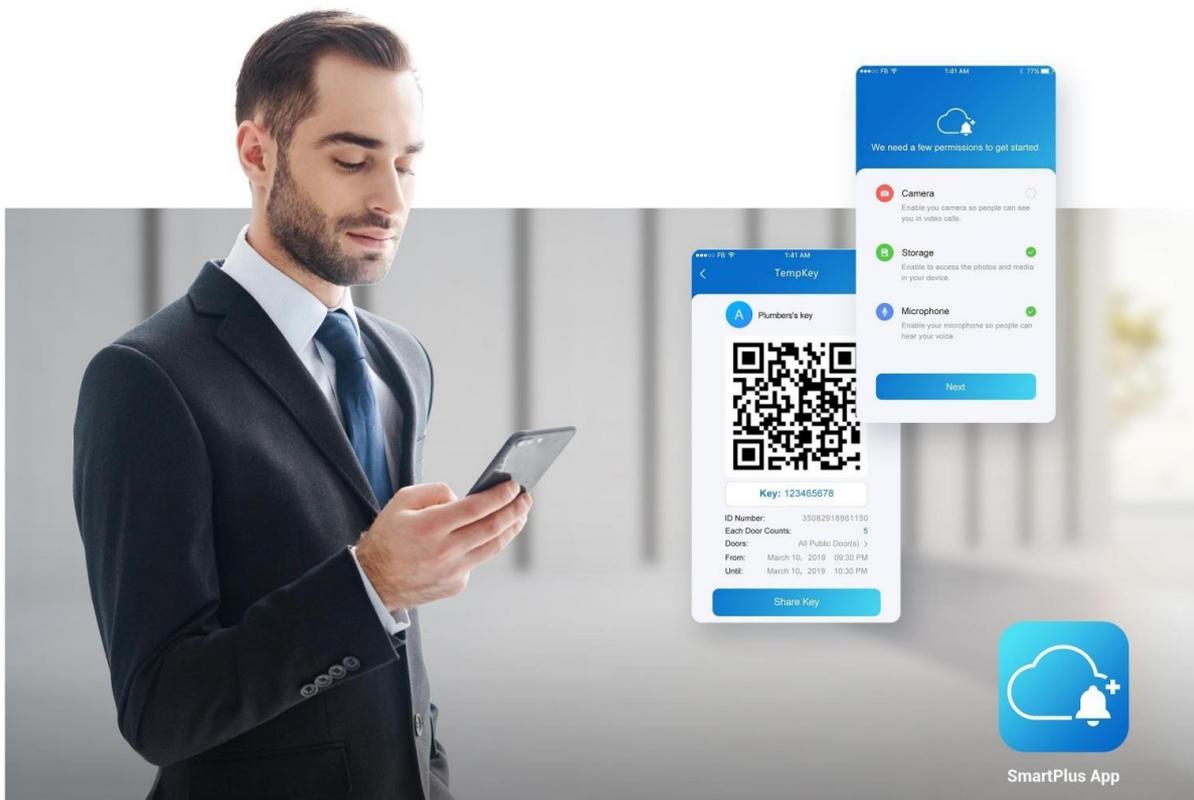


Akuvox SmartPlus App Property Manager Guide V7.1.1



Smart Intercom



AKUVOX SMARTPLUS APP PROPERTY MANAGER GUIDE

Version: 5.9 | Date: Apr.2025

About This Manual

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

Akuvox SmartPlus is a mobile App working with SmartPlus Cloud Service and intercom products. This App enables you to manage users, devices, access groups, and visitor access, check logs, issue notifications, receive alarms, etc., making property management easier and more convenient.

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.

Get Started

Before You Use

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

- An internet connection through a Wi-Fi network or cellular data service through a carrier.
- SmartPlus App (Make sure you have the latest version installed). You can download the App on Google Play Store or App Store.

Already installed, but not sure about its version?

Open SmartPlus and go to **Me > About**.

- Your SmartPlus account.

No account yet?

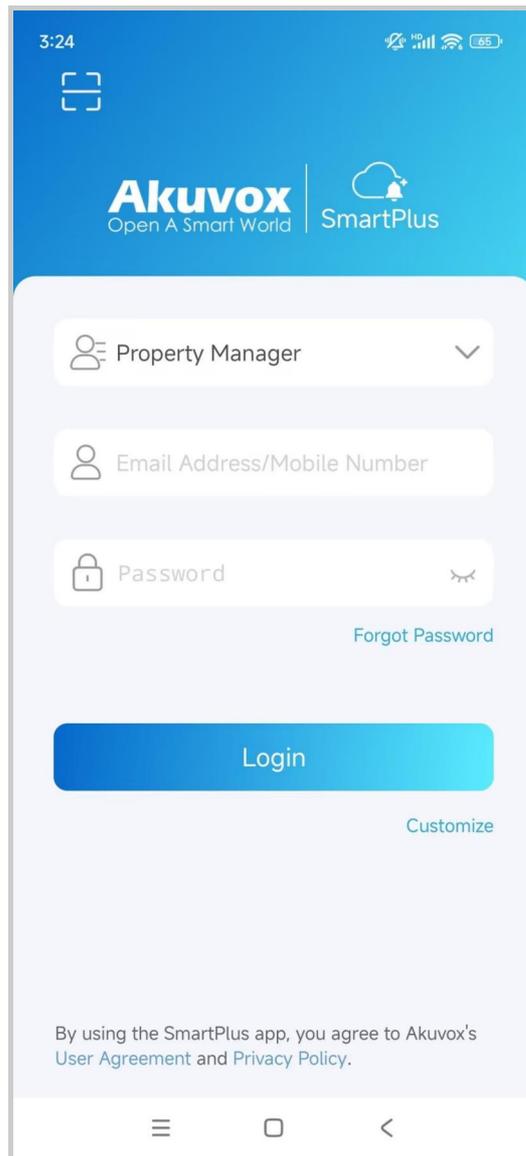
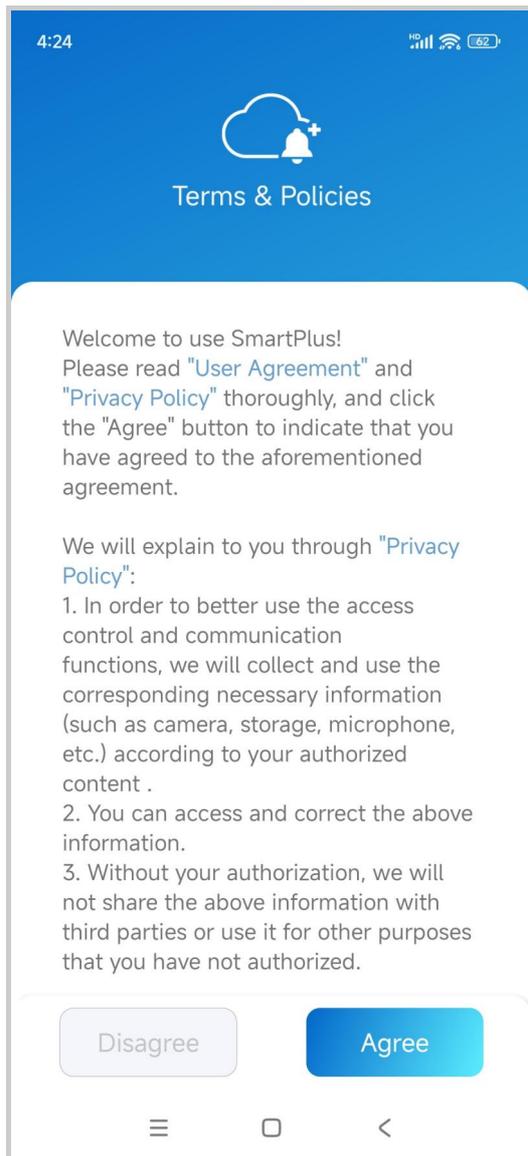
Provide an email address to your service provider, and you will receive an email from Akuvox containing login information.

Logging in

1. After upgrading the App, you are required to set a new password to manage multiple communities with one account.

The screenshot shows a mobile application interface for 'Multi Community Manage'. At the top, the status bar displays the time '16:52', signal strength, '5G', and battery level '88'. Below the status bar, the title 'Multi Community Manage' is centered. The main content area contains a light blue box with the text: 'Please set a new password to login your property manager web and apps, and you can manage multiple communities with one account.' Below this text are two password input fields. The first field is labeled '* New Password' and the second is labeled '* Confirm Password'. At the bottom of the screen, there are two buttons: a blue 'Submit' button and a white 'Log Out' button with a red border. A black horizontal line is visible at the very bottom of the screen, likely representing the home indicator bar.

2. Select **Property Manager** on the login page. To use the SmartPlus App, you need to agree to the **User Agreement** and **Privacy Policy**.



3. To sign in the App, do one of the

following:

- **Login with Username**

1. The area code will be chosen automatically in the lower-right corner. You can also select it manually and the information can be found in the Welcome Email.

2. Enter your username and password, and tap **Login**.

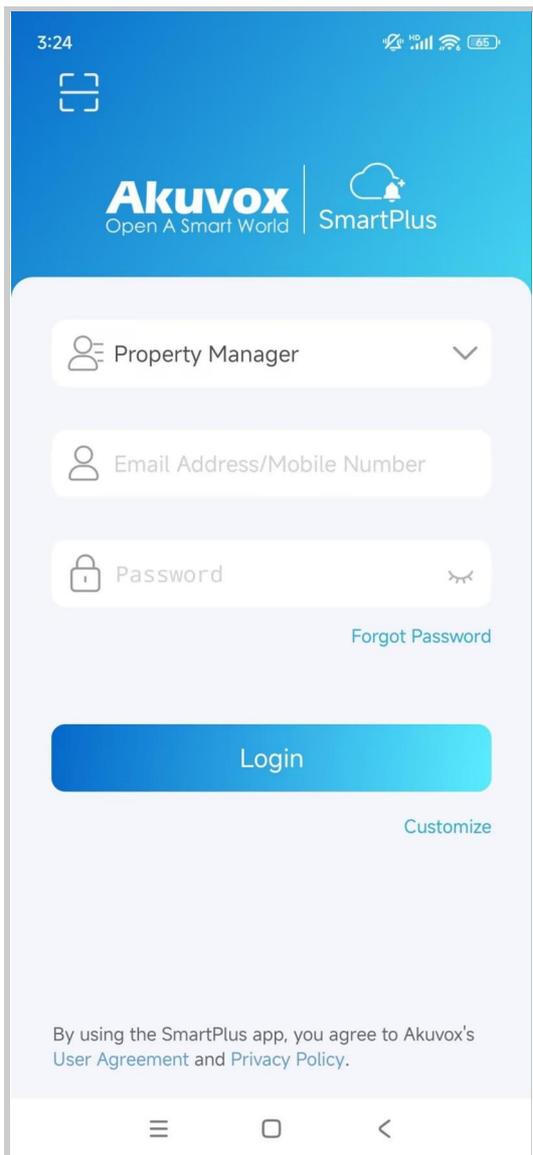
3. Read and agree to the Privacy Policy, and follow on-screen instructions to complete initial settings.

- **Login with QR code**

1. Open the Welcome Email with your PC or other device, and you will see a QR code attached below. Or open the Email with your phone, and don't forget to save the QR code to your photo album.

2. Open the SmartPlus App, tap the scan icon  on the upper left corner, and the QR code scanner will be opened.
3. Center the QR code in the camera view until you hear a Ding sound. Or select the saved code picture from your album.
4. Read and agree to the Privacy Policy, and follow the onscreen instructions to complete initial settings.

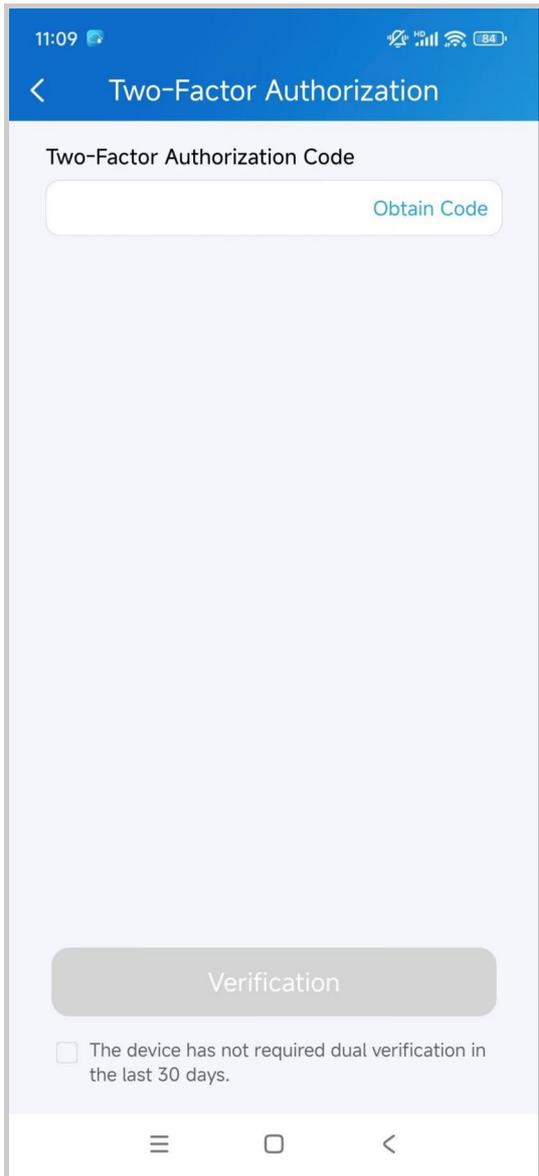
Forget password? [See Forgot Password.](#)



Two-factor Authorization

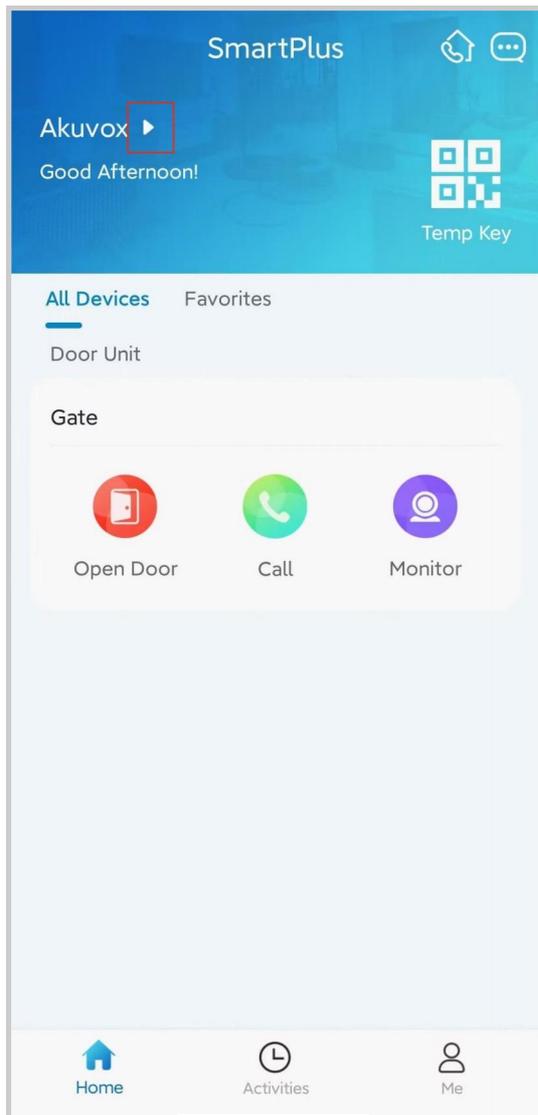
Enter the verification code sent to your email address when your installers enable the Two-factor Authentication feature for you.

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



Switch Sites

After linking sites on the SmartPlus Property Manager web portal, you can switch between different sites on the App by tapping  .

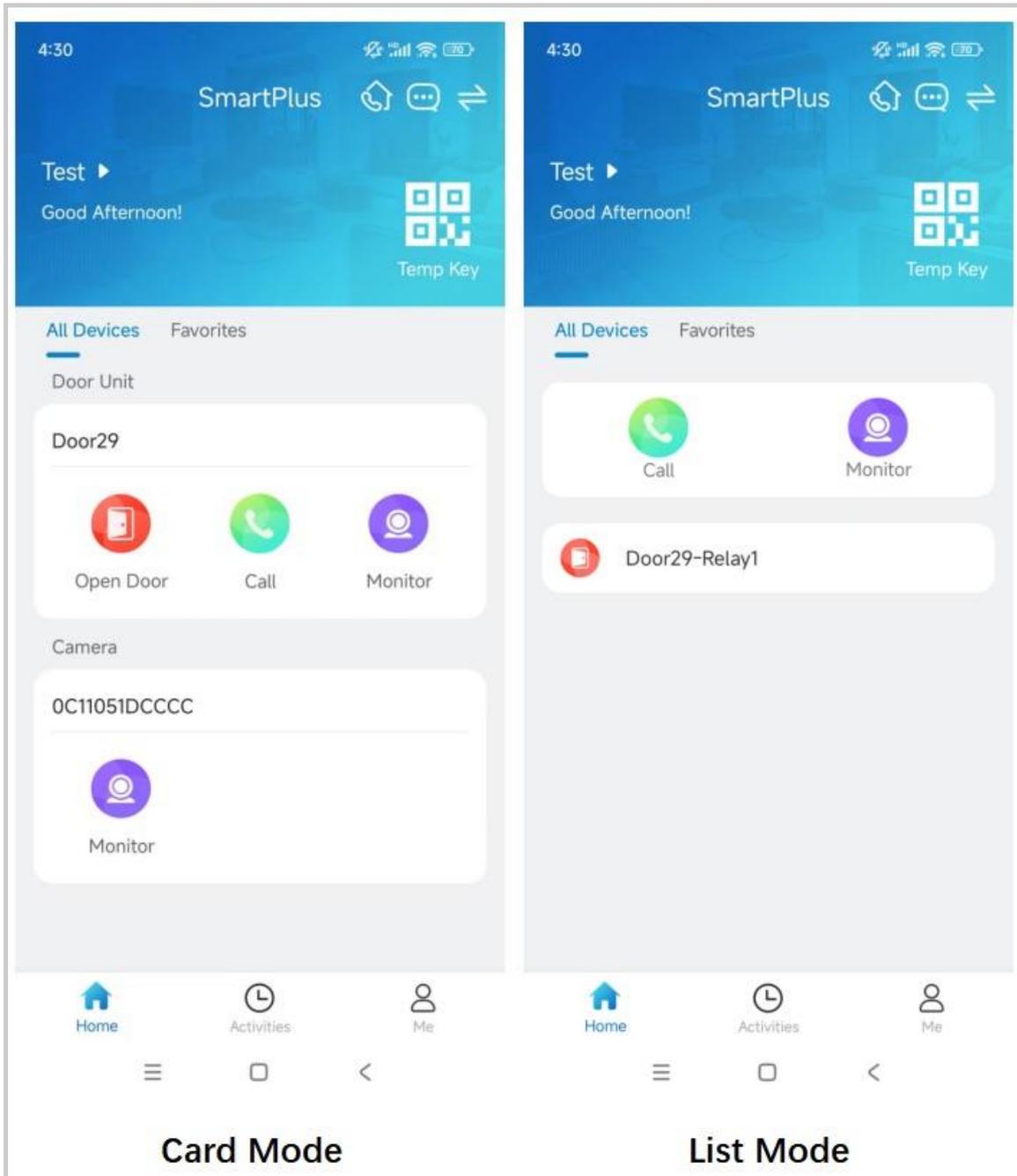


Switch Display Mode

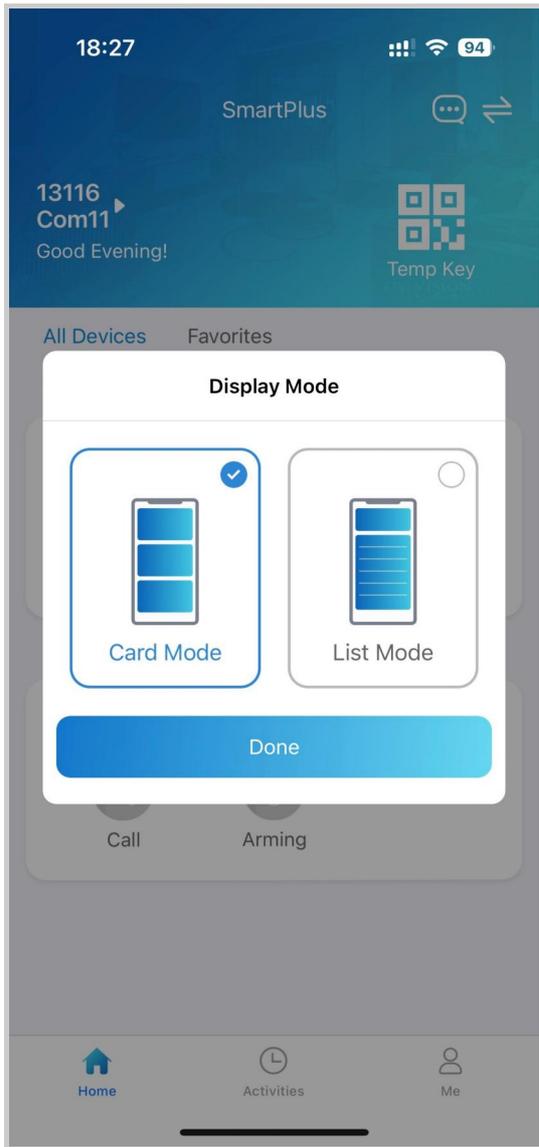
The SmartPlus App supports two homepage display modes: Card Mode and List Mode.

The main difference between Card Mode and List Mode:

- Card Mode is device-oriented. You can tap the functional icons on desired devices to make calls, open doors, or monitor. If a door phone has multiple relays enabled, you need to tap the **Open Door** icon and select the relay to be triggered.
- List Mode is relay-oriented. You can directly tap the desired relay to open doors. To make a call or monitor, you need to tap the Call or Monitor icon and select the desired device to perform the action.



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

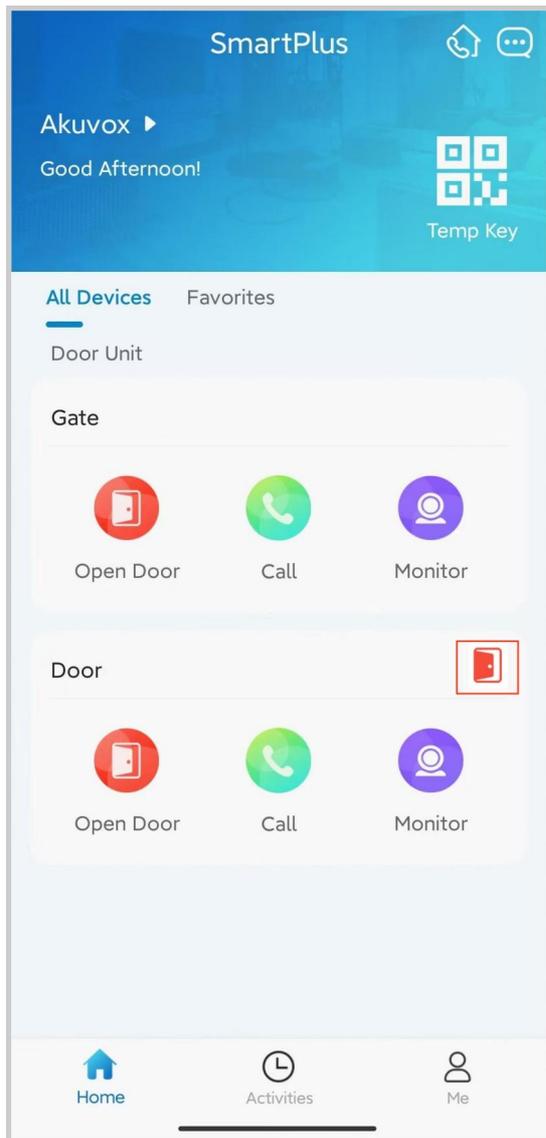


Check Door Status

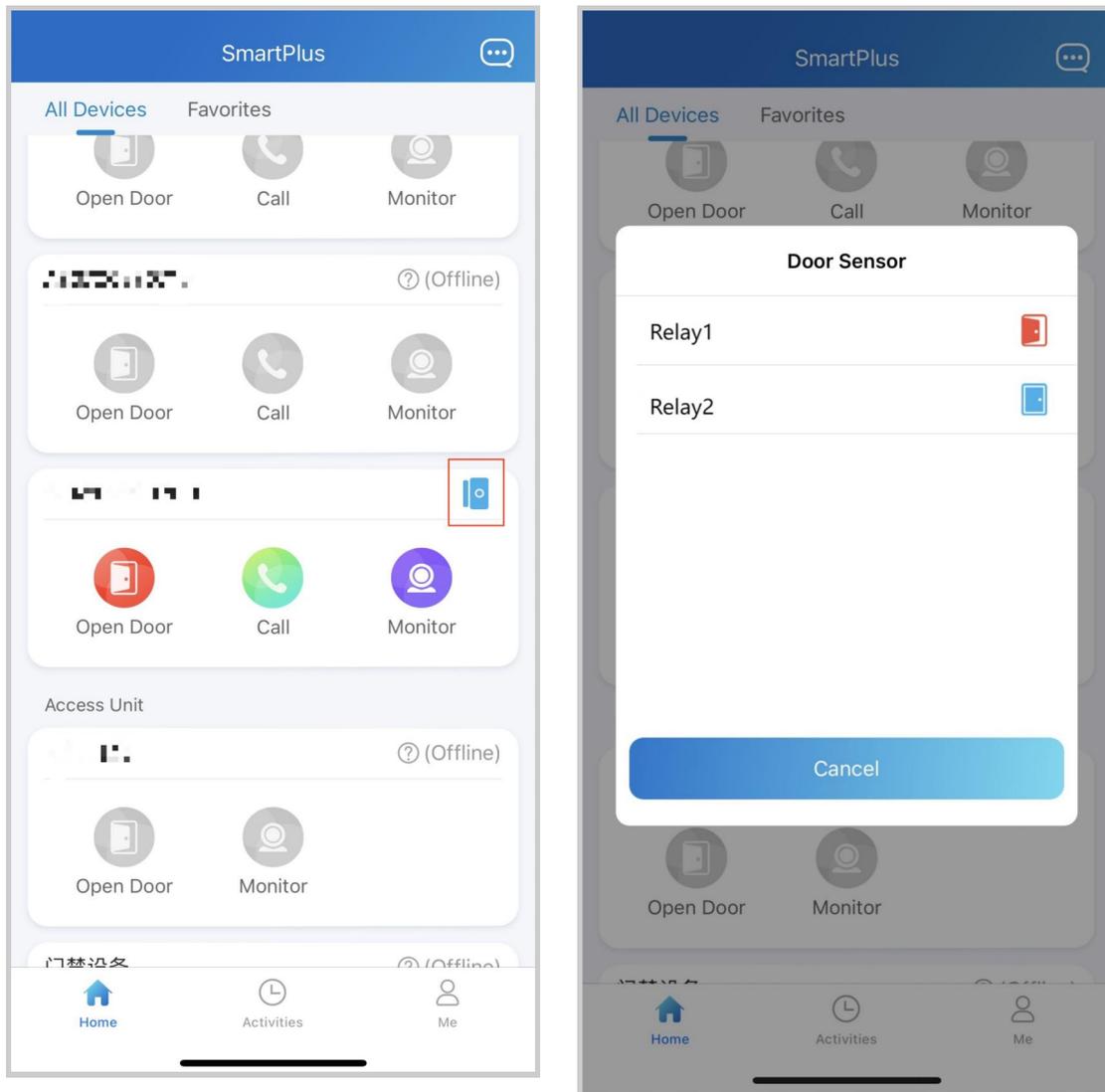
You can check whether the door is closed or not on the App home screen in case users forget to close the door.

