

Akuvox SmartPlus App Administrator Guide V7.1.1

Version: 1.0 | Date: Apr. 2025

About This Manual

This guide is applied to version 7.11.3 for iOS and 7.11.0003 for Android.

Akuvox SmartPlus is a mobile app that works with SmartPlus Cloud service and smart intercom products. With the app, you can manage devices, groups, and personnel in the company, check alarm reports and notifications, as well as attendance and muster reports. This makes the management of the company easier and more convenient.

Highlights:

- Support groups and personnel management.
- Support checking attendance and muster reports.
- Support the lockdown feature.

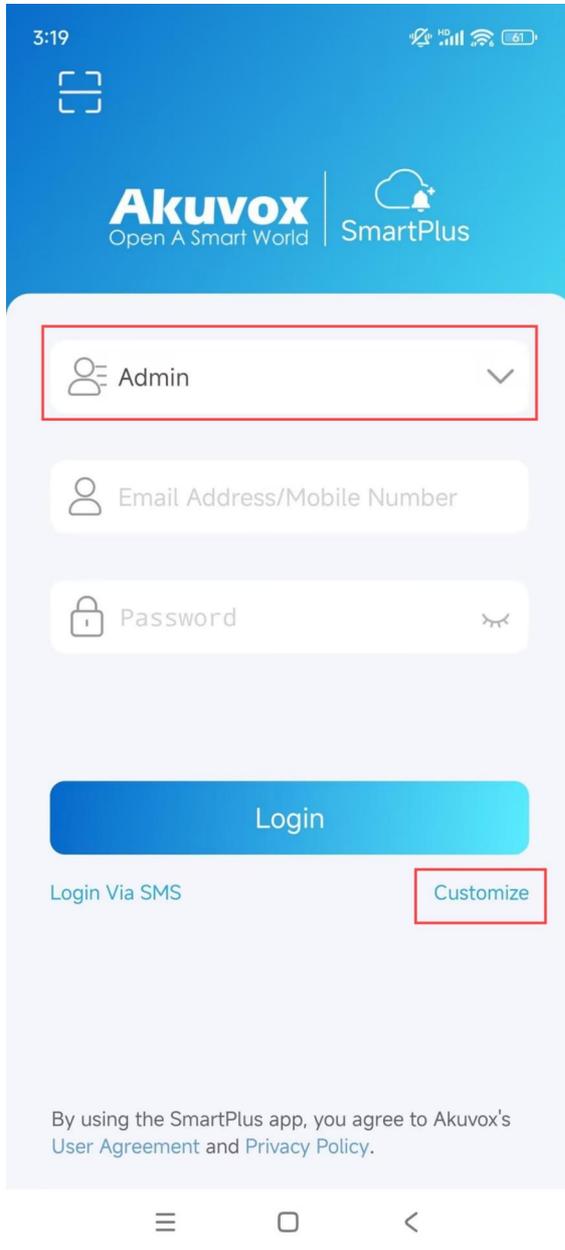
Before You Start

To make login and setup as smooth as possible, have the following items available:

- An internet connection through a Wi-Fi network or cellular data service through a carrier.
- The latest SmartPlus App. Download and install the SmartPlus App on the Google Play Store or App Store.
- Your SmartPlus App account. To obtain it, provide your email address and/or a mobile phone number(if you'd like to log in or reset your password via SMS) to your service provider. You then will receive an Email from Akuvox with your username, password, and a QR code for login. Or you can enter your phone number and log in with a verification code sent via SMS.

Login

1. Agree to the **Terms & Policies** before logging in.
2. Enter your username and password.
3. Choose your area in the lower-right corner. In general, the area is selected automatically. If it is not right, select it manually.
4. Tap **Login**.



Note

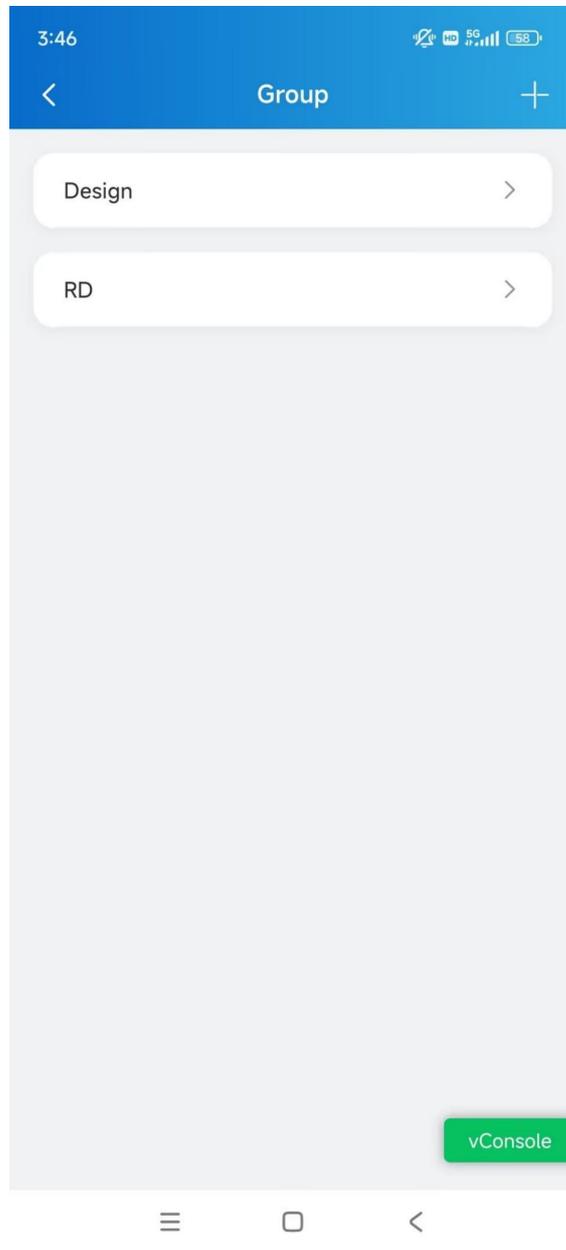
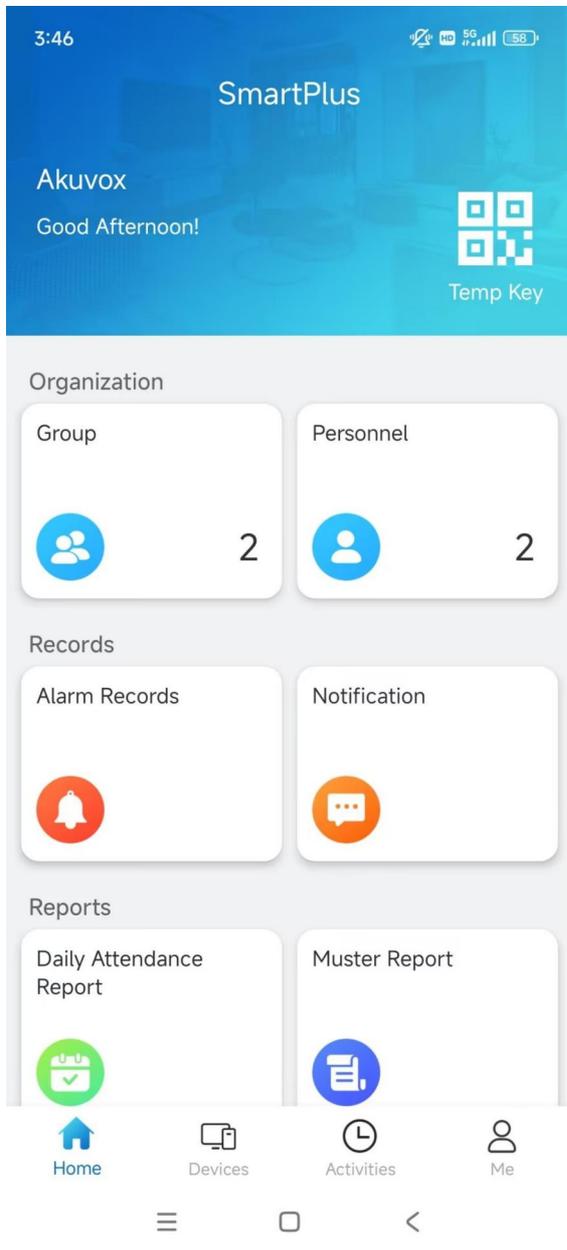
Click [here](#) to view the detailed steps and other login methods.

Groups Management

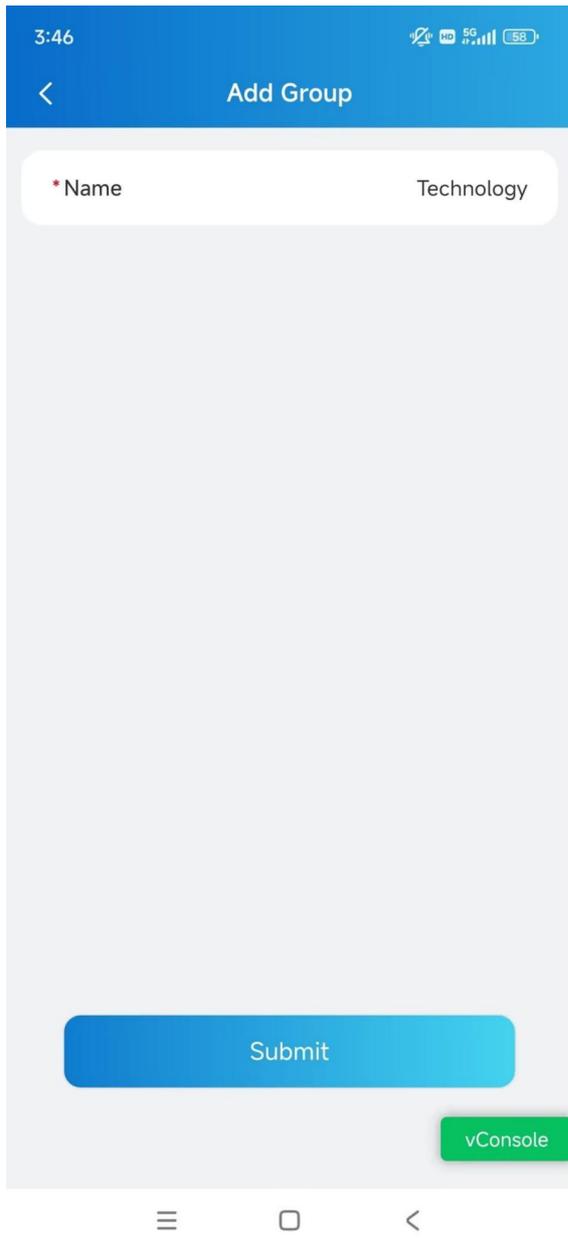
You can add, edit, and delete groups in the company.

Add Groups

1. Tap **Group** on the homepage.
2. Tap  to add a group.



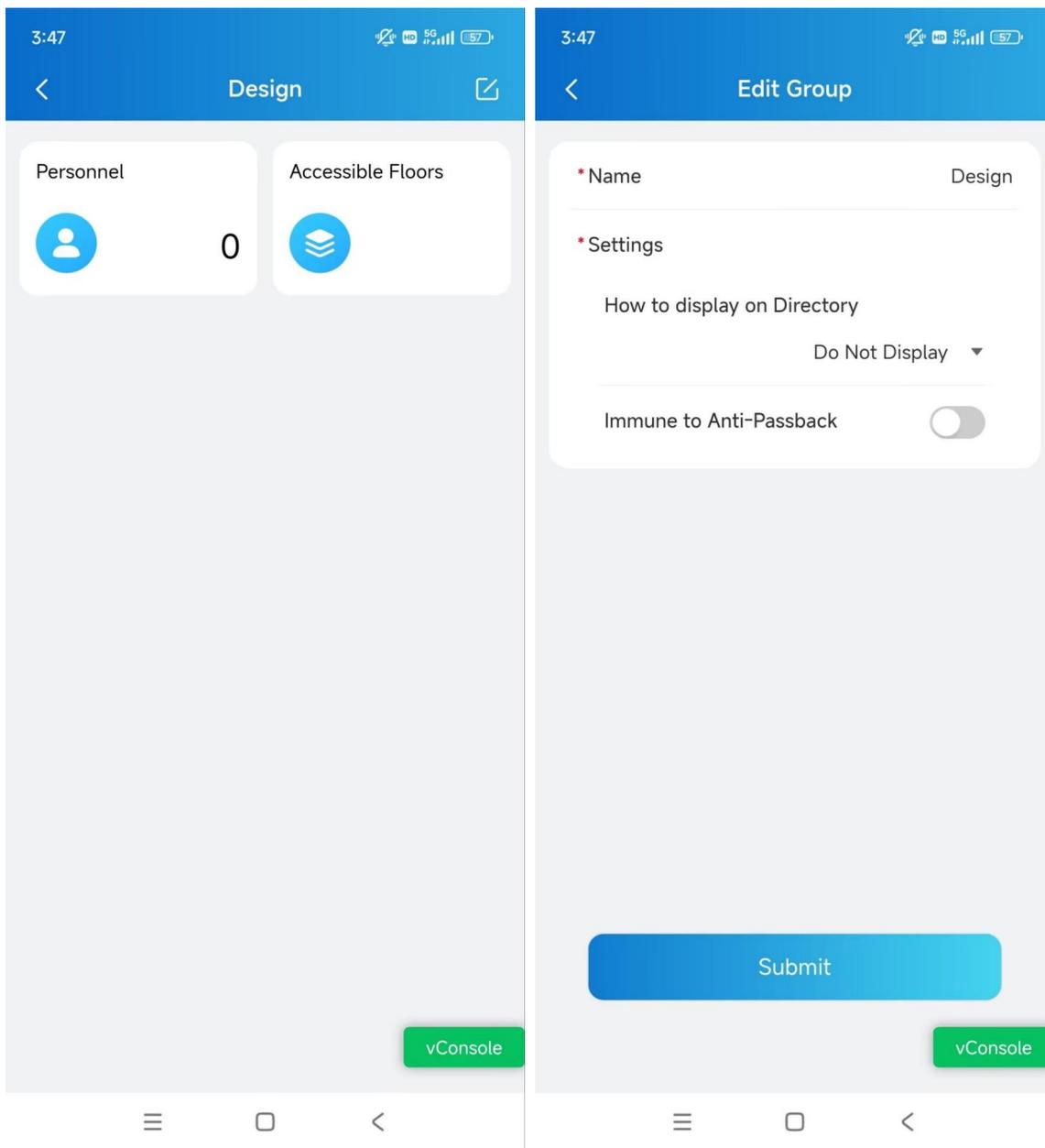
3. Name the group and tap **Submit**.



Edit Groups

1. Tap **Group** on the homepage.
2. Tap the desired group name.
3. Tap  in the upper right corner.
4. Change the settings as needed.
 - **Name:** Name the group.
 - **How to display on Directory:**
 - **Do Not Display:** Neither display the group nor the personnel in it.
 - **Display as Group Only:** Only display the group name.

- **Sequence Call:** You can set three sequence call numbers. When tapping the Group to call, the numbers will receive calls in order.
- **Display Personnel Only:** Personnel will all be displayed but not the group name.
- **Immune to Anti-Passback:** When enabled, the personnel in this group will not be limited to the [anti-passback rules](#).

