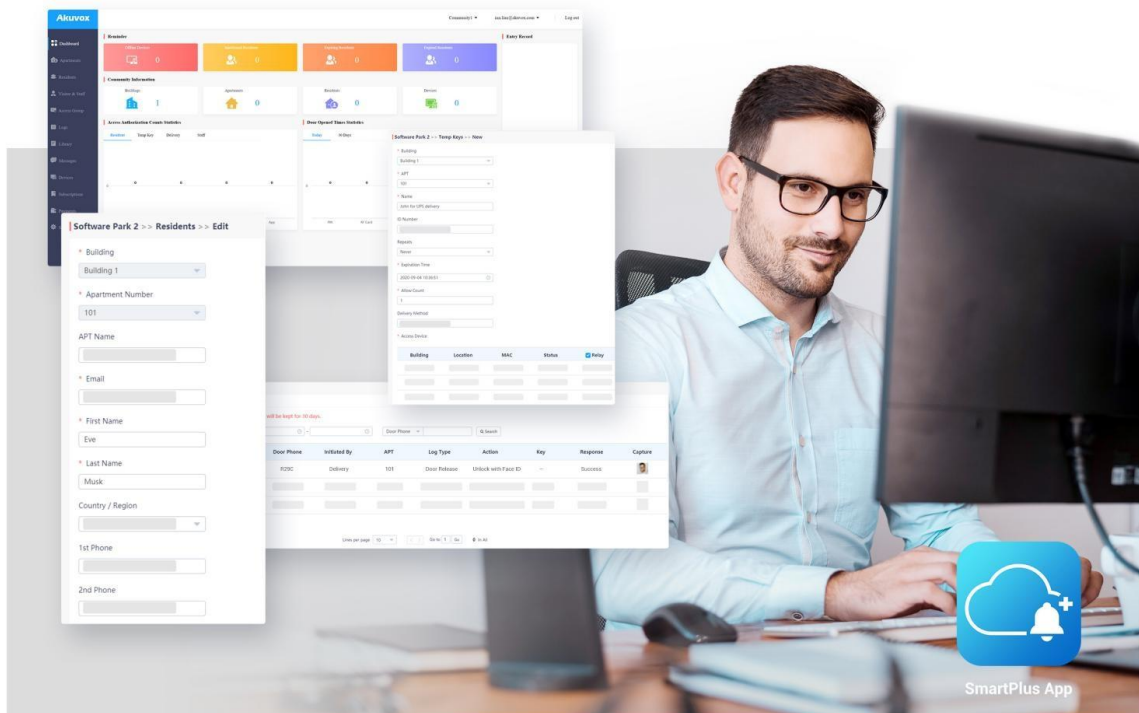


Akuvox V7.1.1 SmartPlus Property Manager Guide - Community

Akuvox
Open A Smart World

Smart Intercom



AKUVOX SMARTPLUS USER GUIDE

Property Manager

Update Time: Apr. 2025

About This Manual

This manual is intended for property managers who need to manage residents, office staff, personnel, devices, access control, or remote maintenance on the Akuvox SmartPlus platform (Version: 7.1.1).

Note

You can use the SmartPlus property manager web portal for free, but using the app requires a monthly fee.

Please contact the service provider for the pricing details.

What's New:

- **Support Smart Parking: Register license plates for residents and set up parking lots.**
- **Optimized emergency unlock feature: Added the emergency door group.**
- **Support displaying the logs of door openings by an exit button.**

System Overview

Akuvox SmartPlus property management platform is a cloud-based platform on which property managers can conduct integrated management of community residents, devices, access control, remote maintenance, etc.

Property managers using this platform will be able to:

- Assign the residents to their corresponding buildings and apartments, and check the device MAC, online status, and the device relation with residents.
- Assign office staff and personnel to their corresponding office and department, and check device MAC, online status, and device relation with the staff and personnel.
- Modify the general device setting in terms of device name, relay setting, door unlock, etc.
- Set up multiple types of door access via PIN code and RF card for different purposes and roles and create their corresponding door

access control schedule.

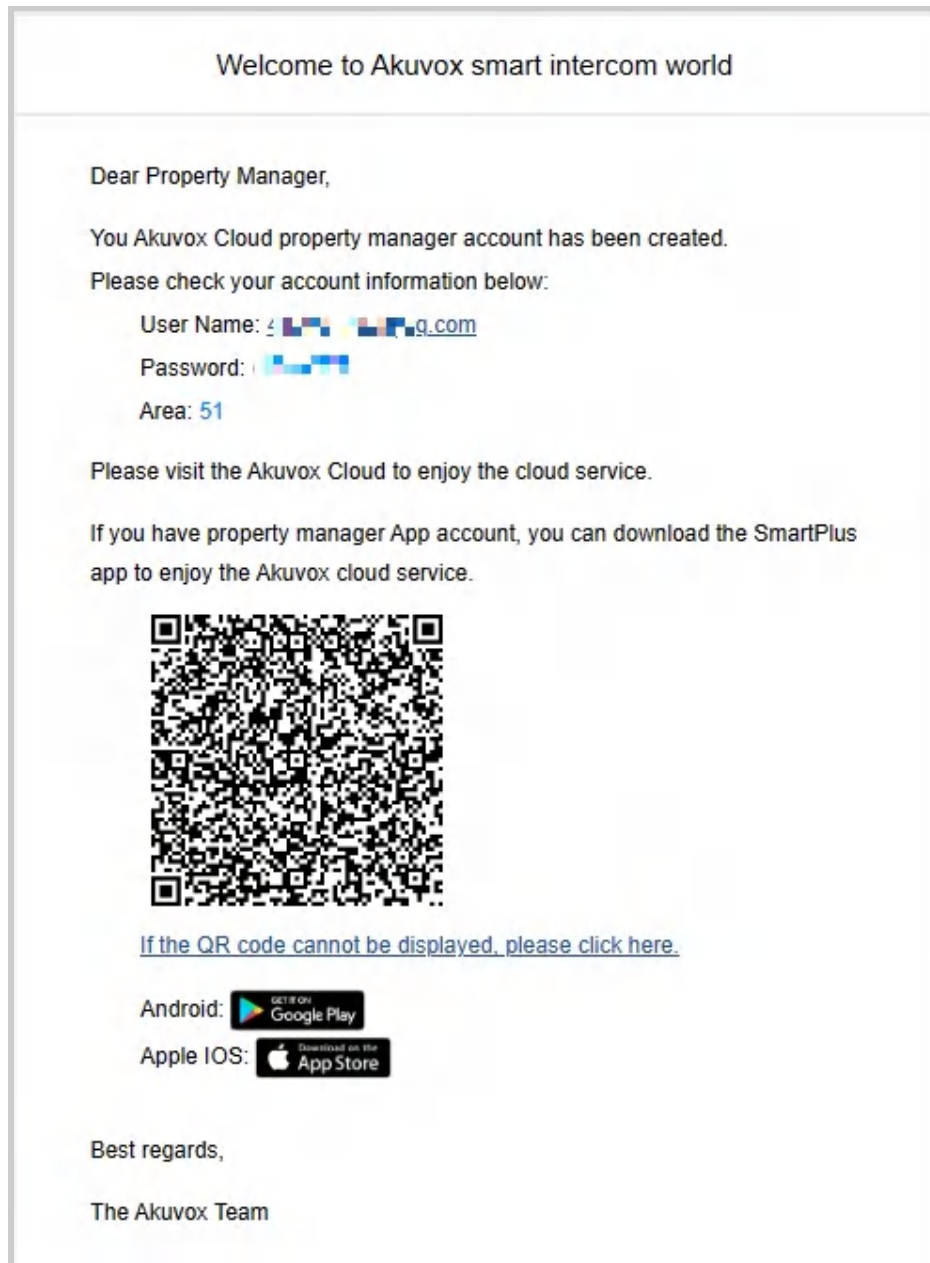
- Check and monitor a variety of logs and records, including door logs, call logs, call history, temperature logs, captured images, and motion detection images for security purposes.
- Send notifications to the residents in the community.
- Conduct remote operations such as Auto-provisioning, device reboot, transmission type modification, and remote maintenance.
- Modify other settings such as community address, time & date setting, motion detection delay setting, etc.
- Get a full picture of device deployment, device status, access control & intercom call statistics.
- Subscribe and renew the Akuvox SmartPlus.

Log into SmartPlus

Account Application

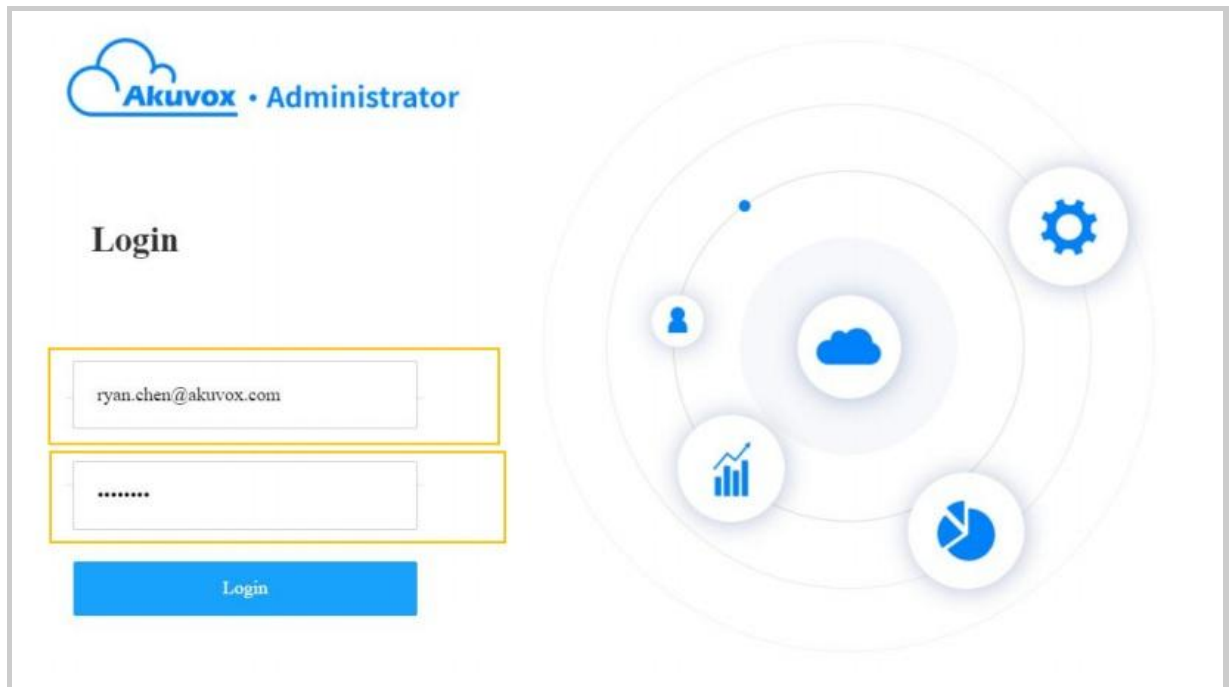
You can apply for your property manager account from your installer who will help set up your account. After that, Akuvox SmartPlus will email you the account information (username and password) for you to log into SmartPlus. The web account created after Cloud 6.6.0 shares the same username and password as the app account. You need to upgrade the app to the latest version to log in.

- **User Account Information**



You can log into the SmartPlus platform using the property manager account information in the SmartPlus Welcome email.

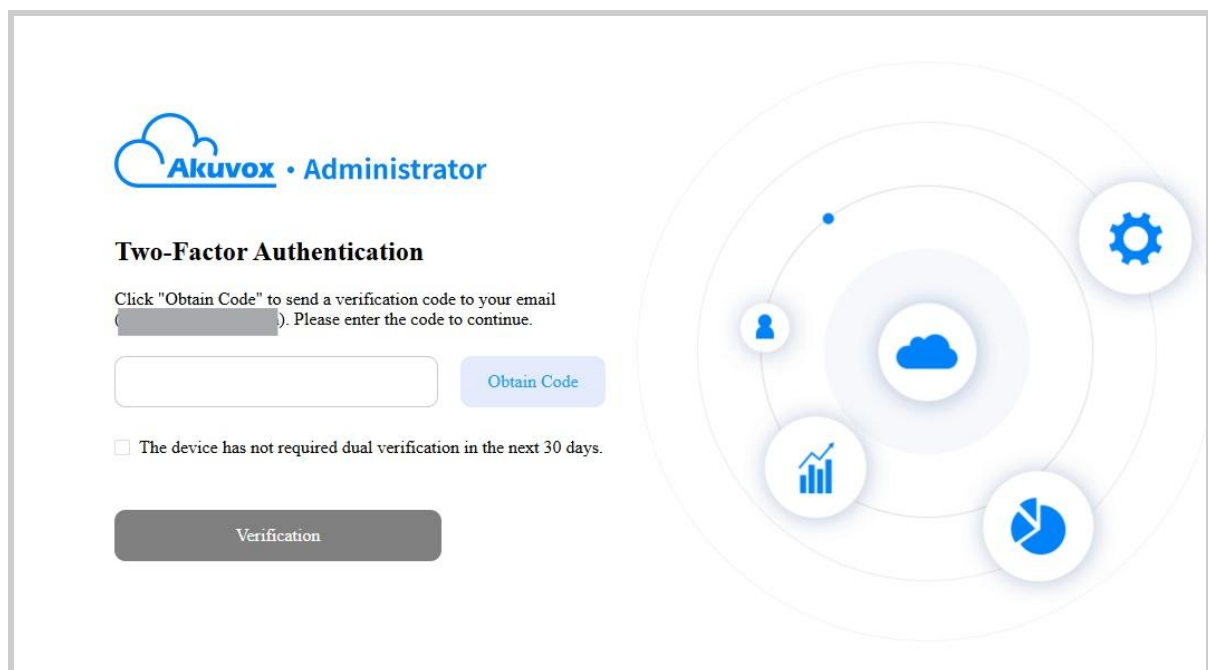
1. Open the web browser to enter the address (URL) of the SmartPlus server location in your area, and press **Enter**.
2. Enter your username and password.
3. Click on **Login** to log into the SmartPlus platform.



The screenshot shows the 'Akuvox • Administrator' login interface. On the left, there is a 'Login' section with a text input field containing 'ryan.chen@akuvox.com', a password input field with masked characters, and a blue 'Login' button. On the right, there is a decorative graphic consisting of concentric circles with a central cloud icon and four surrounding icons: a gear, a pie chart, a bar chart, and a person silhouette.

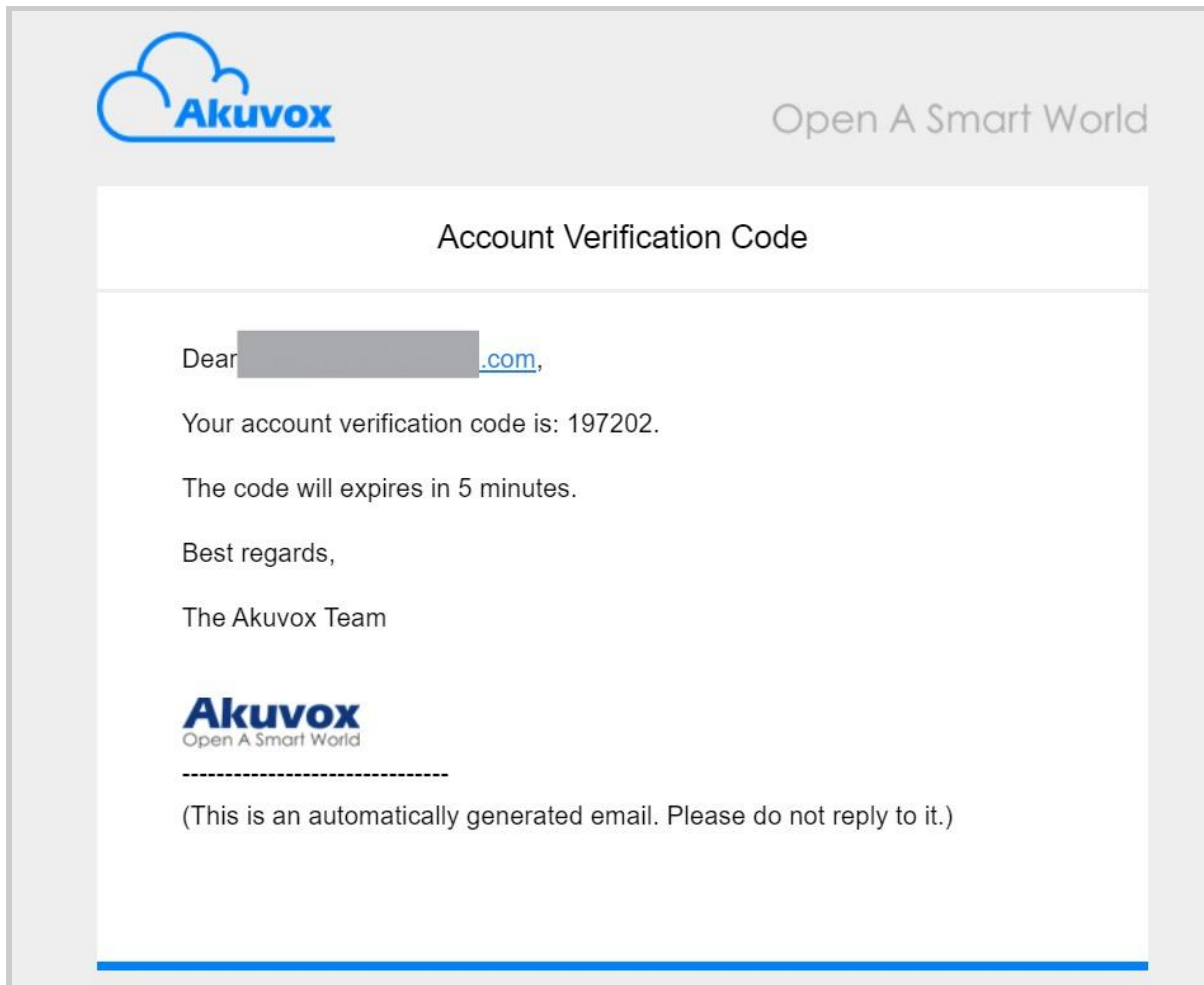
Two-factor Authentication

Enter the verification code sent to your email address when your installers enable the Two-factor Authentication feature for you.



The screenshot shows the 'Two-Factor Authentication' page in the 'Akuvox • Administrator' interface. It includes a text prompt: 'Click "Obtain Code" to send a verification code to your email ([redacted]). Please enter the code to continue.' Below this is an empty text input field and a blue 'Obtain Code' button. A checkbox is present with the text 'The device has not required dual verification in the next 30 days.' At the bottom, there is a grey 'Verification' button. The decorative graphic on the right is identical to the one in the login page.

Click **Obtain Code** and an email will be sent to you.

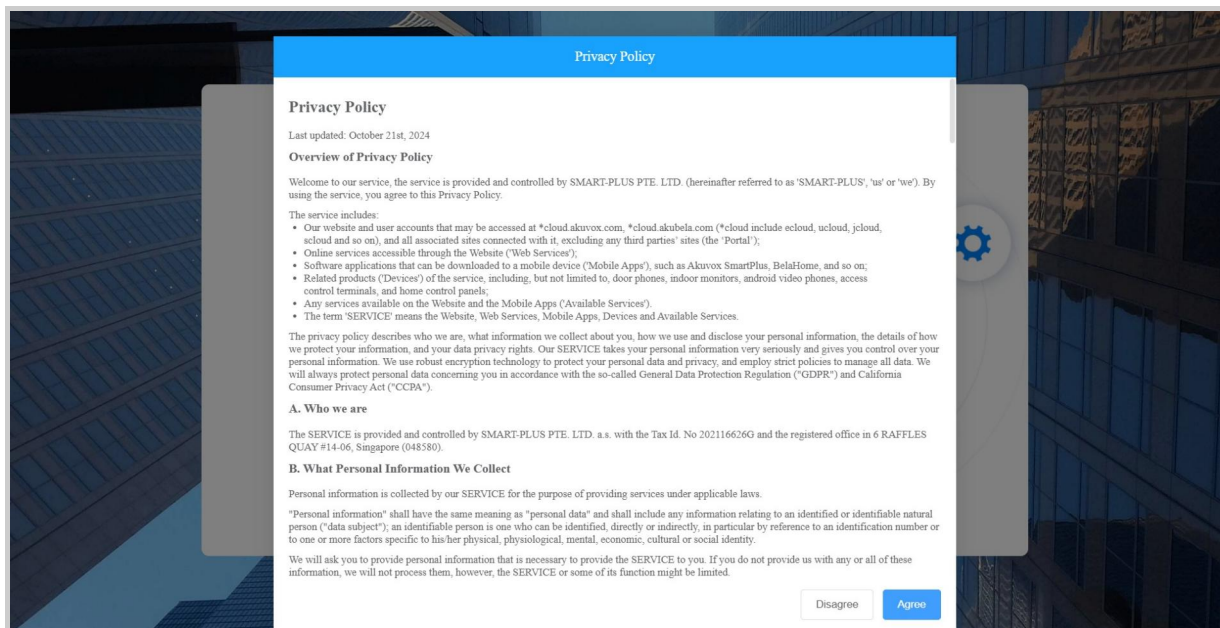


Privacy Policy

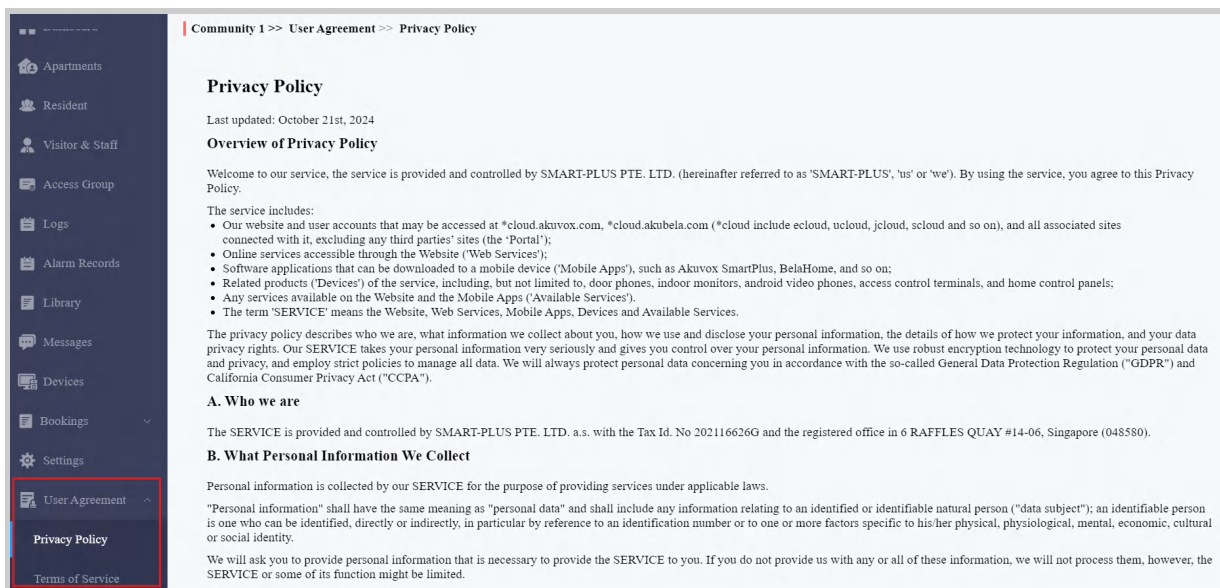
You will see the **Privacy Policy** and **Terms of Service** window when you log into the platform after the SmartPlus Cloud 7.0.0. update.

