Akuvox SmartPlus App User Guide V7.1.1

Akuvox
Open A Smart World

Smart Intercom

AKUVOX SMARTPLUS USER GUIDE

Version: 5.9 | Date: Apr. 2025

About This Manual

This guide is applied to version 7.11.3 for iOS and 7.11.0003 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 smartphone, making door access management simpler and more convenient.

What's New:

- Support adding Akuview NVRs and viewing video streams via multiple channels.
- Support adding license plate and UHF cards(Only for single-house project users).
- Support selecting the door to be opened with PIN codes.

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.

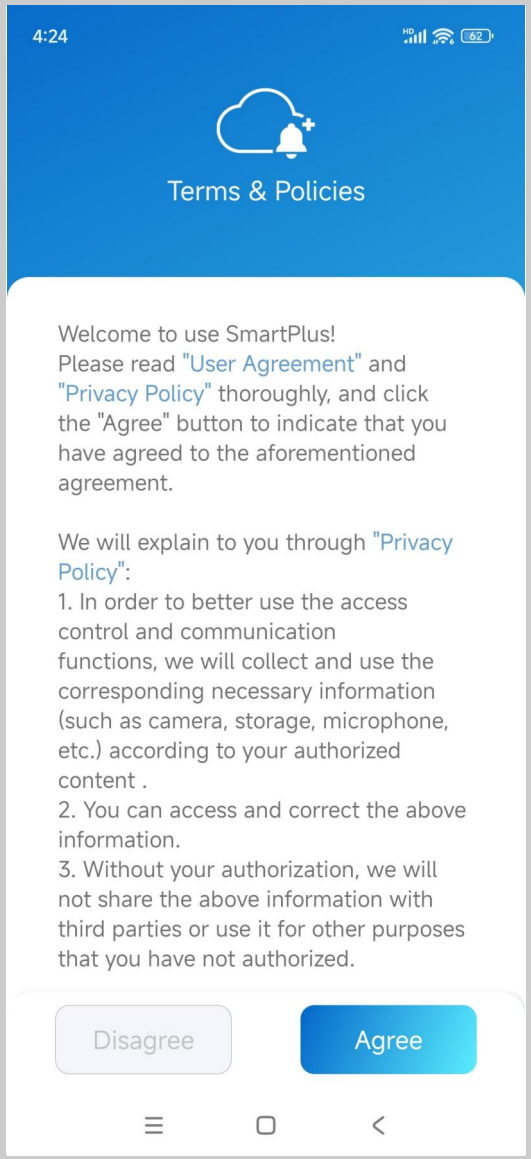
To obtain an account, you need to provide an Email address and/or a phone number (if you'd like to log in or reset your password via SMS) to your service provider. You then will receive an Email from Akuvox with your username, password, and a QR code for login. Or you can enter your phone number and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

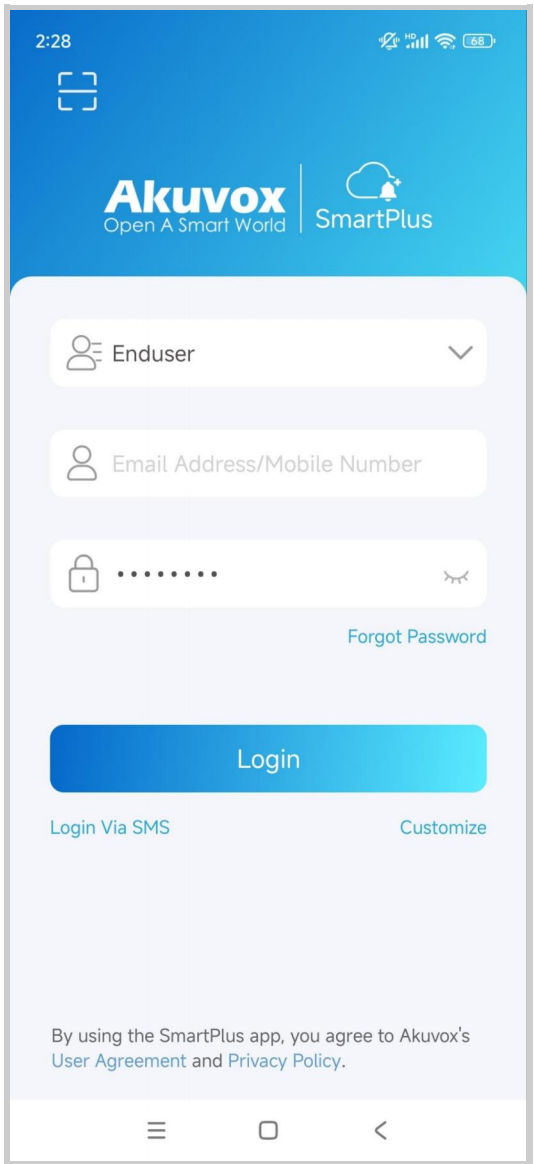
Login

1. Agree to the **Terms & Policies** before logging in.
2. Enter your username and password.
3. Tap Login.

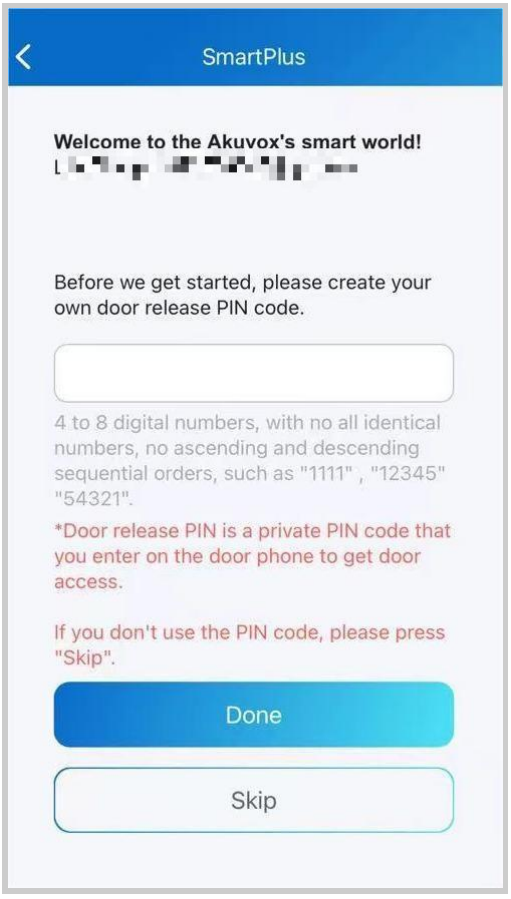
Note

Click here to view the detailed steps and other login methods.





If you are a community resident, a PIN setting page will display after login. You can set the PIN for door access or set it later.



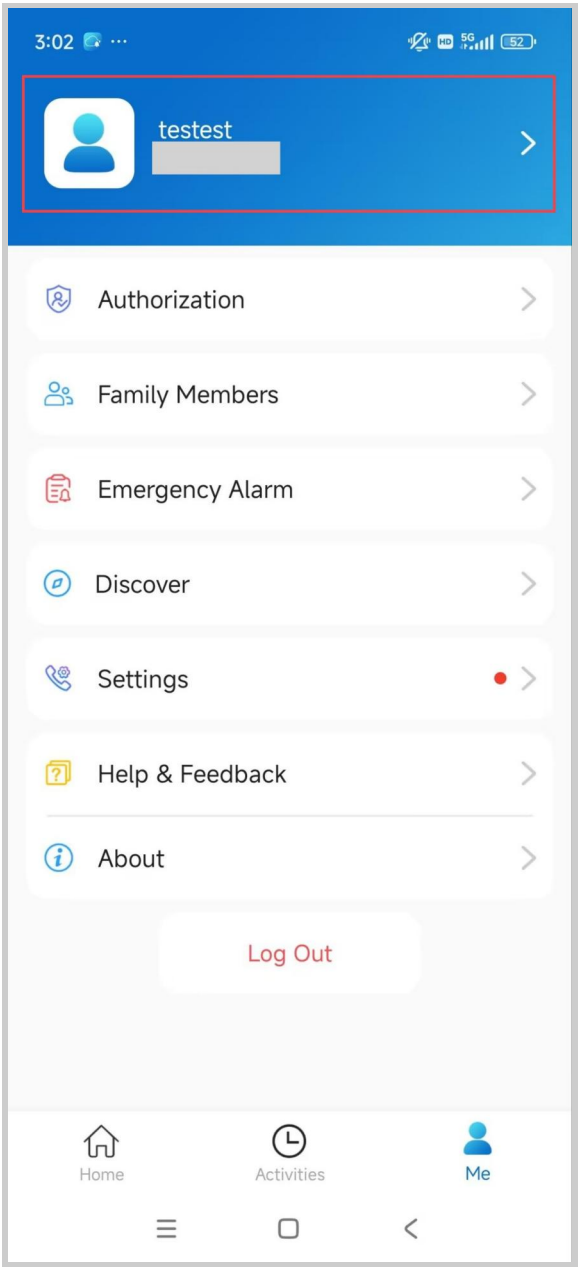
Link

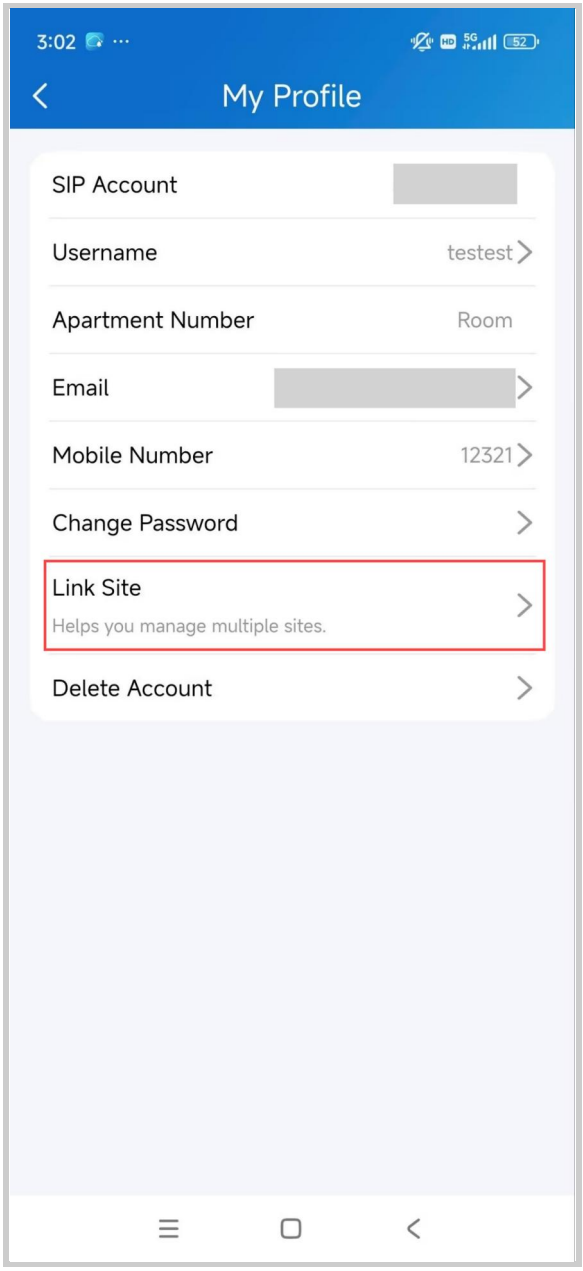
You can link other SmartPlus accounts to manage multiple sites through one account.

Tap **Me > [*account name*] > Link Site**.

Note

Click here to view the detailed steps.





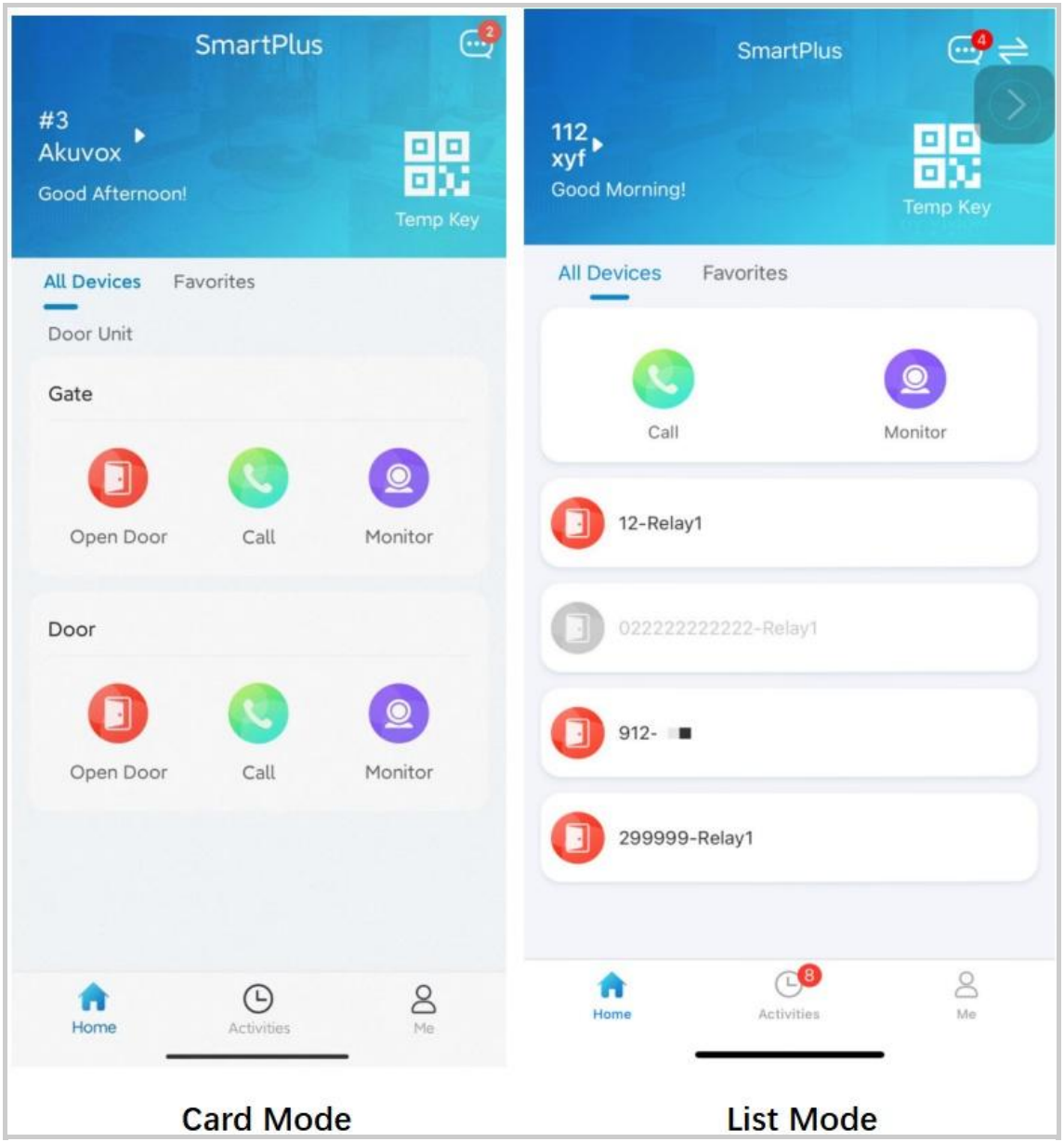
Switch Display Mode

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

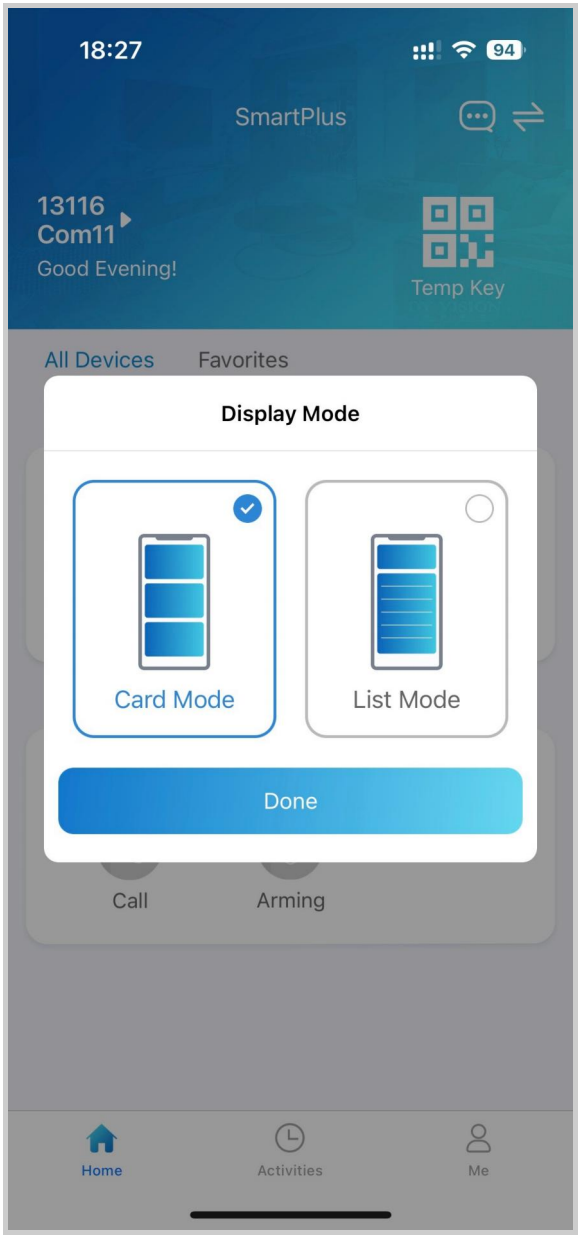
The main difference between Card Mode and List Mode:

- 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 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

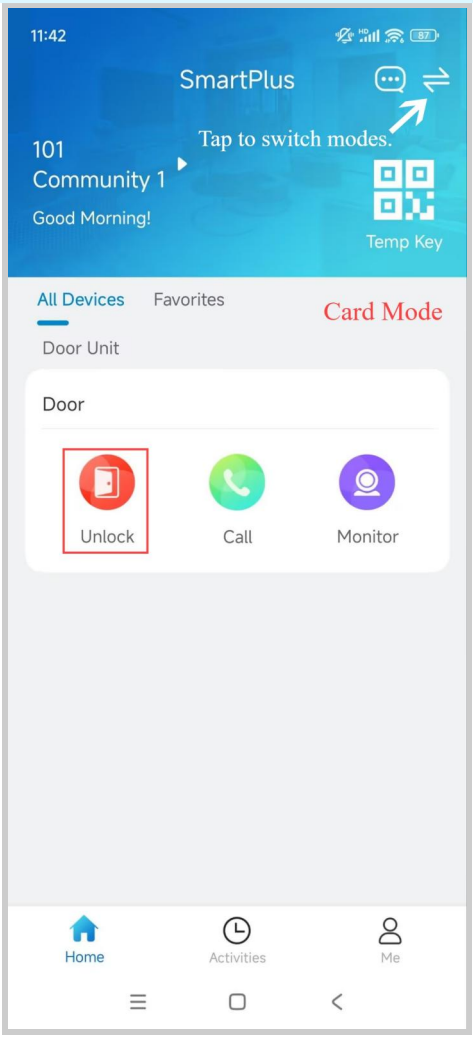
You can keep the door open at certain times for some events when your installers enable this feature for you.

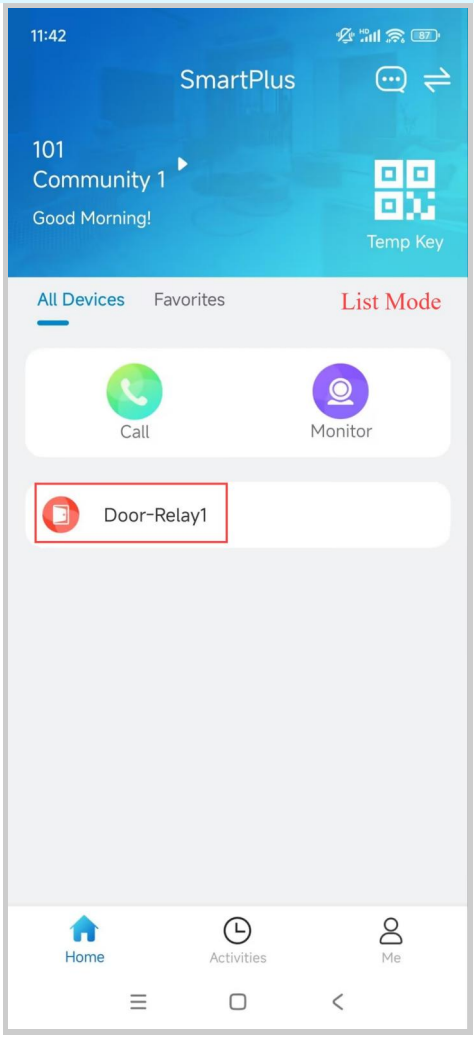
On the Homepage, tap **Unlock** of the configured door phone in Card Mode; tap the target Relay in List Mode.

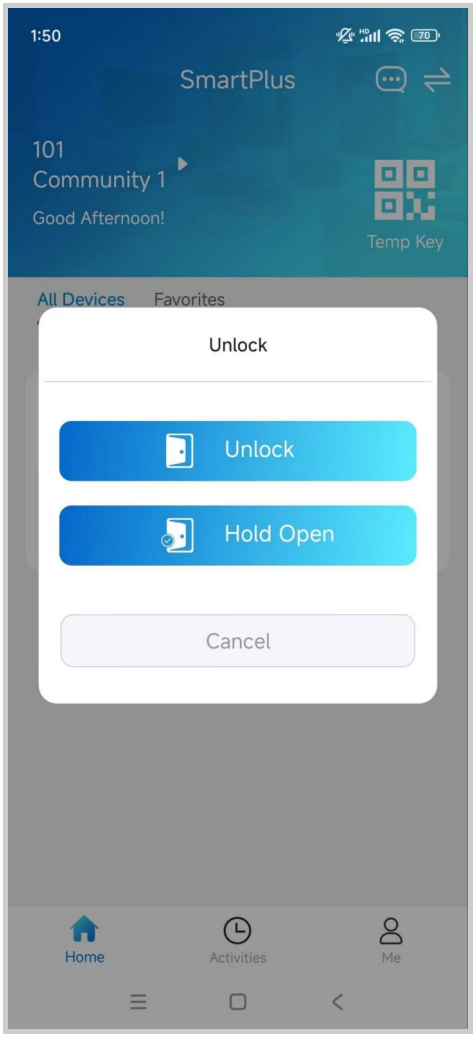
Then, tap **Hold Open** to set up the schedule.

Note

To learn about setting up the feature, please click here to view the details.





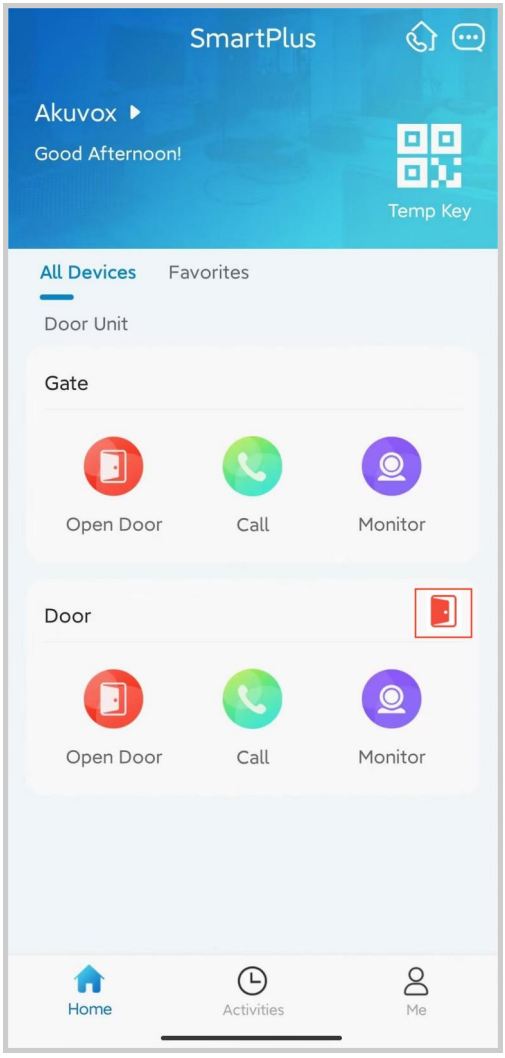


Check Door Status

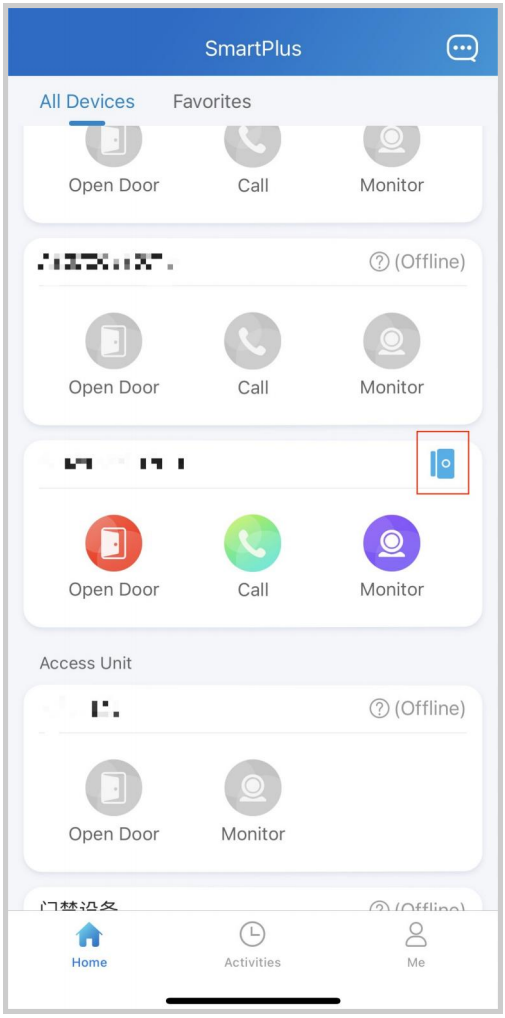
You can check whether the door is closed or not on the App home screen in case users forget to close the door. Only specific devices support this feature.

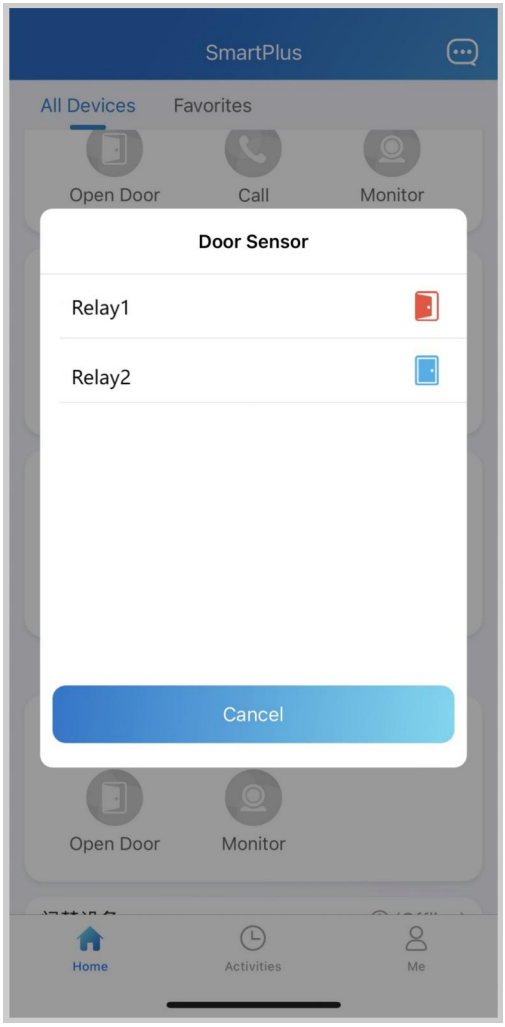
: Open

: Close



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

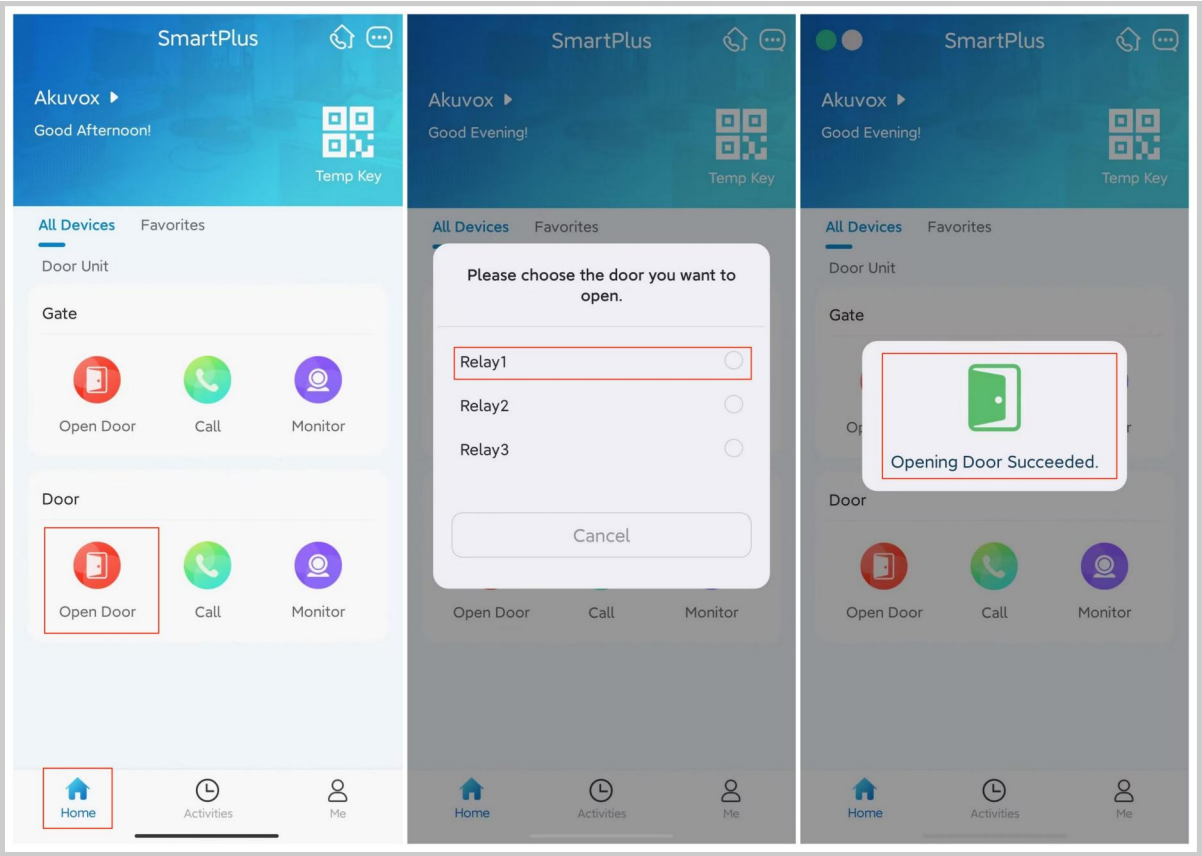




Remote Opening in Card Mode

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.

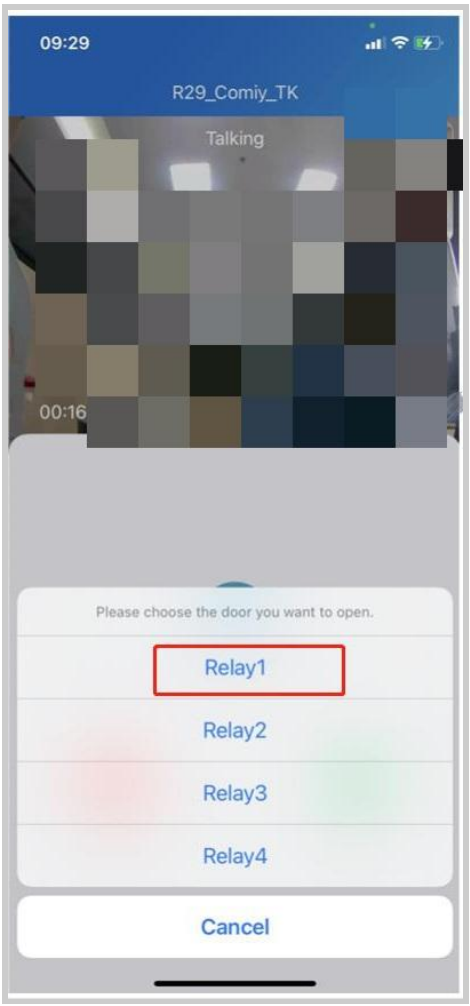


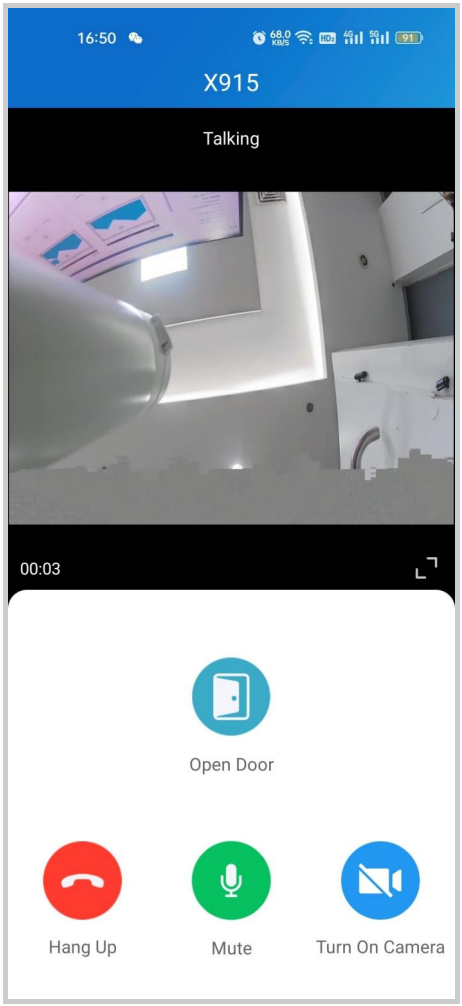
Opening Door During a Call

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.



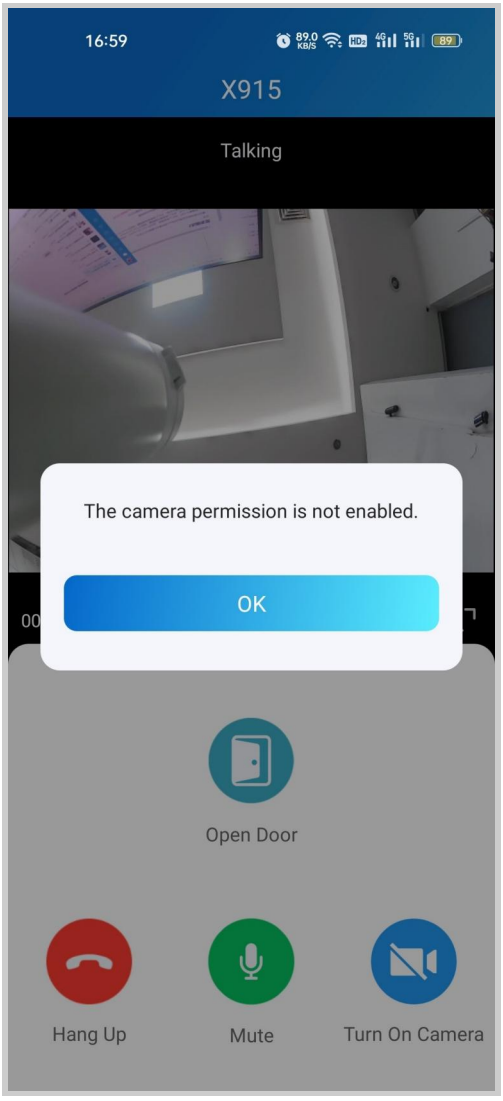


What else you can do on the talking page:

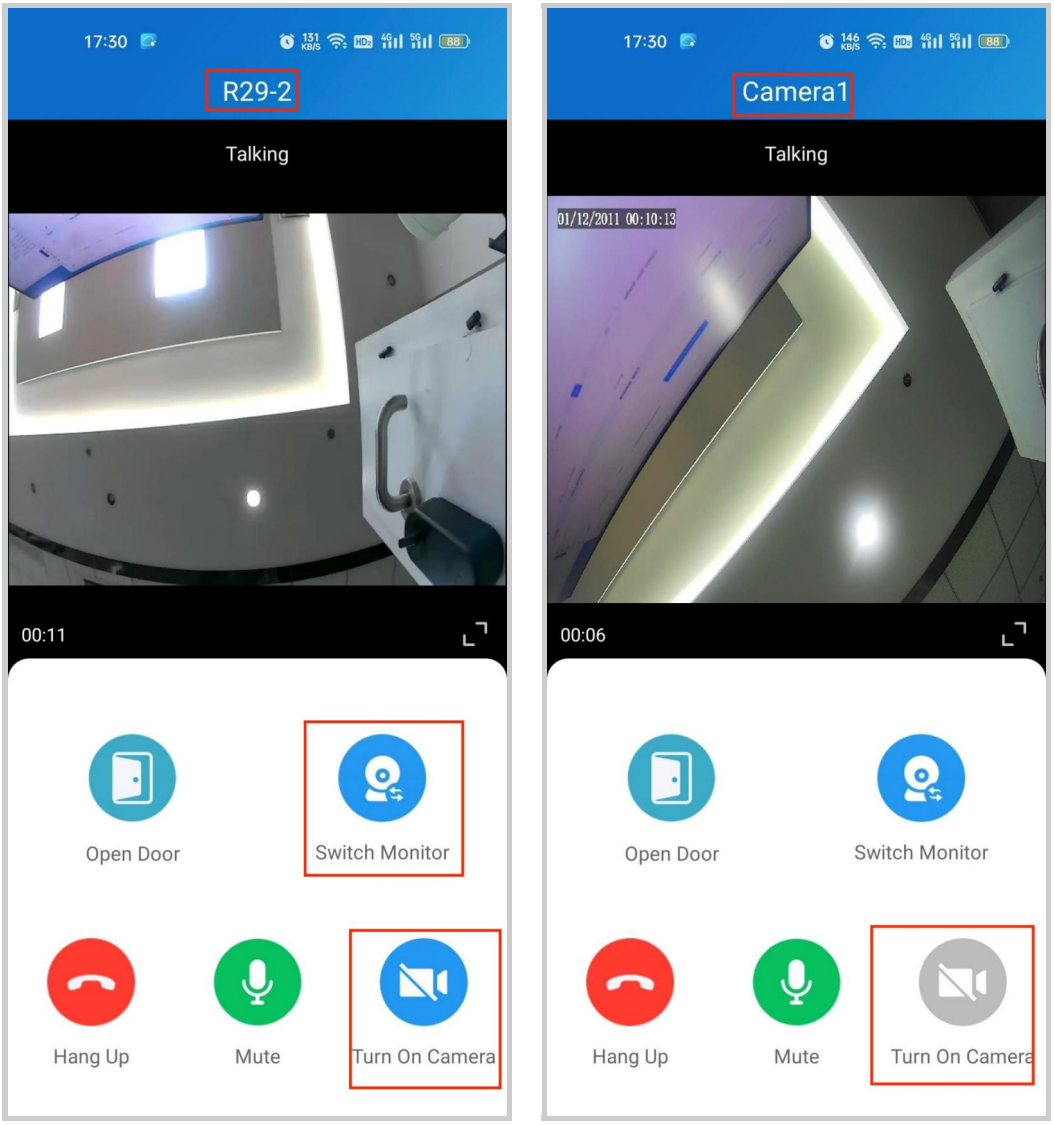
- Tap **Mute** to silence your microphone while on the call.
- Tap **Hang Up** to end the call.
- Tap **Turn On Camera/Turn Off Camera** to turn your phone's camera on/off in video calls. Your choice to turn on/off will be applied to later video calls with the device.

Note

To use the **Turn On Camera/Turn Off Camera** feature, you must allow 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.

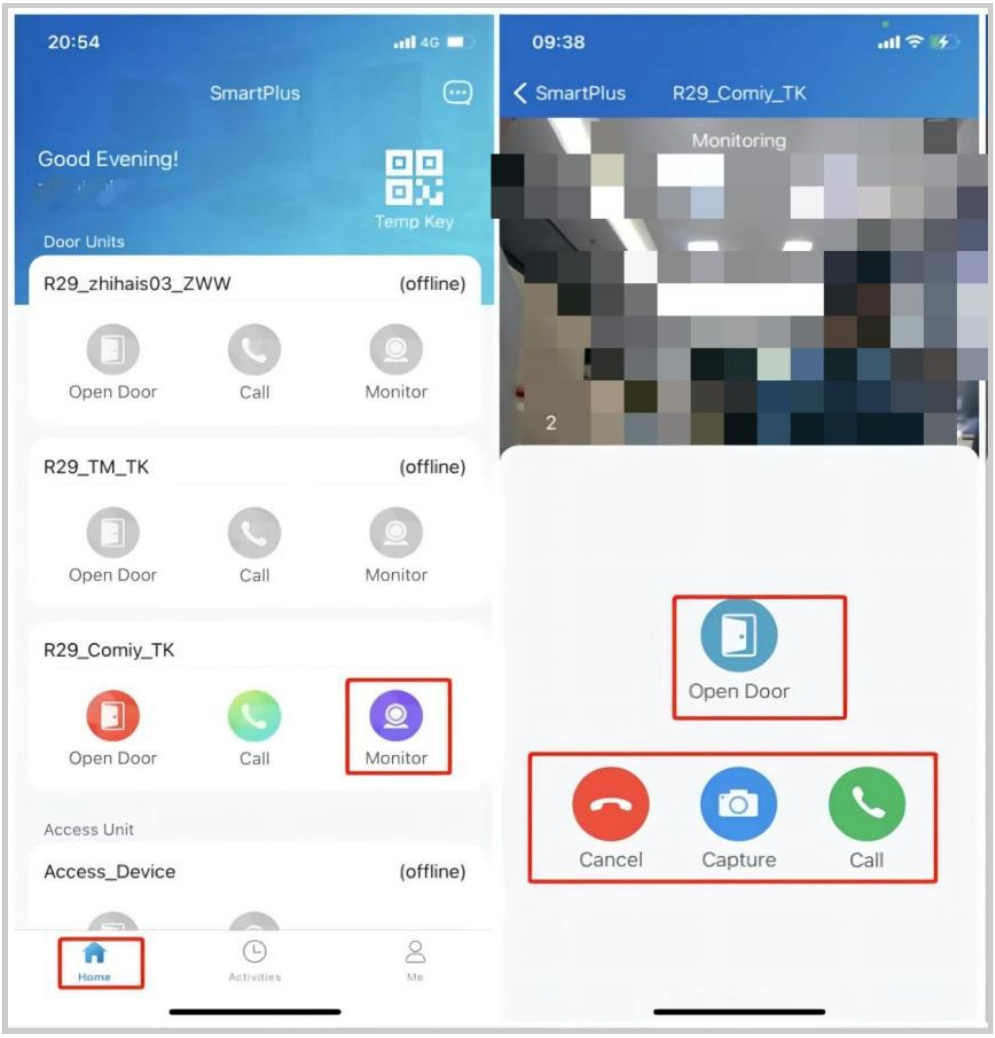
To open the door, do the following:

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

Note

Door phones without cameras do not have a monitor button .

