

Akuvox V6.7.0 SmartPlus Installer Guide - Single tenant

Akuvox
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Smart Intercom



AKUVOX SMARTPLUS USER GUIDE

Installer

About This Manual

This manual is intended for the installers who need to manage single family houses, single-tenant residents, devices, remote maintenance services, and more on the Akuvox SmartPlus platform (**Version 6.7.0**).

For more information, please visit <http://www.akuvox.com/> or consult Akuvox technical support.

What's New in SmartPlus 6.7.0:

- [Support selecting access methods](#)
- [Support issuing weather conditions to indoor monitors](#)
- [Extend the renewal period to 5 years](#)
- [Add Receive Feedback](#)
- Support Persian and Hebrew when switching browser language
- Add redirect link in the email notifying account expiration

System Overview

Akuvox SmartPlus is a cloud-based platform on which the installer can conduct integrated management of residents, devices, relays and remote maintenance services both on a single-tenant basis and a community basis (multi-tenant).

- **Installers using this platform will be able to:**
 - Add, edit, and delete the devices and residents in the single-tenant management.
 - Add, edit, and delete the communities, buildings, apartments, devices, and residents in the multi-tenant management.
 - Deploy and set up devices and relays for the access control.
 - Check and upgrade device firmware for the residents.
 - Check and manage the MAC library.
 - Conduct remote operations such as Auto-provisioning, device reboot, transmission type modification, and remote maintenance.
 - Download the related technical manual and get access to the Akuvox ticket system for technical support.
 - Subscribe and renew Akuvox SmartPlus.

Log into SmartPlus

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

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



Login

ryan.chen@akuvox.com

.....

Login



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

Name	SIP	Room	Email	Mobile Number	Family Member	Active	Premium Plan	Created Time	Expiration Time(Premium)	Actions
Gabriel	Family:59 Personal:3	111		--	1	Normal	Normal	2023-08-09 09:41:51	--	[Icons]

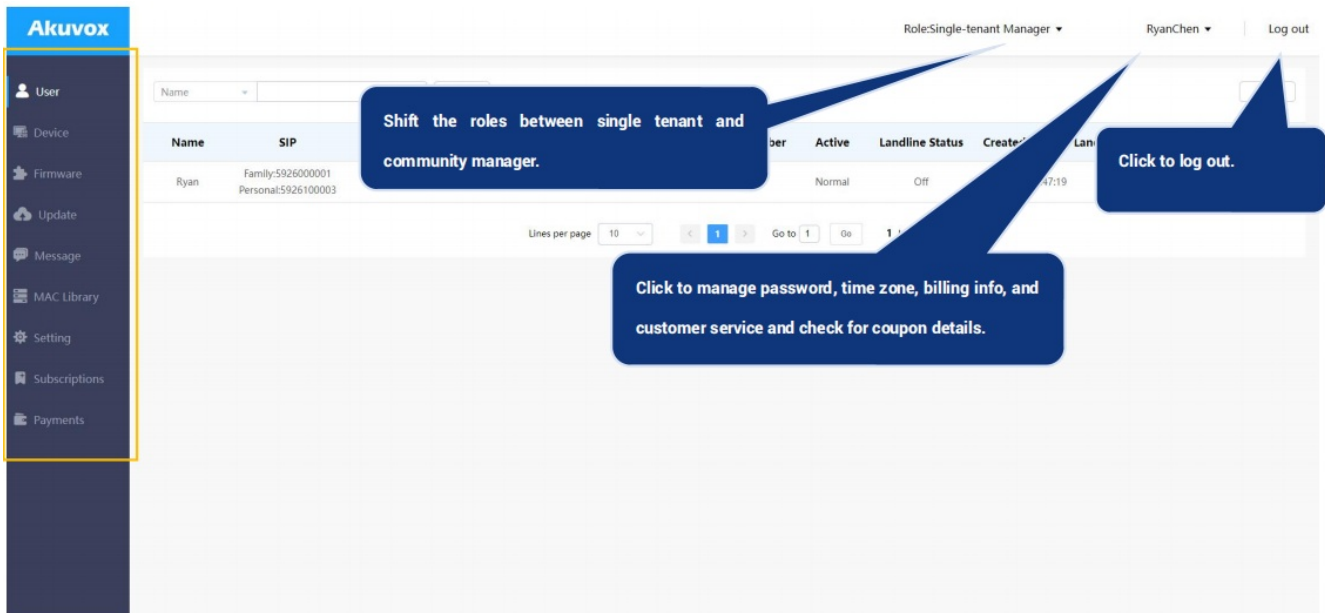
Prior to the Management

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

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

Single-Tenant Manager Main Interface

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



Module Description

No.	Modules	Description
1	User	Allows you to add users along with the devices.
2	Device	Allows you to search and check the device information.
3	Firmware	Allows you to check device firmware information.
4	Update	Allows you to update the firmware version for the specific device.
5	Message	Allows you to create and send messages or notifications to the targeting users.
6	MAC Library	Allows you to manage the MAC in the MAC library.
7	Setting	Allows you to select the payer for the Akuvox SmartPlus.
8	Subscription	Allows you to pay for the SmartPlus service activation and renewal, and pay for the extra family member account and so on.
9	Payments	Allows you to check for the information related to transactions made.

Single-Tenant Resident Management

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

User Account

Add User

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

1. Go to User module and click on **New**.

2. Fill in resident information properly.

Add User
×

* Name

Room Name

Email

Country / Region

Mobile Number

* Address

SIP Call Or IP Call

IP Call (All the devices are deployed on the same local network) ▾

Time Zone

GMT+8:00 Shanghai ▾

Language

English ▾

1st Landline Number

2nd Landline Number

3rd Landline Number

Home Automation

On Off

* Premium Plan

On Off


Premium Plan is not available for Home Automation Service at the moment.