 : Open

 : Close



When multiple relays are set up, you can check them by clicking  .



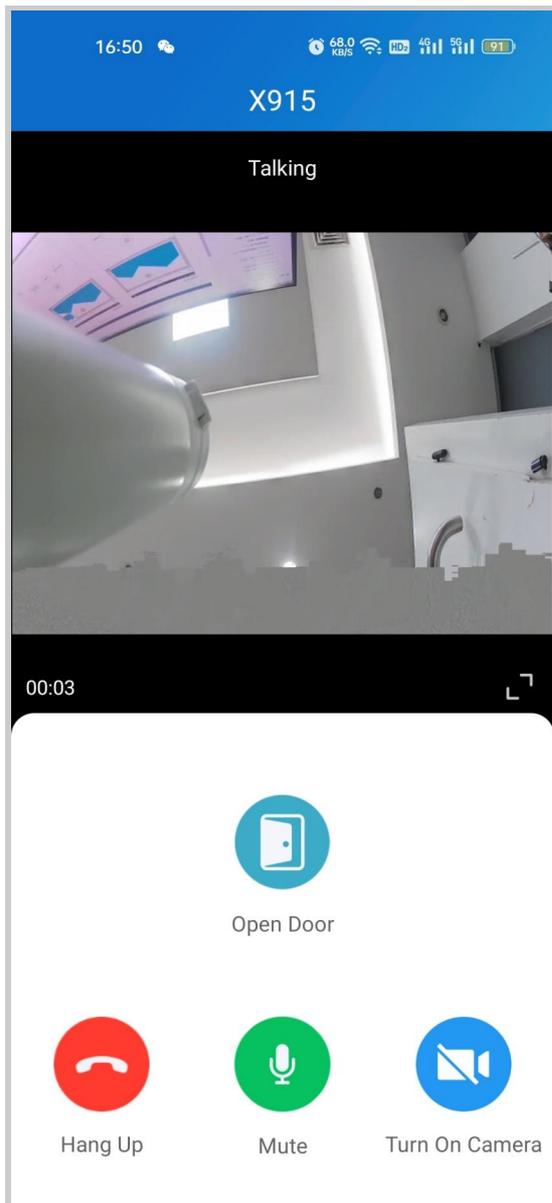
Open Door for Visitors

When you need to let somebody access the door, you have various options, including issuing temp keys, a remote control, opening the door during a call, and opening on the monitoring screen.

Open Door During a Call

To open the door when answering an incoming call, do as follows:

1. Answer the call, and tap **Open Door** on the talking page.
2. Select the desired relay from the list. And the screen shows **Opening the door succeeded**.

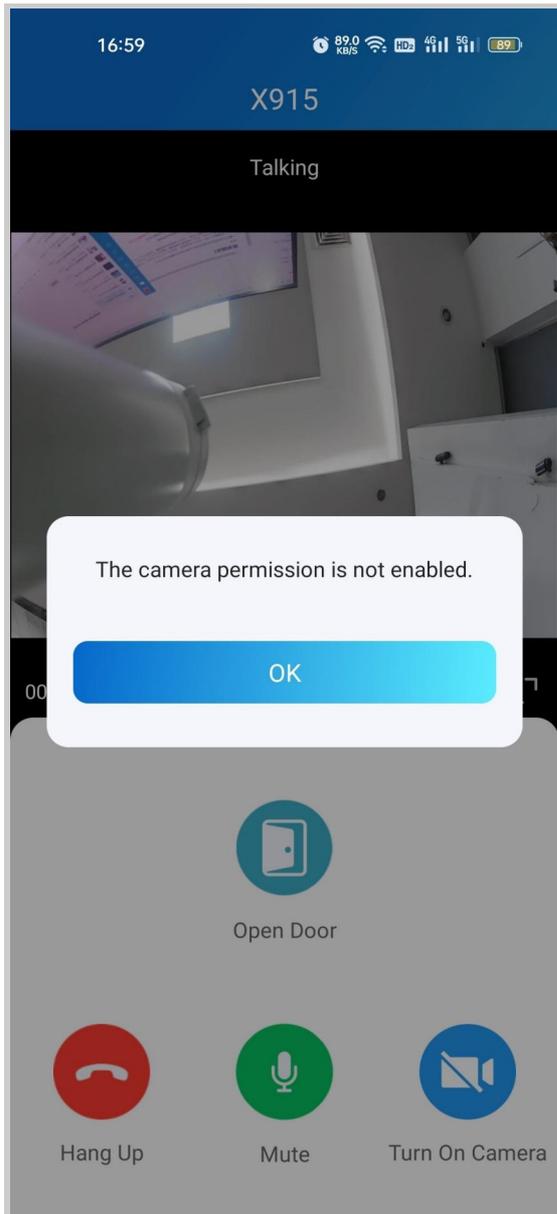


What else you can do on the talking page:

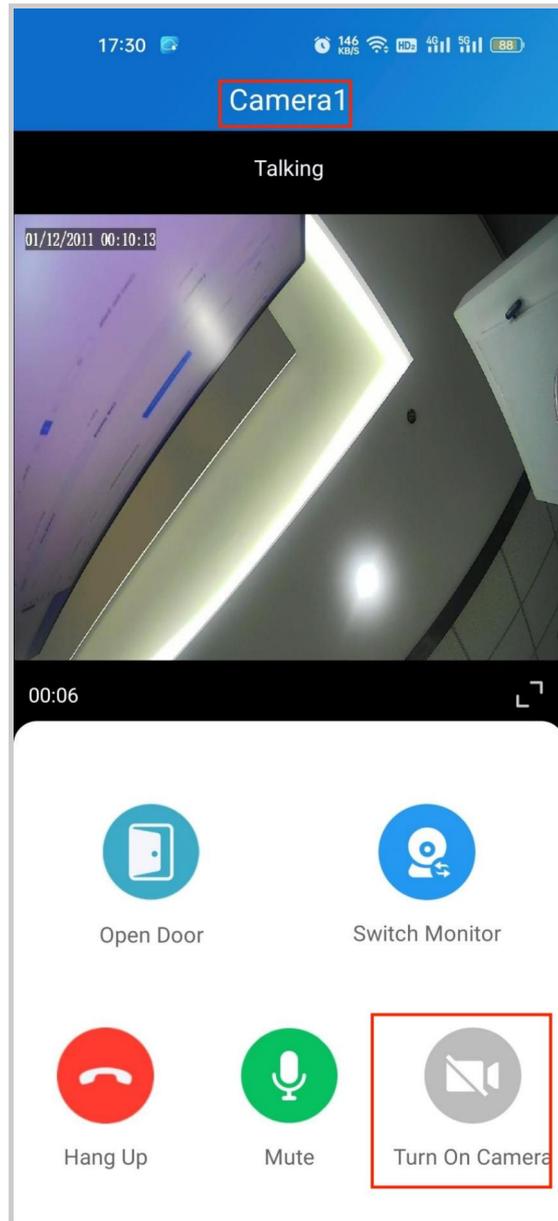
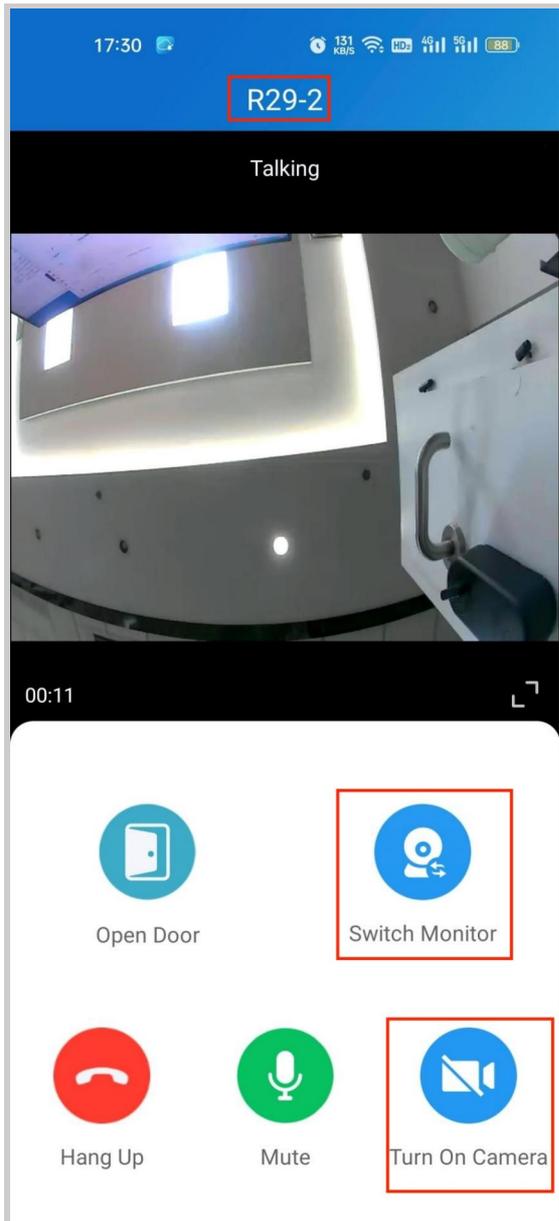
- ***Tap Mute to silence your microphone while on the call.***
- ***Tap Hang Up to end the call.***
- ***Tap Turn On Camera/Turn Off Camera to turn your phone's camera on/off in video calls. Your choice to turn on/off will be applied to later video calls with the device.***

Note

To use the Turn On Camera/Turn Off Camera feature, you must allow the SmartPlus to turn on/off the cameras when using this app. Or you will see the below pop-up message.



If the door phone is linked with a third-party camera, then you are also allowed to tap Switch Monitor to switch monitoring streams between the door phone's and the third-party camera's. However, the Turn On Camera feature is unavailable when you change to see the third-party camera's stream.

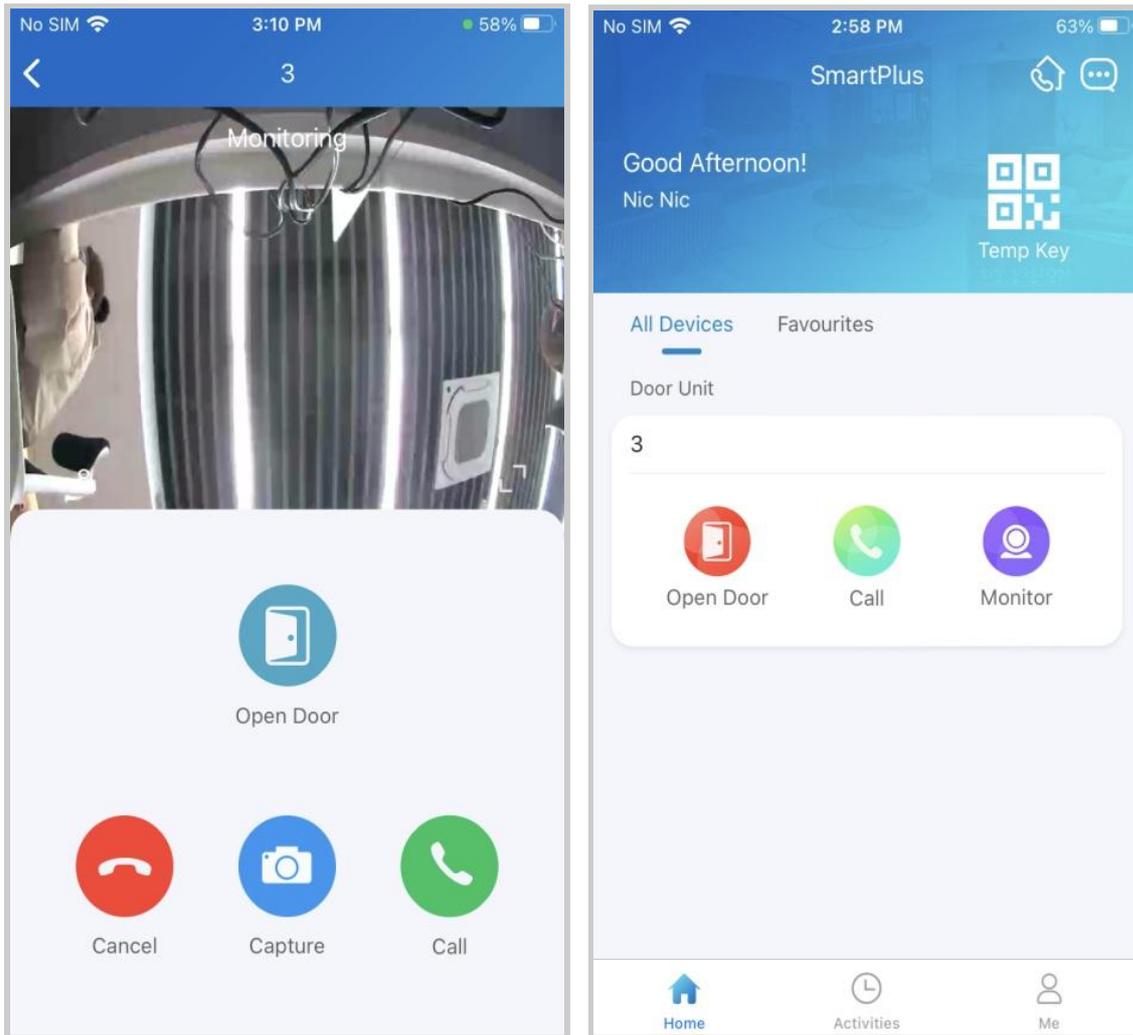


Open Door on Monitoring Page

You can see the live view of door phone cameras when you want to see the visitor's face or talk to the person on the other end on the screen before you decide whether to open the door or not.

To open the door, do the following:

1. Tap **Home**, and choose the device.
2. Tap **Monitor** . Note that door phones without cameras do not have a monitor button.
3. Tap **Open Door** and select the relay.



What else you can do on the monitoring page:

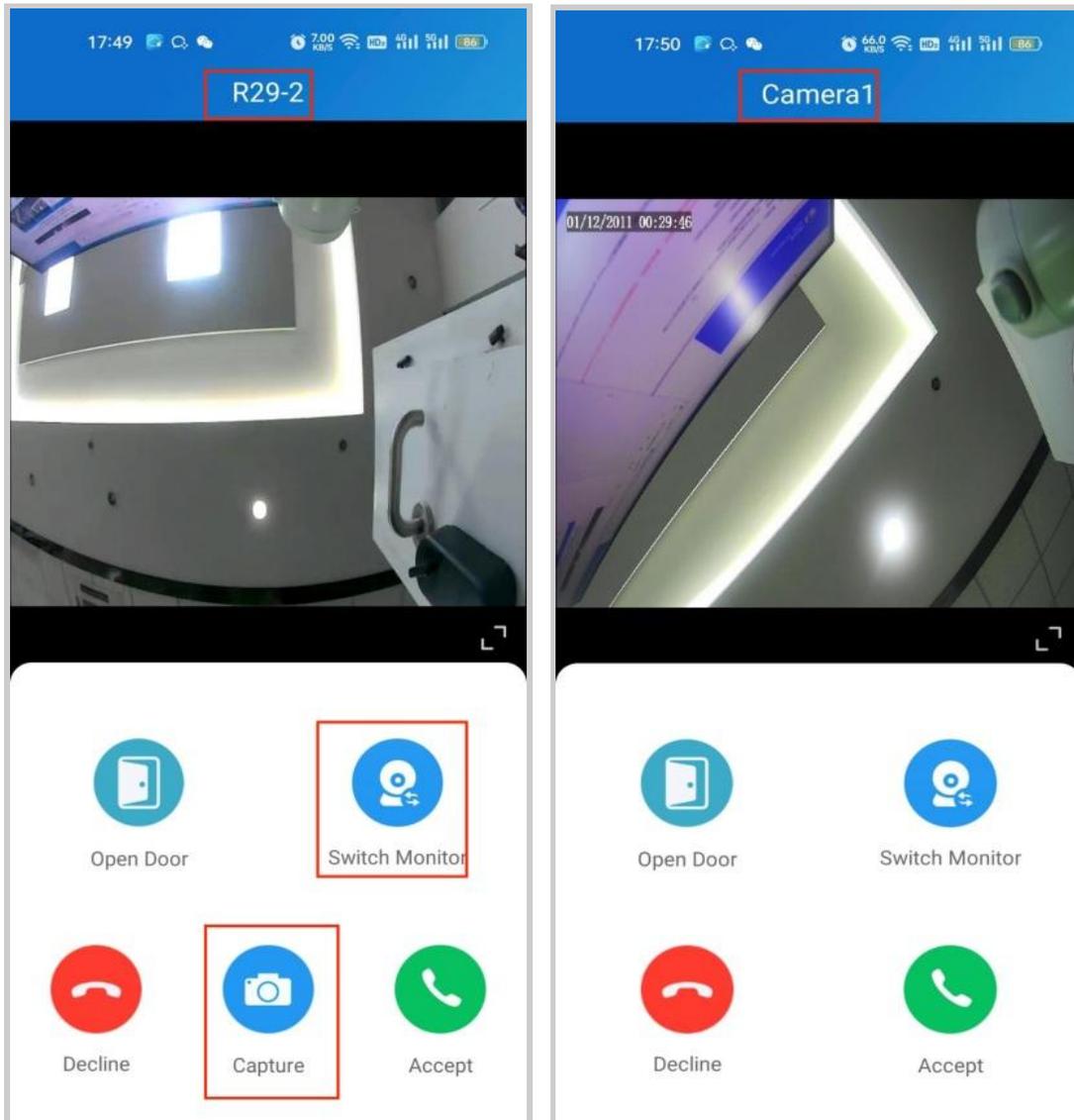
- ***Tap Cancel to exit live-streaming page.***
- ***Tap Capture to make a screenshot.***
- ***Tap Call to talk to the visitor.***

Open Door on the Preview Page

When someone calls, you can preview the monitoring streams to see who it is before answering the call.

On the call receiving screen, tap **Open Door** if you know who the visitor is.

If the door phone is linked with a third-party camera, then you can switch the streams by switching monitors. Note that the **Capture** feature is unavailable after switching to the third-party camera stream screen.



Issue Temp Keys

A Temp Key contains a QR code and an 8-bit PIN, any of which can be used to unlock the door(s). You can issue Temp Keys for staff, visitors, housekeepers, deliveries, and so on. The keys will be valid for use as soon as they are created.

1. Tap the temp key icon on the Home page or tap **Me > Authorization > Temp Keys**.
2. Tap the Add icon in the upper right corner.
3. Select the building and apartment.
4. Enter the visitor's name and enter the email address used to receive the temp key.
5. Set the ID number.

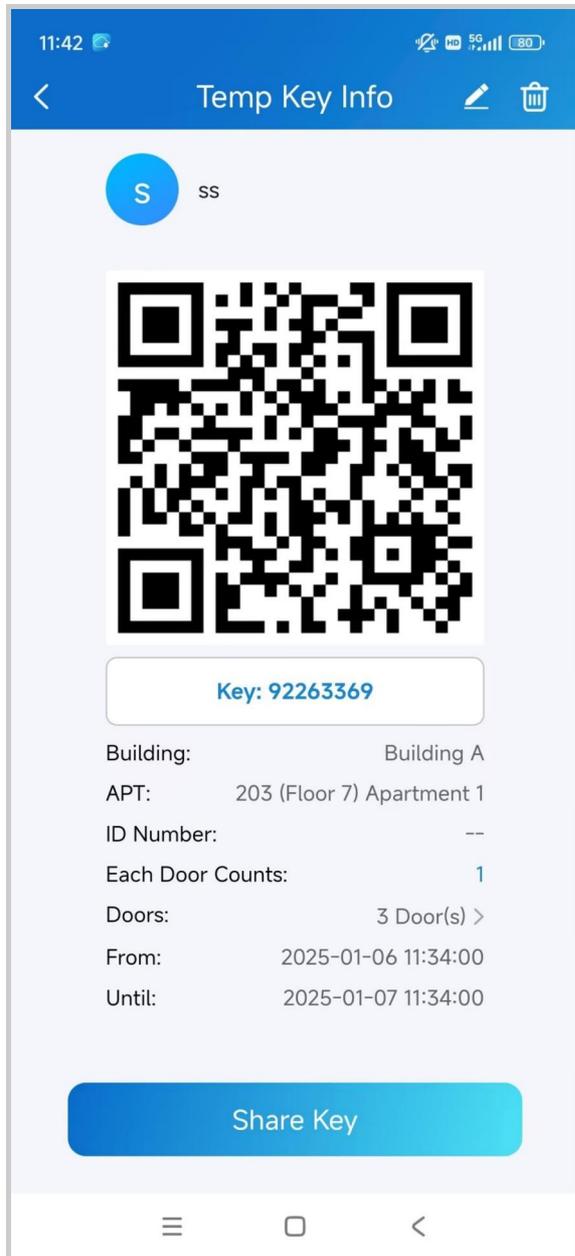
6. Select the Repeat Mode.
7. Select the doors to be opened.
8. Set the time for using the temp key.

The screenshot shows a mobile application interface for creating a new temporary key. The title bar is blue with a back arrow and the text 'New Temp Key'. The status bar at the top shows the time 11:33, signal strength, 5G, and 82% battery. The form contains the following fields: 'Building' with a right arrow; 'Name *' with a red asterisk; 'Email' with a right arrow and the placeholder text 'Email'; 'ID Number'; 'Repeat Mode' with the value 'Never' and a right arrow; 'Each Door Counts' with the value '1' and a right arrow; 'Doors' with a right arrow; and 'Time *' with a red asterisk and a right arrow. At the bottom, there is a blue 'Submit' button and a green 'vConsole' button. The Android navigation bar is visible at the very bottom.

Note

When repeat mode is **Never**, there is a limit to the total times of use. The total times equal to Each Door Counts * the number of selected devices.

After the temp key is created and when it does not expire, you can change the valid time of using the temp key by clicking the Edit icon in the upper right corner.

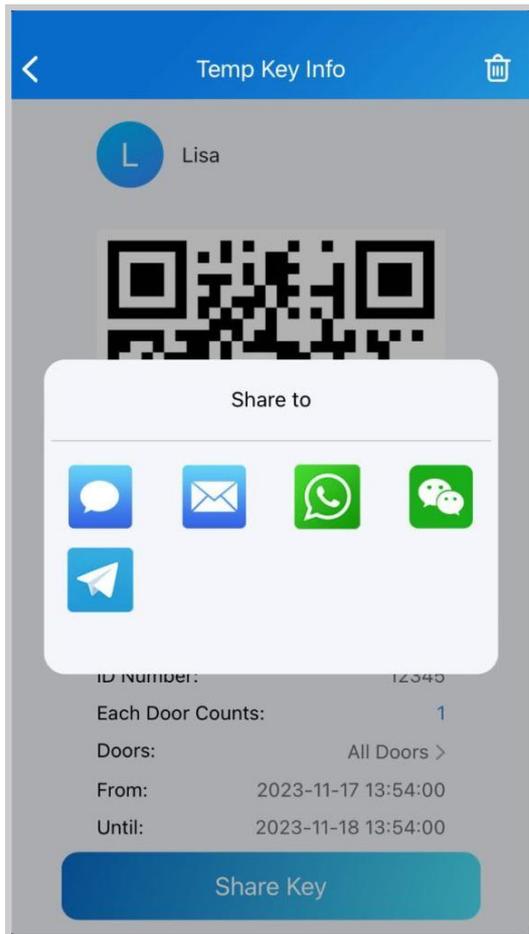


Share Key to User

If you did not send the key to the designated user in the creating procedure by entering his/ her email address, you can still share keys to users, just do as follows:

1. Tap the QR code icon  on the Home page, or go to **Me > Authorization > Temp Keys**.
2. Tap the key you created for the user, then tap Share Key.
3. Choose a sharing way among messages, email, WhatsApp,

WeChat, and Telegram.



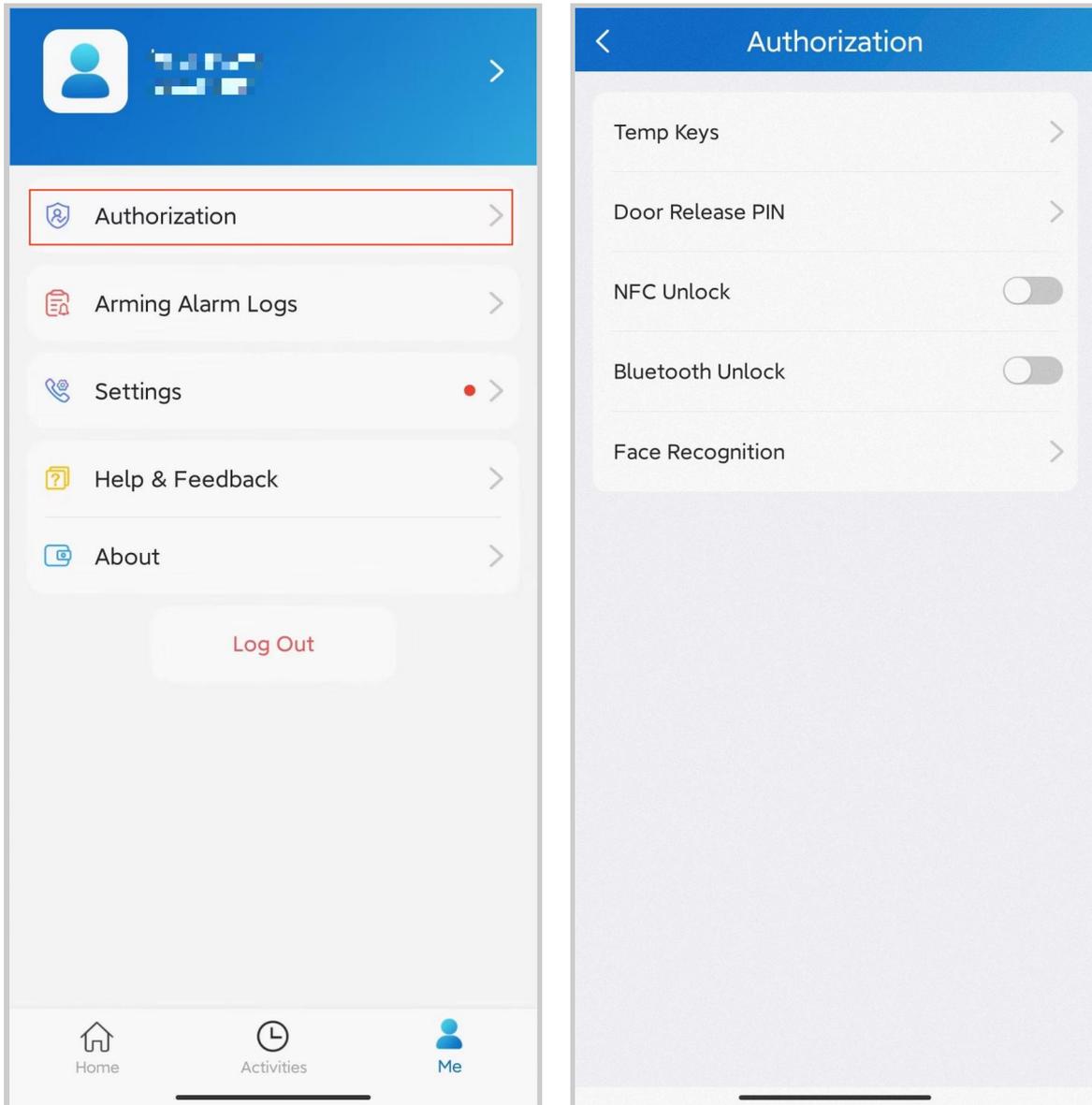
Open Door with Temp Key

A Temp Key contains a QR code and an 8-bit key. The user can either of them to unlock doors.

