# Akuvox V6.7.0 SmartPlus Installer Guide - Community



Smart Intercom



# 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.

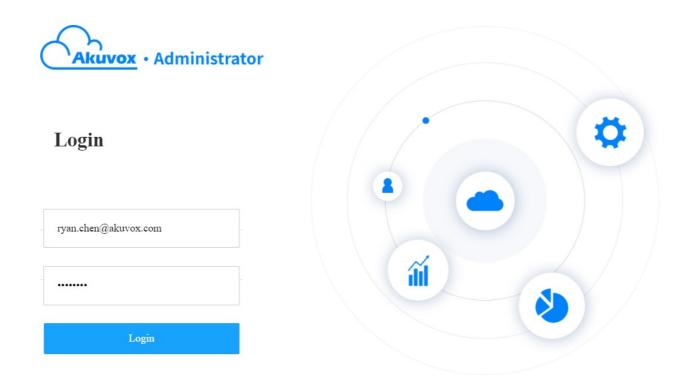
### Installers using this platform will be able to:

- 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.



• 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				Í

# **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.

Akuvox		Shift the rol	les between si	ingle topo	nt and			Role:Project M	anager 🔻	Akuvox test 2 🔻	RyanChen 🔻	Log out
Dashboard	+ Add I	project mana		ngie tena		Select	our communi	ity.				
<ul> <li>Resident and Device</li> <li>Firmware</li> </ul>	• Public Area		Resident	Email	Building	АРТ	APT Name	Active	Ар-	ated Time	Click to lo	og out.
• Update					ſ	Click to m	No anage passwo	Data ord, time zo	ne, billing i	nfo, and		
Subscriptions						customer	service, and c	heck for co	upon.			
<ul><li>Payments</li><li>Home Automation</li></ul>												

### 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 🔻
Community Office					
12 Community(ies)					Subscriptions
	Name 👻	Device Count	End User Count	Property Managers	Action
	Community1	0	0		🗹 🗶 R 🕧
	Akuvox-	0	0	-	🗹 🗶 A 🛈
	New_Com	0	0	-	🗹 🗶 A 🛈
+ New	Community-C	0	0		🗹 🗶 R 👔
Download The Template	Ryan	0	0	-	🗹 🖊 A (
					F/ 2 0 0

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

# 4. Select your feature plan.

	New Commu	mity	
Please upgrade doorphone t Number of apartments	to the latest version otherwis	e it may affect some features.	
_	20		+
Home AutoMation Service			
🔿 On 💽 Off			
Community Calls			
🔿 On 💽 Off			
Landline Service			
On ○ Off			
Landline Service is a premi	um feature.		
* Feature Plan	_ <b>.</b> .		structions
• Basic	O Premium	1 Monitor_All	
* Community Name			
* Address			
Country / Region			-
State/Province			*
City		Post Code	
Street			

Time Zone		
GMT+12:00 M 🔻		
Time Format		
<ul> <li>● 24H</li> <li>○ 12H</li> </ul>		
Date Format		
Year-Month-Day		
Permission Of Access Control Management ⑦		
Public Area + Private Area Only Public Area		
PIN Mode		
• PIN APT+PIN (e.g. 101 + 1234)		
Charge Mode		
O 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
	Cancer	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         Image: Mome 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	<ul><li>Enable it if you allow residents in a community to call each other between SmartPlus apps and between indoor monitor and SmartPlus app.</li><li>Note: This feature will only be displayed when your distributor enable this function for you.</li></ul>
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.

		Select basic or premium features for the community.
		<ul> <li>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:</li> </ul>
		<ul> <li>Enable or disable Package Notification service (Supported by R29 door phone).</li> </ul>
		<ul> <li>Enable or disable PIN code and QR code access method for the end users.</li> </ul>
		<ul> <li>Allow or not allow end users to create family accounts.</li> <li>Control Face recognition</li> </ul>
5	Feature Plan	<ul> <li>Monitor Third party camera in public area. ( end users cannot monitor third party camera either)</li> </ul>
		<ul> <li>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.</li> </ul>
		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	<ul> <li>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.</li> <li>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.</li> </ul>
		<b>Note:</b> Once the feature is set up, it cannot be changed. It can only be changed by the super manager.
12	PIN Mode	Select <b>PIN Mode</b> ( 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	<ul> <li>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.</li> <li>1-day expiration: an email will be sent to end users for expiration notification.</li> <li>1. day expiration: an email will be sent to end users for the expiration notification</li> <li>2. day expiration: an email will be sent to the property manager and installer for the expiration notification.</li> <li>15-day expiration: an email will be sent to the installer for the expiration notification.</li> <li>Note: if it is switched off, the expiration notification will be sent to installers only.</li> </ul>
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 *l* of the desired community. To easily find the desired community, you can click the icon **hext** to **Name** to reorder them.

			Role:Project Manager 🔻	List Of Communities 🔻	RyanChen 🔻 Lo
Community Office					
12 Community(ies)					Subscriptions
	Name 👻	Device Count	End User Count	Property Managers	Action
1	Community1	0	0	-	🗹 🗶 A 👔
	Akuvox-	0	0	-	🗹 🗶 R 🛈
	New_Com	0	0	-	🗹 🗶 A 👔
+ New	Community-C	0	0	-	🗹 🗶 A 🕧
Download The Template	Ryan	0	0	-	🗹 🗶 R 🕧
					<b>F</b> / <b>*</b> 0 <b>•</b>

2. Edit the community setting or delete the setting.

Number of apartments

	<u>r</u>			
		20		
Home Au	tomation Service			
• On	Off			
Note:Onc	e you submit, you can't tur	n it off.		
Commun	ty Calls			
🔿 On	• Off			
Landline	Service			
🔵 On	• Off			
Landline	service is not available for	Home Automation Service a	at the moment.	
* Feature	Plan		Read Instru	uctions
Basic	۲	Premium	1 Monitor_All	
* Commu	nity Name			
Akuvo	(			
* Comm	unity Address			
Americ	an Samoa			~
State/F	Province			~
	- Margara (			
Pago F	'ago	~	123456	
12345				
Time 7a				
Time Zor	8:00 Shanghai			~
Time For		ima		
<b>0</b> 24-m	our time 12-hour t	ine		
Date For	nat			
Year-N	lonth-Day			$\sim$
Permissio	on Of Access Control Mana	agement ⑦		
💿 Publi	c Area + Private Area	Only Public Area		
PIN Acce	ess Mode			
• PIN	O APT+PIN (e.g. 10	1 + 1234)		
Charge N	ſode			
	By PM O Pay By Ins	taller		

n			2.0
	191	e	

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.

3 Community(ies)					
	Name ‡	Device Count	End User Count	Property Managers	Actions
	AK	0	0	**	K 🖉 A 🕡
	AK 1	0	Ō		🖻 🖉 A 🕖
1.1	comiy10	0	50		K 🖉 A 🕡
+ New					
Download The Template					

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 V 123	
123	
Time Zone GMT-5:00 New_York	
CINIT-2.00 MAM_TOLK	~
Date Format	
Month-Day-Year	~
Permission Of Access Control Management ⑦	
Public Area + Private Area     Only Public Area	
PIN Access Mode	
• PIN (e.g. 101 + 1234)	
Charge Mode	
O 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.

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 the 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	<ul> <li>It is Premium by default.</li> <li>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: <ul> <li>Enable or disable Package Notification service (Supported by R29 door phone).</li> <li>Enable or disable PIN code and QR code access method for the end users.</li> <li>Allow or not allow end users to create family accounts.</li> <li>Control Face recognition</li> <li>Monitor Third party camera in public area. (end users cannot monitor third party camera either)</li> </ul> </li> <li>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.</li> <li>Note1: When the feature plan service expired, property managers will lose the above mentioned control.</li> </ul>
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 [ <i>Property Name</i> ]-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	<ul> <li>It is Public Area+Private Area by default.</li> <li>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.</li> <li>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.</li> </ul>
11	PIN Mode	Select <b>PIN Mode</b> ( 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).
		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.
	Send	1-day expiration: an email will be sent to end users for expiration notification.
13	Expiration Email to End User/PM	<ol> <li>day expiration: an email will be sent to end users for the expiration notification</li> <li>day expiration: an email will be sent to the property manager and installer for the expiration notification.</li> </ol>
		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.
14	Email To	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 (i) of the desired property for management (it will automatically skip to the **Resident and Device** module).