Cancel

Submit

User Account Information Description

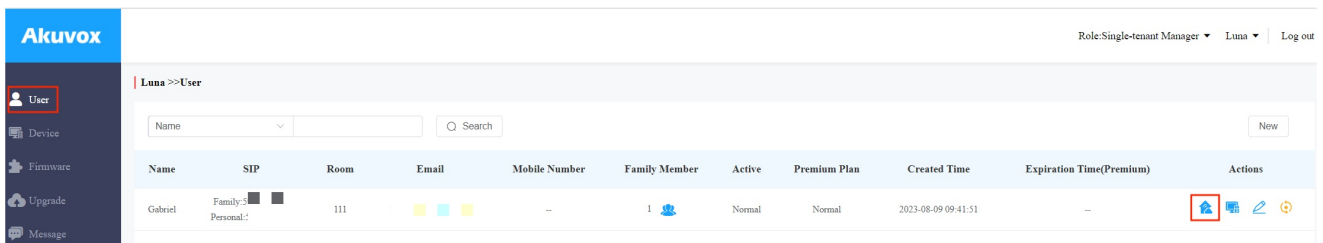
No.	Filed Name	Description
1	Name	Fill in the user name.
2	Room Name	Fill in the user's house name provided by the user, or you can customize the room name eg. "Ryan's Home"
3	Email	Fill in the user's email address.
4	Country/Region	Select the country or region code of the user.
5	Mobile Number	Fill in the user's mobile phone number. The area code will be displayed before the mobile number.
6	Address	Fill in the user's address based on which the indoor monitor can access local weather condition. The temperature and weather condition will display on the device home screen. So far, only C319 with firmware version 119.30.10.203 and above supports this feature.
7	SIP Call Or IP Call	Select "All my devices were installed in the same place (villa or house)" for IP call if all of the user's intercom devices are in the same LAN (Local Area Network). If not, select "Some of my devices were installed in a different place (villa or house)" for SIP call.
8	Time Zone	Select the time zone of the user.

9	Language	Select the language of the emails notifying the user of the account information. Currently, 12 languages are supported: English, Simplified Chinese, Korean, Japanese, Turkish, Polish, Russian, Spanish, Bosnian, Danish, Vietnamese, and French.
10	Landline 1/2/3	Fill in the user's landline numbers, e.g mobile phone numbers or telephone numbers. Three landline numbers are supported. The area code will be displayed before the landline number.
11	Home Automation	If you turn this feature on, the Smart Home icon  will be displayed, and you can click the icon to redirect to the smart home web portal from the SmartPlus cloud platform. Note: if the home automation is turned on, the premium plan will be dimmed and cannot be selected.
12	Premium Plan	Premium Plan includes landline service and third-party camera service. Note: You should turn on premium plan if you want to add third-party camera. The Premium plan status and its expiration time display on the User interface.
13	Landline Service	Switch on/off the landline service (communication between telephone/mobile phone and intercom devices).

Note:


- The area code will display in Mobile Number field after you select Country/Region.

Smart home icon:



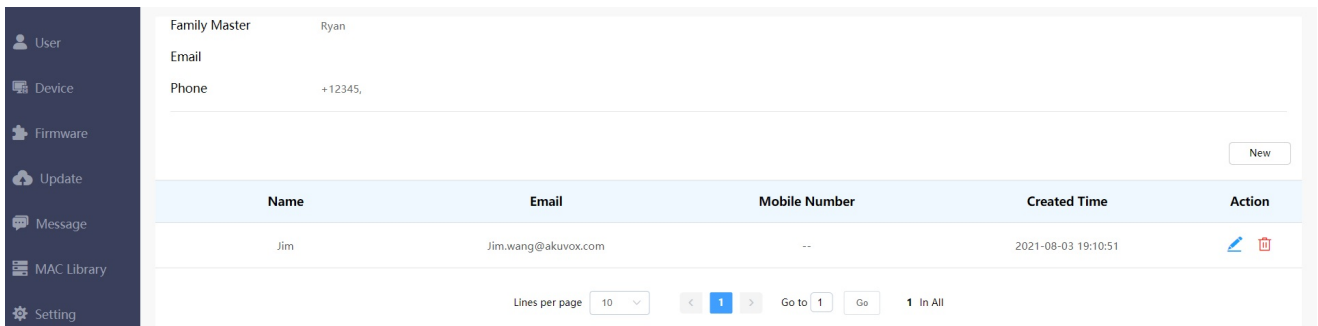
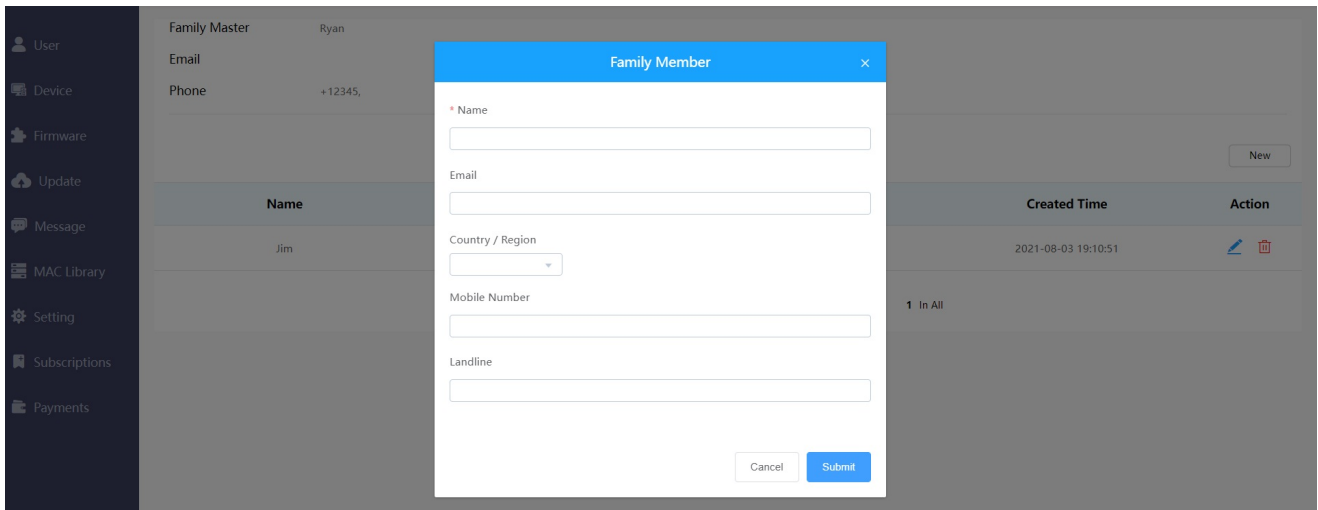
Add User Family Account

