Akuvox SmartPlus App User Guide V7.3.5

Akuvox
Open A Smart World

Smart Intercom

AKUVOX SMARTPLUS USER GUIDE

Version: 7.3.5 | Date: Feb. 2025

About This Manual

This guide applies to version 7.35.0002(Android)/7.35.2(iOS).

Akuvox SmartPlus is a mobile app that works with the SmartPlus Cloud service and smart intercom products. With the app, you can see and talk to visitors, open doors, monitor, and issue virtual keys from your smartphone, making door access management simpler and more convenient.

What's New:

- Support setting up time-based and holiday automation supported by PH81.

Get Started

Before You Use

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

- An internet connection through a Wi-Fi network or cellular data service through a carrier.
- SmartPlus App. You can download and install this App on the Google Play Store or App Store.
- Your SmartPlus account.

To obtain an account, you need to provide an Email address and/or a phone number (if you'd like to log in or reset your password via SMS) to your service provider. You will then receive an Email from Akuvox with your username, password, and a QR code for login. Or you can enter your phone number and log in with a verification code sent via SMS.

Login

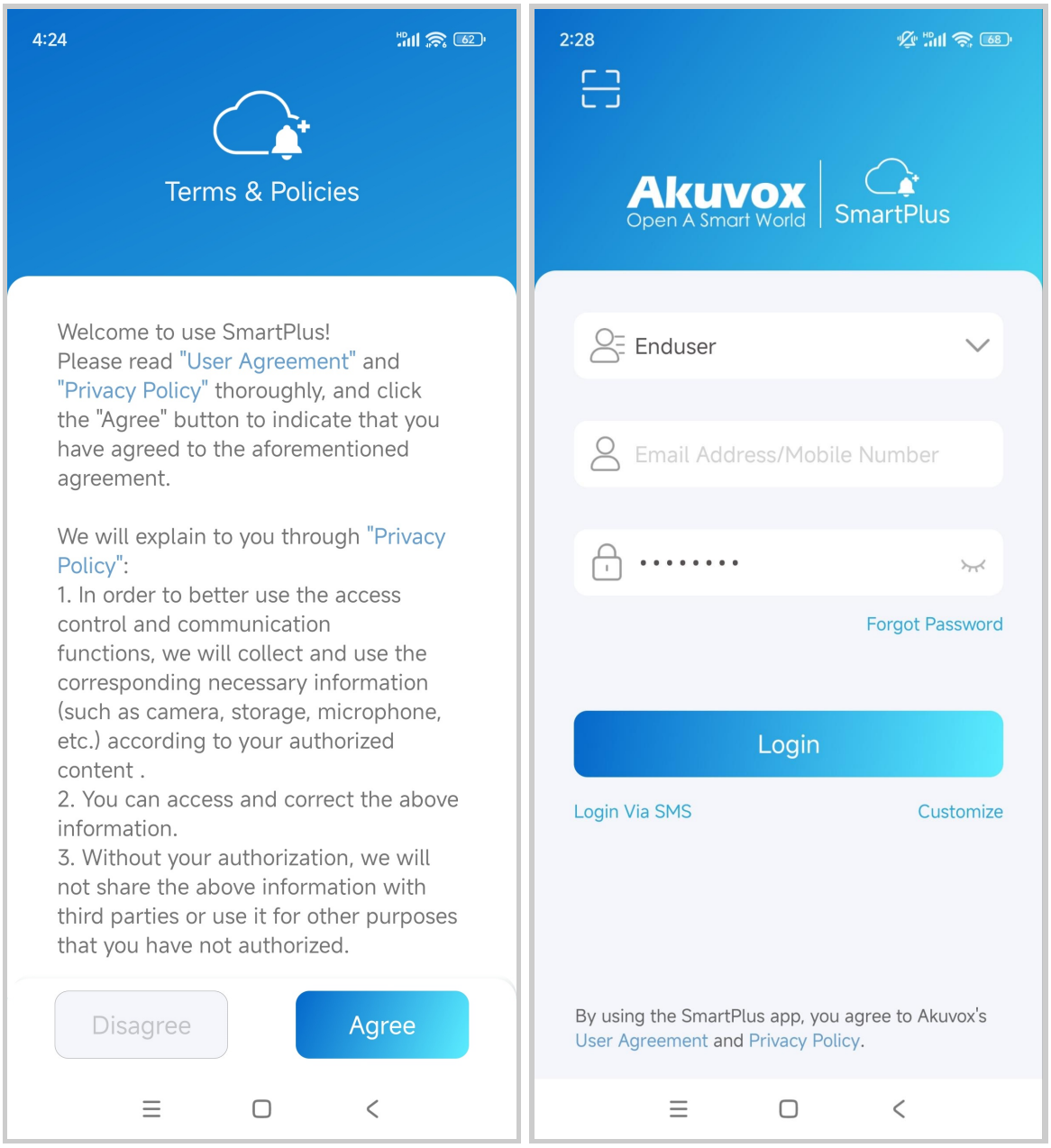
1. Agree to the **Terms & Policies** before logging in.

2. Enter your username and password. Ensure your role is **Enduser**.

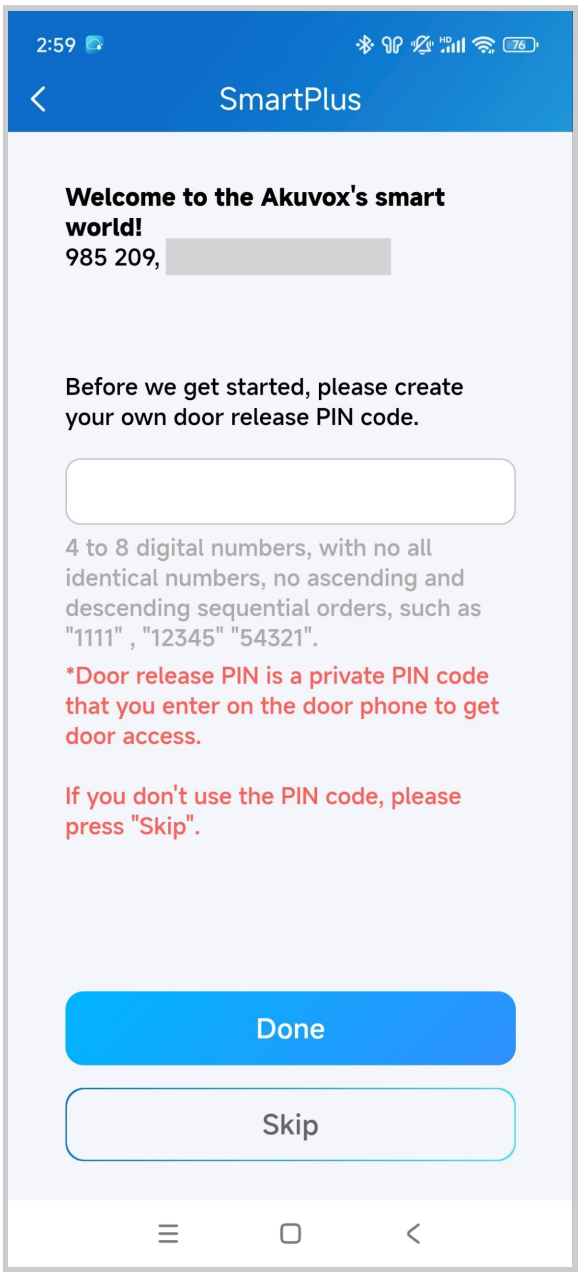
3. Tap Login.

Note

Click **here** to view the detailed steps and other login methods.



If you are a community resident, a PIN setting page will display after login. You can set the PIN for door access or set it later.

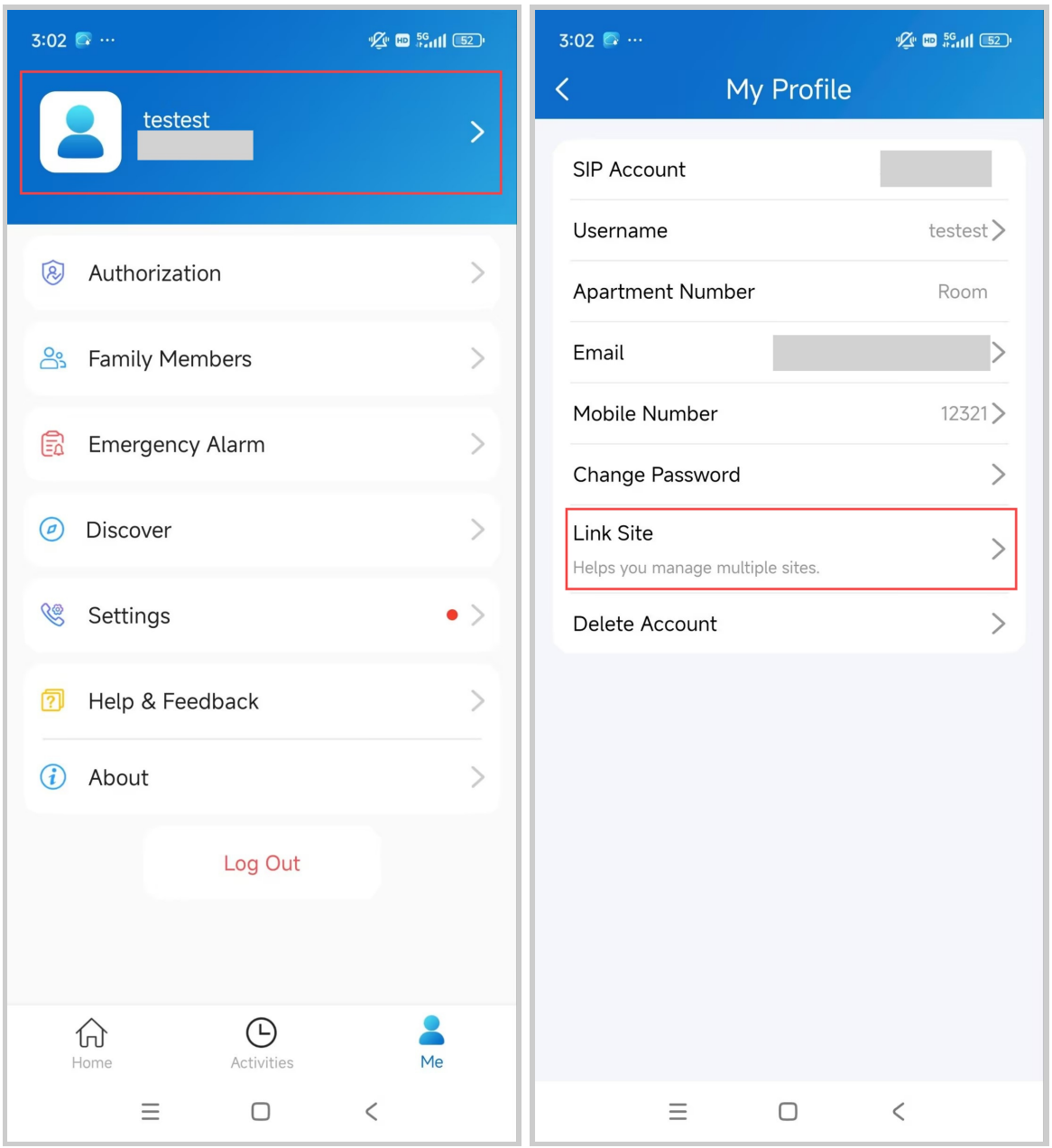


Link

You can link other SmartPlus accounts to manage multiple sites through one account.

Tap **Me > [account name] > Link Site**.

> **Note**
>
> Click **here** to view the detailed steps.



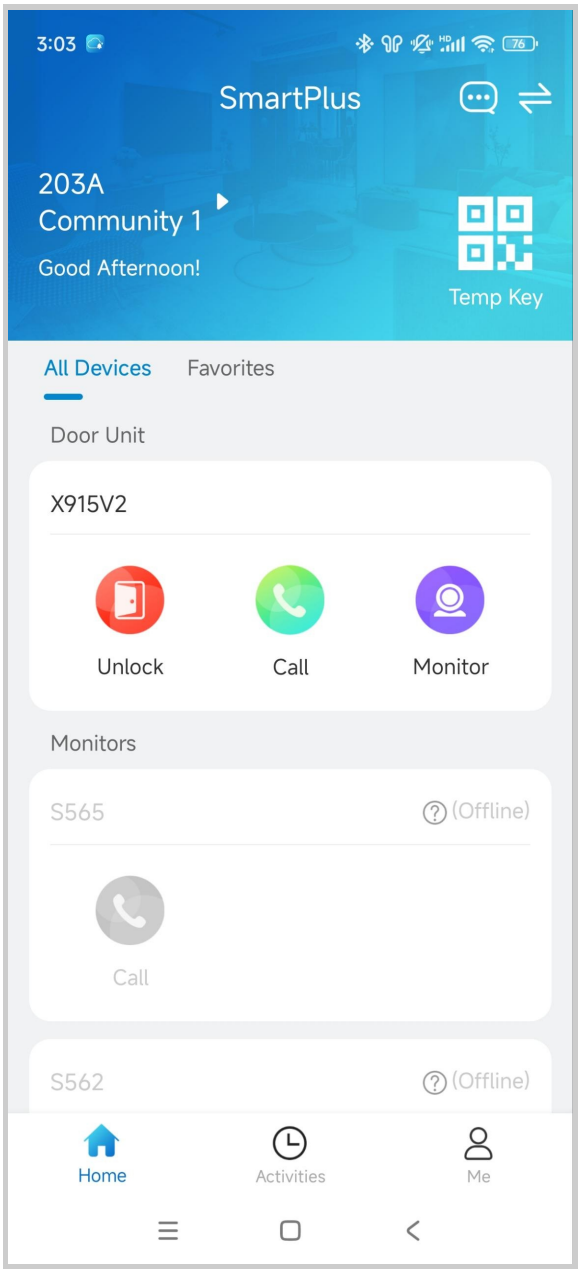
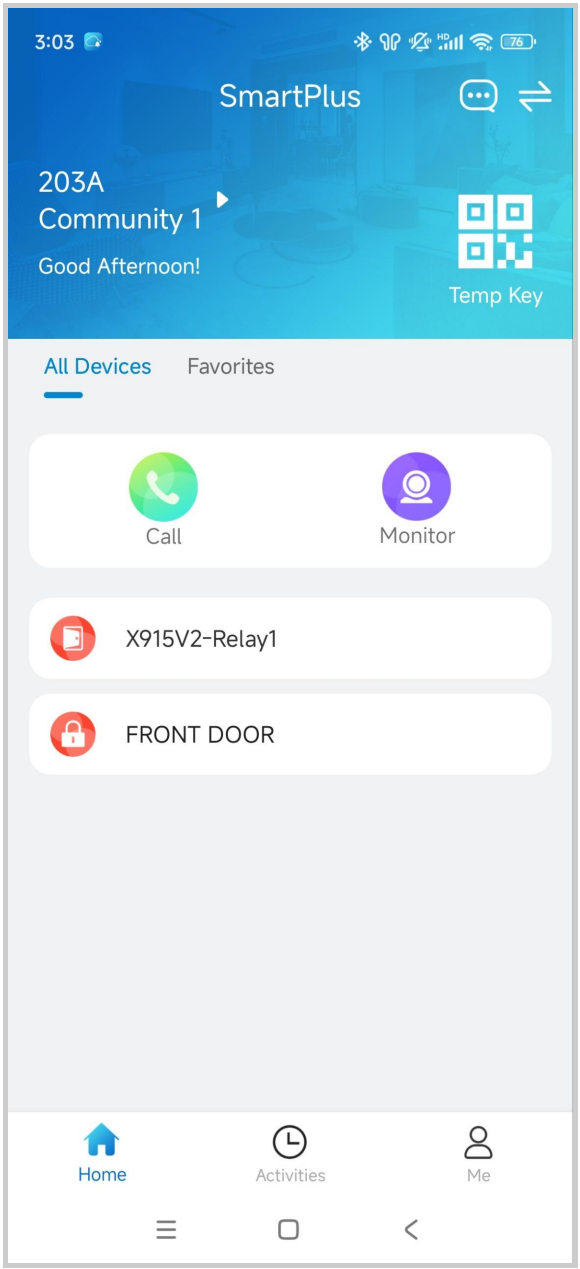
Switch Display Mode

The SmartPlus App supports two homepage display modes: Card Mode and List Mode.

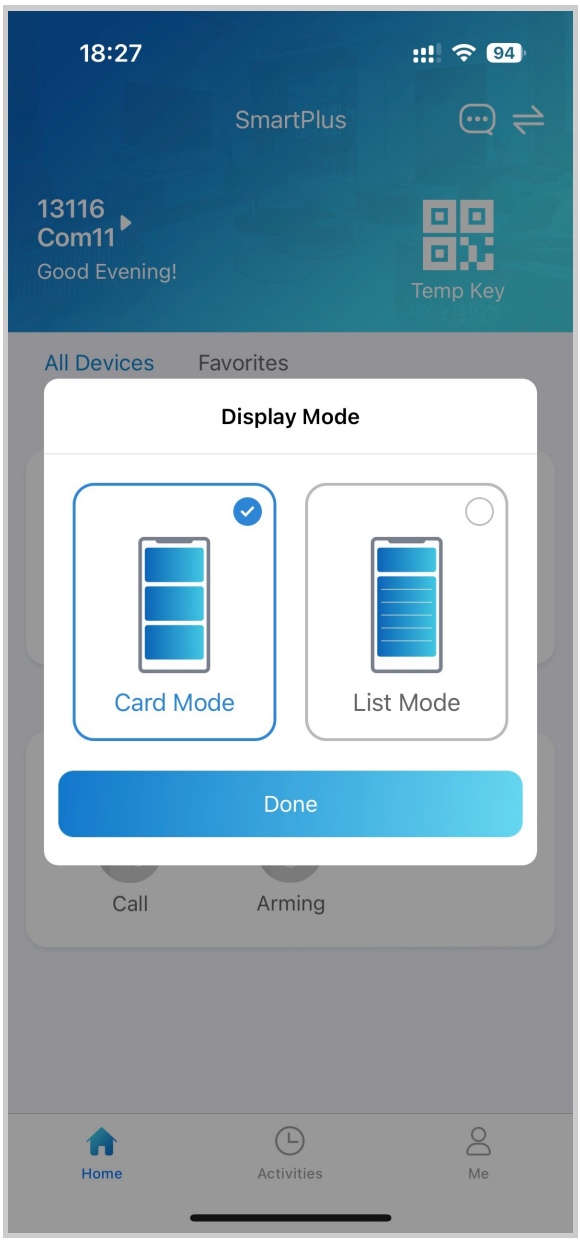
The main difference:

- **Card Mode** is device-oriented. You can tap the functional icons on desired devices to make calls, open doors, or monitor. If a door phone has multiple relays enabled, you need to tap the **Open Door** icon and select the relay to be triggered.

- **List Mode** is door-oriented. You can directly tap the desired door to open. To make a call or monitor, tap the Call or Monitor icon and select the desired device to carry out the action.

Card Mode	List Mode
	

Tap ⇌ in the upper-right corner to switch between Card Mode and List Mode.



Door Access

There are various access control options such as NFC, Bluetooth, PIN code, temp keys, and facial recognition. You can choose any of them based on your habits and preferences.

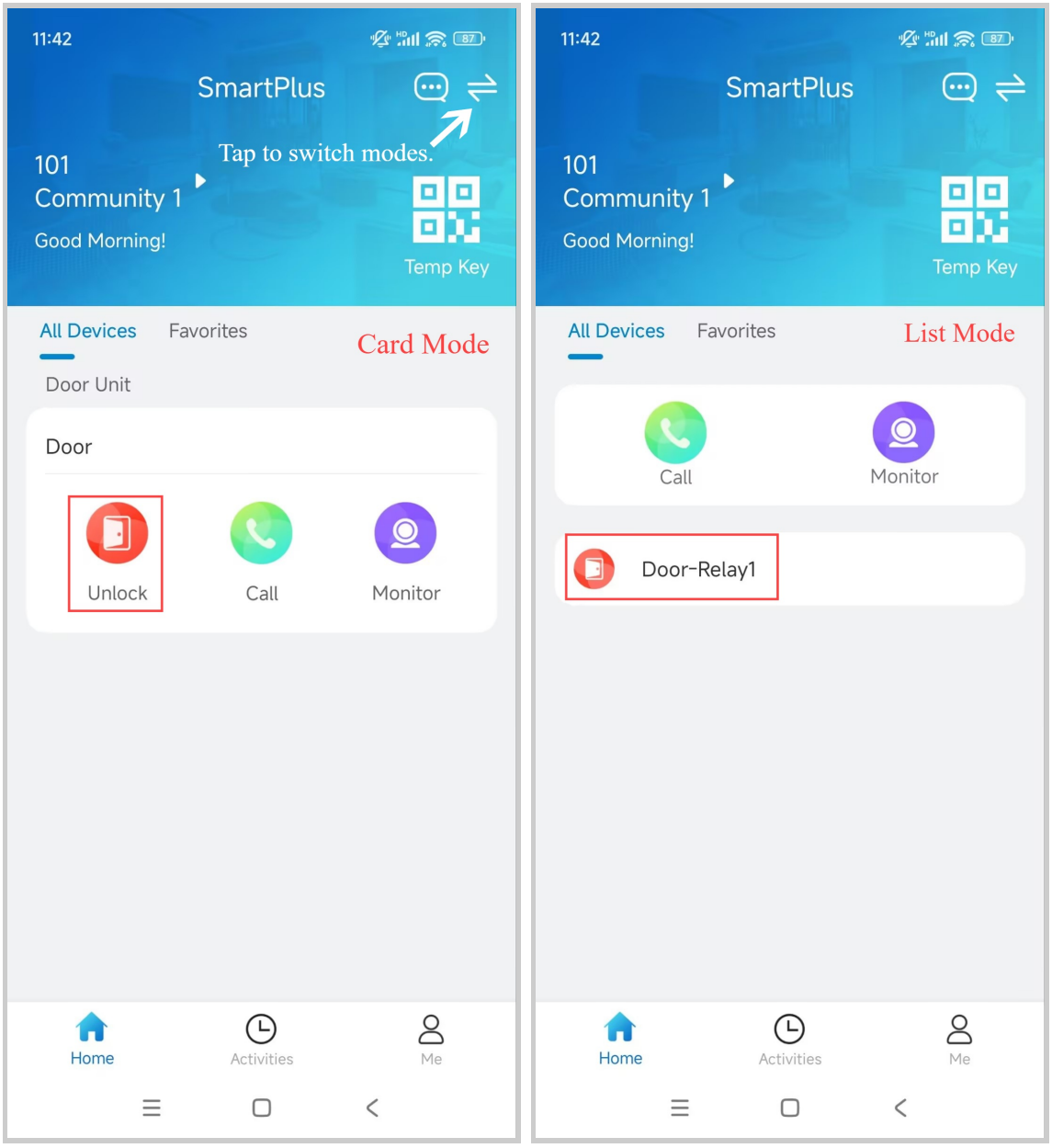
Keep the Door Open

You can keep the door open at certain times for some events when your installers enable this feature for you.

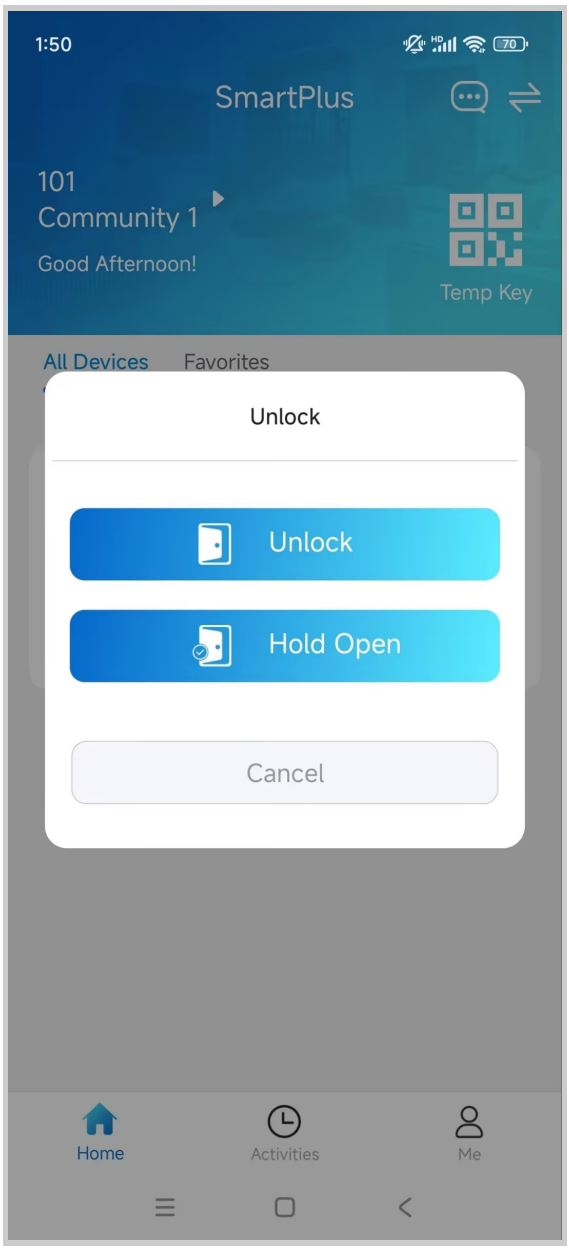
On the homepage, tap **Unlock** of the configured door phone in Card Mode; tap the target Relay in List Mode.

Note

- Not all device models support this feature, click **here** to check the compatible models and versions.
- Click **here** to view the detailed configuration steps.



Then, tap **Hold Open** to set up the schedule.



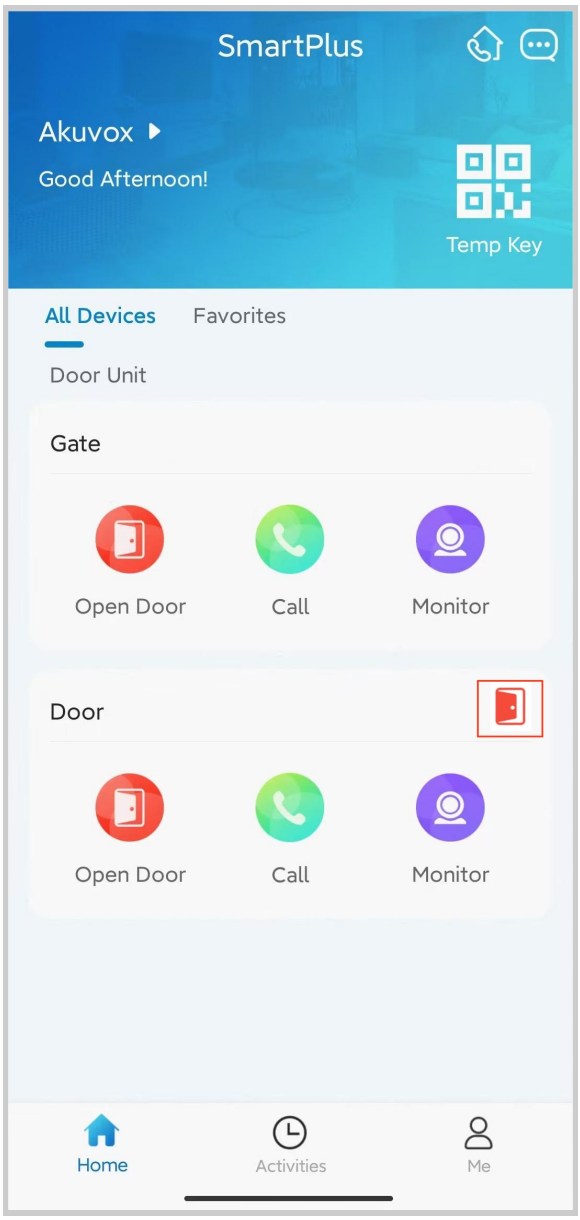
Check Door Status

You can check whether the door is closed or not on the homepage in case you forget to close the door.

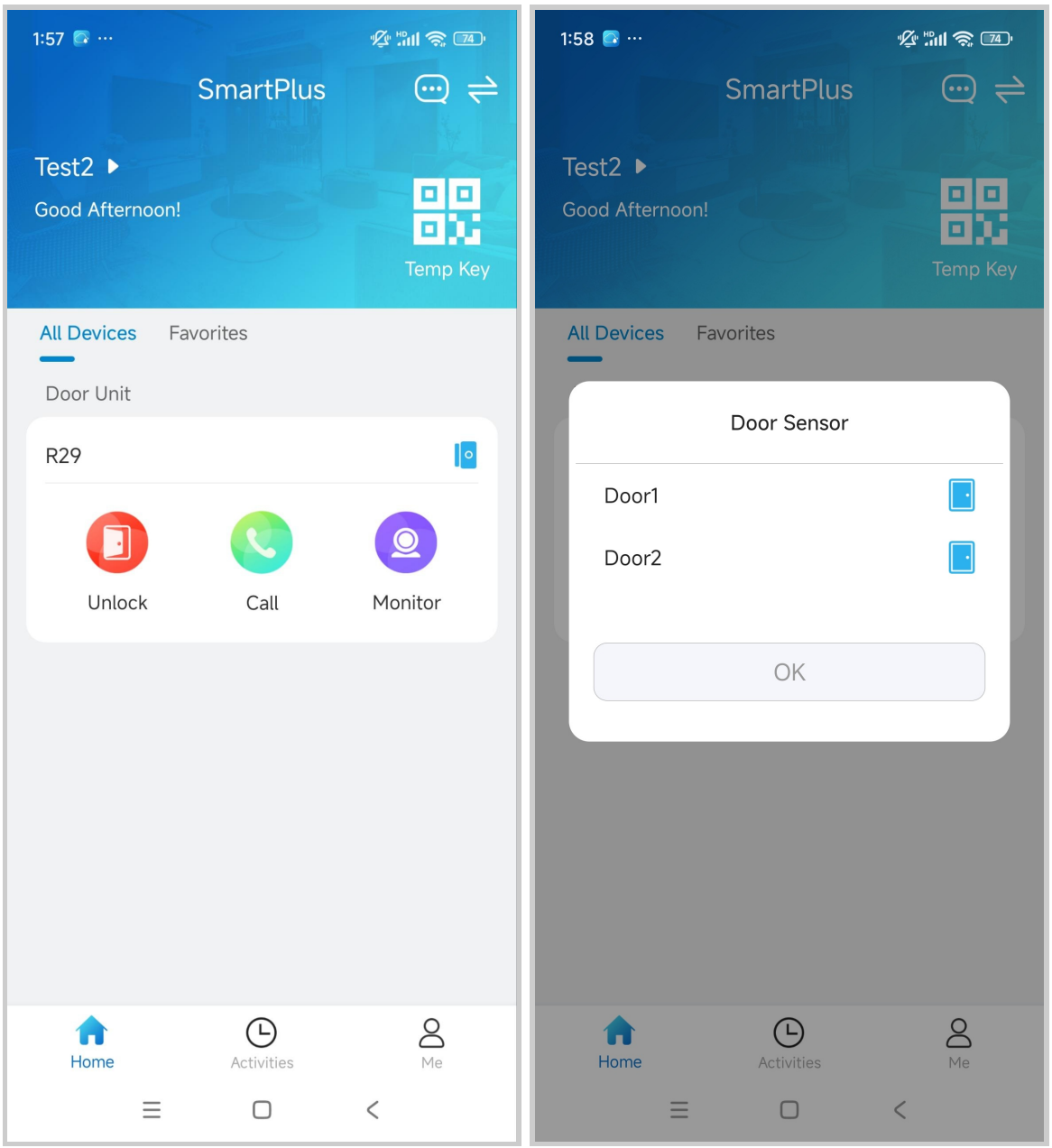
> **Note**
>
> Click **here** to check compatible models and versions.

: Open

: Close



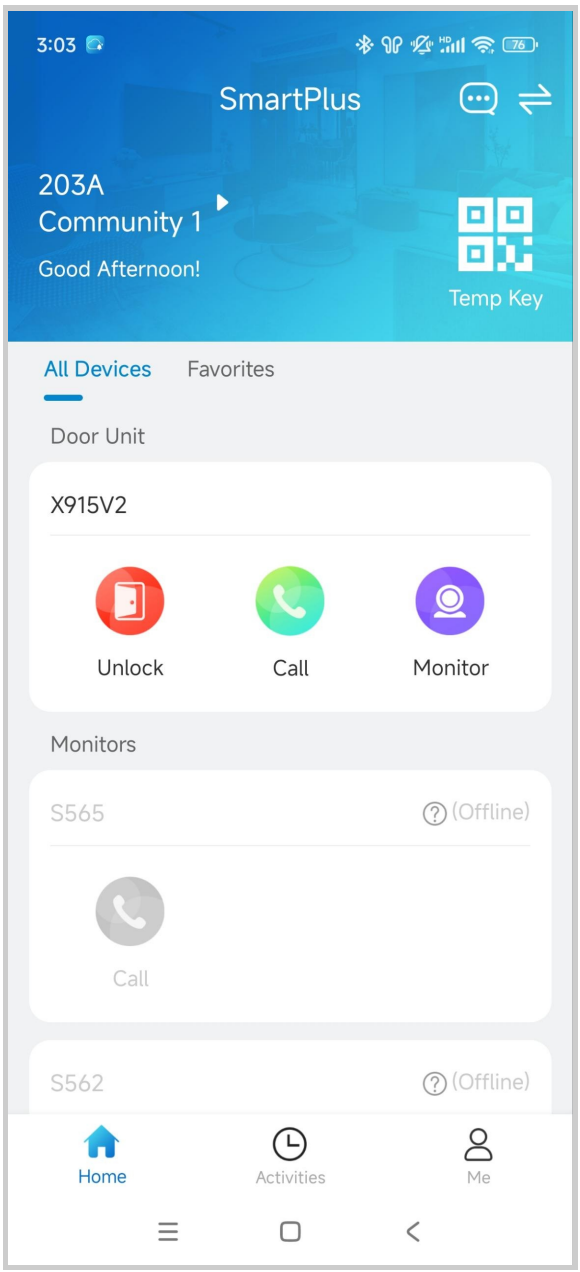
When there are multiple doors, you can check them by clicking .



Remote Opening in Card Mode

You can open the door directly for your visitors just by tapping the specified button.

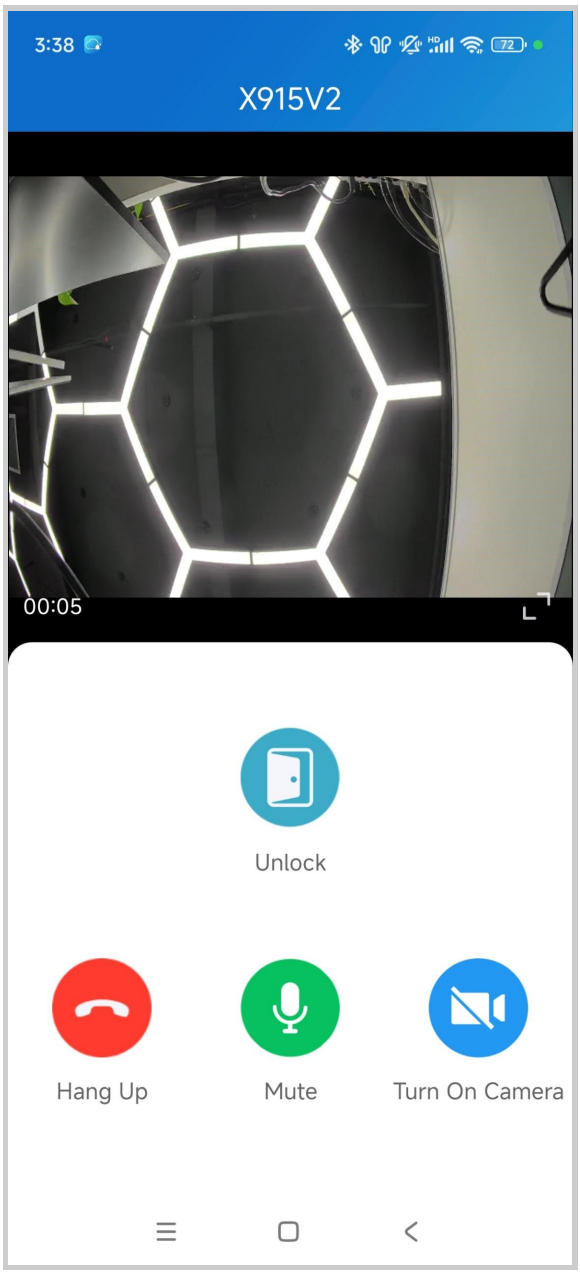
Tap **Unlock** on the homepage. If there are multiple doors, tap the desired one.



Opening the Door During a Call

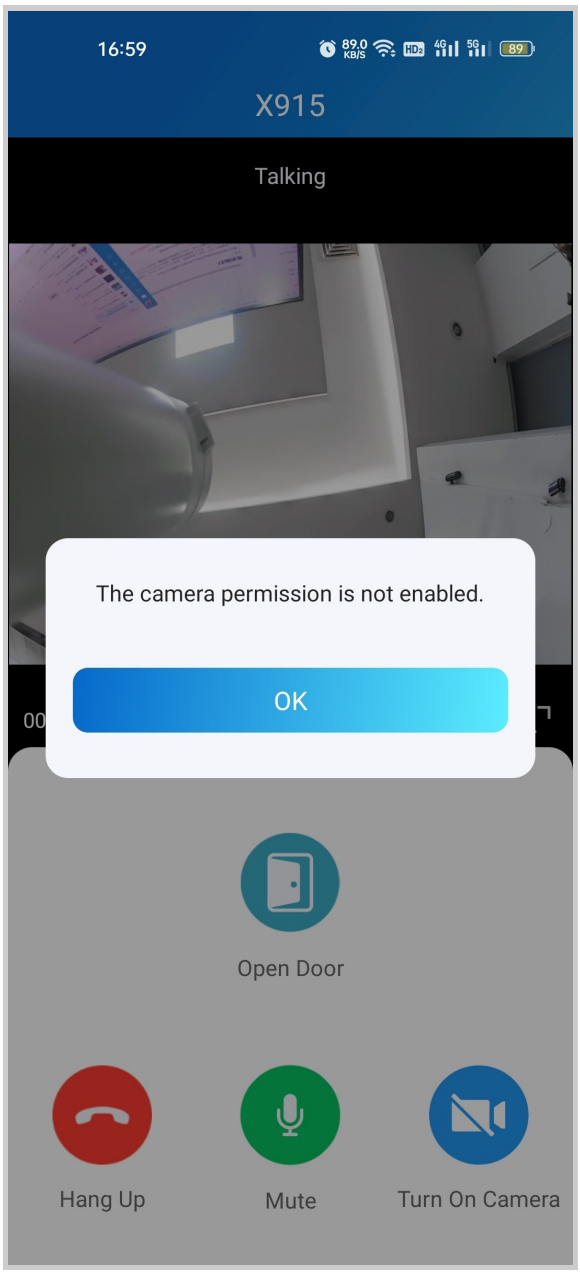
You can make or receive a call. During a call, you can open the door for visitors, mute the microphone, and hang up the call.

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



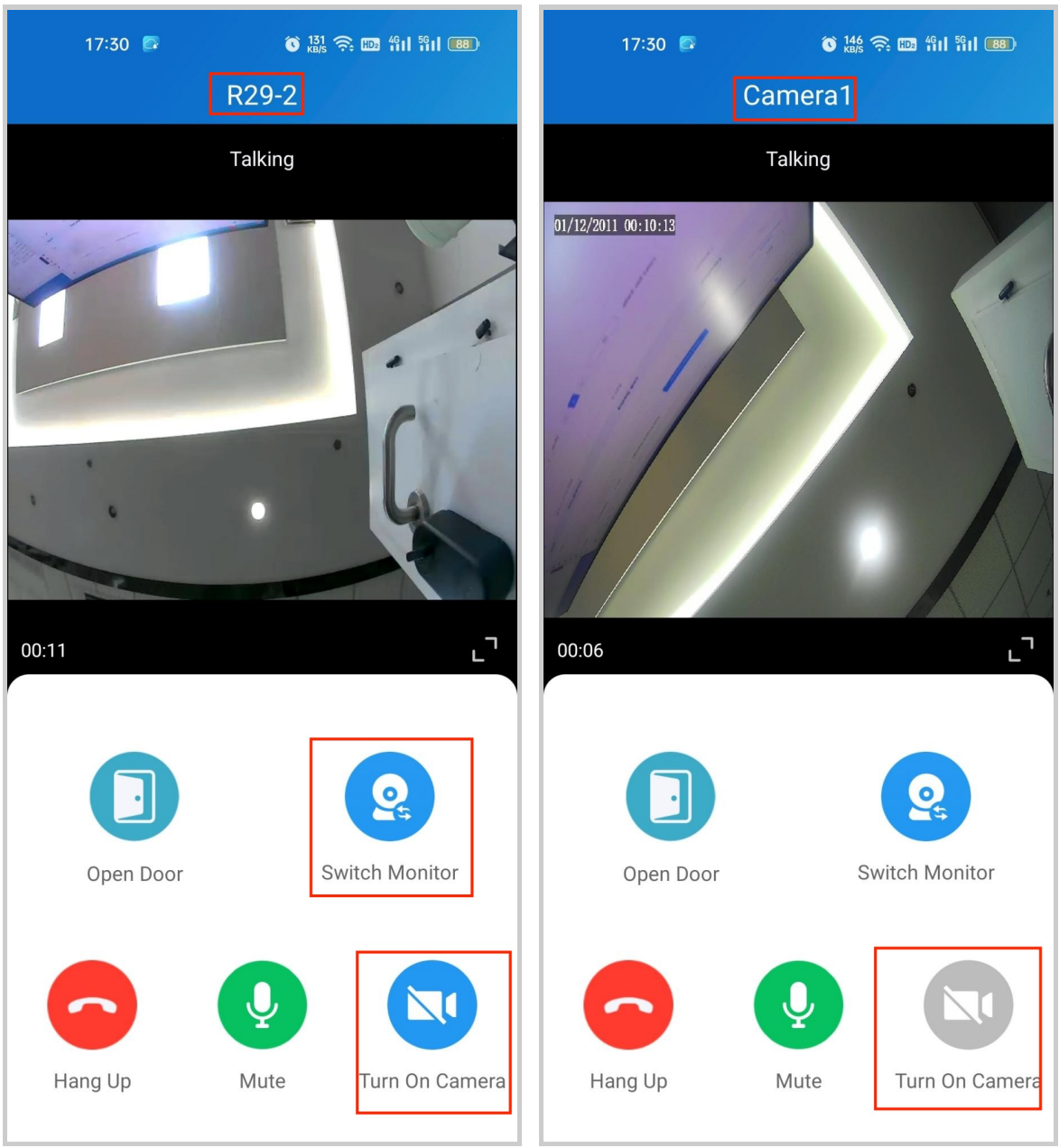
Note

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



If the door phone is linked with a third-party camera, you can tap **Switch Monitor** to switch live streams between the door phone and the third-party camera.

The Turn On Camera feature is unavailable when you switch to the third-party camera.