3 Community(ies)					
	Name ‡	Device Count	End User Count	Property Managers	Actions
	AK	0	0		K 🖉 R 🕡
	AK 1	0	0		K 🖉 A 🕡
1.1	comiy10	0	50	-	ビ 🖉 A 🕧
+ New					
Download The Template					

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.

Dashboard	Luna >>Resident and Devi	ce								
Dashboard Resident and D	+ Add Building	APT	Intercom Devices	Third Party Devices						
	Community	App Status	All	V Active All V Re	sident v		Q Search			New
Upgrade	Public Area     Building1	APT ‡	APT Name ‡	Resident	Email	Mobile Number	Active	Created Time ‡	Expiration Time(App)	Actions
		Rename Delete	50	1cB63Rgt2rW9f45it10L6HIP14 16Y92C45PS210z7Gg34	iD612CO4	-	Inactivated	09-12-2023 05:23:34		2 0
		49	49	oDRsN1uyjT669f4s510C96gh14 P169bk9SQQl4j5b1b11	306Z11H4	-	Inactivated	09-12-2023 05:23:34		2 (
		48	48	3qKY1e169WGZ451KZ2F0g61XB4 c1169r4EupU351Su(	Z6N1wPi24	-	Inactivated	09-12-2023 05:23:34		20
		47	47	b7c16j94G556VD1DuX02ii6144 7Lxr16t7t9Sv45Z10W			Inactivated	09-12-2023 05:23:34		2 0
		46	46	H169ES4i5WeX1Wx0Q5a611x1H3 DiMJ1694R59v1cFq0	F6h1pGsH3	-	Inactivated	09-12-2023 05:23:33		2 0
		45	45	fN1v6w9a451riVH1Jr0X61sam3 rpB1PBnV69445100Ua	6B3X1w33		Inactivated	09-12-2023 05:23:33		2
		44	44	16Mv9Ivkv4755uH1Fa0vk76R13 h1FuHr69MmadaTuF5	04¥FH613	-	Teastivated	00.12.2023 05:23:33		0 0

3. Click on  $\swarrow$  and then  $\And$  to check and edit the apartment.

	Luna >>Resident and Device			
Dashboard	+ Add Building	APT Intercom Device	s Third Party Devices	
CRESIDENT and D	Community			l
🍅 Firmware	Public Area	Building	Building1	<u> </u>
🔥 Upgrade		APT	50	
MAC Library	Building1	Web Relay ID	0	
Subscriptions		Call Type	SmartPlus and indoor monitors	
		SIP Call Or IP Call	IP Call (All the devices are deployed on the same local network)	
Payments				
		Family SIP Number	6678000050	创
		Family Master	1cB63Rgt2rW9445s10L6HIP1416Y92C45P5210z7Gg3GD612CO4	
		Email		
		Mobile Number	м.	
		Active	Inactivated	
		App Status	Umregistered	

	Edit APT		×
Apartment			
Floor			
5			~
Usually a group of apartments, it can be us	ed in the lift control featur	e.	
* APT			
50			
A unique number, visitors can dial the num	ber on the door phone to r	each the resident	S.
APT Name			
50			
Web Relay ID			
0			$\sim$
Call Type			
SmartPlus and indoor monitors			$\sim$
SIP Call Or IP Call			
IP Call (All the devices are deployed	on the same local netw	UIK)	
Resident First Name 1cB63Rgt2rW9f45it10L6HIP14			
<sup>6</sup> Last Name			
16Y92C45PS210z7Gg3GD612CO4			
Smail			
Country / Region			
Country / Region			$\sim$
vlobile Number			
Accessible Floors			
5			$\sim$
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 *solution* 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).

	Luna >>Resident and D	evice								
Dashboard Resident and D	+ Add Building	APT	Intercom Devices	Third Party Devices						
Firmware	Community	App St	atus All	V Active All V Residen			Q Search			New
	• Public Area	_								
	• Building1	APT Rename	APT Name      APT Name	Resident	Email	Mobile Number	Active	Created Time ‡	Expiration Time(App)	Actions
		Delete	50	1cB63Rgt2rW9f45it10L6HIP14 16Y92C45PS210z7Gg3GD612		-	Inactivated	09-12-2023 05:23:34	-	20
		45	49	oDRsN1uyjT669f4s510C96gh14 P169bk9SQQl4j5b1b1B06Z11	H4		Inactivated	09-12-2023 05:23:34		20
		45	48	3qKY1e169WGZ451KZ2F0g61XB4 c1169r4EupU351Su0Z6N1r	-Pi24		Inactivated	09-12-2023 05:23:34		20
		47	47	b7c16j94G556VD1DuX02ii6144 7Lxr16t7t9Sv45Z10Wr6hnm			Inactivated	09-12-2023 05:23:34		20
		40	46	H169ES4i5WeX1Wx0Q5a611x1H3 DiMJ1694R59v1cFq0F6h1p4	isH3		Inactivated	09-12-2023 05:23:33	-	20
		45	45	fN1v6w9a451riVH1Jr0X61sam3 rpB1PBnV6944510OUa6B3X1	w33		Inactivated	09-12-2023 05:23:33		20
		44	44	16M#0Johv4755mH1Fafiok76R13 h1FaHe60MenadaToF51ft4YF	IK13		Teactivated	00.12.2023 05:23:33		0

	Luna >>Resident and Device				
Dashboard	+ Add Building	APT Intercom Devices	Third Party Devices		
Resident and D		Web Relay ID	0		
<b>•</b>	Community	Call Type	SmartPlus and indoor monitors		
🖕 Firmware	Public Area				
\Lambda Upgrade		SIP Call Or IP Call	IP Call (All the devices are deployed on the same local network)		
MAC Library	Building1				Ū
Subscriptions		Family SIP Number	6678000050		
<b>—</b> —		Family Master	1cB63Rgt2rW9f45it10L6HIP14 16Y92C45PS210z7Gg3GD612CO4		
Payments		Email			
		Mobile Number			
		Active	Inactivated		
		App Status	Unregistered		
		Accessible Floors			
		0 Family Member			New
		Name	Email	Mobile Number	Action
				No Data	

- 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	
2	Last 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
3	Email	number on SmartPlus platform.
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

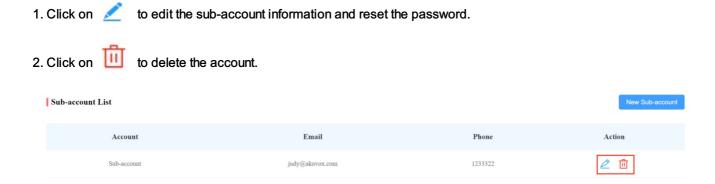
1. Scroll down and click New Sub-account.

	Basic	1	1	hong bella	🖆 🖉 ጸ 🕖
+ New	Old	0	2	hong bella	ሮ 🖉 ጸ 🕖
Download The Template					
pperty Manager List					New Property Manag
Name	Email		Project		Actions
H Bella	447901323@qq.com				2 🖻
11	12@1.com		com		2 🖻
hong bella	xueting.hong@Akuvox.com		0610,office0610,1,com,Ba	sic,Old	2 🖻
b-account List					New Sub-accou
Account	Email		Phone		Action
sub11				4	2 🔟

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

	New Sub-accoun	t ×
* Account		
Email		
Phone		
		Cancel Submit

# Edit/Delete Sub-Installer 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 *(i)* of the community you intend for the management (it will automatically skip to the **Resident and Device** module).