- The Privacy Policy tells you how the user data is collected, used, and protected.
- The Terms of Service outlines the rules and guidelines for using the SmartPlus service.

Only after you click **Agree**, can you log into the SmartPlus platform.

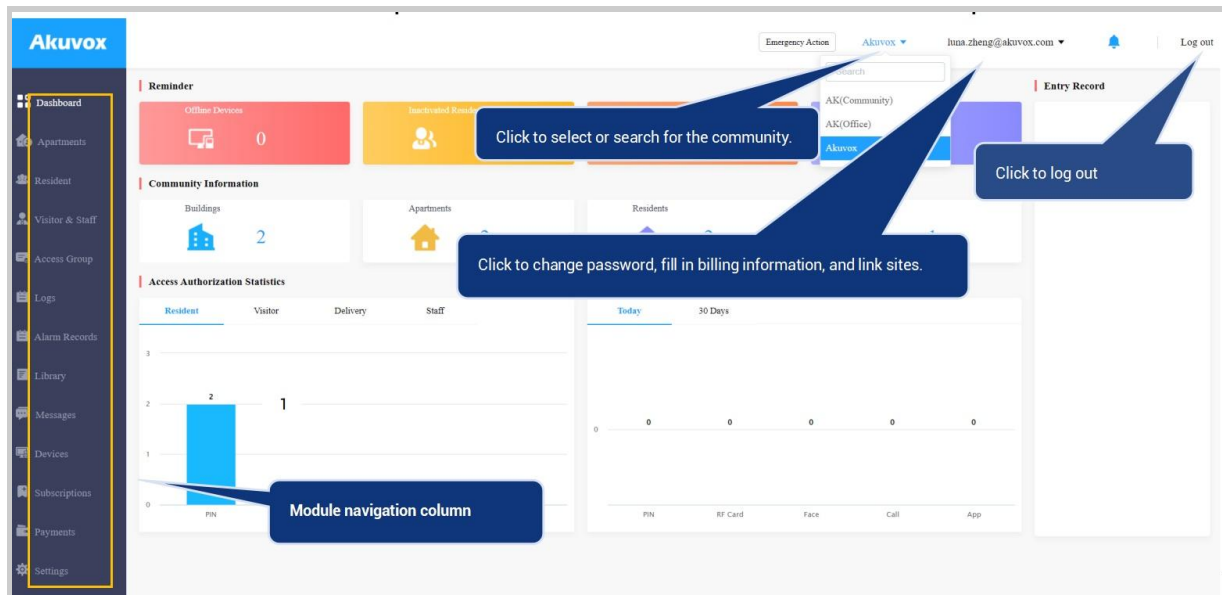


You can also click **User Agreement** on the left column to check the agreements again.



Akuvox SmartPlus Property Management Interface

Akuvox SmartPlus property management main interface mainly consists of 10 modules that are incorporated as a whole to allow you to manage tenants, devices, the Akuvox SmartPlus app for community-based intercom communication, door access control, monitoring, user account activation, and service subscription & renewal, etc. via the Akuvox SmartPlus platform.



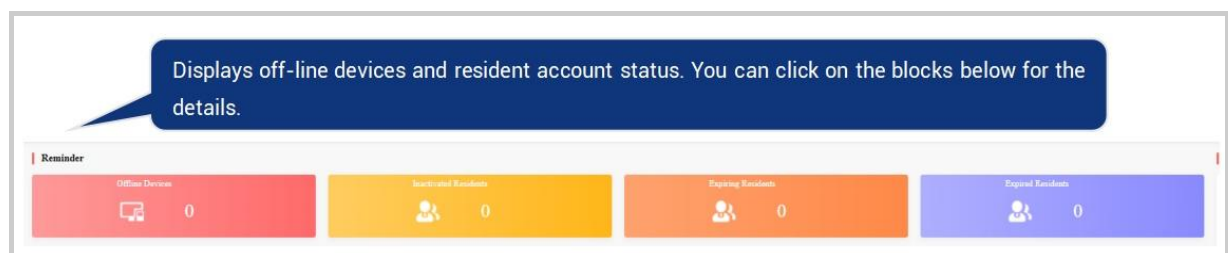
Module Description

No.	Column Name	Description
1	Dashboard	Displays information on the community, devices, residents, door access, general statistics, etc., and the number of apartments, and residents, devices.
2	Apartment	Allows you to search apartment information indicating which building the apartment belongs to and the number of residents and devices in the department.
3	Residents	Allows you to create a resident account, check the resident account and access control information, import residents' face data and RF card via templates, and edit access type and access group.
4	Visitor & Staff	Allows you to set up temporary PIN codes for visitors, delivery PIN codes for delivery staff, and RF cards for the property management staff.

5	Access Group	Allows you to create an inventory of access control schedule templates that can be readily applied to specific resident(s), building(s), and device(s).
6	Alarm Records	Allows you to check and search actions triggered by emergency alarms and arming alarms as well as to export logs.
7	Logs	Allows you to check and search door logs, temperature logs, call histories, and captured images. It also allows you to check and delete motion alerts, and to check on the changes made on the apartment and end users and on the RF card, PIN code, face, and temporary PIN code.
8	Library	Displays all the PIN Codes and RF cards created by a property manager.
9	Messages	Allows you to create and send messages to the users' indoor monitors and SmartPlus apps, etc.
10	Devices	Allows you to check device info related to the building, apartment, status, device type, and to check and edit settings related to relays, call, unlock type, and device name, etc.
11	Settings	Displays property manager info, PIN code access type, email notification, time setting, motion setting, visitor setting, etc.

Dashboard Overview

The dashboard displays information on the community, residents, devices, door access records, statistics, etc.



Displays the number of buildings, apartments, residents, and devices. You can click on blocks for the details.

Community Information

Buildings



1

Apartments



1

Residents



2

Devices



1

Displays recorded door access statistics.

Access Authorization Statistics

Resident

Visitor

Delivery

Staff

3

2

2

1

0

PIN

0

RF Card

0

Face

0

App

Display the door access statistics of various types of access.

Door Release Statistics

Today

30 Days

0

0

0

0

0

0

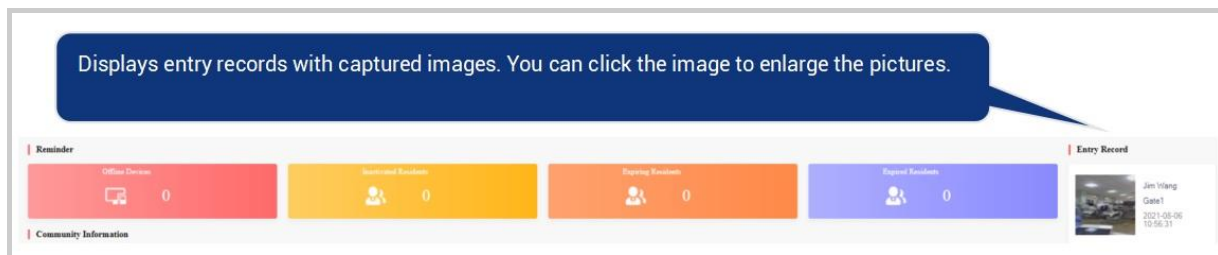
PIN

RF Card

Face

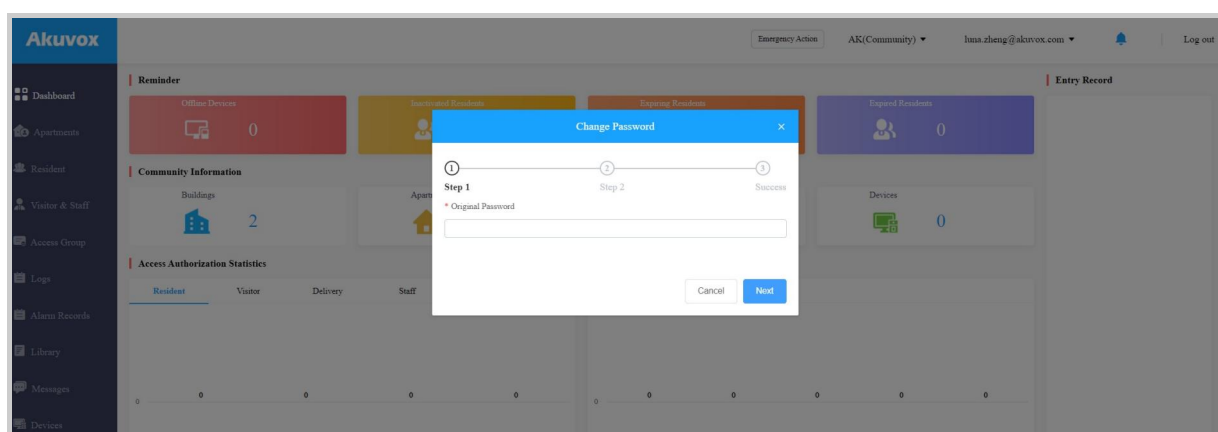
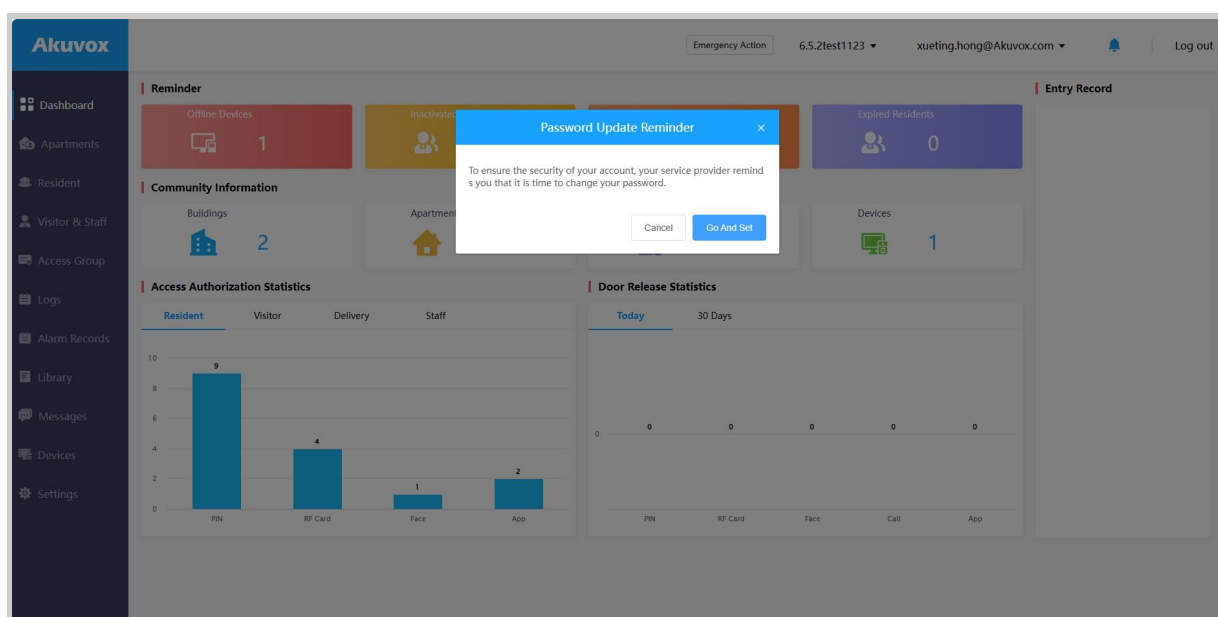
Call

App



Password Update Reminder

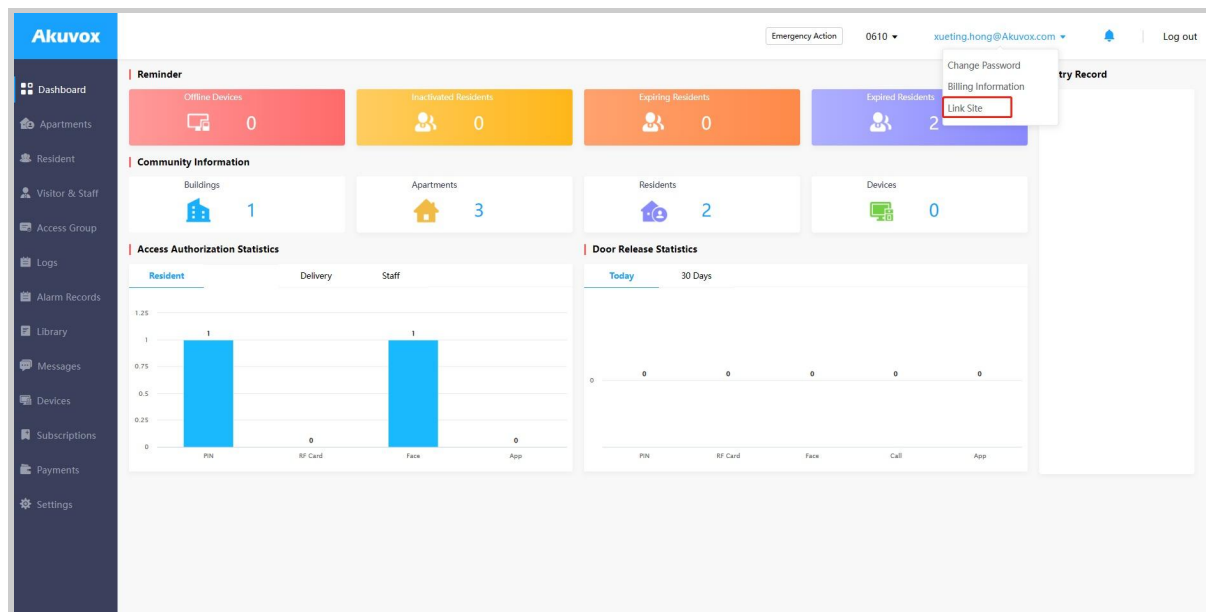
With Monthly Password Update Reminder enabled by your installer, a prompt will pop up to remind you to change the login password every month, which ensures the security of the account.



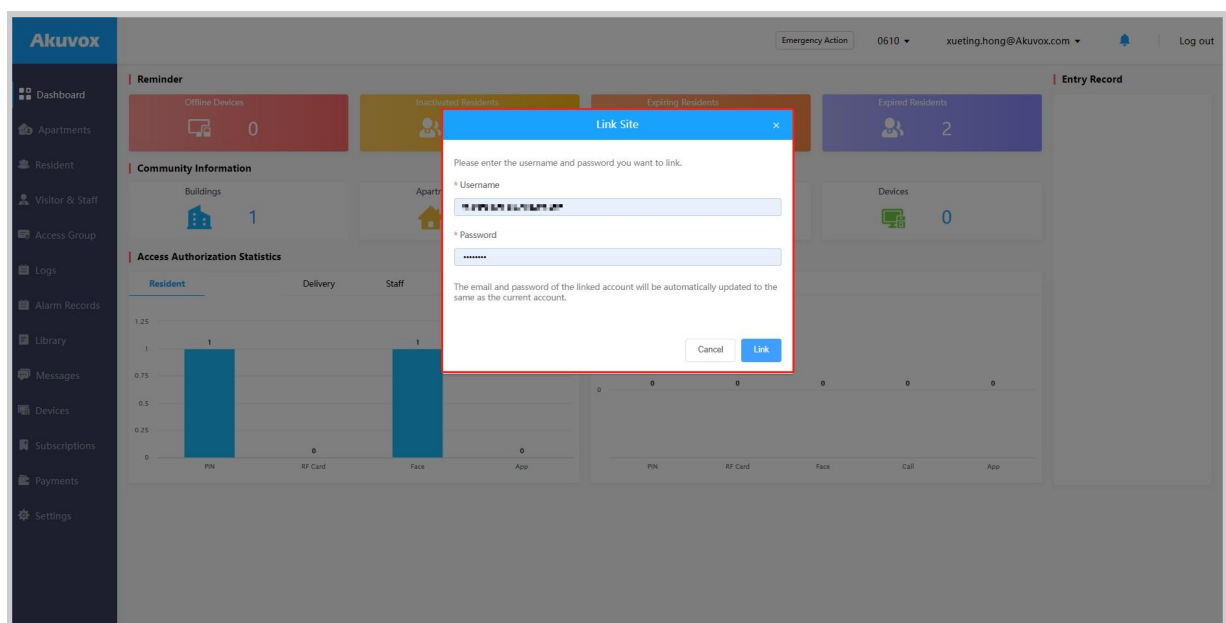
Link

You can link property manager accounts created by different installer accounts.

1. Click Link Site in the upper right corner.



2. Enter the username and password of the account that you want to link.



Access Group

The Access Group module allows you to create an inventory of ready-made access control schedules(access group), which can be readily pulled out and applied for the door access control, targeting specific residents, delivery personnel, staff, buildings, apartments, and relays.

Create Access Group

1. Click **Access Group** on the left column and click **New** on the right.

Access Group ID	Access Group	People	Device	Repeats	Time Duration	Actions
33528	Resident-Building B2 System	0	--	Daily	00:00:00 ~ 23:59:59	
33527	Resident-Building B1 System	3	--	Daily	00:00:00 ~ 23:59:59	

2. Name the access group.
3. Select the access group repeat mode from **Never**, **Daily**, and **Weekly**.
4. Select the access group time.
5. Check the door phone's relay and/or third-party locks to be opened. Please note that if the third-party lock is linked to a door phone, it will follow the access group of the door phone and not display on the list here.

* Access Group Name

Repeats: Daily

* Start Time: 00:00:00

* End Time: 23:59:59

Intercom Devices

Building	Device Name	MAC	Status	Device Type	<input type="checkbox"/> Relay
No Data					

Third Party Devices

Building	Brand	Lock Name
--	iTec	iTecLock

Submit

6. Click Submit to save the settings.


You can also set up the access control schedule on residents' private devices when adding or editing a resident's access settings.



Note

- The Self Devices Authorization option will only appear after devices are added to the resident's room.
- If your installer selects **Only Public Area** in Permission Of Access Control Management when creating or editing a new community, then

A) you are not able to set up access control permissions for the residents.

B) residents can only use access methods to open relays of public devices.



1. Click  .
2. Set up an access control schedule for the resident's private device.
3. Select the device's relay(s).

Self Devices Authorization  

Repeats

* Start Time

* End Time

Building	Device Name	MAC	Status	Device Type	<input type="checkbox"/> Relay
B1	gate	0C110515CE68			<input type="checkbox"/> Relay1

Submit

4. Click Submit to save the settings.

Search/Check/Edit Access Group

You can search, check, and edit the access group.

1. Search the access group by type and keywords. You cannot delete the default access group that is created automatically with the adding of each building in the community. It contains all the devices installed in the public area of the building.

Access Group ID	Access Group	People	Device	Repeats	Time Duration	Actions
33528	Resident-Building B2	0	System	Daily	00:00:00 ~ 23:59:59	
33527	Resident-Building B1	3	System	Daily	00:00:00 ~ 23:59:59	

2. Click of the specific access group to check access group details.

3. Click **Add People** or **Remove People** to add or delete residents.

4. Click **Edit** in the upper right corner to edit the access group.

Name	Building	APT	Action
Judy Li Resident	AK 1	101	
Jud Lin Resident	AK 2	102	

Resident Management

The **Residents** module in the navigation column is used to add residents for whom you can create a SmartPlus end-user account (family master account) and a family member account. You can set up access types and access control schedules for the end users and their family members. Moreover, you can search, modify, check, and delete residents.

Add Residents

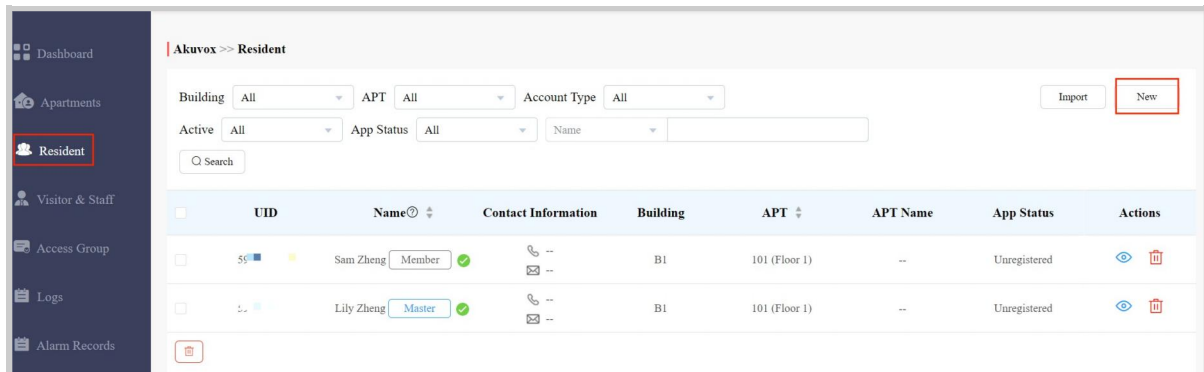
Adding residents deals with creating residents' accounts (master/family member accounts) and setting up the door access types and access control schedules. You can add residents one by one or using a template.

Add Resident Account

Before adding residents, you are required to double-check the residents' information and then add them to the corresponding apartments and building set up by the community manager (Installer).

To create a user account:

1. Click **Resident > New**.



2. Set up resident information. You can add remarks for users in the Remark box to indicate their identity, such as "tenant" or "resident."

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Library

Messages

Devices

Bookings

Settings

User Agreement

* Building

* APT

Account Type

* First Name

* Last Name

Email

Country / Region

Mobile Number

Landline Number

Remark

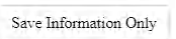
0 / 255

Next

Save Information Only

3. Click on **Save Information Only** to complete creating an account. Or click **Next** to set up access methods for the resident.

