

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.akuvox.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 <u>Akuvox V6.8.1 SmartPlus Property Manager Guide Office</u>.
- 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 <u>Akuvox</u> <u>SmartPlus Installer Portal Guide — Commercial Projects</u>.

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.

Akuvox • Administrator	
Login	*
User Name	
Password	
Login	

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.

Akuvox • Administrator		
Two-Factor Authentication		(Ø)
Click "Obtain Code" to send a verification code to your email (). Please enter the code to continue.		
Obtain Code		
The device has not required dual verification in the next 30 days.	1	
	ili	
Verification		

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

Akuvox	Open A Smart World
	Account Verification Code
Dear	<u>.com,</u>
Your account verifica	ation code is: 197202.
The code will expires	s in 5 minutes.
Best regards,	
The Akuvox Team	
Akuvox Open A Smart World	

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.

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Image: Privacy rights. Our SERVICE takes your personal information yeavy seriously and gives you control over your personal information. We use robust encryption technology to portect your personal data and privacy, and enploy tirty folgibies 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"). Image: Devices A. Who we are Image: Devices The SERVICE is provided and controlled by SART-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 is collected by our SERVICE for the purpose of providing services under applicable laws. Privacy Policy Personal information is collected by our SERVICE for the purpose of providing services under applicable laws. Terms of Service We will ake yot to provide personal information that is necessary to provide the SERVICE to you. If you do not provide us with any or all of these information, we will not process them, however, the SERVICE to you. If you do not provide us with any or all of these information, we will not process them, however, the SERVICE to you.	🗾 Library	 The trian start the mean use velocity, we serves, should apply, porces and available services are services. The micro volicy describe who use most an information we collect should value and disclose your personal information. The details of how we protect your information and your data
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Log Out

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

Akuvox	2 Property Manager Portal		nergency Action AK -	bx.com • 📮 Log out	
- 7	Reminder				Entry Record
Dashboard	Offline Devices	Inactivated Residents	Expiring Residents	Expired Residents	
Apartments	G 0		<mark></mark> 0	2 3 0	
1 Desident					

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	 The module contains: 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	 This module includes: 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.

Akuvox	Property Manager Portal		Emergency Action Text2 -	.com 🔻	B 🌲
		Company			+
Dashboard	Reminder An AKUVOX SmartPlus Offic	e site can be divided into multiple companies, each responsibilities among the administrator	managed separately. This allows you to distribute management rs of these companies.	atry Record	
Devices				E COR	visitor R29
🗘 Company	You can create companies, assign mant create holidays for them.	gement permissions of some door, and			
🏨 Personnel	Add Company Office Int		Company A		12 R29
🙎 Visitor	You can then create an admin account f account can manage the company's per data from other companies.	or the specified company. This admin sonnel and access groups but cannot view	Company B		
📑 Access Control 🚽	Add Admin				visitor R29
🕞 Logs 🗸 🗸		C	space		
🏚 Admin			the set	Fill	Visitor A
📑 Attendance 🛛 🗸			L.e.		
🗾 Library	Access AL				
Messages	Personn				
🔅 Settings	2	• • • • •			
🛃 User Agreement 🗠	1.5	O Don't show this wizard	l again		
	0.5				
	0 PIN RF Card Face	App 0 PIN	RF Card Face Call App		

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.

	Death-ord	Akuvox >> Company			
		Company Name O Searc			New
		Company Name	Number of Personnel	Created Time	Actions
0		Akuvox	New Company ×	2024-09-06 16:46:57	20
			* Company Name Akuvox 1	Go 1 In All	
			You can create companies, assign management permissions of some door, and create holidays for		
			them.		
			Cancel Submit		

- 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			
Akuvox 1			
Assign Doors 💿			
Selected(2): R29-D	loor1 X915V2-Door1		
	Location	Door	Туре
	AK1	R29-Door1	As Public Door As Private Door
	Building A	X915V2-Door1	As Public Door As Private Door
loors ③			
lease set the accessibl	e floors for specific buildings.		
AK1	✓ All Floors ×		
+ Add			
Ioliday ⑦			
	Name		Repeat by Year
		No Data	
Submit			

6. Click Submit to finish the settings.

Akuvox

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.

	Akuvox >> Personnel										
Installer Portal			Personn	nel Gi	roup						
Dashboard	Q Name										
Company	* Akuvox	:	Active	All	~ ID					QS	Search
	* Akuvox								New Person	inel	Import
🚇 Personnel	Design	1									
💂 Visitor	RD	:		ID	Name ‡	Group	Company	Active	Created Time ‡	А	ctions
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F Library											
👜 Messages					Lines per j	page 10	× < 1 >	Go to 1	Go 2 In All		

Add/Edit Groups in a Company

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

- Installer Portal	Akuvox >> Personnel							
Dashboard	Q Name		Personn	el Group				
Company	 Akuvox 	:	Name		Q Search			New Group
• Descent	+ Akuvox	:		Name \$	Company	Personnel Assigned	Created Time \$	Actions
2 Personnei	Design	:						
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🔄 Access Control 🛛 🗸				RD	Akuvox	2	2024-09-06 16:49:24	2 🛍
🛃 Logs 🗸 🗸								

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



Tostaller Portal	Akuvox >> Personnel						
			* Group Name				
Dasnooard	* Akuvox	1	* Company				New Group
Company	+ Akuvox	:	Akuvox		× .		
Personnel	Design	:				Created Time =	Actions
🙎 Visitor	RD	1			Submit	2024-09-06 16:54:54	2 🗇
🛃 Access Control 🚽			RD	Akuvox	2	2024-09-06 16:49:24	2 🖻
🕞 Logs 💦 💡							
de Admin							
📰 Library				Lines per page 10	Go to	1 Go 2 In All	

3. Click Submit.

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

	Akuvox >>> Personnel >>> Edit Group									
Dashboard	Basic Info									
Company	RD RD									
		RU .								
Personnel	Almore									
👷 Visitor										
🛃 Access Control 🛛 🗸	Settings How to display on Directory									
Tom	Do Not Display									
ang Logs	Immune to Anti-nassback									
Admin Admin										
🐔 Library	Accessible Floors									
Messages	Please set the accessible floors for specific buildings.									
Devices	× ×									
	1.111									
Settings	+ 400									
	Access Group			Ner						
	Selected(0):									
	Name	Door	Repeats	Time Duration						
	FullAccess	All Doors	Daily	00:00:00 - 23:59:00						
	Submit									



No.	Settings	Description
1	Group Name	Name the group.
2	Company	Display the company the group belongs to.
3	How to Display on Directory	 Set the directory display. Do Not Display: Neither display the group nor the personnel in it. Display as Group Only: Only display the group name. 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. Note: The following device models with specific firmware versions or higher support this feature: 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.

