

Akuvox V7.1.1 SmartPlus Installer Guide - Community



Smart Intercom



AKUVOX SMARTPLUS USER GUIDE

—
Installer

Update Time: Apr.2025

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.

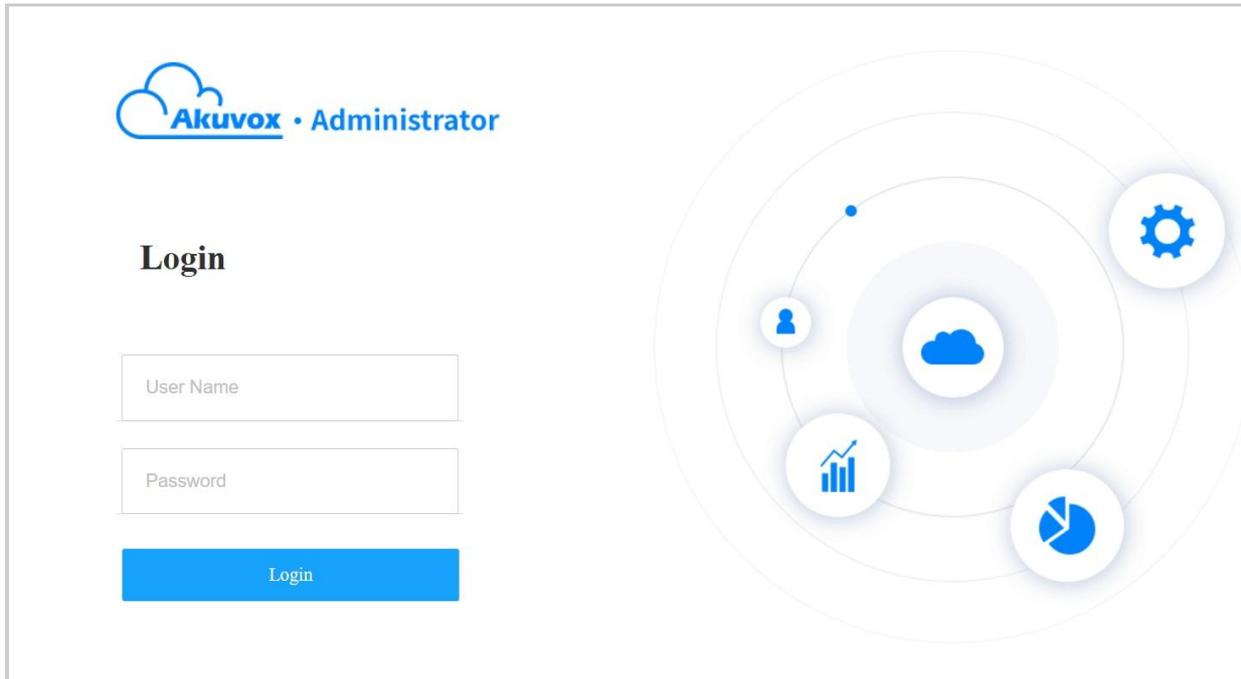
Log into SmartPlus

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.

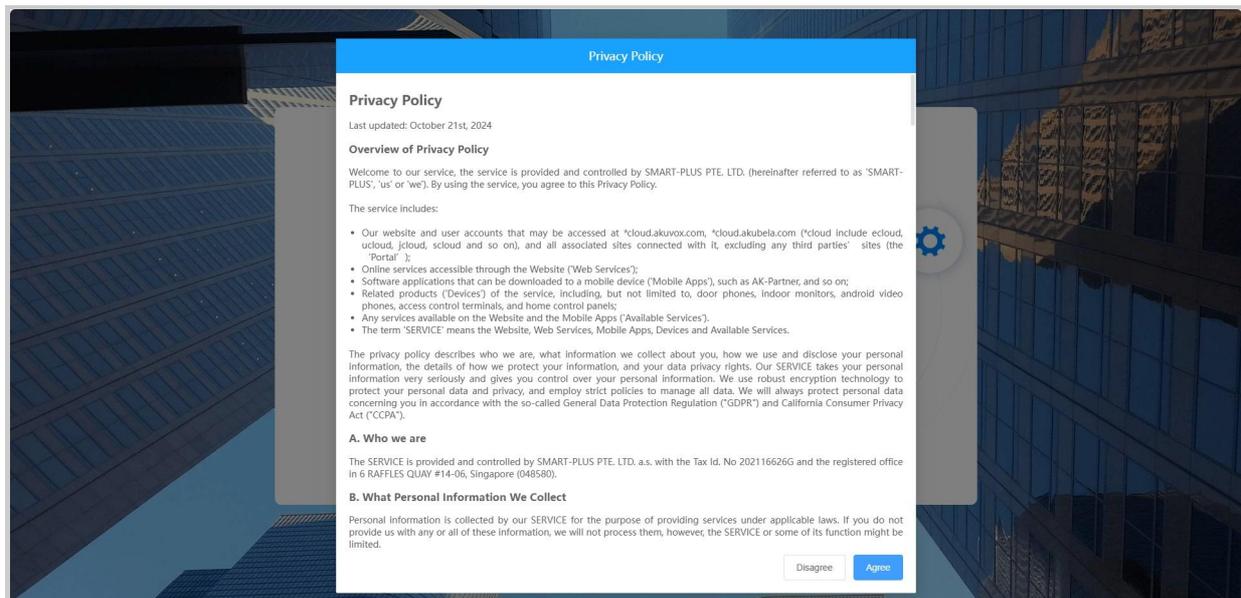
Note

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

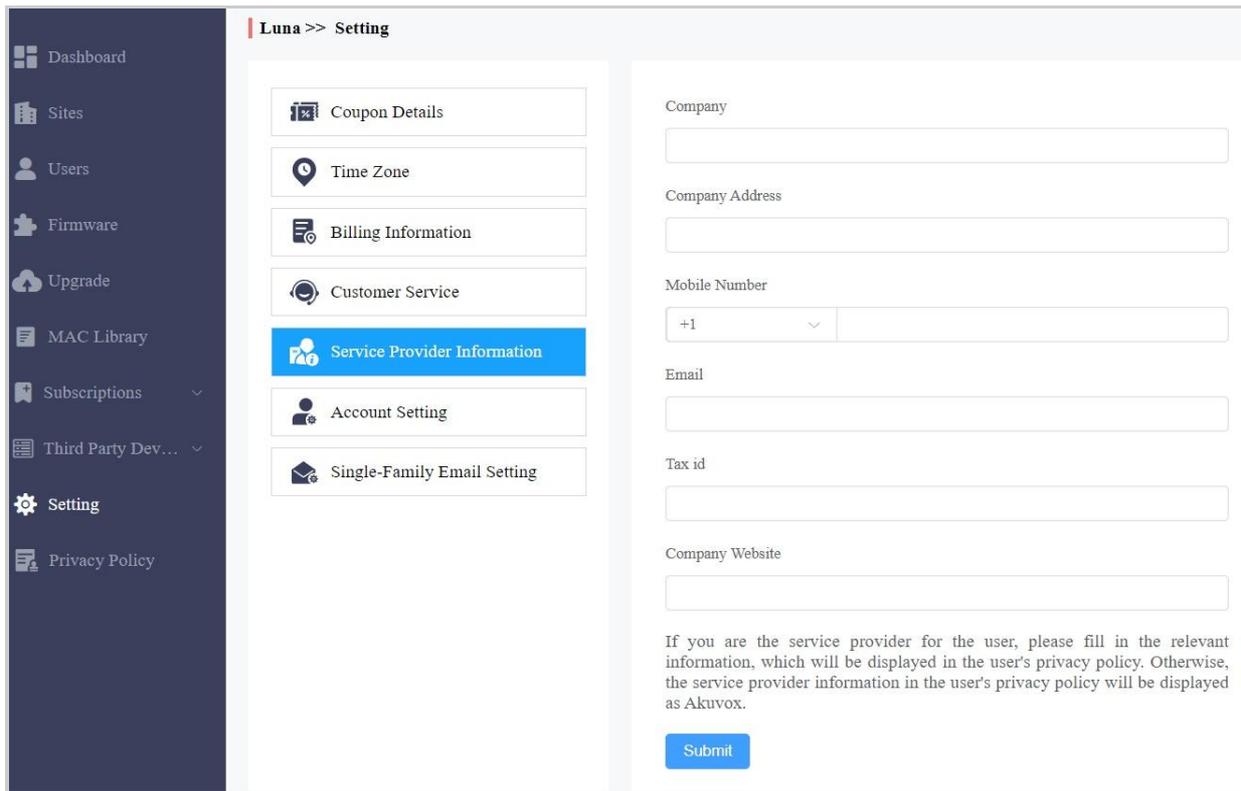


You will see the Privacy Policy window when you log into the platform after the SmartPlus Cloud 7.0.0. update.

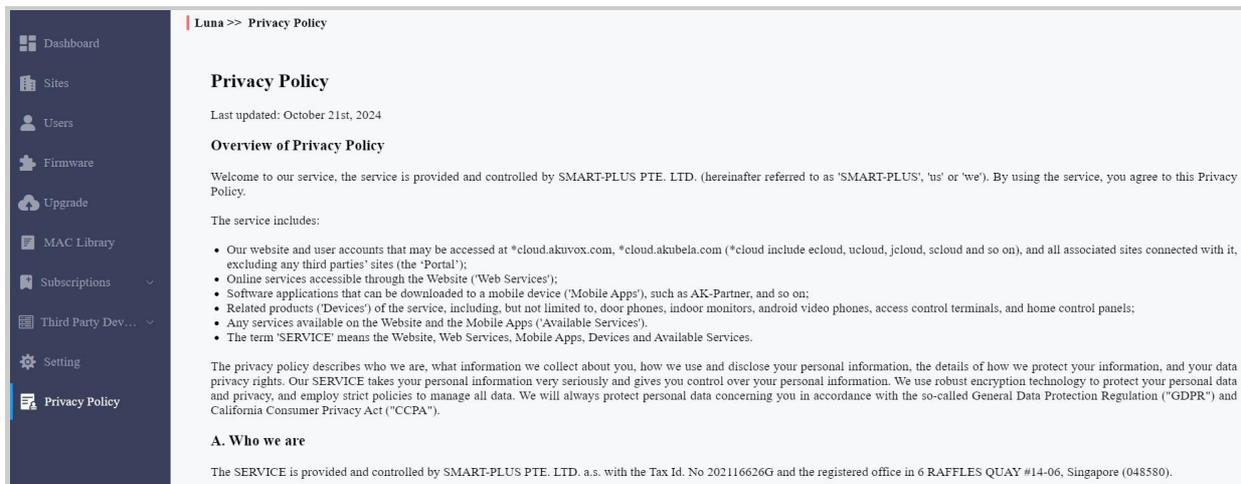
The Privacy Policy tells you how the user data is collected, used, and protected.



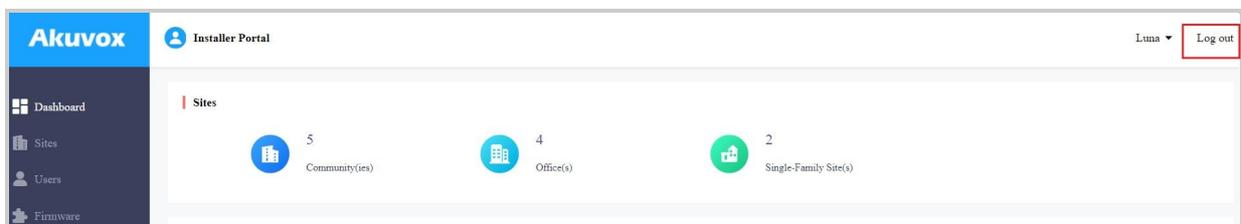
- When you click **Agree**, you will be guided to the Service Provider Information interface to fill in your information. The information will be displayed in the privacy policy for end users. It is not mandatory to fill out. Not filling it in will not affect your use of SmartPlus cloud services.
- When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



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



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

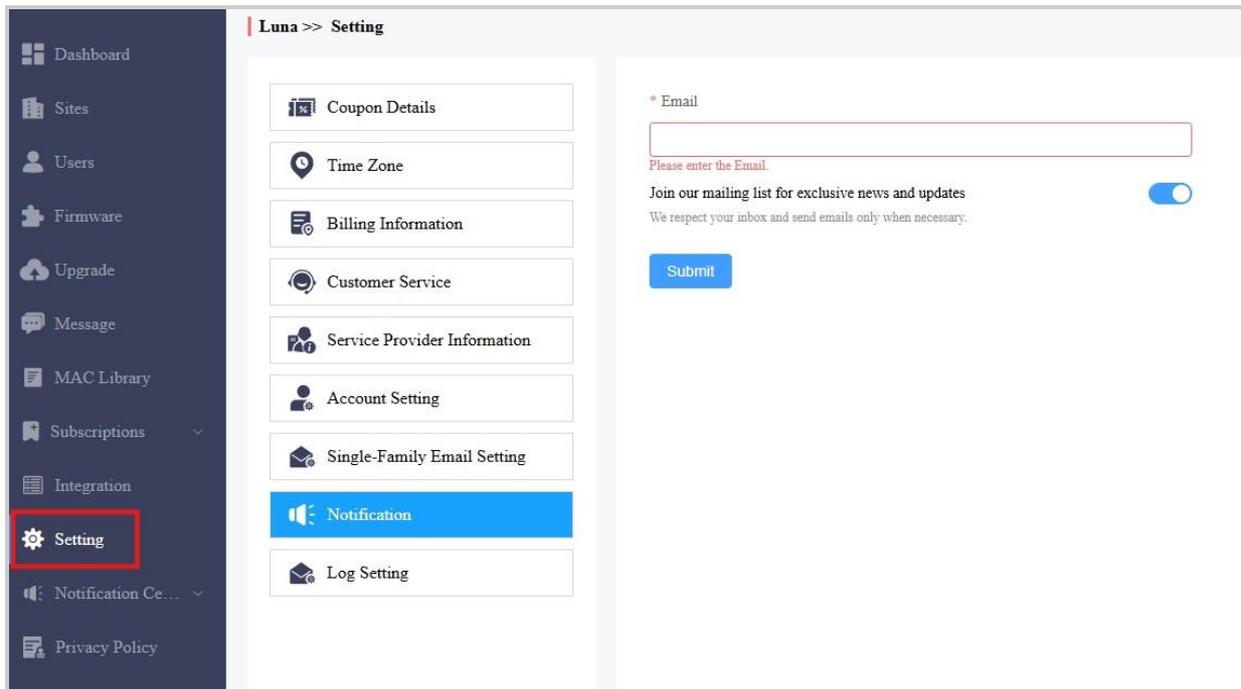


Email Confirmation

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

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

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



Note

Click [here](#) to view how to reset the SmartPlus login password using the email address.

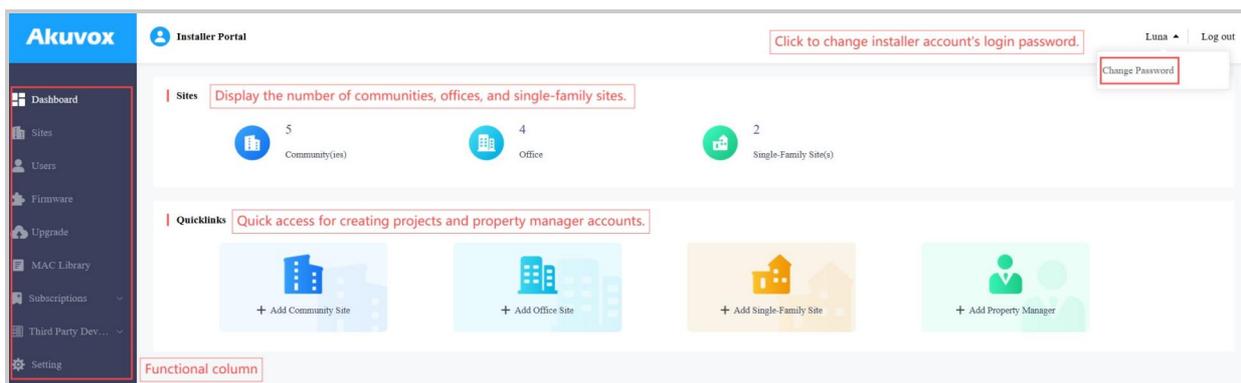
Prior to the Management

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.



