Akuvox
Open A Smart World

Smart Intercom

AKUVOX SMARTPLUS USER GUIDE

Installer

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About This Manual

Thank you for reading this manual. This manual is intended for the installers who need to properly manage the Akuvox SmartPlus platform for integrated management of the community, office, building, apartment, residents, office staff and people, devices, and remote maintenance service, etc. This manual applies to SmartPlus platform version: V6.3. Please visit http://www.akuvox.com/ or consult our technical support for any new information or the latest software version.

Introduction of Icons and Symbols

Warning:

- **Always abide by this information in order to prevent the person from injury.**

Caution:

- **Always abide by this information in order to prevent damages to the device.**

Note:

- **Informative information and advice for the efficient use of the device.**

Related Documentation

You are advised to refer to the related documents for more technical information via the link below:

https://knowledge.akuvox.com

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1. System Overview

Akuvox SmartPlus is a cloud-based platform on which installer can conduct integrated management of building, apartment, office, residents, office staff and personnel, devices, relays for community scenario and office scenario, as well as the remote maintenance service for all the devices deployed in the two scenarios.

➢ **Installers using this platform will be able to:**

- Add, edit, and delete the community, office, building, apartment, device, residents, staff and personnel.
- Deploy and set up devices and relays for the access control.
- Check and upgrade device firmware.
- Check and manage MAC library.
- Conduct remote operations such as Autop provisioning, device reboot, transmission type modification, and remote maintenance.
- Download the related technical manual and get access to the Akuvox ticket system for technical support.
- Subscribe and renew Akuvox SmartPlus.

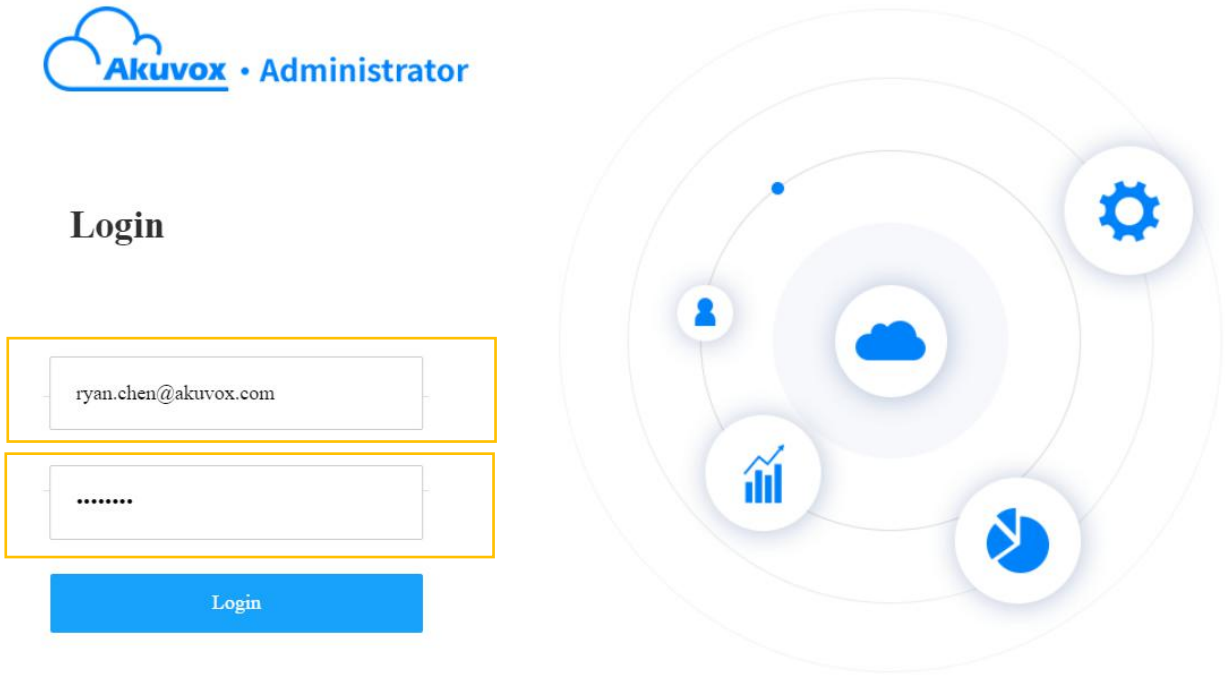
2. Login in to SmartPlus

You can log in SmartPlus platform using the user account information you obtain from your distributor.

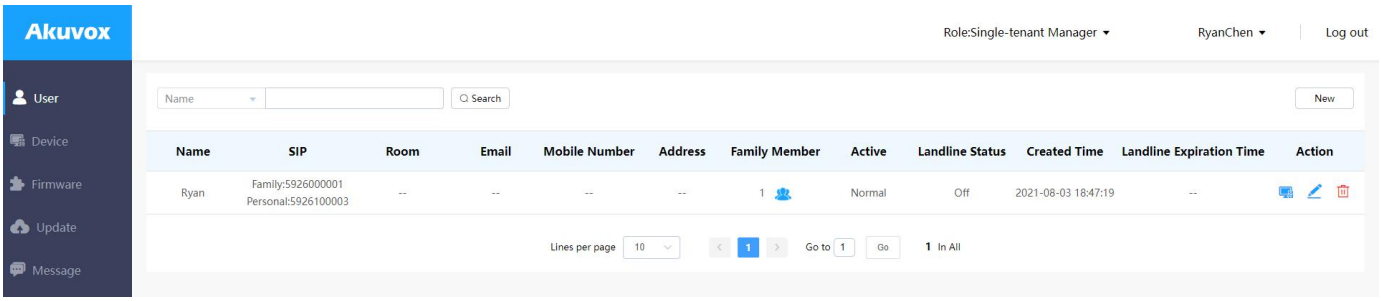
1. Open the web browser and enter the address (URL) of the SmartPlus server location in your area, and press **Enter**.

2. Enter your username and password.

3. Click on **Login** to log in to the SmartPlus platform.



➢ You can click on **Log out** if you want to log out of the SmartPlus platform.



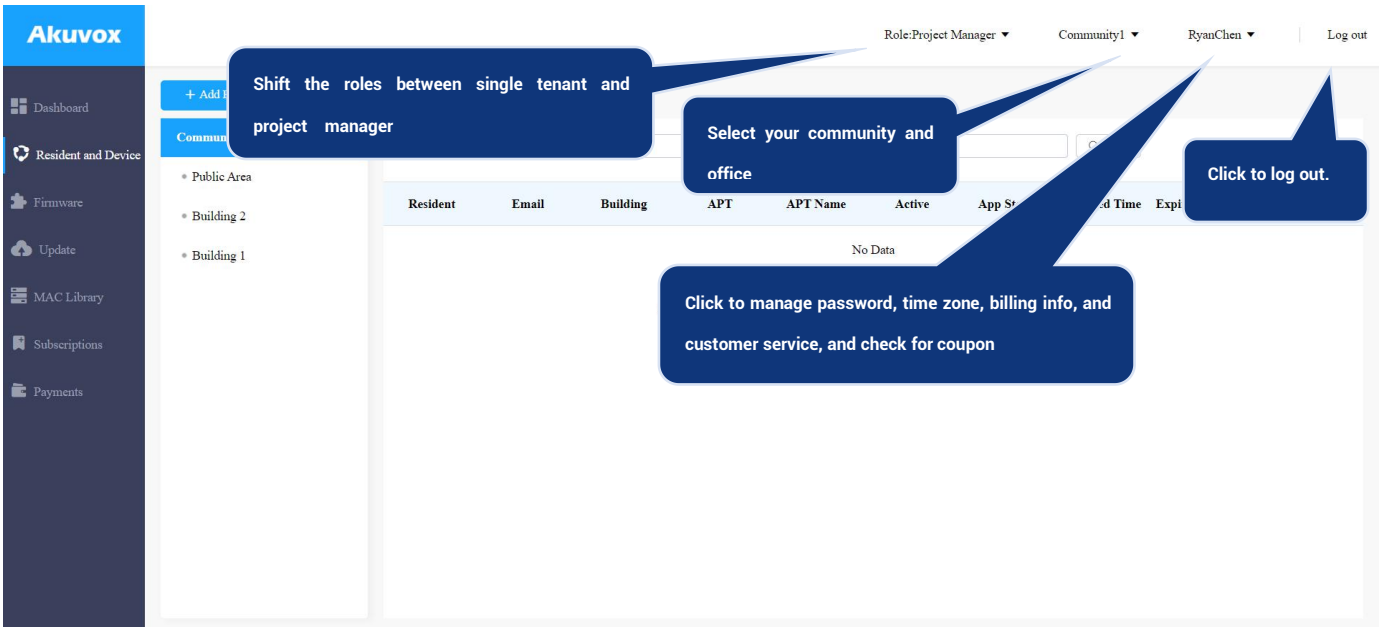
3. Prior to the Management

It is advised that you go through what are listed below before you start your management. and the list below is applicable to both community user management and office user management.

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

4. Main Interface

The main interface mainly consists of seven modules that are incorporated as a whole to allow you to manage the building, apartment, office, devices, residents, access control, office staff and personnel in both community buildings and office buildings.



- **Module Description:**

No.	Modules	Description
1	Dashboard	Allows you to manage community, office, building, apartment, resident, office staff, personnel, device and property manager.
2	● Residents and Device ● People and Device	Allows you to manage building, apartment, devices, residents, access control, office staff and people in both community and office.
3	Firmware	Allows you to check device firmware information.
4	Update	Allows you to update the firmware version for the specific device.
5	MAC Library	Allows you to register the MAC in the MAC library.
6	Subscriptions	Allows you to activate the Akuvox SmartPlus service for the resident by paying the activation fees and renewing the fees, etc.
7	Payments	Allows you to check for the information related to transactions made.

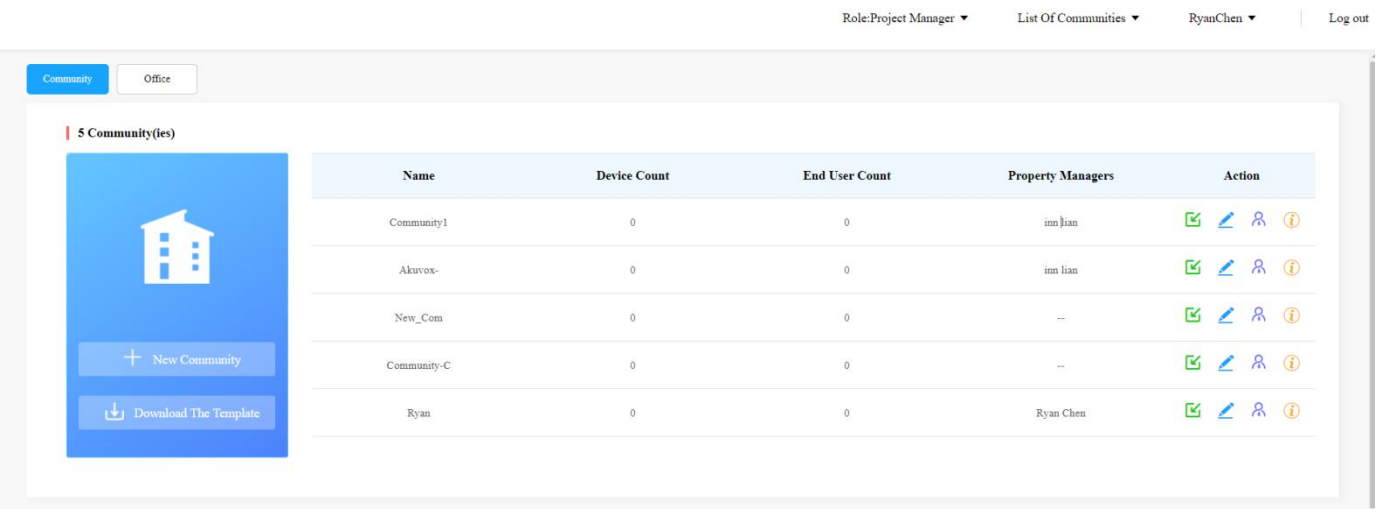
5. Community/Office Management

5.1. Community Scenario

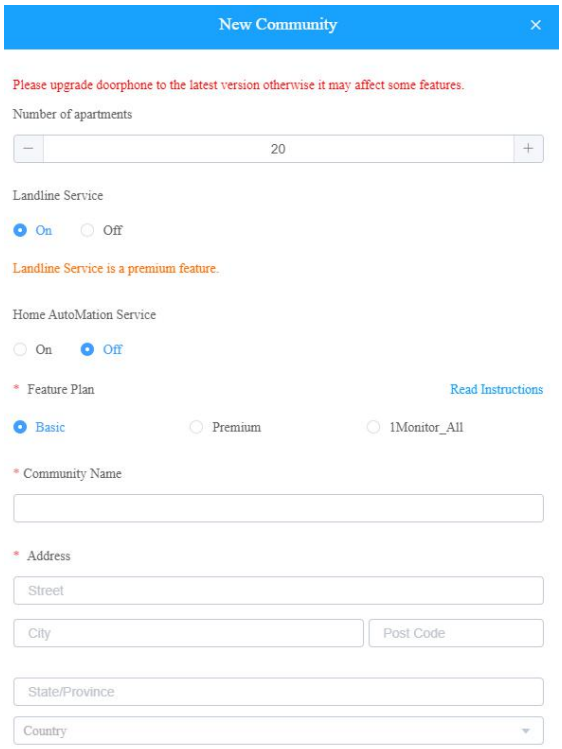
5.1.1. Create Community

A community must be created first on the dashboard before you can proceed to the other management involving devices, residents, etc.

1. On the upper left corner of the dashboard, select **Community**.
2. Click **+ New Community** on the dashboard.



3. Set up a community by filling in the related community information.
4. Select your feature plan.



Note:

- If you select feature plan-Basic, the template must contain indoor monitor MAC address.

- **Community Setting Description**

No.	Settings	Description
1	Number of apartments	Enter the number of apartments in the community.
2	Landline Service	Switch on/off the landline service (Communication between telephone/mobile phone and intercom devices. Landline service is a premium feature in the feature plan.
3	Home Automation	Turn it for the users who installed X933H and C319 Indoor monitor for the home automation service.
4	Feature Plan	Select basic or premium features for the community. ● **Basic feature**: this feature does not allow community property managers to enable or disable the PIN code and QR code access method, neither are they allowed to control family member account creation by the end user and package notification service (available in R29 only). Moreover, residents are required to install one indoor

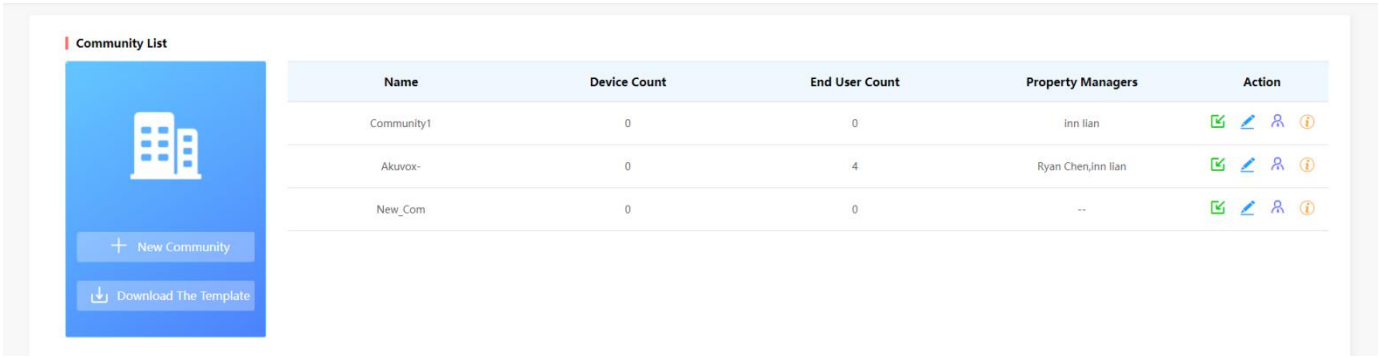
		monitor in their apartments. ● **Premium feature**: this feature allows community property managers to enable or disable PIN code and QR code access method. And property managers are allowed to control end users' family member account generation and package notification service (available in R29 only). **Note1**: When the feature plan service expired, property managers will lose the above mentioned control. **Note2**: ● When feature plan is set, it can not be changed. ● If you select feature plan-Basic, you are required to add at least one indoor monitor in every apartment you created.
5	Community Name	Enter the community name.
6	Address	Enter community address (Street, City, Post code, State/Province).
7	Time Zone	Select the time zone of the community.
8	Time Format	Select the time zone of the community (12-hour/24-hour format).
9	Date Format	Select the date format (Y/M/D; M/D/Y; D/M/Y).
10	PIN Mode	Select **PIN Mode** (PIN for direct PIN code access, APT+PIN for apartment No.+ PIN code)
11	Charge Mode	Select either community property manager or installer to pay for the SmartPlus service (both account activation and renewal. It is paid by installer by default.)
12	Send Expiration Email to End User/PM	Switch on the service expiration email notification to the end user, property manager, and installer if needed. The notification will be sent in 1 day, 3 days, 5, days after the expiration. 1-day expiration: an email notification will be sent to end users for expiration. 3-day expiration: an email notification will be sent to end users for the expiration. 4-day expiration: an email notification will be sent to the property manager and installer for the expiration. 15-day expiration: an email notification will be sent to the installer for the expiration. **Note:** if it is switched off, the expiration notification will be sent to installers only.

13	Send Renew Email To End User	Switch on service renewal email notification to the residents if needed.

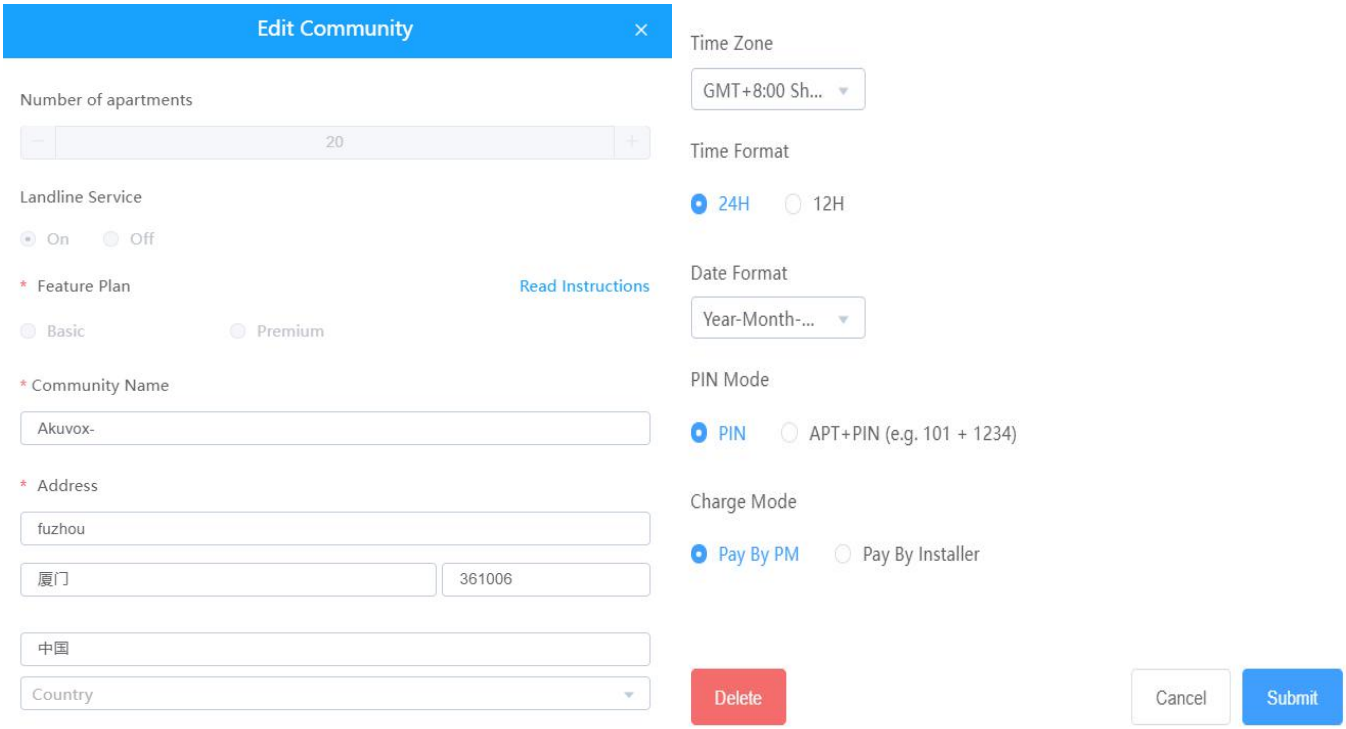
5.1.2. Edit/Delete Community

After a community is created, you can edit or delete the community if needed.

1. Click on on the community you want to edit or delete.



2. Edit the community setting or delete the setting.

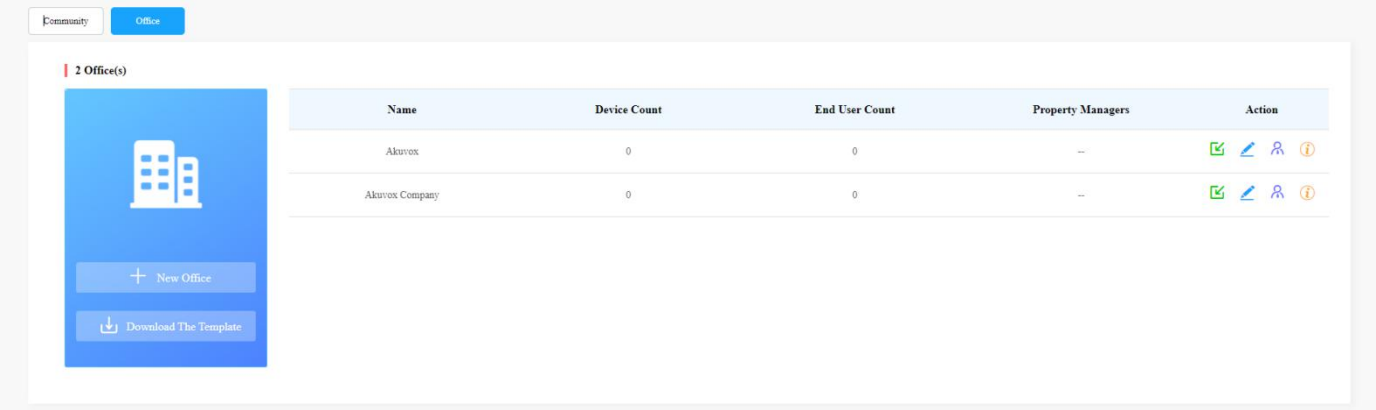


5.2. Office Scenario

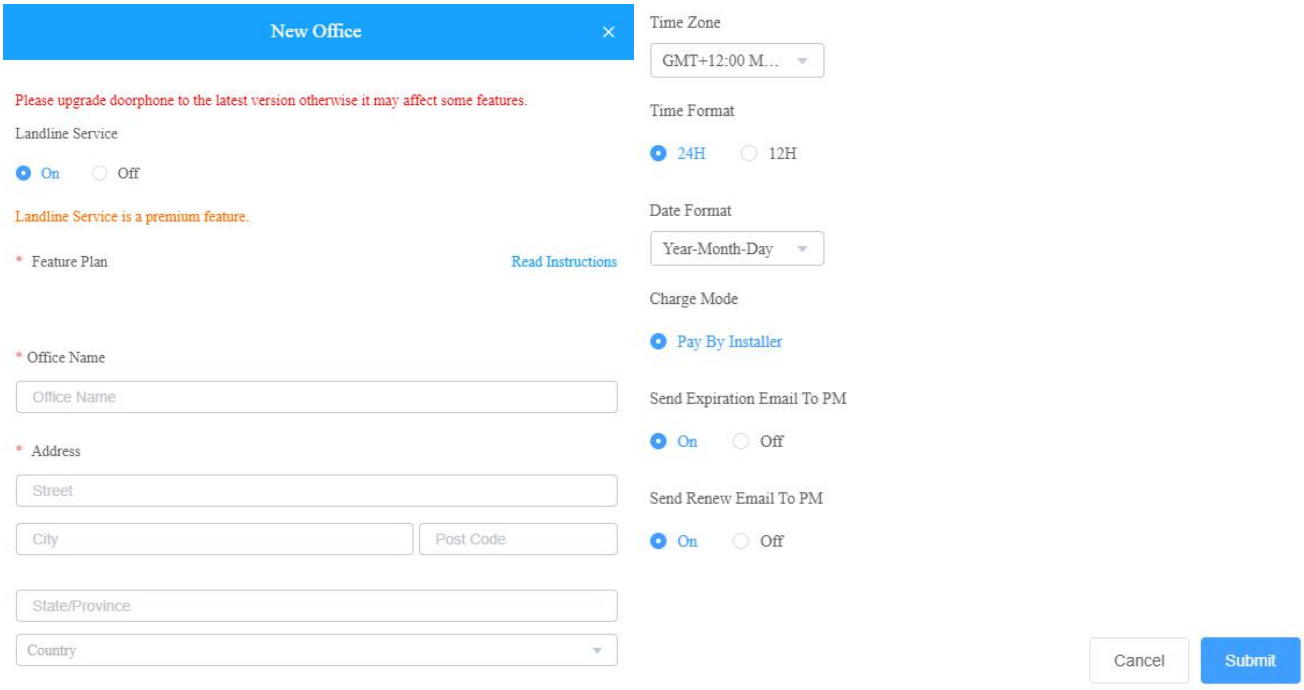
5.2.1. Create Office

An office must be created first on the dashboard before you can proceed to the other management involving device, staff, people, and access control, etc.

1. On the upper left corner of the screen, select **Office**.
2. Click **+ New Office** on the dashboard.



3. Set up the office by filling in the related office information.
4. Select your feature plan.



- **Office Setting Description**

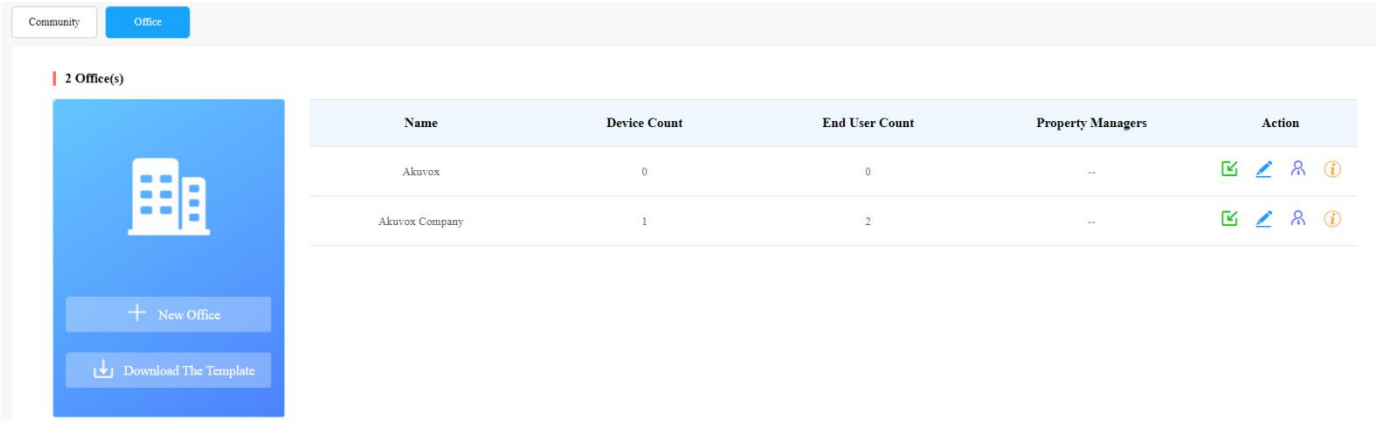
No.	Settings	Description
1	Landline Service	Switch on/off the landline service (Communication between telephone/mobile phone and intercom devices. Land line service is a premium feature in the feature plan.
2	Feature Plan	Select basic or premium features for the office. ● **Basic feature**: this feature does not allow office property managers to enable or disable the PIN code and QR code access method, neither are they allowed to control package notification service (available in R29 only). ● **Premium feature**: this feature allows office property managers to enable or disable PIN code and QR code access method. And office staff are allowed to control package notification service (available in R29 only). **Note1**: When feature plan service expired, the office property manager will not be able to control the function in the feature plan. **Note2**: When feature plan is set, it can not be changed.
3	Office Name	Enter the office's name, which can be a company name.
4	Address	Enter office's address (Street, City, Post code, State/Province).
5	Time Zone	Select the time zone of the community.
6	Time Format	Select the time zone of the community (12-hour/24-hour format).
7	Date Format	Select the date format (Y/M/D; M/D/Y; D/M/Y).
8	Charge Mode	Only installers are allowed to pay for the SmartPlus service (both account activation and renewal.
9	Send Expiration Email to PM	Switch on the service expiration email notification to the end users, property managers, and installers if needed. The notification will be sent in 1 day, 3 days, 5, days after the expiration. 1-day expiration: an email notification will be sent to end users for expiration. 5-day expiration: an email notification will be sent to end users for the expiration. 6-day expiration: an email notification will be sent to property managers and installers for the expiration.

