

## Akuvox SmartPlus App User Guide - Office V5.0

**Akuvox**  
Open A Smart World

Smart Intercom



# AKUVOX SMARTPLUS USER GUIDE

## About This Manual

Welcome to Akuvox SmartPlus world! This user guide gives you quick information about how to use SmartPlus App (Android version 6.67.0.3, iOS version 6.70.3.)

For help, or more information, contact Akuvox technical support team.

## What's New

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

## Get Started

### Before You Use

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

- An internet connection through a Wi-Fi network or cellular data service through a carrier.
- SmartPlus App. You can download the latest version on Google Play Store or App Store.

### Already installed but not sure about know its version?

Open SmartPlus, and go to **Me > About**.

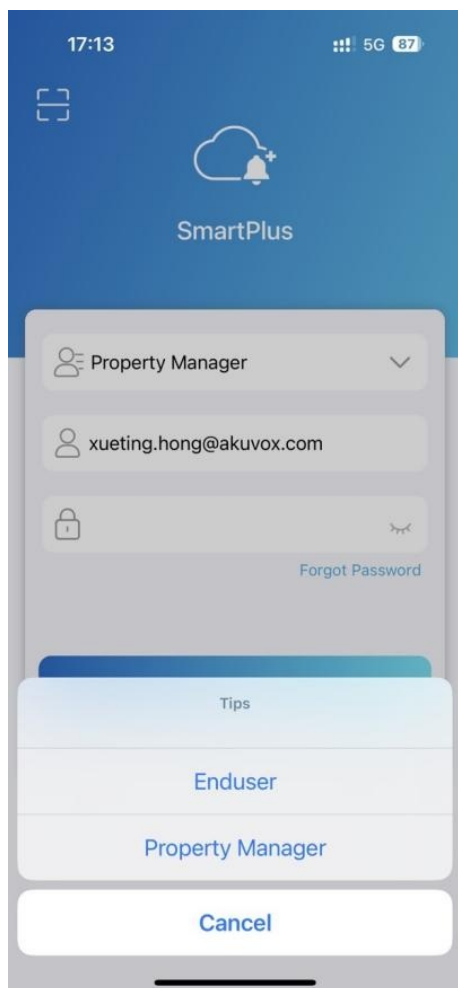
- Your SmartPlus account.

### No account yet?

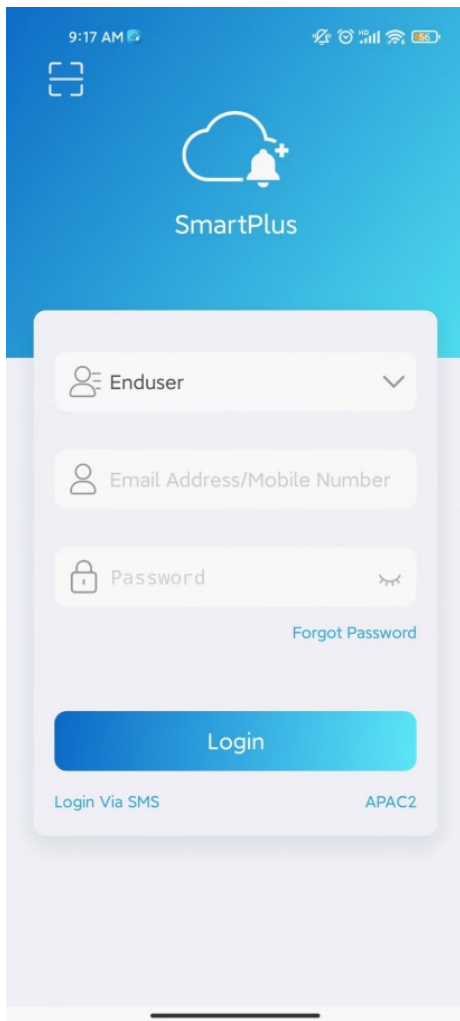
Provide an Email address and/or a phone number (if you'd like to login or reset your password via SMS) to your service provider, and you will receive an Email from Akuvox containing login information.

## Logging in

Before logging in, select End User.



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



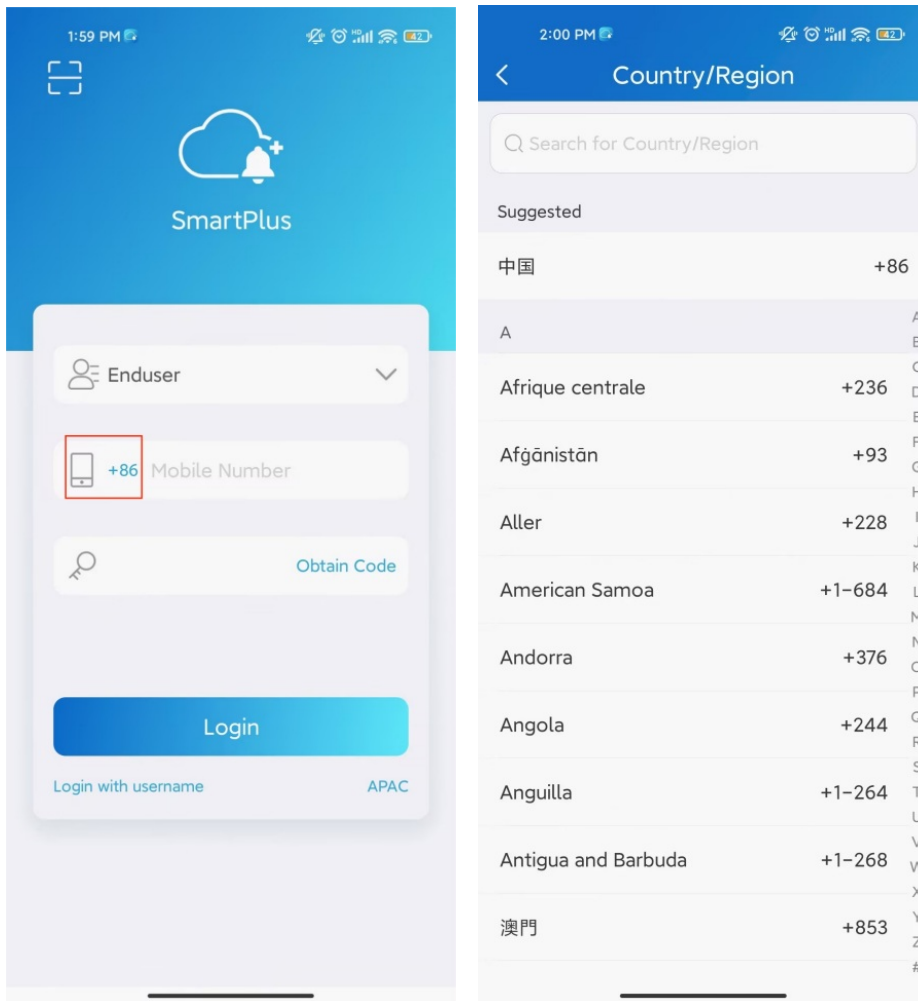
### Login with username

1. The area code will be chosen automatically in the lower-right corner. You can also select it manually and the information can be found in the Welcome Email.
2. Enter your username and password, and tap **Login**.

### Login via SMS

1. Choose your area in the lower-right corner.
2. Enter your mobile number, tap the box before **Mobile Number** to choose the right area code and tap **Obtain Code**.






3. You will soon get a text message with a verification code.

4. Enter the code in the corresponding box and tap **Login**.

#### Login with QR code

1. Open the Welcome Email with your PC or other devices, and you will see a QR code attached below. Or open the Email with your phone, and save the QR code to your photo album.
2. Open SmartPlus App, tap **scan icon**  in the upper left corner, and the QR code scanner will be opened.
3. Center the QR code in camera view until you hear a Ding sound. Or select the saved code picture from your album.
4. Read and agree to Privacy Policy, and follow the onscreen instructions to complete initial settings.

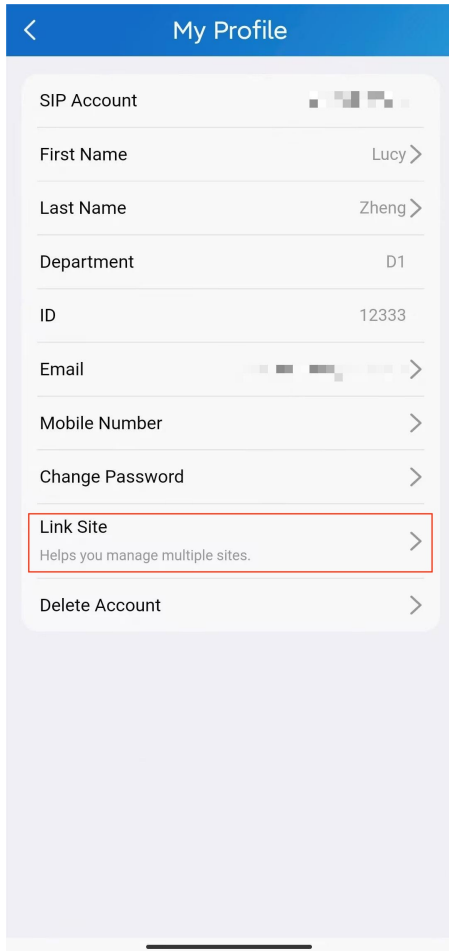
Forget password? See [Forgot Password](#).

#### Note

- When accessing the App for the first time, there will be a door access PIN setting page showing up. You can follow the onscreen instructions to complete the settings, or tap **Skip** to set up PIN later or whenever you need.

## Link

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



To link sites, do one of the following:

### Link with username

13:40

100

<

Link Site

Please scan the QR Code or enter the username and password you want to link.

Username

Password

[Link Via SMS](#)

The email, mobile number and password of the linked account will be automatically updated to the same as the current account.

Link


vConsole

**Link via SMS**

13:40

Link Site

Please scan or enter the mobile number and code you want to link.



Country / Region

Mobile Number

Code

[Link With Username](#)

The email, mobile number and password of the linked account will be automatically updated to the same as the current account.

Link

vConsole


## Link with QR code

Tap the scan icon  .

13:40

< Link Site

Please scan the QR Code or enter the username and password you want to link.



Username

Password

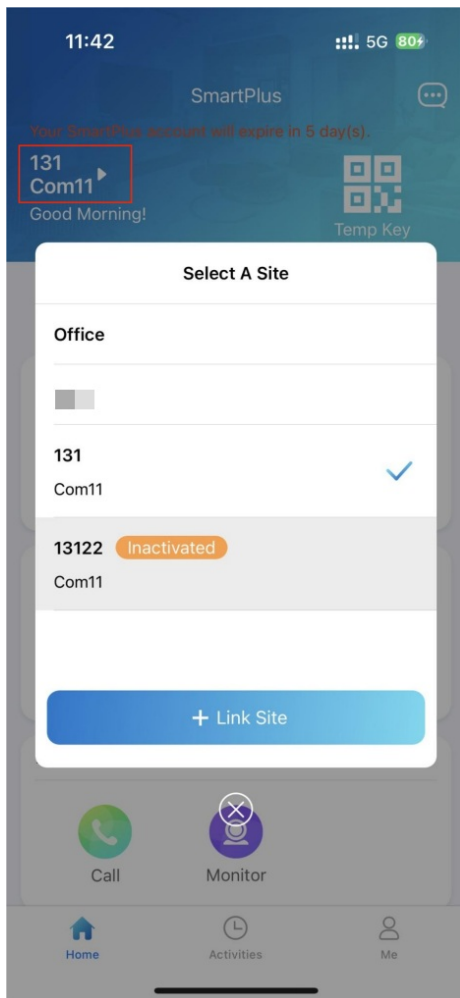
[Link Via SMS](#)

The email, mobile number and password of the linked account will be automatically updated to the same as the current account.

Link

vConsole

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



#### Note

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


## Door Access

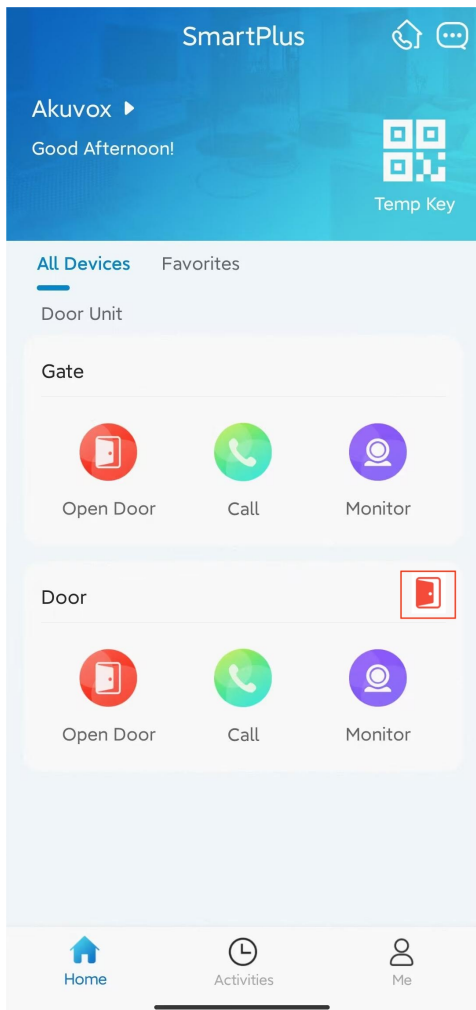
You can open door using various access control options, such as NFC, Bluetooth, PIN code, temp keys, facial recognition, and remote open door.


## Check Door Status

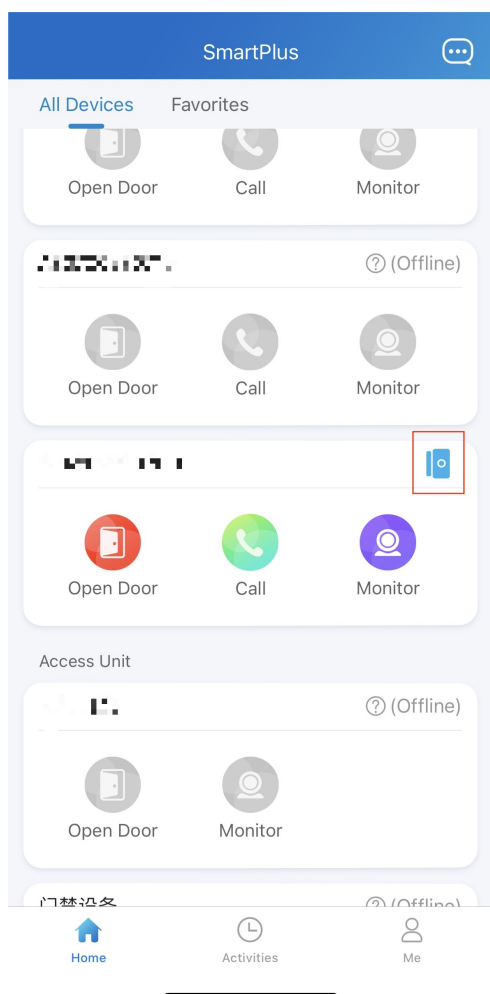
You can check whether the door is closed or not on the App home screen in case that users forget to close the door. So far, only R20A with firmware version 320.30.10.116 and above and X912 with firmware version 912.30.10.204 and above support this feature.

