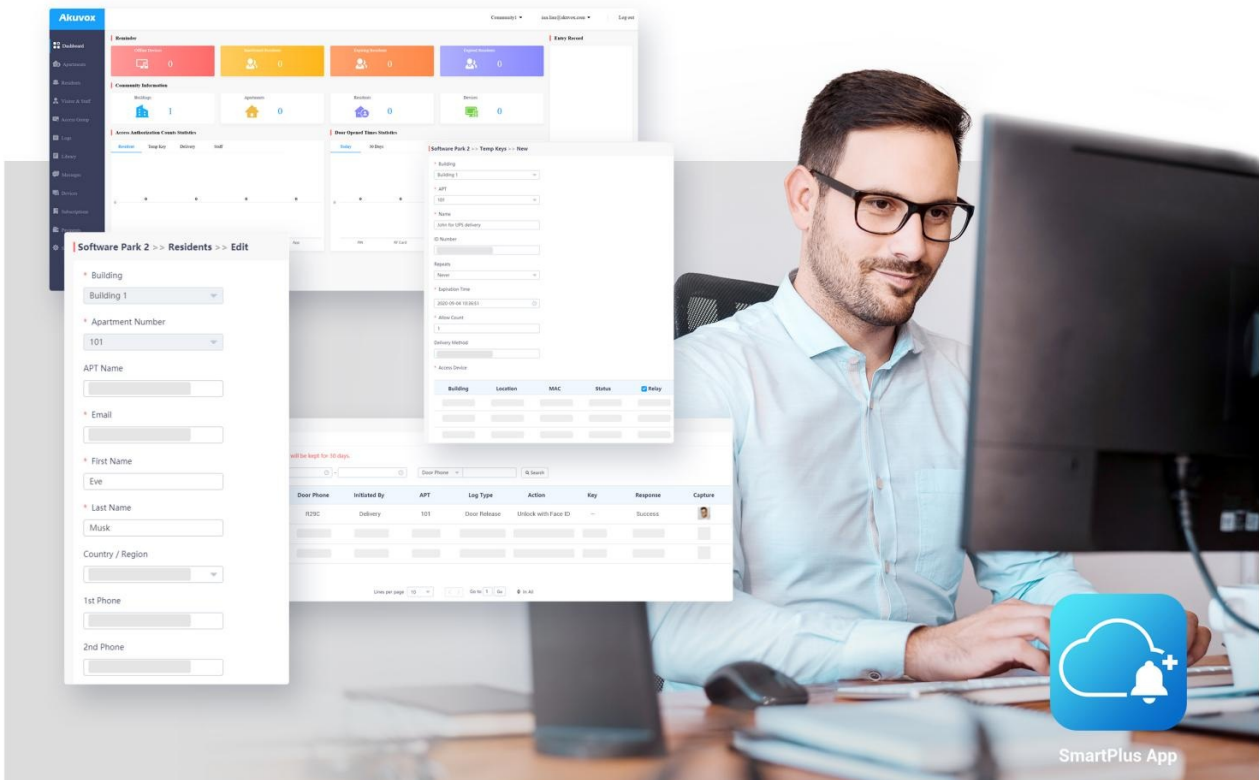


Akuvox V6.7.0 SmartPlus Property Manager Guide



Smart Intercom



AKUVOX SMARTPLUS USER GUIDE

Property Manager

About This Manual

This manual is intended for property managers who need to manage residents, office staff, personnel, devices, access control, or remote maintenance on Akuvox SmartPlus platform (**Version: 6.7.0**).

This manual has two parts: [community property management](#) and [office property management](#).

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

What's New in SmartPlus 6.7.0:

Community:

- [Add password update reminder](#)
- Add permission control by installers: [delete accounts](#) and [check logs](#)
- [Support editing user accounts in batch](#)
- [Support importing multiple card codes for one user](#)
- [Support creating PIN codes for property management staff](#)
- [Optimize message settings](#)
- [Extend the renewal period to 5 years](#)

Community and Office:

- [Support displaying door status](#)
- [Support selecting access methods and relay schedule](#)
- [Add a search box for switching between different projects](#)
- Support Persian and Hebrew when switching browser language
- Add redirect link in the email notifying account expiration

System Overview

Akuvox SmartPlus property management platform is a cloud-based platform on which property managers can conduct integrated management of community residents, devices, access control, remote maintenance, etc.

Property managers using this platform will be able to:

- Assign the residents to their corresponding buildings and apartments, and check device MAC, online status, and the device relation with residents.
- Assign office staff and personnel to their corresponding office and department, and check device MAC, online status, and device relation with the staff and personnel.
- Modify the general device setting in terms of device name, relay setting and door unlock, etc.
- Set up multiple types of door access via PIN code and RF card for different purposes and roles and create their corresponding door access control schedule.
- Check and monitor a variety of logs and records including door logs, call logs, call history, temperature logs, captured images, motion detection images for security purposes.
- Send notifications to the residents in the community.
- Conduct remote operations such as Auto-provisioning, device reboot, transmission type modification, and remote maintenance.

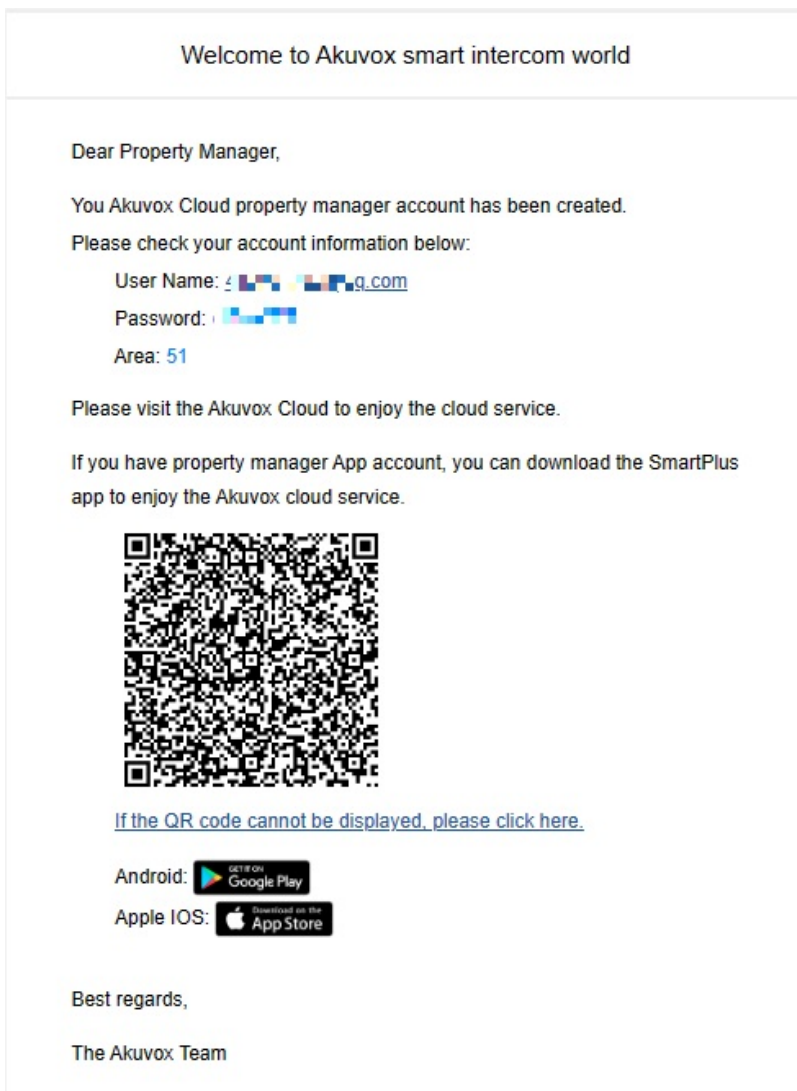
- Modify other settings such as modifying community address, time & date setting, and motion detection delay setting, etc.
- Get a full picture of device deployment, device status, access control & intercom call statistics.
- Subscribe and renew the Akuvox SmartPlus.

Log into SmartPlus

Account Application

You can apply for your property manager account from your installer who will help set up your account. After that, Akuvox SmartPlus will email you the account information (username and password) for you to log into SmartPlus. The web account created after Cloud 6.6.0 share the same username and password with the app account. You need to upgrade the app to the latest version to log in.

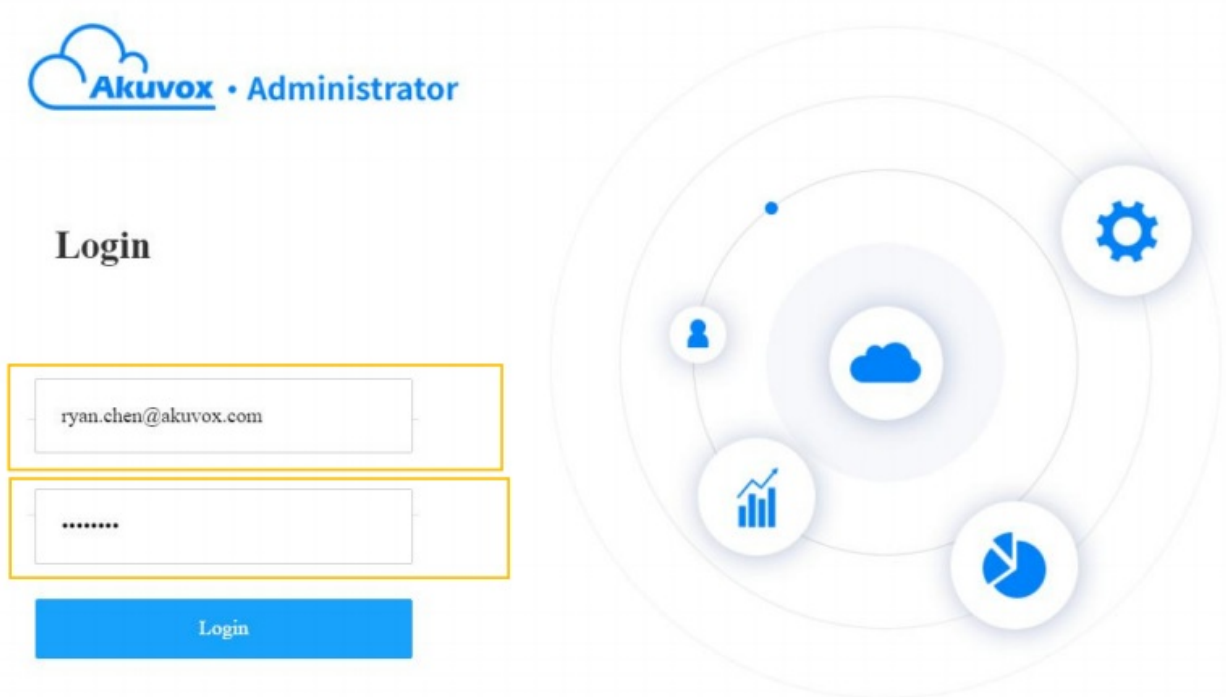
- **User Account Information**



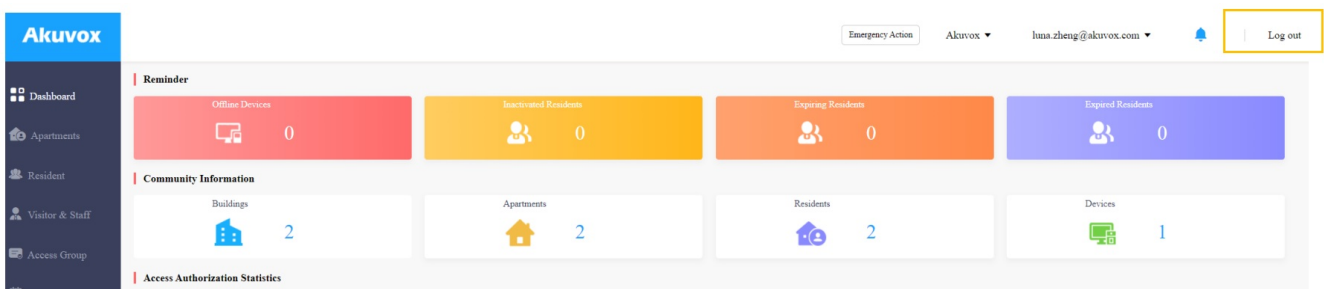
Log into SmartPlus Platform

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

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

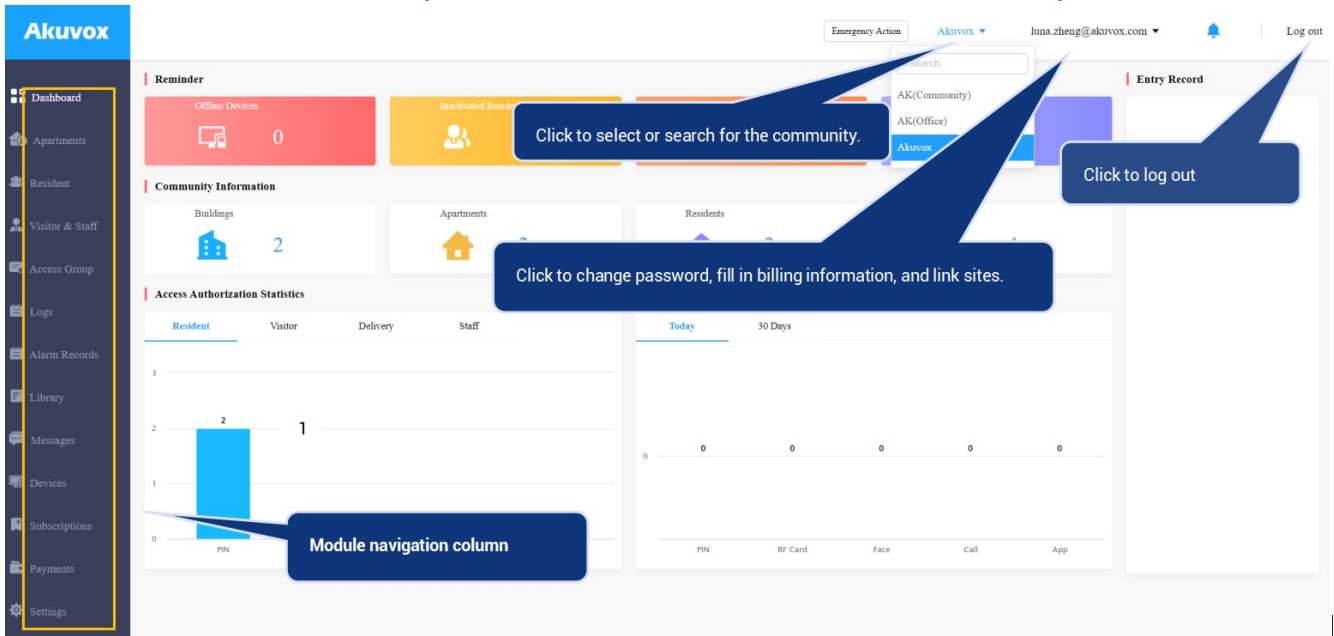


- You can click on **Log out** if you want to log out of the SmartPlus platform.



Akuvox SmartPlus Property Management Interface

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



Module Description

No.	Column Name	Description
1	Dashboard	Displays information on community, devices, residents, door access, and general statistics, etc., and the number of apartments, and residents, devices.
2	Apartment	Allows you to search apartment information indicating which building the apartment belongs to and the number of residents and devices in the department.
3	Residents	Allows you to create a resident account and check the resident account and access control information and import residents' face data and RF card via templates, and edit access type and access group.
4	Visitor & Staff	Allows you to set up temporary PIN codes for visitors, delivery PIN codes for delivery staff, and RF cards for the property management staff.
5	Access Group	Allows you to create an inventory of access control schedule templates that can be readily applied to specific resident(s), building(s), and device(s).
6	Alarm Records	Allows you to check and search actions triggered by emergency alarms and arming alarms as well as to export logs.
7	Logs	Allows you to check and search door logs, temperature logs, call histories, and captured images. It also allows you to check and delete motion alerts, and to check on the changes made on the apartment and end users and on the RF card, PIN code, face, and temporary PIN code.
8	Library	Displays all the PIN Codes and RF cards created by a property manager.
9	Messages	Allows you to create and send messages to the users' indoor monitors and SmartPlus apps, etc.
10	Devices	Allows you to check device info related to the building, apartment, status, device type, and to check and edit settings related to relays, call, unlock type, and device name, etc.
11	Settings	Displays property manager info, PIN code access type, email notification, time setting, motion setting, visitor setting, etc.

Dashboard Overview

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

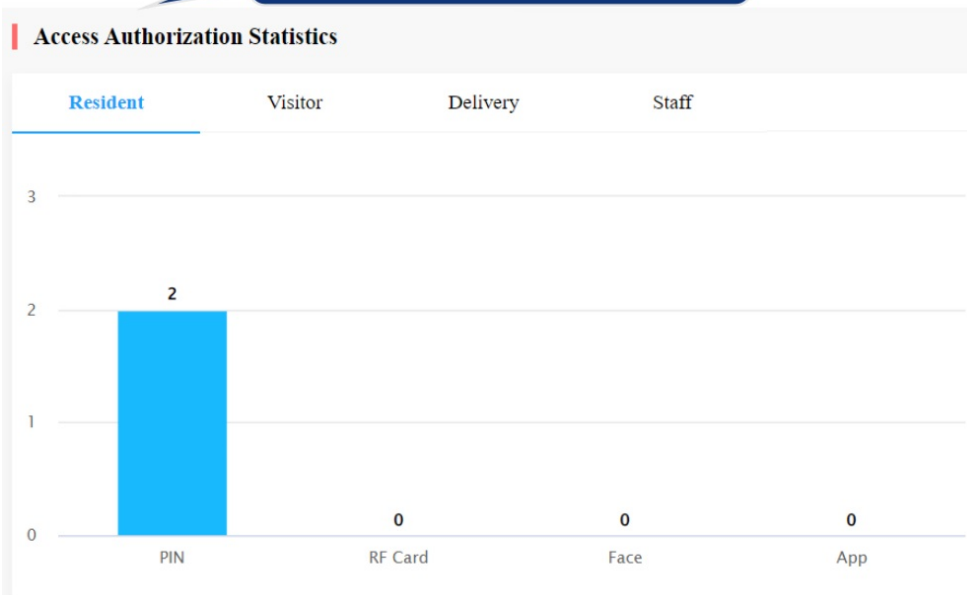
Displays off-line devices and resident account status. You can click on the blocks below for the details.



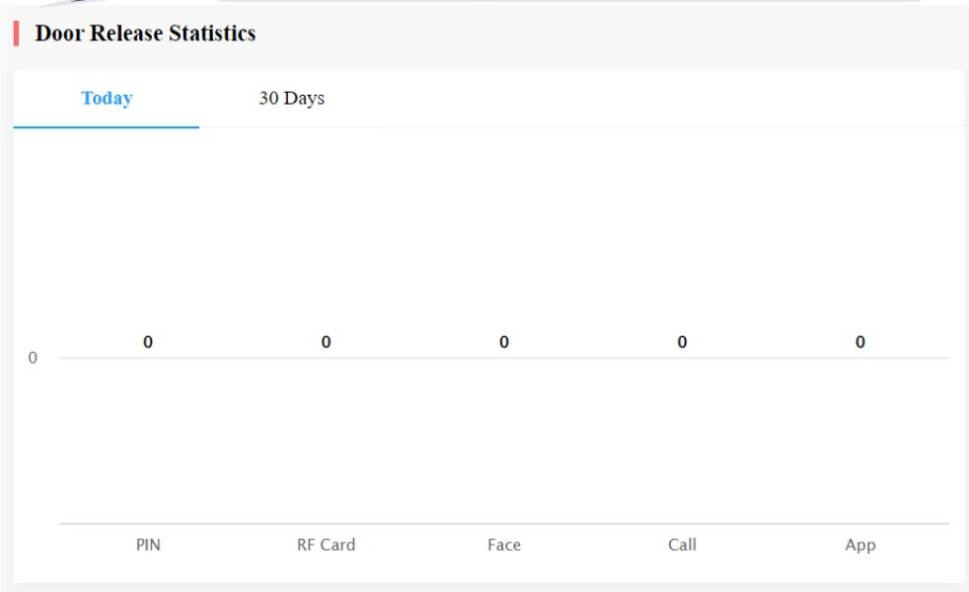
Displays the number of buildings, apartments, residents, and devices. You can click on blocks for the details.



Displays recorded door access statistics.



Display the door access statistics of various types of access.



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

Reminder

- Offline Devices: 0
- Inactivated Residents: 0
- Expired Residents: 0
- Expired Residents: 0

Entry Record

Jim Yang
Gate1
2021-08-06 10:56:31

Password Update Reminder

With **Monthly Password Update Reminder** enabled by your installer, a prompt will pop up to remind you of changing the login password every month, which ensures the security of the account.

Akuvox Emergency Action 6.5.2test1123 xueting.hong@Akuvox.com Log out

Reminder

- Offline Devices: 1
- Inactivated Residents: 0
- Expired Residents: 0
- Expired Residents: 0

Community Information

- Buildings: 2
- Apartment: 1
- Devices: 1

Access Authorization Statistics

Access Method	Count
PIN	9
RF Card	4
Face	1
App	2

Door Release Statistics

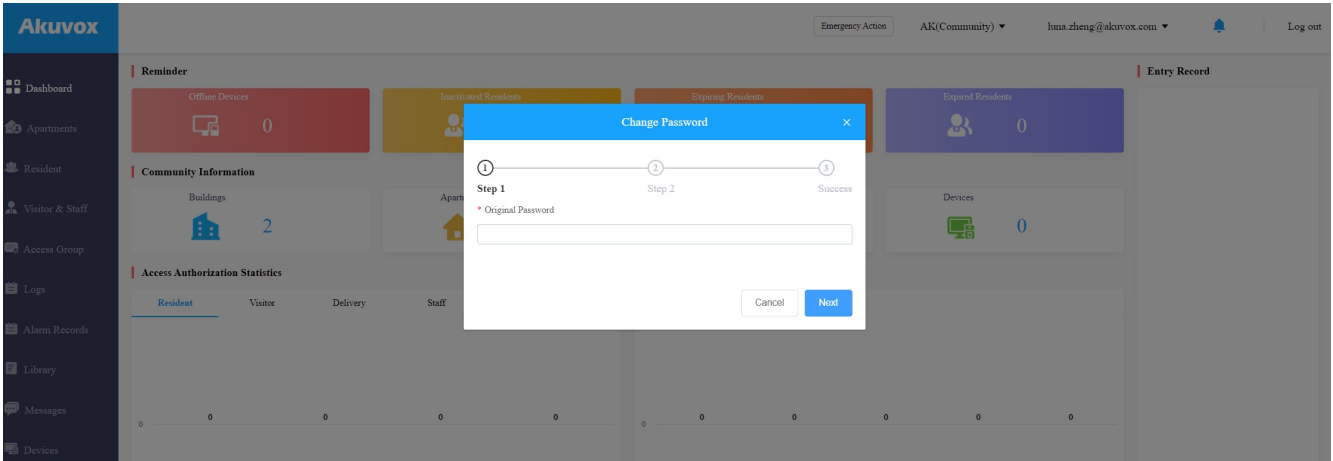
Today | 30 Days

Access Method	Count
PIN	0
RF Card	0
Face	0
Call	0
App	0

Password Update Reminder

To ensure the security of your account, your service provider reminds you that it is time to change your password.

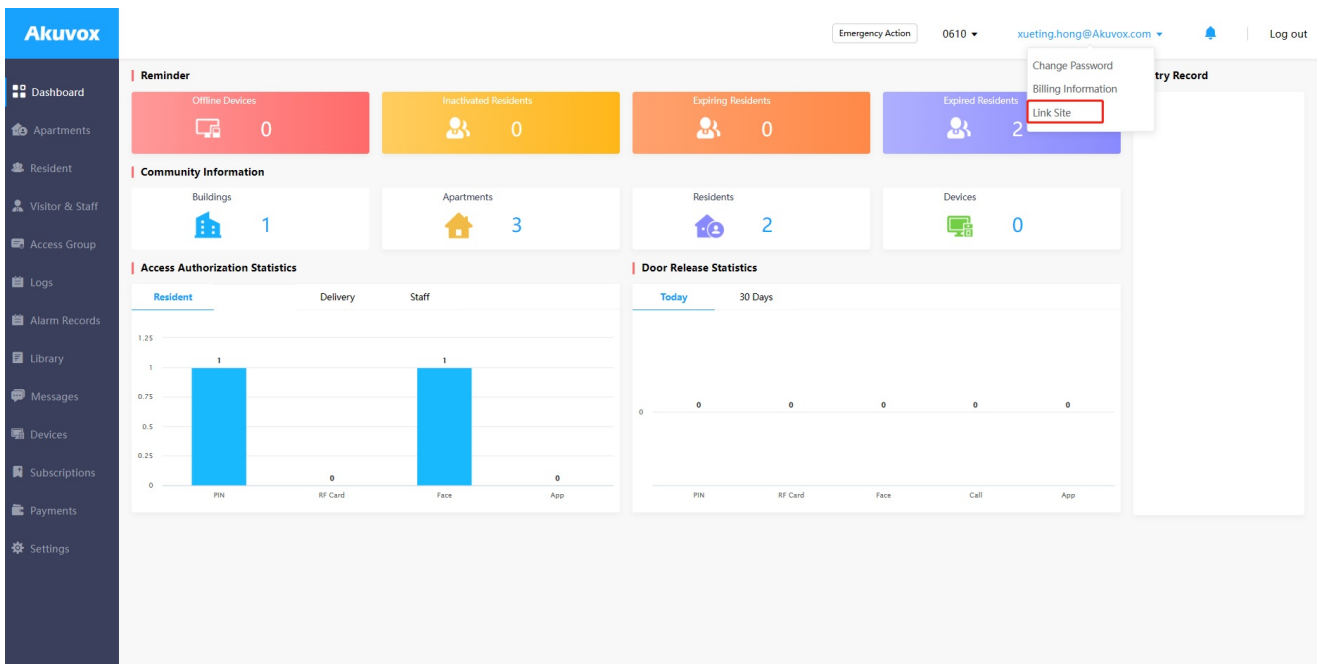
Cancel | Go And Set



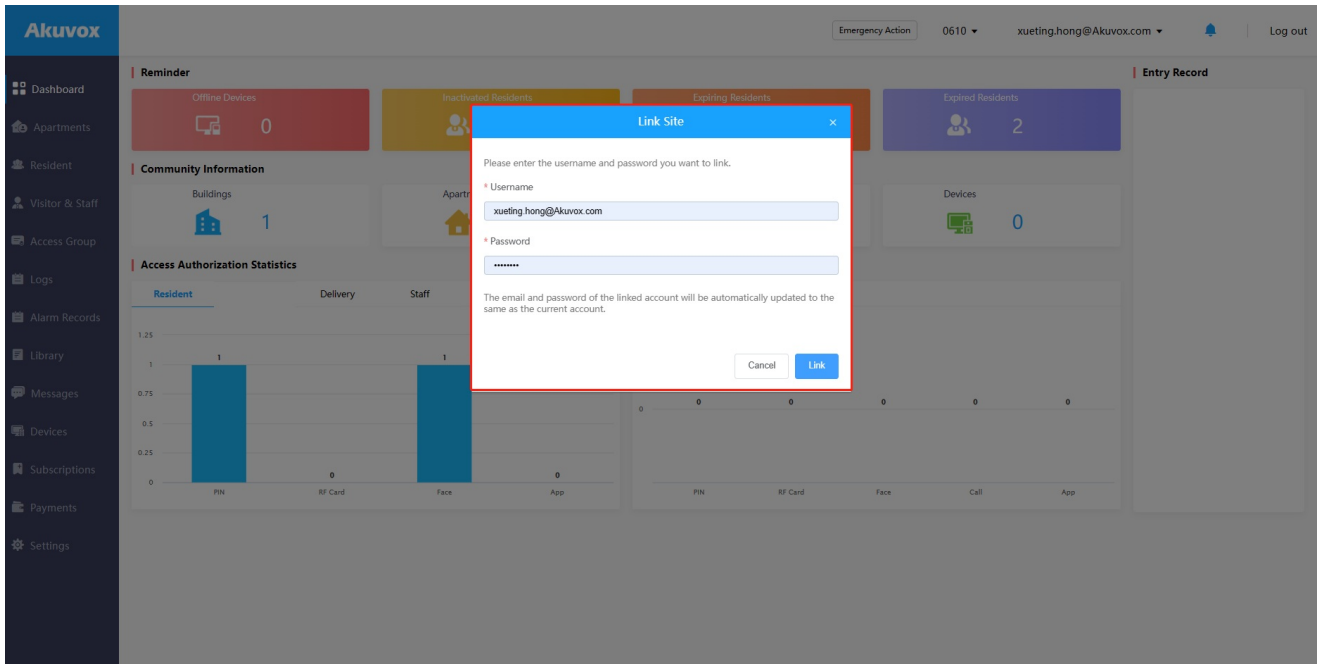
Link

You can link property manager accounts created by different installer accounts.

1. Click **Link Site** on the upper right corner.



2. Enter the username and password of the account that you want to link.



Resident Management

Residents Module Overview

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

Add Residents

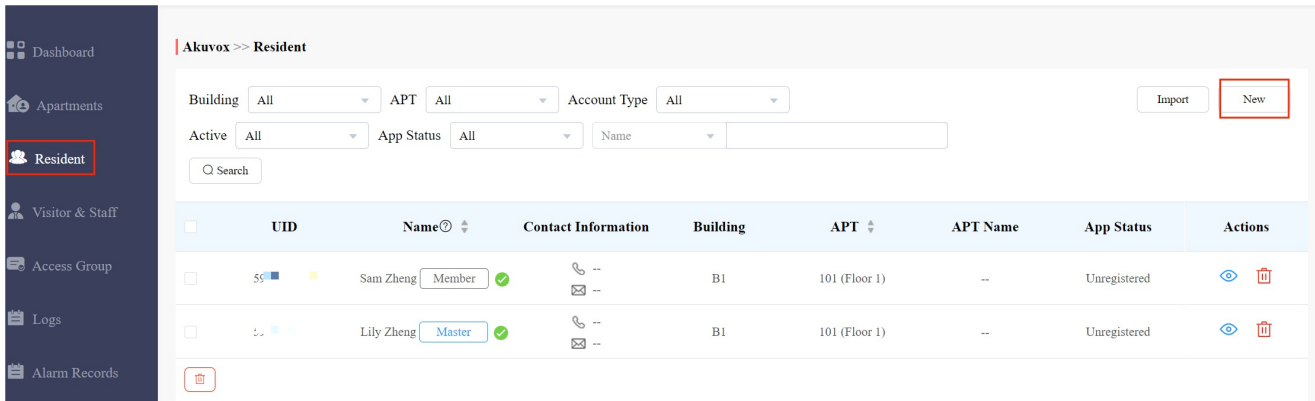
Adding residents deals with creating residents' accounts (master/family member account) and setting up the door access types and access control schedules. You can add residents one by one or using a template.

Add Resident Account

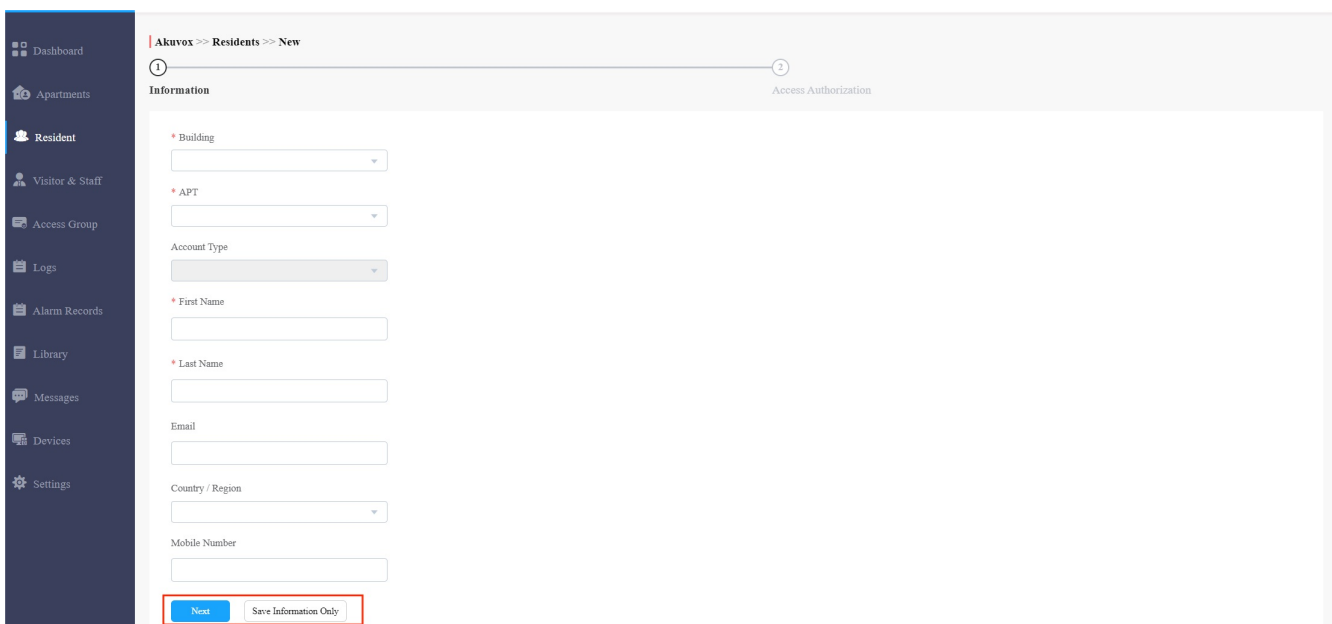
Before adding residents, you are required to double check the residents' information, and then add them to the corresponding apartments and building set up by the community manager (Installer).

