

Akuvox V7.1.0.1 SmartPlus Installer Guide - Single tenant



Smart Intercom



AKUVOX SMARTPLUS USER GUIDE

Update Time: Mar. 2025

About This Manual

This manual is intended for installers who need to manage single-family houses, single-tenant residents, devices, remote maintenance services, and more on the Akuvox SmartPlus platform (Version 7.1.0.1).

For more information, please visit http://www.akuvox.com/ or consult Akuvox technical support.

What's New:

- Support integration with iTec lock;
- Optimized integration with Dormakaba lock;
- Support paying for the third-party lock service;
- Support setting up akubela relay controller RSAC-C1-R8 when it is connected to an indoor monitor;
- Added the site name in the email content notifying service expiration.



System Overview

Akuvox SmartPlus is a cloud-based platform on which the installer can conduct integrated management of residents, devices, relays, and remote maintenance services both on a single-tenant basis and a community (multi-tenant).

- Installers using this platform will be able to:
- Add, edit, and delete the devices and residents in the single-tenant management.
- · Add, edit, and delete the communities, buildings, apartments, devices, and residents in the multi-tenant management.
- Deploy and set up devices and relays for access control.
- Check and upgrade device firmware for the residents.
- Check and manage the MAC library.
- Conduct remote operations such as Auto-provisioning, device reboot, transmission type modification, and remote maintenance.
- Download the related technical manual and get access to the Akuvox ticket system for technical support.
- Subscribe and renew Akuvox SmartPlus.

Log into SmartPlus

You can log into the SmartPlus platform using the user account information obtained from your distributor.

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

Note

You need to enter a verification code for login when your distributor enables two-factor authentication for you.



You will see the Privacy Policy window when you log into the platform after the SmartPlus Cloud 7.0.0. update.

The Privacy Policy tells you how the user data is collected, used, and protected.



	Privacy Policy	
	Privacy Policy	State of the state
	Last updated: October 21st, 2024	
	Overview of Privacy Policy	
	Welcome to our service, the service is provided and controlled by SMART-PLUS PTE. LTD. (hereinafter referred to as 'SMART- PLUS', 'us' or 'we'). By using the service, you agree to this Privacy Policy.	
	The service includes:	
	 Our website and user accounts that may be accessed at "cloud akuvox.com, "cloud akubela.com ("cloud include ecloud, ucloud, jcloud, scloud and so on), and all associated sites connected with it, excluding any third parties" sites (the "Portal"). 	
	Online services accessible through the Website ('Web Services'); Software applications that can be downloaded to a mobile device ('Mobile Apps') such as AK-Partner and so pro-	
	 Related products (Devices) of the service, including, but not limited to, door phones, indoor monitors, android video phones access control terminals, and home control panels; 	
	 Any services available on the Website and the Mobile Apps ('Available Services'). The term "CR000C" ensure the Website and the Mobile Apps ('Available Services'). 	
	Ine term service: means the vecusite, web services, widdle Apps, Devices and Available services.	
141012 011102	Information, the details of how we protect your information, and your data privacy rights. Our SERVICE takes your personal	
	information very seriously and gives you control over your personal information, we use robust encryption termonogy to protect your personal data and privacy, and employ strict policies to manage all data. We will always protect personal concerning you in accordance with the so-called General Data Protection Regulation ("GDPR") and California Consumer Privacy Act ("CCRA").	
	A. Who we are	
	The SERVICE is provided and controlled by SMART-PLUS PTE. LTD. a.s. with the Tax Id. No 202116626G and the registered office In 6 RAFFLES QUAY #14-06, Singapore (048580).	
	B. What Personal Information We Collect	
	Personal information is collected by our SERVICE for the purpose of providing services under applicable laws. If you do not provide us with any or all of these information, we will not process them, however, the SERVICE or some of its function might be limited.	
	Disarree Arree	
	creatice since	

- When you click **Agree**, you will be guided to the Service Provider Information interface to fill in your information. The information will be displayed in the privacy policy for end users. It is not mandatory to fill it out. Not filling it in will not affect your use of SmartPlus services.
- When you click Disagree, you cannot log into the SmartPlus platform.

Dashboard	Luna	>> Setting	
B Sites	Ű	Coupon Details	Company
HE SILES		an coupon beans	
💄 Users	(Time Zone	Company Address
📥 Firmware	E	Billing Information	
🔥 Upgrade	4	Customer Service	Mobile Number
F MAC Libi	ary	Service Provider Information	+1 ~
📑 Subscriptic	ns ~	Account Setting	Email
📰 Third Party	Dev ~	Single-Family Email Setting	Tax id
🔅 Setting			
🛃 Privacy Pe	licy		Company Website
			If you are the service provider for the user, please fill in the relevant information, which will be displayed in the user's privacy policy. Otherwise, the service provider information in the user's privacy policy will be displayed as Akuvox.

You can also click Privacy Policy on the left column to view the agreement again.

	Luna >> Privacy Policy
Dashboard	
Sites	Privacy Policy
💄 Users	Last updated: October 21st, 2024
• •	Overview of Privacy Policy
Pirmware	Welcome to our service, the service is provided and controlled by SMART-PLUS PTE. LTD. (hereinafter referred to as 'SMART-PLUS', 'us' or 'we'). By using the service, you agree to this Privacy
🔥 Upgrade	Policy.
	The service includes:
MAC Library	Our website and user accounts that may be accessed at *cloud.akuvox.com, *cloud.akubela.com (*cloud include ecloud, ucloud, jcloud, scloud and so on), and all associated sites connected with it,
Subscriptions ~	excluding any third parties' sites (the 'Portal'); Online services accessible through the Website ('Web Services');
	 Software applications that can be downloaded to a mobile device (Mobile Apps¹), such as AK-Partner, and so on; Related products ("Devices") of the service. including, but not limited to, door phones, indoor monitors, android video nhones, access control terminals, and home control nanels;
🌐 Third Party Dev 🗸	Any services available on the Website and the Mobile Apps ('Available Services').
A and a	 Ine term SERVICE means me website, web services, monie Apps, Devices and Available Services.
😍 Setting	The privacy policy describes who we are, what information we collect about you, how we use and disclose your personal information, the details of how we protect your information, and your data privacy rights. Our SERVICE takes your personal information very seriously and gives you control over your personal information.
Privacy Policy	and privacy, and employ strict policies to manage all data. We will always protect personal data concerning you in accordance with the so-called General Data Protection Regulation ("GDPR") and California Consumer Privacy Act ("CCPA").
	A. Who we are
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You can click on Log out in the upper right corner to log out of the SmartPlus platform.