 : Open

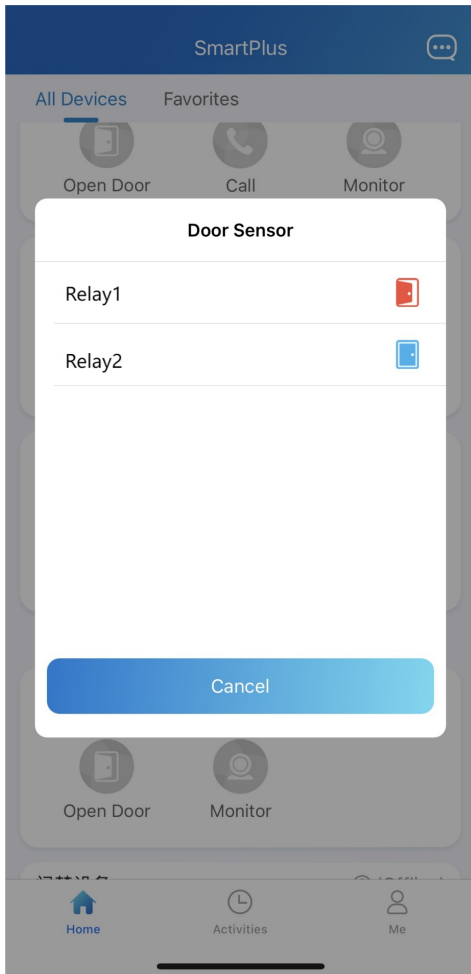
 : Close



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







## Open Door for Visitors

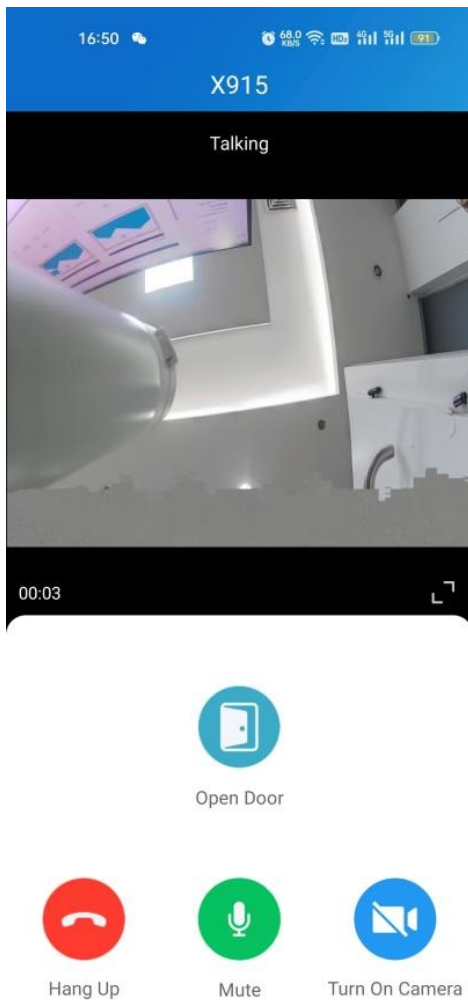
### Opening Door During a Call

#### Note

- ONLY when your account has enabled the Intercom feature, can you receive calls and open doors during the call.

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

1. Tap **Open Door** on the talking page.
2. Select the relay from the list. And the screen shows Opening door succeeded.

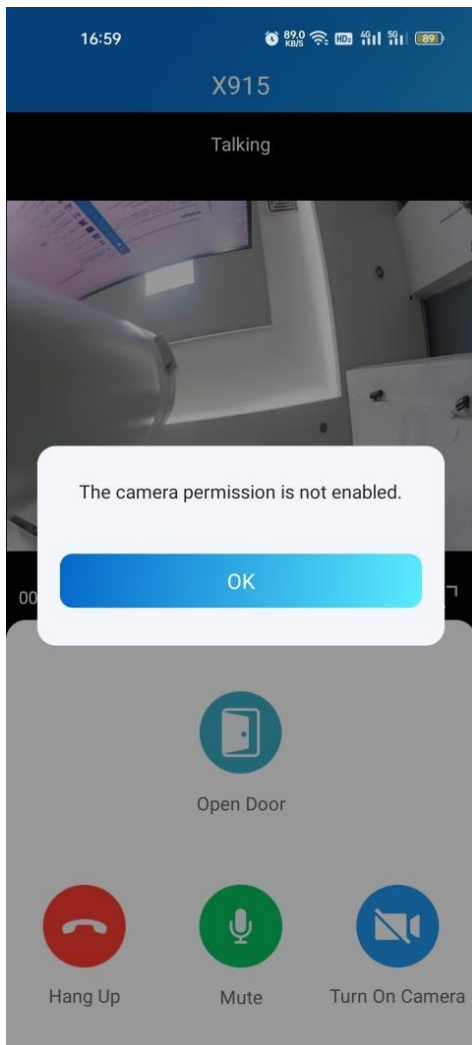


***What else you can do on the talking page:***

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


**Note**

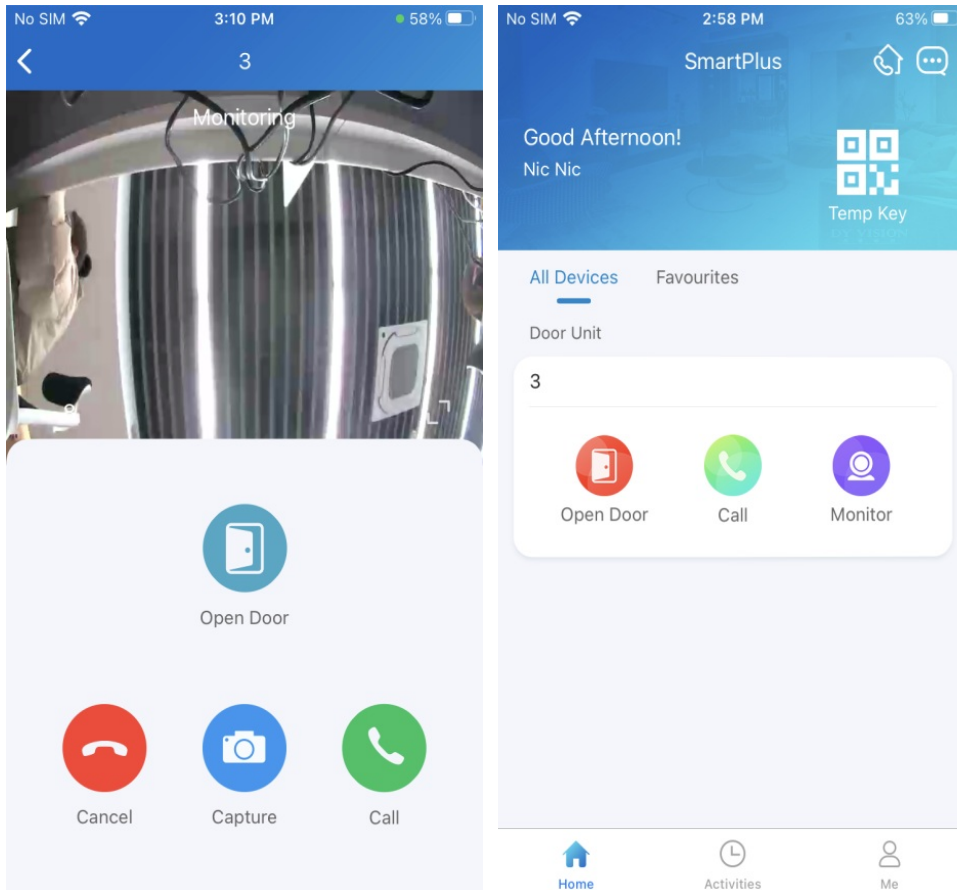
- To use the Turn On Camera/Turn Off Camera feature, you must allow the SmartPlus to turn on/off the cameras when using this app. Or you will see the below pop-up message.



## Opening Door on Monitoring Page

To open the door, do as the following:

1. Tap **Home**, and choose the device.
2. Tap **Monitor** . Note that door phones without cameras do not have the monitor button.
3. To let the person enter your home, tap **Open Door** and select the relay. The screen will show *Opening door succeeded*.



**What else you can do on the monitoring page:**

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

**Note:**

- **ONLY** when your account has enabled the Intercom feature, will the Call icon be shown on monitoring page.

**Issue Temp Keys**

A Temp Key contains a QR code and an 8 bits PIN, any of which can be used to open door(s). You can issue Temp Keys for visitors, housekeepers and so on. The keys will be valid for use as soon as they are created.

**Create Temp Key**

The Temp Key's validity period, times, doors, and more can be customized based on actual needs. To generate a Temp Key, do one of the following:

- In Home page

1. Tap the QR code icon  .


2. Tap **add icon**  in the upper right corner.

3. Enter the key user's name, and set up Repeat Mode, Doors and Time for use. ID number are optional. Depending on the Repeat Mode you choose, you may be asked to set up Each Door Counts.

4. Tap **Submit**. You will see the newly generated one being on the key list.

- **In Me page**

1. Tap **Me** in the bottom tab bar.

2. Go to **Authorization > Temp Keys**, and tap **add icon**  in the upper right corner.

3. Enter the key user's name, and set up Repeat Mode, Doors and Time for use. ID number are optional. Depending on the Repeat Mode you choose, you may be asked to set up Each Door Counts.

4. Tap **Submit**. You will see the newly generated one being on the key list.


You can see and delete keys on the Temp Keys page at any time.

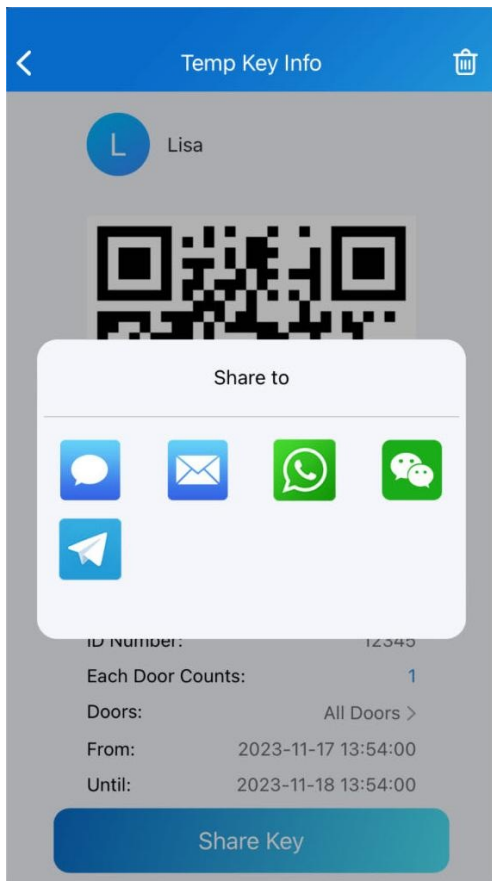
#### Note

- When repeat mode is **Never**, you can customize total times for use. The total times equal to Each Door Counts (The maximum number is 100) \* the number of selected devices.

## Share Key to User

If you did not send the key to the designated user in the creating procedure by entering his/ her email address, you can still share keys to users, just do as following:

1. Tap the **QR code icon**  on the Home page, or go to **Me > Authorization > Temp Keys**.
2. Tap the key you created for the user, then tap **Share Key**.
3. Select a sharing way among messages, email, WhatsApp, WeChat, or Telegram.



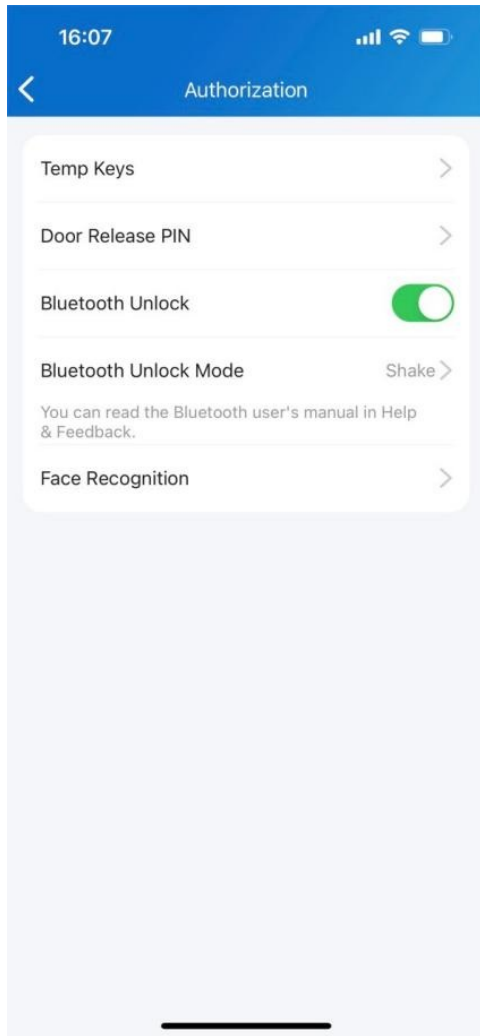
## Open Door with Temp Key

A Temp Key contains a QR code and an 8 bits key. The user can either of them to unlock doors.

- **Use QR code.** Tap **Temp Key** on door phone's screen, and place the QR code in front of its camera. When the camera reads the code, the door will open automatically.
- **Use 8-bit key.** Tap **Temp Key** on door phone's screen, enter the code, and the door will open automatically.

