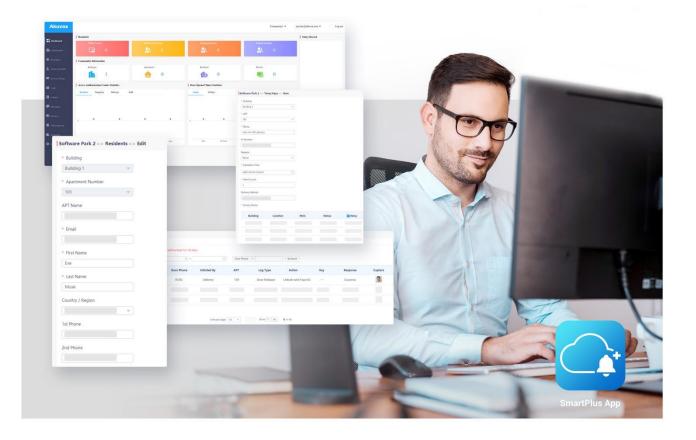


# Smart Intercom



# AKUVOX SMARTPLUS USER GUIDE

# **Property Manager**

Version: 6.3 Date: March.2022

# **About This Manual**

Thank you for reading this manual. This manual is intended for the property managers who need to properly manage the Akuvox SmartPlus platform for integrated management of the residents, Office staff, personnel, devices, access control and remote maintenance. This manual applies to SmartPlus platform version: V6.3. Please visit <u>http://www.akuvox.com/</u> or consult our technical support for any new information or the latest software version.

This manual is divided into two parts: part one for the community property management(from chapter 1 to chapter 13) and part two for the office property management (from chapter 14 to chapter 23).

# **Introduction of Icons and Symbols**

Warning:

L

• Always abide by this information in order to prevent the persons 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 property management platform is a cloud-based platform on which property managers can conduct integrated management of community residents, devices, access control and remote maintenance, etc.

- Property manager using this platform will be able to:
- Assign the residents to their corresponding building, apartments, And check device MAC, online status, and the device relation with residents
- Assign office staff and personnel to their corresponding office, department, and check device MAC, online status, and device relation with the staff and personnel.
- Modify the general device setting in terms of device location, relay setting and door unlock, etc.
- Set up multiple types of door access via PIN code and RF card for different purposes and roles and create their corresponding door access control schedule.
- Check and monitor a variety of logs and records inclusive of door logs, call logs, call history, temperature logs, captured images, motion detection images for security purpose.
- Send notifications to the residents in the community.
- Conduct remote operations such as Autop provisioning, device reboot, transmission type modification, and remote maintenance.
- Modify other setting such as modifying community address, time&date setting, motion detection delay setting, etc.
- Get a full picture of device deployment, device' status, access control& intercom call statistics.
- Subscribe and renew the Akuvox SmartPlus.



# 2. Login into SmartPlus

# 2.1. Account Application

You can apply for your property manager account from your installer who would help set up your account. After that, Akuvox SmartPlus will email you the account information (username and password) for you to log in t0 the SmartPlus.

#### User Account Information

Welcome to Ak	uvox smart intercom world
Dear Ryan Chen,	
Your Akuvox cloud property ma Please check your account info User Name:ryan.chen@akuv Password	
Please visit the Akuvox Cloud t	o enjoy the cloud service.
Best regards,	
The Akuvox Team	
Akuvox Open A Smart World	
(This is an automatically genera	ated email. Please do not reply to it.)
	Balandaka gungpang gununa da kamatan kumu 🥵 da kabuta

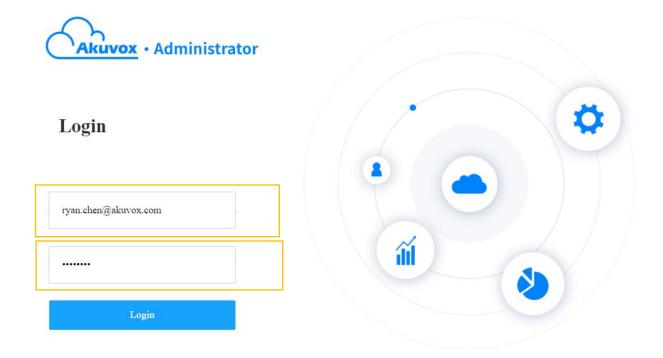
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# 2.2. Log in SmartPlus Platform

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You can log in SmartPlus platform using the property manager account information you received from the E-mail sent to you automatically by Akuvox SmartPlus.

- 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.



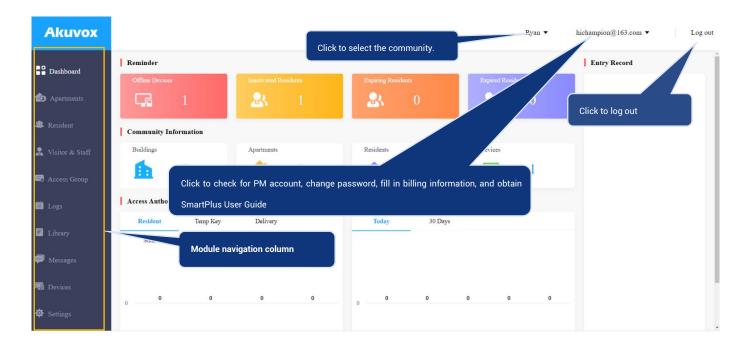
> You can click on **Log out** if you want to log out of the SmartPlus platform.

Akuvox				Akuvox- •	hichampion@163.com 👻 Log out
Dashboard	Reminder				Entry Record
Dasaboard	Offline Devices	Inactivated Residents	Expiring Residents	Expired Residents	
🏠 Apartments	<b>1</b>	<u>8</u> , 0	<u>8</u> 0	<u>_</u> 0	Jim Wang Gate1 2021-08-06 10:30.06
🌲 Residents	Community Information				10.30.06



# 2.3. Akuvox SmartPlus Property Management Interface

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



#### Module Description

No.	Column Name	Description
1	Dashboard	Displays information on community, devices, residents, door access and general statistics, etc. And the Number of apartments, and residents, devices.
2	Apartment	Allows you to search apartment information indicating which building the apartment belongs to and the number of residents and devices in the department.
3	Residents	Allows you to create resident account and check resident account and access control information and import residents' face data and RF card via template, and edit access type and access group.
4	Visitor & Stuff	Allows you to set up temporary PIN codes for visitors, Delivery PIN codes for delivery staff, and RF cards for the property management staff.
5	Access Group	Allows you to create an inventory of access control schedule templates that can be readily applied to specific resident(s),

Ak	Sma Inter	Akuvox SmartPlus User Guide for Property Manager
		building(s), and device(s).
6	Logs	Allows you to check and search door logs, temperature logs, call histories, captured images. It also allows you to check and delete motion Alerts, and to check on the changes made on the apartment and end users and on the RF card, PIN code, face, temporary PIN code
7	Library	Displays all the PIN Codes and RF cards created by a property manager.
8	Messages	Allows you to create and send messages to the users' indoor monitors and SmartPlus apps etc.
9	Devices	Allows you to check device info related to the building, apartment, status, device type, and to check and edit settings related to relays, call, unlock type, and device location, etc.
10	Setting	Displays property manager info, PIN code access type, email notification, time setting, motion setting, and visitor setting, etc.



# 2.4. Dashboard Overview

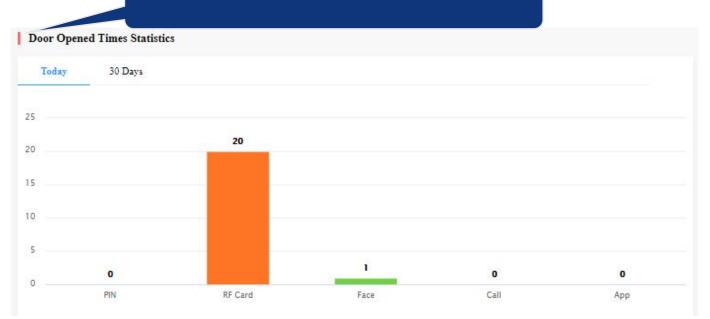
Dashboard Displays information on the community, residents, devices, and door access records and statistics, etc.



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#### Display the door access statistics of various types of access.



#### Displays entry records with captured images. You can click the image to enlarge the pictures.

Reminder				Entry Record
Ottlaa Derices	kastivatel Eastern	Expring Existents	Expired Envidents	Jim Wang Gate1 2021/08-06
Community Information				2021-08-06 10:56:31

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# 3. Resident Management

## **3.1. Residents Module Overview**

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

## 3.2. Add Residents

Adding residents deals with creating residents' accounts (master/family member account) and setting up the door access types and access control schedules.

#### 3.2.1.Create Resident's Account

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

- 1. Click on **Residents** module Residents in the left navigation column.
- 2. Click on New.

Dashboard	Akuvox- >>	Residents					
Apartments	Building		Account Type     All	Active All	v	Import Fa	
Residents	App Status	All v Name	×	Q Search		Download RF Card Template	Import RF Card
	<u>, </u>	Name ⑦	Contact Details	Building	АРТ	App Status	Action
Access Group		Jim Wang Member 🥥	S	Building 1	403	Unregistered	o İ
		Ryan Chen Master 🤣	& ⊠	Building 1	403	Unregistered	۵ 🛍
Messages			Lines per page 10	<	So to 1 Go 2 In All		

3. Set up resident information.

#### **AKUVOX SMART INTERCOM**



Dashboard	Akuvor->> Residents >> New	
🙆 Apartments		) ccess Authorization
🚨 Residents	* Building	
🤱 Visitor & Staff	* APT	
🛱 Access Group	· · · · · · · · · · · · · · · · · · ·	
📋 Logs	Account Type	
Library	* First Name	
🗭 Messages	* Last Name	
🖬 Devices		
Subscriptions	Email	
Payments	Country / Region	
🏟 Settings	· · · · · · · · · · · · · · · · · · ·	
	Mobile Number	
	Landline	
	Next Save Information Only	
4. Click	k on Save Information Only to complete creat	ting an account.

# Note:

• A resident's master account should be created first before the family member account can be created. And the way to create the master account and family member account are identical.

#### Note:

• Click on **Next** when you want to set up access method along with the access group, or click on <u>Save Information Only</u> when you only want to set up and save resident's basic information.



### **3.2.2.Set up Access Control for Resident(s)**

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

1. Click on **Resident** module and click on New

Dashboard	Akuvox->	> Residents										
Apartments	Building	All	• APT	All	Account Type	All	<ul> <li>Active</li> </ul>	All	•		Import Face	New
Residents	App Statu	s All	• Na	ame 💌			Q Search			Download RF Card T	emplate	Import RF Card
Visitor & Staff		Name ⑦		Contact Deta	ils	Building		APT		App Status		Action

2. Fill in the account information and click on **Next** to proceed to the next page where you can set up access types and schedules.

Dashboard	Chen
Dastiouard	Email
Apartments	
🐣 Residents	Country / Region
Visitor & Staff	Mobile Number
E Access Group	
🛱 Logs	1st Landline
Library	2nd Landline
P Messages	
Devices	3rd Landline
Subscriptions	Next Save Information Only
Payments	

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3. Fill in the PIN code, RF cards, and select face picture to set up the access types.

mation	8				2 Access Authorizatio
Resid	ent				
Name	: Ry	an Chen Master	1		
Buildi		ilding 1			
APT:		3 Akuvox			
Acces	s Type				
PIN					
RF Ca	rd				
Face I	D 💿				
	+				
		Building 1			
cess (	Group	Building 1	Device	Repeats	Time
cess (	Group ⑦ Resident-Building		Device Gate1	<b>Repeats</b> Daily	
cess (	Group ⑦ Resident-Building Name				Time

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5. Set up the access control schedule and devices to which you want to apply the access schedule and click on Submit

		New Acc	ess Group		
Access Group Na	me				
ccess Group Name is epeats	required				
Weekly	-				
ay					
Sunday	Monday				
Tuesday	Wednesday				
Thursday	Friday				
Saturday					
Start Time					
O:00:00					
End Time					
© 23:59:59					
Building	Location	MAC	Status	Device Type	Relay
Building 1	Gate1	0C11050069E6			Relay1 Relay.

6. Tick the specific access control schedule(s) you want to apply for the resident, and click on **Submit**.

Submit

Cancel

Access (	Group 💿			Ne
elected:	Akuvox Access schedule	Resident-Building Building	19	
	Name	Device	Repeats	Time
2	Alouvox Access schedule	Gatel	Daily	00:00:00 - 23:59:59
	Test	Gatel	Daily	00:00:00 - 23:59:59
~	Resident-Building Building 1	Gatel	Daily	00:00:00 - 23:59:59

### 3.2.3.Search/Delete/Edit User Accounts

After the user account is created, you can search, edit, and delete the user account. You can also reset the user account password if needed.

#### 3.2.3.1. Search/Delete User Accounts

- 1. Search the specific User account by building, apartment, account type, account status, app status, and user account name.
- 2. Tick the checkbox of the specific account(s)you want to delete or tick the checkbox by the **Name** field and click on iii delete all the accounts.

Dashboard	Akuvox->> Residents					
😰 Apartments	Building All - Al	PT All Account Typ	e All 🔻 Ac	All 💌	Import Fac	e New
😕 Residents	App Status All 🔻	Name	Q Sear	rch	Download RF Card Template	Import RF Card
🖁 Visitor & Staff	Name 🕐	Contact Details	Building	АРТ	App Status	Action
Access Group	Ryan Chen Master	© ⊠	Building 1	403	Unregistered	<u>الًا</u>
Logs	Ĩ					
Library		Lines per page 10	$\vee$ (1)	Go to 1 Go 1 In All		

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#### 3.2.3.2. Edit User Account

You can reset the users' SmartPlus app account password, and edit users' account information and their access control setting by replacing the current access type.