	Akuvox >> Personnel									
👆 Installer Portal			Persone	-	Group					
Dashboard	Q Name									
Company	* Akuvox	:	Active	All	~ _ ID					Q Search
	* Akuvox	:							New Per	sonnel Import
Personnel	Design									
🤱 Visitor	RD	:		ID	Name ‡	Group	Company	Active	Created Time ≑	Actions
🛃 Access Control 🛛 🗸				2	Judy A	RD	Akuvox	Normal	2024-09-06 16:54:23	۵ 🗓
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🏚 Admin			Ē							
Library										
🗭 Messages						Lines per page 10	✓ C 1	Go to 1	Go 2 In All	

- 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.

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Note

- The license plate is used for <u>Smart Parking</u>.
- 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.

		Access Type
* Company		PIN
×		
* Group		DE Cord
×	New Group	
* First Name		
		Face ID
* Last Name		
* TD		
		+
E1		
Lindi		
Mobile Number		License Plate
11		License Plate
Display in Directory 💿		
SmartPlus Intercom Feature		UHF Card ⑦
Set Valid Time (?)		
Allow User to Create QR Code		Long-term Vehicle
		Submit

4. Click Submit.

Information:

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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	 Set whether to display the personnel's name on the door phone's contacts list. Note: 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.
	SmortDlue Intercom	
9	Feature	If enabled, the user is allowed to use the SmartPlus App.
10	Call Type	 When the SmartPlus Intercom Feature is enabled, set the Call Type. 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.



AKUVOX	Property Manager Portal					Sector	× 1		Akuvo	x Luna 🕶		Log out
	Akuvox >> Personnel					Ітроп						
Tostaller Portal			Des		Im	port Personnel						
Dashboard	Q Name				Download Import T	emplate	_					
🗘 Company	* Akavox	:	A		Im	port Face Data					Q Searc	ch
	 Akuvox 	:					_			New Personnel	Impo	ət
E. Personnel	Design	:										
S. Visitor	RD	1		ID	Name 🤤	Group	Company	Active	Created Time 🌩		Actions	5
🗟 Access Control 🚽 🗸					Judy A	RD	Akuvox	Normal	2024-09-06 16:54:23		• [Ĩ
🛃 Logs —					Luna Z	RD	Akuvox	Normal	2024-09-06 16:53:29		•	Ì

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.

А	В	С	D	E		F	G	Н	1
Company	Group	FirstName	LastName	ID	Email		MobileNumber	TelephoneCallingCode	Smartplus Intercom Feature
I	K	1		м			N	0	
CallType	RF Card	PIN	License	Plate		UHF Ca	ard A	ccess Group ID	

Akuvox Open A Smart World

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.



Dashboard				_						
Company	* Akuvox	:	Active	All	~ ID					Q Search
	* Akuvox	1							N	w Personnel Import
Personnel	Design	:								
🤱 Visitor	RD	:		ID	Name ‡	Group	Company	Active	Created Time ‡	Actions
🛃 Access Control 🗸 🗸				2	Judy A	RD	Alcuvex	Normal	2024-09-06 16:54:23	1
🛃 Logs 🛛 🗸				1	Luna Z	RD	Akuvox	Normal	2024-09-06 16:53:29	۲
😥 Admin										
Library										

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

Information			
Name		Judy A	
ID		2	
Company		Akuvox	
Group		RD	
Email			
Mobile Number			
Display in Directory		Off	
SmartPlus Intercom Feature		On	
Call Type		SmartPlus and indoor monitors/guard phones	
Valid Time			
Access Type			
PIN RF Card Face ID			
			New
PIN	Created By	Created Time	Action
96788	Property Manager	2024-09-06 16:54:23	∠ 前

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.

- Installer Bostal	Akuvox >> Adı	min			
Dashboard	Name		Q Search		New
Company		Name	Email	Company	Action
Visitor		Lily L	bom	Akuvox	2 🔟
🛃 Access Control 🗸	Ē				
🛃 Logs 🗸 🗸			Lines per page 10 ~ <	1 > Go to 1 Go 1 In All	
Admin					
Library					

See the descriptions of each item in the chart below.

Akuvox

	Devices		Test2 >>> Admin >>> New	
	Doors		Role	
¢	Company		Company Administrator	\sim
2	Personnel		* Company ③	
				~
_			* Group	
=	Access Control	~		~
e;		~	* First Name	
ij		~		
1 0	Admin		- Last Name	
R		~	* Email	
	Smart Parking	~		
	Library		Mobile Number	
P	Messages		Admin APP Service	
₽			Submit	
2	User Agreement	~		

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. 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.



🔦 Installer Portal					
Dashboard	Name		Q Search		New
Company	0	Name	Email	Company	Action
Rersonnel		Lily L	com	Akavox	2 1
Access Control V					
🛃 Logs 🗸 🗸			Lines per page 10 🗸 <	1 > Go to 1 Go 1 In All	
Admin					

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.

A Travellar Dented	Test2 >> Devices												
Installer Portai	+ Add Building	Devices	Third Party	Device									
Dashboard	Test2									Г	_		
📑 Devices	1012	Status	A11	∨ Type All	~ M	AC 🗸			Q Search		New	Impo	лt
Company	• Public Area												
n Personnel	Test Building		MAC	Device Name ‡	Location	Device Type	SIP	Door Sensor	Status	Created Time ‡	А	Actions	
🔔 Visitor		00	11050073D9	R29	Test Building		5926100302		٠	2024-11-21 10:40:33		¢	Ū
🕞 Access Control 🗸 🗸		Ū											
🖬 Logs 🗸 🗸				Line	es per page 10			io to 1	Go 1 In All				
🏠 Admin													
🛃 Attendance 🗸 🗸													
🖬 Library													
🗭 Messages													
₿ Settings													
🛃 User Agreement 🗸 🗸													

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

	Door Control
Add Device	* Controlled Relay
Device Type	RelayA
Multi-tenants Doorphone	Entry Reader ⑦ Internal Reader × V
* MAC	
Network Group	Access Memoa SmartPlus Homepage SmartPlus Talking page PIN Face RF Card Bluetooth NFC LPR Camera
Network 1 Device Name	 Exit Reader
	· · · · · · · · · · · · · · · · · · ·
Allow users to monitor this device	Exit Button ③
Door 1	
Door Name	Door Status 🕥
Doort	
DTMF Code	× Add Door
	Cancel Submit



т. Olion Oubitile to заме the зетенуз.

