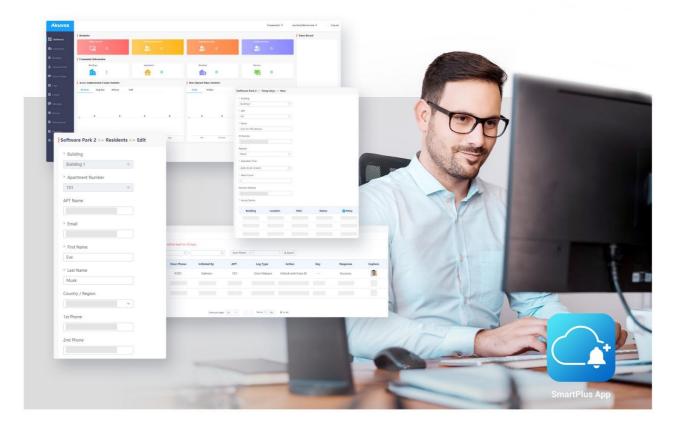
# Akuvox V6.7.0 SmartPlus Property Manager Guide



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.

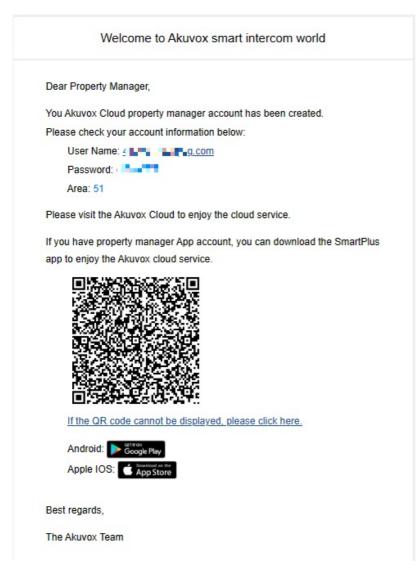
- Modify other settings such as modifying community address, time & date setting, and motion detection delay setting, etc.
- Get a full picture of device deployment, device status, access control & intercom call statistics.
- Subscribe and renew the Akuvox SmartPlus.

# 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.

Akuvox · Administrator	
Login	*
ryan.chen@akuvox.com	
Login	

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

Akuvox			Emergency Action Akuvox 🔻	luna.zheng@akuvox.com 🔻 🌲 Log out
Dashboard	Reminder			
Dasnboard	Offline Devices	Inactivated Residents	Expiring Residents	Expired Residents
Apartments	<b>G</b> 0	<mark>.</mark>	<mark></mark>	<mark>₿</mark> , 0
& Resident	Community Information			
💂 Visitor & Staff	Buildings	Apartments	Residents	Devices
The Visitor & Staff	<b>b</b> 2	<u> </u>	2	
🗟 Access Group				
	Access Authorization Statistics			

### **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.

	Reminder							Entry Record
nboard rtments	Offline Devices	Inactivated Reside	k to select or search for	the communi	AK(Of			
dent	Community Information						Clic	k to log out
or & Staff	Buildings	Apartments	Residents					
or ee Starr	2	A						
ss Group		Click t	o change password, fill i	n billing infor	mation and	link sites		
	Access Authorization Statistics							
	Resident Visitor Delive	ry Staff	Today	30 Days				
n Records	Resident Visitor Delive	ry Staff	Today	30 Days				
n Records	Resident Visitor Delive	ry Staff	Today	30 Days				
a Records	3	ry Staff	Today	30 Days				
	Resident Visior Delive	ry Staff						
ry ages	3	ry Staff	Today	30 Days 0	0	0	0	
ry	3	ry Staff			0	0	0	
ry ages	3	ry Staff			0	ð	0	

### 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.

	plays off-line dev ails.	lices and residen			
ler Ottins Devices		inactivated Residents		Expiring Residents	Espiral Encidents
	plays the number the details.	of buildings, apa	rtments, resident	s, and devices. You c	can click on blocks
Buildings		Apartments		Residents	Devices
	Displays re	corded door acce	ess statistics.		
ess Authorizat	ion Statistics				
		corded door acce	ess statistics. Staff		
	ion Statistics				
	ion Statistics				
Resident	ion Statistics				
Resident	ion Statistics			ρ	

001	Release Stati	stics			
-	Foday	30 Days			
	0	0	0	0	0
	0	0	0	0	0
	PIN	RF Card	Face	Call	Арр

			Entry Record
inactivated Residents	Expiring Residents	Expired Residents	
	🔍 0	🔍 0	Jim Wang 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@A	kuvox.com 🔹 🗍 Log out
	Reminder	Entry Record
Dashboard	Offline Devices Expired Residents Expired Residents	
	Community information         To ensure the security of your account, your service provider remind s you that it is time to change your password.	
	Buildings Apartment Devices Devices	
🕞 Access Group		
📋 Logs	Access Authorization Statistics Door Release Statistics	
	Resident Visitor Delivery Staff Today 30 Days	
📋 Alarm Records		
🗭 Messages		
🖬 Devices		
🍄 Settings		
	PRN RF Card Face App PNN RF Card Face Call App	

Akuvox				Emergency Action	AK(Community) 🔻	huna.zheng@akuvox.com 👻 🌲 🛛 Log out
Dashboard	Reminder					Entry Record
Dashboard	Offline Devices		Expiring Residents			
Apartments		2. <u>8</u>	Change Password	×		
🛎 Resident	Community Information	(1) Step 1	2 Step 2	3 Success		
💂 Visitor & Staff	Buildings	Aparta • Original Password	step 2	Success	Devices	
	Access Authorization Statistics					
🛱 Logs	Resident Visitor Delivery	Staff	Cano	xel Next		
📋 Alarm Records						
🖬 Library						
🗭 Messages	0 0	0 0	0 0	0 0	0	0
Devices						

# Link

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

1. Click Link Site on the upper right corner.

Dashboard     I Reminder     Expering Residents     Expering Residents <t< th=""></t<>
Offine Devices     Inachaded Residents     Eppining Residents     Eppining Residents     Eppining Residents       Apartments     I community Information       Visitor & Staff     Buildings     Apartments     Residents     Devices
Resident         I community information           Visitor Re Staff         Buildings         Apartments         Residents         Devices
Visitor & Staff Buildings Apartments Residents Devices
sitor & Staff
Access Group
Access Authorization Statistics Door Release Statistics
Logs Resident Delivery Staff Today 30 Days
larm Records
brary 1 1 1
fessages 0.75
0.5 0.25 0.25
oscriptions o o
PNN RF Card Face App PNN RF Card Face Call App yments

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

Akuvox						Eme	rgency Action	0610 🗸 🕠	ueting.hong@Akuvo	x.com 👻 🌲	Log out
	Reminder									Entry Record	
B Dashboard	Offline Devices				Expiring Re	esidents		Expired Residents			
🏚 Apartments					Link Site	×					
🛎 Resident	Community Information			Please enter the username and p	assword you want to link.						
🤱 Visitor & Staff	Buildings		Apartr	* Username				Devices			
Min Visitor & starr	<b>f</b> 1		<b>1</b>	xueting.hong@Akuvox.com							
🗟 Access Group				* Password							
📋 Logs	Access Authorization Statistic	s									
E Logs	Resident	Delivery	Staff	The email and password of the li	nked account will be autom	atically updated to the					
📋 Alarm Records				same as the current account.							
Library	1.25										
E LIDrary	1		1			Cancel Link					
P Messages	0.75				0	0	0	0	0		
-	0.5				0						
i Devices	0.25										
Subscriptions		0		0							
	0 PIN	RF Card	Face	App	PIN	RF Card	Face	Call	Арр		
Payments											
🕸 Settings											

### **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.

Dashboard	Akuvo	x >> Resident							
Apartments		ang All e All earch	APT All     App Status All	Account Type     Name	All •			Import	New
Visitor & Staff		UID	Name 🕽 🌻	Contact Information	Building	APT 🐇	APT Name	App Status	Actions
Access Group		55	Sam Zheng Member 🧭	S	В1	101 (Floor 1)	-	Unregistered	<ul> <li>● <u>1</u></li> </ul>
Logs		5, 🗖 🐂	Lily Zheng Master 🥝	S	B1	101 (Floor 1)		Unregistered	o 🗓
Alarm Records	1								

2. Set up resident information.

Dashboard	Akuvox >> Residents >> New		-3	
Apartments	Information		Access Authorization	
🚇 Resident	* Building			
💂 Visitor & Staff	* APT			
🗟 Access Group	· · · · · · · · · · · · · · · · · · ·			
🛱 Logs	Account Type			
📋 Alarm Records	* First Name			
F Library	* Last Name			
🗭 Messages				
🖫 Devices	Email			
🍄 Settings	Country / Region			
	w Mobile Number			
	Moone Munder			
	Next Save Information Only			
3.Click on	Save Information Only	to complete creating an account	t.	

#### 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.	lf	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**.

Dashboard	Akuvox12	>> Resident						
Apartments	Building App Statu		APT All	Account Type All	Active All     Q Search	v	Import Import Resident	Face New Import RF Card/PIN
🧸 Visitor & Staff		Name 🗇 🌻	Contact Details	Building	APT 🛓	APT Name	App Status	Action
🗟 Access Group	123	QWE Master 🔕	<ul><li>∽</li></ul>	Building3	12 (Floor 123)	-	Unregistered	<ul><li>回</li></ul>
📋 Logs	21	3 12r Master	S ⊠	Building3	123 (Floor 123)	123	Unregistered	<u>ا ا</u>

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

Dashboard	Akuvox >> Residents >> New ①	-0
Apartments	Information	Access Authorization
🚇 Resident	* Building	
💂 Visitor & Staff	* APT	
Access Group	v	
📋 Logs	Account Type	
📋 Alarm Records	* First Name	
🖬 Library	* Last Name	
💭 Messages		
🖫 Devices	Email	
🕸 Settings	Country / Region	
	Mobile Number	
	Next Save Information Only	

mation		2 Access Authorization
Resident		
Name:	Ryan Chen Master	
Building:	Building 1	
APT:	403 Akuvox	
Access Type		
PIN		
RF Card		
Face ID ③		
+		
1		

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

- 4. Set up access control on public device and private devices.
  - To set up access control on public devices:

Submit

Click	on New	-0		New
Selected	d: Resident-Building Building 1	) )		
	Name	Device	Repeats	Time
	Akuvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
	Test	Gate1	Daily	00:00:00 - 23:59:59
	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59

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

		New Acce	ss Group		
Access Group Name					
Repeats					
Daily	•				
Start Time					
O0:00:00					
End Time					
③ 23:59:59					
Building	Device Name	MAC	Status	Device Type	Relay
B1	Gate	0C11051DED84	•		Relay1

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

Access Group ⑦							
Selected:	Akuvox Access schedule	Resident-Building Buildi	ng 1 🚳				
	Name	Device	Repeats	Time			
<b>V</b>	Akuvox Access schedule	Gatel	Daily	00:00:00 - 23:59:59			
	Test	Gatel	Daily	00:00:00 - 23:59:59			
<b>~</b>	Resident-Building Building 1	Gatel	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 Author	rization $@{\scriptstyle \lor}$				
epeats					
Daily	▼				
Start Time					
© 00:00:00					
End Time					
© 23:59:59					
Building	Device Name	MAC	Status	Device Type	Relay
B1	gate	0C110515CE68	•		Relay1
Submit					
Note:					
Private d	levices will be displa	yed here after they a	ire added to the	user's room.	
	staller selects Only F				nent when creatin

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.

