

Akuvox V7.1.1 SmartPlus Installer Guide - Commercial Projects



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 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.

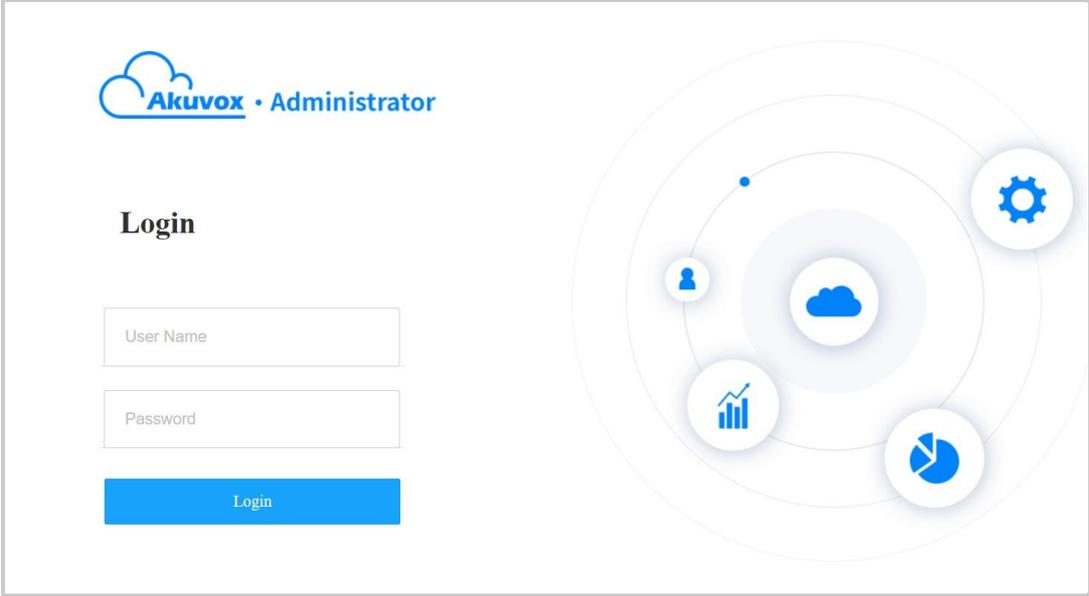
Log into SmartPlus

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.

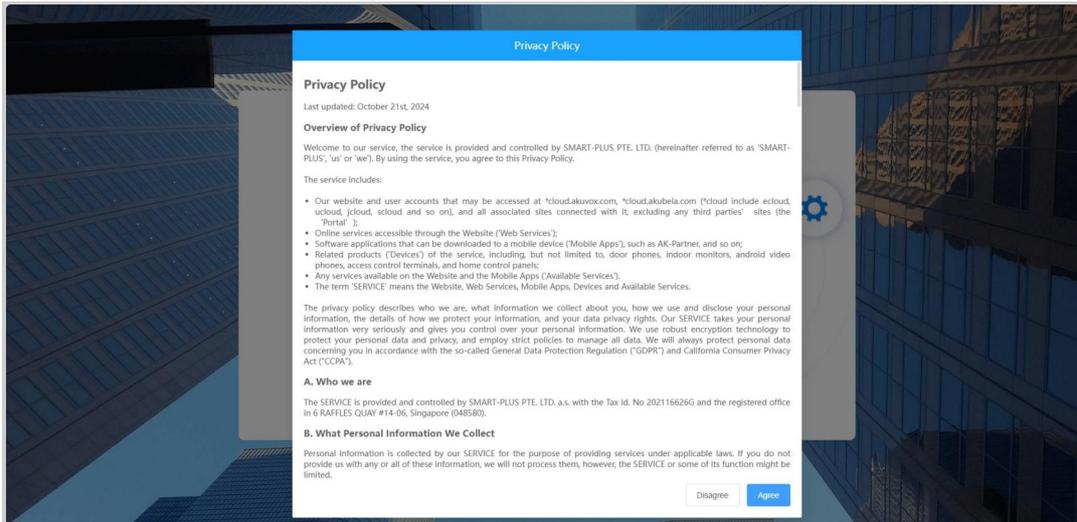


The screenshot shows the login interface for the Akuvox Administrator. At the top left, there is the Akuvox logo and the text 'Administrator'. Below this, the word 'Login' is displayed in a bold font. There are two input fields: one for 'User Name' and one for 'Password'. A blue button labeled 'Login' is located below the password field. To the right of the login form is a decorative graphic with concentric circles and icons representing a user, a cloud, a gear, a bar chart, and a pie chart.

