

Akuvox V7.1.1 SmartPlus Installer Guide - Community



Smart Intercom



AKUVOX SMARTPLUS USER GUIDE

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About This Manual

This manual is intended for the installers who need to manage the community, building, apartment, residents, devices, remote maintenance service, and more on the Akuvox SmartPlus platform (Version: 7.1.1).

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

What's New in SmartPlus 7.1.1:

- Optimized control over property managers' permission to pay for SmartPlus services.
- The community address is not mandatory to fill in when creating communities.

System Overview

Akuvox SmartPlus is a cloud-based platform on which the installer can conduct integrated management of buildings, apartments, residents, devices, and relays for communities, as well as the remote maintenance service for all the devices deployed.

Installers using this platform will be able to:

- Add, edit, and delete the community, buildings, apartments, devices, and residents.
- Deploy and set up devices and relays for access control.
- Check and upgrade device firmware.
- Check and manage the MAC library.
- Conduct remote operations such as Auto-provisioning, device reboot, transmission type modification, and remote maintenance.
- Download the related technical manual and get access to the Akuvox ticket system for technical support.
- Subscribe and renew Akuvox SmartPlus.
- Manage sub-installer accounts.

Log into SmartPlus

You can log in to the SmartPlus platform with the account obtained from your distributor.

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

Note

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



Akuvox • Administrator	
Login	
User Name	
Password	
Login	

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

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



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



Luna >> Setting	
Sites Two Coupon Details	Company
Users STime Zone	Company Address
Firmware Billing Information	
Customer Service	Mobile Number
MAC Library Service Provider Information	+1 ~
Subscriptions ~	Email
Third Party Dev Single-Family Email Setting	Tax id
Setting	
🛃 Privacy Policy	Company Website
	If you are the service provider for the user, please fill in the relevant information, which will be displayed in the user's privacy policy. Otherwise, the service provider information in the user's privacy policy will be displayed as Akuvox.
	Submit

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

Dashboard	Luna >> Privacy Policy
🚹 Sites	Privacy Policy
Lusers	Last updated: October 21st, 2024
📥 Eirmurara	Overview of Privacy Policy
	Welcome to our service, the service is provided and controlled by SMART-PLUS PTE. LTD. (hereinafter referred to as 'SMART-PLUS', 'us' or 'we'). By using the service, you agree to this Privacy Policy.
🔥 Upgrade	The service includes:
MAC Library	Our website and user accounts that may be accessed at *cloud.akuvox.com, *cloud.akubela.com (*cloud include ecloud, ucloud, jcloud, scloud and so on), and all associated sites connected with it, excluding any third parties' sites (the 'Portal'):
Subscriptions ~	 Online services accessible through the Website (Web Services'); Software applications that can be downloaded to a mobile device ('Mobile Apps'), such as AK-Partner, and so on;
🧮 Third Party Dev 🗸	 Related products ('Devices') of the service, including, but not limited to, door phones, indoor monitors, android video phones, access control terminals, and home control panels; Any services available on the Website and the Mobile Apps ('Available Services'). The term 'SERVICE' means the Website, Web Services, Mobile Apps, Devices and Available Services.
🔅 Setting	The privacy policy describes who we are, what information we collect about you, how we use and disclose your personal information, the details of how we protect your information, and your data and your data and your data with the constraint of the second information technology to protect your personal data.
Privacy Policy	and privacy and employ strict policies to manage all data. We will always protect personal data concerning you in accordance with the so-called General Data Protection Regulation ("GDPR") and California Consumer Privacy Act ("CCPA").
	A. Who we are
	The SERVICE is provided and controlled by SMART-PLUS PTE. LTD. a.s. with the Tax Id. No 202116626G and the registered office in 6 RAFFLES QUAY #14-06, Singapore (048580).

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

Akuvox	2 Installer Portal			Luna	▼ Log out
- Dashboard	Sites				
💼 Sites 🚨 Users	5 Communit	(ies) 4	I Dffice(s)	2 Single-Family Site(s)	
🖆 Firmware					

Email Confirmation

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

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



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

Dashboard	Luna >> Setting		
ites	Coupon Details	* Email	
💄 Users	V Time Zone	Please enter the Email.	
🚖 Firmware	Billing Information	We respect your inbox and send emails only when necessary.	
🔥 Upgrade	Customer Service	Submit	
🗭 Message	Service Provider Information		
🛐 MAC Library	Account Setting		
📑 Subscriptions 🗸 🗸	Single-Family Email Setting		
Integration	Notification		
🔅 Setting	Log Setting		
I↓ Notification Ce ∨			
Privacy Policy			

Note

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

Prior to the Management

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

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

Dashboard

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

Akuvox	Click to change installer account's login password.
 Dashboard Sites Users 	Sites Display the number of communities, offices, and single-family sites. ib 5 community(im) 4 office
🔹 Firmware	Quicklinks Quick access for creating projects and property manager accounts.
MAC Library Subscriptions	+ Add Community Site + Add Office Site + Add Single-Family Site + Add Single-Family Site
Setting	Functional column



Module Description:

No.	Modules	Description
1	Dashboard	You can have quick access to create projects and property manager accounts and a quick view of devices and SmartPlus App account status.
2	Sites	Click to go into specific project management.
3	Users	You can add, edit, and delete property managers and sub-installer accounts.
4	Firmware	Check the available firmware versions and their information.
5	Upgrade	Upgrade the firmware version for a specific device.
6	MAC Library	Check the device MAC registered by your distributor. You can remove the desired MAC.
7	Subscriptions	 This module contains the following three sub-modules: Subscriptions: Activate or renew SmartPlus service for a specific project. Payments: Check the payment records. Automatic Payments: Check the automatic payment record, only available for Ucloud.
8	Third-party Devices	Display the Dormakaba Lock List where you can also add the lock and assign it to users, currently not available in office projects.
9	Setting	 This module contains the following sub-modules: Coupon Details: Check the normal, used, and expired coupon information. Time Zone: Select the time zone. Billing Information: Set up the billing information. Customer Service: Leave your contact information through which customers can contact you. Account Setting: Set whether your distributor can access your account and enable/disable the use of the SmartPlus Installer App account. Single-Family Email Setting: Set whether to send renewal and expiration email notifications to end users.

System Notification

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

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

Or, click Notification Center on the left column.



Akuvox	B Installer Portal				Luna 🕶 📢 Log out
- Dashboard	Sites				
Ba Sites	6	4	4		
Lusers	Community(jes)	Umce(s)	Single-ramity Site(s)		
🌰 Firmware	1 Ouidhide				
🔥 Upgrade	Quickinks				
🗭 Message		H B		🔔 💿 🛛	
MAC Library	+ Add Community Site	+ Add Office Site	+ Add Single-Family Site	+ Add Property Manager	
😭 Subscriptions 🗸 🗸					
Integration					
🍄 Setting					
■【: Notification Ce ^					
System Notification					
Expansion Unit Upd					
Privacy Policy					

Community Management

Create Community

A community must be created first on the dashboard before you can proceed to the other management involving devices, residents, etc.

1. You can click +Add Community Site on the dashboard for quick creation.

Or, click Sites on the left column and click +New.

	Luna >> Sites						
Dashboard	Community Office Single-Family House						
Sites							
Lusers	5 Community(ies)						
1. Firmware							
🔥 Upgrade		Name \$	Device Count	End User Count	Property Managers	Actions	
MAC Library	1	AK	0	0	luna zheng	🗹 🖉 ጸ 🧿	
😭 Subscriptions 🗸 🗸		Akuvox	0	1	luna zheng	🗹 🖉 A 🧿	
Third Party Dev ~	1.1	Test	0	4	luna zheng	K 🖉 A 📀	
🔂 Setting		121	0	0	-	K 🖉 A 🧿	
	+ New	AK Community	1	0	-	K 🖉 R 📀	
	Download The Template						

2. Set up a community by filling in the related community information. See the item descriptions in the chart below.



New Community	
Please upgrade doorphone to the latest version otherwise it may affect some fe	atures.
* Community Name	
Community Address	
	~
	~
· · · · · · · · · · · · · · · · · · ·	Post Code
Street	
Time Zone	
GMT+8:00 Shanghai	~
Date Format	
Year-Month-Day	~
Time Format	
• 24-hour time 12-hour time	
* Feature Plan	Read Instructions
• Basic Premium 1Monitor_All	
The Basic Feature Plan requires one indoor monitor for each family.	
Landline Service	
On Off	
Landline Service is a nremium feature	
	Cancel Next Submit

Note

If you select feature plan-Basic, the template must contain an indoor monitor MAC address.

Community Setting Description:



No.	Item Name	Description
1	Community Name	Enter the community name.
2	Community Address	Enter the community address (Street, City, Post Code, State/Province) based on which the indoor monitor can access local weather conditions. The temperature and weather conditions will be displayed on the device's home screen. Click here to see the models that support displaying weather conditions and detailed configuration.
3	Time Zone	Select the time zone of the community.
4	Date Format	Select the date format (Y/M/D; M/D/Y; D/M/Y).
5	Time Format	Select the time format of the community (12-hour/24-hour format).
6	Feature Plan	 Select basic or premium features for the community. Click Read Instructions to view the plan differences. Basic: If you select feature plan-Basic, you are required to add at least one indoor monitor in every apartment you create. Property managers are not authorized to: Enable or disable Package Notification service (Supported by R29 door phone). Enable or disable PIN code and QR code access method for the end users. Allow or not allow end users to create family accounts. Control Face recognition Monitor third-party cameras in public areas. (End users cannot monitor third-party cameras either.) Premium: This plan does not require installers to set up any indoor monitor in all the apartments you create. And it authorizes the property managers to control all the above-mentioned items.
7	Landline Service	Switch on/off the landline service (communication between telephone/mobile phone and intercom devices). Landline service is a premium feature in the feature plan.

3. Click **Submit** to finish creating the project or click **Next** to further set up the project. See the item descriptions in the chart below.



New Community	×
Video Storage	
On Off	
Community Calls	
On Off	
Permission Of Access Control Management (?)	
Public Area + Private Area Only Public Area	
Contact Display Order	
First Name, Last Name Last Name, First Name	
PIN Access Mode	
• PIN APT+PIN (e.g. 101 + 1234)	
Pay By PM	
On Off	
Send Expiration Email To End User/PM	
C End User + PM Only PM O Off	
Send Renew Email To End User	- 1
On On	
akubela Smart Home	
Scan indoor monitor QR code to register app account	
Thurd-Party Integration	
Cancel Sub	mit

No.	Item Name	Description
1	Video Storage	When enabled, Akuvox devices can automatically record 10 seconds of video when opening doors, calling, and detecting motions. End users can also record videos with their SmartPlus Apps. Click here to view the detailed configuration of this feature.
2	Community Calls	Enable it if you allow residents in a community to call each other between SmartPlus apps and between indoor monitors and SmartPlus apps. Note: This feature will only be displayed when your distributor enables this function for you.