		15-day expiration: an email notification will be sent to installers for the expiration. **Note**: if it is switched off, the expiration notification will be sent to installers only.
10	Send Renew Email To PM	Switch on service renewal email notification to the office property manager if needed.

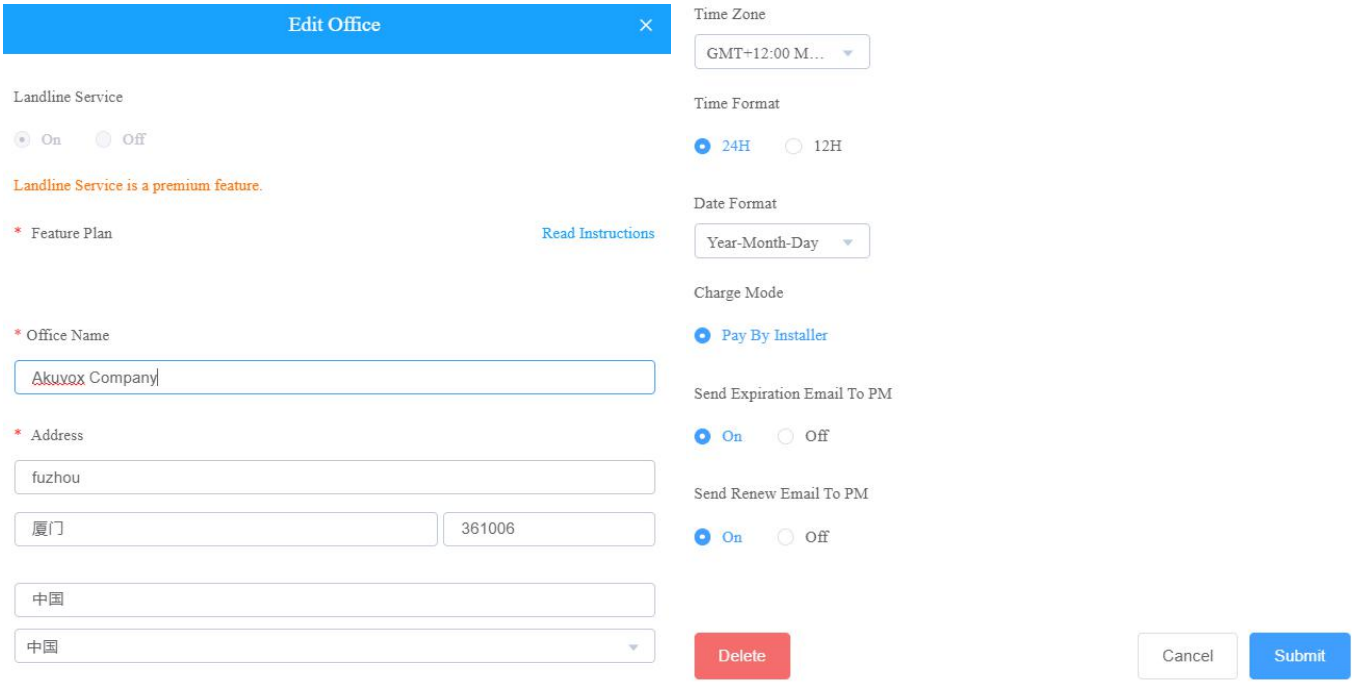
5.2.2. Edit/Delete Office

After an office is created, you can edit or delete the office if needed.

1. Click on of the office you want to edit or delete.



2. Edit the community setting or delete the setting.


Edit Office
Landline Service
On
Off
Landline Service is a premium feature.
* Feature Plan
Read Instructions
* Office Name
Akuvox Company
* Address
fuzhou
厦门
361006
中国
中国
Time Zone
GMT+12:00 M...
Time Format
24H
12H
Date Format
Year-Month-Day
Charge Mode
Pay By Installer
Send Expiration Email To PM
On
Off
Send Renew Email To PM
On
Off
Delete
Cancel
Submit

6. User Management

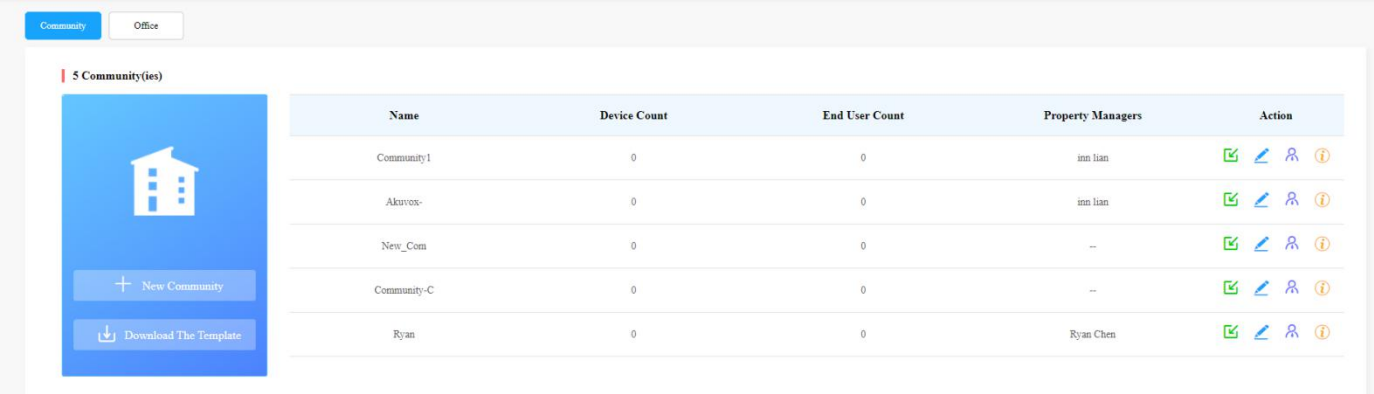
Community users are managed on a community basis, while office users are managed on office basis. And you are required to go to the specific community or office for the management of the users by moving them into the specific building, apartment, and department.

6.1. Add Community Users

6.1.1. Add Community Resident to a Building

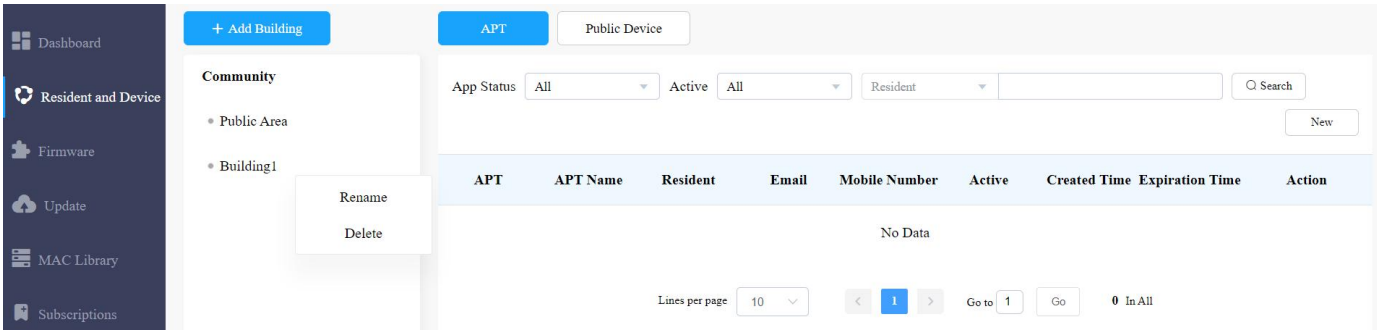
After the community is created, you are required to add buildings in the community, then you can start adding the residents to the building you added.

1. Click on ⓘ of the community you intend for the management (it will automatically skip to the **Resident and Device** module).

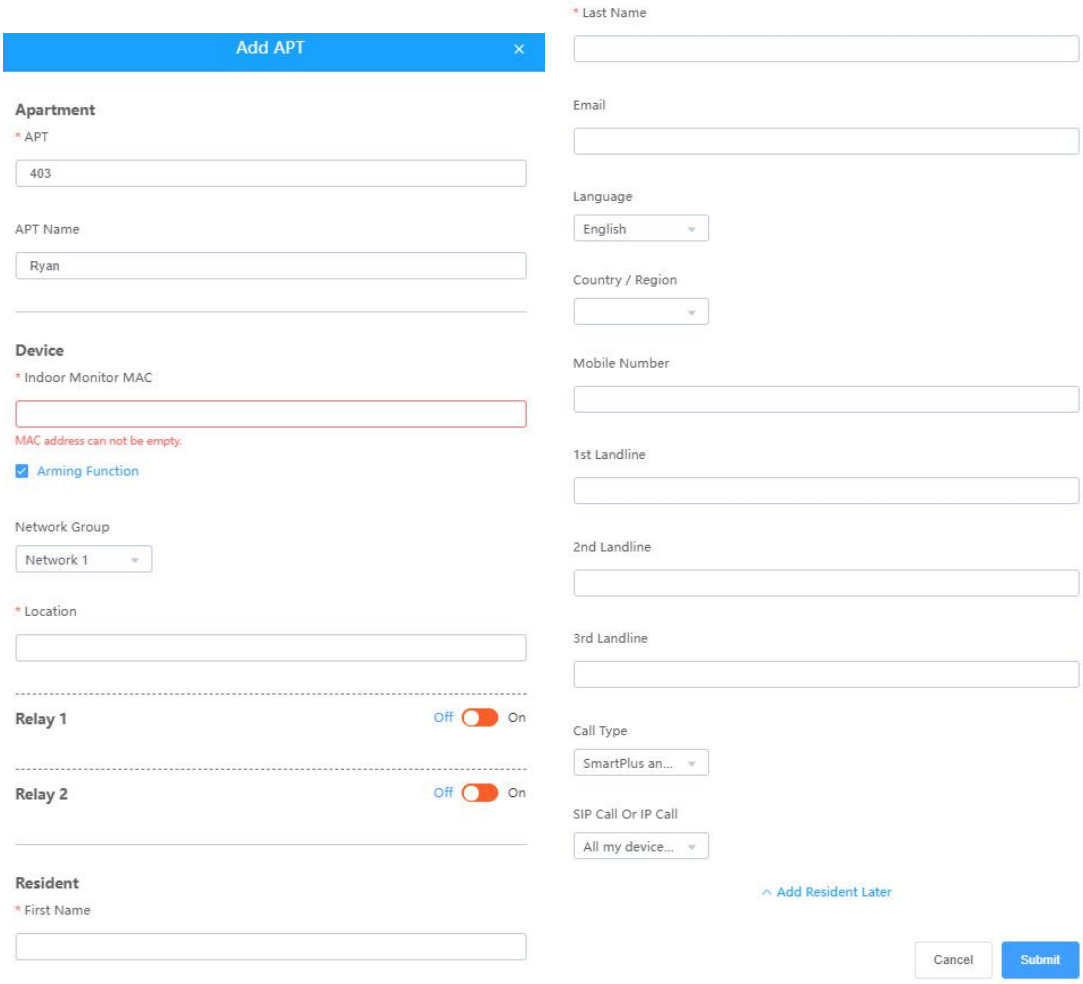


2. Click on **+ Add Building** to add a building, and rename the building if needed.

3. Click on **APT,** then click on **New** to add resident.



4. Fill in the apartment and resident's information.



Note:

- Device selection will not be shown if you switched off the home automation service when you create a community.

- **Setting Description:**

No.	Field Name	Description
1	APT	Fill in the resident's apartment number.
2	APT Name	Fill in the resident's apartment name.
3	Device	Enter the indoor monitor MAC address, which is required for adding an apartment. Device selection is displayed only when you have selected **Basic** in the feature plan.
4	Arming Function	Enable the arming function so that the arming icon will be available on your SmartPlus app for arming and disarming.
5	Network Group	Select the network group. Devices in the same building need to be set up in the same network group.
6	Location	Fill in the location of the device.
7	Relay1/2	Fill in the relay name, which can be the device's location.
8	First Name	Fill in the resident's first name.
9	Last Name	Fill in the resident's last name.
10	Email	Fill in the resident's email.
11	Language	Select the language of the emails notifying the user account information. Currently 12 languages are supported: **English, Simplified Chinese, Korean, Japanese, Turkish, Polish, Russian, Spanish, Bosnian, Danish, Vietnamese, French**
12	Mobile Number	Enter resident's mobile phone number.
13	Country/Region	Select the country or region code of the user.
14	Landline 1/2/3	Fill in the user's landline numbers, eg mobile phone numbers or telephone numbers. Three landline numbers are supported.
15	Call Type	Select your call type.
16	SIP Call or IP call	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). If not, select "**Some of my devices were installed in the different place (villa or house)"** for **SIP call**.

Note:

- When adding an indoor monitor, you can set up and name the relays for the device. The relay name will be synchronized to the SmartPlus app. The relay status will also be updated following the changes that occurred on the indoor monitor.

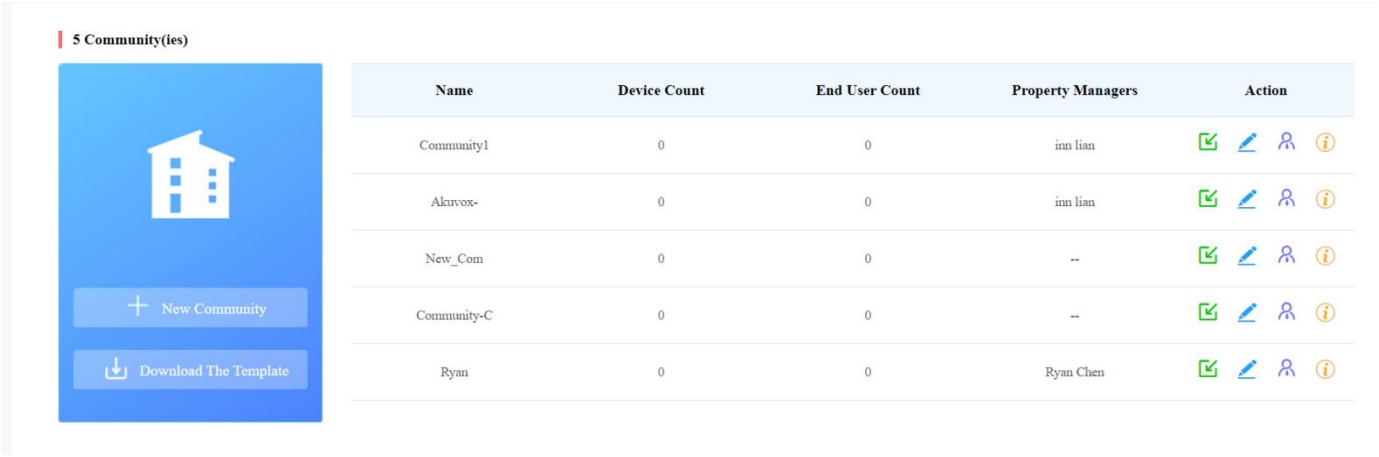
6.1.2. Add Community Residents to a Building Using Template

The template can maximize your efficiency in the management of the resident especially when you are handling a large number of residents for a specific community.

1. Download the template on the dashboard.

2. Fill in the information in the template.

3. Import the template to the community you selected.



- **Template Sample**

	A	B	C	D	E	F	G	H	I	J	K	L
1	Building	Apt	AptName	Device	FirstName	LastName	Email	MobileNumber	TelephonesCallingCode	1stPhone	2ndPhone	3rdPhone
2	Building#2	403	Ryan		Ryan	Chen						
3												
4												

Note:

- If you select feature plan-Basic, the template must contain indoor monitor MAC address.

- **Template Description:**

No.	Settings	Description
1	Building	Fill in the building number or name. **Note**: should not be more than 128 characters in length.
2	Apt	Fill in the apartment number. **Note**: must be 1-6 digit integral number(s).
3	Apt Name	Fill in the apartment name.
4	Device	● **Device Type Code**: Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 Access Control=50 ● **Device Setting Format**: "**Device location, Device type, Device MAC**". Eg: Gate2,0,0C11050B9814; Living Room,2,0C11050893C6 **Note:** every two devices need to be separated by ";". **Note**: Device MAC must be added first in the MAC library of the community to which you want to import the data.
5	First Name	Fill in the resident's first name. **Note**: should not be more than 64 characters in length.
6	Last Name	Fill in the resident's last name. **Note**: should not be more than 64 characters in length.
7	Email	Fill in the resident's Email.
8	Mobile Number	Fill in the resident's mobile phone number.
9	Telephone Calling Code	Fill in the resident's country code.
10	Phone1/2/3	Fill in the resident's mobile phone number.
11	Call Type	**Call Type Code**: SmartPlus and indoor monitor=0 Phone and indoor monitor =1 SmartPlus and indoor monitor, with phone as backup =2 Indoor monitors with=3 Indoor monitors with phone as backup=4 Indoor monitors with smartPlus as backup, finally phone=5 Eg. "Indoor monitors with smartPlus as backup, finally phone=5" means the call will be received in sequential order, first by indoor monitor, then SmartPlus app, and last mobile phone.

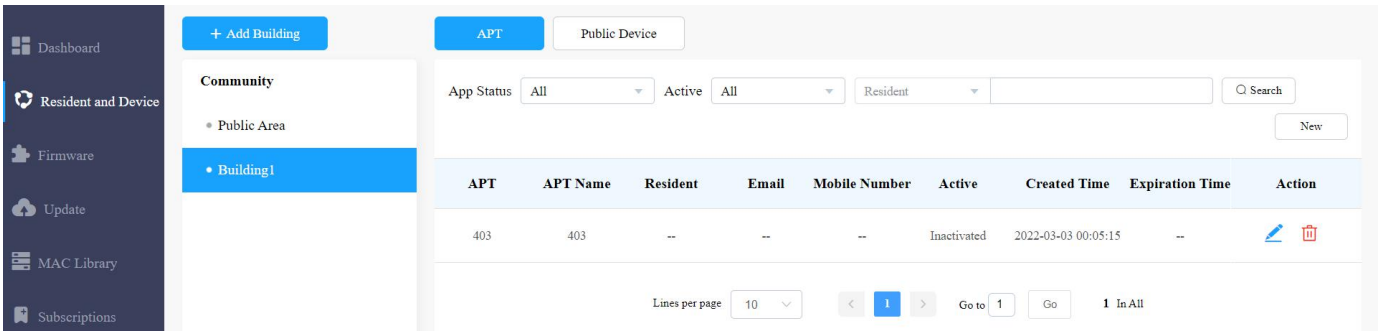
6.1.3.Edit/Delete Community Resident

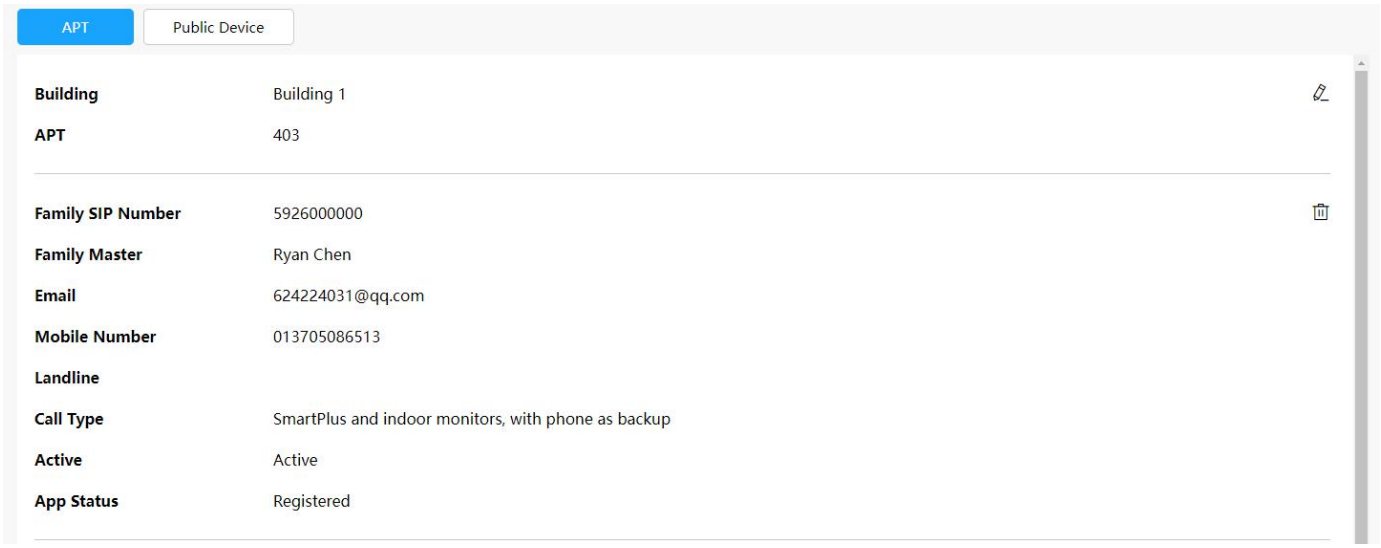
You can edit and delete the resident and the resident apartment if needed.

Note:

- You can only edit and delete the residents that have been moved in to apartments by the property manager.

1. Click **Resident and Device** module.
2. Select the building and apartment of the resident.
3. Click to delete the resident and click to edit the resident's information.

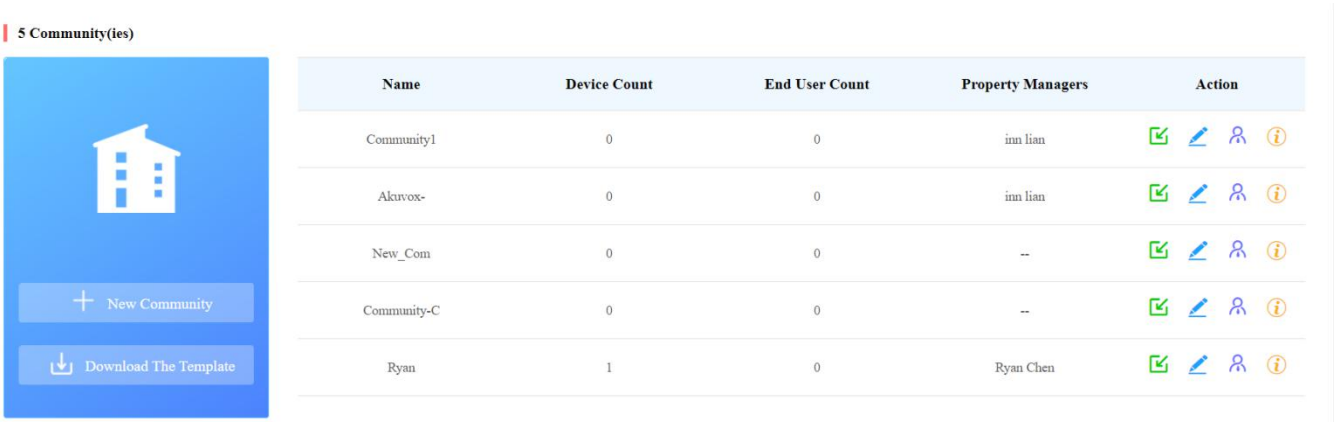




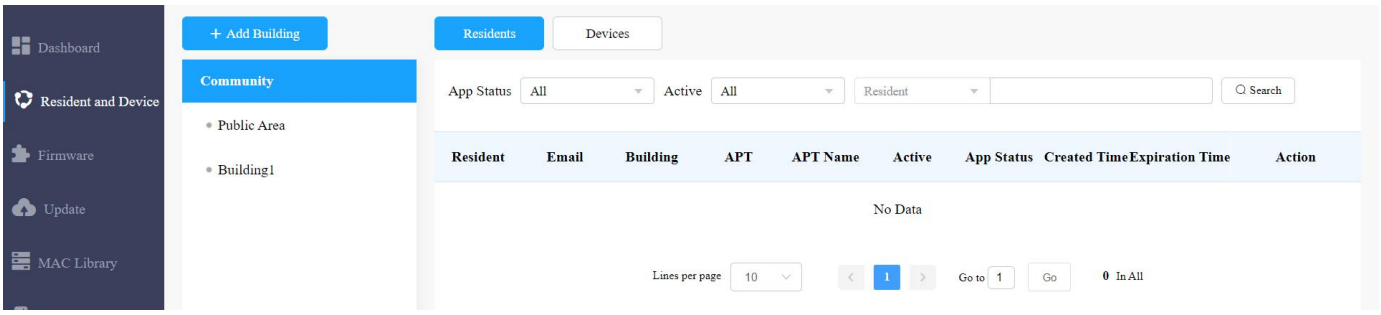
6.1.4.Add/Edit/Delete Family Members for Resident

After you added the residents, you can start adding family member accounts for the SmartPlus app. Family member accounts can be edited and deleted afterwards.

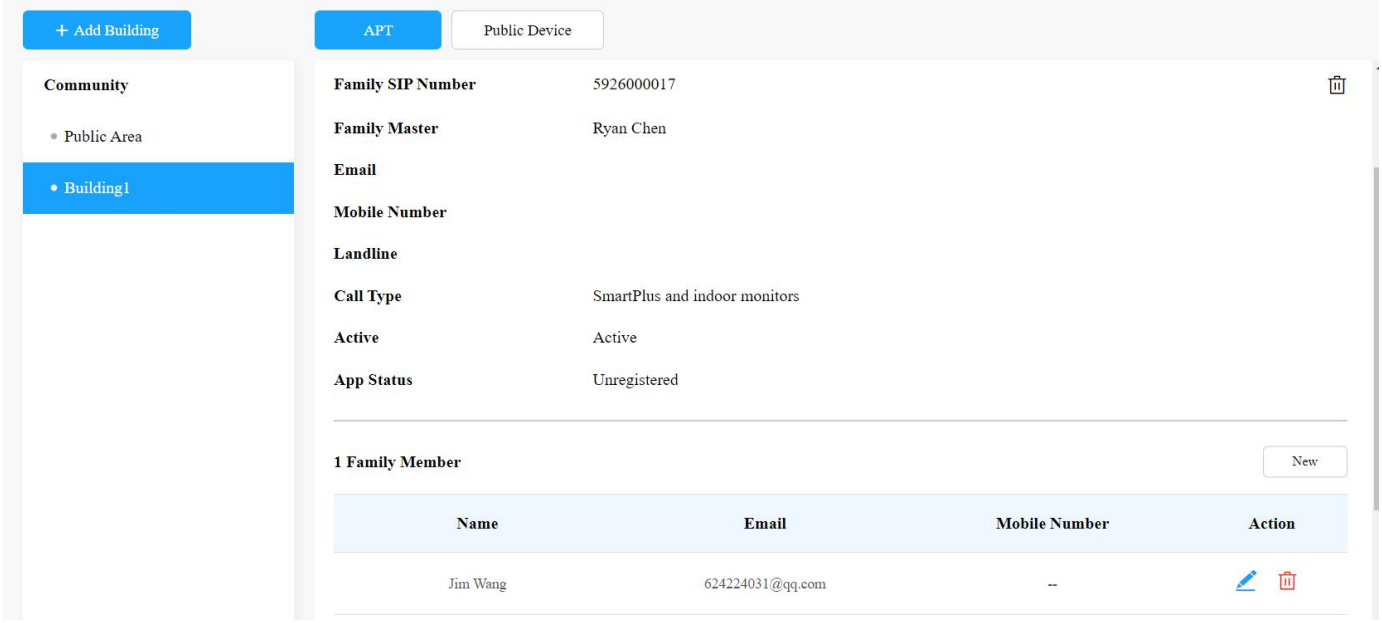
1. You start by selecting the resident's community. You can click ⓘ of the resident's community.



