Akuvox
Open A Smart World

Smart Intercom

SmartPlus App

AKUVOX SMARTPLUS USER GUIDE
—
Installer

This manual is intended for the installers who need to manage community, building, apartment, residents, devices, remote maintenance service, and more on Akuvox SmartPlus platform (**Version: 6.7.0**).

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

What's New in SmartPlus 6.7.0:

- Support issuing weather conditions to indoor monitors
- Adjust apartment delete and reset icon positions
- Support selecting access methods
- Add property manager password update reminder and permission control
- Extend the renewal period to 5 years
- Add Receive Feedback
- Support Persian and Hebrew when switching browser language
- Add redirect link in the email notifying account expiration

System Overview

Akuvox SmartPlus is a cloud-based platform on which the installer can conduct integrated management of buildings, apartment, residents, devices, relays for communities, as well as the remote maintenance service for all the devices deployed.

Installers using this platform will be able to:

- Add, edit, and delete the community, buildings, apartments, devices, and residents.
- Deploy and set up devices and relays for the access control.
- Check and upgrade device firmware.
- Check and manage the MAC library.
- Conduct remote operations such as Autop provisioning, device reboot, transmission type modification, and remote maintenance.
- Download the related technical manual and get access to the Akuvox ticket system for technical support.
- Subscribe and renew Akuvox SmartPlus.
- Manage sub-installer accounts

Log into SmartPlus

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

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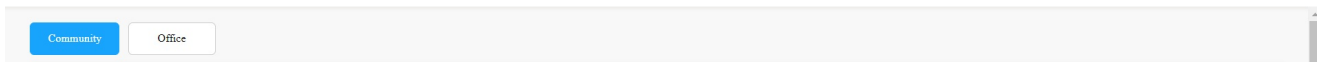3. Click on **Login** to log in to the SmartPlus platform.

Akuvox · Administrator

Login

ryan.chen@akuvox.com

••••••••

Login

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

Role:Project Manager ▼   List Of Communities ▼   RyanChen ▼ | Log out

Community   Office

Prior to the Management

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

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

Main Interface

The main interface mainly consists of eight modules that allow you to manage the building, apartment, devices, residents, and access control in community buildings. And you can also switch to smart home web portal on the main interface.
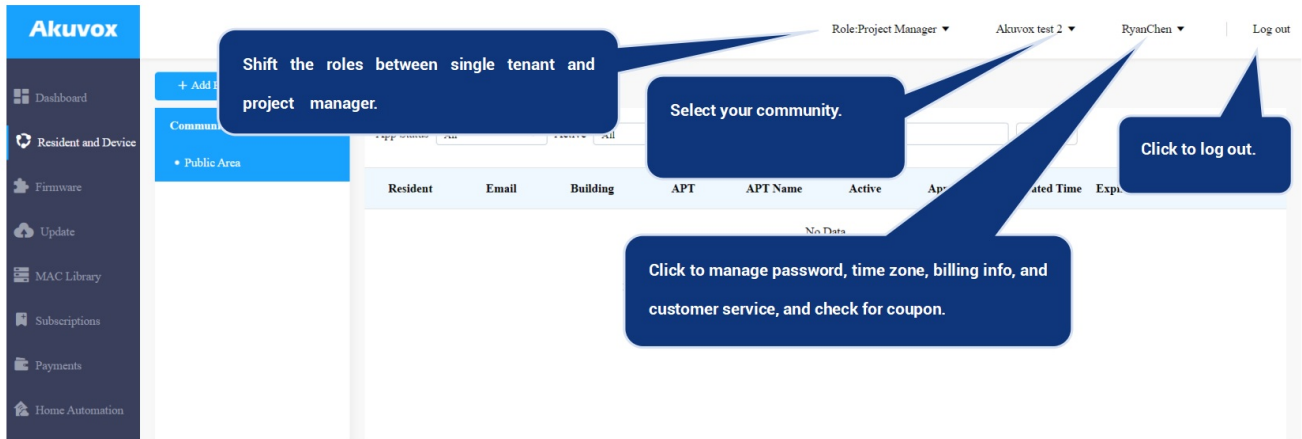
Module Description:

No.	Modules	Description
1	Dashboard	Allows you to manage community, building, apartment, resident, device and property manager.
2	Resident and Device	Allows you to manage building, apartment, devices, residents, and access control in community.
3	Firmware	Allows you to check device firmware information.
4	Update	Allows you to update the firmware version for the specific device.
5	MAC Library	Allows you to register the MAC in the MAC library.
6	Subscriptions	Allows you to activate the Akuvox SmartPlus service for the resident by paying the activation fees and renewing the fees, etc.
7	Payments	Allows you to check for the information related to transactions made.
8	Home Automation	Click it to change to smart home web portal for community users. This module will displayed when home automation service is enabled for the community users.

Community Management

Create Community

A community must be created first on the dashboard before you can proceed to the other management involving devices, residents, etc.

1. On the upper left corner of the dashboard, select **Community**.

2. Click **+ New** on the dashboard.

Role:Project Manager ▼   List Of Communities ▼   RyanChen ▼ | Log

| Community | Office |

12 Community(ies)

Subscriptions

Name ⬍	Device Count	End User Count	Property Managers	Action
Community1	0	0	--	☑ ✎ ⚇ ⓘ
Akuvox-	0	0	--	☑ ✎ ⚇ ⓘ
New_Com	0	0	--	☑ ✎ ⚇ ⓘ
Community-C	0	0	--	☑ ✎ ⚇ ⓘ
Ryan	0	0	--	☑ ✎ ⚇ ⓘ

+ New

⬇ Download The Template

3. Set up a community by filling in the related community information.

4. Select your feature plan.

New Community   ✕

Please upgrade doorphone to the latest version otherwise it may affect some features.

Number of apartments

| − | 20 | + |

Home AutoMation Service

○ On   ● Off

Community Calls

○ On   ● Off

Landline Service

● On   ○ Off

Landline Service is a premium feature.

* Feature Plan   Read Instructions

● Basic   ○ Premium   ○ 1Monitor_All

* Community Name

[   ]

* Address

[Country / Region   ▼]

[State/Province   ▼]

[City   ▼] [Post Code   ]

[Street   ]

Time Zone

GMT+12:00 M… ▾

Time Format

● 24H   ○ 12H

Date Format

Year-Month-Day ▾

Permission Of Access Control Management ⓘ

● Public Area + Private Area   ○ Only Public Area

PIN Mode

● PIN   ○ APT+PIN (e.g. 101 + 1234)

Charge Mode

○ Pay By PM   ● Pay By Installer

Send Expiration Email To End User/PM

○ On   ● Off

Send Renew Email To End User

○ On   ● Off

Cancel   Submit

> **Note**
>
> - If you select feature plan-Basic, the template must contain indoor monitor MAC address.

Community Setting Description

No.	Settings	Description
1	Number of apartments	Enter the number of apartments in the community.
2	Home Automation Service	Turn it for the users who installed smart home devices such as X933H and C319H indoor monitor for the home automation service. When it is turned on, home automation icon [🏠 Home Automation] will be displayed on the navigation column, and you can tap the icon to go the Akubela smart home web portal.
3	Community Calls	Enable it if you allow residents in a community to call each other between SmartPlus apps and between indoor monitor and SmartPlus app. Note: This feature will only be displayed when your distributor enable this function for you.
4	Landline Service	Switch on/off the landline service (communication between telephone/mobile phone and intercom devices). Landline service is a premium feature in the feature plan.

5	Feature Plan	Select basic or premium features for the community.
		
		- **Basic**: If you select feature plan-Basic, you are required to add at least one indoor monitor in every apartment you created. And property managers are not authorized to:
		  - Enable or disable Package Notification service (Supported by R29 door phone).
		  - Enable or disable PIN code and QR code access method for the end users.
		  - Allow or not allow end users to create family accounts.
		  - Control Face recognition
		  - Monitor Third party camera in public area. (end users cannot monitor third party camera either)
		
		- **Premium feature**: this plan does not require installers to set up any indoor monitor in all the apartment you created. And it authorizes the property managers to control all the above-mentioned items.
		
		Note1: When the feature plan service expired, property managers will lose the above mentioned control.
		
		Note2: When the feature plan is set, it cannot be changed.

6	Community Name	Enter the community name.
7	Address	Enter community address (Street, City, Post Code, State/Province) based on which the indoor monitor can access local weather condition. The temperature and weather condition will display on the device home screen. So far, only **C319** with firmware version 119.30.10.203 and above supports this feature. Note: Post code should be letters from A-Z or a-z ,or numbers from 0-9.
8	Time Zone	Select the time zone of the community.
9	Time Format	Select the time format of the community (12-hour/24-hour format).
10	Date Format	Select the date format (Y/M/D; M/D/Y; D/M/Y).
11	Permission of Access Control Management	- **Public Area+Private Area**: If selected, property managers will be allowed to create credentials for residents to access both public devices and their private devices, and allowed to set personal authentications for residents. - **Only Public Area**: If selected, property managers will be only allowed to create credentials to access public devices, and not able to set personal authentications for residents. **Note**: Once the feature is set up, it cannot be changed. It can only be changed by the super manager.
12	PIN Mode	Select **PIN Mode** (PIN for direct PIN code access, APT+PIN for apartment No.+ PIN code).
13	Charge Mode	Select either community property manager or installer to pay for the SmartPlus service (both account activation and renewal, it is paid by installer by default).

14	Send Expiration Email to End User/PM	Switch on the service expiration email notification to the end user, property manager, and installer if needed. The notification will be sent in 1 day, 3 days, 5 days after the expiration. 1-day expiration: an email will be sent to end users for expiration notification. 1. day expiration: an email will be sent to end users for the expiration notification.. 2. day expiration: an email will be sent to the property manager and installer for the expiration notification. 15-day expiration: an email will be sent to the installer for the expiration notification. **Note**: if it is switched off, the expiration notification will be sent to installers only.
15	Send Renew Email To End User	Switch on service renewal email notification to the residents if needed.

Edit/Delete Community

After a community is created, you can edit or delete the community if needed.

1. Click on ✏ of the desired community. To easily find the desired community, you can click the icon ⬍ next to **Name** to reorder them.

2. Edit the community setting or delete the setting.

Number of apartments

| — | 20 | + |

Home Automation Service

(•) On   ( ) Off

Note:Once you submit, you can't turn it off.

Community Calls

( ) On   (•) Off

Landline Service

( ) On   (•) Off

Landline service is not available for Home Automation Service at the moment.

* Feature Plan   Read Instructions

( ) Basic   (•) Premium   ( ) 1Monitor_All

* Community Name

Akuvox

* Community Address

American Samoa   ∨

State/Province   ∨

Pago Pago   ∨   123456

12345

Time Zone

GMT+8:00 Shanghai   ∨

Time Format

(•) 24-hour time   ( ) 12-hour time

Date Format

Year-Month-Day   ∨

Permission Of Access Control Management ⓘ

(•) Public Area + Private Area   ( ) Only Public Area

PIN Access Mode

(•) PIN   ( ) APT+PIN (e.g. 101 + 1234)

Charge Mode

(•) Pay By PM   ( ) Pay By Installer

Delete   Cancel   Submit

Property Management(Only supports Ucloud)

Akuvox Uclould platform supports integration with Rent Manager platform whose tenant information can be synchronized to Akuvox installer account. After synchronization, property managers can use the installer accounts to manage tenants and Akuvox devices on the Akuvox Ucloud platform.

Steps to integrate:

1. Property managers apply for activating Akuvox Cloud service on Rent Manager, and Akuvox tech team will receive an activation email.
2. Akuvox tech team will then contact property managers via Email or phone call and send the installer accounts.
3. The super manager will synchronize the information from Rent Manager to the corresponding installer accounts.

As a result, property managers can log into Akuvox Ucloud platform with installer accounts to manage tenants and devices.
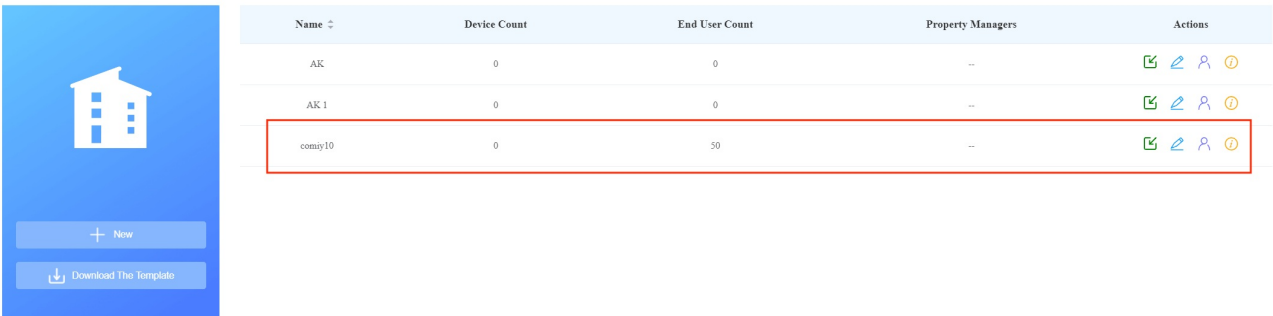
> **Note**
>
> - Only when property managers have installed Akuvox devices, can property managers acquire installer accounts to manage tenants and devices on Akuvox Ucloud platform.

Check and Edit Properties

1. Click on ✎ of the desired property to check and edit the property basic information.

Name	Device Count	End User Count	Property Managers	Actions
AK	0	0	--	
AK 1	0	0	--	
comiy10	0	50	--	

3 Community(ies)

+ New
⬇ Download The Template

Akuvox
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Edit Community ✕

Number of apartments

| − | 50 | + |

Landline Service

○ On   ● Off

Landline service is not available for Home Automation Service at the moment.

* Feature Plan   Read Instructions

○ Basic   ● Premium

* Community Name

comiy10

* Community Address

Canada   ⌄

British Columbia   ⌄

Abbotsford   ⌄   123

123

Time Zone

GMT-5:00 New_York   ⌄

Date Format

Month-Day-Year   ⌄

Permission Of Access Control Management ⓘ

● Public Area + Private Area   ○ Only Public Area

PIN Access Mode

● PIN   ○ APT+PIN (e.g. 101 + 1234)

Charge Mode

○ Pay By PM   ● Pay By Installer

Send Expiration Email To End User/PM

○ On   ● Off

Send Renew Email To End User

○ On   ● Off

Delete   Cancel   **Submit**

Property Setting Description:

No.	Settings	Description
1	Number of apartments	The number of apartments is 50 by default.