Office					
12 Community(ies)					Subscriptio
	Name 👻	Device Count	End User Count	Property Managers	Action
	Community1	0	0	-	🗹 🗶 A 〔
	Akuvox-	0	0	-	🗹 🗶 ጸ 🤅
	New_Com	0	0	-	🗹 🗶 A 🤅
+ New	Community-C	0	0	-	🗹 🗶 A 🤅
Download The Template	Ryan	0	0	-	🗹 🗶 ጸ 🕻

- 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.

+ Add Building	APT Interco	m Devices			
Community	App Status All	<ul> <li>Active All</li> </ul>	• Resident	Q	Search
Public Area					New
• Building 2	APT 🕴 APT Name 🛊	Resident Email	Mobile Number Active	Created Time #Expiration Time(App)	Action
• Building 1			No Data		

4. Fill in the apartment and resident's information.

Add APT	
<b>Apartment</b> Floor	
	$\sim$
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	
	~
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	
	$\sim$

#### 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	<ul> <li>Fill in the resident's apartment number. Support entering number and "#", e.g. 2#123.</li> <li>Note: <ol> <li>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.</li> <li>So far, only the following devices with corresponding firmware versions support this feature.</li> <li>R27 with firmware version 227.30.10.101 and above</li> <li>R28 with firmware version 28.30.10.7 and above</li> <li>R20A with firmware version 320.30.10.106 and above</li> </ol> </li> </ul>
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 <b>Basic</b> in the feature plan.
8	Arming Function	Enable the <b>arming function</b> 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.

munity Office					
12 Community(ies)					Subscriptions
	Name 🔹	Device Count	End User Count	Property Managers	Action
	Community1	0	0		🗹 🗶 ጸ 🛈
	Akuvox-	0	0	-	🗹 🗶 ጸ 🕧
	New_Com	0	0	-	🗹 🖊 A 👔
+ New	Community-C	0	0	-	🗹 🗶 ጸ 👔
Download The Template	Ryan	0	0	-	🗹 🖌 🤅

### **Template Sample**

	H7 -	EL JX										
4	A	В	С	D	E	F	G	н	1 I I I I I I I I I I I I I I I I I I I	J	к	L
1 Bu	uilding	Apt	AptName	Device	FirstName	LastNane	Email	MobileNumber	TelephoneCallingCode	1stPhone	2ndPhone	3rdPhone
2 Bu	uilding#2	403	Ryan		Ryan	Chen						
3												
4												

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	<ul> <li>Fill in the apartment number. Support entering 1-6 digit integral number(s) and "#", e.g. 2#123.</li> <li>Note: <ol> <li>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.</li> <li>So far, only the following devices with corresponding firmware versions support this feature.</li> <li>R27 with firmware version 227.30.10.101 and above</li> <li>R28 with firmware version 28.30.10.7 and above</li> <li>R20A with firmware version 320.30.10.106 and above</li> </ol> </li> </ul>
3	Apt Name	Fill in the apartment name.
4	Device	<ul> <li>Device Type Code:</li> <li>Multi-tenant door phone=0</li> <li>Single-tenant door phone=1</li> <li>Indoor Monitor=2</li> <li>Guard Phone=3</li> <li>Access Control=50 <ul> <li>Device Setting Format:</li> </ul> </li> <li>"Device name, Device type, Device MAC".</li> <li>Eg: Gate2,0,0C11050B9814; Living Room,2,0C11050893C6</li> <li>Note: every two devices need to be separated by ";".</li> <li>Note: Device MAC must be added first in the MAC library of the community to which you want to import the data.</li> </ul>
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.

Akuvox								Role:Project Manager 👻 Akuvox 💌	Luna 🔻 🛛 Log ov
<ul> <li>Dashboard</li> <li>Resident and D</li> </ul>	Luna >>Resident and Device + Add Building	APT Interco	om Devices Thir	d Party Devices					
i Finnware	Community • Public Area	App Status All		Active	<ul> <li>✓ Residen</li> </ul>	t v	Q Search		New
🔥 Upgrade 🛃 MAC Library	• B1 • B2	APT \$ 101 (Floor 1)	APT Name ≑	Resident Lily Zheng	Email	Mobile Number	Active Created Time : Normal 2023-11-14 09:54:		Actions
Subscriptions		ior(radi i)		Lity Zieng	_		io to 1 Go 1 In All	71 m	2 4
🎓 Home Automat					Lines per page				
🤱 User Guide									
		6							

• Click  $\swarrow$  and then  $\not{\mathbb{Q}}$  to edit the apartment and the resident's information.

### Akuvox

APT Public Device		
Building	Building 1	Q_
APT	1203 (Floor 12)	
Web Relay ID	0	
Call Type	SmartPlus and indoor monitors	
SIP Call Or IP Call	All my devices were installed in the same place ( villa or house ).	
Family SIP Number	5926000039	Ū
Family SIP Number Family Master	5926000039 Ryan.	Ū
		匝
Family Master		创
Family Master Email		创
Family Master Email Mobile Number		Ē

• On the editing interface, scroll down to the button. Click Delete APT to delete the apartment information.

	L
Community SIP Call Or IP Call	2
SIP Call Or IP Call	L
Public Area      Public Area      IP Call (All the desires are deployed on the same local national)	
Upgnde     APT     B1	
MAC Library Web Relay ID Resident	
Subscriptions	
SIP Call Or IP Call Lily	
* Last Name	
E Hame Automat Eamly SIP Number Zheng	Ū
2 User Childe Family Master * Email	
Email The Take .	
Mobile Number Country / Region	
Artisa	
Country / Region V	
Mobile Number Accessible Floors	
Accessible Floors	
1 Family Member	New
Name Mobile Number Action	
Sanz Zilong Dekler APT Reset Password Cancel Submit - 2	

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.

Akuvox								Role:Project Manager 👻 Akuvox	▪ Luna ▼ Log o
Dashboard	Luna >>>Resident and Device								
	+ Add Building	APT Interce	om Devices Third	d Party Devices					
<ul> <li>Resident and D</li> <li>Firmware</li> </ul>	Community • Public Area	App Status All		Active All	Resident		Q Search		New
Dpgrade	• B1	APT ‡	APT Name ‡	Resident	Email	Mobile Number	Active Created 1	Time	Actions
Subscriptions	• B2	101 (Floor 1)		Lily Zheng	1000		Normal 2023-11-14	09:54:51	2
📄 Payments				Ι	ines per page 10	$\prime$ $\langle$ 1 $\rangle$ 0	o to 1 Go 1 In All		
🙎 User Guide									

# 2. Click OK when you are asked.

Dashboard	Luna >>Resident and Device	APT Interco	m Devices Third I	Party Devices						
<ul> <li>Resident and D</li> <li>Firmware</li> </ul>	Community <ul> <li>Public Area</li> </ul>	App Status All	~ A	All	Resident			Search		New
🔊 Upgrade	• B1	APT \$	APT Name 🗘	Resident	Email	Mobile Number	Active	Created Time ‡	Expiration Time(App)	Actions
Subscriptions	• B2	101 (Floor 1)		Lily Zheng			Normal	2023-11-14 09:54:51		20
<ul> <li>Payments</li> <li>Home Automat</li> <li>User Guide</li> </ul>				all the infor	e you want to reset the apartment? I mation will be cleared, including en g and so on. And all the family memb ted too.	f you reset it, ail, mobile	o to 1 Co	1 In All		
					Cance					

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.