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

oot ap.		
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	 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	 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	 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.

		Available when Internal Reader is selected as the Entry Reader or the Exit Reader.
		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.
		The following models with specific firmware versions or higher support this feature:
6	Access Method	 \$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: 25.30.10.22 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
		Note: If the SmartPlus Homepage or SmartPlus Talking page is not checked, the corresponding icons will not appear on the app home page.
7	RS485_Address	Available when RS485 is selected as the Entry Reader/Exit Reader . Select the RS485 address ranging from 0 to 127.
8	Exit Button	Input A ~ D: Select it when the input is connected to an exit button. Users can press it to open the door.
9	Door Status	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.
10	Add Door	Add doors when the device is connected to more than one lock.

To add	an indoor monito	or/guard phone, 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	Companies	 Available when the device type is guard phone. 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. Note: The supported firmware version for R49 guard phone is about to release at Apr.30, 2025.
3	Belongs To	 You can link the device to a specific personnel. 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	This option is for indoor monitors. Turn on or off the device's built-in relay and name the relay.



AUU DEVICES III A DALCII

- 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.

Akuvox	Property Manager Portal		Test2 Luna 🕶 🛃 Log out
· Toronthin Doront	Test2 >> Devices		
nisuner Portu	+ Add Building	Import	
Dashboard	Test2	Download Import Template	
Devices		Q. Search	New Import
🗘 Company	Public Area		1
🔹 Personnel	 Test Building 	MAC Device Name C Location Device Type SIP Door Sensor Status	Created Time 💠 🔹 Actions
		No Data	
Visitor			
📰 Access Control 🛛 🗸			
🔜 Logs 🗠 🗠		Lines per page 10 🗸 < 1 3 Go to 1 Go 0 In All	
🏚 Admin			

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

	A	В	С	D	Е	F	G	Н	I.			
1	Building	Device	Device	Device Name, Device Type, MAC:								
3			Values of device type are as below: 0 = Multi-tenants Doorphone 1 = Single-tenant Doorphone									
4												
5			2 = Indoor Monitor 3 = Guard Phone 50 = Access Control									
7												
8			Multipl	e devices ser	parate by s	semicolon(·)						
9			marcipi	e devices se	sarace by .	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,						
11			eg. Front I	ndoor, 2, A410)3FFFFFF:Ga	arage, 1, A410	02FFFFFF					
12												

Edit/Delete Devices

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

	Test2 >> Devices											
nstaller Portal	+ Add Building	Devices Third Par	ty Device									
Dashboard	Test)											
Devices	1666	Status All	V Type All	×) [)	4AC ~			Q Search		New	Imp	ort
Company	Public Area											
	Test Building	MAC	Device Name ‡	Location	Device Type	SIP	Door Sensor	Status	Created Time ‡		Action	s
Personnel		0C11050073D9	R29	Test Building		5926100302		•	2024-11-21 10:40:33	(i)	ß	ជា
💂 Visitor										Ŭ		-
🛃 Access Control 🛛 🗸		1										
🛃 Logs 🗸 🗸												
Admin			Lin	es per page 10		1 > (3o to 1	Go 1 In All				

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 abnormaly.

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.

Akuvox Open A Smart World

Basic Setting Door AutoP System	Exit Reader	
Door 1	Exit Button 💿	
* Door Name	InputB	~
Door1	Door Status ③	
DTMF Code	InputA	
Door Control	Hold Open During Scheduled Time	
* Controlled Relay	Alarm Setting	
Relay A 🗸	Door Held Open Alarm 🛛 🛞	
Entry Reader ⑦	Break-in Alarm 💿	
Internal Reader × ·	Add Door	
Access Method		
SmartPlus Homepage SmartPlus Talking page PIN SFace RF Card Bluetooth NFC ILPR Camera	Submit	Back>>

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.

Basic Setting	Door	AutoP	System	
AutoP Command				
				li li
One Time Autor	5			
Submit				Back>>

• 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**.

Basic Setting	Door	AutoP	System	
Connection Type				
TCP				~
Reboot				
Reboot				
Reset				
Reset				
Remote Control				
Remote Control				
Cubmit				Back>>





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.

Action

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.
- A: 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.

		Akuvox >> Doors								
Ţ,		Location All	Active All	V Door N	fame 🗸		Q Search			
-	Doors	Door Name ‡	Device Name	Lockdown	Device MAC	Location	Active	Created Time ‡	Expiration Time $\ensuremath{\hat{z}}$	Action
ф 8		Door1 Free	X915V2	â	0C11052488F0	Building A		2025-04-07 11:25:19		Ø
*		Door1	R29	6	0C110518CC4D	AK1	Normal	2025-04-07 11:26:51	**	Ø
-				Lines per page	10 ~	< 1 >	Go to 1	Go 2 In All		
						_				

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.



Νοτε

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.

Akuvox	Property Manager Portal		Unlock/Lock	Akawex 👻 🔹 🔛 📢 🗌 Log out
Dashboard	Reminder			Entry Record
Devices	a ²	9 °		
Doors	Offline Devices	Inactivated Personnel		
Company		Lockdown		
👛 Personnel	Office Information			
R Visitor		Doors under lockdown: 0 / 2		
🛃 Access Control 🔗	Companys			
🛤 Logi 💎	2	All Doors Lockdow	vn On Lockdown Off	
関 Subscriptions 🗸	Devices			Call Control of Contro
💼 Report 🛛 🖓				No Data
domin Admin	Access Authorization Statistics	Door Release Statist	les	
🕞 Attendance 🗸 🗸	Personnel Visitor	Today 30 D	ays	
Smart Parking v	1.5	0.8		
Library		0.6		
	0.5	0.2		

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.

Dashboard	Akuvox >> Doors								
Devices	Location All	V Active All	 ✓ Door 	Name ~		Q Search			
Doors	Door Name ‡	Device Name	Lockdown	Device MAC	Location	Active	Created Time ‡	Expiration Time ‡	Action
Company	Door1 Free	X915V2	â		Building A	~	2025-04-08 11:03:36		
2 Visitor	Door1	R29	6		AK1	Normal	2025-04-08 11:03:56	-	Ø
🛃 Access Control 🗸			Lines per pag	e 10 ~	< 1 >	Go to 1	Go 2 In All		
🛃 Logs 🗸 🗸									

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

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

Test2 >> Doors >> Info		
Basic Information		Lockdown On
Door Name	Doorl	
Device Name	8532	
MAC		
Location	Test Building 1	
Active	Normal	
Expiration Time		
Last Connection	2025-04-10 15:48:48	

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.



