



Akuvox SmartPlus for Property Management

About this manual

This instruction is used to guide the Property Manager how to use Akuvox SmartPlus. This manual is applicable to V5.4 version SmartPlus, and it provides all functions' configurations of SmartPlus property management.

Content

1. Login	1
2. Add Residents.....	4
3. Send Message.....	7
4. Resident Auth	9
5. Create Temp Key.....	13
6. Check Logs.....	14
7. Motion	15
8. Configure Relay Options for Door Phone.....	16
9. Create access method for delivery method.....	17
10. Create access method for Staff.....	18
11. Activate	20
12. Renew SmartPlus service	21

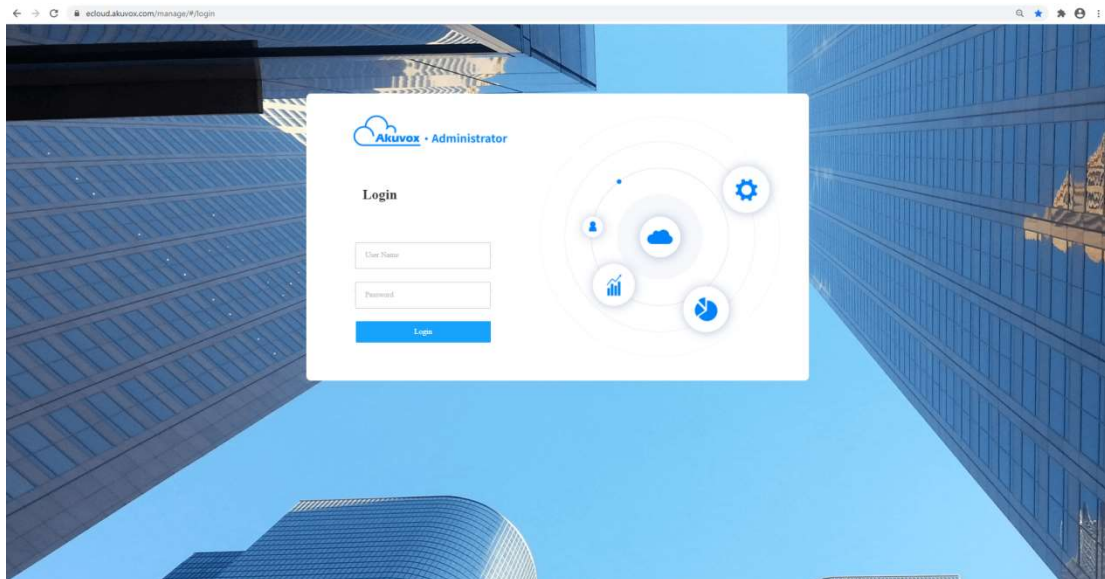
1. Login

After the installer add a property manager account and assign communities, the property manager will receive the account information through the e-mail, then available to login through Akuvox SmartPlus web-portal. Please refer to the following SmartPlus URL for your area:

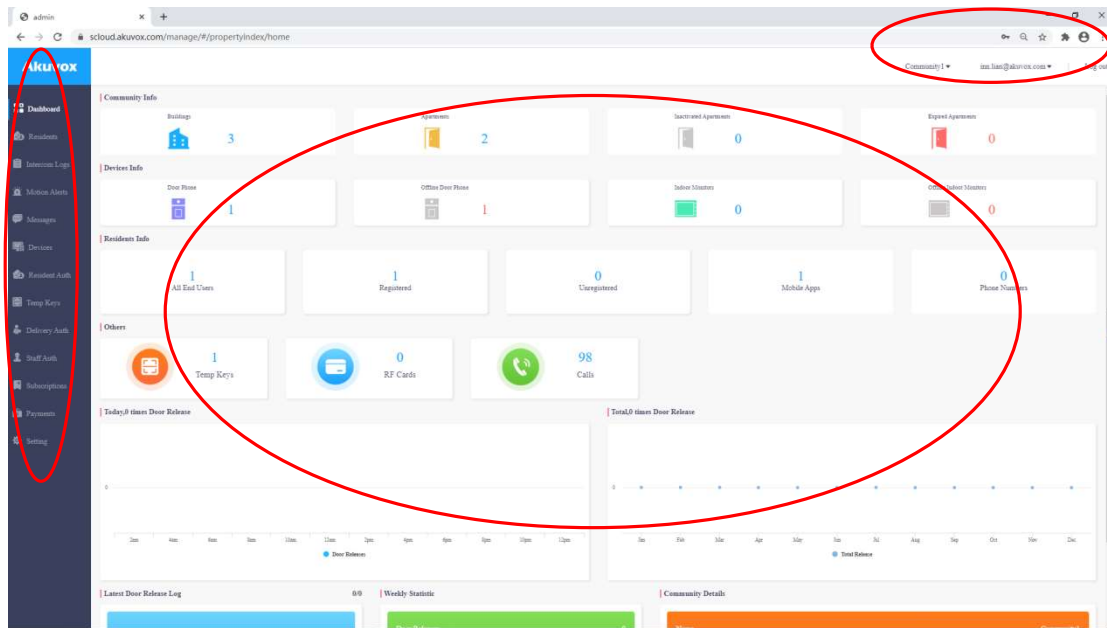
ecloud.akuvov.com/manage(Europe SmartPlus server),

scloud.akuvov.com/manage (Asia SmartPlus server),

ucloud.akuvov.com/manage (US SmartPlus server).




