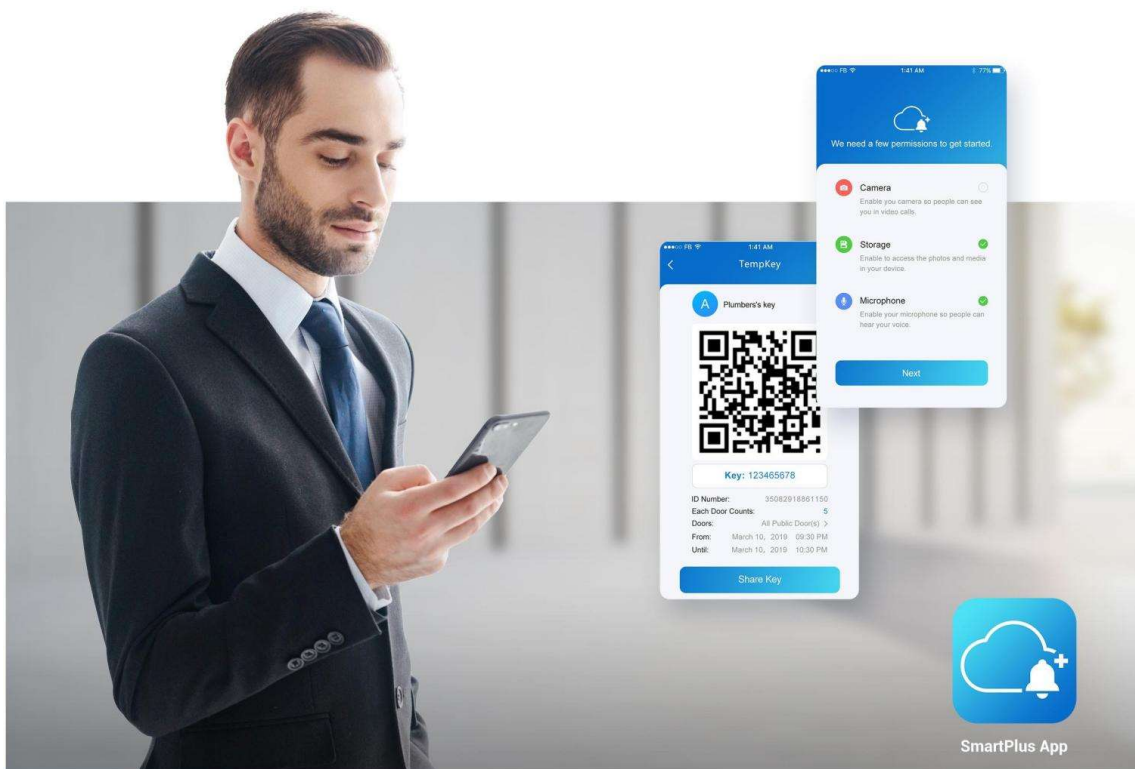


SmartPlus App Property Manager Guide

Updated on 18 Jul 2022

Akuvox
Open A Smart World

Smart Intercom



AKUVOX SMARTPLUS APP PROPERTY MANAGER GUIDE

Version: 1.0 | Date: July.2022

At  This Manual



Welcome to Akuvox SmartPlus world! This user guide gives you quick information about how to use SmartPlus App. If you need further help, or more information, you can contact Akuvox technical support team or visit our website <http://www.akuvox.com/>.

Introduction of Icons and Symbols

Note

- **Informative information and advice from the efficient use of the device.**

Related Documentation

You are advised to refer to the related documents for more technical information via the link below:

<https://knowledge.akuvox.com>

Akuvox SmartPlus is a mobile App working with SmartPlus Cloud Service and intercom products. This App enables you to receive calls, see visitors and surroundings, open doors, issue virtual keys and more, making the property management easier and more convenient.

Get Started

B  **re You Use**



Note

- This guide is applied to Version 4.0.5.5 for Android, and 4.4.3 for iOS. Every property manager account can only be used for one single community.

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 (Make sure you have the latest version installed). You can download the App on Google Play Store or App Store.

