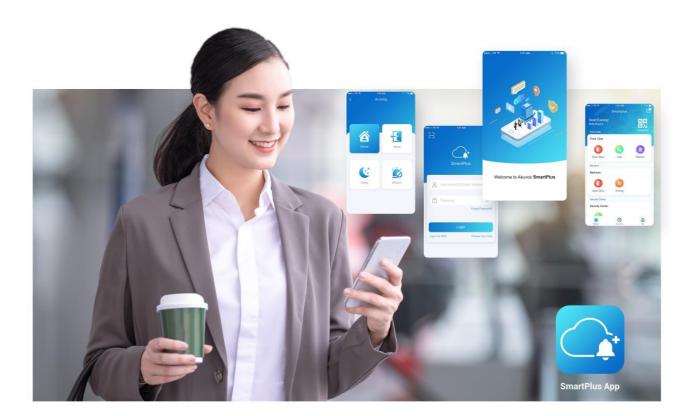


Akuvox SmartPlus App User Guide V5.0



Smart Intercom



AKUVOX SMARTPLUS USER GUIDE

About This Manual

This guide is applied to version 6.70.3 for iOS, and 6.67.0.3 for Android.

Akuvox SmartPlus is a mobile App that can work with SmartPlus Cloud service and smart intercom products. With the App, you can see and talk to visitors, open doors, monitor, and issue virtual keys from your smartphones, making door access management simpler and more convenient.

What's New:

- Support displaying door status
- Support assigning RF cards
- Support opening doors with Apple Watch
- Support opening doors with Alexa
- Support sharing temp keys via Telegram
- Support arming and disarming indoor monitors with Alexa
- Support reading messages by one tap and copying messages
- Optimize menu layout
- Support Persian, Hebrew, and Arabic when switching mobile phone language

Get Started

Before You Use

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

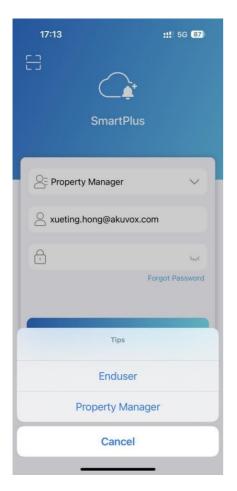
- An internet connection through a Wi-Fi network or cellular data service through a carrier.
- SmartPlus App. You can download and install this App on Google Play Store or App Store.
- Your SmartPlus account.

To obtain an account, you need to provide an Email address and/or a phone number (if you'd like to login or reset your password via SMS) to your service provider. You then will receive an Email from Akuvox with your username, password and a QR code for login. Or you can enter your phone number and login with a verification code sent via SMS.

Login

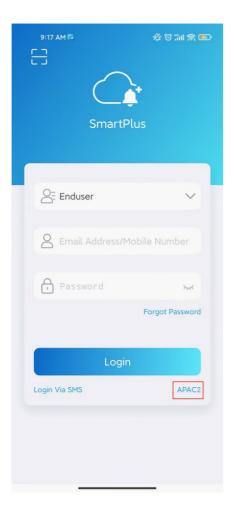
With the account, you can sign in the SmartPlus App and access services such as receiving calls, opening doors, monitoring, checking door logs and histories, issuing virtual keys and more, with your phone. Before logging in, select **End User**.

Akuvox Open A Smart World



To sign in the App, do one of the following:

- Login with username
 - Choose your area in the lower-right corner
 - Enter your username and password, and tap Login.



- Login via SMS
 - The area code will be chosen automatically in the lower-right corner. You can also select it manually and the information can be found in the Welcome Email.
 - Enter your mobile number, tap the box before **Mobile Number** to choose the right area code and tap Obtain Code..
 - You will soon get a text message with a verification code.
 - Enter the code in the corresponding box and tap Login.

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		Andorra	+376	N O P
Log	jin	Angola	+244	Q R
Login with username	APAC2	Anguilla	+1-264	S T U
		Antigua and Barbuda	+1-268	V W X
		澳門	+853	Y Z
				#

• Login with QR code

Use your PC or other devices to open the welcome Email sent from Akuvox, and you will see a QR code.

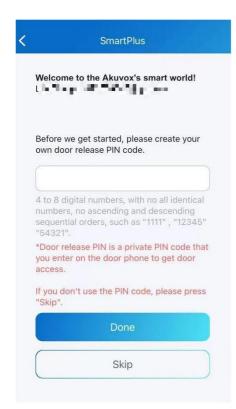
If you open the Email with your phone, save the code to the photo album.

- Open SmartPlus, tap the scan icon 🗧 in the upper left corner, and the QR code scanner will be opened.
- Center the QR code in camera view and you can log into the App automatically. Or you can choose the Code picture from your album to log into.

If you forget the password, see Forgot Password.

Note

• For multi-tenant building users, there will be a PIN setting page showing up. You can set a PIN for door access, or tap Skip to set up PIN later or whenever you need.



Link

You can manage multiple sites through one app account. Go to Me > [your name].

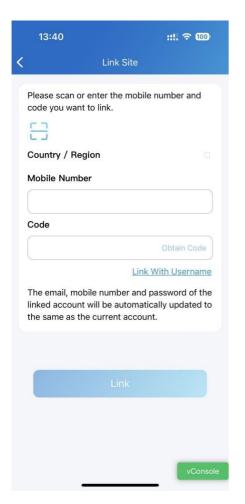
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<	My Pro	ofile
	SIP Account	6600100082
	First Name	a >
	Last Name	aa >
	Apartment Number	151
	Email	$\leq ^{-1.0}$
	Mobile Number	55.7.7.63>
	Change Password	>
	Link Site Helps you manage multiple sit	es.
	Delete Account	>
		vConsole
		vConsole

To link sites, do one of the following:

• Link with Username

	13:40	::!. ? መ
<	Link Site	
	Please scan the QR Code or username and password you	
	(
	Password	
		Link Via SMS
	The email, mobile number at linked account will be autom the same as the current acc	atically updated to
	Link	
		vConsole

• Link via SMS

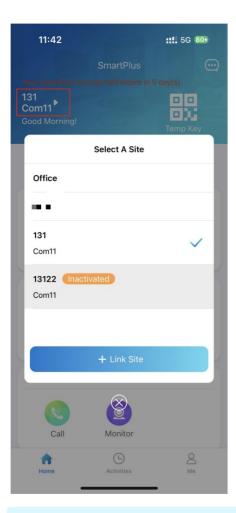


• Link with QR Code

Tap the scan icon 📇 .

13:40	::!. 🗢 🊥
C Linl	k Site
Please scan the QR Co username and passwo	
Password	
	Link Via SMS
	ber and password of the automatically updated to nt account.
L	

After linking sites, you can choose the desired site on the **Home** page by tapping .



Note

- This function is not compatible with Home Automation. If Home Automation is enabled by your installer, Link Site option will not appear.
- One app account can link no more than 5 sites.
- Email or mobile number must be filled in to link other accounts.
- Cannot link accounts under one family master account or accounts that have linked multiple sites.
- The mobile number area codes of the main account and the linked account should be the same.
- The account dis-links sites after it is removed or reset.
- · The activation and expiration status of different sites are independent.
- When account is inactivated or expires, you cannot select the site and receive messages.

Door Access

There are various access control options such as NFC, bluetooth, PIN code, temp keys, face recognition and remote open door. You can choose any of them based on your habits and preferences.

Check Door Status

You can check whether the door is closed or not on the App home screen in case that users forget to close the door. So far, only R20A with firmware version 320.30.10.116 and above and X912 with firmware version 912.30.10.204 and above support this feature.

: Open : Close	1	
Akuvox ► Good Afternoon	SmartPlus	C C C C C C C C C C C C C C C C C C C
All Devices F	avorites	
Gate		
Open Door	Call	Monitor
Door		
Open Door	Call	O Monitor
Home	Activities	O Me

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



	SmartPlus	
All Devices	Favorites	
ŢJ		2
Open Door	Call	Monitor
712706-127		⑦ (Offline)
		0
Open Door	Call	Monitor
2 M 2 M		
		2
Open Door	Call	Monitor
Access Unit		
 121 		⑦ (Offline)
0	2	
Open Door	Monitor	
门林识女		@ (Offling)
Home	Activities	Me



Remote Opening

You can open the door directly for your visitors just by tapping the specified button.

- Tap Home.
- Choose the device, and tap Open Door.
- Select the relay (the door) in the list.

SmartPlus	<u>କ</u> ୍ତ 🖂		SmartPlus	\$.	••	SmartPlus	\$.
Akuvox ► Good Afternoon!	Temp Key			Temp Key			Temp Key
All Devices Favorites		All Devices F	Favorites		_	avorites	
Door Unit Gate		Please ch	oose the door you open.	u want to	Door Unit		
0 0	Monitor	Relay1 Relay2 Relay3		0	Gate Or Door	ing Door Succe	eded.
			Cancel		0		
Open Door Call	Monitor	Open Door	Call	Monitor	Open Door	Call	Monitor
Home C Activities	<mark>О</mark> Ме	Home	Activities	A Me	Home	Activities	Me

Opening Door During a Call

You can make or receive a call. During a call, you can open the door for visitors, mute the microphone and hang up the call.

To open the door when answering a call, do as the following:

- Tap Open Door on the talking page.
- Select the relay from the list.