Dashboard	Akuvo	x >> Resident							
<ul><li>Apartments</li><li>Resident</li></ul>	Buildi Active		APT All     App Status All	Account Type     Name	All v			Impor	New
		UID	Name 🕘 🌲	Contact Information	Building	APT +	APT Name	App Status	Actions
Access Group		5-8-84-1	Sam Zheng Member 🥥	S ⊠	Bl	101 (Floor 1)		Unregistered	<ul> <li>■  </li> </ul>
		5	Lily Zheng Master 🤗	S ⊠	B1	101 (Floor 1)		Unregistered	Image: The second se
	1								

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

Dashboard	Akuvox >> Resident							
to Apartments	Building All			Active All · A	App Status All -		Imp	ort New
🚇 Resident	Name 🔻	Qs	earch					
🧸 Visitor & Staff	UID	Name 🗇 🍦	Contact Information	Building	APT 👙	APT Name	App Status	Actions
R Access Group	5	Sam Zheng Member	© ⊠	B1	101 (Floor 1)		Unregistered	۲
📋 Logs	5	Lily Zheng Master 🤣	% ∞ .com	B1	101 (Floor 1)	**	Unregistered	۲

#### 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 🤇	$\geq$	of the desired user account.
---------------	--------	------------------------------

	Akuvox	x >> Resident							
Apartments	Buildir	All	- APT All	<ul> <li>Account Type</li> </ul>	All 👻			Impor	rt New
Resident	Active Q Se		<ul> <li>App Status All</li> </ul>	▼ Name	<b>~</b>				
		UID	Name⑦ 🌲	Contact Information	Building	APT 🗍	APT Name	App Status	Actions
		5	Sam Zheng 🛛 Member 🛛 🤡	& ⊠	B1	101 (Floor 1)		Unregistered	<ul> <li>● <sup>1</sup></li> </ul>
		5"	Lily Zheng Master 🥝	& ⊠	B1	101 (Floor 1)		Unregistered	<ul> <li>1</li> </ul>

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

3. Click on Edit to change the account information.

Dashboard	Akuvox >> Residents >> View		
Apartments	Information	Reset Par	assword Edit
Resident	Name	Lily Zheng Master	
	Building	BI	
	APT	101 (Floor 1)	
	APT Name	-	
	Active	Normal	
	Expiration Time	-	
Alarm Records	App Status	Umregistered	
Library	Email	- APPEND AND	
Messages	Country / Region	-	
	Mobile Number	-	
Devices	1st Landline Number	-	
	2nd Landline Number	-	
	3rd Landline Number	-	
	Accessible Floors		
	Accessible Floors	- 2	
	Access Type		New

#### 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.

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

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

Access Group ⑦			Edit
Name	Device	Repeats	Time
Resident-Building Building 1	Gate1	Daily	00:00:00 ~ 23:59:59

Access Gi Selected:	Resident-Building Building 1	Akuvox Access sched	tula 🔕	Nev
selected:	Resident-Building Building I	Akuvox Access sched	lule	
	Name	Device	Repeats	Time
	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59
<ul> <li>Image: A start of the start of</li></ul>	Akuvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
	Test	Gate1	Daily	00:00:00 - 23:59:59
	Test1	Gate1	Daily	00:00:00 - 23:59:59

# 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.

Dashboard	Akuvox >> Resid	dent						
Apartments	Building All		APT All -	Import	×		Imps	ort New
🛎 Resident	Name			Batch Add Resident	]			
💂 Visitor & Staff		UID	Name@ ‡	Download Import Template		APT Name	App Status	Actions
🖬 Access Group		• •	Sam Zheng Member	Batch Edit Resident Export Resident			Unregistered	o 🛍
📋 Logs		• • •	Lily Zheng Master	Import RF Card/PIN			Unregistered	© 🗓
📋 Alarm Records				Download Import Template Import Face				
Library						2 In All		
🗭 Messages								
Devices								
🔅 Settings								
026	e f							

	A	В	С	D	E	F	G	Н	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	C C	Jim	₩ang							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. <b>Note</b> : 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.

Dashboard	Akuvox >>	Resident								
🙆 Apartments	Building	All -	APT All •		Import	×			Im	port New
🛎 Resident	Name				Batch Add Resident					
💂 Visitor & Staff		UID	Name 🗇 🏺	Down	nload Import Template			APT Name	App Status	Actions
🕞 Access Group			Sam Zheng Member	Expo	Batch Edit Resident				Unregistered	o 🛍
📋 Logs			Lily Zheng Master		Import RF Card/PIN				Unregistered	۵ 🛍
📋 Alarm Records				Down	nload Import Template	-				
Library							2 In Ali			
🗭 Messages										
📑 Devices										
🏟 Settings										

J2	5	<b>~</b> ]	©, f <sub>X</sub>												
А	В	С	D	E	F	G	н	1	J	К	L	Μ	N	0	P
Building	Apt	Accou	nt Ty First N	ame Last Nar	ne Email	MobileNumber	Telephon	e 1stPhone	2ndPhone	<b>3rdPhone</b>	<b>RF</b> Card	PIN	Access Grc	UID	
B1	101		0 Lily	Zheng	1.							123456	33527	55-711-5176	
B1	101		1 Sam	Zheng								1234566	33527	5! 📲 📑 📲	

#### Note

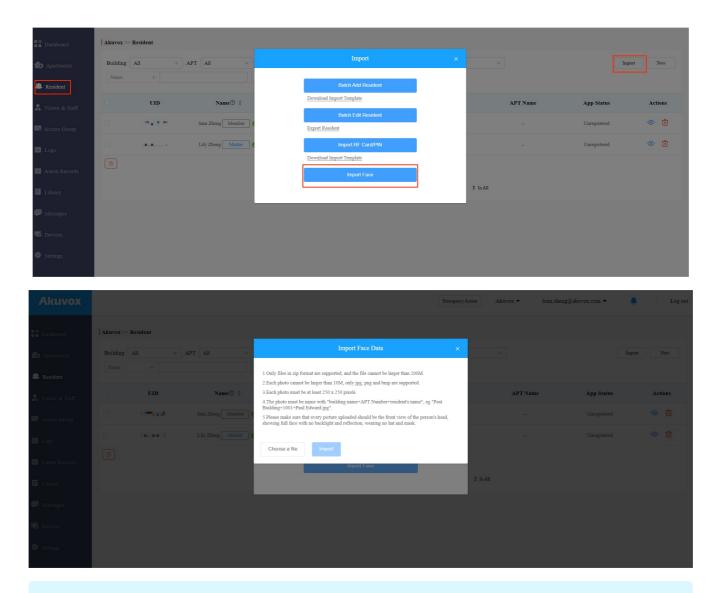
- Keep the field blank if you do not want to change the original information.
- After the user's email address is modified, the SmartPlus App login email containing a new password will be sent to the new email address.
- The email addresses, mobile phone numbers, and area codes of the user accounts that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

Dashboard	Akuvox >> R	tesident								
😰 Apartments	Building All + APT All +				Import	×				Import New
🛎 Resident	Name				Batch Add Resident					
🕵 Visitor & Staff		UID	Name® ‡	I	Download Import Template			APT Name	App Status	Actions
🕞 Access Group		1. A.	Sam Zheng Member	I	Batch Edit Resident				Unregistered	o 🛍
🗎 Logs			Lily Zheng Master		Import RF Card/PIN	]			Unregistered	•
🔲 Alarm Records					Download Import Template	J				
Library					Import Face		2 In All			
Messages										
Devices										
🕸 Settings										

#### RF card template:

	C21 ~	© fx											
4	А	В	С	D	E	F	G	Н	I	J	К	L	М
	Building	Apt	User	RF Card	PIN								
	<u>B1</u>	101	Judy	12345	12345								

#### 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.

Dashboard	Akuvo	x- >> Visitor & S	taff						
Apartments	Tem	np Keys Do	elivery Auth	Staff Auth					
Residents	Nan	ne	Q Sea	arch					New
💂 Visitor & Staff		Name	Key	QR Code	Counts	Repeats	Created By	Expiration Time	Action
Access Group		Ryan Chen	96012934		3	Never	hichampion@163.com	2021-08-25 00:00:00	(i) 🗓
Logs									
E Library			Line	s per page 10	< 1	> Go to	1 Go 1 In.	All	

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

building	*	
Name	Daily	Repeats Weekdy
) Number		* Day
/	Repeats	<ul> <li>Sunday</li> <li>Tuesday</li> <li>Wednesday</li> </ul>
epeats	Daily	🗌 Thursday 🗾 Friday
Never	* Start Time	Saturday
	© 13:37:16	* Start Time
Start Time	* End Time	⊙ 08:00:00
③ 2023-11-14 11:06:41	© 13:41:57	* End Time
End Time		© 23:00:00
-		
ValidityTimes Per Device		



Building	Device Name	MAC	Status	Relay
B1	Gate	0C11051DED84	•	Relay1

Parameter Set-up:

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

	1	Name							
ashboard	Akuvox->> V	isitor & Staff							
partments	Temp Keys	Delivery 2	Auth Staff Auth						
partments	Name		Q Search						N
sidents									
sitor & Staff		Name	Key	QR Code	Counts	Repeats	Created By	Expiration Time	Act
cess Group		lyan Chen	96012934		3	Never	hichampion@163.com	2021-08-25 00:00:00	i
gs									
orary				Lines per page 10 $^{\vee}$		Go to 1 Go	1 In All		

#### Note:

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

Building	В1		
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.