Module Description:

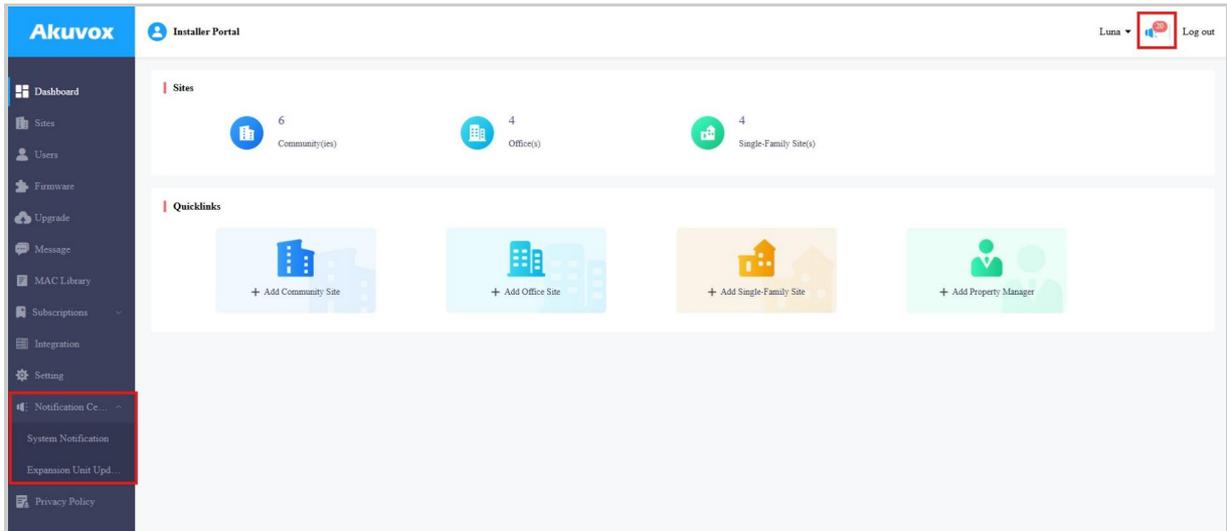
No.	Modules	Description
1	Dashboard	You can have quick access to create projects and property manager accounts and a quick view of devices and SmartPlus App account status.
2	Sites	Click to go into specific project management.
3	Users	You can add, edit, and delete property managers and sub-installer 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	<p>This module contains the following three sub-modules:</p> <ul style="list-style-type: none"> • 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	<p>This module contains the following sub-modules:</p> <ul style="list-style-type: none"> • 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.



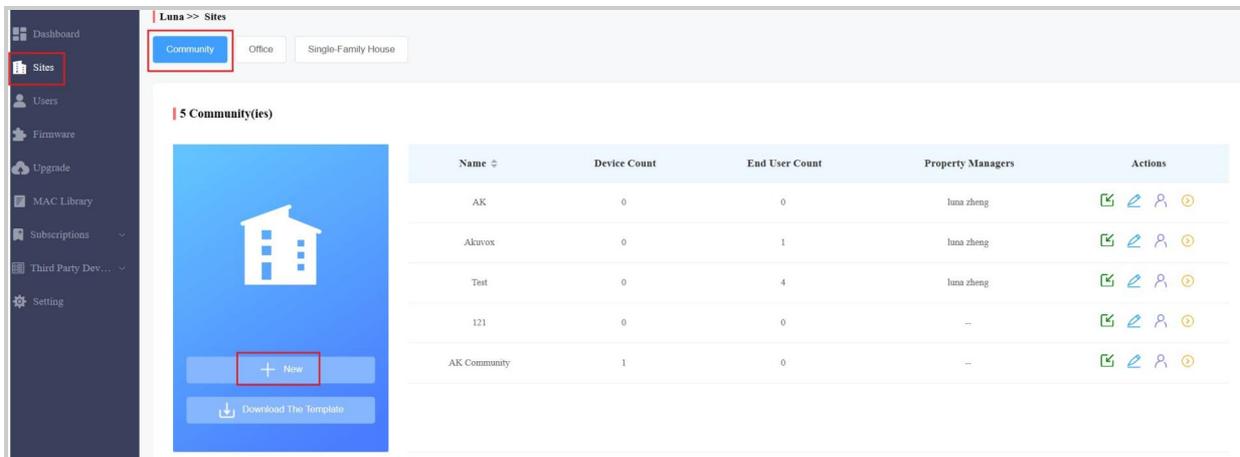
Community Management

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**.



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 features.

* Community Name

Community Address

Post Code

Street

Time Zone

Date Format

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 premium feature.

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	<p>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.</p> <p>Click here to see the models that support displaying weather conditions and detailed configuration.</p>
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	<p>Select basic or premium features for the community. Click Read Instructions to view the plan differences.</p> <p>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:</p> <ul style="list-style-type: none"> • 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.) <p>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.</p>
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

End User + PM Only PM Off

Send Renew Email To End User

On Off

akubela Smart Home

On Off

Scan indoor monitor QR code to register app account

On Off

Third-Party Integration

Dormakaba ⓘ

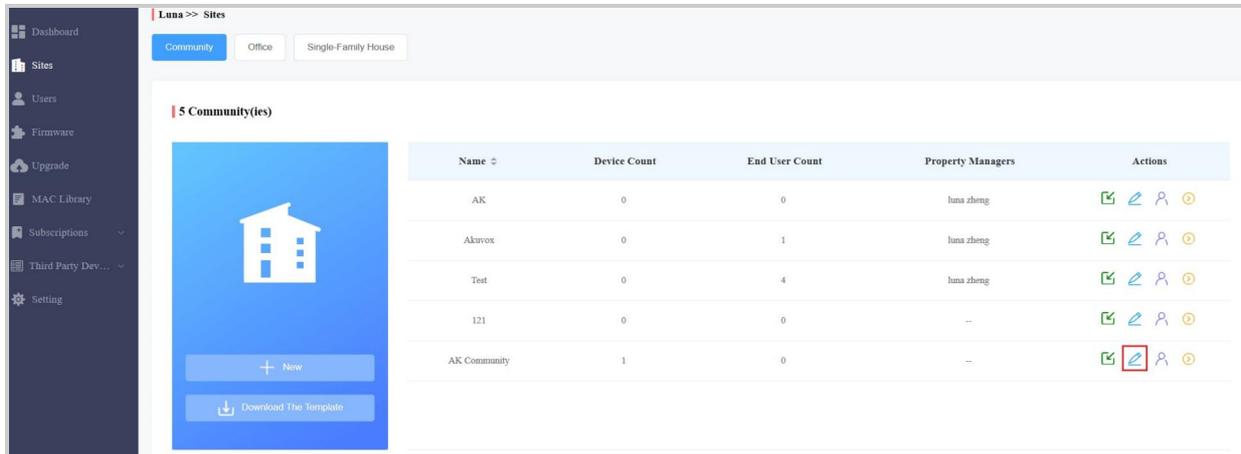
No.	Item Name	Description
1	Video Storage	<p>When enabled, Akuvox devices can automatically record 10 seconds of video when opening doors, calling, and detecting motions. End users can also record videos with their SmartPlus Apps.</p> <p>Click here to view the detailed configuration of this feature.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

3	Permission of Access Control Management	<ul style="list-style-type: none"> • 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	<p>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.</p> <p>End User + PM:</p> <ul style="list-style-type: none"> • 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. <p>Only PM:</p> <ul style="list-style-type: none"> • 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: Property managers will receive the notification email. <p>Off: Only installers will receive the email.</p>
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.

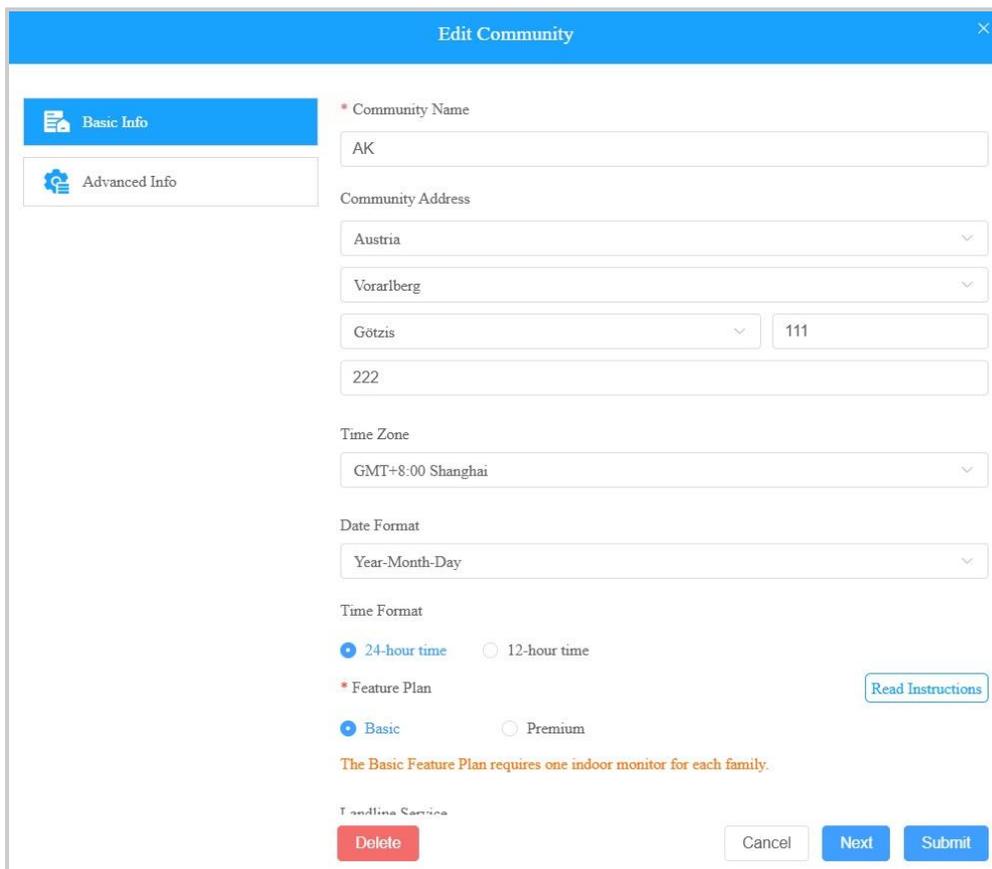
Edit/Delete Community

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

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



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

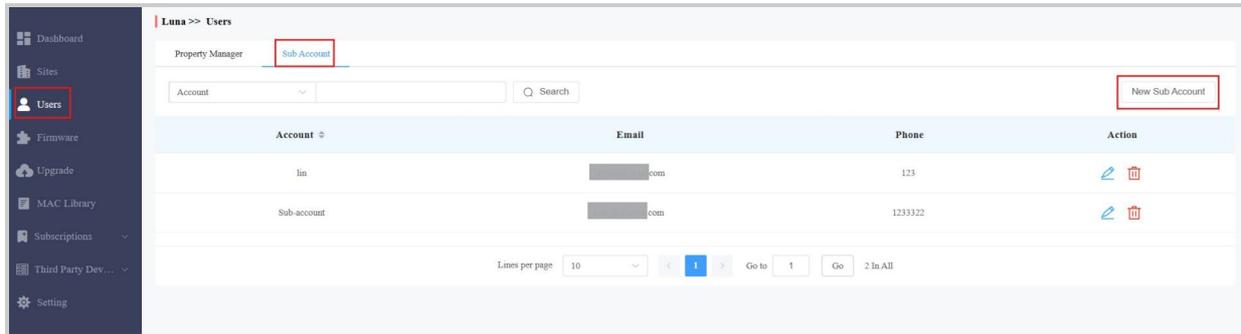


Sub-Installer Account

When several persons are responsible for one project, you can create and log in to different sub-installer 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.

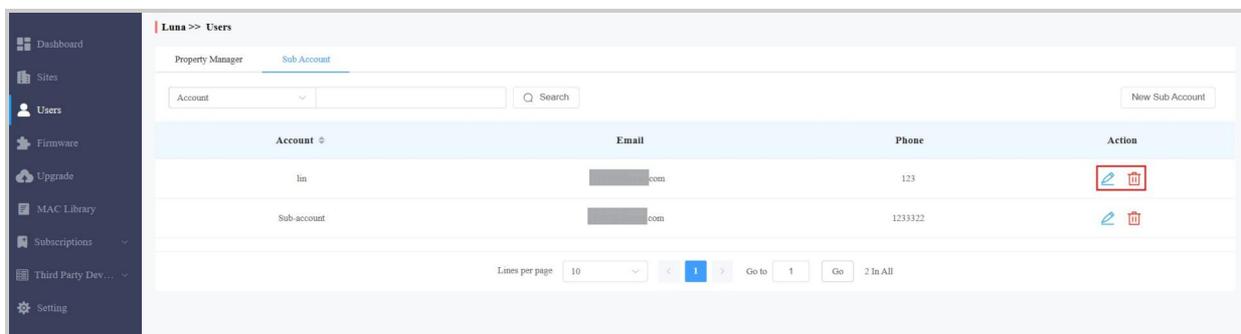


3. Enter the account's information. The SmartPlus portal login password will be sent to the email address.

The 'New Sub Account' form is displayed in a modal window. It has a blue header with the title 'New Sub Account' and a close button. The form contains three input fields: 'Account', 'Email', and 'Phone'. At the bottom right, there are 'Cancel' and 'Submit' buttons.