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Talki	ng		Talking	
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Please choose the doo		00:03		
Rela	y1			
Rela	y2			
Rela	y3		Open Door	
Rela	y4		Ų	
Cane	cel	Hang Up		Turn On Camera

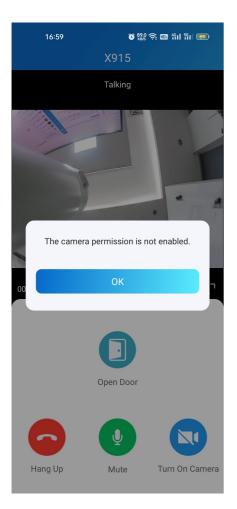
What else you can do on the talking page:

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

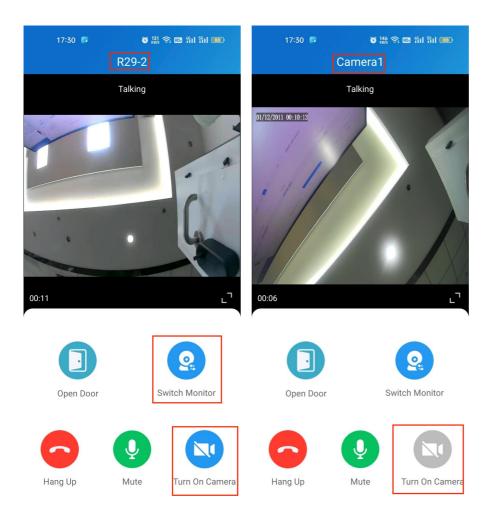
Note:

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

Akuvox Open A Smart World



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



Opening Door on the Monitoring Screen

You can watch the live video to know who is standing in front of your door, and then decide whether to open the door or not.

To open the door, do as the following:

- Tap Home, and choose the device.
- Tap Monitor (2) .

Note

- Door phones without cameras do not have the monitor button
- To let the person enter your home, tap **Open Door** and select the relay.

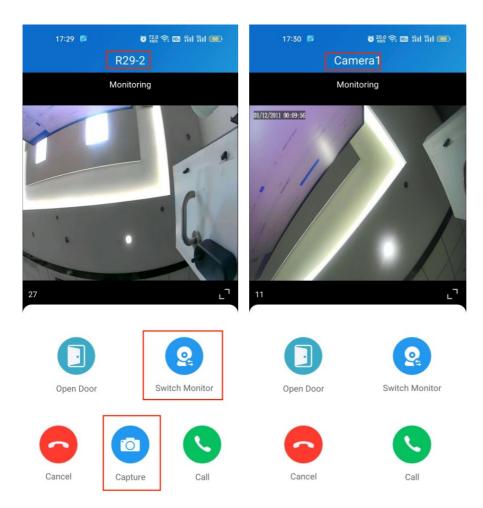
Akuvox Open A Smart World

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Open Door	Call	Monitor	2		
R29_TM_TK		(offline)			
0	0				
Open Door	Call	Monitor			
R29_Comiy_TK					
0				Open Door	J
Open Door	Call	Monitor		-	
Access Unit					
Access_Device		(offline)	Cancel	Capture	Call
	C	0			
Home	Activities	Mu			

What else you can do on the monitoring page:

- Tap Cancel to exit the current video watching a page,
- Tap Capture to make a screenshot.
- Tap Call to make a call with the visitor.

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

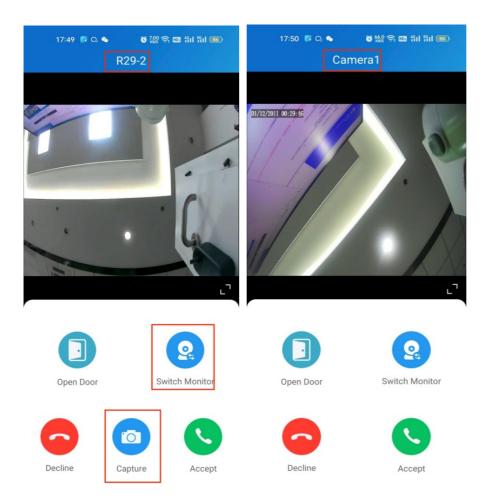


Opening Door on the Preview Screen

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

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

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



Unlock Doors with Temp Keys

A Temp Key can be a QR code or an 8 bits PIN. You can customize its validity period and the times for use, and the key will be valid immediately you create it. You can issue temp keys for your visitors, housekeepers, dogwalkers and so on.

Create Temp Key for Visitors

To issue a Temp Key, do one of the following:

- In Home page
- 1. Tap the icon of the QR code 🔛 in the upper right corner.
- 2. Tap +Temp Key.
- 3. Enter the key user's name. Depending on the Repeat Mode you choose, you may be asked to set up valid Counts and/or Time for the key.
- 4. Tap Submit.
- In Me page
- 1. Tap Me in the bottom tap bar.
- 2. Go to Authorization > Temp Keys, and tap + Temp Key in the upper right corner.
- 3. Enter the key user's name. Depending on the Repeat Mode you choose, you may be asked to set up valid

Counts and/or Time for the key.

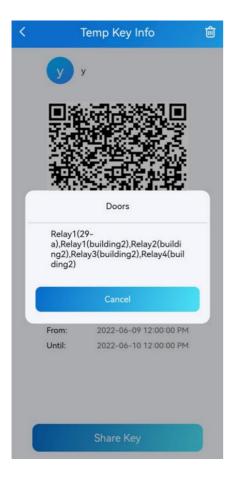
4. Tap Submit.

You can see the key on the Temp Keys page at any time.

<	New Temp Key		
	Name *		с
	ID Number		
	Repeat Mode	Never	>
	Each Door Counts	10	>
	Doors		>
	Time		>

Note

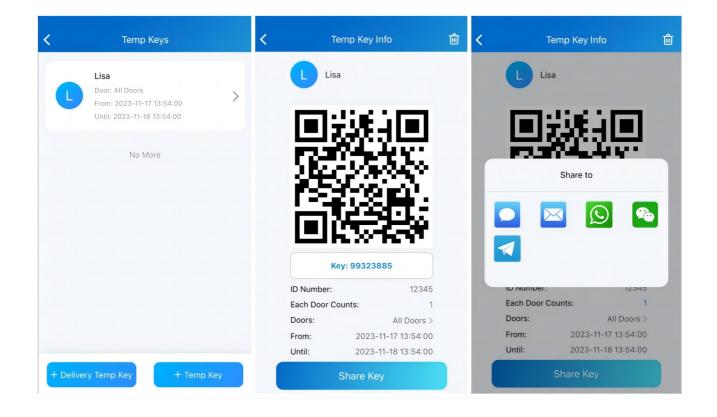
- When the repeat mode is **Never**, there is a limit to total times for use. The total times equals to **Each Door Counts** * the number of selected doors.
- If you want to check the selected doors, you can tap the Doors on the Temp Key Info screen.



Share a Key with the Visitor

After creating a new key, you can share it with the designated user.

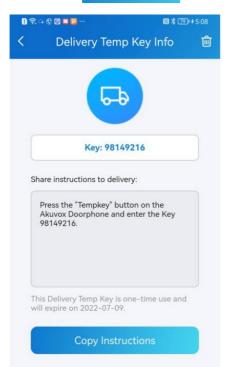
- Tap the QR code icon and the Home page or go to Me > Authorization > Temp Keys.
- Tap the key you created for the user, then tap Share Key.
- Share the key to a contact in your messages, email, WhatsApp, WeChat, or Telegram.



Create a Temp Key for a Delivery Person

The delivery temp key is one-time only. Its repeat mode is Never by default. A delivery person with this key is allowed to access all public doors that you can open.

- 1. Go to Home > 🔢 , or go to Me > Authorization > Temp Keys.
- 2. Tap + Delivery Temp Key, and a key will be auto-created.
- 3. Tap Copy Instructions to copy the instructions in the box to tell the delivery person how to use the key.



Use a Key for Entering

All visitors with shared temp keys can enter the gate directly. You will get a push notification on your phone when they come into your house.

See the following to learn how to use the keys:

- A QR code key. Tap Temp Key on doorphone's screen, and place the QR code in front of its camera. When the camera reads the code, the door will open automatically.
- A PIN code key. Tap on the PIN on doorphone's screen, enter the code, and the door will open automatically.

Unlock Doors with Face ID

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

Set up Face ID

- Go to Me > Authorization > Face Regnition.
- Tap Get Started or Choose a photo from Album, then follow onscreen instructions.

20:23	:: 🗢 🗵	4:50	al 🗢 🗖	4:49	al 🗢 🗖
		< Authoriz	ation	K Fac	e Recognition
	>	Temp Keys	>		
		Bluetooth Unlock			
lacktrian Authorization	>	Bluetooth Unlock Mode	Hands free >		
😤 Family Members	>	You can read the Bluetooth u & Feedback.	ser's manual in Help		
🔗 Property Management	>	Face Recognition	>	Add	2D Face Data
Arming Alarm Logs	>			your face is unobs	ake sure the camera is clean, tructed, and the environment is well-lit.
 Discover 	>			You can also setu	p by choosing a photo in the album.
Settings	>				e Recognition to unlock the door unit.
Help & Feedback	>				
(i) About	>			G	Get Started
Log Out				Choos	se From Album
Home Activities	Me				

Use Face ID to Open Doors

After you set up your face ID, you can use it for door access.

- Tap doorphone to wake it
- Make sure your face is centered in the camera view, glance at the camera, then the door will be open automatically.

Unlock Doors with NFC

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

Note

• This method does NOT work on iPhones and Android phones without the NFC feature.

