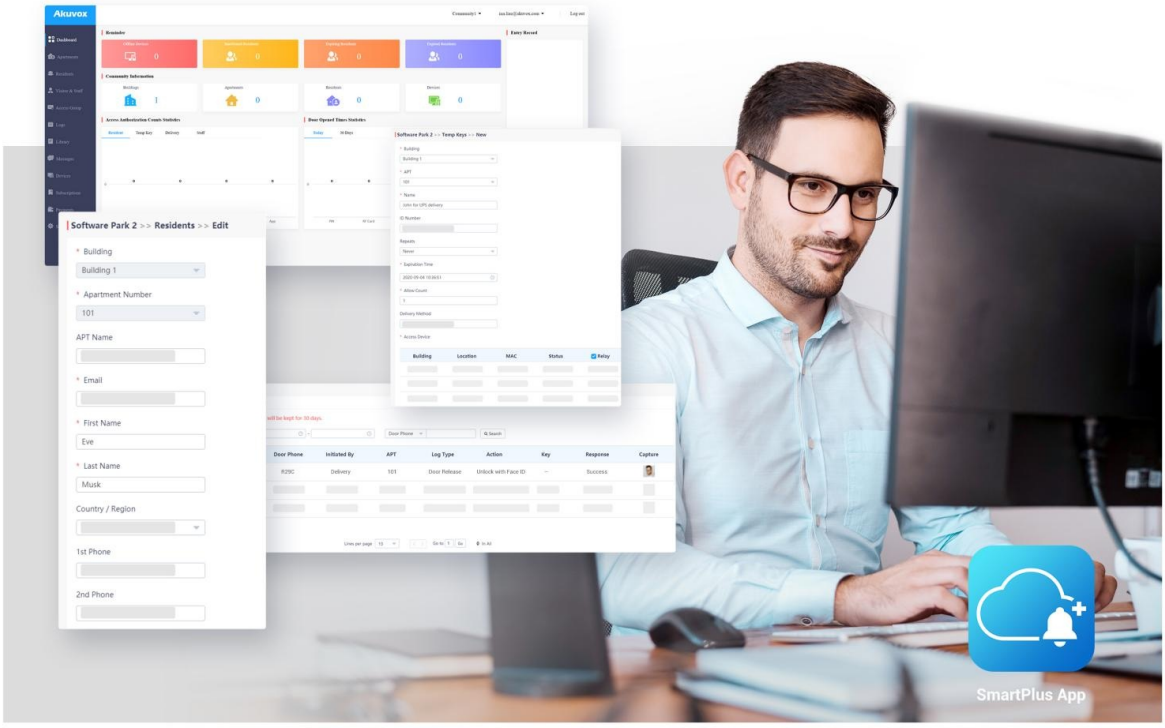
Akuvox V7.3.5 SmartPlus Property Manager Guide - Community

Akuvox
Open A Smart World

Smart Intercom



AKUVOX SMARTPLUS USER GUIDE

Property Manager

Update Time: Feb. 2025

About This Manual

This manual is intended for property managers who need to manage residents, office staff, personnel, devices, access control, or remote maintenance on the Akuvox SmartPlus platform (**Version: 7.3.5**).

> **Note**
>
> - You can use the SmartPlus property manager web portal for free, but using the app requires a monthly fee.
> - Please contact the Akuvox sales team for the pricing details.

What's New in Version 7.3.5:

- Support automatically deleting the family accounts on their expiration.
- Optimized the registration QR code display.

System Overview

Akuvox SmartPlus property management platform is a cloud-based platform on which property managers can conduct integrated management of community residents, devices, access control, remote maintenance, etc.

Property managers using this platform will be able to:

- Assign residents to their corresponding buildings and apartments, and check device MAC addresses, online status, and their relation to residents.
- Modify general device settings, including device name, relay settings, door unlock, etc.
- Set up various door access types using PIN code and RF card for different purposes and roles, and create corresponding door access control schedules.

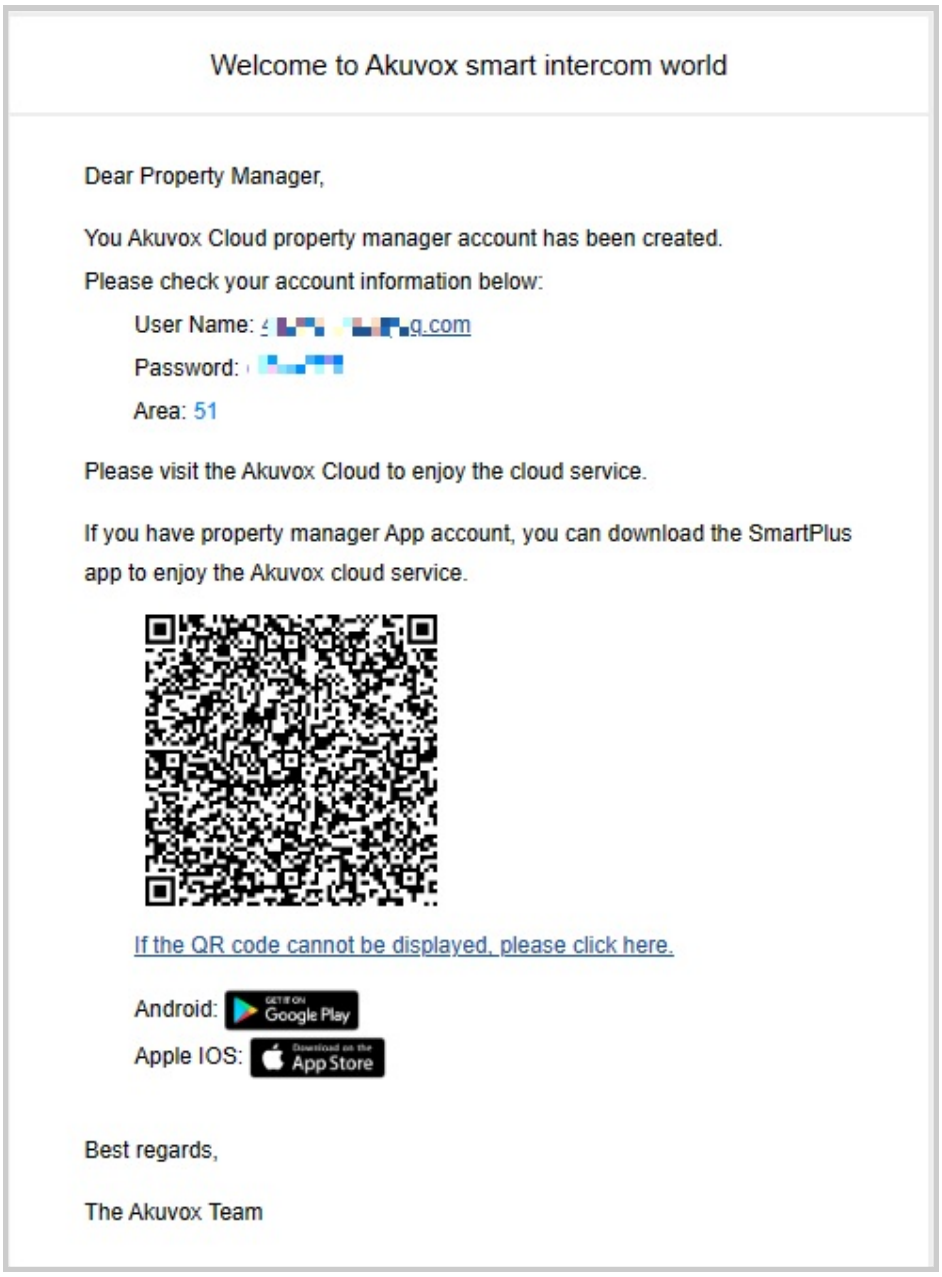
- Monitor logs and records for security, including door logs, call logs, call history, temperature logs, captured images, and motion detection images.
- Send notifications to community residents.
- Perform remote operations such as auto-provisioning, device rebooting, modifying transmission types, and remote maintenance.
- Modify other settings such as community address, time & date, motion detection delay, etc.
- Get a full picture of device deployment, device status, access control & intercom call statistics.
- Subscribe to and renew the Akuvox SmartPlus.

Log in to SmartPlus

Account Application

You can apply for your property manager account through your installer, who will help set up your account. After that, Akuvox SmartPlus will email you the account information (username and password) for you to log in to SmartPlus.

- **Account Information**



Welcome to Akuvox smart intercom world

Dear Property Manager,

You Akuvox Cloud property manager account has been created.

Please check your account information below:

User Name: [redacted]g.com

Password: [redacted]

Area: 51

Please visit the Akuvox Cloud to enjoy the cloud service.

If you have property manager App account, you can download the SmartPlus app to enjoy the Akuvox cloud service.

If the QR code cannot be displayed, please click here.

Android: GET IT ON Google Play

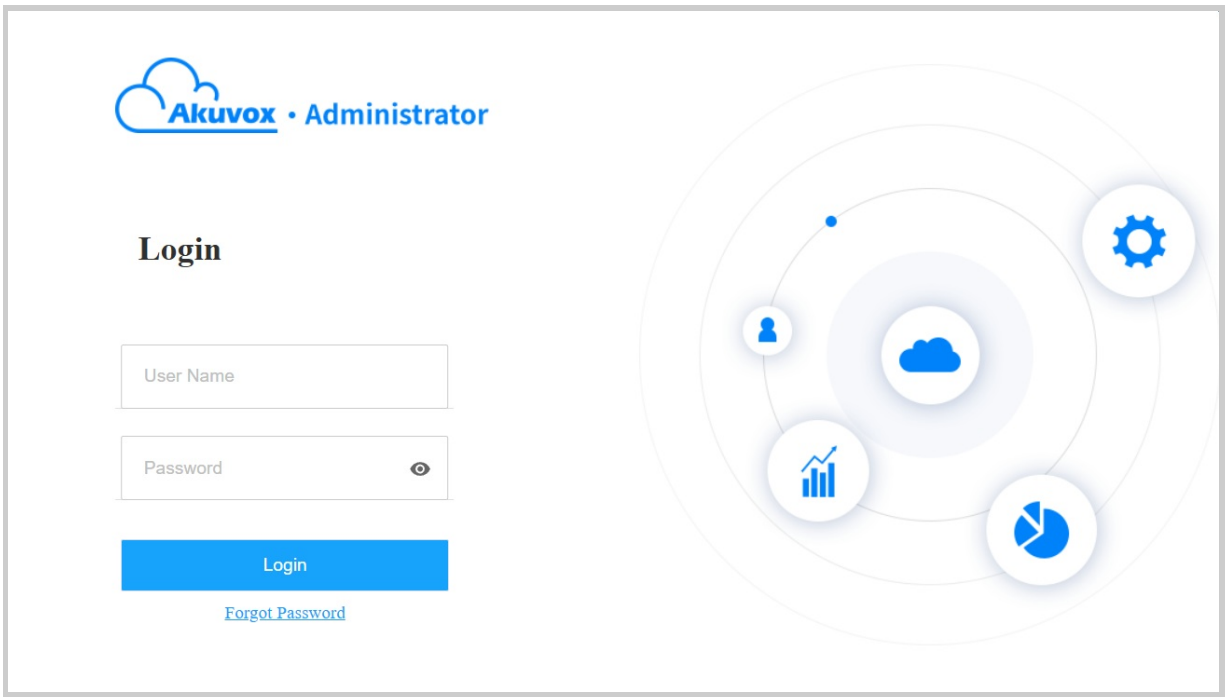
Apple IOS: Download on the App Store

Best regards,

The Akuvox Team

Log in to the SmartPlus platform using the property manager account information in the SmartPlus Welcome email.

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

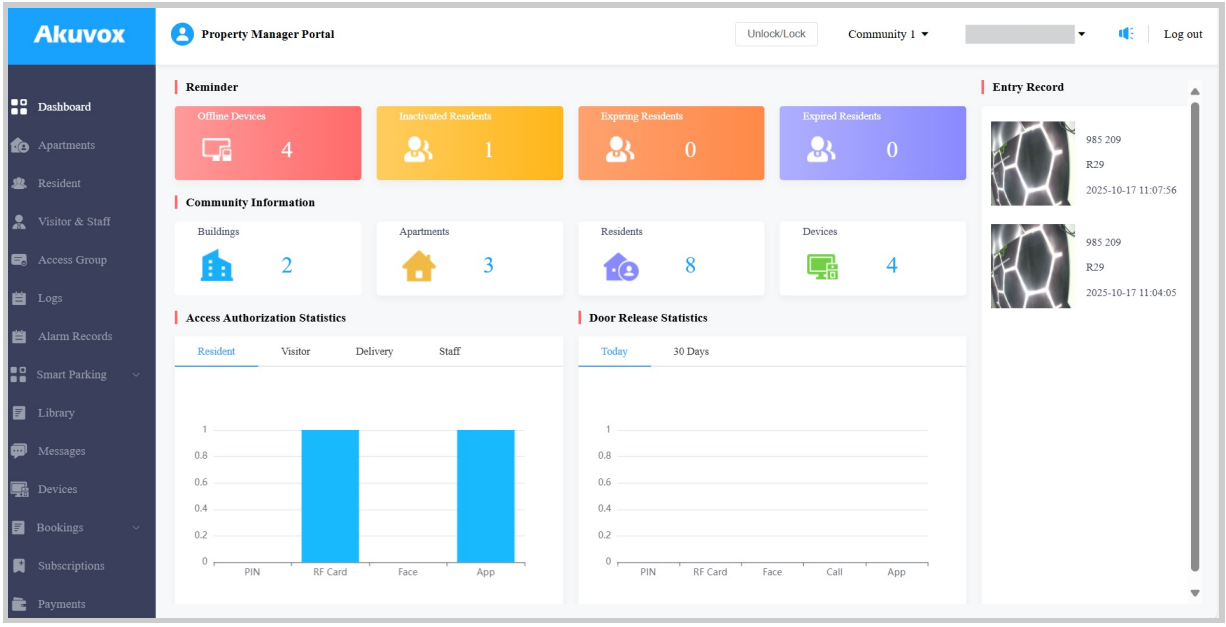


Note

Enter the verification code sent to your email address for login when your distributors or installers enable the Two-factor Authentication feature.

Property Management Interface

Akuvox SmartPlus property management interface allows you to manage tenants, devices, the Akuvox SmartPlus app for community-based intercom communication, door access control, monitoring, etc.



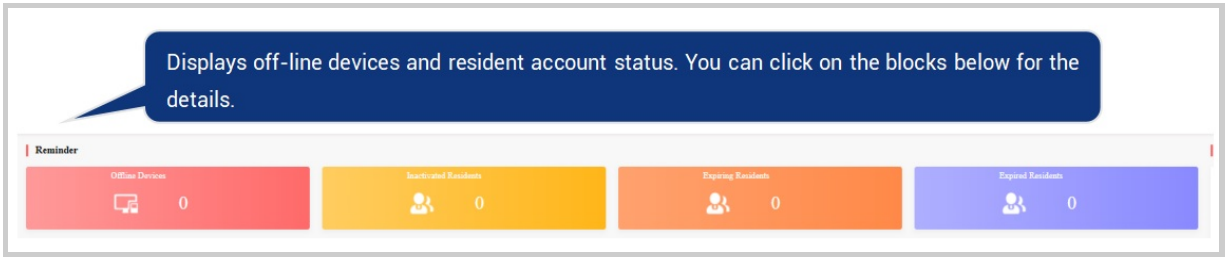
Module Description

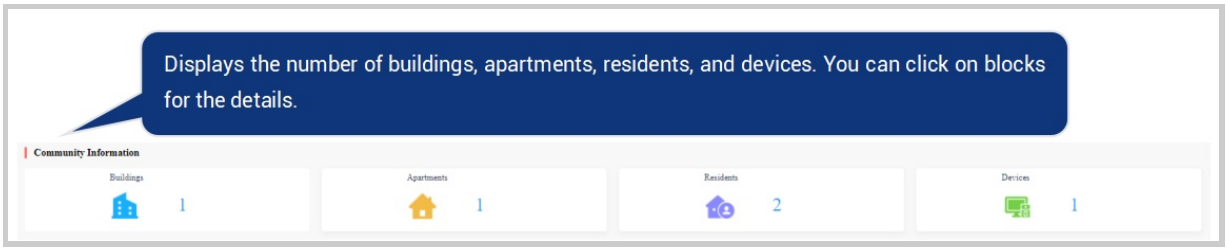
Column Name	Description
Dashboard	Display community information, including: number of apartments; number of residents; number of devices; door access, and general statistics.
Apartment	Search for apartment information, indicating which building the apartment belongs to and the number of residents and devices in the apartment.
Residents	Manage resident accounts: create and check account and access control information; import face data and RF cards via templates; edit access types and groups.
Visitor & Staff	Allows you to set up temporary PIN codes for visitors, delivery PIN codes for delivery staff, and RF cards for the property management staff.
Access Group	Allows you to create an inventory of access control schedule templates that can be applied to specific residents, buildings, and devices.
Logs	Check and search for door logs, temperature logs, call histories, and captured images. You can also manage motion alerts and review changes made to apartments, users, RF cards, PIN codes, faces, and temporary PIN codes.
Alarm Records	Enables you to check actions triggered by emergency and arming alarms, as well as export logs.
Smart Parking	Allows you to register license plates for residents and manage parking lots.
Library	Displays all the PIN Codes and RF cards created by a property manager.
Messages	Allows you to create and send messages to the users' indoor monitors and SmartPlus apps, etc.

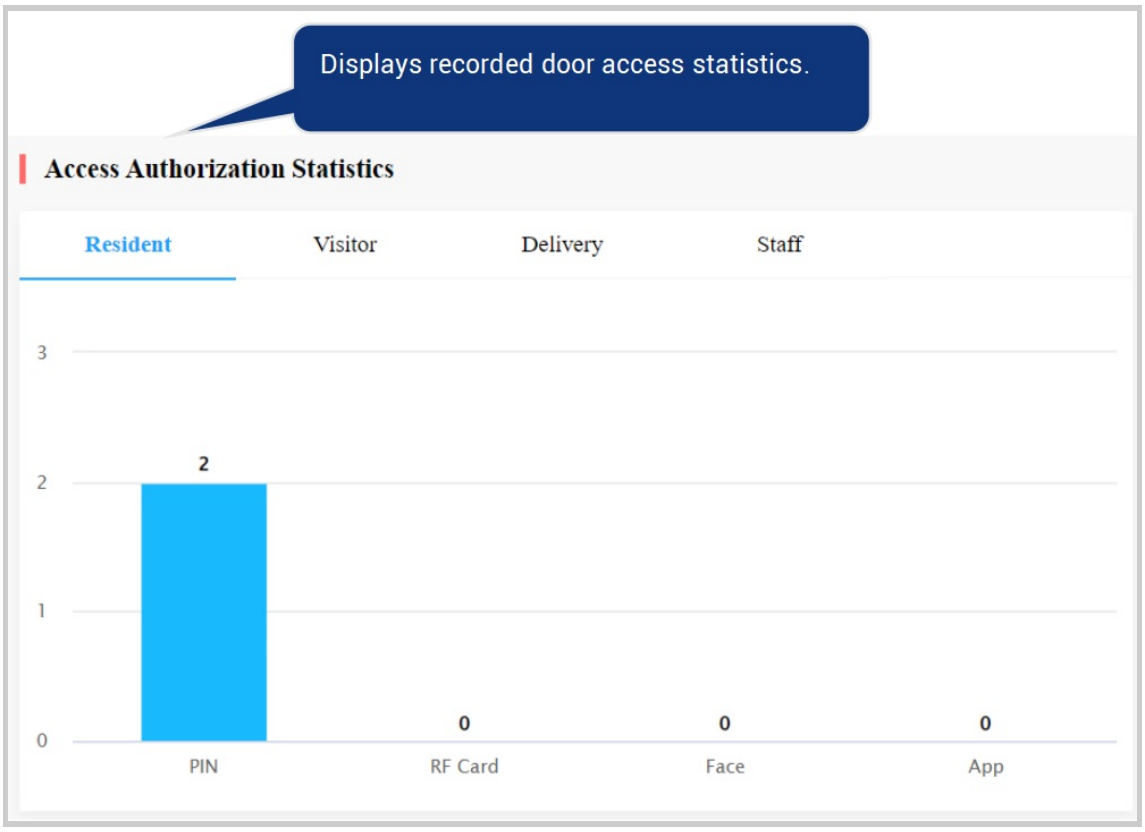
Devices	Allows you to check device information related to buildings and apartments, and edit settings related to relays, calls, unlock types, and device names.
Bookings	Allows you to manage amenities and make reservations for residents.
Settings	Displays property manager information, PIN code access type, email notification, time setting, motion setting, visitor setting, etc.

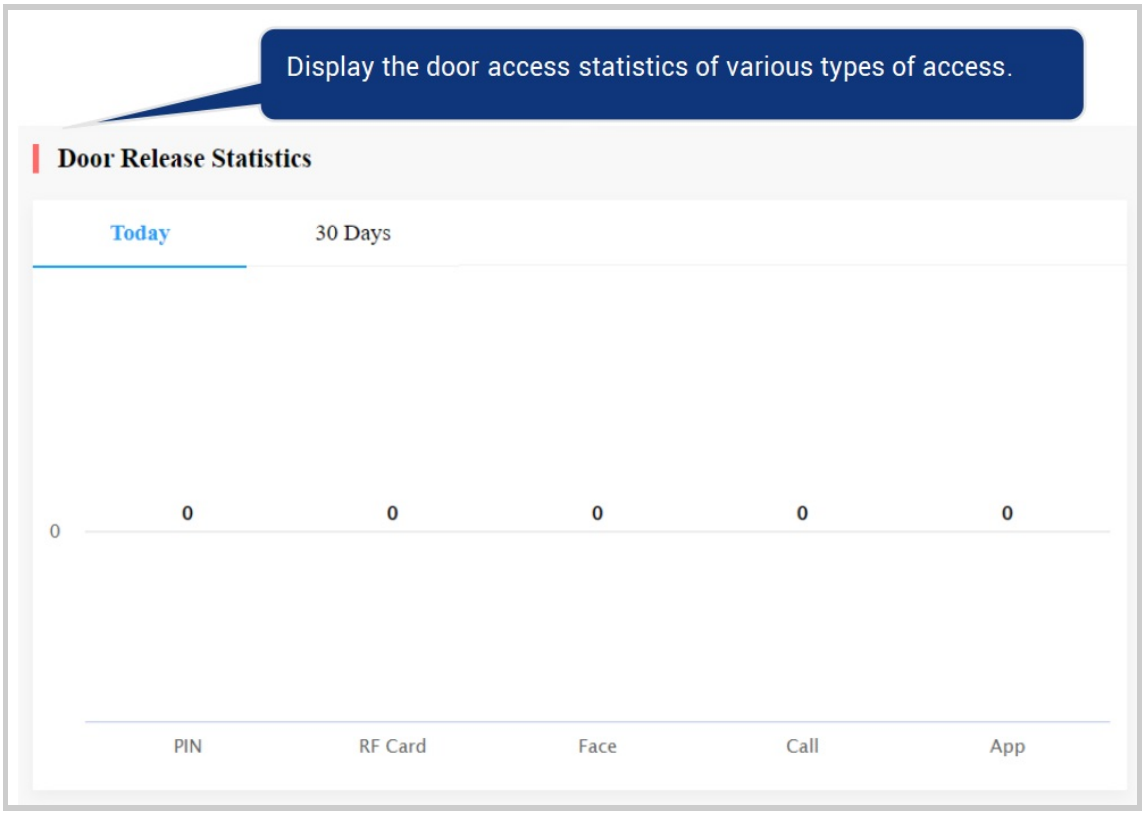
Dashboard Overview

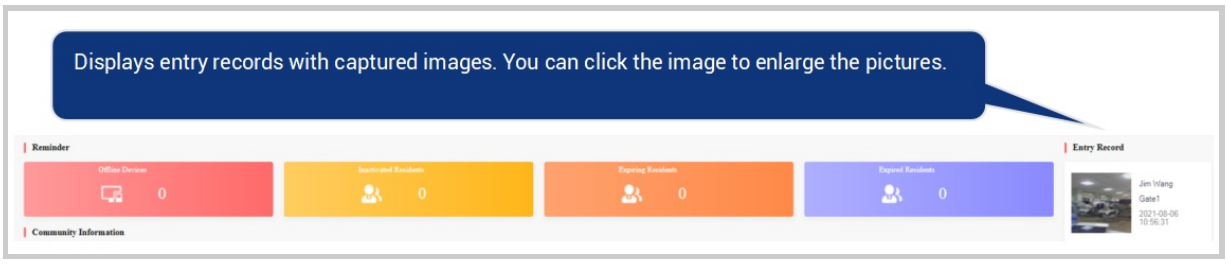
The dashboard displays information on the community, residents, devices, door access records, statistics, etc.





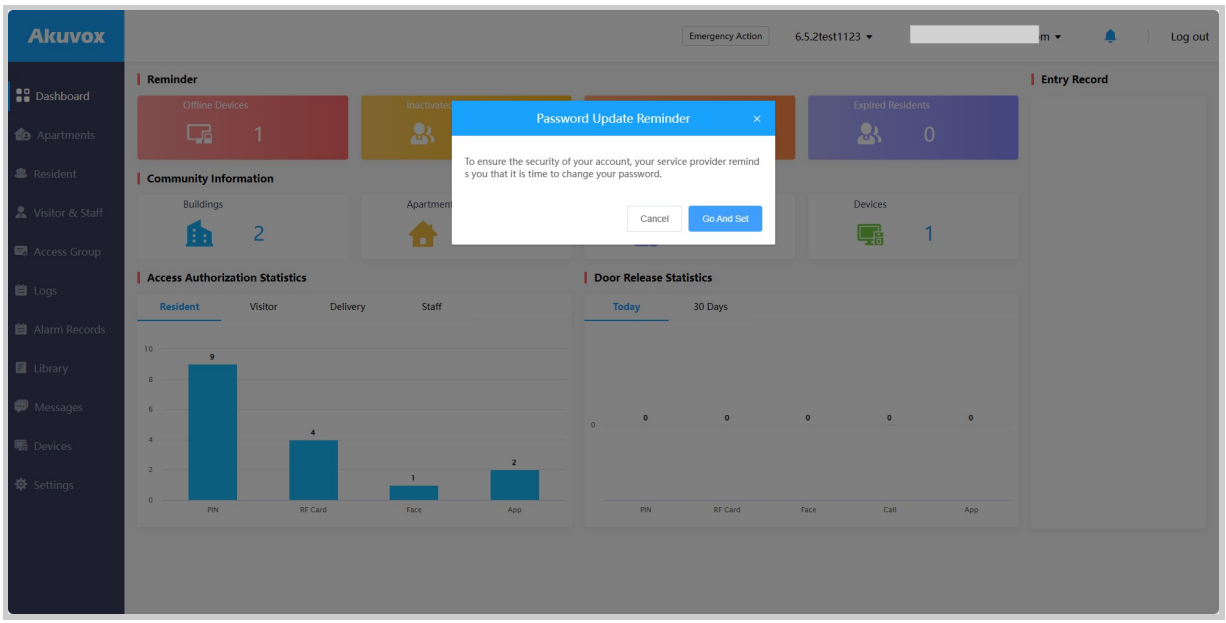

Displays recorded door access statistics.
Access Authorization Statistics
Resident
Visitor
Delivery
Staff
3
2
1
0
2
0
0
0
PIN
RF Card
Face
App

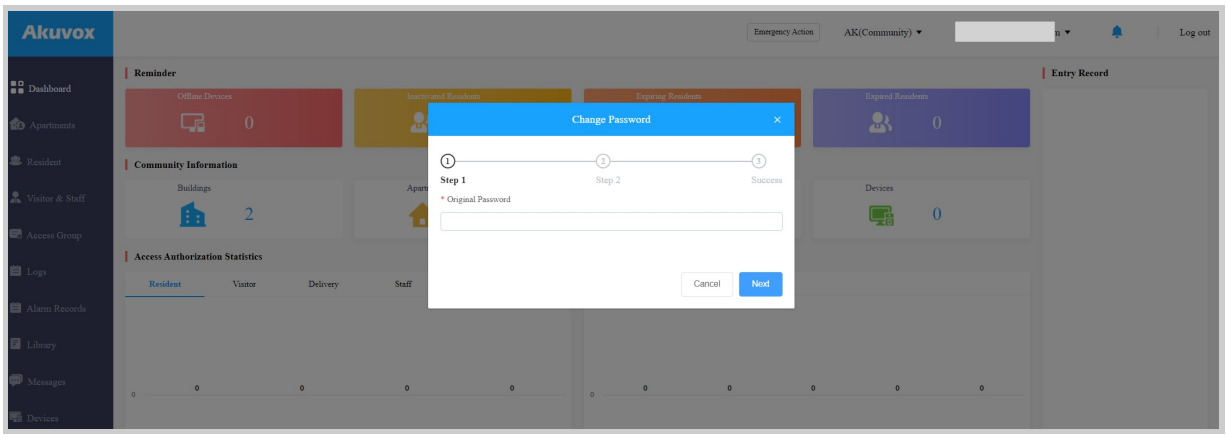

Display the door access statistics of various types of access.
Door Release Statistics
Today
30 Days
0
0
0
0
0
0
PIN
RF Card
Face
Call
App



Password Update Reminder

With **Monthly Password Update Reminder** enabled by your installer, a prompt will pop up to remind you to change the login password every month, which ensures the security of the account.

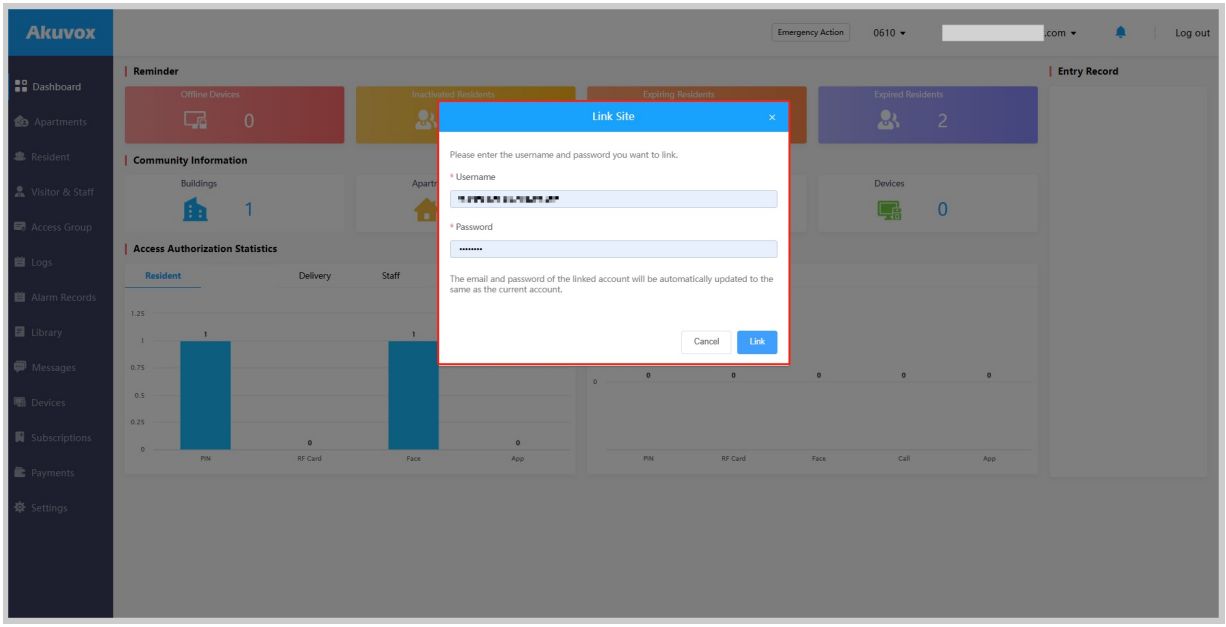




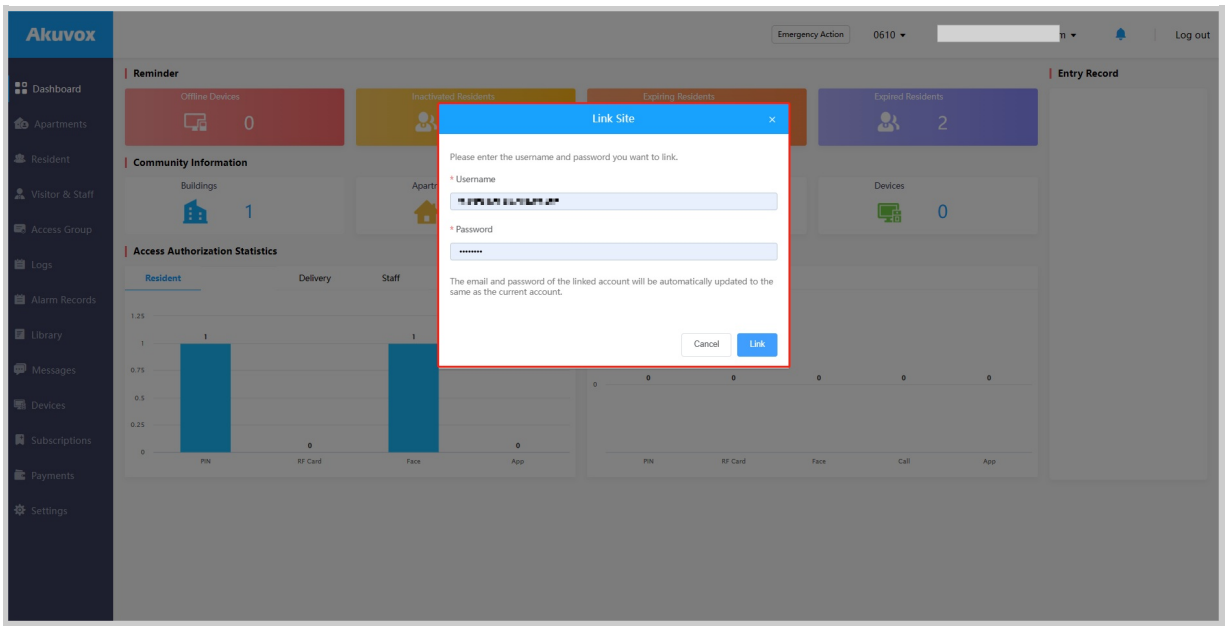
Link

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

1. Click **Link Site** in the upper right corner.



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

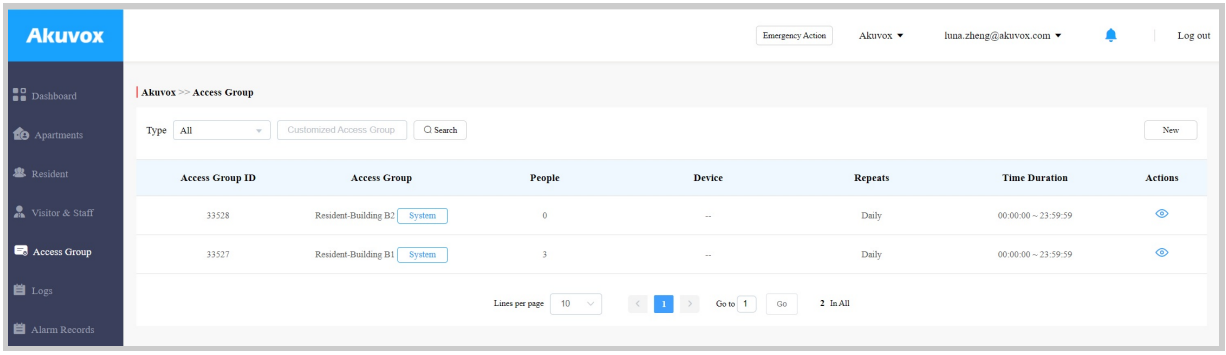


Access Group

The Access Group module allows you to create an inventory of ready-made access control schedules(access group), which can be readily pulled out and applied for the door access control, targeting specific residents, delivery personnel, staff, buildings, apartments, and relays.