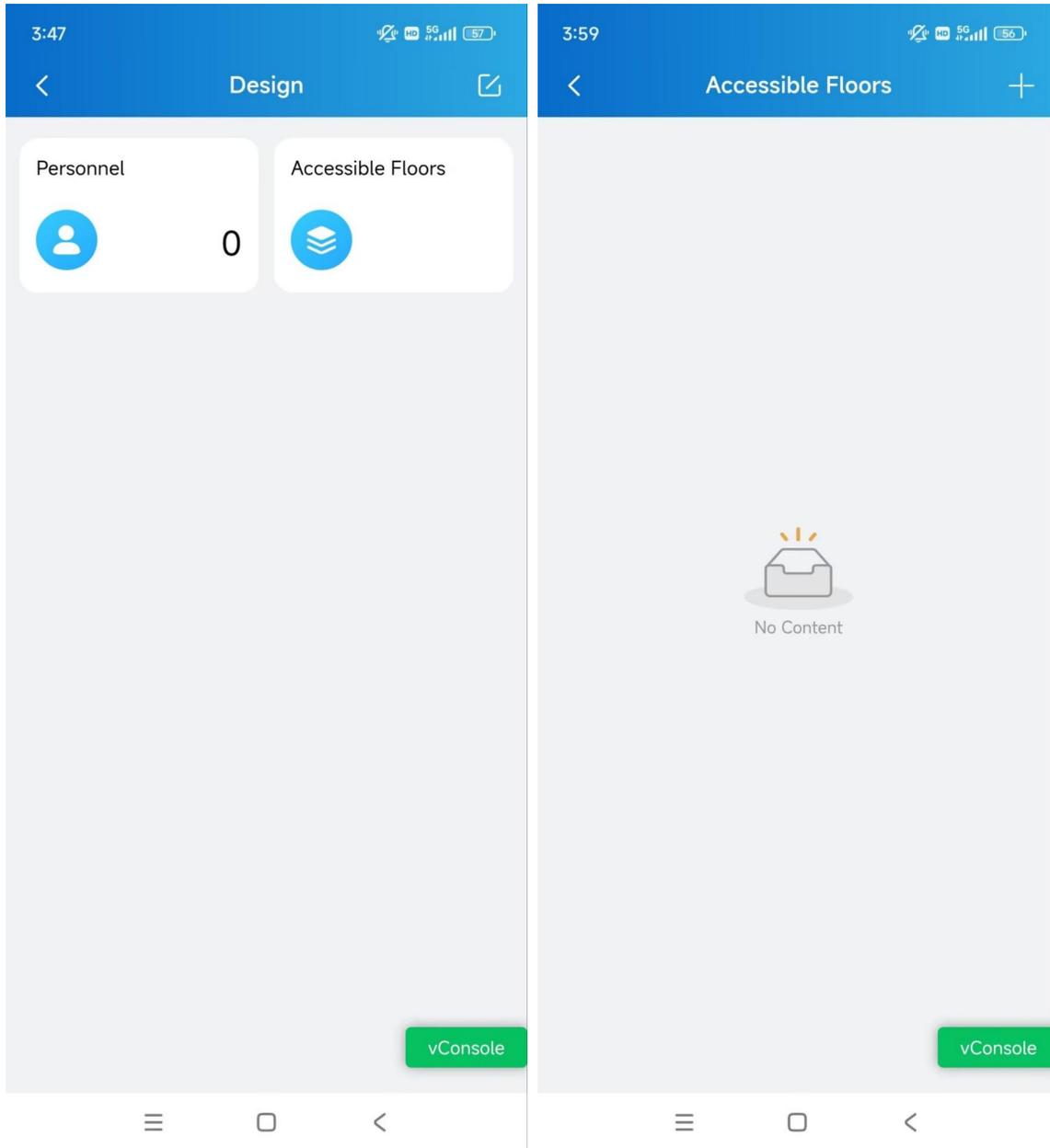


Select Accessible Floors for Groups

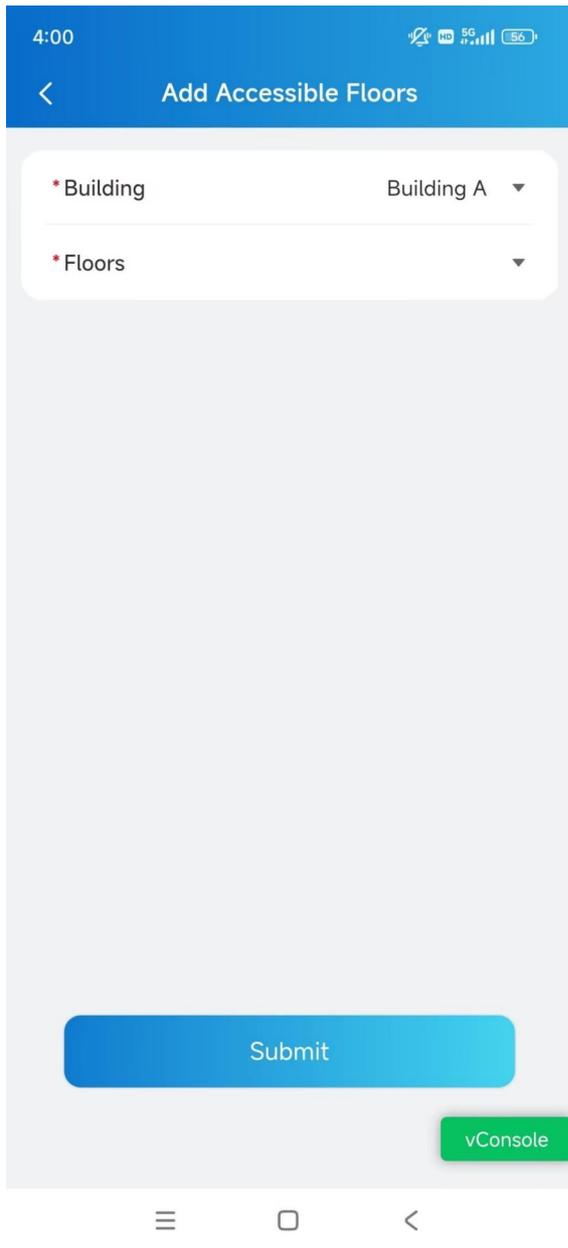
The personnel can take lifts to the specified floors using access control credentials. You can select 10 floors in a building at maximum.

1. Tap Group on the homepage.

2. Tap the desired group name.
3. Tap **Accessible Floors** and tap  in the upper right corner.



4. Select the building and floors.



Personnel Management

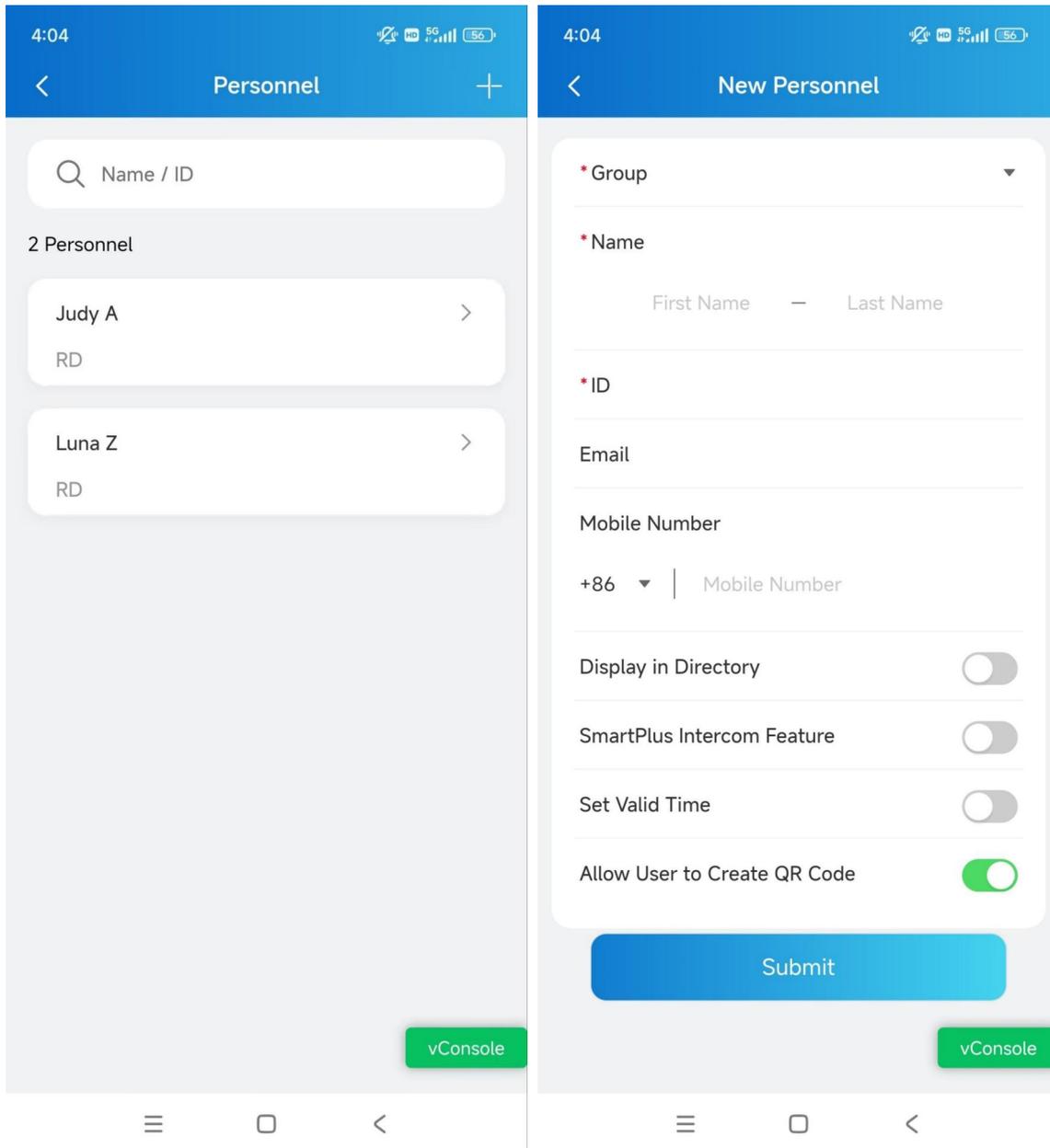
You can add, edit, and delete personnel in the company.

Add Personnel

1. Tap **Personnel** on the homepage.
2. Tap  in the upper right corner.
3. Enter the personnel's information and set up relevant settings.
 - **Display in Directory:** Set whether to display the personnel's name on the door phone's contacts list.

Note

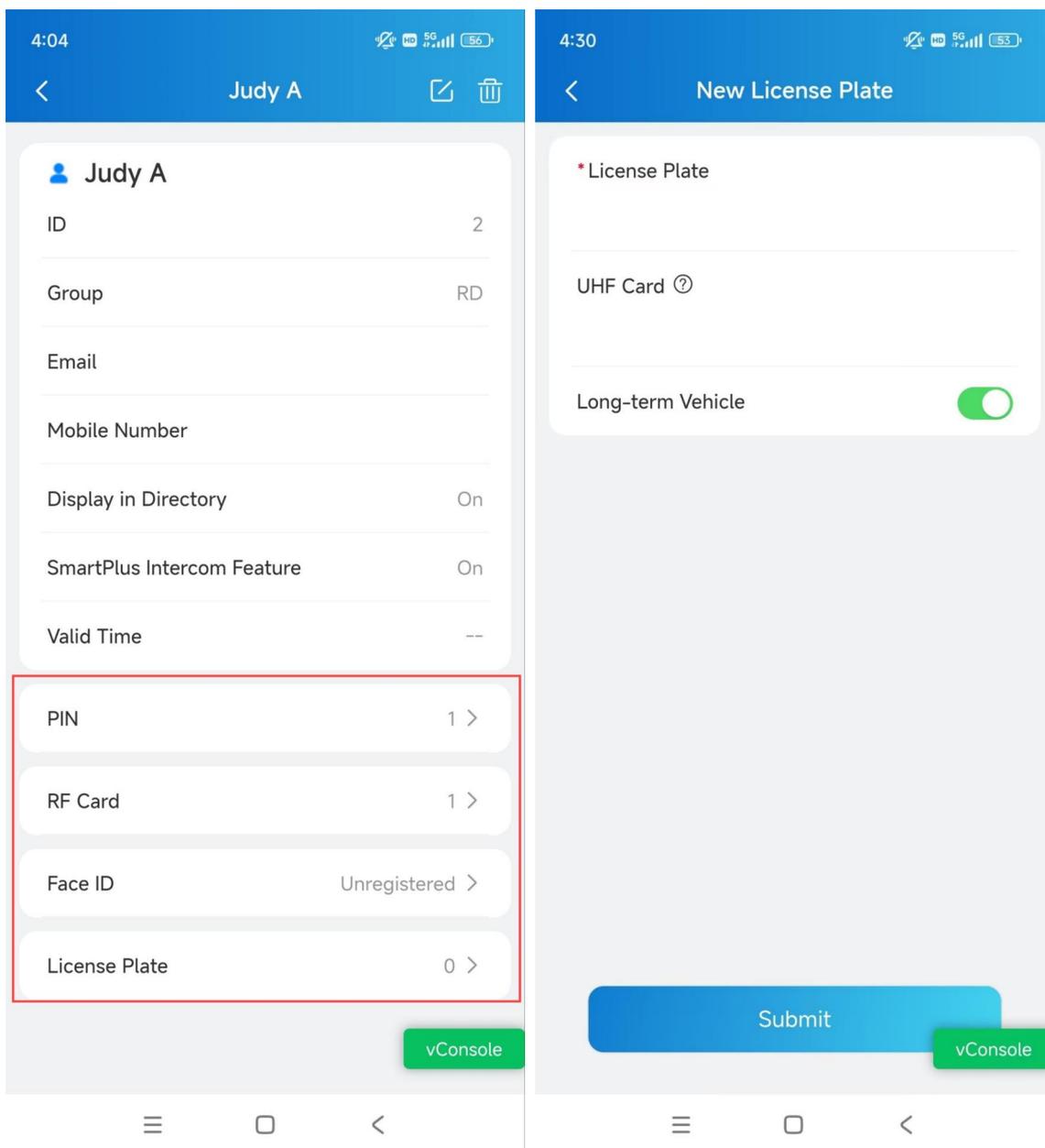
- If **Do Not Display** is selected on the [group editing](#) page, the personnel will not be displayed.
 - When the SmartPlus Intercom Feature is disabled, this setting is not valid.
-
- **SmartPlus Intercom Feature:** If enabled, the user is allowed to use the SmartPlus App.
 - **Call Type:** Select the desired call type. Available when the SmartPlus Intercom Feature is enabled.
For example, **Indoor monitors/guard phones with SmartPlus as backup** means that when making calls to the personnel on a door phone, the personnel's indoor monitors/guard phones will receive the call first. If the call is not answered, it will be made to the SmartPlus App.
 - **Set Valid Time:** Limit the personnel from opening doors and logging into the SmartPlus App in a certain period. This setting has the highest priority over other access permission settings.
 - **Allow Users to Create QR Code:** Set whether personnel can issue temporary QR codes for visitors or couriers on their SmartPlus App.



Set up Access Methods for Personnel

1. Tap **Personnel** on the homepage.
2. Tap the desired user.
3. Tap the access method(s) for configuration.
 - **PIN:** Tap the Add icon in the upper right corner and enter the PIN code within 2 to 8 digits.
 - **RF Card:** Tap the Add icon in the upper right corner and enter the RF card code. The code must be 1 to 16 characters and contains only 1-9 and A-F.
 - **Face ID:** Choose the user's front face photo from your local album.

- **License Plate:** Tap the Add icon in the upper right corner to add license plate information and UHF card code for the user.
 - **License Plate:** It can be identified by a third-party LPR camera to open the door of the parking lot.
 - **UHF Card:** It can be identified by the Akuvox access control reader ACR-CRP12 to open the door of the parking lot.
 - **Long-term Vehicle:** It is enabled by default. If disabled, set when the vehicle can enter and exit the parking lot.

