



AKUVOX SMARTPLUS USER GUIDE

Installer

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 single family houses, single-tenant residents, 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 residents, devices, relays and remote maintenance service both on the single-tenant basis and the community basis (multi-tenant).

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

- Add, edit, and delete the device and resident in the single-tenant management.
- Add, edit, and delete the community, building, apartment, device, residents in the multi-tenant management.
- Deploy and set up devices and relays for the access control.
- Check and upgrade device firmware for the residents.
- 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.

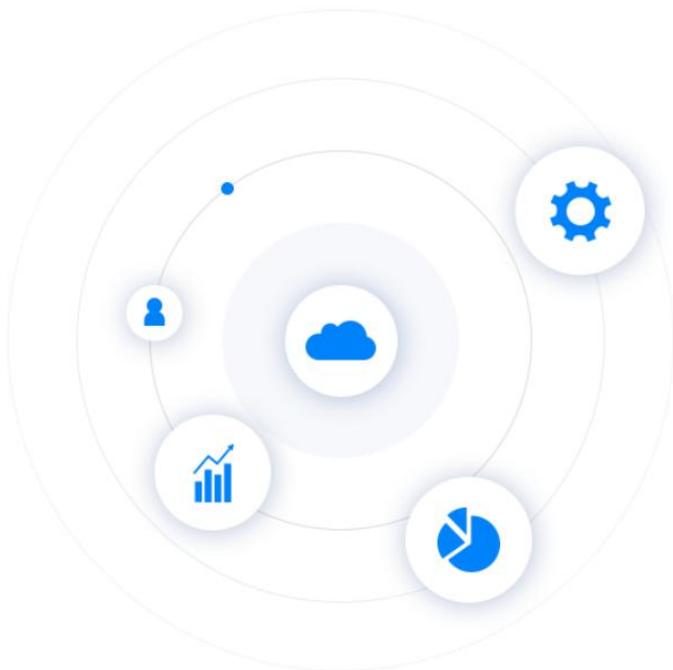
1. Open the web browser and enter the address (URL) of the SmartPlus server location in your area, and press **Enter**.
2. Enter your username and password.
3. Click on **Login** to log in to the SmartPlus platform.



Login

Form fields for login:

- Username field: ryan.chen@akuvox.com
- Password field:
- Login button: Login



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

Akuvox

Role: Single-tenant Manager | RyanChen | Log out

Name

Name	SIP	Room	Email	Mobile Number	Address	Family Member	Active	Landline Status	Created Time	Landline Expiration Time	Action
Ryan	Family:5926000015 Personal:5926100051	Ryan's house	--	--	--	0	Inactivated	Off	2022-03-02 21:27:15	--	

Lines per page: 1 In All

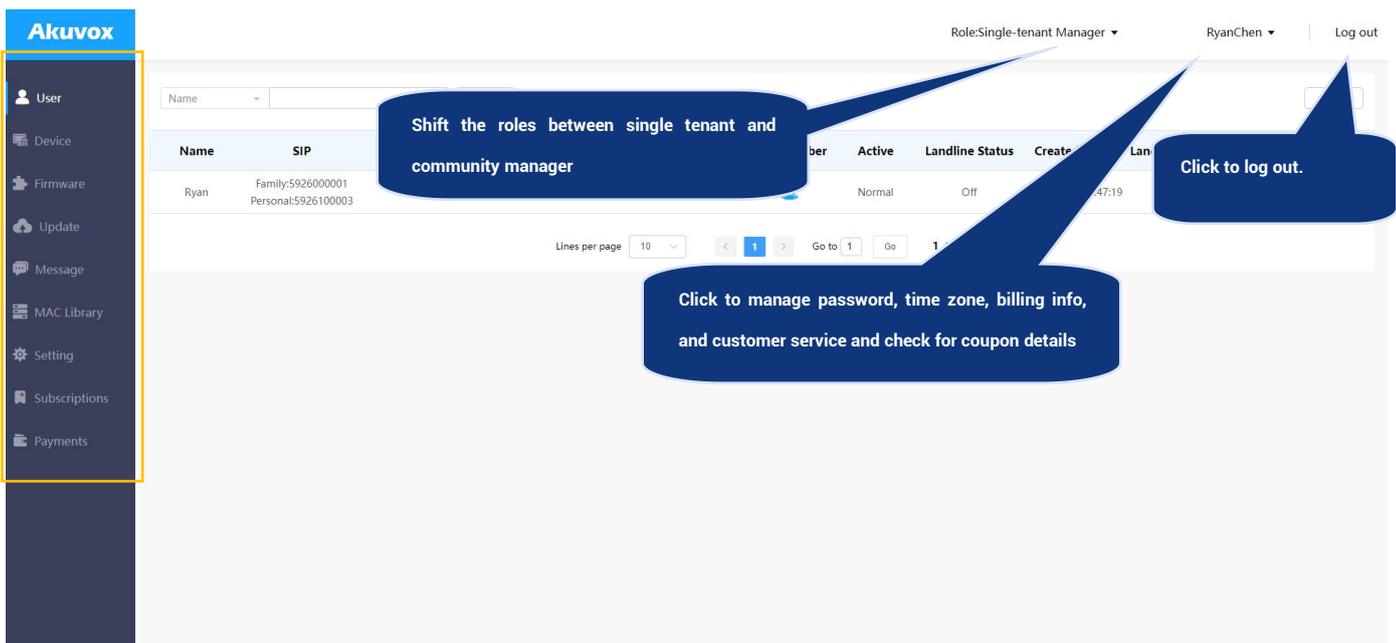
3. Prior to the Management

It is advised that you go through what are listed below before you start your management.

- Check if all of device MAC addresses have already been registered by your distributor.
- Check if the firmware in your devices support 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. Single-tenant Manager Main Interface

The single-tenant manager main interface consist of 9 modules that are incorporated as a whole to allow you to manage single tenants, and devices in terms of adding residents and binding corresponding devices to the residents, etc.



● Module Description

No.	Modules	Description
1	User	Allows you to add users along with the devices.
2	Device	Allows you to search and check the device information.
3	Firmware	Allows you to check device firmware information.
4	Update	Allows you to update the firmware version for the specific device.
5	Message	Allows you to create and send messages or notifications to the targeting users.
6	MAC Library	Allows you to manage the MAC in the MAC library.
7	Setting	Allows you to select the payer for the Akuvox SmartPlus.
8	Subscription	Allows you to active the Akuvox SmartPlus for the resident by paying the activation fees and renewing the fees etc.
9	Payments	Allows you to check for the information related to transactions made.

5. Single-Tenant Resident Management

The Single-Tenant resident management mainly deals with the addition, deletion, and edition of the user account, user's family member account, and devices you added for the residents.

5.1. User Account

5.1.1. Add User

The **User** module is where you can add the resident's user accounts.

1. Go to **User** module and click on **New**.
2. Fill in resident information properly.

Name	SIP	Room	Email	Mobile Number	Address	Family Member	Active	Landline Status	Created Time	Landline Expiration Time	Action
Ryan	Family:5926000001 Personal:5926100003	--	--	--	--	1	Normal	Off	2021-08-03 18:47:19	--	[Edit] [Delete]

Add User
✕

*** Name**

Room Name

Email

Country / Region

Mobile Number

Address

SIP Call Or IP Call

Time Zone

Language

1st Landline

2nd Landline

3rd Landline

*** Landline Service**

On Off

Landline Service is a premium feature.