Already installed but not sure about know its version?

Open SmartPlus, and go to **Me > About**.

- Your SmartPlus account.


No account yet?

Provide an Email address to your service provider, and you will receive an Email from Akuvox containing login information.

Logging in

To sign in the App, do one of the following:


Login with Username

- Choose your area in the lower-right corner. This  mation can also be found in the Welcome Email.
- Enter your username and password, and tap **Login**.



- Read and agree to Privacy Policy, and follow onscreen instructions to complete initial settings.

Login with QR code

- Open the Welcome Email with your PC or other device, and you will see a QR code attached below. Or open the Email with your phone, and don't forget to save the QR code to your photo album.
- Open SmartPlus App, tap the **scan icon**  in the upper left corner, and the QR code scanner will be opened.
- Center the QR code in camera view until you hear a Ding sound. Or select the saved code picture from your album.
- Read and agree to Privacy Policy, and follow the onscreen instructions to complete initial settings.

Forget password? See Forgot Password.



16:54



SmartPlus

 Email Address/Mobile Number

 Password 

[Forgot Password](#)

Login

[Login Via SMS](#)

[APAC](#)



Door Access Control

Open Door for Visitors

When you need to let somebody access the door, you have various options, including issuing Temp Keys, remote control, opening the door during a call, and even opening on the monitoring page.

Open Door During a Call

To open the door when answering an intercom call, do as the following:

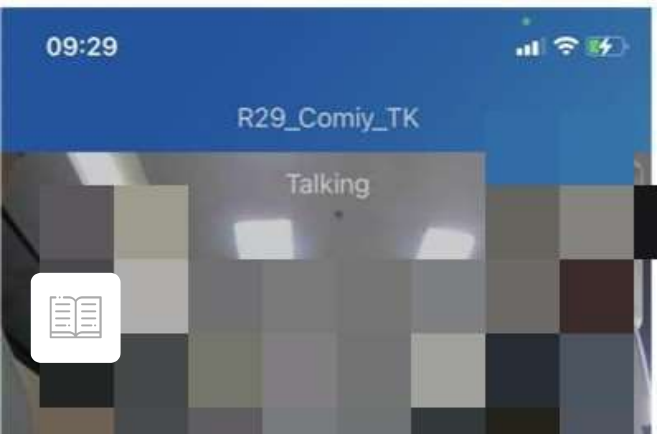
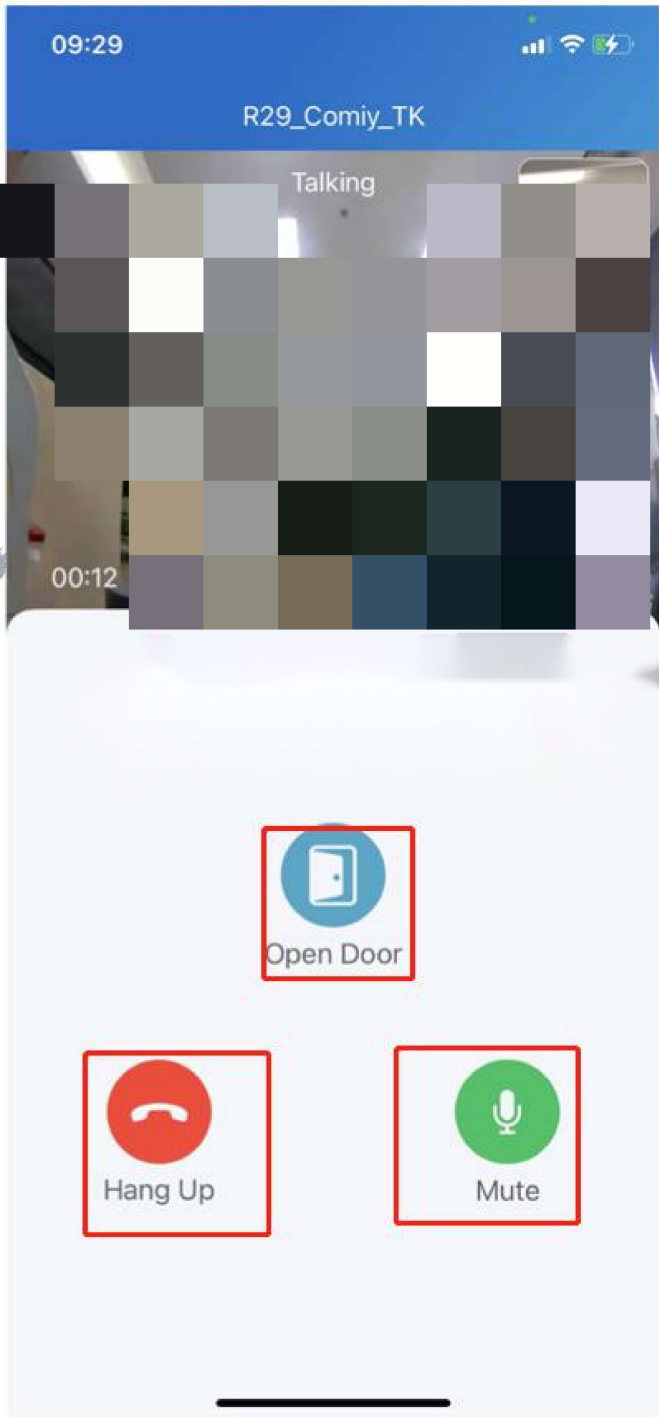
- Answer the call, and tap **Open Door** on the talking page.
- Select the relay from the list. And the screen shows Opening door succeeded.