To create user account:

1. Click **Resident > New**.



2. Set up resident information.



3. Click on **Save Information Only** to complete creating an account.

Note:

- Click on **Next** when you want to set up access methods and the access group, or click on **Save Information Only** when you only want to save resident's basic information.
- The area code will display in the **Mobile Number** box after selecting **Country/Region**.
- A resident's master account should be created first before the family member account can be created. And the way to create the master account and family member account are identical.
- Family member accounts must be created under the same apartment, building, and community as those of the master account.
- You can create three family member accounts for free. If you want to create more, please contact Akuvox Sales.
- SmartPlus app login method for family members varies depending on the information you entered when applying for a family member account. See below:

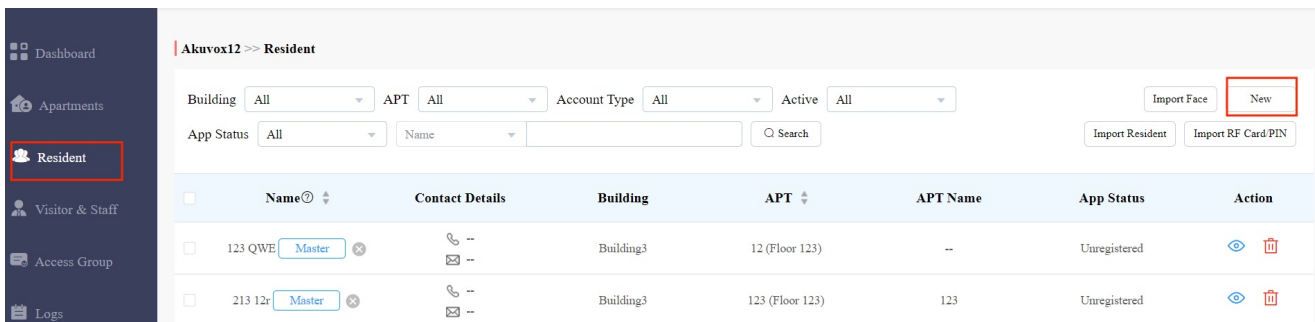
Description:

No.	If	Then
1	If you fill in family member email and mobile phone,	then login information will be sent to the family member email or mobile phone for login.
2	If you do not fill in family member email and mobile phone number, but fill in master account's email,	then login information (SmartPlus SIP number + Password) will be sent to master account email for login.
3	If you do not fill in family member email and mobile phone number, but fill in master account's mobile phone number,	then login information (SmartPlus SIP number + Password) will be sent to master account's mobile phone for login.
4	If you do not fill in family member email and mobile phone number, master account's email and mobile phone number,	then login information will be sent to master account's email or mobile phone number as soon as you fill in the master account's email or mobile phone number.

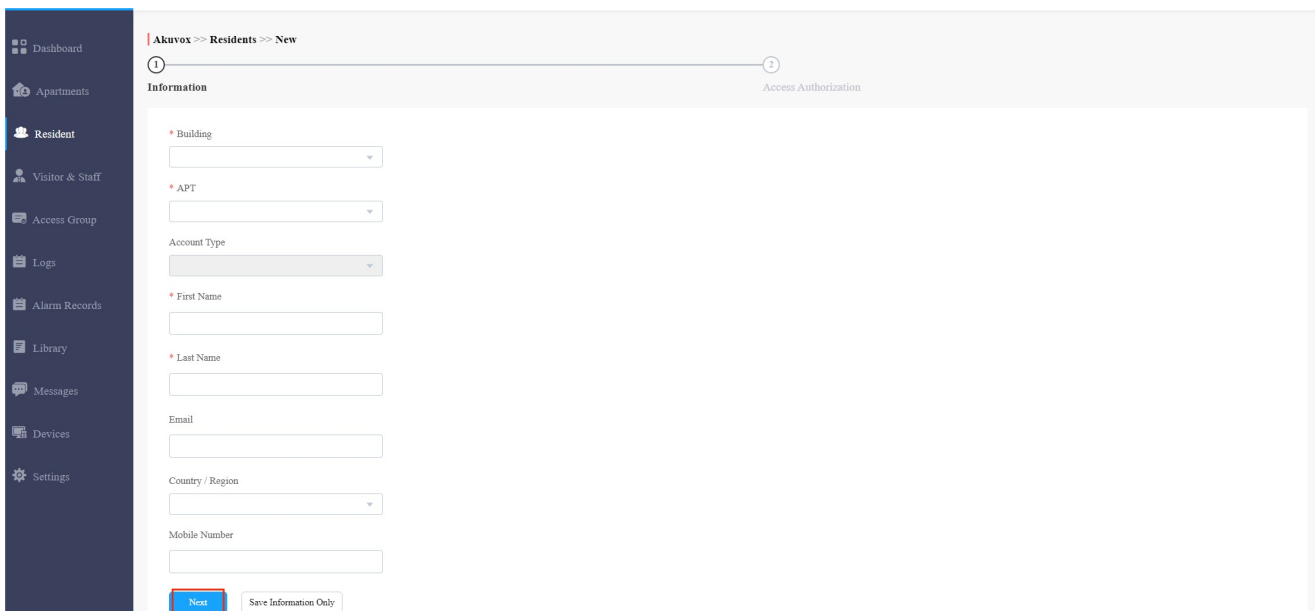
Set up Access Control for Resident(s)

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

1. Click Resident > New.



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



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

Akuvox >> Residents >> New

Information 2 Access Authorization

Resident

Name: Ryan Chen Master

Building: Building 1

APT: 403 Akuvox

Access Type

PIN

RF Card

Face ID

4. Set up access control on public device and private devices.

- To set up access control on public devices:

a. Click on New

Access Group New

Selected: Resident-Building Building 1

<input type="checkbox"/>	Name	Device	Repeats	Time
<input type="checkbox"/>	Akuvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
<input type="checkbox"/>	Test	Gate1	Daily	00:00:00 - 23:59:59
<input checked="" type="checkbox"/>	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59

Submit

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

Submit

New Access Group
×

* Access Group Name

Repeats

Daily
▼

* Start Time

🕒

* End Time

🕒

Building	Device Name	MAC	Status	Device Type	<input type="checkbox"/> Relay
B1	Gate	0C11051DED84	●		<input type="checkbox"/> Relay1

Cancel

Submit

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

| Access Group ?

New

Selected: Akuvox Access schedule Resident-Building Building 1

<input type="checkbox"/>	Name	Device	Repeats	Time
<input checked="" type="checkbox"/>	Akuvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
<input type="checkbox"/>	Test	Gate1	Daily	00:00:00 - 23:59:59
<input checked="" type="checkbox"/>	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59

Submit

- To set up access control on the resident's private devices.
- a. Click ▼ .
- b. Set up access control schedule for the resident's private device.
- c. Select the resident's private device you want to apply the schedule to.

Self Devices Authorization  

Repeats

* Start Time

* End Time

Building	Device Name	MAC	Status	Device Type	<input type="checkbox"/> Relay
B1	gate	0C110515CE68			<input type="checkbox"/> Relay1

Submit



Note:

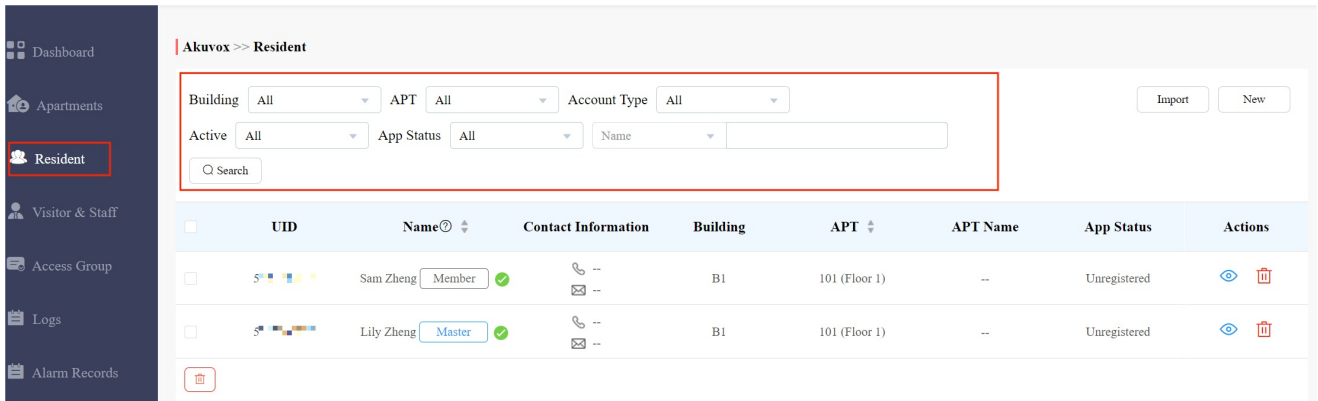
- Private devices will be displayed here after they are added to the user's room.
- If your installer selects **Only Public Area** in Permission Of Access Control Management when creating or editing a new community, then
 - A) you are not able to set up access control permissions for the residents.
 - B) the PIN, cards, and face data you created for the residents can only open the public devices.


Search/Delete/Edit User Accounts

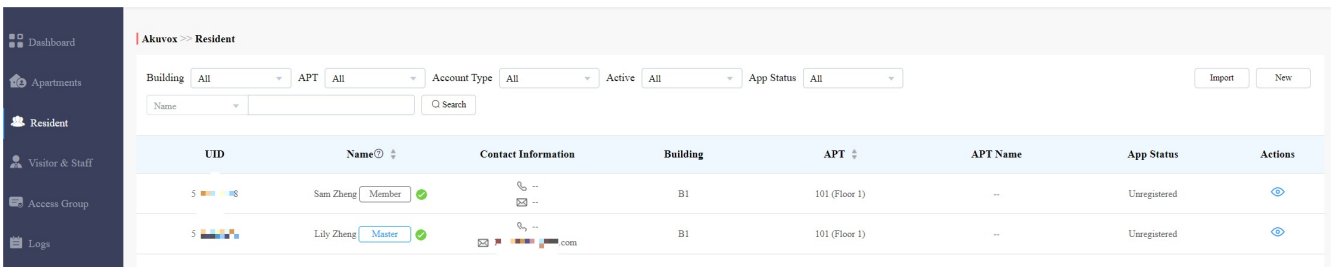
After the user account is created, you can search and edit the user account as well as reset the user account password. With **Delete Account Permission** enabled by your installer, you can delete user accounts.

Search/Delete User Accounts

1. Click **Resident**.
2. Search the specific user account by building, apartment, account type, account status, app status, or user account name. You can also click the Name, APT, or the icon  next to them to reorder the residents and find your desired user quickly.
3. Tick the checkbox of the account(s) you want to delete or tick the checkbox by the **Name** field and click on  to delete all the accounts.




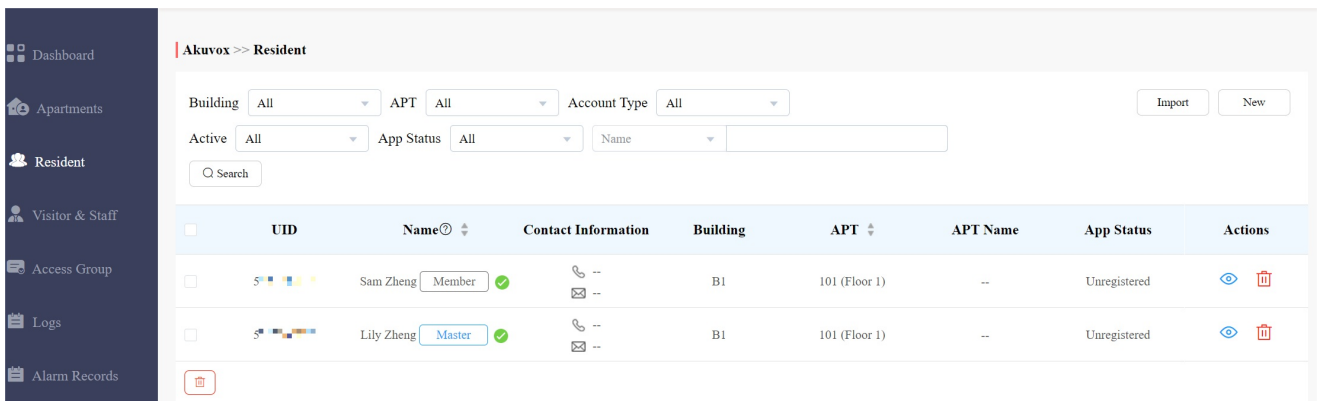
Please note that when **Delete Account Permission** is not enabled by your installer,  will not appear and you cannot delete user accounts.



Edit User Account

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

1. Click on  of the desired user account.



2. Click on  if you want to reset the password (SmartPlus)

3. Click on **Edit** to change the account information.

Note

- You cannot edit the mobile phone number, email number, and area code of user accounts that have linked sites.

4. Scroll down to edit the access type or create new access types by clicking **New**.

PIN	Created By	Created Time	Action
1234567	Property Manager	2021-08-06 17:02:51	

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

Name	Device	Repeats	Time
Resident-Building Building 1	Gate1	Daily	00:00:00 ~ 23:59:59

Akuvox -> Residents >> Edit Access Group

Access Group New

Selected: Resident-Building Building 1 Akuvox Access schedule

	Name	Device	Repeats	Time
<input checked="" type="checkbox"/>	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59
<input checked="" type="checkbox"/>	Akuvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
<input type="checkbox"/>	Test	Gate1	Daily	00:00:00 - 23:59:59
<input type="checkbox"/>	Test1	Gate1	Daily	00:00:00 - 23:59:59

Submit

Add Community Residents to a Building Using Template

The template can maximize your efficiency in creating a community especially when it has many residents.

1. Click **Resident > Import**.
2. Click **Download Import Template**.
3. Fill the information in the template.
4. Click **Batch Add Resident** to import the template to the community.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Building	Apt	Account Type	First Name	Last Name	Email	MobileNumber	TelephoneCallingCode	1stPhone	2ndPhone	3rdPhone	RF Card	PIN	Access Group ID
2	Building#2		403	0 Jim	Wang							12323	1212	14797
3														
4														

Template Description:

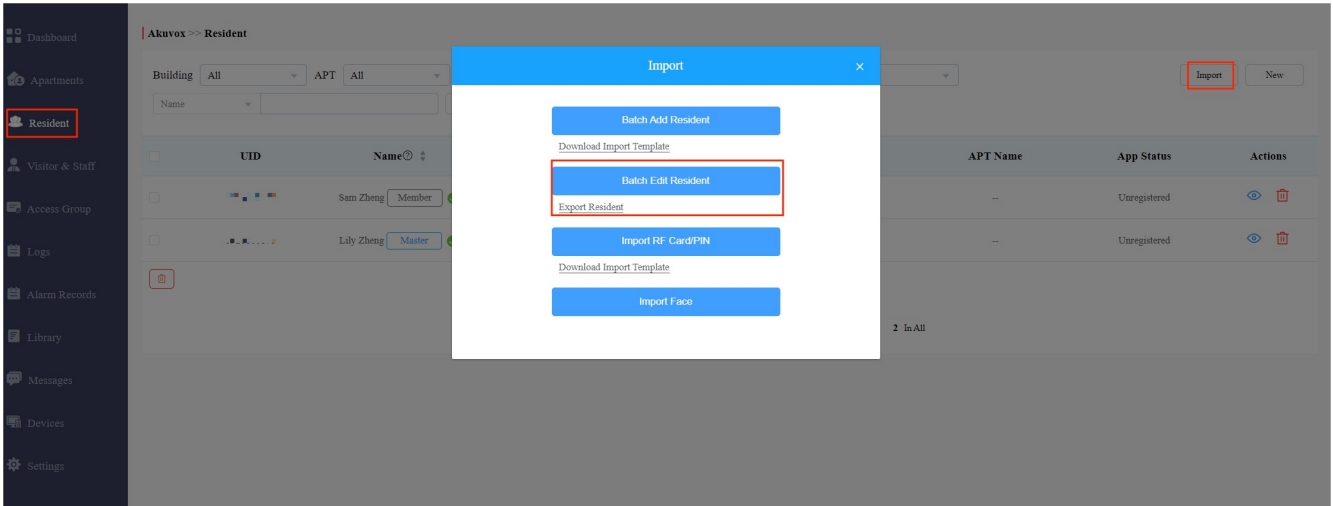
No.	Settings	Description

1	Building	Fill in the building number or name. Note: should not be more than 128 characters in length.
2	Apt	Fill in the apartment number. Note: must be 1-6 digit integral number(s) .
3	Account Type	Enter 0 for family master account and 1 for family member account.
4	First Name	Fill in the resident's first name. Note: should not be more than 64 characters in length.
5	Last Name	Fill in the resident's last name. Note: should not be more than 64 characters in length.
6	Email (Optional)	Fill in the resident's Email.
7	Mobile Number(Optional)	Fill in the resident's mobile phone number.
8	Telephone Calling Code (Optional)	Fill in the resident's country code.
9	Phone1/2/3 (Optional)	Fill in the resident's mobile phone number.
10	RF Card (Optional)	Fill in RF card for the resident.
11	PIN (Optional)	Fill in the PIN code for the building access for the resident.
12	Access Group ID (Optional)	Fill in the access group for residents for the access control.

Edit Community Residents in Batch

You can export the resident information in .xlsx format, modify it and re-import it to the community, which improves efficiency when you need to modify much account information.

1. Click **Resident > Import**.
2. Click **Export Resident**.
3. Modify the information in the file.
4. Click **Batch Edit Resident** to import the file to the community.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
	Building	Apt	Account Ty	First Name	Last Name	Email	MobileNumber	Telephone	1stPhone	2ndPhone	3rdPhone	RF Card	PIN	Access	Grc	UID
2	B1	101	0	Lily	Zheng	1.							123456	33527	50	
3	B1	101	1	Sam	Zheng								1234566	33527	51	
4																
5																
6																

Note

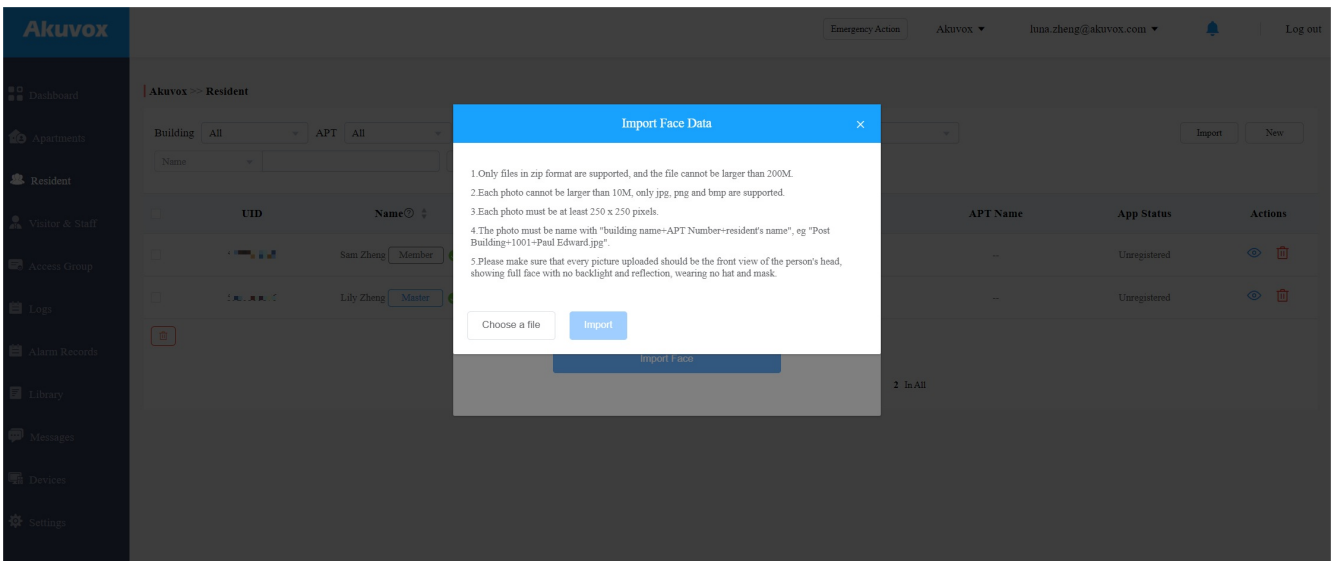
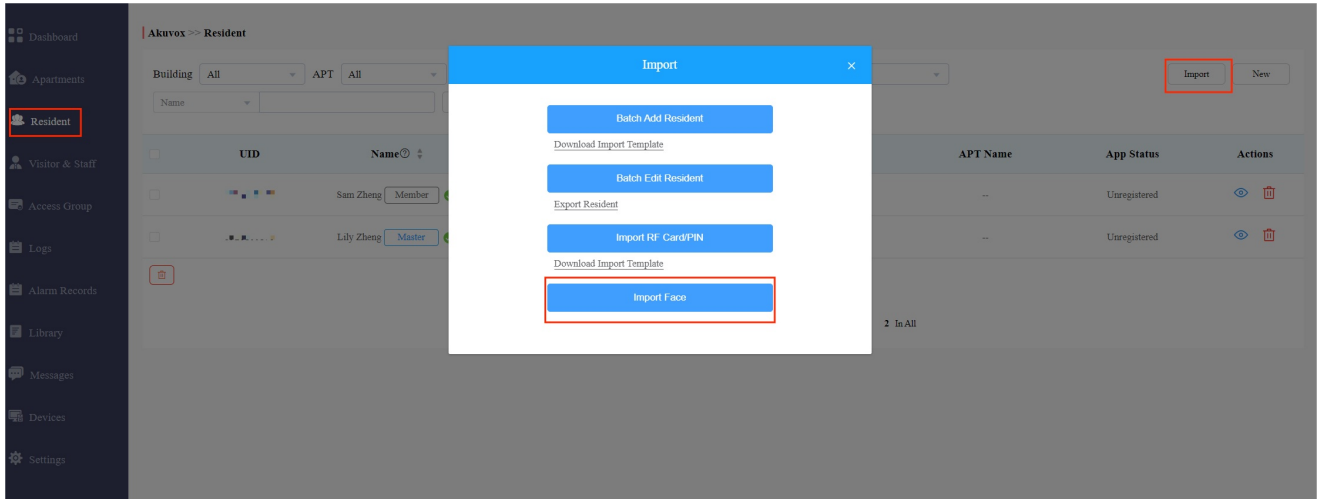
- Keep the field blank if you do not want to change the original information.
- After the user's email address is modified, the SmartPlus App login email containing a new password will be sent to the new email address.
- The email addresses, mobile phone numbers, and area codes of the user accounts that have linked sites cannot be modified.

Import Face Data/RF Cards/PIN Codes

You can import the face data, RF card code, and PIN code in batch using the template for the users.

Import Face Data

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



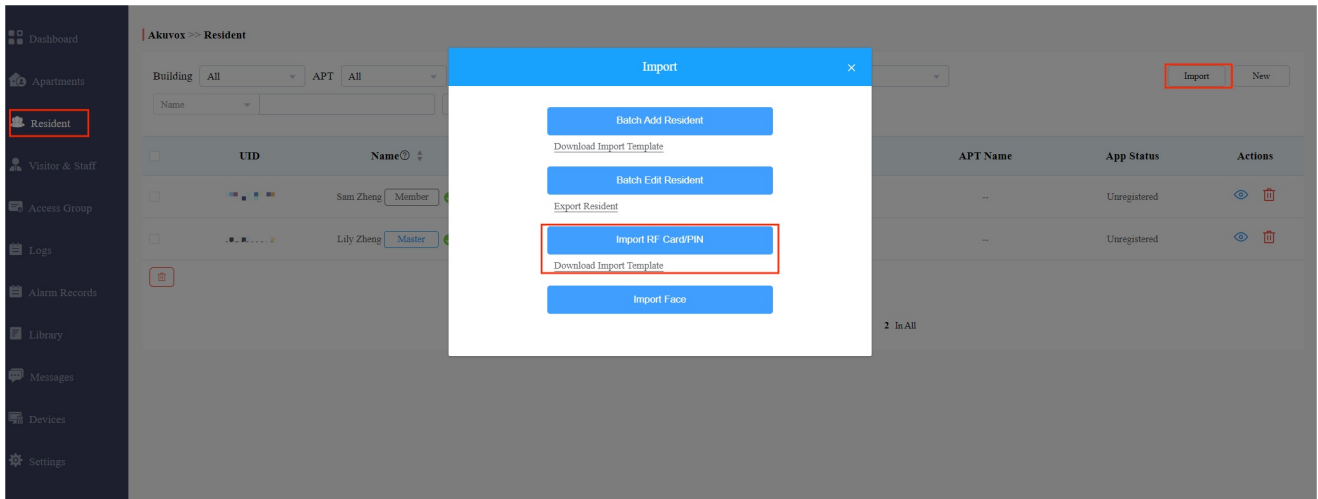
Note:

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

Import RF Cards/PIN Codes

You can import RF card codes and PIN codes in batch for users.

1. Go to **Resident** module and click on **Import**.
2. Click on **Download Import Template** to download the RF card/PIN code template.
3. Fill the RF card codes and PIN codes in the template and click **Import RF Card/PIN** to import the template.



RF card template:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Building	Apt	User	RF Card	PIN								
2	B1	101	Judy	12345	12345								
3													
4													
5													

Note

- You can assign multiple cards to the family master who can assign the card to family member accounts via SmartPlus App.
- Enter the RF card codes for one user separated by ";".

Visitor & Staff Management

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

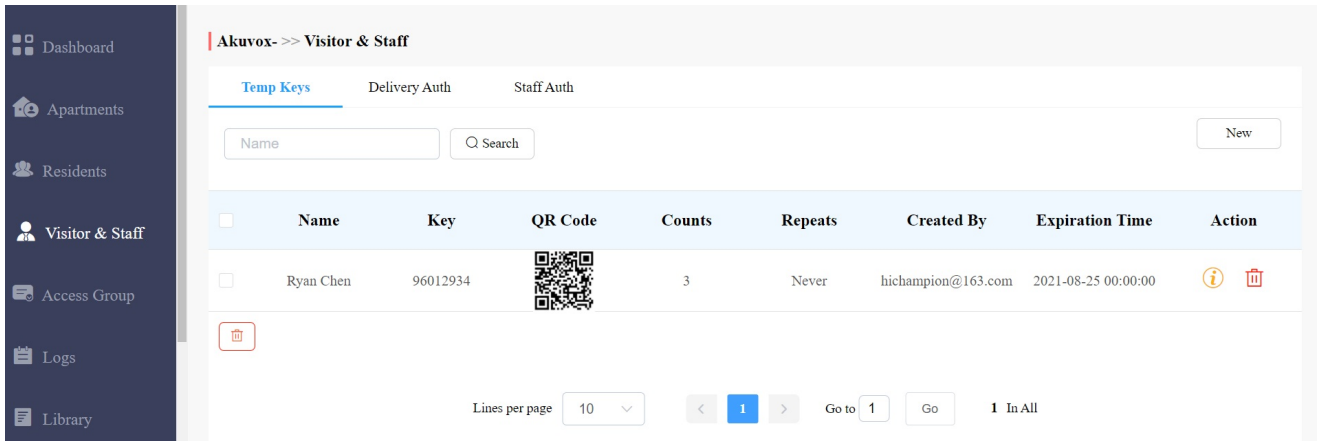
Manage Access Credentials for Visitors

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

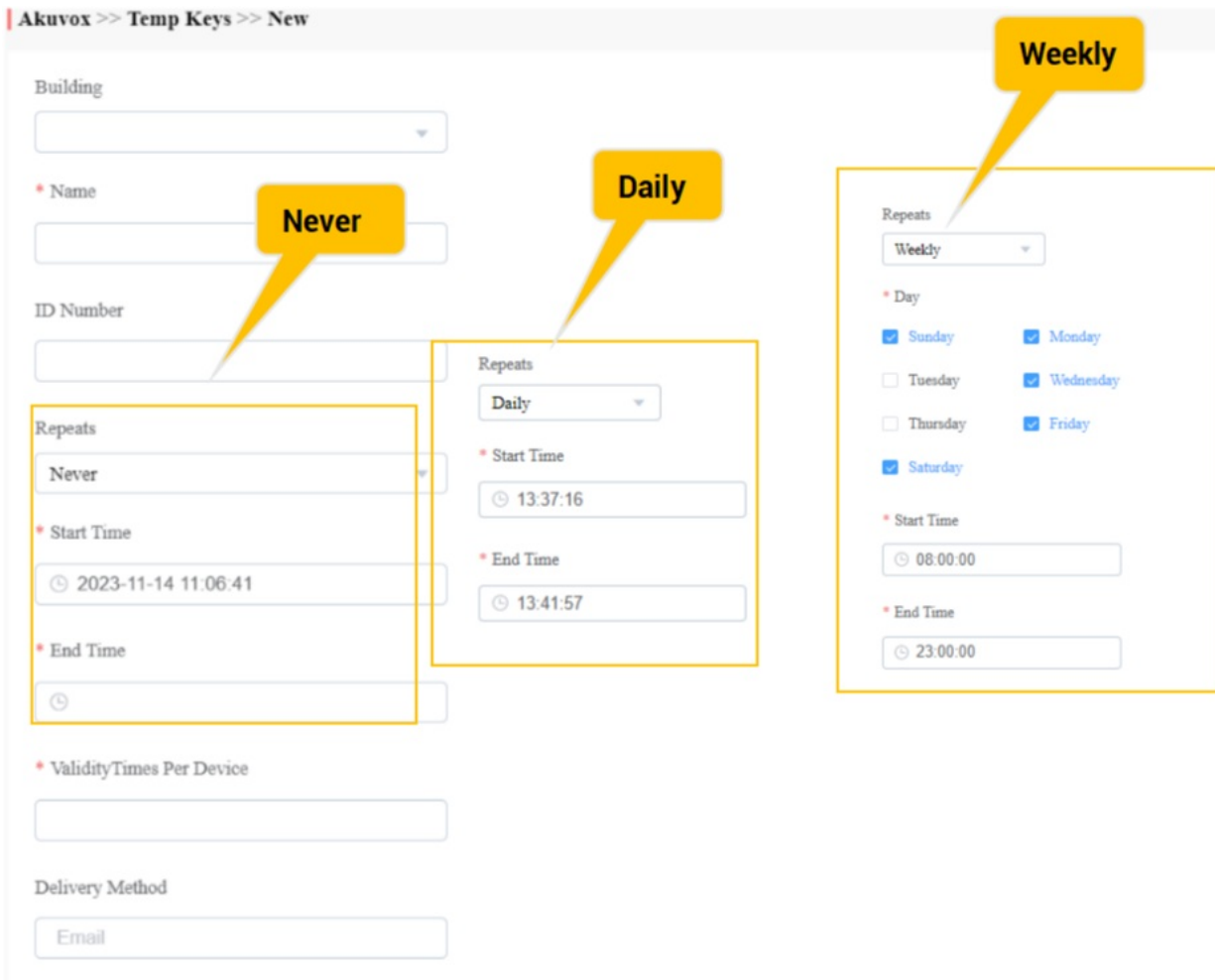
Create Temporary PIN Code

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

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



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




Building	Device Name	MAC	Status	<input type="checkbox"/> Relay
B1	Gate	0C11051DED84		<input type="checkbox"/> Relay1


[Submit](#)

Parameter Set-up:

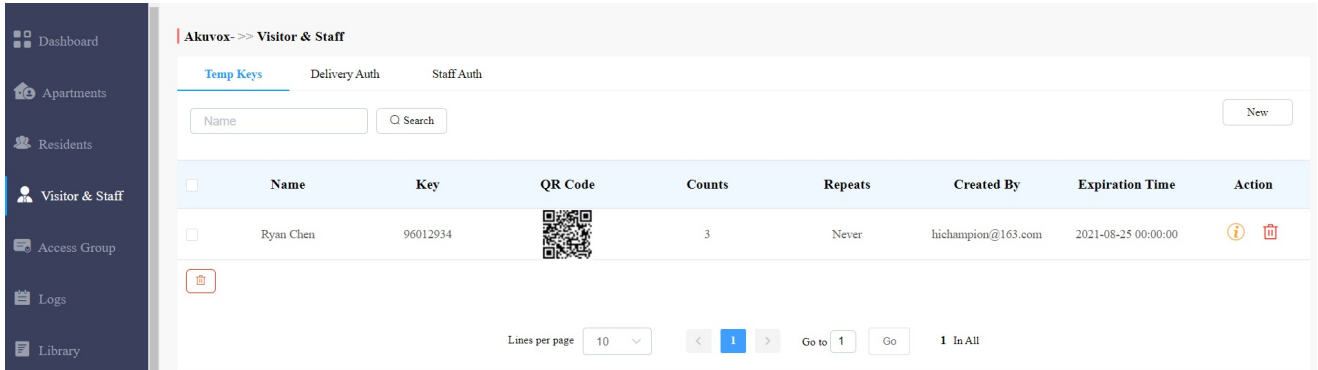
No.	Column Name	Description
1	Building	Select the building in which the resident to be visited lives.
2	APT	Select the resident's apartment .
3	Name	Enter the visitor's name.
4	ID Number	Enter the visitor ID number.
5	Repeats	Select " Never " " Daily ", " Weekly " for the temporary key access schedule. 1. " Never " means non-repetitive and one-time access schedule with a specific PIN code validity expiration time; 2. " Daily " means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis (eg. 08:00-20:00 every day). 3. " Weekly " means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).
6	Expiration Time	Set the expiration time for the one-time "Never" schedule only. The PIN code validity will expire on the expiration time.
7	Validity Times Per Device	You can put a number in the field based on the format: "each door count" * "the number of door phone selected" = "total number of PIN code validity". For example , If you type in "1" and select 3 door phones, then the PIN code will be valid three times in total (1 x 3 door phones=3 times). You can use the PIN code on any one of the door phones selected. When the PIN code is used out on any one of the door phone, it will no longer be valid on the rest of the door phones. Note: This is applicable when you select " Never " in the Repeat field.
8	Start Time End Time	Set the Start Time and End Time for the PIN code validity time span during a day on a daily or on weekly basis.
9	Delivery Method	PIN code will be sent to the visitor's email address you entered.