2. Select your building and apartment, then click on ✎.



3. Scroll down and click **New** to create the family account. And click ✎ to edit the account, and click 🗑 to delete the account.

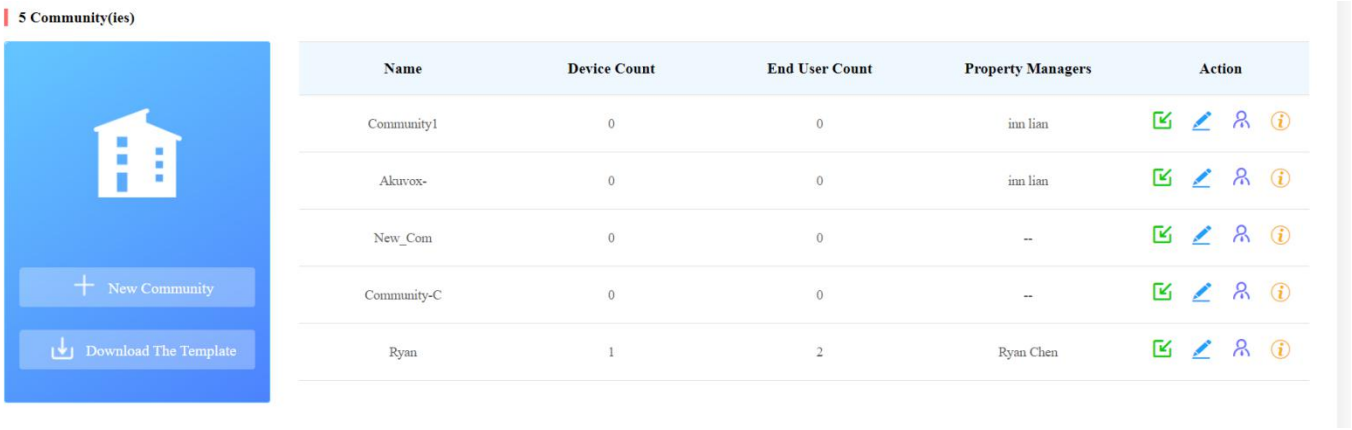


Note:

- The email information in the family member account can not be edited.

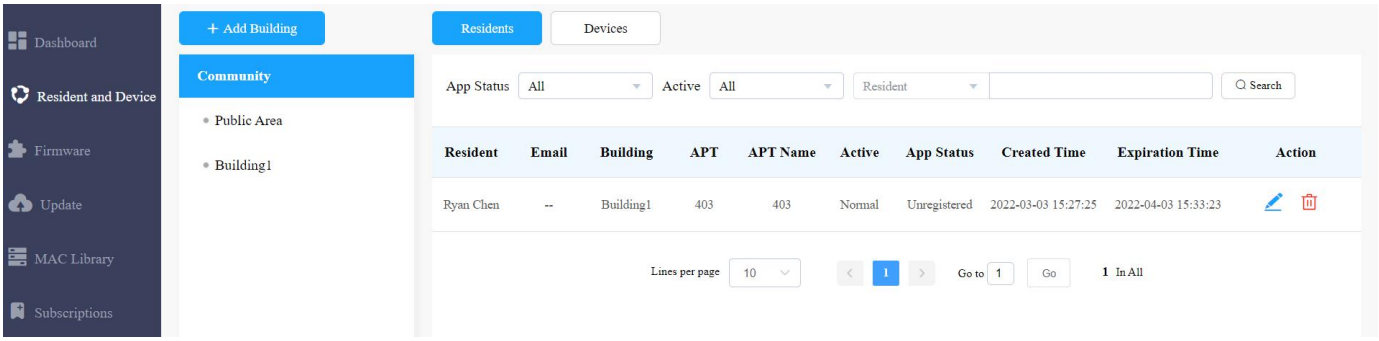
6.1.5.Search/Edit/Delete Resident at Community Level

1. Select the community you need for the management. You can click to go into the community.



2. Click **Community**.

3. Search, edit and delete the residents.



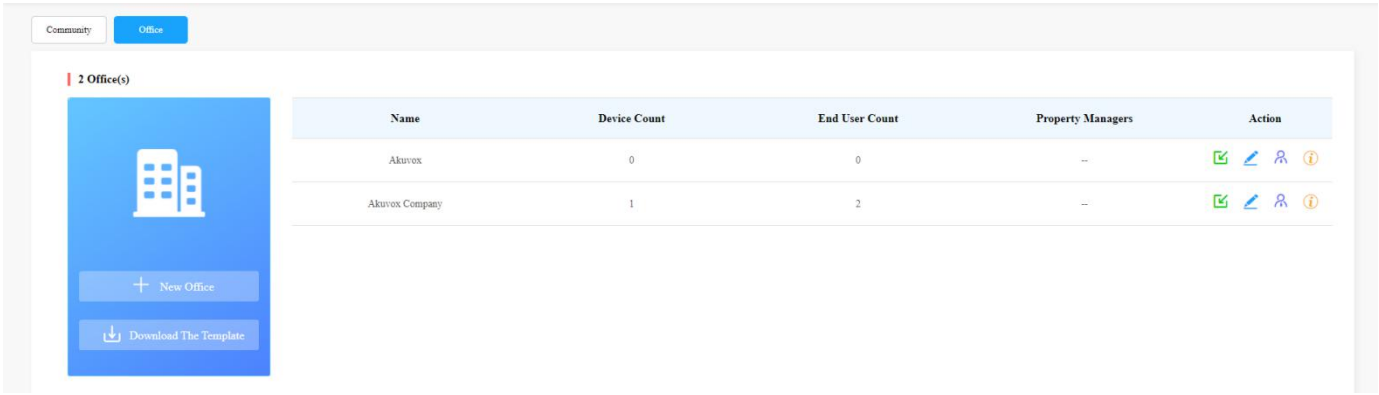
6.2. Add Office Users

You can add office staff and personnel to the offices you have created.

6.2.1. Add User to Office

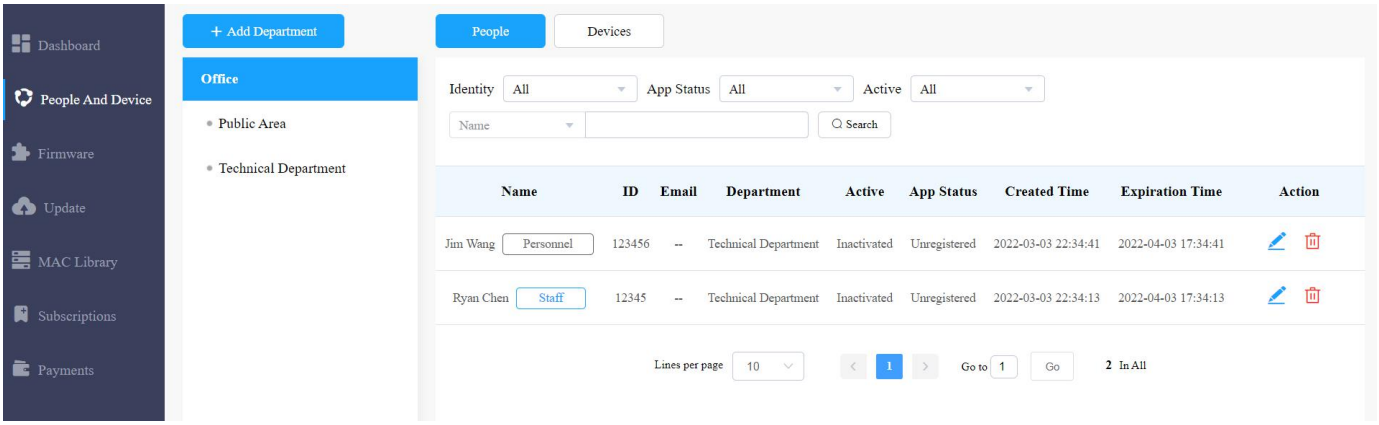
After an office is created, you are required to add departments in the office, then you can start adding the users to the department you added.

1. Click on ⓘ of the community you intend for the management (it will automatically skip to the **People and Device** module).

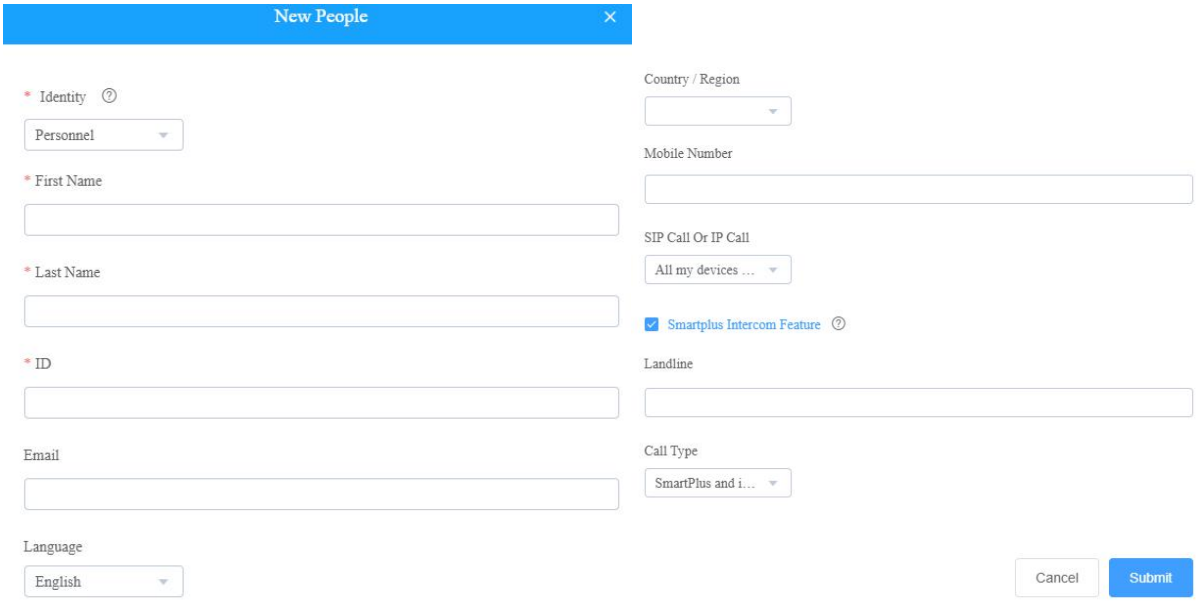


2. Click on **+ Add Department** to add a building, and rename the building if needed.

3. Click **People**, then **New** to add user.



4. Fill in staff or personnel's information.



Note:

- When the SmartPlus Intercom Feature is disabled, you will only have one call type: **Indoor monitor/guard phones**.

- **Setting Description:**

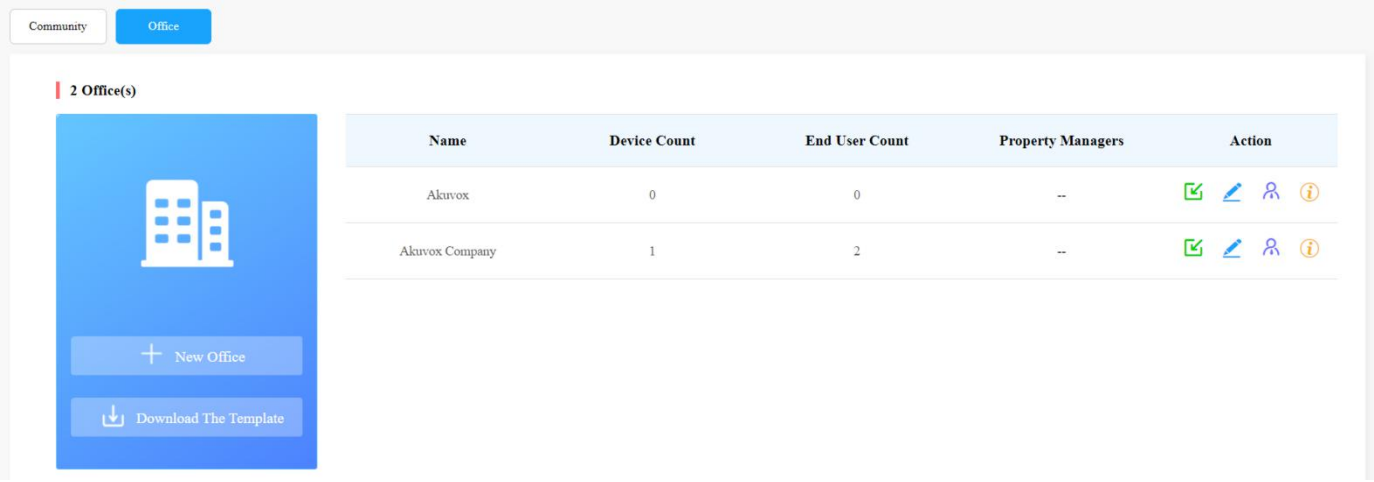
No.	Field Name	Description
1	Identity	Select staff or personnel.
2	First Name	Fill in the user's first name.
3	Last Name	Fill in the user's last name.
4	ID	Enter the ID number of Staff or people. The ID should be unique and cannot be repetitive.
5	Email	Enter the user's email.
6	Language	Select the language of the emails notifying the user the account information. Currently 12 languages are supported: **English, Simplified Chinese, Korean, Japanese, Turkish, Polish, Russian, Spanish, Bosnian, Danish, Vietnamese, French**.
7	Country/Region	Select the country or region code of the user.
8	Mobile Number	Enter Resident's mobile phone number.
9	SIP Call or IP call	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). If not, select "**Some of my devices were installed in the different place (villa or house)**" for **SIP call**.

10	SmartPlus Intercom Feature	If enabled, the user is allowed to use SmartPlus app.
11	Device	Enter the indoor monitor MAC address, which is required for adding an apartment.
12	Landline 1/2/3	Fill in the user's landline numbers, eg mobile phone numbers or telephone numbers. Three landline numbers are supported.
13	Call Type	Select the call type. For example: ● **SmartPlus and indoor monitors/guard phones, with phone as backup**: means the call will be received in sequential order, first by Smart Plus app and indoor monitor, then guard phone, and last by mobile phone. **Note**: you can only select the call type **"Indoor monitor/guard phones"** when you disable the SmartPlus Intercom Feature.

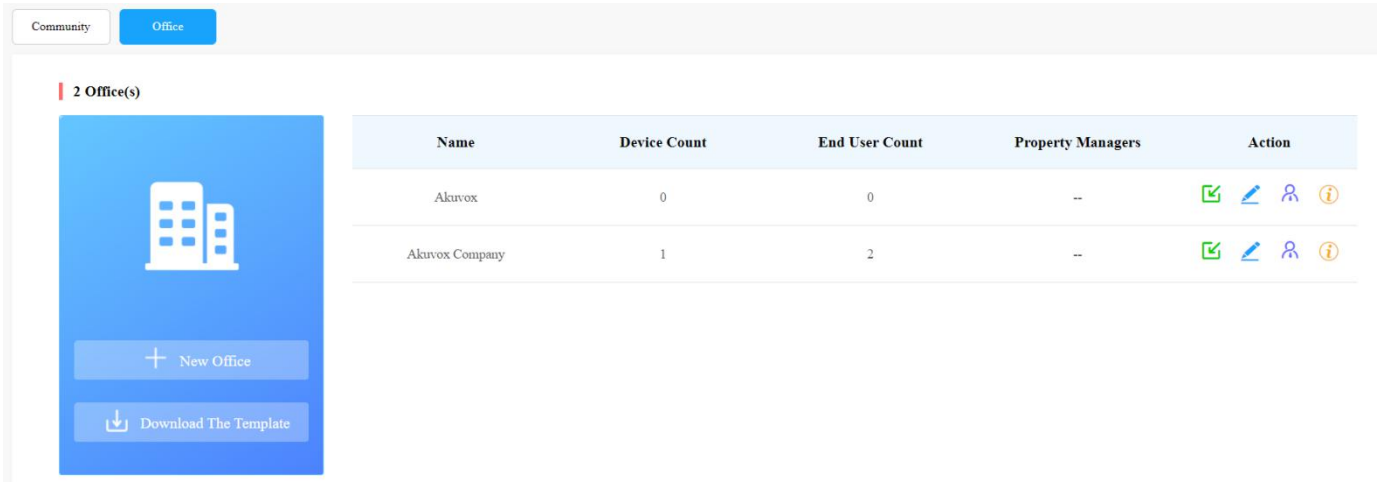
6.2.2. Add User to Office Using Template

The template can maximize your efficiency in the management of the resident especially when you are handling a large number of users for a specific office.

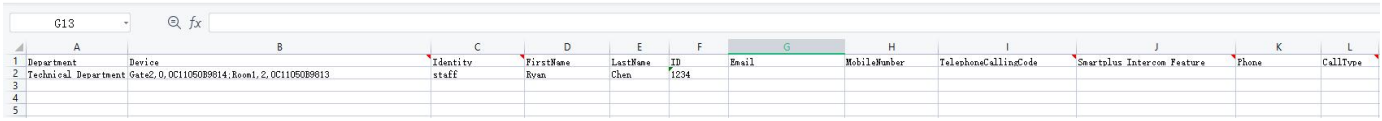
1. On the office dashboard, download the template on the dashboard.



2. Fill in the information in the template, then clicl of the community to which you want to Import the template.



- **Template Sample**



- **Template Description**

No.	Settings	Description
1	Department	Fill in the department name or number. **Note**: should not be more than 128 characters in length.
2	Device	● **Device Type Code**: Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 Access Control=50 ● **Device Setting Format**: "**Device location, Device type, Device MAC**". Eg: Gate2,0,0C11050B9814; Living Room,2,0C11050893C6 **Note:** every two devices need to be separated by ";". **Note**: device MAC must be added first in the MAC library of the community to which you want to import the data.
3	Identity	Select the office users identity: staff or personnel.
4	First Name	Fill in the office staff or personnel's first name. **Note**: should not be more than 64 characters in length.
5	Last Name	Fill in the staff or personnel's last name.

		Note: should not be more than 64 characters in length.
6	ID	Enter the ID number of Staff or people. The ID should be unique and cannot be repetitive.
7	Email	Fill in the user's Email.
8	Mobile Number	Enter the mobile phone number of the staff or personnel. The mobile number here is used for user account registration only.
9	Telephone Calling Code	Fill in the resident's country code.
10		● **Device Type Code**: Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 Access Control=50 ● **Device Setting Format**: "**Device location, Device type, Device MAC**". Eg: **Gate2,0,0C11050B9814; Living Room,2,0C11050893C6** **Note:** every two devices need to be separated by ";". **Note**: Device MAC must be added first in the MAC library of the community to which you want to import the data.
11	SmartPlus Intercom Feature	Enter 1 to allow users to use SmartPlus app and enter "0" to disable the SmartPlus app service.
12	Phone	Fill in the landline number of the office staff or personnel to receive incoming calls.
13	Call Type	**Call Type Code**: Smartplus=0 Phone=1 SmartPlus with phone as backup=2 For example: "SmartPlus with phone as backup" means the call will be received in sequential order, first by SmartPlus app, and last by mobile phone.

Note:

- You can import both staff and devices or people and devices at the same time using one template.

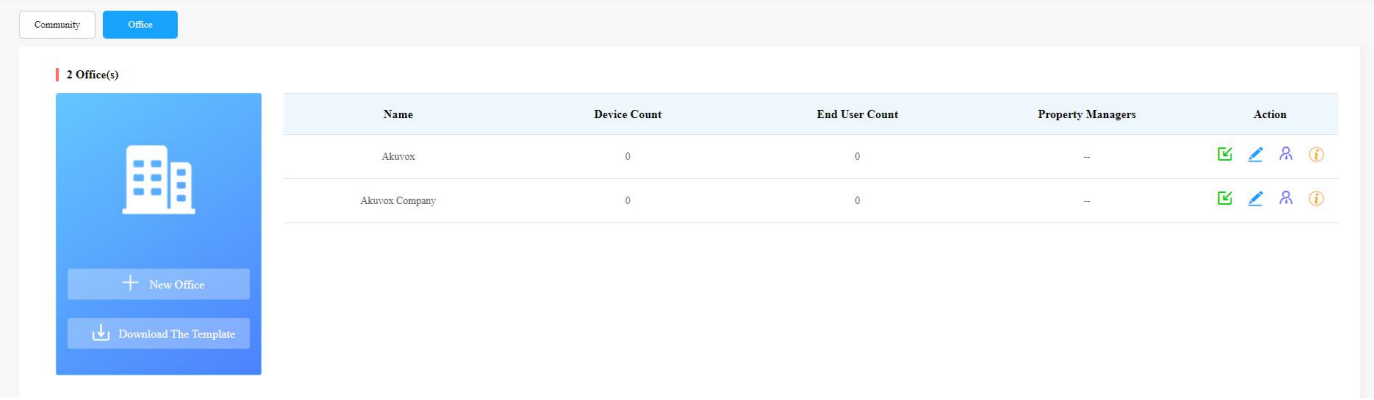
6.2.3. Edit/Delete User in Department

You can edit and delete office users in a department if needed.

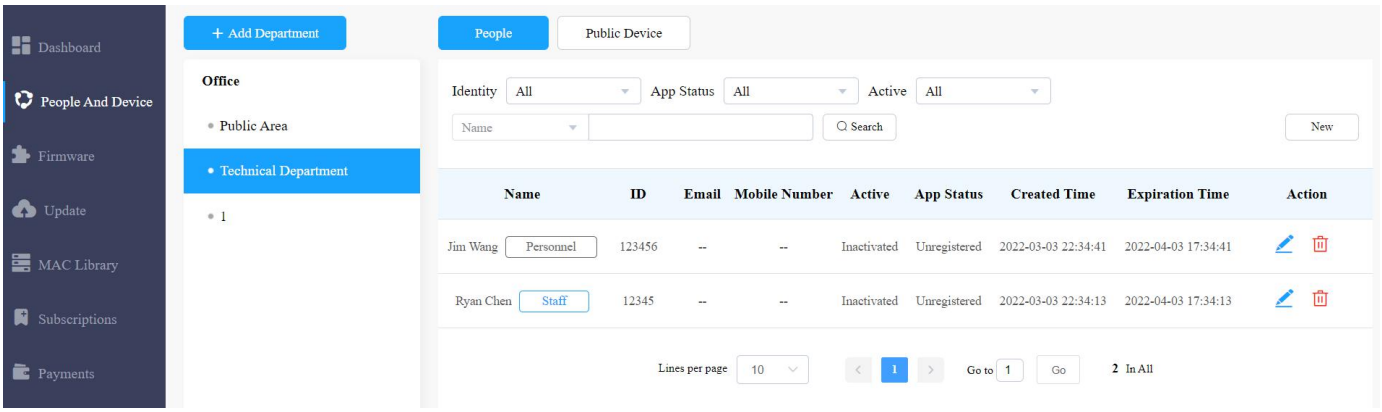
Note:

- You can only edit and delete the office users who have been moved into a specific department by the office property manager.

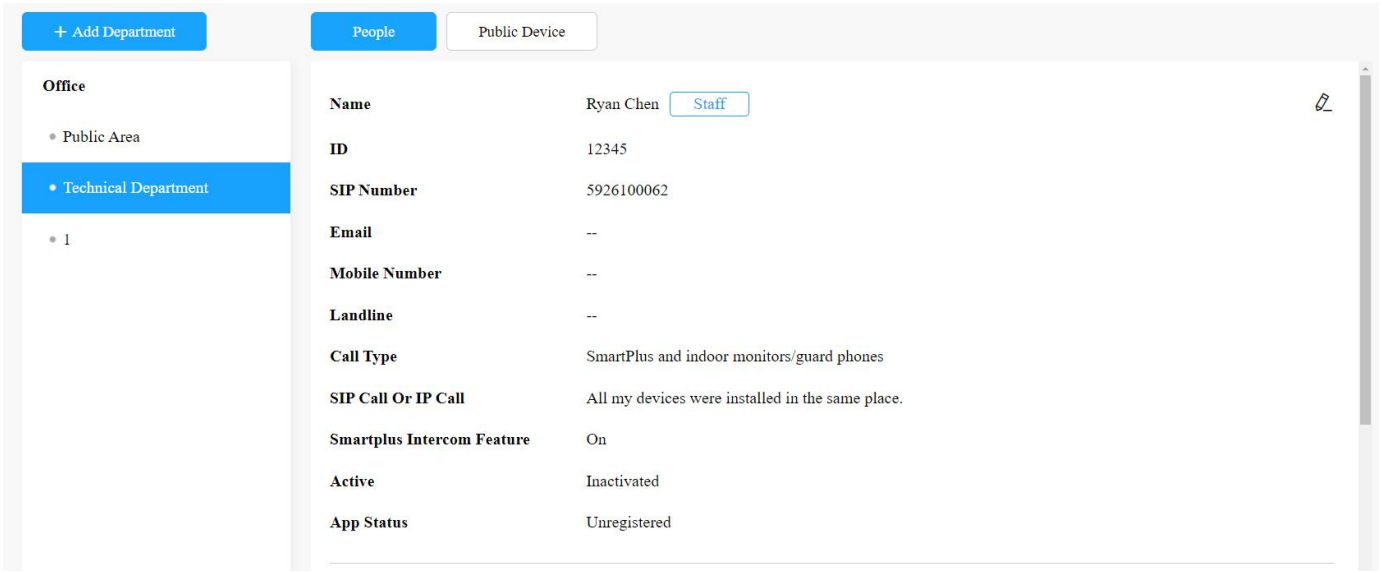
1. On the office dashboard, click on of the office you intend for the management (it will automatically skip to the **People and Device** module).



2. Select the department.

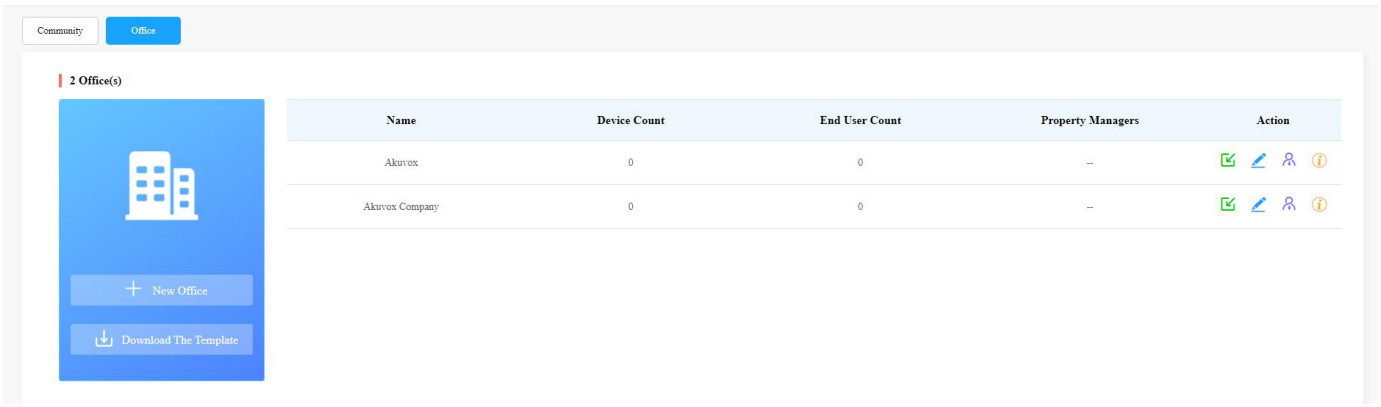


3. Click to delete the user, and click to edit the user's information.
4. On the upper right corner of the screen, click to edit the user information.

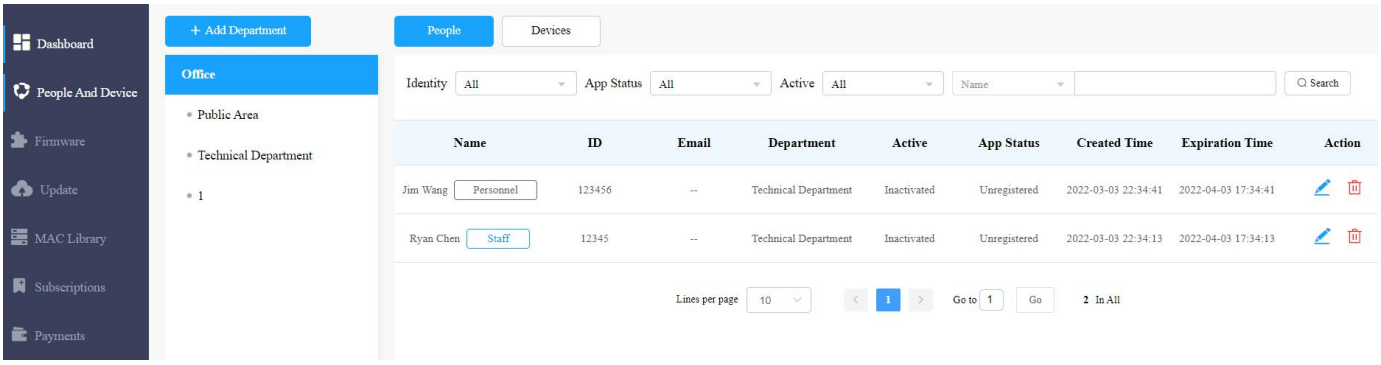


6.2.4.Search/Edit/Delete Users in Office

1. On the office dashboard, click on of the office you intend for the management (it will automatically skip to the **People and Device** module).