Dashboard	Akuvox-test1 >	Visitor & Staff					
• Apartments	Temp Keys	Delivery Auth	Staff Auth				New
& Resident	Name	Y	Q Search				
Visitor & Staff		Name	Access Control	Access Group	Accessible Floors	Created Time	Action
Access Group		Test	PIN:123213 RF Card:123	Resident-Building Building 1	4	2022-12-14 20:31:50	🗾 🗓
			Lines per pa	ge 10 V C C Go to	Go 1 In Atl		

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	or specific buildings.				
Building 1		] - [	11 × 9 ×	•	
Building2	•	] - [	5 × 3 ×	•	(
Add					

#### 3.Set Access Group



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

Access Selecte	Group ⑦ d:			New
	Name	Device	Repeats	Time
	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59

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

		New Acce	ss Group		
* Access Group Name					
Repeats					
Daily	•				
* Start Time					
© 00:00:00					
* End Time					
© 23:59:59					
Building	Device Name	MAC	Status	Device Type	Relay
B1	Gate	0C11051DED84	•		Relay1
					Cancel Submit

### Parameter Set-up:

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

Dashboard	Akuvox-test1	>> Visitor & Staff					
Apartments	Temp Keys	Delivery Auth	Staff Auth				
are Resident	Name	¥1	Q Search				New
🔒 Visitor & Staff		Name	Access Control	Access Group	Accessible Floors	Created Time	Action
Access Group		Test	PIN:123213 RF Card:123	Resident-Building Building 1	4	2022-12-14 20:31:50	2
Logs	(iii)						
			Lines per page	e 10 ~ < 1 > Go ta	o 1 Go 1 In All		
📋 Alarm Records							

### 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.

Dashboard	Akuvox >> Visito	or & Staff					
Apartments	Temp Keys	Delivery Auth	Staff Auth				
& Resident	Name	×	Q Search			Down Import F	F Card New
👷 Visitor & Staff		Name	Access Methods	Access Group	Accessible Floors	Created Time	Actions
Access Group		Judy	PIN:12345678 RF Card:12345678 Face:	Resident-Building B1	All Floors	2023-11-14 11:32:15	2 🛍
Logs	1						
Alarm Records			Lines per page	10 🗸 ( 1 ) Go	to 1 Go 1 In All		

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

Dashboard	Akuvox >> Staff Auth >> New
Apartments	* Name
🛎 Resident	PIN
🤱 Visitor & Staff	
nteress Group	RF Card
ᄇ Logs	Face ID
📋 Alarm Records	
🗐 Library	
P Messages	
🖫 Devices	
Settings	Accessible Floors
	Please set the accessible floors for specific buildings.
	· · ·
	Add

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

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

		New Acce	ss Group		×
* Access Group Name					
Repeats					
Daily	•				
* Start Time					
© 00:00:00					
* End Time					
© 23:59:59					
Building	Device Name	MAC	Status	Device Type	Relay
B1	Gate	0C11051DED84	٠		Relay1
					Cancel Submit

#### Parameter Description:

No.	Column Name	Description
1	Access Group Name	Fill in the access group name.
2	Repeats	<ol> <li>Select "Never" "Daily", "Weekly" for the delivery PIN code access schedule.</li> <li>"Never" means non-repetitive and one-time access schedule.</li> <li>"Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis(eg. 08:00-20:00 every day).</li> <li>"Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).</li> </ol>
3	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 Download RF Card Template
- 3. Populate the RF card template according to your need.
- 4. Click on Import RF Card to upload the template file.

Dashboard	Akuvox >> Visit	or & Staff					
Apartments	Temp Keys	Delivery Auth	Staff Auth				
C Aparaneurs	Name	*	Q Search			Down	load RF Card Template
& Resident						Import I	F Card New
🔒 Visitor & Staff		Name	Access Methods	Access Group	Accessible Floors	Created Time	Actions
				interest of our		creates rane	110100
🗟 Access Group		Judy	PIN:12345678 RF Card:12345678 Face:	Resident-Building B1	All Floors	2023-11-14 11:32:15	2 🛍
📋 Logs							

#### Template Sample

	F31 -	€ fx		
	А	В	С	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 *inclusion* of the desired user.
- 4. Modify the RF card setting and PIN codes.

Dashboard	Akuvox >> Visito	r & Staff					
😰 Apartments	Temp Keys	Delivery Auth	Staff Auth				
u Resident	Name	×	Q Search				Download RF Card Template port RF Card New
🔒 Visitor & Staff		Name	Access Methods	Access Group	Accessible Floors	Created Time	Actions
🗟 Access Group		Judy	PIN:12345678 RF Card:12345678 Face:	Resident-Building B1	All Floors	2023-11-14 11:32:15	2
ᄇ Logs							
🛱 Alarm Records			Lines per page	10 ∨ < 1 > Go	to 1 Go 1 In All		

### **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.

Dashboard	Akuvox >> Visitor & Staff					
Apartments	Temp Keys Delivery Auth	Staff Auth				
& Resident	Name 👻	Q Search			Downloo Import RF	ed RF Card Template
💂 Visitor & Staff	Name	Access Methods	Access Group	Accessible Floors	Created Time	Actions
E Access Group	Judy	PIN: RF Card:12345678 Face:	Resident-Building B1	All Floors	2023-11-14 11:32:15	2
📙 Logs	8	Warning		×		
📋 Alarm Records		🤱 Are you su	re you want to delete this item? Cancel	Go 1 In All		
Library						
🗭 Messages						

### **Enroll Face for Property Manager**

You can enroll face for property managers for building access.

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

Dashboard	Akuvox >> Visito	r & Staff					
Apartments	Temp Keys	Delivery Auth	Staff Auth				
🛎 Resident	Name	×	C Search				RF Card New
🤱 Visitor & Staff		Name	Access Methods	Access Group	Accessible Floors	Created Time	Actions
🛃 Access Group		Judy	PIN:12345678 RF Card:12345678 Face:	Resident-Building B1	All Floors	2023-11-14 11:32:15	2 🖻
🛱 Logs	Î						
📋 Alarm Records			Lines per page	10 v < 1 > Ge	o to 1 Go 1 In All		

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.

Dashboard	Akuvox >> Staff Auth >> New
Apartments	* Name
🛎 Resident	PIN
💂 Visitor & Staff	
🗐 Access Group	RF Card
🞽 Logs	Face ID
📋 Alarm Records	
Library	
💬 Messages	
🖷 Devices	
Settings	Accessible Floors
	Please set the accessible floors for specific buildings.
	· · ·
	Add

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.

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

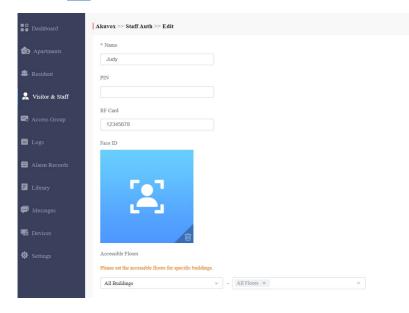
### Edit and Delete Property Manager's Face ID

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

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

Dashboard	Akuvox >> Visite	or & Staff					
Apartments	Temp Keys	Delivery Auth	Staff Auth				
& Resident	Name	v	Q Search				Download RF Card Template nport RF Card New
Visitor & Staff		Name	Access Methods	Access Group	Accessible Floors	Created Time	Actions
Access Group		Judy	PIN: RF Card:12345678 Face: 🥥	Resident-Building B1	All Floors	2023-11-14 11:32:15	2 🛍
	1						
			Lines per page	10 ~ < 1 > Go	to 1 Go 1 In All		
Messages							

2. Click i 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.

Akuvox				Emergence	y Action Akuvox 🔻	luna.zheng@akuvox.com ▼	🜲 🛛 Log ou
Dashboard	Akuvox >> Access Group						
Apartments	Type All 👻	Customized Access Group Q Search					New
🛎 Resident	Access Group ID	Access Group	People	Device	Repeats	Time Duration	Actions
🤱 Visitor & Staff	33528	Resident-Building B2 System	0		Daily	00:00:00 ~ 23:59:59	۲
🗐 Access Group	33527	Resident-Building B1 System	3		Daily	00:00:00 ~ 23:59:59	۲
🛱 Logs			Lines per page 10 $\checkmark$	< 1 > Go to 1 Go	2 In Ail		
📋 Alarm Records							

#### 2. Set up access group.

Access Group Name					
lepeats					
Daily	~				
* Start Time					
O0:00:00					
* End Time					
④ 23:59:59					
Building	Device Name	MAC	Status	Device Type	Relay
B1	Gate	0C11051DED84			Relay1

# Search/Check/Edit Access Group

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

1. Search the access group by type and keywords.

Dashboard	Akuvox >> Access Group						
Apartments	Type All 💌	Customized Access Group Q Search					New
🛎 Resident	Access Group ID	Access Group	People	Device	Repeats	Time Duration	Actions
🤱 Visitor & Staff	33528	Resident-Building B2 System	0		Daily	00:00:00 ~ 23:59:59	۲
E Access Group	33527	Resident-Building B1 System	3		Daily	00:00:00 ~ 23:59:59	۲
ᄇ Logs			Lines per page 10 V	< 1 > Go to 1 Go	2 In All		

- 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			
Add People Rem	ove People			
	Name	Building	APT	Action
	Jim Delivery		-	Ð
	Jim Staff		-	$\oplus$
<b>(</b>				

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

Access Group Name					
1					
epeats					
Daily					
Start Time					
O0:00:00					
End Time					
③ 23:59:59					
Building	Device Name	MAC	Status	Device Type	Relay
B1	Gate	0C11051DED84	•		Relay1

# **Delete Access Group**

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

Dashboard	Akuvox->>> Access Group						
Apartments	Type All 🔻	ustomized Access Group Q Search					New
🛎 Residents	Access Group ID	Access Group	People	Device	Repeats	Time	Action
🤱 Visitor & Staff	4371	Test1 Customize	4	Gate1	Daily	00:00:00 ~ 23:59:59	© 🛍
🕞 Access Group	4370	Test Customize	Warning	×	Daily	00:00:00 ~ 23:59:59	© 🛍
📋 Logs	4349	Akuvox Access schedule Customize	Are you sure you want to de delete it, the people who bin permission to use access con		Daily	00:00:00 ~ 23:59:59	۵ 🛍
Library	4319	Resident-Building Building 1 System		Cancel	Daily	00:00:00 ~ 23:59:59	۲
Messages			Lines per page 10 🗸	< 1 > Go to 1 Go	4 in Ali		

### **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.

Dashboard	Akuvox- >> Apartments					
Apartments	Building All	The second secon	▼ APT Name	Q Search		
& Residents	Building	Apartment	APT Name	Residents	Devices	Action
💂 Visitor & Staff	Building 1	403	Akuvox	1	0	i 🖊
Access Group Logs		Lines per page 10		Go to 1 Go	1 In All	

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

Akuvox >>> Apartments >>> In	formation							
Basic Information						Edit		
Building	B1							
APT	101 (Floor 1)							
APT Name								
Call Type	SmartPlus and indoor monitors							
SIP Call Or IP Call	P Call (All the devices are deployed on the same local network)							
Creating QR Codes	Allowed							
Allow User to Register Face ID	Allowed							
Family Member Amount Li	nitOff							
Residents								
	Name		Contact Information		Created Time			
	Master		% ⊠		2023-11-14 09:54:51			
Devices								
	Device Type	Device Name		МАС	Status			

# **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 差	of the desired ap	partment.				
• Click on 🥡	of the desired a	partment, and then	Edit ON	the top right.		
Dashboard	Akuvox- >> Apartments					
Apartments	Building All •	APT All • APT N	Name Q Se	arch		
& Residents	Building	Apartment	APT Name	Residents	Devices	Action
💂 Visitor & Staff	Building 1	403	Akuvox	1	0	i 🖊
Recess Group		Lines per page 1	0 ~ < 1 >	Go to 1 Go 1 In All		

- 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.

• 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.

Akuvox				Emergency Action	Akuvox 🔻	luna.zheng@akuvox.com 🔻	🜲 🛛 Log out
Dashboard	Akuvox >>> Apartments >>> Int	formation					
n Apartments	Basic Information		Edit Apartment	×			Edit
🛎 Resident	Building	B2	Apartment Name				
	APT	202 (Floor 2)	123				
💂 Visitor & Staff	APT Name		Call Type				
🗟 Access Group	Call Type	SmartPlus and indoor monitors	SmartPlus and indoor monitors				
📋 Logs	SIP Call Or IP Call	IP Call (All the devices are deploye	SIP Call Or IP Call IP Call (All the devices are deployed on the same local network)				
	Creating QR Codes	Allowed	Permission Control				
📋 Alarm Records	Allow User to Register Face ID	Allowed	Allow User to Create QR Code				
Library	Family Member Amout Limi	t Off	Allow User to Register Face ID				
🗭 Messages			Family Member Amout Limit				
🖫 Devices	Residents						
- Devices		Name	Reset	el Submit		Created Time	

Note:



## 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:

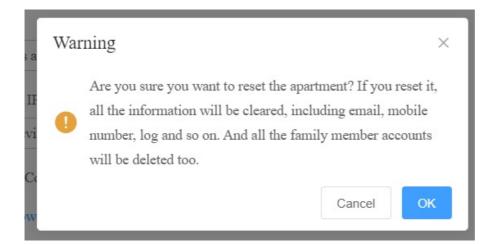
1. Go to the editing screen by any of the methods.

