Akuvox V6.7.0 SmartPlus Installer Guide - Office

Akuvox
Open A Smart World

Smart Intercom

SmartPlus App

AKUVOX SMARTPLUS USER GUIDE
—
Installer

This manual is intended for the installers who need to manage office, office staff and people, 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
- Support selecting access methods
- Add property manager password update reminder
- Extend the renewal period to 60 months
- 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 office, office staff and personnel, devices, relays, 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 office, departments, devices, staff and personnel.
- 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 Auto-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.
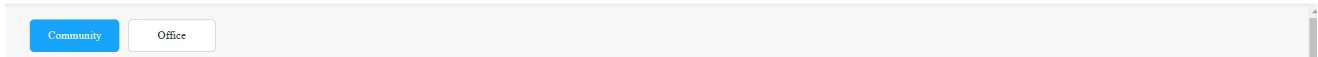3. Click on **Login** to log into the SmartPlus platform.

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

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 the user information and device information are correct.

Main Interface

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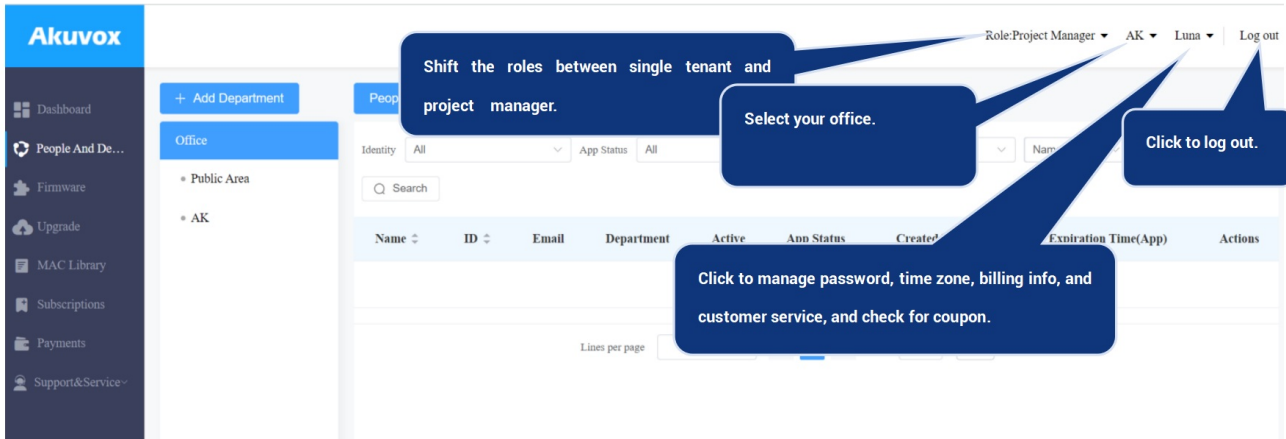
Module Description:

No.	Modules	Description
1	Dashboard	Allows you to manage office, department, office staff, personnel, device and property manager.
2	People and Device	Allows you to manage departments, devices, access control, office staff and people.
3	Firmware	Allows you to check device firmware information.
4	Upgrade	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 office staff by paying the activation fees and renewing the fees, etc.
7	Payments	Allows you to check for the information related to transactions made.

Office Management

Create Office

An office must be created first on the dashboard before you can proceed to the other management involving device, staff, people, and access control, etc.

1. On the upper left corner of the screen, select **Office**.

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

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| Community | Office |

3 Office(s)

+ New

Download The Template

Name	Device Count	End User Count	Property Managers	Action
Akuvox	0	0	--	
Akuvox Company	2	4	Nic F	
Akuvox1	0	0	--	

3. Set up the office by filling in the related office information.

4. Select your feature plan.

New Office ×

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

Landline Service

● On   ○ Off

Landline Service is a premium feature.

* Feature Plan   Read Instructions

* Office Name

Office Name

* Office Address

Country / Region ⌄

State/Province ⌄

City ⌄   Post Code

Street

Time Zone

GMT+8:00 Shanghai ⌄

Time Format

● 24-hour time   ○ 12-hour time

Date Format

Year-Month-Day ⌄

Charge Mode

● Pay By Installer

Send Expiration Email To PM

○ On   ● Off

Send Renew Email To PM

○ On   ● Off

Cancel   Submit

Office Setting Description

No.	Settings	Description
1	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.

2	Feature Plan	Select basic or premium features for the office. • **Basic feature**: this feature does not allow office property managers to enable or disable the PIN code and QR code access methods, neither are they allowed to control package notification service (available in R29 only). • **Premium feature**: this feature allows office property managers to enable or disable PIN code and QR code access method. And office staff are allowed to control package notification service (available in R29 only). **Note1**: When the feature plan service expired, the office property manager will not be able to control the function in the feature plan. **Note2**: When the feature plan is set, it can not be changed.
3	Office Name	Enter the office's name, which can be a company name.
4	Address	Enter office's 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.
5	Time Zone	Select the time zone of the office.
6	Time Format	Select the time zone of the office (12-hour/24-hour format).
7	Date Format	Select the date format (Y/M/D; M/D/Y; D/M/Y).
8	Charge Mode	Only installers are allowed to pay for the SmartPlus service (both account activation and renewal).
9	Send Expiration Email to PM	Switch on the service expiration email notification to the end users, property managers, and installers if needed. The notification will be sent in 1 day, 3 days, 5, days after the expiration. 1-day expiration: an email notification will be sent to end users for expiration. 1. day expiration: an email notification will be sent to end users for the expiration. 2. day expiration: an email notification will be sent to property managers and installers for the expiration. 15-day expiration: an email notification will be sent to installers for the expiration. **Note**: if it is switched off, the expiration notification will be sent to installers only.
10	Send Renew Email To PM	Switch on service renewal email notification to the office property manager if needed.

Edit/Delete Office

After an office is created, you can edit or delete the office if needed.

1. Click on ✏ of the office you want to edit or delete. To easily find the desired project, you can click the icon ⬍ next to **Name** to reorder them.

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	Name ⬍	Device Count	End User Count	Property Managers	Action
6 Office(s)					
	11	0	0	--	☑ ✏ 👤 ⓘ

2. Edit the office setting or delete the setting.

New Office ✕

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

Landline Service

● On   ○ Off

Landline Service is a premium feature.

* Feature Plan   Read Instructions

● Basic   ○ Premium

* Office Name

Office Name

* Office Address

Country   ⌄

State/Province   ⌄

City   ⌄   Post Code

Street

Time Zone

GMT+12:00 M... ▾

Time Format

● 24H   ○ 12H

Date Format

Year-Month-Day ▾

Charge Mode

● Pay By Installer

Send Expiration Email To PM

● On   ○ Off

Send Renew Email To PM

● On   ○ Off

Delete   Cancel   Submit

User Management

You are required to go to the specific office for the management of the users by moving them into the specific department.

Sub-Installer Account Management

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

Add Sub-Installer Account

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

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

Edit/Delete Sub-Installer Account

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

2. Click on 🗑️ to delete the account.

Add Office Users

You can add office staff and personnel to the offices you have created.

Add User to Office

After an office is created, you are required to add departments in the office, then you can start adding the users to the department you added.