- **Use QR code.** Tap **Temp Key** on door phone's screen, and place the QR code in front of its camera. When the camera reads the code, the door will open automatically.
- **Use 8-bit key.** Tap **Temp Key** on door phone's screen, enter the code, and the door will open automatically.

Open the Door for Yourself

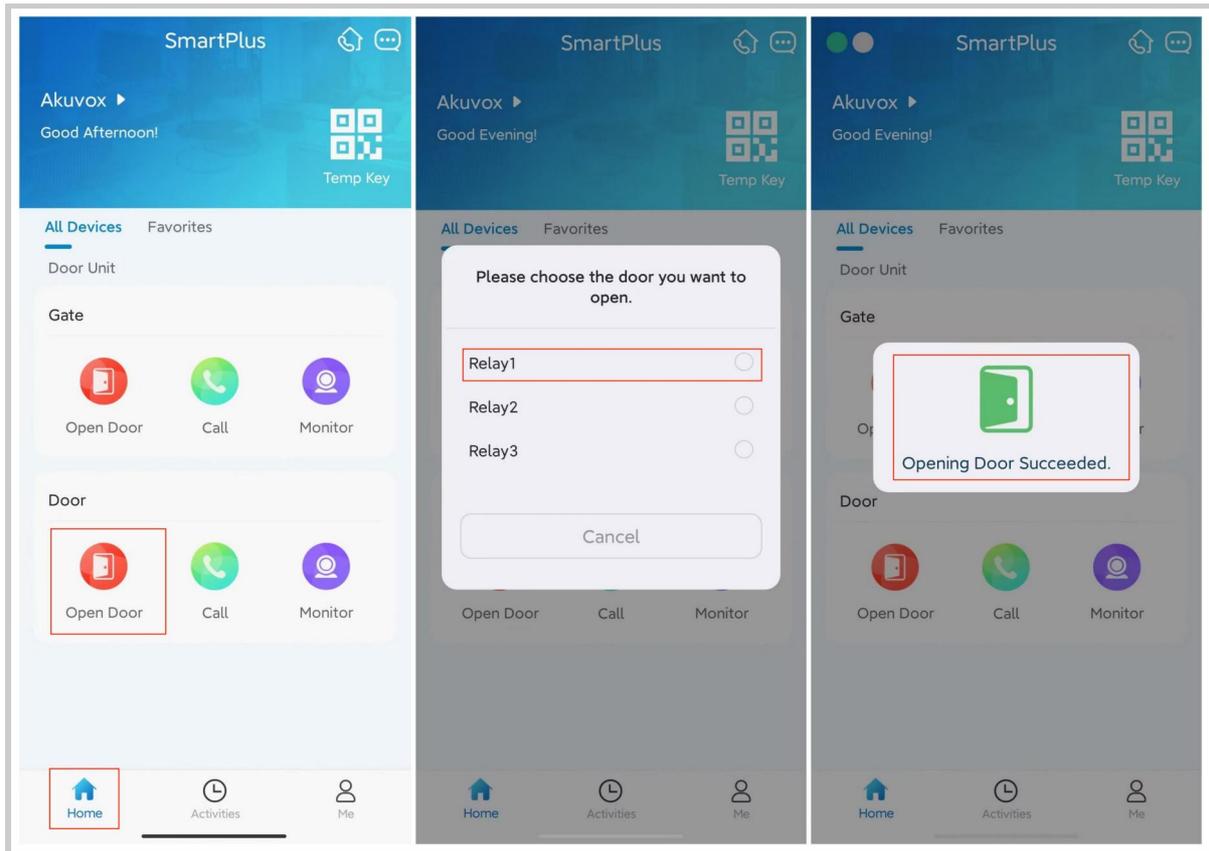
When you need to open doors or enter buildings frequently in daily work, for more convenience, you can remote open the door, and configure PIN, Bluetooth, NFC, and facial recognition for yourself.



Remote Opening

You can open the door directly by tapping the specified softkey.

1. Tap **Home**.
2. Select the device, and tap **Open Door**.
3. Select the relay (the door) in the list.
4. The screen shows **Opening Door Succeeded**, which means the door is opened.

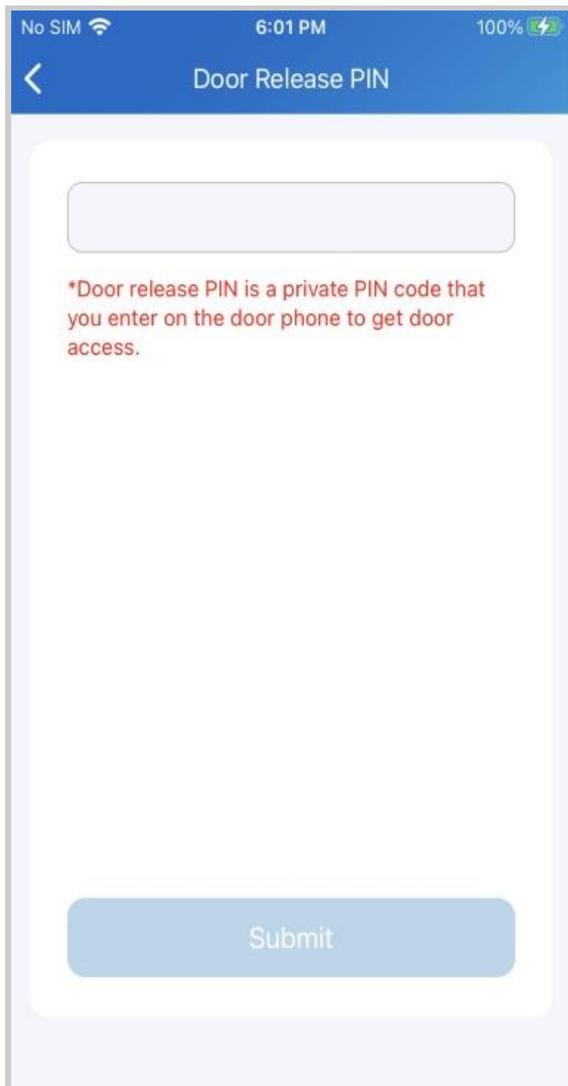


Unlock the Door with a PIN

You can set a private PIN code for door entry.

In your first login, you are asked to set up a PIN code for your private use.

If you didn't set it up, or you want to change the code for better security, go to **Me > Authorization > Door Release PIN**.



With the PIN, you can open the door by entering the PIN.

Unlock the Door with Bluetooth

You can use the Bluetooth connection to open doors without touching them.

Note

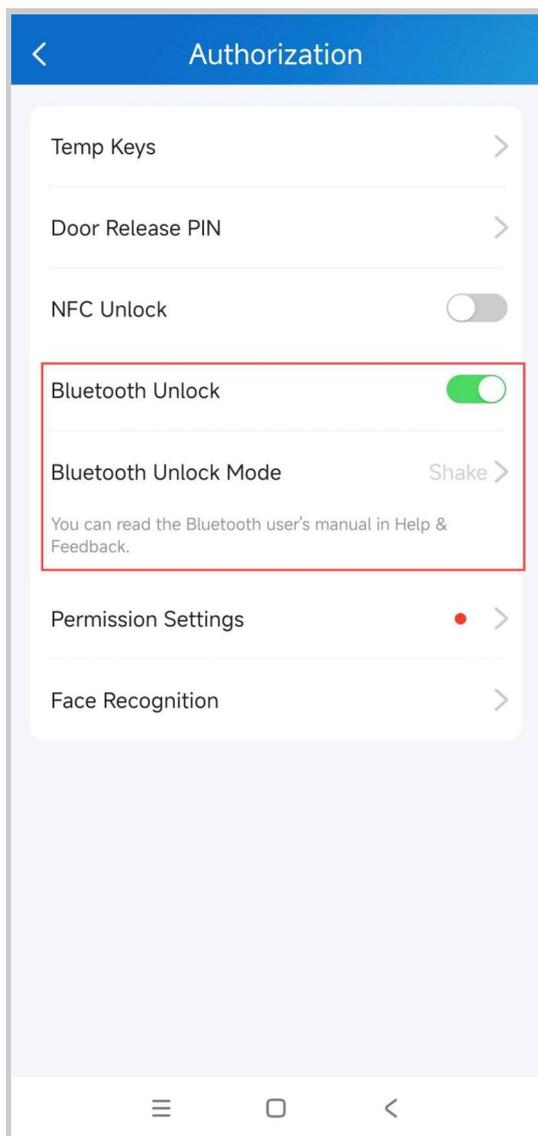
To learn about the supported door phones and detailed steps of Bluetooth door opening, please refer to [Open the Door via Bluetooth](#).

Ensure Bluetooth is turned on, both on your phone and SmartPlus App before using this feature.

1. Go to Me > Authorization, and enable Bluetooth Unlock.

2. Select a Bluetooth Unlock Mode between Shake, Hands-free, and Tap as Card.

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



Unlock the Door with a Face ID

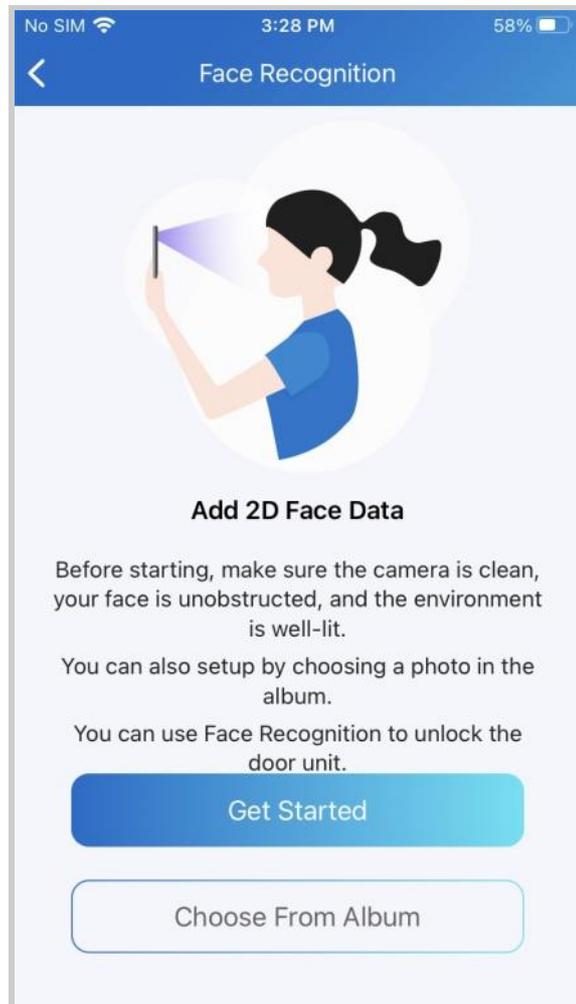
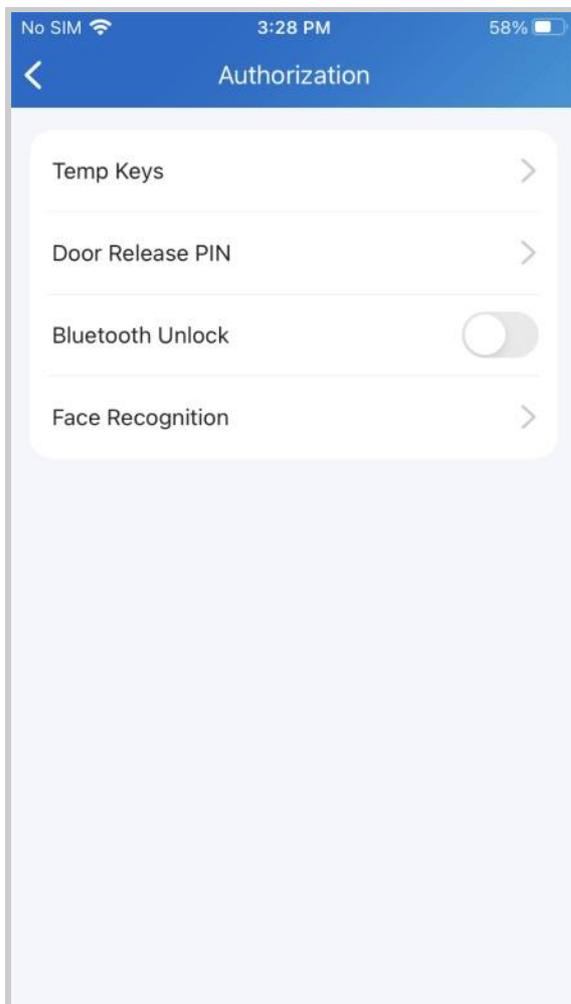
Using the facial recognition feature helps you to open the door fast and safely.

Note

Doorphones supporting facial recognition include X915S, X912S, R29C, R29Z, E16C and E18C.

Set up Face ID

1. Go to **Me > Authorization > Face Recognition**.
2. Tap **Get Started**, or select a picture from your phone album, then follow the onscreen instructions.



Use Face ID to Open Door

After you finish setting, you can use it for door access.

1. Tap anywhere on a door phone screen to wake it.
2. Make sure your face is centered in the camera view, glance at the camera, then the door will open automatically.

Unlock the Door with an NFC

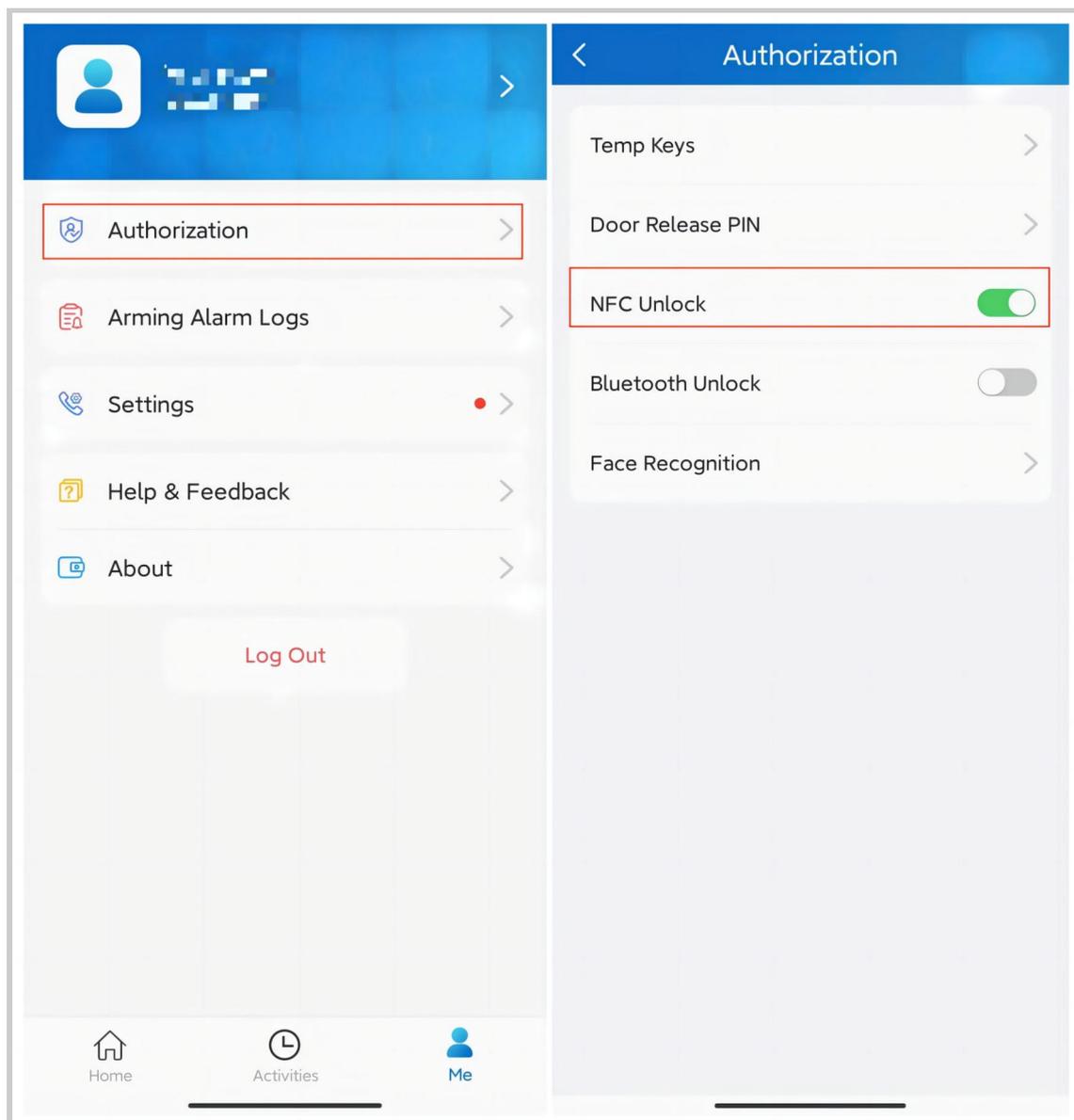
It is convenient when using a phone with an NFC feature to open the door. You just need to put your phone onto the door phone's card reader, then the door will open for you.

Note

This feature is NOT available on iPhone and Android phones without an NFC module.

Enable NFC to Unlock

Go to **Me > Authorization**, and turn on NFC unlock. This function will be activated immediately.



Use NFC to Open the Door

Ensure NFC is turned on, both on your Android phone and SmartPlus App, before using this feature.

1. Wake up your phone.
2. Place the NFC detection areas of both your phone and the door phone against each other for a few seconds. Then the door will open automatically.

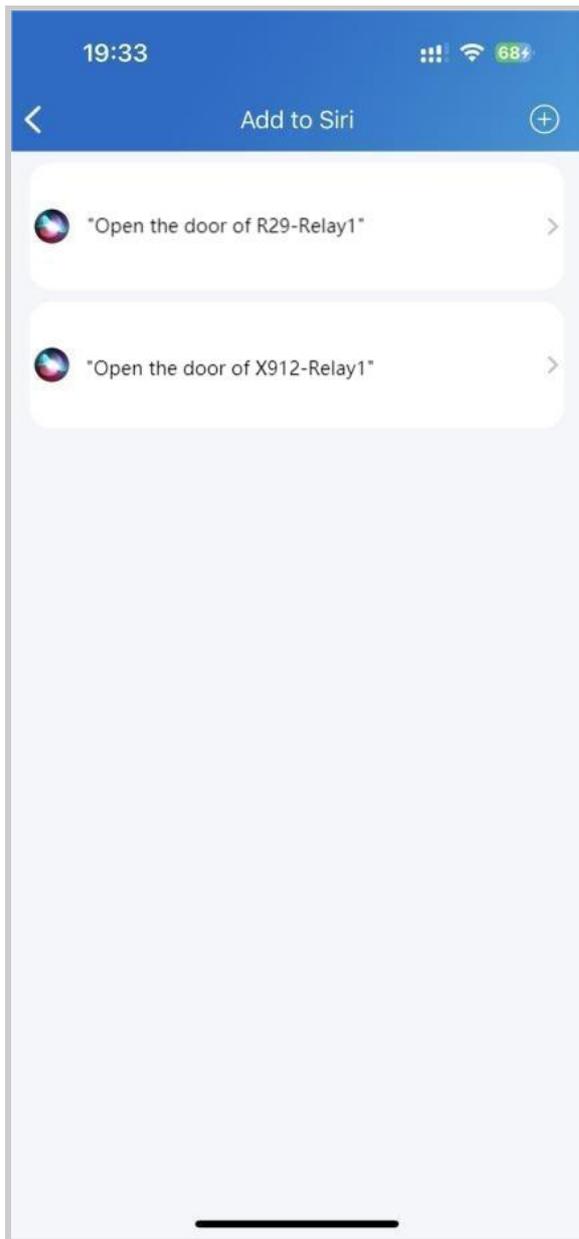
Unlock the Door With Siri

You can open the door through Siri with IOS 12 or above.

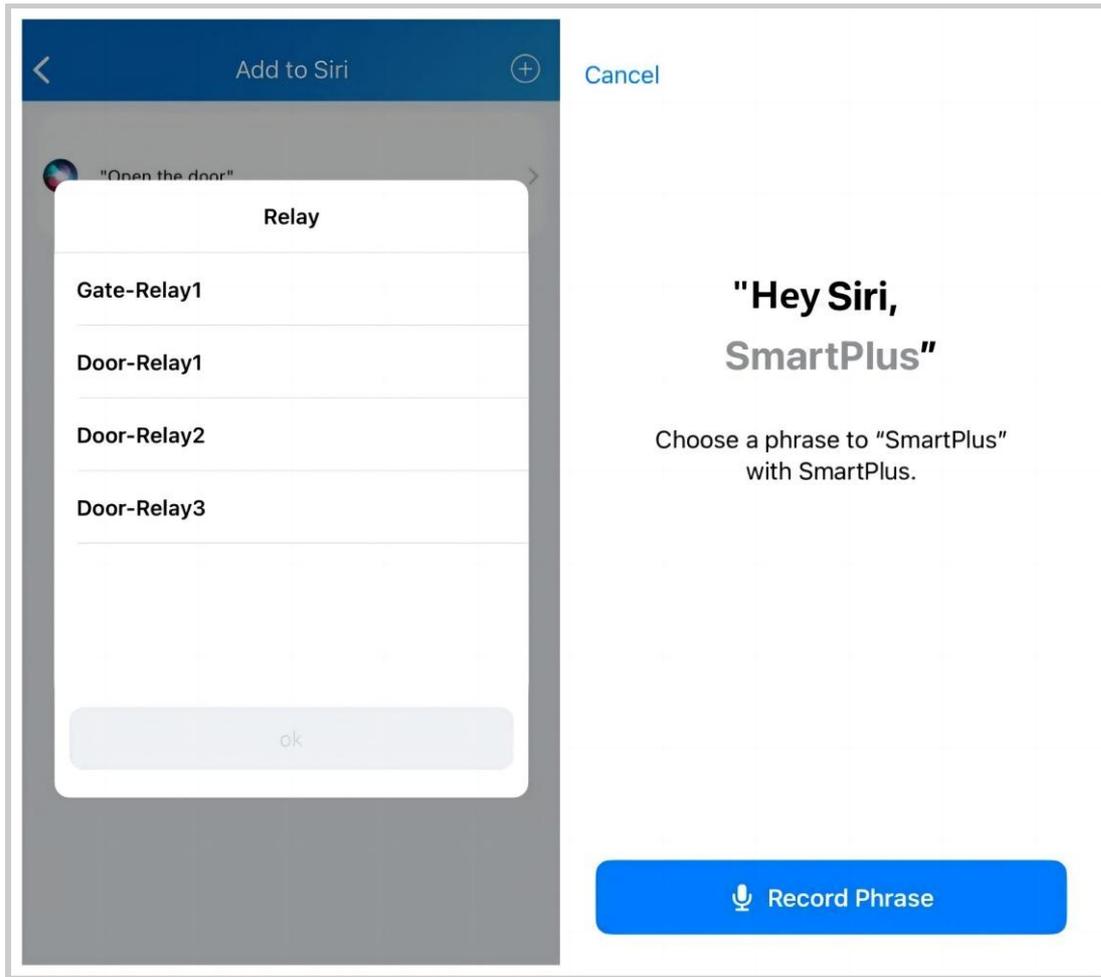
Note

- You can record no more than 10 voice commands.
- Commands do not interoperate between different accounts.

1. Go to Me > Add to Siri.



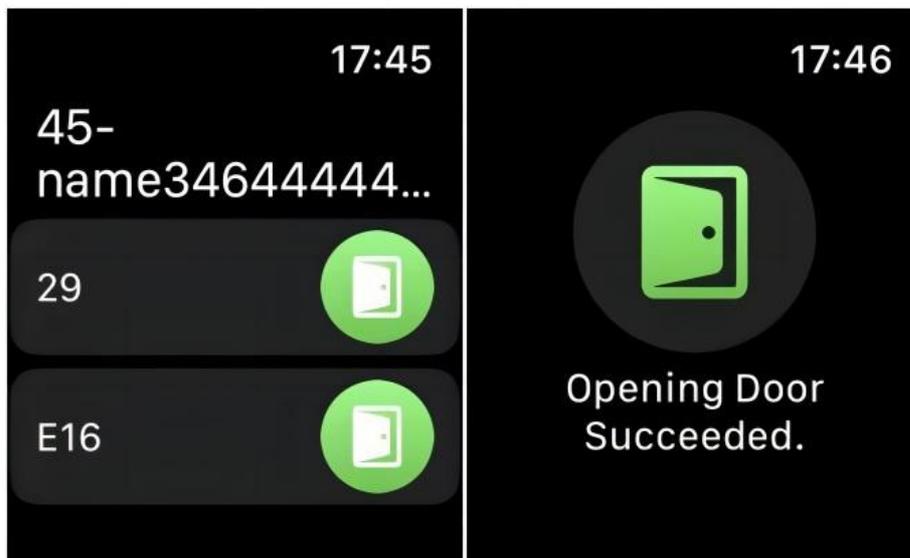
2. Tap the add icon  . Select the desired relay and record the command.



Unlock the Door with Apple Watch

You can open doors by tapping  on SmartPlus that is installed in Apple Watch.

1. Download and install the SmartPlus App on your Apple Watch.
2. Log into your SmartPlus account on your iPhone that is linked to the Apple Watch.



Devices with relays configured under your accounts will be synchronized to the Apple Watch.