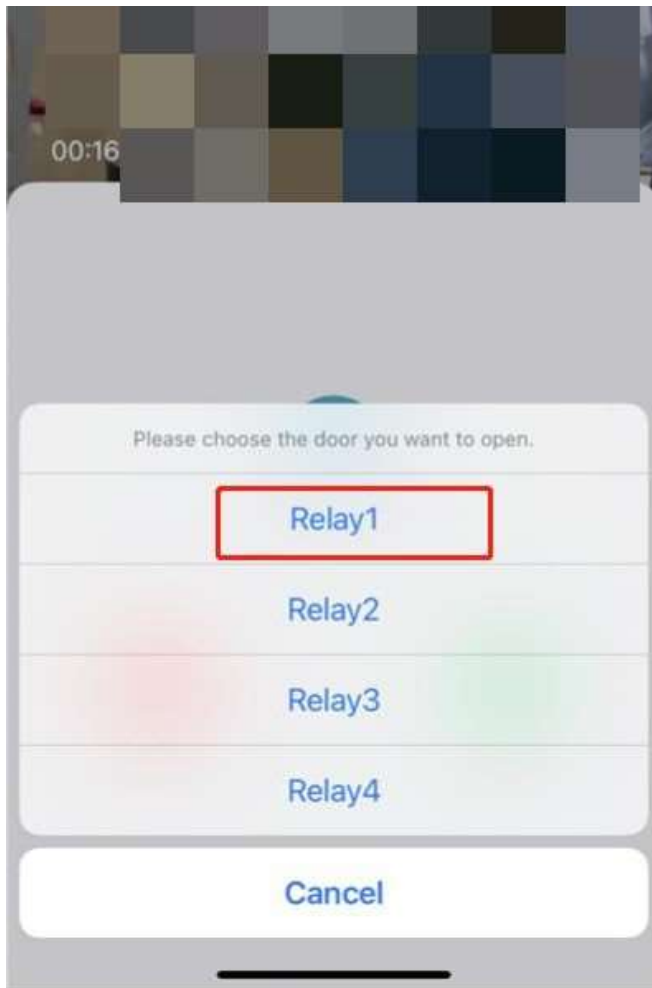
What else you can do on the talking page:

- Tap **Mute** to silence your microphone while on the call.
- Tap **Hang Up** to end the call.









Open Door on Monitoring Page

You can see the live view of doorphone cameras, when you want to see the visitor's face, talk to the person on the other end on screen, before you decide whether to open the door or not.