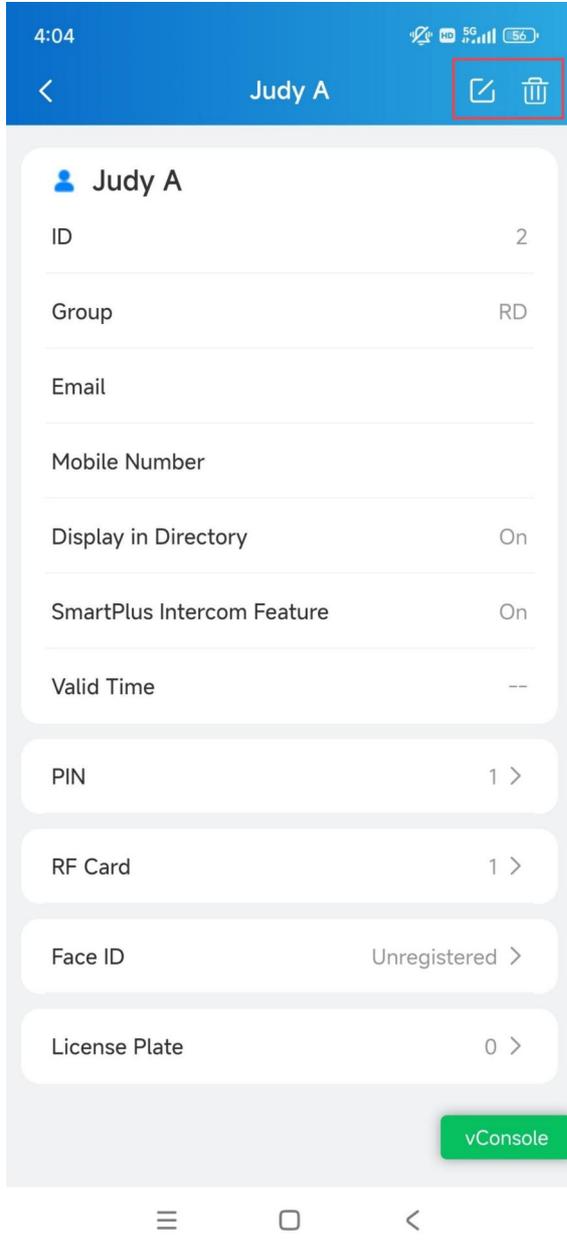


Edit and Delete Personnel

1. Tap **Personnel** on the homepage.

2. Tap the desired user.

- Tap  to change the settings.
- Tap  to delete the user.



Door Access

You can configure various access methods such as temp keys and Bluetooth unlock for door opening.

Note

The access methods supported vary by device models.

Open Doors with Temp Keys

A Temp Key can be a QR code or an 8-bit PIN. You can customize its validity period and the times for use, and the key will be valid immediately after you create it. You can issue temp keys for visitors, deliverymen, etc.

1. Tap **Temp Key** on the homepage. Or, tap **Me > Authorization > Temp Keys**.
2. Tap  in the upper right corner.
3. Enter the user name and the unique ID number.
4. Select the **Repeat Mode** from **Never**, **Daily**, or **Weekly**.
When **Never** is selected, there is a limit to the total times for use.
The total times equal to **Each Door Counts * the number of selected doors**.
5. Select the door to be opened.
6. Specify the time of using the key.

The screenshot shows a mobile application interface for creating a new temporary key. At the top, there is a blue header with a back arrow on the left and the title 'New Temp Key' in the center. Below the header, the status bar shows the time as 5:31, along with icons for signal strength, 5G, HD, and a battery level of 48%. The form itself is a light blue rounded rectangle containing several input fields: 'Name *' (with a red asterisk), 'ID Number', 'Repeat Mode' (set to 'Never' with a right arrow), 'Each Door Counts' (set to '1' with a right arrow), 'Doors' (with a right arrow), and 'Time *' (with a red asterisk and a right arrow). At the bottom of the form is a large, light blue 'Submit' button. The bottom of the screen shows the standard Android navigation bar with icons for home, back, and recent apps.

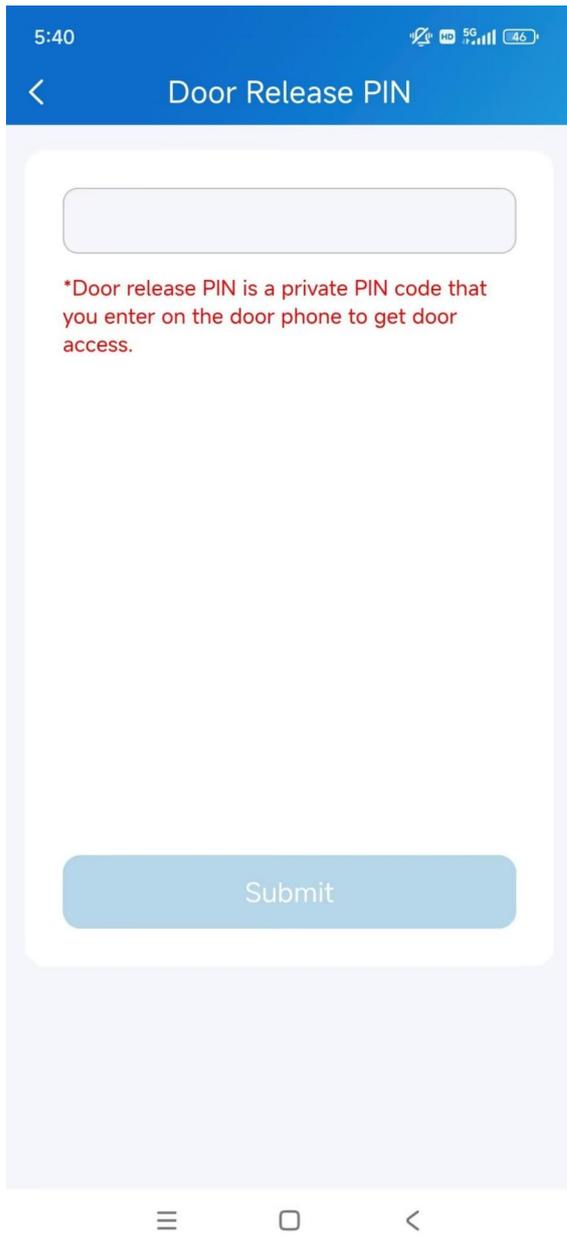
After the key is created, you can share it with the designated user. Share the key to a contact in your messages, email, WhatsApp, or Telegram.



Open Doors with a PIN Code

You can set a private PIN code for door entry.

1. Tap **Me** > **Authorization** > **Door Release PIN**.
2. Set the PIN code.



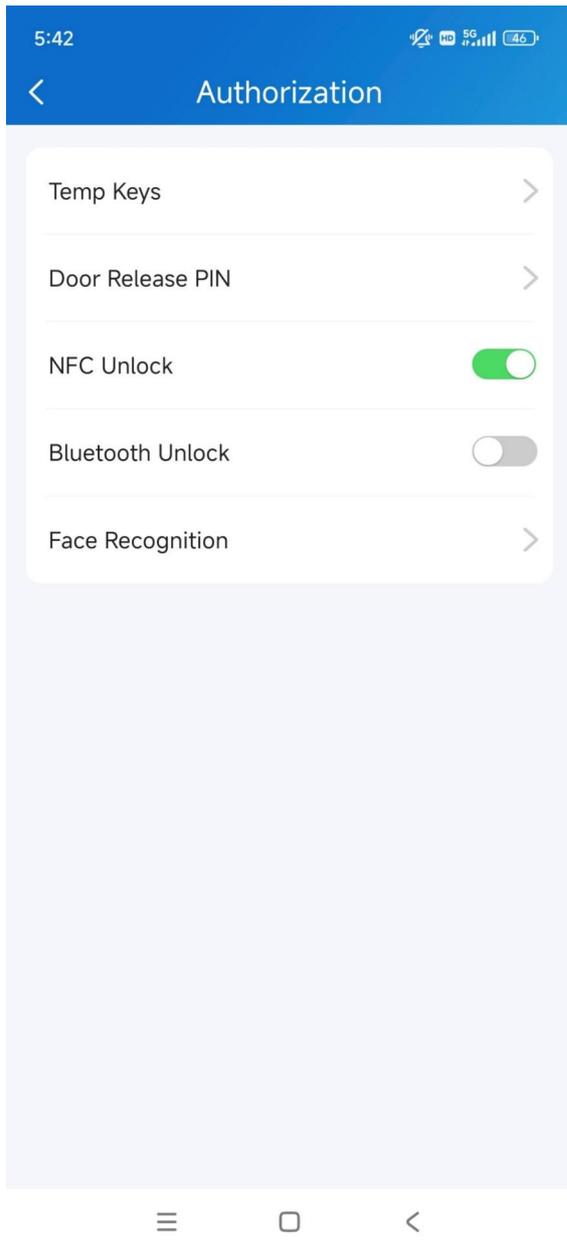
Open Doors with NFC

You can use the NFC feature of your mobile phone to open doors conveniently.

Note

- ONLY Android mobile phones support the NFC door-opening feature.
- Click [here](#) to view the detailed configuration.

1. Tap Me > Authorization.
2. Enable NFC Unlock.



Open Doors via Bluetooth

You can use Bluetooth connection to open doors conveniently.

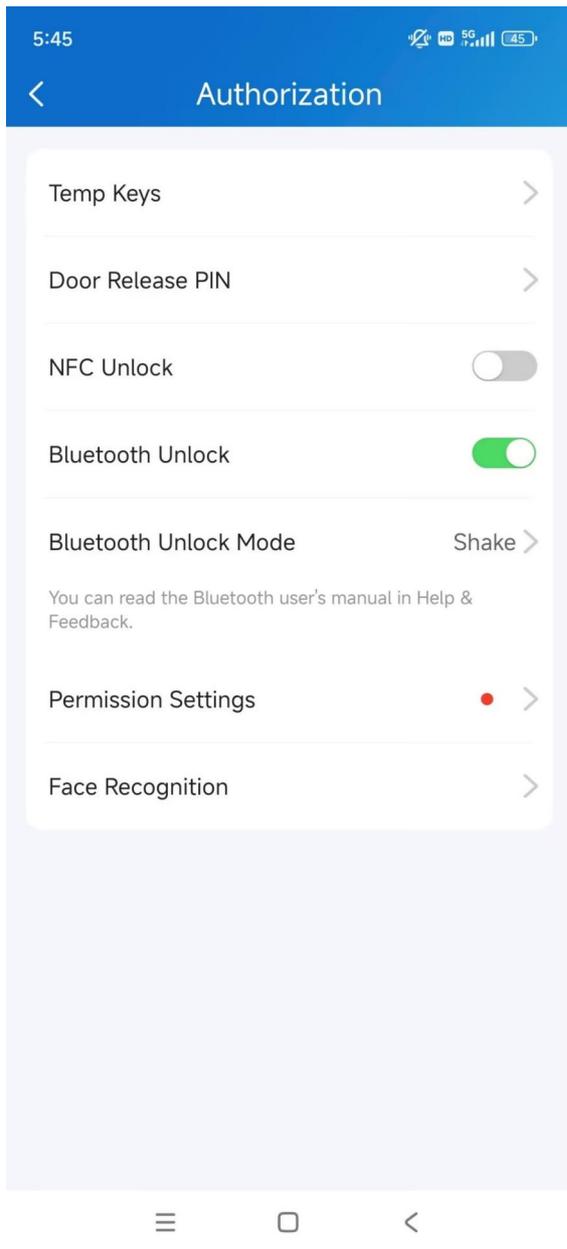
Note

To learn about the supported door phones and detailed steps, please refer to [Open the Door via Bluetooth](#).

1. Tap Me > Authorization.
2. Enable Bluetooth Unlock.
3. Select a Bluetooth Unlock Mode.

- **Shake:** Place your phone near the door phone, shake your phone a few times, and the door will open automatically.
- **Hands-free:** Your phone must be within about 3.3 feet (1 meter) of the door phone, and the door will open automatically.
- **Tap as Card:** Open the door by placing the mobile phone on the door phone's card reader area.

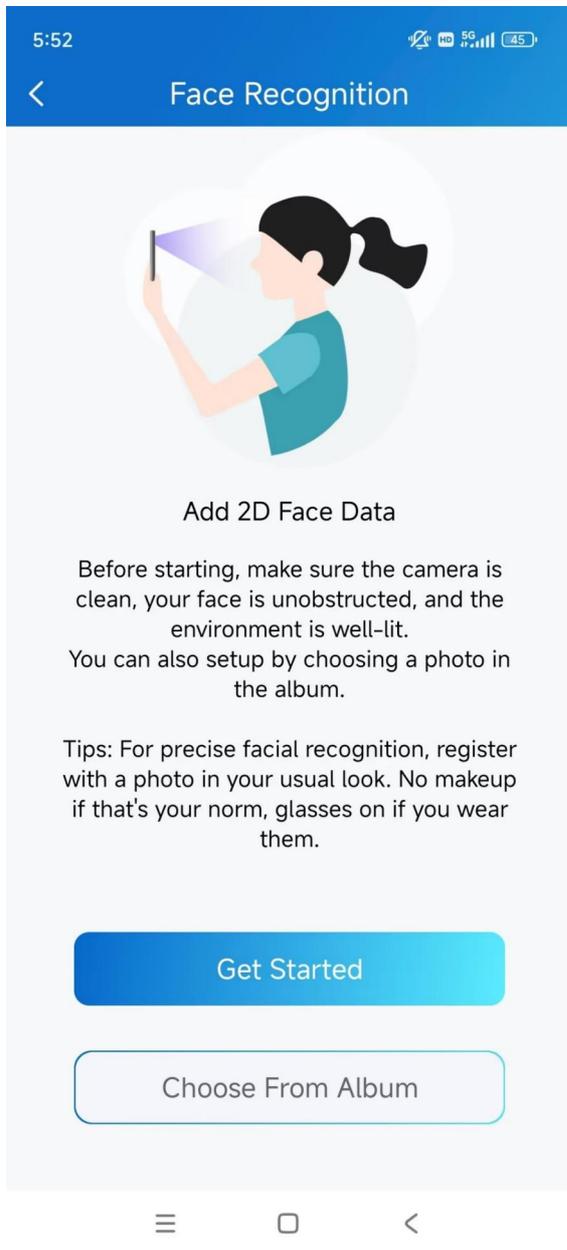
If you are an Android user and select Hands-free mode, follow onscreen instructions to complete Permission Settings.



Open Doors through Facial Recognition

You can scan your face to open doors conveniently.

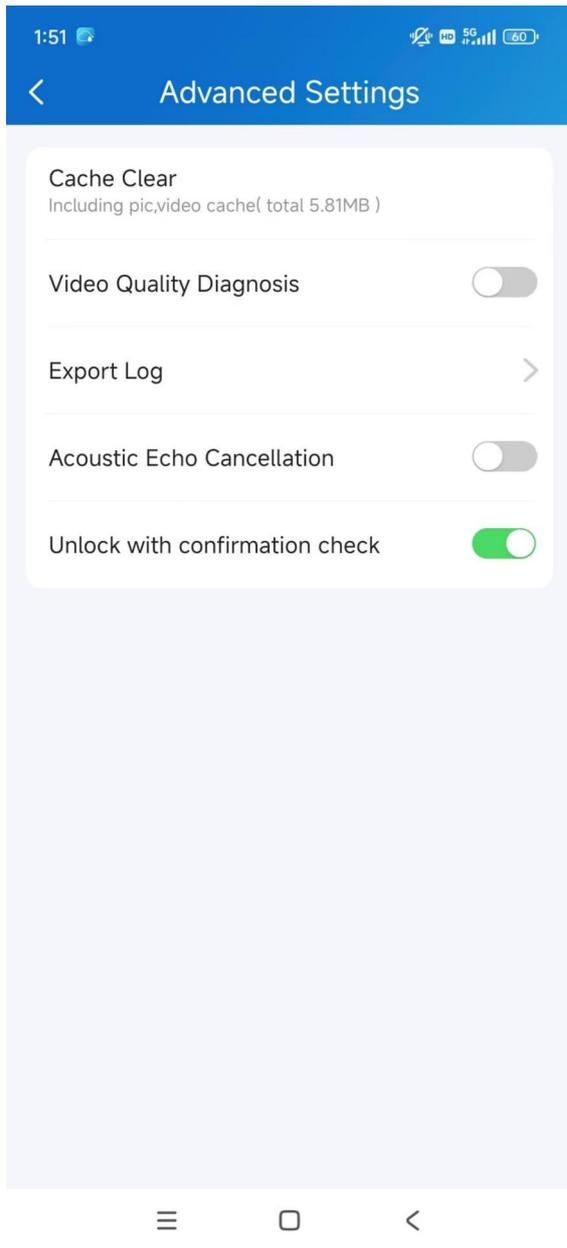
1. Tap **Me > Authorization > Face Recognition**.
2. Tap **Get Started** or upload a front face photo from the local album.