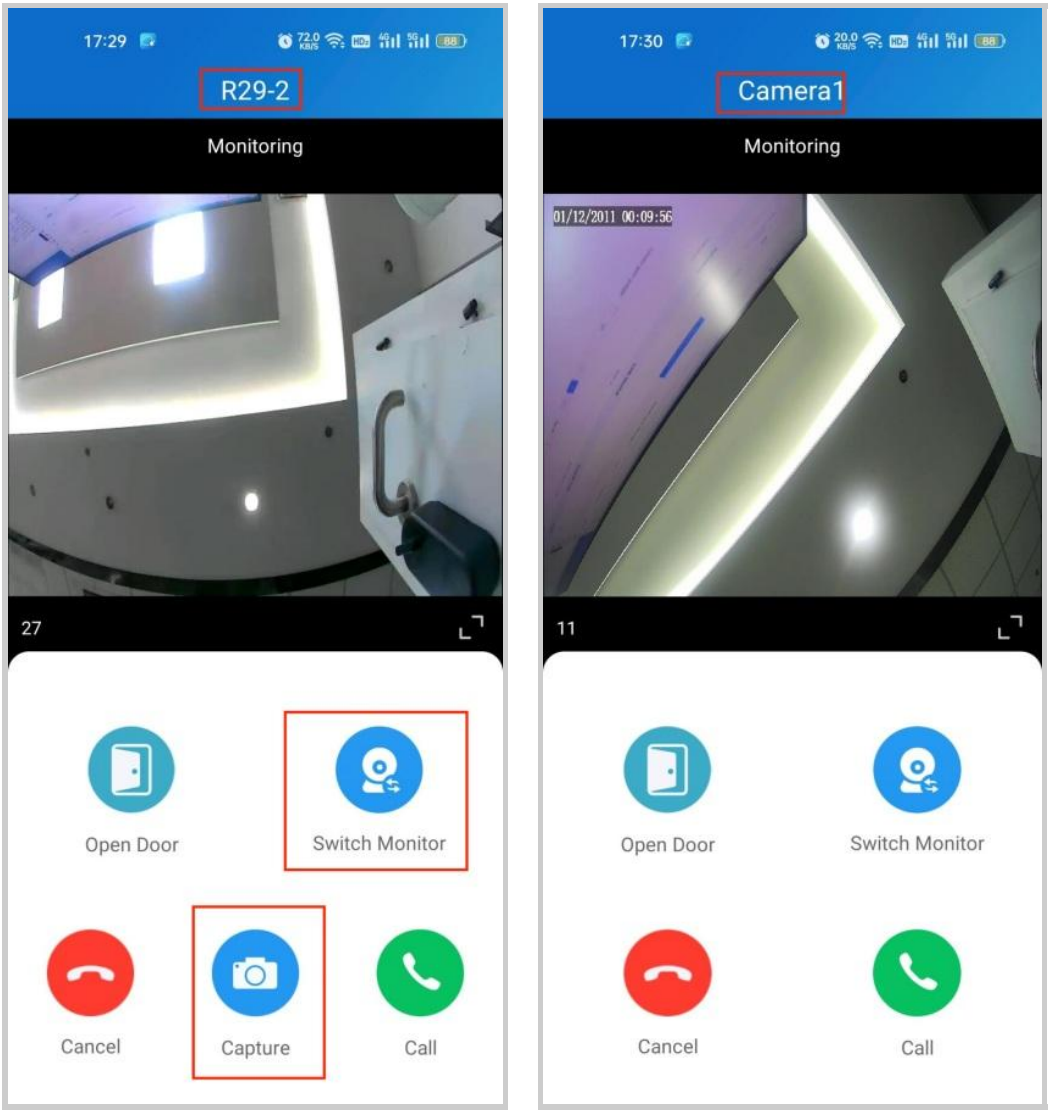
- To let the person enter your home, tap **Open Door** and select the relay.



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.

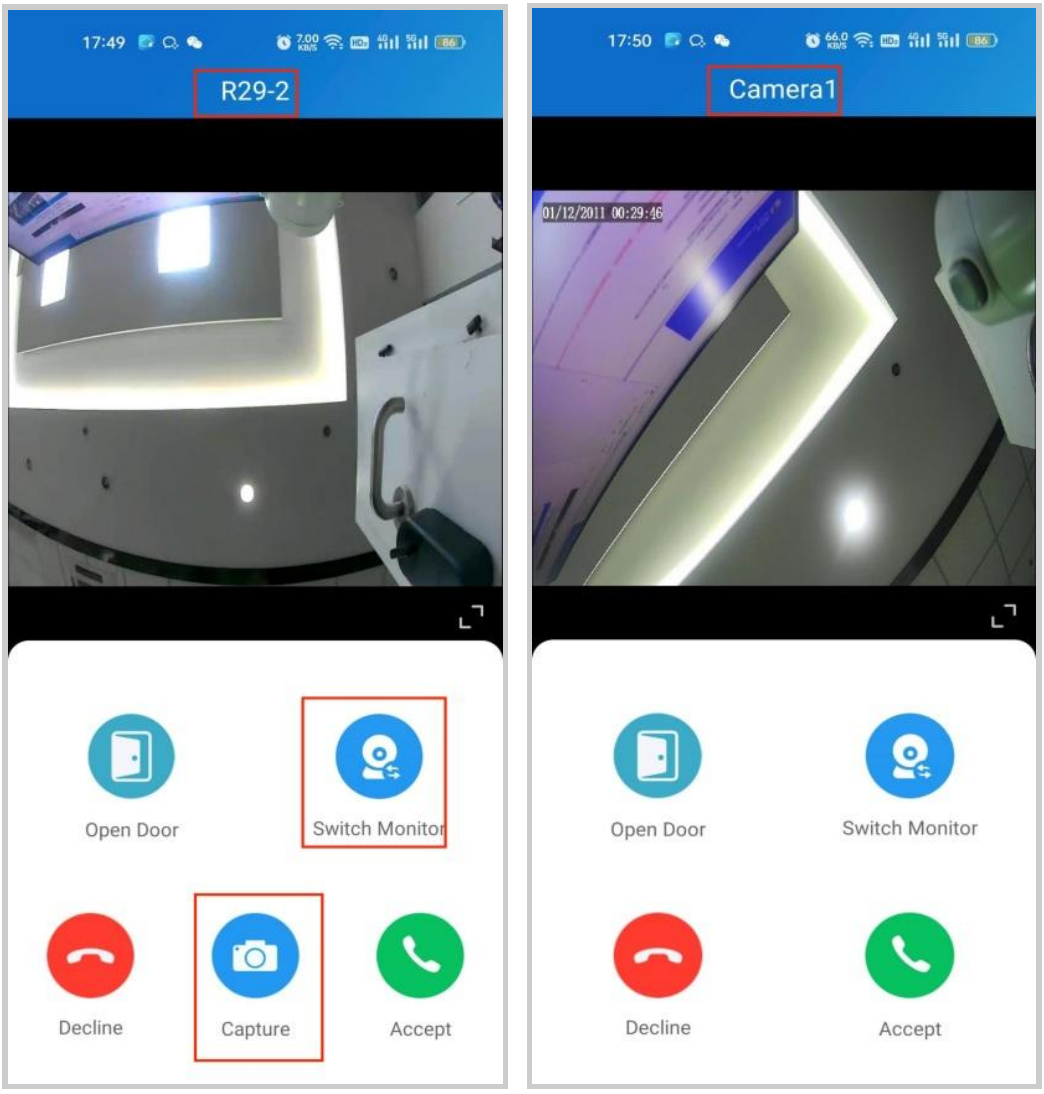


Opening the Door on the Preview Screen

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

On the call-receiving page, 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.



Open 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:

1. Tap the **Temp Key** icon on the home page or tap **Me > Authorization > Temp Key**.

2. Enter the user name and set the ID number.

3. Set the Repeat Mode: Never, Daily, or Weekly.

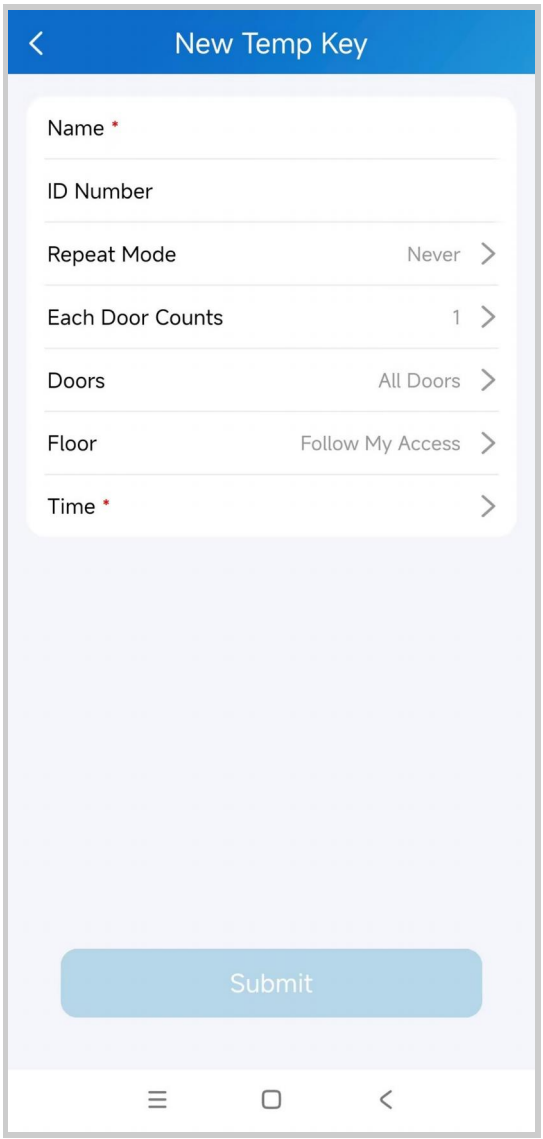
   - If **Never** is selected, set the valid times of the key.

4. Select the door to be opened.

5. Choose the floor(s) accessible to the visitor. This option is only available for community users' accounts.

- **Follow My Access**: It means the visitor has the same accessible floor permission as you.
- **Choose Floor**: Select specific floors from available choices.

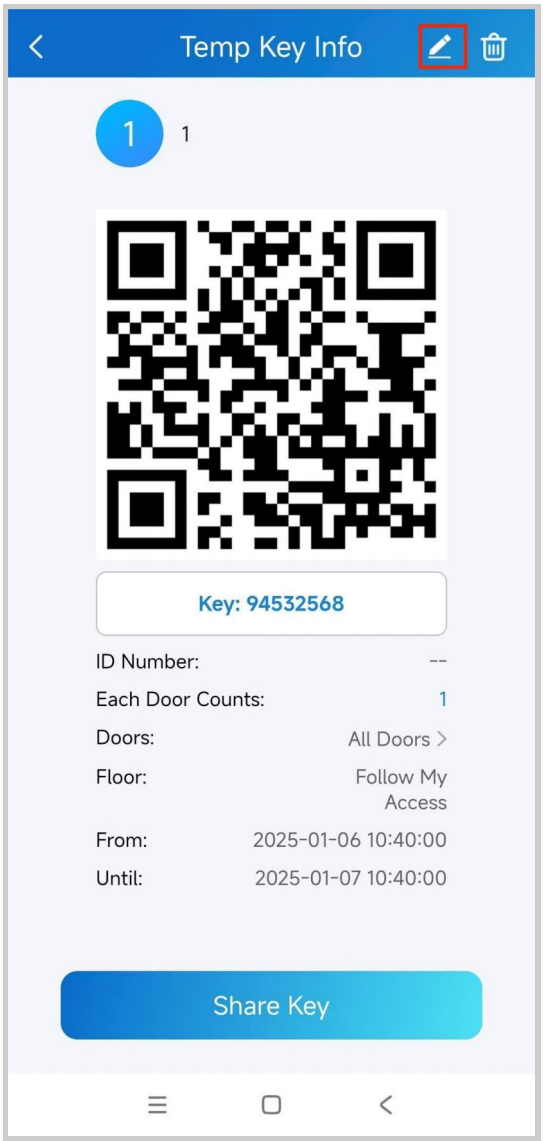
6. Specify the time of using the temp key.



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.

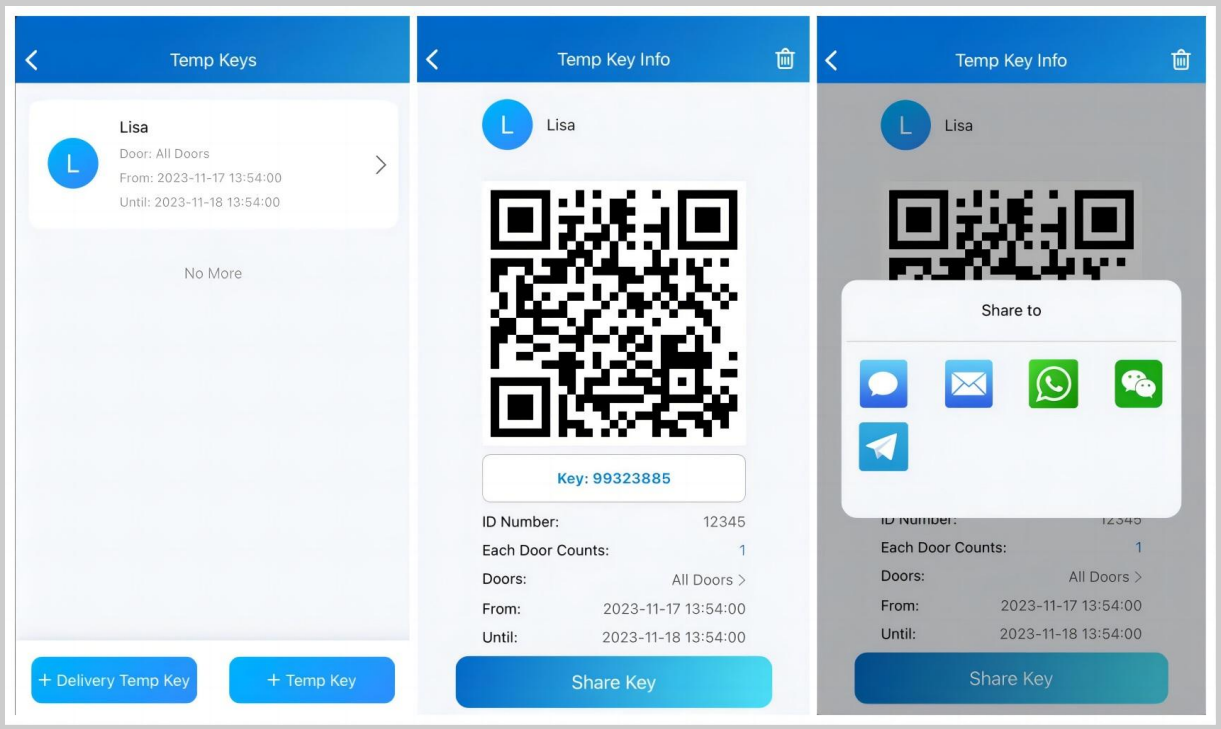
After the temp key is created and when it does not expire, you can change the valid time of using the temp key by clicking the Edit icon in the upper right corner.



Share a Key with the Visitor

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

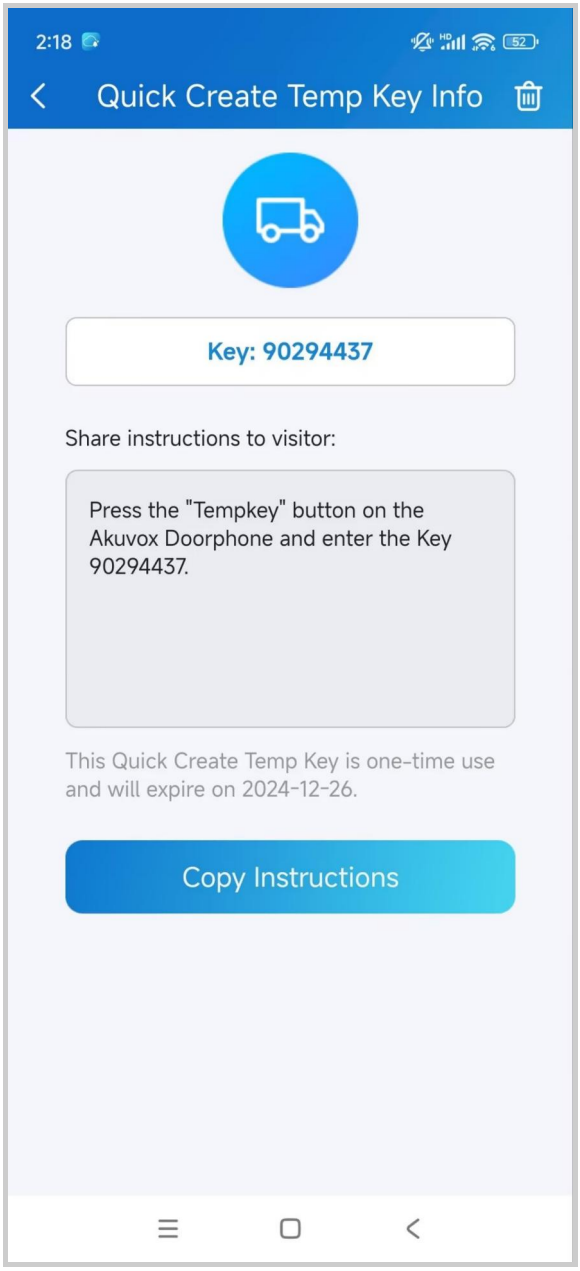
- Tap the **QR code** icon on the Home page or go to **Me > Authorization > Temp Keys**.
- Tap the **key** you created for the user, then tap **Share Key**.
- Share the key to a contact in your messages, email, WhatsApp, WeChat, or Telegram.



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 Copy Instructions 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:

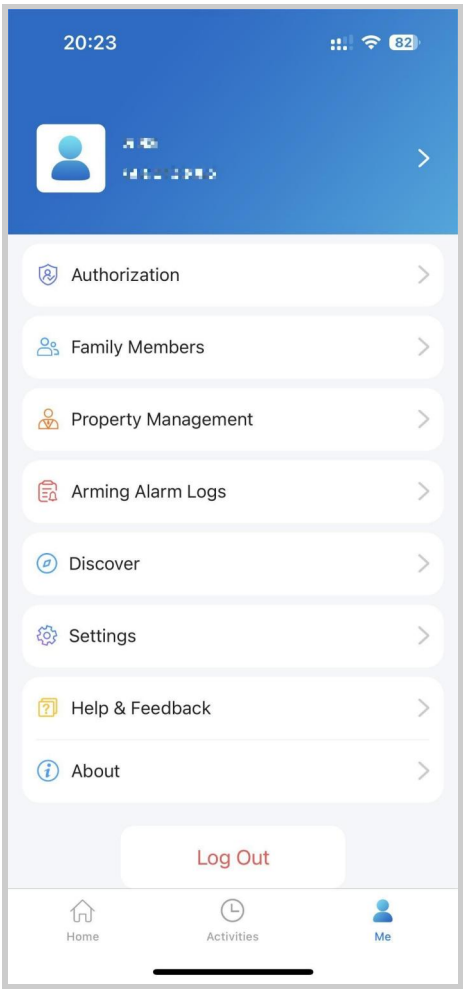
- **A QR code key.** Tap **Temp Key** on the door phone's screen, and place the QR code in front of its camera. When the camera reads the code, the door will open automatically.
- **A PIN code key**. Tap on **the PIN** on door phone's screen, enter the code, and the door will open automatically.

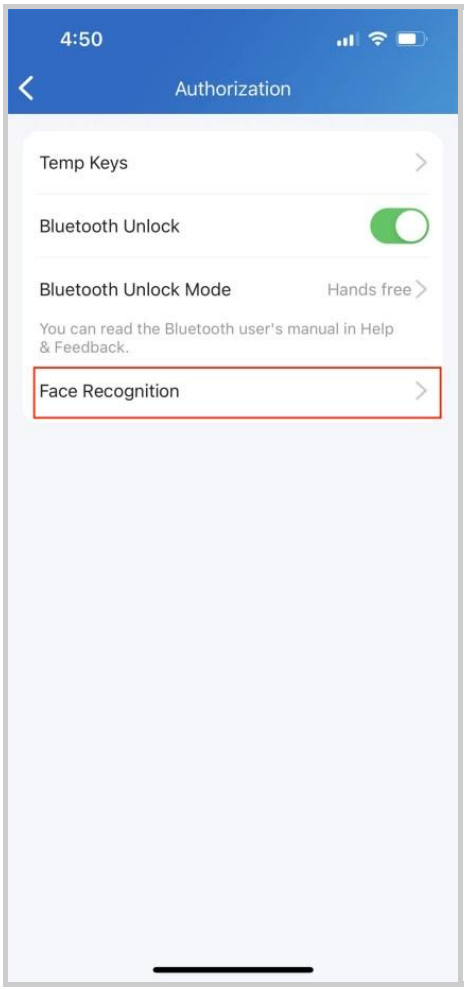
Open Doors with Face ID

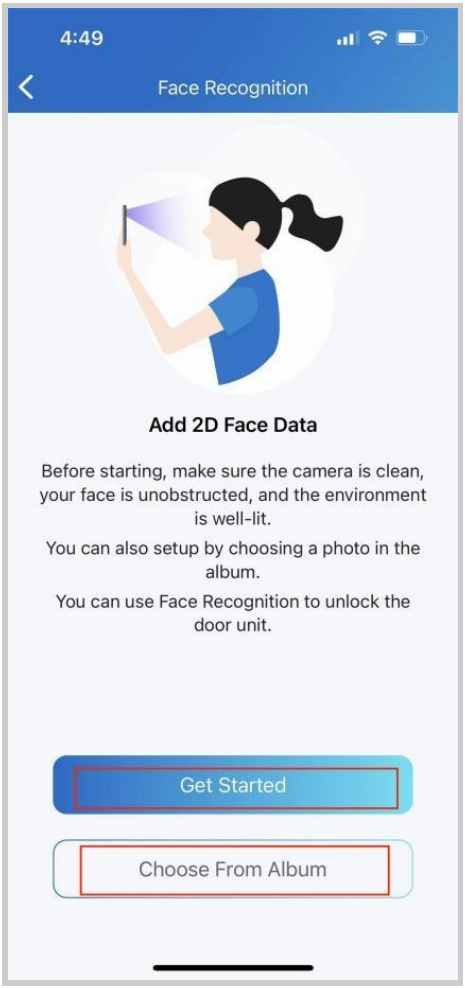
Using the facial recognition feature helps you to open the door fast and safely.

Set up Face ID

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

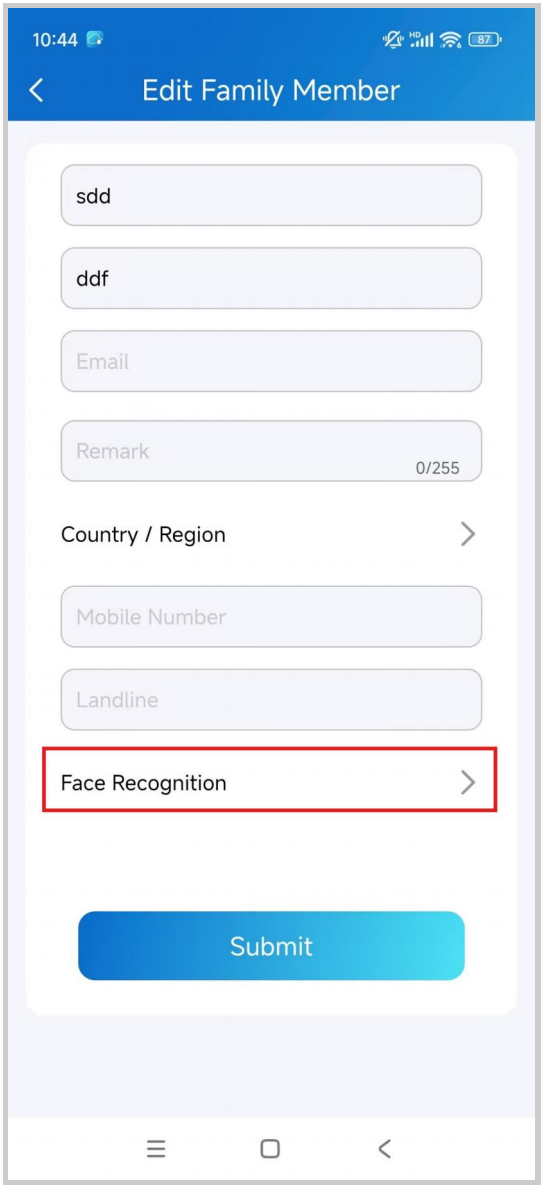


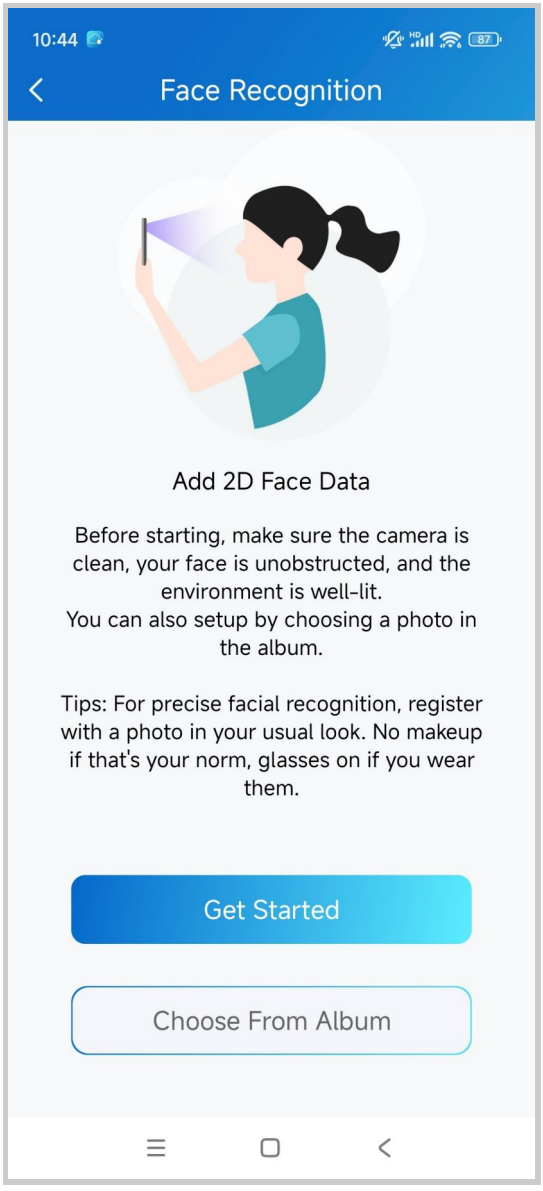




Set up Face ID for Family Members

1. Tap **Me > Family Members** and select the target family member.
2. Click the Edit icon in the upper right corner.
3. Tap **Face Recognition**.
4. You can set the face ID by:
    - choosing a front-face photo from the album;
    - tapping **Get Started** and make sure the member's face stays fully in the frame until the registration finishes.





Open Doors with NFC

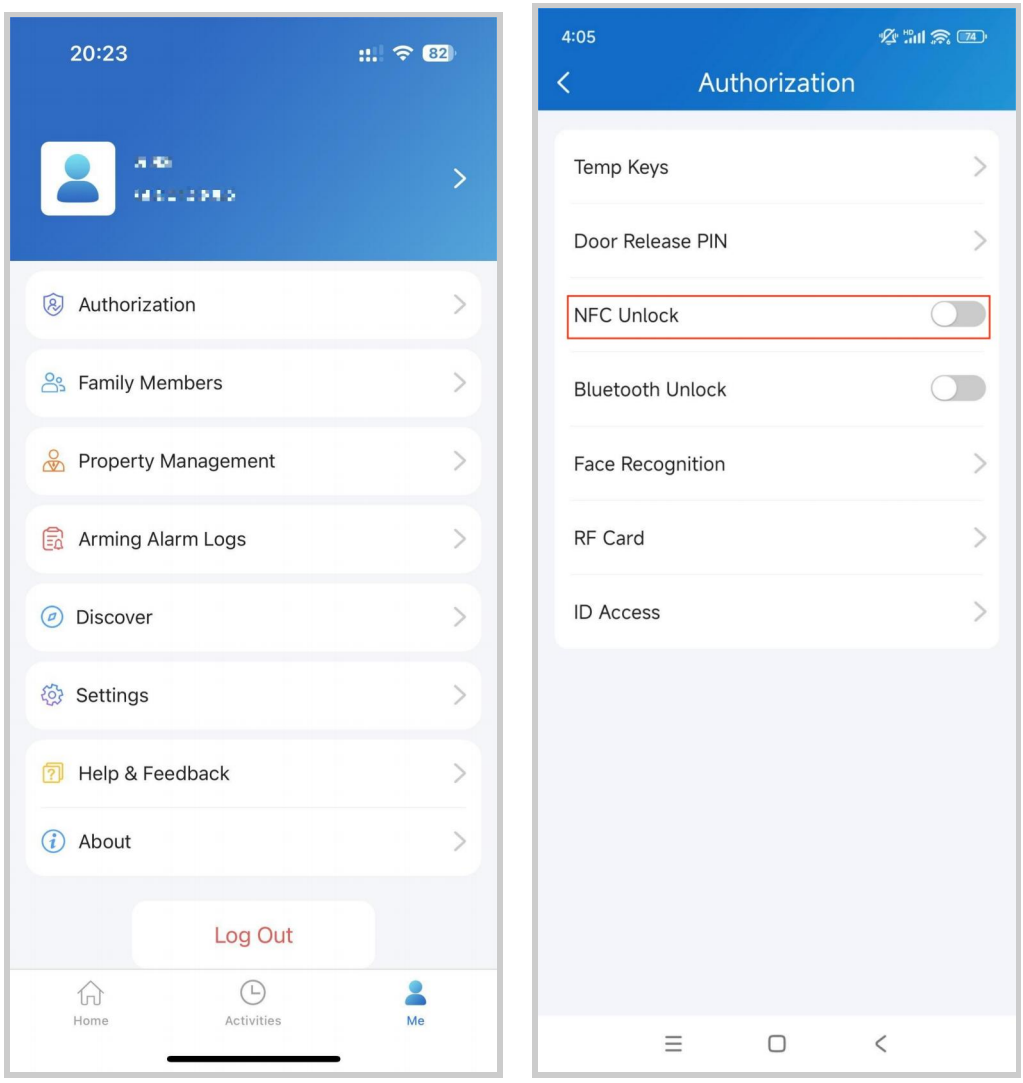
It is convenient when using a phone with an NFC feature to open the door. You just need to put your phone onto the door phone's card reader, then the door will open.

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.

Open 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

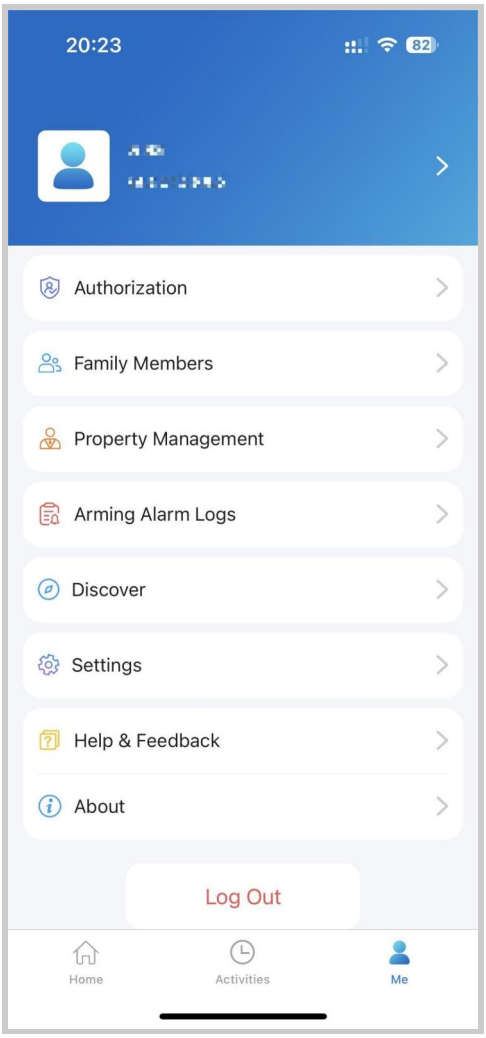
Ensure Bluetooth is enabled on your phone and SmartPlus App before using this feature.

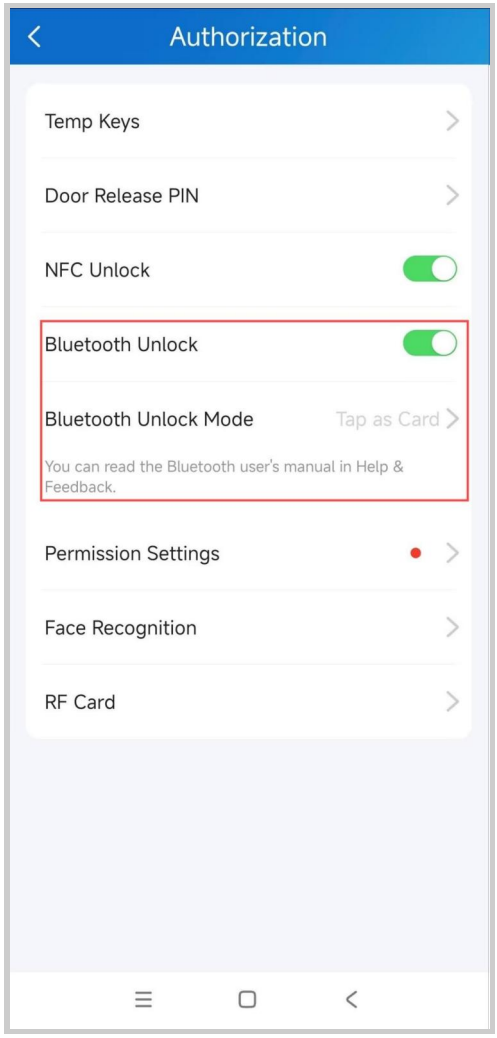
1. Go to **Me > Authorization**, enable Bluetooth Unlock, and follow the onscreen instructions.

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.





Open Doors with a PIN Code

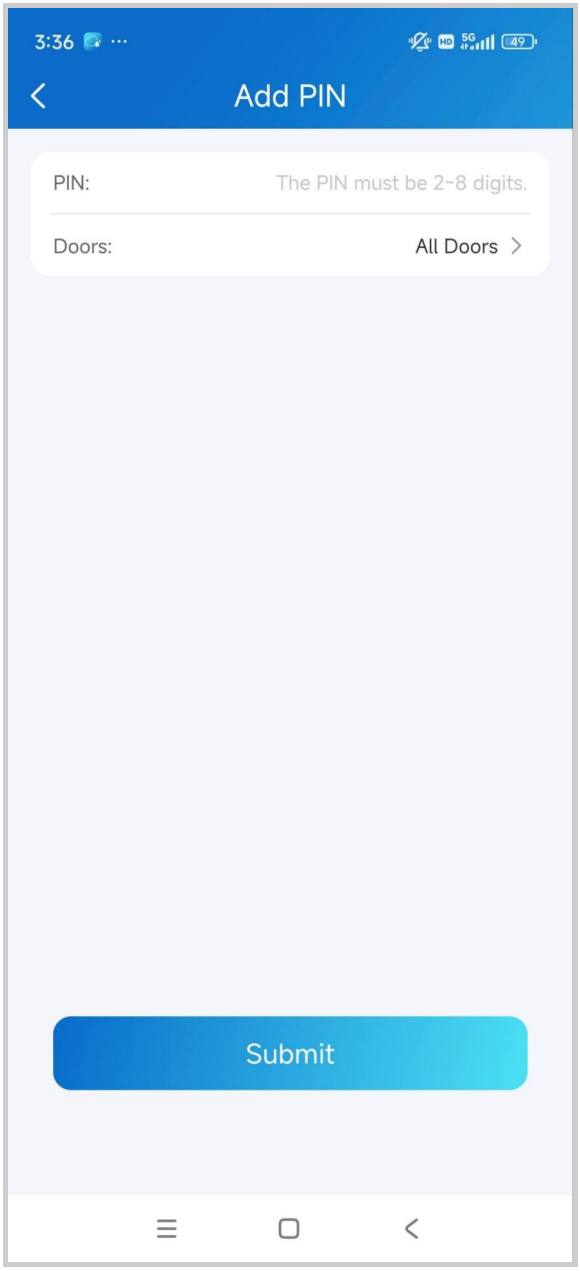
You can set a private PIN code for door entry.

On your first login, you are asked to set up a PIN code for your private use. You can skip this step to set it up later.

1. Tap **Me > Authorization > Door Release PIN**.

2. Tap the Add icon in the upper right corner.

3. Enter the PIN code and select the door to be opened. The default option is **All Doors**.



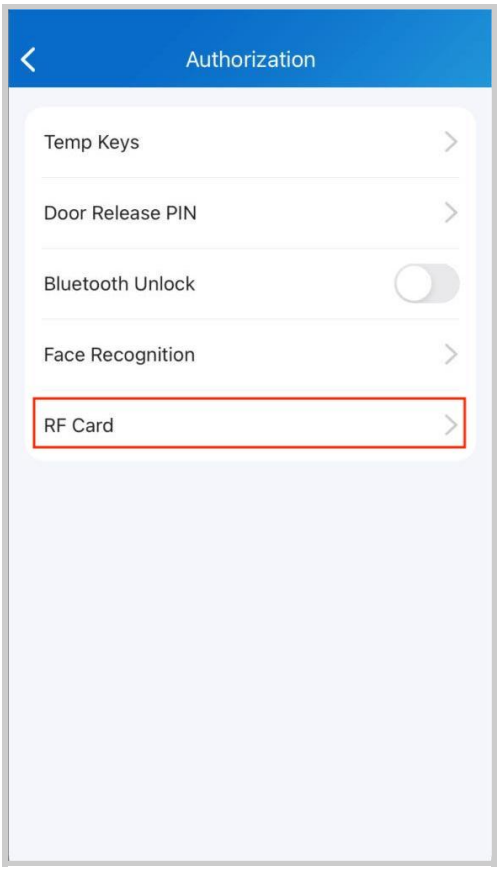
Open Doors with an RF Card

Note

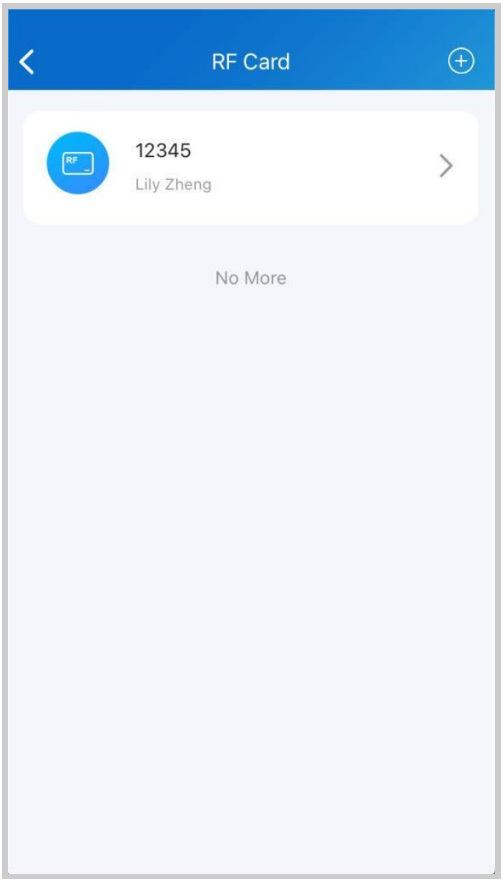
- Only family master accounts in single-tenant projects are allowed to add, edit, and delete RF cards for the family from the SmartPlus app.
- The cards added from the end user web interface will be synced to the app.

To manage RF cards, follow the steps below:

1. Go to **Me > Authorization.**

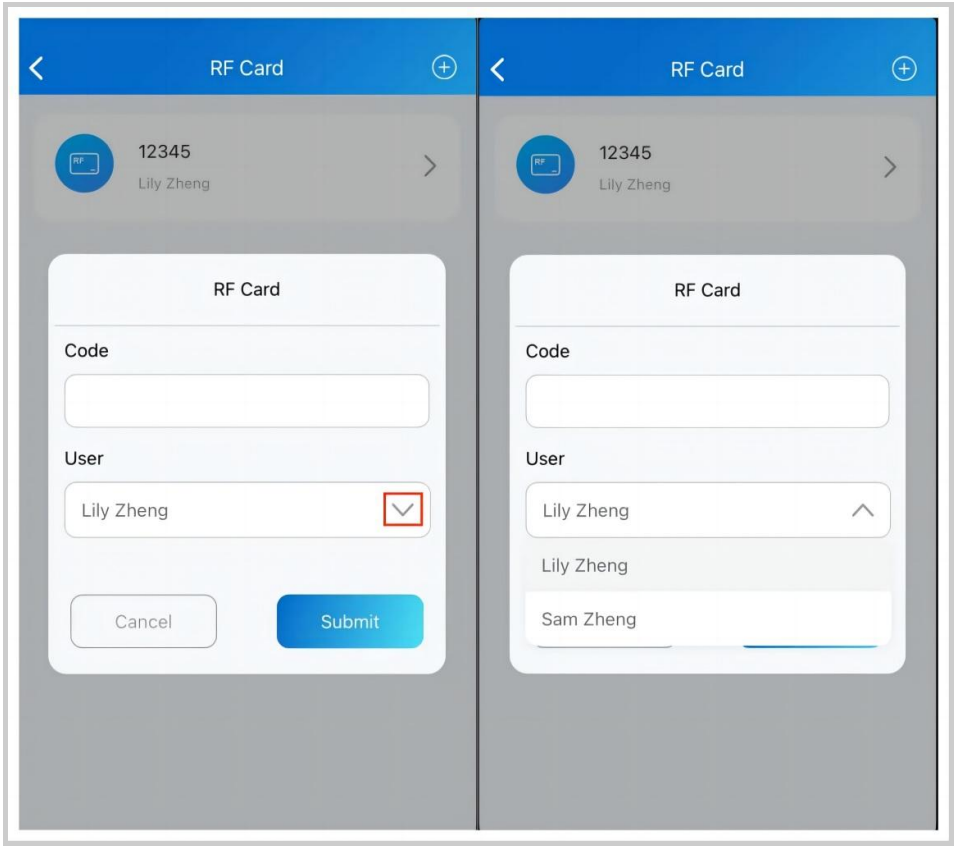


2. Select an **RF card.**

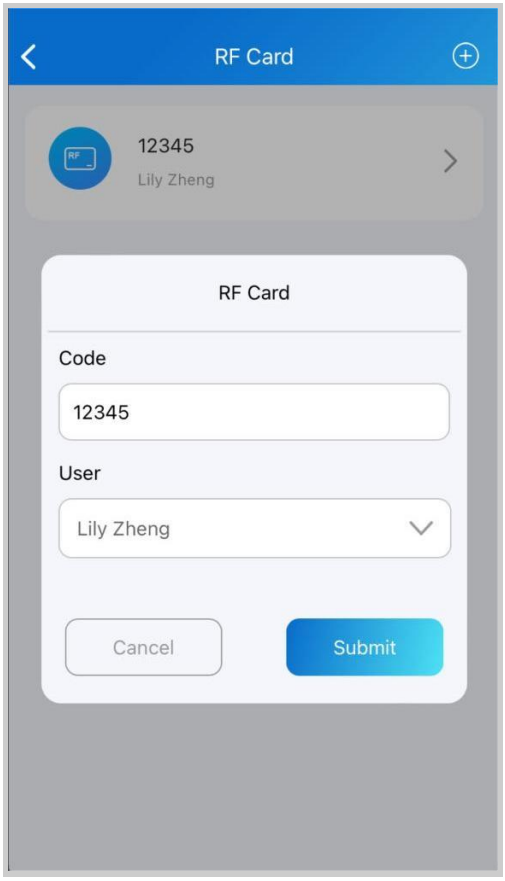


3. On the RF card screen, do any of the following:

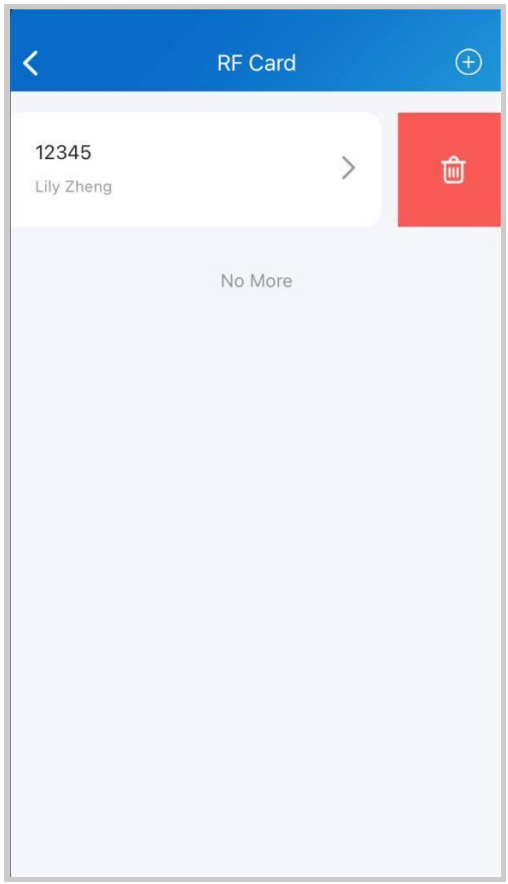
- Tap to add a card.
- Assign the RF card to the desired user by tapping .