Create Access Group

1. Click **Access Group** on the left column and click **New** on the right.

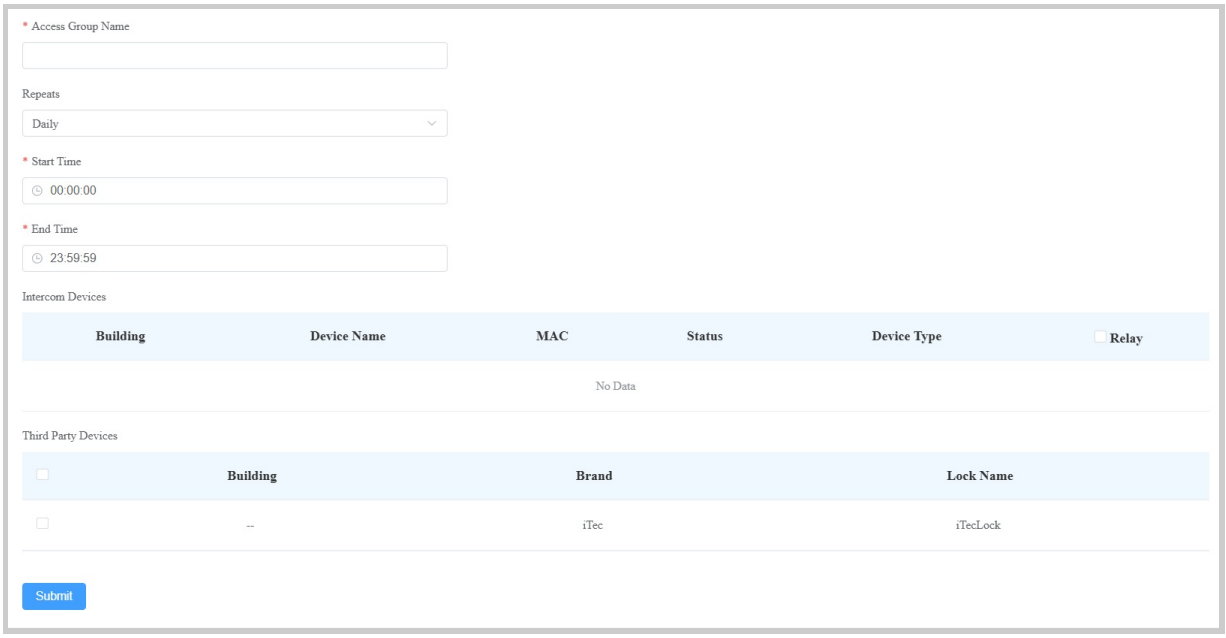


2. Name the access group.

3. Select the access group repeat mode from **Never, Daily**, or **Weekly**.

4. Select the access group time.

5. Check the door phone's relay and/or third-party locks to be opened. Please note that if the third-party lock is linked to a door phone, it will follow the access group of the door phone and not display on the list here.



6. Click Submit to save the settings.

You can also set up the access control schedule on residents' private devices when adding or editing a resident's access settings.

Note

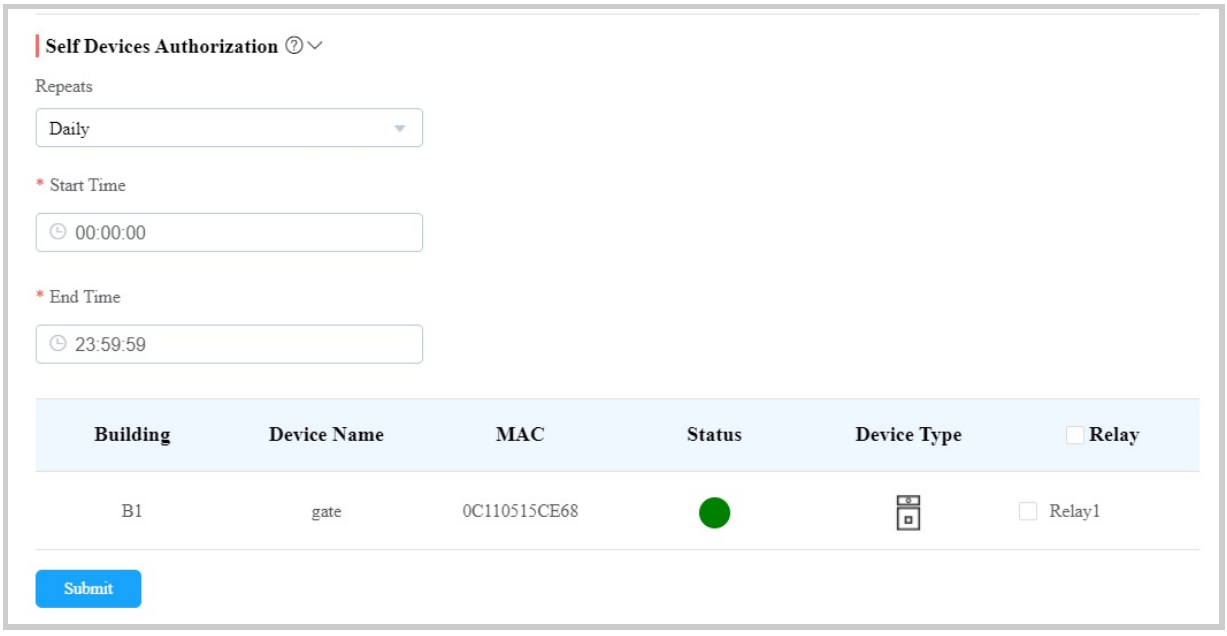
- The Self Devices Authorization option will only appear after devices are added to the resident's room.
- If your installer selects **Only Public Area** in Permission Of Access Control Management when creating or editing a new community, then

A) you are not able to set up access control permissions for the residents.
B) residents can only use access methods to open relays of public devices.

1. Click .

2. Set up an access control schedule for the resident’s private device.

3. Select the device's relay(s).

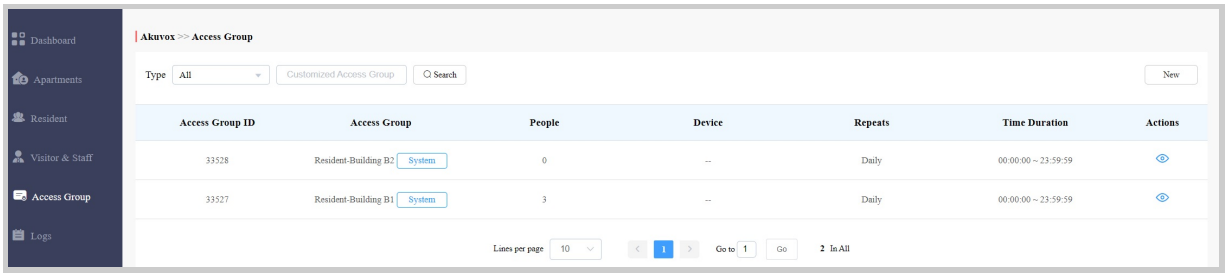


4. Click Submit to save the settings.

Search/Check/Edit Access Group

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

1. Search the access group by type and keywords. You cannot delete the default access group that is created automatically with the adding of each building in the community. It contains all the devices installed in the public area of the building.



2. Click of the specific access group to check access group details.

3. Click **Add People** or **Remove People** to add or delete residents.

4. Click **Edit** in the upper-right corner to edit the access group.

Resident Management

The **Residents** module in the navigation column is used to add residents for whom you can create a SmartPlus end-user account (family master account) and a family member account.

You can set up access types and access control schedules for the end users and their family members. Moreover, you can search, modify, check, and delete residents.

Add Residents

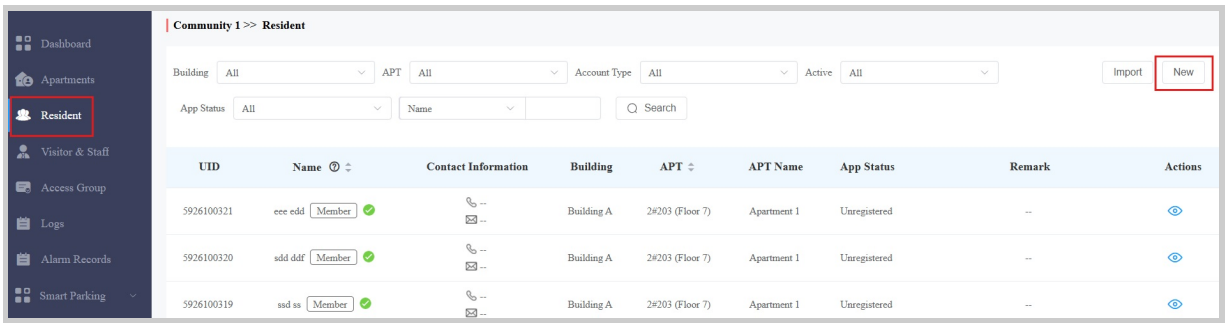
Adding residents deals with creating residents' accounts(master/family member accounts) and setting up the door access types and access control schedules. You can add residents one by one or using a template.

Add Resident Account

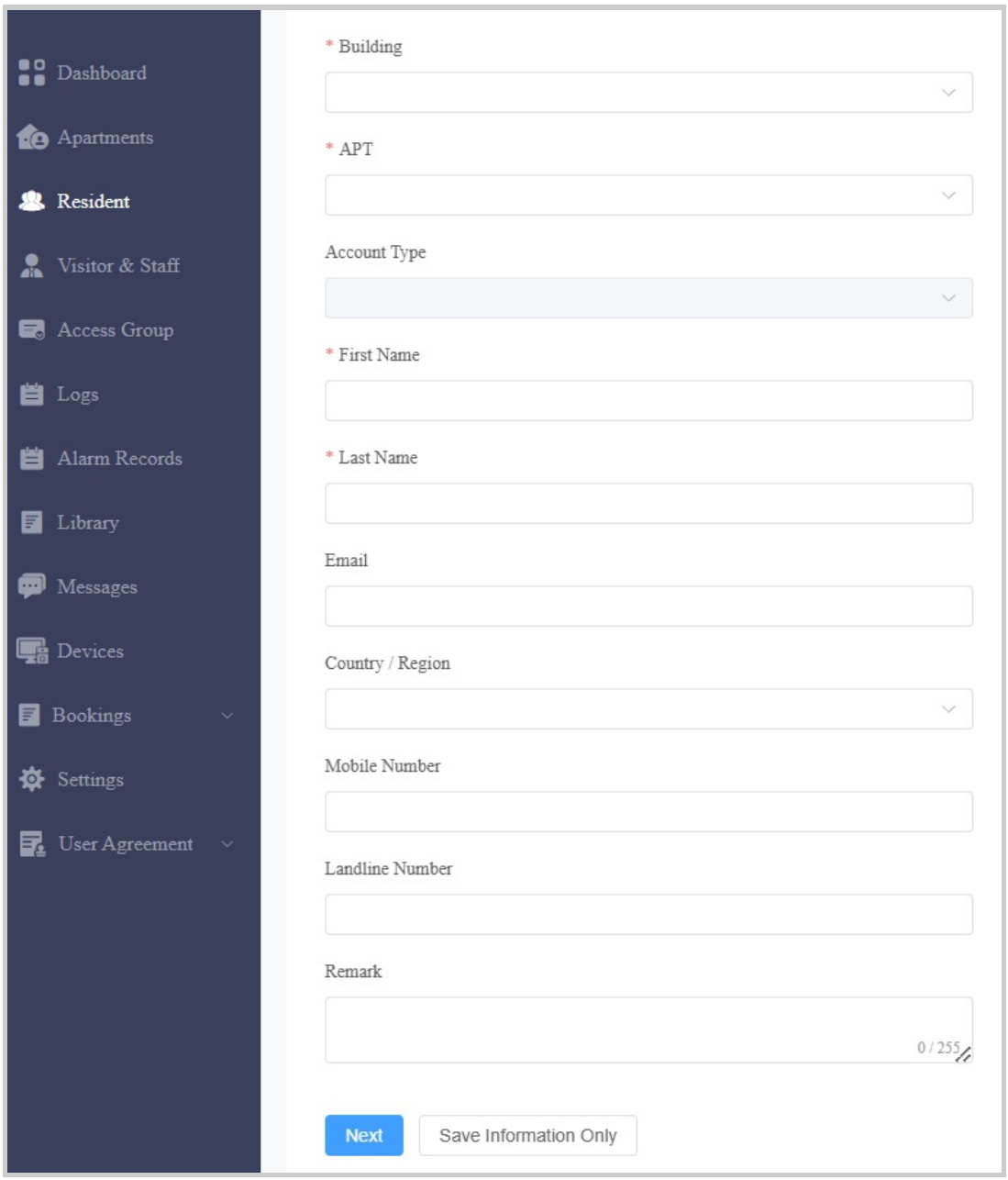
Before adding residents, you are required to double-check the residents' information and then add them to the corresponding apartments and building set up by the community manager (Installer).

To create a user account:

1. Click **Resident > New**.



2. Set up resident information. You can add remarks for users in the **Remark** box to indicate their identity, such as "tenant" or "resident."



3. Click on Save Information Only to complete creating an account. Or click **Next** to set up access methods for the resident.

Note

- The area code will display in the **Mobile Number** box after selecting **Country/Region**.
- A resident’s master account should be created first before the family member's account can be created. The ways to create the master account and family member account are identical.
- Family member accounts must be created under the same apartment, building, and community as those of the master account.
- You can create a limited number of family member accounts for free. Creating more requires an activation fee.
- The SmartPlus app login method for family members varies depending on the information you entered when applying for a family member account. See below:

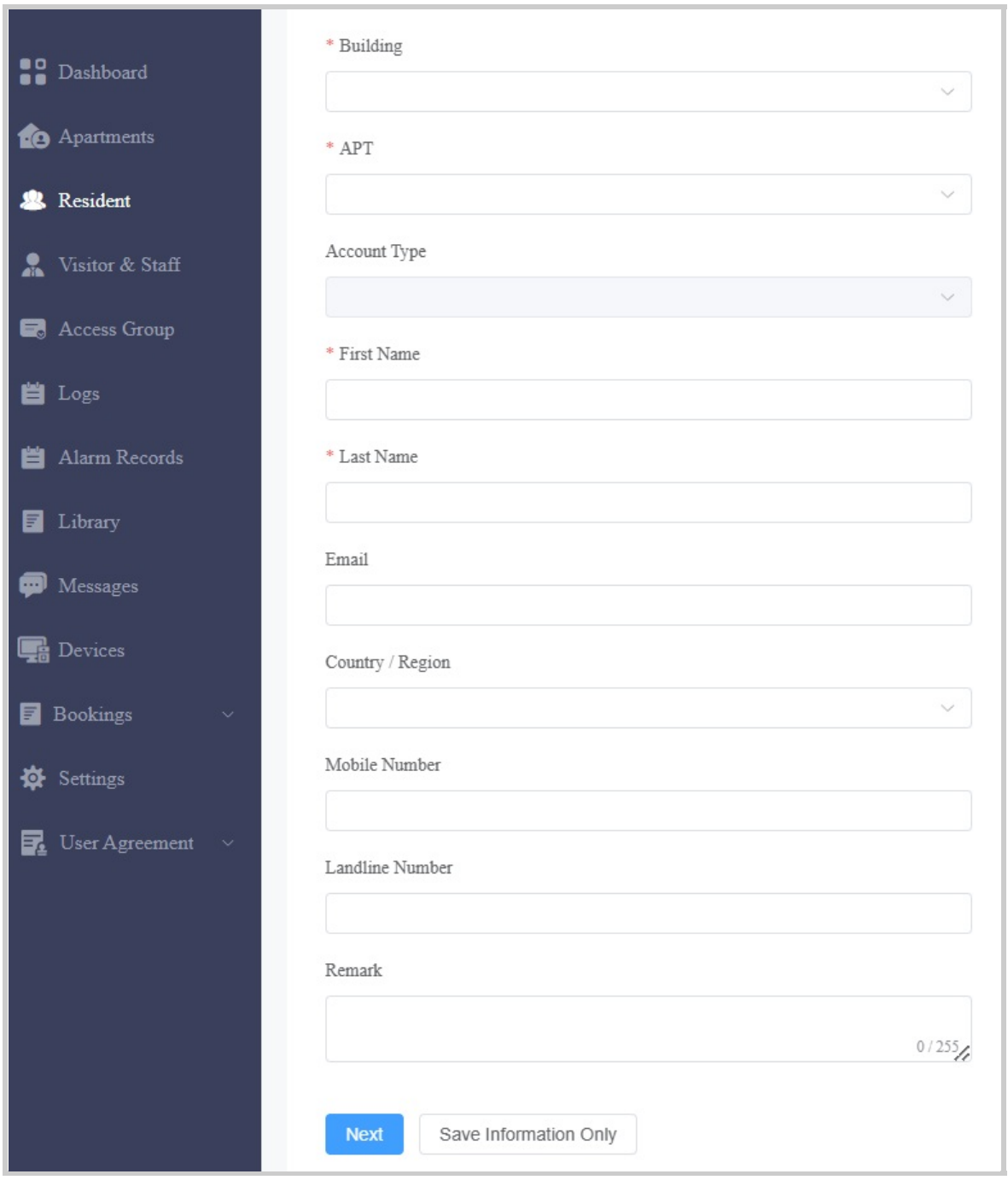
Description:

No.	If	Then
1	If you fill in a family member's email and mobile phone,	login information will be sent to the family member's email or mobile phone for login.
2	If you do not fill in the family member's email and mobile phone number, but fill in the master account's email,	login information (SmartPlus SIP number + Password) will be sent to the master account email for login.
3	If you do not fill in the family member's email and mobile phone number but fill in the master account's mobile phone number,	login information (SmartPlus SIP number + Password) will be sent to the master account's mobile phone for login.
4	If you do not fill in the family member's email and mobile phone number, the master account's email and mobile phone number,	login information will be sent to the master account's email or mobile phone number as soon as you fill in the master account's email or mobile phone number.

Set up Access Control for Resident(s)

You can set up access types such as PIN code, RF card, facial recognition, ID card, fingerprint, and license plate, as well as access control schedules for the residents.

1. Click **Resident > New**.
2. Fill in the account information and click **Next**.



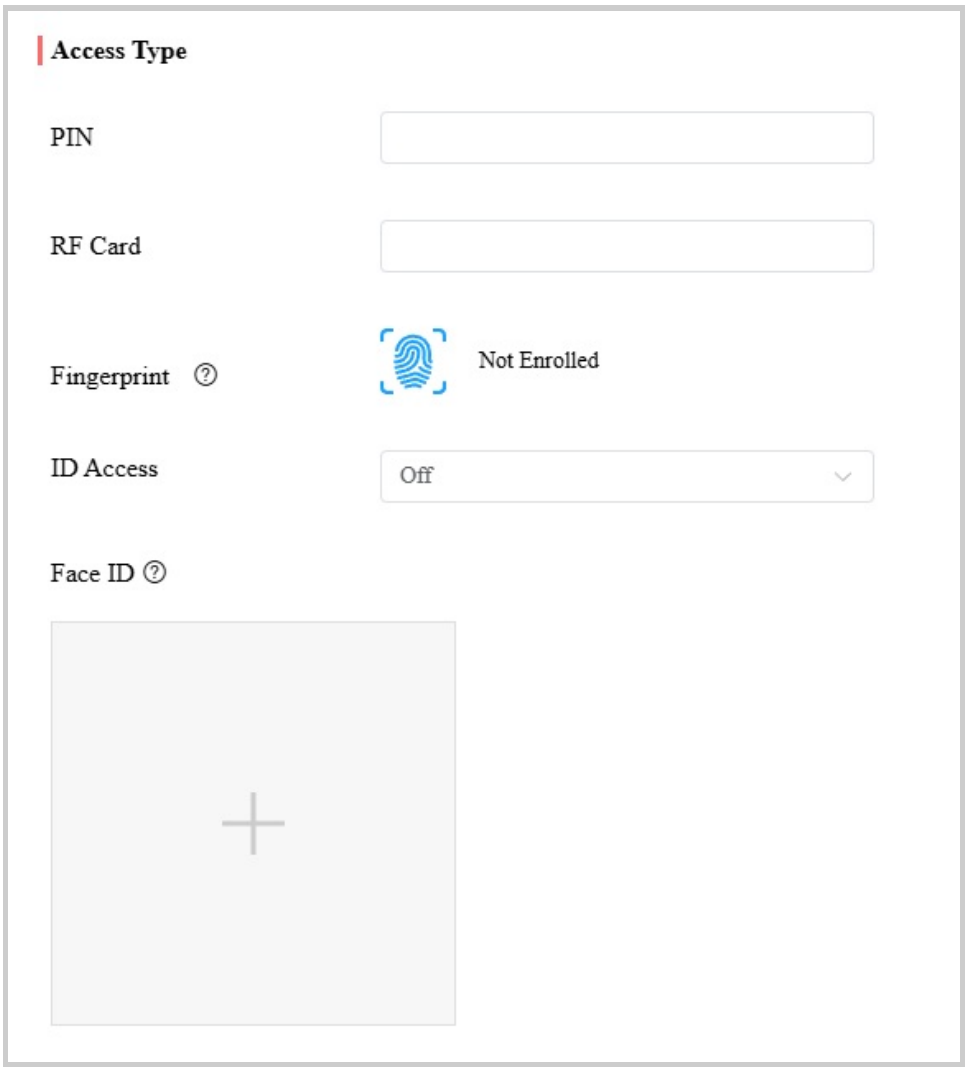
3. Select the accessible floors in specific buildings. This setting works with the Akuvox lift control system. Users can take the lift to the permitted floor.

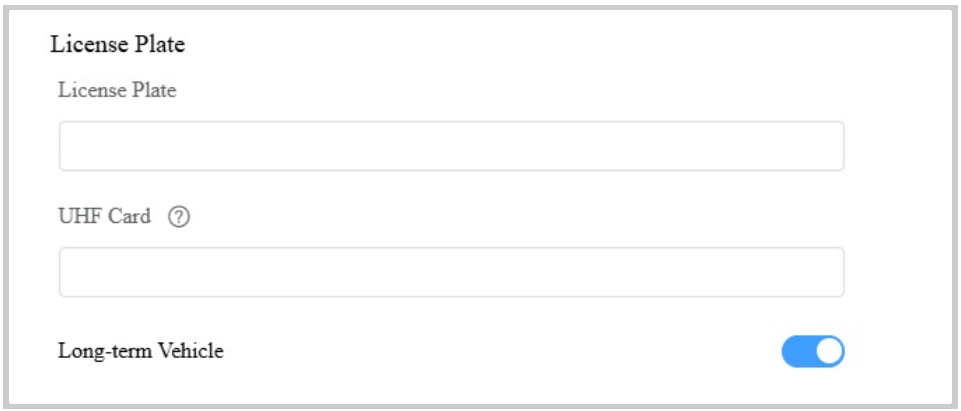
4. Configure the access methods.

- **PIN**: The PIN code should be 2-8 digits without starting with "9".
- **RF Card**: Enter the RF card code.
- **Fingerprint**: Connect the Akuvox fingerprint reader ACR-CID13 to your computer and enroll the fingerprint data.
  Click here to view the detailed steps.
- **ID Access**: The ID Access feature is designed for users with South American ID cards. You can enroll the RUN and Serial numbers on their ID cards into the Akuvox SmartPlus Cloud system. Then, users can open doors conveniently by using the QR code on their ID cards.
- **License Plate**:
  - **License Plate**: Enter the number that the third-party LPR camera identifies.
  - **UHF Card**: Enter the card code that the Akuvox device ACR-CRP12 identifies.
  - **Long-term Vehicle**: It is enabled by default. If disabled, set a period when the vehicle can enter and exit the area.

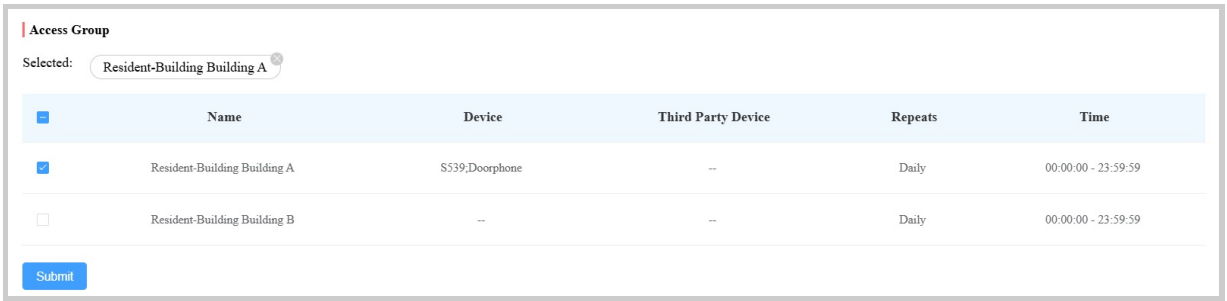
Note

- Click **here** to view the detailed steps for setting up ID access. This feature is limited to certain projects. If you want to use this feature, please contact your installer or distributor.
- The license plate is used for **Smart Parking**.
- If you have filled in both the License Plate and the UHF Card, the cloud will ONLY issue the UHF card code to the door phone.





4. Select the access group and click Submit.

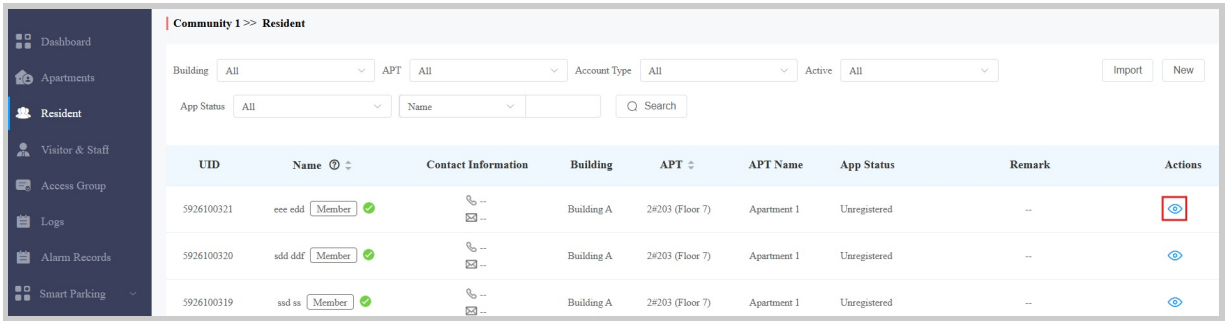


Search/Delete/Edit User Accounts

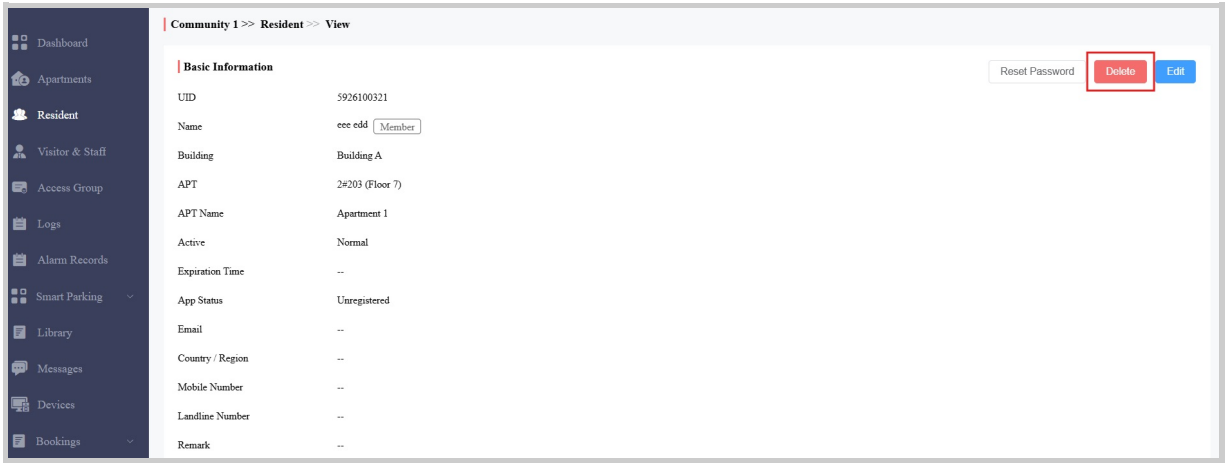
After the user account is created, you can search and edit the user account as well as reset the user account password. With **Delete Account Permission** enabled by your installer, you can delete user accounts.

Search/Delete User Accounts

1. Click **Resident**.
2. Search the specific user account by building, apartment, account type, account status, app status, or user account name. You can also click the Name, APT, or the icon next to them to reorder the residents and find your desired user quickly.
3. Click of the target resident.



4. Click **Delete** in the upper right corner to delete the account.

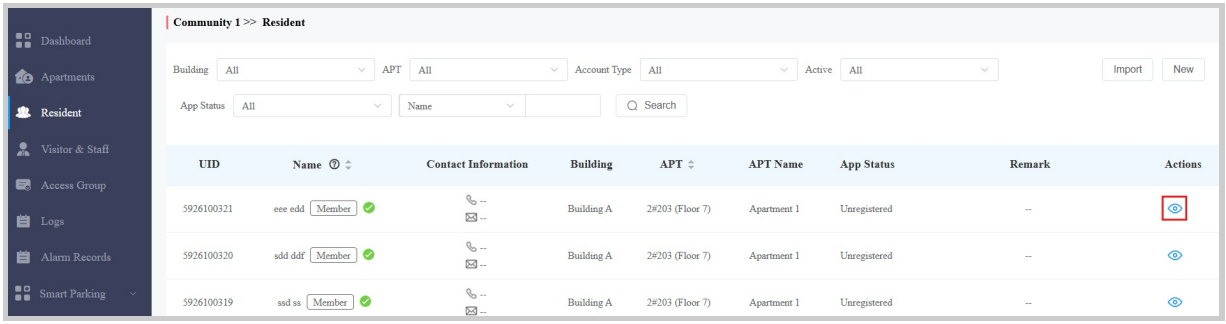


> **Note**
>
> When Delete Account Permission is not enabled by your installer, the Delete tab will not appear and you cannot delete user accounts.

Edit User Accounts

You can reset the users' SmartPlus app account passwords and edit users' account information and their access control settings.