Email Confirmation

You are required to enter an email address when you log into the SmartPlus platform after the SmartPlus Cloud Version 7.1.0 update.

The email address is used to reset your SmartPlus Cloud login password when you forget it and to receive notifications from Akuvox.

You can change the email address and turn off the notification push on the Setting > Notification interface.

Dashboard	Luna >> Setting	
in Sites	Coupon Details	* Email
💄 Users	S Time Zone	Please enter the Email. Toin our mailing list for exclusive news and undates
🍰 Firmware	Billing Information	We respect your inbox and send emails only when necessary.
🔥 Upgrade	Q Customer Service	Submit
🗭 Message	Service Provider Information	
📕 MAC Library	Account Setting	
関 Subscriptions 🗸 🗸	Single-Family Email Setting	
Integration	11 ² Notification	
🏟 Setting	▲ Tra Suria	
🍕 Notification Ce 🗸	Log Setting	
Privacy Policy		

Note

Click here to view how to reset the SmartPlus login password via the email address.

Prior to the Management

You are advised to go through what is listed below before you start your management.

- Check if all of the device MAC addresses have already been registered by your distributor.
- Check if the firmware in your devices supports cloud mode with no connection to SDMC.
- Check if your device is powered on and is connected to the internet, and make sure that the network is normal.
- Check and make sure that your resident information and device information are correct.

Dashboard

The functional column allows you to manage sites, users, devices, and account settings in an organized manner.



Akuvox	3 Installer Portal	Click to change the account's login password.	Luna 🔺 📢 Log out
- Dashboard	I sues Display the number of communities, offices, and si	ingle-family sites.	Change Password
💼 Sites	6 4	4	
💄 Users	Community(ies) Office(s)	Single-Family Site(s)	
🏇 Firmware	Cuide areas for exating projects and example		
🔥 Upgrade	Quick access for creating projects and property	manager accounts.	
🗭 Message			
MAC Library	+ Add Community Site + Add Office Site	+ Add Single-Family Site + Add Property Manager	
📓 Subscriptions 🗸 🗸			
Integration			
🍄 Setting			
I¶: Notification Ce ∨			
📝 Privacy Policy	Functional Column		

Module Description:

No.	Modules	Description
1	Dashboard	You can have quick access to create projects and property manager accounts and a quick view of devices and SmartPlus App account status.
2	Sites	Click to go into specific project management.
3	Users	You can add, edit, and delete property managers and sub-installer accounts.
4	Firmware	Check the available firmware versions and their information.
5	Upgrade	Upgrade the firmware version for a specific device.
6	Message	You can create messages and send them to target users.
7	MAC Library	Check the device MAC registered by your distributor. You can remove the desired MAC.
8	Subscriptions	 This module contains the following three sub-modules: Subscriptions: Activate or renew SmartPlus service for a specific project. Payments: Check the payment records. Automatic Payments: Check the automatic payment record, only available for Ucloud.
9	Integration	Display the third-party locks where you can also add the lock and assign it to users.
10	Setting	 This module contains the following sub-modules: Coupon Details: Check the normal, used, and expired coupon information. Time Zone: Select the time zone. Billing Information: Set up the billing information. Customer Service: Leave your contact information by which customers can contact you. Account Setting: Set whether your distributor can access your account and enable/disable the use of the SmartPlus Installer App account. Single-Family Email Setting: Set whether to send renewal and expiration email notifications to end users.

System Notification

Akuvox will send you notifications of the SmartPlus Cloud update and any changes that happen to the expansion unit(MD06/12).

You can click the notification icon in the upper right corner to check the messages.

Or, click Notification Center on the left column.



Akuvox	2 Installer Portal			Luna 🕶 📢 🕮 L	og out
Dashboard	Sites				
isites	6	4	4		
💄 Users	Community(ies)	Office(s)	Single-Family Site(s)		
🏂 Firmware	L OLIVEL				
🔥 Upgrade	Quickninks				
🗭 Message		EB -	- 💼 📥		
MAC Library	+ Add Community Site	+ Add Office Site	+ Add Single-Family Site	+ Add Property Manager	
😭 Subscriptions 🗸 🗸					
🔅 Setting					
System Notification					
Expansion Unit Upd					
🔽 Privacy Policy					

Single-Family Sites Management

Add a User

1. You can create a single-family user account by clicking +Add Single-Family Site on the Dashboard.

Or, navigate to the Sites module and select Single-Family House. Then, click New on the right.

Akuvox	2 Installer Portal									Luna '	Log out
Dubband	Luna >> Sites										
Sites	Community Office	Single-Family	House								
Lusers	User Intercom Dev	ices Camera									
🏂 Firmware	Name ~		Q Sear	ch							New
n Upgrade	Name SIP	Room	Email	Mobile Number	Family Member	Active	Premium Plan	Created Time	Expiration Time(Premium)	Exp A	tions
MAC Library	454680 Family:5926000091 Personal:592610028	Room	-		0 🧟	Normal	Normal	2024-10-21 14:49:24	-		20
Subscriptions ~	Gabriel Family:592600006- Personal:592610014	s 111	com	-	1 🧟	Normal	Normal	2023-08-09 09:41:51	-	会 嗎	20
Setting						-					
🗗 Privacy Policy			Lu	nes per page 10			Go to 1	Go 2 In All			_

2. Set up the account settings. See the description of each item in the below chart.

Time Zone	Add User ×
GMT+8:00 Shanghai	~
Language	* Name
English	~
Time Format	Room Name
24-hour time 12-hour time	
1st Landline Number	Email
2nd Landine Number	Country / Region
	Mobile Number
3rd Landline Number	
* Premium Plan	* Address
On Off	×
Dramium nise contains landling sarring and third earty comars	~ ·
a reanton pan contains anonic service and unit party cantera.	✓ Post Code
	Street
Cancel Next Sub	SIP Call Or IP Call
	TB Call (All the devices are deployed on the same local network)