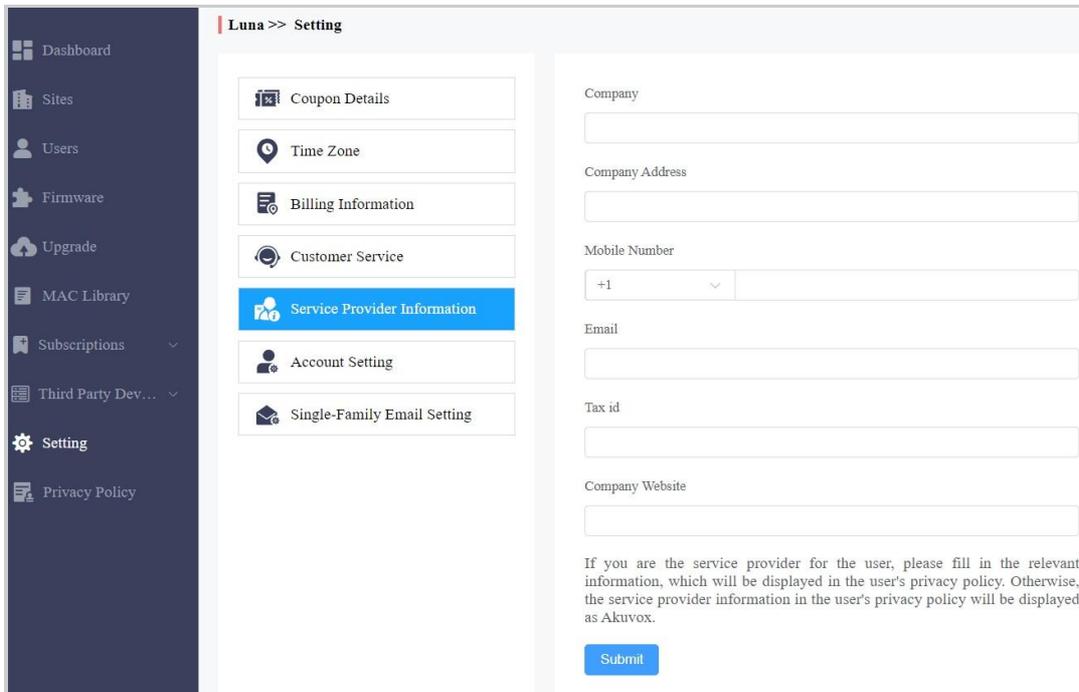
Privacy Policy

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

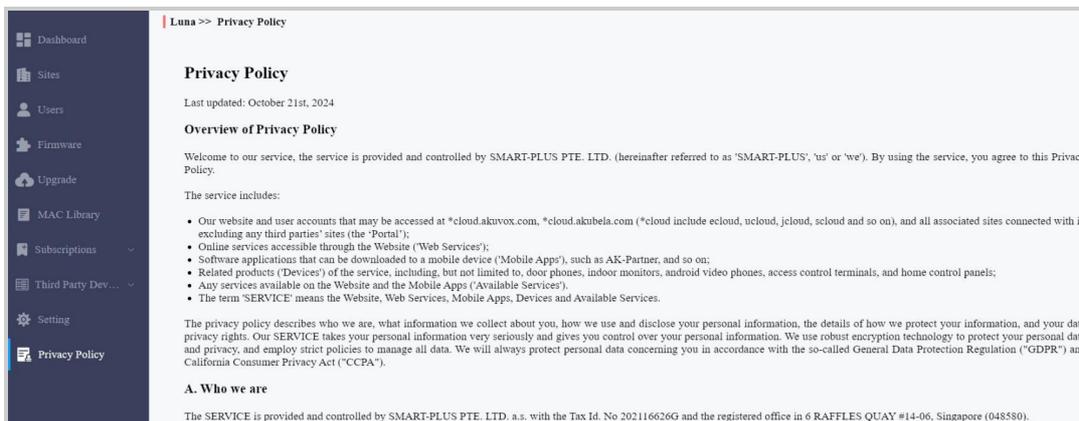
The Privacy Policy tells you how the user data is collected, used, and protected.