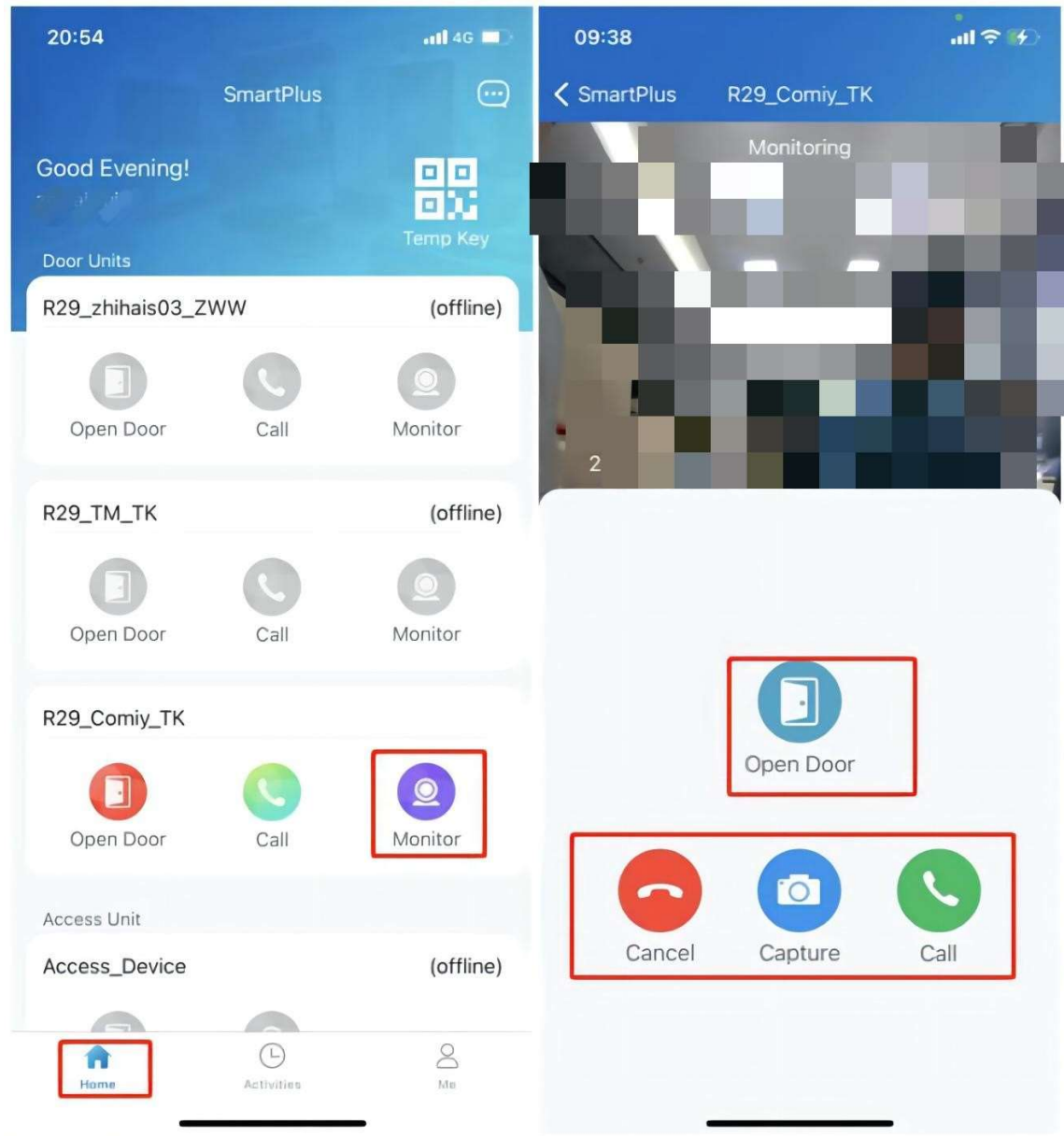
To open the door, do as the following:

- Tap **Home**, and choose the device.
- Tap **Monitor**.
- To let the person enter your home, tap **Open Door** and select the relay.