• Click on 🗾	of the desired ap	artment; Or				
• Click on 🥡	of the desired a	partment, and then	Edit ON	the top right.		
Dashboard	Akuvox- >> Apartments					
Apartments	Building All 💌	APT All 🔻 APT	Name Q Sea	rch		
ul> <li>Residents</li>	Building	Apartment	APT Name	Residents	Devices	Action
💂 Visitor & Staff	Building 1	403	Akuvox	1	0	i 🖊
🛋 Access Group		Lines per page	10 ~ ( 1 >	Go to 1 Go 1 In All		

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

Akuvox				Emer	gency Action	Akuvox 🔻	luna.zheng@akuvox.com 🔻	٠	Log ou
Dashboard	Akuvox >> Apartments >> Int	ormation							
Apartments	Basic Information		Edit Apartment		×				Edit
🛎 Resident	Building	В2	Apartment Name						
	APT	202 (Floor 2)							
🤱 Visitor & Staff	APT Name		Call Type						
🕞 Access Group	Call Type	SmartPlus and indoor monitors	SmartPlus and indoor monitors	,					
	SIP Call Or IP Call	IP Call (All the devices are deploye			_				
🛱 Logs	Creating QR Codes	Allowed	IP Call (All the devices are deployed on the same local network)						
📋 Alarm Records	Allow User to Register Face ID	Allowed	Permission Control Allow User to Create QR Code						
🗐 Library	Family Member Amout Limi	t Off	Allow User to Register Face ID						
P Messages			Family Member Amout Limit						
	Residents								
Devices		Name	Rosot	cel Submit			Created Time		

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.

Dashboard	Akuvox >>> Logs									
😰 Apartments	Door Logs Call Histo	ory Capture	Temperature Logs Motion Ale	rts Operation Logs						
뾽 Resident	Door logs will be kept for 30 de Log Type: All	v Date: O		Building	All v	Device Name 👻	Action: All	v Key:		O Search Export Logs
🤱 Visitor & Staff	Happened On	Building	Device Name	Initiated By	APT	Log Type	Action	Key	Response	Capture
Access Group	2023-11-15 16:02:24	B1	Gate	5926100183	-	Door Release	BelaHome Unlock		Success	
🗎 Logs				Lines per page	10 🗸 < 🚺	Go to 1 Go	1 In All			
📋 Alarm Records				muce her helle						

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.

Dashboard	Akuvox >> Logs				
😰 Apartments	Temperature Logs Motion Alerts Operation Logs				
a Resident	Temperature logs will be kept for 30 days.				
💂 Visitor & Staff	Date: O	Status: All v U	Unit: °F v Q Search Export	Logs	
	Happened On	Body Temperature	Status	Device	Capture
🖬 Access Group			No Data		
🗮 Logs		Lines per page 10	✓ < 1 > Go to 1 Go	0 In All	
📋 Alarm Records		Lines per page 10		U III AII	

# **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.

Dashboard	Akuvox >>> Logs									
fo Apartments	Door Logs Call Hist	ory Capture	Temperature Logs Motion Alerte	Operation Logs						
& Resident	Door logs will be kept for 30 d Log Type: All	v Date: O	0	Building:	All v	Device Name 👻	Action: All	v Key:		O Search Export Logs
🙎 Visitor & Staff	Happened On	Building	Device Name	Initiated By	APT	Log Type	Action	Key	Response	Capture
Recess Group	2023-11-15 16:02:24	Bl	Gate	5926100183		Door Release	BelaHome Unlock		Success	
🖆 Logs				Lines per page	10 ~ <	Go to 1 Go	1 In All			
Alarm Records										

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 " <b>Success</b> " 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.

🛎 Residents	Akuvox >>> Logs			
🤱 Visitor & Staff	Door Logs Call History Capture	Temperature Logs Motion Alerts Operation	n Logs	
🗟 Access Group	Call history will be kept for 30 days. Date:	Caller Or Receiver	Q Search Export Logs	
🗮 Logs	Happened On	Caller	Receiver	Call Duration
🖬 Library	2021-08-06 10:40:52	virtual_stair	zhihai shi	00:00:04
Messages	2021-08-06 10:40:38	virtual_stair	zhihai shi	No Answer
Devices	2021-08-06 10:08:52	virtual_stair	zhihai shi	No Answer
Subscriptions	2021-08-06 10:08:24	virtual_stair	zhihai shi	00:00:04

### Parameter Set-up:

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

		Shows who have made the calls.
2	Caller	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.

Dashboard	Akuvox-test1 >> Logs				
👍 Apartments	Door Logs Call History Ca	Temperature Logs Motion Al	erts Operation Logs		
are Resident	Logs will be kept for 30 days.				
Visitor & Staff	Date: O	O Search	Export Logs		
	Happened On	Device	Initiated By	Action	Capture
🖬 Access Group			No Data		
🗮 Logs					
📋 Alarm Records		Lines per page 10	$\sim$ $<$ 1 $>$ Go to 1	Go 0 In All	

### 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	v Unit: "F v O Search	Export Logs	
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	0
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 Operate	ion Logs	
Motion alerts wi	ill be kept for 30 days.				
Date: 🕓		0	○ Search		
	Happened On	Building	Device	Capture	Action
	2021-03-09 10:20:03	building 1	Jim-testR2	9	l
				-	

### 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.

Akuvox >>> Logs					
Door Logs	Call History Capture	Temperature Logs Motion Alerts	Operation Logs		
Type All	- Times 🕓	0	Q Search		
	Happened On		Initiated By	Туре	Action
	2023-11-14 13:44:17		I1T6884L3Dy77Iv35	Login Management	Log In: Web
	2023-11-14 10:25:26		I1T6884L3Dy77Iv35	User Management	Edit end user: 5926100176
	2023-11-14 10:20:30		I1T6884L3Dy77Iv35	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	Туре	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.

### Akuvox

& Residents	Akuvox- >> Lib	rary		Edit PIN	×		
💂 Visitor & Staff	PIN	RF Card	* PIN				
Access Group	Building All	▼ AP1	12313			Q Search	
📙 Logs		PIN				Created Time	Action
E Library		12313		Can	Submit	2021-08-13 16:02:03	1
P Messages		137982	Ryan Chen Resident	Building 1	403	2021-08-13 11:12:19	2 🗓
Devices		12345	Jim Delivery	-		2021-08-04 17:52:25	🗾 🔟
Subscriptions							
Payments			Lines per page 10	< 1 >	Go to 1 Go 3 In All		

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

Akuvox- >> Libi	rary					
PIN	RF Card					
Building All	• APT All	Indentity All     PIN		¥	Q Search	
	PIN	Warning	×	АРТ	Created Time	Action
	12313 Ji	Are you sure you want to delete this item?			2021-08-13 16:02:03	1
	137982 Ryan	Cancel	ОК	403	2021-08-13 11:12:19	1
	12345 Ji	m Delivery			2021-08-04 17:52:25	1

# 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.

🛎 Residents	Akuvox->> Library		Edit RF Card				
🙎 Visitor & Staff	PIN	RF Card	* RF Card				
📑 Access Group	Building	All 🔻 APT	123123			Q Search	
📋 Logs		RF Card			ncel Submit	Created Time	Action
🖬 Library		123123		Ca		2021-08-13 16:02:03	2 🛍
P Messages		223117	Ryan Chen Resident	Building 1	403	2021-08-13 11:13:16	2 🖻
Devices		13579	Cathy Staff		-	2021-08-12 14:34:00	2
Subscriptions		24589	Shirley Staff		-	2021-08-12 14:34:00	2 🗓
Payments	0	123456	Jim Staff	**		2021-08-04 17:52:53	2 🛍



to delete the RF card selected.

PIN	RF Card					
Building A	ll v AP	T All - Indentit	ty All · RF Card	×	Q Search	
	RF Card	Warning		х АРТ	Created Time	Action
	123123	Jim (!) Are you sure y	you want to delete this item?		2021-08-13 16:02:03	1
	223117	Ryan C	Cancel	ок 403	2021-08-13 11:13:16	1
	13579	Cathy Staff			2021-08-12 14:34:00	2 🛍
	24589	Shirley Staff		-	2021-08-12 14:34:00	1

# 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.

Akuvox				Emergency Action Akuvox •	luna.zheng@akuvox.com 🔻	🜲 🛛 Log out
Dashboard	Akuvox >> Messages					
Apartments	Message +	C Search				New
a Resident	Title	Message	Receiver	Type of Receiver	Created Time	Actions
🤱 Visitor & Staff	Welcome	Dear all, welcome to Akuvox community.	Lily Zheng	Both Indoor Monitor and App	2023-11-14 14:33:42	1
R Access Group						
🛱 Logs		Lines per page 10 $\checkmark$	< 1 > Go to 1 Go 1 In A	1		
📋 Alarm Records						
🖬 Library						
💬 Messages						
Devices						
🔅 Settings						

# **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.

+ Add a Template		
nt		
	1,	

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.

Akuvox			E	mergency Action	Akuvox 🔻	luna.zheng@akuvox.com 🔻	. I I	Log out
Dashboard	Akuvox >> Messages >> New							
😰 Apartments	+ Add a Template	New Template	×					
are Resident	* Title	* Name						
🖣 Visitor & Staff	* Content							
🕞 Access Group		* Title						
🛱 Logs		* Message						
🛱 Alarm Records	* Send To	. teaching o						
Library	Both indoor monitor and app     Indoor monitor only     App only							
P Messages	Building Att + UID/Email/Name	<i>h</i>						
Devices	UID	Cancel Su	ubmit	в	uilding	Roon		
Settings								

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.

Akuvox- >> Messages >> N	iew	
Clean water tank		+ Add A Template

## 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).

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

# Search/Check/Delete Messages

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

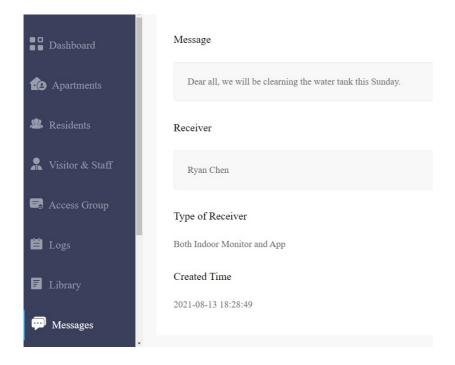
- 1. Enter the part of the message ( or the complete message) for a fuzzy search.
- 2. Click on Search to find the message you need.
- 3. Click on (i) if you want to see the details of the message(s).
- 4. Click on 🔟 to delete.

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

### 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 (i) iii 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 deivce 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.