Opening the Door while Monitoring

You can watch the live video to know who is standing in front of your door, and then decide whether to open the door or not.

1. Tap of the desired device on the homepage.

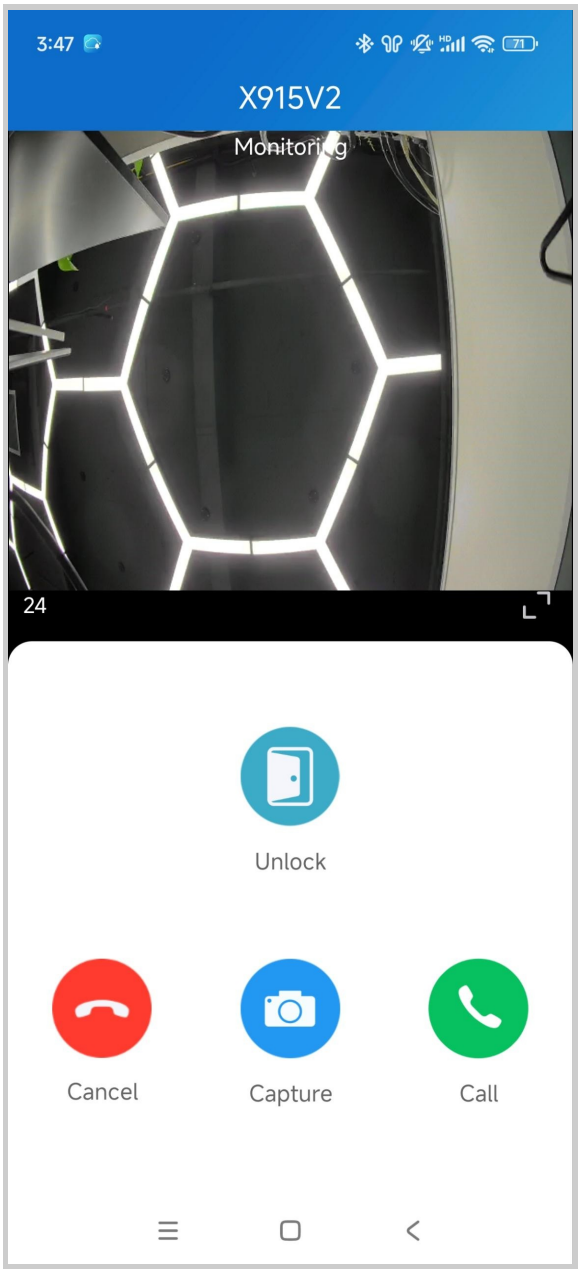
2. Tap **Unlock** on the monitoring page.

3. Besides, you can:

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

Note

Akuvox devices without cameras do not have a monitor button .



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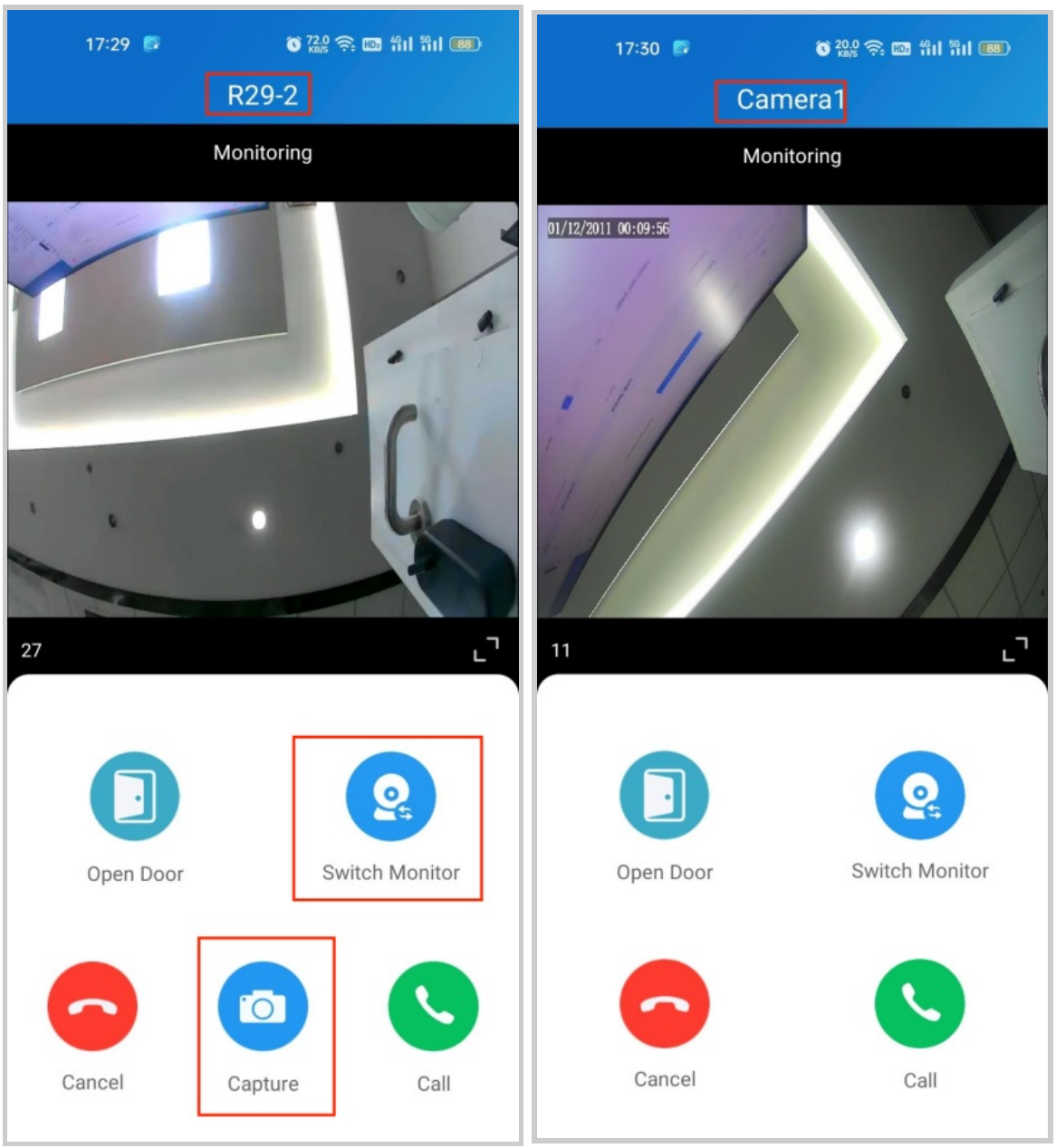
The Capture feature is unavailable when you switch to the third-party camera.

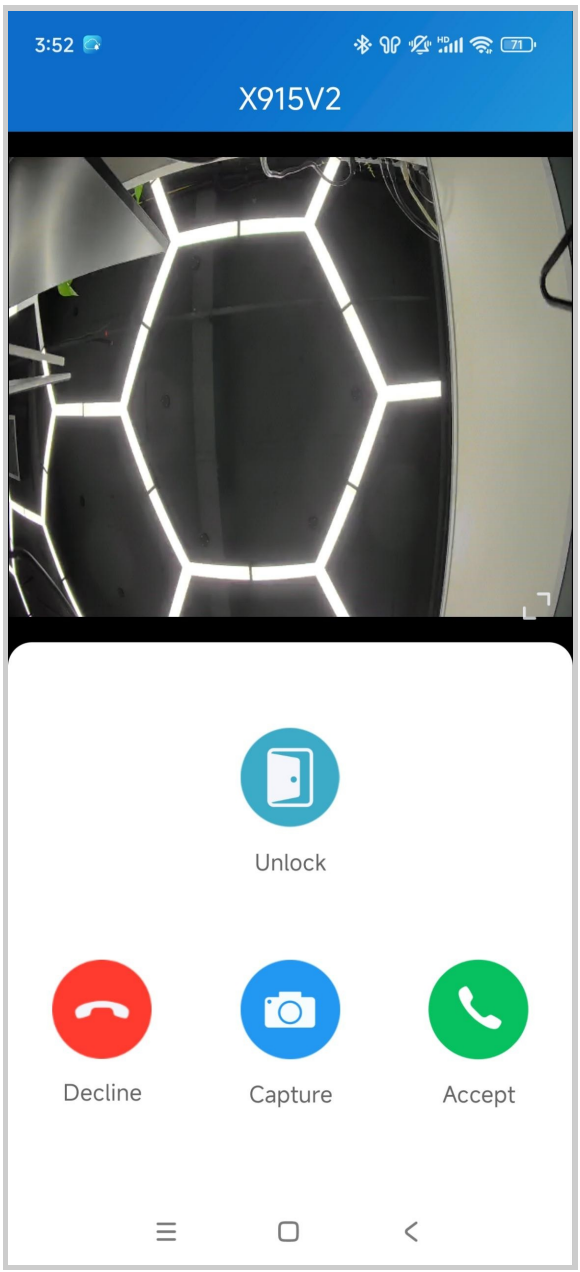


Opening the Door During a Call Preview

When someone calls, you can preview the monitoring streams to see who it is before answering the call.

On the call-receiving page, tap **Unlock** to open the door.

If the door phone is linked with a third-party camera, you can switch the live streams between the door phone and the camera. Note that the Capture feature is unavailable after switching to the third-party camera.



Open Doors with Temp Keys

A Temp Key can be a QR code or an 8-bit PIN. You can customize its validity period and the times for use, and the key will be valid immediately after you create it.

You can issue temp keys for your visitors, housekeepers, dog walkers, and so on.

Create Temp Key for Visitors

To issue a Temp Key, do the following:

1. Tap **+ Temp Key** on the homepage or tap **Me > Authorization > Temp Keys**.

2. Tap **+Temp Key**.

3. Enter the username and set the ID number.

4. Set the **Repeat Mode**: Never, Daily, or Weekly.

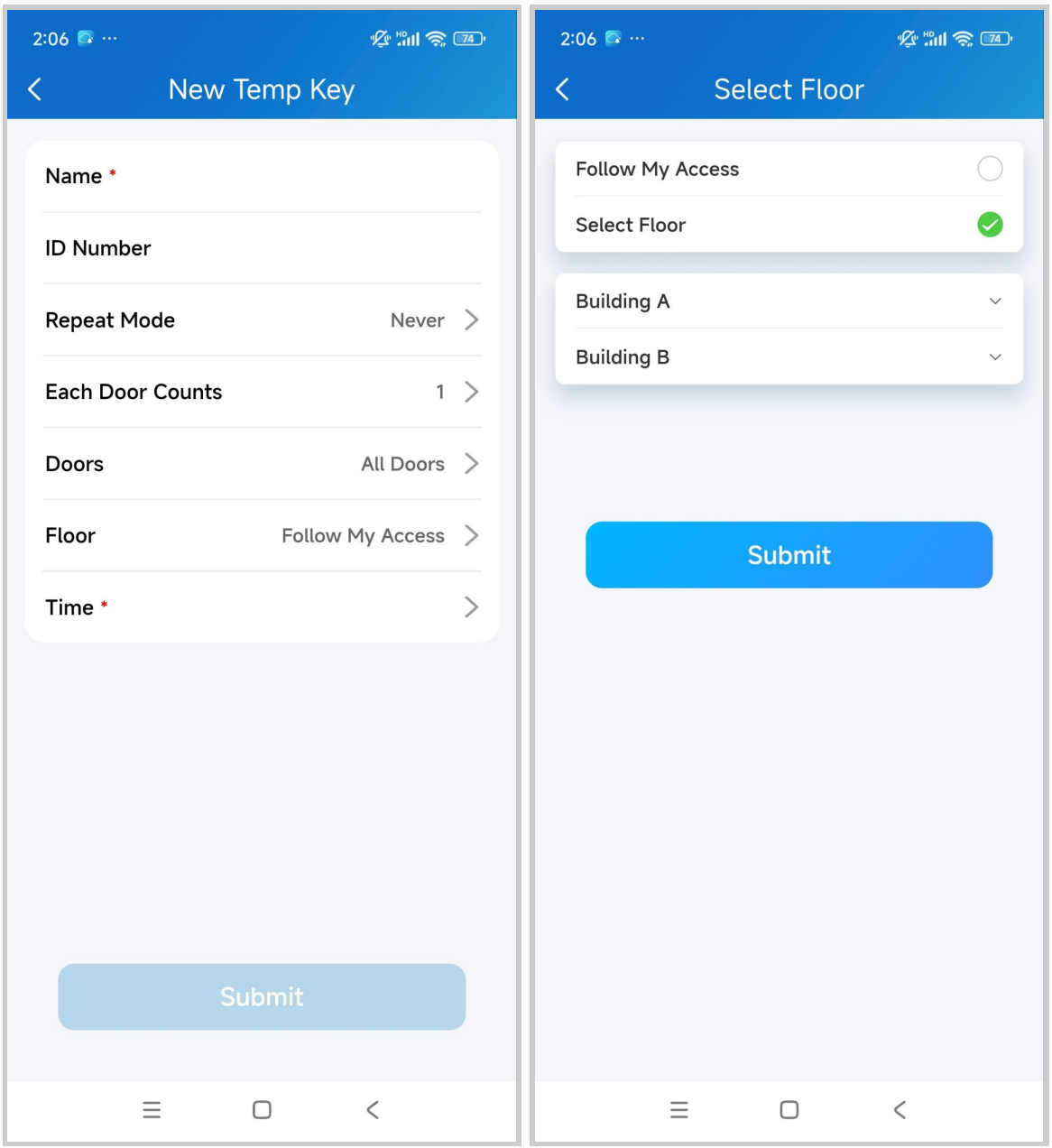
   - If **Never** is selected, set the valid times of the key on each device.

5. Select the door to be opened.

6. Choose the floor(s) accessible to the visitor. This option is only available for community users' accounts and works with the Akuvox lift control system.

   - **Follow My Access**: It means the visitor has the same accessible floor permission as you.
   - **Choose Floor**: Select specific floors and buildings from available choices.

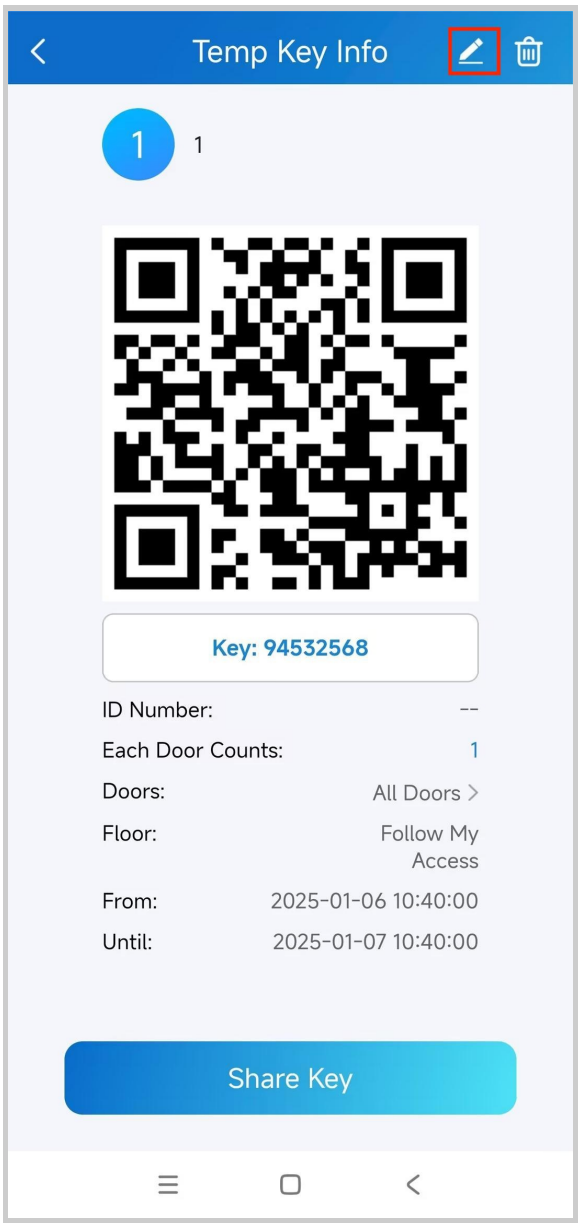
7. Specify the time of using the temp key.



Note

- When the repeat mode is **Never**, there is a limit to the total times for use. The total times are equal to **Each Door Counts** * the number of selected doors.
- If you want to check the selected doors, you can tap the Doors on the Temp Key Info screen.

After the temp key is created and when it does not expire, you can change the valid time of using the key by clicking the Edit icon in the upper-right corner.



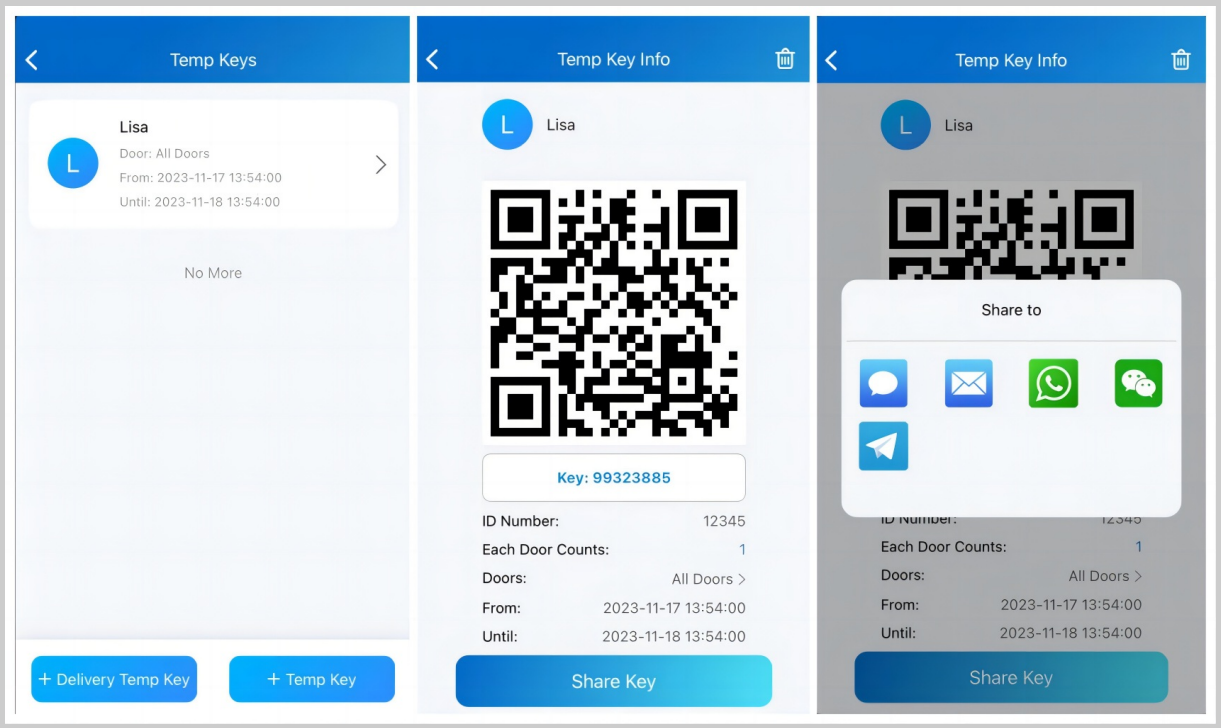
Share a Key with the Visitor

After creating a new key, you can share it with the designated user.

1. Tap **+Temp Key** on the homepage or go to **Me > Authorization > Temp Keys**.

2. Tap the key you created for the user, then tap **Share Key**.

3. Share the key to a contact in your messages, email, WhatsApp, WeChat, or Telegram.



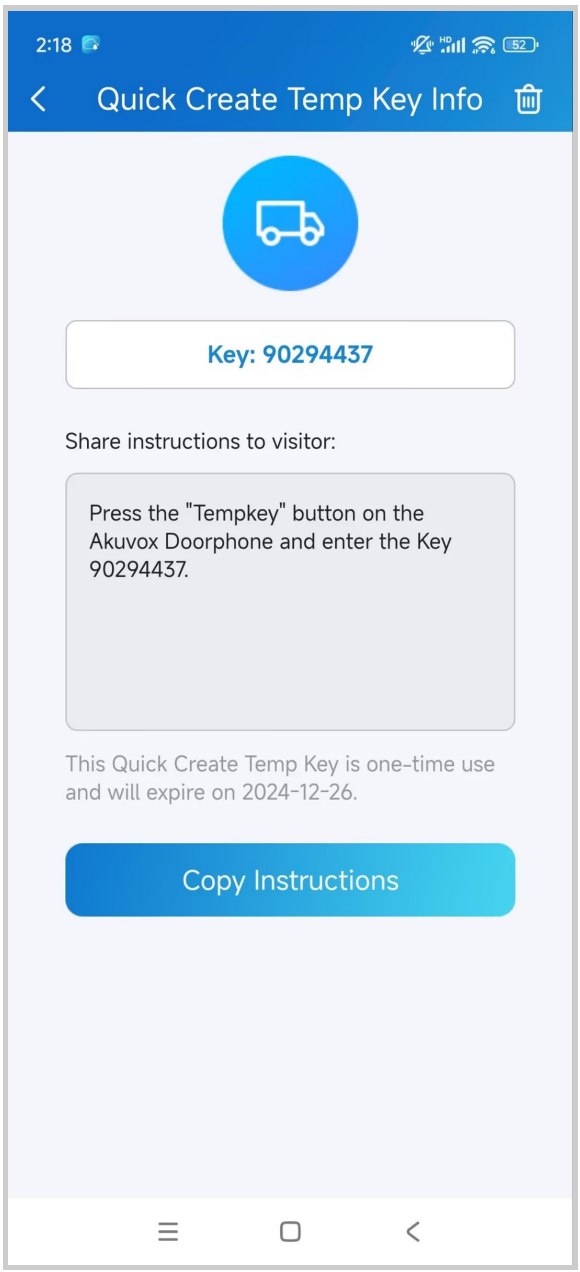
Create a Temp Key for a Delivery Person

The delivery temp key is one-time only. Its repeat mode is **Never** by default. A delivery person with this key is allowed to access all public doors that you can open.

1. Tap **+Temp Key** on the homepage or go to **Me > Authorization > Temp Keys**.

2. Tap **+ Quick Create Temp Key,** and a key will be auto-created.

3. Tap Copy Instructions to copy the instructions in the box to tell the delivery person how to use the key.



Use the Temp Key

See the following to learn how to use the keys:

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

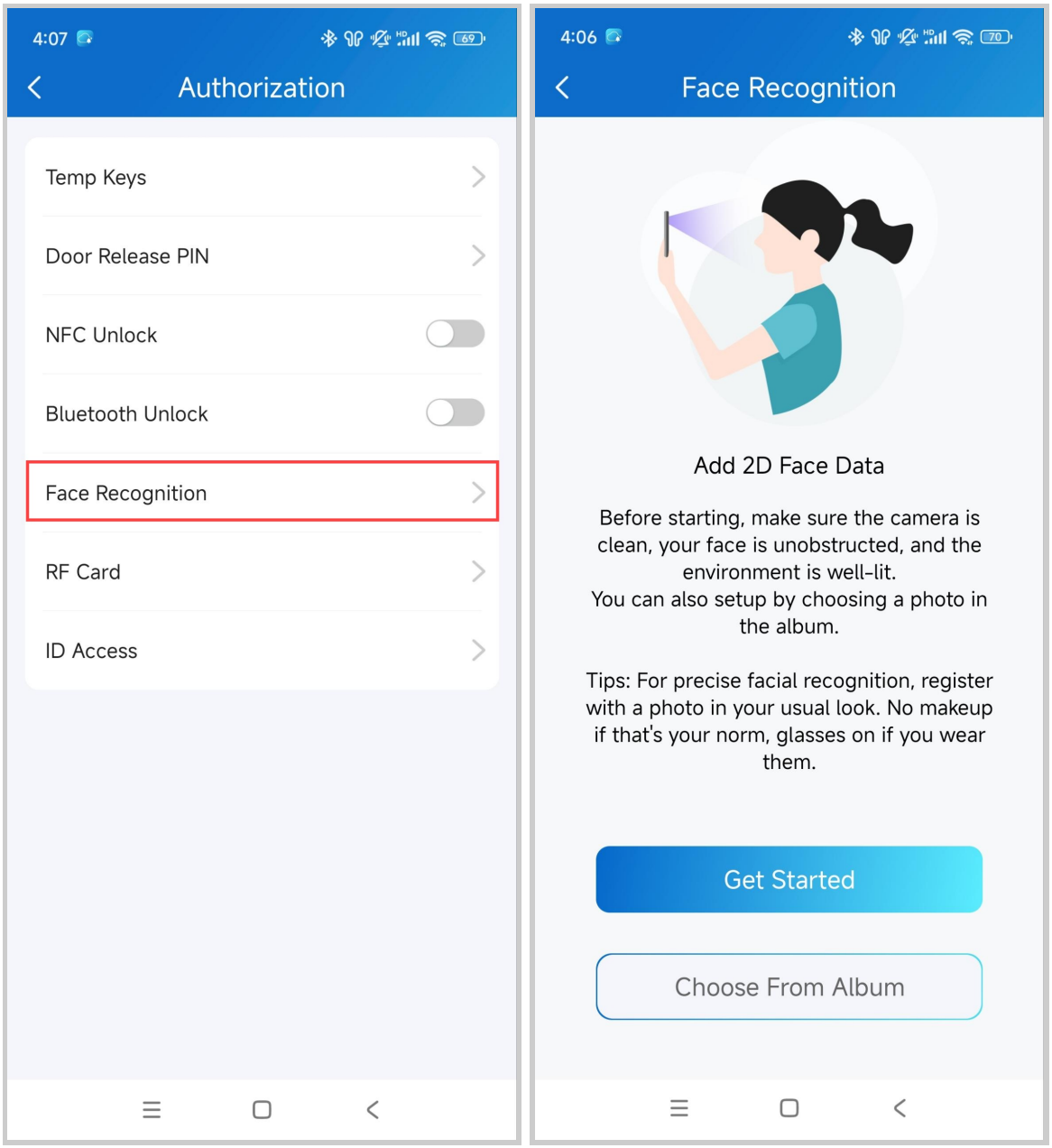
Open Doors with Face ID

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

Set up Face ID

1. Go to **Me > Authorization > Face Recognition**.

2. Tap **Get Started** or choose a photo from the album, then follow the onscreen instructions.



Set up Face ID for Family Members

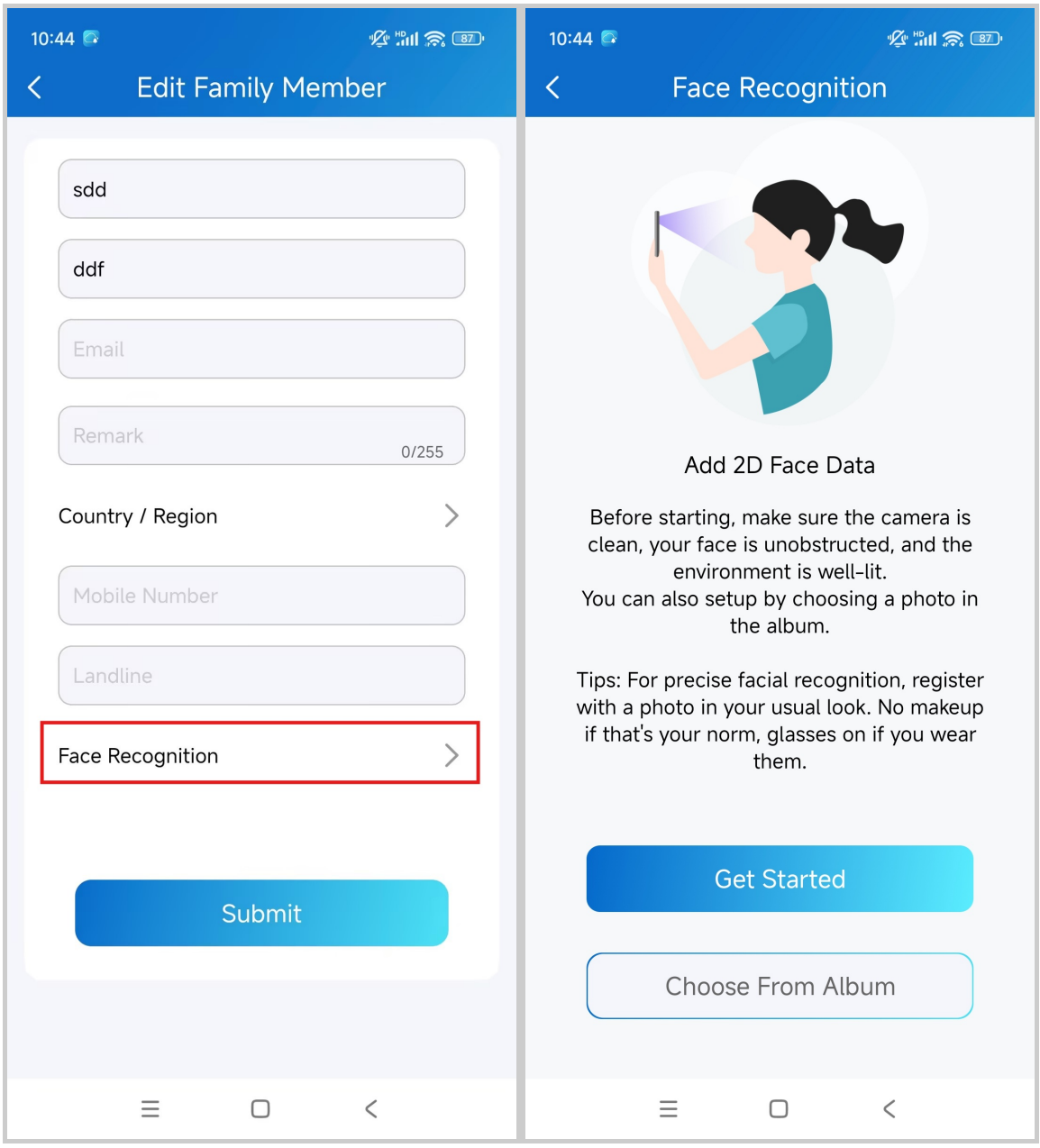
1. Tap **Me > Family Members** and select the target family member.

2. Click the Edit icon in the upper-right corner.

3. Tap **Face Recognition**.

4. You can set the face ID by:

- choosing a front-face photo from the album.
- tapping **Get Started** and make sure the member's face stays fully in the frame until the registration finishes.



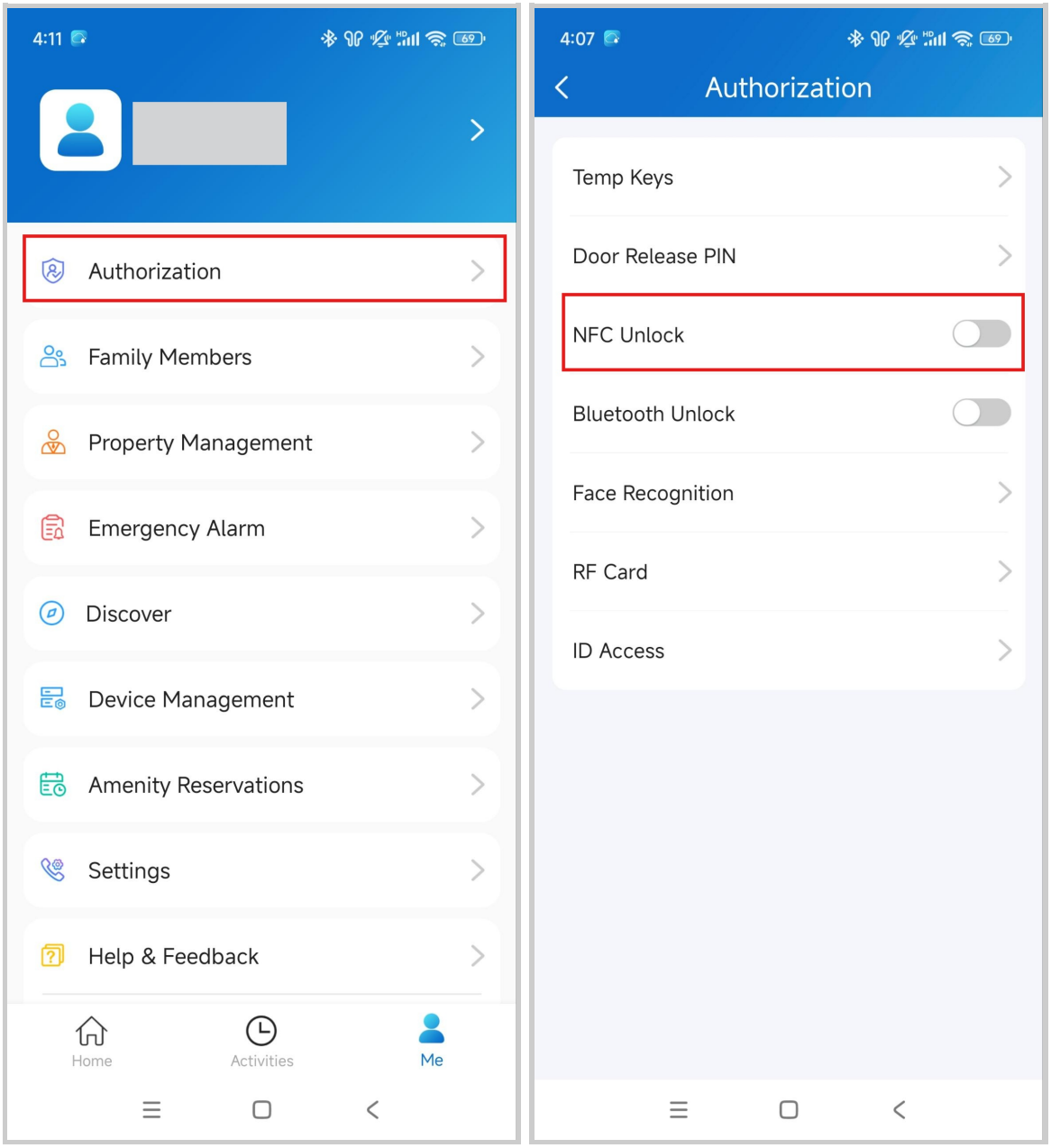
Open Doors with NFC

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

> **Note**
>
> This method does NOT work on iPhones and Android phones without the NFC feature.

Enable NFC to Unlock

Go to **Me > Authorization**, and turn on NFC unlock.



Use NFC to Open Doors

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

- Wake up your phone.
- Place the NFC detection areas of your phone on the door phone's card reader area for a few seconds. Then, the door will open automatically.

Open Doors with Bluetooth

Alternatively, you can use a Bluetooth connection to open the door without touching it.

> **Note**
>
> To learn about the supported door phones and detailed steps of Bluetooth door opening, please refer to **Open the Door via Bluetooth**.

Enable Bluetooth Unlock

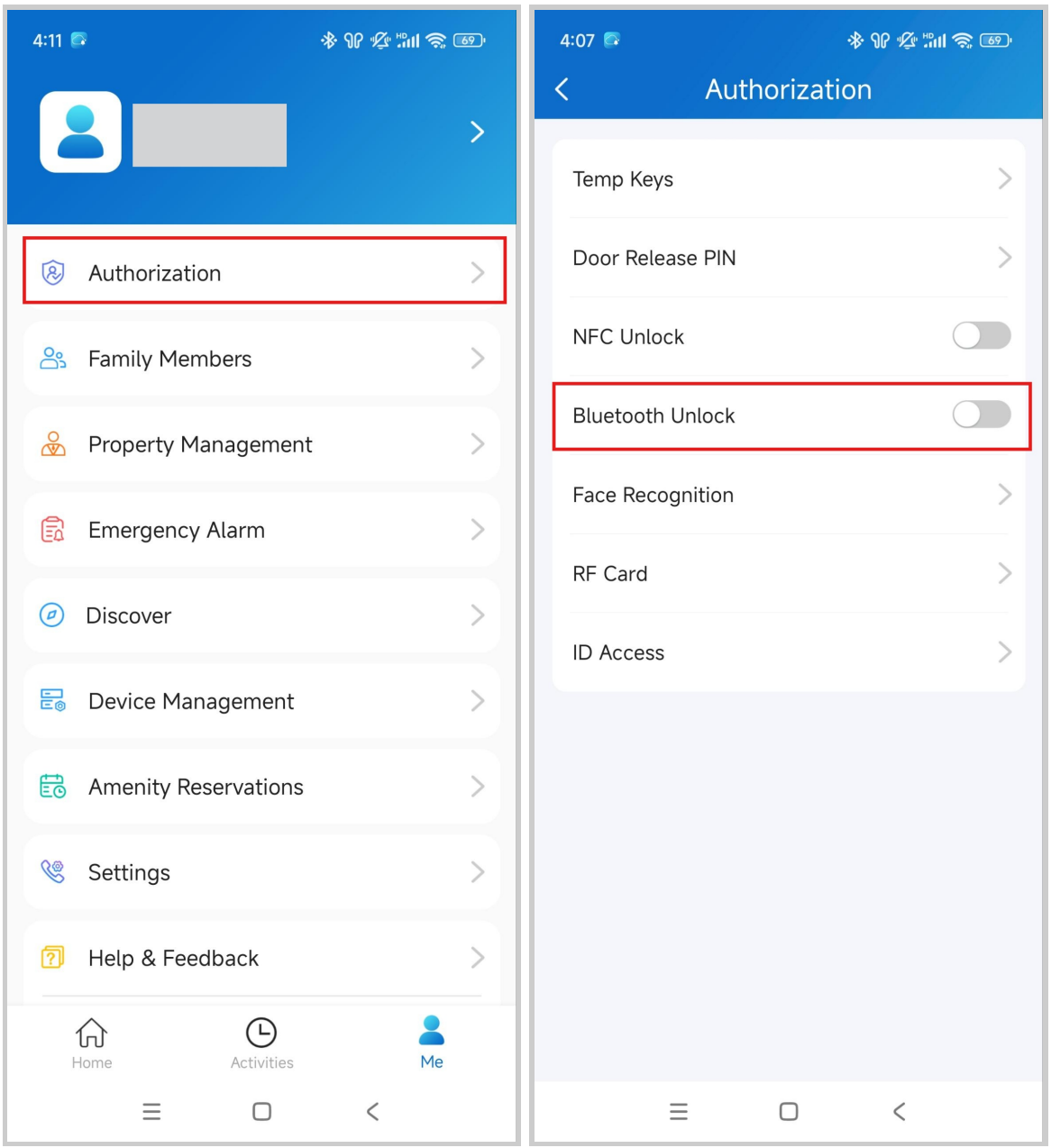
Ensure Bluetooth is enabled on your phone and SmartPlus App before using this feature.

1. Go to **Me > Authorization**, enable Bluetooth Unlock, and follow the onscreen instructions.

2. Select a Bluetooth Unlock Mode between Shake, Hands-free, and Tap as Card.

- **Shake**: Place your phone near the door unit, shake your phone a few times, and the door will open automatically.
- **Hands-free**: Your phone must be within about 3.3 feet (1 meter) of the door unit, and the door will open automatically.
- **Tap as Card**: Open the door by placing the mobile phone near the door phone.

If you are an Android user and select Hands-free mode, follow the onscreen instructions to complete Permission Settings.



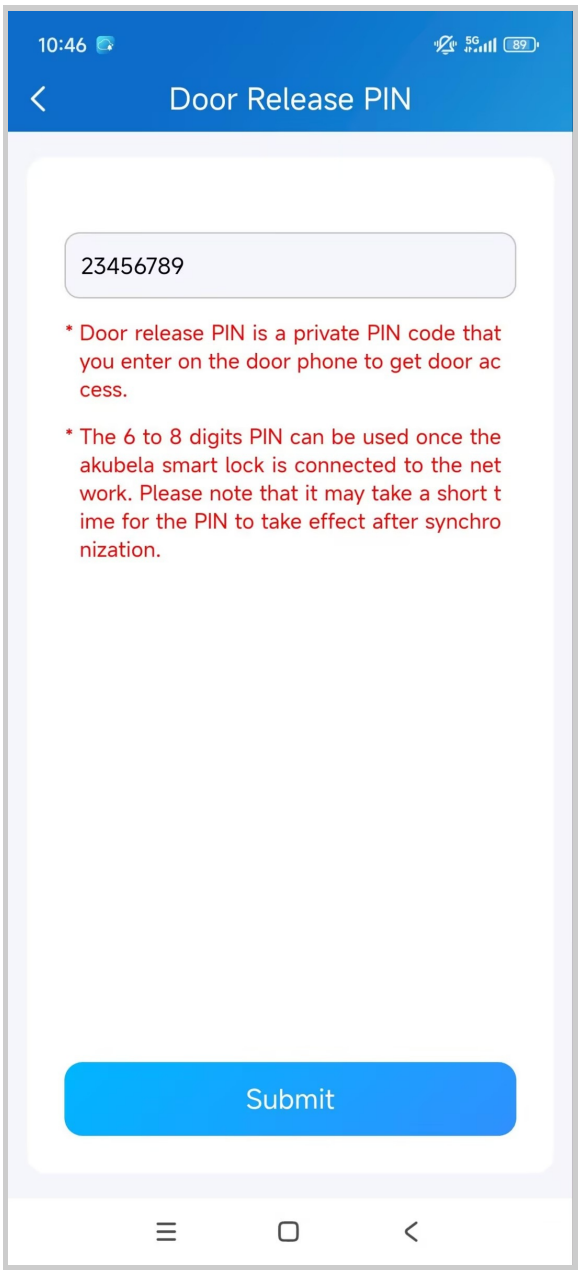
Open Doors with a PIN Code

You can set a private PIN code for door entry.

On your first login, you are asked to set up a PIN code for your private use. You can skip this step to set it up later.

1. Tap **Me > Authorization > Door Release PIN**.

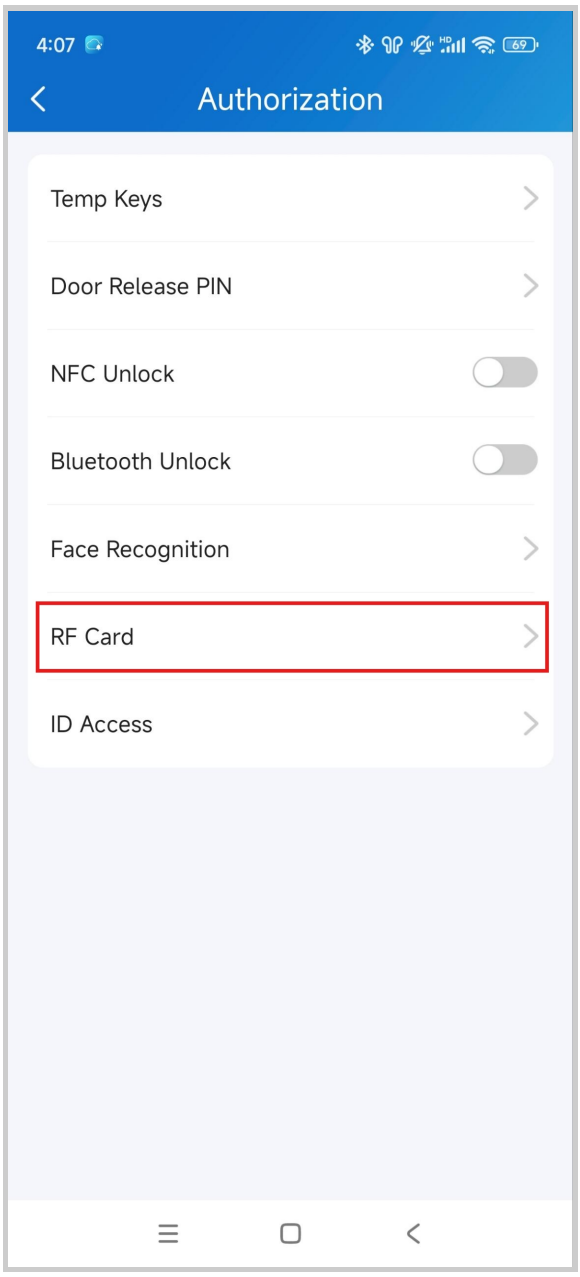
2. Enter the PIN code.