Note:

- Click on **Next** when you want to set up access methods and the access group or click on  when you only want to save the resident's basic information.
- The area code will display in the **Mobile Number** box after selecting **Country/Region**.
- A resident's master account should be created first before the family member's account can be created. The ways to create the master account and family member account are identical.
- Family member accounts must be created under the same apartment, building, and community as those of the master account.
- You can create three family member accounts for free. Creating more requires an activation fee.
- The SmartPlus app login method for family members varies depending on the information you entered when applying for a family member account. See below:

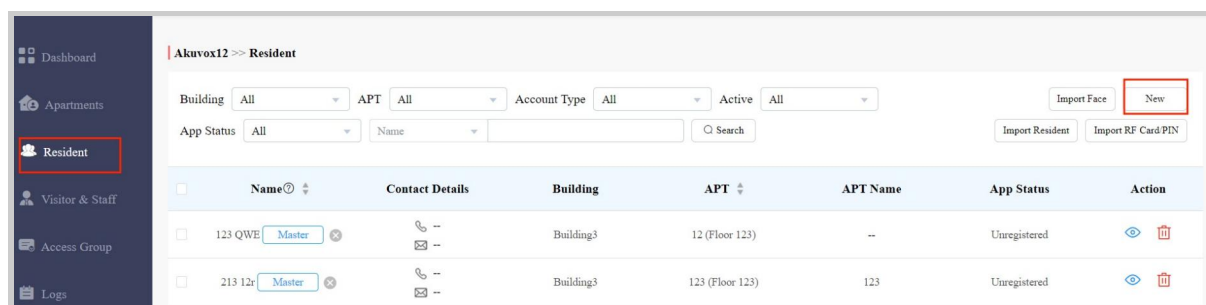
Description:

No.	If	Then
1	If you fill in a family member's email and mobile phone,	then login information will be sent to the family member's email or mobile phone for login.
2	If you do not fill in the family member's email and mobile phone number, but fill in the master account's email,	then login information (SmartPlus SIP number + Password) will be sent to the master account email for login.
3	If you do not fill in the family member's email and mobile phone number but fill in the master account's mobile phone number,	then login information (SmartPlus SIP number + Password) will be sent to the master account's mobile phone for login.
4	If you do not fill in the family member's email and mobile phone number, the master account's email and mobile phone number,	then login information will be sent to the master account's email or mobile phone number as soon as you fill in the master account's email or mobile phone number.

Set up Access Control for Resident(s)

You can set up access types such as PIN code, RF card, facial recognition, ID card, and license plate, as well as access control schedules for the residents.

1. Click Resident > New .



2. Fill in the account information and click Next.

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Library

Messages

Devices

Bookings

Settings

User Agreement

* Building

* APT

Account Type

* First Name

* Last Name

Email

Country / Region

Mobile Number

Landline Number

Remark

0 / 255

Next

Save Information Only

3. Select the accessible floors and configure the access methods.

- **PIN:** The PIN code should be 2-8 digits without starting with "9".
- **RF Card:** Enter the RF card code.
- **ID Access:** The ID Access feature is designed for users with South American ID cards. You can enroll the RUN and Serial numbers on their ID cards into the Akuvox SmartPlus Cloud system. Then, users can open doors conveniently by using the QR code on their ID cards.
- **License Plate:**
 - **License Plate:** Enter the number that the third-party LPR

camera identifies.

- **UHF Card:** Enter the card code that the Akuvox device ACR-CRP12 identifies.
- **Long-term Vehicle:** It is enabled by default. If disabled, set a period when the vehicle can enter and exit the area.

Note

- Click [here](#) to view the detailed steps of setting up ID access. This feature is limited to certain projects. If you want to use this feature, please contact your installer or distributor.
- The license plate is used for [Smart Parking](#).
- If you have filled in both the License Plate and the UHF Card, the cloud will ONLY issue the UHF card code to the door phone.

Access Type

PIN

RF Card

ID Access

Off

Face ID ?

License Plate

License Plate

UHF Card ?



Long-term Vehicle ☒

4. Select the **access group** and click Submit.

Search/Delete/Edit User Accounts

After the user account is created, you can search and edit the user account as well as reset the user account password. With **Delete Account Permission** enabled by your installer, you can delete user accounts.

Search/Delete User Accounts

1. Click **Resident**.
2. Search the specific user account by building, apartment, account type, account status, app status, or user account name. You can also click the Name, APT, or the icon  next to them to reorder the residents and find your desired user quickly.
3. Tick the checkbox of the account(s) you want to delete or tick the checkbox by the Name field and click on  to delete all the accounts.















Dashboard
Apartments
Resident
Visitor & Staff
Access Group
Logs
Alarm Records

Akuvox >> Resident


Building: All | APT: All | Account Type: All | Import | New

Active: All | App Status: All | Name:

Search

	UID	Name 	Contact Information	Building	APT 	APT Name	App Status	Actions
<input type="checkbox"/>		Sam Zheng Member 	 --  --	B1	101 (Floor 1)	--	Unregistered	 
<input type="checkbox"/>		Lily Zheng Master 	 --  --	B1	101 (Floor 1)	--	Unregistered	 

☒

Please note that when **Delete Account Permission** is not enabled by your installer,  will not appear and you cannot delete user accounts.

Akuvox >> Resident

Building: All APT: All Account Type: All Active: All App Status: All

Import New

UID	Name	Contact Information	Building	APT	APT Name	App Status	Actions
5	Sam Zheng Member	☎ -- ✉ --	B1	101 (Floor 1)	--	Unregistered	👁
5	Lily Zheng Master	☎ -- ✉ --	B1	101 (Floor 1)	--	Unregistered	👁

Edit User Account

You can reset the users' SmartPlus app account password, and edit users' account information and their access control settings.

1. Click on  of the desired user account.



Akuvox >> Resident

Building: All APT: All Account Type: All

Active: All App Status: All

Import New

Q Search

	UID	Name	Contact Information	Building	APT	APT Name	App Status	Actions
<input type="checkbox"/>	5	Sam Zheng Member	☎ -- ✉ --	B1	101 (Floor 1)	--	Unregistered	👁 
<input type="checkbox"/>	5	Lily Zheng Master	☎ -- ✉ --	B1	101 (Floor 1)	--	Unregistered	👁 

2. Click on **Reset Password** if you want to reset the password (SmartPlus).

3. Click on **Edit** to change the account information.


Community 1 >> Resident >> View

Reset Password Edit

Basic Information

UID	5926100277
Name	Judy Z Master
Building	Building A
APT	203 (Floor 7)
APT Name	Apartment 1
Active	Normal
Expiration Time	--
App Status	Registered
Email	
Country / Region	(+86)中国
Mobile Number	
1st Landline Number	
2nd Landline Number	--
3rd Landline Number	--
Remark	Residents

Accessible Floors

Accessible Floors -- 

Note

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

4. Scroll down to edit the access type or create new access types by clicking **New**.

Access Type

PIN RF Card Face ID ID Access

New

PIN	Created By	Created Time	Action
No Data			

5. Click on **Edit** to edit the access control setting, and edit the setting by re-selecting the access control schedule (Access Group) or by creating a new access group(s).

Access Group ⓘ

Edit

Name	Device	Repeats	Time
Resident-Building Building 1	Gate1	Daily	00:00:00 ~ 23:59:59

Akuvox- >> Residents >> Edit Access Group

Access Group

New

Selected: Resident-Building Building 1 ⓘ Akuvox Access schedule ⓘ

<input type="checkbox"/>	Name	Device	Repeats	Time
<input checked="" type="checkbox"/>	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59
<input checked="" type="checkbox"/>	Akuvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
<input type="checkbox"/>	Test	Gate1	Daily	00:00:00 - 23:59:59
<input type="checkbox"/>	Test1	Gate1	Daily	00:00:00 - 23:59:59

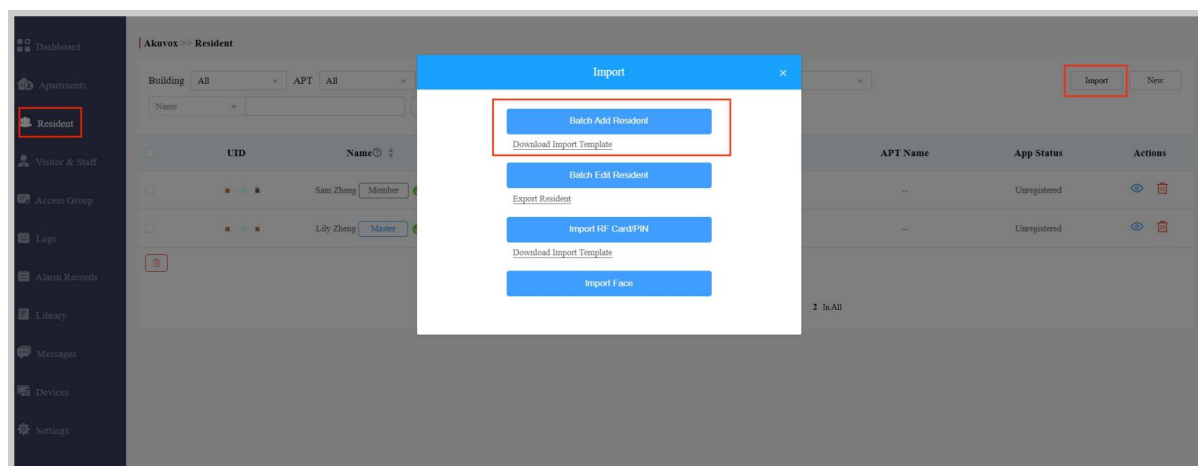
Submit

Add Community Residents to a Building Using Template

The template can maximize your efficiency in creating a community, especially when it has many residents.

1. Click **Resident > Import**.
2. Click **Download Import Template**.
3. Fill in the information in the template.
4. Click **Batch Add Resident** to import the template to the

community.



A	B	C	D	E	F	G	H	I
Building	Accessible Floors	Apt	Apt Name	Account Type	First Name	Last Name	Email	MobileNumber

J	K	L	M	N	O	P	Q	R	S	T
TelephoneCallingCode	1stPhone	2ndPhone	3rdPhone	RF Card	PIN	License Plate	UHF Card	Access Group ID	Remark	UID

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 Floors.</p>
3	Apt	<p>Fill in the apartment number.</p> <p>Note: must be 1-6 digit integral number(s).</p>
4	Apt Name	<p>Enter the apartment name.</p>

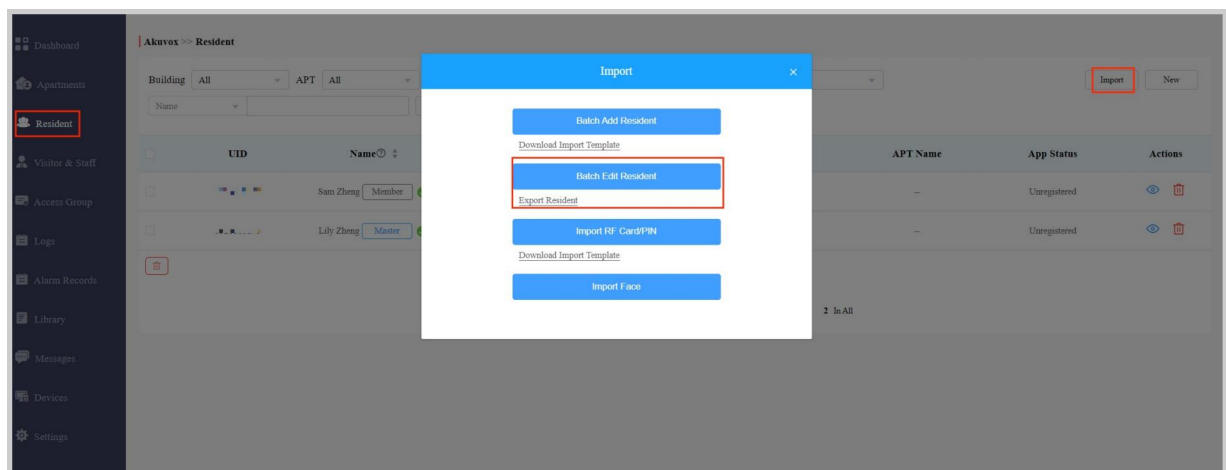
5	Account Type	Enter 0 for the family master account and 1 for the family member account.
6	First Name	Fill in the resident's first name. Note: should not be more than 64 characters in length.
7	Last Name	Fill in the resident's last name. Note: should not be more than 64 characters in length.
8	Email (Optional)	Fill in the resident's Email.
9	Mobile Number(Optional)	Fill in the resident's mobile phone number.
10	Telephone Calling Code (Optional)	Fill in the resident's country code.
11	Phone1/2/3 (Optional)	Fill in the resident's mobile phone number.
12	RF Card (Optional)	Fill in the RF card for the resident.
13	PIN (Optional)	Fill in the PIN code for the building access for the resident.

14	License Plate(Optional)	Fill in the license plate information, multiple plates separated by ";". You can add up to 5 codes.
15	UHF Card(Optional)	Fill in the UHF card code, multiple codes separated by ";". You can add up to 5 codes.
16	Access Group ID (Optional)	Fill in the access group for residents for the access control.
17	Remark(Optional)	You can add remarks for users to indicate their identity, such as "tenant" or "resident."

Edit Community Residents in Batch

You can export the resident information in .xlsx format, modify it, and re-import it to the community, which improves efficiency when you need to modify much account information.

1. Click **Resident > Import**.
2. Click **Export Resident**.
3. Modify the information in the file.
4. Click **Batch Edit Resident** to import the file to the community.



A	B	C	D	E	F	G	H	I	J
Building	Accessible Floors	Apt	Apt Name	ount Type	First Name	Last Name	Email	MobileNumber	TelephoneCallingCode
Building A		203	artment 1	0	Judy	Z@163.com			86
Building A		102	artment 2	0	095	763			

J	K	L	M	N	O	P	Q	R
TelephoneCallingCode	1stPhone	2ndPhone	3rdPhone	RF Card	PIN's Group ID	Remark	UID	
86				00209CBF	49869;49361	Residents	5926100277	
							5926100283	

Note

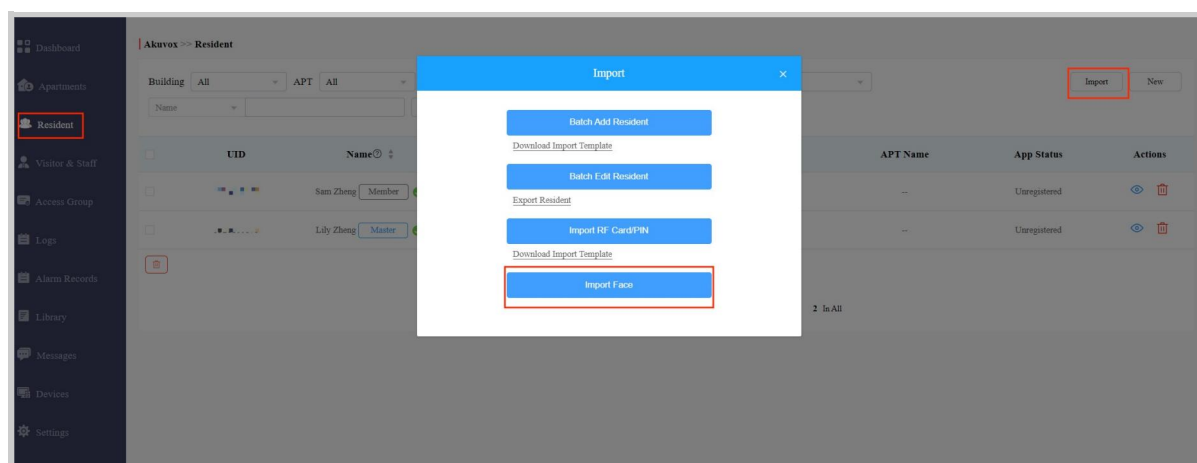
- Keep the field blank if you do not want to change the original information.
- After the user's email address is modified, the SmartPlus App login email containing a new password will be sent to the new email address.
- The email addresses, mobile phone numbers, and area codes of the user accounts that have linked sites cannot be modified.

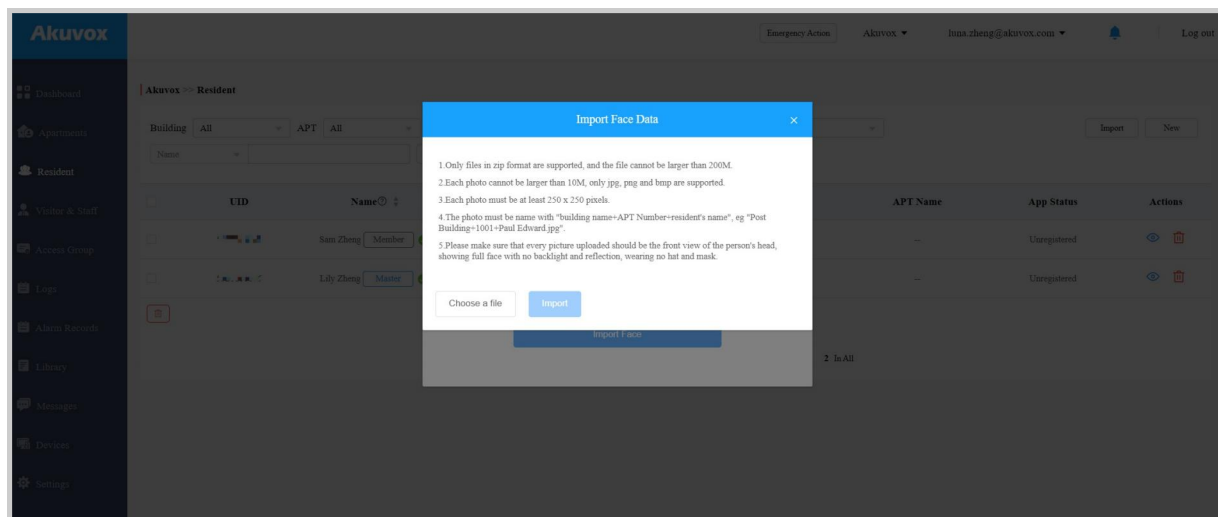
Import Face Data/RF Cards/PIN Codes

You can import the face data, RF card code, and PIN code in batch using the template for the users.

Import Face Data

1. Go to the Residents module and click on Import.
2. Choose the face data .zip file and click on Import Face to import the file.





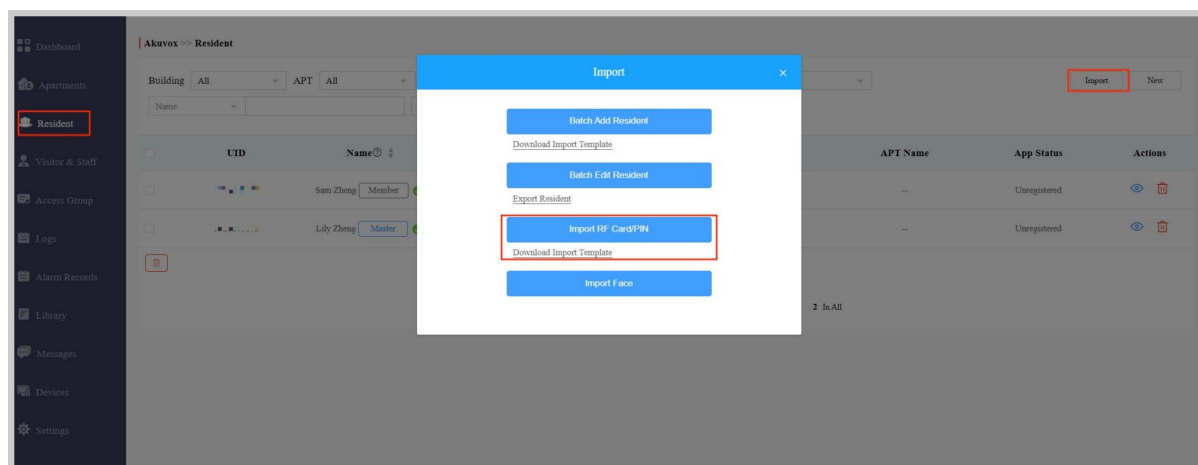
Note:

Face data should be imported in .zip file format, and the photos need to be named by building name, room number, and user name. e.g "Building1+1001+Paul Edward.jpg".

Import RF Cards/PIN Codes

You can import RF card codes and PIN codes in batches for users.

1. Go to the **Resident** module and click on **Import**.
2. Click on **Download Import Template** to download the RF card/PIN code template.
3. Fill in the RF card codes and PIN codes in the template and click **Import RF Card/PIN** to import the template.



RF card template:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Building	Apt	User	RF Card	PIN								
2	B1	101	Judy	12345	12345								
3													
4													
5													

Note

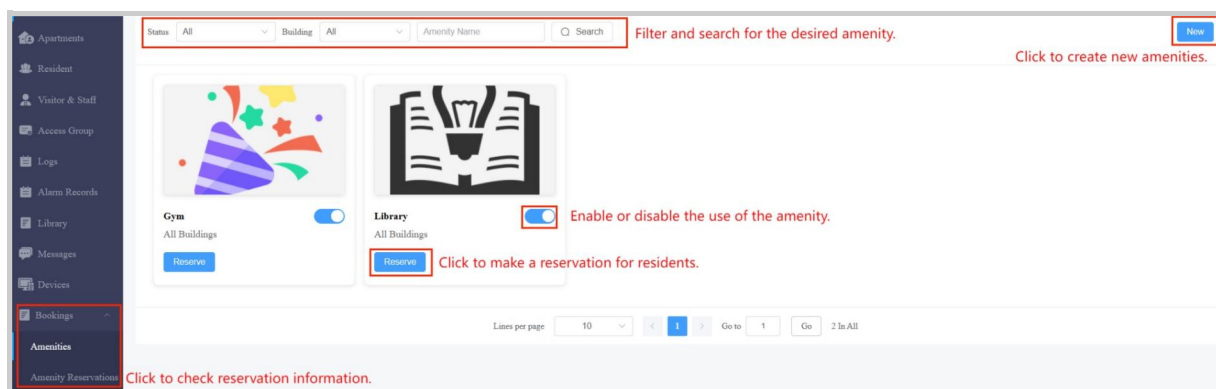
- You can assign multiple cards to the family master who can assign the card to family member accounts via the SmartPlus App.
- Enter the RF card codes for one user separated by ";".

Bookings for Residents

The Bookings module facilitates the management of amenities and reservations. You can conveniently add and modify amenities, and make a reservation for residents.