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

A	Test2 >> Access Control >> Access Group						
Dashboard	Name Q Search						New
Devices	Access Group ID	Name	Group	Door	Repeats	Time Duration	Actions
Company	367	Full Access	0	All Doors	Daily	00:00:00 - 23:59:59	۲
2 Personnel	508	1	0		Daily	11:35:14 - 23:35:59	o 💼
💂 Visitor							
🛃 Access Control 🛛 🔿		Lines pe	r page 10	< 1 > 0	Go to 1 Go 2 In All		
Access Group							
Holiday							
A The sector form							

- 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.

Test2 >> Access Control >>	Access Group >> New Access Group				
* Company					
Test		~			
* Name					
Repeats					
Daily		\sim			
* Schedule					
6	to	(+)			
* Door					
Location	Device Name		MAC	Status	Relay
Test Building	R29		0C11050073D9	•	Relay1
Submit					

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.

all was a second	Test2 >> Access Control >> Access Group						
installer Portai							
Dashboard	Name Q Search						New
Devices	Access Group ID	Name	Group	Door	Repeats	Time Duration	Actions
Company	367	Full Access	0	All Doors	Daily	00:00:00 - 23:59:59	۲
a Personnel	508	1	0		Daily	11:35:14 - 23:35:59	
💂 Visitor							
🛃 Access Control 🛛 🥎		Lines p	er page 10 V	< 1 ×	Go to 1 Go 2 In All		
Access Group							
Holiday							
Area Restrictions							

- 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.

Installer Portal	Akuvox >> Access Contr	rol >> Access Group =	>> Info	
Dashboard	Basic Information			
Company	Access Group Name	Ak		
	Repeats	Daily		
2 Personnel	Time Duration	16:42:56 - 2	0:54:59	
💂 Visitor	Door	Door-R29 -	Relay1	
	Group			
Access Control	Add Group R	emove Group		
Access Group	All Companies	 Group Nam 	Q Search	
Holiday		Group	Company	Action
Area Restrictions	0 1	Design	Akuvox	2
🖬 Logs 🗸 🗸		RD	Akuvox	۲
Admin	÷			

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.

linstaller Portal	Akuvox >> Acce	ss Control >> Holiday			
Dashboard	Name	Q Search			New
🗘 Company		Name ‡	Company	Repeat by Year	Actions
🏩 Personnel		Spring Festival	Akuvox	On	2 🖻
2 Visitor	Ī				
Recess Control					
Access Group			Lines per page 10 \checkmark 1 $>$	Go to 1 Go 1 In All	
Holiday					
Area Restrictions					

- 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.



a Installer Portal					
Dashboard	* Company				
Company	* Holiday Name				
🏨 Personnel					
2 Visitor	Working Hours 💿				
Control 🗠	Repeat by Year				
Access Group	Year				
Holiday	iii 2024				
Area Restrictions	Jan Feb		Mar	Apr	May
🕞 Logs 🗸 🗸	Sun Mon Tue Wed Thu Fri Sat Sun Mon Tue Wed	.hu Fri Sat S	Sun Mon Tue Wed Thu Fri Sat	Sun Mon Tue Wed Thu Fri Sat	Sun Mon Tue Wed Thu Fri Sat
10 Admin	31 01 02 03 04 05 06 28 29 30 31	51 02 03	25 26 27 28 29 01 02	31 01 02 03 04 05 06	28 29 30 01 02 03 04
🛃 Library	07 08 09 10 11 12 13 04 05 06 07	J8 09 10	03 04 05 06 07 08 09	07 08 09 10 11 12 13	05 06 07 08 09 10 11
🗭 Messages	21 22 23 24 25 26 27 18 19 20 21	22 23 24	17 18 19 20 21 22 23	21 22 23 24 25 26 27	19 20 21 22 23 24 25
Devices	28 29 30 31 01 02 03 25 26 27 28	29 01 02	24 25 26 27 28 29 30	28 29 30 01 02 03 04	26 27 28 29 30 31 01
🔅 Settings			31 01 02 03 04 05 06		
	Jun Jul		Aug	Sep	Oct
	Sun Mon Tue Wed Thu Fri Sat Sun Mon Tue Wed	'hu Fri Sat S	Sun Mon Tue Wed Thu Fri Sat	Sun Mon Tue Wed Thu Fri Sat	Sun Mon Tue Wed Thu Fri Sat
	26 27 28 29 30 31 01 30 01 02 03	04 05 06	28 29 30 31 01 02 03	01 02 03 04 05 06 07	29 30 01 02 03 04 05
	02 03 04 05 06 07 08 07 08 09 10	11 12 13	04 05 06 07 08 09 10	08 09 10 11 12 13 14	06 07 08 09 10 11 12

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.

A Transalling Dented	Akuvox >>	Akayoz >> Access Control >> Area Restrictions					
Instance Portai							
Dashboard						New	
🗘 Company		Name	Anti-passback	Current Occupancy 💿	Blocked People	Actions	
🏨 Personnel	<u>g</u>	B1	Disabled	0	0	2 🛍	
🙎 Visitor	777						
Access Control							
Access Group			L	nes per page 10 \checkmark < 1 \Rightarrow Go to 1 Go	1 In All		
Holiday							
Area Restrictions							

- 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.



NOLE

- 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.

a. Set the time when the anti-passback feature is effective.

b. 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.

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

	Akuvox >> Access Control >> Area Restrictions >> New	
Instance Portai		
Dashboard	* Area Name	
Company	* Entry Doors	
a Personnel	· · · · · · · · · · · · · · · · · · ·	
👷 Visitor	* Exit Doors	
🛃 Access Control 🛛 🔿	· · · · · · · · · · · · · · · · · · ·	
Access Group	Anti-passback	C
Holiday	Always	
Area Restrictions	When Re-entry or Re-exit ①	
📑 Logs 🗸 🗸	Deny Access Log violations only	
👍 Admin	User Timeout ③	
🖬 T ibrary	1 hour	
Elotary	Submit	
💭 Messages		

7. 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.