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

1. Click  of specific users for whom you want to add family account.




2. Click **New**, and fill in the family member account information.

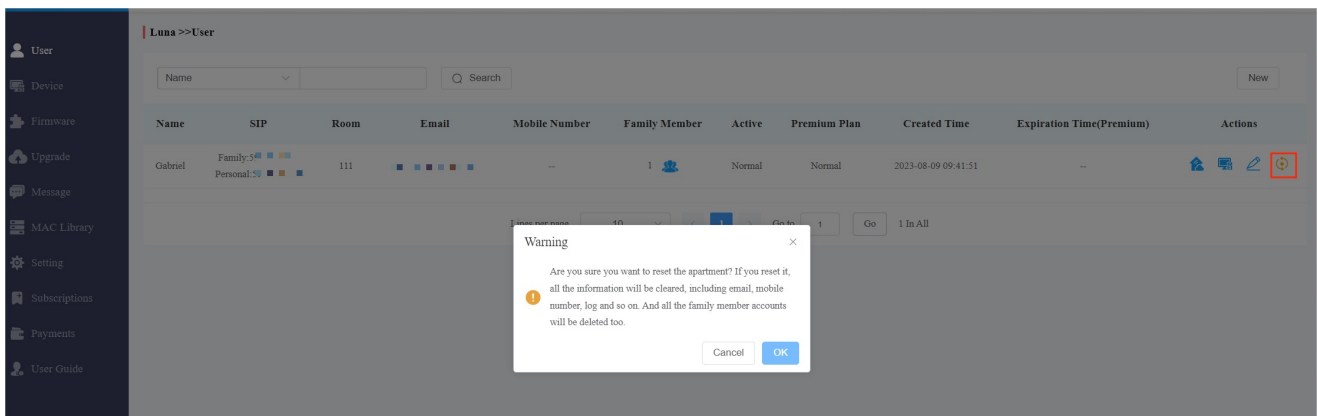


Edit, Reset, and Delete User


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

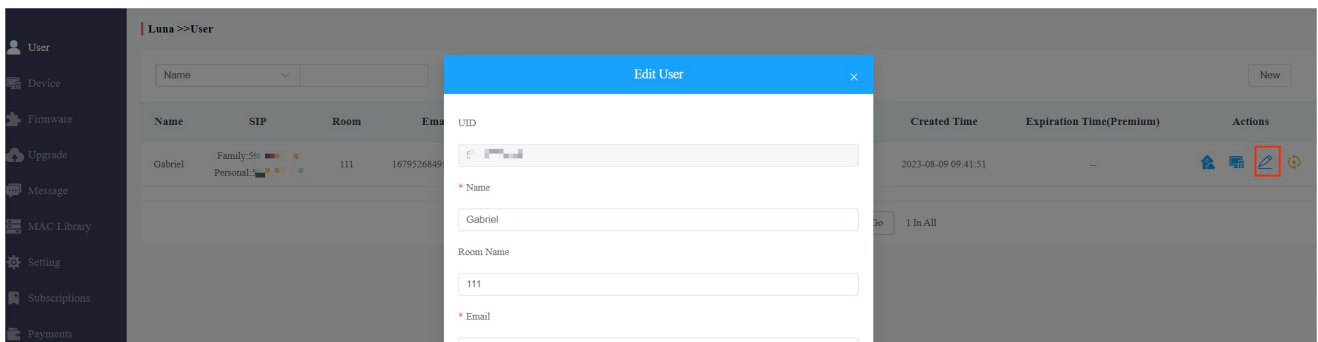
1. Search and find the user by **Name, Email, Mobile Phone Number, Family SIP Number, or SIP number.**
2. Do any of the following :

- Click  to reset the user's account.

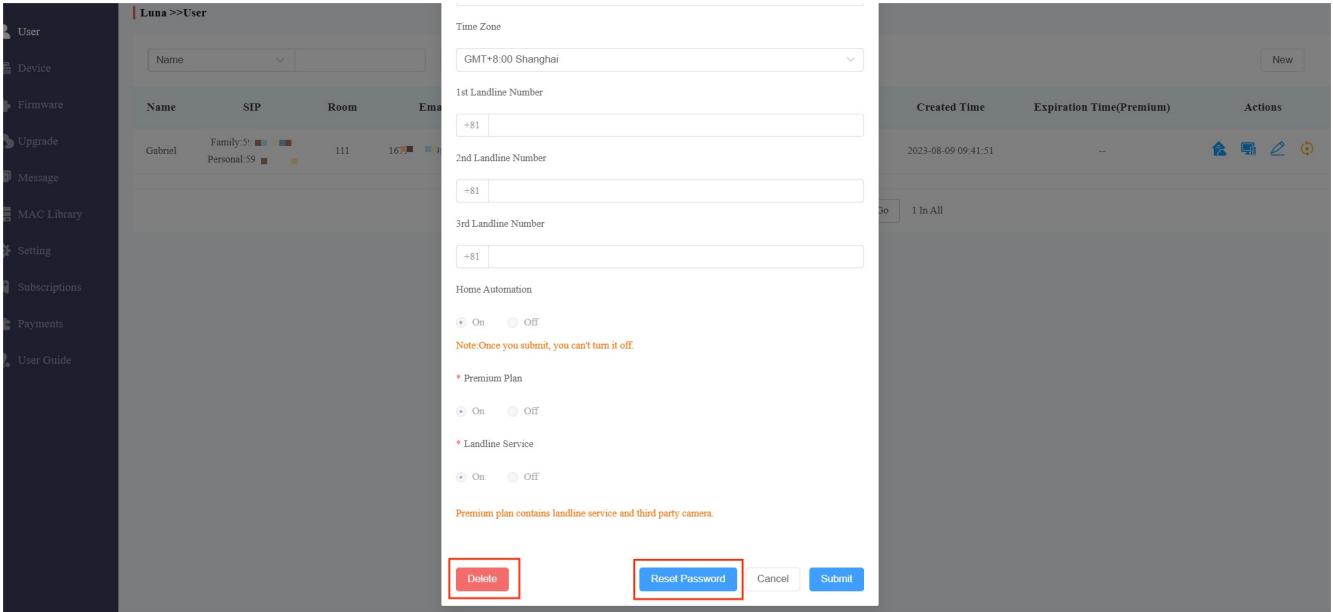


- Click **OK** to reset the user's account. Once reset, some data will be deleted while some not.

