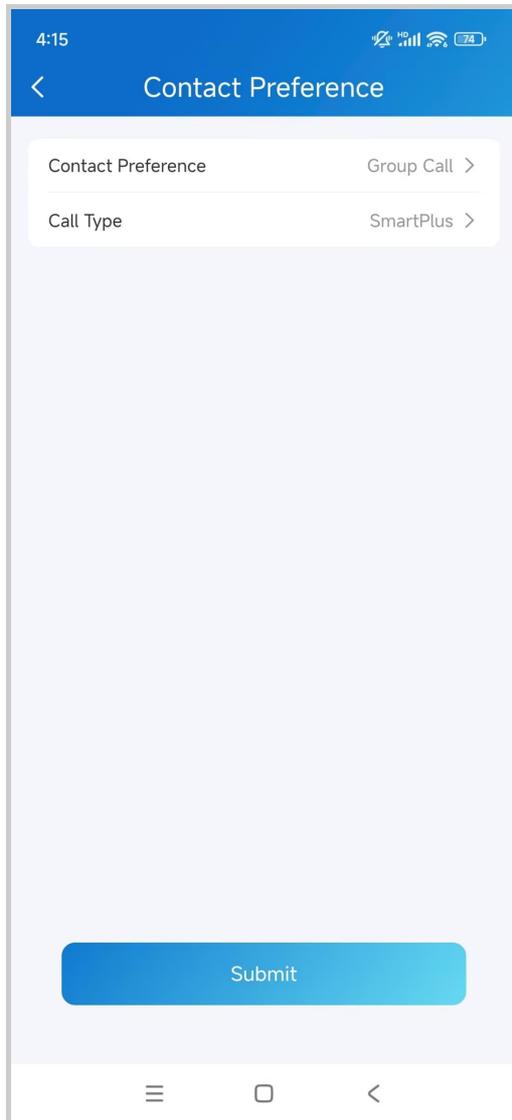
Note

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

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



Besides, If you are a community resident, you can select the call type on the **Call Settings > Contact Preference** page.



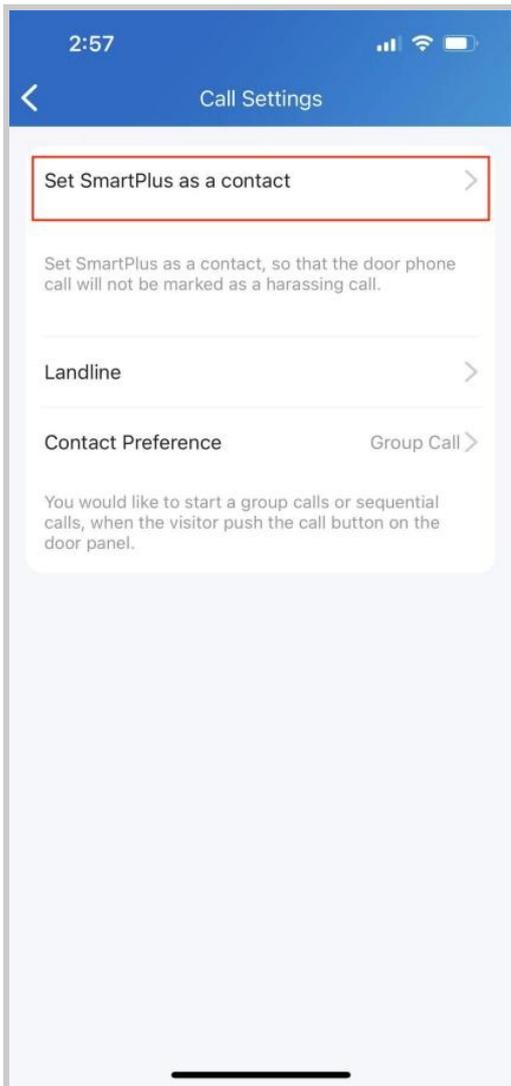
- **SmartPlus:** SmartPlus and indoor monitor(s) will be called.
- **Phone:** Phone and indoor monitor(s) will be called.
- **SmartPlus with Phone as backup:** SmartPlus and indoor monitor(s) will be called first, then the forwarded phone number if the call is not answered.

Set SmartPlus as a Contact

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

- **Go to Me > Settings > Call Settings.**
- **Tap Set SmartPlus as a contact, and you can find the**

Doorphone Call Number in your phone's contact list.

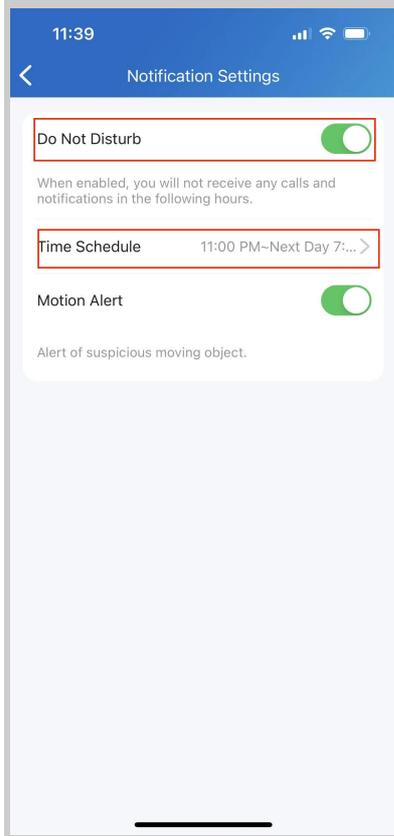
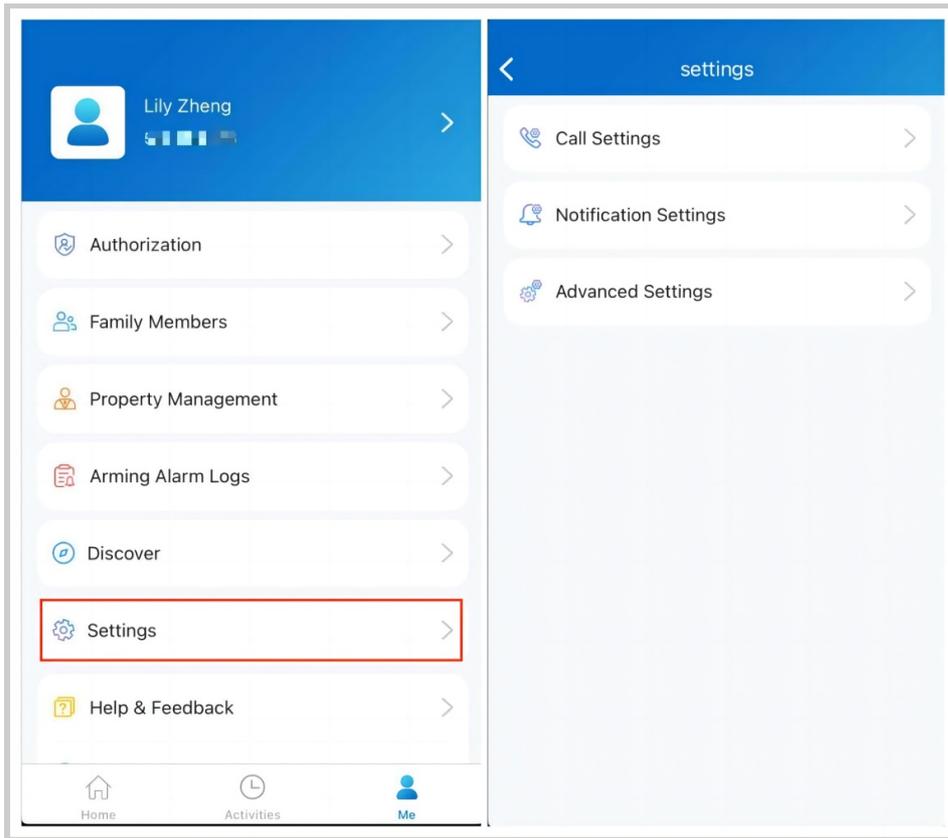


Not to Receive Calls

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

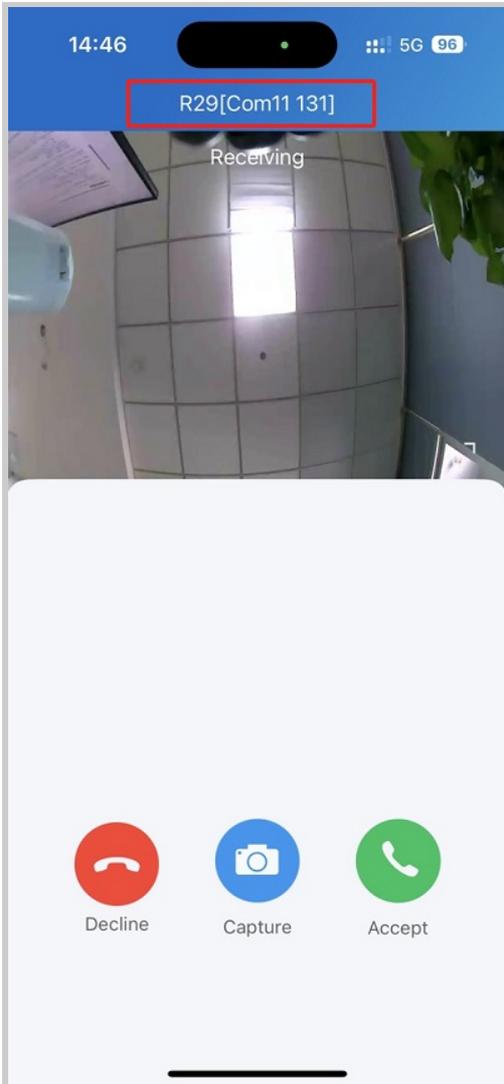
- Go to **Me > Settings > Notification Settings**.
- Turn on Do Not Disturb.
- Set up a Time Schedule.

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 call logs will only be displayed on the call-received site.



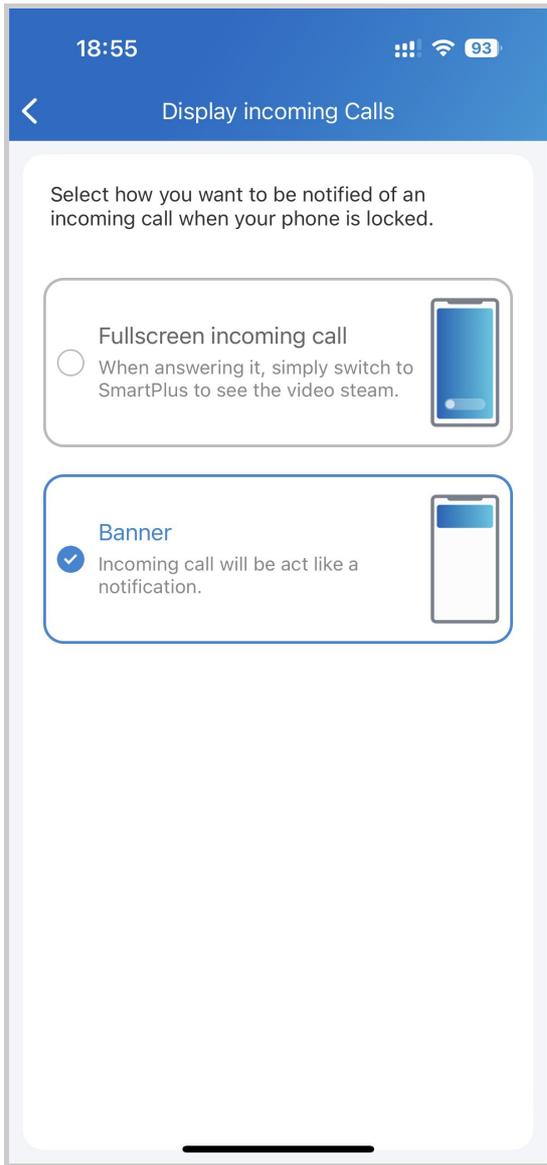
Set up Call Kit

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.

1. Tap Me > Settings > Call Settings > Display Incoming Calls.
2. Select the incoming call display mode.





Security

Monitor

You can check the monitoring streams from either Akuvox intercom devices or third-party cameras to see who's the visitor or what's happening at your front door.

See Door Phone Stream

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

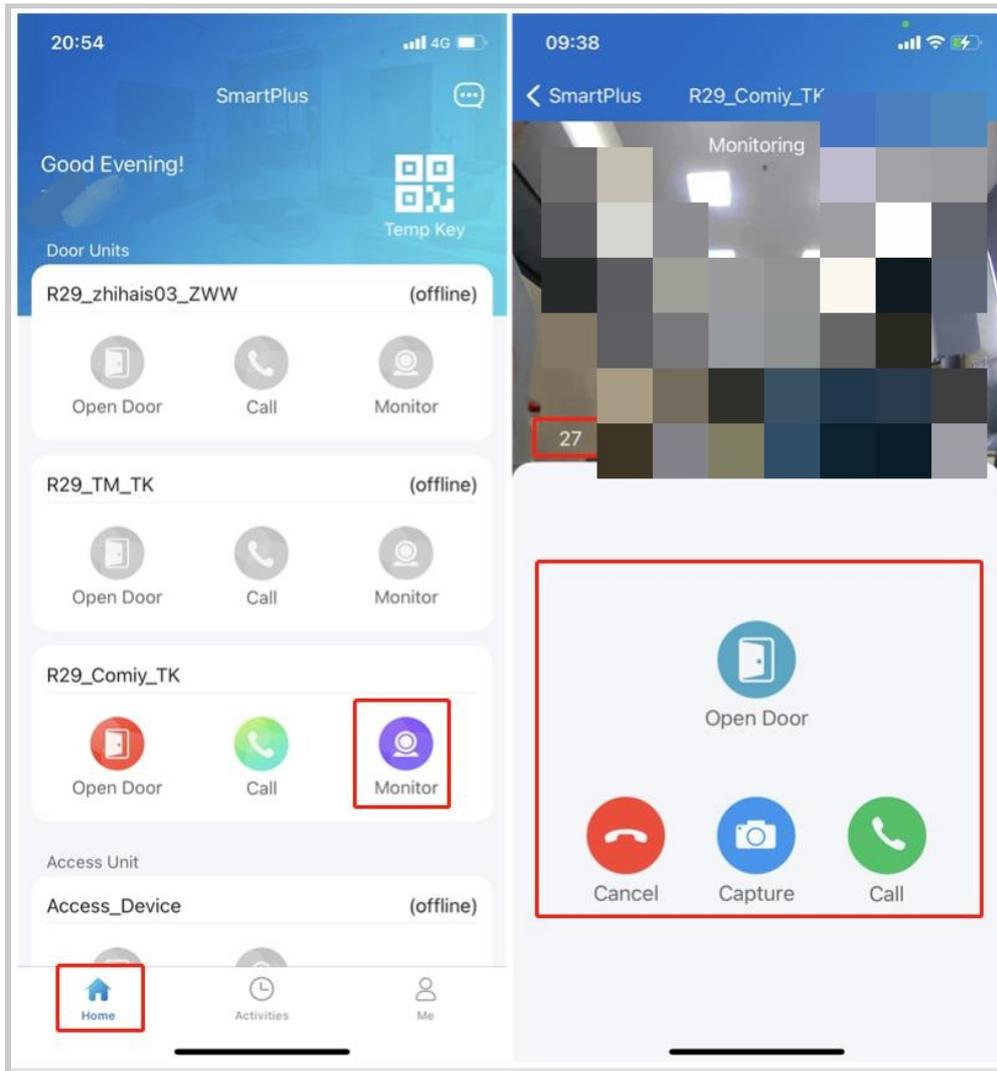
Note

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

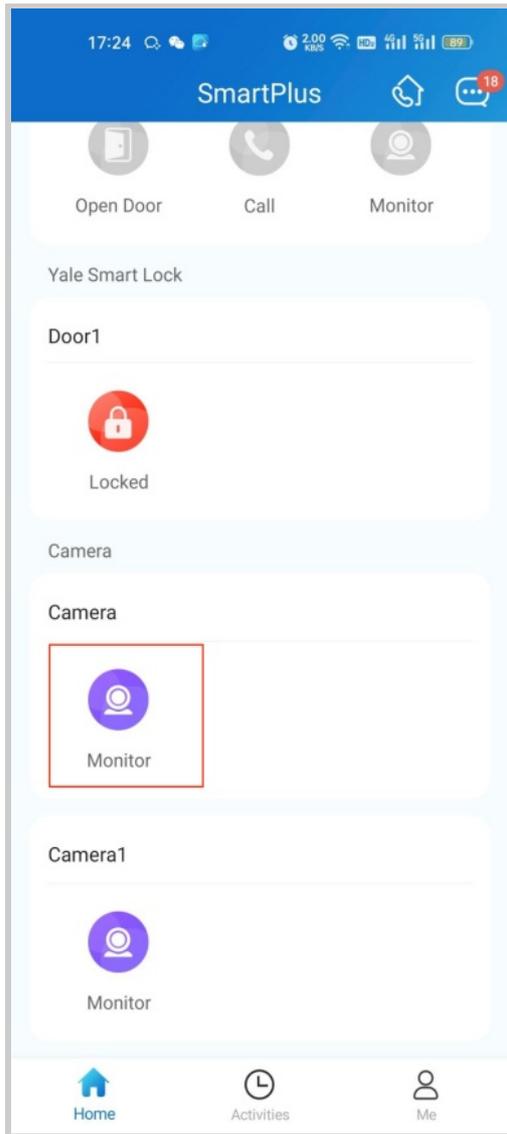


See Third-party Camera Stream

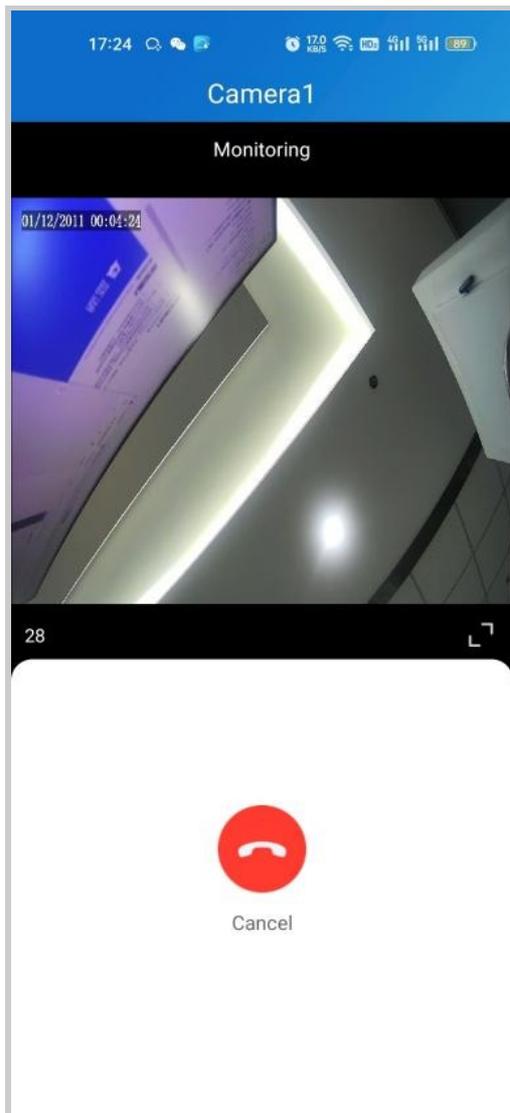
If your house or your community has third-party cameras installed, you are enabled to see their streams directly on the app. Besides, these cameras can be linked with Akuvox door phones.

- **When cameras are not linked with door phones**

1. On the Home screen, scroll down, and find the Camera field.



2. Tap the desired camera's monitor icon  , then you can see the live monitoring video. Note that the screen exits automatically in 30 seconds.

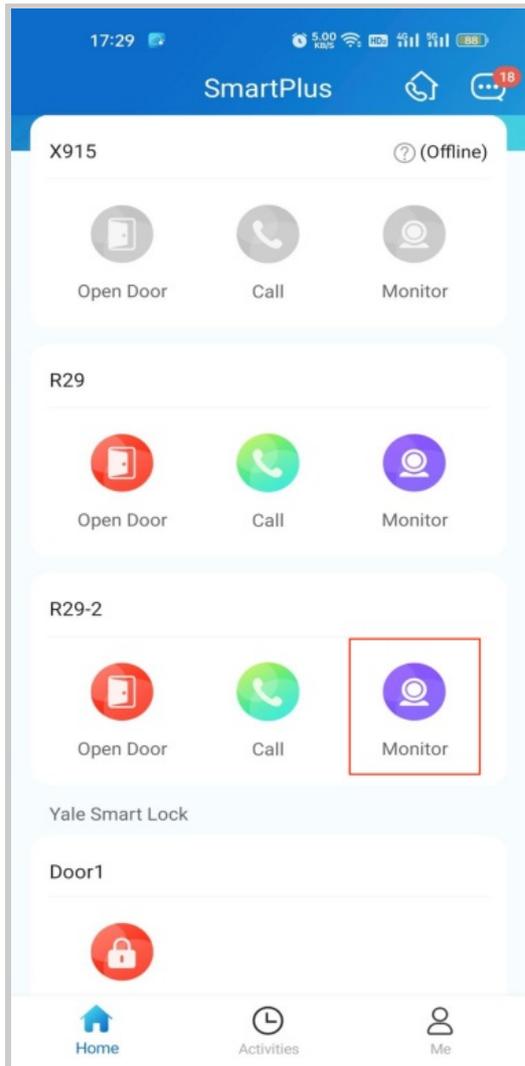


- **When cameras linked with door phones**

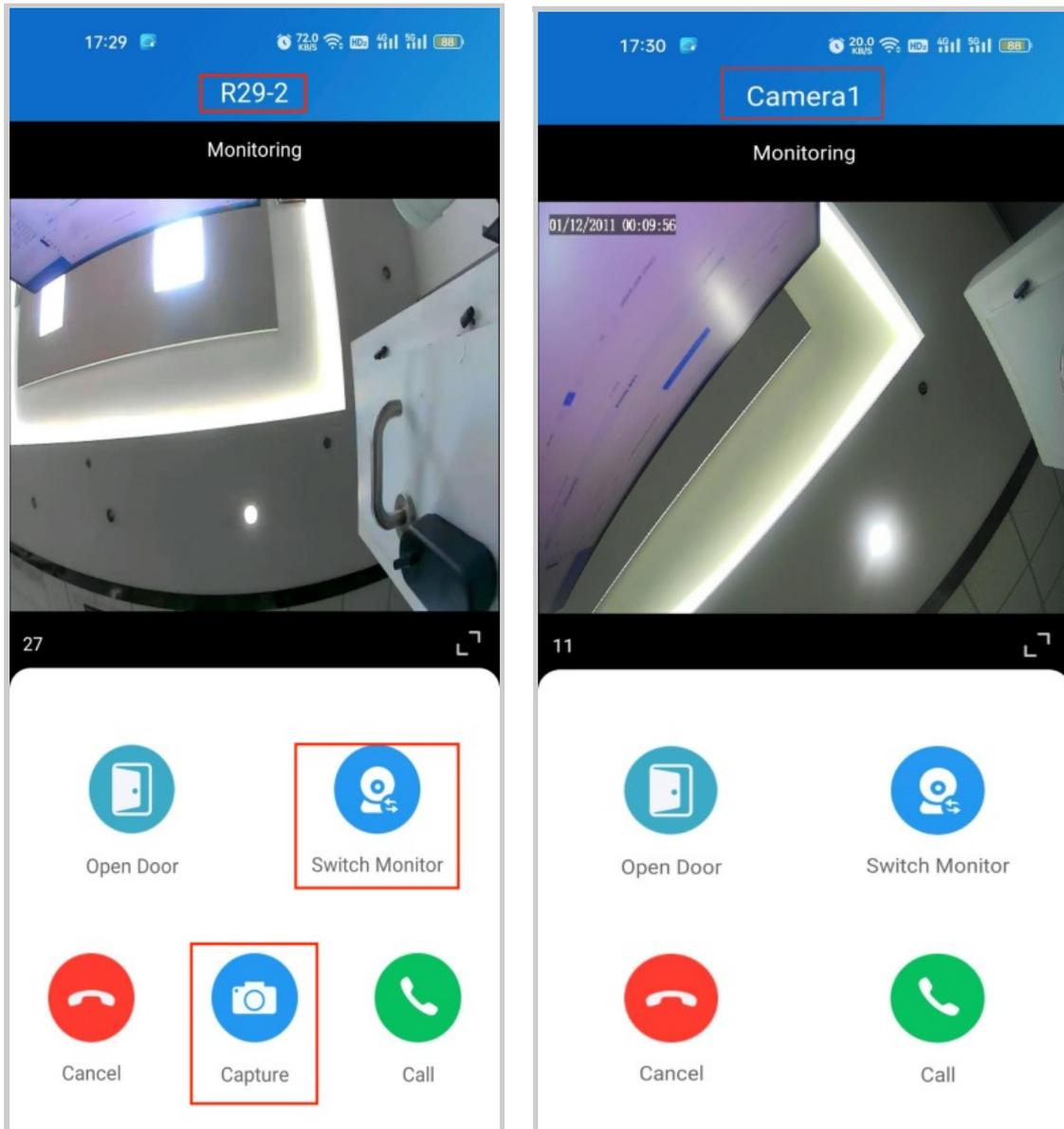
If the camera is linked with a door phone, then you can switch monitoring streams between the door phone and the camera.