Enable NFC to Unlock

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

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e Discover	
Discover	>
🔅 Settings >	
7 Help & Feedback	
(i) About	
Log Out	
Home Activities Me	

Use NFC to Open Doors

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

• Wake your phone.

• Place the NFC detection areas of your phone on the doorphone's card reader area for a few seconds. Then, the door will open automatically.

Unlock Doors with Bluetooth

Alternatively, you can use a Bluetooth connection to open the door without touching it.

Enable Bluetooth Unlock

- Go to Me > Authorization, enable Bluetooth Unlock, and follow onscreen instructions.
- Select a Bluetooth Unlock Mode between Shake and Hands free.

If you are an Android user and select Hands free mode, follow onscreen instructions to complete Permission Settings.

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		Authorization	on	Authorizatio	n
A 40 40 10 94 5	>	Temp Keys	>	Temp Keys	>
		Bluetooth Unlock		Bluetooth Unlock	
Authorization	>	Bluetooth Unlock Mode	Hands free >	Bluetooth Unlock Mode	Hands free >
A Family Members	>	You can read the Bluetooth user' & Feedback.	s manual in Help	You can read the Bluetooth user's & Feedback.	s manual in Help
Property Management	>	Face Recognition	>	Face Recognition	>
🗟 Arming Alarm Logs	>				
 Discover 	>				
Settings	>				
Help & Feedback	>			You can read the Bluetooth use & Feedback.	
(i) About	>			Shake	
Log Out				Hands fre	e
Home Activities	Me			Cancel	

Use Bluetooth for Contactless Door Access

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

- Shake mode. Place your phone near the door unit, shake your phone a few times, and the door will open automatically.
- Hands free mode. Your phone must be within about 3.3 feet (1 meter) of the door unit, and the door will open automatically.

Note

- Only X912 door phone supports Hands free unlocking mode.
- Only X916, X915, R29 and E16C support shaking phones to unlock doors.

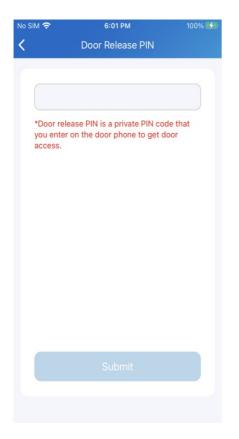
Unlock Doors with PIN Code

You can set a private PIN code for door entry.

In your first login, you are asked to set up a $\ensuremath{\mathsf{PIN}}$ code for your private use.

	me to the Akuvox's smart world!
	e we get started, please create your oor release PIN code.
numbe	digital numbers, with no all identical ers, no ascending and descending ntial orders, such as "1111", "12345" 1".
	release PIN is a private PIN code that iter on the door phone to get door s.
lf you "Skip"	don't use the PIN code, please press
	Done

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



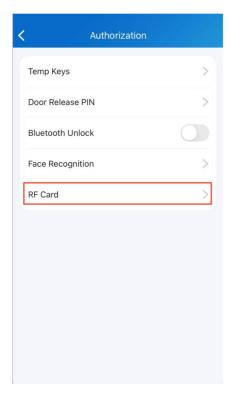
Unlock Doors with RF Card

Note

- Only family master accounts in single-tenant projects are allowed to add, edit, and delete RF cards for the family from SmartPlus app.
- The cards added from the end user web interface will be synced to the app.

To manage RF cards, follow the steps below:

1. Go to Me > Authorization.



2. Select RF card.

<	RF Card	\oplus
RF_	12345 Lily Zheng	>
	No More	

3. On the RF card screen, do any of the following:

- Tap 💿 to add a card.
- Assign the RF card to the desired user by tapping \sim

1.

RF Card	÷ <	RF Card	Ð
12345 Lily Zheng	>	12345 Lily Zheng	>
RF Card		RF Card	
Code		Code	
User		User	
Lily Zheng		Lily Zheng Lily Zheng	^
Cancel	it	Sam Zheng	

• Tap > to edit the card.

	RF Card		÷
12345 Lily Zhe			>
	RF Card		
Code			
12345			
User			
Lily Zheng			~)
Cancel		Submit	

• Hold the desired card, and swipe to left to delete.

<	RF Card		÷
12345 Lily Zheng		>	۵
	No More		

Unlock Doors with Siri

Note

- The system should be IOS 12 or above.
- You can record no more than 10 voice commands.
- Commands do not interoperate between different accounts.

1. Go to Me > Discover > Add to Siri.

		< Discover		
Lily Zheng	>	Third Party Devices	>	
Authorization	>	(III) Add to Siri	>	
A Family Members	>			
Property Management	>			
Arming Alarm Logs	>			
Discover	>			
Settings	>			
Help & Feedback	>			
Home Activities	A Me			

2. Tap the add icon 🕒 . Select the desired door and record the command.

When you say the command to Siri, the selected door will open.

Add to Siri	Cancel
"Onen the door" Relay	~
Gate-Relay1	"Hey Siri,
Door-Relay1	SmartPlus"
Door-Relay2	Choose a phrase to "SmartPlus" with SmartPlus.
Door-Relay3	
ok	
	Record Phrase

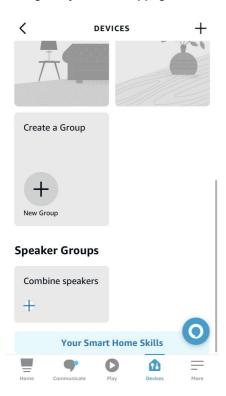
3. Tap > to check and edit the command.

<	Add to Siri	÷	
٥	"Open the door"	>	

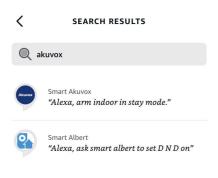
Unlock Doors with Alexa

Linking your account to the Alexa app, you can open the door by saying "Alexa, unlock [device location]" to Alexa app.

1. Log into your Alexa app, go to Devices and scroll down to the bottom. Tap Your Smart Home Skills.

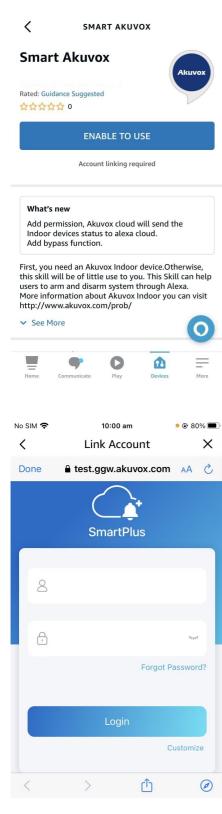


2. Enter Akuvox to search.



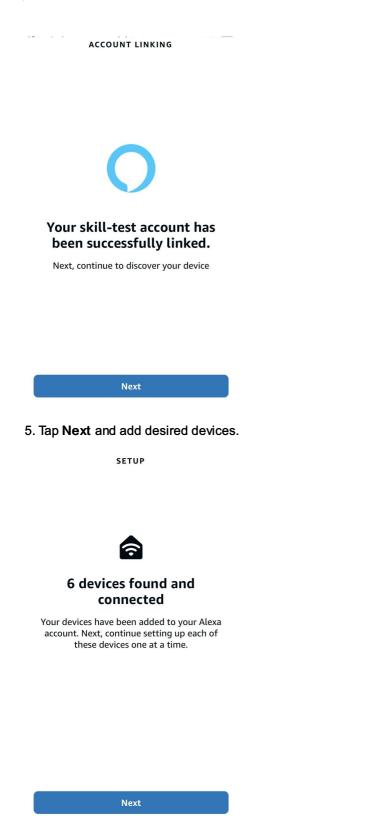


3. Tap ENABLE TO USE and enter your SmartPlus account username and password to login.

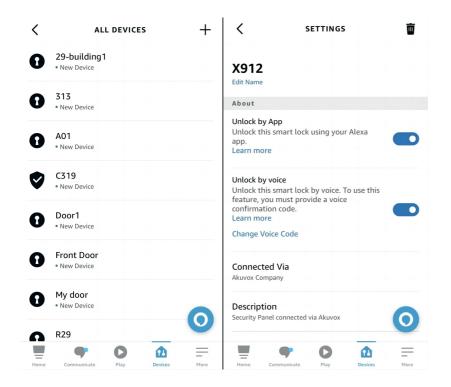


4. Tap Next to discover devices under your SmartPlus account.





6. Return to the **Devices** module. Tap the desired device and enable Unlock by App and Unlock by Voice.

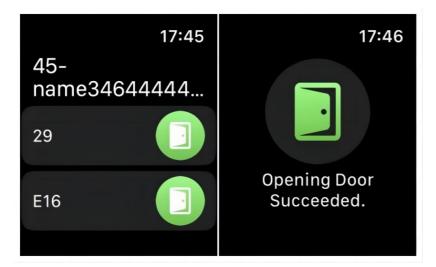


Unlock Doors with Apple Watch

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

1. Download and install SmartPlus App in your Apple Watch.

2. Log into your SmartPlus account in your iPhone that is linked to the Apple Watch.



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

Note

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

Calling

Note

• When you sign in the App with an official account that does NOT enable the calling feature, you cannot receive any calls or make calls by tapping softkey **Call** on the Home page. Accordingly, there are no Call Histories on the Activities page.

Make Outgoing Calls

To start a call, tap Call on the home page, on the monitoring page, or choose a family member.