After login, the browser will jump to the user interface. There are three parts of this interface. The upper right corner is user control area. The left side is control bar. The main area will show detail information according to control bar.

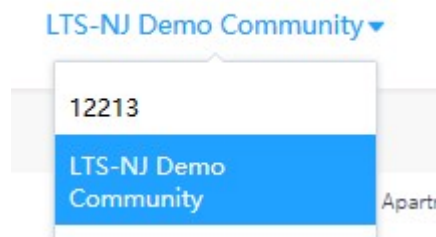



1. User control Area

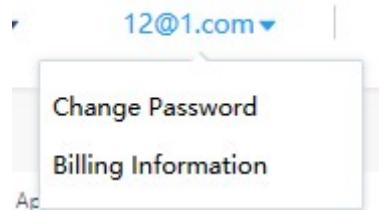
Let's check the user control area first. There are three icons here. Current community name, User information and Log out.



Current community: Installer can assign multiple communities to one Property Manager, here PM can switch community by click  icon.



User information: Show the current account, press  to change login password and check the Billing Information.



Log out: Log out current account.

2. The control bar and detail information

The first icon is Dashboard, it is also the default interface while login.

Dashboard will intuitive show information of current community and some data for Property Manager to check.

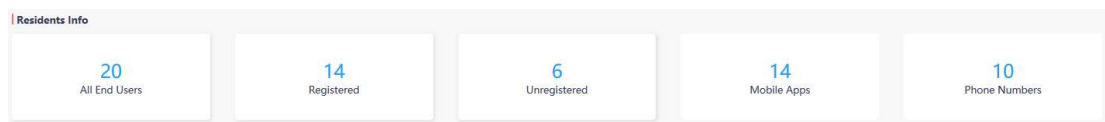
Community Info: Show how many buildings, apartments of current community, also show the quantity of inactive apartments and expired apartments.



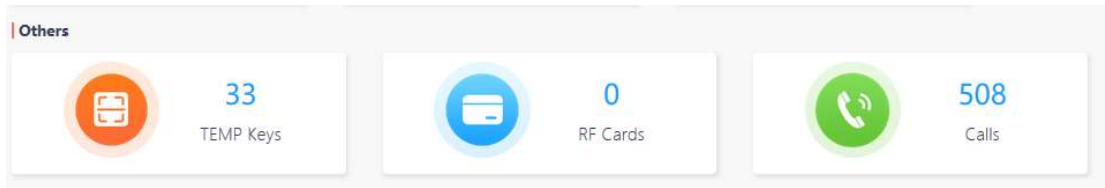
Device Info: Show the quantity of Door Phones and indoor monitors. Also will show the quantity of Door phones and indoor monitors which are offline.



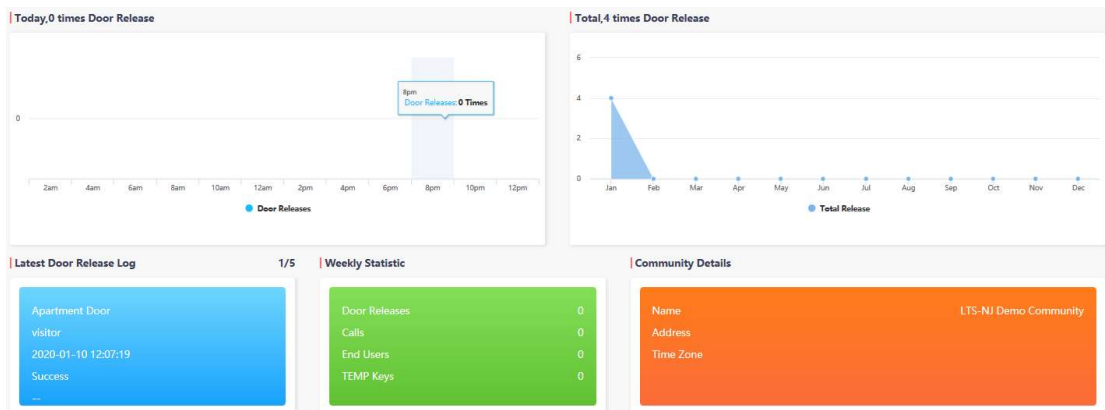
Resident Info: Show the information of residents inside current community, and the status of register.



Others: Here show the quantity of temp keys, RF cards and how many calls occurred in current community.

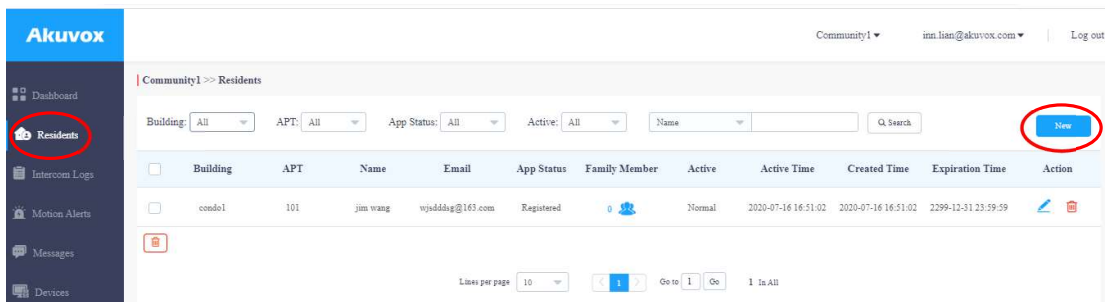


Data information: Show events happened recently, such as Door release time of today, total door release time, last log, weekly statistics and community detail.



