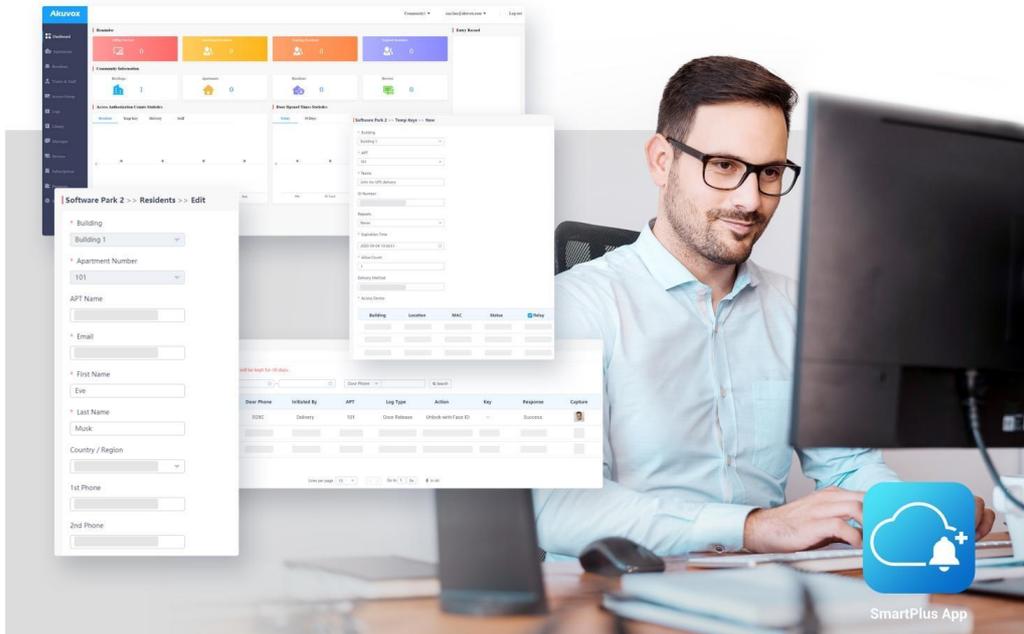


Akuvox V7.1.1 SmartPlus Installers/Property Managers Guide - Commercial Projects



Smart Intercom



AKUVOX SMARTPLUS USER GUIDE — Property Manager

Update Time: Apr.2025

About This Manual

This manual is intended for both installers and property managers who need to manage office projects including companies, personnel, and devices on the Akuvox SmartPlus platform (Version: 7.1.1).

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

Note

- The office created before **October 15, 2024** still remains the old settings. To learn about the setup, property managers can refer to [Akuvox V6.8.1 SmartPlus Property Manager Guide - Office](#).
- For installers, this manual contains the feature setup in specific projects. To learn about installer portal's features including site management, sub-account management, and subscriptions, please refer to [Akuvox SmartPlus Installer Portal Guide — Commercial Projects](#).

What's New:

- Added a switch on controlling the use of SmartPlus Admin App.
- Support Smart Parking: Register license plates for personnel and set up parking lots.
- Support credit payment for projects created after June 1, 2025.
- Support selecting managed companies when adding guard phones.
- Support checking break-in alarm and tamper alarm logs.
- Support the lockdown feature.
- Support the muster report feature.
- Optimized the management of doors.
- Optimized the emergency unlock feature: added the emergency door group.
- Support displaying logs of door openings by an exit button.

System Overview

You can use this platform to:

- Add, edit, and delete the office, companies, administrators and personnel accounts, devices, etc.
- Deploy and set up devices and doors for access control.
- Set up access groups and holiday schedules.
- Set up access methods for visitors.
- Set up attendance and smart parking.
- Check various logs such as door logs, call history, and alarm records.

Log into the SmartPlus Platform

You can log into the SmartPlus platform with your account. For installers, the account is created by your distributor; for property managers, the account is created by your installer.

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



Login

User Name

Password



Two-factor Authentication

Enter the verification code sent to your email address when your distributors or installers enable the Two-factor Authentication feature for you.



Two-Factor Authentication

Click "Obtain Code" to send a verification code to your email ([redacted]). Please enter the code to continue.

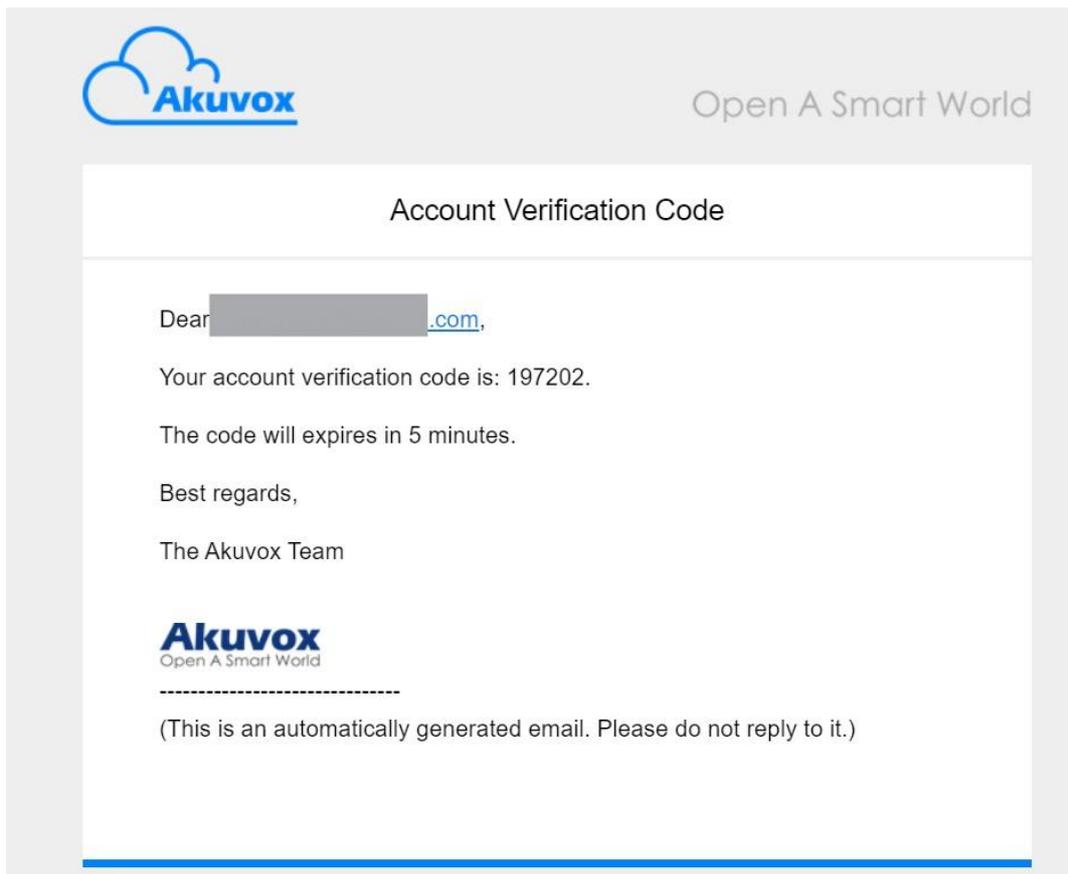
Obtain Code

The device has not required dual verification in the next 30 days.

Verification



Click **Obtain Code** and an email will be sent to you.

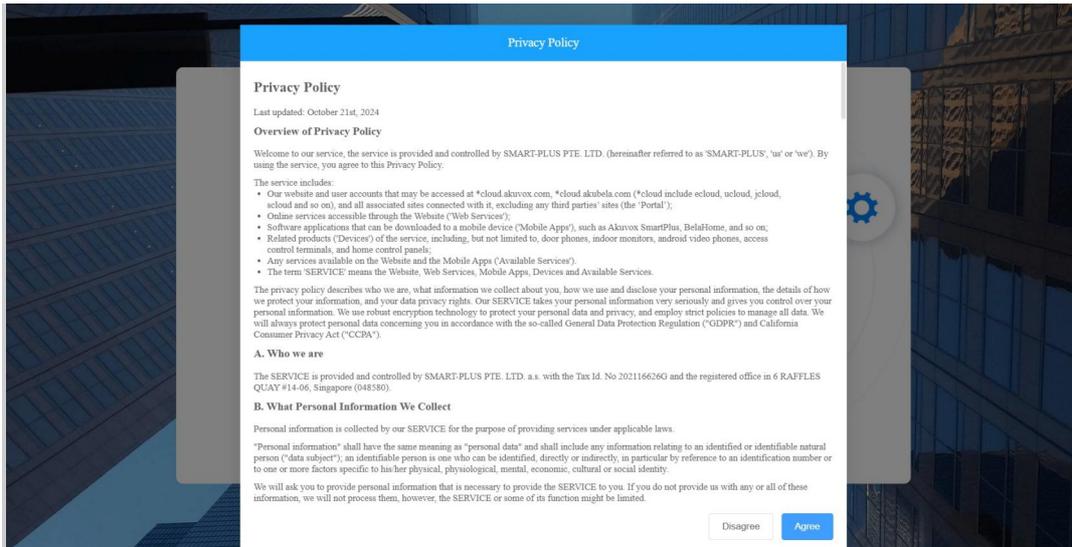


Privacy Policy

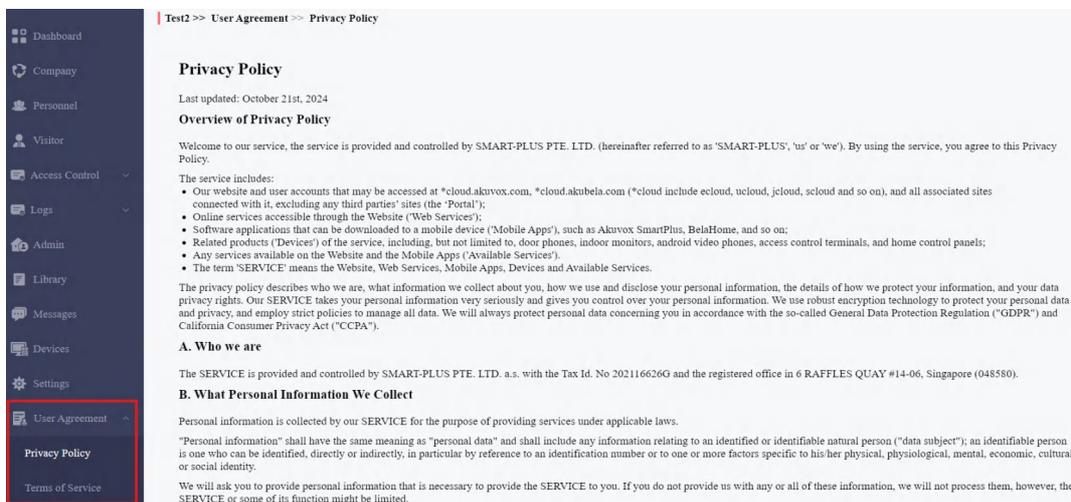
You will see the **Privacy Policy** and **Terms of Service** window when you log into the platform for the first time.

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

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



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



Log Out

You can click on **Log out** in the upper right corner to log out of the SmartPlus platform.



Prior to the Management

It is advised that you go through what is listed below before you start your management.

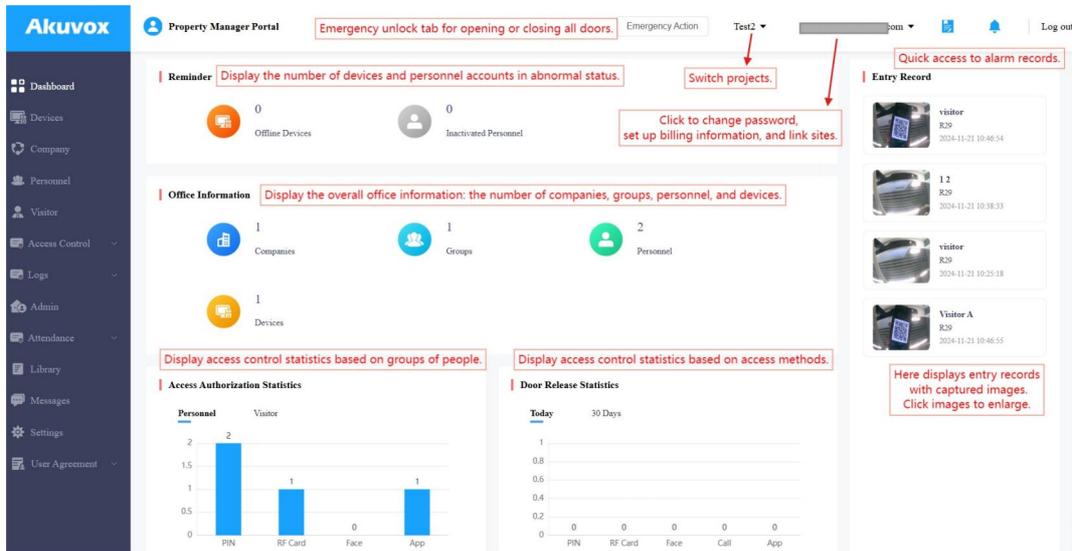
- Check if all of the device MAC addresses have already been registered by your distributor.
- Check if the firmware in your devices supports cloud mode with no connection to SDMC.
- Check if your device is powered on and is connected to the internet and make sure that the network is normal.
- Check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

Dashboard

After logging, you will see the property management dashboard that gives you an overview of the office project. The dashboard consists of 11 functional columns on the left.

Note

If you redirect to the property manager portal from the installer portal, you cannot set up billing information, link sites and perform Emergency Action.



Module Description:

No.	Modules	Description
1	Dashboard	You can have a quick grasp of the property manager portal.
2	Company	You can add new companies and edit existing companies by changing the company name, assigning doors, and checking the holiday schedule.
3	Personnel	You can manage groups and personnel.
4	Visitor	You can create access credentials for visitors and couriers.
5	Access Control	<p>The module contains:</p> <ul style="list-style-type: none"> • Access Group: Define the schedule that limits entry and exit. • Holiday: Define the holidays that limit entry and exit. • Area Restrictions: Set the anti-passback rules for access control.
6	Logs	Check various logs including door logs, call history, captured images, and alarm records.
7	Admin	You can create and edit administrator accounts.
8	Attendance	You can set up attendance points, check attendance reports, manage leaves, etc.
9	Library	The storage of PIN codes and RF cards for quick and integrated management.
10	Messages	You can create and send messages to specific personnel and devices.
11	Devices	You can add, edit, and delete devices.
12	Settings	<p>This module includes:</p> <ul style="list-style-type: none"> • Basic Settings: office name, address, permissions of emergency unlock, etc. • Time Setting: time zone, time format, and date format. • Motion Setting: motion detection type and alert delay time.

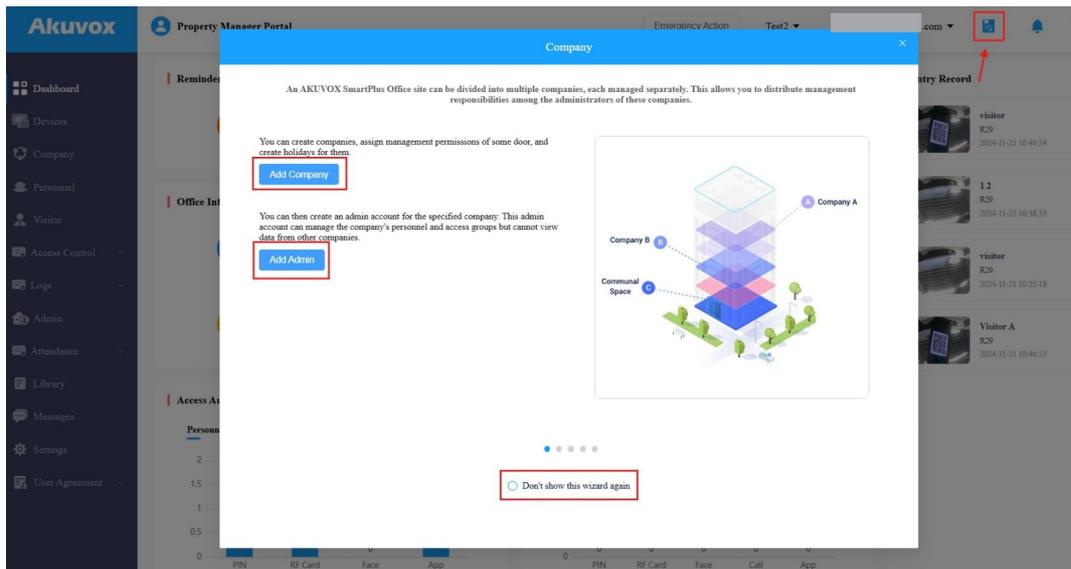
Company Management

Wizard

Wizard will guide you through adding companies, administrators, groups, and personnel, and setting up access control and attendance. It will pop up when you log into the platform. (For installer accounts, the Wizard will display when clicking  of the target office.)