1. Tap Home.

2. Select the door phone and tap Monitor  .



3. The default shown stream is from the door phone. To switch the stream, tap . Note that the Capture feature is not available on third-party camera screens.



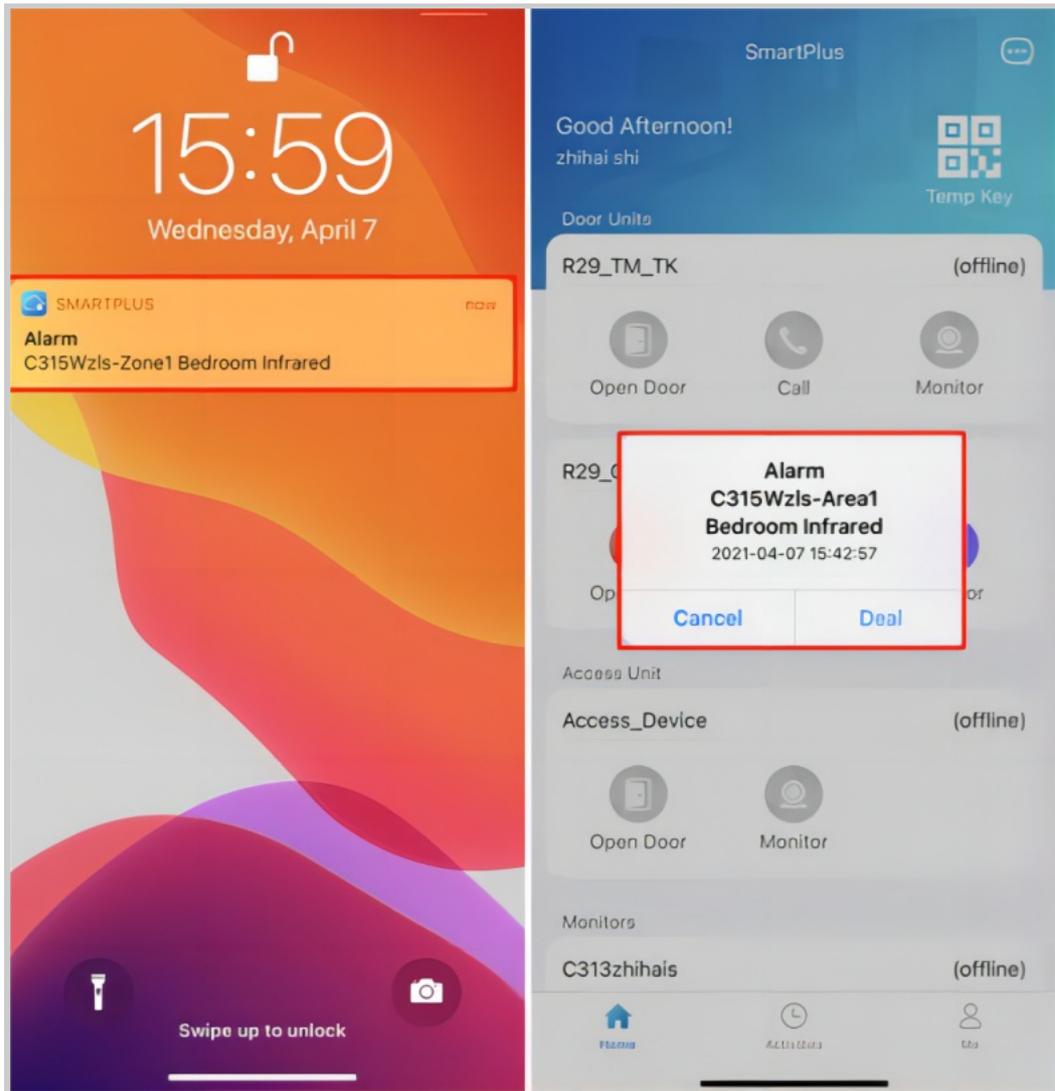
You are also able to switch the streams on the calling screen and monitoring preview screen.

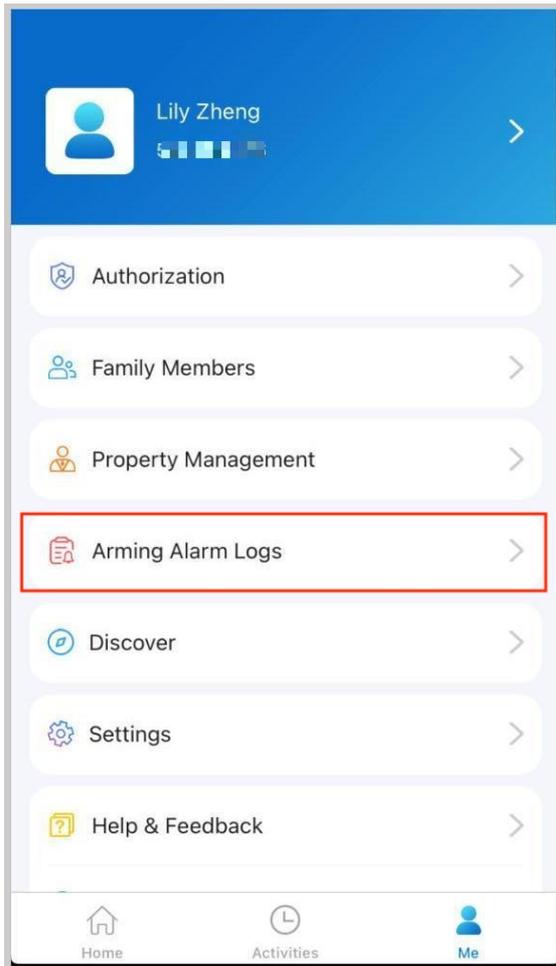
Alarm and SOS Warnings

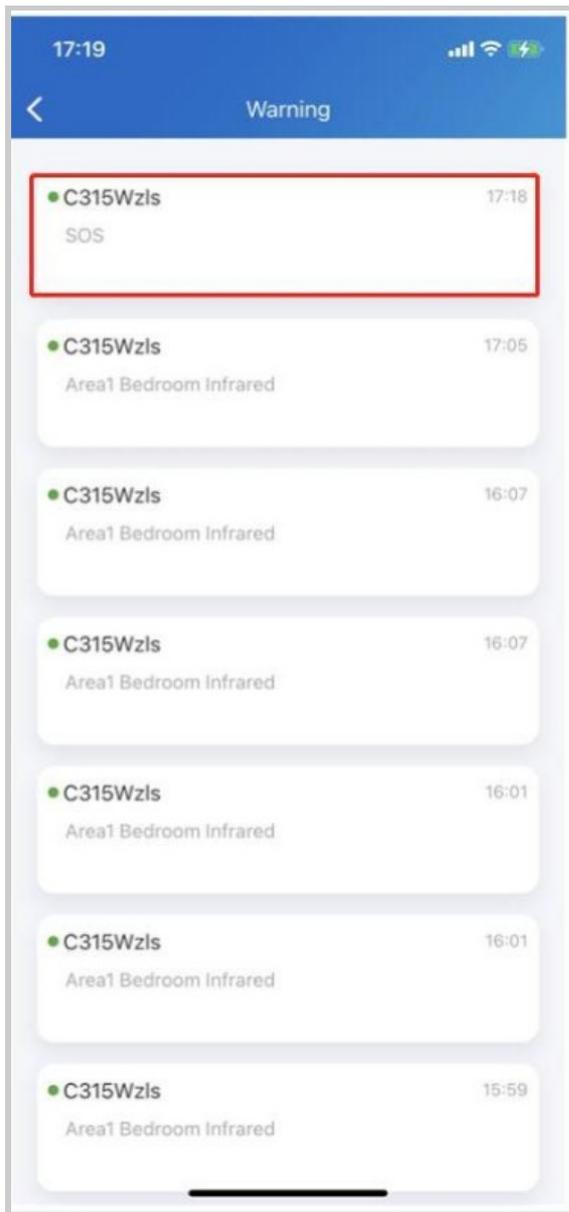
Alarm and SOS warnings triggered by indoor monitors can be received on the App. You can go to **Me > Arming Alarm Logs** to see and deal with warnings or tap **Deal** on the popup notifications.

Note

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





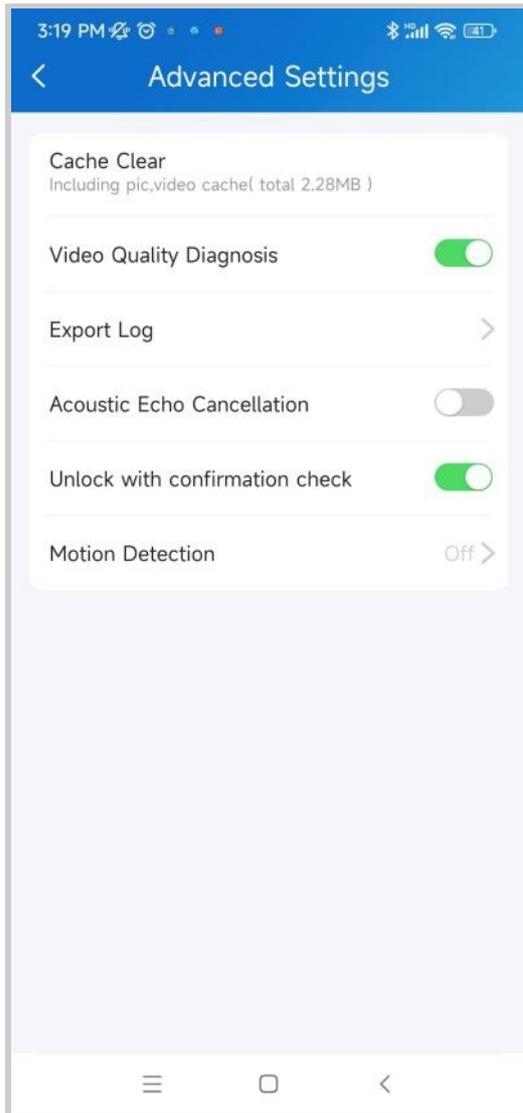


Motion Detection

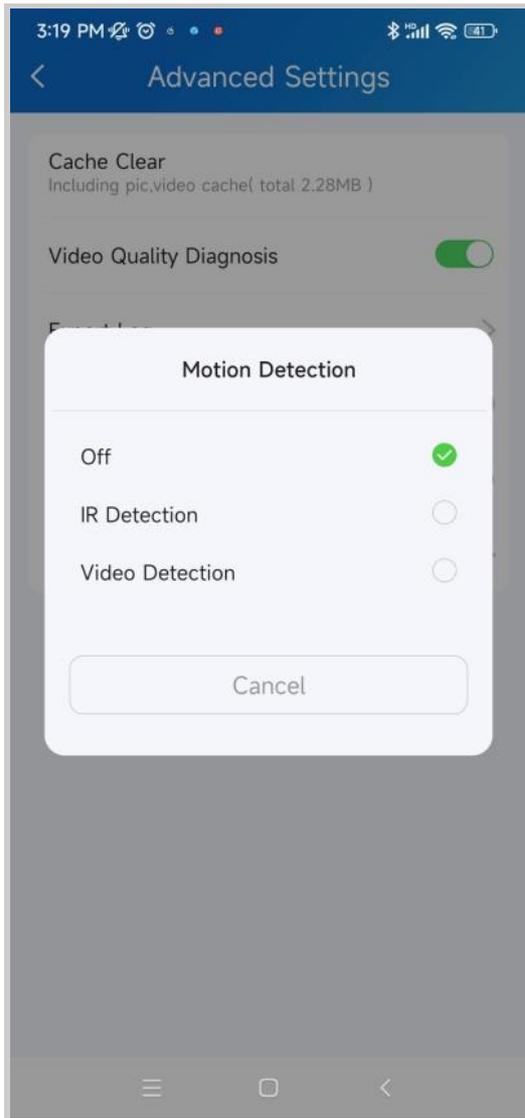
Single-tenant users can turn on the motion detection function and choose its detection type.

To enable this function, do the following.

1. Go to **Me > Settings > Advanced Settings > Motion Detection**.

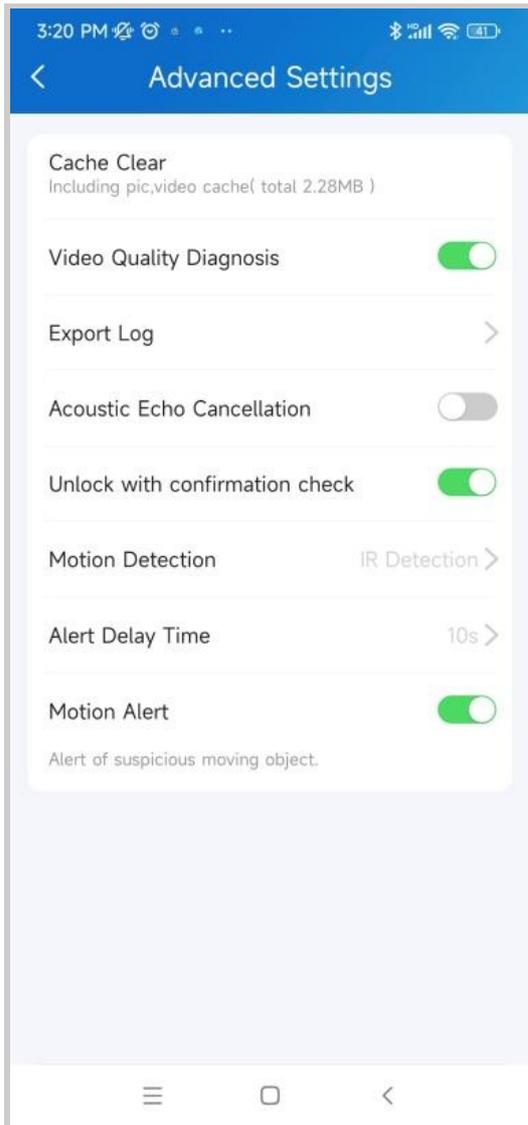


2. Select between IR and Video Detection.



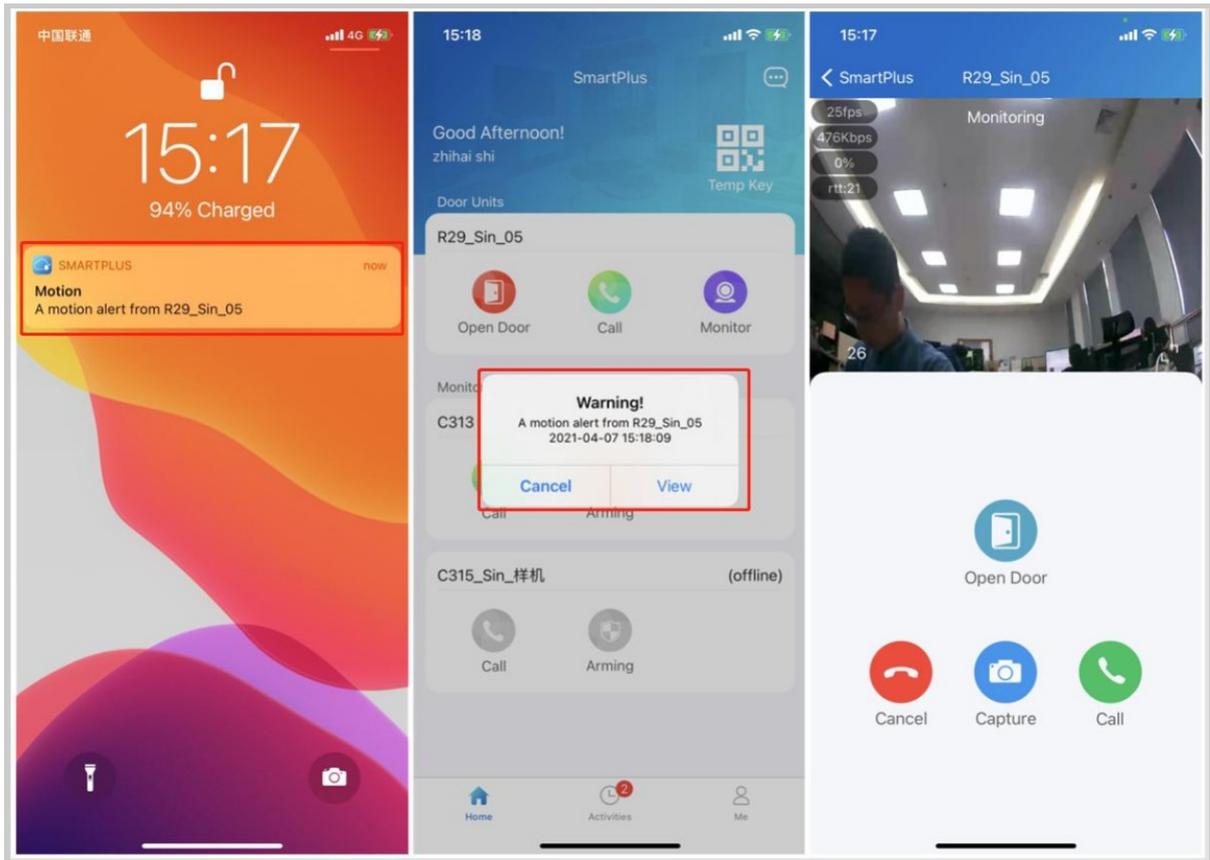
3. Once selected, do any of the following:

- Set the Alert Delay Time. By default, it is 10 seconds.



- Enable or disable the Motion Alert. This option is only available when you turn on the motion detection.

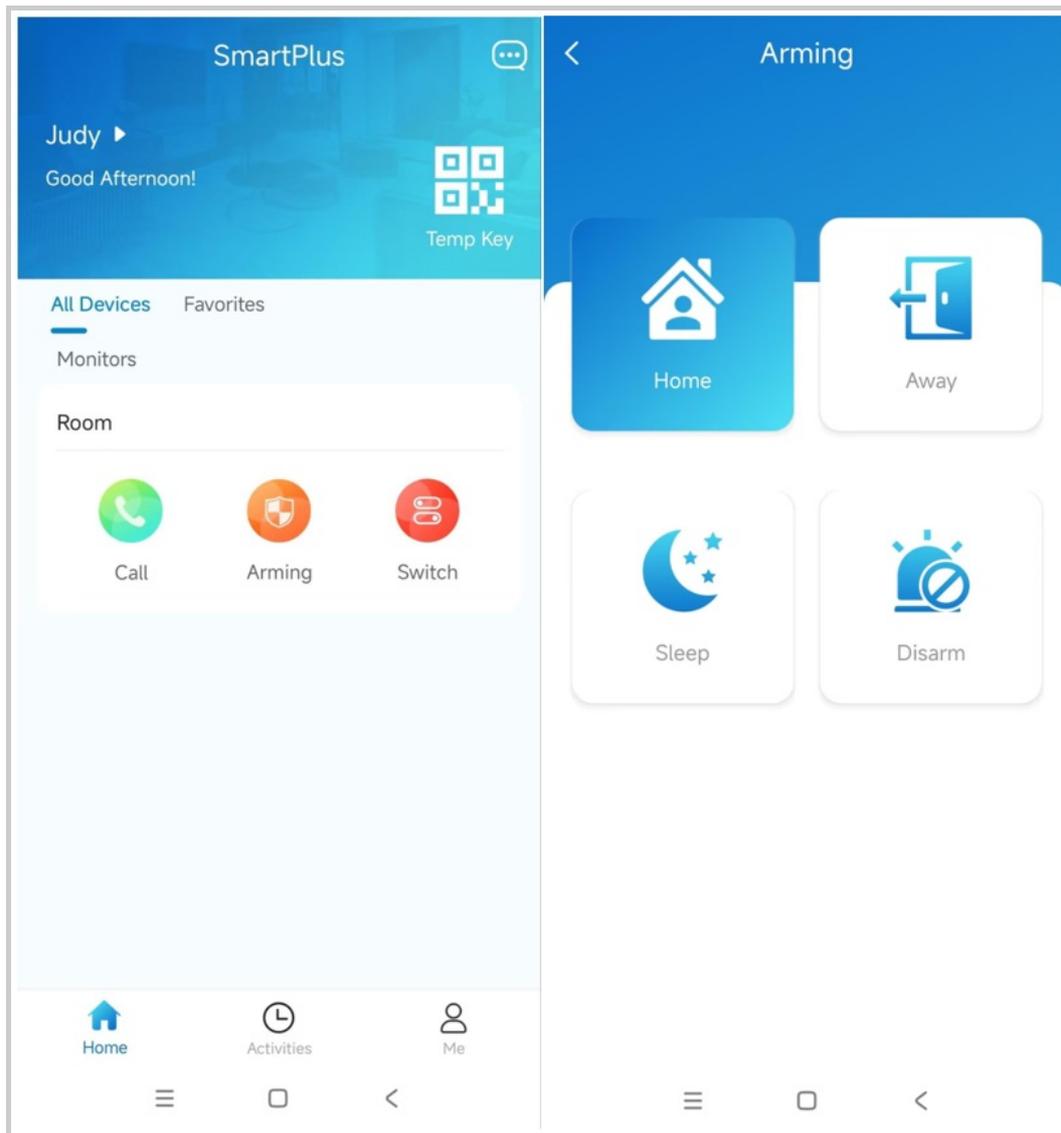
Once enabled, a motion alert will be sent to you whenever an alert is triggered by a suspicious motion event.



Arm and Disarm Indoor Monitors

You can arm or disarm indoor monitors on the home page of the SmartPlus App when your installers enable the Arming Function of the indoor monitor on the SmartPlus platform.

Tap Arming to select the arming mode or disarm.