Unlock Confirmation

With this feature enabled, a prompt will pop up for confirmation when you want to open doors.

1. Tap **Me > Settings > Advanced Settings**.
2. Enable/disable **Unlock with Confirmation check**. It is disabled by default.



Devices Management

You can open doors, call and monitor devices, and turn on/off the lockdown on the **Devices** page.

Switch Display Mode

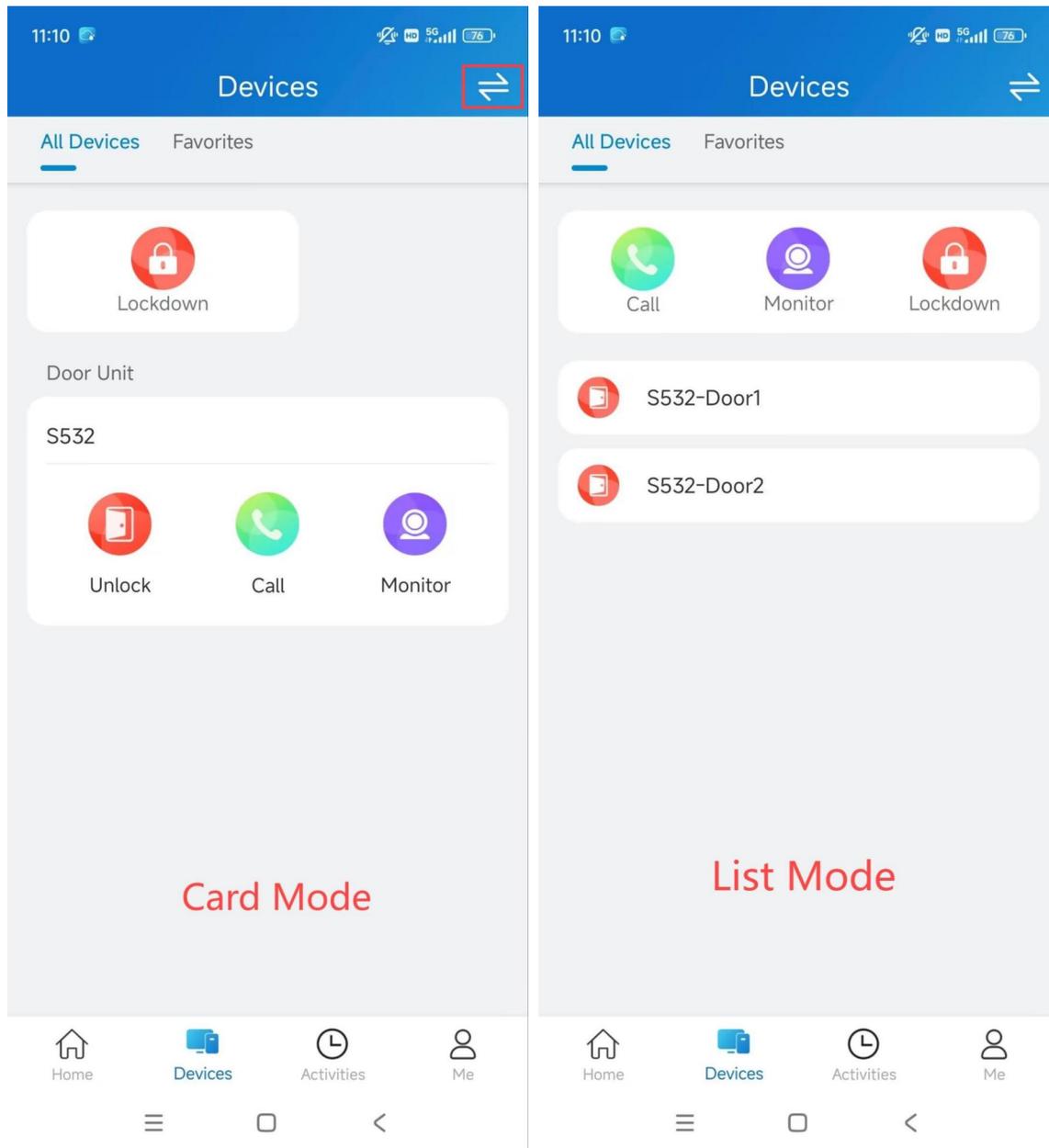
The **Devices** page supports two display modes: **Card Mode** and **List Mode**.

The main difference between **Card Mode** and **List Mode**:

- **Card Mode** is device-oriented. You can tap the functional icons on desired devices to open doors, make calls, or monitor.

- **List Mode** is door-oriented. You can tap the desired door name to open doors. To make calls or monitor, tap the functional icons first and then select the desired device.

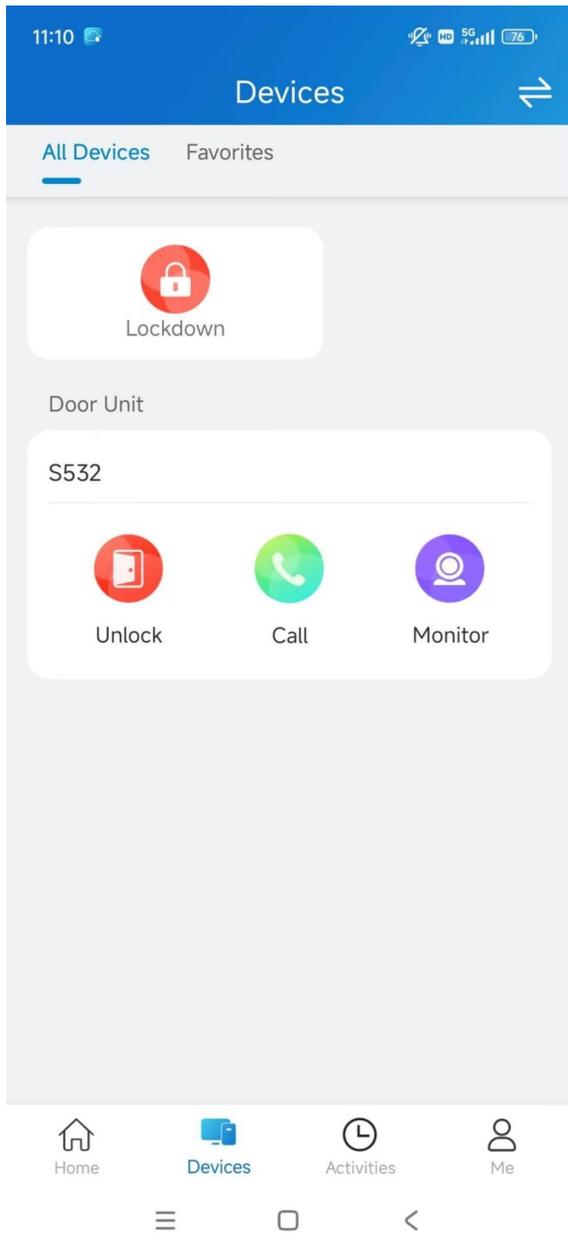
You can tap  in the upper right corner to switch between the Card Mode and List Mode.



Unlock

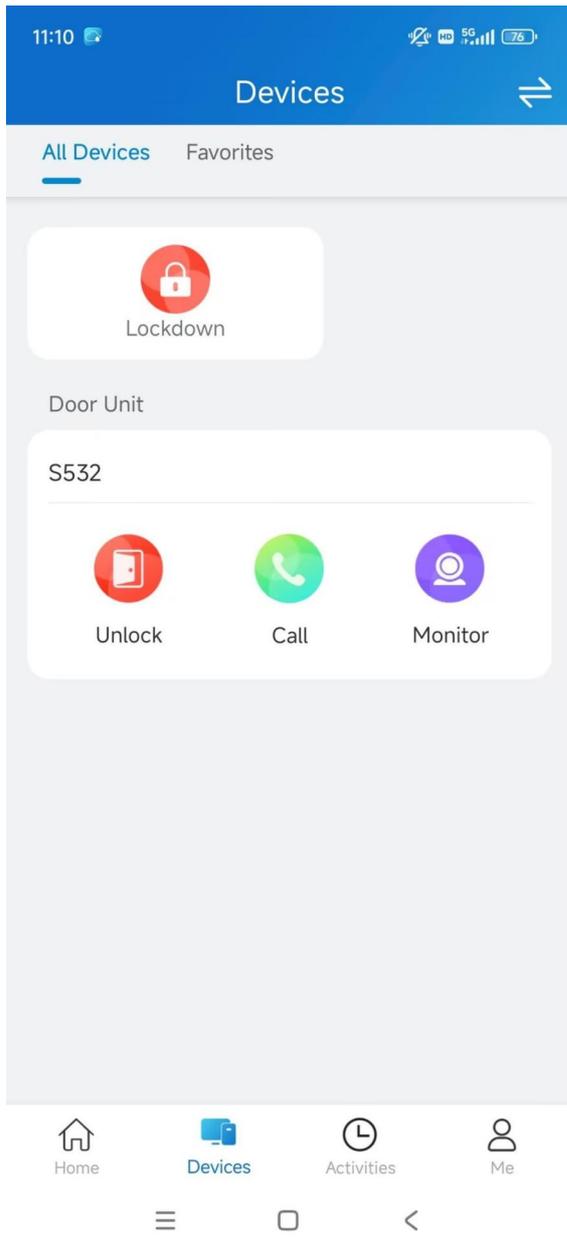
Tap **Unlock** to open doors. If the device is connected to more than one door, you can choose the desired one after tapping **Unlock**.

The **Unlock** button is hidden when your service provider disables it.



Calling

Tap **Call** to call the target device.

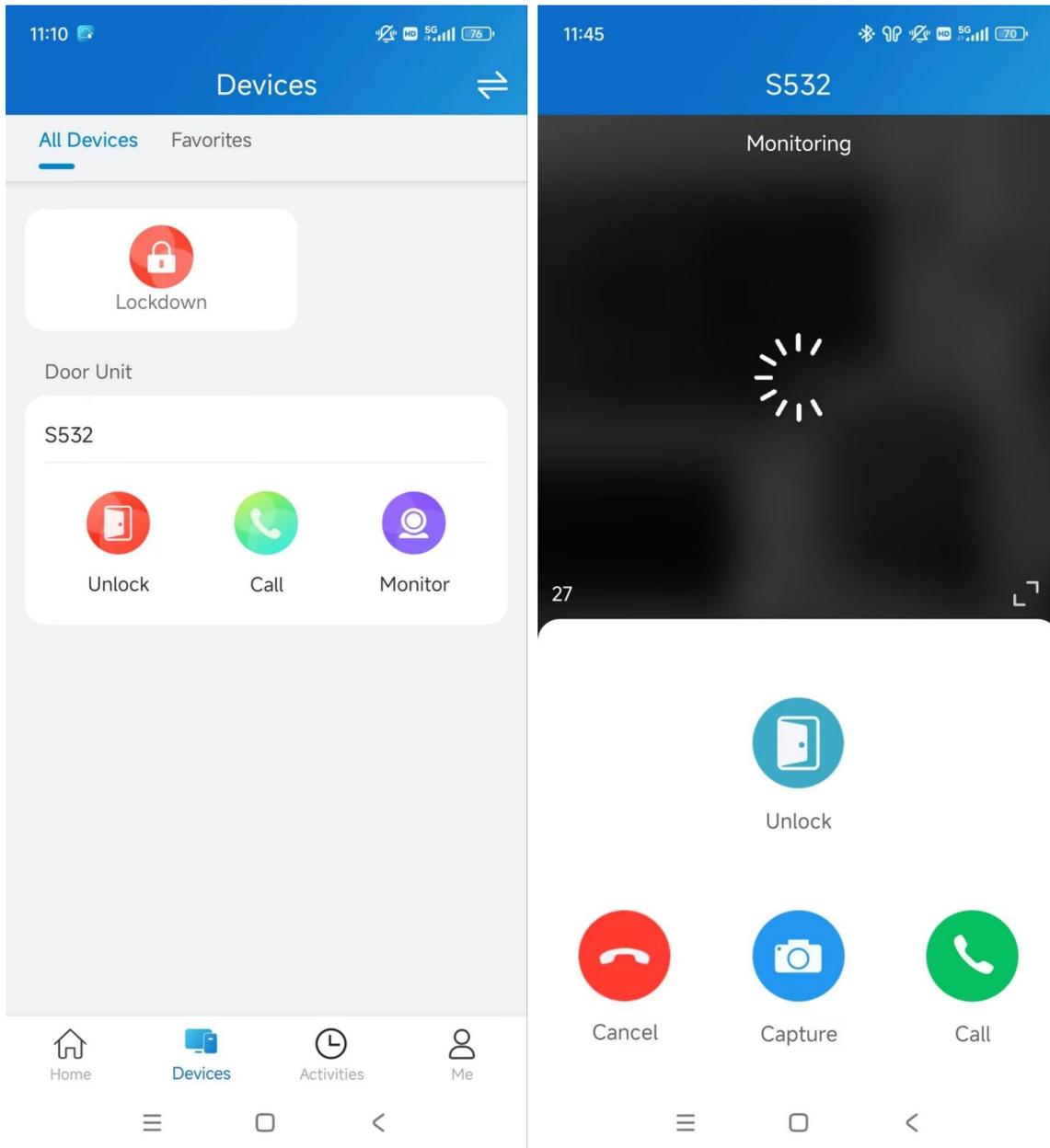


Monitor

You can view the monitoring streams from Akuvox intercom devices.

Tap **Monitor** of the target device. On the monitoring page, you can:

- tap **Cancel** to exit the current video-watching page.
- tap **Capture** to make a screenshot.
- tap **Call** to make a call.
- tap **Open** to open the door.