2. Add Residents

1. To add our first family, find the second item Residents, and click New.



2. Building: Select a building that created by the installer (community manager).
3. Apartment Number: Select a apartment that createdd by the installer (community manager).
4. APT Name (apartment # or name).

5. First Name& Last Name: Resident's name.
6. Email: tenant's e-mail for receiving their APP/Web login information.
7. Country/Region: Select the corresponding region International dialing prefix code.
8. 1st/2nd/3rd Phone: Outdoor stations calling phone number. Each family can support adding three phone numbers.
9. Call Type: Which answering units of this resident will receive calls from outdoor station. There are 6 options for Call Type:
 - A: SmartPlus and indoor monitor
 - B: Phone and indoor monitor
 - C: SmartPlus and indoor monitor,with phone as backup
 - D: Indoor monitor with SmartPlus as backup
 - E: Indoor monitors with phone as backup
 - F: Indoor monitors with SmartPlus as backup,finally the phone
10. SIP Call Or IP Call: Configure calls between devices are SIP calls or direct IP calls which depends on how devices are installed. There are 2 options:
 - A: All my devices were installed in the same place: Calls between devices are direct IP calls.
 - B: Some of my devices were installed in the different place: Calls between devices are SIP calls.
11. Click Submit to save.

Akuvox SmartPlus Property Management

LTS-NJ Demo Community >> Residents >> New

Building
Building 1

* Apartment Number
117

APT Name

Email

* First Name

* Last Name

Country / Region

1st Phone

2nd Phone

3rd Phone

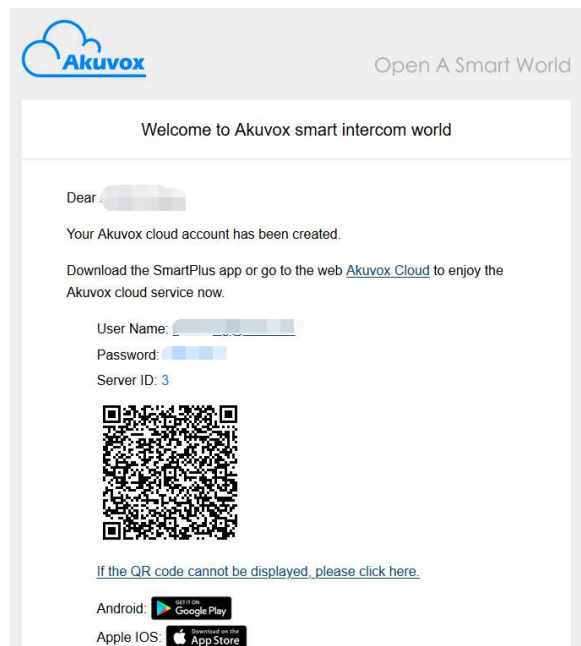
Call Type
SmartPlus and indoor monitors

SIP Call Or IP Call
All my devices were installed in the

Be Allowed To Create QR Codes

Submit Reset Password

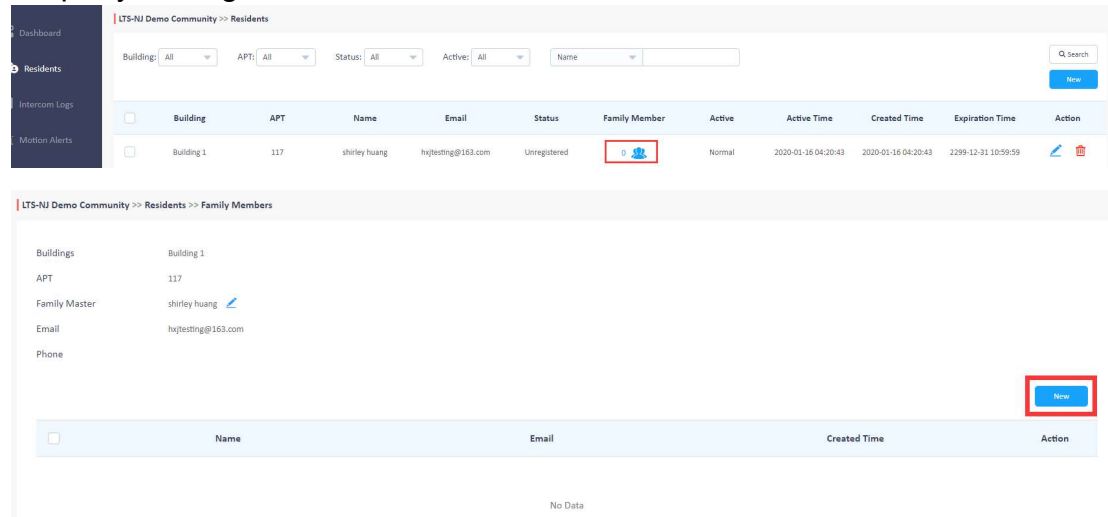
After submission, an e-mail with account information will be sent. The resident can now use SmartPlus APP and web-portal: <https://ucloud/scloud/ecloud.akuvox.com>, where they can add their family members for APP access.



➤ Add Family Member

Property managers can also add family members if needed:

1. Click the blue family member icon, then click New to add.



2. First Name& Last Name: Resident’s name.
3. Email: tenant’s e-mail for receiving their APP/Web login information.
4. Click **Submit** to save.

Add Family Member
✕

*** First Name**

*** Last Name**

*** Email**

Phone

Note: Every family can have up to 10 members with SmartPlus App access.