Community Office					
12 Community(ies)					Subscriptions
	Name 💂	Device Count	End User Count	Property Managers	Action
	Community1	0	0	-	🗹 🗶 ጸ 🛈
	Akuvox-	0	0	-	🗹 🗶 ጸ 👔
	New_Com	0	0		🗹 🗶 ጸ 👔
+ New	Community-C	0	0	-	🗹 🗶 🤾 👔
Download The Template	Ryan	0	0	-	🗹 🗶 🤉 👔

2. Select your building and apartment, then click on  $\swarrow$  .

	Luna >>Resident and Device								
board	+ Add Building	APT Interc	om Devices Thir	d Party Devices					
ent and D	Community	App Status All		Active All	<ul> <li>✓ Resident</li> </ul>		Q Search		Nev
ware	• Public Area								
de	• B1	APT ‡	APT Name ‡	Resident	Email	Mobile Number	Active Created Time ‡	Expiration Time(App)	Acti
library	• B2	101 (Floor 1)		Lily Zheng		-	Normal 2023-11-14 09:54:51		2
nts					Lines per page 10 V	< 1 > G	o to 1 Go 1 In All		
Automat									
Guide									

3. Scroll down and click New to create the family account. And click  $\checkmark$  to edit the account, and click  $\square$  to delete the account.

+ Add Building	APT Public Device			
Community	Family SIP Number	5926000017		匝
Public Area	Family Master	Ryan Chen		
• Building1	Email			
	Mobile Number			
	Landline			
	Call Type	SmartPlus and indoor monitors		
	Active	Active		
	App Status	Unregistered		
	1 Family Member			New
	Name	Email	Mobile Number	Action
	Jim Wang	624224031@qq.com	-	2 🗓
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.

Community Office					
12 Community(ies)					Subscriptions
	Name 崇	Device Count	End User Count	Property Managers	Action
1	Community1	0	0		🗹 🗶 ጸ 🛈
	Akuvox-	0	0		🗹 🗶 A 🛈
	New_Com	0	0		🗹 🗶 X 🛈
+ New	Community-C	0	0	-	🗹 🗶 ጸ 🛈
Download The Template	Ryan	0	0		🗹 🗶 ጸ 🛈

2. Click Community.

# 3. Search, edit and reset the residents.

Dashboard	Luna >>Resident and Device										
Dashboard Resident and D	+ Add Building	Residents	Intercom Devices Third	Party Devices							
Firmware	Community	App Status All	<ul> <li>✓ Active</li> </ul>	All		Resident			Q Search		
- Upgrade	Public Area										
MAC Library	• B1	Resident \$	Email	Building	APT	APT Name	Active	App Status	Created Time \$	Expiration Time	Actions
Subscriptions	• B2	Ela Zheng	lu	B1	#3 (Floor 1)		Normal	Registered	2023-11-17 11:14:26		2 🤄
Payments				Lines per pa	ge 10	× < 1	> Go to	1 Go	1 In All		

# **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 *(i)* of the community you want to add device for (it will automatically skip to the **Resident and Device** module).

mmunity Office					
12 Community(ies)					Subscription
	Name 💂	Device Count	End User Count	Property Managers	Action
	Community1	0	0		🗹 🖌 A 💽
	Akuvox-	0	0		🗹 🗶 ጸ 🕧
	New_Com	0	0	-	🗹 🗶 ጸ 🕧
+ New	Community-C	0	0		🗹 🗶 🤉 👔
Download The Template	Ryan	0	0	-	🗹 🖊 A 🛈

### 2. Click Public Area.

3. Add public devices:

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

<b></b>	Luna >>Resident and Device						
Dashboard	+ Add Building	Intercom Devices	Third Party Devices				
C Resident and D							
imware	Community	MAC		Q Search			New
	Public Area						
🔥 Upgrade	• B1	MAC	Device Name \$	Device Type	SIP Sta	tus Created Time ‡	Actions
MAC Library					No Data		
Subscriptions	• B2						
		Ē					
Payments							

	Add	Device			×
Device Type					
Multi-tenants Doorphone					~
* MAC					
Network Group					~
* Device Name					
Buildings					
All Buildings To be selected 0/2			Selected	0/0	
				0/0	
B1 B2			No Data		
	< Remove	Add >			
Relayl				Off 🦲	) On
* Relay Name					
Relay1					
DTMF Code					
#					$\sim$
Unlock					
	martPlus Talkingpage	PIN 🗹	Face 🗹 RF Card		
Bluetooth NFC					
Add Relay Add Security	Relay				
			Cance	el Su	bmit

# Setting Description:

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

8 F 9 [	Buildings Relay DTMF code	<ul> <li>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.</li> <li>Fill in the relay name, which can be the device location.</li> <li>Enter the DTMF code for the door access.</li> <li>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</li> </ul>
8 F 9 [	Relay DTMF	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. Fill in the relay name, which can be the device location.
	_	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.
7 E	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
6 I	IP Address	When <b>No</b> 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.
5 h i	Does the device have internet access?	<ul> <li>If the door phone is not connected to Internet, select No so that calls can be transferred to SmartPlus App through the indoor monitor.</li> <li>If the device is connected to Internet, select Yes and it can make calls normally.</li> </ul>
r	Name	Name the device to distinguish it from others. This option appears only after the super manager enables <b>Doorphone Offline Solution</b> for
3 (	Network Group Device	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.

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

#### Akuvox Open A Smart World

	Luna >>Resident and Device						
Dashboard Resident and D	+ Add Building	Intercom Devices	Third Party Devices				
<ul> <li>Firmware</li> </ul>	Community	Camera					
Dupgrade	• Public Area	Device Name		Q Search			New
MAC Library	• B1		Device Name 💠	Link Device		Created Time \$	Actions
Subscriptions	• B2				No Data		
Payments							
*		đ					
		Add Can	nera	;	×		
* Device Name							
* RTSP Address	8						
rtsp://							
rtsp://ip:port or	rtsp://domain:port						
* Username							
Osemanie							
* Password							
Link Device	e (?)						

No.	Field Name	Description
1	Device Name	Name the device to distinguish it from others.
		Type in the third party RTSP URL in the Format:
2	RTSP address	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.
		Note: The one formats may vary by third-party camera mandiactalers.
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.

Cancel

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

Office					
12 Community(ies)					Subscription
	Name 🖗	Device Count	End User Count	Property Managers	Action
	Community1	0	0	-	🗹 🗶 A 🚺
11	Akuvox-	0	0		🗹 🗶 A 🤅
	New_Com	0	0	-	🗹 🗶 A 🛈
+ New	Community-C	0	0	-	🗹 🗶 A 🛈
Download The Template	Ryan	0	0	-	🗹 🗶 A 🤅

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

Akuvox								Role	Project Manager 👻 Akuvox 👻	Luna 🔻 Log
Dashboard	Luna >>Resident and Device + Add Building	APT Interco	om Devices Third F	Party Devices						
Firmware	Community • Public Area	App Status All	× Ac	All	Resident			Q Search		New
MAC Library	• B1	APT ‡	APT Name ‡	Resident	Email	Mobile Number	Active	Created Time ‡	Expiration Time(App)	Actions
Subscriptions	• B2	101 (Floor 1)	-	Lily Zheng		-	Normal	2023-11-14 09:54:51		2 0
Payments Home Automat					Lines per page 10	$\checkmark$ $\langle$ 1 $\rangle$ $\langle$	Go to 1	Go 1 In All		
User Guide										

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 ×
Davies Time
Device Type Multi-tenants Doorphone
* MAC
Network Group
Network 1
Contact Display Settings
• Only APT numbers
○ Indoor monitor and apps
O APT numbers, indoor monitors and apps
* Device Name
Relay1 Off On
* Relay Name
Relay1
DTMF Code
f #
Access Method
🗹 SmartPlus Homepage 🛛 SmartPlus Talking page 📝 PIN 🔽 Face 🔽 RF Card
Subsection NFC
Add Delay
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?	<ul> <li>This option only appears after the super manager enables Doorphone Offline Solution for your distributor and Doorphone is selected in Device Type field.</li> <li>If the door phone is not connected to Internet, select No so that calls can be transferred to SmartPlus App through the indoor monitor.</li> <li>If the device is connected to Internet, select Yes and it can make calls normally.</li> </ul>
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 G of the community to which you want to import the template.