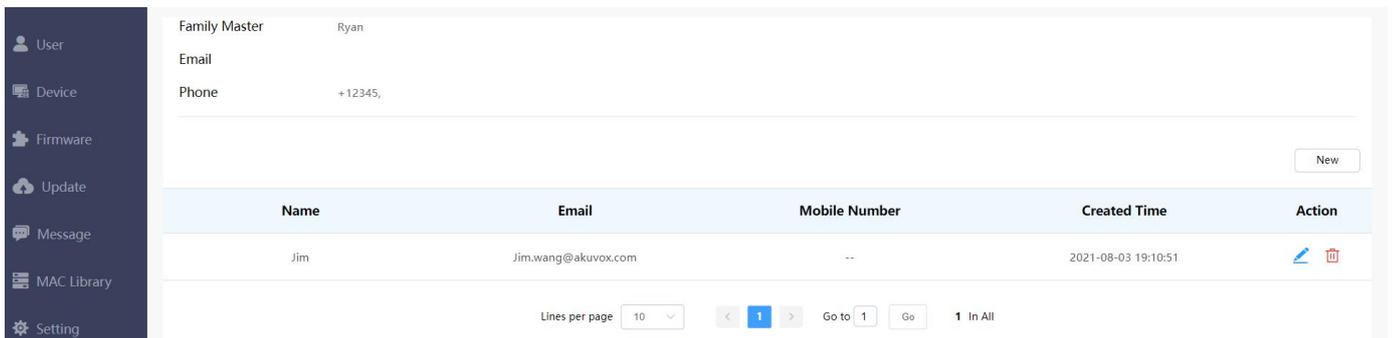
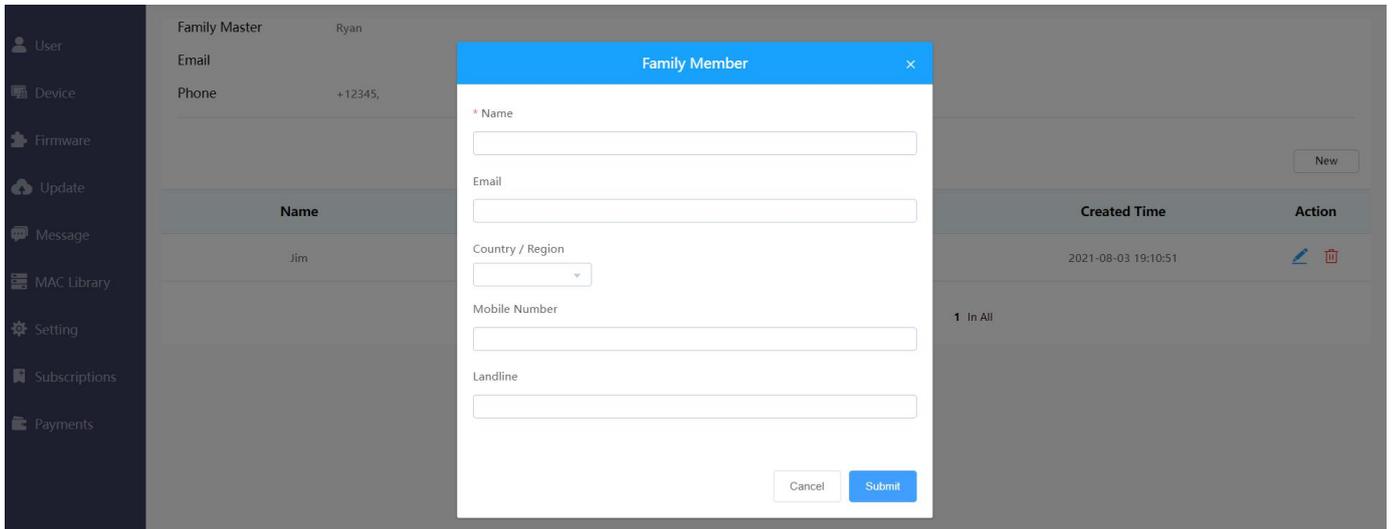
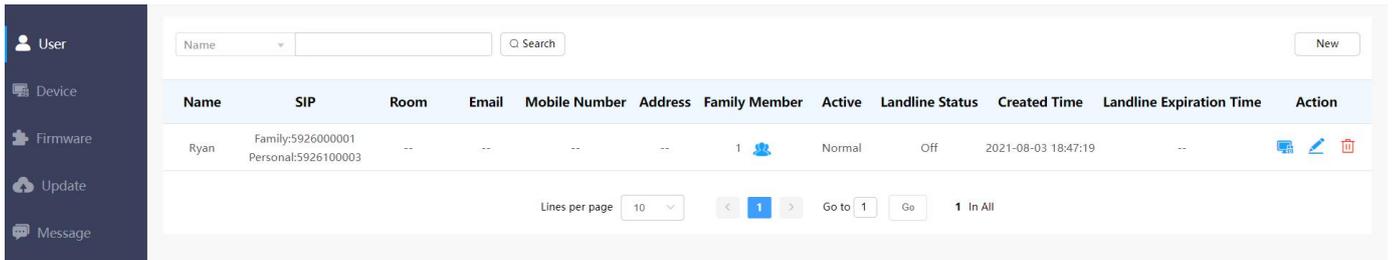
● **User Account Information Description**

No.	Filed Name	Description
1	Name	Fill in the user name.
2	Room Name	Fill in the user's house name provided by the user, or you can customize the room name eg. "Ryan's Home"
3	Email	Fill in the user's email address.
4	Country/Region	Select the country or region code of the user.
5	Mobile Number	Fill in the user's mobile phone number.
6	Address	Fill in the user's address.
7	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 .
8	Time Zone	Select the time zone of the user.
9	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.
10	landline 1/2/3	Fill in the user's landline numbers, eg mobile phone numbers or telephone numbers. Three landline numbers are supported.
11	Landline Service	Enable or disable the landline service for the resident.

5.1.2.Add User Family Account

After a user account is created and activated, you can create family accounts at the request of users. In general, one family has one host account and three family accounts.

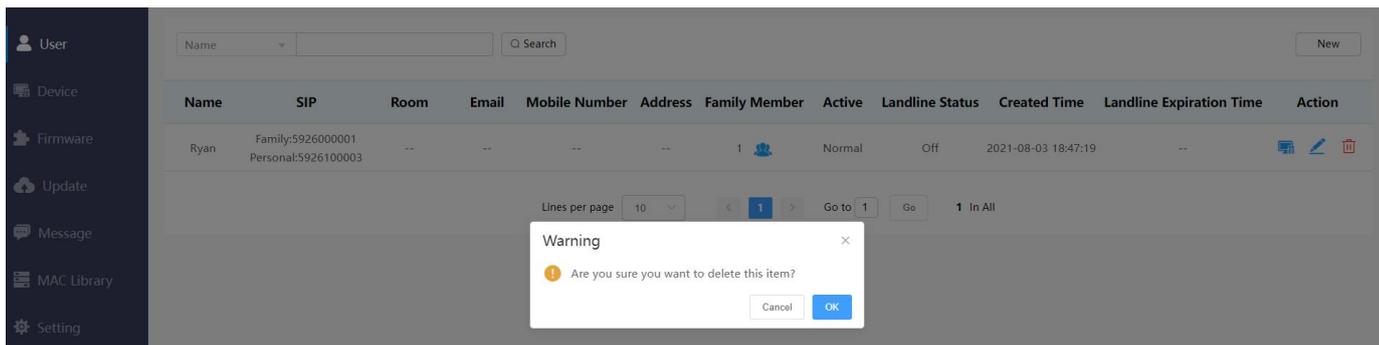
1. Click  of specific users for whom you want to add family account.
2. Click **New**, and fill in the family member account information.



5.1.3.Edit/Delete User

When you are editing the user account information, you can not only, search, edit and delete the user account, but also reset the account password at the request of users.

1. Search and find the user by **Name, Email, Mobile Phone Number, Family SIP Number, and SIP number.**
2. Click  of the user you want to edit or delete.



3. Edit related user information and click on **Submit** to save or click on **Reset Password** to reset the password if needed.

Edit User
✕

UID

* Name

Room Name

Email

Country / Region

Mobile Number

Address

SIP Call Or IP Call

Time Zone

1st Landline

2nd Landline

3rd Landline

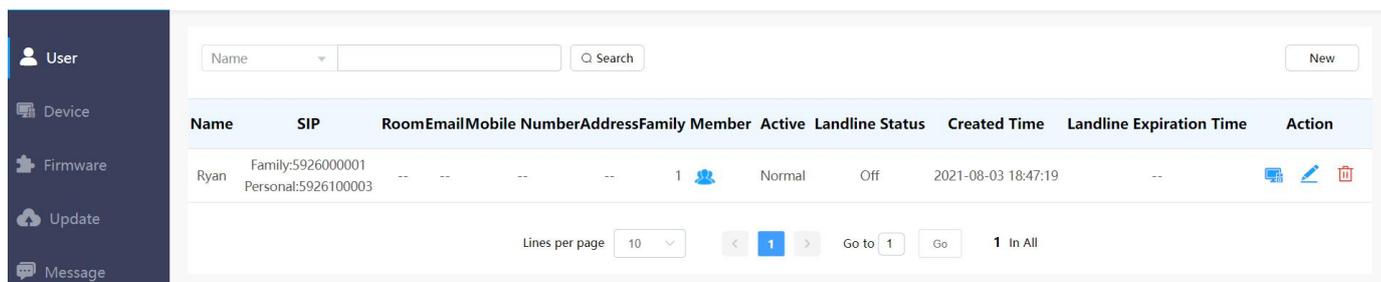
* Landline Service
 On Off

Note:

- User time zone will be synchronized with the installer time zone if the time zone is not selected.