Dashboard	Akuvox >> Devices									
to Apartments	Intercom Devices	Third Party Devices								
are Resident	Building All	v APT All	v Status All v	Type All v	MAC 👻	Q Sea	reh			Set Screen Saver
💂 Visitor & Staff	Building	APT	Device Name ÷	Name	MAC	Device Type	Door Sensor	Status	Last Connected Time $\stackrel{+}{\tau}$	Actions
📾 Access Group	Bl		Gate		0C11051DED84			٠	2023-12-01 16:14:20	1 🖊
📋 Logs				Lines per page	10 ~ < 1 >	Go to 1 Go 1 In	All			
🗎 Alarm Records										
Library										
🗭 Messages										
🖙 Devices										

# **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 🗾 .

Dashboard	Akuvox >>> Devices									
🔁 Apartments	Intercom Devices	Third Party Devices								
& Resident	Building All	* APT All	- Status All	- Type All	* MAC	Ψ	Q Search			Set Screen Saver
💂 Visitor & Staff	Building	APT	Device Name +	Name	MAC	Device Type	Door Sensor	Status	Last Connected Time $\frac{A}{\Psi}$	Actions
🛃 Access Group	B1		Gate 1	-			relay3 <mark>-</mark>	•	2023-11-14 16:19:12	(i) 🗾
ᄇ Logs	B1		Gate				**	٠	2023-11-14 15:15:10	1 🖊
📋 Alarm Records				Lines per page 10	$\sim$ $\langle$ 1 $\rangle$	Go to 1 Go	2 In All			
Library										
🗭 Messages										
Devices										
Settings										

4. Modify the settings according to your need.

Edit Device	×
Building	
B1	
APT	
-	
* Device Name	
Door	
Relay1 * Relay Name	Off On
Relay1	
DTMF Code	
#	~
Access Method	
SmartPlus Homepage 🗹 SmartPlus Taiking page 🗹 PIN	✓ Face ✓ RF Card ✓ Bluetooth
V NFC	
Relay Schedule	Off 🚺 On
□ To be Selected 0/1	Selected 0/0
Q Access Group Name	Q Access Group Name
Resident-Building B1	
< Remove Add>	

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	Selected 0/0
Q Access Group Name	Q Access Group Name
Resident-Building B1	
< Remove Add >	
Add Relay Add Security Relay	
	Cancel Submit

## 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. Close Close Close Close 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.

Dashboard	Akuvox >> Devices	<b>cs</b>					
	Camera						
🛎 Resident 💂 Visitor & Staff	Building All · APT A	11    Device Name	Q Search				
尾 Access Group	Building	APT	Device Name 👙	Name	Link Device	Create Time $\frac{h}{\Psi}$	Actions
🗎 Logs	B1		Camera			2023-11-30 17:24:23	2
🛱 Alarm Records			Lines per page 10 v	< 1 > Ge to 1 G	o 1 in Ali		
P Messages							
Devices							
		Edit Camera		×			
Building							
B1							
APT							
* Device Nam	ne						
Camera							
			Cancel	Submit			

# 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.

Dashboard	Akuvox >>> Devices									
Apartments	Intercom Devices	Third Party Devices								
& Resident	Building All	- APT All	• Status All	- Type All	* MAC	×.	Q Search			Set Screen Saver
🧸 Visitor & Staff	Building	APT	Device Name $\frac{+}{2}$	Name	MAC	Device Type	Door Sensor	Status	Last Connected Time $\frac{a}{v}$	Actions
Recess Group	Bl	#3 (Floor 1)	gate	Ela Zheng	0C110515CE68		-	•	2023-12-01 17:09:40	1 🖊
ᄇ Logs	B1	-	Gate		0C11051DED84			•	2023-12-01 16:14:20	i) 🖊
曽 Alarm Records				Lines per page 10		Go to 1 Go	2 In All			
Library										
🗭 Messages										
🖵 Devices										

### 2. Click New.

A	kuvox >>> Devices >>> Set Screen Saver			
	Device Name Q Search			New
	Device Name	МАС	Screensaver	Actions

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 Mod	e		
Blank				
		_		
t will take	es 1 to 2 mir	utes for th	ne settings	to take effe
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

Dashboard	Akuvox >> Devices									
12 Apartments	Intercom Devices	Third Party Devices								
& Resident	Building All	- APT All	- Status All	- Type All	* MAC	-	Q Search			Set Screen Saver
💂 Visitor & Staff	Building	АРТ	Device Name $\frac{\pm}{\pi}$	Name	MAC	Device Type	Door Sensor	Status	Last Connected Time $\frac{\pm}{\pi}$	Actions
new Access Group	B1	#3 (Floor 1)	gate	Ela Zheng	0C110515CE68		-	•	2023-12-01 17:09:40	(i) 🟒
🗎 Logs	В1		Gate		0C11051DED84			•	2023-12-01 16:14:20	i 🖊
📋 Alarm Records				Lines per page 10	✓ < 1 >	Go to 1 Go	2 In All			
🖬 Library										
🗭 Messages										
Devices										

### 2. Click on Settings.

Dashboard	Akuvox >>> Devices >>> Info		
Apartments	Basic Information	Settings	
a Resident	Building:	B1	
	Apartment:	-	
🤱 Visitor & Staff	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.

Dashboard	Akuvox >> Devices >> Info	2	
Apartments	Basic Information		Settings ×
🛎 Resident	Building:	B1	Connection Type
	Apartment:		TCP +
👫 Visitor & Staff	Location:	Gate	Others
R Access Group	MAC:	0C11051DE	<i>k</i>
🗎 Logs	SIP:	5926100179	
	Last Connection:	2023-11-14	Reboot Reset Remote Control One-Time AutoP Cancel Submit
🗎 Alarm Records	Туре:	Building dev	
_	0		

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

Akuvox >> Devices >> Inf	ò				
Basic Information			Once AutoP ×	×	
Building:	BI	Connection Type			
		TCP -			
	Gate	Others			
	0C11051DE				
	5926100179			~	
	2023-11-14		Cancel Submit	Cancel Submit	
Type:	Building dev	Reboot Reset		Cancel Submit	

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	<b>B</b>				
Dashboard	Akuvox- >> Subscriptions				
<ul><li>Apartments</li><li>Residents</li></ul>	Purchase Types	Purchase Details	Payment Infor	mation	Confirmation
Visitor & Staff	85.				
🕞 Access Group			<u>\$</u>		
📋 Logs	Activate for new apartments	Re	lew		
Library					
Messages					
Devices					
Subscriptions					
Payments					
Settings					

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.

< Back							
1 Purchase	Types		2 Purchase Details		3 Payment Info	ormation	Confirmatio
Please Se	elect Items(3000 Max 2 / 2:	ximum At A Time)					
		ximum At A Time) APT $\stackrel{+}{\pi}$	APT Name 🎍	Email	Name	Activation Fee(S)	
Selected 2	2 / 2:		APT Name *	Email	Name AA	Activation Fee(\$)	

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

<b>Billing Information</b>	2				
Company/Family					
ATTN					
Address					
		United States			
TEL					
Fax					
1 Item(s)					
Building	$\mathbf{APT}\stackrel{\mathbb{A}}{=}$	APT Name	Email	Name	Activation Fee(\$)

--

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.

1 1907 (Floor 19)

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

## 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

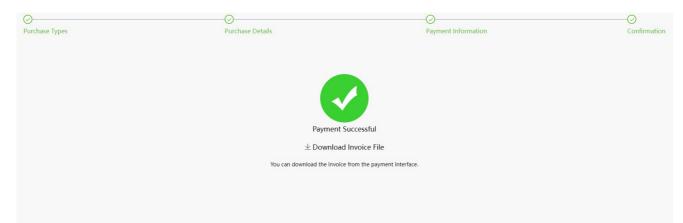
• Akuvox SmartPlus can only be paid by Stripe and Papal.

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

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

Billing System		
	Pending Order Transaction Type: Activation Fee Transaction Number: 4163878393062249 Total Price: •	Should Pay: 🗾
	Coupon Don't Use Coupon Ille Coupon All Fee 011467384726796 0222-12-31 0000.00 00000	Exchange Coupon
	Payment method • stripe	Coupon Pay: 🗾
	Other payment method	Amount Paid 🛟

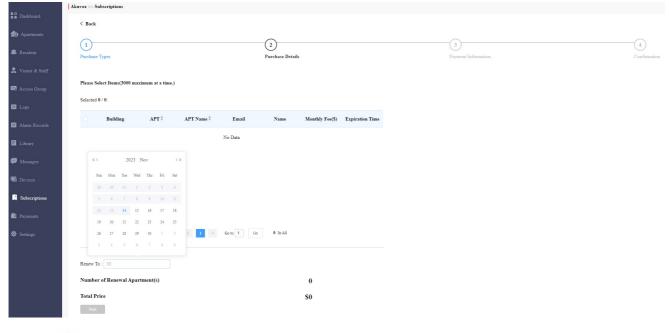
2. Click Download Invoice File to download the invoice if needed.



# **Renew End User Accounts**

- 1. Go Subscription module.
- 2. Click on 2. Click on 2. Click on
- 3. Select how long you need to renew the service for the user account with a maximum of 5 years.

### 4. Click on Next.





5.Click 🗹 to fill in the billing information.

	Billing Information	×
* Company/Family		
* ATTN		
* Address		
Street		
City	Post Code	
United States		•
* TEL		
Fax		
* Email		
	Cancel St	ubmit

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

Billing Informatio	on 🗾					
Company/Famil	ly					
ATTN						
Address						
		U	nited States			
TEL						
Fax						
1 Apartment(s)	ADT	Email	Name	Monthly Foo(®)	Evaluation Time	Navt Evolution Tim
Building	APT	Email	Name	Monthly Fee(\$)	Expiration Time	Next Expiration Tin
Building1	403	624224031@qq.com	Ryan Chen		2022-01-06 22:52:50	2022-02-06 22:52:50
Subscription Dura	tion	1 M	/lonth(s)			
Total Price		2				

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

Akuvox Billing System		
	Pending Order Transaction Type: Renew Monthly Rental Fee Transaction Number: 4163878625467585 Total Price: •	Should Pay: 🍆
	Coupon Don't Use Coupon All Fee 2022-12-02 14:33 52 - 2022-12-31 00:00:00 LTTL-	Exchange Coupon
	Payment method  stripe  PayPal	
		Amount Paid

### Note

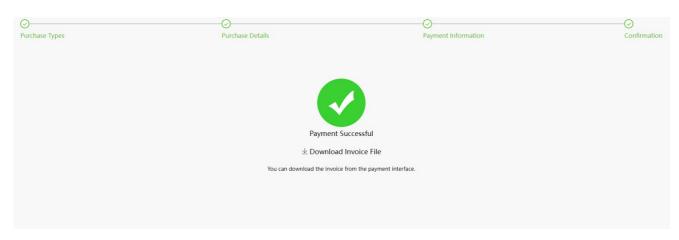
• Akuvox SmartPlus can be paid by Stripe and Paypal.

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

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

S Akuvox Billing System		
	Pending Order Transaction Type: Activation Fee Transaction Number: 4163878393062249 Total Price	Should Pay:
	Coupon Don't Use Coupon Ulwa 2022-12.22 (143352- 2022-12.23 10.00.000	Exchange Coupon
	Payment method  • stripe Other payment method	Coupon Pay: 💻
		Amount Paid

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.