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2	Home Automation Service	It is off by default. Turn it for the users who installed smart home devices such as X933H and C319H indoor monitor for the home automation service. When it is turned on, home automation icon [Home Automation] will be displayed on the navigation column, and you can tap the icon to go the Akubela smart home web portal.
3	Landline Service	It is off by default. Landline service enables communication between telephone/mobile phone and intercom devices. It is a premium feature in the feature plan.

4	Feature Plan	It is **Premium** by default.
		
		• **Basic**: If you select feature plan-Basic, you are required to add at least one indoor monitor in every apartment you created. And property managers are not authorized to:
		  ○ Enable or disable Package Notification service (Supported by R29 door phone).
		  ○ Enable or disable PIN code and QR code access method for the end users.
		  ○ Allow or not allow end users to create family accounts.
		  ○ Control Face recognition
		  ○ Monitor Third party camera in public area. (end users cannot monitor third party camera either)
		
		• **Premium feature**: this plan does not require installers to set up any indoor monitor in all the apartment you created. And it authorizes the property managers to control all the above-mentioned items.
		
		Note1: When the feature plan service expired, property managers will lose the above mentioned control.
		
		Note2: When the feature plan is set, it cannot be changed.

5	Community Name	The property name is synchronized from Rent Manager. If another community under the installer account has the same name, the property name will be changed to [*Property Name*]-**Rent Manager** automatically. You can modify the property name.
6	Address	Enter property address (Street, City, Post Code, State/Province). Note: Post code should be letters from A-Z or a-z ,or numbers from 0-9.
7	Time Zone	Select the time zone of the property.
8	Time Format	Select the time format of the property (12-hour/24-hour format).
9	Date Format	Select the date format (Y/M/D; M/D/Y; D/M/Y).
10	Permission of Access Control Management	It is **Public Area+Private Area** by default. • **Public Area+Private Area**: If selected, property managers will be allowed to create credentials for residents to access both public devices and their private devices, and allowed to set personal authentications for residents. • **Only Public Area**: If selected, property managers will be only allowed to create credentials to access public devices, and not able to set personal authentications for residents.
11	PIN Mode	Select **PIN Mode** (PIN for direct PIN code access, APT+PIN for apartment No.+ PIN code).

12	Charge Mode	Select either the property manager or installer to pay for the SmartPlus service (both account activation and renewal, it is paid by installer by default).
13	Send Expiration Email to End User/PM	Switch on the service expiration email notification to the end user, property manager, and installer accounts if needed. The notification will be sent in 1 day, 3 days, 5 days after the expiration. 1-day expiration: an email will be sent to end users for expiration notification. 1. day expiration: an email will be sent to end users for the expiration notification.. 2. day expiration: an email will be sent to the property manager and installer for the expiration notification. 15-day expiration: an email will be sent to the installer for the expiration notification. **Note**: if it is switched off, the expiration notification will be sent to installers only.
14	Send Renew Email To End User	Switch on service renewal email notification to the residents if needed.

> **Note**
>
> The following fields cannot be changed once they are generated automatically. If you want to change them, please contact Akuvox tech team.
>
> - Number of Apartments
> - Home Automation
> - Landline Service
> - Feature Plan
> - Permission Of Access Control Management

Check and Edit Apartments

1. Click on ⓘ of the desired property for management (it will automatically skip to the **Resident and Device** module).

2. All apartments synchronized from Rent Manager are displayed in Building 1 created automatically by the SmartPlus system.

- You can click on **+ Add Building** to add a new building.

- Right click to rename the desired building.

3. Click on and then to check and edit the apartment.

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Edit APT

Apartment

Floor

> 5 ⌄

Usually a group of apartments, it can be used in the lift control feature.

* APT

> 50

A unique number, visitors can dial the number on the door phone to reach the residents.

APT Name

> 50

Web Relay ID

> 0 ⌄

Call Type

> SmartPlus and indoor monitors ⌄

SIP Call Or IP Call

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

Resident

* First Name

> 1cB63Rgt2rW9f45it10L6HIP14

* Last Name

> 16Y92C45PS210z7Gg3GD612CO4

Email

>

Country / Region

> Country / Region ⌄

Mobile Number

>

Accessible Floors

> 5 ⌄

[Delete APT]   [Reset Password]   [Cancel]   [Submit]

Apartment Setting Description:

No.	Field Name	Description
1	Floor	It is synchronized from Rent Manager. The elevator will take the tenants to the exact floor they live on.
2	APT	Apartment number is generated by the system automatically in a sequential order.

3	APT Name	It is synchronized from Rent Manager.
4	Web Relay ID	It is 0 by default. You can select the specific web relay action ID to carry out a specific action. **Note**: Web relay must be set up on the door phone's web interface first.
5	Call Type	Select the call type. It is **SmartPlus and indoor monitors** by default.
6	SIP Call or IP Call	It is **IP Call** by default. 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 the different place (villa or house)**" for **SIP call**.

Note

The resident account is created with the synchronization of each apartment. Modifying the resident account will not affect the management of tenant accounts.

- The **First Name** and **Last Name** of the resident account are generated randomly by the system.
- Other fileds including **Email, Country/Region, Mobile Number**, and **Accessible Floors** are blank by default.

Check and Edit Tenants

The tenants on Rent Manager equals to the family members of an apartment on SmartPlus platform.

Click on 🖉 of the desired apartment. Scroll down to **Family Member**, displaying the information of tenants. The tenant information is updated daily around 2:00 a.m (EST).
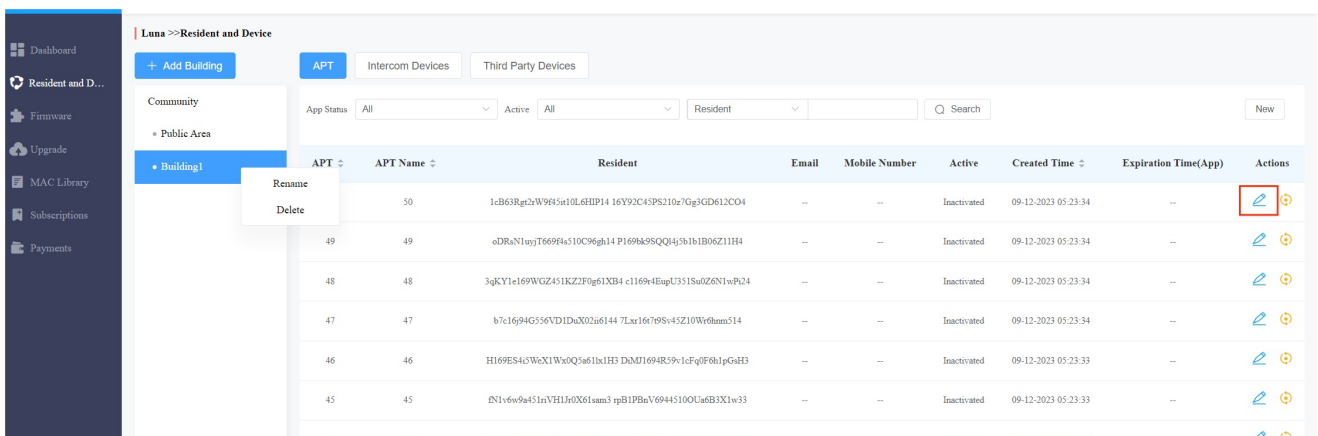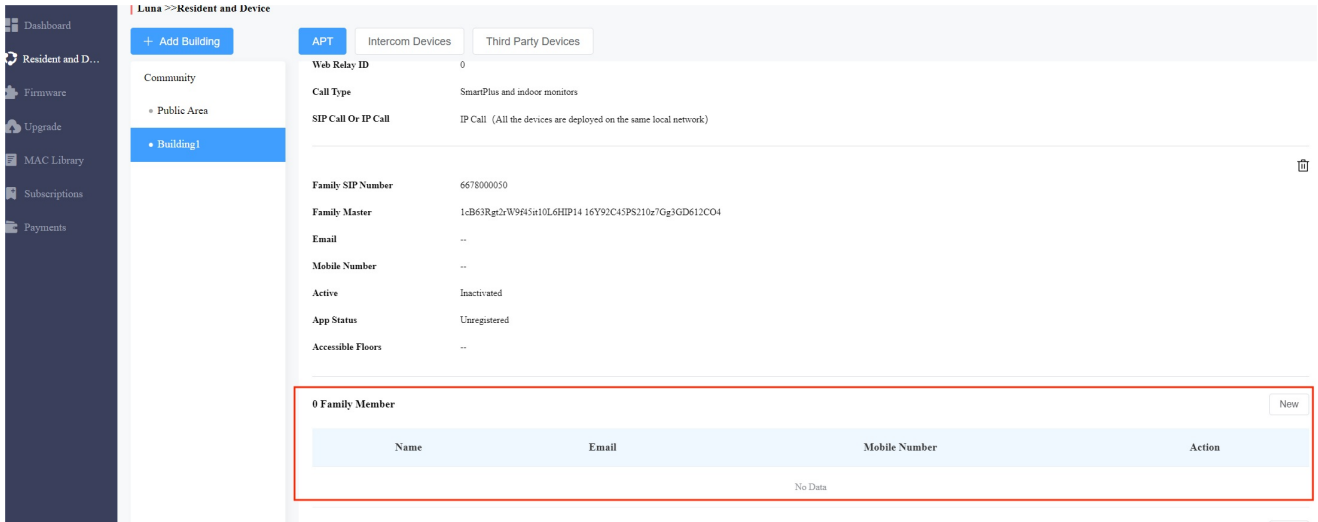
- When the lease of a tenant starts, the family member account will be generated automatically.
- When the lease of a tenant ends, the corresponding family member account will be deleted automatically.

Tenants Setting Description:

No.	Field Name	Description
1	First Name	The first name, last name, email address, and mobile number of the tenant are synchronized from Rent Manager. The mobile number on Rent Manager equals to landline number on SmartPlus platform.
2	Last Name	
3	Email	
4	Mobile Number	
5	Country/Region	It is blank by default.
6	Accessible Floors	It is blank by default.

User Management

You are required to go to the specific community for the management of the users by moving them into the specific building and apartment.

Sub-Installer Account Management

When several persons are responsible for one project. You can create and login different sub-installer accounts of the same main account at the same time. The data shown are exactly the same.

Add Sub-Installer Account

1. Scroll down and click **New Sub-account**.

2. Fill in the information and Click **Submit**.

Edit/Delete Sub-Installer Account

1. Click on to edit the sub-account information and reset the password.

2. Click on to delete the account.

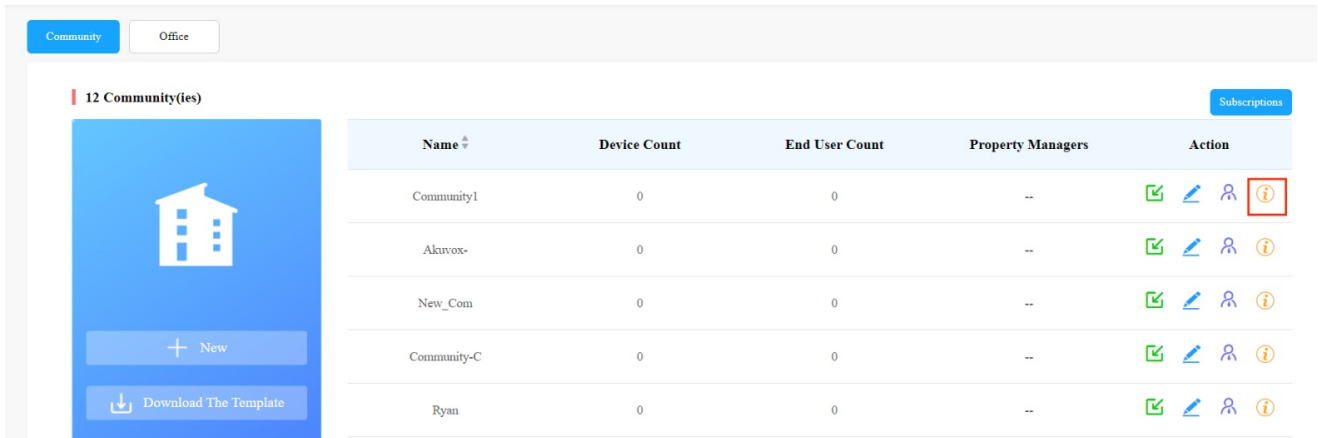## Add Community Users

Add Community Residents to a Building

After the community is created, you are required to add buildings to the community, then you can start adding the residents to the desired building.

1. Click on ⓘ of the community you intend for the management (it will automatically skip to the **Resident and Device** module).

2. Click on **+ Add Building** to add a building, and rename the building if needed.

3. Click on **APT,** select a building, then click on **New** to add resident.
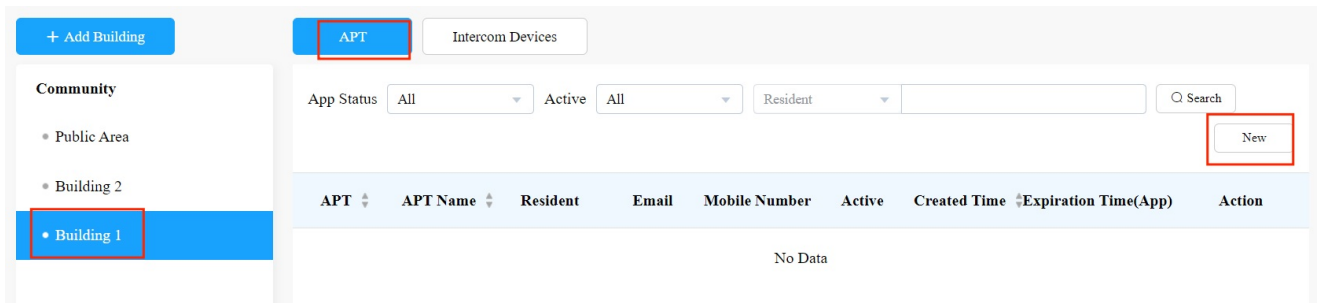
4. Fill in the apartment and resident's information.