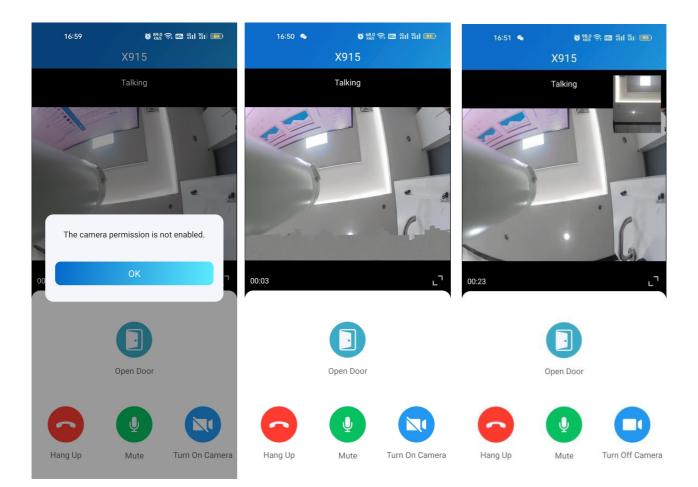
Call a Device

- Tap Home.
- Choose a device you want to call.
- Tap Call to start a call.
- Tap **Turn On Camera** to turn your phone's camera on if you want the called party to see you. You can turn off the camera at any time.

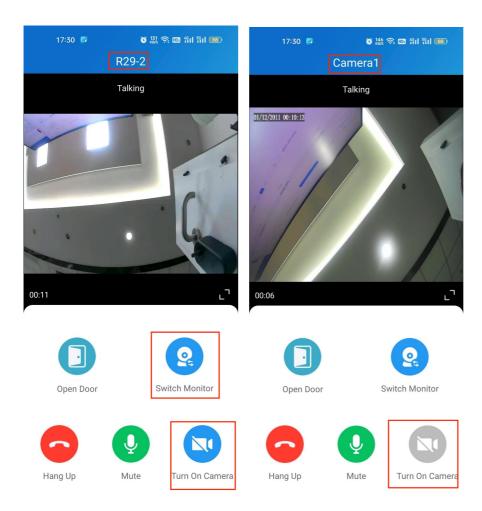
Your choice to turn on/off will be applied to later video calls with the device.

Note

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



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



Call a Family Member

- Tap Me in the lower-bottom tap bar.
- Tap Family Members, and tap the member you want to call.

Note

• Only audio calls are allowed between App users.

20:23	:: 🗢 82)	1:48	al S	? □	4:16		al 🗢 🗊
		K Fan	nily Members		<	Family Member Info	Ŵ
A 60 A 50 0 M 5	>	CWS 83		>			
Authorization	>						
😤 Family Members	>					CWS	
Property Management	>					831	
arming Alarm Logs	>						
 Discover 	>						
Settings	>						
Help & Feedback	>						
(i) About	>						
Log Out							
Home Activities	e Me	+ Nev	w Family Member				

Call Other Families within the Community

The Community Calls feature enables you to call other families living in the same community.

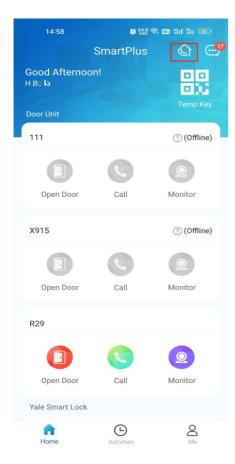
Note

• This feature is only available for new communities. Besides, the community's service provider must enable this function from his/her end.

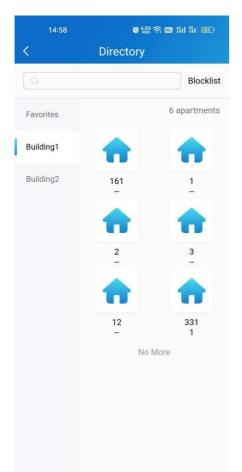
To access the feature, do as the following:

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

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2. A directory screen opens.



- 3. On the Directory screen, do any of the following:
 - Tap Favorites on the left side menu to see the families you added to the Favorites.
 - Tap the building name to see all apartments in the specific building.
 - Tap **Blocklist** on the top right to see all families blocked by you. You can call them while you will not receive their calls.
 - Tap the search box on the top to search for a family. The searching results will display in an order of Resident-Apartment-Building.

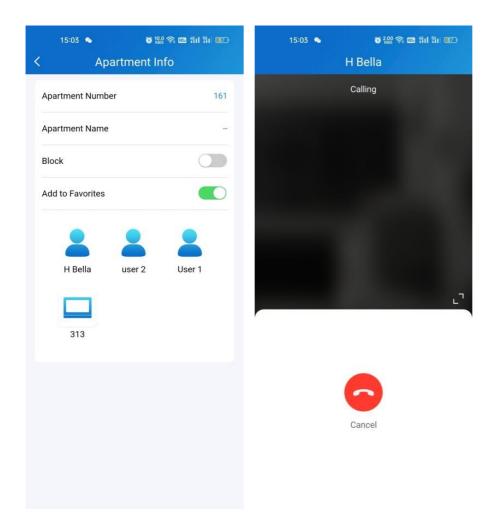
Directory 1 Residents Apartments Buildings User 1-161 - Building1 User 1-1 - Building1 User 1-1 - Building1 User 1-1 - Building1 User 1-1 - Building1 User 1-1 - Building1 11-3 - Building2 11-3 - Building1 User 1-1 - Building1 11-3 - Building1 User 1-1 - Building1 User 1-1 - Building1 11-3 - Building2 User 1-1 - Building1 User 1-1 - Building2 11-30 - Building2 User 1-1 - Building1 User 1-1 - Building1 11-305 - Building2 User 1-1 - Building2 User 1-1 - Building2 11-305 - Building2 User 1-1 - Building2 User 1-1 - Building2 11-305 - Building2 User 1-1 - Building2 User 1-1 - Building2 11-305 - Building2 User 1-1 - Building2 User 1-1 - Building2 11-305 - Building2 User 1-1 - Building2 User 1-1 - Building2		15:04 🤏	🔞 1.00	8 🚥 Hil Hi 💷
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1 1-305 -Building2	1 2	-305 -Building	g2	
	11.	-305 -Building	g2	
No More	11	-305 -Building	g2	
			No More	

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

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

> Block this family. In this case, all its members and indoor monitors cannot call you while you can call them.

- >Add this family to the Favorites.
- > Tap and call a member or an indoor monitor.



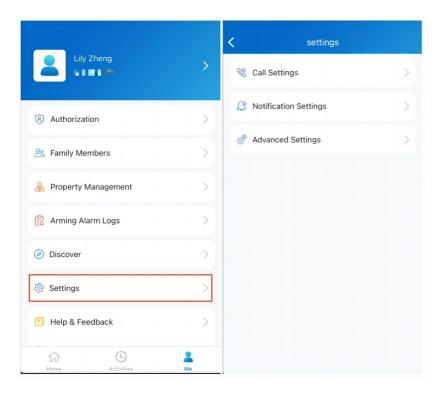
Landline, Contact and Call preference

You can answer or decline a call on the App, or you can forward a call to landline number(s).

Call Forwarded to Phone

To set up call forwarding, do as the following:

• Go to Me > Settings > Call Settings.



- Tap Landline, select the country/region the phone number(s) forwarded.
- Enter the number(s) in your preferred order.

Note

• A home master can add 3 forwarded landline numbers while the added members only 1 number.

4:07I 🗢 🗖	4:13	al 🗢 🗖
Call Settings	K Lar	ndline
Set SmartPlus as a contact	Country / Region	>
	1st Landline	>
et SmartPlus as a contact, so that the door phone all will not be marked as a harassing call.	2nd Landline	>
andline	3rd Landline	>
Contact Preference Group Call > fou would like to start a group calls or sequential alls, when the visitor push the call button on the loor panel.	Landline has not activate service provider.	d, please click to contact the
	Su	bmit

Set up Call-answered Order

Note

• Only the home master who owns the main account can set up call preference. Calls will only be forwarded to the phone number(s) added by the main account.

If you are a single-tenant user, you can choose a calling preference type between group call and sequence call.

- Go to Me > Settings > Call Settings.
- Tap Contact Preference.
- Choose a call type and follow the onscreen instructions.
 - Group Call. All indoor monitors will receive the call. At the same time, family members will receive it in their Apps.
 - Sequence Call. The devices, family members and landline numbers in the same family will be called based on the preset order.

4:07		al 🗢 🗈	4:07	al 🗢 🗖	4:08	al 🗢 🗖
<	Call Settings		<		<	
Set SmartPlu	is as a contact	>	Call Type	Group Call >	Call Type	Sequence Call 🗦
					Ring Time	20s >
Set SmartPlus call will not be	as a contact, so that the marked as a harassing c	e door phone call.			1st Call	>
					2nd Call	>
Landline		>			3rd Call	>
Contact Pref	erence	Group Call >			4th Call	>
calls, when the	to start a group calls or visitor push the call but	sequential tton on the			5th Call	>
door panel.					6th Call	>
					7th Call	>
					8th Call	>
					9th Call	>
					10th Call	>
				Submit		Submit

If you are a multi-tenant project user, you can choose among 3 options: SmartPlus, Phone, and SmartPlus with Phone as backup.

- Go to Me > Settings > Call Settings.
- Tap Contact Preference.
- Choose a call type.
 - SmartPlus. SmartPlus and indoor monitor(s) will be called.
 - **Phone**. Phone and indoor monitor(s) will be called.