1. Click on 💿 of the specific user account you want to edit.

Dashboard	Akuvox->> Residents					
Apartments	Building All - AF	PT All  Account Type	All • Ac	All 💌	Import	Face New
🛎 Residents	App Status All 👻	Name 🔻	Q Sear	rch	Download RF Card Template	Import RF Card
💂 Visitor & Staff	Name 🕐	Contact Details	Building	APT	App Status	Action
🗟 Access Group	Ryan Chen Master	<ul><li><i>←</i></li></ul>	Building 1	403	Unregistered	1
Ё Logs						
Library		Lines per page 10	< 1 >	Go to 1 Go 1 In All		

- 2. Click on Reset Password if you want to reset the password (SmartPlus).
- 3. Click on Edit to change the account information.
- Scroll down the page to edit the access type by deleting the current access types or creating new access types by clicking New.

ess Type					New
PIN	RF Card	Face ID			
	PIN		Created By	Created Time	Action
	1234567		Property Manager	2021-08-06 17:02:51	/ 🗇

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

Access Group 💿			Edit
Name	Device	Repeats	Time
Resident-Building Building 1	Gate1	Daily	00:00:00 ~ 23:59:59



Akuvox->>> Residents >>> Edit Access Group	
--	--

electe	d: Resident-Building Building 1	Akuvox Access sche	dule	
	Name	Device	Repeats	Time
~	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59
	Akuvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
	Test	Gate1	Daily	00:00:00 - 23:59:59
	Test1	Gate1	Daily	00:00:00 - 23:59:59

# 3.3. Import Face/RF Cards(s)

You can import the face data and RF cards in batch using the template for the users.

#### 3.3.1. Import Face Data

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

Dashboard	- Akuvox- >> Residents	Import Face Data ×	
Apartments	Building All · API App Status All ·	File must be compressed(zip) and the maximum size cannot be more than 100M. The photo must be name with "building name+APT Number+resident's name", eg "Post Building +1001+Paul Edward.jpg".	
🔏 Visitor & Staff	Name 🕲	Please make sure that every picture uploaded should be the front view of the person's head, showi ng full face with no backlight and reflection, wearing no hat and mask.	App Status Action
S Access Group	Ryan Chen Master	Choose a file import	Unregistered 💿 🔟
📋 Logs 🖬 Library		Lines per page 10 V C 1 > Go to 1 Go	1 InAll

Note:

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

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### 3.3.2.Import RF Card(s)

- 1. Click on Download RF Card Template to download the RF card template.
- 2. Fill the RF card information on the template and import the template.

ıboard	Akuvox->>	Residents								
artments	Building	All	APT	All	Account Type	All	<ul> <li>Active</li> </ul>	All	Import Fa	ice New
idents	App Status	All	Nan	ne 🔻			Q Search		Download RF Card Template	Import RF Care
or & Staff		Name		Contact Deta	ls	Building		APT	App Status	Action
ess Group	R	yan Chen Master (	9	& ⊠		Building 1		403	Unregistered	<u>الًا</u>

#### RF card template:

	A7 - 🔍 j	fx [				
	A	В	C	D	E	F
1	User	RF Card				
2	ryan. chen@akuvox. com	123456789				
3						
4						
5						

### Note:

• Building and apartment information are not editable.

# 4. Visitor/Staff Management

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

# 4.1. Manage Access Credentials for Visitors

You can manage access credentials for the visitors in terms of creating and deleting temporary PIN code, QR code, and setting up the access control schedules for the validity of the credentials, while defining which building and relays the credential is applied to.

### 4.1.1.Create Temporary PIN Code

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

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

Dashboard	Akuv	ox- >> Visitor & S	itaff						
Apartments	Ter	mp Keys D	elivery Auth	Staff Auth					
Ro Apartments	Na	ime	Q Sea	arch					New
🛎 Residents									
💂 Visitor & Staff		Name	Key	QR Code	Counts	Repeats	Created By	Expiration Time	Action
🗟 Access Group		Ryan Chen	96012934		3	Never	hichampion@163.com	2021-08-25 00:00:00	(i) 🔟
🛱 Logs									
Library			Line	s per page 10	< 1	> Go to	1 Go 1 In	All	

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



uvox- >> Temp Keys >> N	New			Weekly
uilding				
Building 1 v		_		
PT		, r	Daily	
403 Akuvox 👻	Never			Repeats
Name				Weekly
Ryan				* Day
) Number				Sunday 😡 Monday
12345		Repeats		🗌 Tuesday 🔽 Wednesday
		Daily	Ψ.	🗌 Thursday 🛛 🛃 Friday
epeats		* Start Time		Saturday
Never 👻		© 13:37:16		
Expiration Time				* Start Time
③ 2021-08-19 16:23:29		* End Time		© 08:00:00
Allow Count		· 13:41:57		* End Time
2				© 23:00:00
elivery Method				
Ryan.chen@akuvox.com				
Building	Location	MAC	Status	🜌 Relay
	Gate1	0C11050069E6		🗸 Relay1 🔽 Relay2

#### • Parameter Set-up:

No.	Column Name	Description
1	Building	Select the building in which the resident to be visited lives.
2	APT	Select the resident's apartment.
3	Name	Enter the visitor's name.
4	ID Number Enter the visitor ID number.	
5	Repeats	<ul> <li>Select "Never" "Daily", "Weekly" for the temporary key access schedule.</li> <li>1. "Never" means non-repetitive and one-time access schedule with a specific PIN code validity expiration time;</li> <li>2. "Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis(eg. 08:00-20:00 every day).</li> <li>3. "Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).</li> </ul>



		Set the expiration time for the one-time "Never" schedule only.
6	Expiration Time	The PIN code validity will expire on the expiration time.
7	Allow Count	Set the number of PIN code validity count for one-time "Never"
(		schedule. Eg. "20" times
8	Start Time	Set the Start Time and End Time for the PIN code validity time
0	End Time	span during a day on a daily or on weekly basis.
9	Delivery Method	PIN code will be sent to the visitor's email address you entered.

### 4.1.2. Search/ Delete Temporary PIN Code

- 1. Enter the visitor name to search and find the specific temporary PIN code if needed.
- 2. Click on (1) to see the details of the temporary PIN code if needed.
- 3. Click 🔟 to delete the specific temporary PIN code or you can tick the checkbox of the temporary PIN code you want to delete, and you can delete all the temporary PIN by ticking the checkbox of **Name**.

Dashboard	Akuvox-	>> Visitor & Staff							
Apartments	Temp		Auth Staff Auth						New
& Residents	Name		U Search						
🤱 Visitor & Staff		Name	Key	QR Code	Counts	Repeats	Created By	Expiration Time	Action
🗟 Access Group		Ryan Chen	96012934		3	Never	hichampion@163.com	2021-08-25 00:00:00	(i) 🗓
📋 Logs	<b></b>								
🖥 Library				Lines per page 10 $\vee$		Go to 1 Go	1 In All		
	0.								
Not	e:								

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



uilding	22.00		
.PT			
Jame	Ryan Chen		
D Number	12345		
Created By	hichampion@163.com		
ζey	96012934 View Door Logs		
Repeats	Never		
Counts	3		
Expiration Time	2021-08-25 00:00:00		
QR Code			
Location	Building	MAC	Relay

## 4.2. Manage Access Credentials for Delivery Personnel

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

#### 4.2.1. Create Delivery PIN Codes/RF Cards

You can create Delivery PIN code and RF card along with access control schedule (Access group).

1. Click on **Delivery Auth**, then click on New.

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Dashboard	Akuvox- >> Visit	tor & Staff				
Apartments	Temp Keys	Delivery Auth	Staff Auth			
are sidents	Name	Y	Q Search			New
💂 Visitor & Staff		Name	Access Control	Access Group	Created Time	Action
		Jim	PIN:12345 RF Card:12345	Akuvox Access schedule	2021-08-04 17:52:25	<u>/</u> 🗇
Access Group						
🖆 Logs			Lines per page 10 V	< 1 > Go to 1 Go 1 In	All	
Library						
P Messages						
🖷 Devices						
Subscriptions						

- 2. Set up Delivery PIN code or RF card.
- 3. Select the access group to be applied.

Akuvox- >> Delivery Auth >> New			
* Name			
PIN			
RF Card			

4. Assign the Access group to the courier.

electe	d:			
	Name	Device	Repeats	Time
	Akuvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59
	Test	Gate1	Daily	00:00:00 - 23:59:59
	Test1	Gate1	Daily	00:00:00 - 23:59:59

5. Click on **New** to create a new access group.

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		New Acco	ess Group		
Access Group Name		T			
Cepeats					
Daily •					
O0:00:00					
End Time					
Building	Location	MAC	Status	Device Type	Relay
Building 1	Gate1	0C11050069E6	•	Ē	Relay1 Relay2
					Cancel Submit

#### Parameter Set-up: •

No.	Field Name	Description
1	Access Group Name	Fill in the access group name.
2	Repeats	<ul> <li>Select "Never" "Daily", "Weekly" for the delivery PIN code access schedule.</li> <li>1. "Never" means non-repetitive and one-time access schedule.</li> <li>2. "Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis (eg. 08:00-20:00 every day).</li> <li>3. "Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).</li> </ul>

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2	Begin Time/	Set the start time and end time for the PIN code validity time
3	End Time	span during a day on a daily or on weekly basis.

#### Note:

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• 8-digit PIN code starting with "9" is invalid in the **PIN** field.

### 4.2.2. Modify Delivery PIN Codes

- 1. Click on **PIN**.
- 2. Search the PIN code by name or PIN code in the fuzzy search field and click **Search** if needed.
- 3. Click on 🗾 .
- 4. Modify the delivery PIN code according to your need.

& Residents	Akuvox- >> Visi	tor & Staff				
🤱 Visitor & Staff	Temp Keys	Delivery Auth	Staff Auth			
Access Group	Name	×.	Q Search			New
🗄 Logs		Name	Access Control	Access Group	Created Time	Action
Library		Jim	PIN:12345 RF Card:12345	Akuvox Access schedule	2021-08-04 17:52:25	🧷 🗇
Messages	Ĩ					
B Devices			Lines per page 10 $\checkmark$	1 > Go to 1 Go 1 In	All	

### 4.2.3. Delete Delivery PIN Codes

- 1. Click on Delivery Auth.
- 2. Search the Delivery PIN code by name or PIN code in the fuzzy search field and click **Search** if needed.

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3. Click on in to delete the PIN code one by one, or you can tick the checkbox of the PIN code you want to delete and click on the checkbox 🗹 Name .

Dashboard	Akuvox- >> Visi	itor & Staff				
Apartments	Temp Keys	Delivery Au	th Staff Auth			New
are sidents	Name		Warning	×		
💂 Visitor & Staff		Name	Are you sure you want to delete this iter	n?	Created Time	Action
🗟 Access Group		Jim		Cancel OK ule	2021-08-04 17:52:25	2 🗓
🗎 Logs						
Library			Lines per page 10 V	1 > Go to 1 Go	1 In All	

# 4.3. Manage Access Credentials for Property Management Staff

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

### **4.3.1.Add RF Cards Separately for Property Manager**

1. Click on Staff Auth, and click on New.

	Temp Keys	Delivery Auth	Staff Auth			
Visitor & Staff	Name	v	Q Search		Download Import RF C	RF Card Template
		Name	RF Card	Access Group	Created Time	Action
		Jim	123456	Akuvox Access schedule	2021-08-04 17:52:53	<b>Z</b> 🗇

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2. Set up RF card along with its access schedule (Access group).

Name				New Acce	ess Group		
Jim							
RF Card		* Access Group Name					
123456							
		Repeats					
	-	Daily 💌					
ccess Group 💿		* Start Time					
lected:		© 00:00:00					
Name	Dev	* End Time					
		④ 23:59:59					
Akuvox Access schedule	Gat						
Resident-Building Building 1	Gat	Building	Location	MAC	Status	Device Type	🔽 Relay
] Test	Gat	Building 1	Gate1	0C11050069E6	٠		🔽 Relay1 🔽 Relay
	Gat						Cancel Subm

#### Parameter Description:

No.	Column Name	Description
1	Access Group Name	Fill in the access group name.
2	Repeats	<ul> <li>Select "Never" "Daily", "Weekly" for the delivery PIN code access schedule.</li> <li>1. "Never" means non-repetitive and one-time access schedule.</li> <li>2. "Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis(eg. 08:00-20:00 every day).</li> <li>3. "Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).</li> </ul>
3	Begin Time/ End Time	Set the start time and end time for the PIN code validity time span during a day on a daily or on weekly basis.



### 4.3.2.Add RF Cards Using Template for Property Manager

#### 1. Select Staff Auth.

- 2. Click on Download RF Card Template
- 3. Populate the RF card template according to your need.
- 4. Click on Import RF Card to upload the template file.

Dashboard	Akuvox- >> Visi	tor & Staff				
fe Apartments	Temp Keys	Delivery Auth	Staff Auth			
	Name	v	Q Search		Download RI	7 Card Template
& Residents					Import RF Card	New
💂 Visitor & Staff		Name	RF Card	Access Group	Created Time	Action
🗟 Access Group		*	100.157			2 🗓
مثمثم		Jim	123456	Akuvox Access schedule	2021-08-04 17:52:53	<u>×</u> Ш
🛱 Logs						
Library			Lines per page 10 V	< 1 > Go to 1 Go	1 In All	
🗭 Messages						

#### • Template Sample

	F31 -	€ fx		
2	A	В	С	D
1	Staff Name	RF Card	Access Group ID	
2	Cathy	13579	4371;4370	
	Shirley	24589	4371;4370	
4				

#### • Template Description:

No.	Field Name	Description
1	Staff Name	Enter the staff name.
2	RF Card	Enter the RF card.