Through Wizard, you can have a quick grasp of the office management system. Furthermore, you can click the tab on the Wizard page to access the settings directly.

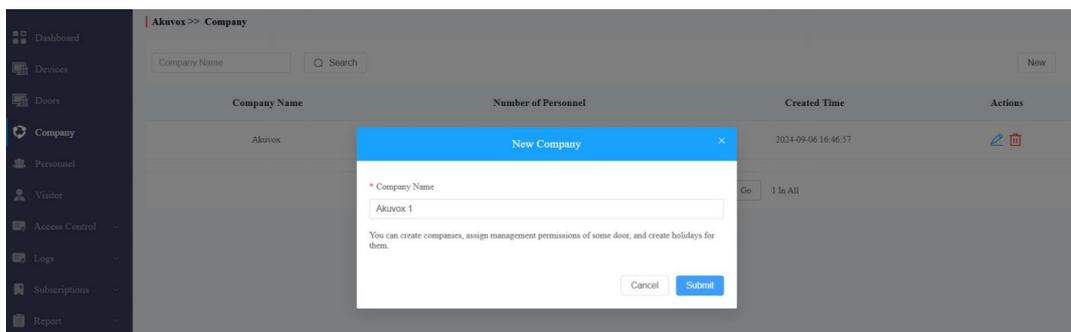
- Not to display the Wizard anymore, check **Don't show this wizard again**.
- To view the Wizard, you can click the Icon in the upper right corner.



Create Companies and Assign Doors

You can create multiple companies in an office project.

1. Click **Company** on the left column.
2. Click **New** on the right and name the company.



3. Assign doors to the company and define them as a private or a public door.
For instructions on adding doors, please refer to the [Device Management](#) chapter.
4. Select the building and floors that are accessible to the personnel in the company.
You can click **Add** to add buildings.
5. Select a [holiday schedule](#) to limit access during holidays.

* Company Name

Assign Doors ⓘ

Selected(2): R29-Door1 X915V2-Door1

Location	Door	Type
AK1	R29-Door1	As Public Door <input checked="" type="checkbox"/> As Private Door
Building A	X915V2-Door1	As Public Door <input type="checkbox"/> As Private Door

Floors ⓘ

Please set the accessible floors for specific buildings.

AK1 - All Floors x

Holiday ⓘ

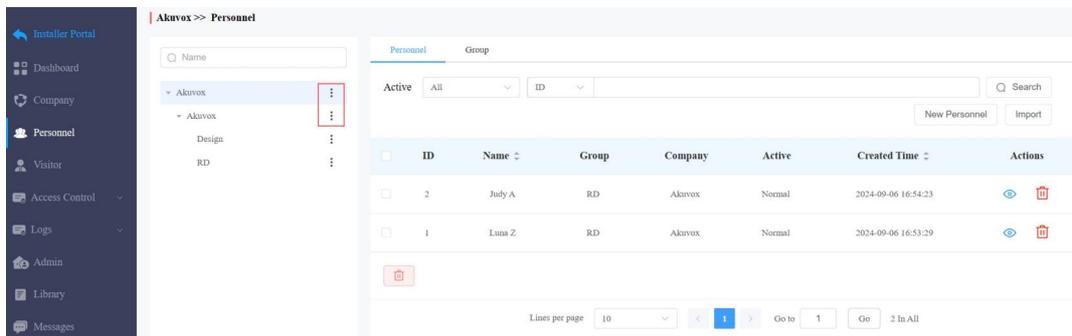
Name	Repeat by Year
No Data	

6. Click **Submit** to finish the settings.

After adding the company, you can change the company's name by clicking  and delete the company by clicking .

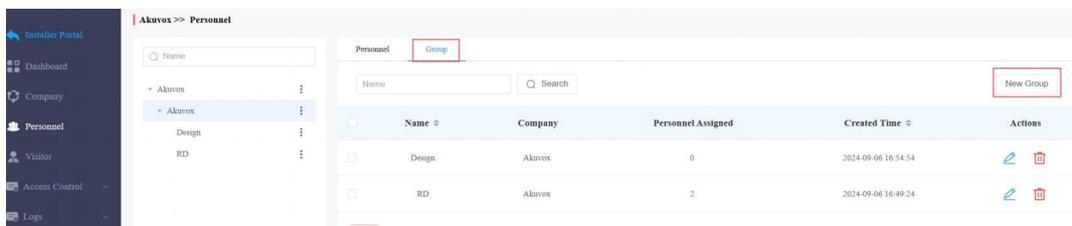
You can also set up the office structure on the Personnel module.

1. Click  next to the office name. Then, click **+New Company** and enter the company's name.
2. Click  next to the company name. You can rename the company, assign doors to it, view its holiday access control schedule by clicking **Edit**, add groups to it, and delete it.

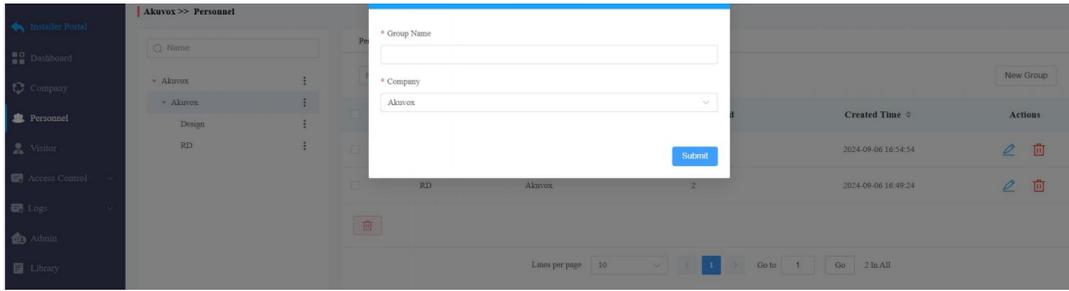


Add/Edit Groups in a Company

1. On the **Personnel** module, click  next to the desired company name and click **+New Group**. Or, you can click **Group** in the target company directory and click **New Group**.

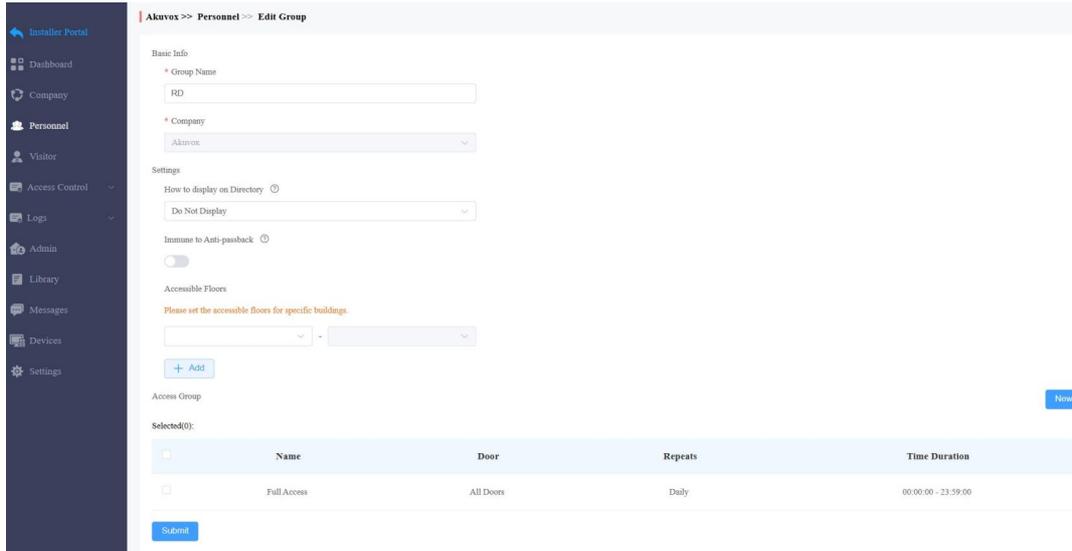


2. Enter the group name and select the company it belongs to.



3. Click Submit.

You can click  to edit the desired group and its settings. See the description of each item in the below chart.



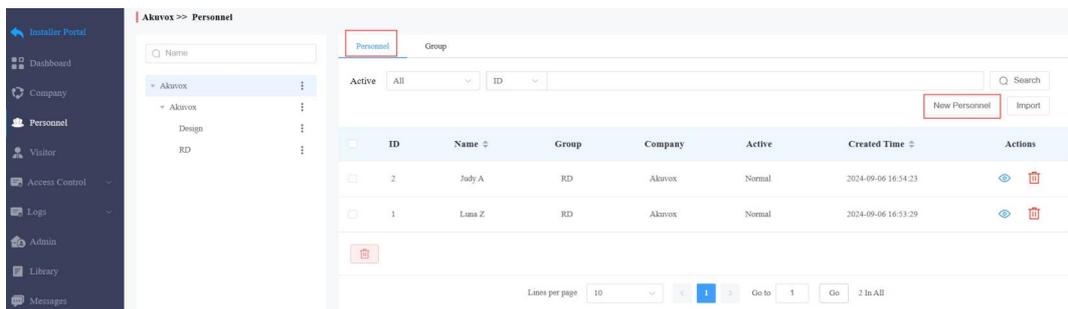
No.	Settings	Description
1	Group Name	Name the group.
2	Company	Display the company the group belongs to.
3	How to Display on Directory	<p>Set the directory display.</p> <ul style="list-style-type: none"> • Do Not Display: Neither display the group nor the personnel in it. • Display as Group Only: Only display the group name. <ul style="list-style-type: none"> • Sequence Call: You can set three sequence call numbers. When tapping the Group to call, the numbers will receive calls in order. • Display Personnel Only: Personnel will all be displayed but not the group name. <p>Note: The following device models with specific firmware versions or higher support this feature:</p> <ul style="list-style-type: none"> • X912: 912.30.11.49 • X915 V2: 2915.30.10.211 • X916: 916.30.10.222 • S539: 539.30.10.231 • S532: 532.30.10.211 • R29: 29.30.10.314
4	Immune to Anti-passback	When enabled, the personnel in this group will not be limited to the anti-passback rules .
5	Accessible Floors	Set the accessible floors. The personnel can take lifts to the specified floors using access control credentials. You can select 10 floors in a building at maximum.
6	Access Group	Select the access control schedule . You can click New to create a new access group.

Personnel Management

You can add personnel one by one or in a batch to a company.

Add Personnel One by One

1. On the Personnel module, click **New Personnel** in the target company directory.



2. Enter the personnel's information and set up relevant settings. See the description of each item in the below chart.
3. Click **Next** to set up the access control credentials.
 - **PIN:** Enter the PIN code.
 - **RF Card:** Enter the RF card code.
 - **Face ID:** Upload the front face photo in JPG, PNG, or BMP format.
 - **License Plate:** Enter the number that a third-party LPR camera can identify.
 - **UHF Card:** Enter the card code that the Akuvox device ACR-CRP12 can identify.
 - **Long-term Vehicle:** It is enabled by default. If disabled, set when the vehicle can enter and exit the parking lot.

Note

- The license plate is used for [Smart Parking](#).
- If you have filled in both the License Plate and the UHF Card, the cloud will ONLY issue the UHF card code to the door phone.

<p>* Company <input type="text"/></p> <p>* Group <input type="text"/> New Group</p> <p>* First Name <input type="text"/></p> <p>* Last Name <input type="text"/></p> <p>* ID <input type="text"/></p> <p>Email <input type="text"/></p> <p>Mobile Number <input type="text"/></p> <p>Display in Directory <input type="checkbox"/></p> <p>SmartPlus Intercom Feature <input type="checkbox"/></p> <p>Set Valid Time <input type="checkbox"/></p> <p>Allow User to Create QR Code <input checked="" type="checkbox"/></p>	<p>Access Type</p> <p>PIN <input type="text"/></p> <p>RF Card <input type="text"/></p> <p>Face ID <input type="text"/></p> <p>License Plate License Plate <input type="text"/></p> <p>UHF Card <input type="text"/></p> <p>Long-term Vehicle <input checked="" type="checkbox"/></p> <p><input type="button" value="Submit"/></p>
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4. Click Submit.

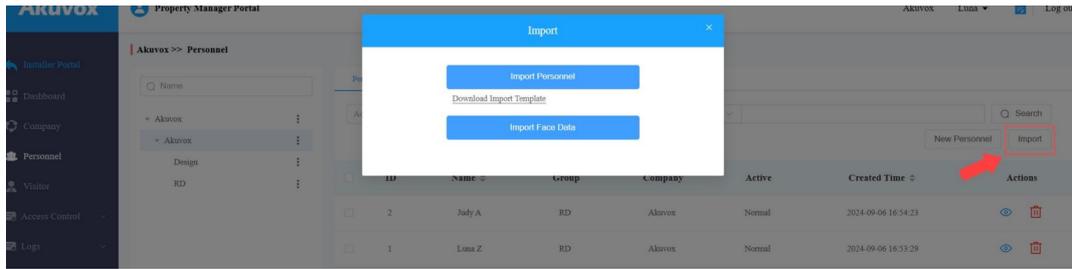
Information:

No.	Item Name	Description
1	Company	Select the company where the personnel works.
2	Group	Select the group of the personnel. You can click New Group to create a group.
3	First Name	Enter the user's first name.
4	Last Name	Enter the user's last name.
5	ID	Enter a unique ID number for the user.
6	Email	Enter the user's email.
7	Mobile Number	Enter the user's mobile phone number.
8	Display in Directory	<p>Set whether to display the personnel's name on the door phone's contacts list.</p> <p>Note:</p> <ul style="list-style-type: none"> • If Do Not Display is selected on the group editing interface, the personnel will not be displayed. • When the SmartPlus Intercom Feature is disabled, this setting is not valid.
9	SmartPlus Intercom Feature	If enabled, the user is allowed to use the SmartPlus App.
10	Call Type	<p>When the SmartPlus Intercom Feature is enabled, set the Call Type.</p> <ul style="list-style-type: none"> • SmartPlus and indoor monitors/guard phones: When making calls to the personnel on a door phone, the personnel's SmartPlus App and indoor monitors or guard phones will receive the call. • Indoor monitors/guard phones with SmartPlus as backup: When making calls to the personnel on a door phone, the personnel's indoor monitors/guard phones will receive the call first. If the call is not answered, it will be made to the SmartPlus App.
11	Set Valid Time	Limit the personnel from opening doors and logging into the SmartPlus App in a certain period. This setting has the highest priority over other access permission settings.
12	Start Time - End Time	When Set Valid Time is enabled, specify the time range.
13	Allow Users to Create QR Code	Set whether personnel can issue temporary QR codes for visitors or couriers on their SmartPlus App.

Add Personnel in a Batch

You can import a batch of personnel data to a company for quick setup.

1. On the Personnel module, click **Import** in the target office or company directory.
2. Download and open the template. Click **Import Personnel** to upload the file after editing it and click **Import Face Data** to upload the face photos. Please follow the upload instructions on the pop-up window.



In the template, you can see the instructions by moving the mouse cursor to a specific column name.

See the description of each item in the below chart.