## Unlock Door for Yourself

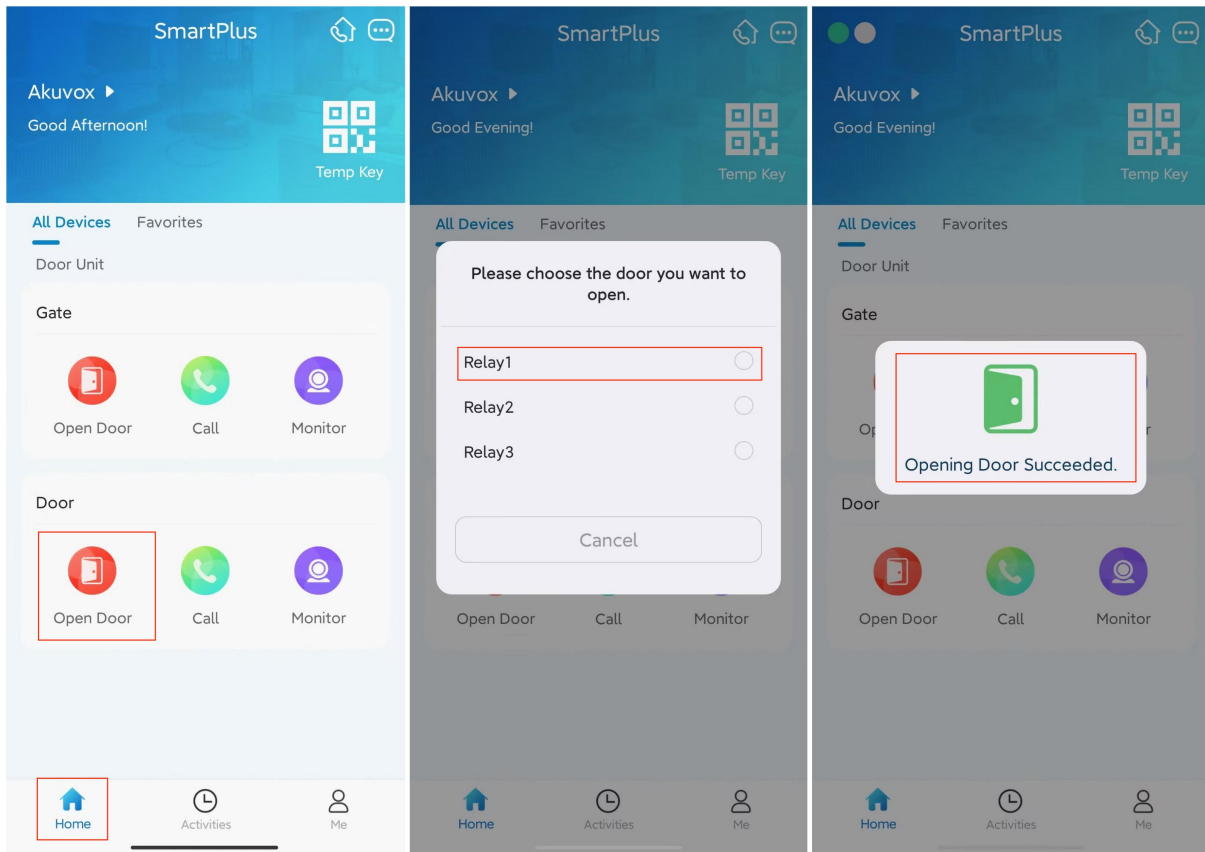
There are various door access options for you to enter the office, including remote opening, PIN, bluetooth, NFC, and facial recognition.



## Remote Opening

You can open the door directly by tapping the specified softkey.

1. Tap **Home**.
2. Choose the device, and tap **Open Door**.
3. Select the relay (the door) in the list
4. The screen shows Opening door succeeded, which means the door is opened.



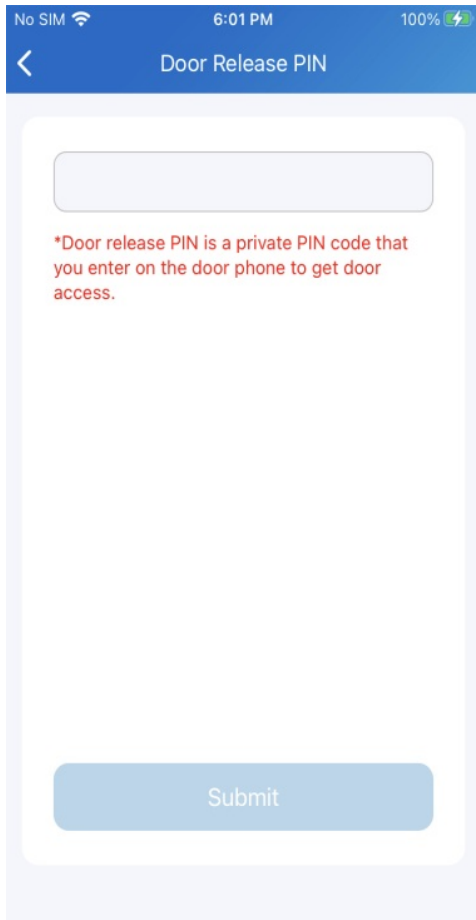
## Unlock Door with PIN

You can set a private PIN code for door entry.

In your first login, you are asked to set up a PIN code for your private use.

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





## Unlock Door with Bluetooth

You can use Bluetooth connection to open doors without touching them.

### Enable Bluetooth Unlock

1. Go to **Me > Authorization**, and enable Bluetooth Unlock.
2. Select a Bluetooth Unlock Mode between Shake and Hands free.

### Use Bluetooth for Contactless Access

Be sure that Bluetooth is turned on, both on your phone and SmartPlus App, before using it to open doors.

1. **Shake mode.** Place your phone near the door unit, shake your phone a few times, and the door will open automatically.
2. **Hands free mode.** When your phone is within about 3.3 feet (1 meter) of the door unit, the door will open automatically.

#### Note

- X916S, X915S, X912S, R29C, R29Z, E12W, E12S, E16C, E18C, A05 and A03 support shaking phones to unlock doors.
- Only X912 supports Hands free unlocking mode.
- The Bluetooth range is adjustable on door phones.

## Unlock Door with Face ID

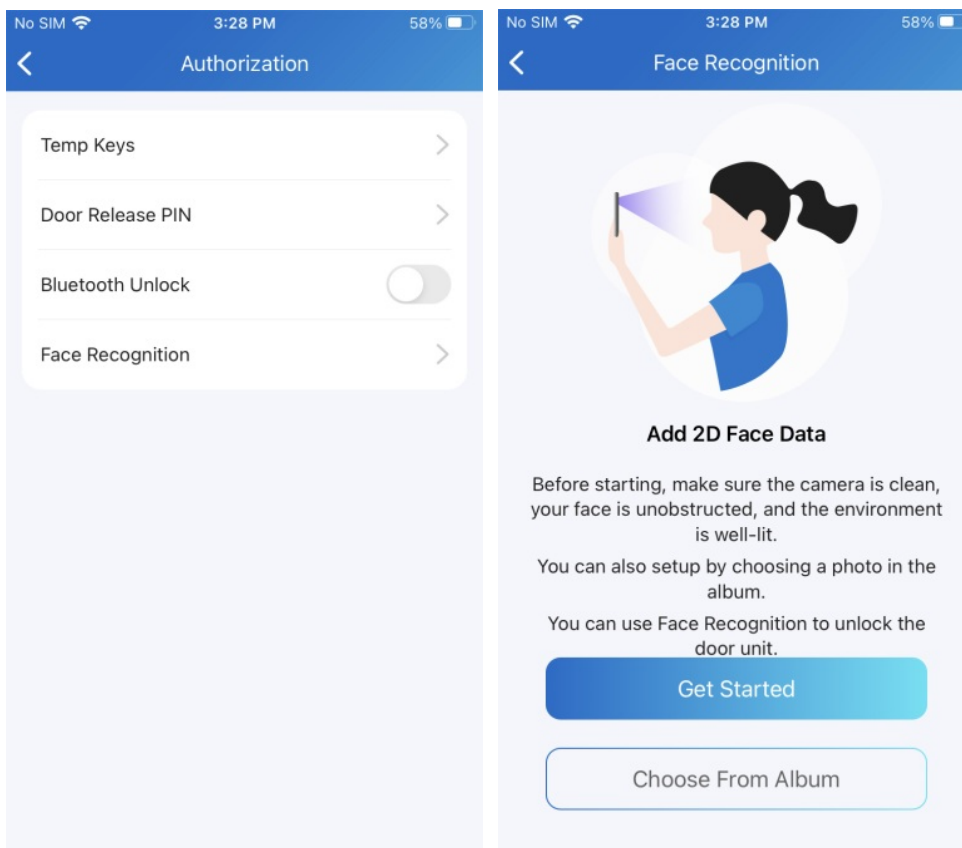
Using the facial recognition feature to help you open the door fast and safely.

#### Note

- Door phones supporting facial recognition include X915S, X912S, R29C, R29Z, E16C and E18C.

## Set up Face ID

1. Go to **Me > Authorization > Face Recognition**.
2. Tap **Get Started**, or select a picture from your phone album, then follow onscreen instructions.



## Use Face ID to Open Door

After you finished setting, you can use it for door access.

1. Tap anywhere of a door phone screen to wake it.

2. Make sure your face is centered in the camera view, glance at the camera, then the door will open automatically.

## Unlock Door with NFC

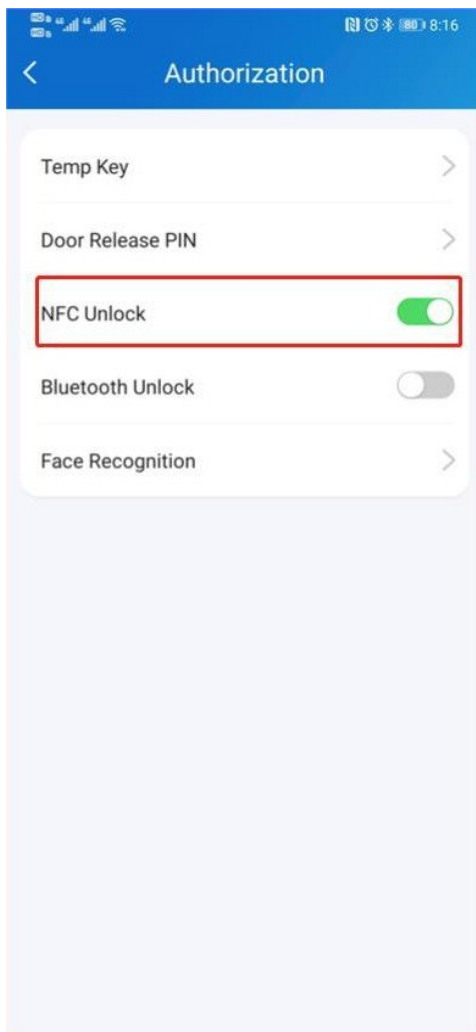
It is convenient when using a phone with NFC feature to open the door. You just need to put your phone onto the door phone's card reader, then the door will open for you.

### Note

- This feature is NOT available on iPhones and Android phones without NFC module.

## Enable NFC to Unlock

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



## Use NFC to Open Door

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

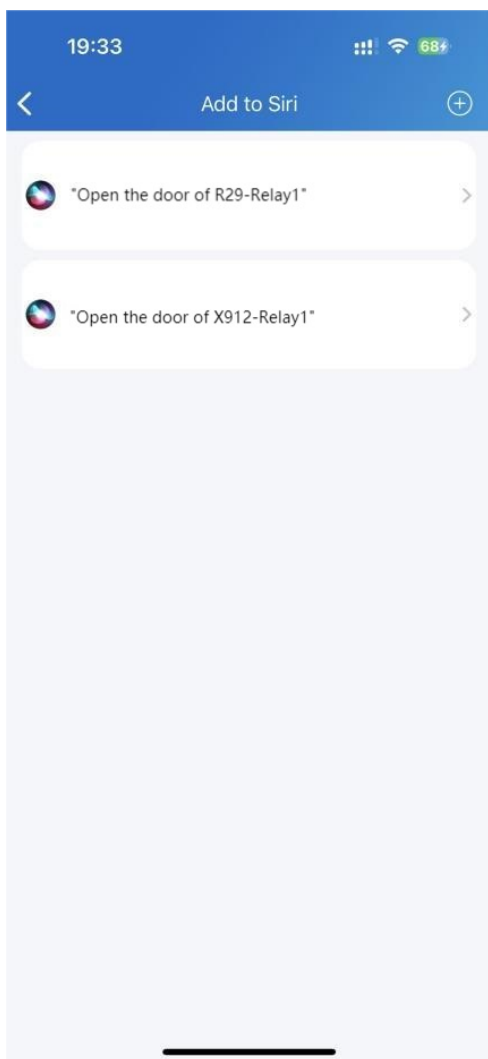
1. Wake your phone.
2. Place the NFC detection areas of both your phone and the door phone against each other for a few seconds.  
Then the door will open automatically.

## Unlock Door with Siri

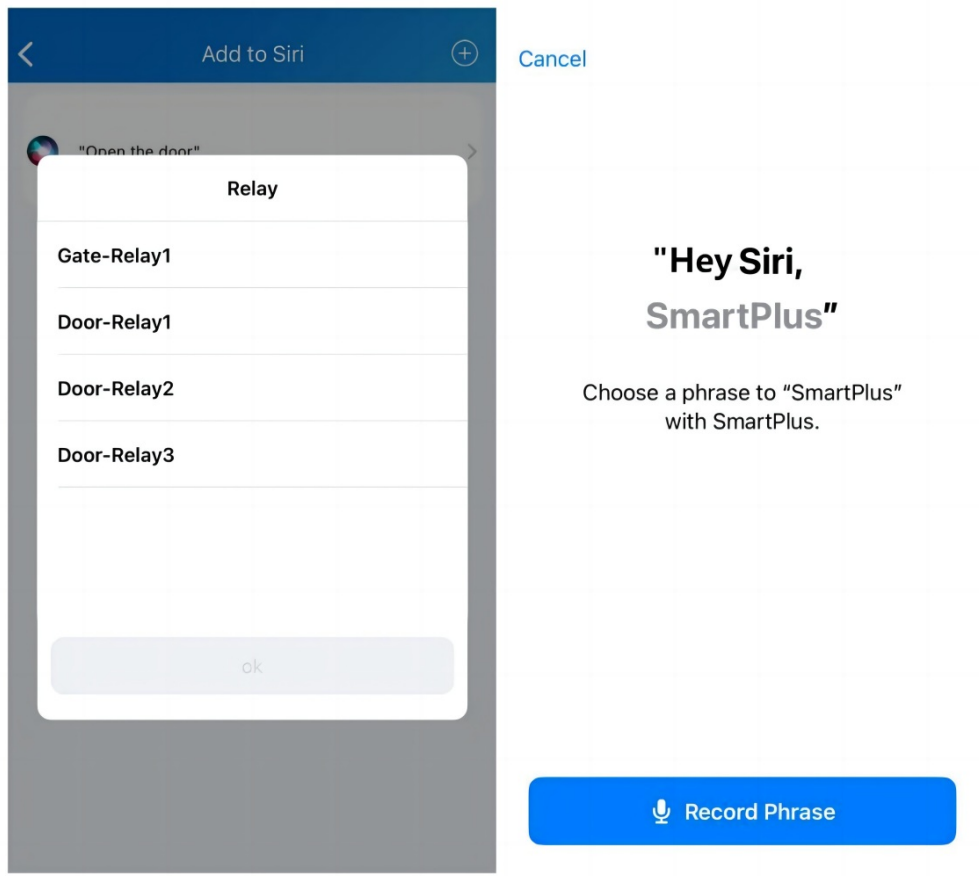
You can unlock the door through Siri with IOS 12 or above.

- You can record no more than 10 voice commands.
- Commands do not interoperate between different accounts.

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



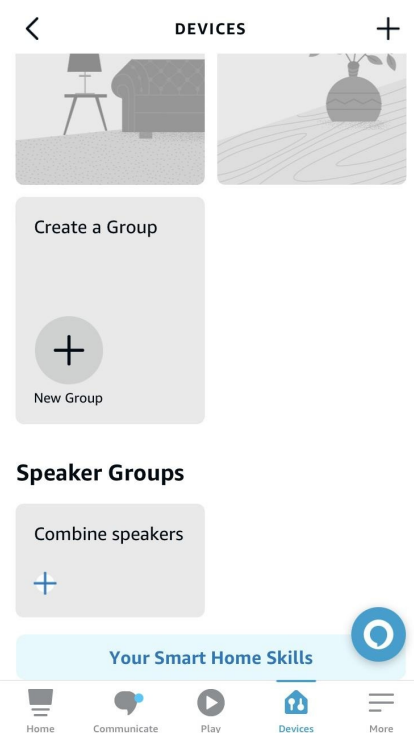
2. Tap the **add icon**  . Select the desired relay and record the command.