Akuvox Open A Smart World

No.	Filed Name	Description
1	Name	Fill in the user name.
2	Room Name	Fill in the user's house name provided by the user, or you can customize the room name eg. "Ryan's Home"
3	Email	Fill in the user's email address.
4	Country/Region	Select the user's country or region code.
5	Mobile Number	Fill in the user's mobile phone number. The area code will be displayed before the mobile number.
6	Address	Fill in the user's address based on which the indoor monitor can access local weather conditions. The temperature and weather conditions will be displayed on the device's home screen. Click here to see the models that support displaying weather conditions and detailed
7	SIP Call Or IP Call	Select "All my devices were installed in the same place (villa or house)" for IP call if all of the user's intercom devices are in the same LAN (Local Area Network). If not, select "Some of my devices were installed in a different place (villa or house)" for the SIP call.
8	Time Zone	Select the time zone for the user.
9	Language	Select the language of the emails notifying the user of the account information. The following languages are supported: English, Traditional Chinese, Simplified Chinese, Korean, Japanese, Turkish, Polish, Russian, Spanish, Bosnian, Danish, Vietnamese, French, Portuguese, German, Italian, Ukrainian, Hebrew, Persian, and Azerbaijani.
10	Time Format	Select the time format for the user.
11	Landline 1/2/3	Fill in the user's landline numbers, e.g. mobile phone numbers or telephone numbers. Three landline numbers are supported. The area code will be displayed before the landline number.
12	Premium Plan	Premium Plan includes landline service and third-party camera service. Note : You should turn on the premium plan if you want to add a third-party camera. The Premium plan status and its expiration time are displayed on the User interface.
13	Landline Service	Switch on/off the landline service (communication between telephone/mobile phone and intercom devices).

3. Click Submit to finish creating the account or click Next to enable Video Storage and akubela Smart Home features.

- Video Storage: When enabled, Akuvox devices can automatically record 10 seconds of video when opening doors, calling, and detecting motions. End users can also record videos with their SmartPlus Apps.
- akubela Smart Home: If you turn this feature on, the Smart Home icon will be displayed on the Action column, and you can click the icon to redirect to the Smart Home web portal from the SmartPlus Cloud platform. Please note that it cannot be turned off once enabled.

	Add User >	
Video Storage		
) On 💿 O	ff	
Akubela Smart Ho	me	
🔿 On 🛛 🔾 O	ff	

When Video Storage is enabled, further set up the feature.

- Video Storage Plan:
 - Get a 7-day Free Trial First: You can try this feature for 7 days for free.
 - Start Subscription Now(Include 7 Free Days): You can subscribe to this feature directly. It includes a 7day trial. Click Subscribe on the right to pay for the fee.
- Video Storage Time: 30 Days, 60 Days, and 90 Days are available. It is 30 days by default for the 7-day Free Trial Plan.



- Number of Stored Devices: Choose the number of devices that record videos.
- Device(s) for Video Storage: Select the specific models.
- Video Recording with Audio During Calls: Decide whether to record videos with audio during calls.

Video Storage Setting	
Video Storage Image of the storage Image	Your Video Storage Plan Mon Per Project Plan benefits include: Video saving for 1 Akuvox device Video stored for 30 days Expire Date:
Number of Stored Devices 1 Device 2 Devices 3 Devices Unlimited Devices Device(s) for Video Storage Image: Comparison of the storage storage image storage images to your video storage time will only be applied to content recorded after the update (Excludes 7-day free trial). Stored videos will be unavailable during the subscription plan expiration or cancellation period.	
Not all devices support this function, please contact your service provider for further details. Note Please note that once the video storage feature is turned off o	Cancel Submit

Add a Family Member Account

After a user account is created and activated, you can create family accounts at the request of users.

Note

- You can create three free family member accounts for each master account.
- You will be prompted to pay the extra fee when creating a fourth or more family member accounts.

1. Click of specific users for whom you want to add a family account.

Akuvox	8 Installer Portal						
Dashboard	Luna >> Sites Community Office Single Family House						
Lusers	User Intercom Devices Camera Name O Search	New					
	Name SIP Room Email Mobile Number Family Member Active Premium Plan Created Time Expiration Time(Premium)	Exp Actions					
Subscriptions ~	45660 Princip 20000008 Room 0 & Normal Normal 2002-10-2114-924 Personal 5926100158 111 com - 1 & Normal Normal 2023-06-09 09.151	■ 2 0					
🔅 Setting	Lines per page 10 v < 1 > Go to 1 Go 2 In All						

2. Click New, and fill in the family member account information.



·	Family Master Ryan	
User	Email	Family Member ×
li Device	Phone +12345,	* Name
Firmware		
Pa Unvlate		Email
opunc	Name	
🔊 Message	Jim	Country / Region
🗐 MAC Library		
Setting		Mobile Number
Subscriptions		Landune
Payments		
		Cancel Submit

After creating the family member accounter	aliak	to modify the appount's information and aligh III to delate the appound

E Dashboard	Luna >> Sites >> Family	Member			
Sites	Family Master	Judy			
Lusers	Email	.com			
S Firmware	Phone	+1-264123123123, +1-26455555, +1-26488888,			
- Upgrade					
MAC Library					New
Subscriptions	Name	Email	Mobile Number	Created Time	Action
Third Party Dev ~	Take			2024 01 24 12-45-05	1 1
🛱 Setting	Luy	1.0.000		202792707 22/72/02	
		Lines per	rpage 10 v c 1 > Go to 1	Go 1 In All	

Edit, Reset, and Delete User Accounts

When you are editing the user account information, you can not only search, edit, and delete the user account, but also reset the account password at the request of users.

- 1. Search and find the user by Name, Email, Mobile Phone Number, Family SIP Number, or SIP number.
- 2. Do any of the following:
- Click 📀 to reset the user's account and click to modify the account's information.

Akuvox	e Insta	ller Portal									L	una 👻 🛛 Log out
Dashboard	Luna >>	Sites										
Sites	Commun	inty Office	Single-Fan	illy House								
💄 Users	User	Intercom Devices	Can	iera								
🏂 Firmware	Name			Q Se	earch							New
🔥 Upgrade	Name	SIP	Room	Email	Mobile Number	Family Member	Active	Premium Plan	Created Time	Expiration Time(Premium)	Exp	Actions
 MAC Library Subscriptions ~ 	454680	Family:5926000098 Personal:5926100285	Room			0 🧟	Normal	Normal	2024-10-21 14:49:24			20
Integration	Gabriel	Family:5926000064 Personal:5926100148	111	com	-	1 🧟	Normal	Normal	2023-08-09 09:41:51	-	*	🖷 🖉 💿
🔅 Setting					Lines per page 10		1	Go to 1	Go 2 In All			

- Once reset, some data will be deleted while some will not.
- Data to be removed including
- Family member accounts.
- Emails, mobile numbers, country/region, and landlines.
- Logs(audit logs excluded) and histories.
- Messages and alarms; and
- Accessing settings, including PIN, face data, NFC, Bluetooth, and QR Codes.
- Data to be kept including
- $\circ\,$ Family master account status, such as inactivated, expired, and so on.
- $\circ~$ The number of free sub-accounts.
- $\circ~$ Audit logs.
- Settings include Call Or IP Cal, time zone, language, home Automation, premium plan, and the With Indoor Monitor feature.