1. Click on of the desired user accounts.

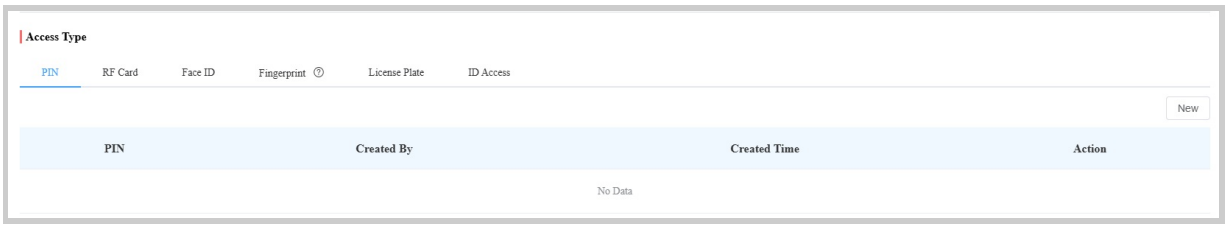


2. Click Reset Password to reset the user's SmartPlus account password.

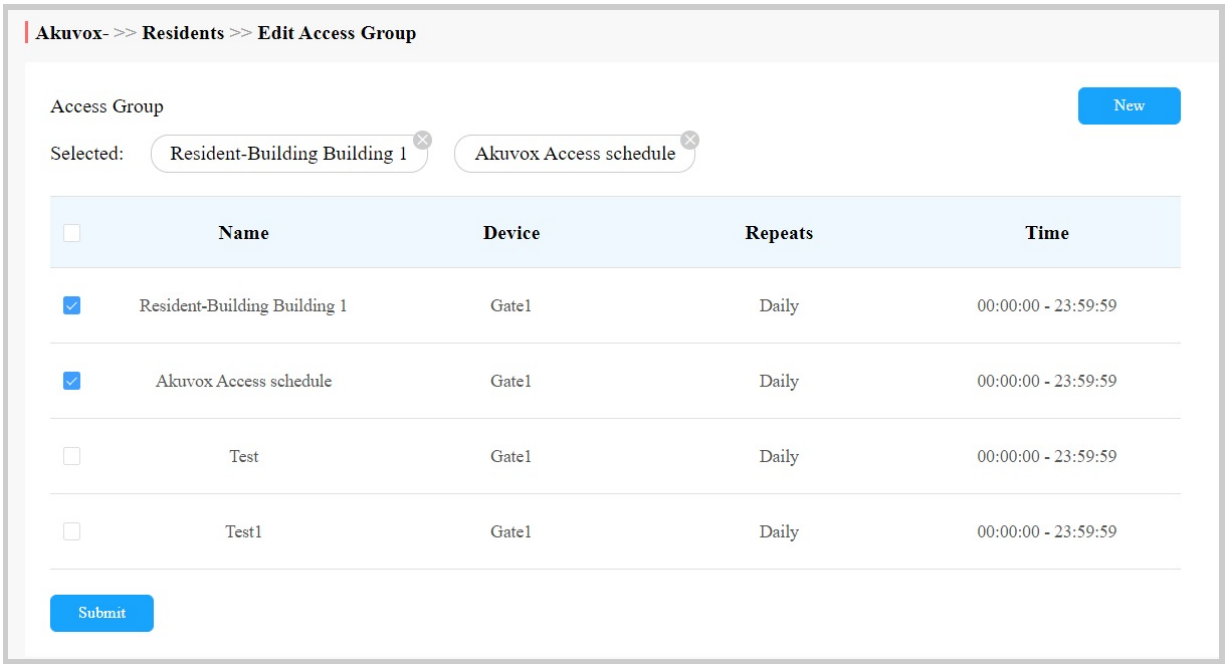
3. Click **Edit** to change the account information.

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

4. Scroll down to edit the access type or create new access types by clicking **New.**



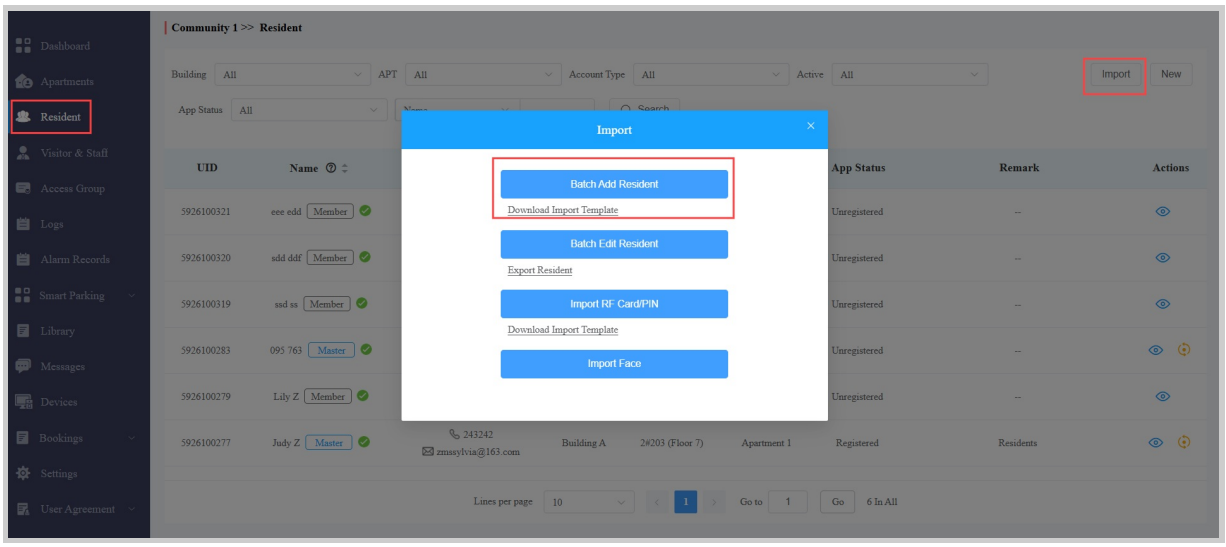
5. Click on **Edit** to edit the access control setting, and edit the setting by re-selecting the access control schedule (Access Group) or by creating a new access group(s).



Add Community Residents to a Building Using a Template

The template can maximize your efficiency in creating a community, especially when it has many residents.

1. Click **Resident > Import**.
2. Click **Download Import Template**.
3. Fill in the information in the template.
4. Click **Batch Add Resident** to import the template to the community.



A	B	C	D	E	F	G	H	I	J	K
Building	Accessible Floors	Apt	Apt Name	Account Type	First Name	Last Name	Email	MobileNumber	TelephoneCallingCode	1stPhone

L	M	N	O	P	Q	R	S	T	U
2ndPhone	3rdPhone	RF Card	PIN	License Plate	UHF Card	Fingerprint	Access Group ID	Remark	UID

Template Description:

Settings	Description
Building	Fill in the building number or name. **Note**: should not be more than 128 characters in length.
Accessible Floors	• This setting works with the Akuvox lift control system. Users can take the lift to accessible floors in specific buildings. • The floor options range from -10 to 128 and include G0, G1, G2, and All Floors.

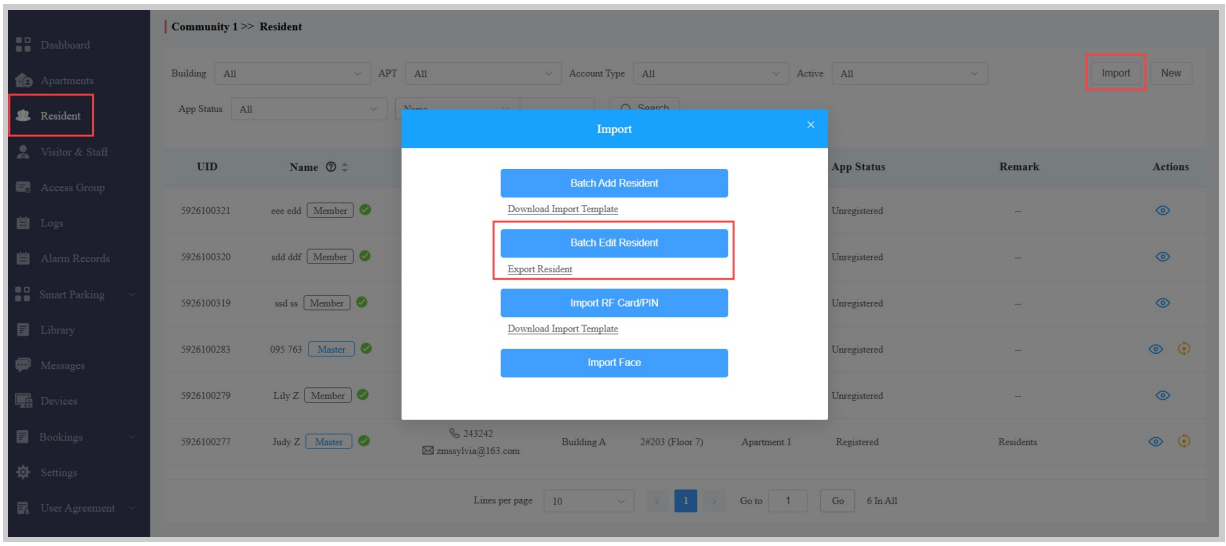
Apt	Fill in the resident’s apartment number. Support entering numbers, letters, and "#", e.g., 2#123A. **Note:** 1. DO NOT start the apartment number with #, e.g., #2#123, because door phones with APT#+PIN authorization mode enabled will fail to recognize the apartment number and PIN codes. This will lead to door-opening failure. 2. So far, only the following devices with specific firmware versions or higher support entering #. • R27: 227.30.10.101 • R28: 28.30.10.7 • R28V2: 228.30.10.135 • R29: 29.30.10.420 • R20K: 320.30.10.230 • S532: 532.30.10.117 • S539: 539.30.10.246 • X912: 912.30.11.49 • X915V2: 2915.30.10.507 • X916: 916.30.10.226 • E18: 18.30.10.236 3. The following devices with specific firmware versions or higher support entering letters. • X915V2: 2915.30.10.507 • R29: 29.30.10.420
Apt Name	Enter the apartment name.

Account Type	Enter 0 for the family master account and 1 for the family member account.
First Name	Fill in the resident's first name. **Note**: should not be more than 64 characters in length.
Last Name	Fill in the resident's last name. **Note**: should not be more than 64 characters in length.
Email (Optional)	Fill in the resident's Email.
Mobile Number(Optional)	Fill in the resident's mobile phone number.
Telephone Calling Code (Optional)	Fill in the resident's country code.
Phone1/2/3 (Optional)	Fill in the resident's mobile phone number.
RF Card (Optional)	Fill in the RF card for the resident.
PIN (Optional)	Fill in the PIN code for the building access for the resident.
License Plate(Optional)	Fill in the license plate information, multiple plates separated by ";". You can add up to 5 codes.
UHF Card(Optional)	Fill in the UHF card code, multiple codes separated by ";". You can add up to 5 codes.
Access Group ID (Optional)	Fill in the access group for residents for the access control.
Remark(Optional)	You can add remarks for users to indicate their identity, such as "tenant" or "resident."

Edit Community Residents in Batch

You can export the resident information in .xlsx format, modify it, and re-import it to the community, which improves efficiency when you need to modify much account information.

1. Click **Resident > Import**.
2. Click **Export Resident**.
3. Modify the information in the file.
4. Click **Batch Edit Resident** to import the file to the community.



A	B	C	D	E	F	G	H	I	J
Building	Accessible Floors	Apt	Apt Name	ount Type	First Name	Last Name	Email	MobileNumber	TelephoneCallingCode
Building A		203	artment 1	0	Judy	Z@163.com			86
Building A		102	artment 2	0	095	763			

J	K	L	M	N	O	P	Q	R
TelephoneCallingCode	1stPhone	2ndPhone	3rdPhone	RF Card	PIN	s Group ID	Remark	UID
86				00209CBF		49869;49361	Residents	5926100277
								5926100283

Note

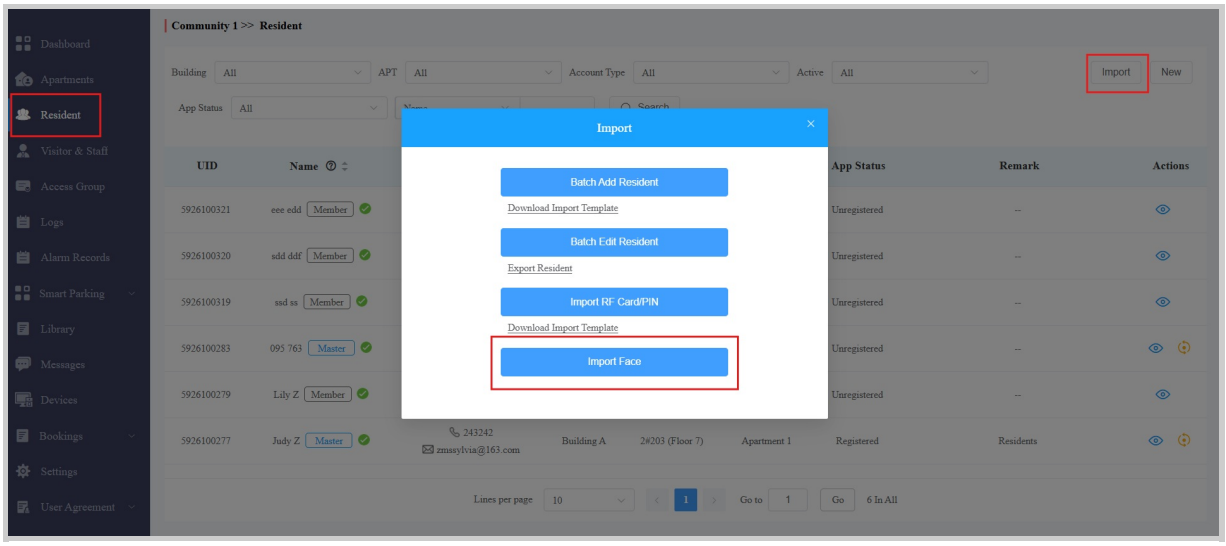
- Keep the field blank if you do not want to change the original information.
- After the user's email address is modified, the SmartPlus App login email containing a new password will be sent to the new email address.
- The email addresses, mobile phone numbers, and area codes of the user accounts that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

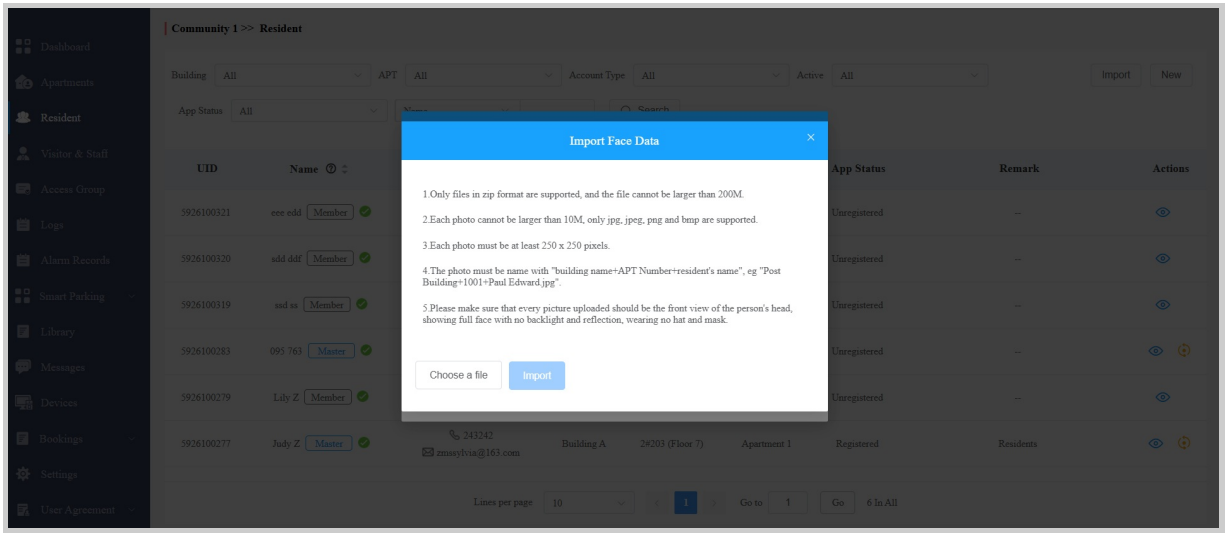
Import Face Data/RF Cards/PIN Codes

You can import the face data, RF card code, and PIN code in batch using the template for the users.

Import Face Data

1. Go to **the Residents** module and click on **Import**.
2. Choose the face data .zip file and click on **Import Face** to import the file.



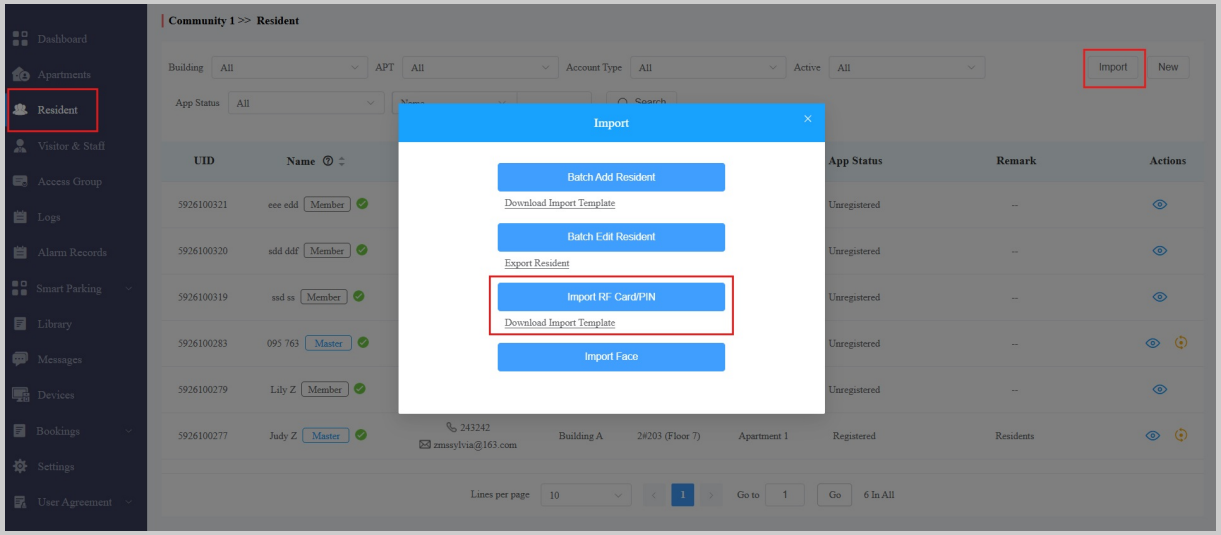


> **Note**
>
> Face data should be imported in .zip file format, and the photos need to be named by building name, room number, and user name. e.g "Building1+1001+Paul Edward.jpg".

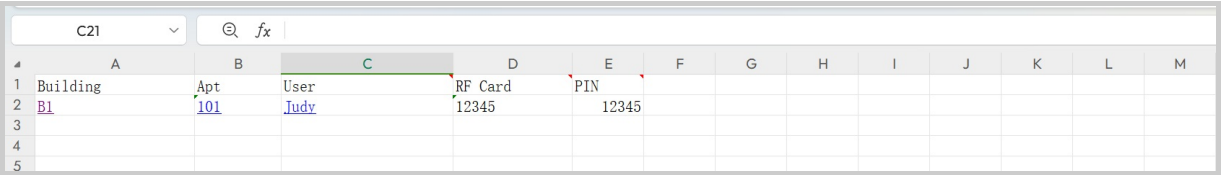
Import RF Cards/PIN Codes

You can import RF card codes and PIN codes in batches for users.

1. Go to the **Resident** module and click on **Import**.
2. Click on **Download Import Template** to download the RF card/PIN code template.
3. Fill in the RF card codes and PIN codes in the template and click **Import RF Card/PIN** to import the template.



RF card template:



	A	B	C	D	E
1	Building	Apt	User	RF Card	PIN
2	B1	101	Judy	12345	12345
3					
4					
5					

Note

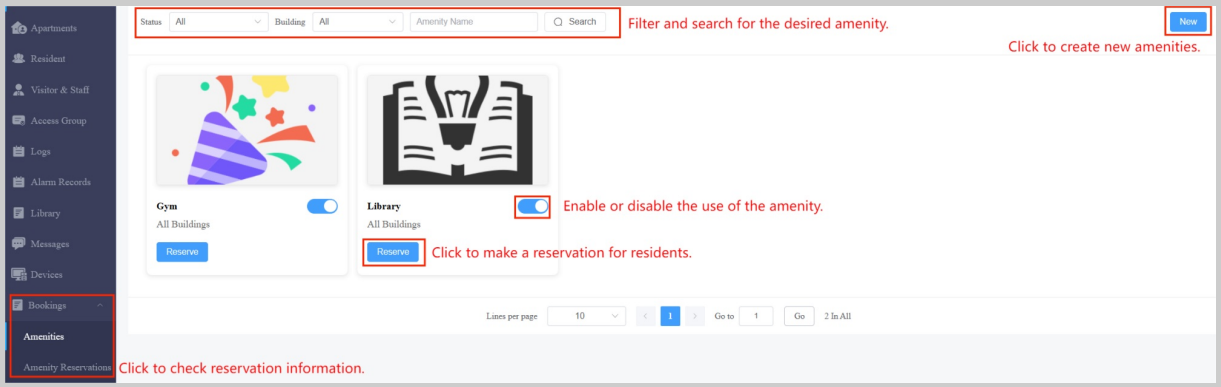
- You can assign multiple cards to the family master, who can assign the card to family member accounts via the SmartPlus App.
- Enter the RF card codes for one user, separated by ";".

Bookings for Residents

The Bookings module facilitates the management of amenities and reservations. You can conveniently add and modify amenities and make a reservation for residents.

Note

- ONLY the communities with the Premium Feature Plan support this feature.
- Click **here** to view the detailed steps of adding new amenities, making reservations for residents, and checking reservation information.



Visitor & Staff Management

The Visitor & Staff module allows you to create access credentials for the property management staff, delivery personnel, and visitors.

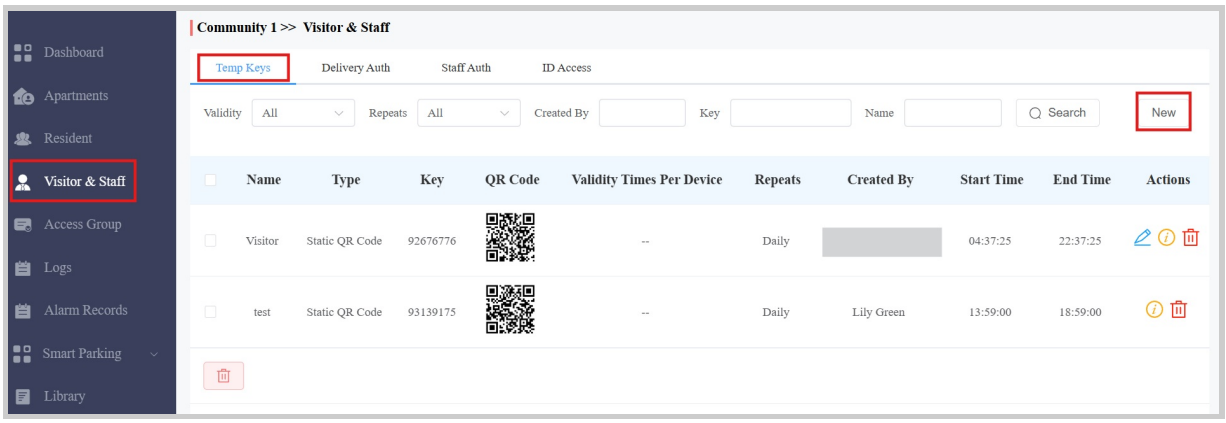
Manage Access Credentials for Visitors

You can set up temporary keys and ID access for visitors, and select the access schedule that applies to the access methods.

Create a Temporary Key

You can set up a temporary PIN/QR code along with the access schedule, which will then be sent to the visitor's email for door access.

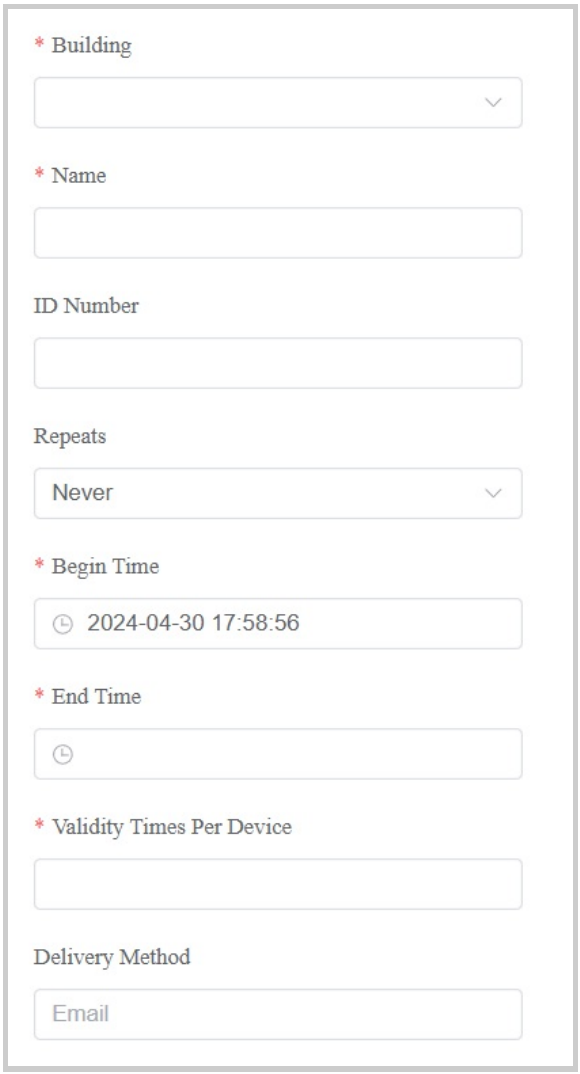
1. Click on **Temp Keys**, then click on **New**.

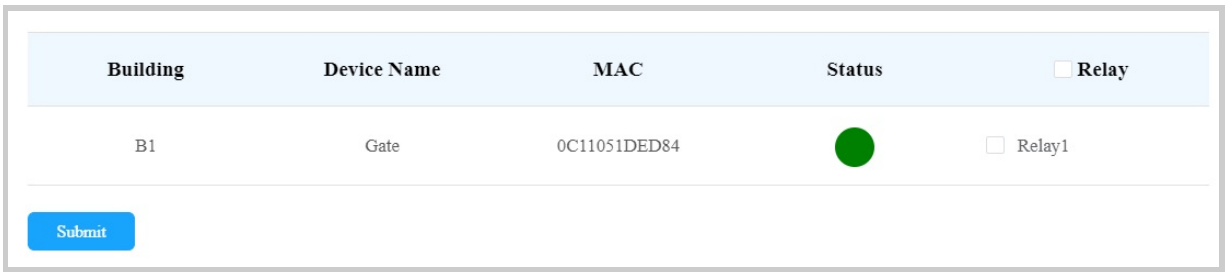


2. Create a temporary key along with the access schedule.

3. Select the **specific relay(s)** to be triggered by the temporary key.

4. Click on **Submit** to generate a temporary key.





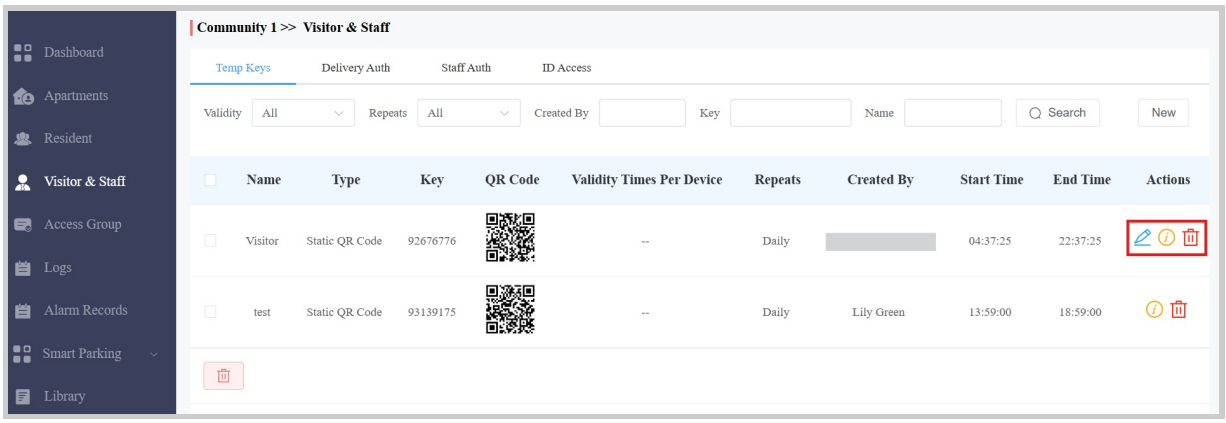
Parameter Set-up:

No.	Column Name	Description
1	Building	Select the **building** in which the resident to be visited lives.
2	APT	Select the **resident's apartment**.
3	Name	Enter the visitor's name.
4	ID Number	Enter the visitor ID number.
5	Repeats	Select "**Never**", "**Daily**", and "**Weekly**" for the temporary key access schedule. 1. "**Never**" means a non-repetitive and one-time access schedule with a specific PIN code validity expiration time; 2. "**Daily**" means the PIN code access is valid during a certain period of the day and is repetitive daily (eg, 08:00-20:00 every day). 3. "**Weekly**" means the PIN code access is valid during a certain period of the day and is repetitive every week. (eg. 08:00-20:00 during the selected day(s) of a week).
6	Expiration Time	Set the expiration time for the one-time "Never" schedule only. The PIN code validity will expire at the expiration time.

7	Validity Times Per Device	You can put a number in the field based on the format: “each door count” * “the number of door phones selected” = “total number of PIN code validity”. For example, if you type in “1” and select 3 door phones, then the PIN code will be valid three times in total (1 x 3 door phones=3 times). You can use the PIN code on any one of the door phones selected. When the PIN code is used on any one of the door phones, it will no longer be valid on the rest of the door phones. **Note:** This is applicable when you select “**Never**” in the **Repeat** field.
8	Start Time End Time	Set the Start Time and End Time for the PIN code validity period during a day on a daily or weekly basis.
9	Delivery Method	The PIN code will be sent to the visitor’s email address you entered.

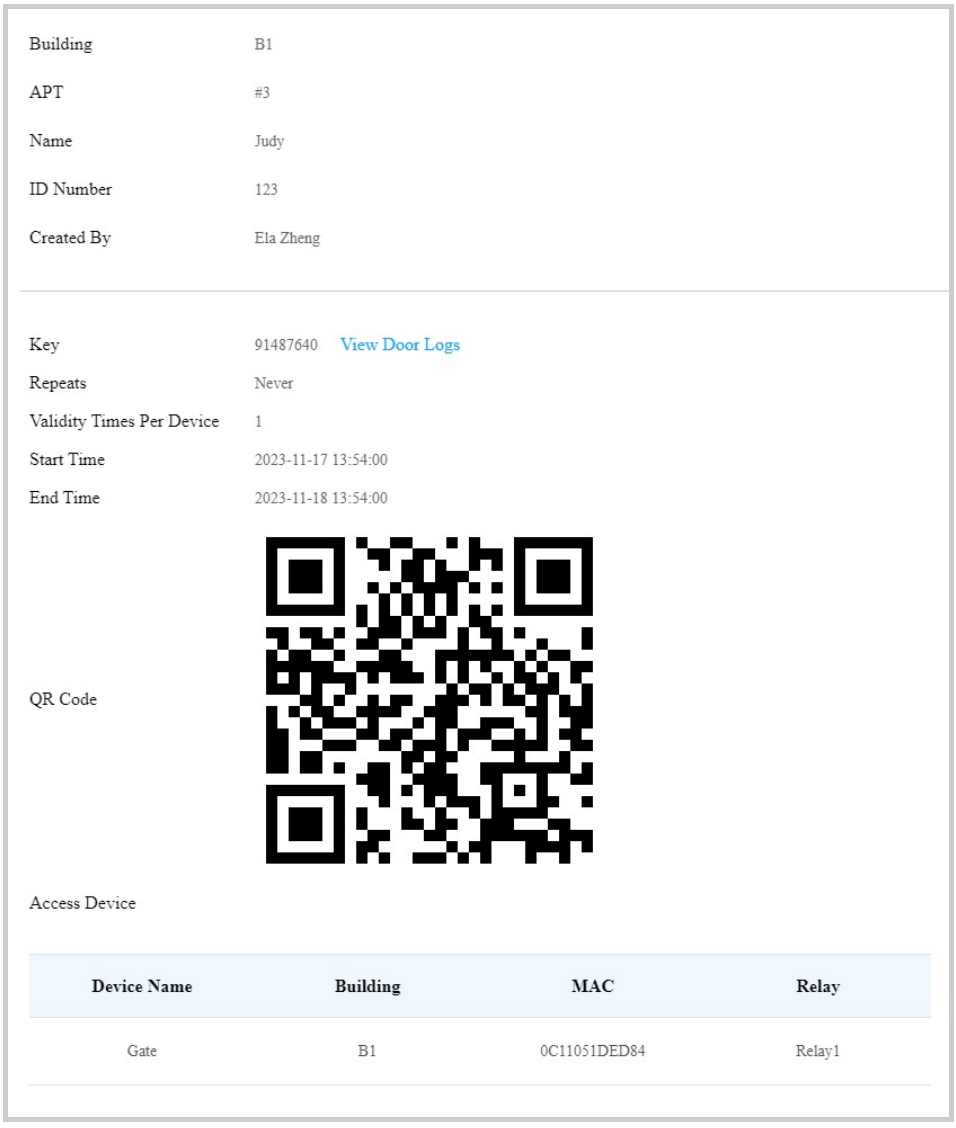
Edit/Delete Temporary Key

1. You can search for the desired key by its validity, repeat mode, who created the key, key value, and visitor name.
2. Click to change the temp key's valid time when it does not expire.
3. Click to view the details of the temp key.
4. Click to delete a specific temp key.



Note

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

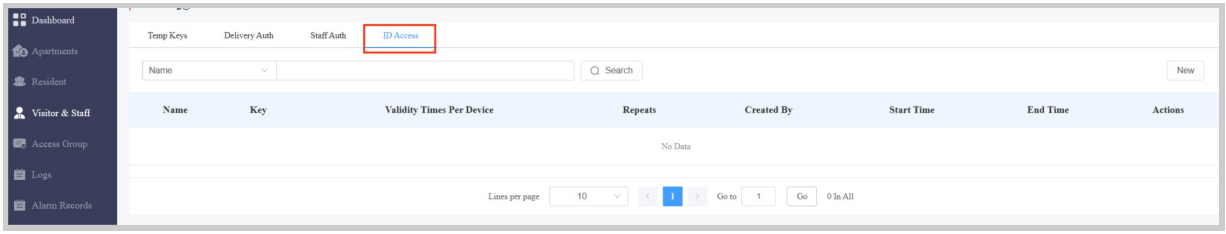


Set up ID Access

The ID Access feature is designed for users with South American ID cards. You can enroll the RUN and Serial numbers on their ID cards into the Akuvox SmartPlus Cloud system. Then, users can open doors conveniently by using the QR code on their ID cards.