3	Permission of Access Control Management	 Public Area+Private Area: If selected, property managers will be allowed to create credentials for residents to access both public devices and their private devices and to set personal authentications for residents. Only Public Area: If selected, property managers will only be allowed to create credentials to access public devices and not to set personal authentications for residents.
4	Contact Display Mode	Select First Name, Last Name, or Last Name, First Name that determines the display order of user names on the device contact list.
5	PIN Access Mode	Select PIN Mode (PIN for direct PIN code access, APT+PIN for apartment No.+ PIN code).
6	Pay by PM	Set whether property managers have permission to pay for the SmartPlus services.
7	Send Expiration Email to End User/PM	 When turned on, the SmartPlus service expiration notifications will be sent to the end user, property manager, and installer. The notification will be sent 1 day, 3 days, 5 days, and 15 days before the expiration. End User + PM: 15 days before expiration: Installers will receive the notification email. 5 days before expiration: Installers and property managers will receive the notification email. 1 day and 3 days before expiration: End users will receive the notification email. Only PM: 15 days before expiration: Installers will receive the notification email. 1 day and 3 days before expiration: End users will receive the notification email. Only PM: 15 days before expiration: Installers will receive the notification email. 1 day and 3 days before expiration: Installers will receive the notification email. 1 days before expiration: Installers and property managers will receive the notification email. Only PM: 14 day and 3 days before expiration: Installers and property managers will receive the notification email. 5 days before expiration: Installers and property managers will receive the notification email. 1 day and 3 days before expiration: Property managers will receive the notification email. Off: Only installers will receive the email.
8	Send Renew Email To End User	Switch on service renewal email notification to the residents if needed.
9	akubela Smart Home	Turn it on for the users who installed smart home devices such as X933H and C319H indoor monitors for the home automation service.
10	Scan indoor monitor QR code to register app account	This function is used for the installer kit. It is enabled by default. Residents can scan the QR code on the indoor monitor C313W V3 to register their SmartPlus App account.
11	Third-Party Integration	Check the Dormakaba option to enable the integration. This is used to synchronize the community project to your Dormakaba account.



Edit/Delete Community

After a community is created, you can edit or delete it. To easily find the desired community, you can click the icon final next to the **Name** to reorder them.

1. Click on of the desired community to edit the information.

	Luna >> Sites					
Dashboard	Community Office Single-Family House					
Sites						
Lusers	5 Community(ies)					
💁 Firmware						
🔥 Upgrade		Name ‡	Device Count	End User Count	Property Managers	Actions
MAC Library		AK	0	0	luna zheng	🖻 🖉 A 🧿
📓 Subscriptions 🗸 🗸	1.1	Akuvox	0	1	luna zheng	K 2 8 0
Third Party Dev ~	1.1	Test	0	4	luna zheng	K 🖉 A 📀
Setting		121	0	0		K 🖉 R 🧿
	+ New	AK Community	1	0	-	K 🖉 A 💿
	Download The Template					

2. Click Delete on the bottom to remove the community.

	Edit Community	
Basic Info	Community Name	
Advanced Info	AK Community Address	
	Austria	\sim
	Vorarlberg	\sim
	Götzis v 111	
	222	
	Time Zone	
	GMT+8:00 Shanghai	~
	Date Format	
	Year-Month-Day	\sim
	Time Format	
	● 24-hour time ○ 12-hour time	
	* Feature Plan Read Instruc	tions
	Basic Premium The Basic Feature Plan requires one indoor monitor for each family.	
	Tandlina Service Delete Cancel Next Sub	mit

Sub-Installer Account

When several persons are responsible for one project, you can create and log in to different subinstaller accounts of the same main account at the same time. The data shown are the same.

Add Sub-Installer Account



- 1. Click the Users module and click Sub Account.
- 2. Click New Sub Account on the right.

Dashbaard	Luna >> Users			
	Property Manager Sub Account			
Users	Account	Q Search		New Sub Account
🚖 Firmware	Account ‡	Email	Phone	Action
🔥 Upgrade	lin	com	123	2 🛍
MAC Library	Sub-account	com	1233322	2 🛍
🛐 Subscriptions 🗸 🗸				
📰 Third Party Dev 🗸		Lines per page 10 \checkmark C 1 $>$ Go to 1	Go 2 In All	
🛱 Setting				

3. Enter the account's information. The SmartPlus portal login password will be sent to the email address.

	New Sub Account	×
* Account		
Email		
Phone		
		Cancel Submit

Edit/Delete Sub-Installer Account

- 1. Click to edit the sub-account information and reset the password.
- 2. Click $\mathbf{\square}$ to delete the account.

Dashboard	Luna >> Users			
Ella Sites	Property Manager Sub Account			
Lusers	Account	Q Search		New Sub Account
🚖 Firmware	Account 💠	Email	Phone	Action
🔥 Upgrade	lin	com	123	2
MAC Library	Sub-account	com	1233322	2 🖻
関 Subscriptions 🗸				
📰 Third Party Dev 🗸		Lines per page $10 \sim 1$ Go to 1	Go 2 In All	
🔅 Setting				

User Management

You are required to go to the specific community for the management of the users by moving them into the specific building and apartment.

Add a Single Community User

After the community is created, you are required to add buildings to the community, then you can start adding the residents to the desired building.

- 1. Click () of the target community on the Sites module.
- 2. Click + Add Building to add a building.
 - a. Enter the Building Name.
 - b. Select the Ground Floor. If the ground floor is configured on the device and the device settings take precedence, choose **Configure On the Device**.
 - c. Set the start floor. If the start floor is configured on the device and the device settings take precedence, choose **Configure On the Device**.

+ Add Building	APT Intercom De	vices Third Party Devices				
Community	App Status All	V Active All V	esident ~		Q Search	
 Public Area 						
• Building A	APT \$ AP	Add Building		Active	Created Time ‡	Expiration Time(App)
• Building B	102 (Floor 7) A	* Building Name		Normal	2024-10-21 10:52:45	
	203 (Floor 7) A			Normal	2024-10-21 10:10:42	
		Ground Floor				
		Configure On the Device	~	Go to 1	Go 2 In All	
		Floor Start From				
		Configure On the Device	~]			
			Cancel Submit			

3. Select the desired building and click New on the right to add a resident.

App Status	All	Active	All	* Resident	*		Q Search
							New
APT ‡	APT Name 🛓	Resident	Email	Mobile Number	Active	Created Time ‡Expiration Time(App) Action
				No Data			
	APT 🛊	APT 🗍 APT Name 🗍	APT 🎍 APT Name 🛓 Resident	APT ≜ APT Name + Resident Email	APT ≜ APT Name ≜ Resident Email Mobile Number No Data	APT APT Name Resident Email Mobile Number Active	APT 🗍 APT Name 🗍 Resident Email Mobile Number Active Created Time ‡Expiration Time(App) No Data

4. Fill in the apartment and resident's information.



Add APT	×
Apartment Floor	
Usually a group of apartments, it can be used in the lift control feature.	~
* APT	
A unique number, visitors can dial the number on the door phone to reach the residents.	
APT Name	
Web Relay ID	
0	~
Contact Preference	
Group Call	~
Call Type	
SmartPlus and indoor monitors	~
SIP Call Or IP Call	
IP Call (All the devices are deployed on the same local network)	~
Resident * First Name	
* Last Name	
* Last Nama	
Email	
Language	
English	~
Country / Region	
	\sim
Mobile Number	
1st Landline Number	
2nd Landline Number	
3rd Landline Number	
Accessible Floors	
	~
Remark	
	0/255
Cancel	Submit

Note

Device selection will not be shown if you switch on the home automation service when you create a community.

Setting Description:

No.	Field Name	Description
1	Floor	 Fill in the apartment's floor number. With this filled in, the elevator will take the residents to the exact floor they live on. The number ranges from -10 to 128 and includes G0, G1, and G2 which represent ground floors. Note: The following models with specific firmware versions or higher support selecting floors from -10 to 128, and G0 to G2. EC33: 33.30.1.11
2	APT	 Fill in the resident's apartment number. Support entering number and "#", e.g. 2#123. Note: 1. DO NOT start the apartment number with #, e.g. #2#123, because door phones with APT#+PIN authorization mode enabled will fail to recognize the apartment number and PIN codes. This will lead to door-opening failure. 2. So far, only the following devices with specific firmware versions or higher support entering #. R27: 227.30.10.101 R28: 28.30.10.7 R28: 228.30.10.135 R20K: 320.30.10.230 S532: 532.30.10.117 X912: 912.30.11.49 E18: 18.30.10.236
3	APT Name	Fill in the resident's apartment name.
4	Web Relay ID	Enter the Web Relay Action ID number. You select the specific web relay action ID to carry out a specific action. Note: Web relay must be set up on the door phone's web interface first.

		Select Group Call or Sequence Call.
5	Contact Preference	 Group Calls will be made to the indoor monitors and SmartPlus App(s) in the family when visitors press the push button or manager button on the door phone. Sequence Calls will be made in preset order to target numbers. You can configure three sets of sequence calls. Each set has the following options: master account and all family member accounts; all indoor monitors; landline numbers. Note: The following models with specific firmware versions or higher support the sequence call feature. R29: 29.30.10.205 R28: 228.30.10.135 R20: 320.30.10.230 X912: 912.30.11.49 X915 V2: 2915.30.10.205 X916: 916.30.10.212 S539: 539.30.10.231 S532: 532.30.10.216 E18: 18.30.10.236
6	Call Type	Select your call type.
7	SIP Call or IP call	Select "All my devices were installed in the same place (villa or house)" for IP call if all of the user's intercom devices are in the same LAN (Local Area Network). If not, select "Some of my devices were installed in the different place (villa or house)" for SIP call.
8	Device	Enter the indoor monitor MAC address, which is required for adding an apartment. Device selection is displayed only when you have selected Basic in the feature plan.
9	Arming Function	Enable the arming function so that the arming icon will be available on your SmartPlus app for arming and disarming.
10	Network Group	Select the network group. Devices in the same building need to be set up in the same network group.
11	Device Name	Name the device to distinguish it from others.
12	Relay1/2	Fill in the relay name, which can be the device's location.
13	First Name	Fill in the resident's first name.
14	Last Name	Fill in the resident's last name.
15	Email	Fill in the resident's email.
16	Country/Region	Select the user's country or region code.
17	Mobile Number	Enter the resident's mobile phone number. The area code will be displayed before the mobile number.



18	Landline 1/2/3	Fill in the user's landline numbers, e.g. mobile phone numbers or telephone numbers. Three landline numbers are supported. The area code will be displayed before the mobile number.
19	Accessible Floors	Set the accessible floors for the residents. The options range from -10 to 128 and include G0, G1, G2, and All Floors.
20	Remark	You can add remarks for users to indicate their identity, such as "tenant" or "resident."