- Data to be removed including
 - Family member accounts.
 - Emails, mobile numbers, country/region, and landlines.
 - Logs(audit logs excluded) and histories.
 - Messages and alarms; and
 - Accessing settings, including PIN, face data, NFC, Bluetooth, and QR Codes.
- Data to be kept including
 - Family master account status, such as inactivated, expired, and so on.
 - The number of free sub-accounts.
 - Audit logs.
 - Settings include Call Or IP Cal, time zone, language, home Automation, premium plan, and the With Indoor Monitor feature.
- Other changes including
 - The user's app changes to be unregistered and needs to be re-initialized.
 - The user's login credentials are reset, and the user is not going to receive the reset email.
- Click  to edit the user's information, and click on **Submit** to save the changes.




- Scroll down the editing page and click on **Delete** to delete the user's account and click on **Reset Password** to reset the account's password.

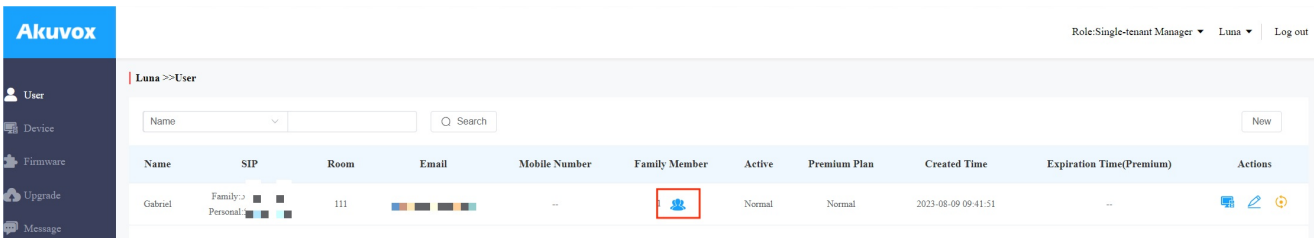




Note:

- The user time zone will be synchronized with the installer time zone if the time zone is not selected.
- It is free to create a new account in the family after resetting, while it charges after deleting. The resetting feature is suitable for rental scenarios, you can empty the accounts after the tenants moved out and create accounts for the new ones.
- You cannot edit the mobile phone number, email number, and area code of user accounts that have linked sites.

Edit and Delete Family Account

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




3. Edit or delete the specific family account by clicking  or  .

Device Management

Add Device for Users

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

1. Go to **User Module**.
2. Click on  of the user you want to add intercom device or third party camera for.

3. Add device for the users.

- To add intercom devices, click **Intercom Devices**, then click **New** to add the device.

Add Device
✕

Owner

Device Type

* MAC

* Device Name

Relay1 Off On

* Relay Name

DTMF Code

Access Method
 SmartPlus Homepage
 SmartPlus Talking page
 PIN
 Face
 RF Card
 Bluetooth
 NFC

Relay2 Off On

* Relay Name

DTMF Code

Unlock
 SmartPlus Homepage
 SmartPlus Talkingpage
 PIN
 Face
 RF Card
 Bluetooth
 NFC

Add Device Description

No.	Field Name	Description
1	Owner	The user identification number is automatically generated.
2	MAC	Fill in the device MAC address.
3	Device Type	Select the device type of the device to be added.

4	Does the device have internet access?	<p>This option appears when Doorphone is selected in Device Type field.</p> <ul style="list-style-type: none"> • If the door phone is not connected to Internet, select No so that calls can be transferred to Smartplus App through the indoor monitor. • If the device is connected to Internet, select Yes and it can make calls normally. <p>Note: This option will only appear after the super manager enables Doorphone Offline Solution for your distributor.</p>
5	IP Address	When No is selected in Does the device have internet access, you need to enter the static IP address of the indoor monitor that transfer calls for the door phone.
6	Device Name	Name the device to distinguish it from others.
7	Works offline	<p>This option appears when Indoor Monitor is selected in Device Type field. If enabled, the device will transfer calls from offline door phones to SmartPlus App.</p> <p>Note: This option will only appear after the super manager enables Doorphone Offline Solution for your distributor.</p>
8	Arming Function	This option appears when Indoor Monitor is selected in Device Type field. When enabled, users can arm and disarm the device on the SmartPlus App.
9	Relay	Enable or disable the relay. You can add four relays maximum.
10	Add Security Relay	Add the security relay if the door phone is connected to an Akuvox SR01 security relay for the door unlock control.
11	Relay Name	Fill in the Relay Name, such as a location-based name "Front Door".
12	DTMF Code	Set the DTMF code for the door unlock.
13	Unlock	<p>Select specific unlock methods to trigger desired relay. For example, if you select PIN in Unlock type for Relay1 and select RF Card for Relay2, when users enter PIN codes on the door phone, only Relay1 will be triggered and vice versa. So far, only door phones R28 with firmware version 28.30.10.7 and above and X912 with firmware version 912.30.10.204 and above support this feature.</p> <p>Note: If SmartPlus Homepage or SmartPlus Talkingpage is not checked, the corresponding icons will not appear on the app home page.</p>

- To add third-party camera, click **Third-party Devices** and then **New** to add the camera.

Add Device
×

Owner

* Device Name

* RTSP Address

rtsp://ip:port or rtsp://domain:port

* User Name

* Password


Link Device ?

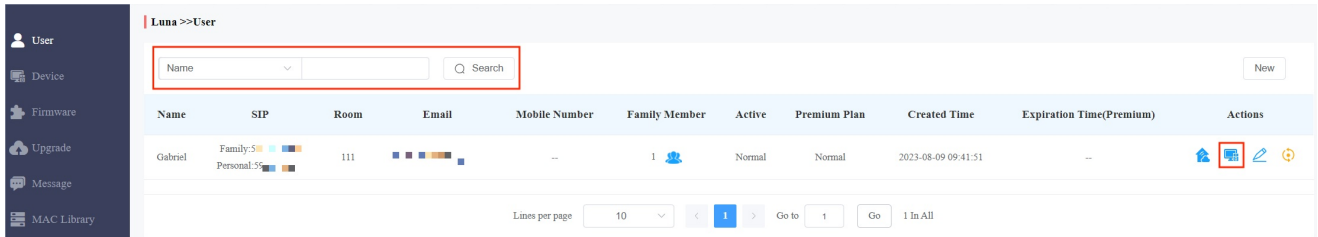
No.	Field Name	Description
1	Owner	Display the owner of the camera.
2	Device Name	Name the device to distinguish it from others.
3	RTSP Address	Type in the third party RTSP URL in the Format, e.g., rtsp://ip:port or rtsp://domain:port. It is used to obtain the camera image. Note: RTSP URL formats may vary by third-party camera manufacturers.
4	User Name	Enter the authentication username provided by third-party camera manufacturer.
5	Password	Enter the authentication password provided by third-party camera manufacturer.
6	Link Device	You can link third-party camera with intercom device. When they are linked, you can tap the door phone camera icon on the SmartPlus app, then you can change between the door phone camera view or third-party camera view. And the third-party camera icon will not be displayed on the app. Note: When linking the camera with door phones, make sure they are in the same local network (LAN).