![Akuvox logo - Open A Smart World]

Add APT ✕

Apartment

Floor

[⌄]

Usually a group of apartments, it can be used in the lift control feature.

* APT

[   ]

A unique number, visitors can dial the number on the door phone to reach the residents.

APT Name

[   ]

Web Relay ID

[0   ⌄]

Call Type

[SmartPlus and indoor monitors   ⌄]

SIP Call Or IP Call

[IP Call (All the devices are deployed on the same local network) ⌄]

Resident

* First Name

[   ]

* Last Name

[   ]

Email

[   ]

Language

[English   ⌄]

Country / Region

[Country / Region   ⌄]

Mobile Number

[   ]

Accessible Floors

[⌄]

Add Resident Later

> **Note**
>
> • Device selection will not be shown if you switched on the home automation service when you create a community.

Setting Description:

No.	Field Name	Description
1	Floor	Fill in the resident's floor number. With this filled in, the elevator will take the residents to the exact floor they live on.
2	APT	Fill in the resident's apartment number. Support entering number and "#", e.g. 2#123. **Note:** 1. DO NOT start the apartment number with #, e.g. #2#123, because door phones with APT#+PIN authorization mode enabled will fail to recognize between apartment number and PIN codes. This will lead to door-opening failure. 2. So far, only the following devices with corresponding firmware versions support this feature. • R27 with firmware version 227.30.10.101 and above • R28 with firmware version 28.30.10.7 and above • R20A with firmware version 320.30.10.106 and above
3	APT Name	Fill in the resident's apartment name.
4	Web Relay ID	Enter the Web Relay Action ID number. You select the specific web relay action ID to carry out a specific action. **Note:** Web relay must be set up on the door phone's web interface first.
5	Call Type	Select your call type.
6	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 the different place (villa or house)**" for **SIP call**.
7	Device	Enter the indoor monitor MAC address, which is required for adding an apartment. Device selection is displayed only when you have selected **Basic** in the feature plan.
8	Arming Function	Enable the **arming function** so that the arming icon will be available on your SmartPlus app for arming and disarming.
9	Network Group	Select the network group. Devices in the same building need to be set up in the same network group.
10	Device Name	Name the device to distinguish it from others.
11	Relay1/2	Fill in the relay name, which can be the device's location.
12	First Name	Fill in the resident's first name.
13	Last Name	Fill in the resident's last name.
14	Email	Fill in the resident's email.
15	Language	Select the language of the emails notifying the user account information. Currently, 12 languages are supported: **English, Simplified Chinese, Korean, Japanese, Turkish, Polish, Russian, Spanish, Bosnian, Danish, Vietnamese, French**

16	Mobile Number	Enter the resident's mobile phone number. The area code will be displayed before the mobile number.
17	Country/Region	Select the country or region code of the user.
18	Landline 1/2/3	Fill in the user's landline numbers, eg mobile phone numbers or telephone numbers. Three landline numbers are supported. The area code will be displayed before the mobile number.

Note

- When adding an indoor monitor, you can set up and name the relays for the device. The relay name will be synchronized to the SmartPlus app. The relay status will also be updated following the changes that occurred on the indoor monitor.

Add Community Residents to a Building Using Template

The template can maximize your efficiency in the management of the resident especially when you are handling a large number of residents for a specific community.

1. Download the template on the dashboard.
2. Fill in the information in the template.
3. Import the template to the community you selected.

Template Sample

Note

- If you select feature plan-Basic, the template must contain an indoor monitor MAC address.

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. Support entering 1-6 digit integral number(s) and "#", e.g. 2#123. **Note**: 1. DO NOT start the apartment number with #, e.g. #2#123, because door phones with APT#+PIN authorization mode enabled will fail to recognize between apartment number and PIN codes. This will lead to door-opening failure. 2. So far, only the following devices with corresponding firmware versions support this feature. • R27 with firmware version 227.30.10.101 and above • R28 with firmware version 28.30.10.7 and above • R20A with firmware version 320.30.10.106 and above
3	Apt Name	Fill in the apartment name.
4	Device	• **Device Type Code**: Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 Access Control=50 • **Device Setting Format**: "**Device name, Device type, Device MAC**". Eg: Gate2,0,0C11050B9814; Living Room,2,0C11050893C6 **Note**: every two devices need to be separated by ";". **Note**: Device MAC must be added first in the MAC library of the community to which you want to import the data.
5	First Name	Fill in the resident's first name. **Note**: should not be more than 64 characters in length.
6	Last Name	Fill in the resident's last name. **Note**: should not be more than 64 characters in length.
7	Email	Fill in the resident's Email.
8	Mobile Number	Fill in the resident's mobile phone number.
9	Telephone Calling Code	Fill in the resident's country code.

10	Phone1/2/3	Fill in the resident's mobile phone number.
11	Call Type	**Call Type Code:** • SmartPlus and indoor monitor=0 • Phone and indoor monitor =1 • SmartPlus and indoor monitor, with phone as backup =2 • Indoor monitors with=3 • Indoor monitors with phone as backup=4 • Indoor monitors with SmartPlus as backup, finally phone=5 For example, "Indoor monitors with SmartPlus as backup, finally phone=5" means the call will be received in sequential order, first by indoor monitor, then SmartPlus app, and last mobile phone.
12	Web Relay ID	Enter the We Relay Action ID number. You select the specific web relay action ID to carry out a specific action. **Note**: Web relay must be set up on the door phone's web interface.

Edit, Reset, and Delete Community Residents

Edit and Delete Apartment and Resident

You can edit and delete the resident and the resident apartment if needed.

> **Note**
>
> • You can only edit and delete the residents that have been moved into apartments by the property manager.

1. Click **Resident and Device** module.

2. Select the building and apartment of the resident. You can click **Resident, Created Time,** or the icon next to them to reorder the residents.

3. Do any of the following on the next page.

• Click and then to edit the apartment and the resident's information.

- On the editing interface, scroll down to the button. Click **Delete APT** to delete the apartment information.
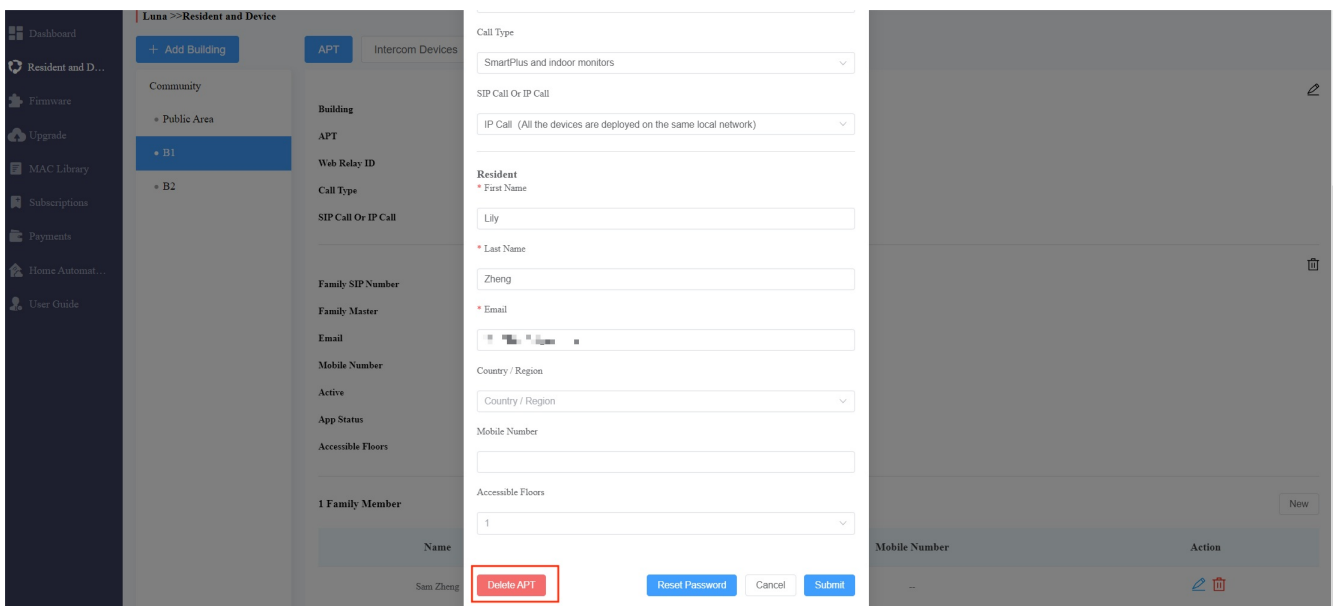
> **Note**
>
> - You cannot edit the mobile phone number, email number, and area code of the user accounts that have linked sites.

Reset Apartment and Resident

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.

1. Click **Resident and Device** on the left-side menu, and click on of the desired apartment.
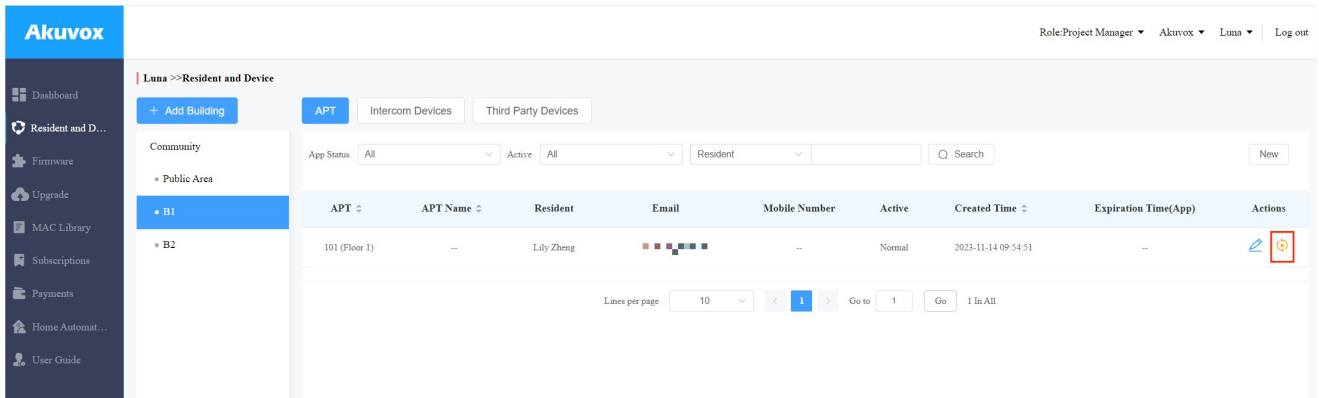
2. Click **OK** when you are asked.
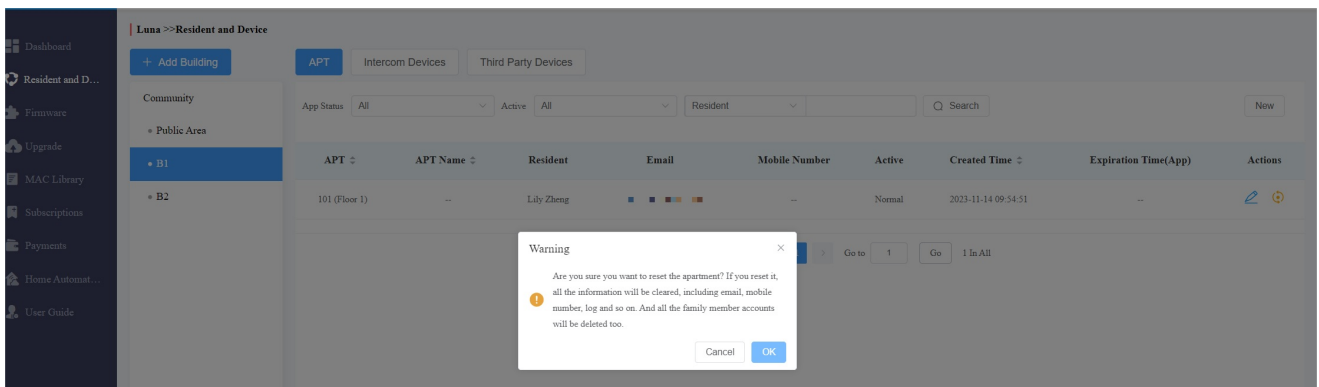
Once you agree to reset, some information or data in this apartment will be removed while some not:

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:

- Subscription information of the family master account such as inactivation and expiration.
- 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.
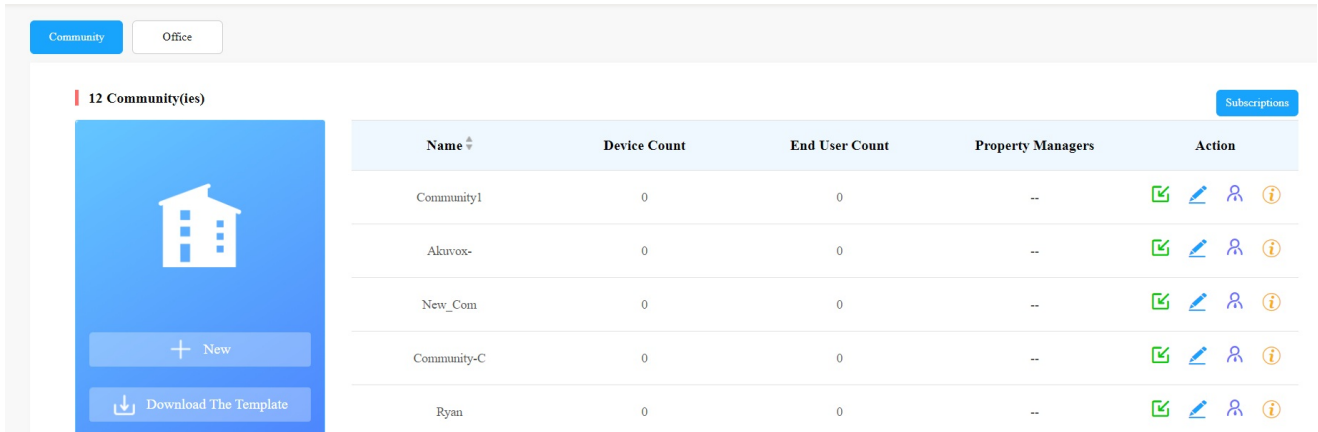
> **Note**
> - It is free to create a new account in the family after resetting, while it charges after deleting.