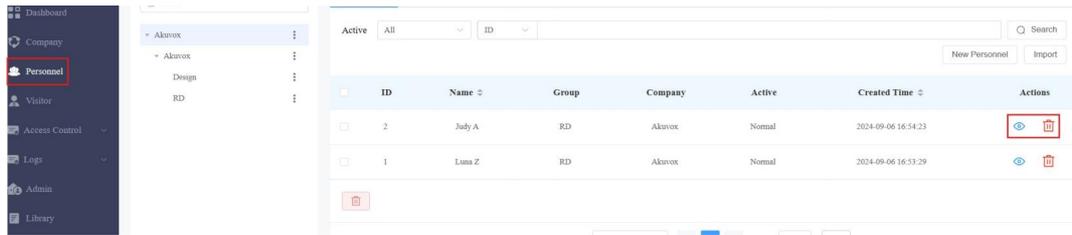
A	B	C	D	E	F	G	H	I
Company	Group	FirstName	LastName	ID	Email	MobileNumber	TelephoneCallingCode	Smartplus Intercom Feature
J	K	L	M	N	O			
CallType	RF Card	PIN	License Plate	UHF Card	Access Group ID			

No.	Column Name	Description
1	Company	The company of the personnel.
2	Group	The group of the personnel.
3	First Name	The first name of the personnel.
4	Last Name	The last name of the personnel.
5	ID	Assign a unique ID to the personnel.
6	Email	The email address of the personnel that is used to receive SmartPlus App-related emails.
7	Mobile Number	The mobile phone number of the personnel.
8	Telephone Calling Code	The telephone code for phone calls. For example, the code is 1 for the United States.
9	SmartPlus Intercom Feature	If enabled, the user is allowed to use the SmartPlus App. 0: Disabled; 1: Enabled.
10	Call Type	Set which devices can receive a call. For example, if you select 0, the SmartPlus App will receive the call first, then the indoor monitor or the guard phone. 0: SmartPlus and indoor monitors/guard phones; 1: Phone and indoor monitors/guard phones; 2: SmartPlus and indoor monitors/guard phones, with phone as backup; 3: Indoor monitors/guard phones with SmartPlus as backup; 4: Indoor monitors/guard phones with phone as backup; 5: Indoor monitors/guard phones with SmartPlus as backup, and finally the phone.
11	RF Card	The RF card code is used to open doors. If one user has multiple cards, separate the codes by “;”.
12	PIN	The PIN code is used to open doors. The length should be within 2 to 8 digits.
13	License Plate	Fill in the license plate information, multiple plate codes separated by “;”. You can add up to 5 codes.
14	UHF Card	Fill in the UHF card code, multiple plate codes separated by “;”. You can add up to 5 codes.
15	Access Group ID	Assign the access group ID to the user.

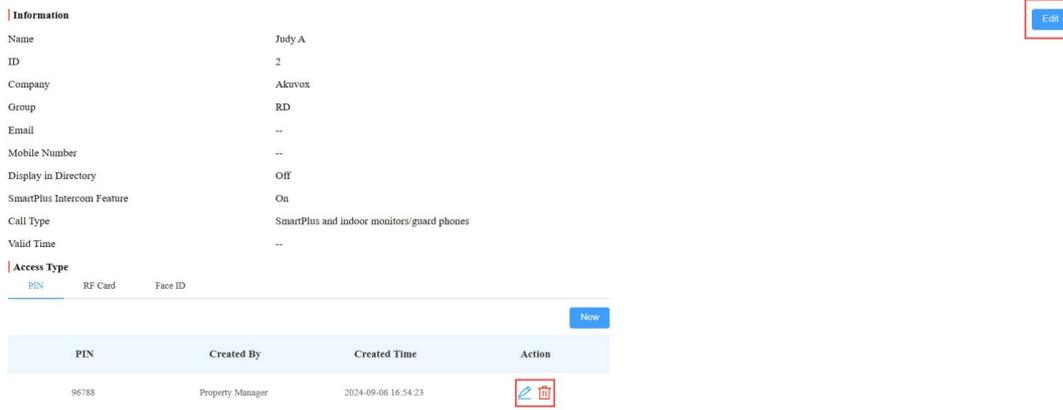
Edit Personnel

After adding the personnel, you can edit and delete them on the Personnel module.

- Click  to delete the personnel.
- Click  to view and edit the personnel's information.



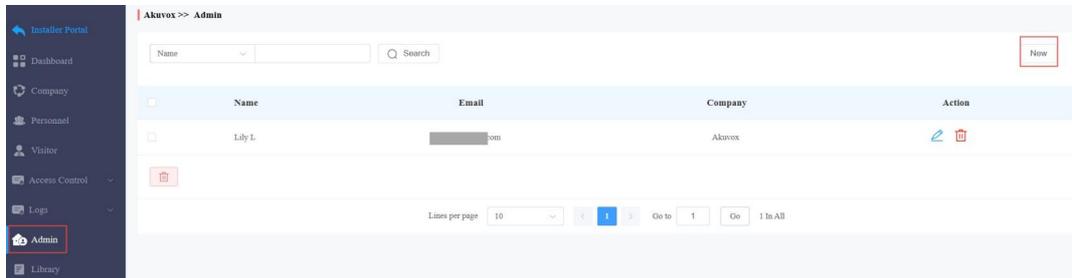
Change the access settings and click **Edit** to modify the personnel's information.



Administrator Management

You can create administrator accounts, with which users can log into the SmartPlus Administrator platform to manage companies, personnel, access groups, etc.

On the **Admin** module, click **New** on the right.



See the descriptions of each item in the chart below.

- Devices
- Doors
- Company
- Personnel
- Visitor
- Access Control
- Logs
- Report
- Admin**
- Attendance
- Smart Parking
- Library
- Messages
- Settings
- User Agreement

Test2 >> Admin >> New

Role

* Company

* Group

* First Name

* Last Name

* Email

Mobile Number

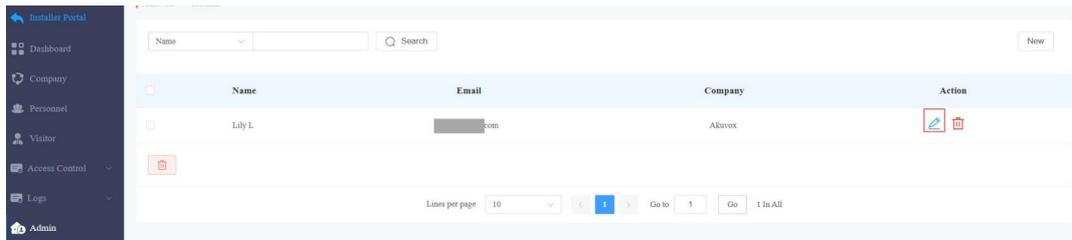
Admin APP Service

[Submit](#)

Item Description:

Item Name	Description
Company	Select the company managed by the administrator.
Group	Select the group of the administrator.
First Name/Last Name	Enter the name of the administrator.
Email	The email is used to log into the SmartPlus Admin web portal and app.
Mobile Number	Enter the mobile phone number if the administrator wants to use it for SmartPlus App login. Note: Select the right area code. Or, the number will be ineffective.
Admin App Service	Set whether the administrator can use the SmartPlus App.
Landline Number	Available when Admin App Service is enabled. Enter the number of the administrator's phone.
Call Type	Available when Admin App Service is enabled. <ul style="list-style-type: none"> SmartPlus: The SmartPlus App and indoor monitor will receive incoming calls. Phone: The phone and indoor monitor will receive incoming calls. 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.

After adding the accounts, you can click to change the settings and reset the account's password.



Device Management

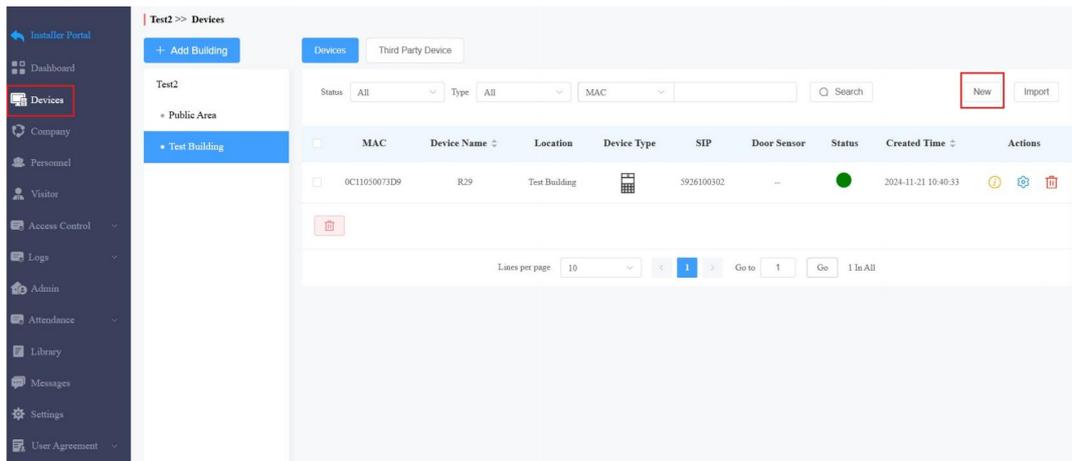
You can manage Akuvox devices installed in specific companies.

Note

- With the property manager account, you can view and edit the device's settings but not add or delete a device.
- With the installer account redirecting from the installer portal, you can add, edit and delete devices.

Add a Single Device

1. On the **Devices** module, click **Public Area** or select the desired building based on where the device is installed. You can click **+Add Building** to create new buildings.
2. Click **New** on the right.



3. Enter the device's information. See the description of each item in the chart below.

Add Device

Device Type
Multi-tenants Doorphone

* MAC

Network Group
Network 1

* Device Name

Allow users to monitor this device

Door 1

* Door Name
Door1

DTMF Code
#

Door Control

* Controlled Relay
Relay A

Entry Reader
Internal Reader

Access Method

SmartPlus Homepage SmartPlus Talking page PIN Face RF Card

Bluetooth NFC LPR Camera

Exit Reader

Exit Button

Door Status

Add Door

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

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

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

No.	Field Name	Description
1	Device Type	Select your device type.
2	MAC	Type in the device's MAC address.
3	Network Group	Select the network group. You can select the same network group as that of other devices if the devices are deployed in the same local network. (in this case, communicate via IP) Note: Do not select the same network group if the device is not deployed with other devices in the same local area network(in this case, communicate via SIP). Otherwise, it will lead to communication failure.
4	Device Name	Name the device to distinguish it from others.

To add a door phone or an access control terminal, the following options should be additionally configured.

1	Allow users to monitor this device	<ul style="list-style-type: none"> You can decide whether users can view the monitoring video with their SmartPlus Apps and indoor monitors. It is enabled by default. When disabled, 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	Door Name	Enter the door name, which can be the device location.
3	DTMF Code	Enter the DTMF code for the door access.
4	Controlled Relay	Specify the relay that is connected to the door lock.
4	Entry Reader	<p>The reader controls the entry door.</p> <ul style="list-style-type: none"> Internal Reader: Use the device's built-in reader. For example, users can swipe cards on the device to open doors. Wiegand A ~ D: Use a device connected to the door phone through Wiegand ports. For example, users swipe cards on a Wiegand card reader to open doors. RS485 A ~ D: Use a device connected to the door phone through RS485 ports. For example, users swipe cards on an RS485 card reader to open doors.
5	Exit Reader	<p>The reader controls the exit door.</p> <ul style="list-style-type: none"> Internal Reader: Use the device's built-in reader. For example, users can swipe cards on the device to open doors. Wiegand A ~ D: Use a device connected to the door phone through Wiegand ports. For example, users swipe cards on a Wiegand card reader to open doors. RS485 A ~ D: Use a device connected to the door phone through RS485 ports. For example, users swipe cards on an RS485 card reader to open doors.

6	Access Method	<p>Available when Internal Reader is selected as the Entry Reader or the Exit Reader.</p> <p>Select specific unlock methods to open doors. For example, if you select PIN for Door 1 and select RF Card for Door 2, when users enter PIN codes on the door phone, only Door 1 will be opened and vice versa.</p> <p>The following models with specific firmware versions or higher support this feature:</p> <ul style="list-style-type: none"> • S539: 539.30.10.118 • S532: 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: 25.30.10.22 • R27: 227.30.10.201 • R28: 28.30.10.102 • R28 V2.0: 228.30.10.112 • R29: 29.30.10.123 • A094: 92.30.10.112 <p>Note: If the SmartPlus Homepage or SmartPlus Talking page is not checked, the corresponding icons will not appear on the app home page.</p>
7	RS485_Address	<p>Available when RS485 is selected as the Entry Reader/Exit Reader.</p> <p>Select the RS485 address ranging from 0 to 127.</p>
8	Exit Button	<p>Input A ~ D: Select it when the input is connected to an exit button. Users can press it to open the door.</p>
9	Door Status	<p>Input A ~ D: Select it when the input is connected to a door sensor. It is used to detect whether someone breaks in forcibly or the door-opening time exceeds a limit.</p>
10	Add Door	<p>Add doors when the device is connected to more than one lock.</p>

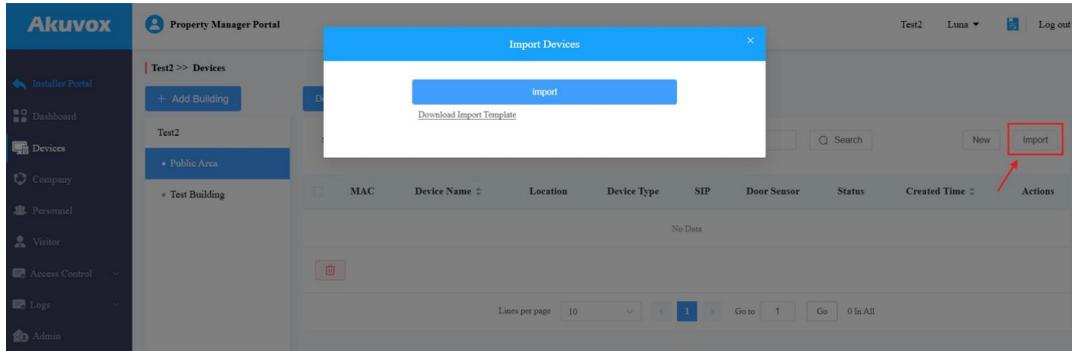
To add an indoor monitor/guard phone, the following options should be additionally configured.

1	Arming Function	<p>When enabled, the arming icon will be available on users' SmartPlus Apps for arming and disarming.</p>
2	Companies	<p>Available when the device type is guard phone.</p> <ul style="list-style-type: none"> • The All Companies option is checked by default, indicating that personnel(with SmartPlus Apps and/or indoor monitors used) in all companies will display on the guard phone's directory screen. • When unchecked, select specific companies. <p>Note: The supported firmware version for R49 guard phone is about to release at Apr.30, 2025.</p>
3	Belongs To	<p>You can link the device to a specific personnel.</p> <ul style="list-style-type: none"> • The device will be displayed as contacts on the personnel's other indoor monitors; • When initiating a group call to the personnel on a guard phone, the device will also be called; • When calling the personnel on an access control terminal, the device can be called based on the Call Type settings. • When initiating a sequence call to the personnel on a door phone, the device can be called based on the Sequence Call settings.
4	Relay	<p>This option is for indoor monitors. Turn on or off the device's built-in relay and name the relay.</p>

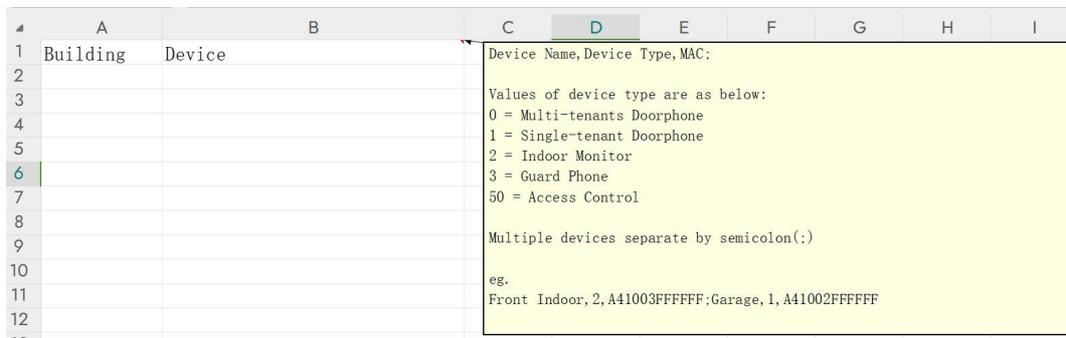
Add Devices in a Batch

ADD DEVICES IN A BATCH

1. On the **Devices** module, click **Public Area** or select the desired building based on where the device is installed.
2. Click **Import** on the right.
3. Download and open the template. Click **Import** after editing the file.