Open Doors with an RF Card

To manage RF cards, follow the steps below:

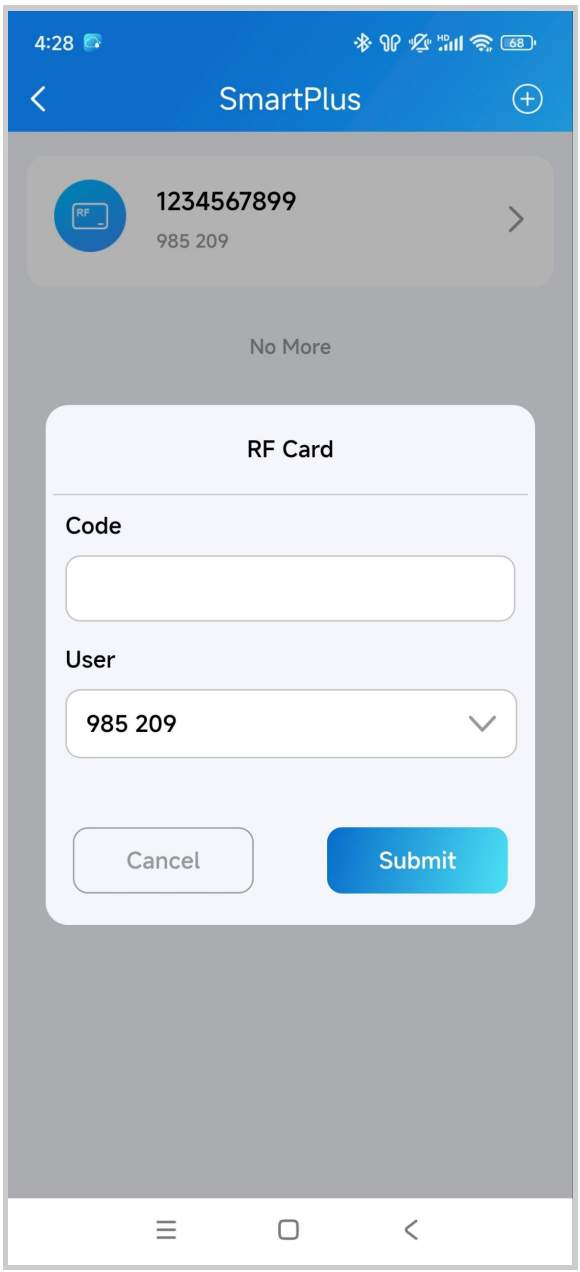
1. Go to **Me > Authorization > RF Card.**



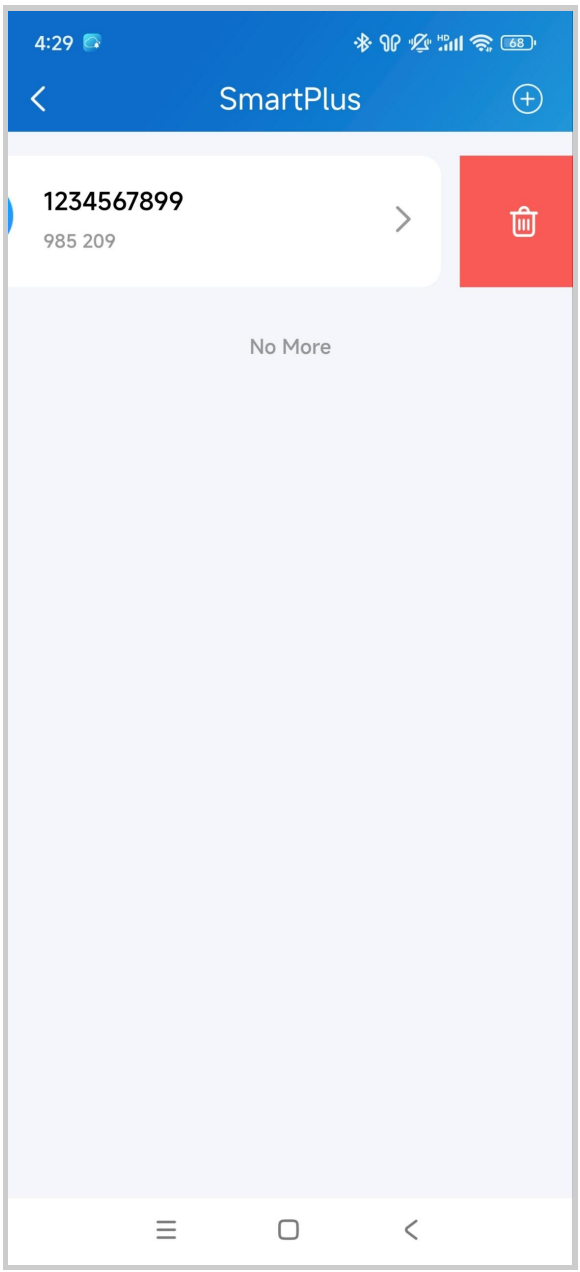
2. Tap + in the upper-right corner to add a card.

3. Enter the card code.

4. Assign the RF card to the desired user by tapping .



After adding the card, you can tap › to edit it; hold the card, and swipe to the left to delete.

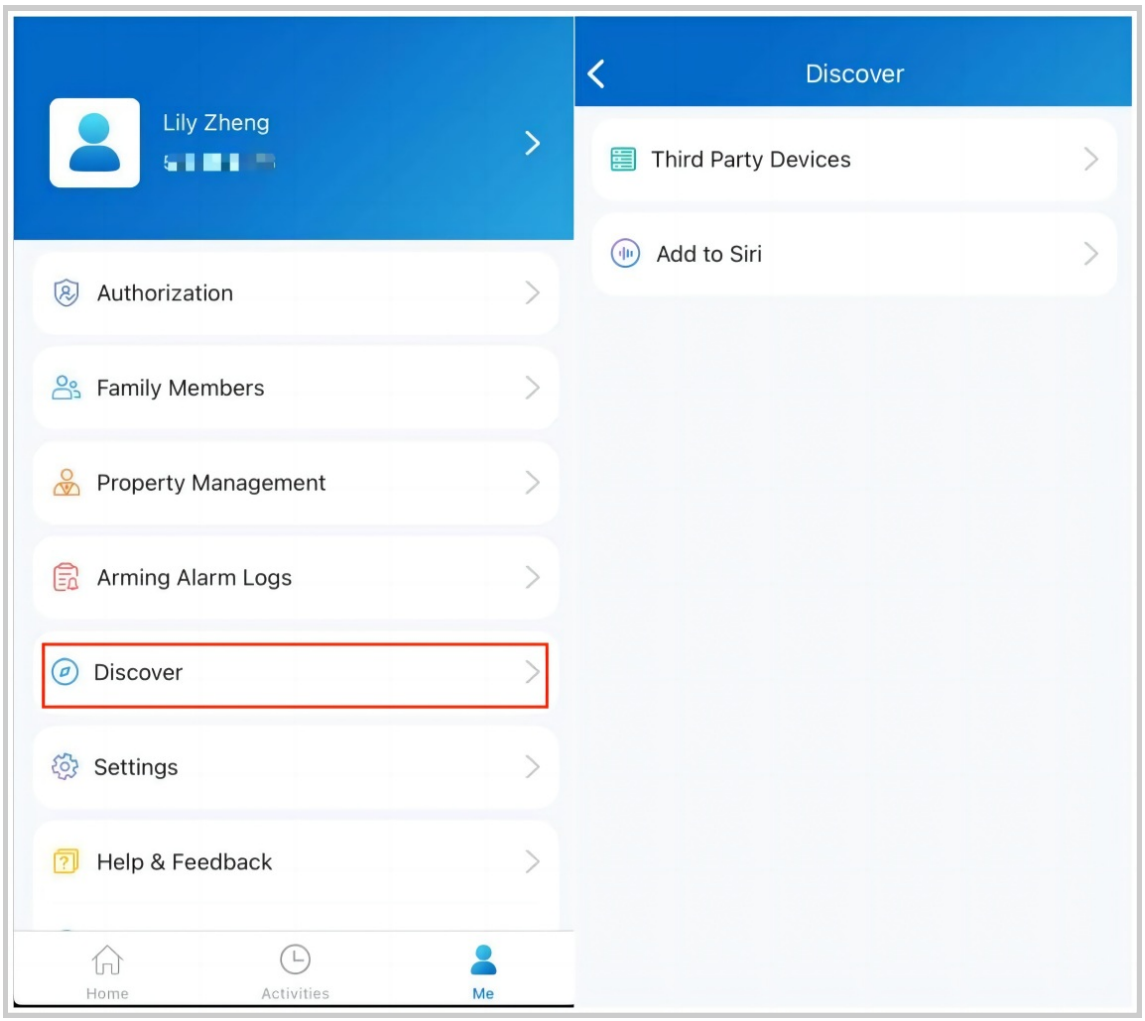


Open Doors with Siri

Note

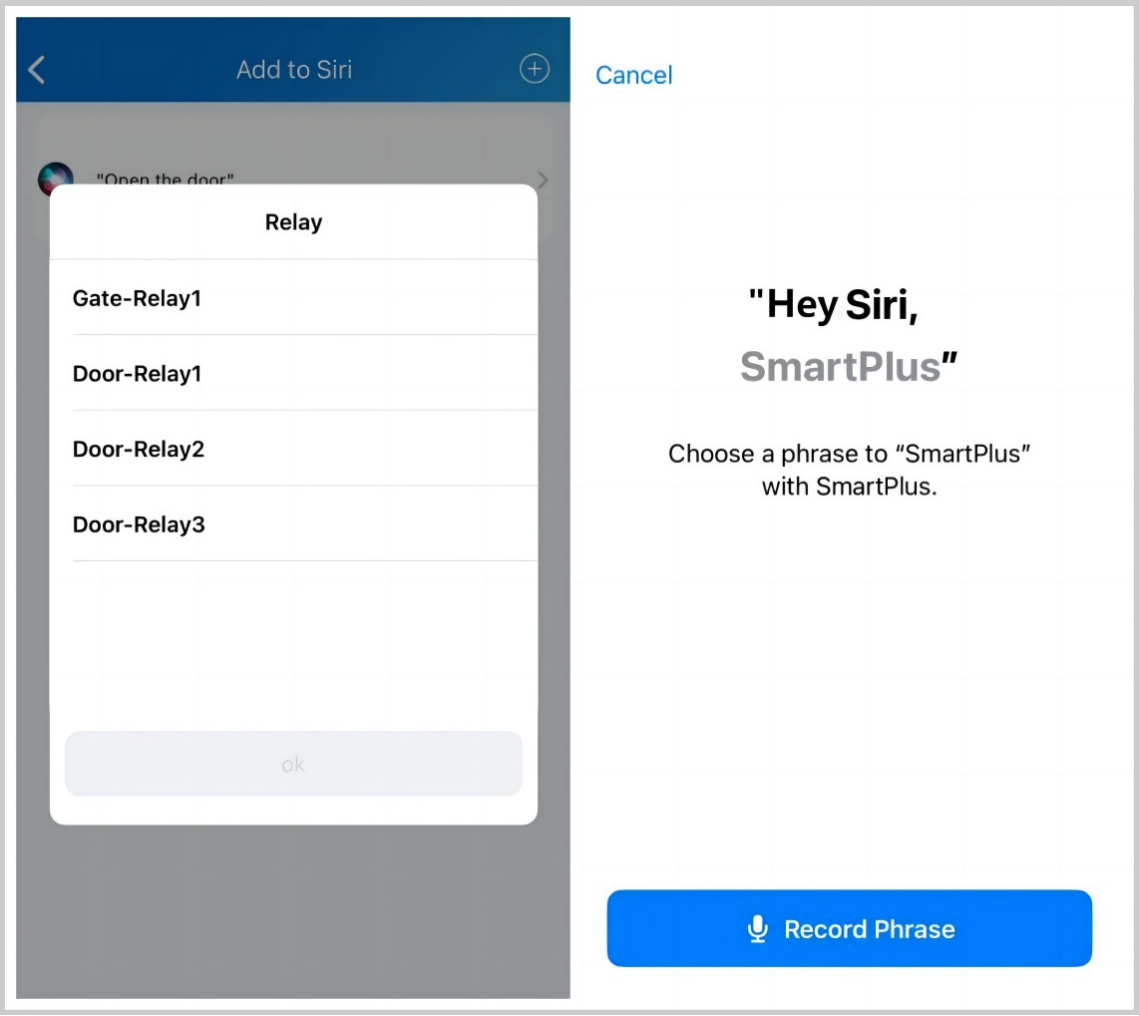
- The system should be IOS 12 or above.
- You can record no more than 10 voice commands.
- Commands do not interoperate between different accounts.

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

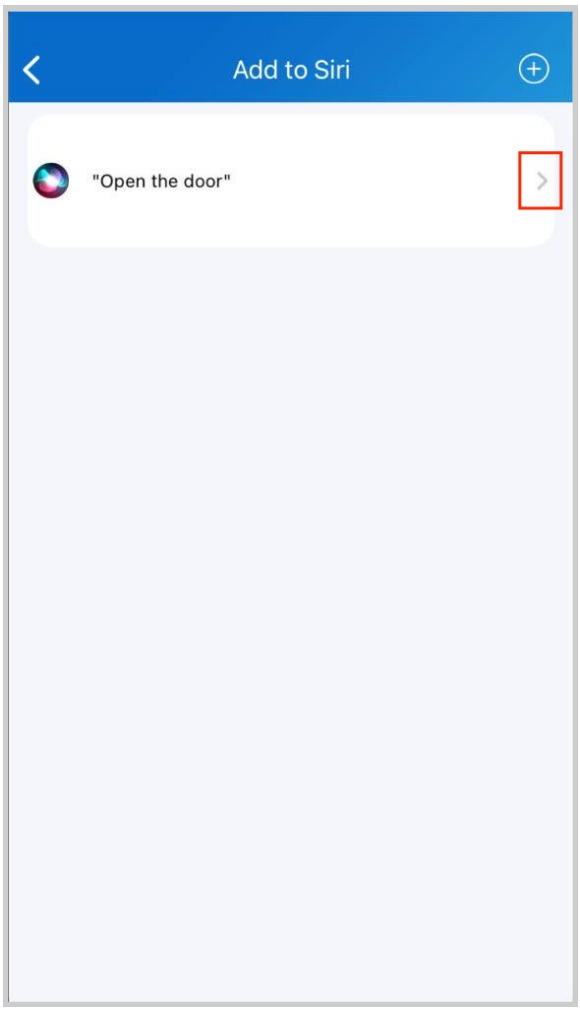


2. Tap + in the upper-right corner. Select the desired door and record the command.

When you say the command to Siri, the selected door will open.



3. Tap › to check and edit the command.



Open Doors with Alexa

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

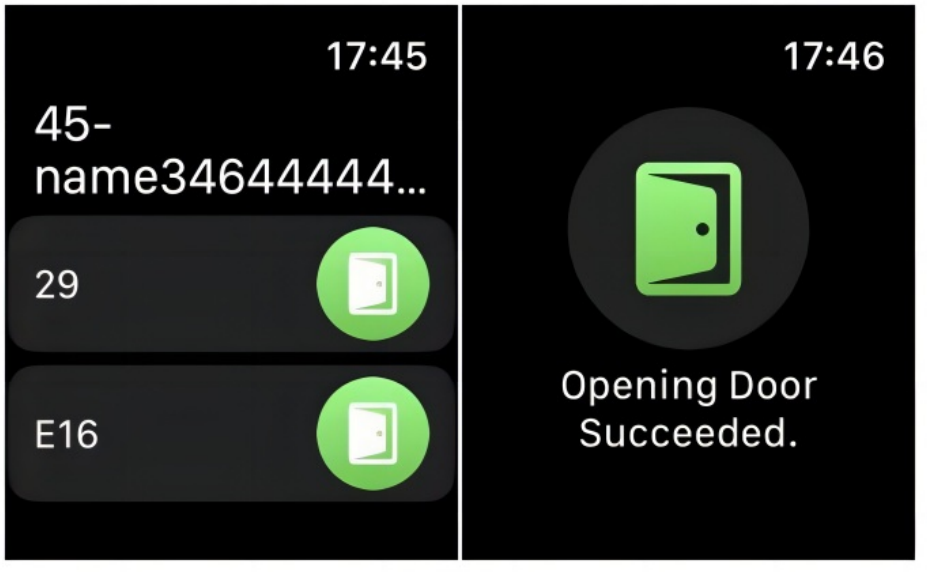
Click here to view the configuration steps.

Open Doors with Apple Watch

You can open doors by tapping on SmartPlus, which is installed in the Apple Watch.

1. Download and install the SmartPlus App on your Apple Watch.

2. Log in to your SmartPlus account on your iPhone that is linked to the Apple Watch.



Devices with doors configured under your accounts will be synchronized to the Apple Watch.

> **Note**
>
> Apple Watch cannot acquire the latest device status in real time. Only after the data update on your iPhone do the data on your Apple Watch refresh.

Open Doors by ID Access

The ID Access feature is designed for users with South American ID cards.

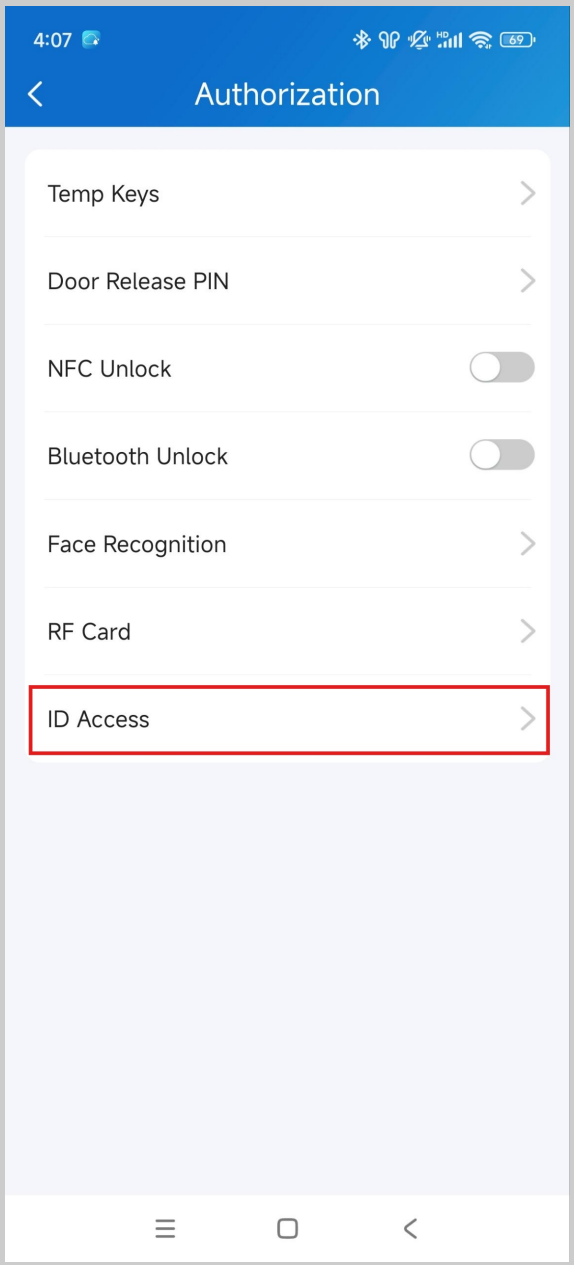
You can enroll the RUN and Serial numbers on your ID cards into the Akuvox SmartPlus Cloud system. Then, you can open doors conveniently by using the QR code on the ID cards.

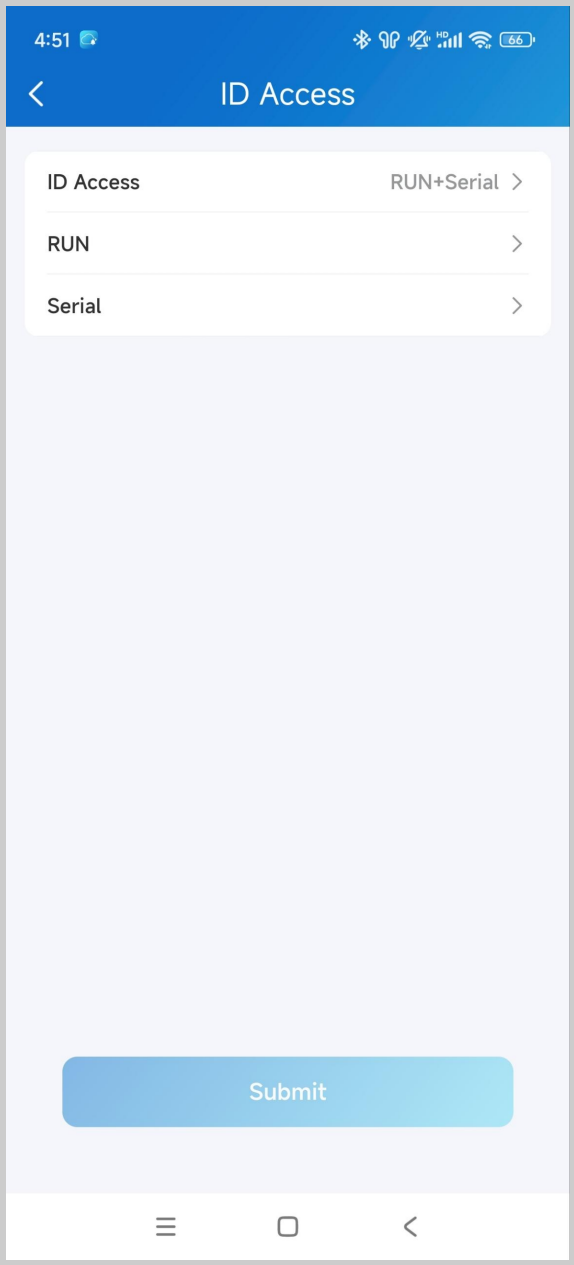
> **Note**
>
> - The QR code on your ID cards may be too small for the door phone to scan.
> - It is strongly suggested to take a photo of and enlarge the QR code for door opening.

1. Tap **Me > Authorization**.

2. Tap **ID Access** and select the ID Access type, RUN Only or RUN+Serial.

3. Enter the number and tap Confirm.





4. Click Submit to save the settings.

Open the Garage Door

You can add your license plates or UHF cards. When you drive in/out, your garage door can be opened automatically.

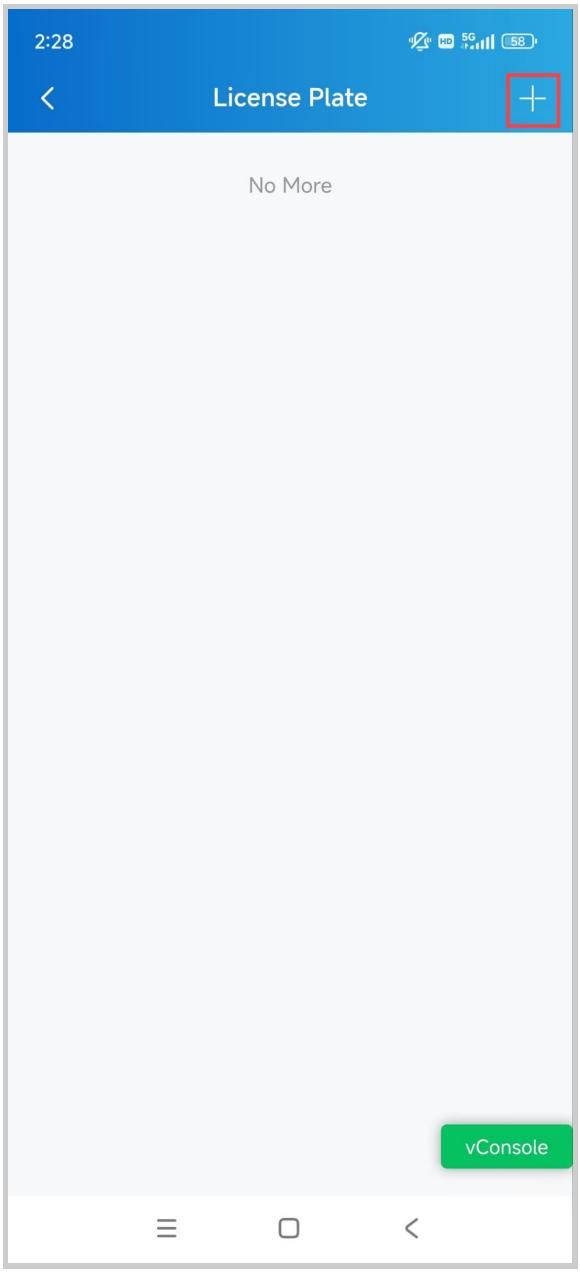
> **Note**
>
> This feature is ONLY available for single-house project users.

- The license plate is identified by a third-party LRP camera.
- The UHF card is identified by the Akuvox long-range card reader ACR-CRP12.

Make sure devices are installed and configured properly by your installers before using the license plate or UHF cards to open doors.

1. Tap **Me > Authorization > License Plate**.

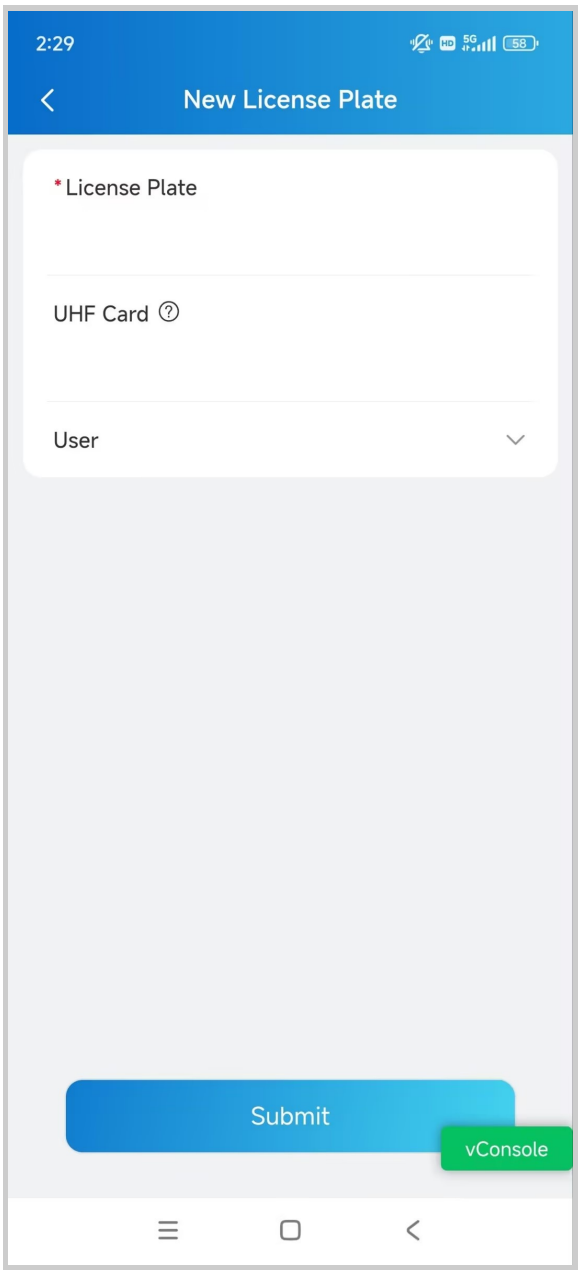
2. Tap + in the upper-right corner.



3. Enter the License Plate information.

4. Enter the UHF card code if it is used.

5. Select the user.

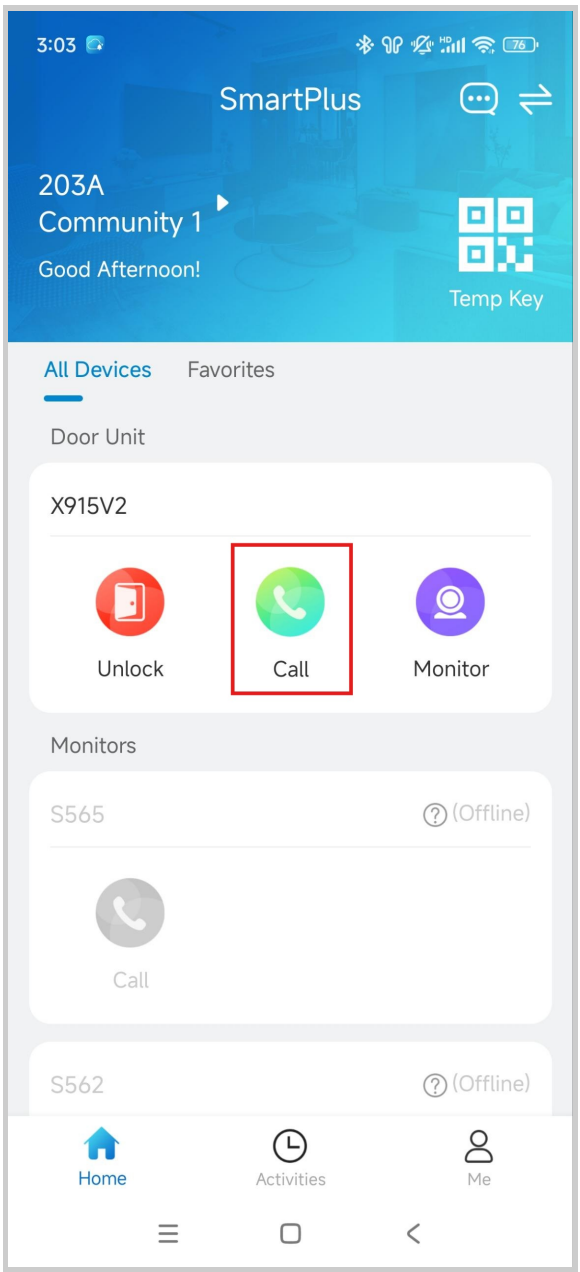


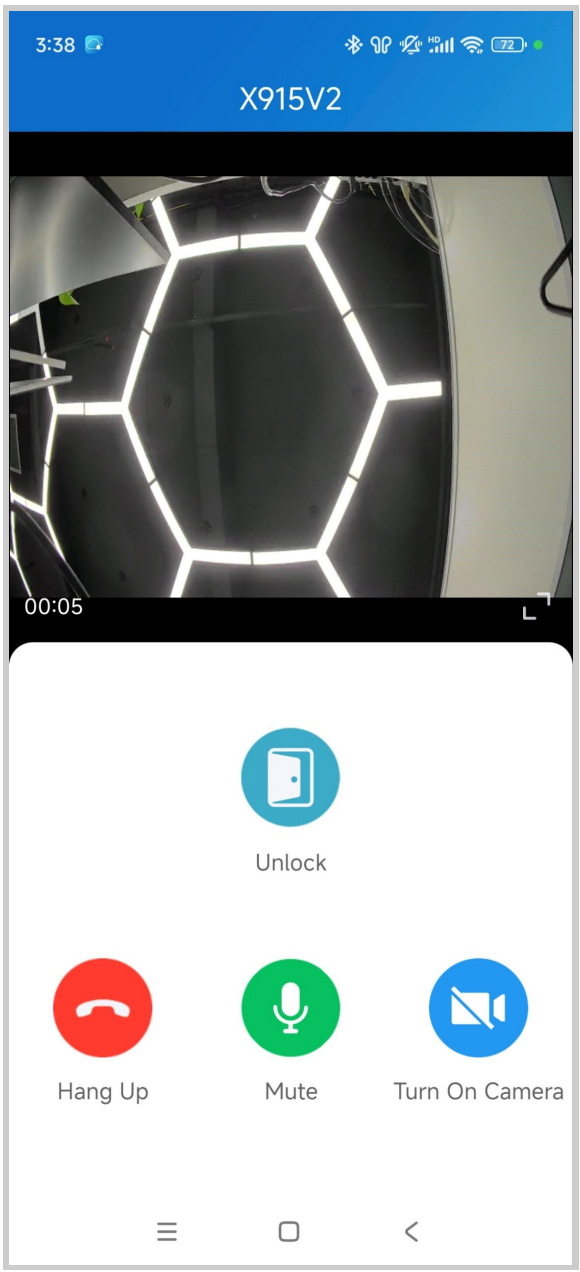
Calling

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

Call a Device

Tap **Call** of the desired device on the homepage.

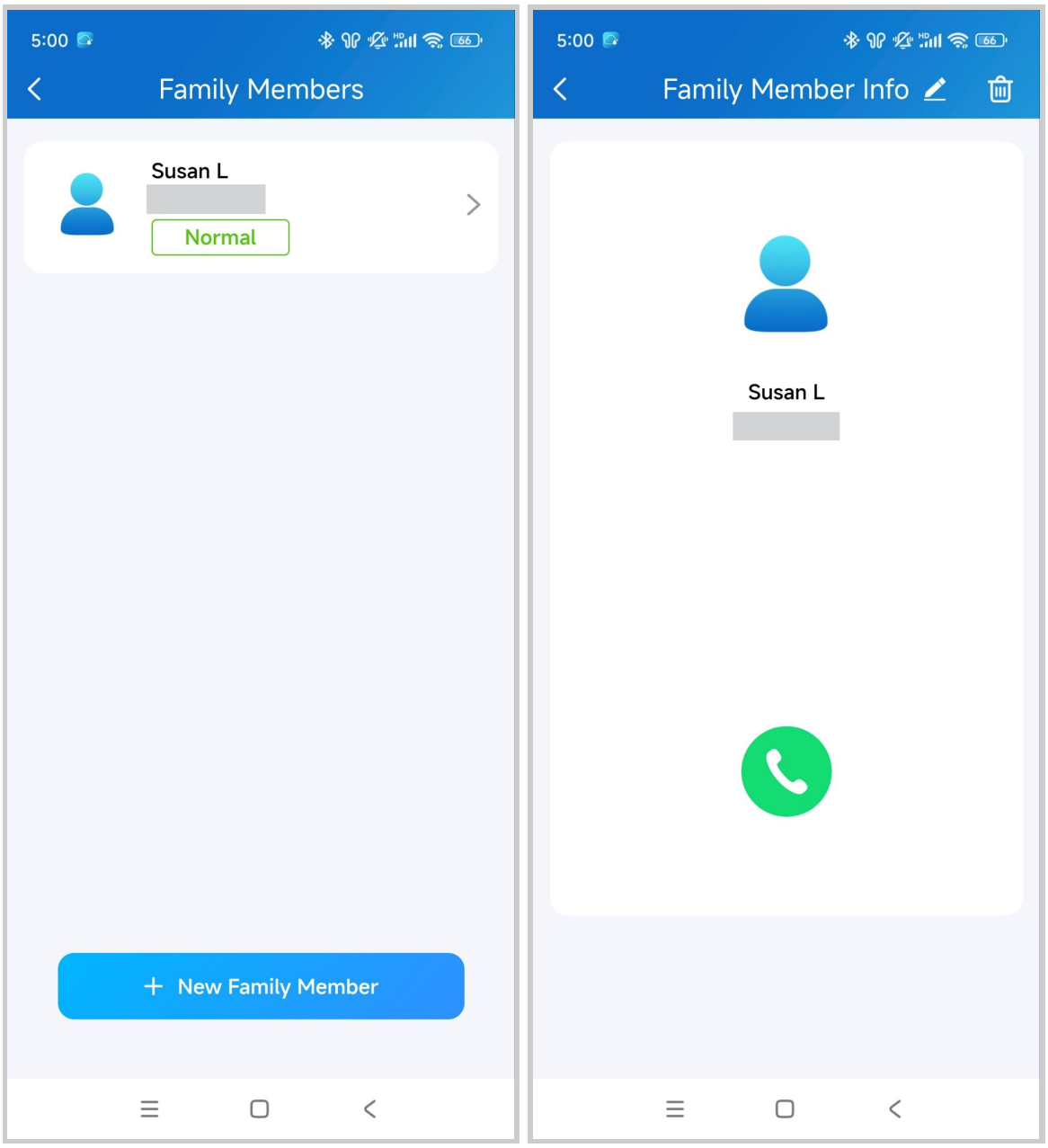




Call a Family Member

1. Tap **Me** in the lower-bottom tap bar.
2. Tap **Family Members**, and select the member you want to call.

> **Note**
>
> Only audio calls are allowed between app users.

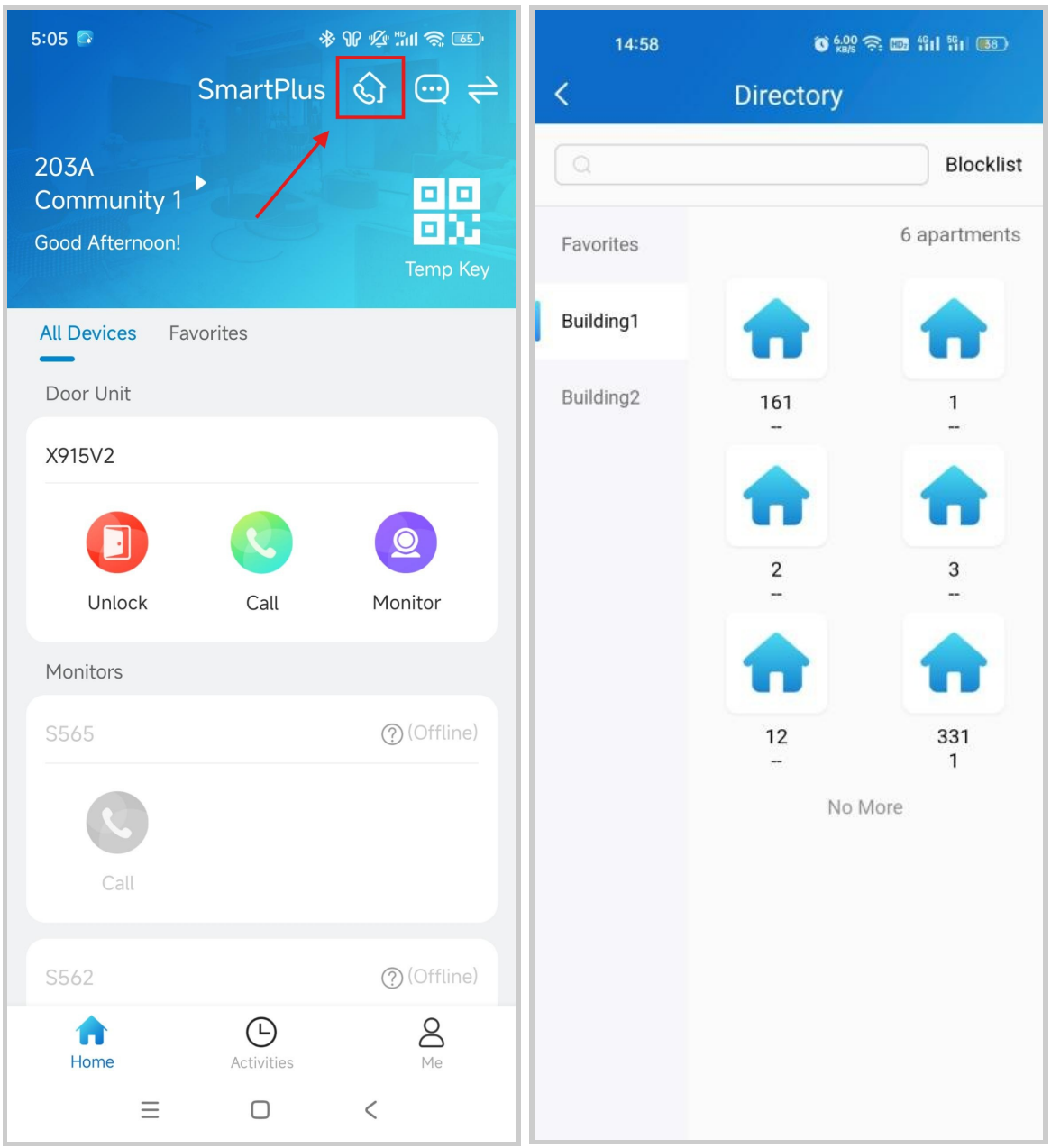


Call Other Families within the Community

The Community Calls feature enables you to call other families living in the same community.

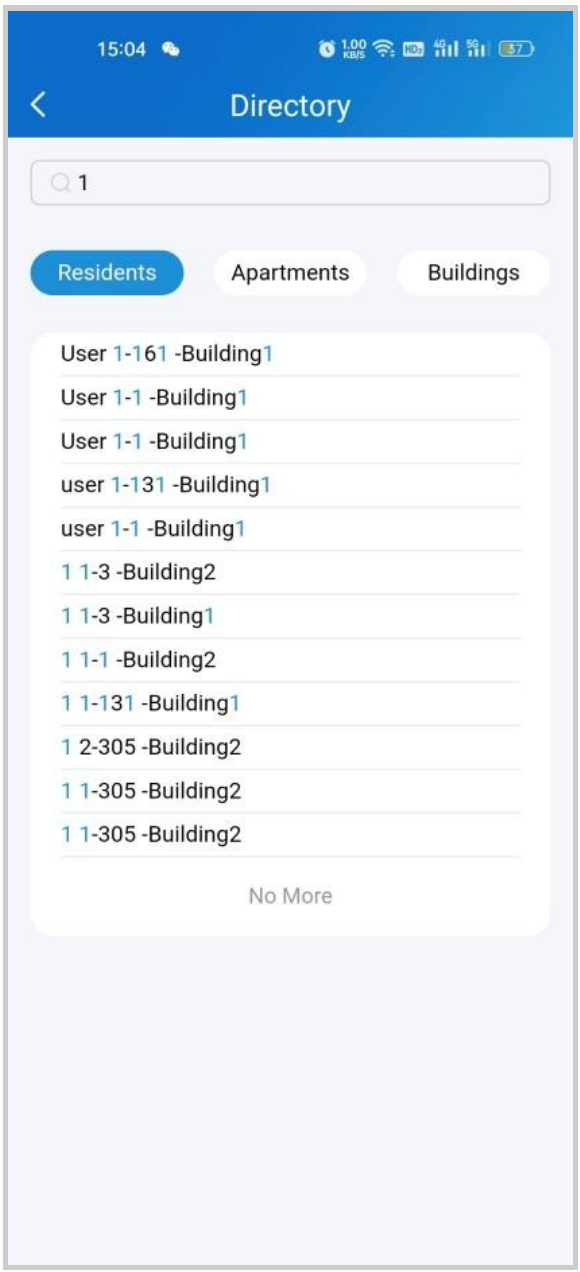
> **Note**
>
> This feature is only available when your service provide enable it.