- 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.



Log Out

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

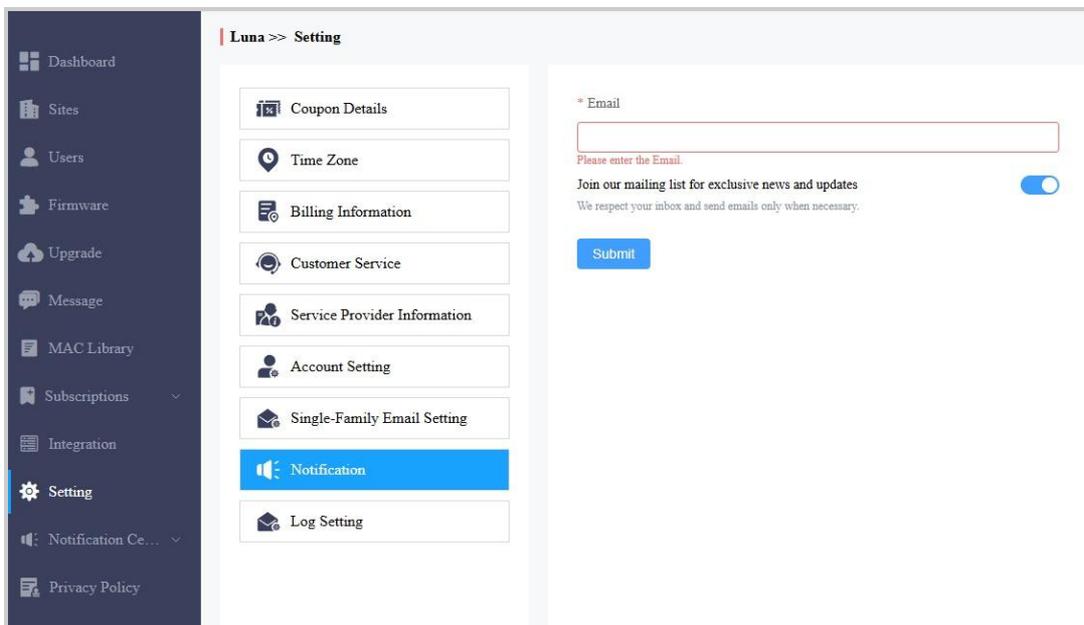


Email Confirmation

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.



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.



Module Description:

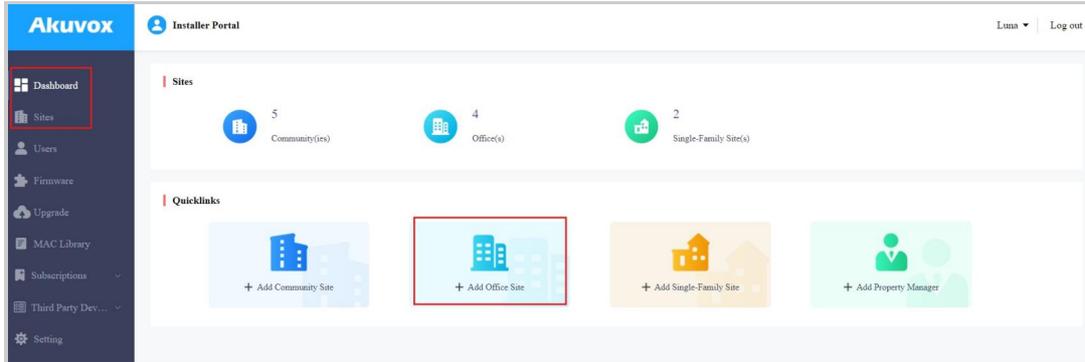
No.	Modules	Description
1	Dashboard	You can have quick access to create projects and property manager accounts and a quick view of devices and SmartPlus App account status.
2	Sites	Click to go into specific project management.
3	Users	You can add, edit, and delete property managers and sub-installer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