3. Send Message

Property manager can send messages to residents.

➤ Create Message Manually

1. Go to Messages.

2. Click **New**.



3. Message Title&Message: To created the message content.

4. Receiver: To choose the receiving mode. There are 3 options for Receiver:

A: Both indoor monitor and app

B: Indoor monitor only

C: App only

5. Recipient: To choose the recipient to receive this message.

6. Click **Send**.

➤ Create Message via Template File

1. Go to Messages.

2. Click **New**.



3. Click **Add A Template** to create a message template first.

Name: To name the message template.

Message Title&Message: To created the message content.

New Template
✕

* Name

* Message Title

* Message

Cancel
Submit

4. Click the newly created message template, like “Outage notification,” to fill in

the message automatically and select needed **Receiver**.

5. Click **Send**.

666 New York Ave >> Messages >> New

Outage notification + Add A Template

* Message Title
Outage notification

* Message
Dear Resident,
Really sorry for the inconvenience.
The electricity supply will be temporarily suspended from 20:00 pm to 23:00 pm on 23th, Oct.

* Receiver
 Both indoor monitor and app Indoor monitor only App only

Building: All Key: UID/Email/Name Search

	UID	Name
<input checked="" type="checkbox"/>	5188100000	Standley Wilson
<input checked="" type="checkbox"/>	5188100001	--
<input checked="" type="checkbox"/>	5188100002	Jolie Lee

Send

4. Resident Auth

➤ Create PIN

Door Release PIN: The PIN code for users to unlock the door phone.

1. Click the **Resident Auth**, click **PIN**, then click **New** to add.

666 New York Ave >> Resident Auth

PIN RF Card Face

Building: All APT: All Key: Search

	Building	APT	Name	Key	Repeats	Device	Created Time	Action
<input type="checkbox"/>	Building A	101	Standley Wilson	--	Daily	Gate - R27, Gate - R27, Gate - R27	2020-09-03 00:53:51	
<input type="checkbox"/>	Building C	302	Jolie Lee	1234	Daily	Gate - R27, Gate - R27, Gate - R27	2020-08-25 21:06:40	

Lines per page: 10 1 2 in All

Community1 >> Resident Auth >> Add PIN

* Building
condo1

* APT
101 building1

* Resident
jim wang

* Key
13141314

Repeats
Never

Begin Time

End Time

Building	Location	MAC	Status	Device Type	Relay
condo1	R48G	0C1220781211	●	📄	<input checked="" type="checkbox"/> Relay1

Submit

2. Name: Configure a name for resident.
3. Key: Configure a private key for resident.
4. Repeat: Configure the repeat cycle
5. Day/Start Time: configure the valid day/ time period for the access
6. Access Device: Select the device for the private key access
7. Click **Submit** to save.

➤ Create RF Card

● Add RF Card One by One

1. Click the **Resident Auth**, click **RF Card**, then click **New** to add.

The screenshot shows the Akuvox web interface. The left sidebar has 'Resident Auth' highlighted. The main content area is titled '666 New York Ave >> Resident Auth'. It has tabs for 'PIN', 'RF Card', and 'Face'. The 'RF Card' tab is active. Below the tabs are filters for 'Building' (All), 'APT' (All), and an 'RF Card' search field. There are buttons for 'Download The Template', 'Import', and 'New'. A table lists existing RF cards:

	Building	APT	Name	RF Card	Repeats	Device	Created Time	Action
<input type="checkbox"/>	Building A	101	Stanley Wilson	E4786539	Weekly	Gate - R27	2020-11-03 01:44:31	

At the bottom, there is a pagination control showing 'Lines per page: 10', '1', 'Go to: 1', 'Go', and '1 in All'.

corresponding user, APT, and Building are automatically found, and the user's name is set to the name of the RF Card.

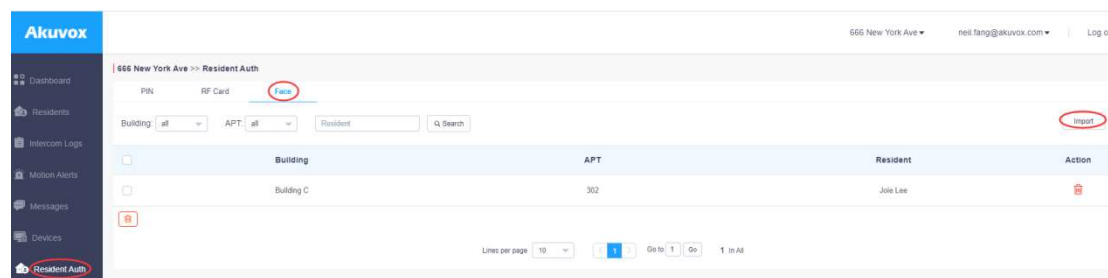
Door: The mac address and the relay ID of the door phone(support multiple relay ID). Use “;” to separate multiple door phone.

RepeatDay: For Weekly, 1~7 respectively represent Sunday to Saturday. You can fill in more than one, separated by commas; for Never, leave it blank; for Daily, fill in 1~7.

Start/EndDay: The start day can not be later than end day. The parameter is only available for Never mode.

Start/End Time: The start time is smaller than the end time.

➤ Upload Face ID



1. Click the **Resident Auth**, click **Face**.
2. Click **Import** to upload face ID file.

● Face ID file details

Face ID file format: File must be compressed(zip), and must be name as "building name+APT Number+resident's name", e.g "Post Building+1001+Paul Edward.jpg".