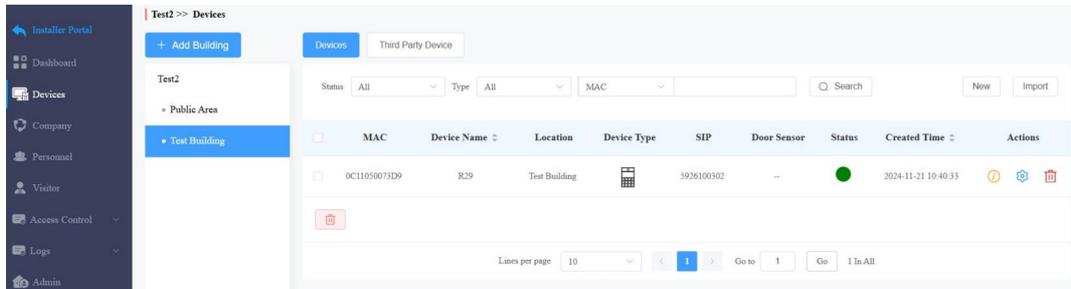


In the template, assign the device to a building and enter the device name, type, and MAC address as instructed.



Edit/Delete Devices

On the **Devices** module, click  of the target device to change the device's settings and click  to delete the device.



Apart from the basic settings including device name and network group, you can manage doors.

- **Hold Open During Scheduled Time:** When enabled, assign an [access control schedule](#) to the door to keep it open during a specific time.
- **Door Held Open Alarm:** This feature allows the device to sound an alarm when the door-opening time exceeds a certain limit.
 - **Door Opened Timeout:** Set the door-opening time beyond which the alarm will be triggered.
- **Break-in Alarm:** The feature allows the device to sound an alarm when the door is opened abnormally.

Note

- Click [here](#) to view the models supporting the Hold Open During Scheduled Time feature.
- Click [here](#) to view the models supporting the Break-in Alarm feature.

Device Remote Maintenance

You can manage devices remotely in terms of automatic provisioning(AutoP), reboot, reset, connection type selection, etc.

On the Devices module, click  of the target device. Or, click  and click **Settings**.

- Click **AutoP** and enter the commands. Click **One Time AutoP** and enter the commands if you just want to implement the AutoP once.

- Click **System** where you can select the connection type, reboot or reset the device, and access the device's web interface by clicking **Remote Control**.

Note

- The Auto-provisioning command can be exported out of the devices. For the device AutoP command, go to: <https://knowledge.akuvox.com/docs/autop-command-1?highlight=autop>
- Duplicate commands will not be retained.

Check Third-party Devices

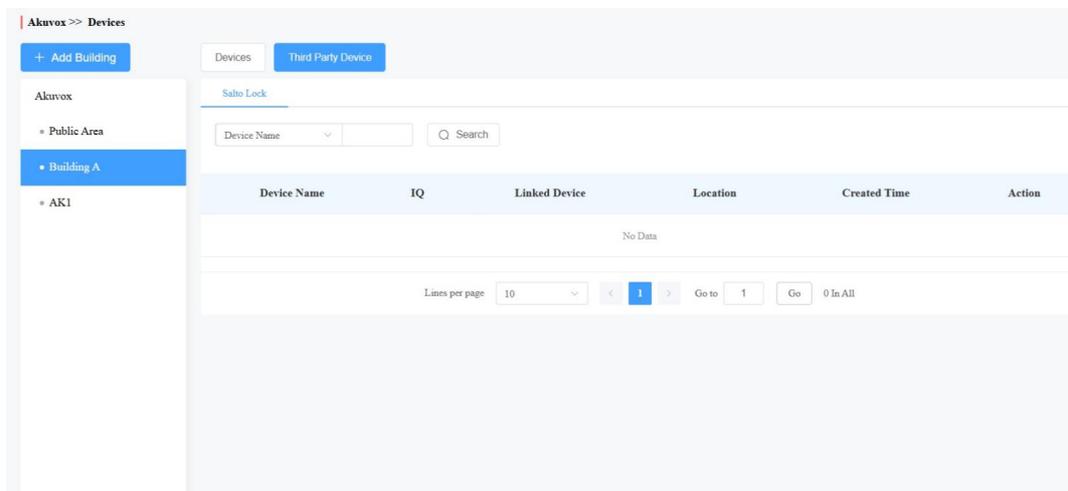
You can check the information on the Salto locks assigned to specific areas on the **Devices** module.

Note

As an installer, you can refer to the article [Integration with Salto Lock](#) for adding and assigning the Salto locks.

Click the area where the lock is installed and click **Third-Party Devices**.

In the Action column, you can click  to view the lock's detailed information and click  to modify the lock's name.



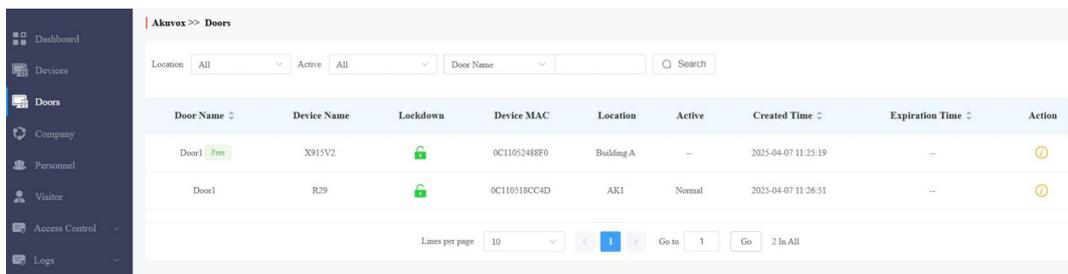
Doors Management

View Door List

On the **Doors** module, you can check the added doors, their status, location, expiration time, etc. You can search for a door by entering its name or MAC.

The icon next to the door name indicates a different status.

- **Free:** The door is free to use.
- : The door expires, which limits the cloud services, including issue credentials to open the door, remotely configure and manage the door phone, and report door logs to the cloud.



Lockdown

The lockdown feature keeps a door locked. It can be used to keep threats out in dangerous situations.

Doors under lockdown cannot be opened by common access methods such as users' credentials and exit button.

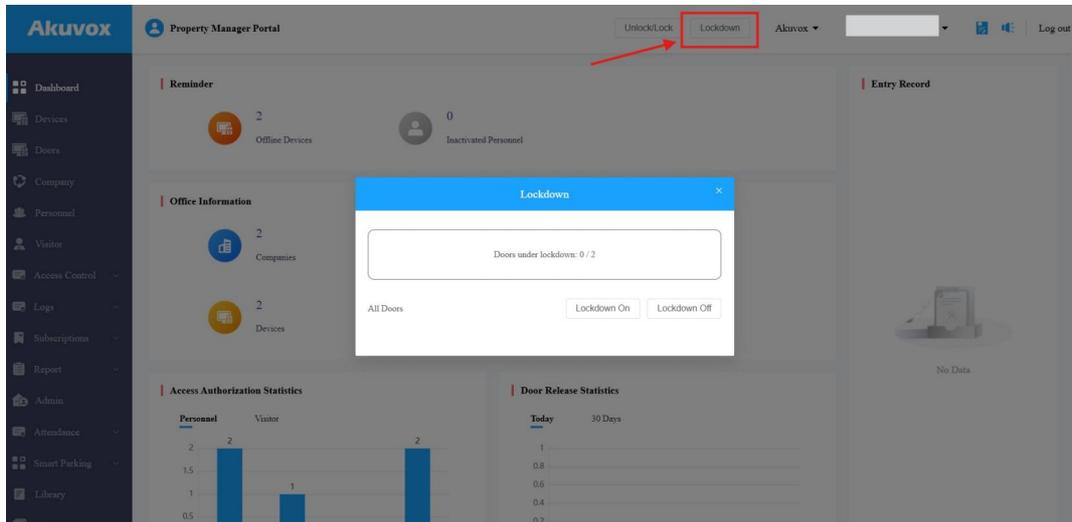
Note

NOTE

The following devices with specific firmwares or higher support this feature:

- The firmwares of A01-03, A08, A094, X912, X915V2 and R29 are about to release at April 30, 2025.
- The firmwares of R20V5 and E16V2 are about to release in May.

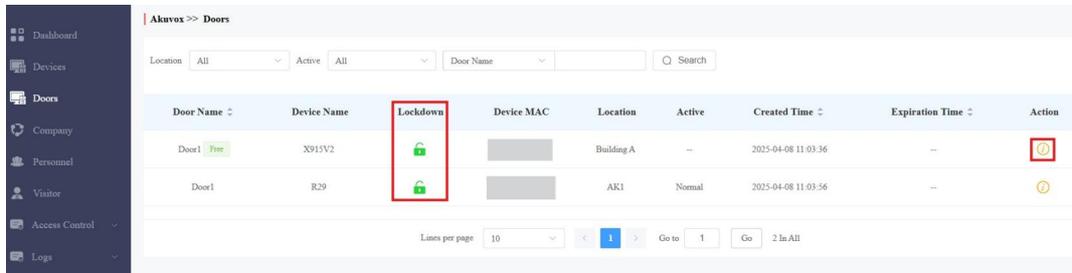
1. Click **Lockdown** at the top of any interface. This button is only available for property manager accounts.
2. Click **Lockdown On** to lock all doors; click **Lockdown Off** to release all doors.



If users try to open doors when devices in lockdown, devices with screens will display “Property Under Lock” and announce alarm; devices without screens will shine blue indicator light and announce alarm.

Switch Lockdown for a Specific Door

You can check doors’ lockdown status and turn on/off lockdown for a specific door by clicking **Doors** on the left column.



- **Lockdown:** The green icon indicate the door is not in lockdown; the red is in lockdown.

Click of the target door to turn on/off lockdown for it.



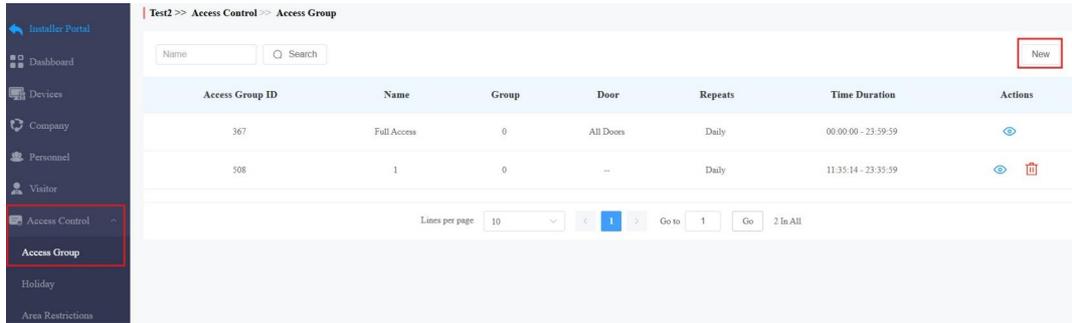
Access Group Management

The Access Group module allows you to create an inventory of ready-made access control schedules, which can be readily pulled out and applied for the door access control, targeting specific groups and personnel.

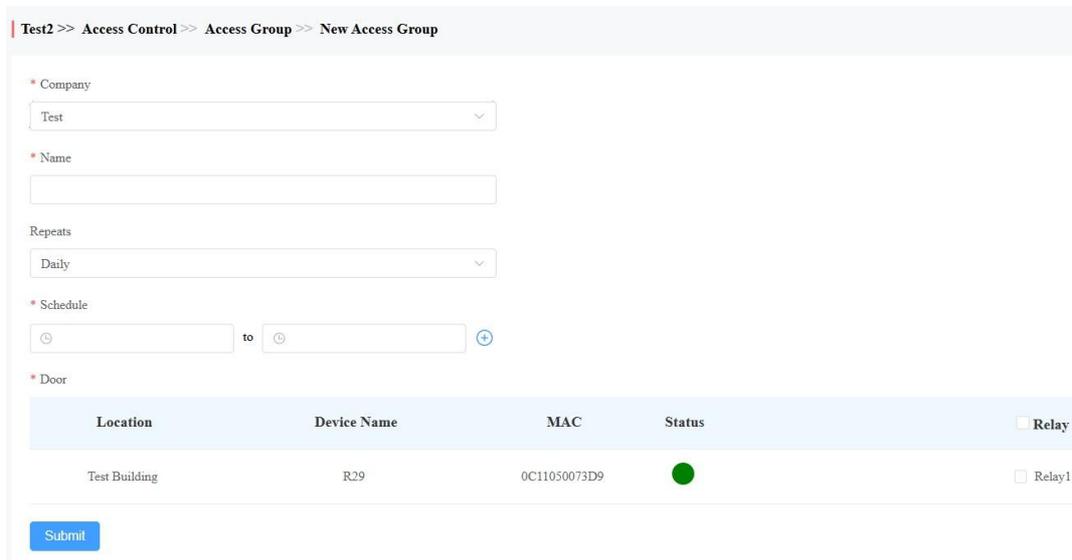
Create an Access Group

Create an Access Group

1. On the Access Control module, click Access Group. Click **New** to create a new access group. You can click  to view the details of the default access group generated by the system.



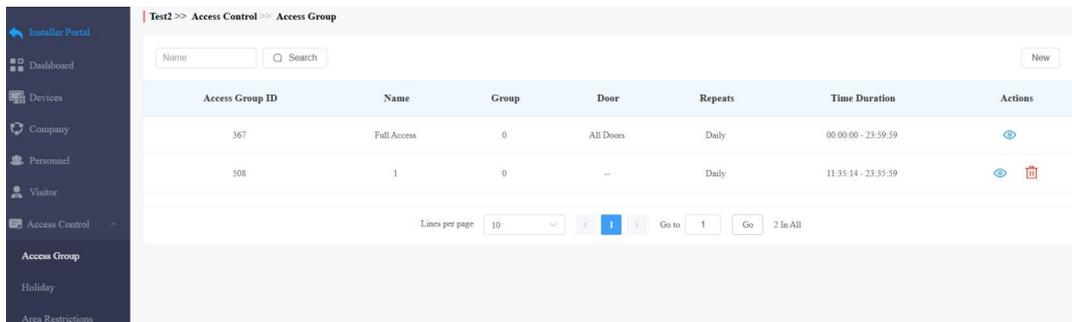
2. Select the company.
3. Name the access group and select the Repeats mode from Daily, Weekly, and Never. Daily and Weekly mean the schedule will repeat every day and week.
4. Specify the time within which users can open doors with their credentials.
5. Check the relay to be triggered.



6. Click Submit.

Edit/Delete Access Groups

1. On the Access Group interface, click  of the target access group to edit its settings and click  to delete the access group.

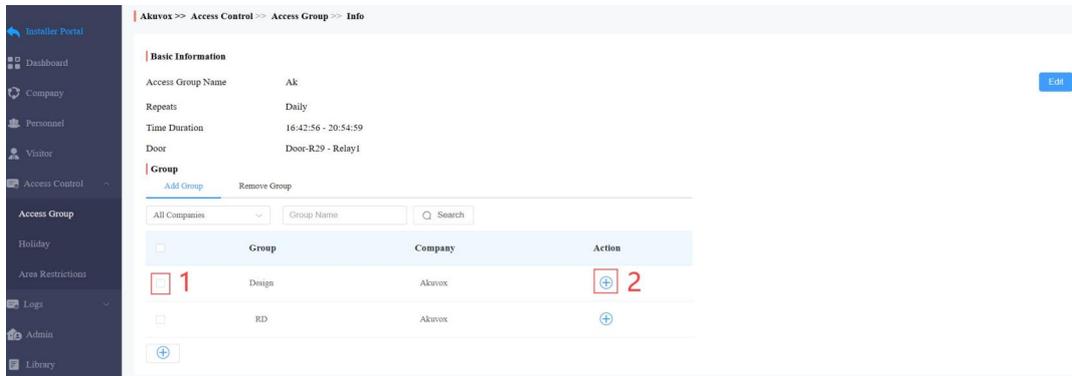


2. On the Access Group's Info interface, you can:

- check the access group's information.
- apply the schedule to specific groups by checking the groups and clicking . You can quickly find the desired

- group by narrowing the search scope by selecting the specific company and entering the group name.
- remove the schedule that applies to the group by checking the group and clicking .