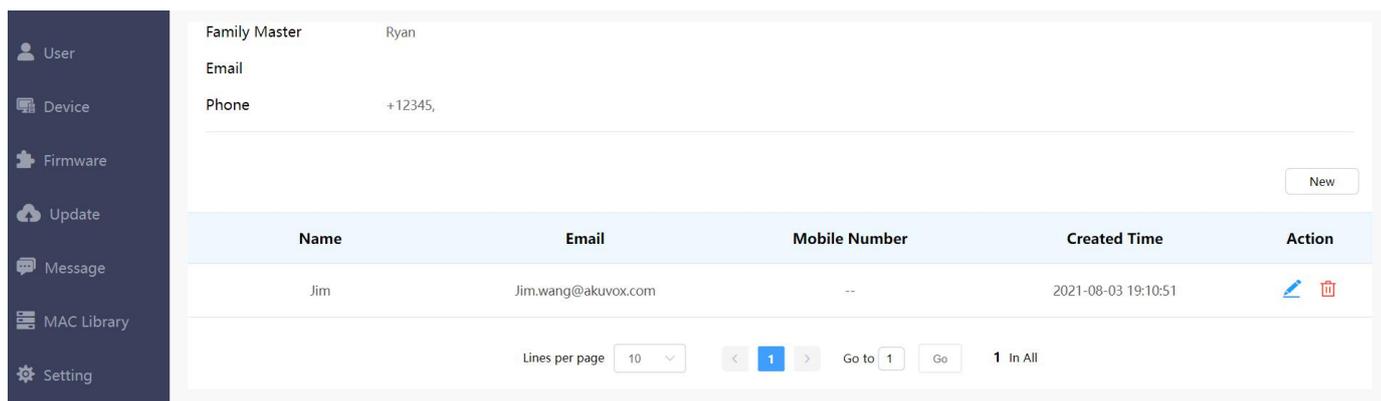
5.1.4.Edit and Delete Family Account

1. Search and find the user by **Name, Email, Mobile Number, and SIP Number**.
2. Click on  of specific users for whom you want to delete family account.



The screenshot shows the 'User' management page. On the left is a dark sidebar with menu items: User, Device, Firmware, Update, Message. The main area has a search bar with a dropdown for 'Name' and a 'Search' button. Below the search bar is a table with the following columns: Name, SIP, Room, Email, Mobile Number, Address, Family Member, Active, Landline Status, Created Time, Landline Expiration Time, and Action. One user, 'Ryan', is listed with SIP 'Family:5926000001' and 'Personal:5926100003', and a family member count of 1. The 'Action' column for Ryan contains icons for edit and delete. At the bottom, there is a pagination control showing '1 In All'.

3. Edit or delete the specific family account.



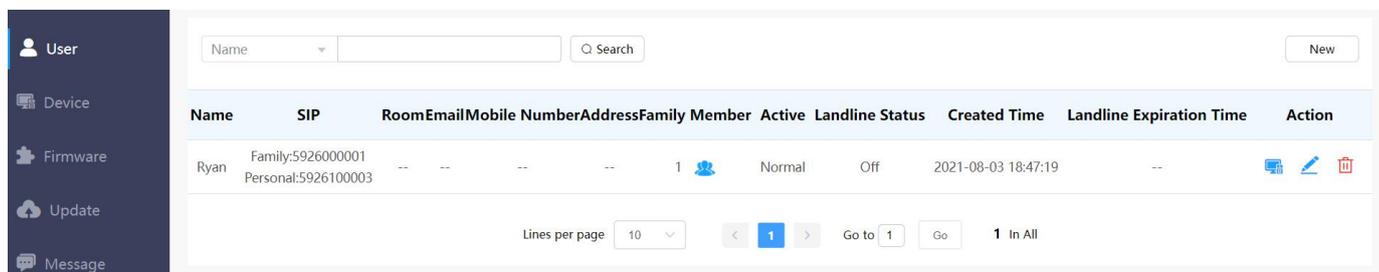
The screenshot shows the 'Family Master' management page. The left sidebar includes: User, Device, Firmware, Update, Message, MAC Library, Setting. The main area displays details for a family master named 'Ryan', including 'Family Master', 'Email', and 'Phone: +12345'. Below this is a 'New' button and a table with columns: Name, Email, Mobile Number, Created Time, and Action. One family member, 'Jim', is listed with email 'Jim.wang@akuvox.com' and created time '2021-08-03 19:10:51'. The 'Action' column for Jim contains edit and delete icons. The bottom pagination control shows '1 In All'.

6. Device Management

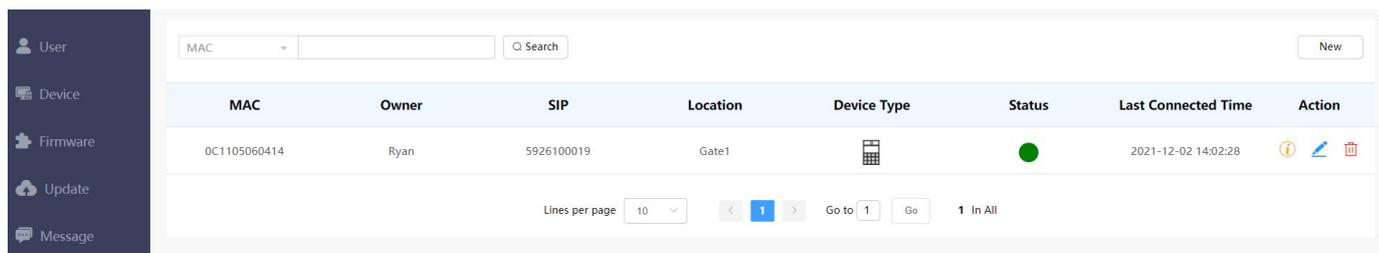
6.1. Add Device for Users

After the user account is created, you can start adding the device(s) to the specific user. However, you need to make sure that all the devices have been added to your distributor's MAC library.

1. Go to **User** Module.
2. Click on  of the specific user.



3. Click on **New**, and fill in the device information, then set up relay if the device is a door phone.



Add Device
×

Owner

* MAC

Device Type

* Location

Relay 1 Off On

* Relay Name

DTMF Code

● **Add Device Description**

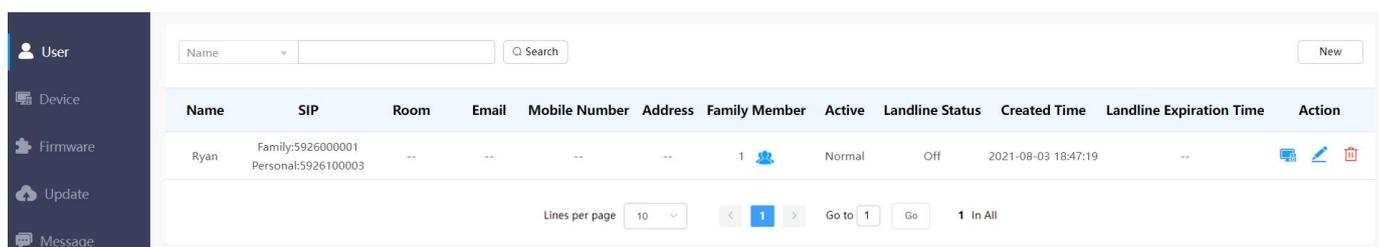
No.	Field Name	Description
1	Owner	The user identification number is automatically generated.
2	MAC	Fill in the device MAC address.
3	Device Type	Select the device type of the device to be added.
4	Location	Fill in the device location.
5	Relay	Enable or disable the relay.
6	Relay Name	Fill in the Relay Name, such as a location-based name "Front Door".
7	DTMF code	Set the DTMF code for the door unlock.

6.2. Edit/Delete Device for Users

After the device is added, you can search, edit and delete the device both in the **User** module or in **Device** module.