1. Click on ⓘ of the office you intend for the management (it will automatically skip to the **People and Device** module).
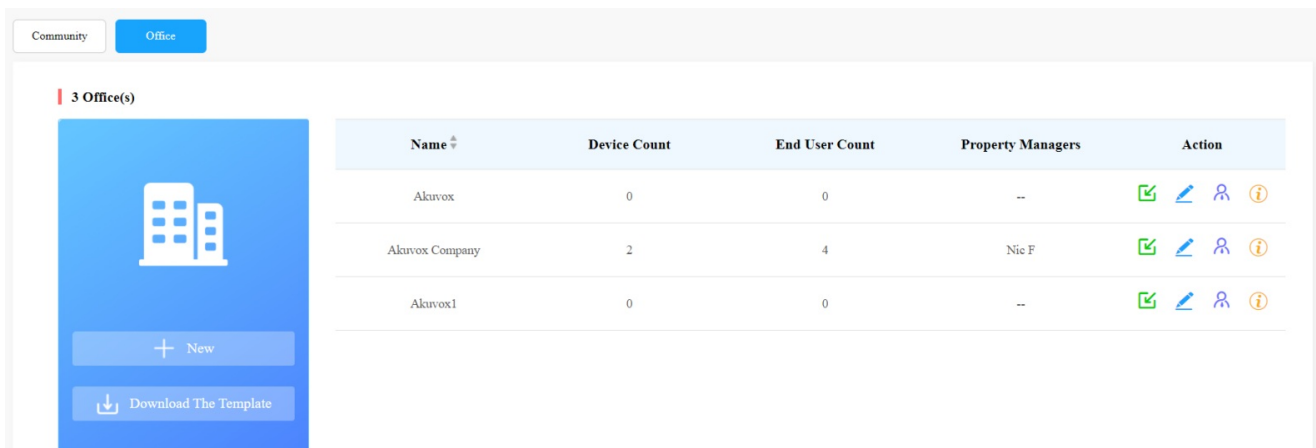
2. Click on **+ Add Department**. On the pop-up page, name the department, and select its floor numbers (Optional). You can add 10 floors at maximum.
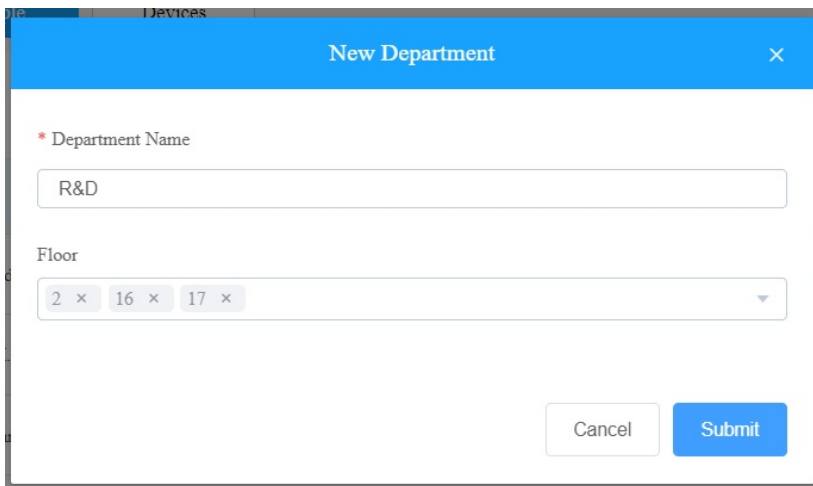
If you want to change its floors after the department is added, you can right-click the department name, then select **Edit** from the menu.
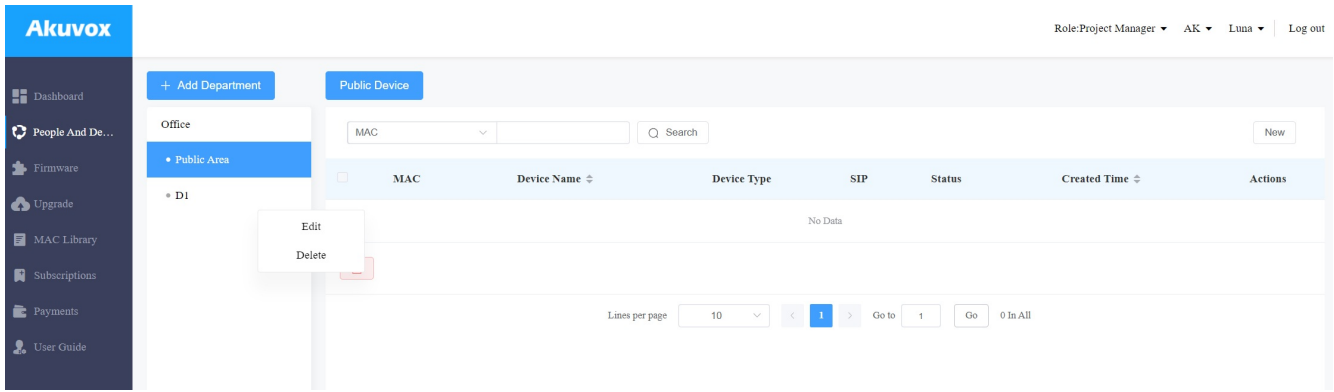
3. Click **People And Device**, select the staff's department, and then **New** to add user.
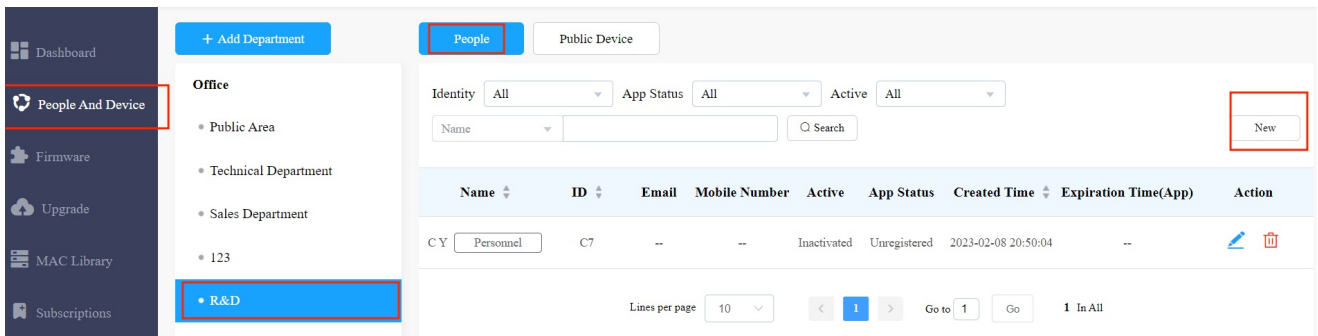
4. Fill in the user information.

> **Note**
> - Advanced User can add the devices and set up access group to access the public devices through out the office(across all the departments).
> - Basic User can add their private devices and can only be allowed to access their own private devices and public devices in their own department.

New People ✕

* Identity ⑦

Basic User ⌄

* First Name

* Last Name

* ID

Email

Accessible Floors

All Floors ✕ ⌄

Language

English ⌄

Country / Region

Country / Region ⌄

Mobile Number

SIP Call Or IP Call

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

☐ Smartplus Intercom Feature ⑦

Call Type

Indoor monitors/guard phones ⌄

Cancel   **Submit**

Note

- When the SmartPlus Intercom Feature is disabled, you will only have one call type: **Indoor monitor/guard phones**.
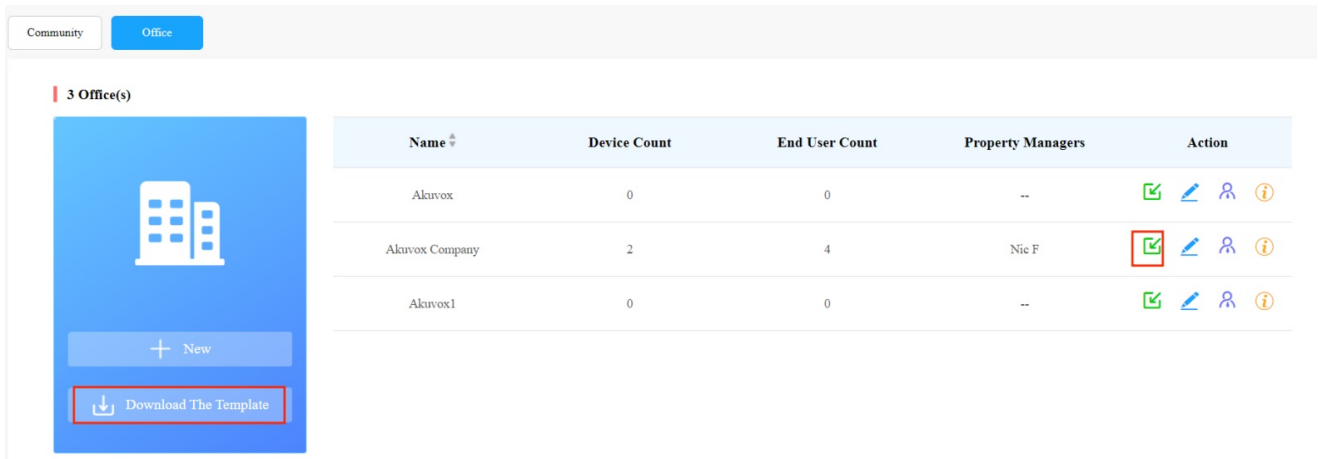
Setting Description:

No.	Field Name	Description
1	Identity	Select basic user or advanced user.
2	First Name	Fill in the user's first name.
3	Last Name	Fill in the user's last name.
4	ID	Enter the ID number of users. The ID should be unique and cannot be repetitive.
5	Email	Enter the user's email.
6	Accessible Floors	Set the accessible floors so that the staff or personnel can take lifts to the specified floors using his/her cards or facial recognition. If you have set the department's floor(s), the floor(s) will display on the accessible floors box automatically. You can add 10 floors at maximum. **Note**: • If you have set the department's floor(s), the floor(s) will display on the accessible floors box automatically. • Any changes to the department floor(s) will NOT impact to the accessible floors of added staff/personnel. • The accessible floor data will be sent to public devices with the permissions.
7	Language	Select the language of the emails notifying the user of the account information. The following languages are supported: **English, Simplified Chinese, Korean, Japanese, Turkish, Polish, Russian, Spanish, Bosnian, Danish, Vietnamese,** and **French**.
8	Country/Region	Select the country or region code of the user. The area code will be displayed before the mobile phone number.
9	Mobile Number	Enter the user's mobile phone number.
10	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**.
11	SmartPlus Intercom Feature	If enabled, the user is allowed to use SmartPlus app.
12	Landline 1/2/3	Fill in the user's landline numbers, e.g. mobile phone numbers or telephone numbers. Three landline numbers are supported.
13	Call Type	Select the call type. For example: • **SmartPlus and indoor monitors/guard phones, with phone as backup**: means the call will be received in sequential order, first by Smart Plus app and indoor monitor, then guard phone, and last by mobile phone. **Note**: you can only select the call type "**Indoor monitor/guard phones**" when you disable the **SmartPlus Intercom Feature**.

Add User to Office Using Template
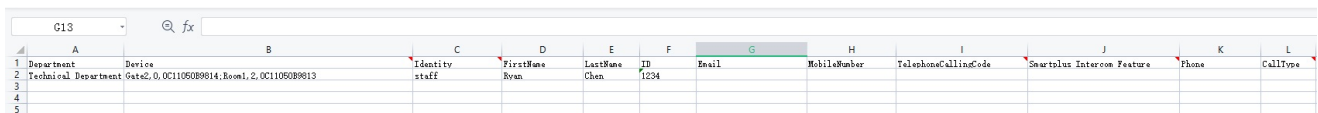
The template can maximize your efficiency in management especially when you are handling a large number of users for a specific office.

1. On the office dashboard, download the template on the dashboard.
2. Fill the information in the template, then click ![icon] of the office to which you want to import the template.

Template Sample

Template Description

No.	Settings	Description
1	Department	Fill in the department name or number. **Note**: should not be more than 128 characters in length.

2	Device	• **Device Type Code:** Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 Access Control=50 • **Device Setting Format:** **"Device name, Device type, Device MAC".** Eg: Gate2,0,0C11050B9814; Living Room,2,0C11050893C6 **Note:** every two devices need to be separated by ";". **Note**: device MAC must be added first in the MAC library of the office to which you want to import the data.
3	Identity	Select the office users' identity: staff or personnel.
4	First Name	Fill in the office staff or personnel's first name. **Note**: should not be more than 64 characters in length.
5	Last Name	Fill in the staff or personnel's last name. **Note**: should not be more than 64 characters in length.
6	ID	Enter the ID number of Staff or people. The ID should be unique and cannot be repetitive.
7	Email	Fill in the user's Email.
8	Mobile Number	Enter the mobile phone number of the staff or personnel. The mobile number here is used for user account registration only.
9	Telephone Calling Code	Fill in the user's country code.
10	SmartPlus Intercom Feature	Enter "1" to allow users to use SmartPlus app and enter "0" to disable the SmartPlus app service.
11	Phone	Fill in the landline number of the office staff or personnel to receive incoming calls.
12	Call Type	**Call Type Code:** • Smartplus and indoor monitors/guard pones=0 • Phone and indoor monitors/guard phones=1 • SmartPlus and indoor monitor/guard phones, with phone as backup=3. • Indoor monitors/ guard phones with SmartPlus as backup=4. • Indoor monitors/ guard phones with SmartPlus as backup, finally the phone=5. For example: if you select the code "3" , the call will be received in sequential order, first by SmartPlus app, indoor monitor, guard phone, and lastly by mobile phone if the call is not answered.

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

Edit/Delete User in Department
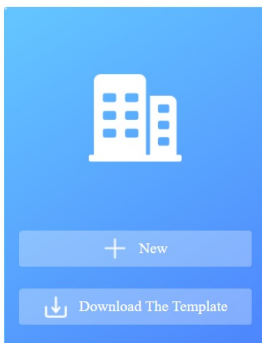
You can edit and delete office users in a department if needed.

> **Note**
> - You can only edit and delete the office users who have been moved into a specific department by the office property manager.
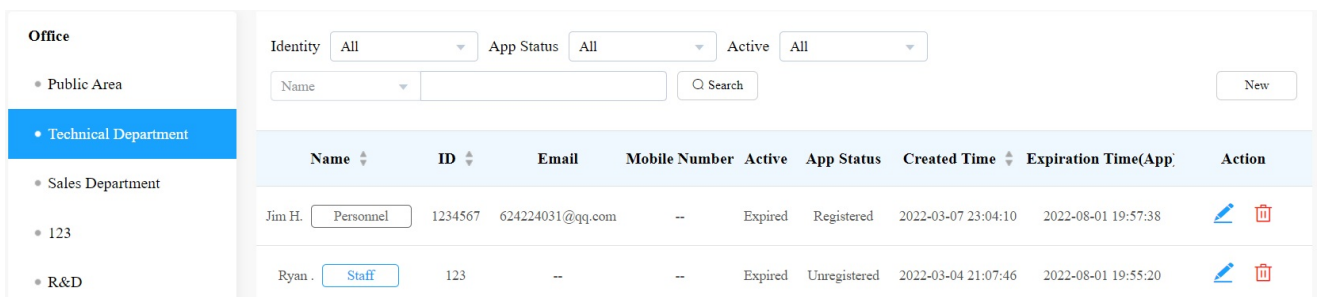
1. On the office dashboard, click on ⓘ of the office you intend for the management (it will automatically skip to the **People and Device** module).

3 Office(s)

Name	Device Count	End User Count	Property Managers	Action
Akuvox	0	0	--	
Akuvox Company	2	4	Nic F	
Akuvox1	0	0	--	

2. Select the department.

Office	Identity All	App Status All	Active All				New
• Public Area	Name		Search				

Name	ID	Email	Mobile Number	Active	App Status	Created Time	Expiration Time(App)	Action
Jim H. [Personnel]	1234567	624224031@qq.com	--	Expired	Registered	2022-03-07 23:04:10	2022-08-01 19:57:38	
Ryan . [Staff]	123	--	--	Expired	Unregistered	2022-03-04 21:07:46	2022-08-01 19:55:20	

Office sidebar:
- • Public Area
- • Technical Department
- • Sales Department
- • 123
- • R&D

3. Click 🗑 to delete the user, and click ✏ to edit the user's information.

4. On the upper right corner of the screen, click ✎ to edit the user information.

Search/Edit/Delete Users in Office

1. On the office dashboard, click on ⓘ of the office you intend for the management (it will automatically skip to the **People and Device** module).

Name	Device Count	End User Count	Property Managers	Action
Akuvox	0	0	--	
Akuvox Company	2	4	Nic F	
Akuvox1	0	0	--	

2. Search, edit and delete the users in the same office. Or you can click Name, ID, Created Time, or the icon next to them to reorder them and find your desired staff/personnel quickly.

Name	ID	Email	Mobile Number	Active	App Status	Created Time	Expiration Time(App)	Action
Jim H. [Personnel]	1234567	624224031@qq.com	--	Expired	Registered	2022-03-07 23:04:10	2022-08-01 19:57:38	
Ryan . [Staff]	123	--	--	Expired	Unregistered	2022-03-04 21:07:46	2022-08-01 19:55:20	

Note

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

Device Management

You can manage the devices deployed in offices. You need to go to a specific office and a specific department to manage the office devices.

Add Device to Office

After an office is created, you are required to add departments in the office, then you can start adding the devices to the department you added.