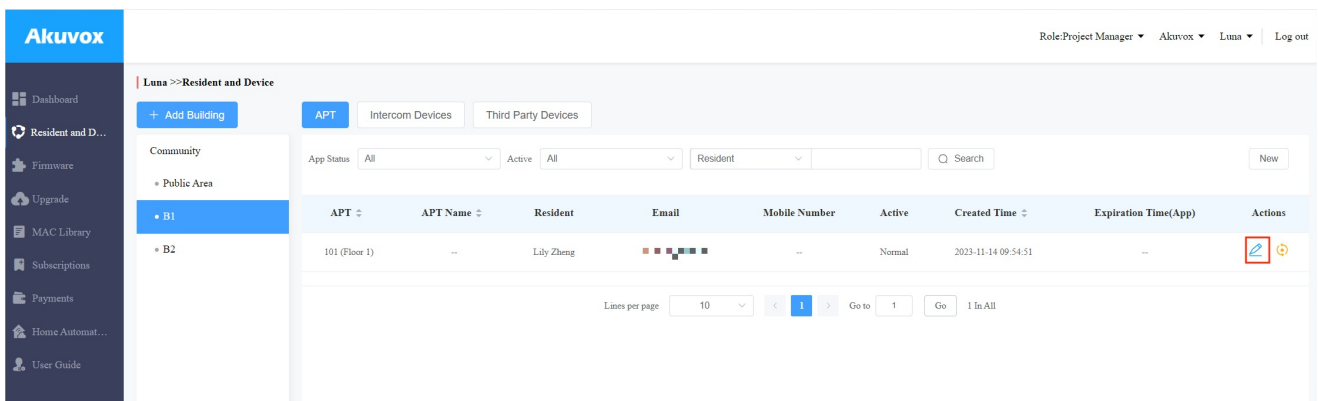# Add/Edit/Delete Family Members for Resident

After you added the residents, you can start adding family member accounts for the SmartPlus app. Family member accounts can be edited and deleted afterward.

1. You start by selecting the resident's community. You can click ⓘ of the resident's community.

2. Select your building and apartment, then click on 🖊 .

3. Scroll down and click **New** to create the family account. And click 🖊 to edit the account, and click 🗑 to delete the account.

Note

- The email information in the family member account can not be edited.

Search/Edit/Delete Resident at Community Level

1. Select the community you need for the management. You can click ⓘ to go into the community.

2. Click **Community**.

3. Search, edit and reset the residents.

Device Management

You can manage the devices deployed in communities. For community devices, you are required to go to the specific community and specific building to manage the device.

Add Public and Third-Party Device in Public Area

You can add public devices to the communities you created. The public devices includes Akuvox intercom devices, and third-party cameras. After adding, property mangers and end users will be able to monitor the camera surroundings. Also you can link the camera to the door phone, which allows users to monitor the the door phone camera and third-party camera at the same time.

1. Click on ⓘ of the community you want to add device for (it will automatically skip to the **Resident and Device** module).
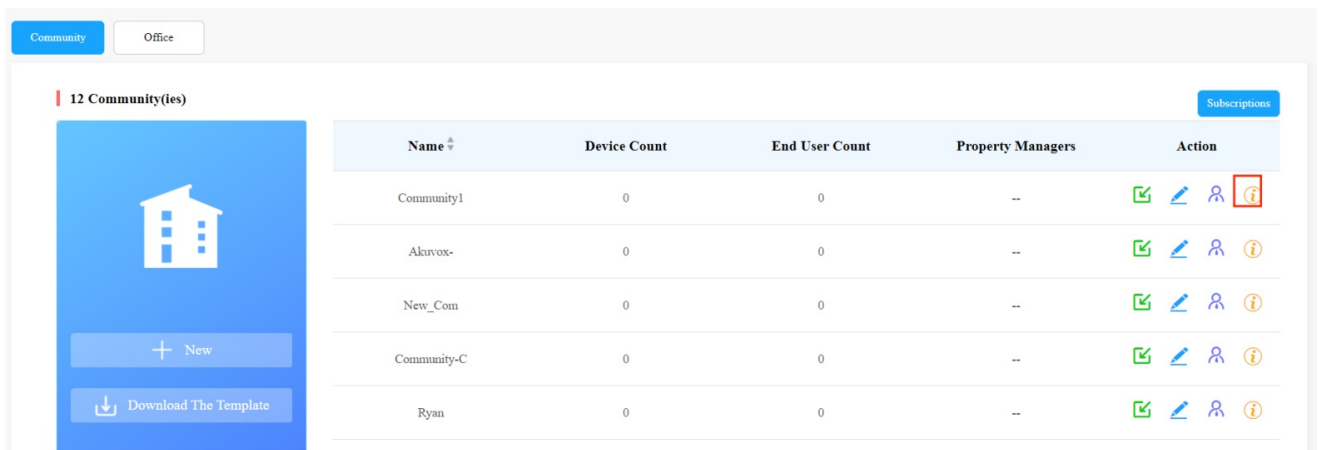
2. Click **Public Area**.

3. Add public devices:

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

![Akuvox logo — Open A Smart World]

Add Device ✕

Device Type

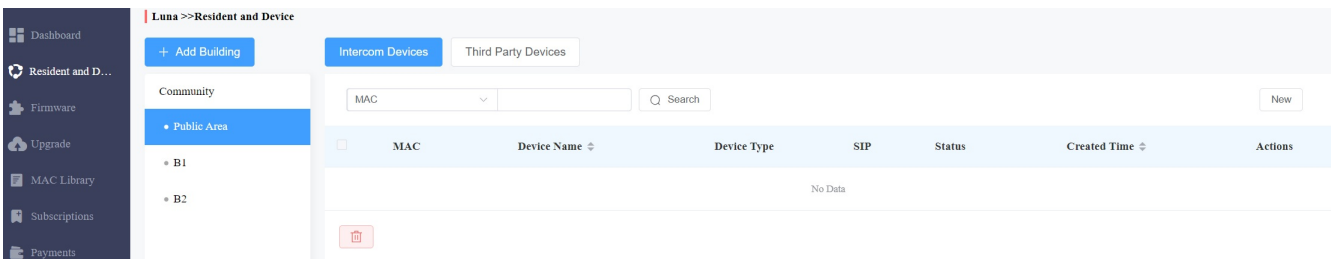Multi-tenants Doorphone ⌄

* MAC

[   ]

Network Group

Network 1 ⌄

* Device Name

[   ]

Buildings

☐ All Buildings

☐ To be selected 0/2	☐ Selected 0/0
☐ B1	No Data
☐ B2	

‹ Remove   Add ›

Relay1   Off ◉ On

* Relay Name

[Relay1]

DTMF Code

[# ⌄]

Unlock

☑ SmartPlus Homepage   ☑ SmartPlus Talkingpage   ☑ PIN   ☑ Face   ☑ RF Card

☑ Bluetooth   ☑ NFC

[Add Relay]   [Add Security Relay]

[Cancel]   [Submit]

Setting Description:

No.	Field Name	Description
1	Device Type	Select your device type.
2	MAC	Type in the device MAC address.

3	Network Group	Select the network group. You can select the same network group with that of other devices if the devices are deployed in the same local network. (in this case, communicate via IP) Note: Do not select the same network group if the device is not deployed with other devices in the same local area network.(in this case, communicate via SIP). Otherwise it will lead to communication failure.
4	Device Name	Name the device to distinguish it from others.
5	Does the device have internet access?	This option appears only after the super manager enables **Doorphone Offline Solution** for your distributor and when **Doorphone** is selected in **Device Type** field • If the door phone is not connected to Internet, select **No** so that calls can be transferred to SmartPlus App through the indoor monitor. • If the device is connected to Internet, select **Yes** and it can make calls normally.
6	IP Address	When **No** is selected in Does the device have internet access, you need to enter the static IP address of the indoor monitor that transfers calls for the door phone.
7	Buildings	Tick All Building if you want the device to be controlled by all the residents in all the building in the community. You can tick off the All building if you only want the device to be controlled by residents in the selected buildings.
8	Relay	Fill in the relay name, which can be the device location.
9	DTMF code	Enter the DTMF code for the door access.
10	Unlock	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. **Note:** If **SmartPlus Homepage** or **SmartPlus Talkingpage** is not checked, the corresponding icons will not appear on the app home page.
11	Add Relay	You can add more relays if needed.
12	Add Security Relay	Add the security relay if the door phone is connected to an Akuvox SR01 security relay for the door unlock control.

• To add third-party camera, click **Third-party Devices** to add the camera.

| No.	Field Name	Description
1	Device Name	Name the device to distinguish it from others.
2	RTSP address	Type in the third party RTSP URL in the Format: rtsp://ip:port or rtsp://domain:port. It is used to obtain the camera image. Note: RTSP URL formats may vary by third-party camera manufacturers.
3	User Name	Enter the authentication username provided by third-party camera manufacturer.
4	Password	Enter the authentication password provided by third-party camera manufacturer.
5	Link Device	You can link third-party camera with intercom device such as a R29 door phone in public area of the community. When they are linked, you can tap the door phone camera icon on the SmartPlus app, then you can change between the door phone camera view or third-party camera view. And the third-party camera icon will not be displayed on the app.

Add Devices to Resident's Building

After the community is created, you are required to add buildings in the community, then you can start adding the intercom devices and third-party cameras to the building you created. After adding, property mangers and end users will be able to monitor the camera surroundings. Also you can link the camera to the door phone, which allows users to monitor the the door phone camera and third-party camera at the same time.

1. Click on ⓘ of the community you intend for the management (it will automatically skip to the **Resident and Device** module).
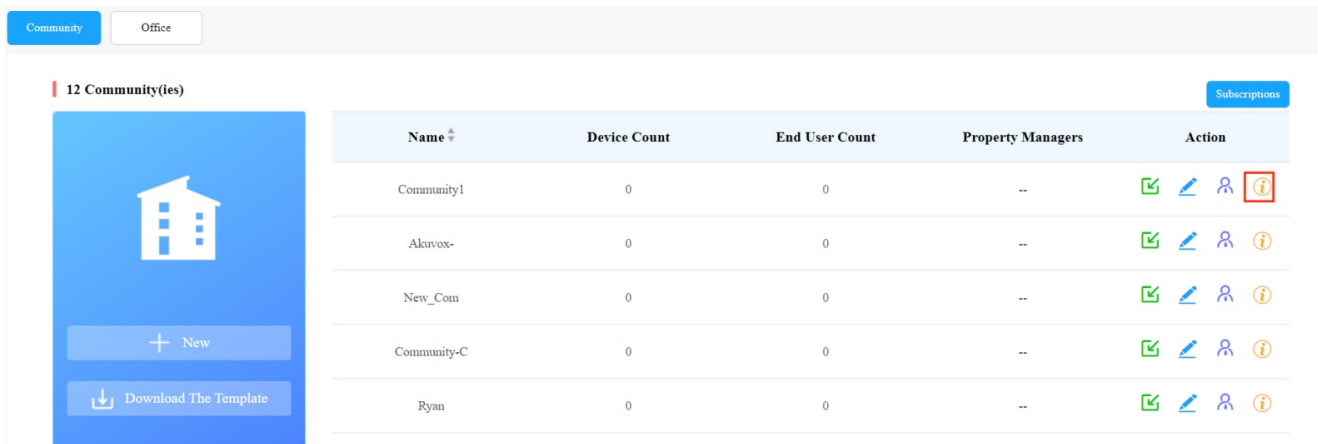
2. Click on **+ Add Building** to add a build, and rename or delete the building if needed.
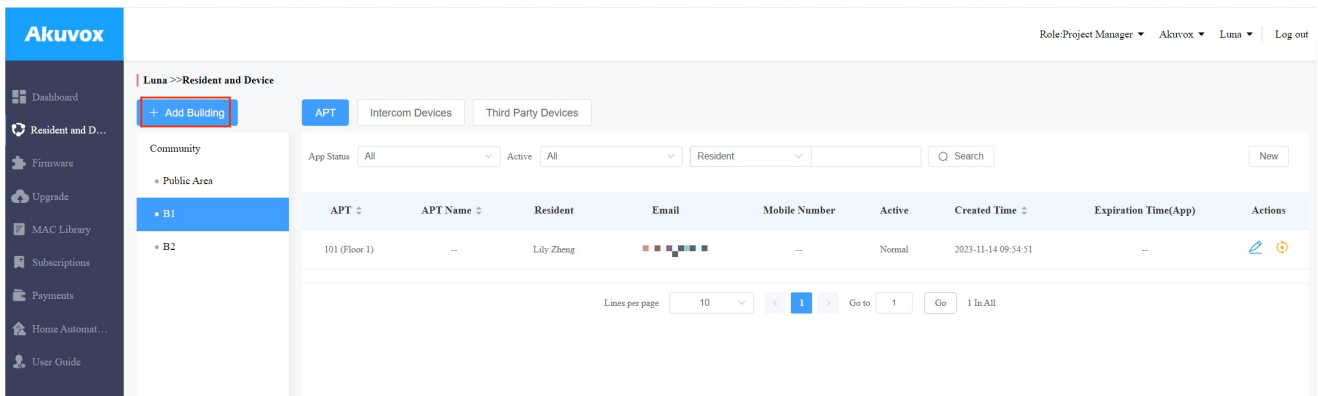
3. Click the building you want to add devices

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

Add Device   ×

Device Type

Multi-tenants Doorphone   ⌄

* MAC

Network Group

Network 1   ⌄

Contact Display Settings

◉ Only APT numbers

○ Indoor monitor and apps

○ APT numbers, indoor monitors and apps

* Device Name

Relay1   Off ⬤ On

* Relay Name

Relay1

DTMF Code

⌄

Access Method

☑ SmartPlus Homepage   ☑ SmartPlus Talking page   ☑ PIN   ☑ Face   ☑ RF Card

☑ Bluetooth   ☑ NFC

[Add Relay]   [Add Security Relay]

[Cancel]   [Submit]

Setting Description:

No.	Field Name	Description
1	Device Type	Select device type.
2	MAC	Type in the device MAC address.
3	Network Group	Select the network group. Devices in the same building need to be set up in the same network group.
4	Contact Display Setting	Select the contact screen display on the door phone.
5	Device Name	Name the device to distinguish it from others.

