

Akuvox V7.1.1 SmartPlus Installer Guide - Commercial Projects



AKUVOX SMARTPLUS USER GUIDE

Installer

Update Time: Apr.2025.

About This Manual

This manual is intended for the installers who need to manage companies, personnel, devices, and more on the Akuvox SmartPlus platform (Version: 7.1.1).

This manual applies to office projects that are created after October 15, 2024.

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

What's New:

• Optimized control over property managers' permission to pay fees.



• Support credit payment for projects created after June 1, 2025.

System Overview

You can use this platform to:

- Add, edit, and delete the companies, devices, administrators and personnel.
- Deploy and set up devices and doors 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 into the SmartPlus platform using 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 into the SmartPlus platform.

Note

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

Akuvox • Administrator	
Login	
User Name	
Password	
Login	

Privacy Policy

You will see the Privacy Policy window when you log into the platform for the first time.

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



a a f f f f f f f f f f f f f f f f f f		
	Privacy Policy	TELEVISION NORTH NOT
	Last updated: October 21st, 2024	
	Overview of Privacy Policy	
	Welcome to our service, the service is provided and controlled by SMART-PLUS PTE. LTD. (hereinafter referred to as 'SMART-PLUS', 'us' or 'we'). By using the service, you agree to this Privacy Policy.	
	The service includes:	
	 Our webbile and user accounts that may be accessed at 'Cloudakovaccom, 'Cloudakobaccom ('Cloud Include ecloud, ucdoud jcoud, scloud and so on), and all associated sites connected with it, excluding any third parties' sites (the "Chaine service acressible through the Webble ('Deb's connect)." 	
	 Software applications that can be develoaded to a mobile device (Mobile AppG), such as AF-Patreter, and so or: Related products (Devices) of the worker, including, but not limited to, door phones, indoor monitors, android video phones, access control terminals, and home control panels; Any services available on the Websile and the Mobile Apps (Nailable Services). The term SINFC. means the Websile Web Services, Mobile Apps, Devices and Available Services. 	
C. C	The printry pricity detorlites who we are, what information we collect advant you, how we use and discise your personal information, the details of how we protect your information, and your data printry rights. Due SERVEC tasks your personal information very seriously and gives you control over your personal information. We use robust encryption technology to protect your personal data and printry and employ situ/ policies to manage all data. We will always protect personal data concerning you in accordance with the so-called General Data Protection Regulation ("GOPR") and California Consumer Privacy Act ("COVA").	
	A. Who we are	
	The SERVICE is provided and controlled by SMART-PLUS PTE, LTD. a.s. with the Tax Id. No 202116626G and the registered office in 6 RAFFLES QUAY #14-06, Singapore (048580).	
	B. What Personal Information We Collect	
	Personal information is collected by our SERVICE for the purpose of providing services under applicable laws. If you do not provide us with any or all of these information, we will not process them, however, the SERVICE or some of its function might be limited.	
	Disagree Agree	

- 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.

	Dashboard	Luna >> Setting	
в.		Courses Datails	Company
		Some Zone	Company Address
*		Billing Information	
4) Upgrade	Customer Service	Mobile Number
٥		Service Provider Information	+1 ~
R		Account Setting	Email
	Third Party Dev 🗸	Single-Family Email Setting	Tax id
₽	Setting		
R			Company Website
			If you are the service provider for the user, please fill in the relevant information, which will be displayed in the user's privacy policy. Otherwise, the carries provider information in the user's privacy policy will be displayed
			as Akuvoz.
			Submit

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

	Luna >> Privacy Policy
Dashboard	
Sites	Privacy Policy
Lusers	Last updated: October 21st, 2024
	Overview of Privacy Policy
Je Firmware	Welcome to our service, the service is provided and controlled by SMART-PLUS PTE. LTD. (hereinafter referred to as 'SMART-PLUS', 'us' or 'we'). By using the service, you agree to this Privacy
🔥 Upgrade	zoucy.
-	The service includes:
MAC Library	 Our website and user accounts that may be accessed at *cloud.akuvox.com, *cloud.akubela.com (*cloud include ecloud, ucloud, jcloud, scloud and so on), and all associated sites connected with it, excluding any third particle* sites (the "Portal");
📑 Subscriptions 🗸 🗸	Online services accessible through the Website (Web Services); Software and/access accessible through the Website (Web Services); Software and/access at a can be downloaded to a supplicit earlier (Mobile Anner) such as AK-Partner and so on:
🗐 Third Party Dev 🗸	 Bettered explositions function for environment of the env
	• The term SERVICE means up website, web Services, should Apps, Devices and Available Services.
Setting	The privacy policy describes who we are, what information we collect about you, how we use and disclose your personal information, the details of how we protect your information, and your data network within the Disclosed and the privacy and the privacy was an another than the privacy privacy and the privacy privacy and the privacy privacy and the privacy privacy and the privacy
Frivacy Policy	and privacy, and employ strict policies to manage all data. We will always protect personal data concerning you in accordance with the so-called General Data Protection Regulation ("GDPR") and California Consumer Privacy Act ("CCPA").
	A. Who we are
	The SERVICE is provided and controlled by SMART-PLUS PTE. LTD. a.s. with the Tax Id. No 202116626G and the registered office in 6 RAFFLES QUAY #14-06, Singapore (048580).