3. Click **Edit** on the right to modify the access group's settings including name, repeats mode, and relays.



Holiday Access Control

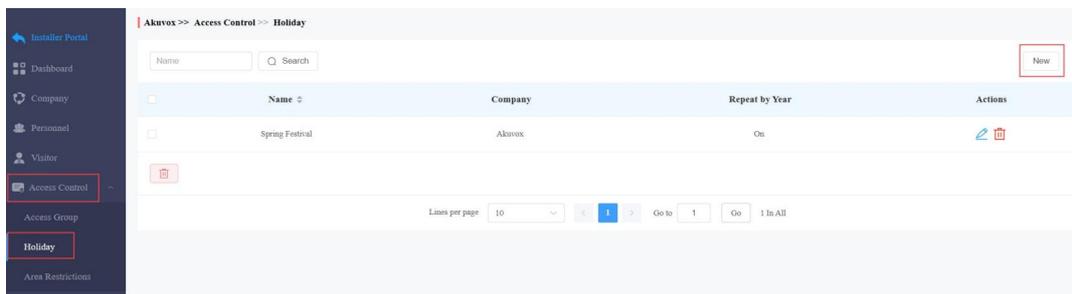
You can define the holidays when personnel cannot open doors to enhance access control security.

Note

The following models with specific firmware versions or higher support synchronizing Cloud holiday schedule :

- X912: 912.30.11.49
- X915 V2: 2915.30.10.211
- X916: 916.30.10.222
- S532: 532.30.10.211
- E18: 18.30.10.236
- R20 V5.0: 320.30.10.223
- R29: 29.30.10.314
- A08: 108.30.10.108
- A01/A02: 101.30.10.106
- A03: 103.30.10.108
- A05 V2.0: 205.30.10.119
- A094: 92.30.10.112

1. On the Access Control module, click **Holiday** and click **New** on the right.



2. Select the company that adopts the schedule.
3. Enter the holiday name.
4. You can set the **Working Hours** to allow authorized personnel to open doors. When enabled, specify the time.
5. You can enable **Repeat by Year** to repeat the schedule every year.
6. Select the year and day(s) of the holiday schedule.

7. Click Submit.

Area Restrictions

This feature strictly controls users' entry and exit. Users can only enter and exit the specific area through the designated doors.

Note

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

- A08: 108.30.10.108
- A01/A02: 101.30.10.106
- A03: 103.30.10.108
- A05 V2.0: 205.30.10.119
- A094: 92.30.10.112
- X912: 912.30.11.49
- X915 V2: 2915.30.10.211
- X916: 916.30.10.222
- R29: 29.30.10.314
- S539: 539.30.10.231
- S532: 532.30.10.211
- E18: 18.30.10.236

1. On the Access Control module, click **Area Restrictions**.
2. Click **New** on the right to set up the restriction rule. See the description of each column in the below chart.

Name	Anti-passback	Current Occupancy	Blocked People	Actions
B1	Disabled	0	0	

3. Enter the area name.
4. Select the entry and exit doors. With anti-passback disabled, there is no strict control over users exiting through the exit door. Users can exit through the entry door.
5. When the anti-passback feature is enabled, users must first enter, and then exit the area through designated doors.

Note

NOTE

- Anti-passback also prohibits users from entering the area by following others. Users can only use their credentials to open the entry and exit doors once respectively.
- For example, if the user follows someone else through the door, the next time he/she cannot swipe his/her card to open the Entry/Exit door.

- Set the time when the anti-passback feature is effective.
- Select the action taken by the door phone when the user tries to open the same entry or exit door twice.

-Deny Access: The user cannot open the door.

-Log violations only: The door can be opened and the door opening will be recorded in the door log.

- Set the **User Timeout** within which users cannot open the same door twice. Only after the time limit, can users open the door again.

- Click Submit.

No.	Column Name	Description
1	Name	The area name.
2	Anti-Passback	Display whether the anti-passback feature is enabled.
3	Current Occupancy	Display the number of personnel entering the area, only effective when the anti-passback feature is enabled.
4	Blocked People	Display the number of personnel and couriers that are denied access in the area. It is only effective when the anti-passback feature is enabled and Deny Access is selected as the action for When Re-entry or Re-exit .
5	Actions	You can edit the rule or remove it.

Attendance

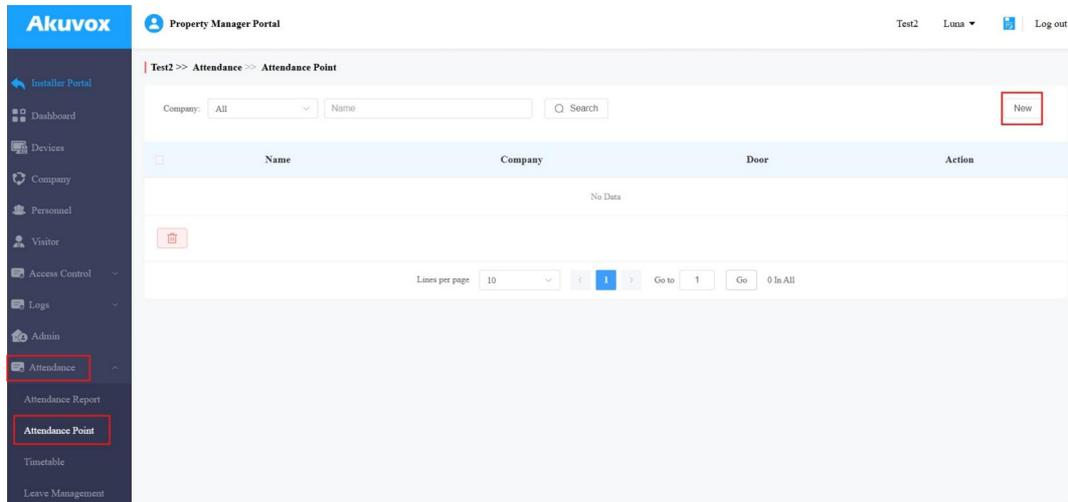
The SmartPlus Cloud version 7.0.1 brings the attendance feature. You can:

- set up independent attendance for each company;
- designate specific device relays as the attendance points;
- flexibly make timetables and schedule shifts;
- record leaves and attendance easily.

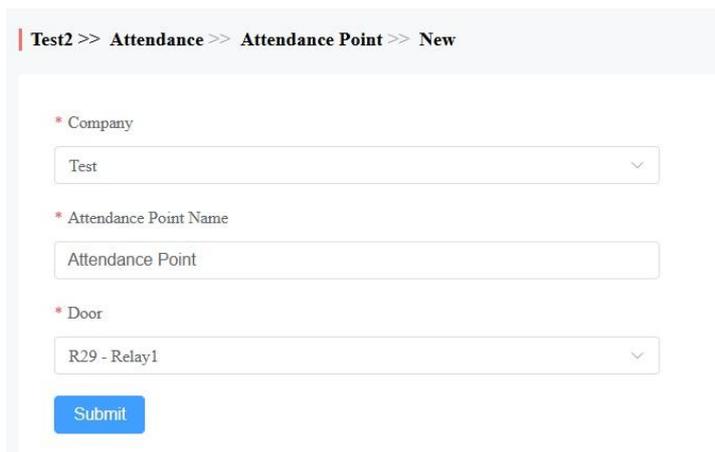
Select Attendance Points

You can select specific relays of door phones/access control terminals as the attendance points. Every successful relay trigger means a clock-in/out.

1. On the **Attendance > Attendance Point** module, click **New** on the right.



2. Select the company and name the attendance point.
3. Select the door phone's relay.

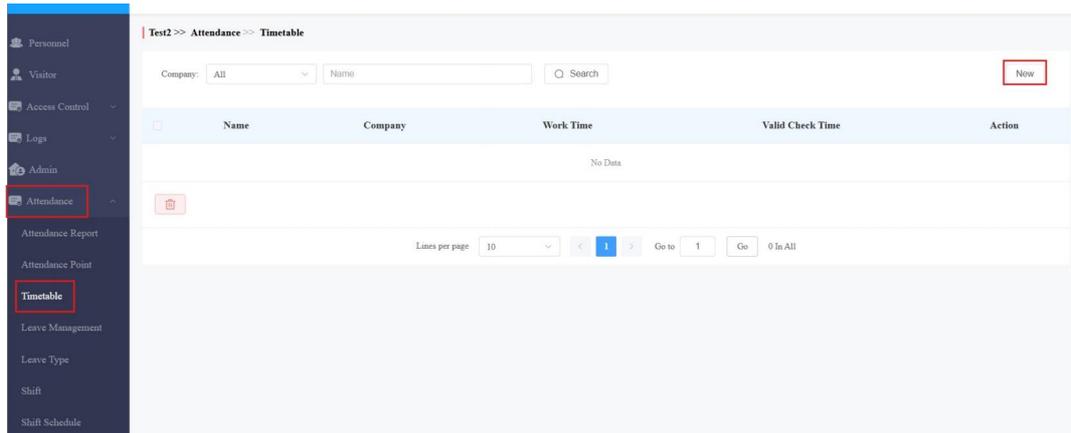


4. Click **Submit**.

Set up Timetables

There are two timetable modes, fixed and flexible. You can choose the mode based on the company's working schedule.

1. On the **Attendance > Timetable** module, click **New** on the right.



2. Select the company and name the timetable.

3. Select the timetable template type:

- Fixed: Employees commute at fixed times like a 9-to-5.
- Flexible - Free: Employees work a certain number of hours without clocking in and out at fixed times.

Test2 >> Attendance >> Timetable >> New

* Company

* Timetable Name

Template Type ⓘ

Schedule 1 ⓘ

* Start Work Time

* End Work Time

* Valid Check Time ⓘ
 -

Auto Deduct Break Time

[+ Add Schedule](#)

Allow Late Arrival(Minutes) ⓘ

Allow Early Out(Minutes) ⓘ

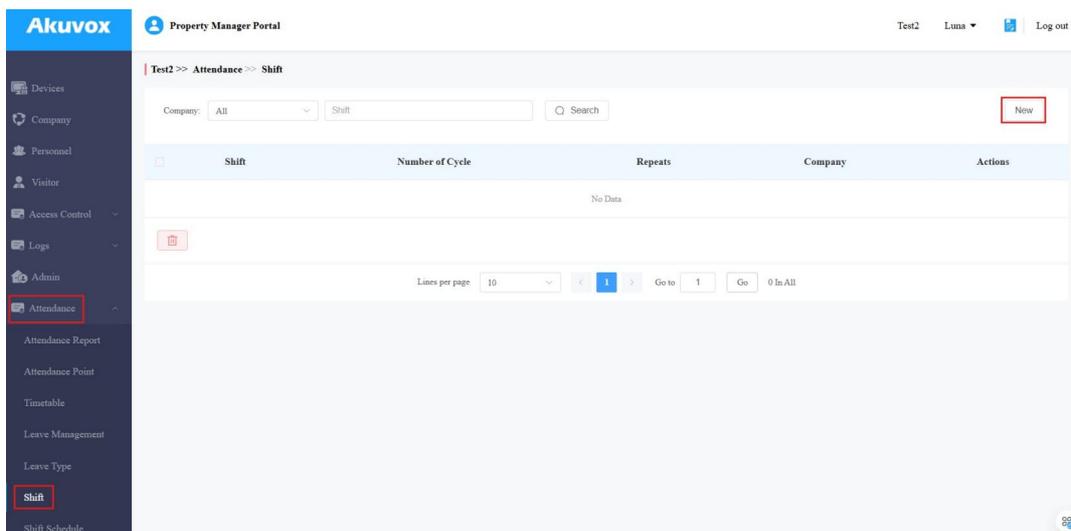
[Submit](#)

Fixed Timetable	
Item Name	Description
Schedule 1-3	You can specify up to three working periods. The working hours can span over two days such as from 6:00 p.m. to 7:00 a.m. the next day.
Valid Check Time	Employees can only clock in/out within this period.
Auto Deduct Break Time	When enabled, you can specify a break time. When calculating the total working hours of employees, the system automatically subtracts the break time.
Allow Late Arrival(Minutes)	If late arrivals are allowed in the company, specify the time. Employees will not be recorded as tardy in the attendance report if the time they are late does not exceed this limit.
Allow Early Out(Minutes)	If early out is allowed in the company, specify the time. Employees will not be recorded as leaving early in the attendance report if the time they leave early does not exceed this limit.
<p>Example: If you set the start time to 8:00 a.m., the end time to 5:00 p.m., the valid check time from 7:00 a.m. to 6:00 p.m., the break time from 12:00 a.m. to 1:00 p.m.</p> <p>Employees can only clock in after 7:00 a.m. and out before 6:00 p.m. They can have a lunch break from 12:00 a.m. to 1:00 p.m.</p>	
Flexible - Free	
Item Name	Description
Working Hours Per Day	Specify the working hours of employees.
Start Time of Timetable	Specify the time after which employees can clock in.
<p>Example: If you set the working hours to 8 hours, and the start time to 7:00 a.m. Employees can clock in after 7:00 a.m. and cannot start clocking out until 3:00 p.m. Otherwise, they will be recorded as early leave.</p>	

Set up Shifts

You can decide how to repeat the timetables in one day, a week, or a month by setting up shifts.

1. On the **Attendance > Shift** module, click **New** on the right.



2. Select the company and name the shift.
3. Select the repeat mode.
 - Daily: The timetable is effective immediately.
 - Weekly: Arrange timetables for a week.
 - Monthly: Arrange timetables for a month.

4. Select the **Number of Cycle**. You can select 31 days, 52 weeks, or 12 months.
5. Click the desired timetable. The blue background color indicates it is chosen.
6. Click the desired date area and the timetable name will display.

Test2 >> Attendance >> Shift >> New

* Company

* Shift Name

Timetable ⓘ

Name

Repeats: Number of Cycle:

Name	Work Time	Valid Check Time
Timetable 1	09:00 - 18:00	08:00 - 18:00

Cycle	Time
1	Timetable 1

Lines per page: 10 | < 1 > | Go to: 1 | Go | 1 In All

7. Click Submit.

Arrange Shifts to Personnel

You can arrange the configured shifts for personnel.

1. On the **Attendance > Shift Schedule** interface, click **New**.

Akuvox Property Manager Portal Test2 Luna Log out

Test2 >> Attendance >> Shift Schedule

Company:

Personnel ID	Personnel	Group	Company	Shift	Valid Time	Action
No Data						

Lines per page: 10 | < 1 > | Go to: 1 | Go | 0 In All

2. Select the company.
3. Select the shift type. The temporary type has higher priority over the normal. It can be chosen when arranging for personnel to work overtime temporarily.
4. Search for and select the personnel.

* Company

Type

* Personnel

Alternative

- 1
- 1.1
- Luna Z

Selected (1)

ID	Name	Group	Action
123123	Luna Z	1	

5. Select the shift. You can click to view the shift.
6. Select the **Valid Time** within which the shift schedule is effective.

* Shift

* Valid Time
 -

7. Click Submit.

After arranging shifts, you can modify or delete them by clicking and respectively.

Company

<input type="checkbox"/>	Personnel ID	Personnel	Group	Company	Shift	Valid Time	Action
<input type="checkbox"/>	123123	Luna Z	1	Test	1	2024-11-26 - 2024-11-29	

Manage Leave Type

You can add, edit, and delete various leave types for leave management.

On the **Attendance > Leave Type** module, you can check the system-generated leave types which cannot be modified or deleted.

1. Click **New** to add a new one.

2. Select the company and name the leave type.

New Leave Type
×

* Company

* Leave Type

3. Click Submit.

Manage Leaves

You can manage leaves and check leave reports on the **Attendance > Leave Management** module.

1. Click **New** on the right.

The screenshot displays the 'Leave Management' page within the 'Attendance' module. The left sidebar contains a navigation menu with 'Attendance' and 'Leave Management' highlighted. The main area features a table with the following columns: Personnel ID, Name, Group, Company, Start Time, End Time, Leave Type, Remarks, and Actions. A 'New' button is located in the top right corner of the table area. The table currently shows 'No Data'. At the bottom of the table, there is a pagination control showing 'Lines per page: 10', a page number '1', and a total of '0 In All'.

2. Select the company.
3. Search for or select the personnel.
4. Select the **Leave Type**.
5. Set the **Leave Time**.
6. You can add some remarks to the leave.