Akuvox	Property Manager Portal			Test2 Luna 🕶 🛃 Log	g out
 Installer Portal Dashboard 	Test2 >> Attendance >> Attendance Point Company: All ∨ Name	Q Search		New	
Devices	Name	Company	Door	Action	
 Personnel Visitor 		- 10 Jan			
Access Control ~		Lines per page 10 \vee (1 \rightarrow G	to 1 Go 0 In All		
Attendance					
Attendance Point					
Leave Management					

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

* Company	
Test	\sim
* Attendance Point Name	
Attendance Point	
* Door	
R29 - Relay1	~

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.



🙇 Personnel	Test2 >> Attendance >> Timetable				
💂 Visitor	Company: All	Name	Q Search		New
🛃 Access Control 🛛 🗸					
🛃 Logs 🗸 🗸	Name	Company	Work Time	Valid Check Time	Action
🙆 Admin			No Data		
Attendance					
Attendance Report		Lines per page	10 ~ < 1 > Go	to 1 Go 0 In All	
Attendance Point					
Timetable					
Leave Management					
Leave Type					
Shift					
Shift Schedule					

- 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.

* Company	
* Timetable Name	
Template Type ⑦	
Fixed	
Schedule 1 ⑦	
* Start Work Time	
© 09:00	
* End Work Time	
© 18:00	
* Valid Check Time ⑦	
© 08:00 - © ·	18:00
Auto Deduct Break Time	
+ Add Schedule	
Allow Late Arrival(Minutes) ⑦	
0	
Allow Early Out(Minutes) ⑦	



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.				
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.					

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.

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.				

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.

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.

Akuvox	Property Manager Portal				Test2 Luna 🕶 🛃 Log out
En Devices	Test2 >>> Attendance >>> Shift				
Company	Company: All ~ S	hift	Q Search		New
A Personnel	Shift	Number of Cycle	Repeats	Company	Actions
🛣 Visitor			No Data		
🛃 Logs 🗸 🗸					
Admin		Lines per page 10	✓ < 1 > Go to 1	Go 0 In All	
Attendance Report					
Attendance Point					
Timetable Leave Management					
Leave Type					
Shift Schedule					88

- 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 >> 5	Shift >> New			
* Company				
Test				
* Shift Name				
1				
Timetable ②				
Name	Q Search		Repeats Daily	V Number of Cycle 1
Name	Work Time	Valid Check Time	Cycle	Time
Timetable 1	09:00 ~ 18:00	08:00 ~ 18:00	1	Timetable 1
			»>	
Lines per page 10	Ý < 1 >	Go to 1 Go 1 In All		

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
🏨 Personnel	Test2 >>> Attendance >>> Shift Sci	nedule					
2 Visitor	Company All	Search					New
🖃 Access Control 🛛 🗸							
🛃 Logs 🗸 🗸	Personnel ID	Personnel	Group	Company	Shift	Valid Time	Action
🏚 Admin			No Data				
Attendance							
Attendance Report		Lines ner nage	10	Go to 1 Go	0 In A11		
Attendance Point		nume for falls			0 mm		
Timetable							
Leave Management							
Leave Type							
Shift							
Shift Schedule							
🗾 Library							

- 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				
Test				
Туре 🕲				
Normal				
* Personnel				
Alternative	Selected (1)			
Alternative	Selected (1)	Name	Group	Action
Alternative	Selected (1) ID 123123	Name Luna Z	Group	Action

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

1		~
Valid Time ⑦		
(iii)		

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

Company	All	✓ Q Search					New
	Personnel ID	Personnel	Group	Company	Shift	Valid Time	Action
	123123	Luna Z	1	Test	1	2024-11-26 - 2024-11-29	2 🖻
莭							

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.

Akuvox	2 Property Manager Por	rtal			Test2 Luna 🕶 🛃 Log out
-	Test2 >> Attendance >> L	eave Type			i
Company	Company All	Leave Type	Q Search		New
🎩 Personnel	0	Leave Type		Company	Actions
X Visitor	Π.	Others		All Companies	-
Access Control	0	Business		All Companies	-
de Admin	0	Funeral Leave		All Companies	
🛃 Attendance 🗠	0	Annual Leave		All Companies	
Attendance Report	8	Child Care Leave		All Companies	
Attendance Point		Maternity Leave		All Companies	
Leave Management		Paternity Leave		All Companies	
Leave Type	0	Sick Leave		All Companies	
Shift		Casual Leave		All Companies	-
Shift Schedule					88

2. Select the company and name the leave type.

New Leave Type



Company	
	~
Leave Type	

Manage Leaves

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

1. Click New on the right.

Akuvox	Property Manager Portal	Test2	Luna 👻 🛃 Log out
Devices	Test2≫ Attendance ≫ Leave Management Leave Type All ∨ Company All		New
Company Personnel Visitor	Personnel ID Name Group Company Start Time End Time Leave Type	Remarks	Actions
🖙 Access Control 🗸	No Data		
Admin Attendance	Lines per page 10 \checkmark C 1 \Rightarrow Go to 1 Go 0 In All		
Attendance Report Attendance Point			
Leave Management			
Shift			

- 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	Selected (0)		
Q Name	ID	Name	Group
· 1		No Data	
* Leave Type			
Casual Leave	~		
* Start Time			
④ 2024-11-26 08:00			
* End Time			
④ 2024-11-26 23:59			
Remarks			
	0/255		

Akuvox

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.

Akuvox	8 P	roperty Manager Po	rtal									Test2	Luna 👻	E L	.og ou
Devices	Test2	>> Attendance >> .	Attendance F	leport											
Company	Ac	tions	thly Report		Apply	Date 🔲 2024-1	1-26	Company All	∨ Sr	atus All		 ✓ Q Search 	Refresh	Export	
		Personnel ID ‡	Name	Group	Company	Status	Recheck In/Out	Valid Check Time	Date	Shift	Check In Time	Check Out Time	Duration Worked	I Acti	ions
🛃 Access Control 🛛 🗸	ũ	123454	11	1	Test	No Shift	-	2024-11-26 00:00 - 2024-11-26 23:59	2024-11-26	-			00:00	۲	
🖬 Logs 🗸 🗸		123123	Luna Z	1	Test	Absent	100	2024-11-26 08:00 - 2024-11-26 18:00	2024-11-26	Shift			00:00	۲	
🛃 Attendance 🛛 🔿						Lines per pa	ge 10 ~	< 1 > Go to 1	Go	2 In All					
Attendance Report															

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



Da	ily Report Mon	thly Report		Date							
				2024-11-26	- 🖾 2024-11-26					-	
				* Fields To Export			Status All		V Q Searc	h Refresh	Export
				Personnel ID						1	
	Personnel ID ‡	Name	Group	Name			Shift	Check In Time	Check Out Time	Duration Worked	Action
				Group							
	123454	11	1	Company			-26			00:00	0
				Date							
		Luna Z	1	Status			-26 Shift			00:00	0
				Leave Type							
				Shift			2 In All				
				Check In Time							
				Check Out Time							
				Start Work Time							
				End Work Time							
				Attendance							
				Duration Worked							
				Zate							
				Over Time							
				Leave Early							
				Ask For Leave							
				Aosent							
						Cancel Export					

	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	 Click to view the monthly report in a graphical form. Click to perform attendance correction.