Edit/Delete Sub-Installer Account

1. Click  to edit the sub-account information and reset the password.
2. Click  to delete the account.



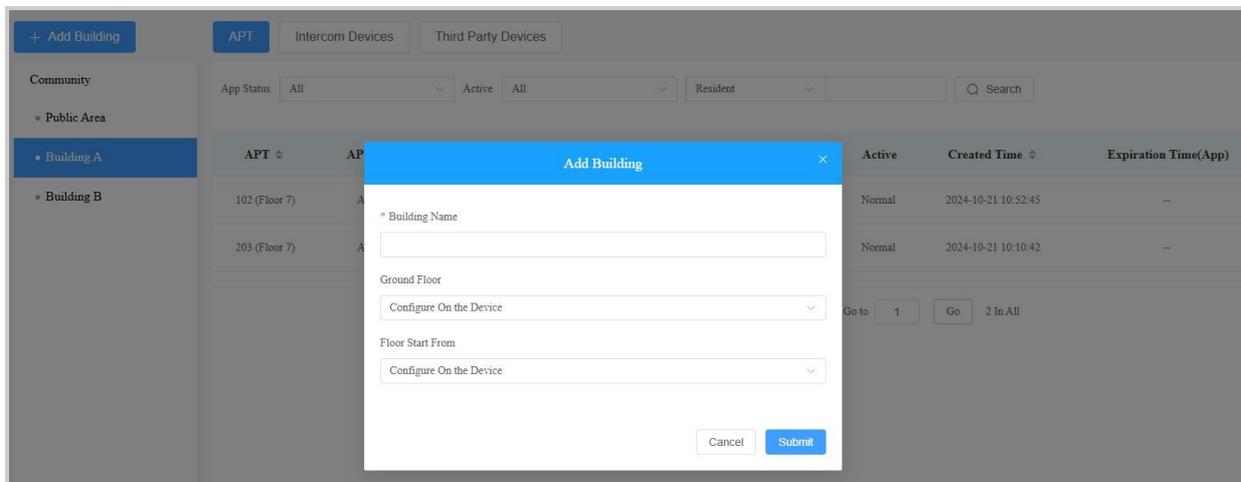
User Management

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

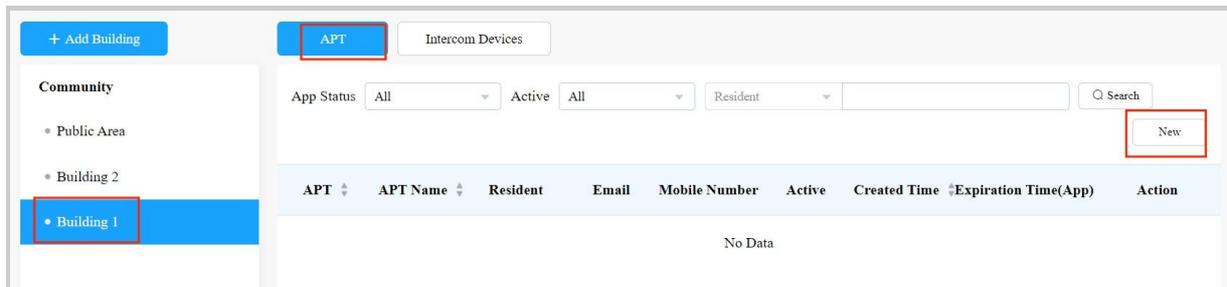
Add a Single Community User

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**.



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



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

Contact Preference

Call Type

SIP Call Or IP Call

Resident

* First Name

* Last Name

* Last Name

Email

Language

Country / Region

Mobile Number

1st Landline Number

2nd Landline Number

3rd Landline Number

Accessible Floors

Remark

0 / 255

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	<p>Fill in the apartment's floor number. With this filled in, the elevator will take the residents to the exact floor they live on.</p> <p>The number ranges from -10 to 128 and includes G0, G1, and G2 which represent ground floors.</p> <p>Note: The following models with specific firmware versions or higher support selecting floors from -10 to 128, and G0 to G2.</p> <ul style="list-style-type: none"> • EC33: 33.30.1.11
2	APT	<p>Fill in the resident's apartment number. Support entering number and "#", e.g. 2#123.</p> <p>Note:</p> <ol style="list-style-type: none"> 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 #. <ul style="list-style-type: none"> • 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	<p>Enter the Web Relay Action ID number. You select the specific web relay action ID to carry out a specific action.</p> <p>Note: Web relay must be set up on the door phone's web interface first.</p>

5	Contact Preference	<p>Select Group Call or Sequence Call.</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ master account and all family member accounts; ○ all indoor monitors; ○ landline numbers. <p>Note: The following models with specific firmware versions or higher support the sequence call feature.</p> <ul style="list-style-type: none"> ○ 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	<p>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).</p> <p>If not, select “Some of my devices were installed in the different place (villa or house)” for SIP call.</p>
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."

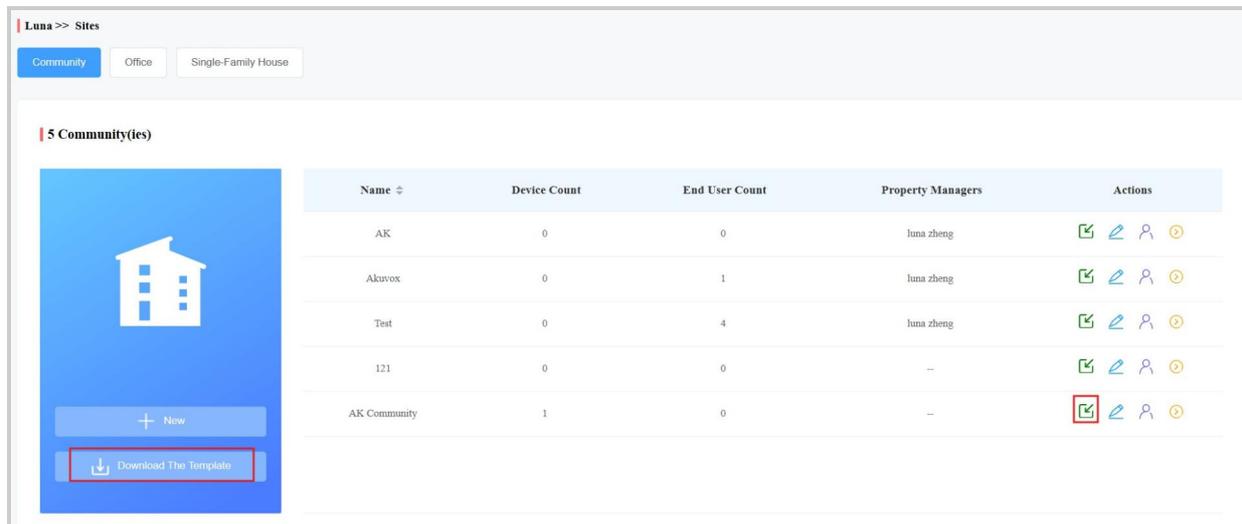
Note

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.



Template Sample

A	B	C	D	E	F	G	H	I
Building	Accessible Floors	Apt	AptName	Device	FirstName	LastName	Email	MobileNumber
Seaside Apartments	5	201	The Green Bell,2,A41003FFFFFF;Kitchen,1,A41002FFFFFF		Lily	Green	Lily@aabbccc.com	14587444

J	K	L	M	N	O	P	Q	R
TelephoneCallingCode	1stPhone	2ndPhone	3rdPhone	CallType	Web Relay ID	Analog Handset		
1	14587444	1458333		1	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:

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. <ul style="list-style-type: none"> • 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: <ol style="list-style-type: none"> 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 #. <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • Device Type Code:
5	Device	Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 Access Control=50 <ul style="list-style-type: none"> • 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	<p>Call Type Code:</p> <ul style="list-style-type: none"> • 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 <p>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.</p>
13	Web Relay ID	<p>Enter the We Relay Action ID number. You select the specific web relay action ID to carry out a specific action.</p> <p>Note: Web relay must be set up on the door phone's web interface.</p>
14	Analog Handset	<p>Enter the analog handset's name and number. Separate multiple handsets with ";".</p> <p>The Akuvox analog handset is used with the door phone S532. Click here to view how it works with S532.</p>

Edit, Reset, and Delete Community Residents

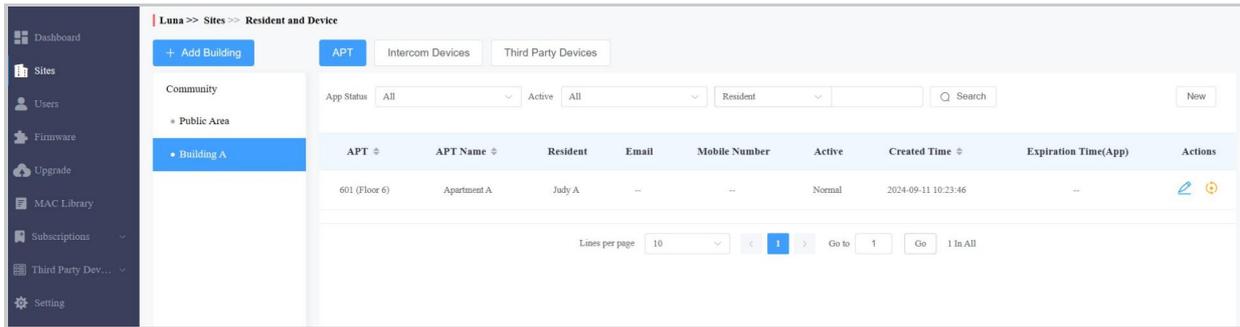
Edit and Delete Apartment and Resident

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

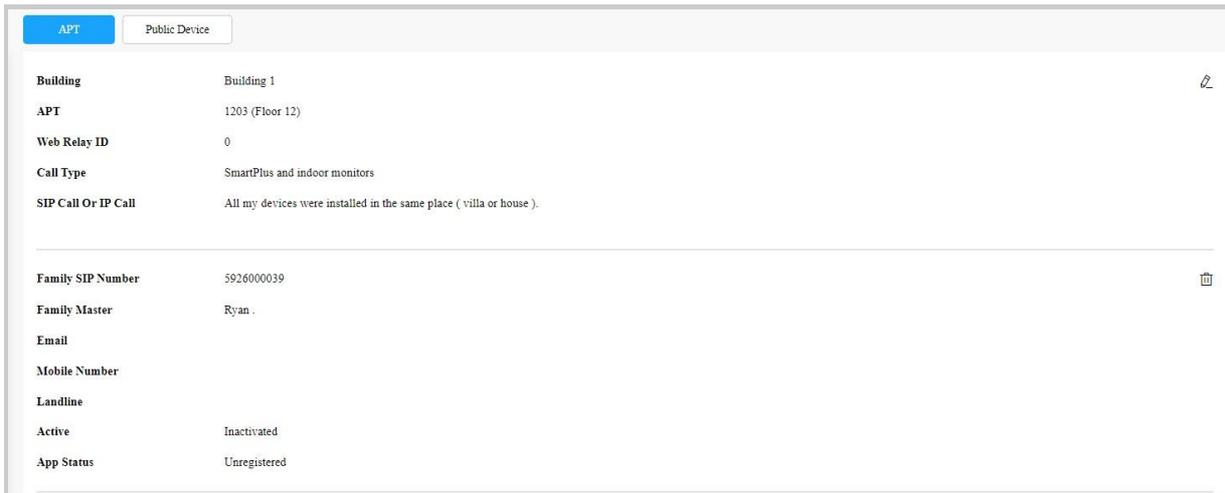
Note

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

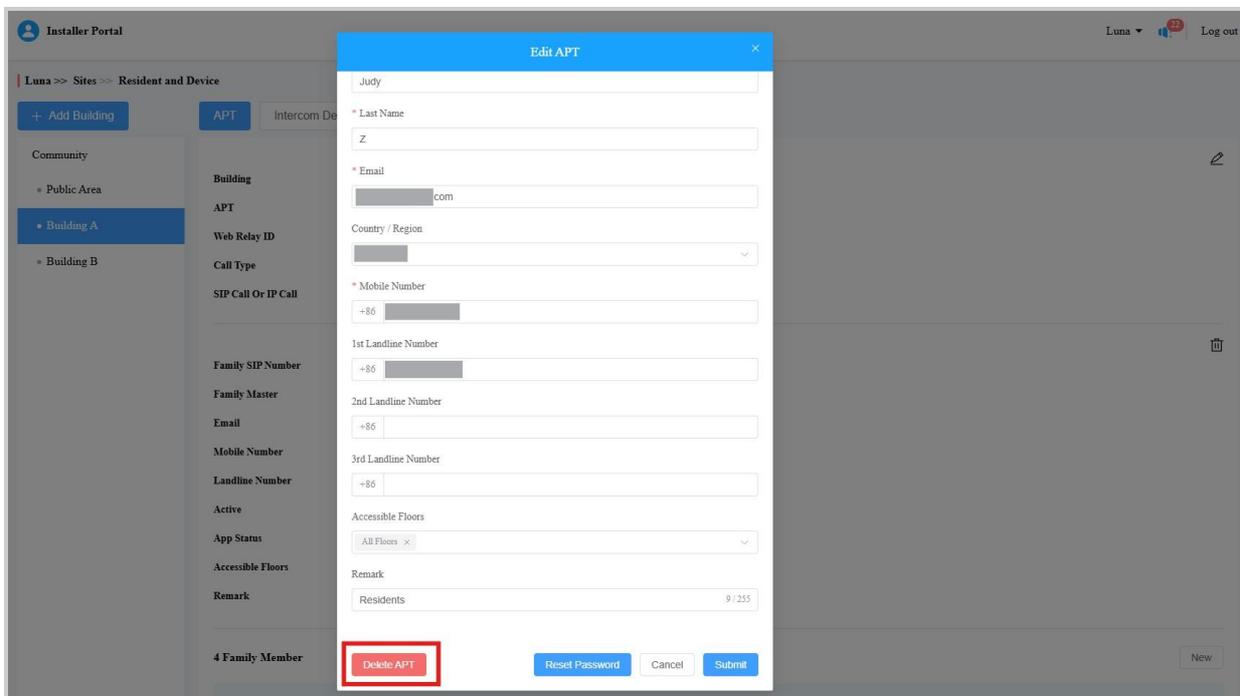
1. Navigate to the desired community by clicking  .
2. Select the building and apartment of the resident. You can click **Resident, Created Time**, or the icon  next to them to reorder the residents.
3. Do any of the following on the next page:



- Click  and  to edit the apartment and the resident's information.



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



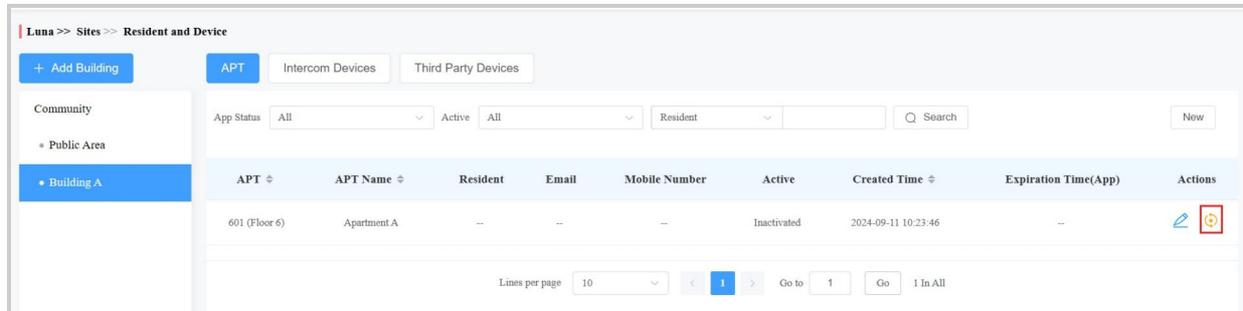
Note

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

Reset Apartment and Resident

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.



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.

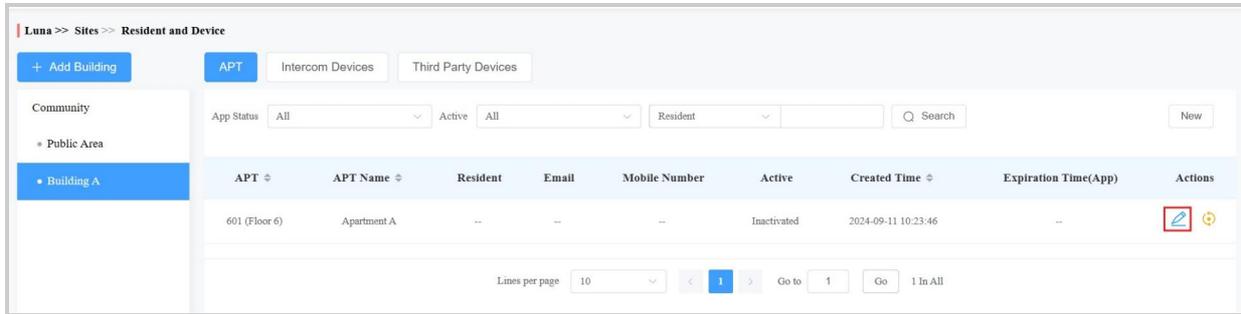
Add/Edit/Delete Family Members for Resident

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.
2. Select your building and apartment, then click .