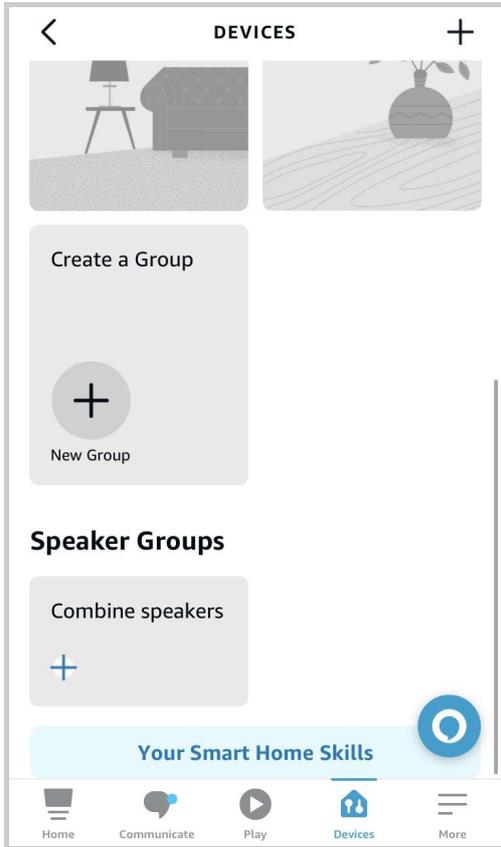


Arm and Disarm Indoor Monitors with Alexa

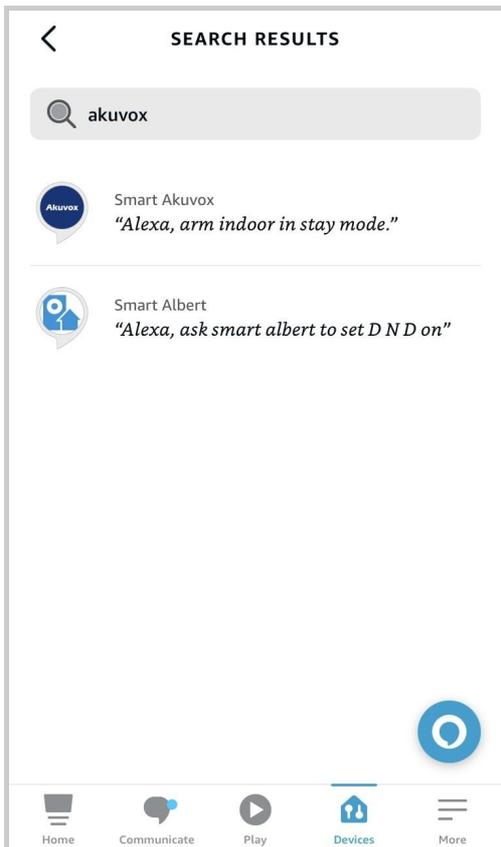
Linking your account to the Alexa app, you can arm or disarm the indoor monitor by giving the following commands to Alexa.

- 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.

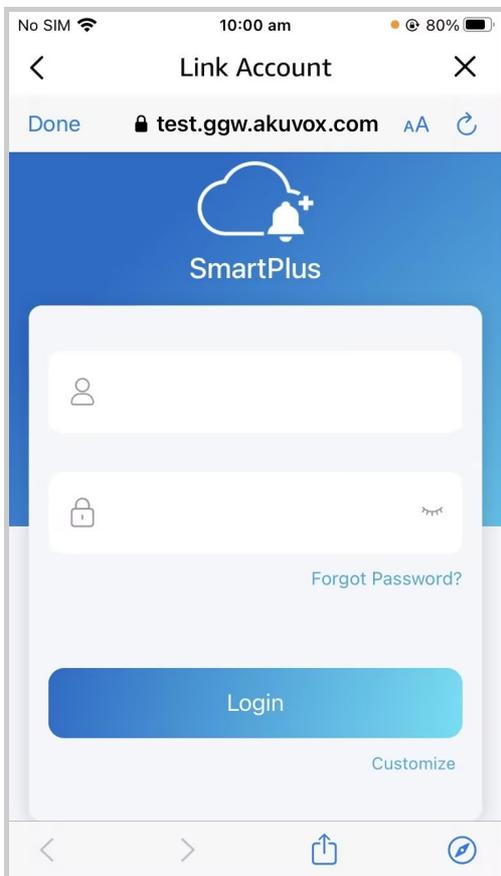
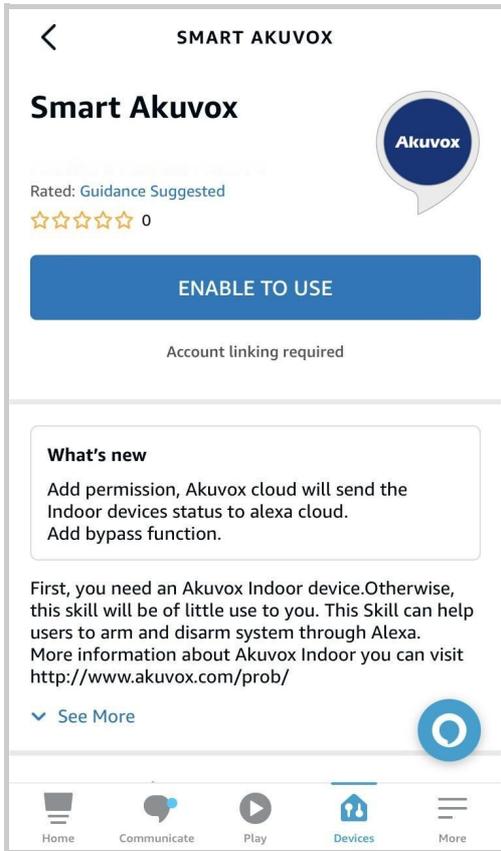
1. Log into your Alexa app, go to **Devices**, and scroll down to the bottom. Tap **Your Smart Home Skills**.



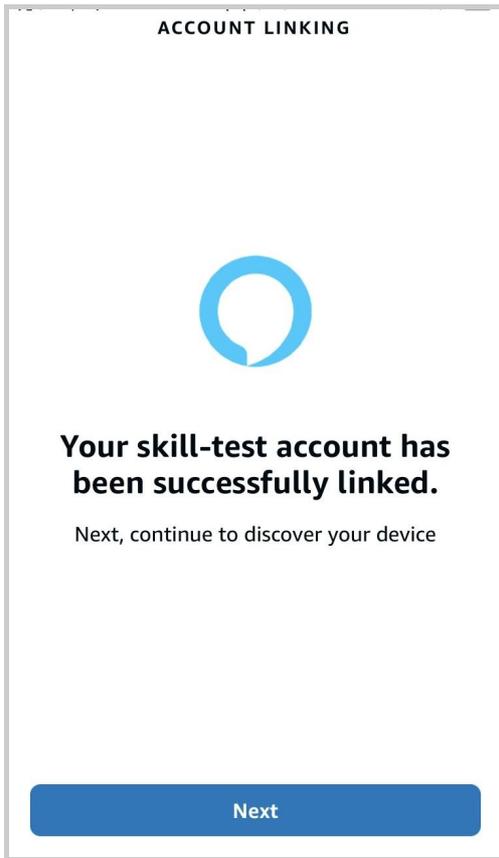
2. Enter **Akuvox** to search.



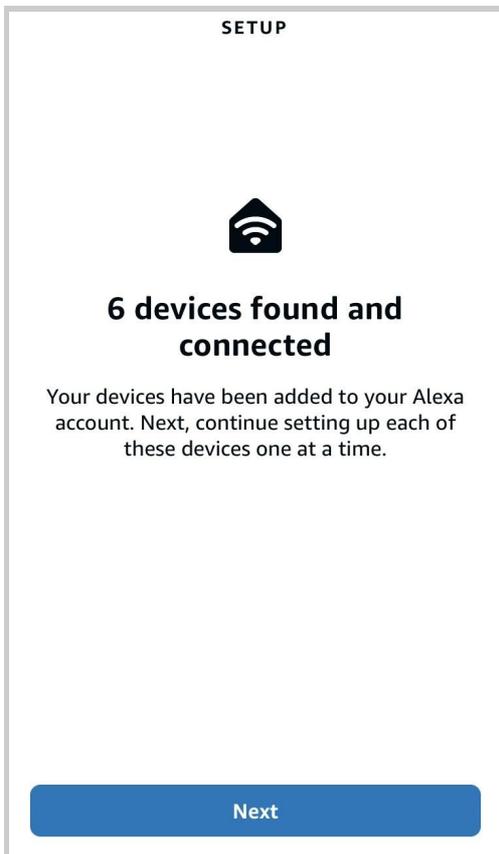
3. Tap **ENABLE TO USE** and enter your SmartPlus account username and password to log in.



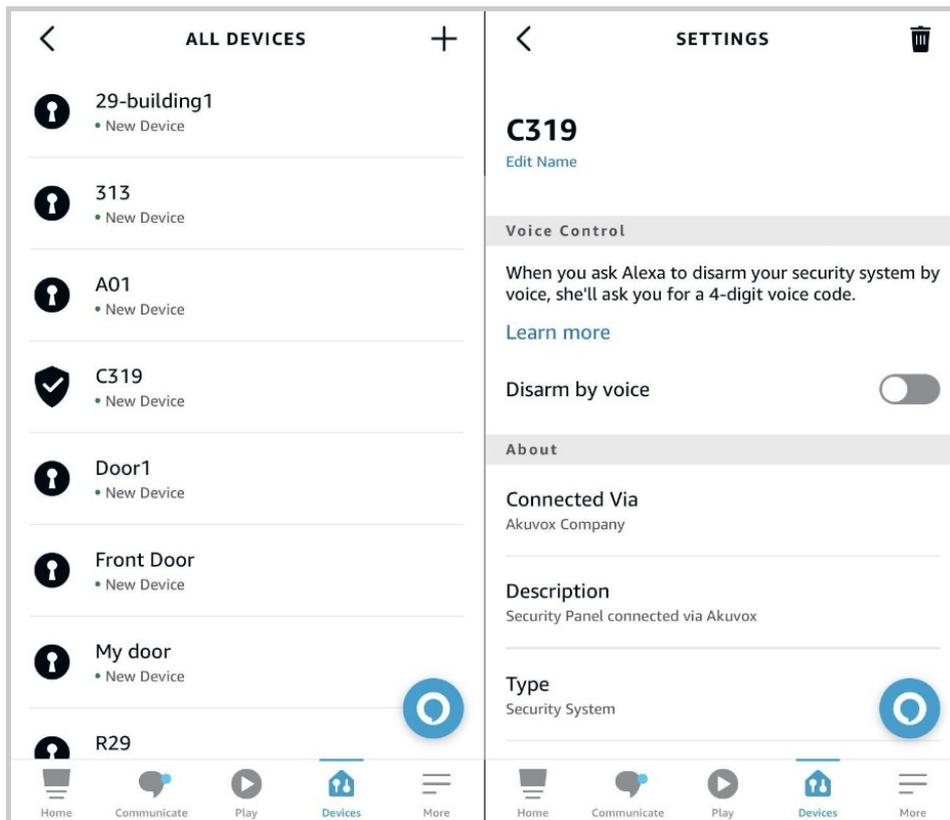
4. Tap **Next** to discover devices under your SmartPlus account.



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



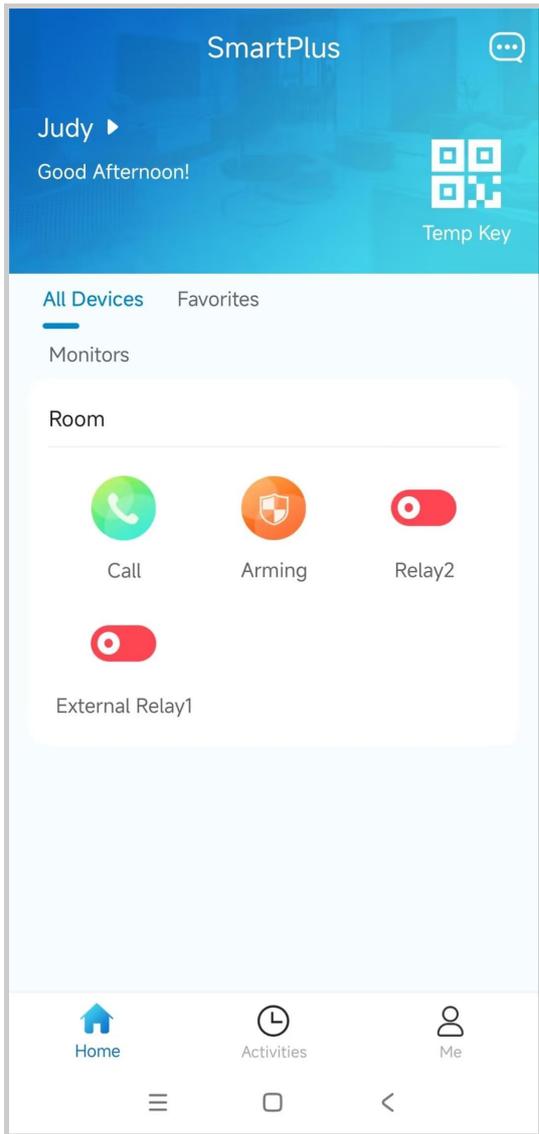
6. Return to the Devices module. Enable Disarm by voice.



External Relay Control

Akuvox indoor monitor supports connecting to external relays. After installers or property managers configure the relays, you can turn them on/off and switch between these relays. For example, you can conveniently control the light on/off when it is connected to the relay.

Tap  to turn on the relay. If there are multiple relays, tap  Switch to control the desired one.



Bookings

Receive Bookings Notification

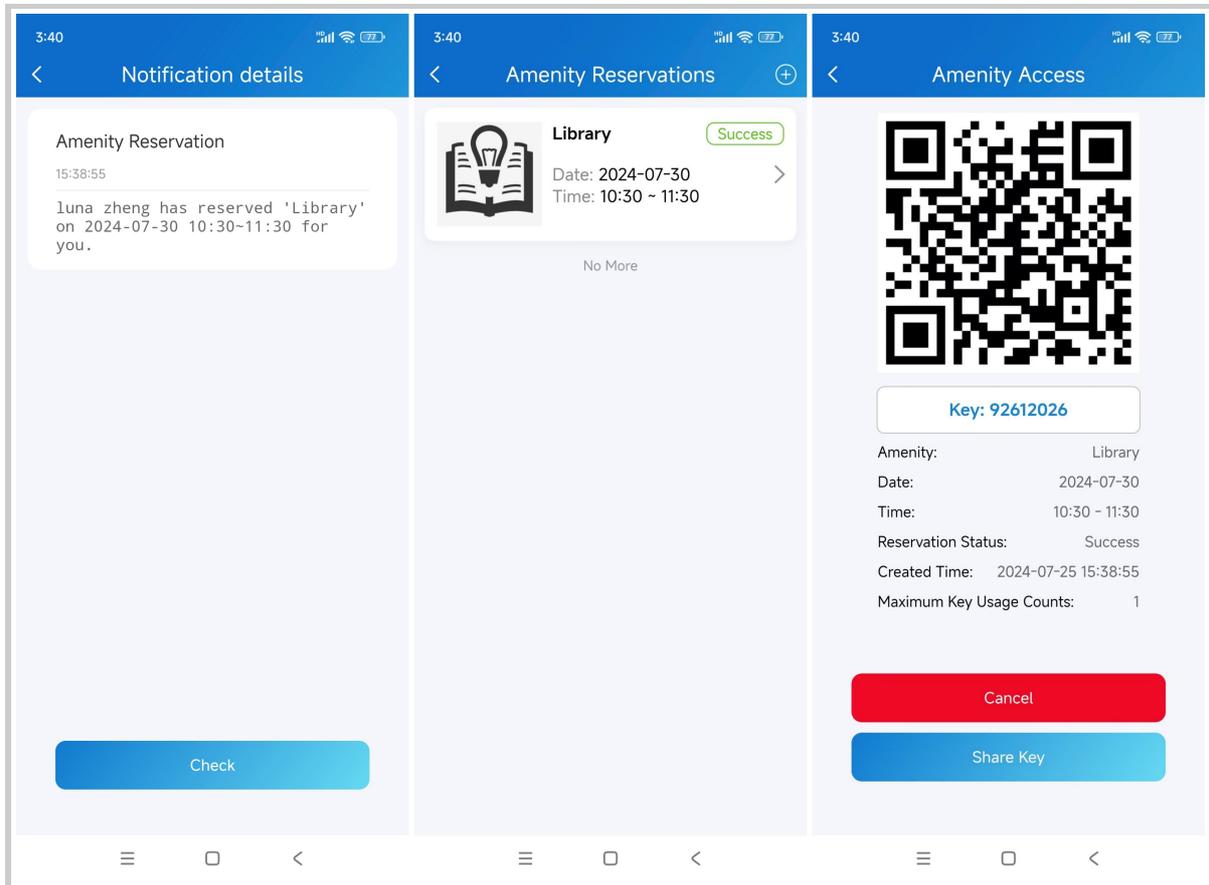
You can receive booking notifications after property managers make reservations for you. You can also conveniently make reservations to use amenities on your SmartPlus Apps.

Note

ONLY community SmartPlus App accounts support this feature.

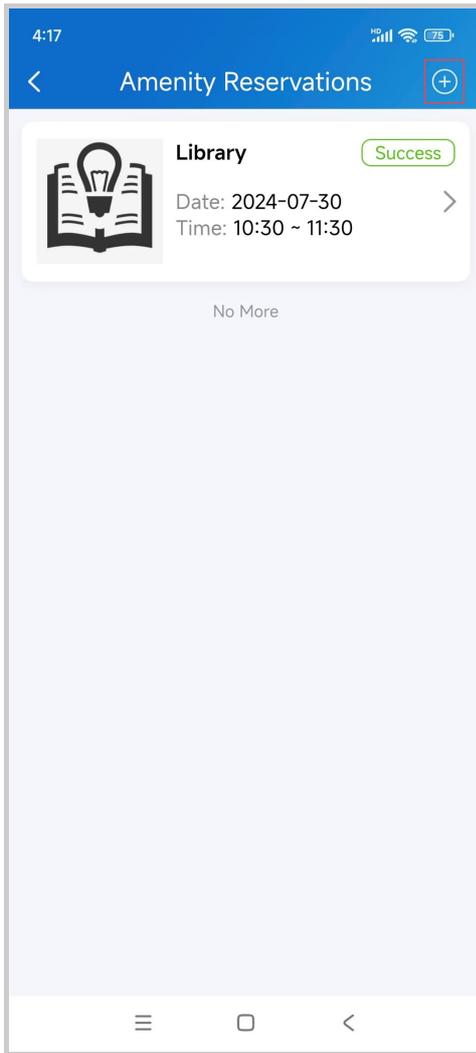
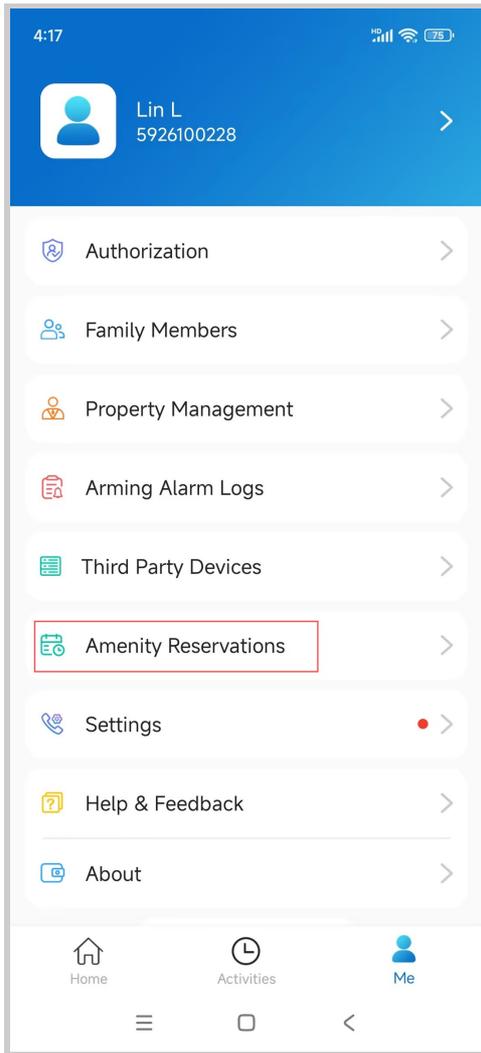
1. Tap  in the upper right corner of the home page.
2. Tap the **Amenity Reservation** notification.
3. Tap **Check** and the amenity name.

The reservation information will be seen.

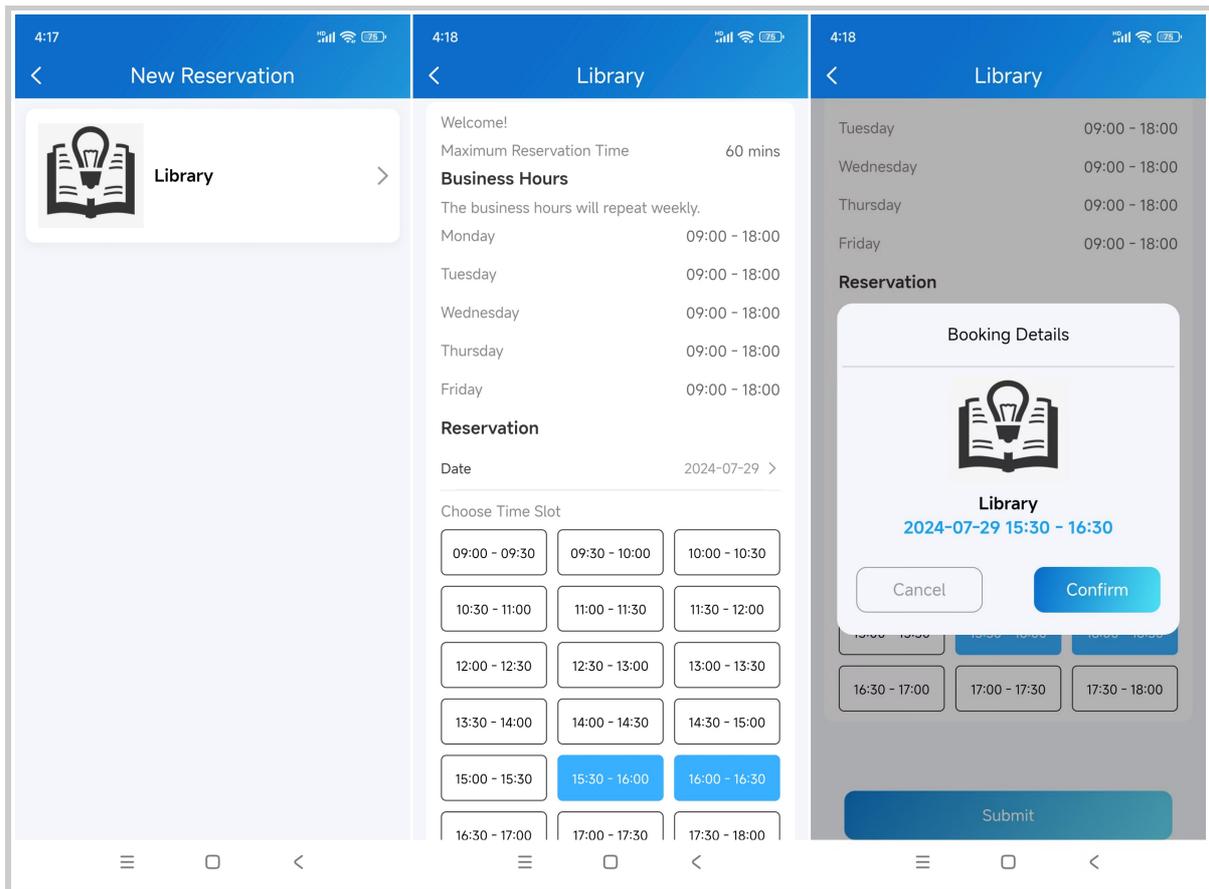


Make a Reservation

1. Tap **Me > Amenity Reservations**.
2. Tap  in the upper right corner.



3. Select the desired amenity.
4. Select the date and time.
5. Click Submit and then Confirm.



The new reservation will be displayed on the **Amenity Reservation** page. Tap to check the details including the temporary key.

Devices

Third-party Locks

SmartPlus app allows you to add and control third-party locks from Qrio, Yale, BSI, Dormakaba, and Salto, making the intercom process more integrated and more convenient.