Akuvox Open A Smart World

	montiny
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 $\stackrel{\text{\tiny{lick}}}{=}$ of the target log.

	Test2	>> Attendance >> .	Attendance F	Report										
	Dai	ly Report Mor	thly Report											
	Rec	theck In Out			Annhy	Date 7024-11	-26	Company All	~ 8	atus All		V O Sean	ch Refresh	Export
					1994									Caport
		Personnel ID ‡	Name	Group	Company	Status	Recheck In/Out	Valid Check Time	Date	Shift	Check In Time	Check Out Time	Duration Worked	Actions
~		123454	11	1	Test	No Shift	-	2024-11-26 00:00 - 2024-11-26 23:59	2024-11-26	-			00:00	۵ 🖬
		123123	Luna Z	1	Test	Absent	-	2024-11-26 08:00 - 2024-11-26 18:00	2024-11-26	Shift			00:00	
	_													
						Lines per page	10 ~	$\langle 1 \rangle$ Go to 1	Go	2 In All				
at														

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

Recheck	in/Out ×
Recheck In	
Recheck Out	
	Cancel

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



Visitor Management

Akuvox

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.

	Temp Keys Deliv	ery Auth								
Company	Name		C	Search						New
🏩 Personnel	Name ‡	Company	Key	QR Code	Validity Times Per Device	Repeats	Created By	Start Time	End Time	Actions
🤱 Visitor					No Data					
🛃 Access Control 🛛 🗸	1									
🛃 Logs 🗸 🗸										
de Admin				Lines per paş	re 10 ~ < 1 >	Go to 1	Go 0 In All			

- 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.

🧄 Installer Portal	Akuvox >> Visitor >> New Temp Key				
Dashboard	* Company				
Company	* Name				
🏩 Personnel					
💂 Visitor	ID Number				
📑 Access Control 🗸					
🛃 Logs 🗸 🗸	Repeats				
🏚 Admin	* Begin Time				
Library	© 2024-09-09 18:02:17				
🗭 Messages	* End Time				
📑 Devices	Validity Times Ber Daving				
Settings	validity Lines Fei Device				
	Delivery Method				
	* Door				
	Location	Device Name	MAC	Status	Relay
			No Data		
	Submit				

8. Click Submit.

After creating the temp key, you can check the details of the temp key by clicking (7) and delete it by clicking iii .





10 11 1											
Company	Nan	e		QS	earch						New
繼 Personnel		Name \$	Company	Key	QR Code	Validity Times Per Device	Repeats	Created By	Start Time	End Time	Actions
L Visitor	a	V1	Akuvox	99493757		-	Daily	Luna	18:19:08	20:19:08	0 🛍
🛃 Access Control 🔍											
🏠 Admin					Lines per page	10 ~ < 1 > G	io to 1 G	o 1 In All			
E Library											

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.

A tradeline Proved	Akuvox >> Visitor						
installer Ponal	Temp Keys Delivery Auth						
Dashboard			O. Street				
Company	Name		Q search				New
🎎 Personnel	Name \$	Company	Access Control	Access Group	Accessible Floors	Created Time	Action
🙎 Visitor				No Data			
🕞 Access Control 🛛 🗸	ī						
🛃 Logs 🗸 🗸							
de Admin			Lines per page 10	< 1 > Go to	1 Go 0 In All		
🗐 Library							
🗊 Messages							

- 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.



Dashboard	* Company				
Company	* Name				
🏩 Personnel					
2 Visitor	PIN				
🛃 Access Control 🛛 🗸	nr cod				
🛃 Logs 🗸 🗸	Kr Caru				
🏚 Admin	Accessible Floors				
F Library	Please set the accessil	ble floors for specific buildings.			
🗭 Messages		× •			
Devices	+ Add				
🔅 Settings	 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 in .

Installer Portal	Akuvox	Akuvox >> Visitor									
instance rortar	Temp Keys Delivery Auth										
Dashboard	Nama			O Search				New			
Company	- tune			Q bouist				num			
🏨 Personnel		Name ‡	Company	Access Control	Access Group	Accessible Floors	Created Time	Action			
👷 Visitor		Wang	Akuvox	PIN:3456789 RF Card:34567	Ak	-	2024-09-10 09:43:32	🧷 🛍			
🕞 Access Control 🛛 🗸											

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.

Dathboard	Akuvox >>> Report >>> Muster Report			
Devices	Company: All	Q Search	Generate	Report Reset Muster Report Setting
Doors	Name	Company	Created Time	Action
Company Company			No Data	
2 Personnel				
🙎 Visitor		Lines per page 10	✓ < 1 > Go to 1 Go 0 In All	
🛃 Access Cont				
🛃 Logs				
Subscription				
📋 Report				
Muster Report				
🏚 Admin				
🛃 Attendance				

- 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.

Note



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.