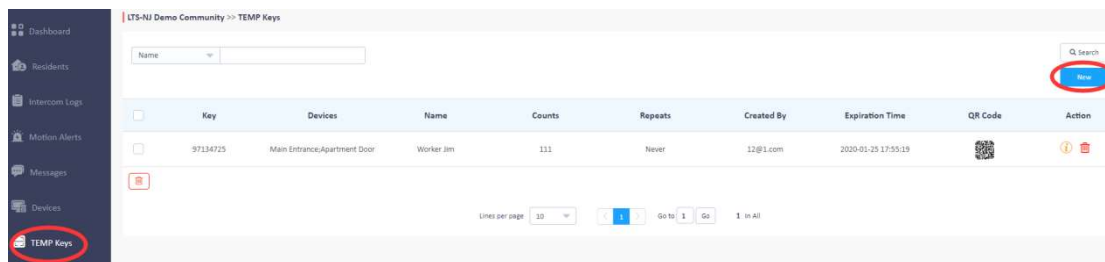
Face ID file size: Cannot be more than 100M.

Please make sure that every picture uploaded should be the front view of the person's head, showing full face with no backlight and reflection, wearing no hat and mask.

5. Create Temp Key

Property manager can create temp key for visitors to unlock the door.

1. Go to **Temp Keys**.
2. Click **New**.

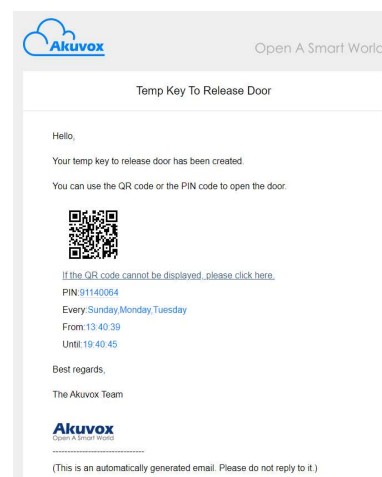


3. Name: Set the name for the key.
4. Repeats: Set the repeat type for the key. It can support Never/Daily/Weekly.
5. Day/Start time/End time: Set the valid duration for the key.
6. Delivery method: Enter the email address, then the users will receive the temp key by email.
7. Access devices: Select the devices which can be unlocked by the temp key.
8. Click **Submit**.

The screenshot shows the 'New' form for creating a Temp Key. The form includes the following fields:

- Building: condo1
- APT: 101 building1
- Name: amao
- ID Number: (empty)
- Repeats: Never
- Expiration Time: 2020-07-31 10:48:39
- Allow Count: 60
- Delivery Method: amao@akuvox.com
- Access Device: (empty)

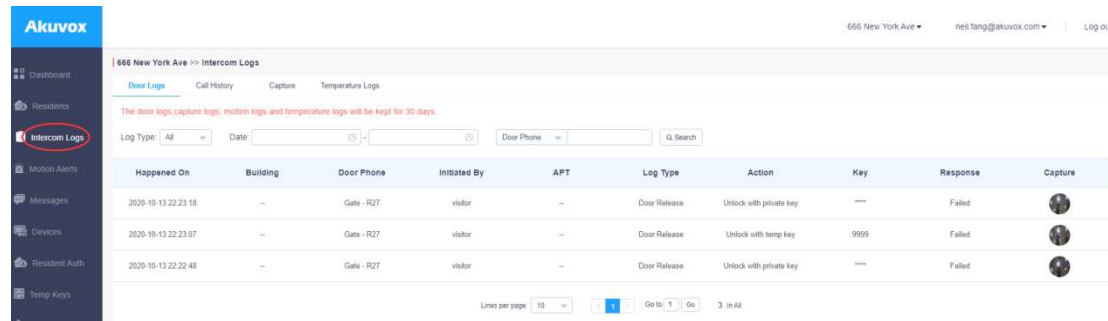
Building	Location	MAC	Status	Relay
condo1	R48G	0C1220781211		<input checked="" type="checkbox"/> Relay1






6. Check Logs

Property manager can check all the logs of the community in the web. All the logs will be saved for 30 days.

1. For Door log/call history/capture/temperature logs, go to **Intercom Logs** to check.



The screenshot shows the 'Intercom Logs' page in the Akuvox web interface. The page title is '666 New York Ave >> Intercom Logs'. There are tabs for 'Door Logs', 'Call History', 'Capture', and 'Temperature Logs'. A notification states: 'The door logs, capture logs, motion logs and temperature logs will be kept for 30 days.' Below this, there are search filters for 'Log Type' (set to 'All'), 'Date', and 'Door Phone'. A search button is also present. The main content is a table with the following columns: Happened On, Building, Door Phone, Initiated By, APT, Log Type, Action, Key, Response, and Capture. The table contains three rows of log entries.

Happened On	Building	Door Phone	Initiated By	APT	Log Type	Action	Key	Response	Capture
2020-10-13 22:23:18	--	Gate - R27	visitor	--	Door Release	Unlock with private key	----	Failed	
2020-10-13 22:23:07	--	Gate - R27	visitor	--	Door Release	Unlock with temp key	9999	Failed	
2020-10-13 22:22:48	--	Gate - R27	visitor	--	Door Release	Unlock with private key	----	Failed	

2. Initiate By: If the door is opened by Indoor monitor, it will be displayed "room number"; If the door is opened by delivery access, staff access, residents access or SmartPlus App, it will be displayed "name"; If the door is opened by invalid key, temporal key or during the call, it will be displayed "visitor".