➤ **Edit /Delete the Device in User Module.**

1. Search and find the user by **Name, Email, Mobile Number, and SIP Number.**



2. Click on  or  if you want to edit or delete the device(s).

Edit Device
✕

Owner

* MAC

Device Type

* Location

Relay 1 Off On

* Relay Name

DTMF Code

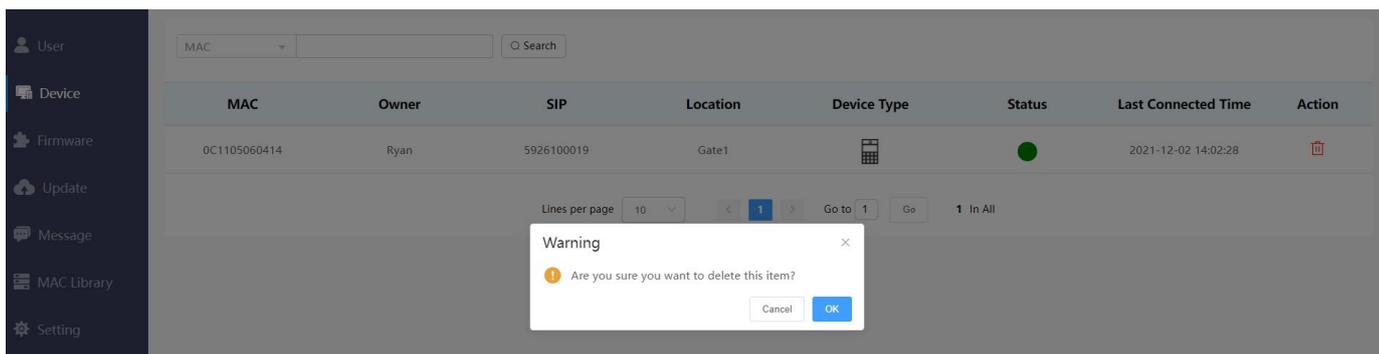


Note:

- **MAC** address can be edited.

➤ **Delete the Device in Device Module**

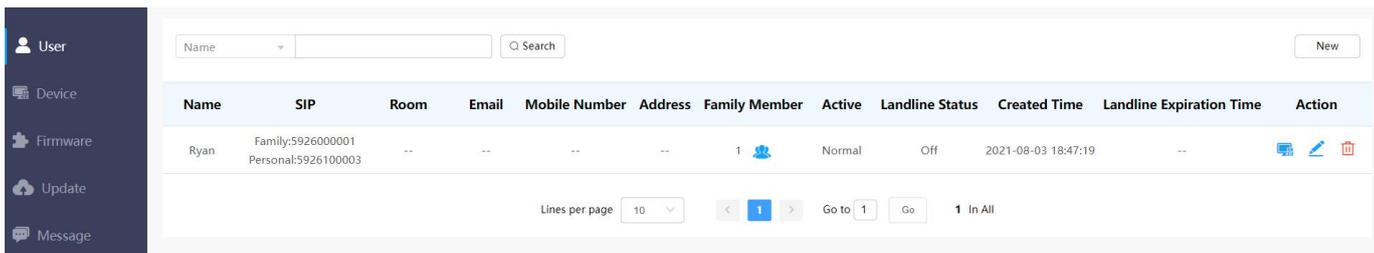
1. Go to **Device** module.
2. Search and find the device by **MAC, Location, SIP, and Owner**.
3. Delete the device if needed.
4. Delete Device MAC address if needed.



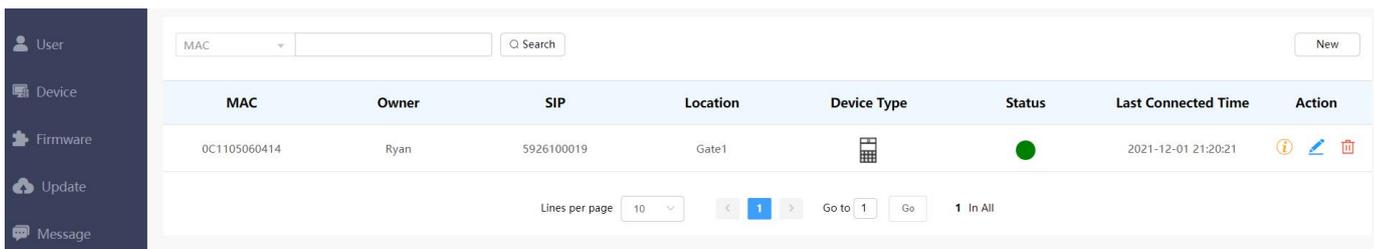
6.3. Remote Maintenance

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.

1. Click on **User** module.
2. Click on of the device selected.

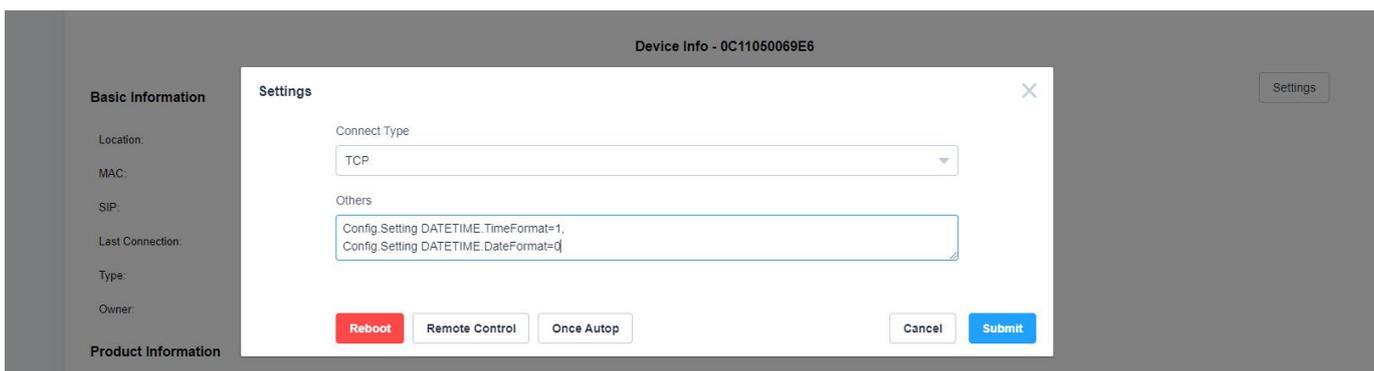


3. Click on  , then click on **Setting**

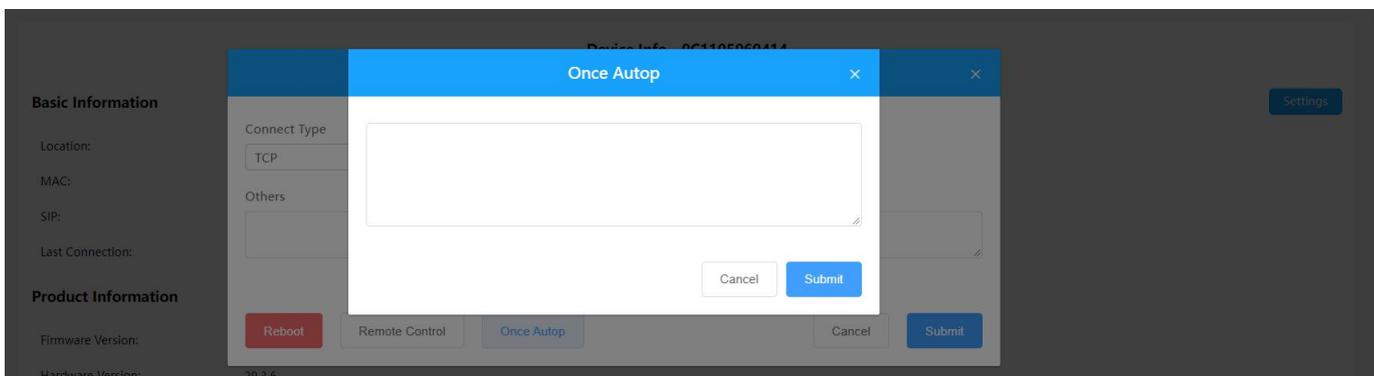


4. Reboot or log in to the device web interface remotely via remote control.

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.