Devices	Test2 >>> Report >>> Muster Report			ck to show the wizard
Doors	Company: All ~	Martin David Suting X	Generate Report Reset	Musler Report Setting
Company		Musier Report Setting		
🏩 Personnel		* Perimeter Door Group	Created Time	Action
💂 Visitor	Muster Repor	SS32 Doort × v	25-04-11 13:43:21	0 🛍
🕞 Access Control 🖂	Muster Repo:	Muster Readers ⑦	25-04-11 13:43:21	0 💼
E Logs		Reset the report daily at 0		
📋 Report 🔗		Remove user from report after being inactive for 🔞	in All	
Muster Report		Conservation Municipe Research Without and Empirications of Alexandro		
de Admin		Оснезане миллет керлят чинен ан шиневденку лиани оссыз		
R Attendance ~				
Smart Parking		Cancel Submit		
Library				
Messages				

Generate Reports

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

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

• Partitional	Akuvox >> Report >> Muster Report					
Devices	Company: All ~	Q Search			Generate Report	Reset Muster Report Setting
Doors	Name	Company		Created Time	1	Action
Personnel			Generate Report	×		
S. Visitor		Companies			(In All	
R Access Control 🛛 -		All Companies				
🛤 Logs 🗠						
Subscriptions				Cancel Submit		
💼 Report 🗠						
Muster Report						

View Reports

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

Doors	Akuvox >> Report >> 1	Muster Report			
Company	Company: All	 ✓ Q Search 		Generate Report Reset	Muster Report Setting
🛎 Personnel	_				
💂 Visitor		Name	Company	Created Time	Action
📑 Access Control		Muster Report_20250408145045	Alcuvox 1	2025-04-08 14:50:45	① III
🛃 Logs	×	Muster Report_20250408145045	Akuvox	2025-04-08 14:50:45	⑦ III
Subscriptions	· ·				
📋 Report	~		Lines per page 10 \checkmark (1) Go to	1 Go 2 In All	
Muster Report					
🏚 Admin					

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

Akuvox >> Report >> Muster Report >> View



Status	All ~	Name ~	Q Sear	ch		Refresh
	Name	ID	Company	Status	Last Seen	Action
				No Data		
Ø						
			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	 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.

	Visitor	Akuvox >	> Smart Parking >> I	icense Plate					
B , /		Company	All	~ License	Plate	Q Search			New
er i									
R 8			Personnel	Group	Company	License Plate	UHF Card	Valid Time	Actions
						No Data			
te -									
				I	ines per page 10	✓ < 1 > Go to	1 Go 0 In All		
. .									
Lic	cense Plate								
	Library								

- 2. Select the company, group, and personnel.
- 3. Enter the license plate information.
- 4. 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.
- 5. Enable/disable Long-term Vehicle. It is enabled by default. If disabled, specify when the vehicle can enter or exit the parking lot.



2 Personnel		* Company	
💂 Visitor		Test	~
🗔 Access Control	~	* Group	
🛃 Logs	,	1	~
.		* Personnel	
Report		11	×
🙆 Admin		* License Plate	
🗐 Attendance	Ŷ		
Smart Parking	~	UHF Card ③	
License Plate			
		Long-term Vehicle	
Parking Lot			
🗾 Library		Submit	
🗭 Messages			
🏟 Settings			
Note			
You can also	add lice	ense plate information when adding or editing personnel	
rou can also	auu iice	ense plate information when <u>adding of editing personner</u> .	

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.

	Visitor		Akuvox >> Smart P	arking >> Parking Lot			
8		~	Name	Q Search			New
R		*		Name	Parked Vehicles	Door	Actions
R		~				Entry:	
۵		×		AK Parking Lot	0	R29 - Door1 Exit:	0 🛍
fe						X915V2 - Door1	
8		*					
		^			Lines per page 10 \checkmark (1) Go	to 1 Go 1 In All	
ા							
1	Parking Lot						

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.

· Toron Hare Named	Akuvox >> Logs >> Logs								
Tinstaller Portai	Door Logs Call History	Capture	Motion Alerts						
Dashboard	Door logs will be kept for 30 d	ays.							
Company Company	Log Type: All	V Date: 🕒		- ©	Company:	All ~	Action:	All 🗸	
🗶 Personnel	Device Name		Key:	Q Search					
🧝 Visitor									
🕞 Access Control 🛛 🗸	Happened On	Door	Initiated By	Company	Log Type	Action	Key	Response	Capture
🖬 Logs 🛛 🔿				No Dat	a				
Logs									
Alarm Records			Lines per page	10 ~ < 1	> Go to 1	Go 0 In All			

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.

Luciallas Destal	Akuvox >>> Logs >>> Logs			
instance Portai	Door Logs Call History Capture M	lotion Alerts		
Dashboard	Call history will be kept for 30 days			
Company	Date: O - O	Caller Or Receiver	Q Search	
2 Personnel				
💂 Visitor	Happened On	Caller	Receiver	Call Duration
📑 Access Control 🗸		No Data		
🛃 Logs 🛛 🔿				
Logs		Lines per page 10 \checkmark (1)	Go to 1 Go 0 In All	
Alarm Records				

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.



 Dashboard Company Personnel 	Capture will be kept for 30 days.	Q Search			
💂 Visitor	Happened On	Device	Initiated By	Action	Capture
📑 Access Control 🛛 🗸			No Data		
🕞 Logs 💦 🔨					
Logs		Lines per page $10 \sim$	Go to 1	30 0 In All	
Alarm Records					

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).

A Installer Portal	Akuvox >> Logs >> Logs				
nisulei rotui	Door Logs Call History Capture	Motion Alerts			
Dashboard	Motion alerts will be kept for 30 days.				
Company Company	Date: S - S	Q Search			
🏨 Personnel					
👷 Visitor	Happened On	Building	Device	Capture	Actions
📑 Access Control 🗸 🗸			No Data		
民 Logs 🔗 🗠					
Logs					
Alarm Records		Lines per page 10 \checkmark	Go to 1 Gr	0 In All	

Arming Alarms

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

Dutterd	Akuvox >> Logs >> Alarm Records			
Dashboard	Emergency Alarm Arming Alarm	Door Opened Timeout Tamper Alarm Break-in Alarm		
Devices	Alarm Time 🕓	- © Q Search Export Log	js	
Doors				
Company	Alarm Time	Location	Device	Information
2 Personnel		No Data		
2 Visitor				
🗔 Access Control 🖂		Lines per page 10 \checkmark 1	Go to 1 Go 0 In All	
🛃 Logs 🔷 🔿				
Alarm Records				
Subscriptions ~				
💼 Report 🗸 🗸				

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.

Destaurd	Akuvox >> Logs >> Alarm Records		
Dasnooard	Emergency Alarm Arming Alarm Door Opened Tr	Tamper Alarm Break-in Alarm	
Devices	Alarm Time 🕓 - 💿	Q Search Export Logs	
Doors			
Company	Alarm Time	Location	Door
2 Personnel		No Data	
🧟 Visitor			
🛃 Access Control 🗸		Lines per page 10 \checkmark < 1 \Rightarrow Go to 1 Go 0 Ir	All
🛃 Logs 🔷 🔿			
Logs			
Alarm Records			
Subscriptions ~			

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.