6	Does the device have internet access?	This option only appears after the super manager enables **Doorphone Offline Solution** for your distributor and **Doorphone** is selected in **Device Type** field. • If the door phone is not connected to Internet, select **No** so that calls can be transferred to SmartPlus App through the indoor monitor. • If the device is connected to Internet, select **Yes** and it can make calls normally.
7	Relay1	Type in the relay name, which can be the device location.
8	DTMF Code	Enter the DTMF code for the door access.
9	Unlock	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. **Note: If SmartPlus Homepage** or **SmartPlus Talkingpage** is not checked, the corresponding icons will not appear on the app home page.
10	Add Relay	You can add more relays if needed.
11	Add Security Relay	Add the security relay if the door phone is connected to an Akuvox SR01 security relay for the door unlock control

Note

- When you set the device type as Indoor Monitor, you can tick the checkbox of ☐ Arming Function that will appear so that the arming icon will be available on your SmartPlus app for arming and disarming.
- When adding an indoor monitor, you can set up and name the relays for the device. The relay name will be synchronized to the SmartPlus app. The relay status will also be updated following the changes that occurred on the indoor monitor.

Add Devices to Residents' Building Using a Template

The template can maximize your efficiency in the management of the devices especially when you are handling a large number of devices for a specific community.

1. Download the template on the dashboard.
2. Fill in the information in the template.
3. Click of the community to which you want to import the template.

Template Sample

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. Support entering 1-6 digit integral number(s) and "#", e.g. 2#123. **Note**: 1. DO NOT start the apartment number with #, e.g. #2#123, because door phones with APT#+PIN authorization mode enabled will fail to recognize between apartment number and PIN codes. This will lead to door-opening failure. 2. So far, only the following devices with corresponding firmware versions support this feature. • R27 with firmware version 227.30.10.101 and above • R28 with firmware version 28.30.10.7 and above • R20A with firmware version 320.30.10.106 and above
3	Apt Name	Fill in the apartment name.

4	Device	• **Device Type Code**: Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 Access Control=50 • **Device Setting Format**: **"Device name, Device type, Device MAC"**. Eg: **Gate2,0,0C11050B9814; Living Room,2,0C11050893C6** **Note**: every two devices need to be separated by ";". **Note**: Device MAC must be added first in the MAC library of the community to which you want to import the data.
5	First Name	Fill in the resident's first name. **Note**: should not be more than 64 characters in length.
6	Last Name	Fill in the resident's last name. **Note**: should not be more than 64 characters in length.
7	Email	Fill in the resident's Email.
8	Telephone Calling Code	Fill in the resident's country code.
9	Phone1/2/3	Fill in the resident's mobile phone number.
10	Call Type	**Call Type Code**: SmartPlus and indoor monitor=0 Phone and indoor monitor =1 SmartPlus and indoor monitor, with phone as backup =2 Indoor monitors with SmartPlus as backup=3 Indoor monitors with phone as backup=4 Indoor monitors with SmartPlus as backup, finally phone=5 Eg. "Indoor monitors with SmartPlus as backup, finally phone=5" means the call will be received in sequential order, first by indoor monitor, then SmartPlus app, and last mobile phone.
11	Web Relay ID	Enter the We Relay Action ID number. You select the specific web relay action ID to carry out specific action. **Note**: Web relay must be set up on the door phone's web interface.

> **Note**
> - You can import both residents and devices at the same time using one template.

Add Third-Party Device to Building

You can add third-party devices to a building. After adding, property managers and end users will be able to monitor the camera surroundings. Also you can link the camera to the door phone, which allows users to monitor the door phone camera and third-party camera at the same time.

1. Click the desired building.

2. Click **Third Party Devices** and then **New**.

No.	Field Name	Description
1	Device Name	Name the device to distinguish it from others.
2	RTSP Address	Type in the third party RTSP URL in the Format: rtsp://ip:port or rtsp://domain:port. It is used to obtain the camera image. Note: RTSP URL formats may vary by third-party camera manufacturers.
3	User Name	Enter the authentication username provided by third-party camera manufacturer.
4	Password	Enter the authentication password provided by third-party camera manufacturer.
5	Link Device	You can link third-party camera with intercom device such as a R29 door phone of the building. When they are linked, you can tap the door phone camera icon on the SmartPlus app, then you can change between the door phone camera view or third-party camera view. And the third-party camera icon will not be displayed on the app.

Add Intercom Devices and Third-party Devices to Resident's Apartment

After you create an apartment for a resident, you can add resident's private intercom devices and third-party devices if needed.

1. Click **Resident and Device**, select the resident's building and apartment.

2. Click ✏️ of the desired resident.
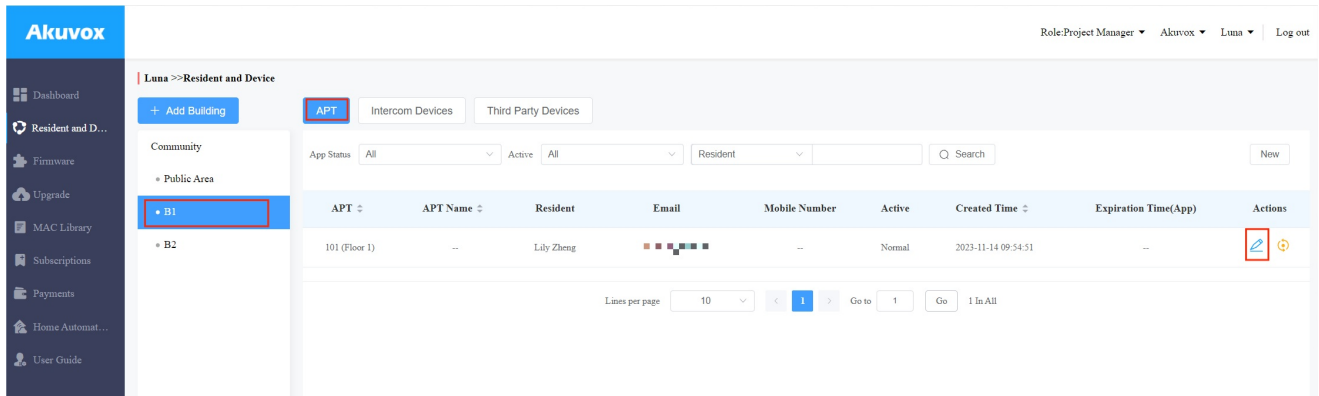
3. Set up intercom devices and third-party devices.

- To set up private intercom device.

1. Click **New.**
2. Set up the device.

![Akuvox - Open A Smart World]

Add Device ✕

Device Type

| Indoor Monitor | ∨ |

* MAC

| |

☐ Arming Function

Network Group

| Network 1 | ∨ |

* Device Name

| |

- -

Relay1   Off ⬤ On

- -

Relay2   Off ⬤ On

[Cancel]   [Submit]

Add Device ✕

Device Type

| Multi-tenants Doorphone | ∨ |

* MAC

| |

Network Group

| Network 1 | ∨ |

* Device Name

| |

- -

Relay1   Off ⬤ On

* Relay Name

| Relay1 |

DTMF Code

| # | ∨ |

Access Method

☑ SmartPlus Homepage   ☑ SmartPlus Talking page   ☑ PIN   ☑ Face   ☑ RF Card

☑ Bluetooth   ☑ NFC

[Add Relay]   [Add Security Relay]

[Cancel]   [Submit]

Add Device Description

No.	Field Name	Description
1	Device Type	Select the device type of the device to be added.

2	MAC	Fill in the device MAC address.
3	Does the device have internet access?	This option only appears after the super manager enables **Doorphone Offline Solution** for your distributor and **Doorphone** is selected in **Device Type** field. • If the door phone is not connected to Internet, select **No** so that calls can be transferred to Smartplus App through the indoor monitor. • If the device is connected to Internet, select **Yes** and it can make calls normally.
4	IP Address	When **No** is selected in Does the device have internet access, you need to enter the static IP address of the indoor monitor that transfer calls for the door phone.
5	Network Group	Select the network group. Devices within the same local network are recommended to be put in the same network group. **Note**: This option will be hidden when **No** is selected in Does the device have internet access.
6	Device Name	Name the device to distinguish it from others.
7	Works offline	This option appears when **Indoor Monitor** is selected in **Device Type** field. If enabled, the device will transfer calls from offline door phones to SmartPlus App. **Note:** This option will only appear after the super manager enables **Doorphone Offline Solution** for your distributor.
8	Arming Function	This option appears when **Indoor Monitor** is selected in **Device Type** field. When enabled, users can arm and disarm the device on the SmartPlus App.
9	Relay	Enable or disable the relay. You can add four relays maximum.
10	Add Security Relay	Add the security relay if the door phone is connected to an Akuvox SR01 security relay for the door unlock control.
11	Relay Name	Fill in the Relay Name, such as a location-based name "Front Door".
12	DTMF Code	Set the DTMF code for the door unlock.
13	Unlock	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. **Note:** If **SmartPlus Homepage** or **SmartPlus Talkingpage** is not checked, the corresponding icons will not appear on the app home page.

Note

- Each apartment can only have one indoor monitor to transfer calls for offline door phones.

- To set up third-party camera:

1. Click **New.**
2. Set up third-party camera and link it to the door phones you need.

![Akuvox logo — Open A Smart World]

0 Third Party Devices

Camera

New

Device Name	Link Device	Created Time	Action

Add Camera   ✕

* Device Name

[   ]

* RTSP Address

[rtsp://   ]

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

* Username

[   ]

* Password

[   ]

☐ Link Device ⑦

Cancel   Submit

Edit/Delete the Device

You can edit and delete the device of a building if needed.

1. Click ⓘ of the community in which the device is located.

12 Community(ies)   Subscriptions

Name	Device Count	End User Count	Property Managers	Action
Community1	0	0	--	☑ ✏ 👤 ⓘ
Akuvox-	0	0	--	☑ ✏ 👤 ⓘ
New_Com	0	0	--	☑ ✏ 👤 ⓘ
Community-C	0	0	--	☑ ✏ 👤 ⓘ
Ryan	0	0	--	☑ ✏ 👤 ⓘ

+ New

⬇ Download The Template

2. Select your building, then click **Intercom Devices** or **Third Party Devices**.

3. Click on ⓘ to check the device's basic information if needed.

4. Edit or delete the device according to your need.
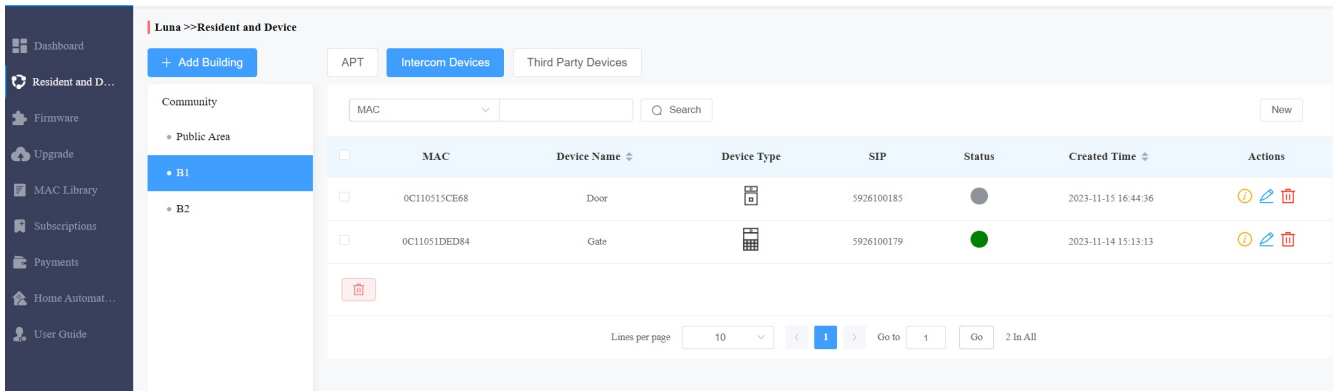
Edit/Delete Device in Public Area

1. Click on ⓘ of the community you want to manage public area devices.
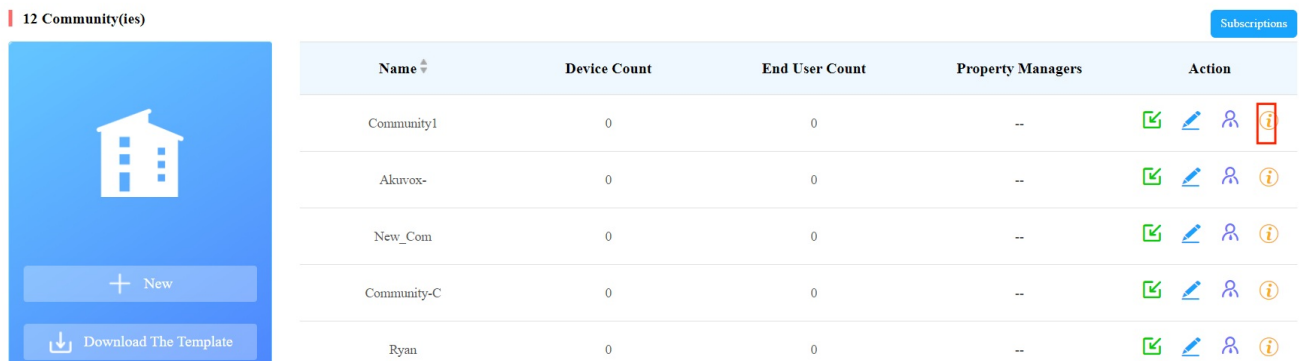
2. Click on **Public Area**.