12 Community(ies)					Subscriptio
	Name +	Device Count	End User Count	Property Managers	Action
	Community1	0	0	-	🗹 🗶 A (
1 H H	Akuvox-	0	0		🖻 🖊 ጸ (
	New_Com	0	0	-	🖻 🖊 ጸ (
+ New	Community-C	0	0	-	🗹 🖊 A 🤅
Download The Template	Ryan	0	0		🗹 🗶 A (

# Template Sample

	Н7 -	€ fx										
	А	В	С	D	E	F	G	н	1 I I I I I I I I I I I I I I I I I I I	J. J.	к	L
1 B		Apt	AptName	Device	FirstName	LastName	Email	MobileNumber	TelephoneCallingCode	1stPhone	2ndPhone	3rdPhone
2 B	Building#2	403	Ryan		Ryan	Chen						
3												
4												

# **Template Description**

No.	Settings	Description
1	Building	Fill in the building number or name. Note: should not be more than 128 characters in length.
2	Apt	<ul> <li>Fill in the apartment number. Support entering 1-6 digit integral number(s) and "#", e.g. 2#123.</li> <li>Note: <ol> <li>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.</li> <li>So far, only the following devices with corresponding firmware versions support this feature.</li> <li>R27 with firmware version 227.30.10.101 and above</li> <li>R28 with firmware version 28.30.10.7 and above</li> <li>R20A with firmware version 320.30.10.106 and above</li> </ol> </li> </ul>
3	Apt Name	Fill in the apartment name.

		Device Type Code:
		Multi-tenant door phone=0
		Single-tenant door phone=1
		Indoor Monitor=2
		Guard Phone=3
4	Device	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 ";".
		<b>Note</b> : 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.
		Call Type Code:
		SmartPlus and indoor monitor=0
		Phone and indoor monitor =1
		SmartPlus and indoor monitor, with phone as backup =2
10	Call Type	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.

Dashboard	Luna >>Resident and Device				
Resident and D	+ Add Building	APT Intercor	Add Camera ×		
Firmware	Community	Camera			
Upgrade	• Public Area	Device Name	* Device Name		New
MAC Library	• B1		* RTSP Address	Created Time \$	Actions
Subscriptions	• B2		rtsp://j rtsp://ip.port or rtsp://domain.port	2023-11-30 17:24:23	2 🖻
Payments			* Username		
🏠 Home Automat					
🙎 User Guide			* Password	1 Go 1 In All	
			Link Device 💿		
			Cancel Submit		

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.

. Click 🧕	of the desir	red reside	nt.							
Akuvox								Ro	le:Project Manager 👻 Akuvox 👻	Luna 🔻 🛛 Log
Dashboard	Luna >>Resident and Device									
Resident and D	+ Add Building	APT Interco	om Devices Thir	d Party Devices						
Firmware	Community <ul> <li>Public Area</li> </ul>	App Status All		Active All	<ul> <li>✓ Resident</li> </ul>			Q Search		New
Upgrade	• Flore Area	APT ‡	APT Name ‡	Resident	Email	Mobile Number	Active	Created Time ‡	Expiration Time(App)	Actions
MAC Library	• B2	101 (Floor 1)		Lily Zheng			Normal	2023-11-14 09:54:51		2 🔅
Payments					Lines per page 10	$\vee$ < 1 > G	o to 1	Go 1 In All		
Home Automat										
User Guide										

3. Set up intercom devices and third-party devices.

- To set up private intercom device.
- 1. Click New.
- 2. Set up the device.

0 Intercom Device	25				New
MAC	Device Name	Device Type	Status	Binding Time	Action
		No Data	ı		

Add Device	×
During Theory	
Device Type Indoor Monitor	~
* MAC	
Arming Function	
Network Group	
Network 1	~
* Device Name	
Dalay1	
Relay1	Off On
Relay2	Off On
	Cancel Submit
Add Device	×
Dovice Time	
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 C	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?	<ul> <li>This option only appears after the super manager enables Doorphone Offline Solution for your distributor and Doorphone is selected in Device Type field.</li> <li>If the door phone is not connected to Internet, select No so that calls can be transferred to Smartplus App through the indoor monitor.</li> <li>If the device is connected to Internet, select Yes and it can make calls normally.</li> </ul>
4	IP Address	When <b>No</b> 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 <b>No</b> 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 <b>Indoor Monitor</b> is selected in <b>Device Type</b> field. If enabled, the device will transfer calls from offline door phones to SmartPlus App. <b>Note:</b> This option will only appear after the super manager enables <b>Doorphone</b> <b>Offline Solution</b> for your distributor.
8	Arming Function	This option appears when <b>Indoor Monitor</b> is selected in <b>Device Type</b> 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

	$\mathbf{n}$	
1.1	U	

• Currently, the third-party camera can only linked to R29 door phone. End users can user their SmartPlus app to switch between the R29 door phone camera and third-party camera for monitoring, for example, during a call.

0 Third Party Devices Camera				
				New
Device Name	Link Device		Created Time	Action
	1 Company			
Ad	d Camera	×		
* Device Name				
* RTSP Address				
rtsp://				
rtsp://ip:port or rtsp://domain:port				
* Username				
* Password				
Link Device ⑦				
	C	Cultureit		
	Cancel	Submit		

### **Edit/Delete the Device**

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

1. Click (i) 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		🗹 🗶 A 🚺
	Akuvox-	0	0		🗹 🗶 🤼 🛈
	New_Com	0	0		🗹 🖊 A 🕧
+ New	Community-C	0	0		🗹 🖊 R 👔
Download The Template	Ryan	0	0	-	🗹 🗶 🥂 🛈

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

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

4. Edit or delete the device according to your need.

<ul> <li>Dashboard</li> <li>Resident and D</li> </ul>	Luna >> Resident and Device + Add Building	APT	Intercom Devices	Third Party Devices					
Firmware	Community <ul> <li>Public Area</li> </ul>	MAC	~	Qs	earch				New
🔥 Upgrade	Public Area     B1		MAC	Device Name $\Rightarrow$	Device Type	SIP	Status	Created Time $\Leftrightarrow$	Actions
MAC Library	• B2		0C110515CE68	Door		5926100185	•	2023-11-15 16:44:36	0 🖉 🛍
Payments			0C11051DED84	Gate		5926100179	•	2023-11-14 15:13:13	0 🖉 🗓
🎓 Home Automat									
💄 User Guide				Lines per page	10 ~ <	1 > Go to 1	Go 2 In A	Ш	

# Edit/Delete Device in Public Area

1. Click on i of the community you want to manage public area devices.

12 Community(ies)					Subscriptions
	Name 🔹	Device Count	End User Count	Property Managers	Action
	Community1	0	0		🗹 🗶 A 🚺
11	Akuvox-	0	0		🗹 🗶 A 🛈
	New_Com	0	0		🗹 🖊 A 🛈
+ New	Community-C	0	0		🗹 🗶 A 🛈
Download The Template	Ryan	0	0	-	🗹 🗶 A 🛈

- 2. Click on Public Area.
- 3. Select Intercom Devices or Third Party Devices.
- 4. Search, check, edit or delete the device.

Dashboard     Add Building     Intercom Devices     Third Party Devices     Community     MAC		Luna >>Resident and Device							
Firmware     Community     MAC      Q Search	Dashboard	+ Add Building	Intercom Devices	Third Party Devices					
Finuware	C Resident and D	Community							
	📥 Firmware		MAC		Q Search				New
Dygrade     Image: MAC Device Name      Device Type SIP Status Created Time      Ac	🔥 Upgrade		MAC	Device Name \$	Device Type	SIP	Status	Created Time ≑	Actions

# 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 후 next to them to reorder them and find your desired devices quickly.