Note

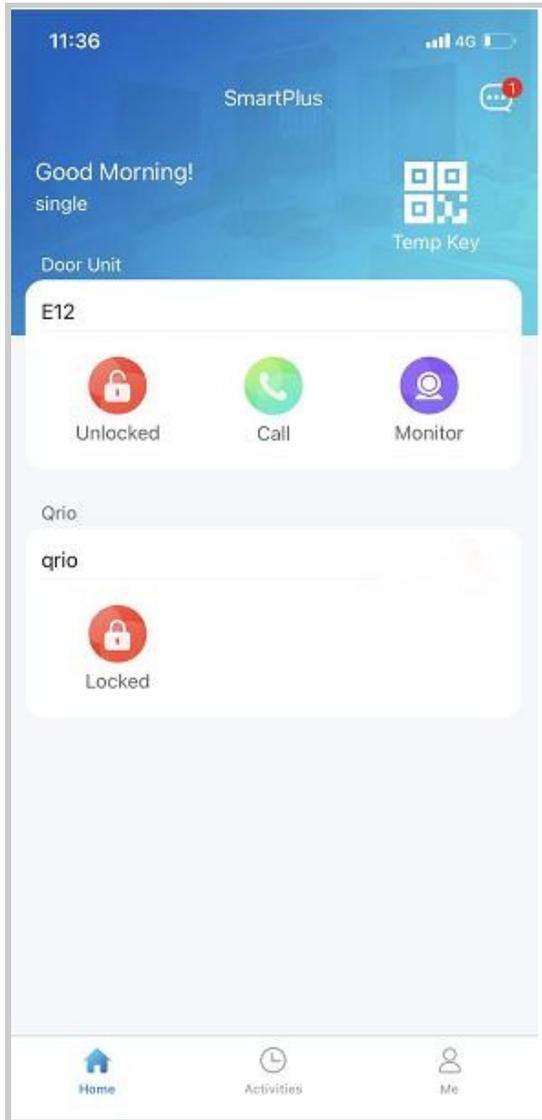
Only Turkey and Israel support adding Yale locks now.

Display Locks

Third-party locks can be linked with Akuvox door phones. The linked and not-linked locks will be displayed on different modules.

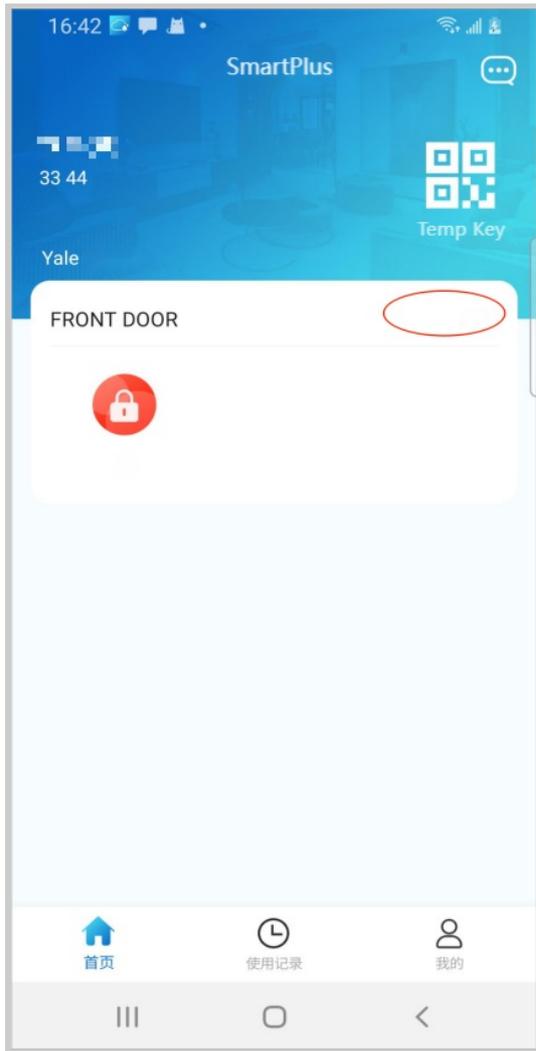
- **On the Home page**

If your third-party locks do not link with any door phones, you can see them on the Home screen.



Note

- When a Yale lock is linked with a door/window sensor that has been added to the Yale app, the sensor's on or off status will display in the top right corner.
- When a Yale lock is linked with multiple door/window sensors, their status will NOT display.



- **In Relay list**

If a lock is linked with a door phone, it will display in the door phone's Relay list when tapping its Open Door button.

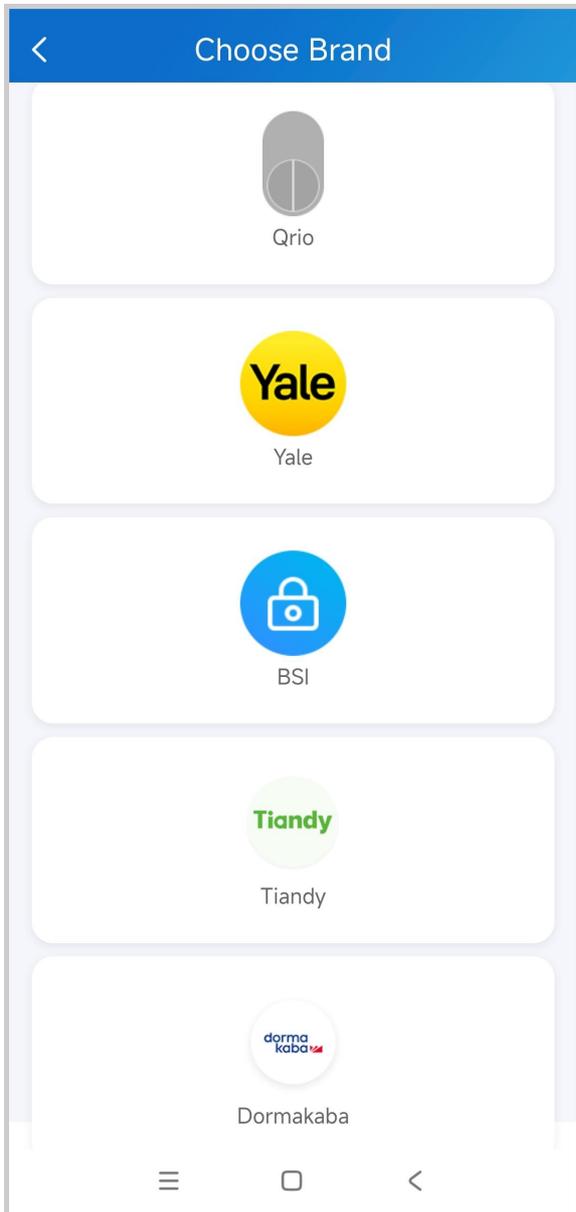
Set up a Third-party Lock

Note

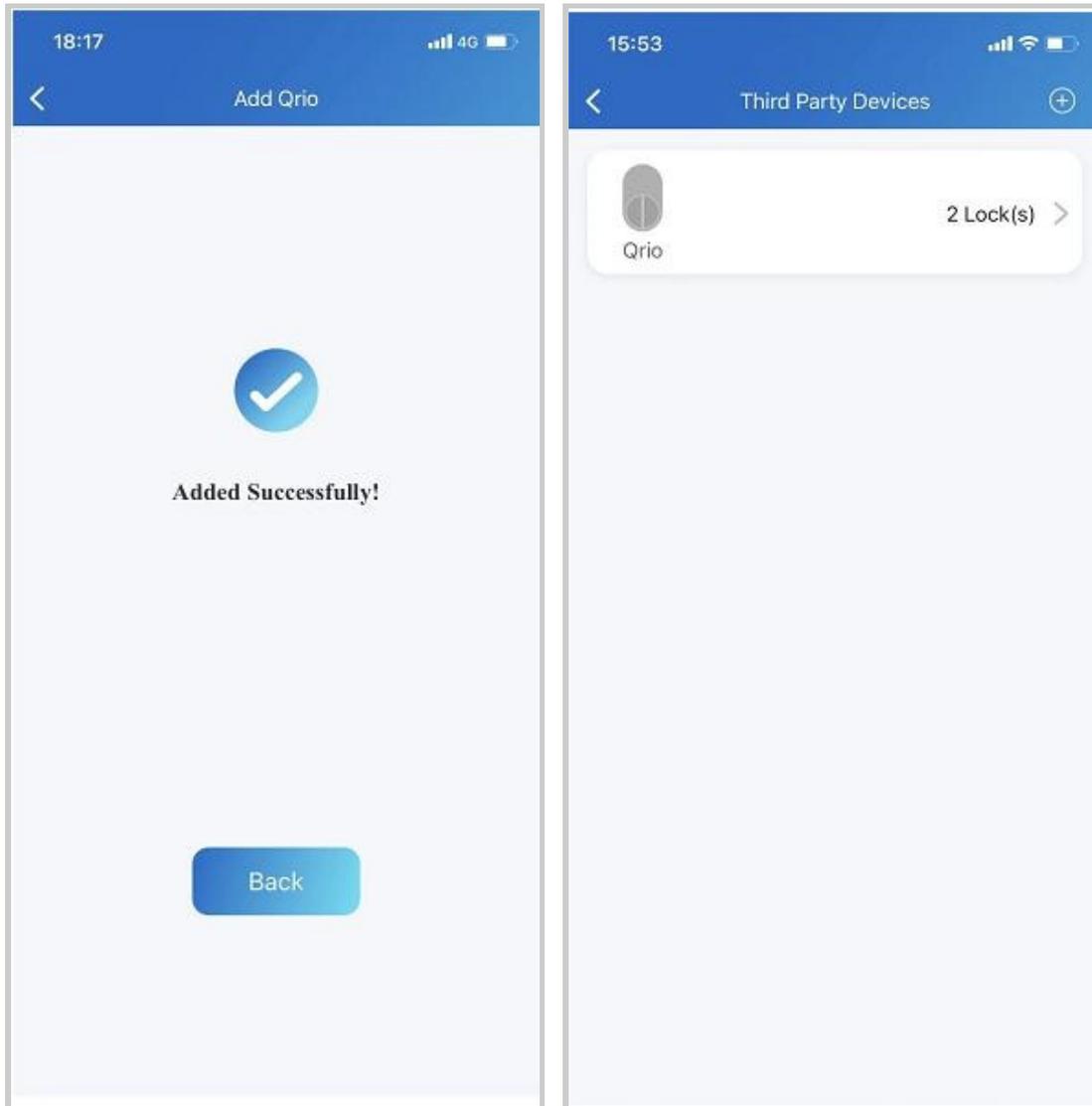
- This function is available for single-tenant, new communities, and new office project users.
- Only family master accounts are enabled to add third-party locks.
- The supported third-party lock brands include Qrio, Yale, BSI, Dormakaba, and Salto.

To add a third-party lock, for example, a Qrio, do the following:

1. Go to **Me > Discover > Third-Party Devices**, and tap the add icon in the top right.
2. Choose the lock brand from the list.



3. Tap **Add** at the bottom.
4. Follow the onscreen instructions to complete the adding process.
5. Tap **Back** on the **Added Successfully** screen to go back to the lock list. The newly added lock will be displayed there.



Once a third-party lock is added, all members within this family can see and control the lock on their app.

Change Lock's Settings

Go to **Me > Discover > Third-Party Devices**, and tap the Lock brand. All the added same-brand locks are listed here.

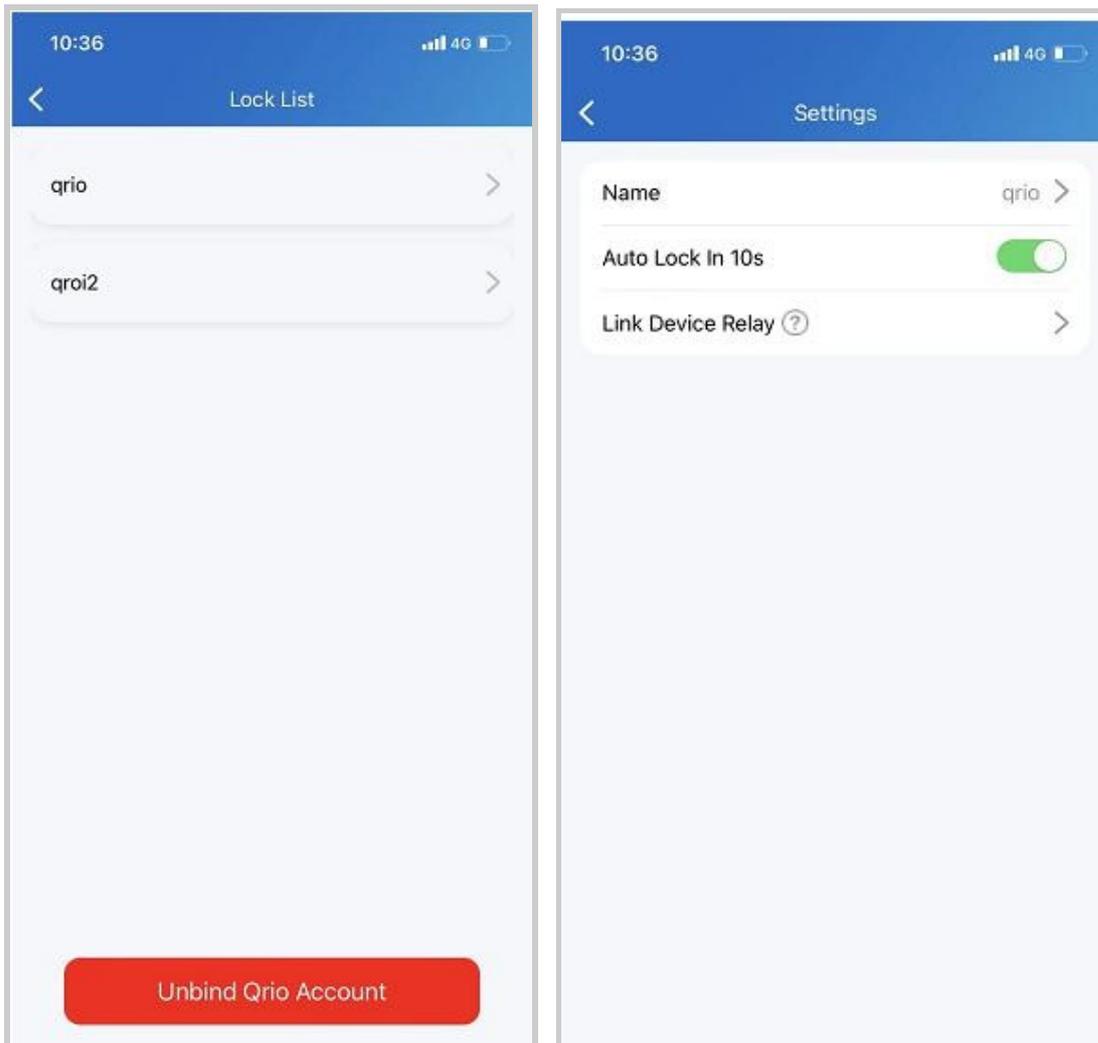
Qrio Locks

On the Qrio locks list, you can tap **Unbind Qrio Account** at the bottom to unbind your lock's account.

Then, tap a specific lock to enter its **Settings** page where you can:

- Change the lock's name.
- Enable/Disable Auto Lock in 10s feature.

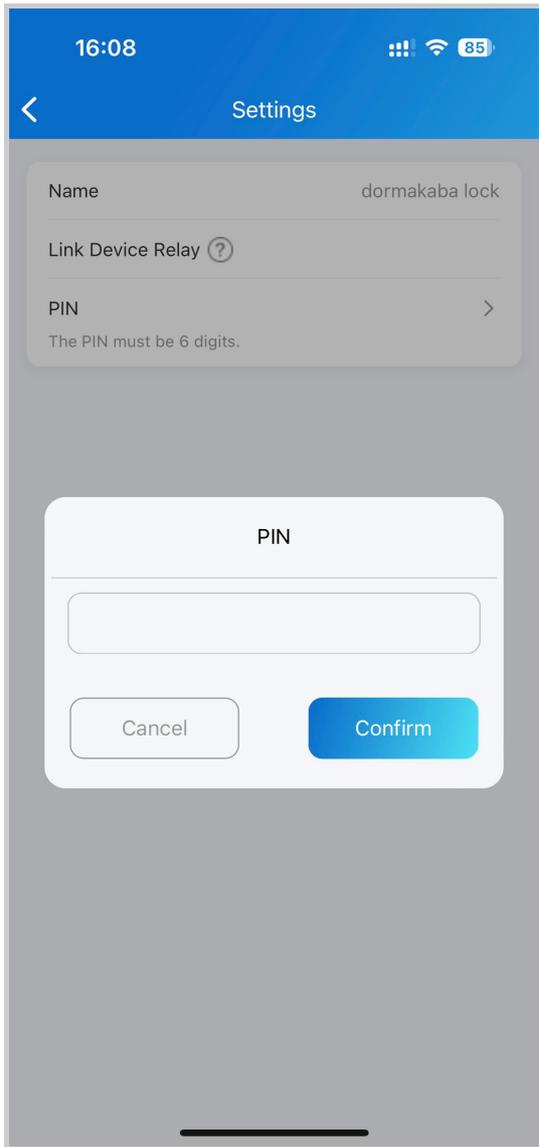
- Link with a door phone.



Dormakaba Locks

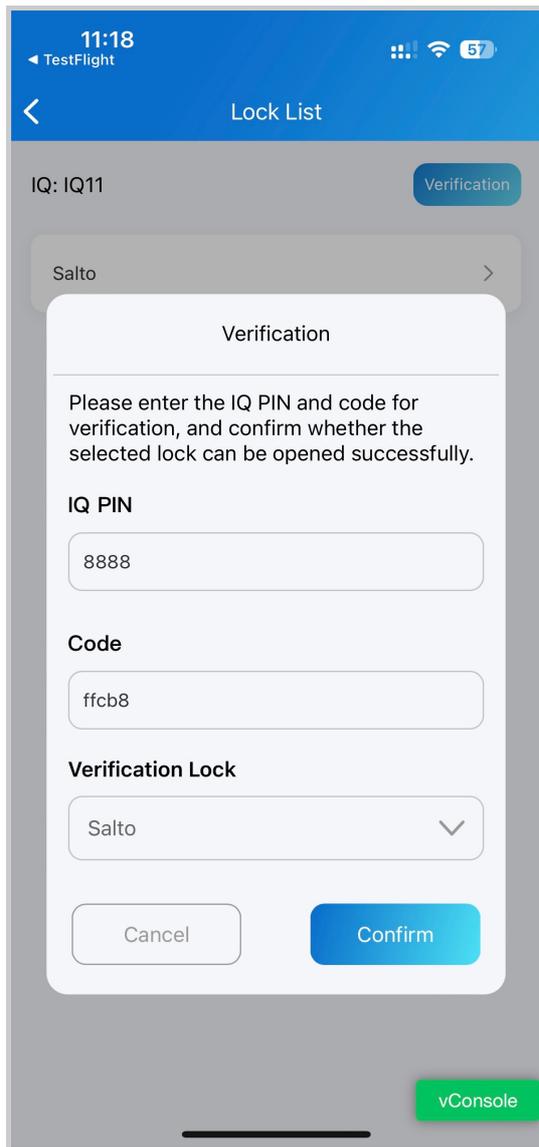
On the **Settings** page of a specific Dormakaba lock, you can:

- Change the lock's name.
- Link with a door phone's relay. When triggering the relay, the lock will be unlocked simultaneously.
- Set up a PIN to unlock the lock. The PIN is entered on the lock. The PIN setting is unavailable when the lock is linked to a door phone.



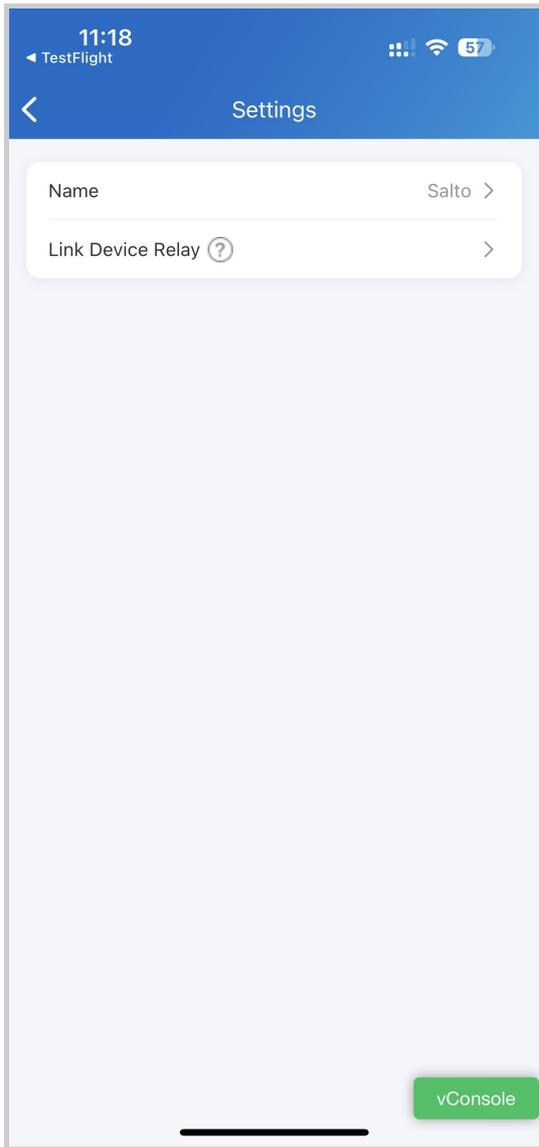
Salto Locks

1. On a specific IQ list of the Salto lock brand, tap **Verification** before setting up the lock.
2. Enter the **IQ PIN** and **Code** that can be acquired in the Salto App.
3. Select the lock to be verified.



After the verification is done, you can:

- change the lock name;
- link the lock to a specific door phone. Please note that you can only manage locks assigned to you by your installers.

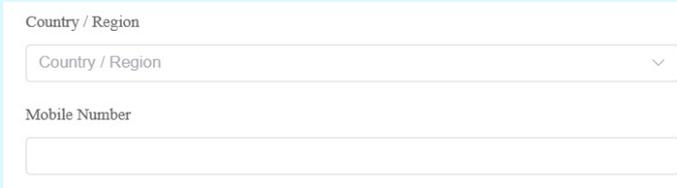


Third-party NVR Devices

SmartPlus app allows the master account users to add third-party NVR devices from Tiandy. You can conveniently record video footage and view playback, which enhances security.