6.4. Manage MAC Library

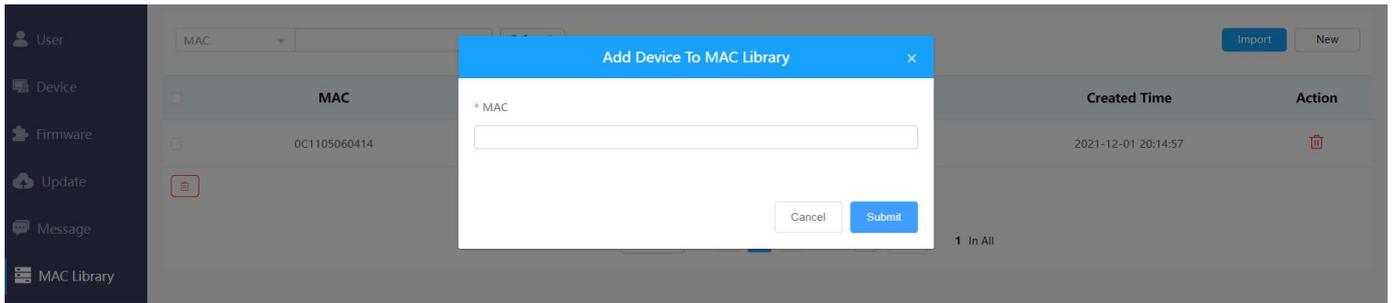
When you obtain the device MAC address, you will need to add and store them in the MAC library as a record. You can also search and check for all the MAC addresses that are bond or not bond with the users.

6.4.1. Add MAC to MAC Library

You can add the MAC to the MAC library manually or using a template.

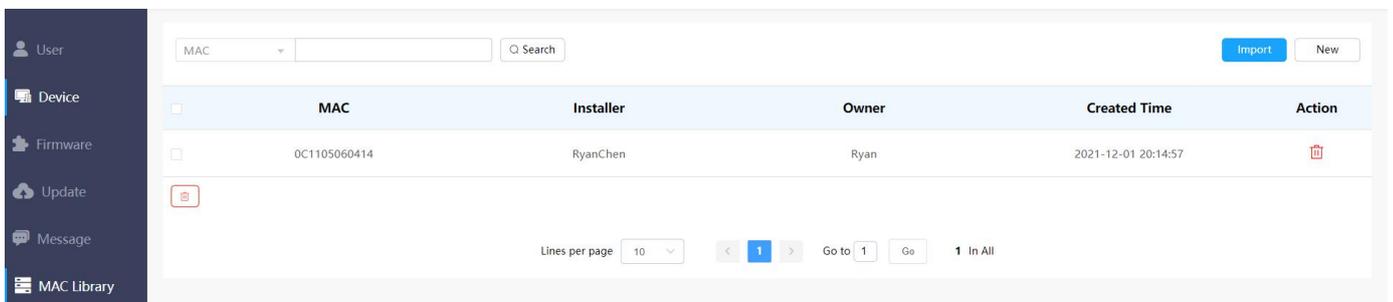
➤ Add MAC Manually

1. Go to **MAC Library** Module.
2. Click on **New** and fill in the device MAC.

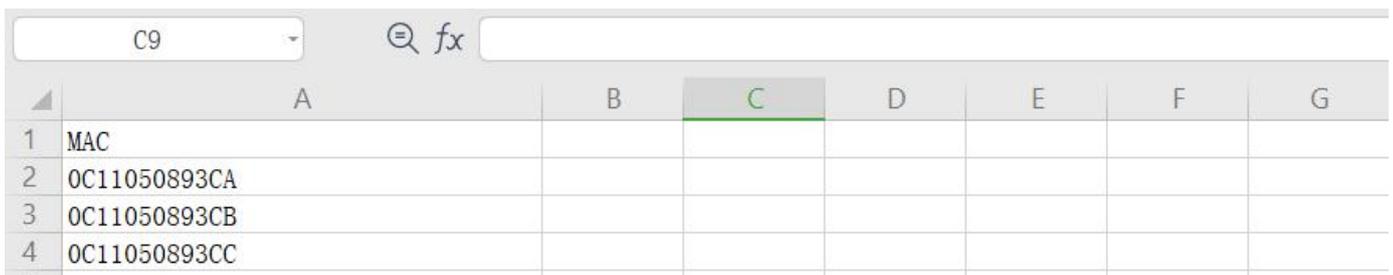


➤ **Add MAC using Template**

1. Click on **Import**.
2. Select the MAC template from your personal computer and upload it.



● **MAC Template**

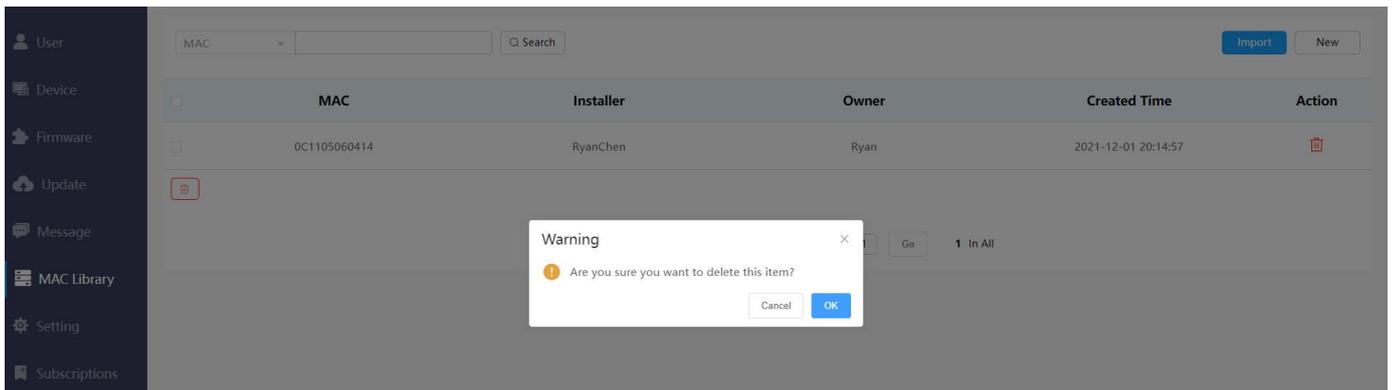


Note:

- The MAC Template can be obtained from your distributor.

6.4.2. Remove the MAC from the MAC Library

1. Search the device by MAC.
2. Remove the device from your MAC library.



Note:

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

7. Firmware Management

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

7.1. 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	
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	
111.31.1.102	E11	111.31.1.102	2020-03-27 00:55:24	

● 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.

7.2. 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 **New**.

Version	Device	Status	Upgrade Time	Created Time	Action
20.30.4.141	--	Executed	2021-09-10 09:38:07	2021-09-10 09:38:07	
20.30.4.141	--	Executed	2021-09-10 09:35:23	2021-09-10 09:35:23	
915.30.1.103	out1	Executed	2021-07-08 00:08:09	2021-07-08 00:08:09	
83.30.2.808	--	Executed	2021-06-02 16:53:39	2021-06-02 16:53:39	
220.30.2.17	--	Executed	2021-06-02 16:12:52	2021-06-02 16:12:52	
29.30.2.408	--	Executed	2021-04-27 15:09:53	2021-04-27 15:09:53	
20.31.2.171	--	Executed	2019-07-03 11:12:23	2019-07-03 11:12:23	

3. Select the device model and the firmware to be upgraded to.
4. Select the specific device(s) and update timing.

Update Strategy Creation
✕

*** Version**

Please choose a model

Please choose a version

*** Device**

*The devices in different versions of the same model, which are connected, will be shown in the list below.

MAC/Owner/Location

<input checked="" type="checkbox"/>	Location	Owner	MAC	Current Version	Status
<input checked="" type="checkbox"/>	Test		0C...	221.30.1.106	●

*** Time**

Upgrade Right Now
 Specific Time

Cancel

Submit

7.3. Check/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. Go to **Update** module.
2. Search the firmware status by **All, Pending, Processing, Executed**.
3. Edit the update setting for the devices pending the update.
4. Delete the specific update record if needed.

Version	Device	Status	Upgrade Time	Created Time	Action
20.30.4.141	--	Executed	2021-09-10 09:38:07	2021-09-10 09:38:07	
20.30.4.141	--	Executed	2021-09-10 09:35:23	2021-09-10 09:35:23	
915.30.1.103	out1	Executed	2021-07-08 00:08:09	2021-07-08 00:08:09	
83.30.2.808	--	Executed	2021-06-02 16:53:39	2021-06-02 16:53:39	
220.30.2.17	--	Executed	2021-06-02 16:12:52	2021-06-02 16:12:52	
29.30.2.408	--	Executed	2021-04-27 15:09:53	2021-04-27 15:09:53	
20.31.2.171	--	Executed	2019-07-03 11:12:23	2019-07-03 11:12:23	

● **Update List Description**

No.	Field	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:

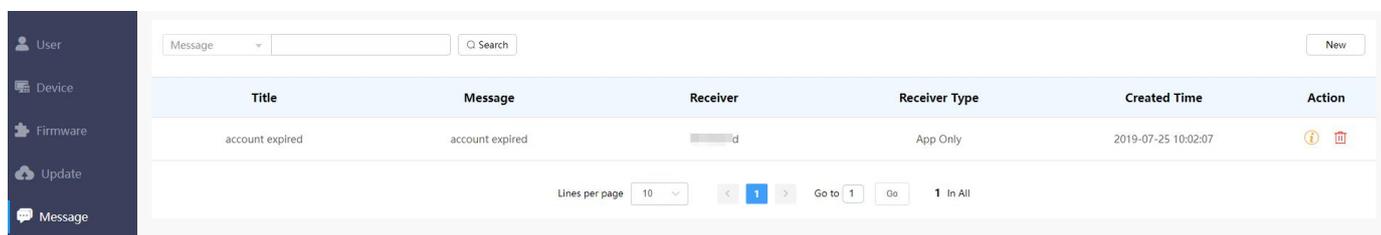
- After you initiated the specific firmware update, you need to click [Refresh](#) to update the firmware list.