Edit and Delete User's Device

You can edit or delete the user's intercom device and third-party camera if needed.



Edit or Delete Intercom Devices

1. Go to the User screen.
2. Search and find the user by **Name, Email, Mobile Number, and SIP Number** if needed.
3. Click the user's device  .



4. Edit or delete the user's device.



- a. To delete the user's device, click  .
- b. To edit the user's device, click  .

Edit Device
×

Owner

Device Type

Access Control
▼

* MAC

* Device Name

Relay 1 Off On

* Relay Name

DTMF Code

#
▼

Add Relay
Add Security Relay

Cancel
Submit

You can also delete the intercom device on the Device module.

User

Device

Firmware

Update

Message

Intercom Devices

Third Party Devices

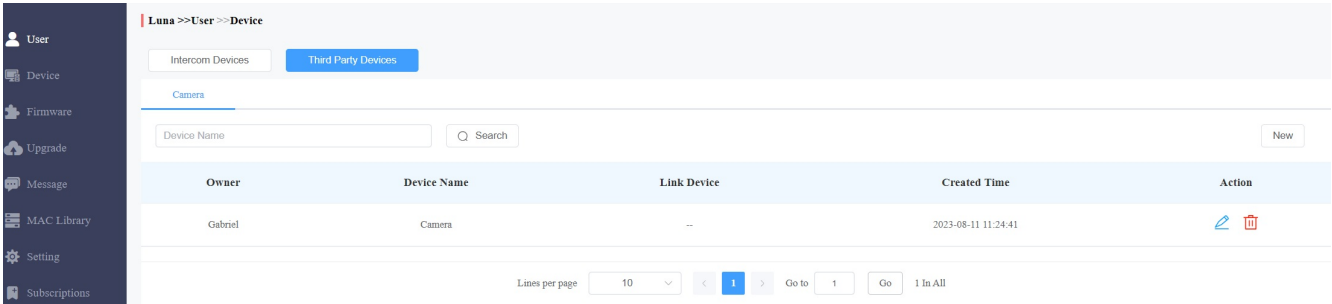
MAC

Q Search

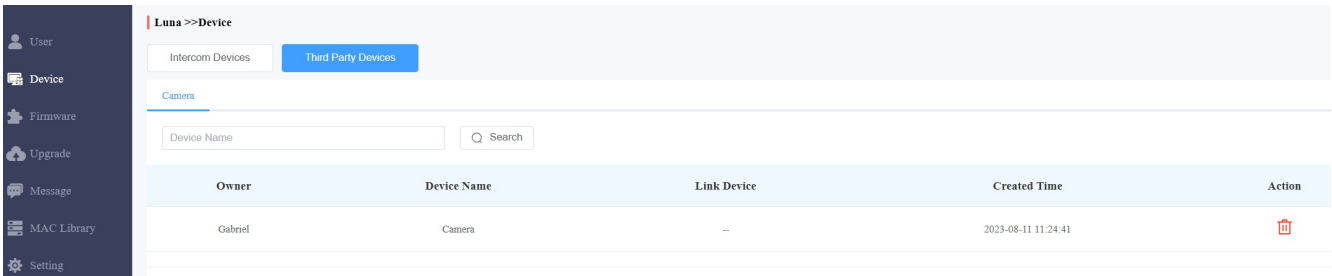
MAC	Owner	SIP	Device Name	Device Type	Status	Last Connected Time	Action
0C110512BC97	Test	5926100116	Gate2		●	2022-12-08 14:29:18	

Delete Third-Party Camera

1. Go to **User** module.
2. Search and find the camera by device name.
3. Click or to edit or delete the camera.




You can also delete the third-party device on the Device module.



Batch AutoP for Community Devices

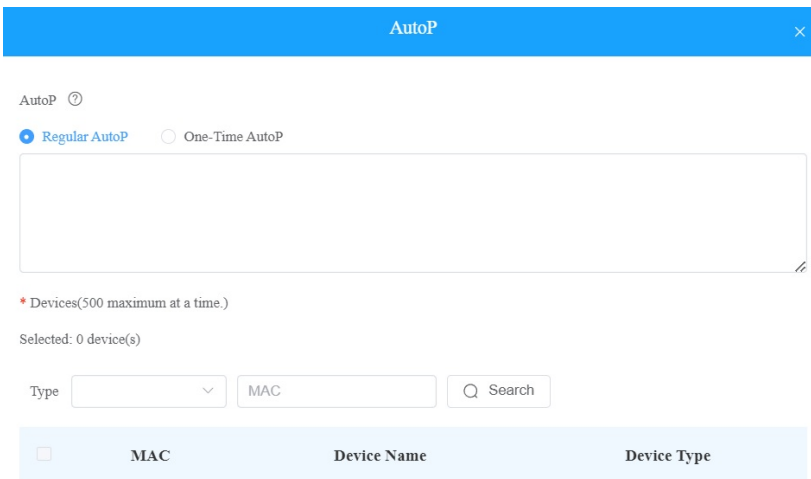
You configure the intercom devices remotely via auto-provisioning. You have two options: Regular auto-provisioning or One Time auto-provisioning.

1. Go to **User** module, click the user's device  and select **Intercom Devices**.
2. Click **AutoP**.



3. Select your AutoP type.

- If you want the configuration to be always valid, select **Regular AutoP**.
- If you want the configuration to be valid for one time only, select **One Time AutoP**.



4. Enter the AutoP commands you need.


5. Search and select the devices to be provisioned, then click **Submit**. You can synchronize the commands to 500 devices maximum at a time.