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3	Access Group ID	Enter the Access Group ID(s) you have already created in the SmartPlus. Multiple Access Group IDs should be separated by ";"

### 4.3.3. Modify Property Manager RF Cards

- 1. Search the staff RF card info by name or RF card number code in the fuzzy search field and click **Search** if needed.
- 2. Click on 🚄 on the specific RF card you want to modify.
- 3. Modify the RF card setting.

Residents	Akuvox->> Visit	or & Staff				
Visitor & Staff	Temp Keys	Delivery Auth	Staff Auth			
Access Group	Name	Ψ.	Q Search		Downloa Import RF	d RF Card Template Card New
ogs		Name	RF Card	Access Group	Created Time	Action
Library		Shirley	24589	Test1;Test	2021-08-12 14:34:00	2 🖻
Messages		Cathy	13579	Test1;Test	2021-08-12 14:34:00	<b>2</b> 🗓
Devices		Jim	123456	Akuvox Access schedule	2021-08-04 17:52:53	2 🗓
ubscriptions						
Payments			Lines per page 10 V	< 1 > Go to 1 Go 3 In All		
Settings						

### 4.3.4. Delete Property Manager RF Cards

- 1. Search the staff RF card info by name or RF card number code in the fuzzy search field and click **Search** if needed.
- 2. Click on in to delete the RF one by one, or you can tick the check boxes of the RF card you want to delete and click .
- 3. Click **OK** for the confirmation.



Name	· •	Q Search		Downlo	ad RF Card Template
				Import RF	Card New
	Name	Warning <ol> <li>Are you sure you want to delete the</li> </ol>	viis item?	Created Time	Action
	Shirley		Cancel OK st	2021-08-12 14:34:00	2 🗈
	Cathy	13579	Test1:Test	2021-08-12 14:34:00	1
	Jim	123456	Akuvox Access schedule	2021-08-04 17:52:53	2 🛍



# **5. Access Group**

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

# 5.1. Create Access Group

#### 1. Click on New.

Dashboard	Akuvox- >> Access Grou	p					
Apartments	Type All	Customized Access Group	rch				New
Residents	Access Group ID	Access Group	People	Device	Repeats	Time	Action
∕isitor & Staff	4371	Test1 Customize	3	Gate1	Daily	00:00:00 ~ 23:59:59	<ul> <li>●</li> <li>Ш</li> </ul>
Access Group	4370	Test Customize	2	Gate1	Daily	00:00:00 ~ 23:59:59	<ul> <li>● <sup>1</sup></li> </ul>
ogs	4349	Akuvox Access schedule Customize	2	Gate1	Daily	00:00:00 ~ 23:59:59	<u>ا ا</u>
ibrary	4319	Resident-Building Building 1 System	1	Gatel	Daily	00:00:00 ~ 23:59:59	0
lessages		Lines per page	10 ~	< 1 > Go to 1 Go	4 In All		
evices							

#### 2. Set up access group.

		New Acce	ss Group		
Access Group Name					
Akuvox					
epeats					
Daily -					
Start Time					
③ 00:00:00					
End Time					
③ 23:59:59					
Building	Location	MAC	Status	Device Type	🗹 Relay
Building1	GATE1	0C1105060414	٠		Relay1
					Cancel Submit

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## 5.2. Search/Check/Edit Access Group

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

1. Search the access group by type and keywords.

Dashboard	Akuvox->> Access Grou	р					
Apartments	Type All	▼ Customized Access Group Q Sec	rch				New
Residents	Access Group ID	Access Group	People	Device	Repeats	Time	Action
Visitor & Staff	4371	Test1 Customize	3	Gate1	Daily	00:00:00 ~ 23:59:59	<u>ا آ</u>
Access Group	4370	Test Customize	2	Gate1	Daily	00:00:00 ~ 23:59:59	<u>ا ا</u>
ogs	4349	Akuvox Access schedule Customize	2	Gate1	Daily	00:00:00 ~ 23:59:59	<ul> <li>Image: Image: Ima</li></ul>
ibrary	4319	Resident-Building Building 1 System	1	Gate1	Daily	00:00:00 ~ 23:59:59	0
lessages		Lines per page	10 ~	< 1 > Go to 1 Go	4 In All		
)evices							

- 2. Click on 💿 of the specific access group to check access group details.
- 3. Go to Remove People or Add people to add or delete resident(s) if needed.

Basic Information				Ed
.ccess Group Name	Test1			
epeats	Daily			
gin Time	00:00:00			
nd Time	23:59:59			
People Re	Gate1			
eople				
eople Add People Re	move People	Building	APT	Action
Add People Re	move People	Building	APT	Action

4. Click on **Edit** to edit access group.



1	Akuvox->>.	Access	Group >	> Edit
	- Anter VA	1100000	oroup	

Test1					
epeats					
Daily •					
Start Time					
© 00:00:00					
End Time					
© 23:59:59					
Building	Location	MAC	Status	Device Type	🗌 Relay
Building 1	Gate1	0C11050069E6			🔽 Relay1 🔽 Relay2

## 5.3. Delete Access Group

- 1. Click on 🔟 the specific access group you want to delete.
- 2. Click on **OK** to delete the access group.

Dashboard	Akuvox- >> Access Group						
🏚 Apartments	Type All 🔻	Customized Access Group					New
a Residents	Access Group ID	Access Group	People	Device	Repeats	Time	Action
💂 Visitor & Staff	4371	Test1 Customize	4	Gate1	Daily	00:00:00 ~ 23:59:59	۲
R Access Group	4370	Test Customize	Warning	×	Daily	00:00:00 ~ 23:59:59	۰ 🛍
📋 Logs	4349	Akuvox Access schedule Customize		elete this access group? If you nds this access group will lose ntrol	Daily	00:00:00 ~ 23:59:59	۵ 🛍
Library	4319	Resident-Building Building 1 System	,	Cancel	Daily	00:00:00 ~ 23:59:59	۲
Messages			Lines per page 10 ×	Co to 1 Go	4 In All		



## 6. Apartment Management

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

### 6.1. Search/Check Apartment

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

Dashboard	Akuvox- >> Apartment	5				
Apartments	Building All	• APT All	▼ APT Name	Q Search		
are sidents	Building	Apartment	APT Name	Residents	Devices	Action
💂 Visitor & Staff	Building 1	403	Akuvox	1	0	i 🖊
Access Group Logs		Lines per page 1	0 ~ < 1 >	Go to 1 Go	1 In All	

2. Click on (i) to check the details of the apartment.

Akuvox- >> Apartments	s >>> Information			
Basic Information				
Building	Building 1			
APT	403			
APT Name	Akuvox			
Call Type	SmartPlus and indoor monitors			
SIP Call Or IP Call	All my devices were installed in the same place ( villa or hous	e ).		
Creating QR Codes	Allowed			
Residents				
	Name	Contact Details		Created Time
	Ryan Chen Master	& ⊠ hichampion@163.com	n	2021-08-10 14:47:46
Devices				
	Device Type	Location	MAC	Status
		N- D		

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# 6.2. Edit Apartment for Resident

You can edit call type, call setting, and the apartment name for the resident.

- Edit apartment by *i*
- 1. Click on 🗹 of the specific apartment you want to edit.
- 2. Edit apartment name, call type, and call setting.
- 3. Tick the checkbox 
  Be Allowed To Create QR Codes
  If you want to authorize the resident to create
  QR codes for the door unlock.

Dashboard	Akuvox- >>> Apartments	Edit Apartment ×	
Apartments	Building All V APT	Apartment Name	
& Residents	Building	Akuvox       Call Type	Devices Action
🤱 Visitor & Staff	Building 1	SmartPlus and i v	0 (Î) 💋
🕞 Access Group		SIP Call Or IP Call All my devices	1 InAll
🗎 Logs		Be Allowed To Create QR Codes	
Library			
P Messages		Cancel Submit	

- $\succ$  Edit apartment by (i)
- 1. Click on (i) of the specific apartment you want to edit.

Dashboard	Akuvox- >>> Apartments					
Apartments	Building All	APT All	APT Name Q Sea	arch		
& Residents	Building	Apartment	APT Name	Residents	Devices	Action
💂 Visitor & Staff	Building 1	403	Akuvox	1	0	1 🖊
C Access Group		Lines per page	10 ~ < 1 >	Go to 1 Go 1 In All		

- 2. Click on Edit to edit apartment name, call type, and call setting.
- 3. Tick the checkbox Be Allowed To Create QR Codes if you want to authorize the resident to create QR codes for the door access.

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Dashboard	Basic Information		Edit Apartment		Edit
	Building	Buildin			
Apartments	APT	403	Apartment Name		
a Residents	APT Name	Akuvor	Akuvox		
	Call Type	SmartP	Call Type		
🧏 Visitor & Staff	SIP Call Or IP Call	All my	SmartPlus and i v		
🕞 Access Group	Creating QR Codes	Allowe	SIP Call Or IP Call		
			All my devices 🔻		
🛱 Logs			Be Allowed To Create QR Codes		
Library	Residents				
En Library		Name			Created Time
messages			Cancel Submit	t	
	Ryan Cher	Master	- Nd hickampion////164.com		2021-08-10 14:47:46

### • Parameter Set-up:

No.	Column Name	Description
1	Apartment Name	Fill in the apartment name.
2	Call Type	Six call types. For example, if you select <b>"SmartPlus and</b> <b>Indoor monitors</b> " you will be able the answer the call using SmartPlus and Indoor monitor.
3	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 a different place (villa or house)" for SIP call.



# 7.Log

Log module contains six sub-modules used for checking the door logs, call history, temperature logs and image captured that can be stored for 30 days. You can identify different logs on the specific device, location, etc.

# 7.1. Check/Export Door Logs

Door logs are divided into two types, namely **Call** type and **Door release** type. The **Call** type log shows the SIP/IP-based calls initiated on the door phone, indicating when, where and to whom the calls are made, while the **Door release** type log tells you when, where and by whom the door unlocks are made (be it failure or success). You can narrow down your log check by the specific time range with parameters: **Door phone**, **Initiated by**, **Apartment**, and **RF card**, **PIN** for the targeted search.

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

lents Log Type:		Capture Ogs and temperature I Date:	Temperature Logs logs will be kept for 3( Q Search Export 1	0	Audit Logs Build	ling: All	Ŧ		
The door logs	All -			0	Build	ling: All	Ŧ		
		Date: ©			Build	ling: All	*		
Initiated By	~		Q Search Export I	Logs					
ess Group Happened	n Building	Door Phone	Initiated By	APT	Log Type	Action	Key	Response	Capture
s 2021-08-13 15::	7:38 Building 1	Gate1	000020	_	Door Release	Face Unlock		Success	
	Junung 1	Galer	000020		Door Release	Tace Officer		Success	
ary 2021-08-13 15:	5:58 Building 1	Gate1	000020		Door Release	Face Unlock		Success	
ssages 2021-08-13 15:1	5:56 Building 1	Gate1	visitor	-	Door Release	Face Unlock		Failed	

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#### • Parameter Set-up:

No.	Column Name	Description	
1	Happened On	Shows when the call is made on the door phone.	
2	Building	Shows in which building the call was made.	
3	Door Phone	Shows on which door phone the call is made.	
4	Initiated By	Shows who has made the call on the door phone.	
5	APT	Shows to which apartment the call is made.	
6	Log Type	Indicates your current log type.	
7	Action	This indicator is for the door release type log.	
8	Кеу	This indicator is for "Door release type" log.	
9	Posponso	This indicator will be shown as " <b>Success</b> " regardless of what	
9	Response	number is dialed on the door phone.	
10	Capture	Show you the captured image of the call initiators. You can	
10	Capture	click on image for an enlarged picture.	

### > Check "Release" type door logs

- 1. Select **Door Release** type in the Log Type field.
- 2. Set up the time range for the door logs to be checked.
- 3. Select the building and further narrow down the search by **Door phone**, **Initiated by**, **Apartment**, and **RF card**, **PIN** for the targeted search if needed.
- 4. Click on **Export Logs** to export logs.

& Residents	Community1 >> Log	\$								
💂 Visitor & Staff	Door Logs	Call History	Capture	Temperature Logs	Motion Alerts	Audit Logs				
n Access Group	The door logs,capture		gs and temperature lo Date: ©	ogs will be kept for 30		Buil	ding: All	~		
📋 Logs	Door Phone 🔻			Q Search Export L	ogs					
E Library	Happened On	Building	Door Phone	Initiated By	APT	Log Type	Action	Key	Response	Capture
Messages	2021-08-13 15:40:56		new_location	Delivery_Daily_All		Door Release	PIN Code Unlock	****	Success	
Devices	2021-08-13 15:37:29	-	new_location	delivery		Door Release	RF Card Unlock	FF20333	Success	
<sup>*</sup> Subscriptions	2021-08-06 10:50:05		new_location	testpin new_com	103	Door Release	PIN Code Unlock	****	Success	
Payments	2021-08-06 10:40:52		new_location	visitor	101	Call	Call		Success	

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#### • Parameter Set-up:

No.	Column Name	Description		
1	Happened On	Shows when the door is unlocked.		
2	Building	Shows in which building the door is unlocked.		
3	Door Phone	Shows on which door phone the door unlock is made.		
4	Initiated By	Shows who has unlocked the door on the door phone. It can be the name of the resident, the property management staff, the delivery personnel or the unidentified visitors.		
5	APT	Shows the apartment of the resident who has unlocked the door.		
6	Log Type	Indicates your current log type.		
7	Action	Shows how the door is unlocked such as unlock via "Face recognition", "PIN code", "RF Card" etc.		
8	Кеу	Shows the PIN code, the RF card number, Temp key or the face recognition that has been used for door unlock. "****" corresponds to PIN code access, the resident's name corresponds to facial recognition access, while the RF card code corresponds to the RF card access by residents or visitors.		
9	Response	This field will be shown as " <b>Success</b> " regardless of what number is dialed on the door phone.		
10	Capture	Show you the captured image of residents or visitors who have attempted the door unlock. You can click on the image for an enlarged picture.		