- Tap to edit the card.



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

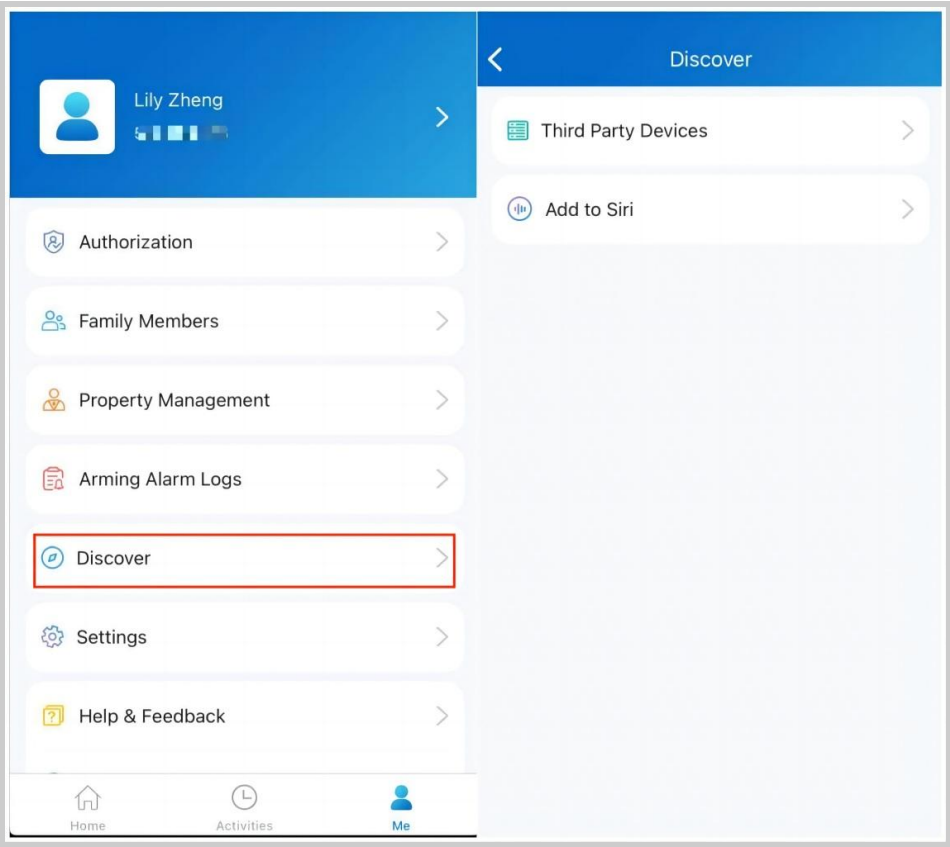


Open Doors with Siri

Note

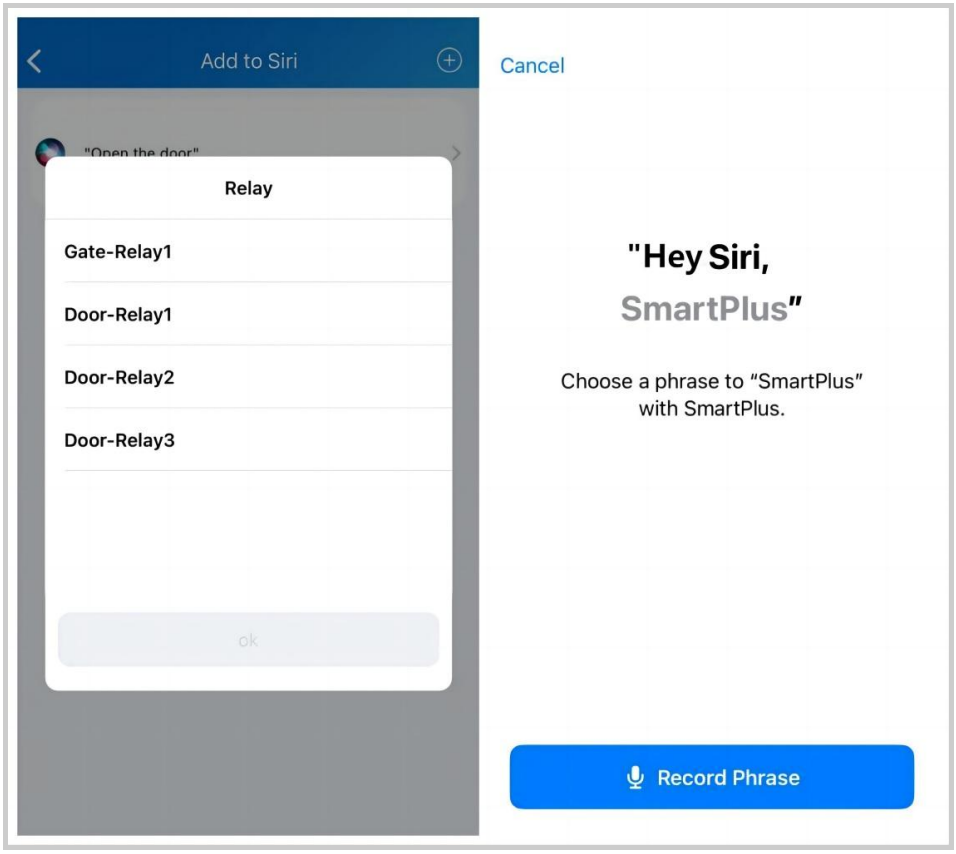
- The system should be IOS 12 or above.
- You can record no more than 10 voice commands.
- Commands do not interoperate between different accounts.

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

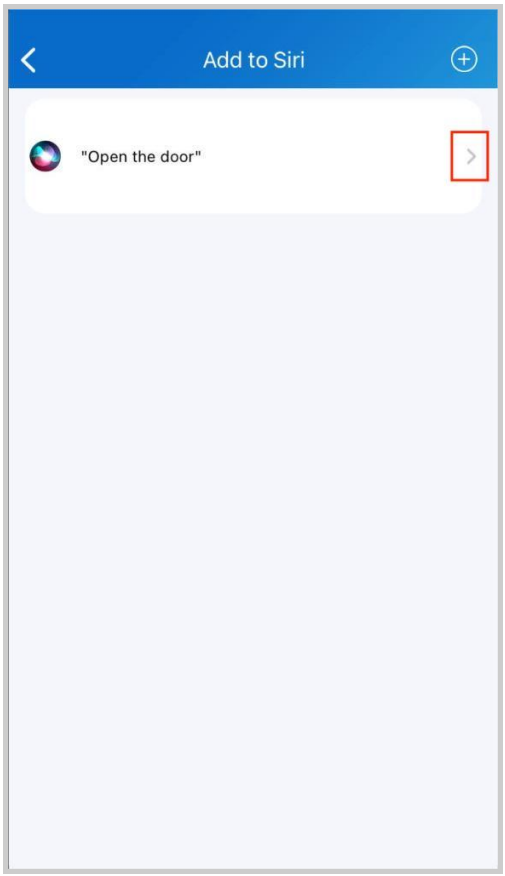


2. Tap the **add icon** . Select the desired door and record the command.

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



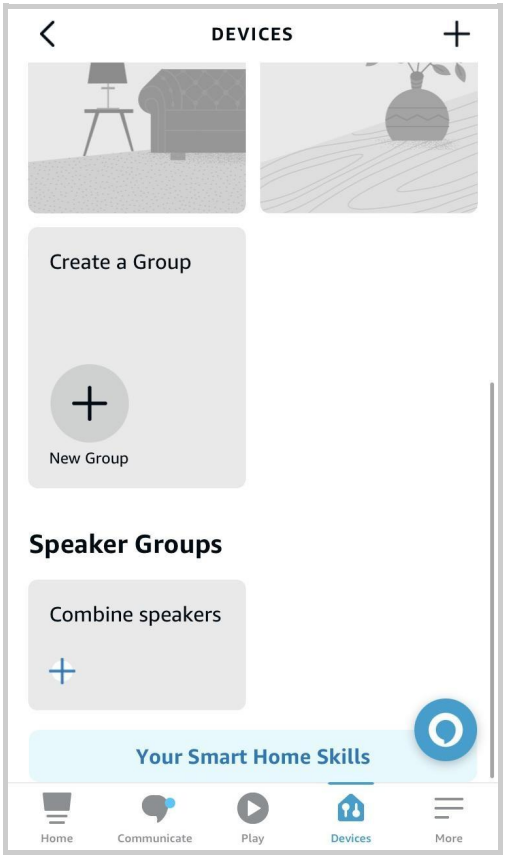
3. Tap > to check and edit the command.



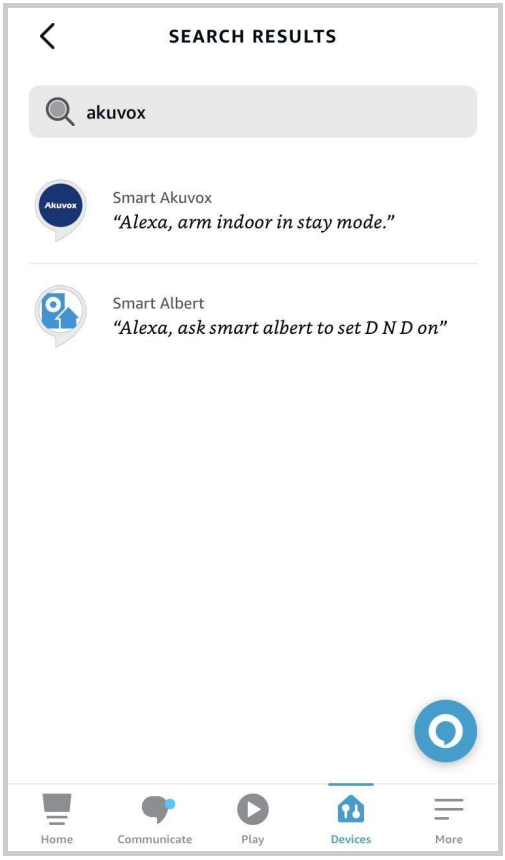
Open Doors with Alexa

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

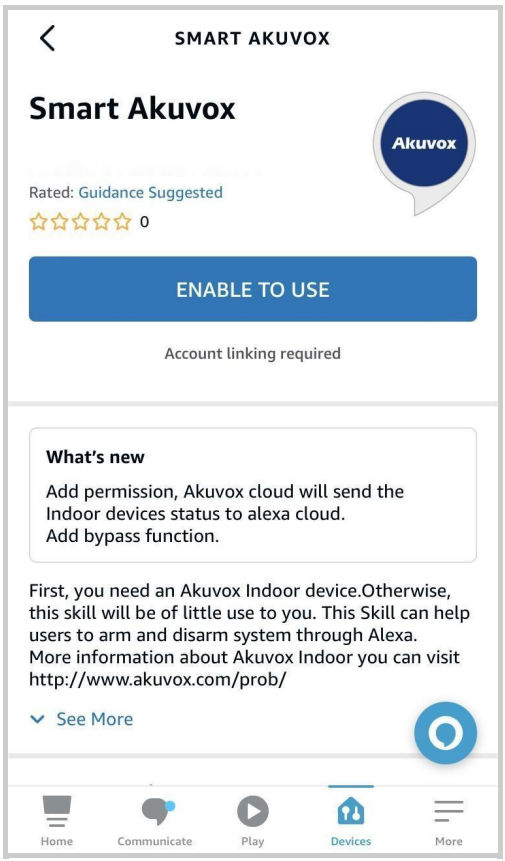
1. Log into your Alexa app, go to **Devices**, and scroll down to the bottom. Tap **Your Smart Home Skills**.

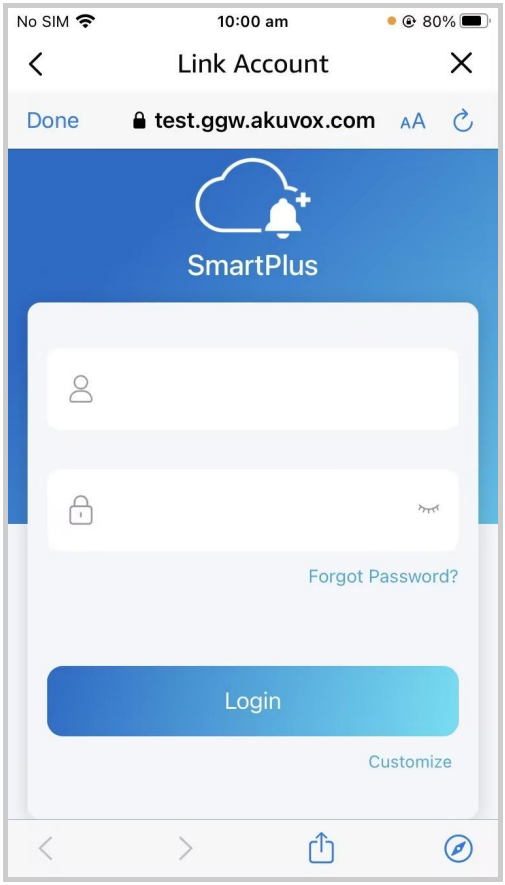


2. Enter Akuvox to search.

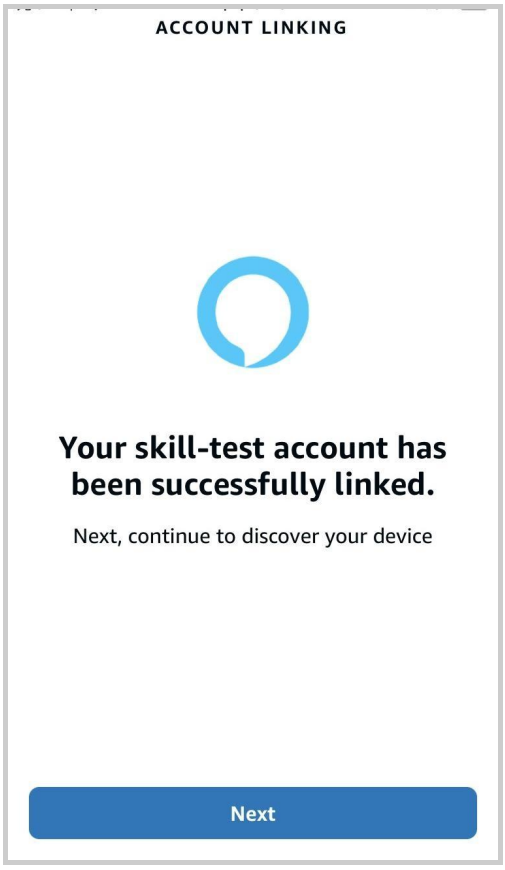


3. Tap **ENABLE TO USE** and enter your SmartPlus account username and password to login.

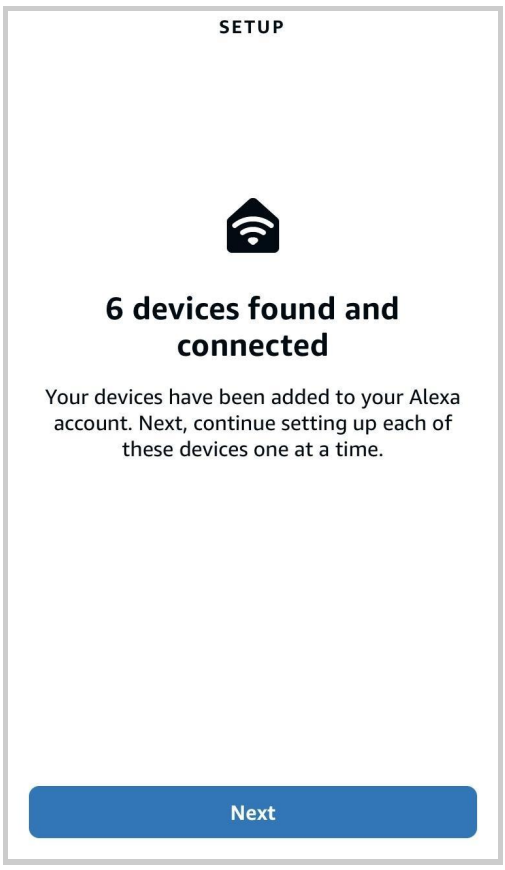




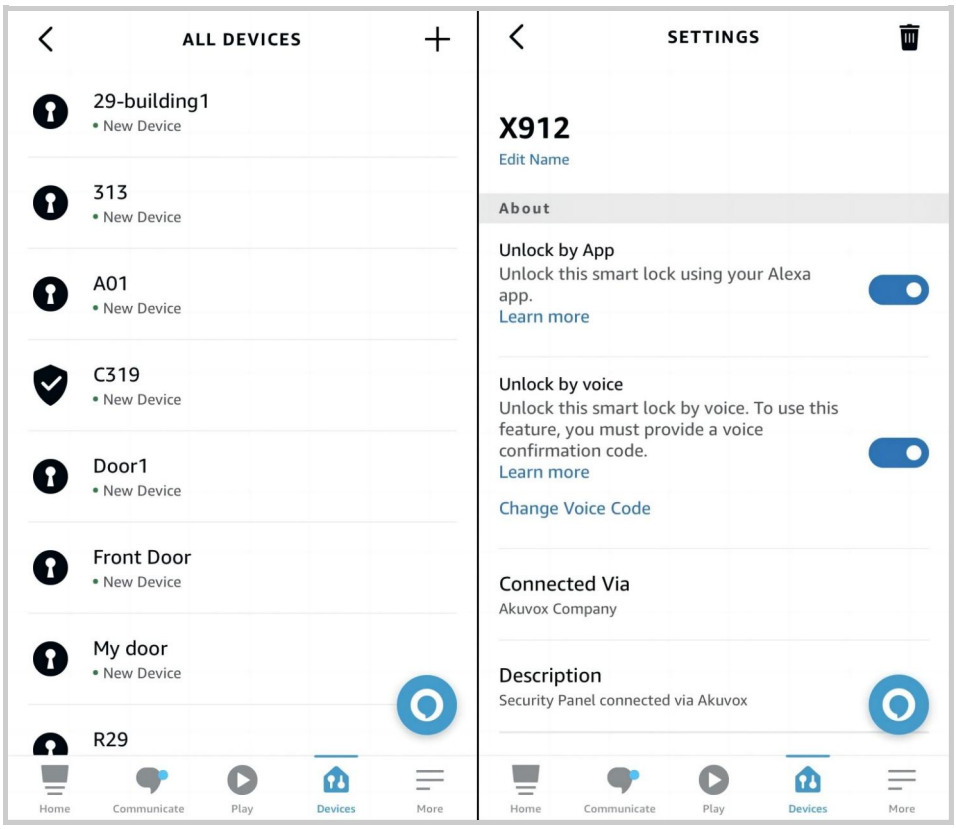
4. Tap **Next** to discover devices under your SmartPlus account.



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.

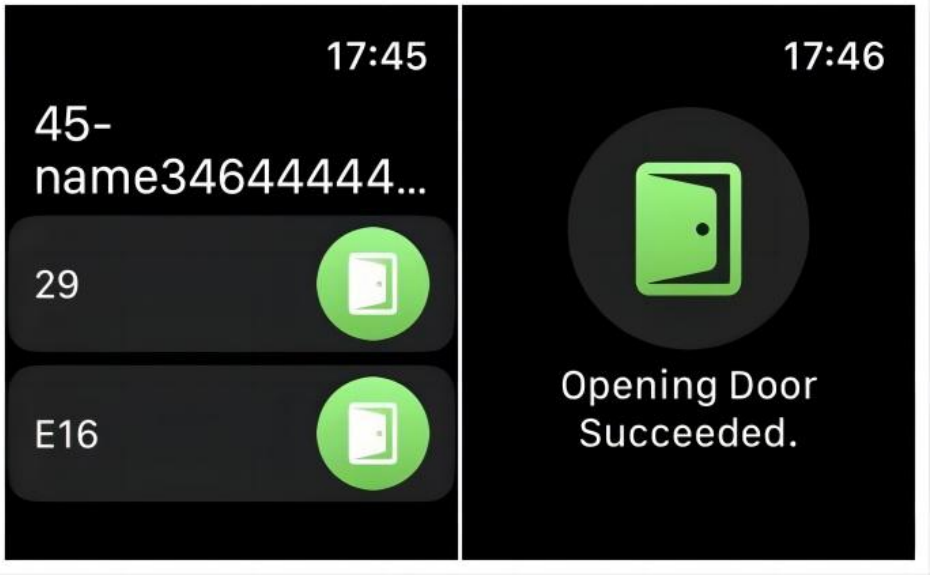


Open Doors with Apple Watch

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 the data on your Apple Watch refresh.

Open Doors 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.

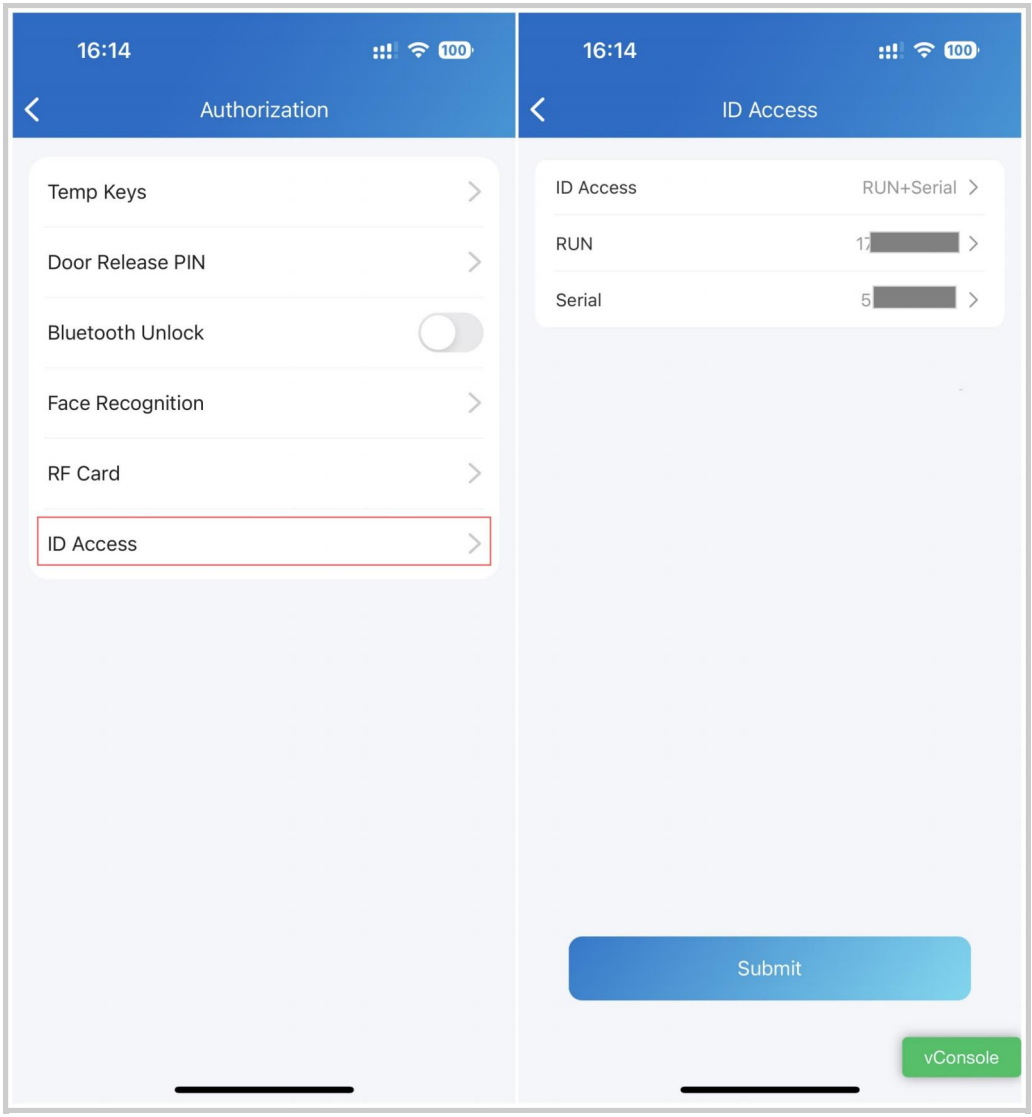
Note

- 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.

Open the Garage Door

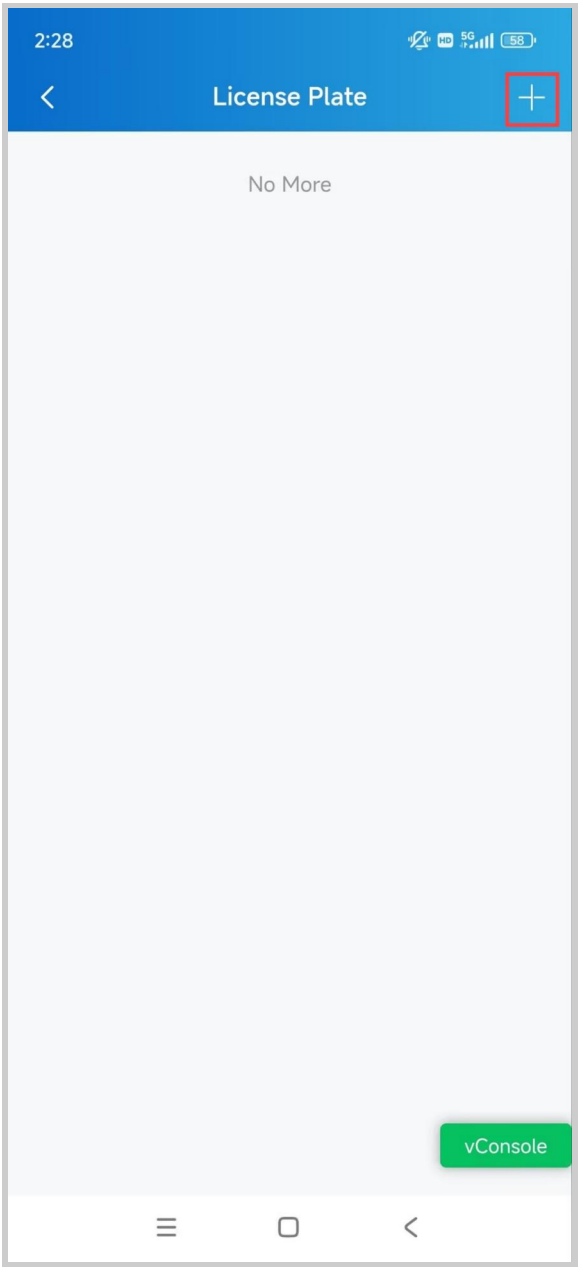
You can add your license plates or UHF cards on the SmartPlus App. When you drive in/out, your garage door can be opened automatically.

> **Note**
>
> This feature is ONLY available for single-house project users.

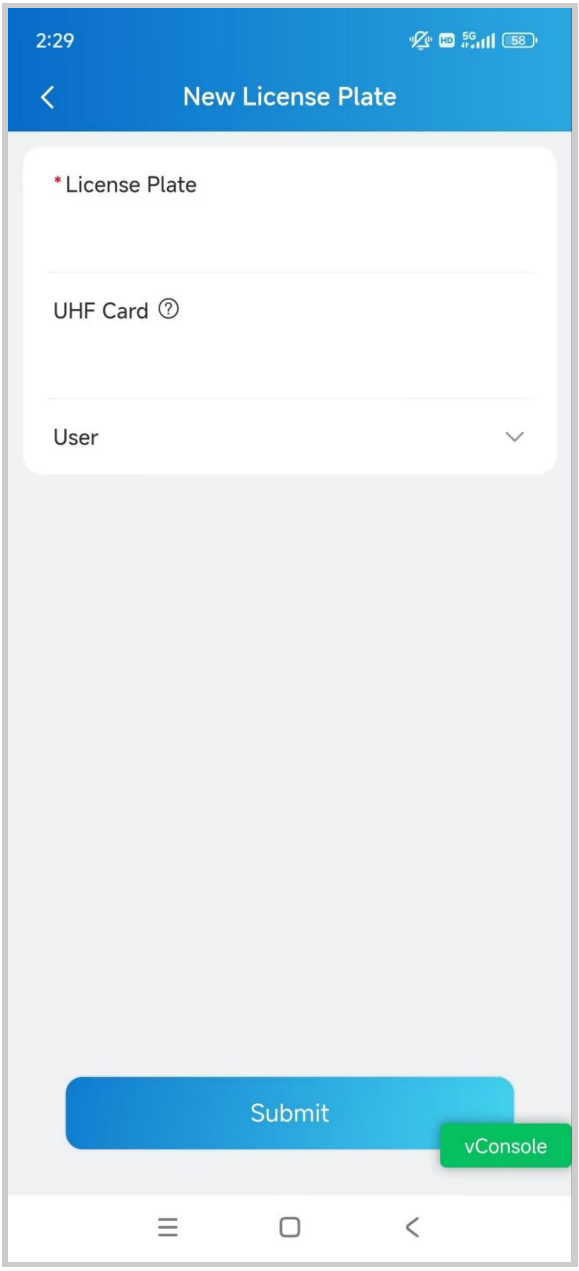
- The license plate is identified by a third-party LRP camera.
- The UHF card is identified by the Akuvox long-range card reader ACR-CRP12.

Make sure devices are installed and configured properly by your installers before using the license plate or UHF cards to open doors.

1. Tap **Me > Authorization > License Plate**.
2. Tap the Add icon in the upper right corner.



3. Enter the License Plate information.
4. Enter the UHF card code if it is used.
5. Select the user.



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 the 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.

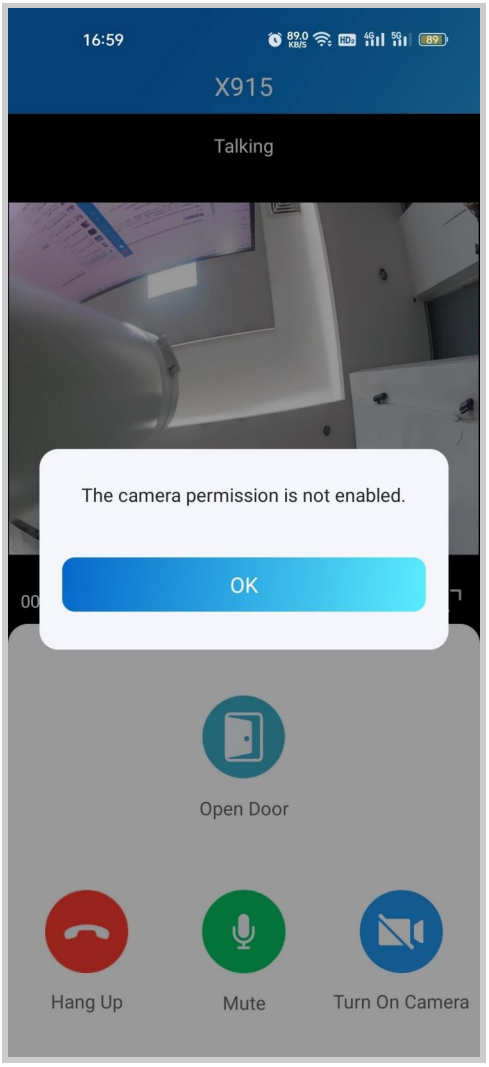
Call a Device

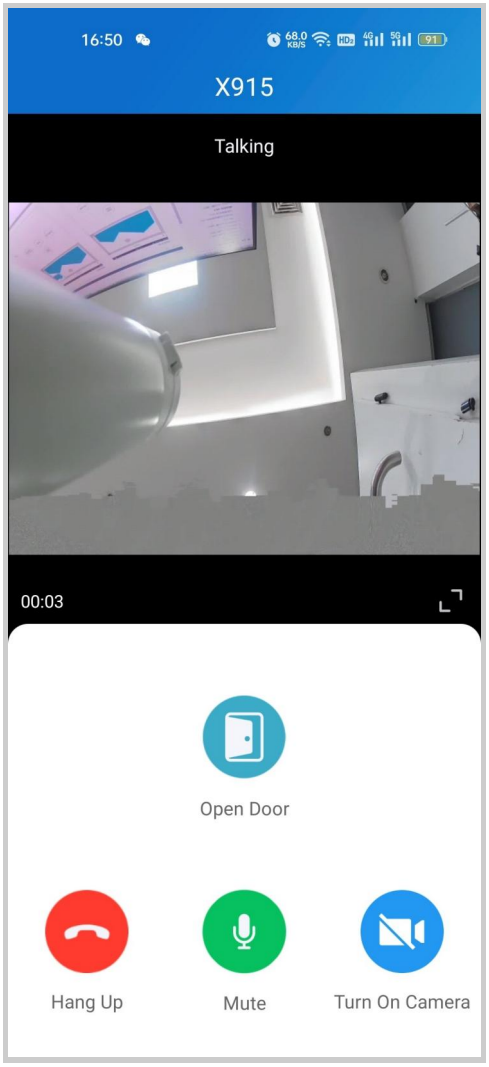
- Tap **Home**.
- Choose a device you want to call.
- Tap **Call** to start a call.
- Tap **Turn On Camera** to turn your phone's camera on if you want the called party to see you. You can turn off the camera at any time.

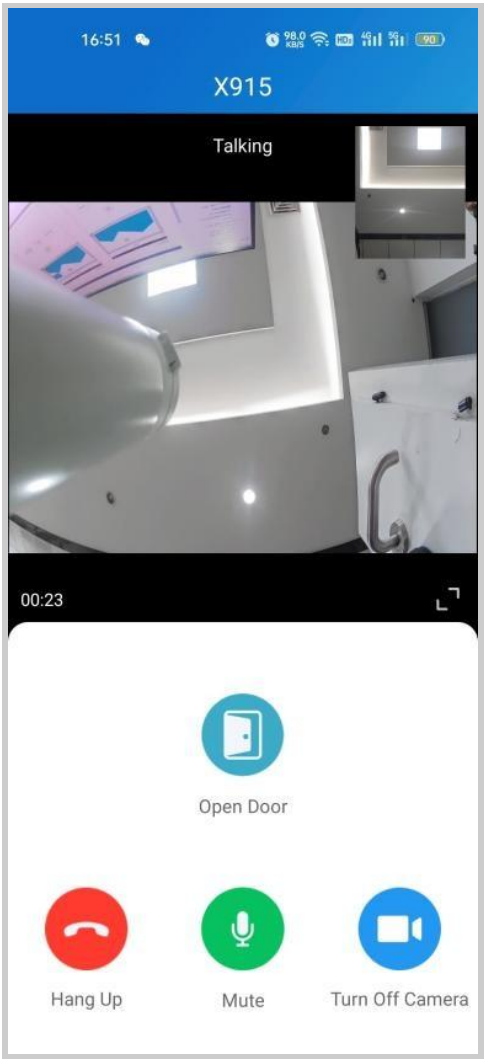
Your choice to turn on/off will be applied to later video calls with the device.

Note

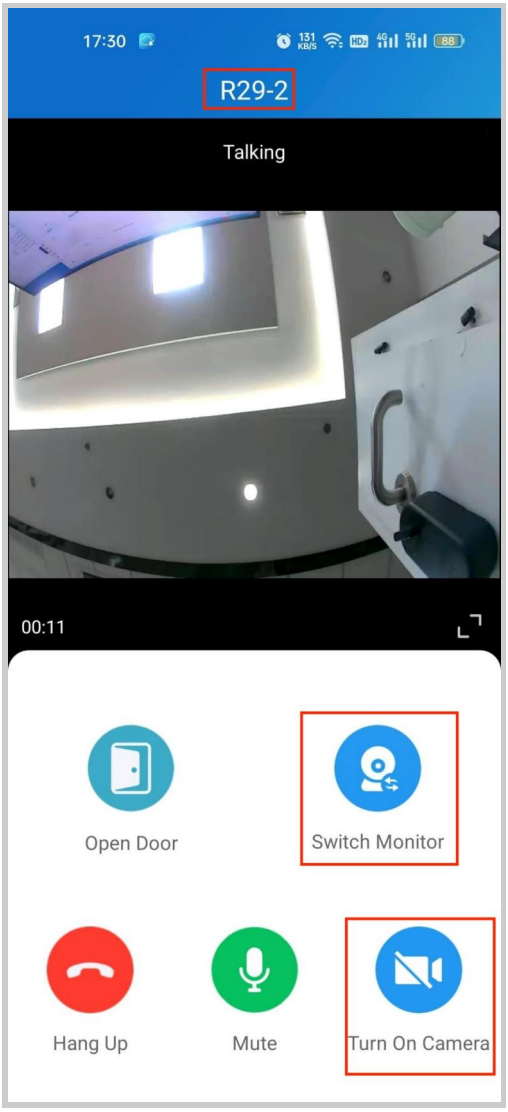
To use the Turn On Camera/Turn Off Camera feature, you must allow the SmartPlus to turn on/off the cameras when using this app. Or you will see the below pop-up message.

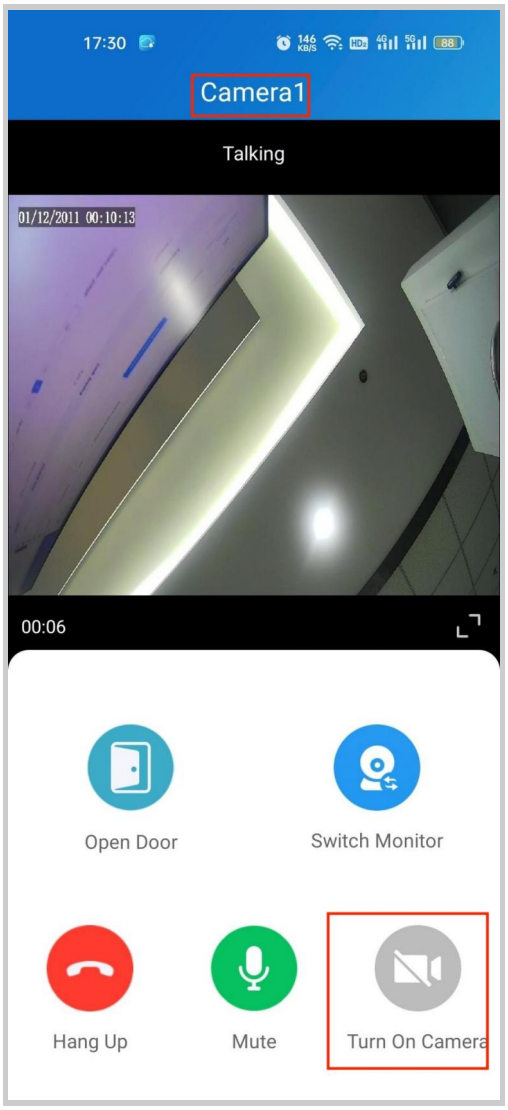

16:59
X915
Talking
The camera permission is not enabled.
OK
Open Door
Hang Up
Mute
Turn On Camera


16:50
X915
Talking
00:03
Open Door
Hang Up
Mute
Turn On Camera



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.



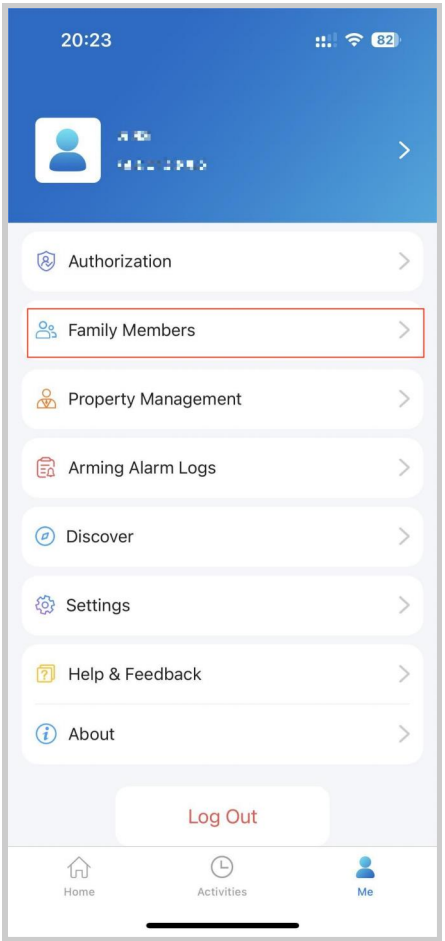


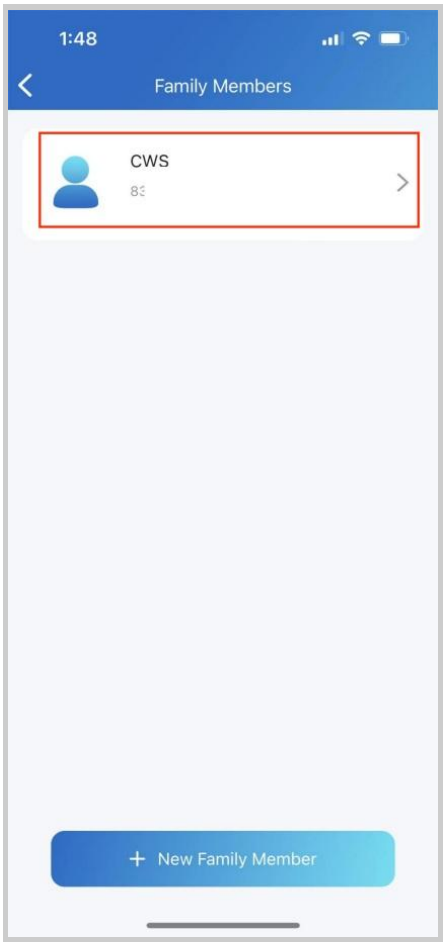
Call a Family Member

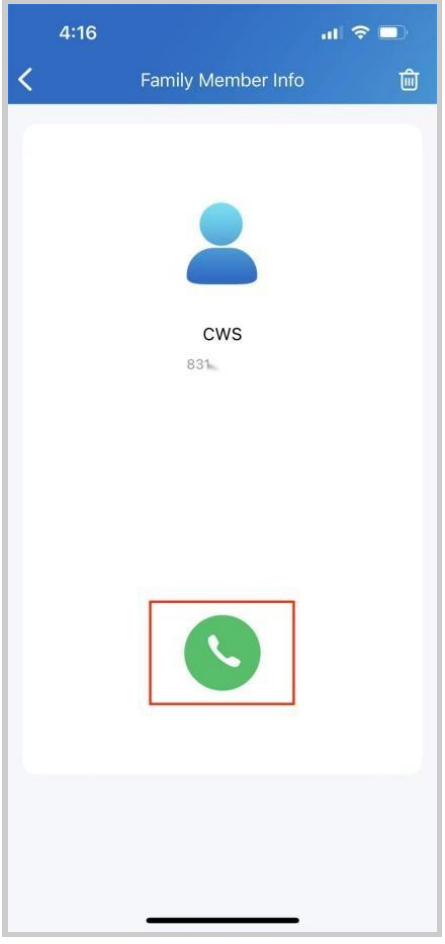
- Tap **Me** in the lower-bottom tap bar.
- Tap **Family Members**, and tap the member you want to call.