- Other changes including
- The user's app changes to be unregistered and needs to be re-initialized.
- The user's login credentials are reset, and the user is not going to receive the reset email.
- Scroll down the editing page, click on Delete to delete the user's account, and click on Reset Password to reset the
 account's password.

Firmware	Name	SIP	Room	Email	Time Zone	Created Time	Expiration Time(Premium)	Actions
🔓 Upgrade	Judy	Family:5926000074 Personal:5926100199		angle of Law	GMT+8.00 Shanghai V	2024-01-02 10:53:50		■ 2 0
Message	Gabriel	Family:5926000064 Personal:5926100148			Time Format 24-hour time 12-hour time	2023-08-09 09:41:51	2024-03-01 16:37:56	6 • 2 0
MAC LIGHTY				_	1st Landline Number			
pr sering					+1-264 123123123	2 In All		
Subscriptions					2nd Landline Number			
E Payments					+1-264 55555			
Support&Service~					3rd Landline Number			
					+1-264 88888			
					Home Automation			
					On On			
					* Premium Plan			
					O On Off			
					* Landline Service			
					O On Off			
					Premium plan contains landline service and third party camera.			
					Cancel Submit			

Note:

- The user time zone will be synchronized with the installer time zone if the time zone is not selected.
- It is free to create a new account in the family after resetting, while it charges after deleting. The resetting
 feature is suitable for rental scenarios, you can empty the accounts after the tenants move out and create
 accounts for the new ones.
- You cannot edit the mobile phone number, email number, and area code of user accounts that have linked sites.

Device Management

After the user account is created, you can start adding the device(s) and third-party devices for the specific user. However, you need to make sure that all the devices have been added to your distributor's MAC library.

Akuvox	2 Installer Portal	lastalier Portal							Luna 🔻 🛛 Log out
 Dashboard Sites Users 	Luna >> Sites Community Office Singlin Family House								
➡ Firmware	Name V	Room Email	Search Mobile Number	Family Member	Active	Premium Plan	Created Time	Expiration Time(Premium)	New Exp Actions
MAC Library	454680 Family:592600098 Personal:5926100285 Gabriel Family:592600064 Personal:5926100148	Room	-	0 🙎	Normal	Normal	2024-10-21 14:49:24 2023-08-09 09:41:51	-	■ 2 0 2 ■ 2 0
🔅 Setting			Lines per page 10	~ <	1	Go to 1	Go 2 In All		

Click on 🔜 of the user you want to add an intercom device or third-party camera for.

Add Intercom Devices

Click Intercom Devices and click New to add the device.

After adding the device, you can click 🐖 to change the device's settings and click 🛄 to delete the device.

Dathboard	Luna >> Sites >> Dev	lice						
The Sites	Intercom Devices	Third Party	Devices					
Lusers	MAC) Search				AutoP New
🏂 Firmware	MAC	Owner	SIP	Device Name	Device Type	Status	Last Connected Time	Action
🔥 Upgrade					No Data			
🚰 MAC Library					1 10 AP400			
🛐 Subscriptions 🗸				Lines per page 10	✓ < 1 > Ge	o to 1 Go 0 In All		



Add Device ×
Owner
5926100199
Davios Tuna
Sincle-tenant Doomhone
anger remain 2 compress.
* MAC
* Device Name
Allow users to monitor this device
• Yes No
Relay1 Off On
* Relay Name
Relay1
DTMF Code
#
Access Method
SmartPlus Homepage SmartPlus Talking page PIN Face RF Card RF Card
✓ Bluetooth ♥ NFC
Add Kellay Add Security Kellay
Cancel Submit

Regardless of what type of the device is, device type, MAC address, and device name need to be set up.

No.	Field Name	Description
1	Device Type	Select the device type.
2	MAC	Type in the device's MAC address.
3	Device Name	Name the device to distinguish it from others.



To add	a door phone or	r an access control terminal, the following options should be additionally configured.
1	Allow users to monitor this device	 You can decide whether the resident can view the monitoring video with their SmartPlus Apps and indoor monitors. It is Yes by default. If No is selected, the Monitor button on users' SmartPlus Apps will be hidden but users can still see the video during a call with an intercom device.
2	Does the device have internet access?	 If the door phone is not connected to the Internet, select No so that calls can be transferred to the SmartPlus App through the indoor monitor. If the device is connected to the Internet, select Yes and it can make calls normally. Note: Click here to view the detailed configuration of the call transfer feature.
3	IP Address	When No is selected in Does the device have internet access, you need to enter the static IP address of the door phone so that its calls can be transferred.
4	Relay Name	Fill in the relay name, which can be the device location.
5	DTMF Code	Enter the DTMF code for the door access.
6	Access Method	 Select specific unlock methods to trigger the desired relay. For example, if you select PIN in Unlock type for Relay1 and select RF Card for Relay2 when users enter PIN codes on the door phone, only Relay1 will be triggered and vice versa. The following models with specific firmware versions or higher support this feature: \$539: 539.30.10.118 \$532: 532.30.10.117 X916: 916.30.10.216 X915 V1: 915.30.10.128 X915 V2: 2915.30.10.106 X912: 912.30.10.225 E16 V2: 216.30.10.69 E18: 18.30.10.205 R20 V5.0: 320.30.10.125 R25A: 25.30.10.122 R27: 227.30.10.201 R28: 28.30.10.102 R28: 28.30.10.123 A094: 92.30.10.112 Note: If SmartPlus Homepage or SmartPlus Talking page is not checked, the corresponding icons will not appear on the app home page.
7	Add Relay	You can add more relays if needed.
8	Add Security Relay	Add the security relay if the door phone is connected to an Akuvox SR01 for the door unlock control.

Akuvox

To add	To add an indoor monitor, the following options should be additionally configured.						
1	Arming Function	When enabled, the arming icon will be available on users' SmartPlus Apps for arming and disarming.					
2	Relay	Turn on or off the device's built-in relay and name the relay.					
3	External Relay	When the device is connected to an external relay, enable this option. Note : Please click here for the detailed external relay configuration.					
4	External Relay Type	Select the relay type. Akuvox-MK485-G2R-8J8C V3.0 supports up to 8 relays and HF-8000 up to 4.					
5	External Relay Mode	 When Akuvox-MK485-G2R-8J8C V3.0 is selected, RS485, RS485+input(Non-Latching), and RS485+input(Latching) options are available. When HF-8000 is selected, RS485 and Ethernet options are available. When RSAC-C1-R8 is selected, RS485 is by default. 					
6	IP Address	When Ethernet is selected as the external relay mode, enter the IP address.					
7	Port	When Ethernet is selected as the external relay mode, enter the port.					
8	Relay Name	Name the external relay to distinguish it from others.					
9	Relay Function	Define the relay function according to the device connected to the relay.					