### 7.2. Check/Export Call History

This sub-module allows you to check call history in terms of when and by whom the SIP-based intercom calls are made and received. You can set the time range or enter the caller or receiver to check the targeted call information.

- 1. Click on **Call History**.
- 2. Set the time range of the call history if needed.
- 3. Enter the caller name or receiver name if needed.
- 4. Click on Search.

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### 5. Click on **Export Logs** to export logs.

& Residents	Community1 >> Logs			
🖍 Visitor & Staff	Door Logs Call History	Capture Temperature Logs Motion Alerts	Audit Logs	
Access Group	Date:	Caller Or Receiver	Q Search Export Logs	
📕 Logs	Happened On	Caller	Receiver	Call Time
Library	2021-08-06 10:40:52	virtual_stair	zhihai shi	00:00:04
Messages	2021-08-06 10:40:38	virtual_stair	zhihai shi	No Answer
Devices	2021-08-06 10:08:52	virtual_stair	zhihai shi	No Answer
Subscriptions	2021-08-06 10:08:24	virtual_stair	zhihai shi	00:00:04

### • Parameter Set-up:

No.	Column Name	Description
1	Happened On	Shows when the calls are made.
2	Caller	Shows who have made the calls.
3	Receiver	Shows who have answered the call.
4	Call Time	Shows how long the call lasted.

## 7.3. Check/Export Captured Images

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

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



Akuvox-	>> Logs
---------	---------

Door Logs	Call History	Capture Temperature Logs	Motion Alerts Audit Logs		
he door logs,capti	ure logs, motion logs a	nd temperature logs will be kept for 30 days			
ate:	© -	٥	Search Export Logs		
Happ	eened On	Device	Initiated By	Action	Captur
2021-03	-31 11:32:34	Gate	Ryan Chen	Capture on SmartPlus	
2021-03	-31 11:32:33	Gate	Ryan Chen	Capture on SmartPlus	
2021-03	-31 11:32:31	Gate	Ryan Chen	Capture on SmartPlus	
2021-03	-31 11:32:30	Gate	Ryan Chen	Capture on SmartPlus	0

#### • Parameter Set-up:

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

## 7.4. Check Temperature Logs

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

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

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uvox- >> Logs					
Door Logs (	Call History	Capture Temperature Logs M	Iotion Alerts Audit Logs		
		logs will be kept for 30 days.			
	0 -	🕥 Status: All 👻	Unit 'F 🔍 Q. Search		
Happened O					
Happened O		Body Temperature	Status	Device	Captu
2020-09-21 11:49		98.3°F	Status	Device guard phone	Captu
	-51				æ

### 7.5. Check Motion Alerts

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

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

Akuvox- >> Lo	gs				
Door Logs	Call History	Capture Temperature Logs Motion	Audit Logs		
The door logs	s,capture logs, motion l	ogs and temperature logs will be kept for	30 days.		
Date:	G	)-[	Q Search		
			-		
	Happened On	Building	Device	Capture	Action
	2021-03-09 10:20:03	building 1	Jim-testR29		匬

Parameter Set-up:

No.	Column Name	Description
1	Happened On	Shows when the image is captured due to the motion detection.

 Accord Sing
 Autox SmartPlus User Guide for Property Manager

 2
 Building
 Shows in which building the image is captured.

 3
 Device
 Shows which door phone the image is captured from.

 4
 Capture
 Displays the images captured due to motion detection.

 5
 Capture
 Clicks on the image for an enlarged one.

## 7.6. Check Audit Logs

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

- 1. Select the audit type.
- 2. Select the time range and click on Search.

Akuvox->> Logs			
Door Logs Call History Captur	e Temperature Logs Motion Alerts	Audit Logs	
Type All Times G	0	Q Search	
Happened On	Initiated By	Туре	Action
2021-08-13 16:32:19	hichampion@163.com	Login Management	Log In: Web
2021-08-13 16:21:31	hichampion@163.com	Access Control	Add temporary key: 98862016
2021-08-13 16:20:35	hichampion@163.com	Access Control	Delete temporary key: 92159602
2021-08-13 16:03:19	hichampion@163.com	Access Control	Add temporary key: 92159602
2021-08-13 16:02:04	hichampion@163.com	Access Control	Add RF card: 123123
2021-08-13 16:02:04	hichampion@163.com	Access Control	Add PIN: 12313

### Parameter Set-up:

No.	Column Name	Description
1	Happened On	Shows when the operational changes are made.
2	Initiated By	Shows who have initiated the operations by indicating the property manage account.

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3	Туре	Shows the specific type of operation.
4	Action	Shows the specific operations made.



# 8. Library

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

### 8.1. Check/Modify/Delete PIN Code(s)

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

a Residents	Akuvox->> I	Library		Edit PIN			
🧸 Visitor & Staff	PIN	RF Card	* PIN				
🗐 Access Group	Building A	All - API	12313			Q Search	
ᄇ Logs		PIN		0.000		Created Time	Action
Library		12313		Canc	el Submit	2021-08-13 16:02:03	2 🛍
🗭 Messages		137982	Ryan Chen Resident	Building 1	403	2021-08-13 11:12:19	2 🛍
Devices		12345	Jim Delivery	-		2021-08-04 17:52:25	2 🖻
Subscriptions							
Payments			Lines per page 10	× (1)	Go to 1 Go 3 In All		

4. Click on it to delete the PIN code selected.

Akuvox->>> Libr	ary					
PIN	RF Card					
Building All	T APT All	• Indentity All	• PIN	Ŧ	Q Search	
	PIN	Warning		× APT	Created Time	Action
	12313 Ji	n (!) Are you sure you want to delete this i			2021-08-13 16:02:03	2 🖻
	137982 Ryan	Cina Laviana Dana	Cancel OK	403	2021-08-13 11:12:19	2 🗓
	12345 Ji	m Delivery -		-	2021-08-04 17:52:25	2 🗓

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# 8.2. Check/Modify/Delete RF Card(s)

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

are Residents	Akuvox->>	Library		Edit RF Card	×		
💂 Visitor & Staff	PIN	RF Card	* RF Card				
R Access Group	Building	All API	123123			Q Search	
📋 Logs		RF Card		C	ancel Submit	Created Time	Action
🗾 Library		123123				2021-08-13 16:02:03	2 🔟
Messages		223117	Ryan Chen Resident	Building 1	403	2021-08-13 11:13:16	🗾 🔟
Devices		13579	Cathy Staff		-	2021-08-12 14:34:00	2
Subscriptions		24589	Shirley Staff		-	2021-08-12 14:34:00	<u>/</u> 🛍
Payments	Ō	123456	Jim Staff		-	2021-08-04 17:52:53	2 🗓

4. Click on The to delete the RF card selected.

<b>Akuvox-</b> >>> PIN	Library RF Card				
Building	All - AF	PT All TINdentity	All * RF Card *	Q Search	
	RF Card	Warning	× APT	Created Time	Action
	123123	Jim 🌔 Are you sure you v	vant to delete this item?	2021-08-13 16:02:03	2 🖻
	223117	Ryan C	Cancel OK 403	2021-08-13 11:13:16	2 🗇
	13579	Cathy Staff		2021-08-12 14:34:00	2 🛍
	24589	Shirley Staff		2021-08-12 14:34:00	2 🗓



# 9. Message

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

& Residents	Akuvox->	> Messages					
💂 Visitor & Staff	Message	v	Q Search				New
🗟 Access Group		Title	Message	Receiver	Type of Receiver	Created Time	Action
📋 Logs		Clean water tank	Dear all, we will be clearning the water tank this Sunday.	Ryan Chen	Both Indoor Monitor and App	2021-08-13 18:28:49	(i) 🛍
🖬 Library							
💬 Messages			Lines per page 10 V	< 1 > Go to	1 Go 1 In All		
🖷 Devices							
Subscriptions							
Payments							
🌣 Settings							

### 9.1. Create/Edit Messages

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

- 1. Click on NEW.
- 2. Create the message title and enter the message contents directly if you want to create one-time message(s). And Select the receiver type for the receiver side.

* Receiver	or monitor only O App only	
Vessage is required.		
Message		
Message title is required.		
Message Title		
Clean water tank	+ Add A Template	



- 3. Click + Add A Template if you want to create reusable message templates.
- 4. Enter the template name, the message title, and contents.

		New Template	
Clean water tank	+ Add A Template		
Message Title	* Name	e	
lessage title is required.			
Message	* Title		
	* Messa	age	
fessage is required.			
Receiver			
Both indoor monitor and app 🛛 🔘 Indoor monitor o	only 💿 App c		
Both indoor monitor and app O Indoor monitor o	only 💿 App c		11

You can edit and delete the message template if needed.

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

# 9.2. Send Messages

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

- 1. Select the building(s) in the community.
- 2. Select and tick the checkbox of the targeted resident(s) by their UID (user identification), name, and Email, or select "**All**" to include all the residents, then click **Search**.
- 3. Click on **Send** to send the message to the targeted resident(s).

	Email	Building	Room
Ryan Chen	hichampion@163.com	Building 1	403
	Ryan Chen	Ryan Chen hichampion@163.com	Ryan Chen hichampion@163.com Building 1

## 9.3. Search/Check/Delete Messages

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

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

Akuvox- >> Messages				
Message 👻	Q Search			New
Title	Warning	× ope of Receiver	Created Time	Action
Clean water tank Dear all, v	Are you sure you want to delete this item?           Cancel           Cancel	idoor Monitor and App	2021-08-13 18:28:49	(i) 🗓

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### • Parameter Set-up:

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

### • Message Details Sample

Dashboard	Message
Apartments	Dear all, we will be clearning the water tank this Sunday.
& Residents	Receiver
🙎 Visitor & Staff	Ryan Chen
🚍 Access Group	Type of Receiver
💾 Logs	Both Indoor Monitor and App
F Library	Created Time
P Messages	2021-08-13 18:28:49

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# **10. Device Management**

Device module allows you to manage all the devices added under your property management in terms of modifying their locations, contact screen display, relays, door unlock. Moreover, the device module enables you to conduct device settings via provisioning, reboot and remote control.

Dashboard	Akuvox- >> Devi	ices							
Apartments	Building All	•	APT All		Status All	• Туре	All	v	
& Residents	MAC	*		Q Sear	ch				
💂 Visitor & Staff	Building	APT	Location	Name	MAC	Device Type	Status	Binding Time	Action
🗟 Access Group	Building 1		Gate1		0C11050069E6			2021-08-16 08:59:21	<u>i</u> 🖊
🗎 Logs			Lines per page	10 ~		Go to 1	Go <b>1</b>	ín All	
E Library									
Messages									

## **10.1.Modify Device Setting**

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

- 1. Search the device(s)by their buildings, apartments, status, types and MAC address.
- 2. Click **Search** to find the targeted device(s) for the modification.
- 3. Click on 🗹.



Building	All	▼ Al	PT All	•	Status All	• Туре	All	<b>*</b>	
MAC				Q Sea	rch				
Buildin	g AP	ти	location	Name	МАС	Device Type	Status	Binding Time	Action
Building	1		Gate1		0C11050069E6	•		2021-08-16 08:59:21	i 🖊

4. Modify the setting according to your need.

Edit Device		x
Building		
Building 1		
APT		
<u>1</u>		
* Location		
Gate1		
Contacts Setting		
Only APT numbers		
O Indoor monitor and apps		
APT numbers, indoor monitors and apps		
Relay 1	Off	0n
* Relay Name		
Relay1		
DTMF Code		
# v		
Unlock		
🗹 Unlock in homepage 🛛 🔽 Unlock in talking page		
Relay 2	Off	<b>O</b> n <b>O</b> n
* Relay Name		
Relay2		
DTMF Code		
2 *		
Unlock		
🔽 Unlock in homepage 🛛 🔽 Unlock in talking page		
Add Relay		
	Cancel	Submit

• Parameter Set-up:

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No.	Column Name	Description					
1	Building	Indicates in which building the device is located.					
2	APT	Indicates in which apartment the device is located.					
3	Location	ndicates the specific location of the device.					
4	Name	ndicates the owner of the devices.					
5	MAC	Shows the device MAC address.					
6	Device Type	Indicates the device type.					
7	Status	Green for online devices and gray for offline devices.					
8	Binding Time	Indicates when the device(s) are bonded with the resident. The devices will be bound automatically when they are powered on and connected to the internet.					
9	Action	For modifying the device setting and displaying device information.					

## **10.2.Device Setting**

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

1. Click on (i) of the specific device.

Building All	•	APT All	▼ St	atus All	• Туре	All	v	
MAC	•		Q Search					
Building	APT	Location	Name	МАС	Device Type	Status	Binding Time	Action
Building 1		Gate1		0C11050069E6			2021-08-16 08:59:21	i 🔺

2. Click on Setting.

Dashboard	Akuvox- >>> Devices >>> Info			
😥 Apartments	Basic Information			Settings
are Residents	Building:	Building 1		
	Apartment:	701		
🤱 Visitor & Staff	Location:	Gate1		

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

		Device Info - 0C11050069E6			
Basic Information	Settings			×	Settings
Location:		Connect Type			
MAC:		TCP	•		
SIP:		Others			
Last Connection		Config.Setting DATETIME.TimeFormat=1, Config.Setting DATETIME.DateFormat=0	10		
Туре:					
Owner:					
Product Information		Reboot Remote Control Once Autop	Cancel	Submit	

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

Akuvox- >> Devices >> Info		Once Autop		
Basic Information	Connect Type	10 m m	ī	
Building: B	ТСР	Config. Settings. DATETIME. TimeFormat:0		
Apartment:	Others			
Location: G	Config. Setting Config. Setting		4	
MAC: 0			Cancel Submit	
SIP: 5	Reboot	Remote Control Once Autop	Cancel	Submit
Last Connection: 2				

### 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.



# 11. Subscription

Subscription is the module where you can activate and renew the user accounts you created in your community for the Akuvox SmartPlus.