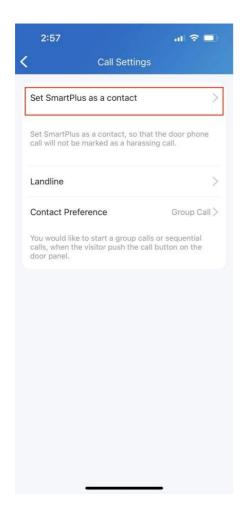
• SmartPlus with Phone as backup. SmartPlus and indoor monitor(s) will be called first, then the forwarded phone number if the call was not answered.

09:48		all 🕆 🚱
<	Call Settings	
Set Sma	artPlus as a contact	>
call will n *This ope number.	tPlus as a contact, so that the doc ot be marked as a harassing call, eration will delete the useless Sma Some mobile phones will prompt t Please agree to the operation,	rtPlus
Landline	•	>
Contact	Preference	Phone >
If you'd li remembe	d like to receive calls on SmartPlu ke to keep receiving phone calls th ar that you must answer the call th hit access.	hough,
If you'd li remembe	ke to keep receiving phone calls the er that you must answer the call the the call the call	hough,
If you'd li remembe	ke to keep receiving phone calls the er that you must answer the call the the call the call	hough,
If you'd li remembe	ke to keep receiving phone calls the r that you must answer the call the in access.	hough,
If you'd li remembe	ke to keep receiving phone calls the or that you must answer the call the that access.	hough,
If yourd it remember # to perm	ke to keep receiving phone calls the or that you must answer the call the net access.	hough, en dial the

Set SmartPlus as a Contact

You can set SmartPlus as a contact, in case calls from doorphones are marked as harassing ones. By doing so, you would not miss the calls.

- Go to Me > Settings > Call Settings.
- Tap Set SmartPlus as a contact, and you can find Doorphone Call Number in your phone's contact list.

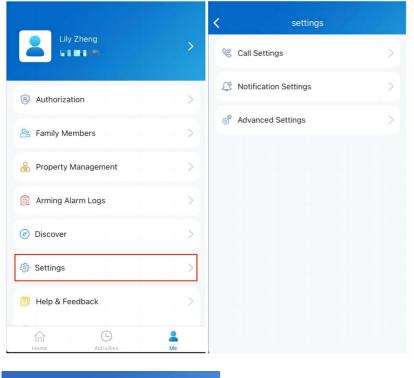


Not to Receive Calls

The app can silence all calls when you do not want to be disturbed.

- Go to Me > Settings > Notification Settings.
- Turn on Do Not Disturb.
- Set up Time Schedule.

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



11:39	ati 🗢 🗔
K Notific	cation Settings
Do Not Disturb	
When enabled, you wi notifications in the foll	II not receive any calls and owing hours.
Time Schedule	11:00 PM~Next Day 7: >
Motion Alert	
Alert of suspicious mo	ving object.

Receive Calls from a Different Site

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



Security

Monitor

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

See Door Phone Stream

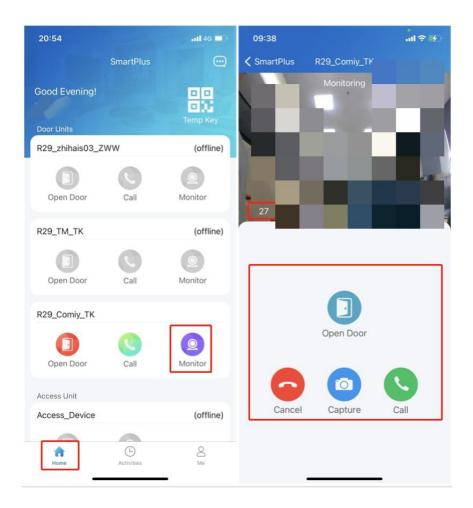
- Tap Home.
- Select the device and Tap Monitor (2). The monitoring streams will be shown for 30 seconds.

Note

• Door phones without cameras do not have the monitor button $[\tilde{2}]$.

What you can do on the monitoring page:

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



See Third-party Camera Stream

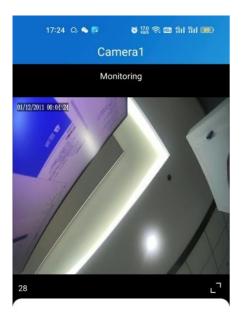
If your house or your community have third-party cameras installed, you are enabled to see their streams directly on the app. Besides, these cameras can be linked with Akuvox door phones.

- When cameras not linked with door phones
- 1. On the Home screen, scroll down, and find the Camera field.

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17:24 Q 💊	C 2.00	õ ‱ 奈 ጬ "îil "îil		
	SmartPlus	Û	1	
Open Door	Call	Monitor		
Yale Smart Lock				
Door1				
Locked				
Camera				
Camera				
Monitor				
Camera1				
Monitor				
Home	Activities	A Me		

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

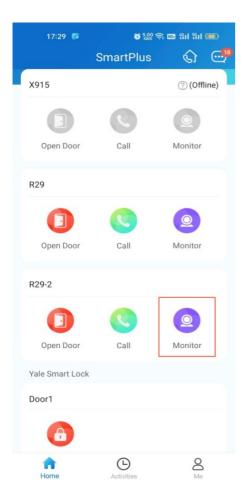




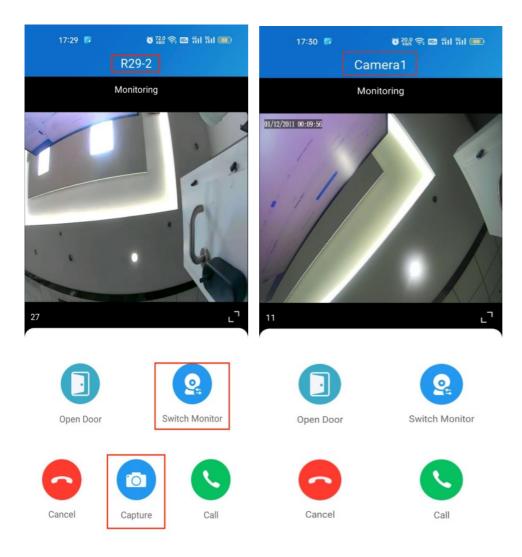
• When cameras linked with door phones

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

- 1. Tap Home.
- 2. Select the door phone and tap Monitor (2).



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



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

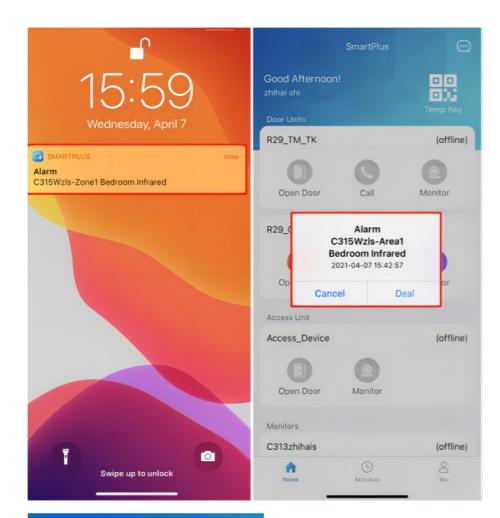
Alarm and SOS Warnings

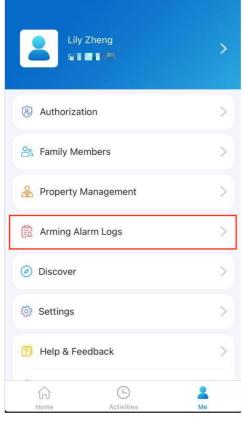
Alarm and SOS warnings triggered by indoor monitors can be received on the App. You can go to **Me > Arming Alarm Logs** to see and deal with warnings, or tap **Deal** on the popup notifications.

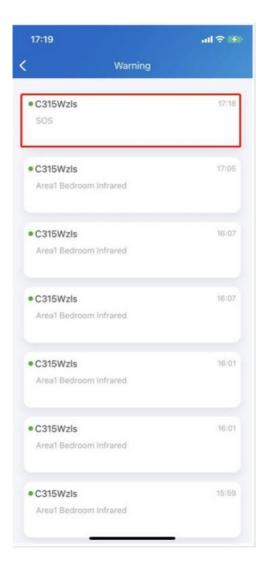
Note

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

Akuvox Open A Smart World





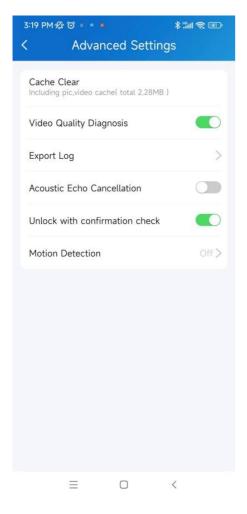


Motion Detection

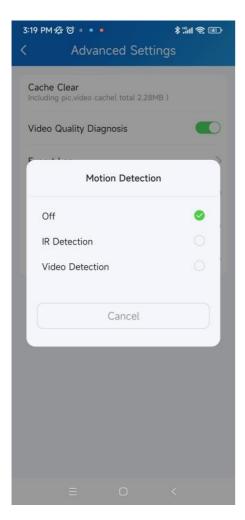
Single-tenant users are able to turn on the motion detection function and choose its detection type.

To enable this function, do as the following.