1. Tap **Home**, and tap the Community Calls icon on the top right.

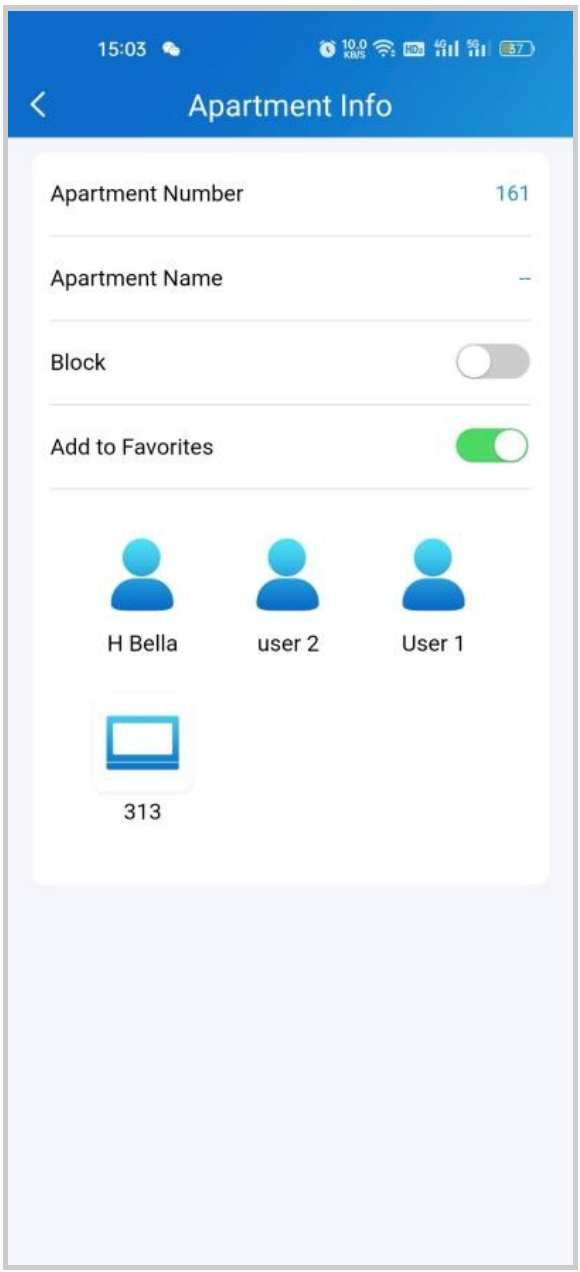


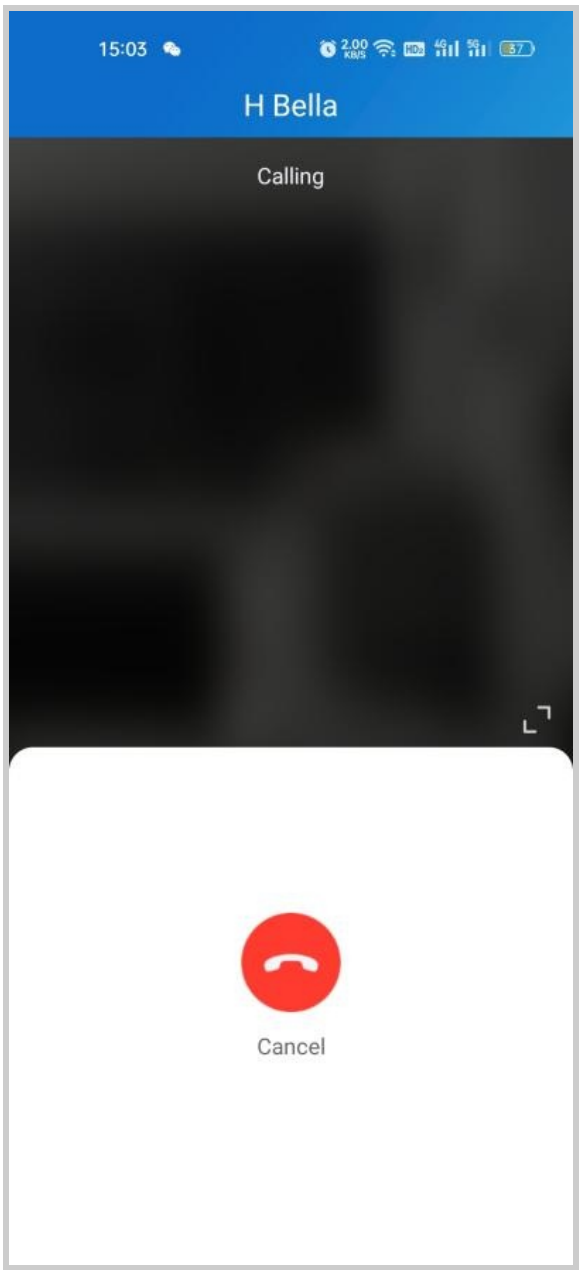
2. On the Directory page, do any of the following:

- Tap **Favorites** on the left side menu to see the families you added to the Favorites.
- Tap the building name to see all apartments in the specific building.
- Tap **Blocklist** on the top right to see all families blocked by you. You can call them, but you will not receive their calls.
- Tap the search box at the top to search for a family. The search results will be displayed in the order of Resident-Apartment-Building.



- Tap any of the apartments listed on the right side to
  - See its information, including the door number, apartment name, and the members and indoor monitors in this family.
  - Blocklist this family. In this case, all its members and indoor monitors cannot call you, while you can call them.
  - Add this family to the Favorites.
  - Tap and call a member or an indoor monitor.





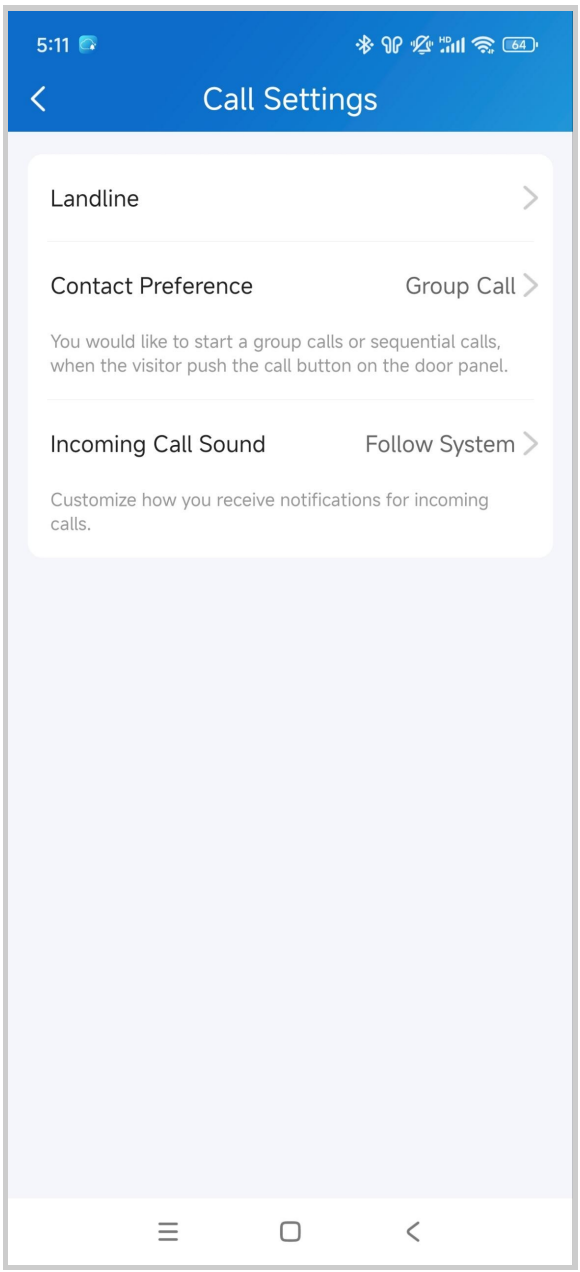
Landline, Contact, and Call Preference

You can forward a call to landline number(s).

Call Forwarded to Phone

To set up call forwarding, do the following:

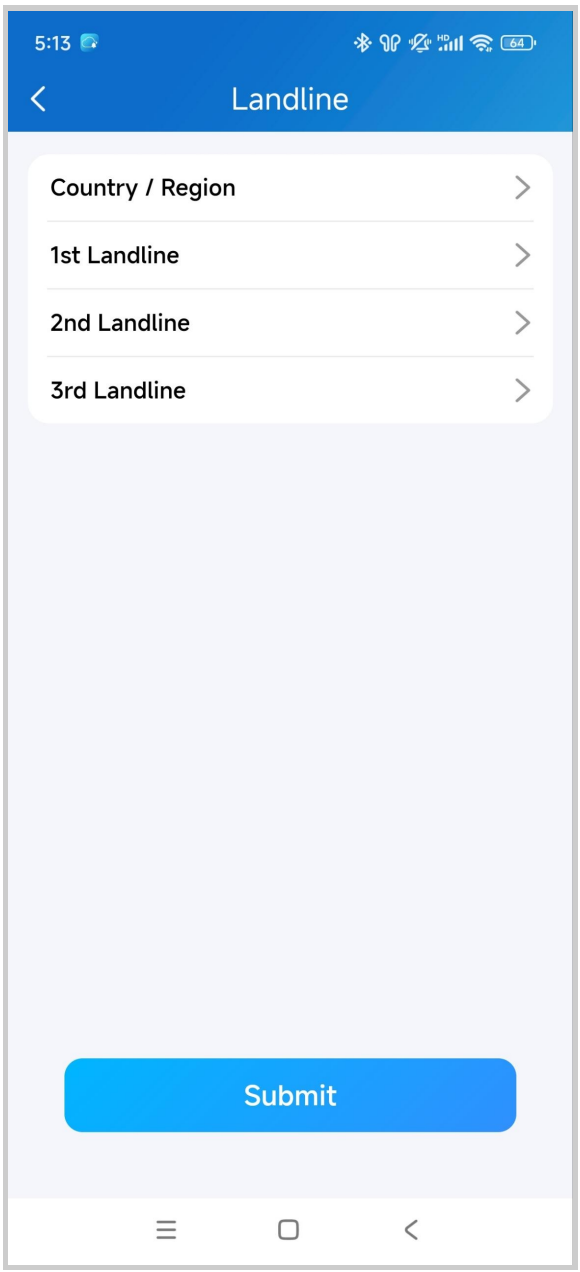
1. Tap **Me > Settings > Call Settings**.



2. Tap **Landline**, and select the country/region the phone number(s) are forwarded.

3. Enter the number(s) in your preferred order.

> **Note**
>
> A home master can add 3 forwarded landline numbers while the added members only 1 number.

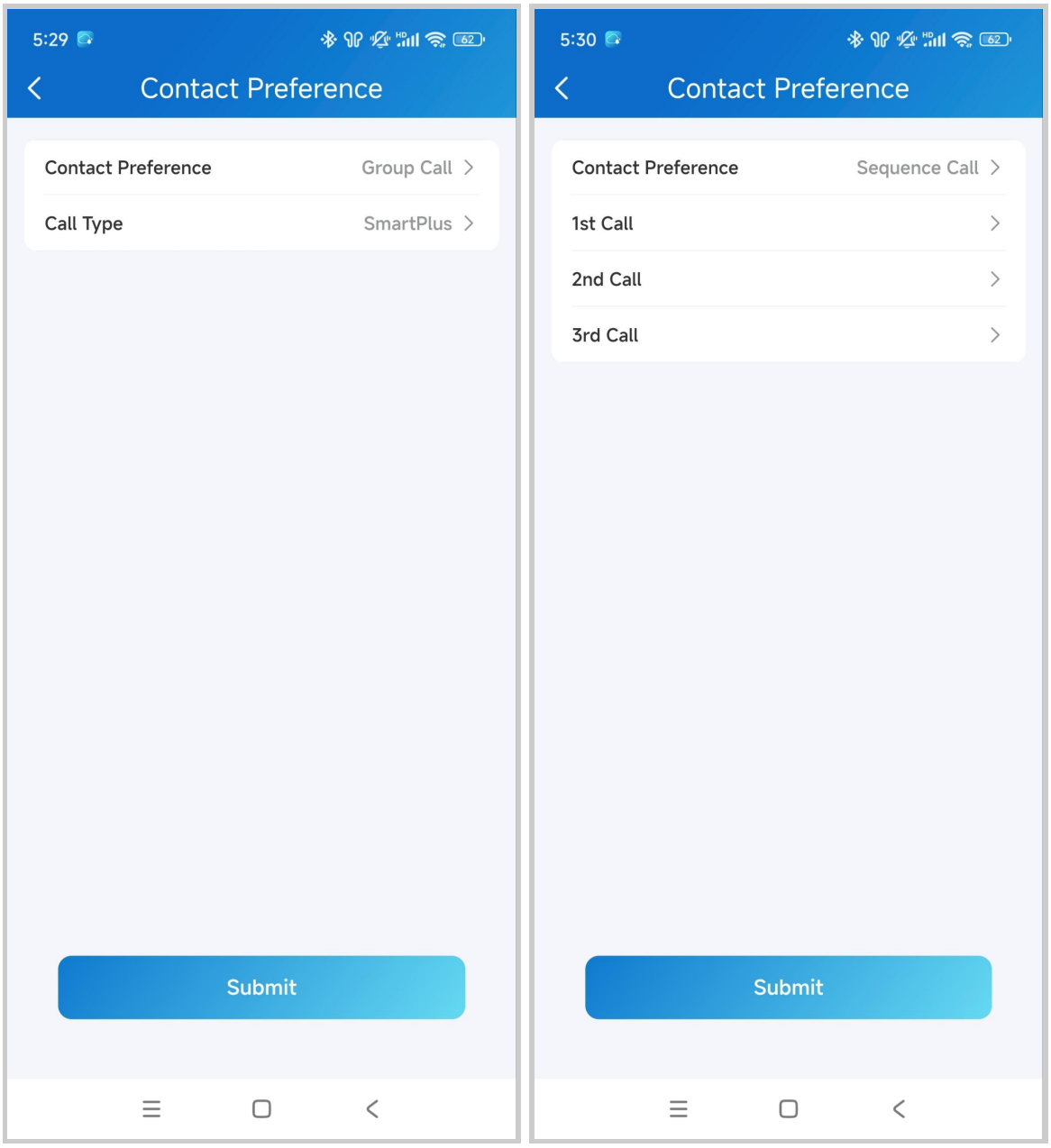


Set up Call-answered Order

> **Note**
>
> Only the home master who owns the main account can set up call preference. Calls will only be forwarded to the phone number(s) added by the main account.

1. Go to **Me > Settings > Call Settings**.
2. Tap **Contact Preference**.
3. Choose a call type and follow the onscreen instructions.

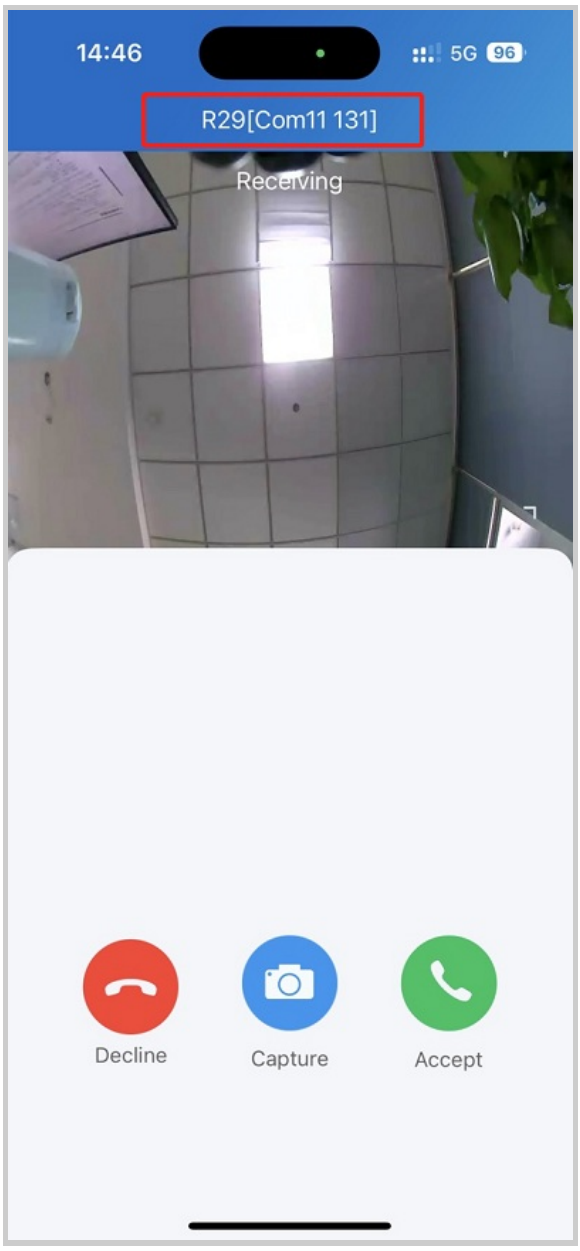
- **Group Call**. All indoor monitors will receive the call. At the same time, family members will receive it in their apps. If you are a community resident, you can select the **Call Type**.
    - **SmartPlus**: SmartPlus and indoor monitor(s) will be called.
    - **Phone**: Phone and indoor monitor(s) will be called.
    - **SmartPlus with Phone as backup**: SmartPlus and indoor monitor(s) will be called first, then the forwarded phone number if the call is not answered.
- **Sequence Call**. The devices, family members, and landline numbers in the same family will be called based on the preset order.



Receive Calls from a Different Site

This occurs when you have multiple sites under one account. For example, when you switch to Site1, you can still receive calls from the door phone at Site2.

- The receiving page will display the information on site2.
- The logs will only be displayed on site1.

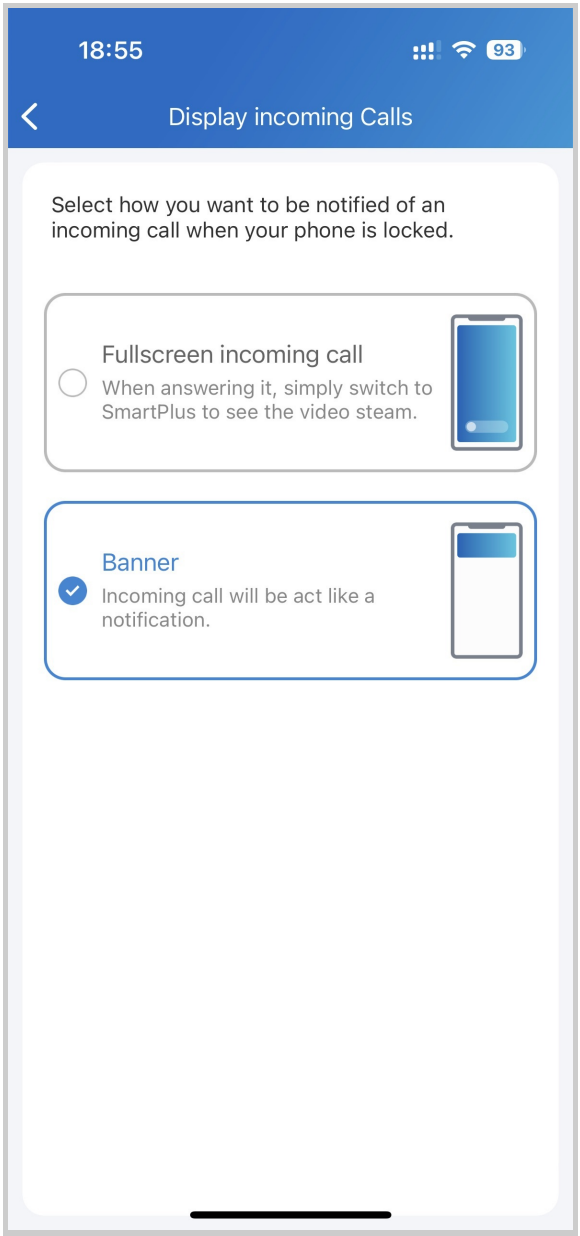


Set up Call Kit

The call kit feature prevents you from missing incoming calls. The incoming call notification will be displayed on the full screen just as you receive a phone call.

> **Note**
>
> ONLY the iOS system supports this feature.

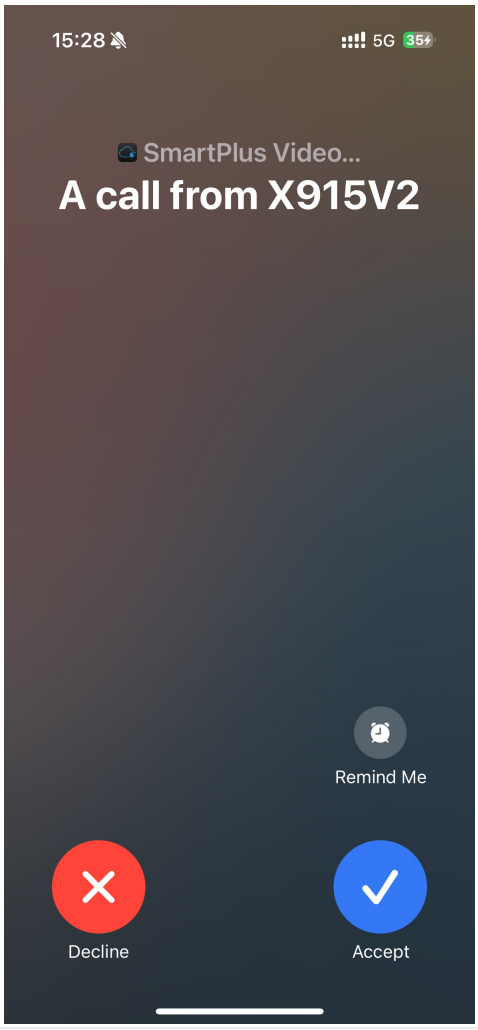
1. Tap **Me > Settings > Call Settings > Display Incoming Calls**.
2. Select the incoming call display mode.



Banner Mode	Full Screen Display

SmartPlus Video
A call from X915V2
Minhou
34°
Partly Cloudy
H:35° L:25°
Weather
13
Calendar
Mail
Clock
Photos
Camera
Reminders
Notes
Maps
Weather
App Store
2
Settings
Music
Search
10
8

15:27
5G
Call
now
A call from X915V2
34°
Partly Cloudy
H:35° L:25°
Weather
Calendar
Mail
Clock
Photos
Camera
Reminders
Notes
Maps
Weather
App Store
2
Settings
Music
Search
10
4



Note

On Android phones, incoming call notifications can only appear as banners. To receive these notifications, you must enable permissions. Click **here** to see the steps.

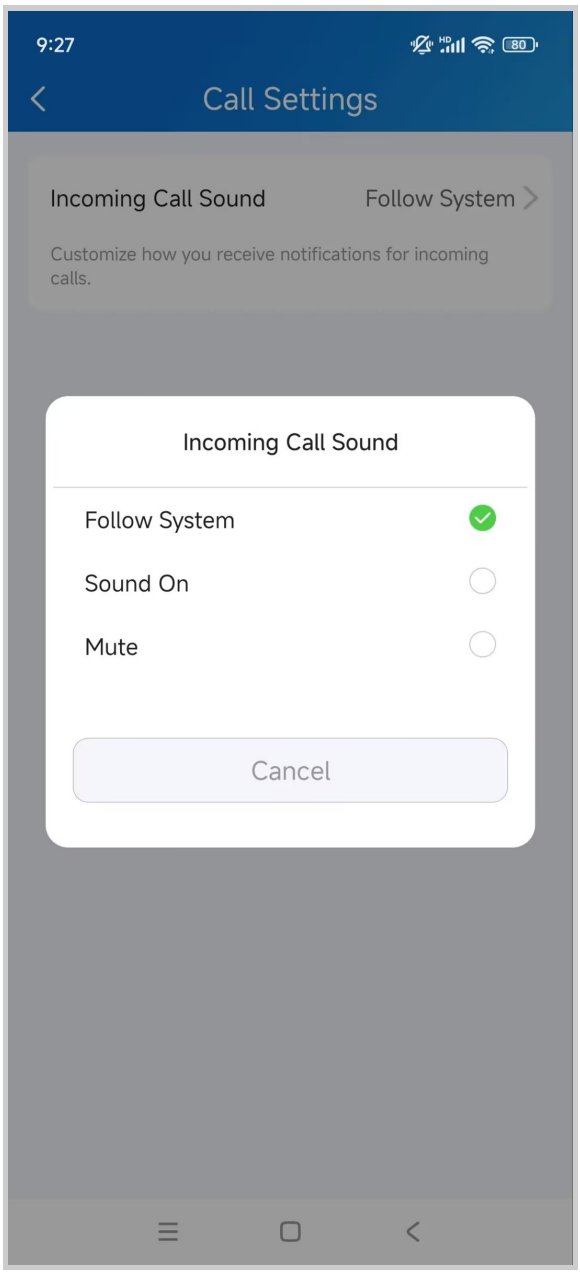
Incoming Call Sound

You can select the notification sound when receiving an incoming call.

1. Tap **Me > Settings > Call Settings > Incoming Call Sound**.

2. Select the desired option.

- **Follow System**: Use your mobile phone's default sound.
- **Sound On**: Use the SmartPlus default sound.
- **Mute**: Mute the incoming call sound.



Security

Monitor

You can check the monitoring streams from either Akuvox intercom devices or third-party cameras to see who the visitor is or what's happening at your front door.

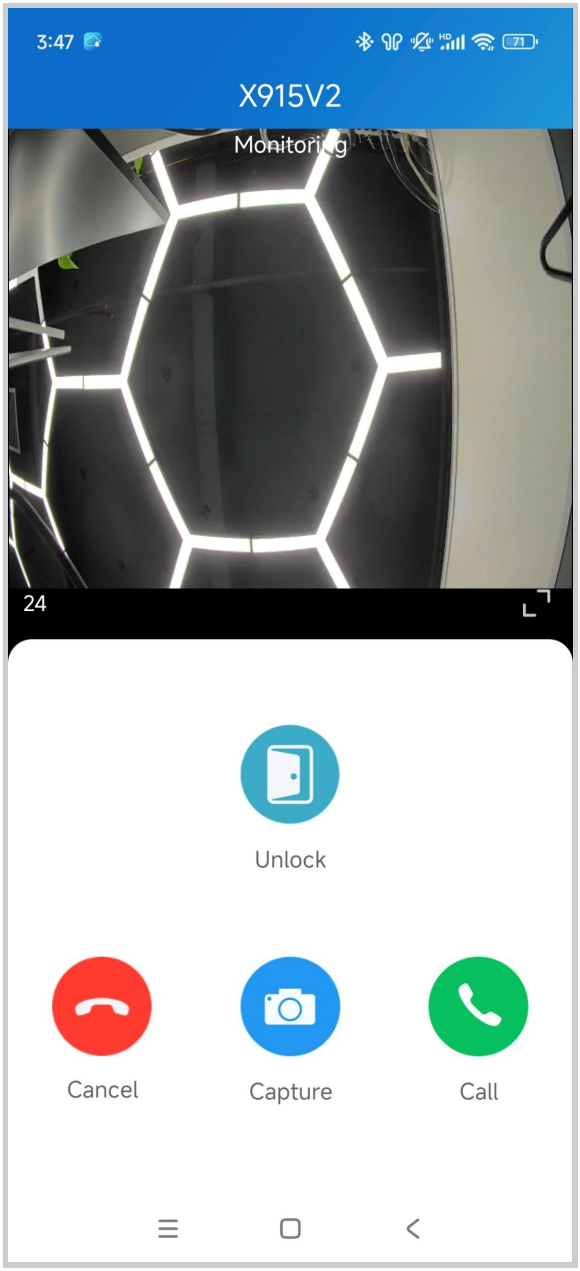
See Door Phone Stream

1. Tap of the desired device on the homepage. The live stream will be shown for 30 seconds.

> **Note**
>
> Door phones without cameras do not have a monitor button .

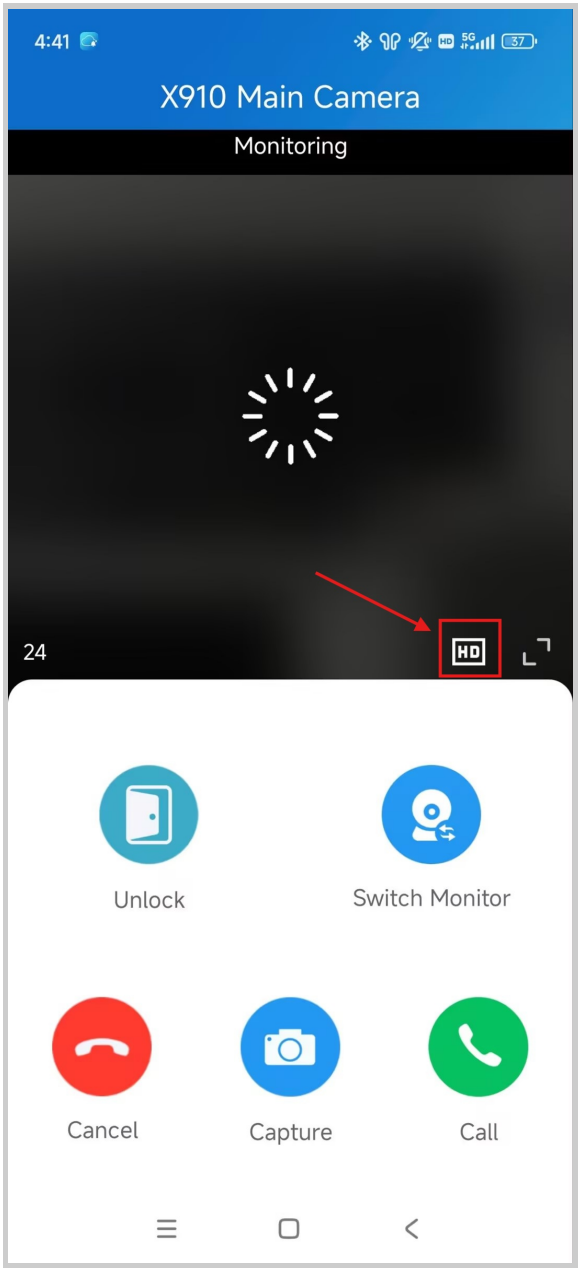
2. Besides, you can:

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



When viewing the live stream of the door phone X910, you can switch the video format between High Definition(HD) and Standard Definition(SD).

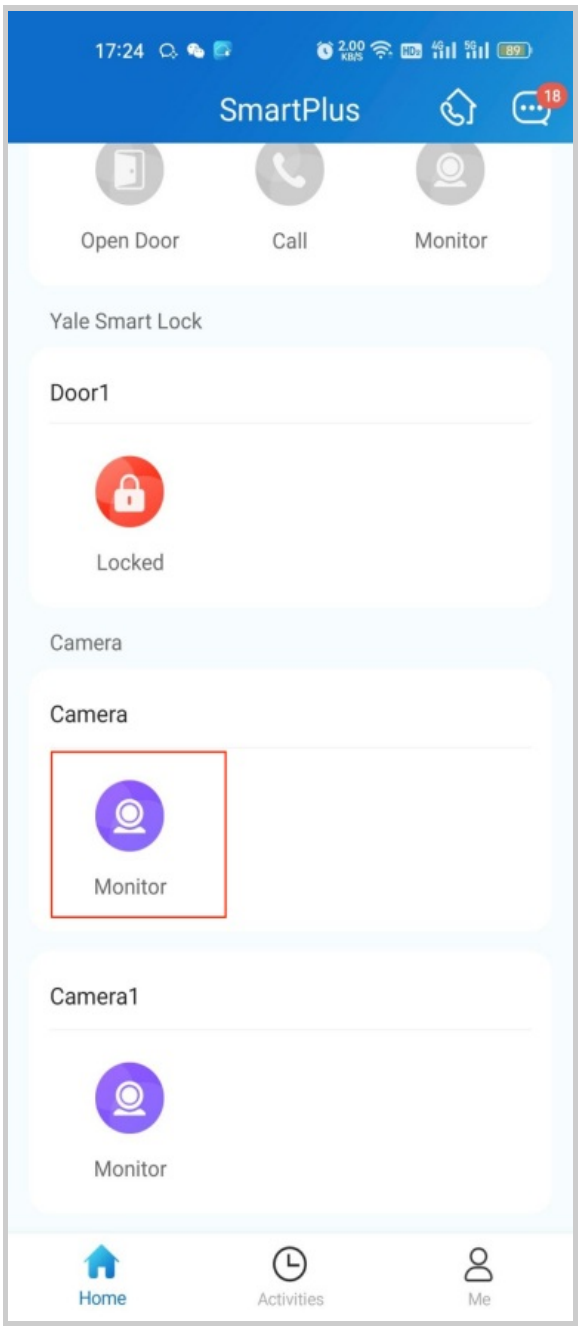
HD has a higher resolution and presents a clearer image.



See Third-party Camera Stream

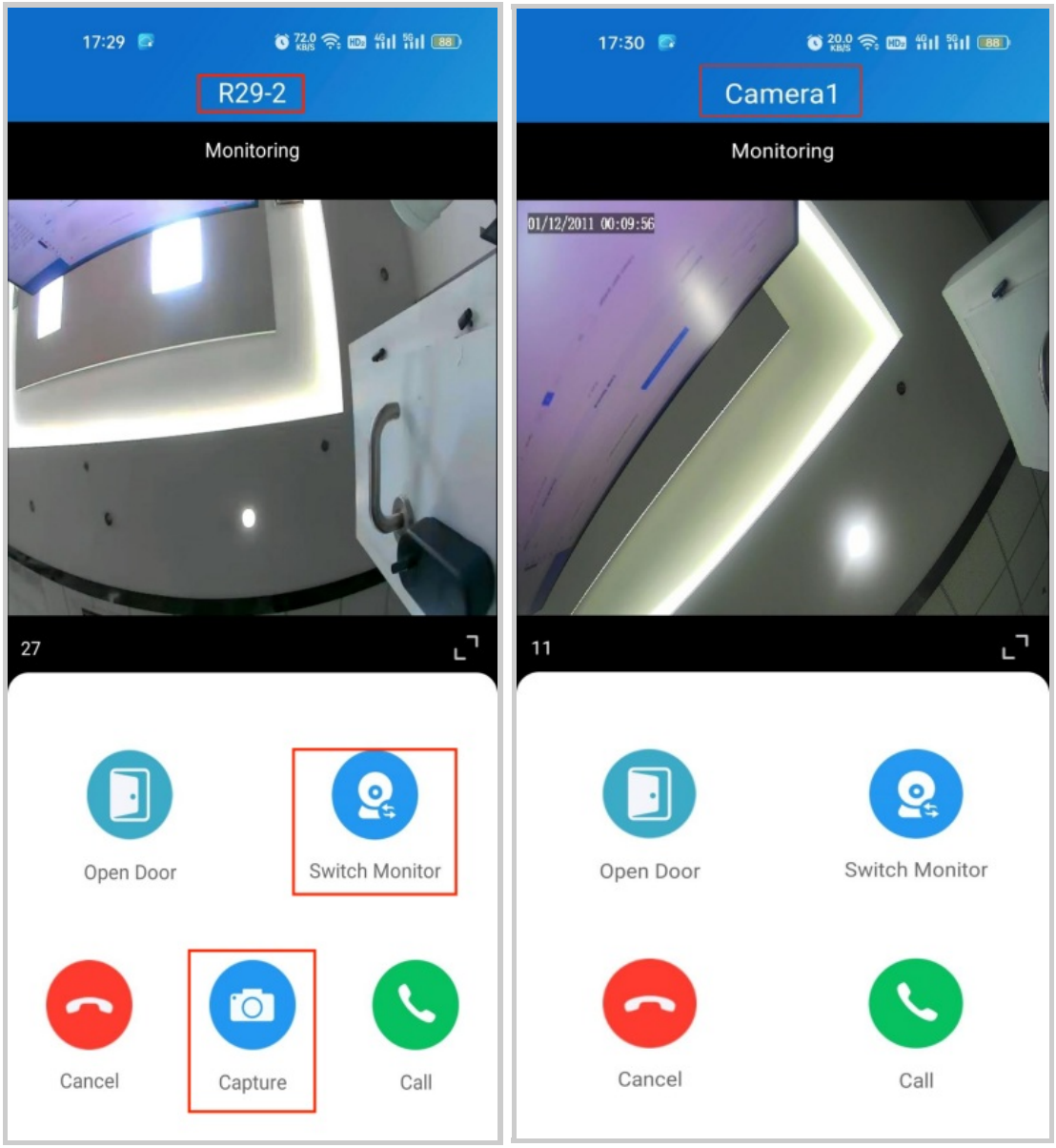
If your house or your community has third-party cameras installed, you can see their streams directly on the app. Besides, these cameras can be linked with Akuvox door phones.

- **When cameras are not linked with door phones**
  Tap **Monitor** of the camera. The live stream will be shown for 30 seconds.



- **If the camera is linked with a door phone**, then you can switch monitoring streams between the door phone and the camera.
  Tap **Monitor** of the door phone on the homepage.
  The default shown stream is from the door phone. To switch the stream, tap

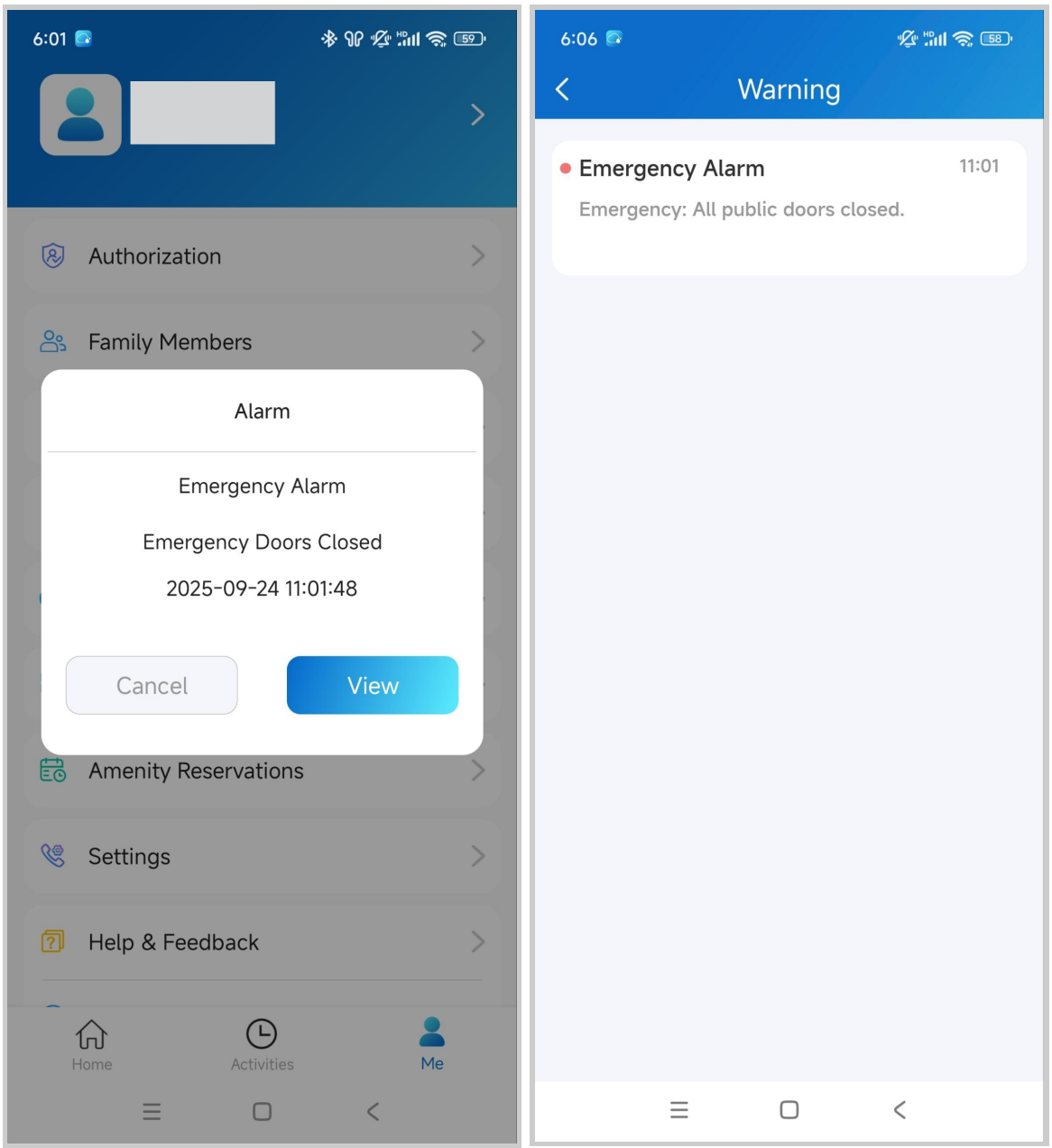
. Note that the Capture feature is not available on the third-party camera's live stream page.



Alarm and SOS Warnings

You can receive alarm notifications, such as when all doors are open and a smoke alarm is triggered on indoor monitors.

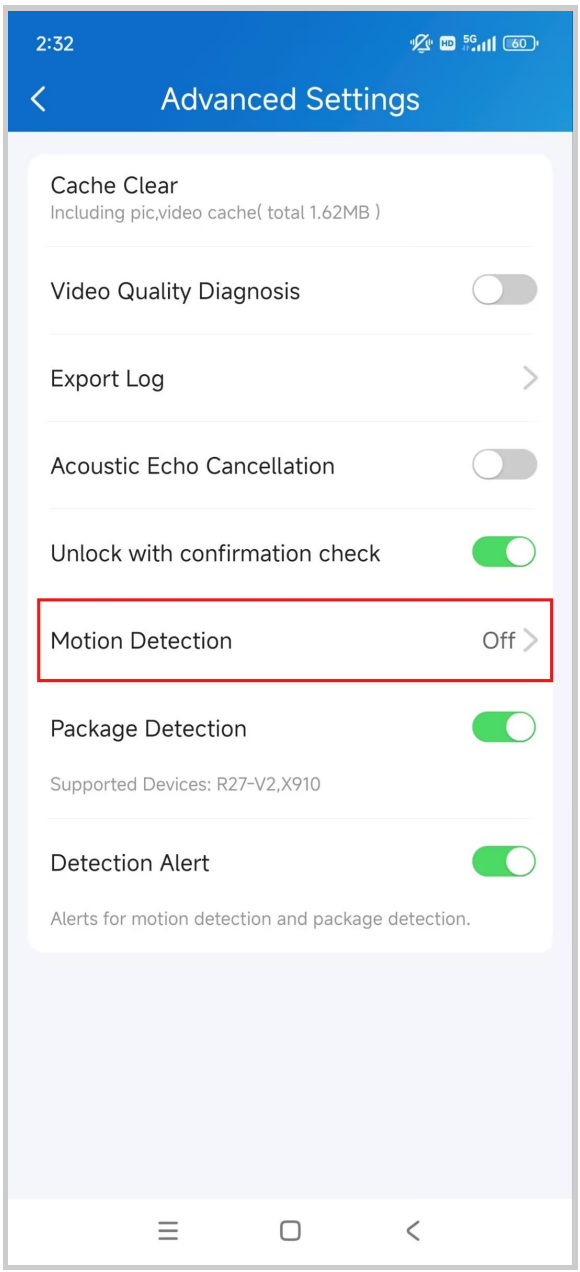
Tap **Me > Emergency Alarms** to see and deal with warnings, or tap View on the pop-up notifications.