Add Third-Party Devices

Click Third-party Devices and select between Camera and Lock brands.

Add Third-party Cameras

 $\mbox{Click New}$ on the right to add a third-party camera and enter its information.

Тір

 $\ensuremath{\mathsf{Click}}\xspace \ensuremath{\,\underline{\mathsf{here}}}\xspace$ to see the integrated camera brands and configuration steps.

P. Nathand	Luna >>> Sites >>> Device				
Sites	Intercom Devices Third	Party Devices			
Lusers	Camera Dormakaba Lock	Salto Lock			
🏇 Firmware	Device Name	Q Search			New
🔥 Upgrade	Owner	Device Name	Link Device	Created Time	Action
MAC Library	Gabriel	Camera	÷.	2023-08-11 11:24-41	2 🖻
😭 Subscriptions 🗸 🗸					
Integration		Lines per p	age 10 ~ < 1 > Go to	1 Go 1 In All	
🔅 Setting					
🛃 Privacy Policy					

Akuvox Open A Smart World

Add Device	×
Owner	
testest	
* Device Name	
* RTSP Address	
rtsp://	
rtsp://ip:port or rtsp://domain:port	
* User Name	
Please enter the Name.	
* Password	
Please enter the Password. Allow users to monitor this device	
• Yes O No	
Monitoring Terminal	
SmartPlus + Indoor Monitor Only SmartPlus Only SmartPlus	nly Indoor Monitor
Link Device ③	

Cancel Submit

No.	Field Name	Description
1	Owner	Display the owner of the camera.
2	Device Name	Name the device to distinguish it from others.
3	RTSP Address	Type in the third-party RTSP URL in the Format, e.g., rtsp://ip:port or rtsp://domain:port. It is used to obtain the camera image. Note: RTSP URL formats may vary by third-party camera manufacturers.
4	User Name	Enter the authentication username provided by a third-party camera manufacturer.
5	Password	Enter the authentication password provided by a third-party camera manufacturer.
6	Allow users to monitor this device	Set whether users can view the monitoring stream through their indoor monitors and SmartPlus Apps.
7	Monitoring Terminal	If Yes is selected for the Allow users to monitor this device option, specify through which devices users can monitor.
8	Link Device	You can link third-party cameras with intercom devices. When they are linked, you can tap the door phone camera icon on the SmartPlus app, then you can change between the door phone camera view or third-party camera view. And the third-party camera icon will not be displayed on the app. Note: When linking the camera with door phones, make sure they are in the same local network (LAN).

Add Third-party Locks

You can add Dormakaba, Salto, and iTec locks to the SmartPlus Cloud, which allows users to unlock the locks conveniently on their SmartPlus Apps.

Note

Currently, ONLY SmartPlus Ucloud(American Cloud) supports the Dormakaba lock integration.

Please click the following articles to view how to add and assign third-party locks:

- Integration with Dormakaba Lock.
- Integration with Salto Lock.
- Integration with iTec Lock.

1. Click Integration on the left column.

2. Select the lock brand, Dormakaba, Salto, or iTec.



3. Click User Guide to view the instructions.

Dormakaba Lock Sal	to Lock iTec Lock	~		Q Search				
							Update Lock List	User Guide
Device Name ‡	Device ID	Project Type	Site	Link Device	Active	Created Time ‡	Expiration Time	Action
				No Data				
		Lines per page	10	× < 1 >	Go to 1	Go 0 In All		

Edit and Delete Users' Devices

After adding devices, you can manage them by clicking 🛒 of the target user and selecting between Intercom Devices and Third-Party Devices.

Akuvox	8 Inst	aller Portal										Luna 🔻 🛛 Log out
11 1 1	Luna >>	Sites										
Dashboard	Commu	nity Office	Single-Fan	nily House								
Lusers	User	Intercom Devices	Can	iera								
🚖 Firmware	Name	~		QS	earch							New
🔥 Upgrade	Name	SIP	Room	Email	Mobile Number	Family Member	Active	Premium Plan	Created Time	Expiration Time(Premium)	Exp	Actions
MAC Library	454680	Family:5926000098	Room			0 👷	Normal	Normal	2024-10-21 14:49:24	-		
📔 Subscriptions 🗸		Personal:5926100285 Family:5926000064		_					2022 00 00 00 11 71			
Integration	Gabriel	Personal:5926100148	m	com		1 🜌	Normai	Normal	2023-08-09 09:41:51	-	0.5	
Setting					Lines per page 10		1 ->	Go to 1	Go 2 In All			
Privacy Policy												

Click $\boxed{100}$ to edit the device's settings and click $\boxed{100}$ to delete the device.

For third-party locks, you can assign them to the site by clicking New or view the instructions by clicking User Manual on the right.

Dashboard	Luna >>> Sites >>> Device				
Sites	Intercom Devices	Third Party Devices			
💄 Users	Camera Dormakaba I	.ock Salto Lock			
🏂 Firmware	Device Name	Q Search			New
🔥 Upgrade	Owner	Device Name	Link Device	Created Time	Action
MAC Library			No Data		
📔 Subscriptions 🗸					
Integration		Lines per page 10	✓ < 1 > Go to 1	Go 0 In All	
Setting					
🛃 Privacy Policy					

Batch AutoP for Devices

You configure the intercom devices remotely via auto-provisioning. You have two options: Regular auto-provisioning or One Time auto-provisioning.

1. On the Sites module, click of the target user and select Intercom Devices.

Akuvox	Inst	aller Portal										Luna 👻 Log out
Dashboard Sites	Luna >> Commu	Sites nity Office	Single-Fami	ly House								
Lusers Firmware	Name	SIP	Room	Email	earch Mobile Number	Family Member	Active	Premium Plan	Created Time	Expiration Time(Premium)	Exr	New
MAC Library Subscriptions	454680 Gabriel	Family:592600098 Personal:5926100285 Family:592600064 Personal:5926100148	Room 111		-	0 🤹	Normal	Normal	2024-10-21 14:49:24 2023-08-09 09:41:51	-	1	• 2 • • 2 •
🐼 Setting					Lines per page 10		1 5	Go to 1	Go 2 In All			

2. Click AutoP on the right. Select the AutoP type.

• Regular AutoP: The configuration will always be valid.