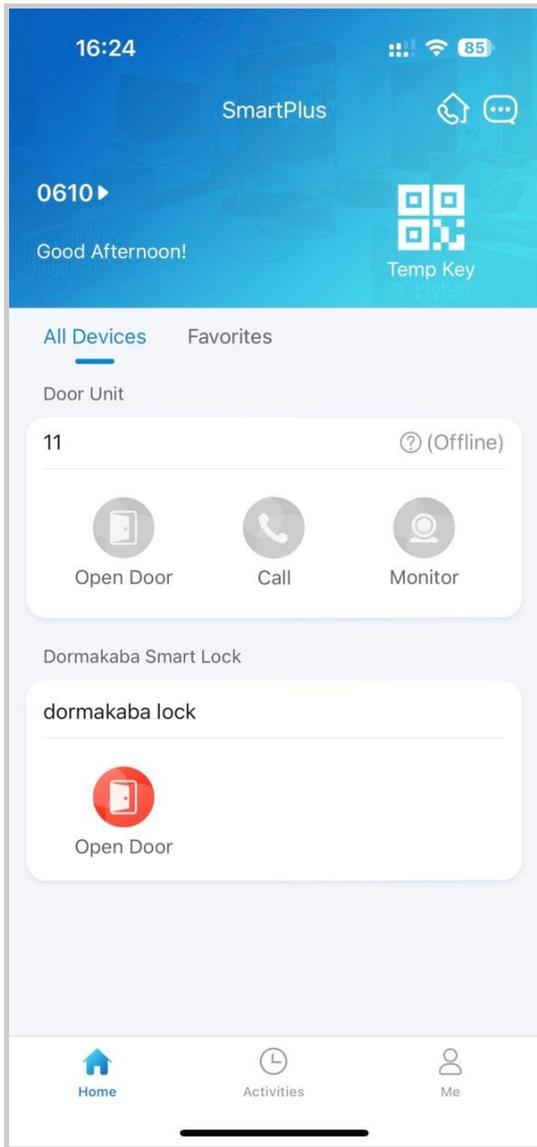
Note

Apple Watch cannot acquire the latest device status in real time. Only after the data update on your iPhone do the data on your Apple Watch refresh.

Unlock Third-Party Locks

You can unlock the Dormakaba, Salto, and iTec locks after installers add the locks in public areas on the SmartPlus platform.

- When the lock is not linked to a door phone, the lock will be displayed on the Home page, and you can tap **Open Door** to unlock it.
- When the lock is linked to a door phone, it will be displayed in the door phone's Relay list. Tap **Open Door** of the linked door phone to open it.



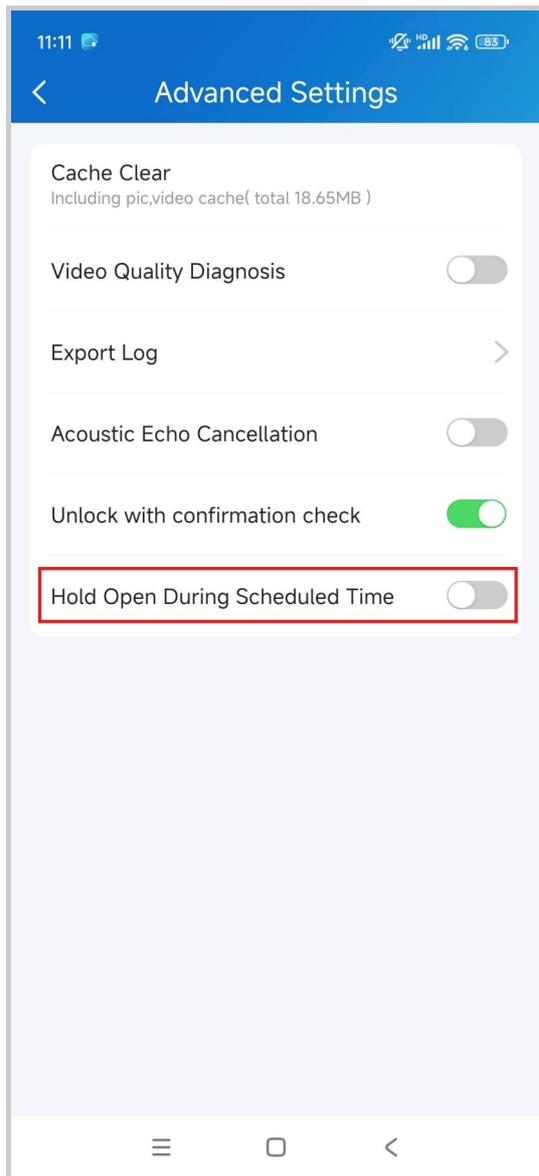
Keep the Door Open During Specific Time

You can set doors to be open during the scheduled time.

Note

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

Enable this feature on the **Me > Settings > Advanced Settings** page. It is disabled by default.



Calling

Call Devices

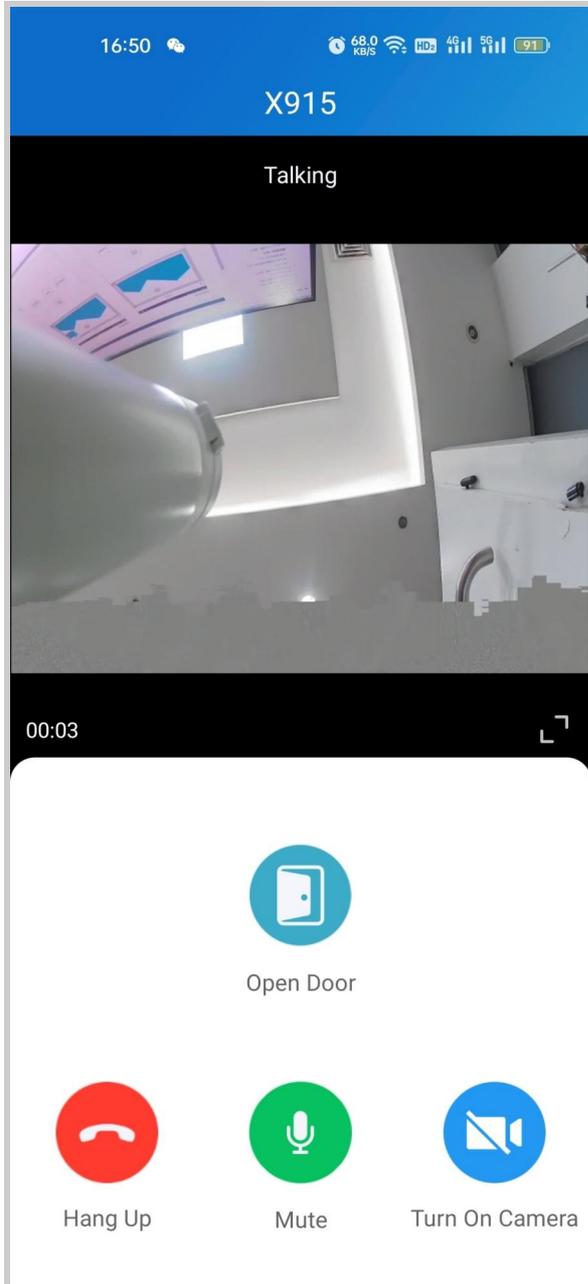
You can call public devices on the home page directly, or preview the monitoring live stream and talk to the person on the other end of the screen.

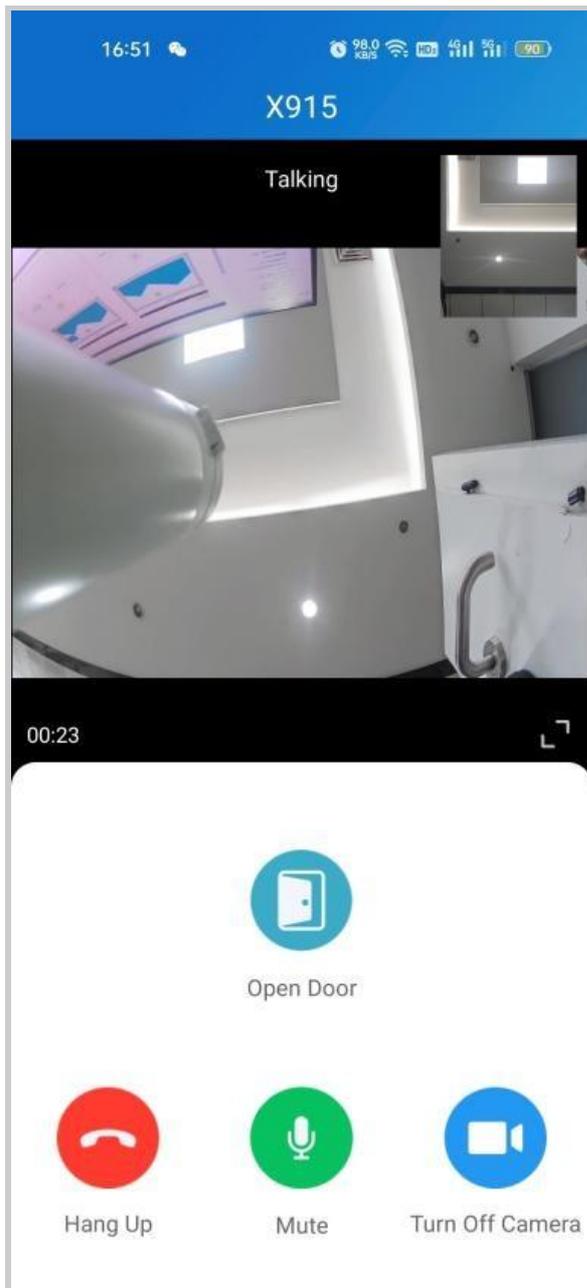
On Home Page

1. Tap **Home**.
2. Choose a device you want to call.
3. Tap **Call** to start a call.
4. Tap **Turn On Camera** to turn your phone's camera on if you want

the called party to see you. You can turn off the camera at any time.

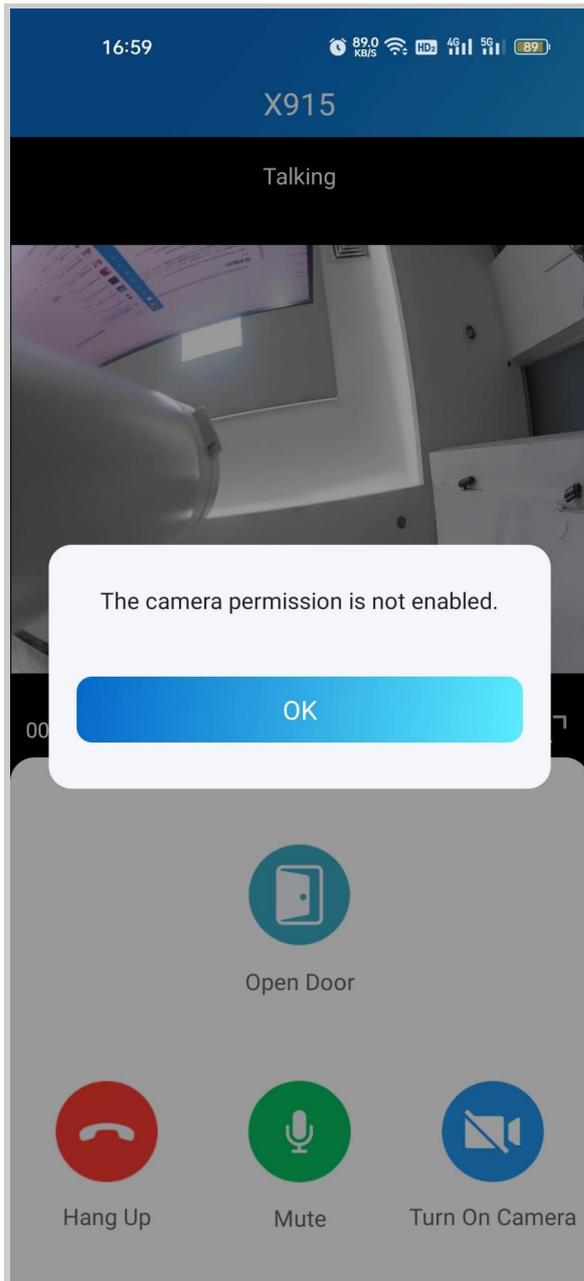
Your choice to turn on/off will be applied to later video calls with the device.



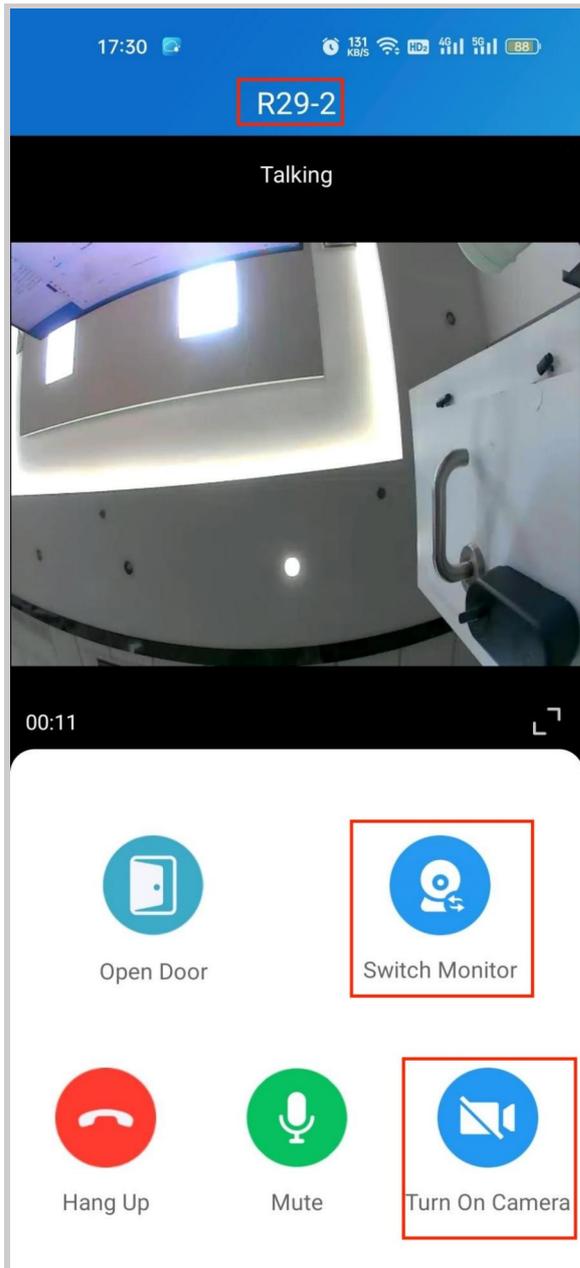


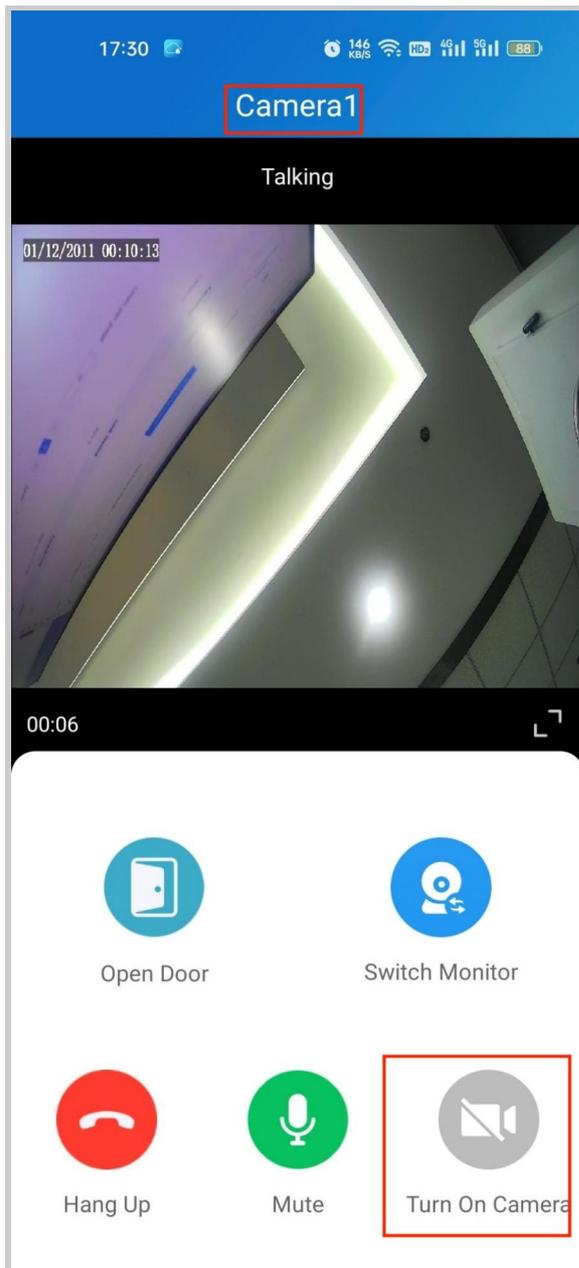
Note

To use the Turn On Camera/Turn Off Camera feature, you must allow the SmartPlus to turn on/off the cameras when using this app. Or you will see the below pop-up message.



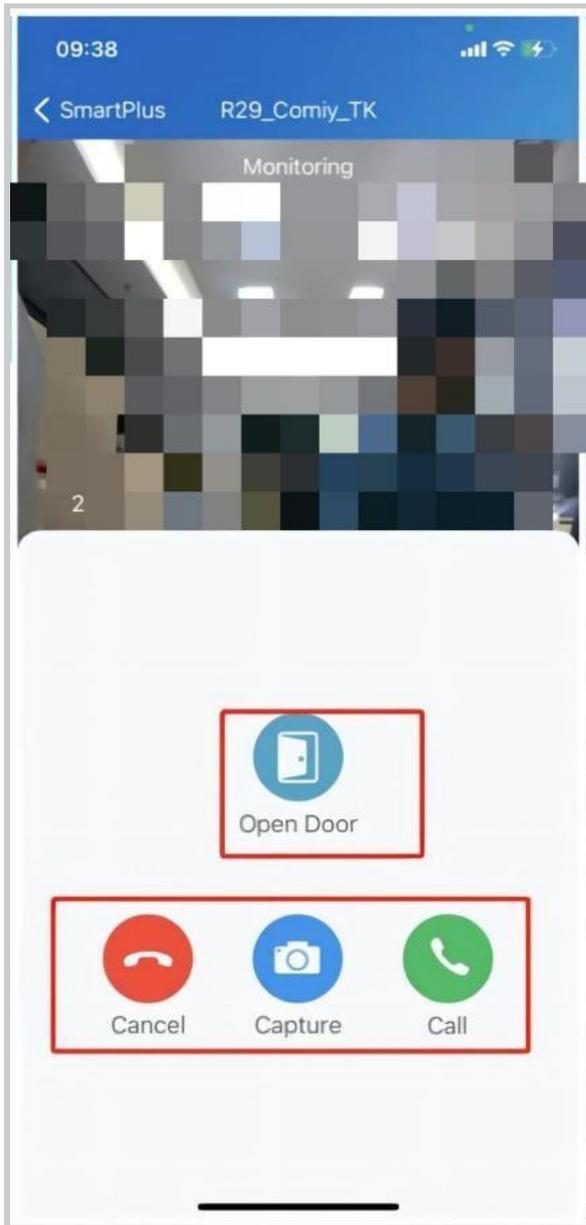
If the door phone is linked with a third-party camera, then you also are allowed to tap Switch Monitor to switch monitoring streams between the door phone and the third-party cameras. However, the Turn On Camera feature is unavailable when you change to see the third-party camera's stream.





On Monitoring Page

1. Tap Home.
2. Select a device.
3. Tap Monitor to preview the monitoring video, and Tap Call if you'd like to talk to the visitor.



Call a Resident or Other Property Managers

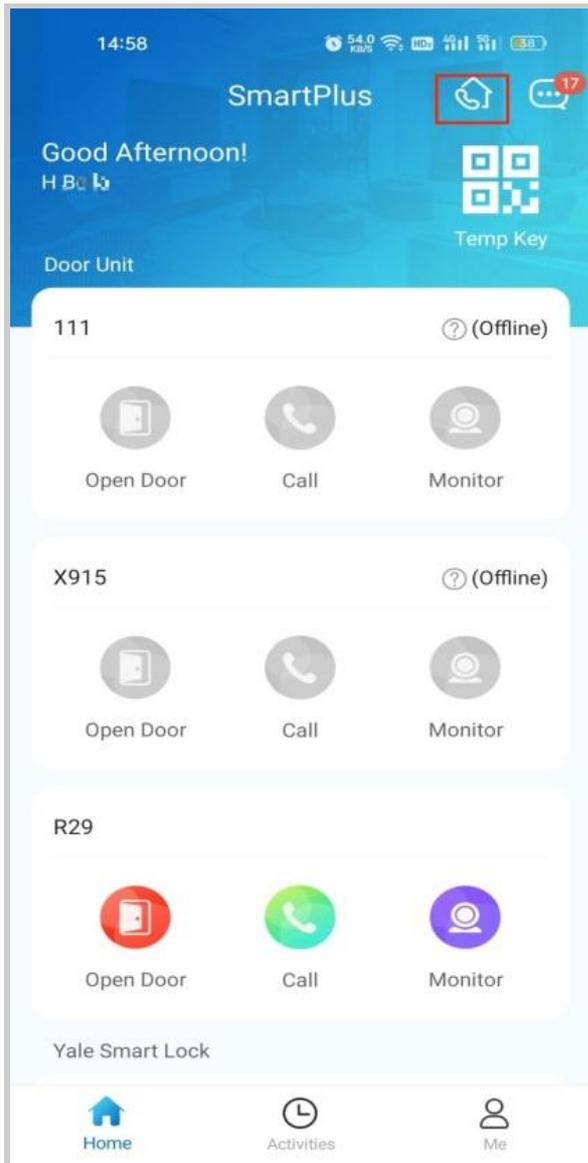
SmartPlus enables you to call residents, their indoor monitors, and other property managers within the community.

Note

This feature is only available for new communities.

To call a resident, do the following:

1. Tap Home, and tap the icon  on the top right.



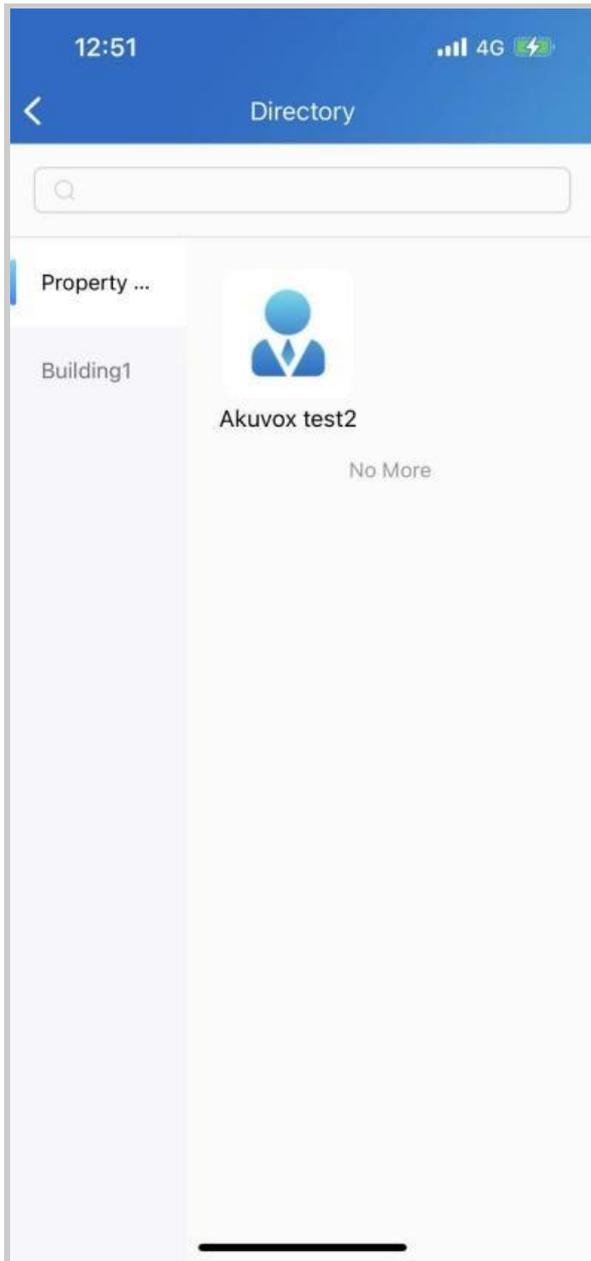
2. A directory screen opens.

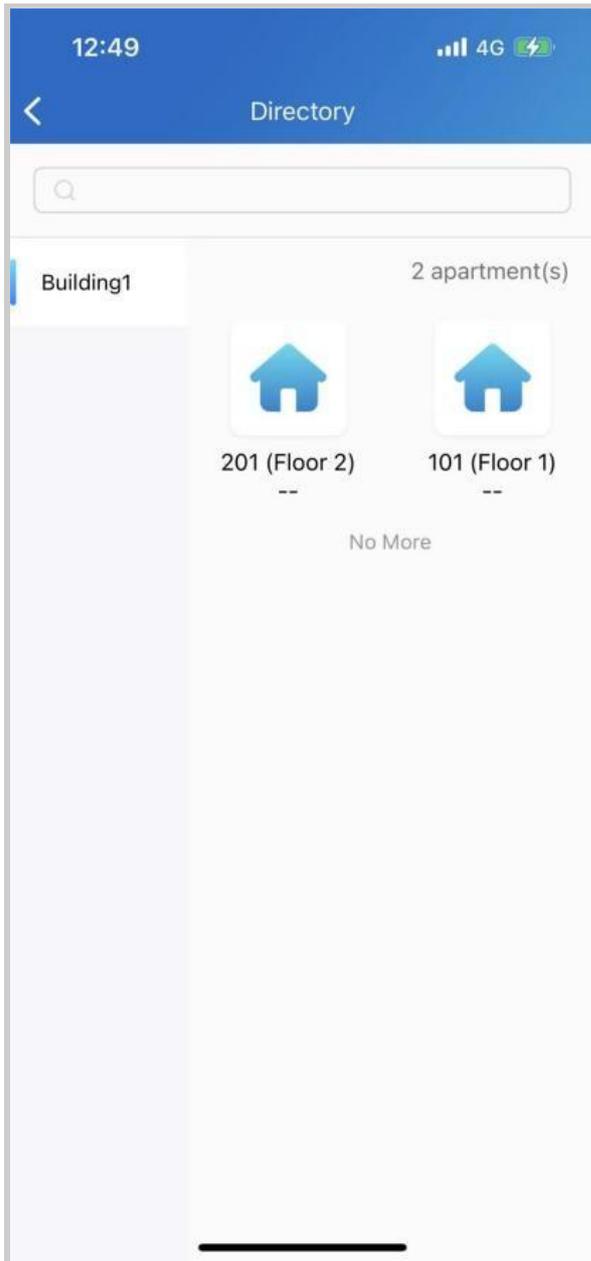
3. On the Directory screen, do any of the following:

- Tap Property Managers on the left side to see and call other property managers in this community.