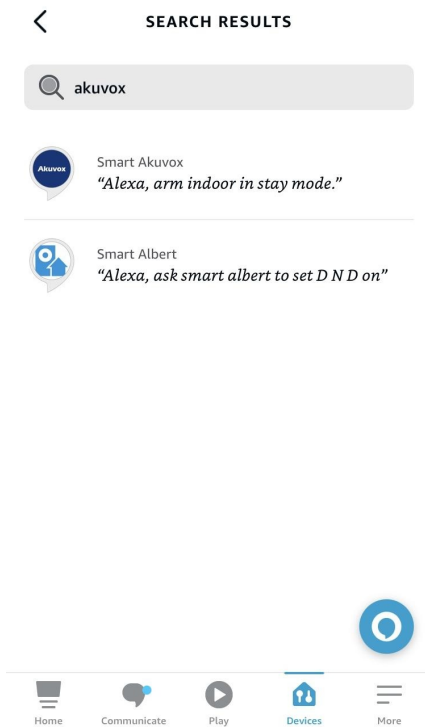
## Unlock Doors with Alexa

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

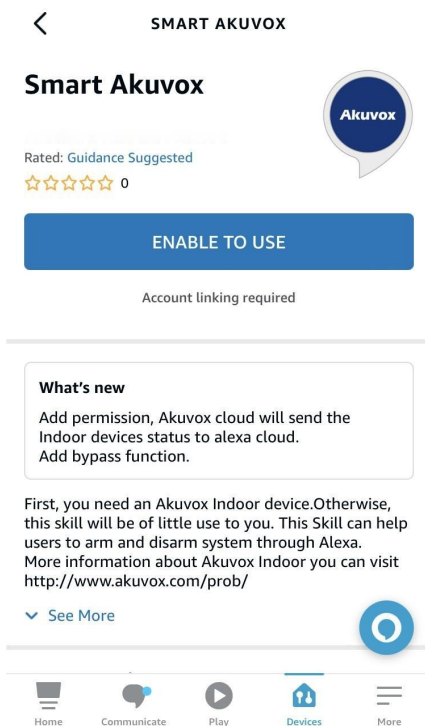
1. Log into your Alexa app, go to **Devices** and scroll down to the bottom. Tap **Your Smart Home Skills**.

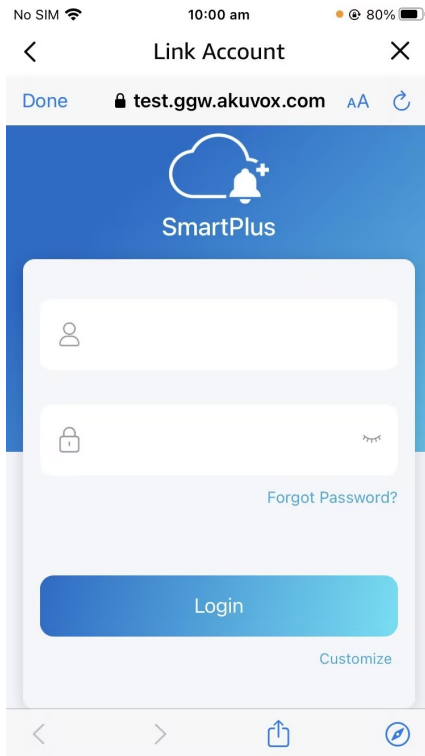


## 2. Enter Akuvox to search.

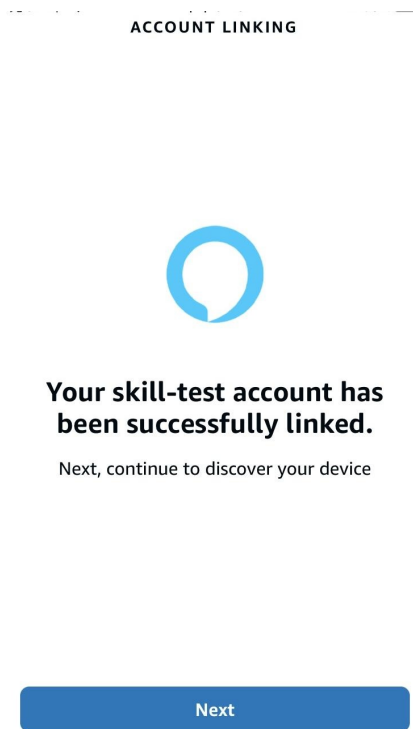


## 3. Tap **ENABLE TO USE** and enter your SmartPlus account username and password to login.





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



5. Tap **Next** and add desired devices.

## SETUP

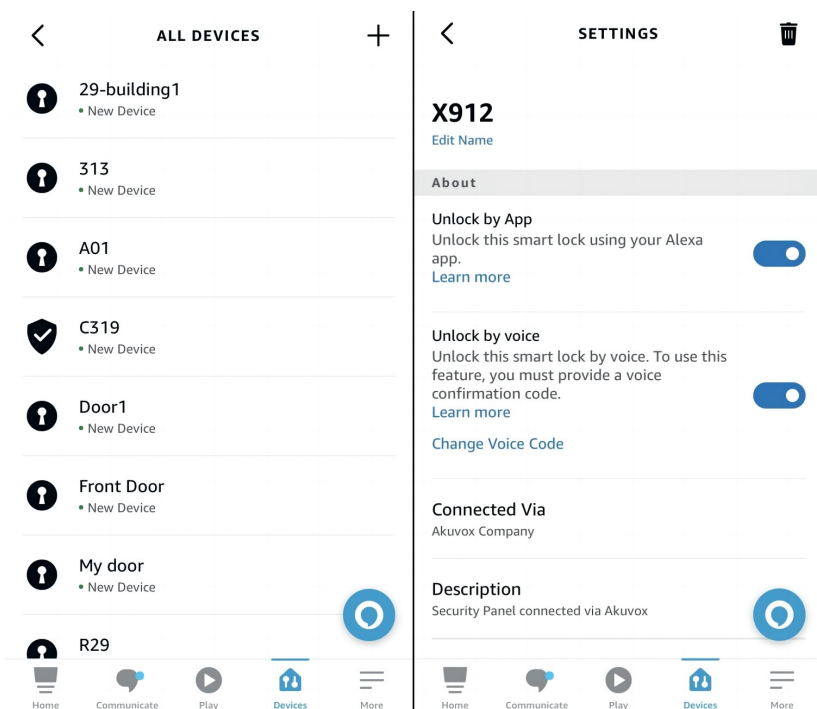


### 6 devices found and connected

Your devices have been added to your Alexa account. Next, continue setting up each of these devices one at a time.

Next

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

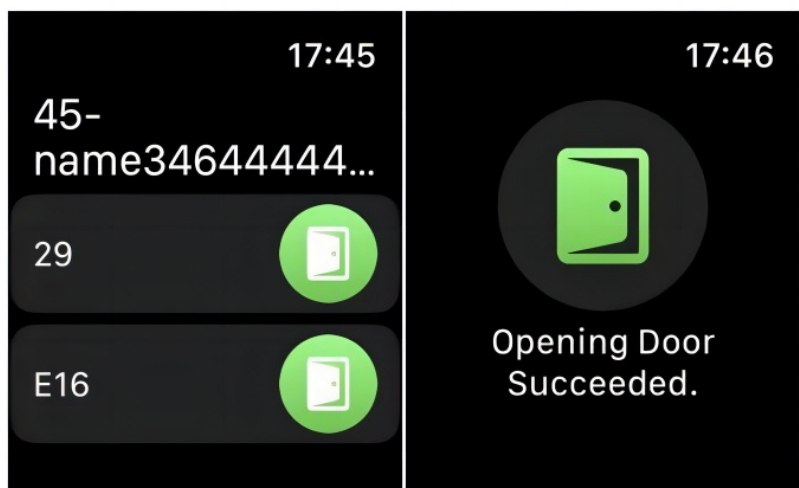


## Unlock Doors with Apple Watch

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

1. Download and install SmartPlus App in your Apple Watch.
2. Log into your SmartPlus account in your iPhone that is linked to the Apple Watch.





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

#### Note

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

## Calling

#### Note

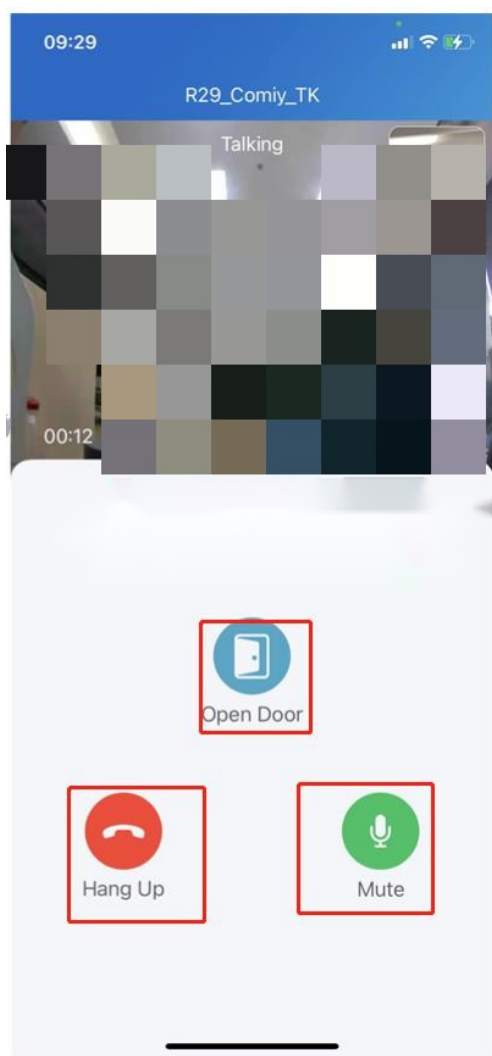
- ONLY when your account has the Intercom feature enabled, can you see call logs, receive calls and make calls by tapping the **Call icon**. Otherwise, the screen would show No intercom permission, please contact your service provider for activation when tapping the **Call icon** on Home page. And there is no Call icon on monitoring page.

## Make Outgoing Calls

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

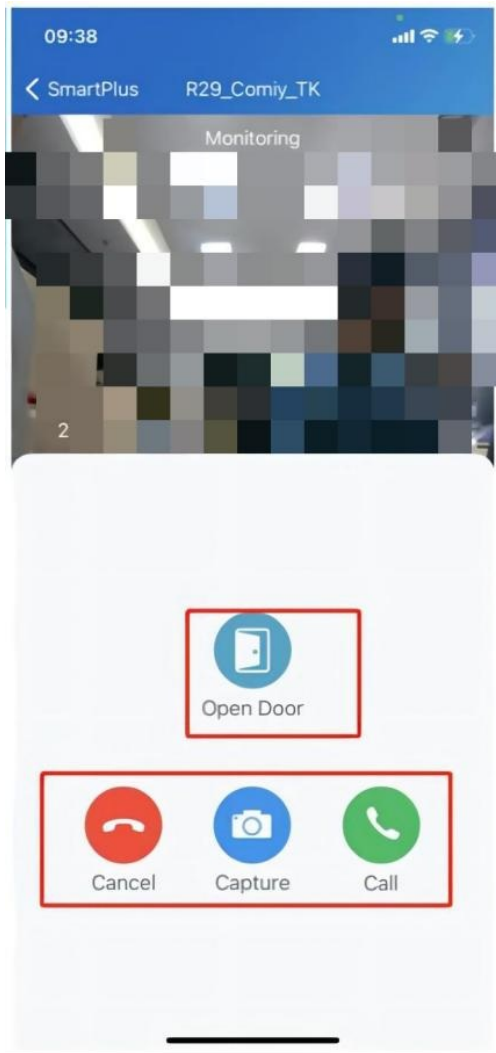
#### On Home Page

1. Tap **Home**.
2. Choose a device you want to call.
3. Tap **Call** to start a call.



### On Monitoring Page

1. Tap **Home**.
2. Select a device.
3. Tap **Monitor** to preview the monitoring video, and tap **Call** if you'd like to talk to the visitor.

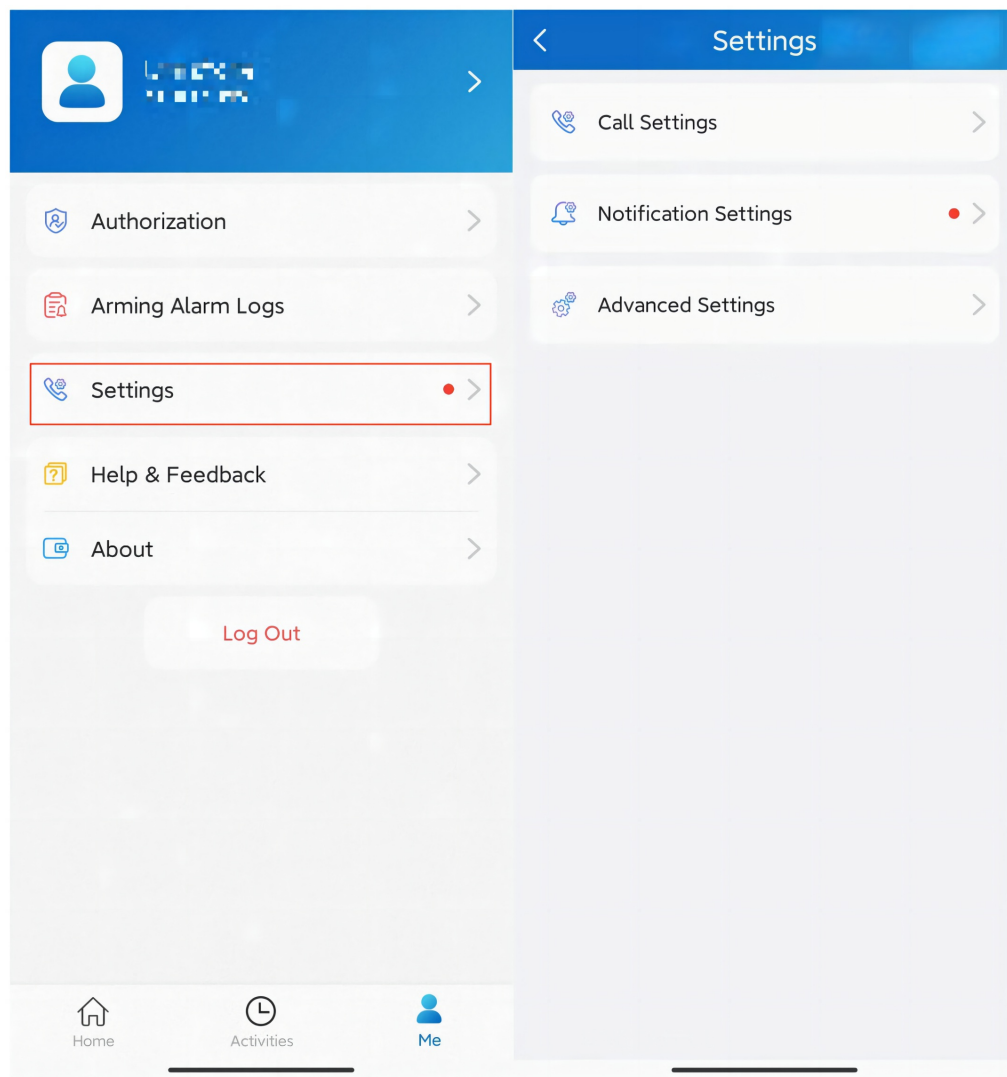


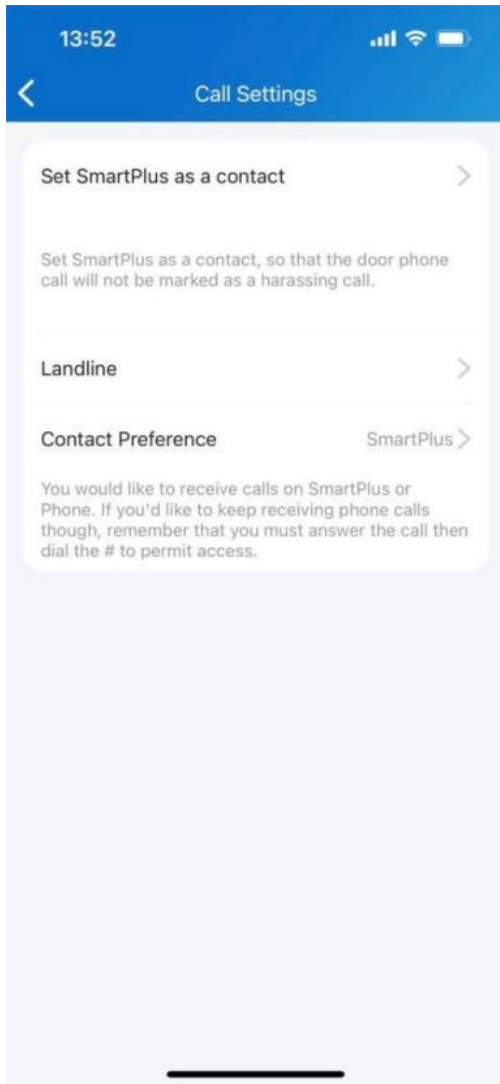
## Landline, Contacts and Call Preference