Test

* Personnel

Alternative

Q Name

▶ 1

Selected (0)

ID	Name	Group
No Data		

* Leave Type

Casual Leave

* Start Time

🕒 2024-11-26 08:00

* End Time

🕒 2024-11-26 23:59

Remarks

0 / 255

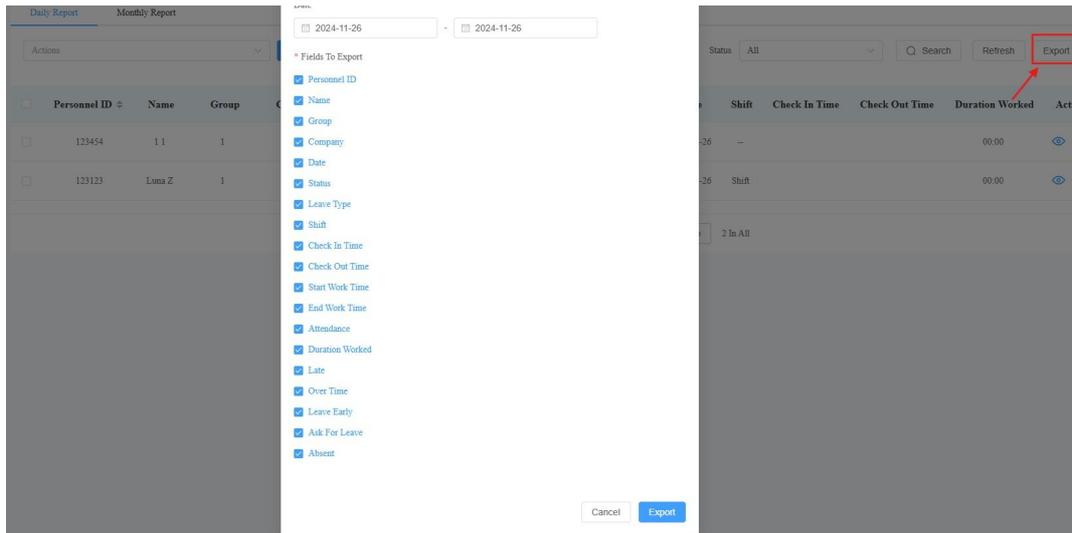
7. Click Submit.

Check and Export Attendance Reports

New attendance records are generated during off-peak hours each day and updated each time attendance changes.

On the **Attendance > Attendance Report** module, you can check the latest daily or monthly reports by clicking **Refresh** on the right.

Click **Export** on the right to download the report. You can select items to be exported and define the period.



Daily	
Item Names	Description
Personnel ID	Display the personnel ID.
Name	Display the personnel name.
Group	Display the group of the personnel.
Company	Display the company of the personnel.
Status	Display the following status: Normal, Absent, Late, Leave Early, Ask For Leave, Holiday, and/or No Shift.
Recheck In/Out	Display the attendance correction records. See details in the Attendance Correction section.
Valid Check Time	Display the period within which employees should clock in/out.
Date	Display the date.
Shift	Display the shift name.
Check In Time	Display the clock-in time.
Check Out Time	Display the clock-out time.
Duration Worked	Display the working time precise to minutes. 10:00 means 10 hours.
Actions	<p> : Click to view the monthly report in a graphical form.</p> <p> : Click to perform attendance correction.</p>

Monthly

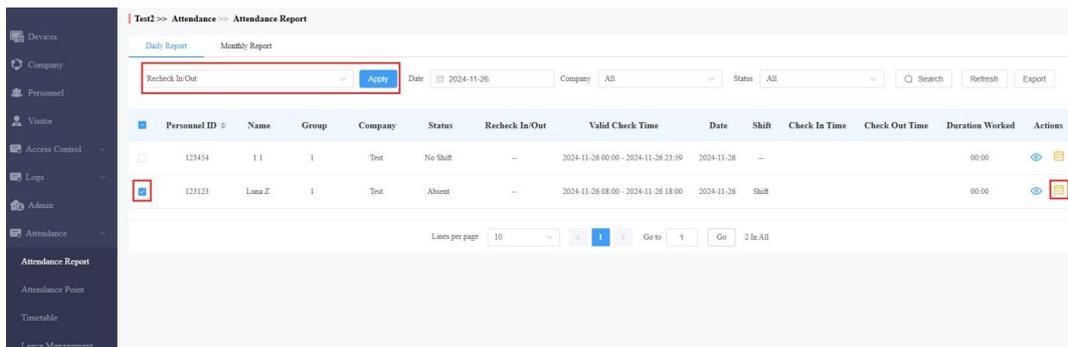
Item Names	Description
Personnel ID	Display the personnel ID.
Name	Display the personnel name.
Group	Display the group of the personnel.
Company	Display the company of the personnel.
Month	Display the month.
Duration Worked	Display the working time precise to minutes. 10:00 means 10 hours.
Over Time	Display the overtime precise to minutes. -10:00 means 10 hours.
Late	Display the times of being late.
Absent	Display the times of being absent.
Ask For Leave	Display the times of asking for leave.
Actions	 : Click to view the monthly report in a graphical form.

Attendance Correction

When employees work on time but forget to clock in/out, you can correct the attendance for them.

In this case, the Status column will display **Absent** and the **Recheck In/Out** column display “—”.

1. Check a log and select **Recheck In/Out** in the action box.
2. Click **Apply**. Or, you can click  of the target log.



3. Correct clock-in and/or clock-out.



4. Click **Submit**. The Status will change to Normal.

Daily Report Monthly Report

Actions Date: 2024-11-26 Company: All Status: All

Personnel ID	Name	Group	Company	Status	Recheck In/Out	Valid Check Time	Date	Shift	Check In Time	Check Out Time	Duration Worked	Actions
123454	1 1	1	Test	No Shift	In	2024-11-26 00:00 - 2024-11-26 23:59	2024-11-26	-	2024-11-26 09:00		00:00	<input type="button" value="Eye"/> <input type="button" value="Print"/>
123123	Luna Z	1	Test	Normal	In Out	2024-11-26 08:00 - 2024-11-26 18:00	2024-11-26	Shift	2024-11-26 09:00	2024-11-26 18:00	08:00	<input type="button" value="Eye"/> <input type="button" value="Print"/>

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

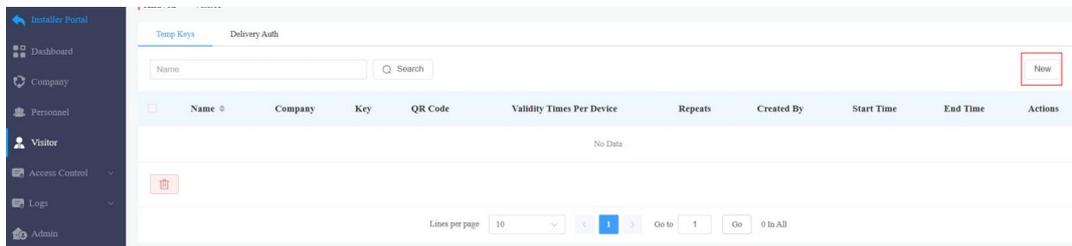
Visitor Management

You can set up access credentials for visitors and delivery personnel.

Access Credentials for Visitors

You can create temporary PIN codes along with QR codes for visitors, set the time when the credentials are valid, and select the door to be opened.

1. On the Visitor module, click **New** on the right.



2. Select the Company and enter the visitor's name.
3. [Optional] Set a unique ID for the visitor.
4. Specify the time within which visitors can open doors by selecting the Repeats mode from Daily, Weekly, and Never. Daily and Weekly means the schedule will repeat every day and week.
5. Set the **Validity Times Per Device** when you select the **Never** Repeats mode.
For example, if you enter 1 and check three door phones, the visitor can use the credential to open doors three times.
In other words, the validity times of credentials = Validity Times Per Device x The number of door phones selected.
6. Enter the visitor's email address in the Delivery Method to receive the temporary key.
7. Check the door(s) to be opened by the visitor.

Akuvox >> Visitor >> New Temp Key

* Company:

* Name:

ID Number:

Repeats:

* Begin Time:

* End Time:

* Validity Times Per Device:

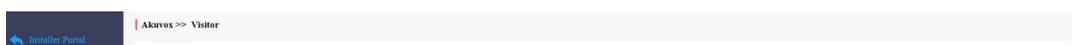
Delivery Method:

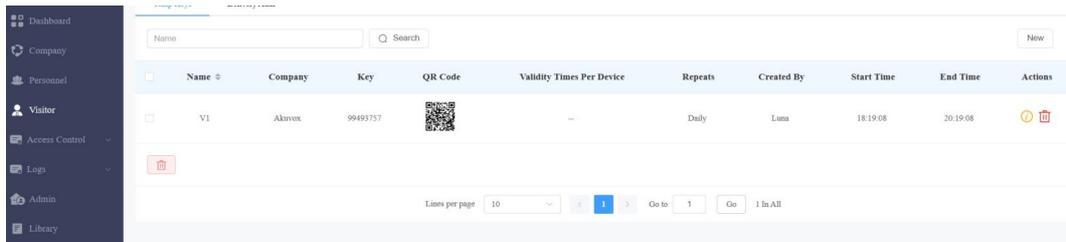
* Door:

Location	Device Name	MAC	Status	Relay
No Data				

8. Click **Submit**.

After creating the temp key, you can check the details of the temp key by clicking and delete it by clicking .





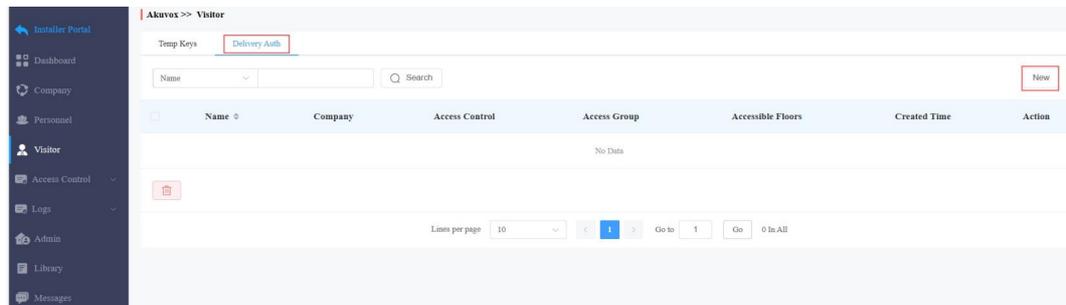
On the temp key's information interface, you can click **View Door Logs** to check the door-opening record.



Access Credentials for Delivery Personnel

You can create PIN codes and RF card credentials for delivery personnel, with which they can access the designated place such as a package room.

1. On the Visitor module, click **Delivery Auth** and click **New** on the right.



2. Select the company and enter the deliveryman's name.
3. Enter the PIN code and/or the RF card code. The PIN code should be within 2 to 8 digits not starting with "9".
4. Set the accessible floors. The deliveryman can take lifts to the specified floors using access control credentials. You can select 10 floors in a building at maximum.
5. Check the **schedule** for when the deliveryman can open the door. You can also click **New** to create a new schedule.

* Company

* Name

PIN

RF Card

Accessible Floors

Please set the accessible floors for specific buildings.

+ Add

* Access Group New

Selected(0):

Name	Door	Repeats	Time Duration
Full Access	All Doors	Daily	00:00:00 - 23:59:00
AK	Door-R29 - Relay1	Daily	16:42:56 - 20:54:59

Submit

6. Click Submit.

After creating the credential, you can modify it by clicking  and delete it by clicking .

Akuvox >> Visitor

Temp Keys Delivery Auth

Name Search New

Name	Company	Access Control	Access Group	Accessible Floors	Created Time	Action
Wang	Akuvox	PIN:3456789 RF Card:34567	AK	--	2024-09-10 09:43:32	 

Muster Report

This part is only for property managers.

The muster report is used during emergencies, such as evacuations, to account for personnel. It tracks who is present during an evacuation and identifies missing people.

Set up a Muster Report

1. Click **Report > Muster Report** on the left column.
2. Click **Muster Report Setting** on the right.

Akuvox >> Report >> Muster Report

Company: All Search Generate Report Reset **Muster Report Setting**

Name	Company	Created Time	Action
No Data			

Lines per page: 10 < 1 > Go to: 1 Go 0 In All

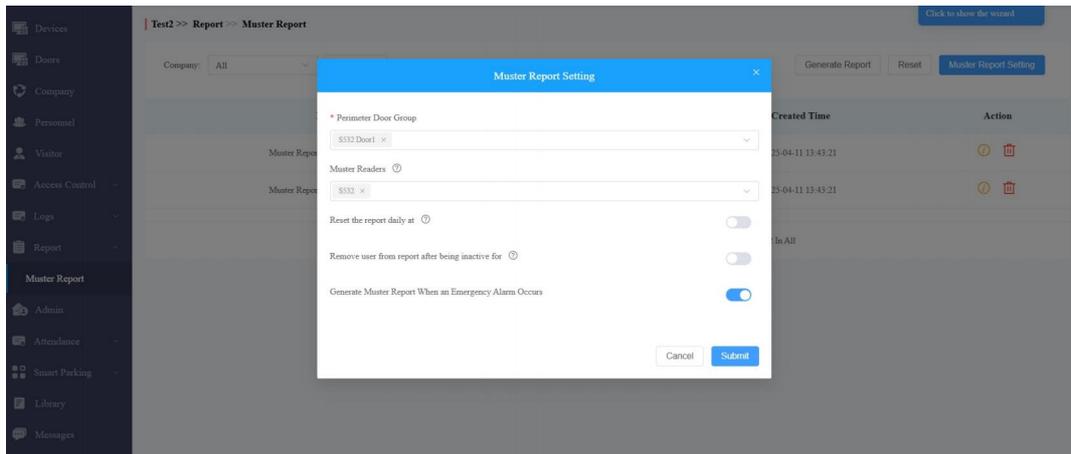
3. Set up the following settings.

- **Perimeter Door Group:** Used to define personnel within the area. You can select up to 20 doors. Options include all available doors within the project. When a person enters through one of these doors using card access or other entry methods but does not exit, they are considered to be still inside the area. Such individuals will be accounted for during the muster check.
- **Muster Readers:** Serve as designated assembly points where personnel check in with their credentials such as swiping cards. You can select up to 5 devices.

The following device models with specific firmware versions or higher support working as muster readers:

- The firmwares of A01-03, A08, A094, X912, X915V2 and R29 are about to release at April 30, 2025.
- The firmwares of R20V5 and E16V2 are about to release in May.

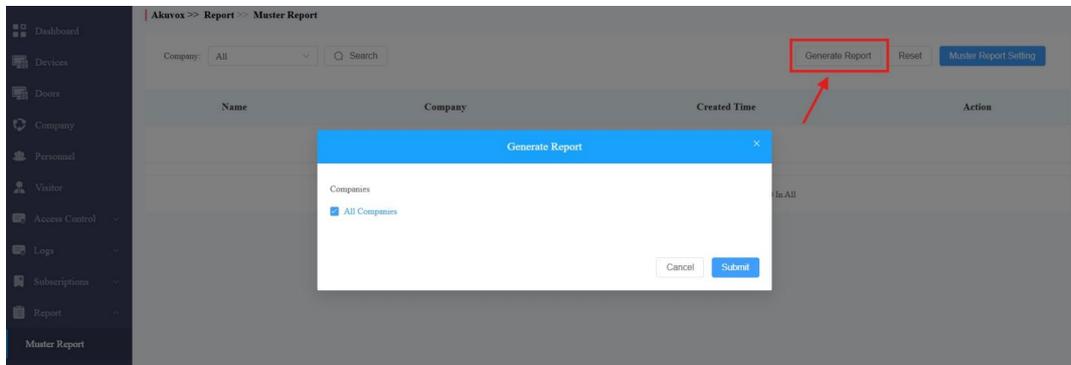
- **Reset the report daily at:** If enabled, the report will be reset at the selected time.
- **Remove user from report after being inactive for:** If enabled, personnel haven't swiped their cards for a set time will be removed from the report.
- **Generate Muster Report When an Emergency Alarm Occurs:** Enabled by default. When the **emergency alarm** happens, the system will generate reports automatically for all companies.