Delete Temporary PIN Code

1. Enter the visitor name to search and find the specific temporary PIN code.
2. Click on  to see the details of the temporary PIN code.

3. Click on  to delete the specific temporary PIN code or you can tick the checkbox of the temporary PIN code you want to delete, and you can delete all the temporary PIN by ticking the checkbox of




Name



Akuvox -> Visitor & Staff


Temp Keys | Delivery Auth | Staff Auth

Name

<input type="checkbox"/>	Name	Key	QR Code	Counts	Repeats	Created By	Expiration Time	Action
<input type="checkbox"/>	Ryan Chen	96012934		3	Never	hiehampion@163.com	2021-08-25 00:00:00	 

Lines per page: 10 | < 1 > | Go to 1 | Go | 1 In All

Note:

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

Building	B1
APT	#3
Name	Judy
ID Number	123
Created By	Ela Zheng

Key	91487640	View Door Logs
Repeats	Never	
Validity Times Per Device	1	
Start Time	2023-11-17 13:54:00	
End Time	2023-11-18 13:54:00	

QR Code



Access Device

Device Name	Building	MAC	Relay
Gate	B1	0C11051DED84	Relay1

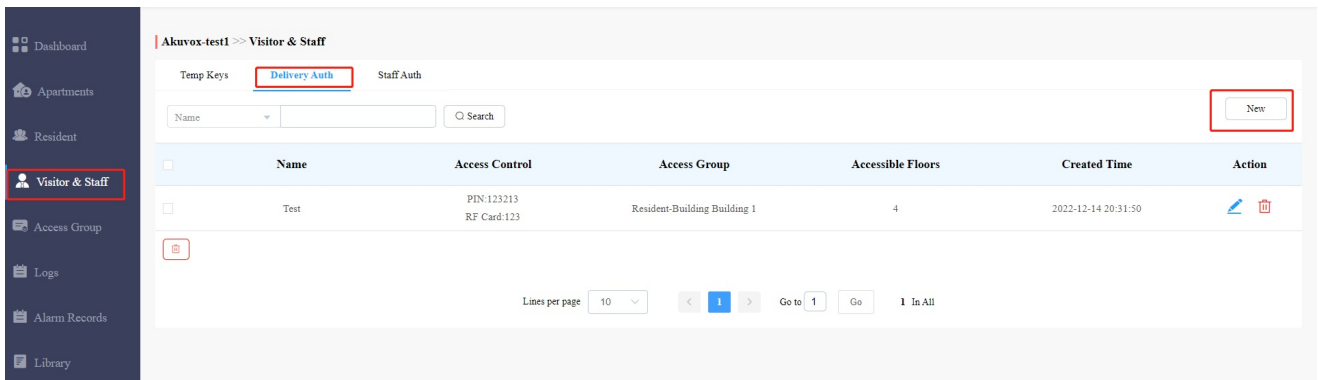
Manage Access Credentials for Delivery Personnel

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

Create Delivery PIN Codes/RF Cards

You can create delivery PIN code and RF card along with an access control schedule (Access Group).

1. Click **Visitor & Staff > Delivery Auth > New**.



2. Set up Delivery PIN code or RF card.

- Type in delivery people's name.
- Type in the PIN code or RF cards.
- Select the building and floor numbers that you allow deliver people to access to (Optional). Click **Add** to add accessible floors of other buildings. You can select 10 floor numbers at maximum.

* Name

PIN

RF Card

Accessible Floors

Please set the accessible floors for specific buildings.

Building 1 -

Building2 - ⊖

3. Set Access Group

- Select from the existing access groups and assign it to the delivery people.

Access Group ?

New

Selected :

<input type="checkbox"/>	Name	Device	Repeats	Time
<input type="checkbox"/>	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59

Submit

- Create a new access group and assign it to the delivery people.

New Access Group ×

* Access Group Name

Repeats

* Start Time

* End Time

Building	Device Name	MAC	Status	Device Type	<input type="checkbox"/> Relay
B1	Gate	0C11051DED84	●		<input type="checkbox"/> Relay1

Cancel Submit

Parameter Set-up:

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

Note:

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


Modify and Delete Delivery PIN Codes

1. Click **Visitor & Staff > Delivery Auth.**

2. Search the PIN code by name or PIN code in the fuzzy search field and click **Search** if needed.


3. Modify or Delete PIN code.

- To modify the PIN code.

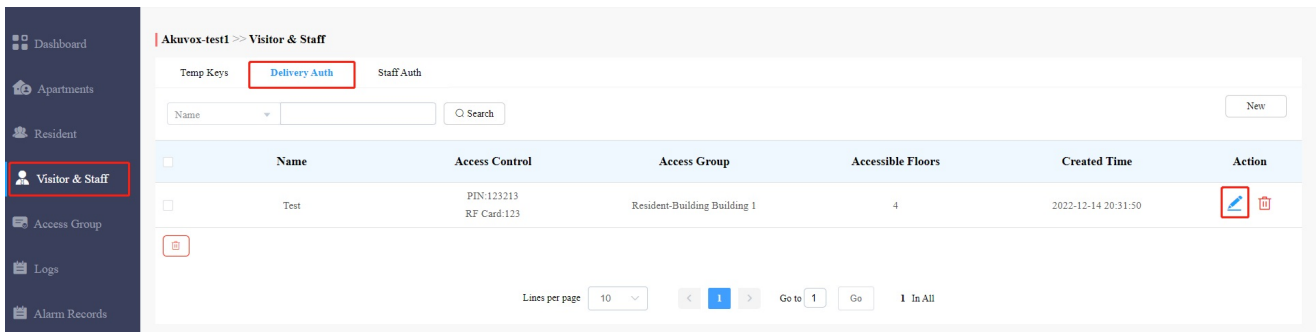
a. Click on  of the delivery PIN code.

b. Modify the delivery PIN code according to your need.

- To delete the PIN code.

a. Click  of the delivery PIN code.

b. Delete the PIN code.



Manage Access Credentials for Property Management Staff

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

Add RF Cards Separately for Property Manager

1. Click **Visitor & Staff > Staff Auth > New.**

Akuvox >> Visitor & Staff

Temp Keys Delivery Auth **Staff Auth**

Name **New**

<input type="checkbox"/>	Name	Access Methods	Access Group	Accessible Floors	Created Time	Actions
<input type="checkbox"/>	Judy	PIN: 12345678 RF Card: 12345678 Face: --	Resident-Building B1	All Floors	2023-11-14 11:32:15	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Lines per page: 10 Go to: 1 1 In All

2. Set up PIN code and/or RF card code.

Akuvox >> Staff Auth >> New

* Name

PIN

RF Card

Face ID

Accessible Floors

Please set the accessible floors for specific buildings.

-

3. Scroll down to set up the access group. Select the existing one or create a new one by clicking **New**.

Access Group

New

Selected :

<input type="checkbox"/>	Name	Device	Repeats	Time
<input type="checkbox"/>	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59

×
New Access Group

* Access Group Name

Repeats

* Start Time

* End Time

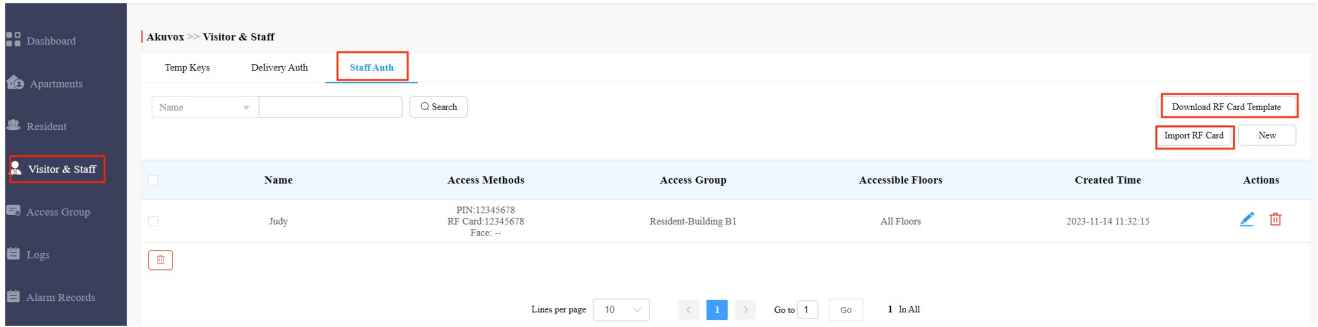
Building	Device Name	MAC	Status	Device Type	<input type="checkbox"/> Relay
B1	Gate	0C11051DED84	●		<input type="checkbox"/> Relay1

Parameter Description:

No.	Column Name	Description
1	Access Group Name	Fill in the access group name.
2	Repeats	Select “Never” “Daily” , “Weekly” for the delivery PIN code access schedule. <ol style="list-style-type: none"> 1. “Never” means non-repetitive and one-time access schedule. 2. “Daily” means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis(eg. 08:00-20:00 every day). 3. “Weekly” means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).
3	Start Time/ End Time	Set the start time and end time for the PIN code validity time span during a day on a daily or on weekly basis.

Add RF Cards Using Template for Property Manager

1. Click **Visitor & Staff > Staff Auth**.
2. Click on .
3. Populate the RF card template according to your need.
4. Click on to upload the template file.




Template Sample

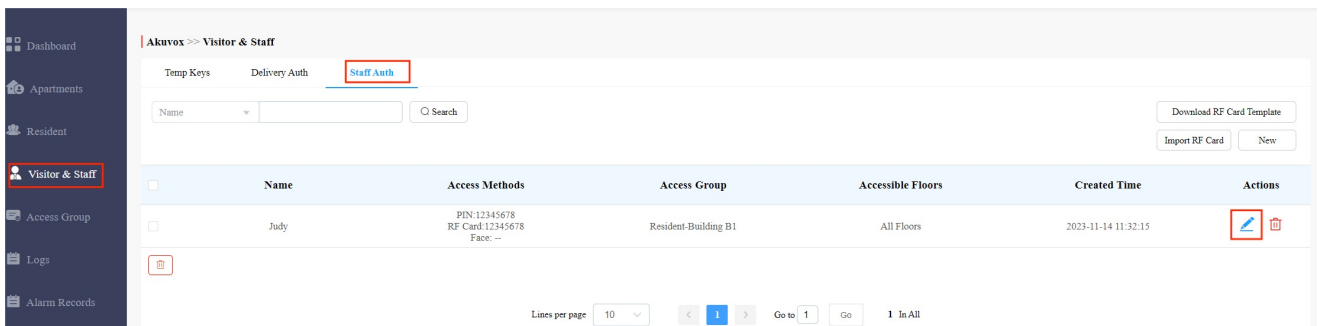
	A	B	C	D
1	Staff Name	RF Card	Access Group ID	
2	Cathy	13579	4371; 4370	
3	Shirley	24589	4371; 4370	
4				

Template Description:

No.	Field Name	Description
1	Staff Name	Enter the staff name.
2	RF Card	Enter the RF card.
3	Access Group ID	Enter the Access Group ID(s) you have already created in the SmartPlus. Multiple Access Group IDs should be separated by “;”.


Modify Property Manager RF Cards/PIN Codes

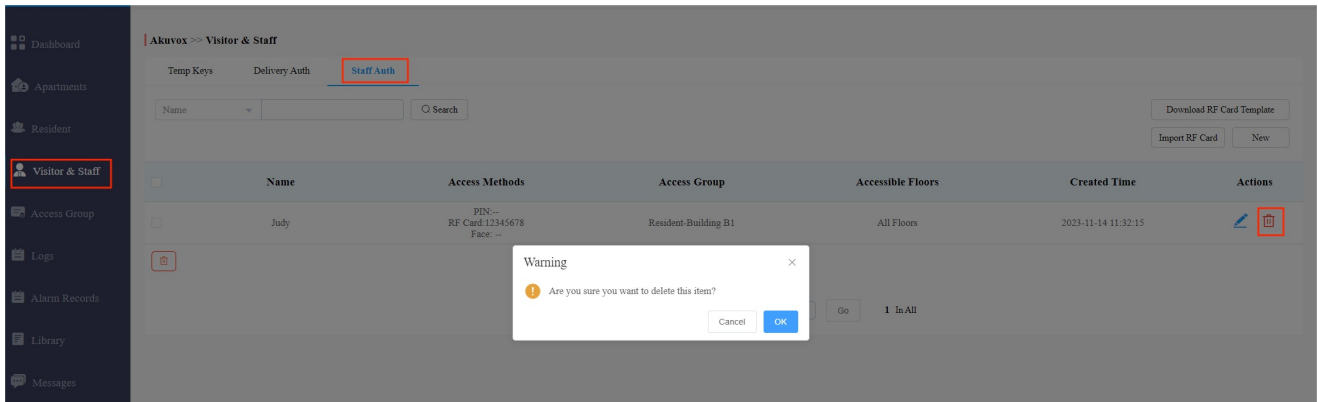
1. Click **Visitor & Staff > Staff Auth**.
2. Search the staff info by name, PIN code or RF card number code in the fuzzy search field and click **Search** if needed.
3. Click on  of the desired user.
4. Modify the RF card setting and PIN codes.



Delete Property Manager Info

1. Click **Visitor & Staff > Staff Auth**.

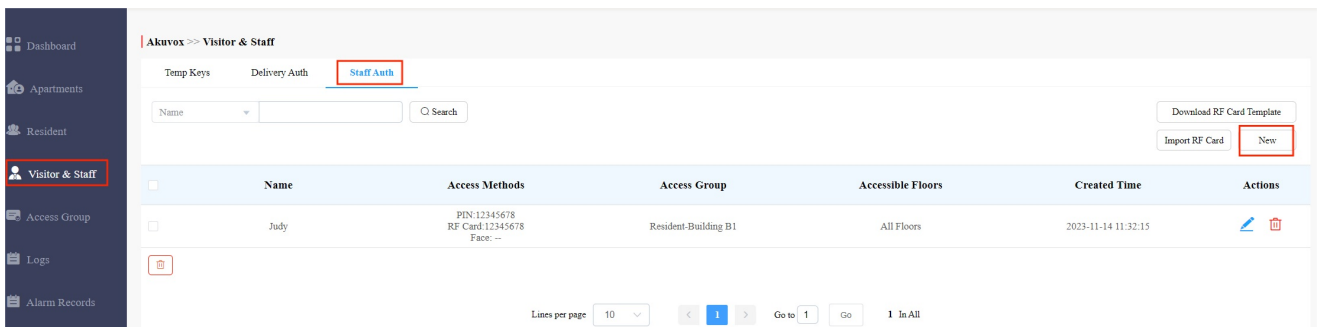
2. Search the staff info by name, PIN code or RF card number code in the fuzzy search field and click **Search** if needed.
3. Click on  to delete the desired info.



Enroll Face for Property Manager

You can enroll face for property managers for building access.

1. Click **Visitor & Staff > Staff Auth > New**.



2. Upload the property manager's face photo from your local PC.

- Select the building and floor numbers that you allow property manager to access to via facial recognition. If you allow them to access more buildings and floors, you can click Add.

Akuvox >> Staff Auth >> New

* Name

PIN

RF Card

Face ID

Accessible Floors
 Please set the accessible floors for specific buildings.
 -

3. Select the the access group and assign it to the property manger. Property manager will only be able to access the building floors in the access group.

Access Group ?

Selected :

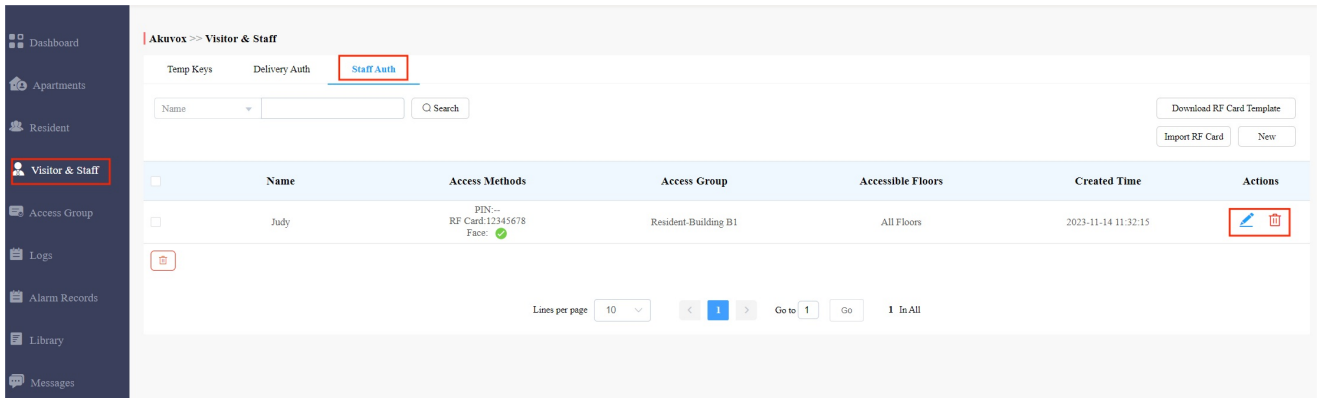
<input type="checkbox"/>	Name	Device	Repeats	Time
<input type="checkbox"/>	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59


Once the staff's Face ID is added, a  will display in the Access Methods column .

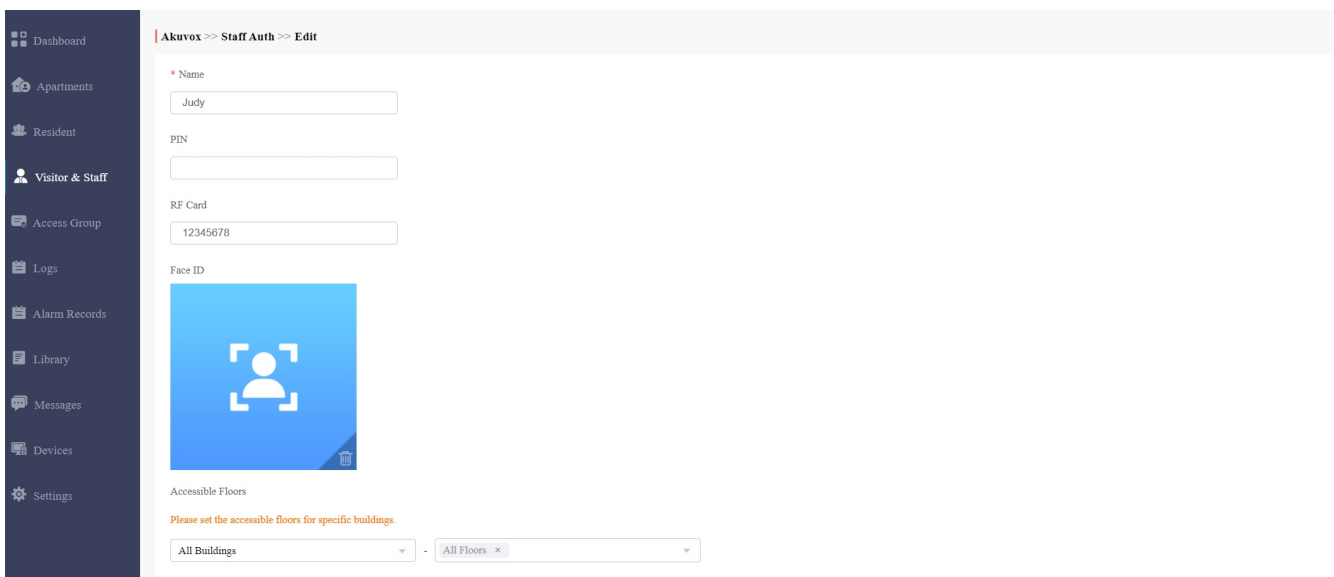
Edit and Delete Property Manager's Face ID

You can re-enroll or delete the property manager's face data.

1. Click **Visitor & staff > Staff Auth >**  .



2. Click  to delete the face data and then you can upload a new face photo.



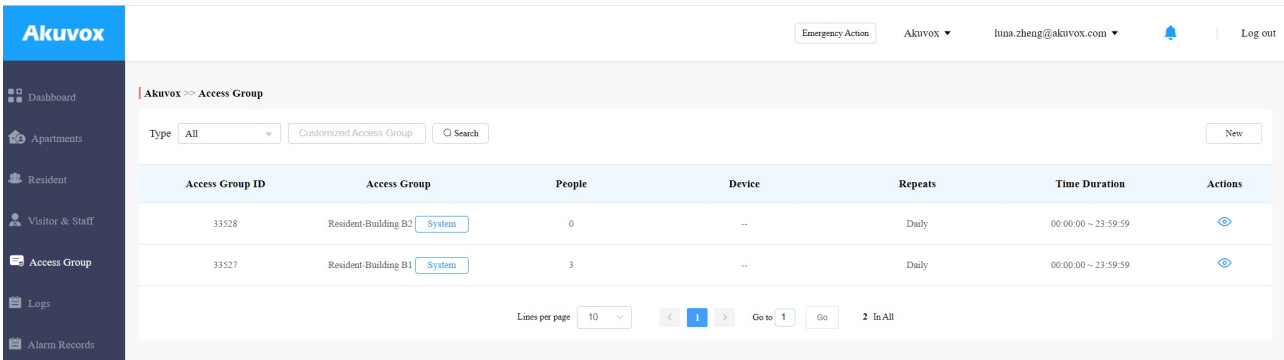
Please note that in the staff info editing interface, the Face ID will be displayed using a default image instead of the enrolled one though the staff has a Face ID enrolled already.

Access Group

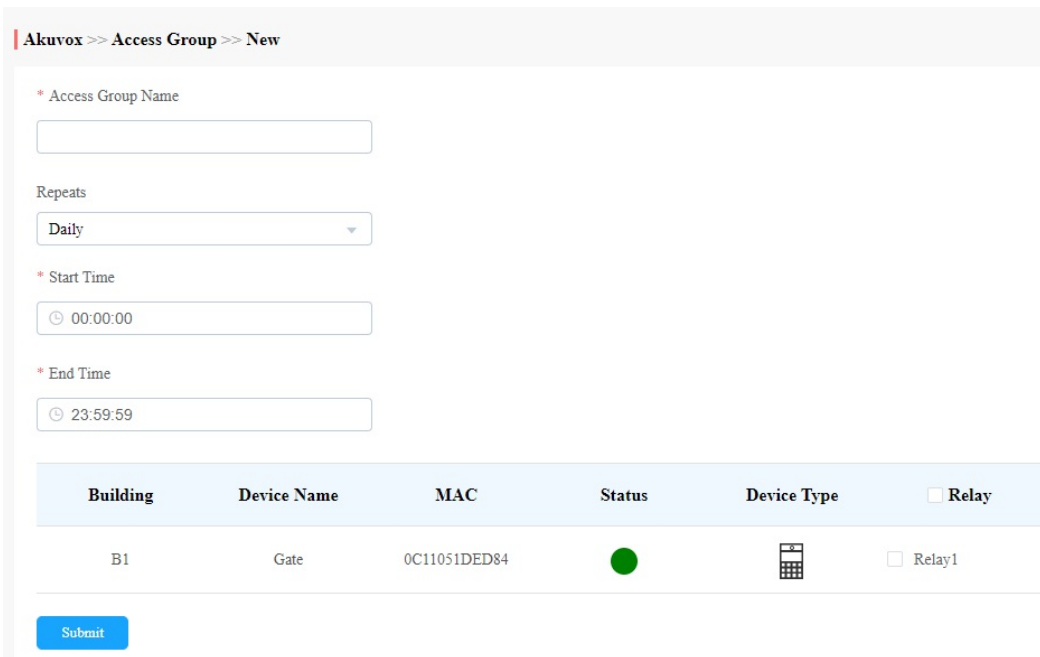
Access Group module allows you to create an inventory of ready-made access control schedules (access group), which can be readily pulled out and applied for the door access control, targeting specific residents, delivery personnel, staff, buildings, apartments, and relays.

Create Access Group

1. Click on **New**.



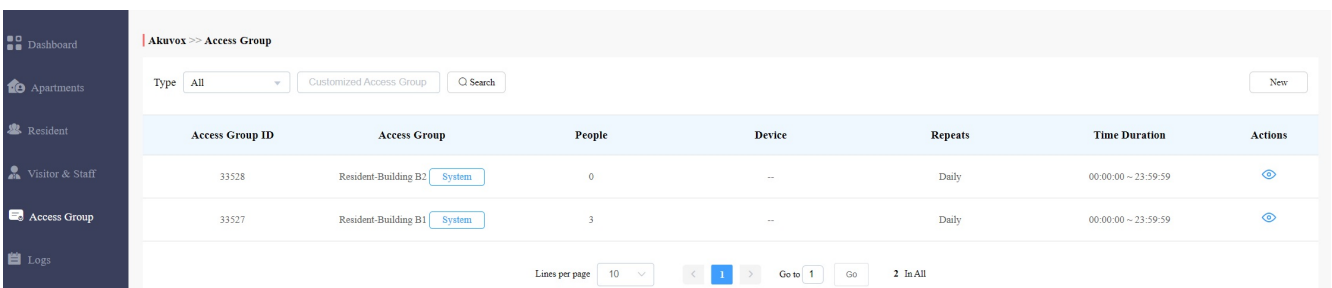
2. Set up access group.




Search/Check/Edit Access Group

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

1. Search the access group by type and keywords.



2. Click on  of the specific access group to check access group details.

3. Go to **Remove People** or **Add people** to add or delete resident(s) if needed.

Akuvox >> Access Group >> View

Basic Information [Edit](#)

Access Group Name: Test1
 Repeats: Daily
 Begin Time: 00:00:00
 End Time: 23:59:59
 Device: Gate1

People

[Add People](#) [Remove People](#)

Name

<input type="checkbox"/>	Name	Building	APT	Action
<input type="checkbox"/>	Jim <input type="text" value="Delivery"/>	--	--	<input type="button" value="⊕"/>
<input type="checkbox"/>	Jim <input type="text" value="Staff"/>	--	--	<input type="button" value="⊕"/>

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

Akuvox >> Access Group >> Edit

* Access Group Name

Repeats

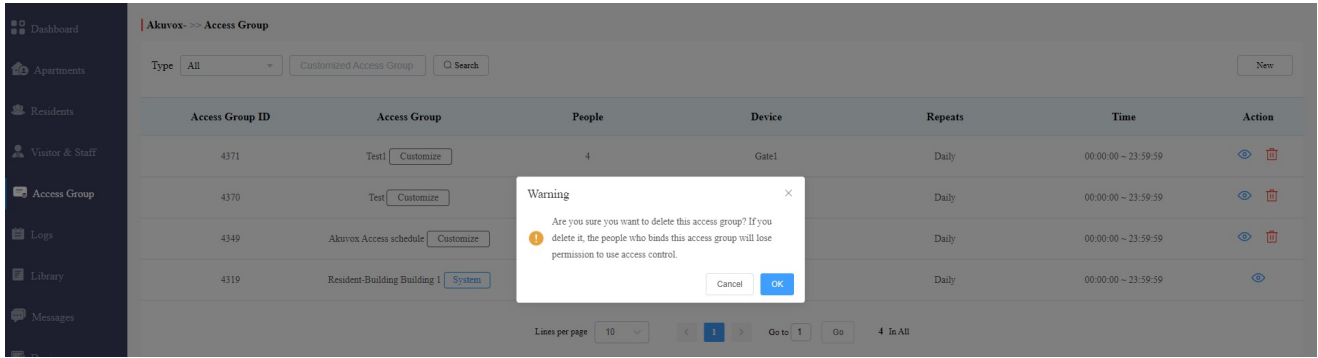
* Start Time

* End Time

Building	Device Name	MAC	Status	Device Type	<input type="checkbox"/> Relay
B1	Gate	0C11051DED84	●		<input checked="" type="checkbox"/> Relay1

Delete Access Group

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

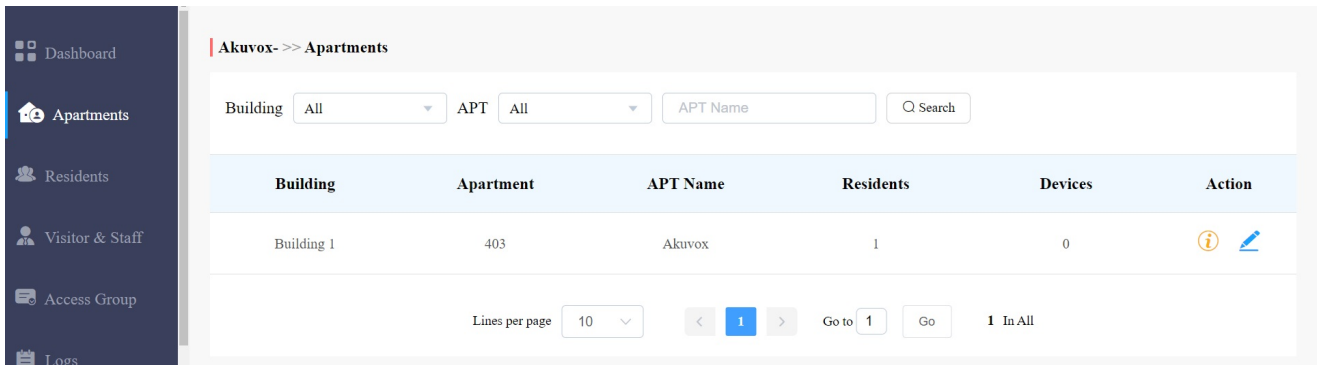



Apartment Management

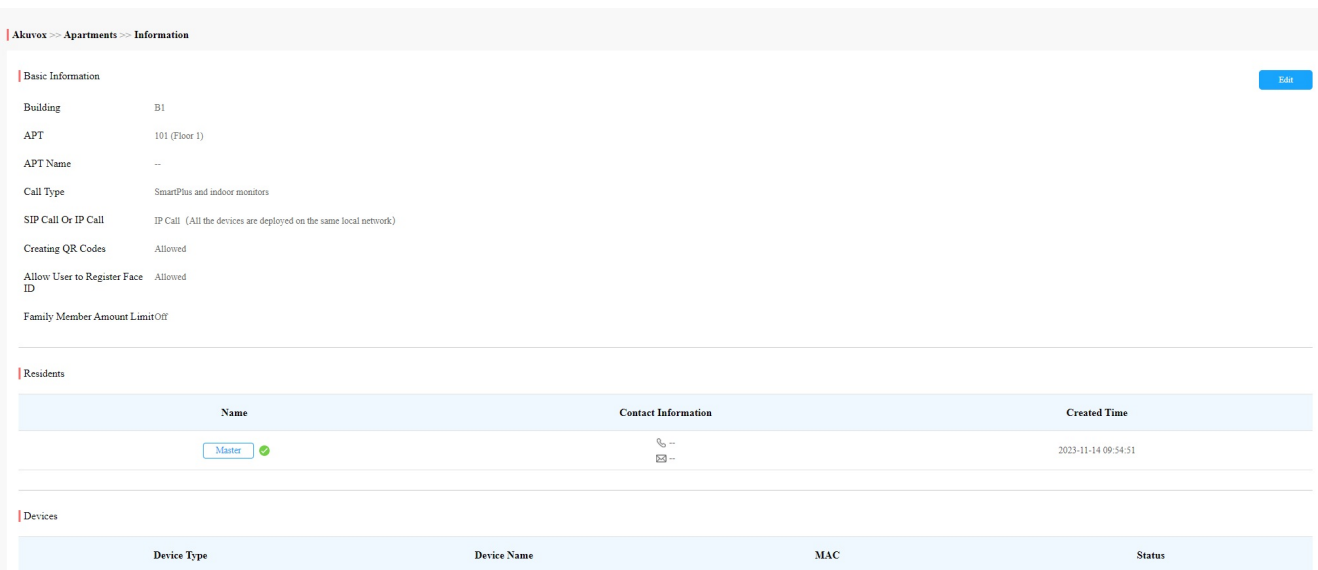
Apartment module allows you to search and check the apartment-based information related to residents, devices, call type and call settings. And you can also modify call type, call setting, as well as authorize the resident to create QR codes for the door access.