Luna >> Sites >> Resident and Device

+ Add Building APT Intercom Devices Third Party Devices

Community

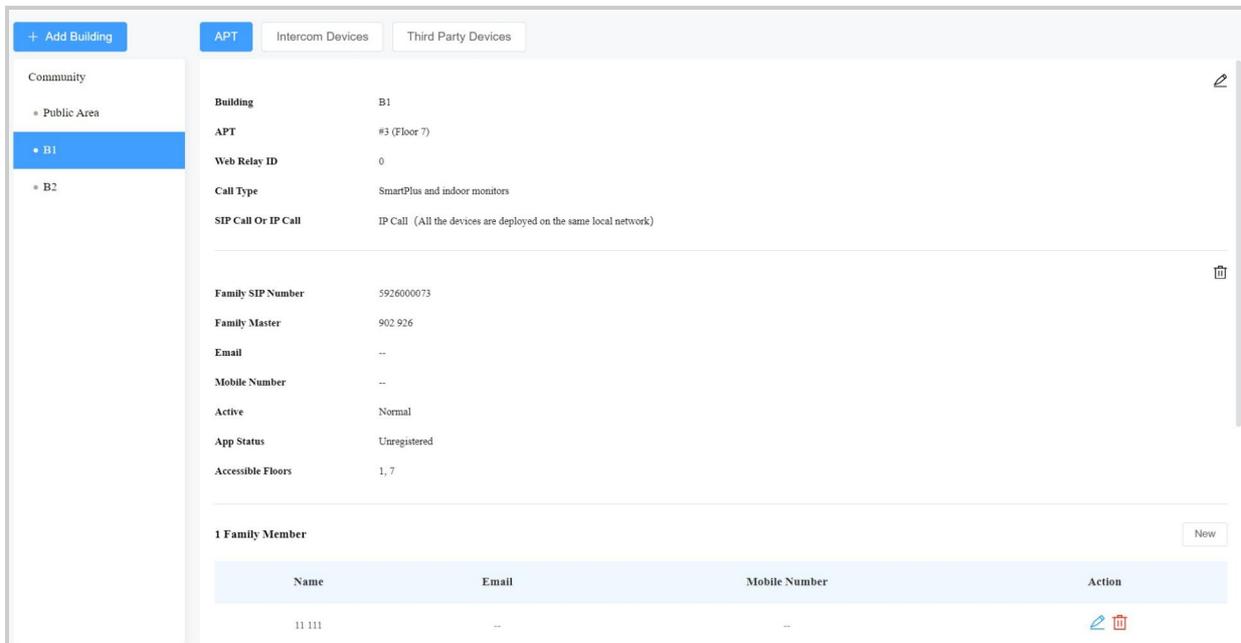
- Public Area
- Building A**

App Status: All Active: All Resident: Resident Search: [] New

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	--	 

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

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



+ Add Building APT Intercom Devices Third Party Devices

Community

- Public Area
- B1**
- B2

Building: B1

APT: #3 (Floor 7)

Web Relay ID: 0

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: 5926000073

Family Master: 902 926

Email: --

Mobile Number: --

Active: Normal

App Status: Unregistered

Accessible Floors: 1, 7

1 Family Member New

Name	Email	Mobile Number	Action
11 111	--	--	 

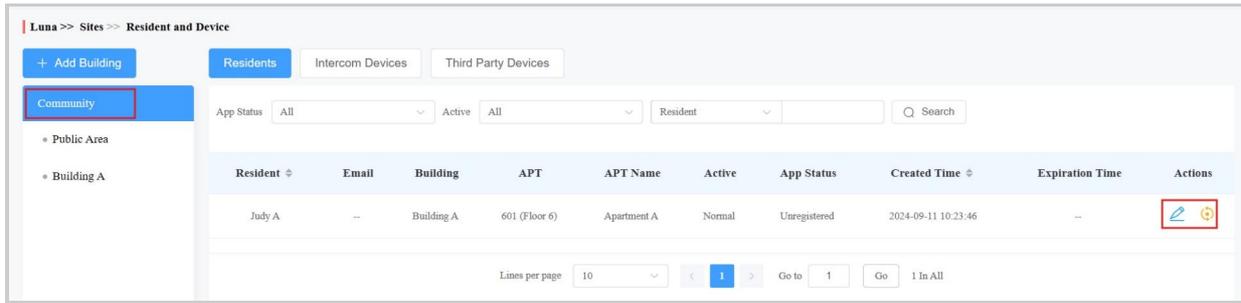
Note

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  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.



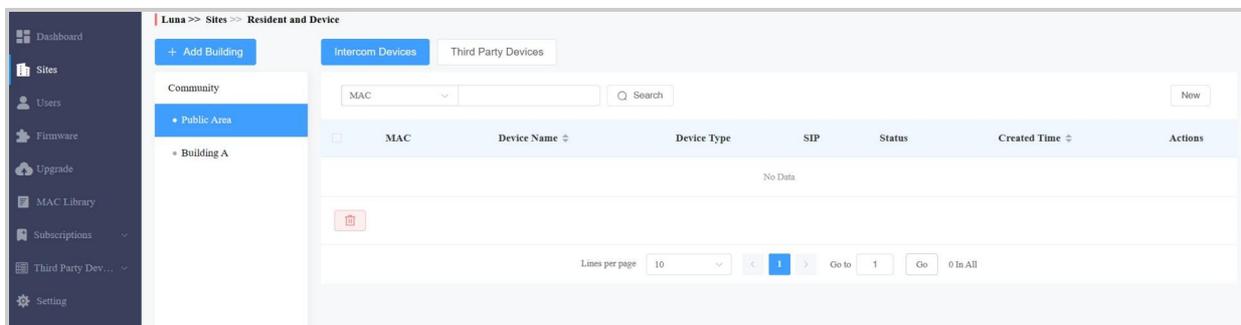
Device Management

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.



5. Fill in the device's information.

Add Device
✕

Device Type

* MAC

Network Group

* Device Name

Are end users allowed to monitor?
 Yes No

Buildings

All Buildings

To be selected 0/2

- B1
- B2

Selected 0/0

No Data

Relay1 Off On

* Relay Name

DTMF Code

Unlock

SmartPlus Homepage
 SmartPlus Talkingpage
 PIN
 Face
 RF Card

Bluetooth
 NFC

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	<p>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)</p> <p>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.</p>

4	Device Name	Name the device to distinguish it from others.
To add a door phone or an access control terminal, the following options should be additionally configured.		
1	Allow users to monitor this device	<ul style="list-style-type: none"> You can decide whether 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?	<p>This option appears only after the super manager enables Doorphone Offline Solution for your distributor.</p> <ul style="list-style-type: none"> 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	<p>The option is only for the devices installed in the Community Public Area.</p> <ul style="list-style-type: none"> 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.

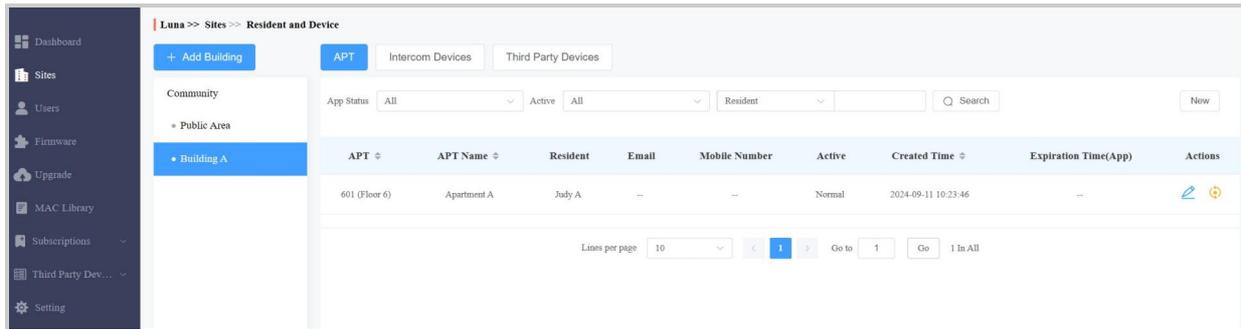
7	Access Method	<p>Select specific unlock methods to trigger the desired relay. For example, if you select PIN in Unlock type for Relay1 and select RF Card for Relay2 when users enter PIN codes on the door phone, only Relay1 will be triggered and vice versa.</p> <p>The following models with specific firmware versions or higher support this feature:</p> <ul style="list-style-type: none"> • S539: 539.30.10.118 • S532: 532.30.10.117 • X916: 916.30.10.216 • X915 V1: 915.30.10.128 • X915 V2: 2915.30.10.106 • X912: 912.30.10.225 • E16 V2: 216.30.10.69 • E18: 18.30.10.205 • R20 V5.0: 320.30.10.125 • R25A: 25.30.10.22 • R27: 227.30.10.201 • R28: 28.30.10.102 • R28 V2.0: 228.30.10.112 • R29: 29.30.10.123 • A094: 92.30.10.112 <p>Note: If the SmartPlus Homepage or SmartPlus Talkingpage is not checked, the corresponding icons will not appear on the app home page.</p>
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 here for the detailed external relay configuration.
4	External Relay Type	Select the relay type. Akuvox-MK485-G2R-8J8C V3.0 supports up to 8 relays and HF-8000 up to 4.
5	External Relay Mode	<ul style="list-style-type: none"> • 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  of the desired resident.



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

Note

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



4. Enter the device's information.

Add Device ✕

Device Type

* MAC

Network Group

Does this device have internet access?
 Yes No

* Device Name

Allow users to monitor this device
 Yes No

Allow User to Set Door Hold Open?
 Yes No

Relay1 Off On

* Relay Name

DTMF Code

Access Method
 SmartPlus Homepage SmartPlus Talking page PIN Face RF Card
 Bluetooth NFC

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.

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

1	Does the device have internet access?	<p>This option appears only after the super manager enables Doorphone Offline Solution for your distributor.</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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?	<p>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.</p> <p>Click here to learn about the supported models and configuration details.</p>
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	<p>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.</p> <p>The following models with specific firmware versions or higher support this feature:</p> <ul style="list-style-type: none"> • S539: 539.30.10.118 • S532: 532.30.10.117 • X916: 916.30.10.216 • X915 V1: 915.30.10.128 • X915 V2: 2915.30.10.106 • X912: 912.30.10.225 • E16 V2: 216.30.10.69 • E18: 18.30.10.205 • R20 V5.0: 320.30.10.125 • R25A: 25.30.10.22 • R27: 227.30.10.201 • R28: 28.30.10.102 • R28 V2.0: 228.30.10.112 • R29: 29.30.10.123 • A094: 92.30.10.112 <p>Note: If the SmartPlus Homepage or SmartPlus Talkingpage is not checked, the corresponding icons will not appear on the app home page.</p>
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	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	<ul style="list-style-type: none"> • 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  of the community to which you want to import the template.

Luna >> Sites

Community Office Single-Family House

5 Community(ies)



+ New

Download The Template

Name	Device Count	End User Count	Property Managers	Actions
AK	0	0	luna zheng	Add Edit User Refresh
Akuvox	0	1	luna zheng	Add Edit User Refresh
Test	0	4	luna zheng	Add Edit User Refresh
121	0	0	--	Add Edit User Refresh
AK Community	1	0	--	Add Edit User Refresh

Template Sample

A	B	C	D	E	F	G	H	I
Building	Accessible Floors	Apt	AptName	Device	FirstName	LastName	Email	MobileNumber
Seaside Apartments	5	201	The Green	Bell,2,A41003FFFFFF;Kitchen,1,A41002FFFFFF	Lily	Green	Lily@aabccc.com	14587444

J	K	L	M	N	O	P	Q	R
TelephoneCallingCode	1stPhone	2ndPhone	3rdPhone	CallType	Web Relay ID	Analog Handset		
1	14587444		1458333		1	12 Handset 1,09;Handset 2,09		

Template Description

No.	Settings	Description
1	Building	<p>Fill in the building number or name.</p> <p>Note: Should not be more than 128 characters in length.</p>
2	Accessible Floors	<p>Set the accessible floors for the residents. The options range from -10 to 128 and include G0, G1, G2, and All(All Floors).</p> <p>Note: The following models with specific firmware versions or higher support selecting floors within this range.</p> <ul style="list-style-type: none"> EC33: 33.30.1.11.

3	Apt	<p>Fill in the apartment number. Support entering 1-6 digit integral number(s) and "#", e.g. 2#123.</p> <p>Note:</p> <p>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.</p> <p>2. So far, only the following devices with specific firmware versions or higher support entering #.</p> <ul style="list-style-type: none"> • 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	<p>Fill in the apartment name.</p>
5	Device	<ul style="list-style-type: none"> • Device Type Code: <p>Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 Access Control=50</p> <ul style="list-style-type: none"> • Device Setting Format: <p>“Device name, Device type, Device MAC”.</p> <p>E.g: Gate2,0,0C11050B9814; Living Room,2,0C11050893C6</p> <p>Note: Every two devices need to be separated by “;”.</p> <p>Note: Device MAC must be added first in the MAC library of the community to which you want to import the data.</p>
6	First Name	<p>Fill in the resident’s first name.</p> <p>Note: Should not be more than 64 characters in length.</p>
7	Last Name	<p>Fill in the resident’s last name.</p> <p>Note: Should not be more than 64 characters in length.</p>
8	Email	<p>Fill in the resident’s Email.</p>
9	Mobile Number	<p>Fill in the resident’s mobile phone number.</p>
10	Telephone Calling Code	<p>Fill in the resident’s country code.</p>

11	Phone1/2/3	Fill in the resident's mobile phone number.
12	Call Type	<p>Call Type Code:</p> <ul style="list-style-type: none"> • 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 <p>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.</p>
13	Web Relay ID	<p>Enter the We Relay Action ID number. You select the specific web relay action ID to carry out a specific action.</p> <p>Note: Web relay must be set up on the door phone's web interface.</p>
14	Analog Handset	<p>Enter the analog handset's name and number. Separate multiple handsets with ";".</p> <p>The Akuvox analog handset is used with the door phone S532.</p> <p>Click here to view how it works with S532.</p>

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

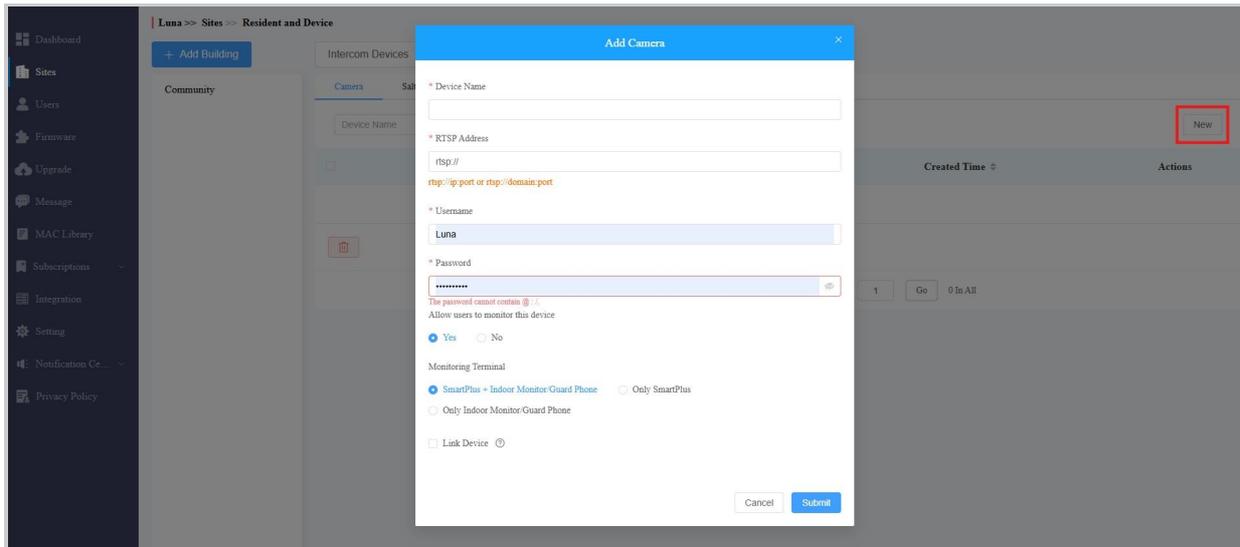
Note

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.