Note

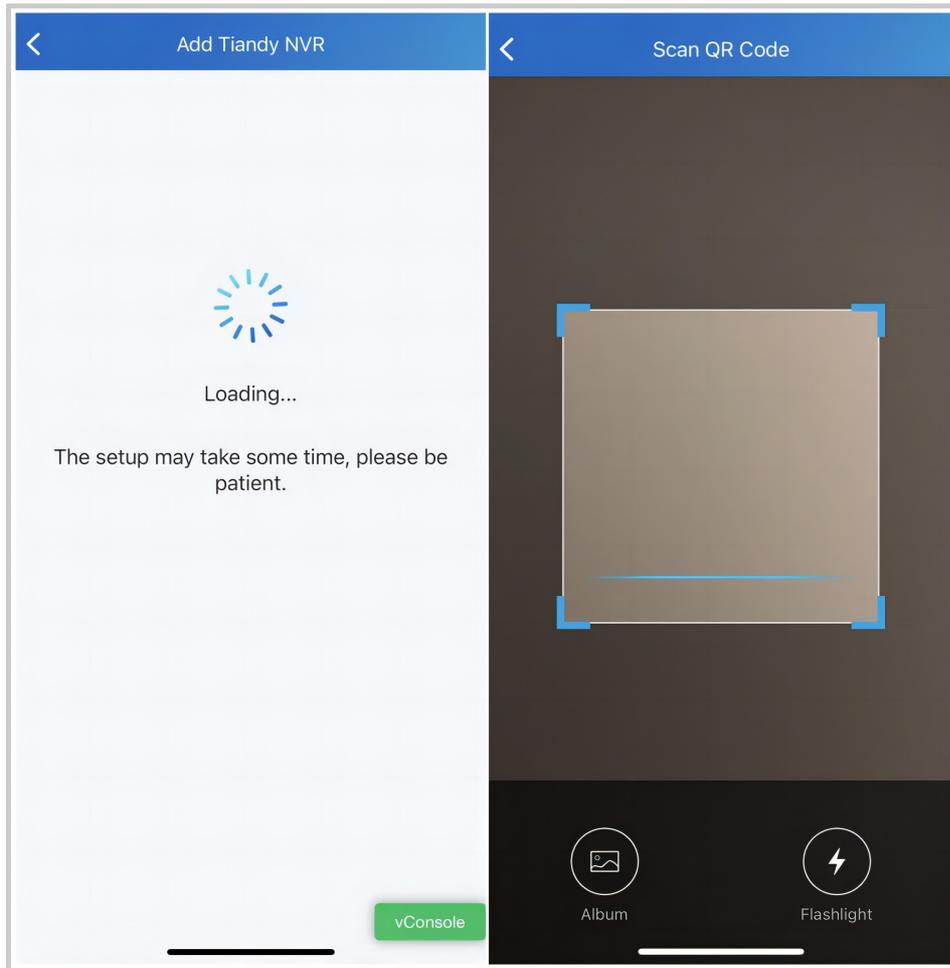
Make sure your installers have selected the right Country/Region when creating an account for you, or you may not add Tiandy devices.



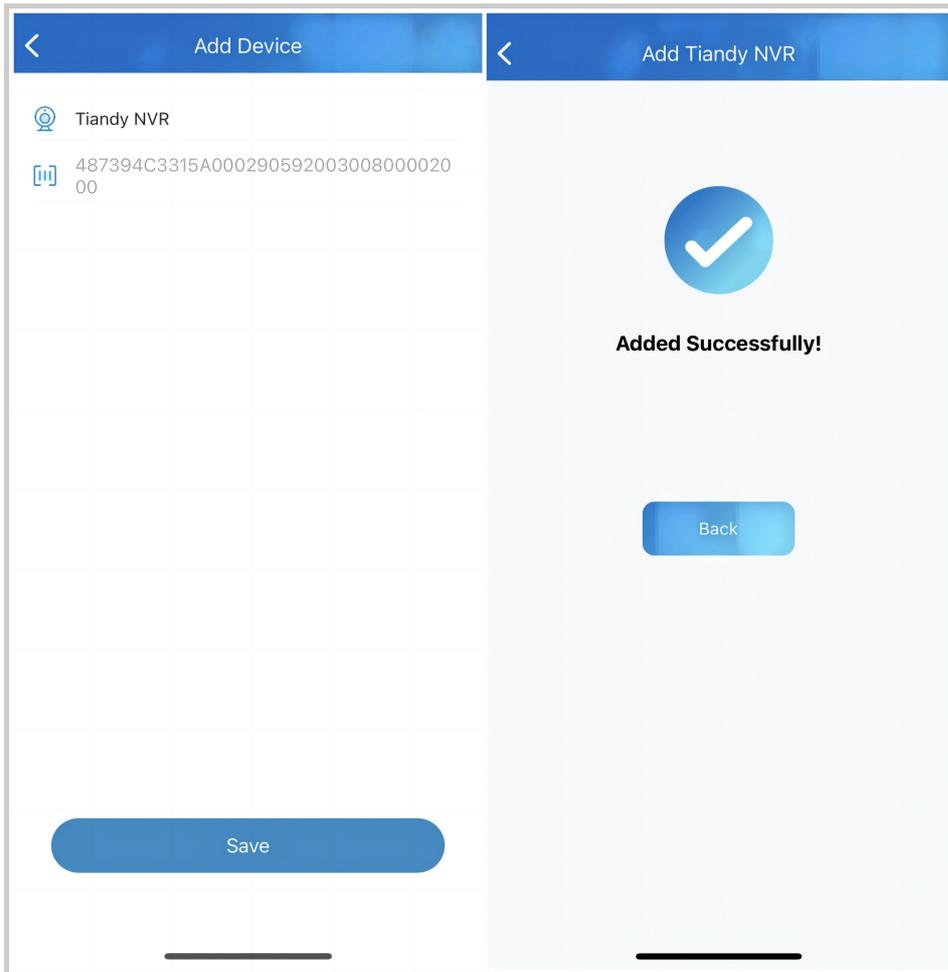
The image shows a screenshot of a registration form. It features two input fields. The first field is labeled 'Country / Region' and contains a dropdown menu with the text 'Country / Region' and a downward-pointing chevron icon. The second field is labeled 'Mobile Number' and is an empty text input box.

Add NVR Devices

1. Tap **Me > Discover > Third Party Devices**. You can see the added third-party devices here.
2. Tap the add icon in the upper right corner.
3. Tap **Tiandy > Add Tiandy NVR**.
 - If it is your first time to add a Tiandy device, you need to register the Tiandy Cloud account. The registration will be carried out automatically and take some time.
 - If you have added the Tiandy NVR before, scan the QR code on the device or upload the QR code photo from the local album.



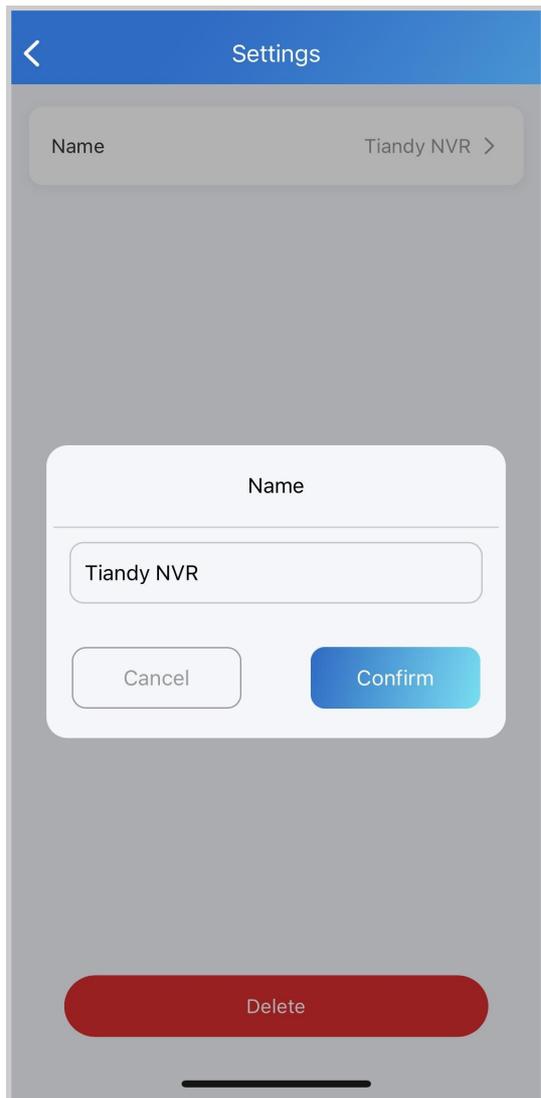
4. Name the device(max 32 characters) and tap Save.



Edit and Delete NVR Devices

After adding the device, you can edit its name and delete it.

- 1. Tap Me > Discover > Third Party Devices > Tiandy NVR and tap the desired device.**
- 2. On the Settings page, you can edit the device name and delete it.**



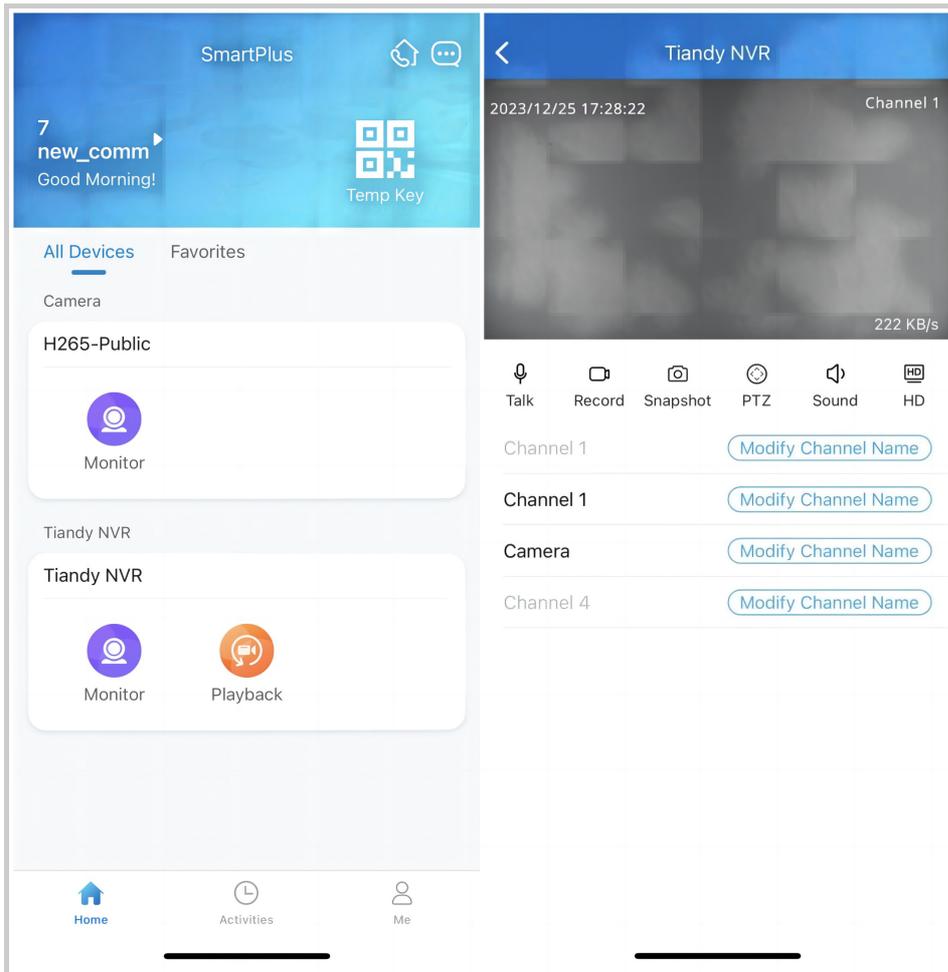
Monitor and View Playback via NVR

The NVR device will display on the Home page.

Monitor

Tap Monitor to enter the real-time monitoring page where you can:

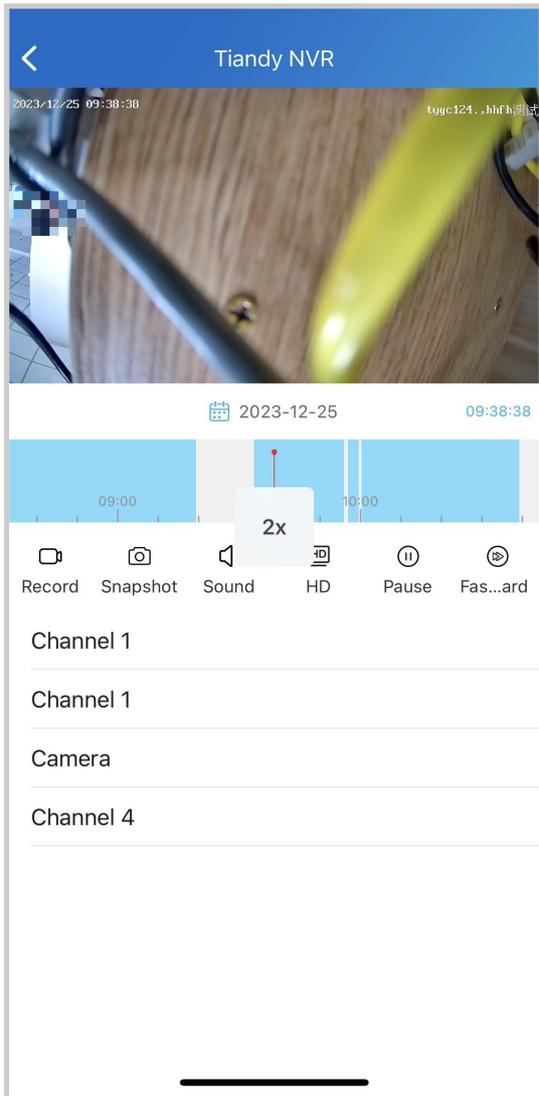
- switch to view different cameras,
- talk with the person on site,
- record the video,
- capture the image,
- zoom in or out on the lens,
- switch clarity,
- tap on the video to stop playing, and
- modify the channel name(max 32 characters) .



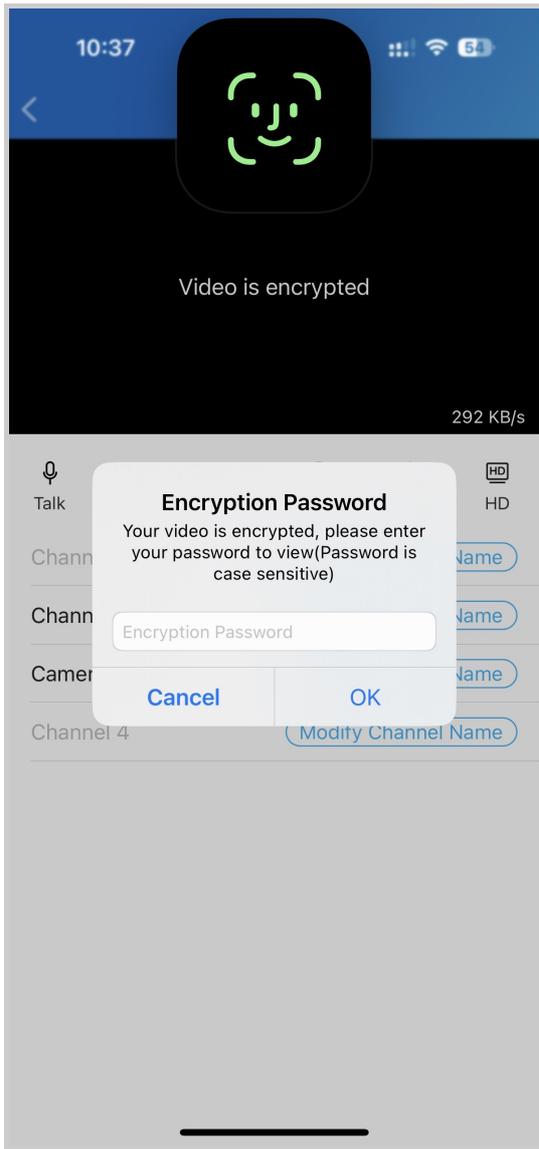
Playback

Tap Playback to enter the playback viewing page where you can:

- switch to view different cameras,
- record the video,
- capture the image,
- mute the sound,
- switch clarity, and
- pause and fast forward the video (the video is mute when fast forwarding).



If the video is encrypted, you need to enter the password that you customize on the NVR device.



Favorite Your Devices

Note

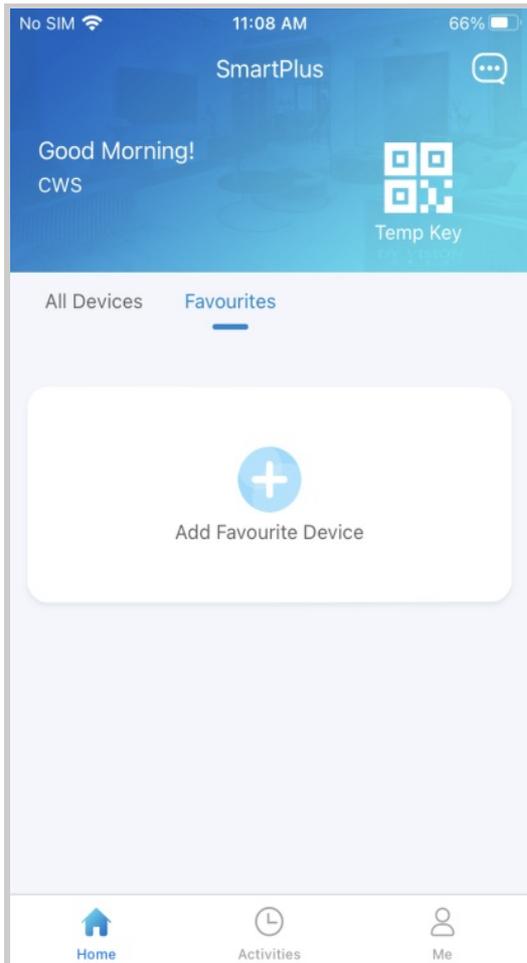
The Favorites feature **ONLY** supports community projects.

Favorite Device feature enables you to easily add or remove the devices you use most.

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. The favorite devices will automatically display on the Favorites list.

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

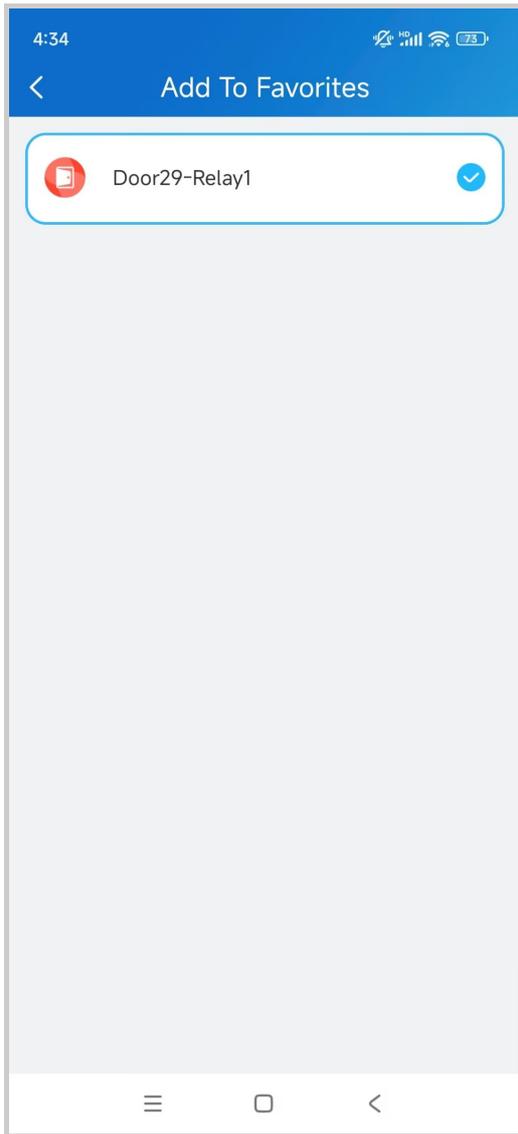


Favorite Relays in List Mode

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.

Messages and Notifications

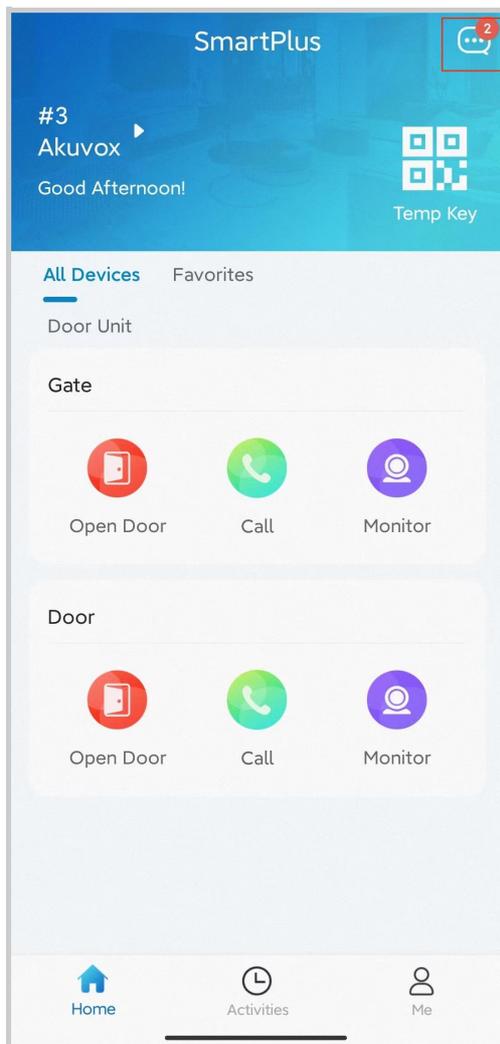
See Messages You've Received

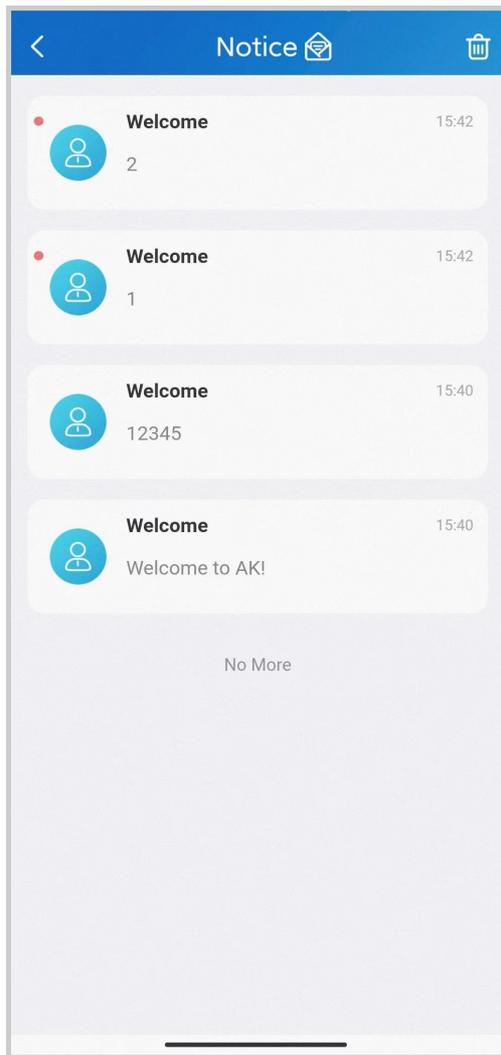
Go to the Notification Center

To see messages you received from the Cloud, the security center, all sites, and more, do the following:

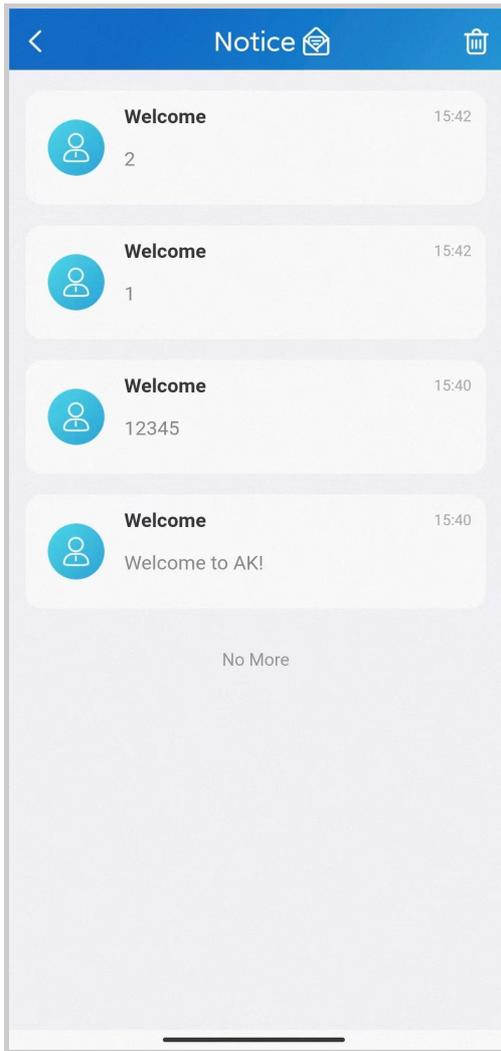
- Tap **Home**.
- Tap the **Message icon**  in the upper right corner.