You can answer or decline a call via SmartPlus, or you can forward calls to the landline number.

### Note:

- **ONLY** when your service provider enabled the Landline Service at the same time he created your office project, you are able to see and set up the three features on Call Settings page(see the pictures below). Or there is only **Call Type** feature with a compulsory option SmartPlus on this page.

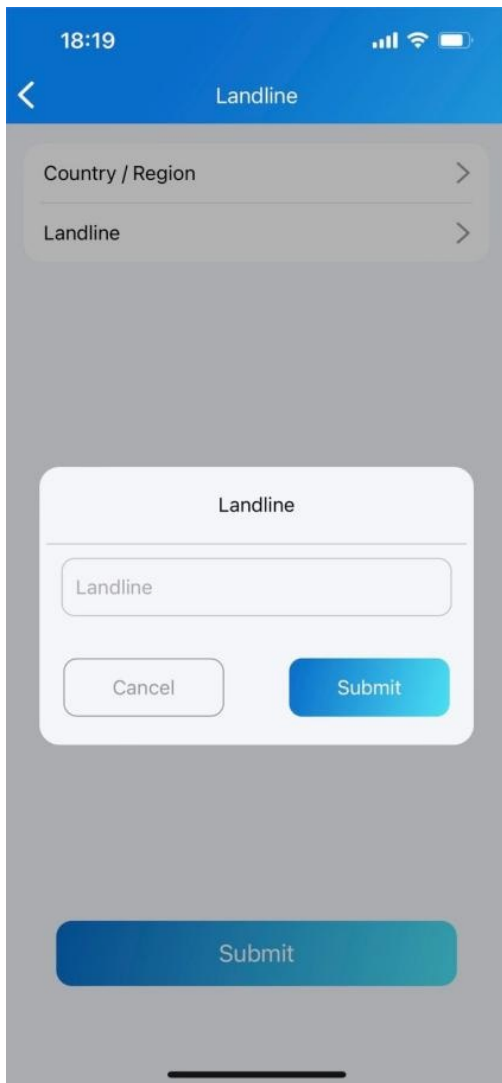




## Call Forwarded to Phone

To set up call forwarding, do as the following:

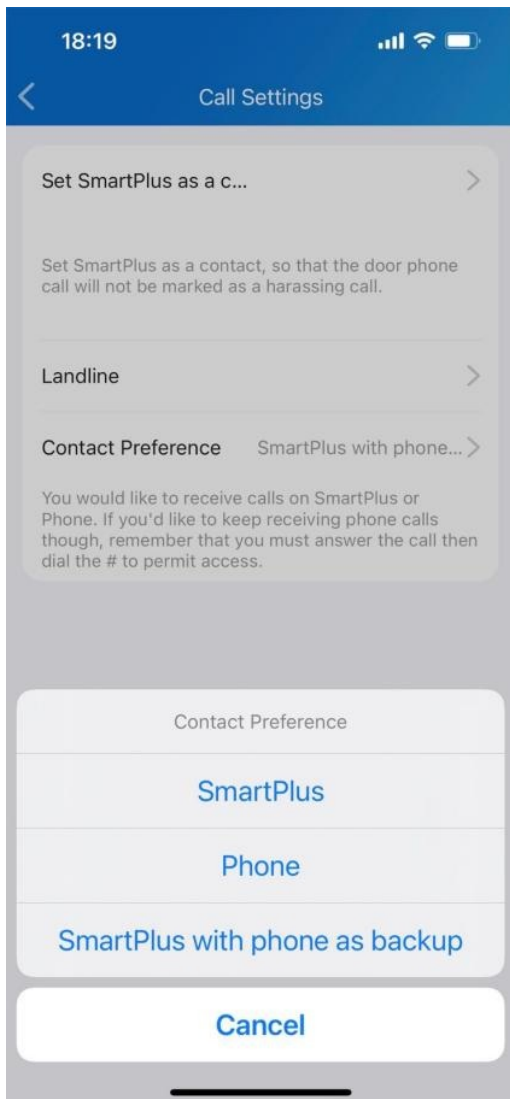
1. Go to **Me > Settings > Call Settings > Landline**.
2. Choose the country/region your phone number belongs to.
3. Tap **Landline**, enter the number in the pop-up box.
4. Tap **Submit**.



### Set up Call-Answering Order

Call Preference feature allows you to choose among 3 options: SmartPlus, Phone, and SmartPlus with Phone as backup.

1. Go to **Me > Settings > Call Settings**.
2. Tap **Contact Preference**.
3. Choose a call type.
  - **SmartPlus**. SmartPlus and indoor monitor(s) will be called.
  - **Phone**. Phone and indoor monitor(s) will be called.
  - **SmartPlus with Phone as backup**. SmartPlus and indoor monitor(s) will be called first, then the forwarded phone number if the call was not answered.



### Set SmartPlus as a Contact

You can set SmartPlus as a contact, in case calls from door phones are marked as harassing ones.

1. Go to **Me > Settings > Call Settings**.
2. Tap **Set SmartPlus as a contact**, and the screen shows Adding Succeeded. You will then see door phone Call Number in your phone's contact list.

### Not to Receive Calls

SmartPlus allows you to silence all calls when you do not want to be disturbed.

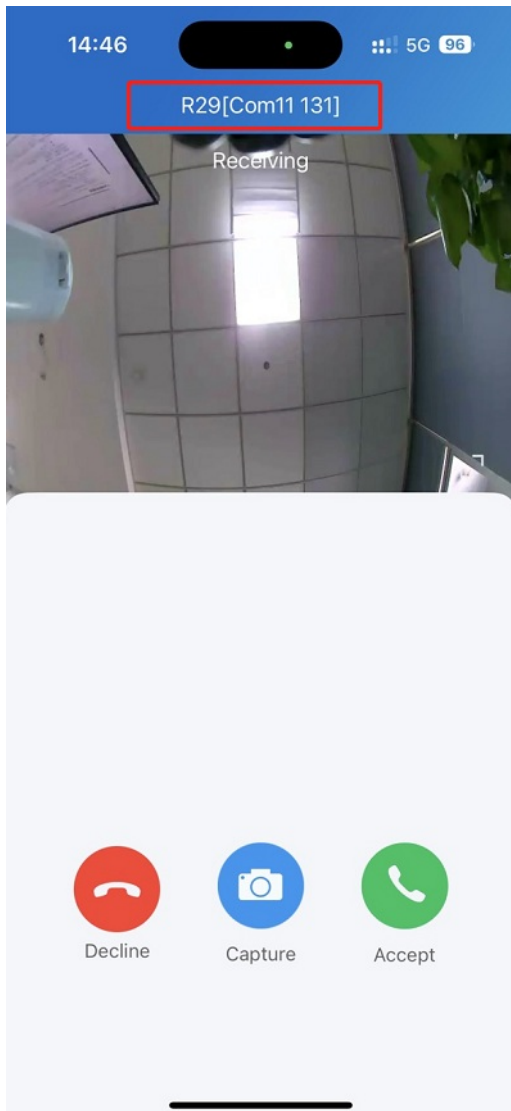
1. Go to **Me > Settings > Notification Settings**.
2. Turn on **Do Not Disturb**.
3. Set up **Time Schedule**.

#### Note

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

## Receive Calls from a Different Site

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



## Security


### Monitor

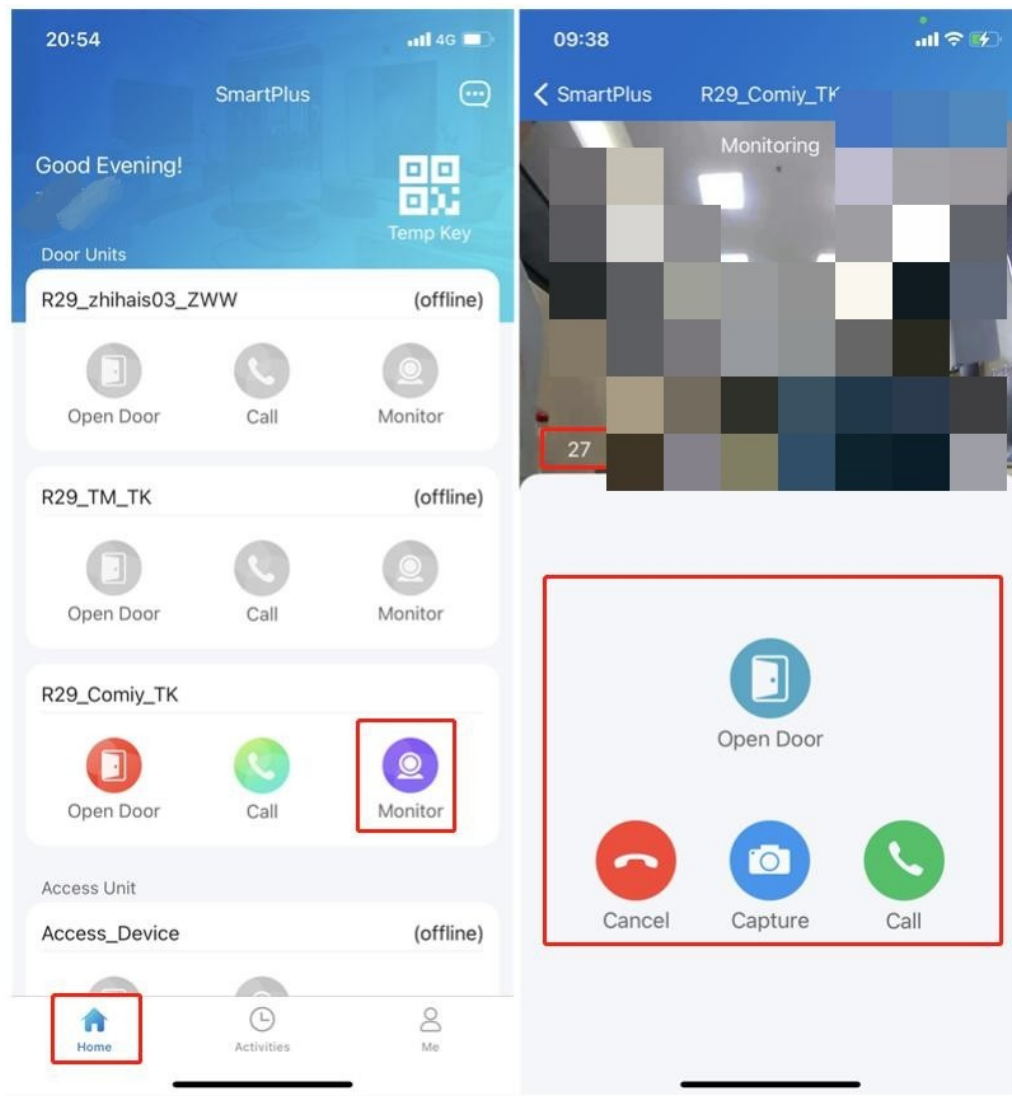
You can see the live stream of the door units' cameras, take a shot of the live view, and check who's the visitor and what's happening in front of the doors.

1. Tap **Home**.
2. Select the device.
3. Tap **Monitor** . The monitoring video will be shown for 30 seconds.



### Note

- Door phones without cameras do not have the monitor button  .



### What you can do on the monitoring page:

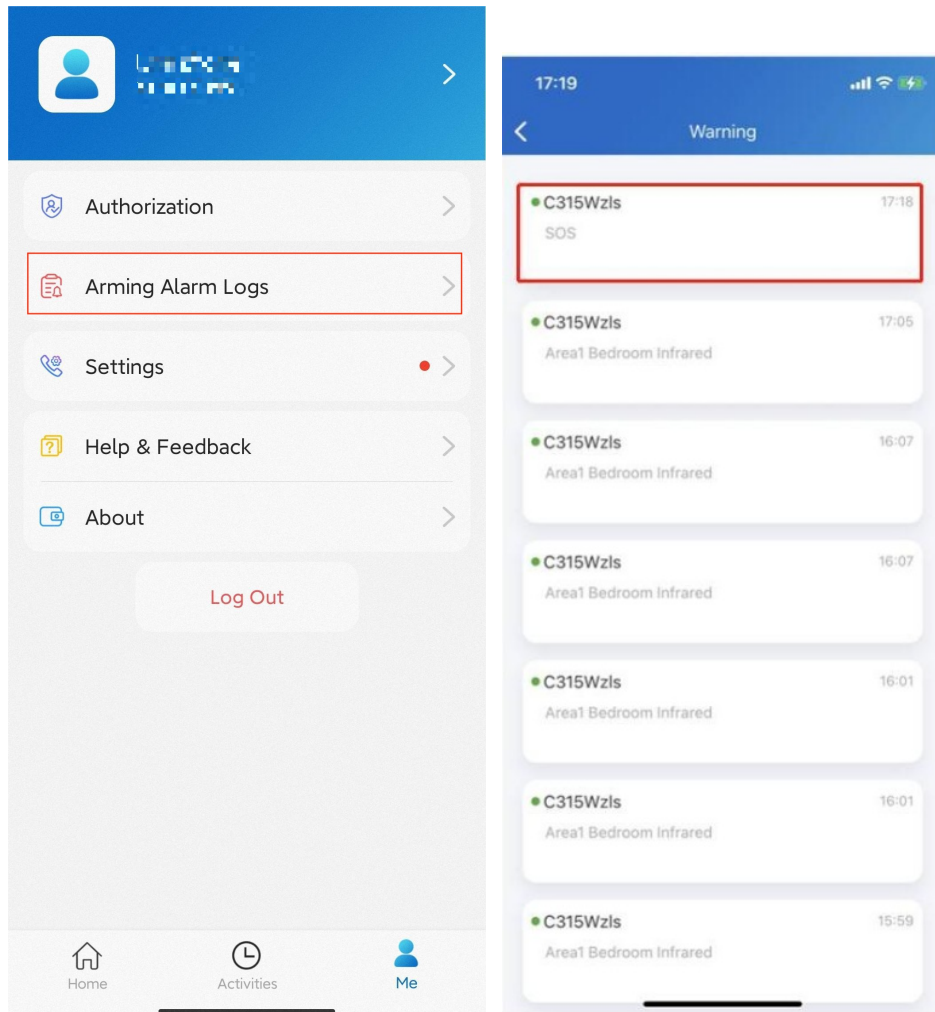
- Tap **Cancel** to exit the current video watching page,
- Tap **Capture** to make a screenshot,
- Tap **Open Door** to unlock the door.
- Tap **Call** to make a call with the visitor.