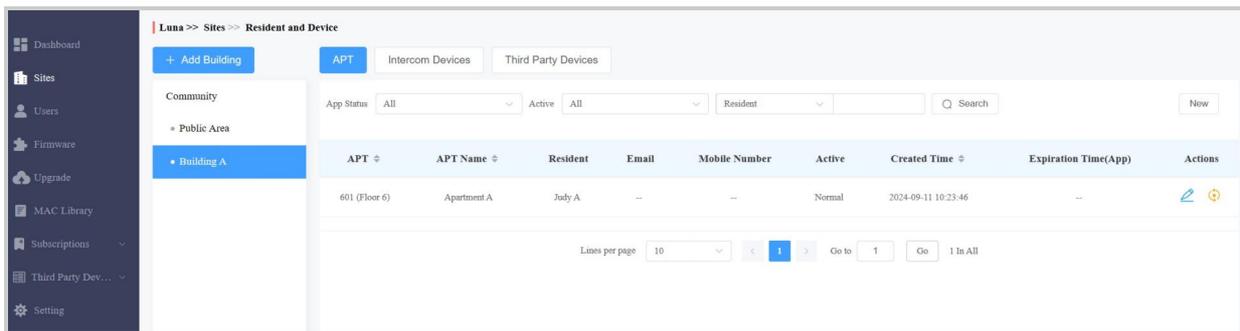
1. Click Public Area or the desired building.
2. Click Third-Party Devices and Camera.
3. Click **New** on the right.



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.

1. Click  of the desired resident.



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



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

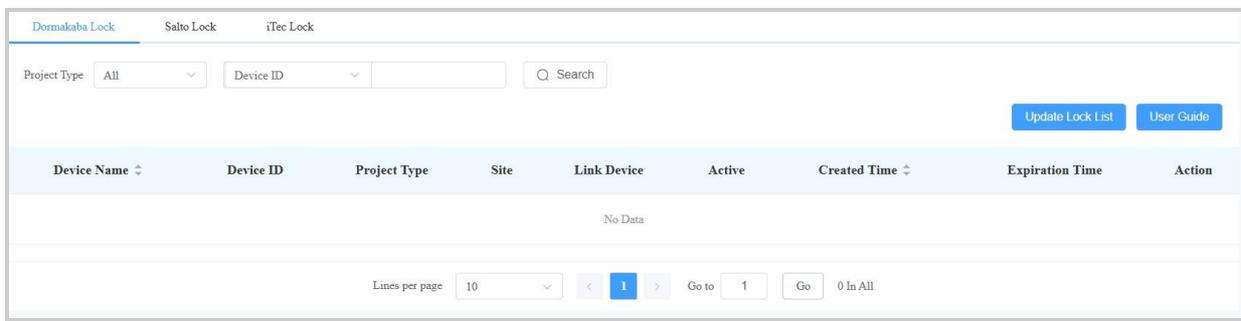
You can add Dormakaba, Salto, and iTec locks to the SmartPlus Cloud, which allows users to unlock the locks conveniently on their SmartPlus Apps.

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.](#)

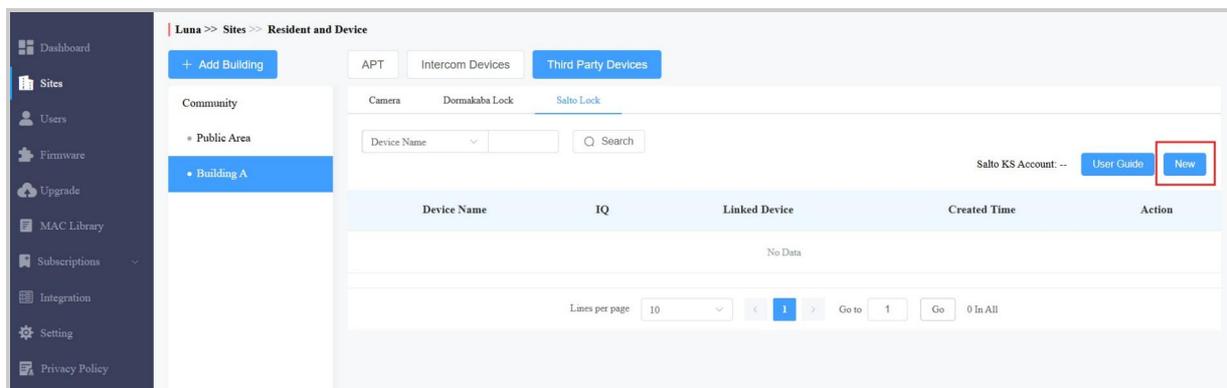
1. Click **Integration** on the left column.
2. Select the lock brand: Dormakaba, Salto, or iTec.
3. Click **User Guide** to view the instructions.



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

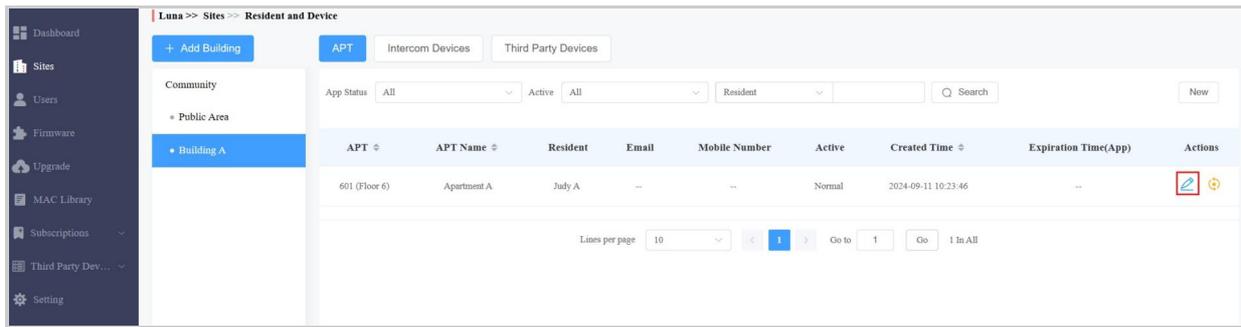
In Public Areas

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.



In Residents' Apartments

1. Click  of the desired resident.



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.



Edit/Delete the Device

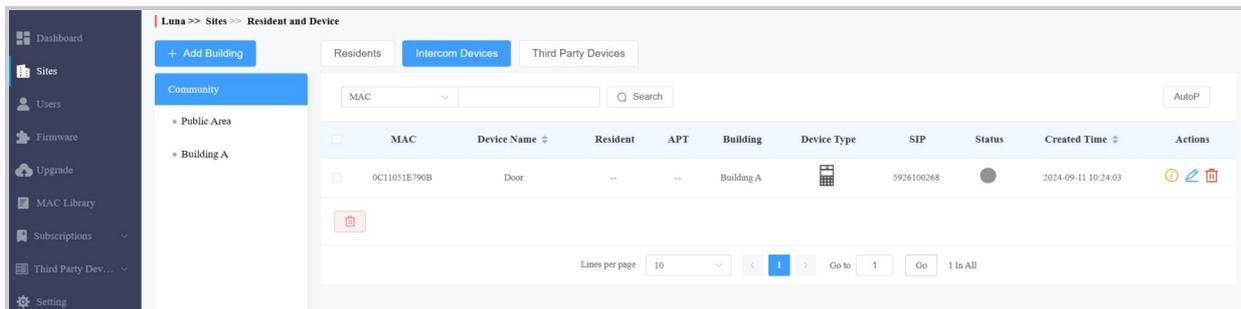
You can edit and delete the device.

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  next to them to reorder them to conveniently find the desired device.

3. Click  to modify the device's settings.



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.

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

Device Type
Multi-tenants Doorphone

* MAC
0C11050073D9

Network Group
Network 1

* Device Name
Door29

Are end users allowed to monitor?
 Yes No

Buildings
 All Buildings Directory

Relay1
Off On

* Relay Name
Relay1

DTMF Code
#

Access Method
 SmartPlus Homepage SmartPlus Talking page PIN Face RF Card
 Bluetooth NFC

Cancel Submit

Directory

Search: 1

- B1
- AK 1
- Li
- AK 2

Background fields visible:
Device Type: Multi-tenants Doorphone
* MAC: 0C11050073D9
Network Group: Network 1
* Device Name: Door29
Are end users allowed to monitor?: Yes
Buildings: All Buildings
Relay1: Off
* Relay Name: Relay1
DTMF Code: #
Access Method: SmartPlus Homepage, SmartPlus Talking page, PIN, Face, RF Card, Bluetooth, NFC

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.

MAC	Device Name	Resident	APT	Building	Device Type	SIP	Status	Created Time	Actions
0C11051E790B	Door	--	--	Building A		5926100268		2024-09-11 10:24:03	 

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 Type
Multi-tenants Doorphone

* MAC
0C11050073D9

Network Group
Network 1

Contact Display Settings **Directory**

Only APT numbers
 Indoor monitor and apps
 APT numbers, indoor monitors and apps

* Device Name
Door

Are end users allowed to monitor?
 Yes No

Relay1 Off On

* Relay Name
Relay1

DTMF Code
#

Access Method
 SmartPlus Homepage SmartPlus Talking page PIN Face RF Card

Cancel Submit

Directory

Device T
Multi-4

* MAC
0C110

Network
Netwo

Contact
Only
Indo
 APT

* Device
Door

Are end
 Yes

Relay1

* Relay Name
Relay1

DTMF Code
#

Access Method
 SmartPlus Homepage SmartPlus Talking page PIN Face RF Card

Cancel Submit

Search

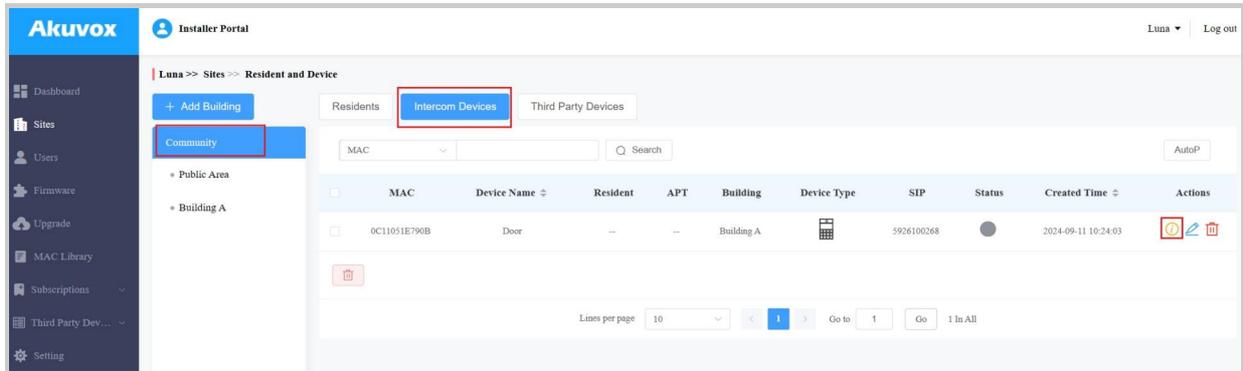
- B1
 - 1
 - Lin L
 - AK 1
 - AK 2

i means that the user or indoor monitor is displayed in the directory but does not have access control permissions.

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.

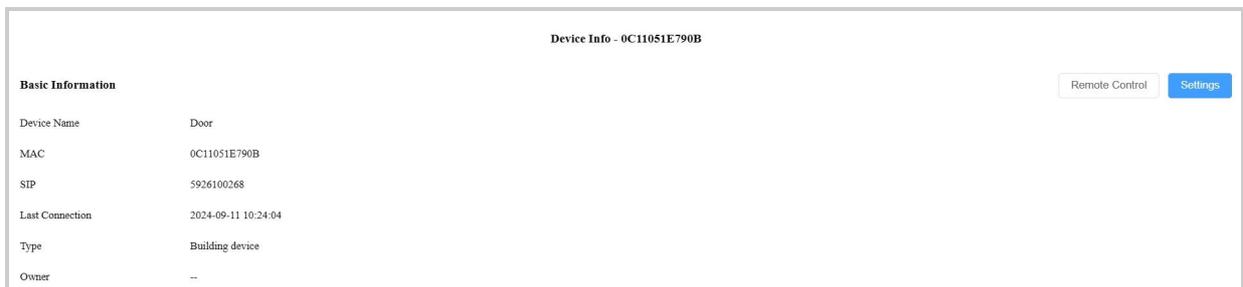
1. Click on **Community**.
2. Click **Intercom Devices**, then  .



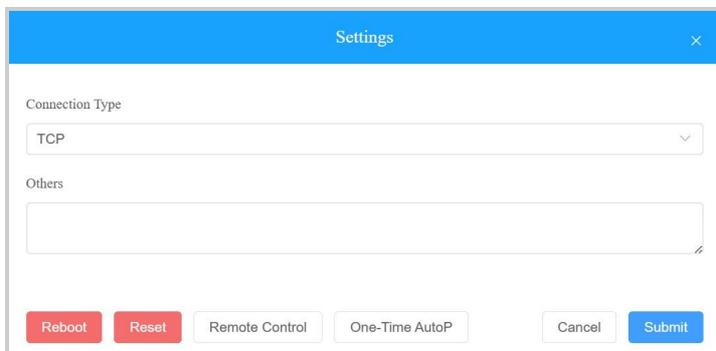
3. Click **Remote Control** to access remotely the device's web settings.
4. Click **Settings** to set up the device further.

Note

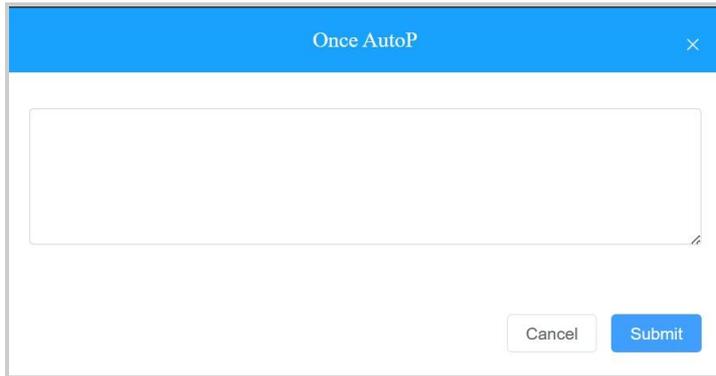
- If the device model is R20K or R20B and connected to an expansion module(MD06/MD12), a **Push Button Setting** option will be available for you to set up the expansion module.
- Click [here](#) to view the details of setting up the expansion unit.