Note

When adding an indoor monitor, you can set up and name the relays for the device. The relay name will be synchronized to the SmartPlus App. The relay status will also be updated following the changes that occurred on the indoor monitor.

Add Community Residents Using a Template

The template can maximize your efficiency in the management of the resident especially when you are handling a large number of residents for a specific community.

- 1. Download the template on the Sites module.
- 2. Fill in the information in the template.
- 3. Import the template to the community you selected.

Luna >> Sites					
Community Office Single-Family House					
5 Community(ies)					
	Name ≑	Device Count	End User Count	Property Managers	Actions
	AK	0	0	luna zheng	C 2 8 0
	Akuvox	0	1	luna zheng	<u>또 </u> 오 0
1.1	Test	0	4	luna zheng	<u>또 손</u> 옷 📀
	121	0	0		🖻 🖉 A 🧿
+ New	AK Community	1	0		C 2 8 0
Download The Template					

Template Sample

A	В	С	D		E		F G	н	1
Building	Accessible Floors	Apt	AptName	Device		Firs	tName LastName	e Email	MobileNumbe
Seaside Apartments	5	201	The Green	Bell,2,A41003FFFFFF;Kitch	hen,1,A41002FFFFFF	Lily	Green	Lily@aabbccc.com	14587444
J		K		L	М	N	0	Р	Q R
TelephoneCallin	gCode :	1stPhone	2	2ndPhone	3rdPhone	CallType	Web Relay ID	Analog Hand	set
1	1	14587444		1458333				12 Handset 1.09	Handset 2.09

Note

If you select feature plan-Basic, the template must contain an indoor monitor MAC address.

Template Description:

Akuvox Open A Smart World

No.	Settings	Description
1	Building	Fill in the building number or name.
2	Accessible Floors	 Note: The following models with specific firmware versions or higher support selecting floors within this range. EC33: 33.30.1.11.
3	Apt	 Fill in the apartment number. Support entering 1-6 digit integral number(s) and "#", e.g. 2#123. Note: 1. DO NOT start the apartment number with #, e.g. #2#123, because door phones with APT#+PIN authorization mode enabled will fail to recognize the apartment number and PIN codes. This will lead to door-opening failure. 2. So far, only the following devices with specific firmware versions or higher support entering #. R27: 227.30.10.101 R28: 28.30.10.7 R28 V2: 228.30.10.135 R20K: 320.30.10.230 S532: 532.30.10.117 X912: 912.30.11.49 E18: 18.30.10.236
4	Apt Name	Fill in the apartment name.
5	Device	 Device Type Code: Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 Access Control=50 Device Setting Format: "Device name, Device type, Device MAC". E.g. Gate2,0,0C11050B9814; Living Room,2,0C11050893C6 Note: Every two devices need to be separated by ";". Note: Device MAC must be added first in the MAC library of the community to which you want to import the data



6	First Name	Fill in the resident's first name. Note: Should not be more than 64 bytes in length.
7	Last Name	Fill in the resident's last name. Note: Should not be more than 64 bytes in length.
8	Email	Fill in the resident's Email.
9	Mobile Number	Fill in the resident's mobile phone number.
10	Telephone Calling Code	Fill in the resident's country code.
11	Phone1/2/3	Fill in the resident's mobile phone number.
12	Call Type	Call Type Code: • SmartPlus and indoor monitor=0 • Phone and indoor monitor =1 • SmartPlus and indoor monitor, with the phone as backup =2 • Indoor monitors with=3 • Indoor monitors with phone as backup=4 • Indoor monitors with SmartPlus as backup, finally phone=5 For example, "Indoor monitors with SmartPlus as backup, finally phone=5" means the call will be received in sequential order, first by indoor monitor, then by SmartPlus app, and last by mobile phone.
13	Web Relay ID	Enter the We Relay Action ID number. You select the specific web relay action ID to carry out a specific action. Note: Web relay must be set up on the door phone's web interface.
14	Analog Handset	Enter the analog handset's name and number. Separate multiple handsets with ";". The Akuvox analog handset is used with the door phone S532. Click here to view how it works with S532.

Edit, Reset, and Delete Community Residents

Edit and Delete Apartment and Resident

You can edit and delete the resident and the resident's apartment.

Note

You can only edit and delete the residents that have been moved into apartments by the property manager.

- 1. Navigate to the desired community by clicking \bigcirc .
- Select the building and apartment of the resident. You can click Resident, Created Time, or the icon a next to them to reorder the residents.
- 3. Do any of the following on the next page:



P. Darkhand	Luna >> Sites >> Resident and	Device								
Dasnooard	+ Add Building	APT Interc	om Devices Thir	d Party Devices						
• User	Community	App Status All		Active All		~ Resident		Q Search		New
 Users Eirmunara 	Public Area									
- Lingrada	• Building A	APT \$	APT Name \$	Resident	Email	Mobile Number	Active	Created Time 💠	Expiration Time(App)	Actions
		601 (Floor 6)	Apartment A	Judy A	ω.	144	Normal	2024-09-11 10:23:46		2 0
Subscriptions										
Third Party Day				Lines p	r page 10	✓✓	> Go to	1 Go 1 In All		
Third Party Dev										
Setting										

• Click \square and \square to edit the apartment and the resident's information.

Ø_
圓

• On the editing interface, click Delete APT on the bottom to delete the apartment.

Installer Portal					Luna 🗸 🎁 Lo	g ou
			Edit APT			
Luna >> Sites >> Resident and	Device	Judy				
+ Add Building	APT Intercom De	* Last Name				
Community		Z				1
Public Area	Building	* Email				
	APT	com				
Building A	Web Relay ID	Country / Region				
 Building B 	Call Type			~		
	SIP Call Or IP Call	* Mobile Number				
		+86				
		1st Landline Number			1	<u>ل</u>
	Family SIP Number	+86				
	Family Master	2nd Landline Number				
	Email	+86				
	Mobile Number	3rd Landline Number				
	Landline Number	+86				
	Active	Accessible Floors				
	App Status	All Floors $~\times~$		~]		
	Accessible Floors	Remark				
	Remark	Residents		9/255		
	4 Family Member	Delete APT	Reset Password	Cancel Submit	New	

Note

You cannot edit the mobile phone number, email number, and area code of the user accounts that have linked sites.



The resetting feature is suitable for rental scenarios, you can empty the accounts after the tenants move out and create accounts for the new ones.

- 1. Navigate to the desired community by clicking 📀 , and click 🤨 of the desired apartment.
- 2. Click OK to confirm the reset.

Luna >> Sites >> Resident and	l Device								
+ Add Building	APT Interc	om Devices Th	ird Party Devices						
Community	App Status All		Active All		∼ Resident		Q Search		New
• Public Area									
• Building A	APT ‡	APT Name ≑	Resident	Email	Mobile Number	Active	Created Time \doteqdot	Expiration Time(App)	Actions
	601 (Floor 6)	Apartment A		-		Inactivated	2024-09-11 10:23:46		0
						_			
			Lines p	er page 10	~ < 1	> Go to	1 Go 1 In All		

Once you agree to reset, some information or data in this apartment will be removed while some not:

Data to be removed including:

- Family member accounts.
- Emails, mobile numbers, country/region, and landlines.
- Logs (audit logs excluded) and histories.
- Messages and alarms; and
- Accessing settings, including PIN, face data, NFC, Bluetooth, and QR Codes.

Data to be kept include:

- Subscription information of the family master account such as inactivation and expiration.
- The number of free sub-accounts.
- Audit logs.
- Settings include SIP Call Or IP Call, time zone, language, home automation, premium plan, and the With Indoor Monitor feature.

Other changes include:

- The user's app changes to be unregistered and needs to be re-initialized.
- The user's login credentials are reset, and the user is not going to receive the reset email.

Note

It is free to create a new account in the family after resetting, while it charges after deleting.

Add/Edit/Delete Family Members for Resident

After you added the residents, you can start adding family member accounts for the SmartPlus app. Family member accounts can be edited and deleted afterward.

Note

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



1. Click 📀 of the desired community.

to delete the account

2. Select your building and apartment, then click

Luna >> Sites >> Resident and	Device								
+ Add Building	APT Interc	om Devices Th	ird Party Devices						
Community	App Status All		Active All		~ Resident		Q Search		New
 Public Area 									
• Building A	APT \$	APT Name ≑	Resident	Email	Mobile Number	Active	Created Time ‡	Expiration Time(App)	Actions
	601 (Floor 6)	Apartment A		-		Inactivated	2024-09-11 10:23:46	-	0
			Lines I	per page 10	× < 1	> Go to	1 Go 1 In All		

3. Scroll down and click New to create the family account. Click is to edit the account, and click

APT Intercom Devices Community Note * Public Area Builong I • Public Area APT % (Door 7) • B31 APT % (Door 7) • B2 Cati Type MantPlus and indoor monitors F Call Or D'Call D D • Fably SP Number Sp2000075 F maily Subser Sp2000075 F maily Subse	e
Community Rufing B * Public Area AT Ø (Dor 7) * BA AT Ø (Dor 7) * BA Call Type Ø * B2 Call Type Ocall (All the devices are deployed on the same local network) * Faily SPNumber Sp2000073 * Faily SPNumber Sp2000073 * Faily SPNumber Sp2000073 * Gaily Community Sp2000073 * Call All the devices are deployed on the same local network) Sp2000073 * Community Sp200073 * Community Sp200073 * Community Sp200073 * Community Sp200073 * Community Sp200074 * Community Sp200074 * Community Sp200074 * Community Sp200074	0
Public Area Bidling B • Public Area AFQ G(Bor 7) • B1 • Ve Rey ID • O • B2 Cal Tyc InstPis and infoor monitors • SP2 OF Faily SP Number 9200073 • Faily	
• B1 #3 (Floe 7) • B2 Veb Relay ID 0 • B2 Call Type SmatPlus and indoor monitors SIP Call Or IP Call IP Call (All the devices are deployed on the same local network)	
Number Web Relay ID 0 * B2 Call Type SmatPlus and indoor monitors SIP Call Or IP Call IP Call (All the devices are deployed on the same local network) Family SIP Number 52600073 Family Mater 92600073 Family Mater 922 026 Family Model Number Abolie Number - Abolie Number - Abolie Stamp Ormal Cative Normal	
• B2 Call Type SmartPlus and indoor monitors SIP Call Or IP Call IP Call (All the devices are deployed on the same local network) Family SIP Number 52600073 Family Master 92020073 Family Master 92020000000000000000000000000000000000	
SIP Call or IP Call IP Call (All the devices are deployed on the same local network) Family SIP Number 50200073 Family Mater 902 926 Email - Mobile Number - Active Normal Apy Status Urregistered	
Family SIP Number5926000073Family Master902 926EmailMobile Number-ActiveNormalActiveNormalApy StatusUrregistered	
Family SIP Number5926000073Family Master902 926Email-Abile Number-Active-ActiveNormalApy StatusUrregistered	
Family Master902 926EmailMobile Number-ActiveNormalApy StatusUnregisterd	Ш
EmailMobile Number-ActiveNormalApp StatusUnegisterded	
Mobile Number Active Normal App Status Unregistered	
Active Normal App Status Umegistered	
App Status Unregistered	
Accessible Floors 1,7	
1 Family Member	√ew
Name Fmail Mobile Number Action	
ALINA ANALY ALINA ALINA ALINA ALINA	
11111 <u>2</u> 🛅	

Note

The email information of the family member account cannot be edited.