3. Select **Intercom Devices** or **Third Party Devices**.

4. Search, check, edit or delete the device.
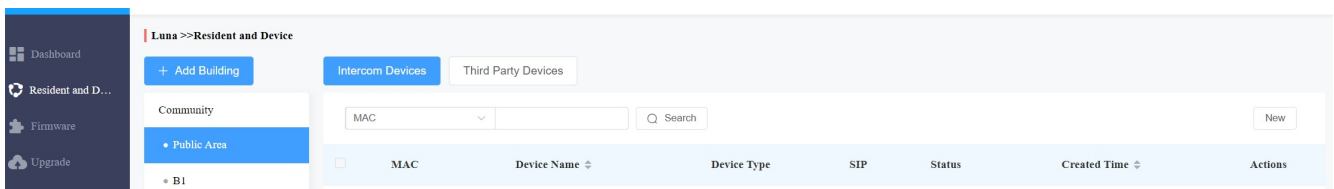
Search/Edit/Delete Device at Community Level

1. Select the community you need for the management on the dashboard.

2. Click on **Community** and **Intercom Devices**.

3. Search, edit and delete the devices. You can also click Device Name, Created Time, or the icon ↕ next to them to reorder them and find your desired devices quickly.
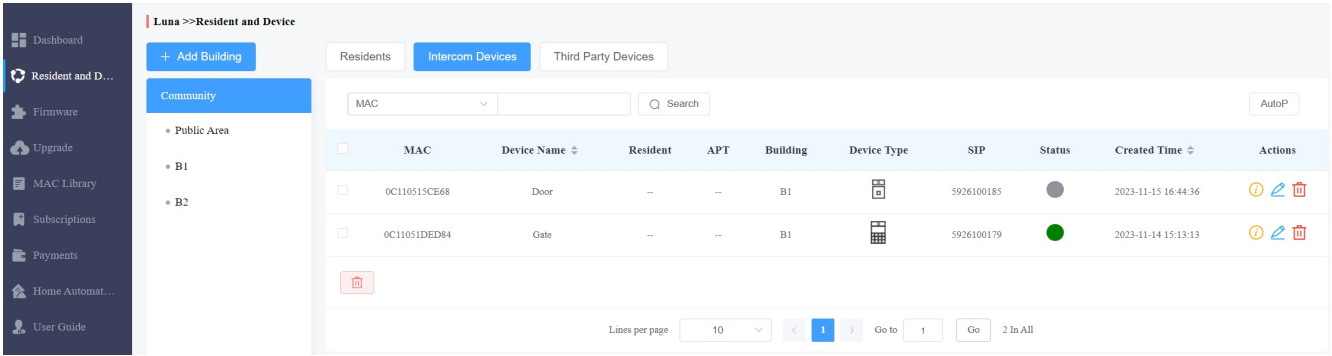
Remote Maintenance for Community Device

You can provide residents with remote maintenance in terms of device data transmission type configuration, device reboot, device web interface remote control and device provisioning, etc. for the device on the community level, building level and public area level.

1. Click on **Community**.

2. Click **Intercom Devices**, then ⓘ .
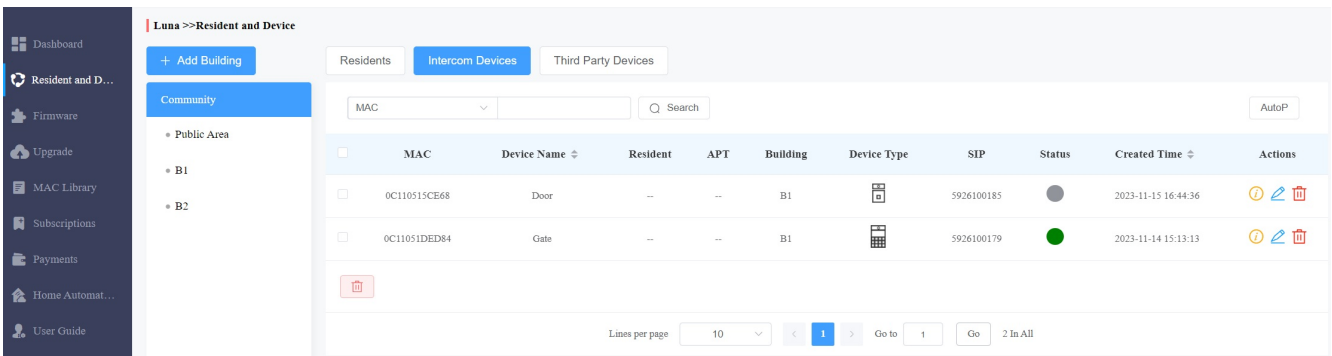
3. Click on **Settings**.
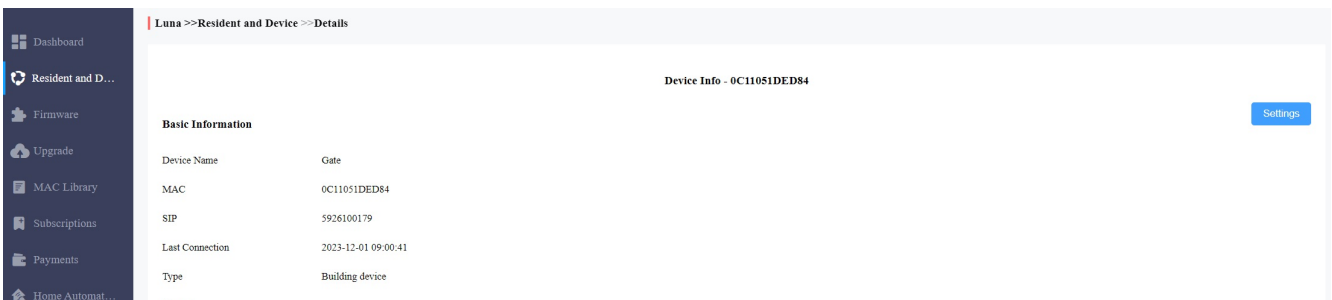
3. Reboot, reset or log into the device web interface remotely via remote control.

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

Settings   ✕

Connection Type

| TCP | ⌄ |

Others

[   ]

[Reboot] [Reset] [Remote Control] [One-Time AutoP]   [Cancel] [Submit]

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

Once AutoP   ✕

[   ]

[Cancel] [Submit]

Note

- The Auto-provisioning command can be exported out of the devices. For the device AutoP command, go to:

  https://knowledge.akuvox.com/docs/autop-command-1?highlight=autop

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

Manage MAC Library

When you obtain the device's MAC address, you will need to store them in the MAC library of the specific community as a record. You can also search and check for all the MACs that are bound or not bound with the users.

Add MAC to MAC Library

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

- **Add MAC Manually**

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

- **Add MAC using Template**

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

- **MAC Template**

<div style="background:#cce6f5;padding:10px">

Note

- One MAC only in each line. And the MAC addresses in the template can be obtained from your distributor or you can find the MAC at the back of the device.

</div>

Remove the MAC from the MAC Library

1. Go to **MAC Library** module.
2. Search the device by MAC.
3. Remove the device from your MAC library.
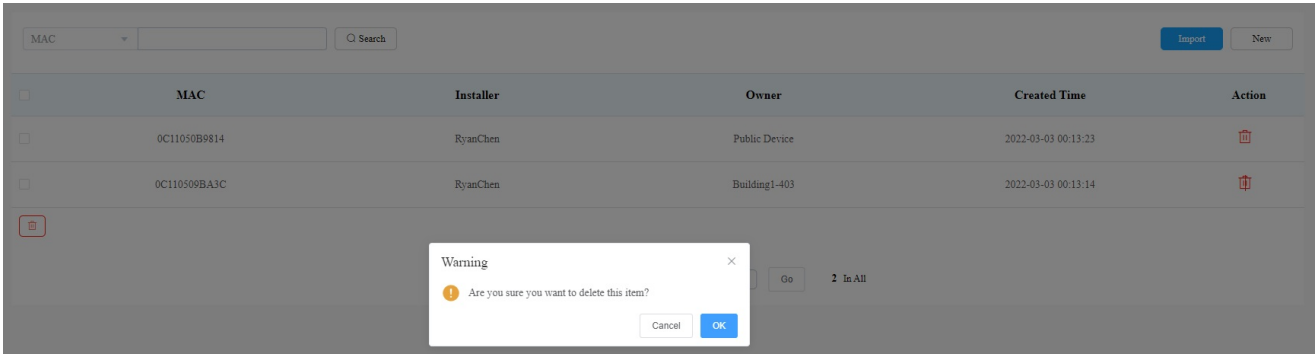
> **Note**
>
> - If the device is bonded with the user, you are required to unbind them before you are allowed to remove the device MAC from the MAC library.

Property Manager Account

As an installer, you can manage property manager accounts for communities.

Manage Property Manager Account

After a community is set up, you can create a property manager account for the community management.

Add Property Manager Account

You can create community property manager account and assign them to a specific community. Moreover, you can set up SmartPlus app designed for property manager.

1. On the community dashboard, click on **New Property Manager**.
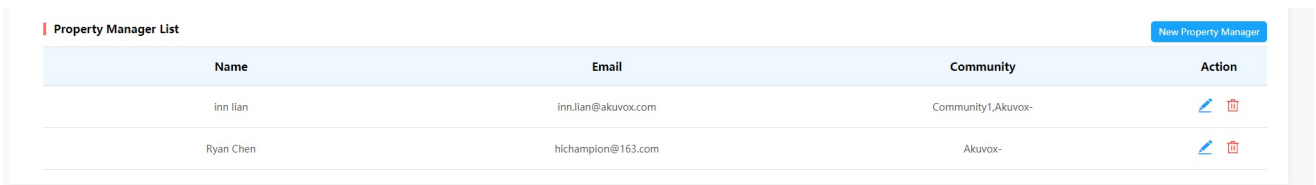
2. Fill in the property manager information and enable **Monthly Password Update Reminder** if needed.

With Monthly Password Update Reminder enabled, when property managers log into SmartPlus cloud platform, they will see a prompt every month reminding them of changing their SmartPlus login passwords. This feature is used to enhance the security of property manager accounts.

3. Click on of the community to which you want to assign the property manager. A window will be displayed for you to select property manager and set up permissions for the property manager.

a. Click **Edit**, then select the property manager.

b. You can set up permissions for the property manager.

- Enable **App** to allow the property manager to use SmartPlus App. You can also reset SmartPlus App login password.
- Click Setting and configure **Delete Account Permission** and **Log Access Control**.

With **Delete Account Permission** enabled, the property manager can delete resident accounts on SmartPlus platform with property manager account.
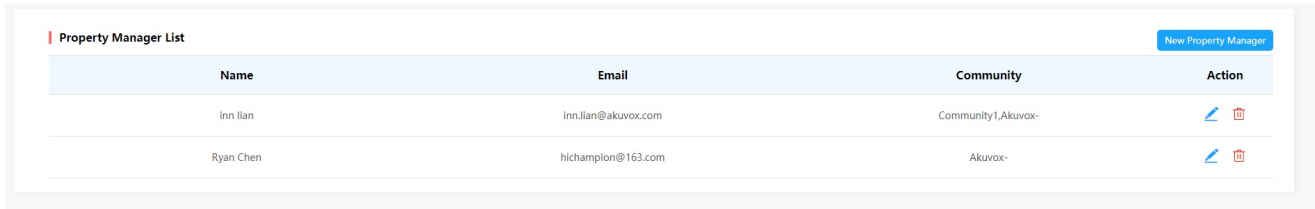
With **Log Access Control** enabled, the property manager can check door logs, call history, and captured images on SmartPlus platform with property manager account.
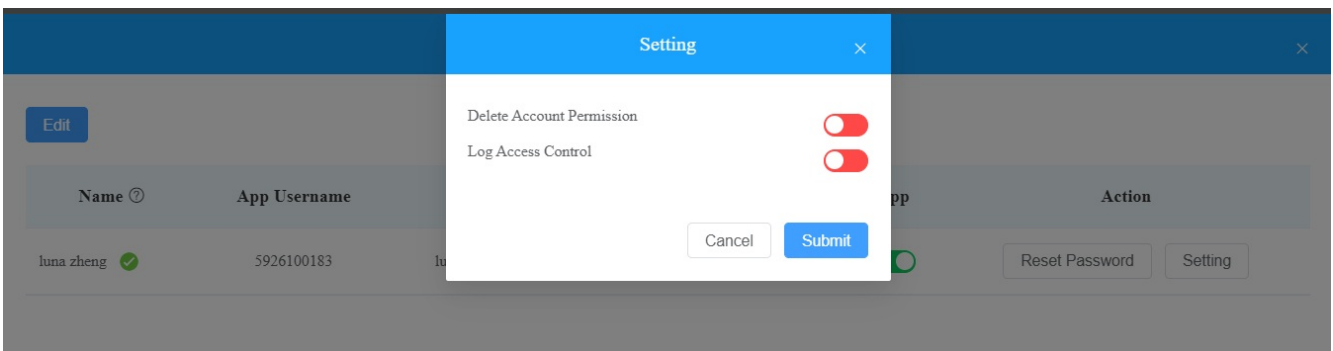
Edit/Delete Property Manager Account
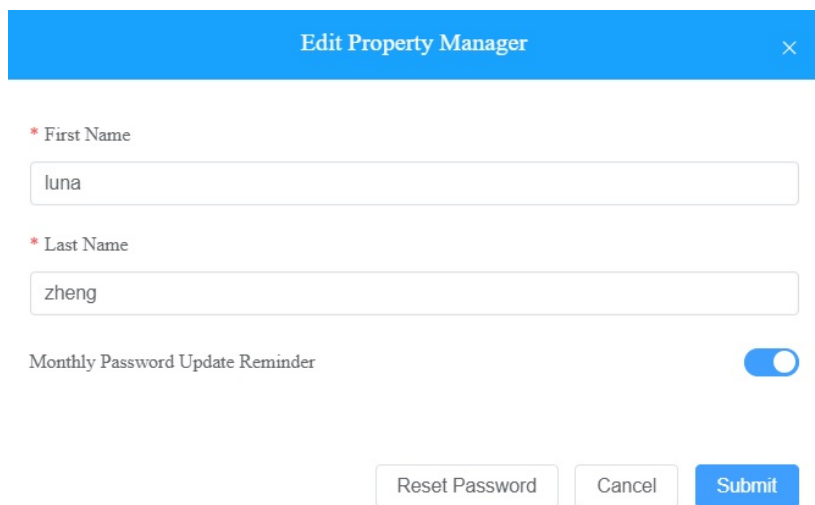
You can edit and delete the property manager account if needed.