8. Message

Message module allows you to send messages to the users (residents) for the notifications regarding the device and firmware management etc.

8.1. Create and Send Messages

1. Go to **Message** module.
2. Click on **New**.



3. Fill in your message information.
4. Set up your message receiver type (device or apps), and select the users to whom you want to send the message.

Add Message
×

* Message Title

* Message

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

UID/Email/Name

<input type="checkbox"/>	Account	Name	Email
<input type="checkbox"/>	[redacted]	[redacted]	[redacted].m
<input type="checkbox"/>	[redacted]8	jim	42[redacted]q.com
<input type="checkbox"/>	[redacted]	[redacted]	[redacted].om
<input type="checkbox"/>	[redacted]45	[redacted]	[redacted].n.tw
<input type="checkbox"/>	[redacted]	[redacted]	[redacted]

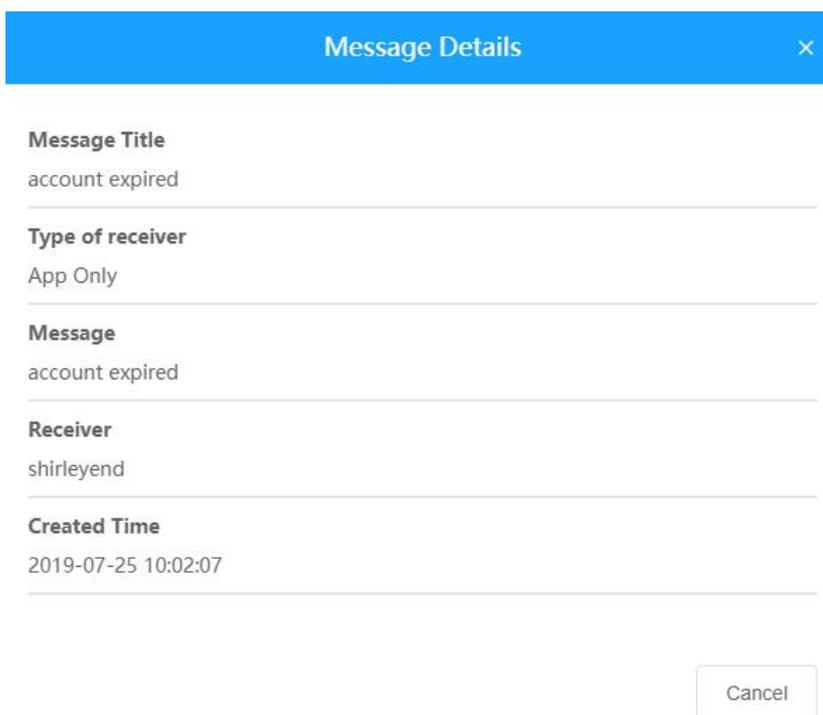
8.2. Check/Delete Messages

You can search and check messages that have been sent to the residents if needed.

1. Search the message by **Message** or **Receiver**.



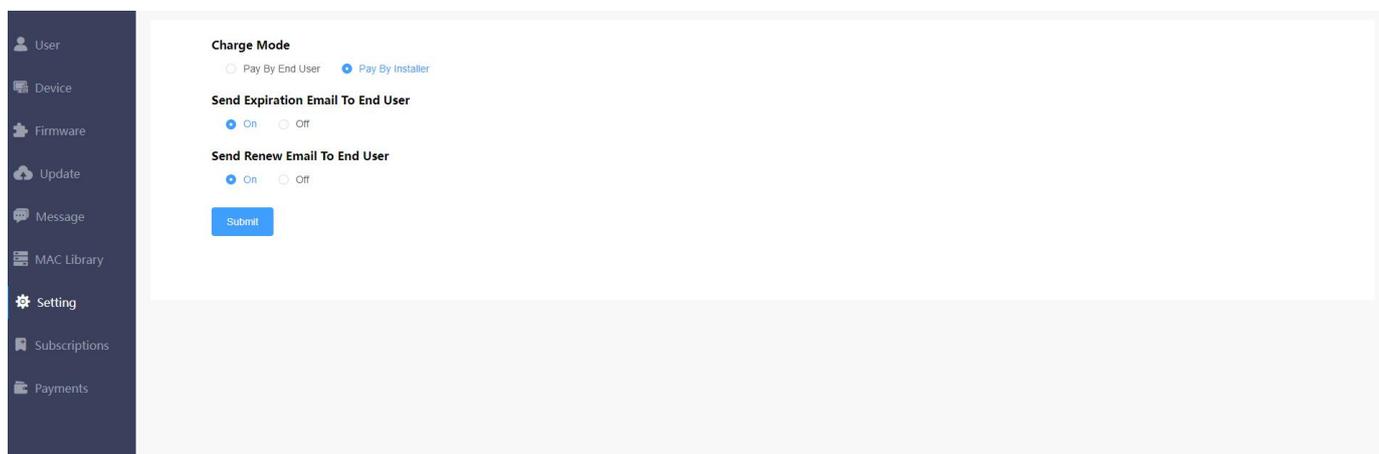
2. Click on  to see the details of the messages.
3. Delete the messages if needed.



9. Setting

Subscription fee can either be paid by the end users or the installers, if you select “Pay by end user” then the user will be allowed to pay for activation and renewal of the Akuvox SmartPlus service. Installer, however, will still be able to pay for the subscription when “**Pay by end user**” is selected.

1. Go to **Setting** module.
2. Select the payer between end user and installer.
3. Select if you want to send a notification email to the users when the service is reaching its expiration.



Note:

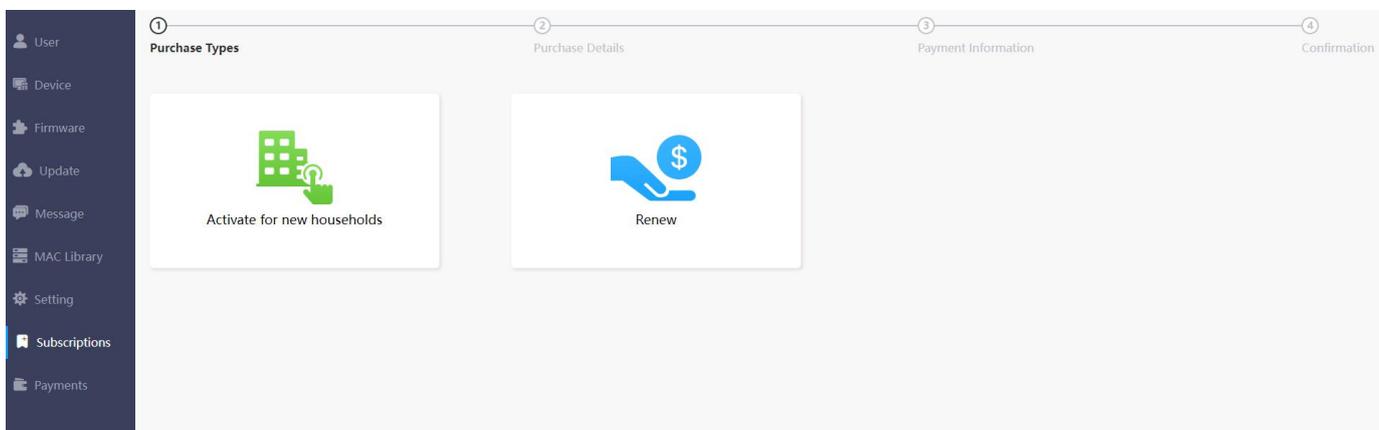
- When “**Pay by end user**” is selected, end users will be able to pay for the subscription on their SmartPlus Apps or on their SmartPlus user web interface.