1. Click on ⓘ of the office you intend for the management (it will automatically skip to the **People and Device** module).
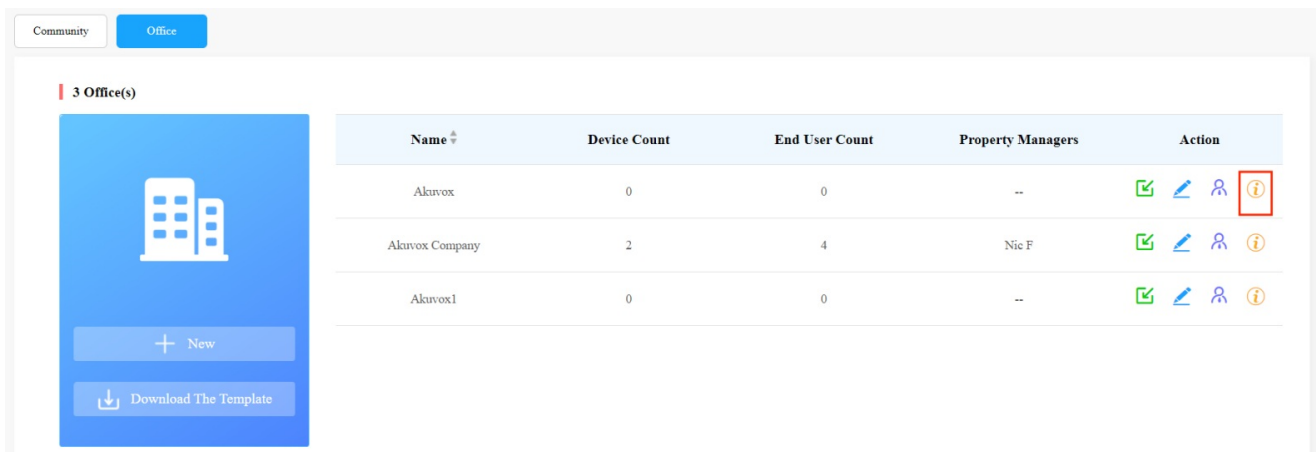
2. Click on **+ Add Department** to add a department.

3. Click on the department you created, then click on **Public Device**.

4. Click on **New** to add the device to the department.
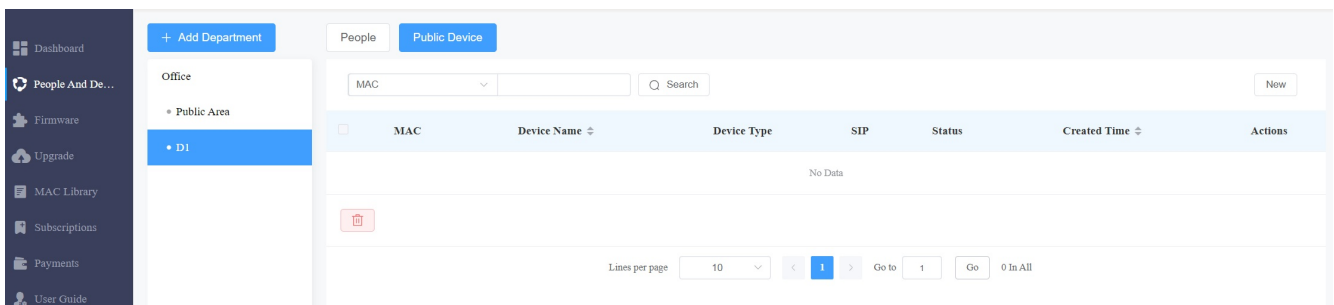
5. Add the device to the department.

Device Type

Multi-tenants Doorphone ⌄

* MAC

Network Group

Network 1 ⌄

Contact Display Settings

● Only People

○ Indoor monitors, guard phones and apps

○ People, Indoor monitors, guard phones and apps

* Device Name

Relay1   Off ⬤ On

* Relay Name

Relay1

DTMF Code

\# ⌄

Access Method

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

☑ Bluetooth   ☑ NFC

Add Relay   **Add Security Relay**

Cancel   Submit

> **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.

Setting Description:

No.	Field Name	Description
1	Device Type	Fill in the type of device.
2	MAC	Fill 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	**Only People**: display the owners' names of the guard phones, and indoor monitors. When you press on the name, you will be able to call the owners via their SmartPlus app, guard phone, and indoor monitor at the same time. **Indoor monitors, guard phones, apps**: displays all the indoor monitors, guard phones and SmartPlus app names. **People, Indoor monitor, guard phone and app**: display all the owners' names, when you press on the people's name, you will see the indoor monitor, guard phone and app name, and you will be able to call the owners via their SmartPlus app, guard phone, and indoor monitor at the same time.
5	Device Name	Name the device to distinguish it from others.
6	Relay1	Fill in the relay name, which can be the device location.
7	DTMF code	Enter the DTMF code for the door access.
8	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: SmartPlus Homepage** means unlock can be done on the home screen, while **SmartPlus Talkingpage** means unlock can be done while talking. If these two methods are not checked, the corresponding icons will not appear on the app home page.
9	Add Relay	You can add more relays if needed.
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.

Add Devices to Department Using 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 department.

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

Template Sample

Template Description

No.	Settings	Description
1	Department	Fill in the department name or number. **Note**: should not be more than 128 characters in length.
2	Device	• **Device Type Code**: Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 Access Control=50 • **Device Setting Format**: "**Device name, Device type, Device MAC**". Eg: Gate2,0,0C11050B9814; Living Room,2,0C11050893C6 **Note**: every two devices need to be separated by ";". **Note**: Device MAC must be added first in the MAC library of the office to which you want to import the data.
3	Identity	Select user identity: advanced user or basic user.
4	First Name	Fill in the user's first name. **Note**: should not be more than 64 characters in length.
5	Last Name	Fill in the user's last name. **Note**: should not be more than 64 characters in length.

6	ID	Enter the ID number of Staff or people. The ID should be unique and cannot be repetitive.
7	Email	Fill in the user's Email.
8	Mobile Number	Enter the mobile phone number of the staff or people.
9	Telephone Calling Code	• **Device Type Code**: Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 • **Device Setting Format**: **"Device name, Device type, Device MAC"**. E.g: **Gate2,0,0C11050B9814; Living Room,2,0C11050893C6** **Note**: every two devices need to be separated by ";". **Note**: Device MAC must be added first in the MAC library of the office to which you want to import the data.
10	SmartPlus Intercom Feature	Enter 1 to allow users to use SmartPlus app and enter "0" to disable the SmartPlus app service.
11	Phone	Fill in the mobile phone number of the office staff or office people.
12	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 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.

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

Edit/Delete Office Device

You can edit and delete device of a department if needed.

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

2. Select your department, then click **Public Device**.

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

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

Add/Edit/Delete Office Device in Public Area

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

2. Click on **Public Area** and add the device to the public area.

3. Search, check, edit or delete the device. You can also click Device Name, Created Time, or the icon ⬍ next to them to reorder them and find your desired device quickly.

	MAC	Device Name ⇕	Device Type	SIP	Status	Created Time ⇕	Actions
☐	0C110515CE68	DOOR	🖩	5926100187	🟢	2023-12-01 15:21:31	ⓘ ✏ 🗑

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

Device Type

Multi-tenants Doorphone ⌄

* MAC
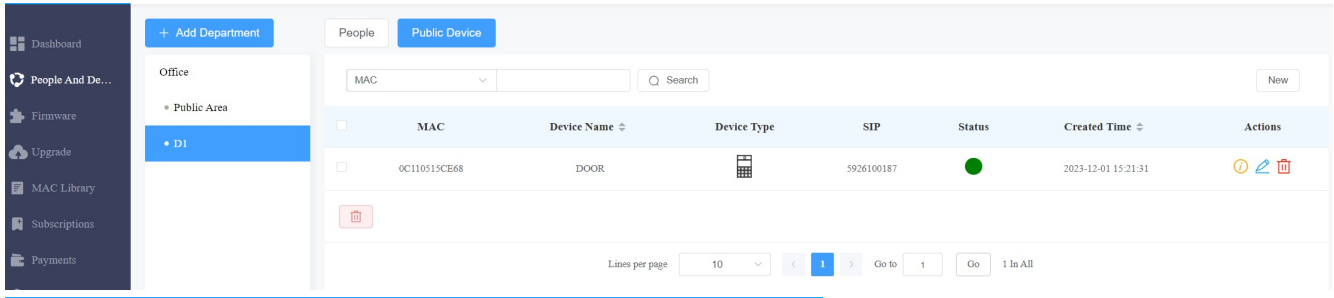
0C110515CE68

Network Group

Network 1 ⌄

Contact Display Settings

○ Only People

○ Indoor monitors, guard phones and apps

◉ People, Indoor monitors, guard phones and apps

* Device Name

DOOR

- -

Relay1   Off ⬤ On

* Relay Name

Relay1

DTMF Code

\# ⌄

Access Method

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

☑ Bluetooth   ☑ NFC

[Add Relay]   [Add Security Relay]

Note

- If **SmartPlus Homepage** or **SmartPlus Talking page** is not checked, the corresponding icons will not appear on the app home page.