Status All      Order Number	Q Search			
er Number Type The number	er of apartments Total Price	Status	Created Time	Action
878184294403 Activation	1 P	Processing	2021-12-06 22:10:42	6 6

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

7863 Download Invoice File
60:27
· · · · · · · · · · · · · · · · · · ·
电子 对于按口处离的战壮区。统举订始连续展示下次到
00:00
860
Final Price : 👀
Price 517.13
d 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	Туре	Shows the transaction types: Activation, Subscription, Additional app.
3	The number of Apartments	Shows the numbers of apartments involved in one order.
4	Total Price	Shows the total cost of each transaction.
5	Status	<ol> <li>Seven types of status: All, Succeed, Processing, Failed, Time out, Cancel, System Processing.</li> <li>1. Succeed: is for the order that is paid.</li> <li>2. Processing: is for the order that is created but not paid yet.</li> <li>3. Failed: is for the order that is not paid successfully.</li> <li>4. Time out is for the order that is not paid in time before reaching the timeout.</li> <li>5. Cancel: is for the order that is canceled.</li> <li>6. System Processing: is for the order being processed by the system after the payment is made.</li> <li>7. All: is for all the above types.</li> </ol>
6	Created Time	Shows the time when the order is created
7	Action	Click it to check for details. Click it to pay for the order that is ready for payment. Click is to go to billing system. Click it to delete orders.

# **Delete Transaction History**

1. Tick the check box(s) of the order you want to delete.

2.Click on 🔟 to delete each individual order.

3.Click on is to delete all the orders that are selected.

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

# 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.

Dashboard	Akuvox >> Setting	şs		
<b>A</b>	Basic Setting	Time Setting	Motion Setting	Visitor Setting
• Apartments	Community Name			
塞 Resident	Akuvox			
💂 Visitor & Staff	Community Address	ŝ		
_	12345			
access Group	Pago Pago		123456	
🛱 Logs	State/Province			
🛱 Alarm Records	American Samoa			<b>.</b>
	Allow resident to cr	eate PIN		
Library	• On Off			
P Messages	PIN Access Mode			
Devices	• PIN A	PT+PIN (e.g. 101 + 12	234)	
	Send email when th	e device is disconnecte	ed.	
Subscriptions	On Of	f		
Payments	Send message when	SIM card data exceed	s the limit	
	🔿 On 💿 Of	£		
🔅 Settings	Unlock All Doors W	/hen Emergency Alarn	n Triggered	
	On Of	£		
	Not all devices support	this function, please conta	act your service provider for	further details.
	Submit			

# **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.

Time Setting	Motion Setting	Visitor Setting	
lai		•	
Н			
		~	
	ai	ai	ai 🗸

# **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.

uvox- >> Settin	gs			
Basic Setting	Time Set	tting	Motion Setting	Visitor Setting
Motion Detection				
Disable	•			
Alert Delay Time				
10s				

# **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.

📑 Devices	Unlock All Doors When Emergency Alarm Triggered
	On Off
Settings	Not all devices support this function, please contact your service provider for further details.
	Submit

- 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.

	Emergency Action	Akuvox 🔻	12@Cqq.com ▼ 🗳 Log out
Reminder Offline Devices	Emergency Action ×		Expired Residents
<b>LR</b> 0		0	<b>&amp;</b> 0
Community Information Buildings	Lock All Unlock All	1	Devices
Access Authorization Counts Statistics	Not all devices support this function, please contact your service provider for further details.		

# **Alarm Records**

You can check and export alarm records if needed.

# **Emergency Alarm**

It displays the fire alarms uploaded by the device.

Akuvox			Community Lists 🔻	luna.zheng@akuvox.com ▼	Log out
Dashboard	Community Lists >> Alarm Records Emergency Alarm Arming Alarm				
<ul><li>Apartments</li><li>Resident</li></ul>	Alarm Time: O	- O Searc	Export Logs		
💂 Visitor & Staff	Alarm Time	Building	Device	Туре	
🕞 Access Group		No D	Pata		
🛱 Logs					
🚊 Alarm Records		Lines per page 10 $\checkmark$ 1	> Go to 1 Go	0 In All	
📋 Arming Alarm					
Library					
🗭 Messages					
🖷 Devices					

# Arming Alarm

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

Akuvox			Comm	nunity Lists	uvox.com 🔻 Log c
Dashboard	Community Lists >> Alarm Records	7			
Apartments	Emergency Alarm Arming Alarm	- ©	Q Search Export L	ogs	
Xisitor & Staff	Happened On	Building	APT	Device Location	Information
🗟 Access Group			No Data		
Logs Alarm Records		Lines per page	10 V < 1 > Go to	1 Go 0 In All	
Arming Alarm					
F Library					
P Messages					

- 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		
2022-11-14	- 🛅 2022-12-14	
		Export
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.

uvox					AK(Office)  Iuna zhe	ng@akuvox.com ▼
hboard	CI	ick to select or sear	ch for the office.		Community)	Entry Record
Offline Devices	Inactivated People		Expiring People		Office)	
rtment 🔽 0			<u>&amp;</u> 0	Aku		
Office Information						
Departments	Basic User		Advanced User			
cess Group	1		<b>2</b> 0		Click to se	lect the office.
Access Authorization Statistics	Cline	. to ober 20 percent	rd, fill in billing informa	ation and link aites		
28 Basic User Advanced User Visitor	Click	c to change passwo	ra, illi in billing informa	ation, and link sites.		
ning Alarm						
rary						
			0 0	0	0 0	
Module navigatio	n column.	0				
lices		2				
ings						

## Module Description:

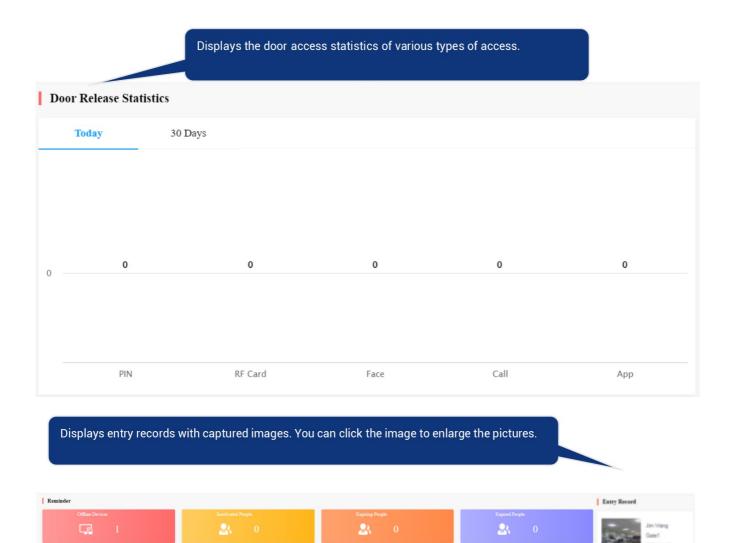
No.	Column Name	Description
1	Dashboard	Displays information on community, devices, residents, door access and general statistics, etc. And the Number of apartments, and residents, devices.
2	Department	Allows you to search department information indicating department names, the number of people and 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.



Displ	ays off-line devices	and user account status	s. You can click on the blocks be	elow for the details.
offline Devices		inactivated People	Expiring People	Expired People
Disp deta		departments, personne	I, staff and devices. You can o	click on blocks for the
ce Information Departments		Personnels	Staffs 2 1	Devices
Displ	ays recorded door a	ccess statistics.		
ccess Authoriz Basic User	ation Statistics	Visitor		
	0	0	0	
	PIN	RF Card	Face	Арр



# 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.

Dashboard	AK(Office) >> User					
Department	Department All   Identity  Name	All Active	All   App Status All	Ŧ	Imp Download RF Card Temp	ort Face New New Import RF Card
User Visitor	Name® *	ID	Contact Information	Department	App Status	Actions
	Lucy Zheng Basic User 🥥	12333	<ul><li></li><li> →</li></ul>	DI	Unregistered	o İ

#### 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.

#### Akuvox Open A Smart World

Dashboard	1 Information
Department	
	* Department
🐣 User	
💂 Visitor	* Identity ⑦
	Basic User
G Access Group	* First Name
ᄇ Logs	
atata	* Last Name
🗎 Arming Alarm	
F Library	* ID
Messages	
- Micssages	Email
📲 Devices	
🔅 Settings	Country / Region
	▼
	Mobile Number
	Allow User to Create QR Code
	Next Save Information Only
4. Click on Save Information	n Only to complete creating an account.
Note:	
Click on Nex Save Information O	t when you want to set up access method along with the access group, or click or wy 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	New	).
--------------------------------------	-----	----

#### Akuvox

Dashboard	AK(Offic	e) >> User					
nepartment	Departmo	ent All 👻 Identity .	All  Active C Search	All - App Status All	¥	Imp Download RF Card Temp	New New Import RF Card
N Visitor		Name 🗇 🍦	ID	Contact Information	Department	App Status	Actions
Access Group		Lucy Zheng Basic User 🥑	12333	<i>€</i> ⊠	DI	Unregistered	© 🗓
Logs							

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

Dashboard	1 Information
Department	* Department
😕 User	
💂 Visitor	* Identity ⑦ Basic User
🗟 Access Group	* First Name
📋 Logs	
🛱 Arming Alarm	* Last Name
E Library	* ID
P Messages	Email
🖫 Devices	
🔅 Settings	Country / Region
	Mobile Number
	Allow User to Create QR Code
	Next Save Information Only

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:

5. Click on New .

- 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.

Department	Basic User		
😕 User	Name:	Judy Zheng	
	ID:	123455	
R Visitor	Department:	AK	
E Access Group	Accessible Floors		
atata	Accessible Floors	2 ×	
📋 Logs	Access Type	All Floors	î
📋 Arming Alarm	PIN	1	
Library		4	
	RF Card	5	
P Messages		6	
🖫 Devices	Face ID ⑦	7	
		8	
🔅 Settings		9	
		10	
		11	
		12	•

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

lecte	ed : Technical Department Access Gr	soup Sales Departm	ent Access Group	
	Name	Device	Repeats	Time
	Technical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59
	Sales Department Access Group	-	Daily	00:00:00 - 23:59:59
	Test	Gate1	Weekly	00:00:00 - 23:59:59
	Test1	Gate1	Daily	00:00:00 - 23:59:59

#### Akuvox

#### 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

		New Acce	ss Group		
* Access Group Name					
Repeats Daily	•				
* Start Time					
© 00:00:00					
* End Time					
© 23:59:59					
Department	Device Name	MAC	Status	Device Type	Relay
D1	gate	0C110515CE68	•		Relay1

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

electe	d : Technical Department Access Gr	oup		
	Name	Device	Repeats	Time
~	Technical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59

### 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 and the interval of 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 iii delete all the accounts.

Dashboard	AK >> User						
<ul> <li>Department</li> <li>User</li> </ul>	Department A	All   Identity All	Active All     Q Search	App Status     Ali	v	Impo Download RF Card Temple	nt Face New ate Import RF Card
Visitor		Name® ‡	ID	Contact Information	Department	App Status	Actions
Access Group	Ju	dy Zheng Basic User 🤣	123455	& ⊠ dad@adsa.com	АК	Unregistered	۵ 🗎
Logs							

### 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 <b>User</b> module, then click	New	
---	-----	--

Dashboard	AK >> User						
😰 Department	Department Al	I v Identity Al	Active All     Q Search	App Status All	Ŧ	Import I Download RF Card Template	
Subser		Name® 🛓	ID	Contact Information	Department	App Status	Actions
🗟 Access Group	Judy	r Zheng 🛛 Basic User 🖉	123455	& ⊠ dad@adsa.com	AK	Unregistered	<u>ا ا</u>
🛱 Logs							

- 2. Click on <a>o</a> of the specific user account you want to edit.
- 3. Click on

to change the account information.