Search/Edit/Delete Resident at Community Level

You can manage all residents in the community without navigating to specific buildings or apartments.

- 1. Click \bigcirc of the desired community.
- 2. Click Community.
- 3. Search for the resident by their app status, resident's name, email address, and APT name.
- 4. Edit or reset the resident's account.



Luna >> Sites >> Resident and I	Device									
+ Add Building	Residents	ntercom Device	s Third	Party Devices						
Community • Public Area	App Status All		 ✓ Active 	All	∼ Resi	dent		Q Search		
• Building A	Resident \$	Email	Building	APT	APT Name	Active	App Status	Created Time ‡	Expiration Time	Actions
	Judy A	**	Building A	601 (Floor 6)	Apartment A	Normal	Unregistered	2024-09-11 10:23:46		2 🤄
				Lines per page	10 ~	< 1 >	Go to 1	Go 1 In All		

Device Management

You can manage the devices deployed in communities. For community devices, you are required to go to the specific community and specific building to manage the device.

Add Intercom Devices to Public Areas

You can add intercom devices to the public areas of the community. After adding the devices, property managers and end users can monitor the camera surroundings.

1. Click 🕗 of the target community.

2. Click **Public Area** or desired buildings. For example, if you select Building A, it means the device is installed in the public area of Building A.

3. You can click +Add Building to create new buildings and right-click to change the building name or delete it.

4. Click Intercom Devices and click New on the right.

	Luna >> Sites >> Resident and Device								
Dashboard	+ Add Building	Intercom Devices	Third Party Devices						
Sites		_							
Lusers	Community	MAC		Q Searc	h				New
* Firmware	Public Area	MAG	Davies Name 🍝		Device Type	SID	Status	Created Time *	Actions
	• Building A	- MAC	Device Name +		Device Type	511	Status	Created Time +	Actions
(A) Upgrade					1	No Data			
MAC Library									
Subscriptions ~									
🧱 Third Party Dev 🗸				Lines per page	0 ~ (1 > Go to	1 Go 0) In All	
🔅 Setting									

5. Fill in the device's information.



		Add	Device			×
Device Type						
Multi-tenants Doorphone						~
* MAC						
Network Group						
Network 1						\sim
* Device Name						
Are end users allowed to mor	aitor?					
👌 Yes 🔵 No						
Buildings						
All Buildings	0.0			Galacted	0.0	
To be selected	0/2			Selected	0/0	
B1				100	Data	
		< Remove	Add >			
					Cancel	Submit
KelayI * Relay Name					Off	On On
Relay1						
DTMF Code						
#						\sim
Unlock						
SmartPlus Homepage	Sn Sn	nartPlus Talkingpage	PIN	🗹 Face 🛛 🗹 R	F Card	
Bluetooth 🛛 NFC						
Add Relay Add Se	ecurity I	Relay				
					Cancel	Submit

Regardless of what type of the device is, 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 ac config	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 the resident can view the monitoring video with their SmartPlus Apps and indoor monitors. It is Yes by default. If No is selected, the Monitor button on users' SmartPlus Apps will be hidden but users can still see the video during a call with an intercom device. 						
2	Does the device have internet access?	 This option appears only after the super manager enables Doorphone Offline Solution for your distributor. If the door phone is not connected to the Internet, select No so that calls can be transferred to the SmartPlus App through the indoor monitor. If the device is connected to the Internet, select Yes and it can make calls normally. 						
3	IP Address	When No is selected in Does the device have internet access, you need to enter the static IP address of the door phone so that its calls can be transferred.						
4	Buildings	 The option is only for the devices installed in the Community Public Area. When enabled, all residents in all buildings can control the device. When disabled, you can select specific residents to control the device. 						
5	Relay Name	Fill in the relay name, which can be the device location.						
6	DTMF code	Enter the DTMF code for the door access.						



7	Access Method	 Select specific unlock methods to trigger the desired relay. For example, if you select PIN in Unlock type for Relay1 and select RF Card for Relay2 when users enter PIN codes on the door phone, only Relay1 will be triggered and vice versa. The following models with specific firmware versions or higher support this feature: \$539: 539.30.10.118 \$532: 532.30.10.117 \$1916.30.10.216 \$2915 V1: 915.30.10.128 \$3915 V2: 2915.30.10.106 \$2915 V2: 2915.30.10.106 \$2912: 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 A094: 92.30.10.112 Note: If the SmartPlus Homepage or SmartPlus Talkingpage is not checked, the corresponding icons will not appear on the app home page. 		
8	Add Relay	You can add more relays if needed.		
9	Add Security Relay	Add the security relay if the door phone is connected to an Akuvox SR01 security relay for the door unlock control.		
To add an indoor monitor, the following options should be additionally configured.				
1	Arming Function	When enabled, the arming icon will be available on users' SmartPlus Apps for arming and disarming.		
2	Relay	Turn on or off the device's built-in relay and name the relay.		
3	External Relay	When the device is connected to an external relay, enable this option. Note: Please click herefor the detailed external relay configuration.		
4	External Relay Type	Select the relay type. Akuvox-MK485-G2R-8J8C V3.0 supports up to 8 relays and HF-8000 up to 4.		
5	External Relay Mode	 When Akuvox-MK485-G2R-8J8C V3.0 is select, RS485, RS485+input(Non-Latching), and RS485+input(Latching) options are available. When HF-8000 is selected, RS485 and Ethernet options are available. When RSAC-C1-R8 is selected, RS485 is by default. 		
6	IP Address	When Ethernet is selected as the external relay mode, enter the IP address.		
7	Port	When Ethernet is selected as the external relay mode, enter the port.		
8	Relay Name	Name the external relay to distinguish it from others.		



9	Relay Function	Define the relay function according to the device connected to the relay.
---	-------------------	---

Add Intercom Devices to Residents' Apartments

After you create an apartment for a resident, you can add the resident's private intercom devices.

1. Select the resident's building and apartment.

2. Click soft the desired resident.

 Dashboard Sites 	Luna >> Sites >> Resident and + Add Building	APT Intercom Devices	Third Party Devices				
🛓 Users	 Public Area 	App Status All	Active All	~ Resident	 ✓ Q Search 		New
Firmware Upgrade	• Building A	APT ≑ APT Name ≑	Resident Ema	il Mobile Number	Active Created Time \$	Expiration Time(App)	Actions
MAC Library		601 (Floor 6) Apartment A	Judy A		Normal 2024-09-11 10:23:46		e 💿
📓 Subscriptions 🛛 🗸			Lines per page	10 ~ < 1	> Go to 1 Go 1 In All		
Third Party Dev 🗸							
Setting							

3. Scroll to the Intercom Devices/Analog Handset section and click New on the right.

- The Akuvox analog handset is used with the door phone S532.
- Click here to view how it works with S532.

0 Intercom Devices					New
MAC	Device Name	Device Type	Status	Binding Time	Action
		No Data			
0 Analog Handset 📀					New
	Device Name		Number	Act	ion
		No Data			

4. Enter the device's information.



Add Device	×
Device Type	
Single-tenant Doorphone	~
• 1440	
* MAC	
Network Group	
Network 1	~
Does this device have internet access?	
• Yes No	
* Device Name	
Allow ware to monitor this device	
Allow User to Set Door Hold Open?	
Relavi	
* Relay Name	Off On On
Relay1	
DTMF Code	
#	~
Access Method	
SmartPlus Homepage SmartPlus Talking page PIN SFace	RF Card
Bluetooth 🛛 NFC	
Add Relay Add Security Relay	
	Cancel Submit

Regardless of the type of device you are adding, 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.



add	additionally configured.					
1	Does the device have internet access?	 This option appears only after the super manager enables Doorphone Offline Solution for your distributor. If the door phone is not connected to the Internet, select No so that calls can be transferred to the SmartPlus App through the indoor monitor. If the device is connected to the Internet, select Yes and it can make calls normally. 				
2	IP Address	When No is selected in Does the device have internet access, you need to enter the static IP address of the door phone so that its calls can be transferred.				
3	Allow users to monitor this device	 You can decide whether the resident can view the monitoring video with their SmartPlus Apps. It is Yes by default. If No is selected, the Monitor button on users' SmartPlus Apps will be hidden but users can still see the video during a call with an intercom device. 				
4	Allow User to Set Door Hold Open?	This option is only available when you are adding or editing users' private door phones. When it is enabled, users can set the door to open at a certain period on their SmartPlus Apps with SmartPlus master accounts. Click here to learn about the supported models and configuration details.				
5	Relay Name	Fill in the relay name, which can be the device location.				
6	DTMF Code	Enter the DTMF code for the door access.				

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



7	Access Method	Select specific unlock methods to trigger the desired relay. For example, if you select PIN in Unlock type for Relay1 and select RF Card for Relay2 when users enter PIN codes on the door phone, only Relay1 will be triggered and vice versa. The following models with specific firmware versions or higher support this feature: • \$539: 539.30.10.118 • \$532: 532.30.10.117 • X916: 916.30.10.216 • X915 V1: 915.30.10.128 • X915 V2: 2915.30.10.106 • X912: 912.30.10.225 • E16 V2: 216.30.10.69 • E18: 18.30.10.205 • R20 V5.0: 320.30.10.125 • R25A: 25.30.10.22 • R27: 227.30.10.201 • R28: 28.30.10.102 • R28 V2.0: 228.30.10.112 • R29: 29.30.10.112 • A094: 92.30.10.112
8	Add Relay	You can add more relays if needed.
9	Add Security Relay	Add the security relay if the door phone is connected to an Akuvox SR01 security relay for the door unlock control.