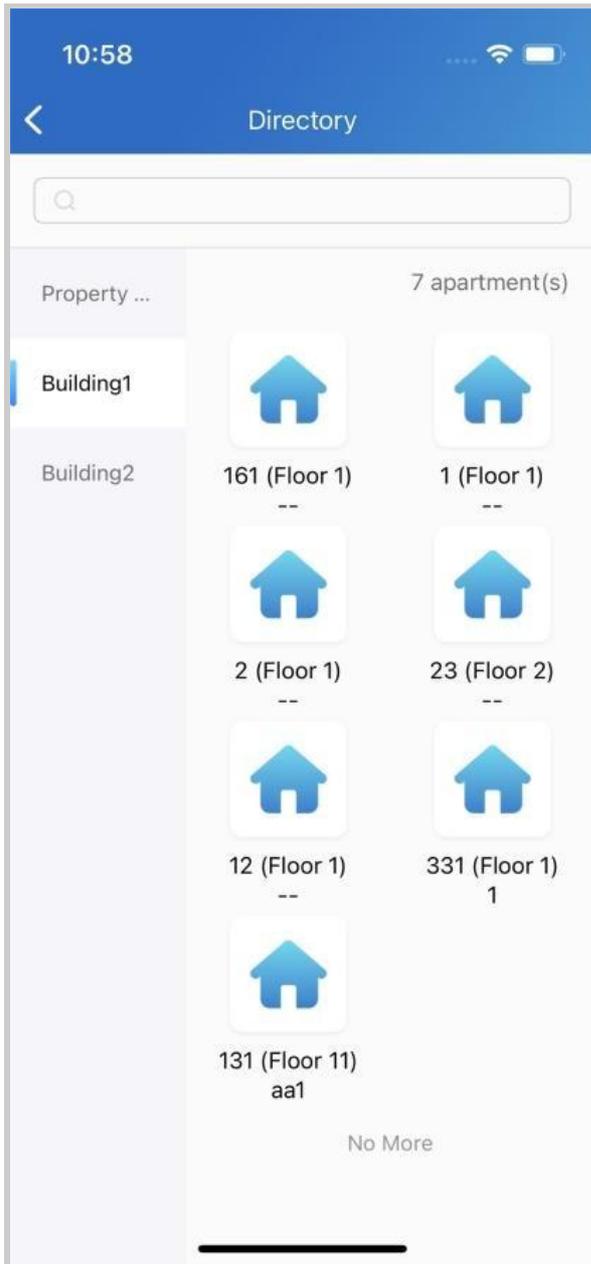
Note

Only when there are other property managers in this community and their app permissions are turned on by your installer, you can see their accounts listed here. Otherwise, the Property Manager tab is not displayed as in the right picture shown below.





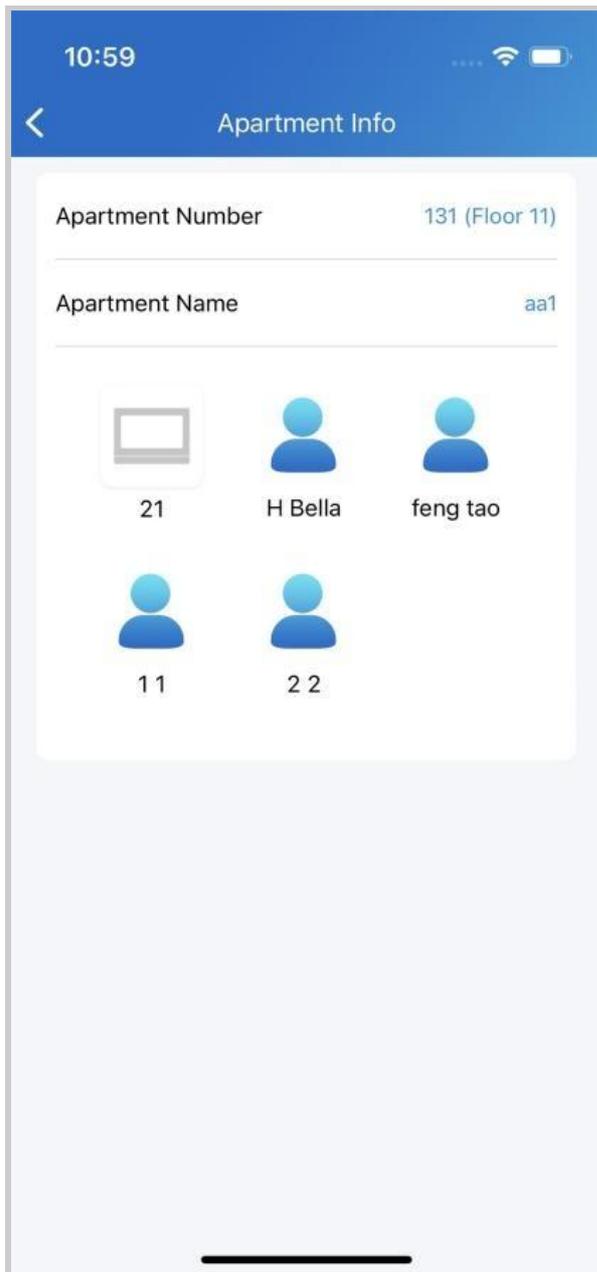
- Tap the specific building to see all apartments within.



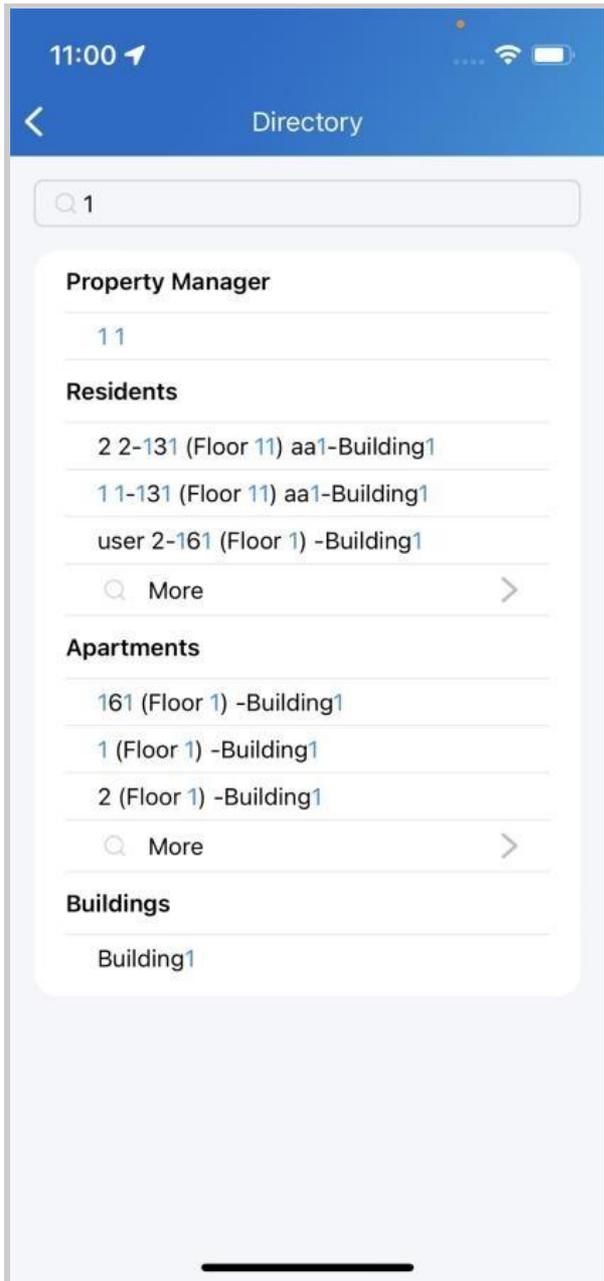
- Tap any of the apartments listed on the right side to

See its information, including the door number, apartment name, and the members and indoor monitors in this family.

Tap and call a member's app or an indoor monitor.



- Tap the search box on the top to search for a family or property manager. The search results will be displayed in the order of Property Manager-Resident-Apartment-Building.

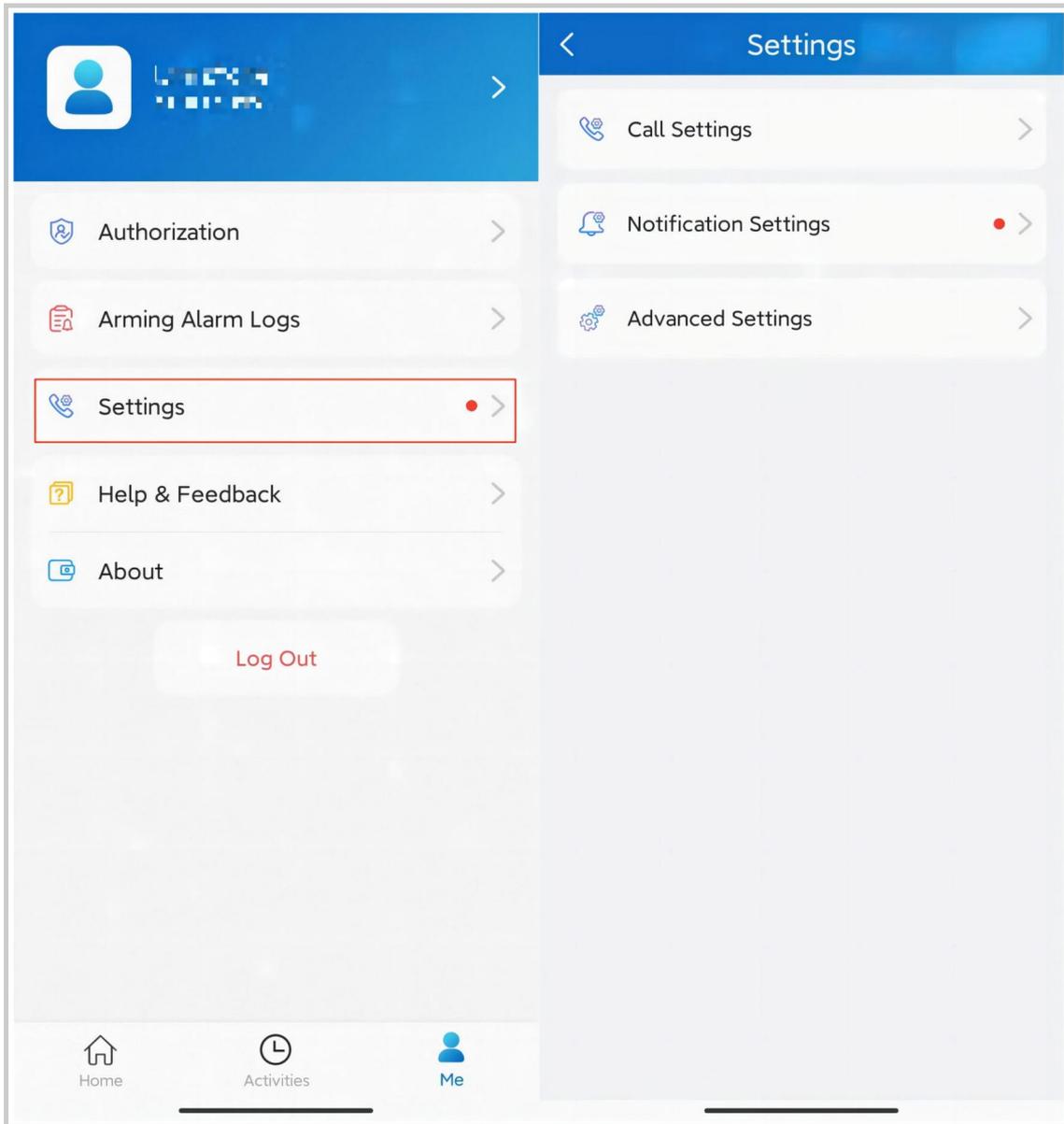


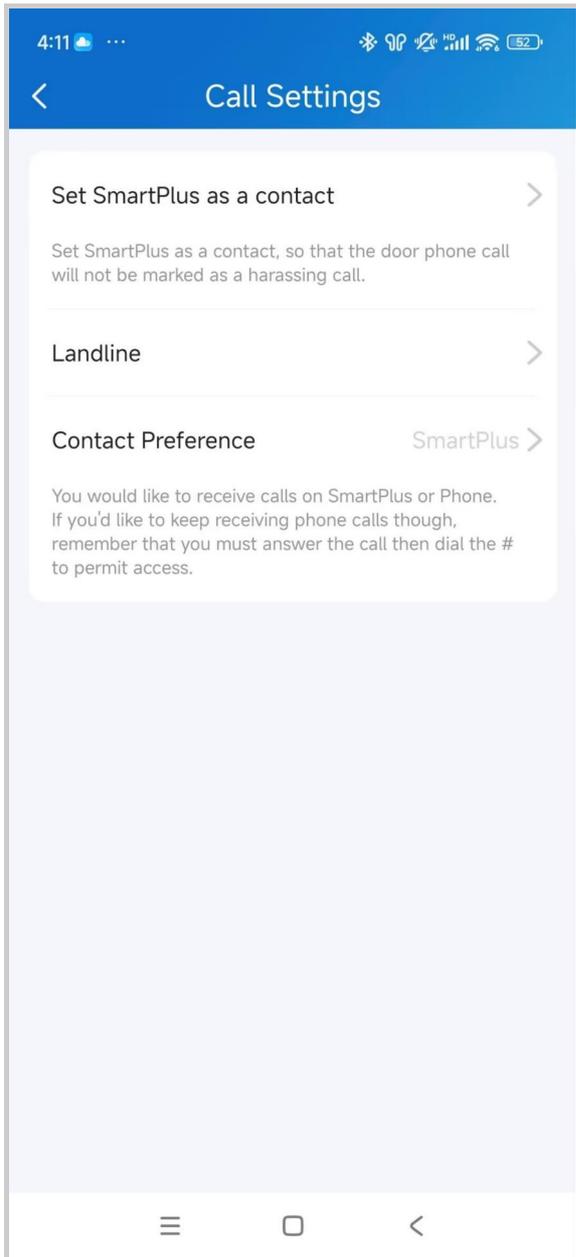
Landline, Contacts and Call Preference

You can answer or decline a call via SmartPlus, or you can make forward calls to the landline number.

Note

- **ONLY** when your service provider enabled the Landline Service at the same time he created your community project, are you able to use the feature.





Call Forwarded to Phone

To set up call forwarding, do the following:

1. Go to **Me > Settings > Call Settings**.
2. Tap **Landline**, and select the country/region the phone number belongs to.
3. Tap **Landline**, and type in the number in the pop-up box.
4. Tap **Submit**.

Set up Call Receiver

Contact Preference feature allows you to decide whether to receive calls on SmartPlus or your phone.

1. Go to **Me > Settings > Call Settings**.
2. Tap **Contact Preference**.
3. Select a call type.
 - **SmartPlus**. When selected, SmartPlus will be called.
 - **Phone**. When selected, the landline number will be called. To permit access, you must answer the call, and dial #.

Set SmartPlus as a Contact

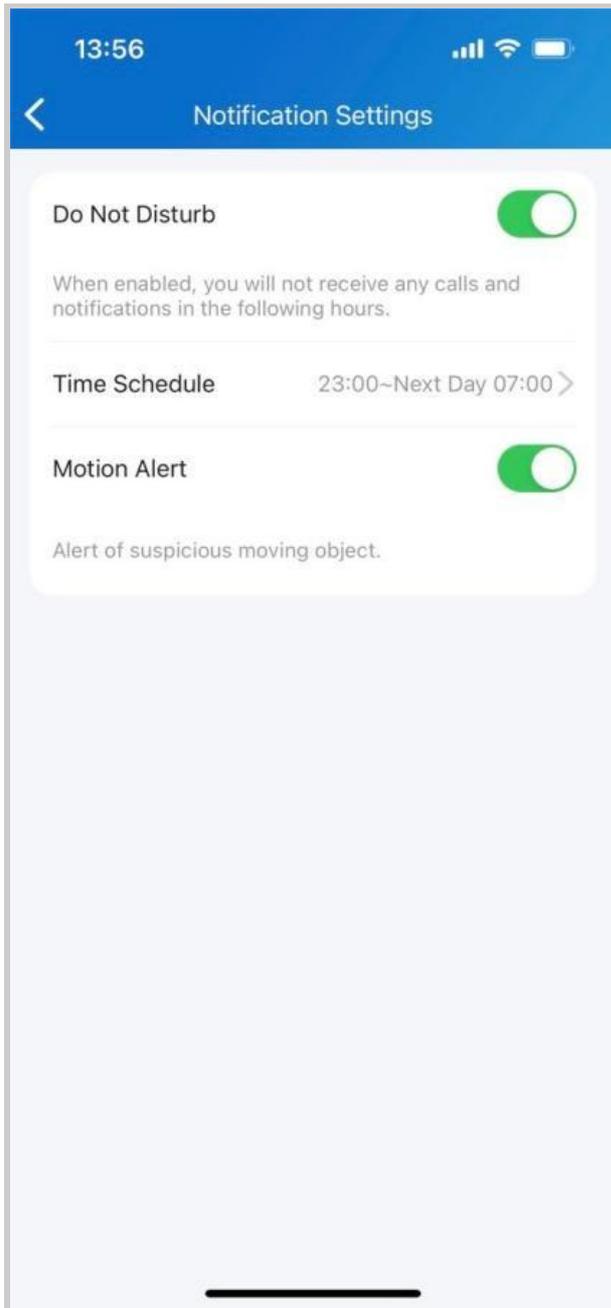
You can set SmartPlus as a contact, in case calls from doorphones are marked as harassing ones.

1. Go to **Me > Settings > Call Settings**.
2. Tap **Set SmartPlus as a contact**, and the screen shows Adding Succeeded. You will then see the Doorphone Call Number in your phone's contact list.

Not to Receive Calls

SmartPlus allows you to silence all calls when you do not want to be disturbed.

1. Go to **Me > Settings > Notification Settings**.
2. Turn on **Do Not Disturb**.
3. Set up a Time Schedule.

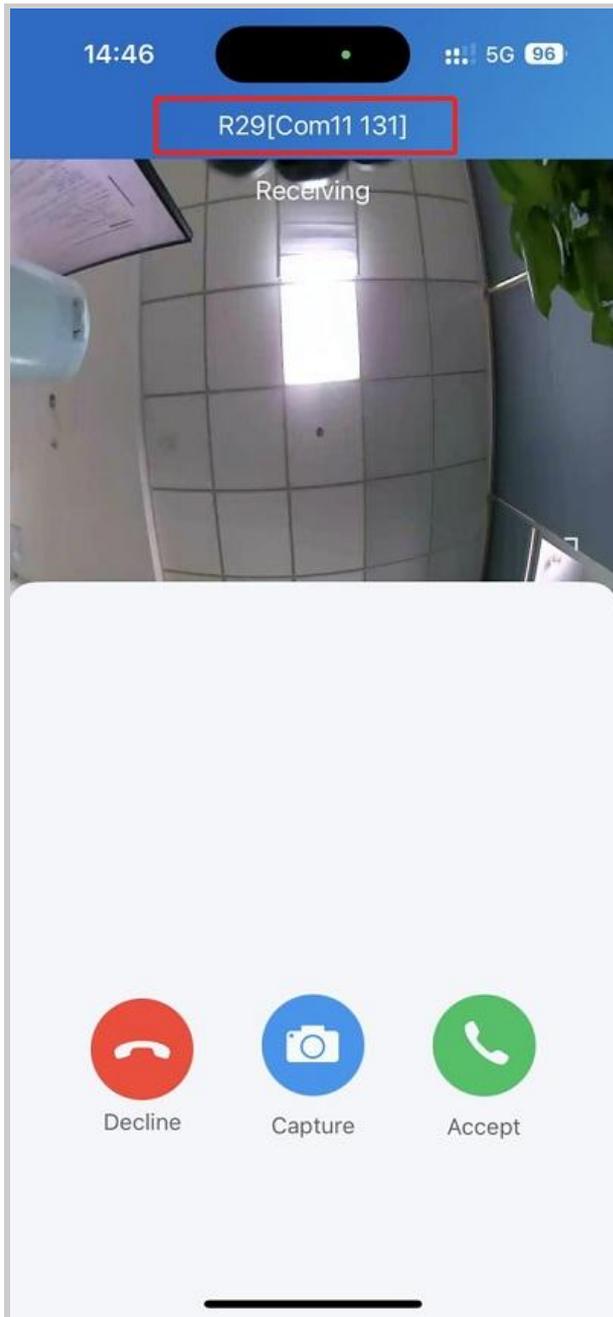


Note

- Call histories will still be recorded when enabling Do Not Disturb.

Receive Calls from a Different Site

- You can receive calls from site 2 when you select site 1.
- The receiving page will display the information on site 2.
- The call logs will only be displayed on site 1.



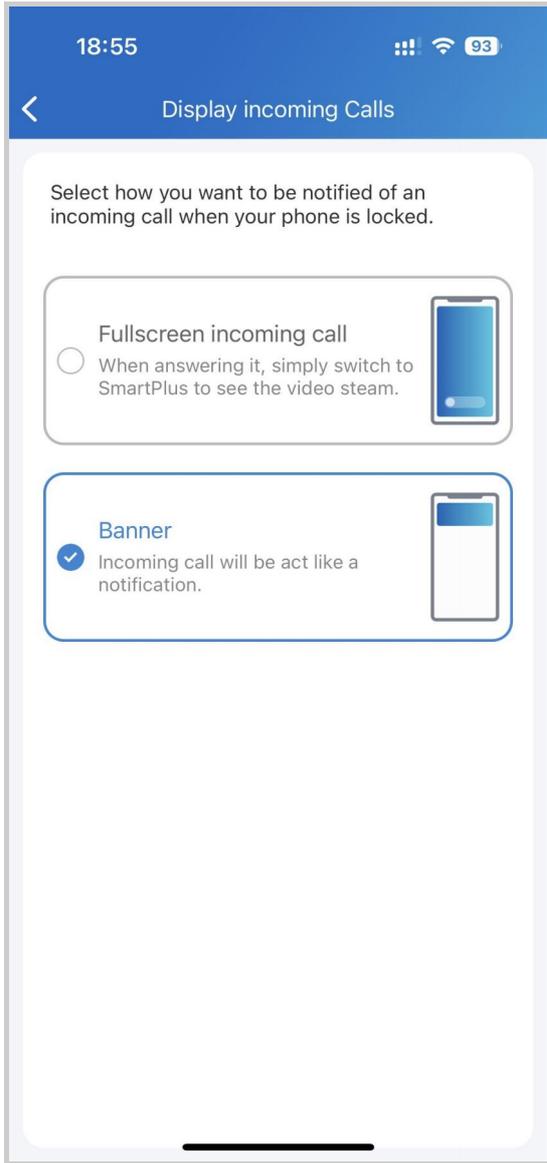
Set up Call Kit

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

Note

ONLY the iOS system supports this feature.

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





Security

Monitor

You can check the monitoring streams from either Akuvox intercom devices or third-party cameras to see who's the visitor or what's happening at your front door.

See Door Phone Stream

1. Tap Home.
2. Select the device and Tap **Monitor**  . The monitoring streams

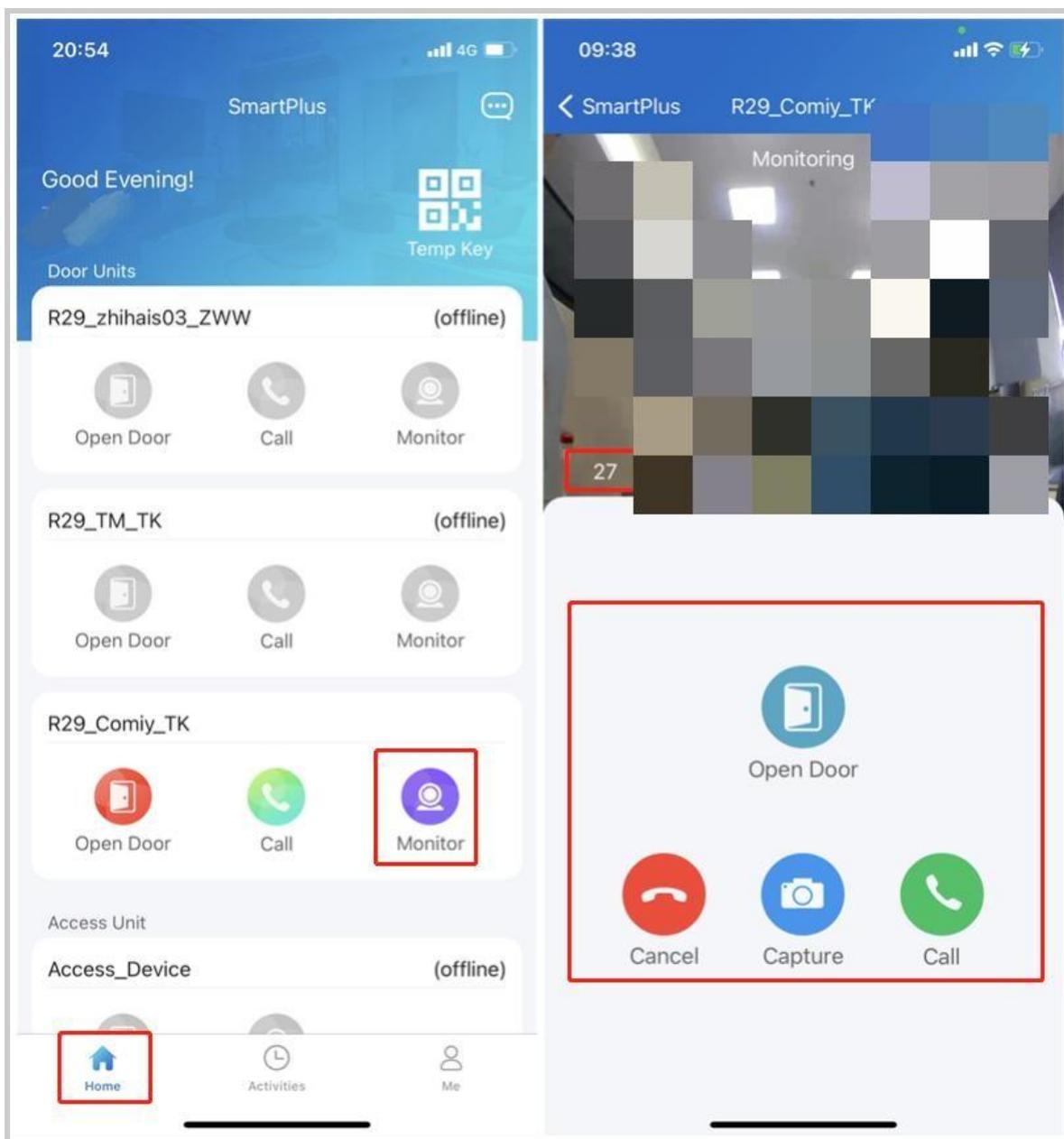
will be shown for 30 seconds.