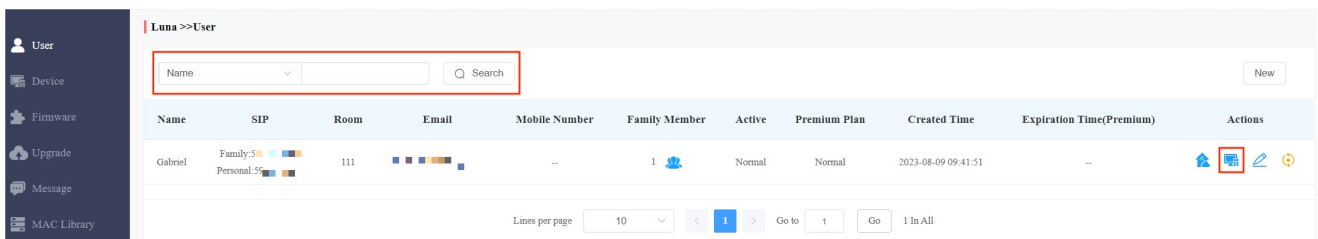
Note:

- Duplicate commands will not be retained.
- One Time AutoP commands will not be valid once you reset the device(s) either for factory reset or configuration reset.

Remote Maintenance

You can provide residents with remote maintenance in terms of device data transmission type configuration, device reboot, device web interface remote control and device provisioning, etc.

1. Click on **User** module.
2. Click on  of the desired user.



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



4. Reboot, reset or login to the device web interface remotely via remote control.

5. Enter the commands for the Auto-provisioning, then click on **Submit**.

Settings×

Connection Type

TCP ▼

Others

RebootResetRemote ControlOne-Time AutoPCancelSubmit

6. Click on **One-Time AutoP** if only you want the AutoP command(s) to be implemented one time.

Once AutoP×

CancelSubmit

Note:

- One-Time AutoP allows you to carry out the autop command(s) only one time with no repetition.
- Duplicate commands will not be retained.

Manage MAC Library

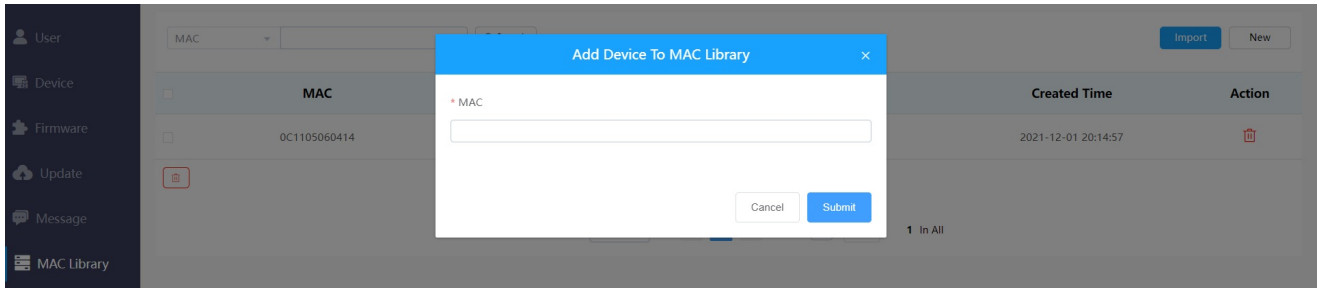
When you obtain the device MAC address, you will need to add and store them in the MAC library as a record. You can also search and check for all the MAC addresses that are bonded or not bonded with the users.

Add MAC to MAC Library

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

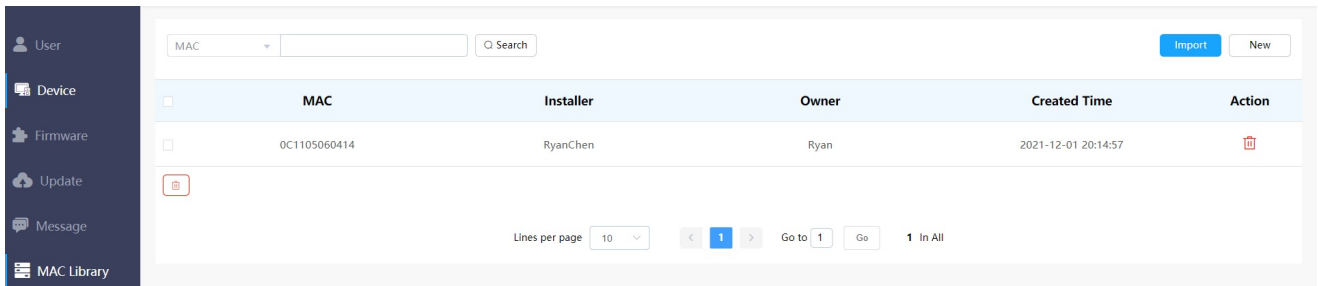
- **Add MAC Manually**

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



- **Add MAC using Template**

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



- **MAC Template**

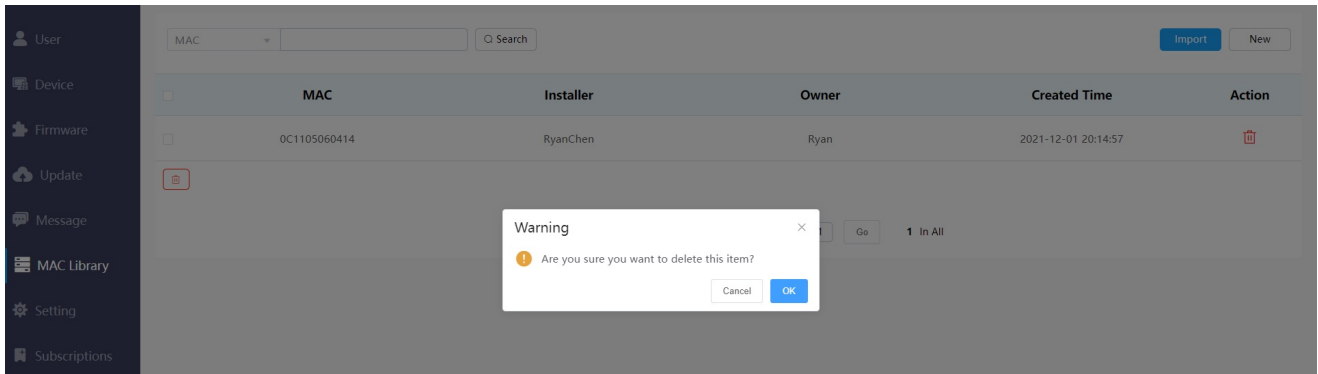
	A	B	C	D	E	F	G
1	MAC						
2	0C11050893CA						
3	0C11050893CB						
4	0C11050893CC						

Note:

- The MAC Template can be obtained from your distributor.