Edit/Delete Device at Office Level

1. On the office dashboard, select the office you need for the management.
2. Click **Office**, then **Devices.**
3. Search, edit and delete the devices.
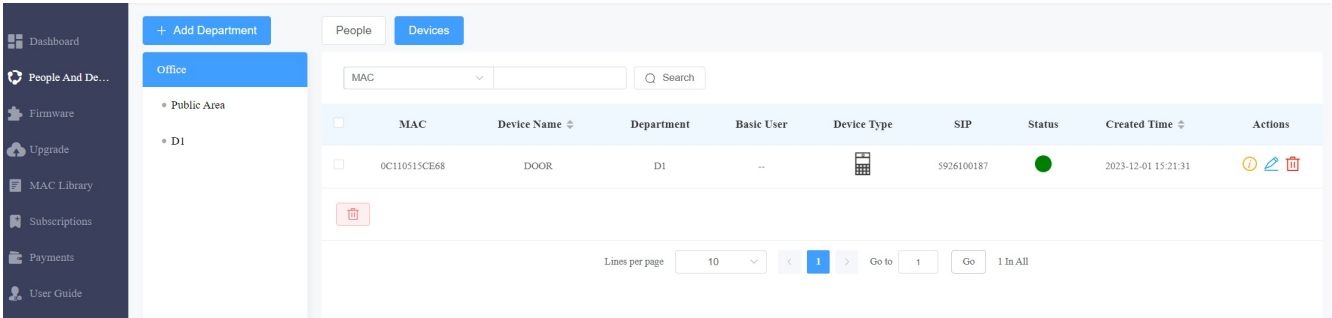
Remote Maintenance for Office Device

You can provide users 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 in the specific office, specific department and in the public area.
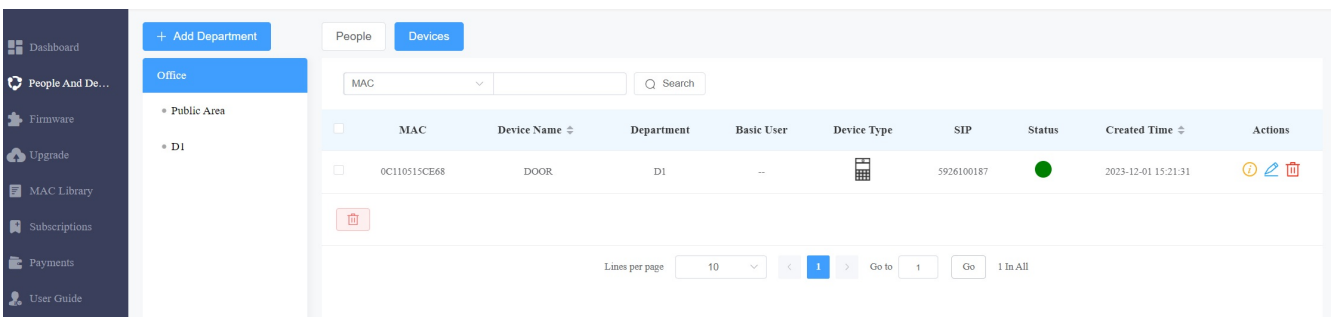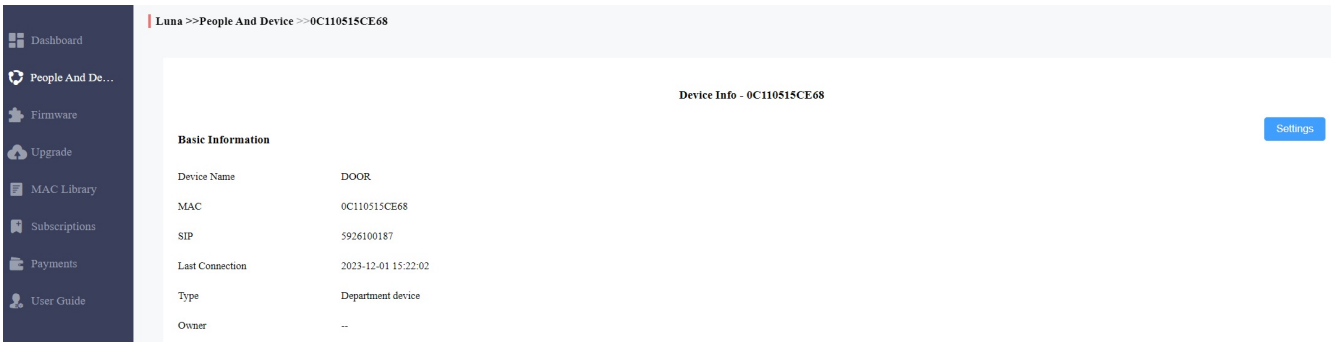
1. Click on (i) to see the details of the office.

2. Click **Devices** and you will see all the devices deployed at the office level. Then click (i) of the device requiring remote maintenance.

3. On the upper right corner of the screen, click on **Settings**.

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

5. Enter the commands for the Auto-provisioning, then click on **Submit**.
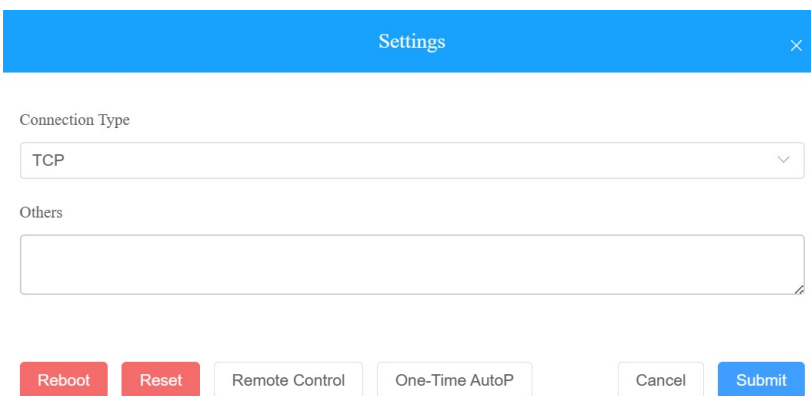
6. Click on **One-Time Autop** if only you want the Autop command(s) to be implemented one time.
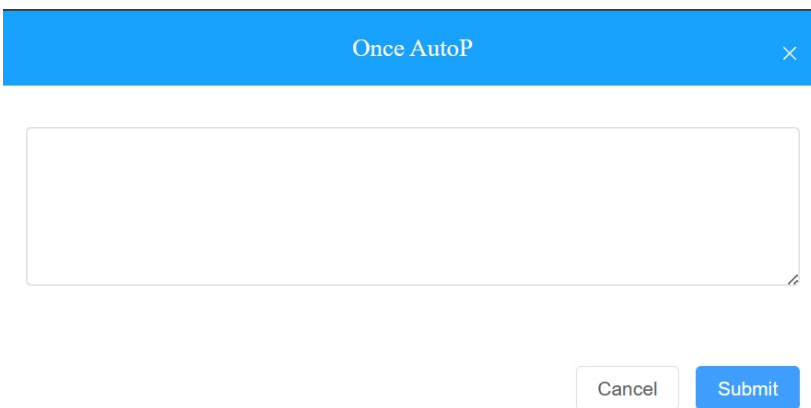
Note

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

Manage MAC Library

When you obtain the device's MAC address, you will need to store them in the MAC library of the specific office 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 office manually or using a template.