Note

Door phones without cameras do not have a monitor button  .

What you can do on the monitoring page:

- Tap **Cancel** to exit the current video-watching page.
- Tap **Capture** to make a screenshot.
- Tap **Call** to make a call with the visitor.
- Tap **Open** to unlock the door.

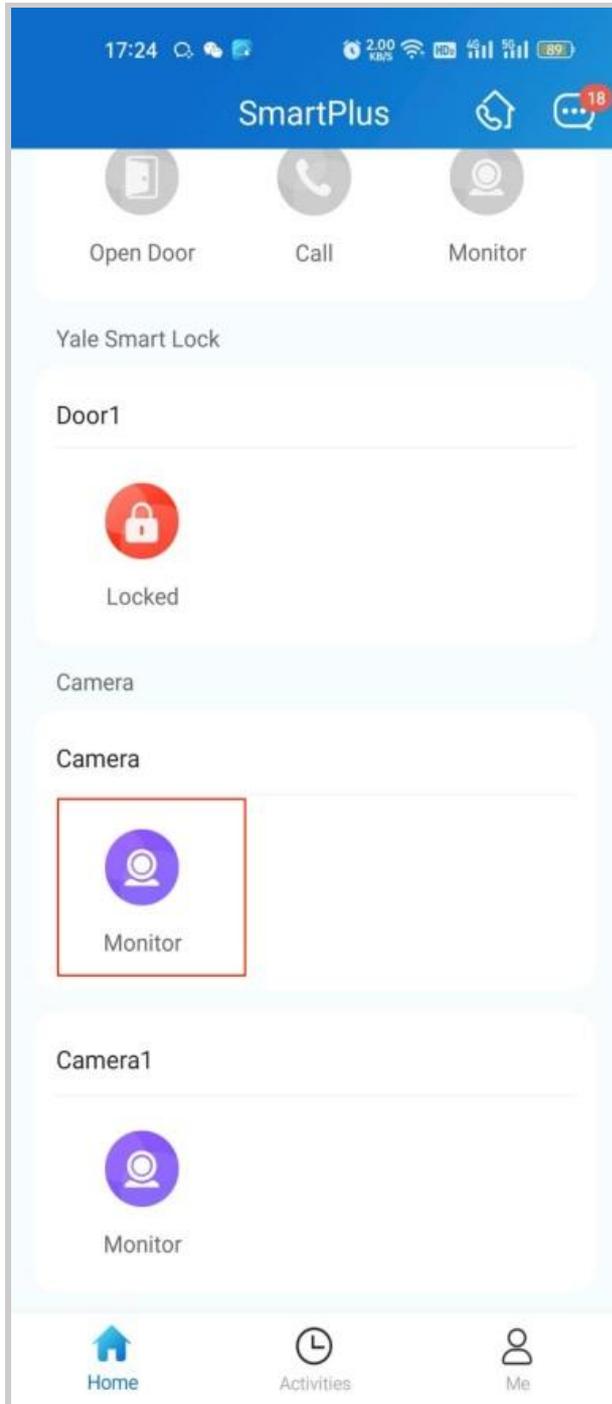


See Third-party Camera Stream

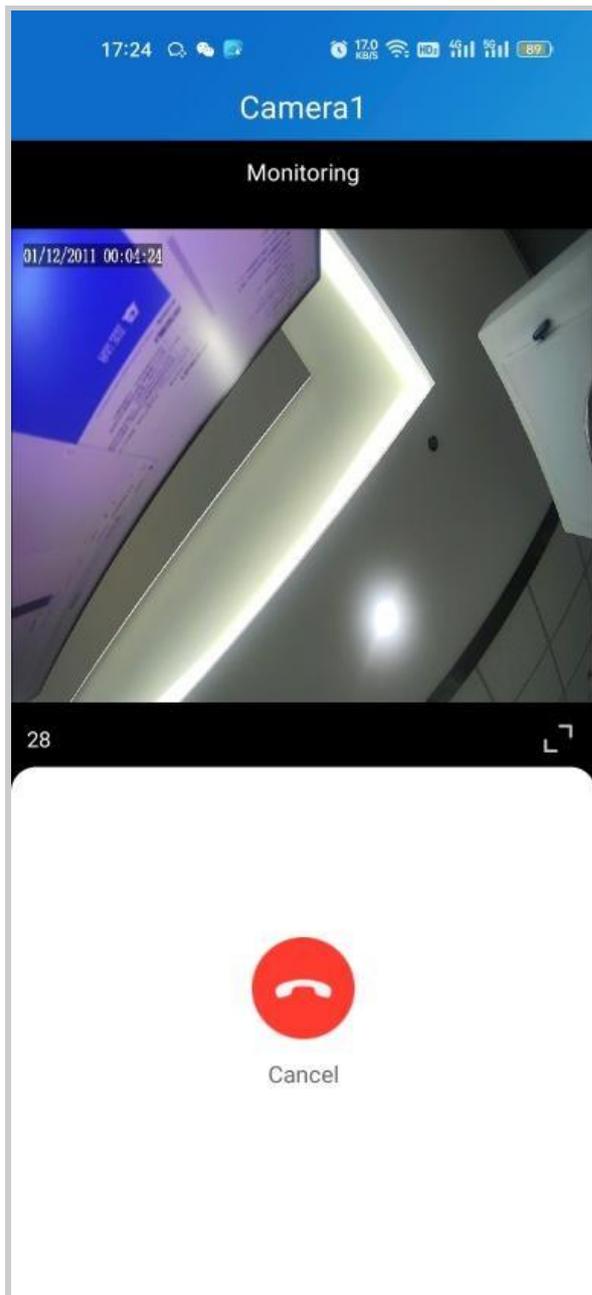
If your community has third-party cameras installed on buildings or some public areas, you are enabled to see their streams directly on the app. Besides, these cameras can be linked with Akuvox door phones.

- **When cameras are not linked with door phones**

1. On the Home screen, scroll down, and find the Camera field.



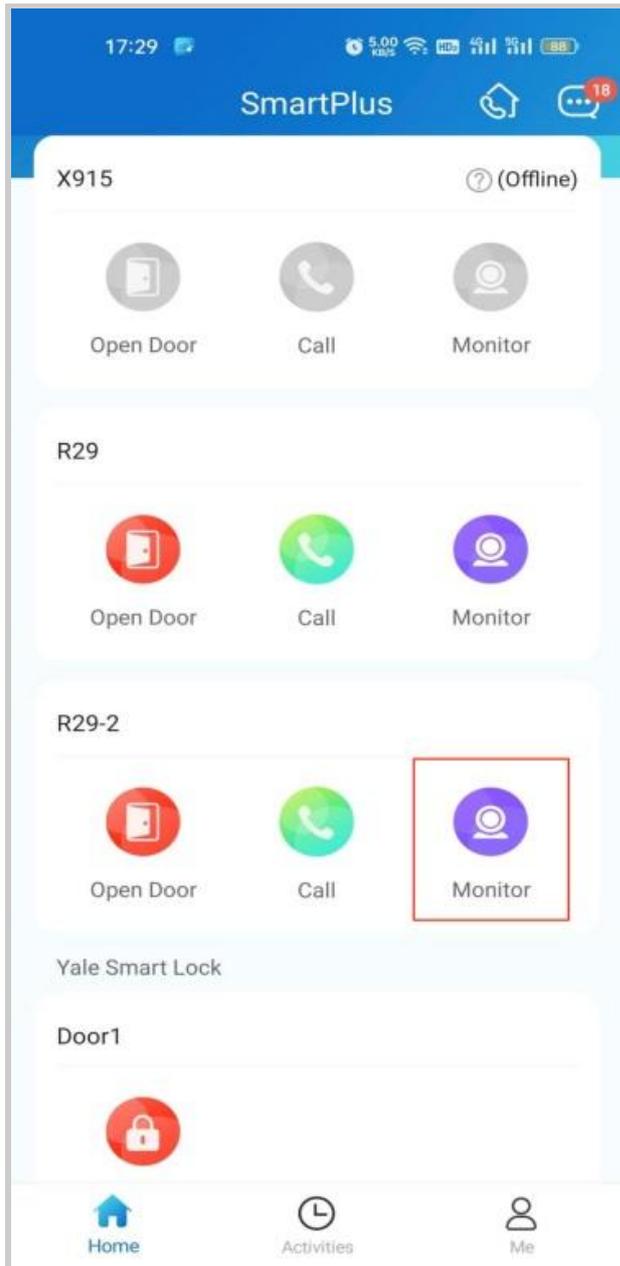
2. Tap the desired camera's monitor icon  , then you can see the live monitoring video. Note that the screen exits automatically in 30 seconds.

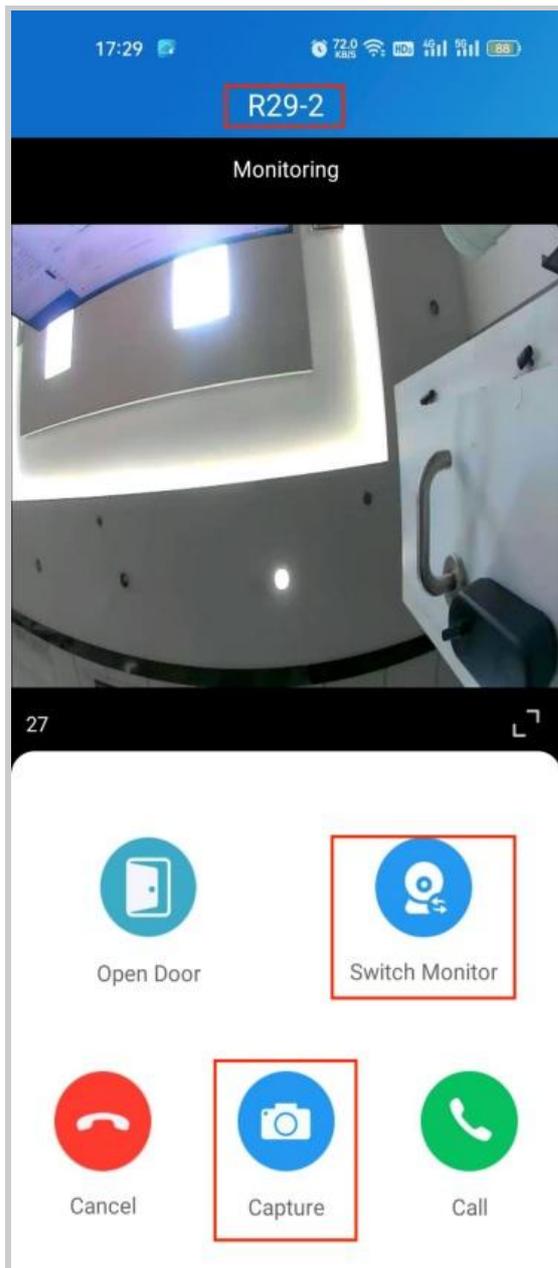


- **When cameras linked with door phones**

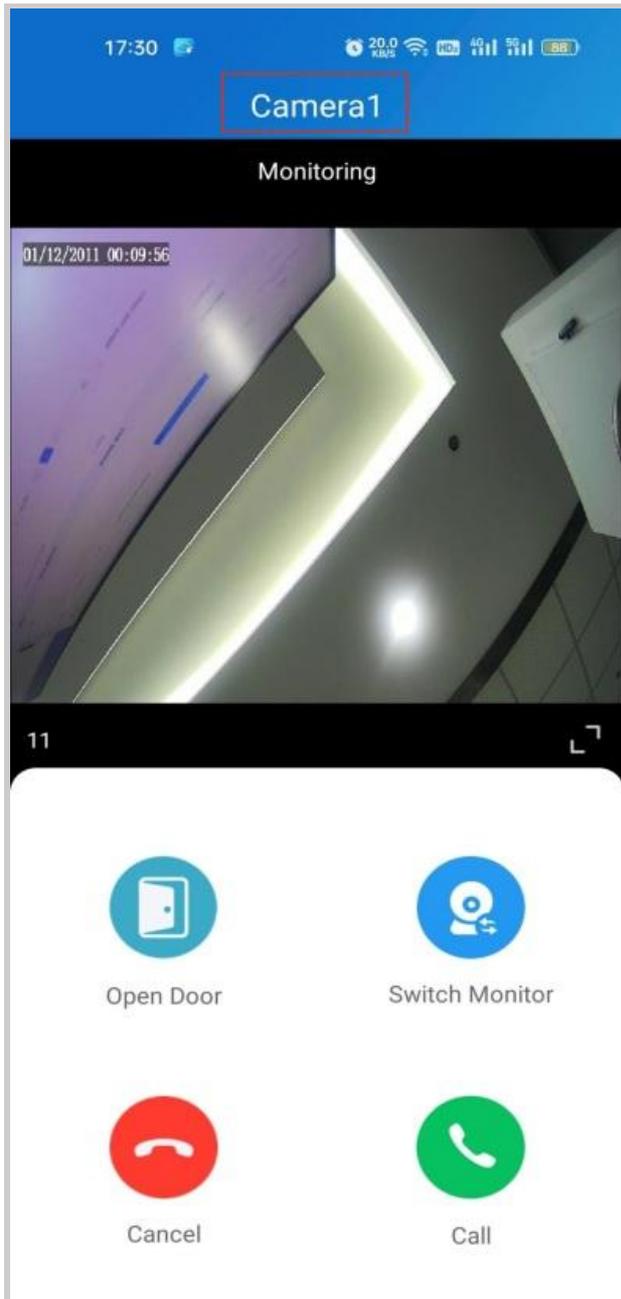
If the camera is linked with a door phone, then you can switch monitoring streams between the door phones and cameras.

1. Tap Home.
2. Select the door phone and tap **Monitor**  .





3. The default shown stream is from the door phone. To switch the stream, tap . Note that the Capture feature is not available on third-party camera screens.



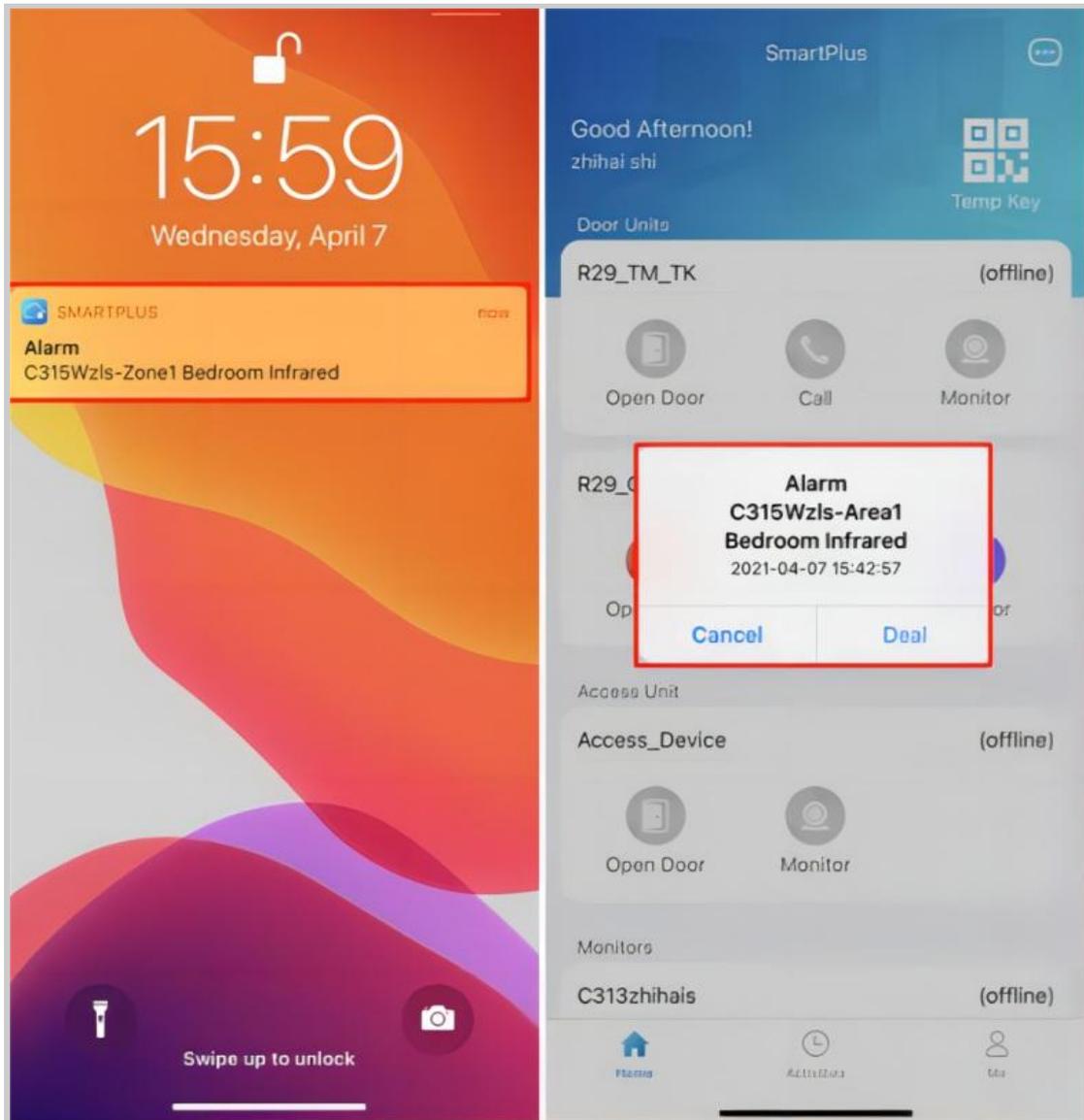
You are also able to switch the streams on the calling screen and monitoring preview screen.

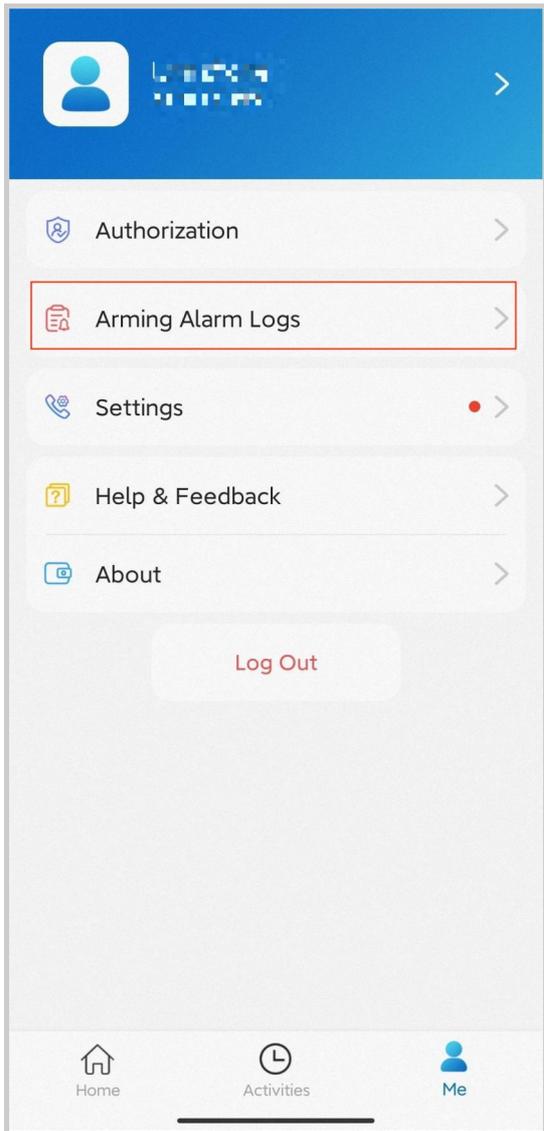
Alarm and SOS Warnings

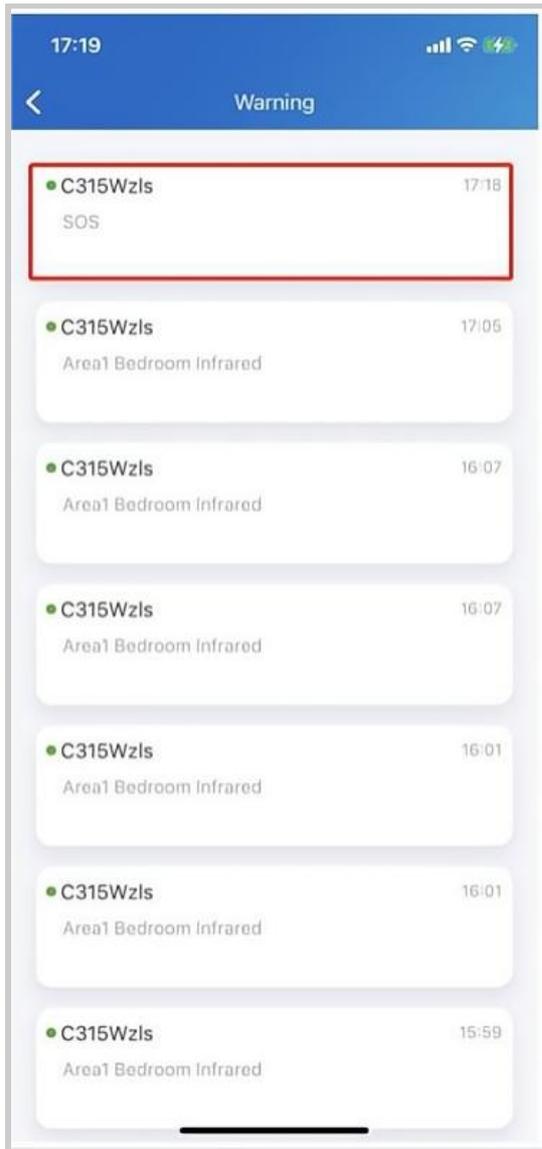
Alarm and SOS warnings triggered by indoor monitors can be received on the App. You can go to **Me > Arming Alarm Logs** to see and deal with warnings or tap **Deal** on the popup notifications.

Note

- When a red dot appears in the Arming Alarm Logs bar, it means there are new warning messages to be dealt with.



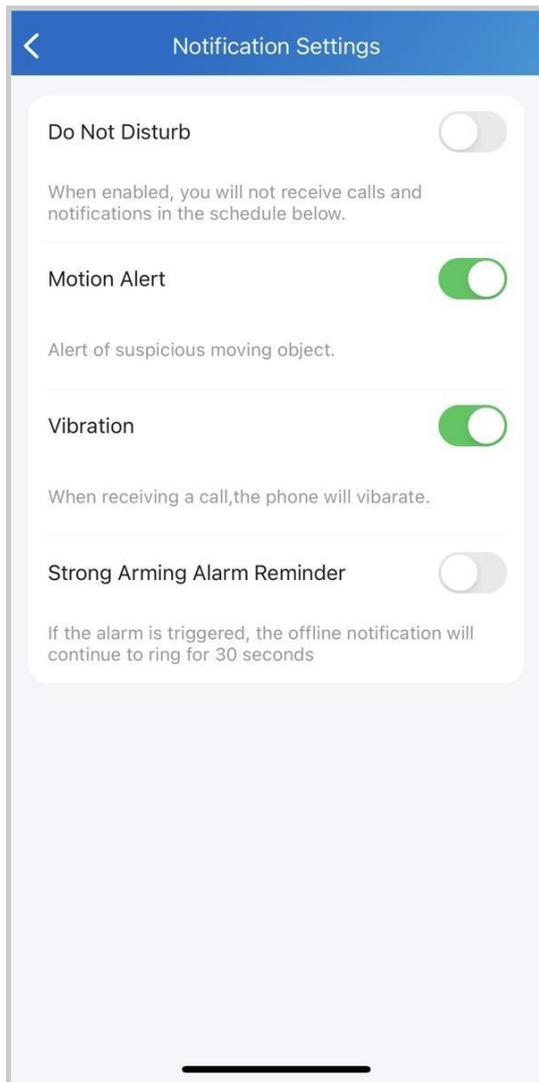




Strong Arming Alarm Reminder

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

1. Go to **Me > Settings > Notification Settings**.
2. Enable or disable **Strong Arming Alarm Reminder**.



Please note that for Android mobile phones, ringing will stop when the device is disarmed.

For IOS mobile phones, ringing will continue for 30 seconds.

Record and Check Videos

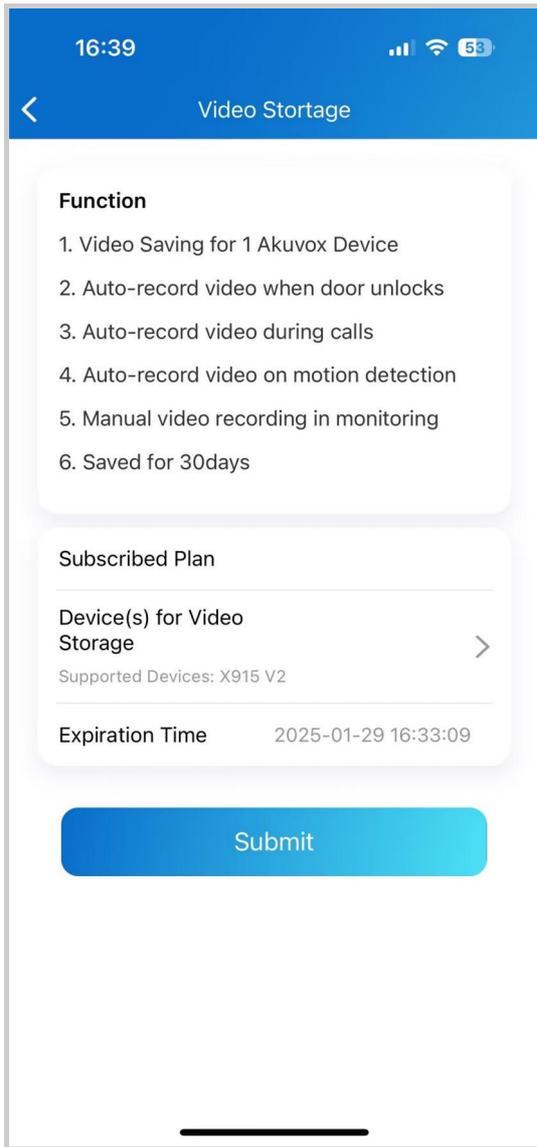
The Video Storage feature allows you to record videos and check video logs.

Set up Video Storage Feature

Tap Me > Discover > Video Storage.