	Luna >>Resident and Device											
Dashboard	+ Add Building	Reside	ents	Devices Third Par	ty Devices							
Resident and D	Community	MA	c	~	Q Sea	rch						AutoP
📥 Firmware	Public Area				Q bia							
🔥 Upgrade	• B1		MAC	Device Name \$	Resident	APT	Building	Device Type	SIP	Status	Created Time $\mbox{$\ddagger$}$	Actions
MAC Library	• B2		0C110515CE68	Door			B1		5926100185		2023-11-15 16:44:36	0 🖉 🗓
Subscriptions			0C11051DED84	Gate			B1		5926100179	•	2023-11-14 15:13:13	0 🖉 🗓
Payments												
🎓 Home Automat		Ē										
🤱 User Guide					Lines per page	10	× < 1	> Go to 1	Go 2 In	All		

# **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 (i) .

-	Luna >>Resident and Device											
Dashboard	+ Add Building	Resid	ents Intercom	Devices Third Pa	irty Devices							
<ul> <li>Resident and D</li> <li>Firmware</li> </ul>	Community	MA	с	×	Q Sea	rch						AutoP
<b>U</b> pgrade	<ul> <li>Public Area</li> <li>B1</li> </ul>		MAC	Device Name ‡	Resident	APT	Building	Device Type	SIP	Status	Created Time ‡	Actions
MAC Library	• B2		0C110515CE68	Door	-		B1		5926100185		2023-11-15 16:44:36	0 🖉 🗖
Subscriptions			0C11051DED84	Gate		-	B1		5926100179	•	2023-11-14 15:13:13	() 🖉 🗓
					Lines per page	10	× < 1	> Go to 1	Go 2 In	All		

#### 3. Click on Settings.

Dashboard	Luna >>Resident and Devic	e>>Details		
Resident and D			Device Info - 0C11051DED84	
📥 Firmware	Basic Information			Settings
🔥 Upgrade	Device Name	Gate		
MAC Library	MAC	0C11051DED84		
Subscriptions	SIP	5926100179		
💼 Payments	Last Connection	2023-12-01 09:00:41		
	Туре	Building device		
🏫 Home Automat	0			

- 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				
ТСР				~
Others				
				l.
Reboot	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		×
		li
	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.

MAC	¥	Q Search		•	Import New
	MAC	Installer	Owner	Created Time	Action
	0C110509BA3C	RyanChen	Public Device	2022-03-03 22:23:48	圃
		Lines per page 10 $\checkmark$	1 > Go to 1 Go 1 In All		

- Add MAC using Template
- 1. Click on Import.
- 2. Select the MAC template from your personal computer and upload it.

MAC	v.	Q Search			mport New
	МАС	Installer	Owner	Created Time	Action
	0C11050B9814	RyanChen	Public Device	2022-03-03 00:13:23	Ē
	0C110509BA3C	RyanChen	Building1-403	2022-03-03 00:13:14	Ē
		Lines per page 10 V	1 > Go to 1 Go 2 In All		

#### • MAC Template

	С9	•	€ fx						
		А		В	С	D	E	F	G
1	MAC								
2	0C11050893CA								
3	0C11050893CB								
4	0C11050893CC								
-									

#### 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.

### 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.

	Q Search			Import New
MAC	Installer	Owner	Created Time	Action
0C11050B9814	RyanChen	Public Device	2022-03-03 00:13:23	Ū
0C110509BA3C	RyanChen	Building1-403	2022-03-03 00:13:14	Ф
	Warning	Go 2 In All		
	Are you sure you want to delete this item?			
		Cancel		

#### 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.

Property Manager List			New Property Manager
Name	Email	Community	Action
inn llan	inn.llan@akuvox.com	Community1,Akuvox-	2 🛍
Ryan Chen	hichampion@163.com	Akuvox-	2 🛍

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.

New Property M	Manager	×
* First Name		
* Last Name		
* Email		
English V		
Monthly Password Update Reminder		
	Cancel	Submit

3. Click on  $\mathbb{R}$  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.

12 Community(ies)					Subscriptio
	Name 🛎	Device Count	End User Count	Property Managers	Action
	Community1	0	0	-	🗹 🖊 A 🤅
1 H H	Akuvox-	0	0	-	또 🖊 ጸ (
	New_Com	0	0	-	또 🗶 & (
+ New	Community-C	0	0	-	🖻 🖊 ጸ (
Download The Template	Ryan	0	0		🗹 🗶 ጸ (

a. Click Edit, then select the property manager.

	Property Manager			×				
Edit Name ⑦ A luna zheng 📎	To be selected	0.0	Remove Add >	Selected	0/1		Action ssword Setting	
					Cancel	Submit		

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.

		Prope	rty Manager			×	
Edit							
Name 🕐	App Username	Email	Expiration Time	Арр	Action		
luna zheng 🛛 🔗	$\mathcal{T}_{ini}(\mathcal{T}_{i}) = \{ i \in \mathcal{T}_{i} \}$	$ a_{1}-b_{2} _{2}\leq  a_{1}-a_{2} $			Reset Password	Setting	
			Setting	×			
Edit		Delete Account Permission Log Access Control		-			
Name	App Username			рр	Action		
luna zheng 📀	5926100183	lu	Cancel Submit	D	Reset Password	Setting	

### 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 Manag
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 P	roperty 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.

#### Akuvox

Version	Model	Version Log	Created Time	Action
29.30.2.805	R29	29.30.2.805	2021-08-04 22:24:52	(i)
29.30.2.804	R29	29.30.2.804	2021-08-04 22:24:16	٦
29.30.102.820	R29	29.30.102.820_Log	2021-07-15 16:44:53	١
29.30.2.803	R29	29.30.2.803	2021-07-14 17:02:16	١
29.30.2.450	R29	29.30.2.450	2021-07-14 16:50:16	١
113.30.6.89	C313	113.30.6.89	2021-07-05 19:32:41	١
916.30.101.303	x916	916.30.101.303	2020-09-14 21:03:52	١
82.30.2.622	IT82	82.30.2.622	2020-05-26 20:40:11	Ì
28.31.1.209	R28	28.31.1.209	2020-04-08 01:17:54	١
227.31.1.131	R27	227.31.1.131	2020-03-30 19:10:44	١

### **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.

Status All 👻 Version	Q Search				New
Version	Device	Status	Upgrade Time	Created Time	Action
		No Data			
	Lines	per page 10 V (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.

Dashboard	Luna >>Upgrade	Upgrade Strategy Creation ×	
Resident and D	Status All	* Venion Please choose a model  Please choose a version	New
i Firmware	Version Device	Change Log	Created Time Actions
🔥 Upgrade			
MAC Library			
Subscriptions			30 0 In All
Payments		* Device *The devices in different versions of the same model, which are connected, will be shown in the list below.	
🎓 Home Automat		MAC/Owner/Device Name	
🤱 User Guide		Device Name Owner MAC Current Version Status	
		Gate 0C11051DED84 28.30.3.108	
		* Time	
		Upgrade Right Now     Upgrade at a Specific Time	
		Reset After Upgrade *Please use this function carefully: Data and configuration cannot be retrieved after resetting.	
		Cancel Submit	

### **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.

Status All + Version	Q Search				New
Version	Device	Status	Upgrade Time	Created Time	Action
20.30.4.4		Executed	2021-04-22 14:56:12	2021-04-14 14:56:55	Ē
20.30.4.110		Executed	2021-03-30 11:39:35	2021-03-22 11:39:49	Ū
29.30.2.419	R29test	Executed	2021-03-22 11:16:42	2021-03-22 11:16:41	1
20.30.4.4		Executed	2021-03-22 10:52:23	2021-03-22 10:52:23	Ū
20.30.4.10		Executed	2020-11-14 11:16:33	2020-11-03 11:16:39	Ū
29.31.1.519		Executed	2019-06-30 22:19:10	2019-06-12 22:19:12	Ē
	Lines per p	age 10 v < 1 >	Go to 1 Go 6 In All		

#### **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: <b>Pending</b> for the firmware that will be updated according to the updating timing. <b>Executed</b> for the firmware that has finished updating, and <b>Processing</b> 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

Community Office	e					
7 Community(ies	s)					Subscriptions
		Name	Device Count	End User Count	Property Managers	Action
		Community1	0	0		🗹 🚄 ጸ 🚯
i i		Akuvox-	0	0		🗹 🗶 ጸ 👔
		New_Com	0	0		🗹 🖊 A 🛈
-	New	Community-C	0	0		🗹 🖊 A 🕧
Downlo	oad The Template	Ryan	1	5		🗹 🖊 A 🛈
Click Active	1 Purchase Types		 Purchase Details	(3) Payment Info	mation	 Confirmatic
Payments		Active	Ren	Sw.		