- **Add MAC Manually**

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

- **Add MAC using Template**

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

- **MAC Template**

> **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.
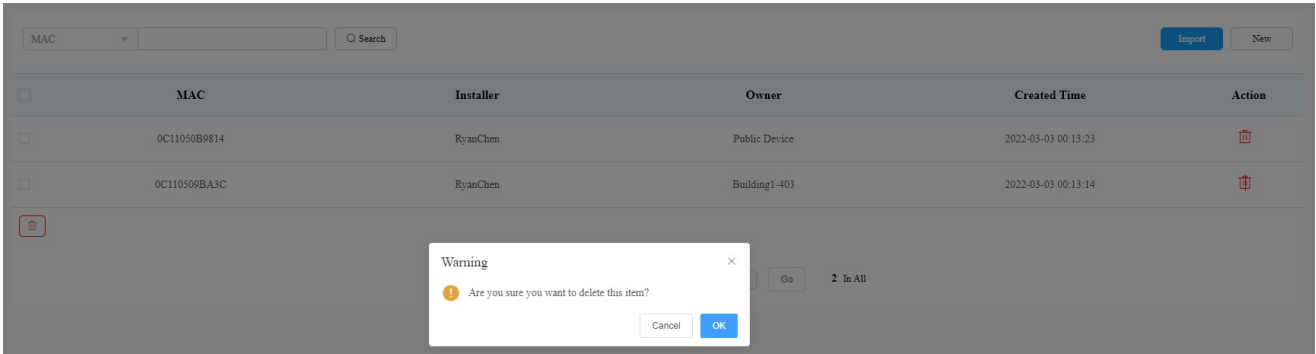
> **Note**
>
> - If the device is bonded with the user, you are required to unbind them before you are allowed to remove the device MAC from the MAC library.

Property Manager Account

As an installer, you can manage property manager accounts.

Manage Property Manager Account

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

Add Property Manager Account

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

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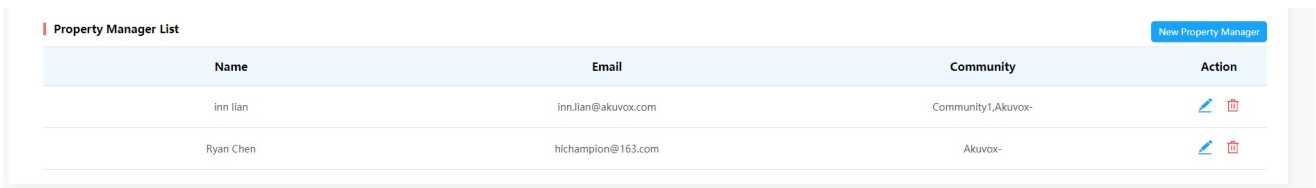
2. Fill in the property manager information and enable **Monthly Password Update Reminder** if needed.

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

New Property Manager ×

* First Name

[   ]

* Last Name

[   ]

* Email

[   ]

Language

[English   ▾]

Monthly Password Update Reminder   ⬤

Cancel   Submit

3. Click on 👥 of the office to which you want to assign the property manager.

| Community | Office |

3 Office(s)

Name ⇅	Device Count	End User Count	Property Managers	Action
Akuvox	0	0	--	☑ ✎ 👥 ⓘ
Akuvox Company	2	4	Nic F	☑ ✎ 👥 ⓘ
Akuvox1	0	0	--	☑ ✎ 👥 ⓘ

+ New

⬇ Download The Template

4. Select the property manager and move it to the right box, then tick the checkbox of the selected property manager and click **Submit** for confirmation.

![Akuvox Open A Smart World]

Note

- The check box on the right box needs to be ticked for adding the property manager.

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**.

2. Click on ✏️ to edit the property manager account information and edit the password by resetting the password.

Firmware Management

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

Check Firmware List

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

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

Firmware List Description

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

Update Firmware

You can update the device firmware to the firmware version you selected according to the update timing you defined.
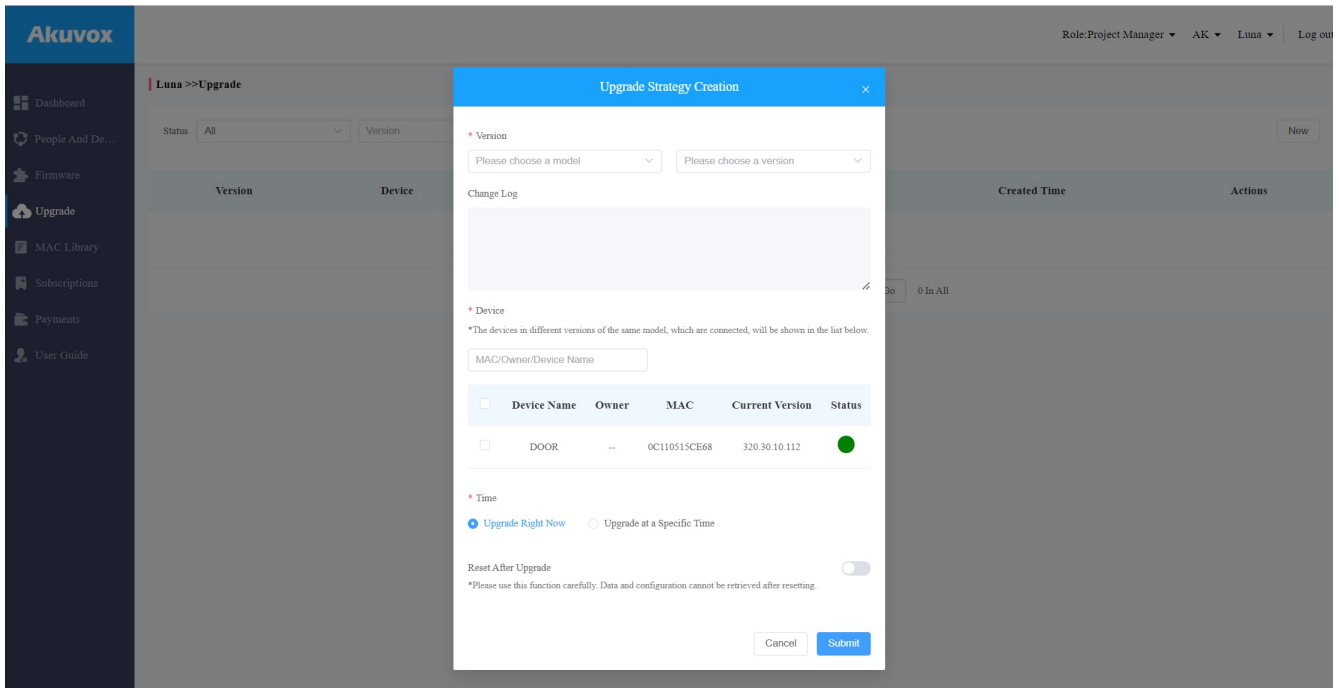
1. Go to **Upgrade** Module.

2. Click on **New**.

Status All ▼	Version	🔍 Search				New
Version	Device	Status	Upgrade Time	Created Time	Action	
			No Data			

Lines per page 10 ▼ < **1** > Go to 1 Go   0 In All

3. Select the device model and the firmware to be upgraded to.

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

5. Select **Reset After Upgrade** if needed.

Check and Edit Firmware Update List

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

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

Update List Description

No.	Field Name	Description

1	Version	Displays the firmware version number in the update list.
2	Device	Displays the device model in the update list.
3	Status	Displays update status: **Pending** for the firmware that will be updated according to the updating timing. **Executed** for the firmware that has finished updating, and **Processing** for the firmware that is being updated.
4	Update Time	Displays when the firmware is updated.
5	Created Time	Displays when the update setting is created.
6	Action	Action involves the update setting alteration and update record removal.

Note

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

Subscriptions

You can pay for the subscription fee for both the service activation and renewal, and property manager Smartplus app service.
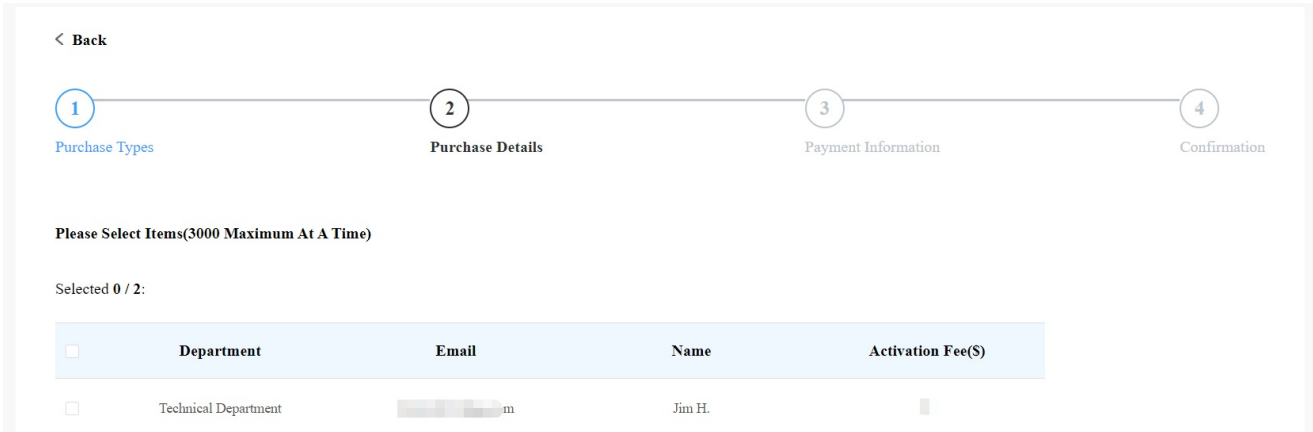
To pay for the service activation for office users.