2. Search, edit and delete the users in the same office.



7. Device Management

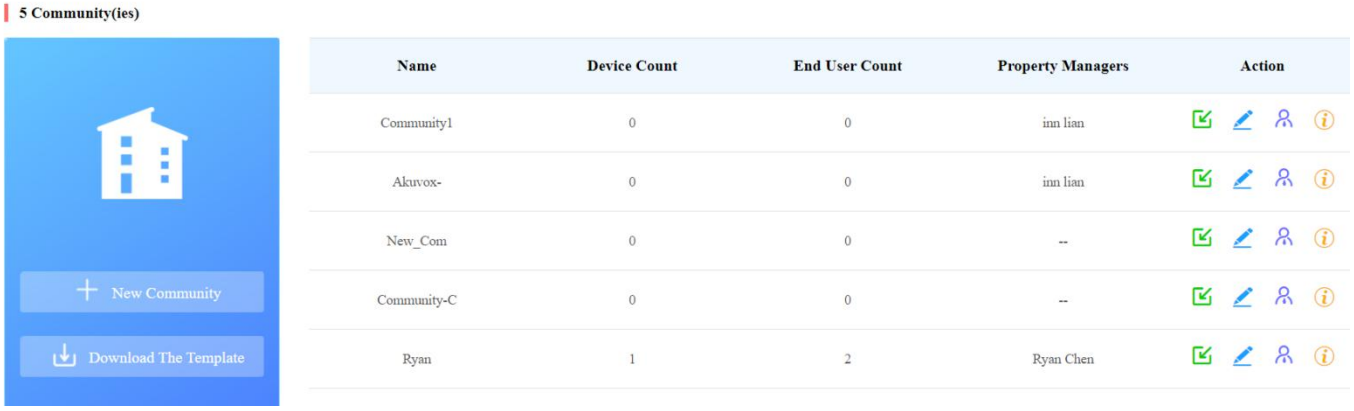
You can manage the devices deployed in communities and offices. For community devices, you are required to go to the specific community and specific building to manage the device. For office devices, you need to go to a specific office and a specific department to manage the office devices.

7.1. Community Device Management

7.1.1. Add Device to a Building

After the community is created, you are required to add buildings in the community, then you can start adding the devices to the building you added.

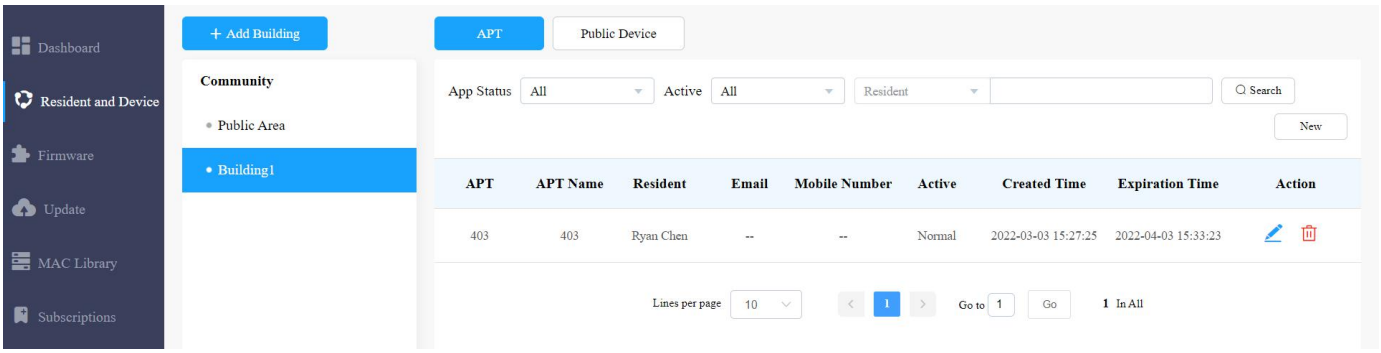
1. Click on ⓘ of the community you intend for the management (it will automatically skip to the **Resident and Device** module).



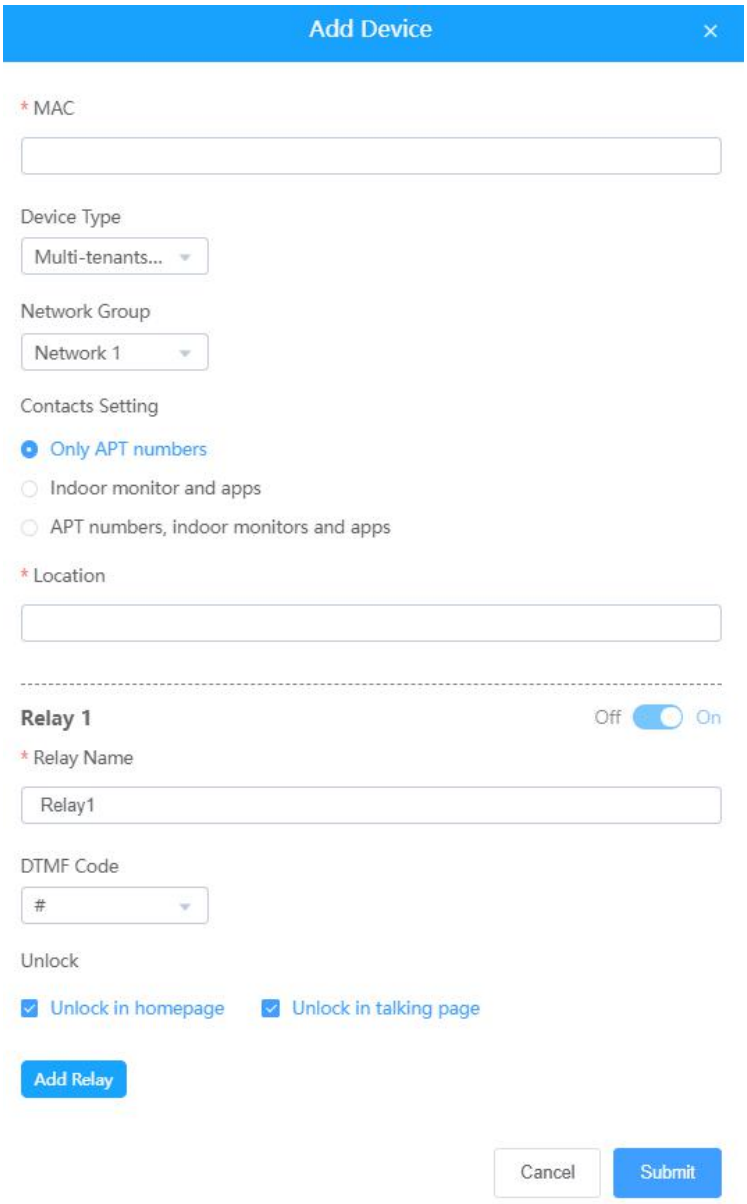
2. Click on **+ Add Building** to add a build.

3. Rename or delete the building if needed.

4. Click on **Public Device,** then click on **New** to add the device.



5. Add the device to the building.



Note:

- When adding an indoor monitor, you can set up and name the relays for the device. The relay name will be synchronized to the SmartPlus app. The relay status will also be updated following the changes that occurred on the indoor monitor.

Note:

- When you set the device type as Indoor Monitor, you can tick the checkbox of that Arming Function that will appear so that the arming icon will be available on your SmartPlus app for arming and disarming.

- **Setting Description:**

No.	Field Name	Description
1	MAC	Fill in the device MAC address.
2	Device Type	Fill in the type of device.
3	Network Group	Select the network group. Devices in the same building need to be set up in the same network group.
4	Contact Setting	Select the contact screen display on the door phone.
5	Location	Fill in the location of the device.
6	Relay1	Fill in the relay name, which can be the device location.
7	DTMF code	Enter the DTMF code for the door access.
8	Unlock	"**unlock in homepage**" means unlock can be done on the home screen, while "**unlock in talking page**" means unlock can be done while talking.
9	Add Relay	You can add more relays if needed.

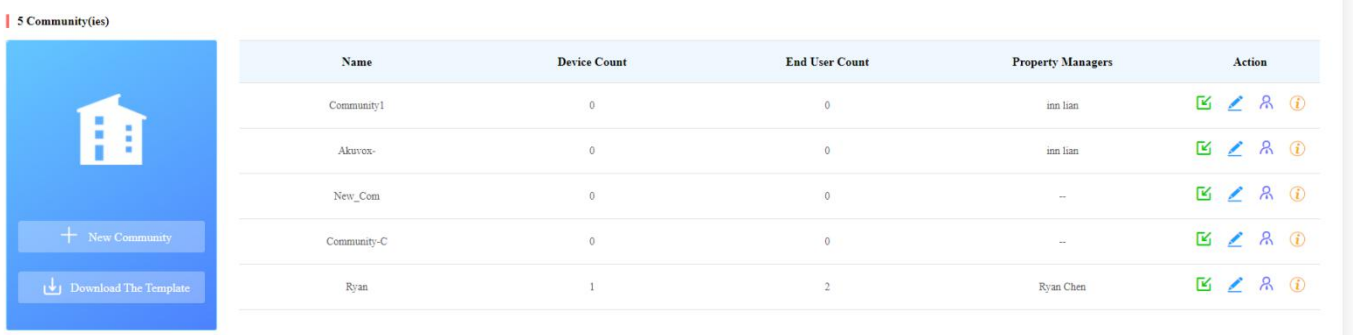
7.1.2. Add Devices to a Building Using Template

The template can maximize your efficiency in the management of the devices especially when you are handling a large number of devices for a specific community.

1. Download the template on the dashboard.

2. Fill in the information in the template.

3. Click of the community to which you want to Import the template.



- **Template Sample**

- **Template Description**

No.	Settings	Description
1	Building	Fill in the building number or name. **Note**: should not be more than 128 characters in length.
2	Apt	Fill in the apartment number. **Note**: must be 1-6 digit integral number(s).
3	Apt Name	Fill in the apartment name.
4	Device	● **Device Type Code**: Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 Access Control=50 ● **Device Setting Format**: "**Device location, Device type, Device MAC**". Eg: **Gate2,0,0C11050B9814; Living Room,2,0C11050893C6** **Note:** every two devices need to be separated by ";". **Note**: Device MAC must be added first in the MAC library of the community to which you want to import the data.
5	First Name	Fill in the resident's first name. **Note**: should not be more than 64 characters in length.

6	Last Name	Fill in the resident's last name. **Note**: should not be more than 64 characters in length.
7	Email	Fill in the resident's Email.
8	Telephone Calling Code	Fill in the resident's country code.
9	Phone1/2/3	Fill in the resident's mobile phone number.
10	Call Type	**Call Type Code**: SmartPlus and indoor monitor=0 Phone and indoor monitor =1 SmartPlus and indoor monitor, with phone as backup =2 Indoor monitors with=3 Indoor monitors with phone as backup=4 Indoor monitors with SmartPlus as backup, finally phone=5 Eg. "Indoor monitors with SmartPlus as backup, finally phone=5" means the call will be received in sequential order, first by indoor monitor, then SmartPlus app, and last mobile phone.

Note:

- You can import both residents and devices at the same time using one template.

7.1.3.Edit/Delete the Device

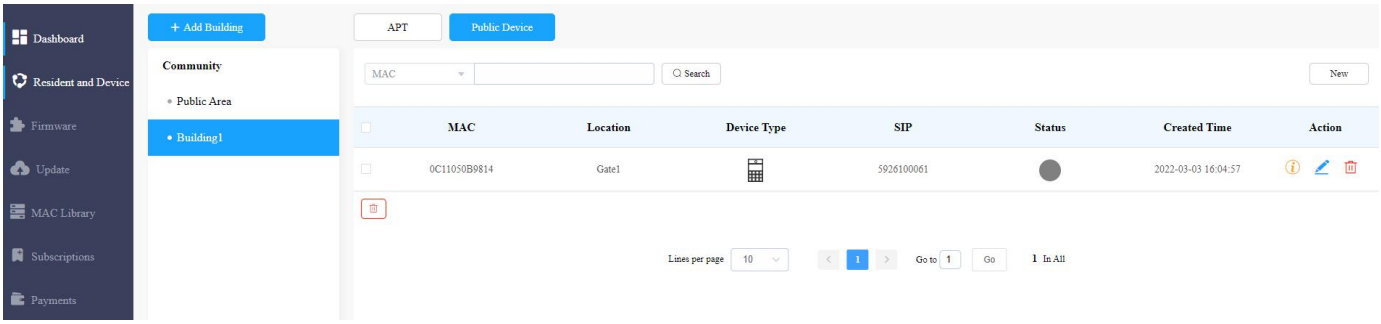
You can edit and delete the device of a building if needed.

1. Click of the community in which the device is located.

2. Select your building, then click **Public Device**.

3. Click on to check the device's basic information if needed.

4. Edit or delete the device according to your need.

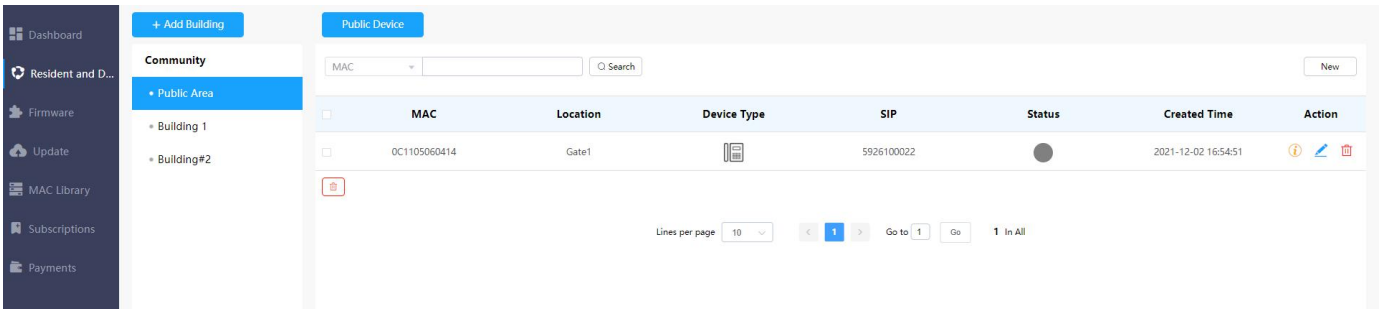


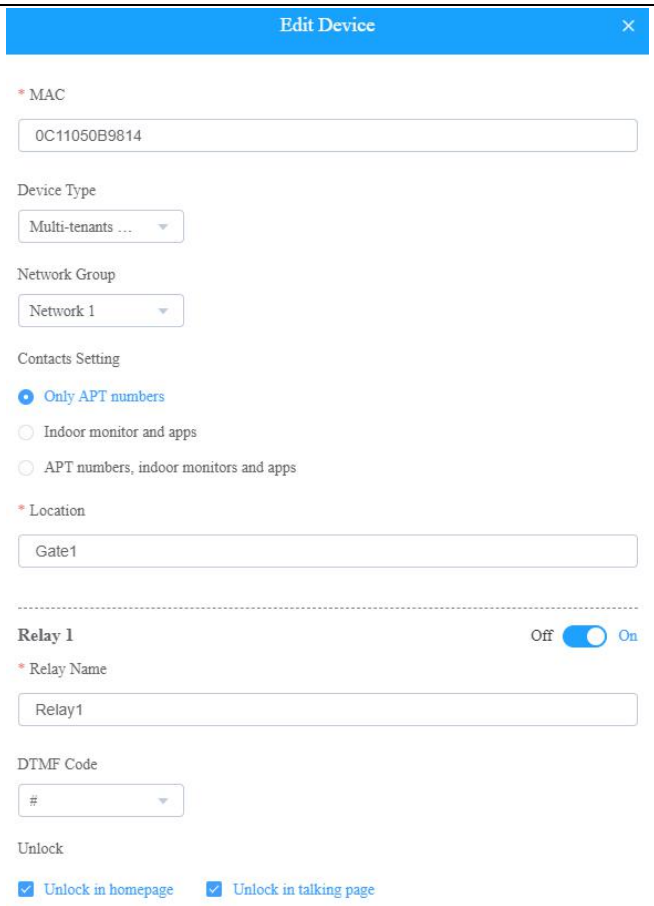
7.1.4. Add/Edit/Delete Device in Public Area

1. Click on of the community you want to manage public area devices.

2. Click on **Public Area** and add the device to the public area.

3. Search, check, edit or delete the device.





- **Template Description**

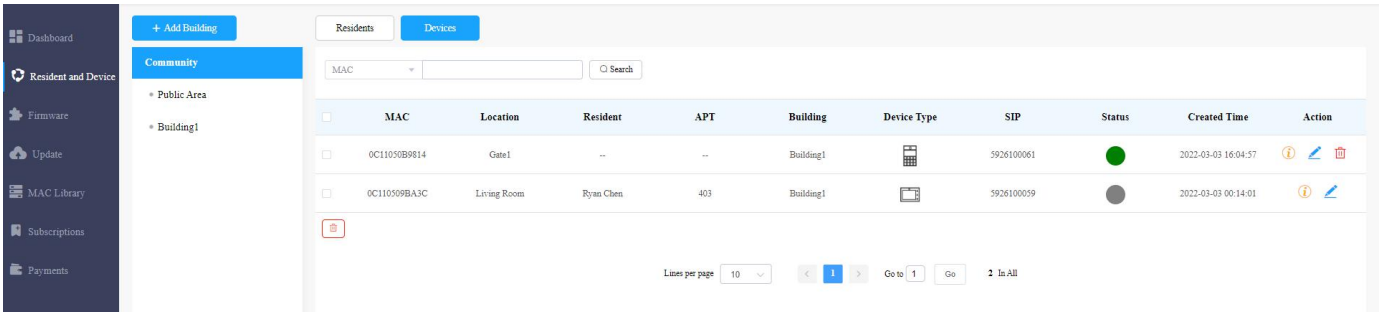
No.	Field Name	Description
1	MAC	Fill in the device MAC address.
2	Device Type	Fill in the type of device.
3	Network Group	Select the network group. Devices in the same building need to be set up in the same network group.
4	Contact Setting	Select the contact screen display on the door phone.
5	Location	Fill in the location of the device.
6	Relay1	Fill in the relay name, which can be the device location.
7	DTMF code	Enter the DTMF code for the door access
8	Unlock	"**unlock in homepage**" means unlock can be done on the home screen, while "**unlock in talking page**" means unlock can be done while talking.
9	Add Relay	You can add more relays if needed.

7.1.5.Search/Edit/Delete Device at Community Level

1. Select the community you need for the management.

2. Click on **Community** and **Devices**.

3. Search, edit and delete the devices.

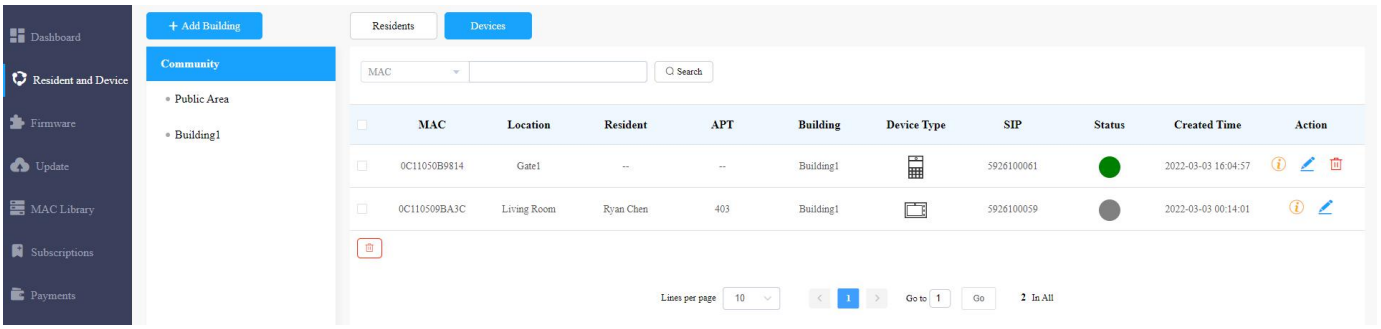


7.1.6.Remote Maintenance for Community Device

You can provide residents with remote maintenance in terms of device data transmission type configuration, device reboot, device web interface remote control and device provisioning, etc. for the device on the community level, building level and public area level.

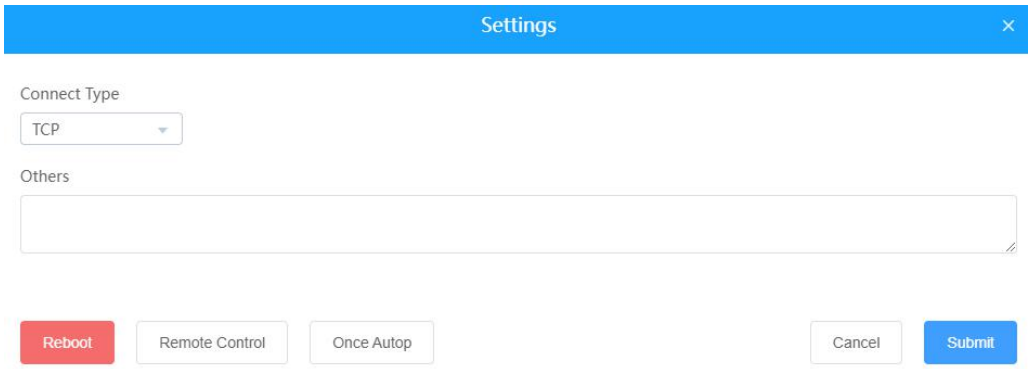
1. Click on **Community** (Taking community as an example).

2. Click **Devices**, then .

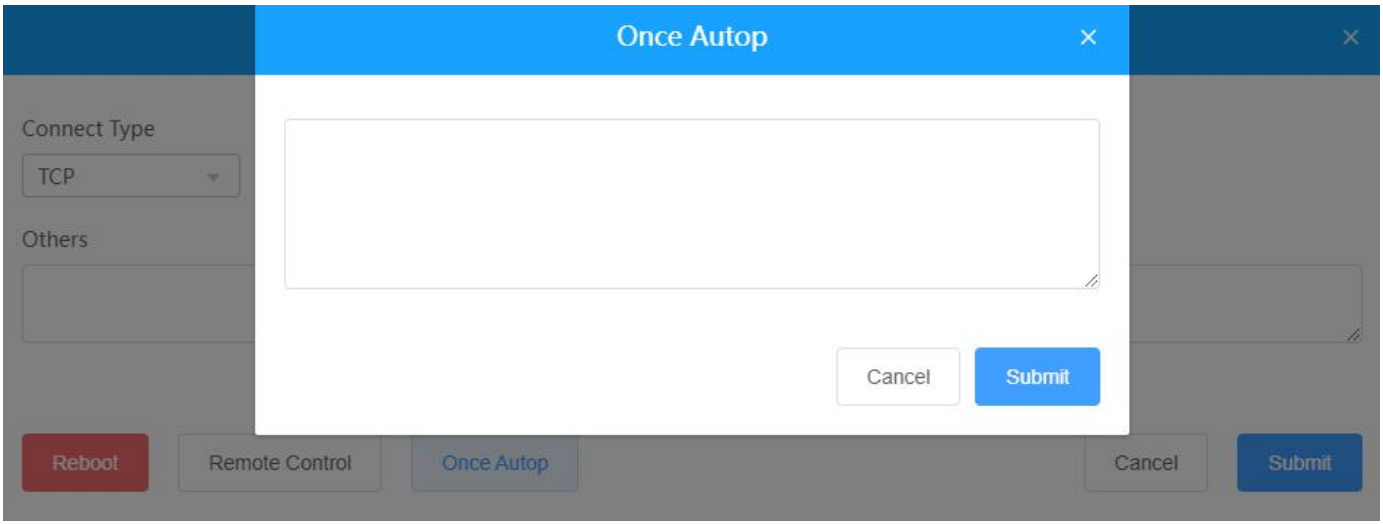


3. Click on **Setting**.

4. Reboot or log in to the device web interface remotely via remote control.
5. Enter the commands for the Auto-provisioning, then click on Submit.



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



Note:

- Autop commands need to be deleted in the field if you do not intend to carry out the command repetitively.

Note:

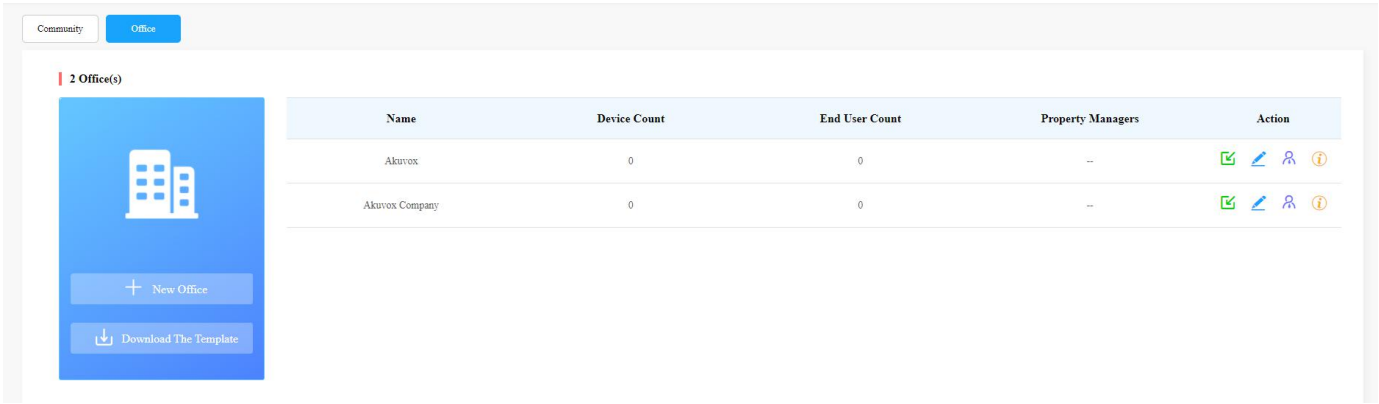
- **Once Autop** allows you to carry out the autop command(s) only one time with no repetition.

7.2. Office Device Management

7.2.1. Add Device to Office

After an office is created, you are required to add departments in the office, then you can start adding the devices to the department you added.

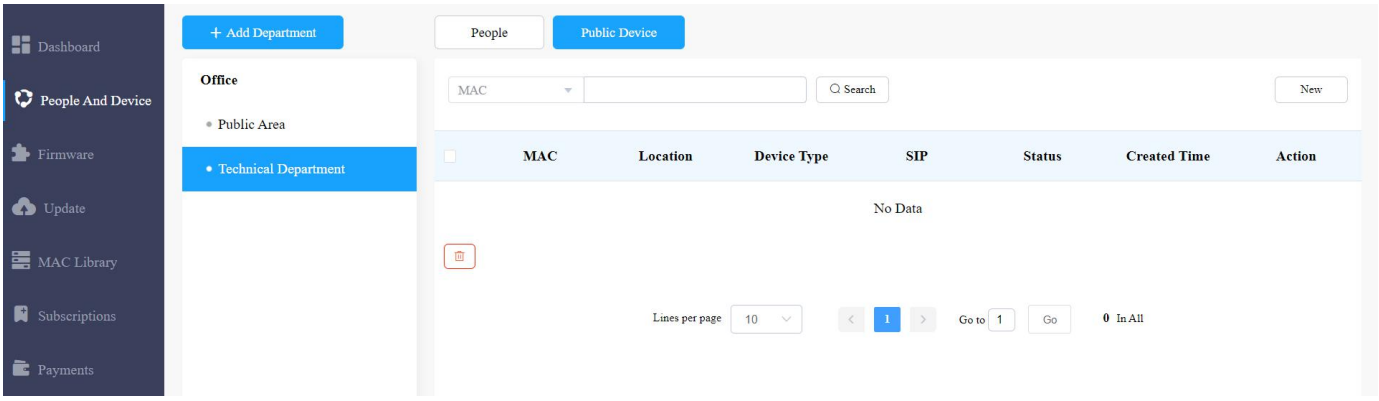
1. Click on of the office you intend for the management (it will automatically skip to the **People and Device** module).