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

4. 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	- 🖊	
	Edit Accessible Floors	×
Accessible Floors		
25 ×		
17		<b>^</b>
18		
19		
20		
21		
22		
23		
24		
26		
27		
28		
29		
30		<b>•</b>

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

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

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

partment r	Access Gro Selected :				Ne
or		Name	Device	Repeats	Time
01		D1 Access Group	Gate	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

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

Dashboard	AK(Office) >> User				
		Import Face Data ×			
😰 Department	Department All v Identity			Import Face	New
🛎 User	Name 👻	2.Each photo cannot be larger than 10M, only jpg, png and bmp are supported. 3.Each photo must be at least $250 \times 250$ pixels.		Download RF Card Template	Import RF Card
💂 Visitor	Name® ‡	<ol> <li>The photo must be name with "ID", eg "2022001,jpg".</li> <li>Please make sure that every picture uploaded should be the front view of the person's head, sho</li> </ol>	ment	App Status	Actions
🕞 Access Group	Lucy Zheng Basic User	wing full face with no backlight and reflection, wearing no hat and mask.		Unregistered	<ul> <li>II</li> </ul>
🗎 Logs		Choose a file Import			

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

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

#### RF card template:



	I30 -	⊇ fx										
	А	В	С	D	E	F	G	Н	I	J	K	L
1	People	RF Card										
2		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 na	avigation column, select Visitor module, then Temp Keys, then click New .	
Dashboard	AK(Office) >> Visitor	
Department	Temp Keys Delivery Auth	
a User	Name Q Search	New
🔒 Visitor	Name Key QR Code ValidityTimes Per Device Repeats Created By Start Time	End Time Actions
尾 Access Group	No Data	
ᄇ Logs		

- 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			
D1	<b>*</b>		Weekly
ople		Daily	
Name	ever		* Day
	[		Sunday Monday
Number		Repeats	🗌 Tuesday 🔽 Wednesday
		Daily	🗹 Thursday 🗌 Friday
		* Start Time	Saturday
peats		© 08:00:00	* Start Time
Never	<b></b>	* End Time	© 08:00:00
Start Time		© 22:00:00	
9 2023-11-14 18:17:11		0 22.00.00	* End Time
End Time			© 22:00:00
5			
ValidityTimes Per Device			
elivery Method			
Email			

Department	Device Name	MAC	Status	Relay
D1	gate	0C110515CE68	•	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	lD Number	Enter the visitor ID number.

		Select "Never", "Daily", "Weekly" for the temporary key access schedule.
4	Repeats	<ol> <li>"Never" means non-repetitive and one-time access schedule with a specific PIN code validity expiration time.</li> <li>"Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis (eg. 08:00-20:00 every day).</li> <li>"Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).</li> </ol>
5	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 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. Note: This is applicable when you select "Never" in the Repeat field.
6	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.
7	Delivery Method	PIN code will be sent to the visitor's email address you entered.

### 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 (i) to see the details of the temporary PIN code if needed.

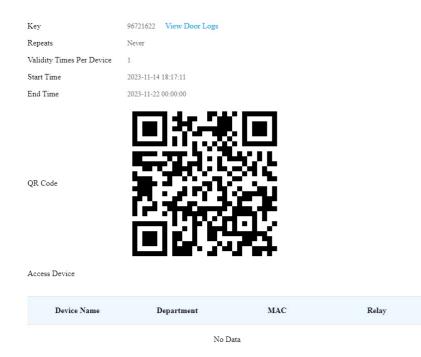
4. Click in to delete the specific temporary PIN code or you can tick the checkbox of the temporary PIN code you want to delete, and you can delete all the temporary PIN by ticking the checkbox of Name .

Dashboard	AK(Office)	AK(Office) >> Visitor								
😰 Department	Temp Ke	Temp Keys Delivery Auth								
a User	Name		C Search							New
💂 Visitor		Name	Key	QR Code	ValidityTimes Per Device	Repeats	Created By	Start Time	End Time	Actions
🗟 Access Group		CC	96721622		1	Never	luna.zheng@akuvox.com	2023-11-14 18:17:11	2023-11-22 00:00:00	(i) 🛍

Note

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





# 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 r	navigation column, select Visitor module, then Delivery Auth, then click .										
Dashboard	AK(Office) >>> Visitor										
Department	Temp Keys Delivery Auth										
user .	Name 💌	Q Search				New					
📣 User	Name	Access Control	Access Group	Accessible Floors	Created Time	Actions					
Access Group			No Data								
<b>首</b> Logs		Lines per page	e 10 ∨ < 1 > Got	to 1 Go 0 In All							

2. Set up Delivery PIN code and RF card.

* Name		
PIN		
RF Card		
Accessible Floors		
	•	

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

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

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

gate

* Access Group Name				
Repeats Daily				
* Start Time				
© 00:00:00				
* End Time				
© 23:59:59				
Department Device Name	MAC	Status	Device Type	Relay

Submit

D1

0C110515CE68

•

Relay1



#### Parameter Set-up:

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

Dashboard	AK(Office) >>	Visitor					
💼 Department	Temp Keys	Delivery Auth					
a User	Name	*	Q Search				New
🤱 Visitor		Name	Access Control	Access Group	Accessible Floors	Created Time	Actions
Access Group		Judy	PIN:123333 RF Card:	D1 Access Group		2023-11-14 17:27:46	2 🖻
Logs							

3. Click 📝 to edit the deliver PIN code.

4. Click iii 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.

Dashboard	AK(Office) >> V	isitor					
Department	Temp Keys	Delivery Auth					
🖑 User	Name		Q Search				New
Ser Visitor		Name	Access Control	Access Group	Accessible Floors	Created Time	Actions
Access Group		Judy	PIN:123333 RF Card	D1 Access Group		2023-11-14 17:27:46	2 🖻
Logs							
Arming Alarm			Warning	×	Go 1 In All		
Library			. Are you	u sure you want to delete this item?			
				Cancel OK			
P Messages							

### 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 n	avigation column	n, select <b>Access (</b>	Group module	e, then click			
Dashboard	AK(Office) >> Access Group						
🔁 Department	Type All · Cust	omized Access Group Q Search					New
a User	Access Group ID	Access Group	People	Device	Repeats	Time Duration	Actions
💂 Visitor	33535	D1 Access Group System	2	Gate	Daily	00:00:00 ~ 23:59:59	۲
🗔 Access Group			Lines per page 10 $\vee$	< 1 > Go to 1 Go	1 In All		
🛱 Logs							

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

* Access Group Name					
Repeats					
Daily	~				
* Start Time					
O0:00:00					
End Time					
© 23:59:59					
Department	Device Name	МАС	Status	Device Type	Relay
D1	gate	0C110515CE68	٠		Relay1
Submit					

### 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.

Dashboard	AK(Office) >> Access Group						
Department	Type All • Cust	omized Access Group Q Search					New
🖑 User	Access Group ID	Access Group	People	Device	Repeats	Time Duration	Actions
R Visitor	33535	D1 Access Group System	2	Gate	Daily	00:00:00 ~ 23:59:59	۲
access Group			Lines per page 10 V	< 1 > Go to 1 Go	1 In All		
🛱 Logs							
📋 Arming Alarm							

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.	

Basic Information			Ed
Access Group Name Te	ai		
epeats Da	ily		
egin Time 00	00:00		
nd Time 23	59:59		
Jevice Ga	te l		
Add People         Remove People	ole		
	ole Q Search		
Add People Remove Peop		Department	Action
Add People Remove People	C Search	Department Technical Department	Action
Add People Remove Peop	Q Search Name		

4. Click on Edit to edit access group.

#### Akuvox

1					
epeats					
Daily					
Start Time					
④ 00:00:00					
End Time					
B 23:59:59					
Department	Device Name	MAC	Status	Device Type	Relay
D1	gate	0C110515CE68	٠	*	🗹 Relay1

### **Delete Access Group**

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

Dashboard	AK(Office) >> Access Group						
n Department	Type Att -	omized Access Group Q Search					New
🛎 User	Access Group ID	Access Group	People	Device	Repeats	Time Duration	Actions
🤱 Visitor	33536	AK Customize	0	Gate	Daily	00:00:00 ~ 23:59:59	۵ 🖻
🗔 Access Group	33535	D1 Access Group System	2	Gate	Daily	00:00:00 ~ 23:59:59	۲
📋 Logs			Lines per page 10 $\vee$	< 1 > Go to 1 Go	2 In All		
📋 Arming Alarm							

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

3. Click on OK to delete the access group.

Dashboard	AK(Office) >>> Access Group						
😰 Department	Type All -	mized Access Group					New
🛎 User	Access Group ID	Access Group	People	Device	Repeats	Time Duration	Actions
X Visitor	33536	AK Customize	0	Gate	Daily	00:00:00 ~ 23:59:59	۵ 🖞
Recess Group	33535	D1 Access Group System	2	Gate	Daily	00:00:00 ~ 23:59:59	۲
🛱 Logs			· ·	Go	2 in All		
📋 Arming Alarm			Warning <ol> <li>Are you sure you want to delet</li> </ol>	ete this access group?			
E Library				Cancel			

# **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
New

In the navigation column, select Department module, then click

New
.

In the navigation column, select Department module, then click

New
.

In the navigation column, select Department module, then click

New
.

In the navigation column, select Department module, then click

New
.

In the navigation column, select Department module, then click

New
.

In the navigation column, select Department module, then click

New
.