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

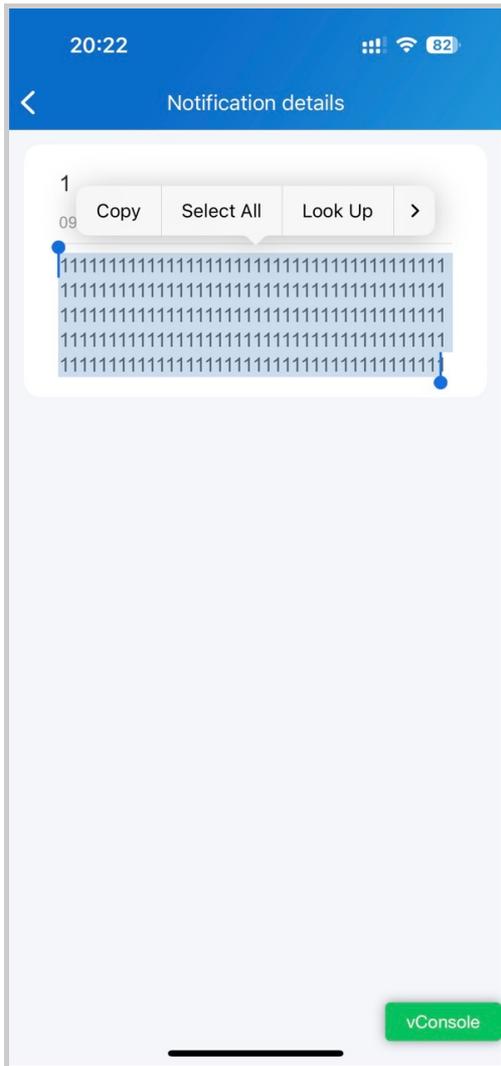




- If you want to remove all red dots by one tap. Tap  and all the messages will be read automatically.



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

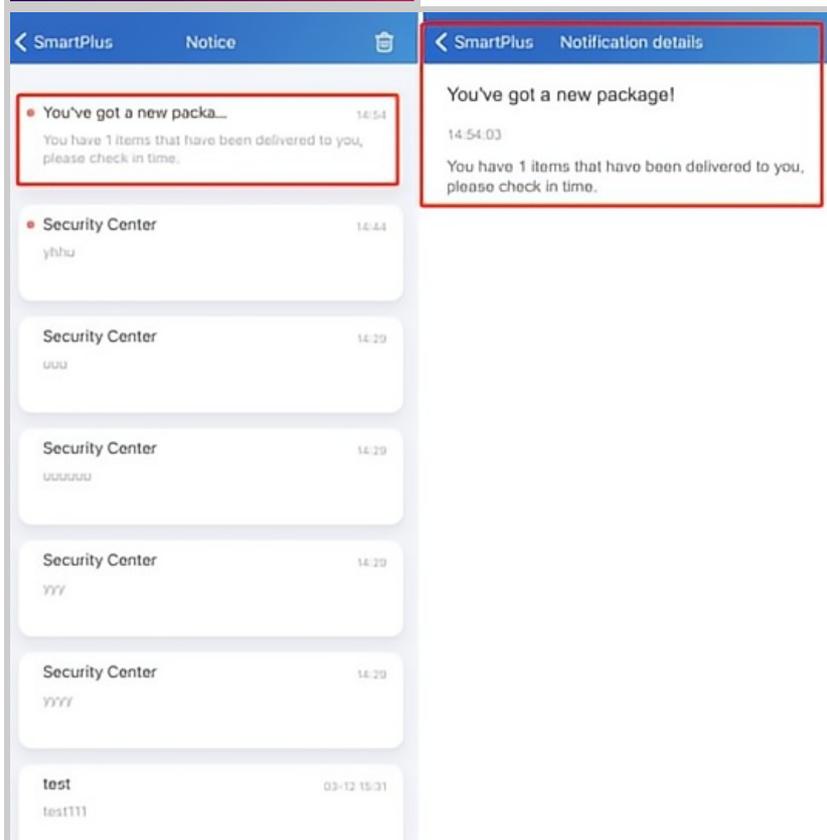


Note

- The home master who operates the main account can delete messages by tapping  in the upper right corner, while the sub-accounts cannot do so.

See Package Messages

When having parcels delivered to the package room, you will receive a pop-up notification, or you can check it by tapping Home > Message icon  .

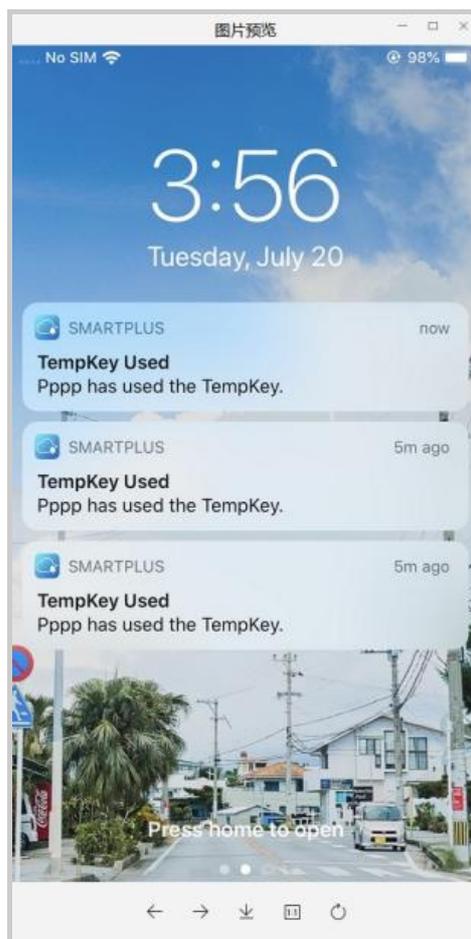
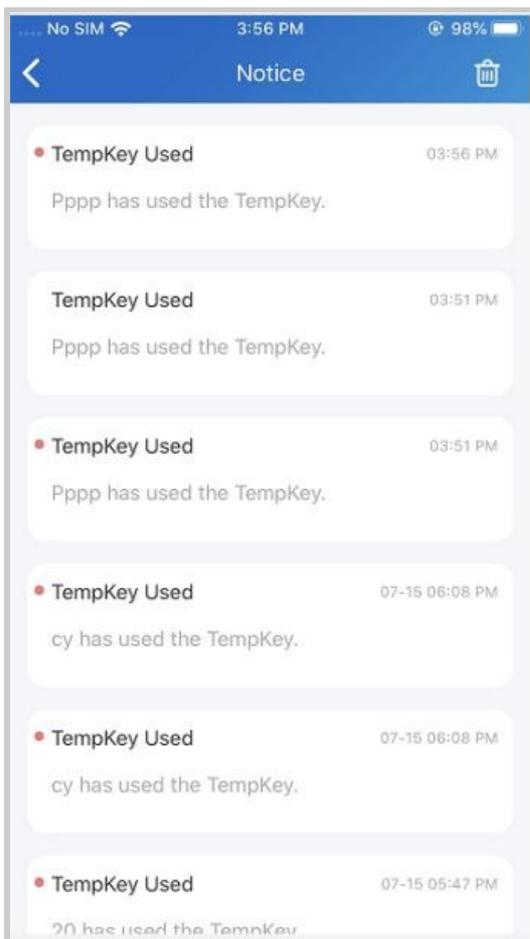


Note

- Only available for communities subscribing to premium feature plans.
- Only R29 door phone supports for pushing package room messages. And the previous version's app can not receive such messages.

See Temp Key Used Messages

The user who creates a Temp key will receive a message about the key being used. For example, if the PIN key is created by you, you will receive a pop-up message when it is used by the user, or you can check it by tapping Home > Message icon  .



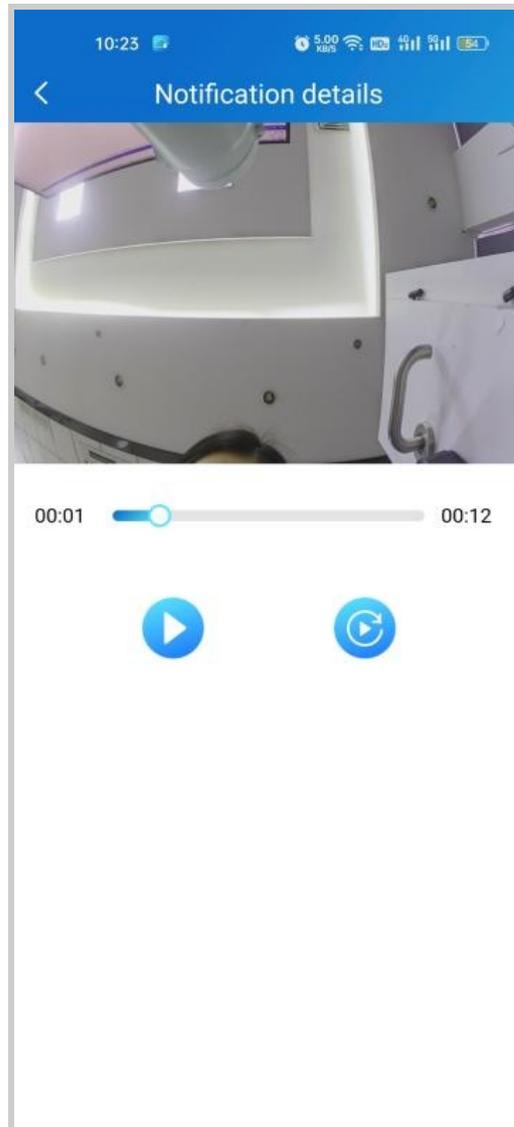
Note

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

Check Voice Messages

When someone leaves a voice message to your app using the door phone, you will receive a notification.

To check and listen to the message, go to Home > Message icon , and tap the desired one.



Note

- Voice messages will be kept for 1 month. In this case, you are not able to listen to the messages you received 1 month ago.
- Only the S539 door phone now supports leaving voice messages for residents.

Receive Offline Push Notifications

When the App is running backstage, it will push the following types of pop-up messages:

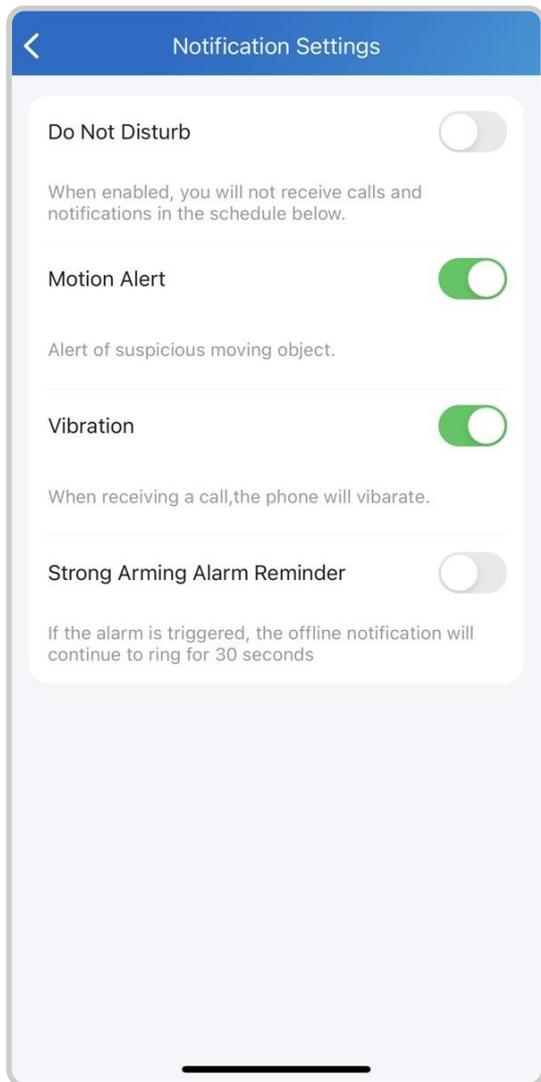
- Messages sent from Cloud and property managers
- Temp key used messages
- Package room messages
- Voice messages
- Yale lock's low battery status messages
- Motion alerts
- Alarms
- SOS
- Emergency Alarm: All Public Doors are Open/Closed. Please note that only when property managers enable the notification, will you receive this notice.



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**.



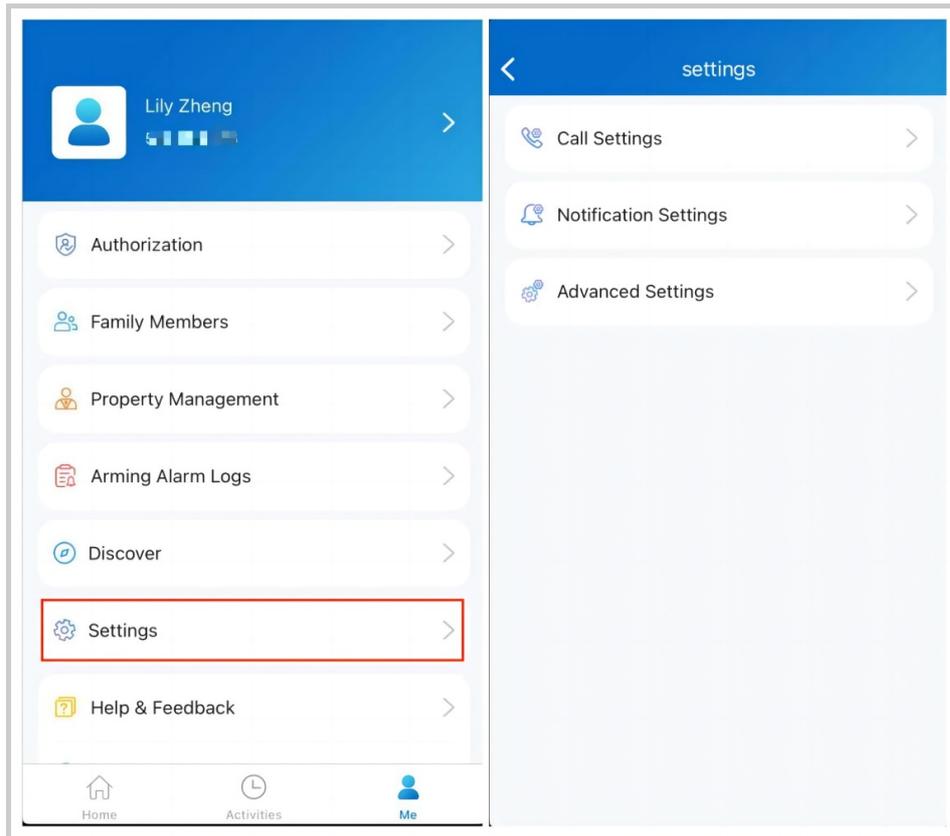
Please note that for Android mobile phones, ringing will stop when the device is disarmed.

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

Not to Receive Notifications

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

- 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 the **Home > Messages icon**  .

Logs and Histories

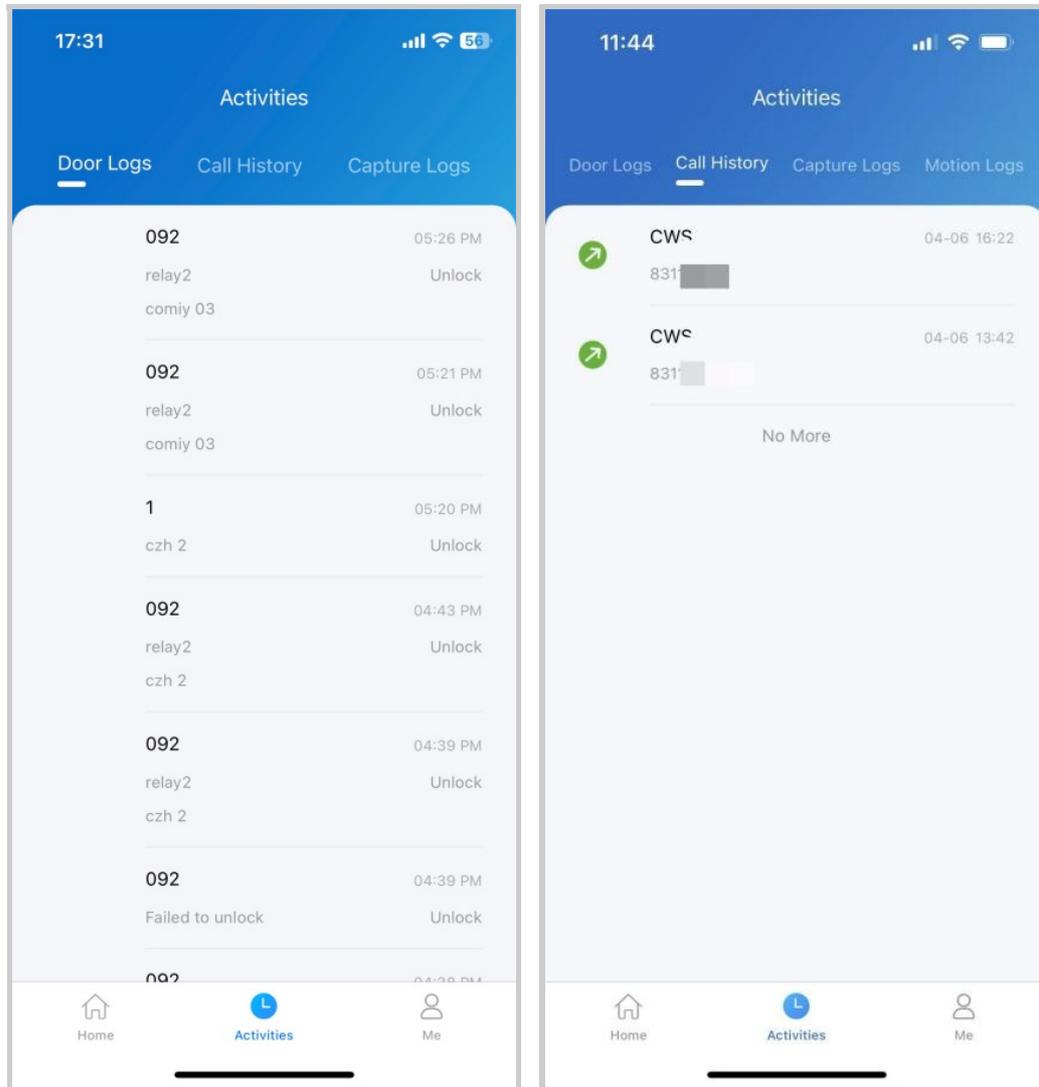
All devices' logs are available, such as door logs, call history, capture logs, and motion logs. You can also set up a log level and upload it to the Cloud.

Check Door Access Histories

All the calling, opening, and monitoring-related histories are recorded. Via these logs, you can know which device at what time does what. Tap **Activities** at the bottom 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 log:** All snapshots you made of live videos.

- **Motion logs:** All the detected suspicious motions triggered by door units.

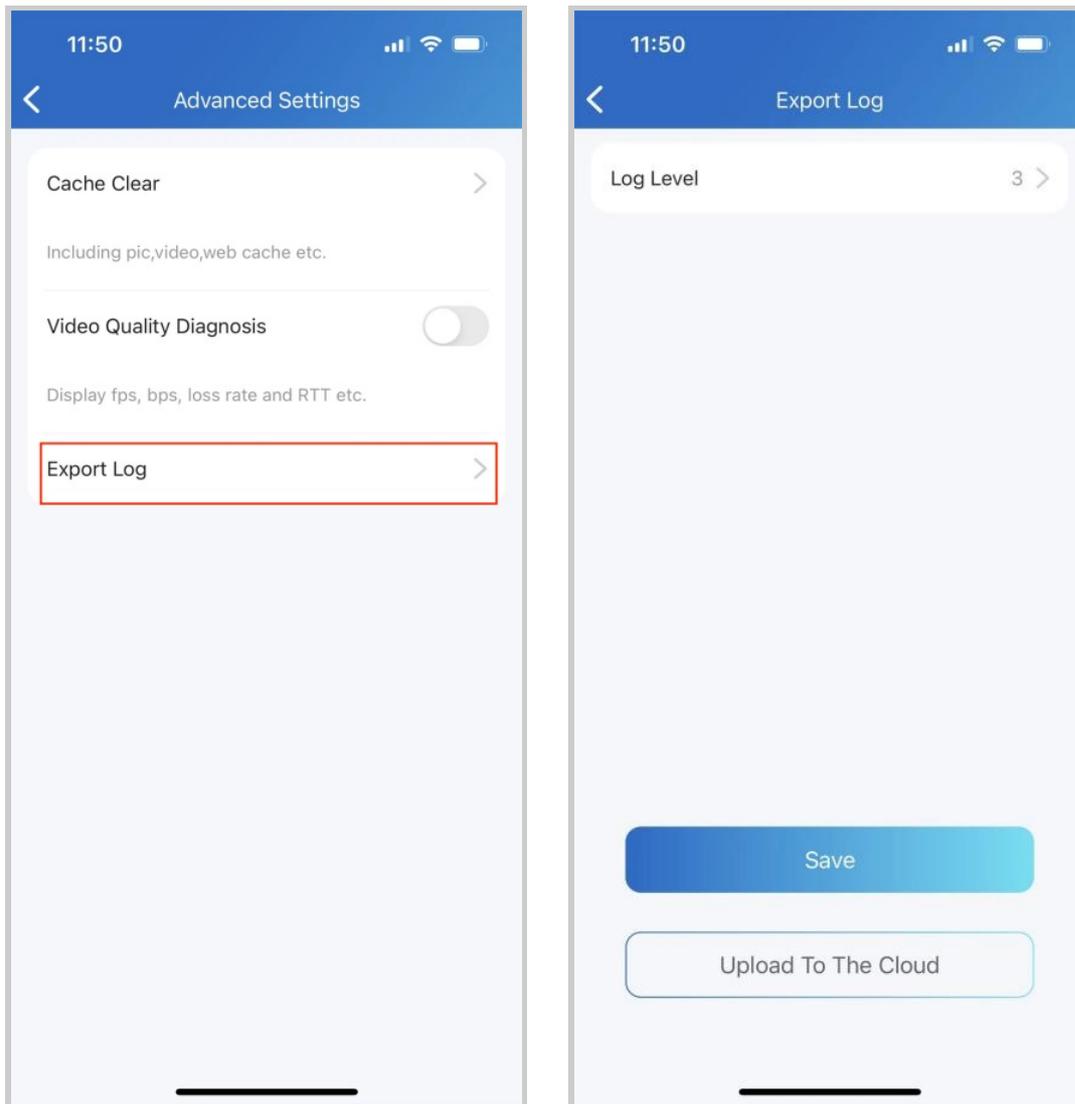


Set up, Export, and Upload Logs

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

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

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



Advanced Settings

Check Video Communication Qualities

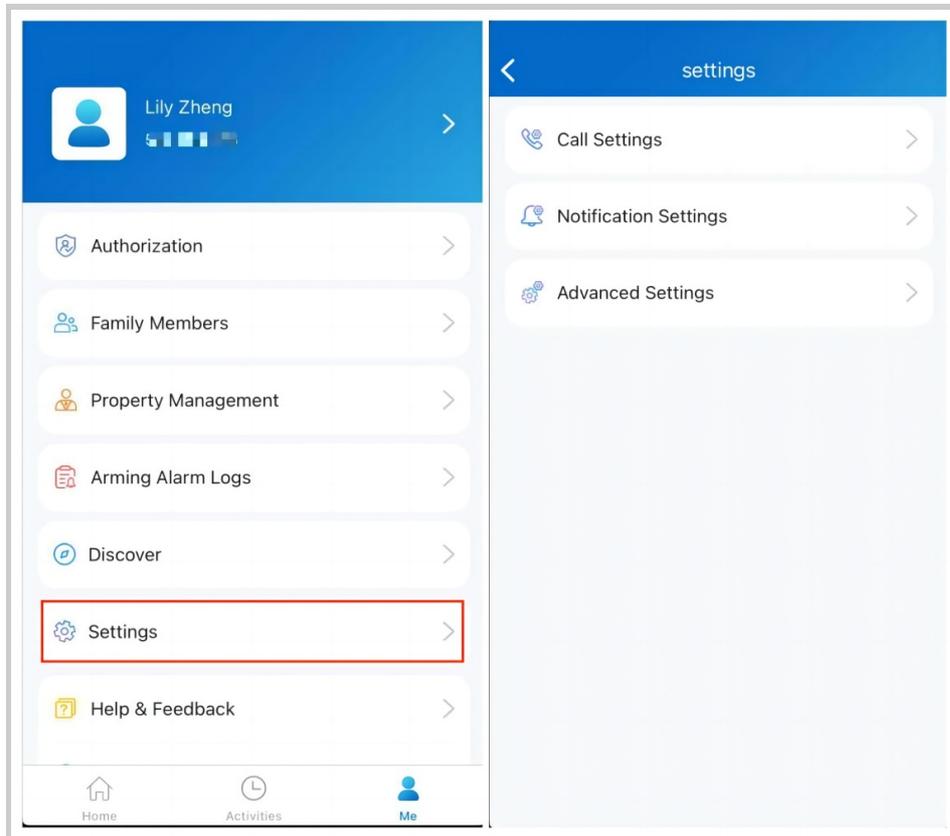
You can use Video Quality Diagnosis to check real-time video quality. It can be applied to video calls, live monitoring videos, and preview pages.