Dashbaard	Akuvox >>> Logs >>> Alarm Records		
Dashooard	Emergency Alarm Arming Alarm Door Opened Timeout Tamper Alarm Break-	Alarm	
Devices	Alarm Time 💿 - 💿 Q. Search II	Export Logs	
Doors			
Company Company	Alarm Time	Location	Device
🏩 Personnel		No Data	
💂 Visitor			
🖃 Access Control 🗸	Lines per page 10 ~ <	1 > Go to 1 Go 0 In All	
🖬 Logs 🔿			
Logs			
Alarm Records			
Subscriptions ~			

Tamper Alarm

Note

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

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.

•• Darkhard	Akuvox >>> Logs >>> Alarm F	tecords		
Dasnboard	Emergency Alarm Arm	ning Alarm Door Opened Timeout	Tamper Alarm Break-in Alarm	
Devices	Alarm Time 🕓	- 0	Q Search Export Logs	
Doors				
Company		Alarm Time	Location	Device Name
Personnel			No Data	
2 Visitor				
🛃 Access Control 🗸		Lines	per page $10 \sim 1 > 6 to 1$	Go 0 In All
🖙 Logs 🔷 🔿				
Logs				
Alarm Records				
Subscriptions 🗸				

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.

Deblered	Akuvox >> Logs >> Alarm Records		
Dashooard	Emergency Alarm Arming Alarm Door Opened Tr	imeout Tamper Alarm Break-in Alarm	
Devices	Alarm Time 🙁 - 🕓	Q Search Export Logs	
Doors			
Company	Alarm Time	Location	Door
🄹 Personnel		No Data	
💂 Visitor			
📑 Access Control 🗸		Lines per page 10 ~ < 1 > Go to 1 Go 01	n All
🛃 Logs 🔷 🔿			
Logs			
Alarm Records			
😭 Subscriptions 🗸			

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.



ANGLOA		En est mit mit en
		Credit Logs
Devices	Reminder	Change Password
Doors		Billing Information
Company	Offline Devices Inactivated Personnel	Link Site
Personnel		
- I crootater		
🙎 Visitor	Office Information	

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

	Credit Logs				
Time Available Credit:0	- 🛅 Total Credit:0	Search Used Credit:0			
Time	Cre	dit Amount	Remaining		
		No Data			
	Lines per page 10 ~	< 1 > Go to 1	Go 0 In All		

Messages

You can create, send, and check messages.

Akuyox >> Message

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

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

👆 Installer Portal						
Dashboard	Message 🖂	Q Search				New
Company	Title	Message	Receiver	Type of Receiver	Created Time	Actions
🧟 Personnel	Ak	Welcome!	Luna Z	Both Indoor Monitor and App	2024-09-10 10:19:45	0 🖻
💂 Visitor	Î					
🔄 Access Control 🗸 🗸						
🛃 Logs 🛛 🗸		Lines per page 10 \checkmark (1)	Go to 1	Go I In All		
🏚 Admin						
Library						
💬 Messages						
Devices						
🕸 Settings						

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.



Title		
Content		
* Company		
All Companies ×		
* Receiver		
Indoor Monitor	Personnel App	Admin App

3. Select the personnel to receive the message.

Q Name * Akuvox	Name Inactivated apps	✓ will be ignored when sending n	iessages.	Q Search		
> Akuvox		ID	Name	App Status	Group	Company
		1	Luna Z	Normal	RD	Akuvox
		2	Judy A	Normal	RD	Akuvox
		Lines per pa	ge 10	V < 1 > Go to	1 Go 2 In All	

4. Click Submit.

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

Dashboard	Message ~	Q Search				New
Company	Title	Message	Receiver	Type of Receiver	Created Time	Actions
2. Personnel	Ak	Welcome!	Luna Z	Both Indoor Monitor and App	2024-09-10 10:19:45	Ø 🖻
Xisitor						
 Access Control Logs 		Lines per page 10 \checkmark (1	> 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.



Company	Group	All	~ PIN		Q Search		
🏩 Personnel	0.	PIN	Personnel	Group	Company	Created Time	Actions
X Visitor		3456789	Wang	-	Akuvox	2024-09-10 09:43:32	2 🖻
E Logs ~		2345	Judy A	RD	Akuvox	2024-09-06 16:54:23	2 🛍
🏠 Admin		12345	Luna Z	RD	Akuvox	2024-09-06 16:53:29	2 🖻
🗐 Library							
Devices			Lines pe	page 10 ~	< 1 > Go to 1	Go 3 In 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.

	Doors		Akuvox >> Settin	gs		
ø	Company		Basic Setting	Time Setting	Motion Setting	Emergency Setting
2			Office Name			
			Akuvox			
B		~	Office Address Taiwan, China			~
8		~	Taoyuan			~
		~	Bade		~] [11	
Ü		~	22			
te	Admin		Allow people to creater of the other o	ate PIN		
R		~	Send email when the	e device is disconnected.		
	Smart Parking		🔿 On 💿 Off			
			Send message when	SIM card data exceeds	the limit	
P			On Off			
₽	Settings		Submit			
7	User Agreement	~				

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

Akuvox Open A Smart World

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.

	Doors		Akuvox >> Settin	gs		
¢			Basic Setting	Time Setting	Motion Setting	Emergency Setting
*			Unlock Emergency	Door Group When Eme	rgency Alarm Triggered	
			• On Off	roup ⑦		
R	Access Control	~				\sim
E3		~	Supported Devices: R2	0, R29, C315, R28, C313, F	F80, R20 (Hardware version 2)	, X915, A01/A02, A092, X912,
		~	E18, A02, R20A v5.07 Send Emergency No	R20K v3.0 / R20B v2., A03	, X915 V2, S539, S532, A08, 1 en Lock/Unlock Emergeno	y Door Group
Ē		~	On Off	2		
ſe	Admin		Submit			
۲.		~				
	Smart Parking	~				
	Library					
P						
₽	Settings					
2	User Agreement	~				

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.







	Basic Setting Time Setting M	lotion Setting
Dashboard	Time 7 and	
Company	GMT+8:00 Shanghai	~
	Time Format	
	• 24-hour time 12-hour time	
	Date Format	
ccess Control ~	Year-Month-Day	~
	Submit	

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.

Basic Setting	Time Setting	Motion Setting	
viotion Detection			
Disable			~
Alert Delay Time			
5s			~

Contact Us

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We highly appreciate your feedback about our products.