Add a Site

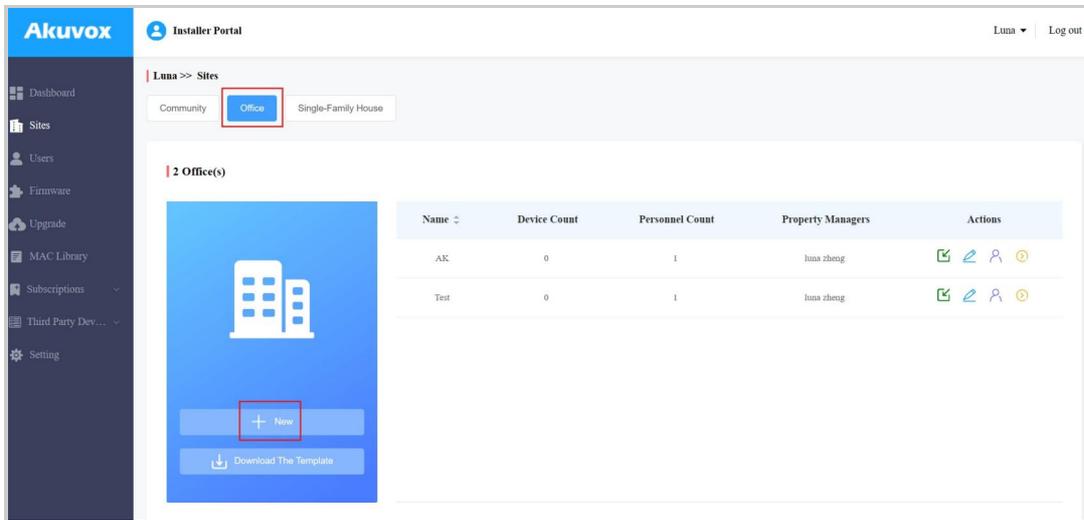
Creating sites is the first step for a project setup.

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



On the Sites module,

1. Select Office and click +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 affect some features.

Landline Service

On Off

*** Office Name**

Office Address

Street

Time Zone

Time Format

24-hour time 12-hour time

Date Format

Contact Display Order

First Name, Last Name Last Name, First Name

Pay By PM

Send Expiration Email To PM

On Off

Send Renew Email To PM

On Off

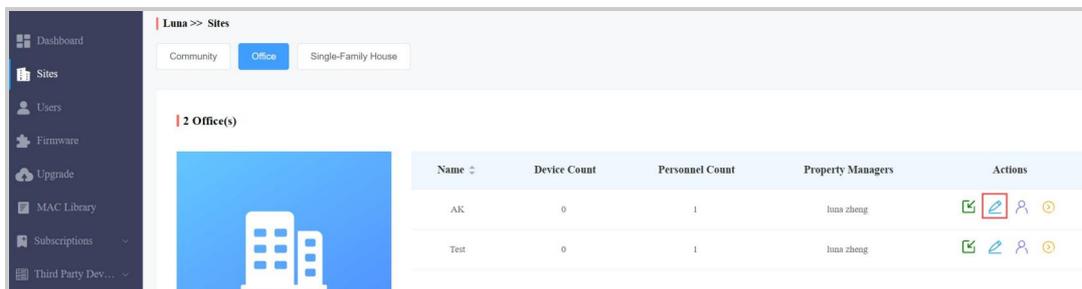
Attendance Plan

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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.



To delete a site, click  and then **Delete**.