Remove the MAC from the MAC Library

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



Note:

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

Firmware Management

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

Check Firmware List

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

Version	Model	Version Log	Created Time	Action
29.30.2.805	R29	29.30.2.805	2021-08-04 22:24:52	
29.30.2.804	R29	29.30.2.804	2021-08-04 22:24:16	
29.30.102.820	R29	29.30.102.820_Log	2021-07-15 16:44:53	
29.30.2.803	R29	29.30.2.803	2021-07-14 17:02:16	
29.30.2.450	R29	29.30.2.450	2021-07-14 16:50:16	
916.30.101.303	x916	916.30.101.303	2020-09-14 21:03:52	
82.30.2.622	IT82	82.30.2.622	2020-05-26 20:40:11	
28.31.1.209	R28	28.31.1.209	2020-04-08 01:17:54	
227.31.1.131	R27	227.31.1.131	2020-03-30 19:10:44	
111.31.1.102	E11	111.31.1.102	2020-03-27 00:55:24	

Firmware List Description

No.	Field Name	Description
1	Version	Displays the firmware version number.
2	Model	Displays the device model.

3	Version Log	Generally displays remarks on the version.
4	Created Time	Displays when the firmware is uploaded.
5	Action	Click to check the detailed firmware information.

Update Firmware

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

1. Go to **Update Module**.
2. Click on **New**.

The screenshot shows a web interface for managing firmware updates. On the left is a dark sidebar with navigation items: User, Device, Firmware, Update (highlighted), Message, MAC Library, Setting, Subscriptions, and Payments. The main content area has a header with 'Status' set to 'All', a 'Version' search box, and a 'Search' button. A 'New' button is in the top right. Below is a table with columns: Version, Device, Status, Upgrade Time, Created Time, and Action. The table contains 7 rows of update records. At the bottom, there is a pagination control showing 'Lines per page' set to 10, a page number '1', and '7 In All'.

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

3. Select the device model and the firmware to be upgraded to.
4. Select the specific device(s) and update time.
5. Select **Reset After Upgrade** if needed.

* Version

Please choose a model Please choose a version

Change Log

* Device

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

MAC/Owner/Device Name

<input type="checkbox"/>	Device Name	Owner	MAC	Current Version	Status
<input type="checkbox"/>	Gate	--	0C11051DED84	28.30.3.108	●

* Time

Upgrade Right Now Upgrade at a Specific Time

Reset After Upgrade

*Please use this function carefully. Data and configuration cannot be retrieved after resetting.

Cancel

Check/Edit Firmware Update List

After you update your device firmware, you can not only check your firmware update status, but also edit the update setting for devices pending the upgrade. And you can delete the specific record as well.

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

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

Update List Description

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

Note:

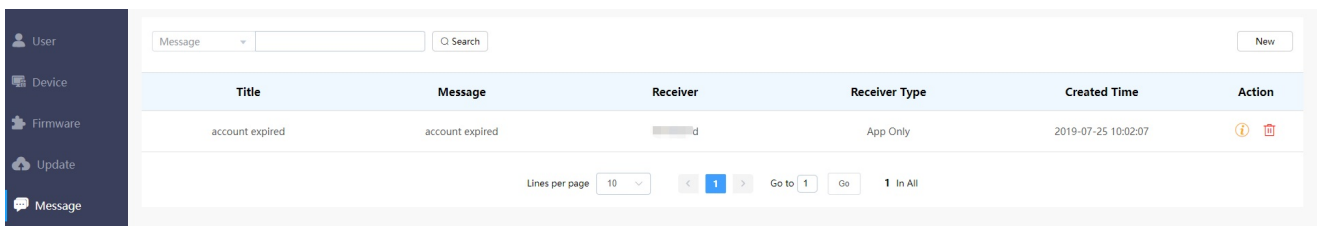
- After you initiated the specific firmware update, you need to click [Refresh](#) to update the firmware list.

Message

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

Create and Send Messages

- Go to **Message** module.
- Click on **New**.



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

Add Message
×

* Message Title

* Message

* Receiver

Both indoor monitor and app
 Indoor monitor only
 App only

UID/Email/Name

	Account	Name	Email
<input type="checkbox"/>	[blurred]	[blurred]	[blurred].m
<input type="checkbox"/>	[blurred] 8	jim	42[blurred].q.com
<input type="checkbox"/>	[blurred]	[blurred]	[blurred].om
<input type="checkbox"/>	[blurred] 145	[blurred]	[blurred].n.tw
<input type="checkbox"/>	[blurred]	[blurred]	[blurred]

Cancel

Submit

Check/Delete Messages

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

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

User
Device
Firmware
Update
Message

Message

🔍 Search
New

Title	Message	Receiver	Receiver Type	Created Time	Action
account expired	account expired	[blurred]	App Only	2019-07-25 10:02:07	i 🗑

Lines per page
10
< 1 >
Go to
1
Go
1 in All

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

Message Details
✕

Message Title
account expired

Type of receiver
App Only

Message
account expired

Receiver
shirleyend

Created Time
2019-07-25 10:02:07

Cancel

Setting

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

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


Note :

- When **Pay by End User** is selected, end users will be able to pay for the subscription on their SmartPlus Apps.

Subscription

You can pay subscription fee for the service activation, service renewal, and property manager Smartplus app service.

1. Click **Subscription** module.

2. Click **Active** . Then select the users you want to activate the service.

[< Back](#)


1 Purchase Types 2 Purchase Details 3 Payment Information 4 Confirmation


Please Select Items(3000 Maximum At A Time)

Selected 1 / 1:

<input checked="" type="checkbox"/>	Email	Name	Activation Fee(S)
<input checked="" type="checkbox"/>	--	Ryan	

Pending Order

Transaction Type: Activation Fee
 Transaction Number: 4165648433739391
 Total Price: 


Should Pay: 


Coupon [Exchange Coupon](#)

Don't Use Coupon

All Fee

rC16738Vq42M6765
 2021-12-02 14:33:08 -
 2022-12-31 00:00:00




Coupon Pay: 

Payment method

stripe

[Other payment method](#)

Please note that the Stripe payment recipient has been changed to SMART-PLUS PTE. LTD.
 Singapore-based, SMART-PLUS PTE. LTD. is one of Akuvox's authorized operation companies for its cloud service.