Note

- This feature is limited to certain projects. If you want to use this feature, please contact your installer or distributor.
- Click **here** to view the detailed configuration.



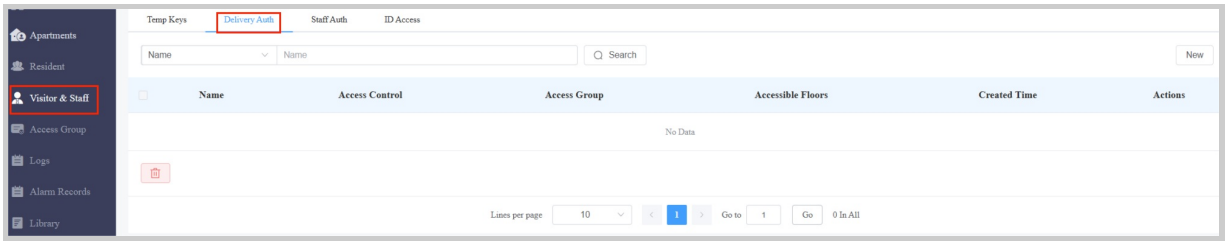
Manage Access Credentials for Delivery Personnel

You can create both a delivery PIN code and an RF card for the delivery staff, who can use the PIN to access the designated place, for example, a parcel room, to deliver the package to the residents.

Create Delivery PIN Codes/RF Cards

You can create a delivery PIN code and RF card along with an access control schedule (Access Group).

1. Click **Visitor & Staff > Delivery Auth > New**.

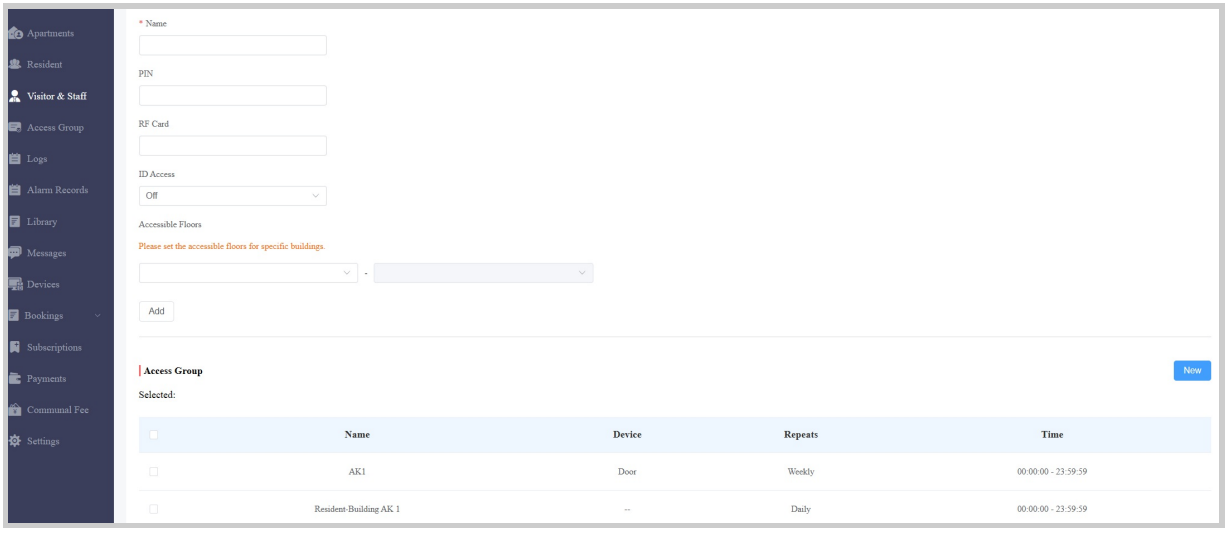


2. Enter the delivery person's name.

3. Enter the PIN code or RF card number. Please note that the PIN code should be 2-8 digits without starting with "9".

4. [Optional]Select the accessible floors. Click **Add** to add accessible floors of other buildings. You can select 10 floor numbers at maximum.

5. Select the default or self-created access group.



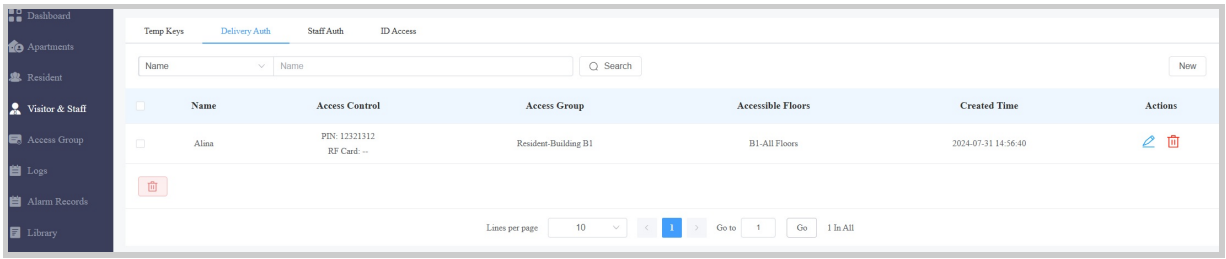
Modify and Delete Delivery PIN Codes

1. Click **Visitor & Staff > Delivery Auth.**

2. Search the PIN code by name or PIN code in the fuzzy search field and click **Search**.

3. Click to modify the PIN code.

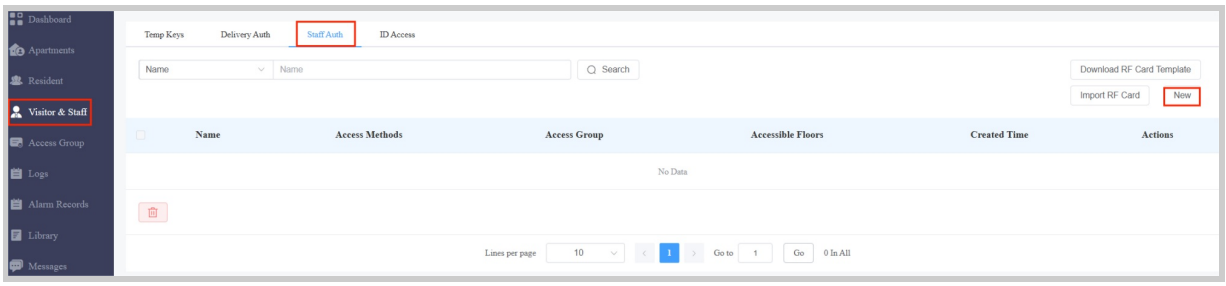
4. Click to delete the PIN code.



Manage Access Credentials for Property Management Staff

You can create, modify, and delete RF cards, PIN codes, finger keys, and face data for the property management staff. You can either create RF card(s) separately or in batches using a template.

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

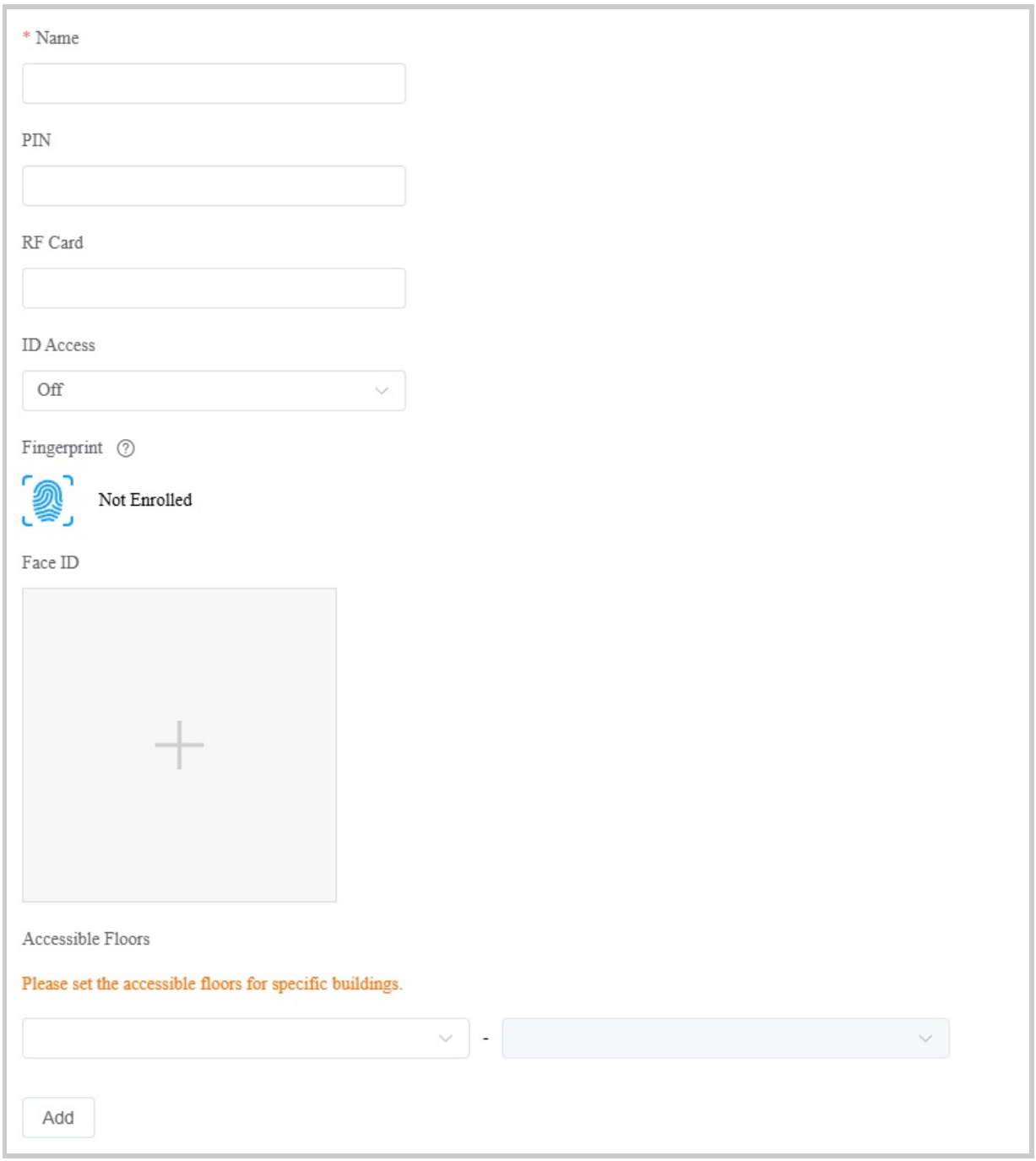


2. Set up the access methods and select the accessible floors.

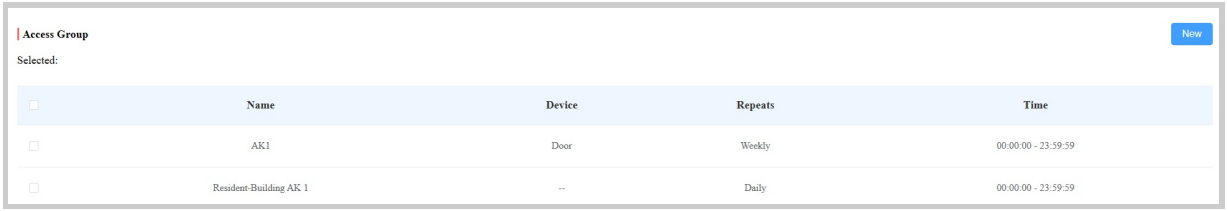
- **PIN**: The PIN code should be within 2-8 digits without starting with "9".
- **RF Card**: Enter the RF card code.
- **ID Access**: The ID Access feature is designed for users with South American ID cards. You can enroll the RUN and Serial numbers on their ID cards into the Akuvox SmartPlus Cloud system. Then, users can open doors conveniently by using the QR code on their ID cards.
- **Fingerprint**: Enroll the fingerprint with the Akuvox fingerprint reader ACR-CID13.
- **Face ID**: Upload the face picture. Once the staff's Face ID is added, a will display in the Access Methods column.

Note

- This feature is limited to certain projects. If you want to use this feature, please contact your installer or distributor.
- Click **here** to view the detailed steps for setting up ID access.



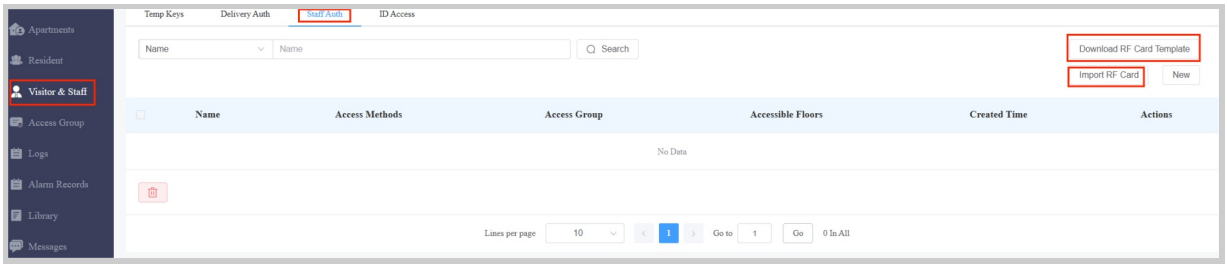
3. Scroll down to select the default access group or a self-created one.



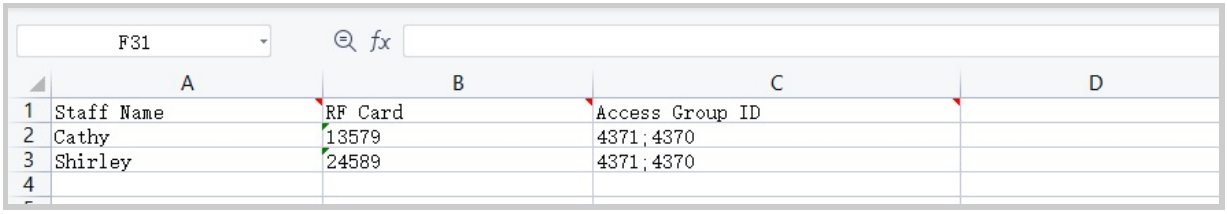
Add RF Cards Using Template for Property Manager

1. Click **Visitor & Staff > Staff Auth**.
2. Click on Download RF Card Template .

3. Populate the RF card template.
4. Click on Import RF Card to upload the template file.



Template Sample



F31

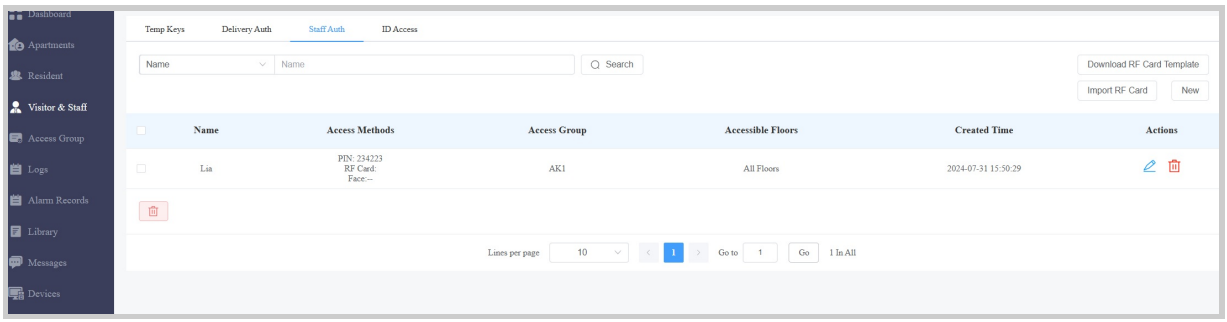
	A	B	C	D
1	Staff Name	RF Card	Access Group ID	
2	Cathy	13579	4371;4370	
3	Shirley	24589	4371;4370	
4				

Template Description:

No.	Field Name	Description
1	Staff Name	Enter the staff name.
2	RF Card	Enter the RF card.
3	Access Group ID	Enter the Access Group ID(s) you have already created in SmartPlus. Multiple Access Group IDs should be separated by “;”.

Modify/Delete Property Manager RF Cards/PIN Codes

1. Click **Visitor & Staff > Staff Auth**.
2. Search the staff info by name, PIN code, or RF card number in the fuzzy search field and click **Search** if needed.
3. Click to modify and to delete the target user. Please note that in the staff info editing interface, the Face ID will be displayed using a default image instead of the enrolled one, though the staff has a Face ID enrolled already.

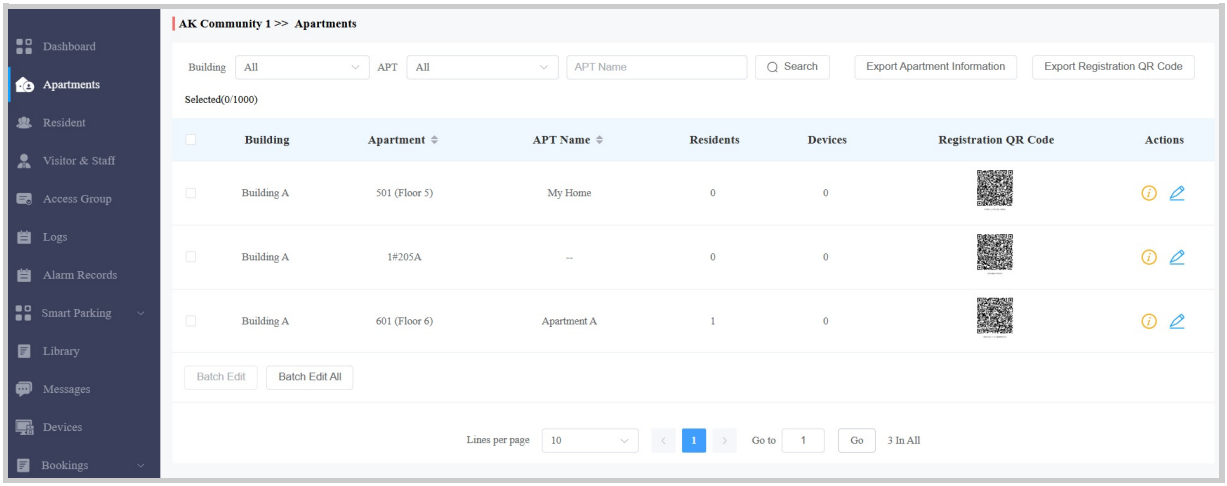


Apartment Management

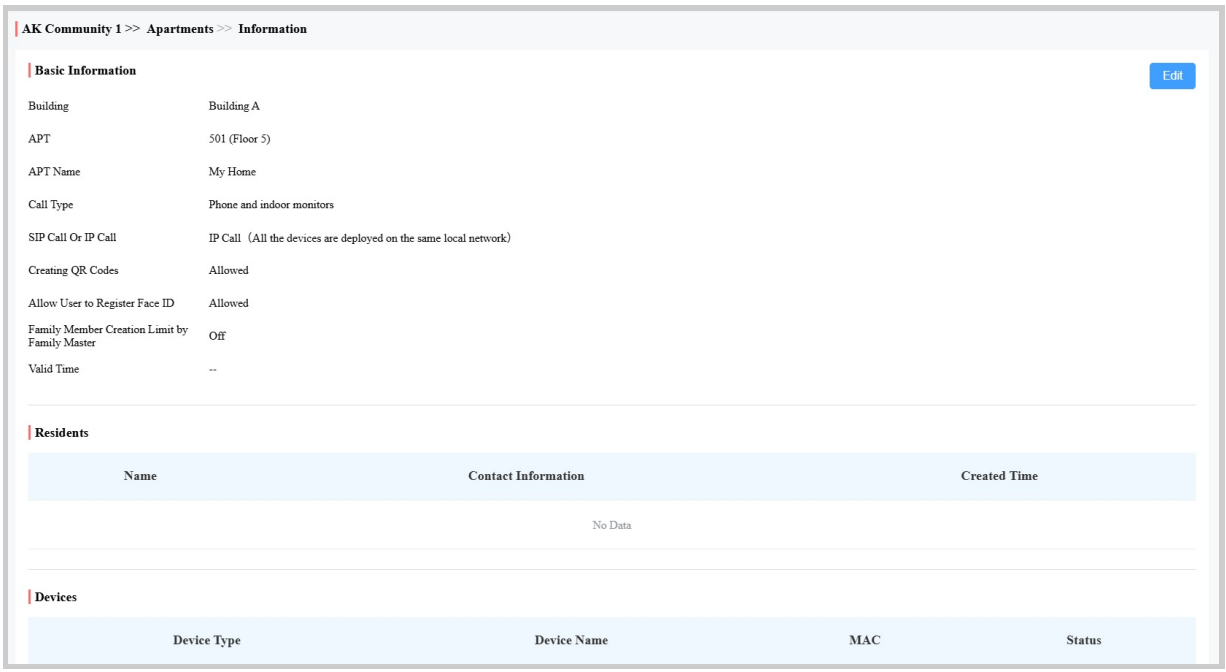
The Apartment module allows you to search for apartments, modify call types and settings, and authorize residents to create credentials for door access.

Search for/Check Apartment

1. Search for apartments by narrowing the range from the building to the specific apartment, or by entering the apartment name or a keyword.
2. Check the **Registration QR Code**. If the account is registered, **Registered** will display above the QR code. Click here to view the feature details.



3. Click to check the details of the apartment.



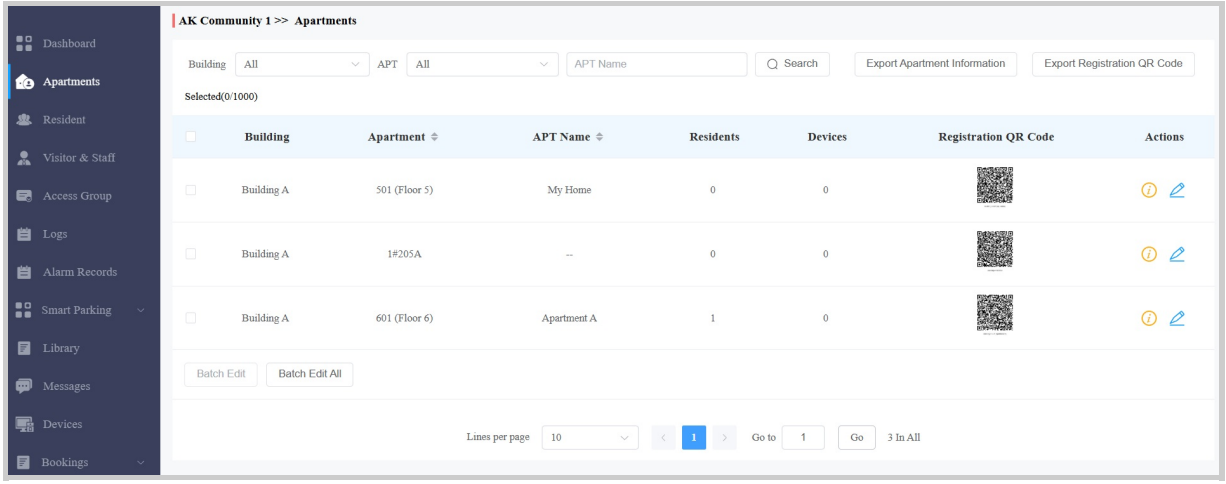
Edit and Reset Apartment

You can edit or reset the apartment configurations for the resident, including call type, call setting, apartment name, and more.

Edit apartments

1. To go to the editing interface, do any of the following:

- Click of the desired apartments.
- Click of the desired apartment, and then on the top right.



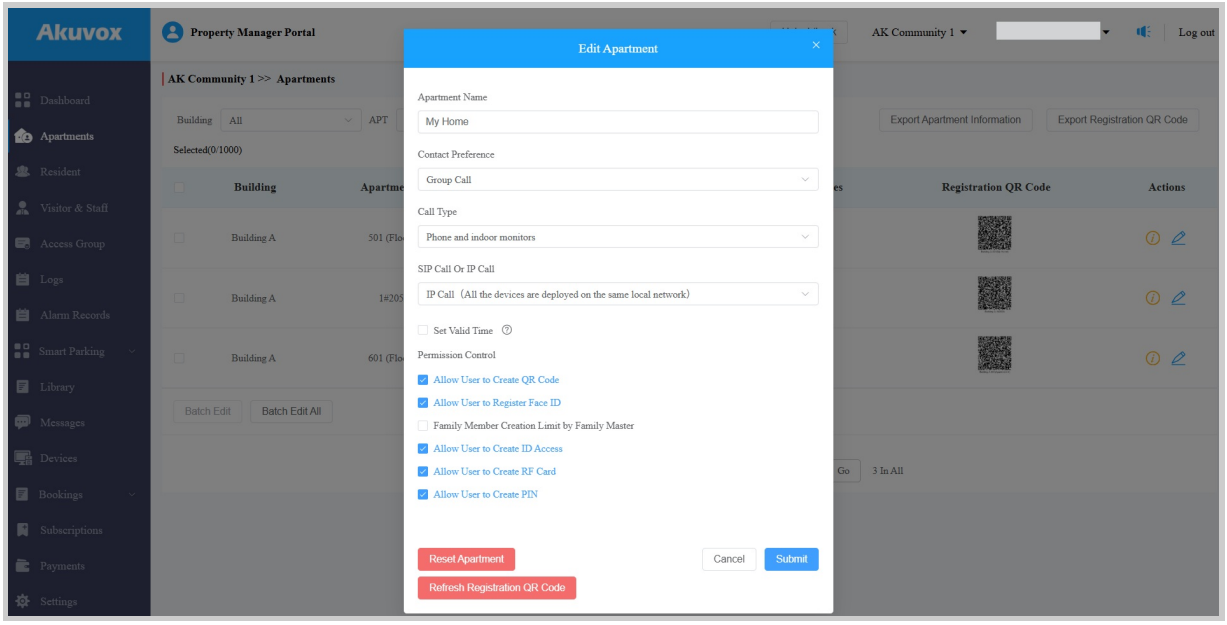
2. Set up the apartment. See item descriptions in the chart below.

3. Manage permission control:

- **Allow User to Create QR Code**: Enabled by default. Residents can create a QR code on their SmartPlus Apps for door access.
- **Allow User to Register Face ID**: Enabled by default. Residents can enroll their face ID on their SmartPlus Apps for door access.
- **Family Member Creation Limit by Family Master**: Disabled by default. When enabled, you can set the number of family member accounts that users can create.
- **Allow User to Create ID Access**: Enabled by default. Users can set up ID access on their SmartPlus Apps for door access.
- **Allow User to Create RF Card**: Enabled by default. Users can add RF cards with their SmartPlus Apps for door access. Only projects with a premium feature plan support this option.
- **Allow User to Create PIN**: Enabled by default. Users can create PINs with their SmartPlus Apps for door access.

Note

- If your project is in the Basic feature plan that is selected by your installer, you CANNOT manage these permissions for users.
- If you disable the Register Face ID, then the user's face IDs registered from the App will become invalid for access. These Face IDs will be back to being valid after the Premium Feature expires.



Item Name	Description
Apartment Name	Fill in the apartment name.
Contact Preference	• **Group Call**: All indoor monitors and SmartPlus App accounts will receive the call. • **Sequence Call**: The devices, family members, and landline numbers in the family will be called based on the preset order.
Call Type	Six call types. For example, if you select "**SmartPlus and Indoor monitors**", residents can answer the call using SmartPlus and the indoor monitor.
SIP Call Or IP Call	Select **IP Call** if devices are deployed on the same local network; if not, select **SIP Call**.
Set Valid Time	This option is designed for the rental scenario, disabled by default. With it enabled, specify the time for the tenant to use the SmartPlus App and open doors. Beyond this time, the SmartPlus App and all access methods will be restricted.
Auto-Delete Family Accounts on Expiry	This option is available when **Set Valid Time** is enabled. With it enabled, when the lease ends, the accounts in the apartment will be automatically deleted.

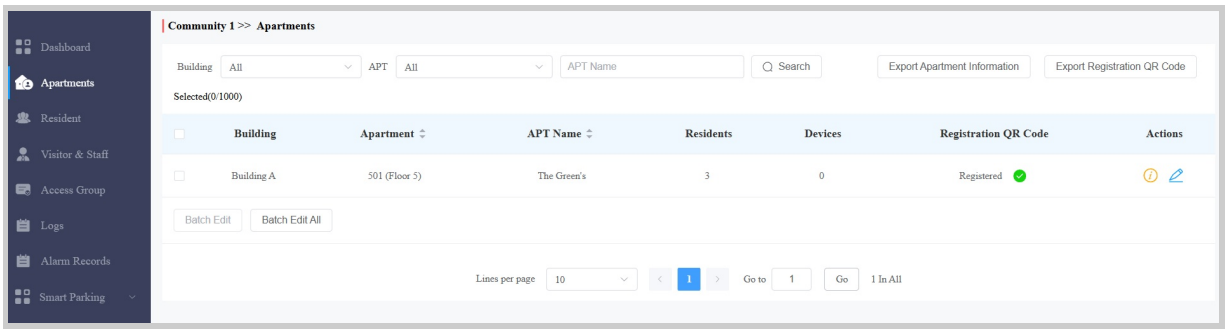
Reset apartments

To reset the apartment, do the following:

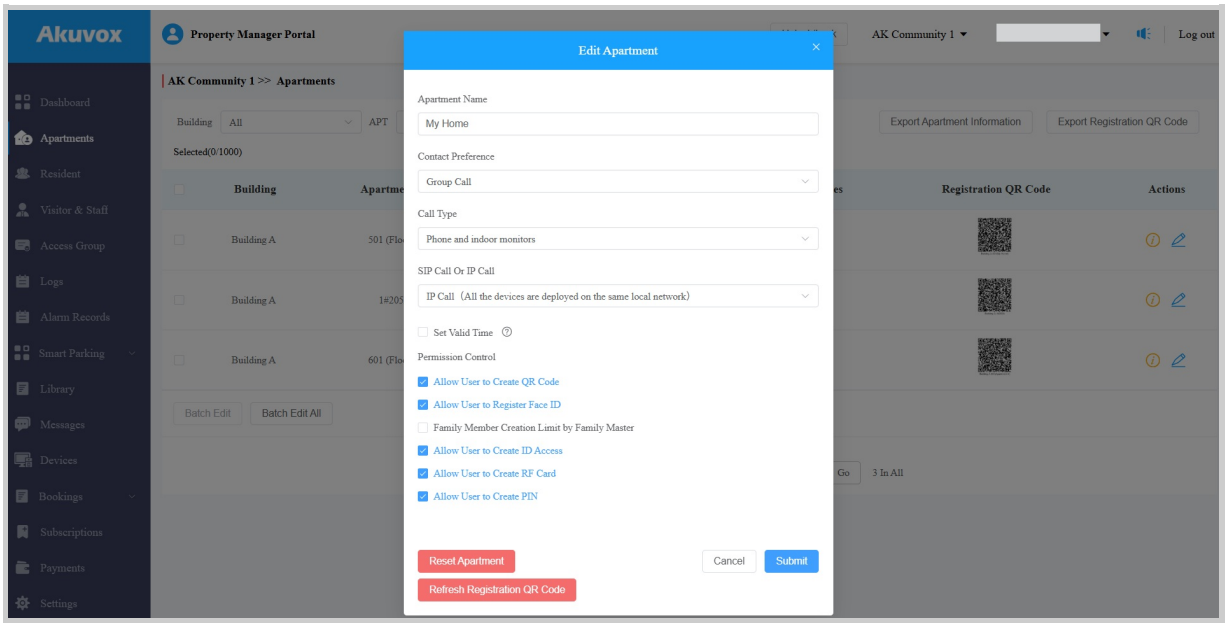
1. Go to the editing screen by any of the methods.

- Click on of the desired apartments; Or
- Click on of the desired apartment, and then

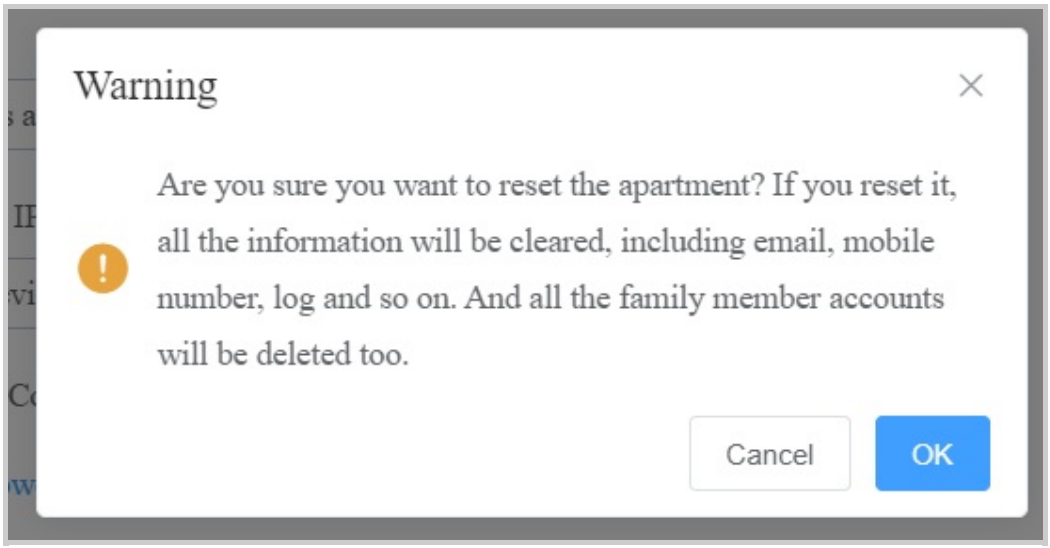
on the top right.



2. On the pop-up window, click **Reset Apartment** at the bottom left.



3. Click **OK** when you are asked.



Once you agree to reset, some information or data in this apartment will be removed, while some will 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 includes

- Family master account status, such as inactivated, expired, and so on.
- The number of free sub-accounts.
- Audit logs.
- Settings include SIP Call or IP Call, time zone, language, home Automation, premium plan, and the With Indoor Monitor feature.