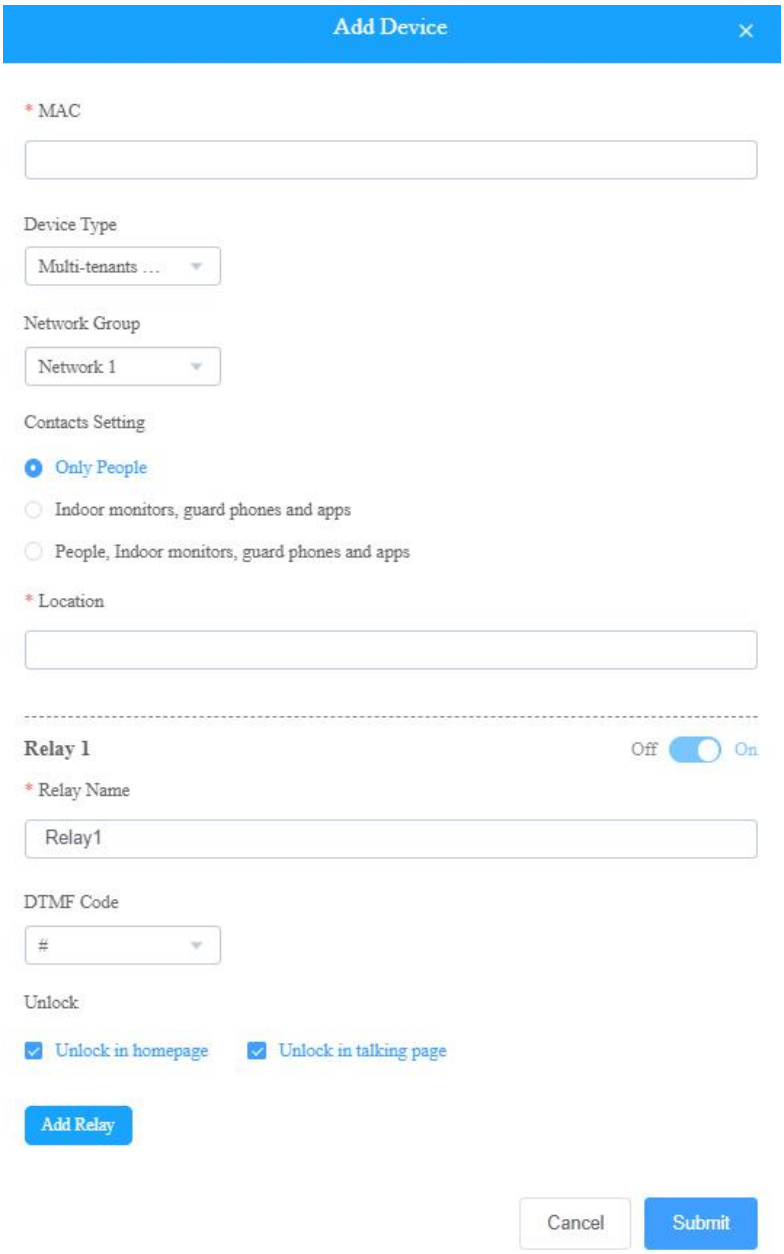
2. Click on **+ Add Department** to add a department.

3. Click on the department you created, then click on **Public Device**.

4. Click on **New** to add the device to the department.



5. Add the device to the department.



Note:

- When adding an indoor monitor, you can set up and name the relays for the device. The relay name will be synchronized to the SmartPlus app. The relay status will also be updated following the changes that occurred on the indoor monitor.

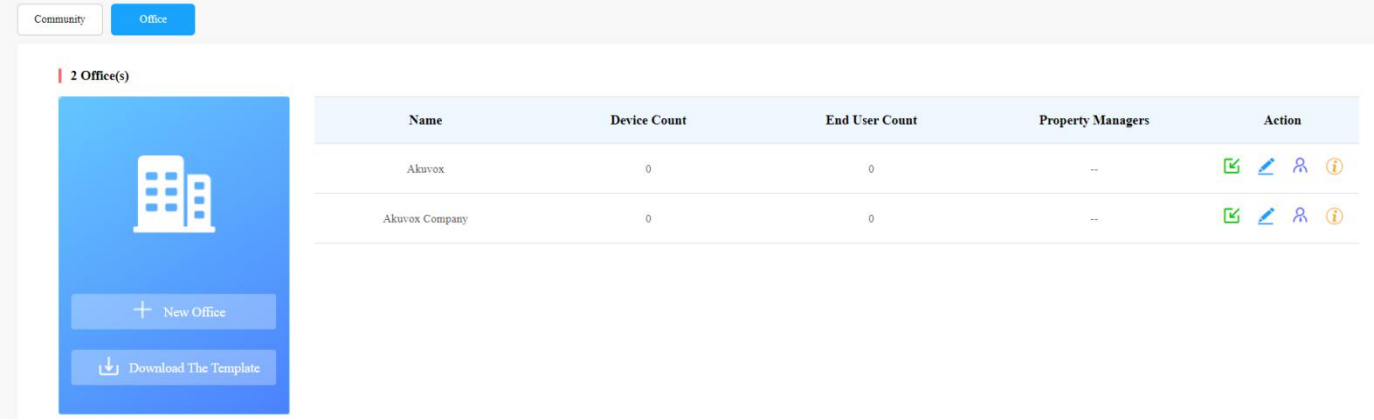
- **Setting Description:**

No.	Field Name	Description
1	MAC	Fill in the device MAC address.
2	Device Type	Fill in the type of device.
3	Network Group	Select the network group. Devices in the same building need to be set up in the same network group.
4	Contact Setting	• **Only People**: display the owners' names of the guard phones, and indoor monitors. When you press on the name, you will be able to call the owners via their SmartPlus app, guard phone, and indoor monitor at the same time. • **Indoor monitors**, guard phones, apps: displays all the indoor monitors, guard phones and SmartPlus app names. • **People, Indoor monitor, guard phone and app**: display all the owners' names, when you press on the people's name, you will see the indoor monitor, guard phone and app name, and you will be able to call the owners via their SmartPlus app, guard phone, and indoor monitor at the same time.
5	Location	Fill in the location of the device.
6	Relay1	Fill in the relay name, which can be the device location.
7	DTMF code	Enter the DTMF code for the door access.
8	Unlock	"**unlock in homepage**" means unlock can be done on the home screen, while "**unlock in talking page**" means unlock can be done while talking.
9	Add Relay	You can add more relays if needed.

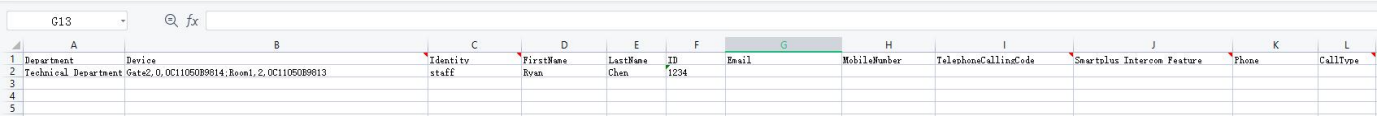
7.2.2. Add Devices to Department Using Template

The template can maximize your efficiency in the management of the devices especially when you are handling a large number of devices for a specific department.

1. Download the template on the dashboard.
2. Fill in the information in the template.
3. Click of the community to which you want to Import the template.



- **Template Sample**



- **Template Description**

No.	Settings	Description
1	Department	Fill in the department name or number. **Note**: should not be more than 128 characters in length.
2	Device	● **Device Type Code**: Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 Access Control=50 ● **Device Setting Format**: "**Device location, Device type, Device MAC**". Eg: Gate2,0,0C11050B9814; Living Room,2,0C11050893C6 **Note:** every two devices need to be separated by ";". **Note**: Device MAC must be added first in the MAC library of the community to which you want to import the data.
3	Identity	Select user identity: office staff or personnel.
4	First Name	Fill in the resident's first name. **Note**: should not be more than 64 characters in length.
5	Last Name	Fill in the resident's last name. **Note**: should not be more than 64 characters in length.
6	ID	Enter the ID number of Staff or people. The ID should be

		unique and cannot be repetitive.
7	Email	Fill in the user's Email.
8	Mobile Number	Enter the mobile phone number of the staff or people.
9	Telephone Calling Code	● **Device Type Code**: Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 ● **Device Setting Format**: "**Device location, Device type, Device MAC**". Eg: **Gate2,0,0C11050B9814; Living Room,2,0C11050893C6** **Note:** every two devices need to be separated by ";". **Note**: Device MAC must be added first in the MAC library of the community to which you want to import the data.
10	SmartPlus Intercom Feature	Enter 1 to allow users to use SmartPlus app and enter "0" to disable the SmartPlus app service.
11	Phone	Fill in the mobile phone number of the office staff or office people.
12	Call Type	**Call Type Code**: SmartPlus and indoor monitor=0 Phone and indoor monitor =1 SmartPlus and indoor monitor, with phone as backup =2 Indoor monitors with=3 Indoor monitors with phone as backup=4 Indoor monitors with SmartPlus as backup, finally phone=5 Eg. "Indoor monitors with SmartPlus as backup, finally phone=5" means the call will be received in sequential order, first by indoor monitor, then SmartPlus app, and last mobile phone.

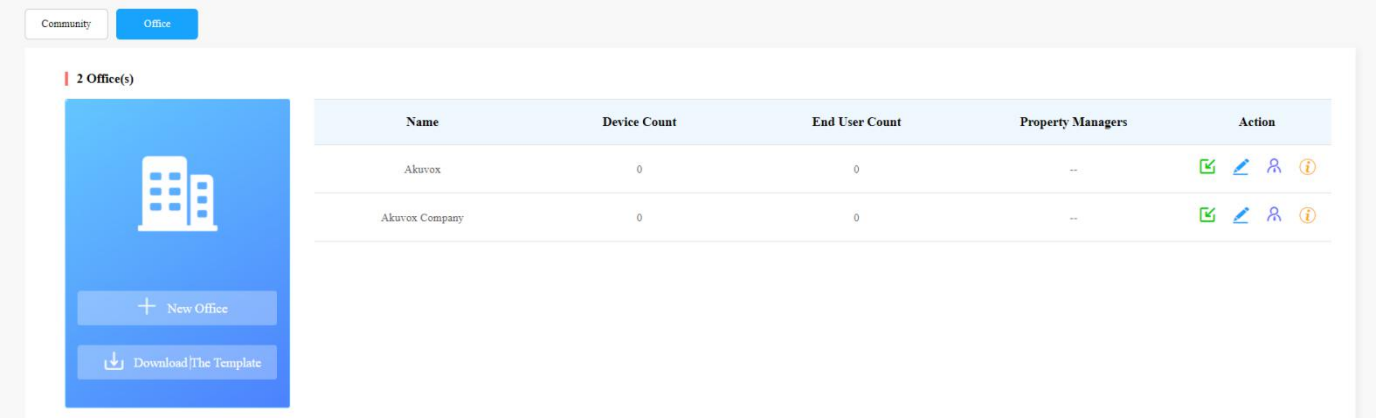
Note:

- You can import both staff and devices or people and devices at the same time using one template.

7.2.3.Edit/Delete Office Device

You can edit and delete device of a department if needed.

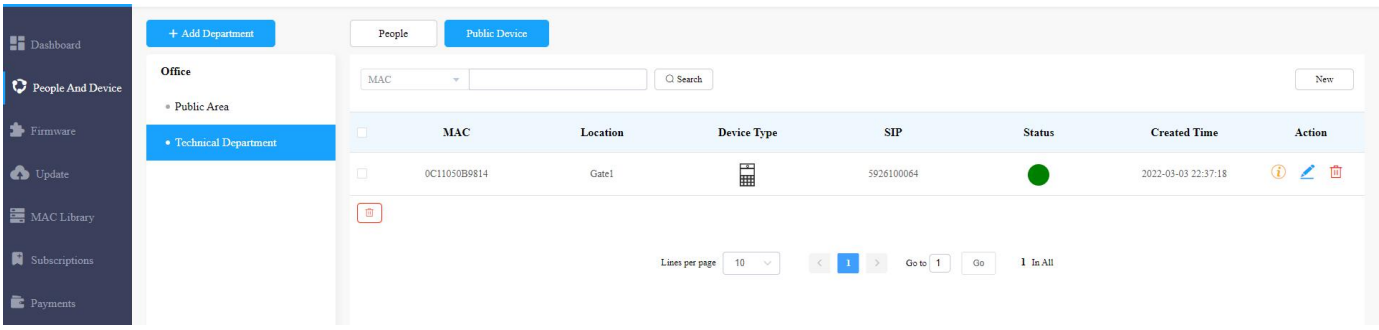
1. Click (i) of the community in which the device is located.



2. Select your department, then click **Public Device**.

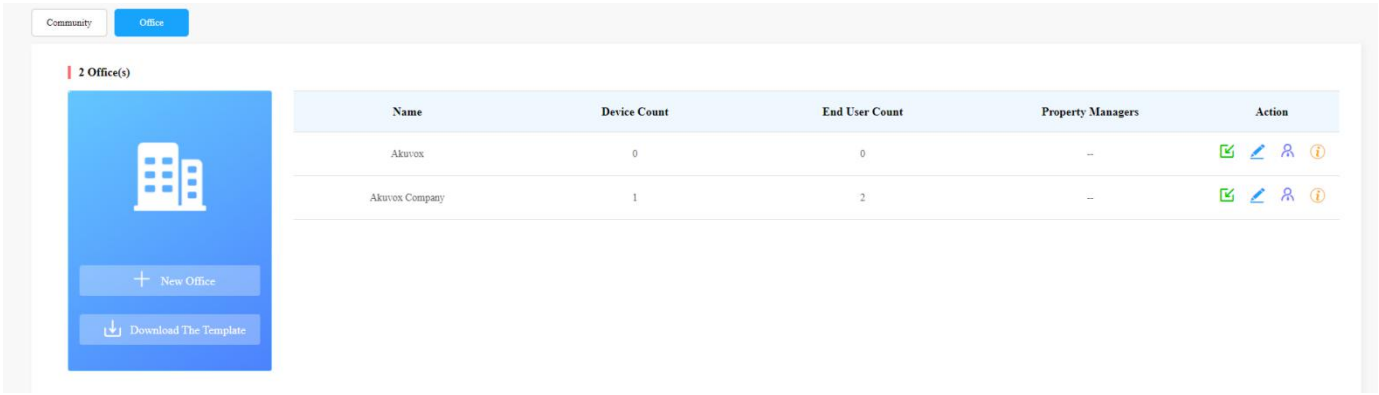
3. Click on (i) to check the device basic information if needed.

4. Edit or delete the device according to your need.



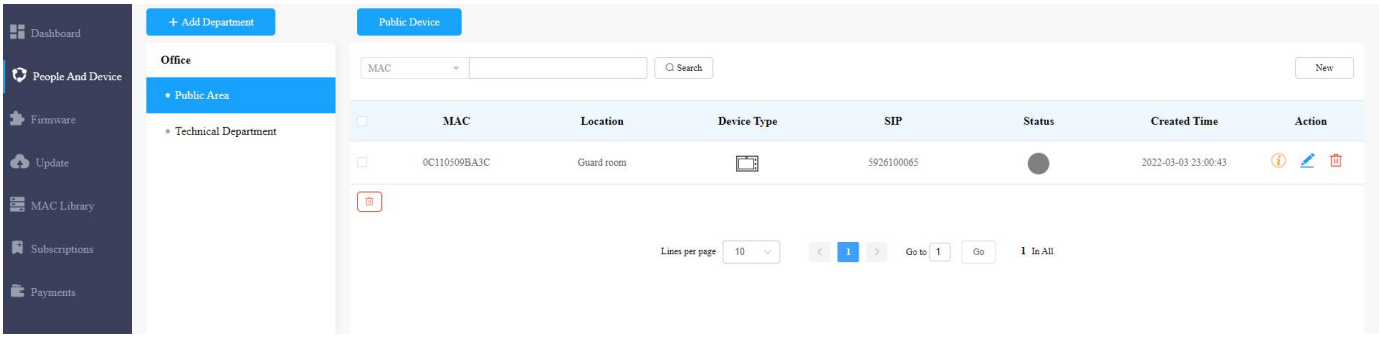
7.2.4.Add/Edit/Delete Office Device in Public Area

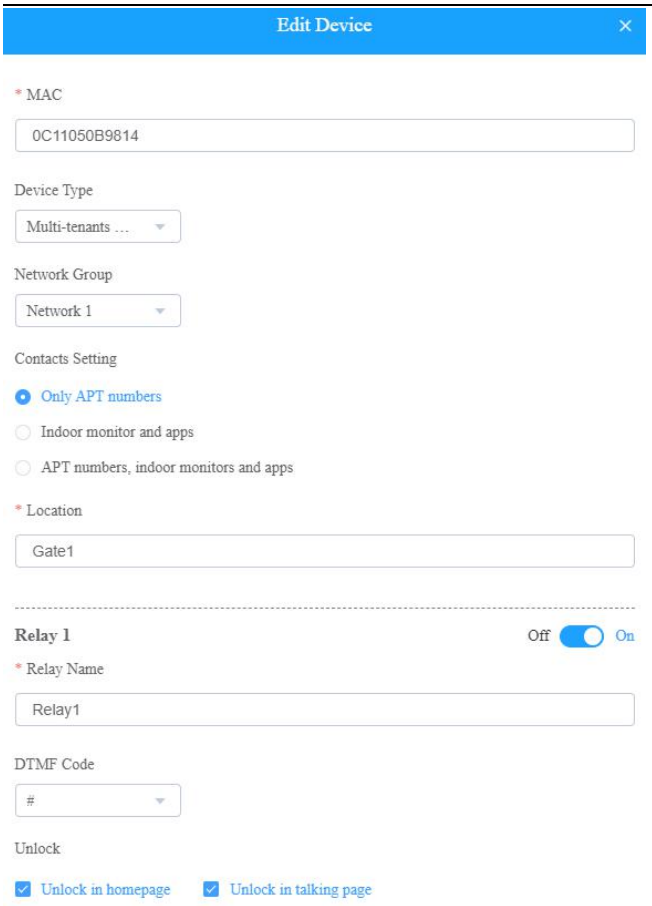
1. Click on (i) of the community you want to manage public area devices.



2. Click on **Public Area** and add the device to the public area.

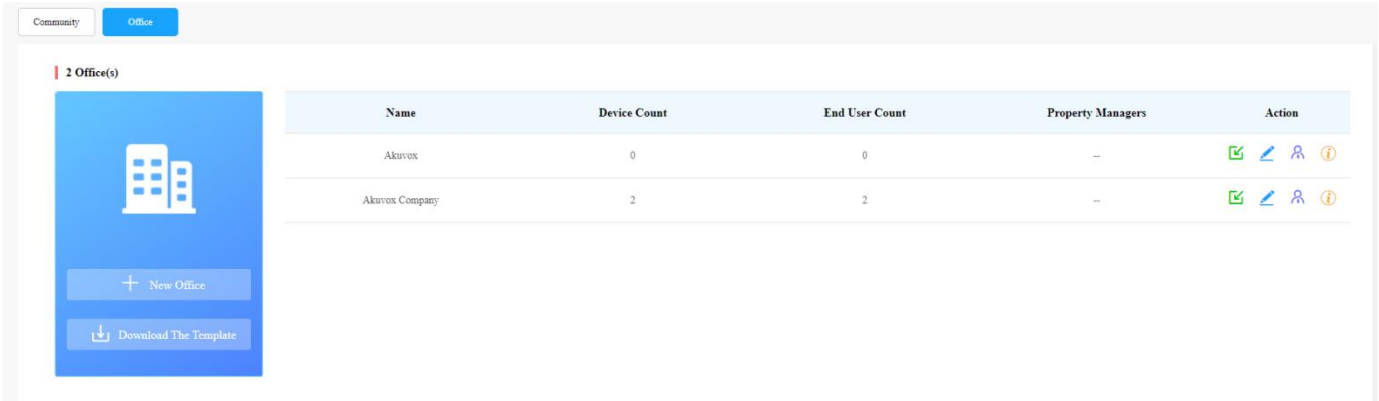
3. Search, check, edit or delete the device.





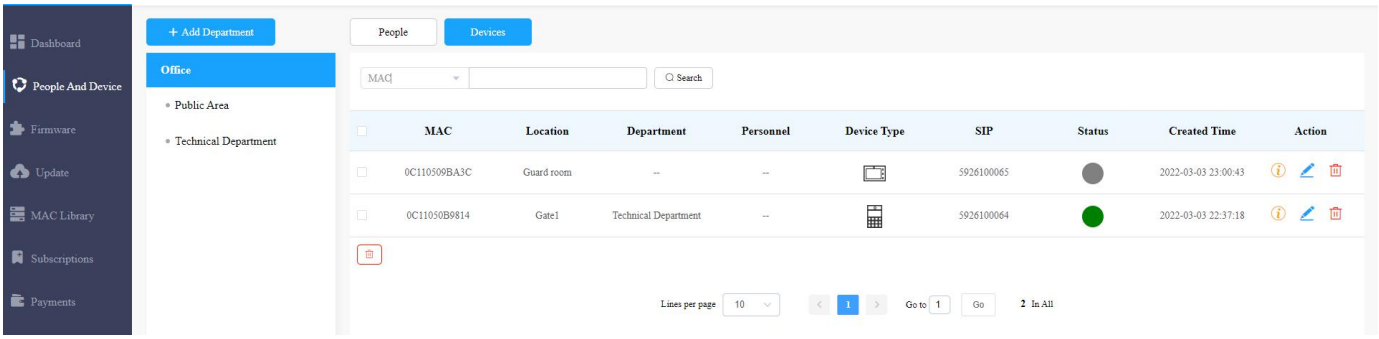
7.2.5.Edit/Delete Device at Office Level

1. On the office dashboard, select the office you need for the management.



2. Click **Office**, then **Device.**

3. Search, edit and delete the devices.

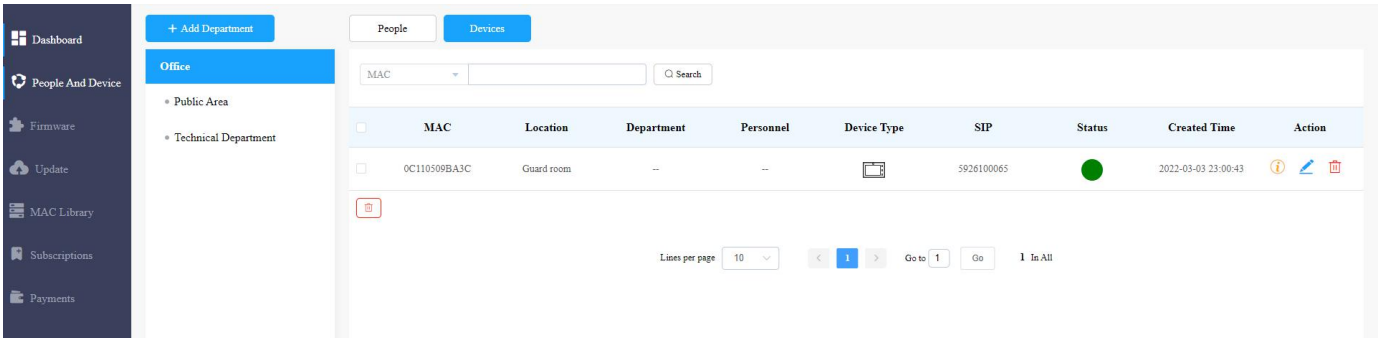


7.2.6. Remote Maintenance for Office Device

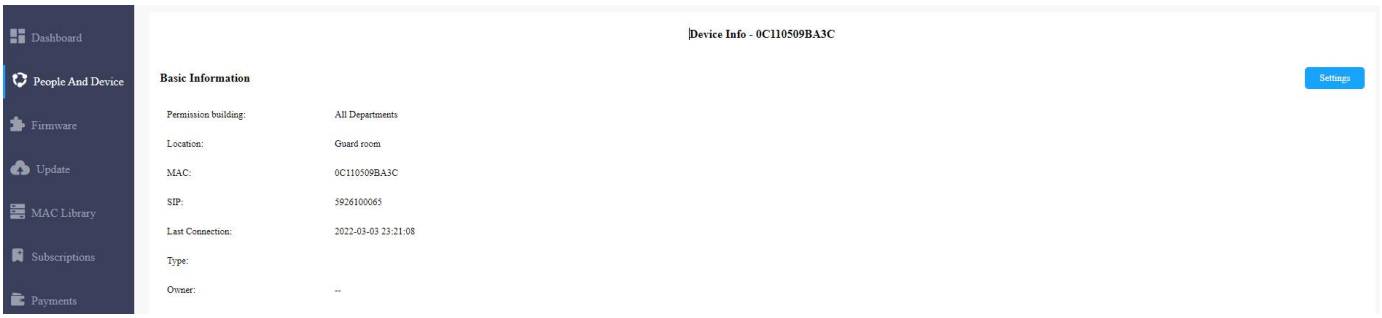
You can provide users with remote maintenance in terms of device data transmission type configuration, device reboot, device web interface remote control and device provisioning, etc. for the device in the specific office, specific department and in the public area.

1. Click to select the office

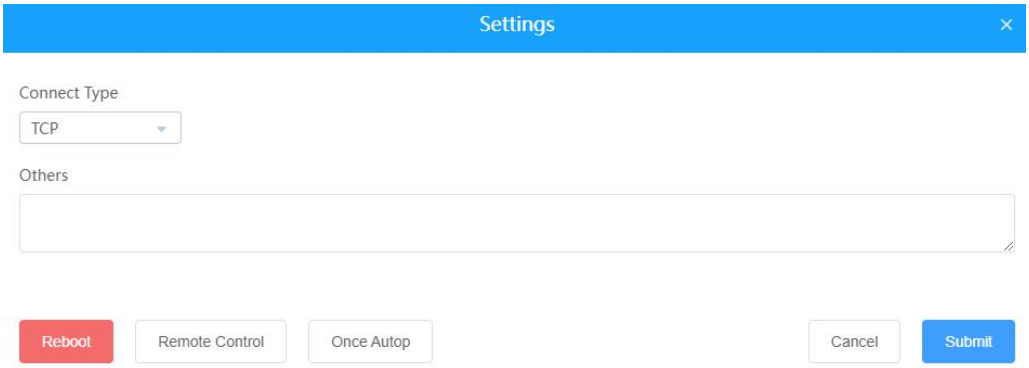
2. Click **Device** and you will see all the devices deployed at the office level. Then click of the device requiring remote maintenance.



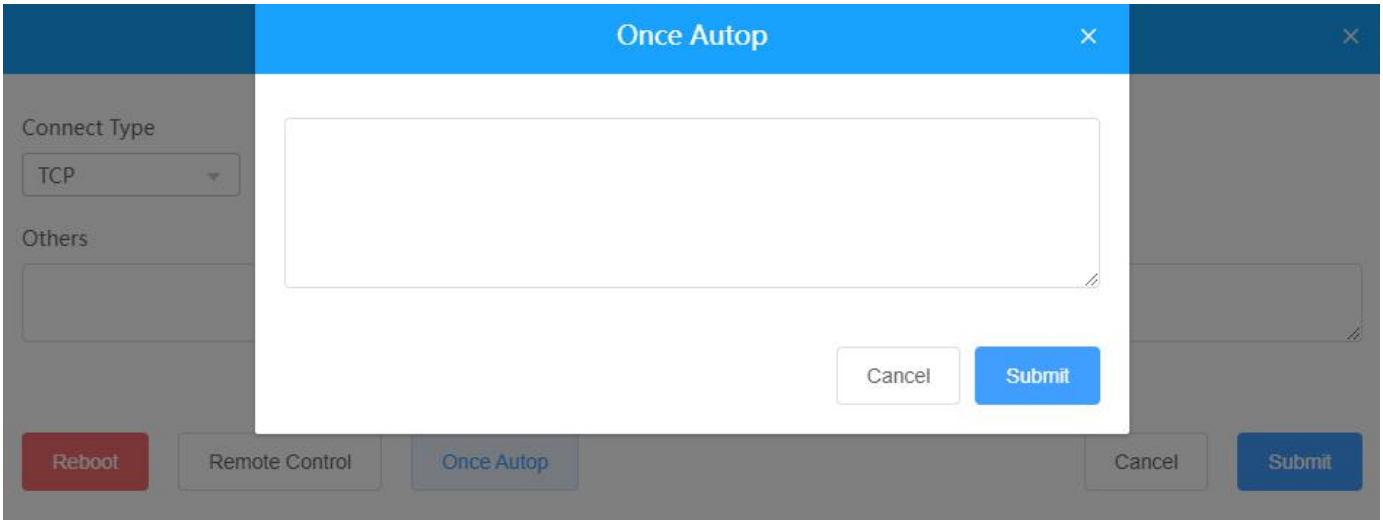
3. On the upper right corner of the screen, click on **Setting**.