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



Email Confirmation

You are required to enter an email address when you log into the SmartPlus platform.

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

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

Dashboard	Luna >> Setting	
🚹 Sites	Coupon Details	* Email
L Users	S Time Zone	Please enter the Email. Join our mailing list for exclusive news and updates
🔹 Firmware	Billing Information	We respect your inbox and send emails only when necessary.
Upgrade Mesnage	Customer Service	Submit
MAC Library	Service Provider Information	
📑 Subscriptions 🗸 🗸	Account Setting	
Integration	Single-Family Email Setting	
🔅 Setting	Log Setting	
🍕 Notification Ce 🗸		
🙀 Privacy Policy		

Note

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

Prior to the Management

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

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

Dashboard

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



Akuvox	Click to change installer account's login password.
Dashboard	Site Display the number of communities, offices, and single-family sites.
🚺 Sites	
🛓 Users	Community(ses) Other Sangle-Family Safe(s)
🚖 Firmware	
🔥 Upgrade	Quick access for creating projects and property manager accounts.
MAC Library	
📓 Subscriptions 🖂 🗸	+ Add Community State + Add Office State + Add Single Family State + Add Single Family State
🔳 Third Party Dev 🗸	
🔅 Setting	Functional column

Module Description:

No.	Modules	Description
1	Dashboard	You can have quick access to create projects and property manager accounts and a quick view of devices and SmartPlus App account status.
2	Sites	Click to go into specific project management.
3	Users	You can add, edit, and delete property managers and sub- installer accounts.
4	Firmware	Check the available firmware versions and their information.
5	Upgrade	Upgrade the firmware version for a specific device.
6	MAC Library	Check the device MAC registered by your distributor. You can remove the desired MAC.
		This module contains the following three sub-modules:
	Subscriptions	Subscriptions: Activate or renew SmartPlus service for a specific project.
7		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.
		This module contains the following sub-modules:
		Coupon Details: Check the normal, used, and expired coupon information.
		Time Zone: Select the time zone.
		Billing Information: Set up the billing information.
9	Setting	Customer Service: Leave your contact information by 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.

Site Management



Creating sites is the first step for a project setup.

You can add office sites on the Site module or through the Quicklinks on the Dashboard.

Akuvox	2 Installer Portal			Luna 👻	Log out
Dashboard Dashboard Dashboard Users	Sites 5 Community(res)	4 Office(s)	2 Single-Family Site(s)		
 Firmware Upgrade MAC Library Subscriptions ~ Third Party Dev ~ 	Quicklinks	+ Add Office Sate	+ Add Single-Family Site	+ Add Property Manager	

On the Sites module,

1. Select Office and click +New.

Akuvox	2 Installer Portal					Luna 🕶 Log out
Dashboard	Luna >> Sites Community Office Single-Family House					
💄 Users 🏚 Firmware	2 Office(s)					
🔥 Upgrade		Name ‡	Device Count	Personnel Count	Property Managers	Actions
F MAC Library		AK	0	1	luna zheng	또 솓 옷 🧿
😭 Subscriptions 🛛 🗸	E B	Test	0	1	luna zheng	K 2 8 0
Third Party Dev ~						
₩ Setting	+ New					

2. Set up the office. See the description for each item in the chart below.

New Office	×		
Please upgrade doorphone to the latest version otherwise it may a Landline Service On Of Off	ffect some features.	Contact Display Order	
Office Name Office Name		First Name, Last Name Last Name, First Name Pay By PM	
Office Address		No Permission	~
	×	On Of	
~	Post Code	Send Renew Email To PM On On Off	
Street		Attendance Plan	
Time Zone		0~200 Personnel	~
GMT+8:00 Shanghai	~		
Time Format 24-hour time 12-hour time			Cancel Submit
Date Format			
Year-Month-Day	~		