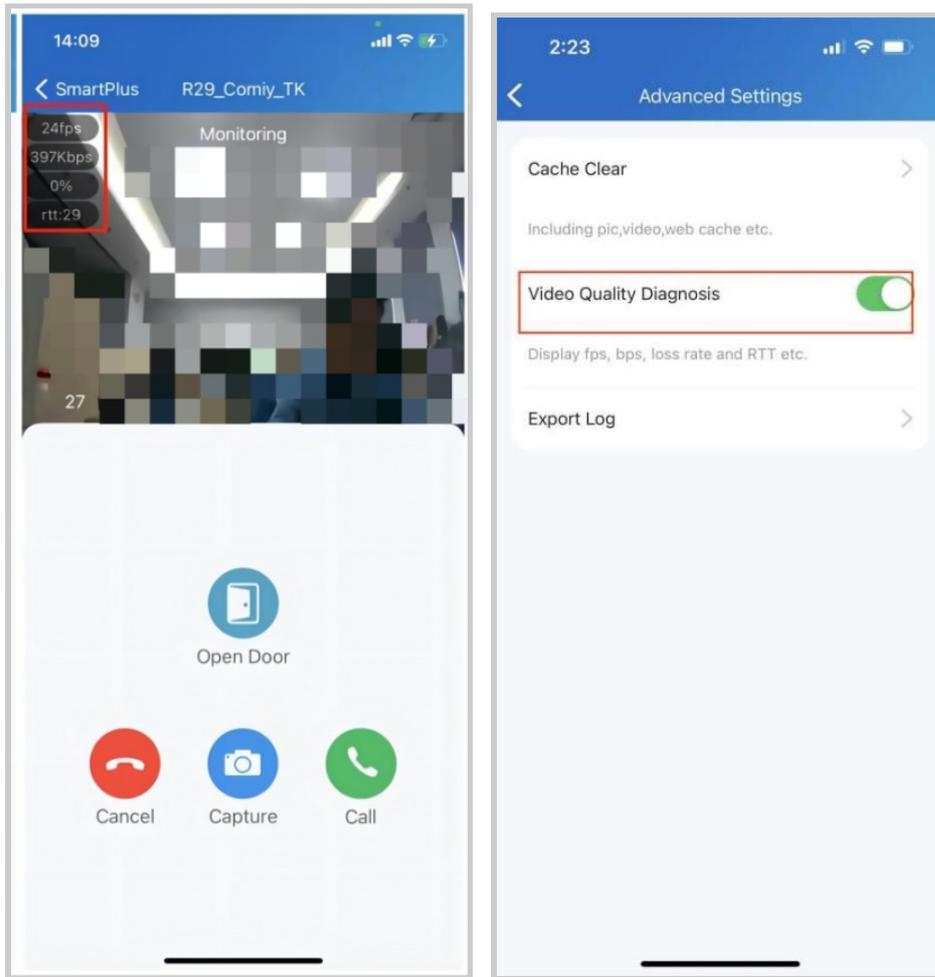
Go to **Me > Settings > Advanced Settings**, and turn on Video Quality Diagnosis, then you can see below information shown in the upper left corner of the screen:

- **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.

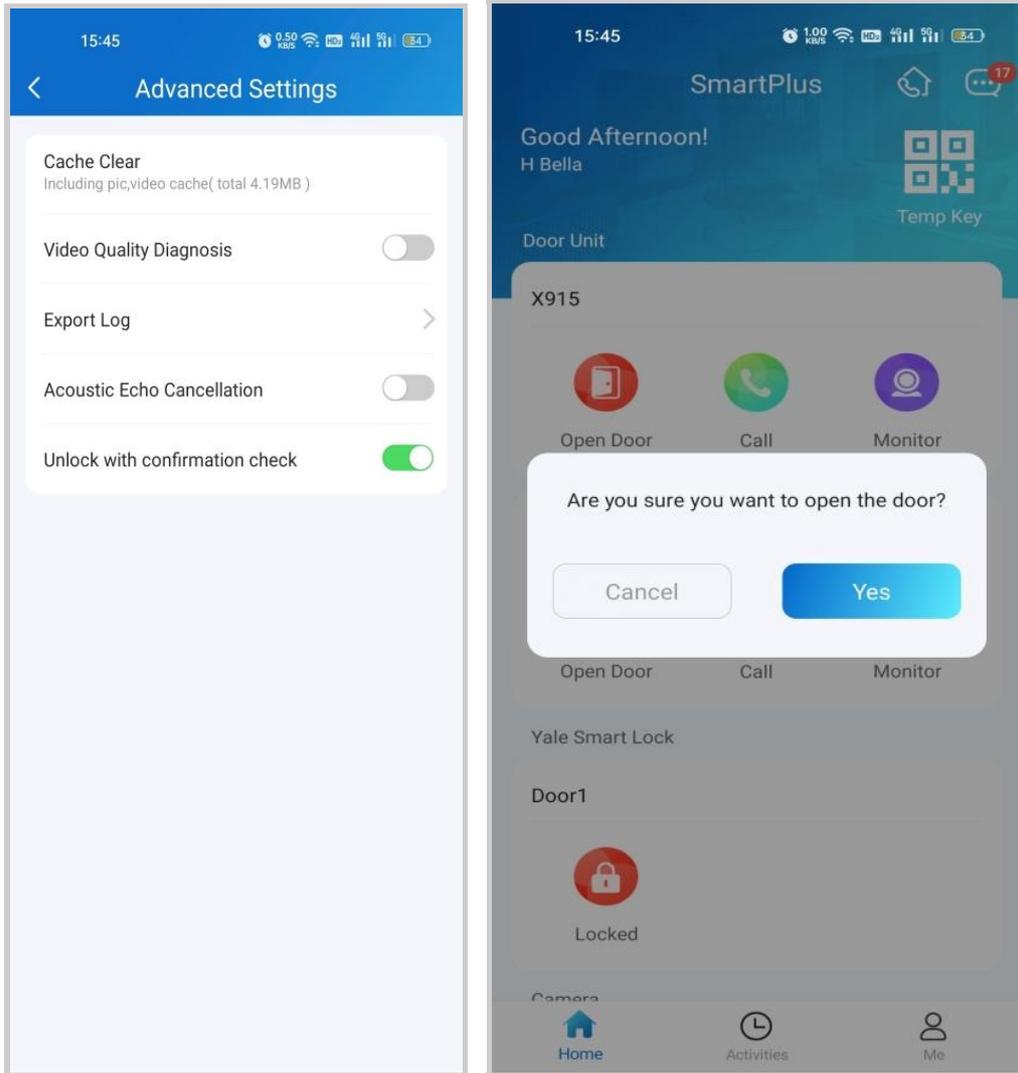




Enable Confirmation Prompts when Opening Doors

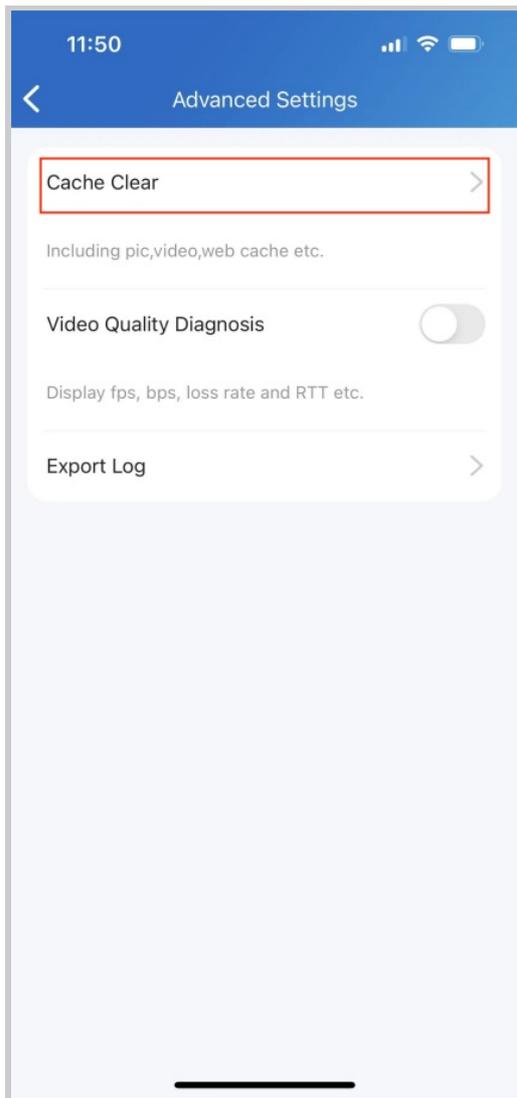
Unlock with confirmation check feature shows you a prompt to confirm your opening door command when you tap the unlock button of a device that links with only one door (relay). This helps prevent you from tapping the Unlock button by the incident and gives you a chance to double-check before you open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

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



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**.



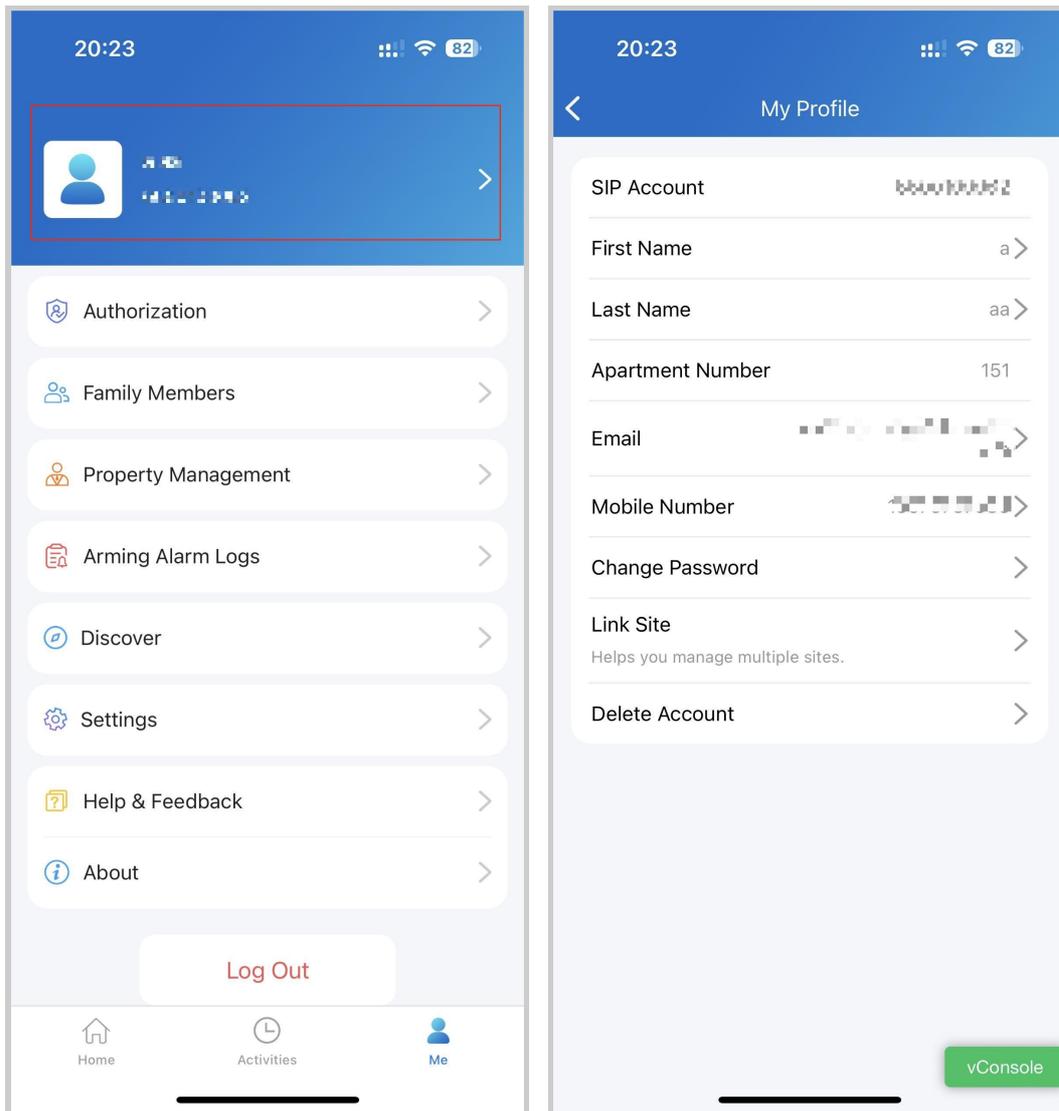
Account Settings

View and Change Account Information

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

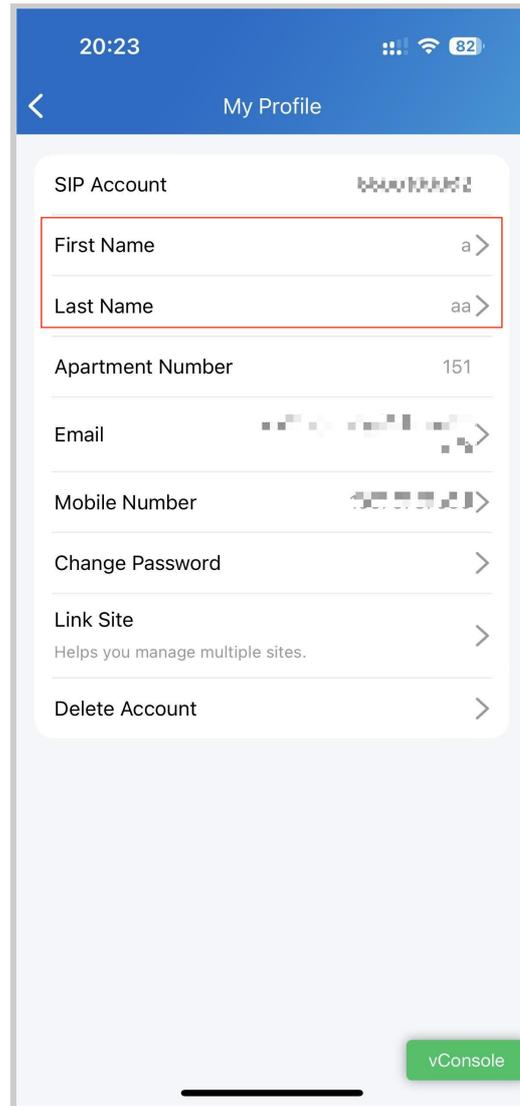
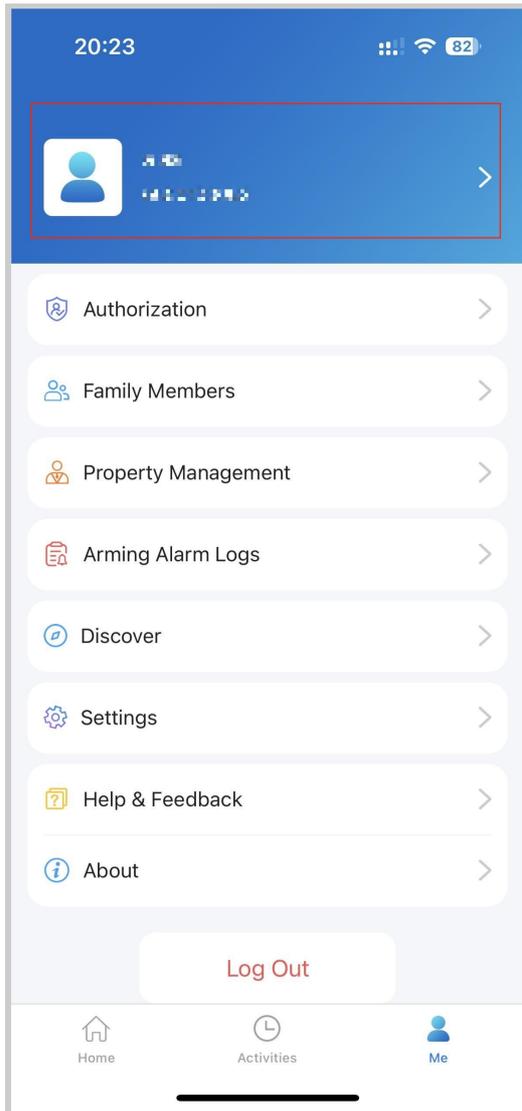
Check your account information

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



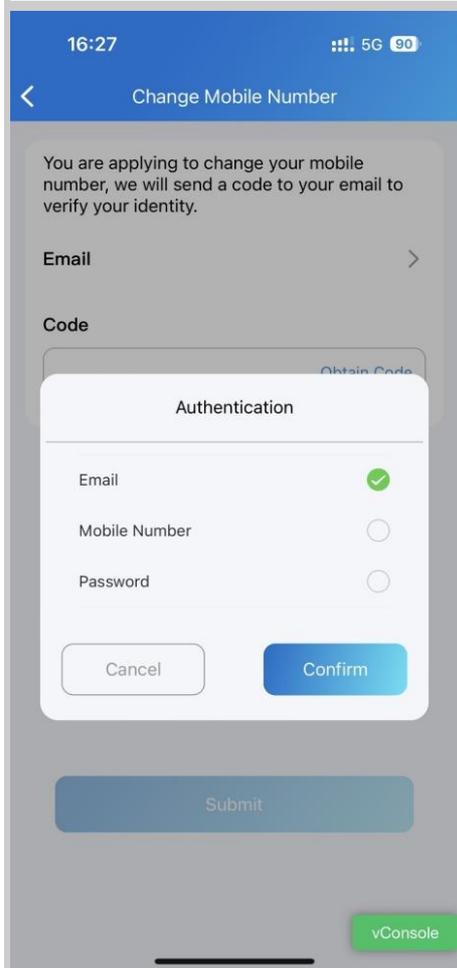
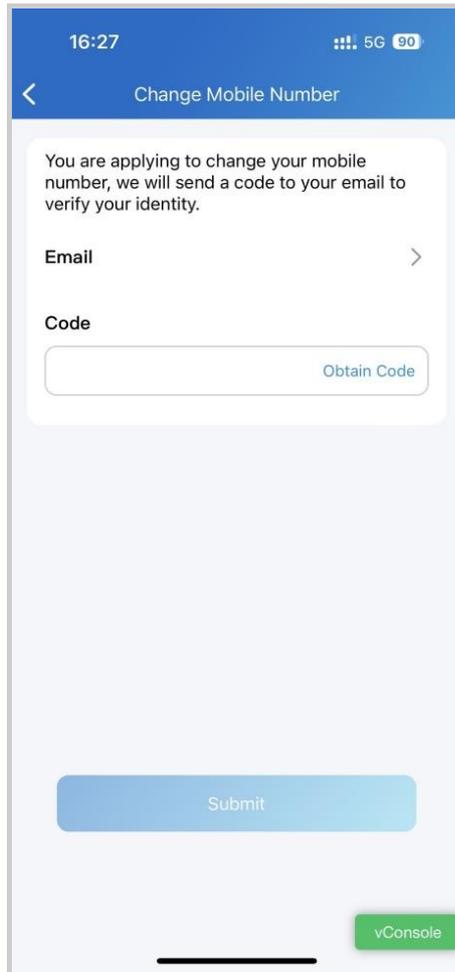
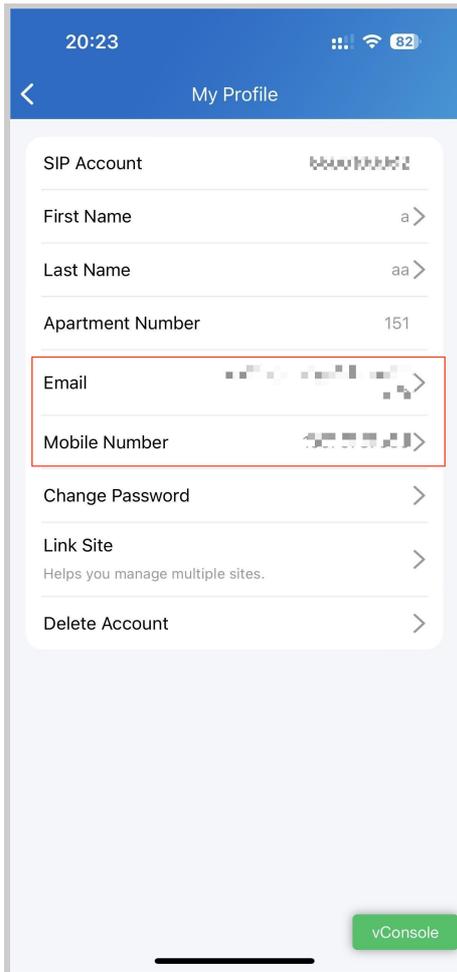
Change your username

- Go to **Me > [your name]**.
- Tap **First Name** and **Last Name**, and type in new names in the boxes.
- Tap **Confirm** to validate the change.