Note

- **ONLY** the communities with the Premium Feature Plan support this feature.
- Click [here](#) to view the detailed steps of adding new amenities, making reservations for residents, and checking reservation information.



Visitor & Staff Management

The Visitor & Staff module allows you to create access credentials for the property management staff, delivery personnel, and visitors.

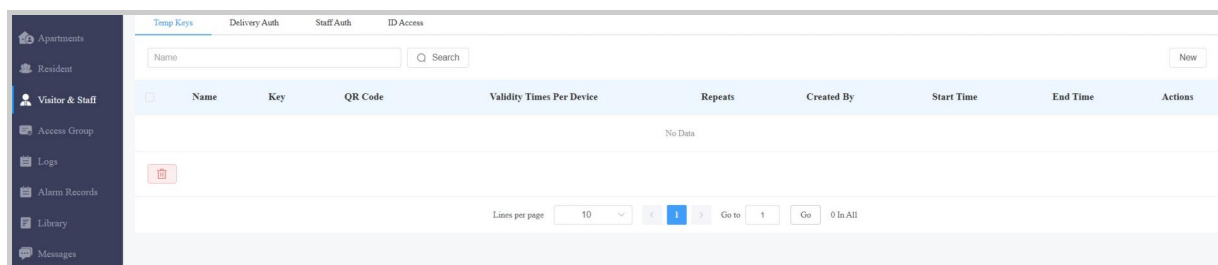
Manage Access Credentials for Visitors

You can set up temporary keys and ID access for visitors, and select the access schedule that applies to the access methods.

Create a Temporary PIN Code

You can set up a temporary PIN/QR code along with the access schedule, which will then be sent to the visitor's email for door access.

1. Click on **Temp Keys**, then click on **New**.



2. Create a temporary key along with the access schedule.
3. Select the **specific relay(s)** to be triggered by the temporary key.
4. Click on **Submit** to generate a temporary key.

* Building

* Name

ID Number

Repeats

Never

* Begin Time

🕒 2024-04-30 17:58:56

* End Time

🕒

* Validity Times Per Device

Delivery Method

Email

Building	Device Name	MAC	Status	<input type="checkbox"/> Relay
B1	Gate	0C11051DED84	<div></div>	<input type="checkbox"/> Relay1
<div>Submit</div>				




Parameter Set-up:

No.	Column Name	Description
1	Building	Select the building in which the resident to be visited lives.
2	APT	Select the resident's apartment .
3	Name	Enter the visitor's name .

4	ID Number	Enter the visitor ID number.
5	Repeats	<p>Select “Never”, “Daily”, and “Weekly” for the temporary key access schedule.</p> <ol style="list-style-type: none"> 1. “Never” means a non-repetitive and one-time access schedule with a specific PIN code validity expiration time; 2. “Daily” means the PIN code access is valid during a certain period of the day and is repetitive daily (eg. 08:00-20:00 every day). 3. “Weekly” means the PIN code access is valid during a certain period of the day and is repetitive every week. (eg. 08:00-20:00 during the selected day(s) of a week).
6	Expiration Time	Set the expiration time for the one-time “Never” schedule only. The PIN code validity will expire on the expiration time.
7	Validity Times Per Device	<p>You can put a number in the field based on the format: “each door count” * “the number of door phones selected” = “total number of PIN code validity”. For example, If you type in “1” and select 3 door phones, then the PIN code will be valid three times in total (1 x 3 door phones=3 times). You can use the PIN code on any one of the door phones selected. When the PIN code is used on any one of the door phones, it will no longer be valid on the rest of the door phones.</p> <p>Note:</p> <p>This is applicable when you select “Never” in the Repeat field.</p>
8	Start Time End Time	Set the Start Time and End Time for the PIN code validity period during a day on a daily or weekly.

9	Delivery Method	The PIN code will be sent to the visitor's email address you entered.
---	-----------------	---

Edit/Delete Temporary PIN Code

1. Enter the visitor's name to search and find the specific temporary PIN code.
2. Click  to change the temp key's valid time when it does not expire.
3. Click on  to view the details of the temporary PIN code.
4. Click on  to delete the specific temporary PIN code or you can tick the checkbox of the temporary PIN code you want to delete, and you can delete all the temporary PIN by ticking the checkbox of

☐ **Name** .

Dashboard

Apartment

Resident

Visitor & Staff

Access Group

Community 1 >> Visitor & Staff

Temp Keys

Delivery Auth

Staff Auth

ID Access


Name

Q Search

New

	Name	Key	QR Code	Validity Times Per Device	Repeats	Created By	Start Time	End Time	Actions
<input type="checkbox"/>	Temp	98728078		23	Never	luna.zheng@akuvox.com	2024-12-25 14:03:06	2024-12-26 00:00:00	  


Note:

After you click  to check the temporary key details, you can click **View Door Logs** to check the temporary key door logs shown as follows.

Building	B1
APT	#3
Name	Judy
ID Number	123
Created By	Ela Zheng

Key	91487640	View Door Logs
Repeats	Never	
Validity Times Per Device	1	
Start Time	2023-11-17 13:54:00	
End Time	2023-11-18 13:54:00	

QR Code



Access Device

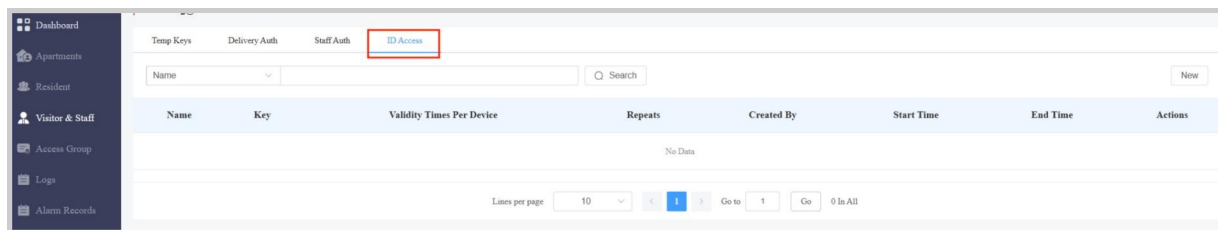
Device Name	Building	MAC	Relay
Gate	B1	0C11051DED84	Relay1

Set up ID Access

The ID Access feature is designed for users with South American ID cards. You can enroll the RUN and Serial numbers on their ID cards into the Akuvox SmartPlus Cloud system. Then, users can open doors conveniently by using the QR code on their ID cards.

Note

- This feature is limited to certain projects, if you want to use this feature, please contact your installer or distributor.
- Click [here](#) to view the detailed configuration.



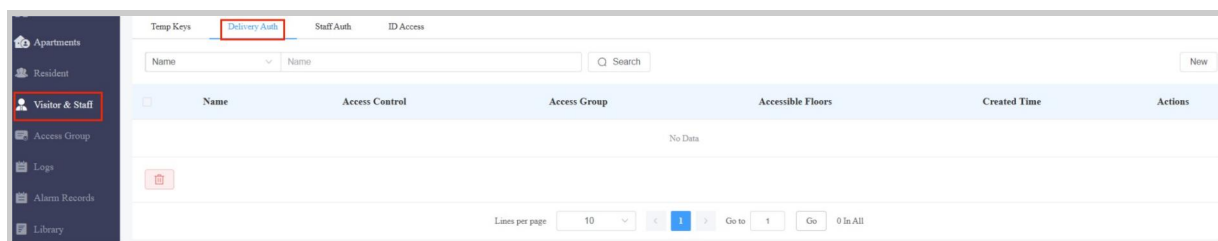
Manage Access Credentials for Delivery Personnel

You can create both delivery PIN code and RF card for the delivery staff, who can use the PIN to access the designated place, for example, a parcel room to deliver the package to the residents.

Create Delivery PIN Codes/RF Cards

You can create a delivery PIN code and RF card along with an access control schedule (Access Group).

1. Click **Visitor & Staff > Delivery Auth > New**.





2. Enter the delivery person's name.

3. Enter the PIN code or RF card number. Please note that the PIN code should be 2-8 digits without starting with "9".

4. [Optional] Select the accessible floors. Click **Add** to add accessible floors of other buildings. You can select 10 floor numbers at maximum.

5. Select the default or self-created [access group](#).

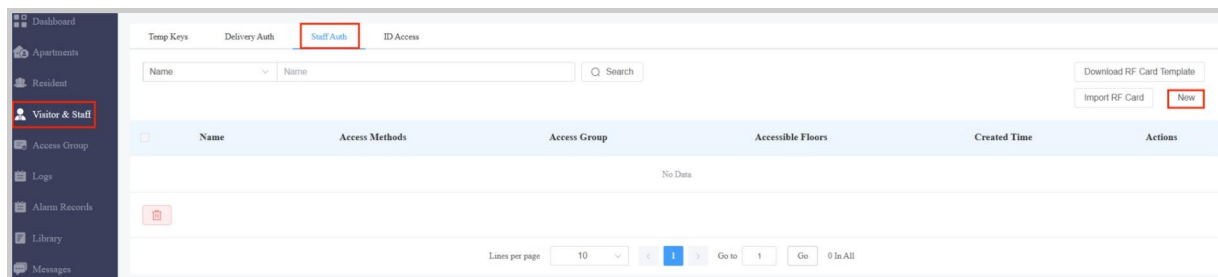
Modify and Delete Delivery PIN Codes

1. Click **Visitor & Staff > Delivery Auth.**
2. Search the PIN code by name or PIN code in the fuzzy search field and click **Search**.
3. Click  to modify the PIN code.
4. Click  to delete the PIN code.


Manage Access Credentials for Property Management Staff

You can create, modify, and delete RF cards, PIN codes, and face data for the property management staff. You can either create RF card(s) separately or in batch using a template.

1. Click **Visitor & Staff > Staff Auth > New.**



2. Set up the access methods and select the accessible floors.

- **PIN:** The PIN code should be within 2-8 digits without starting with "9".
- **RF Card:** Enter the RF card code.
- **ID Access:** The ID Access feature is designed for users with South American ID cards. You can enroll the RUN and Serial numbers on their ID cards into the Akuvox SmartPlus Cloud system. Then, users can open doors conveniently by using the QR code on their ID cards.
- **Face ID:** Upload the face picture. Once the staff's Face ID is added, a  will display in the Access Methods column.

Note

- This feature is limited to certain projects, if you want to use this feature, please contact your installer or distributor.
- Click [here](#) to view the detailed steps of setting up ID access.

3. Scroll down to select the default **access group** or self-created one.

Access Group Now

Selected:

<input type="checkbox"/>	Name	Device	Repeats	Time
<input type="checkbox"/>	AK1	Door	Weekly	00:00:00 - 23:59:59
<input type="checkbox"/>	Resident-Building AK 1	--	Daily	00:00:00 - 23:59:59

Add RF Cards Using Template for Property Manager

1. Click **Visitor & Staff > Staff Auth.**
2. Click on Download RF Card Template.
3. Populate the RF card template.
4. Click on Import RF Card to upload the template file.



Template Sample

F31					fx		
	A	B	C	D			
1	Staff Name	RF Card	Access Group ID				
2	Cathy	13579	4371;4370				
3	Shirley	24589	4371;4370				
4							




Template Description:

No.	Field Name	Description
1	Staff Name	Enter the staff name.
2	RF Card	Enter the RF card.
3	Access Group ID	Enter the Access Group ID(s) you have already created in the SmartPlus. Multiple Access Group IDs should be separated by “,”.

Modify/Delete Property Manager RF Cards/PIN Codes

1. Click **Visitor & Staff > Staff Auth.**
2. Search the staff info by name, PIN code, or RF card number code in the fuzzy search field and click **Search** if needed.
3. Click  to modify and  to delete the target user. Please note that in the staff info editing interface, the Face ID will be displayed using a default image instead of the enrolled one though the staff has a Face ID enrolled already.

Dashboard	Temp Keys	Delivery Auth	Staff Auth	ID Access
Apartment	Name		Name	Q Search
Resident				Download RF Card Template
Visitor & Staff				Import RF Card
Access Group				New
Logs				
Alarm Records				
Library				
Messages				
Devices				

	Name	Access Methods	Access Group	Accessible Floors	Created Time	Actions
<input type="checkbox"/>	Lia	PIN: 234223 RF Card: Face--	AK1	All Floors	2024-07-31 15:50:29	 
						

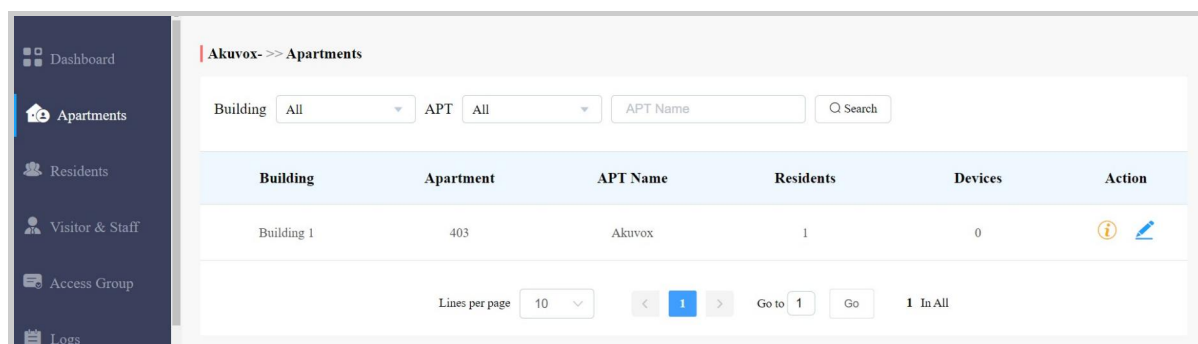
Lines per page: 10 < 1 > Go to 1 Go 1 In All

Apartment Management

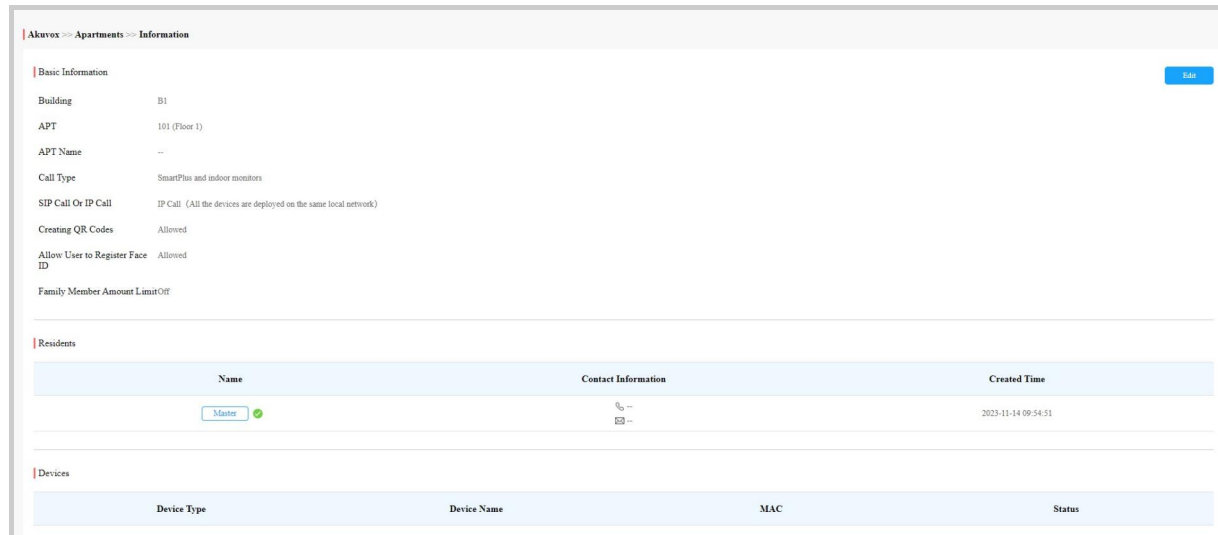
The Apartment module allows you to search and check the apartment-based information related to residents, devices, call type, and call settings. You can also modify call type, and call setting, as well as authorize the resident to create QR codes for the door access.

Search/Check Apartment

1. Search the apartment(s) by narrowing down the search range from building to the apartment, or you can enter the apartment name or the keyword for the search.



2. Click on  to check the details of the apartment.



Edit and Reset Apartment

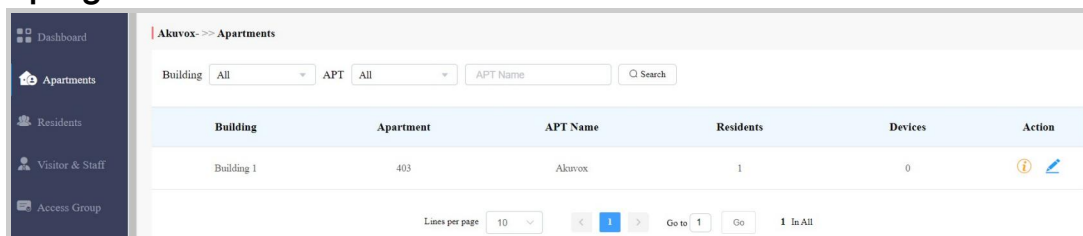
You can edit or reset the apartment configurations for the resident, including call type, call setting, apartment name, and more.



- **Edit apartments**

1. To go to the editing screen, do any of the following:

- Click on  of the desired apartment.

- Click on  of the desired apartment, and then  on the top right.



Building	Apartment	APT Name	Residents	Devices	Action
Building 1	403	Akuvox	1	0	 

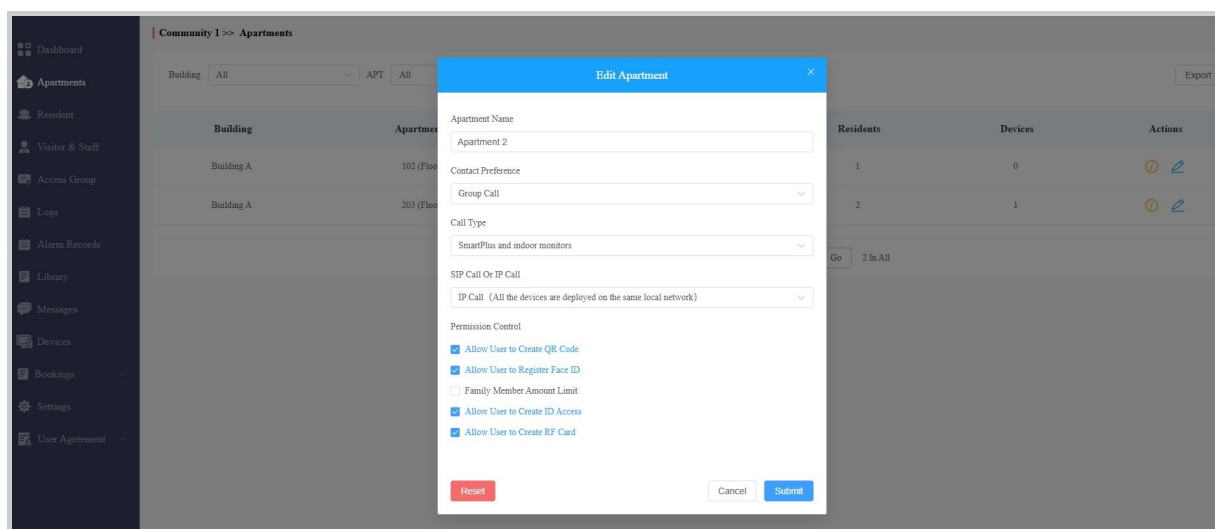
2. Edit apartment name, call type, and call setting.

3. Edit permission control:

- Allow User to Create QR Code:** When enabled, residents can create a QR code on their SmartPlus Apps for door access.
- Allow User to Register Face ID:** When enabled, residents can enroll their face ID on their SmartPlus Apps for door access.
- Family Member Amount Limit:** When enabled, you can set the number of family member accounts(0-63) that users can create.
- Allow User to Create ID Access:** When enabled, users can set up ID access on their SmartPlus Apps for door access.
- Allow User to Create RF Card:** When enabled, users can add RF cards on their SmartPlus Apps for door access. Only projects with premium feature plan support this option.

Note:

If you disable the Register Face ID, then the user face IDs registered from the App will become invalid for access. These Face IDs will be back to be valid after the Premium Feature expires.