No.	Settings	Description
1	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.
2	Office Name	Name the office site.
3	Office Address	Enter the office's address based on which the indoor monitor can access local weather conditions. The temperature and weather conditions will be displayed on the device's home screen. Click here to see the models that support displaying weather conditions and detailed configuration.
4	Time Zone	Select the time zone of the office site.
5	Time Format	Select the time zone of the office (12-hour/24-hour format).
6	Date Format	Select the date format (Y/M/D; M/D/Y; D/M/Y).
7	Contact Display Order	Select First Name, Last Name, or Last Name, First Name that determines the display order of user names on the device contact list.
8	Pay by PM	 No Permission: Property managers cannot pay for SmartPlus services. Stripe/Paypal/Coupon: Property managers can pay for SmartPlus services and see the Subscription and Payment modules on their SmartPlus web portal.
9	Send Expiration Email to PM	 Switch on the service expiration email notification to the end users, property managers, and installers if needed. The notification will be sent in 1 day, 3 days, 5 days, and 15 days before the expiration. 1-day expiration: An email notification will be sent to end users. 3-day expiration: An email notification will be sent to end users. 5-day expiration: An email notification will be sent to property managers and installers. 15-day expiration: An email notification will be sent to installers. Note: If it is switched off, the expiration notification will be sent to installers only.
10	Send Renew Email To PM	If enabled, the email notification of service renewal will be sent to property managers.
11	Attendance Plan	 0~200 Personnel: You can arrange shifts to 200 personnel at a maximum. 201 and above: You can arrange shifts to more than 200 personnel. Note: These two plans charge differently.

Edit and Delete Sites

You can modify the site information by clicking

You can click the icon 👼 next to Name for reordering and finding the desired offices quickly.

	Luna >> Sites						
Dashboard	Community	Office Single-Family Ho	use				
Sites							
💄 Users	2 Office(a)					
📥 Firmware		9	_				
🔥 Upgrade			Name ‡	Device Count	Personnel Count	Property Managers	Actions
MAC Library			AK	0	1	luna zheng	K 🖉 8 💿
Subscriptions ~		EER	Test	0	1	luna zheng	🗹 🖉 R 💿
🔚 Third Party Dev 🗸		1-1-1					

To delete a site, click and then Delete.

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Edit Office	
Landline Service	
On Off	
* Office Name	
Akuvox	
Office Address	
Taiwan, China	~
Taoyuan	~
Bade V 11	
22	
Time Zone	
GMT+8:00 Shanghai	~
Time Format	
24-hour time 12-hour time	
Date Format	
Year-Month-Day	~
Contact Display Order	
O First Name, Last Name O Last Name, First Name	
Delete	Cancel Submit

Project Management

After creating sites, you can click 🔊 of the specific project to manage the companies, personnel, administrators, devices, etc in the project.

Please refer to the manual SmartPlus Installers/Property Managers Guide - Commercial Projects for instructions.

Add Property Manager Account

You can create a property manager account and assign it to a specific office.

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

	Luna >> Users			
Dashboard	Property Manager Sub Account			
Sites	Name	Q Search		New Property Manager
Users Users				
🚖 Firmware	Name ‡	Email	Project	Actions
\Lambda Upgrade	ela zheng	.com	-	2 🛍
MAC Library	luna zheng	.com	Akuvox,AK,AK,Test,Test,Akuvox	2 🛍
😭 Subscriptions 🖂 🗸				
🏢 Third Party Dev 🗸		Lines per page 10 \sim (1)	Go to 1 Go 2 In All	
🔅 Setting				

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



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

4. Click \mathcal{R} of the office to which you want to assign the property manager.

	Luna >> Sites					
Dashboard	Community Office Single-Family House					
Sites						
Lusers	3 Office(s)					
🎓 Firmware						
🔥 Upgrade		Name 🗘	Device Count	Personnel Count	Property Managers	Actions
MAC Library		AK	1	1	luna zheng	K 2 R 0
Subscriptions ~	H B	Akuvox	1	3	luna zbeng	K 🖉 R 💿
🔝 Third Party Dev 🗸		Test	0	1	luna zbeng	K 🖉 R 💿
🛱 Setting						
	+ New					
	Download The Template					

5. Select the property manager, move it to the right box and click Submit for confirmation.

Proper	ty Manager	×
To be selected 03 Name ela zheng property manager property managerl	Selected 01 Name PM Add >	
	Cancel	Submit

Edit/Delete Property Manager Account

You can edit and delete the property manager account.