To a	To add an indoor monitor, the following options should be additionally configured.						
1	Works offline	When enabled, the device will transfer calls from offline door phones to the SmartPlus App. Note: This option will only appear after the super manager enables Doorphone Offline Solution for your distributor.					
2	Arming Function	When enabled, the arming icon will be available on users' SmartPlus Apps for arming and disarming.					
3	Relay	Turn on or off the device's built-in relay and name the relay.					
4	External Relay	When the device is connected to an external relay, enable this option. Note: Please click here for the detailed external relay configuration.					
5	External Relay Type	Select the relay type between Akuvox-MK485-G2R-8J8C V3.0 and HF-8000. The former supports up to 8 relays and the latter up to 4.					
6	External Relay Mode	 When Akuvox-MK485-G2R-8J8C V3.0 is select, RS485, RS485+input(Non-Latching), and RS485+input(Latching) options are available. When HF-8000 is selected, RS485 and Ethernet options are available. 					
7	IP Address	When Ethernet is selected as the external relay mode, enter the IP address.					
8	Port	When Ethernet is selected as the external relay mode, enter the port.					
9	Relay Name	Name the external relay to distinguish it from others.					
10	Relay Function	Define the relay function according to the device connected to the relay.					

Note

Each apartment can only have one indoor monitor to transfer calls for offline door phones.

Add Devices Using a Template

The template can maximize your efficiency in the management of the devices especially when you are handling a large number of devices for a specific community.

- 1. Download the template on the Sites module.
- 2. Fill in the information in the template.
- 3. Click \bowtie of the community to which you want to import the template.



Luna >> Sites					
Community Office Single-Family House					
5 Community(ies)					
	Name ‡	Device Count	End User Count	Property Managers	Actions
	AK	0	0	luna zheng	🖆 🖉 A 📀
	Akuvox	0	1	luna zheng	K 🖉 R 🧿
1.1	Test	0	4	luna zheng	K 🖉 A 📀
	121	0	0		K 🖉 A 🧿
+ New	AK Community	1	0		K 2 8 0
Download The Template					

Template Sample

A	В	С	D		E		F	G	H		I.
Building	Accessible Floors	Apt	AptName	Device		Firs	tName Last	Name	Email	N	AobileNumber
Seaside Apartments	5	201	The Green	Bell,2,A41003FFFFFF;Kitch	nen,1,A41002FFFFFF	Lily	Gree	en	Lily@aabbccc.com	1	4587444
J		К		L	M	N	0		Р	Q	R
TelephoneCallin	gCode	1stPhone		2ndPhone	3rdPhone	CallType	Web Relay I	D	Analog Hands	set	
1		14587444		1458333		the second second	1	1	2 Handset 1.09	Han	dset 2.09

Template Description

No.	Settings	Description
1	Building	Fill in the building number or name. Note: Should not be more than 128 characters in length.
2	Accessible Floors	 Set the accessible floors for the residents. The options range from -10 to 128 and include G0, G1, G2, and All(All Floors). Note: The following models with specific firmware versions or higher support selecting floors within this range. EC33: 33.30.1.11.

		Fill in the apartment number. Support entering 1-6 digit integral number(s) and "#", e.g. 2#123.
		Note:
		1. DO NOT start the apartment number with #, e.g. #2#123, because door phones with APT#+PIN authorization mode enabled will fail to recognize between apartment number and PIN codes. This will lead to door-opening failure.
3	Apt	2. So far, only the following devices with specific firmware versions or higher support entering #.
		 R27: 227.30.10.101 R28: 28.30.10.7 R28: 228.30.10.135 R20K: 320.30.10.230 S532: 532.30.10.117 X912: 912.30.11.49 E18: 18.30.10.236
4	Apt Name	Fill in the apartment name.
		Device Type Code:
		Multi-tenant door phone=0
		Single-tenant door phone=1
		Indoor Monitor=2
		Guard Phone=3
_	_ .	Access Control=50
5	Device	Device Setting Format:
		"Device name, Device type, Device MAC".
		E.g: Gate2,0,0C11050B9814; Living Room,2,0C11050893C6
		Note: Every two devices need to be separated by ";".
		Note : Device MAC must be added first in the MAC library of the community to which you want to import the data.
_		Fill in the resident's first name.
6	First Name	Note: Should not be more than 64 characters in length.
		Fill in the resident's last name.
7	Last Name	Note: Should not be more than 64 characters in length.
8	Email	Fill in the resident's Email.
9	Mobile Number	Fill in the resident's mobile phone number.
10	Telephone Calling Code	Fill in the resident's country code.



11	Phone1/2/3	Fill in the resident's mobile phone number.
12	Call Type	Call Type Code: • SmartPlus and indoor monitor=0 • Phone and indoor monitor =1 • SmartPlus and indoor monitor, with the phone as backup =2 • Indoor monitors with SmartPlus as backup=3 • Indoor monitors with phone as backup=4 • Indoor monitors with SmartPlus as backup, finally phone=5 E.g. "Indoor monitors with SmartPlus as backup, finally phone=5" means the call will be received in sequential order, first by indoor monitor, then SmartPlus app, and last by mobile phone.
13	Web Relay ID	Enter the We Relay Action ID number. You select the specific web relay action ID to carry out a specific action. Note: Web relay must be set up on the door phone's web interface.
14	Analog Handset	Enter the analog handset's name and number. Separate multiple handsets with ";". The Akuvox analog handset is used with the door phone S532. Click here to view how it works with S532.

Note

You can import residents and devices at the same time using one template.

Add Third-Party Devices

You can add third-party devices to public areas of the community or residents' apartments.

Add Third-Party Cameras

Note

Click here to see the supported brands of third-party cameras and detailed integration steps.

In Public Areas

By adding third-party cameras to the public areas, property managers and end users can monitor the camera surroundings. Also, you can link the camera to the door phone, allowing users to switch between the door phone and the third-party camera for monitoring.

- 1. Click Public Area or the desired building.
- 2. Click Third-Party Devices and Camera.
- 3. Click New on the right.



	Luna >> Sites >> Resident and D	evice		
Dashboard	+ Add Building	Intercom Devices	Add Camera	
fi Sites	Community	Camera Sali	* Device Name	
🚢 Users		Device Name		New
🍅 Firmware		us no non	* RTSP Address	
🔥 Upgrade		D.	rtsp://	Created Time
🗭 Message			* Username	
MAC Library		101	Luna	
📓 Subscriptions 🛛 🗸			* Password	
Integration			The password cannot contain @ :/.	1 Go 0 In All
🔂 Setting			Yes No	
¶; Notification Ce ∨			Monitoring Terminal	
📴 Privacy Policy			SmartPlus + Indoor Monitor Guard Phone Only SmartPlus	
			Only Indoor Monitor Guard Phone	
			Link Device ③	
			Cancel Submit	

In Residents' Apartments

By adding third-party cameras, end users can monitor the camera surroundings. Also, you can link the camera to the door phone, allowing users to switch between the door phone and the third-party camera for monitoring.

Dashboard	Luna >> Sites >> Resident and + Add Building	Device	om Devices T	hird Party Devices						
Lusers	Community • Public Area	App Status All		Active All		Resident		Q Search		New
Firmware	• Building A	APT ‡	APT Name ‡	Resident	Email	Mobile Number	Active	Created Time ‡	Expiration Time(App)	Actions
MAC Library		601 (Floor 6)	Apartment A	Judy A	**	**	Normal	2024-09-11 10:23:46		2 0
Subscriptions 🗸				Lines pe	r page 10	× < 1	> Go to	1 Go 1 In All		
📰 Third Party Dev 🗸										
🔅 Setting										

2. Scroll to the Third Party Devices section and click New on the right.

0 Third Party I	0 Third Party Devices							
Camera	Dormakaba Lock							
~				New				
	Device Name	Link Device	Created Time	Action				
		No Data						

3. Enter the device's information and click Submit.



Add Camera	×
* Device Name	
* RTSP Address	
rtsp://	
rtsp://ip:port or rtsp://domain:port	
* Username	
Luna	
* Password	
	Ø
The password cannot contain @ : /. Allow users to monitor this device	
• Yes No	
Monitoring Terminal	
SmartPlus + Indoor Monitor/Guard Phone Only SmartPlus	
Only Indoor Monitor/Guard Phone	
Link Device 🔞	
	Cancel Submit

No.	Field Name	Description
1	Device Name	Name the device to distinguish it from others.
2	RTSP Address	Type in the third-party RTSP URL in the Format: rtsp://ip:port or rtsp://domain:port. It is used to obtain the camera image. Note: RTSP URL formats may vary by third-party camera manufacturers.
3	User Name	Enter the authentication username provided by a third-party camera manufacturer.
4	Password	Enter the authentication password provided by a third-party camera manufacturer.
5	Allow users to monitor this device	Set whether users can view the monitoring stream through their indoor monitors and SmartPlus Apps.
6	Monitoring Terminal	If Yes is selected for the Allow users to monitor this device option, specify through which devices users can monitor.
7	Link Device	You can link third-party cameras with intercom devices such as an R29 door phone of the building. When linked, users can tap the door phone camera icon on the SmartPlus app, then switch between the door phone camera view or third-party camera view. And the third-party camera icon will not be displayed on the app.

Add Third-party Locks

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

Note

Currently, ONLY SmartPlus Ucloud(American Cloud) supports the Dormakaba lock integration. Please click the following articles to view how to add and assign third-party locks:

- Integration with Dormakaba Lock.
- Integration with Salto Lock.
- Integration with iTec Lock.
- 1. Click Integration on the left column.
- 2. Select the lock brand: Dormakaba, Salto, or iTec.
- 3. Click User Guide to view the instructions.

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

You can also navigate to the place where the lock is installed and assign the lock.

In Public Areas

- 1. Click Public Area or the desired building.
- 2. Click Third-Party Devices and select the lock brand.
- 3. Click New on the right to assign the desired lock or click User Guide to view the instructions.

Deckberrd	Luna >> Sites >> Resident and	Device				
Lasnooard	+ Add Building	APT Intercom Devices	Third Party Devices			
Sites	Community	Camera Dormakaba Lock	Salto Lock			
Lusers	• Public Area	Device Name	Q Search			
📥 Firmware	Building A				Salto KS Account:	User Guide New
🔥 Upgrade		Device Name	10	Linked Device	Created Time	Action
MAC Library						
Subscriptions ~				No Data		
Integration			Lines per page 10	✓ < 1 > Go to	1 Go 0 In All	
Setting						
Privacy Policy						

In Residents' Apartments

1. Click of the desired resident.



	Luna >> Sites >> Resident and I	Device								
Dashboard	+ Add Building	APT Interc	om Devices Thir	d Party Devices						
Sites	_									
Lusers	Community	App Status All		Active All		Resident		Q Search		New
A	 Public Area 									
> Firmware	Building A	APT \$	APT Name ‡	Resident	Email	Mobile Number	Active	Created Time ‡	Expiration Time(App)	Actions
🔥 Upgrade										
MAC Library		601 (Floor 6)	Apartment A	Judy A			Normal	2024-09-11 10:23:46		
Subscriptions										
Juoscriptions •				Lines p	er page 10	× (1	> Go to	1 Go 1 In All		
Third Party Dev ~										
Setting										

- 2. Scroll to the Third-Party Devices section and select the lock brand.
- 3. Click New on the right to assign the lock or click User Guide to view the instructions.