3. APT: If the door is opened by residents, the temporary keys created by residents or opened during the call, it will be displayed "apartment number"; If the door is opened by delivery access, staff access, temporal key created by property manager or invalid key, it will be displayed "--".

4. Log Type:

A: Call - When users press the call button on the door phone and the camera capture and generate the log. When the "Initiate By" is shown as "Vistor", "Action" is shown as "Call".

B: Door release: Any attempt to open the door, whether successful or not, it will automatically capture and generated logs. Includes open the door via "Tem Key", "Private Key", "Delivery PIN code", "RF Card", "NFC", "Bluetooth", "SmartPlus App".

Happened On	Building	Door Unit	Initiated By	APT	Log Type	Action	Key	Response	Capture
2019-06-26 10:04:22	--	R29	visitor	--	Door Release	Unlock with temp key		Failed	
2019-06-26 10:04:21	--	R29	visitor	--	Door Release	Unlock with temp key		Success	
2019-06-25 18:57:11	1	Front door	Evelyn zhang	1001	Door Release	Unlock with RF card		Success	
2019-06-25 18:56:47	1	Front door	Evelyn zhang	1001	Door Release	Unlock with RF card		Failed	
2019-06-25 18:56:05	1	Front door	visitor	1001	Door Release	Unlock with RF card		Failed	
2019-06-25 18:41:24	--	R29	1001	1001	Door Release	Unlock on Indoor Monitor	--	Success	
2019-06-25 18:41:08	--	R29	visitor	1001	Call	Call	--	Success	
2019-06-25 18:23:01	1	Stair phone	visitor	1001	Call	Call	--	Success	
2019-06-25 15:55:53	1	Stair phone	Josh	--	Door Release	Unlock with RF card		Success	

7. Motion

1. Go to **Settings>Motion settings**.
2. Motion Setting: Configure the motion functions of all public door phone in the community.
3. Motion Detection: Enable/Disable the motion function.
4. Alert Delay Time: The delay time that alert message sent out from detection.

LTS-NJ Demo Community >> Setting

Basic Setting Time Setting **Motion Setting** Visitor Setting

Motion Detection ON

Alert Delay Time

5. For motion alert logs, go to **Motion Alerts** to check.

Akuvox >> Motion


Date: -

	Happened On	Building	Device	Capture	Action
<input type="checkbox"/>	2019-06-03 10:57:05	--	R29		
<input type="checkbox"/>	2019-06-03 10:54:38	--	R29		
<input type="checkbox"/>	2019-06-03 10:49:01	--	R29		
<input type="checkbox"/>	2019-06-03 10:48:51	--	R29		

8. Configure Relay Options for Door Phone

For door phone, they can support connect to two or three door locks.

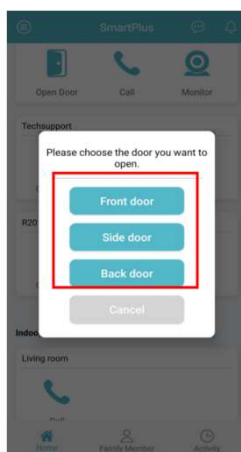
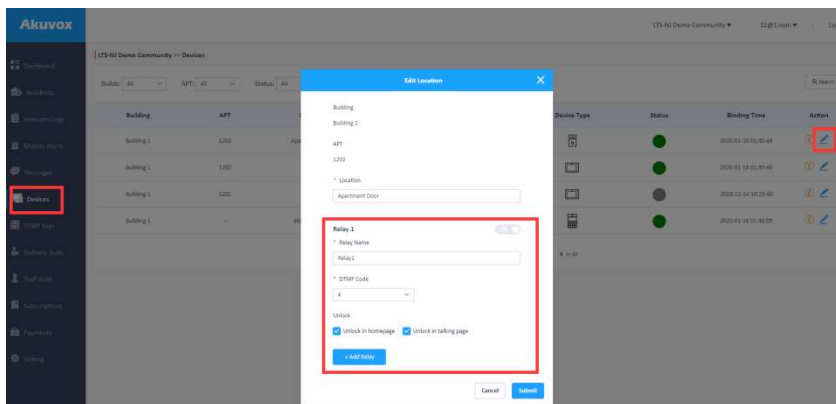
Users can control the doors separately.

1. Go to **Devices > Action**, click **Edit** icon. 
2. Set the **Relay name** and **DTMF code**.
3. Unlock:

Unlock the homepage - the relay option will display on the homepage > open door

Unlock in talking page - the relay option will display on the talking page.