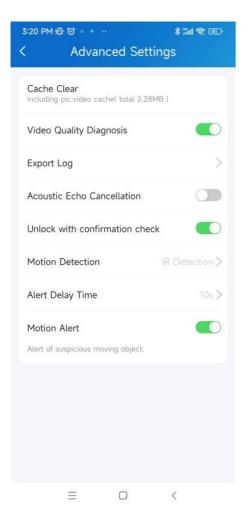
1. Go to Me > Settings > Advanced Settings > Motion Detection.



2. Select between IR and Video Detection.

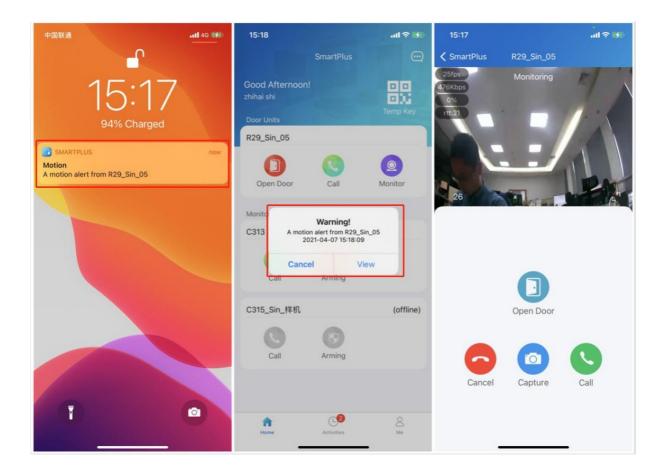


- 3. Once selected, do any of the following:
 - Set the Alert Delay Time. By default, it is 10 seconds.



• Enable or disable the Motion Alert. This option only available when you turn on the motion detection.

Once enabled, a motion alert will be sent to you whenever an alert is triggered by a suspicious motion event.

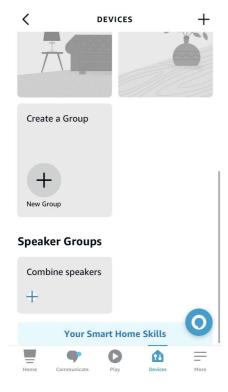


Arm and Disarm Indoor Monitors with Alexa

Linking your account to the Alexa app, you can arm or disarm the indoor monitor by saying the following commands to Alexa.

- Check whether the device is armed: Alexa, is [device location] armed?
- Arm the device in Home mode: Alexa, arm [device location]; Alexa, Arm [device location] in Home mode.
- Arm the device in Away mode: Alexa, arm [device location] in away mode.
- Arm the device in Night mode: Alexa, arm [device location] in night mode.
- Disarm: Alexa, arm [device location] in night mode.

1. Log into your Alexa app, go to Devices and scroll down to the bottom. Tap Your Smart Home Skills.

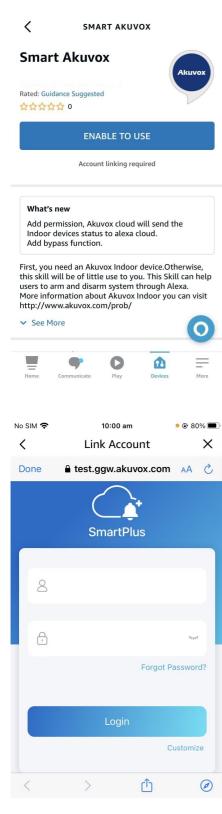


2. Enter Akuvox to search.



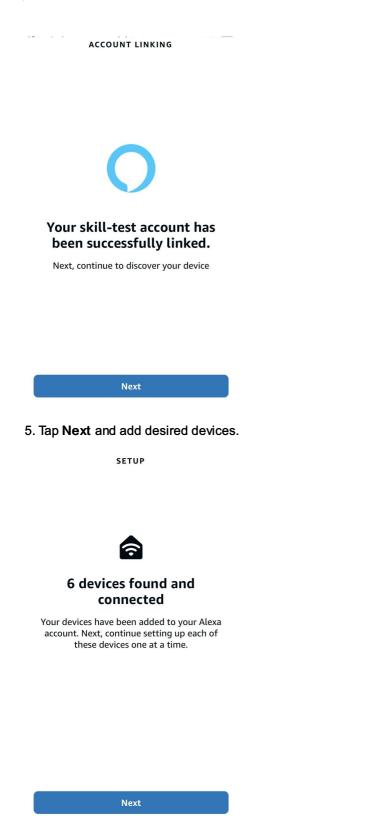


3. Tap ENABLE TO USE and enter your SmartPlus account username and password to login.

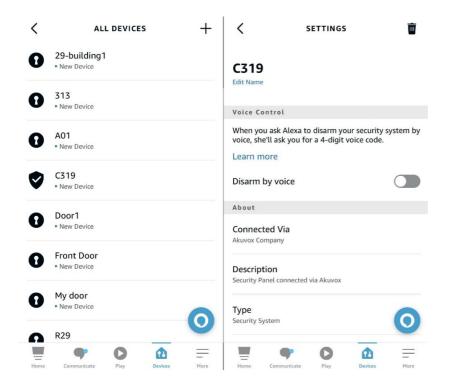


4. Tap Next to discover devices under your SmartPlus account.





6. Return to the **Devices** module. Tap the desired device and enable Unlock by App and Unlock by Voice.



Devices

Third-party Locks

SmartPlus app allows you to add and control third-party locks from Qrio, Yale, and BSI, making the intercom process more integrated and more convenient.

Note

• Only Turkey supports adding Yale locks now.

Display Locks

Third-party locks from Qrio and Yale can now be linked with E12, E16, and E18 door phones.

The linked and not-linked locks will display on different modules.

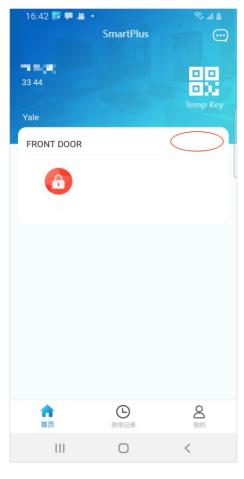
• On the Home screen

If your third-party locks do not link with any door phones, you can see them on the Home screen.

11:36		ail 46 💽
	SmartPlus	9
Good Morning! single		CONTEMP Key
Door Unit		
E12		
GUnlocked	Call	Monitor
Qrio		
qrio Locked		
h	L Activities	e Me

Note

- When a Yale lock is linked with a door/window sensor that has been added to the Yale app, the sensor's on or off status will display in the top right corner.
- When a Yale lock is linked with multiple door/window sensors, their status will NOT display.



• In Relay list

If a lock are linked with a door phone, it will display in the door phone's Relay list when tapping its Unlock button.

Add a Third-party Lock

Note

- This function is available for single-tenant projects and new communities.
- Only family master accounts are enabled to add third-party locks.
- The supported third-party lock brands include Qrio, Yale, and BSI.

To add a third-party lock, for example, a Qrio, do as the following:

1. Go to Me > Discover > Third Party Devices, and tap the add icon in the top right.

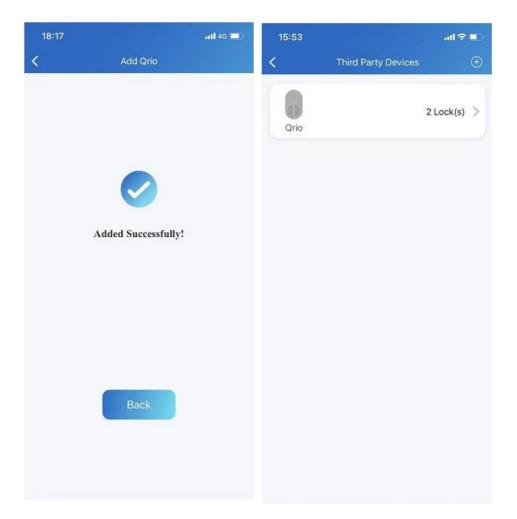
2. Choose the lock brand from the list.

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16:	33 🗭 🛎	0	🗟 lla 🗟
<		Choose Brand	
		Qrio	
		Yale	
		BSI	
		0	<

- 3. Tap **Add** at the bottom.
- 4. Follow the onscreen instructions to complete the adding process.

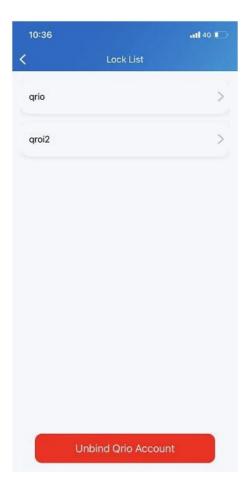
5. Tap Back on the Added Successfully screen to go back to the lock list. The newly-added lock will display there.



Once a third-party lock is added, all members within this family can see and control the lock on their app.

Change Lock's Settings

1. Go to **Me > Discover > Third Party Devices**, and tap the Lock brand. All the added same brand locks are listed here.



2. On the Lock list screen, do any of the following:

- Tap Unbind Qrio Account at the bottom to unbind your lock's account.
- Tap the specific lock to its Settings screen, then you can
 - >Change the lock's name.
 - > Enable/Disable Auto Lock in 10s feature.

>Link with a door phone. Third-party locks from Qrio and Yale can now be linked with E12, E16, and E18 door phones.



Favorite Your Devices

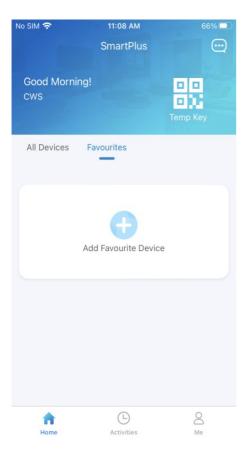
Note

• The Favorites feature ONLY supports for community projects.