New



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

New Departm	ent	×
		•
	Cancel	Submit
	New Departm	New Department

### 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.

Dashboard	AK(Office) >> Department			
Department	Name Q Search			New
a User	Name 🛓	People	Devices	Actions
🙎 Visitor	DI	1	1	2 🖻
E Access Group		Lines per page 10 $\checkmark$ < 1 $\rightarrow$ Go to 1 Go 1	In All	

2. Search the department by department name.

3. Click 📝 to edit the department name if needed.

Dashboard	AK(Office) ≫ Department				
Department	Name	Edit Department ×		Ne	Ňew
user 🖉	Name ‡	* Department Name	De	vices Actio	ons
R Visitor	DI	Floor		1 🔟 🔟	۵
🕞 Access Group		All Floors × •	1 in All		
🛱 Logs					
📋 Arming Alarm		Cancel Submit			

4. Click iii to delete the department if needed.

Dashboard	AK(Office) >>> Department			
Department	Name Q Search			New
all User 🖉	Name ‡	People	Devices	Actions
🕵 Visitor	DI	1	1	2 🛍
🗟 Access Group		Lines per page 10 V C 1 > Go to 1 In A	11	
📋 Logs				
📋 Arming Alarm		Warning × Are you sure you want to delete these items?		
🖬 Library		Pile you sike you wall to dente liese itelis : Cancel		
<b>同</b> 、/				

### 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.

Dashboard	AK(Office) >>> Logs								
😰 Department	Door Logs Call History	Capture Tempera	sture Logs Motion Alerts						
🛎 User	Door logs will be kept for 30 days.	Date: O	) ( (0)	Department: All	v Device Name v		Action: All - K	ay:	O Search
2 Visitor	Export Logs								
📾 Access Group	Happened On	Department	Device Name	Initiated By	Log Type	Action	Key	Response	Capture
🗎 Logs					No Data				
📋 Arming Alarm				Lines per page 10 $\vee$	< 1 > Go to 1	Go 0 In All			

**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 Export Logs to export logs.

1	AK(Office) >>> Logs			
ment	Door Logs Call History Capture Terr	nperature Logs Motion Alerts		
anon	Call history will be kept for 30 days.			
	Date: O	Caller Or Receiver O Search Export Logs		
Group	Happened On	Caller	Receiver	Call Duration
Group	No Data			
z Alarm	Lines per page 10 $\checkmark$ (1) Go to 1 Go 0 In All			

### Description:

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

Dashboard	AK(Office) >> Logs					
😰 Department	Door Logs	Call History Captur	Temperature Logs Motion Alerts			
a User	Capture will be kept fo	r 30 days.	Q Search Export Logs			
🤱 Visitor	Ham	pened On	Device	Initiated By	Action	Capture
🖪 Access Group	нар	pened On	Device		Аснов	Capture
📛 Logs				No Data		
📋 Arming Alarm			Lines per page	10 V < 1 > Go to 1	Go 0 In All	

### **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.

#### Akuvox

Dashboard	AK(Office) >>> Logs				
😰 Department	Door Logs Call History Captur	e Temperature Logs Motion Alerts			
	Temperature logs will be kept for 30 days.				
🛎 User	Date: O	Status: All v	Unit: °F v Q Search Expo	rt Logs	
💂 Visitor	Happened On	Body Temperature	Status	Device	Capture
🔜 Access Group					•
📋 Logs			No Data		
📋 Arming Alarm		Lines per page 10	0 V < 1 > Go to 1 Go	0 In All	
_ 0					

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.

<b>&amp;</b> 1	People	Akuvox Company	>> Logs					
<b>.</b> .	Visitor	Door Logs	Call History	Capture	Temperature Logs	Motion Alerts		
		The door logs,cap	ture logs, motion log	s and temperature l	ogs will be kept for 3	0 days.		
	Access Group	Date: G		•		Q Search		
ä	Logs							
	Library	На	ppened On	Departi	nent	Device	Capture	Action
					No	Data		
	Messages							
<b>G</b> a 1	Devices					_		
<b>\$</b>	Settings		L	ines per page 10	✓ < 1	> Go to 1	Go 0 In All	

- 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.

Dashboard	Alarm Time:	C Search Export Logs			
💼 Department	Happened On	Department	Name	Device Name	Information
🛎 User			No Data		
🤱 Visitor					
尾 Access Group		Lines per page	10 · · Go to 1	Go 0 In All	
📋 Logs					
🗎 Arming Alarm					

- 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.

	Alarm Records	×
Type of Logs		
Alarm Records		
Export file type		
• Log only		
Duration		
2022-11-14	- 🗇 2022-12-14	
	Export	

# 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.

🛎 People	Akuvox Compa	ny >> Library				
🙎 Visitor	PIN	RF Card				
E Access Group	Department	All	Identity All •	PIN 💌	Q Search	
ᄇ Logs		PIN	Name	Department	Created Time	Action
E Library		12345	Ryan . Staff	Technical Department	2022-03-07 19:00:03	🗾 🗓
P Messages						
🖫 Devices			Lines per page 10 V	< 1 > Go to 1 Go	1 In All	

3. Click on 📝 to edit the PIN code.

Akuvox Company	Edit PIN	×		
PIN Department All	* PIN 12345		Q Search	
		Cancel	Created Time	Action
	12040 Куан. Олан	recumear Department	2022-03-07 19:00:03	2 🗓

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.

🛎 People	Akuvox Company	>> Library					
💂 Visitor	PIN	RF Card					
Access Group	Department All	▼ Identi	ty All 👻	Name	<b>v</b>	Q Sea	urch
🛱 Logs		RF Card	Name	Depart	ment	Created Time	Action
E Library				No Data			

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

#### Akuvox

Dashboard	AK(Office) ≫ Library							
Department	PIN RF	Card		Edit RF Card				
🛎 User	Department All	v Identity All v	• RF Card					
🕵 Visitor		RF Card	12333				Created Time	Actions
🕞 Access Group					Cancel Submit		2023-11-15 08:40:12	2 🛍
📋 Logs								
📋 Arming Alarm			Lines per page	10 ~ ( 1	Go to 1 Go	1 In All		
E Library								

### 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 navigat	ion column,	select <b>Me</b>	essage module,	then click	New .		
Department	Akuvox Compa	ny >> Message	28				
& People	Message	•		Q Search			New
💂 Visitor		Title	Message	Receiver	Type of Receiver	Created Time	Action
🗐 Access Group		Inte	mussage		Type of Receiver	Created Time	Action
ᄇ Logs	圃			No Data			
🖬 Library							
P Messages			Lines per page 10	$\checkmark$ $\langle$ 1 $\rangle$	Go to 1 Go	0 In All	

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

+ Add A Template	e		
Message Title			
Message			
			//

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

+ Add A Template		New Template		
Message Title				
		* Name		
Message				
ARE SSAEC		* Title		
	G			
	R	* Message		
Receiver				
Both indoor monitor and app Indoor monitor only	App only			
			li	
Department All	Q Search			

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	UID/Email/Name	C Search		
	UID	Name	Email	Department
	5926100066	Ryan .	**	Technical Department
	5926100072	Jim H.	624224031@qq.com	Technical Department

Send

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

	UID	Name	Email	Department
	5926100066	Ryan .	-	Technical Department
1	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	Akuvox Comp	any >> Messages					
Department	Message	*	Q Search				New
🛎 People		Title	Message	Receiver	Type of Receiver	Created Time	Action
🧸 Visitor		123	123	Ryan .	Both Indoor Monitor and App	2022-03-08 15:02:44	i 🗓
🗟 Access Group							
📋 Logs			Lines per page 10	$\vee$ ( 1 )	Go to 1 Go 1 In All		
Library							
P Messages							

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

### Akuvox

Akuvox Con	npany >> Messages					
Message	×	Q Search				New
	Title	Message	Receiver	Type of Receiver	Created Time	Action
	123	123	Ryan .	Both Indoor Monitor and App	2022-03-08 15:02:44	î 🗓
		Warning		×		
		Are you sure y	you want to delete this item?	Go 1 In All		
			Cancer			

### **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 (i) is see the message details and to delete the messages respectively.

### Message Details Sample

Message

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

Receiver

Ryan Chen

### Type of Receiver

Both Indoor Monitor and App

Created Time

2021-08-13 18:28:49

# **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.

Akuvox							$\mathrm{AK}(\mathrm{Office}) ~ \bigstar$	luna.zheng@akuvox.com 🔻	Log out
Dashboard	AK(Office) >>> Devices								
Department	Department All	- Status All	- Type All	• MAC •		Q Search			
🛎 User	Department	Owner	Device Name	MAC	Device Type	Door Sensor	Status	Binding Time	Actions
🤱 Visitor	D1	-	Gate	0C110515CE68		relay3 📘	•	2023-11-15 08:28:33	i) 🖊
🕞 Access Group				Lines per page 10 $\vee$	Go to 1	Go l In All			
🗎 Logs									
🛱 Arming Alarm 🖬 Library									
<ul> <li>Library</li> <li>Messages</li> </ul>									
Devices									
🔅 Settings									

### **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.

Akuvox							$\mathrm{AK}(\mathrm{Office}) ~ \bigstar$	luna.zheng@akuvox.com ▼	Log ou
Dashboard	AK(Office) >>> Devices								
🔁 Department	Department Aii	- Status Aii	- Type Ati	▼ MAC ▼		Q Search			
🛎 User	Department	Owner	Device Name	MAC	Device Type	Door Sensor	Status	Binding Time	Actions
🧸 Visitor	DI	-	Gate	0C110515CE68		relay3 📘	٠	2023-11-15 08:28:33	1) 🖊
kccess Group				Lines per page 10 V	< 1 > Go to 1	Go 1 In All			
🛱 Logs									
📋 Arming Alarm 🖬 Library									
Messages									
Devices									
🌣 Settings									

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

3. Click on  $\nearrow$  to edit the device settings.

Edit Device	×
Department	
D1	
* Device Name	
gate	
Contact Display Settings	
Only People	
<ul> <li>Indoor monitors, guard phones and apps</li> </ul>	
People, Indoor monitors, guard phones and apps	
 Paler1	000 💭 0
Relay1 * Relay Name	Off On
Relay1	
DTMF Code	
#	~
Access Method	
	RF Card 🛛 Bluetooth
✓ NFC	
Relay Schedule	Off On
Relay2  Relay Name	Off On
Relay2	
DTMF Code	
	~
Unlock SmartPlus Homenage SmartPlus Talkingnage PIN Face	RF Card Retooth
<ul> <li>SmartPlus Homepage</li> <li>SmartPlus Talkingpage</li> <li>PIN</li> <li>Face</li> <li>NFC</li> </ul>	RF Card Silletooth
Relay Schedule	Off 🚺 On
□ To be Selected 0/1 □ Selected	ected 0/0
Q Access Group Name	ccess Group Name
D1 Access Group	
< Remove Add >	
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. 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	×	Q Search				
Department	Owner	Device Name	MAC	Device Type	Door Sensor	Status	Binding Time	Actions
D1		gate	0C110515CE68			•	2023-12-01 16:23:22	i 🖊
			Lines per page 🛛 10 🔍	< 1 > Go to 1 (	Go 1 In All			

2. Click on (i) of the specific device, then click on Settings.

Basic Information		Settings
Department:	DI	
Device Name:	gate	
MAC:	0C11055CE68	
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.

Dashboard	AK(Office) >> Devices >> In	fo			
Department	Basic Information		Settings	×	Settings
🖁 User	Department:	D1	Connection Type		
	Location:	Gate	TCP 💌		
n Visitor	MAC:	0C110515CE	Others		
🗟 Access Group	SIP:	5926100181		4	
🖥 Logs	Last Connection:				
Loga	Туре:	Department	Reboot Reset Remote Control One-Time AutoP Cancel	Submit	
Arming Alarm	Owner:			Cabinit	
🖥 Library	Product Information				

# 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.

Dashboard	AK(Office) >> Settin	ngs			
Department -	Basic Setting	Time Setting	Motion Setting		
<b>O</b> Department	Office Name				
& User	AK				
💂 Visitor	Office Address				
	123				
Contraction Access Group	Espinal		1001		
🛱 Logs	Tolima				
📋 Arming Alarm	Colombia			~	
🖬 Library	Allow people to create	PIN			
P Messages	Send email when the c	levice is disconnected	L		
n Devices	On Off				
*	Send message when S	IM card data exceeds	the limit		
Settings	🔿 On 💿 Off				
	Submit				

### **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).

Basic Setting	Time Setting	Motion Setting	
ime Zone			
GMT+12:00 MeN	Aurdo		•
ime Format			
24H 🔾 1	2H		
ate Format			
Year-Month-Day			•

### 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.

Basic Setting	Time Setting	Motion Setting
on Detection		
isable	•	
ert Delay Time		
lOs	•	

# **Contact Us**

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We highly appreciate your feedback about our products.