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



I. Duthard	Luna >> Users			
	Property Manager Sub Account			
Bar Sates	Name	Q Search		New Property Manager
Lusers				
🚖 Firmware	Name ‡	Email	Project	Actions
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MAC Library	luna zheng	rom	Akuvox,AK,AK,Test,Akuvox	2 🖻
😭 Subscriptions 🗸 🗸				
📰 Third Party Dev 🗸		Lines per page 10 \checkmark (1)	Go to 1 Go 2 In All	
Setting				

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

Edit Pr	operty Manager		×
* First Name			
P			
* Last Name			
М			
* Email			
com			
Monthly Password Update Reminder			
Email Two-Factor Authorization for Login			
	Reset Password	Cancel	Submit

Firmware Management

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

Check Firmware List

Before upgrading 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	٢
29.30.2.804	R29	29.30.2.804	2021-08-04 22:24:16	٢
29.30.102.820	R29	29.30.102.820_Log	2021-07-15 16:44:53	٢
29.30.2.803	R29	29.30.2.803	2021-07-14 17:02:16	٢
29.30.2.450	R29	29.30.2.450	2021-07-14 16:50:16	٢
113.30.6.89	C313	113.30.6.89	2021-07-05 19:32:41	٢
916.30.101.303	x916	916.30.101.303	2020-09-14 21:03:52	٢
82.30.2.622	1182	82.30.2.622	2020-05-26 20:40:11	٢
28.31.1.209	R28	28.31.1.209	2020-04-08 01:17:54	٢
227.31.1.131	R27	227.31.1.131	2020-03-30 19:10:44	٢



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 New.

Luna >	> Upgrade							
Status	All	 Project Type All 		Site	Version	Q Search		New
	Project Type	Site	Version	Device	Status	Upgrade Time	Created Time	Actions
	**	Akuvox	320.30.3.112		Executed	2024-01-03 10:37:33	2024-01-03 10:37:33	圃
		AK	28.31.1.209	-	Executed	2023-08-31 11:31:24	2023-08-31 11:31:24	圃
			Lines p	r page 10		Go to 1 Go 2 In All		

- 3. Select Office 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	×	* Device *The devices	s in different versions of t	he same model, wł	iich are connected,	, will be shown in the list below.	
Project Type		MAC/Ow	ner/Device Name				
Office	~		Device Name	Owner	MAC	Current Version	Status
* Site Test2	~				No Data		
* Model / Firmware	~	* Time Upgrade 	e Right Now 🔿 U	pgrade at a Speci	fic Time		
Change Log		Reset After *Please use t	Upgrade this function carefully. Da	ta and configuratio	n cannot be retriev	ved after resetting.	
	1.					Cancel	Submit

Check and Edit the Firmware Upgrade List

After upgrading the 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.

Luna >> Upgrade Status All Project Type All Q Search Version Upgrade Time Created Time Project Type Device Statu 320.30.3.112 2024-01-03 10:37:33 2024-01-03 10:37:33 圓 Akuno Executed 28.31.1.209 2023-08-31 11:31:24 2023-08-31 11:31:24 ŵ AK Executed Lines per page 10 ✓
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Update List Description

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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	Action involves the update setting alteration and update record removal.

Note

After initiating the specific firmware update, refresh the window to update the firmware list.

Subscriptions

Currently, the new office projects do not require payment. You need to pay for the projects created after **June 1**, 2025. For these projects, you can pay with credits assigned by your distributors.

The following services require payment.

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

Note

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

Sub-Installer Account Management

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.