Amount Paid 


Billing Information Description

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

5	Fax	Fill in the Fax number of the installer.
6	Email	Fill in the mail of the distributor.

Renew Service

To renew services for users.

1. Click **Subscription** module.
2. Click **Renew** .
3. Select the end users you want to renew the service.
4. Select the renewal period with a maximum of 60 months.

< Back

① Purchase Types
② Purchase Details
③ Payment Information
④ Confirmation

Please Select Items(3000 maximum at a time.)

Selected 0 / 0.

<input type="checkbox"/>	Email	Name	Monthly Fee(S)	Expiration Time
No Data				

< 1 >
Go to 1
Go 0 In All

-

1

+

Month(s)

Total Price \$0

[Next](#)

Pending Order

Transaction Type: Activation Fee

Transaction Number: 4165650125645462

Total Price: 

Should Pay: 

Coupon

Don't Use Coupon

All Fee

q1M67384fT2r6796
2021-12-02 14:33:52 -
2022-12-31 00:00:00



Exchange Coupon

Coupon Pay: \$0

Payment method

stripe

[Other payment method](#)

Please note that the Stripe payment recipient has been changed to SMART-PLUS PTE. LTD.
Singapore-based, SMART-PLUS PTE. LTD. is one of Akuvox's authorized operation companies for its cloud service.

Amount Paid 

Pay

Note:

- You can only renew the service for 3000 users maximum at a time on one page.

Transaction History

Payments module allows you to search, check and delete the transaction history following the user account activation and renewal. You can also download the invoice if needed.

Check and Transaction History

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

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

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

Lines per page: 10 | Page: 1 | Go to: 1 | 8 In All

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

Order Number	51166139689914375	Download Invoice File
Created Time	2022-08-25 15:08:19	
Status	Succeed	
Type	Activation	
Payer	RyanChen	

Stripe Info

Stripe Order

Coupon Info

Coupon Number	q1M67384fT2r6796
Coupon Usage Amount	8

1 Item(s) Total Price : ☒ Final Price : ☒

APT **Price** ☒

1 Item(s)

3. Delete the specific transaction order if needed.

Search Description

No.	Field Name	Description
1	Type	<p>Four types:</p> <ol style="list-style-type: none"> All: for all of the above three types. Activation: transaction for the initial activation of the user account. Subscription: transaction for the renewal of the cloud service. Additional app: transaction for the SmartPlus app service.

2	Status	<p>Seven types of status:</p> <ol style="list-style-type: none"> 1. Processing: for the order that is ready to be paid. 2. Completed: for the order that is paid. 3. Failed: for the orders that are failed. 4. Time out: for the order that is not paid in time before reaching the time out. <ol style="list-style-type: none"> 1. All: for all of the above four types. 2. Cancel: for the order that has been canceled. 3. System Processing: the order is processed by the system after the payment is made.
3	Order Number	Shows the transaction order number.

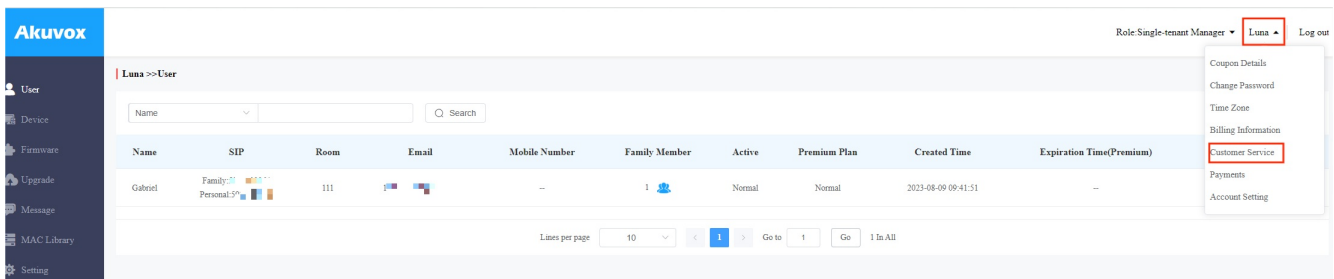
Customer Service Contact Management

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

Modify Customer Service Contact

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

1. Click on your installer account in the upper left corner of the interface.



2. On the drop-down menu, select **Customer Service**, and fill in your phone number and email.
3. Modify the information if needed.
4. Enable **Receive Feedback** if needed and end users' feedback will be sent to the email address that you fill in.

Customer Service
×

* Phone

Residents can contact you through this phone number

* Email

Residents can contact you through this email address

Receive Feedback

Cancel
Submit

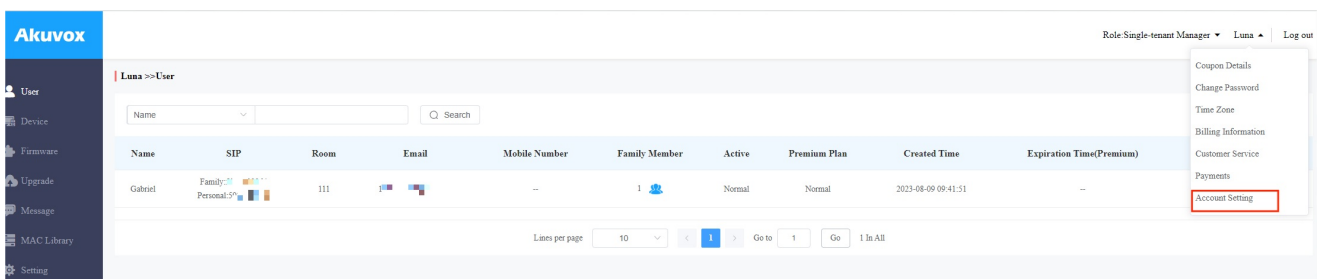
Set Account Access permission

You can grant the permission to your distributor to log in to your account without password. With the permission, distributors can change to your account from their web portal to give your support or assistance. The account setting option will be displayed in the drop-down list once the distributor enable the account access feature. You can turn on or off the permission whenever you need.

1. In the upper right corner, click your account. A drop-down list is displayed.
2. Click **Account Setting**.
3. Turn on or off the permission based on your need.

Note

- The account setting will only appear once your distributor enables the account access feature. By default, the Permission Granted feature is turned off.



Account Setting ×

Permission Granted

On Off

Give authorisation to your distributor to access your account.

If you turn off the feature, your distributor can't help you.

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.