### Note

- **ONLY** when your account has enabled the Intercom feature, will the Call icon be showed on monitoring page.

## Alarm and SOS warnings

Alarm and SOS warnings triggered by indoor monitors can be received on the App. You can go to **Me > Arming Alarm Logs** to see and deal with warnings, or tap **Deal** on the popup notifications. A red dot appearing in the Arming Alarm Logs bar means there are new warning messages.

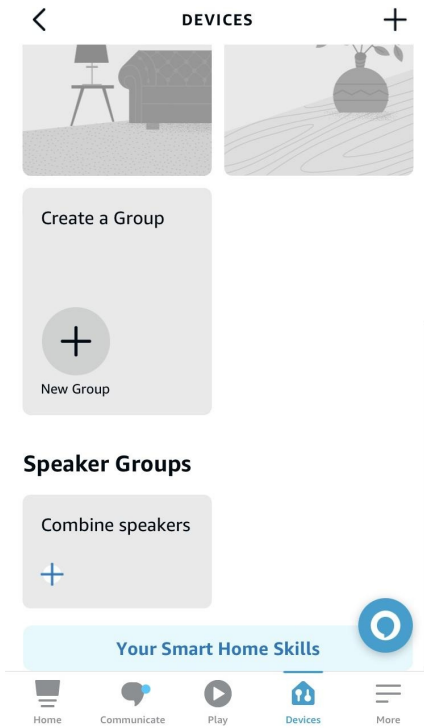


## Arm and Disarm Indoor Monitors with Alexa

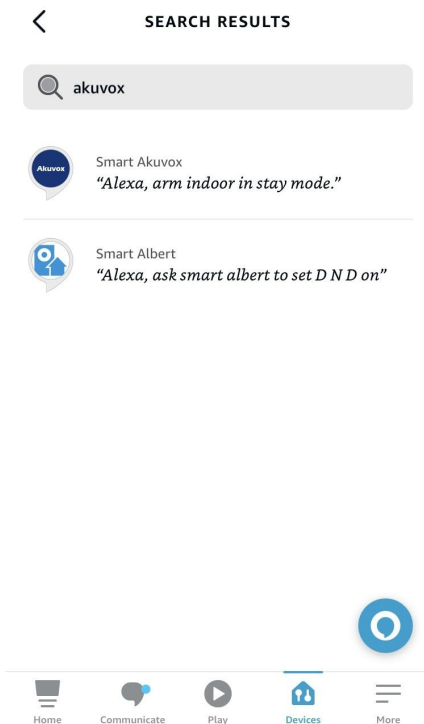
Linking your account to the Alexa app, you can arm or disarm the indoor monitor by saying the following commands to Alexa.

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

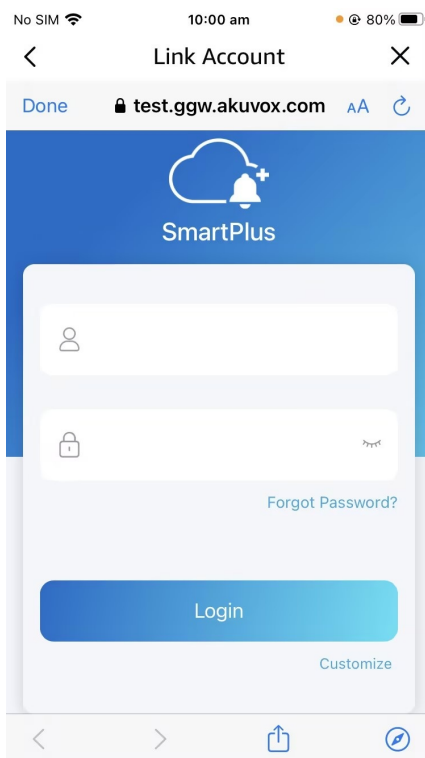
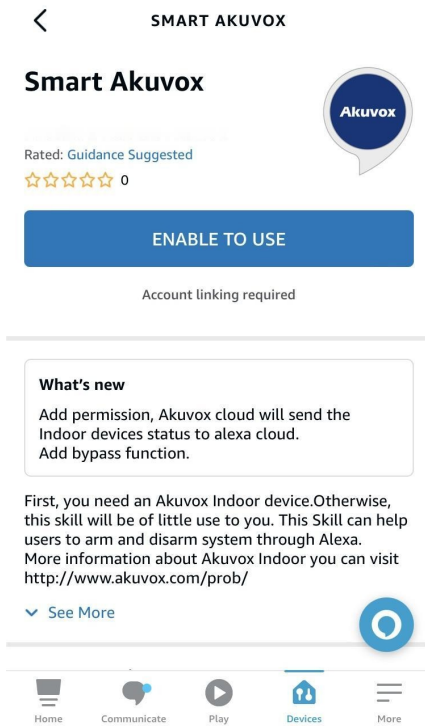
1. Log into your Alexa app, go to **Devices** and scroll down to the bottom. Tap **Your Smart Home Skills**.



## 2. Enter Akuvox to search.



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



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

## ACCOUNT LINKING



**Your skill-test account has been successfully linked.**

Next, continue to discover your device

Next

5. Tap **Next** and add desired devices.

## SETUP

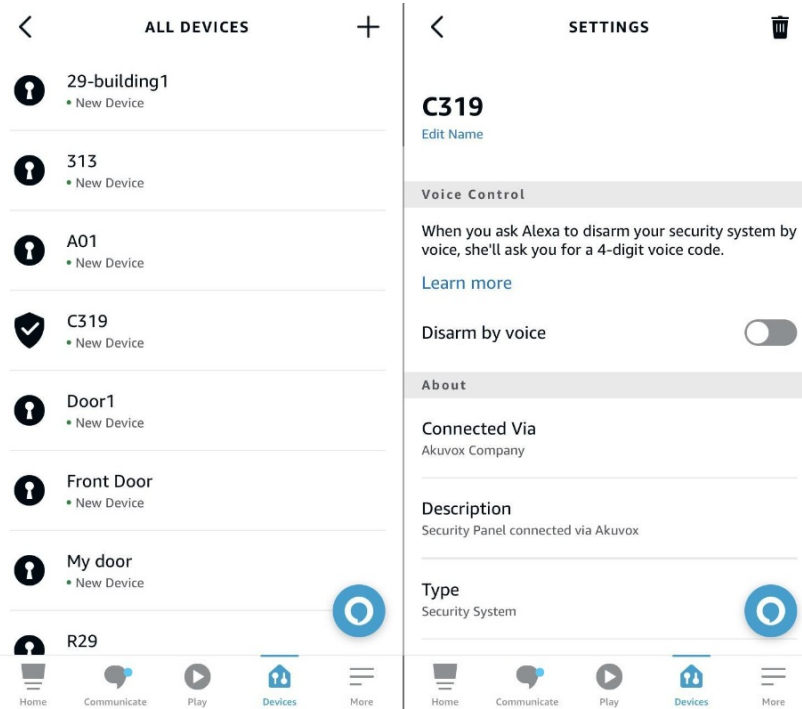


**6 devices found and connected**

Your devices have been added to your Alexa account. Next, continue setting up each of these devices one at a time.

Next

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



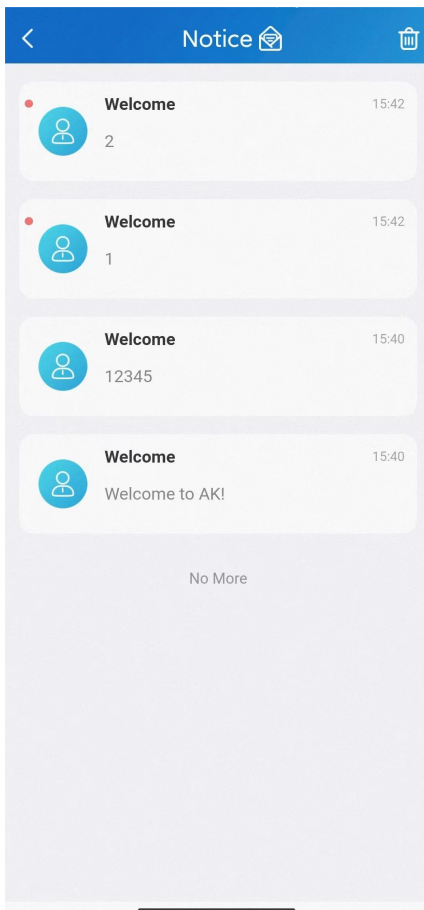
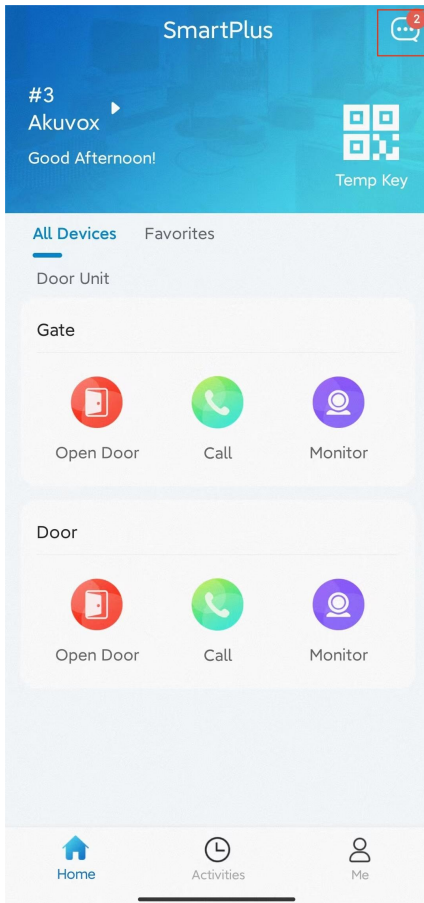
## Messages and Notifications

### See Messages You've Received

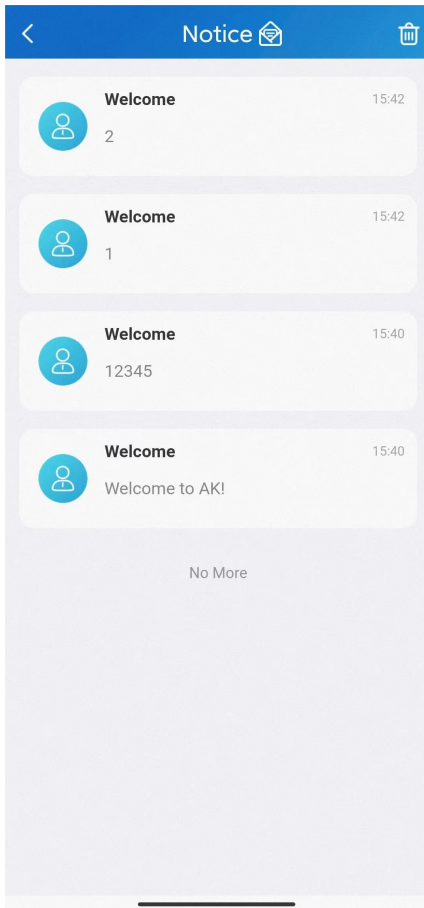
Tap **Home** , and tap **Message** icon  in the upper right corner, you can see:

- Messages from your service provider
- Package room messages
- Temp key used messages
- Messages of all sites

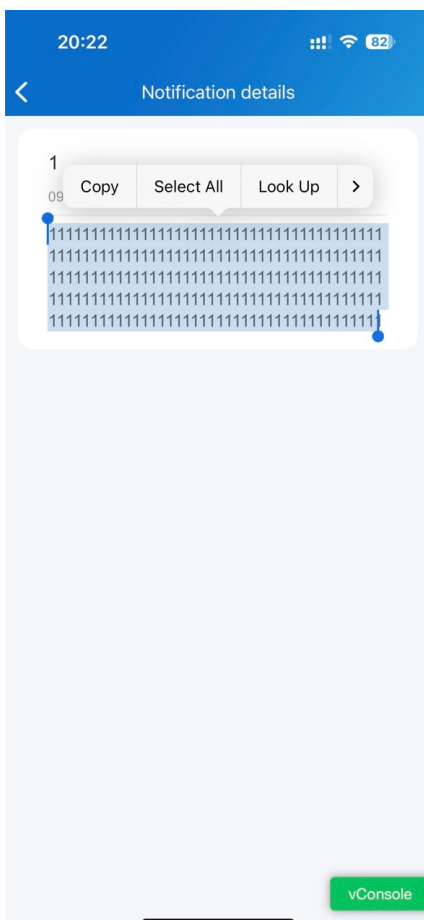
If there is a red dot appearing, it means that you have new or unread messages.