Search/Check Apartment

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



2. Click on  to check the details of the apartment.






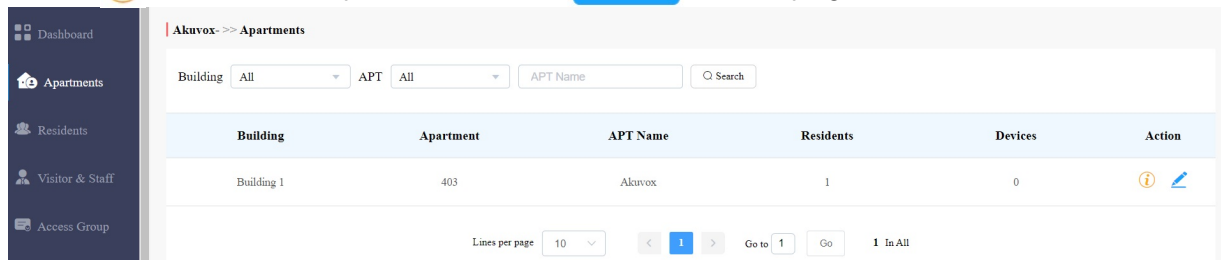
Edit and Reset Apartment

You can edit or reset the apartment configurations for the resident, including call type, call setting, the apartment name, and more.

- **Edit apartments**

1. To go to the editing screen, do any of the following:

- Click on  of the desired apartment.
- Click on  of the desired apartment, and then  on the top right.



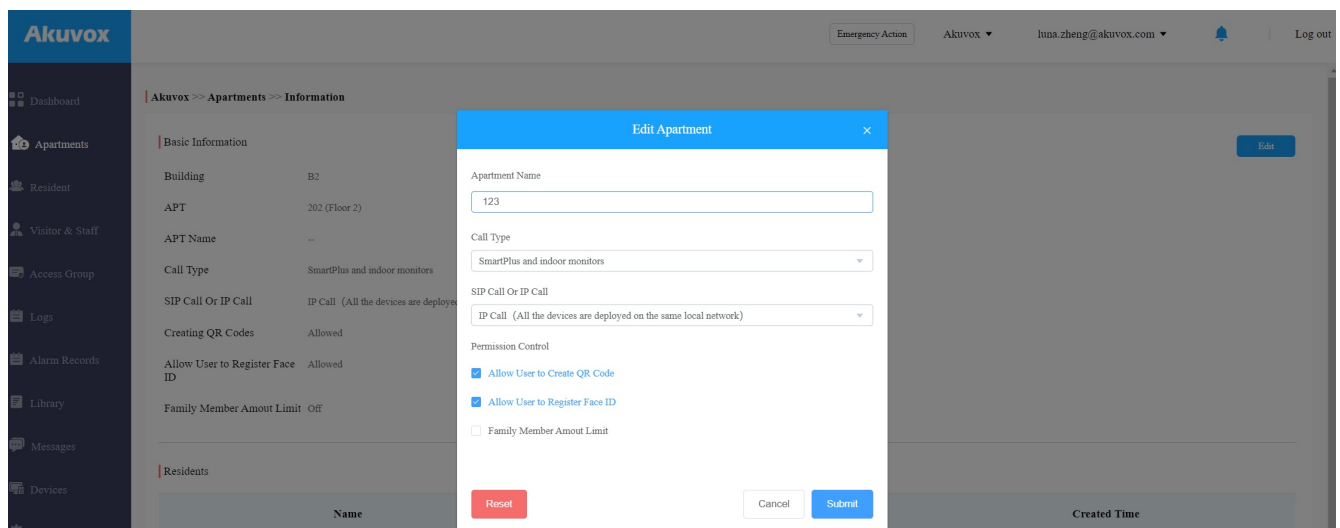
2. Edit apartment name, call type, and call setting.

3. Edit permission control:

- Tick the checkbox of **Allow User to Create QR Code** if you want to allow the resident to create QR code for the access.
- Tick the checkbox of **Allow User to Register Face ID** if you want to allow the resident to enroll their face ID for access.
- Ticket the checkbox of **Family Member Amount Limit** if you want to set the number of family member account that user can create. The account limit is 0-63.

Note:

- If you disable the Register Face ID, then the user face IDs registered from the App will become invalid for the access. These Face IDs will be back to be valid after the Premium Feature expired.






Parameter Set-up:

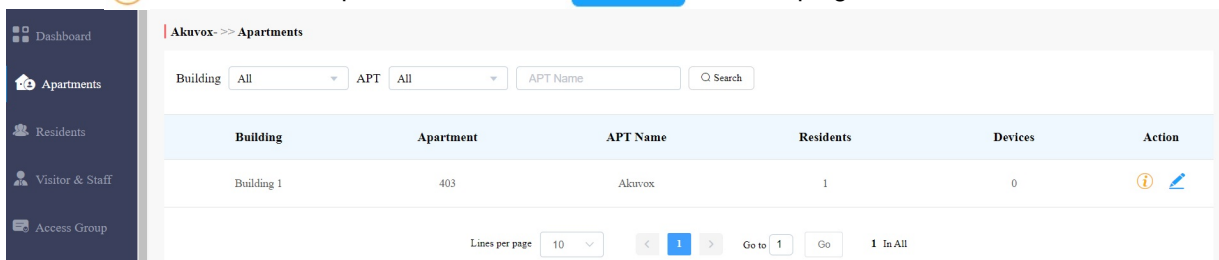
No.	Column Name	Description
1	Apartment Name	Fill in the apartment name.
2	Call Type	Six call types. For example, if you select “SmartPlus and Indoor monitors” you will be able the answer the call using SmartPlus and Indoor monitor.
3	SIP Call Or IP Call	Select “All my devices were installed in the same place (villa or house)” for IP call if all of the user’s intercom devices are in the same LAN (Local Area Network). If not, select “Some of my devices were installed in a different place (villa or house)” for SIP call.

Reset apartments

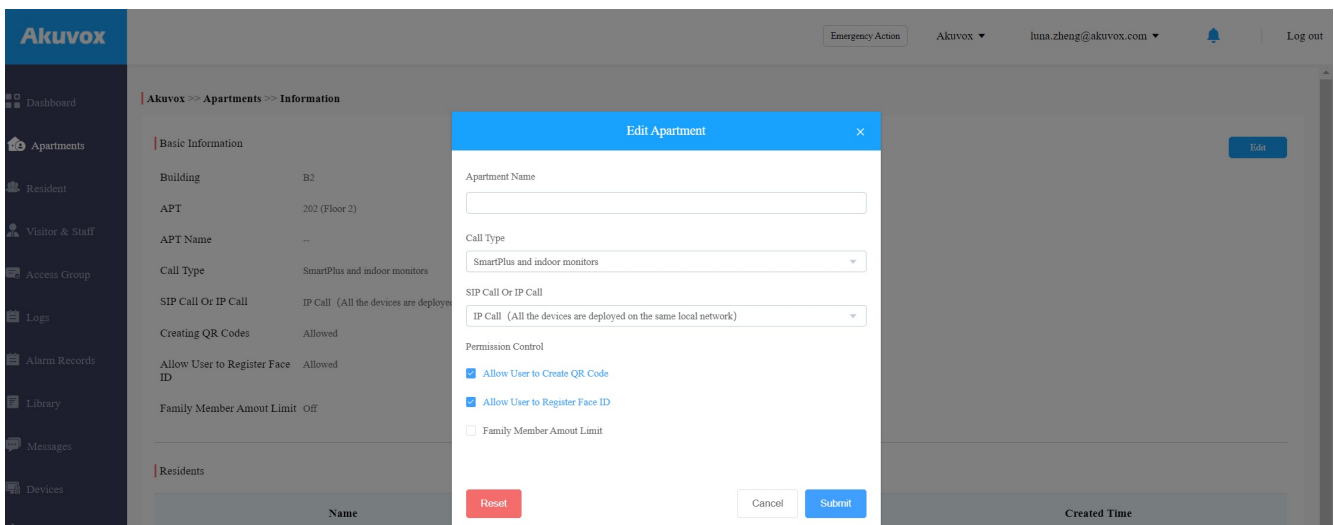
To reset the apartment, do as the following:

1. Go to the editing screen by any of the methods.

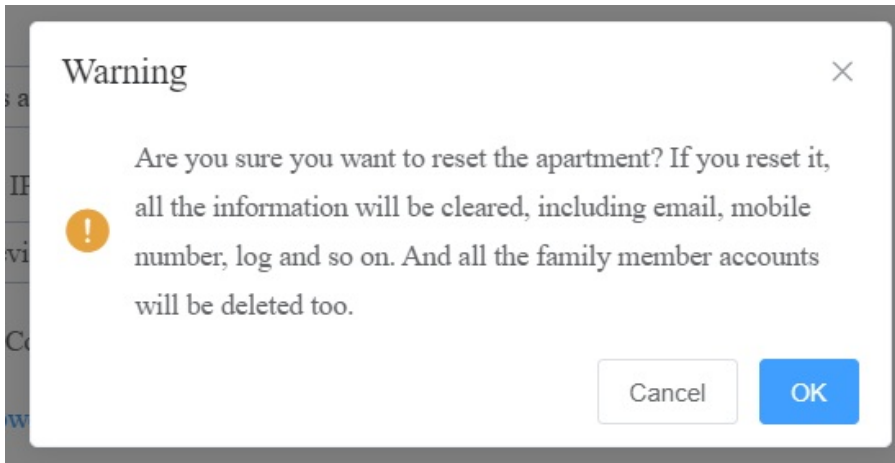
- Click on  of the desired apartment; Or
- Click on  of the desired apartment, and then  on the top right.



2. On the pop-up screen, Click  at the bottom left.



3. Click OK when you are asked.



Once you agree to reset, some information or data in this apartment will be removed 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

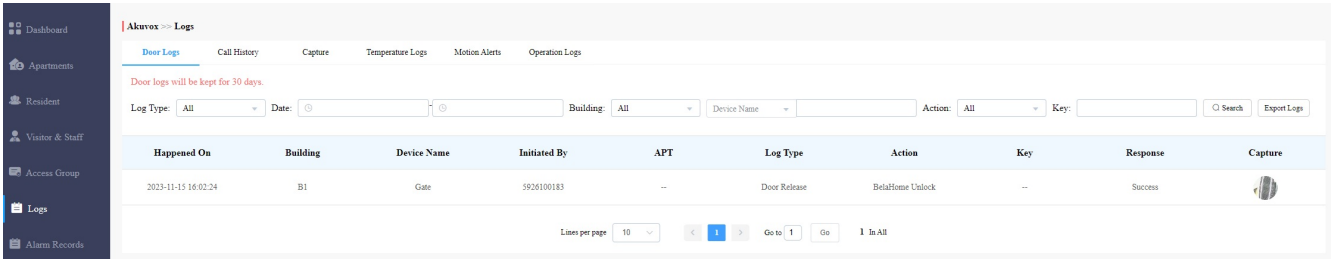
- The user's app changes to be unregistered and needs to be re-initialized.
- The user's login credentials are reset, and the user is not going to receive the reset email.

Note:

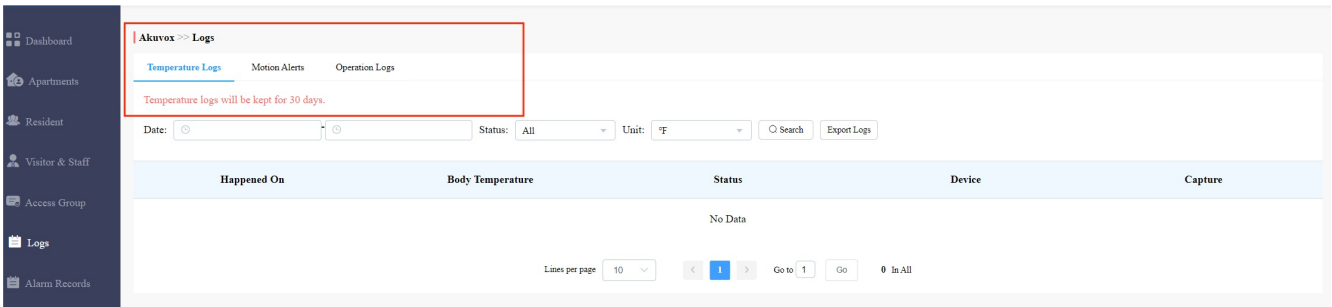
- It is free to create a new account in the family after resetting, while it charges after deleting. The resetting feature is suitable for rental scenarios, you can empty the accounts after the tenants moved out and create accounts for the new ones.

Logs

Log module contains six sub-modules used for checking the door logs, call history, temperature logs, image captured, temperature logs, motion alerts, and operation logs that can be stored for 30 days. With **Log Access Control** enabled by your installer, you can check door logs, call history, and captured images.



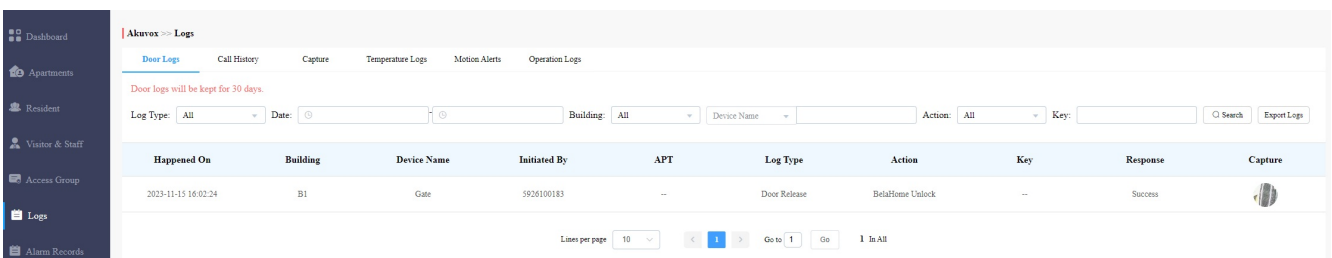
When **Log Access Control** is not enabled by your installer, you cannot check door logs, call history, and captured images. The three modules will be hidden.



Check/Export Door Logs

Door logs have 4 types: **All**, **Call**, **Door Release**, and **Door Close**. The **Call** type log shows the SIP/IP-based calls initiated on the door phone, indicating when, where and to whom the calls are made, while the **Door Release/Close** logs tell you when, where and by whom the door unlocks are made (be it failure or success). You can narrow down your log check by the specific time range with parameters: **Device Name**, **Initiated by**, **Apartment**, and **Action** for the targeted search.

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



Parameter Set-up:

No.	Column Name	Description
1	Happened On	Show when the call is made on the door phone.
2	Building	Show in which building the call was made.

3	Device Name	Display the device name to distinguish it from others.
4	Initiated By	Show who has made the call on the door phone.
5	APT	Show to which apartment the call is made.
6	Log Type	Indicates your current log type.
7	Action	This indicator is for the door release type log.
8	Key	This indicator is for “Door release type” log.
9	Response	This indicator will be shown as “Success” regardless of what number is dialed on the door phone.
10	Capture	Show you the captured image of the call initiators. You can click on image for an enlarged picture.

Check/Export Call History

This sub-module allows you to check call history in terms of when and by whom the SIP-based intercom calls are made and received. Call history records all the calls made and received on the intercom devices as well as on the SmartPlus apps for end users and property managers in the community. You can set the time range or enter the caller or receiver to check the targeted call information.

1. Click on **Call History**.
2. Set the time range of the call history if needed.
3. Enter the caller name or receiver name if needed.
4. Click on **Search**.
5. Click on **Export Logs** to export logs.

Akuvox >> Logs

Door Logs | **Call History** | Capture | Temperature Logs | Motion Alerts | Operation Logs

Call history will be kept for 30 days.

Date: Caller Or Receiver:

Happened On	Caller	Receiver	Call Duration
2021-08-06 10:40:52	virtual_stair	zhilai shi	00:00:04
2021-08-06 10:40:38	virtual_stair	zhilai shi	No Answer
2021-08-06 10:08:52	virtual_stair	zhilai shi	No Answer
2021-08-06 10:08:24	virtual_stair	zhilai shi	00:00:04

Parameter Set-up:

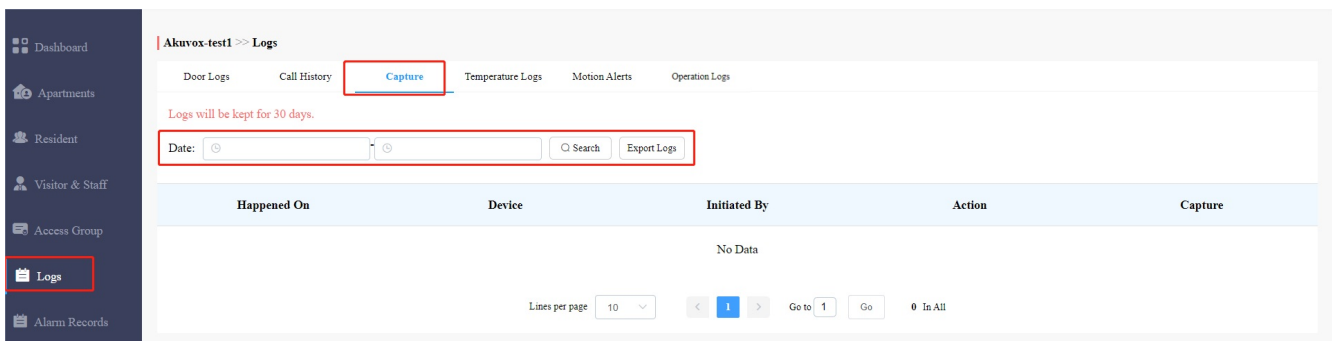
No.	Column Name	Description
1	Happened On	Shows when the calls are made.

2	Caller	Shows who have made the calls. Note: When a caller or a receiver is a property manager, then property manger's name will be displayed.
3	Receiver	Shows who have answered the call.
4	Call Duration	Shows how long the call lasted.

Check/Export Captured Images

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

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



Parameter Set-up:

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

Check Temperature Logs

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

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

Akuvox >> Logs

Door Logs Call History Capture **Temperature Logs** Motion Alerts Operation Logs

Temperature logs will be kept for 30 days.

Date: - Status: All Unit: °F

Happened On	Body Temperature	Status	Device	Capture
2020-09-21 11:49:51	98.3°F	Normal	guard phone	
2020-09-21 11:47:21	98.2°F	Normal	guard phone	
2020-09-18 16:09:43	97.1°F	Normal	guard phone	

Check Motion Alerts

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

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

Akuvox >> Logs

Door Logs Call History Capture Temperature Logs **Motion Alerts** Operation Logs

Motion alerts will be kept for 30 days.

Date: -

<input type="checkbox"/>	Happened On	Building	Device	Capture	Action
<input type="checkbox"/>	2021-03-09 10:20:03	building 1	Jim-testR29		

Parameter Set-up:

No.	Column Name	Description
1	Happened On	Shows when the image is captured due to the motion detection.
2	Building	Shows in which building the image is captured.
3	Device	Shows which door phone the image is captured from.

4	Capture	Displays the images captured due to motion detection.
5	Action	Clicks on the image for an enlarged one.

Check Operation Logs

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

1. Select the **Operation Logs** type.
2. Select the **time range** and click on **Search**.

Happened On	Initiated By	Type	Action
2023-11-14 13:44:17	IIT6884L3Dy77Hv35	Login Management	Log In: Web
2023-11-14 10:25:26	IIT6884L3Dy77Hv35	User Management	Edit end user: 5926100176
2023-11-14 10:20:30	IIT6884L3Dy77Hv35	Login Management	Log In: Web


Parameter Set-up:

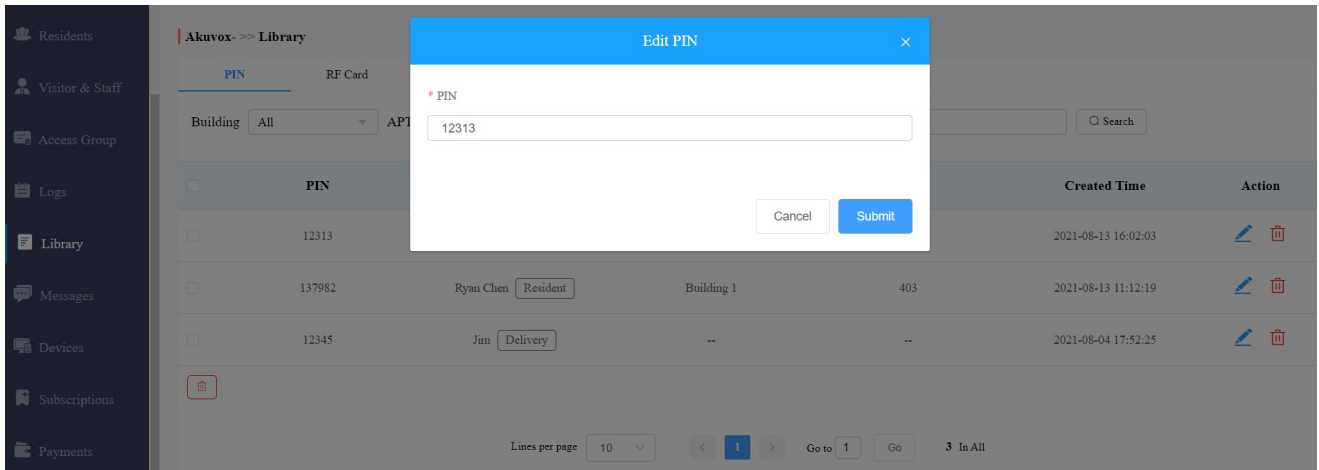
No.	Column Name	Description
1	Happened On	Shows when the operational changes are made.
2	Initiated By	Shows who have initiated the operations by indicating the property manager account.
3	Type	Shows the specific type of operation.
4	Action	Shows the specific operations made.

Library

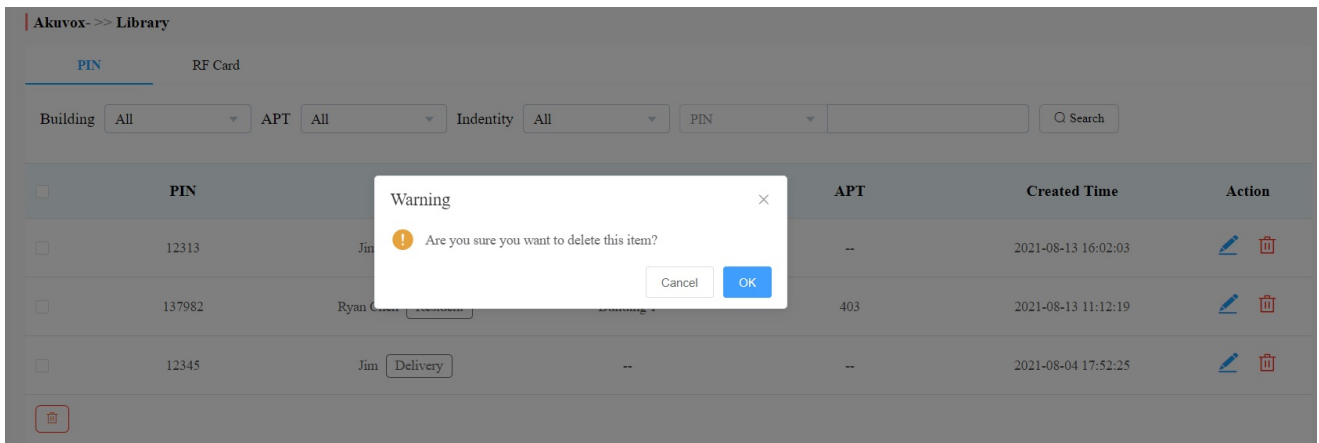
Library serves as a module where you can check, modify, and delete all types of created PIN codes and RF Cards conveniently at one stop.

Check/Modify/Delete PIN Code(s)


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

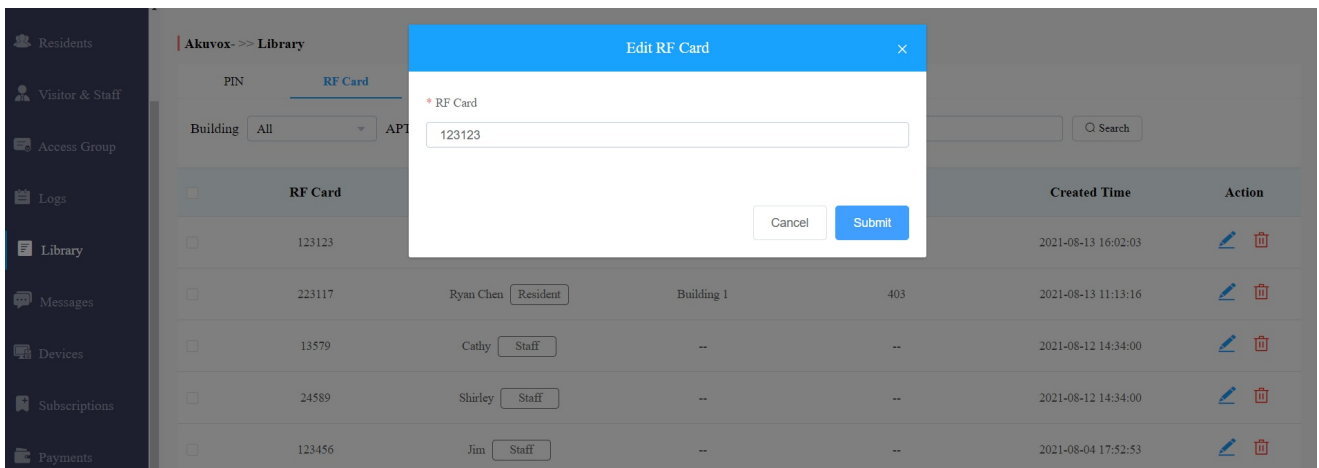


4. Click on  to delete the PIN code selected.

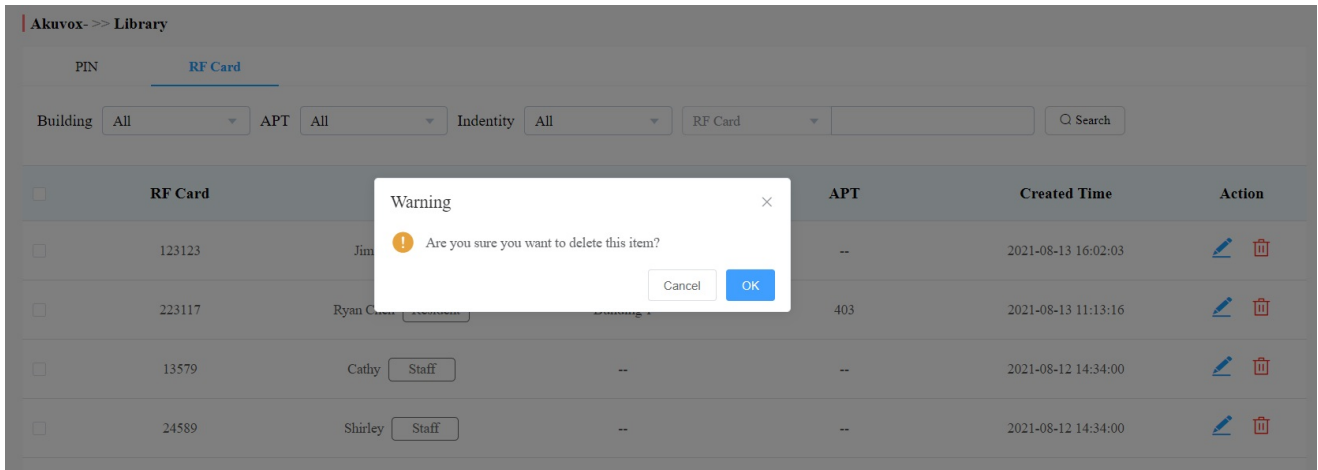


Check/Modify/Delete RF Card(s)

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

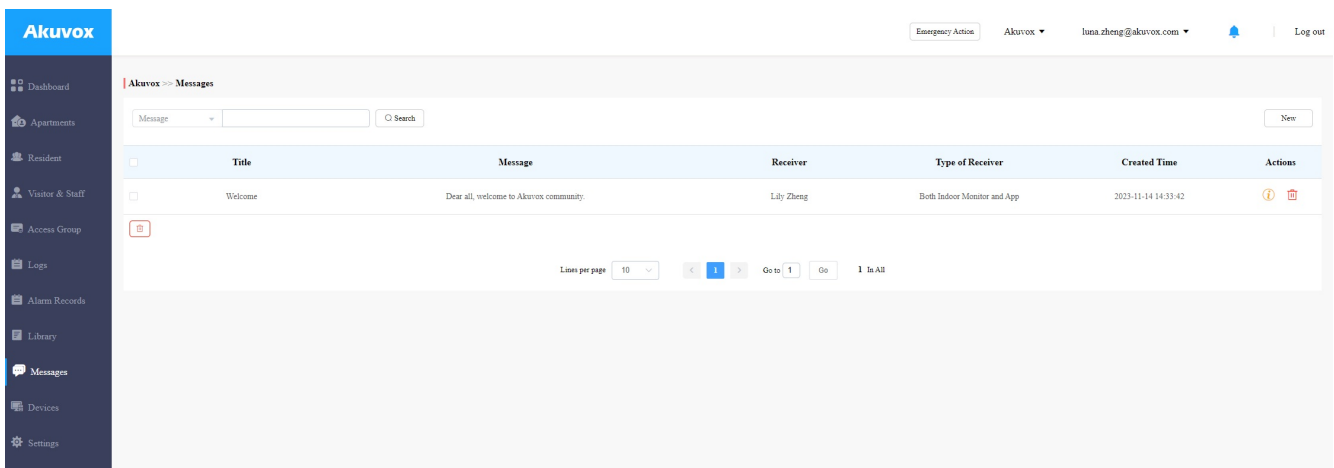


4. Click on  to delete the RF card selected.



Messages

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



Create/Edit Messages

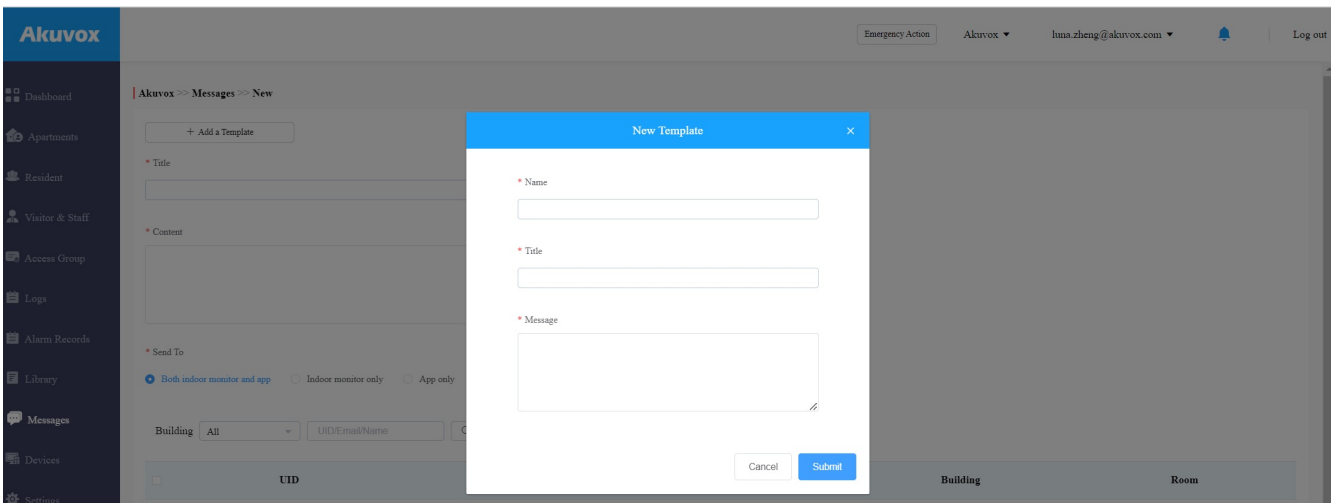
You can create one-time messages or message templates for your convenience.

1. Click on **New**.
2. Create the message title and content if you want to create one-time message(s). And select the receiver type.



Note

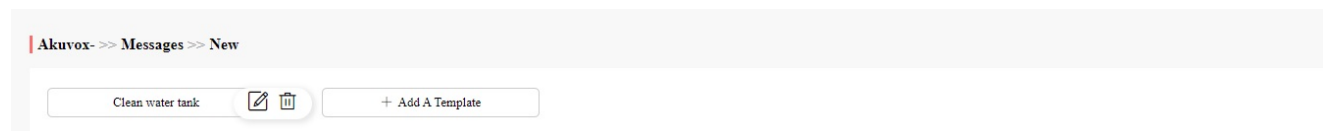
- Only the indoor monitor C319 with firmware version 119.30.10.204 and above can receive messages exceeding 256 bytes within 1024 bytes.
- Other indoor monitors can receive messages of fewer than 256 bytes.

3. Click **+ Add A Template** if you want to create reusable message templates. You can create up to 30 templates.
4. Enter the template name, the message title, and contents.



You can edit and delete the message template if needed.