4. Reboot or log in to device web interface remotely via remote control.
5. Enter the commands for the Auto-provisioning, then click on **Submit**.



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



Note:

- Autop commands need to be deleted in the field if you do not intend to carry out the command repetitively.

Note:

- **Once Autop** allows you to carry out the autop command(s) only one time with no repetition.

8. Manage MAC Library

When you obtain the device MAC address, you will need to store them in the MAC library of the specific community and specific office as a record. You can also search and check for all the MACs that are bound or not bound with the users.

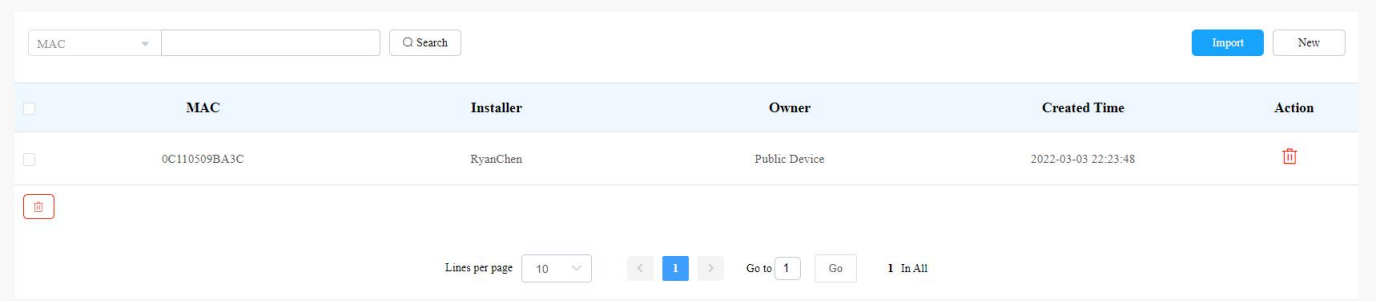
8.1. Add MAC to MAC Library

You can add the MAC to the MAC library in the specific community and specific office manually or using a template.

➢ **Add MAC Manually**

1. Go to **MAC Library** Module.

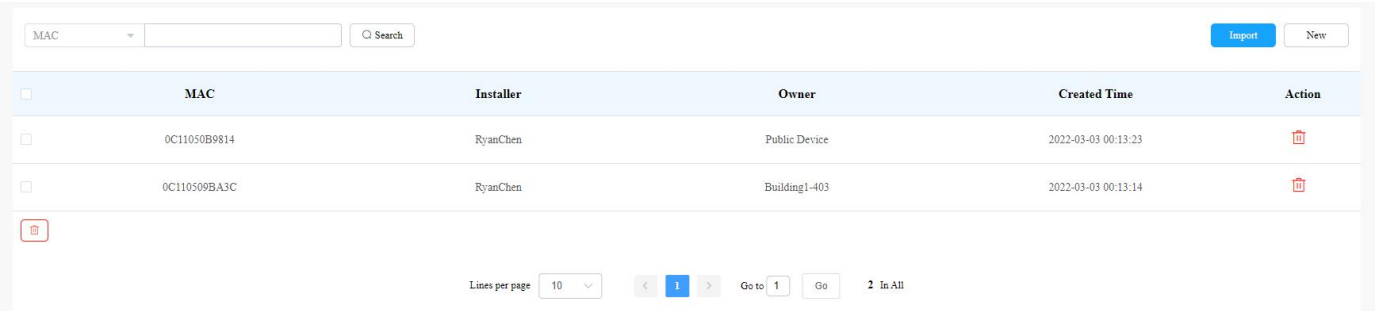
2. Click on **Add** and fill in the device MAC.



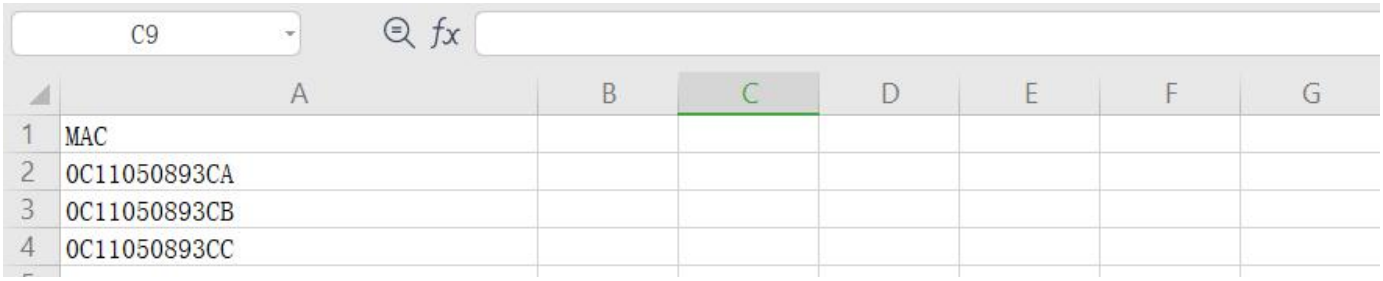
➢ **Add MAC using Template**

1. Click on **Import**.

2. Select the MAC template from your personal computer and upload it.



- **MAC Template**



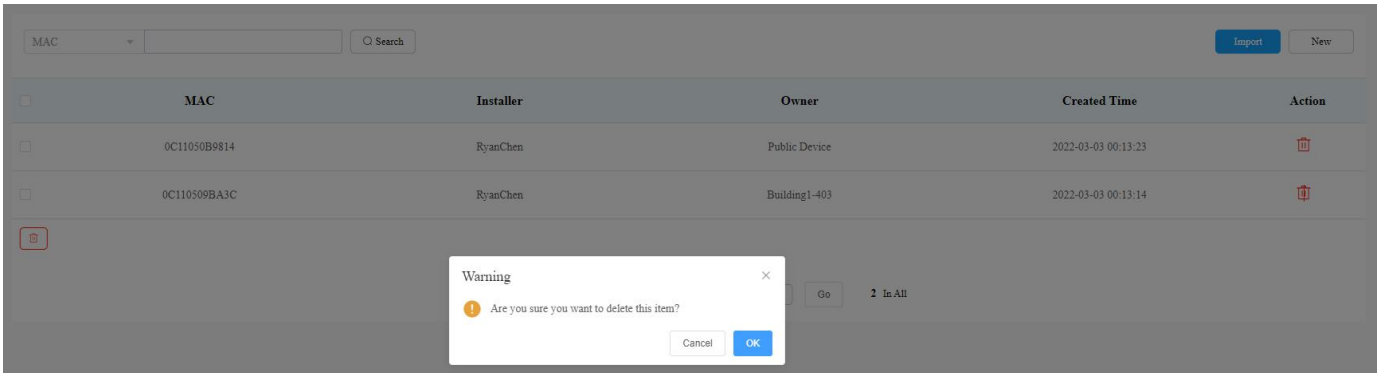
	A	B	C	D	E	F	G
1	MAC						
2	0C11050893CA						
3	0C11050893CB						
4	0C11050893CC						

Note:

- One MAC only in each line. And the MAC addresses in the template can be obtained from your distributor or you can find the MAC at the back of the device.

8.2. Remove the MAC from the MAC Library

1. Go to **MAC Library** Module.
2. Search the device by MAC.
3. Remove the device from your MAC library.



Note:

- If the device is bonded with the user, you are required to unbind them before you are allowed to remove the device MAC from the MAC library.

9. Property Manager Account

As an installer, you can manage property manager accounts for both community scenario and office scenario.

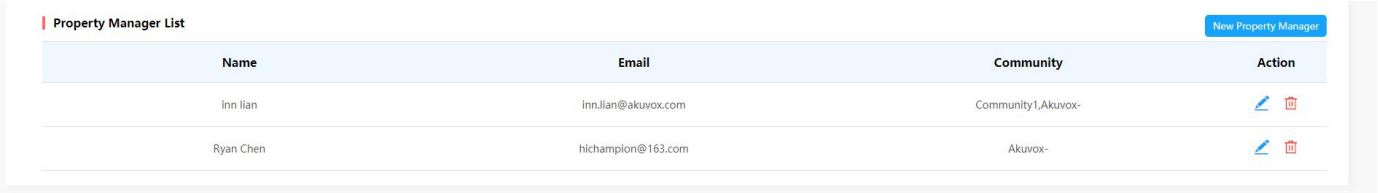
9.1. Manage Property Manager Account

After a community or an office is set up, you can create a property manager account for the community management and office management.

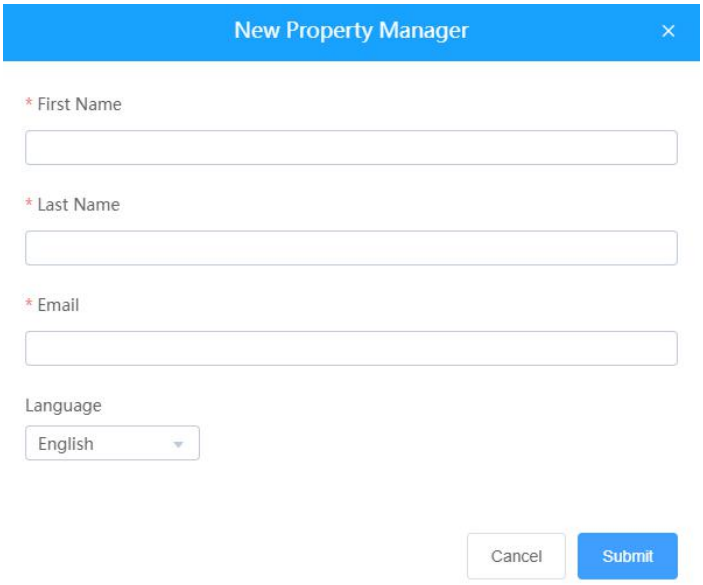
9.1.1. Add Property Manager Account

You can create community property managers account and assign them to a specific community.

1. Select the community project or office project.
   - Community: on the community dashboard, click on **New Property Manager**.
   - Office: on the office Dashboard, click on **New Property Manager**.

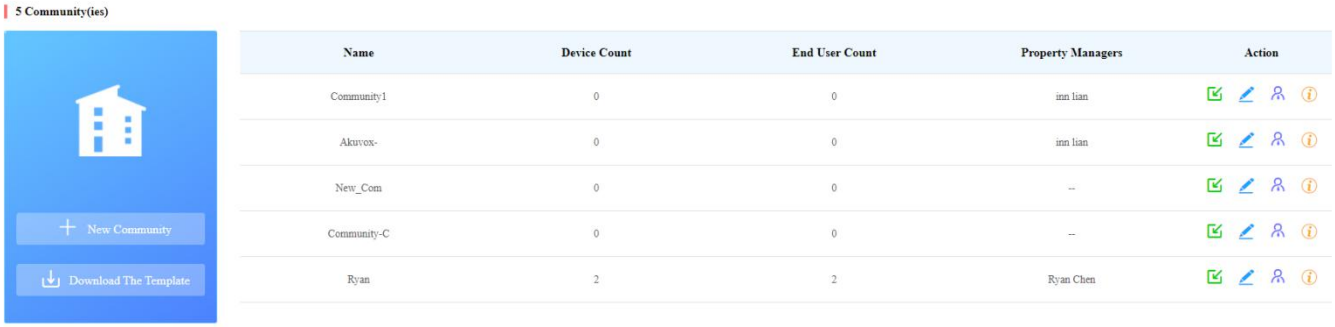


2. Fill in the property manager information.



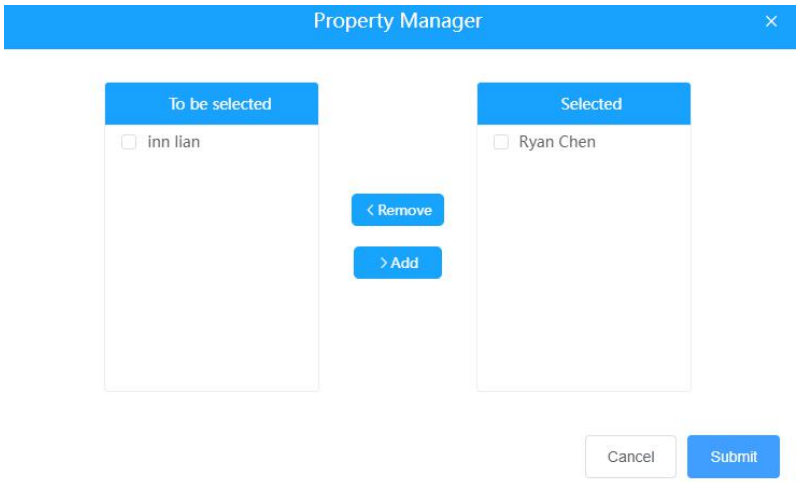
3. Click on of the community or office to which you want to assign the property manager.

Community:



Office:

4. Select the property manager and move it to the right box, then tick the checkbox of the selected property manager and click **Submit** for confirmation.



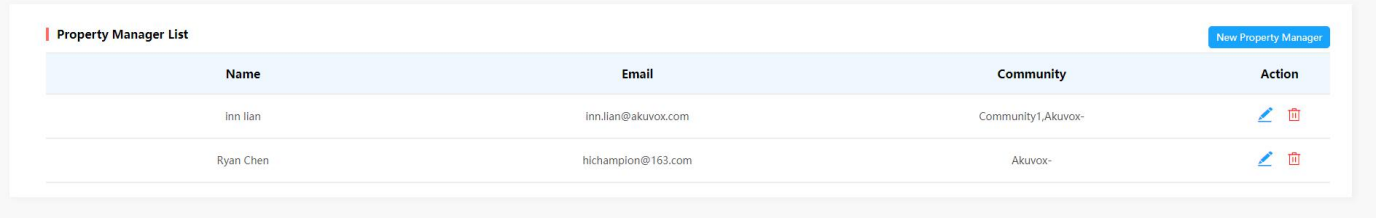
Note:

- The check box on the right box needs to be ticked for adding the property manager.

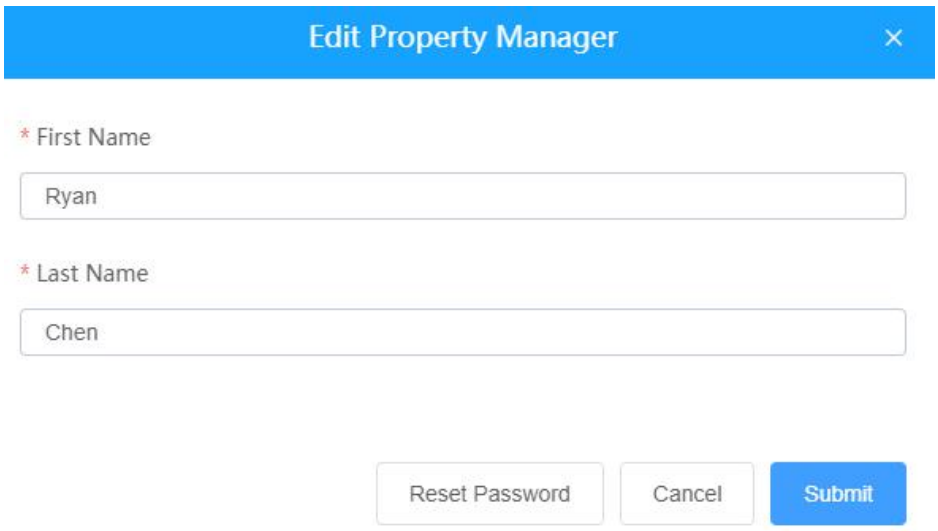
9.1.2. Edit/Delete Property Manager Account

You can edit and delete the property manager account if needed.

1. Select the property manager account in the **Property Manager List**.



2. Click on to edit the property manager account information and edit the password by resetting the password.

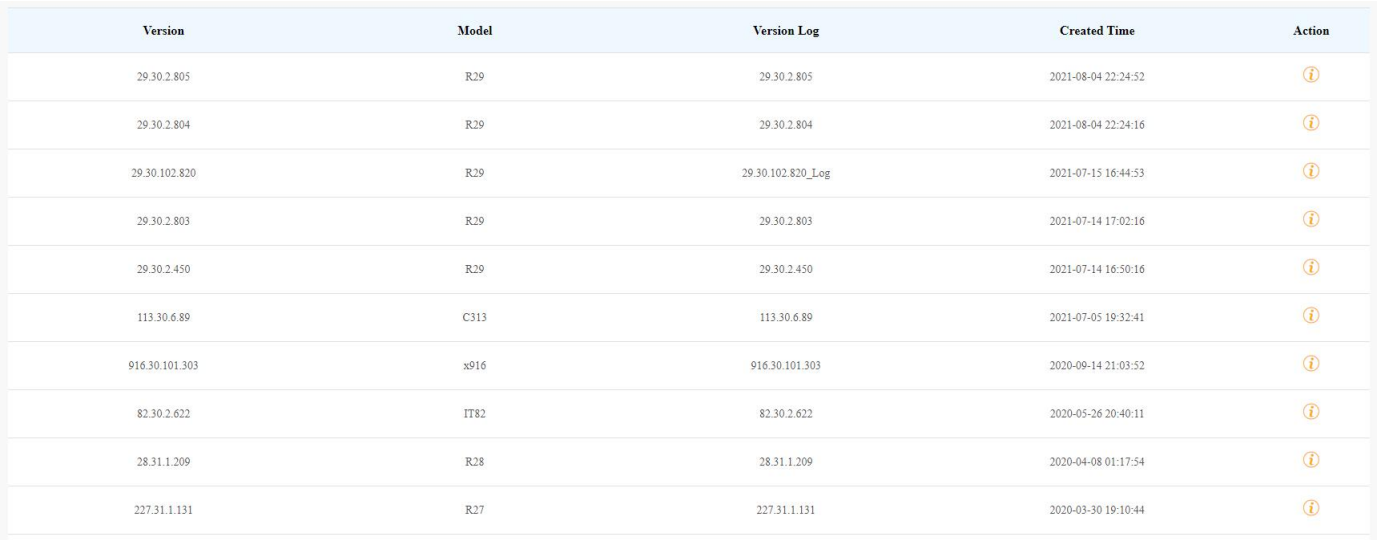


10. Firmware Management

You can check and update your device firmware version in the **Firmware** module and **Update** module respectively.

10.1.Check Firmware List

Before you start updating your device firmware, you can go to **Firmware** module to check the latest firmware that is available for uploading.



Version	Model	Version Log	Created Time	Action
29.30.2.805	R29	29.30.2.805	2021-08-04 22:24:52	
29.30.2.804	R29	29.30.2.804	2021-08-04 22:24:16	
29.30.102.820	R29	29.30.102.820_Log	2021-07-15 16:44:53	
29.30.2.803	R29	29.30.2.803	2021-07-14 17:02:16	
29.30.2.450	R29	29.30.2.450	2021-07-14 16:50:16	
113.30.6.89	C313	113.30.6.89	2021-07-05 19:32:41	
916.30.101.303	x916	916.30.101.303	2020-09-14 21:03:52	
82.30.2.622	IT82	82.30.2.622	2020-05-26 20:40:11	
28.31.1.209	R28	28.31.1.209	2020-04-08 01:17:54	
227.31.1.131	R27	227.31.1.131	2020-03-30 19:10:44	

- **Firmware List Description**

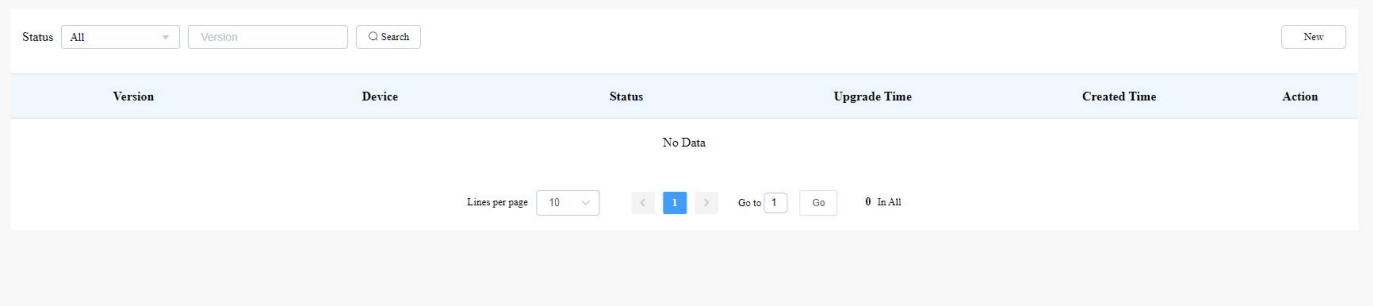
No.	Field Name	Description
1	Version	Displays the firmware version number.
2	Model	Displays the device model.
3	Version Log	Generally displays remarks on the version.
4	Created Time	Displays when the firmware is uploaded.
5	Action	Click to check the detailed firmware information.

10.2.Update Firmware

You can update the device firmware to the firmware version you selected according to the update timing you defined.

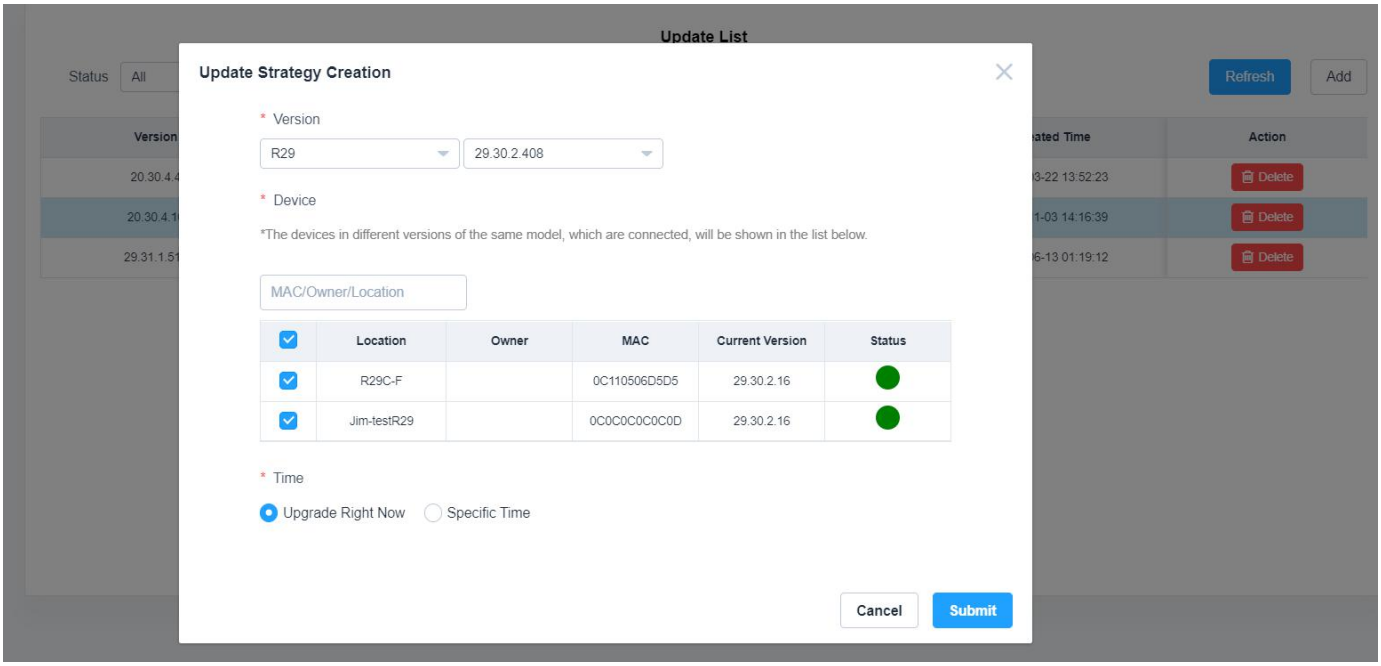
1. Go to **Update** Module.

2. Click on **Add**.



3. Select the device model and the firmware to be upgraded to.

4. Select the specific device(s) and update timing.



10.3.Check and Edit Firmware Update List

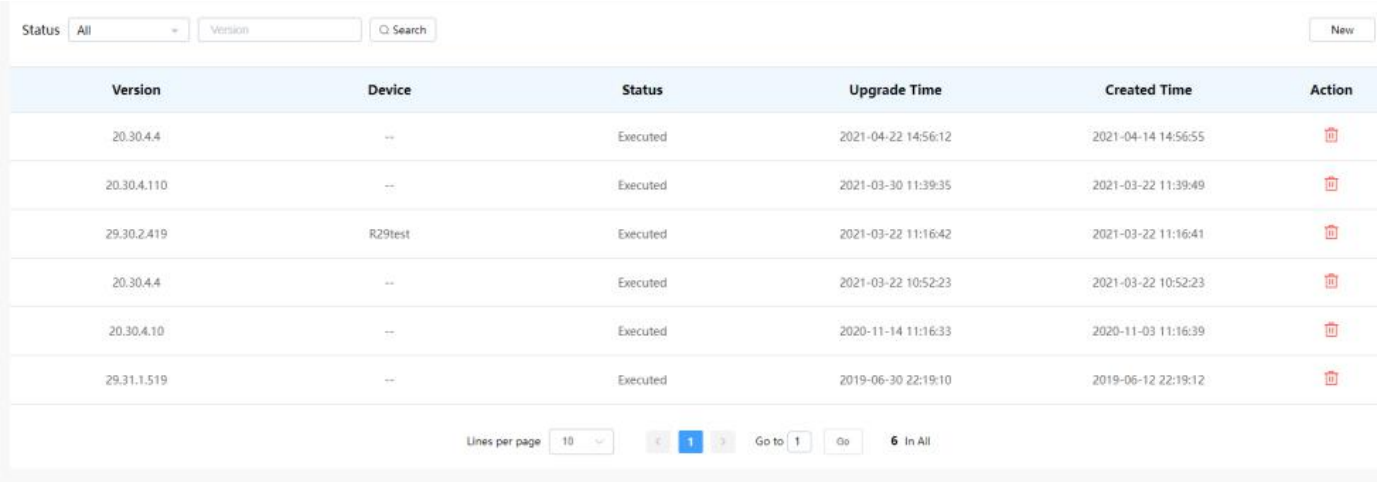
After you update your device firmware, you can not only check your firmware update status, but

also edit the update setting for devices pending the upgrade. And you can delete the specific record as well.

1. Search the firmware status by **All**, **Pending**, **Processing**, **Executed**.

2. Edit the update setting for the devices pending the update.

3. Delete the specific update record if needed.



- **Update List Description**

No.	Field Name	Description
1	Version	Displays the firmware version number in the update list.
2	Device	Displays the device model in the update list.
3	Status	Displays update status: **Pending** for the firmware that will be updated according to the updating timing. **Executed** for the firmware that has finished updating, and **Processing** for the firmware that is being updated.
4	Update Time	Displays when the firmware is updated.
5	Created Time	Displays when the update setting is created.
6	Action	Action involves the update setting alteration and update record removal.

Note:

- After you initiated the specific firmware update, you need to click Refresh to update the firmware list.