Change your mobile phone and email number

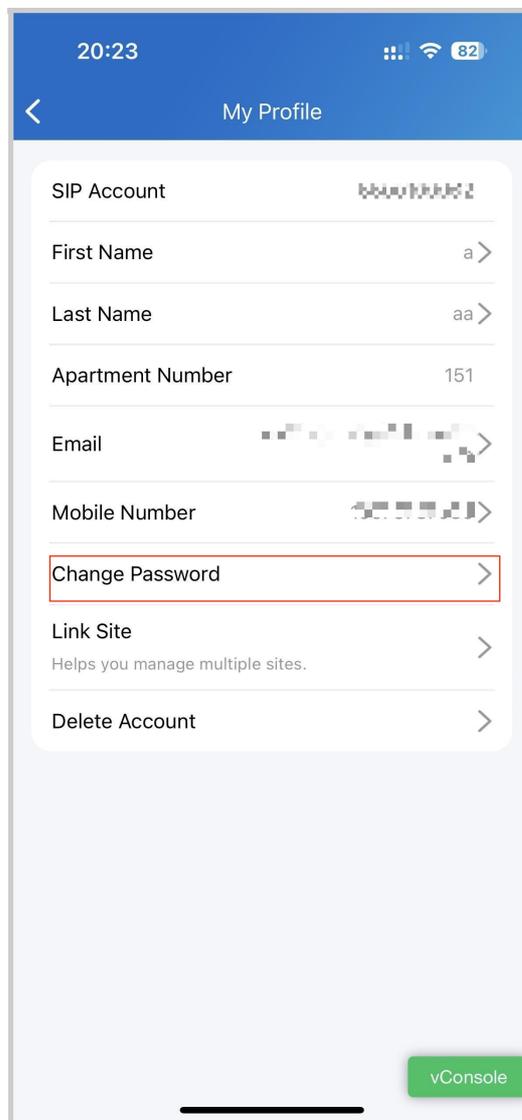
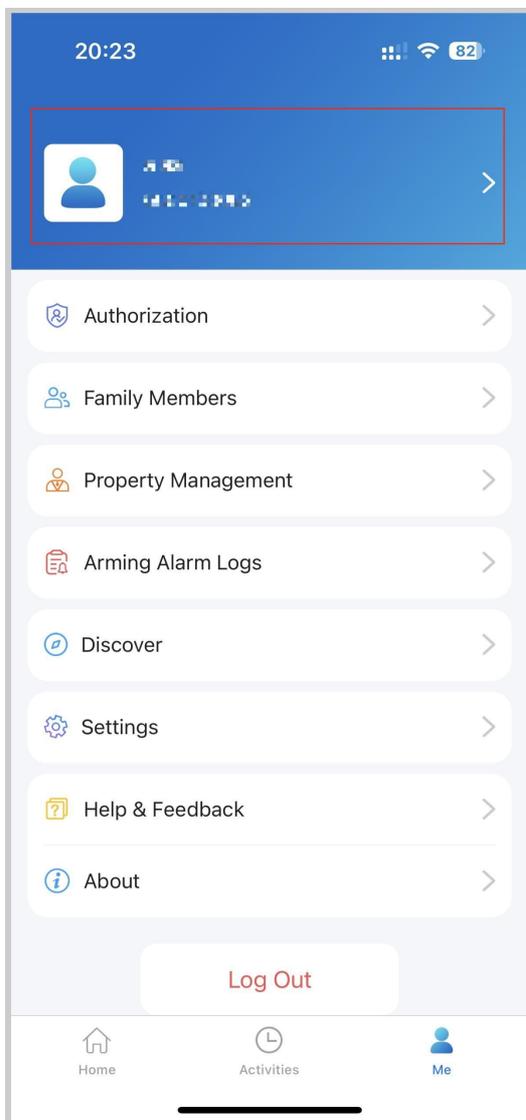
- Go to **Me > [your name]**.
- Tap **Email** or **Mobile Number**.
- Choose the authentication mode. Enter the password or verification code you receive from your mobile phone or email.
- Tap **Confirm** to validate the change.
- You need to log in again after the change.



Change a weak or compromised password

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

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



Forgot password

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

- **Email.** Select your account type and enter your email address. Then, 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.

Forgot Password

Account Type:

Enduser

luna.zheng@akuvox.com

Submit

Try to reset via SMS

Verify Phone Number

Country / Region

Mobile Number

Obtain Code

Next

Create an Account for a Family Member

If you are the family's master, you are enabled to add family members and create accounts for them, so they can log in to the SmartPlus App and use Akuvox Cloud services.

1. Go to **Me > Family Members**.
2. Tap **+ New Family Member**.
3. Enter username and email address. Mobile numbers and landlines are optional.

Note

The user's information you enter matters. They decide how the member signs in and finds his/her password.

- **If you entered the member's email address**

The login credentials will be sent to your (the family master's) email, and the password reset email will be sent to the member.

- **If you only entered the member's phone number**

Both the login credentials and password reset email will be sent to your (the family master's) email.

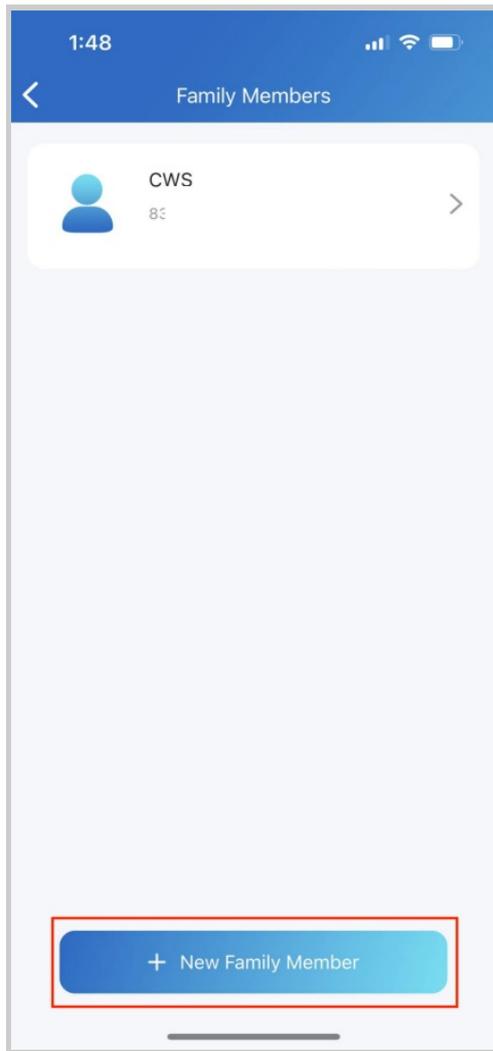
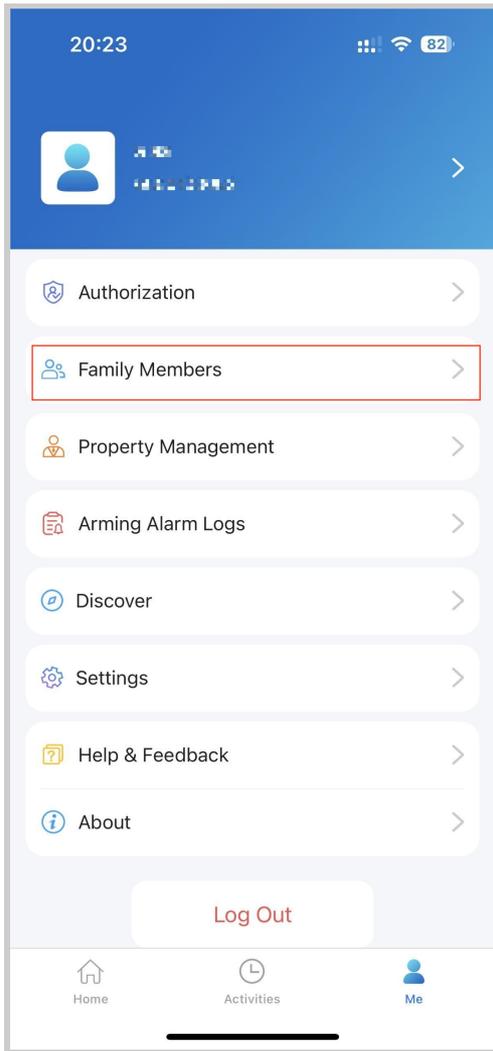
- **If you did not enter the member's email address and phone number**

He/She has to use the SIP number and password for login. The password reset email will be sent to your (the family master's) email.

4. Tap **Submit**.

Once a family member is created, you can call him/her by selecting him/her from the list.

You can see, edit, and remove the members on the **Family Members** screen at any time.



1:49

< New Family Member

You can only create 3 family member accounts, if you need more account for family members, please contact your service provider.

Username

Email

Country / Region >

Mobile Number

Landline

An Email with the account information will be sent to this family member

Submit

Delete Your Account

You can cancel your account at any time.

Once your account is deleted, you will not be able to sign in to SmartPlus anymore. And it charges if you apply for a new account and use it.

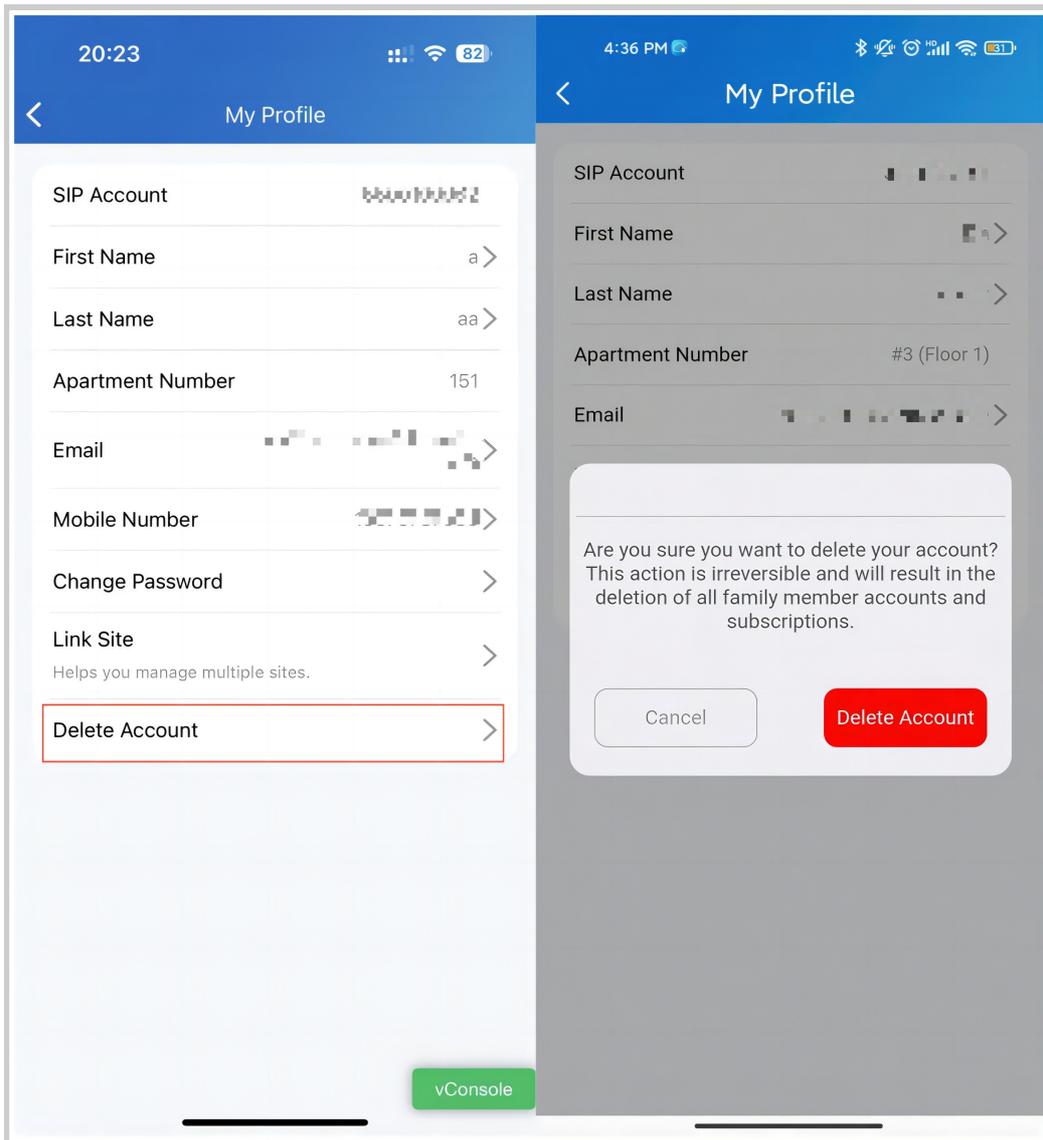
To delete the account, do the following.

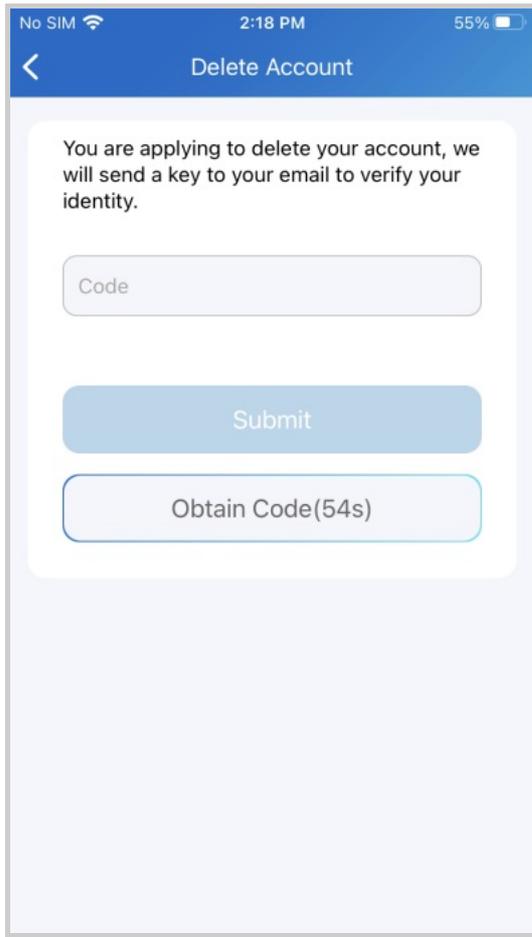
1. Go to **Me > [your name] > Delete Account**.
2. Tap **Confirm** when you're asked.
3. Enter the correct verification code.

The code will be sent to:

- Your email or phone number, if you use either of them to apply for the account; Or
- The family master's email or phone, if you did not provide any of

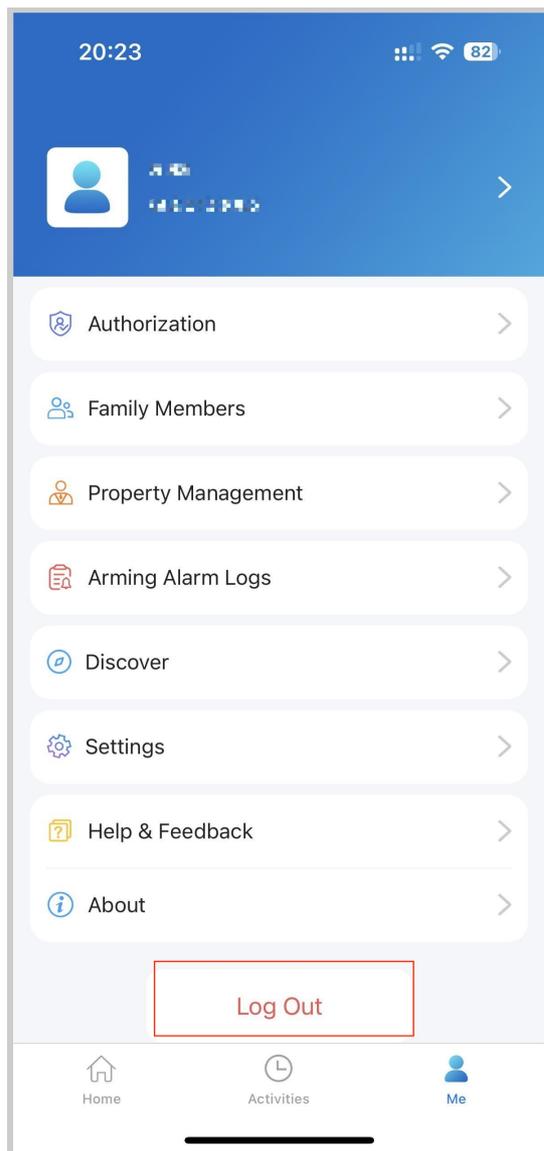
your information when applying.





Log Out

To sign out of SmartPlus, tap **Me >Log Out**.

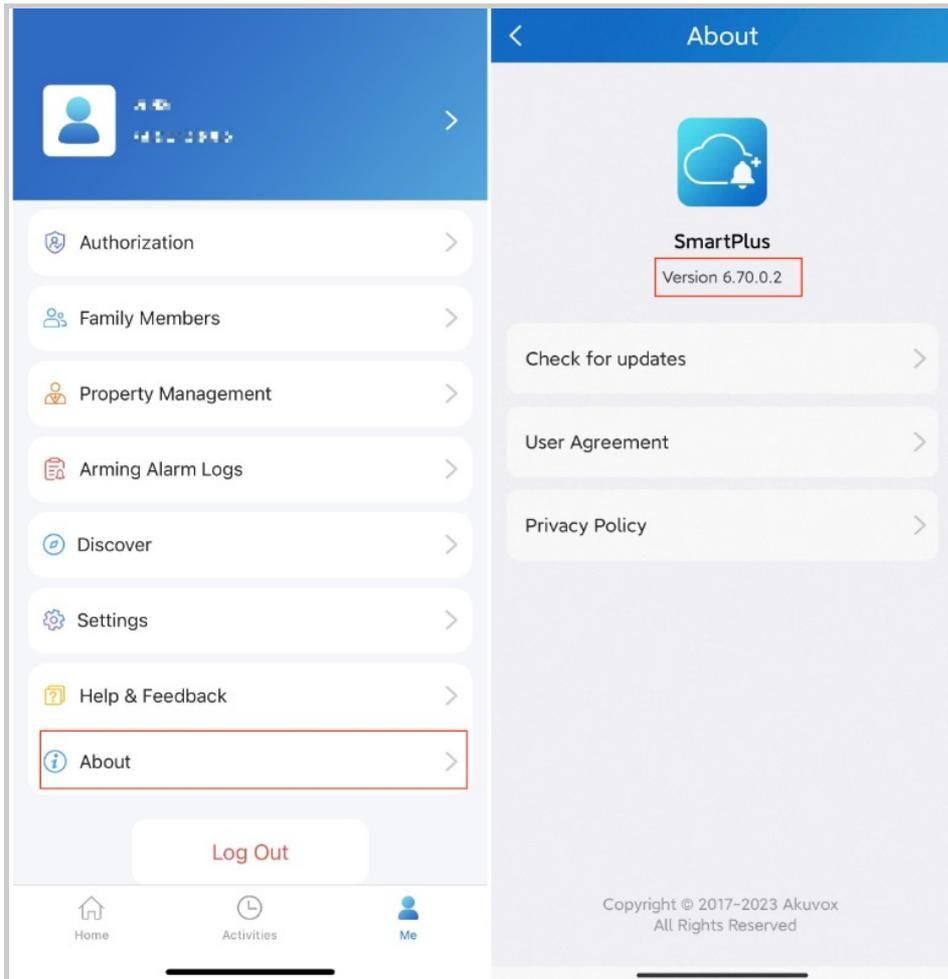


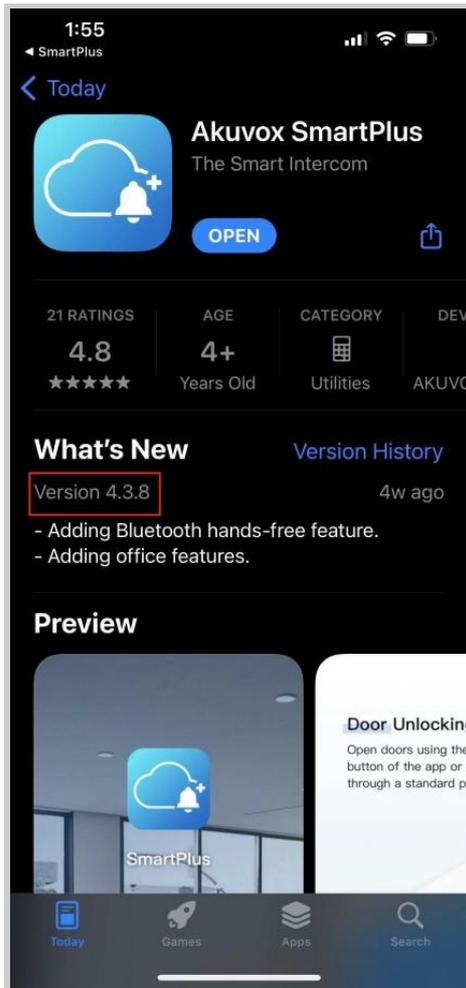
Support

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.

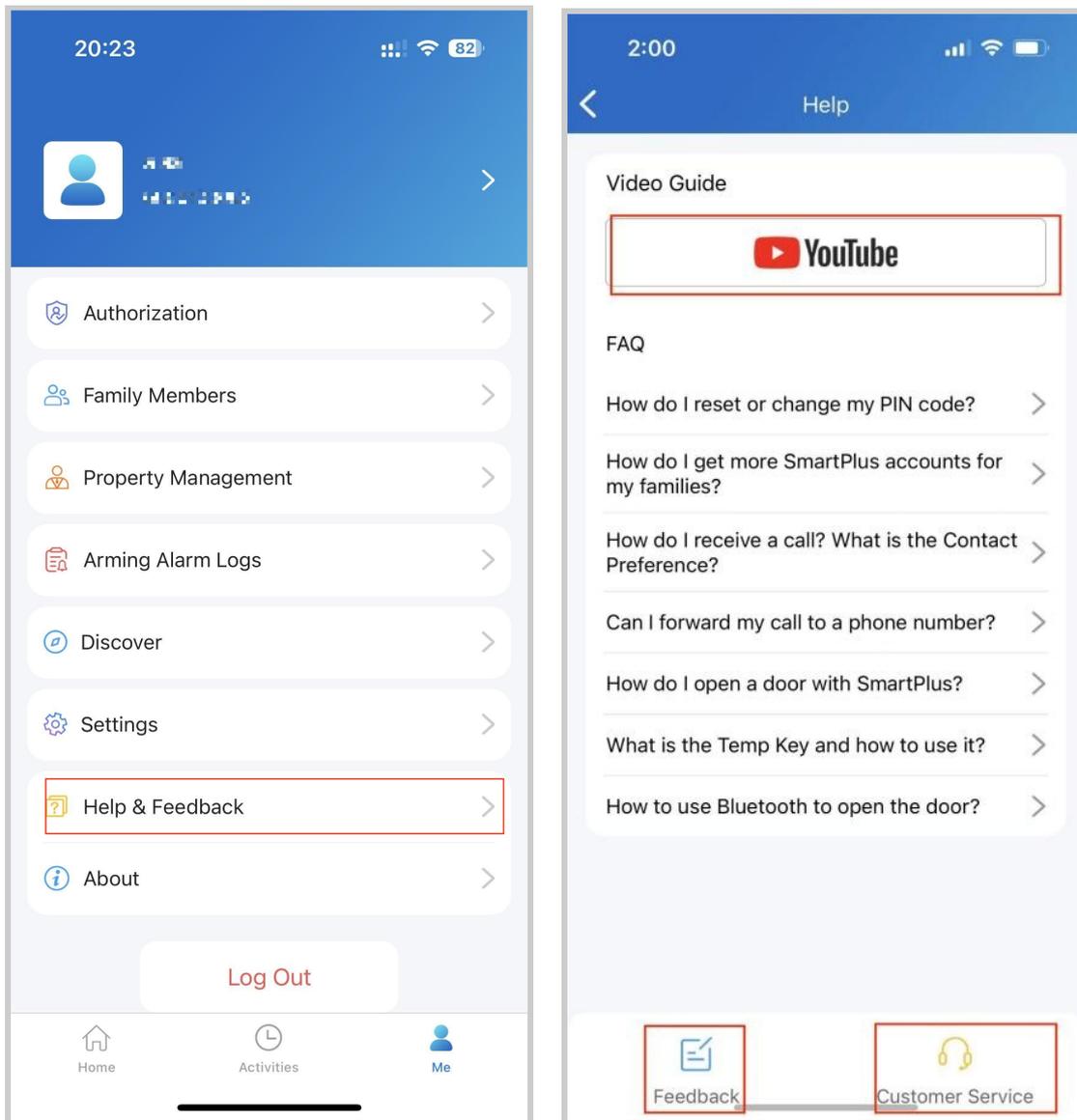




Get Help

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.



FAQ

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

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

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

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

- Only audio calls are supported between Apps.

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

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

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

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

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

(4) How to obtain an account?

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

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

Contact Us

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

Sales email: sales@akuvox.com

Technical support email: support@akuvox.com

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

We highly appreciate your feedback about our products.



Click this button for more resources



**Back to Global Visions
Akuvox Knowledge Base**