Other changes including

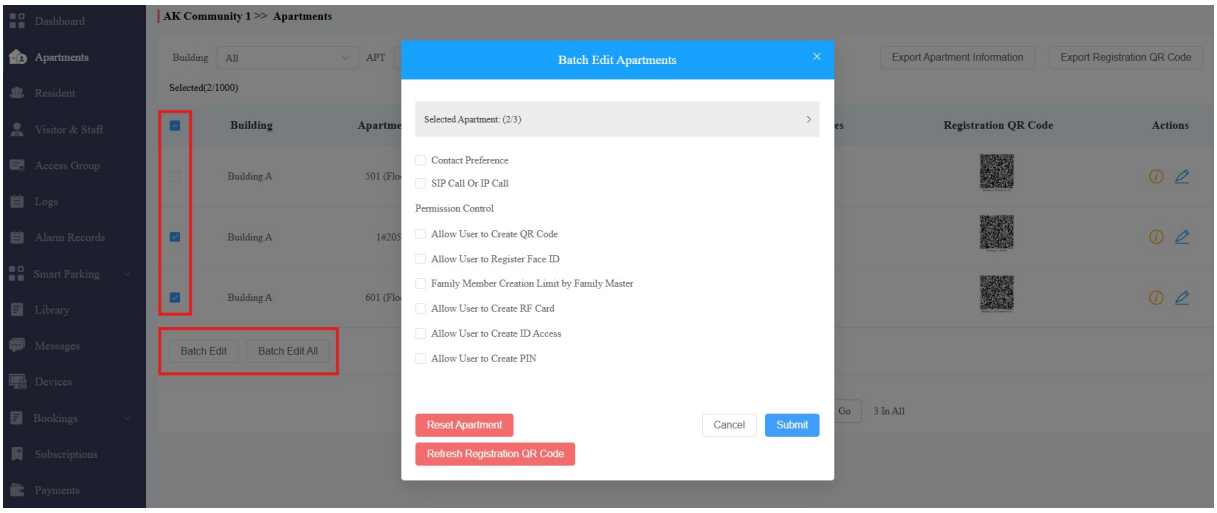
- The user's app changes to unregistered and needs to be reinitialized.
- The user's login credentials are reset, and the user is not going to receive the reset email.

> **Note**
>
> It is free to create a new account in the family after resetting, while it charges after deleting. The resetting feature is suitable for rental scenarios; you can empty the accounts after the tenants move out and create accounts for the new ones.

Batch Edit Apartment Settings

You can batch edit apartment settings, saving the step of configuring them one by one.

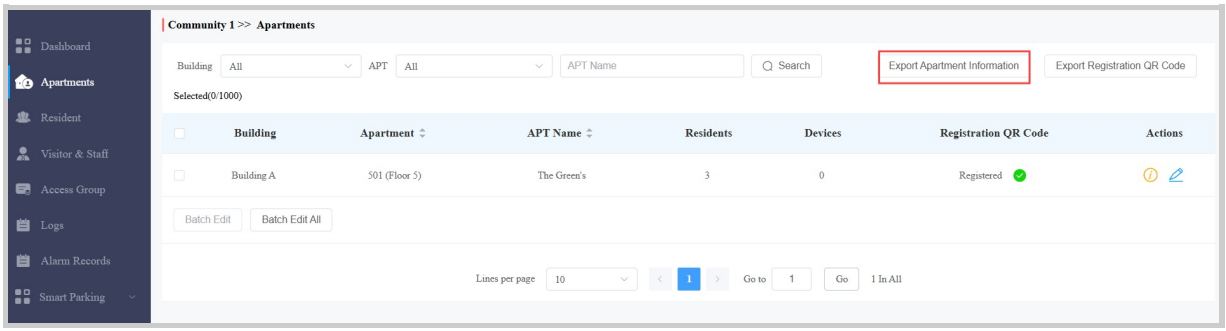
1. Check the desired apartments and click **Batch Edit**. Or, click **Batch Edit All** to configure all.
2. Enable/disable these features for selected apartments.
3. Batch reset apartments by clicking **Reset Apartment**.
4. Batch update QR codes by clicking **Refresh Registration QR Code**.



5. Submit the setting. “Batch Edit Complete” will display in the lower right corner.

Export Apartment Settings

You can export apartment settings in an XLSX file by clicking **Export Apartment Information** on the Apartments module.



Export File Example:

A	B	C	D	E	F
Building	Apartment	APT Name	Residents	Devices	Enabled Access Methods
Building A	102 (Floor 7)	Apartment 2	1	0	App
Building A	203 (Floor 7)	Apartment 1	2	1	App,RF Card,Face

Smart Parking

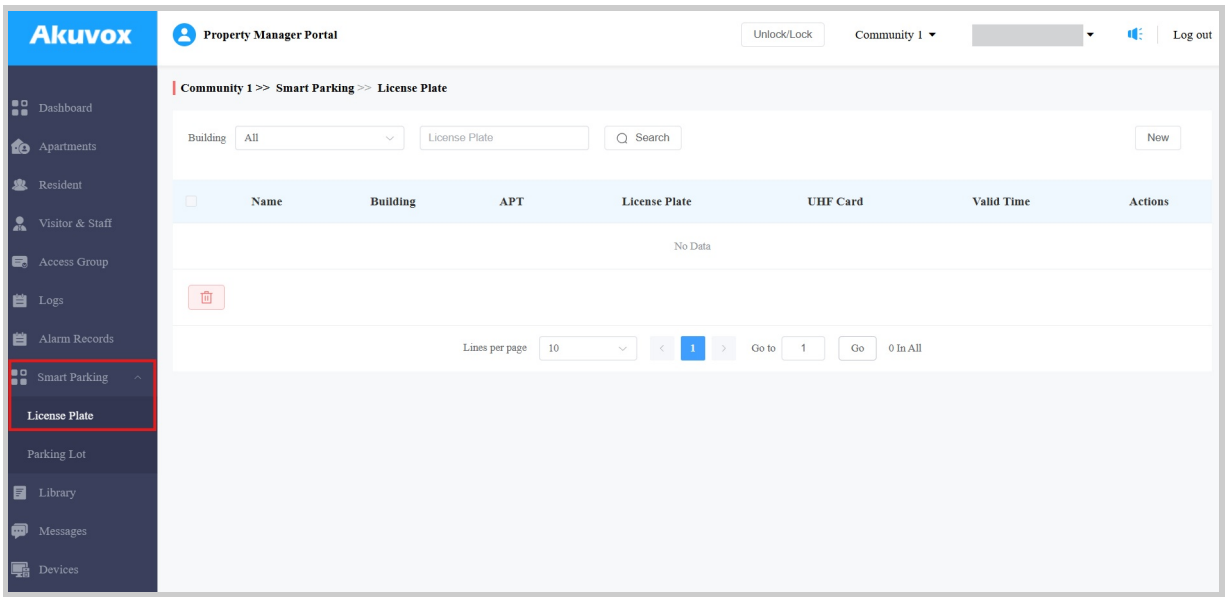
The smart parking module allows you to register license plates or UHF cards for users on the SmartPlus Cloud. Users can drive in/out with doors open automatically.

Furthermore, you can manage parking lots by viewing the number of parked vehicles and their parking duration on the cloud, conveniently tracking what happens.

License Plate Management

- The license plates are identified by third-party LPR cameras for door opening. Click here to view the detailed configuration.
- The UHF cards are identified by the Akuvox long-range access card reader ACR-CRP12 for door opening. Click here to view the detailed configuration.

1. Click **New** on the right.

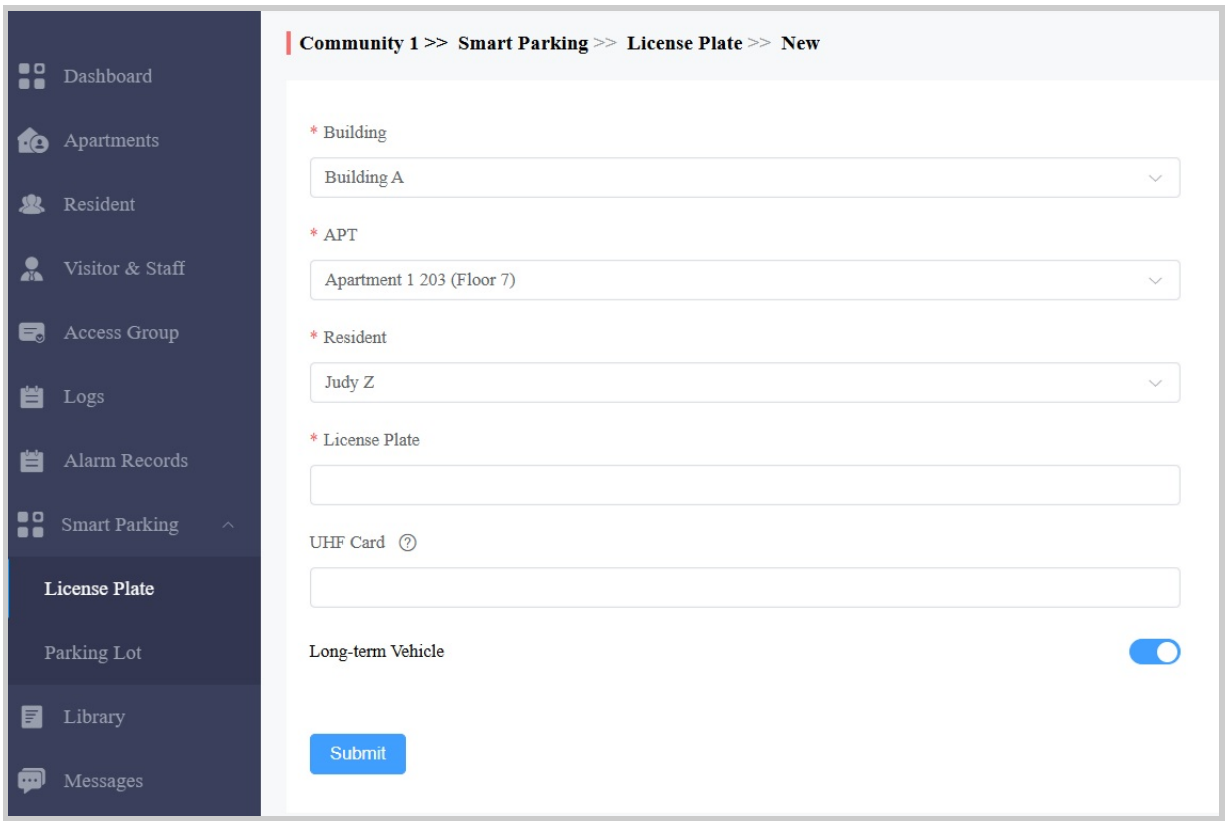


2. Select the building, apartment, and resident.

3. Enter the license plate information.

4. Enter the UHF card code if it is used. If you have filled in both the license plate and the UHF card, the cloud will ONLY issue the latter to the door phone.

5. Enable/disable **Long-term Vehicle**. It is enabled by default. If disabled, specify when the vehicle can enter or exit the parking lot.



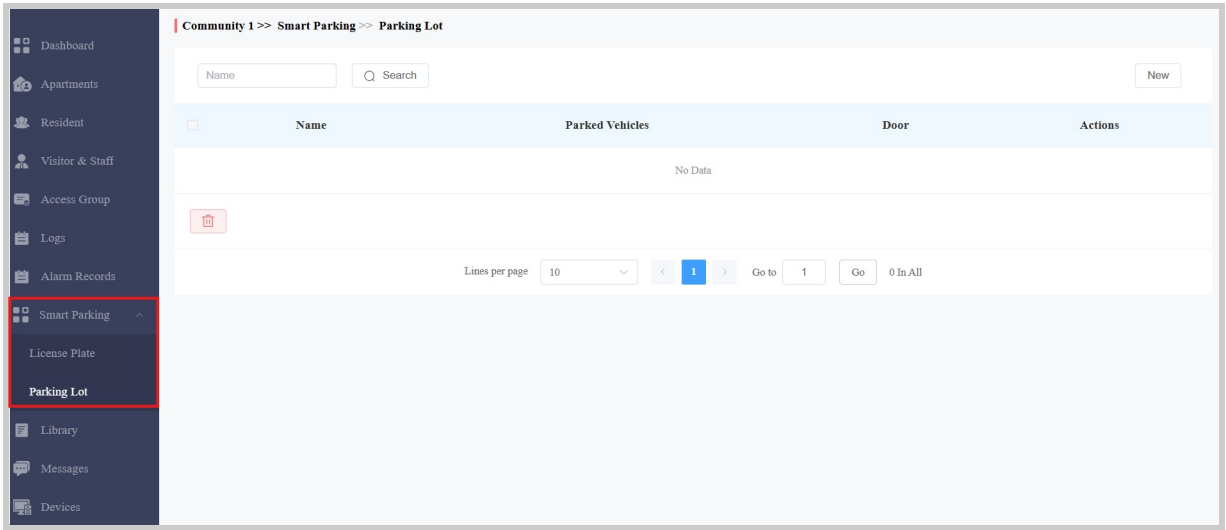
Note

You can also add license plate information when adding or editing residents.

Parking Lot Management

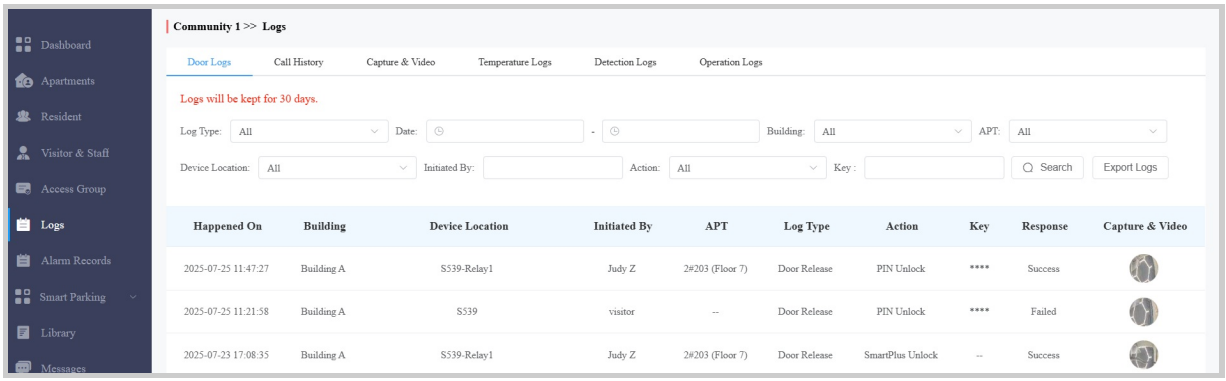
You can set up parking lots and conveniently track the number of parked vehicles and their parking durations.

Click here to view the configuration steps.

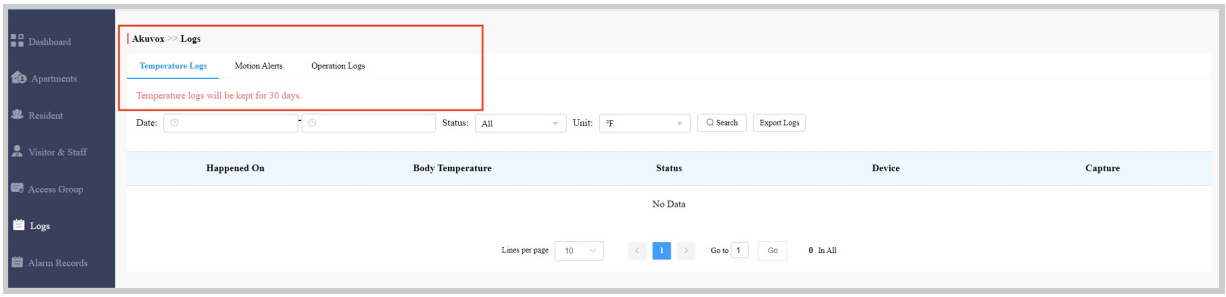


Logs

Log module contains six sub-modules used for checking the door logs, call history, temperature logs, image captured, temperature logs, motion alerts, and operation logs that can be stored for 30 days. With **Log Access Control** enabled by your installer, you can check door logs, call history, and captured images.



When **Log Access Control** is not enabled by your installer, you cannot check door logs, call history, or captured images. The three modules will be hidden.

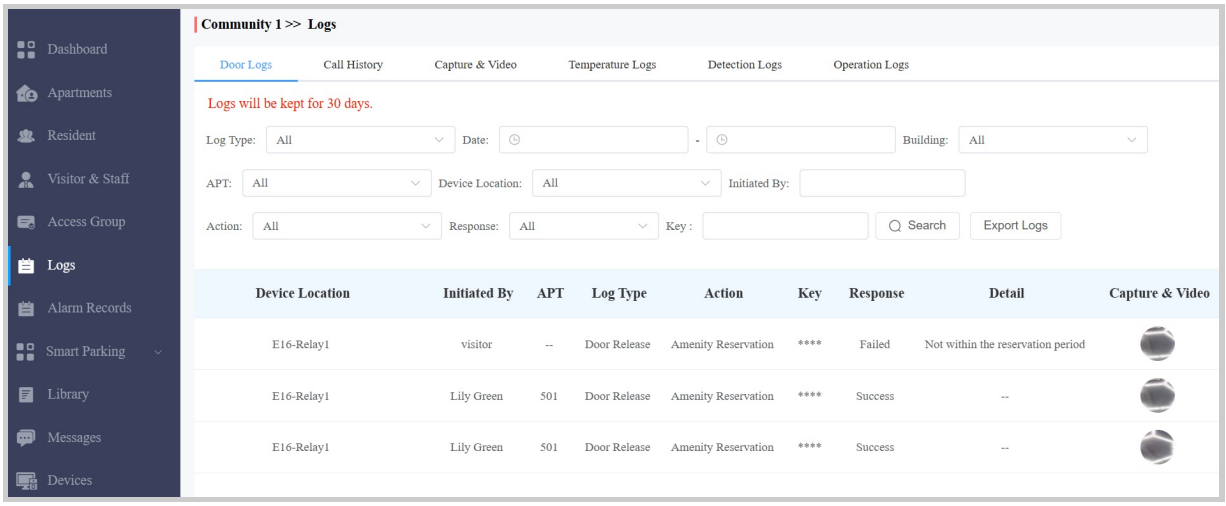


Check/Export Door Logs

Door logs have 4 types: **All**, **Call**, **Door Release**, and **Door Close**. The **Call** type log shows the SIP/IP-based calls initiated on the door phone, indicating when, where, and to whom the calls are made, while the **Door Release/Close** logs tell you when, where, and by whom the door unlocks are made (be it failure or success). You can narrow down your log check by the specific time range with parameters: **Device Location**, **Initiated by**, **Apartment**, **Action**, and **Response**(Success, Failed, or Offline) for the targeted search.

1. Click on **Door Logs**.
2. Select the log type.
3. Set up the time range for the door logs to be checked.

4. Select the building and further narrow down the search by **Device Location, Initiated by**, **Apartment**, and **Action** for the targeted search if needed.
5. Click on **Export Logs** to export logs.

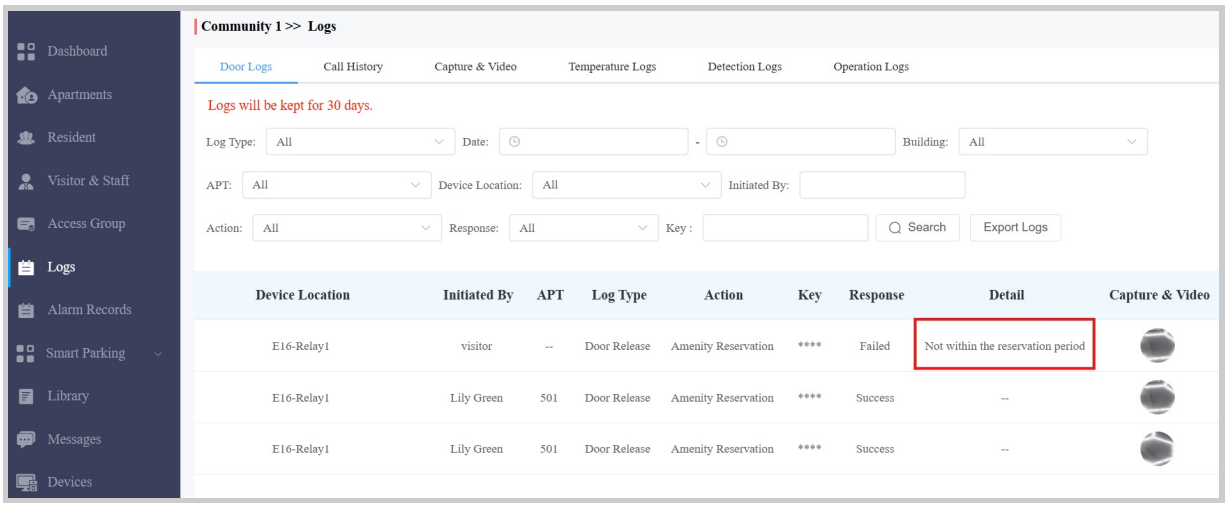


Specific door phones support reporting the door-opening failure reason to the cloud.

Compatible models and versions(or higher):

- X912: 912.30.12.22
- X915V2: 2915.30.10.619
- R29: 29.30.10.507
- R20: 320.30.11.206
- E16V2: 216.30.11.107
- S539: 539.30.10.507
- A08: 108.30.11.110
- A01/A02: 101.30.11.12
- A03: 103.30.11.6
- A095: 95.30.10.203
- A094: 92.30.11.8

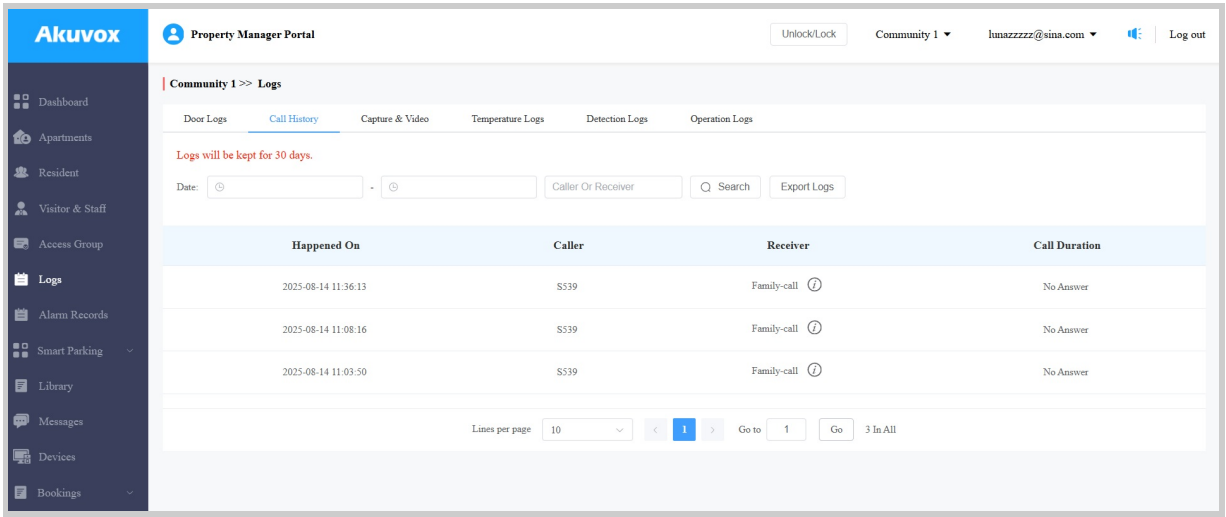
You can check the reason in the **Detail** column.



Check/Export Call History

This sub-module allows you to check call history in terms of when and by whom the SIP-based intercom calls are made and received. Call history records all the calls made and received on the intercom devices as well as on the SmartPlus apps for end users and property managers in the community. You can set the time range or enter the caller or receiver to check the targeted call information.

1. Click on **Call History**.
2. Set the time range of the call history if needed.
3. Enter the caller's name or receiver's name if needed.
4. Click on **Search**.
5. Click on **Export Logs** to export logs.



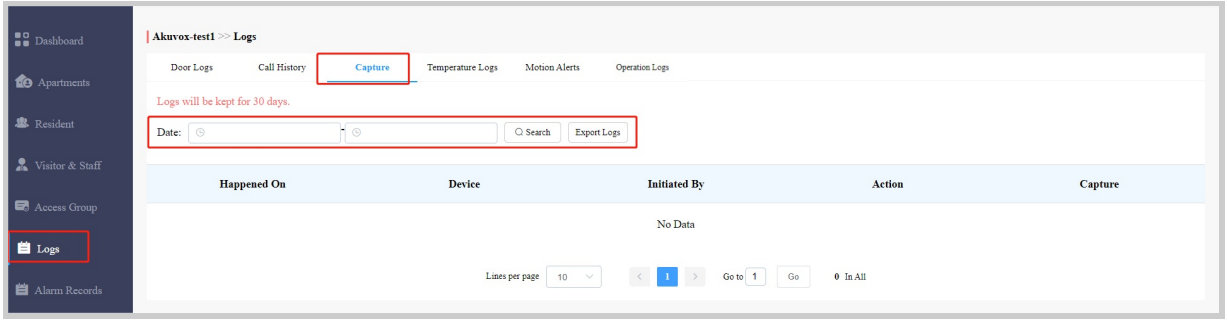
Items Description:

Column Name	Description
Happened On	Shows when the calls are made.
Caller	Shows who has made the calls. Note: When a caller or a receiver is a property manager, then the property manager's name will be displayed.
Receiver	Shows who have answered the call.
Call Duration	Shows how long the call lasted.
Capture & Video	Shows the captured images or recorded videos. This column is available when you are granted permission by your installers to view captures.

Check/Export Captured Images

Images are either initiated manually by residents or by the property management staff. You can check when, where, how, and by whom the images are captured.

1. Click on **Capture**.
2. Set the time range if needed.
3. Click on **Search**.
4. Click **Capture** to see the enlarged image.
5. Click on **Export Logs** to export logs.



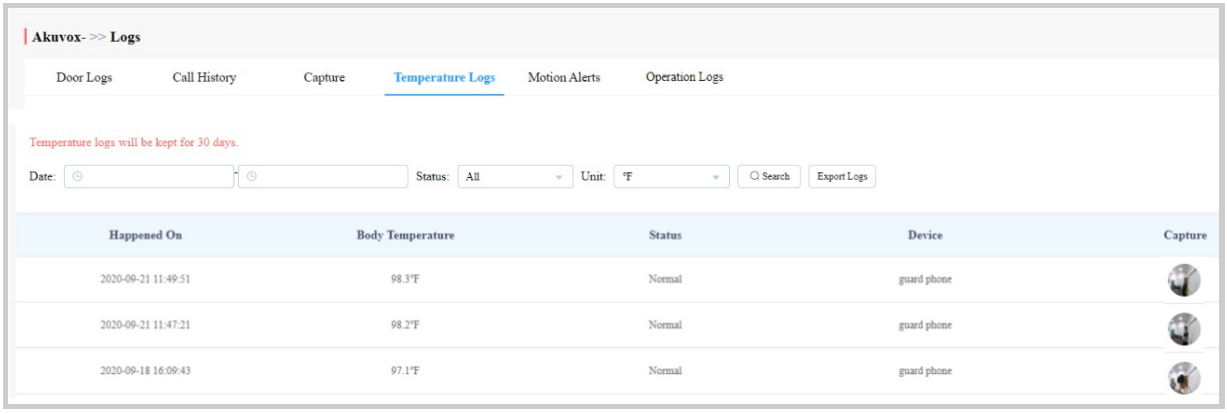
Items Description:

Column Name	Description
Happened On	Shows when the images are captured.
Device	Show you the door phone from which the images are captured.
Initiated By	Shows who has initiated the image capturing.
Action	Shows how image capturing is initiated; the capturing can be initiated from SmartPlus, the indoor monitor, etc.
Capture	You click on the image to see a larger picture.

Check Temperature Logs

You can check the temperature log of any people who have been checked on their body temperature before being granted the door access etc, for security purposes.

1. Click on **Temperature Logs**.
2. Set the temperature log time range if needed.
3. Select the **temperature measurement** unit.
4. Click on **Search**.
5. Click **Capture** to see the enlarged image.
6. Click **Export Logs** to export temperature logs.

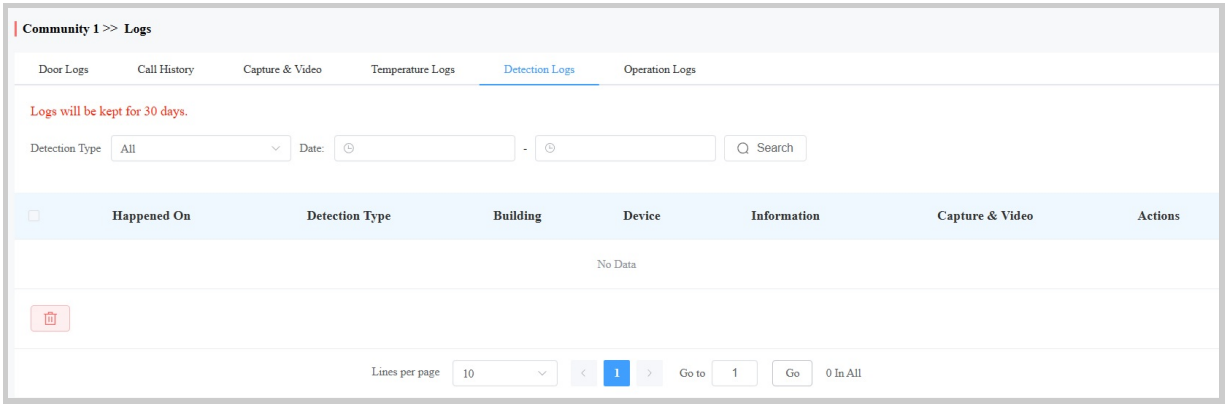


Check Detection Logs

You can check the logs of motion detection and package detection.

- **Motion Detection**: Someone's movement is detected by the door phone.
- **Package Detection**: Someone puts or takes the package in the detection area.

Click **Detection Logs**. You can search for logs of a specific time.



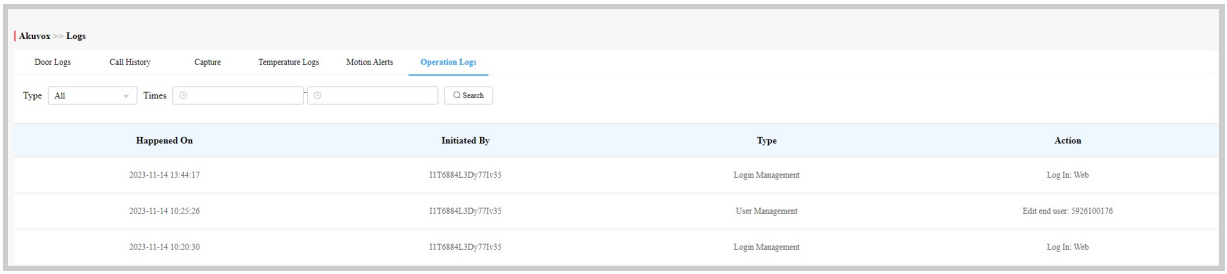
Items Description:

Column Name	Description
Happened On	Indicate when the detection happens.
Detection Type	Motion detection or package detection.
Building	Indicate in which building the detection happens.
Device	Indicate which device triggers the detection.
Information	Package In or Package Out.
Capture & Video	The snapshot or the video captured by the device. To view videos, the device should support the video storage function.
Actions	Click to delete the log.

Check Operation Logs

The Operation Logs sub-module allows you to check the operation record in the SmartPlus platform. The records mainly involve the changes made to the apartment, end user, and various access types such as PIN, RF card, Face, temporary PIN code, time zone, and password.

1. Select the **Operation Logs** type.
2. Select the **time range** and click on **Search**.



Column Name	Description
Happened On	Shows when the operational changes are made.
Initiated By	Shows who has initiated the operations by indicating the property manager account.
Type	Shows the specific type of operation.
Action	Shows the specific operations made.

Library

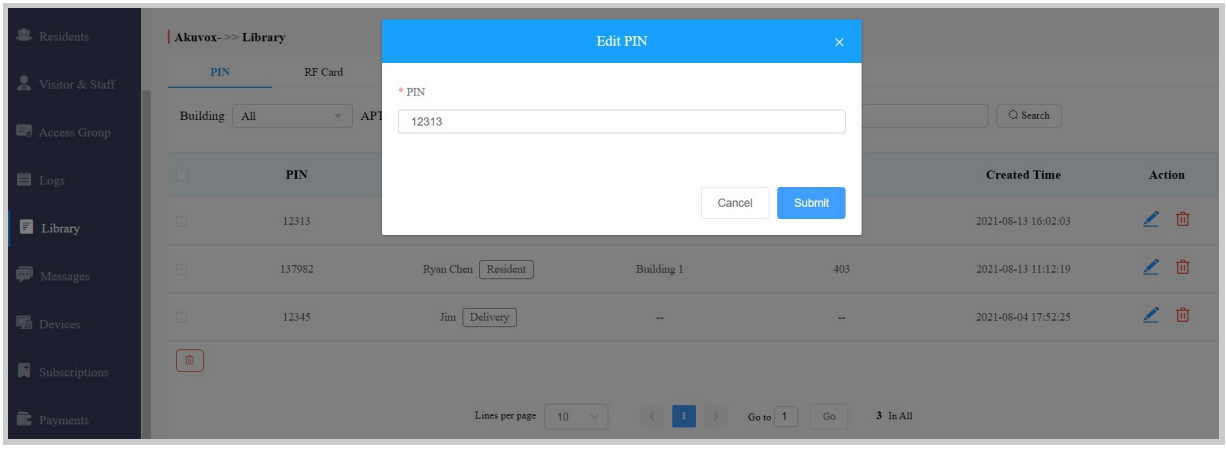
The library serves as a module where you can check, modify, and delete all types of created PIN codes and RF Cards conveniently at one stop.