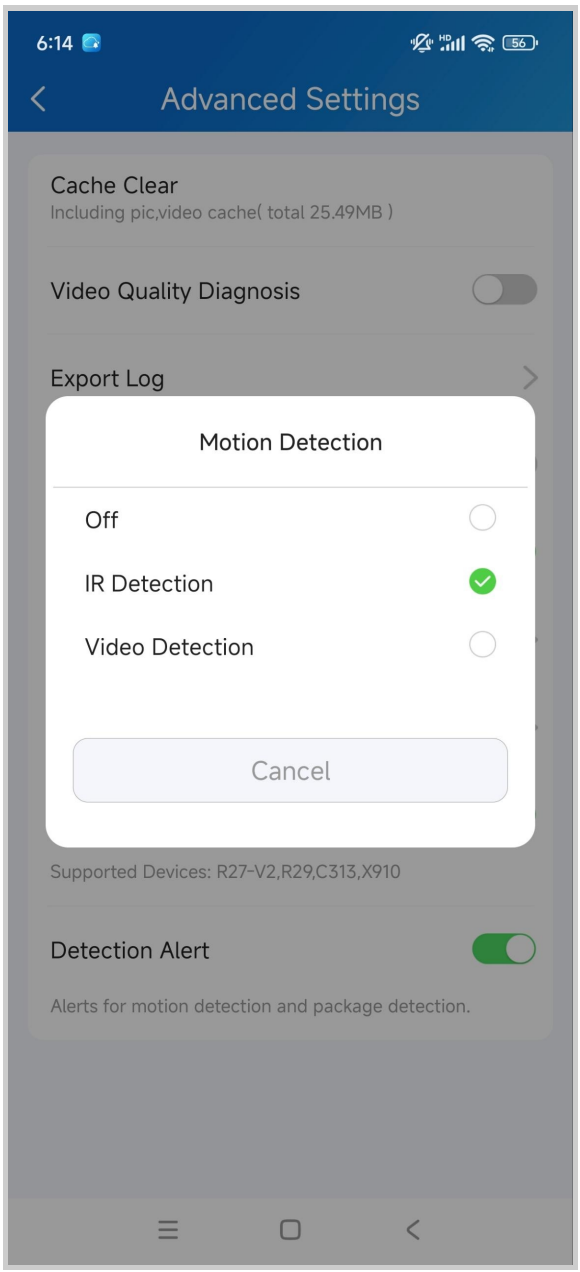
Motion Detection

With the SmartPlus master account, you can turn on the motion detection function and choose its detection type.

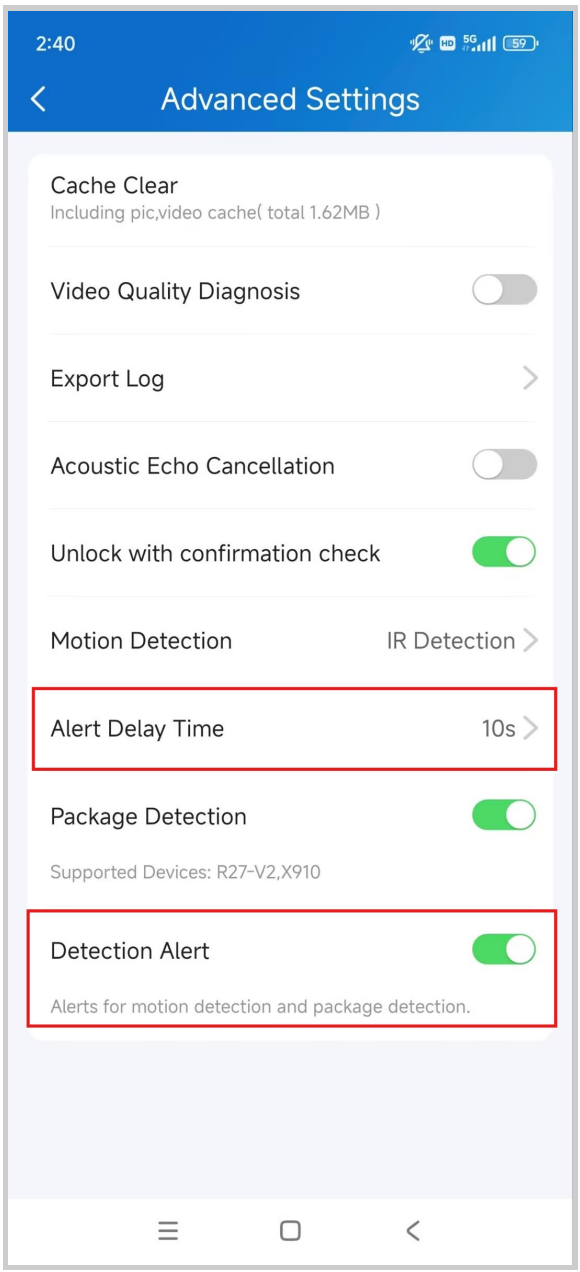
1. Tap **Me > Settings > Advanced Settings > Motion Detection**.



2. Select between IR and Video Detection.

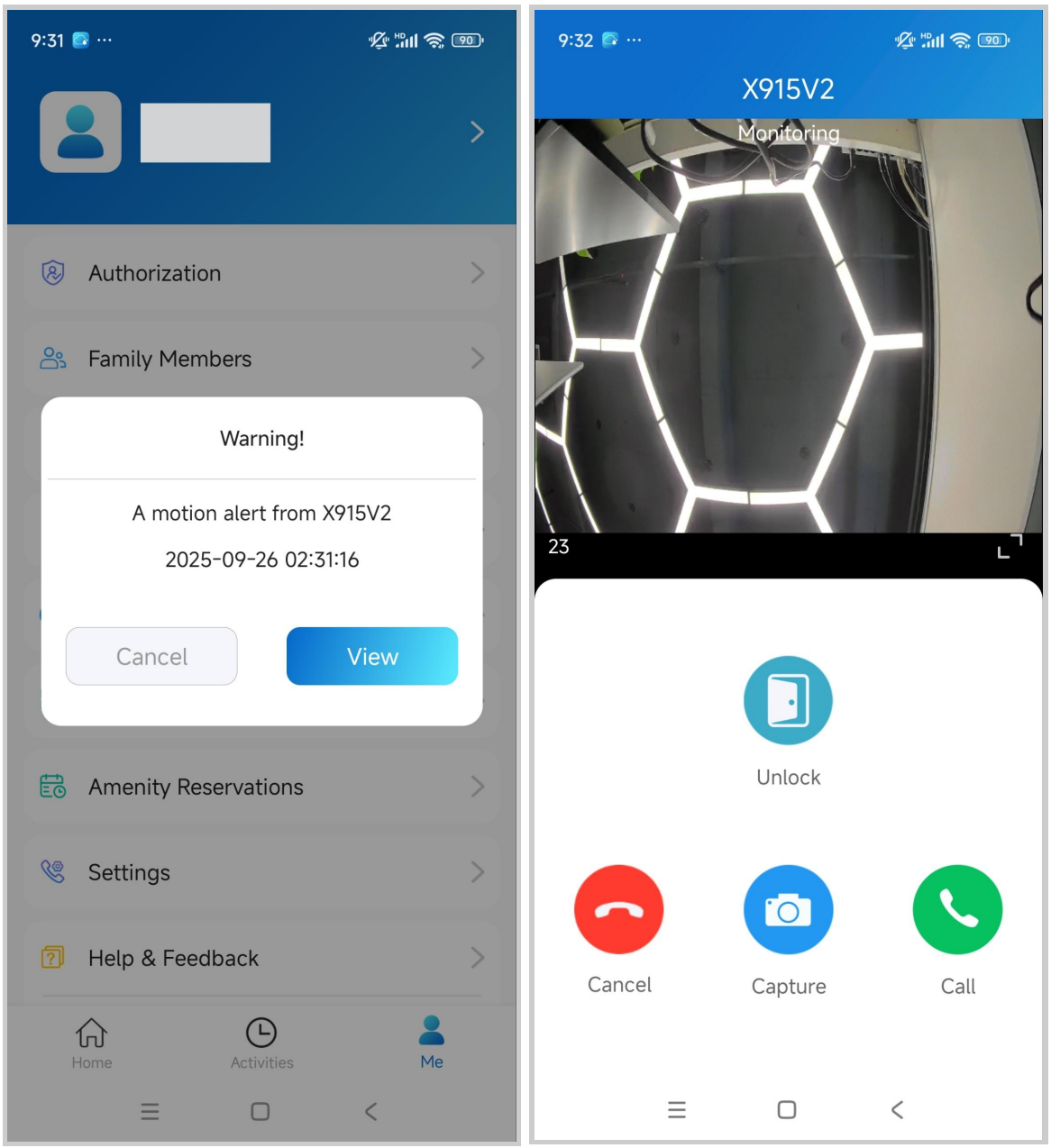


3. Then, you can set up the **Alert Delay Time**(10 seconds by default) and **Detection Alert**.



When detection alert is enabled, a notification will be sent to you whenever an alert is triggered by a suspicious motion.

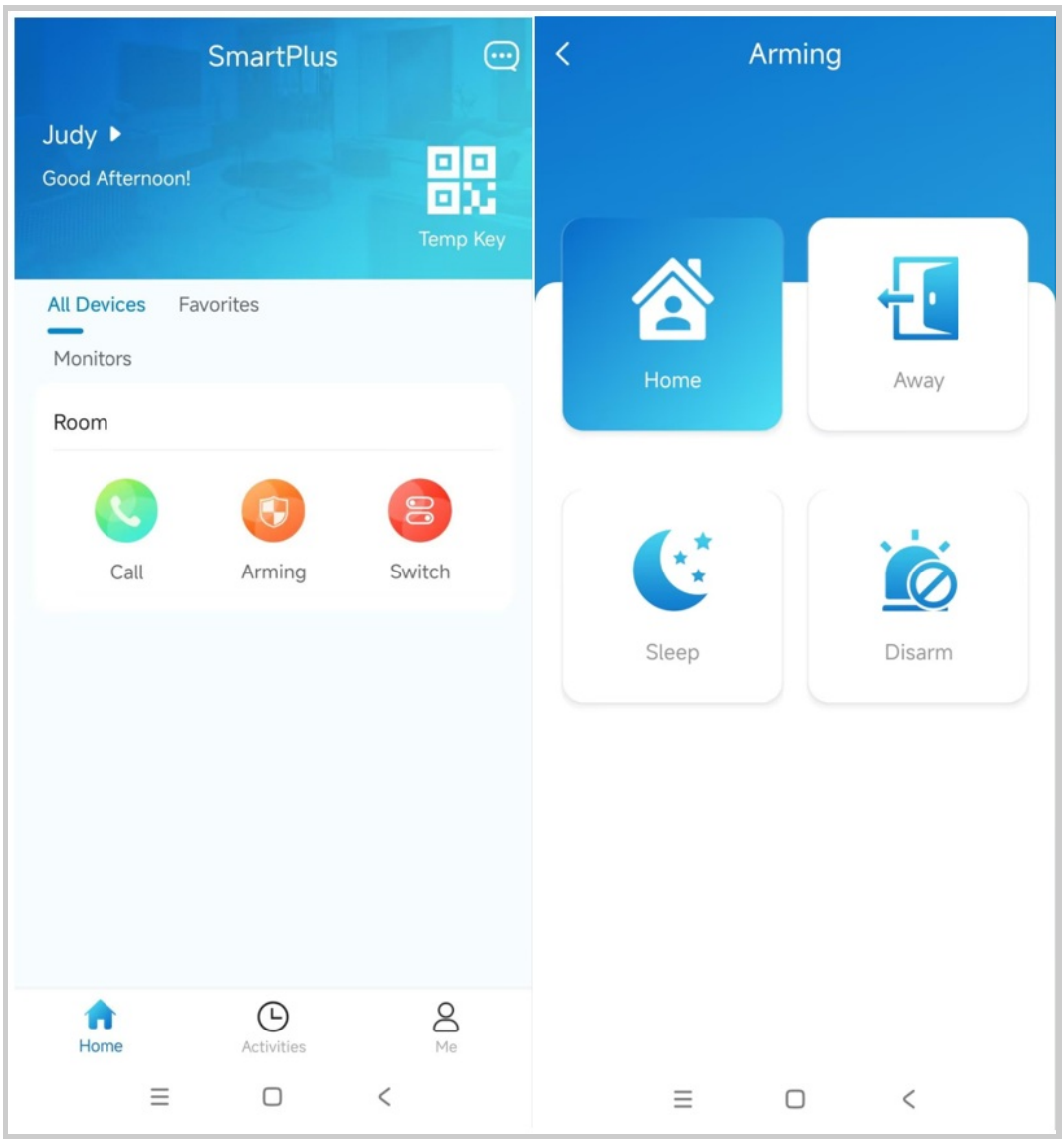
Tap **View** to redirect to the device monitoring page.



Arm and Disarm Indoor Monitors

You can arm or disarm indoor monitors on the homepage of the SmartPlus App when your installers or property managers enable the Arming Function of the indoor monitor for you.

Tap **Arming** to select the arming mode or disarm.



Arm and Disarm Indoor Monitors with Alexa

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

Click here to view the configuration steps.

Record and Check Videos

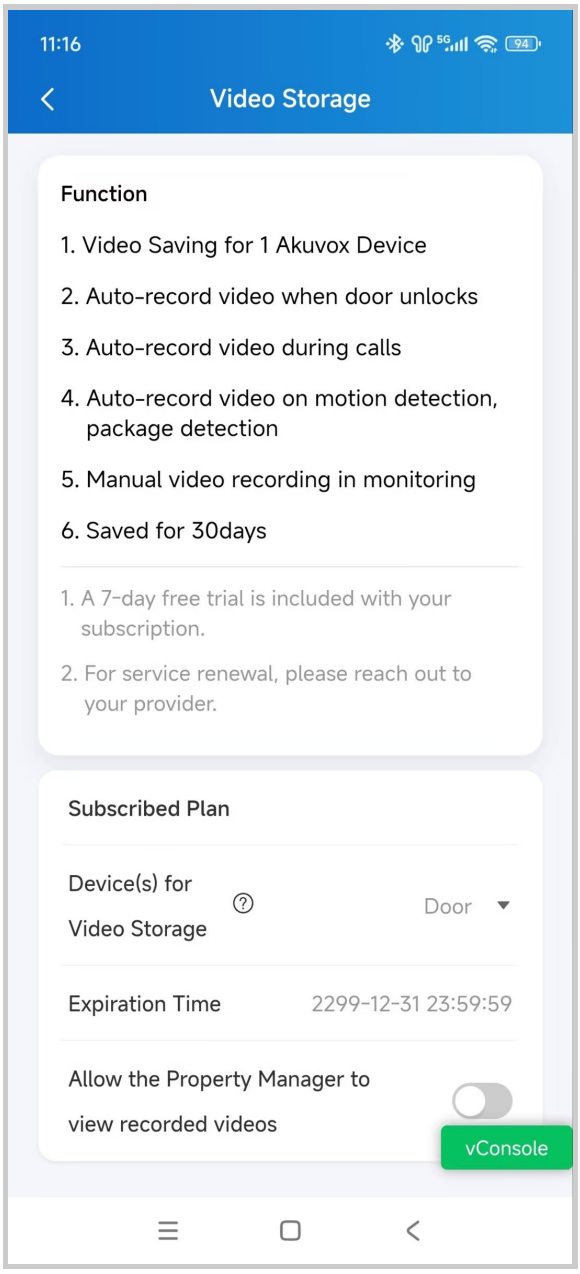
You can record videos and check video logs when the Video Storage feature is enabled by your installer or property manager.

Set up Video Storage Feature

Tap **Me > Discover > Video Storage**.

You can:

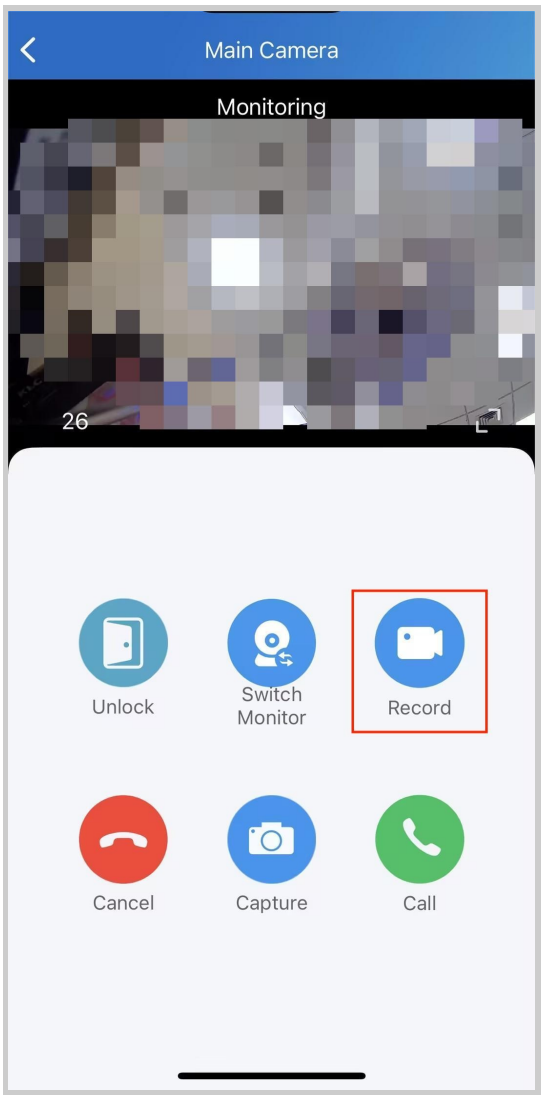
- View the specific functions of the feature.
- Select devices for video recording and storage.
- Check the feature expiration time.
- Allow property managers to view the videos recorded by your private devices.



Record Videos

Akuvox devices automatically record 10 seconds of video when opening doors, calling, and detecting motions.

You can also record videos manually by tapping **Record** during calling and monitoring.

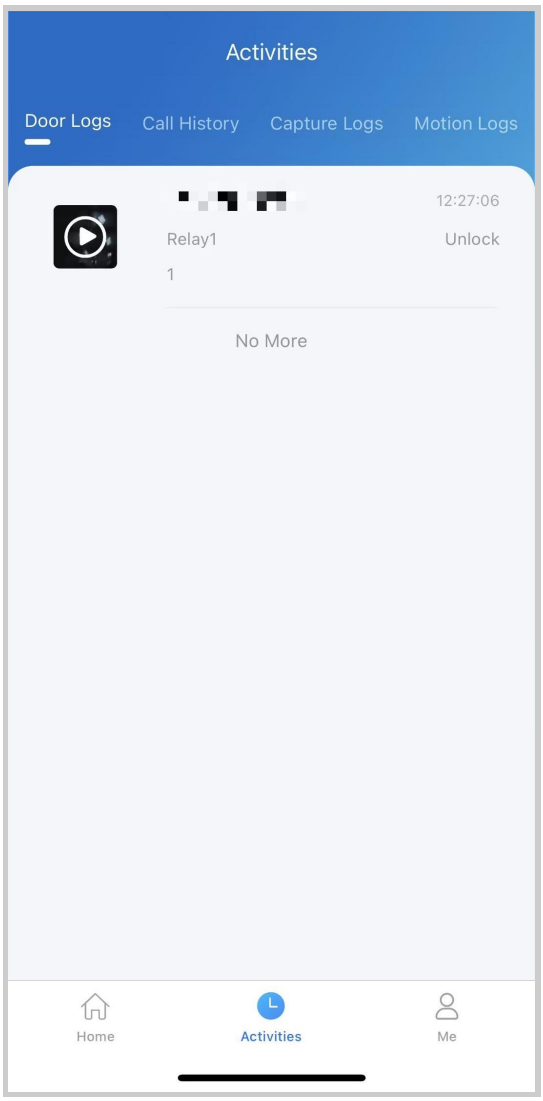


Check Videos

You can check the videos on the **Activities** page.

1. Select a log type.

2. Play the video and download it by tapping a specific log.

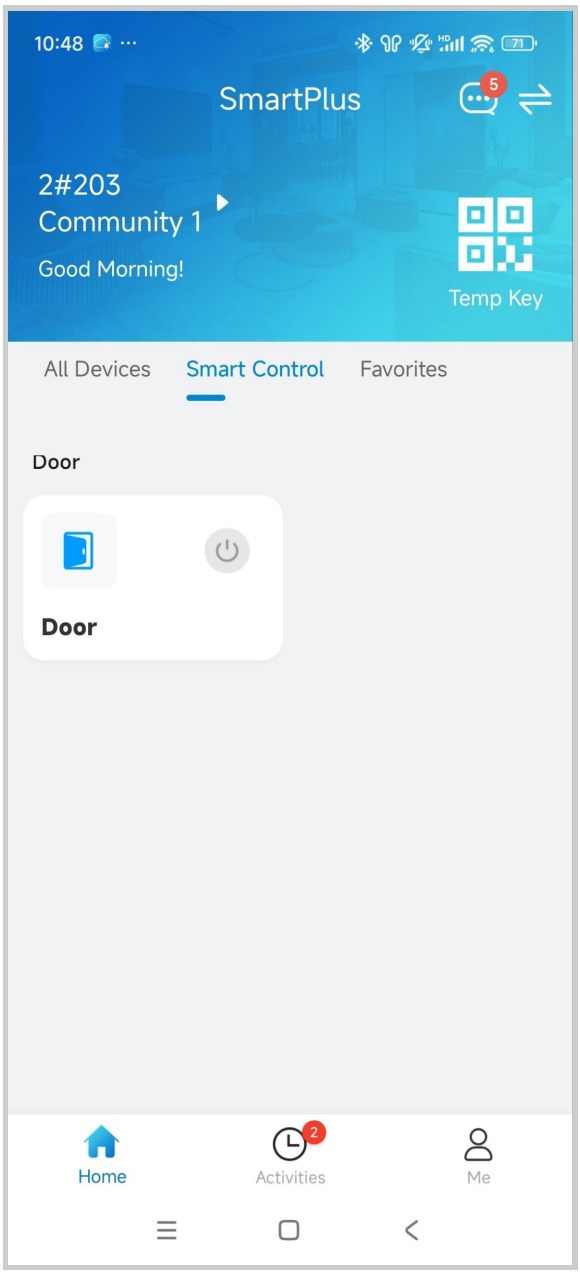


Smart Home Devices Control

Smart home devices can be controlled on the SmartPlus App after they are properly connected to Akuvox indoor monitors or akubela Hypanel Ultra and configured by your installers or property managers.

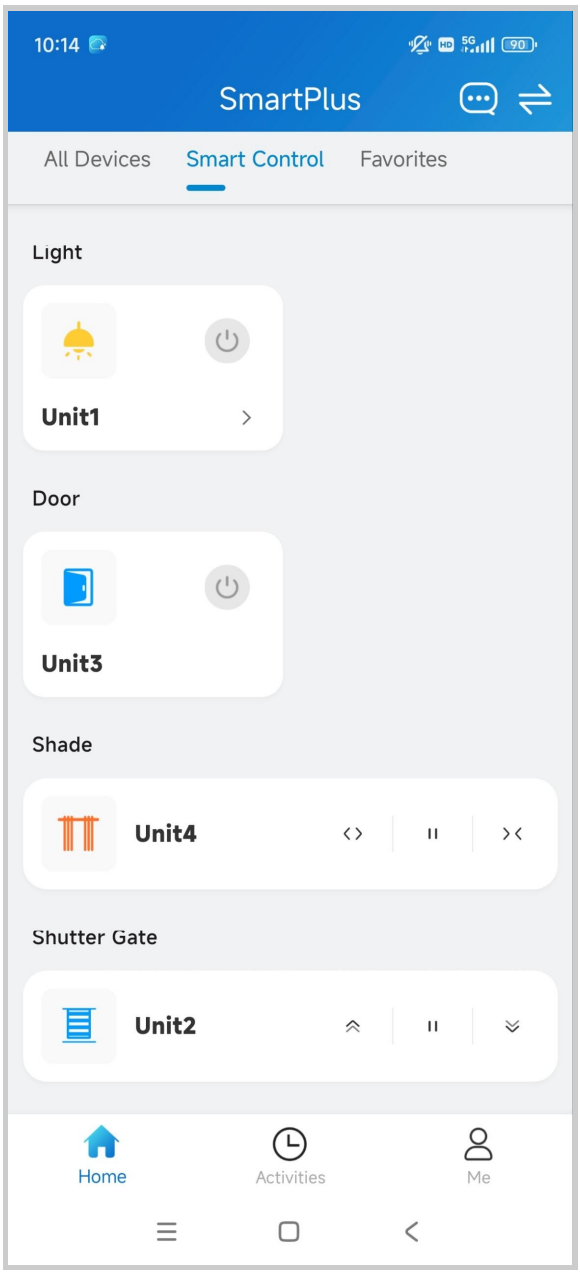
Control Devices Connected Directly to Indoor Monitors

Akuvox indoor monitors feature built-in relays that allow direct connections to various devices, such as door locks and lights. You can control these devices on your app.



Control Devices Connected to the akubela RCU

Akuvox indoor monitor supports connecting to smart home devices via Akuvox MK485 or akubela RCU. You can control these devices on your app.

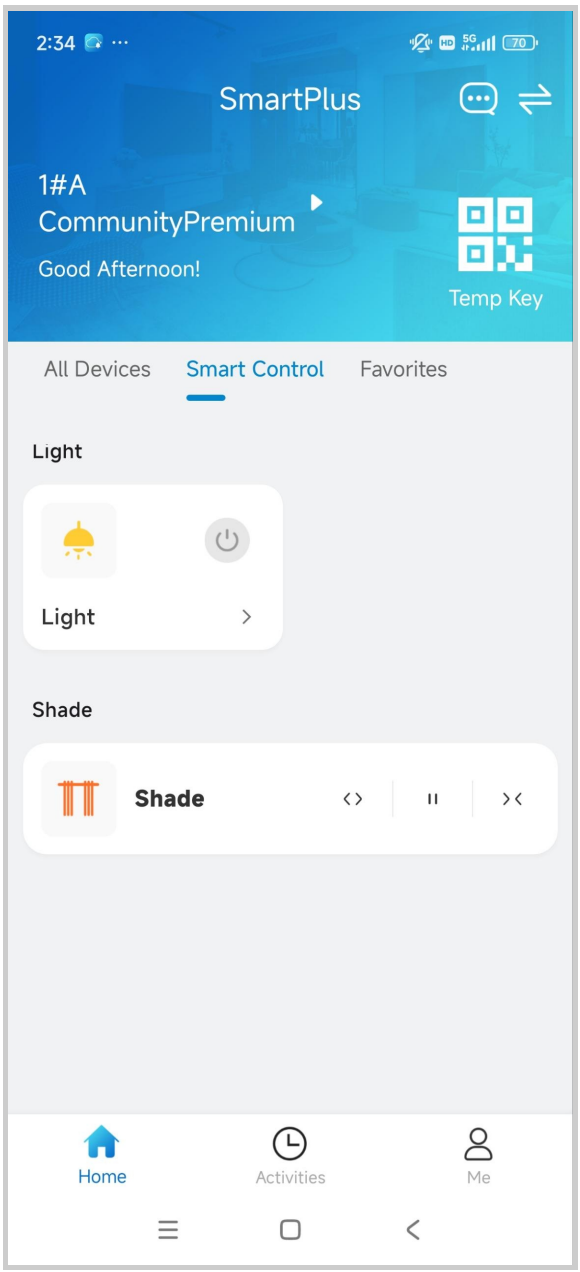


Tip

Click **here** to learn the models of indoor monitors supporting this feature.

Control Devices Added to Hypanel Ultra

Smart home devices can be added to the akubela Hypanel Ultra via specific Zigbee switch modules. You can control these devices when the hypanel is connected to the SmartPlus Cloud.



Tip

Click **here** to learn more about controlling smart home devices on the SmartPlus App.

Bookings

Receive Bookings Notification

You can receive booking notifications after property managers make reservations for you. You can also conveniently make reservations to use amenities on your SmartPlus App.

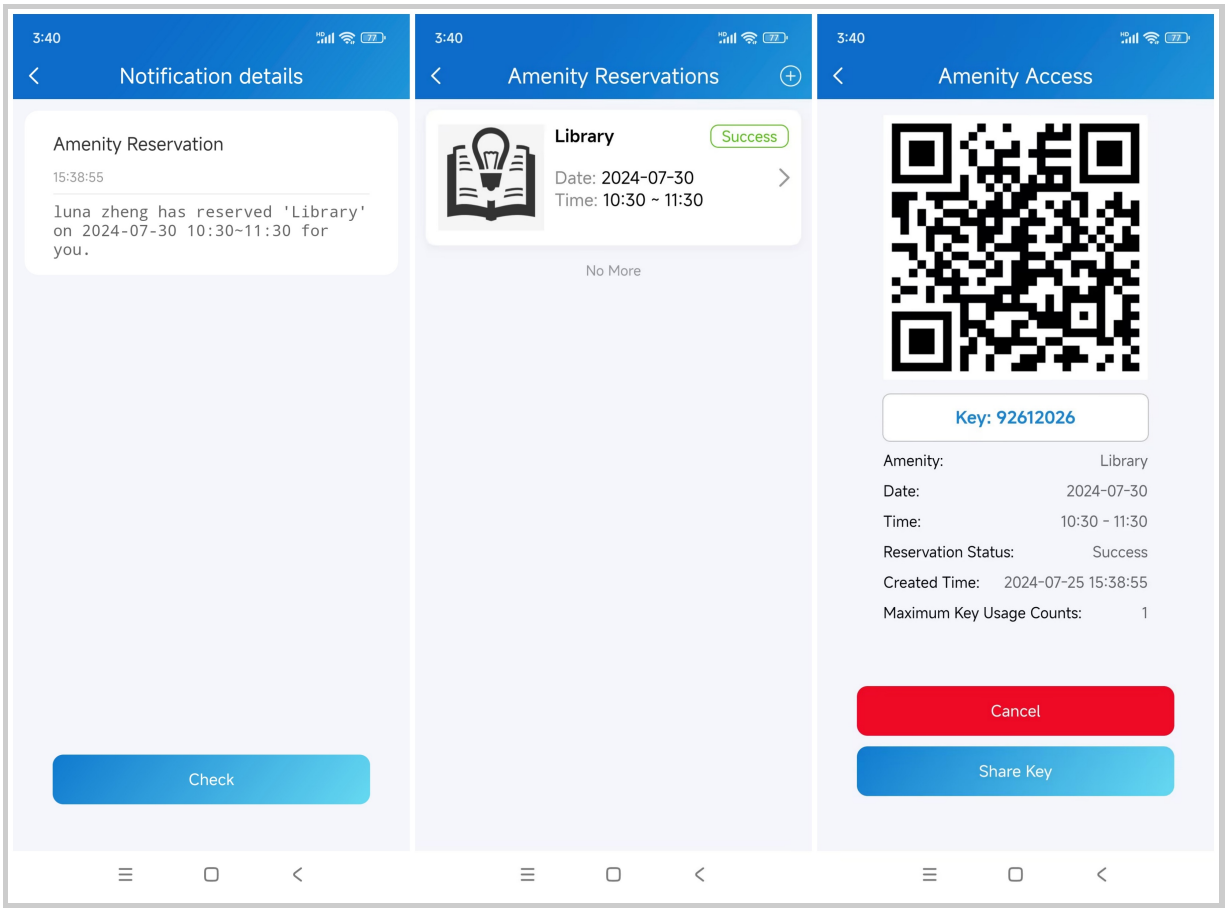
> **Note**
>
> ONLY community residents can use this feature.

1. Tap in the upper-right corner of the homepage.

2. Tap the **Amenity Reservation** notification.

3. Tap **Check** and the amenity name.

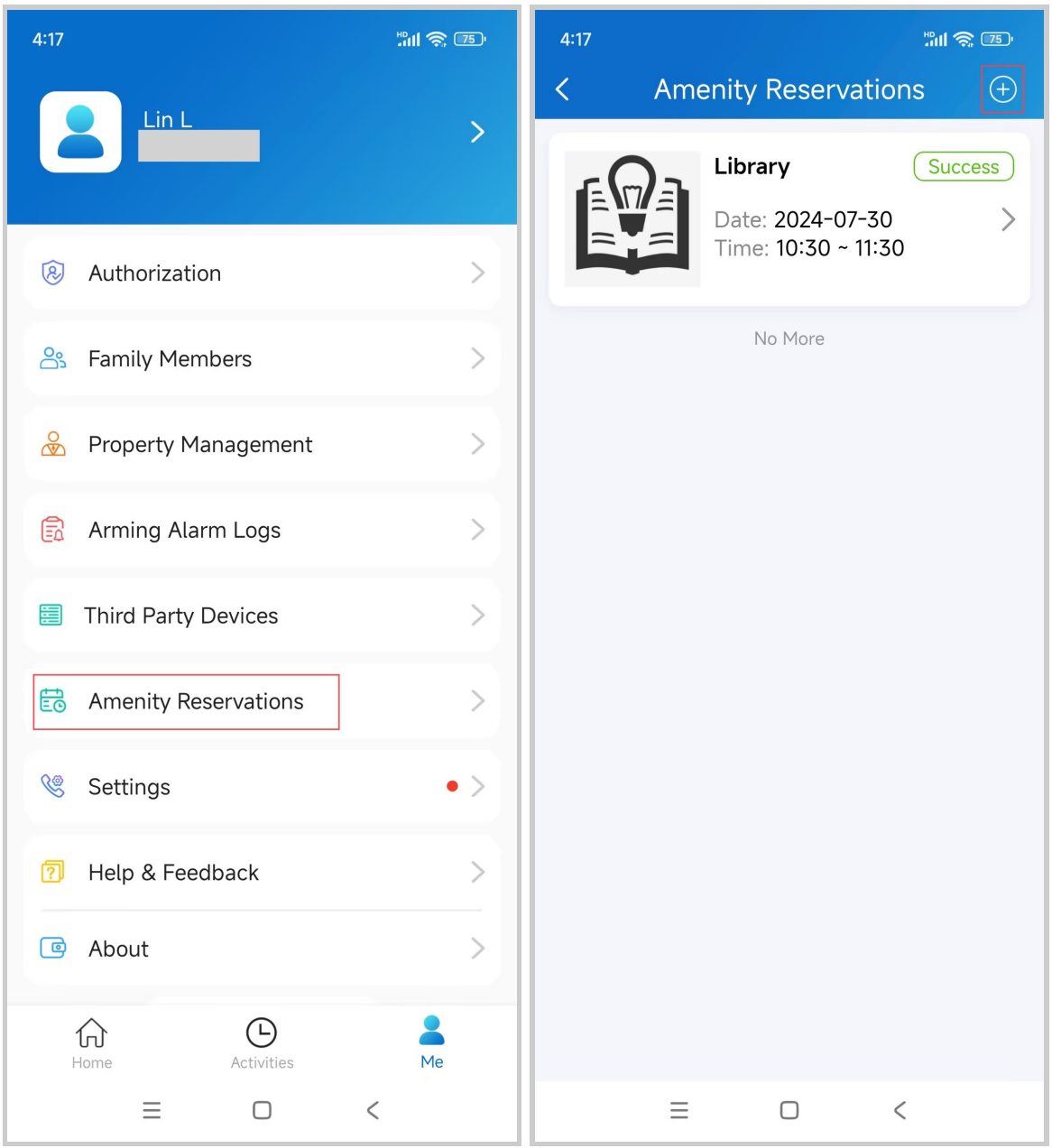
The reservation information will be seen.



Make a Reservation

1. Tap **Me > Amenity Reservations.**

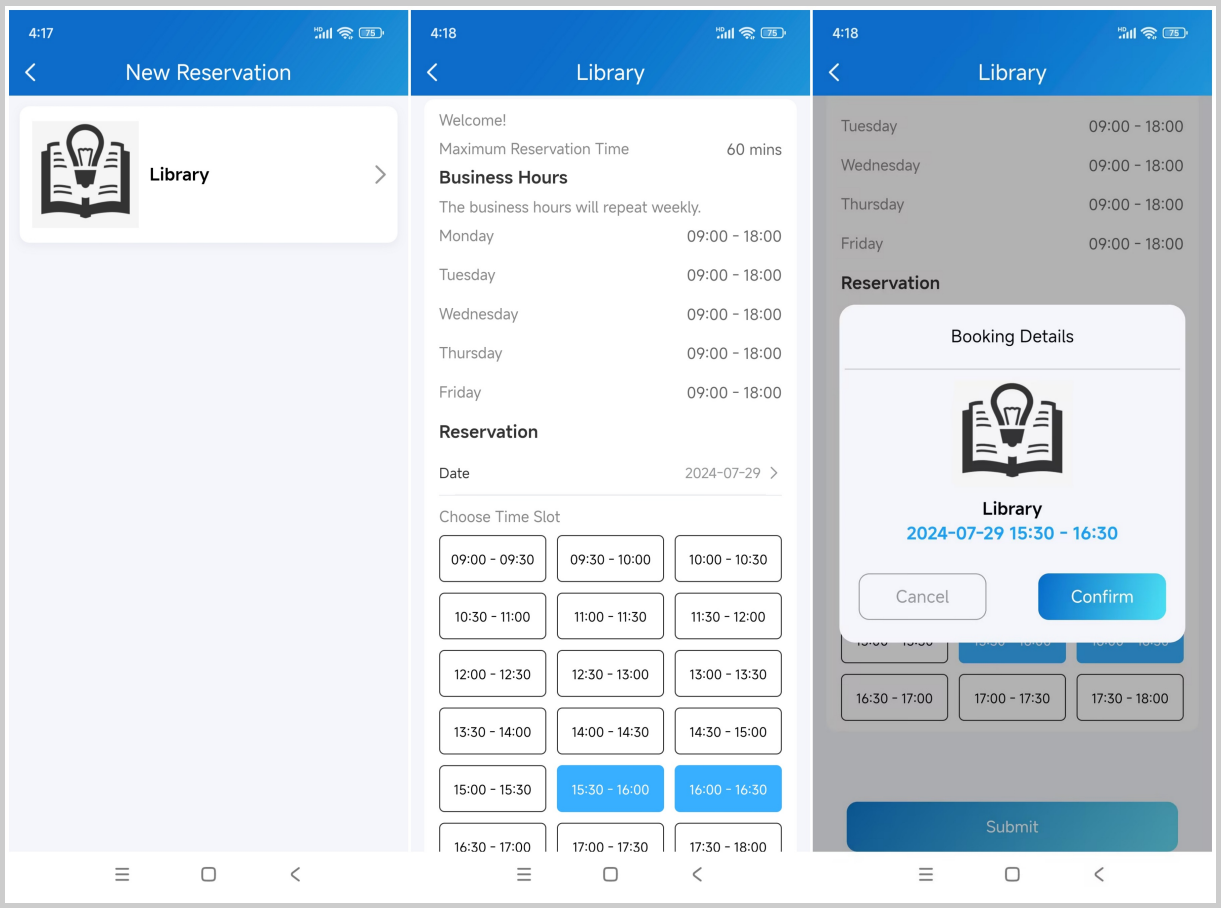
2. Tap + in the upper-right corner.



3. Select the desired amenity.

4. Select the date and time.

5. Click Submit and then Confirm.



The new reservation will be displayed on the **Amenity Reservation** page. Tap to check the details, including the temporary key.

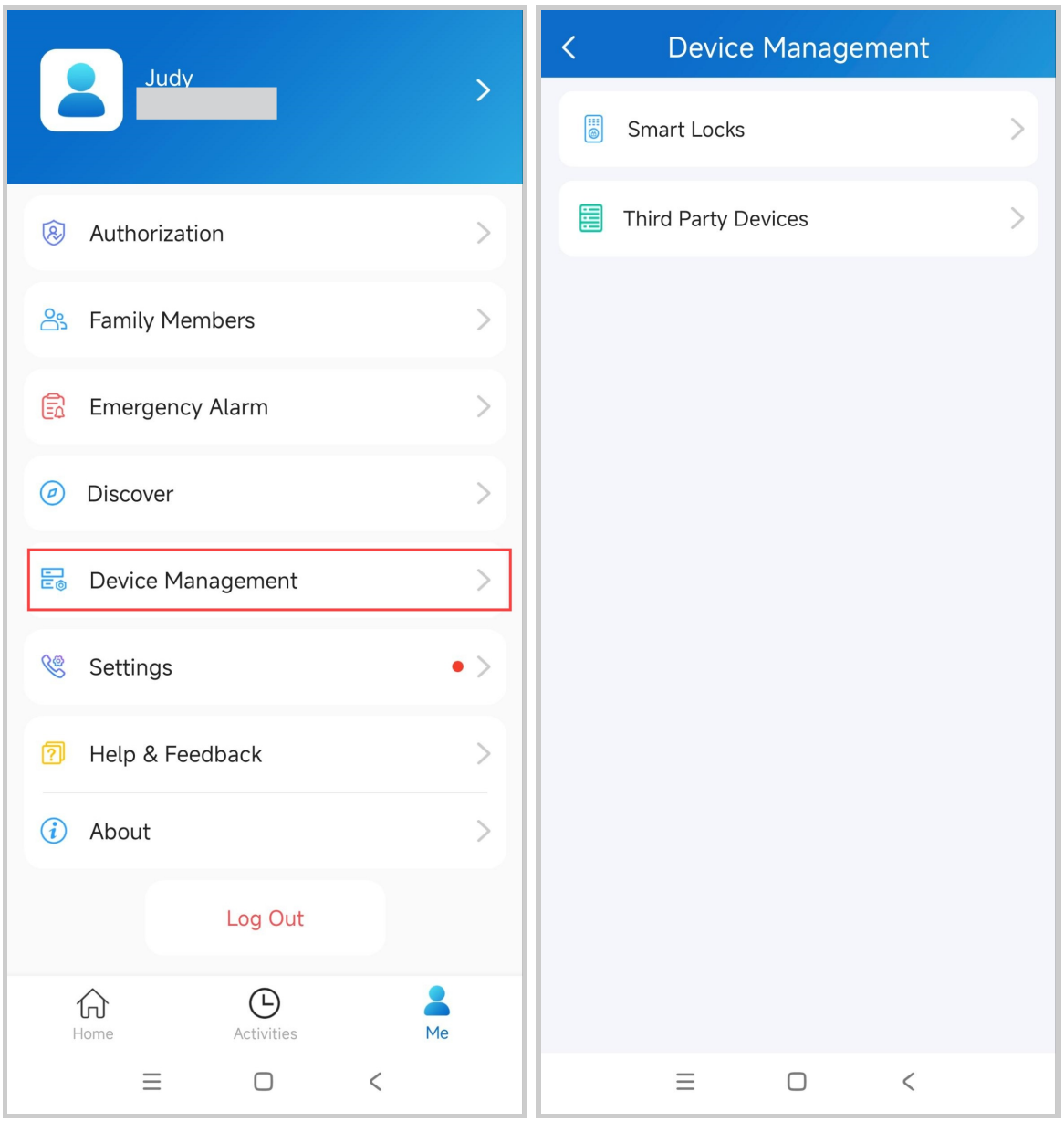
Devices

Smart Locks

You can add the akubela smart locks and open them with the app or various access methods.