1. On the office dashboard, click (i) of the office you want to pay for service.
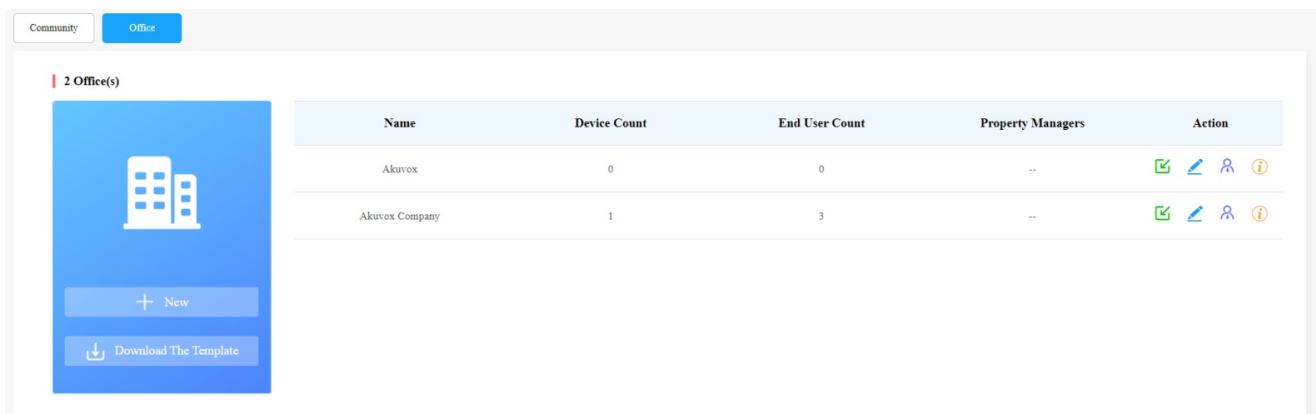
2. Click on **Subscriptions**, then click **Active** .

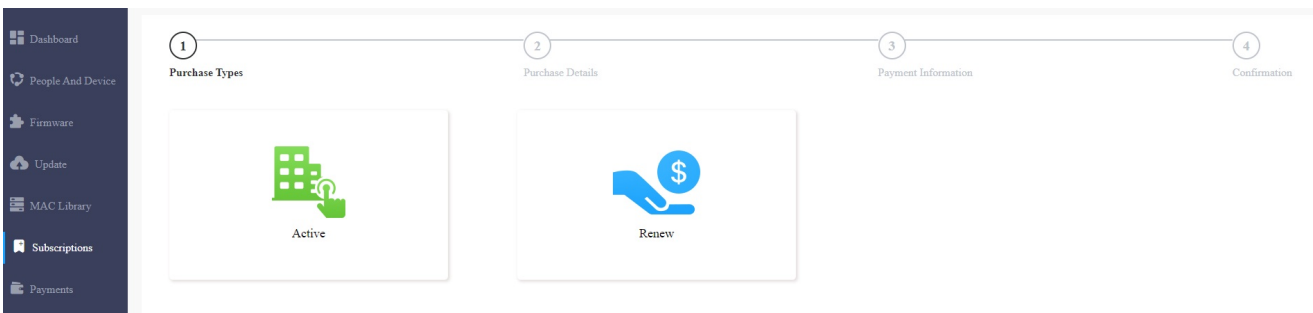3. Select the specific department you want to pay for the service activation.

Renew Service

You can renew the services for office users and property managers.

1. On the dashboard, select **Office** on the dashboard. Then click ⓘ of the office you want to renew the service.

2. Click **Subscriptions**, then click **Renew** 💰 .

3. Select the office users you want to renew the service for by the month with a maximum of 60 months. Then pay for the order.

< Back

① Purchase Types ② Purchase Details ③ Payment Information ④ Confirmation

Please Select Items(3000 Maximum At A Time)

Selected **0** / **2**:

☐	Department	Email	Name	Monthly Fee($)	Expiration Time
☐	Technical Department	--	Ryan .	▪	2022-08-01 19:55:20
☐	Technical Department	▆▆▆▆▆	Jim H.	▪	2022-08-01 19:57:38

| − | 3 | + | Month(s) |

Total Price ▮ ▸

Next

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 office users if needed.

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

Type	All ▾	Status	All ▾	Order Number		Q Search

Order Number	Type	The number of apartments	Total Price	Status	Created Time	Action
511646274798907 18	Activation	1	▪▮	Succeed	2022-03-03 15:33:18	ⓘ 🗑

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.

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

3. Delete the specific transaction order if needed.

Search Description

| No.	Field Name	Description
1	Order Number	Shows the order of each transaction.
2	Type	Shows the transaction types: Activation, Subscription, Additional app
3	The number of Apartments	Shows the numbers of apartments involved in one order.
4	Total Price	Shows the total cost of each transaction
5	Status	Seven types of status: **All, Succeed, Processing, Failed, Time out, Cancel, System Processing.** 1. **Succeed:** is for the order that is paid. 2. **Processing:** is for the order that is created but not paid yet. 3. **Failed:** is for the order that is not paid successfully. 4. **Time out** is for the order that is not paid in time before reaching the timeout. 5. **Cancel:** is for the order that is canceled. 6. **System Processing:** is for the order is being processed by the system after the payment is made. 7. **All:** is for all the above types.
6	Created Time	Shows the time when the order is created
7	Action	Click on ⓘ to check for details. Click 💲 to pay for the order that is ready for payment. Click 🗒 to go to billing system. Click on 🗑 to delete orders.

Customer Service Contact Management

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

Modify Customer Service Contact

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

1. Click on your installer account.

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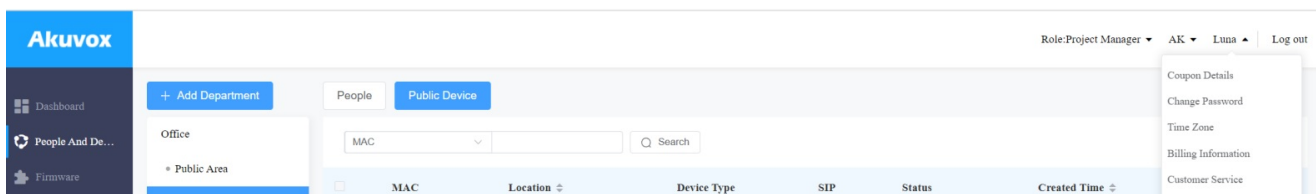
3. Modify the information if needed.

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

Technical Support&Service

Support&Service module offers you the link to the Akuvox ticket system in which you can not only get access to varieties of technical information such as feature guides, FAQ, etc. but also log in to 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.**