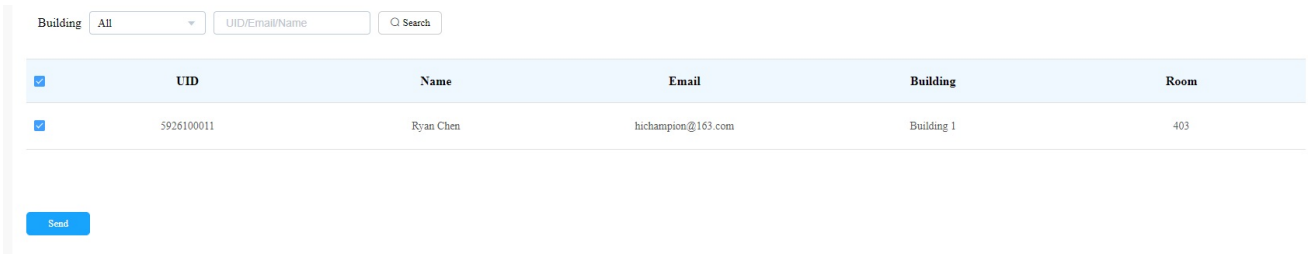
1. Move the arrow to the created message template.
2. Click on  if you want to delete the template directly.
3. Click on  to edit the message template you created.



Send Messages



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

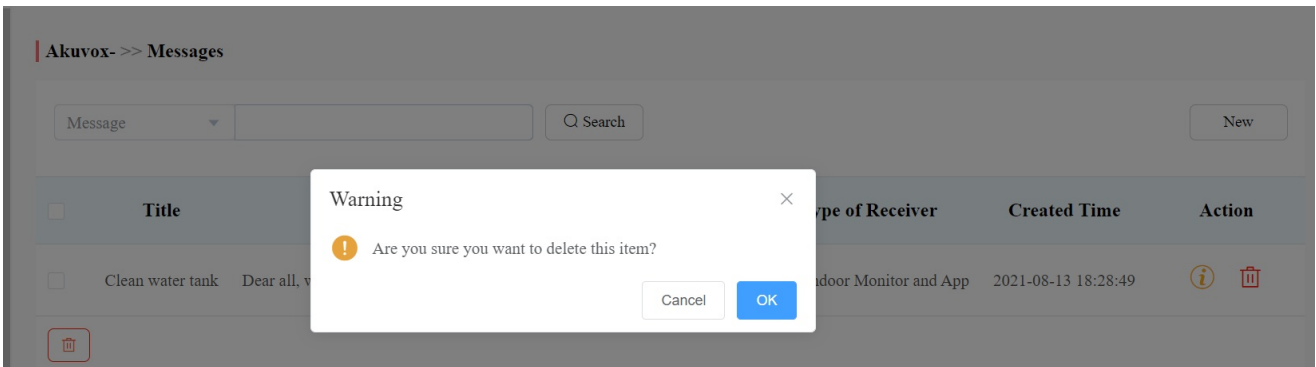
1. Select the **building(s)** in the community.
2. Select and tick the checkbox of the targeted resident(s) by their UID (user identification), name, and Email, or select **All** to include all the residents, then click **Search**.
3. Click on **Send** to send the message to the targeted resident(s).





Search/Check/Delete Messages

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

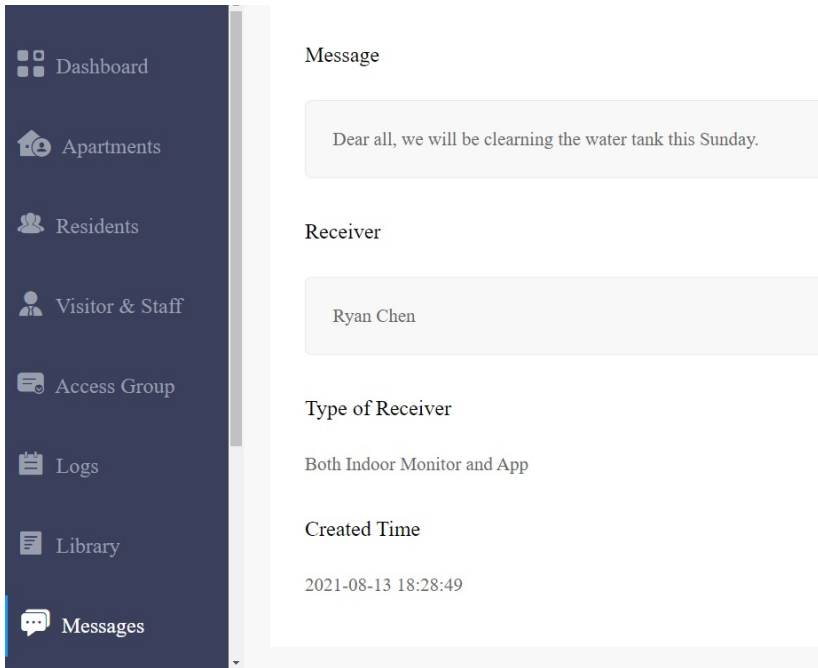
1. Enter the part of the message (or the complete message) for a fuzzy search.
2. Click on **Search** to find the message you need.
3. Click on  if you want to see the details of the message(s).
4. Click on  to delete.



Parameter Set-up:

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

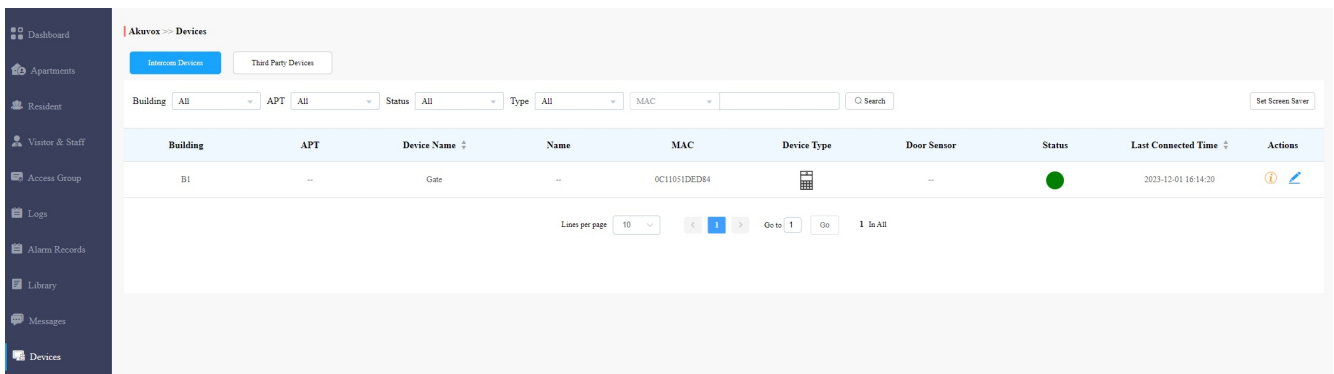
Message Details Sample



Device Management

Devices module allows you to manage all the devices added under your property management in terms of modifying device names, contact screen display, relays, and door unlock.


You can also conduct device settings via provisioning, reboot, reset and remote control. And you can change the device name for the third-party camera.



Modify Device Setting

You can modify the contact screen display, device name, relay name, DTMF code and unlock type as previously set up by your community manager. And you can also change the name of the third party camera.

Modify Intercom Devices

1. Click **Devices > Intercom Devices**.
2. Click **Search** to find the targeted device(s) for the modification.
3. Click on  .

Akuvox -> Devices

Intercom Devices | Third Party Devices

Building: All | APT: All | Status: All | Type: All | MAC: [] | Search: [] | Set Screen Saver

Building	APT	Device Name	Name	MAC	Device Type	Door Sensor	Status	Last Connected Time	Actions
B1	--	Gate 1	--	[MAC]	[Icon]	relay3	●	2023-11-14 16:19:12	[Info] [Edit]
B1	--	Gate	--	[MAC]	[Icon]	--	●	2023-11-14 15:15:10	[Info] [Edit]

Lines per page: 10 | Go to 1 | Go | 2 In All

4. Modify the settings according to your need.

Edit Device
×

Building
B1

APT
--

* Device Name

Relay1 Off On

* Relay Name

DTMF Code

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

Relay Schedule Off On

To be Selected 0/1

Resident-Building B1

< Remove
Add >

Selected 0/0

Relay2 Off On

* Relay Name

Relay2

DTMF Code

0

Unlock

SmartPlus Homepage SmartPlus Talkingpage PIN Face RF Card Bluetooth

NFC

Relay Schedule Off On

To be Selected 0/1

Q Access Group Name

Resident-Building B1

Selected 0/0

Q Access Group Name

Parameter Set-up:


No.	Column Name	Description
1	Building	Indicates in which building the device is located.
2	APT	Indicates in which apartment the device is located.
3	Device Name	Distinguishes the device from others.
4	Name	Indicates the owner of the devices.
5	MAC	Shows the device's MAC address.
6	Device Type	Indicates the device type.
7	Door Sensor	Indicates whether the door is open or not. <input checked="" type="checkbox"/> : Close <input type="checkbox"/> : Open 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.
8	Status	Green for online devices and gray for offline devices.
9	Last Connected Time	Indicates when the device(s) are bonded with the resident. The devices will be bound automatically when they are powered on and connected to the internet.
10	Action	For modifying the device setting and displaying device information.

Note:

- If **SmartPlus Homepage** or **SmartPlus Talkingpage** is not checked, the corresponding icons will not appear on the app home page.
- You can 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.
- You can apply the relay schedule to the desired relay. So far, only access controller **A01** with firmware version 101.30.10.33 and above supports this feature.

Modify Third-Party Device

You can modify the device name if needed.

1. Click **Device**.
2. Click **Search** to find the targeted device(s) for the modification.
3. Click on  , and change the device name.

Edit Camera
✕

Building

B1

APT

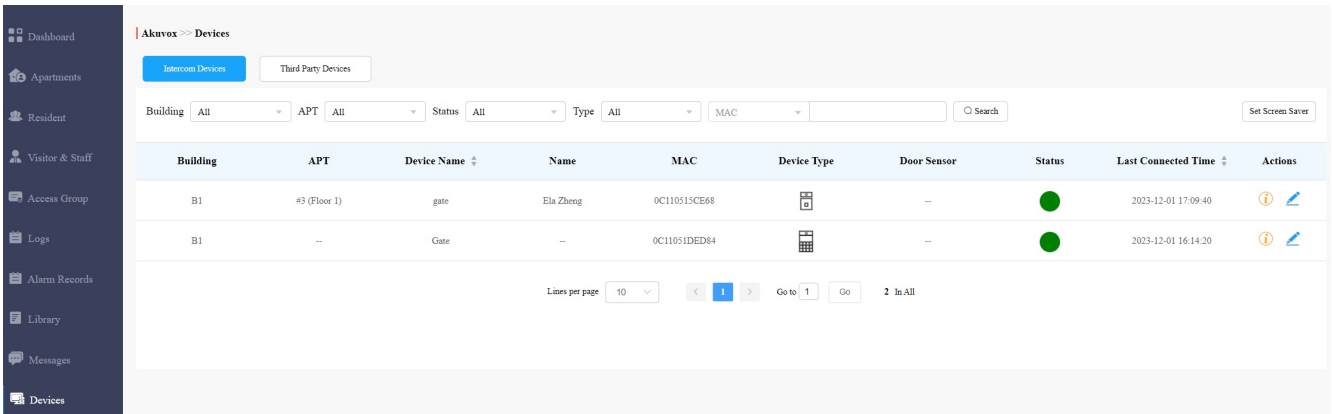
--

* Device Name

Add Screensaver to Device

You can upload screensavers and synchronize them to the intercom devices. For example you can select and synchronize welcome screensaver pictures to door phones for a special day, festival, holiday or for some other commercial purposes.

1. Click Devices > Set Screen Saver.



2. Click New.

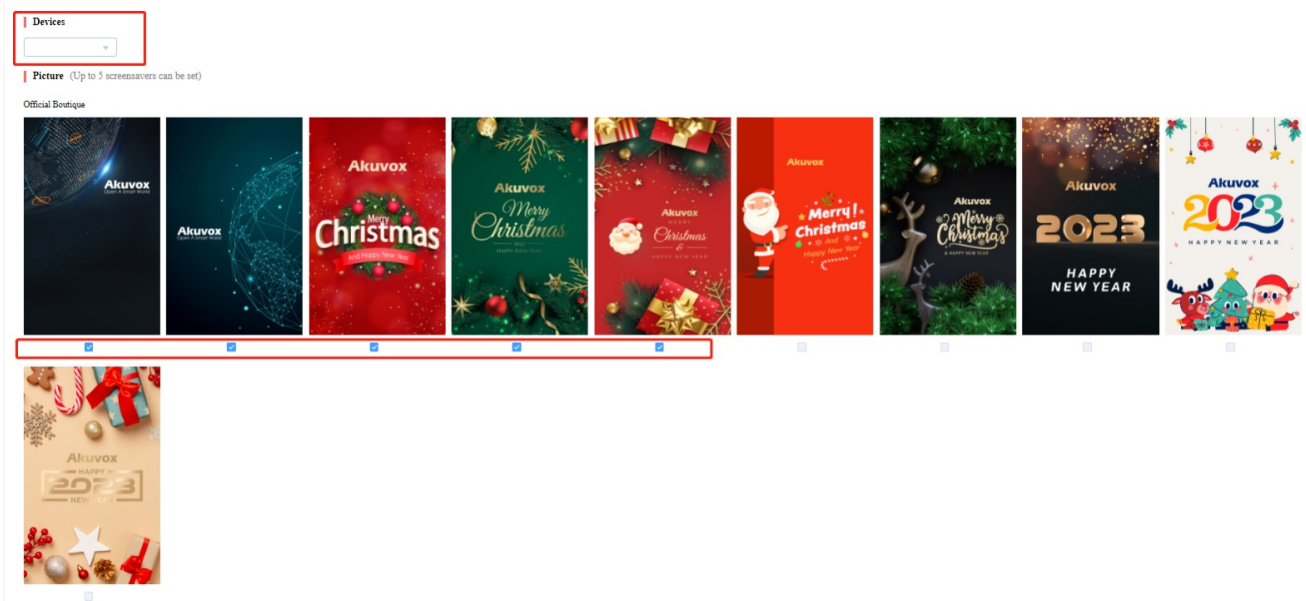


3. Select the door phones you want to set up the screen saver for.

Note:

- Currently only applicable to R29 door phone with firmware version 29.30.3.104 or higher, and X915 door phone with the firmware version 915.30.1.408 or higher.

4. Select from the default screensavers, or upload custom screensavers you like. (2 pictures minimum and 5 pictures maximum).

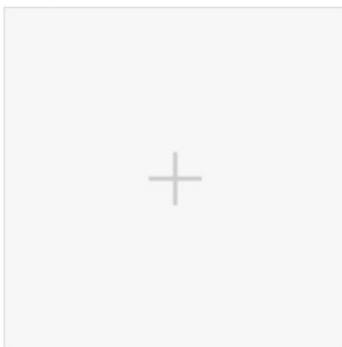


5. Select you screen saver display mode.

- If you select the Image (the fault mode), the door phone will display the screen saver pictures you've added to.
- If you select **None**, the screen saver will be disabled.
- If you select **Black**, the screen saver will be black.

Customized

Max picture size: 2MB, Recommend resolution: 800*1280.



Screen Saver Mode


Blank ▾

It will takes 1 to 2 minutes for the settings to take effect.

Submit

Device Setting

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

1. Click on  of the specific device.

Akuvox >> Devices

Intercom Devices Third Party Devices

Building: All APT: All Status: All Type: All MAC: Search Set Screen Saver

Building	APT	Device Name	Name	MAC	Device Type	Door Sensor	Status	Last Connected Time	Actions
B1	#3 (Floor 1)	gate	Ela Zheng	0C110515CE68		--	●	2023-12-01 17:09:40	
B1	--	Gate	--	0C11051DED84		--	●	2023-12-01 16:14:20	

Lines per page: 10 < 1 > Go to: 1 Go 2 In All

2. Click on **Settings**.

Akuvox >> Devices >> Info

Basic Information Settings

Building: B1
 Apartment: --
 Device Name: Door

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

4. Reboot, reset or log into 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:

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

Once AutoP

Connection Type: TCP

Others:


Note:

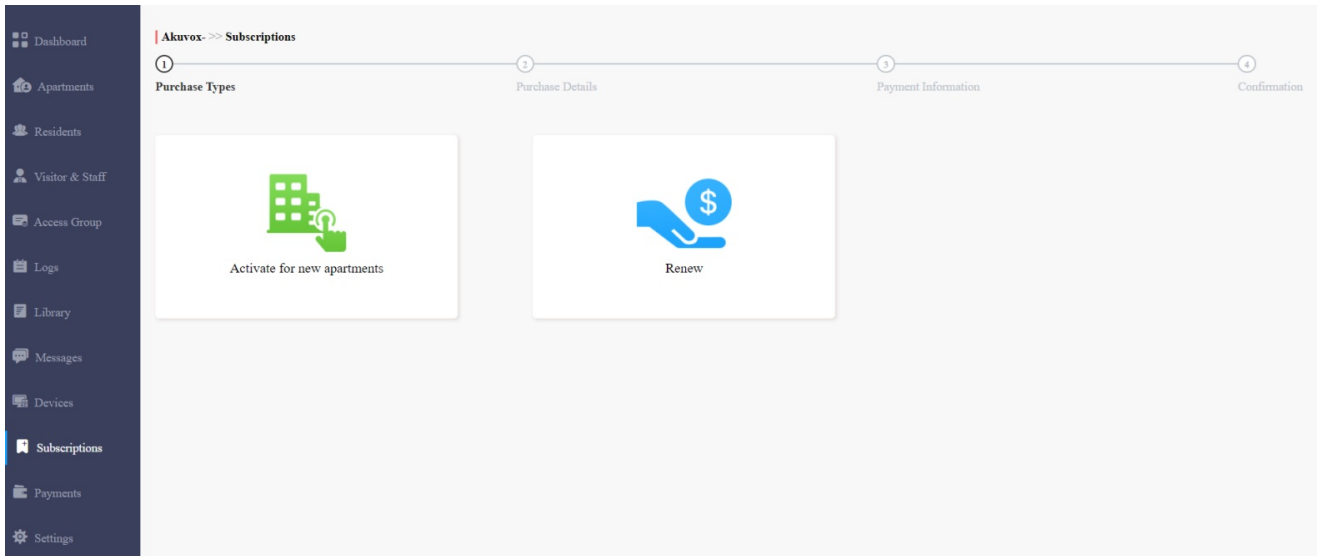
- Duplicate commands will not be retained.
- One Time AutoP allows you to carry out the autop command(s) only one time with no repetition.


Subscriptions

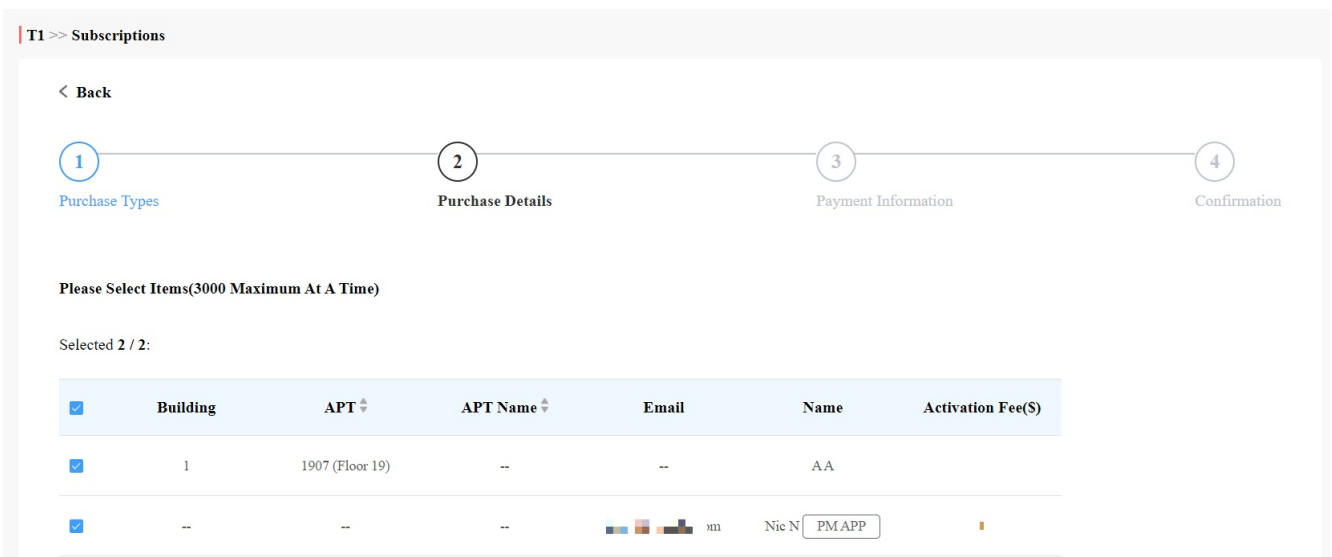
Subscriptions is the module where you can activate and renew the user accounts you created in your community for the Akuvox SmartPlus.

Activate End User Accounts


1. Click on  .



2. Select the specific user account you want to activate. You can also click the icon  next to the APT or APT Name to reorder the list to quickly find the desired accounts. Then scroll down to click on **Next**.



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

Billing Information 

Company/Family

ATTN


Address

United States

TEL

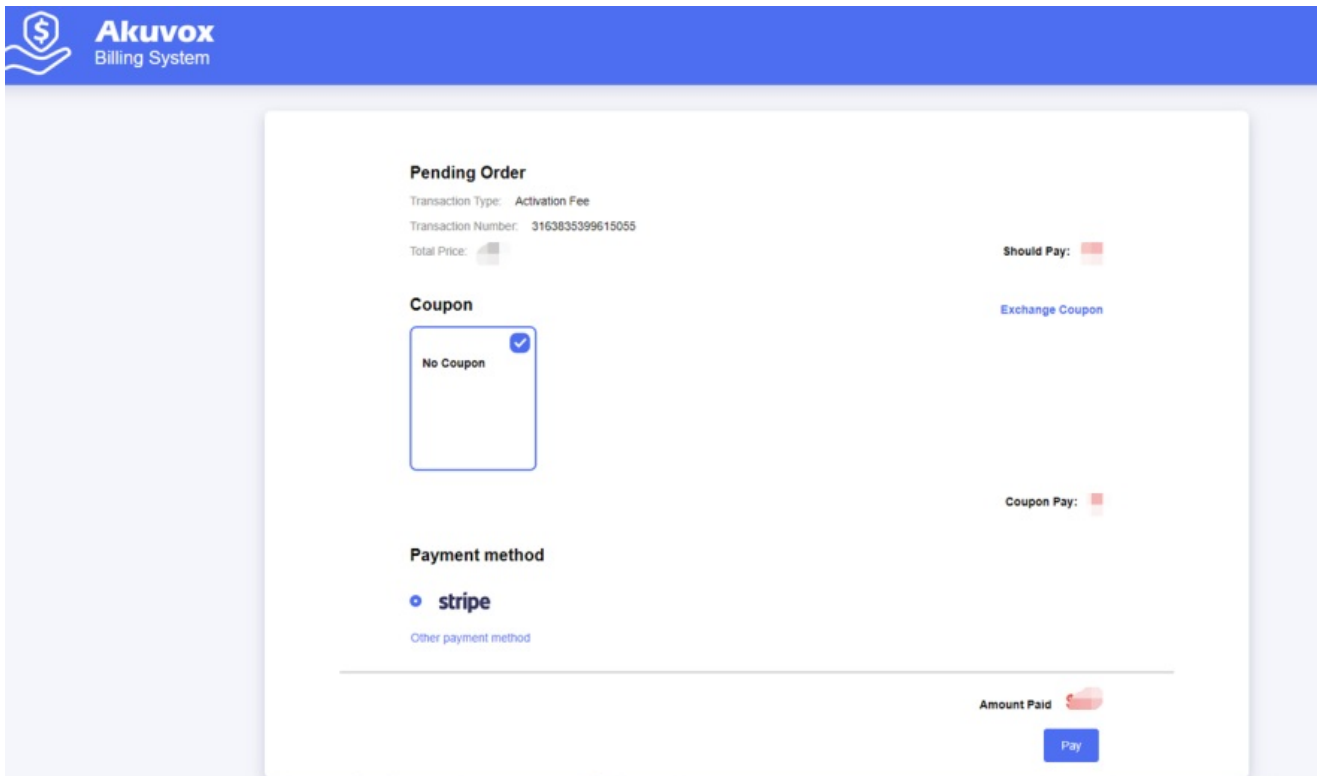
Fax

1 Item(s)

Building	APT	APT Name	Email	Name	Activation Fee(\$)
1	1907 (Floor 19)	--	--	AA	

4. Select your payment method (click on **Other payment method** for more payment options).

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



Billing Information Description:

No.	Column Name	Description
1	Company/Family	Enter the name of Property management company.
2	ATTN	Enter the name of Property manager.

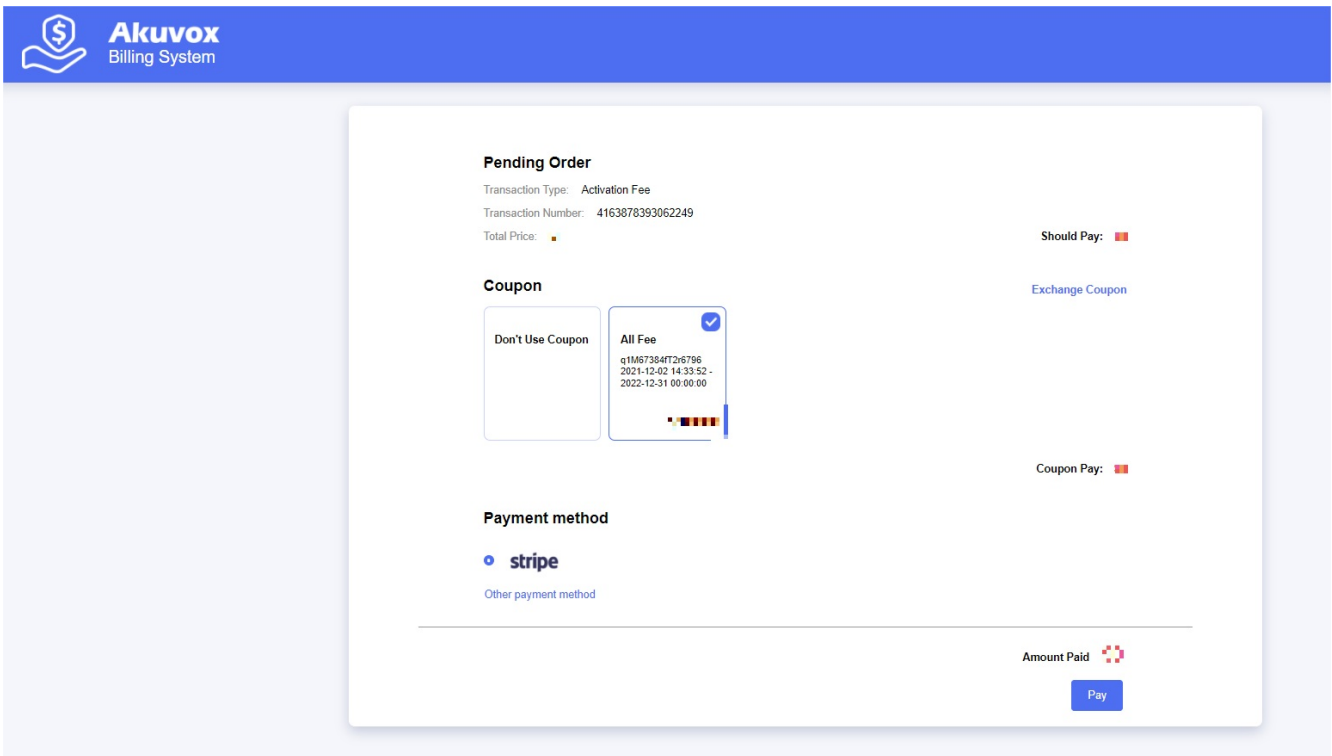
3	Address	Enter the address of the property management company.
4	TEL	Enter the telephone number of the property management company.
5	Fax	Enter the fax number of the Property management company.

Note

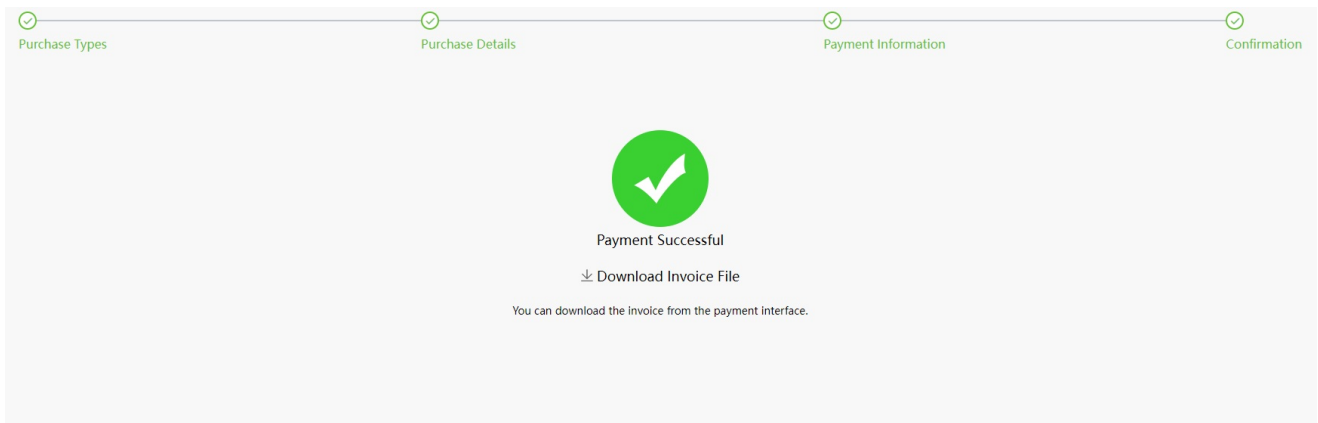
- Akuvox SmartPlus can only be paid by **Stripe** and **Papal**.

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


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

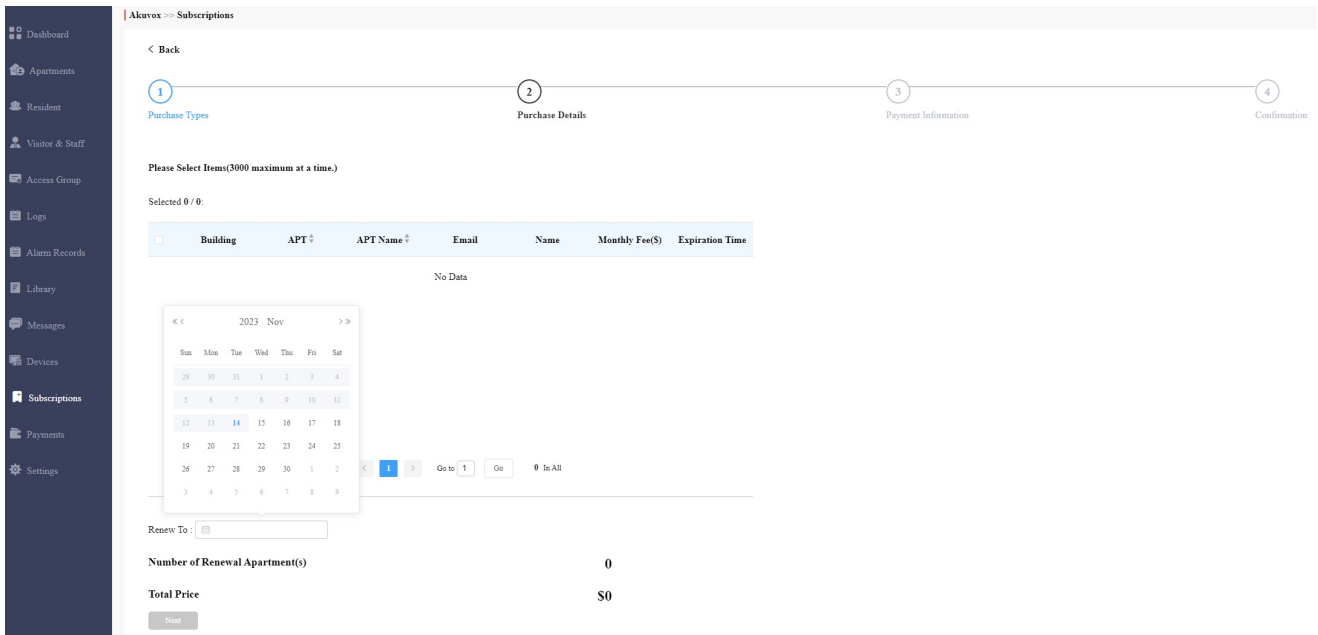


2. Click **Download Invoice File** to download the invoice if needed.




Renew End User Accounts

1. Go Subscription module.
2. Click on  , and select the **user account** you want to renew for the service.
3. Select how long you need to renew the service for the user account with a maximum of **5** years.
4. Click on **Next**.



The screenshot shows the 'Subscriptions' page in the Akuvox system. A progress bar at the top indicates four steps: 1. Purchase Types, 2. Purchase Details, 3. Payment Information, and 4. Confirmation. The current step is 'Purchase Details'. Below the progress bar, there is a message: 'Please Select Items(3000 maximum at a time.)' and 'Selected 0 / 0'. A table with the following columns is shown: Building, APT, APT Name, Email, Name, Monthly Fee(S), and Expiration Time. The table currently contains 'No Data'. A calendar is open, showing the month of November 2023. At the bottom of the page, there is a 'Renew To' field, a summary showing 'Number of Renewal Apartment(s)' as 0 and 'Total Price' as \$0, and a 'Next' button.