Check/Modify/Delete PIN Code(s)

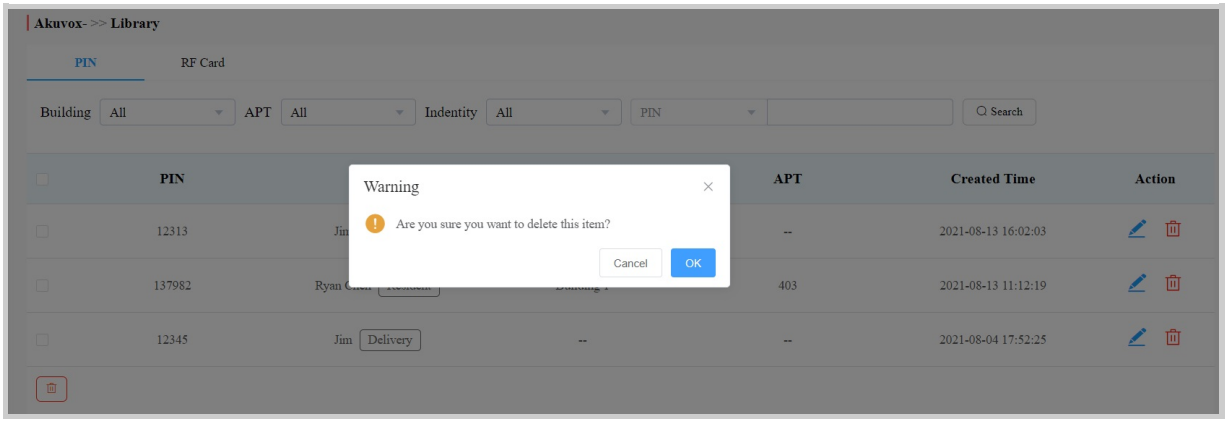
1. Click on **PIN**.

2. Search the PIN by building, apartment, identity, PIN code, and Name.

3. Click to edit the PIN code.



4. Click to delete the PIN code selected.

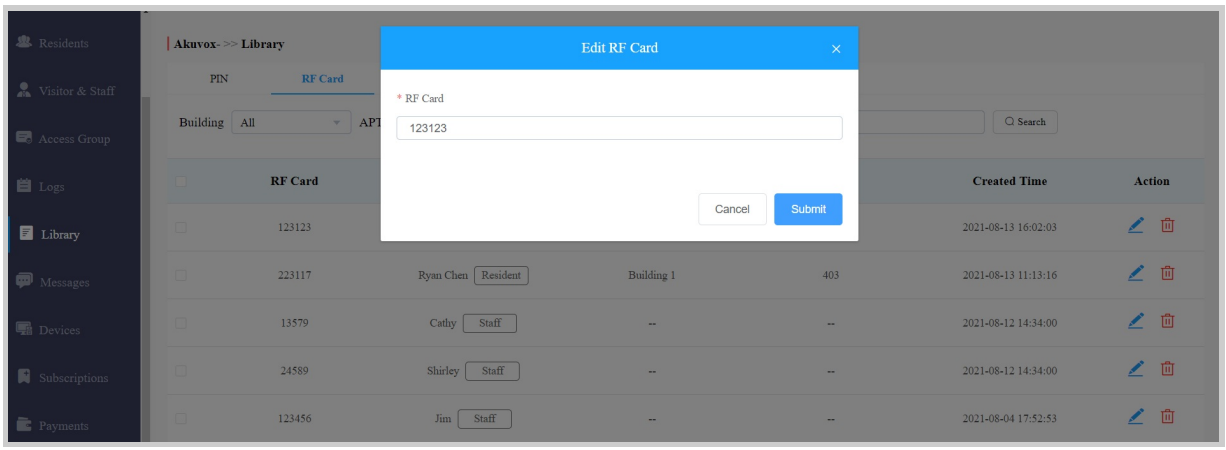


Check/Modify/Delete RF Card(s)

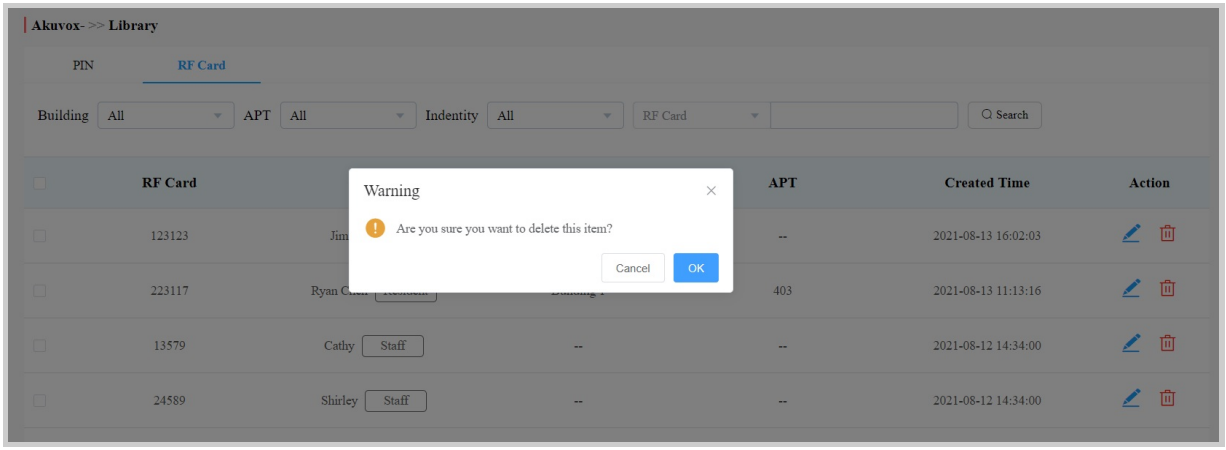
1. Click on **RF Card.**

2. Search the RF card by building, apartment, identity, PIN code, and name.

3. Click to edit the PIN code.

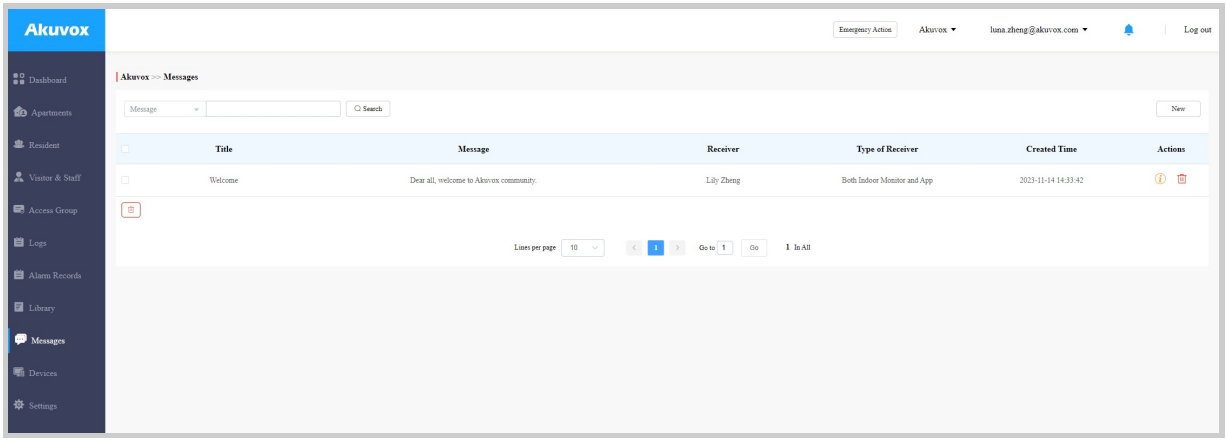


4. Click on to delete the RF card selected.



Messages

The messages module allows you to create and send messages to the residents living in the community. Moreover, you can check the messages that have been sent if needed.



Create/Edit Messages

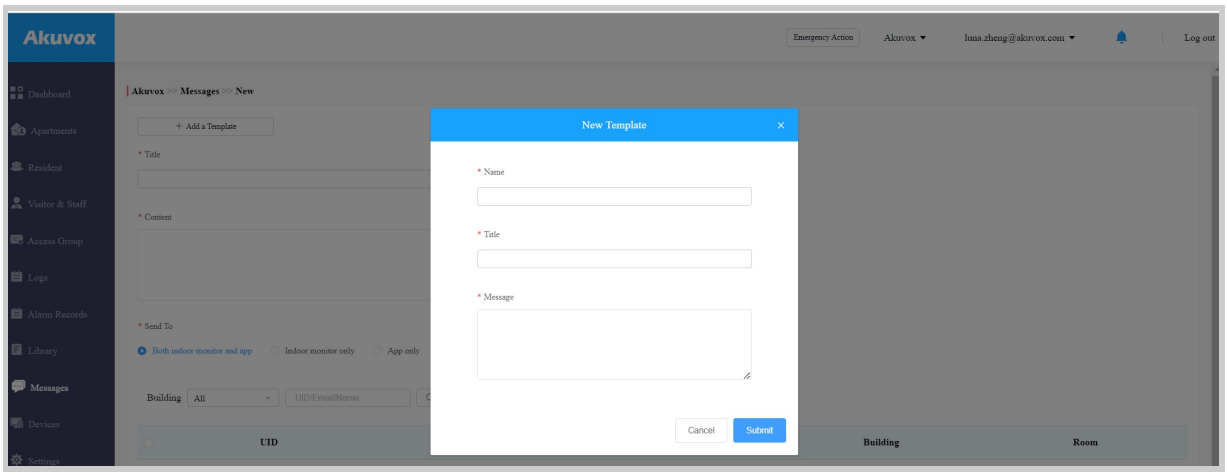
You can create one-time messages or message templates for your convenience.

1. Click on **New**.

2. Create the message title and content if you want to create a one-time message(s). Select the receiver type.

3. Click **+ Add A Template** if you want to create reusable message templates. You can create up to 30 templates.

4. Enter the template name, the message title, and the contents.



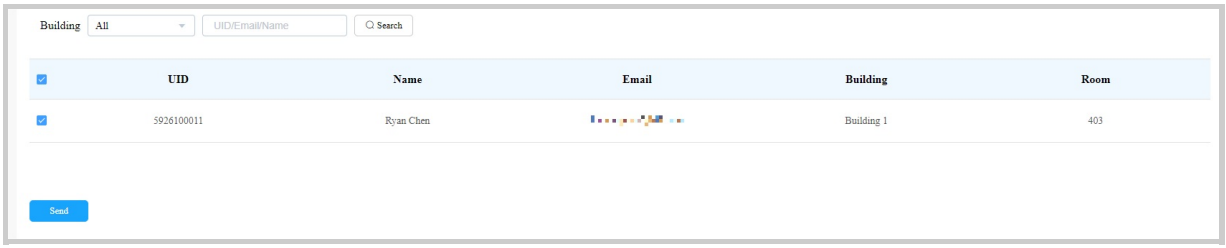
You can edit and delete the message template if needed.

1. Move the arrow to the created message template.
2. Click on if you want to delete the template directly.
3. Click on to edit the message template you created.

Send Messages

After the message is created, you can send the message to the targeted resident(s) as needed.

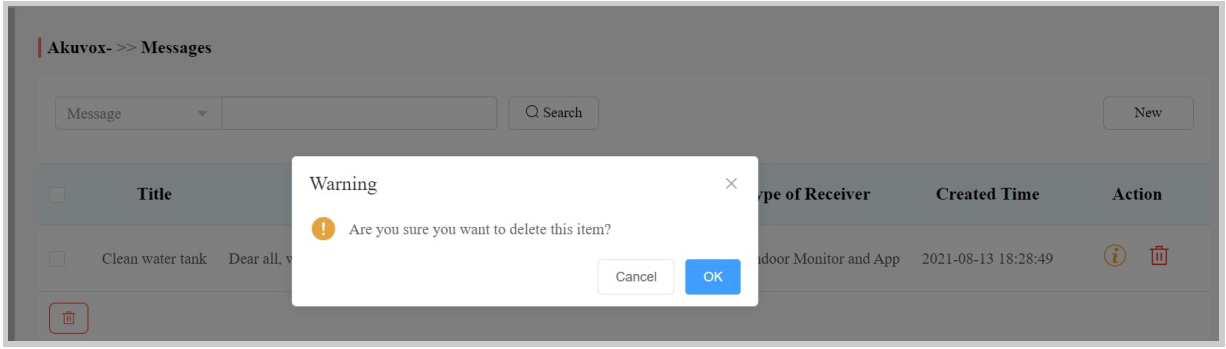
1. Select the **building(s)** in the community.
2. Select and tick the checkbox of the targeted resident(s) by their UID (user identification), name, and Email, or select **All** to include all the residents, then click **Search**.
3. Click on **Send** to send the message to the targeted resident(s).



Search/Check/Delete Messages

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

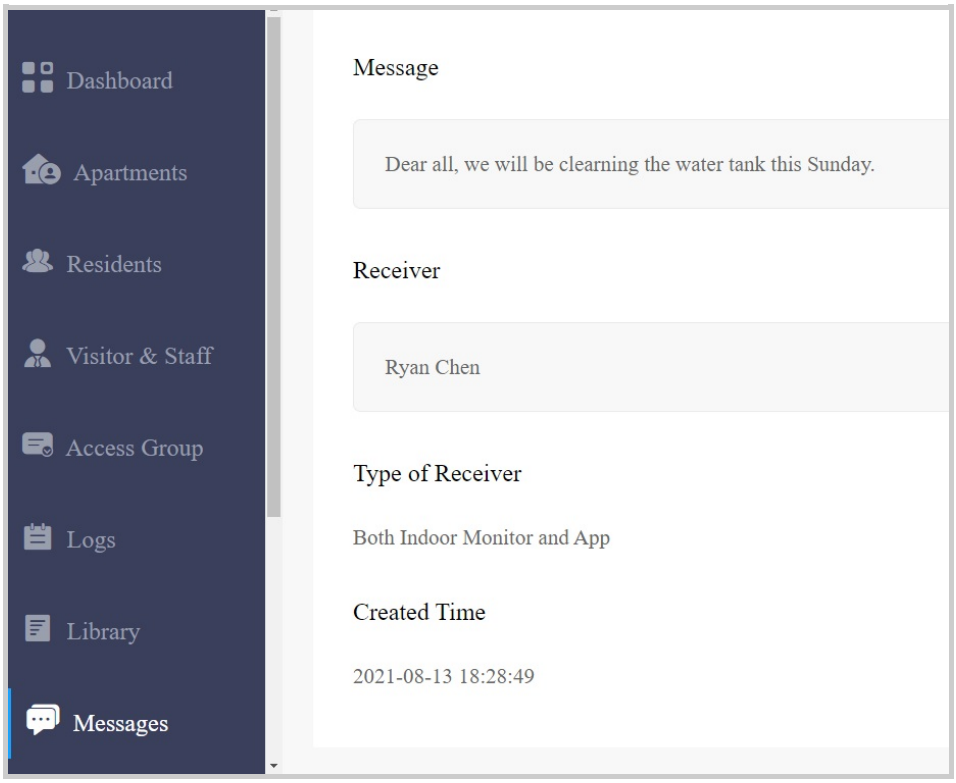
1. Enter the part of the message (or the complete message) for a fuzzy search.
2. Click on **Search** to find the message you need.
3. Click on if you want to see the details of the message(s).
4. Click on to delete.



Parameter Set-up:

Column Name	Description
Title	Shows the message title.
Message	Shows the message contents.
Receiver	shows who has received the messages.
Type of Receiver	Shows the receiver types: **Both indoor monitor and app**, **Indoor monitor only**, **App only**.
Created Time	shows when the messages were created.
Actions	Click to see the message details and to delete the messages respectively.

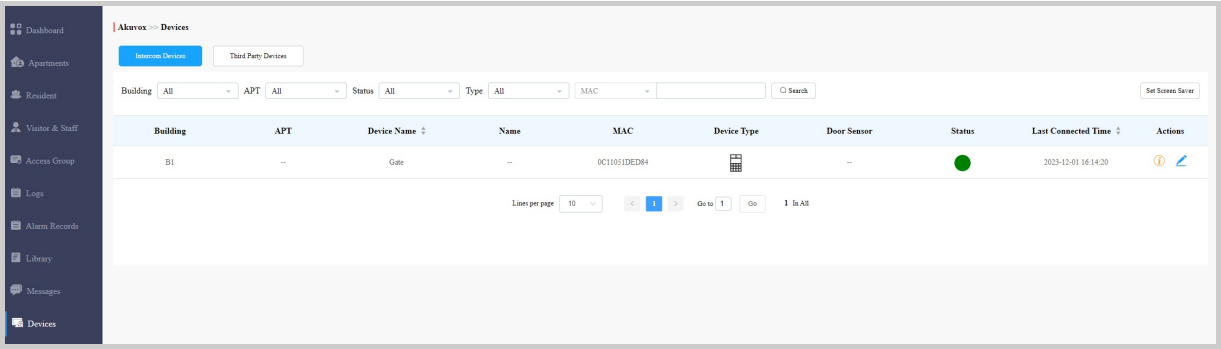
Message Details Sample



Device Management

Devices module allows you to manage all the devices added under your property management in terms of modifying device names, contact screen display, relays, and door unlock.

You can also conduct device settings via provisioning, reboot, reset, and remote control. And you can change the device name for the third-party camera.



Note

The akubela Hypanel Ultra(PH81-POE-ST) can be added to the cloud by installers to achieve smart home devices control on the SmartPlus App. If it is the device, you can click to view the Zigbee devices connected to it.

Modify Intercom Devices

You can modify the contact screen display, device name, relay name, DTMF code, and unlock type as previously set up by your community manager.

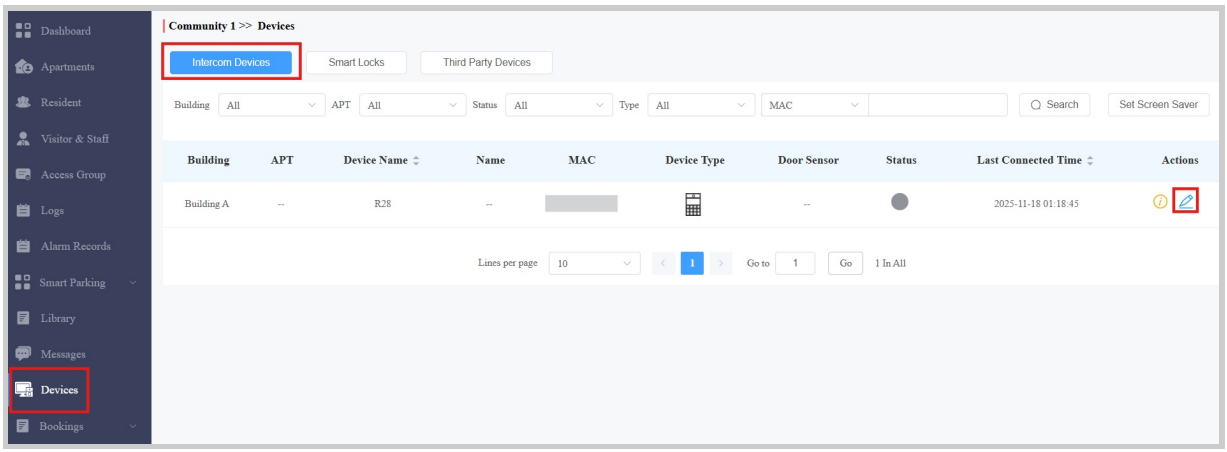
1. Click **Devices > Intercom Devices.**

2. Click **Search** to find the targeted device(s) for the modification.

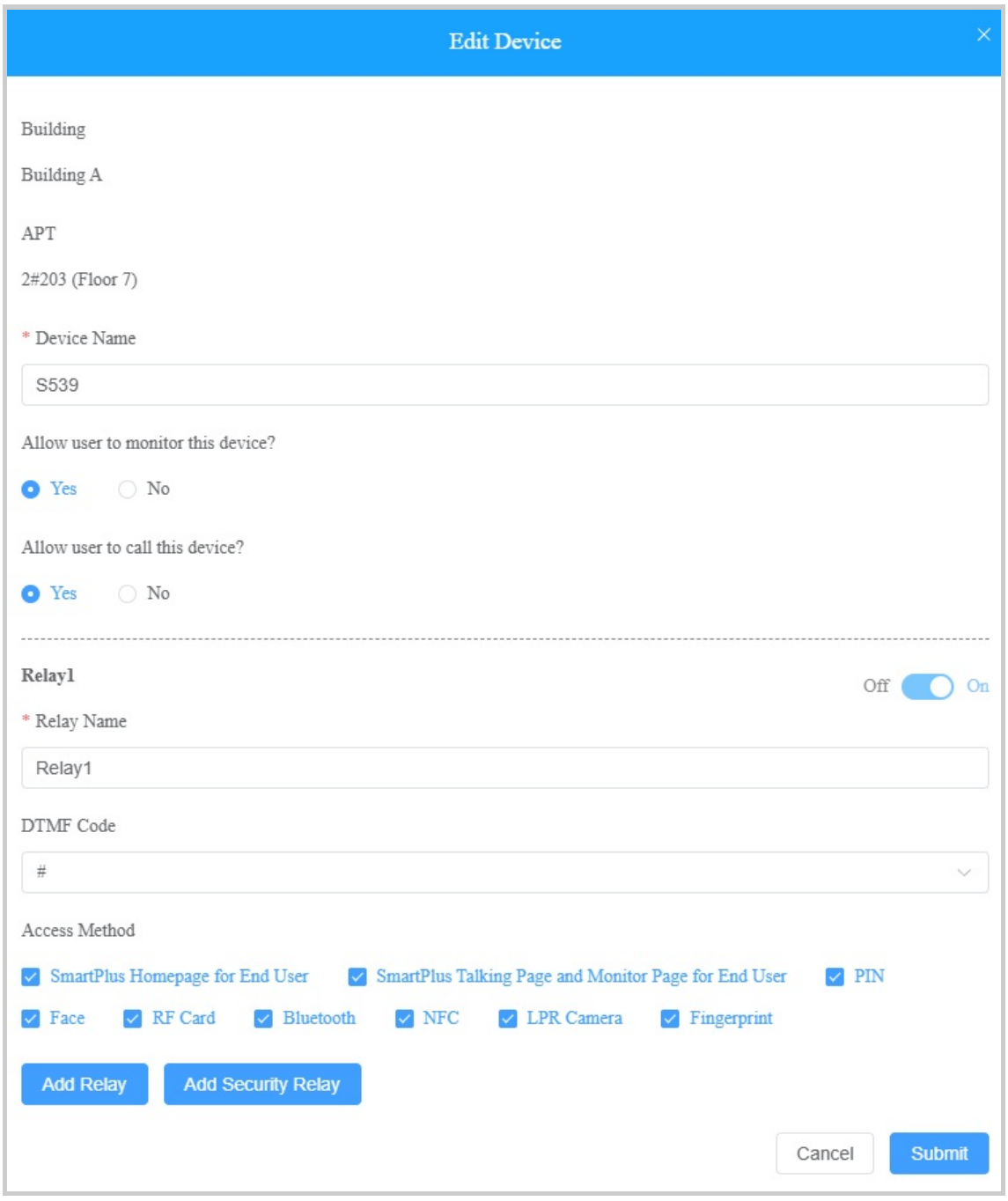
Note

- **Door Sensor** indicates whether the door is open or not.
  : Close : Open
- To learn about supported door phones and the steps for displaying door status, please refer to **Display and Check Door Status**.

3. Click .



4. Modify the settings.


Edit Device
Building
Building A
APT
2#203 (Floor 7)
* Device Name
S539
Allow user to monitor this device?
Yes
No
Allow user to call this device?
Yes
No
Relay1
Off
On
* Relay Name
Relay1
DTMF Code
#
Access Method
SmartPlus Homepage for End User
SmartPlus Talking Page and Monitor Page for End User
PIN
Face
RF Card
Bluetooth
NFC
LPR Camera
Fingerprint
Add Relay
Add Security Relay
Cancel
Submit

Regardless of the device type, you can check where the device is installed and modify the device name.

No.	Field Name	Description
1	Building	Indicates which building the device is located in.
2	APT	Indicates which apartment the device is located in.
3	Device Name	Distinguish the device from others.

If it is a door phone or an access control, you can configure the following options.

1	Allow users to monitor this device?	• You can decide whether the resident can view the monitoring video with their SmartPlus Apps and indoor monitors. It is Yes by default. • If No is selected, the **Monitor** button on users' SmartPlus Apps will be hidden, but users can still see the video during a call with an intercom device.

2	Contact Display Settings	The option is available for devices installed in the public area of specific buildings, and the device type is **Multi-tenants Doorphone**. Choose what to be displayed on the device's directory screen. **Note**: The following models with specific firmware versions or higher support the Directory selection feature: • E16 V2: 216.30.10.109 • E18: 18.30.10.236 • R29 : 29.30.10.205 • R28 V2: 228.30.10.139 • X912: 912.30.11.49 • X915 V2: 2915.30.10.205 • X916: 916.30.10.212 • S532: 532.30.10.228 • S535: 535.30.10.233 • S539: 539.30.10.231
3	Allow user to call this device?	• You can decide whether the resident can call the door phone with their SmartPlus App. It is **Yes** by default. • If **No** is selected, the Call button on users' SmartPlus App will be hidden.
4	Relay Name	Name the relay to distinguish it from others.
5	DTMF code	Enter the DTMF code for the door access.
6	Access Method	Select specific unlock methods to trigger the 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. **Note:** If **the SmartPlus Homepage** or **SmartPlus Talkingpage** is not checked, the corresponding icons will not appear on the app home page.

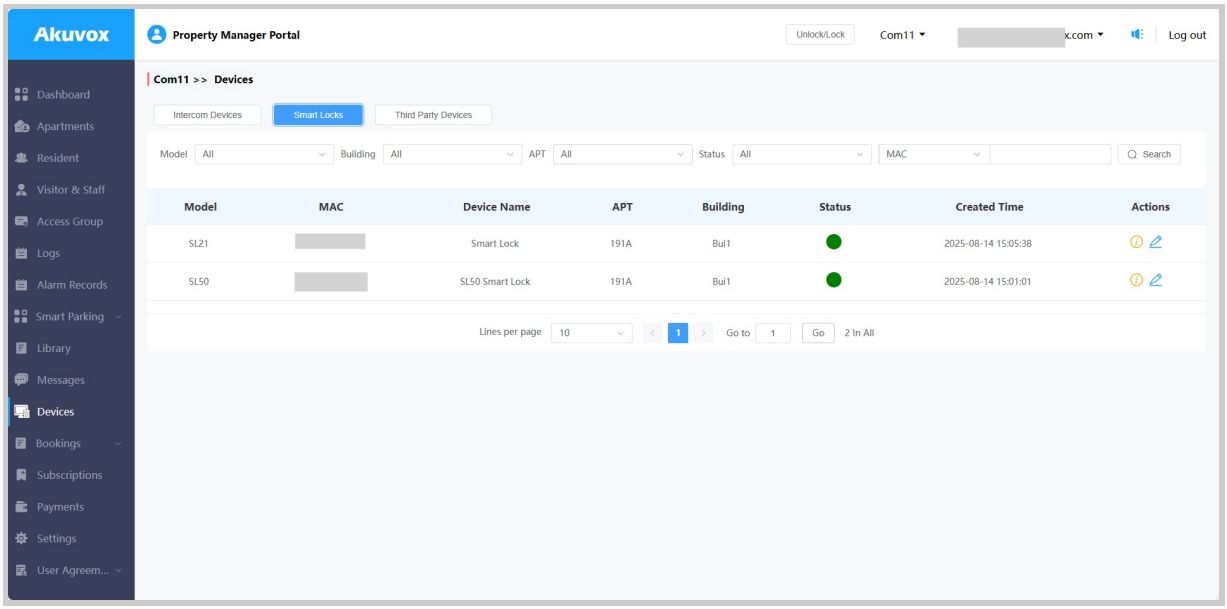
7	Relay Schedule	Apply the access group to the desired relay. Click here to view the models supporting this feature and the configuration steps.

If it is an indoor monitor, you can configure the following options.		
1	Relay	Turn on or off the device's built-in relay and name the relay. When the relay is enabled, specify its function from Door, Light, or Other.
2	External Device	When the device is connected to an external relay controller, enable this option. **Note**: Please click here for the detailed external relay configuration.
3	External Device Type	Select the device type. Akuvox-MK485-G2R-8J8C V3.0 supports up to 8 relays, HF-8000 up to 4, and akubela RSAC-C1-R8 up to 16.
4	External Device Mode	• When Akuvox-MK485-G2R-8J8C V3.0 is select, RS485, RS485+input(Non-Latching), and RS485+input(Latching) options are available. • When HF-8000 is selected, RS485 and Ethernet options are available. • When RSAC-C1-R8 is selected, RS485 is by default.
5	IP Address	When Ethernet is selected as the external relay mode, enter the IP address.
6	Port	When Ethernet is selected as the external relay mode, enter the port.
7	Relay Name	Name the external relay to distinguish it from others.
8	Relay Function	Define the relay function according to the device connected to the relay.

Modify akubela Smart Locks

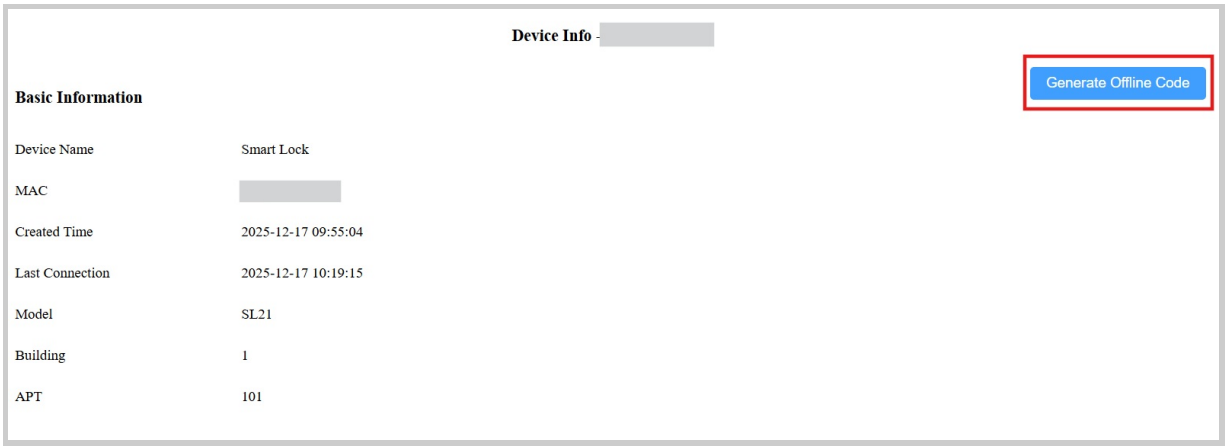
You can check and edit the akubela smart locks(SL20, SL21, and SL50) added by your installers or residents.

1. Click **Devices > Smart Locks**.
2. Click to view the lock details; click to change the lock name.

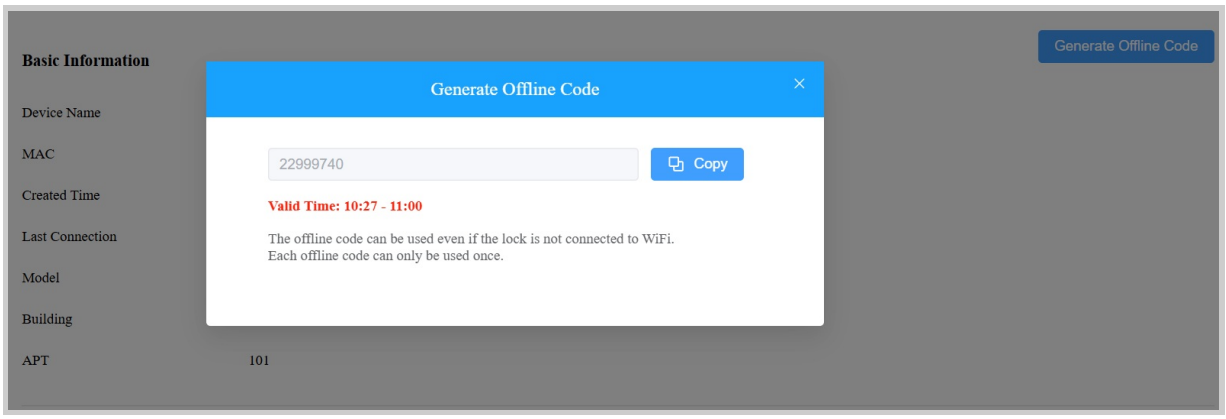


For SL21 locks, you can generate the one-time password for tenants.