11 1 1 1 1	Luna >> Users			
Dashboard	Property Manager Sub Account			
Sites				
LUSERS	Account	Q Search		New Sub Account
🚖 Firmware	Account ‡	Email	Phone	Action
🔥 Upgrade	lin	com	123	2 🖻
MAC Library	Sub-account	com	1233322	2 🖻
📔 Subscriptions 🛛 🗸				
🎒 Third Party Dev 🗸		Lines per page 10 \checkmark Go to 1	Go 2 In All	
🔅 Setting				

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

Akuvox Open A Smart World

New Sub Accou		
* Account		
* Email		
Phone		
Email Two-Factor Authorization for Login		
Off On		
	Cancel	Submit

Edit/Delete Sub-Installer Account

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

P Dathard	Luna >> Users			
Dashoord	Property Manager Sub Account			
Users	Account	Q Search		New Sub Account
📥 Firmware	Account ‡	Email	Phone	Action
🔥 Upgrade	lin	com	123	2 🛍
MAC Library	Sub-account	com	1233322	2 🖻
関 Subscriptions 🗸 🗸				
📰 Third Party Dev 🗸		Lines per page 10 \checkmark (1 $>$ Go to	1 Go 2 In All	
🔅 Setting				

Installer Account Management

You can change account password, time zone, and billing information.

Change Installer Account Password

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

Akuvox	2 Installer Portal			Luna 🔺 Log out
Dashboard	Sites			Change Password
SitesUsers	5 Community(ies)	4 Office(s)	2 Single-Family Site(s)	ŕ
 Firmware Upgrade 	Quicklinks			
MAC Library Subscriptions	+ Add Community Site	+ Add Office Site	+ Add Single-Family Site	+ Add Property Manager

3. Change the password.



M		3
Step 1	Step 2	Succes
* Original Password		

Change Time Zone

Click Setting > Time Zone and select the time zone.

Dashboard	Luna >> Setting	
Sites	Coupon Details	Time Zone
Lusers	S Time Zone	GMT+8:00 Shanghai
🏂 Firmware	Billing Information	Submit
🔥 Upgrade	Customer Service	
🗾 MAC Library	Account Setting	
📔 Subscriptions 🗸 🗸	Single-Family Email Setting	
📰 Third Party Dev 🗵		
🍄 Setting		

Set Account Access Permission

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

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

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

Note

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

Dashboard	Luna >> Setting		
Sites	Coupon Details	Permission Granted	
Lusers	O Time Zone	Give authorisation to your distributor to access your account. If you turn off the feature, your distributor can't help you.	
🔹 Firmware	Billing Information	Installer APP	
🔥 Upgrade	Customer Service		
MAC Library	Account Setting		
Subscriptions ~	Single-Family Email Setting		
Third Party Dev ~			
Setting			



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	ation and enter the information	n.
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Dashboard	Luna >> Setting	
Sites	Coupon Details	* Company/Family
💄 Users	S Time Zone	* ATTN
🏂 Firmware	Billing Information	
🔥 Upgrade	Customer Service	* Address
MAC Library	Account Setting	City
Subscriptions ~	Single-Family Email Setting	Street
Third Party Dev ~		* TEL
📯 Setting		
		Fax
		* Email
		Submit

Log Control

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

Click Setting > Lo	g Setting	to set it up	. It is enabled	by default.
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Dashboard	Luna >> Setting		
F Sites	Coupon Details	Visitor Call Snapshots	
💄 Users	S Time Zone	Save visitor call snapshots to the door log.	
📥 Firmware	Billing Information		
🚯 Upgrade	Customer Service		
MAC Library	Service Provider Information		
📑 Subscriptions 🗸 🗸	Account Setting		
Integration	 Single-rainity Email Setting M- Notification 		
Setting	Log Setting		
III: Notification Ce ∨ III: Definition Definition			
Privacy Policy			

Credit Logs

Akuvox supports using credit to activate and renew SmartPlus services. After your distributors assign credits to you, you can use them for payment.



You can check your available credits by clicking Setting > Credit Logs.

Note ONLY of	fice projects created	after June 1, 2	025, support cr	edit payment.	
Akuvox	2 Installer Portal				Luna 🗸 🥠 Log out
Dashboard	Luna >> Setting				
Sites	Coupon Details	Time	- E	Search	
Users	S Credit Logs	Available Credit:0	Iotal Creditio	Used Credito	
F irmware	S Time Zone	Time	Cred	it Amount	Remaining
🏠 Upgrade	Billing Information			No Data	
Message .	Customer Service		Lines per page 10	< 1 > Go to 1	Go 0 In All
MAC Library	Service Provider Information				
Subscriptions ~	Account Setting				
Setting	Single-Family Email Setting				
l: Notification C ~	Notification				
Privacy Policy	Log Setting				

Customer Service

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

- 1. Click Setting and select Customer Service.
- 2. Enter or modify your phone number and email address.
- 3. Enable **Receive Feedback** if needed, and end users' feedback will be sent to the email address that you fill in.

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