- One-Time AutoP: The configuration is only valid one time.
- 3. Enter the AutoP command(s).

4. Search and select the devices to be provisioned, then click **Submit**. You can synchronize the commands to 500 devices maximum at a time.

	Luna >> Sites >> Device	AutoP 🕥			
🚺 Sites	Intercont Dences	Regular AutoP One-Time AutoP			
	MAC ~				AutoP New
	MAC Owner		4	Last Connected Time	Action
		*Devices(500 maximum at a time.)			
		Selected: 0 device(s)			
		Type V MAG Q Search			
		MAC Device Name	Device Type		
		No Data			
		C Cob 1 Co OhAll	Cancel Stibmit		

Note:

- Duplicate commands will not be retained.
- One-time AutoP commands will not be valid once you reset the device(s) either for factory reset or configuration reset.

Remote Configuration and Maintenance

You can provide residents with remote maintenance in terms of device data transmission type configuration, device reboot, device web interface remote control, device provisioning, etc.

1. On the Sites module, click 📻 of the target user.

Akuvox	2 Inst	aller Portal										Luna 🔻 Log out	
.	Lana >> Sites												
Dashboard Sites	Commu	nity Office	Single-Fam	ily House									
💄 Users	User	Intercom Devices	Cam	era									
🏂 Firmware	Name			QS	sarch							New	
🔥 Upgrade	Name	SIP	Room	Email	Mobile Number	Family Member	Active	Premium Plan	Created Time	Expiration Time(Premium)	Exp	Actions	
MAC Library	454680	Family:5926000098 Personal:5926100285	Room	-	-	0 🧟	Normal	Normal	2024-10-21 14:49:24	-		s 2 0	
Integration	Gabriel	Family:5926000064 Personal:5926100148	111	com	-	1 🧟	Normal	Normal	2023-08-09 09:41:51	-	1	2 🔍 🖉 💿	
🔅 Setting					Lines per page 10		1	Go to 1	Go 2 In All				

2. Click 🛈 .

E Dathhoard	Luna >> Sites >> Device			Patter New Device Name Device Type Status Last Connected Time Action Gate 0 2004409-10 1122511 0 2 0				
The Sites	Intercom Devices	Third Party Devices						
Lusers	MAC		Q Search					AutoP New
🔹 Firmware	MAC	Owner	SIP	Device Name	Device Type	Status	Last Connected Time	Action
🚯 Upgrade	0C11051E790B	Gabriel	5926100266	Gate		•	2024-09-10 18:25:11	0 2 🛍
MAC Library								_
📓 Subscriptions 🗸				Lines per page 10 ~	Go to	1 Go 1 In All		

3. Click Remote Control to access remotely the device's web settings.

4. Click Settings to set up the device further.



1

• If the Sett • Click	e device model is R20K or R20B and connected to an expansion modul ing option will be available for you to set up the expansion module. <u>there</u> to view the details of setting up the expansion unit.	e(MD06/MD12),	a Push Button
Basic Information	Device Info - 0C11051E790B	Parrota Control Setting	
Dasic Information		Tunnot Control	•
Device Name	Gate		
MAC	0C11051E790B		
SIP	5926100266		
Last Connection	2024-09-10 18 25:11		

5. Reboot or reset the device.

6. Enter the commands for the Auto-provisioning, then click on Submit.

			Settings		×
Connection T	ype				
TCP					~
Others					
					le
Pahaat	Pacat	Romoto Control	One Time AutoP	Canaal	Submit
Rebool	Reset	Remote Control	One- nine AutoP	Cancel	Submit

7. Click One-Time Autop if you want the Autop command(s) to be implemented only once.

Once AutoP		
		4
	Cancel	Submit

Note:

Duplicate commands will not be retained.

Firmware Management

You can check and update your device firmware version in the Firmware module and Upgrade module respectively.

Check Firmware List

Before you start updating your device firmware, you can go to the **Firmware** module to check the latest firmware that is available for uploading.

Darkboard	Luna >> Firmware				
Sites	Version	Model	Version Log	Created Time	Action
Lusers	312.0.201.103	E12-SV823	12344	2023-03-06 16:49:38	0
📤 Firmware	216.30.0.35	E16V2	216.30.0.35	2022-11-18 11:37:35	Ø
🔥 Upgrade	216.30.0.39	E16V2	216 30.0.39	2022-11-18 11:36:15	Ø
MAC Library	103.30.2.51	A03	103.30.2.51	2022-09-28 18:22:31	0
Subscriptions	103.30.4.3	A03	103.30.4.3	2022-09-28 18:21:48	Ø
🛱 Setting	18.30.4.20	E18	18.30.4.20	2022-08-29 16:10:24	0
	18.30.4.21	E18	18.30.4.21	2022-08-29 16:10:04	0
	116.30.2.228	E16	23	2022-08-19 17:58:38	0
	116.30.2.226	E16	116.30.2.226	2022-08-19 17:57:49	0
	116.30.4.33	E16	116 30.4.33	2022-08-18 12:14:13	Ø
		Lines per page 10	< 1 2 3 4 5 6 7 >	Go to 3 Go 64 In All	

Firmware List Description

No.	Field Name	Description
1	Version	Displays the firmware version number.
2	Model	Displays the device model.
3	Version Log	Generally displays remarks on the version.
4	Created Time	Displays when the firmware is uploaded.
5	Action	Click to check the detailed firmware information.

Upgrade Firmware

You can upgrade the device firmware to the firmware version selected immediately or at a specific time.

1. On the Upgrade module, click New on the right.

E Dathboard	Luna >>	Upgrade							
Sites	Status	All	 Project Type All 	 ✓ Site 		Version	Q Search		New
Lusers		Project Type	Site	Version	Device	Status	Upgrade Time	Created Time	Actions
Firmware Upgrade			Akuvox	320.30.3.112		Executed	2024-01-03 10:37:33	2024-01-03 10:37:33	Ū
MAC Library			AK	28.31.1.209		Executed	2023-08-31 11:31:24	2023-08-31 11:31:24	Ū
😭 Subscriptions 🗸 🗸				Lines per page	10 ~	< 1 > Go to	1 Go 2 In All		
Third Party Dev ~									

- 2. Select Single Family as the project type.
- 3. Select the firmware version and the device to be upgraded.
- 4. Select the time to upgrade the device.
- 5. You can check Reset After Upgrade to reset the device's configuration after upgrading finishes.