Note

- Only audio calls are allowed between App users.


20:23
Authorization
Family Members
Property Management
Arming Alarm Logs
Discover
Settings
Help & Feedback
About
Log Out
Home
Activities
Me


1:48
Family Members
CWS
New Family Member


4:16
Family Member Info
CWS

Call Other Families within the Community

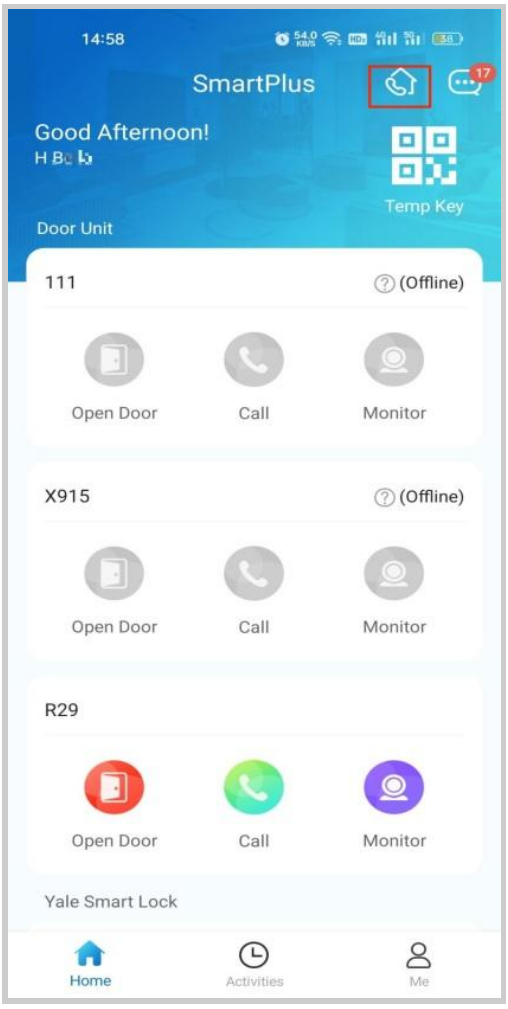
The Community Calls feature enables you to call other families living in the same community.

Note

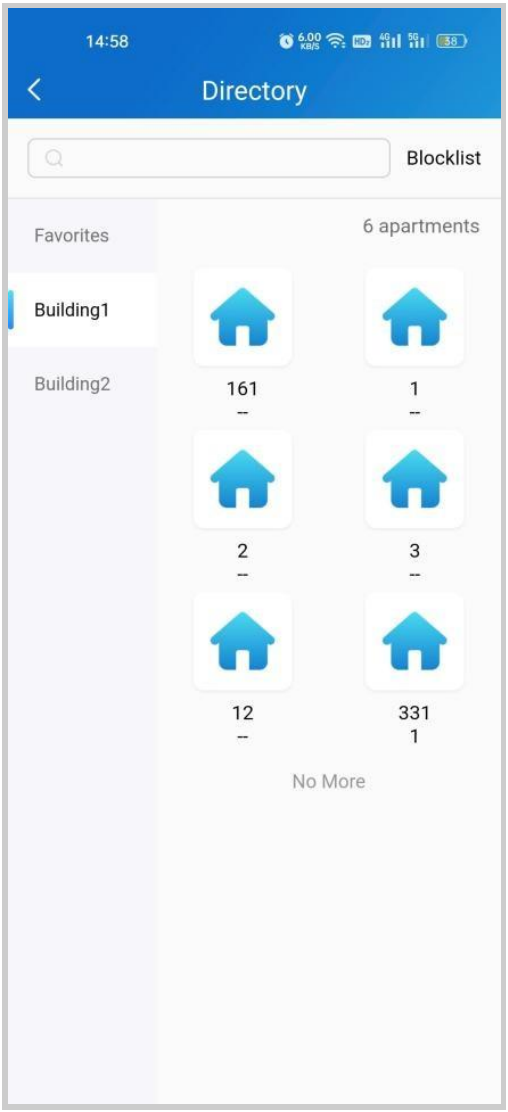
- This feature is only available for new communities. Besides, the community's service provider must enable this function from his/her end.

To access the feature, do the following:

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



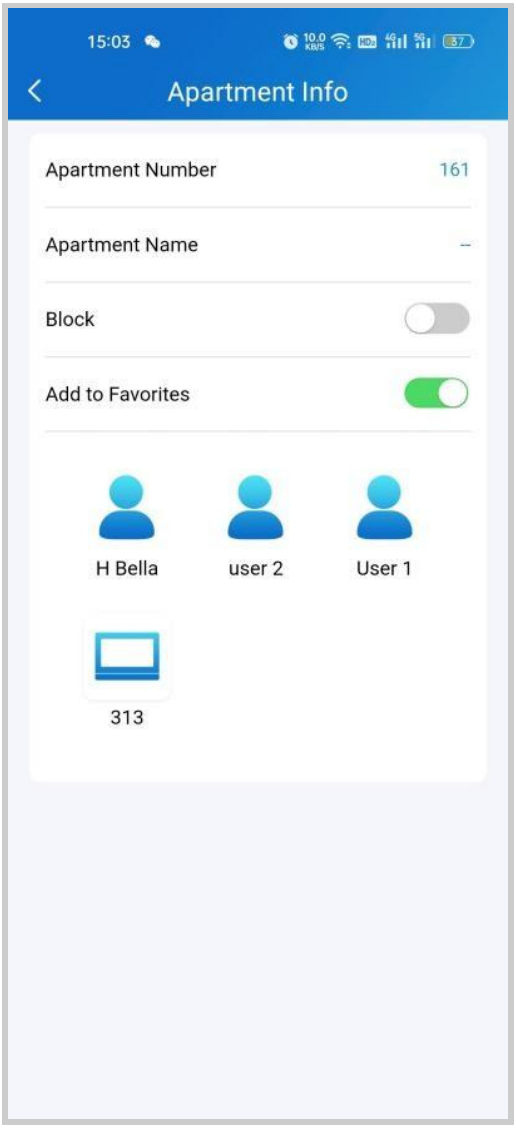
2. A directory screen opens.

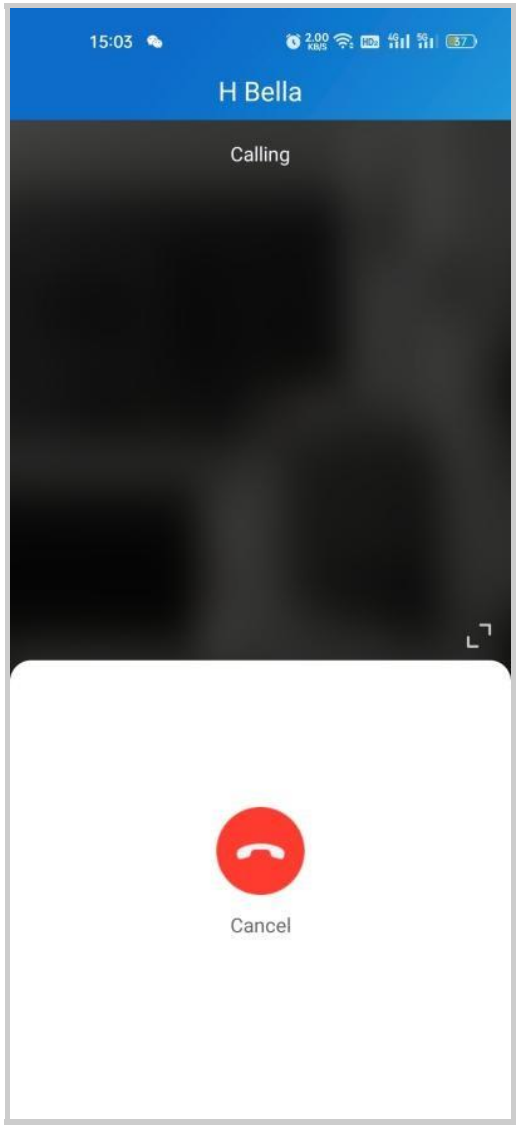


3. On the Directory screen, do any of the following:

- 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.





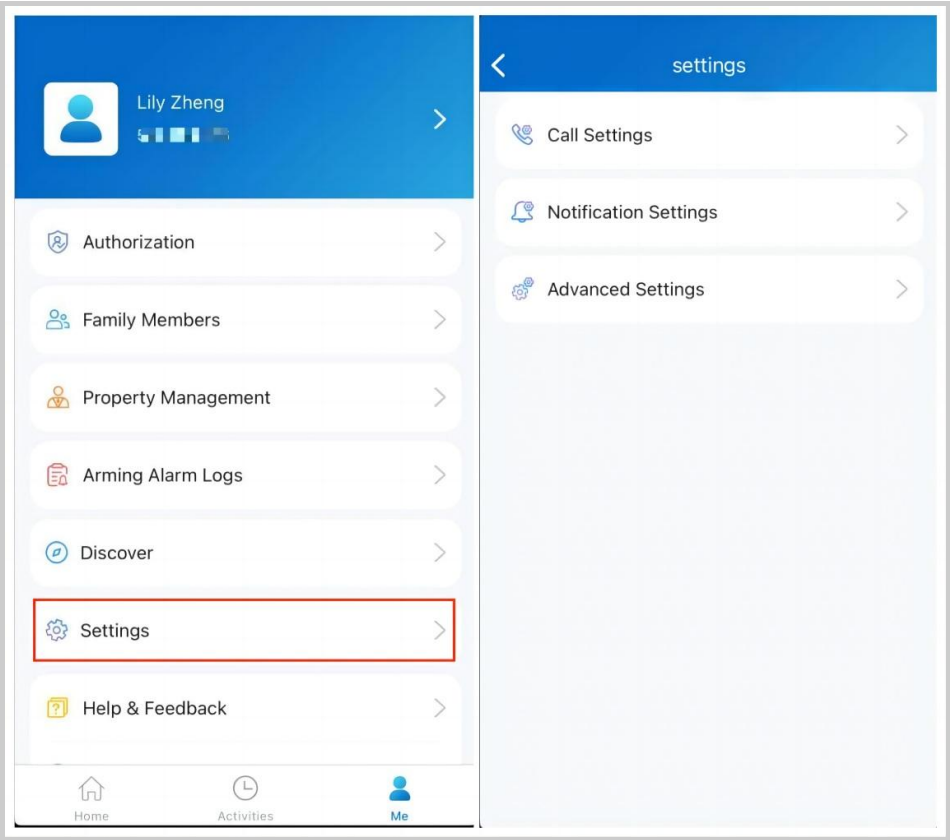
Landline, Contact, and Call Preference

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:

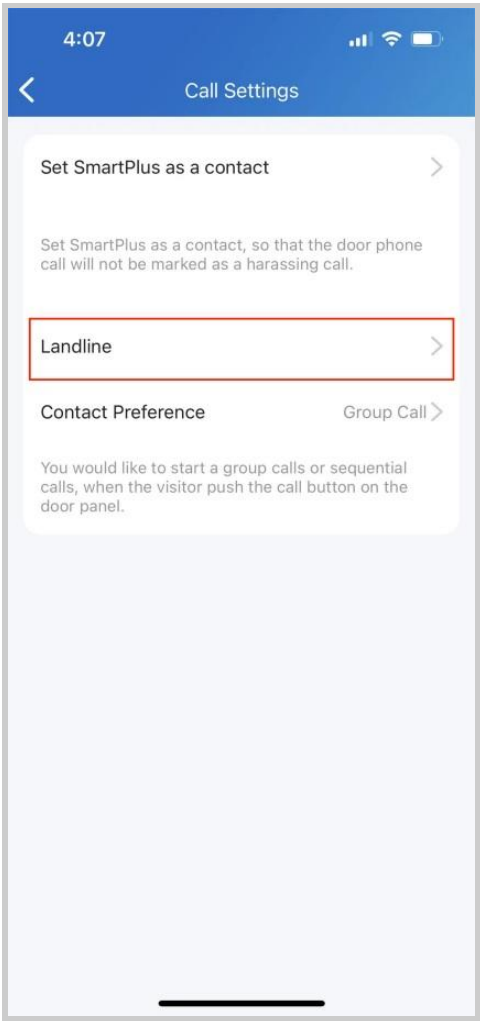
- Go to **Me > Settings > Call Settings**.

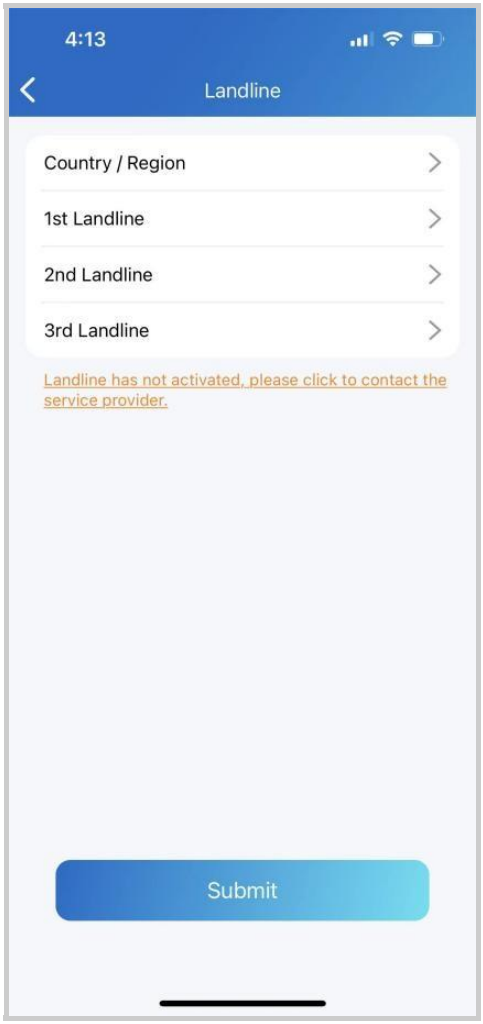


- Tap **Landline**, and select the country/region the phone number(s) forwarded.
- Enter the number(s) in your preferred order.

Note

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



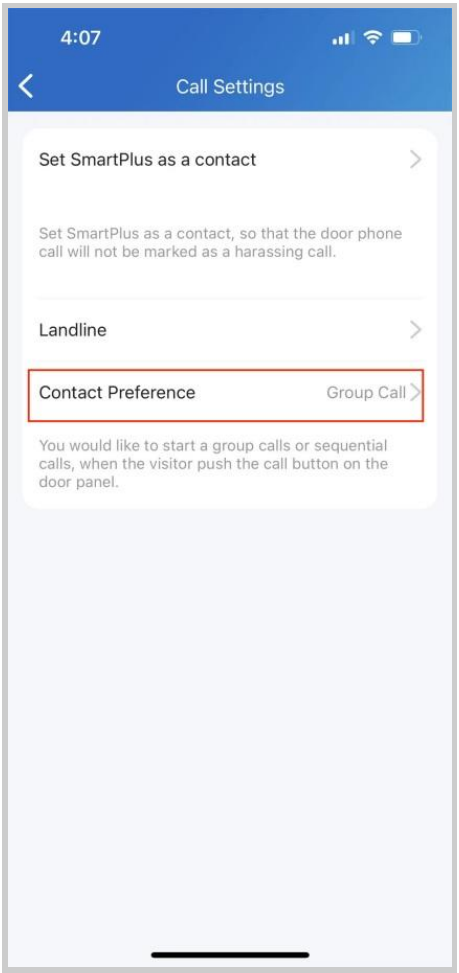


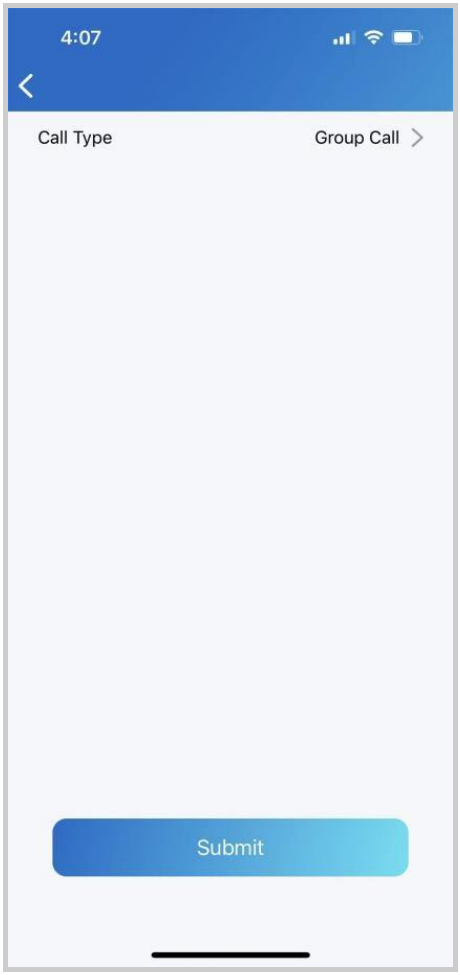
Set up Call-answered Order

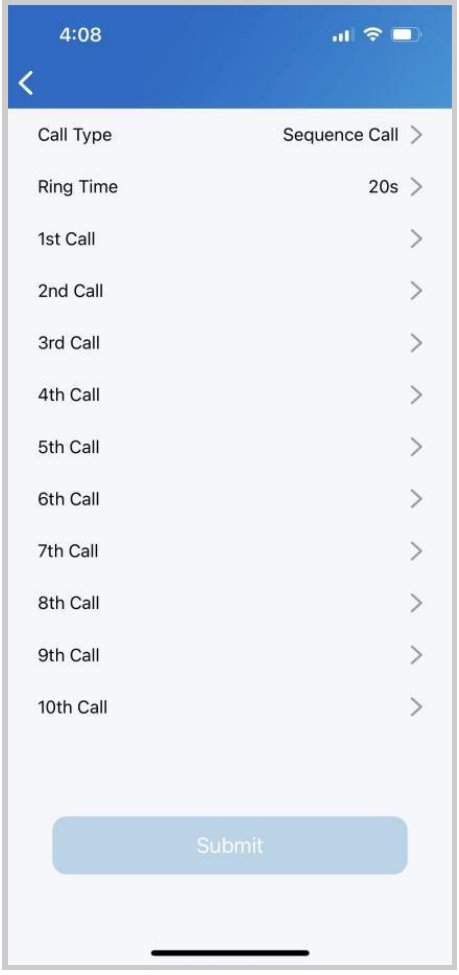
Note

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.

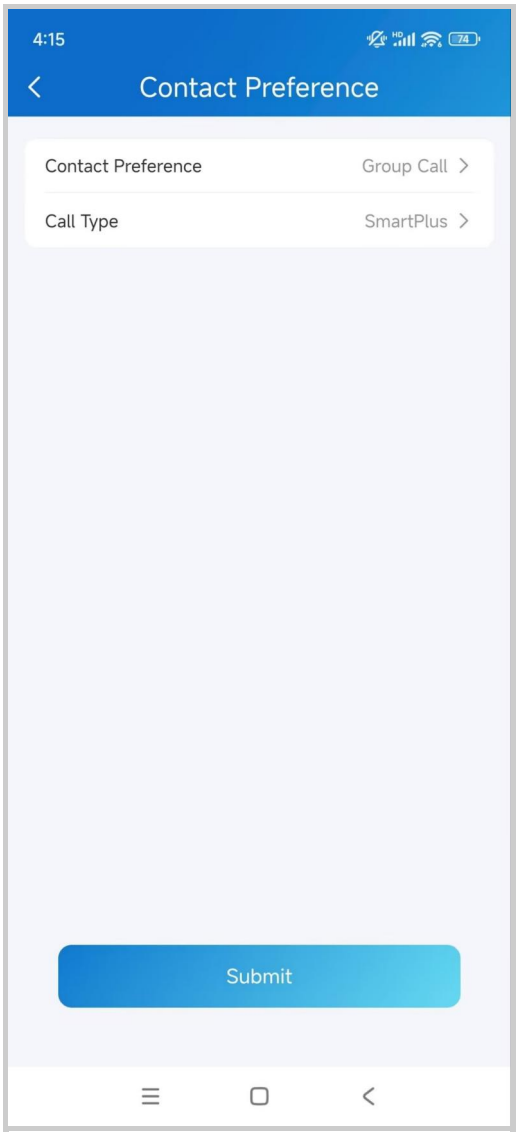
- Go to **Me > Settings > Call Settings**.
- Tap **Contact Preference**.
- Choose a call type and follow the onscreen instructions.
    - **Group Call**. All indoor monitors will receive the call. At the same time, family members will receive it in their Apps.
    - **Sequence Call**. The devices, family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


4:07
Call Settings
Set SmartPlus as a contact
Set SmartPlus as a contact, so that the door phone call will not be marked as a harassing call.
Landline
Contact Preference
Group Call
You would like to start a group calls or sequential calls, when the visitor push the call button on the door panel.


4:07
Call Type
Group Call
Submit


4:08
Call Type
Sequence Call
Ring Time
20s
1st Call
2nd Call
3rd Call
4th Call
5th Call
6th Call
7th Call
8th Call
9th Call
10th Call
Submit

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

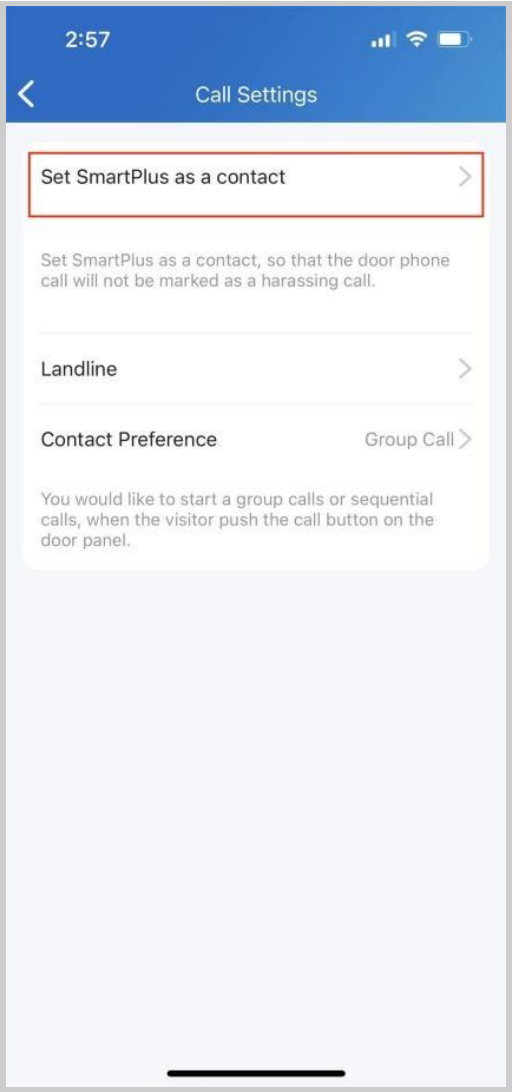


- **SmartPlus**: SmartPlus and indoor monitor(s) will be called.
- **Phone**: Phone and indoor monitor(s) will be called.
- **SmartPlus with Phone as backup**: SmartPlus and indoor monitor(s) will be called first, then the forwarded phone number if the call is not answered.

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.

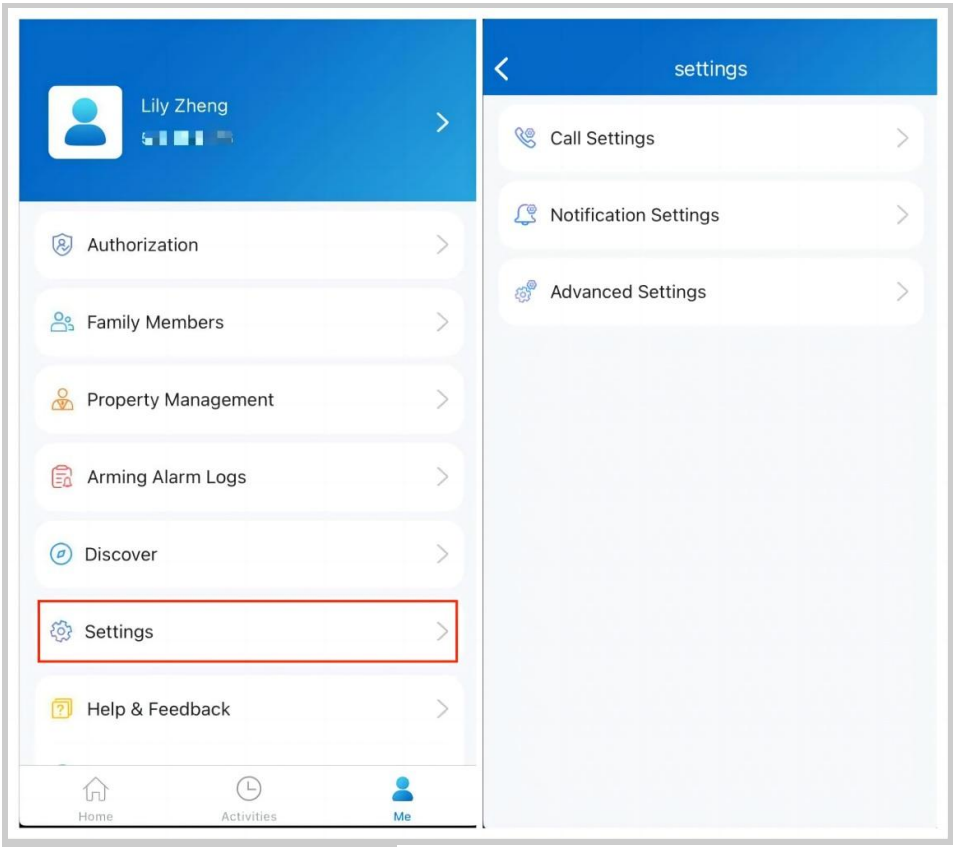


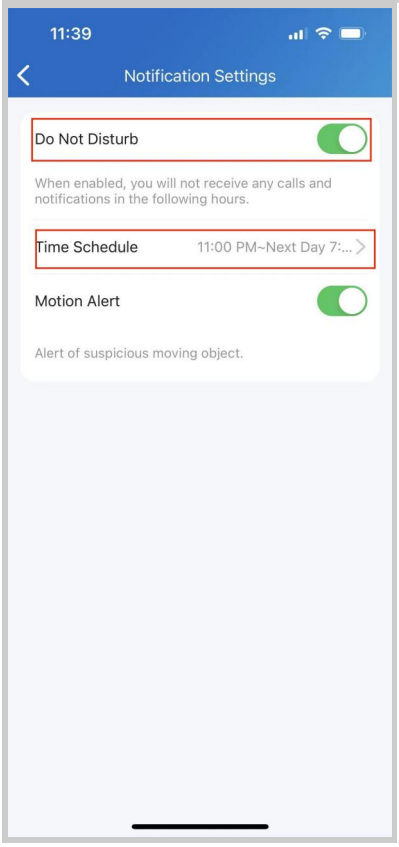
Not to Receive Calls

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.

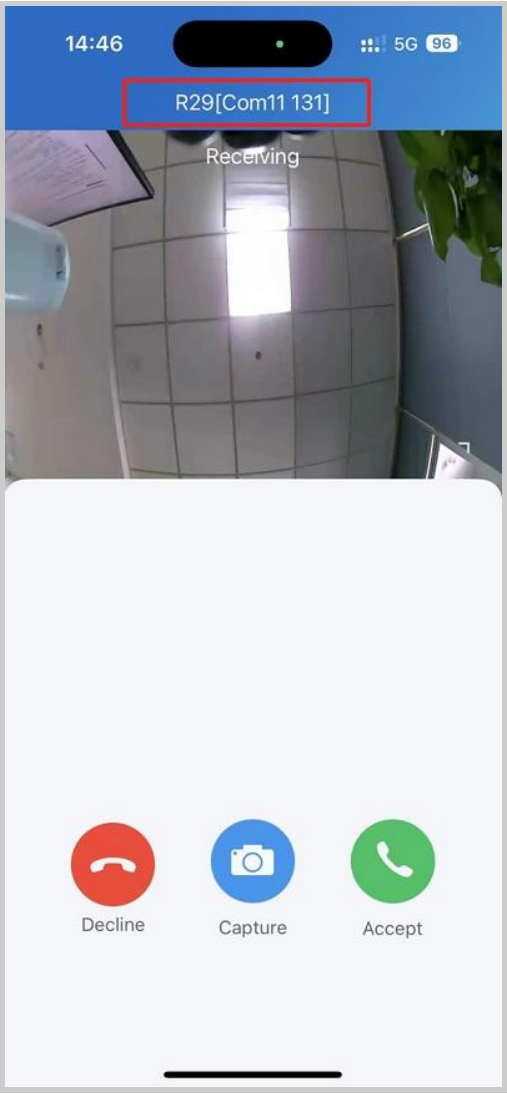
Call histories will still be recorded when enabling Do Not Disturb.





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.

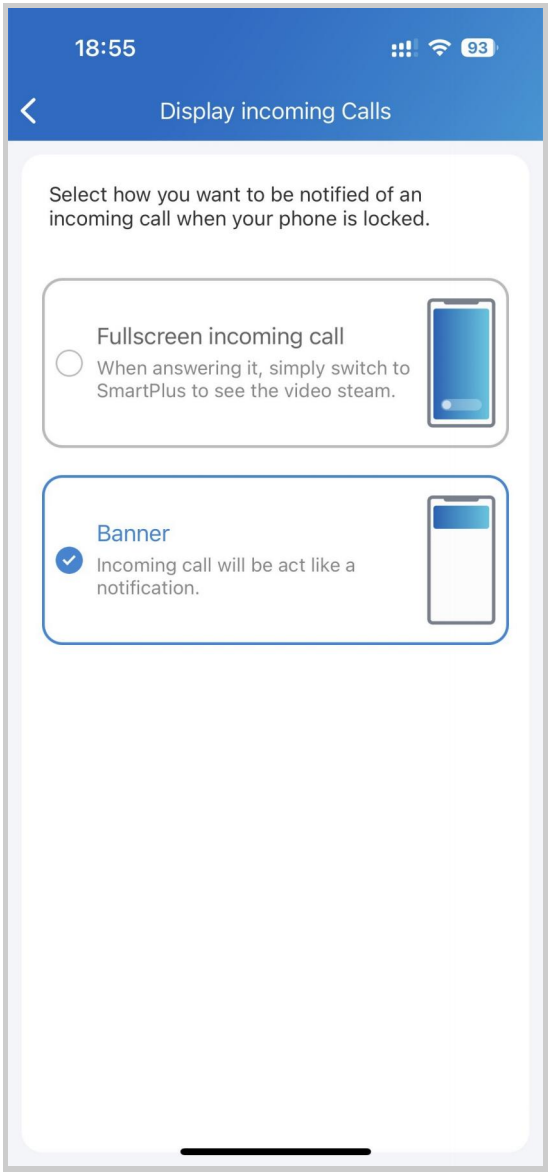


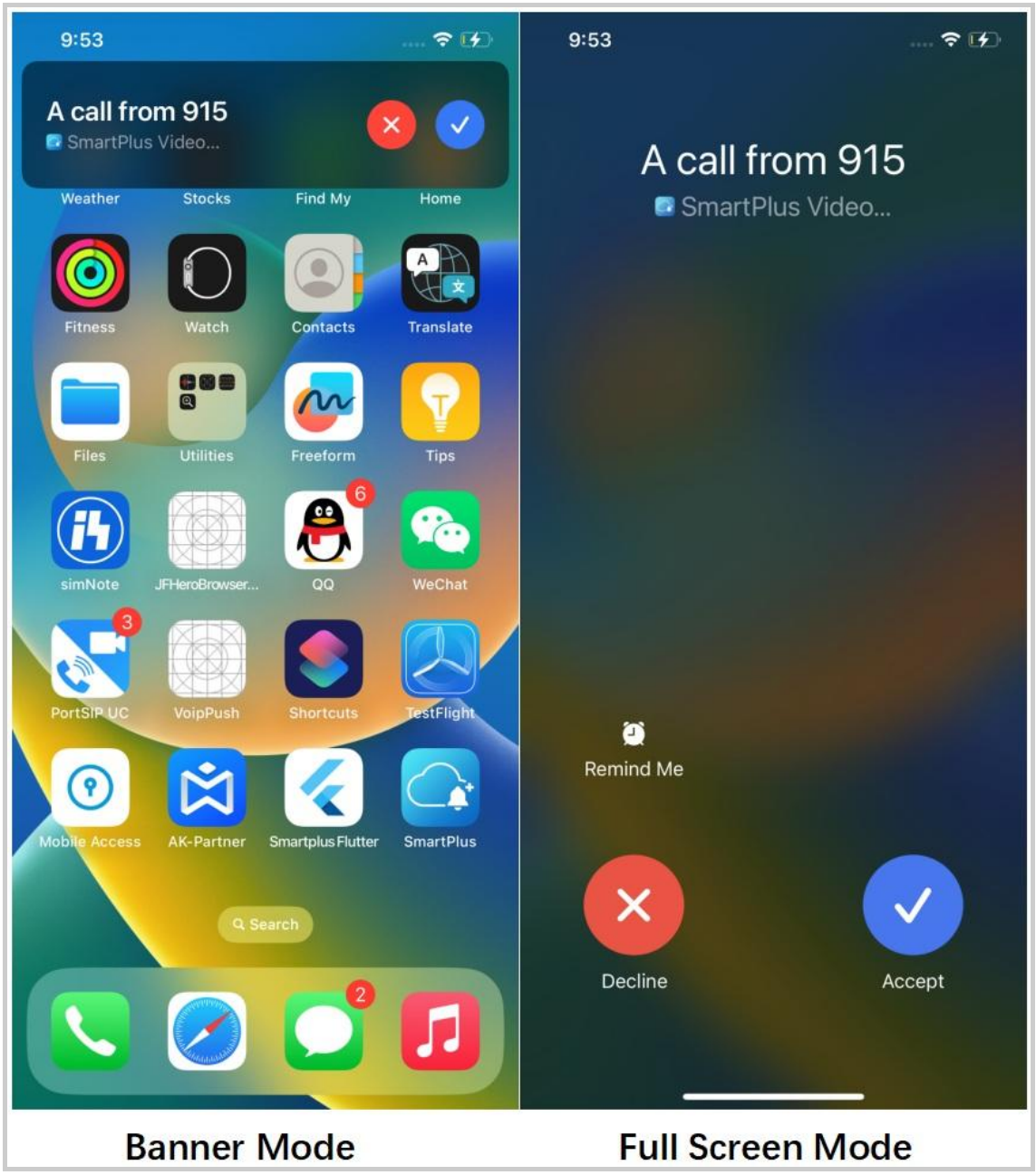
Set up Call Kit

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.


18:55
93
Display incoming Calls
Select how you want to be notified of an incoming call when your phone is locked.
Fullscreen incoming call
When answering it, simply switch to SmartPlus to see the video steam.
Banner
Incoming call will be act like a notification.



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

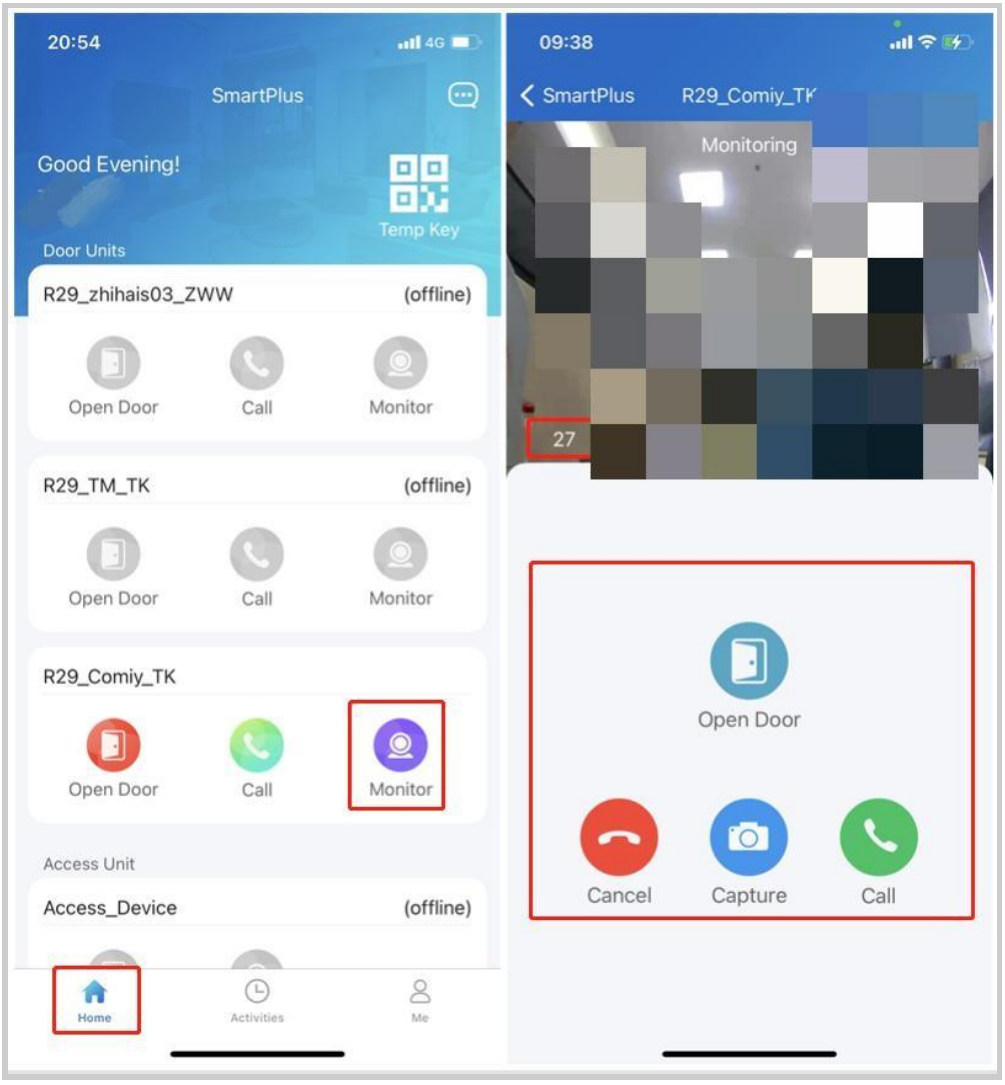
will be shown for 30 seconds.

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.

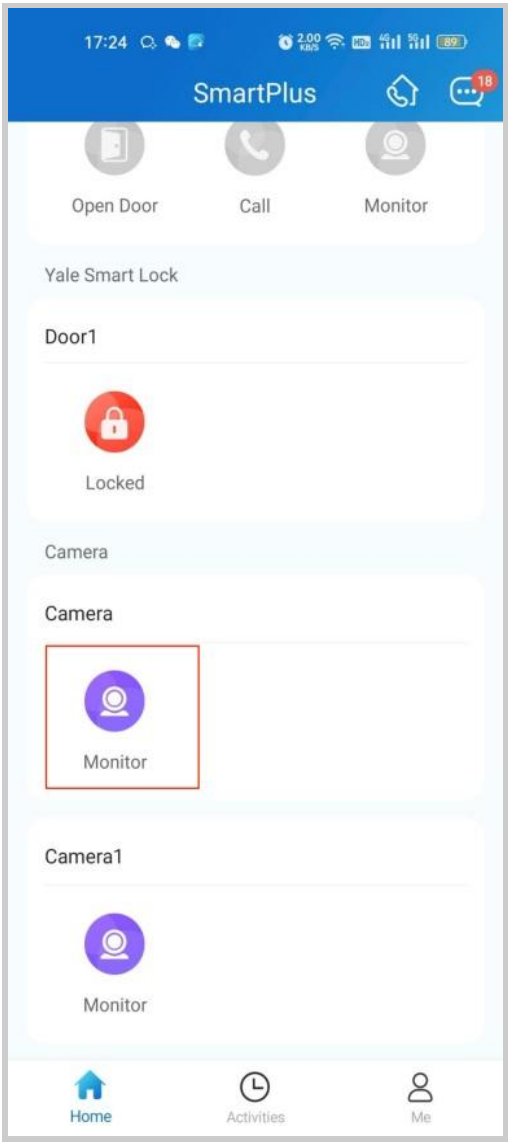


See Third-party Camera Stream

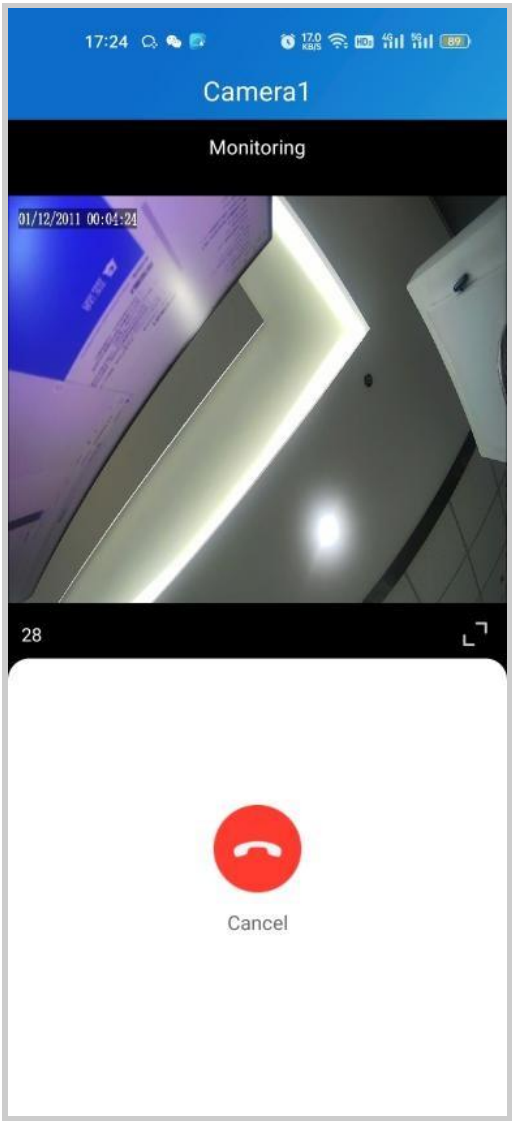
If your house or your community has third-party cameras installed, you are enabled to see their streams directly on the app. Besides, these cameras can be linked with Akuvox door phones.