Wi  *see you can do on the monitoring page:*



- Tap **Cancel** to exit live-streaming page.
- Tap **Capture** to make a screenshot.
- Tap **Call** to talking to the visitor.





Issue Temp Keys

A Temp Key contains a QR code and an 8 bits PIN, any of which can be used to unlock door(s). You can issue Temp Keys for staff, visitors, housekeepers, deliveries and so on. The keys will be valid for as soon as they are created.


1. Create Temp Key


The Temp Key's validity period, times, the building and door it applied to, and more can be customized based on actual needs. To generate a Temp Key, do one of the following:

• In Home page

1. Tap **the QR code icon**  .
2. Tap **add icon**  in the upper right corner.
3. Enter the key user's name, and set up Repeat Mode, Doors and Time for use. Building, delivery method, and ID number are optional. When you enter an Email address in the delivery method field, this Temp Key information will then be sent to the address.
4. Tap **Submit**. You will see the newly generated one being on the key list.

• In Me page

1. Tap **Me** in the bottom tab bar.
2. Go to **Authorization > Temp Keys**, and tap **add icon**  in the upper right corner.
3. Enter the key user's name, and set up Repeat Mode, Doors and Time for use. Building, delivery method, and ID number are optional. When you enter an Email address in the delivery method field, this Temp Key information will then be sent to the address.
4. Tap **Submit**. You will see the newly generated one being on the key list.


You  see and delete keys on the Temp Keys page at any time.