	Upgrade	Strategy Cre	ation	×
Project Type				
Single Family				~
* Model / Firmware				
	3	~] [~
Change Log				
				4
* Device				
*The devices in different versions of th	e same model, wh	ich are connected,	will be shown in the list below.	
MAC/Owner/Device Name				
Device Name	Owner	MAC	Current Version	Status
		No Data		
1 m 200				
Lingrade Right Now	ograda at a Spacit	ño Tima		
Sperade regin now	estade at a opecti	ine i fillite		
Reset After Upgrade				
*Please use this function carefully. Dat	a and configuratio	n cannot be retriev	ved after resetting.	
			Cancel	Submit

Check/Edit Firmware Upgrade List

After you upgrade the device, you can check the device's upgrade status, modify the settings of devices in the pending status, and delete the specific upgrading record.

Check the upgrade records on the Upgrade module and you can search for a specific record by defining the status(All, Pending, Executed, and Processing), project type, site, and version.

Dashboard	Luna >	> Upgrade							
Sites	Status	All	 Project Type Al 		Site	Version	Q Search		New
💄 Users		Project Type	Site	Version	Device	Status	Upgrade Time	Created Time	Actions
🚖 Firmware			Akunary	320 30 3 112		Evented	2024-01-03 10 32 33	2024-01-03 10 37 33	ជា
\Lambda Upgrade			7447104			Littere	202102.02.02.02		
MAC Library			AK	28.31.1.209		Executed	2023-08-31 11:31:24	2023-08-31 11:31:24	Ū
😭 Subscriptions 🗸 🗸				Lines p	rr page 10		Go to 1 Go 2 In All		
🏢 Third Party Dev \vee									

Update List Description

No.	Field	Description
1	Version	Displays the firmware version number in the update list.
2	Device	Displays the device model in the update list.
3	Status	Displays update status: " Pending " for the firmware that will be updated according to the updating timing. "Executed" for the firmware that has finished updating, and " Processing " for the firmware that is being updated.
4	Update Time	Displays when the firmware is updated.
5	Created Time	Displays when the update setting is created.
6	Action	The action involves altering the update setting and removing the update record.



Note:

After you initiate the specific firmware update, you refresh the interface to update the firmware list.

Messages

The message module allows you to send messages to the users (residents) for notifications regarding the device and firmware management, etc.

Create and Send Messages

1. Click Message > New.

Dashboard	Luna >> Message					
Sites	Only supports Single-Family Ho	ise				_
Lusers	Message	Q	Search			New
🏇 Firmware	Title	Message	Receiver	Receiver Type	Created Time	Actions
🔥 Upgrade	Welcome	Welcome to Akuvox	Gabriel	Both Indoor Monitor and App	2023-11-16 11:31:10	0 🖻
🗭 Message			Lines ear man. 10			
MAC Library			rance for bulle			
😭 Subscriptions 🗸 🗸						
Integration						

2. Enter the message and select the receiver(s).

		Add Message	
fessage	e Title		
fessage	8		
eceiver Both ir	r ndoor monitor and app	 Indoor monitor only 	 App only
IID/Em	nail/Name		
	UID	Name	Email
	5926100148	Gabriel	com
	5926100285	454680	-
	5926100308	Stella_test	
	5926100313	111	~

After creating and sending the messages, you can click 🕧 to view the details and click 📺 to delete them.

Dashboard	Luna >> Message					
💼 Sites	Only supports Single-Family Hou	ise				
Lusers	Message \lor		Q Search			New
🎓 Firmware	Title	Message	Receiver	Receiver Type	Created Time	Actions
🔥 Upgrade	Welcome	Welcome to Akuvox	Gabriel	Both Indoor Monitor and App	2023-11-16 11:31:10	0 🖻
💬 Message						
MAC Library			Lines per page 10	V C Coto 1 Go 1 In All		
🛐 Subscriptions 🗸 🗸						
Integration						

Subscription

You can pay the subscription fee for the service activation and renewal including the SmartPlus App of family master and member accounts, and third-party locks.

Activate Service

Note

- You need to be granted permission by your distributor to pay fees.
- You can create three free family member accounts for each master account.
- You will be prompted to pay the extra fee when creating a fourth or more <u>family member accounts</u>. You can also pay for the accounts in the Subscription module by selecting the service type as Additional App.

1. Select Subscriptions in the Subscription module.

2. Select Single Family as the Project Type.



3. Click Active

4. Follow the on-screen instructions to finish the payment.

< Back							
1			2		3		
Purchase Types	8		Purchase Details		Payment Information		Confirmation
Service Type	All ~	Q Search					
Please Select I	(tems(3000 maximum at a time.)						
Selected 0/0:	:						
	Email	Name		Service Type		Activation Fee(\$)	
				No Data			



Tra	insaction Type: Acti	vation Fee	
Tra	Insaction Number: 4	165648433739391	
Tot	al Price: 📕		Should Pay:
C	oupon		Exchange Coupon
ſ			
1	Don't Use Coupon	All Fee	
		rC16738Vq42M6765 2021-12-02 14:33:08 -	
		2022-12-31 00:00:00	
		1911.	
			Coupon Pay:
Pa	ayment metho	d	
0	stripe		
Ot	her payment method		
liones note that	the Object exception	cisiont has been absended to SMADT DI	
lingapore-based	d, SMART-PLUS PTE	LTD. is one of Akuvox's authorized ope	eration companies for its cloud service.
			Amount Paid
			Anount and

You can set up the Billing Information on the Settings > Billing Information interface.

Billing Information Description

No.	Filed Name	Description
1	Company/Family	Fill in the distributor company.
2	ATTN	Fill in the name of the distributor.
3	Address	Fill in the address of the distributor.
4	TEL	Fill in the telephone number of the installer.
5	Fax	Fill in the Fax number of the installer.
6	Email	Fill in the mail of the distributor.

Renew Service

- 1. Select Subscriptions in the Subscription module.
- 2. Select Single Family as the Project Type.

3. Click Renew .

4. Select the desired service type and items.

< Back	es		2 Purchase Details		3 Payment Information	(4) Confirmation
Service Type Please Select Selected 0 /	All · · · · · · · · · · · · · · · · · ·	Expiration Time		• ©	Q Search	
	Email		Name	Monthly Fee(\$)	Service Type	Expiration Time
			testest		Video Storage 🥢	2024-12-31 00:00:00

- 5. Choose to renew manually or automatically.
 - Renew Manually:

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



Renew Type	Auto Renew Monthly(30days)	Manual
Renew To :		
Number of Renewal Apartment(s)	0	
Total Price	S0	
Next		

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

Note

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

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

Kelew Type	
Renew Times	Unlimited
Number of Renewal Apartment(s)	0
Total Price/Month	50

6. Click Next and pay for the bill.

Transaction Number 41656501256454	62
Total Price:	Should Pave
Total Thee.	Silouu ray.
Coupon	Exchange Coupon
Don't Use Coupon All Fee	2700
2021-12-02 14:	33:52 - 00:00
2022-12-01 00.	00.00
	Coupon Pay: \$0
Payment method	
• stripe	
Other payment method	
te that the Stripe payment recipient has been -based, SMART-PLUS PTE. LTD. is one of A	changed to SMART-PLUS PTE. LTD. kuvox's authorized operation companies for its cloud service.