1. Click **> Generate Offline Code**.



2. Copy and send the code to the tenant who must use the code during the valid time.



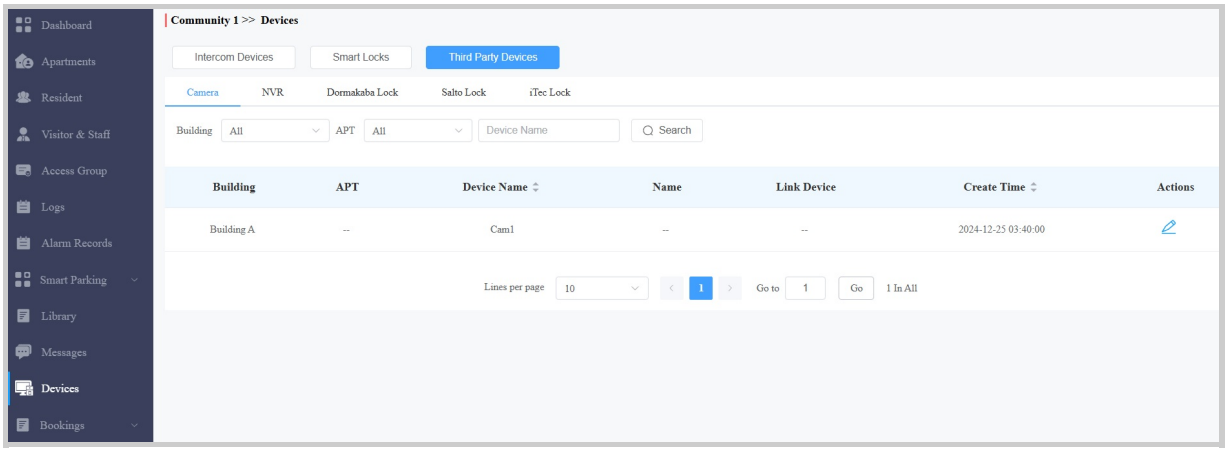
Modify Third-Party Device

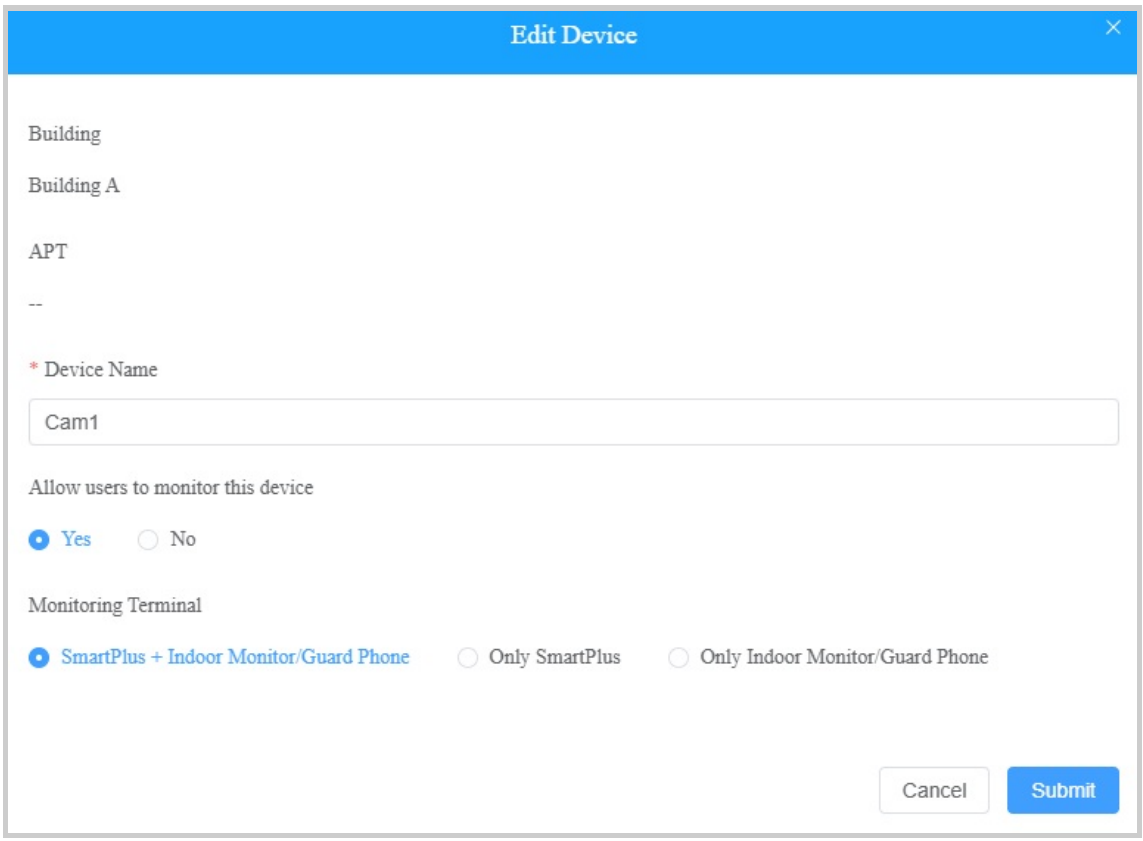
You can check and edit the third-party device's information after installers add the devices to your projects.

Third-party Cameras

1. Click **Devices** > **Third Party Devices > Camera.**
2. Click **Search** to find the targeted device(s) for the modification.
3. Click . You can:

- change the device name;
- set whether users can view the monitoring stream through their indoor monitors and SmartPlus Apps.
    - If **Yes** is selected, specify through which devices users can monitor.



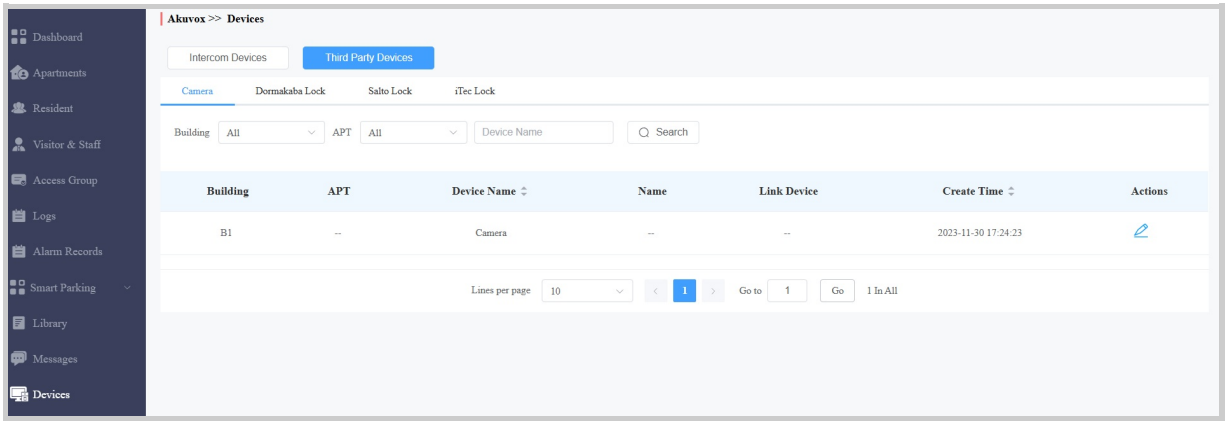


Third-party Locks

1. Click **Devices > Third Party Devices.** Select the lock brand.

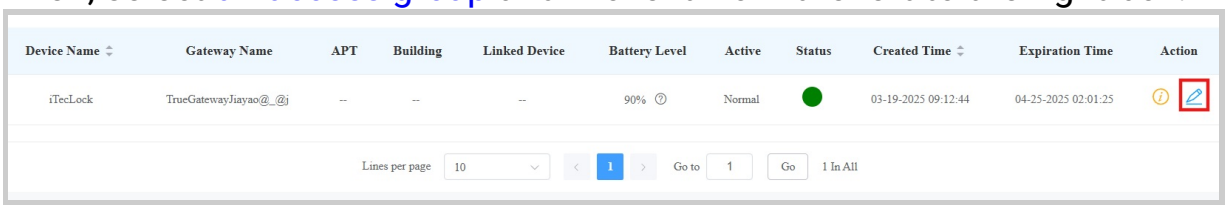
2. Click to modify the device's name.

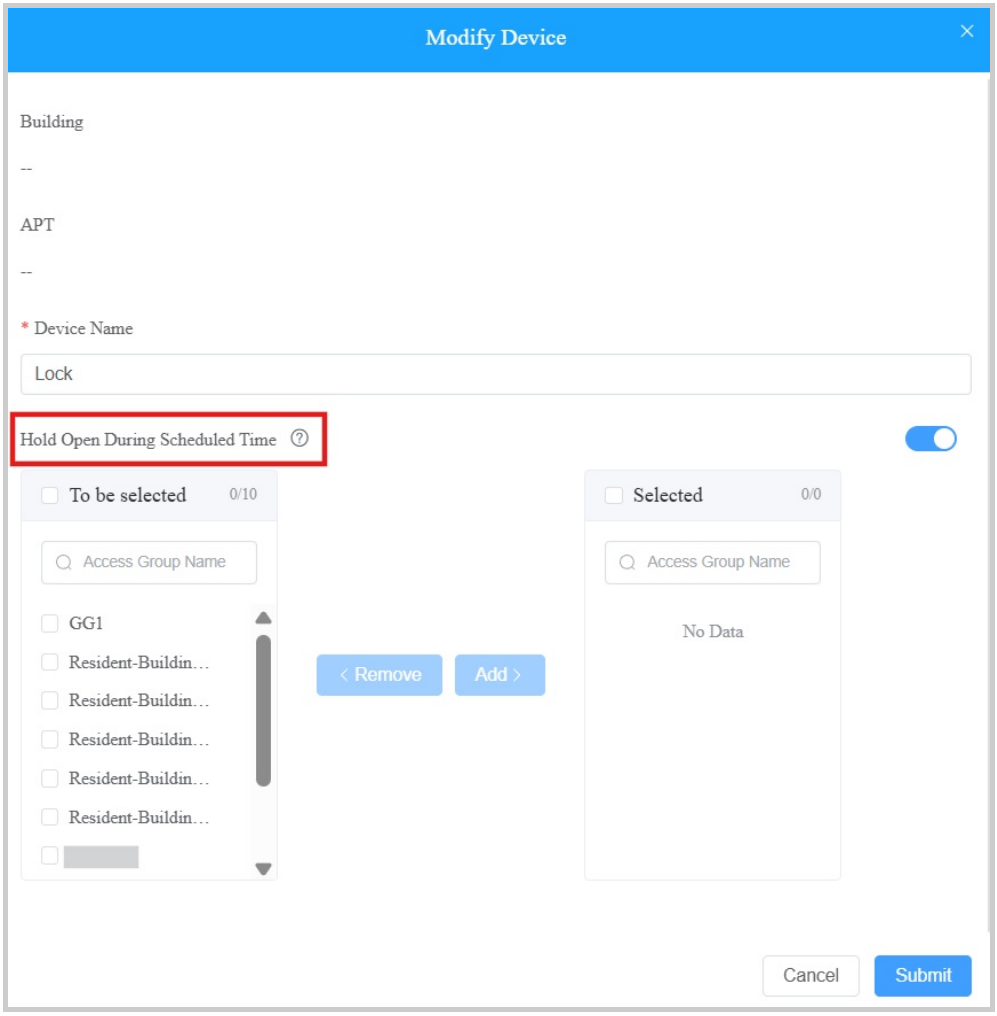
3. Click to view the device's information.



For iTec locks, you can set the lock to be open during scheduled times by clicking .

Then, select an access group and move it from the left to the right box.

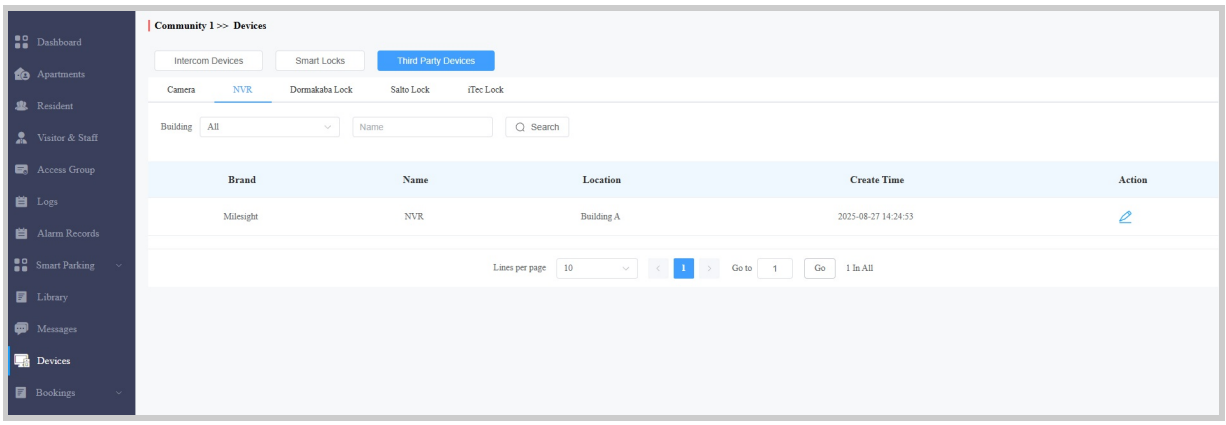


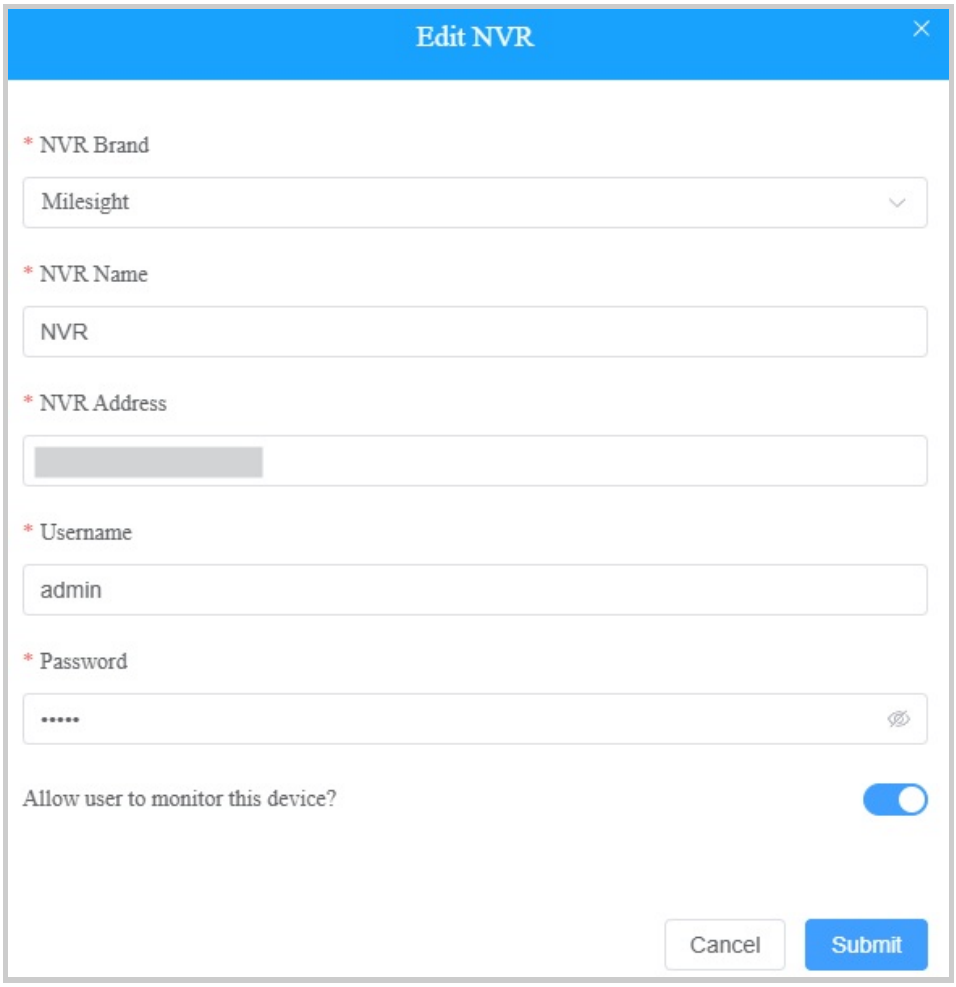


Third-party NVR

You can check the Milesight and Hikvision NVR information and modify its settings after your installer adds it to the cloud.

1. Click **Devices > Third-Party Devices > NVR**.
2. Click to change the device's settings. You can set whether residents can view the live stream of the device if the device is installed in a public area.

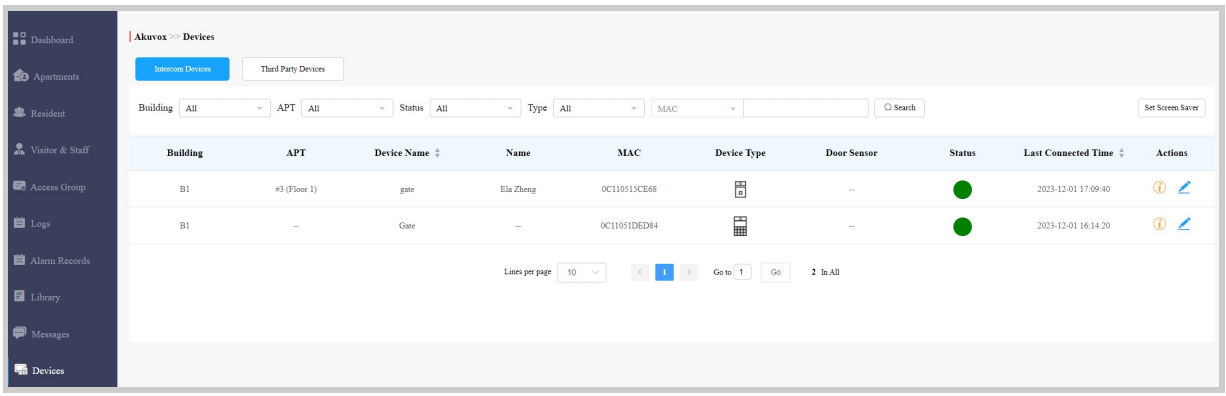




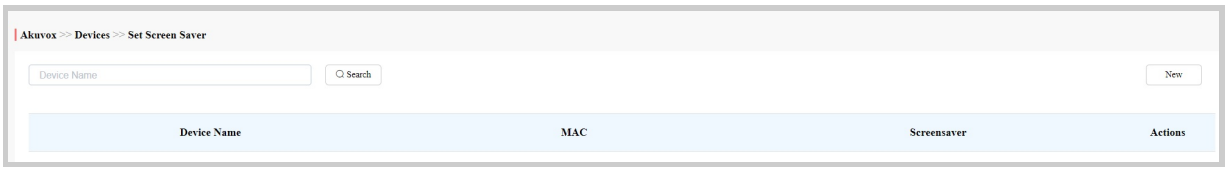
Add Screensaver to Device

You can upload screensavers and synchronize them to the intercom devices. For example, you can select and synchronize welcome screensaver pictures to door phones for a special day, festival, holiday, or for some other commercial purposes.

1. Click **Devices > Set Screen Saver**.



2. Click **New**.



3. Select the door phones to set up.

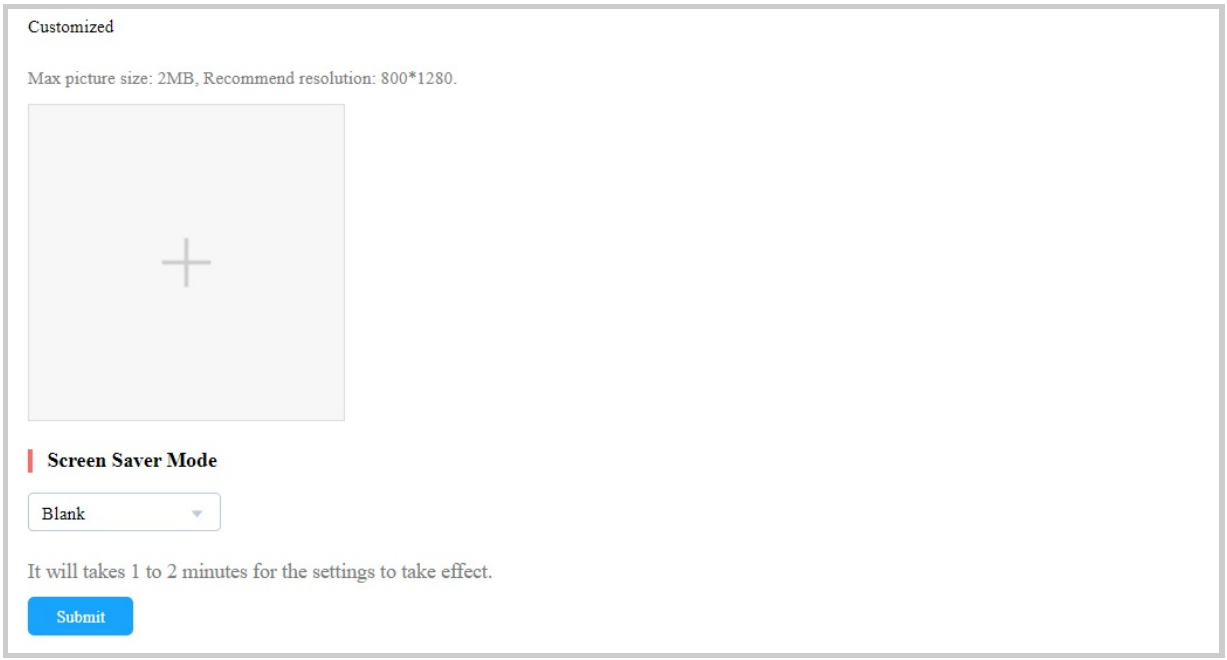
Compatible models and versions(or higher):

- R29: 29.30.3.104
- X915 V1.0: 915.30.1.408
- X915 V2.0: 2915.30.10.8
- X912: 912.30.10.225
- S535: 535.30.10.233

4. Select from the default screensavers or upload custom screensavers you like. (2 pictures minimum and 5 pictures maximum).

5. Select the screen saver display mode.

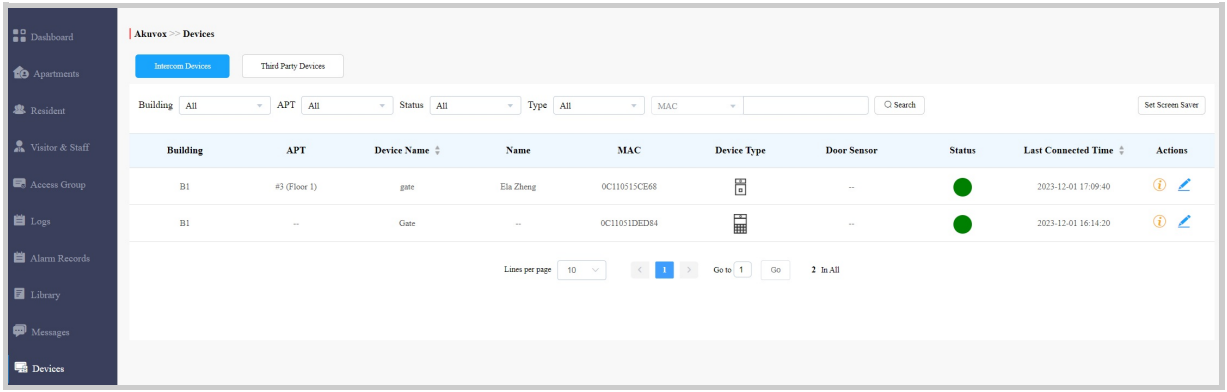
- If you select the Image (the fault mode), the door phone will display the screen-saver pictures you've added.
- If you select **None**, the screensaver will be disabled.
- If you select **Black**, the screensaver will be black.



Device Setting

The device module allows you to configure the device data transmission types, reboot and reset the device, remotely control the device's web interface, and conduct provisioning for the devices.

1. Click of the specific devices.



2. Click on **Settings**.

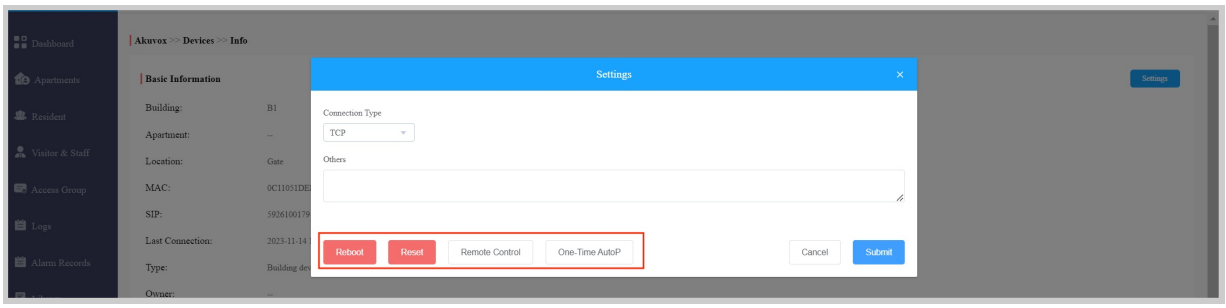
Note

- If the device model is R20K or R20B and connected to an expansion module(MD06/MD12), a **Push Button Setting** option will be available for you to set up the expansion module.
- Click here to view the details of setting up the expansion unit.

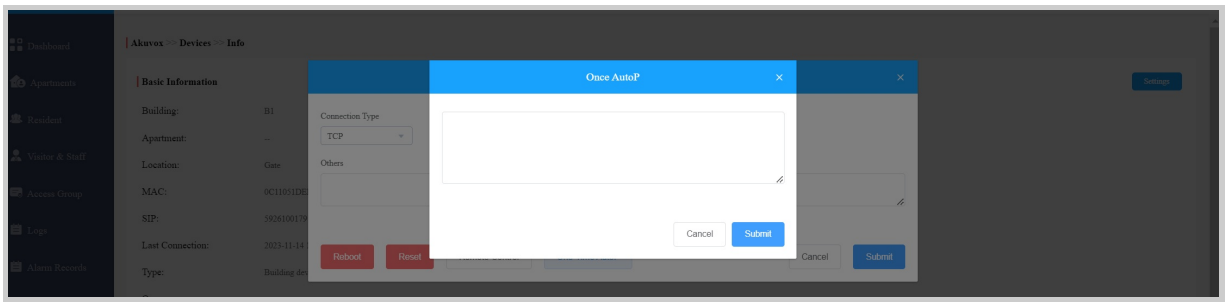
3. Configure the device data transmission type in the **Connect Type** field.

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

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



6. Click on **One Time Autop** if you only 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 once with no repetition.

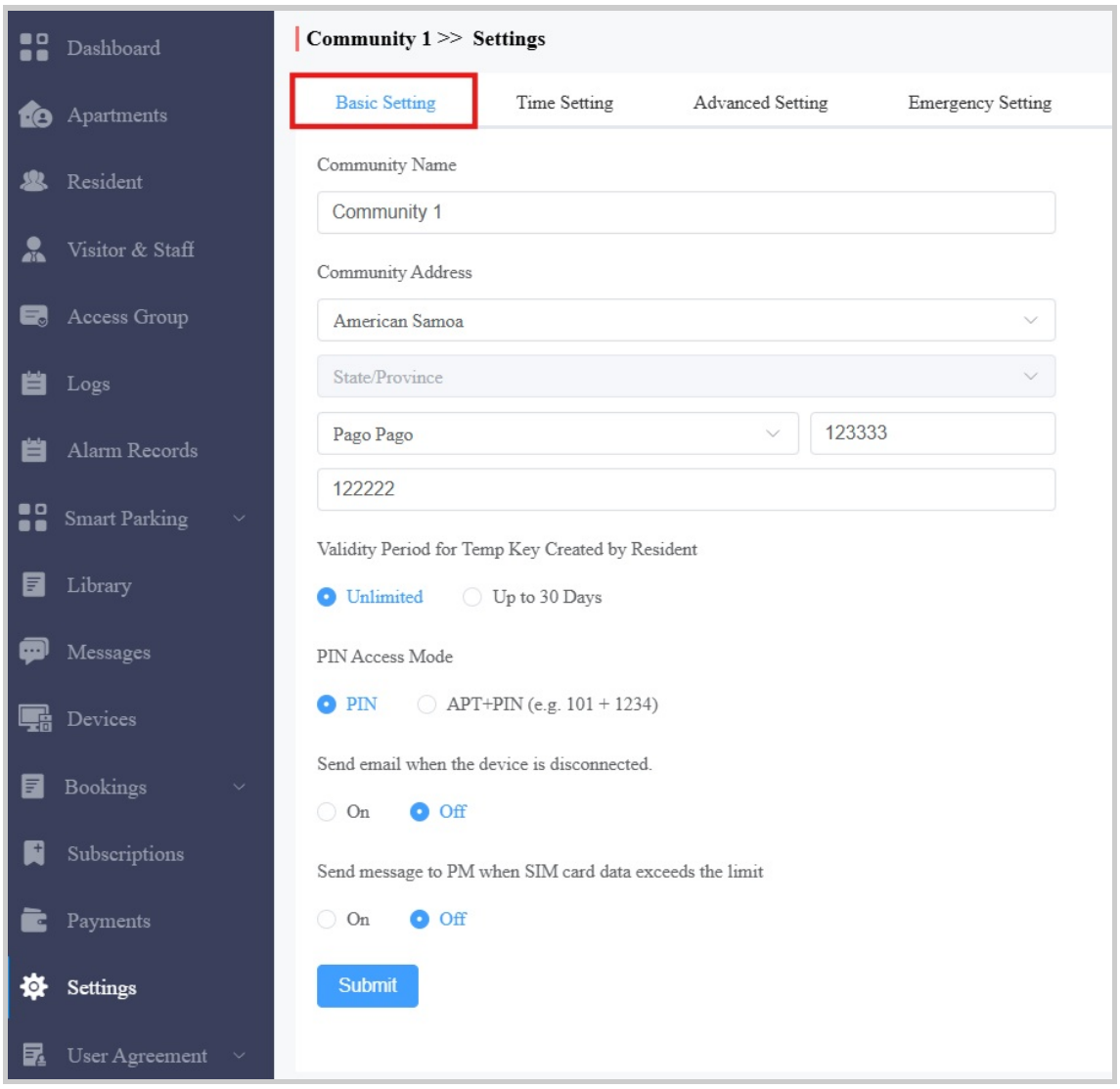
Settings

The Setting module allows you to configure and modify basic settings, time settings, motion detection, visitor access, and emergency settings.

Basic Setting

You can configure and modify the community information, residents' permissions, and email notifications.

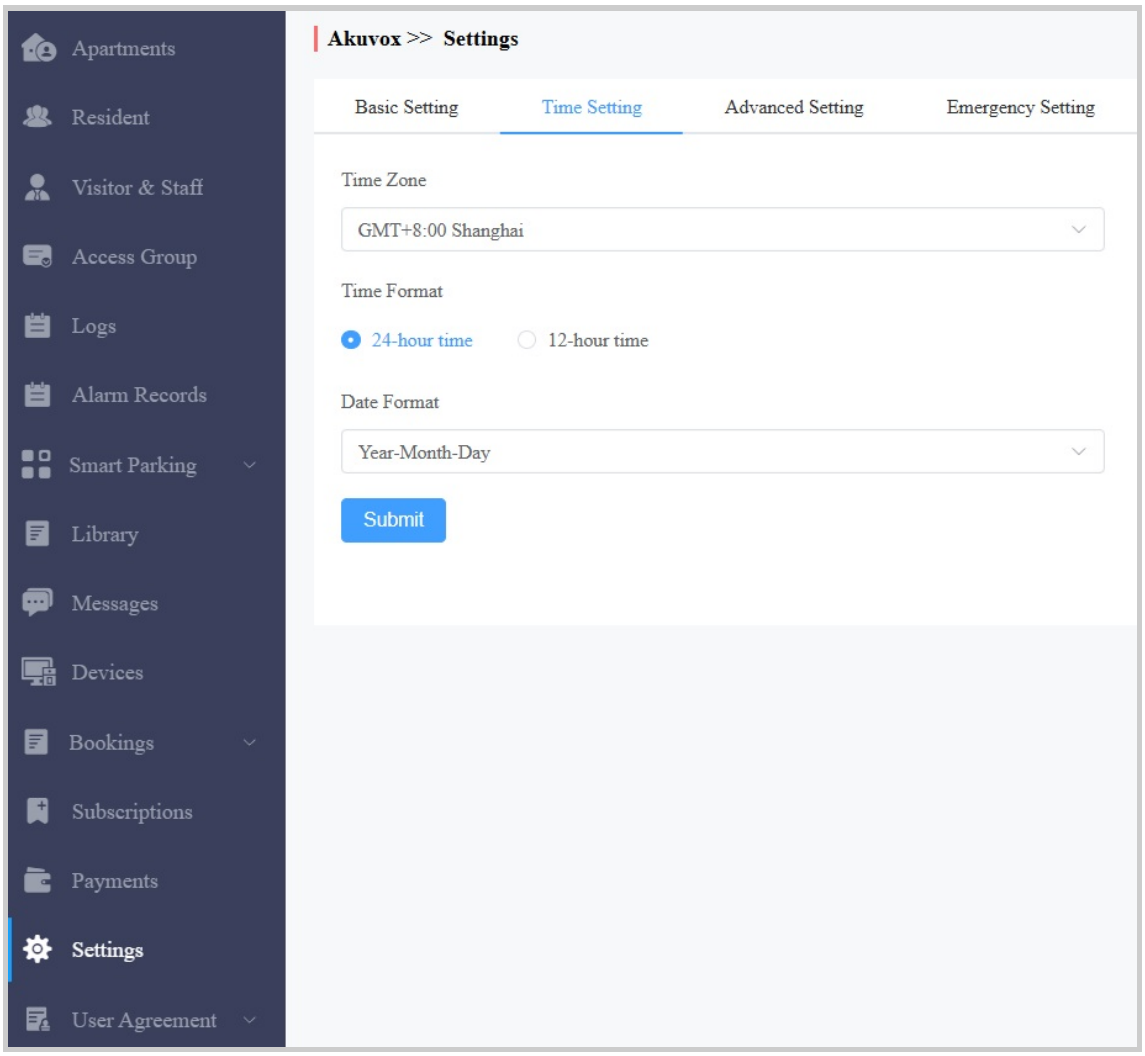
- **Validity Period for Temp Key Created by Resident**:
  - **Unlimited**: The temp key's validity time follows the settings on the resident's SmartPlus App.
  - **Up to 30 Days**: The temp key is valid for 30 days at most.
- **PIN Access Mode**:
  - **PIN**: Directly enter PIN for door access.
  - **APT+PIN**: Enter the apartment number and the PIN code for door access.



Time Setting

You configure and modify your time settings based on your geographical location and time zone.