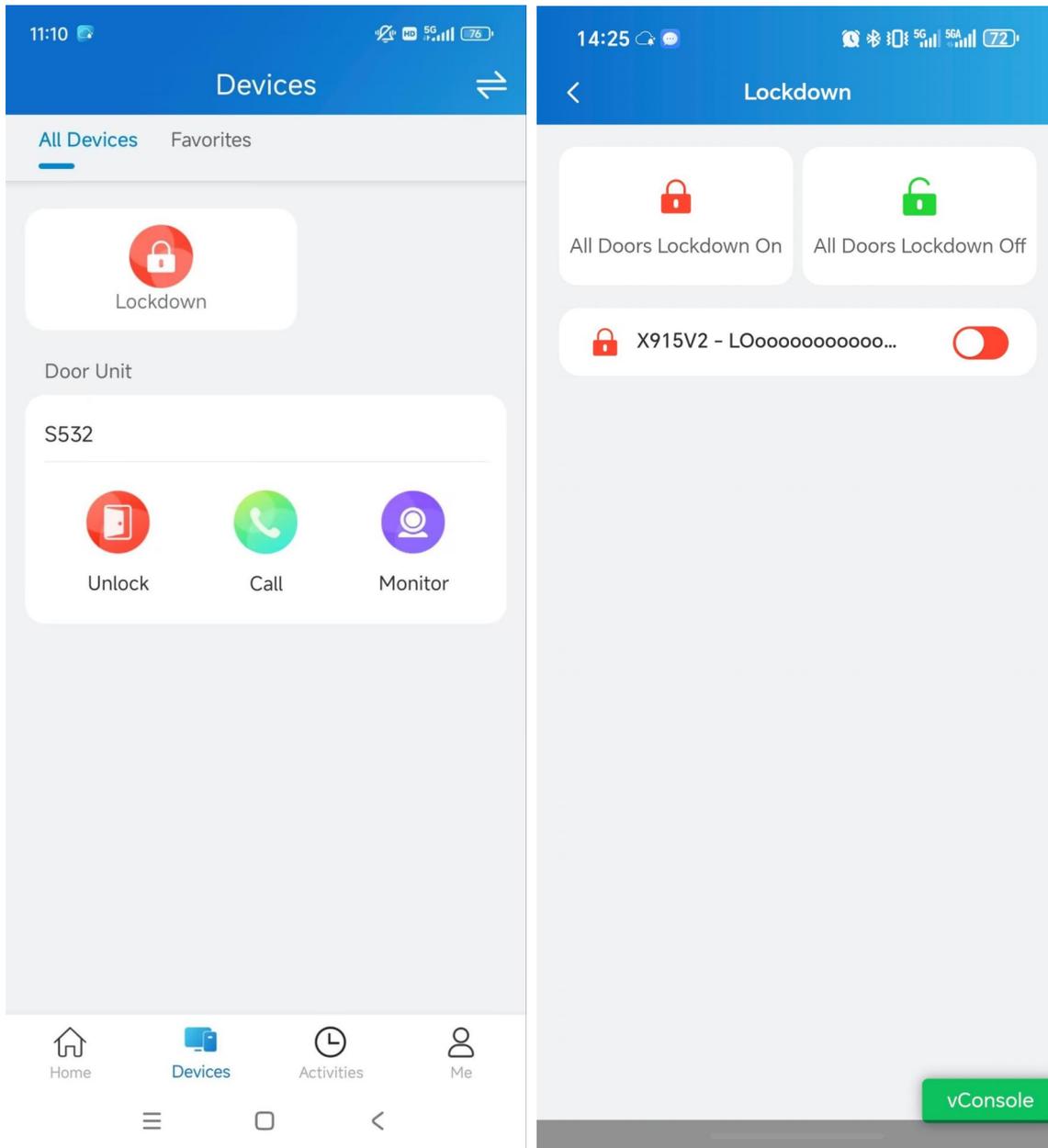


Lockdown

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

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

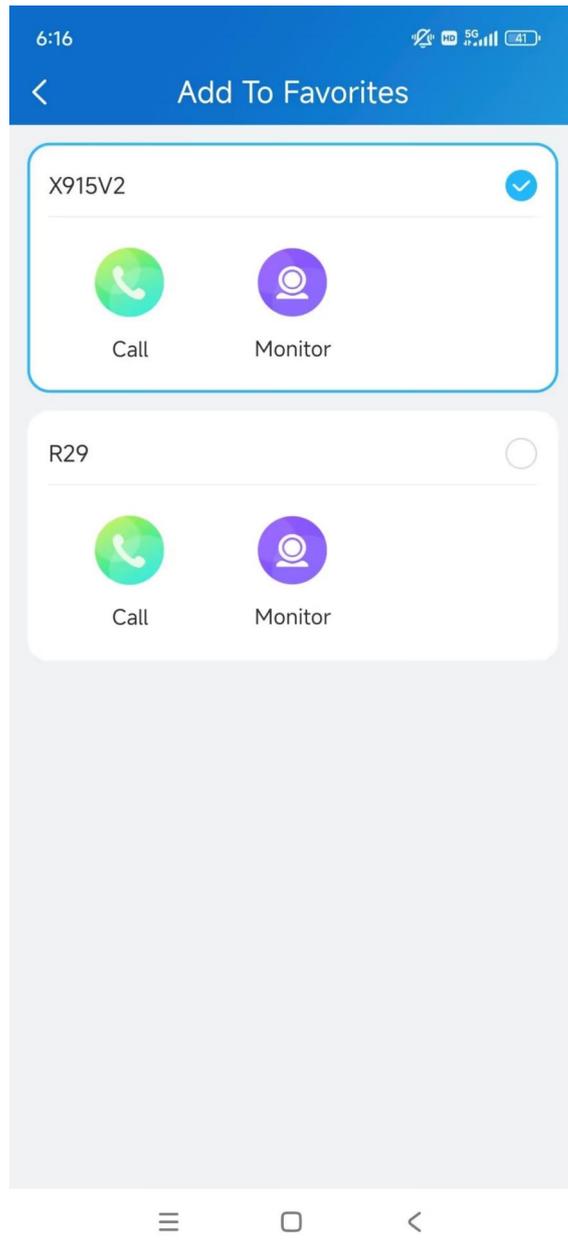
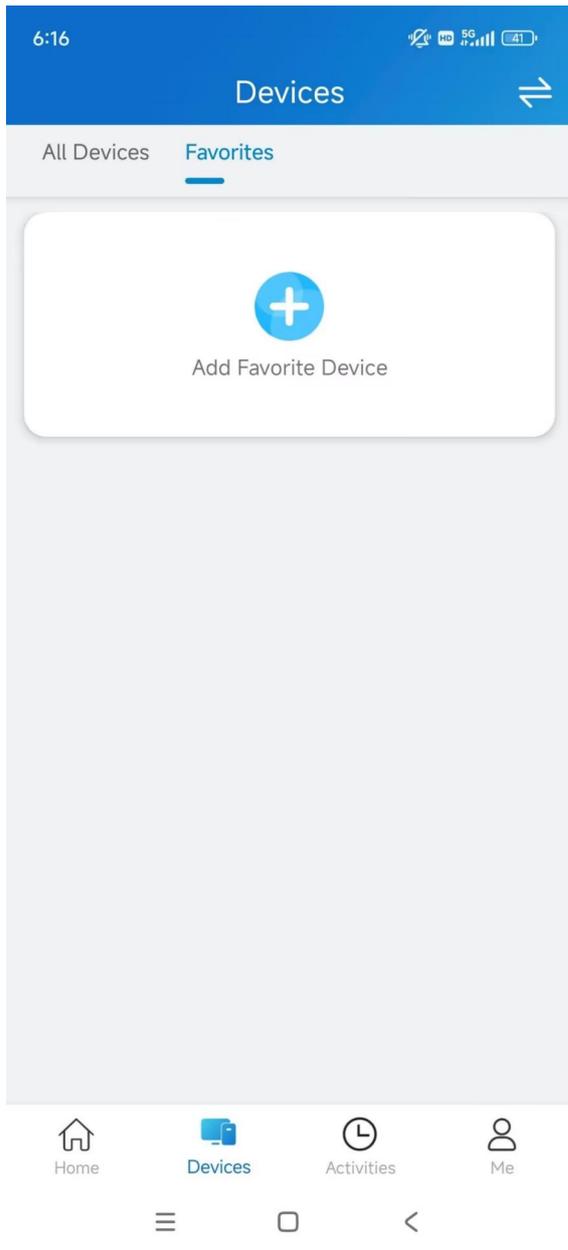
1. Tap **Lockdown** on the Devices page.
2. Tap **All Doors Lockdown On** to lock all doors; tap **All Doors Lockdown Off** to release all doors.
You can also lock a specific door.



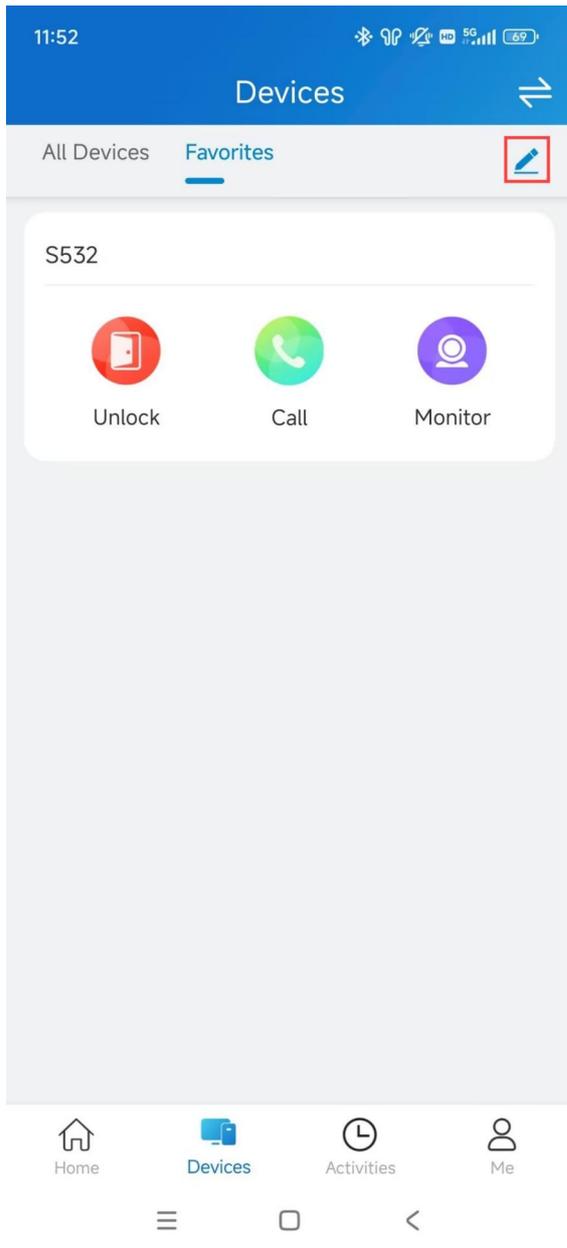
Favorite Devices

This feature enables you to easily add or remove the devices you use most.

1. Tap **Devices > Favorites > Add Favorite Device**.
2. Check the desired device and return to the **Devices** page. The device will be on the **Favorites** list.



To modify your favorites, tap the Edit icon.



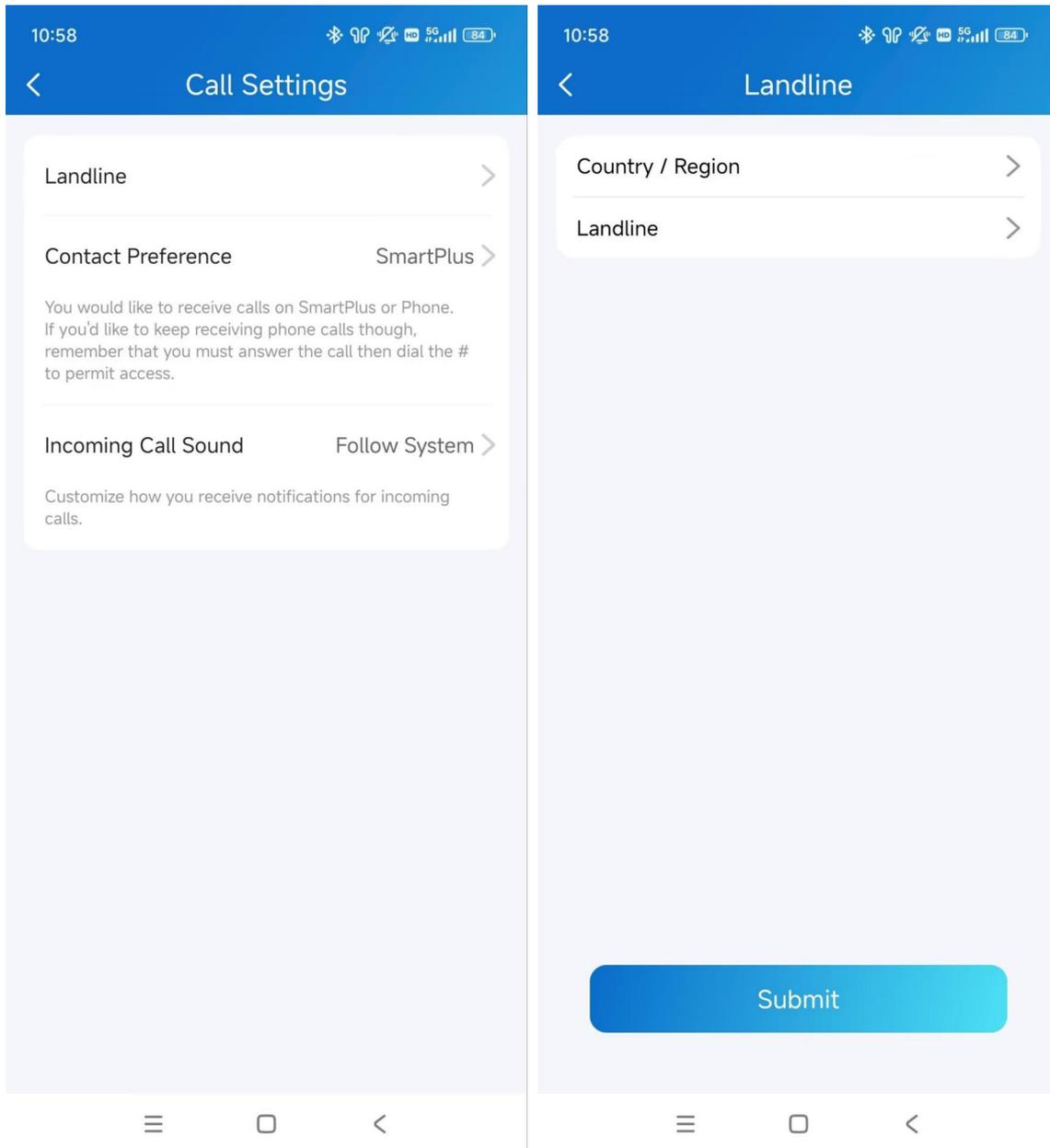
Call Settings

The call settings allow you to set up landline numbers, contact preferences, how you receive notifications for incoming calls, and the call kit feature.

Landline

The landline feature is **ONLY** available when your service provider enables it.

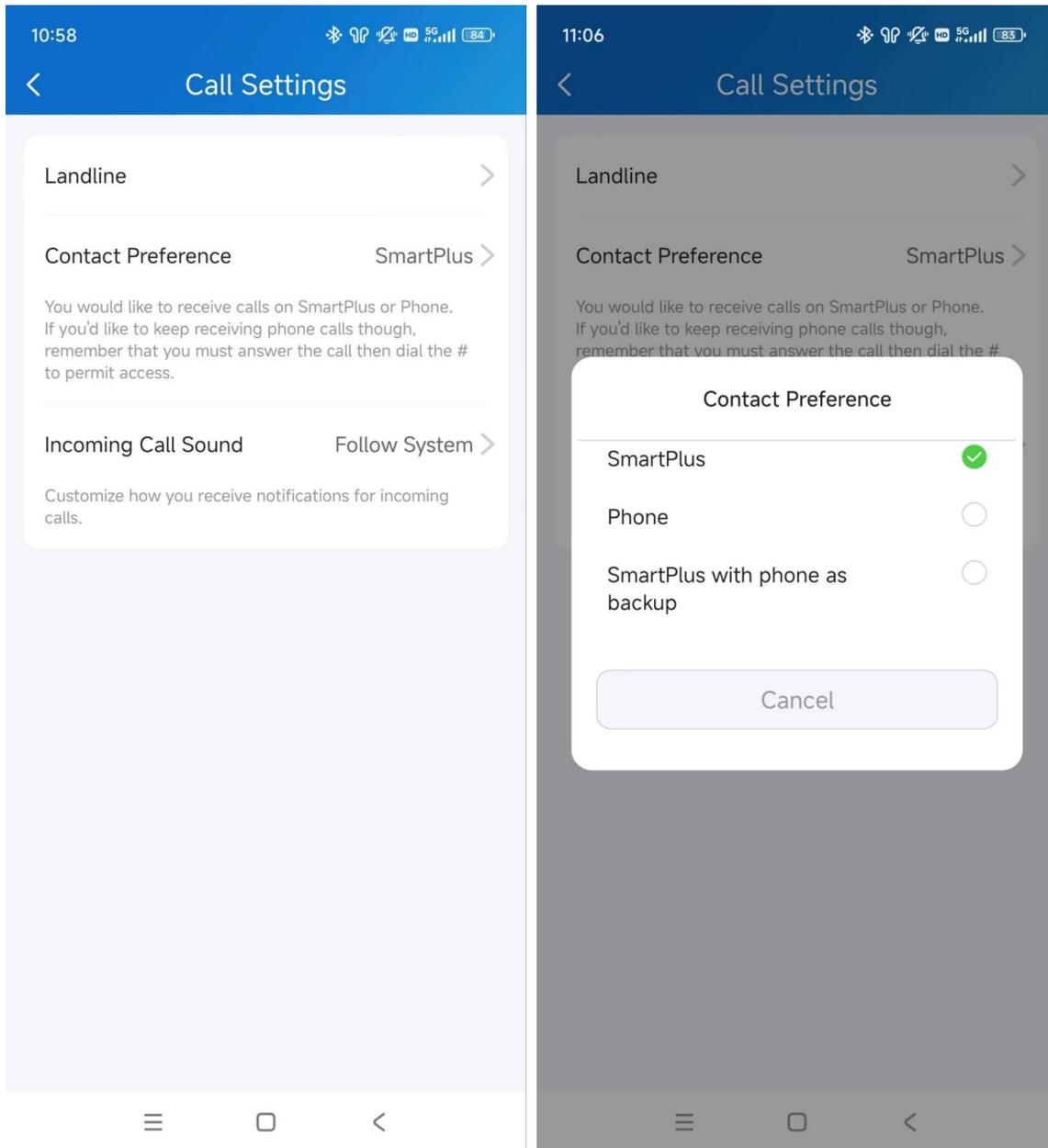
1. Tap **Me > Settings > Call Settings > Landline**.
2. Select the area code and enter the landline number.