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

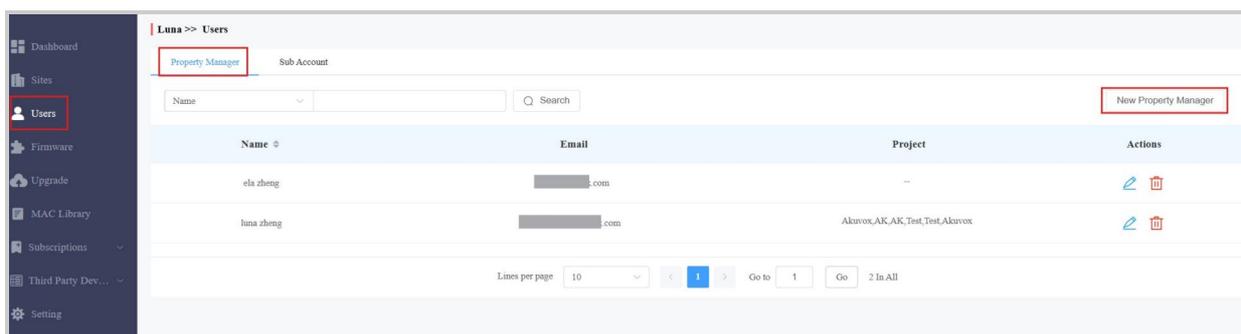
Property Manager Account

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.



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 Manager

* First Name

* Last Name

* Email

Language
English

Monthly Password Update Reminder

Email Two-Factor Authorization for Login

4. Click  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.

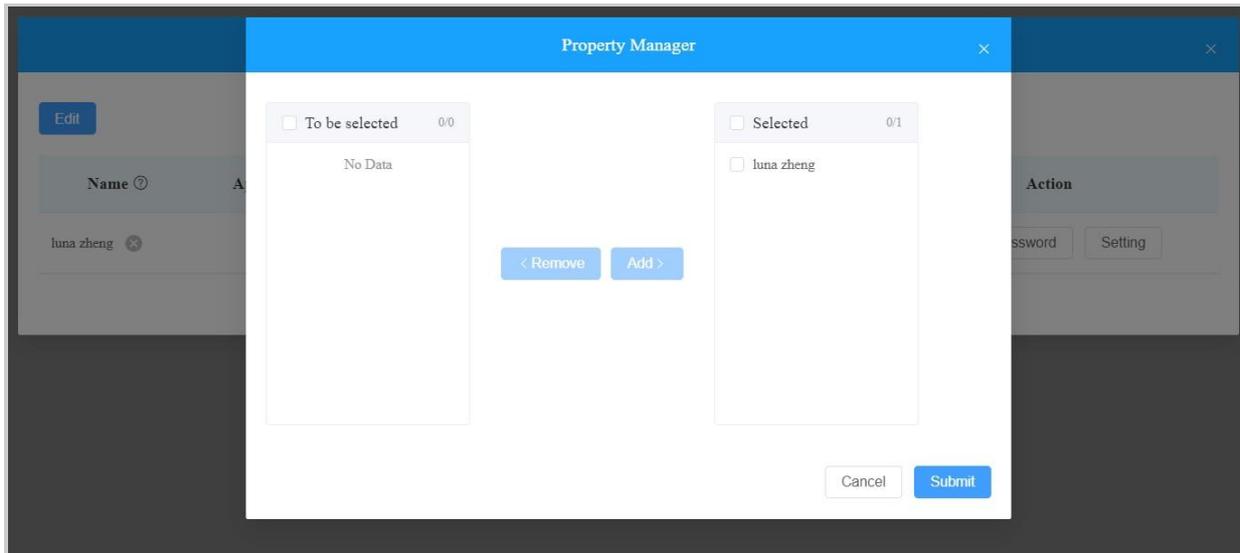
Luna >> Sites

Community Office Single-Family House

5 Community(ies)

Name	Device Count	End User Count	Property Managers	Actions
AK	0	0	luna zheng	
Akuvox	0	1	luna zheng	
Test	0	4	luna zheng	
121	0	0	--	
AK Community	1	1	--	

a. Click Edit, then select the property manager.

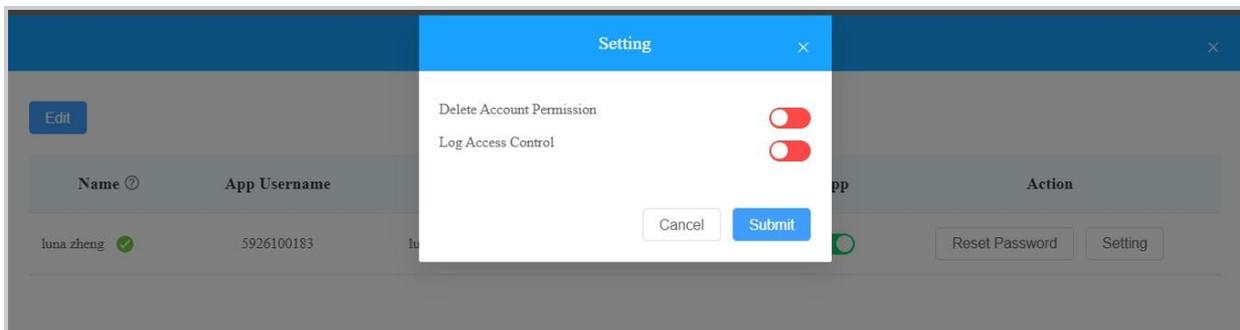
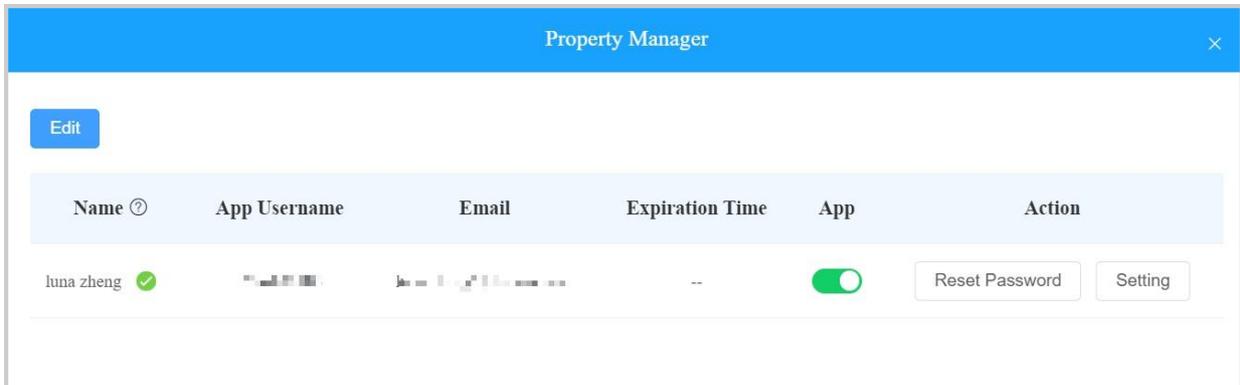


b. You can set up permissions for the property manager.

- 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.

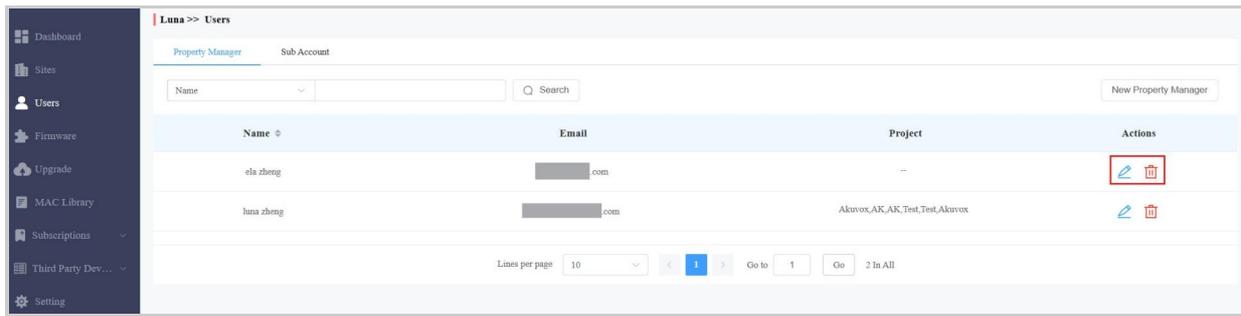
With **Log Access Control** enabled, the property manager can check door logs, call history, and captured images on the SmartPlus platform with a property manager account.



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**.



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

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	
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	
113.30.6.89	C313	113.30.6.89	2021-07-05 19:32:41	
916.30.101.303	s916	916.30.101.303	2020-09-14 21:03:52	
82.30.2.622	IT82	82.30.2.622	2020-05-26 20:40:11	
28.31.1.209	R38	28.31.1.209	2020-04-08 01:17:54	
227.31.1.131	R27	227.31.1.131	2020-03-30 19:10:44	

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**.

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 Creation

Project Type
Community

* Site
AK

* Model / Firmware

Change Log

* Device
*The devices in different versions of the same model, which are connected, will be shown in the list below:

MAC/Owner/Device Name

<input type="checkbox"/>	Device Name	Owner	MAC	Current Version	Status
No Data					

* Time
 Upgrade Right Now Upgrade at a Specific Time

Reset After Upgrade

*Please use this function carefully. Data and configuration cannot be retrieved after resetting.

Cancel Submit

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	Action
20.30.4.4	--	Executed	2021-04-22 14:56:12	2021-04-14 14:56:55	
20.30.4.110	--	Executed	2021-03-30 11:39:35	2021-03-22 11:39:49	
29.30.2.419	R29test	Executed	2021-03-22 11:16:42	2021-03-22 11:16:41	
20.30.4.4	--	Executed	2021-03-22 10:52:23	2021-03-22 10:52:23	
20.30.4.10	--	Executed	2020-11-14 11:16:33	2020-11-03 11:16:39	
29.31.1.519	--	Executed	2019-06-30 22:19:10	2019-06-12 22:19:12	

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

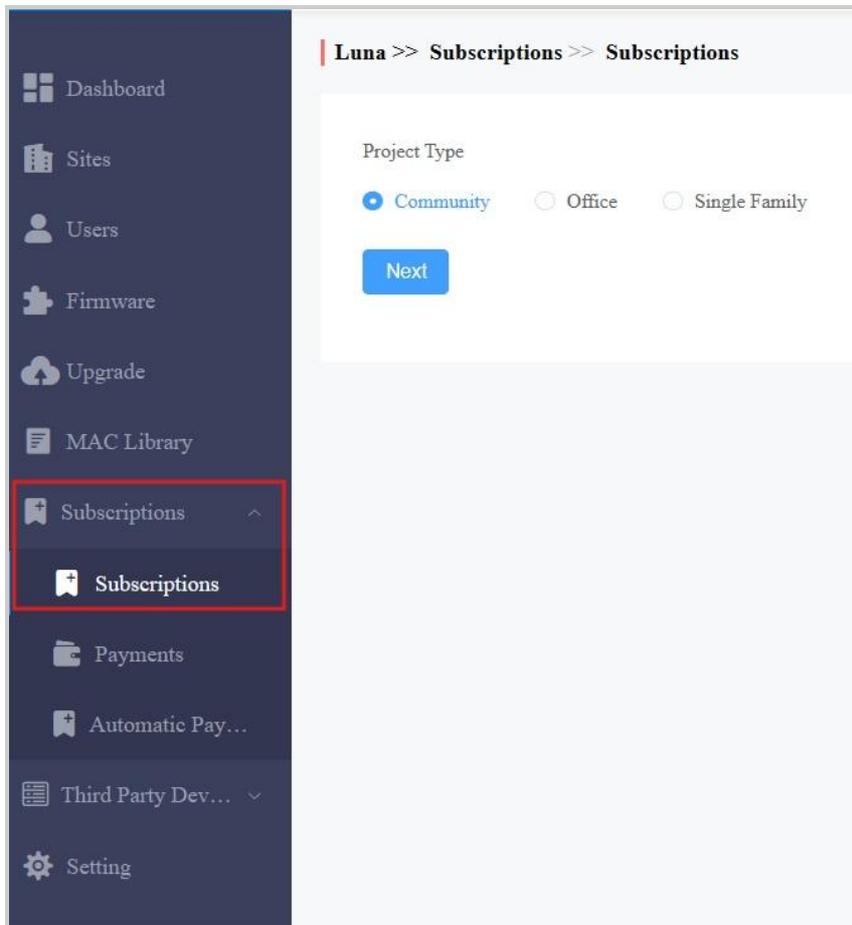
You can pay the subscription fee for the service activation and renewal, including end user/property manager SmartPlus App service and third-party locks service.

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 **family member accounts**. 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.



3. Click **Active**  .
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**.

Installer Portal

Community: [Search] Service Type: All [Search]

Please Select Select All Projects

Selected: 0

- 121
- AK
- AK Community
- Akuvox
- Community 1
- Test

Building	APT	APT Name	Email	Name	Service Type	Activation Fee(\$)
No Data						

Navigation: < 1 > Go to 1 Go 0 In All

Pending Order

Transaction Type: Activation Fee
Transaction Number: 4165648433739391
Total Price:

Should Pay:

Coupon

Don't Use Coupon

All Fee
rC16738Vq42M6765
2021-12-02 14:33:08 -
2022-12-31 00:00:00

Exchange Coupon

Coupon Pay:

Payment method

stripe

[Other payment method](#)

Please note that the Stripe payment recipient has been changed to SMART-PLUS PTE. LTD. Singapore-based, SMART-PLUS PTE. LTD. is one of Akuvox's authorized operation companies for its cloud service.

Amount Paid:

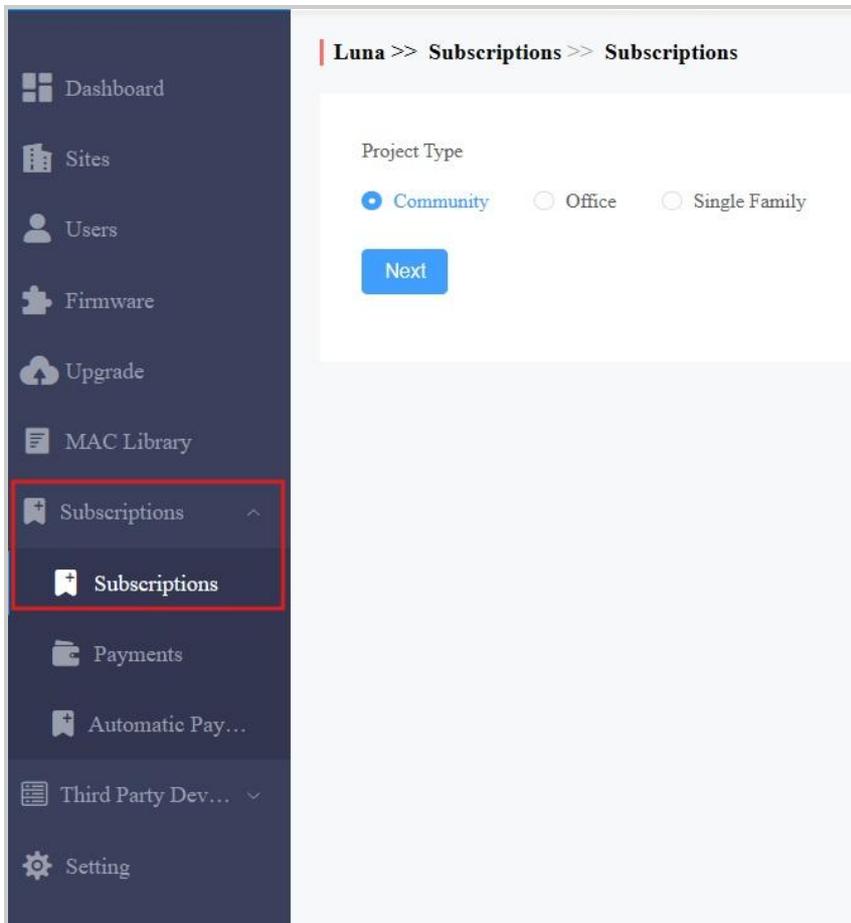
[Pay](#)

Billing Information Description

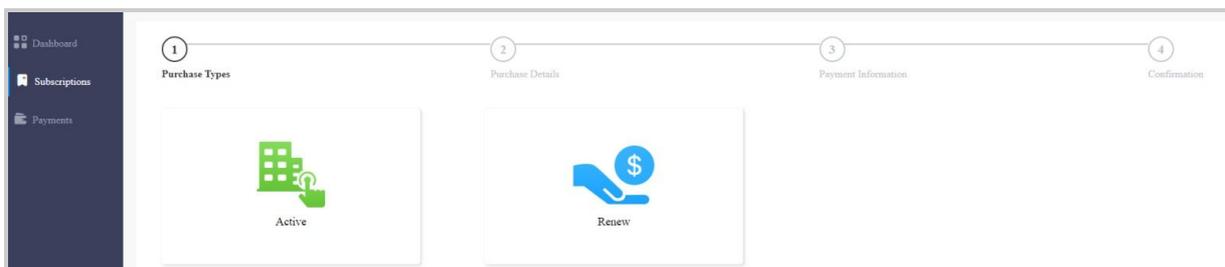
No.	Filed Name	Description
1	Company/Family	Fill in the distributor company.
2	ATTN	Fill in the name of the distributor.
3	Address	Fill in the address of the distributor.
4	TEL	Fill in the installer's telephone number.
5	Fax	Fill in the Fax number of the installer.
6	Email	Fill in the mail of the distributor.