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.

urd									
tions	< Back								
ts	1				2		3		4
	Purchase Ty	rpes			Purchase	Details	Payment Information		Conf
	Community		~ Typ	All	~ C	) Search			
	Please Sele		e.)						
	Selected 0 /	AK 1 AK 2							
		comiy10	Danoing	APT ‡	APT Name 🌲	Email	Name	Service Type	Activation Fee(
		comiy10	Building1	1	1		1nMynoF6x49Wm4m5110F7k60j8 FCQWbeH16J9HK4510bekMf80d8	Integration	
		comiy10	Building1	2	2		1wWQ6aTjkij394lD5rMU1N0608 ua1LPpW6EmrVo9Vb45100f6E08	Integration	
		comiy10	Building1	3	3	-	169Y9x14N55JJ10nc6XHig0ZK8 1o2PK5569CPVOUn45w10601028	Integration	
		comiy10	Building1	4	4		X1a69mankv9r4N5w1ux0GX60j8 M1yDV69e4hT45gT1K10wF6T018	Integration	
		comiy10	Building1	5	5		LTY1U0T6G94Nda5H10bf0ZK608 1EnfX69z4KVx95kqz1nL060L88	Integration	

ransaction Number: 4	165648433739391	
otal Price: 🕒		Should Pay:
Coupon		Exchange Coupon
Con't Use Coupon	All Fee rC16738Vq42M6765 2021-12-02 14:33:08 - 2022-12-31 00:00:00	
		Coupon Pay:
Payment method	ł	
• stripe		
Other payment method		

### 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 is of community you want to pay for the service.

Community Office					
7 Community(ies)					Subscriptions
	Name	Device Count	End User Count	Property Managers	Action
1	Community 1	0	0		🗹 🞽 ጸ 🕡
	Akuvox-	0	0		🗹 🖊 A 🛈
	New_Com	0	0		K 🖌 X 🛈
+ New	Community-C	0	0		K 🖊 A 🛈
Download The Template	Ryan	1	5		K 🞽 A 🛈

2. Click Subscription module, then click Active.

<ul> <li>Dashboard</li> <li>Resident and Device</li> </ul>	1 Purchase Types	2 Purchase Details	3 Payment Information	(4) Confirmation
🏂 Firmware				
🚯 Update				
📰 MAC Library	40			
2 Subscriptions	Active	Renew		

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.

board ent and	1 Purcha	ase Types			② Purchase Det	3 Payment Inform	ation		Confirmatio
ware	Please	e Select Items(3	000 maxin	num at a time.)					
ade	Select	ed 0 / 25:							
Library		Building	APT \$	APT Name \$	Email	Name	Service Type	Monthly Fee(\$)	Expiration Time
criptions		Building12222	115	400		169c567v42v06vA6l655uI5fe7 eH1HF6H9DI3cl40mO66qm545e7	Integration	- 11	2023-09-10 10:42:02
nents Guide		Building12222	1	11		1k69oTailzWo3j81X26JgT9949 168l65UK93AeTHBd4819J9y4U9	Integration		2023-10-05 13:19:48
Guide		Building12222	2	12		Rc16A99X5B384Agti19I9z5920 Kw168Fmp9m3Tc8y1spg9E9C5s0	Integration	11	2023-10-05 13:24:56
		Building12222	99		comiy23@126.com	12	Integration	- 21	2023-10-06 09:47:59
		Building12222	5	15 name 第二轮		dN16ls9aL38ZnTRM16b99yQ5n0 1aF693Dd8Qe1qyo9v8979mB5g0	Integration	2.1	2023-10-06 09:55:14
		Building12222	6	16		VB1Wu06qQO9M308S71Q99n5fl0 Yn1rK576p9381a89mg95WlfeV0	Integration	21	2023-10-06 10:21:43
						< 1 > Go to 1 Go 25 In All		-	

#### 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 o	click Subscriptions		
Community Office					
7 Community(ies)					Subscriptions
	Name	Device Count	End User Count	Property Managers	Action
1	Community1	0	0		🗹 🗶 🤾 👔
	Akuvox-	0	0		K 🖊 A 🛈
2. Click Renew 5.		2 Purchase Details	3 Payment Inform	ation	(4) Confirmation
Payments		Renew			

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.

< Back									
1 Purchase	Types		(2 Put	chase Details			3 Payment Information		Confirmation
Commun Please Se	ty Ryan × Community New_Com ×	v	Type APT All APT PM APP	Expiration Date		0		C Search	
Please Select Selected 0 / 0	Items(3000 maximum at	a time.)							
	Community	Building	APT ‡	APT Name ≑	Email	Name	Service Type	Monthly Fee(\$)	Expiration Time

#### 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.

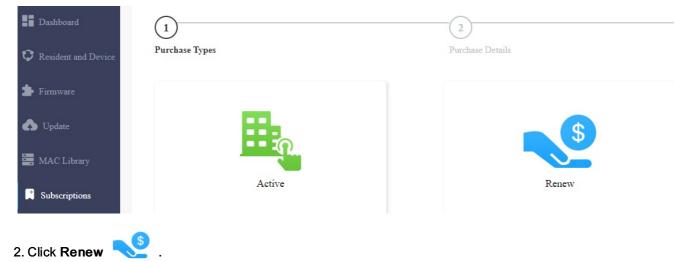
Renew To : 📄 2022-08-03	
Number of Renewal Apartment(s)	0
Total Price	\$0
Next	

Silling System		
	Pending Order Transaction Type: Renew Monthly Rental Fee Transaction Number: 4163878625467585 Total Price: * Coupon Don't Use Coupon	Shouid Pay: 🛌 Exchange Coupon
	Payment method	Coupon Pay: 🝆
	<ul> <li>stripe</li> <li>PayPal</li> </ul>	
		Amount Paid Pay

#### Akuvox

To renew the services for the users in one community:

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



#### 3. Select the users you want to renew the service.

< Back							
1) Purchase Types		2 Purchase E	letails		3 Payment Information		(4) Confirmation
Please Select Items(3000 maxim Selected 0 / 1:	um at a time.)						
Building	APT ‡	APT Name 🗘	Email	Name	Service Type	Monthly Fee(\$)	Expiration Time

#### 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		
te		

• 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.

Type All • Status A	11 V Order Nt	Imber Q Search				
Order Number	Туре	The number of apartments	Total Price	Status	Created Time	Action
51164627479890718	Activation	1	51 51	Succeed	2022-03-03 15:33:18	(i) 🗓
		Lines per page 10 <	1 > Go to 1 Go	1 In All		

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

Order Number	65168111662777863	Download Invoice File		
Created Time	2023-04-10 16:50:27			
Status	Succeed			
Туре	Renew			
Next Expiration Time	2024-04-09 00:00:00			
Payer	wk_zheng_ins			
Stripe Info				
Stripe Order				
Coupon Info				
Coupon Number	16Si7w9R03V84860			
Coupon Usage Amount				
Coupon osage Amount				
1 Item(s)	Total Price Final Price	e:		
APT			Price	
4 (4			Price	
1 Item(s)				
212				
212				
	Hore			

#### 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	Туре	Shows the transaction types: Activation, Subscription, Additional app
3	The number of Apartments	Shows the numbers of apartments involved in one order.
4	Total Price	Shows the total cost of each transaction
5	Status	<ol> <li>Seven types of status: All, Succeed, Processing, Failed, Time out, Cancel, System Processing.</li> <li>Succeed: is for the order that is paid.</li> <li>Processing: is for the order that is created but not paid yet.</li> <li>Failed: is for the order that is not paid successfully.</li> <li>Time out is for the order that is not paid in time before reaching the timeout.</li> <li>Cancel: is for the order that is canceled.</li> <li>System Processing: is for the order is being processed by the system after the payment is made.</li> <li>All: is for all the above types.</li> </ol>
6	Created Time	Shows the time when the order is created
7	Action	Click on it o check for details. Click is pay for the order that is ready for payment. Click is to go to billing system. Click in 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.