Contact Preference

This feature decides to receive calls on the SmartPlus App or your phone.

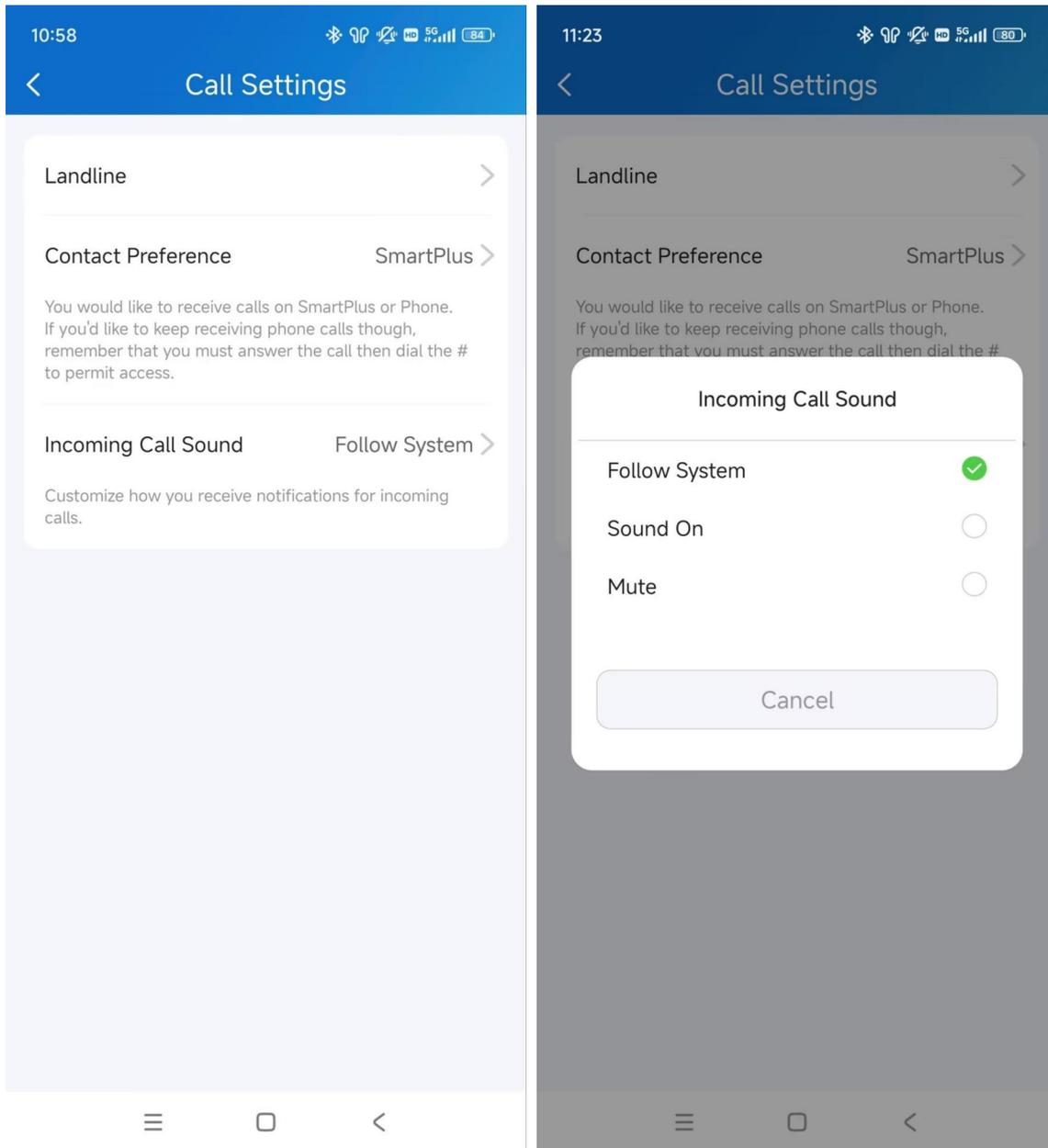
1. Tap **Me > Settings > Call Settings > Contact Preference**.
2. Select the desired option.
 - **SmartPlus:** The SmartPlus App and indoor monitor will receive incoming calls.
 - **Phone:** Your phone and indoor monitor will receive incoming calls.
 - **SmartPlus with phone as backup:** SmartPlus and indoor monitor(s) will be called first, then the forwarded phone number if the call is not answered.



Incoming Call Sound

You can select the notification sound when receiving an incoming call.

1. Tap **Me > Settings > Call Settings > Incoming Call Sound**.
2. Select the desired option.
 - **Follow System:** Use the default system sound.
 - **Sound On:** Use the SmartPlus default sound.
 - **Mute:** Mute the incoming call sound.



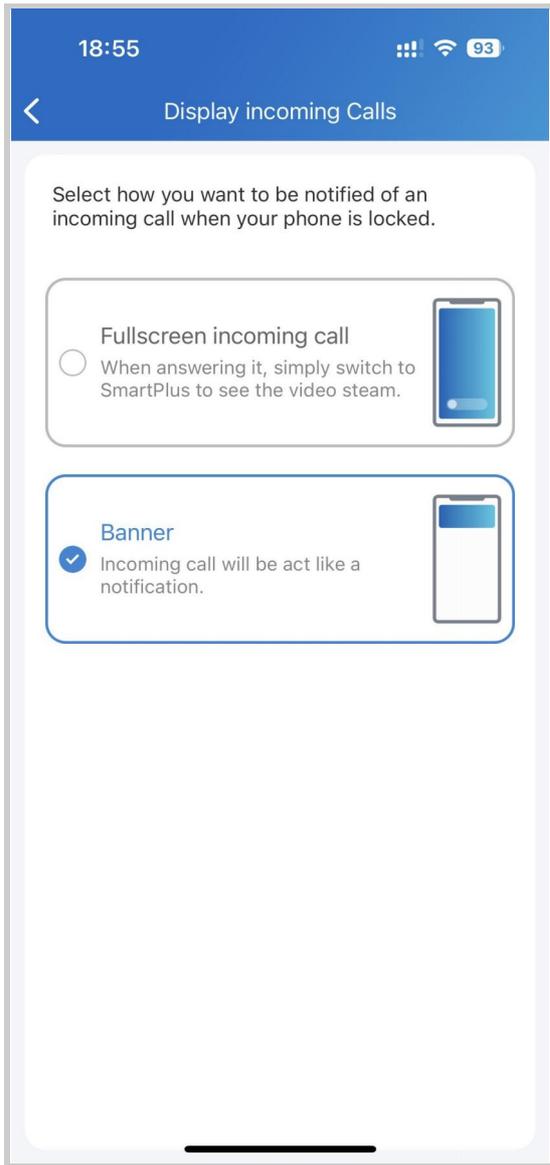
Set up Call Kit

The call kit feature prevents you from missing incoming calls. The incoming call notification will be displayed on the full screen just as you receive a phone call.

Note

ONLY the iOS system supports this feature.

1. Tap Me > Settings > Call Settings > Display Incoming Calls.
2. Select the incoming call display mode.

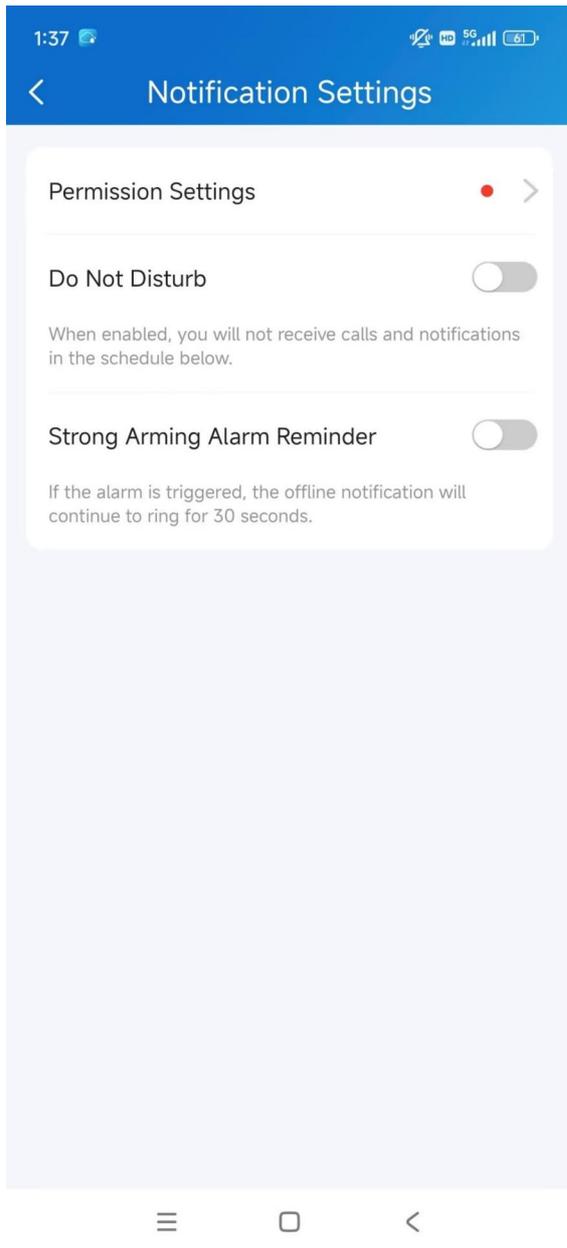




Not to Receive Calls

You can reject incoming calls made to the SmartPlus App when you do not want to be disturbed.

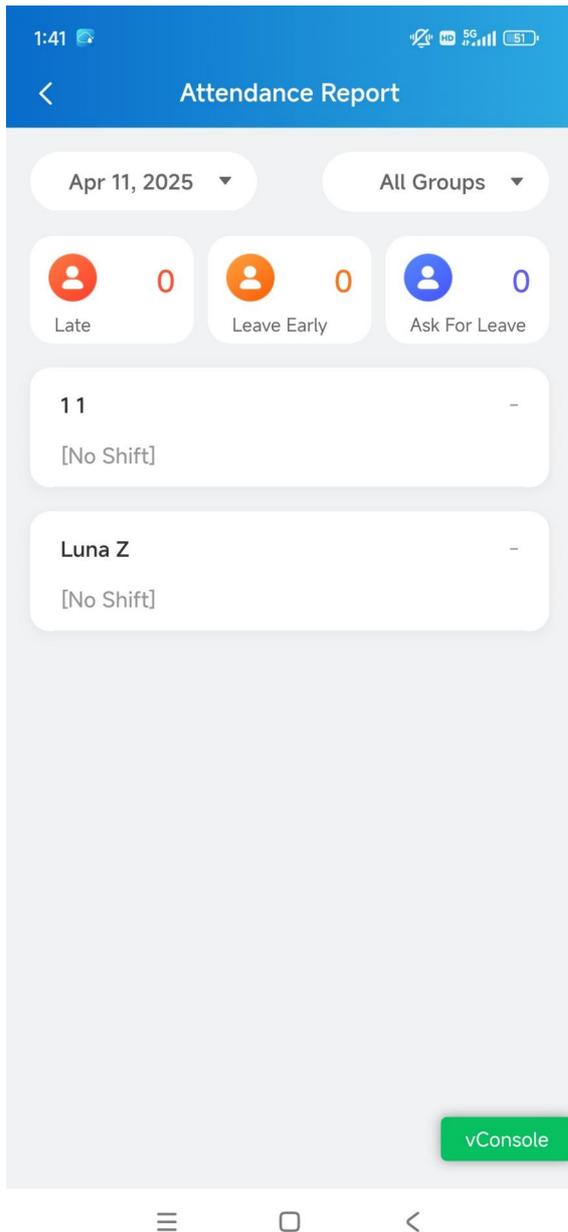
1. Tap **Me** > **Settings** > **Notification Settings**.
2. Enable/disable **Do Not Disturb**.



Attendance

You can check attendance reports after you set up attendance on the SmartPlus web portal. New attendance records are generated during off-peak hours each day and updated each time attendance changes.

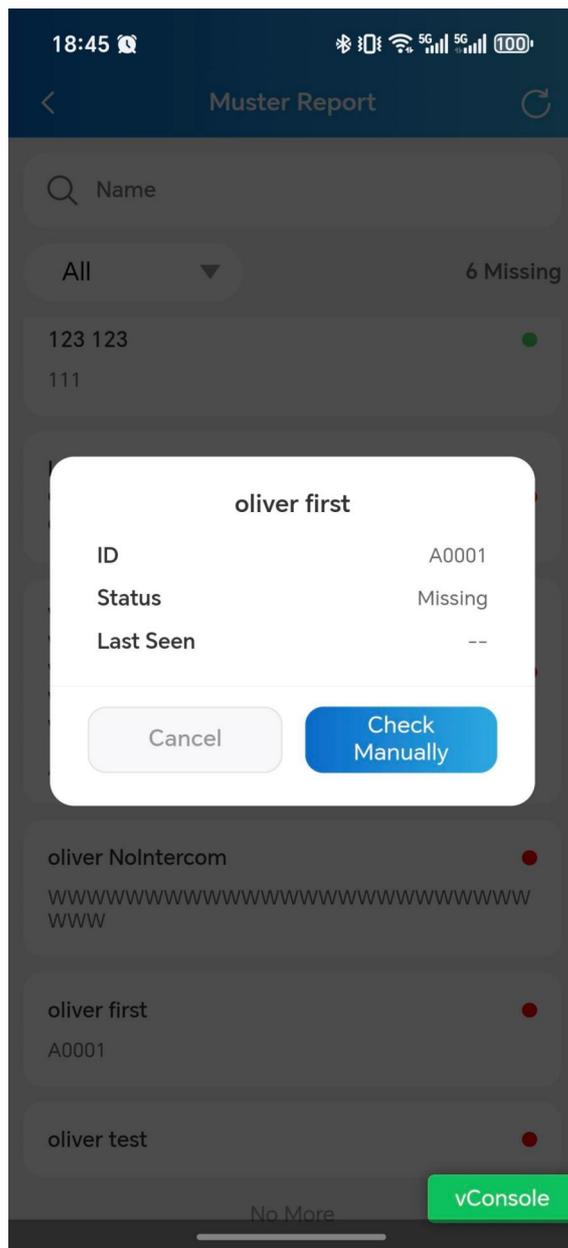
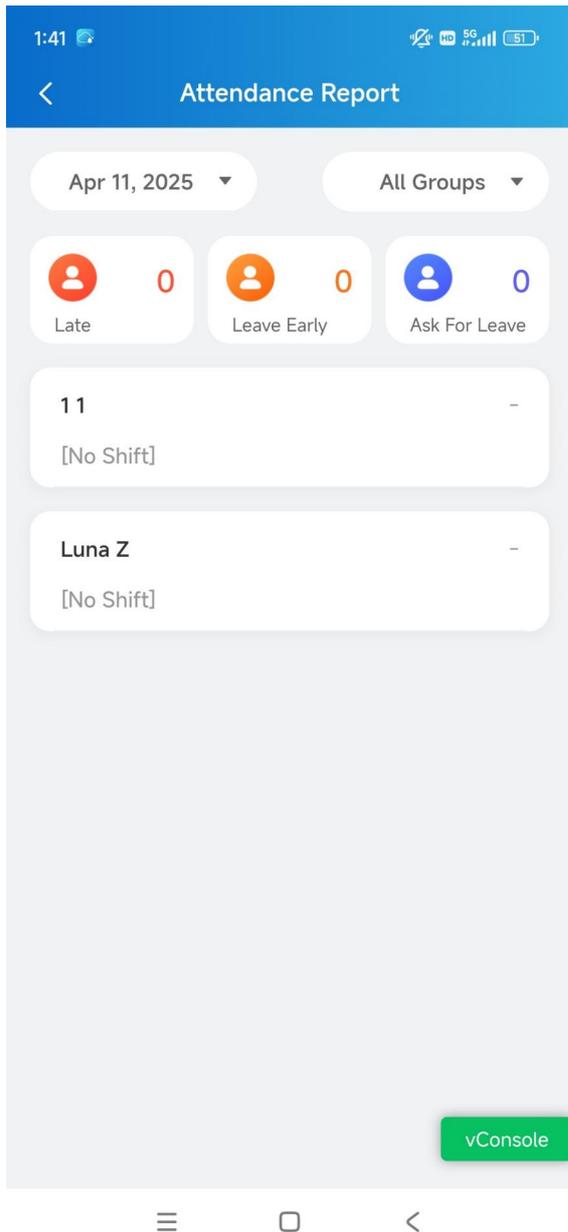
Tap **Daily Attendance Report** on the homepage. You can filter records by entering dates and selecting groups.