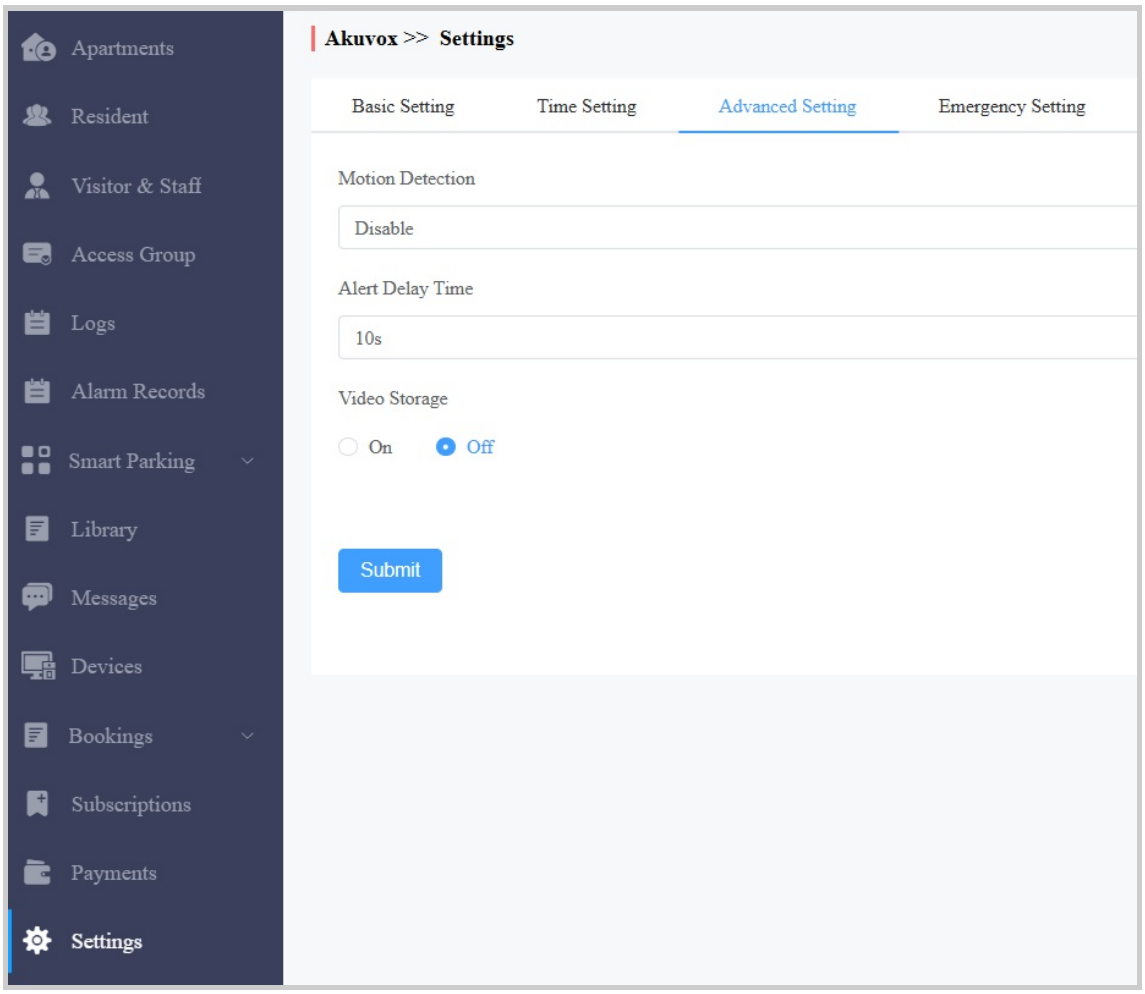
1. Click on **Time Setting**.
2. Select your time zone.
3. Select your time format (24-hour or 12-hour format).
4. Select your data format(Y/M/D; M/D/Y; D/M/Y).
5. Click **Submit** for validation.



Motion Detection

You can not only enable and disable motion detection on the door phone but also set up the device's motion detection type and alert trigger delay if needed.

1. Click on **Advanced Setting**.
2. Click **Enable** or **Disable** the motion detection.
3. Select motion detection type: IR detection (IR sensor) or video detection.
4. Set the alert trigger delay time when the sensor is triggered.



Emergency Action

You can make doors open or close automatically or manually during emergencies. For example, during a fire emergency, the doors can be opened automatically once an emergency alarm is triggered on any one of the door phones so that people can be quickly evacuated to a safer place. Also, you can open doors manually on the SmartPlus Cloud in an emergency.

1. Go to **Settings > Emergency Setting**.

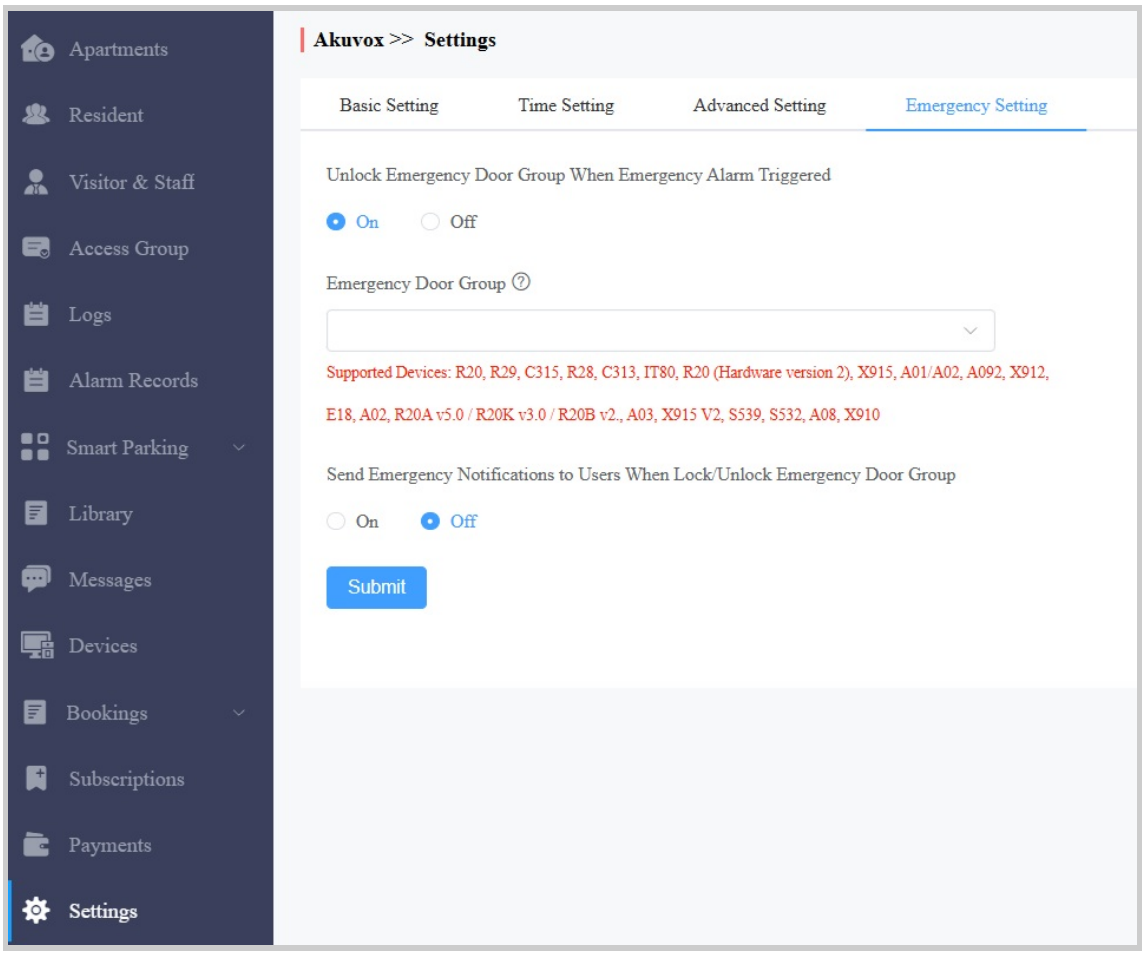
2. Select automatic door unlock or manual unlock.

   - Select **On** to open doors automatically when an emergency occurs.
   - Select **Off** to open doors manually on the SmartPlus web portal. You can click **Unlock/Lock** near the top of any interface to open or close the doors manually.

3. Set the **Emergency Door Group**. You can select **All Doors** or specific doors to open during an emergency.

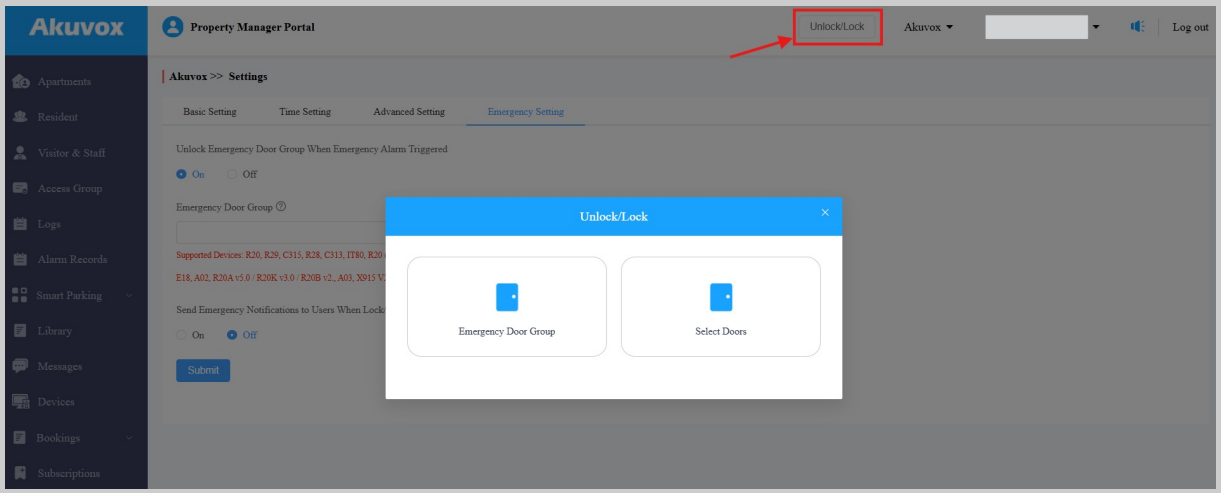
4. Select whether to send notifications to users' SmartPlus Apps and indoor monitors. When enabled, both devices will sound an alert when the emergency unlock happens.

> **Note**
>
> Click **here** to view models that support this feature and detailed configuration.



Click **Unlock/Lock** to open or close doors manually.

- **Emergency Door Group**: Open/close doors you select in the emergency door group.
- **Select Doors**: Open/close specific doors.



Video Storage

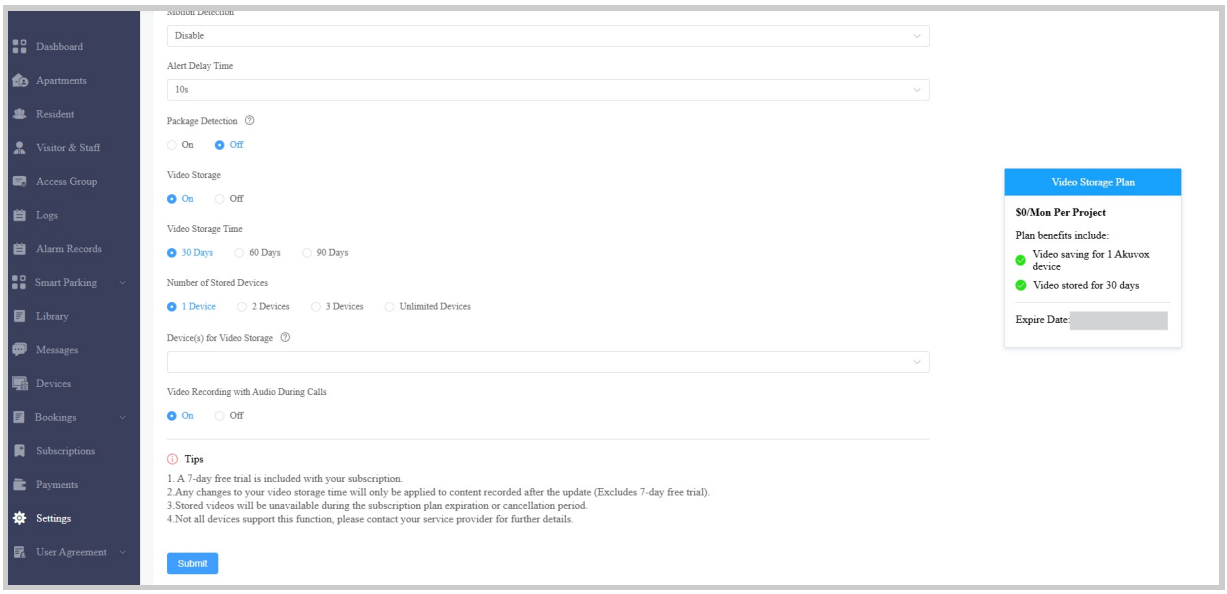
The video storage feature allows Akuvox devices to automatically record 10 seconds of video when opening doors, calling, and detecting motion. You can also record videos with SmartPlus Apps.

> **Note**
>
> - Your installers can set this feature for you. If it is disabled by your installer, you cannot set it up.
> - Only when your installer sets the Charge Mode to **Pay by PM** can you pay for this feature.

1. Click on **Advanced Settings**.

2. Set up the video storage feature if it is enabled. The first-time activation includes a 7-day free trial.

- **Video Storage Time**: 30 Days, 60 Days, and 90 Days are available. It is 30 days by default.
- **Number of Stored Devices**: Choose the number of devices that record videos.
- **Device(s) for Video Storage**: Select the specific device(s).
- **Video Recording with Audio During Calls**: Decide whether to record videos with audio during calls.



Note

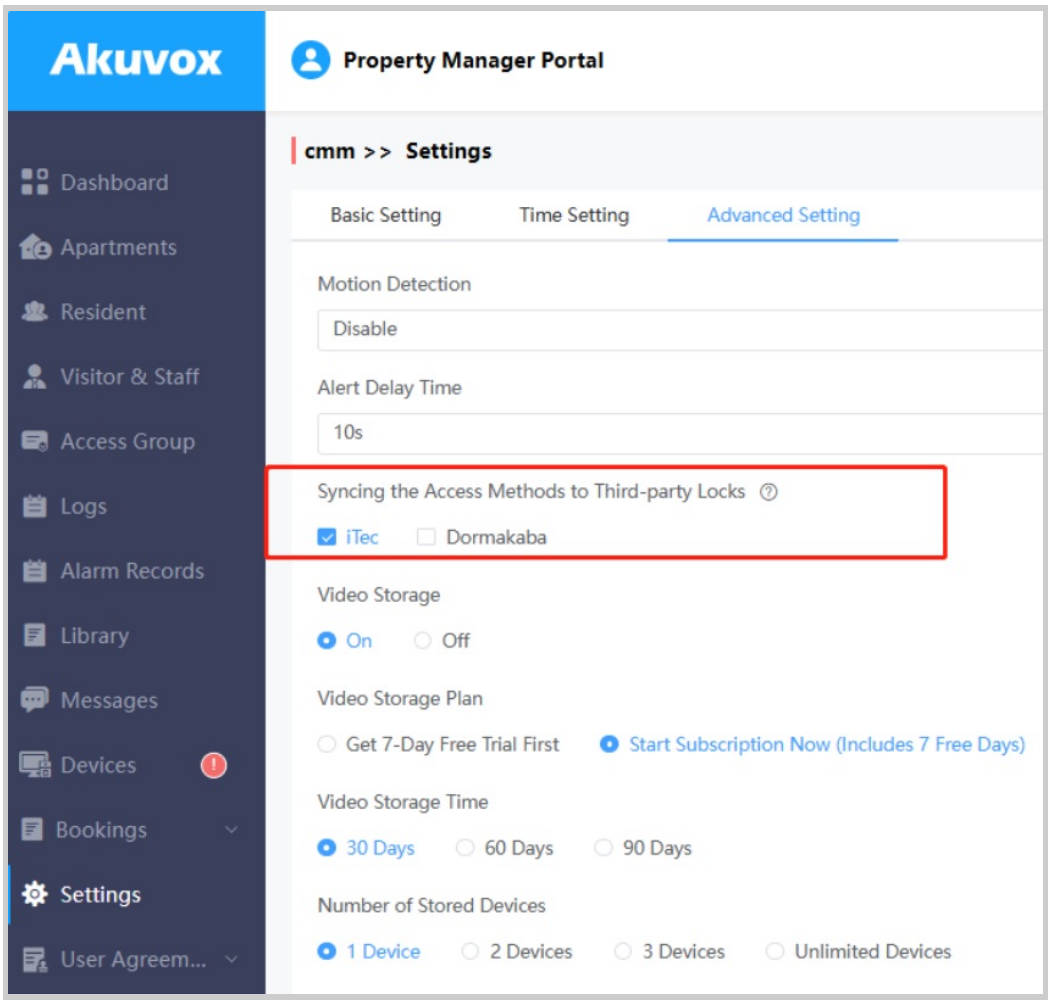
Click here to view the detailed configuration of this feature.

Synchronize User Access Methods to Open Third-party Locks

You can control whether to synchronize the user PIN and RF card to open third-party locks(Dormakaba and iTec). Once enabled, users can directly open locks with their PINs and RF cards created by you on the SmartPlus Cloud.

1. Click **Advanced Settings**.

2. Check the desired option(s).



3. Click Submit to start the synchronization. It may take a few seconds. After the progress reaches 100%, the failed synchronization will be displayed.

Note

Dormakaba lock:

- PIN: Must be 6 digits.
- RF Card: Must be 20 characters.

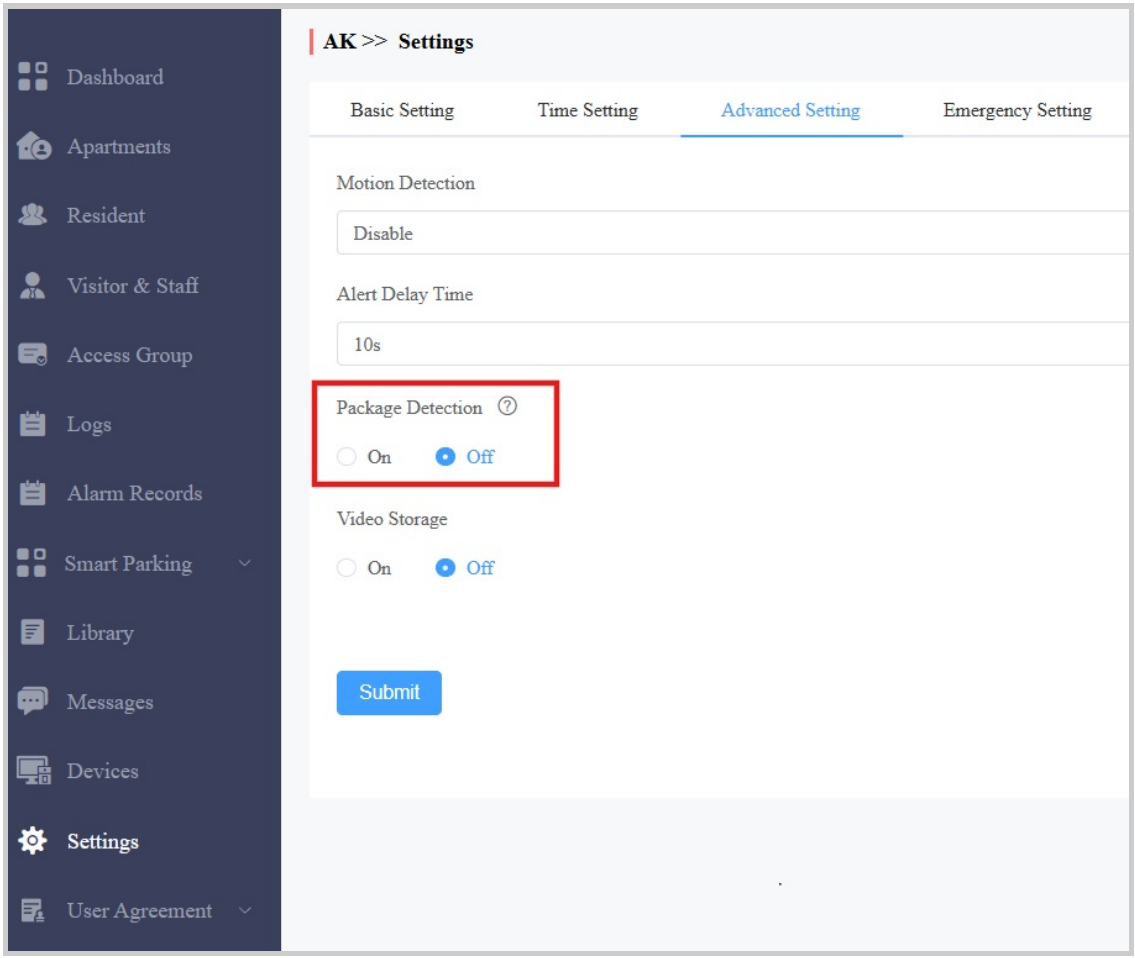
iTec lock:

- PIN: Must be 4-8 digits.
- RF Card: Must be 1-16 characters long and contain only 0-9 and A-F.

Package Detection

With this feature, the X910 door phone installed in public areas can send notifications to you and residents when packages are detected by the device's camera.

Click **Advanced Setting** and enable/disable the feature.

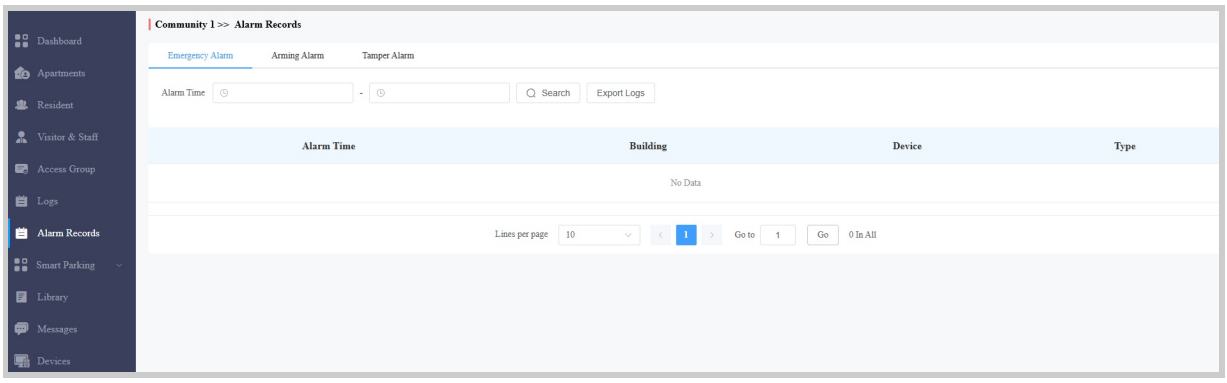


Alarm Records

You can check and export alarm records if needed.

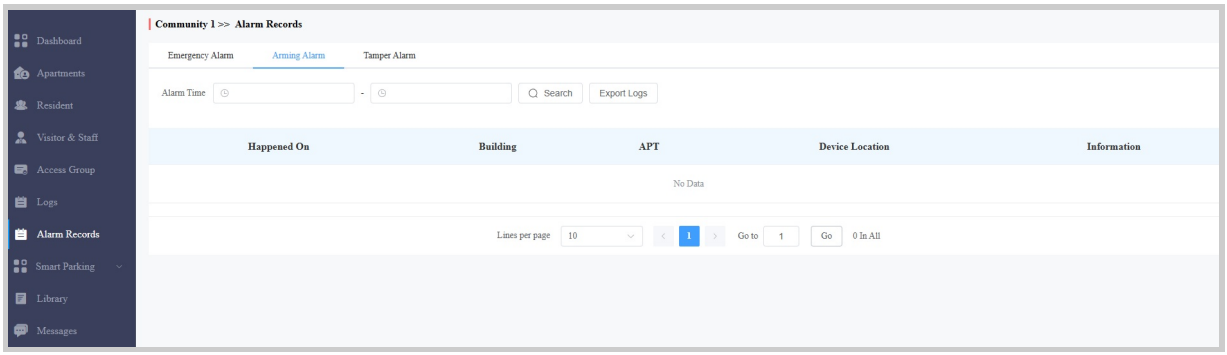
Emergency Alarm

It displays the fire alarms uploaded by the device.

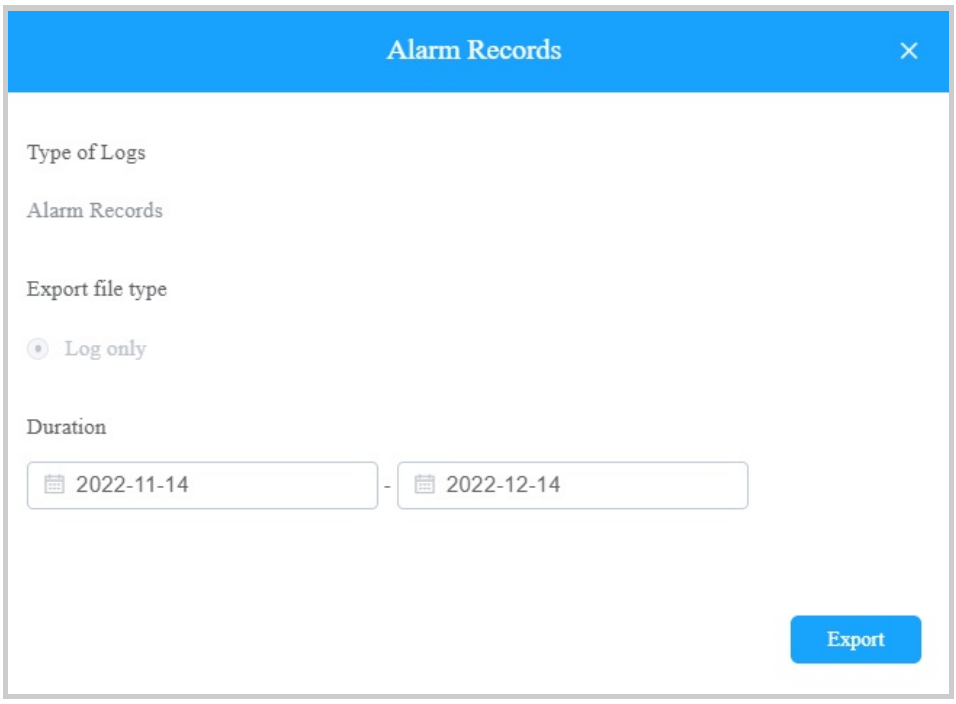


Arming Alarm

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



1. Click **Alarm Records.** Select the desired alarm mode.
2. Select the alarm records' time interval, then search for the alarm record you need.
3. Click **Export logs** if you want to export the alarm records, if needed. You can select the alarm time interval before exporting alarm records.



Note

A red dot means there are unsolved alarm records.

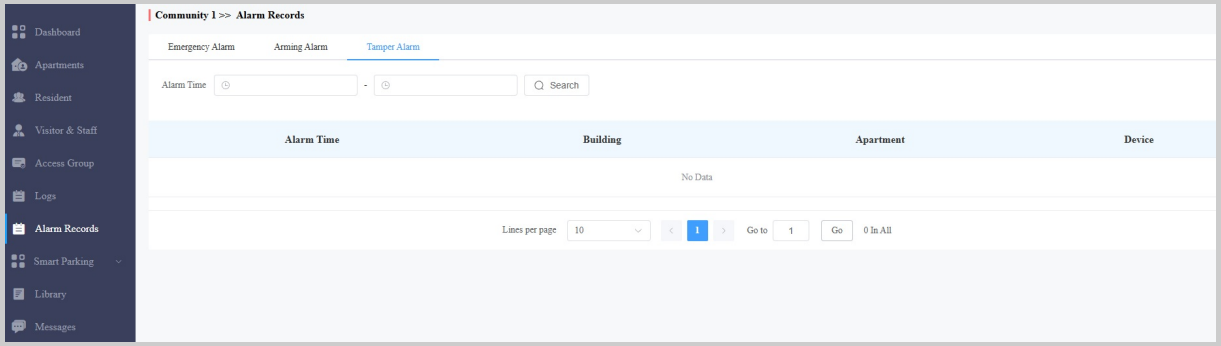
Tamper Alarm

It displays the tamper alarms uploaded from the device.

Note

The following device models with specific firmware versions or higher support uploading tamper alarms to the cloud.

- A01/A02: 101.30.10.222
- A03: 103.30.10.208
- A05 V2: 205.30.10.150
- A08: 108.30.11.27
- A094: 92.30.10.219
- X915V2: 2915.30.10.524
- S539: 539.30.10.409
- E12: 312.30.11.9
- E16V2: 216.30.11.16
- X912: 912.30.11.209
- R29: 29.30.10.437
- R25: 25.30.10.117
- R20V5: 320.30.11.103

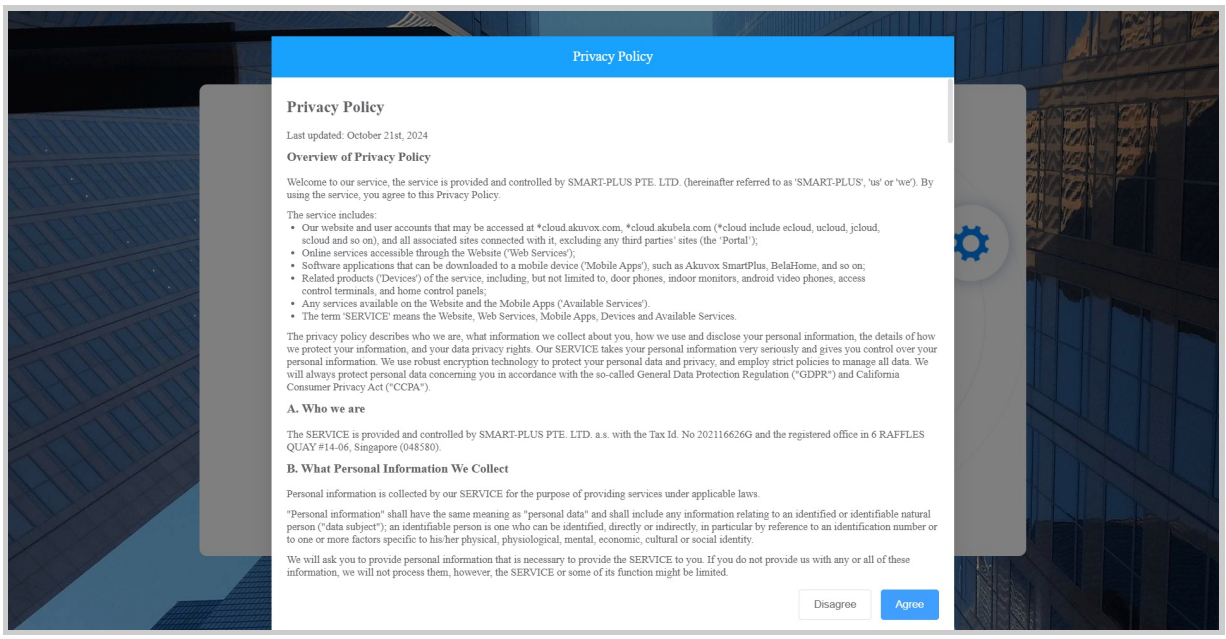


Privacy Policy

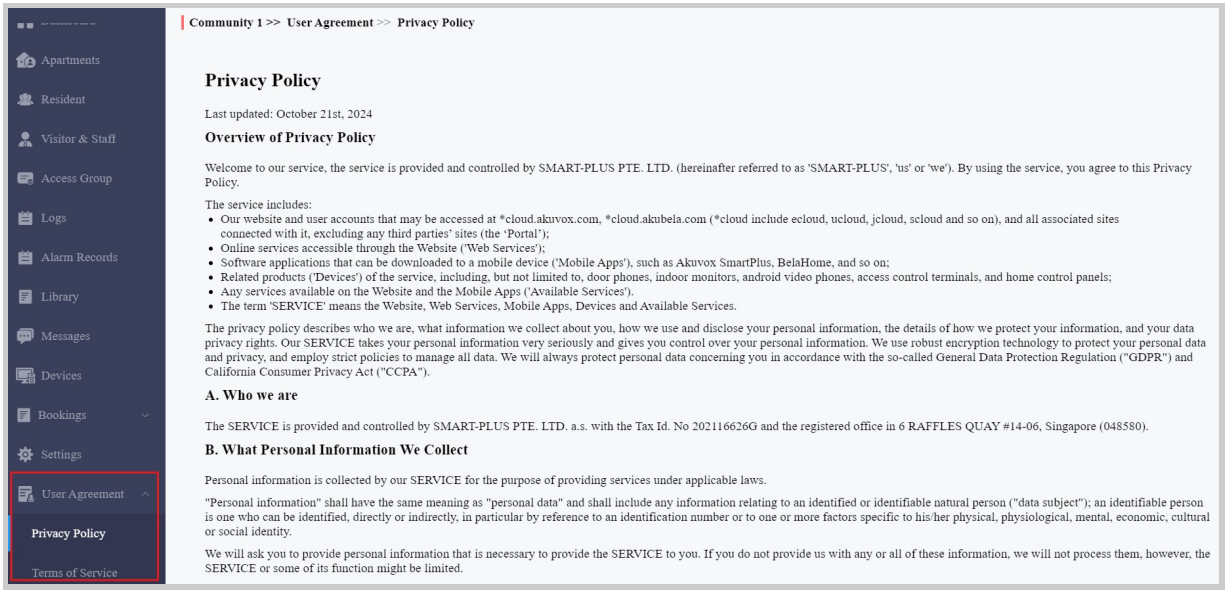
You will see the **Privacy Policy** and **Terms of Service** window when you log into the platform for the first time.

- The Privacy Policy tells you how the user data is collected, used, and protected.
- The Terms of Service outline the rules and guidelines for using the SmartPlus service.

Only after you click **Agree** can you log in to the SmartPlus platform.



You can also click **User Agreement** in the left column to check the agreements again.



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