0 Third Party I	Devices				
Camera	Dormakaba Lock	Salto Lock			
Device ID	~	Q Search			User Guide New
D	evice Name	Device ID	Link Device	Created Time	Action
			No Data		

Edit/Delete the Device

You can edit and delete the device.

Edit Devices in Community Public Area

1. Click 🕖 of the target community on the Sites module.

2. Click **Public Area** and select **Intercom Devices** or **Third-Party Devices**. You can search the device by its MAC, Device Name, or SIP, and click the icon reaction in the to reorder them to conveniently find the desired device.

3. Click to modify the device's settings.

	Luna >> Sites >> Resident and D	evice									
Dashboard	+ Add Building	Residents Intercom De	ovices Third Pa	irty Devices							
Sites	Community										
Lusers	a Public Area	MAC		Q Sear	ch						AutoP
🚖 Firmware	+ Fuone Area	MAC	Device Name ‡	Resident	APT	Building	Device Type	SIP	Status	Created Time ‡	Actions
🔥 Upgrade	 Building A 	0C11051E790B	Door	-		Building A		5926100268	•	2024-09-11 10:24:03	0 🖉 🛍
MAC Library											
🛐 Subscriptions 🗸 🗸											
🧱 Third Party Dev 🗸				Lines per page	10	✓<	> Go to 1	Go 1 I	n All		
Setting											

For Intercom Devices, if it is a multi-tenant door phone or a single-tenant door phone, the option

Directory will be available for re-selecting the residents and indoor monitors that can be displayed as contacts on the door phone's Contacts screen.

Akuvox Open A Smart World

Note

The following models with specific firmware versions or higher support the Directory selection feature:

- E16 V2: 216.30.10.109
- E18: 18.30.10.236
- R29:29.30.10.205
- R28 V2: 228.30.10.139
- X912: 912.30.11.49
- X915 V2: 2915.30.10.205
- X916: 916.30.10.212
- S532: 532.30.10.228
- S539: 539.30.10.231

Edit Device	
Device Type	
Multi-tenants Doorphone	V.
* MAC	
0C11050073D9	
Network Group	
Network 1	×
* Device Name	
Door29	
Are end users allowed to monitor?	
• Yes O No	
Duildings	
Dundings	Directory
All Buildings	
Palavil	
* Relay Name	Off On
Pelav1	
17010141	
DTMF Code	
Total The Code	V S Eace RF Card
TMF Code # Access Method SmartPlus Homepage Bluetooth Image: SmartPlus Talking page	N Z Face Z RF Card
Today 1 DTMF Code # Access Method SmartPlus Homepage SmartPlus Talking page PIN Bluetooth SNFC	N S Face RF Card
Today 1 DTMF Code # Access Method S SmartPlus Homepage S SmartPlus Talking page PIN Bluetooth NFC Directory	N Pace RF Card Cancel Submit
Totay 1 DTMF Code # Access Method S SmartPlus Homepage S SmartPlus Talking page PIN Bluetooth NC Directory	N Pace RF Card
DTMF Code # Access Method SmartPlus Talking page PIN Bluetooth SNFC Directory Device 1	V V V V V V V V V V
The set of	N Z Face RF Card
Image: The second se	N S Face RF Card Cancel Submit
Image: The second se	N S Face RF Card
DTMF Code # Access Method @ SmartPlus Homepage @ SmartPlus Talking page @ Bluetooth @ NFC Device 1 Multi-1 * @ B1 * @ AK 1 0C110 * @ AK 2	N Prace RF Card
Image: The second se	V V Face RF Card
Image: The second se	N Prace RF Card
Image: The second se	N S Face RF Card
Image: The second se	N S Face RF Card
Image: The second se	N S Face RF Card
INNEC DTMF Code # Access Method Image: SmartPlus Homepage SmartPlus Homepage Image: SmartPlus Talking page Image:	V V Face RF Card
INNEY DTMF Code # Access Method Image: SmartPlus Homepage Image: SmartPlus Talking page Image: Talking page	V V Face V RF Card



Relay1	Submit On
* Relay 1	
Relay1	
DTMF Code	
#	
Access Method	
🖉 SmartPlus Homepage 🗹 SmartPlus Talking page 🗹 PIN 🗭 Face 💟 RF C	ard
🗹 Bluetooth 🛛 NFC	
с	ancel Submit

Edit/Delete Device in Building Public Area

1. Click 📀 of the target community on the Sites module.

2. Select the target building and select Intercom Devices or Third Party Devices. You can search the device by its MAC, Device Name, or SIP, and click the icon 🔹 to reorder devices for quick access.

3. Click to modify the device's settings.

	Luna >> Sites >> Resident and D	rice				
Dasnboard	+ Add Building	Residents Intercom Devices Third Party I	Devices			
Sites	Community	MAC	O Search			AutoP
Lusers	Public Area	MAG Y	Q Search			Plator
Firmware	· Building A	MAC Device Name \$\\$	Resident APT Building	Device Type SIP	Status Created Time ‡	Actions
🔥 Upgrade	C C	0C11051E790B Door	Building A	5926100268	2024-09-11 10:24:03	0 🖉 🗇
MAC Library						
🛐 Subscriptions 🗸 🗸						
🧱 Third Party Dev 🗸		Li	nes per page 10 \sim C	> Go to 1 Go 11	n All	
🔅 Setting						

For Intercom Devices, when it is a multi-tenant door phone or a single-tenant door phone, the

option **Directory** will be available for re-selecting the residents and indoor monitors that can be displayed as contacts on the door phone's Contacts screen.

Note

The following models with specific firmware versions or higher support the Directory selection feature:

- E16 V2: 216.30.10.109
- E18: 18.30.10.236
- R29: 29.30.10.205
- R28 V2: 228.30.10.139
- X912: 912.30.11.49
- X915 V2: 2915.30.10.205
- X916: 916.30.10.212
- S532: 532.30.10.228
- S539: 539.30.10.231



	Edit Device	
Device Typ	e	
Multi-ter	ants Doorphone	~
* MAC		
0C1105	1073D9	
Network G	7010	
Network	1	~
Contact Di	nlav Sattinge	
Contact Di	opuny occurings	Directory
Only A	PT numbers	
O APT m	mbers, indoor monitors and apps	
* Device N	ame	
Door	uur	
Arrandus	and all and the manufactor?	
• Yes	No	
Relay1	c	off 🚺 On
* Relay Na	me	
Relay1		
DTMF Coo	le	
#		~
Access Me	hod	
SmartP	lus Homepage 🗹 SmartPlus Talking page 🗹 PIN 🗹 Face 🗹 RF Card	
	Cancel	Submit
	Directory	.
	Directory	××
Device T	Directory	×××
Device T Multi-t	Directory	
Device T Multi-t * MAC	Directory	×××
Device T Multi-t * MAC 0C110	Directory	× ×
Device T Multi-t * MAC 0C110 Network	Directory	× ×
Device T Multi-t * MAC 0C110 Network Network	Directory	× ×
Device T Multi-t * MAC 0C110 Network Netwo Contact	Directory	
Device T Multi-t * MAC 0C110 Network Network Contact J	Directory	× ×
Device T Multi-t * MAC 0C110 Network Network Contact I O Only Inde-	Directory	× ×
Device T Multi-t * MAC 0C110 Network Network Contact T Only Indo	Directory	× ×
Device T Multi-4 * MAC OC110 Network Network Netwo Contact 1 Only Indo APT * Device	Directory	X X
Device T Multi-1 * MAC OC110 Network Network Contact I Only Indo APT * Device Door	Directory	× ×
Device T Multi-1 * MAC OC110 Network Network Contact J Only Indo OAly Indo APT * Device Door Are end	Directory Image: Second sec	× ×
Device T Multi-t * MAC OC110 Network Network Contact J Only Indo APT * Device Door Are end Yes	Directory	× ×
Device T Multi-1 * MAC OC110 Network Network Contact J Only Indo Only Indo Only Tabevice Door Are end O	Directory	X X
Device T Multi-1 * MAC OC110 Network Network Contact I Only Indo APT * Device Door Are end * Q Yes Relay1	Directory	
Device T Multi-1 * MAC OC110 Network Network Contact 1 Oaly Indos O APT * Device Door Are end Yes Relay1 * Relay M	Directory	
Device T Multi-t * MAC OC110 Network Network Contact J Only Indes Only Indes Only Indes Output Door Are end Oor Are end Ses Relay I * Relay M	Directory	
Device T Multi-t * MAC OC110 Network Network Contact I Only Indo Partice Door Are end Are end Yes Relay1 * Relay1 Relay1 DIMF Co	Directory	
Device T Multi-1 * MAC OC110 Network Network Contact 1 Only Indo APT * Device Door Are end * Yes Relay1 * Relay1 Relay1 DTMF Co	Directory	
Device T Multi-1 * MAC OC110 Network Network Contact I Only Indo APT * Device Door Are end Yes Relay1 * Relay1 Relay1 DIMF Co # Contact I DIMF Co	Directory	
Device T Multi-1 * MAC OC110 Network Network Contact 1 Oaly Indo O APT * Device Door Are end Yes Relay1 * Relay1 * Relay1 DTMF Co # Access Me	Directory	

Remote Configuration and Maintenance

You can provide residents with remote maintenance in terms of device data transmission type configuration, device reboot, device web interface remote control and device provisioning, etc. for the device on the community, building, and public area levels.



- 1. Click on Community.
- 2. Click Intercom Devices, then .

Akuvox	2 Installer Portal									Luna 👻 Log out
Dashboard	Luna >> Sites >> Resident and D + Add Building	Residents	Devices Third P	Party Devices						
 Users Firmware 	Community • Public Area	MAC ~	Device Name ‡	Q Search Resident AP	Building	Device Type	SIP	Status	Created Time \$	AutoP
🔥 Upgrade	• Building A	OC11051E790B	Door		Building A		5926100268	٠	2024-09-11 10:24:03	02 1
Subscriptions V										
■ Third Party Dev ~ ★ Setting				Lines per page 10	× (1	Go to	Go 11	in All		

- 3. Click Remote Control to access remotely the device's web settings.
- 4. Click Settings to set up the device further.

Note

- If the device model is R20K or R20B and connected to an expansion module(MD06/MD12), a Push Button Setting option will be available for you to set up the expansion module.
- Click here to view the details of setting up the expansion unit.

	Device Info - 0C11051E790B		
Basic Information		Remote Control	Settings
Device Name	Door		
MAC	0C11051E790B		
SIP	5926100268		
Last Connection	2024-09-11 10:24:04		
Туре	Building device		
Owner	-		

- 5. Reboot or reset the device.
- 6. Enter the commands for the Auto-provisioning, then click on Submit.