10. Subscription

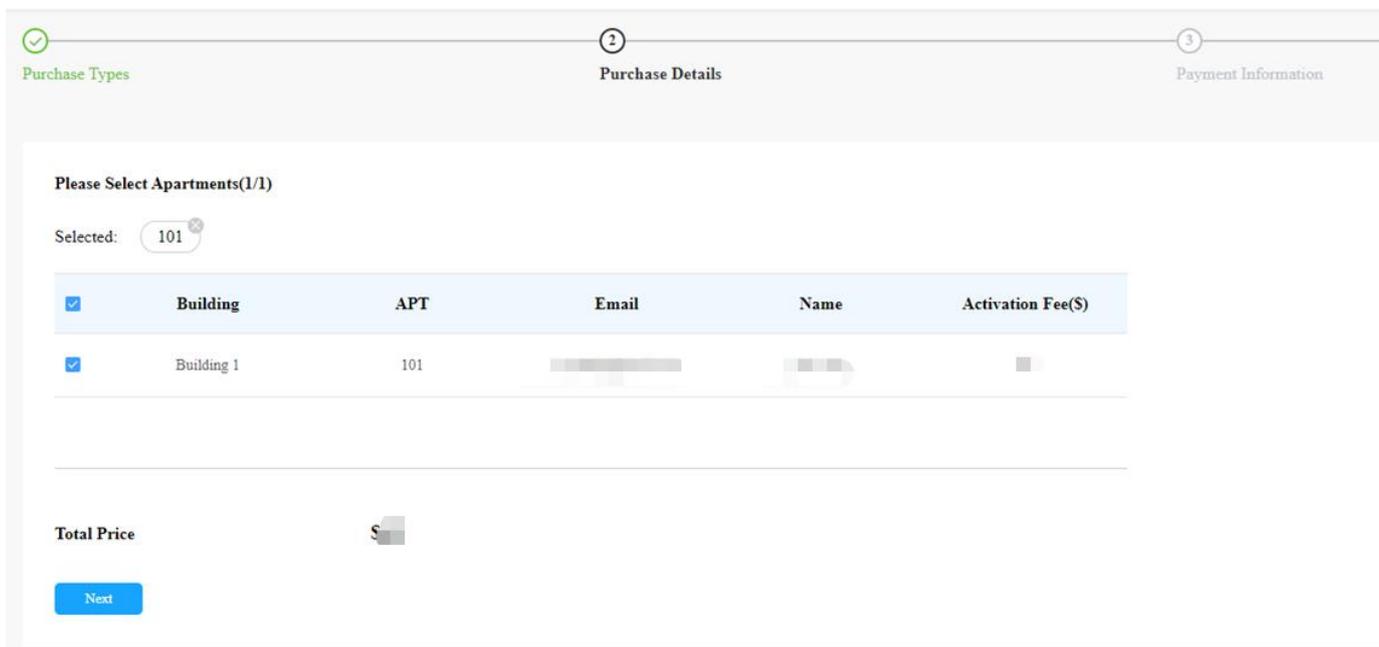
You can pay for subscription fee for both the service activation and renewal for the end users.

10.1. Activate End user Account

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



3. Select the end user account you want to activate, and click **Next**.



- Fill in the billing information and tick the checkbox to agree to the terms and conditions, then click **Pay**.

Progress indicators: Purchase Types (checked), Purchase Details (checked), Payment Information (3)

Billing Information ✎

Company/Family
ATTN
Address
United States
TEL
Fax

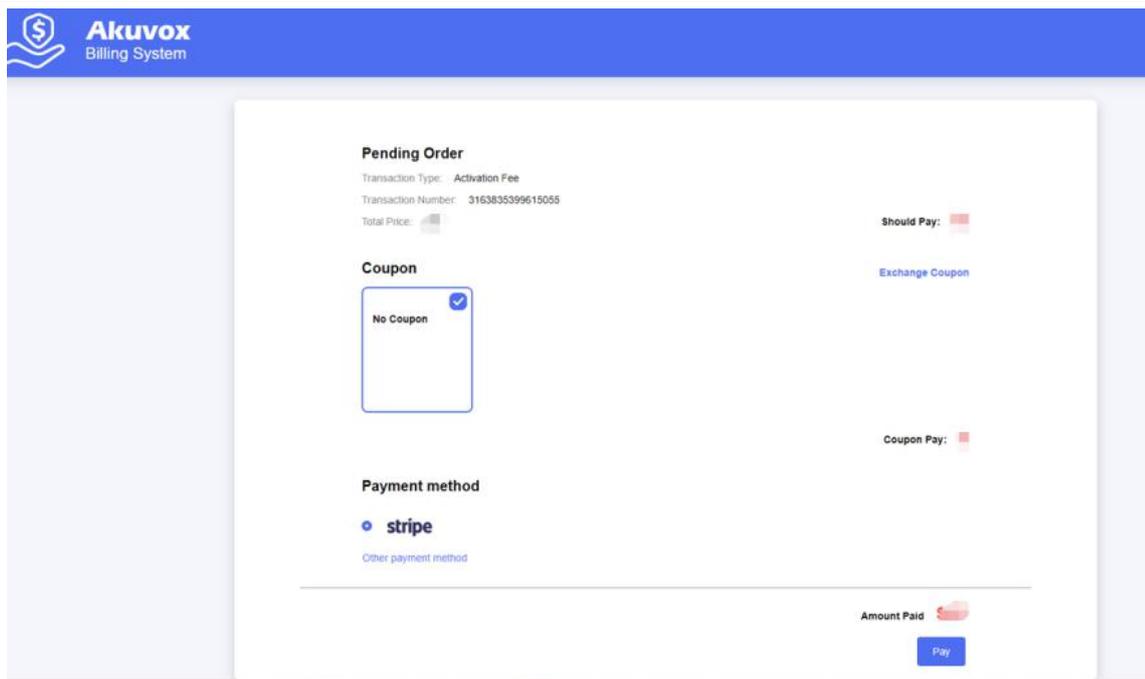
Building	APT	Email	Name	Activation Fee(\$)
Building 1	101	[Redacted]	[Redacted]	[Redacted]

Total Price [Redacted]

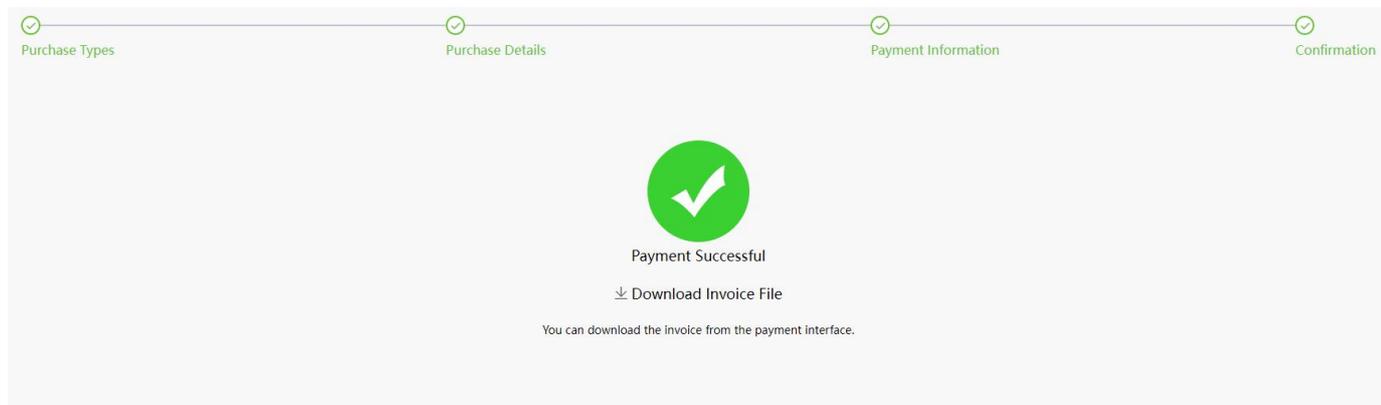
By clicking the 'Pay' button, you are agreeing to our [Terms and Conditions](#).

Pay

- Select the payment method and continue the steps until the service is paid.