Add the lock on the **Me > Device Management > Smart Locks** page.

> **Note**
>
> Click the desired lock model to view the detailed guide.
>
> - SL20.
> - SL21.
> - SL50.



Third-party Locks

SmartPlus app allows you to add and control third-party locks from Qrio, Yale, BSI, Dormakaba, Salto, iTec, and TTLock, making the intercom process more integrated and convenient.

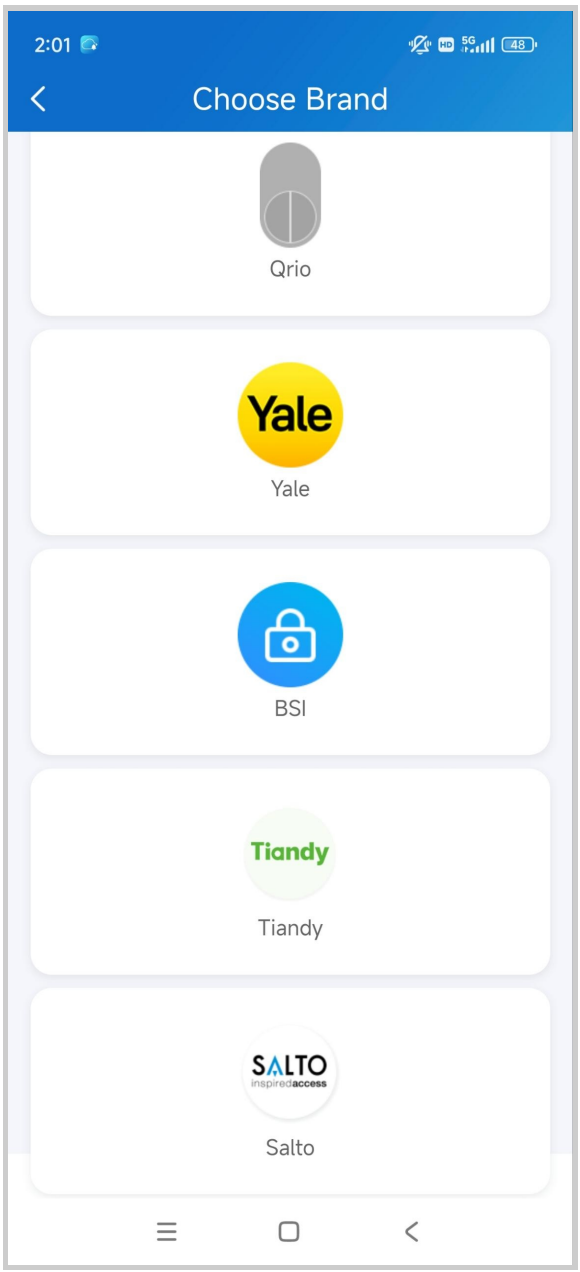
Note

- This function is available for single-tenant and new community users.
- Only family master accounts are enabled to add third-party locks.
- Please click the following links to view how to add and unlock third-party locks in detail.
    - **Yale Lock**;
    - **Qrio Lock**;
    - **Salto Lock**;
    - **Dormakaba Lock**;
    - **iTec Lock**;
    - **TTLock**.

1. Tap **Me > Device Management > Third Party Devices**.

2. Tap the Add icon in the upper-right corner.

3. Select the target lock brand and follow the on-screen instructions to finish adding.



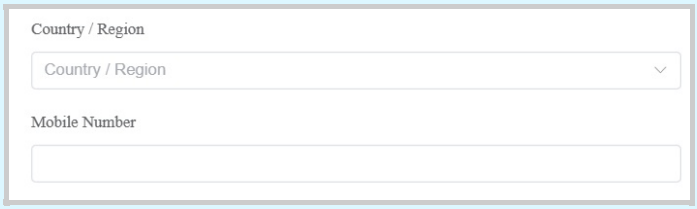
Third-party NVR Devices

SmartPlus App allows the master account users to add third-party NVR devices from Tiandy, Akuview, Milesight, and Hikvision. You can conveniently record video footage and view playback, which enhances security.

This section takes adding a Tiandy NVR as an example.

Note

- Make sure your installers have selected the right Country/Region when creating an account for you, or you may not add Tiandy devices.



- Click **here** to view the detailed steps of adding Milesight NVR.
- Click **here** to view the detailed steps of adding Hikvision NVR.

Add NVR Devices

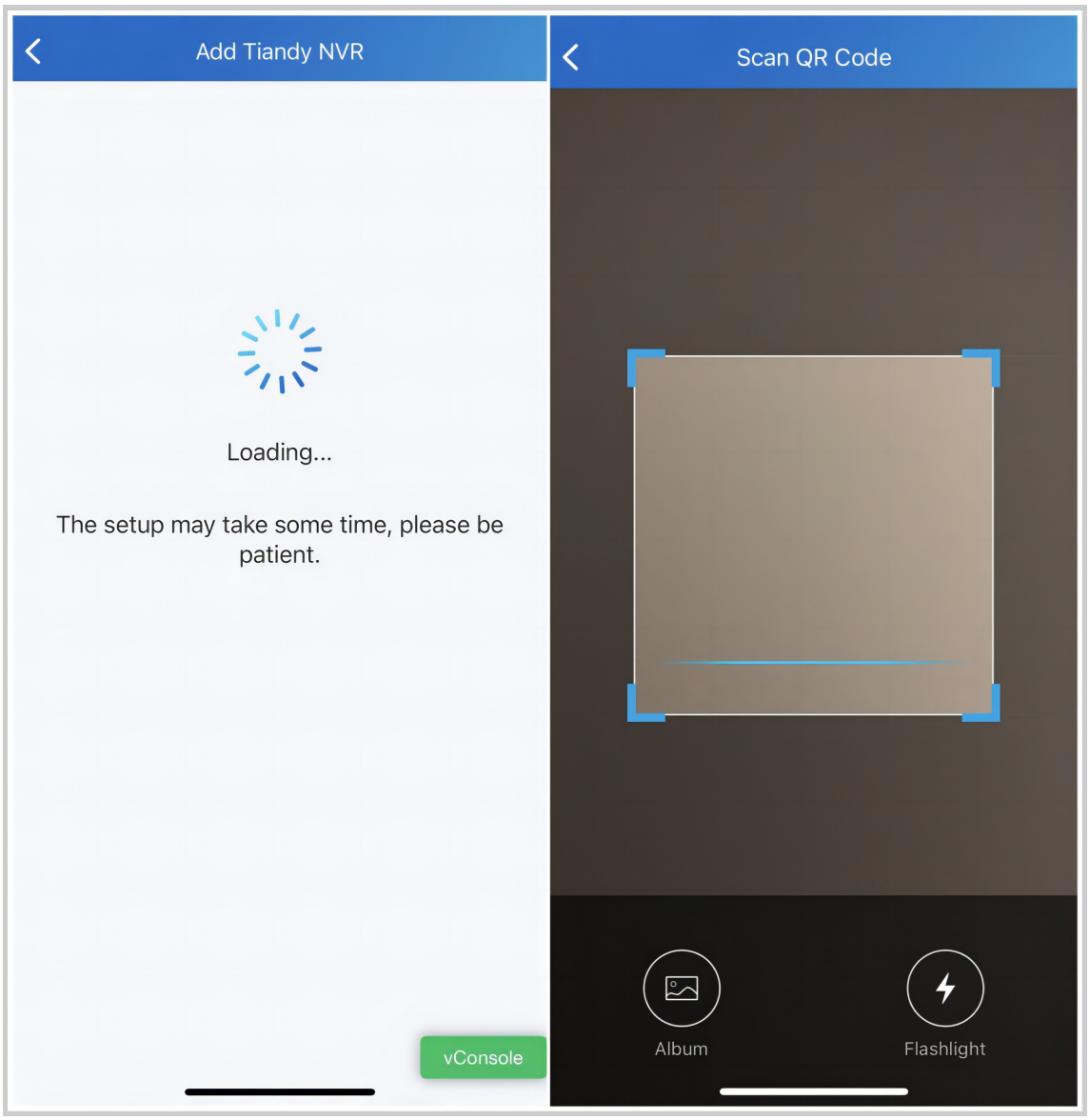
1. Tap **Me > Device Management > Third Party Devices**. You can see the added third-party devices here.

2. Tap + in the upper-right corner.

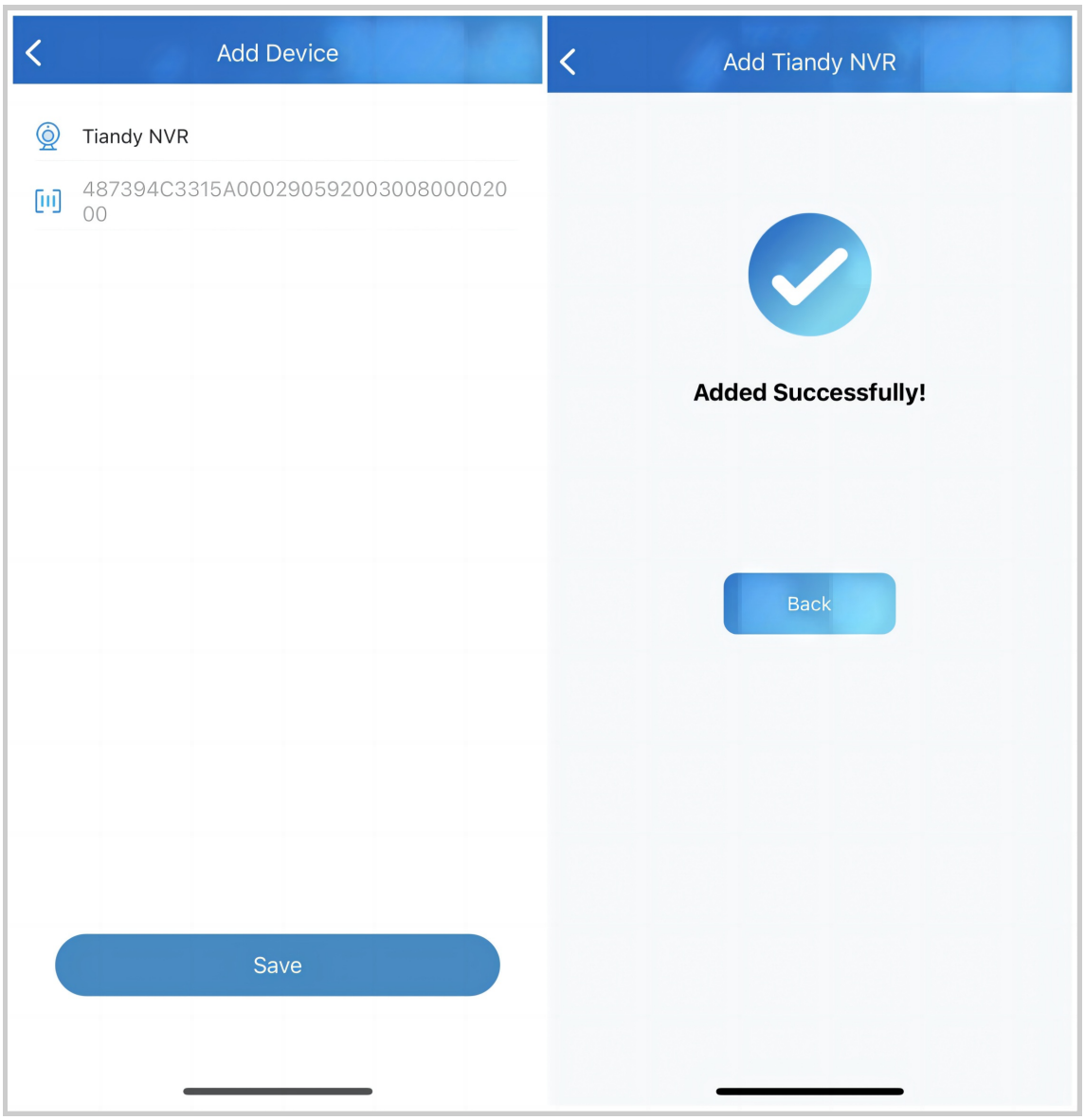
3. Select **Tiandy**, **Akuview**, **Milesight**, or **Hikvision**. Take adding the Tiandy NVR as an example.

4. Tap **Add Tiandy NVR**.

- If it is your first time adding a Tiandy device, you need to register the Tiandy Cloud account. The registration will be carried out automatically and will take some time.
- If you have added the Tiandy NVR before, scan the QR code on the device or upload the code photo from the local album. You may be required to enter the device password for verification.



5. Name the device(max 32 characters) and tap Save.



Edit and Delete NVR Devices

After adding the device, you can edit its name and delete it.

1. Tap **Me > Device Management > Third Party Devices > Tiandy NVR** and tap the desired device.

2. On the Settings page, you can edit the device name and delete it.

Monitor and View Playback via NVR

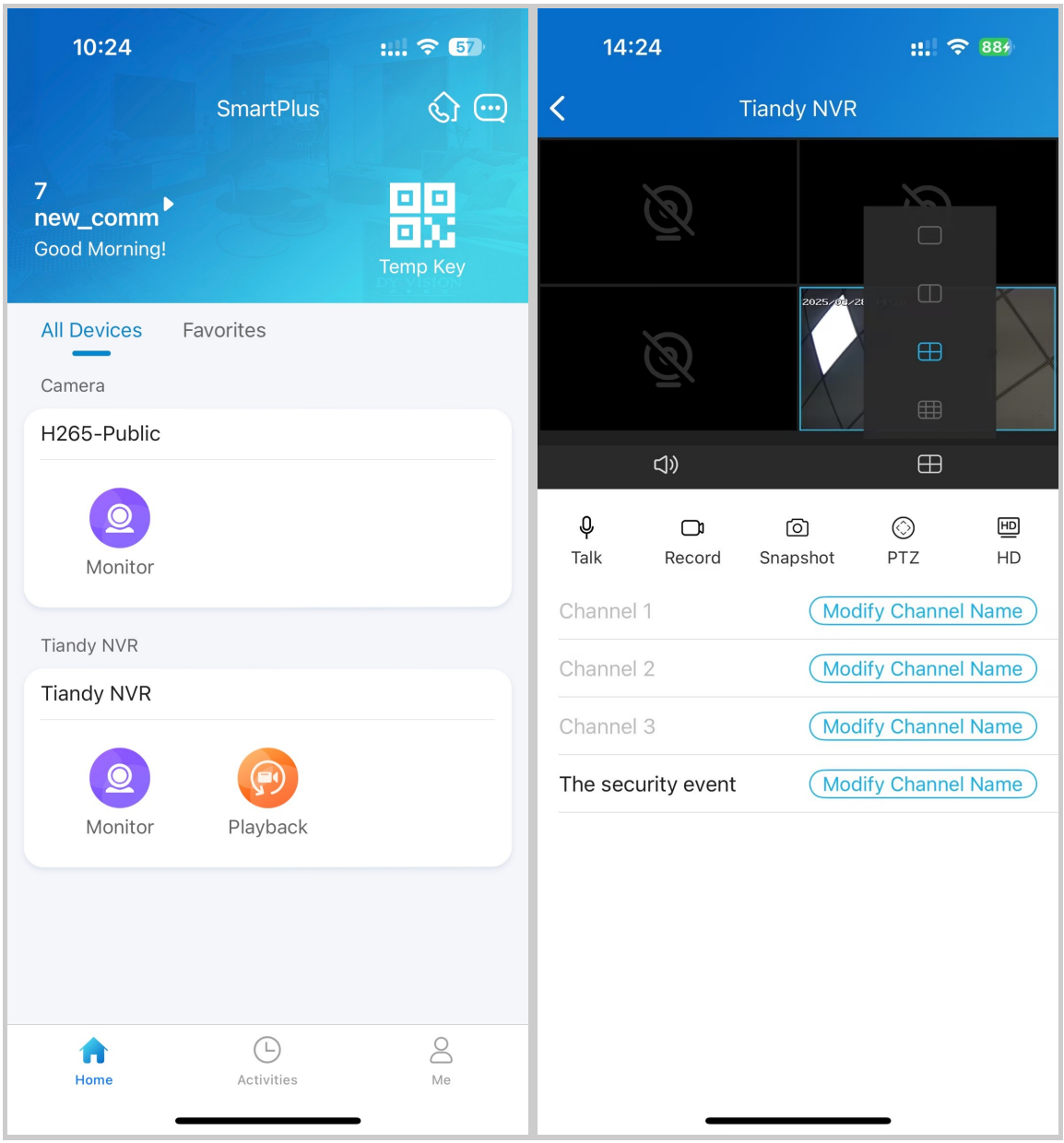
The NVR device will display on the Home page.

Monitor

Tap Monitor to enter the real-time monitoring page, where you can:

- Switch between 1, 2, 4, and 9 channels.
- Switch to view different cameras.
- Talk with the person on site.
- Record the video.
- Capture the image.
- Zoom in or out on the lens.
- Switch clarity.

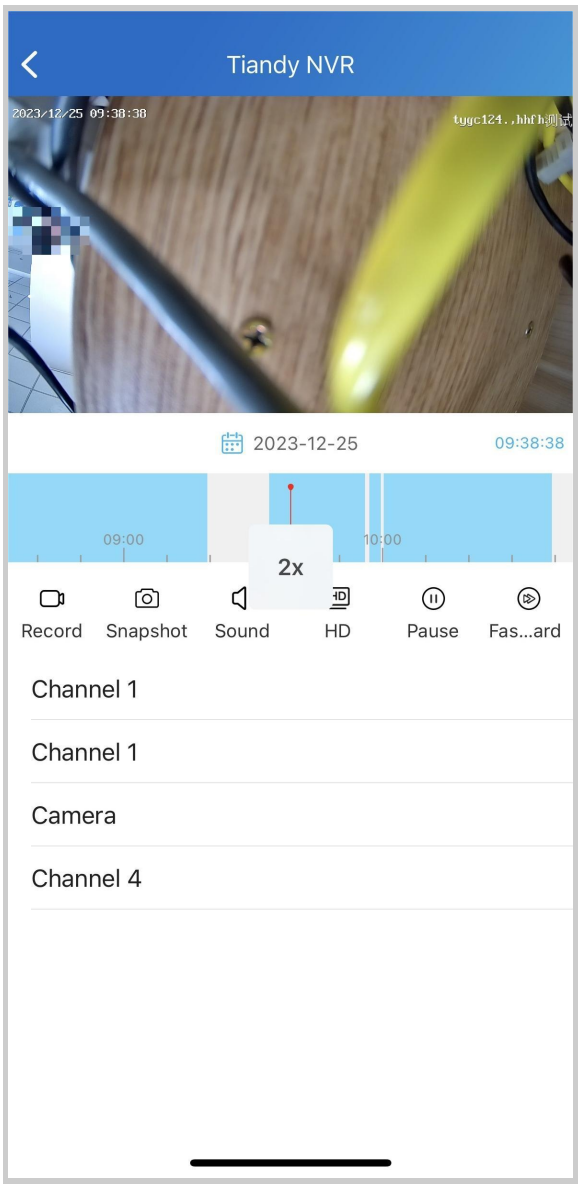
- Tap on the video to stop playing, and
- Modify the channel name(max 32 characters).



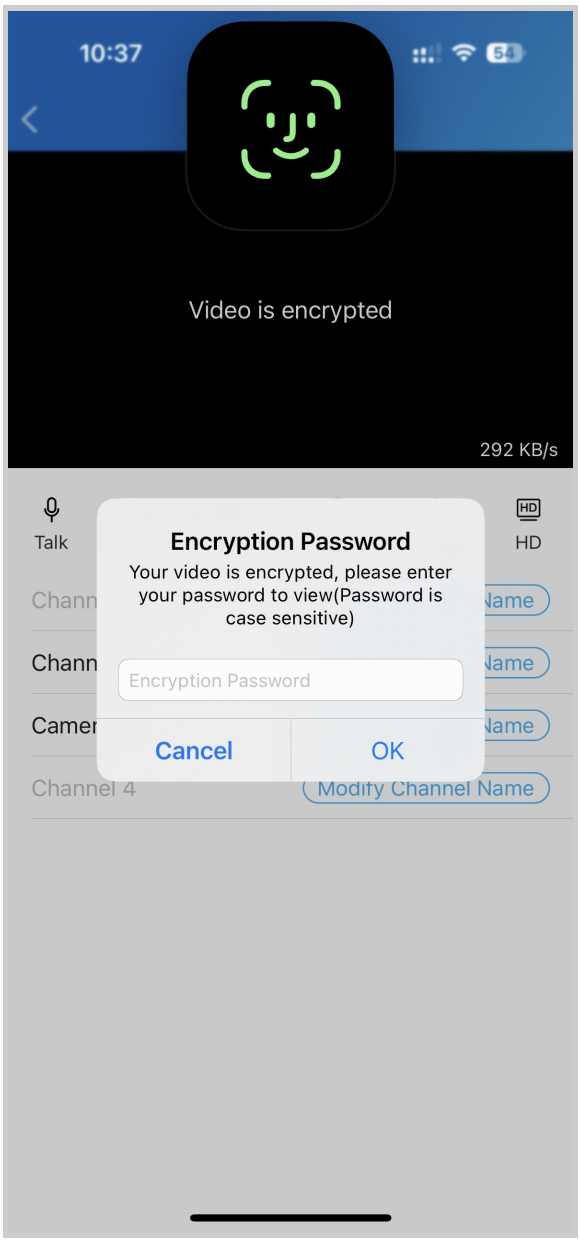
Playback

Tap Playback to enter the playback viewing page, where you can:

- Switch to view different cameras.
- Record the video.
- Capture the image.
- Mute the sound.
- Switch clarity, and
- Pause and fast-forward the video (the video is muted when fast-forwarding).



If the video is encrypted, you need to enter the password that you customized on the NVR device.



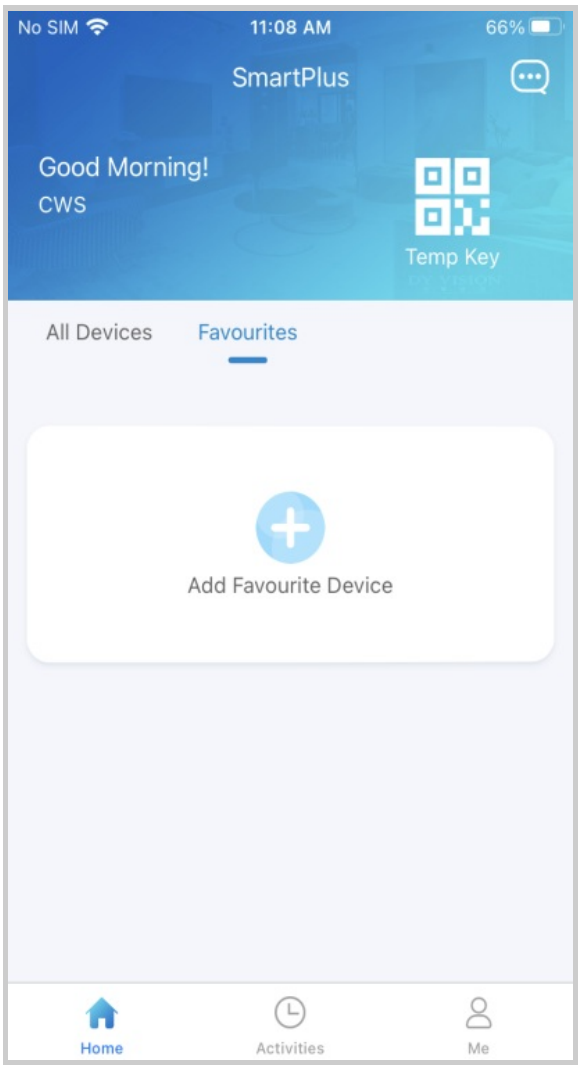
Favorite Your Devices

> **Note**
>
> Only community residenst can use this feature.

The Favorite Device feature enables you to easily add or remove the devices you use most.

Favorite Devices in Card Mode

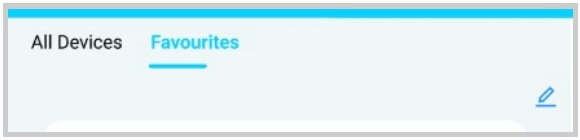
1. Tap **Home > Favorites**.



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

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

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

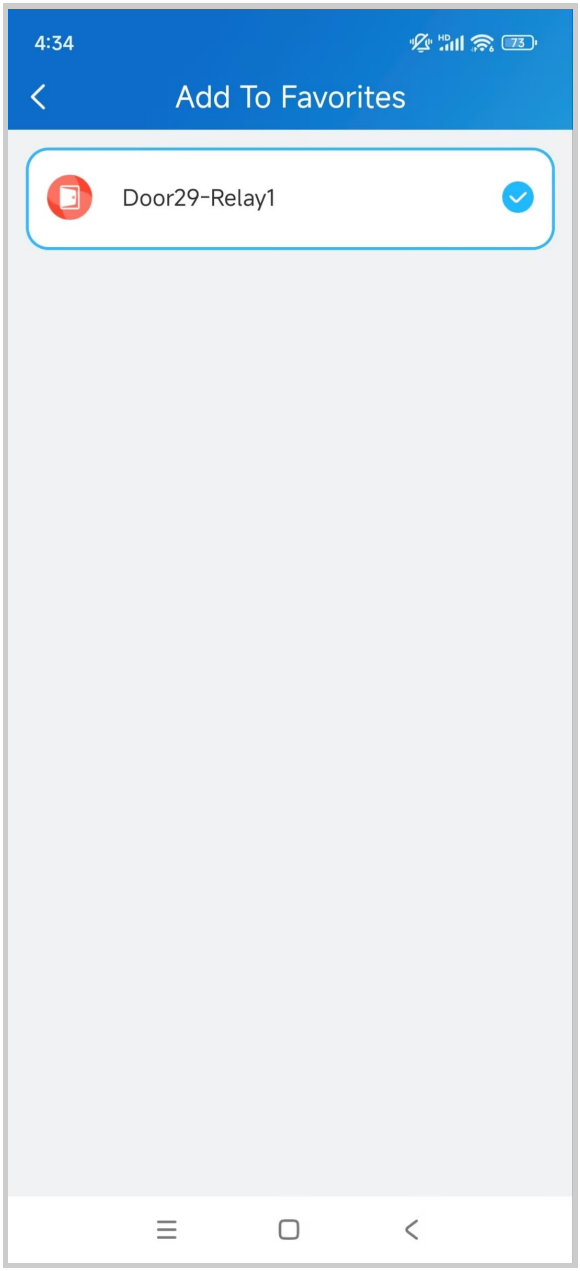


Favorite Doors in List Mode

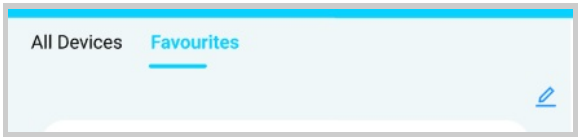
You can favorite frequently used doors in **List Mode** for quick access. Please note that if you favor a specific device in Card Mode, its doors will all be favored in List Mode.

1. Tap **Favorites > Add Favorite Device** on the home page.

2. Select the desired door and return to the last page. The door will be seen in the Favorites list.



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



Note

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

Messages and Notifications

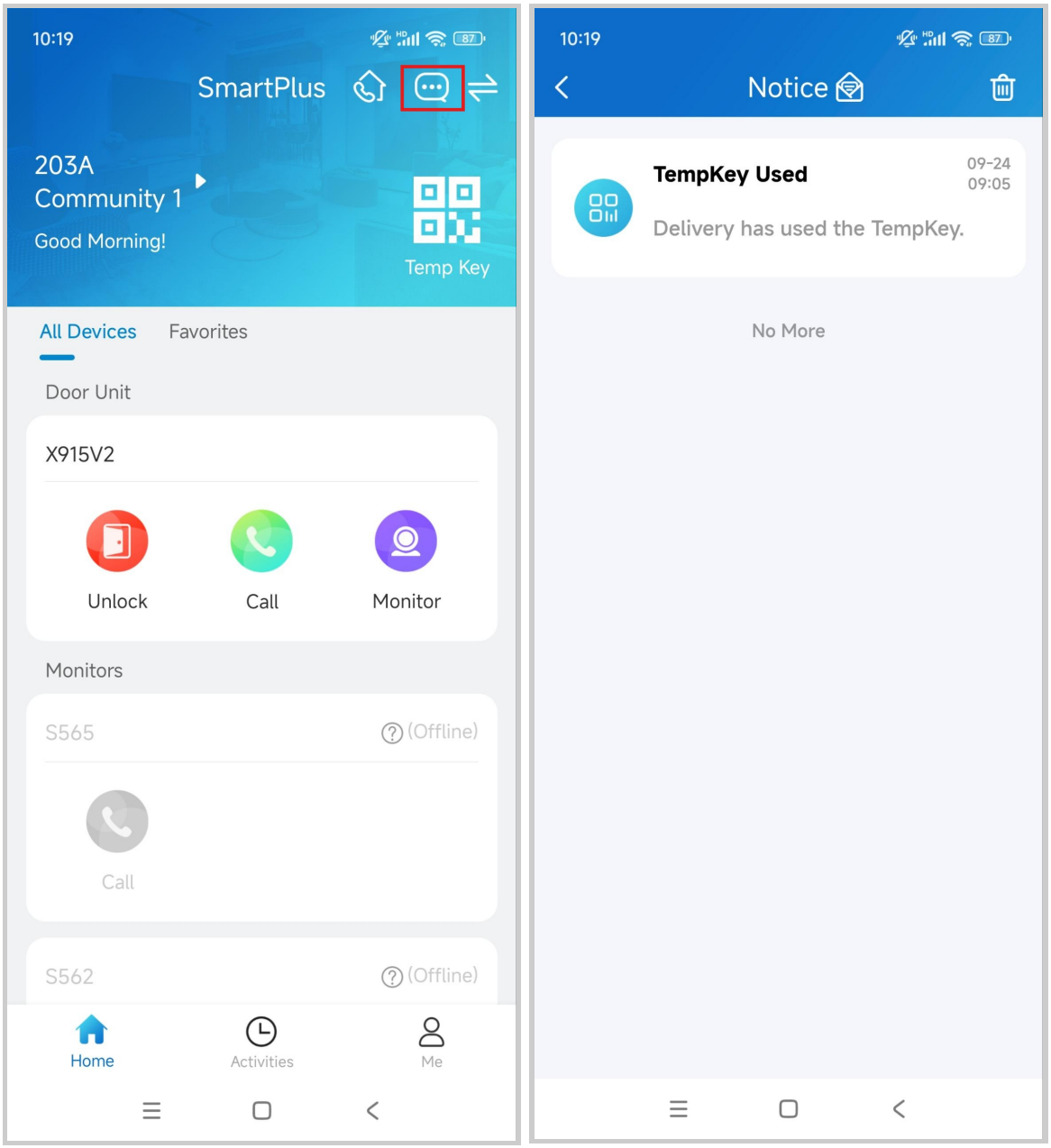
See Messages You've Received

Go to the Notification Center

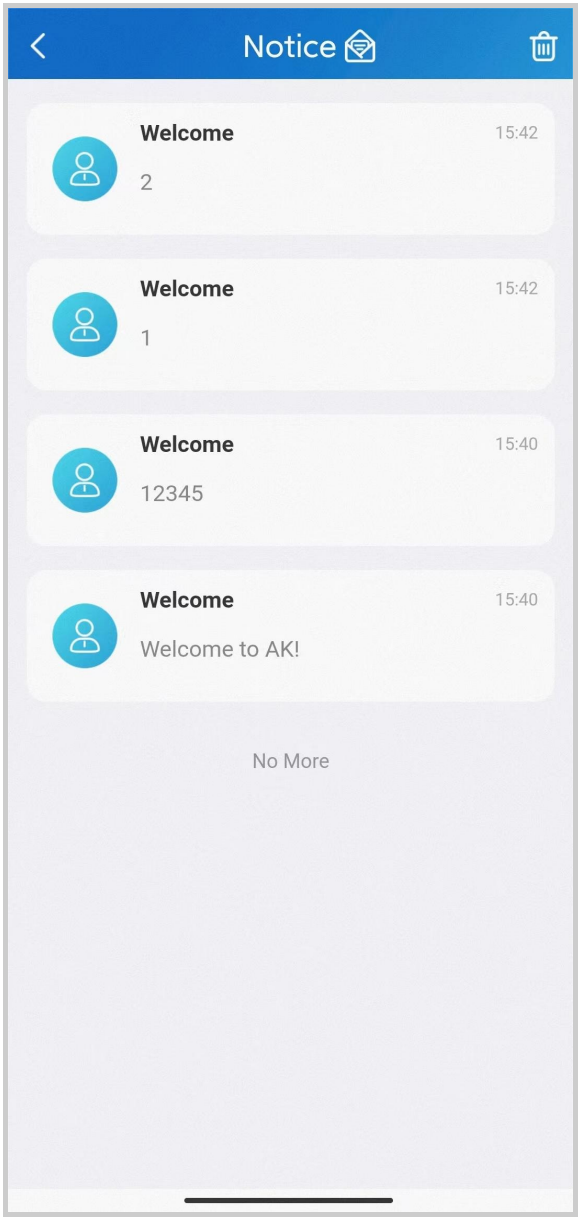
To see messages you received from the Cloud, the security center, all sites, and more, do the following:

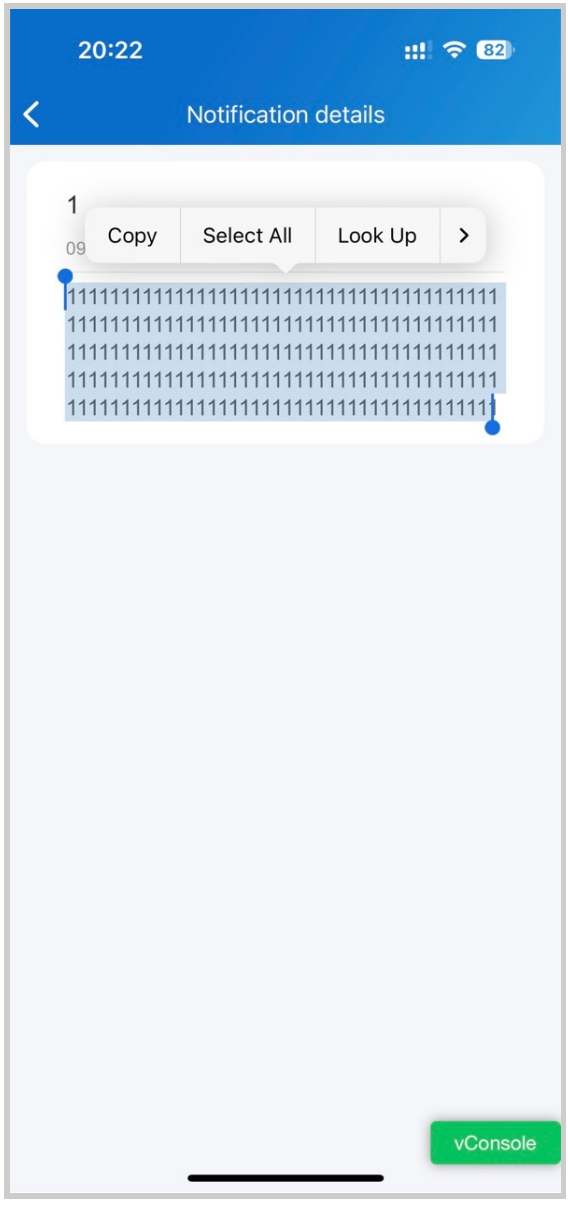
Tap the message icon in the upper-right corner of the homepage.

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



- To remove all red dots with one tap, tap and all the messages will be read automatically.
- Tap the desired message to see the details and copy the content if needed.



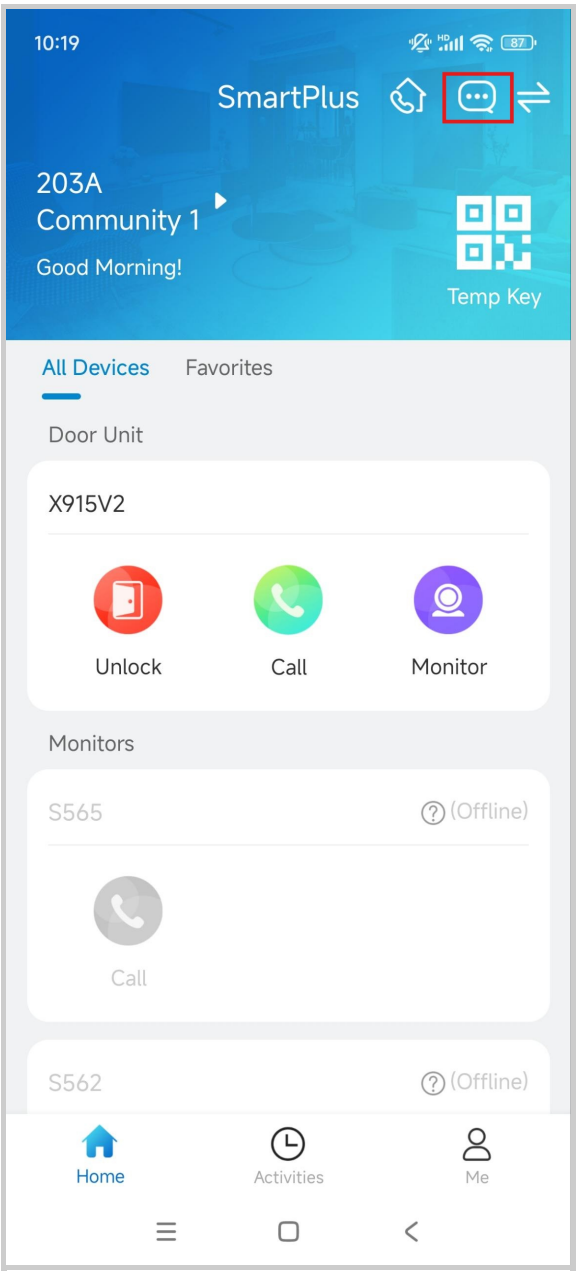


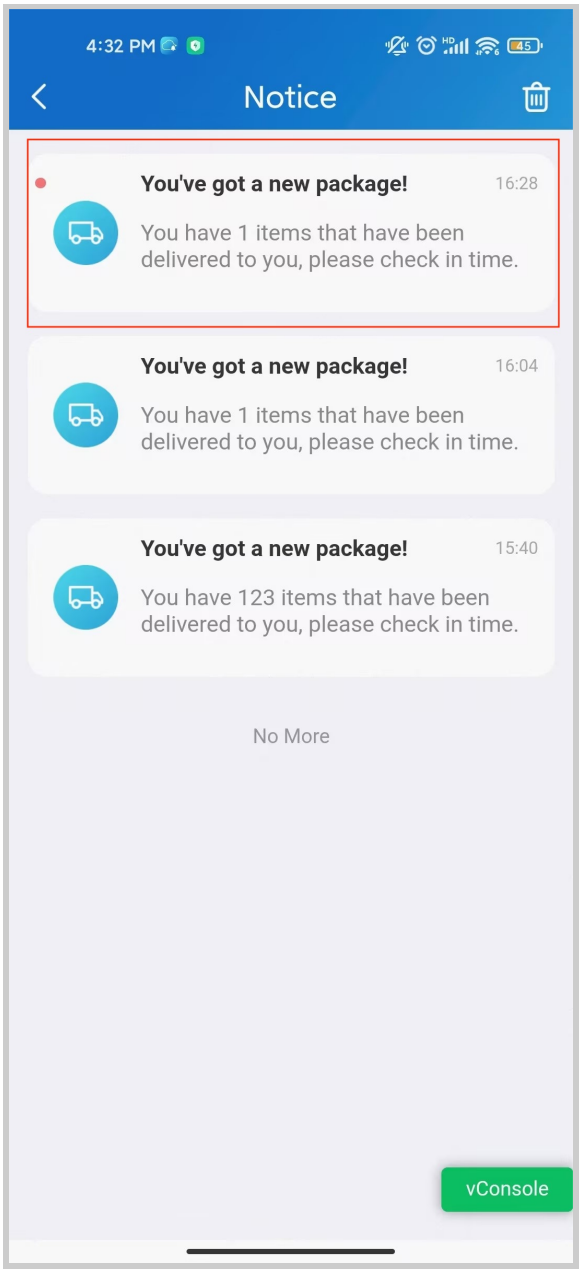
Note

The home master who operates the main account can delete messages by tapping in the upper right corner, while the sub-accounts cannot do so.

See Package Messages

When having parcels delivered to the package room, you will receive a pop-up notification, or you can check it by tapping **Home > Message icon** .