Community 1 >> Apartments

Building





All

APT

All

APT Name

Search

Building	Apartment	APT Name	Residents	Devices	Actions
Building A	102 (Floor 10)		1	0	 
Building A	203 (Floor 2)		2	1	 

Lines per page

10

<

1

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Go to

1

Go

1 In All

Apartment Name

Apartment 2

Contact Preference

Group Call

Call Type

SmartPlus and indoor monitors

SIP Call Or IP Call

IP Call (All the devices are deployed on the same local network)

Permission Control

☒ Allow User to Create QR Code

☒ Allow User to Register Face ID

☐ Family Member Amount Limit

☒ Allow User to Create ID Access

☒ Allow User to Create RF Card

Reset

Cancel

Submit




Parameter Set-up:

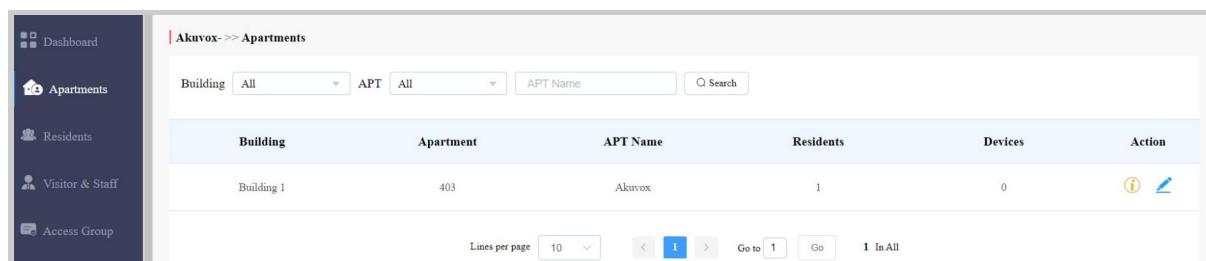
No.	Column Name	Description
1	Apartment Name	Fill in the apartment name.
2	Call Type	Six call types. For example, if you select “SmartPlus and Indoor monitors” you will be able to answer the call using SmartPlus and Indoor monitor.
3	SIP Call Or IP Call	<p>Select “All my devices were installed in the 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 a different place (villa or house)” for SIP call.</p>

Reset apartments

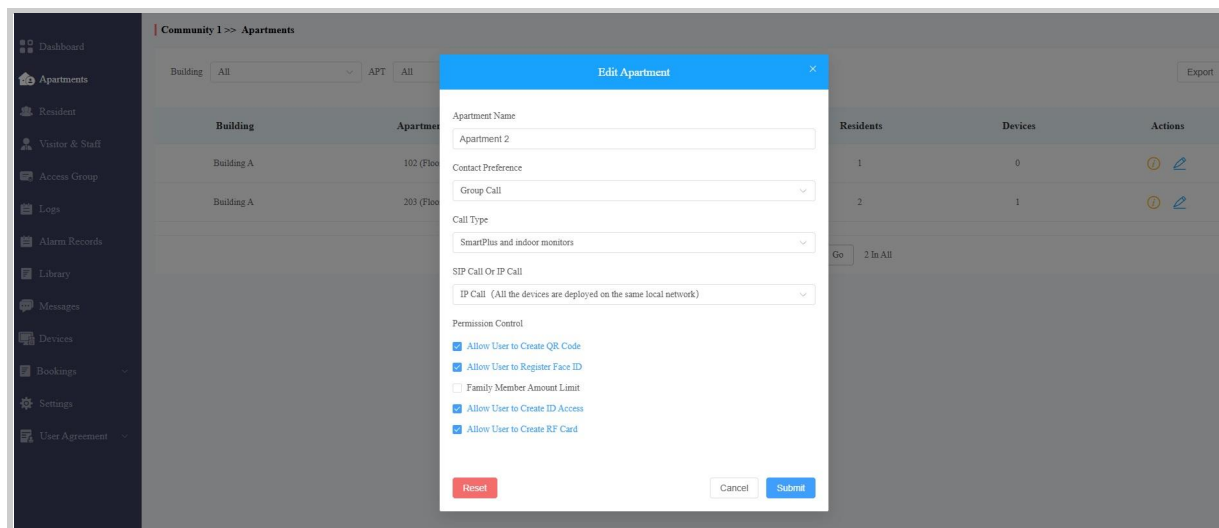
To reset the apartment, do the following:

1. Go to the editing screen by any of the methods.

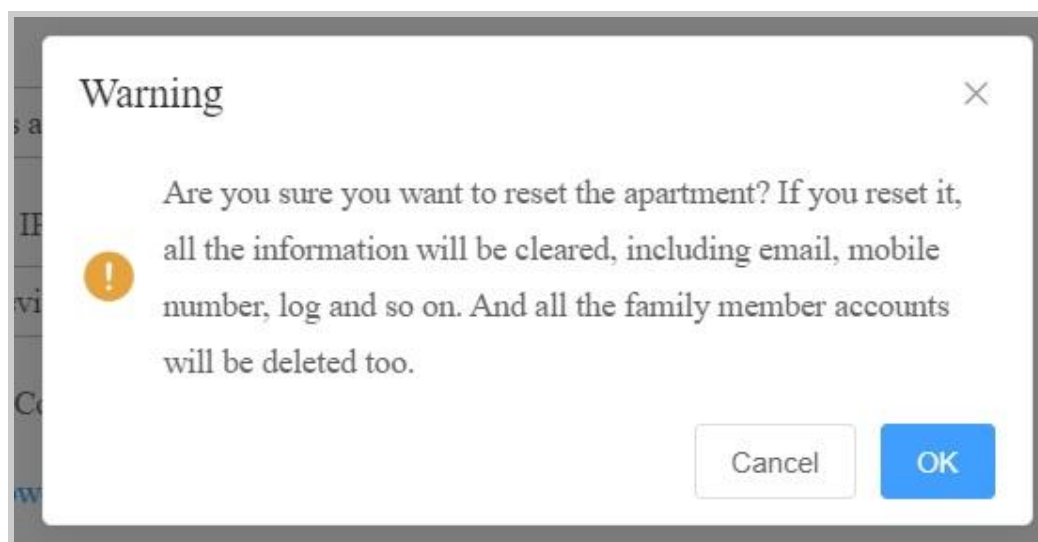
- Click on  of the desired apartment; Or
- Click on  of the desired apartment, and then  on the top right.



2. On the pop-up screen, Click  at the bottom left.



3. Click OK when you are asked.



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 including

- Family master account status, such as inactivated, expired, and so on.

- The number of free sub-accounts.
- Audit logs.
- Settings include Call Or IP Cal, time zone, language, home Automation, premium plan, and the With Indoor Monitor feature.

■Other changes including

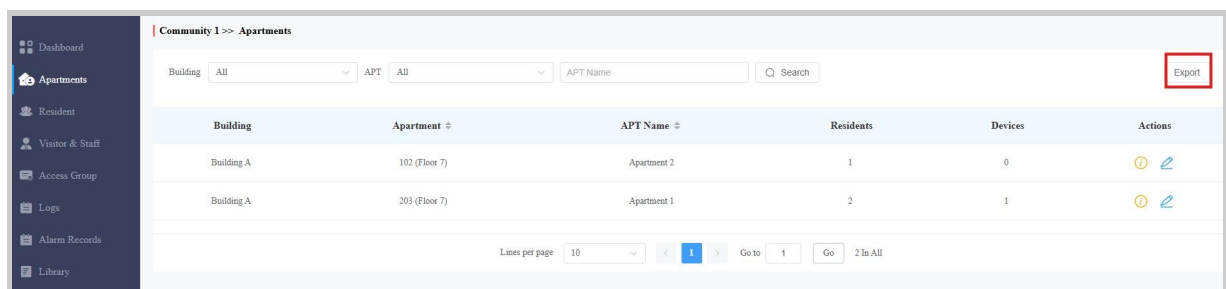
- The user's app changes to be unregistered and needs to be re-initialized.
- The user's login credentials are reset, and the user is not going to receive the reset email.

Note:

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

Export Apartment Settings

You can export apartment settings in an XLSX file by clicking **Export** on the Apartments module.



The screenshot shows the 'Community 1 >> Apartments' page. It features a sidebar with navigation options: Dashboard, Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records, and Library. The main area contains a table with columns: Building, Apartment, APT Name, Residents, Devices, and Actions. There are two data rows. An 'Export' button is located in the top right corner of the table area.

Building	Apartment	APT Name	Residents	Devices	Actions
Building A	102 (Floor 7)	Apartment 2	1	0	🔗 🔗
Building A	203 (Floor 7)	Apartment 1	2	1	🔗 🔗

Export File Example:

A	B	C	D	E	F
Building	Apartment	APT Name	Residents	Devices	Enabled Access Methods
Building A	102 (Floor 7)	Apartment 2	1	0	App
Building A	203 (Floor 7)	Apartment 1	2	1	App,RF Card,Face

Smart Parking

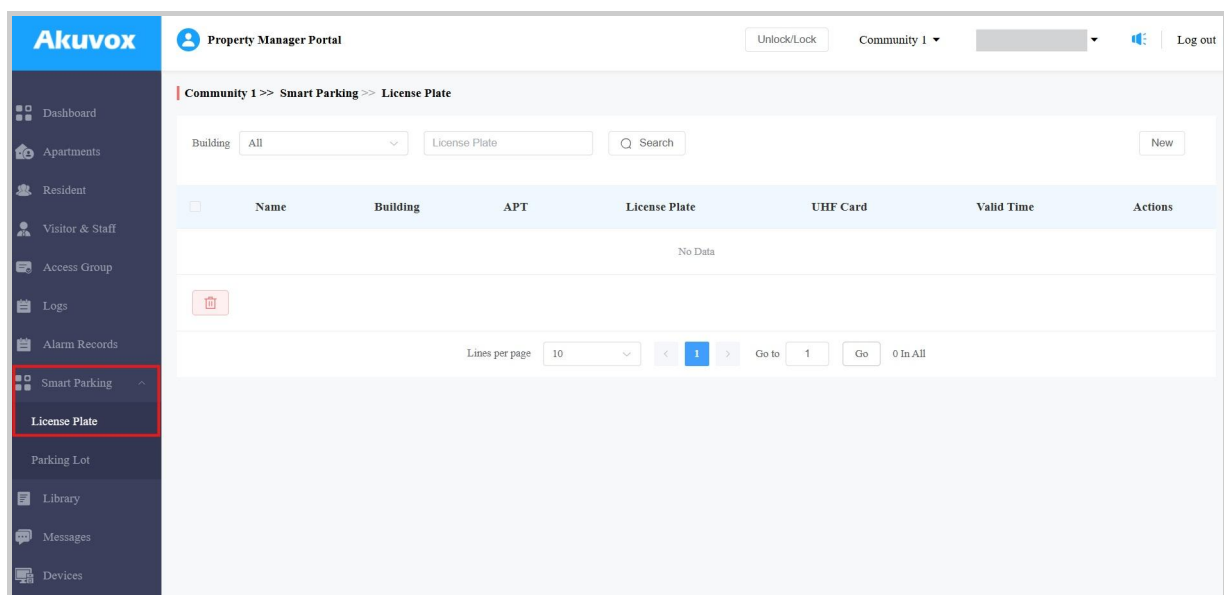
The smart parking module allows you to register license plates or UHF cards for users on the SmartPlus Cloud. Users can drive in/out with doors open automatically.

Furthermore, you can manage parking lots by viewing the number of parked vehicles and their parking duration on the cloud, conveniently tracking what happens.

License Plate Management

- The license plates are identified by third-party LPR cameras for door opening. Click [here](#) to view the detailed configuration.
- The UHF cards are identified by the Akuvox long-range access card reader ACR-CRP12 for door opening. Click [here](#) to view the detailed configuration.

1. Click **New** on the right.



2. Select the building, apartment, and resident.

3. Enter the license plate information.

4. Enter the UHF card code if it is used. If you have filled in both the license plate and the UHF card, the cloud will ONLY issue the latter to the door phone.

5. Enable/disable Long-term Vehicle. It is enabled by default. If disabled, specify when the vehicle can enter or exit the parking lot.

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Smart Parking

License Plate

Parking Lot

Library

Messages

Community 1 >> Smart Parking >> License Plate >> New

* Building

Building A

* APT

Apartment 1 203 (Floor 7)

* Resident

Judy Z

* License Plate

UHF Card ?

Long-term Vehicle

☒

Submit

Note

You can also add license plate information when [adding or editing residents](#).

Parking Lot Management

You can set up parking lots and conveniently track the number of parked vehicles and their parking durations.

Click [here](#) to view the configuration steps.

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Smart Parking

Parking Lot

Library

Messages

Devices

Community 1 >> Smart Parking >> Parking Lot

Name

Q Search

New

<input type="checkbox"/>	Name	Parked Vehicles	Door	Actions
No Data				
<input type="checkbox"/>				

Lines per page

10

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Go to

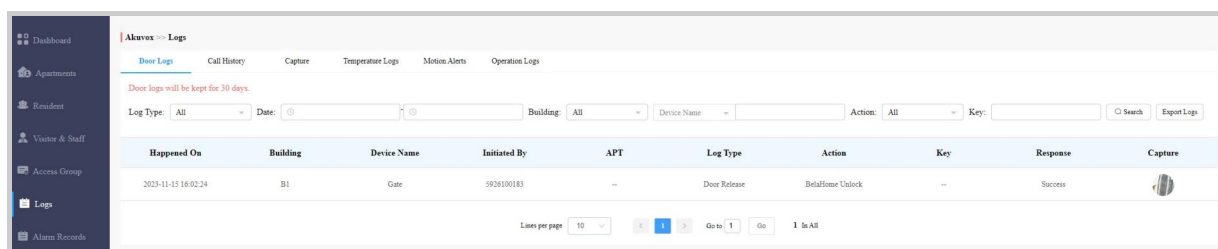
1

Go

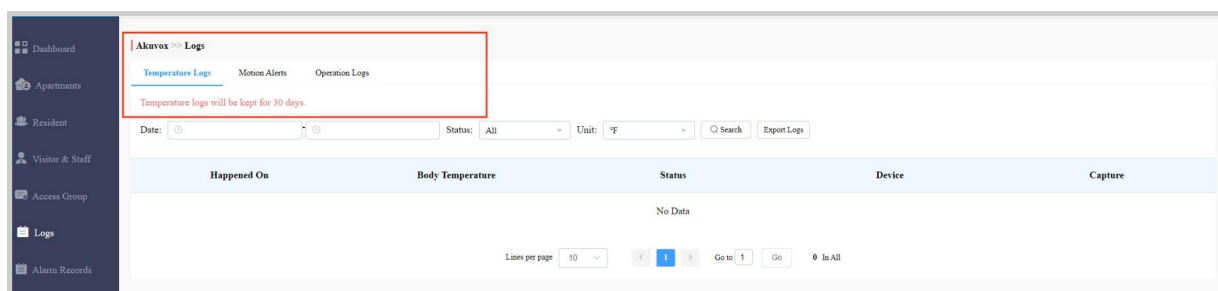
0 In All

Logs

Log module contains six sub-modules used for checking the door logs, call history, temperature logs, image captured, temperature logs, motion alerts, and operation logs that can be stored for 30 days. With **Log Access Control** enabled by your installer, you can check door logs, call history, and captured images.



When **Log Access Control** is not enabled by your installer, you cannot check door logs, call history, and captured images. The three modules will be hidden.



Check/Export Door Logs

Door logs have 4 types: **All**, **Call**, **Door Release**, and **Door Close**. The **Call** type log shows the SIP/IP-based calls initiated on the door phone, indicating when, where, and to whom the calls are made, while the **Door Release/Close** logs tell you when, where and by whom the door unlocks are made (be it failure or success). You can narrow down your log check by the specific time range with parameters: **Device Name**, **Initiated by**, **Apartment**, and **Action** for the targeted search.

1. Click on **Door Logs**.
2. Select **Call** type in the Log Type field.
3. Set up the time range for the door logs to be checked.
4. Select the building and further narrow down the search by **Device Name**, **Initiated by**, **Apartment**, and **Action** for the targeted search if needed.
5. Click on **Export Logs** to export logs.

Akuvox >> Logs

Door Logs | Call History | Capture | Temperature Logs | Motion Alerts | Operation Logs

Door logs will be kept for 30 days.

Log Type: All | Date: | Building: All | Device Name: | Action: All | Key: | Search | Export Logs

Happened On	Building	Device Name	Initiated By	APT	Log Type	Action	Key	Response	Capture
2023-11-15 16:02:24	B1	Gate	5926100183	--	Door Release	BeidHome Unlock	--	Success	

Lines per page: 10 | Go to: 1 | 1 In All

Parameter Set-up:

No.	Column Name	Description
1	Happened On	Show when the call is made on the door phone.
2	Building	Show in which building the call was made.
3	Device Name	Display the device name to distinguish it from others.
4	Initiated By	Show who has made the call on the door phone.
5	APT	Show to which apartment the call is made.
6	Log Type	Indicates your current log type.
7	Action	This indicator is for the door release type log.
8	Key	This indicator is for “Door release type” log.
9	Response	This indicator will be shown as “Success” regardless of what number is dialed on the door phone.
10	Capture	Show you the captured image of the call initiators. You can click on the image for an enlarged picture.

Check/Export Call History

This sub-module allows you to check call history in terms of when and by whom the SIP-based intercom calls are made and received. Call history records all the calls made and received on the intercom devices as well as on the SmartPlus apps for end users and property managers in the community. You can set the time range or enter the caller or receiver to check the targeted call information.

1. Click on **Call History**.
2. Set the time range of the call history if needed.
3. Enter the caller name or receiver name if needed.
4. Click on **Search**.
5. Click on **Export Logs** to export logs.

Happened On	Caller	Receiver	Call Duration
2021-08-06 10:40:52	virtual_stair	zhilhai shi	00:00:04
2021-08-06 10:40:38	virtual_stair	zhilhai shi	No Answer
2021-08-06 10:08:52	virtual_stair	zhilhai shi	No Answer
2021-08-06 10:08:24	virtual_stair	zhilhai shi	00:00:04

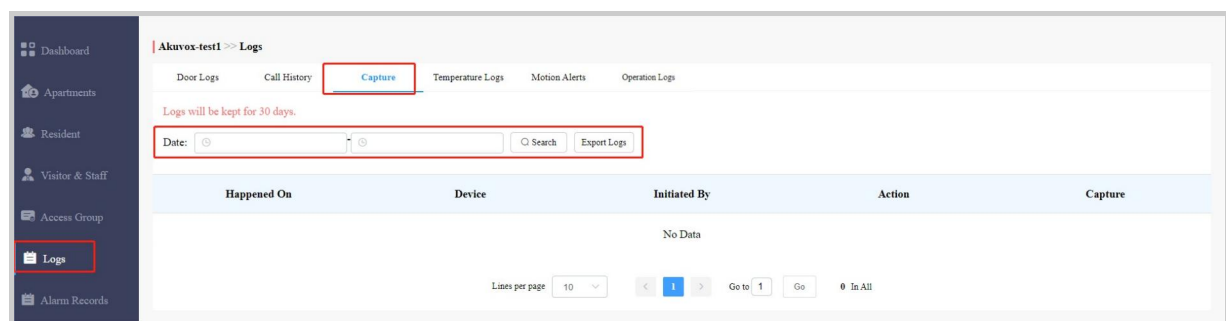
Parameter Set-up:

No.	Column Name	Description
1	Happened On	Shows when the calls are made.
2	Caller	Shows who have made the calls. Note: When a caller or a receiver is a property manager, then the property manger's name will be displayed.
3	Receiver	Shows who have answered the call.
4	Call Duration	Shows how long the call lasted.

Check/Export Captured Images

Images capturing are either initiated manually by residents or the property management staff. You can check when, where, how, and by whom the images are captured.

1. Click on **Capture**.
2. Set the time range if needed.
3. Click on **Search**.
4. Click **Capture** to see the enlarged image.
5. Click on **Export Logs** to export logs.



Parameter Set-up:

No.	Column Name	Description
1	Happened On	Shows when the images are captured.
2	Device	Show you the door phone from which the images are captured.
3	Initiated By	Shows who have initiated the image capturing.
4	Action	Shows how the image capturing is initiated, the capturing can be initiated from SmartPlus, the indoor monitor, etc.
5	Capture	You click on the image to see a larger picture.

Check Temperature Logs

You can check the temperature log of any people who have been checked on their body temperature before being granted the door access etc, for security purposes.




1. Click on **Temperature Logs**.
2. Set the temperature log time range if needed.
3. Select the temperature measurement unit.
4. Click on **Search**.
5. Click **Capture** to see the enlarged image.
6. Click **Export Logs** to export temperature logs.

Akuvox >> Logs

Door Logs Call History Capture **Temperature Logs** Motion Alerts Operation Logs

Temperature logs will be kept for 30 days.

Date: Status: Unit:

Happened On	Body Temperature	Status	Device	Capture
2020-09-21 11:49:51	98.3°F	Normal	guard phone	
2020-09-21 11:47:21	98.2°F	Normal	guard phone	
2020-09-18 16:09:43	97.1°F	Normal	guard phone	

Check Motion Alerts

Motion alerts sub-module allows you to check the captured images of people whose movements have triggered the motion detection in the door phones (door phones with motion detection function).



1. Set the time range.
2. Click on **Search**.
3. Click on the specific captured image for an enlarged one.
4. Select and delete the motion alert if needed.

Akuvox >> Logs

Door Logs Call History Capture Temperature Logs **Motion Alerts** Operation Logs

Motion alerts will be kept for 30 days.

Date:

<input type="checkbox"/>	Happened On	Building	Device	Capture	Action
<input type="checkbox"/>	2021-03-09 10:20:03	building 1	Jim-testR29		

Parameter Set-up:

No.	Column Name	Description
1	Happened On	Shows when the image is captured due to motion detection.
2	Building	Shows in which building the image is captured.
3	Device	Shows which door phone the image is captured from.
4	Capture	Displays the images captured due to motion detection.
5	Action	Clicks on the image for an enlarged one.

Check Operation Logs

Operation Logs sub-module allows you to check the operation record in the SmartPlus platform. The records mainly involve the changes made to the apartment, end user, and various access types such as PIN, RF card, Face, temporary PIN code, time zone, and password.

1. Select the Operation Logs type.
2. Select the time range and click on Search.

Akuvox >>> Logs

Door Logs

Call History

Capture

Temperature Logs

Motion Alerts

Operation Logs

Type

All

Times

Search

Happened On	Initiated By	Type	Action
2023-11-14 13:44:17	11T6884L3Dy77h35	Login Management	Log In: Web
2023-11-14 10:25:26	11T6884L3Dy77h35	User Management	Edit end user: 5926100176
2023-11-14 10:20:30	11T6884L3Dy77h35	Login Management	Log In: Web


Parameter Set-up:

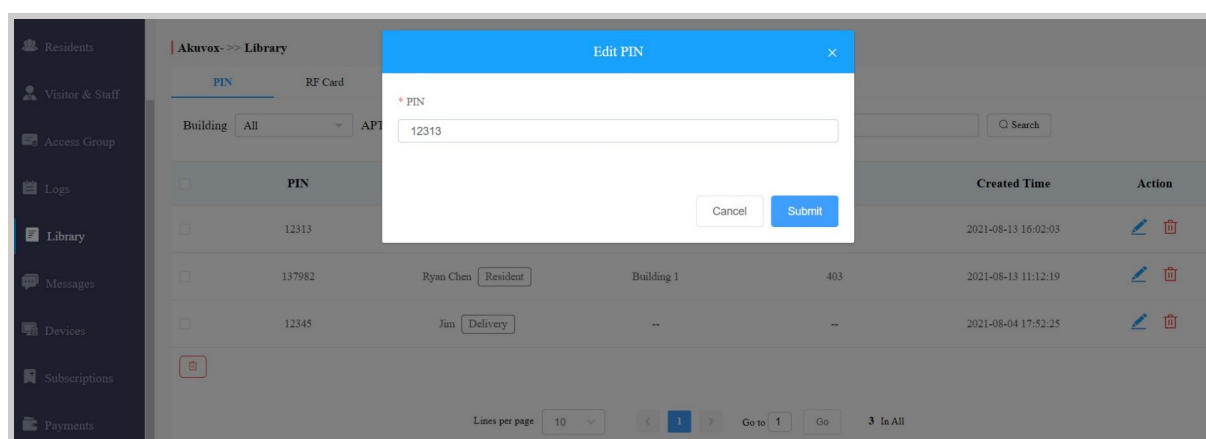
No.	Column Name	Description
1	Happened On	Shows when the operational changes are made.
2	Initiated By	Shows who have initiated the operations by indicating the property manager account.
3	Type	Shows the specific type of operation.
4	Action	Shows the specific operations made.