Muster Report

You can view muster reports and check in for personnel after you set up the feature on the SmartPlus web portal.

1. Tap **Muster Reports** on the homepage.
2. Tap a specific report to view the details.
3. Tap the specific person to view his/her status and Last Seen(The last door that the person enters through), and to check in manually for the person.



Logs and Records

You can check door logs, call history, images captured, and alarm records.

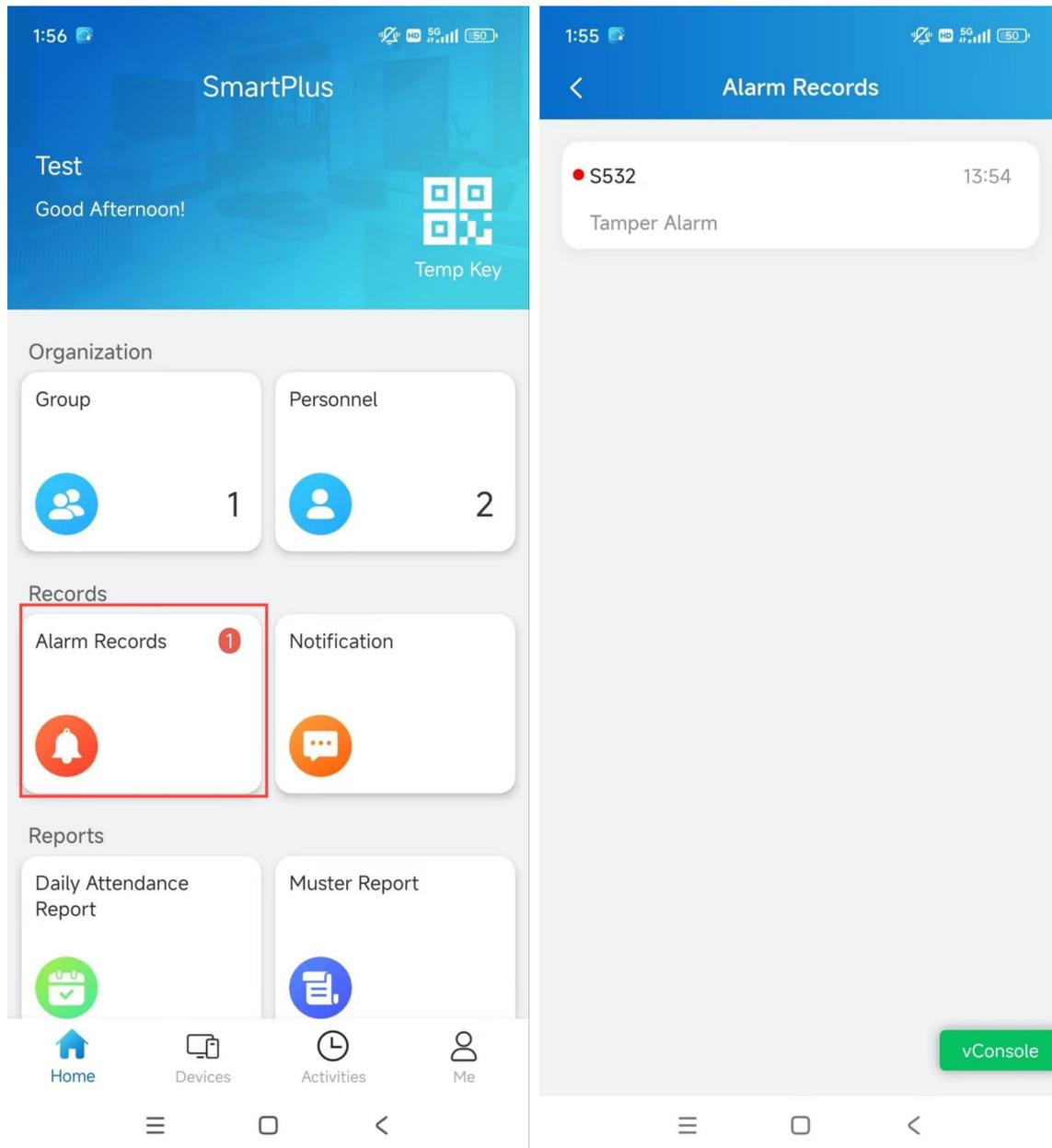
Alarm Records

The alarm records display the following alarm types:

- **Emergency Alarm:** Property managers open/close doors during an emergency.
- **Arming Alarm:** Personnel's indoor monitors trigger the alarm.

- **Door Held Open Alarm:** The door-opening time exceeds a time limit.
- **Break-in Alarm:** Someone forcibly opens the door.
- **Tamper Alarm:** Someone moves the Akuvox door phones or access control terminals.

The red dot before a record means that it is undealt. You can tap it to redirect to the device's monitoring page.

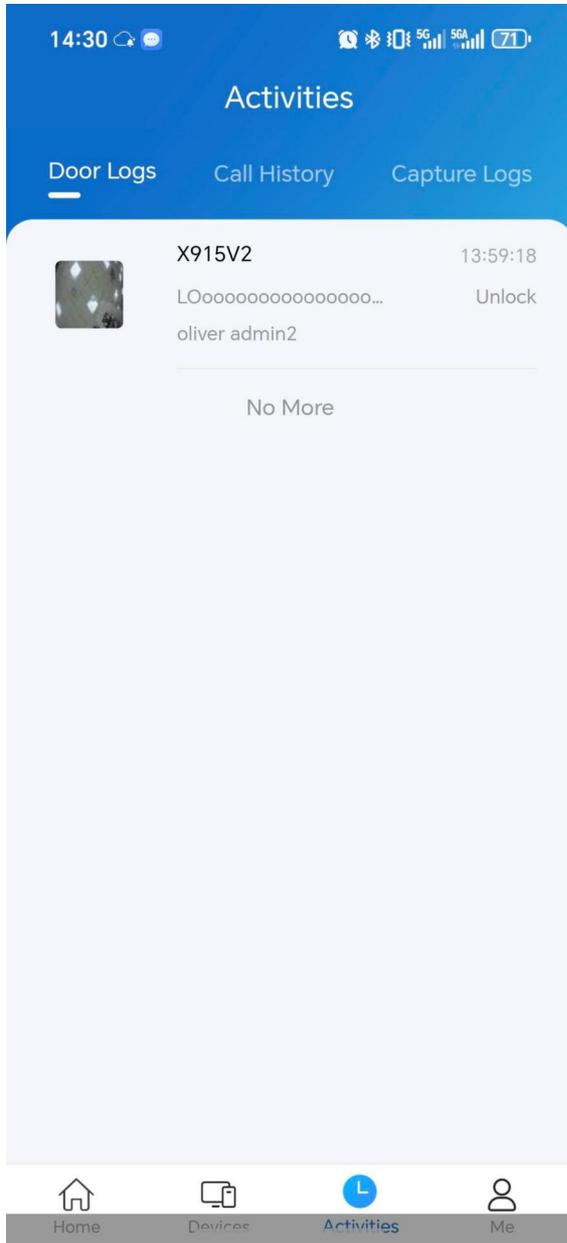


Logs

The calling, door-opening, and monitoring-related logs are displayed on the Activities page. You can track what happened to the devices via these logs.

Tap **Activities** at the bottom.

- **Door Logs:** All door-opening events.
- **Call History:** All the outgoing/incoming/missed calls.
- **Capture Logs:** All snapshots you made of live videos.

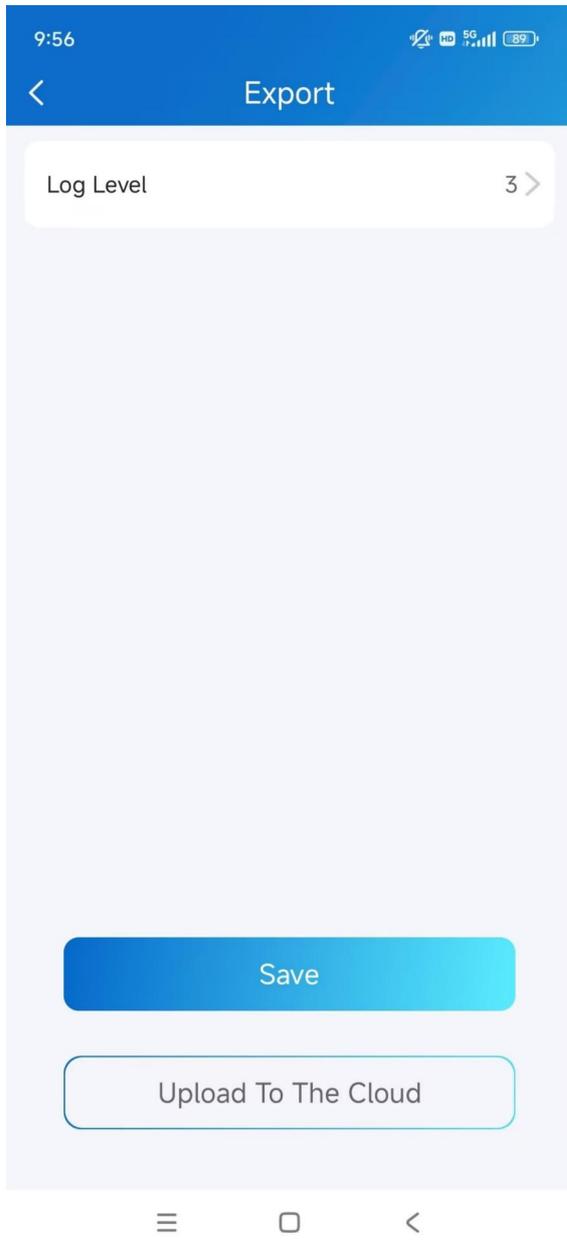


Set up and Export Logs

The log has 7 levels. The level is 3 by default. The higher the level is, the more detailed the log content is. You can export and send detailed logs to Akuvox technical engineers to analyze problems if the device malfunctions.

1. Tap **Me > Settings > Advanced Settings > Export Log.**

2. Select a level and tap Save. To upload the log to the SmartPlus Cloud, tap Upload to the Cloud.

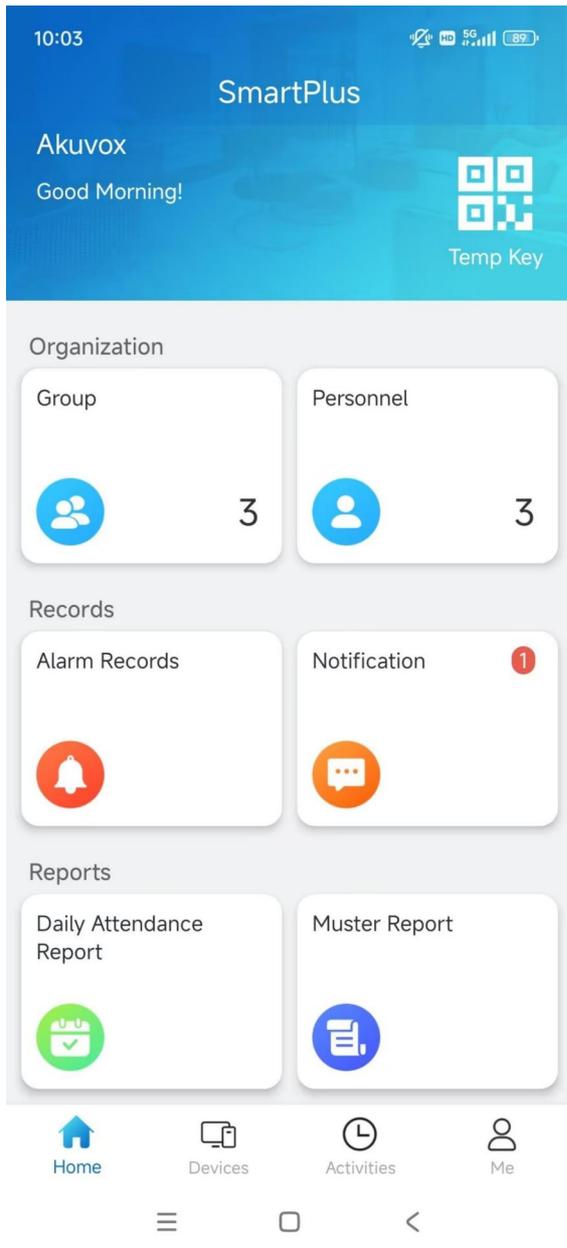


Messages and Notifications

You can receive the following notifications:

- Messages from property managers.
- Temp key used notification.
- Status change of lockdown.

1. Tap **Notification** on the homepage. The number of unchecked notifications will display.
2. Tap the desired notification to view the details.



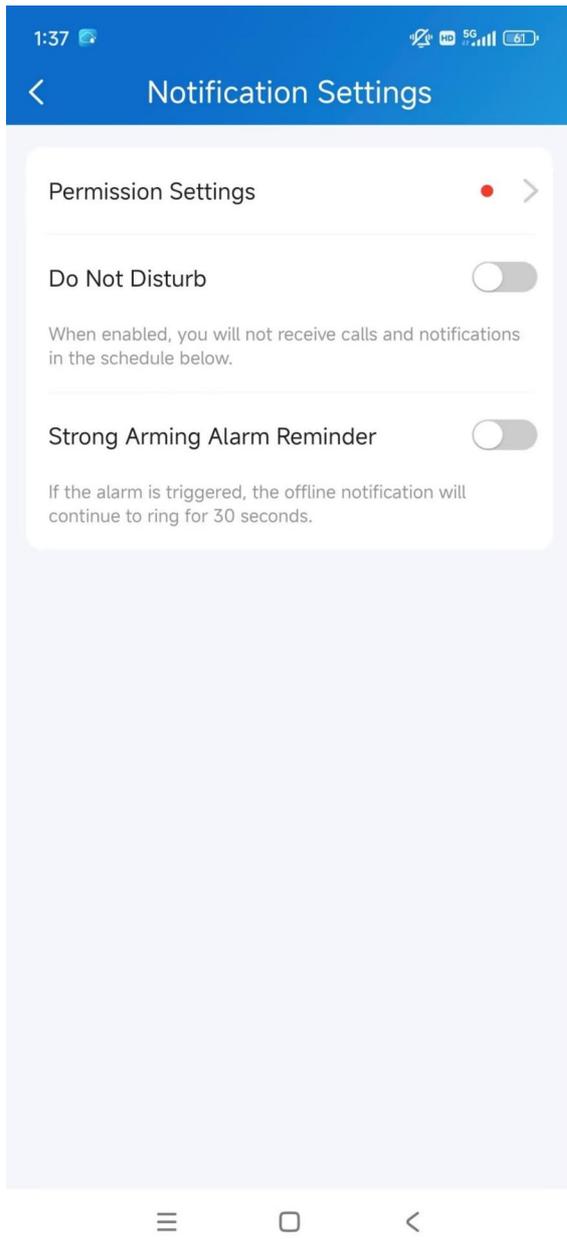
Strong Arming Alarm Reminder

If this feature is enabled, the arming alarm ringtone will ring continuously for 30 seconds when the alarm is triggered.