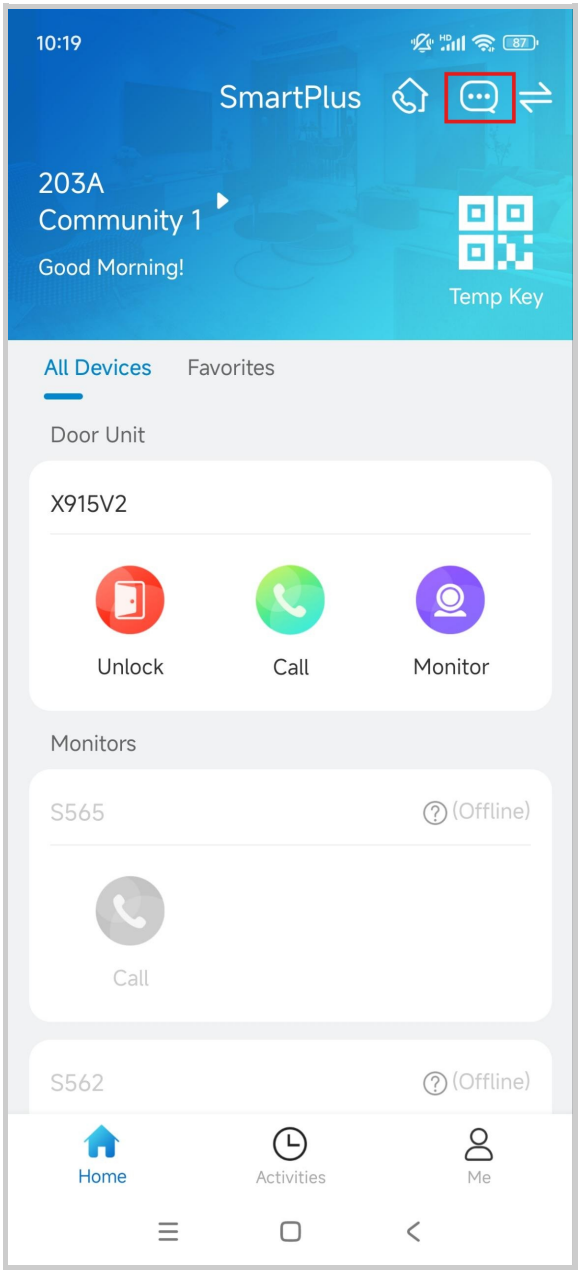


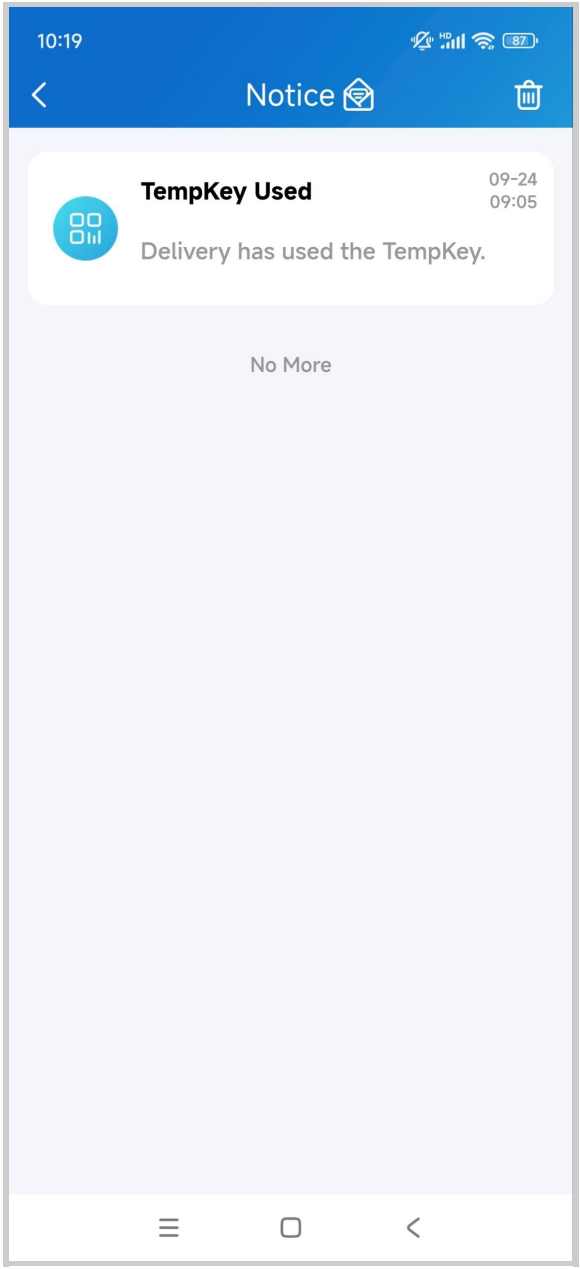
Note

- This feature is ONLY available for communities subscribing to premium feature plans.
- Only R29 door phone supports for pushing package room messages.

See Temp Key Used Messages

The user who creates a Temp key will receive a message about the key being used. For example, if the PIN key is created by you, you will receive a pop-up message when it is used by the user, or you can check it by tapping the message icon on the homepage.

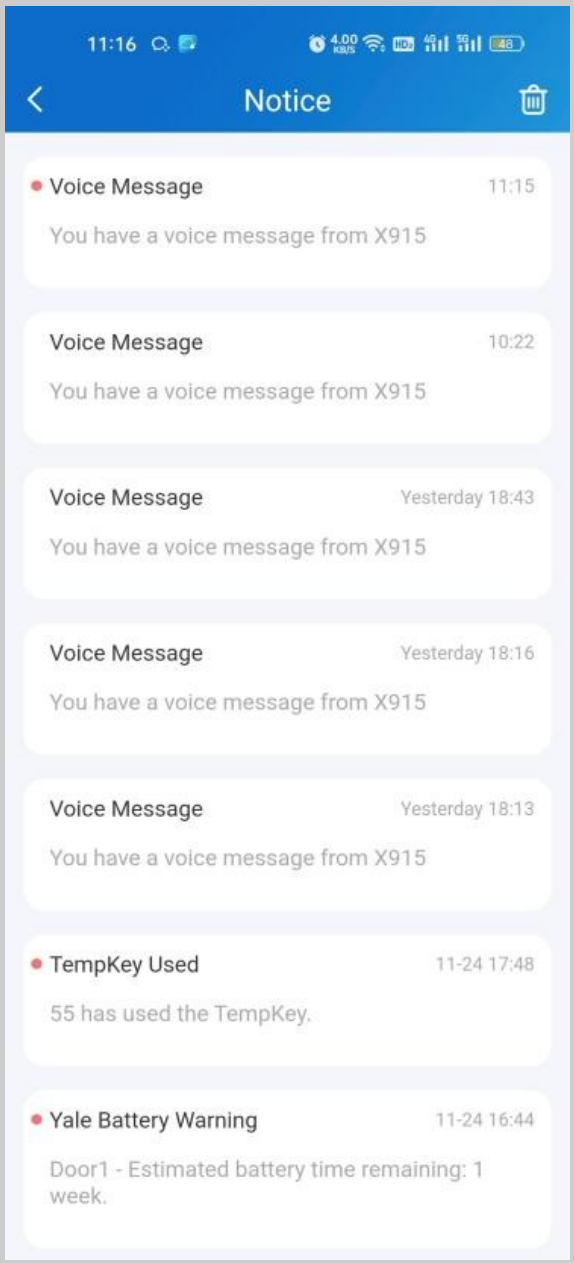


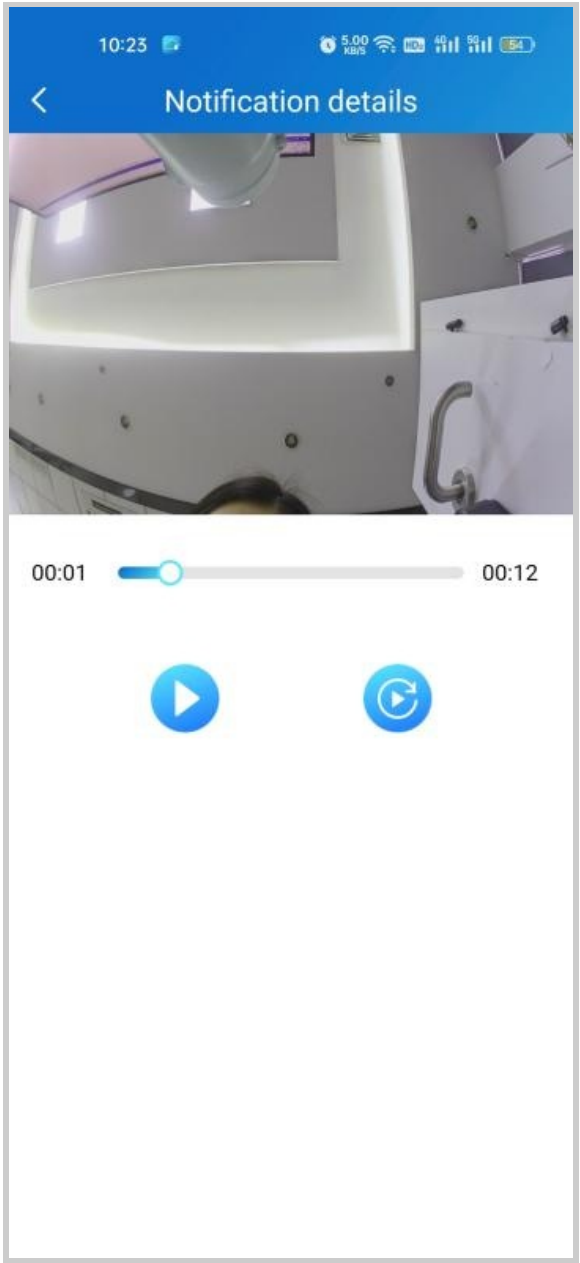


Check Voice Messages

When someone leaves a voice message for you using the door phone, you will receive a notification.

Check and listen to the message by tapping the message icon on the homepage and selecting the message.





Note

- Voice messages are stored for 1 month, so you won't be able to listen to messages older than that.
- Currently, S539 and X915V2 door phones support leaving voice messages for residents.

Receive Offline Push Notifications

When the app is running backstage, it will push the following types of pop-up messages:

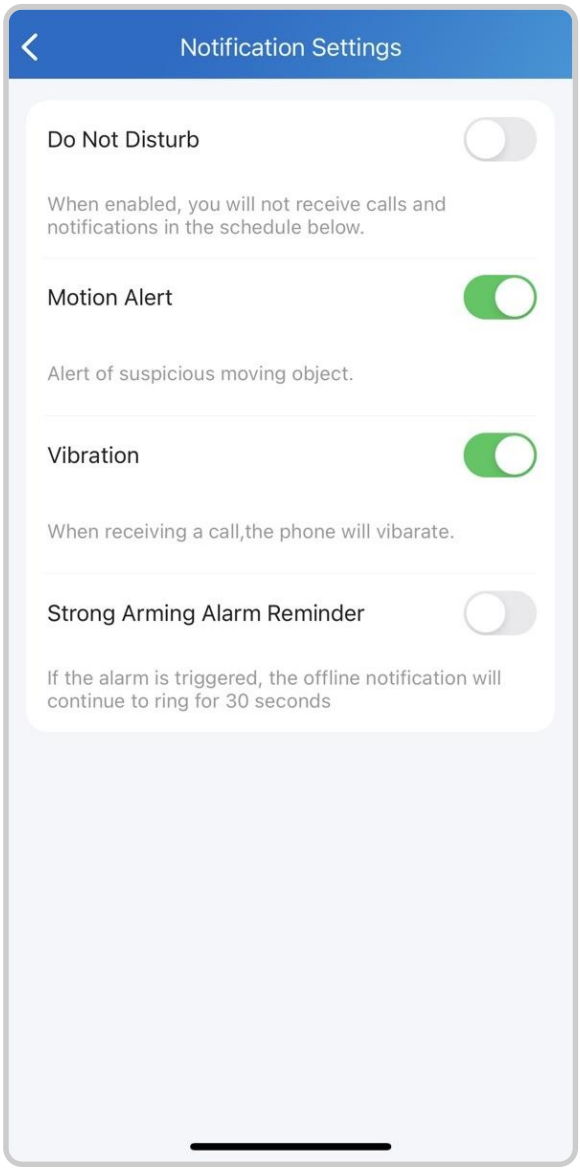
- Messages sent from the Cloud and property managers
- Temp key used messages
- Package room messages
- Voice messages
- Yale lock's low battery status messages
- Motion alerts
- Alarms
- SOS
- Emergency Alarm: All Public Doors are Open/Closed. Please note that only when property managers enable the notification will you receive this notice.
- Package detection alerts

Strong Arming Alarm Reminder

If this feature is enabled, the alarm ringtone will ring continuously for 30 seconds when the alarm is triggered.

1. Go to **Me > Settings > Notification Settings**.

2. Enable or disable Strong Arming Alarm Reminder.



Please note that for Android mobile phones, ringing will stop when the device is disarmed.

For IOS mobile phones, ringing will continue for 30 seconds.

Not to Receive Calls and Notifications

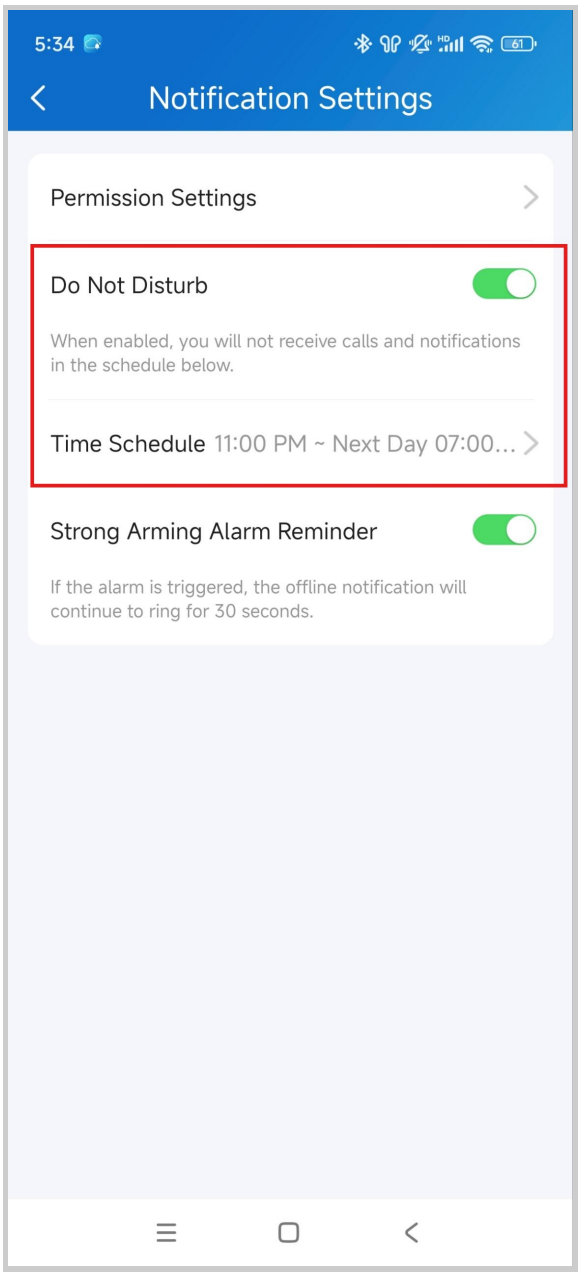
The app can silence all calls and notifications (except Alarm warnings) when you do not want to be disturbed.

1. Go to **Me > Settings > Notification Settings**.

2. Turn on Do Not Disturb.

3. Set up a Time Schedule.

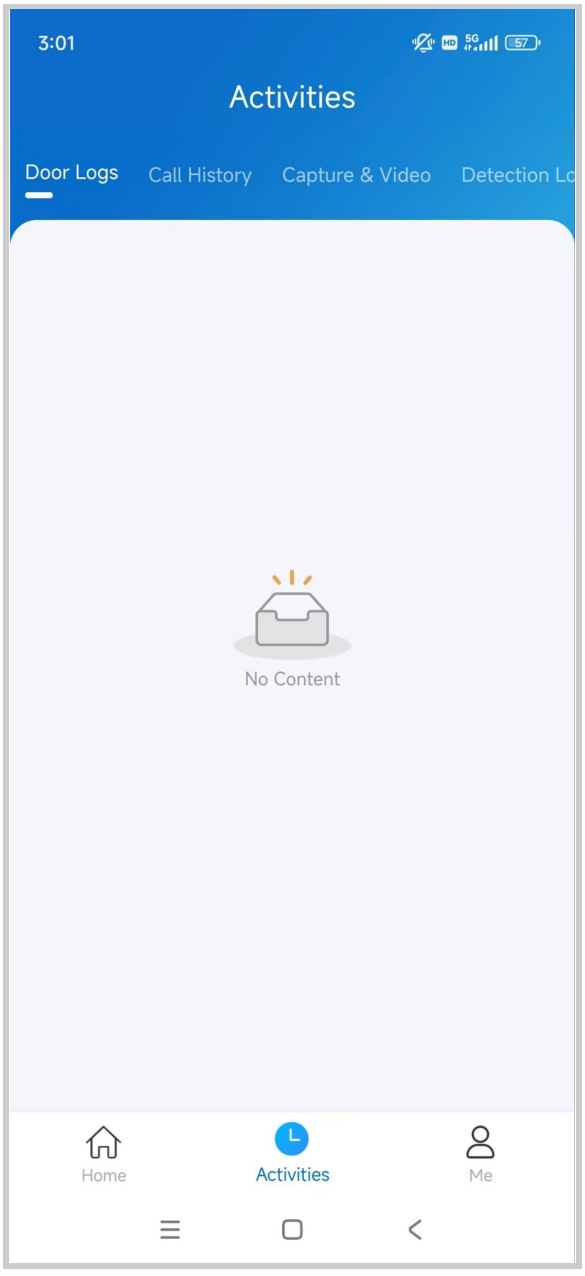
Call histories will still be recorded while Do Not Disturb is enabled, and you can view messages and notifications received during this time by tapping the message icon on the homepage.



Logs and Histories

You can check the following types of logs by tapping **Activities** on the bottom menu.

- **Door Logs**: All the calling and door-opening histories.
- **Call History**: All the outgoing/incoming/missed calls.
- **Capture Logs:** All snapshots you made of live videos or videos recorded.
- **Detection Logs**:
    - **Motion Detection**: Suspicious movement is detected by the door phone.
    - **Package Detection**: Someone puts or takes the package within the camera detection area of the door phone.

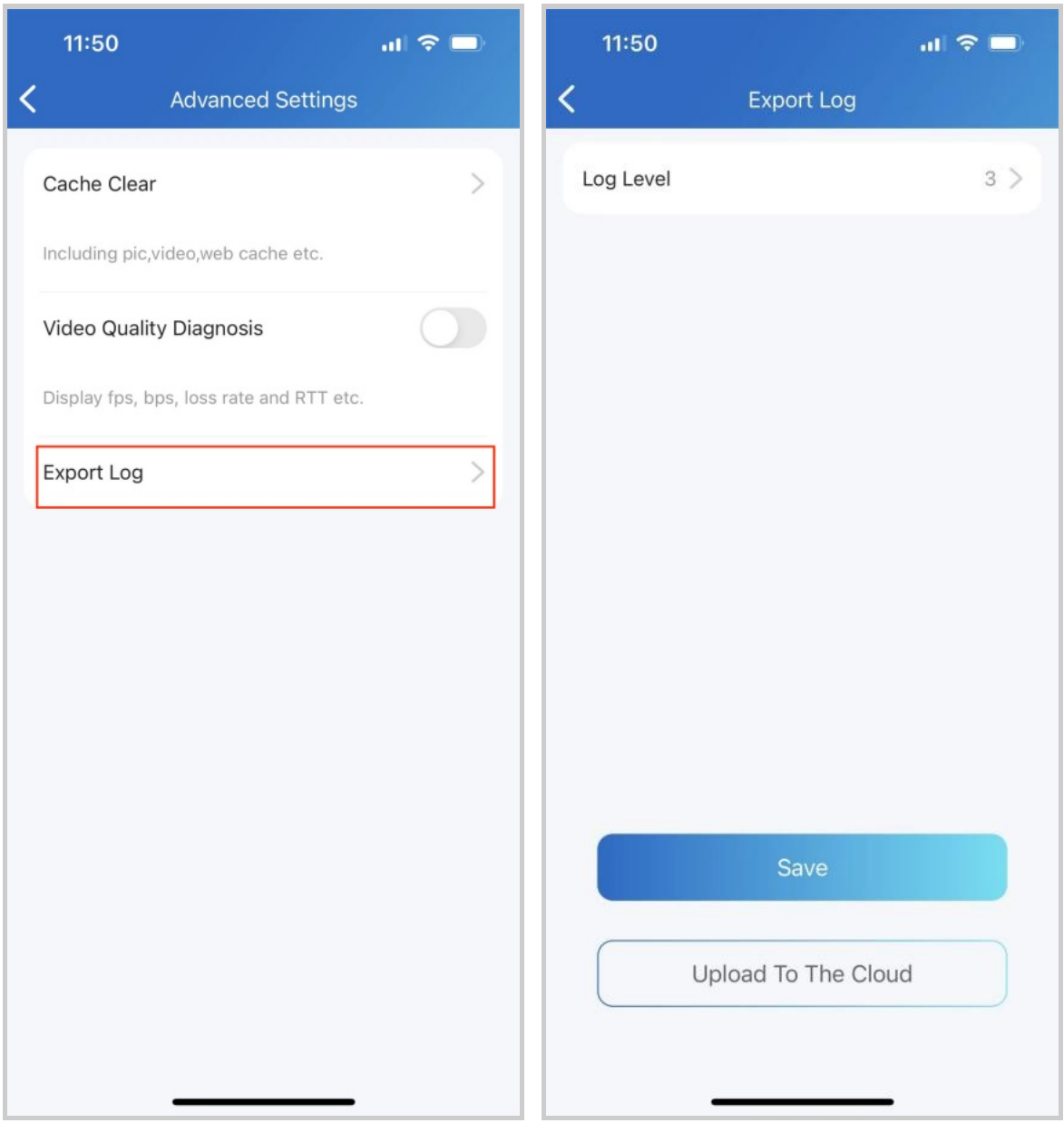


Set up, Export, and Upload Logs

The log has 7 levels. The level is 3 by default. The higher the level is, the more detailed the log content is. You can export and send detailed logs to Akuvox technical engineers to analyze problems if the device malfunctions.

- Go to **Me > Settings > Advanced Settings > Export Log**.
- Select a level and Tap **Save**. You can ask our technical engineer for detailed information on each level.

If you want to upload the current log to the cloud, tap **Upload**.



Advanced Settings

Package Detection

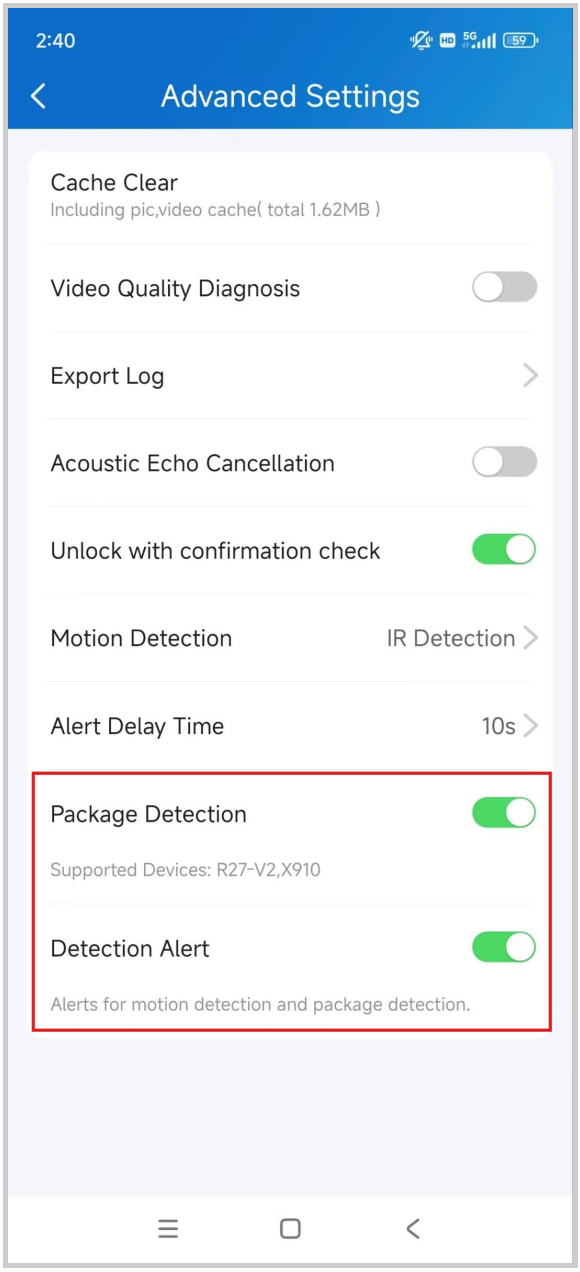
Akuvox door phone X910 supports the package detection feature, sending notifications to your SmartPlus App when it detects a package in or out of its camera detection area.

The setting is ONLY available for SmartPlus master accounts.

1. Tap **Me > Settings > Advanced Settings.**

2. Enable/disable **Package Detection**.

3. Enable/disable **Detection Alert**. This decides whether to send notifications to you when package detection happens.

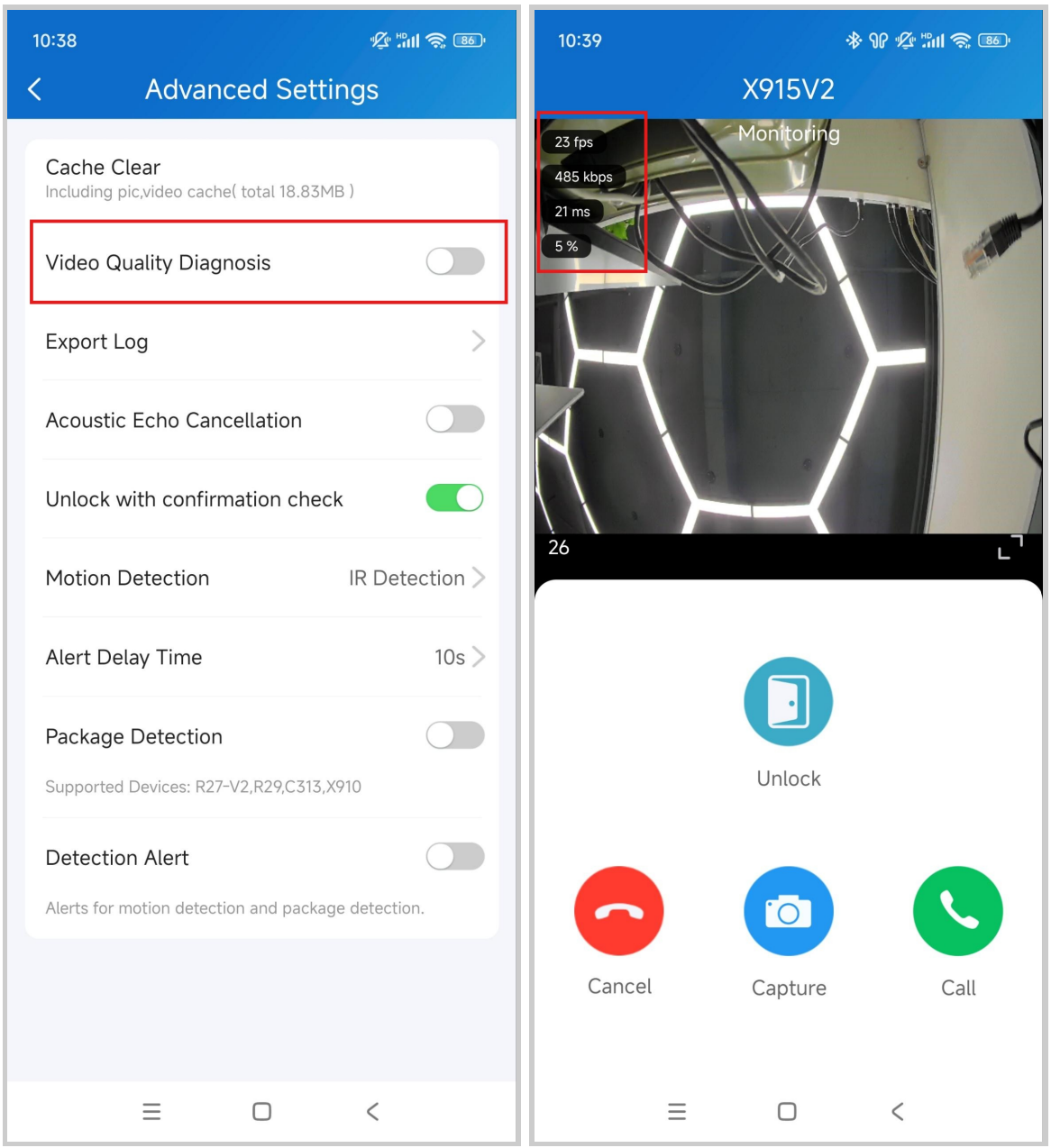


Check Video Communication Qualities

You can use Video Quality Diagnosis to check real-time video quality. It can be applied to video calls, live monitoring videos, and preview pages.

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

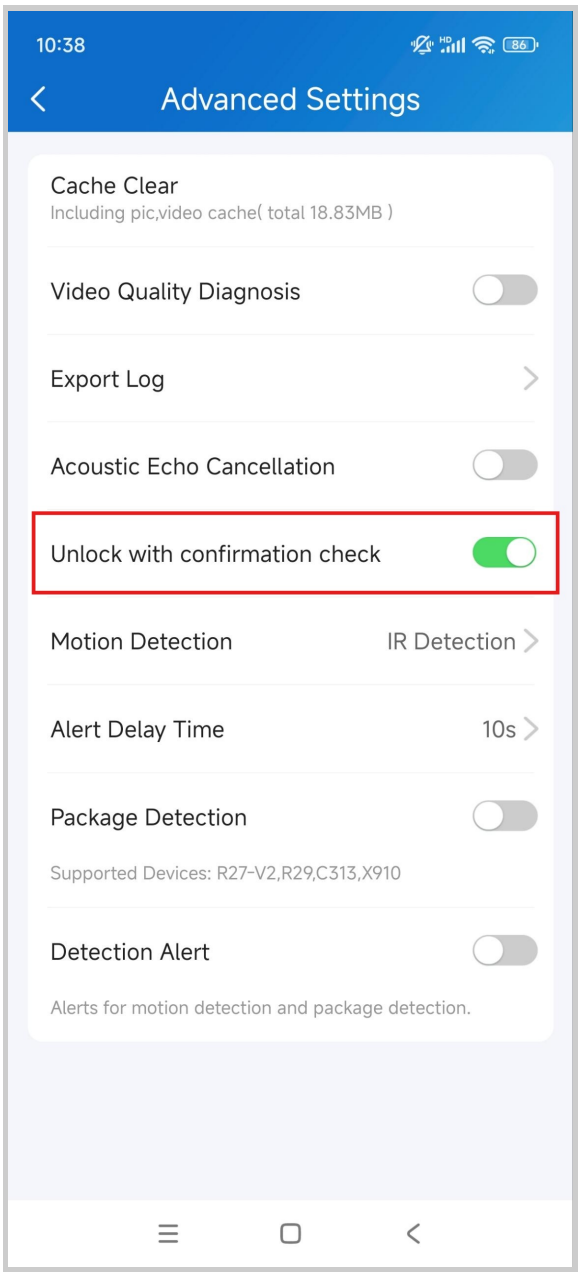
- **fps**: frames per second. If the value is low, it'll give a slow-motion or motion-blur effect to your video.
- **bps**: bits per second. The higher the bps rate is, the faster the download or upload time will be.
- **packet loss rate:** The lower the rate is, the better the network will be.
- **rtt**: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

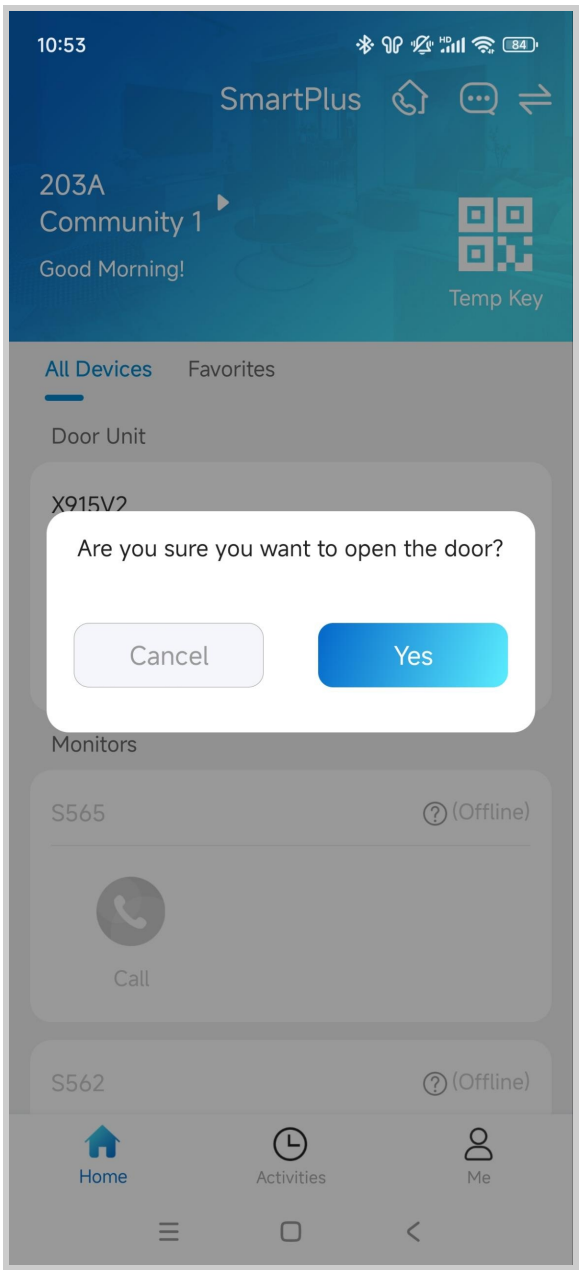


Enable Confirmation Prompts when Opening Doors

The unlock with confirmation feature prompts you to confirm your door opening command when you tap the unlock button. This helps prevent accidental unlocking and allows you to double-check before opening the door.

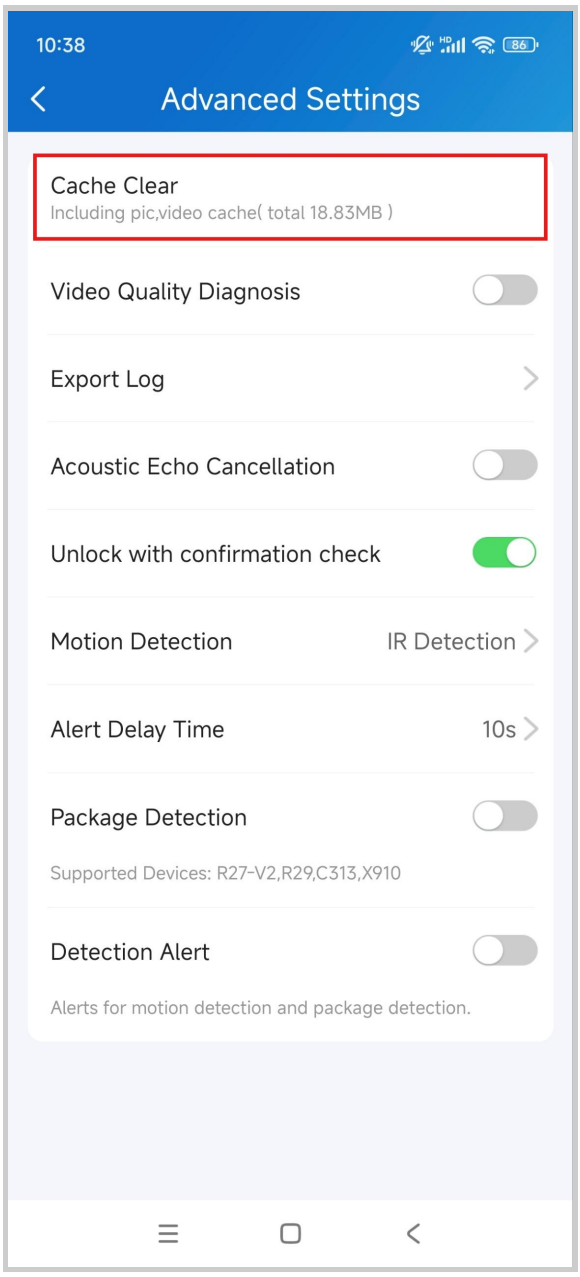
To enable this feature, go to **Me > Settings > Advanced Settings**, and toggle on **Unlock with confirmation check**.





Clear Cache to Improve App Performance

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



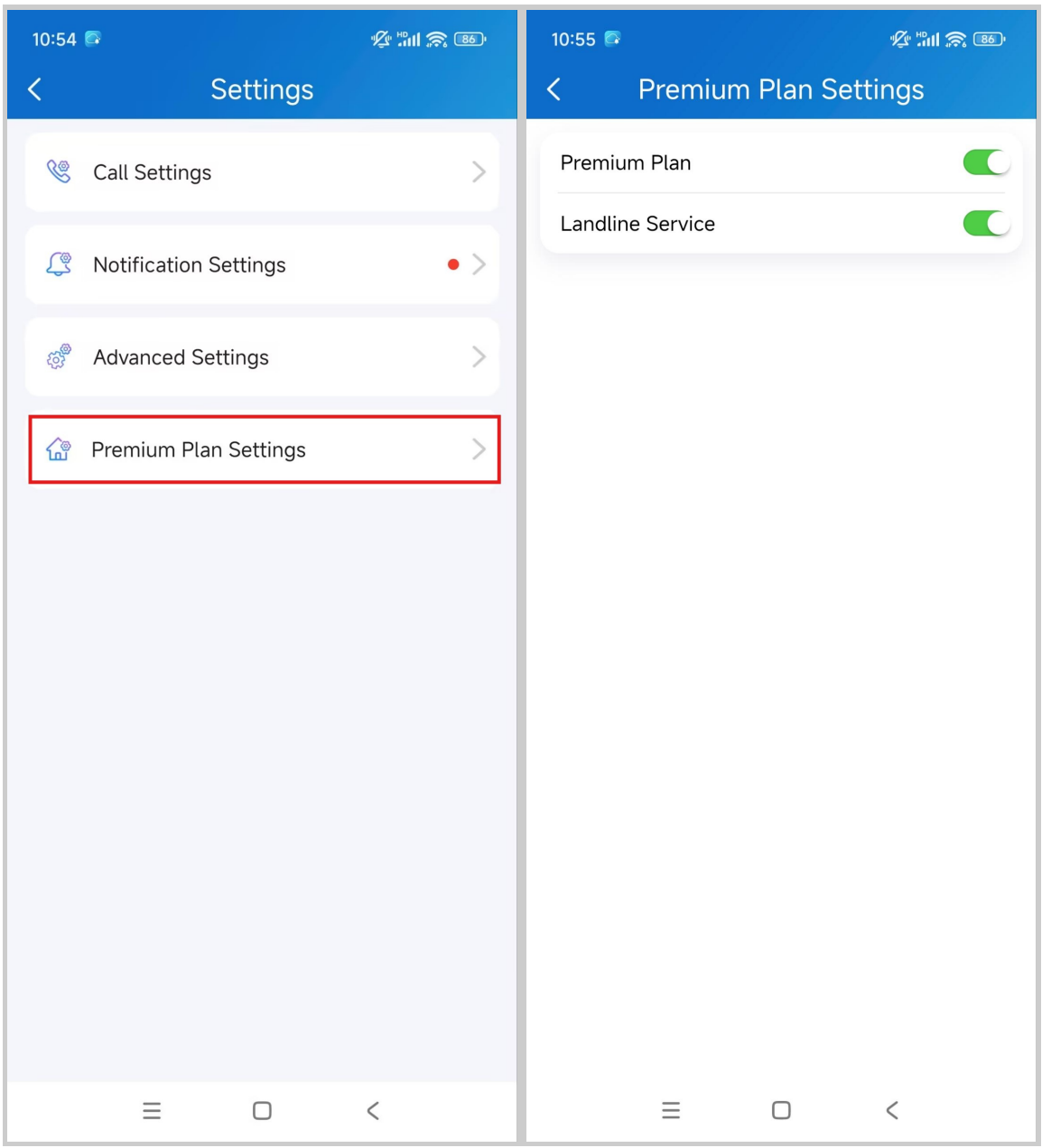
Premium Plan Settings

If you are a single-family project user, you can turn on/off the premium plan and landline services with the SmartPlus App.

1. Tap **Me > Settings > Premium Plan Settings**.

2. Enable/disable **Premium Plan** and **Landline Service**. The premium plan contains the landline service and third-party camera integration function.

Please note that changing the feature plan will affect your account's billing.



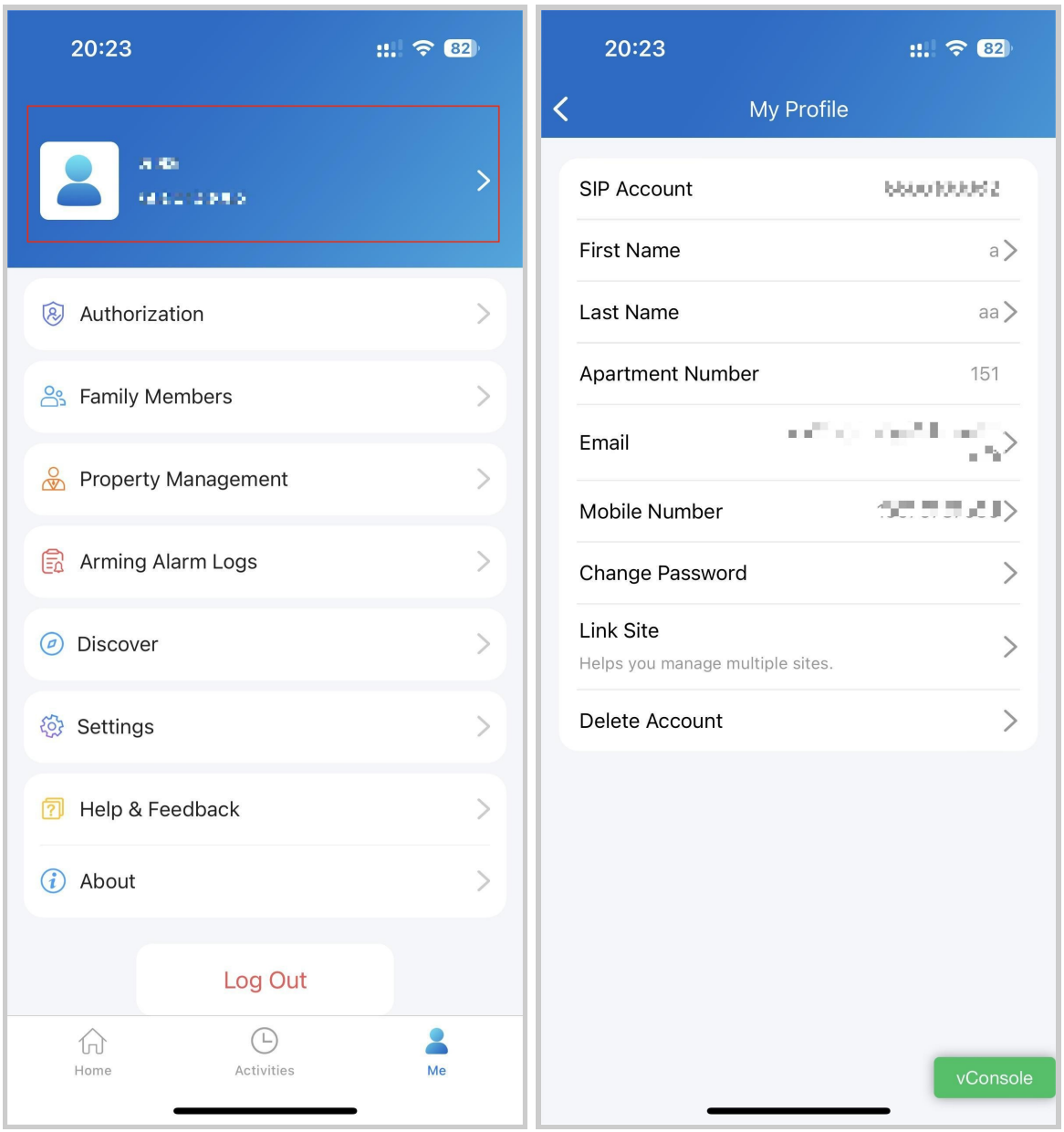
Account Settings

View and Change Account Information

You can check your account information, including your SIP account, username, apartment number, Email, and mobile number. For better security, you can make a change to the username and login password.