## **11.1.Activate End User Accounts**

1. Click on 🏨 .

Dashboard Apartments	Akuvox->> Subscriptions	 Purchase Details	3 Payment Information	
<ul> <li>Residents</li> <li>Visitor &amp; Staff</li> <li>Access Group</li> <li>Logs</li> </ul>	Activate for new apartments	Renew S		
Library Messages				
Devices Subscriptions Payments Settings				

- 2. Click on the specific user account you want to activate.
- 3. Click on Next.



	ect Apartments(1/1)					
lected:	Building	APT	Email	Name	Activation Fee(\$)	
2	Building I	101				

4. Click on 💉 to enter your **Billing information** and click **Submit**.

ise Types		Purchase Details			Payment Information
illing Information 🛛 💆					
Company/Family					
ATTN					
Address					
		United States			
TEL Fax					
Building	APT	Email	Name	Activation Fee(\$)	
Building	API	Email	Name	Activation Fee(5)	
Building 1	101	10000	10		
tal Price					
		Conditions.			

- 5. Select your payment method (click on **Other payment method** for more payment options).
- 6. Tick the check box to agree on the terms and conditions and click on **Pay**.



Akuvox Billing System		
	Pending Order	
	Transaction Type: Activation Fee	
	Transaction Number: 3163835399615055 Total Price:	Should Pay:
	Coupon	Exchange Coupon
	No Coupon	
		Coupon Pay:
	Payment method	
	• stripe	
	Other payment method	
		Amount Paid
		Pay

• Billing Information Description:

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



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

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

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

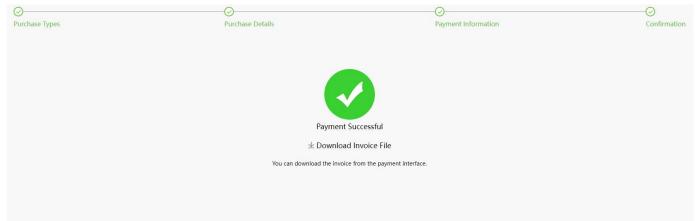


Akuvox

\$

Pending Order	
Transaction Type: Activation Fee	
Transaction Number: 4163878393062249	
Total Price: \$8	Should Pay: \$8
Coupon	Exchange Coupon
Don't Use Coupon 4II Fee 2011-12-02 14-33-52 - 2022-12-31 00 00:00 \$10000	
	Coupon Pay: \$8
Payment method	
• stripe	
Other payment method	
	Amount Paid \$0

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



### **11.2. Renew End User Accounts**

- 1. Go Subscription module.
- 2. Click on , and select the user account you want to renew for the service, then select the service renewal by month.
- 3. Click on Next.

	Smart
Akuvox	Intercom

chase Ty	pes		2 Pur	chase Details			 (4) Confirma
Please S	elect Apartments(	(1/1)					
Selected	l: 403 <sup>©</sup>						
	Building	APT	Email	Name	Monthly Fee(\$)	Expiration Time	
	Building1	403	om	Ryan Chen	2	2022-01-06 22:52:50	
	1	+ Mo	nth(s)				
Total Pri	ice	5					
Iotai I I							
Next							

4. Click 👱 to fill in billing information.

Billir	ng Informatio	on	
* Company/Family			
* ATTN			
* Address			
Street			
City		Post Code	
United States			×
* TEL			
Fax			
* Email			
		Cancel	Submit

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



403	624224031@qq.com	Ryan Chen	2	2022-01-06 22:52:50	2022-02-06 22:52:50
APT	Email	Name	Monthly Fee(\$)	Expiration Time	Next Expiration Time
	U	nited States			
		APT Email		APT Email Name Monthly Fee(\$)	APT Email Name Monthly Fee(\$) Expiration Time

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



Pending Order Transaction Type: Renew Monthly Rental Fee	
Transaction Number: 4163878625467585	
Total Price: \$2	Should Pay: \$2
Coupon	Exchange Coupon
Image: Weight of the second	
	Coupon Pay: \$0
Payment method	
• stripe	
PayPal	
	Amount Paid \$2
	Рау
L	

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

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

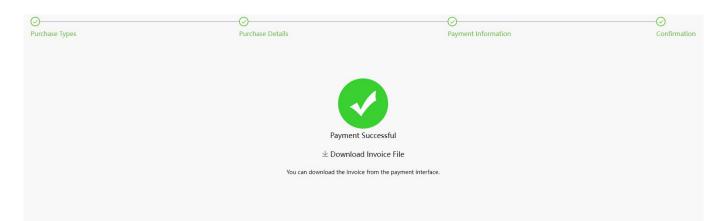
1. Tick checkbox of the coupon 📿 , then click on **Pay**.

Pending Order	
Transaction Type: Activation Fee	
Transaction Number: 4163878393062249	
Total Price: \$8	Should Pay: \$8
Coupon	Exchange Coupon
Don't Use Coupon 4// Fee entimi73647736796 2027-1-020 74 43352 - 2022-1-331 000 20 \$10000	
	Coupon Pay: \$8
Payment method	
• stripe	
Other payment method	
	Amount Paid \$0
	Amount Paid \$0

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



# 12. Transaction History

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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 Transaction History**

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

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

Гуре /	All 👻 Status All	Order N	lumber Q Search				
	Order Number	Туре	The number of apartments	Total Price	Status	Created Time	Action
	51163878184294403	Activation	1	\$8	Processing	2021-12-06 22:10:42	s 🗟 🛈 t
L)							

- 2. Click on (i) of the transaction you want to check.
- 3. Click on **Download Invoice File** if you want to download the invoice if needed.

Order Number	51163878625464405		
Created Time	2021-12-06 23:24:14		
Status	Time out		
Туре	Subscription		
Payer	RyanChen		
1 Apartment(s)	Total Price : ,	Final Price :	
		(One Price,Original Price \$0)	
403			
\$			
	Nore		

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### • Parameter Set-up:

No.	Column Name	Description			
1	Order Number	Shows the order of each transaction.			
2	Туре	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	<ul> <li>Seven types of status: All, Succeed, Processing, Failed, Time out, Cancel, System Processing.</li> <li>1.Succeed: is for the order that is paid.</li> <li>2.Processing: is for the order that is created but not paid yet.</li> <li>3.Failed: is for the order that is not paid successfully.</li> <li>4.Time out is for the order that is not paid in time before reaching the timeout.</li> <li>5.Cancel: is for the order that is canceled.</li> <li>6.System Processing: is for the order is being processed by the system after the payment is made.</li> <li>7.All: is for all the above types.</li> </ul>			
6	Created Time	Shows the time when the order is created			
7	Action	Click on (i) to check for details. Click (s) pay for the order that is ready for payment. Click 🐻 to go to billing system, Click on 前 to delete orders.			

# **12.2.Delete Transaction History**

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



#### Ryan >> Payments

Type:	All  Status: All	•	Order Number	Q Search			
	Order Number	Туре	The number of apartments	Total Price	Status	Created Time	Action
	3161579717355389	Activation	1	\$5	Time out	2021-03-15 03:32:53	(i) 🛍
	3161579645489197	Activation	1	\$5	Time out	2021-03-15 03:20:54	i 🖻
	3161579490848235	Activation	1	\$5	Time out	2021-03-15 02:55:08	<u>i</u>
<b>D</b>							



# 13. Setting

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

## 13.1. Basic Setting

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

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



Dashboard	Basic Setting	Time Setting	Motion Setting	Visitor Setting				
	Community Name							
fo Apartments	Akuvox-							
🛎 Residents	Address							
	fuzhou	fuzhou						
🛣 Visitor & Staff	厦门		361006					
🗟 Access Group	中国							
ᄇ Logs	Allow resident to cr	eate PIN		*				
Library	On ○ Of	f						
Messages	PIN Mode							
Messages 💭	• PIN O A	• PIN APT+PIN (e.g. 101 + 1234)						
🖫 Devices	evices Send email when device was disconnected							
Subscriptions	🔿 On 💽 Of	f						
Subscriptions	Send SMS when SI	Send SMS when SIM card data exceeds the limit						
Payments	🔿 On 💿 Of	f						
🔅 Settings	Submit							

# 13.2. Time Setting

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

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



Basic Setting	Time Setting	Motion Setting	Visitor Setting
me Zone			
GMT+8:00 Shang	ļhai		Ŧ
	2H		
ime Format 24H () 1: ate Format	2H		

## **13.3.Motion Detection Setting**

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

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



#### Akuvox->> Settings

Basic Setting	Time Setting	Motion Setting	Visitor Setting	
otion Detection				
Disable	w.			
ert Delay Time				
10s	*			

## 13.4. Visitor Setting

Visitor setting in the SmartPlus mainly applied to the X916 series door phones on which visitors are allowed to gain door access either using their ID cards or through facial enrollment for facial recognition. You can switch on or off the ID card and facial recognition if needed.

- 1. Click on Visitors Setting.
- 2. Switch on or off the ID card verification according to your need.
- 3. Switch on or off the Face Enrollment for facial recognition.
- 4. Click on **Submit** for validation.



## 14. Office Property Management

## **14.1.Office Property Management Interface**

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

Akuvox					Akuvox Company 🔻	1076228459@qq.e	com 🕶 🛛 L	.og out
Dashboard	Reminder Offline Devices	Click to s	elect the office	Expiring Peo	ple		pired Peopl	
😰 Department	<b>G</b> 1	&	2	<u>&amp;</u>	0	Click to log o		
🛎 People	Office Information							
🤱 Visitor	Departments	Personnels	1		1	De	vices	
🗟 Access Group					1	e		
曽 Logs	Access Authorization Cour Personnels Sta	<sup>D</sup> M account, change	password, fill in b	illing information, a	nd obtain			
🖬 Library	SmartPlus User Gu	ide						
🗭 Messages								
🖷 Devices	Module navigation col	umn	0	0 0	0	0	0	0
🍄 Settings								
	PIN RF Card	Face	App	PIN	RF Card	Face	Call	App

#### Module Description:

No.	Column Name	Description
1	Dashboard	Displays information on community, devices, residents, door access and general statistics, etc. And the Number of apartments, and residents, devices.
2	Department	Allows you to search department information indicating department names, the number of people and devices in the depart. It also allows you to edit the department and delete the department.
3	People	Allows you to create office staff and personnel accounts and check their accounts and access control information and import their face data and RF card via template, and edit access type and access

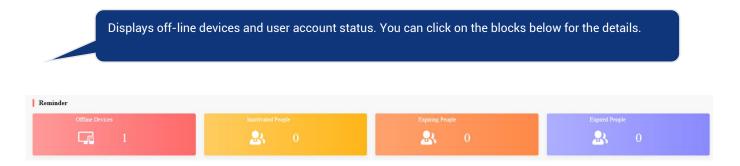


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		group.
4	Visitor	Allows you to set up temporary PIN code for visitors, Delivery PIN code for delivery staff.
5	Access Group	Allows you to create an inventory of access control schedule templates that can be readily applied to specific staff, personnel, departments, and devices.
6	Logs	Allows you to check and search door logs, temperature logs, call histories, captured images. It also allows you to check and delete motion Alerts, and to check on the changes made on the apartment and end users and on the RF card, PIN code, face, temporary PIN code
7	Library	Displays all the PIN Codes and RF cards created by a property manager.
8	Messages	Allows you to create and send messages to the users' indoor monitors and SmartPlus apps etc.
9	Devices	Allows you to check device info related to the building, apartment, status, device type, and to check and edit settings related to relays, call, unlock type, and device location, etc.
10	Setting	Displays property manager info, PIN code access type, email notification, time setting, motion setting, and visitor setting, etc.

## 14.2.Office Dashboard Overview

Dashboard Displays information on the office, office users, devices, and door access records, and statistics, etc.



# Akuvox Smart

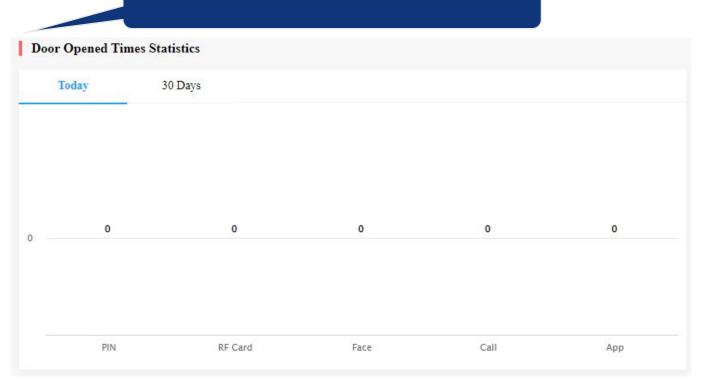
#### Akuvox SmartPlus User Guide for Property Manager

Displa details		departments, personn	el, staff and devi	ices. You can c	lick on blocks for the
e Information Departments 1		Personnels 1	Staffs	1	Devices
Displa	ys recorded door a	ccess statistics.			
Access Authori	zation Counts Sta	tistics			
Personnels	Staffs	Temp Key			
	0	0		0	0
	PIN	RF Card	F	ace	Арр



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#### Displays the door access statistics of various types of access.



minder Offine Devices Inscriment Prople Expering People Expering People	
Offline Devices Inactivated People Expirad People Expirad People	Eatry Record
	The second second

## 15. Staff&Personnel Management

## **15.1.People Module Overview**

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The **People** module in the navigation column is used to add office staff and personnel for whom you can create SmartPlus end user account. You can set up access types and access control schedules for them. Moreover, you can search, modify, check and delete staff and personnel's user accounts.

## 15.2.Add Office Staff&Personnel

Adding office staff and personnel deals with creating their respective user account and setting up the door access types and access control schedules.

## 15.2.1. Create User Account

You can create user accounts for both office staff and personnel. Before creating the account for the residents, you are required to double check the staff and personnel information and then add them to the corresponding office and department set up by an installer.