5. Click  to fill in the billing information.

Billing Information×

* Company/Family

* ATTN

* Address

* TEL

Fax

* Email

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

Billing Information 

Company/Family

ATTN

Address

United States

TEL

Fax

1 Apartment(s)

Building	APT	Email	Name	Monthly Fee(\$)	Expiration Time	Next Expiration Time
Building1	403	624224031@qq.com	Ryan Chen		2022-01-06 22:52:50	2022-02-06 22:52:50

Subscription Duration **1 Month(s)**


Total Price




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


Pay

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



Pending Order

Transaction Type: Renew Monthly Rental Fee
 Transaction Number: 4163878625467585
 Total Price: 


Should Pay: 

Coupon


Don't Use Coupon

All Fee

q1M67384T26796
 2021-12-02 14:33:52 -
 2022-12-31 00:00:00





Exchange Coupon

Coupon Pay: 

Payment method

stripe

 **PayPal**

Amount Paid 

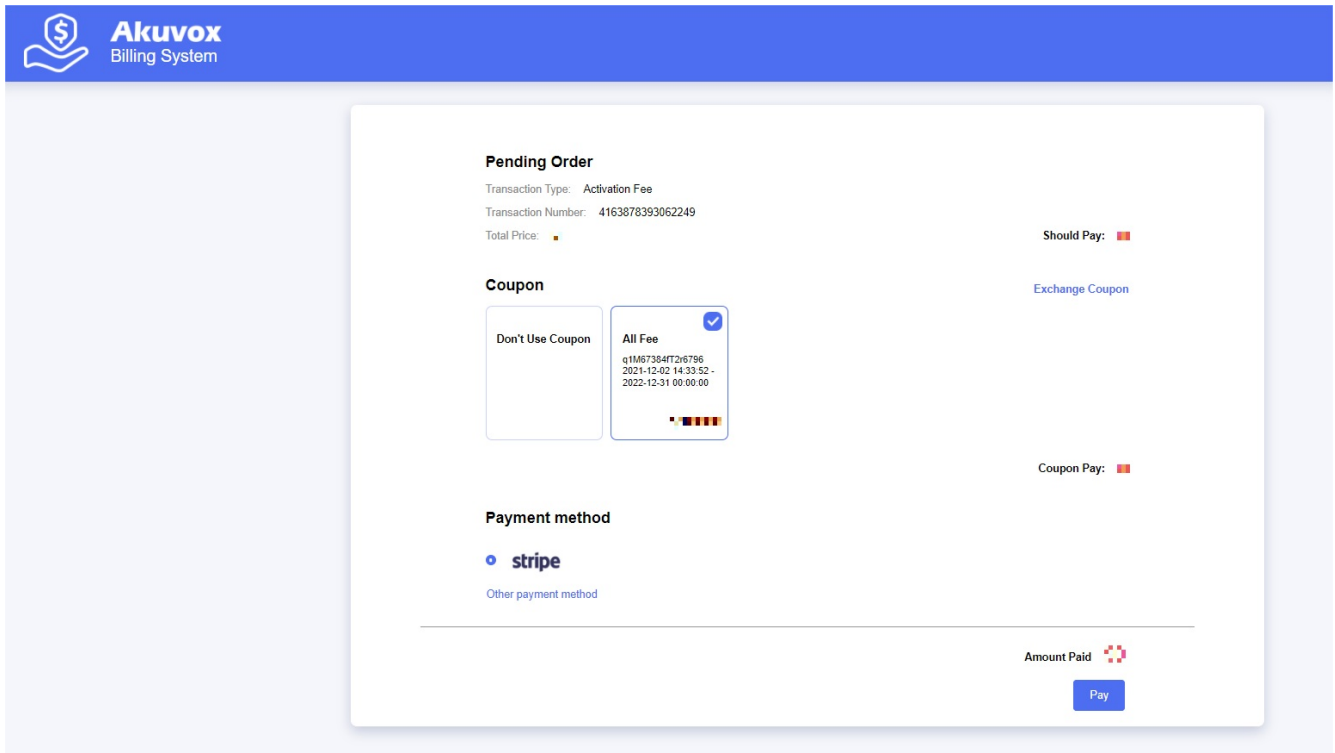
Pay

Note

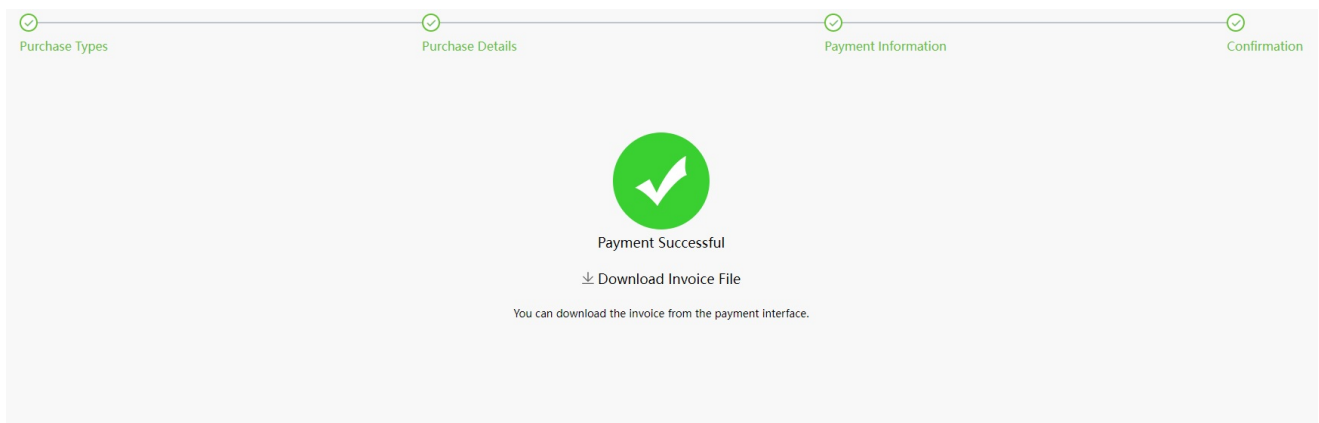
- Akuvox SmartPlus can be paid by **Stripe** and **Paypal**.

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

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



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



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 Transaction History

After the payment is made, you can check the details of the transaction if needed. Community transaction history will display the orders for the activation and renewal of the master account, extra family member account, property manager SmarPlus. While, Office transaction will display all the orders for the activation and renewal of the user account, as well as the orders for the premium functions.

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

Order Number	Type	The number of apartments	Total Price	Status	Created Time	Action
51163878184294403	Activation	1		Processing	2021-12-06 22:10:42	

2. Click on of the transaction you want to check.

3. Click on **Download Invoice File** if you want to download the invoice if needed.

Order Number	65168111662777863	Download Invoice File
Created Time	2023-04-10 16:50:27	
Status	Succeed	
Type	Renew	
Next Expiration Time	2024-04-09 00:00:00	
Payer	wk_zheng_ins	

Stripe Info

Stripe Order

Coupon Info

Coupon Number 16Si7w9R03V84860

Coupon Usage Amount

1 Item(s)

Total Price :

Final Price :





APT

Price 577.33



Note

- Only orders that are renewed on a daily basis will display the Next Expiration Date.

Parameter Set-up:







No.	Column Name	Description
1	Order Number	Shows the order of each transaction.
2	Type	Shows the transaction types: Activation, Subscription, Additional app.
3	The number of Apartments	Shows the numbers of apartments involved in one order.
4	Total Price	Shows the total cost of each transaction.
5	Status	<p>Seven types of status: All, Succeed, Processing, Failed, Time out, Cancel, System Processing.</p> <ol style="list-style-type: none"> 1. Succeed: is for the order that is paid. 2. Processing: is for the order that is created but not paid yet. 3. Failed: is for the order that is not paid successfully. 4. Time out is for the order that is not paid in time before reaching the timeout. 5. Cancel: is for the order that is canceled. 6. System Processing: is for the order being processed by the system after the payment is made. 7. All: is for all the above types.
6	Created Time	Shows the time when the order is created
7	Action	<p>Click  to check for details. Click  to pay for the order that is ready for payment.</p> <p>Click  to go to billing system. Click  to delete orders.</p>

Delete Transaction History

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

Ryan >> Payments

Type: Status:

<input type="checkbox"/>	Order Number	Type	The number of apartments	Total Price	Status	Created Time	Action
<input type="checkbox"/>	3161579717355389	Activation	1	\$5	Time out	2021-03-15 03:32:53	 
<input type="checkbox"/>	3161579645489197	Activation	1	\$5	Time out	2021-03-15 03:20:54	 
<input type="checkbox"/>	3161579490848235	Activation	1	\$5	Time out	2021-03-15 02:55:08	 

Settings

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

Basic Setting

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

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

The screenshot shows the 'Basic Setting' tab in the Akuvox Settings interface. The left sidebar contains navigation options: Dashboard, Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records, Library, Messages, Devices, Subscriptions, Payments, and Settings. The main content area is titled 'Akuvox >> Settings' and has four sub-tabs: Basic Setting (selected), Time Setting, Motion Setting, and Visitor Setting. The 'Basic Setting' form includes the following fields and options:

- Community Name:** Text input field containing 'Akuvox'.
- Community Address:** Text input field containing '12345'.
- City:** Text input field containing 'Pago Pago'.
- Post Code:** Text input field containing '123456'.
- State/Province:** Text input field containing 'State/Province'.
- Country:** Dropdown menu with 'American Samoa' selected.
- Allow resident to create PIN:** Radio buttons for 'On' (selected) and 'Off'.
- PIN Access Mode:** Radio buttons for 'PIN' (selected) and 'APT+PIN (e.g. 101 + 1234)'.
- Send email when the device is disconnected:** Radio buttons for 'On' and 'Off' (selected).
- Send message when SIM card data exceeds the limit:** Radio buttons for 'On' and 'Off' (selected).
- Unlock All Doors When Emergency Alarm Triggered:** Radio buttons for 'On' and 'Off' (selected).

A red note at the bottom states: 'Not all devices support this function, please contact your service provider for further details.' A blue 'Submit' button is located at the bottom of the form.

Time Setting

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

1. Click on **Time Setting**.

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

Akuvox- >> Settings

Basic Setting **Time Setting** Motion Setting Visitor Setting

Time Zone

GMT+8:00 Shanghai

Time Format

24H 12H

Date Format

Year-Month-Day

Submit

Motion Detection Setting

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

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

Akuvox- >> Settings

Basic Setting Time Setting **Motion Setting** Visitor Setting

Motion Detection

Disable

Alert Delay Time

10s

Submit

Visitor Setting

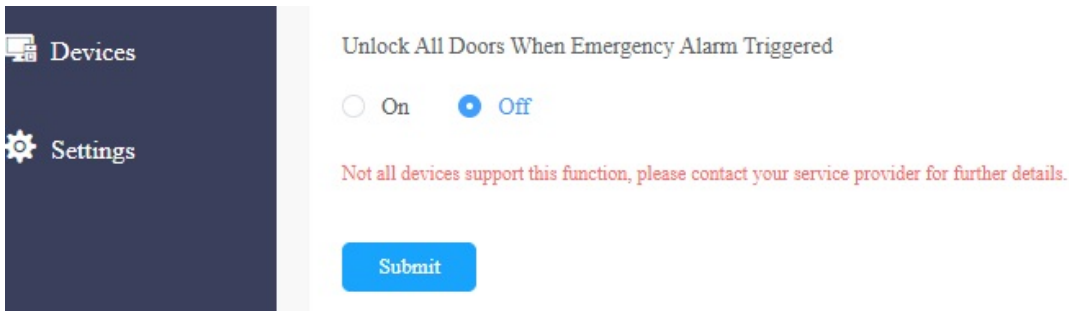
Visitor setting in the SmartPlus mainly applied to the X916 series door phones on which visitors are allowed to gain door access either using their ID cards or through facial enrollment for facial recognition. You can switch on or off the ID card and facial recognition if needed.

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

Set up Emergency Door Unlock

You can make all doors to open or close automatically or manually when any emergencies occurred. For example, the doors can be opened automatically once an emergency alarm is triggered on any one of the door phones during the fire emergency so that people can be quickly evacuated to the safer place. Also, you can unlock all the doors manually on the SmartPlus Cloud for the emergency.

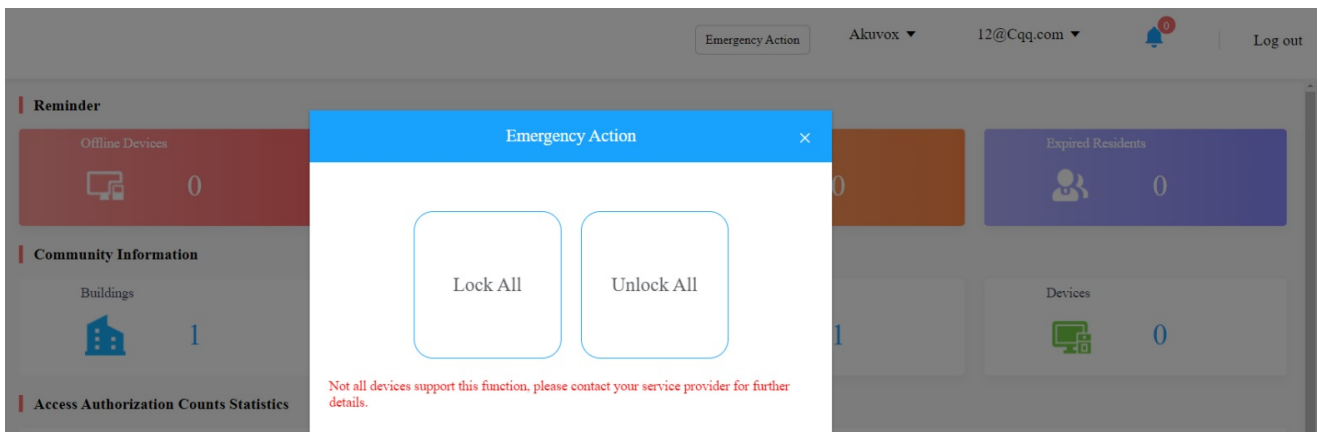
1. Go to **Settings > Basic Setting**.



2. Select automatic door unlock or manual unlock

- Select **On**, if you want to the doors to be unlocked automatically when an emergency occurred.
- Select **Off**, if you want to unlock the doors manually on the SmartPlus web portal. You can click

Emergency Action near the top of any page to open or close the doors manually.



Alarm Records

You can check and export alarm records if needed.

Emergency Alarm

It displays the fire alarms uploaded by the device.

Community Lists ▾ luna.zheng@akuvox.com ▾ | Log out

Akuvox

Dashboard
Apartments
Resident
Visitor & Staff
Access Group
Logs
Alarm Records
Arming Alarm
Library
Messages
Devices

Community Lists >> Alarm Records

Emergency Alarm Arming Alarm

Alarm Time: -

Alarm Time	Building	Device	Type
No Data			

Lines per page < 1 > Go to 0 In All

Arming Alarm

It displays the alarm records uploaded by the indoor monitor in the community.

Community Lists ▾ luna.zheng@akuvox.com ▾ | Log out

Akuvox

Dashboard
Apartments
Resident
Visitor & Staff
Access Group
Logs
Alarm Records
Arming Alarm
Library
Messages
Devices

Community Lists >> Alarm Records

Emergency Alarm **Arming Alarm**

Alarm Time: -

Happened On	Building	APT	Device Location	Information
No Data				

Lines per page < 1 > Go to 0 In All

1. Click **Alarm Records**. Select the desired alarm mode.
2. Select alarm records time interval, then search the alarm record you need.
3. Click **Export logs** if you want to export the alarm records if needed. You can select the alarm time interval before exporting alarm records.

Alarm Records×

Type of Logs

Alarm Records

Export file type

Log only

Duration

-

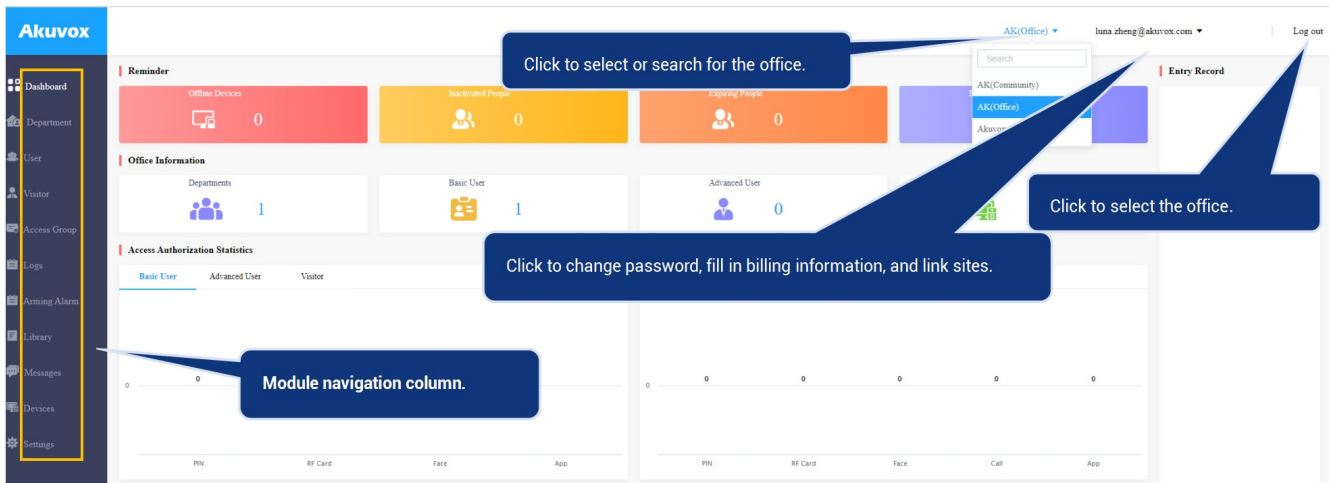
Note:

- A red dot means there are unsolved alarm records.

Office Property Management

Office Property Management Interface

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



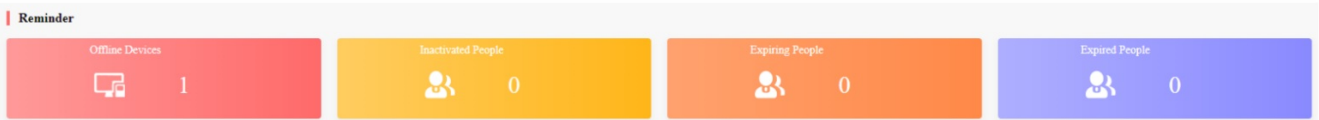
Module Description:

No.	Column Name	Description
1	Dashboard	Displays information on community, devices, residents, door access and general statistics, etc. And the Number of apartments, and residents, devices.
2	Department	Allows you to search department information indicating department names, the number of people and devices in the depart. It also allows you to edit the department and delete the department.
3	User	Allows you to create office staff and personnel accounts and check their accounts and access control information and import their face data and RF card via template, and edit access type and access group.
4	Visitor	Allows you to set up temporary PIN code for visitors, Delivery PIN code for delivery staff.
5	Access Group	Allows you to create an inventory of access control schedule templates that can be readily applied to specific staff, personnel, departments, and devices.
6	Logs	Allows you to check and search door logs, temperature logs, call histories, captured images. It also allows you to check and delete motion alerts, and to check on the changes made on the apartment and end users and on the RF card, PIN code, face, temporary PIN code.
7	Library	Displays all the PIN Codes and RF cards created by a property manager.
8	Messages	Allows you to create and send messages to the users' indoor monitors and SmartPlus apps, etc.
9	Devices	Allows you to check device info related to the building, apartment, status, device type, and to check and edit settings related to relays, call, unlock type, and device name, etc.
10	Settings	Displays property manager info, PIN code access type, email notification, time setting, motion setting, and visitor setting, etc.

Office Dashboard Overview

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

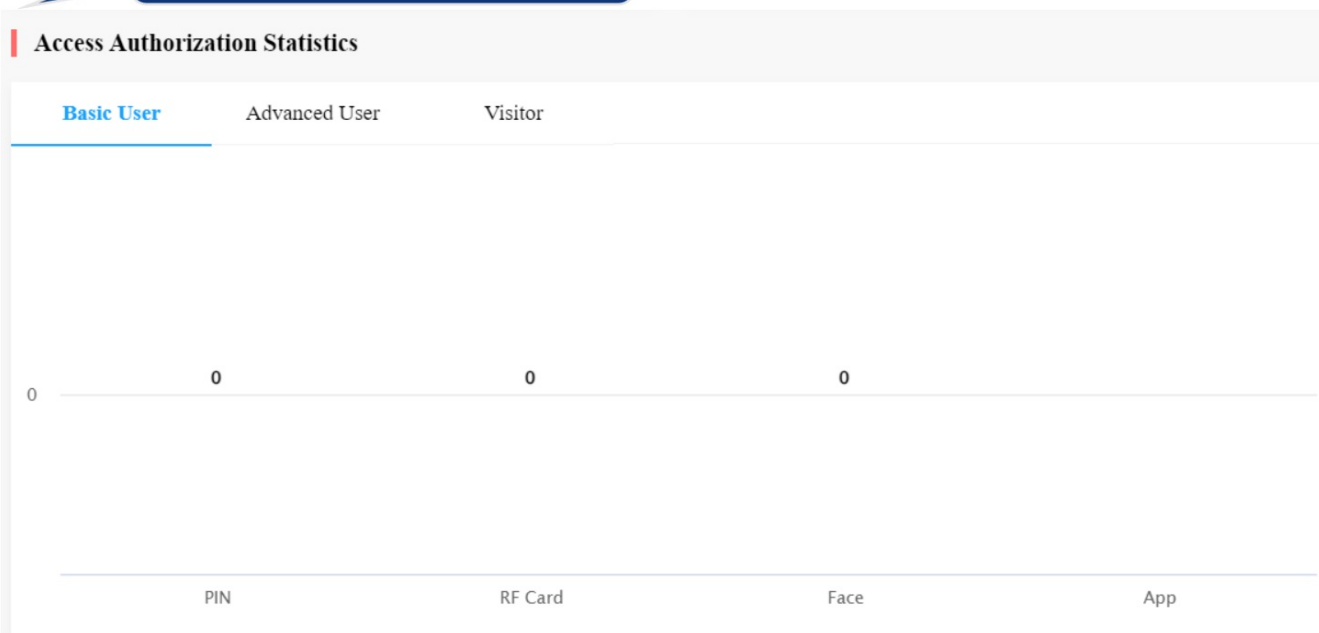
Displays off-line devices and user account status. You can click on the blocks below for the details.



Displays the number of departments, personnel, staff and devices. You can click on blocks for the details.



Displays recorded door access statistics.



Displays the door access statistics of various types of access.



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

Reminder

- Offline Devices: 1
- Inactivated People: 0
- Expiring People: 0
- Expired People: 0

Entry Record

Jim Yitang
Gate1
2021-08-06 10:56:31

Staff & Personnel Management

User Module Overview


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

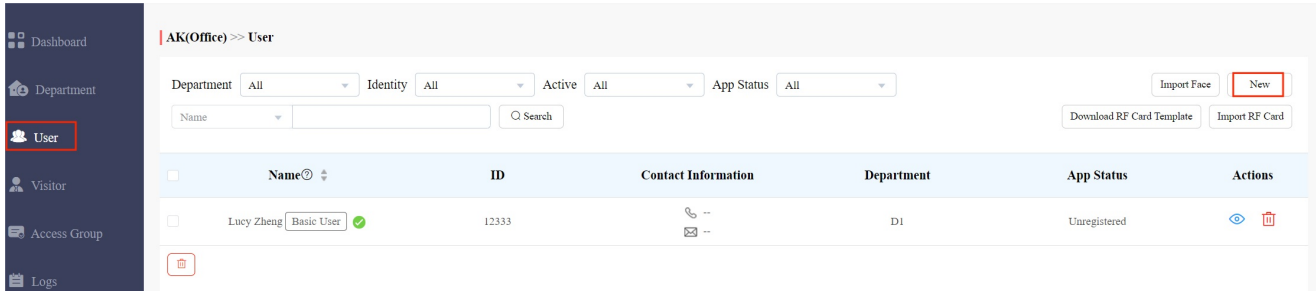
Add Office Staff & Personnel

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

Create User Account

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

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



3. Set up staff or personnel information.

Note:

- Advanced users can be assigned with multiple authority groups across the departments for access control.
- Basic users can only be assigned with an authority group in their own department for access control.

4. Click on to complete creating an account.

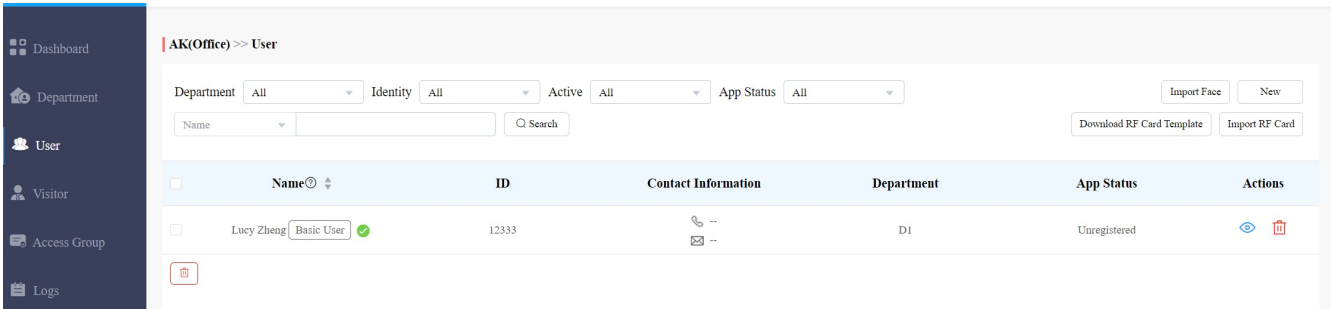
Note:

- Click on **Next** when you want to set up access method along with the access group, or click on when you only want to set up and save the user's basic information.

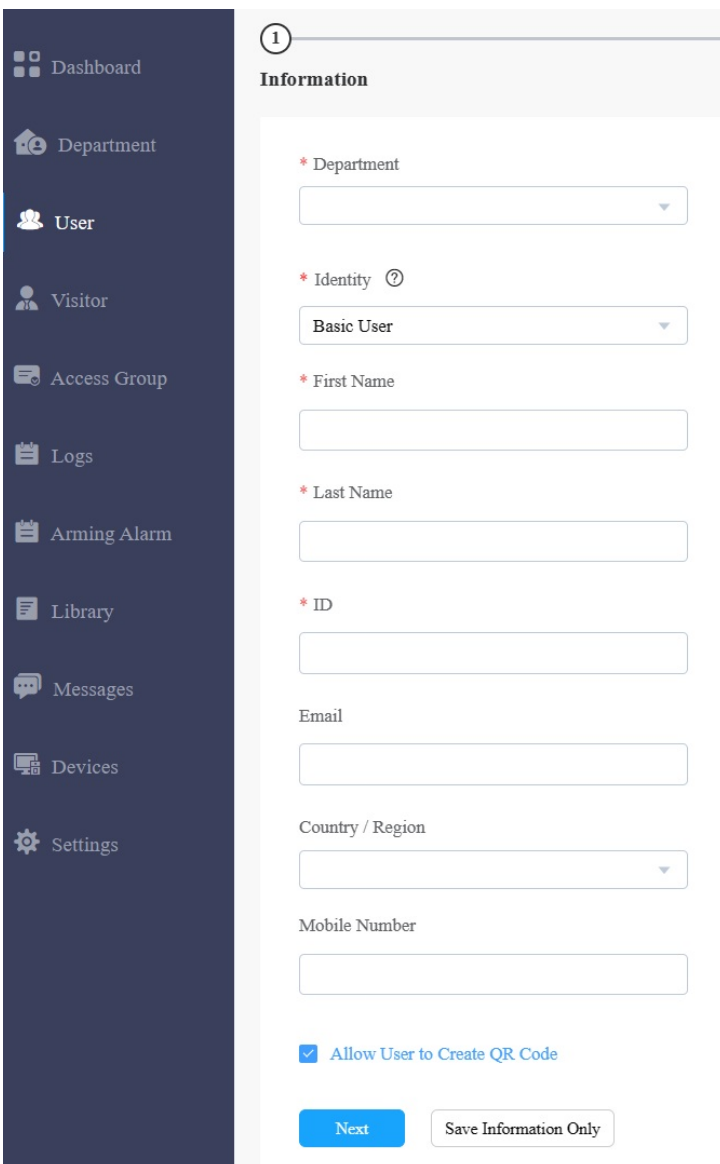
Set up Access Control for Users

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

1. Click on **User** module and click on .



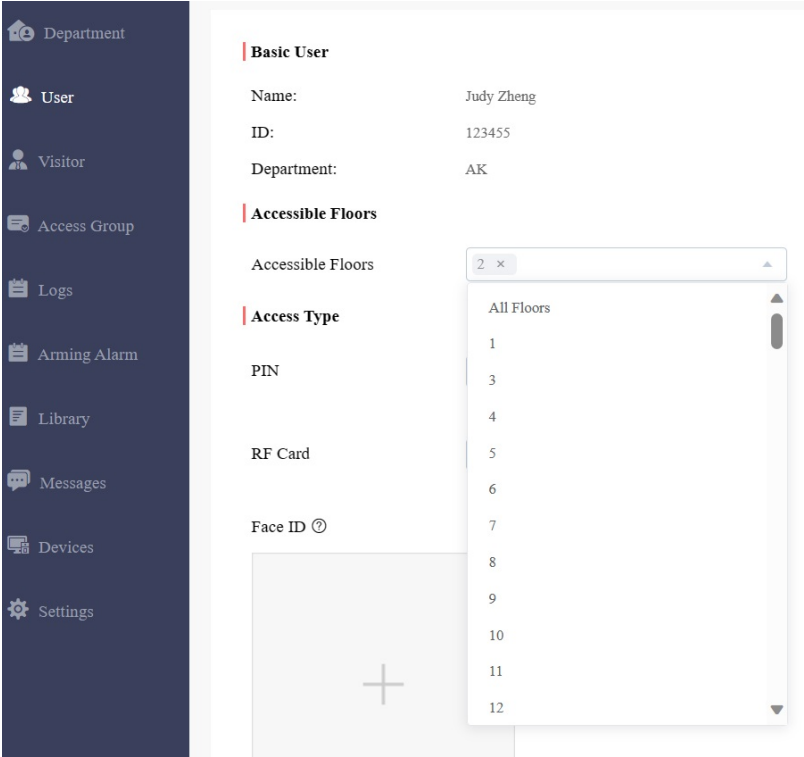
2. Fill in the account information and click on **Next** to proceed to the next page where you can set up access types and schedules.



3. Set the accessible floors so that the staff or personnel can take lifts to the specified floors using his/her cards or facial recognition. You can add 10 floors at maximum.

Note:

- If you have set the department's floor(s), the floor(s) will display on the accessible floors box automatically.
- Any changes to the department floor(s) will NOT impact to the accessible floors of added staff/personnel.



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

5. Click on New .

Access Group New

Selected : Technical Department Access Group Sales Department Access Group

	Name	Device	Repeats	Time
<input checked="" type="checkbox"/>	Technical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59
<input checked="" type="checkbox"/>	Sales Department Access Group	--	Daily	00:00:00 - 23:59:59
<input type="checkbox"/>	Test	Gate1	Weekly	00:00:00 - 23:59:59
<input type="checkbox"/>	Test1	Gate1	Daily	00:00:00 - 23:59:59

Submit

Note:

- Only the advanced users are given permission to perform access control across the departments as they are allowed to select multiple authority groups, while basic users are only allowed to get door access in their respective department.