Favorite Device feature enables you to easily add or remove the devices you use most.

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

1. Tap Home > Favorites.



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

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

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

Messages and Notifications

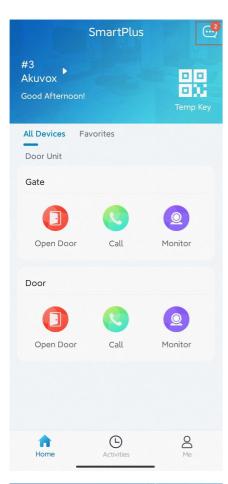
See Messages You've Received

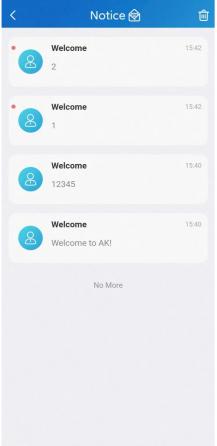
Go to Notification Center

To see messages you received from the Cloud, the security center, all sites and more, do as the following:

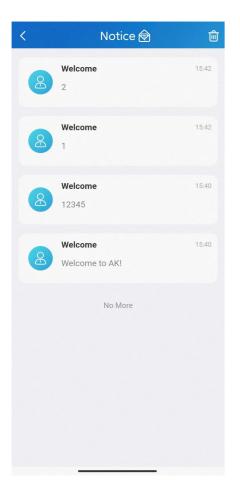
- Tap Home.
- Tap the Message icon 📃 in the upper right corner.

If there is a red dot appearing, it means that you have new or unread messages.

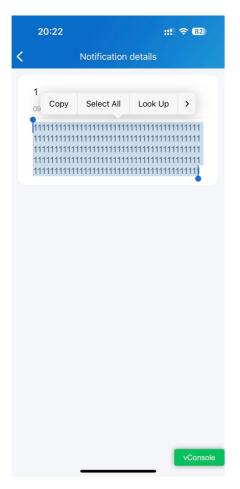




• If you want to remove all red dots by one tap. Tap 🔞 and all the messages will be read automatically.



• Tap the desired message to see the details and copy the content if needed.



Note

• The home master who operates the main account can delete messages by tapping in the upper right corner, while the sub-accounts cannot do so.

See Package Messages

When having parcels delivered to the package room, you will receive a pop-up notification, or you can check it by tapping **Home > Message icon**

	SmartPlus Notice	SmartPlus Notification details
14:54 Wednesday, April 7	You've got a new packa You have 1 items that have been delivered to you, please check in time.	You've got a new package! 14:54:03 You have 1 items that have been delivered to you, please check in time.
You've got a new package! You 've got a new package! You have 1 items that have been delivered to you, please check in time.	• Security Center	
	Security Center 44.27	
	Security Center 44.27	
	Security Center u.g	
	Security Center 14.27	
Swipe up to open	tost 03-12 15/3 test111	

Note

- Only available for communities subscribing to premium feature plans.
- Only R29 door phone supports for pushing package room massages. And the previous version's app can not receive such messages.

See Temp Key Used Messages

The user who creates a Temp key will receive a message about the key being used. For example, if the PIN key is created by you, you will receive a pop-up message when it is used by the user, or you can check it by tapping **Home** >

Message icon \cdots .



Note

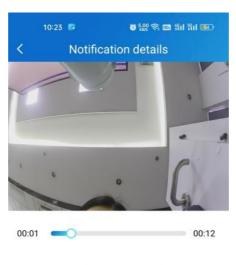
• App with Cloud 6.1 or later supports for pushing this kind of message.

Check Voice Messages

When someone leaves a voice message to your app using the door phone, you will receive a notification.

To check and listen to the message, go to **Home > Message icon** , and tap the desired one.

11:15
11:15
915
10:22 915
Yesterday 18:43 915
Yesterday 18:16 915
Yesterday 18:13 915
11-24 17:48
11-24 16:44 maining: 1





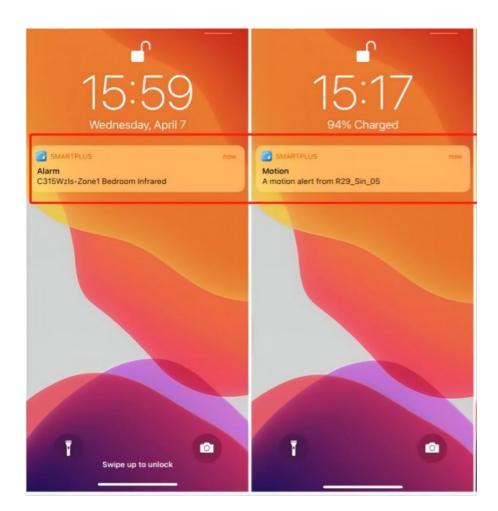
Note

- Voice messages will be kept for 1 month. In this case, you are not able to listen to the messages you received 1 month ago.
- Only S539 door phone now supports for leaving voice messages for residents.

Receive Offline Push Notifications

When the App is running backstage, it will push the following types of pop-up messages:

- Messages sent from Cloud and property managers
- Temp key used messages
- Package room massages
- Voice messages
- Yale lock's low battery status messages
- Motion alerts
- Alarms
- SOS



Not to Receive Notifications

You will not receive notifications (except Alarm warnings) if you enable Do Not Disturb function.

- Go to Me > Settings > Notification Settings.
- Turn on Do Not Disturb.
- Set up Time Schedule.

		settings	
Lily Zheng	>	🧐 Call Settings	>
Authorization	>	Notification Settings	>
A Family Members	>	Advanced Settings	>
🔗 Property Management	>		
Arming Alarm Logs	>		
 Discover 	>		
🔅 Settings	>		
P Help & Feedback	>		
Home Activities	Me		

To see messages and notifications received when Do Not Disturb is on, go to Home > Messages icon \square .

Logs and Histories

All devices' logs are available, such as door logs, call history, capture logs and motion logs. You can also set up log level and upload it to the Cloud.

Check Door Access Histories

All the calling, opening and monitoring-related histories are recorded. Via these logs, you can know which device at what time do what. Tap **Activities** in the bottom Tap bar to see any of the following:

- Door logs: All the calling and door opening histories. If the door phone has relays added, the triggered relay is also displayed here.
- Call history: All the outgoing/incoming/missed calls.
- Capture log: All snapshots you made of live videos.
- Motion logs: All the detected suspicious motions triggered by door units.

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Set up, Export and Upload Logs

The log has 7 levels. The level is 3 by default. The higher the level is, the more detailed the log content is. You can export and send detailed logs to Akuvox technical engineers to analyze problems if the device malfunctions.

- Go to Me > Settings > Advanced Settings > Export Log.
- Select a level and Tap Save. You can ask our technical engineer for detailed information on each level.

If you want to upload the current log to the cloud, tap Upload.

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Video Quality Diagnosis				
Display fps, bps, loss rate and RTT etc.				
Export Log	>			
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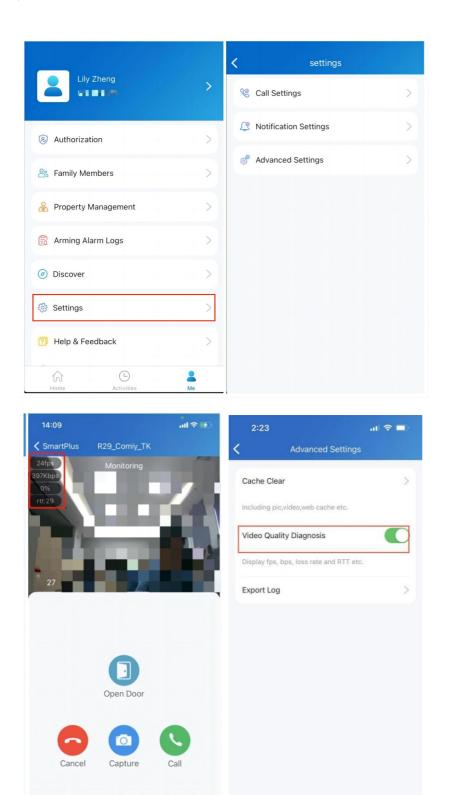
Advanced Settings

Check Video Communication Qualities

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

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

- fps: frames per second. If the value is low, it'll give a slow-motion or motion-blur effect to your video.
- bps: bits per second. The higher the bps rate is, the faster the download or upload time will be.
- packet loss rate: The lower the rate is, the better the network will be.
- rtt: round-trip time. It's the total time taken by a data packet as it travels from its source to the destination and back.