- **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.

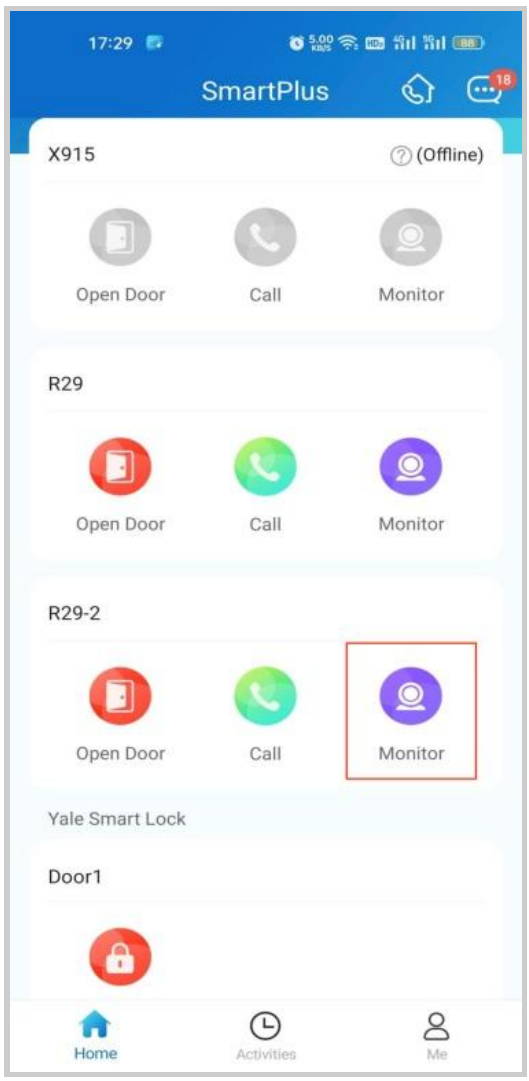


- **When cameras linked with door phones**

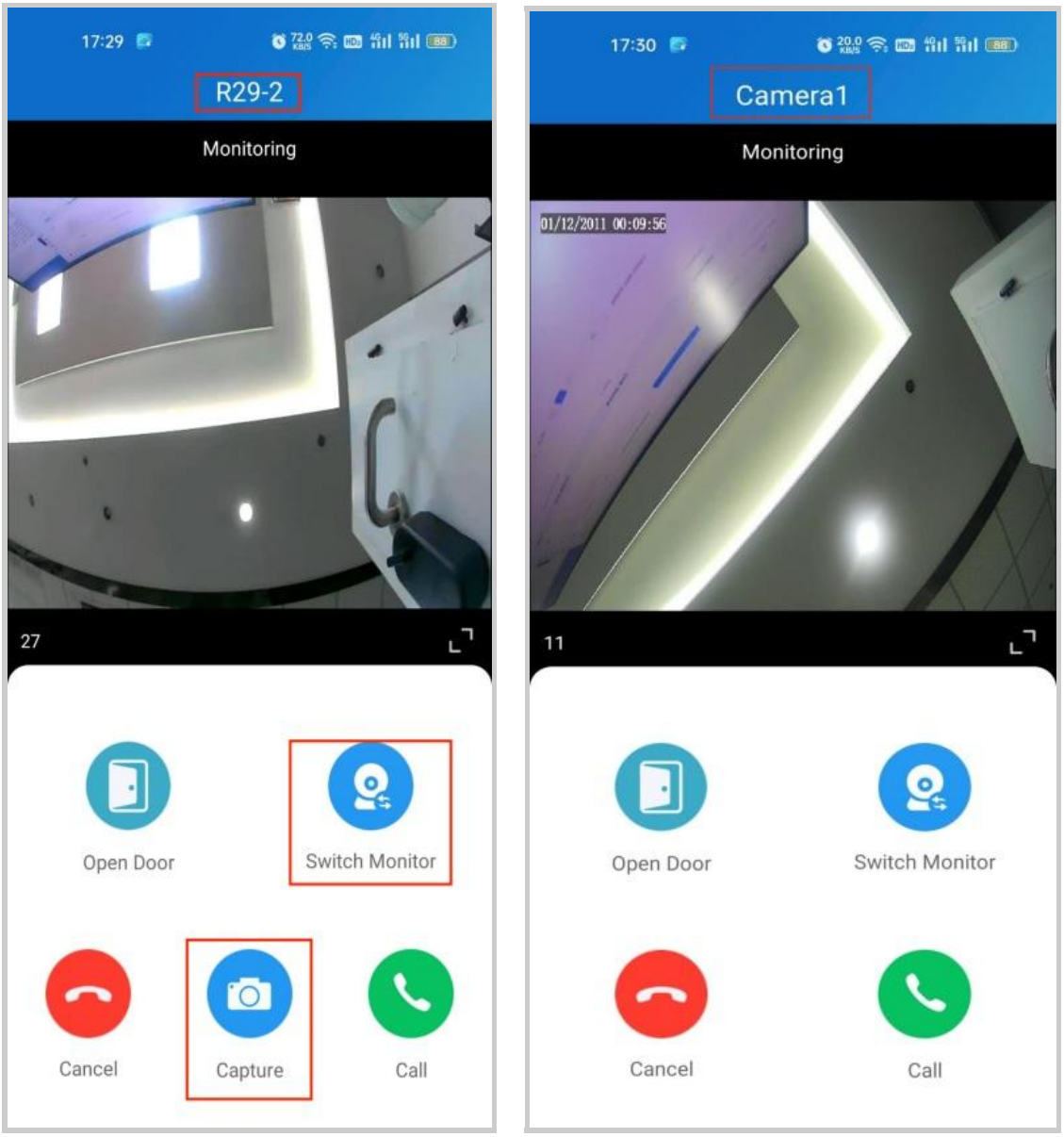
If the camera is linked with a door phone, then you can switch monitoring streams between the door phone and the camera.

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.

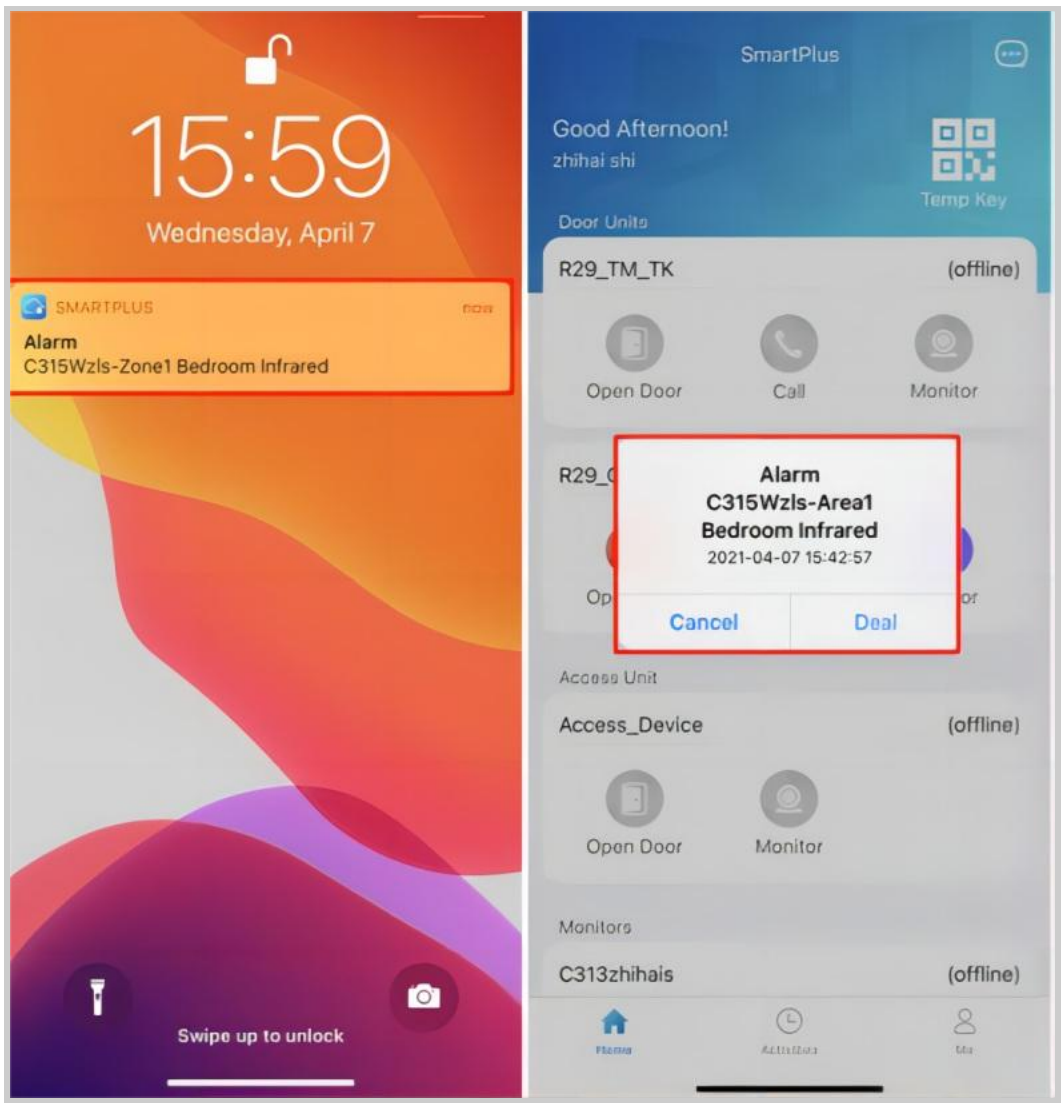


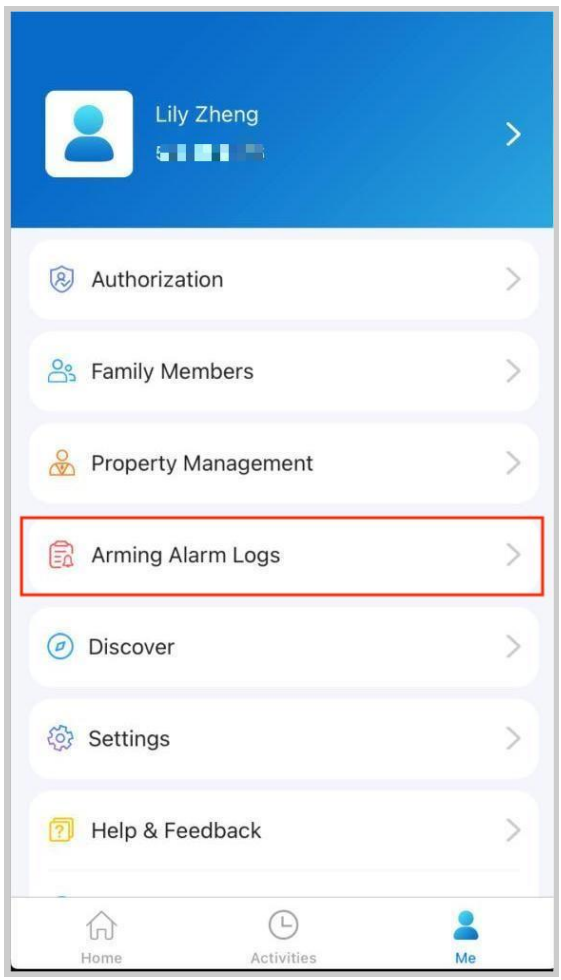
You are also able to switch the streams on the calling screen and monitoring preview screen.

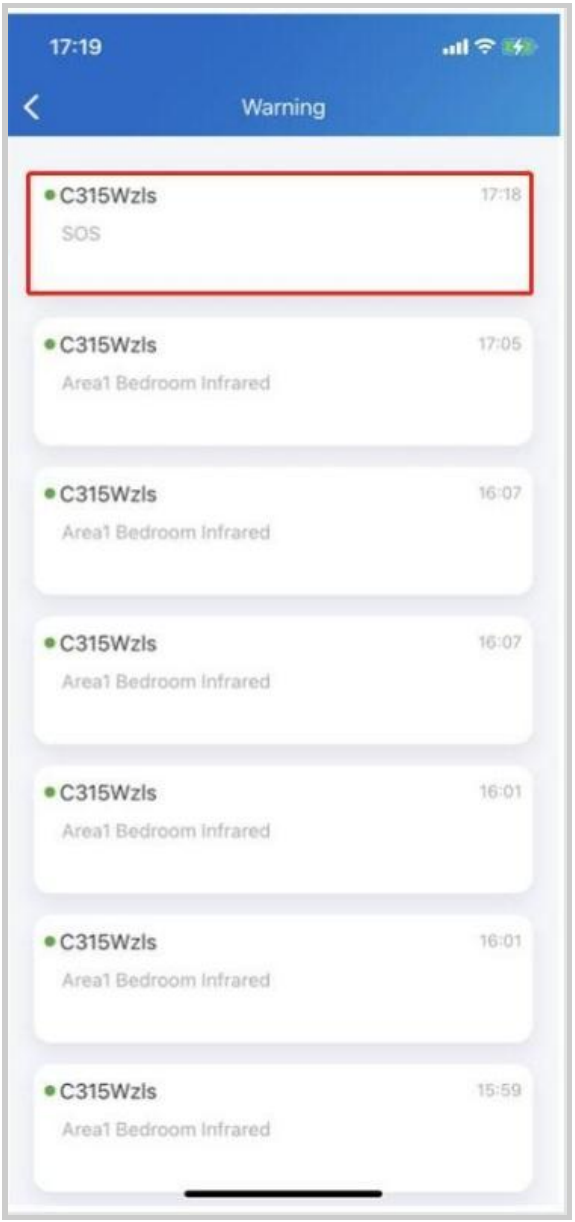
Alarm and SOS Warnings

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.


15:59
Wednesday, April 7
SMARTPLUS
Alarm
C315Wzls-Zone1 Bedroom Infrared
Swipe up to unlock
SmartPlus
Good Afternoon!
zhihai shi
Temp Key
Door Units
R29_TM_TK
(offline)
Open Door
Call
Monitor
Alarm
C315Wzls-Area1
Bedroom Infrared
2021-04-07 15:42:57
Cancel
Deal
Access Unit
Access_Device
(offline)
Open Door
Monitor
Monitors
C313zhihais
(offline)


Lily Zheng
Authorization
Family Members
Property Management
Arming Alarm Logs
Discover
Settings
Help & Feedback
Home
Activities
Me

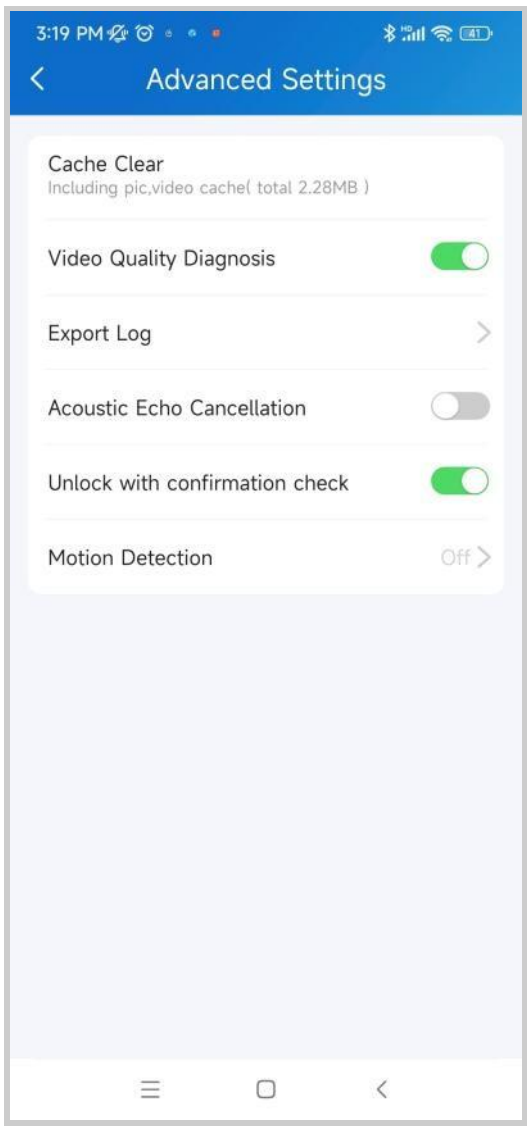


Motion Detection

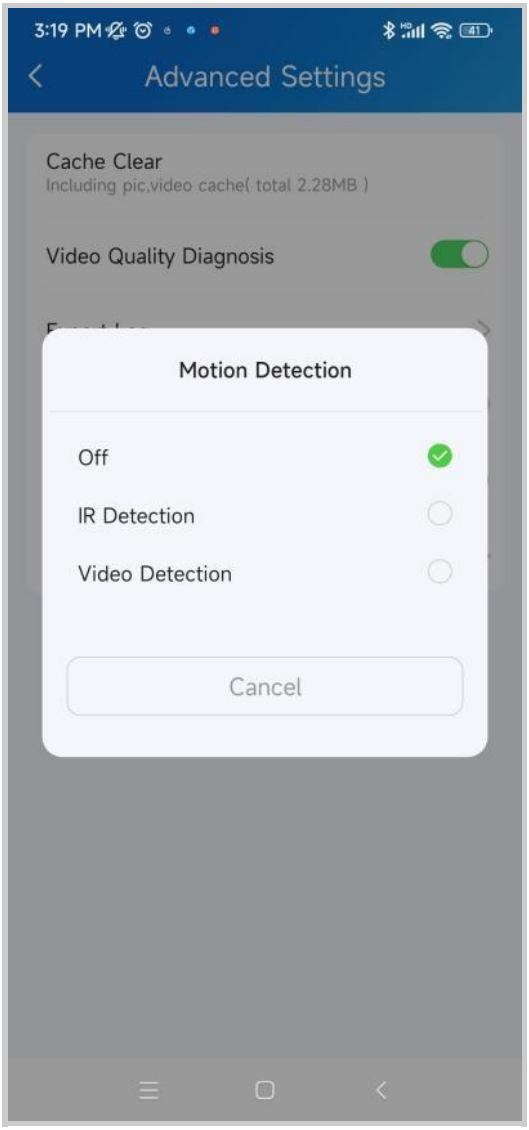
Single-tenant users can turn on the motion detection function and choose its detection type.

To enable this function, do the following.

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

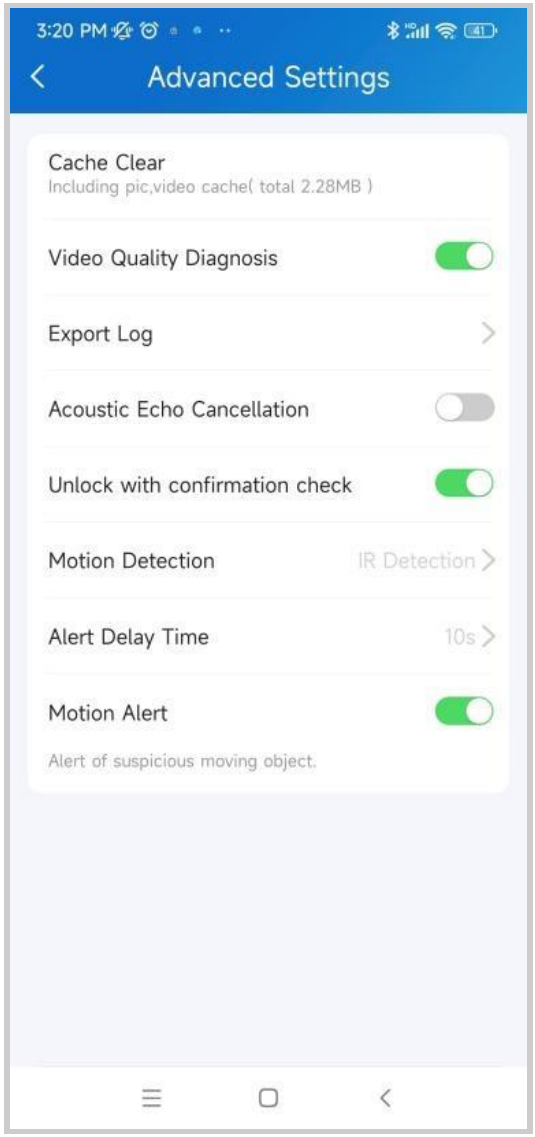


2. Select between IR and Video Detection.



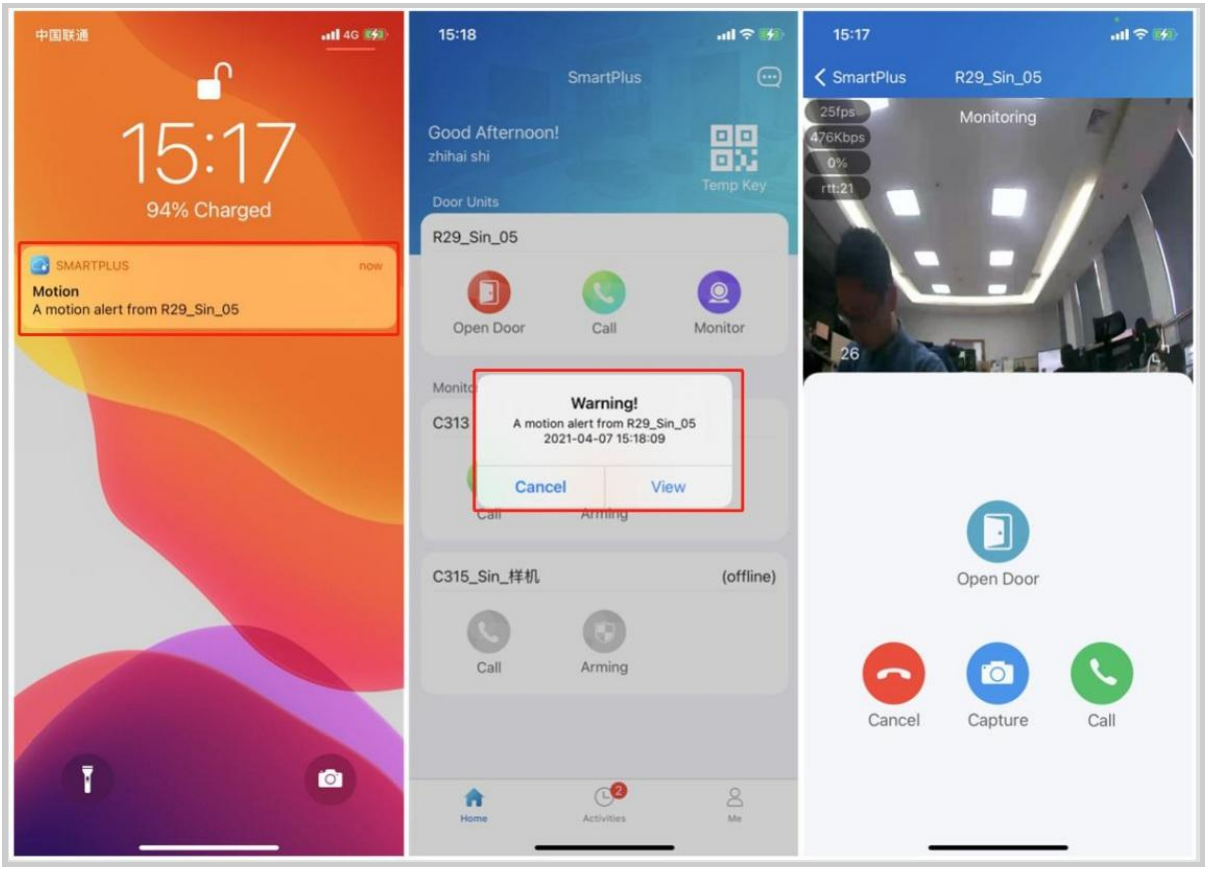
3. Once selected, do any of the following:

- 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.

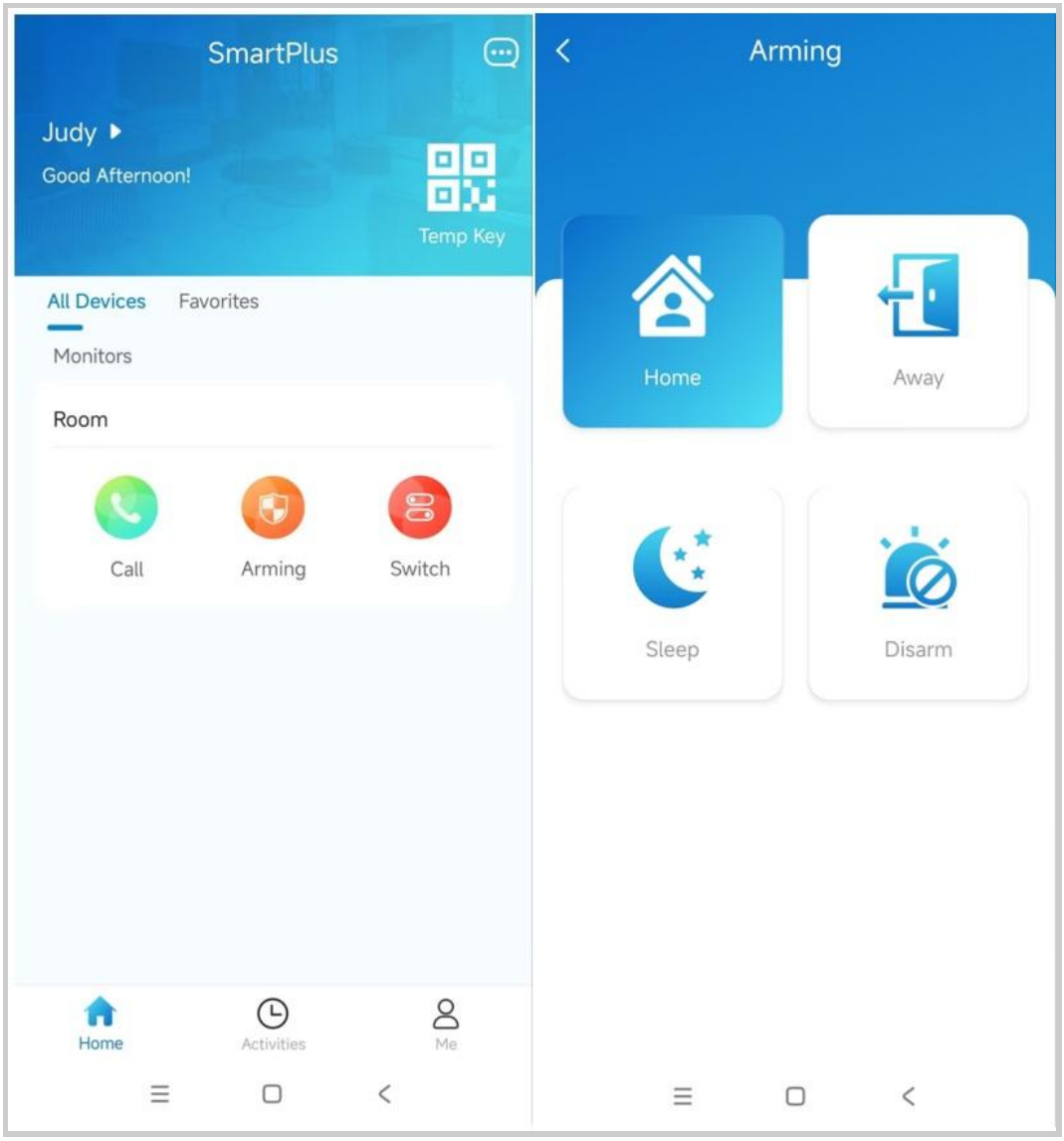
Once enabled, a motion alert will be sent to you whenever an alert is triggered by a suspicious motion event.



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.

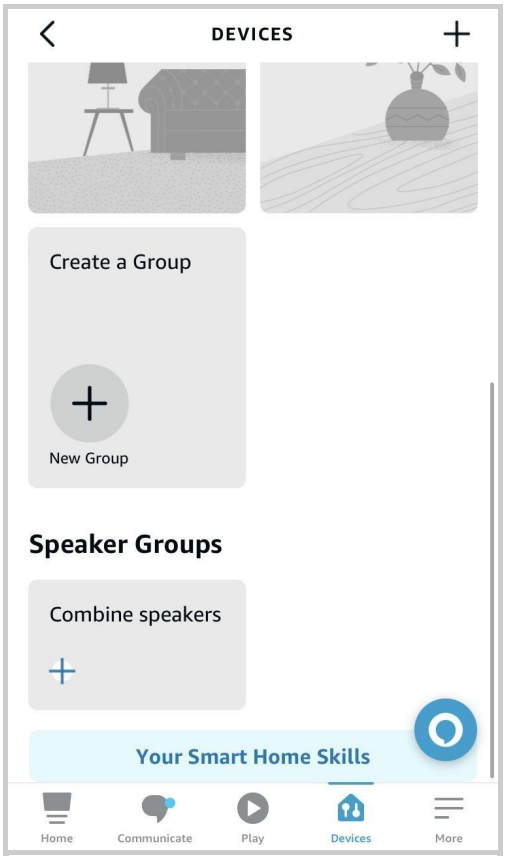


Arm and Disarm Indoor Monitors with Alexa

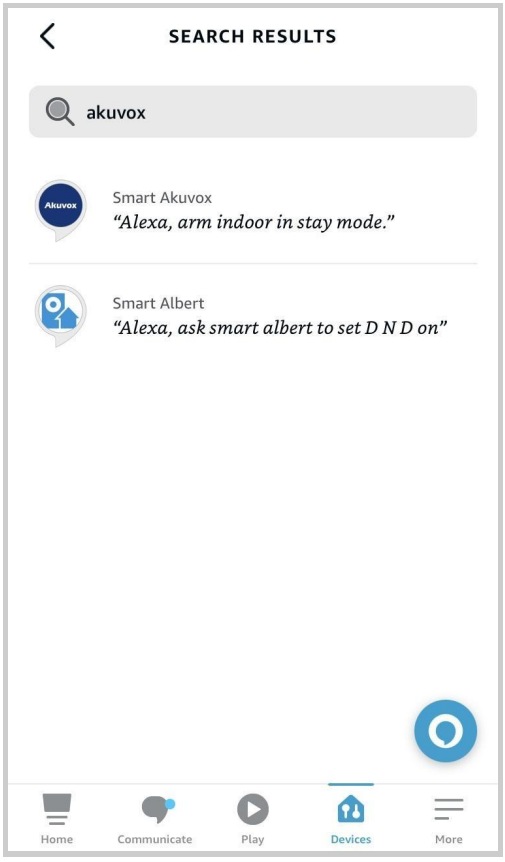
Linking your account to the Alexa app, you can arm or disarm the indoor monitor by giving the following commands to Alexa.

- 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.

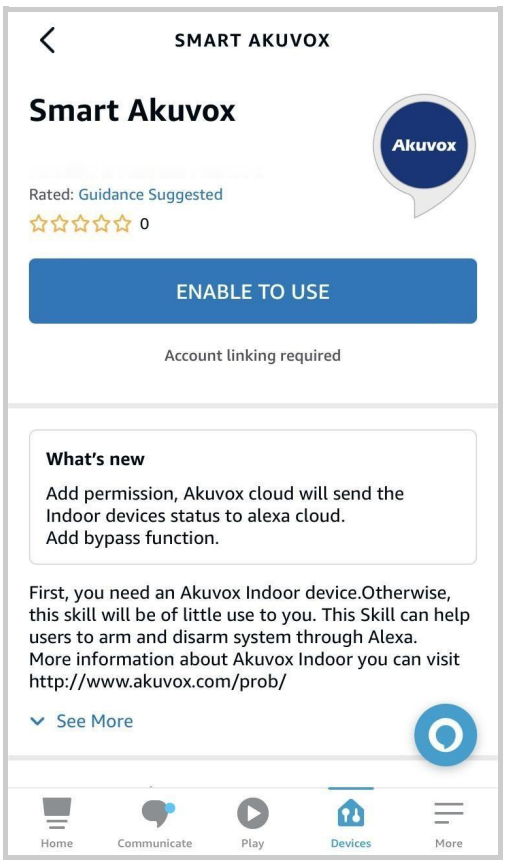
1. Log into your Alexa app, go to **Devices**, and scroll down to the bottom. Tap **Your Smart Home Skills**.

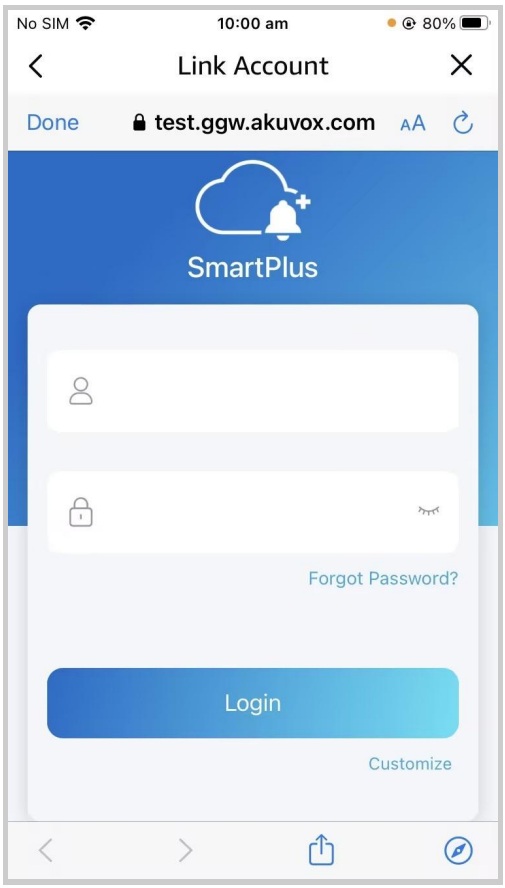


2. Enter Akuvox to search.

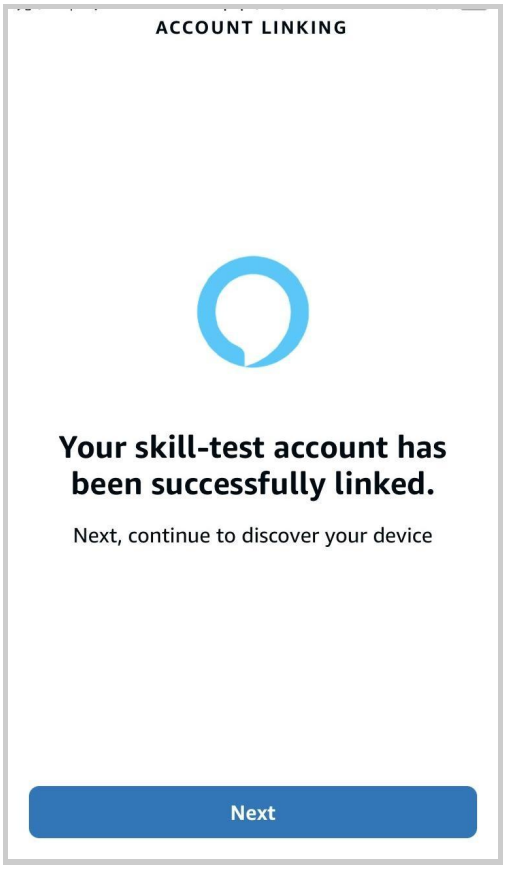


3. Tap **ENABLE TO USE** and enter your SmartPlus account username and password to log in.

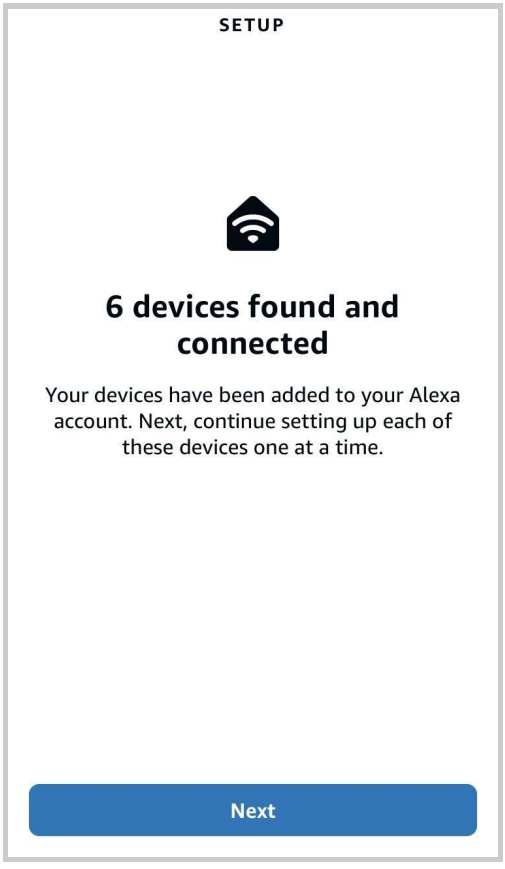




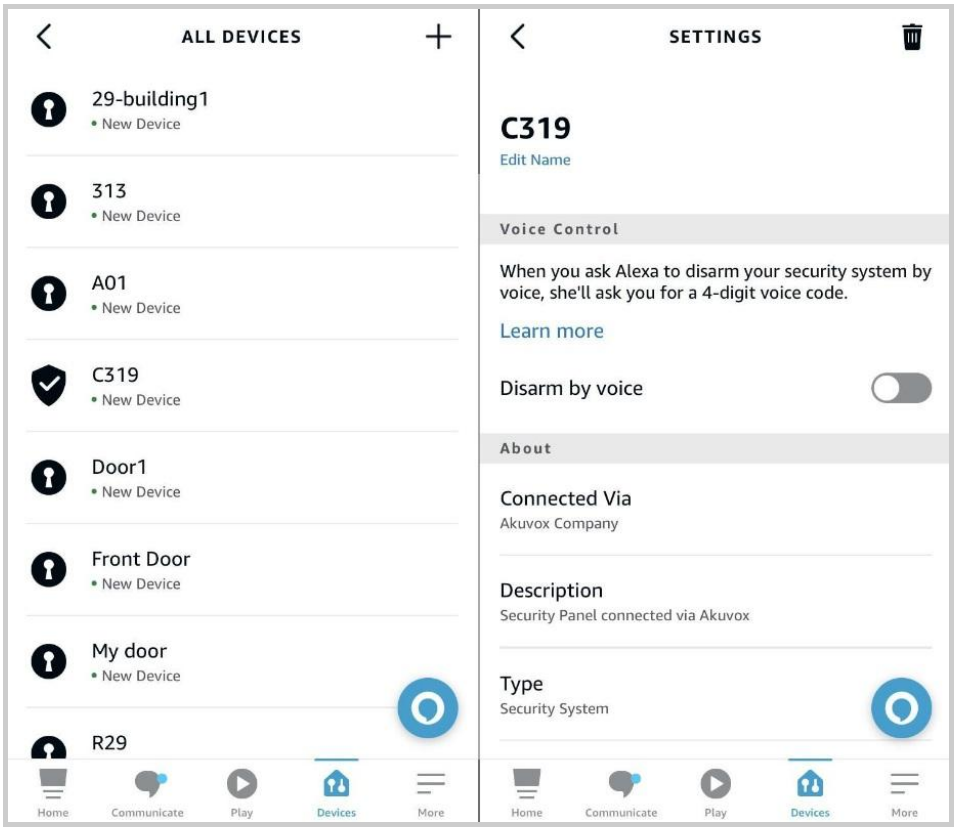
4. Tap **Next** to discover devices under your SmartPlus account.



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



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



Record and Check Videos

You can record videos and check video logs when the Video Storage feature is enabled by your installer or property manager.

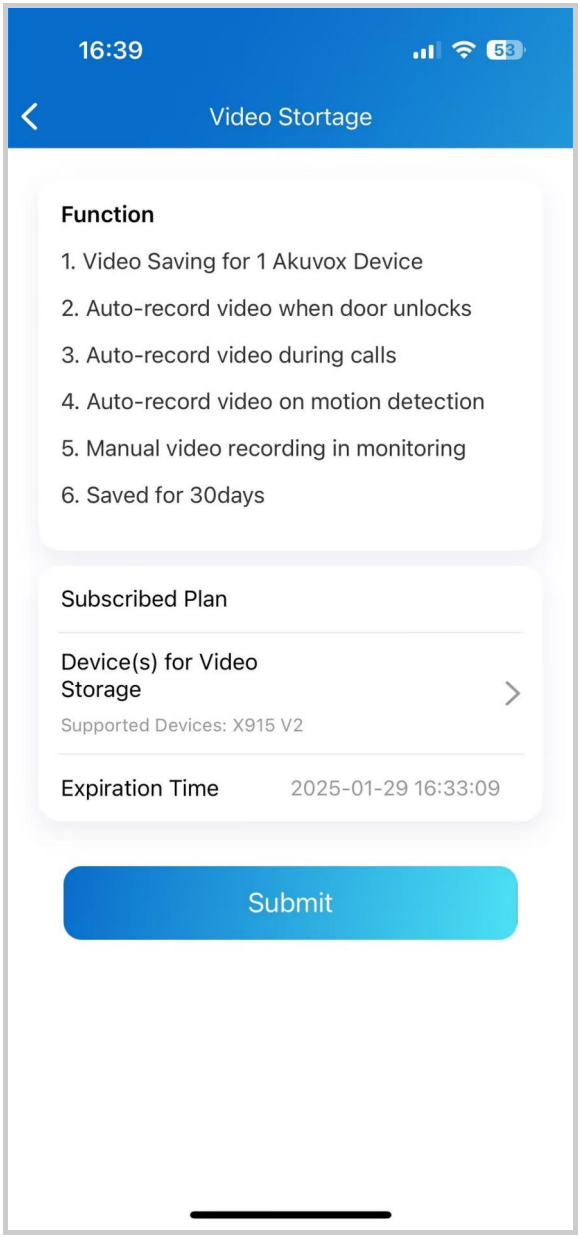
Set up Video Storage Feature

> **Note**
>
> Only single-family project users can use this feature.

Tap **Me > Discover > Video Storage**.

You can:

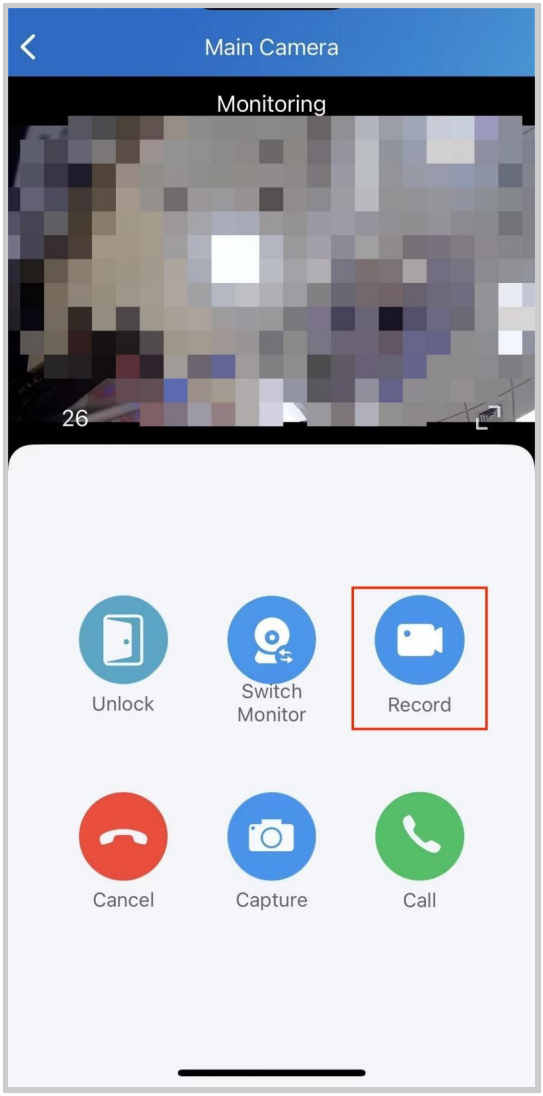
- view the specific functions of the feature;
- select devices for video recording and storage;
- check the feature expiration time.