Note:

- · Coupons are not supported for Auto Renew.
- After two consecutive failed charges, the automatic renewal will be deactivated, and you will be notified by email.
- The expiration email will not be sent to the property managers and end users when the Auto Renew service is activated for their apartments.

Automatic Payment Records

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

1) Purchase Types		2 Purchase Details		3) Payme	nt Information			(4) Confirma
Activa	te		Renew					
Automatic Payment Record								
Renew Type	Time Zone	Start Time	Renew Times	Next Approximate Paydate	Total Price	Status	Created Time	Action
Auto Renew Monthly(30days)	+8:00 Shanghai	2024-02-05 09:41:40	Unlimited	-		Cancel	2024-02-05 09:41:41	0
		Lines per page	10 ~ <	1 > Go to 1 Go 1	In All			

Coupons

You can check the coupon information on the Setting > Coupon Details interface.

E Darbhoard	Luna >> Setting				
Sites	Coupon Details	Coupon Balance:			
LUsers	O Time Zone	Coupon Number	Coupon Type	Used/Original Amount	Effective Time/Expiration Time
🚖 Firmware	Billing Information				
🔥 Upgrade	Customer Service				
MAC Library	Account Setting			No Duta	
📓 Subscriptions 🗠	Single-Family Email Setting				
🗐 Third Party Dev 🗸					
🏟 Setting					

Transaction History

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

Check and Delete Transaction History

After the payment is made, you can check the details of the transaction.

- 1. Select Payments in the Subscriptions module.
- 2. Select Single Family.
- 3. Search for the transactions by the service type, status, and order number.



Dashboard	Community Office Single Fan	all	Order Number	O Search			
 Sites Users 	ille im			Q onesi			
➡ Firmware	Order Number	Туре	Counts	Total Price	Status	Created Time	Actions
🔥 Upgrade				No Data			
MAC Library			Lines per page 10	< ↓ > Go to	1 Oo 0 In All		
Subscriptions ^							
Payments							
Automatic Pay							
Third Party Dev ~							
🔅 Setting							

4. Click \bigcirc of the transaction to check and download the invoice.

5.	Click	Ū	to	delete	transactions.
•••	•	_	•••		

Order Number	51166139689914375	Download Invoice File	
Created Time	2022-08-25 15:08:19		
Status	Succeed		
Туре	Activation		
Payer	RyanChen		
Stripe Info			
Stripe Order			
Coupon Info			
Coupon Number	q1M67384fT2r6796		
Coupon Usage Amount	8		
1 Item(s)	Total Price : 🔐	Final Price : 📭	
APT			Price 💶
1 Item(s)			

Search Description

No.	Field Name	Description
1	Туре	 Four types: All: for all of the above three types. Activation: transaction for the initial activation of the user account. Subscription: transaction for the renewal of the cloud service. Additional app: transaction for the SmartPlus app service.
2	Status	 Seven types of status: Processing: for the order that is ready to be paid. Completed: for the order that is paid. Failed: for the orders that failed. Time out: for the order that is not paid in time before reaching the time out. All: for all of the above four types. Cancel: for the order that has been canceled. System Processing: the order is processed by the system after the payment is made.
3	Order Number	Shows the transaction order number.

Log Control

You can set whether to generate a door log when visitors call residents but do not open the door. When enabled, property managers can check the door log on the SmartPlus platform and Apps.

Akuvox Open A Smart World

	Luna >> Setting		
Dashboard			
Sites	Coupon Details	Visitor Call Snapshots	
🙎 Users	O Time Zone	Save visitor call snapshots to the door log.	
🏂 Firmware	Billing Information	Submit	
🔥 Upgrade	Customer Service		
🗭 Message	Service Provider Information		
MAC Library	Account Setting		
Subscriptions ~	Single-Family Email Setting		
Integration	1. Notification		
Setting			
₩: Notification Ce ~	Log Setting		
Privacy Policy			

Click Setting > Log Setting to set it up. It is enabled by default.

Email Notifications

You can decide whether to send account expiration and service renewal notifications to end users. Enable or disable email notifications on the Setting > Single-Family Email Setting interface.

Dashboard	Luna >> Setting	
Sites	Coupon Details	Send Expiration Email To End User
Lusers	• Time Zone	On Off
🛓 Firmware	Billing Information	On Off
🔥 Upgradė	Customer Service	Submit
MAC Library	Account Setting	
📑 Subscriptions 🗸 🗸	Single-Family Email Setting	
Third Party Dev ~		
Setting		

Customer Service

Customer service allows customers to contact you through the information you entered on the SmartPlus installer portal.

- 1. Click Setting and select Customer Service.
- 2. Enter or modify your phone number and email address.
- 3. Enable Receive Feedback if needed and end users' feedback will be sent to the email address that you fill in.



Dashboard	Luna >> Setting	
💼 Sites	Coupon Details	* Phone
LUSERS	O Time Zone	Residents can contact you through this phone number
* Firmware	Billing Information	Residents can contact you through this email address
🔥 Upgrade	© Customer Service	Receive Feedback
MAC Library	Account Setting	Submit
📑 Subscriptions 🗸 🗸	Single-Family Email Setting	
Third Party Dev ~		
Setting		

Set Account Access Permission

You can grant permission to your distributor to log in to your account without a password. With permission, distributors can switch to your account from their web portal to give you support or assistance. The account setting option will be displayed in the drop-down list once the distributor enables the account access feature. You can turn on or off the permission whenever you need.

- 1. Click Setting and select Account Setting.
- 2. Disable/enable the permissions.

Dashboard	Luna >> Setting		
Dissubvalu	Coupon Details Time Zone Billing Information	Permission Granted Grive authorisation to your distributor to access your account. If you turn off the feature, your distributor can't help you. Installer APP	
MAC Library MAC Library Subscriptions Third Party Dev ~	Customer Service		

Note

The account setting will only appear once your distributor enables the account access feature. By default, the Permission Granted feature is turned off.

Contact Us

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

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We highly appreciate your feedback about our products.