Edit Office
✕

Landline Service
 On Off

* Office Name

Office Address

Time Zone

Time Format
 24-hour time 12-hour time

Date Format

Contact Display Order
 First Name, Last Name Last Name, First Name

Delete
Cancel
Submit

Project Management

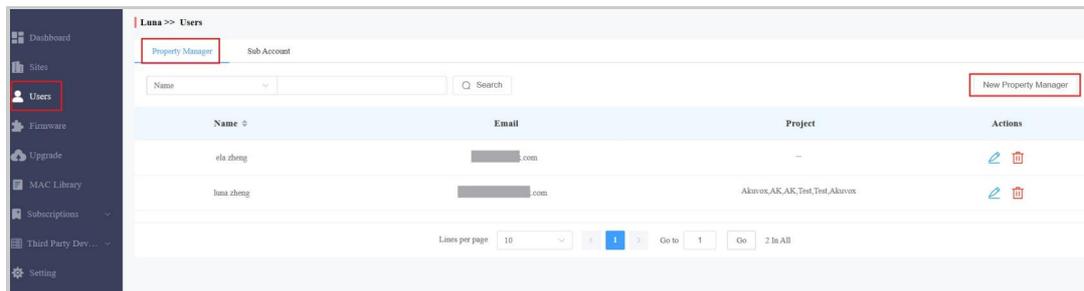
After creating sites, you can click of the specific project to manage the companies, personnel, administrators, devices, etc in the project.

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.



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 Manager
✕

*** First Name**

*** Last Name**

*** Email**

Language

English ▾

Monthly Password Update Reminder

Email Two-Factor Authorization for Login

4. Click of the office to which you want to assign the property manager.

Lana >> Sites

Community
Office
Single-Family House

3 Office(s)

+ New

Download The Template

Name	Device Count	Personnel Count	Property Managers	Actions
AK	1	1	Yua zheng	📄 🔗 👤 🗑️
Akuvox	1	3	Yua zheng	📄 🔗 👤 🗑️
Test	0	1	Yua zheng	📄 🔗 👤 🗑️

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

Property Manager
✕

To be selected 0/3

- eta zheng
- property manager
- property manager1

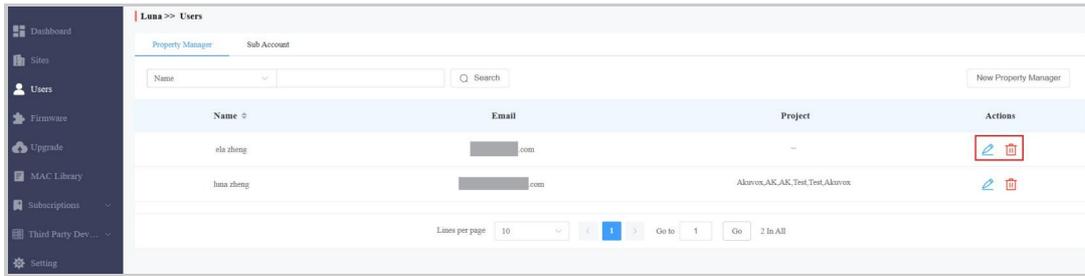
Selected 0/1

- P.M

Edit/Delete Property Manager Account

You can edit and delete the property manager account.

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



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

Edit Property Manager
✕

* First Name

* Last Name

* Email

Monthly Password Update Reminder

Email Two-Factor Authorization for Login

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	
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	x916	916.30.101.303	2020-09-14 21:03:52	
82.30.2.622	ITR2	82.30.2.622	2020-05-26 20:40:11	
28.31.1.209	R28	28.31.1.209	2020-04-08 01:17:54	
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 New.

The screenshot shows the 'Upgrade' module interface. At the top, there are filters for Status (All), Project Type (All), Site, Version, and a search bar. A 'New' button is located on the right. Below the filters is a table with the following columns: Project Type, Site, Version, Device, Status, Upgrade Time, Created Time, and Actions. The table contains two rows of data:

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	
--	AK	28.31.1.209	--	Executed	2023-08-31 11:31:24	2023-08-31 11:31:24	

At the bottom of the table, there is a pagination control showing 'Lines per page' set to 10, and 'Go to 1' with a 'Go' button. It also indicates '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.