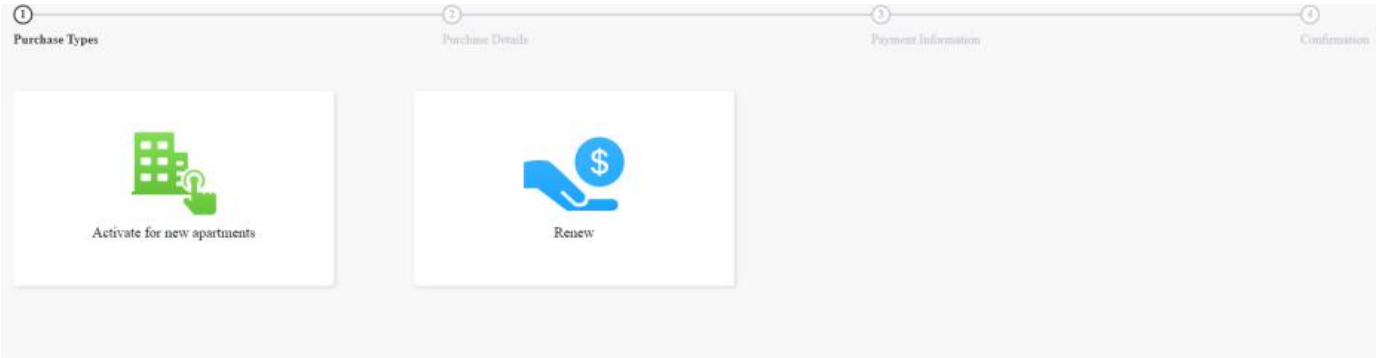
11. Subscription

You can pay for subscription fee for both the service activation and renewal for the community users and office users.

11.1. Activate End user Account

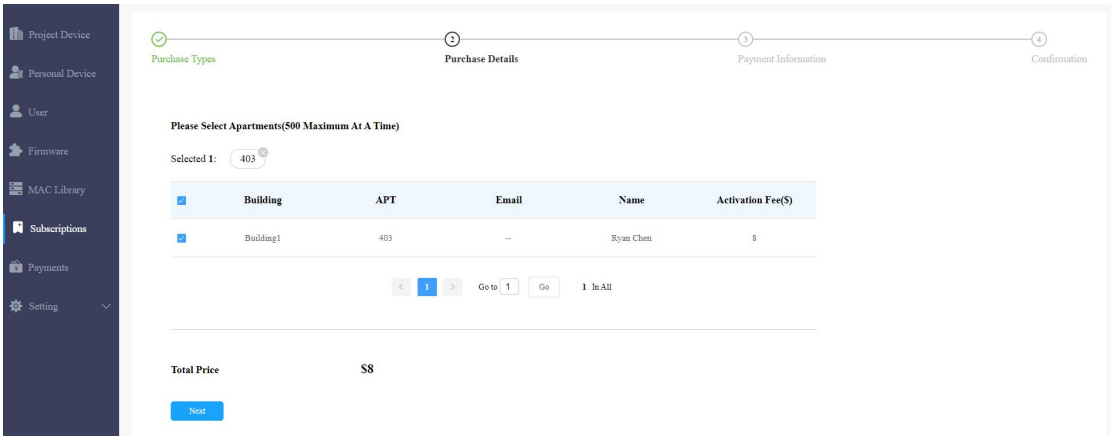
1. Go to **Subscription** Module.

2. Click on .

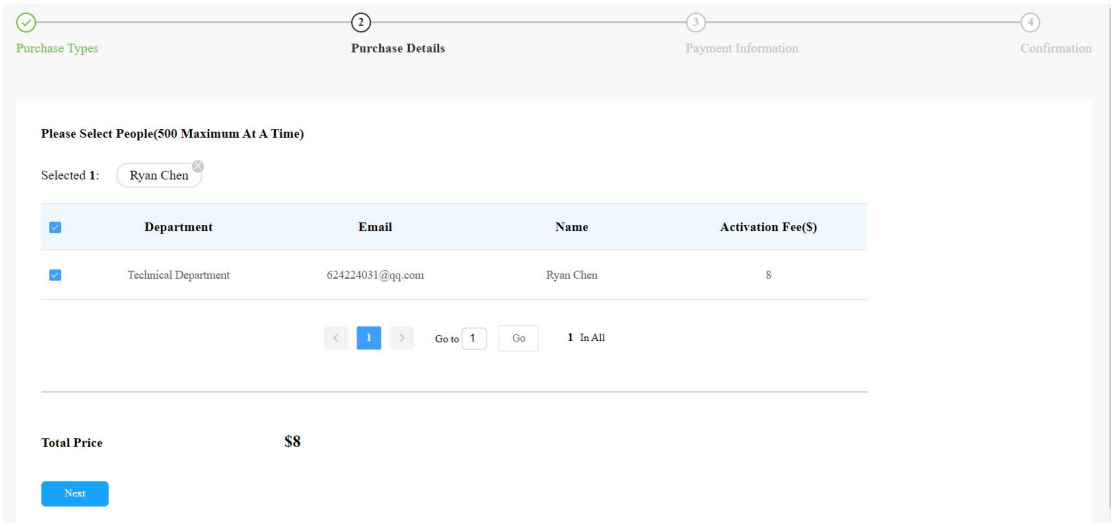


3. Select the end user account you want to activate.
   - Select the community user account you want to activate for the SmartPlus service.
   - Select the office user account you want to activate for the SmartPlus service.

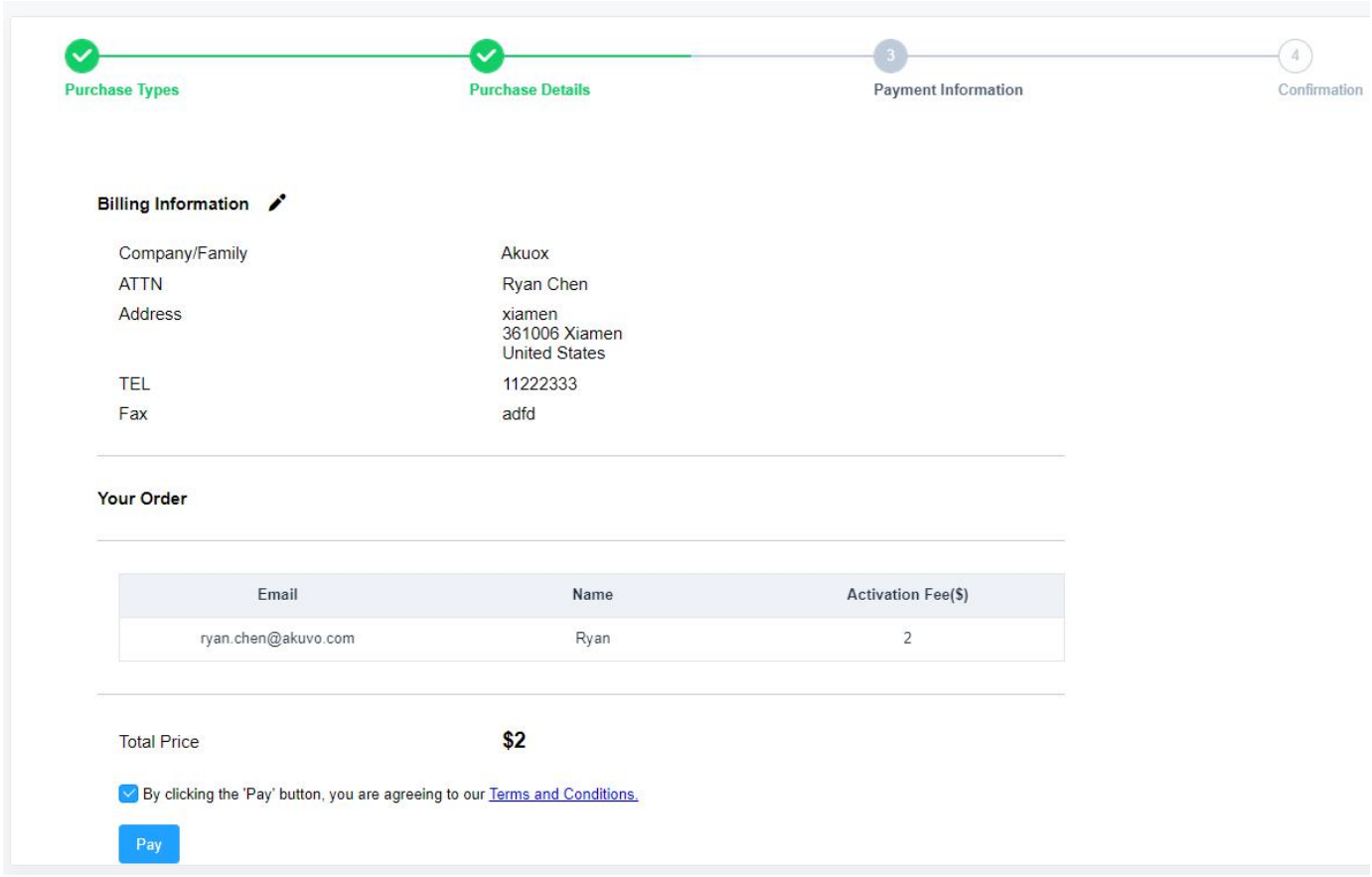
Community:



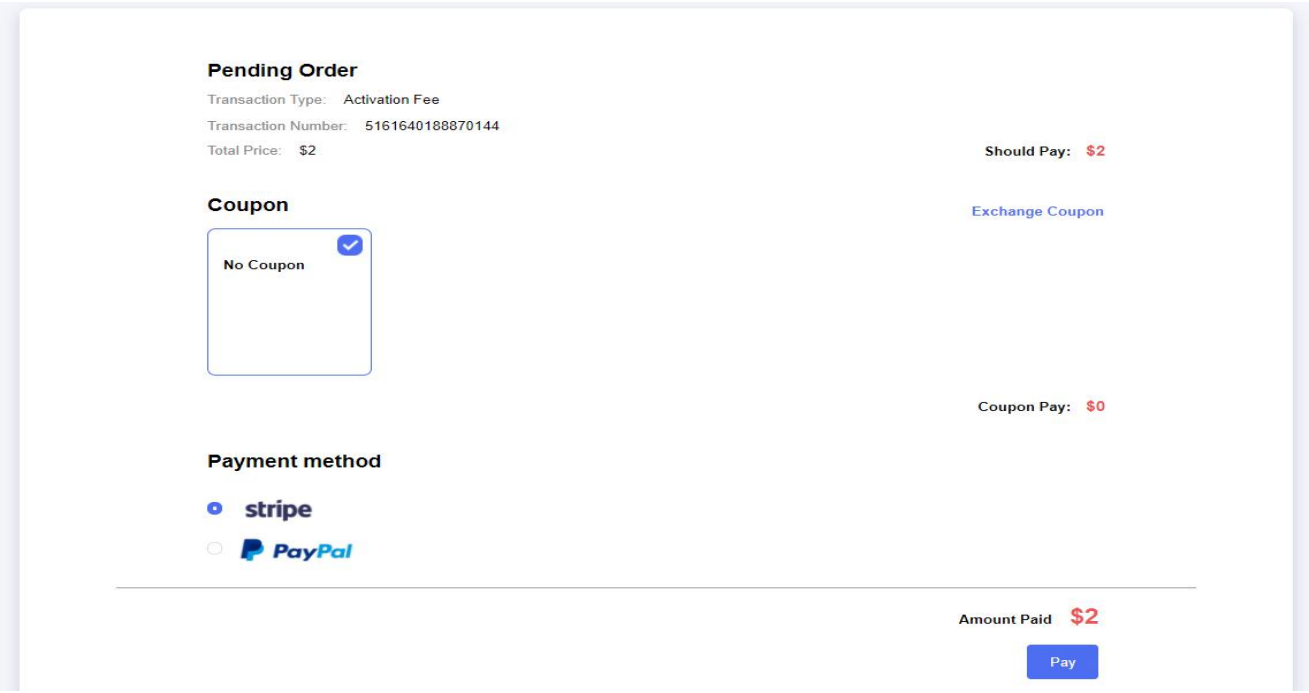
Office:



4. Fill in the billing information.



5. Select the **Payment method** and continue the steps until the service is paid.

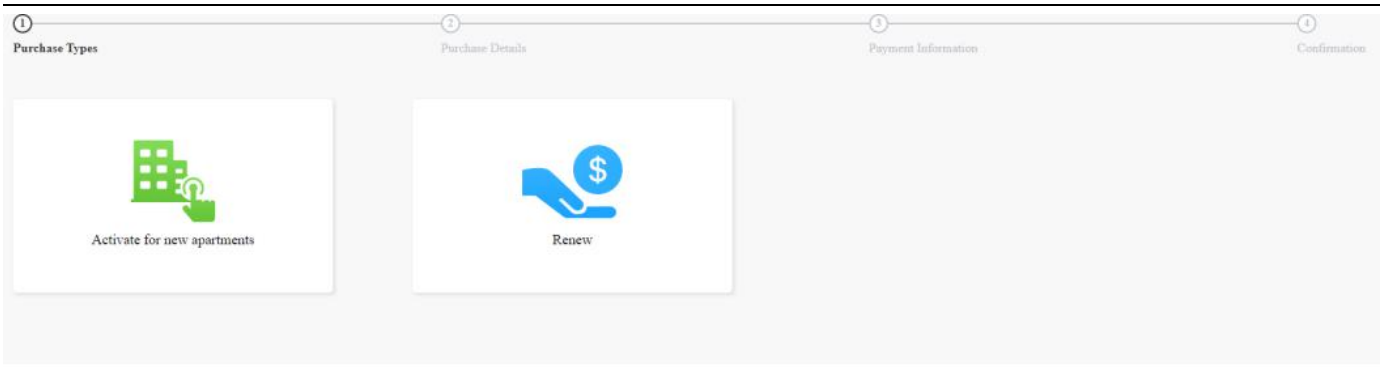


- **Billing Information Description**

No.	Field Name	Description
1	Company/Family	Fill in the installer company.
2	ATTN	Enter the name of Installer.
3	Address	Enter the address of the installer.
4	TEL	Enter the telephone number of the installer.
5	Fax	Enter the Fax number of the installer.

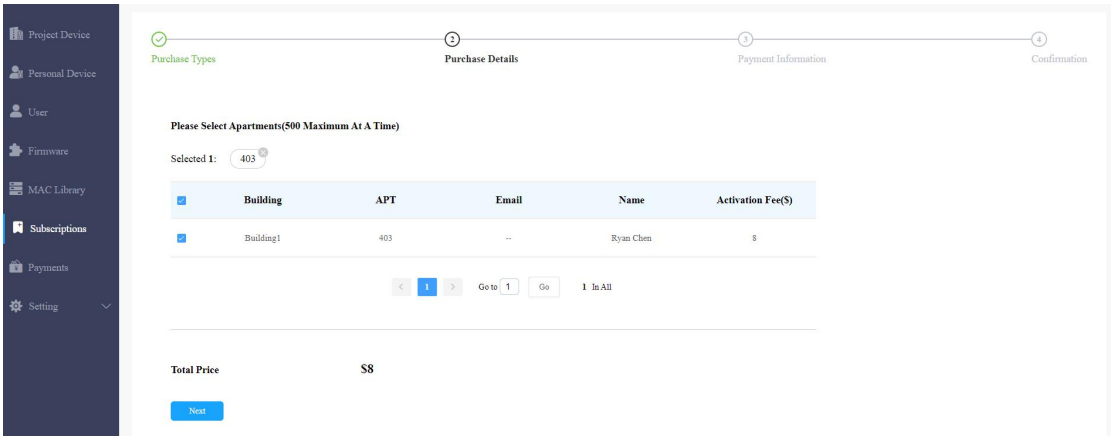
11.2. Renew End User Account

1. Go to **Subscription** module.
2. Click on .

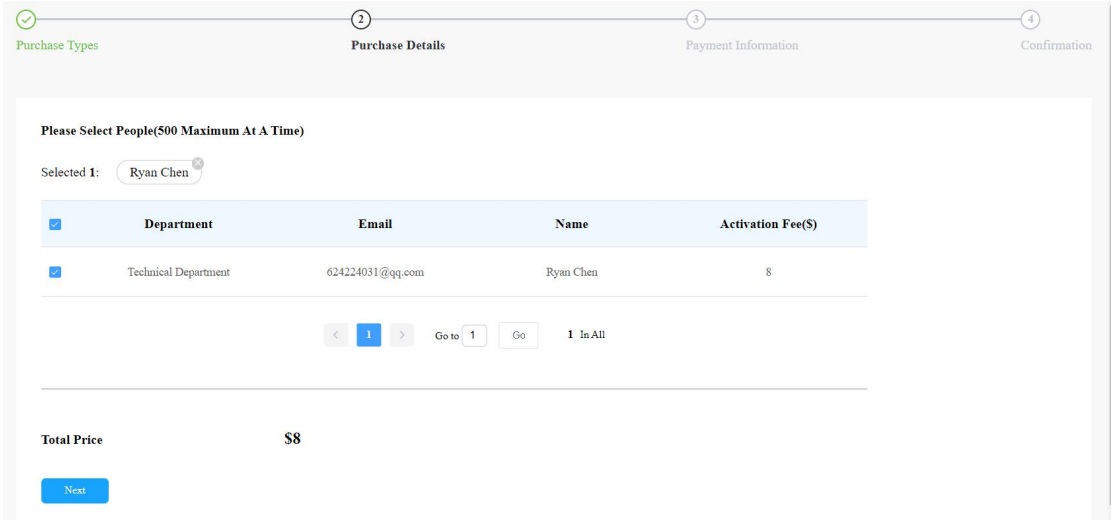


3. Select the end user account you want to activate.
   - Select the community user account you want to activate for the SmartPlus service.
   - Select the office user account you want to activate for the SmartPlus service.

Community:

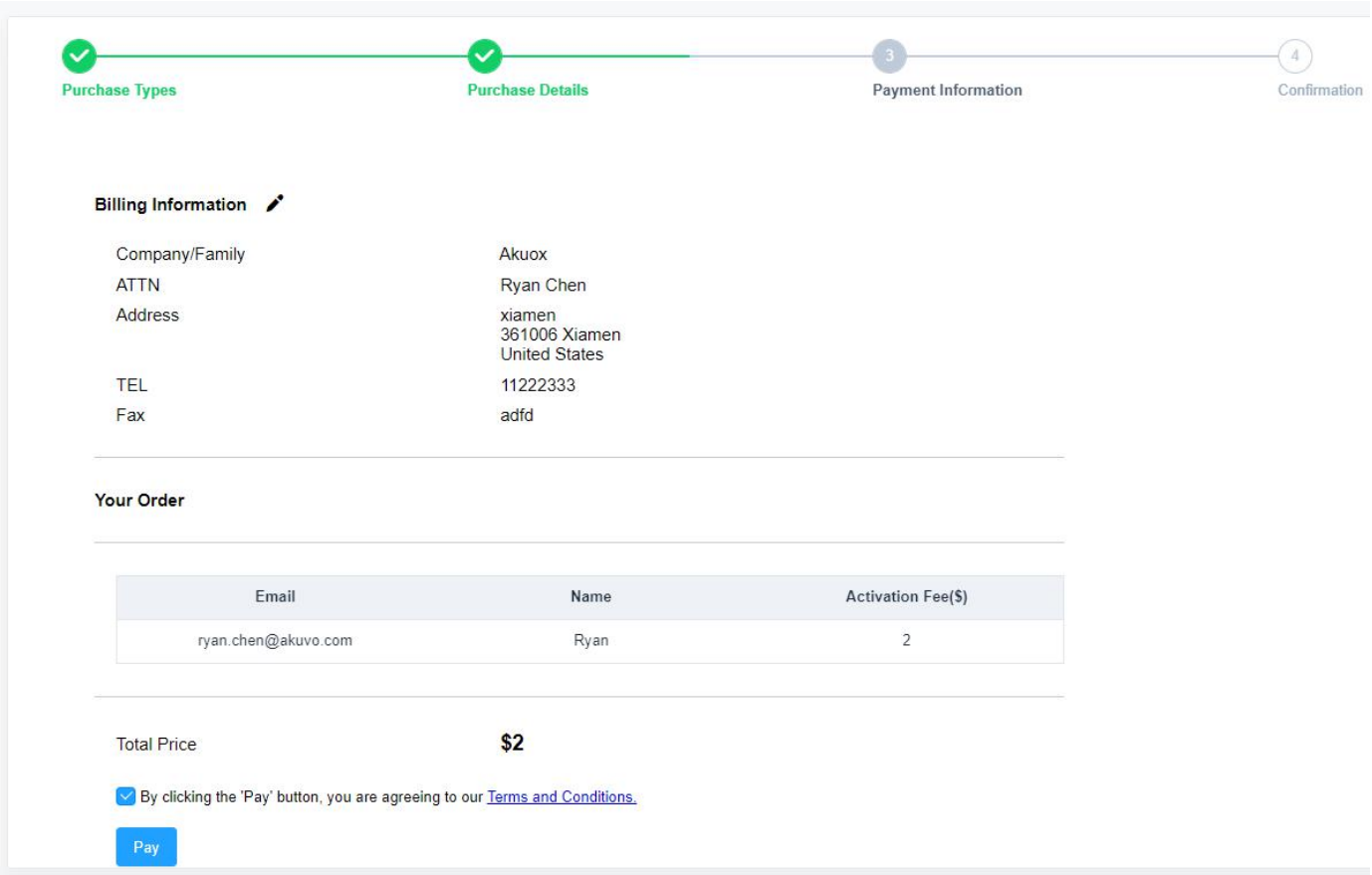


Office:

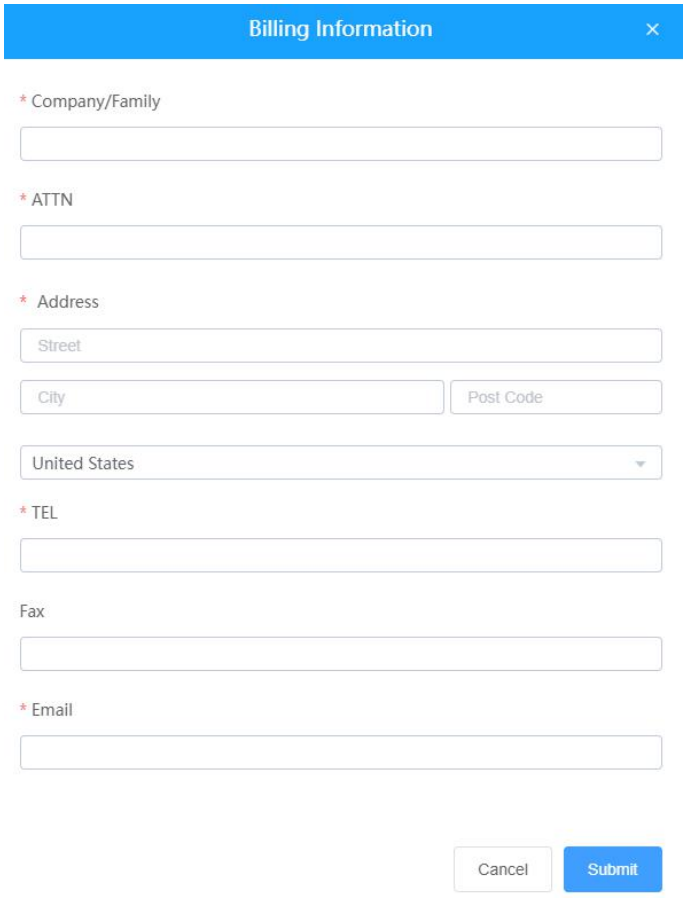


4. Fill in the billing information.

Community:

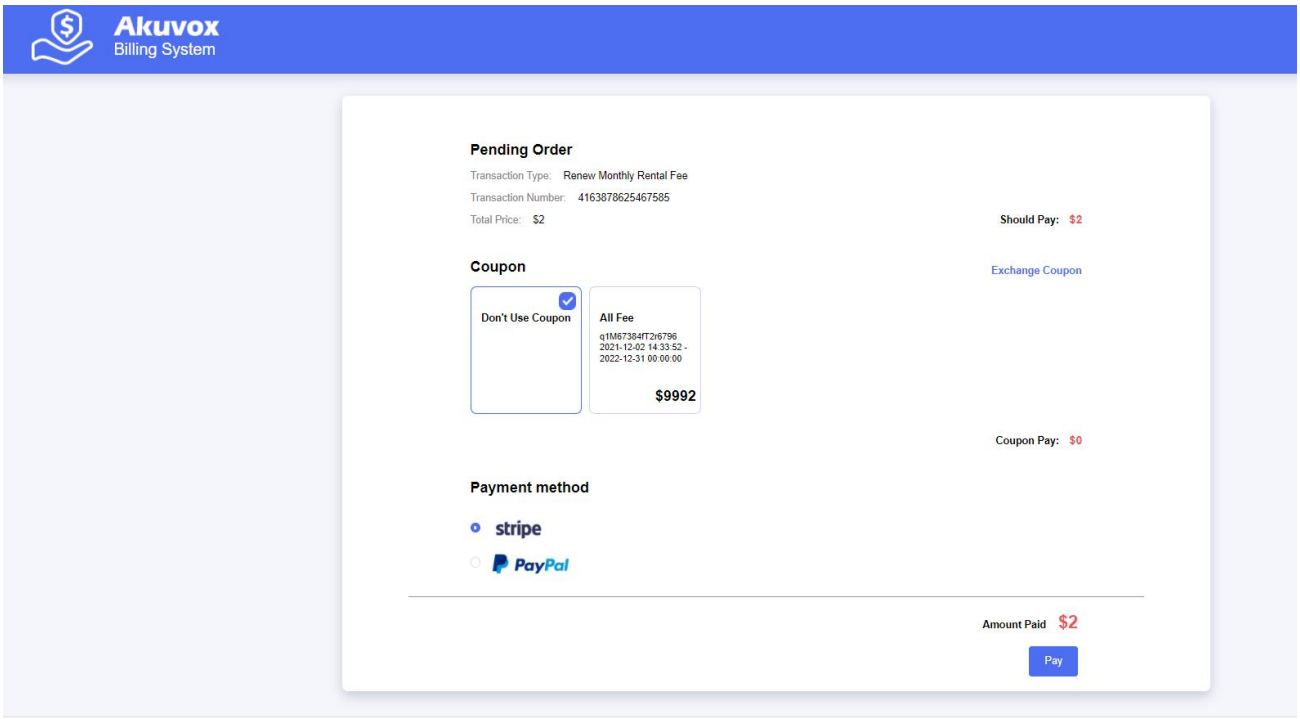


5. Click ✎ to fill in billing information.



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

7. Select the **Payment method** and continue the steps until the service is paid.

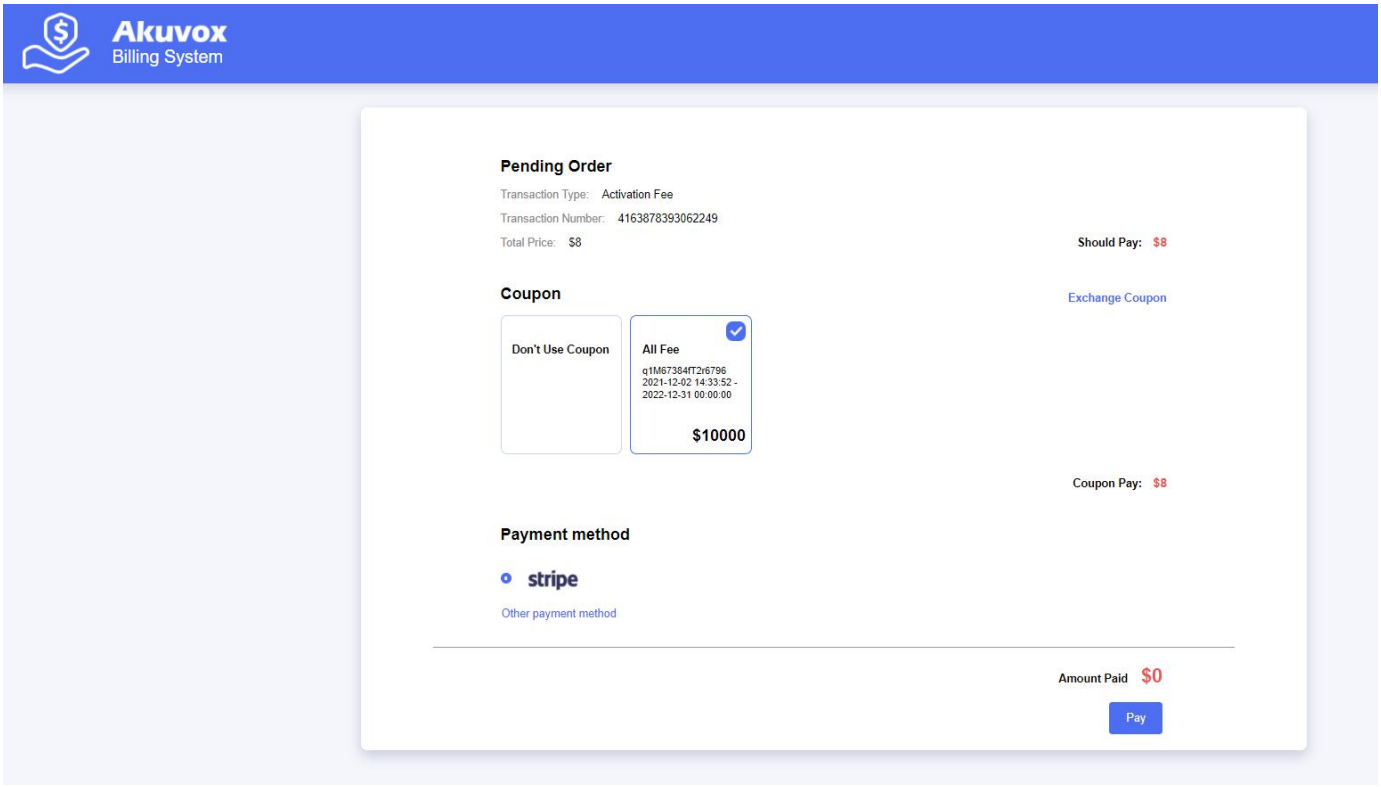


Note:

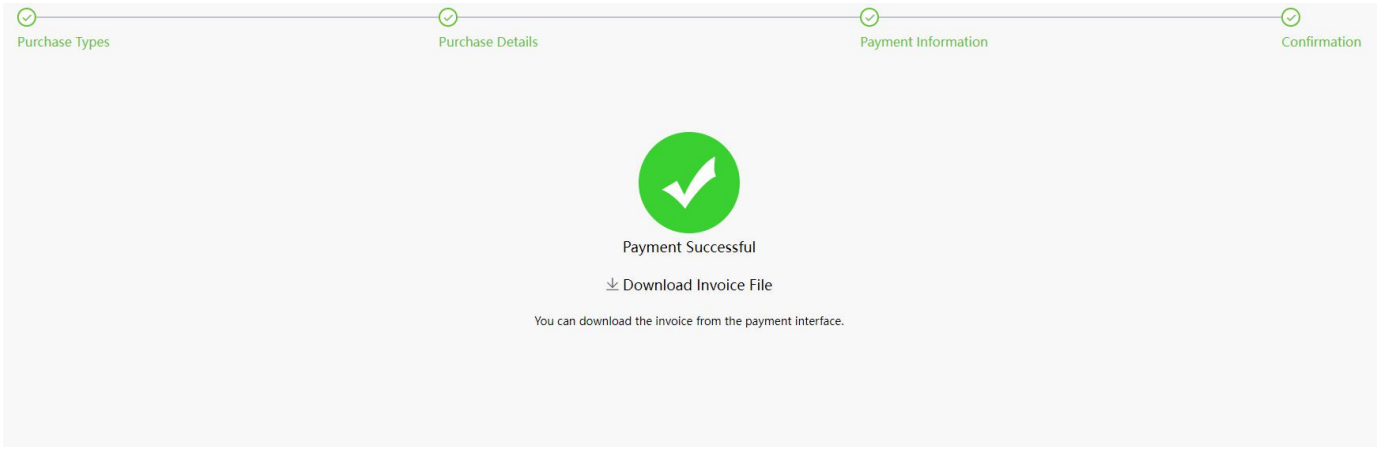
- Akuvox SmartPlus can be paid by **Stripe** and **Paypal.**

You can also pay for the service using a coupon if you have a coupon. Coupons can be used for renewing or activating the service.