Generate Reports

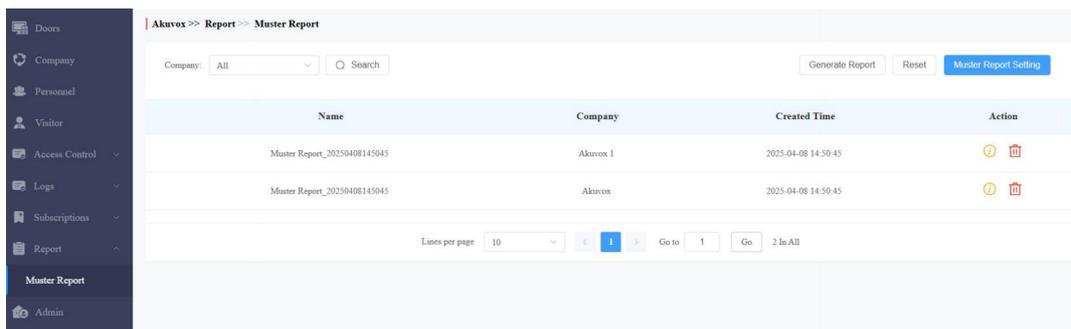
After setting up the muster report, click **Generate Report** and select companies.

Uncheck **All Companies** to select specific companies that use the report.



View Reports

After muster reports are generated, you can click  to view the report details and click  to remove it.



See the description of each item on the Info interface in the chart below.

Name	ID	Company	Status	Last Seen	Action
No Data					

Lines per page: 10 | < 1 > | Go to: 1 | Go | 0 In All

Item Name	Descriptions
Name	The personnel name.
ID	The personnel ID.
Company	The company of the personnel.
Status	<ul style="list-style-type: none"> Safe: The person has checked in on the muster reader. Missing: The person is still in the area and does not check in.
Last Seen	The latest door that the person enters through.
Action	Click  to manually check in for the person.

Smart Parking

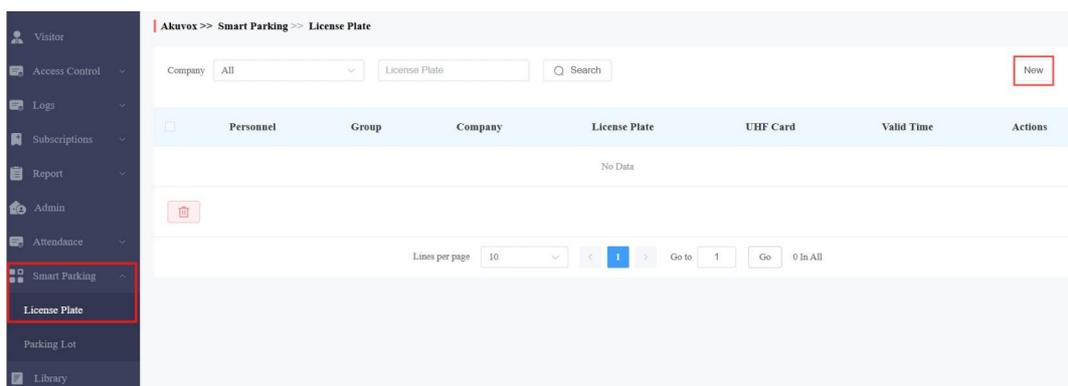
The smart parking module allows you to register license plates or UHF cards for users on the SmartPlus Cloud. Users can drive in/out with doors open automatically.

Furthermore, you can manage parking lots by viewing the number of parked vehicles and their parking duration on the cloud, conveniently tracking what happens.

License Plate Management

- The license plates are identified by third-party LPR cameras for door opening. Click [here](#) to view the detailed configuration.
- The UHF cards are identified by the Akuvox long-range access card reader ACR-CRP12 for door opening. Click [here](#) to view the detailed configuration.

1. Click **New** on the right.



- Select the company, group, and personnel.
- Enter the license plate information.
- Enter the UHF card code if it is used. If you have filled in both the license plate and the UHF card, the cloud will ONLY issue the latter to the door phone.
- Enable/disable **Long-term Vehicle**. It is enabled by default. If disabled, specify when the vehicle can enter or exit the parking lot.

Personnel

Visitor

Access Control

Logs

Report

Admin

Attendance

Smart Parking

License Plate

Parking Lot

Library

Messages

Settings

* Company
Test

* Group
1

* Personnel
11

* License Plate

UHF Card ?

Long-term Vehicle

Submit

Note

You can also add license plate information when [adding or editing personnel](#).

Parking Lot Management

You can set up parking lots and conveniently track the number of parked vehicles and their parking durations.

Click [here](#) to view the configuration steps.

Akuvox >> Smart Parking >> Parking Lot

Name Search New

<input type="checkbox"/>	Name	Parked Vehicles	Door	Actions
<input type="checkbox"/>	AK Parking Lot	0	Entry: R29 - Door1 Exit: X915V2 - Door1	<input type="button"/> <input type="button"/>

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

Subscription

This part is for property managers.

- You can activate and renew SmartPlus services after your installer permits you.
- Currently, the new office projects do not require payment.
- You need to pay for the projects created after June 1, 2025. For these projects, you can pay with **credits** assigned by your installer.

The following services require payment.

- Doors(The first door is free to use. Using more requires payment.)
- Personnel's SmartPlus App accounts with smart intercom and landline services.
- Administrators' SmartPlus App accounts.
- Attendance feature.

Note

If doors expire or are not activated, the SmartPlus services of all doors including the free one will be limited. For example, access methods cannot be issued to the device, and the device cannot report alarms to the cloud.

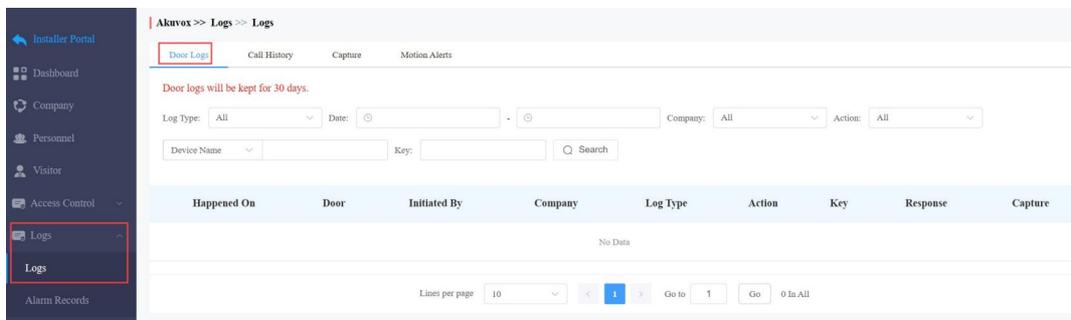
Logs

You can check door logs, call history, images captured, alarm logs, and [door opened timeout](#) logs in the Logs module.

Door Logs

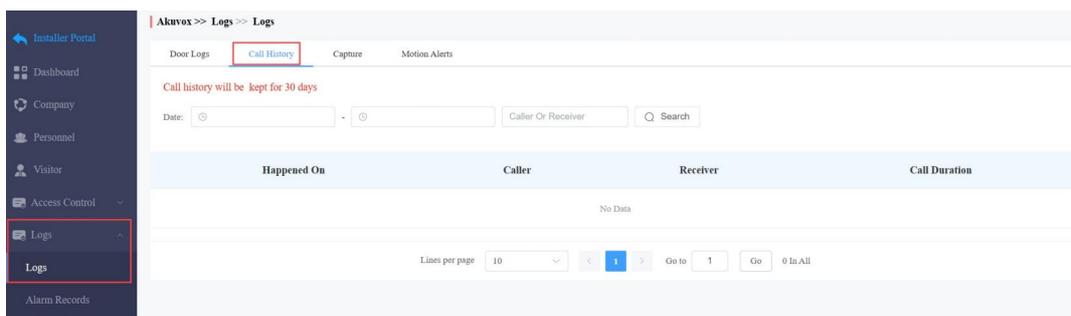
Door logs have 7 types. You can narrow your log check by the specific time range with parameters: **Device Name**, **Initiated by**, **Access Methods**, and **Company** for the targeted search.

- All: Display all door logs;
- Call: Display the SIP/IP-based calls initiated on the door phone, indicating when, where, and to whom the calls are made.
- Door Release: Display when, where, and by whom the door openings are made (be it failure or success).
- Entry: Display the valid door-opening records of entering without disobeying the [area restriction rules](#).
- Exit: Display the valid door-opening records of exit without disobeying the area restriction rules.
- Entry Violation: Display the door-opening records of entering that violate the area restriction rules.
- Exit Violation: Display the door-opening records of exits that violate the area restriction rules.



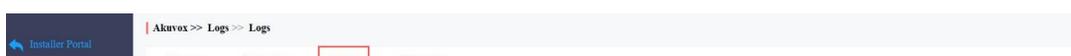
Call Logs

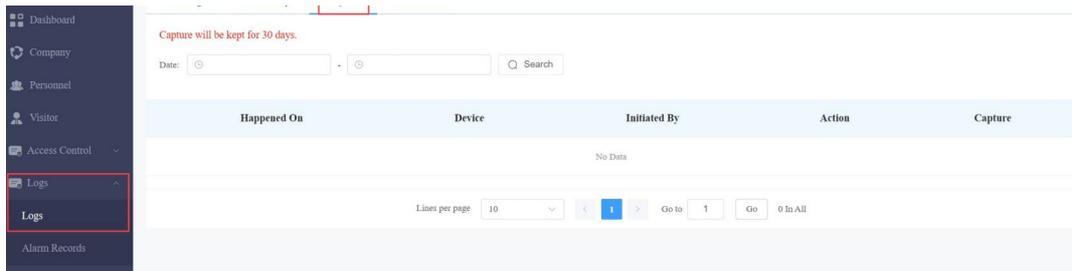
You can check when and by whom the SIP calls are made and received. Moreover, you can set the time range or enter the caller or receiver to check the targeted call information.



Captured Images

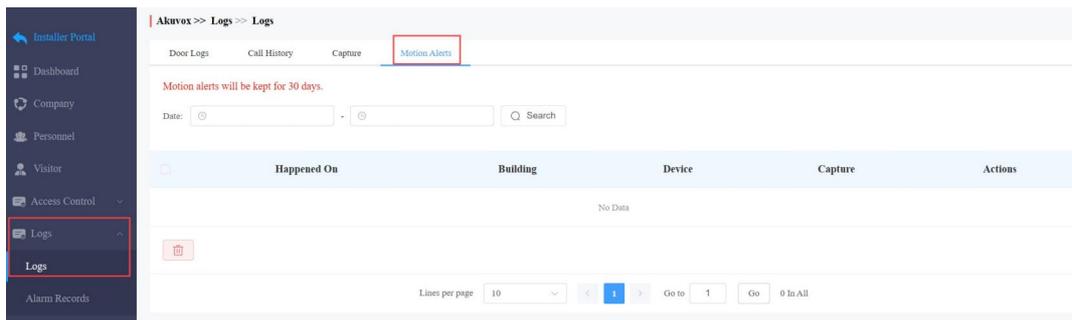
Image capturing is either initiated manually by users or by the property management staff. You can check when, where, how, and by whom the images are captured. You can click the image in the **Capture** column to see a larger picture.





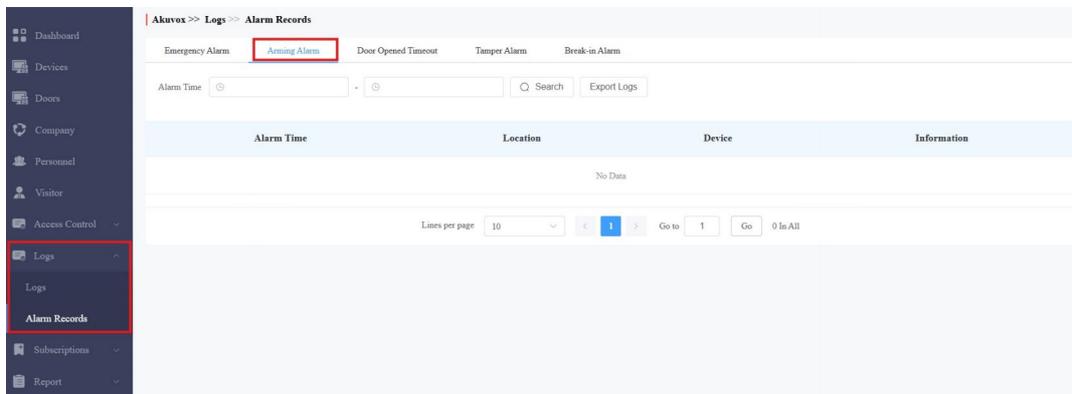
Motion Alerts

Motion alerts allow you to check the captured image of people whose movement has triggered the motion detection in the door phones (door phones with motion detection function).



Arming Alarms

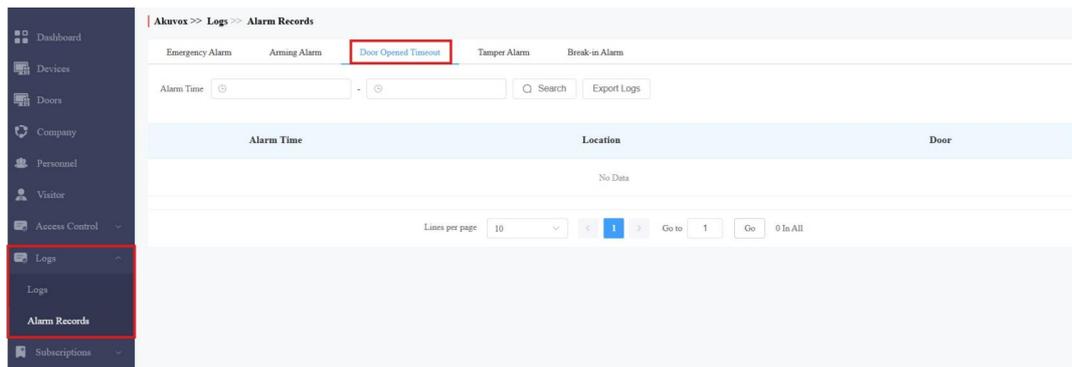
You can check the alarm logs in the sub-module Alarm Records of Logs. Narrow the search by entering a specific time.



Door Opened Timeout Logs

When the door-opening time exceeds a certain limit, the alarm will be triggered and recorded.

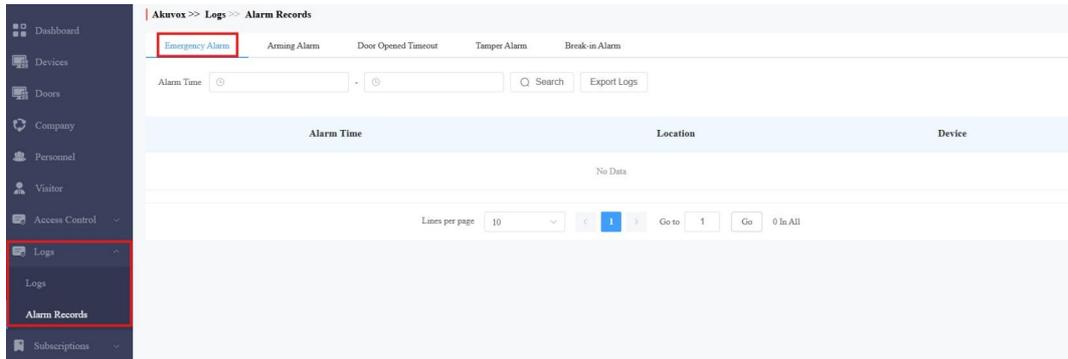
You can check the logs in the sub-module Alarm Records of Logs. Narrow the search by entering a specific time.



Emergency Alarm

With the property manager account, you can check logs of **emergency unlock** in the sub-module Alarm Records of Logs.

Narrow the search by entering a specific time.