The screenshot shows the 'Upgrade Strategy Creation' dialog box. It has a blue header with the title and a close button. The form contains the following fields and options:

- Project Type:** A dropdown menu with 'Office' selected.
- * Site:** A dropdown menu with 'Test2' selected.
- * Model / Firmware:** Two dropdown menus, both currently empty.
- Change Log:** A text area for logging changes.
- * Device:** A text input field for 'MAC/Owner/Device Name'.
- Device List:** A table with columns: Device Name, Owner, MAC, Current Version, and Status. The table is currently empty with 'No Data' displayed below it.
- * Time:** Two radio buttons: 'Upgrade Right Now' (selected) and 'Upgrade at a Specific Time'.
- Reset After Upgrade:** A toggle switch that is currently turned off.
- Footnote:** '*Please use this function carefully! Data and configuration cannot be retrieved after resetting.'
- Buttons:** 'Cancel' and 'Submit' buttons at the bottom right.

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.

This screenshot is identical to the one above, showing the 'Upgrade' module interface with the same table of upgrade records and pagination controls.

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	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

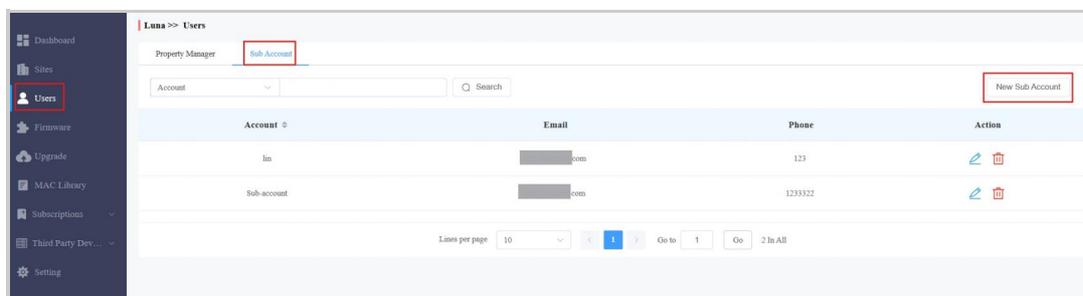
If doors expire or are not activated, the SmartPlus services of all doors including the free one will be limited. For example, access methods cannot be issued to the device, and the device cannot report alarms to the cloud.

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.