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

Submit

New Access Group ✕

* Access Group Name

Repeats

Daily
▼

* Start Time

🕒

* End Time

🕒

Department	Device Name	MAC	Status	Device Type	<input type="checkbox"/> Relay
D1	gate	0C110515CE68	●		<input type="checkbox"/> Relay1

Cancel Submit

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

| Access Group 🔔
New

Selected : Technical Department Access Group ✕



<input checked="" type="checkbox"/>	Name	Device	Repeats	Time
<input checked="" type="checkbox"/>	Technical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59

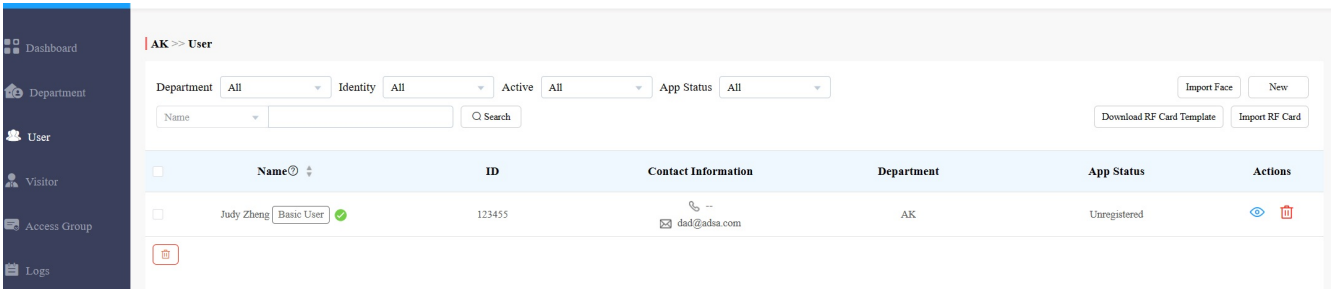
Submit

Search/Delete/Edit Office User Accounts

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

Search/Delete User Accounts

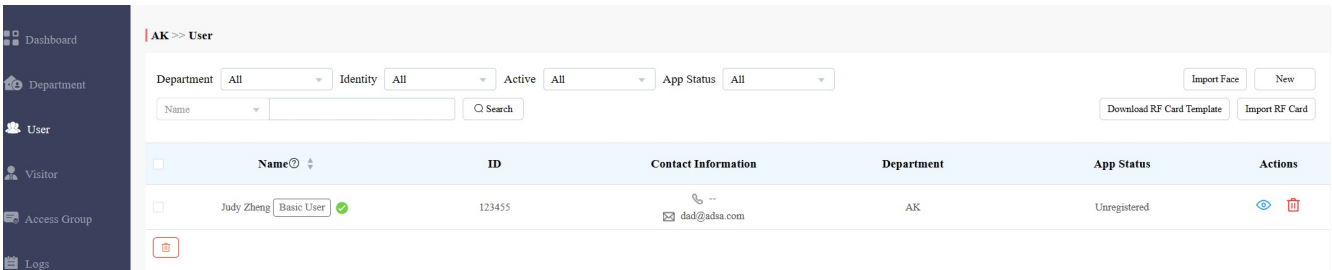
1. On the navigation column, click **User** module.
2. You can search for your desired staff/personnel by entering their info on the search box. You are also able to click the **Name** or the icon  next to it to reorder the people.
3. Tick the checkbox of the specific account(s) you want to delete or tick the checkbox by the **Name** field and click on  delete all the accounts.





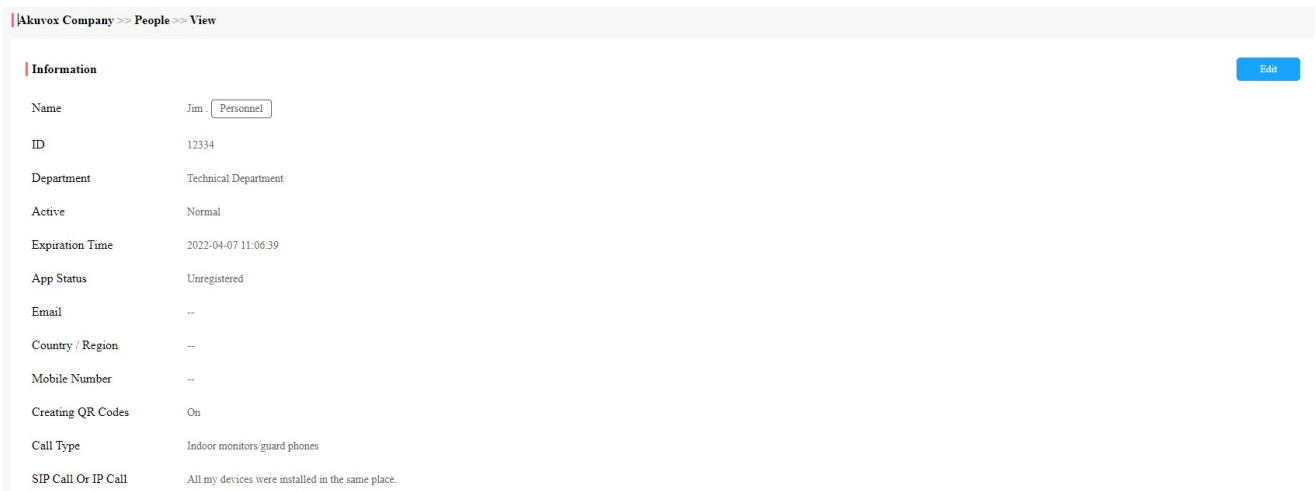
Edit User Account


You can reset the users' SmartPlus app account password, and edit users' account information, their accessible floors when taking lifts, and their access control setting.

1. On the navigation column, click **User** module, then click  .





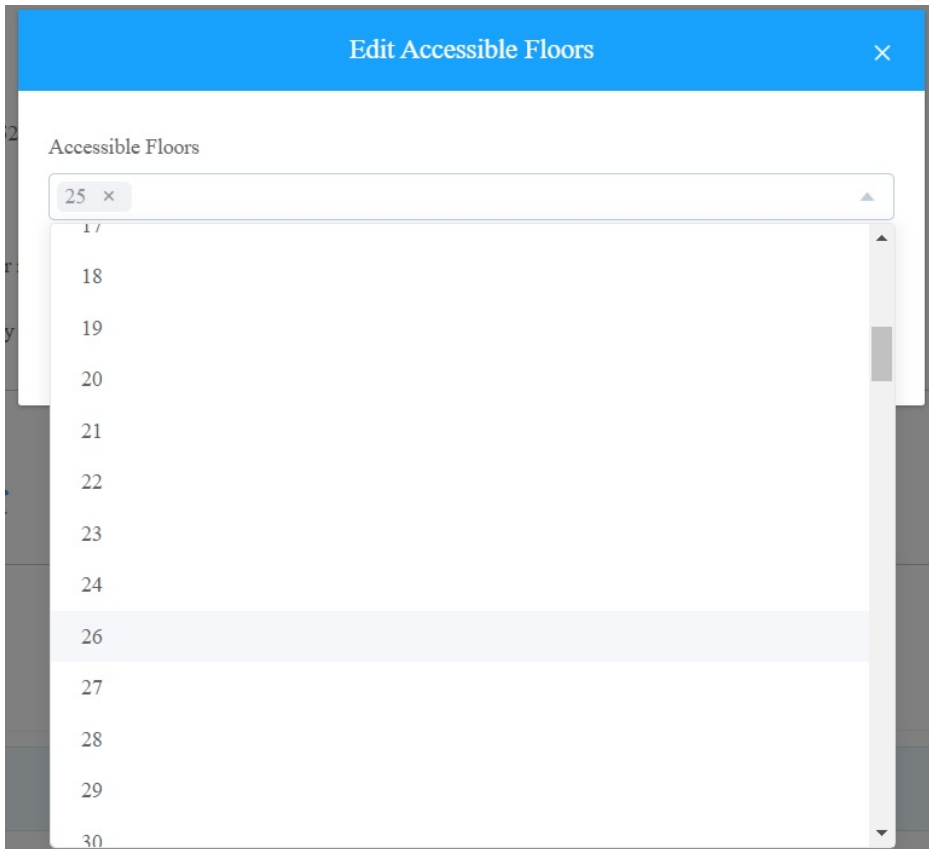
2. Click on  of the specific user account you want to edit.
3. Click on  to change the account information.



4. To add or change accessible floors, scroll down the page to Accessible Floors, and click on  . You can add 10 floor numbers at maximum.

Accessible Floors



Accessible Floors  



5. Edit the access type or create new access types by clicking **New**.

Access Type [New](#)

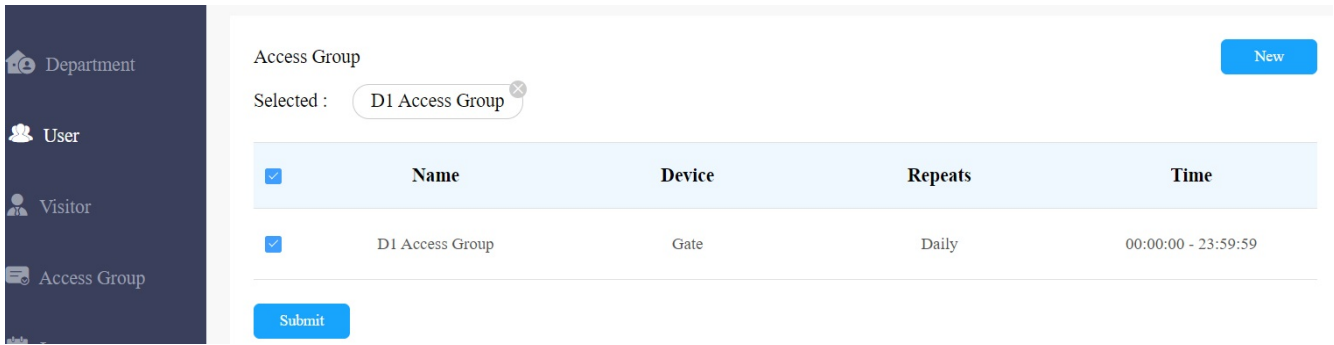
[PIN](#) [RF Card](#) [Face ID](#)

PIN	Created By	Created Time	Action
12345	Property Manager	2022-03-07 19:00:03	 

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

Access Group [Edit](#)

Name	Device	Repeats	Time
Technical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59



Note:

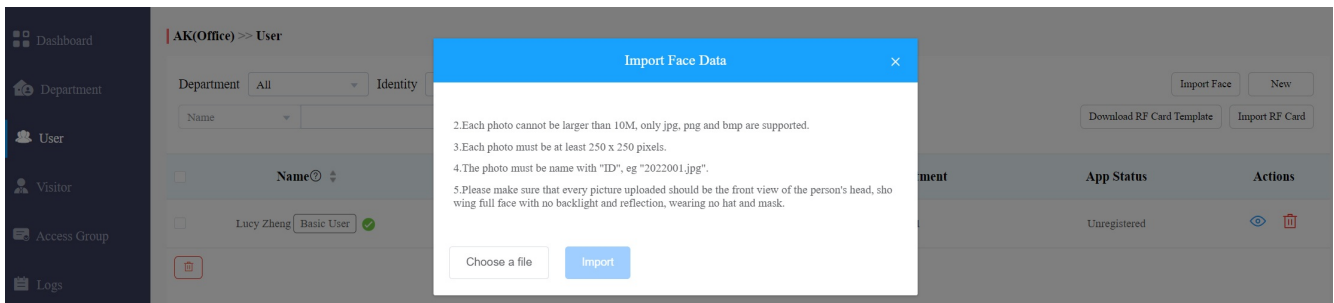
- You cannot edit the mobile phone number, email number, and area code of the user accounts that have linked sites.

Import Face/RF Card(s)

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

Import Face Data

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



Note

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

Import RF Card

- On the navigation column, select **User** module.
- On the upper right corner of the screen, click to download the RF card template, then fill the RF card formation.
- Click to upload the file.

RF card template:

	A	B	C	D	E	F	G	H	I	J	K	L
1	People	RF Card										
2		12345 1234566										
3												
4												
5												

Visitor Management

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

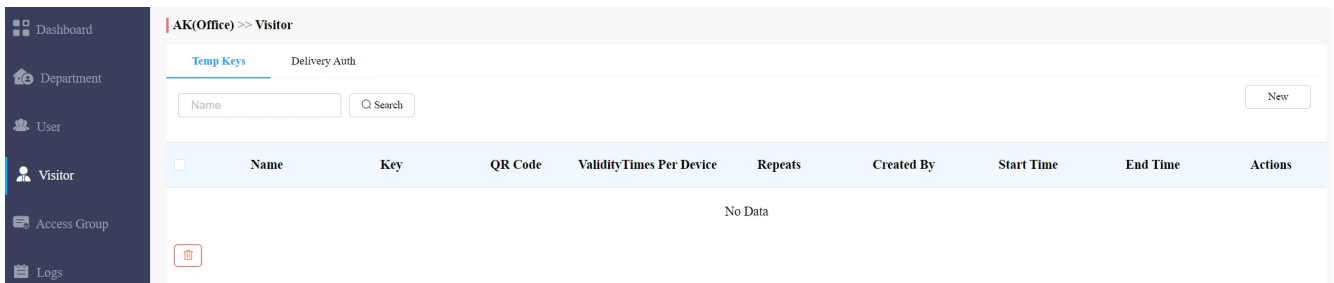
Manage Access Credentials for Visitors

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

Create Temporary PIN Code

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

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



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

Department

People

* Name

ID Number

Repeats

* Start Time

* End Time

* ValidityTimes Per Device

Delivery Method

Repeats

* Start Time

* End Time

* Day
 Sunday Monday
 Tuesday Wednesday
 Thursday Friday
 Saturday

* Start Time

* End Time

Department	Device Name	MAC	Status	<input type="checkbox"/> Relay
D1	gate	0C110515CE68		<input type="checkbox"/> Relay1



Submit

Parameter Set-up:

No.	Column Name	Description
1	People	Select the people to be visited.
2	Name	Enter the visitor's name.
3	ID Number	Enter the visitor ID number.


4	Repeats	<p>Select “Never”, “Daily”, “Weekly” for the temporary key access schedule.</p> <ol style="list-style-type: none"> 1. “Never” means non-repetitive and one-time access schedule with a specific PIN code validity expiration time. 2. “Daily” means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis (eg. 08:00-20:00 every day). 3. “Weekly” means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).
5	Validity Times Per Device	<p>You can put a number in the field based on the format: “each door count” * “the number of door phone selected” = “Total number of PIN code validity”. For example , if you type in “1” and select 3 door phones, then the PIN code will be valid for three times in total (1 x 3 door phones=3 times). You can use out the PIN code on any one of the door phones selected. When the PIN code is used out on any one of the door phone, it will no longer be valid on the rest of the door phones.</p> <p>Note:</p> <p>This is applicable when you select “Never” in the Repeat field.</p>
6	Start Time End Time	<p>Set the Start Time and End Time for the PIN code validity time span during a day on a daily or on weekly basis.</p>
7	Delivery Method	<p>PIN code will be sent to the visitor’s email address you entered.</p>

Search/ Delete Temporary PIN Code

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



Note

- After you click  to check temporary key details, you can click **View Door Logs** to check temporary key door logs shown as follows.

Key 96721622 [View Door Logs](#)
 Repeats Never
 Validity Times Per Device 1
 Start Time 2023-11-14 18:17:11
 End Time 2023-11-22 00:00:00

QR Code



Access Device

Device Name	Department	MAC	Relay
No Data			

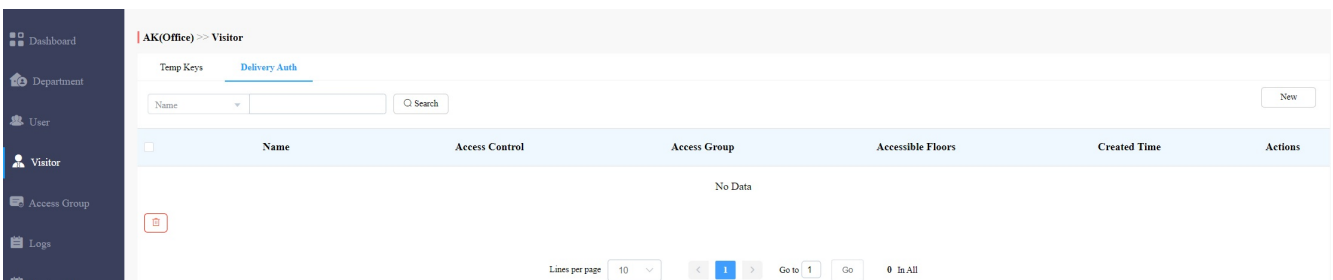
Manage Access Credentials for Delivery Personnel

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

Create Delivery PIN Codes/RF Cards

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

1. On the navigation column, select **Visitor** module, then **Delivery Auth**, then click [New](#) .



2. Set up Delivery PIN code and RF card.

AK(Office) >> Delivery Auth >> New

* Name

PIN

RF Card

Accessible Floors

3. Select the **Access Group** to be applied.

Access Group ⓘ New

Selected : Technical Department Access Group ✕

<input checked="" type="checkbox"/>	Name	Device	Repeats	Time
<input checked="" type="checkbox"/>	Technical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59

Submit

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

* Access Group Name

Repeats

* Start Time

* End Time

Department	Device Name	MAC	Status	Device Type	<input type="checkbox"/> Relay
D1	gate	0C110515CE68	●		<input type="checkbox"/> Relay1

Submit

Parameter Set-up:

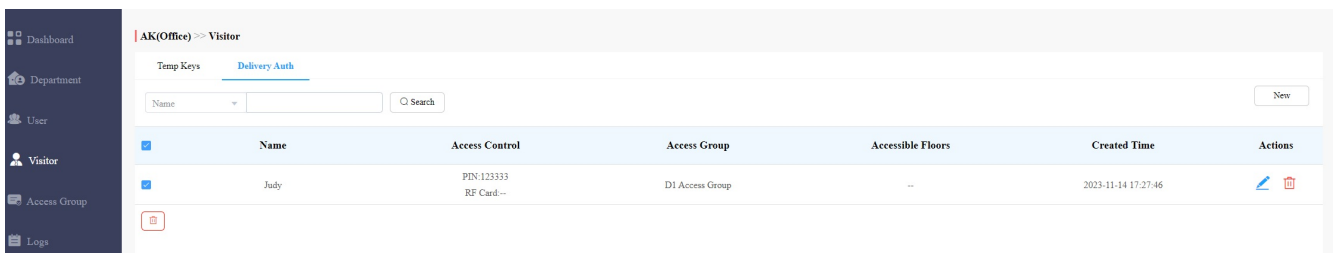
No.	Column Name	Description
1	Access Group Name	Fill in the access group name.
2	Repeats	Select “Never” , “Daily” , “Weekly” for the delivery PIN code access schedule. 1. “Never” means non-repetitive and one-time access schedule. 2. “Daily” means the PIN code access is valid during a certain time span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



Note

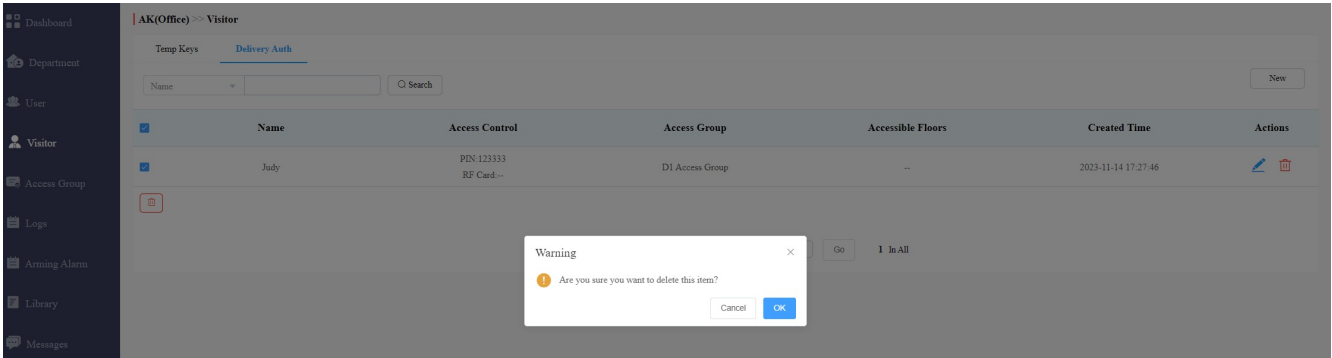
- 8-digit PIN code starting with 9 is invalid in the PIN field. And the PIN code entered can not be repetitive.

Modify Delivery PIN Codes/RF Card

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



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

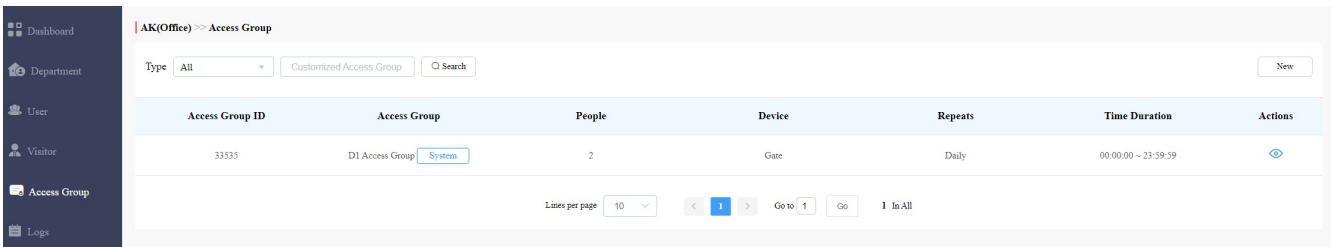


Access Group

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

Create Access Group

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



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

* Access Group Name

Repeats

* Start Time

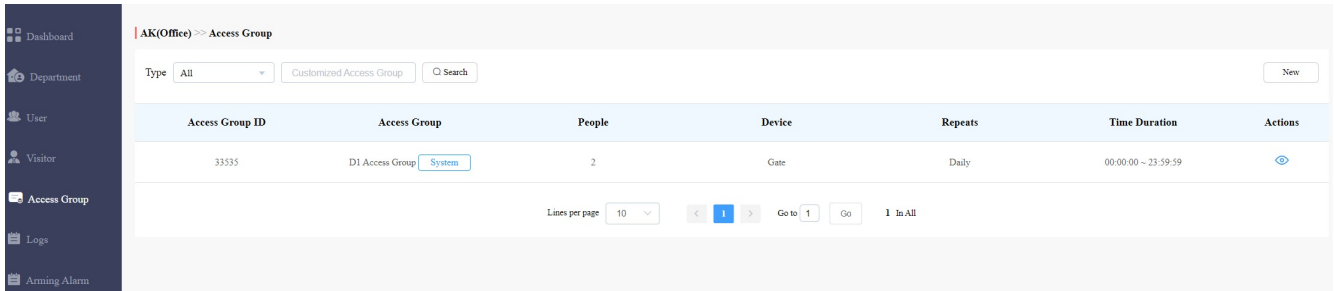
* End Time


Department	Device Name	MAC	Status	Device Type	<input type="checkbox"/> Relay
D1	gate	0C110515CE68	●		<input type="checkbox"/> Relay1

Search/Check/Edit Access Group

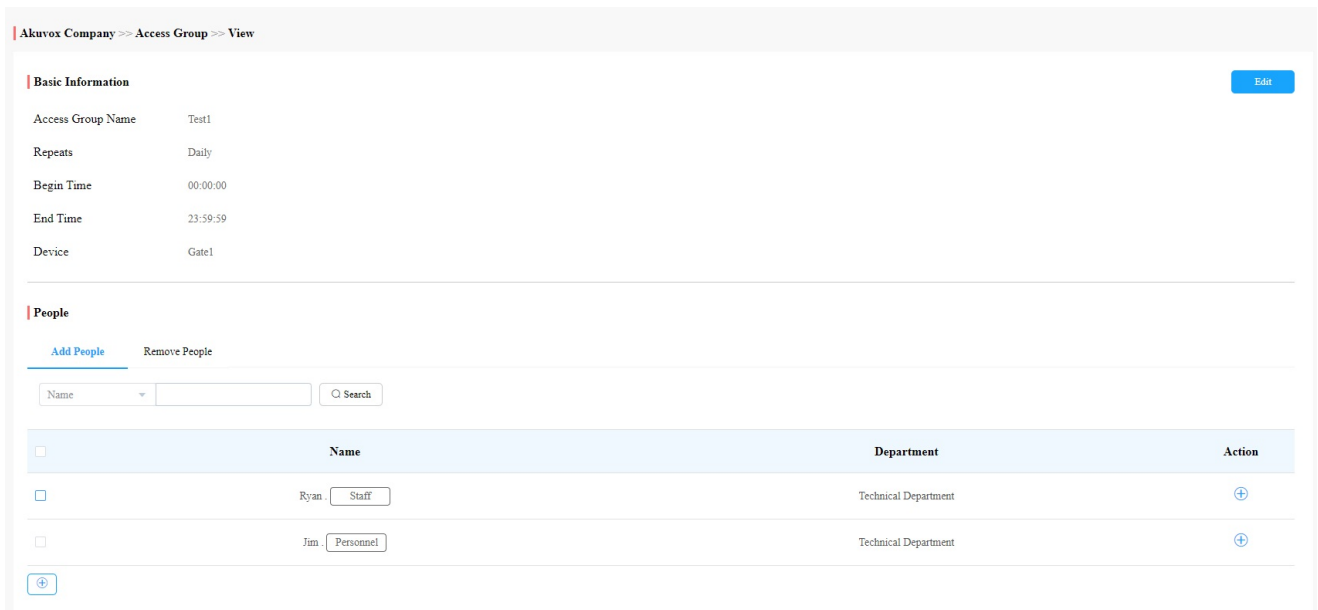
You can not only search check the access group you have created, but also remove the existing resident(s) or add the removed access group back to the access group.

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



2. Click on  of the specific access group to check access group details.

3. Go to **Add people** or **Remove People** to add or delete resident(s) if needed.



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

* Access Group Name

Repeats

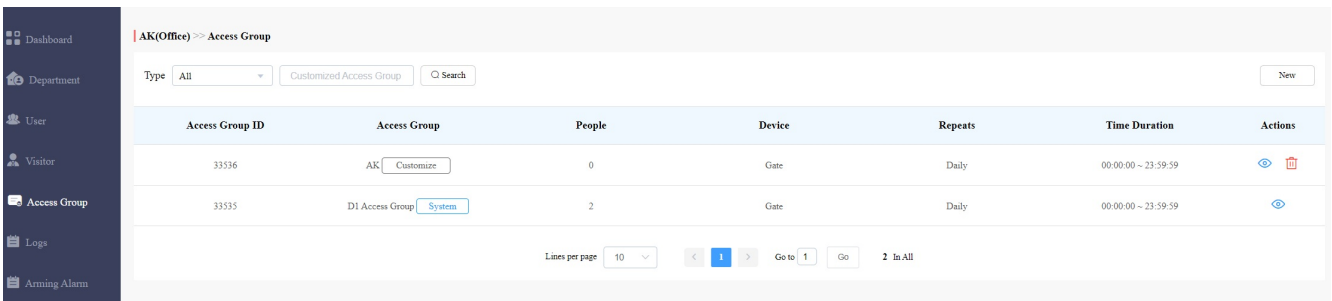
* Start Time

* End Time

Department	Device Name	MAC	Status	Device Type	<input type="checkbox"/> Relay
D1	gate	0C110515CE68	●		<input checked="" type="checkbox"/> Relay1

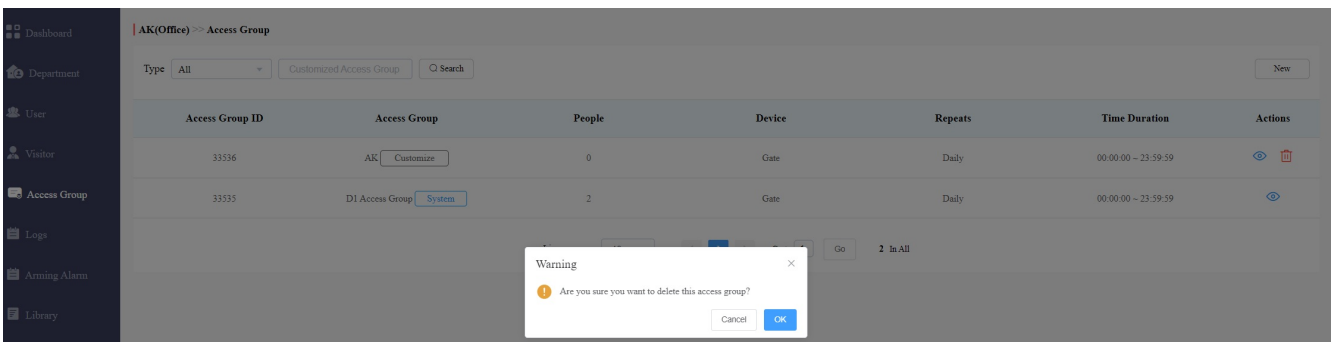
Delete Access Group

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



2. Click on of the specific access group you want to delete.

3. Click on **OK** to delete the access group.

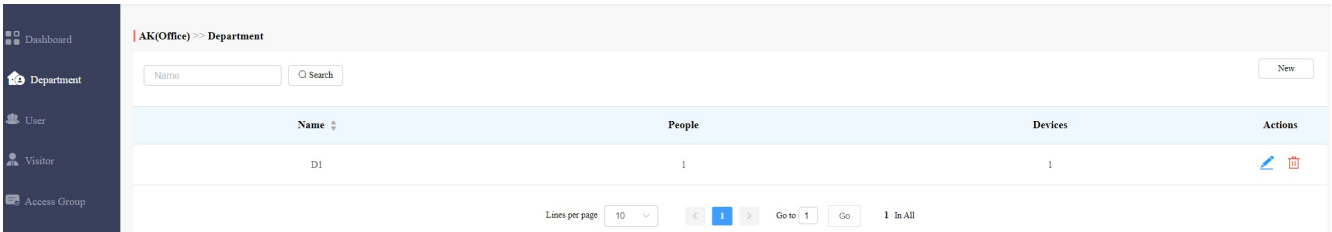


Department Management

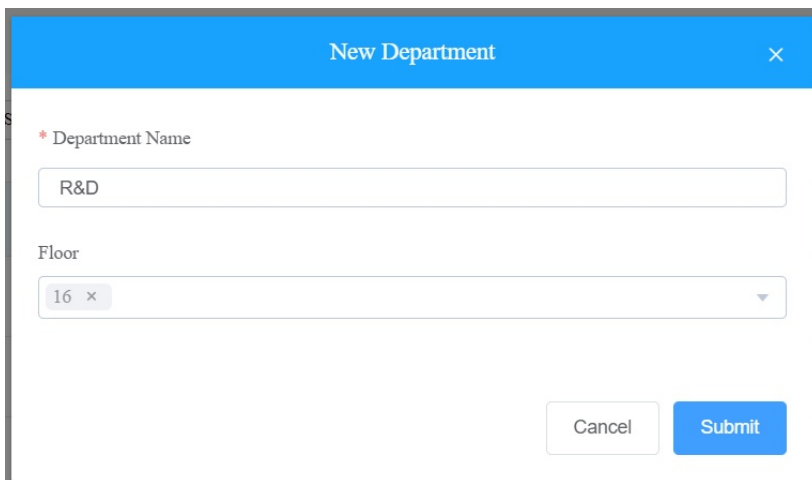
Department module allows you to create and search departments, and change department names.

Create Department

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



2. (Optional) Enter the department name and its floor(s). You can add 10 floor numbers at maximum. Click **Submit**.

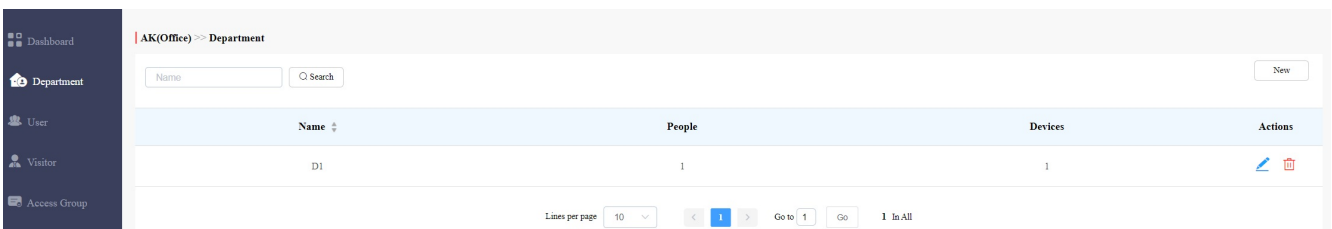


Note:

- You can add users to the department created. In this case, the department floors will display on the users' Accessible Floors list automatically, and they can take lifts to the specified floors with cards or via facial recognition.