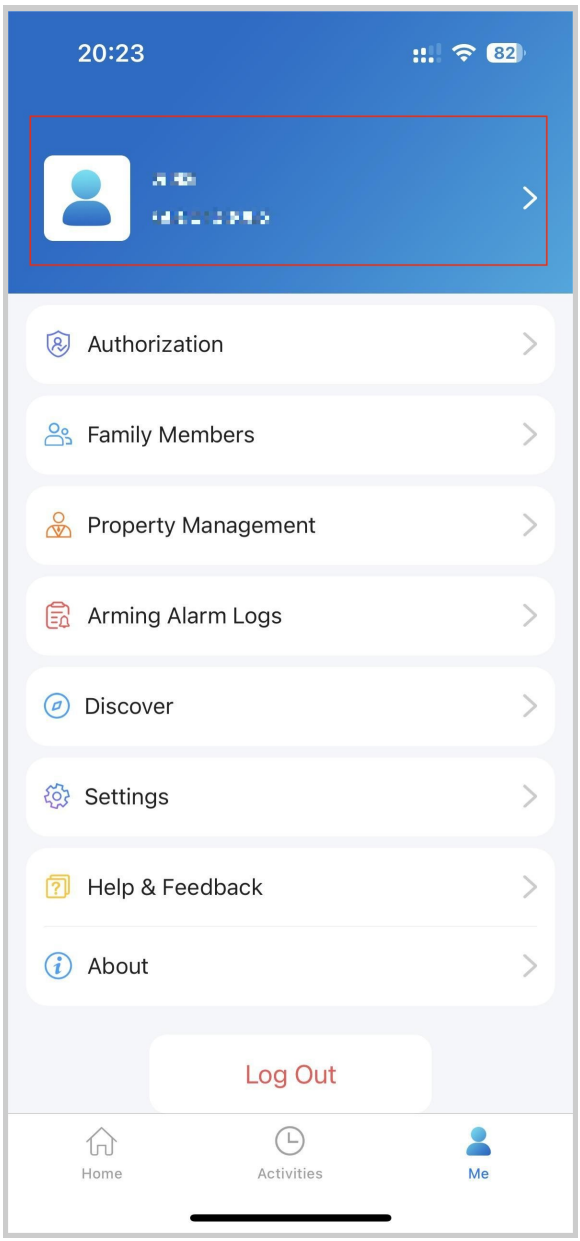
Check your account information

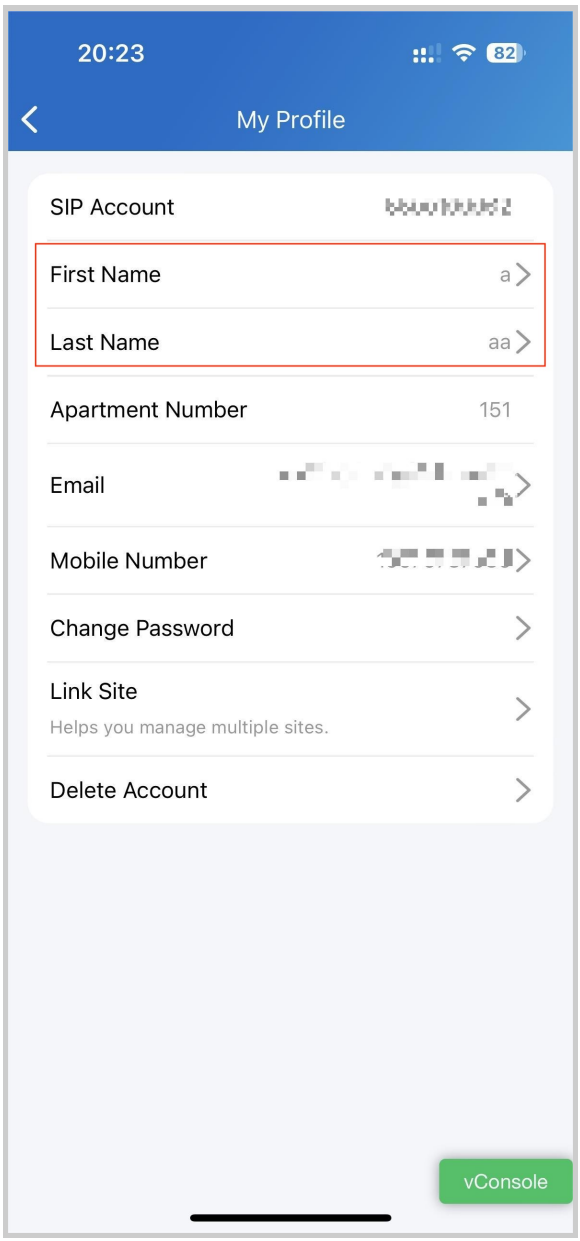
- Tap **Me** on the bottom Tap bar.
- Tap ***[your name]***, and you can see the details.



Change your username

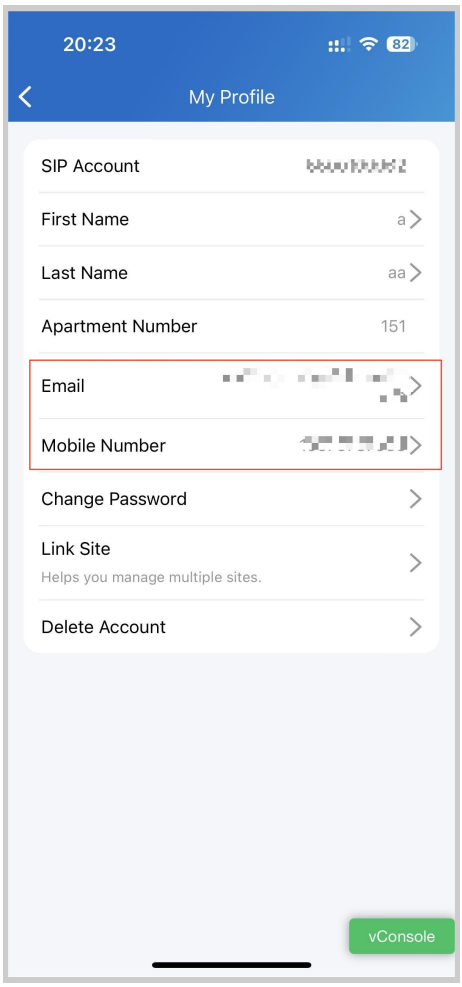
- Go to **Me > *[your name]***.
- Tap **First Name** and **Last Name**, and type in new names in the boxes.
- Tap **Confirm** to validate the change.

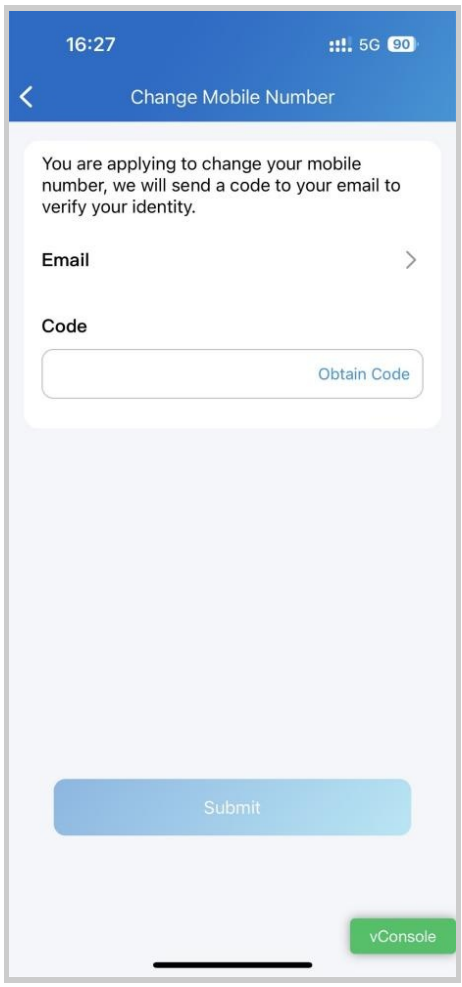


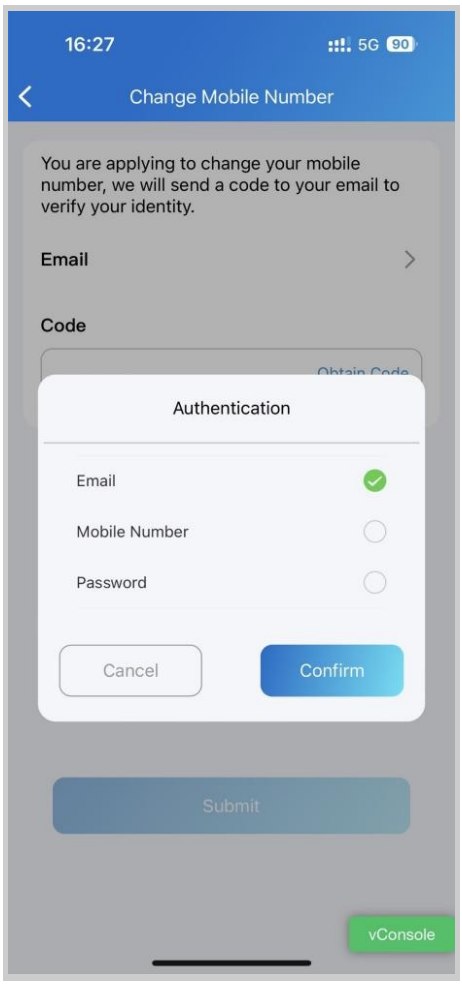


Change your mobile phone and email number

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


20:23
82
My Profile
SIP Account
First Name
a
Last Name
aa
Apartment Number
151
Email
Mobile Number
Change Password
Link Site
Helps you manage multiple sites.
Delete Account
vConsole

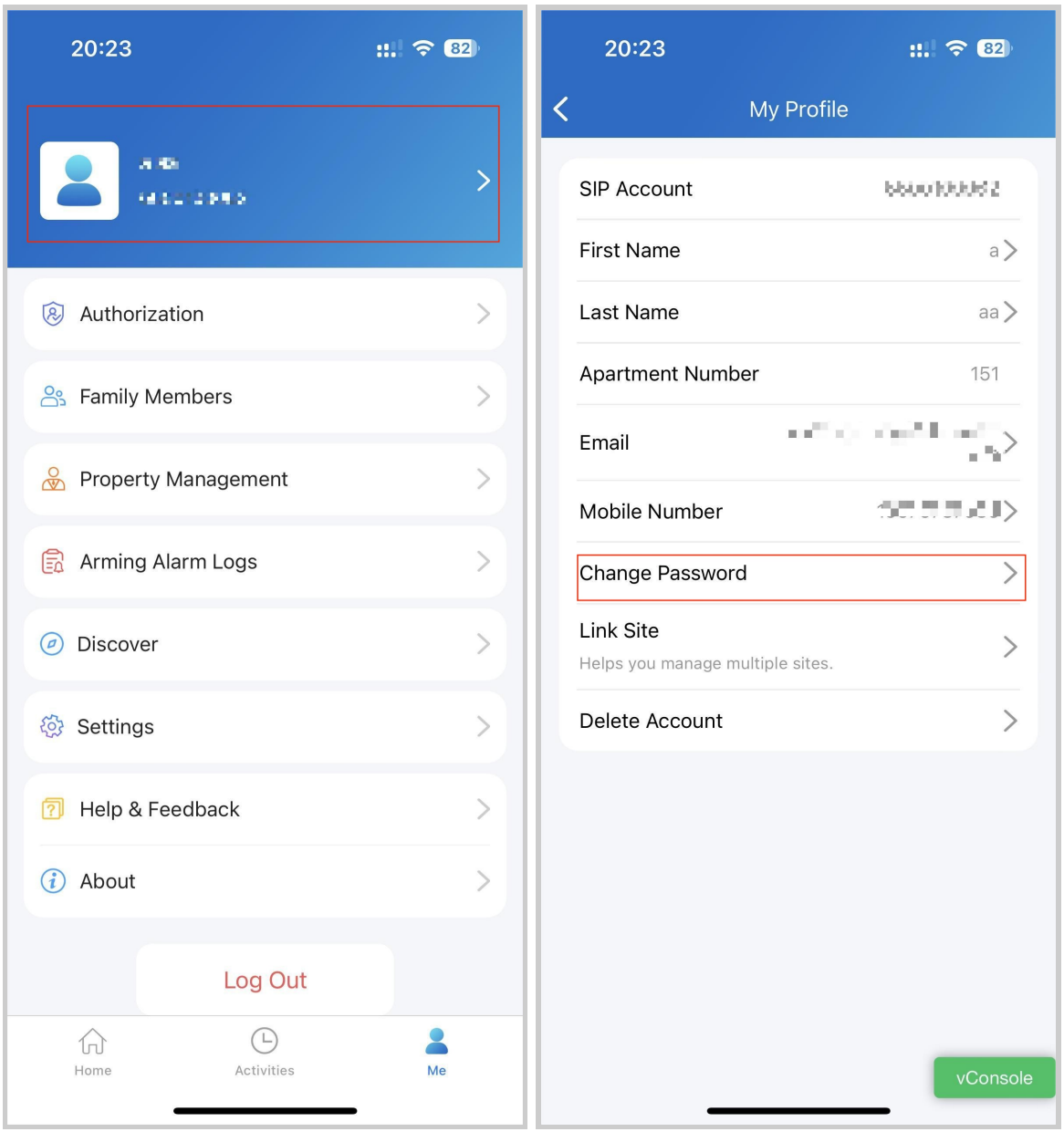

16:27
5G
90
Change Mobile Number
You are applying to change your mobile number, we will send a code to your email to verify your identity.
Email
Code
Obtain Code
Submit
vConsole



Change a weak or compromised password

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

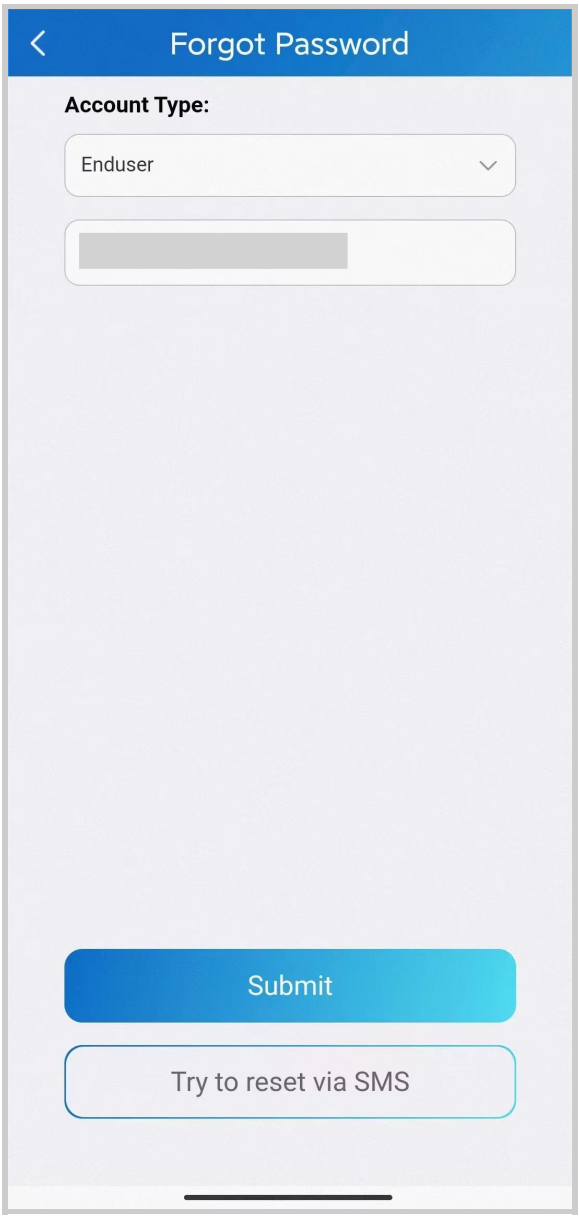
- Go to **Me > *[your name]***.
- Tap **Password**.
- Create a new password. When doing so, you are asked to enter your old password.
- Tap **Submit** to validate the change.

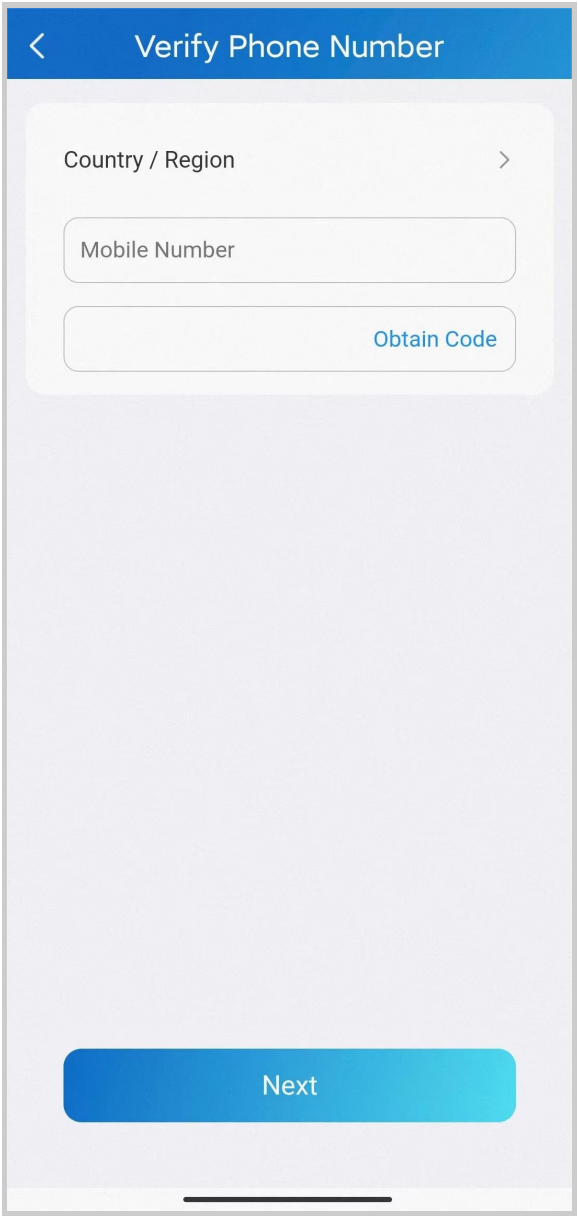


Forgot password

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

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





Family Member Account Management

If you are the family's master, you can add family members and create accounts for them, so they can log in to the SmartPlus App and use Akuvox Cloud services.

Add Family Member Accounts

You can create multiple family member accounts, three of which are free to use. Using more accounts requires activation and an extra payment. Please contact your service provider for usage.

1. Go to **Me > Family Members**.

2. Tap **+ New Family Member**.

3. Enter username and email address. Mobile numbers and landlines are optional.

4. You can add remarks for the family members to indicate their identities.

Note

If you entered the member's email address:

- The login credentials and password reset email will be sent to the member's email address.

If you only entered the member's phone number:

- Both the login credentials and password reset email will be sent to your (the family master's) email.

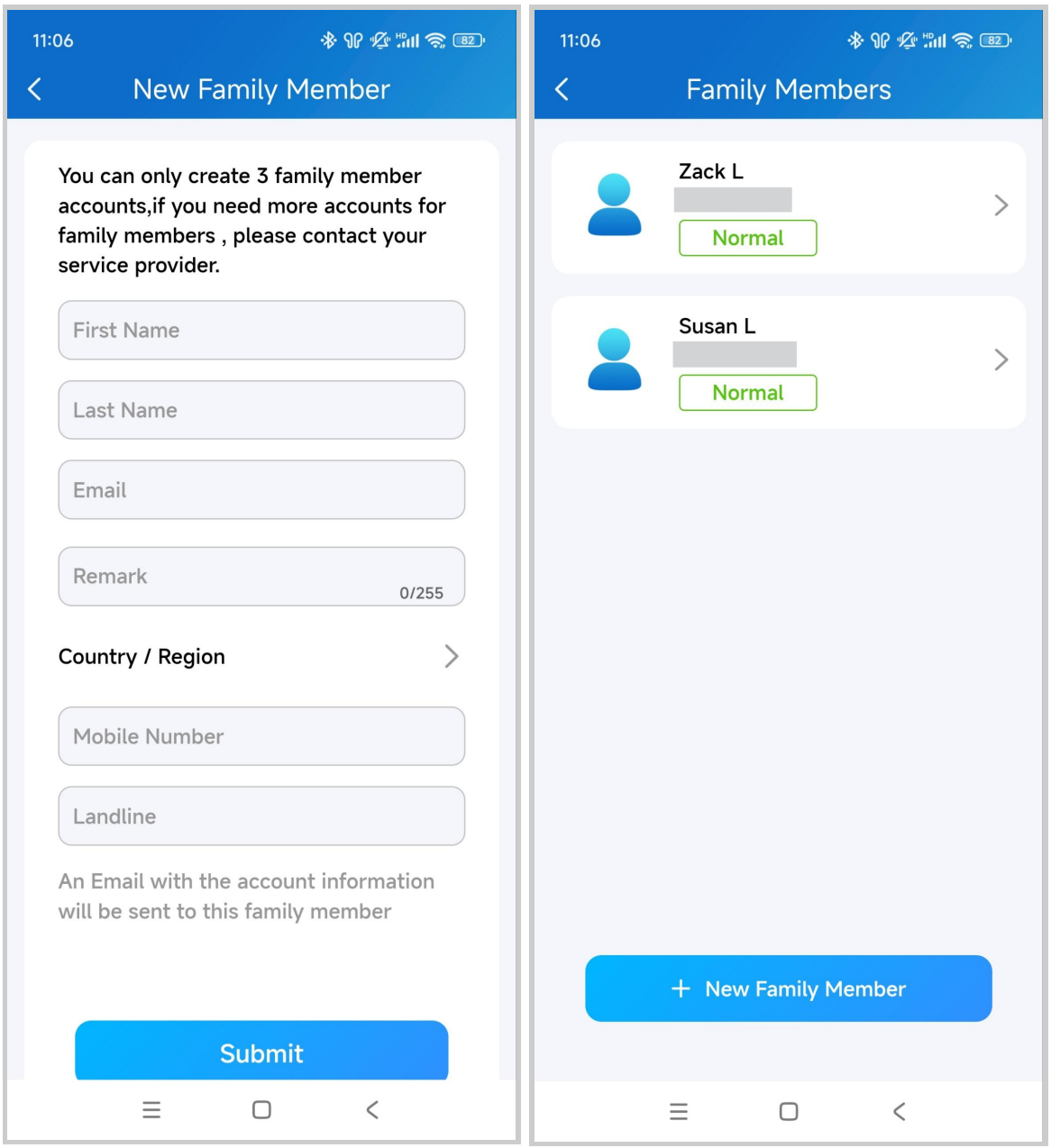
If you did not enter the member's email address or phone number:

- The member uses the SIP number and password to log in, and the password reset email will be sent to your (the family master's) email.

5. Tap **Submit.**

Once a family member is created, you can call him/her by selecting him/her from the list.

You can see, edit, and remove the members on the **Family Members** page at any time.

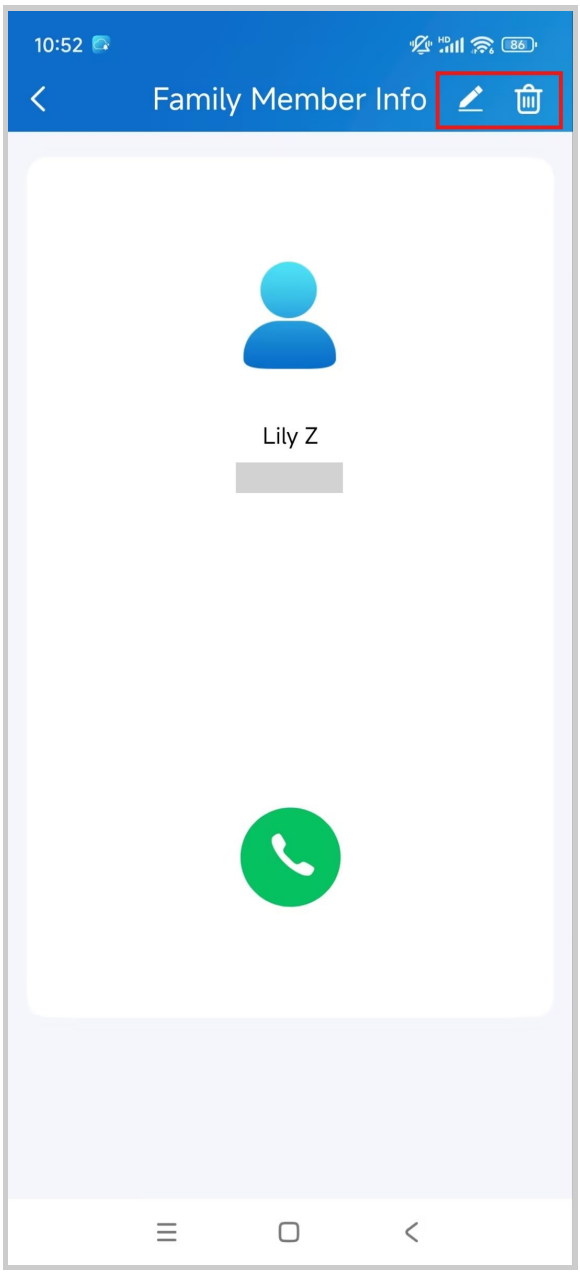


Edit/Delete Family Member Accounts

You can modify the information of the family member accounts after creating them.

Tap **Me > Family Members** and select the target family member.

- Modify the account by clicking the Edit icon in the upper-right corner.
- Delete the account by clicking the Delete icon.



Delete Your Account

You can cancel your account at any time.

Once your account is deleted, you will not be able to sign in to SmartPlus anymore. And it charges if you apply for a new account and use it.

To delete the account, do the following.

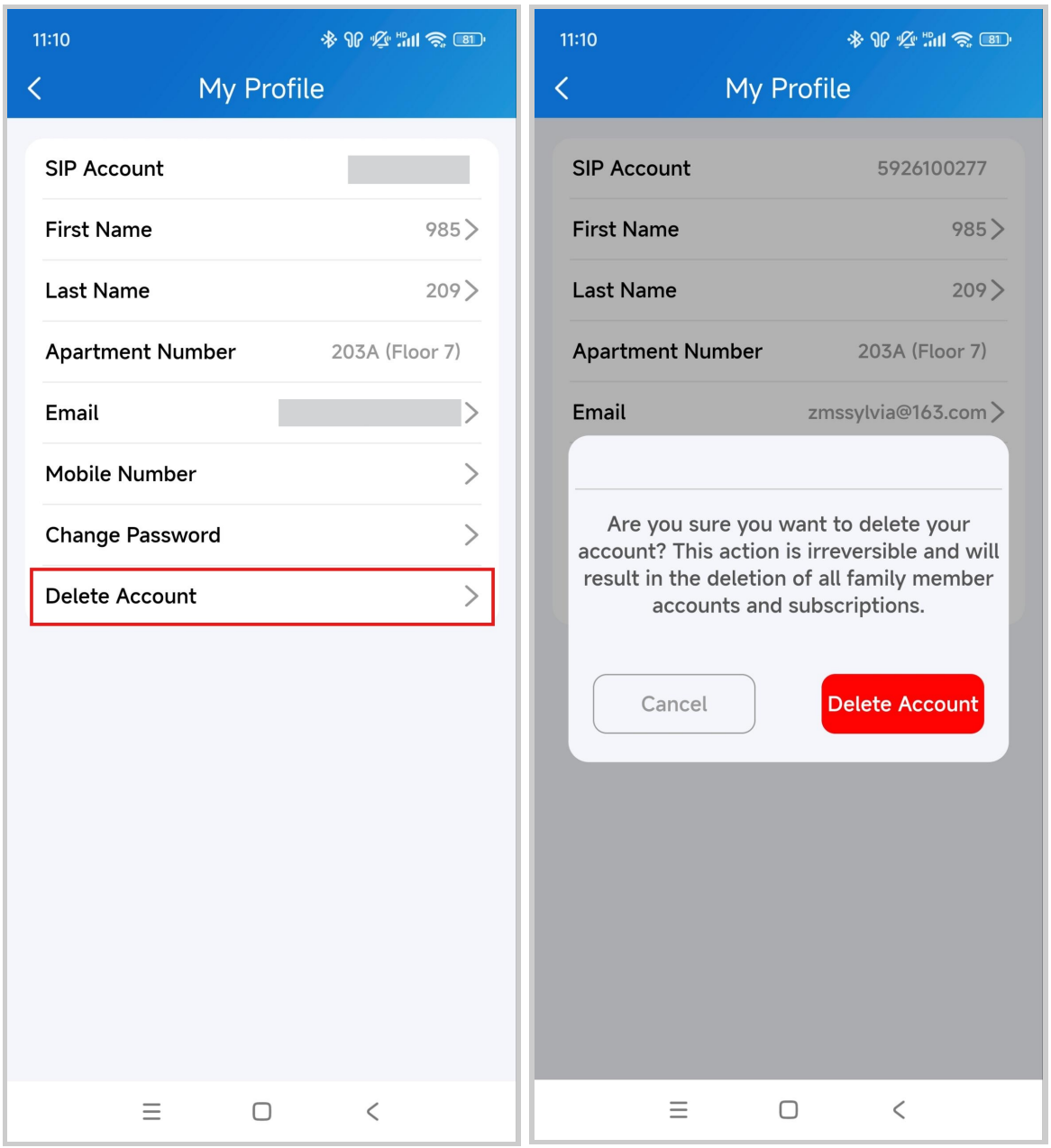
1. Go to **Me > [your name] > Delete Account**.

2. Tap Confirm when you're asked.

3. Enter the correct verification code.

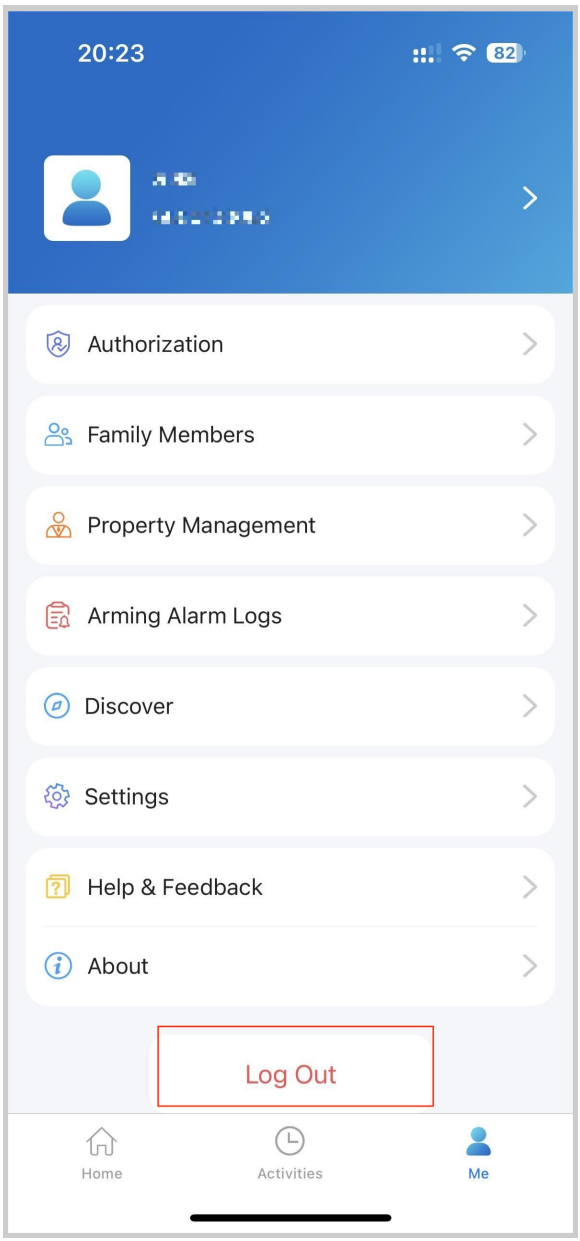
The code will be sent to:

- Your email or phone number, if you use either of them to apply for the account, or
- The family master's email or phone, if you did not provide any of your information when applying.



Log Out

To sign out of SmartPlus, tap **Me >Log Out**.

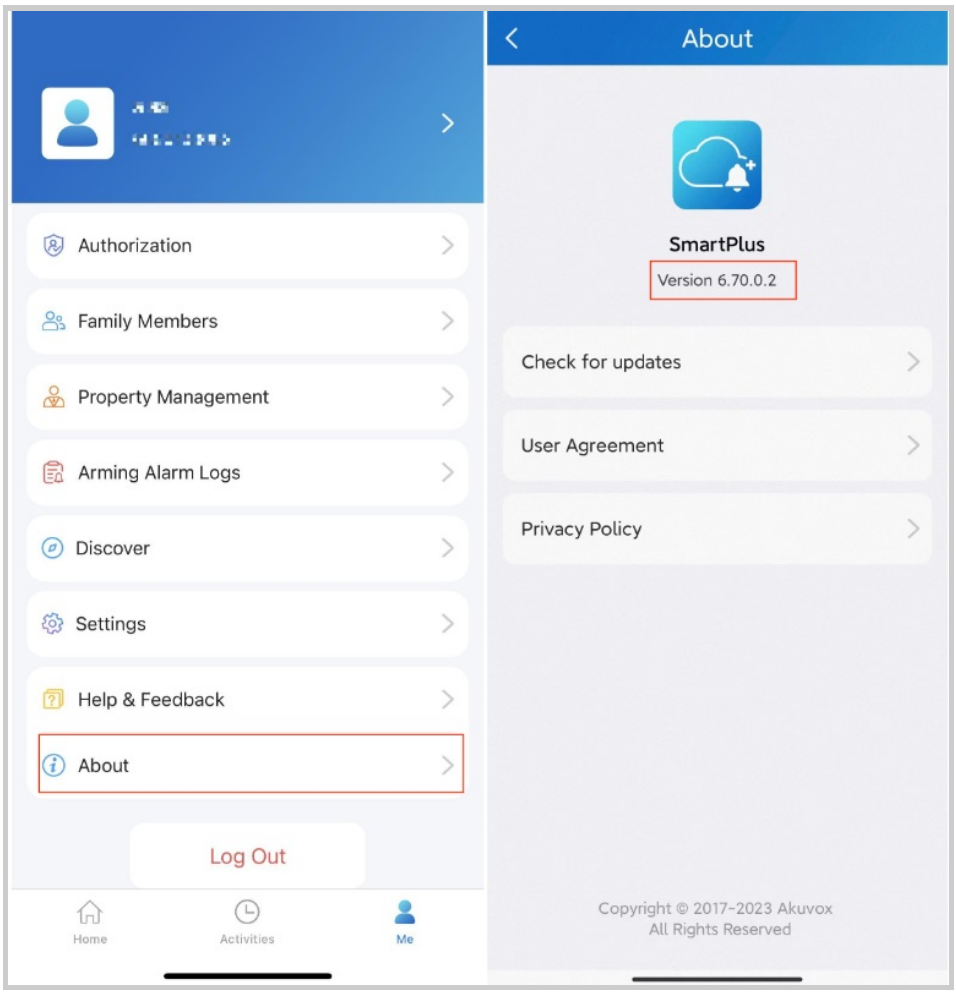


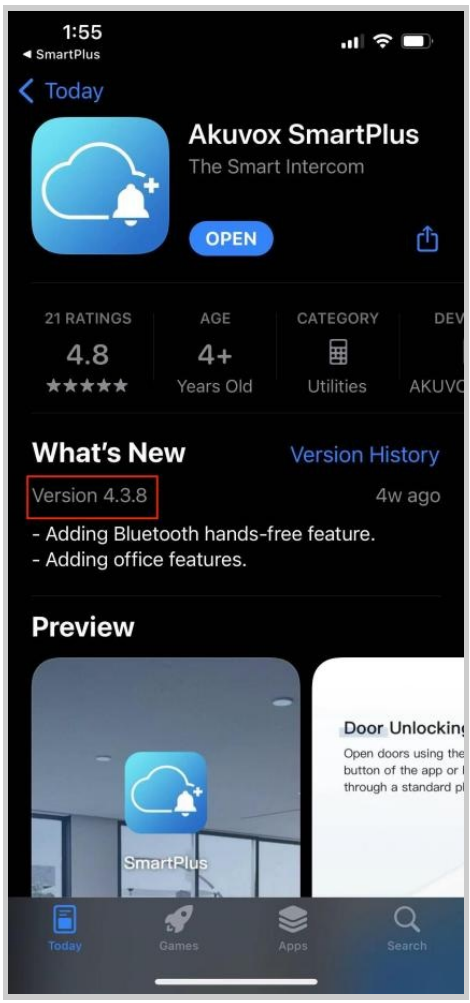
Support

Update

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

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

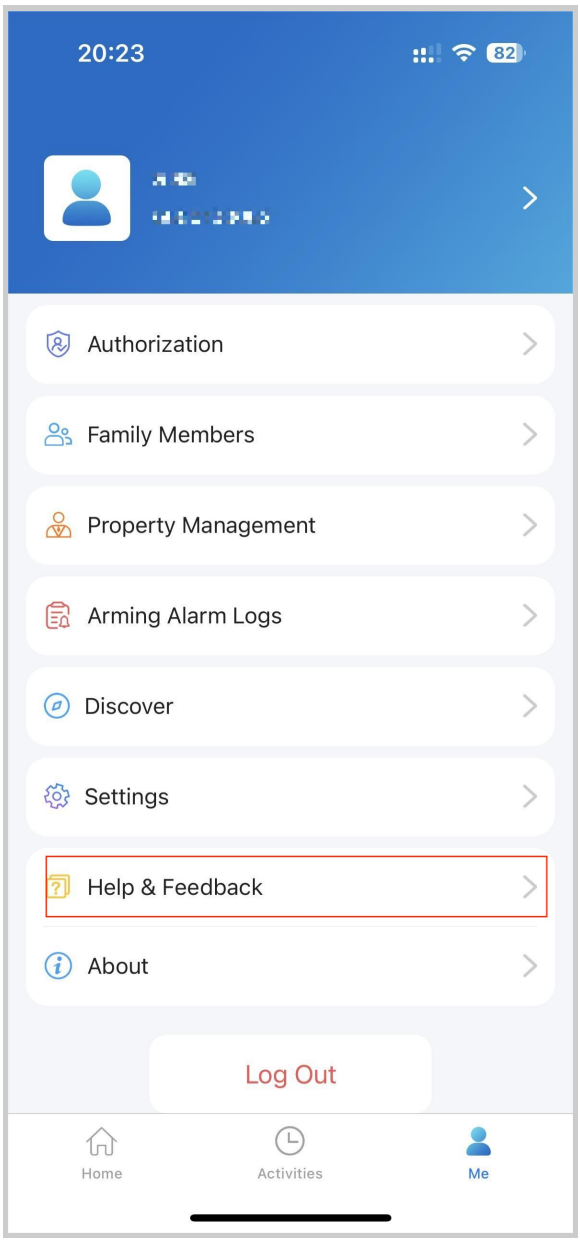

Authorization
Family Members
Property Management
Arming Alarm Logs
Discover
Settings
Help & Feedback
About
Log Out
Home
Activities
Me
About
SmartPlus
Version 6.70.0.2
Check for updates
User Agreement
Privacy Policy
Copyright © 2017-2023 Akuvox
All Rights Reserved

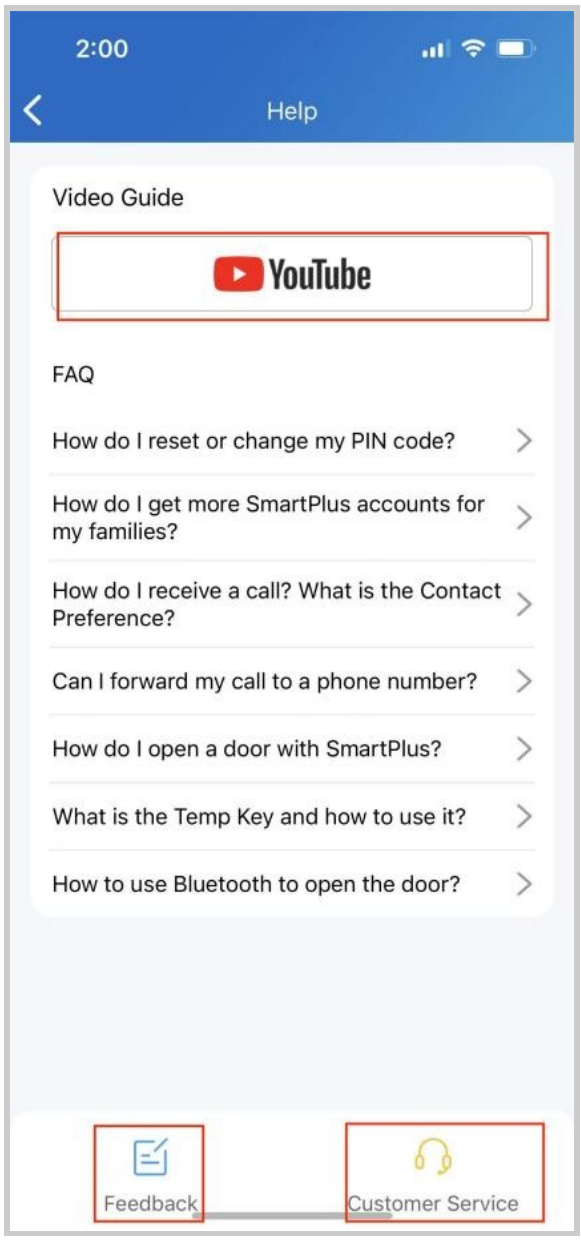


Get Help

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

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





FAQ

(1) Can't call out on the App?

- Check that your network is working.
- Update the App to the latest version.
- Check that your account is activated and make sure you've paid the renewal fee. If not, please contact your service provider.

If the above doesn't work, please go to Me > Settings > Advanced Settings >Export Log, and send the log to Akuvox technical engineers.

(2) Can't see pictures when calling or monitoring?

- Only audio calls are supported between Apps.
- Update the App to the latest version.
- Check that your account is activated and make sure you've paid the renewal fee. If not, please contact your service provider.
- Check that door unit cameras are working.

If the above doesn't work, please go to Me >Advanced>Export Log, and send the log to Akuvox technical engineers.

(3) Can't log in due to forgotten password?

- Go to the **login page > Forgot Password**. You can reset your password using Email or message:
- Email. Enter your email address, and you will receive an email with a new password.
- SMS. Tap **Try to reset via SMS**
    - Enter your mobile number and tap Obtain Code.
    - Enter the verification code you received. Tap Next and follow the onscreen instructions.

(4) How to obtain an account?

Provide your Email address and/or a phone number (if you'd like to log in or reset your password via SMS) to your service provider. You will then receive an Email from Akuvox with your username, password, and a QR code for login. Or you can enter your phone number and log in with a verification code sent via SMS.

If you want to create sub-accounts for your family members, go to **Me > Family Members**.

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.

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