Library

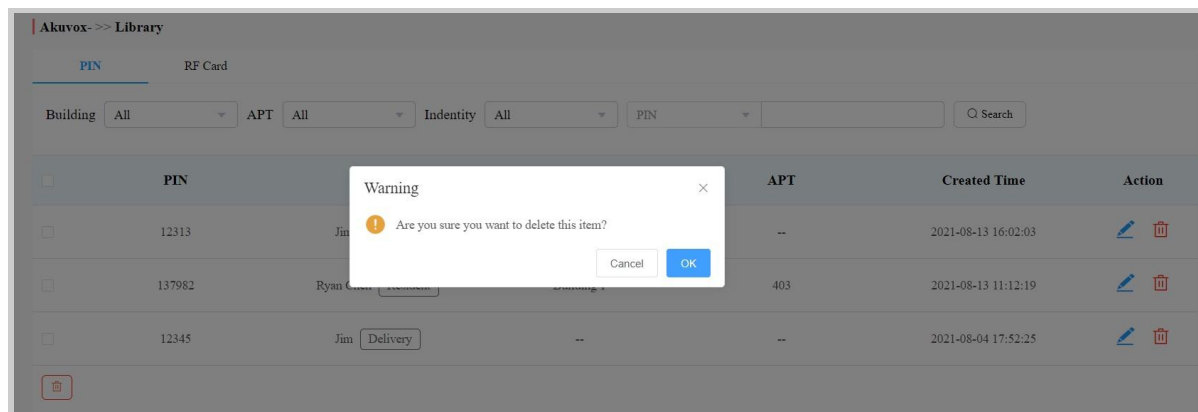
Library serves as a module where you can check, modify, and delete all types of created PIN codes and RF Cards conveniently at one stop.

Check/Modify/Delete PIN Code(s)


1. Click on PIN.
2. Search the PIN by building, apartment, identity, PIN code, and Name.
3. Click on  to edit the PIN code.

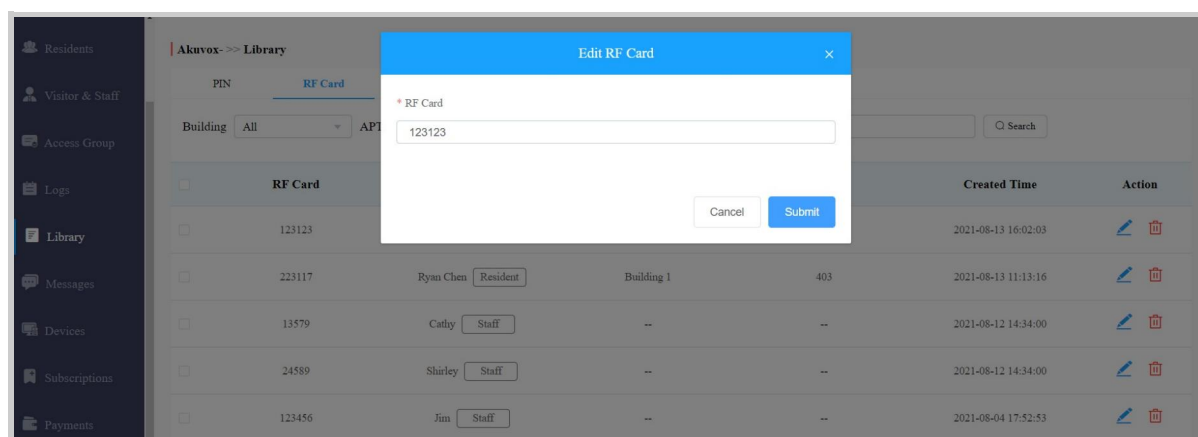


4. Click on  to delete the PIN code selected.

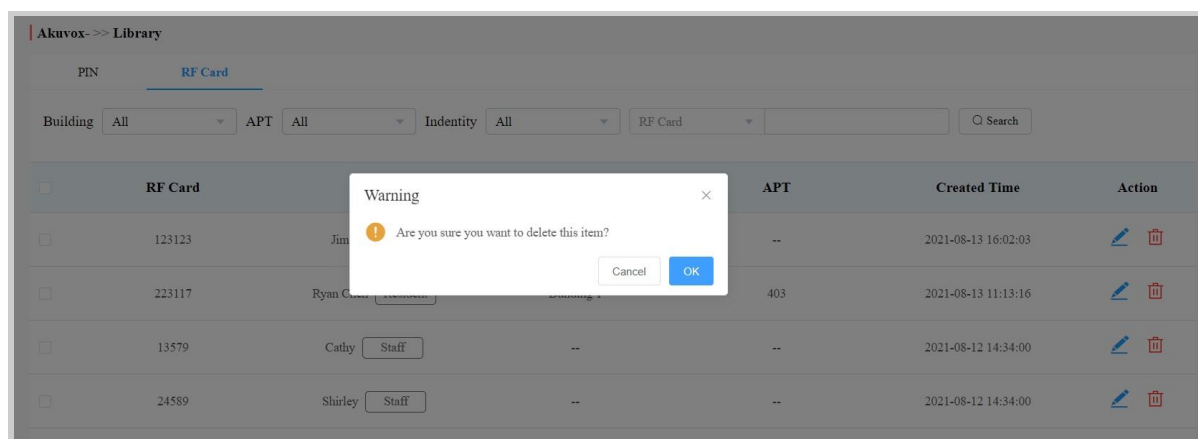


Check/Modify/Delete RF Card(s)

1. Click on RF Card.
2. Search the RF card by building, apartment, identity, PIN code, and name.
3. Click on  to edit the PIN code.

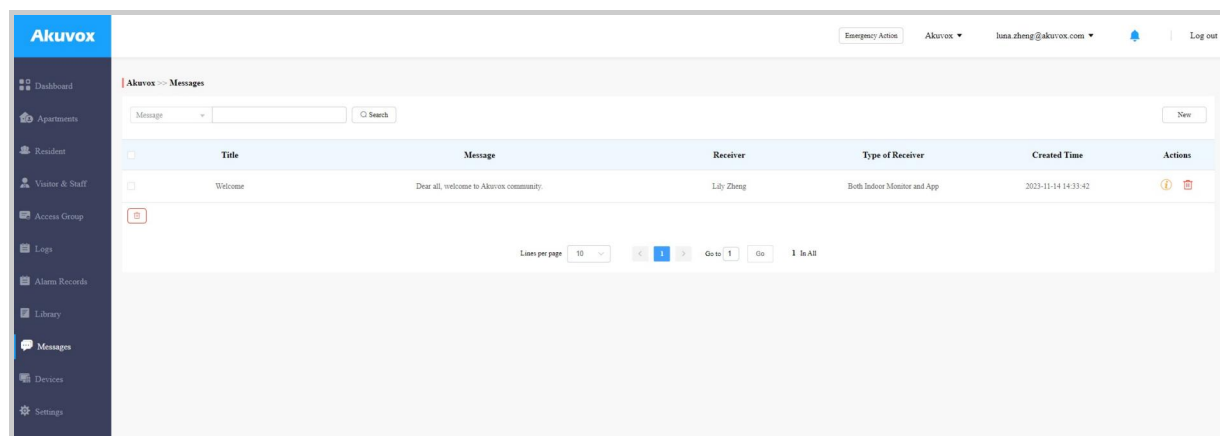


4. Click on  to delete the RF card selected.



Messages

Messages module allows you to create and send the message to the residents living in the community. Moreover, you can check the messages that have been sent if needed.



Create/Edit Messages

You can create one-time messages or message templates for your convenience.

1. Click on **New**.
2. Create the message title and content if you want to create a one-time message(s). Select the receiver type.



Note

- Only the indoor monitor C319 with firmware version 119.30.10.204 and above can receive messages exceeding 256 bytes within 1024 bytes.
- Other indoor monitors can receive messages of fewer than 256 bytes.

3. Click **+ Add A Template** if you want to create reusable message templates. You can create up to 30 templates.

4. Enter the template name, the message title, and the contents.

You can edit and delete the message template if needed.

1. Move the arrow to the created message template.
2. Click on  if you want to delete the template directly.
3. Click on  to edit the message template you created.

Send Messages

After the message is created, you can send the message to the targeted resident(s) as needed.

1. Select the **building(s)** in the community.
2. Select and tick the checkbox of the targeted resident(s) by their

UID (user identification), name, and Email, or select **All** to include all the residents, then click **Search**.



3. Click on **Send** to send the message to the targeted resident(s).

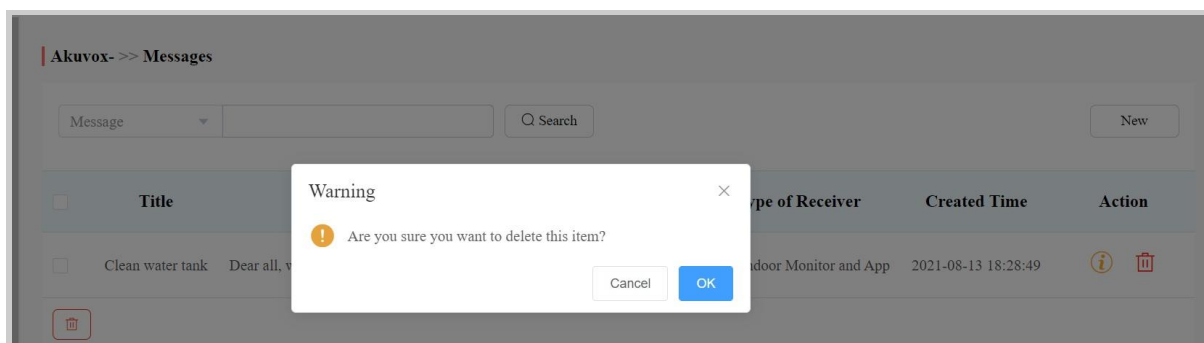
The screenshot shows a web interface for sending messages. At the top, there is a 'Building' dropdown menu set to 'All', a search bar labeled 'UID/Email/Name', and a 'Search' button. Below this is a table with the following columns: UID, Name, Email, Building, and Room. A single row is visible with the following data: UID: 5926100011, Name: Ryan Chen, Email: [redacted], Building: Building 1, Room: 403. To the left of the table, there are checkboxes for selecting rows. At the bottom left, there is a blue 'Send' button.

UID	Name	Email	Building	Room
5926100011	Ryan Chen	[redacted]	Building 1	403


Search/Check/Delete Messages

You can search, check, and delete messages if needed.

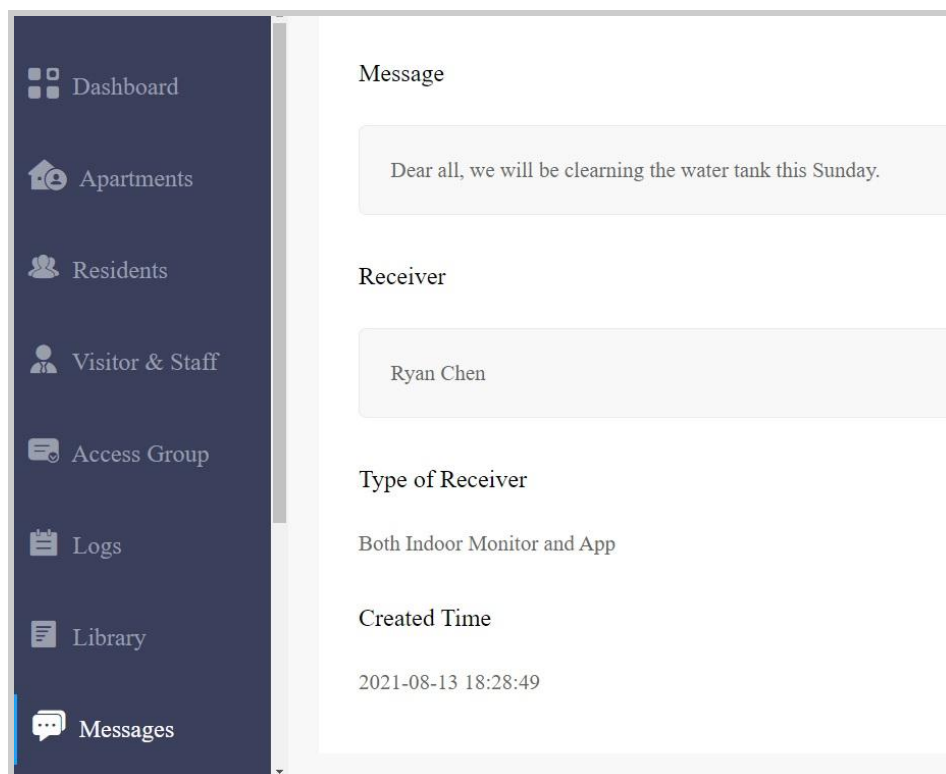
1. Enter the part of the message (or the complete message) for a fuzzy search.
2. Click on **Search** to find the message you need.
3. Click on  if you want to see the details of the message(s).
4. Click on  to delete.



Parameter Set-up:

No.	Column Name	Description
1	Title	Shows the message title.
2	Message	Shows the message contents.
3	Receiver	shows who has received the messages.
4	Type of Receiver	Shows the receiver types: Both indoor monitor and app, Indoor monitor only, App only.
5	Created Time	shows when the messages are created.
6	Actions	Click   to see the message details and to delete the messages respectively.

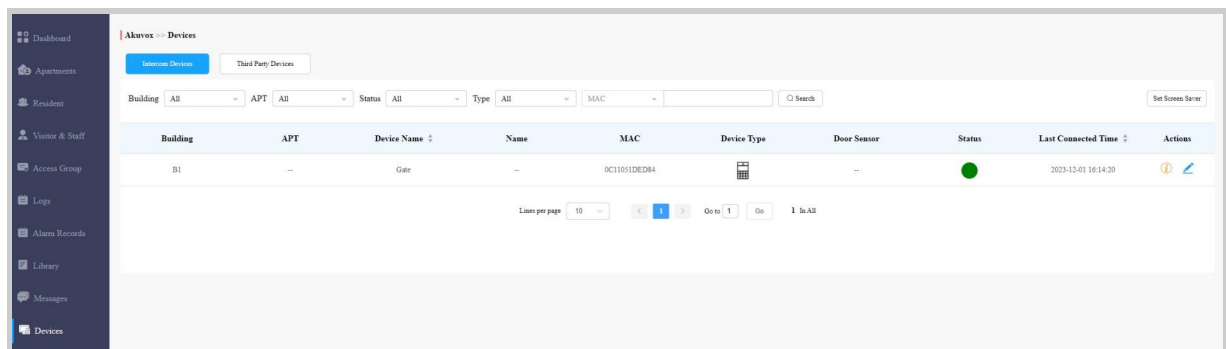
Message Details Sample



Device Management

Devices module allows you to manage all the devices added under your property management in terms of modifying device names, contact screen display, relays, and door unlock.

You can also conduct device settings via provisioning, reboot, reset, and remote control. And you can change the device name for the third-party camera.





Modify Intercom Devices

You can modify the contact screen display, device name, relay name, DTMF code, and unlock type as previously set up by your community manager.

1. Click **Devices > Intercom Devices**.
2. Click **Search** to find the targeted device(s) for the modification.

Note

- **Door Sensor** indicates whether the door is open or not.  : Close  : Open
- To learn about supported door phones and the steps for displaying door status, please refer to [Display and Check Door Status](#).

3. Click on  .

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Library

Messages

Devices

Settings

Akuvox > Devices

Intercom Devices

Third Party Devices

Building

All

APT

All

Status

All

Type

All

MAC

Search

Set Screen Saver

Building	APT	Device Name	Name	MAC	Device Type	Door Sensor	Status	Last Connected Time	Actions
B1	--	Gate 1	--			relay3		2023-11-14 16:19:12	
B1	--	Gate	--			--		2023-11-14 15:15:10	

Lines per page

10

<

1

>

Go to

1

Go

2

In All

4. Modify the settings.

Edit Device

×

APT

--

* Device Name

Door

Are end users allowed to monitor?

Yes

No

Contact Display Settings

Only APT numbers

Indoor monitor and apps

APT numbers, indoor monitors and apps

Directory

Relay1

Off On

* Relay Name

Relay1

DTMF Code

#

Access Method

SmartPlus Homepage

SmartPlus Talking page

PIN

Face

RF Card

Bluetooth

NFC

Relay Schedule

Off On

Add Relay

Add Security Relay

Cancel

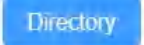
Submit

Regardless of the device type, you can check where the device is installed and modify the device name.

No.	Field Name	Description
1	Building	Indicates in which building the device is located.
2	APT	Indicates in which apartment the device is located.
3	Device Name	Distinguish the device from others.

If it is a door phone or an access control, you can configure the following options.

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	Contact Display Settings	<p>If the device is a multi-tenant door phone or a single-tenant door phone, the option  will be available for selecting specific residents and indoor monitors that can be displayed as contacts on the door phone's Contacts screen.</p> <p>Note: The following models with specific firmware versions or higher support the Directory selection feature:</p> <ul style="list-style-type: none"> • 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
3	Relay Name	Name the relay to distinguish it from others.
4	DTMF code	Enter the DTMF code for the door access.
5	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>Note: If the SmartPlus Homepage or SmartPlus Talkingpage is not checked, the corresponding icons will not appear on the app home page.</p>
6	Relay Schedule	<p>Apply the access group to the desired relay.</p> <p>Click here to view the models supporting this feature and configuration steps.</p>


If it is an indoor monitor, you can configure the following options.

1	Relay	Turn on or off the device's built-in relay and name the relay.
2	External Relay	When the device is connected to an external relay, enable this option. You can click here to view the supported models and the detailed configuration.
3	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.
4	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.
5	IP Address	When Ethernet is selected as the external relay mode, enter the IP address.
6	Port	When Ethernet is selected as the external relay mode, enter the port.
7	Relay Name	Name the external relay to distinguish it from others.
8	Relay Function	Define the relay function according to the device connected to the relay.

Modify Third-Party Device

You can check and edit the third-party device's information after installers add the devices to your projects.

Third-party Cameras

1. Click **Devices > Third Party Devices > Camera**.
2. Click **Search** to find the targeted device(s) for the modification.
3. Click on  . You can:
 - change the device name;
 - set whether users can view the monitoring stream through their indoor monitors and SmartPlus Apps.
 - If **Yes** is selected, specify through which devices users can

monitor.

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Library

Messages

Devices

Intercom Devices

Third Party Devices

Cameras

Dormakaba Lock

Building

All

APT

All

Device Name

Search

Building	APT	Device Name	Name	Link Device	Create Time	Actions
B1	--	Camera	--	--	2023-11-30 17:24:23	✎

Lines per page

10

<

1

>

Go to

1

Go

1 In All

Edit Device

Building

Building A

APT

--

* Device Name

Cam1

Allow users to monitor this device

Yes

No

Monitoring Terminal

SmartPlus + Indoor Monitor/Guard Phone

Only SmartPlus

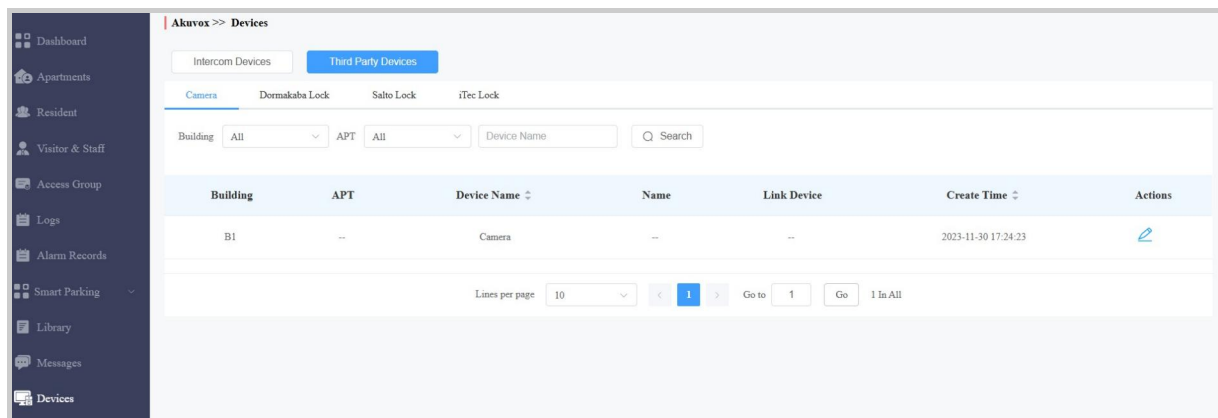
Only Indoor Monitor/Guard Phone

Cancel

Submit

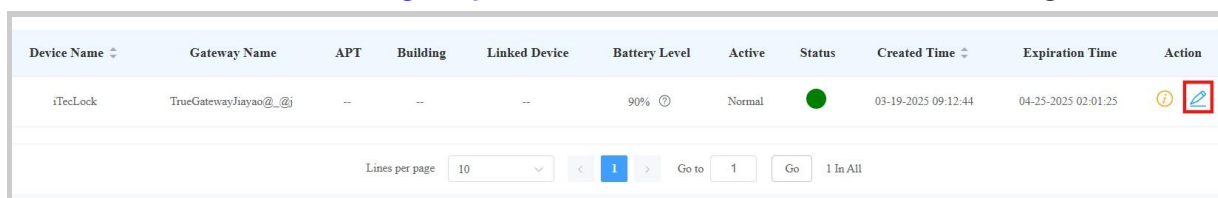
Third-party Locks

1. Click **Devices > Third Party Devices**. Select the lock brand.
2. Click [✎](#) to modify the device's name.
3. Click [👁](#) to view the device's information.



For iTec locks, you can set the lock to be open during scheduled times by clicking .

Then, select **an access group** and move it from the left to the right box.