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



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



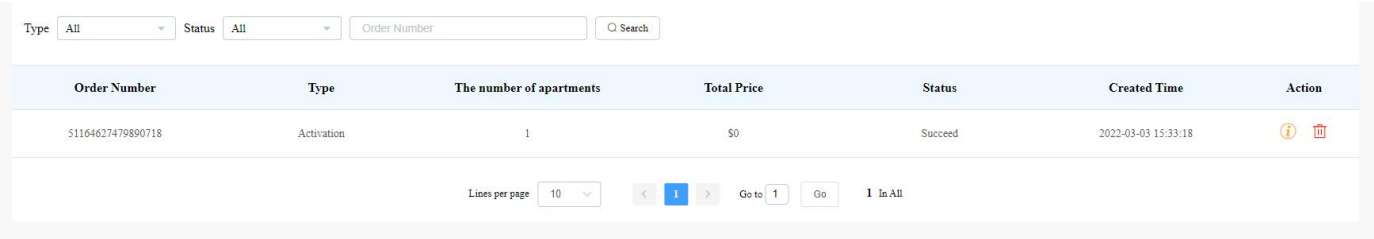
12. Transaction History

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.

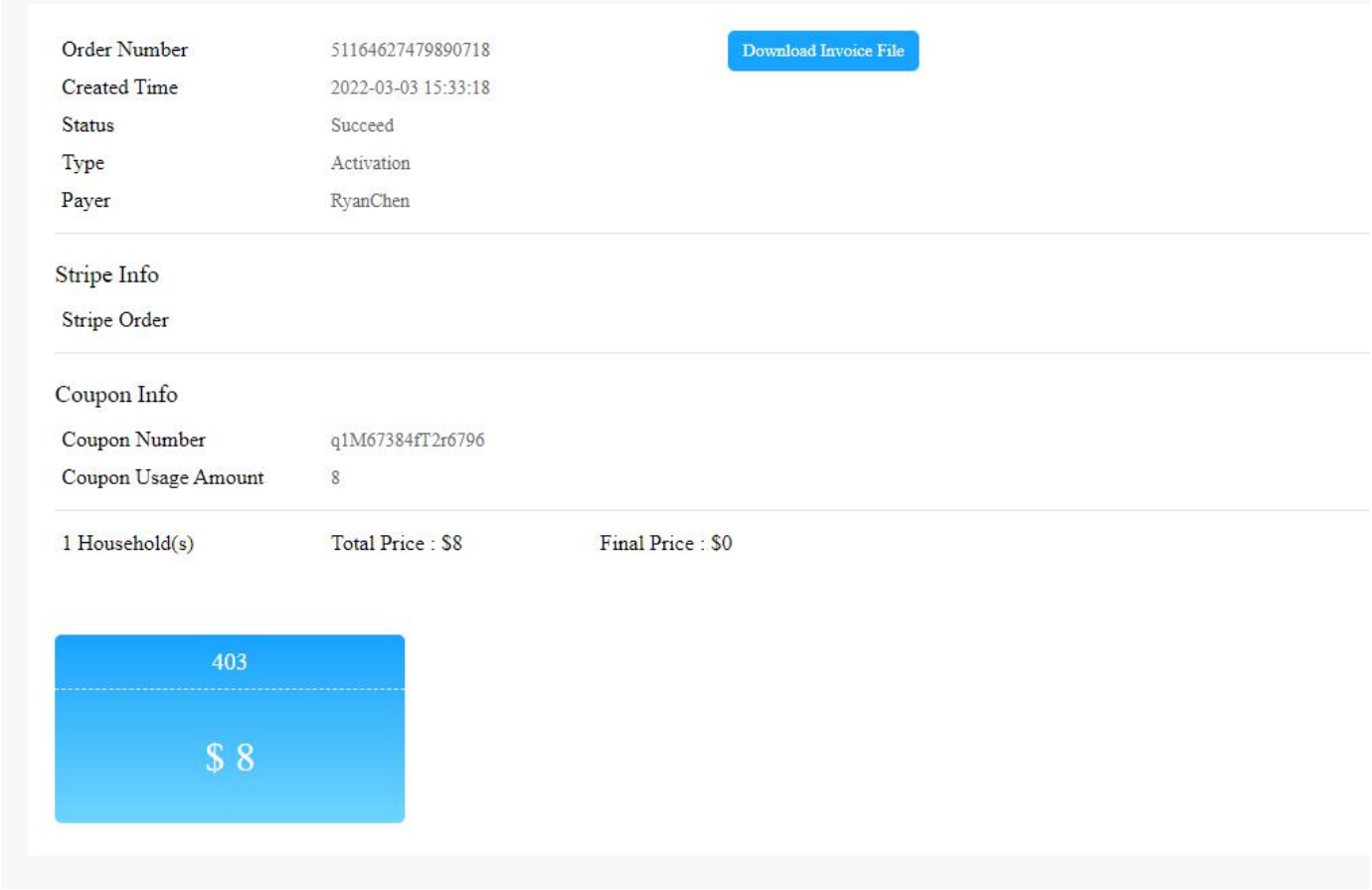
12.1.Check and Transaction History

After the payment is made, you can check the details of the transaction for community users and office users if needed.

1. Click **Payments** module, check the transactions by the service type, status, and order number.



2. Click on **Info** of the transaction you want to check and download the invoice if needed.



3. Delete the specific transaction order if needed.

- **Search Description**

No.	Field 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 numbers of apartments involved in one order.
4	Total Price	Shows the total cost of each transaction
5	Status	Seven types of status: **All, Succeed, Processing, Failed, Time out, Cancel, System Processing.** 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 is 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	Click on to check for details. Click pay for the order that is ready for payment. Click to go to billing system. Click on to delete orders.

13. Customer Service Contact Management

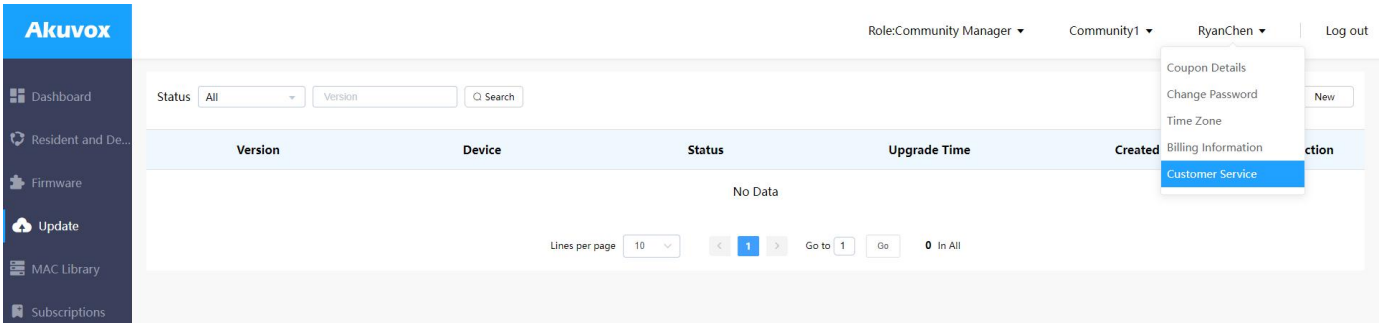
Customer service on the SmartPlus web interface involves installer contact information management and technical support service information.

13.1.Modify Customer Service Contact

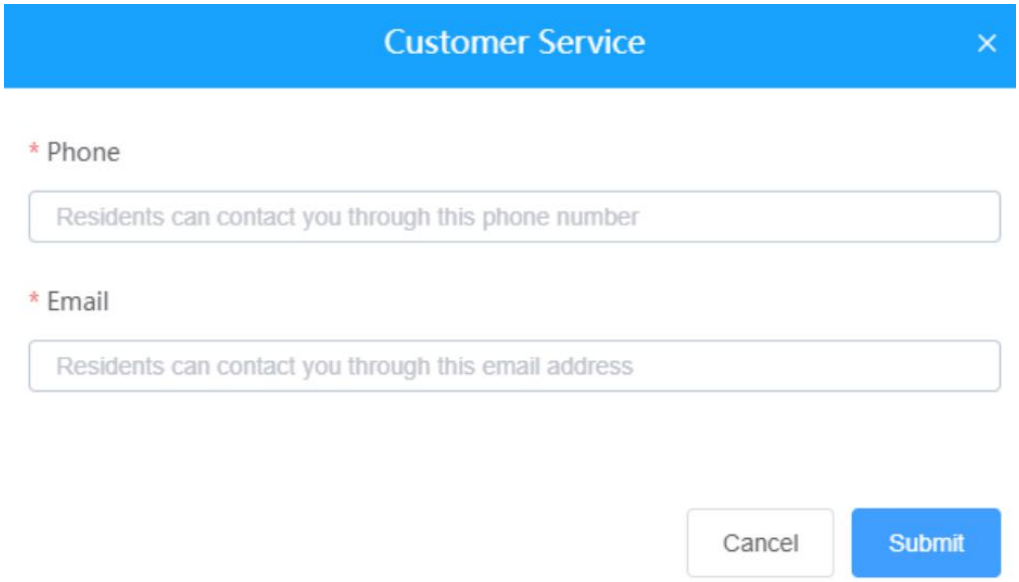
You can create and modify your contact information so that customers can be in contact with your whenever they need it.

1. Click on your installer account.

2. Click on **Customer Service** and fill in your phone number and email.



3. Modify the information if needed.



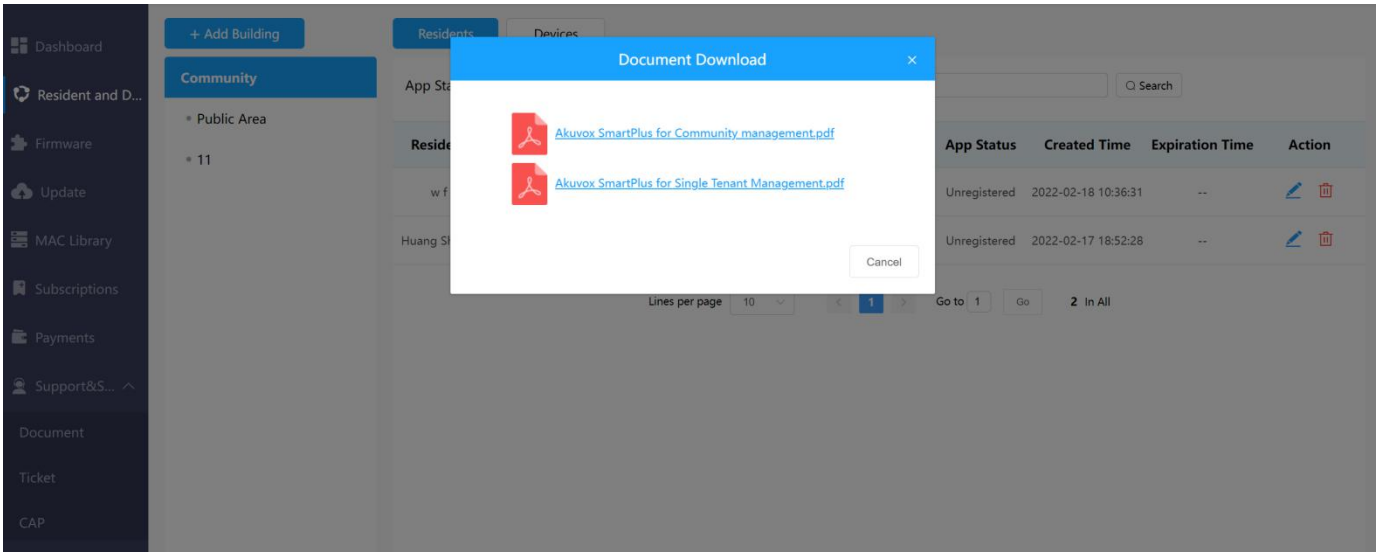
13.2.Technical Support&Service

Support&Service module offers you the link to the Akuvox ticket system in which you can not only get access to varieties of technical information such as feature guides, FAQ, etc. but also log in to the system where you can raise your questions that will be taken care of by Akuvox technical support team.

1. Click on **Support&Service** Module.
2. Click on **Document** sub-module.
3. Click on the documents to download.

13.2.1. Download SmartPlus User Guide

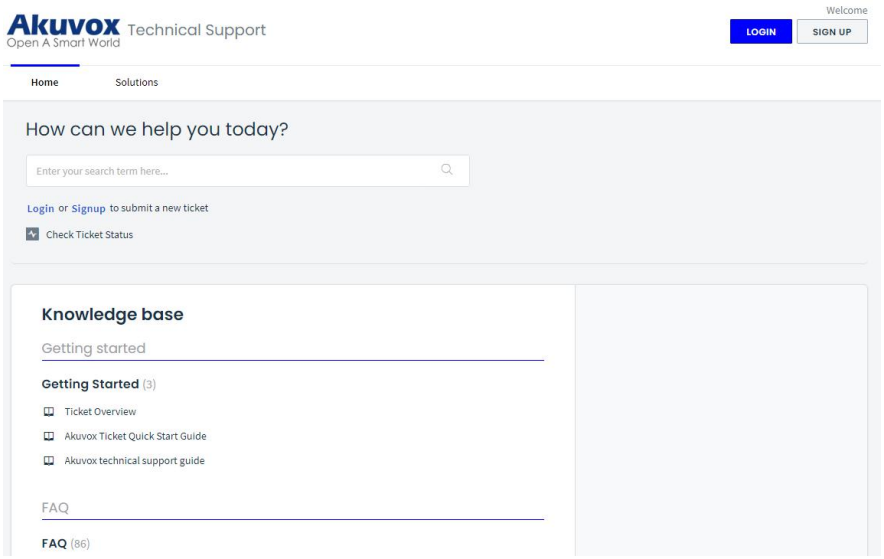
1. Click on **Support&Service** Module.
2. Click on **Document** sub-module.
3. Click on the documents to download.



13.2.2. Ticket System

1. Click on **Ticket** sub-module.
2. Sign up and log in to the Akuvox ticket system for technical information and support.

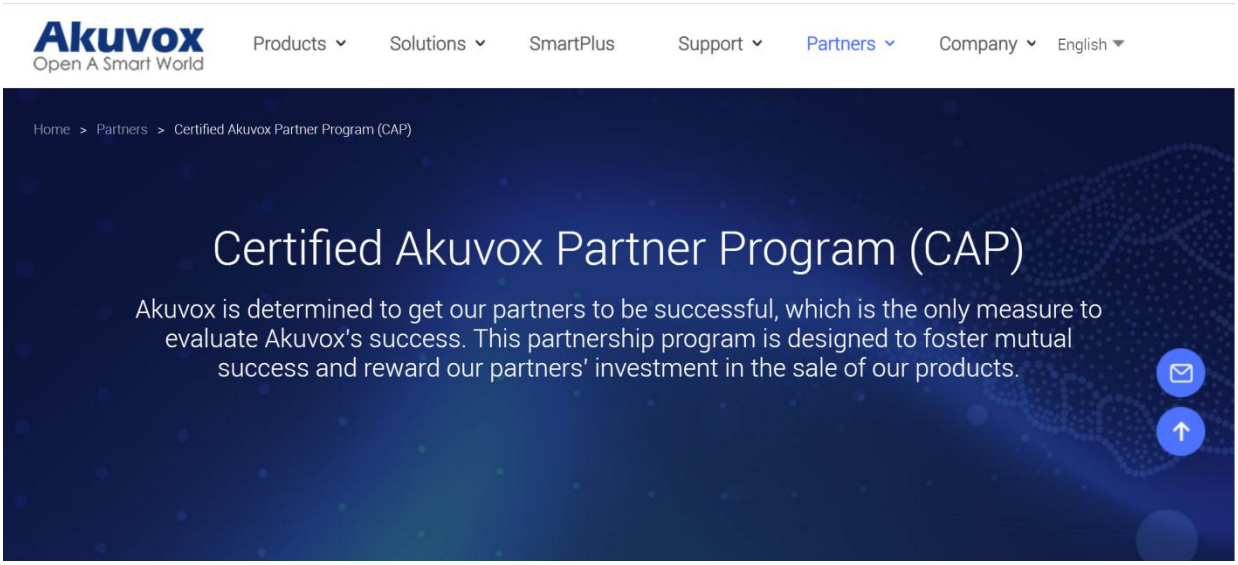
3. Click on **CAP** sub-module for information about how to become a certified Akuvox partner.



13.2.3. CAP System

1. Click on **CAP** sub-module for information about how to become a certified Akuvox Partner.

2. Sign up and log in to the Akuvox CAP system for sales and technical information and support.



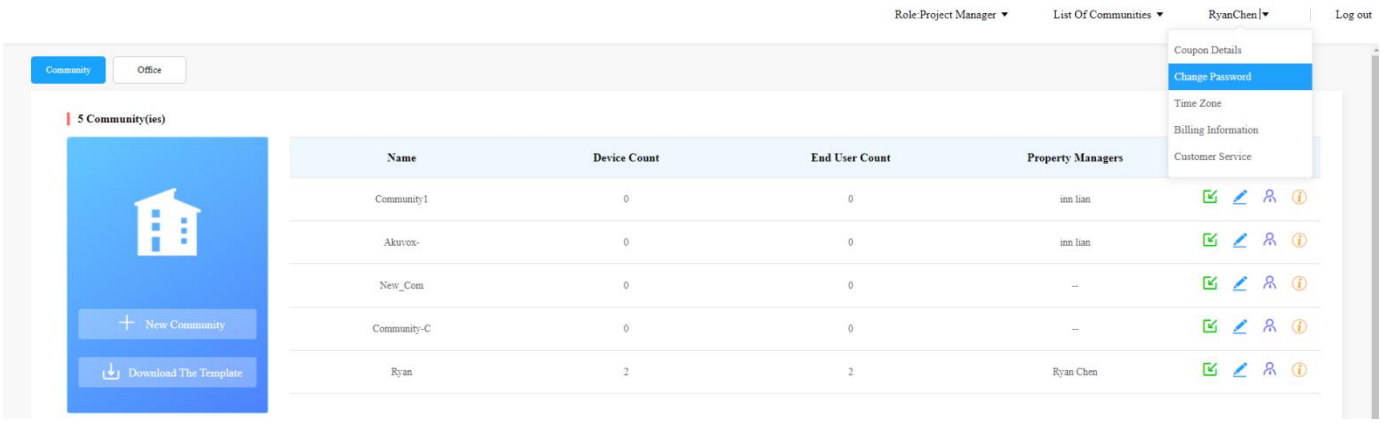
14. Installer Account Management

You can change roles between single tenant and project manager, change passwords, time zone and billing information.

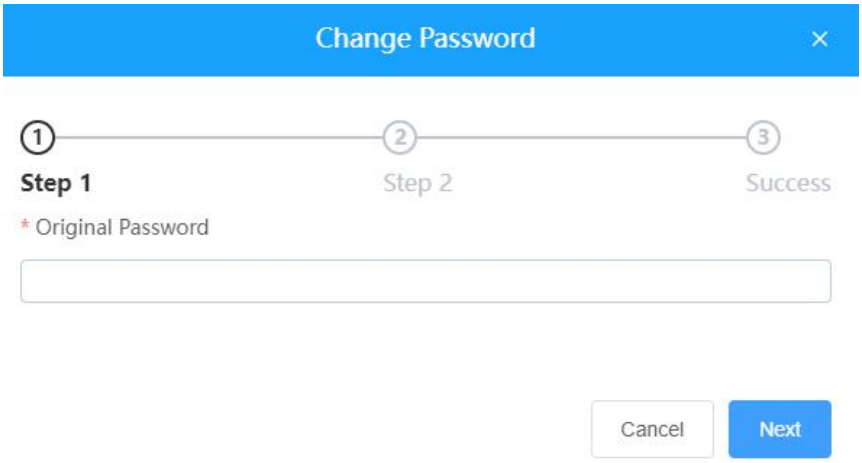
14.1.Change Installer Account Password

1. Click on your account name.

2. Click on **Change Password**.



3. Change the password.



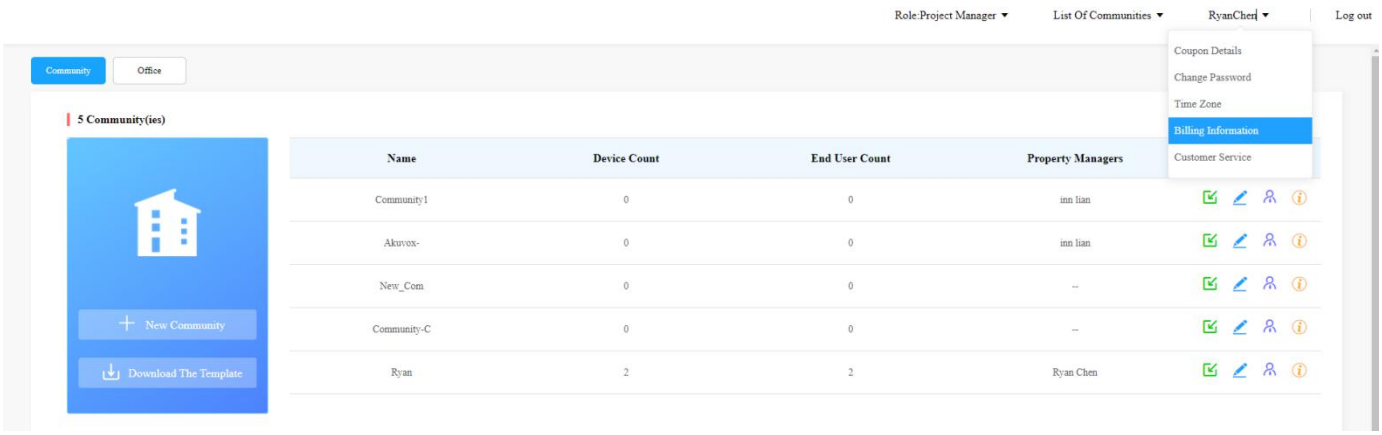
14.2.Change Installer Time Zone

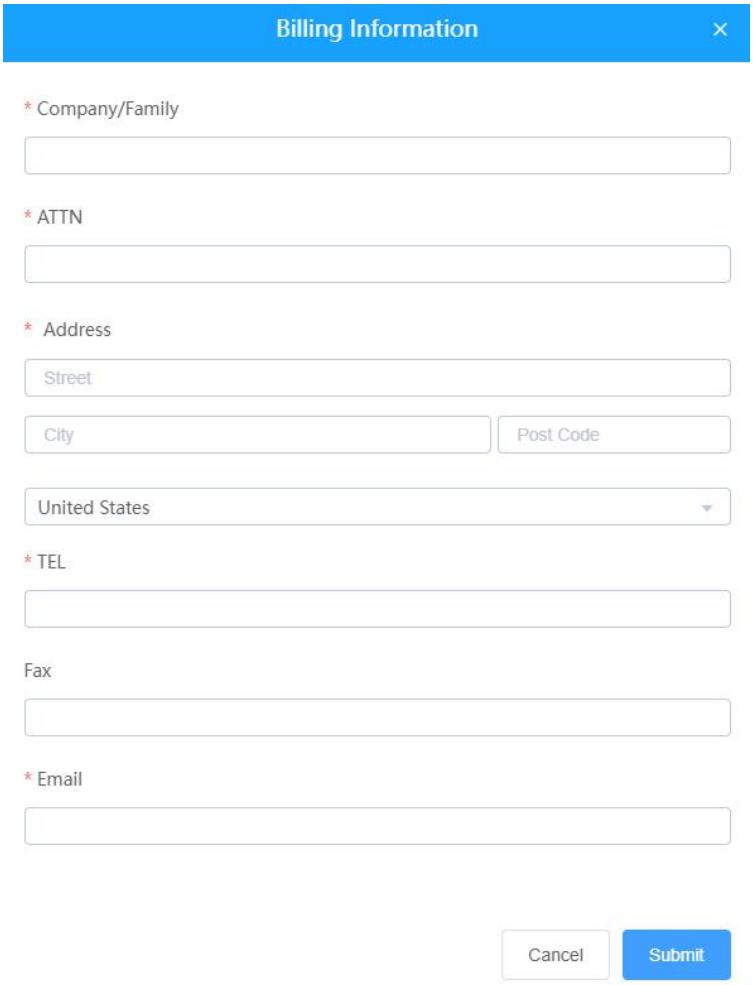
1. Click on your account name and change your time zone.

14.3.Billing Information

You are required to fill in your billing information so that your distributor will be able to send you the bill according to the information you filled in.

1. Click on your account name and fill in your billing information.




Billing Information
* Company/Family
* ATTN
* Address
Street
City
Post Code
United States
* TEL
Fax
* Email
Cancel
Submit

15. Contact Us

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

Sales email: sales@akuvox.com
Technical support email: support@akuvox.com
Telephone: +86-592-2133061 ext.7694/8162

We highly appreciate your feedback about our products.