Record Videos

Akuvox devices automatically record 10 seconds of video when opening doors, calling, and detecting motions.

You can also record videos manually by tapping **Record** during calling and monitoring.

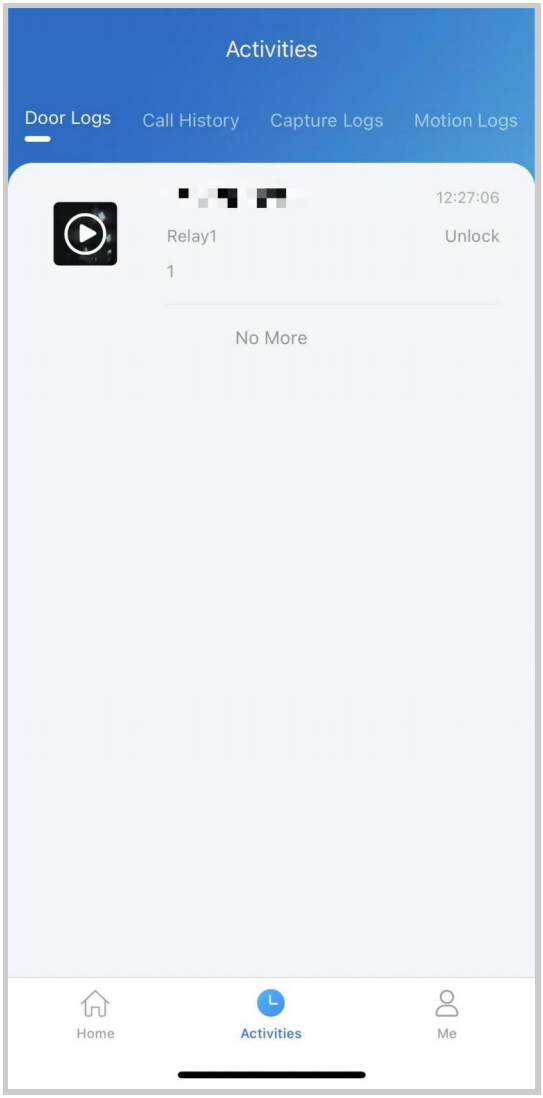


Check Videos

You can check the videos on the **Activities** page.

1. Select a log type.

2. Play the video and download it by tapping a specific log.

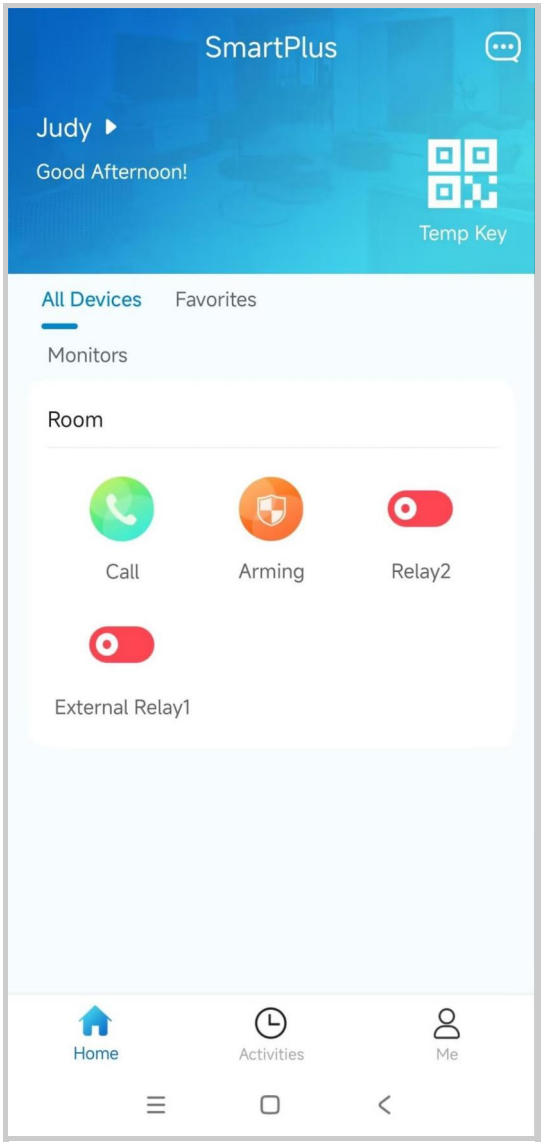


External Relay Control

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

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.

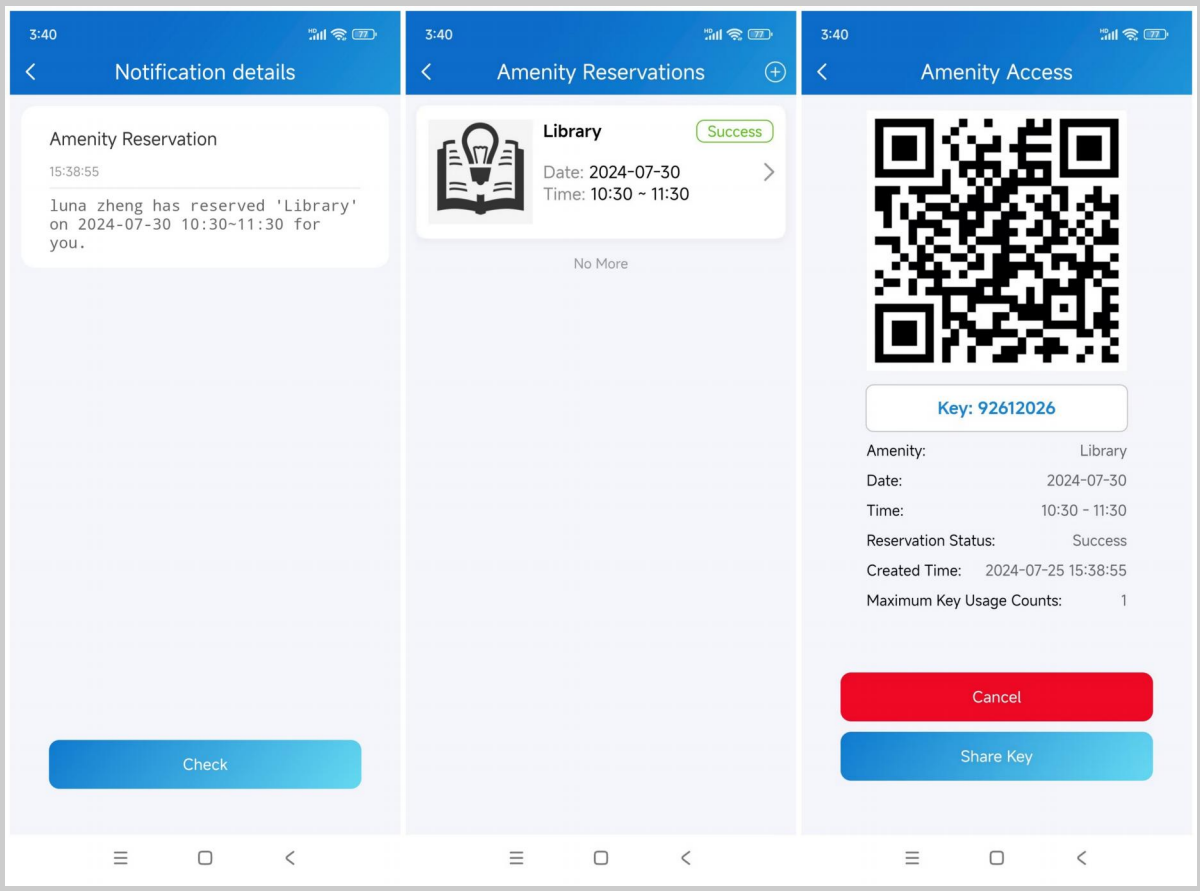
Note

ONLY community SmartPlus App accounts support this feature.

1. Tap in the upper right corner of the home page.

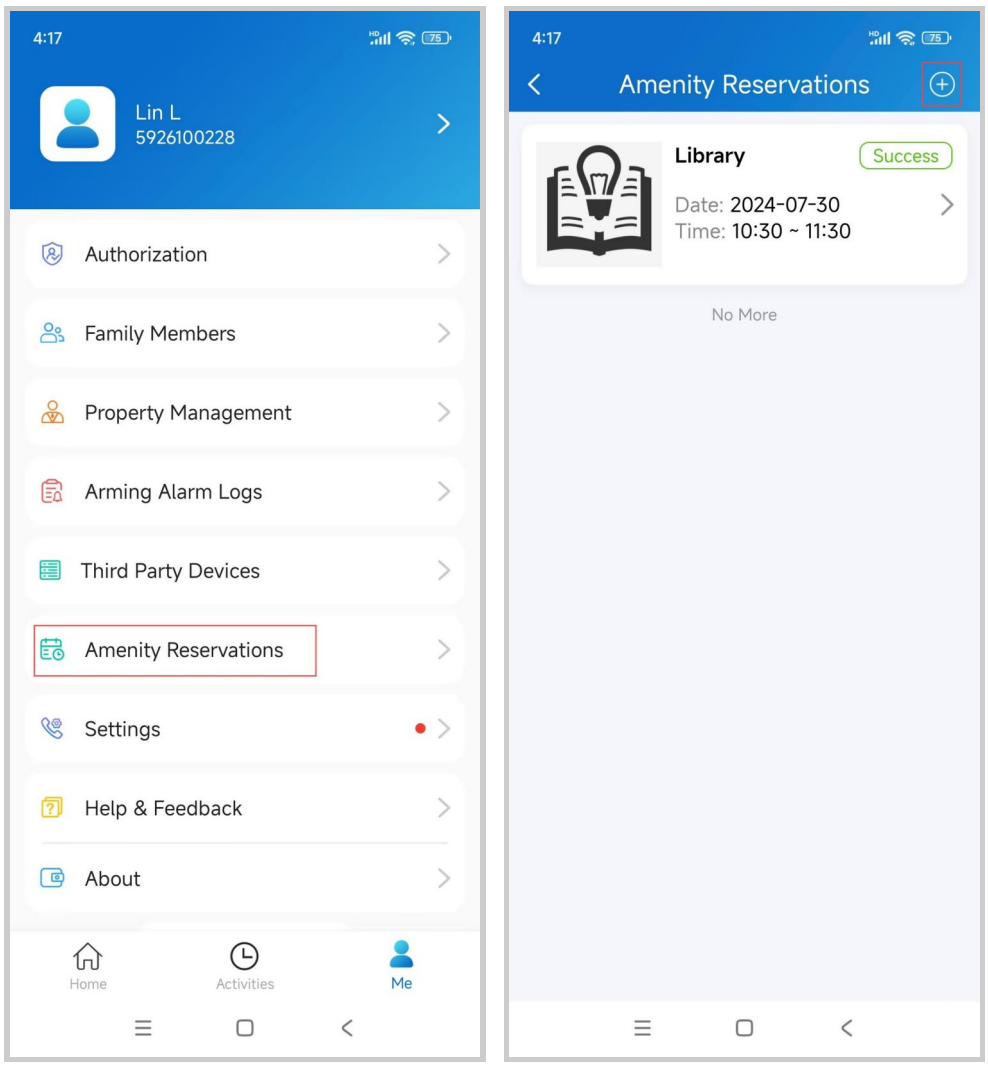
2. Tap the **Amenity Reservation** notification.
3. Tap **Check** and the amenity name.

The reservation information will be seen.

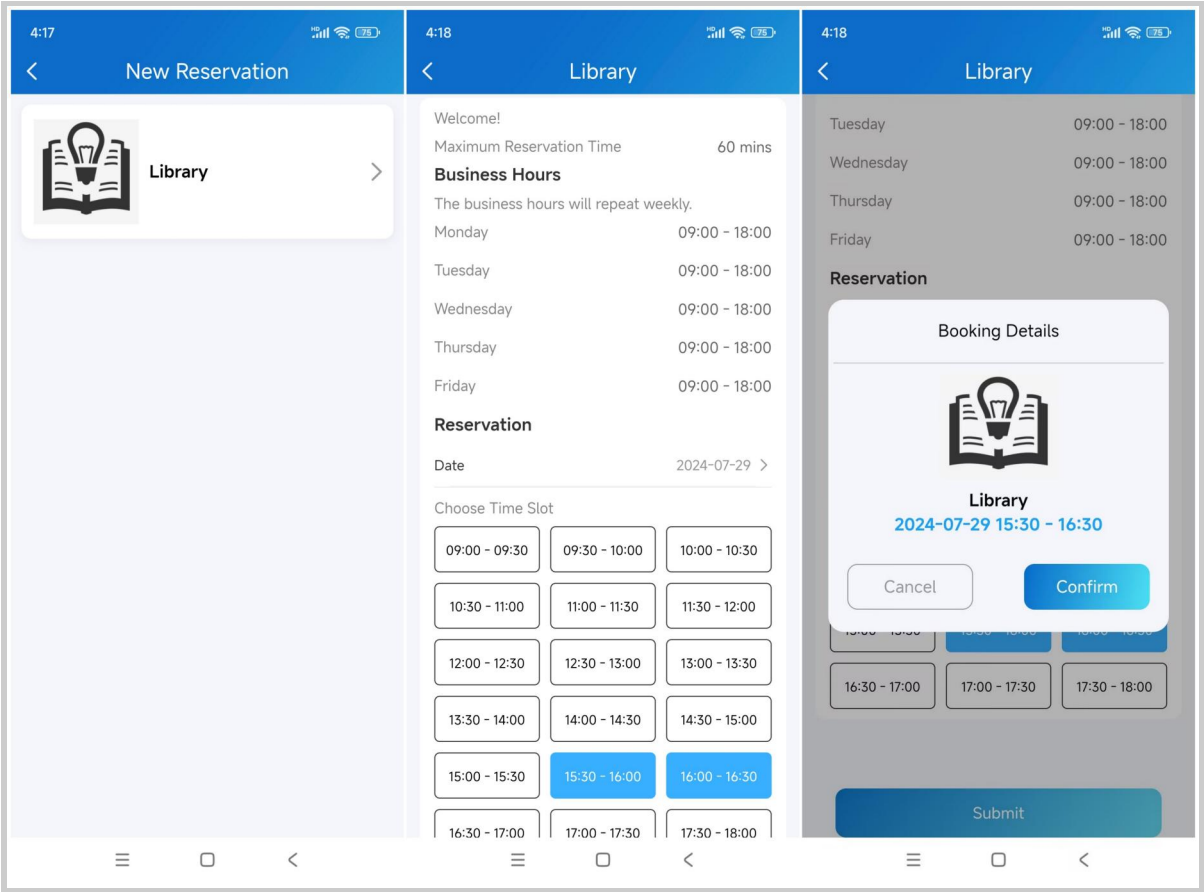


Make a Reservation

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, Salto, iTec, and TTLock, making the intercom process more integrated and convenient.

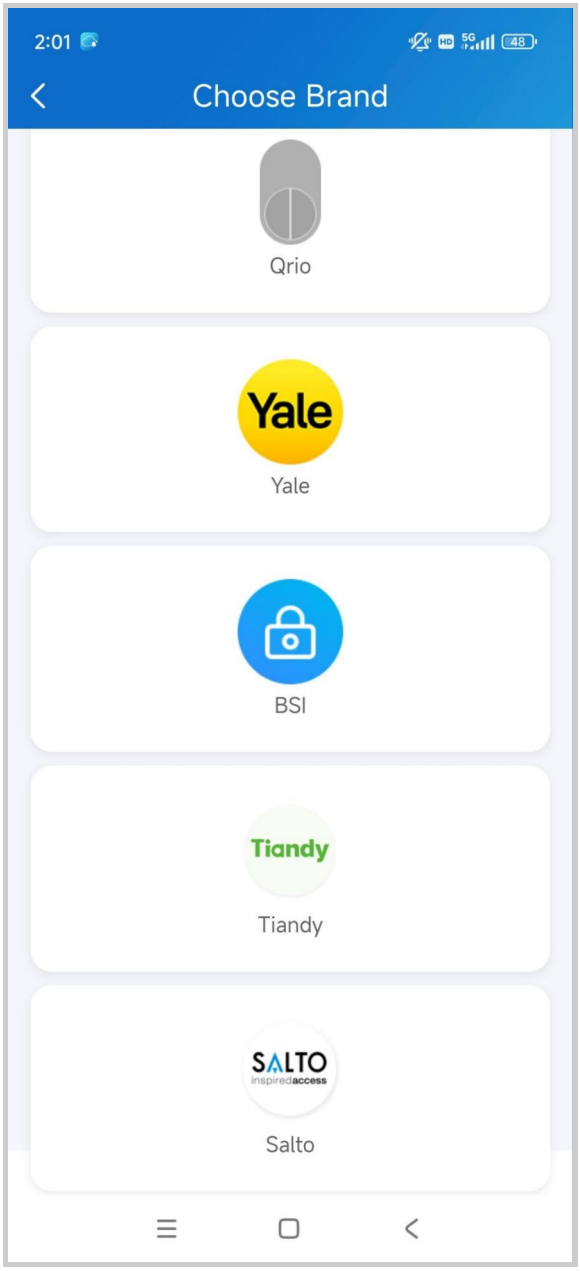
Note

- This function is available for single-tenant and new community users.
- Only family master accounts are enabled to add third-party locks.
- Please click the following links to view how to add and unlock third-party locks in detail.
  - Yale Lock;
  - Qrio Lock;
  - Salto Lock;
  - Dormakaba Lock;
  - iTec Lock;
  - TTLock.

1. Tap **Me > Discover > Third Party Devices**.

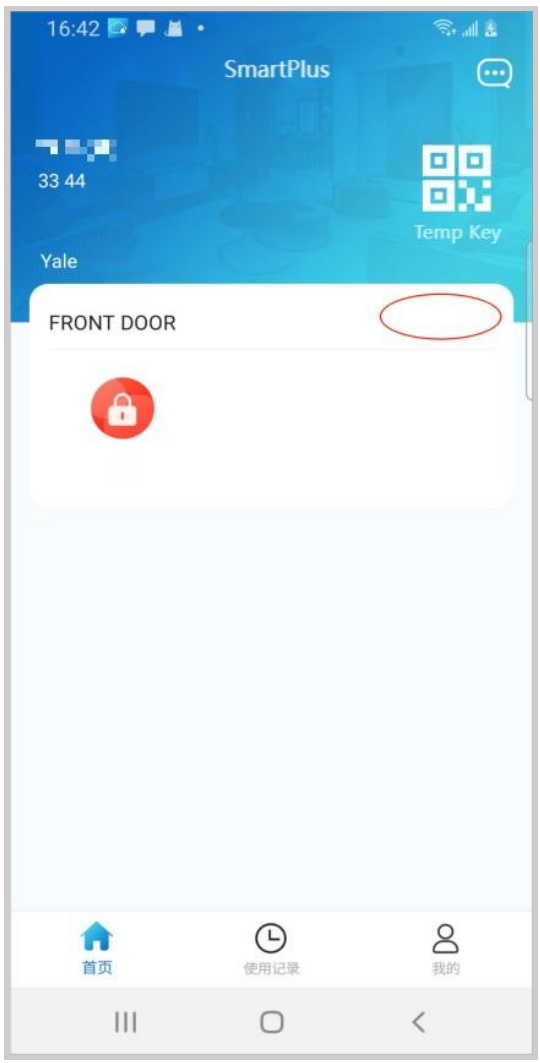
2. Tap the Add icon in the upper right corner.

3. Select the target lock brand and follow the on-screen instructions to finish the adding.



Tip

- 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.
- When your Yale lock battery gets low, you will receive a low battery notification on the top of the screen, and you can tap it to see the details.

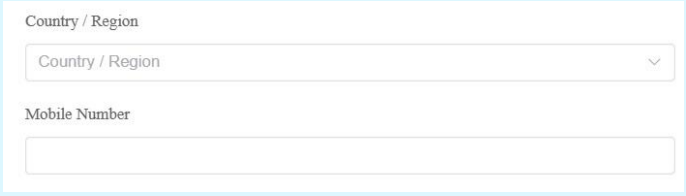


Third-party NVR Devices

SmartPlus app allows the master account users to add third-party NVR devices from Tiandy and Akuview. 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.



Add NVR Devices

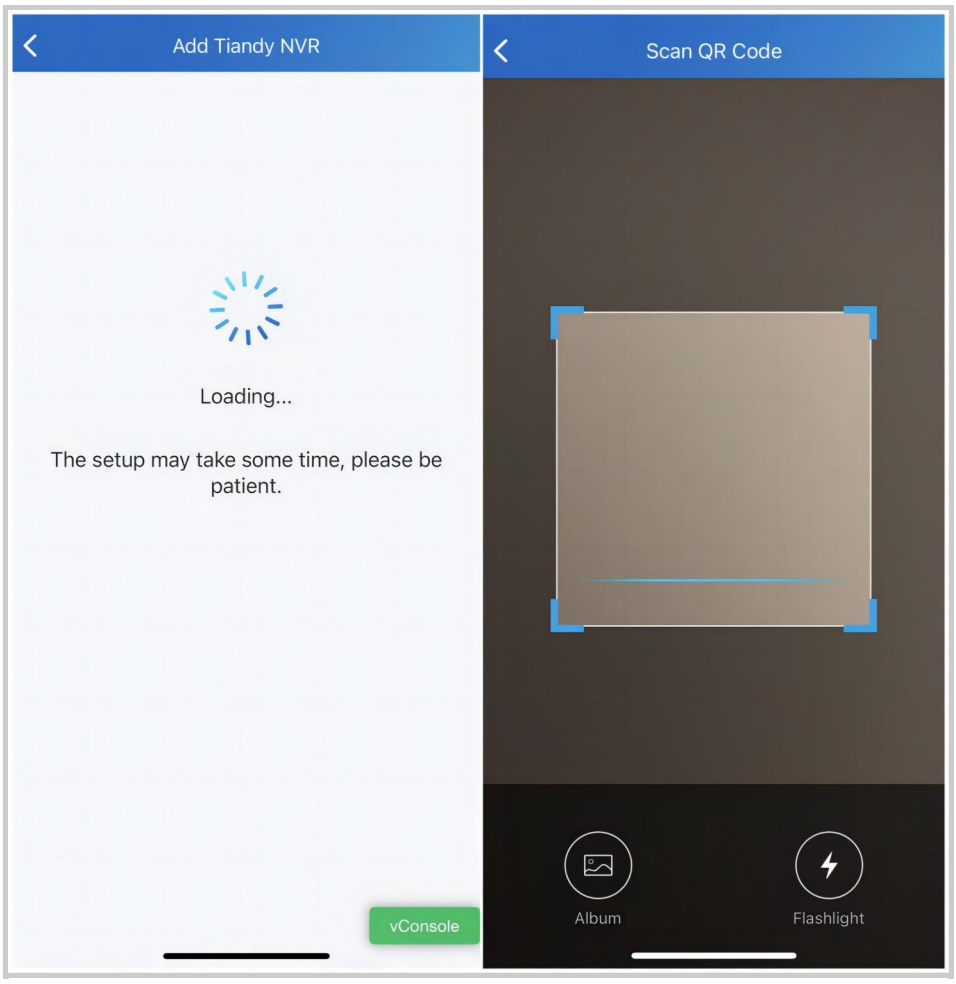
1. Tap **Me > Discover > Third Party Devices**. You can see the added third-party devices here.

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

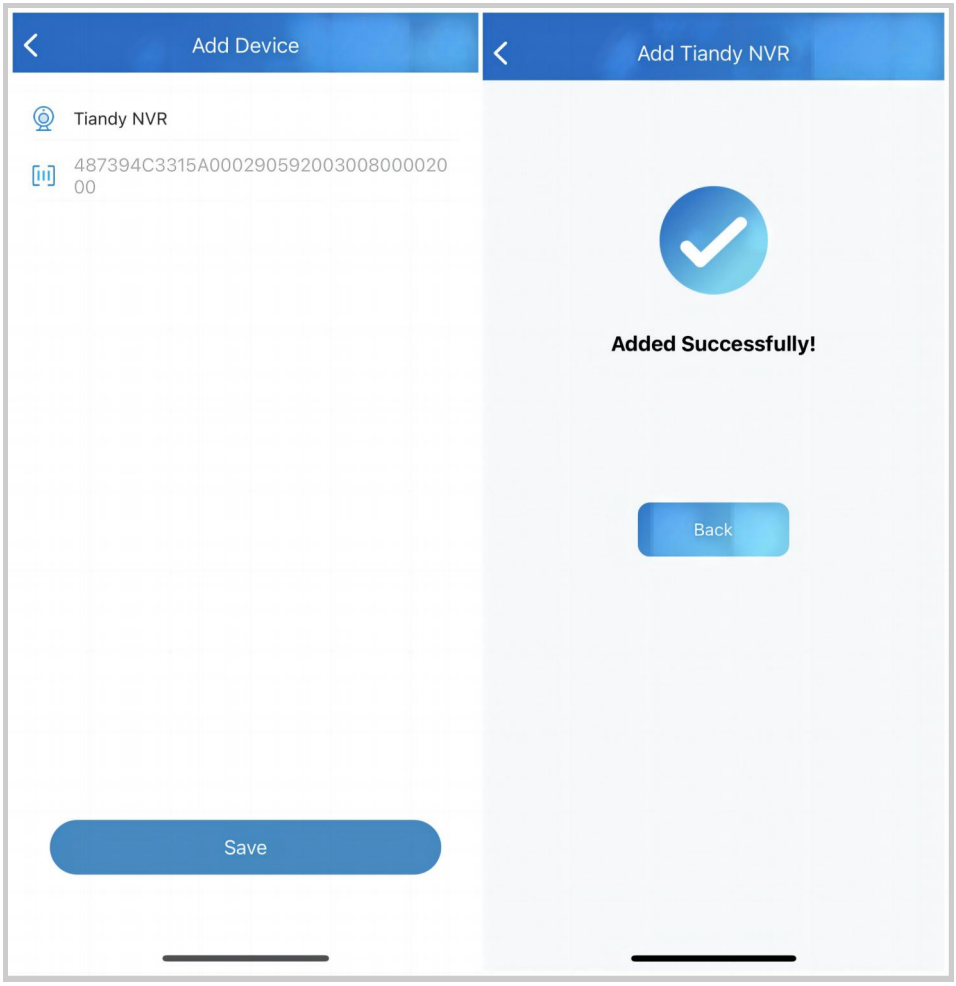
3. Select **Tiandy** or **Akuview**. Take adding the Tiandy NVR as an example.

4. Tap **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 will take some time.
- If you have added the Tiandy NVR before, scan the QR code on the device or upload the code photo from the local album. You may be required to enter the device password for verification.



5. 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.

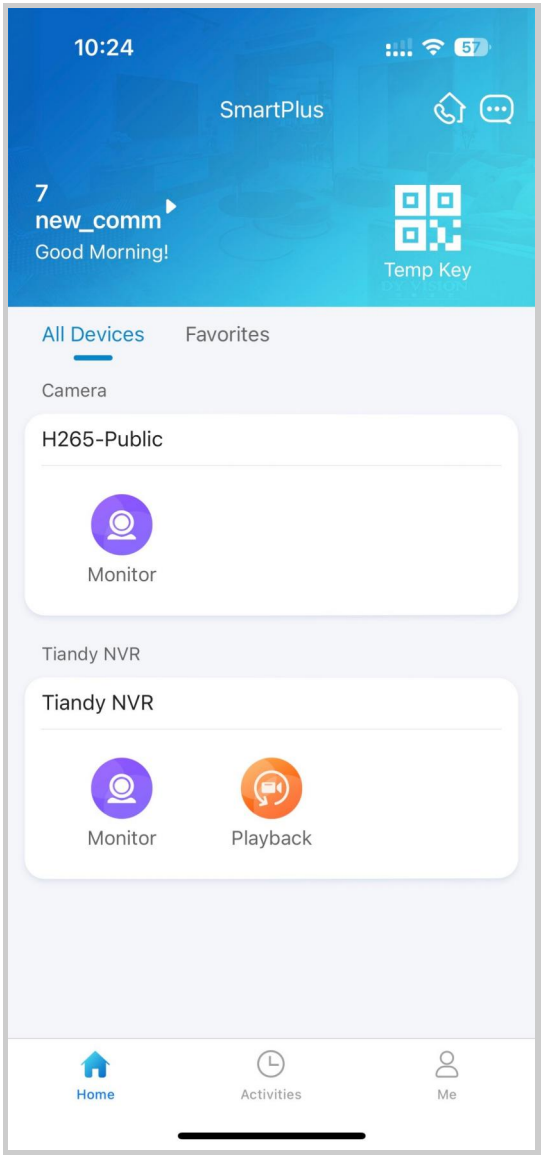
Monitor and View Playback via NVR

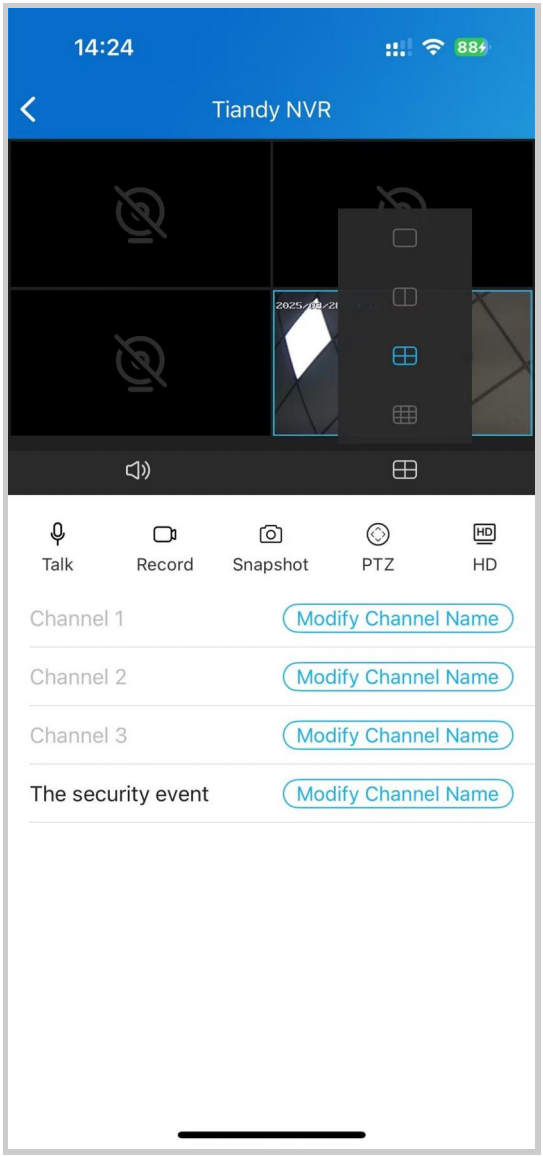
The NVR device will display on the Home page.

Monitor

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

- switch between 1, 2, 4, and 9 channels;
- 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) .

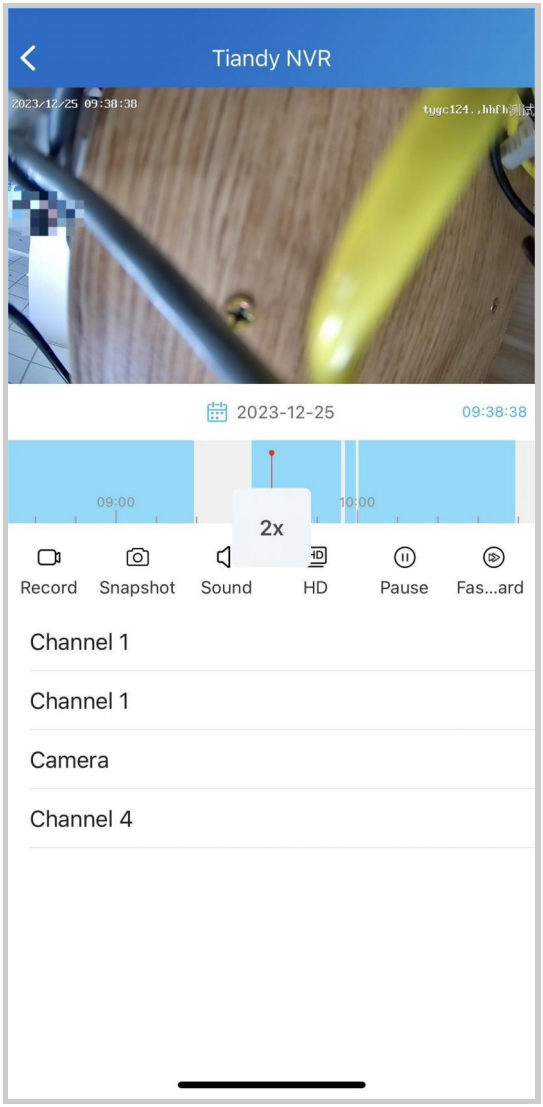




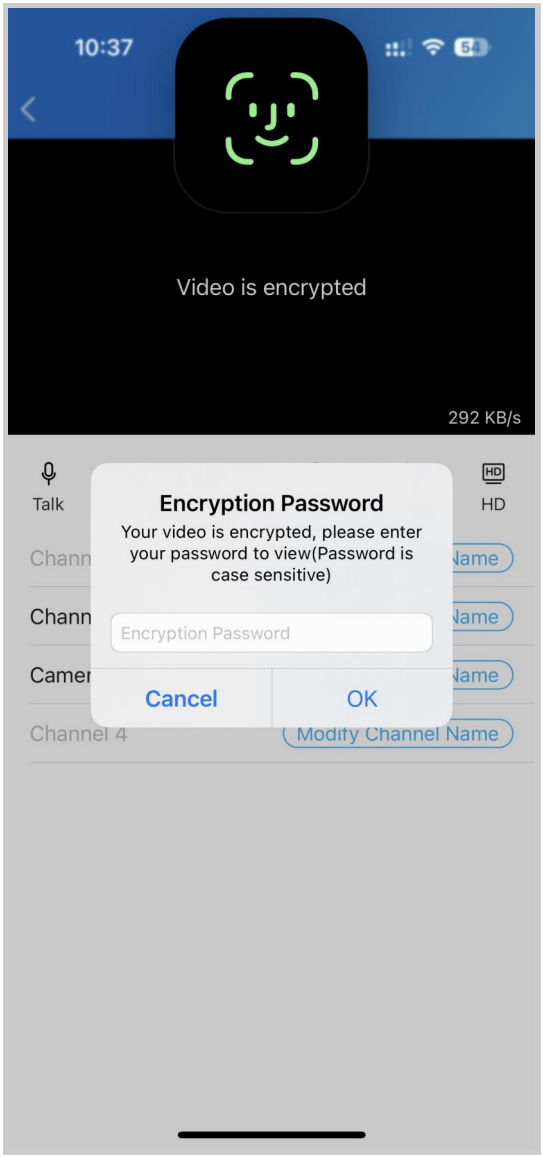
Playback

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 muted when fast-forwarding).



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



Favorite Your Devices

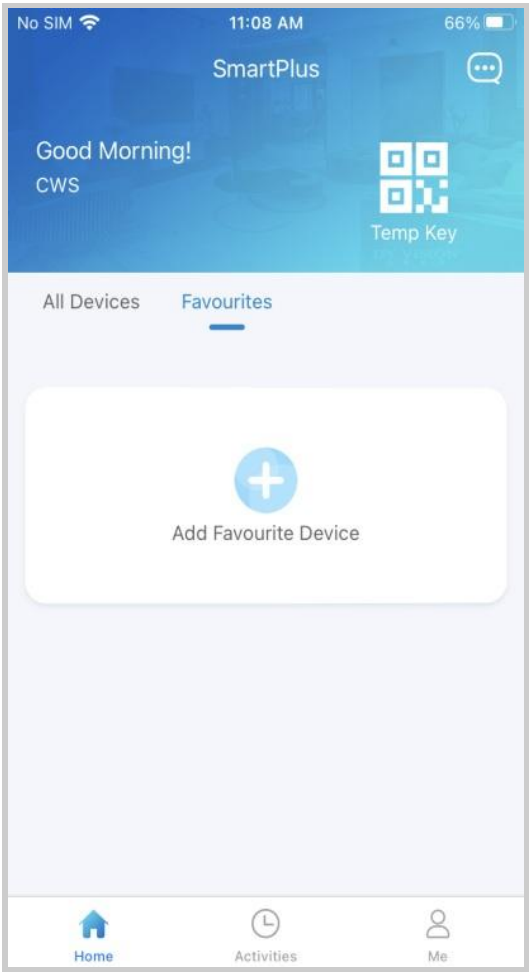
> **Note**
>
> The Favorites feature ONLY supports community projects.

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

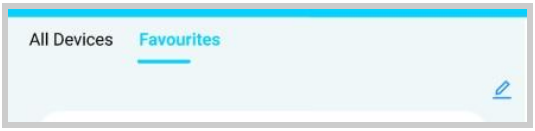
1. Tap **Home** > **Favorites**.



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.

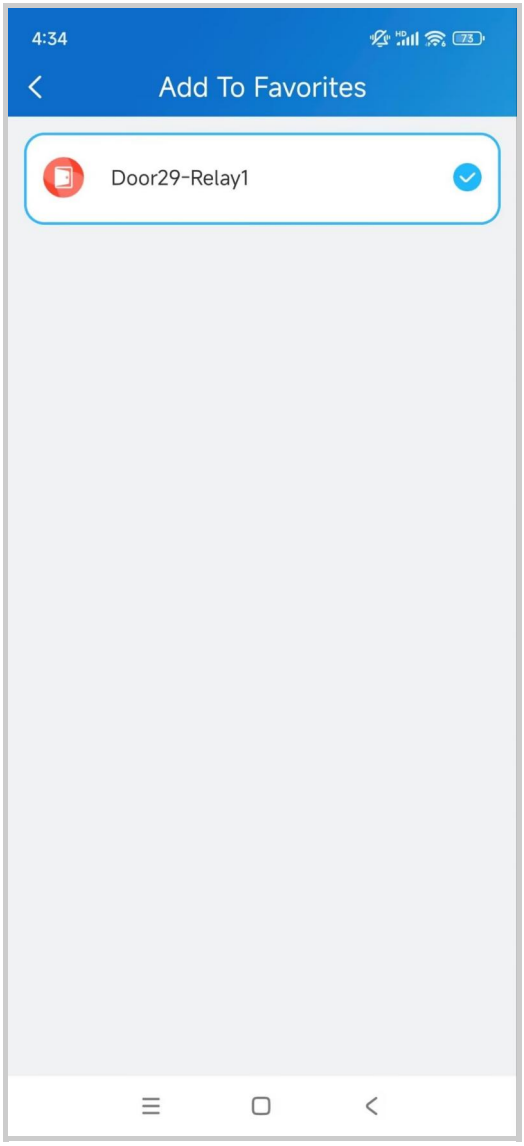


Favorite Relays in List Mode

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

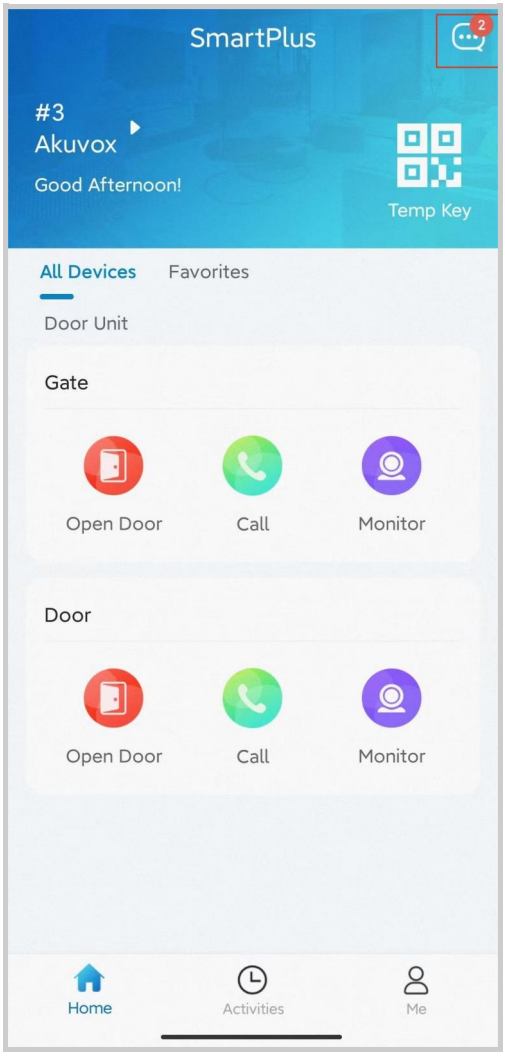
See Messages You've Received

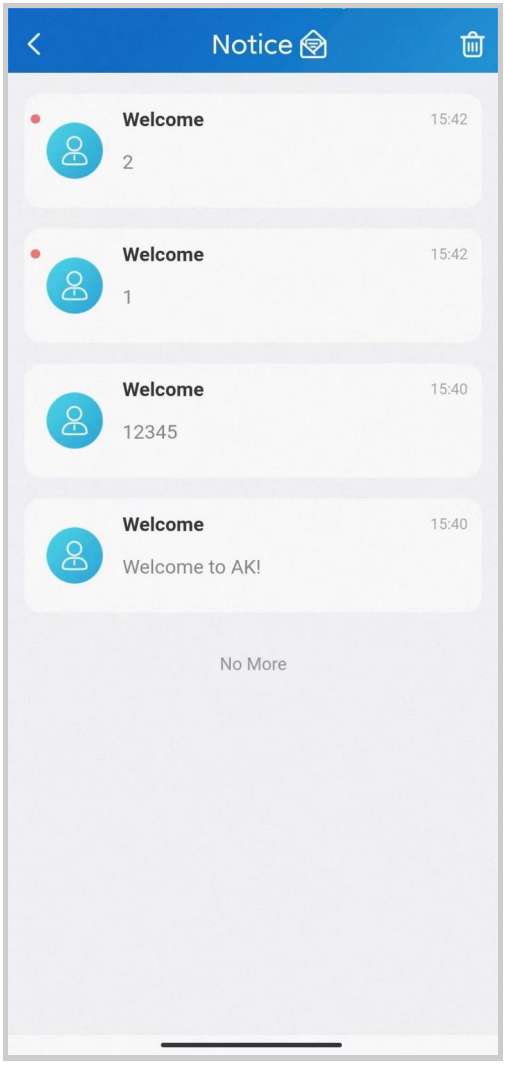
Go to the Notification Center

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

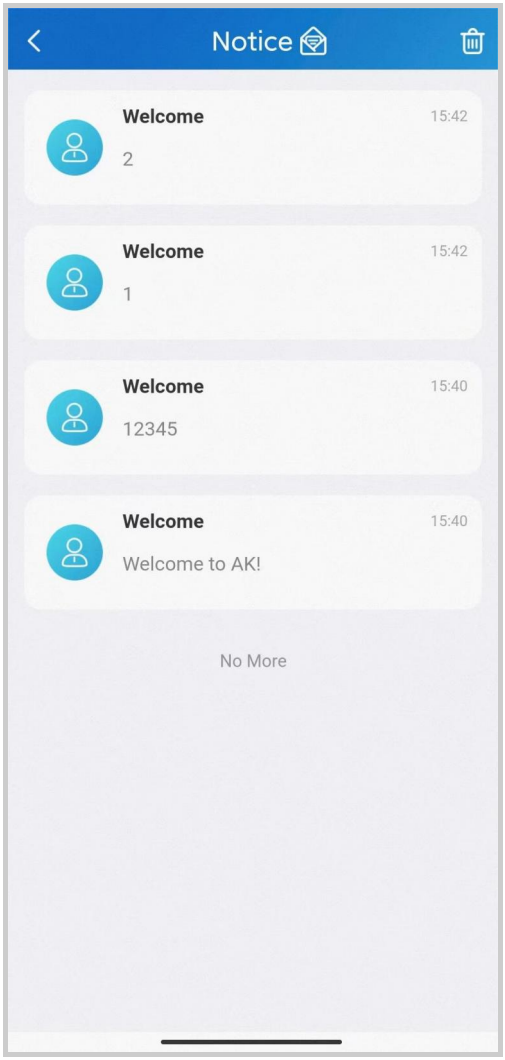
- Tap **Home**.
- Tap the **Message icon** in the upper right corner.