- 1. Click on **Residents** module People in the left navigation column.
- 2. Click on New.

Akuvox Company >>> People					
Department All Jdentit	y All All	App Status All	v	Import Fac	e New
Name *	Q Search			Download RF Card Template	Import RF Ca
 Name ⑦	ID	Contact Details	Department	App Status	Action
Jim . Personnel 🤣	12334	° ⊠	Technical Department	Unregistered	o 📋
Ryan . Staff 🥥	123	<i>©</i> ⊠	Technical Department	Unregistered	o 🖞
	Lines per page	10 V ( 1 ) G	o to 1 Go 2 In All		

3. Set up staff or personnel information.



Note:

- Staff can be assigned with multiple authority groups across the departments for access control.
- Personnel can only be assigned with a authority group in their own department for access control.

Department     People     * Department     * Department <	Dashboard	Akuvox Company >> People >> New	(2)
People People Vistor <	Dusicouro		
Prople   Visitor   Access Group   * First Name   Logs   Library   * Last Name   Devices   * ID   Devices   * ID   Country / Region   * Mobile Namber   Mobile Namber   * Be Allowed To Create QR Codes	Department	information	Access Authorization
Access Group   Prionnel   Logs   Library   *List Name   Messages   *D   Devices   *Imail   Country / Region   Country / Region   *   Mobile Number   *   Be Allowed To Create QR Codes	People		
Access Group * First Name Logs * Last Name Messages * ID Devices Settings Email Country / Region Country / Region I Devices Email Country / Region I Devices Email Country / Region I Devices I Devices Email Country / Region I Devices I Devices Email I Devices </th <th>Visitor</th> <th>* Identity 💿</th> <th></th>	Visitor	* Identity 💿	
Logs   Lobrary   Last Name   Messages   ID   Devices   Email   Country / Region   V   Country / Region   V   Devices   Devices	Access Group		
Messages   ID   Devices   Settings     Country / Region   Country / Region     Mobile Number     Image: Country / Region     Image: Country / Region </th <th>Logs</th> <th>* First Name</th> <th></th>	Logs	* First Name	
<ul> <li>Devices</li> <li>Devices</li> <li>Email</li> <li>Country / Region</li> <li>Wobile Number</li> <li>Mobile Number</li> <li>Be Allowed To Create QR Codes</li> </ul>	Library	* Last Name	
Settings Email Country / Region Country / Region Mobile Number Be Allowed To Create QR Codes	Messages	* ID	
Country / Region Country / Region  Be Allowed To Crente QR Codes	Devices		
Mobile Number	⊁ Settings	Email	
Mobile Number			
Next Save Information Only		Be Allowed To Create QR Codes	
		Next Save Information Only	
		-	
Click on Save Information Only to complete creating an account.			

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Note:

 Click on Next when you want to set up access method along with the access group, or click on Save Information Only when you only want to set up and save staff or personnel's basic information.

## 15.2.2. Set up Access Control for Users

You can set up access types such as PIN code, RF card and facial recognition as well as creating access control schedules for office staff and personnel.

1. Click on **People** module and click on New

	Akuvox Com	pany >> People					
Department People	<b>Department</b> Name	All • Identity All	Active All	App Status All		In Download RF Card Ten	nport Face New nplate Import RF Care
		Name ⑦	ID	Contact Details	Department	App Status	Action
		Jim . Personnel 🥏	12334	° ⊠	Technical Department	Unregistered	o 🖻
		Ryan . Staff 🥥	123	° ⊡	Technical Department	Unregistered	۵ 🗎
	<b>(</b>						

2. Fill in the account information and click on **Next** to proceed to the next page where you can set up access types and schedules.



Dashboard	* Department
fe Department	* Identity ③
🛎 People	Personnel
R Visitor	* First Name
Carl Access Group	* Last Name
ᄇ Logs	
🗾 Library	* ID
🗭 Messages	Email
Devices	
Settings	Country / Region
	Mobile Number
	Be Allowed To Create QR Codes
	Next Save Information Only

3. Fill in the PIN code, RF cards, and select face picture to set up the access types.

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Department: Technical Department Access Type PN RF Card Face ID	Acces		rtment		
PN		Time			
RF Card Face ID ⑦ Click on vertical statements of the second statements	PIN	s Type			
Face ID ③ Click on New .					
Face ID ③ Click on New .					
Click on New . Access Group <sup>©</sup>	RF Ca	rd			
Click on New . Access Group <sup>©</sup>					
Access Group ⑦	Face I	D (?)			
	Click	on New .			
			roup Sales Departm	ent Access Group	New
Z Technical Department Access Group Gate1 Daily 00:00:00 - 23:59:59	elected :	Technical Department Access Gr	Device	Repeats	Time
	elected :	Technical Department Access Group	Device Gate1	<b>Repeats</b> Daily	<b>Time</b> 00:00:00 - 23:59:59
	elected :	Technical Department Access Group Fechnical Department Access Group Sales Department Access Group	Device Gate1	<b>Repeats</b> Daily Daily	<b>Time</b> 00:00:00 - 23:59:59 00:00:00 - 23:59:59

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Note:

- Only the staff are given the permission to perform access control across the departments as they are allowed to select multiple authority groups, while personnel is only allowed to get door access in their respective department.
- 5. Set up the access control schedule and devices to which you want to apply the access schedule and click on Submit

		New Acce	ss Group		
Access Group Name		]			
Repeats					
Daily   Start Time					
© 00:00:00					
End Time					
© 23:59:59					
Department	Location	MAC	Status	Device Type	Relay
Technical Department	Gate1	0C11050D4897	•	*	Relay1
					Cancel

6. Tick the specific access control schedule(s) you want to apply for the resident, and click on **Submit**.

Access G	roup 🕐			New
elected :	Technical Department Access Gr	oup		
	Name	Device	Repeats	Time
- Te	echnical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59

## 15.2.3. Search/Delete/Edit Office User Accounts

After the user account is created, you can search, edit, and delete the user account. You can also reset the user account password if needed.

### 15.2.3.1. Search/Delete User Accounts

- 1. On the navigation column, click **People** module, then click New
- 2. Tick the checkbox of the specific account(s)you want to delete or tick the checkbox by the **Name** field and click on ind delete all the accounts.

Dashboard	Akuvox Company >> People					
🙋 Department	Department All - Ident	ity All · Atlu	▼ App Status All ▼		Import Fa	ce New
🚨 People	Name 🔻	Q Search			Download RF Card Template	Import RF Card
💂 Visitor	Name ⑦	Ю	Contact Details	Department	App Status	Action
🗟 Access Group	Jim . Personnel 🥥	12334	© ⊠	Technical Department	Unregistered	Image: The second se
🛱 Logs	Ryan Staff 🥏	123	© ⊠	Technical Department	Unregistered	۱
Library						
Messages		Lines p	r page 10 v < 1 > Go to	1 Go 2 In All		

### 15.2.3.2. Edit User Account

You can reset the users' SmartPlus app account password, and edit users' account information and their access control setting by replacing the current access type.

1. On the navigation column, click **People** module, then cli

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---------------	-------------------

Dashboard	Akuvox Compa	ny >> People					
fe Department		All v Identity All	Active All	<ul> <li>App Status</li> <li>All</li> </ul>		Import F	
🚨 People	Name	*	Q Search			Download RF Card Template	Import RF Card
💂 Visitor		Name ⑦	ID	Contact Details	Department	App Status	Action
R Access Group		Jim . Personnel 🧭	12334	© ⊠	Technical Department	Unregistered	۵ 🛍
🛱 Logs		Ryan . Staff 🥏	123	© ⊠	Technical Department	Unregistered	۰ 🖻
🖬 Library							
🗭 Messages			Lines p	er page 10 v C C Go to	1 Go 2 In All		

- 2. Click on 🥯 of the specific user account you want to edit.
- 3. Click on **Edit** to change the account information.

Akuvox Company >> Peop	ple >> View	
Information		Edit
Name	Jim. Personnel	
ID	12334	
Department	Technical Department	
Active	Normal	
Expiration Time	2022-04-07 11:06:39	
App Status	Umregistered	
Email	-	
Country / Region		
Mobile Number	-	
Creating QR Codes	On	
Call Type	Indoor monitors/guard phones	
SIP Call Or IP Call	All my devices were installed in the same place.	

4. Scroll down the page to edit the access type by deleting the current access types or creating new access types by clicking **New**.

Access Type PIN RF Card Face ID			New
PIN	Created By	Created Time	Action
12345	Property Manager	2022-03-07 19:00:03	2 🖻

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

Access Group 💿			Edit
Name	Device	Repeats	Time
Technical Department Access Group	Gate1	Daily	00:00:00 ~ 23:59:59

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ess Group	)			New
cted : (	Technical Department Access G	oup		
	Name	Device	Repeats	Time
Tech	nical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59

## 15.3.Import Face/RF Cards(s)

You can import the face data and RF cards in batch using the template for the users.

## 15.3.1. Import Face Data

- 1. On the navigation column, select **People** module, then click Import Face
- 2. Choose the face data .zip file and click on **Import** to upload the file.

	Department All - Identity All	Import Face Data ×		Imp	oort Flace New
People	Name *	24 File must be compressed(zip) and the maximum size cannot be more than 100M. The photo must be name with "ID", eg "001.jpg".		Download RF Card Temp	olate Import RF Card
	Name 💿	Please make sure that every picture uploaded should be the front view of the person's head, showing full face with no backlight and reflection, wearing no hat and mask.	Department	App Status	Action
	Jim . Personnel	Choose a file Import	chnical Department	Unregistered	•
	🗋 Ryan Staff 🥥		chnical Department	Unregistered	۵ 🛍
	8				

• Face data should be imported in .zip file format and the photos need to be named with the ID number. For example: 12345.jpg.



## 15.3.2. Import RF Card

- 1. On the navigation column, select People module.
- 2. On the upper right corner of the screen, click Download RF Card Template to download the RF card template, then fill the RF card formation.
- 3. Click Import RF Card to upload the file.

#### **RF card template**:

	I30 ·	€ fx										
1	A	В	C	D	E	F	G	Н	- 1	J	К	L
1	People	RF Card 1234566										
2	12345	1234566										
3												
4												
5												



## 16. Visitor Management

Visitor module allows you to create access credentials for the delivery personnel, and the visitors.

## 16.1. Manage Access Credentials for Visitors

You can manage access credentials for the visitors in terms of creating and deleting temporary PIN code, QR code, and setting up the access control schedules for the validity of the credentials, while defining which building and relays the credential is applied to.

### 16.1.1. Create Temporary PIN Code

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

1. On the navigation column, select **Visitor** module, then **Temp Keys**, then cli

Dashboard	Akuvox Company	>> Visitor							
Department	Temp Keys	Delivery Auth							
B People	Name	Q Search							New
💂 Visitor		Name	Key	QR Code	Counts	Repeats	Created By	Expiration Time	Action
Access Group					No Data				
Logs									
Library				Lines per page 10 $\lor$		Go to 1 Go 0 In Ati			

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



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iame Fred		Daily		
Number			* Day	
	Repeat	c	🗹 Sunday	Monday
epeats	Daily		Tuesday	🖌 Wednesday
Never 🗸	Daily		🗹 Thursday	Friday
Expiration Time	* Start	Time	Saturday	
© 2022-03-10 00:00:00	© 0	8:00:00	* Start Time	
3 2022-03-10 00:00:00	* End	Time		
Allow Count			© 08:00:00	
2	<u> </u>	2:00:00	* End Time	
elivery Method			<u>③</u> 22:00:00	
Email				
Department Loc	ation	MAC	Status	🗹 Relay
Technical Department G	ate1	0C11050D4897		🔽 Relay1

#### Parameter Set-up:

No.	Column Name	Description			
1	People	Select the people to be visited.			
2	Name	nter the visitor's name.			
3	ID Number	Enter the visitor ID number.			
4	Repeats	Select " <b>Never</b> " " <b>Daily</b> ", " <b>Weekly</b> " for the temporary key access schedule. 1. " <b>Never</b> " means non-repetitive and one-time access schedule with a specific PIN code validity expiration time.			

Ak	Smart	OM Akuvox SmartPlus User Guide for Property Manager
		<ul> <li>2. "Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis(eg. 08:00-20:00 every day).</li> <li>3. "Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).</li> </ul>
5	Expiration Time	Set the expiration time for the one-time "Never" schedule only. The PIN code validity will expire on the expiration time.
6	Allow Count	Set the number of PIN code validity count for one-time "Never" schedule. Eg. "20" times
7	Start Time End Time	Set the Start Time and End Time for the PIN code validity time span during a day on a daily or on weekly basis.
8	Delivery Method	PIN code will be sent to the visitor's email address you entered.

## 16.1.2. Search/ Delete Temporary PIN Code

- 1. On the navigation column, select **Visitor** module, then **Temp Keys**.
- 2. Enter the visitor name to search and find the specific temporary PIN code if needed.
- 3. Click on (1) to see the details of the temporary PIN code if needed.
- 4. Click into delete the specific temporary PIN code or you can tick the checkbox of the temporary PIN code you want to delete, and you can delete all the temporary PIN by ticking the checkbox of **Name**.

Dashboard	Akuvox Company	>> Visitor							
😥 Department	Temp Keys	Delivery Auth							
🛎 People	Name	Q Search							New
💂 Visitor	N	lame	Key	QR Code	Counts	Repeats	Created By	Expiration Time	Action
🖪 Access Group		ryan	98262402		2	Never	1076228459@qq.com	2022-03-29 00:00:00	i 🗓
ᄇ Logs									
🗾 Library				Lines per page 10 $\checkmark$	< 1 > G	o to 1 Go 1 Is	a All		

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Note:

 After you click (i) to check temporary key details, you can click "View Door Logs" to check temporary key door logs shown as follows.