Akuvox				Role:Community Manager 👻	Community1 🝷	RyanChen 🔻	Log ou
Dashboard	Status All Version	Q Search				Coupon Details Change Password Time Zone	New
🗘 Resident and De	Version	Device	Status	Upgrade Time	Created	Billing Information	ction
불 Firmware			No Data			Customer Service	_
\Lambda Update		lines	per page 10 $$	o to 1 Go 0 In All			
📕 MAC Library		Linds					
Subscriptions							

- 3. Modify the information if needed.
- 4. Enable Receive Feedback if needed and end users' feedback will be sent to the email address that you fill in.

Customer Service		
* Phone		
Residents can contact you through this phone number		
* Email		
Residents can contact you through this email address		
Receive Feedback		
	Cancel	Submit

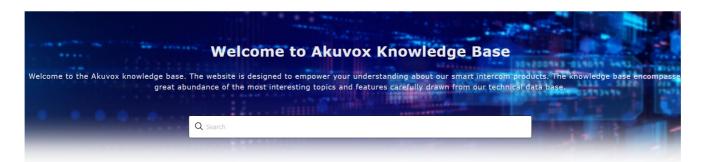
# Technical Support&Service

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.

Akuvox								Role:Project Ma	anager 🔻 ABC 🕶	▼ Log out
Resident and	>>Resident and Device									
🍰 Firmware	+ Add Building	Residents	tercom Devices							
🔥 Upgrade	Community	App Status All	~	Active All		~	Resident	~	Q Searc	h
MAC Library	Public Area									
Subscriptions	• A	Resident 🌩	Email	Building	APT	APT Name	Active	App Status	Created Time ‡	Expiration Time
Payments		\$\$Delete\$\$ \$\$Delete\$\$		А	101 (Floor 1)	101	Normal	Registered	2023-08-03 14:32:27	2023-09-03 16:42:35
🎓 Home Automa			Lines per page	10	~ <	1 >	Go to 1	Go	1 In All	
Support&Service			F* F*							
Knowledge Base										
Academy										
Technical Support										
Community										
CAP										



#### **Knowledge Category**

Firmware & Tool	Installation Video
Product Manual	o o Akuvox Partners     FAQ       Image: Constraint of the second
Filter	Cloud
<ul> <li>Firmware &amp; Tool</li> <li>Installation</li> </ul>	9 Articles in this category
> How-to Guide & Video	
<ul> <li>Product Manual</li> <li>Door Phone</li> </ul>	Akuvox SmartPlus App User Guide V4.0
> Indoor Monitor	Version: 4.0   Date: July.2023 About This Manual This g
> Access Control	6.60.0.3 for Android. Akuvox SmartPlus is a mobile App that can work with SmartF
~ Cloud	Updated on : 04 Aug 2023
Akuvox SmartPlus App User Guide V4.0	
Akuvox SmartPlus App Property Manager Guide V4.0	Akuvox SmartPlus App Property Manager Guide V4.0
Akuvox SmartPlus App User Guide - Office V4.0	About This Manual This guide is applied to version 6.60.3 for
Akuvox V6.6.2 SmartPlus Installer Guide - Single tenant	Updated on : 04 Aug 2023
Akuvox V6.6.2 SmartPlus Installer Guide - Community	Akuvox SmartPlus App User Guide - Office V4.0
Akuvox V6.6.2 SmartPlus Installer Guide - Office	Version: 4.0   Date: July.2023 About This Manual Welcome to Akuvox SmartPlus world! This user guide gives you quick information ₹
Akuvox V6.6.2 SmartPlus Distributor Guide	6.60.0.3, iOS version 6
Akuvox V6.6.2 SmartPlus Property Manager Guide	Updated on : 04 Aug 2023
BelaHome App User Guide	Akuvox V6.6.2 SmartPlus Installer Guide - Single tenant

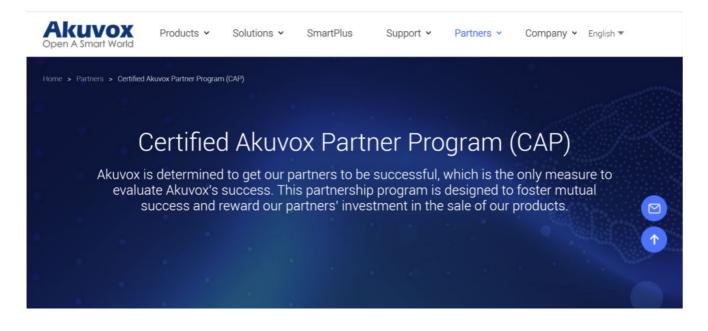
### **Ticket System**

- 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.

# Still looking for something? We are always happy to assist. Contact Akuvox Contact your Akuvox dist... To help us solve your problems effectively, please read our If you purchased an Akuvox product technical support guide before from one of our distributors, please submitting your inquiries. contact your Akuvox distributor to get ↑ immediate support. Akuvox Cakubela Technical Support Login | Sign up Home Knowledge base Hi, how can we help you? Enter the search term here .... **Browse articles** Explore How-To's and learn best practices from our knowledge base **Knowledge base** View all articles Getting started

# **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.

Device Count 0 0	: End User Count 0	Property Manage inn lian	Coupon Details Change Paisword Time Zone Billing Information Custemer Service	1
0			Time Zone Billing Information Customer Service	1
0			Billing Information Customer Service	
0			rs Customer Service	
	0	inn lian	C 🗹	ጸ 🕧
0				
	0	inn lian	r 🖉	ጸ 🛈
0	0	-	<b>Ľ</b> 🖊	ጸ 🛈
0	0	-	<b>Ľ</b> 🖊	ጸ 🛈
2	2	Ryan Chen	🗹 🔟	ጸ 🛈

3. Change the password.

	Change Password		×
1)	(2)		3)
Step 1	Step 2		Success
* Original Password			
		Cancel	Next

# **Change Installer Time Zone**

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

~	
	Submit
	Cancel

# **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.

			Role:Project Manager 🔻	List Of Communities 🔻	RyanChen 🔻 Log out
Community Office					Coupon Details Change Password
10 Community(ies)					Time Zone Billing Information
	Name	Device Count	End User Count	Property Managers	Customer Service
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Community1	0	0		Payments Account Setting
	Akuvox-	0	0	-	r 🖉 🗶 🕧
	Account Setting		×		
Permission Granted					
• On Off					
Give authorisation to your distributor to	access your account.				
If you turn off the feature, your distribute	or can't help you.				
		Cancel	Submit		

# **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.

					Coupon Det			
nity Office					Coupon Det	aus		
Office					Change Pas	sword		
					Time Zone			
5 Community(ies)					Billing Info	rmatio	n	
	Name	Device Count	End User Count	Property Managers	Customer Service			
1	Community1	0	0	inn lian	Ľ	2	ጸ	i
	Akuvox-	0	0	inn lian	Ľ	2	ጸ	<b>i</b>
	New_Com	0	0	-	Ľ	2	ጸ	<b>i</b>
+ New Community	Community-C	0	0		Ľ	1	ጸ	<b>i</b> )
Download The Template	Ryan	2	2	Ryan Chen	ß	1	ጽ	i

	Billing Informatio	n	×
* 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.