Renew Service

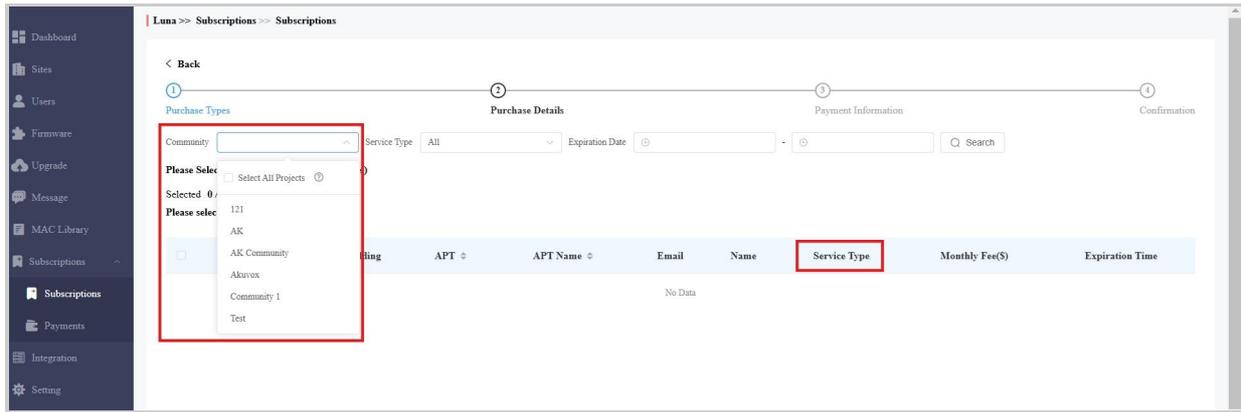
1. Click **Subscriptions** in the Subscriptions module.
2. Select **Community** as the Project Type.



3. Click **Renew**  .



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.



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 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 Akuvix tech team.

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

Renew Type

Renew Times

Number of Renewal Apartment(s)

Total Price/Month

Auto Renew Monthly(30days)

Manual

Unlimited

0

\$0

Next

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

Purchase Types

Purchase Details

Payment Information

Confirmation

Billing Information

Company/Family

ATTN

Address

TEL

Fax

1

1

1

1 1

1

1

1

1

1

2 Item(s)

Building	APT	APT Name	Email	Name	Service Type	Monthly Fee(\$)	Expiration Time
Bui1	191911 (Floor 1)	--		1 11	Normal		2024-02-22 10:45:33
Bui1	111 (Floor 13)	--		1 1	Normal		2099-11-25 15:17:59

Auto Renew

Number of Billing Cycles

Number of Renewal Apartment(s)

Total Price/Month

Monthly (+8:00 Shanghai)

Unlimited

2

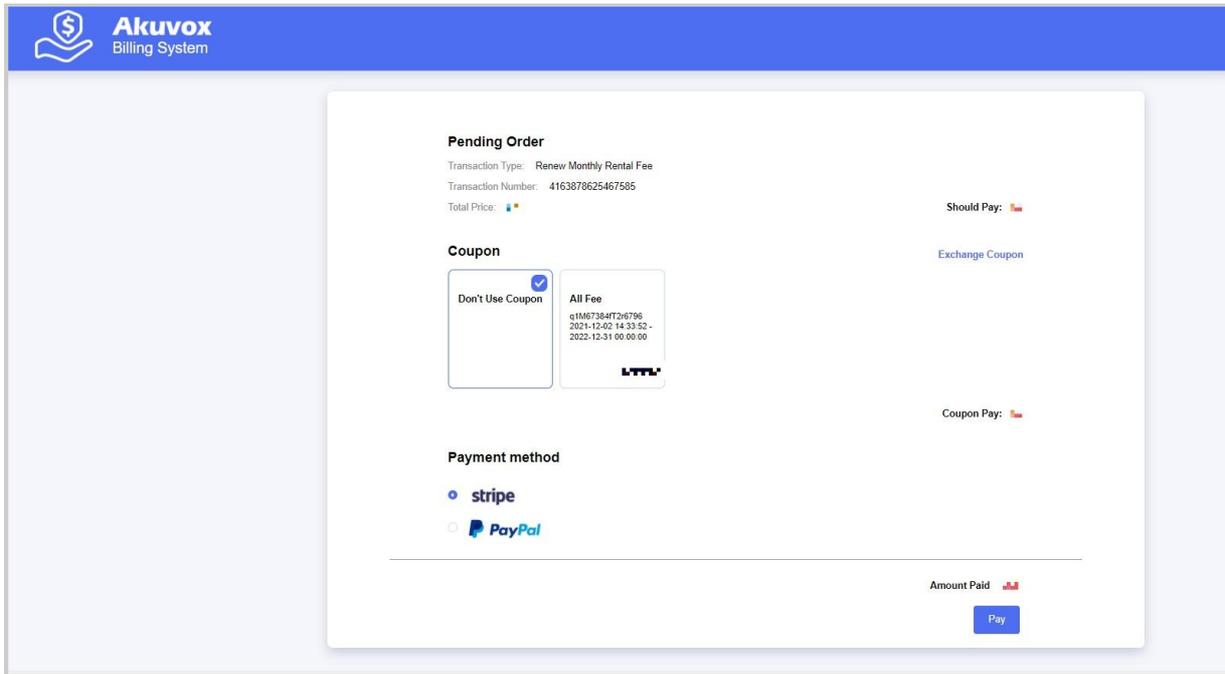
By subscribing, you agree to our [Terms and Conditions](#). You'll be charged the amount listed above every month until you cancel. You can cancel at any time.

Submit

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

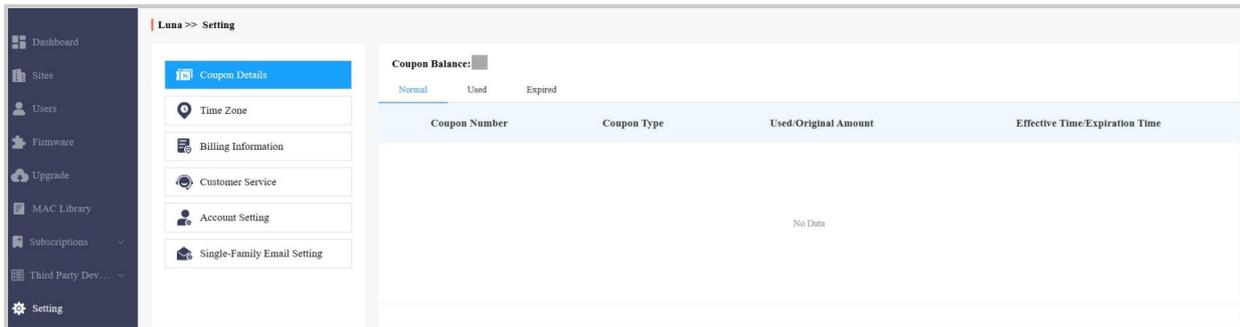
Note

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



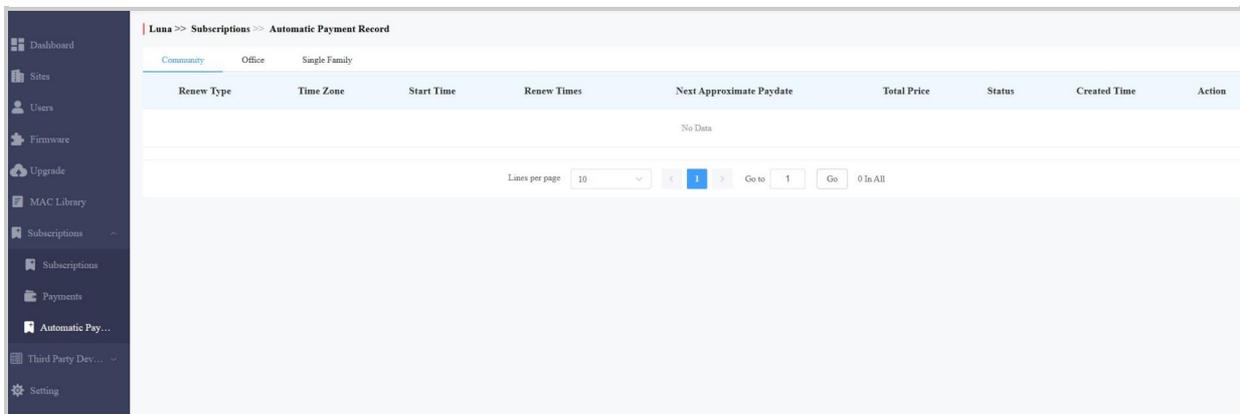
Coupons

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



Automatic Payment Records

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

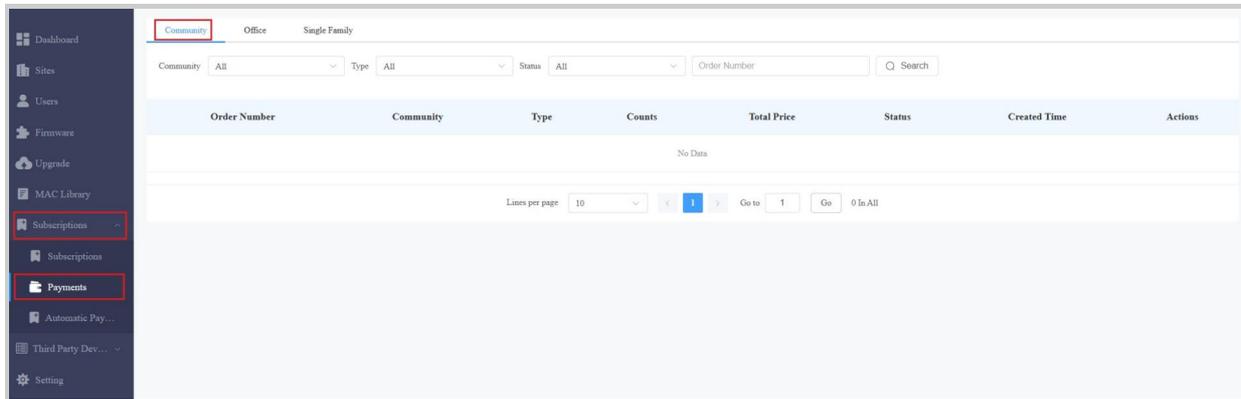


Transaction History

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.

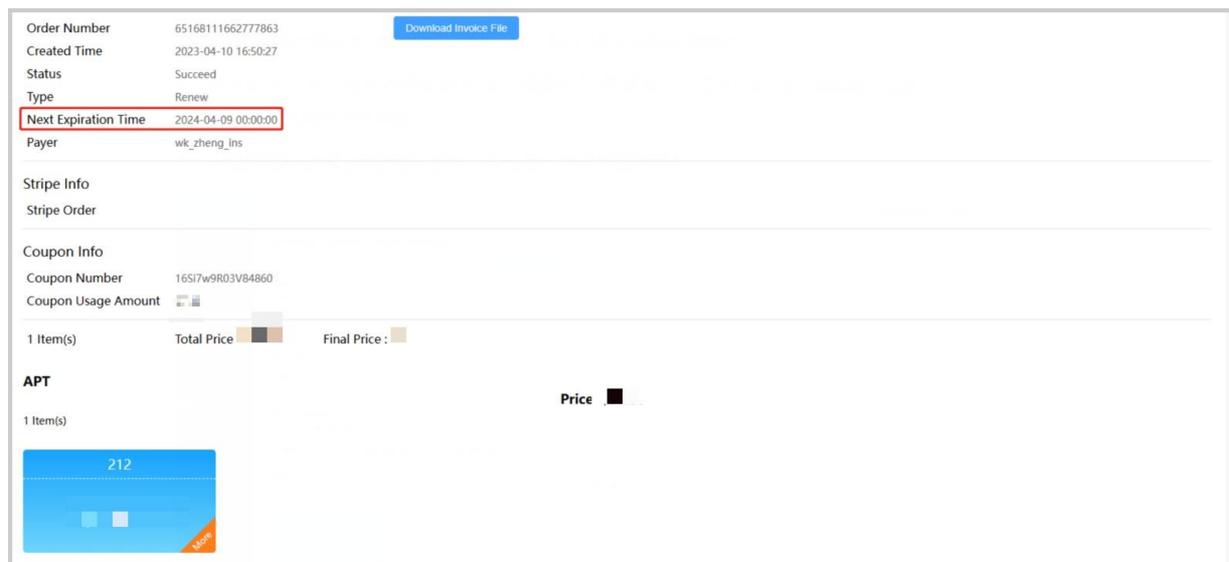
After the payment is made, you can check the details of the transaction for community users if needed.

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



2. Click  of the transaction to check and download the invoice.

3. Click  to delete transactions.



Note

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

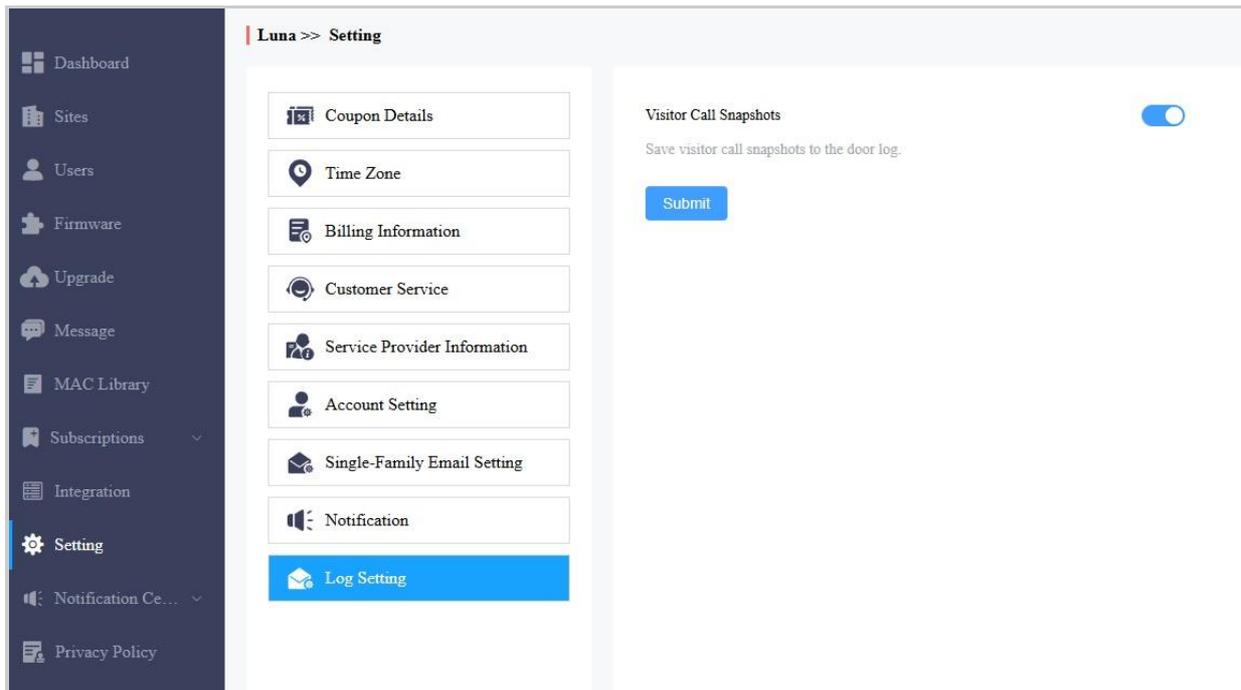
Search Description

No.	Field Name	Description
1	Order Number	Shows the order of each transaction.
2	Type	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	<p>Seven types of status: All, Succeed, Processing, Failed, Time out, Cancel, System Processing.</p> <ol style="list-style-type: none"> 1. Succeed: is for the order that is paid. 2. Processing: is for the order that is created but not paid yet. 3. Failed: is for the order that is not paid successfully. 4. Time out is for the order that is not paid in time before reaching the timeout. 5. Cancel: is for the order that is canceled. 6. System Processing: is for the order is being processed by the system after the payment is made. 7. 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  to pay for the order that is ready for payment. Click  to go to the billing system. Click on  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.