You can:

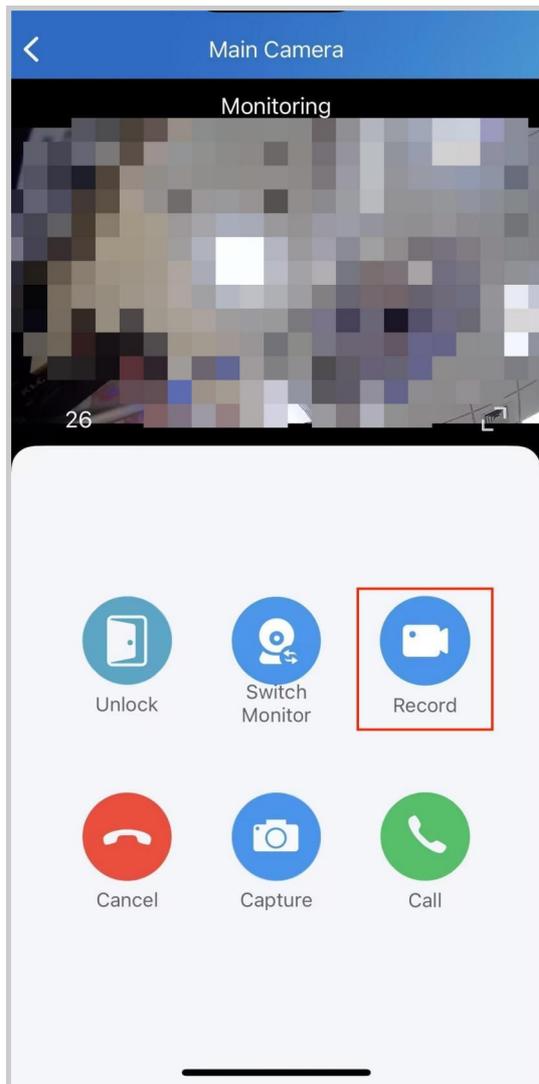
- view the specific functions of the feature;
- select devices for video recording and storage;
- check the feature expiration time.



Record Videos

Akuvox devices automatically record 10 seconds of video when opening doors, calling, and detecting motions.

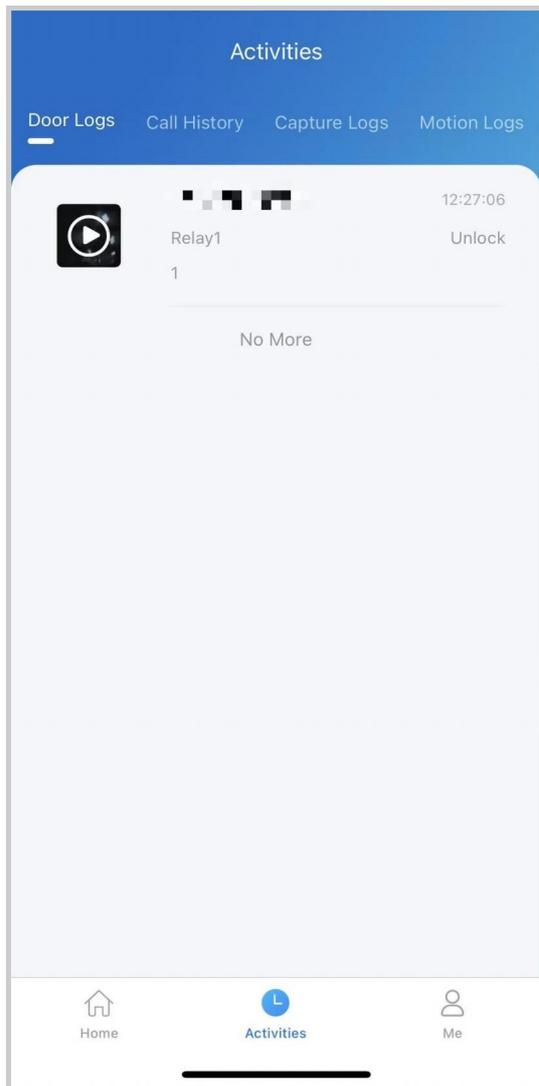
You can also record videos manually by tapping **Record** during calling and monitoring.



Check Videos

You can check the videos on the Activities page.

1. Select a log type.
2. Play the video and download it by tapping a specific log.



Messages

Send Messages to Residents

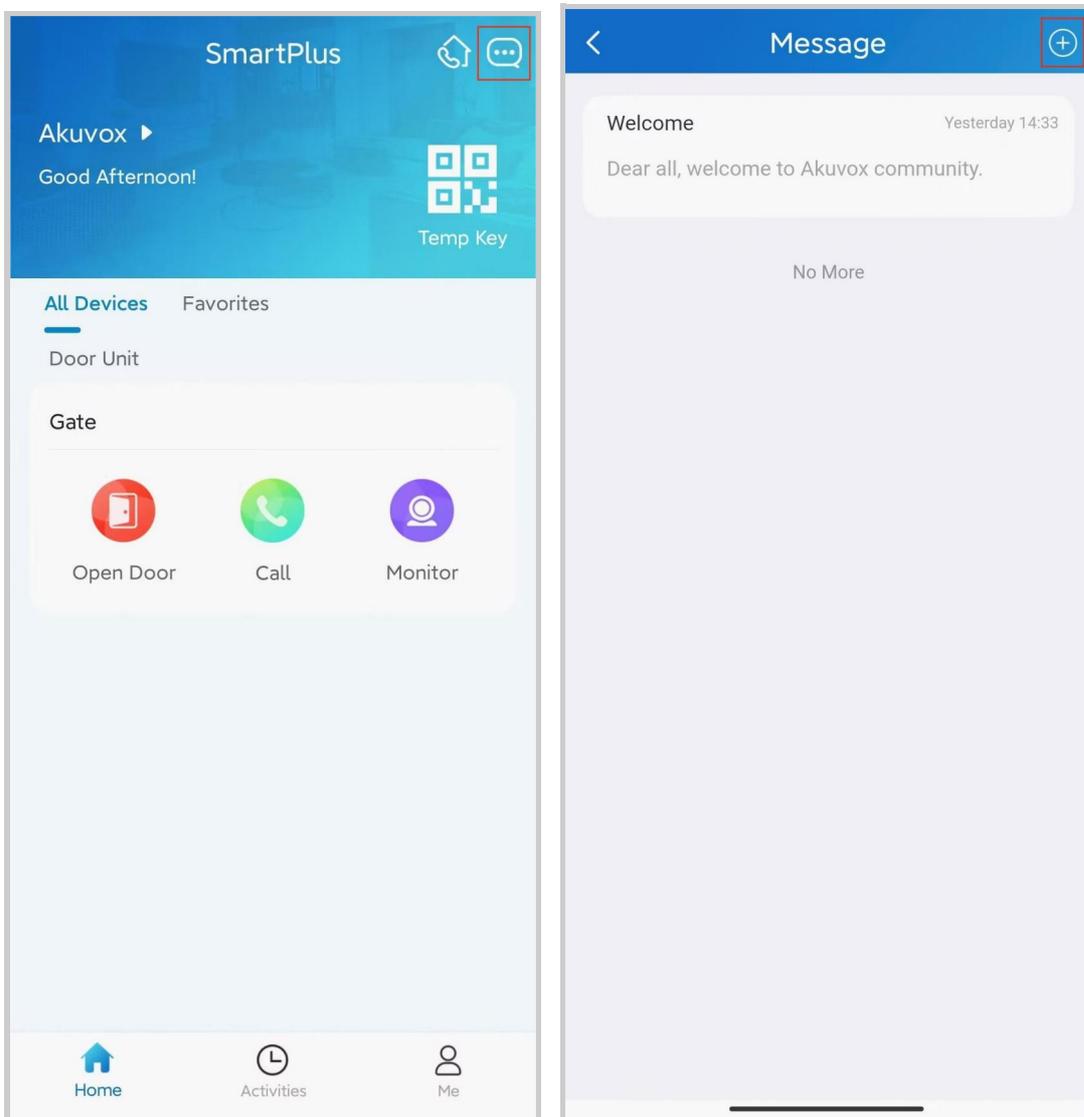
To send messages to all residents or the designated ones, do the following:

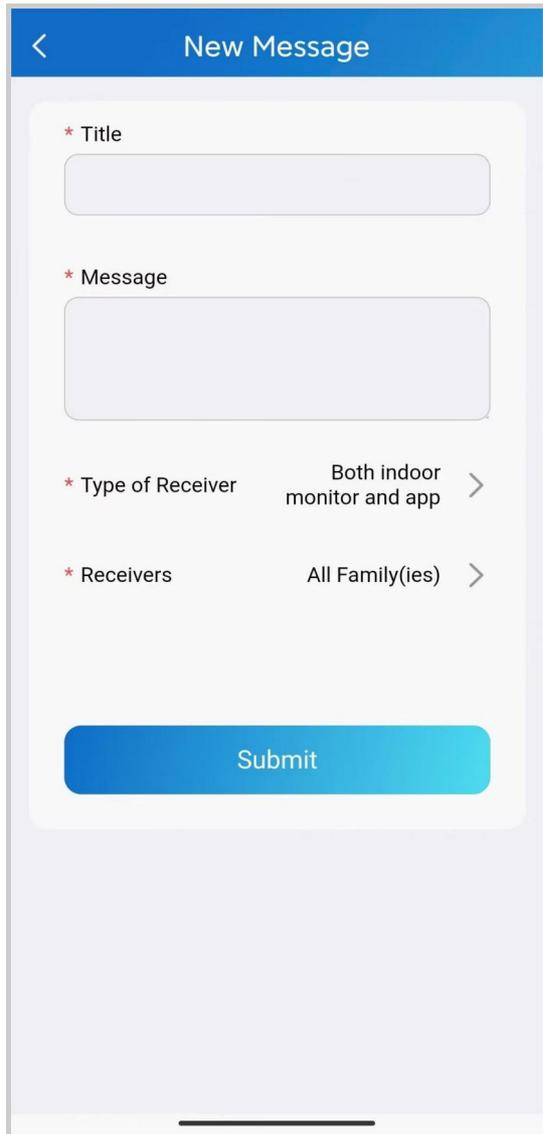
1. On the Home page, tap the message icon  in the upper right corner.
2. Tap add icon  .
3. Enter the message title and content, define the receiving device(s), and select residents or families to receive the message.

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.

4. Tap Submit.





See and Delete Sent-out Messages

All messages sent from the SmartPlus App and Property Manager web portal are real-time sync and all are recorded in the message list.

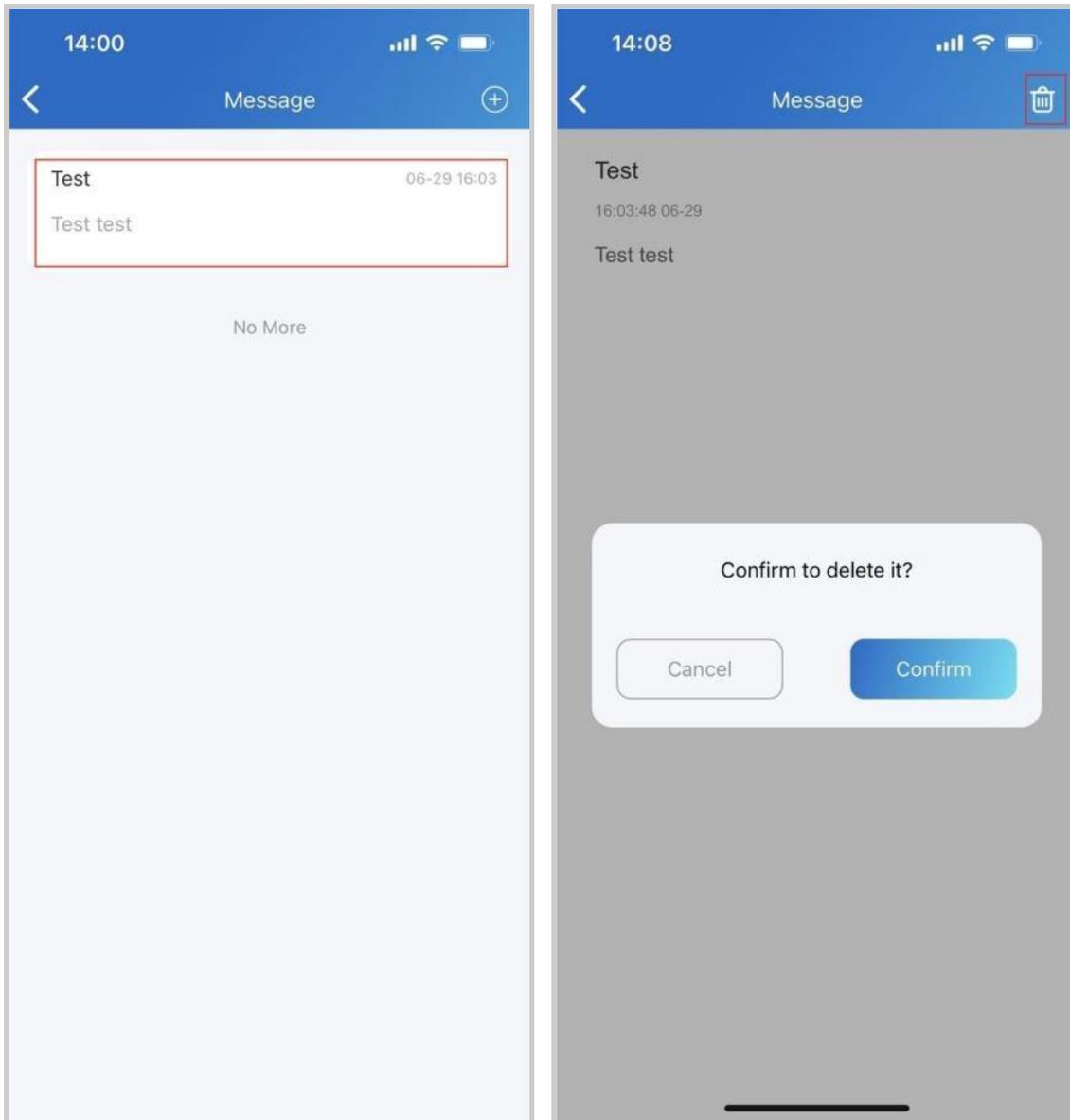
To go to the message list and any message's detailed information, do the following:

1. On the Home page, tap the message icon  in the upper right corner. You can see the message list.
2. Tap the one you want to see its details.

To delete message(s), do the following:

1. Tap the message icon  in the upper right corner. You can see the message list.
2. Tap the one you want to delete.

3. Tap the delete icon  in the upper right corner, and tap **Confirm** to delete it.



Logs and Histories

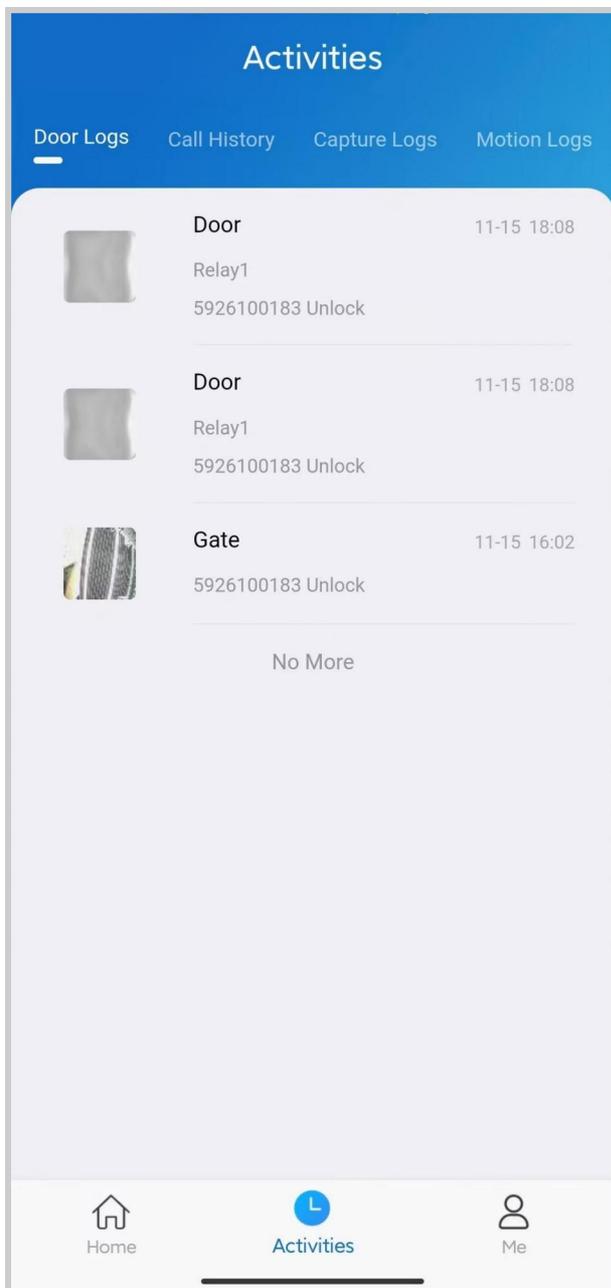
With **Log Access Control** enabled by your installer, you can check door logs, call history, captured images, and motion logs of all public devices. Without **Log Access Control** enabled, you can only check motion logs. Logs can also be uploaded to the Cloud if needed.

Check Histories

All calling, opening, and monitoring-related histories are recorded. Via these logs, you can know which device at what time do what.

Tap **Activities** in the bottom tab bar to see any of the following:

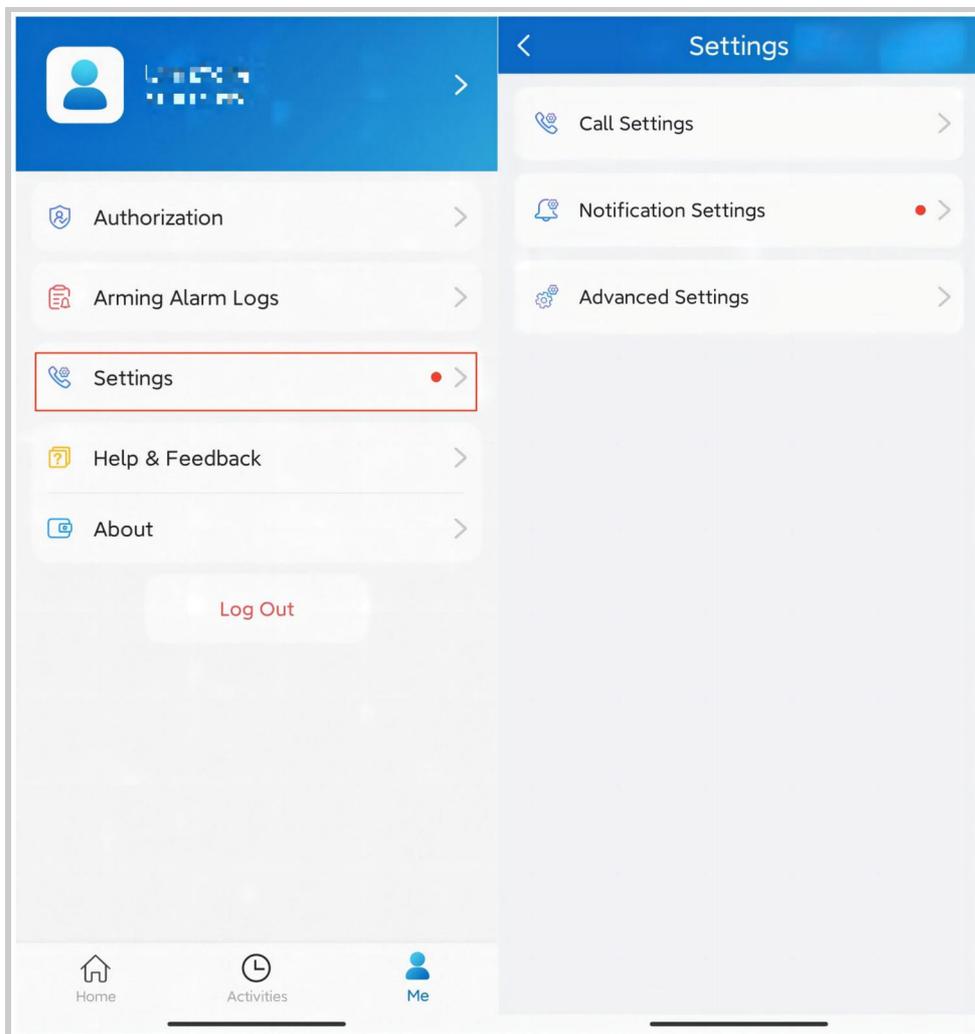
- **Door logs:** All calling and door opening histories. If the door phone has relays added, the triggered relay is also displayed here.
- **Call history:** All outgoing/incoming/missed calls. No call-back function here.
- **Capture logs:** All snapshots of live videos. You can only delete your snapshots, while cannot delete snapshots made by others.
- **Motion logs:** All detected suspicious motions triggered by door units.

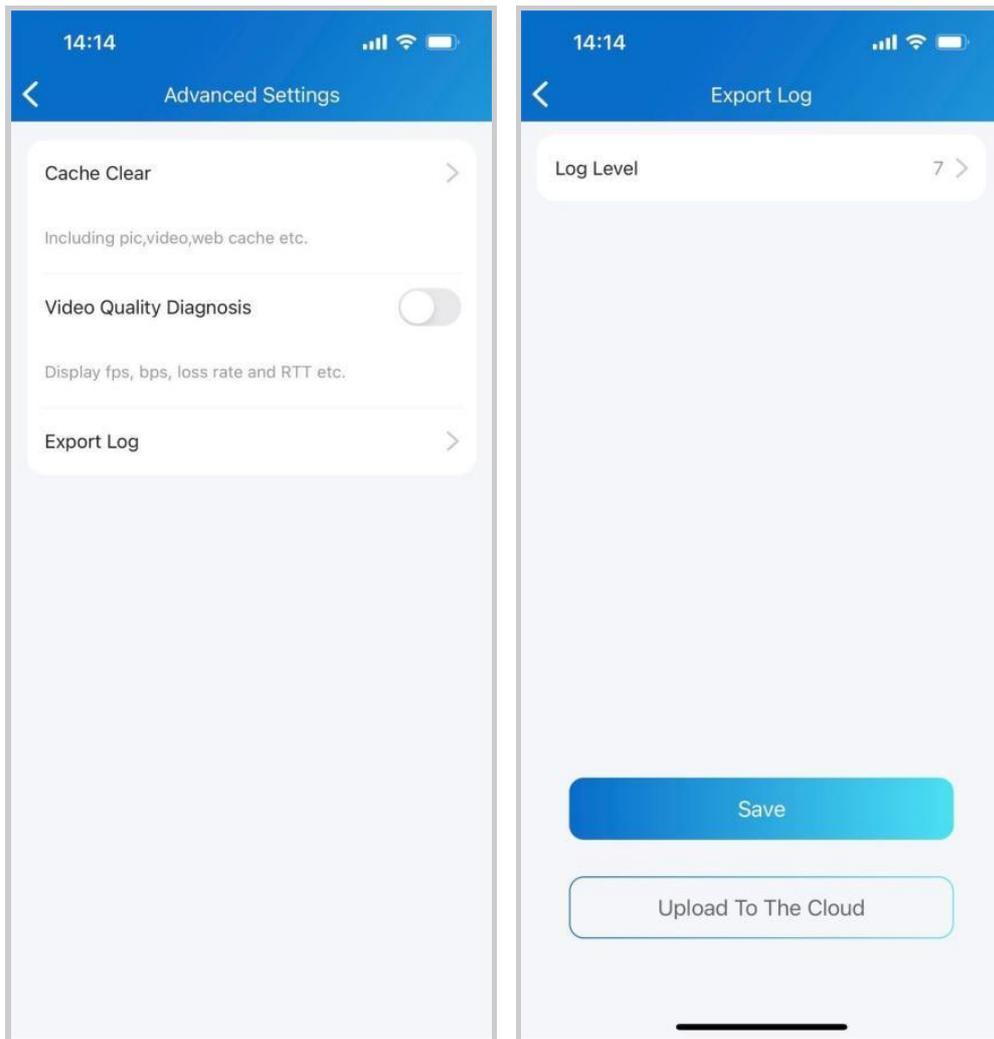


Set up and Upload Log

The log has 7 levels. By default is level 3. The higher the level is, the more detailed the log content is. When you can upload logs to the Cloud, so Akuvox technical engineers can analyze, if the device malfunctions.

1. Go to **Me > Settings > Advanced Settings > Export Log**.
2. Select a level and Tap **Save**. You can ask our technical engineer for detailed information on each level.
3. Tap **Upload To the Cloud**, the screen will show *Upload successfully*.





System Settings

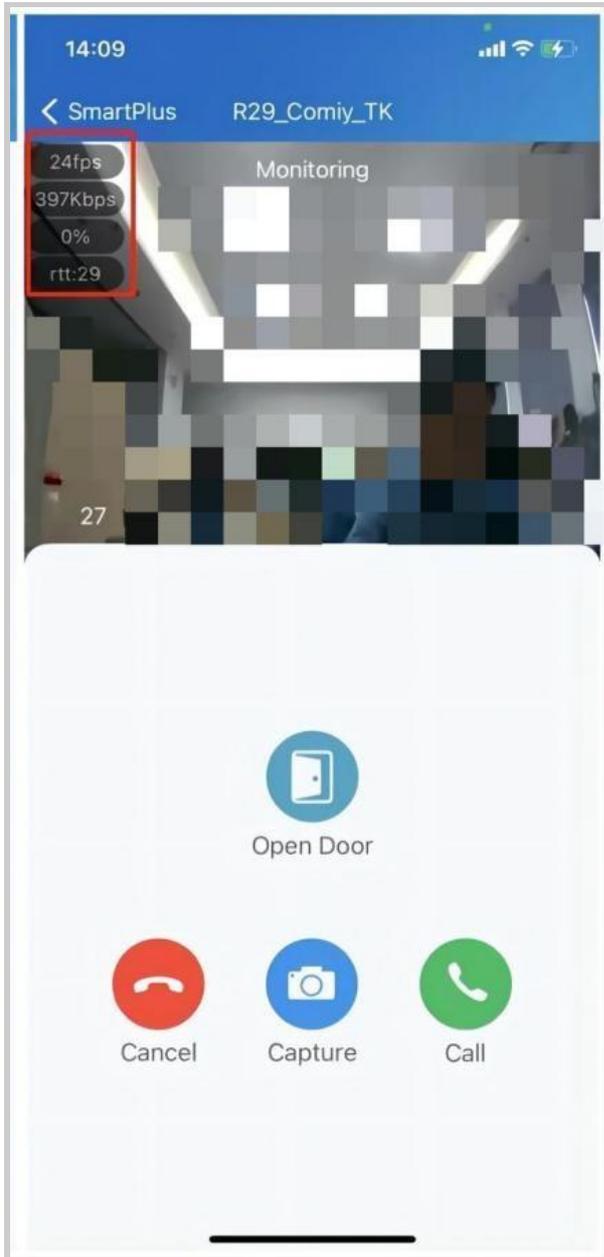
Check Video Communication Qualities

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

Go to **Me > Settings > Advanced Settings**, and turn on Video Quality Diagnosis, then you can see below information shown in the upper left corner of the screen:

- **fps**: frames per second. If the value is low, it'll give a slow-motion or motion-blur effect to your video.
- **bps**: bits per second. The higher the bps rate is, the faster the download or upload time will be.
- **packet loss rate**: The lower the rate is, the better the network will be.