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



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





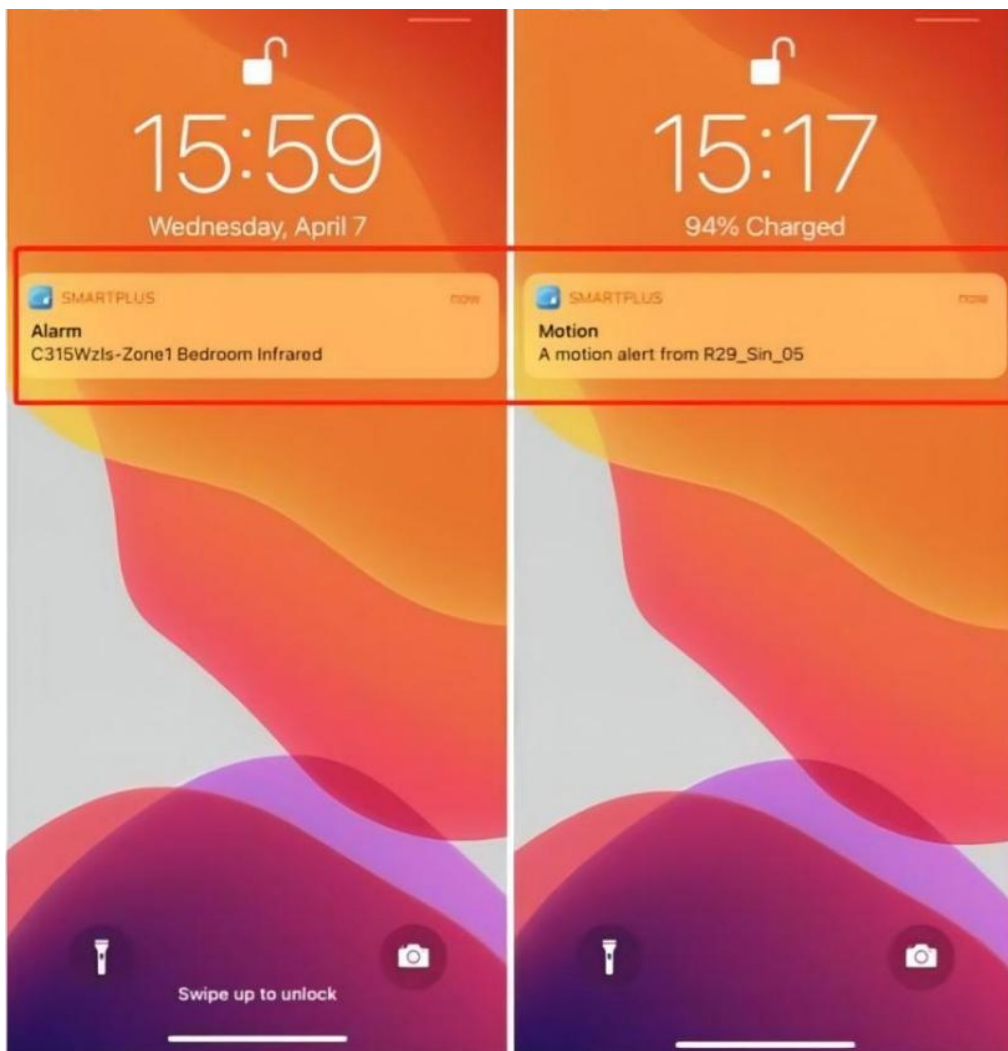
### Note

- Only for office projects subscribing to premium feature plans.
- Only R29 door phone supports for pushing package room messages. And the old version App cannot receive such messages.
- App with Cloud 6.1 or later supports for pushing Temp key used messages.



### Receive Offline Pop-ups

When the App is running in the background, the following types of messages will be pushed as pop-up notifications that appear on your desktop:

- Messages from your service provider
- Temp key used messages
- Package room messages
- Motion alert
- Alarm
- SOS



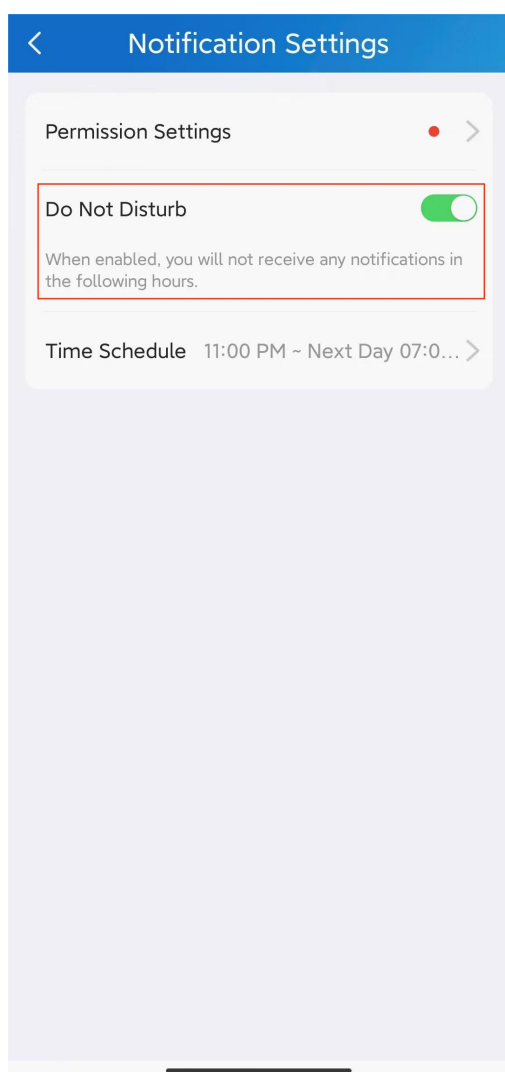
### Delete Messages and Notifications

1. Tap **Home**, and tap **Messages icon**  in the upper right corner.
2. Tap the **delete icon**  .
3. Select the messages you want to delete. Or tap **Select All** to tick on all the messages.
4. Tap **Delete**.

## Not to Receive Notifications

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

1. Go to **Me > Settings > Notification Settings**.
2. Turn on **Do Not Disturb**.
3. Set up **Time Schedule**.



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

## Logs and Histories

### Check Door Access Histories

Calling, opening and monitoring-related histories are recorded. Via these logs, you can know which device at what time do what.

### When the Intercom feature is activated

Tap **Activities** in the bottom tab bar to see any of the following:

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

### When the Intercom feature is not activated

Tap **Activities** in the bottom tab bar, you can see:

- **Door logs:** All your door access histories in public devices and your own devices.
- **Capture logs:** All snapshots you made of live videos.

## Set up and Upload Log

The log has 7 levels. By default is level 3. The higher the level is, the more detailed the log content is. When you can upload logs to the Cloud, so Akuvox technical engineers can analyze, if the device malfunctions.

1. Go to **Me > Settings > Advanced Settings > Export Log**.
2. Select a level and tap **Save**. You can ask our technical engineer for detailed information on each level.
3. Tap **Upload To the Cloud**, the screen will show *Upload successfully*.

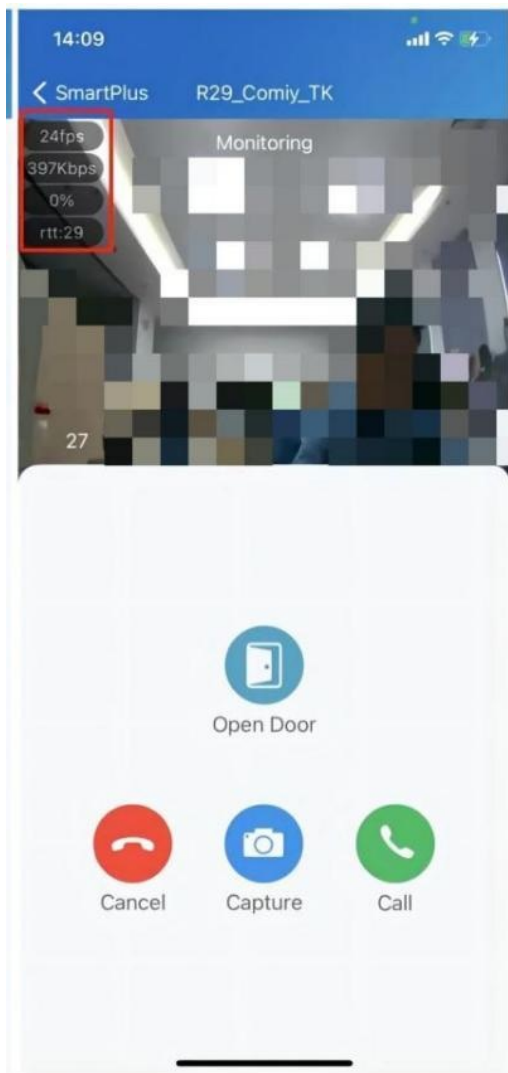
## System Settings

### Check Video Communication Qualities

Video Quality Diagnosis enables you to check real-time video quality. It can be applied to video calls, live monitoring videos and preview page.

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

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



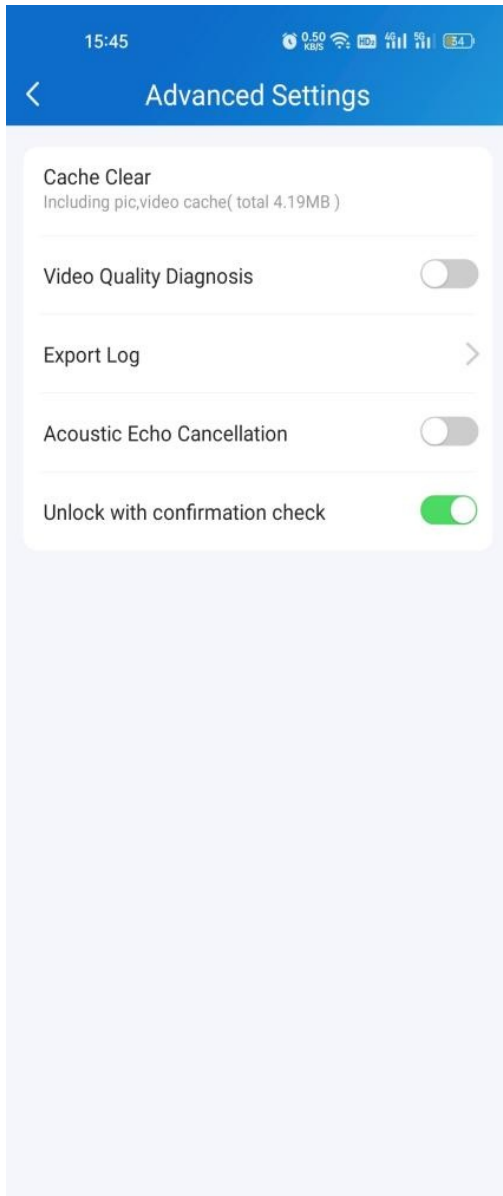
## Clear Cache to Improve App Performance

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

## Enable Confirmation Prompts when Opening Doors

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

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

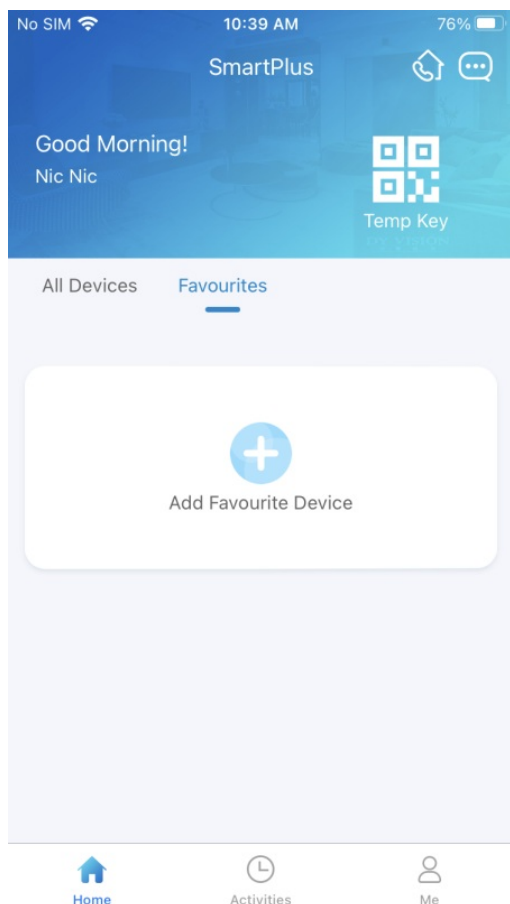


## Add Devices to Favorites

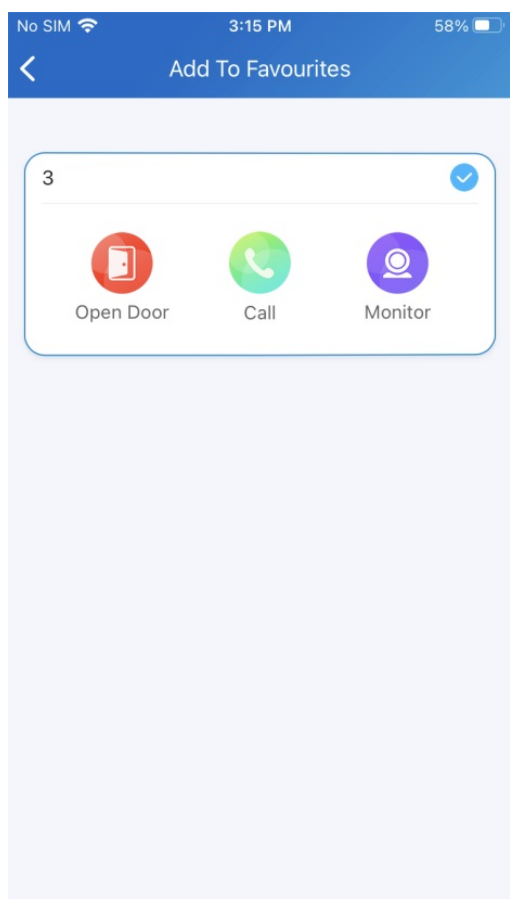
Favorite Device feature enables you to quickly find and control your frequently-used devices.

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

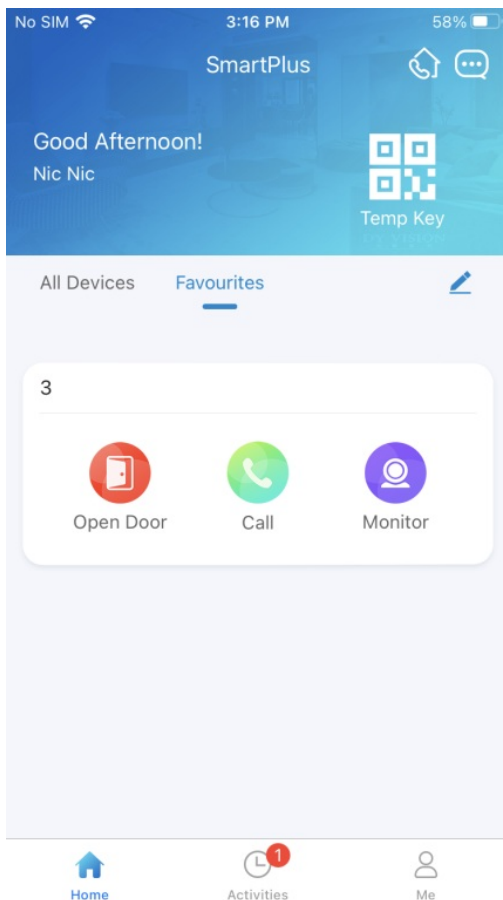
1. Tap **Home** > **Favorites**.



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



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



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

#### Note

- Once you switch the SmartPlus account, the previous account's Favorites will be cleared.