Ticket System

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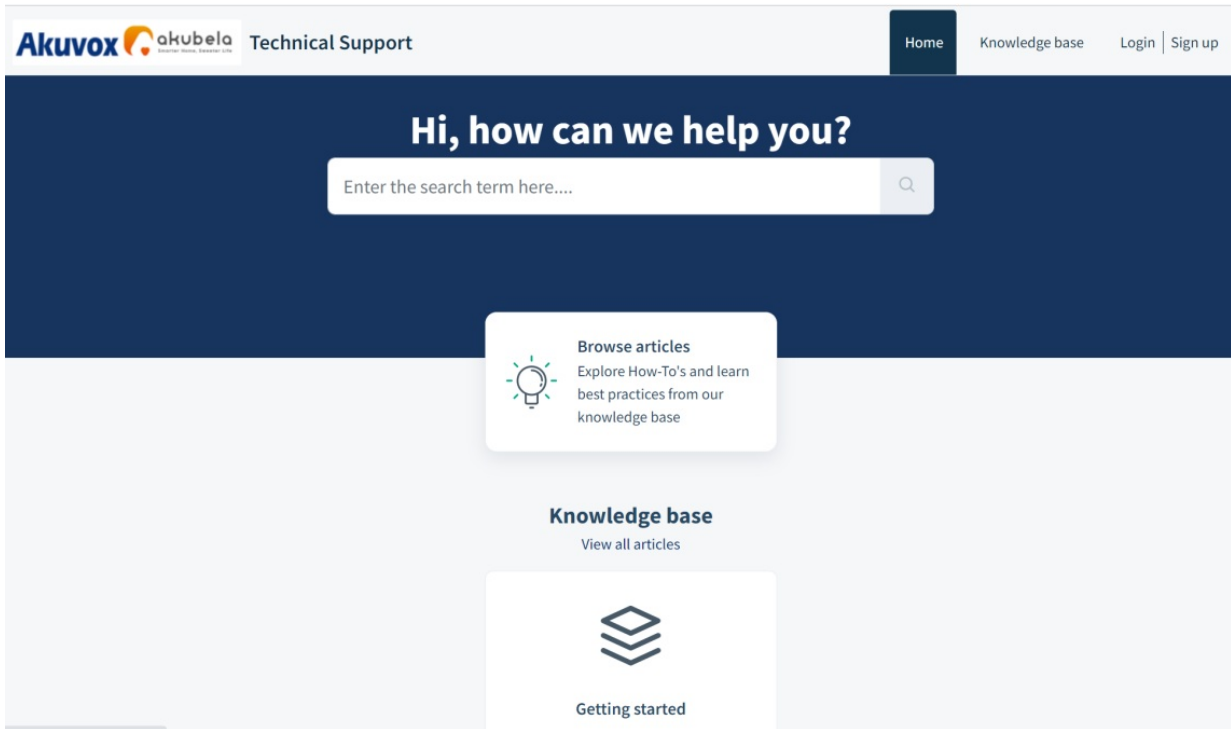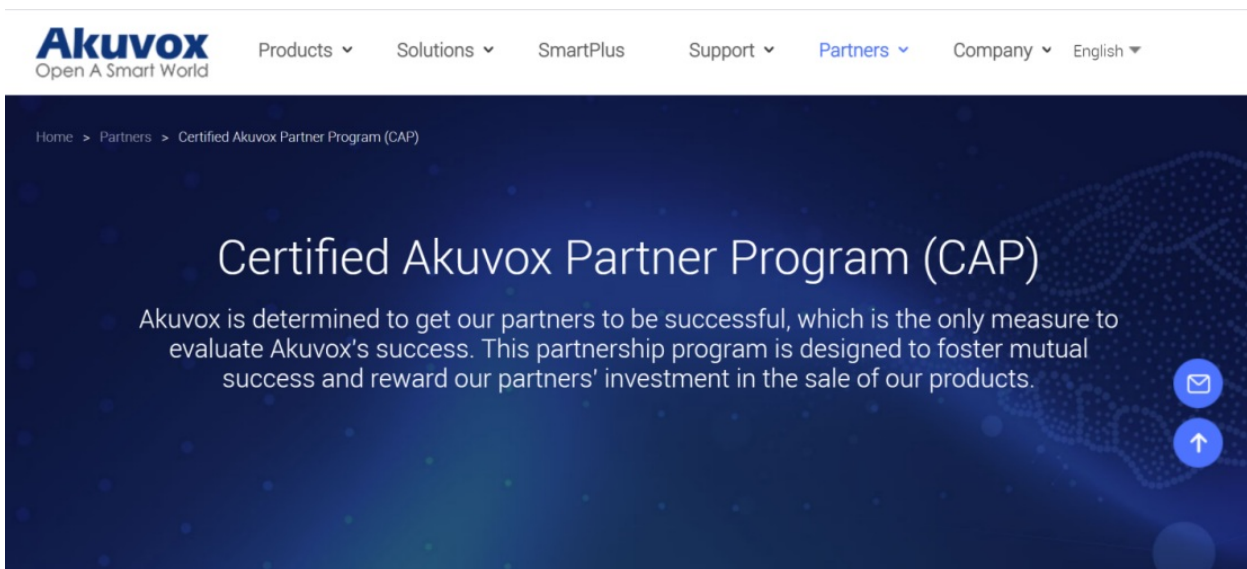
CAP System

1. Click on **CAP** sub-module for information about how to become a certified Akuvox Partner.

2. Sign up and log in to the Akuvox CAP system for sales and technical information and support.
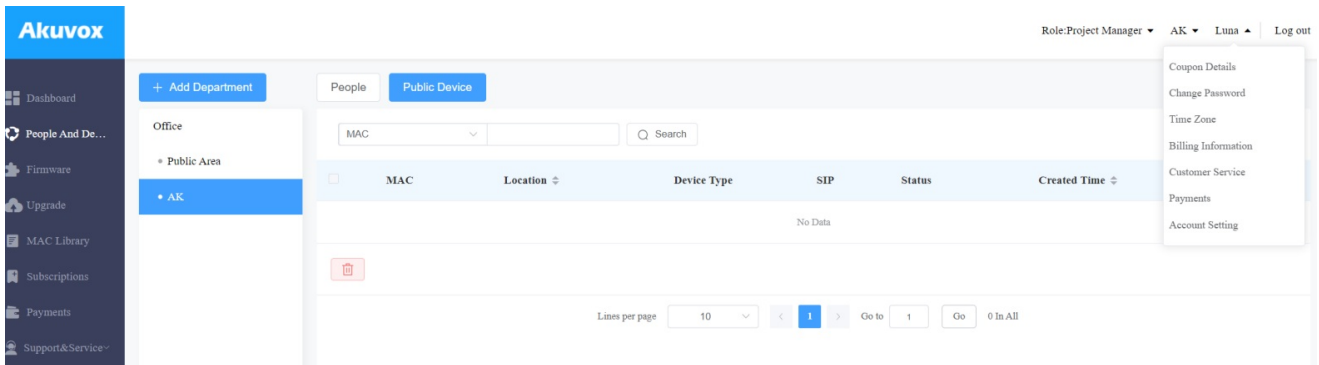

Installer Account Management

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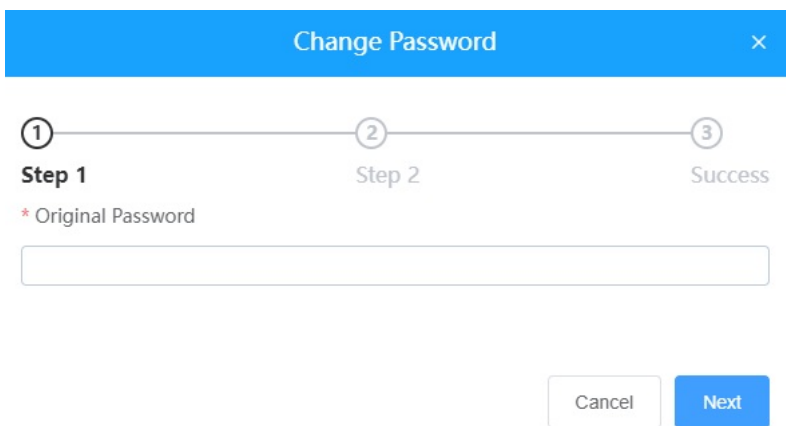
Change Installer Account Password

1. Click on your account name on the upper right corner.
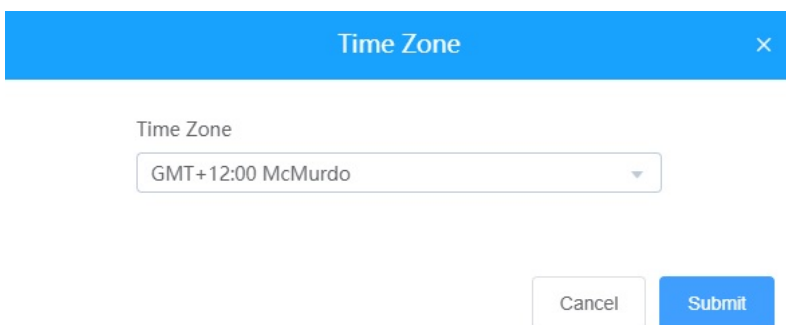
2. Click on **Change Password**.

3. Change the password.

Change Installer Time Zone

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

Set Account Access Permission

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

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

1. On the upper right corner, click your account. A drop-down list is displayed.
2. Click **Account Setting**.

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3. Turn on or off the permission based on your need.

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

Billing Information

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

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

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Billing Information ×

* Company/Family

* ATTN

* Address

Street

City   Post Code

United States ▾

* TEL

Fax

* Email

Cancel   Submit

Contact Us

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

Sales email: sales@akuvox.com

Technical support email: support@akuvox.com

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

We highly appreciate your feedback about our products.