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

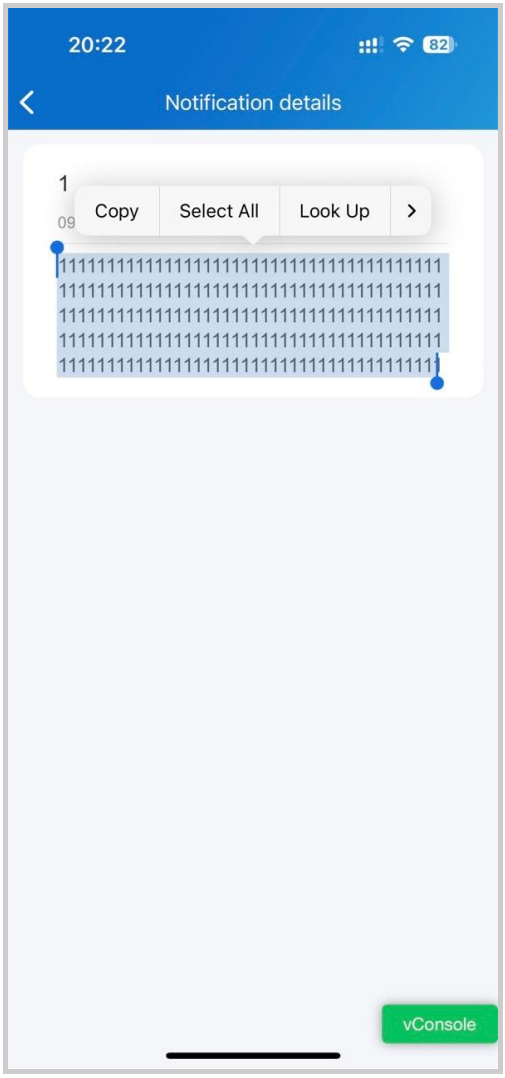




- If you want to remove all red dots by one tap. Tap and all the messages will be read automatically.



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



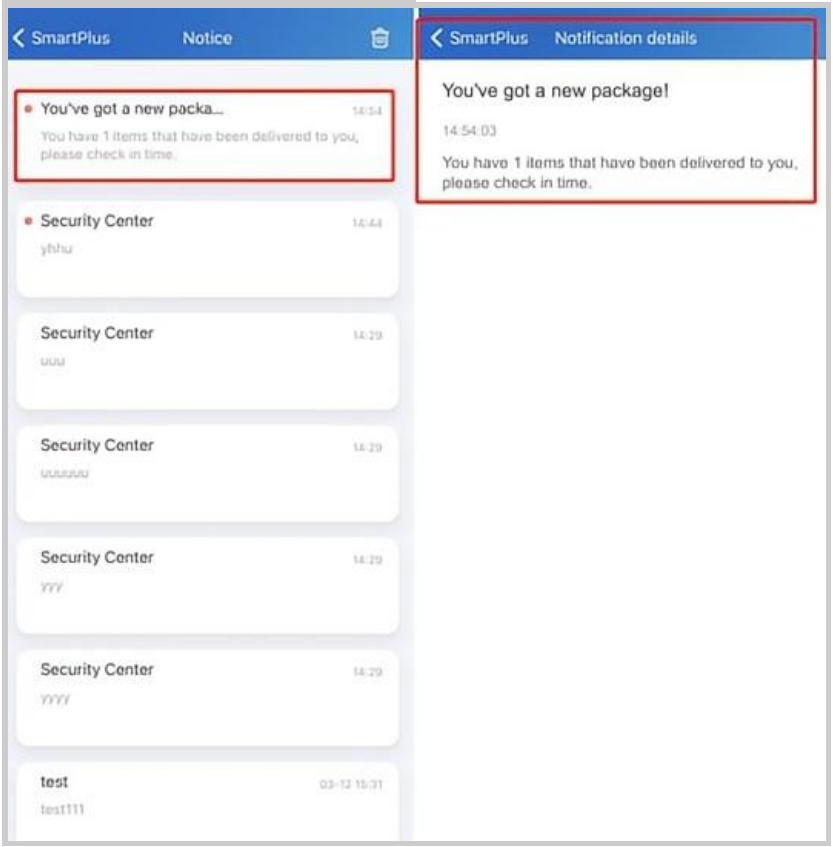
Note

- 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** .

14:54
Wednesday, April 7
SMARTPLUS
now
You've got a new package!
You have 1 items that have been delivered to you, please check in time.
Swipe up to open

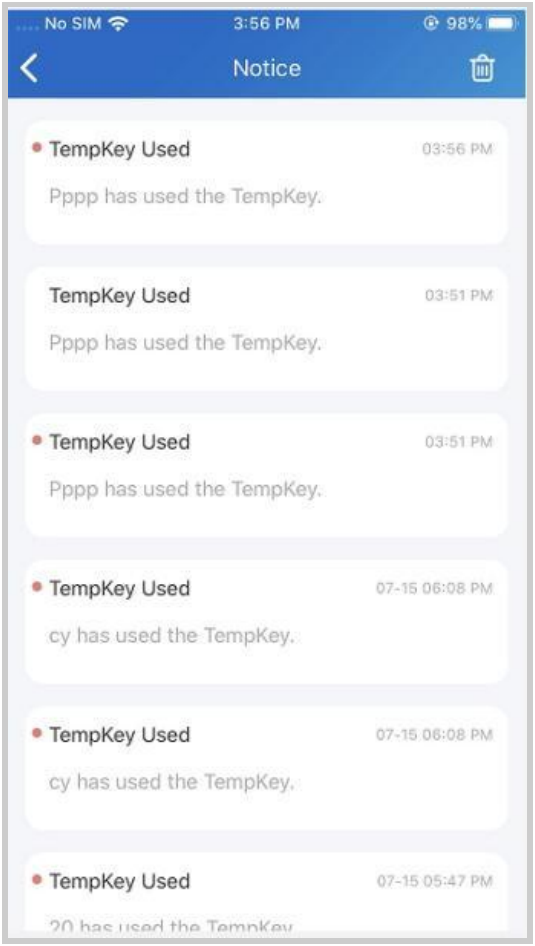

SmartPlus
Notice
You've got a new packa...
14:54
You have 1 items that have been delivered to you, please check in time.
Security Center
14:44
yhhu
Security Center
14:29
uuu
Security Center
14:29
uuuuuu
Security Center
14:29
yyy
Security Center
14:29
yyyy
test
03-12 15:31
test111
SmartPlus
Notification details
You've got a new package!
14:54:03
You have 1 items that have been delivered to you, please check in time.

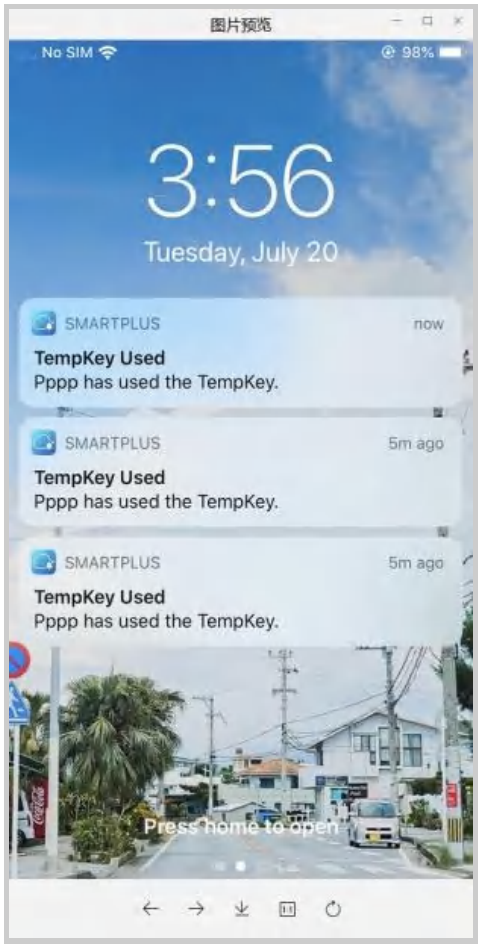
Note

- 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** .





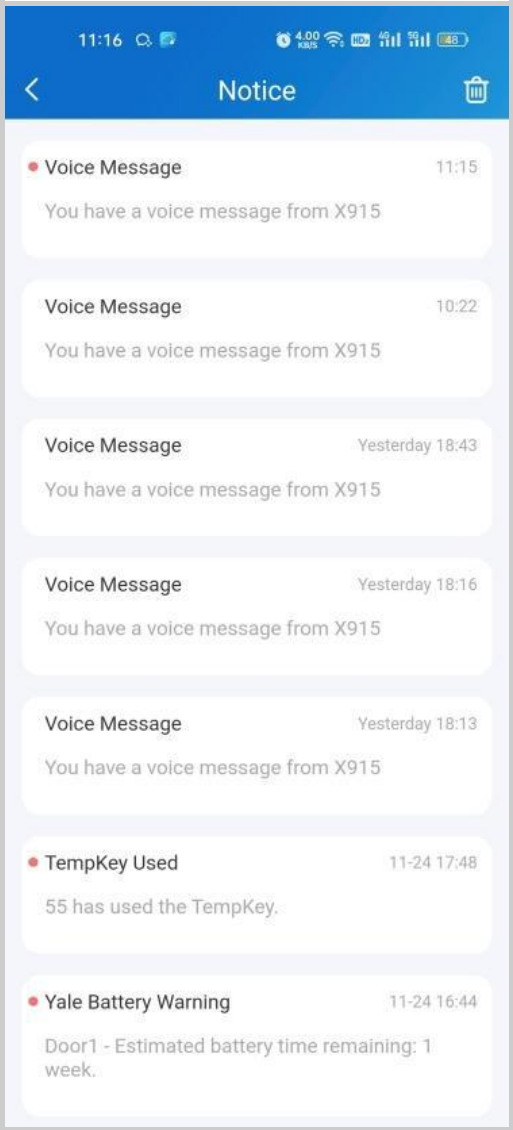
Note

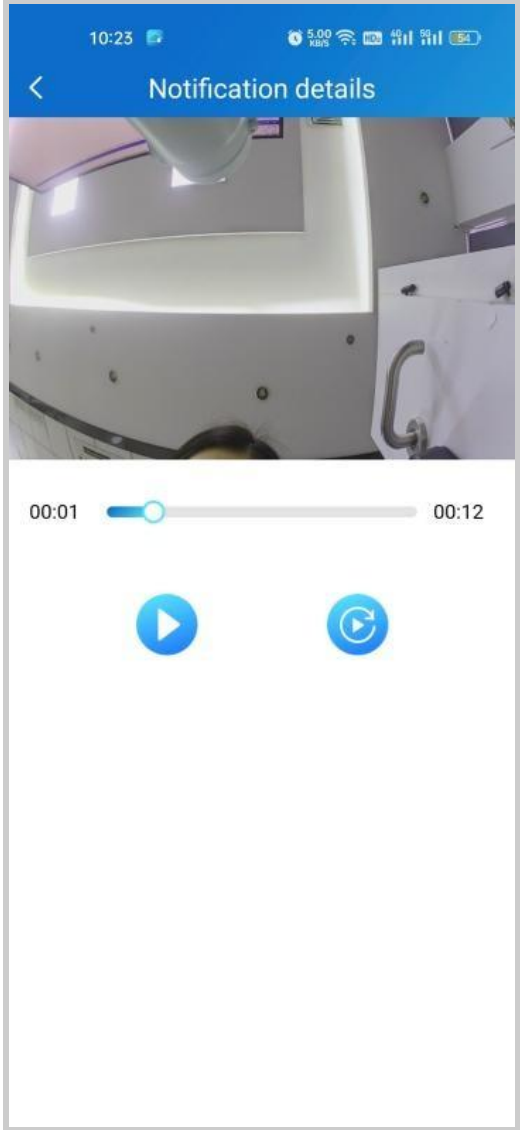
- App with Cloud 6.1 or later supports for pushing this kind of message.

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.





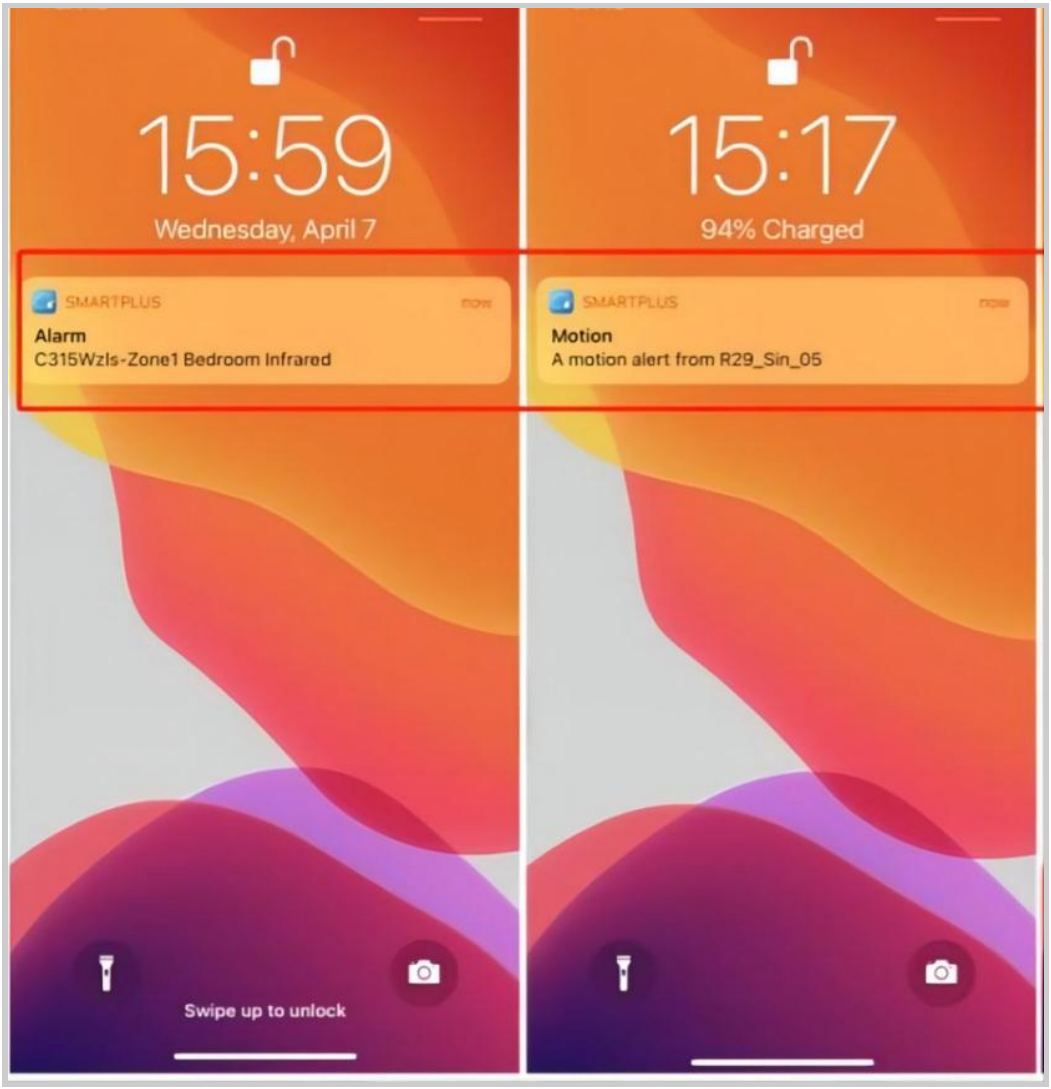
Note

- 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:

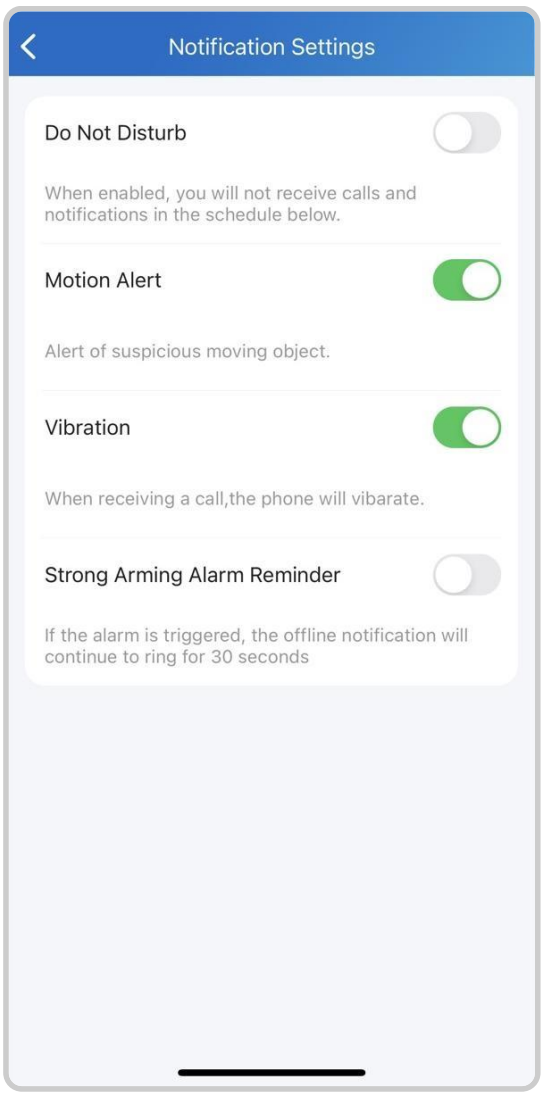
- Messages sent from Cloud and property managers
- Temp key used messages
- Package room messages
- Voice messages
- Yale lock's low battery status messages
- Motion alerts
- Alarms
- SOS
- Emergency Alarm: All Public Doors are Open/Closed. Please note that only when property managers enable the notification,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



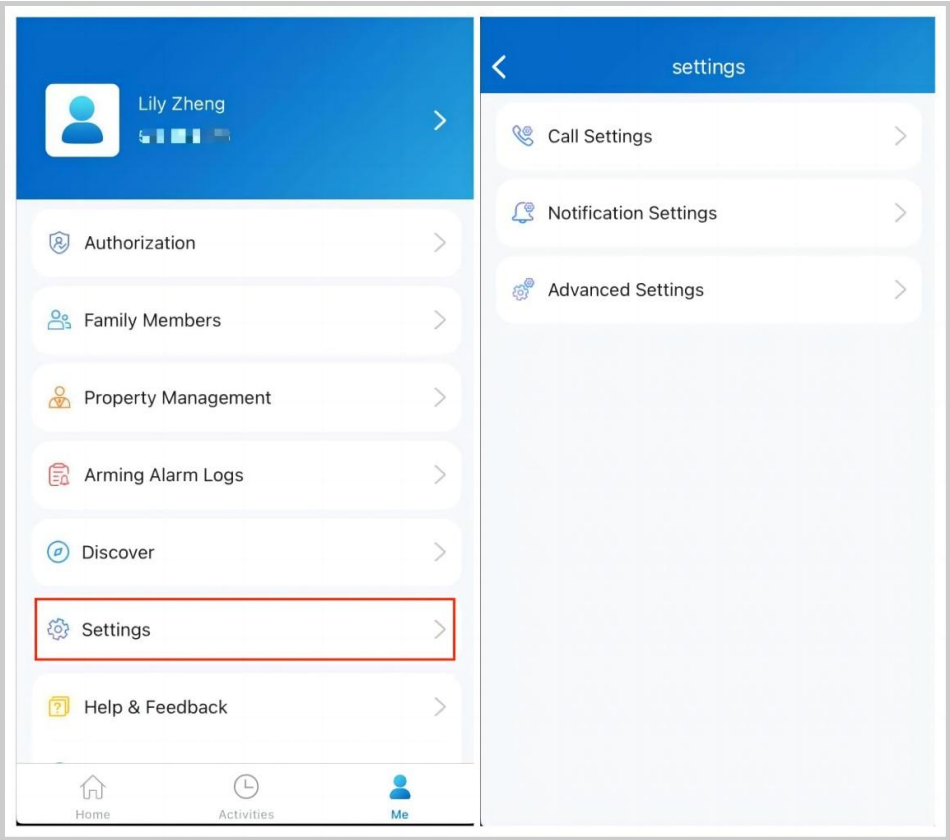
Please note that for Android mobile phones, ringing will stop when the device is disarmed.

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** .

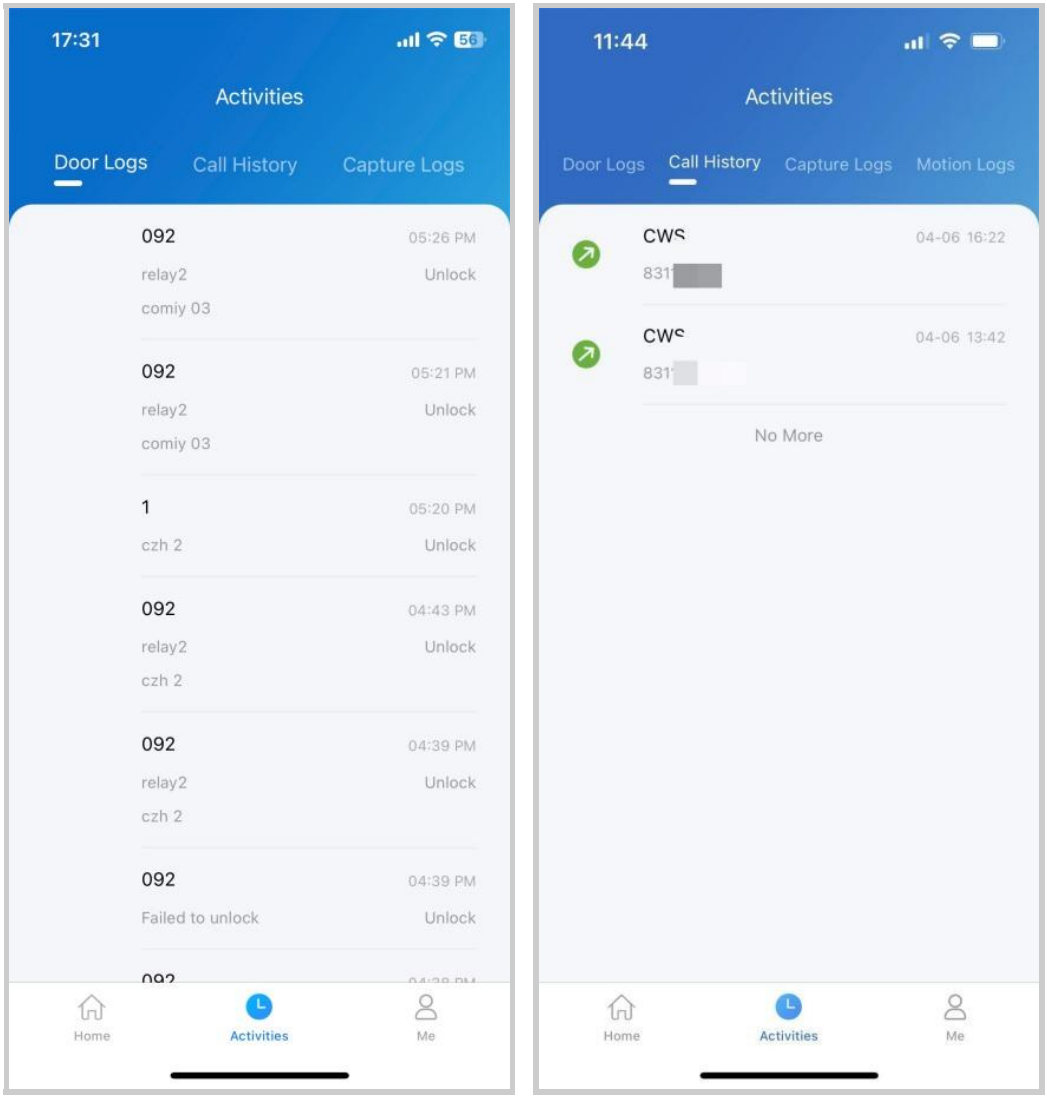
Logs and Histories

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.

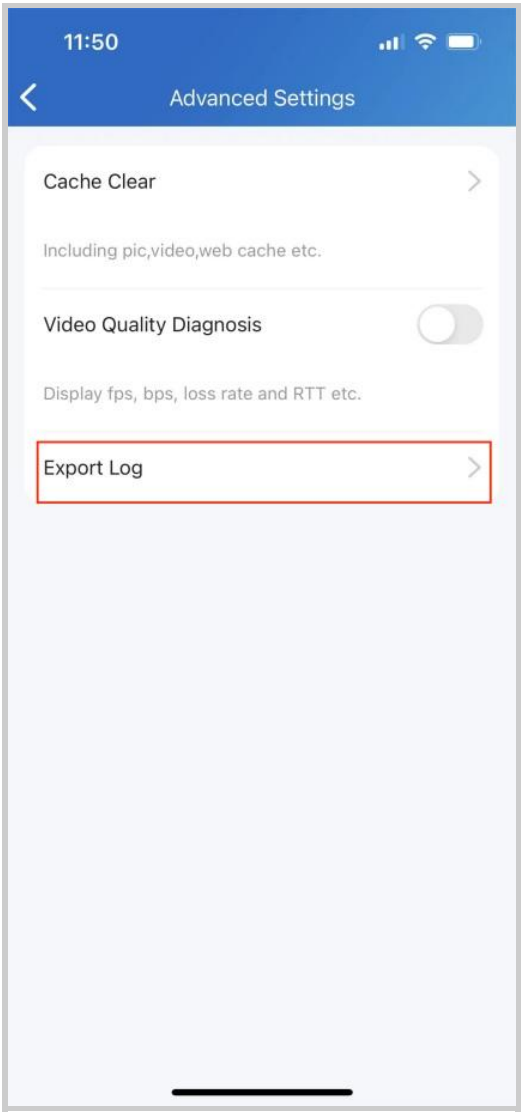


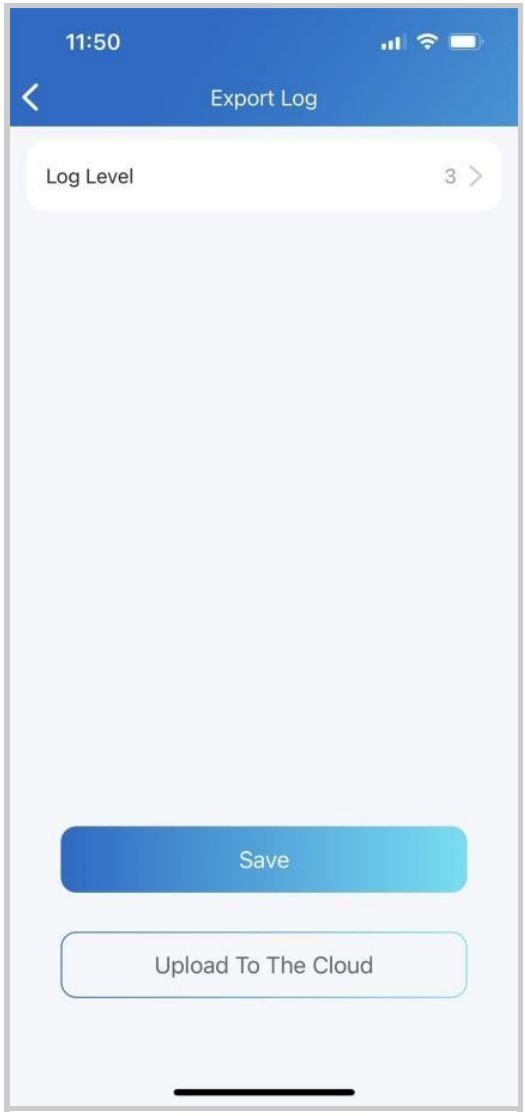
Set up, Export, and Upload Logs

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

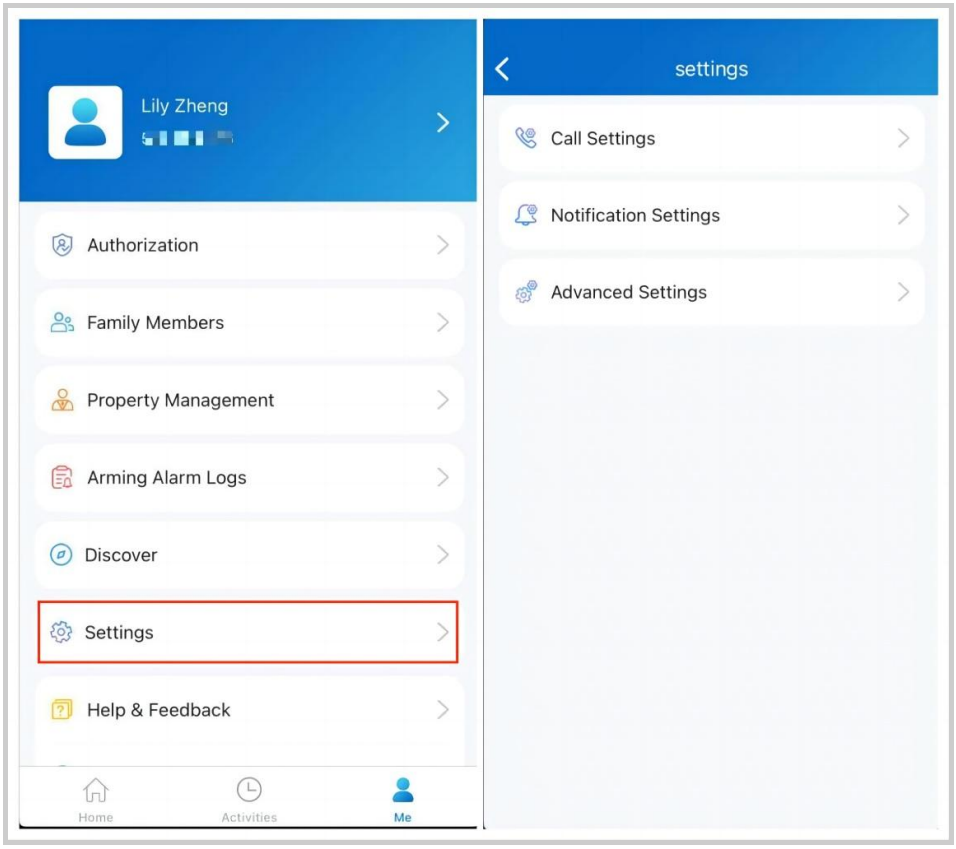
You can use Video Quality Diagnosis to check real-time video quality. It can be applied to video calls, live monitoring videos, and preview pages.

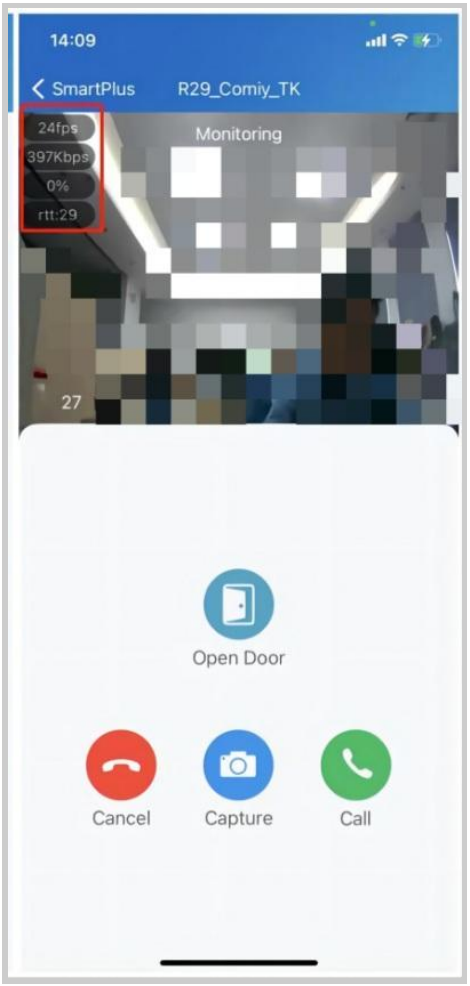
Go to **Me > Settings > Advanced Settings**, and turn on Video Quality Diagnosis, then you can see below information shown in the upper left corner of the screen:

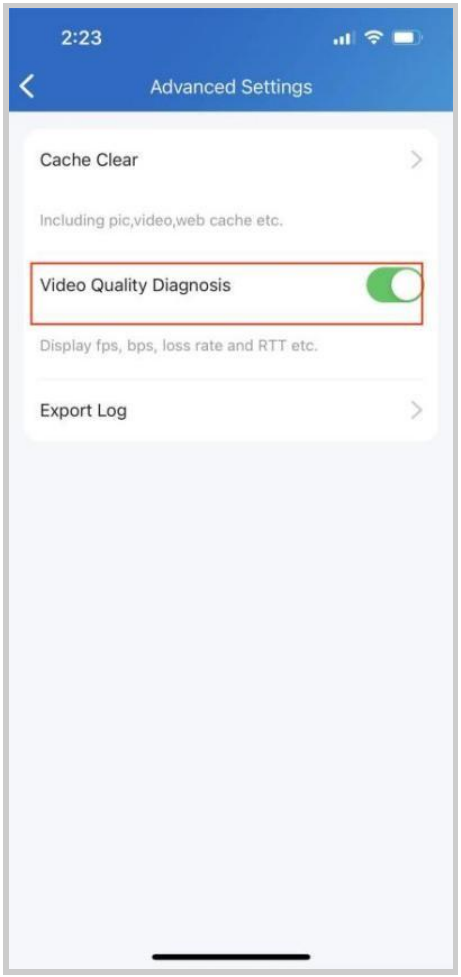
- **fps**: frames per second. If the value is low, it'll give a slow-motion or motion-blur effect to your video.
- **bps**: bits per second. The higher the bps rate is, the faster the download or upload time will be.
- **packet loss rate:** The lower the rate is, the better the network

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.



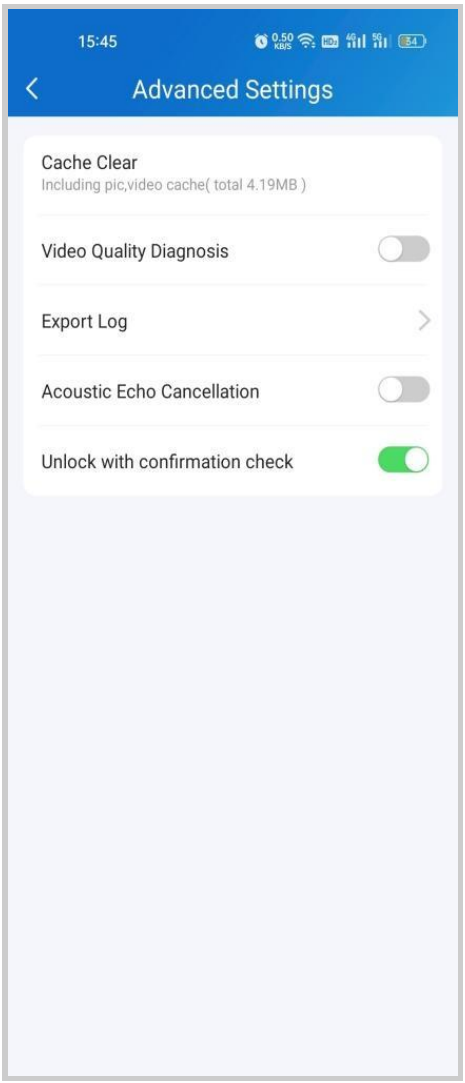


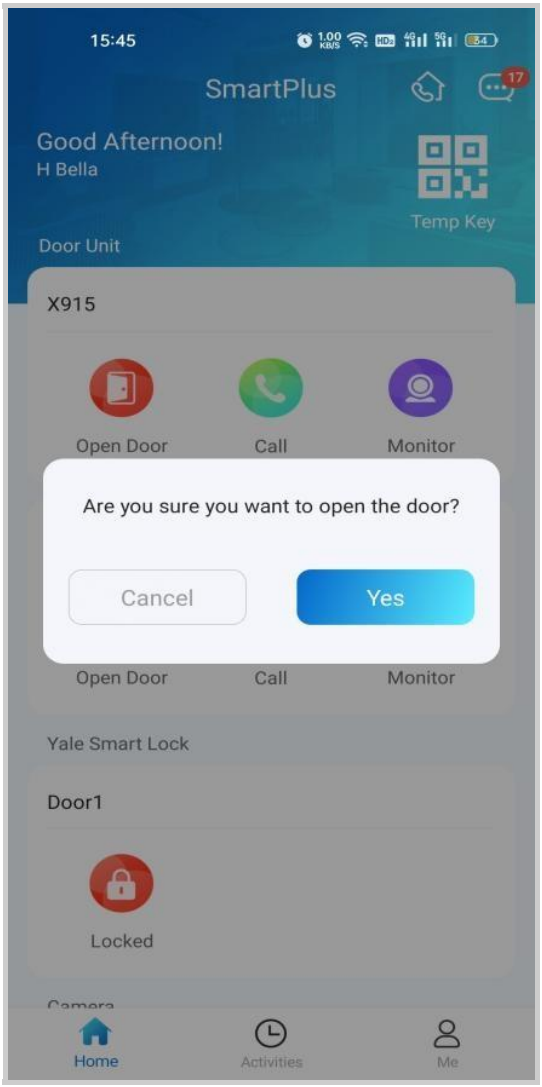


Enable Confirmation Prompts when Opening Doors

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.

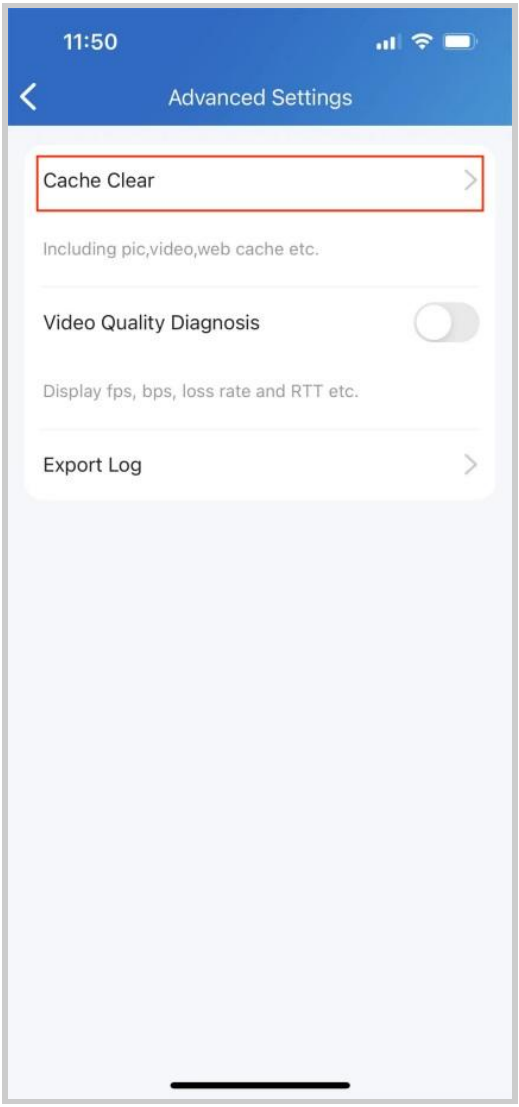
To enable this feature, go to **Me > Settings > Advanced Settings**, and toggle on **Unlock with confirmation check**.





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**.



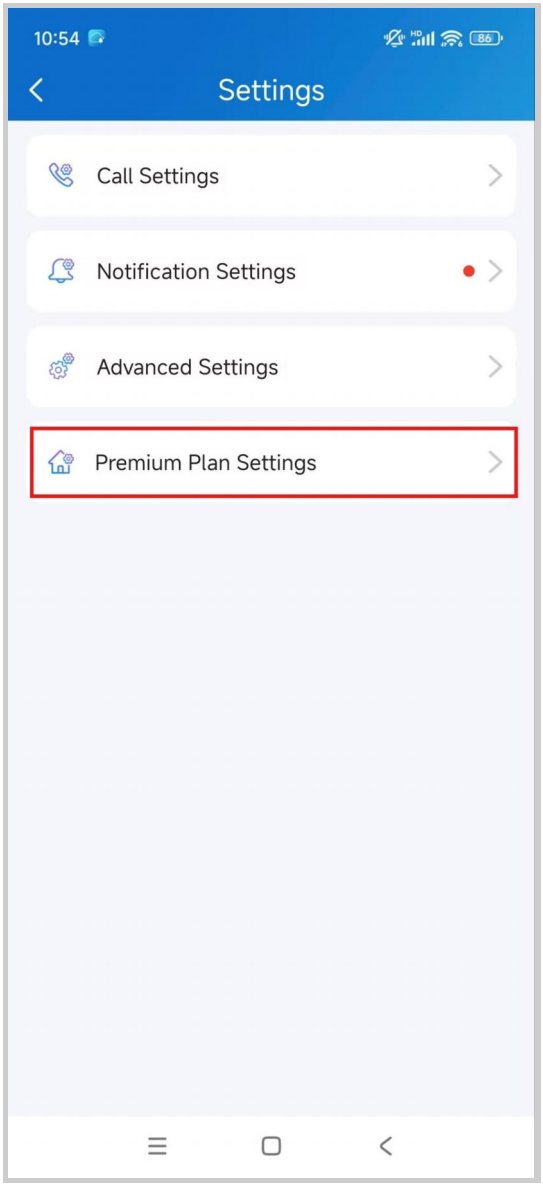
Premium Plan Settings

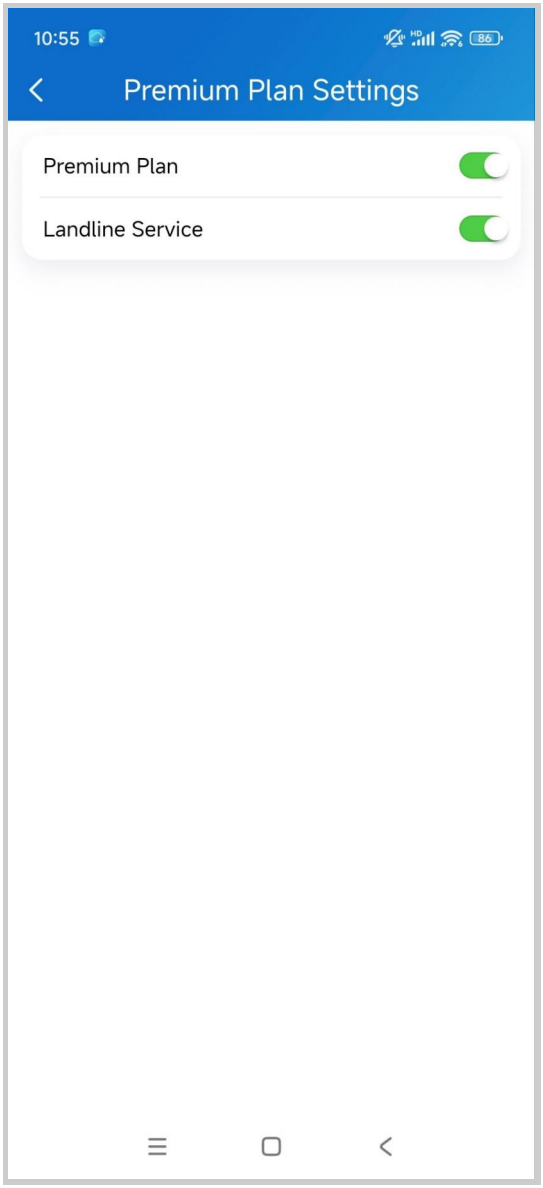
If you are a single-family project user, you can turn on/off the premium plan and landline services with the SmartPlus App.