1. Tap **Me > Settings > Notification Settings**.
2. Enable/disable **Strong Arming Alarm Reminder**.

Note

- For Android mobile phones, ringing will stop when the device is disarmed.
- For iOS mobile phones, ringing will continue for 30 seconds.



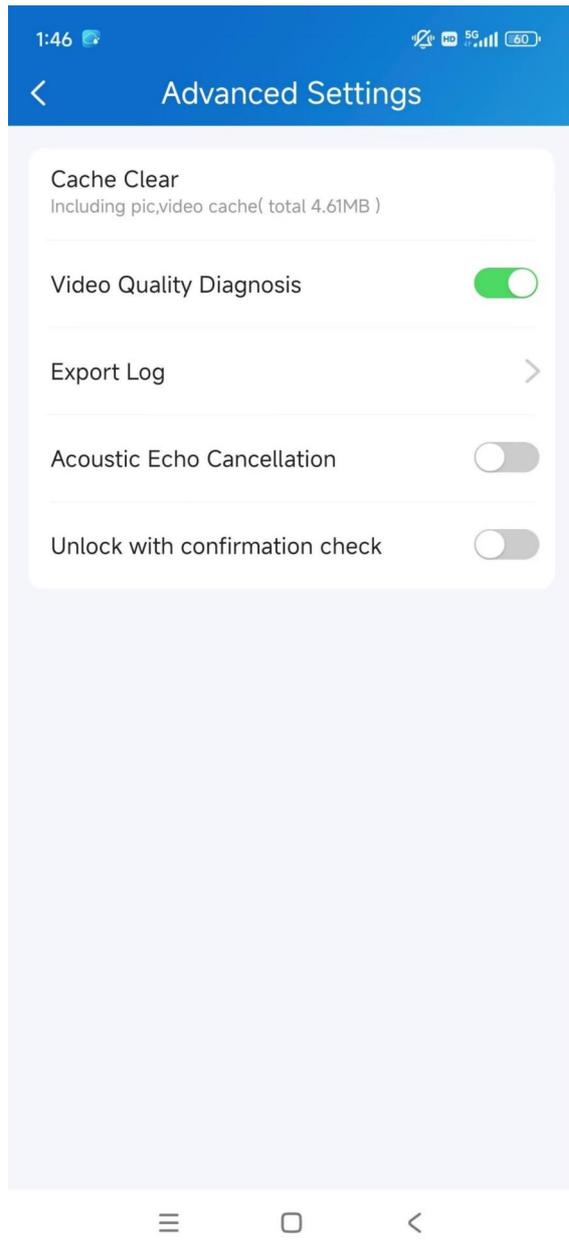
System Settings

Video Quality Diagnosis

You can use **Video Quality Diagnosis** to check real-time video quality. It can be applied to video calls, live monitoring videos, and preview pages.

Go to **Me > Settings > Advanced Settings**, and turn on **Video Quality Diagnosis**, then you can see below information shown in the upper left corner during a call or monitor session with the device.

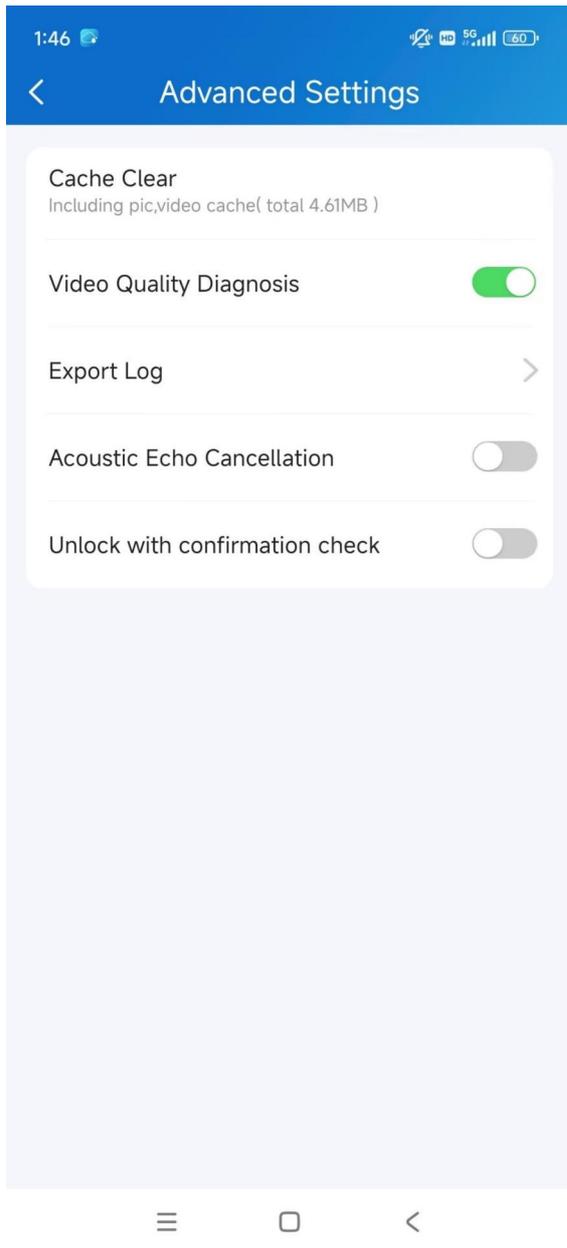
- **fps:** frames per second. If the value is low, it'll give a slow-motion or motion-blur effect to your video.
- **bps:** bits per second. The higher the bps rate is, the faster the download or upload time will be.
- **packet loss rate:** The lower the rate is, the better the network will be.
- **rtt:** round-trip time. It's the total time taken by a data packet as it travels from its source to the destination and back.



Cache Clear

You can clear the cache to run the app better and free up storage space.

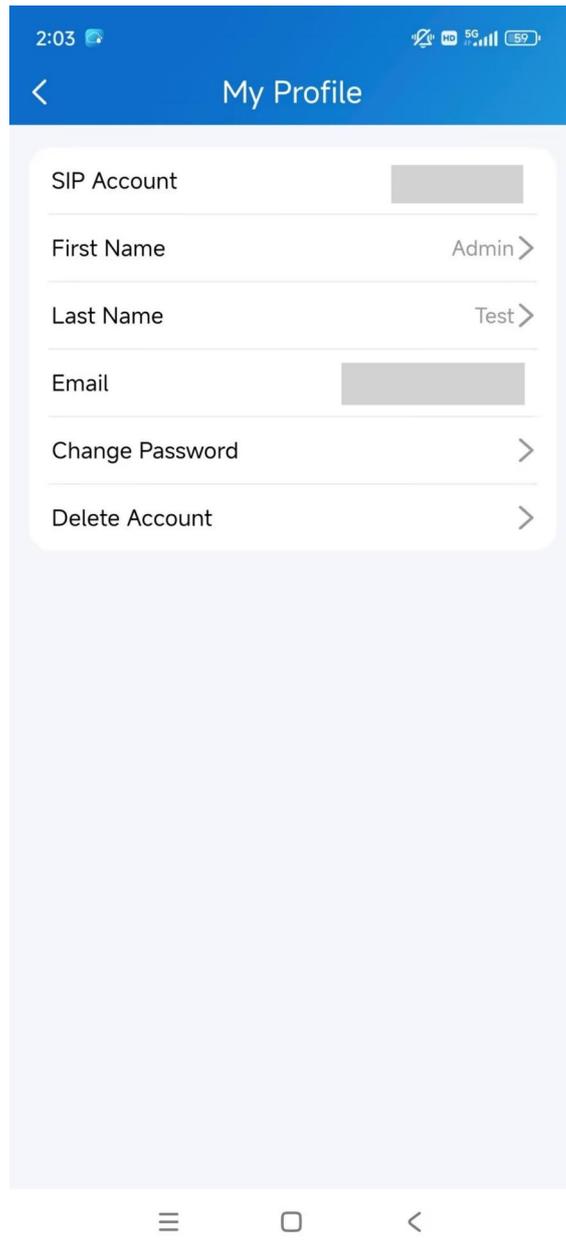
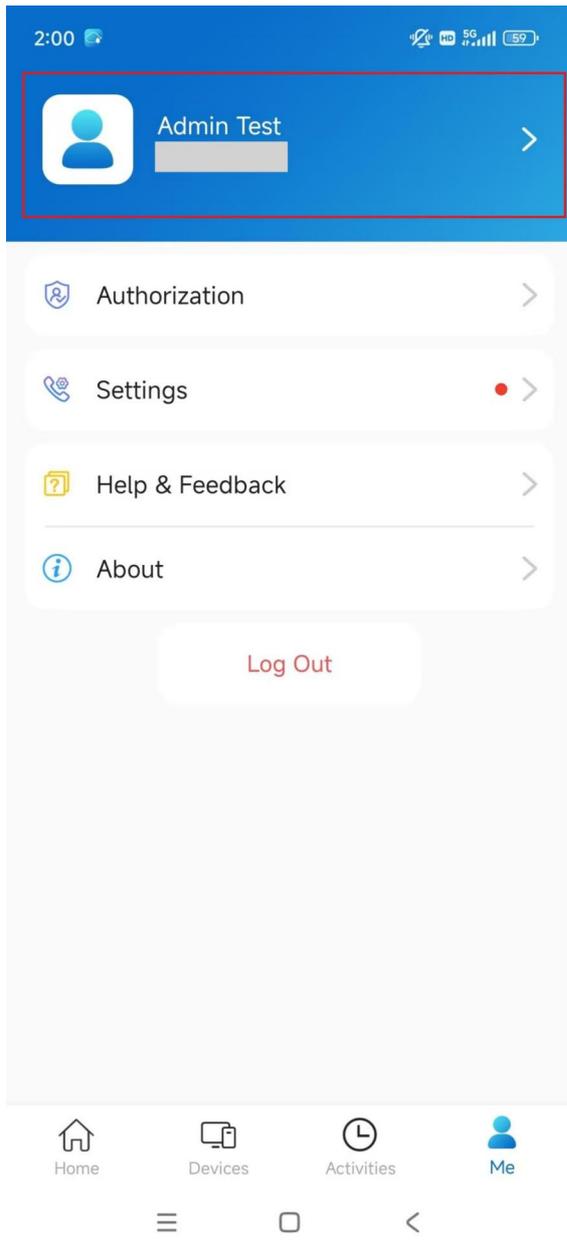
Tap Me > Settings > Advanced Settings > Cache Clear.



Account Settings

You can check your account information, including your SIP account, username, Email, and mobile phone number. For better security, you can make a change to username and login password.

1. Tap **Me** > [**Your Account Name**].
2. You can modify your name, change your account password, and delete the account.

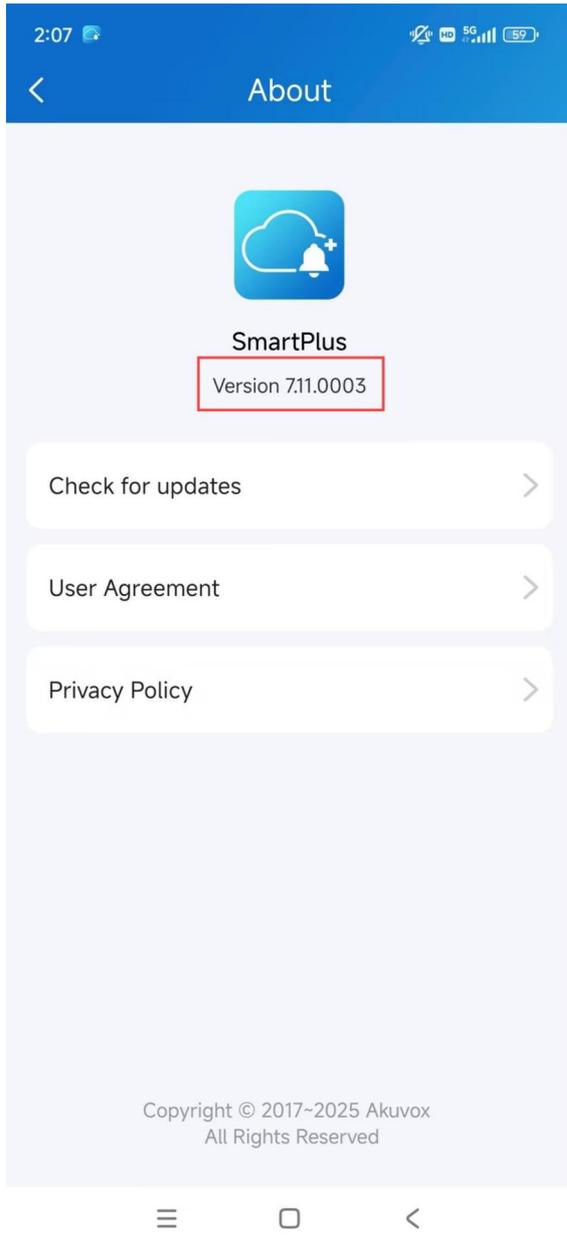


Support

Update

You can check the app's version by tapping **Me > About**. Then, tap **Check for updates**. It will turn to App Store or Google Play automatically where you can check whether it is the latest version.

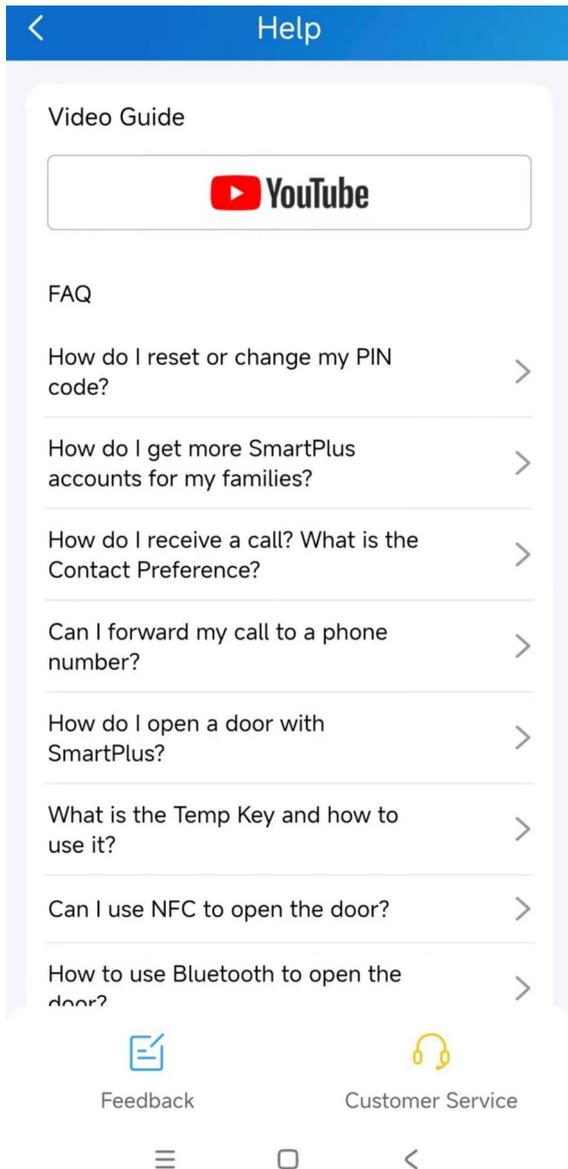
Your settings and data will remain unchanged when you update the app to the latest version.



Get Help

Tap Me > Help & Feedback. You can do any of the following:

- Watch video tutorials.
- Get answers to some frequently asked questions.
- Tap **Customer Service** to contact us for technical support.
- Tap **Feedback** to describe and submit your problems.



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.