6. Download the invoice if needed.

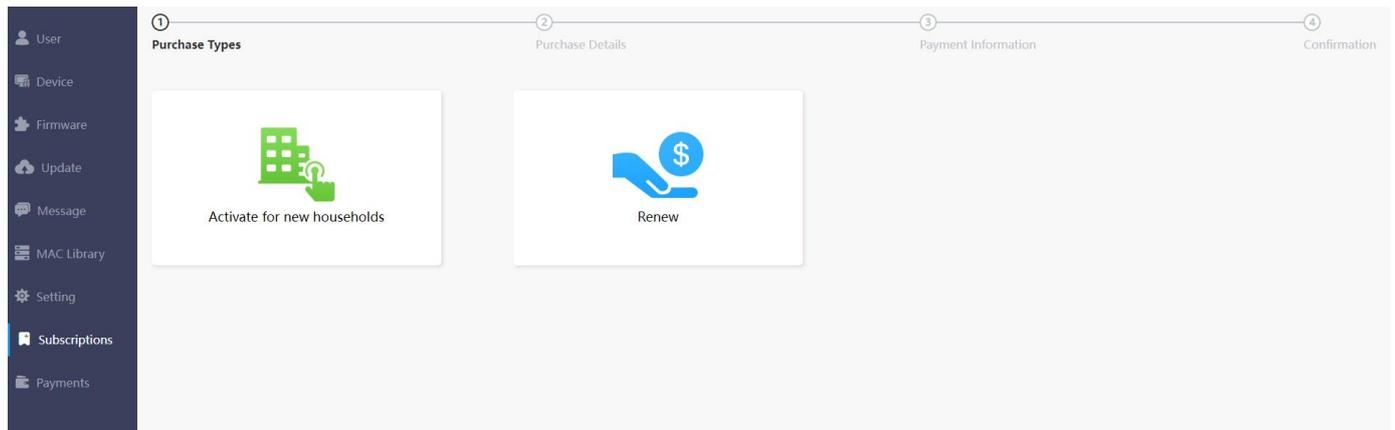


● **Billing Information Description**

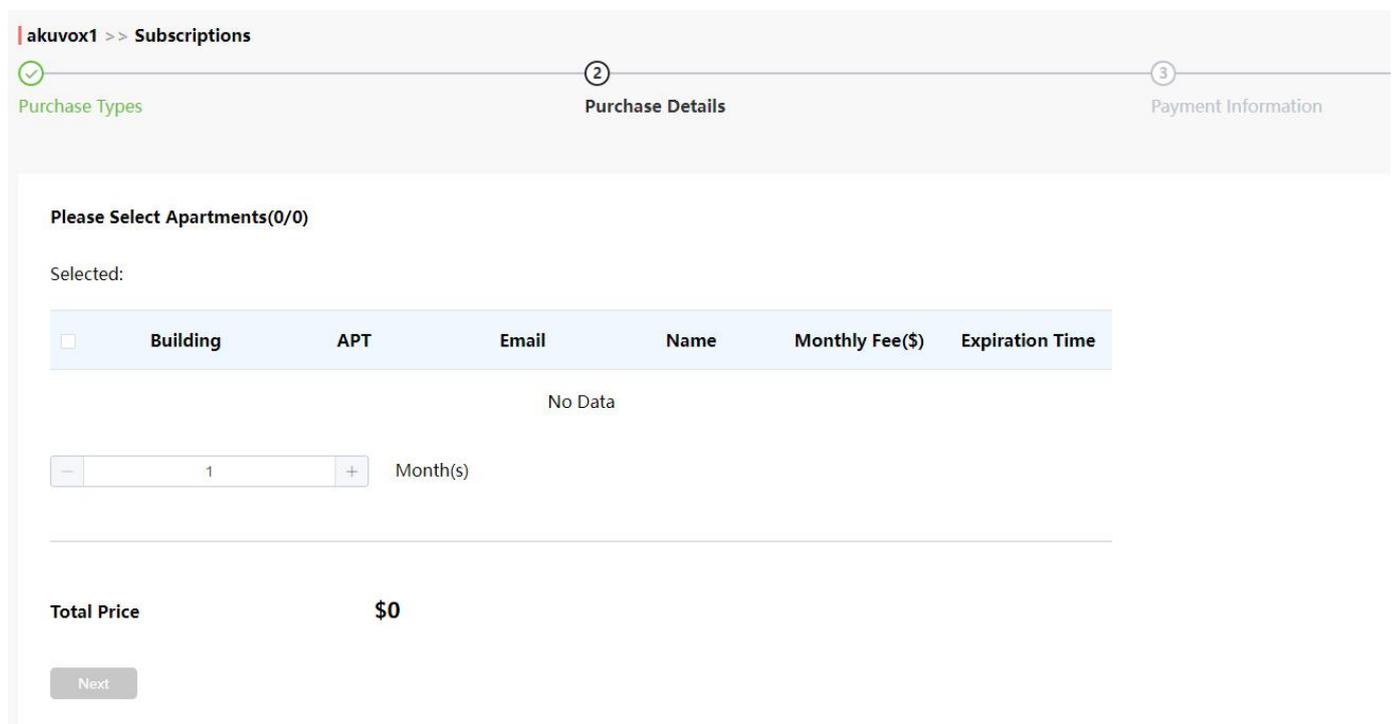
No.	Field Name	Description
1	Company/Family	Fill in the installer company.
2	ATTN	Enter the name of installer.
3	Address	Enter the address of the installer.
4	TEL	Enter the telephone number of the installer.
5	Fax	Enter the Fax number of the installer.

10.2. Renew End User Account

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



3. Select the end user you want to renew the service.



4. Fill in the billing information, tick the check box to agree on the terms and conditions.

Progress indicators: ✓ Purchase Types ✓ Purchase Details ③ Payment Information

Billing Information ✎

Company/Family
ATTN
Address
United States
TEL
Fax

Building	APT	Email	Name	Activation Fee(\$)
Building 1	101	[Redacted]	[Redacted]	[Redacted]

Total Price [Redacted]

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

Pay

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

Akuvox Billing System

Pending Order
Transaction Type: Activation Fee
Transaction Number: 3163835399615055
Total Price: [Redacted]

Coupon
 No Coupon
[Exchange Coupon](#)

Payment method
 stripe
[Other payment method](#)

Should Pay: [Redacted]
Coupon Pay: [Redacted]
Amount Paid: [Redacted]

Pay

11. 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.

11.1. Check and Transaction History

After the payment is made, you can check the details of the transaction if needed.

1. Check the transactions by the service type, status, and order number.

Order Number	Type	The number of apartments	Total Price	Status	Created Time	Action
51163841408284580	Activation	1	\$0	Succeed	2021-12-02 11:01:22 AM	
51161672438596908	Subscription	1	\$3	Time out	2021-03-26 10:06:25 AM	
51161665757096940	Activation	1	\$2	Time out	2021-03-25 03:32:50 PM	
51161606295396954	Activation	1	\$2	Time out	2021-03-18 06:22:33 PM	
51161606283859076	Activation	1	\$2	Time out	2021-03-18 06:20:38 PM	
51161606203813321	Activation	1	\$2	Time out	2021-03-18 06:07:18 PM	
51161603178245475	Subscription	1	\$3	Time out	2021-03-18 09:43:02 AM	
51160550559543691	Additional App	1	\$1	Time out	2020-11-16 01:46:35 PM	

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

Order Number: 8161640744576931 Download Invoice File

Created Time: 2021-03-22 18:04:05

Status: Succeed

Type: Subscription

Payer: fuzhou

Paypal Info

Paypal Order

Fee Details

1 household(s) Total Price: █ Discount : 100% Final Price : █

Jay Yang

\$ █

3. Delete the specific transaction order if needed.

● Search Description

No.	Field Name	Description
1	Type	<p>Four types:</p> <ol style="list-style-type: none"> 1. All: for all of the above three types. 2. Activation: transaction for the initial activation of the user account. 3. Subscription: transaction for the renewal of the cloud service. 4. Additional app: transaction for the SmartPlus app service.
2	Status	<p>Seven types of status:</p> <ol style="list-style-type: none"> 1. Processing: for the order that is ready to be paid. 2. Succeed: for the order that is paid. 3. Failed: for the orders that are failed. 4. Time out: for the order that is not paid in time before reaching the time out. 5. All: for all of the above four types. 6. Cancel: for the order that has been canceled. 7. system Processing: for the order is being processed by the system after the payment is made.
3	Order Number	Shows the transaction order number.

12. Customer Service Contact Management

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

12.1. Modify Customer Service Contact

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

1. Click on your installer account on the upper left corner of the screen.
2. On the drop-down menu, select **Customer Service**, and fill in your phone number and email.
3. Modify the information if needed.

Customer Service

* Phone
Residents can contact you through this phone number

* Email
Residents can contact you through this email address

Cancel Submit

13. 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.