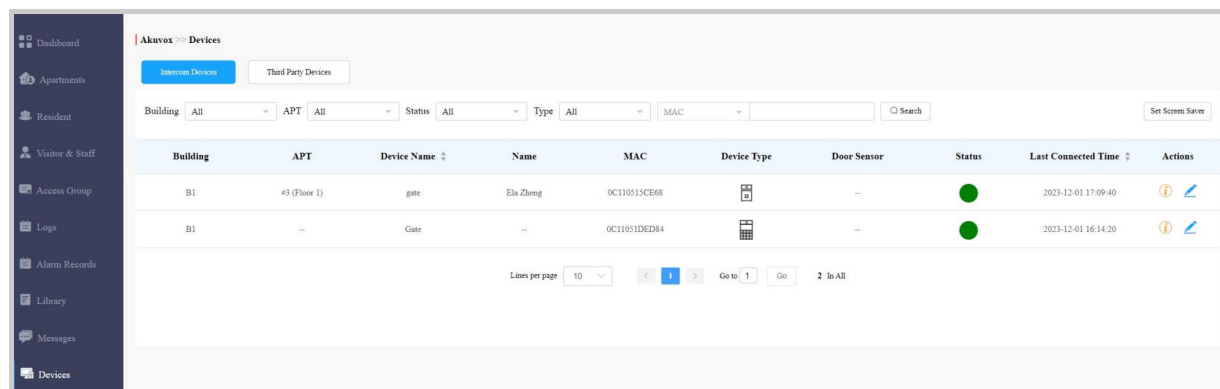


The 'Modify Device' dialog box is shown. It has a blue header with the title 'Modify Device' and a close button. The form includes fields for 'Building' (empty), 'APT' (empty), and '* Device Name' (containing 'Lock'). Below these is a toggle switch for 'Hold Open During Scheduled Time', which is currently turned on and highlighted with a red box. Underneath the toggle are two selection areas. The 'To be selected' area (0/10) has a search bar 'Access Group Name' and a list of items: 'GG1', 'Resident-Buildin...', 'Resident-Buildin...', 'Resident-Buildin...', 'Resident-Buildin...', and 'Resident-Buildin...'. The 'Selected' area (0/0) also has a search bar 'Access Group Name' and shows 'No Data'. Between these two areas are '< Remove' and 'Add >' buttons. At the bottom right are 'Cancel' and 'Submit' buttons.

Add Screensaver to Device

You can upload screensavers and synchronize them to the intercom devices. For example, you can select and synchronize welcome screensaver pictures to door phones for a special day, festival, holiday, or for some other commercial purposes.

1. Click Devices > Set Screen Saver.



2. Click New.



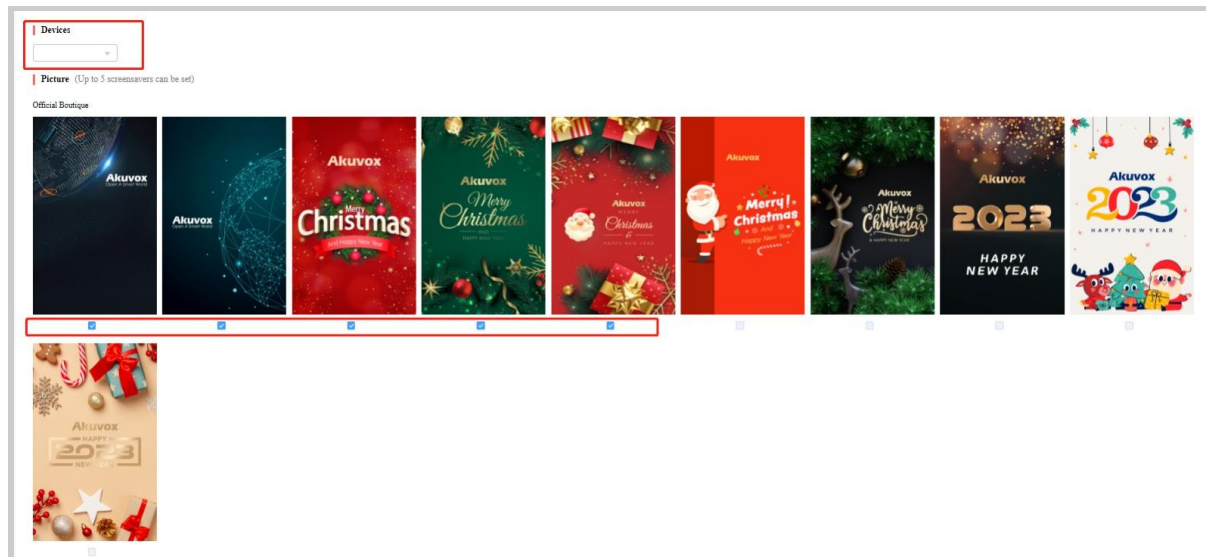
3. Select the door phones you want to set up the screen saver for.

Note:

The following models with specific firmware versions or higher support this feature:

- R29: 29.30.3.104
- X915 V1.0: 915.30.1.408
- X915 V2.0: 2915.30.10.8
- X912: 912.30.10.225

4. Select from the default screensavers, or upload custom screensavers you like. (2 pictures minimum and 5 pictures maximum).



5. Select the screen saver display mode.

- If you select the Image (the fault mode), the door phone will display the screen-saver pictures you've added.
- If you select **None**, the screen saver will be disabled.
- If you select **Black**, the screen saver will be black.

Customized

Max picture size: 2MB, Recommend resolution: 800*1280.

Screen Saver Mode

Blank

It will takes 1 to 2 minutes for the settings to take effect.

Submit

Device Setting

The device module allows you to configure the device data transmission types, reboot and reset the device, remote control the device's web interface, and conduct provisioning for the devices.

1. Click on  of the specific device.

The screenshot shows the 'Akuvox >> Devices' page. It has a sidebar with navigation options: Dashboard, Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records, Library, Messages, and Devices. The main area displays a table of devices with columns: Building, APT, Device Name, Name, MAC, Device Type, Door Sensor, Status, Last Connected Time, and Actions. Two devices are listed: one for Building B1, APT #3 (Floor I), Device Name gate, Name Ela Zheng, MAC 0C11051CE68, and another for Building B1, APT --, Device Name Gate, Name --, MAC 0C11051DED64. Both have a green status indicator. At the bottom, there are pagination controls showing 'Lines per page' set to 10, and 'Go to 1' and 'Go 2 In All'.

Building	APT	Device Name	Name	MAC	Device Type	Door Sensor	Status	Last Connected Time	Actions
B1	#3 (Floor I)	gate	Ela Zheng	0C11051CE68		--	●	2023-12-01 17:09:40	
B1	--	Gate	--	0C11051DED64		--	●	2023-12-01 16:14:20	

2. Click on **Settings**.

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.

The screenshot shows the 'Community 1 >> Devices >> Info' page. It has a sidebar with navigation options: Dashboard, Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records, Library, Messages, and Devices. The main area displays 'Basic Information' for a device. The fields are: Building (Building A), Apartment (--), Device Name (Video Record Test), MAC (A61018240912), and SIP (5926100323). There are two buttons at the top right: 'Remote Control' and 'Settings'.

Basic Information	
Building	Building A
Apartment	--
Device Name	Video Record Test
MAC	A61018240912
SIP	5926100323

3. Configure the device data transmission type in the **Connect Type** field.

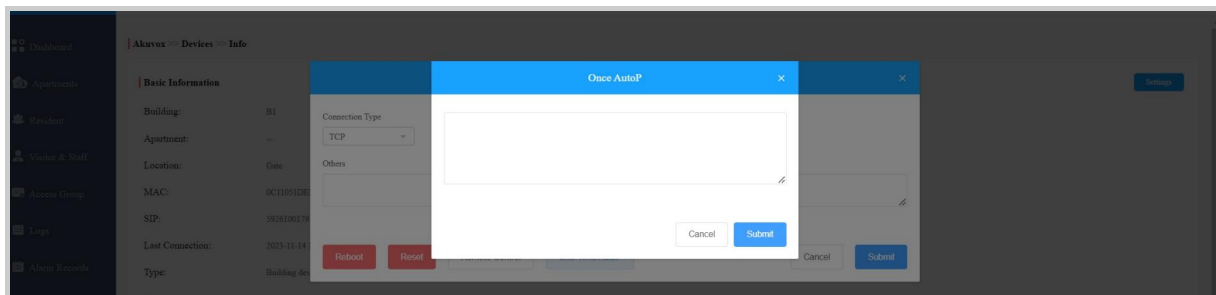
4. Reboot, reset, or log into the device web interface remotely via remote control.

5. Enter the commands for the Auto-provisioning, then click on **Submit**.

The screenshot shows the 'Settings' dialog box for a device. It has a sidebar with navigation options: Dashboard, Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records, Library, Messages, and Devices. The main area displays 'Basic Information' for a device. The fields are: Building (B1), Apartment (--), Location: Gate, MAC: 0C11051DE6, SIP: 5926100179, Last Connection: 2023-11-14, Type: Building device, and Owner: --. There are two buttons at the top right: 'Remote Control' and 'Settings'. The 'Settings' button is highlighted. Below the 'Basic Information' section, there are four buttons: 'Reboot', 'Reset', 'Remote Control', and 'One-Time AutoP'. The 'One-Time AutoP' button is highlighted. At the bottom right, there are 'Cancel' and 'Submit' buttons.

Basic Information	
Building	B1
Apartment	--
Location	Gate
MAC	0C11051DE6
SIP	5926100179
Last Connection	2023-11-14
Type	Building device
Owner	--

6. Click on **One Time Autop** if only you want the Autop command(s) to be implemented one time.



Note:

- Duplicate commands will not be retained.
- One Time Autop allows you to carry out the Autop command(s) only one time with no repetition.

Subscriptions

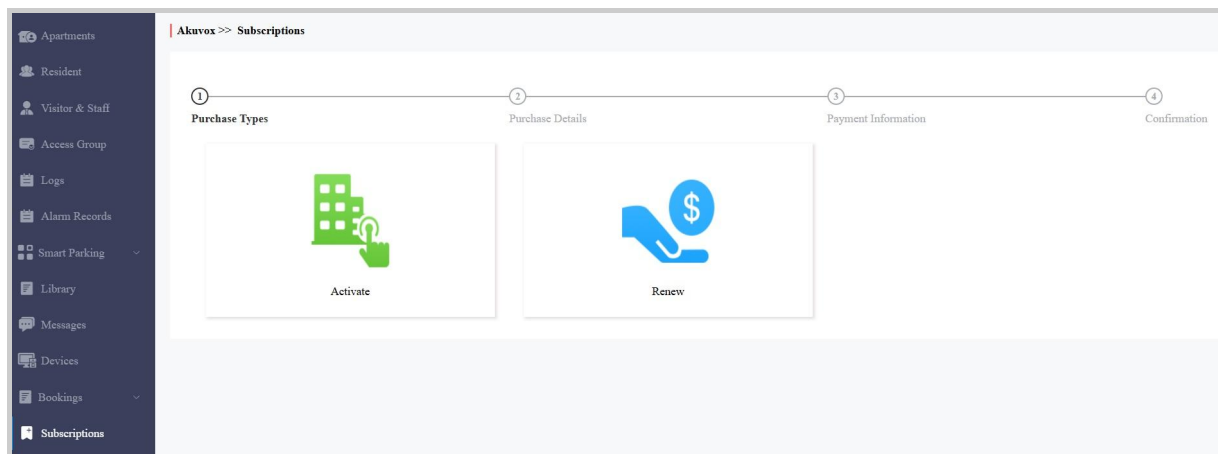
Subscriptions is the module where you can activate and renew services, including the SmartPlus App service of your account, residents' master accounts and family member accounts, third-party locks(Dormakaba and iTec), and the video storage function.


Note

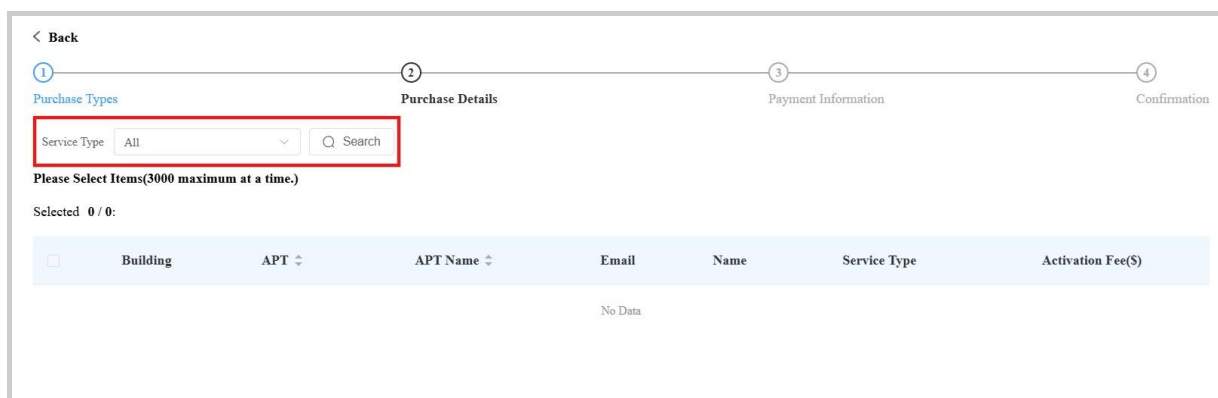
- Only when you installers set the **Charge Mode to By Property Manager** can you pay the fee.
- Only after your installers assign the locks can you pay the fee.

Activate Services

1. Click on  .



2. Select the service type and check the desired item(s). You can click the icon  next to the APT or APT Name to reorder the list to find the desired accounts quickly. Then scroll down to click on Next.



3. Click on  to enter your Billing information and click Submit.



4. Select your payment method (click on Other payment method for more payment options).

5. Tick the check box to agree to the terms and conditions and click on **Pay**.

Akuvox
Billing System

Pending Order

Transaction Type: Activation Fee
Transaction Number: 3163835399615055
Total Price:

Coupon

☒ No Coupon

Payment method

☒ stripe
[Other payment method](#)

Should Pay:
Exchange Coupon
Coupon Pay:
Amount Paid:
Pay

Billing Information Description:

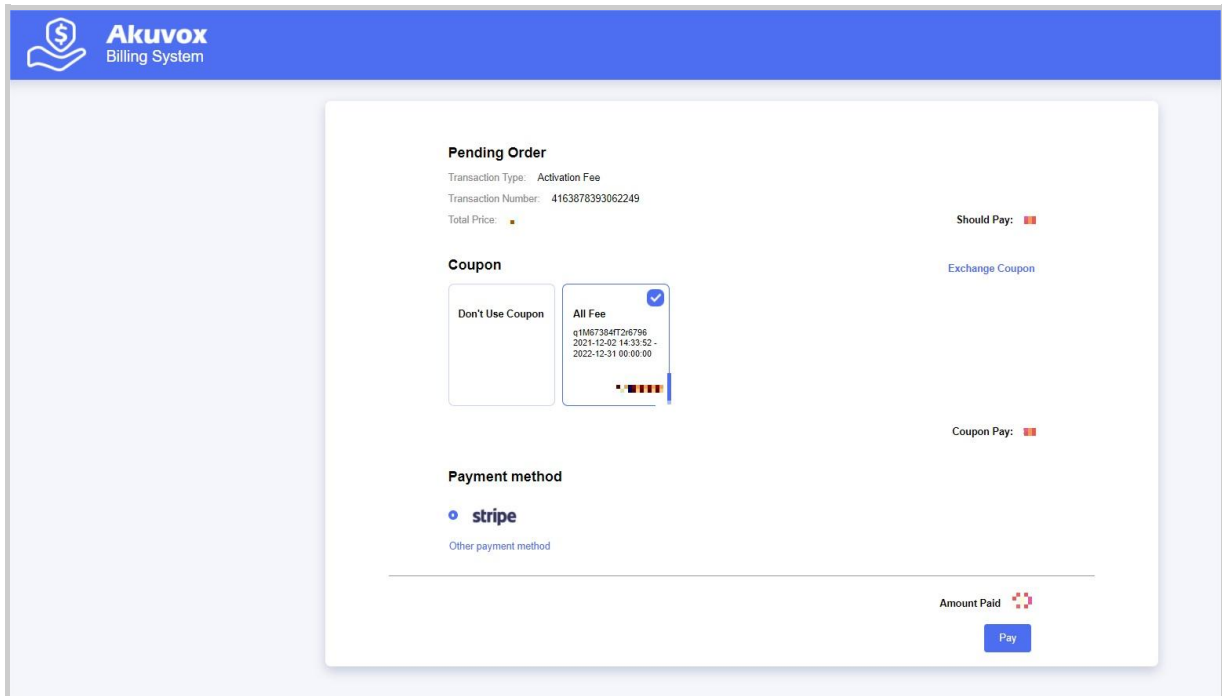
No.	Column Name	Description
1	Company/Family	Enter the name of the property management company.
2	ATTN	Enter the name of the property manager.
3	Address	Enter the address of the property management company.
4	TEL	Enter the telephone number of the property management company.
5	Fax	Enter the fax number of the Property management company.

Note

Akuvox SmartPlus can only be paid by **Stripe** and **Papal**.

You can also pay for the service using coupons if you have any.

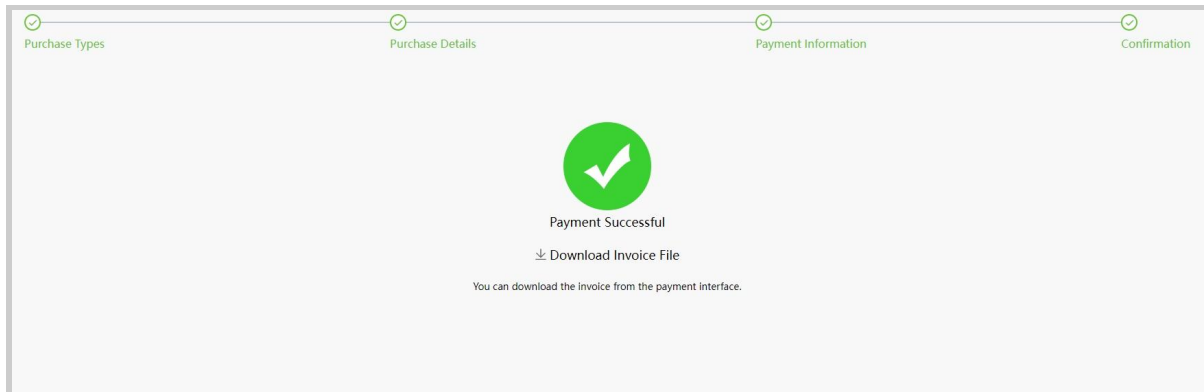
1. Ticket the checkbox of the coupon  , then click on **Pay**.



The screenshot shows the 'Pending Order' page in the Akuvox Billing System. The page has a blue header with the Akuvox logo and 'Billing System' text. The main content area is white and contains the following sections:

- Pending Order**: Transaction Type: Activation Fee, Transaction Number: 4163878393062249, Total Price: [currency symbol].
- Coupon**: A box with 'Don't Use Coupon' and 'All Fee' (checked). The 'All Fee' coupon details are: q1M67384T2/6796, 2021-12-02 14:33:52 - 2022-12-31 00:00:00.
- Payment method**: A radio button selected for 'stripe' and a link for 'Other payment method'.
- Amount Paid**: [currency symbol] and a 'Pay' button.


2. Click **Download Invoice File** to download the invoice if needed.



The screenshot shows the 'Payment Successful' confirmation page. The page has a light gray background and a green header with four status indicators: 'Purchase Types', 'Purchase Details', 'Payment Information', and 'Confirmation'. The main content area is white and contains the following elements:

- A large green circle with a white checkmark.
- The text 'Payment Successful'.
- A link 'Download Invoice File'.
- A note: 'You can download the invoice from the payment interface.'

Renew Services

1. Go to the **Subscription** module.
2. Click on  , and select the service type.
3. Check the desired item(s).

Akuvox >> Subscriptions

< Back

① Purchase Types ② Purchase Details ③ Payment Information ④ Confirmation

Service Type:

Please Select Items(3000 maximum at a time.)

Selected 0 / 0:

<input type="checkbox"/>	Building	APT	APT Name	Email	Name	Service Type	Monthly Fee(\$)	Expiration Time
No Data								

4. Choose to renew manually or automatically.

- Renew Manually:

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

Renew Type

Auto Renew Monthly(30days) Manual

Renew To :

Number of Renewal Apartment(s) 0

Total Price \$0

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

Note

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

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

Renew Type

Auto Renew
Monthly(30days)

Manual

Renew Times

Unlimited

Number of Renewal Apartment(s)
0

Total Price/Month
\$0

Next

5. Click  to modify the billing information.

6. Tick the check box to agree to the terms and conditions and click **Submit**.

Purchase Types

Purchase Details





Payment Information


Confirmation

Billing Information

Company/Family 1
ATTN 1
Address 1 1
1 1
Afghanistan
TEL 1
Fax

2 Item(s)


Building	APT	APT Name	Email	Name	Service Type	Monthly Fee(\$)	Expiration Time
Bul1	191911 (Floor 1)	--		1 11	Normal		2024-02-22 10:45:33
Bul1	111 (Floor 13)	--		1 1	Normal		2099-11-25 15:17:59

Auto Renew Monthly (+8:00 Shanghai)
Number of Billing Cycles Unlimited
Number of Renewal Apartment(s) 2
Total Price/Month 


☐ 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** and continue the steps until the service is paid.

**Akuvox**
Billing System

Pending Order


Transaction Type: Renew Monthly Rental Fee
Transaction Number: 4163878625467585
Total Price: 

Coupon

☒ Don't Use Coupon


All Fee


q1M67384RT26796
2021-12-02 14:33:52 -
2022-12-31 00:00:00




Payment method


☒ stripe

☐  PayPal

Should Pay: 

Exchange Coupon

Coupon Pay: 

Amount Paid: 


Pay

Note


- Akuvox SmartPlus can be paid by **Stripe** and **Paypal**.
- 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 you and the end users when the auto-renew service is activated for their apartments.

You can also pay for the service using coupons if you have any.