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

New Sub Account ✕

* Account

* Email

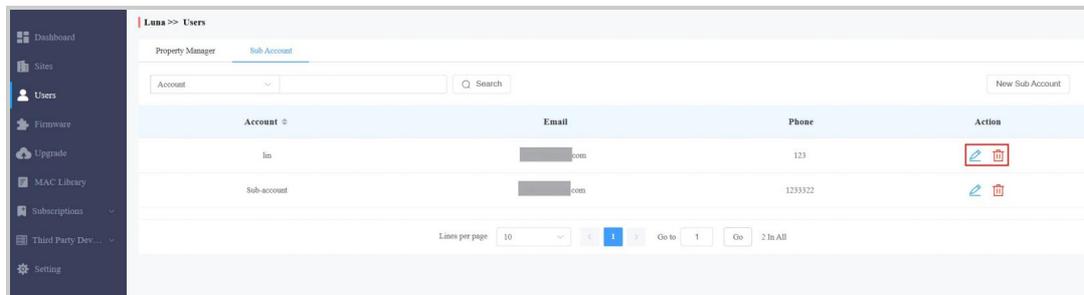
Phone

Email Two-Factor Authorization for Login
 Off On

Cancel Submit

Edit/Delete Sub-Installer Account

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



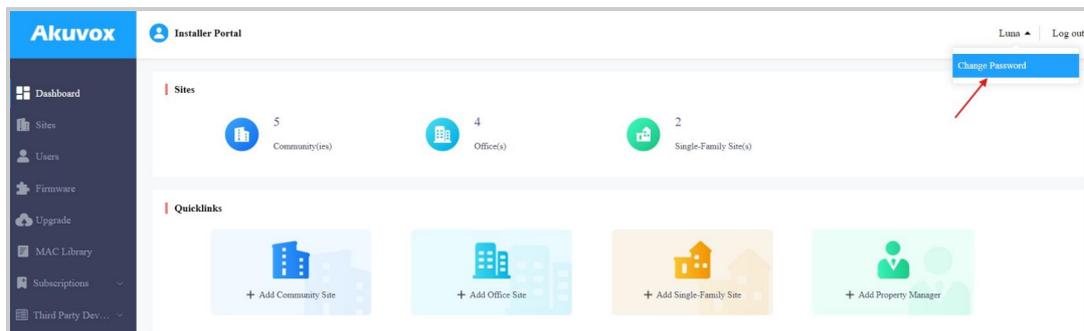
Account	Email	Phone	Action
lin	...com	123	 
Sub-account	...com	1233332	 

Installer Account Management

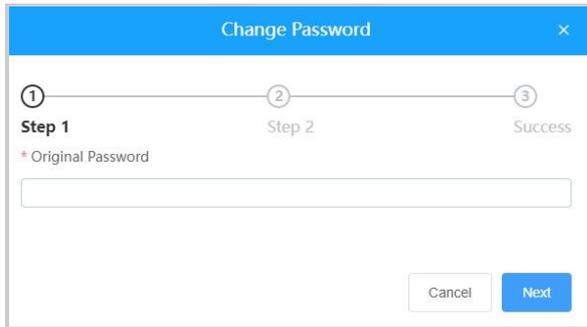
You can change account password, time zone, and billing information.