Enable Confirmation Prompts when Opening Doors

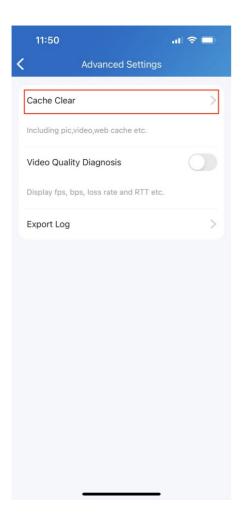
Unlock with confirmation check feature shows you a prompt to confirm your opening door command when you tap the unlock button of a device that links with only one door (relay). This helps prevent you from tapping the Unlock button by the incident, and give you a chance to double-check before you really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

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

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		Open Door Yale Smart Lock	Call	Monitor
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Clear Cache to Improve App Performance

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



Account Settings

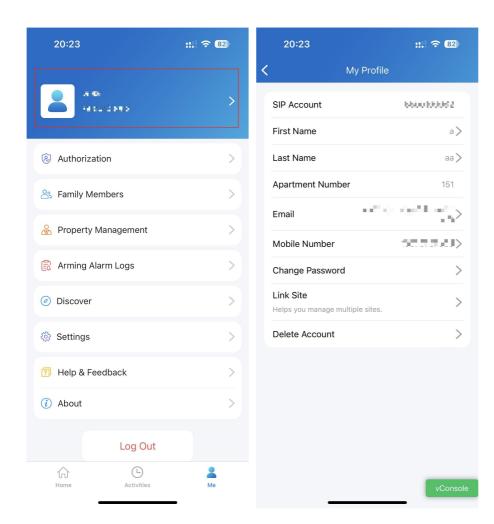
View and Change Account Information

You can check your account information, including your SIP account, username, apartment number, Email and mobile number. For better security, you can make a change on username and login password.

Check your account information

- Tap Me on the bottom Tap bar.
- Tap [your name], and you can see the details.

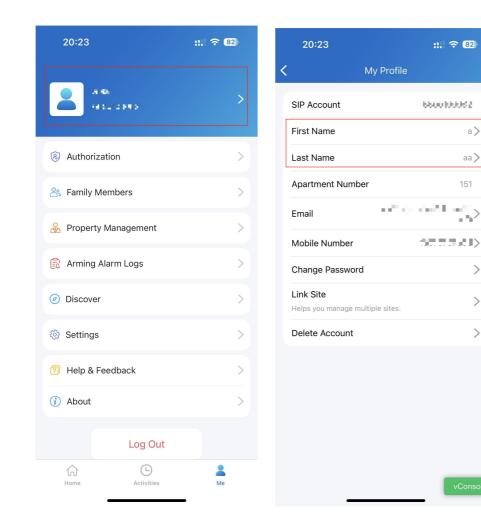
Akuvox



Change your username

- Go to Me > [your name].
- Tap First Name and Last Name, and type in new names in the boxes.
- Tap Confirm to validate the change.

Akuvox



Change your mobile phone and email number

- Go to Me > [your name].
- Tap Email or Mobile Number.
- Choose the authentication mode. Enter password or verification code you receive from mobile phone or email.

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- Tap Confirm to validate the change.
- You need to login again after the change.

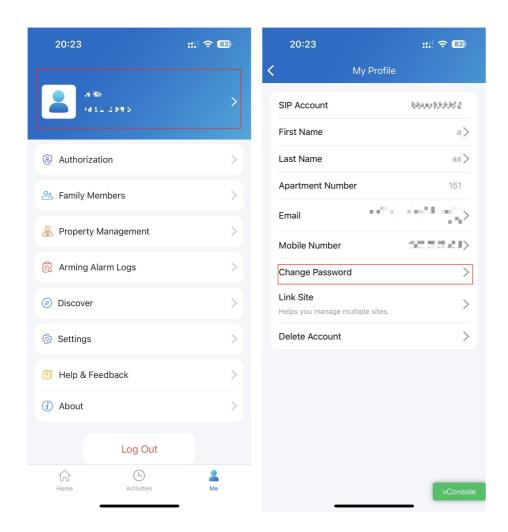
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Change a weak or compromised password

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

- Go to Me > [your name].
- Tap Password.
- Create a new password. When doing so, you are asked to enter your old password.
- Tap Submit to validate the change.

Akuvox



Forgot password

If you forget your login password, tap Forgot Password on the login page. You can reset your password using Email or message:

- Email. Select your account type and enter your email address. Then, you will receive an Email containing a link that will redirect you to the reset page.
- SMS.
 - Tap Try to reset via SMS.
 - Select Country/Region code.
 - Enter your mobile number and tap Obtain Code.
 - Enter the verification code you received. Tap Next and follow the onscreen instructions.

8	< Forgot Password	< Verify Phone Number
	Account Type:	
<u> </u>	Enduser	Country / Region >
SmartPlus	luna.zheng@akuvox.com	Mobile Number
		Obtain Code
See Enduser		
Password		
Login		
Login Via SMS APAC2		
	Submit	
	Try to reset via SMS	Next

Create an Account for a Family Member

If you are the family's master, you are enabled to add family members and create accounts for them, so they can log in to the SmartPlus App and use Akuvox Cloud services.

- 1. Go to Me > Family Members.
- 2. Tap + New Family Member.
- 3. Enter username and email address. Mobile numbers and landlines are optional.

Note

The user's information you enter matters. They decide how the member sign in and finding his/her password.

If you entered the member's email address

The login credentials will be sent to your (the family master's) email, and the password reset email will be sent to the member.

• If you only entered the member's phone number

Both the login credentials and password reset email will be sent to your (the family master's) email.

• If you did not enter the member's email address and phone number

He/She has to use SIP number and password for login. The password reset email will be sent to your (the family master's) email.

4. Tap Submit.

Once a family member is created, you can call with him/her by selecting him/her from the list.

You can see, edit, and remove the members on Family Members screen at any time.

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Delete Your Account

You can cancel your account at any time.

Once your account is deleted, you will not be able to sign into SmartPlus anymore. And it charges if you apply for a new account and use it.

To delete the account, do as the following.

- 1. Go to Me > [your name] > Delete Account.
- 2. Tap Confirm when you're asked.
- 3. Enter the correct verification code.

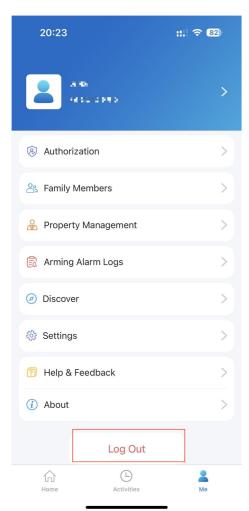
The code will be sent to:

- Your email or phone number, if you use either of them to apply the account; Or
- The family master's email or phone, if you did not provide any of your information when applying.

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Log Out

To sign out of SamrtPlus, tap **Me >Log Out**.

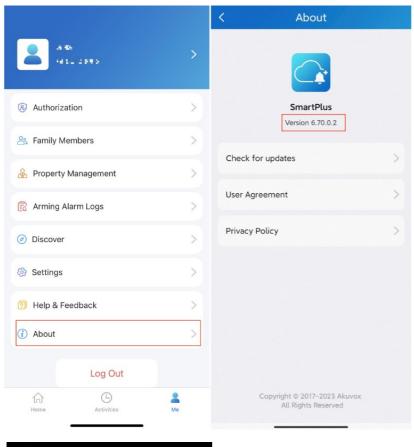


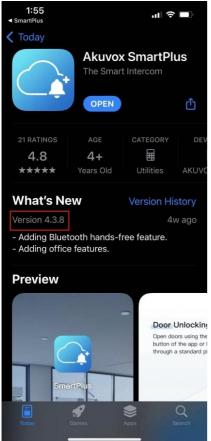
Support

Update

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

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

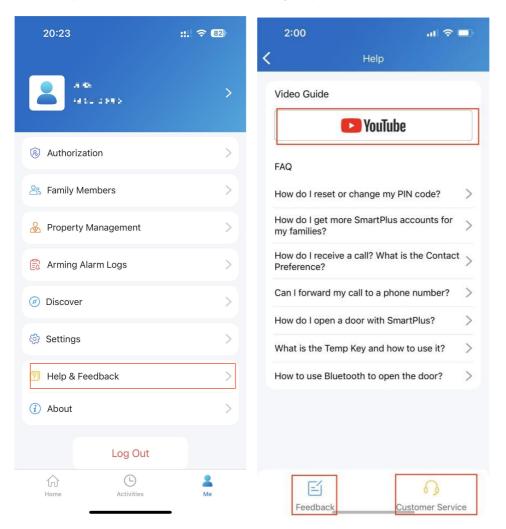




Get Help

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

- Watch video tutorials
- · Get answers on some frequently-asked questions.
- Tap Constomer Service to contact us for technical support.
- Tap Feedback to describe and submit your problems.



FAQ

(1) Can't call out on the App?

- Check your network is working.
- Update the App to the latest version.
- Check your account is activated and make sure you've paid the renewal fee. If not, please contact your service provider.

If the above doesn't work, please go to Me > Settings > Advanced Settings >Export Log, and send the log to Akuvox technical engineers.

(2) Can't see pictures when calling or monitoring?



- Only audio calls are supported between Apps.
- Update the App to the latest version.
- Check your account is activated and make sure you've paid the renewal fee. If not, please contact your service provider.
- Check door units cameras are working.

If the above doesn't work, please go to Me >Advanced>Export Log, and send the log to Akuvox technical engineers.

(3) Can't log in due to password forgotten?

Go to the login page > Forgot Password. You can reset your password using Email or message:

- Email. Enter your email address, and you will receive an Email with a new password.
- SMS. Tap Try to reset via SMS
 - Enter your mobile number and Tap Obtain Code.
 - Enter the verification code you received. tap Next and follow the onscreen instructions.

(4) How to obtain an account?

Provide your Email address and/or a phone number (if you'd like to login or reset your password via SMS) to your service provider. You then will receive an Email from Akuvox with your username, password, and a QR code for login.Or you can enter your phone number and login with a verification code sent via SMS.

If you want to create sub-accounts for your family members, go to Me > Family Members.

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.