Key	98262402 View Door Logs		
Repeats	Never		
Counts	2		
Expiration Time	2022-03-29 00:00:00		
QR Code			
Access Device			
Location	Department	MAC	Relay
Gate1	Technical Department	0C11050D4897	Relay1

## 16.1.3. Manage Access Credentials for Delivery Personnel

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



### 16.1.3.1. Create Delivery PIN Codes/RF Cards

You can create Delivery PIN code and RF card along with access control schedule (Access group).

1. On the navigation column, select **Visitor** module, then **Delivery Auth**, then cl

Dashboard	Akuvox Compa	ny >> Visitor				
😥 Department	Temp Keys	Delivery Auth				
<b>Lo</b> Department	Name	•	Q Search			New
ᆇ People						
💂 Visitor		Name	Access Control	Access Group	Created Time	Action
				No Data		
Access Group	Ē					
💾 Logs						

2. Set up Delivery PIN code and RF card.

Akuvox Company >> Deli	ivery Auth >> New			
* Name				
PIN				
RF Card				

3. Select the access group to be applied.



Selected :	Technical Department Access G	roup		
	Name	Device	Repeats	Time
🔽 Т	echnical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59

Submit

### 4. Click on **New** to create a new access group.

		New Acce	ess Group		>
* Access Group Name		1			
Repeats Daily					
* Start Time					
© 00:00:00					
* End Time					
© 23:59:59					
Department	Location	MAC	Status	Device Type	Relay
Technical Department	Gate1	0C11050D4897	•	<b>*</b>	Relay1
					Cancel Submit

#### • Parameter Set-up:

No.	Column Name	Description					
1	Access Group Name	Fill in the access group name.					
2	Repeats	Select " <b>Never</b> " " <b>Daily</b> ", " <b>Weekly</b> " for the delivery PIN code access schedule. 1. " <b>Never</b> " means non-repetitive and one-time access schedule.					

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		<ol> <li>"Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis (eg. 08:00-20:00 every day).</li> <li>"Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).</li> </ol>
3	Begin Time/ End Time	Set the start time and end time for the PIN code validity time span during a day on a daily or on weekly basis.

Note:

• 8-digit PIN code starting with "9" is invalid in the **PIN** field. And the PIN cold entered can not be repetitive.

## 16.1.3.2. Modify Delivery PIN Codes/RF Card

- 1. On the navigation column, select **Visitor** module, then **Delivery Auth**.
- 2. Search the delivery PIN code and RF card by visitor's name, PIN code, and RF card number.

Dashboard	Akuvox Compan	y >> Visitor				
🔁 Department	Temp Keys	Delivery Auth				
	Name	•	Q Search			New
繼 People						
💂 Visitor		Name	Access Control	Access Group	Created Time	Action
dccess Group		Ryan	PIN:123456 RF Card:12345	Resident-Building Technical Department	2022-03-07 20:43:56	<u>/</u> 🗇
📙 Logs			Timere			
Library			Lines per page 10 V	< 1 > Go to 1 Go 1 In A	ш	

- 3. Click Z to edit the deliver PIN code.
- 4. Click in to delete the PIN code one by one, or you can tick the checkbox of the PIN code you want to delete and click on the checkbox.



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Dashboard	Akuvox	Company >> Visitor							
😥 Department	Temp	Keys Delivery	Auth						
🗶 People			Q Search						New
🙎 Visitor		Name	Key	Warning	×	ıts	Created By	Expiration Time	Action
🖪 Access Group		ryan	98262402	① Are you sure you want to delete this item?		r	1076228459@qq.com	2022-03-29 00:00:00	1
📋 Logs				Cancel	ОК				



## 17. Access Group

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

## 17.1.Create Access Group

1. On the navigation column, select **Access Group** module, then click

Dashboard	Akuvox Company >> A	access Group					
🙋 Department	Type All	* Customized Access Group Q Sear	ch				New
舉 People	Access Group ID	Access Group	People	Device	Repeats	Time	Action
💂 Visitor	8000	Test Customize	0	Gate1	Weekly	00:00:00 ~ 23:59:59	<u>ا ا</u>
🗔 Access Group	7473	Technical Department Access Group System	2	Gate1	Daily	00:00:00 ~ 23:59:59	0
🗎 Logs		Lines per page	10 ~ < 1 >	Go to 1 Go	2 In All		
Library							

2. Set up access group, and select the relay to be applied with the access control group.

Access Group Name					
epeats					
Daily 🔹					
Start Time					
© 00:00:00					
End Time					
··· 23:59:59					
Department	Location	МАС	Status	Device Type	🔽 Relay
	Gate1	0C11050D4897			🔽 Relay1

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## 17.2.Search/Check/Edit Access Group

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You can not only search check the access group you have created, but also remove the existing resident(s) or add the removed access group back to the access group.

1. On the navigation column, select Access Group module.

Dashboard	Akuvox Company	>> Access Group					
Department	Type All	Customized Access Group	Q Search				New
<b>&amp;</b> People	Access Group ID	Access Group	People	Device	Repeats	Time	Action
💂 Visitor	8001	Test1 Customize	0	Gate1	Daily	00:00:00 ~ 23:59:59	<ul> <li>● <sup>Î</sup></li> </ul>
Access Group	8000	Test Customize	0	Gate1	Weekly	00:00:00 ~ 23:59:59	<ul> <li>● <sup>1</sup></li> </ul>
🗎 Logs	7473 Te	echnical Department Access Group System	2	Gate1	Daily	00:00:00 ~ 23:59:59	۲
Library		Lines per page 10 🗸	< 1	> Go to 1	Go 3	In All	
Messages							

- 2. Click on 💿 of the specific access group to check access group details.
- 3. Go to Add people or Remove People to add or delete resident(s) if needed.

Akuvox Company >>> Acce	sss Group >> View		
Basic Information			Edit
Access Group Name	Testl		
Repeats	Daily		
Begin Time	00:00:00		
End Time	23:59:59		
Device	Gate1		
Add People Ret	nove People		
	Name	Department	Action
	Ryan. Staff	Technical Department	$\oplus$
	Jim . Personnel	Technical Department	$\oplus$
•			

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#### 4. Click on **Edit** to edit access group.

Access Group Name					
Test1					
epeats					
Daily -					
Start Time					
© 00:00:00					
End Time					
② 23:59:59					
Department	Location	MAC	Status	Device Type	Relay
Technical Department	Gate1	0C11050D4897	•		🗹 Relayl

## 17.3.Delete Access Group

1. On the navigation column, select Access Group module.

Dashboard	Akuvox Company >> A	access Group					
Department	Type All	Customized Access Group     Q Search					New
🛎 People	Access Group ID	Access Group	People	Device	Repeats	Time	Action
💂 Visitor	8001	Test1 Customize	0	Gate1	Daily	00:00:00 ~ 23:59:59	Image: 1
Access Group	8000	Test Customize	0	Gate1	Weekly	00:00:00 ~ 23:59:59	<ul> <li>■</li> </ul>
Logs	7473	Technical Department Access Group System	2	Gate1	Daily	00:00:00 ~ 23:59:59	۲
Library		Lines per page 10		Go to 1 Go	3 In Ail		
Messages							

- 3. Click on 🔟 of the specific access group you want to delete.
- 4. Click on **OK** to delete the access group.

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Dashboard	Akuvox Company >> A	access Group					
Department	Type All	Customized Access Group	Search				New
🛎 People	Access Group ID	Access Group	People	Device	Repeats	Time	Action
👷 Visitor	8001	Test1 Custom Warning		×	Daily	00:00:00 ~ 23:59:59	
Galaccess Group	8000	Test     Customi	sure you want to delete this acces	ss group? Cancel OK	Weekly	00:00:00 ~ 23:59:59	<ul> <li>Image: Image: Im</li></ul>
📋 Logs	7473	Technical Department Access Group	2	Gate1	Daily	00:00:00 ~ 23:59:59	۲
Library		Lines per pag	se 10 V	1 > Go to 1 G	o 3 In All		

Akuvox SmartPlus User Guide for Property Manager

## 18. Department Management

Department module allows you to create and search departments, and change department names.

## **18.1.Create Department**

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1. On the navigation column, select **Department** module, then click New

Dashboard	Akuvox Company >> Department			
Department	Name Q Search			New
🛎 People	Name	People	Devices	Action
💂 Visitor	Sales Department	0	0	2 🛍
🗐 Access Group	Technical Department	2	I	2 🛍
📋 Logs		Lines per page 10 $\checkmark$ (1) Go to 1 G	o 2 In Ail	
Library				

2. Enter the department name, and click Submit.

Department	





Note:
You can add personnel or staff to the department created.

## 18.2.Search/Edit/Delete Department

1. On the navigation column, select **Department** module.

Dashboard	Akuvox Company >> Department			
Department	Name Q Search			New
🛎 People	Name	People	Devices	Action
R Visitor	Technical Department	2	1	2 🗇
S Access Group	L	ines per page 10 $\vee$ $<$ 1 $\rightarrow$ Go to 1 Go	o 1 In All	
📋 Logs				

- 2. Search the department by department name.
- 3. Click 🧪 to edit the department name if needed.

Dashboard	Akuvox Company >> Department	Edit Department ×	
	Name Q s	* Department Name	
	Name	Technical Department	
	Technical Department	Cancel Submit	
		Lines per page 10 V ( 1 ) Go to 1 Go	

4. Click in to delete the department if needed.

Dashboard	Akuvox Company >> Department				
🙆 Department	Name Q Search				New
뾽 People	Name	People	I	levices	Action
💂 Visitor	Sales Department	Warning	×	0	2 🗓
🗐 Access Group	Technical Department	Are you sure you want to delete these items?           Cancel           Cancel	ок	1	2 🛍
🗎 Logs		Lines per page 10 × < 1 >	Go to 1 Go 2 In All		

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## 19. Log

Log module contains six sub-modules used for checking the door logs, call history, temperature logs and image captured that can be stored for 30 days. You can identify different logs on the specific device, location, etc.

## **19.1.Check/Export Door Logs**

Door logs are divided into two types, namely **Call** type and **Door release** type. The **Call** type log shows the SIP/IP-based calls initiated on the door phone, indicating when, where and to whom the calls are made, while the **Door release** type log tells you when, where and by whom the door unlocks are made (be it failure or success). You can narrow down your log check by the specific time range with parameters: **Door phone**, **Initiated by**, and **RF card**, **PIN** for the targeted search.

#### > Check "Call" Type Door Logs

- 1. On the navigation column, select Logs module, then Door logs.
- 2. In the Log Type field, select **Call** type.
- 3. Set up the time range for the door logs to be checked.
- 4. Select the department and further narrow down the search by **Door Phone**, I**nitiated By**, **RF Card**, **PIN**.
- 5. Click on **Export Logs** to export logs.

Dashboard	Akuvox Company >> Logs
Department	Door Logs Call History Capture Temperature Logs Motion Alerts
🛎 People	The door logs, capture logs, motion logs and temperature logs will be kept for 30 days.           Log Type:         Call         Date:         O         Department:         Atf
💂 Visitor	Initiated By v Q Search Export Logs
🕞 Access Group	Happened On Department Door Phone Initiated By Log Type Action Key Response Capture
🗮 Logs	No Data
Library	Lines per page 10 $\checkmark$ (1) Go to 1 Go 0 In All
P Messages	
Devices	

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#### • Description:

No.	Column Name	Description
1	Happened On	Shows when the call is made on the door phone.
2	Department	Shows in which department the call was made.
3	Door Phone	Shows on which door phone the call is made.
4	Initiated By	Shows who has made the call on the door phone.
5	Log Type	Indicates your current log type.
6	Action	This indicator is for the door release type log.
7	Кеу	This indicator is for "Door release type" log.
8	Response	This indicator will be shown as " <b>Success</b> " regardless of what number is dialed on the door phone.
9	Capture	Show you the captured image of the call initiators. You can click on the image for an enlarged picture.

#### > Check "Release" type door logs

- 1. In the Log Type field, select **Door Release** type.
- 2. Set up the time range for the door logs to be checked.
- 3. Select the department and further narrow down the search.
- 4. Click on **Export Logs** to export logs.

Dashboard	Akuvox Company	>> Logs							
Department	Door Logs	Call History			tion Alerts				
뾽 People		Release v Date:	id temperature logs will	be kept for 30 days.		Department: All	▼		
💂 Visitor	Initiated By	*	Q Sear	Export Logs					
🕞 Access Group	Happened On	Department	Door Phone	Initiated By	Log Type	Action	Key	Response	Capture
🚊 Logs					No Data				
Library			Lines per 1	bage 10 V	< 1 >	Go to 1 Go	0 In All		
🗭 Messages									

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#### • Description:

No.	Column Name	Description	
1	Happened On	Shows when the door is unlocked.	
2	Department	Shows in which department the call was made.	
3	Door Phone	Shows on which door phone the door unlock is made.	
4	Initiated By	Shows who has unlocked the door on the door phone. It can be the name of the resident, the property management staff, the delivery personnel or the unidentified visitors.	
5	Log Type	Indicates your current log type.	
6	Action	Shows how the door is unlocked such as unlock via "Face recognition", "PIN code", "RF Card", etc.	
7	Кеу	Shows the PIN code, the RF card number, Temp key or the face recognition that has been used for door unlock. "****" corresponds to PIN code access, the resident's name corresponds to facial recognition access, while the RF card code corresponds to the RF card access by residents or visitors.	
8	Response	This field will be shown as " <b>Success</b> " regardless of what number is dialed on the door phone.	
9	Capture	Show you the captured image of residents or visitors who have attempted the door unlock. You can click on the image for an enlarged picture.	

## 19.2. Check/Export Call History

You can check call history in terms of when and by whom the SIP calls are made and received. Moreover, you can set the time range or enter the caller or receiver to check the targeted call information.

- 1. On the navigation column, select **Logs** module, then **Call History**.
- 2. Set the date and time range of the call history if needed.
- 3. Enter the caller name or receiver name if needed.
- 4. Search the call history, and click Export Logs to export logs.