Change Installer Account Password

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

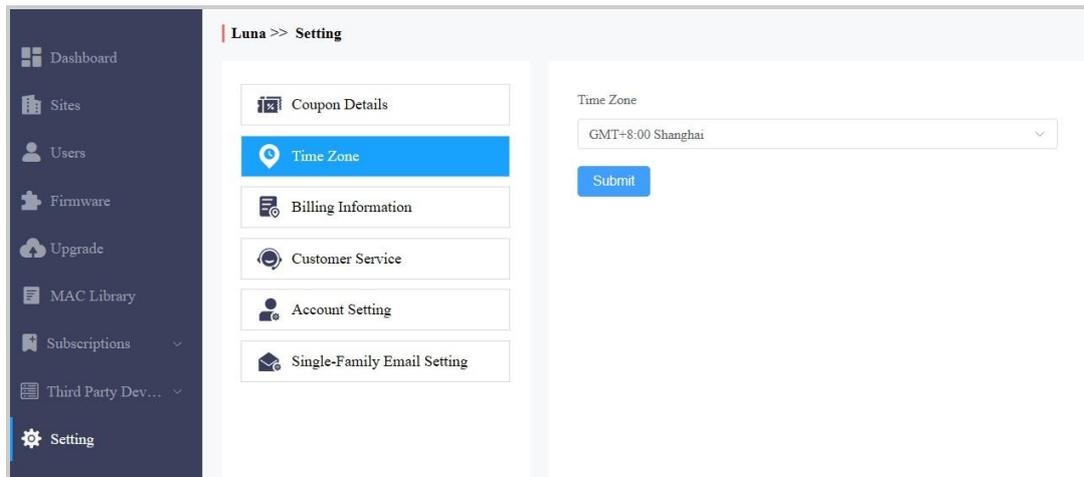


3. Change the password.



Change Time Zone

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



Set Account Access Permission

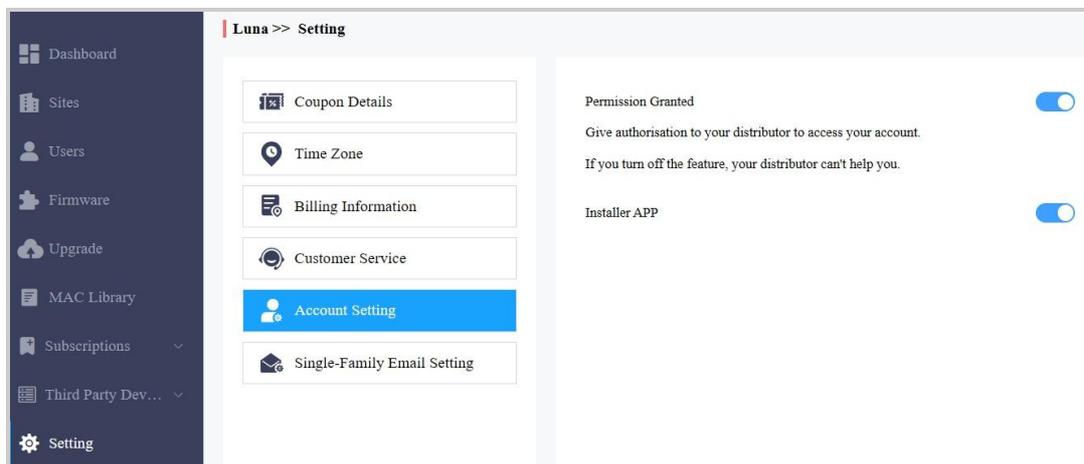
You can grant permission to your distributor to log in to your account without a password. With permission, distributors can switch to your account from their web portal to give you support or assistance. The account Setting will be displayed in the drop-down list once the distributor enables the account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



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.

The screenshot shows the 'Luna >> Setting' interface. On the left is a dark sidebar with navigation options: Dashboard, Sites, Users, Firmware, Upgrade, MAC Library, Subscriptions, Third Party Dev..., and Setting (highlighted). The main content area has a list of settings: Coupon Details, Time Zone, Billing Information (highlighted in blue), Customer Service, Account Setting, and Single-Family Email Setting. The right side contains a form with the following fields: * Company/Family (text input), * ATTN (text input), * Address (dropdown menu), City (text input), Post Code (text input), Street (text input), * TEL (text input), Fax (text input), and * Email (text input). A blue 'Submit' button is located at the bottom of the form.

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

The screenshot shows the 'Luna >> Setting' interface. The sidebar is the same as in the previous screenshot. The main content area lists settings: Coupon Details, Time Zone, Billing Information, Customer Service, Service Provider Information, Account Setting, Single-Family Email Setting, Notification, and Log Setting (highlighted in blue). The right side shows the 'Visitor Call Snapshots' setting, which is a toggle switch currently turned on (blue). Below the toggle is the text 'Save visitor call snapshots to the door log.' and a blue 'Submit' button.

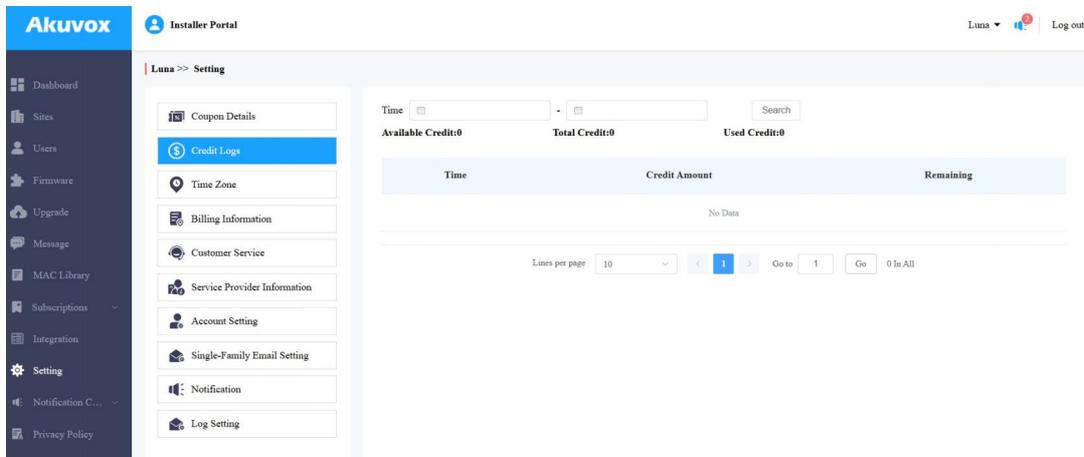
Credit Logs

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 office projects created after June 1, 2025, support credit payment.



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.