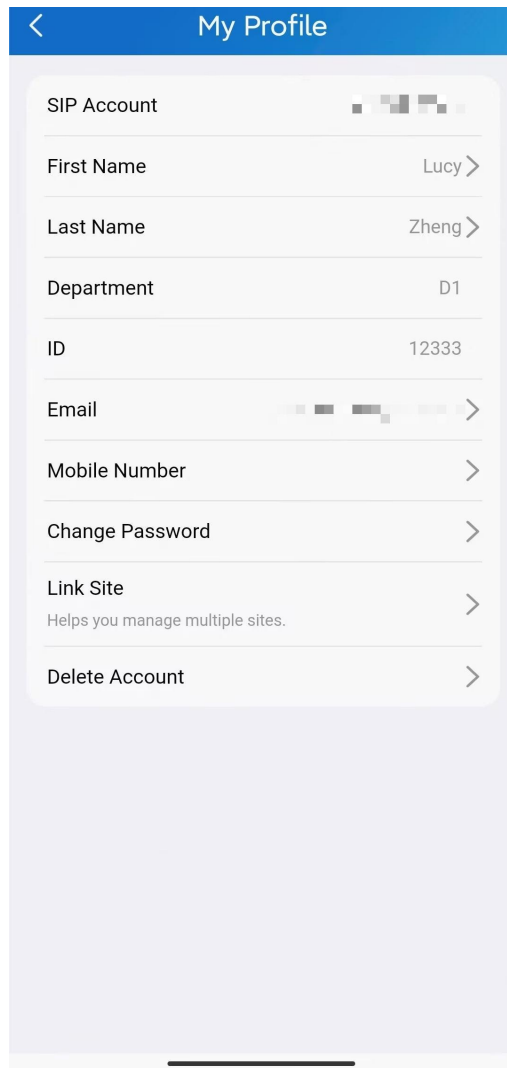
## Account Settings

You can check your account information, including your SIP account, name, department, ID, phone number, and Email address. For better security, you can make a change login password.

### Check Account Information

#### Check or Modify Account Information

- Tap **Me** on the bottom tab bar;
- Tap **[your name]**, and you can see the details.
- First name and last name fields can be modified.



### Change Weak or Compromised Password

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

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

### Change Mobile Phone and Email Number

- Go to **Me > [your name]**.
- Tap **Email** or **Mobile Number**.
- Choose the authentication mode. Enter password or verification code you receive from your email.
- Tap **Confirm** to validate the change.
- You need to login again after the change.



<

My Profile

SIP Account

First Name

Lucy >

Last Name

Zheng >

Department

D1

ID

12333

Email

 >

Mobile Number

 >

Change Password

>

Link Site

>

Helps you manage multiple sites.

Delete Account

>

<

Change Mobile Number

You are applying to change your mobile number, we will send a code to your email to verify your identity.

Email

>

Code

Obtain Code

Submit

<

Change Mobile Number

You are applying to change your mobile number, we will send a code to your email to verify your identity.

Email

>

Code

Obtain Code

Authentication

Email

✓

Password

Cancel

Confirm

Submit

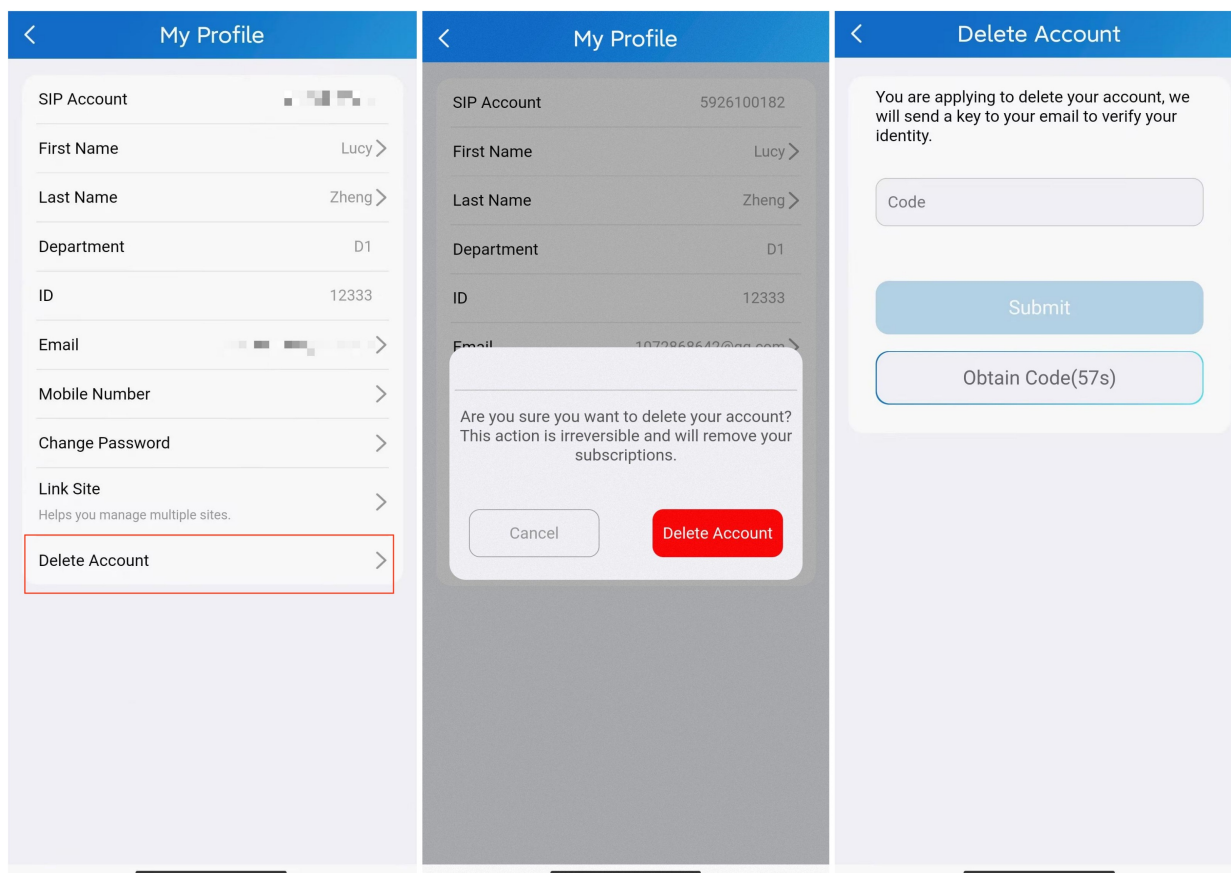
## Delete Account

You can delete your account on SmartPlus. When the account deleted, it cannot be used to log in anymore.

- Go to **Me > [your name]**.
- Tap **Delete Account**, and tap **Confirm**, you will be asked to enter a verification code.

The code can be found in the Akuvox account delete confirmation Email, or the SMS sent to your phone if you registered the account with your phone number only.

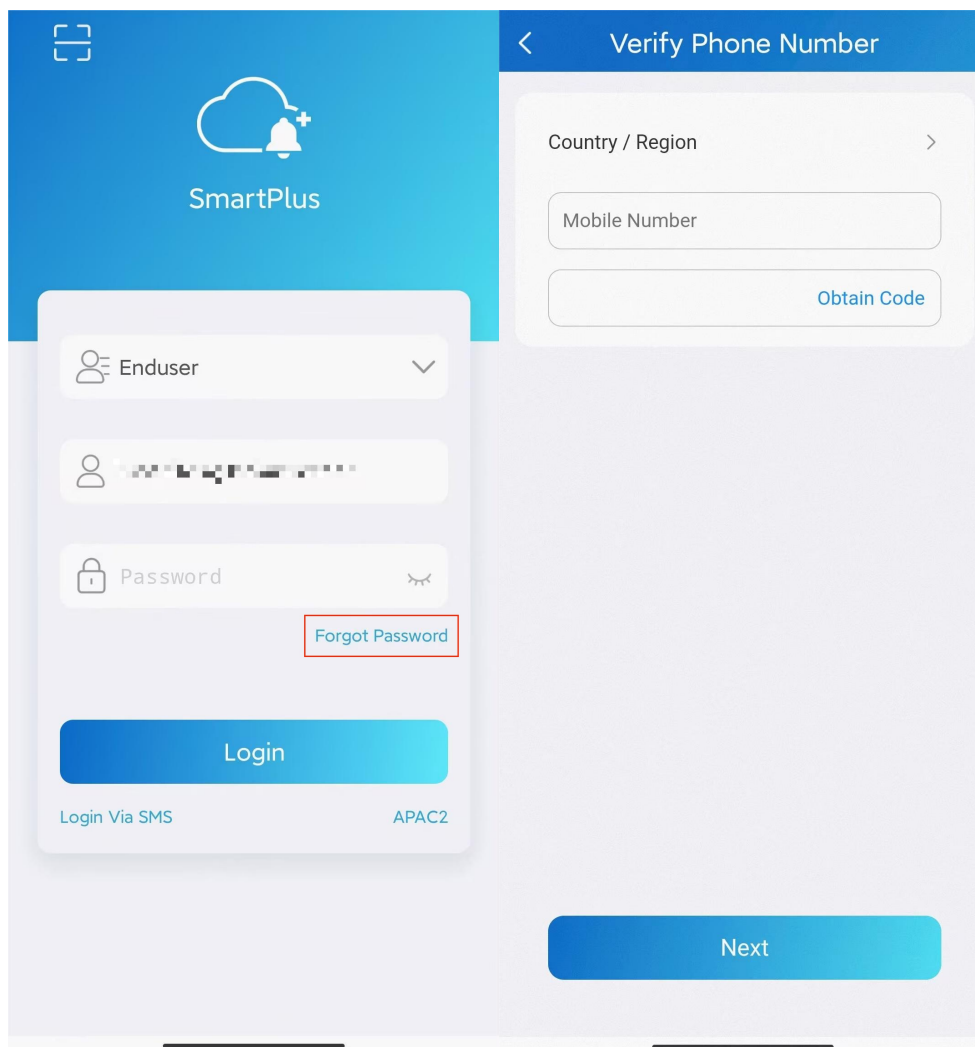
- Tap **Submit** after you enter the right code.



## Forgot Password

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

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

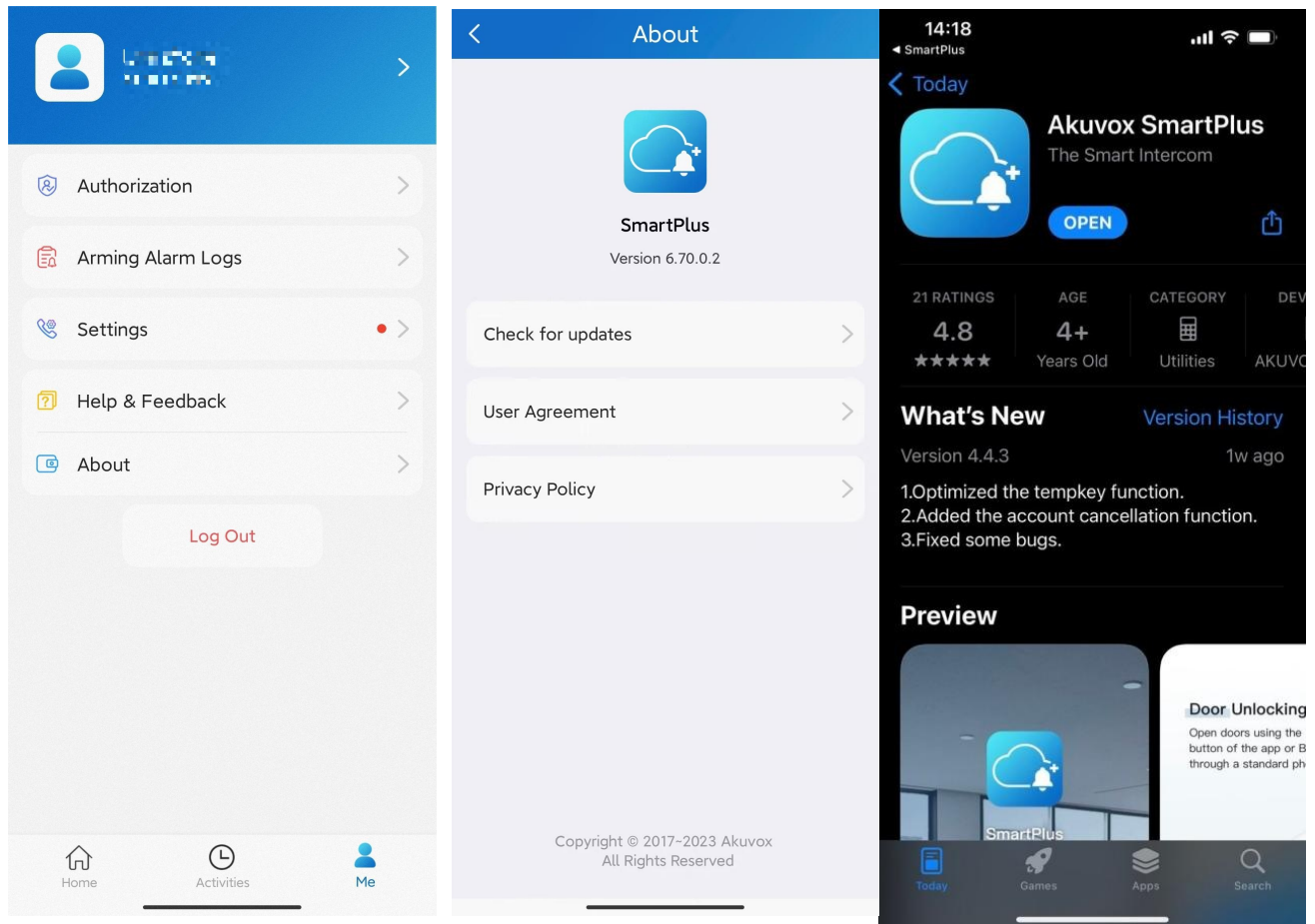


## Support, Terms and Safety

### Update

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

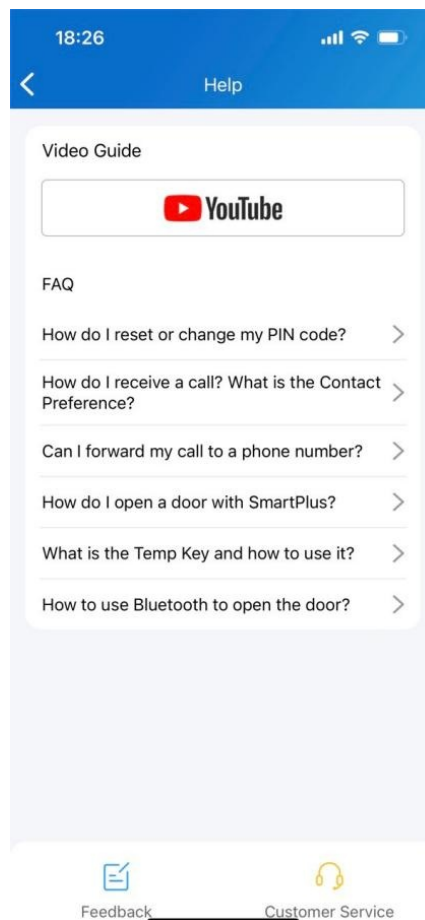
Your settings and data will remain unchanged when you update the App to the latest version.



## Get Help

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

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



## Learn Service Agreement and Privacy Policy

To learn the terms and conditions for using Akuvox Cloud service, and the privacy policies related to data collecting, go to **Me > About**.