Settings	×
Connection Type	
ТСР	\sim
Others	
Reboot Reset Remote Control One-Time AutoP Ca	ncel Submit



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



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.

Property Manager Account

As an installer, you can manage property manager accounts for communities.

Add Property Manager Account

After a community is set up, you can create a property manager account and assign it to a specific community. Moreover, you can set up a SmartPlus app designed for property managers.

1. Click Users on the left column and click New Property Manager on the right.

Dashboard	Luna >> Users Property Manager Sub Account			
Sites Users	Name	Q Search		New Property Manager
Firmware	Name 💠	Email	Project	Actions
🔥 Upgrade	ela zheng	.com	-	2 🖻
MAC Library	luna zheng	.com	Akuvox,AK,AK,Test,Test,Akuvox	2 🛍
関 Subscriptions 🗸 🗸				
🃰 Third Party Dev 🗸		Lines per page 10 \checkmark 1 >	Go to 1 Go 2 In All	
🕸 Setting				

2. Fill in the property manager information and select the email language.

3. Enable or disable the Monthly Password Update Reminder and Email Two-Factor Authorization for Login.

- Monthly Password Update Reminder: If enabled, when property managers log into the SmartPlus Cloud platform, they will see a prompt every month reminding them to change their SmartPlus login passwords. This feature is used to enhance the security of property manager accounts.
- Email Two-Factor Authorization for Login: If enabled, when property managers log into the SmartPlus Cloud platform, they need to fill in a verification code for login.



New Property Manage	r ×
* First Name	
* Last Name	
* Email	
Language	
English	~
Monthly Password Update Reminder	
Email Two-Factor Authorization for Login	
	Cancel Submit

4. Click \Re of the community to which you want to assign the property manager. A window will be displayed for you to select the property manager and set up permissions for the property manager.

Luna >> Sites					
Community Office Single-Family House					
5 Community(ies)					
	Name ‡	Device Count	End User Count	Property Managers	Actions
	AK	0	0	luna zheng	K 2 A 0
	Akuvox	0	1	luna zheng	또 🖉 ႙ 💿
1.1	Test	0	4	luna zheng	🗹 🖉 A 🧿
	121	0	0	-	🗹 🖉 A 💿
+ New	AK Community	1	1		K 🖉 A 💿
Download The Template					

a. Click Edit, then select the property manager.



		Property Manager		×		×
Edit Name 🔿 🗛 Iuna zheng 😒	To be selected 00	< Remove Add >	Selected 0/1		Action ssword Setting	
			Cancel	Submit		

b. You can set up permissions for the property manager.

- Enable App to allow the property manager to use the SmartPlus App. You can also reset SmartPlus App login password.
- Click Setting and configure Delete Account Permission and Log Access Control.

With **Delete Account Permission** enabled, the property manager can delete resident accounts on the SmartPlus platform with a property manager account.

With Log Access Control enabled, the property manager can check door logs, call history, and captured images on the SmartPlus platform with a property manager account.

		Prope	rty Manager			×
Edit						
Name 🗇	App Username	Email	Expiration Time	App	Action	
luna zheng 🛛 🖉	2.440	$\mathbf{k} = \log^2 (1 + m)$			Reset Password	Setting
			Setting	×		×
Edit		Delete Account Permission Log Access Control	Q			
Name	App Username			pp	Action	
luna zheng 📀	5926100183	lu	Cancel		Reset Password	Setting

Edit/Delete Property Manager Account

You can edit and delete the property manager account if needed.

1. Go to the Users module and select Property Manager.



Protocod	Luna >> Users			
	Property Manager Sub Account			
Sites	Name ~	Q Search		New Property Manager
Users				
🛸 Firmware	Name \Rightarrow	Email	Project	Actions
🚯 Upgrade	ela zheng	.com	-	2 🖻
MAC Library	luna zheng	.com	Akuvox,AK,AK,Test,Akuvox	2 🗓
関 Subscriptions 🗸 🗸				
📰 Third Party Dev 🗸		Lines per page $10 \sim \langle 1 \rangle$	Go to 1 Go 2 In All	
🔅 Setting				

2. Click to edit the property manager account information and reset the password.

New Property Manager		×
* First Name		
* Last Name		
* Email		
Language		
English		~
Monthly Password Update Reminder		
Email Two-Factor Authorization for Login		
	Cancel	Submit

Firmware Management

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

Check Firmware List

Before upgrading your device firmware, you can go to the Firmware module to check the latest available for uploading.



Version	Model	Version Log	Created Time	Action
29.30.2.805	R29	29.30.2.805	2021-08-04 22:24:52	
29.30.2.804	R29	29.30.2.804	2021-08-04 22:24:16	٦
29.30.102.820	R29	29.30.102.820_Log	2021-07-15 16:44:53	
29.30.2.803	R29	29.30.2.803	2021-07-14 17:02:16	
29.30.2.450	R29	29.30.2.450	2021-07-14 16:50:16	١
113.30.6.89	C313	113.30.6.89	2021-07-05 19:32:41	
916.30.101.303	x916	916.30.101.303	2020-09-14 21:03:52	١
82.30.2.622	IT82	82.30.2.622	2020-05-26 20:40:11	
28.31.1.209	R28	28.31.1.209	2020-04-08 01:17:54	١
227.31.1.131	R27	227.31.1.131	2020-03-30 19:10:44	Ĩ

Firmware List Description

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

Upgrade Firmware

You can upgrade the device firmware to the selected version according to the update timing defined.

1. Go to Upgrade Module.

2. Click on Add.

Status All + Version	Q Search				New
Version	Device	Status	Upgrade Time	Created Time	Action
		No Data			
	Lines p	per page 10 V (1)	Go to 1 Go 0 In All		

- 3. Select Single Family as the project type and choose the site.
- 4. Select the firmware version and the device to be upgraded.
- 5. Select the time to upgrade the device.

6. You can check **Reset After Upgrade** to reset the device's configuration after upgrading finishes.



	Upgrade	Strategy Cre	ation	×
Project Type				
Community				v
* Site				
AK				~
* Model / Firmware				
	8	~ [~
Change Log				
* Device				
*The devices in different version	s of the same model, wh	ich are connected	l, will be shown in the list below.	
MAC/Owner/Device Name	E)			
Device Name	Owner	MAC	Current Version	Status
		No Data		
* Time				
O Upgrade Right Now () Upgrade at a Specif	fic Time		
Reset After Upgrade *Please use this function carefully	y. Data and configuratio	n cannot be retrie	ved after resetting.	
	8			

Check and Edit the Firmware Upgrade List

After you update your device firmware, you can not only check your firmware update status but also edit the update setting for devices pending the upgrade. And you can delete the specific record as well.

- 1. Search the firmware status by All, Pending, Processing, and Executed.
- 2. Edit the update set for the devices pending the update.
- 3. Delete the specific update record if needed.



Version	Device	Status	Upgrade Time	Created Time	Actic
20.30.4.4		Executed	2021-04-22 14:56:12	2021-04-14 14:56:55	Ē
20.30.4.110		Executed	2021-03-30 11:39:35	2021-03-22 11:39:49	Ē
29.30.2.419	R29test	Executed	2021-03-22 11:16:42	2021-03-22 11:16:41	1
20.30.4.4	22	Executed	2021-03-22 10:52:23	2021-03-22 10:52:23	T.
20.30.4.10		Executed	2020-11-14 11:16:33	2020-11-03 11:16:39	Ē
29.31.1.519	**	Executed	2019-06-30 22:19:10	2019-06-12 22:19:12	1

Update List Description

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

Note

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

Subscription

You can pay the subscription fee for the service activation and renewal, including end user/property manager SmartPlus App service and third-party locks service.

Activate Service

Note

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



- 1. Click Subscriptions in the Subscriptions module.
- 2. Select Community as the Project Type.

Dashboard	Luna >> Subscriptions >> Subscriptions
Sites	Project Type
Lusers	Community Office Single Family
🏂 Firmware	Next
🔥 Upgrade	
🗐 MAC Library	
Subscriptions ^	
Jubscriptions	
Payments	
📑 Automatic Pay	
📰 Third Party Dev 🗵	
🔅 Setting	

- 3. Click Active 斗 .
- 4. Select the communities and the services.
 - You can check Select All Projects to select all community projects with one click.
 - You can click the icon 🕴 next to the APT or APT Name to reorder the list.
- 5. Then scroll down to click Next to pay for the service.

Note

If the project is integrated with Rent Manager, its Service Type will be Integration. Or, it will be Normal.



Akuvox	S Installer Portal			Luna 🔻 🍕 Log c
 Dashboard Sites Users Firmware 	Orrentase Types Community Please Select All Projects Selected 0	Purchase Details Q Search	Payment Information	(d) Confirmation
Upgrade Upgrade Massage MAC Library Subscriptions Subscriptions	AK Building . AK Community Akaroo: Community 1 Test	APT \diamond APT Name \diamond Email	Name Service Type	Activation Fee(S)
Payments Pa		< 1 > Ge to 1 Ge 0 In All		

Total Price:	Should Pay:
Coupon	Exchange Coupon
Don't Use Coupon All Fee rC16738Vq42M6765	
2021-12-02 14:33:08 - 2022-12-31 00:00:00	
	Coupon Pay:
Payment method	
Fayment method	
• stripe	
Other payment method	
that the Stripe payment recipient has been changed to SMART-PLUS PTE.	LTD.

Billing Information Description

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



Renew Service

- 1. Click Subscriptions in the Subscriptions module.
- 2. Select Community as the Project Type.

Dashboard	Luna >> Subscrip	tions >> Sub	scriptions	
Sites	Project Type			
Lusers	• Community	Office	Single Family	
🏂 Firmware	Next			
🔥 Upgrade				
MAC Library				
📑 Subscriptions 🛛 🔿				
Subscriptions				
Payments				
Automatic Pay				
Third Party Dev ~				
🐼 Setting				
3. Click Renew 😒				
	·			
Subscriptions	(2 Pur) chase Details	(3) Payme	nt Information
E Payments	n.	\$		

- 4. Select the communities and the services.
 - You can check Select All Projects to select all community projects with one click.
 - You can also click the icon 🗧 next to the APT or APT Name to reorder the list.



Dashboard	Luna >> Subsci	riptions >> Subscriptions								
Sites	< Back									
Lusers	1 Purchase Type	5		(2) Purchase Details			3 Payment Information		(4) Confirmation
🏂 Firmware	Community	^	Service Type	A11	 Expiration Date 			- 0	Q Search	
n Upgrade	Please Selec	Select All Projects ②								
🗭 Message	Selected 0 / Please selec	121								
MAC Library		AK		1777 -					N	
Subscriptions ^	<u> </u>	Akuvox	ling	AP1 ≑	AP1 Name ≑	Email	Name	Service Type	Monthly Fee(5)	Expiration 1 ime
Subscriptions		Community 1				No Data				
💼 Payments		Test								
Integration										
🔅 Setting										

Note

If the project is integrated with Rent Manager, its Service Type will be Integration. Or, it will be Normal.