4. Add Relay: Add relay options.
5. Click **Submit**.



9. Create access method for delivery method

➤ Create a private key for delivery

1. Go to **Delivery Auth**.
2. Click **New** to add private key for delivery.



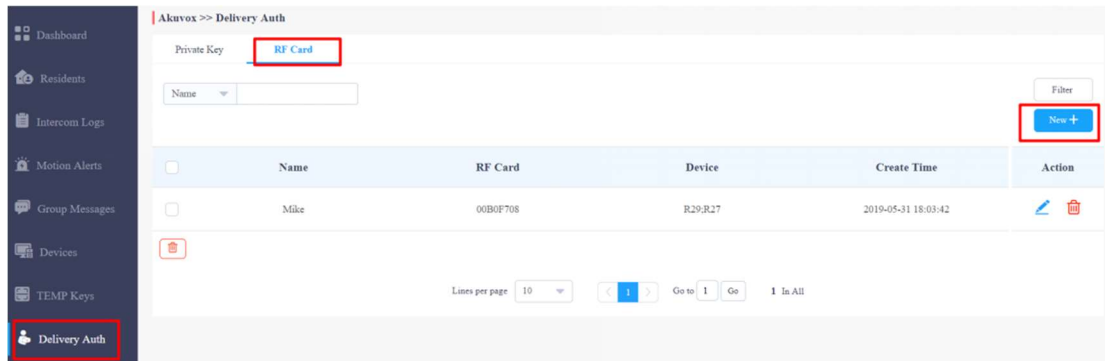
3. Name: Configure a name for delivery.
4. Key: Configure a private key for delivery.
5. Repeat: Configure the repeat cycle.
6. Day/Start Time: configure the valid day/ time period for the access.
7. Access Device: Select the device for the private key access.
8. Click **Submit**.

The screenshot shows the 'Edit PIN' form for a delivery auth. The fields are: Name (Ryan), Key (999999), Repeats (Weekly), Day (Tuesday, Thursday, Saturday), Start Time (09:00), and End Time (09:30). Below the form is a table of devices with columns: Building, Location, MAC, Status, Device Type, and Relay. The 'Relay' column has a checkbox checked for 'Relay1'. A 'Submit' button is at the bottom.

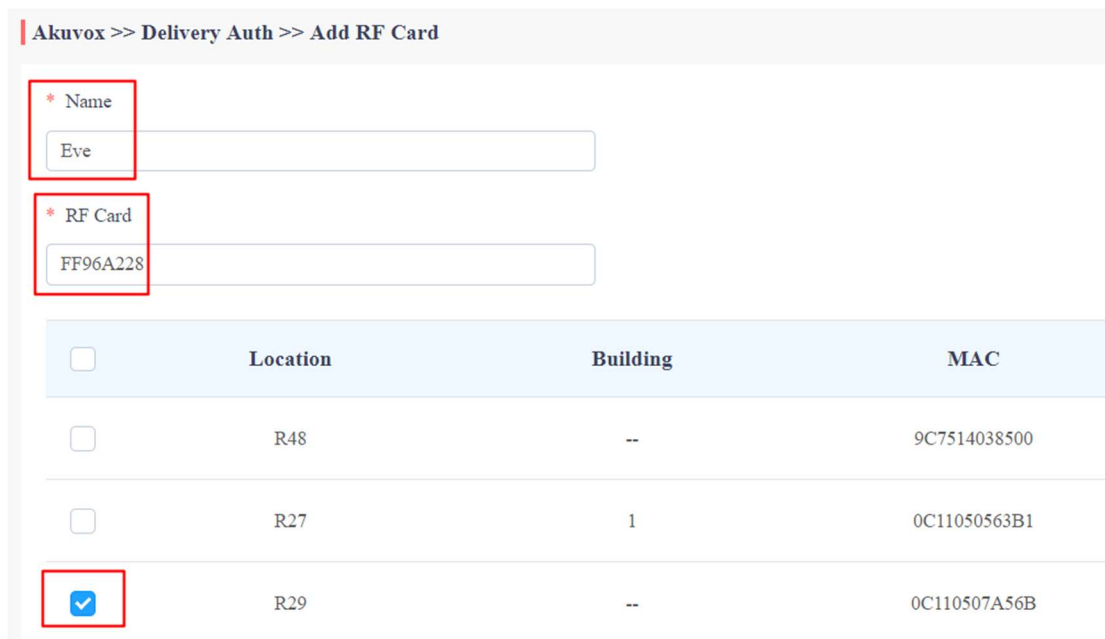
Building	Location	MAC	Status	Device Type	Relay
Building 1	R20	0C11050A6259	●	📅	<input checked="" type="checkbox"/> Relay1

➤ **Create RF Card**

1. Go to **Delivery Auth**.
2. Click **RF Card**.
3. Click **New** to add RF Card for delivery.



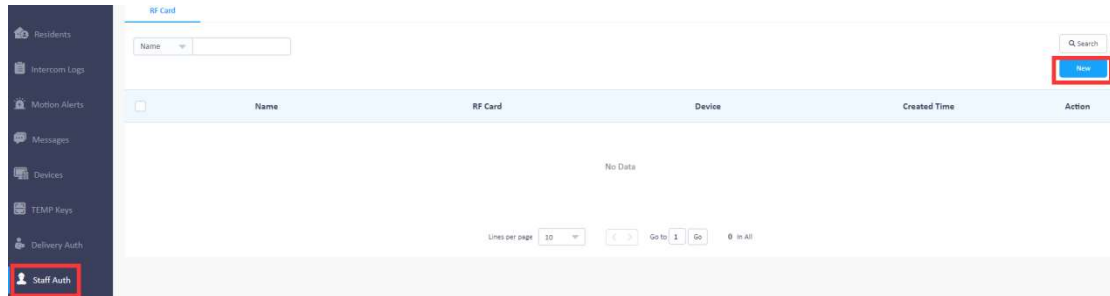
4. Name: Configure a name for delivery.
5. RF Card: Configure a RF Card for delivery.
6. Access Device: Select the device for the private key access
7. Click **Submit**.



10. Create access method for Staff

1. Go to **Staff Auth**.

2. Click **New** to add RF card for property staff.



3. Name: Configure a name for property staff.
4. RF Card: Configure a RF card for property staff.
5. Repeats: Configure the repeat cycle.
6. Start/End Time: Configure valid day / Time period.
7. Select a device.
8. Click **Submit**.