1. Tick the checkbox of the coupon  , then click on **Pay**.

**Akuvox**
Billing System

Pending Order


Transaction Type: Activation Fee
Transaction Number: 4163878393062249
Total Price: 

Coupon

Don't Use Coupon

All Fee


q1M67384FT26796
2021-12-02 14:33:52 -
2022-12-31 00:00:00




Payment method


☒ stripe

Other payment method

Should Pay: 

Exchange Coupon

Coupon Pay: 

Amount Paid 

Pay


2. Click **Download Invoice File** to download the invoice if needed.

Purchase Types

Purchase Details

Payment Information

Confirmation



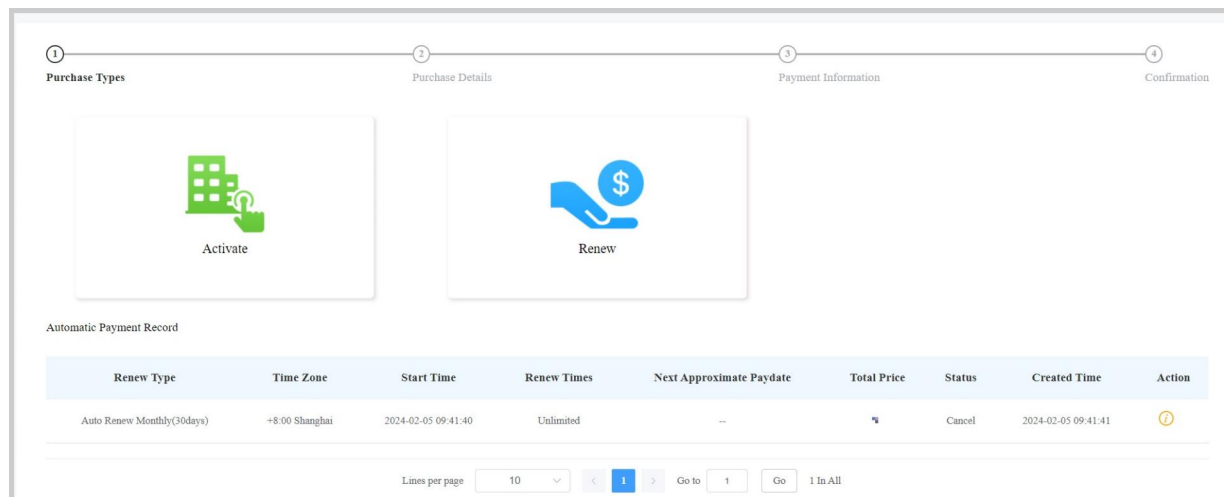
Payment Successful

[Download Invoice File](#)

You can download the invoice from the payment interface.

Automatic Payment Records

On the **Subscription** module, you can check the automatic payment records including Auto Renew settings, total prices, etc.



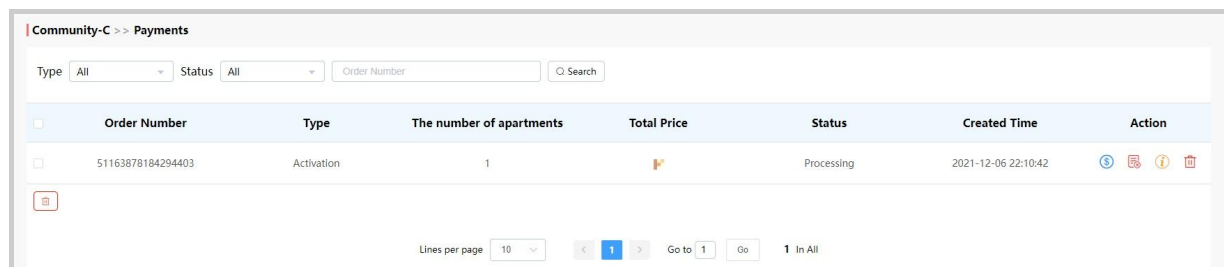
Transaction History

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.

Check Transaction History

After the payment is made, you can check the details of the transaction if needed. Community transaction history will display the orders for the activation and renewal of the master account, extra family member account, and property manager SmarPlus. Office transactions will display all the orders for the activation and renewal of the user account, as well as the orders for the premium functions.

1. Check the transactions by Type, Status, and transaction Order Number.



2. Click on of the transaction you want to check.





3. Click on **Download Invoice File** if you want to download the invoice if needed.

Order Number	65168111662777863	Download Invoice File
Created Time	2023-04-10 16:50:27	
Status	Succeed	
Type	Renew	
Next Expiration Time	2024-04-09 00:00:00	
Payer	wk_zheng_ins	
Stripe Info		
Stripe Order		
Coupon Info		
Coupon Number	16Si7w9R03V84860	
Coupon Usage Amount	👤👤👤	
1 Item(s)	Total Price : 👤👤👤👤	Final Price : 👤👤
APT		Price 537.11



Note








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

Parameter Set-up:

No.	Column 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 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	<p>Click  to check for details. Click  to pay for the order that is ready for payment. Click  to go to the billing system. Click  to delete orders.</p>

Delete Transaction History

1. Tick the check box(s) of the order you want to delete.
2. Click on  to delete each order.
3. Click on  to delete all the orders that are selected.

Ryan >> Payments							
Type:	All	Status:	All	Order Number	Q Search		
<input type="checkbox"/>	Order Number	Type	The number of apartments	Total Price	Status	Created Time	Action
<input type="checkbox"/>	3161579717355389	Activation	1	**	Time out	2021-03-15 03:32:53	 
<input type="checkbox"/>	3161579645489197	Activation	1	**	Time out	2021-03-15 03:20:54	 
<input type="checkbox"/>	3161579490848235	Activation	1	**	Time out	2021-03-15 02:55:08	 
							

Settings

The Setting module allows you to configure and modify basic settings, time settings, motion detection, visitor access, and emergency settings.

Basic Setting

You can configure and modify the community information, device access type, and email notification.

1. Click on **Basic Setting**.
2. Enter the community name.
3. Enter the community address (Street, City, Postcode, State/Province).
4. Select on/off to authorize the resident to create a PIN code on their SmartPlus App.
5. Select **PIN Access Mode** (PIN for direct PIN code access, APT+PIN for apartment No.+ PIN code).
6. Select on/off to enable or disable email notifications when the device is disconnected.
7. Click on **Submit** for validation.

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Smart Parking

Library

Messages

Devices

Bookings

Subscriptions

Payments

Settings

User Agreement

Akuvox >> Settings

Basic SettingTime SettingAdvanced SettingEmergency Setting

Community Name

Akuvox

Community Address

American Samoa

Pago Pago

123456

12345

Allow resident to create PIN

☒ On☐ Off

PIN Access Mode

☒ PIN☐ APT+PIN (e.g. 101 + 1234)

Send email when the device is disconnected.

☐ On☒ Off

Send message when SIM card data exceeds the limit

☐ On☒ Off

Submit

Time Setting

You configure and modify your time setting based on your geographical location and time zone.

1. Click on **Time Setting**.
2. Select your time zone.
3. Select your time format (24-hour or 12-hour format).
4. Select your data format(Y/M/D; M/D/Y; D/M/Y).
5. Click **Submit** for validation.

The screenshot shows the Akuvox web interface. On the left is a dark sidebar with a list of menu items: Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records, Smart Parking, Library, Messages, Devices, Bookings, Subscriptions, Payments, Settings (highlighted with a blue bar and gear icon), and User Agreement. The main content area is titled 'Akuvox >> Settings' and contains four tabs: Basic Setting, Time Setting (active), Advanced Setting, and Emergency Setting. Under the Time Setting tab, there are three settings: 'Time Zone' with a dropdown menu showing 'GMT+8:00 Shanghai'; 'Time Format' with two radio buttons, '24-hour time' (selected) and '12-hour time'; and 'Date Format' with a dropdown menu showing 'Year-Month-Day'. A blue 'Submit' button is located at the bottom of the settings area.

Motion Detection

You can not only enable and disable motion detection on the door phone but also set up the device motion detection type and alert trigger delay if needed.

1. Click on **Advanced Setting**.
2. Click **Enable** or **Disable** the motion detection according to your need.
3. Select motion detection type: IR detection (IR sensor) and video detection according to your need.
4. Set alert trigger delay time when the sensor is triggered.

Akuvox >> Settings

Basic Setting Time Setting Advanced Setting Emergency Setting

Motion Detection

Disable

Alert Delay Time

10s

Video Storage

☐ On ☒ Off

Submit

Emergency Action

You can make doors open or close automatically or manually during emergencies. For example, during a fire emergency, the doors can be opened automatically once an emergency alarm is triggered on any one of the door phones so that people can be quickly evacuated to a safer place. Also, you can open doors manually on the SmartPlus Cloud in an emergency.

1. Go to **Settings > Emergency Setting**.
2. Select automatic door unlock or manual unlock.
 - Select **On** to open doors automatically when an emergency occurs.
 - Select **Off** to open doors manually on the SmartPlus web portal. You can click **Unlock/Lock** near the top of any interface to open or close the doors manually.
3. Set the **Emergency Door Group**. You can select **All Doors** or specific doors to open during an emergency.

4. Select whether to send notifications to users' SmartPlus Apps and indoor monitors. When enabled, both devices will sound an alert when the emergency unlock happens.

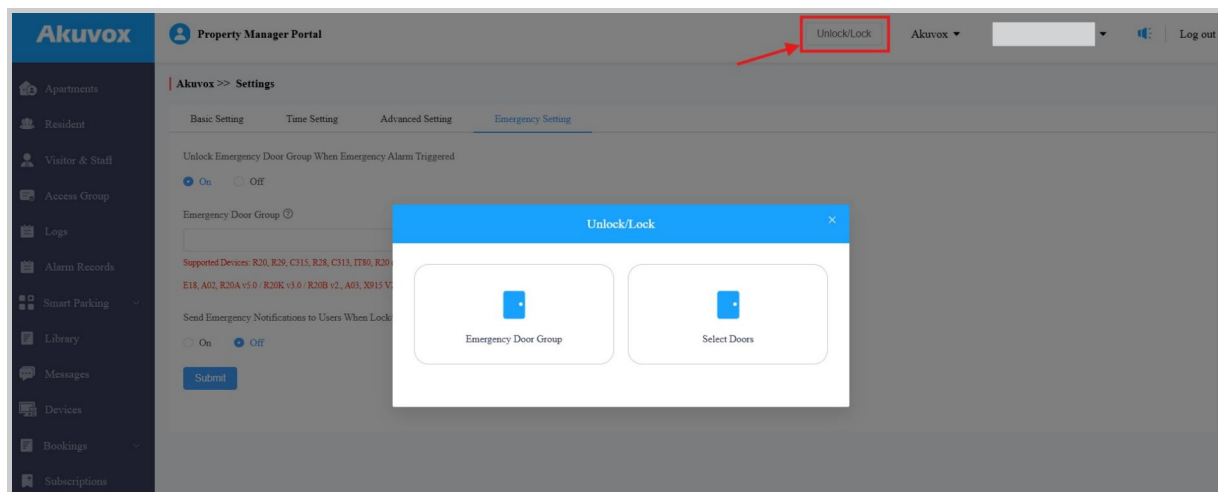
Note

Click [here](#) to view models that support this feature and detailed configuration.

The screenshot shows the 'Emergency Setting' tab in the Akuvox settings interface. The left sidebar contains a list of menu items: Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records, Smart Parking, Library, Messages, Devices, Bookings, Subscriptions, Payments, and Settings (highlighted). The main content area is titled 'Akuvox >> Settings' and has four tabs: Basic Setting, Time Setting, Advanced Setting, and Emergency Setting (active). The 'Emergency Setting' tab contains two main sections. The first section is 'Unlock Emergency Door Group When Emergency Alarm Triggered', which has a radio button set to 'On'. Below this is a dropdown menu for 'Emergency Door Group' with a list of supported devices: R20, R29, C315, R28, C313, IT80, R20 (Hardware version 2), X915, A01/A02, A092, X912, E18, A02, R20A v5.0 / R20K v3.0 / R20B v2., A03, X915 V2, S539, S532, A08, X910. The second section is 'Send Emergency Notifications to Users When Lock/Unlock Emergency Door Group', which has a radio button set to 'Off'. A 'Submit' button is located at the bottom of the form.

Click **Unlock/Lock** to open or close doors manually.

- **Emergency Door Group:** Open/close doors you select in the emergency door group.
- **Select Doors:** Open/close specific doors.



Video Storage

The video storage feature allows Akuvox devices to automatically record 10 seconds of video when opening doors, calling, and detecting motions. You can also record videos with SmartPlus Apps.

Note

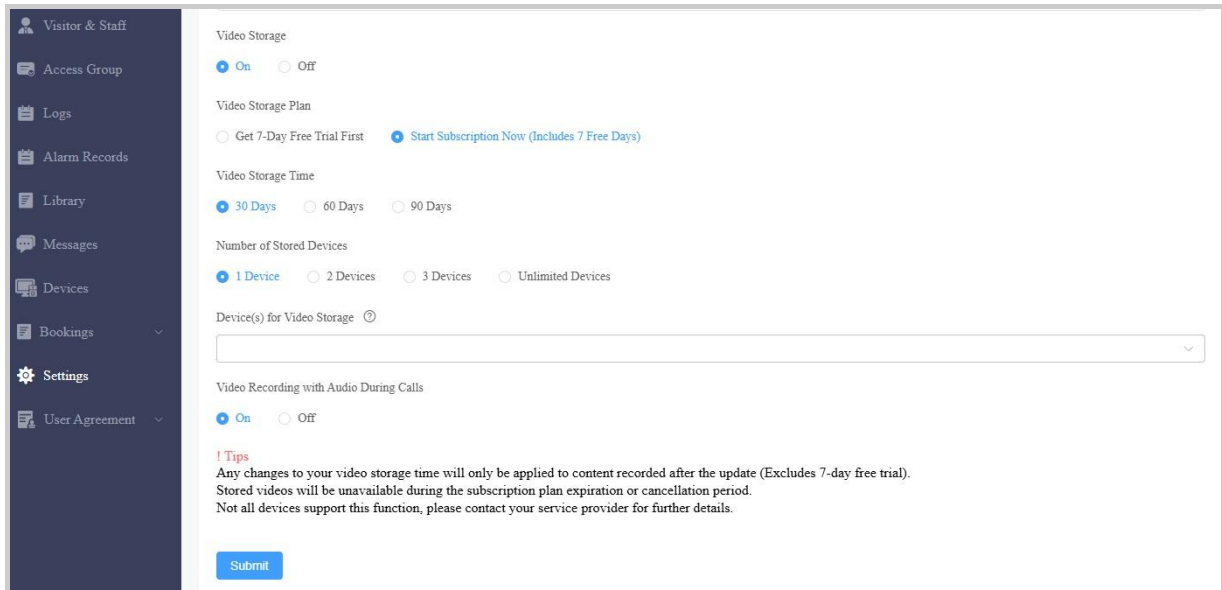
- Your installers can set this feature for you. If it is disabled by your installer, you cannot set it up.
- Only when your installer sets the Charge Mode to Pay by PM can you pay for this feature.
- Community residents cannot check and record videos.

1. Click on **Advanced Settings**.

2. Set up the video storage feature if it is enabled:

- **Video Storage Plan:**
 - **Get a 7-day Free Trial First:** You can try this feature for 7 days for free.
 - **Start Subscription Now(Includes 7 Free Days):** You can subscribe to this feature directly. It includes a 7-day trial. Click Subscribe on the right to pay for the fee.
- **Video Storage Time:** 30 Days, 60 Days, and 90 Days are available. It is 30 days by default for the 7-day Free Trial Plan.
- **Number of Stored Devices:** Choose the number of devices that record videos.

- **Device(s) for Video Storage:** Select the specific device(s).
- **Video Recording with Audio During Calls:** Decide whether to record videos with audio during calls.



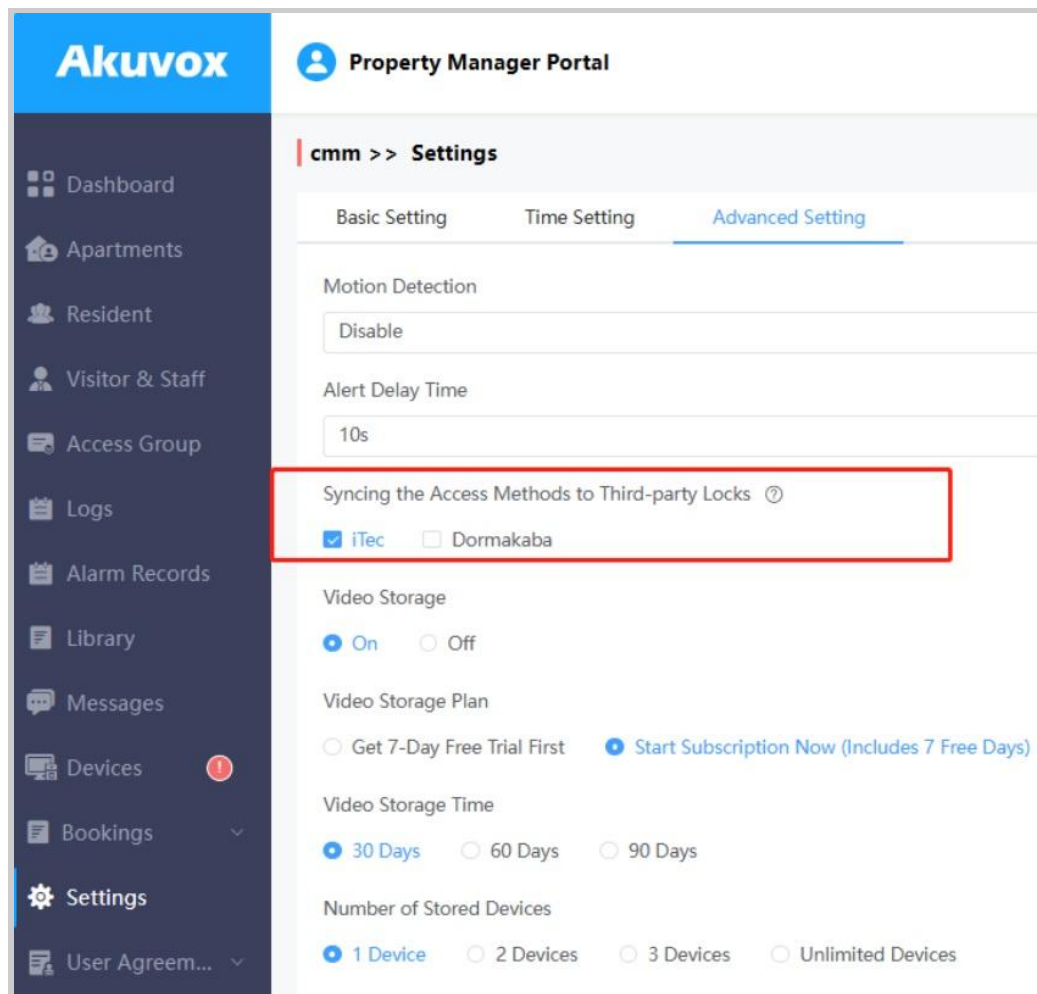
Note

Click [here](#) to view the detailed configuration of this feature.

Synchronize User Access Methods to Open Third-party Locks

You can control whether to synchronize the user PIN and RF card to open third-party locks(Dormakaba and iTec). Once enabled, users can directly open locks with their PINs and RF cards created by you on the SmartPlus Cloud.

1. Click **Advanced Settings**.
2. Check the desired option(s).



3. Click Submit to start the synchronization. It may take a few seconds. After the progress reaches 100%, the failed synchronization will be displayed.

Note

Dormakaba lock:

- PIN: Must be 6 digits.
- RF Card: Must be 20 characters.

iTec lock:

- PIN: Must be 4-8 digits.
- RF Card: Must be 1-16 characters long and contain only 0-9 and A-F.

Alarm Records

You can check and export alarm records if needed.

Emergency Alarm

It displays the fire alarms uploaded by the device.

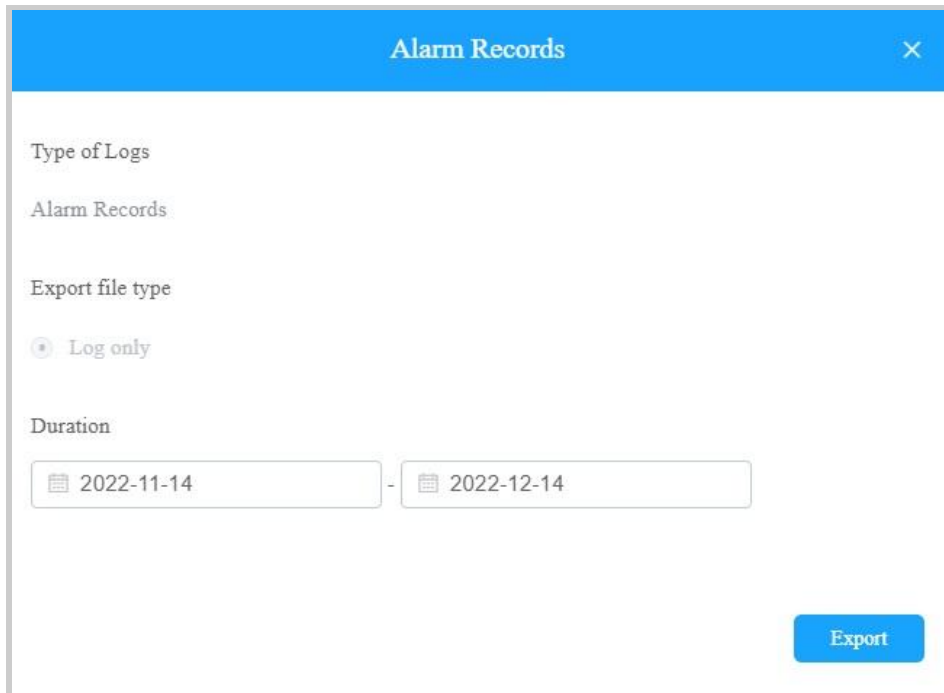
The screenshot shows the Akuvox web interface. On the left is a dark sidebar with a menu: Dashboard, Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records (highlighted with a red box), Arming Alarm, Library, Messages, and Devices. The main content area has a top bar with 'Community Lists' and a user profile 'luna.zheng@akuvox.com'. Below this is a breadcrumb 'Community Lists >> Alarm Records'. There are two tabs: 'Emergency Alarm' (highlighted with a red box) and 'Arming Alarm'. Below the tabs are two date pickers for 'Alarm Time' and buttons for 'Search' and 'Export Logs'. A table with columns 'Alarm Time', 'Building', 'Device', and 'Type' is shown, containing the text 'No Data'. At the bottom, there is a pagination section with 'Lines per page' set to 10, a page number '1' in a blue box, and 'Go to 1 Go 0 In All'.

Arming Alarm

It displays the alarm records uploaded by the indoor monitor in the community.

The screenshot shows the same Akuvox web interface as the previous one, but with the 'Arming Alarm' tab selected (highlighted with a red box). The breadcrumb remains 'Community Lists >> Alarm Records'. The table now has columns 'Happened On', 'Building', 'APT', 'Device Location', and 'Information', and still displays 'No Data'. The pagination section at the bottom is identical to the previous screenshot, showing 'Lines per page' as 10, page number '1', and 'Go to 1 Go 0 In All'.

1. Click **Alarm Records**. Select the desired alarm mode.
2. Select alarm records time interval, then search for the alarm record you need.
3. Click **Export logs** if you want to export the alarm records if needed. You can select the alarm time interval before exporting alarm records.



Alarm Records

Type of Logs

Alarm Records

Export file type

☒ Log only

Duration

2022-11-14 - 2022-12-14

Export

Note:

A red dot means there are unsolved alarm records.

Contact Us

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

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We highly appreciate your feedback about our products.