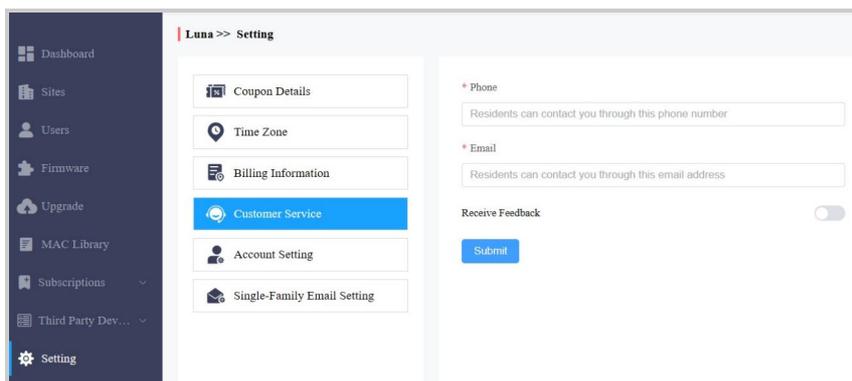
Click **Setting > Log Setting** to set it up. It is enabled by default.



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.



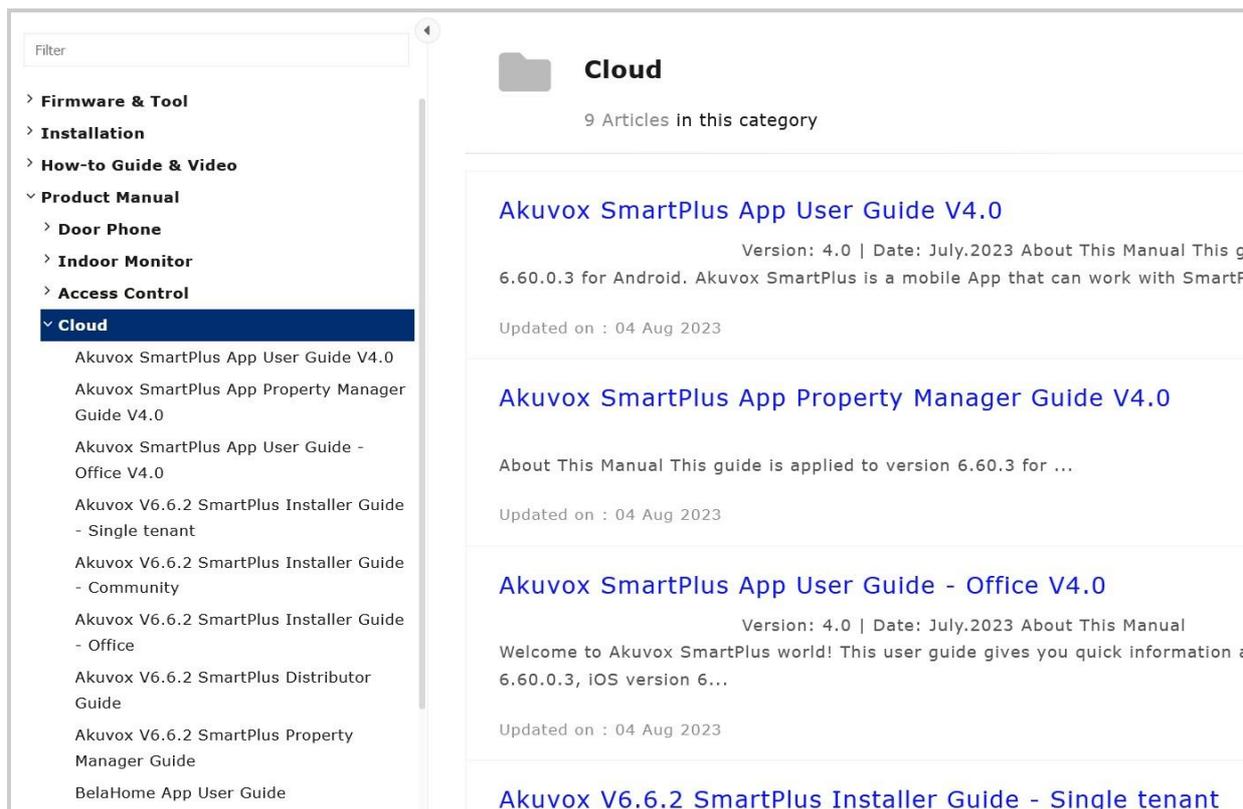
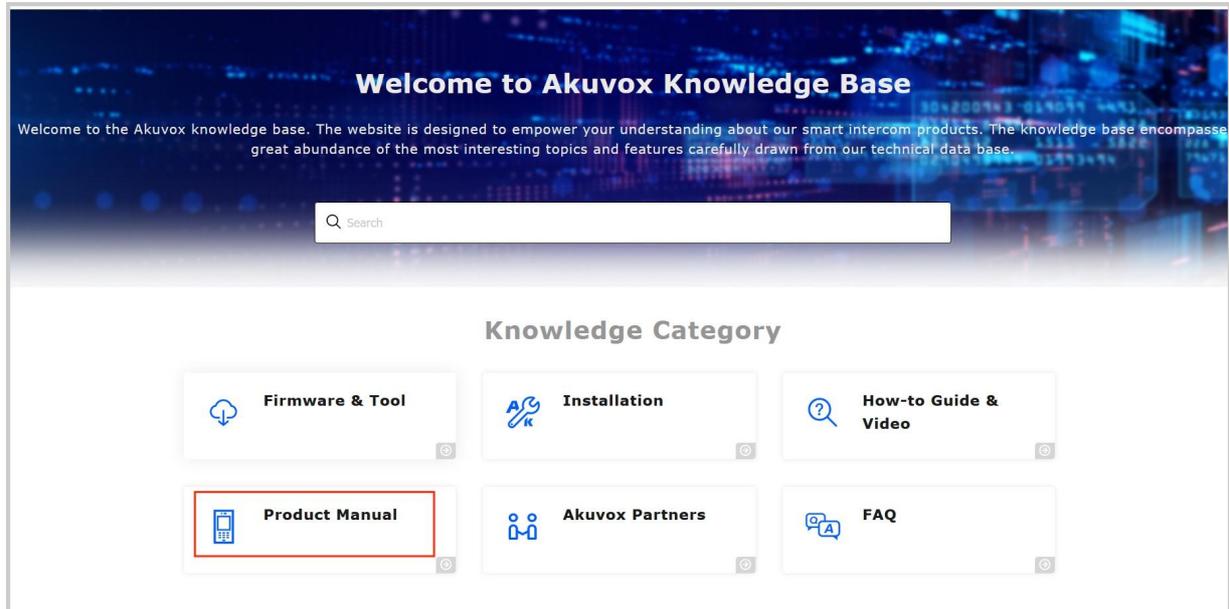
Set Account Access Permission

Technical Support&Service

Support&Service module offers you the link to the Akuvix 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 Akuvix 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**.



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.

80% choose

Contact your Akuvox dist...

If you purchased an Akuvox product from one of our distributors, please contact your Akuvox distributor to get immediate support.

Contact Akuvox

To help us solve your problems effectively, please read our [technical support guide](#) before submitting your inquiries.

[Go to Helpdesk](#)

Akuvox akubela Technical Support Home 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 knowledge base

Knowledge base
View all articles

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.

Akuvox Open A Smart World Products Solutions SmartPlus Support Partners Company English

Home > Partners > Certified Akuvox Partner Program (CAP)

Certified Akuvox Partner Program (CAP)

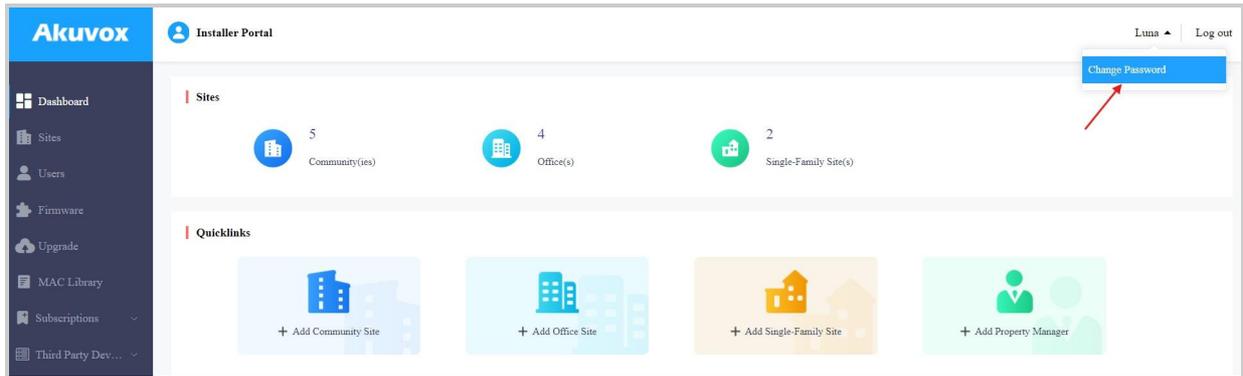
Akuvox is determined to get our partners to be successful, which is the only measure to evaluate Akuvox's success. This partnership program is designed to foster mutual success and reward our partners' investment in the sale of our products.

Installer Account Management

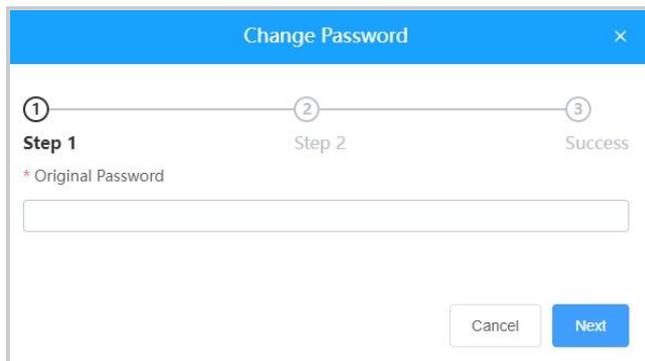
You can change roles between single tenant and project manager, and change passwords, time zone, and billing information.

Change Installer Account Password

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

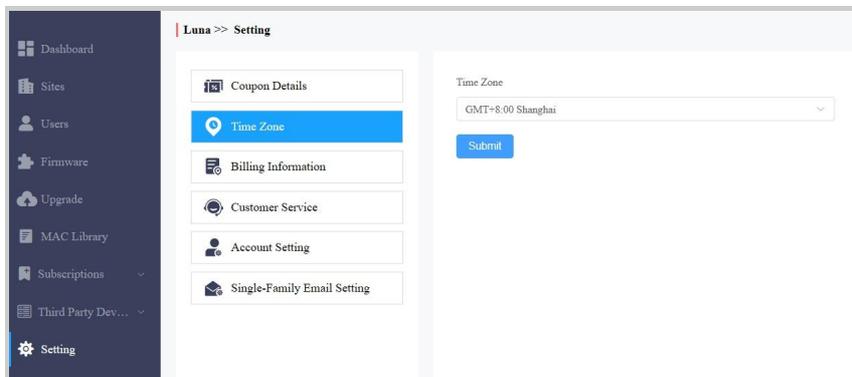


3. Change the password.



Change Time Zone

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

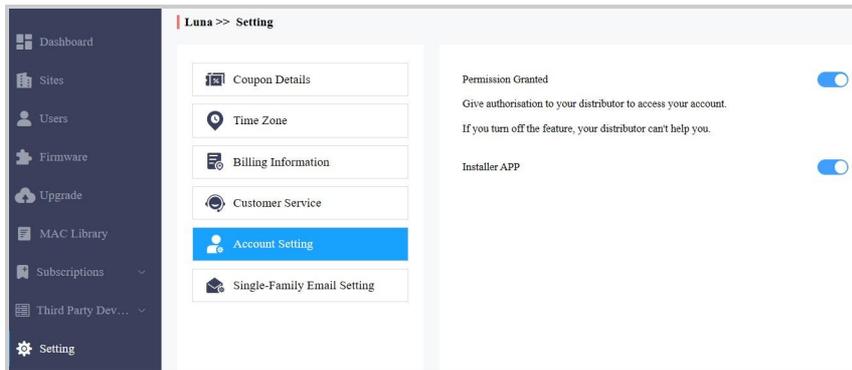


Set Account Access Permission

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.



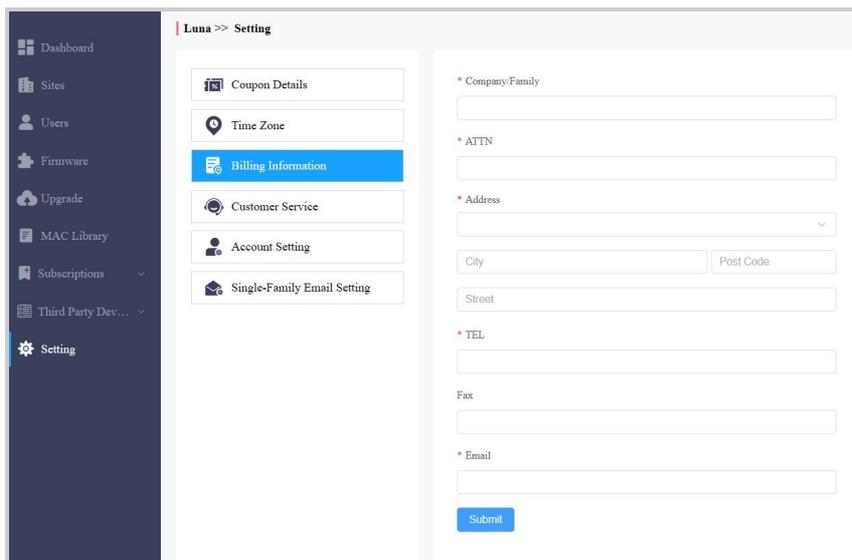
Note

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 > Billing Information** and enter the information.



Contact Us

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

Sales email: sales@akuvox.com

Technical support email: support@akuvox.com

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

We highly appreciate your feedback about our products.