- 5. You can choose to renew manually or automatically.
 - Renew Manually:

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

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

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

Note

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

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



Renew Type	Auto Renew Monthly(30days)
Renew Times	Unlimited
Number of Renewal Apartment(s)	0
Total Price/Month	\$0
Next	

6. Click Next and check the billing information and services to be renewed.

Purchase Types Billing Informatio	on 🖉	Purcha	se Details		Payment Informa	ition	Confirmation
Company/Famil ATTN Address TEL Fax	у		1 1 1 1 Afghanis 1				
2 Item(s)							
Building	APT \$	APT Name \$	Email	Name	Service Type	Monthly Fee(\$)	Expiration Time
Bui1	191911 (Floor 1)		a solution of the	1 11	Normal		2024-02-22 10:45:33
Bui1	111 (Floor 13)			11	Normal		2099-11-25 15:17:59
Auto Renew		Monthly (+8:00 Sł	nanghai)				
Number of Billing	Cycles	Unlimited					
Number of Renew	al Apartment(s)	2					
Total Price/Month		1.1					
By subscribing, yo	ou agree to our <u>Terms and C</u>	onditions. You'll be charged the	amount listed above every month until	you cancel. You ca	n cancel at any time.		

7. Select the payment method, enter the card number, and pay for the bill.



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



Billing System		
	Pending Order Transaction Type: Renew Monthly Rental Fee Transaction Number: 4163878625467585 Total Price:	Should Pay: 🛌
	Coupon Don't Use Coupon Don't Use Coupon All Fee ettM#7364726796 2022-12-31 00 0000 LETTER	Exchange Coupon
	Payment method stripe PayPal 	Coupon Pay: 🋌
		Amount Paid

Coupons

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

Dashboard	Luna >> Setting				
Sites	Coupon Details	Coupon Balance:			
2 Users	O Time Zone	Coupon Number	Coupon Type	Used/Original Amount	Effective Time/Expiration Time
🚖 Firmware	Billing Information				
🔥 Upgrade	Customer Service				
MAC Library	Account Setting			No Data	
📑 Subscriptions 🗸 🗸	Single-Family Email Setting				
📰 Third Party Dev 🗸					
🔅 Setting					

Automatic Payment Records

On the Subscriptions > Automatic Payment Record module, you can check the automatic payment records including Auto Renew settings, total prices, etc.

The strengt	Luna >> Subscriptions >> Automatic Payment Record								
Dasnooard	Community Office	Single Family							
Sites	Renew Type	Time Zone	Start Time	Renew Times	Next Approximate Paydate	Total Price	Status	Created Time	Action
Lusers					No Data				
Firmware									
Dupgrade				Lines per page $10 \sim$	< 1 > Go to 1 Go	0 In All			
MAC Library									
Subscriptions ^									
Subscriptions									
Payments									
📑 Automatic Pay									
🗐 Third Party Dev 🗸									
🔅 Setting									

Transaction History

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

After the payment is made, you can check the details of the transaction for community users if needed.

1. Click **Payments** in the Subscriptions module, and check the transactions by the service type, status, and order number.



- 2. Click (i) of the transaction to check and download the invoice.
- 3. Click 🛄 to delete transactions.

Order Number	65168111662777863	Download Invoice File
Created Time	2023-04-10 16:50:27	
Status	Succeed	
Туре	Renew	
Next Expiration Time	2024-04-09 00:00:00	
Payer	wk_zheng_ins	
Stripe Info		
Stripe Order		
Coupon Info		
Coupon Number	16Si7w9R03V84860	
Coupon Usage Amount	C.4	
1 Item(s)	Total Price	Final Price :
APT		
		Price _
1 Item(s)		
212		
	5	

Note

Only community orders that are renewed daily will display the Next Expiration Date.

Search Description

Akuvox Open A Smart World

No.	Field Name	Description
1	Order Number	Shows the order of each transaction.
2	Туре	Shows the transaction types: Activation, Subscription, Additional app
3	The number of Apartments	Shows the number of apartments involved in one order.
4	Total Price	Shows the total cost of each transaction
5	Status	 Seven types of status: All, Succeed, Processing, Failed, Time out, Cancel, System Processing. Succeed: is for the order that is paid. Processing: is for the order that is created but not paid yet. Failed: is for the order that is not paid successfully. Time out is for the order that is not paid in time before reaching the timeout. Cancel: is for the order that is canceled. System Processing: is for the order is being processed by the system after the payment is made. All: is for all the above types.
6	Created Time	Shows the time when the order is created
7	Action	Click on to check for details. Click it to pay for the order that is ready for payment. Click is to go to the billing system. Click on it to delete orders.

Log Control

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

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



Dashboard	Luna >> Setting		
E Sites	Coupon Details	Visitor Call Snapshots	
💄 Users	S Time Zone	Submit	
Firmware	Billing Information		
🕐 Upgrade	Customer Service		
MAC Library	Service Provider Information		
😭 Subscriptions 🗸 🗸	 Account setting Single-Family Email Setting 		
Integration	Notification		
Setting	Setting		
Privacy Policy			

Customer Service

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

- 1. Click Setting and select Customer Service.
- 2. Enter or modify your phone number and email address.

3. Enable **Receive Feedback** if needed and end users' feedback will be sent to the email address that you fill in.

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

Set Account Access Permission

Technical Support&Service

Support&Service module offers you the link to the Akuvox ticket system in which you can not only get access to varieties of technical information such as feature guides, FAQ, etc. but also log into the system where you can raise your questions that will be taken care of by Akuvox technical support team.

View SmartPlus User Guide



- 1. Click on Support&Service Module.
- 2. Click on Knowledge Base sub-module.
- 3. Click on Product Manual and then Cloud.

Welco	me to Akuvox Knowledge Base				
Welcome to the Akuvox knowledge base. The website is des great abundance of the mos	igned to empower your understanding about our smart intercom products. The knowledge base encompasse st interesting topics and features carefully drawn from our technical data base.				
Q Search	Indexed and the second s				
	Knowledge Category				
Firmware & Tool	A This Installation Wideo				
Product Manual	C C Akuvox Partners C C FAQ ○ O O				
Filter	Cloud				
> Firmware & Tool	9 Articles in this category				
> Installation					
 Y How-to Guide & Video Y Broduct Manual 					
> Door Phone	Akuvox SmartPlus App User Guide V4.0				
> Indoor Monitor	Version: 4.0 Date: July.2023 About This Manual This g				
> Access Control	6.60.0.3 for Android. Akuvox SmartPlus is a mobile App that can work with SmartF				
~ Cloud	Updated on : 04 Aug 2023				
Akuvox SmartPlus App User Guide V4.0					
Akuvox SmartPlus App Property Manager Guide V4.0	Akuvox SmartPlus App Property Manager Guide V4.0				
Akuvox SmartPlus App User Guide - Office V4.0	About This Manual This guide is applied to version 6.60.3 for				
Akuvox V6.6.2 SmartPlus Installer Guide - Single tenant	Updated on : 04 Aug 2023				
Akuvox V6.6.2 SmartPlus Installer Guide - Community	Akuvox SmartPlus App User Guide - Office V4.0				
Akuvox V6.6.2 SmartPlus Installer Guide	Version: 4.0 Date: July.2023 About This Manual				
- Office Akuvox V6.6.2 SmartPlus Distributor Guide	Welcome to Akuvox SmartPlus world! This user guide gives you quick information a 6.60.0.3, iOS version 6				
Akuvox V6.6.2 SmartPlus Property Manager Guide	Updated on : 04 Aug 2023				
BelaHome App User Guide	Akuvox V6.6.2 SmartPlus Installer Guide - Single tenant				

Ticket System

- 1. Click on the Technical Support sub-module.
- 2. Click on Go to Helpdesk to enter the Akuvox ticket system page.
- 3. Sign up and log in to the Akuvox ticket system for technical information and support.

Still looking for something? We are always happy to assist. Contact Akuvox Contact your Akuvox dist... To help us solve your problems effectively, please read our If you purchased an Akuvox product technical support guide before from one of our distributors, please contact your Akuvox distributor to get submitting your inquiries. immediate support. Akuvox Cakubela Technical Support Knowledge base Login | Sign up Hi, how can we help you? Enter the search term here.... Browse articles Explore How-To's and learn best practices from our ledge base **Knowledge base** View all article Getting started

CAP System

- 1. Click on CAP sub-module for information about how to become a certified Akuvox Partner.
- 2. Sign up and log in to the Akuvox CAP system for sales and technical information and support.



Installer Account Management

You can change roles between single tenant and project manager, and change passwords, time zone, and billing information.

Change Installer Account Password

- 1. Click on your account name in the upper right corner.
- 2. Click on Change Password.

Akuvox	S Installer Portal			Luna 🔺 Log out
 Dashboard Sites Users 	Sites 5 Community(jes)	4 office(s)	2 Single-Family Site(1)	Change Password
🖆 Firmware	Quicklinks			
 MAC Library Subscriptions ~ Third Party Dev ~ 	+ Add Community Site	+ Add Office Site	+ Add Single-Family Sae	+ Add Property Manager

3. Change the password.

		G
Step 1	Step 2	Succes
Original Password		

Change Time Zone

Click **Setting > Time Zone** and select the time zone.

Bashboard	Luna >> Setting	
Sites	Coupon Details	Time Zone
Lusers	O Time Zone	GMT+8.00 Shanghai ~
🔹 Firmware	Billing Information	_
Upgrade MAC Library	Customer Service	
Subscriptions ~	Account Setting	
🗐 Third Party Dev 🗸	Single-Family Email Setting	
🕸 Setting		

Set Account Access Permission



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

You can turn on or off the permission whenever you need.

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

Luna >> Set	tting		
Dasaboard Subsers Users Users Users Firmware Digrade MAC Library Subscriptions Single	upon Details ue Zone ling Information stomer Service count Setting gle-Family Email Setting	Permission Granted Give authorisation to your distributor to access your account. If you turn off the feature, your distributor can't help you. Installer APP	
 Third Party Dev ~ Setting 			

Note

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

Billing Information

You are required to fill in your billing information so that your distributor will be able to send you the bill according to the information you filled in.

Click Setting > Bil	Iling Information	and enter the	information.
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Dashboard	Luna >> Setting	
F Sites	Coupon Details	* Company/Family
Lusers	O Time Zone	• ATTN
📥 Firmware	Billing Information	
🔥 Upgrade	Customer Service	Address
F MAC Library	Account Setting	City Post Code
📑 Subscriptions 🗸	Single-Family Email Setting	Street
Third Party Dev ~		* TEL
Setting		
		Fax
		• Email
		Submit
		_

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

We highly appreciate your feedback about our products.