1. Select the property manager account in the **Property Manager List**.

Property Manager List			New Property Manager
Name	**Email**	**Community**	**Action**
inn lian	inn.lian@akuvox.com	Community1,Akuvox-	✎ 🗑
Ryan Chen	hichampion@163.com	Akuvox-	✎ 🗑

2. Click on ✎ to edit the property manager account information and reset the password.

Edit Property Manager ✕

* First Name

luna

* Last Name

zheng

Monthly Password Update Reminder ⬤

Reset Password   Cancel   Submit

Firmware Management

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

Check Firmware List

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

Version	Model	Version Log	Created Time	Action
29.30.2.805	R29	29.30.2.805	2021-08-04 22:24:52	ⓘ
29.30.2.804	R29	29.30.2.804	2021-08-04 22:24:16	ⓘ
29.30.102.820	R29	29.30.102.820_Log	2021-07-15 16:44:53	ⓘ
29.30.2.803	R29	29.30.2.803	2021-07-14 17:02:16	ⓘ
29.30.2.450	R29	29.30.2.450	2021-07-14 16:50:16	ⓘ
113.30.6.89	C313	113.30.6.89	2021-07-05 19:32:41	ⓘ
916.30.101.303	x916	916.30.101.303	2020-09-14 21:03:52	ⓘ
82.30.2.622	IT82	82.30.2.622	2020-05-26 20:40:11	ⓘ
28.31.1.209	R28	28.31.1.209	2020-04-08 01:17:54	ⓘ
227.31.1.131	R27	227.31.1.131	2020-03-30 19:10:44	ⓘ

Firmware List Description

No.	Field Name	Description
1	Version	Displays the firmware version number.
2	Model	Displays the device model.
3	Version Log	Generally displays remarks on the version.
4	Created Time	Displays when the firmware is uploaded.
5	Action	Click to check the detailed firmware information.

Update Firmware

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

1. Go to **Upgrade** Module.

2. Click on **Add**.

Version	Device	Status	Upgrade Time	Created Time	Action
		No Data			

Lines per page 10 ‹ 1 › Go to 1 Go   0 In All
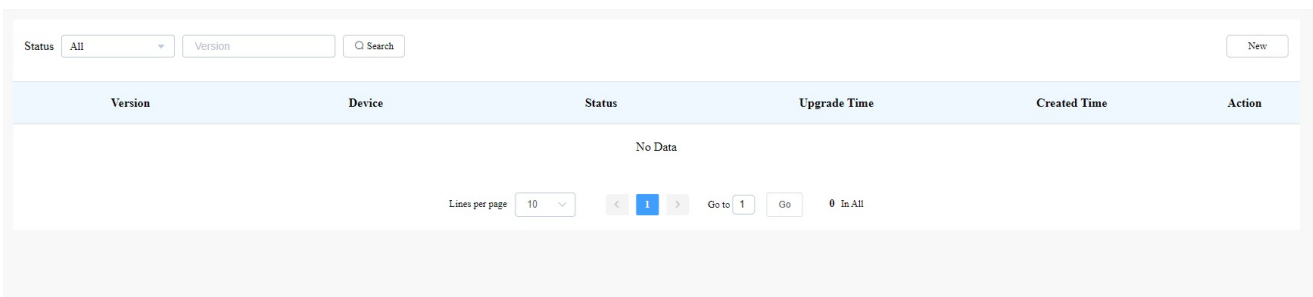
3. Select the device model and the firmware to be upgraded to.

4. Select the specific device(s) and update timing.

5. Select **Reset After Upgrade** if needed.
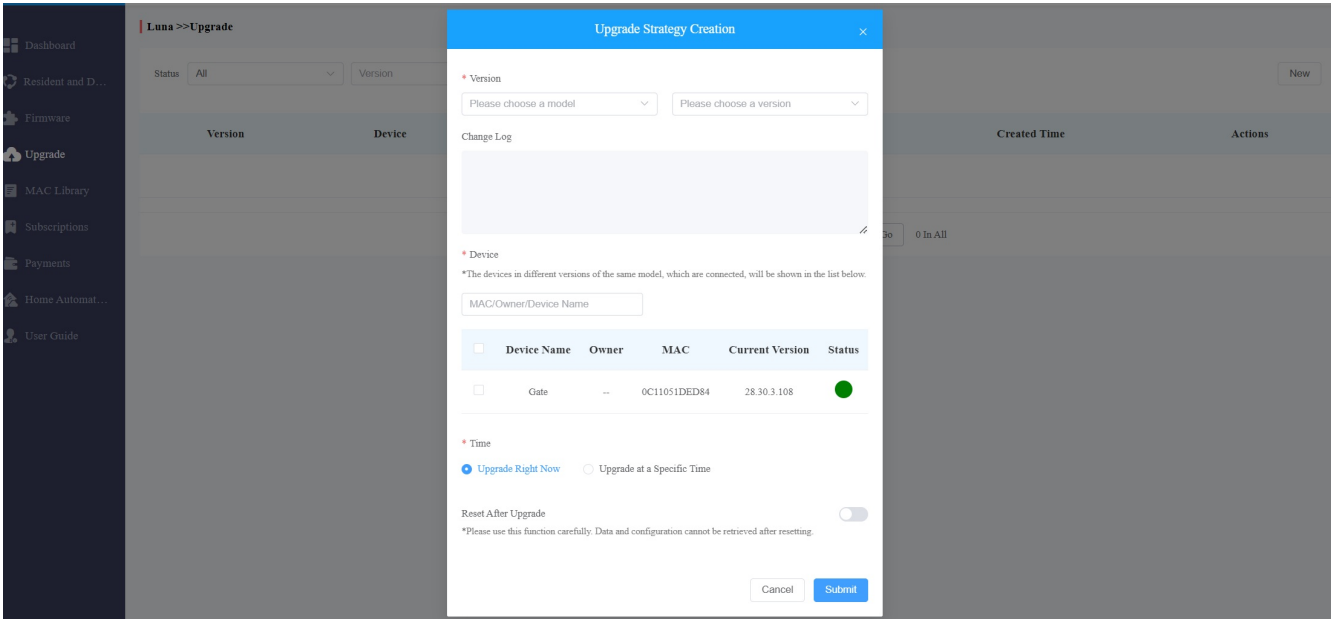
Check and Edit Firmware Update List

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

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

Update List Description

No.	Field Name	Description
1	Version	Displays the firmware version number in the update list.
2	Device	Displays the device model in the update list.
3	Status	Displays update status: **Pending** for the firmware that will be updated according to the updating timing. **Executed** for the firmware that has finished updating, and **Processing** for the firmware that is being updated.

4	Update Time	Displays when the firmware is updated.
5	Created Time	Displays when the update setting is created.
6	Action	Action involves the update setting alteration and update record removal.

Note

- After you initiated the specific firmware update, you need to click **Refresh** to update the firmware list.

Subscription

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

To pay for the services for multiple communities and property managers.

1. On the upper right corner of the dashboard, select **Community**. Then click **Subscriptions** .
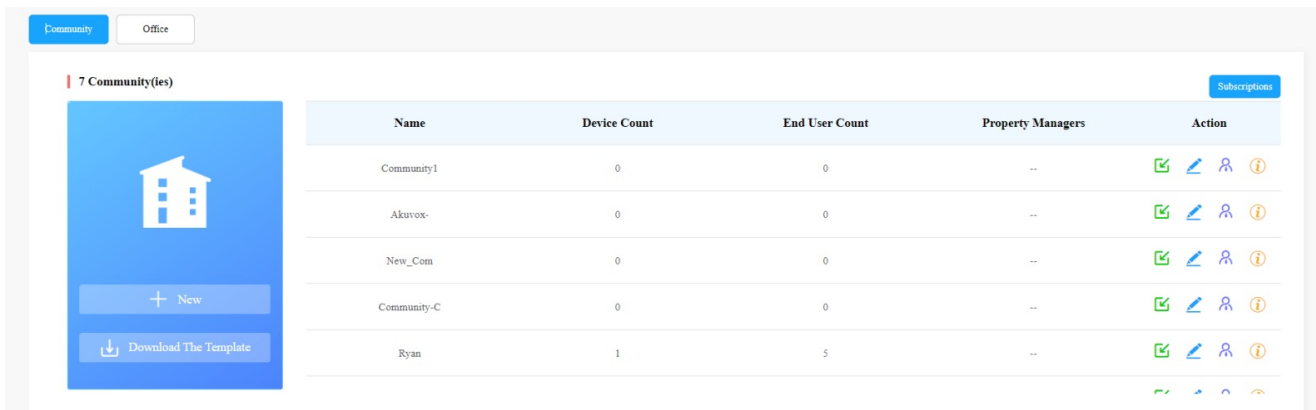
2. Click **Active** .
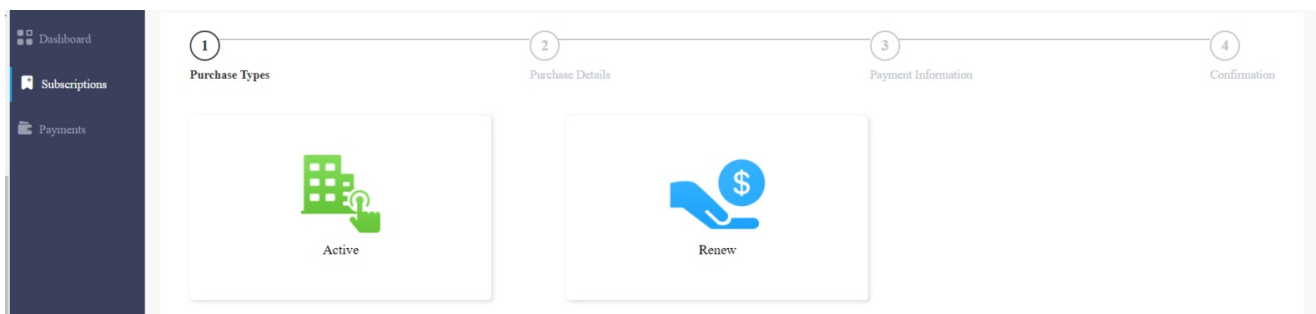
3. Select the communities and the service you need to pay for in **Type** field. You can also click the icon next to the APT or APT Name to reorder the list. Then scroll down to click **Next** to go to the order page to pay for the service.

> **Note**
> - If the project is integrated with Rent Manager, its Service Type will be **Integration**. Or, it will be **Normal**.

Billing Information Description

No.	Filed Name	Description
1	Company/Family	Fill in the distributor company.
2	ATTN	Fill in the name of the distributor.

3	Address	Fill in the address of the distributor.
4	TEL	Fill in the telephone number of the installer.
5	Fax	Fill in the Fax number of the installer.
6	Email	Fill in the mail of the distributor.
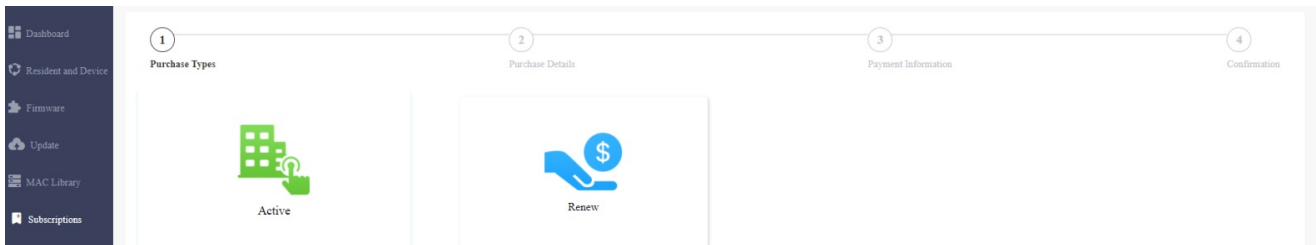
To pay for the services for single community and property manager.

1. On the dashboard, click ⓘ of community you want to pay for the service.

2. Click **Subscription** module, then click **Active**.

3. Select the users and pay for the service activation and property manager SmartPlus app service. You can also click

the icon ⬍ next to the APT or APT Name to reorder the list.

Note

- If the project is integrated with Rent Manager, its Service Type will be **Integration**. Or, it will be **Normal**.

Renew Service

You can renew the services for community users, and property managers.

To renew services for community user, and property manager in multiple communities at the same time:

1. On the dashboard, select [Community] on the dashboard, then click [Subscriptions].

2. Click **Renew** [icon].

3. Select the communities and the service you want to renew in **Type** filed. You can also click the icon ⇕ next to the APT or APT Name to reorder the list.

Note

- If the project is integrated with Rent Manager, its Servce Type will be **Integration**. Or, it will be **Normal**.

4. Select the renewal period with a maximum of 5 years, and click **Next** pay for the renewal order.

To renew the services for the users in one community:

1. On the dashboard, select **Community** on the dashboard, then click ⓘ of the community you want to renew, then go to **Subscriptions**.
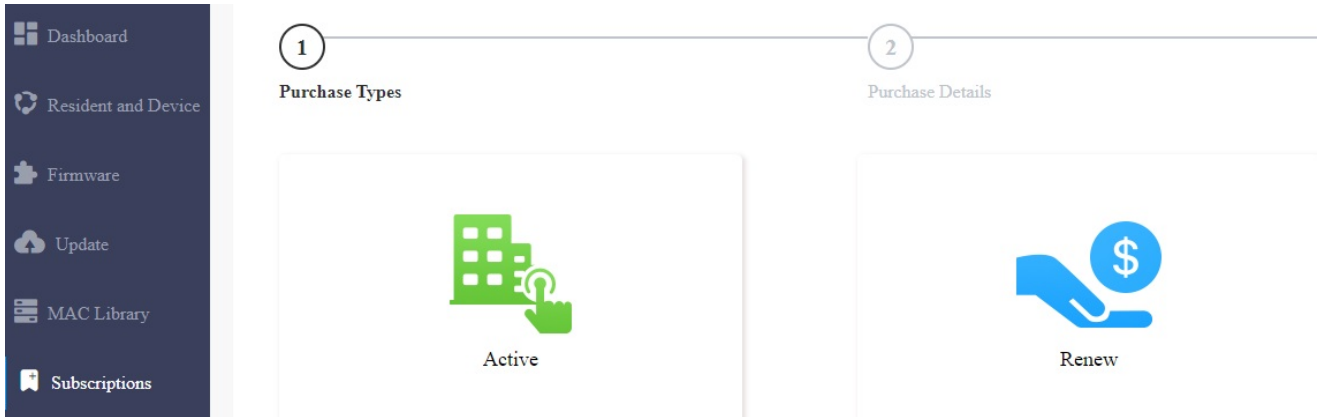
2. Click **Renew** .