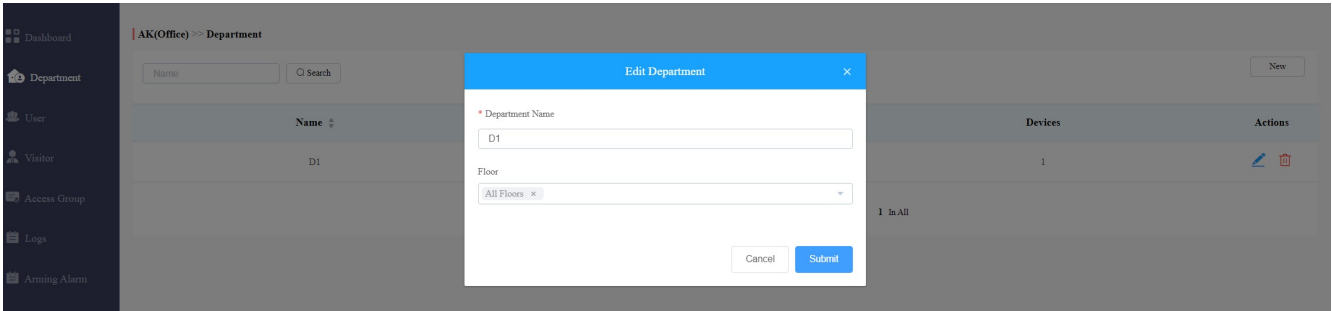
Search/Edit/Delete Department


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

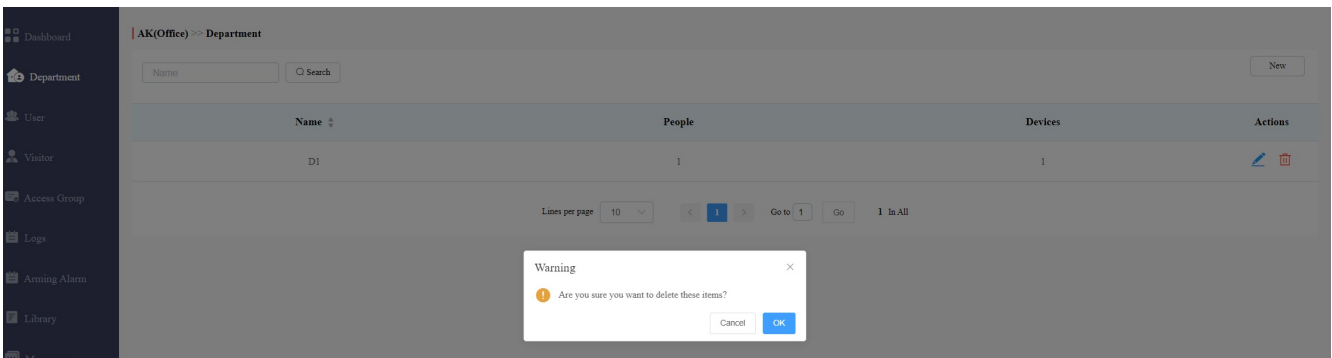


2. Search the department by department name.

3. Click  to edit the department name if needed.



4. Click  to delete the department if needed.



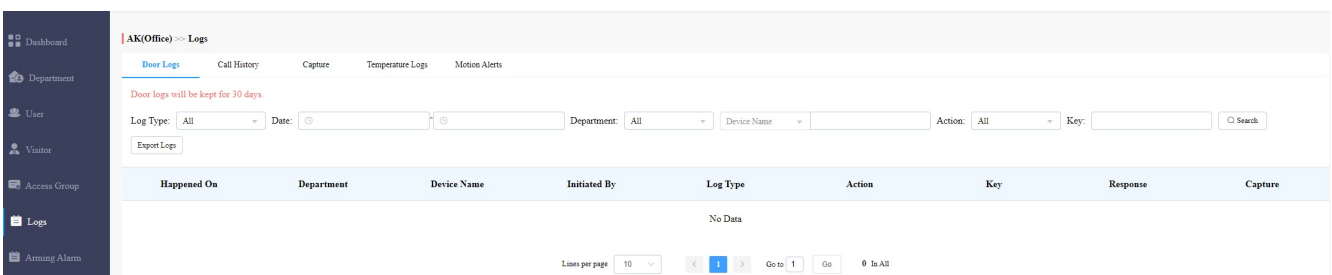
Logs

Log module contains six sub-modules used for checking the door logs, call history, temperature logs and image captured that can be stored for 30 days.

Check/Export Door Logs

Door logs have 4 types: **All**, **Call**, **Door release**, and **Door Close**. The **Call** type log shows the SIP/IP-based calls initiated on the door phone, indicating when, where and to whom the calls are made, while the **Door release/close** type log tells you when, where and by whom the door unlocks are made (be it failure or success). You can narrow down your log check by the specific time range with parameters: **Door phone**, **Initiated by**, and **RF card**, **PIN** for the targeted search.

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



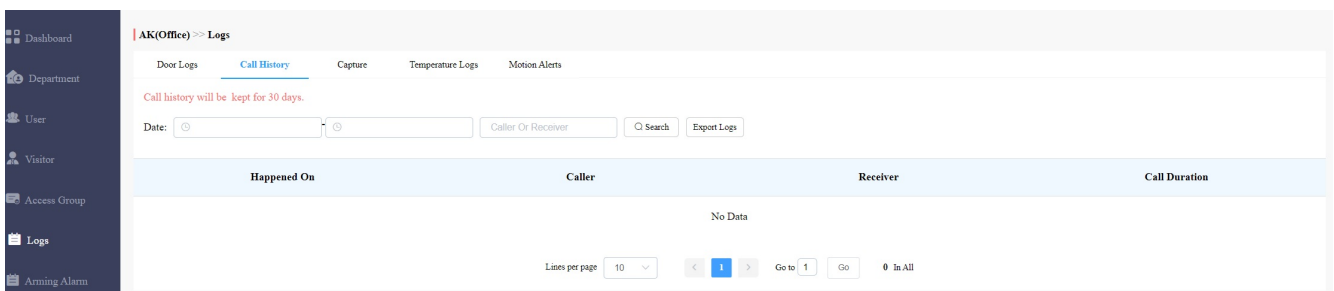
Description:

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

Check/Export Call History

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

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



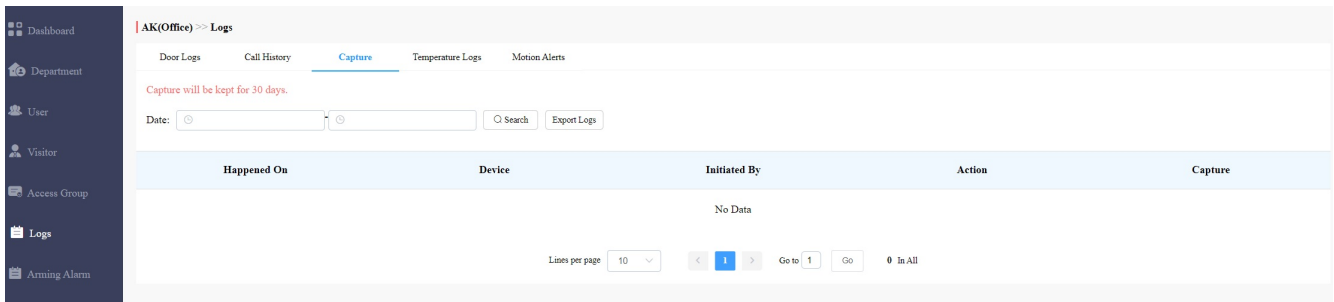
Description:

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

Check/Export Captured Image

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

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



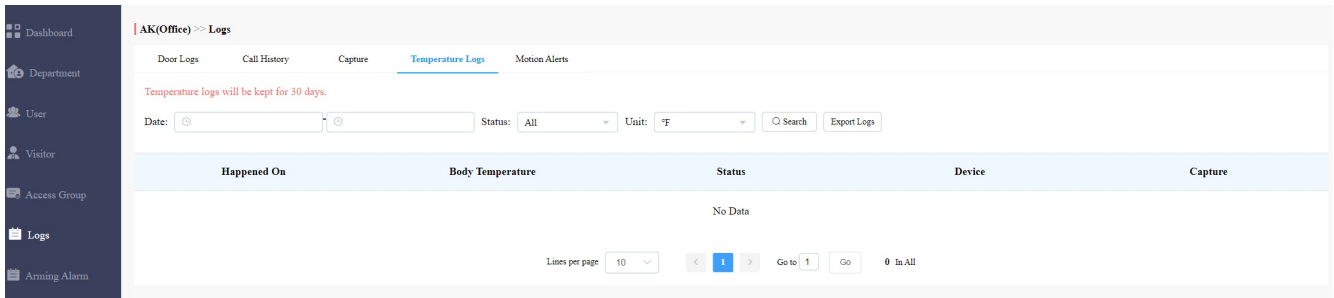
Description:

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

Check Temperature Logs

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

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

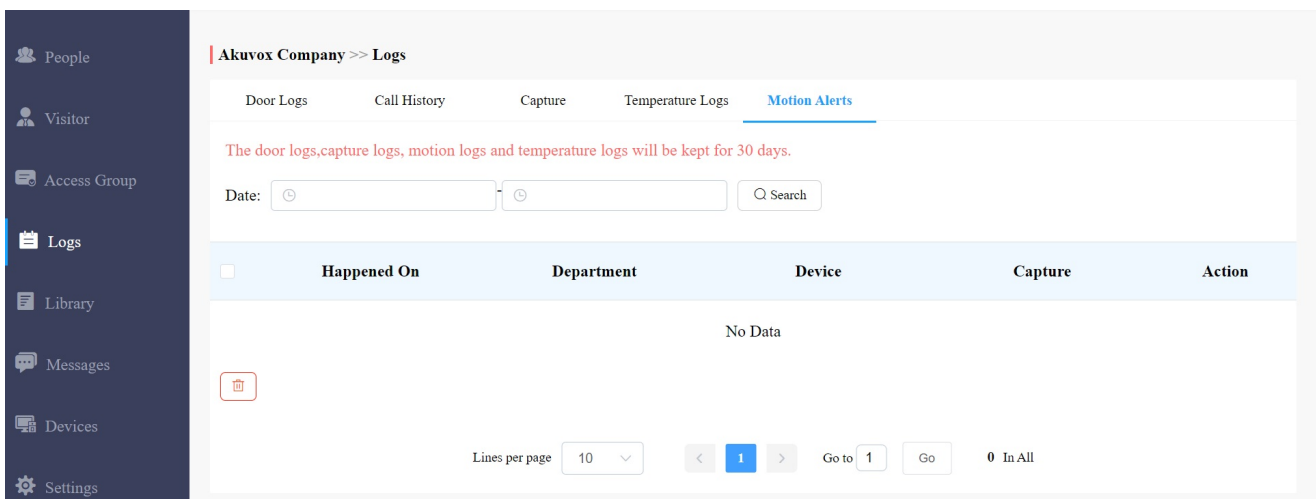


2. Set the date and time to search the log if needed.
3. Click **Search**, and click the captured image to see the enlarged one.

Check Motion Alerts

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

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



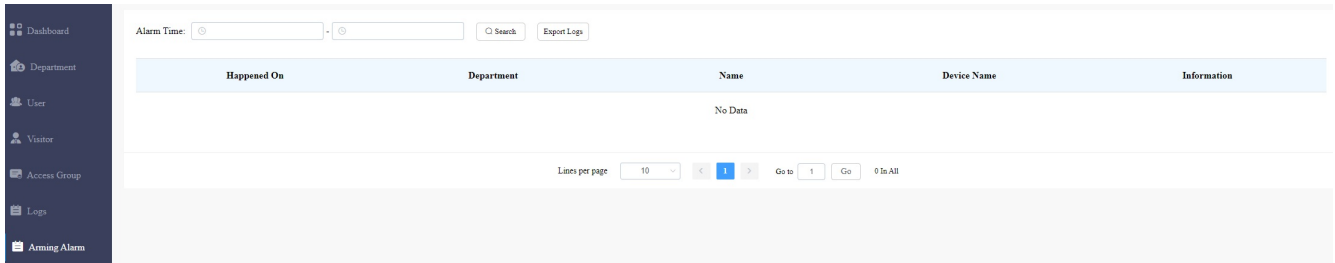
2. Set the date and time to search the captured pictures.
3. Click **Search**, and click the picture if you want to see the enlarged image.
4. Delete the motion alerts captures if needed.

Description:

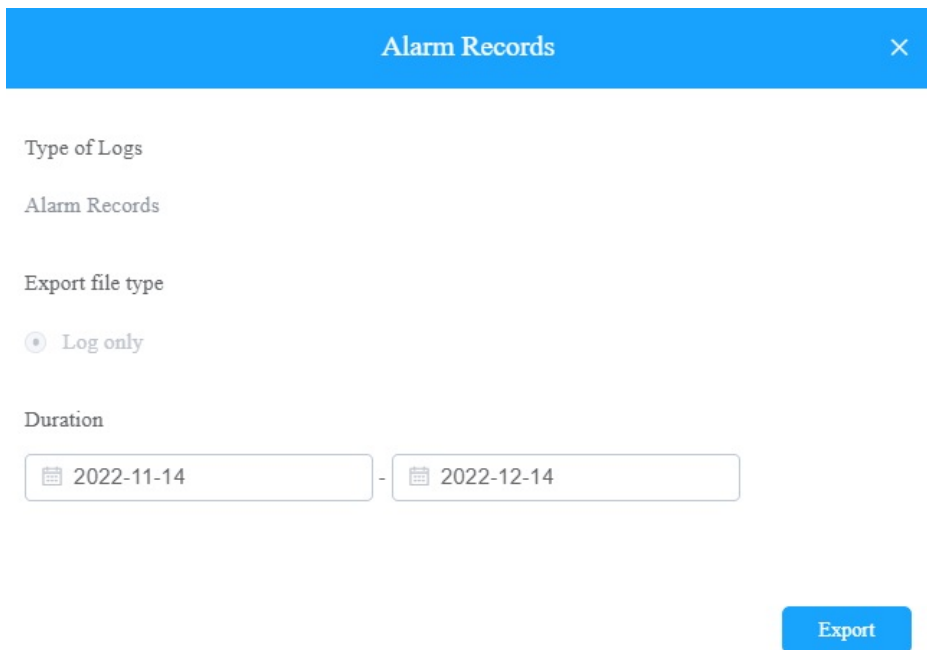
No.	Column Name	Description
1	Happened On	Shows when the image is captured due to the motion detection.
2	Department	Shows in which department the image is captured.
3	Device	Shows which door phone the image is captured from.
4	Capture	Clicks on the image for an enlarged one.
5	Action	Delete the capture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

Arming Alarm

You can check and export alarm records if needed.



1. Click **Alarm Records**.
2. Select alarm records time interval, then search the alarm record you need.
3. Click **Export logs** if you want to export the alarm records if needed. You can select the alarm time interval before exporting alarm records.

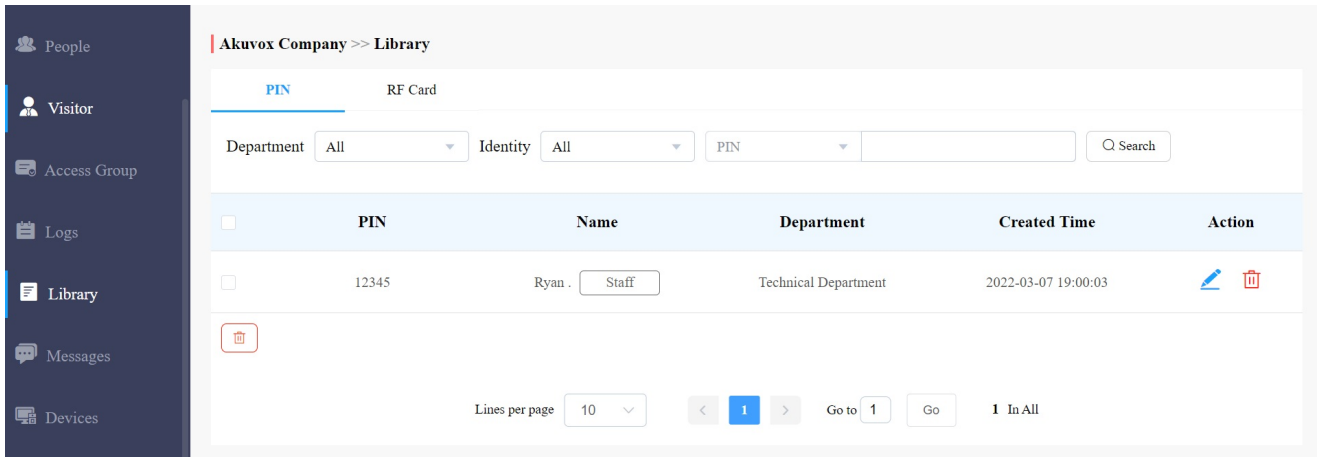



Library

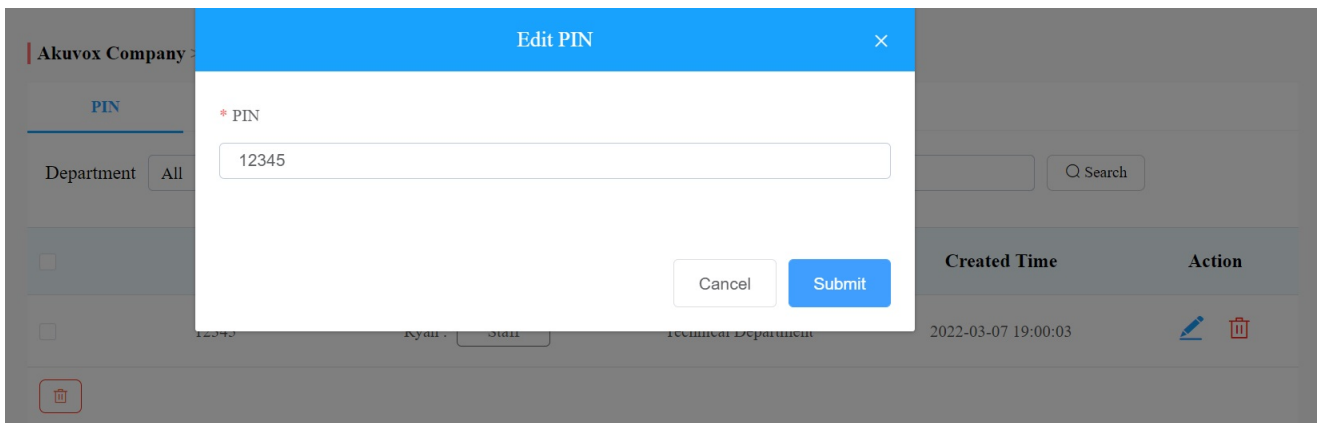
Library serves as a module where you can check, modify, and delete all types of created PIN codes and RF Cards conveniently at one stop.


Check/Modify/Delete PIN Code(s)

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



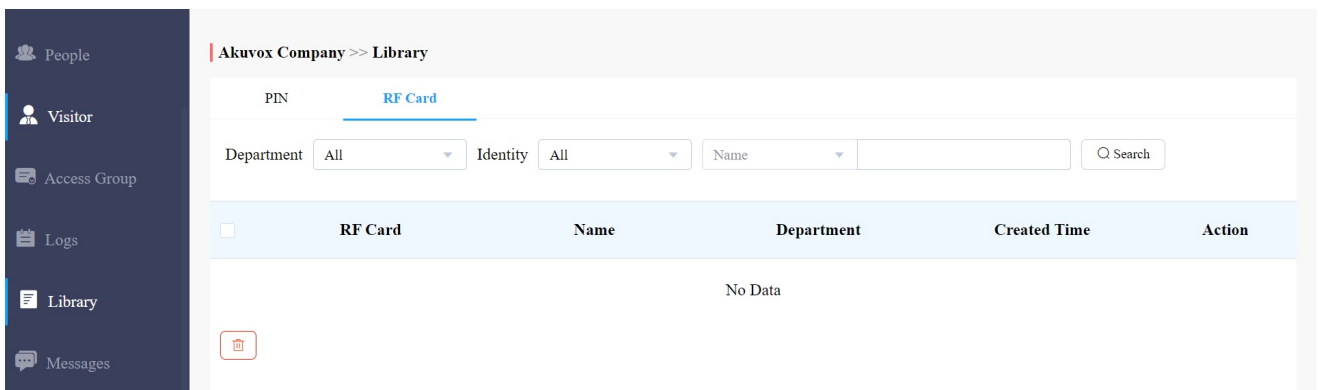
3. Click on  to edit the PIN code.




4. Click on  to delete the PIN code selected.

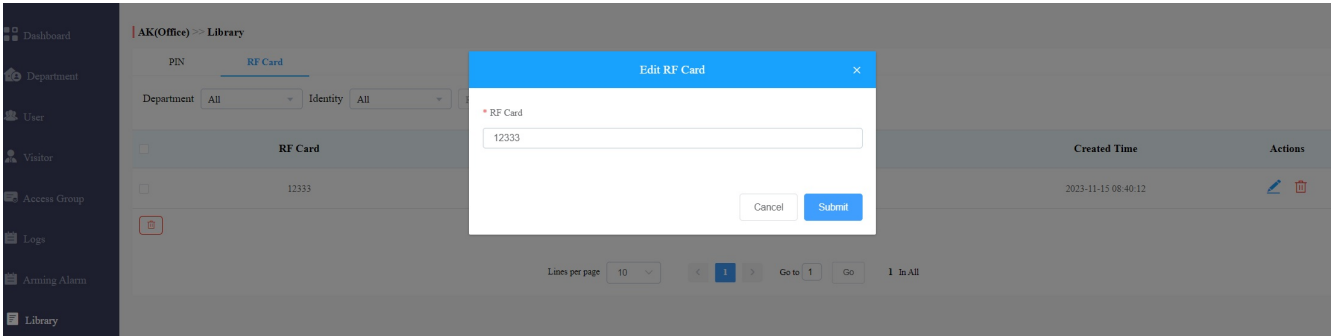
Check/Modify/Delete RF Card(s)

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



2. Search the RF card by department, identity, RF card number, and user's name.

3. Click on  to edit the RF card.



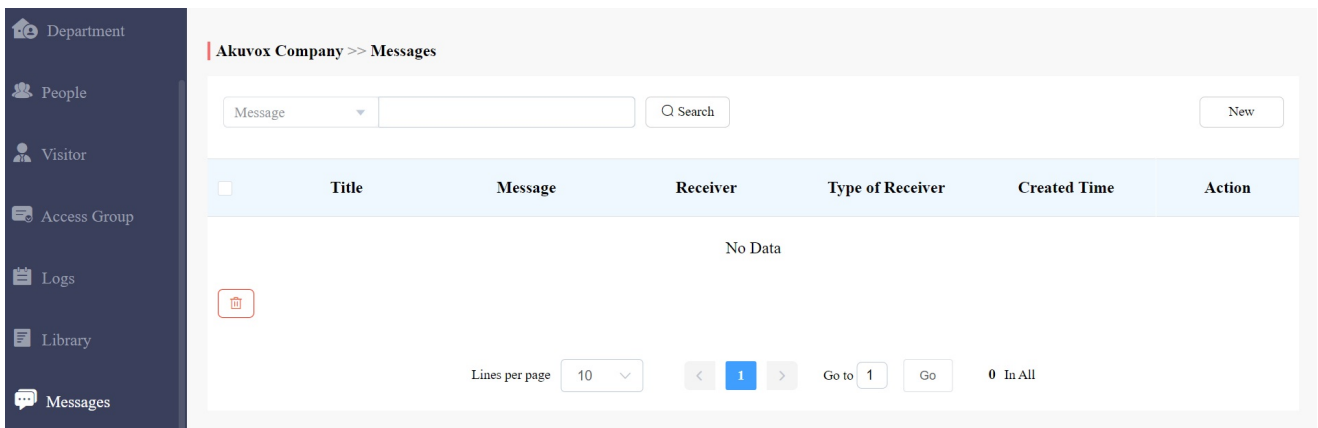
Messages

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

Create/Edit/Send Messages

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

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



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

Akuvox Company >> Messages >> New

+ Add A Template

* Message Title

* Message

* Receiver

Both indoor monitor and app Indoor monitor only App only

3. Click **+ Add A Template** if you want to create reusable message template(s).

4. Enter template name, the message title, and contents.

Akuvox Company >> Messages >> New

+ Add A Template

* Message Title

* Message

* Receiver

Both indoor monitor and app Indoor monitor only App only

Department All UID/Email/Name Search

UID

New Template

* Name

* Title

* Message



Cancel Submit

You can edit and delete the message template if needed.

Akuvox Company >> Messages >> New

Ryan Test + Add A Template

1. Move the arrow to the created message template.

2. Click on  if you want to delete the template directly.
3. Click on  to edit the message template you created.

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

Department All

<input type="checkbox"/>	UID	Name	Email	Department
<input type="checkbox"/>	5926100066	Ryan .	--	Technical Department
<input type="checkbox"/>	5926100072	Jim H.	624224031@qq.com	Technical Department

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

Department All

<input checked="" type="checkbox"/>	UID	Name	Email	Department
<input checked="" type="checkbox"/>	5926100066	Ryan .	--	Technical Department
<input checked="" type="checkbox"/>	5926100072	Jim H.	624224031@qq.com	Technical Department

Search/Check/Delete Messages



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

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



- Dashboard
- Department
- People
- Visitor
- Access Group
- Logs
- Library
- Messages**

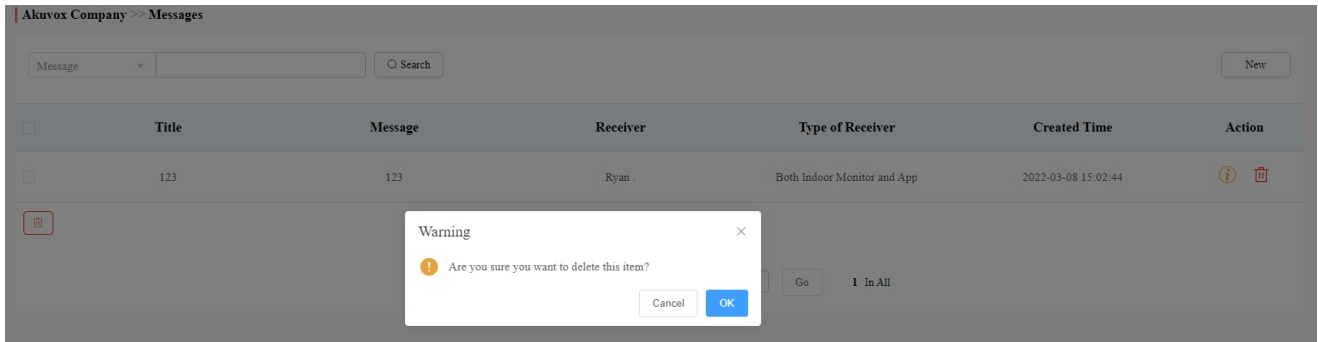
Akuvox Company >> Messages

Message



<input type="checkbox"/>	Title	Message	Receiver	Type of Receiver	Created Time	Action
<input type="checkbox"/>	123	123	Ryan .	Both Indoor Monitor and App	2022-03-08 15:02:44	 

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

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



Description:

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

Message Details Sample

Message

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

Receiver

Ryan Chen

Type of Receiver

Both Indoor Monitor and App

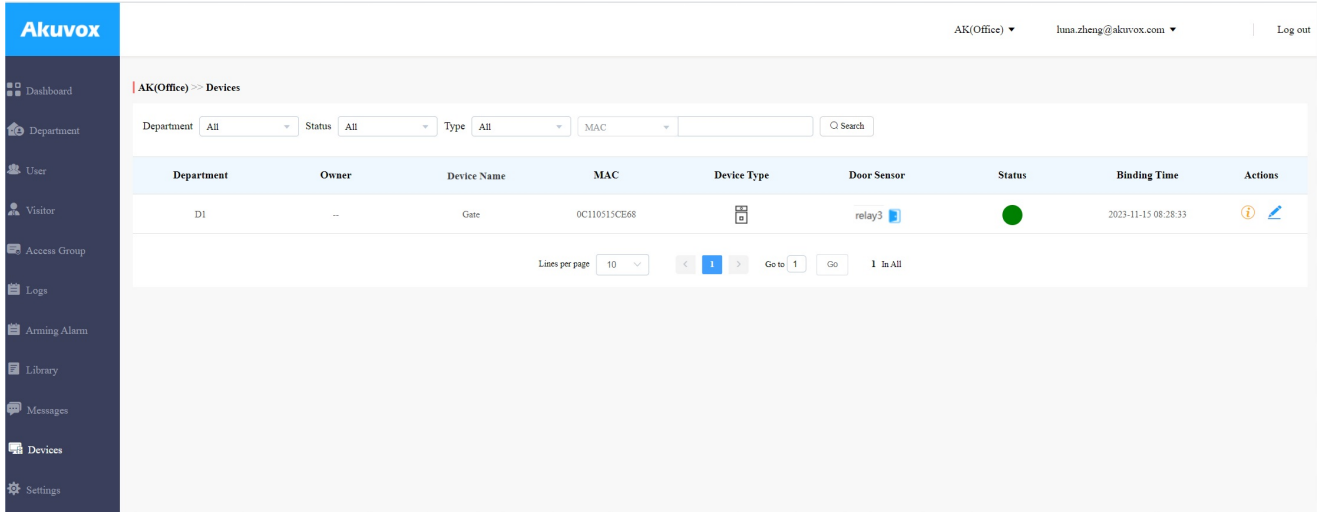
Created Time

2021-08-13 18:28:49

Device Management

Devices module allows you to manage all the devices added under your property management in terms of modifying their device names, contact screen display, relays, and door unlock.

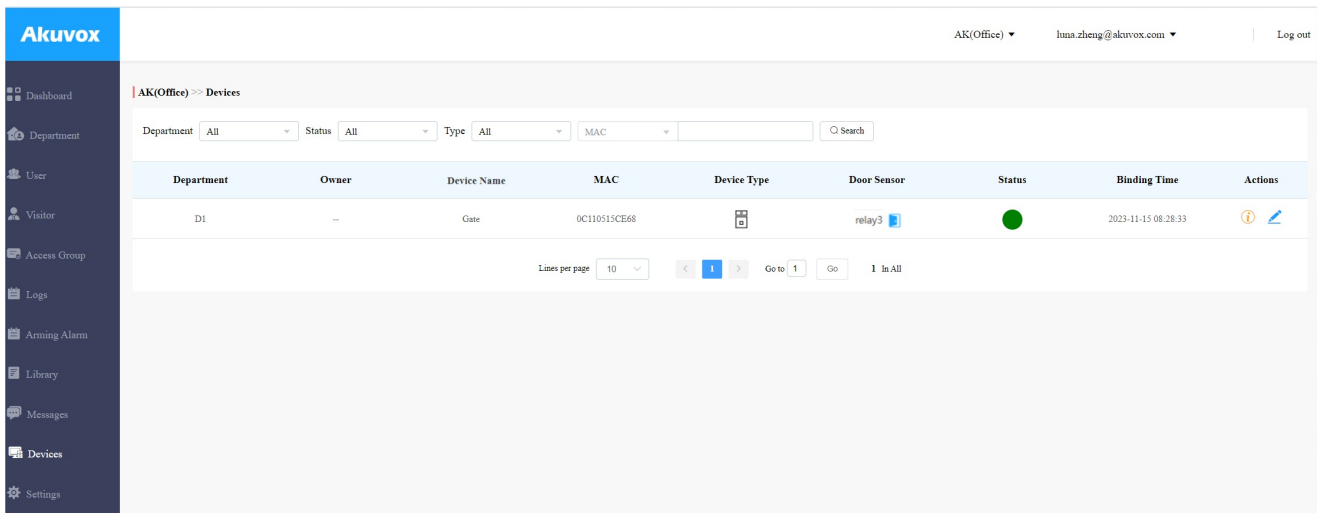
Moreover, the device module enables you to conduct device settings via provisioning, reboot and remote control.



Modify Device Setting

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

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



2. Search the device(s) by departments, status, types and MAC address.

3. Click on  to edit the device settings.

Edit Device
×

Department

D1

* Device Name

Contact Display Settings

Only People
 Indoor monitors, guard phones and apps
 People, Indoor monitors, guard phones and apps

Relay1 Off On

* Relay Name

DTMF Code

Access Method

SmartPlus Homepage
 SmartPlus Talking page
 PIN
 Face
 RF Card
 Bluetooth
 NFC

Relay Schedule Off On

Relay2 Off On

* Relay Name

DTMF Code

Unlock

SmartPlus Homepage
 SmartPlus Talkingpage
 PIN
 Face
 RF Card
 Bluetooth
 NFC

Relay Schedule Off On

To be Selected 0/1

D1 Access Group



< Remove
Add >

Selected 0/0

Add Relay
Add Security Relay

Cancel
Submit

Description:

No.	Column Name	Description
1	Department	Displays in which building the device is located.
2	Owner	Displays the owner of the device, if it is a public device, will be displayed as “-”.
3	Device Name	Distinguishes the device from others.
4	MAC	Shows the device’s MAC address.
5	Device Type	Indicates the device type.
6	Door Sensor	Indicates whether the door is open or not.  : Close  : Open 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.
7	Status	Green for online devices and gray for off-line devices.
8	Binding Time	Displays when the device(s) are bound with the resident. The devices will be bound automatically when they are powered on and connected to the internet.
9	Action	For modifying the device setting and displaying device information.

Note

- If **SmartPlus Homepage** or **SmartPlus Talkingpage** is not checked, the corresponding icons will not appear on the app home page.
- You can 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.
- You can apply the relay schedule to the desired relay. So far, only access controller **A01** with firmware version 101.30.10.33 and above supports this feature.

Device Setting

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

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

AK(Office) >> Devices

Department: All Status: All Type: All MAC: Search

Department	Owner	Device Name	MAC	Device Type	Door Sensor	Status	Binding Time	Actions
D1	--	gate	0C110515CE68		--	●	2023-12-01 16:23:22	

Lines per page: 10 < 1 > Go to 1 Go 1 Is All

2. Click on of the specific device, then click on **Settings**.

Basic Information Settings

Department: D1

Device Name: gate

MAC: 0C110515CE68

SIP: 5926100189

Last Connection: 2023-12-01 16:23:22

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

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

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

AK(Office) >> Devices >> Info

Basic Information

Department: D1

Location: Gate

MAC: 0C110515CE68

SIP: 5926100189

Last Connection: 2023-11-13 16:23:22

Type: Department

Owner: --

Product Information

Settings

Connection Type: TCP

Others:

Reboot
Reset
Remote Control
One-Time AutoP
Cancel
Submit

Settings

Settings module allows you to configure and modify basic settings, time settings, motion detection and visitor access settings.

Basic Setting

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

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

AK(Office) >> Settings

Basic Setting Time Setting Motion Setting

Office Name

Office Address

Allow people to create PIN
 On Off

Send email when the device is disconnected.
 On Off

Send message when SIM card data exceeds the limit
 On Off

Time Setting

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

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

Akuvox Company >> Settings

Basic Setting **Time Setting** Motion Setting

Time Zone

Time Format
 24H 12H

Date Format

Motion Detection Setting

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

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

Akuvox Company >> Settings

Basic Setting Time Setting **Motion Setting**

Motion Detection

Disabled

Alert Delay Time

10s

Submit

Contact Us

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

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We highly appreciate your feedback about our products.