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Dashboard	Akuvox Company	>> Logs						
Department	Door Logs	Call History	Capture	Temperature Logs	Motion	Alerts		
	Date: 🕒		- ©		Caller Or	Receiver	Q Search Export	Logs
뿊 People								
💂 Visitor	Нарре	ned On	С	aller		Receiver		Call Time
🛋 Access Group				Ν	o Data			
🗎 Logs		I	Lines per page 10	× <	1 >	Go to 1 Go	0 In All	

#### • Description:

No.	Column Name	Description
1	Happened On	Shows when the calls are made.
2	Caller	Shows who have made the calls.
3	Receiver	Shows who have answered the call.
4	Call Time	Shows how long the call lasted.

## **19.3.Check/Export Captured Image**

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

- 1. On the navigation column, select Log module, then Capture.
- 2. Set the date and time range if needed.
- 3. Click on Search.
- 4. Click **Capture** to see the enlarged image.
- 5. Click on **Export Logs** to export logs.

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Dashboard	Akuvox Company >> Logs				
Department	Door Logs Call Histor	y Capture T	Temperature Logs Motion Al	lerts	
	The door logs,capture logs, mot	on logs and temperature logs	will be kept for 30 days.		
舉 People	Date: 🕒	• •	Q Search	Export Logs	
💂 Visitor	Happened On	Device	Initiated By	Action	Capture
Access Group			No Data		
Logs			No Data		

#### • Description:

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

## 19.4. Check Temperature Logs

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

1. On the navigation column, select **Log** module, then **Capture**.

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🛎 People	Akuvox Company >> Lo	ogs				
💂 Visitor	Door Logs Ca	Il History Capture	Temperature Logs Mo	ion Alerts		
<b>B</b> A	The door logs,capture lo	gs, motion logs and temperature lo	ogs will be kept for 30 days.			
🗟 Access Group	Date: ©	- O	Status:	All	Unit: °F	Q Search
🗎 Logs	Export Logs					
Library	Happened On	Body Temperature	Status	:	Device	Capture
P Messages			No Data			
🖷 Devices		Lines per page 10	✓ < 1 >	Go to 1 Go	0 In All	

- 2. Set the date and time to search the log if needed.
- 3. Click Search, and click **Capture** to see the enlarged image.

Door Logs	Call History	Capture Temperature Logs Mot	ion Alerts Audit Logs		
door logs,capture lo	ogs, motion logs and temperate	are logs will be kept for 30 days.			
te:	0	🕓 Status: All 🤝	Unit "F 🗢 Q. Search		
Happe	ned On	Body Temperature	Status	Device	Captu
2020-09-2	1 11:49:51	98.3°F	Normal	guard phone	9
	1 11:47:21	98.2°F	Normal	guard phone	1

## **19.5.Check Motion Alerts**

Motion alerts allow you to check the captured image of people whose movement has triggered the motion detection in the door phones (door phones with motion detection function).

1. On the navigation column, select Log module, then Motion Alerts.

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ዾ People		Akuvox Company	<pre>&gt;&gt; Logs</pre>					
💂 Visitor		Door Logs	Call History	Capture	Temperature Logs	Motion Alerts		
		The door logs,cap	ture logs, motion logs	and temperature	logs will be kept for :	30 days.		
🗔 Access Gro	up	Date: 🕓		- ©		Q Search		
🗮 Logs								
🖬 Library		Ha	ppened On	Depart	ment	Device	Capture	Action
					N	o Data		
🗭 Messages		Î						
Devices								
			L	nes per page 10	× <	1 > Go to 1	Go 0 In All	
Settings								

- 2. Set the date and time to search the captured pictures.
- 3. Click **Search**, and click the picture if you want to see the enlarged image.
- 4. Delete the motion alerts captures if needed.
- Description:

No.	Column Name	Description
1	Happened On	Shows when the image is captured due to the motion detection.
2	Department	Shows in which department the image is captured.
3	Device	Shows which door phone the image is captured from.
4	Capture	Clicks on the image for an enlarged one.
5	Action	Delete the capture if needed.



# 20. Library

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

## 20.1.Check/Modify/Delete PIN Code(s)

- 1. On the navigation column, select Library module.
- 2. Search the PIN by building, apartment, identity, PIN code, and Name.

🛎 People	Akuvox Com	oany >> Library				
💂 Visitor	PIN	RF Card				
🗟 Access Group	Department	All	Identity All •	PIN V	Q Search	
🛱 Logs		PIN	Name	Department	Created Time	Action
Library		12345	Ryan . Staff	Technical Department	2022-03-07 19:00:03	🞽 🔟
D Messages						
B Devices			Lines per page 10 V	< 1 > Go to 1 Go	1 In All	

3. Click on 💉 to edit the PIN code.

Akuvox Company		Edit PIN		×		
PIN Department All	* PIN 12345				Q Search	
			Cancel	Submit	Created Time	Action
	12343	Куан . Соган	reennear Department		2022-03-07 19:00:03	2 🗉

4. Click on iii to delete the PIN code selected.

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## 20.2.Check/Modify/Delete RF Card(s)

1. On the navigation column, select Library module, and RF card.

🛎 People	Akuvox Compa	ny >> Library					
💂 Visitor	PIN	RF Card					
🗟 Access Group	Department A	All 👻	Identity All	▼ Name		Q Search	
📋 Logs		RF Card	Name	D	epartment	Created Time	Action
🗾 Library				No Data			
🗭 Messages							

- 2. Search the RF card by department, identity, RF card number, and users' name.
- 3. Click on 📝 to edit the RF card.

& People	Akuvox Com	pany >> Library					
💂 Visitor	PIN	RF Card					
🕞 Access Group	Department	All	Warning	01	×	Q Search	
📋 Logs		RF Card	Are you sure you want to delete this item?	?		Created Time	Action
Library		123121242		Cancel	ОК	2022-03-08 00:04:10	2 🗓
🗭 Messages							

# Akuvox Smart 1. Message

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

## 21.1.Create/Edit/Send Messages

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

1. On the navigation column, select **Message** module, then click New .

Department	Akuvox Co	mpany >> Messag	es				
舉 People	Message	•		Q Search			New
💂 Visitor		Title	Message	Receiver	Type of Receiver	Created Time	Action
🗟 Access Group		The	message		Type of Receiver	Created Time	Action
💾 Logs	(m)			No Data			
Library							
Messages			Lines per page 10	$\vee$ $\langle$ 1 $\rangle$	Go to 1 Go	0 In All	

2. Create the message title and enter the message contents directly if you want to create one-time messages. And Select the receiver type for the receiver side.



+ Add A Template	
essage Title	
essage	

- 3. Click + Add A Template if you want to create reusable message template(s).
- 4. Enter template name, the message title, and contents.

+ Add A Template	New Template	
Message Title		
	* Name	
Message		
	* Title	
e		
	* Message	
Receiver Both indoor monitor and app Indoor monitor only App only		
рони насод назнад алу арр он макса новног он у О грр он у		
Department All   UID/Email/Name  O Search		

You can edit and delete the message template if needed.

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Test		+ Add A Template
	Test	Test

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

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

UID	Name	Email	Department
5926100066	Ryan .		Technical Department
5926100072	Jim H.	624224031@qq.com	Technical Department

- 1. Select the department(s).
- 2. Select and tick the checkbox of the targeted resident(s) by their UID (user identification), name, and Email, or select "**All**" to include all the residents, then click **Search**.
- 3. Click on **Send** to send the message to the targeted resident(s).

UID	Name	Email	Department
5926100066	Ryan .		Technical Department
5926100072	Jim H.	624224031@qq.com	Technical Department

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## 21.2.Search/Check/Delete Messages

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

1. On the navigation column, select **Message** module.

Dashboard	Akuvox Com	pany >>> Messages					
Department	Message	Ŧ	Q Search				New
🛎 People		Title	Message	Receiver	Type of Receiver	Created Time	Action
💂 Visitor	Q	123	123	Ryan .	Both Indoor Monitor and App	2022-03-08 15:02:44	1
🗟 Access Group							
ᄇ Logs			Lines per page 10	✓ < 1 >	Go to 1 Go 1 In All		
Library							
💬 Messages							

- 2. Search to find the message you want to check or delete.
- 3. Click on (i) if you want to see the details of the message(s).
- 4. Click on TTT to delete the message.

Akuvox Compa	ny >>> Messages					
Message	*	Q Search				New
0	Title	Message	Receiver	Type of Receiver	Created Time	Action
	123	123	Ryan .	Both Indoor Monitor and App	2022-03-08 15:02:44	1
		Warning ① Are you sure yo	a want to delete this item?	CK Go 1 In All		

#### • Description:

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

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6 Action Click 🕧 💼 to see the message details and to delete the messages respectively.

#### • Message Details Sample

#### Message

Dear all, we will be clearning the water tank this Sunday.

#### Receiver

Ryan Chen

#### Type of Receiver

Both Indoor Monitor and App

#### Created Time

2021-08-13 18:28:49



# 22. Device Management

Device module allows you to manage all the devices added under your property management in terms of modifying their locations, contact screen display, relays, door unlock. Moreover, the device module enables you to conduct device settings via provisioning, reboot and remote control.

Dashboard	Akuvox Company >> Devices							
ng Department	Department All	- Status All	• Type All	T MAC	v	O Search		
🛎 People	Department	Owner	Location	МАС	Device Type	Status	Binding Time	Action
💂 Visitor	Technical Department		Gate1	0C11050D4897		•	-	1) 🔟
🗟 Access Group			Lines per page 1		Go to 1 Go	1 In Ail		
🖆 Logs								
Library								
Messages								
🖬 Devices								

### 22.1. Modify Device Setting

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

#### 1. On the navigation column, select Device module.

Dashboard	Akuvox Company >> Devi	ces						
😥 Department	Department All	▼ Status All	• Тур	All 👻	MAC 🔻		Q Search	
舉 People	Department	Owner	Location	MAC	Device Type	Status	<b>Binding Time</b>	Action
🧟 Visitor	Technical Department		Gate1	0C11050D4897			-	i 🖊

- 2. Search the device(s)by departments, status, types and MAC address.
- 3. Click on 煮 to edit the device setting.



Edit Device		×
Department		
Technical Department		
* Location		
Gate1		
Contacts Setting		
Only People		
O Indoor monitors, guard phones and apps		
O People, Indoor monitors, guard phones and apps		
Relay 1	Off 🧲	) On
* Relay Name		
Relay1		
DTMF Code		
#		
Unlock		
🗹 Unlock in homepage 🛛 🗹 Unlock in talking page		
Add Relay		
	Cancel Sub	mit

#### • Description:

No.	Column Name	Description
1	Department	Displays in which building the device is located.
2	Owner	Displays the owner of the device, if it is a public device, will be displayed as "".
3	Location	Displays the device location.
4	MAC	Shows the device MAC address.
5	Device Type	Indicates the device type.
6	Status	Green for on-line devices and gray for off-line devices.
7	Binding Time	Displays when the device(s) are bound with the resident. The

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		devices will be bound automatically when they are powered or and connected to the internet.				
8	Action	For modifying the device setting and displaying device information.				

### 22.2. Device Setting

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

1. On the navigation column, select **Devices** module.

epartment All	▼ Status All	▼ Туре	All	MAC		Q Search	
Department	Owner	Location	MAC	Device Type	Status	Binding Time	Action
echnical Department	-	Gate1	0C11050D4897				(i) 🔟

2. Click on  $\widehat{(1)}$  of the specific device, then click on Setting.

Akuvox Company >> Devices	s >> Info	
Basic Information		Settings
Department:	Technical Department	
Location:	Gate1	
MAC:	0C11050D4897	
SIP:	5926100069	

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

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Dashboard	Akuvox Company >> Dev	Settings ×
	<b>Basic Information</b>	Connect Type Settings
	Department:	TCP -
	Location:	Others
	MAC:	Config.Setting DATETIME.TimeFormat=1, Config.Setting DATETIME.DateFormat=0
	SIP:	
	Last Connection:	Reboot Remote Control Once AutoP Cancel Submit
	Туре:	
	Owner:	-



# 23. Setting

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

## 23.1. Basic Setting

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

- 1. On the navigation column, select **Setting** module, then **Basic Setting**.
- 2. Enter the community name, address.
- 3. Select on/off to authorize the users to create PIN code on their SmartPlus App.
- 4. Select on/off to enable or disable email notification when the device is disconnected.
- 5. Select on/off to enable or disable the email notification when door phones with LTE function exceeds the(SIM card) data package limit.

	Basic Setting Time Setting Motion Setting	
Dashboard	Office Name	
Department		
舉 People	Address	
	Street	
R Visitor	City Post Code	
Access Group	State/Province	
- Access Group	United States	•
🛱 Logs	Allow people to create PIN	
Library	On ○ Off	
	Send email when device was disconnected	
P Messages	On Off	
🖷 Devices	Send SMS when SIM card data exceeds the limit	
	On Off	
Settings	Submit	

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# 23.2.Time Setting

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

- 1. On the navigation column, select Setting module, then Time Setting.
- 2. Select your time zone.
- 3. Select your time format (24-hour or 12-hour format).
- 4. Select your data format(Y/M/D; M/D/Y; D/M/Y).

Basic Setting	Time Setting	Motion Setting	
Time Zone			
GMT+12:00 McM	Murdo		Υ.
Time Format 24H O 1	2Н		
Date Format			
Year-Month-Day			V

## 23.3. Motion Detection Setting

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

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- 1. On the navigation column, select Setting module, then Motion Setting.
- 2. Click **Enable** or **Disable** the motion detection according to your need.
- 3. Select motion detection type: IR detection (IR sensor) and video detection according to your need.
- 4. Set alert trigger delay time when the sensor is triggered.

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Basic Setting	Time Setting	Motion Setting
Iotion Detection		
Disable		
Alert Delay Time		



# 24. 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.