3. Select the users you want to renew the service.
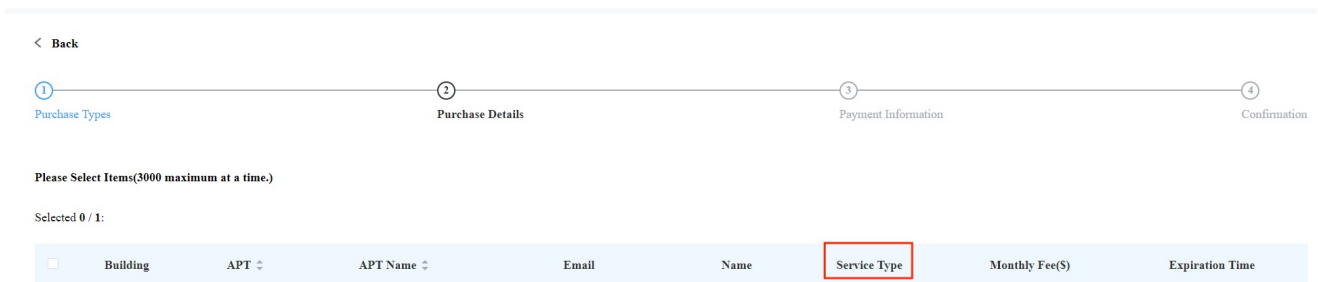
> **Note**
> • If the project is integrated with Rent Manager, its Servce Type will be **Integration**. Or, it will be **Normal**.

4. Select the renewal period with a maximum of 5 years, and click **Next** pay for the renewal order.

Renew To :	📅 2022-08-03
Number of Renewal Apartment(s)	0
Total Price	$0

Next

> **Note**
> • You can only renew the service for 3000 users maximum at a time on one page.

Transaction History

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

Check and Transaction History

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

1. Click **Payments** module, and check the transactions by the service type, status, and order number.

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

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

3. Delete the specific transaction order if needed.

Search Description

No.	Field Name	Description
1	Order Number	Shows the order of each transaction.

| 2	Type	Shows the transaction types: Activation, Subscription, Additional app
3	The number of Apartments	Shows the numbers of apartments involved in one order.
4	Total Price	Shows the total cost of each transaction
5	Status	Seven types of status: **All, Succeed, Processing, Failed, Time out, Cancel, System Processing.** 1. **Succeed:** is for the order that is paid. 2. **Processing:** is for the order that is created but not paid yet. 3. **Failed:** is for the order that is not paid successfully. 4. **Time out** is for the order that is not paid in time before reaching the timeout. 5. **Cancel:** is for the order that is canceled. 6. **System Processing:** is for the order is being processed by the system after the payment is made. 7. **All:** is for all the above types.
6	Created Time	Shows the time when the order is created
7	Action	Click on 🛈 to check for details. Click 💲 pay for the order that is ready for payment. Click 📑 to go to billing system. Click 🗑 on to delete orders.

Customer Service Contact Management

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

Modify Customer Service Contact

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

1. Click on your installer account.

2. Click on **Customer Service** and fill in your phone number and email.
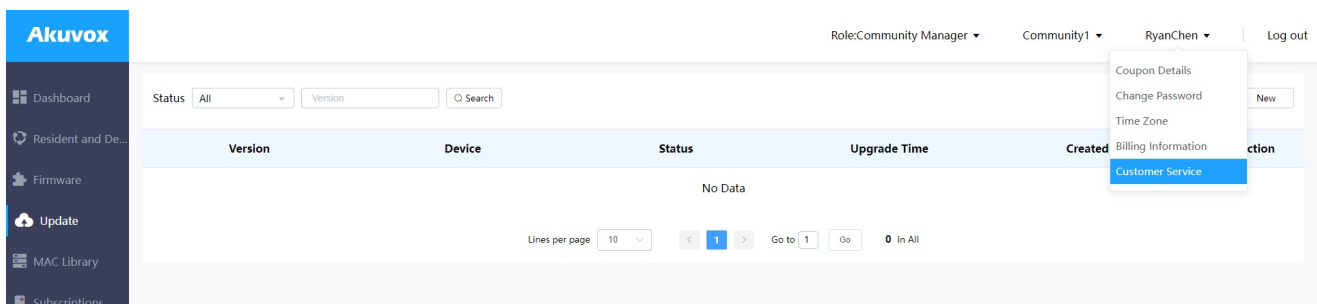
3. Modify the information if needed.

4. Enable **Receive Feedback** if needed and end users' feedback will be sent to the email address that you fill in.
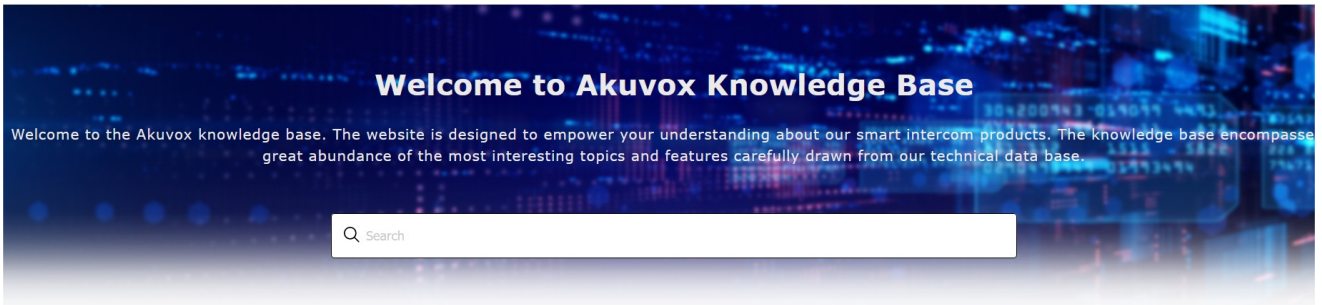
Technical Support&Service

Support&Service module offers you the link to the Akuvox ticket system in which you can not only get access to varieties of technical information such as feature guides, FAQ, etc. but also log into the system where you can raise your questions that will be taken care of by Akuvox technical support team.

View SmartPlus User Guide

1. Click on **Support&Service** Module.
2. Click on **Knowledge Base** sub-module.
3. Click on **Product Manual** and then **Cloud.**

Welcome to Akuvox Knowledge Base

Welcome to the Akuvox knowledge base. The website is designed to empower your understanding about our smart intercom products. The knowledge base encompasse great abundance of the most interesting topics and features carefully drawn from our technical data base.

🔍 Search

Knowledge Category

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    - Akuvox SmartPlus App Property Manager Guide V4.0
    - Akuvox SmartPlus App User Guide - Office V4.0
    - Akuvox V6.6.2 SmartPlus Installer Guide - Single tenant
    - Akuvox V6.6.2 SmartPlus Installer Guide - Community
    - Akuvox V6.6.2 SmartPlus Installer Guide - Office
    - Akuvox V6.6.2 SmartPlus Distributor Guide
    - Akuvox V6.6.2 SmartPlus Property Manager Guide
    - BelaHome App User Guide

📁 **Cloud**

9 Articles in this category

Akuvox SmartPlus App User Guide V4.0

Version: 4.0 | Date: July.2023 About This Manual This g
6.60.0.3 for Android. Akuvox SmartPlus is a mobile App that can work with SmartP

Updated on : 04 Aug 2023

Akuvox SmartPlus App Property Manager Guide V4.0

About This Manual This guide is applied to version 6.60.3 for ...

Updated on : 04 Aug 2023

Akuvox SmartPlus App User Guide - Office V4.0

Version: 4.0 | Date: July.2023 About This Manual
Welcome to Akuvox SmartPlus world! This user guide gives you quick information a
6.60.0.3, iOS version 6...

Updated on : 04 Aug 2023

Akuvox V6.6.2 SmartPlus Installer Guide - Single tenant

Ticket System

1. Click on **Technical Support** sub-module.
2. Click on **Go to Helpdesk** to enter the Akuvox ticket system page.
3. Sign up and log in to the Akuvox ticket system for technical information and support.

CAP System

1. Click on **CAP** sub-module for information about how to become a certified Akuvox Partner.
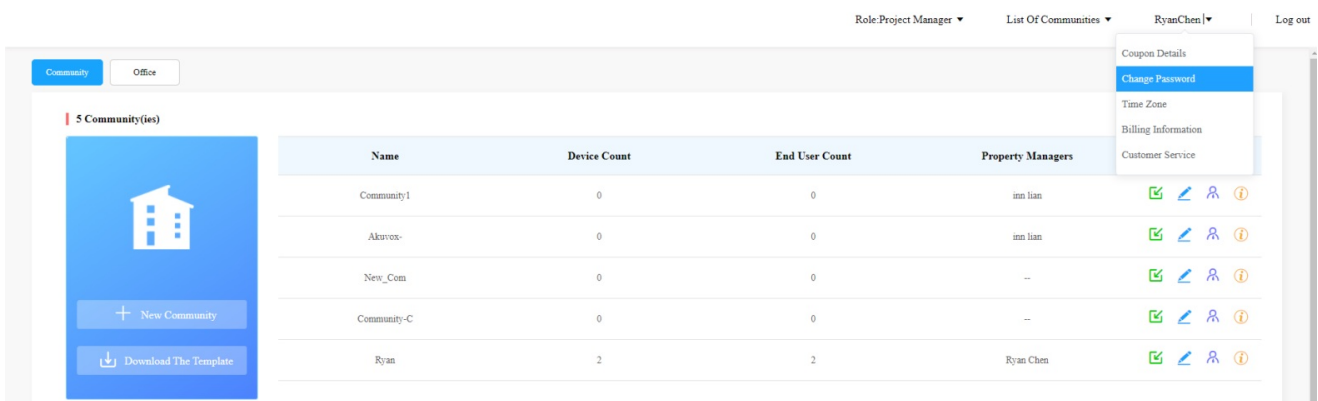2. Sign up and log in to the Akuvox CAP system for sales and technical information and support.
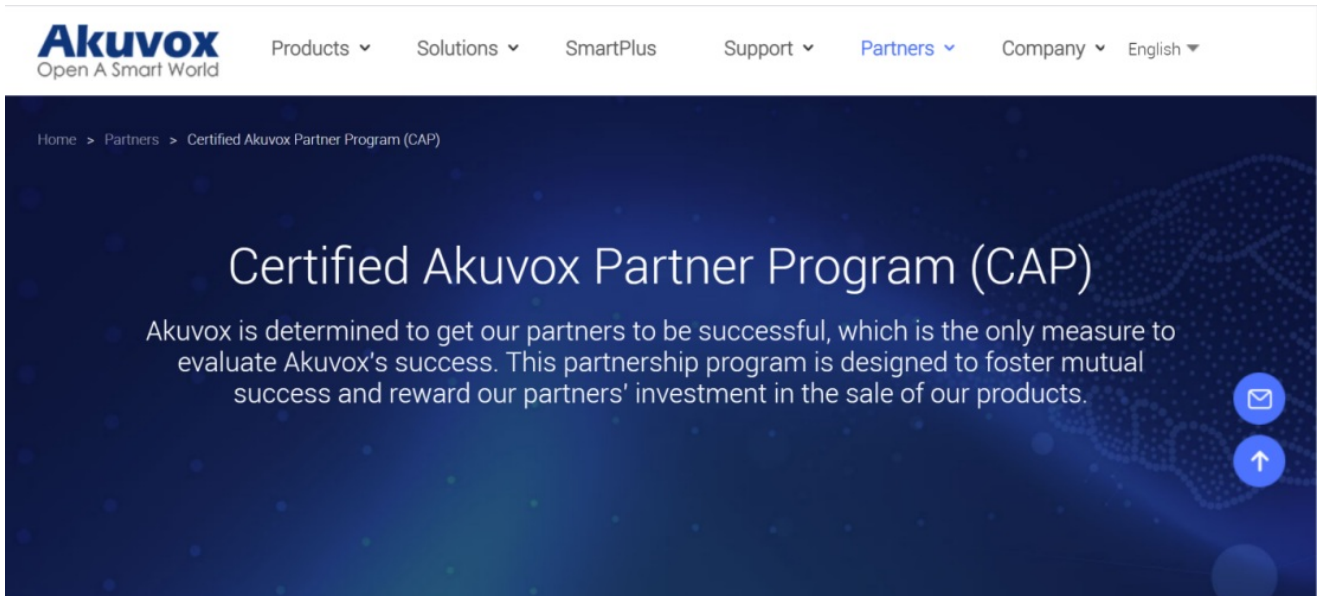
Installer Account Management

You can change roles between single tenant and project manager, change passwords, time zone and billing information.

Change Installer Account Password

1. Click on your account name on the upper right corner.

2. Click on **Change Password**.

3. Change the password.

Change Installer Time Zone

1. Click on your account name and change your time zone.

Set Account Access Permission

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

You can turn on or off the permission whenever you need.

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

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

Billing Information

You are required to fill in your billing information so that your distributor will be able to send you the bill according to the information you filled in.

1. Click on your account name and fill in your billing information.

Billing Information ✕

* Company/Family

* ATTN

* Address

Street

City   Post Code

United States ▾

* TEL

Fax

* Email

Cancel   Submit

Contact Us

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

Sales email: sales@akuvox.com

Technical support email: support@akuvox.com

Telephone: +86-592-2133061 ext.7694/8162

We highly appreciate your feedback about our products.