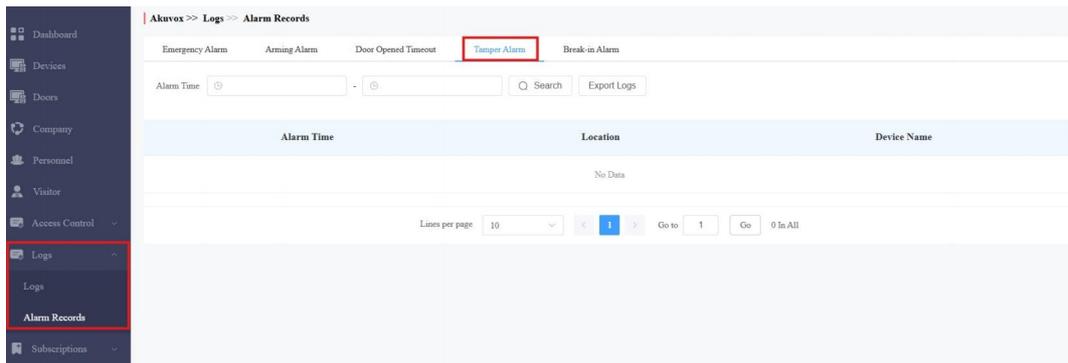
Tamper Alarm

When the device's **tamper alarm** is triggered, the alarm will be recorded on the cloud.

Note

Currently, R28 with the firmware version 228.30.10.213 supports this feature.

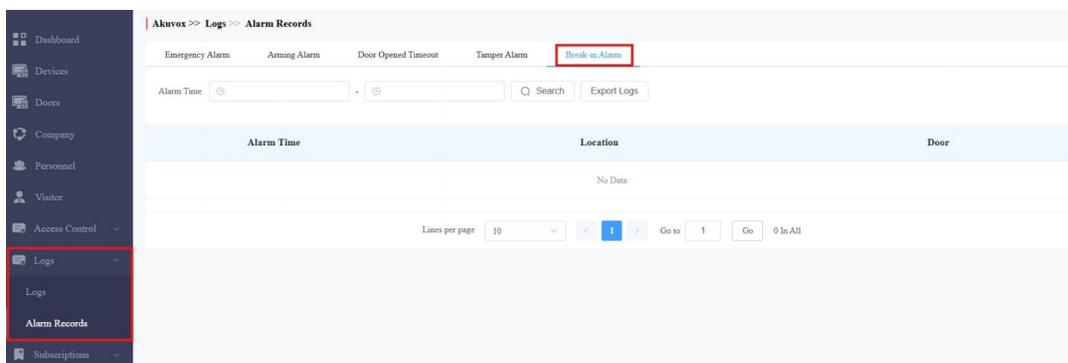
You can check the logs in the sub-module Alarm Records of Logs. Narrow the search by entering a specific time.



Break-in Alarm

When someone forcibly opens doors, the **break-in alarm** will be triggered and recorded on the cloud.

You can check the logs in the sub-module Alarm Records of Logs. Narrow the search by entering a specific time.



Credit Logs

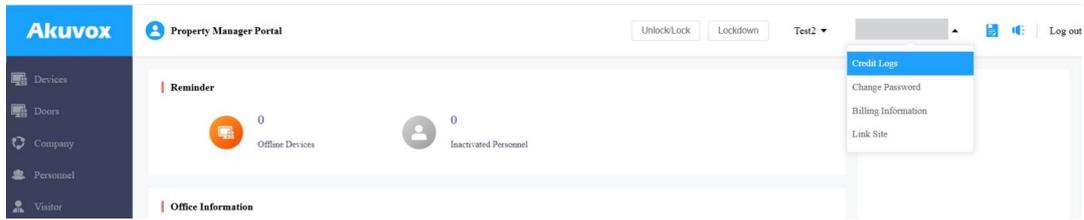
Akuvox supports using credit to activate and renew SmartPlus services. After the your installer purchases and assigns credits to you, you can use them for payment.

You can check the available credits on the credit logs.

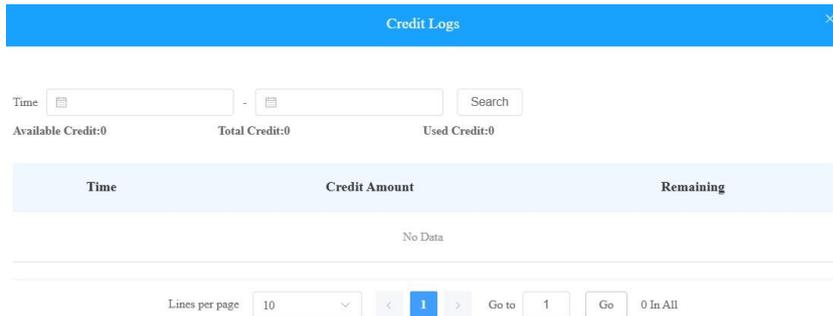
Note

ONLY office projects created after June 1, 2025, support credit payment.

1. Click your account name in the upper right corner and select **Credit Logs**.



2. You can search for the used credits during a specific time, view the available, total, and used credits.

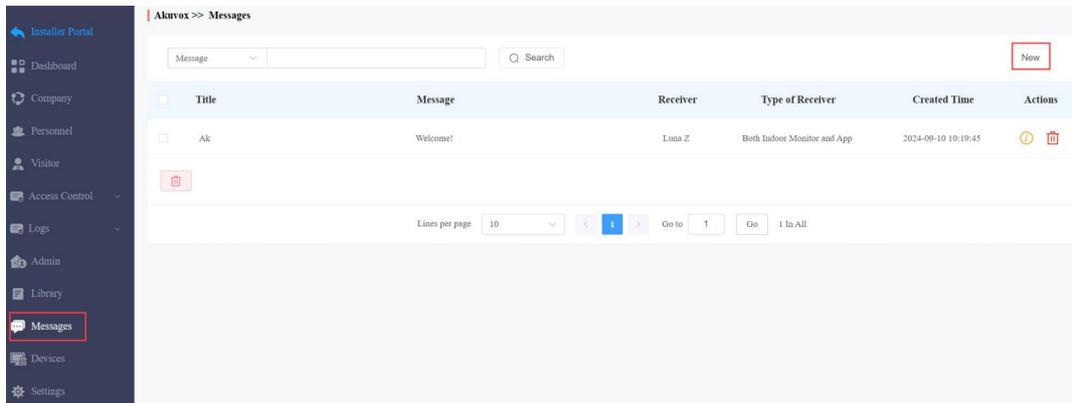


Messages

You can create, send, and check messages.

You can create one-time messages or reusable message templates for your convenience.

1. On the Messages module, click **New** on the right.



2. Enter the message title and content directly to create one-time messages. Select the receiver type.

To create reusable message template(s), you can click **Add a Template** and enter the template name, title, and content.

You can edit or delete the template after creating it.

1

+ Add a Template

*** Title**

*** Content**

Send To

*** Company**

All Companies ×
▼

*** Receiver**

Indoor Monitor
 Personnel App
 Admin App

Send

3. Select the personnel to receive the message.

Inactivated apps will be ignored when sending messages.

<input type="checkbox"/>	ID	Name	App Status	Group	Company
<input type="checkbox"/>	1	Luna Z.	Normal	RD	Akuvox
<input type="checkbox"/>	2	Judy A.	Normal	RD	Akuvox

Lines per page

10

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1

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Go to

1

Go
2 In All

4. Click Submit.

After the message is created, you can click to check the message details and click to remove it.

<input type="checkbox"/>	Title	Message	Receiver	Type of Receiver	Created Time	Actions
<input type="checkbox"/>	Ak	Welcome!	Luna Z.	Both Indoor Monitor and App	2024-09-10 10:19:45	

Lines per page

10

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1

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Go to

1

Go
1 In All

Library

You can check, modify, and delete all types of created PIN codes and RF Cards conveniently at one stop.

On the Library module, click to modify the PIN code or RF card code. Click to remove the code.

Group	All	PIN	Personnel	Group	Company	Created Time	Actions
<input type="checkbox"/>	3456789	Wang	--	Akuvox	2024-09-10 09:43:32	Edit Delete	
<input type="checkbox"/>	2345	Judy A	RD	Akuvox	2024-09-06 16:54:23	Edit Delete	
<input type="checkbox"/>	12345	Luna Z	RD	Akuvox	2024-09-06 16:53:29	Edit Delete	
<input type="checkbox"/>						Delete	

Lines per page: 10 | Page: 1 | Go to: 1 | Go | 3 To All

Settings

Settings include the basic settings (office name, address, permissions, emergency unlock, etc), time settings, and motion detection settings.

Basic Settings

See the description of each item in the below chart.

Akuvox >> Settings

Basic Setting | Time Setting | Motion Setting | Emergency Setting

Office Name:

Office Address:

Allow people to create PIN: On Off

Send email when the device is disconnected: On Off

Send message when SIM card data exceeds the limit: On Off

No.	Item Name	Description
1	Office Name	Name the office.
2	Office Address	Enter the office address.
3	Allow people to create PIN.	Set whether users can create PIN codes on their SmartPlus Apps.
4	Send email when the device is disconnected.	Set whether to receive email notifications when devices are offline.
5	Send message when SIM card data exceeds the limit.	Set whether to receive email notifications when door phones with LTE function exceed the (SIM card) data package limit.

Emergency Unlock

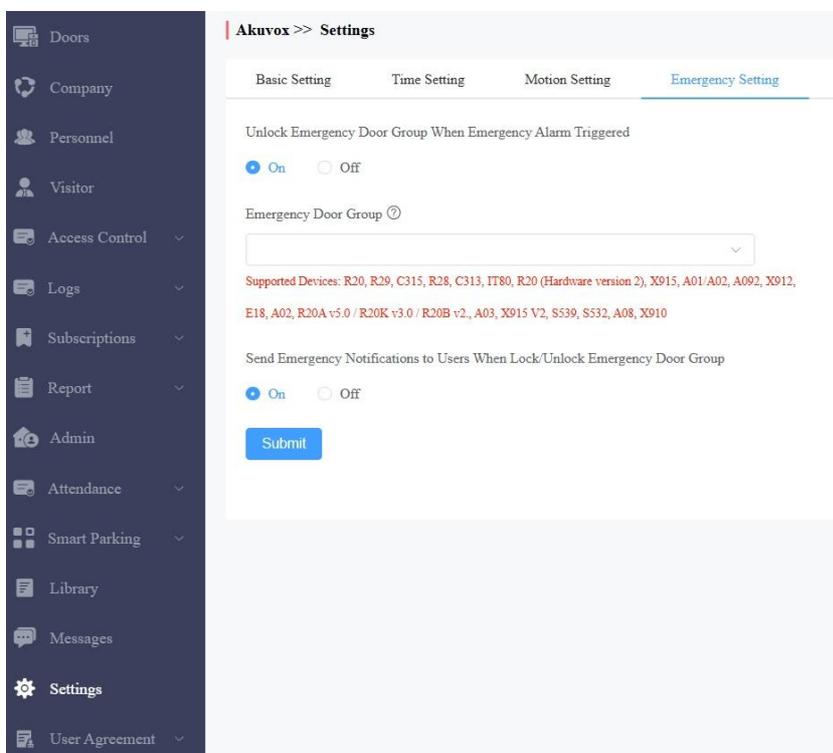
You can make all doors open or close automatically or manually during emergencies. For example, the doors can be opened automatically once an emergency alarm is triggered on any one of the door phones during a fire emergency so

that people can be quickly evacuated to a safer place. Also, you can open all the doors manually.

Note

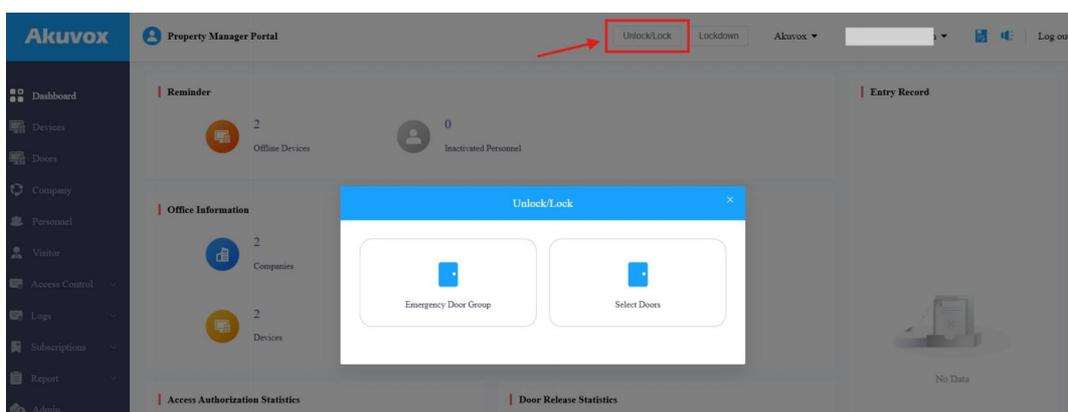
- With the installer accounts, you can only enable/disable the emergency unlock feature but not perform the action.
- With the property manager account, you can click the **Unlock/Lock** button to open or close all doors.
- Click [here](#) to view the models that support this feature and the detailed configuration.

1. Go to **Settings > Emergency Setting**. Select automatic door unlock or manual unlock.
 - Select **On** to open doors automatically when an emergency occurs.
 - Select **Off** to open doors manually on the SmartPlus web portal. You can click **Unlock/Lock** near the top of any interface to open or close the doors manually.
2. **Set Emergency Door Group**. You can select **All Doors** or specific doors to open during emergency.
3. Select whether to send notifications to users' SmartPlus Apps and indoor monitors. When enabled, both devices will sound an alert when the emergency unlock happens.



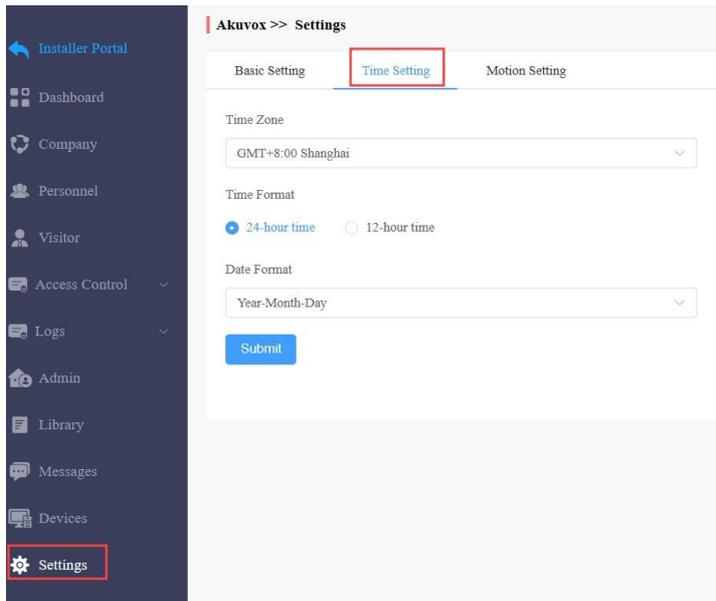
To open or close doors manually, click **Unlock/Lock**.

- **Emergency Door Group**: Open/close doors you select in the emergency door group.
- **Select Doors**: Open/close specific doors.



Time Settings

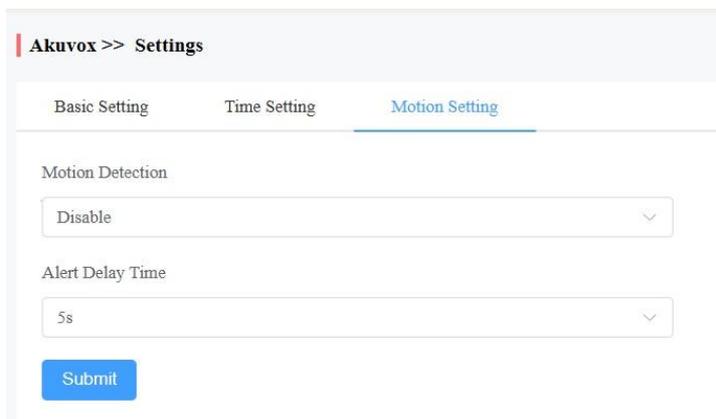
You configure and modify the time setting based on the office's location and time zone.



Motion Detection

You can enable/disable motion detection but also set up the device motion detection type and alert trigger delay.

1. Go to **Settings > Motion Setting**.
2. Set the motion detection:
 - Disable: Turn off the function.
 - IR Detection: When the infrared sensor detects moving objects, alerts will be triggered.
 - Video Detection: When the video camera detects moving objects, alerts will be triggered.
3. Set the Alert Delay Time from 5 to 60 seconds.



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.