TEST >> Staff Auth >> Edit RF Card

* Name
Ryan

* RF Card
123456

Repeats
Daily

Start Time
08:19:15

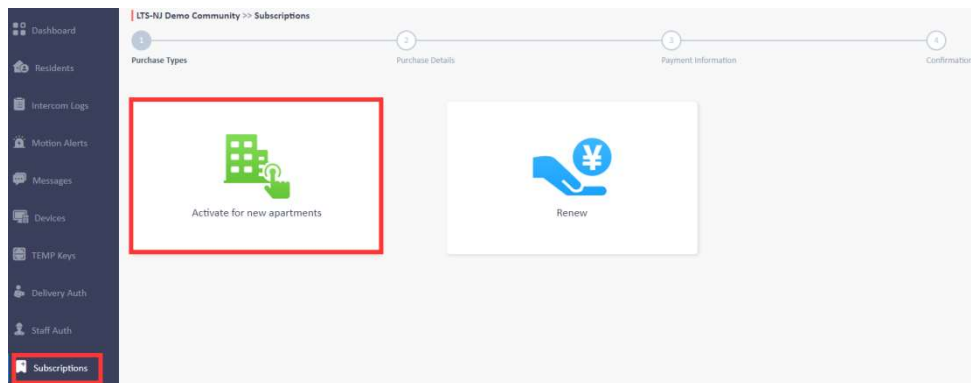
End Time
11:19:21

Building	Location	MAC	Status	Device Type	Relay
Building 1	R20	0C11050A6259	●	☰	<input checked="" type="checkbox"/> Relay1

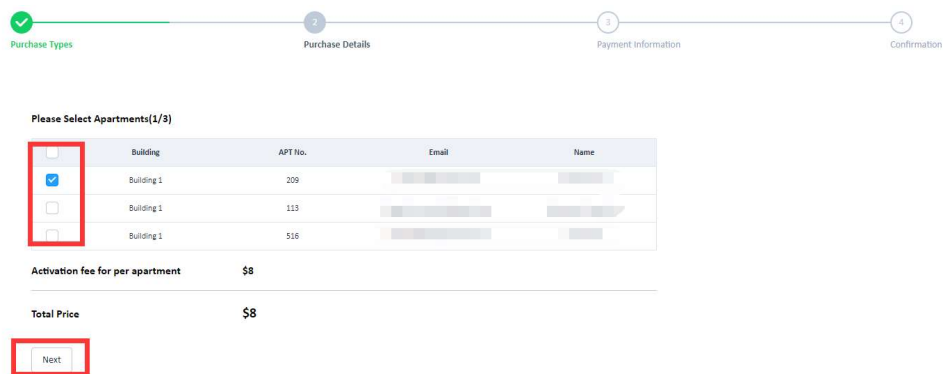
11. Activate

Residents need to pay the activation fee when first using Akuvox SmartPlus.

1. Go to **Subscriptions**.
2. Click **Activate for new apartment**.
3. Select the apartments need to activate.
4. Click **Next**.



5. Select the apartments need to be activated.
6. Click **Next**.



7. Fill in the billing information.
8. Click **Pay**.

Billing Information ✎

Company/Family
ATTN
Address
United States
TEL
Fax

Payment method

PayPal

Your Order

Activation Fee	\$8 per apartment
Number of Apartments	1

Total Price **\$8**

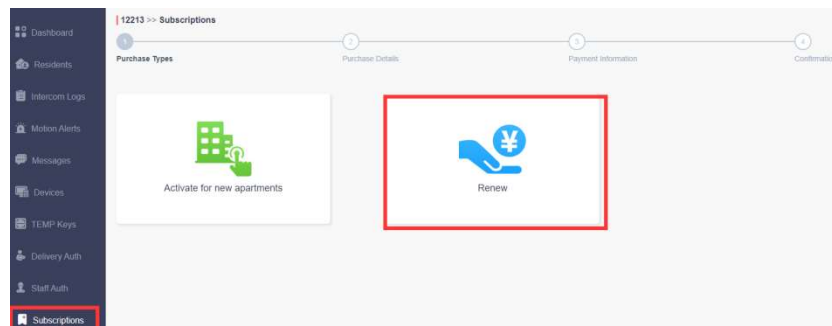
By clicking the 'Pay' button, you are agreeing to our Terms and Conditions.

[Pay](#)

12. Renew SmartPlus service

Residents need to pay the monthly fee for Akuvox SmartPlus.

1. Go to **Subscription**.
2. Click **Renew**.



3. Select the apartments need to renew the cloud service.
4. Select the subscribe month.
5. Click **Next**.

<input type="checkbox"/>	Building 1	518	dadkhaae@gmail.com	Arash Dadkhah	2
<input checked="" type="checkbox"/>	Building 1	316	--	German Pomares	2

1 Month(s)

Total Price **\$2**

[Next](#)

6. Fill in the billing information.
7. Click **Pay**.

Your Order

1 Apartment(s)

Building	APT No.	Email	Name	Monthly Fee(\$)	Expiration Time	Next Expiration Time
Building 1	316	--		2	2020-01-24 14:48:45	2020-02-24 14:48:45

Subscription Duration **1 Month(s)**

Total Price **\$2**

By clicking the 'Pay' button, you are agreeing to our [Terms and Conditions](#).

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.