- **rtt**: round-trip time. It's the total time taken by a data packet as it travels from its source to the destination and back.



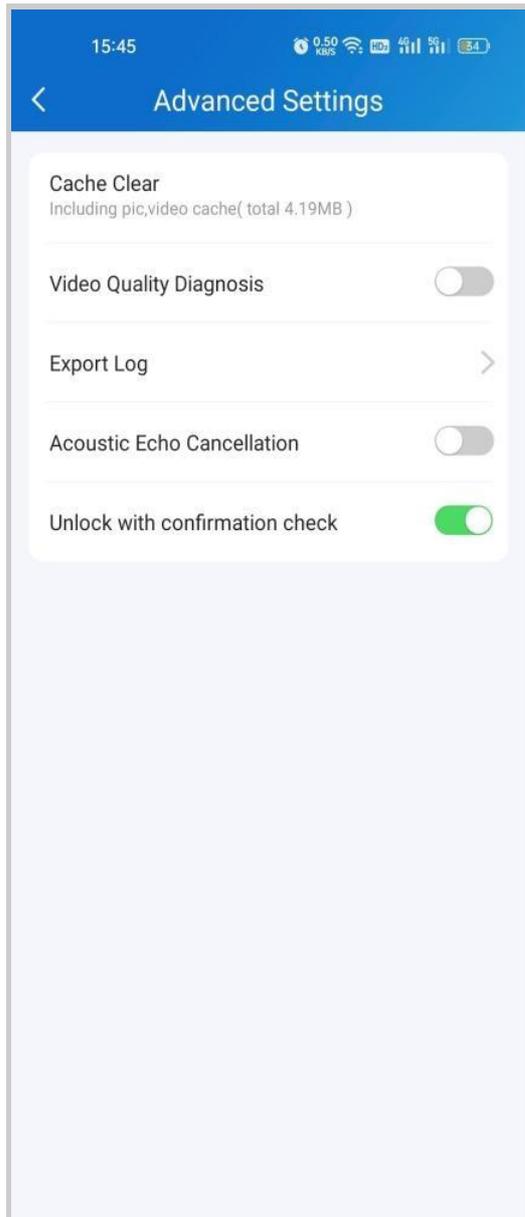
Clear Cache to Improve App Performance

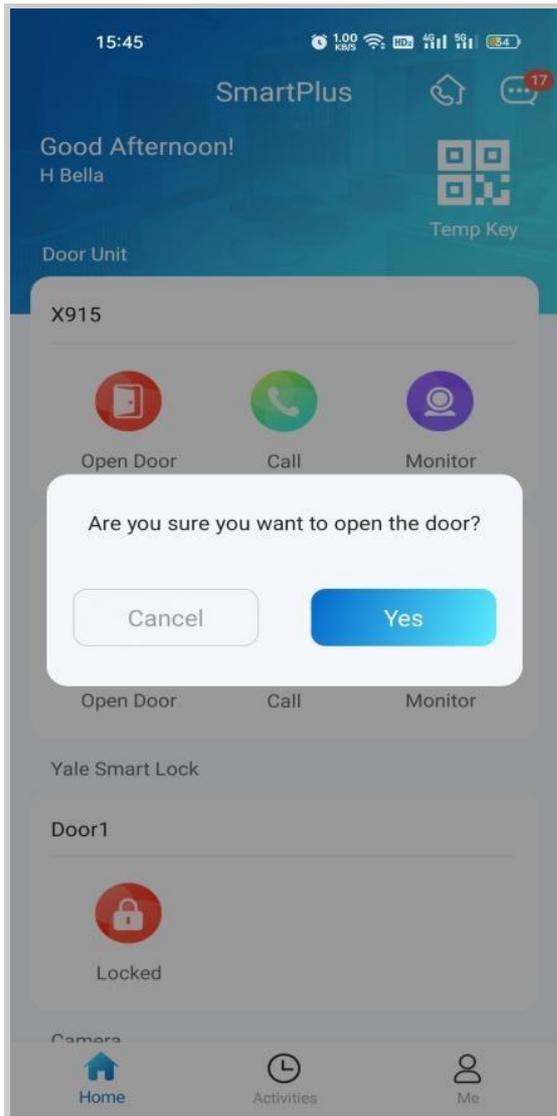
After using the App for a long time, you can clear the cache to run the App better and free up storage space. Go to **Me > Settings > Advanced Settings**, and Tap **Cache Clear**.

Enable Confirmation Prompts when Opening Doors

Unlock with confirmation check feature shows you a prompt to confirm your opening door command when you tap the unlock button of a device that links with only one door (relay). This helps prevent you from tapping the Unlock button by the incident and gives you a chance to double-check before you open the door.

To enable this feature, go to **Me > Settings > Advanced Settings**, and toggle on **Unlock with confirmation check**.





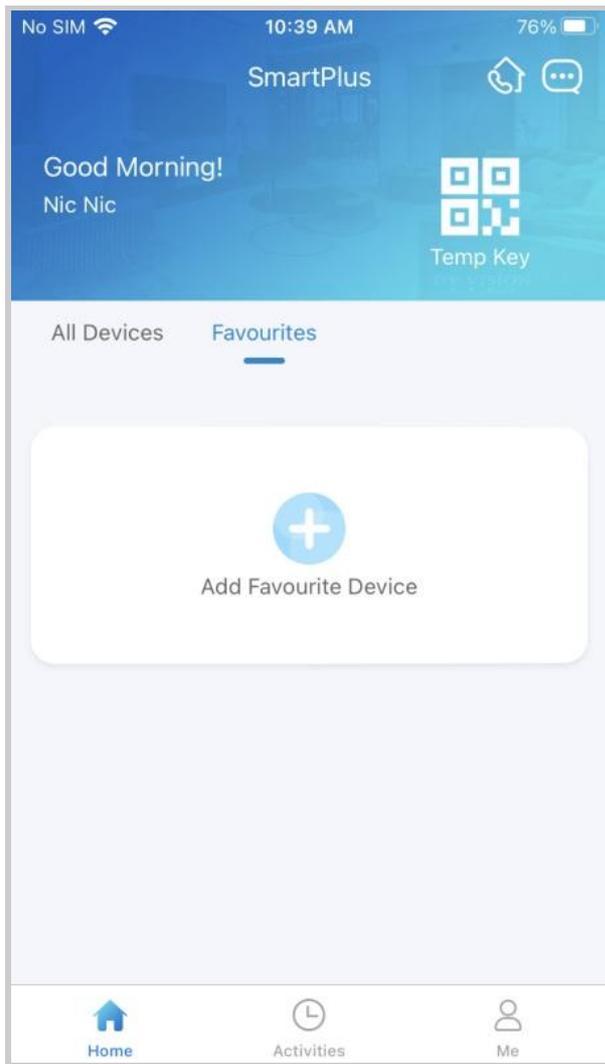
Add Devices to Favorites

Favorite Device feature enables you to quickly find and control your frequently-used devices.

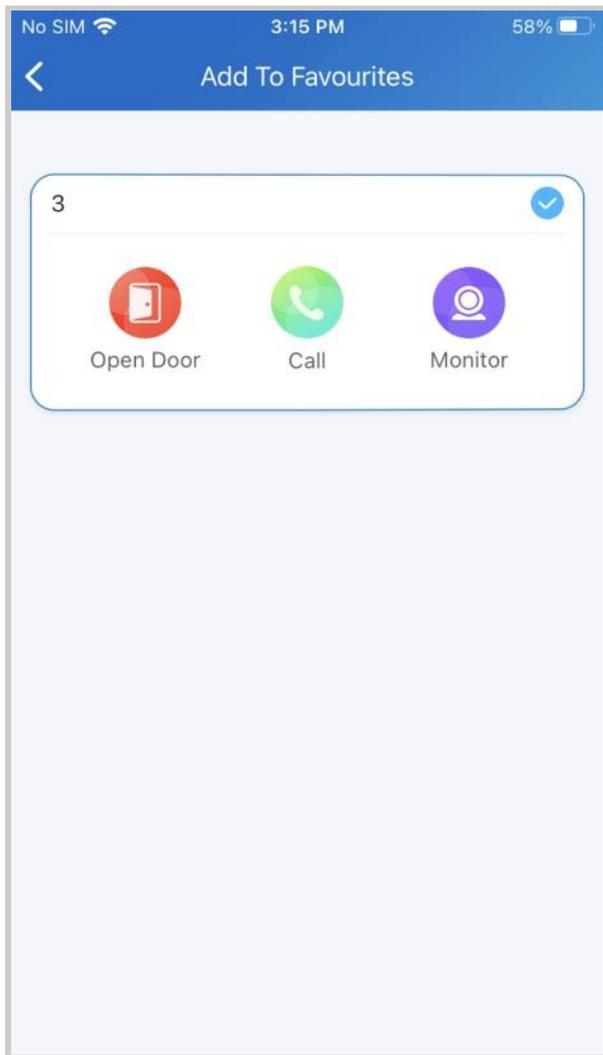
Follow the steps below to access, view, or modify your Favorites for devices:

Favorite Devices in Card Mode

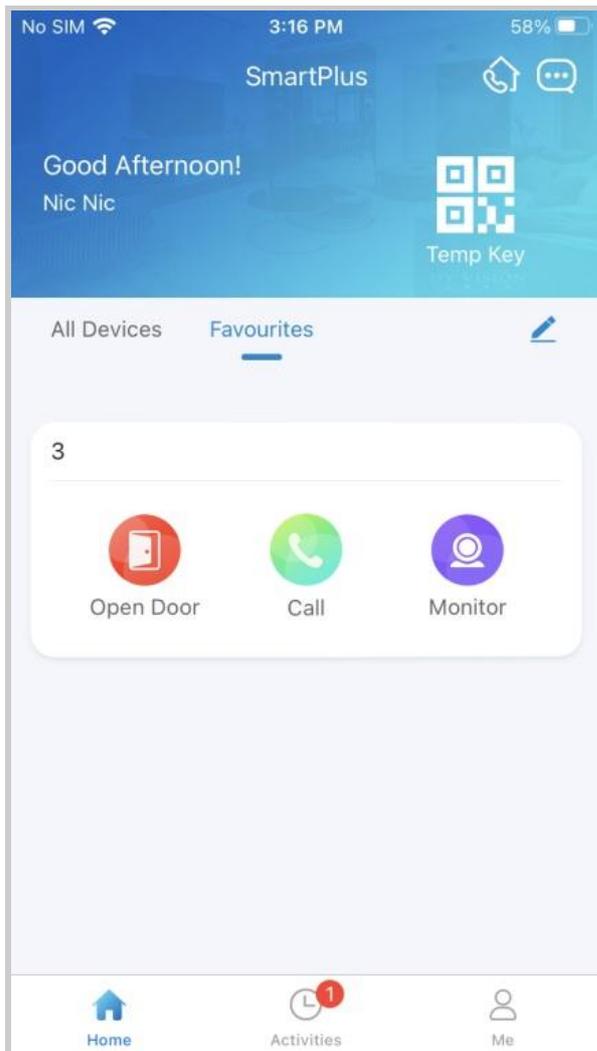
1. Tap Home > Favorites.



2. Tap **Add to Favorites**, and tick on the desired devices.



3. Tap  at the upper left corner if you finish. The favorite devices will automatically display on the Favorites list.

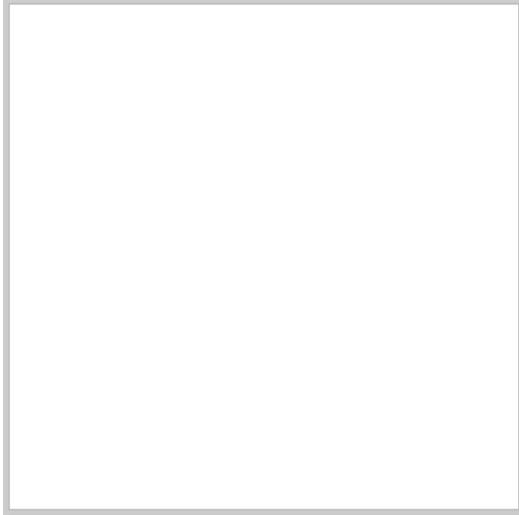


To reorder the favorite devices, tap  at the upper right.

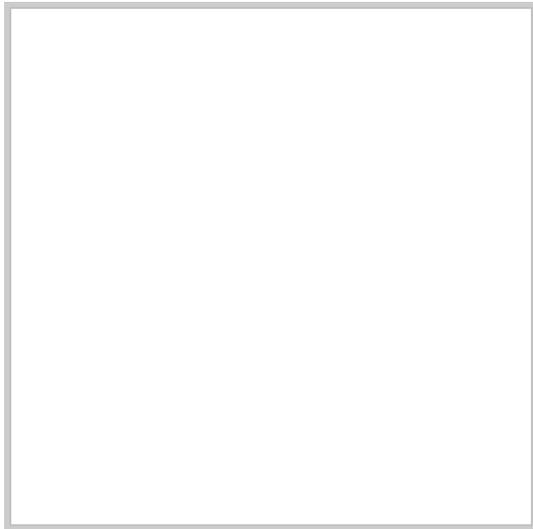
Favorite Relays in List Mode

You can favorite frequently used relays in **List Mode** for quick access. Please note that if you favor a specific device in Card Mode, its relays will all be favored in List Mode.

1. Tap **Favorites > Add Favorite Device** on the home page.
2. Select the desired relay and return to the last page. The relay will be seen in the Favorites list.



To reorder the favorite devices, tap  at the upper right.

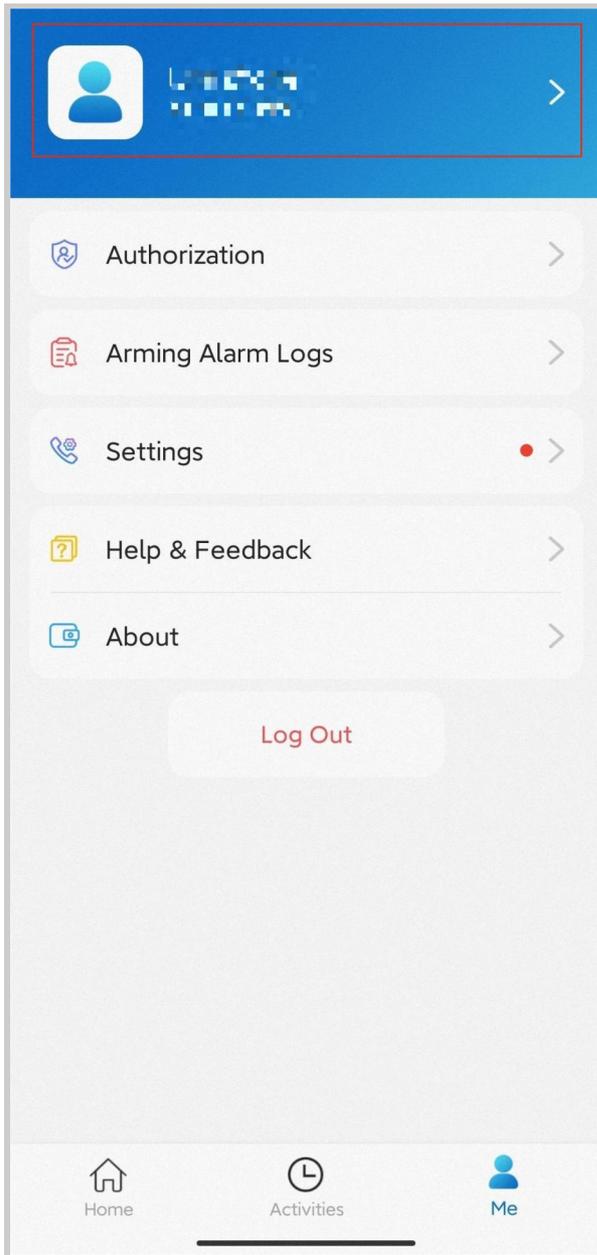


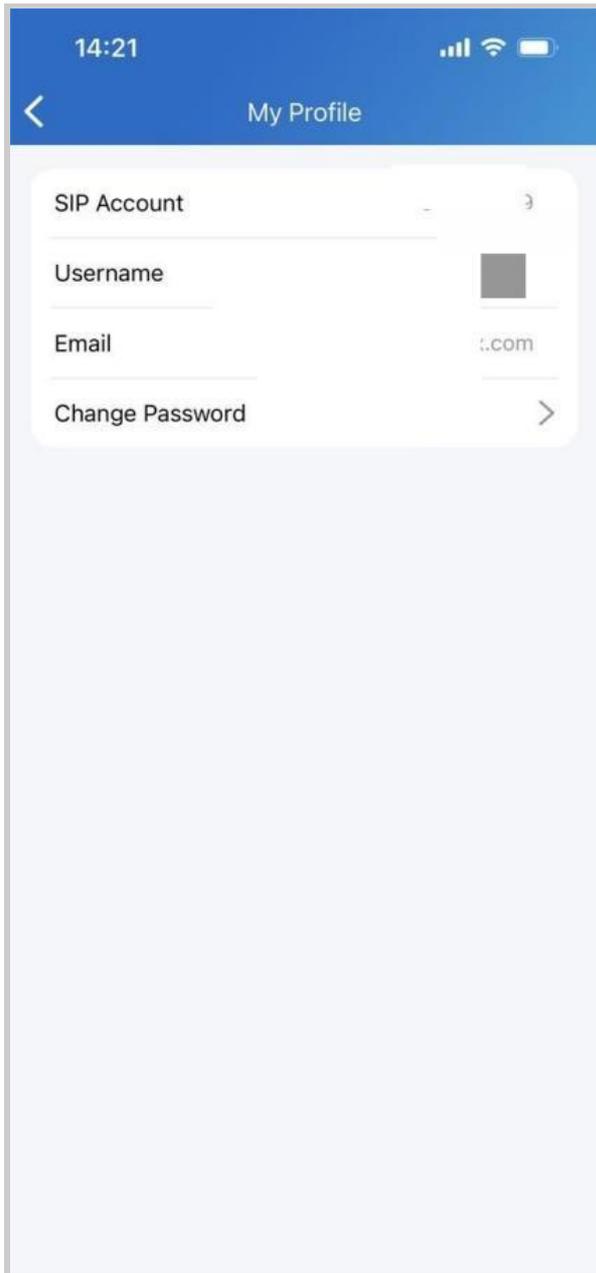
Note

Once you switch the SmartPlus account, the previous account's Favorites will be cleared.

Account Settings

You can check your account information, including your SIP account, username, and Email address. For better security, you can change your login password.





Check Account Information

1. Tap **Me** on the bottom tab bar;
2. Tap **[your name]**, and you can see the details.

Change Weak or Compromised Password

You can change a compromised or weak (for example, it is easily guessed or has been used for a long time) login password, just do the following:

1. Go to **Me > [your name]**.
2. Tap **Change Password**.

3. Create a new password. When doing so, you are asked to enter your old password.
4. Tap **Submit** to validate the change.

Forgot Password

To reset your login password, do the following:

1. Tap **Forgot Password** on the login page.
2. Enter your username (NOT the Email Address the screen shows) in the box.
3. Tap **Submit**. You will receive an email containing a link that will redirect you to the reset page.

< Forgot Password

Account Type:

Enduser

luna.zheng@akuvox.com

Submit

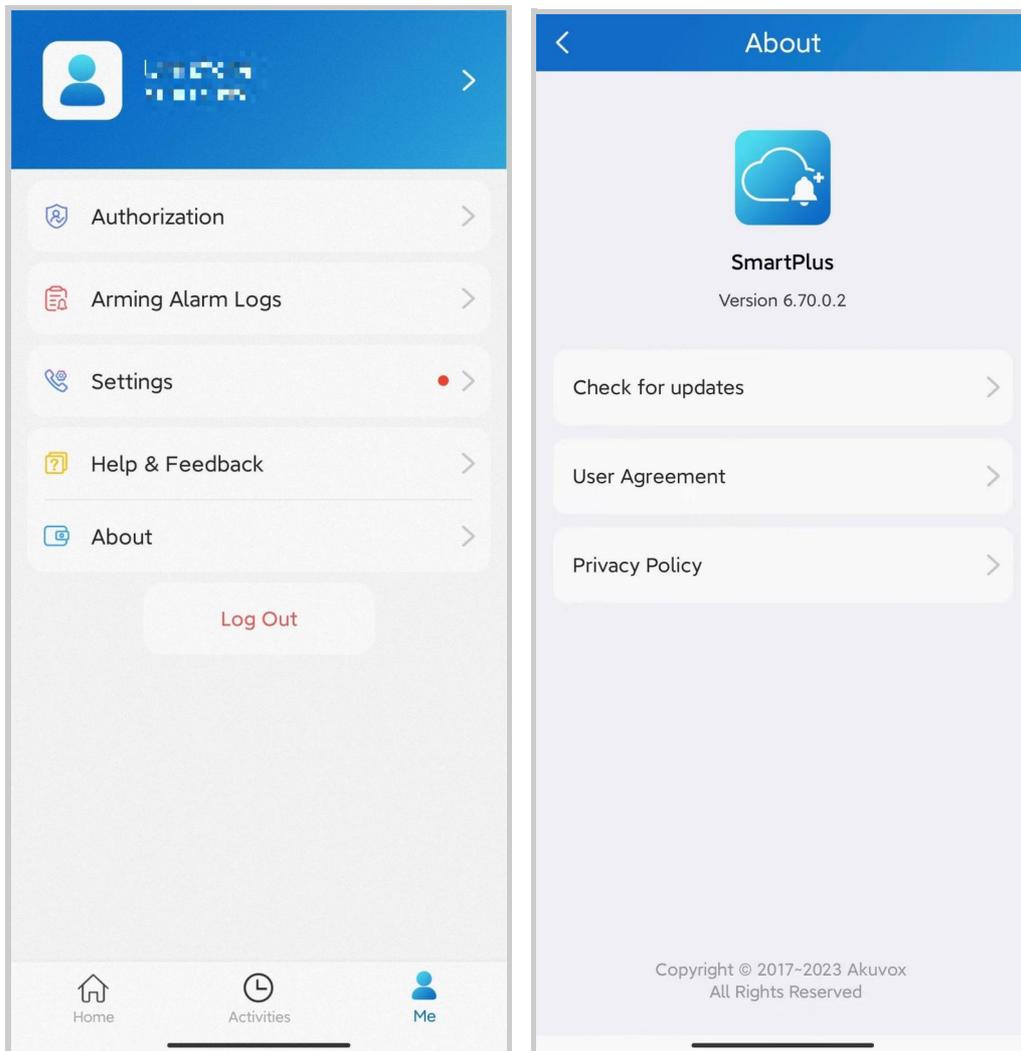
Try to reset via SMS

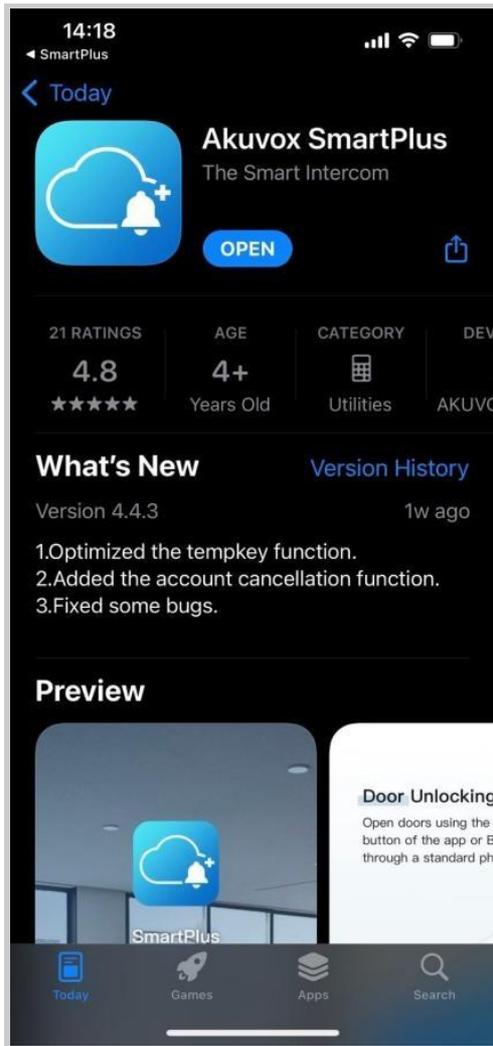
Support, Terms, and Safety

Update

You can go to **Me > About** to see the current software version. Tap **Check for Updates**, it will turn to App Store or Google Play automatically, then you can check whether it is the latest one.

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

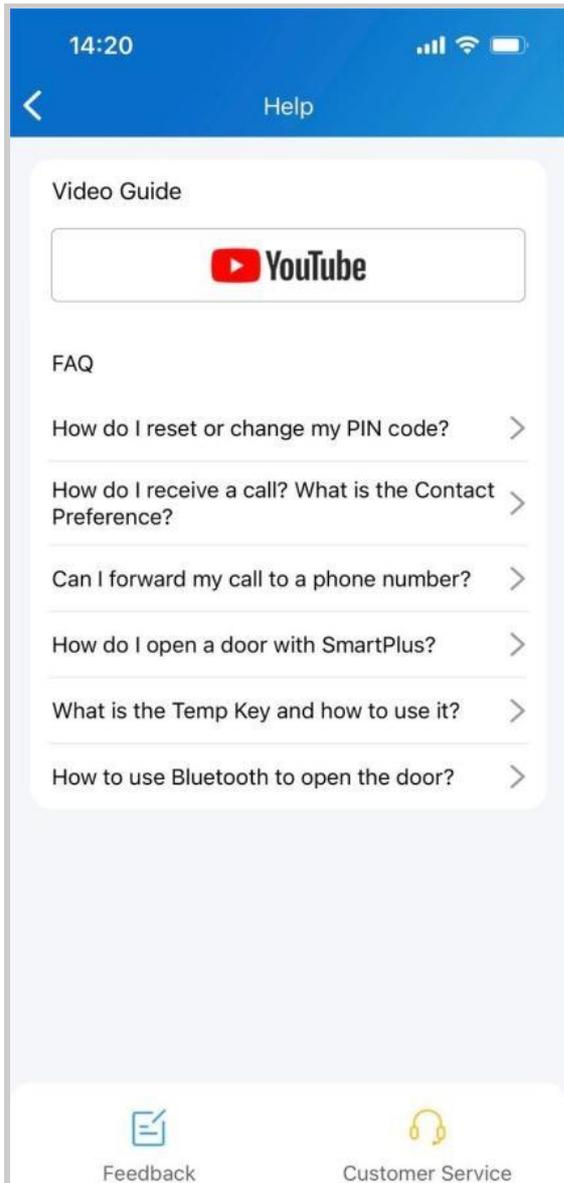




Get Help

If you need help, go to **Me > Help & Feedback**. You can do any of the following:

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



Learn Service Agreement and Privacy Policy

To learn the terms and conditions for using Akuvox Cloud service, and the privacy policies related to data collecting, go to **Me > About**.