1. Tap **Me > Settings > Premium Plan Settings**.

2. Enable/disable **Premium Plan** and **Landline Service**. The premium plan contains the landline service and third-party camera integration function.

Please note that changing the feature plan will affect your account's billing.





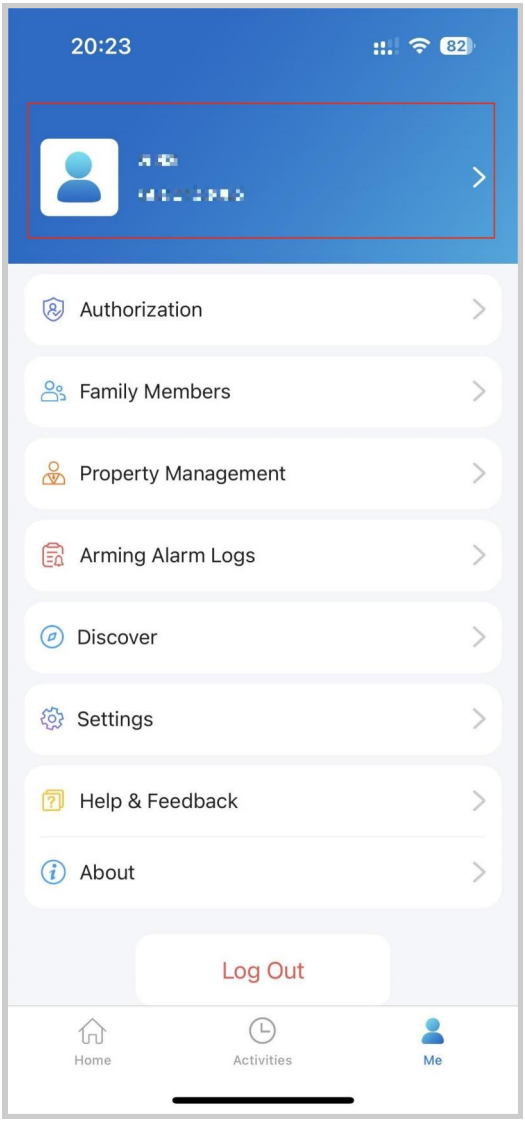
Account Settings

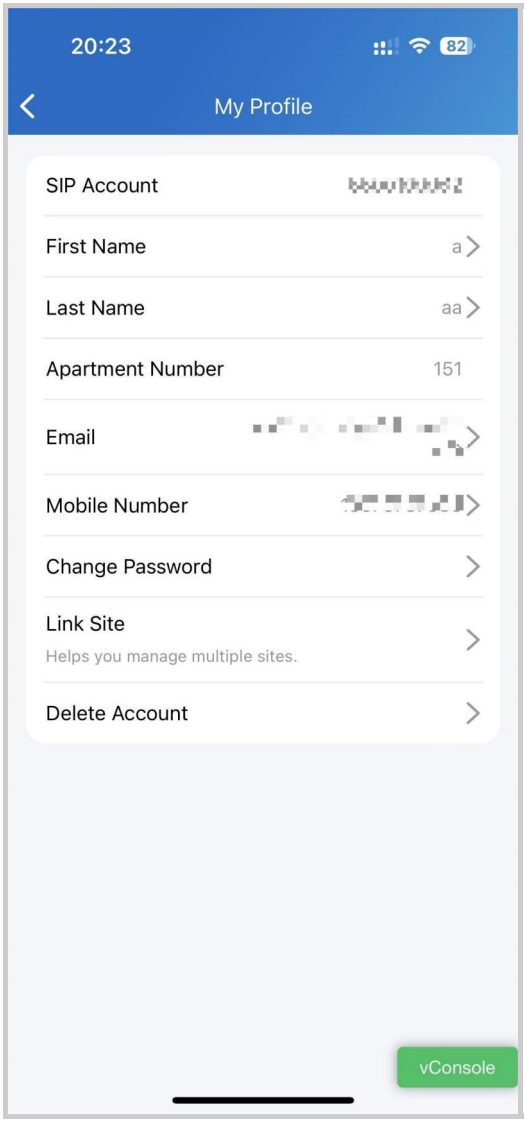
View and Change Account Information

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

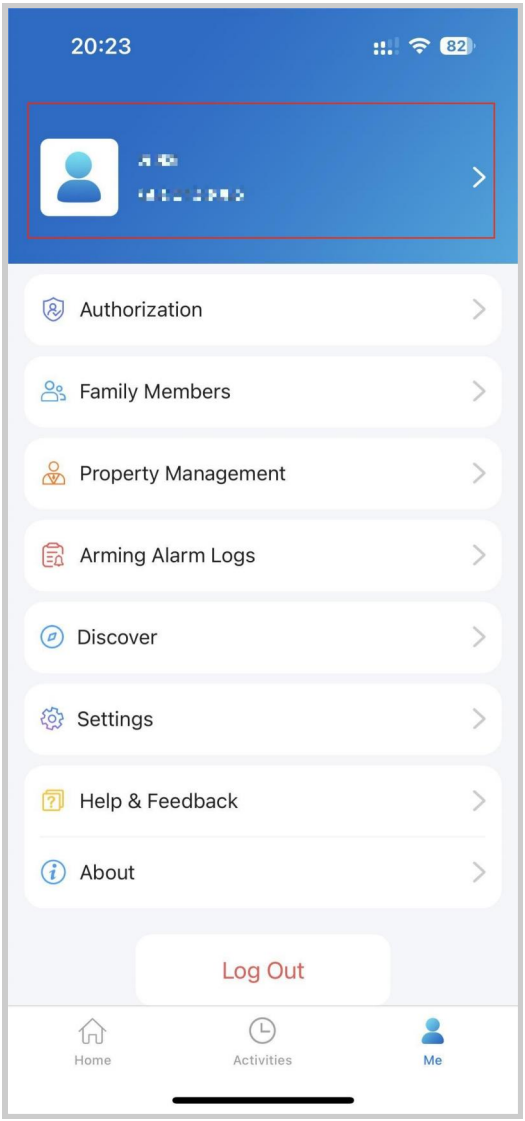
- Tap **Me** on the bottom Tap bar.
- Tap ***[your name]***, and you can see the details.

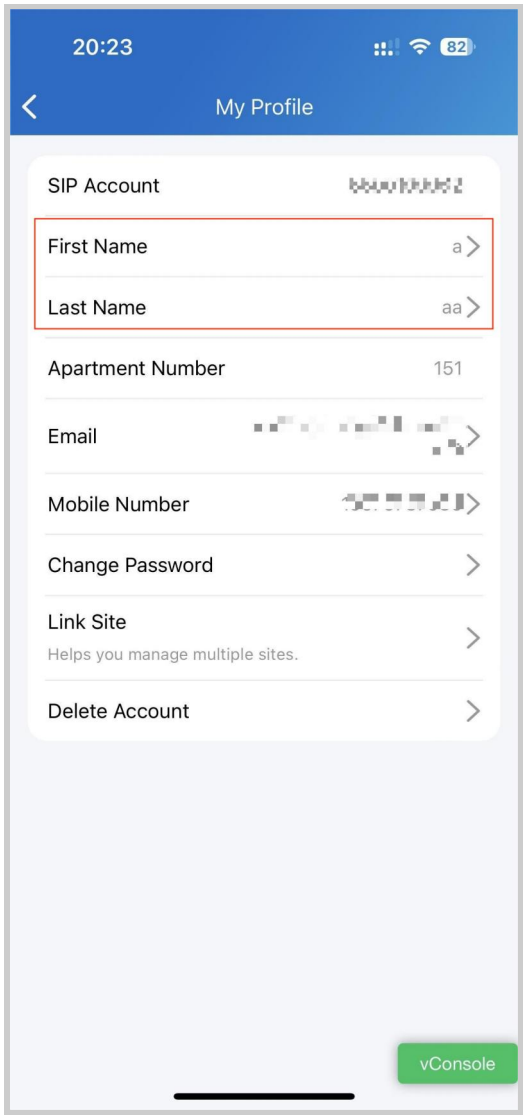




Change your username

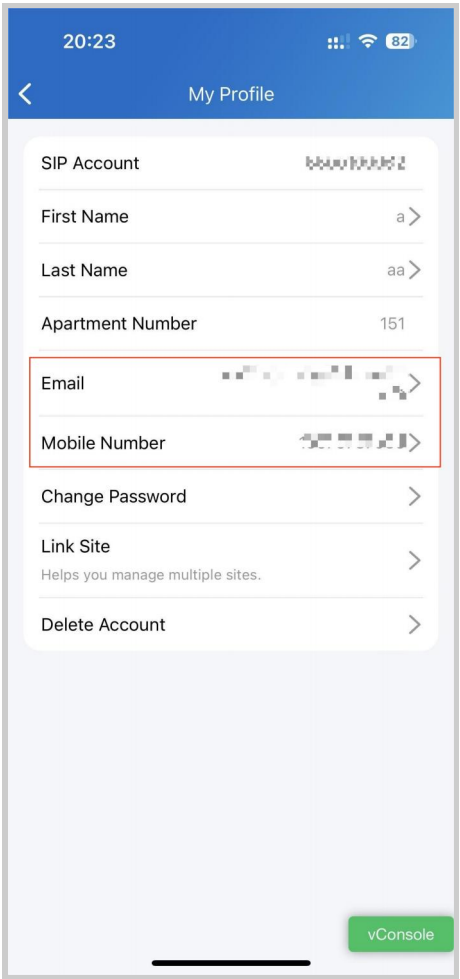
- Go to **Me** > ***[your name]***.
- Tap **First Name** and **Last Name**, and type in new names in the boxes.
- Tap **Confirm** to validate the change.

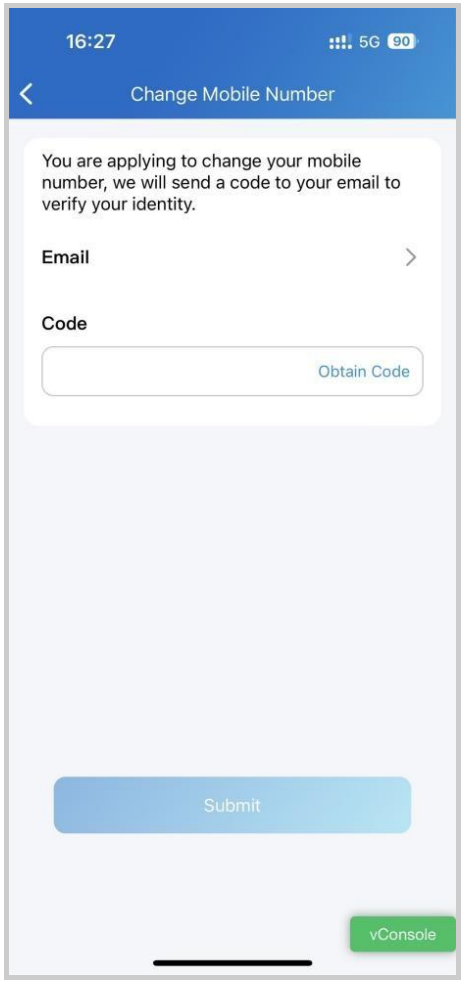


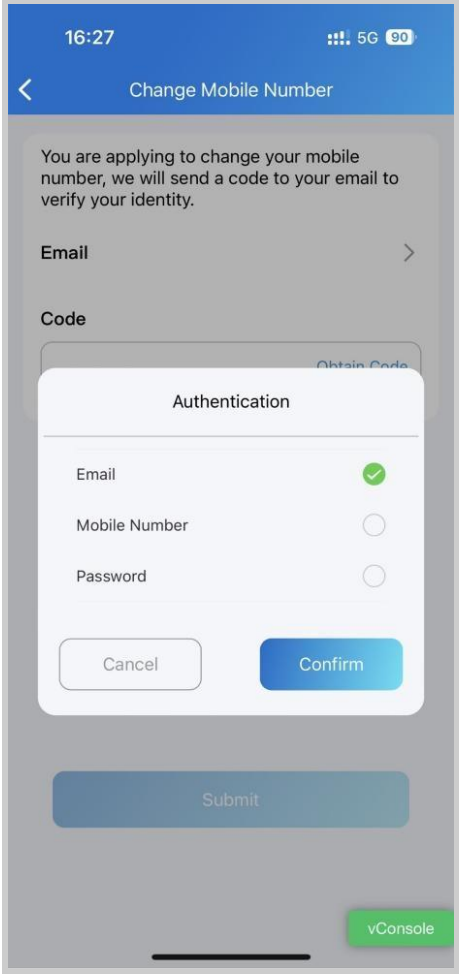


Change your mobile phone and email number

- 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.


20:23
My Profile
SIP Account
First Name
a
Last Name
aa
Apartment Number
151
Email
Mobile Number
Change Password
Link Site
Helps you manage multiple sites.
Delete Account
vConsole

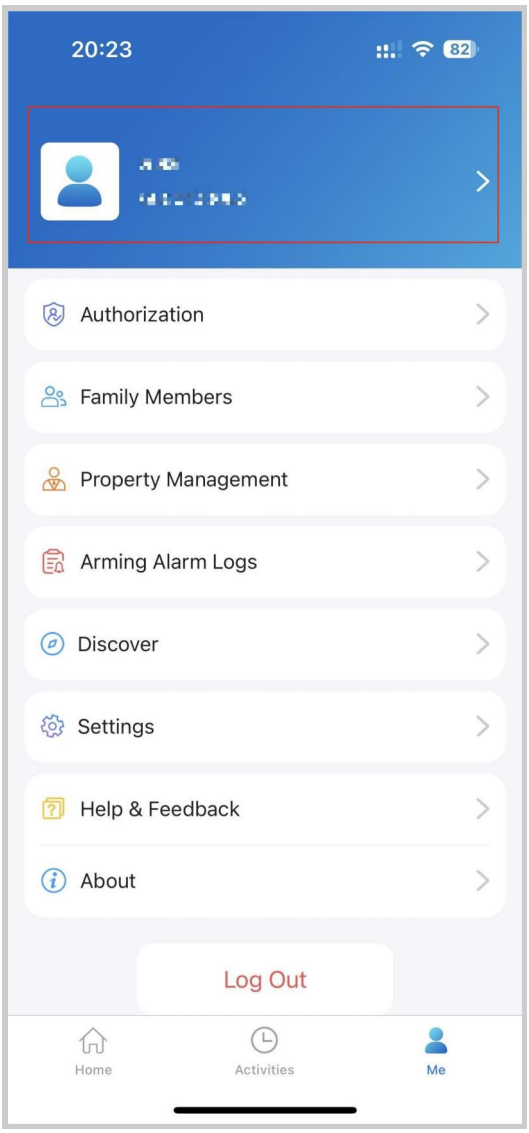

16:27
5G
Change Mobile Number
You are applying to change your mobile number, we will send a code to your email to verify your identity.
Email
Code
Obtain Code
Submit
vConsole

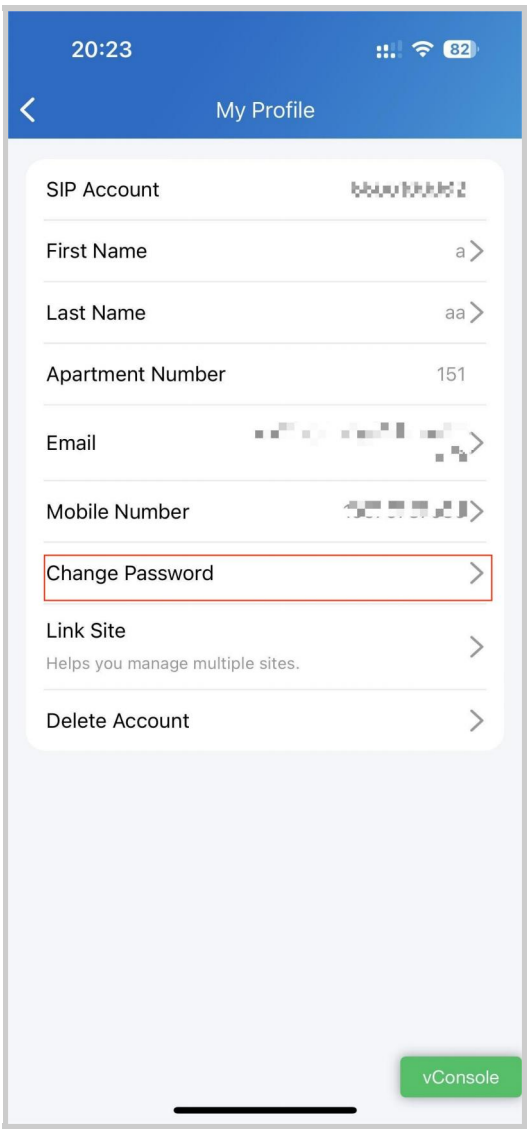

16:27
5G
Change Mobile Number
You are applying to change your mobile number, we will send a code to your email to verify your identity.
Email
Code
Authentication
Email
Mobile Number
Password
Cancel
Confirm
Submit
vConsole

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.

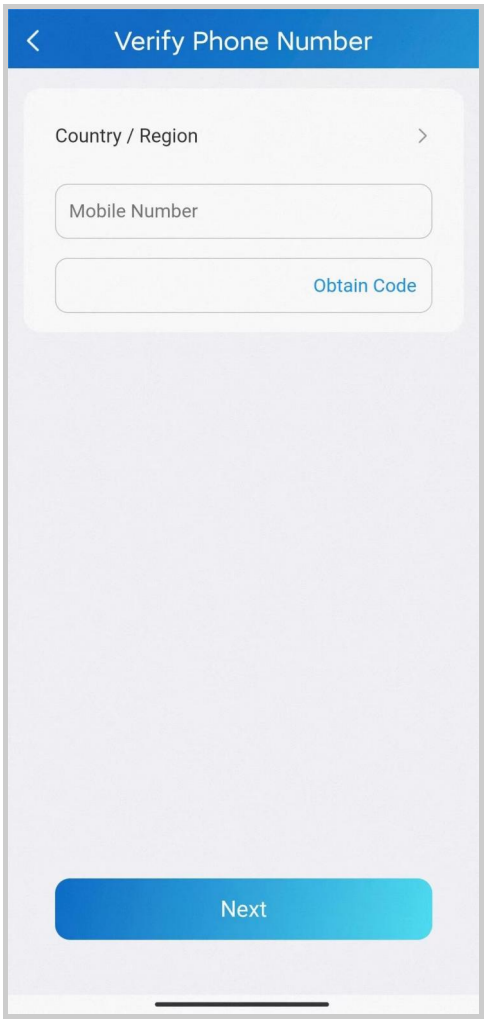




Forgot password

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.



Family Member Account Management

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

Add Family Member Accounts

You can create multiple family member accounts, three of which are free to use. Using more accounts requires activation and extra payment. Please contact your service provider for usage.

1. Go to **Me > Family Members**.

2. Tap **+ New Family Member**.

3. Enter username and email address. Mobile numbers and landlines are optional.

4. You can add remarks for the family members to indicate their identities.

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.

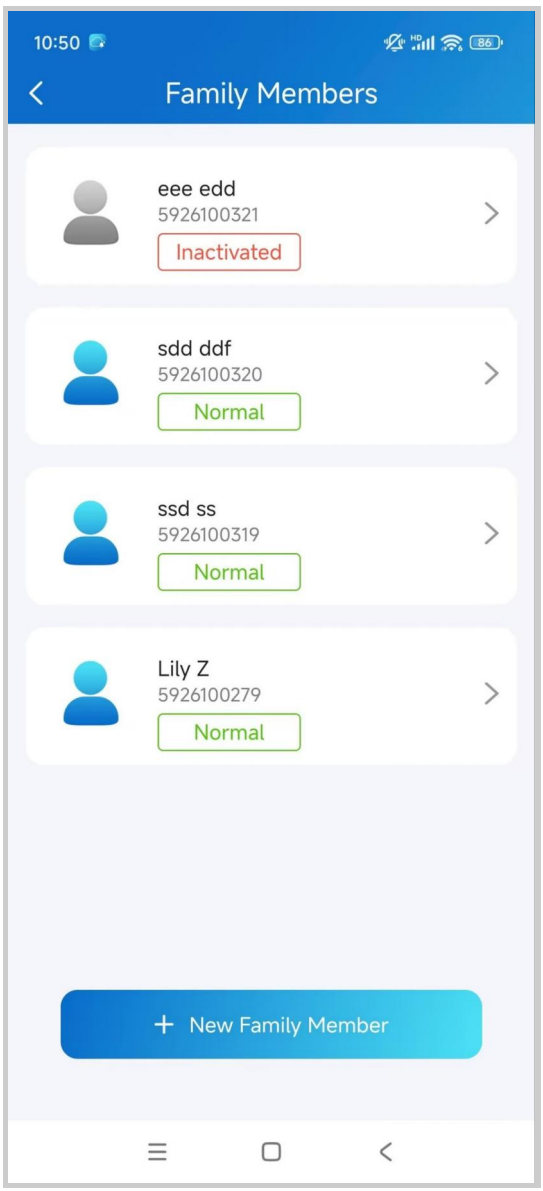
- If you did not enter the member's email address and phone number

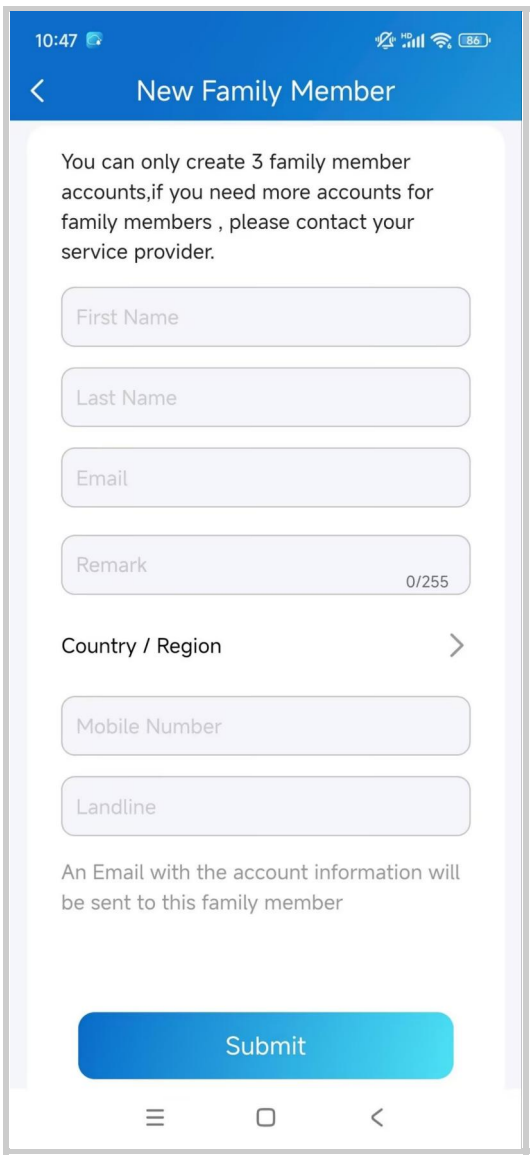
He/She has to use the SIP number and password for login. The password reset email will be sent to your (the family master's) email.

5. 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** page at any time.



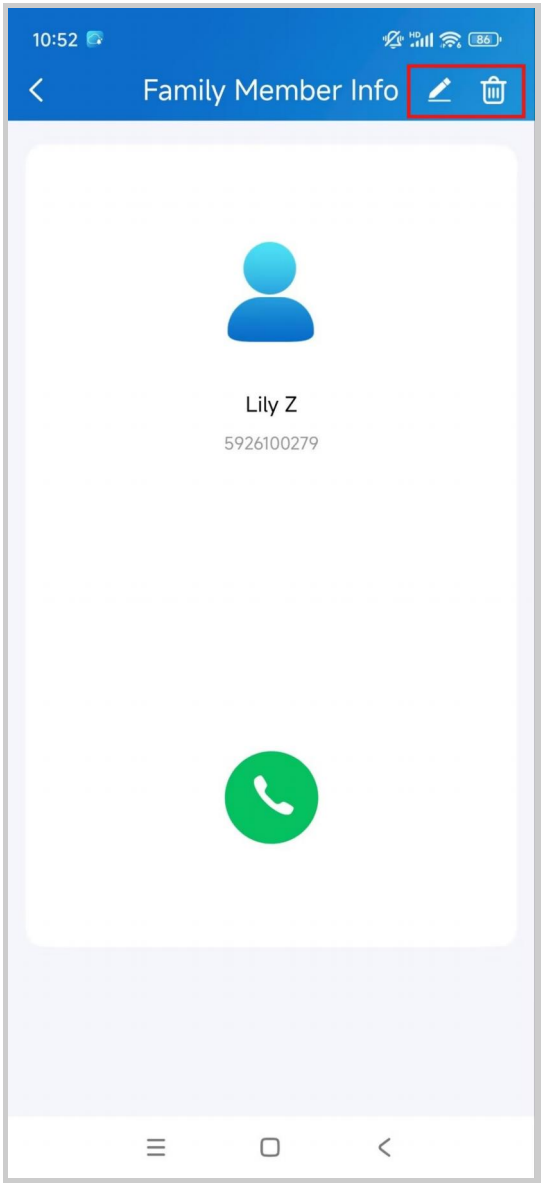


Edit/Delete Family Member Accounts

You can modify the information of the family member accounts after creating them.

Tap **Me > Family Members** and select the target family member.

- Modify the account by clicking the Edit icon in the upper right corner.
- Delete the account by clicking the Delete icon.



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.

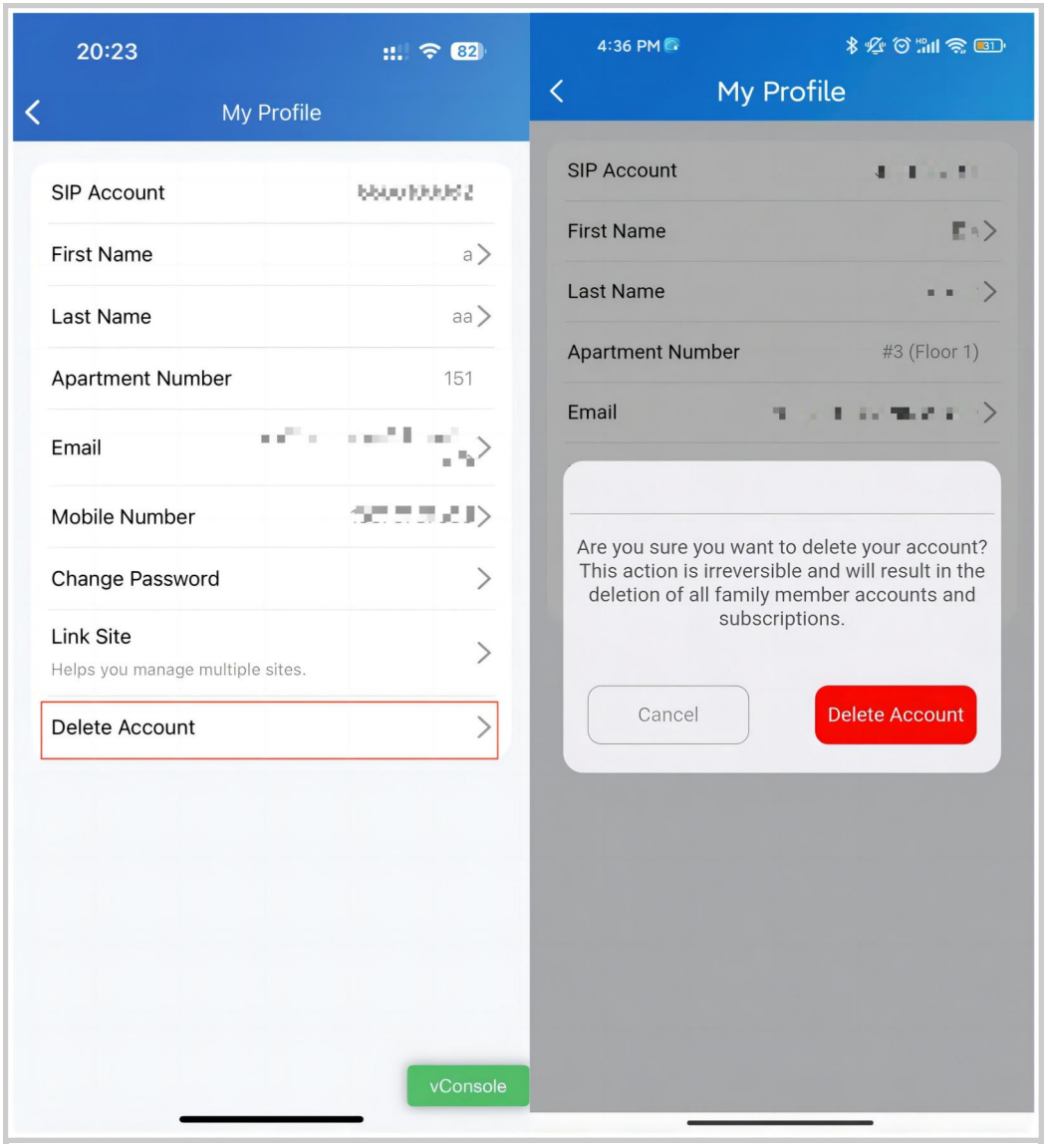
1. Go to **Me** > ***[your name]*** > **Delete Account**.
2. Tap **Confirm** when you're asked.
3. Enter the correct verification code.

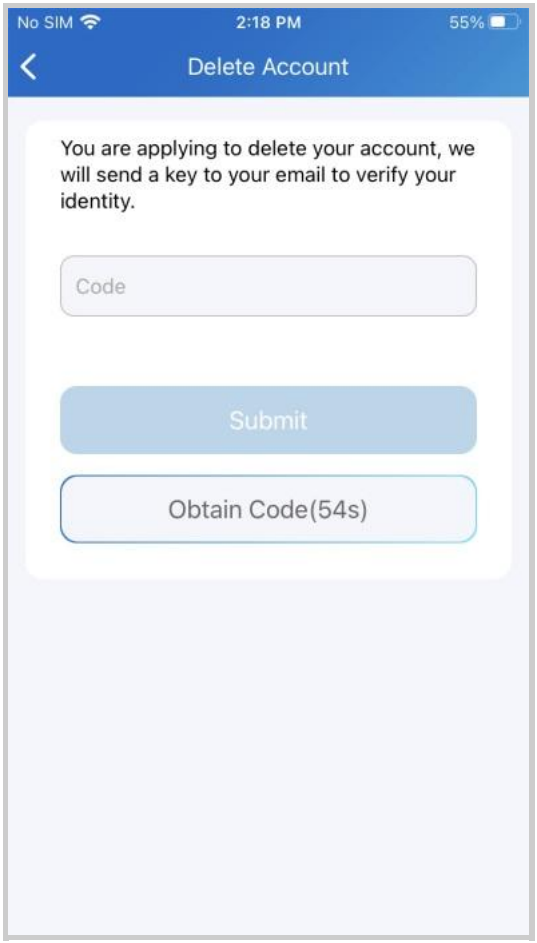
The code will be sent to:

- Your email or phone number, if you use either of them to apply for

the account; Or

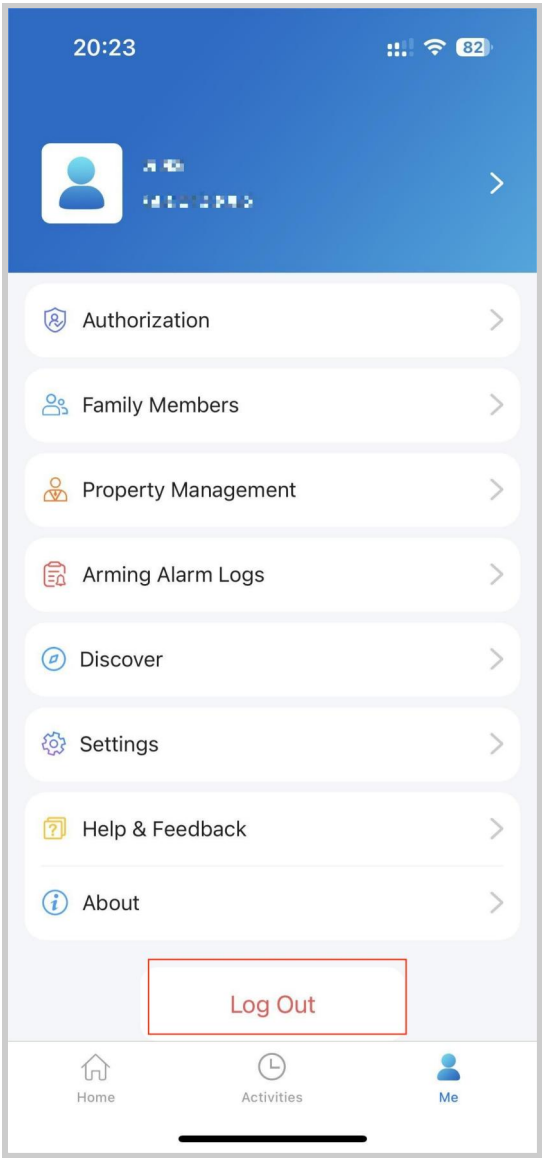
- The family master's email or phone, if you did not provide any of your information when applying.





Log Out

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

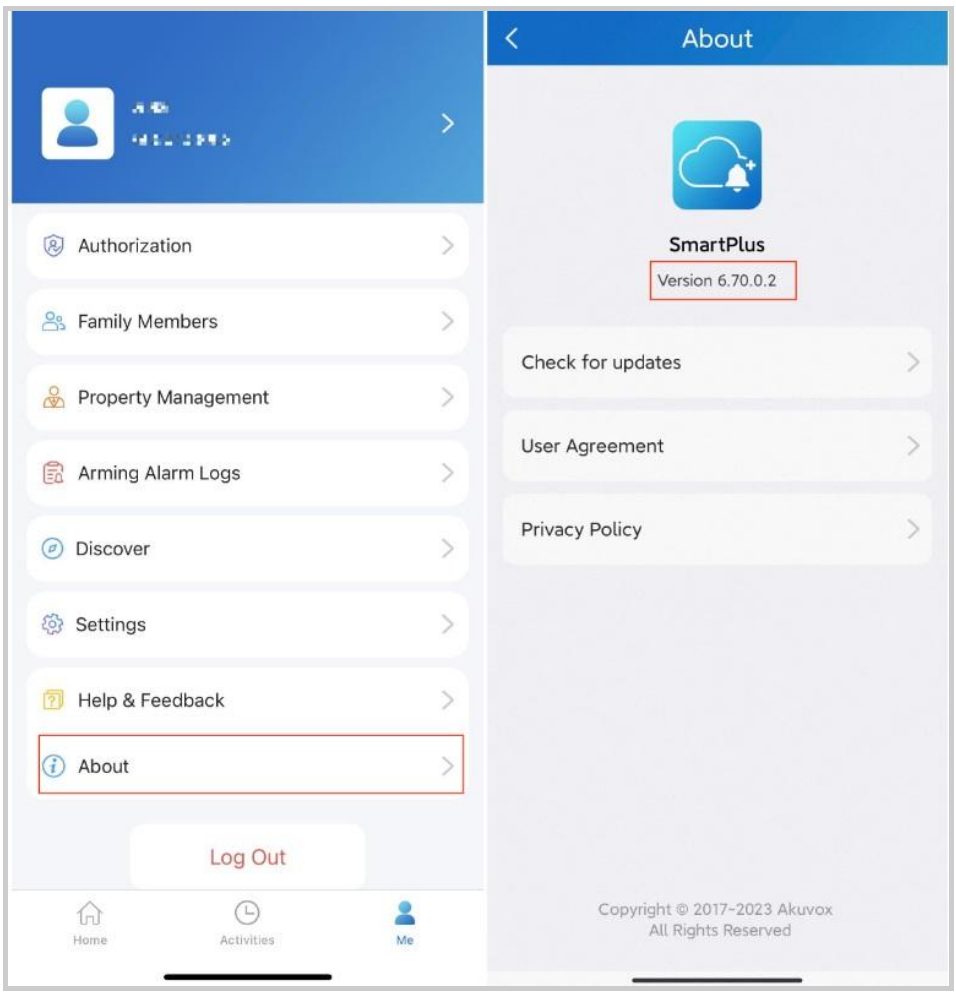


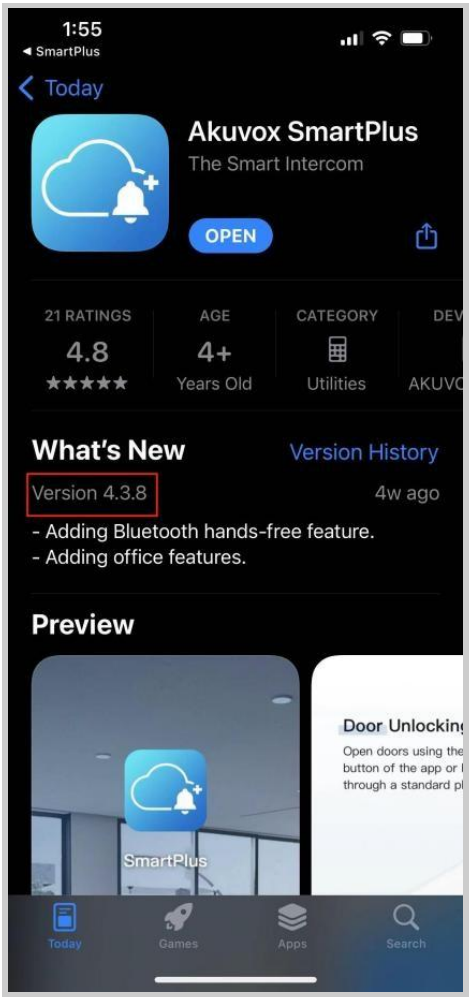
Support

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.

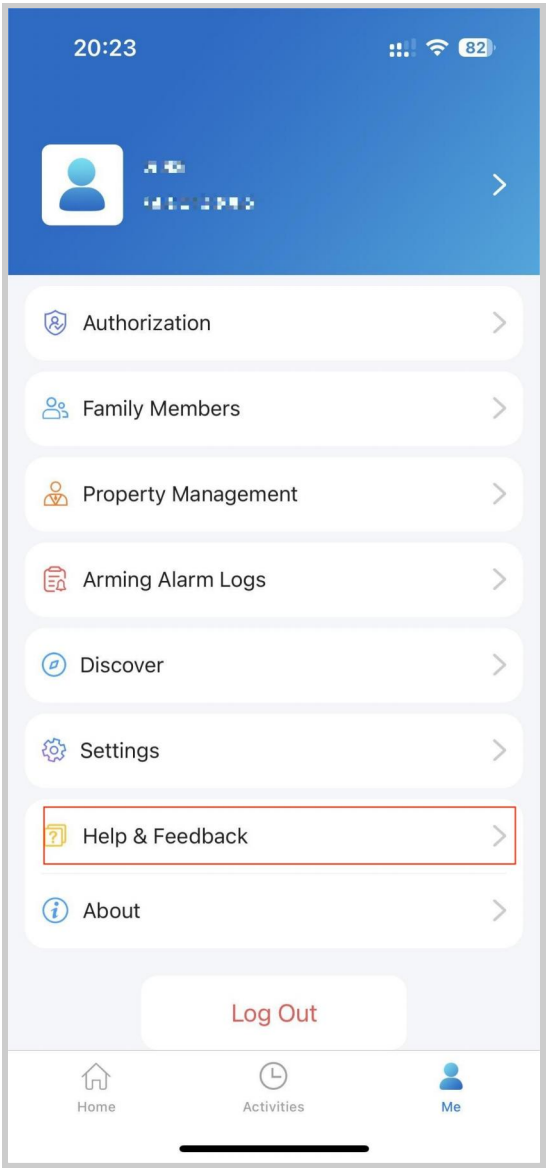

Authorization
Family Members
Property Management
Arming Alarm Logs
Discover
Settings
Help & Feedback
About
Log Out
Home
Activities
Me
About
SmartPlus
Version 6.70.0.2
Check for updates
User Agreement
Privacy Policy
Copyright © 2017-2023 Akuvox
All Rights Reserved

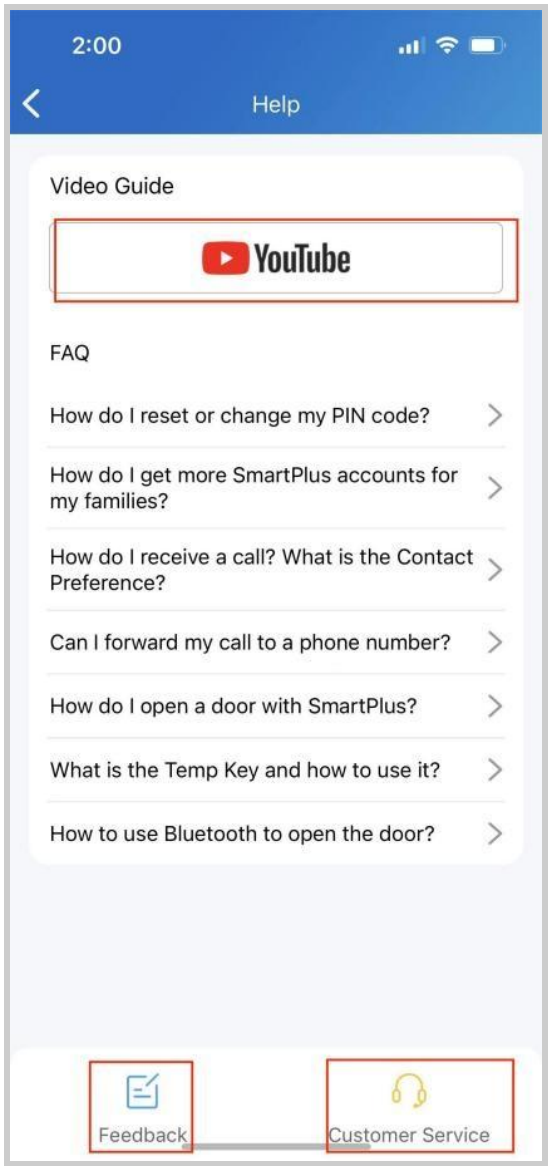


Get Help

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.

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