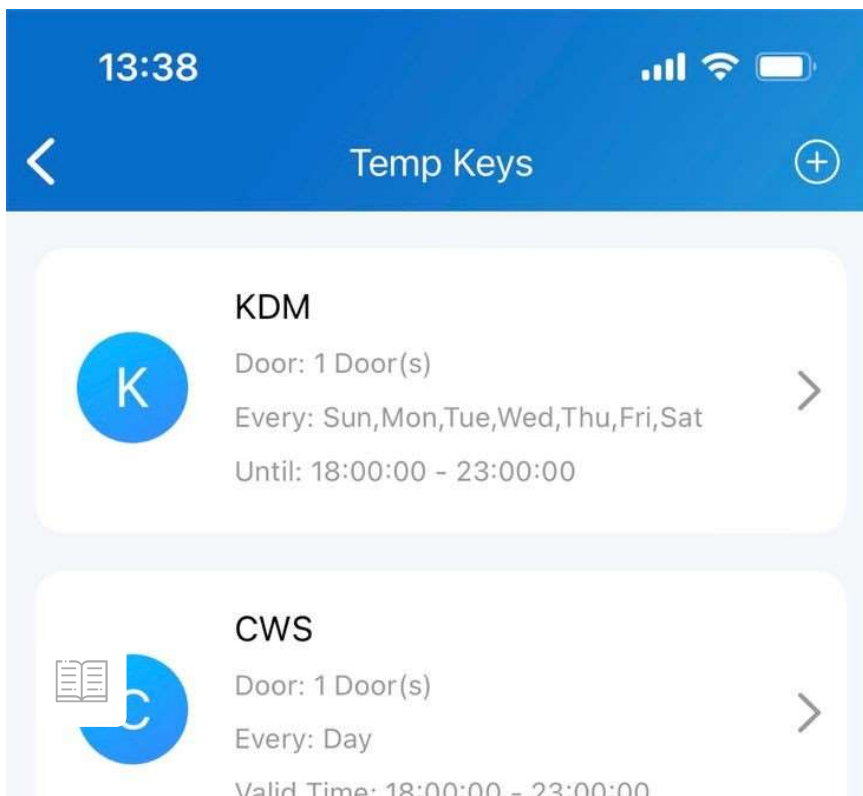
Note

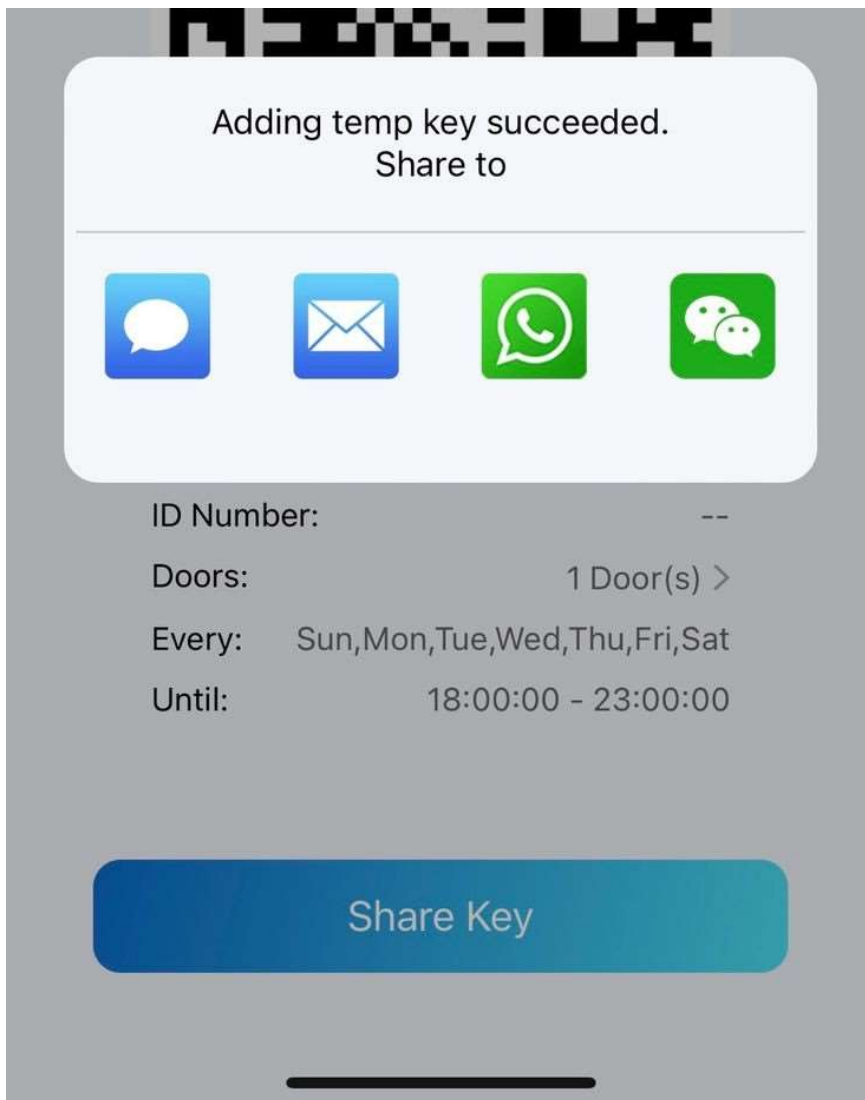
- When repeat mode is Never, there is a limit to total times for use. The total time equals Each Door Counts * the number of selected devices.

Share Key to User

If you did not send the key to the designated user in the creating procedure by entering his/ her email address, you can still share keys to users, just do as following:

- Tap the **QR code** icon  on the Home page, or go to **Me > Authorization > Temp Keys**.
- Tap the key you created for the user, then tap Share Key.
- Choose a sharing way among messages, email, WhatsApp and WeChat.





Open Door with Temp Key

A Temp Key contains a QR code and an 8 bits key. The user can either of them to unlock doors.

- **Use QR code.** Tap **Temp Key** on doorphone's screen, and place the QR code in front of its camera. When the camera reads the code, the door will open automatically.
- **Use 8-bit Key.** Tap **Temp Key** on doorphone's screen, enter the code, and the door will open automatically.

Unlock Door by Yourself



When you need to open doors or enter buildings frequently in daily work, for more convenience, you can remote open door, and configure PIN, Bluetooth, NFC, and facial recognition for yourself.





13:41



|
{



Authorization



Call Settings



Notification Settings



Advanced Settings



Help & Feedback



Terms & Policies



About



Log Out



13:46



Authorization

Temp Keys >

Door Release PIN >

Bluetooth Unlock



Bluetooth Unlock Mode

Hands free >

You can read the Bluetooth user's manual in Help & Feedback.

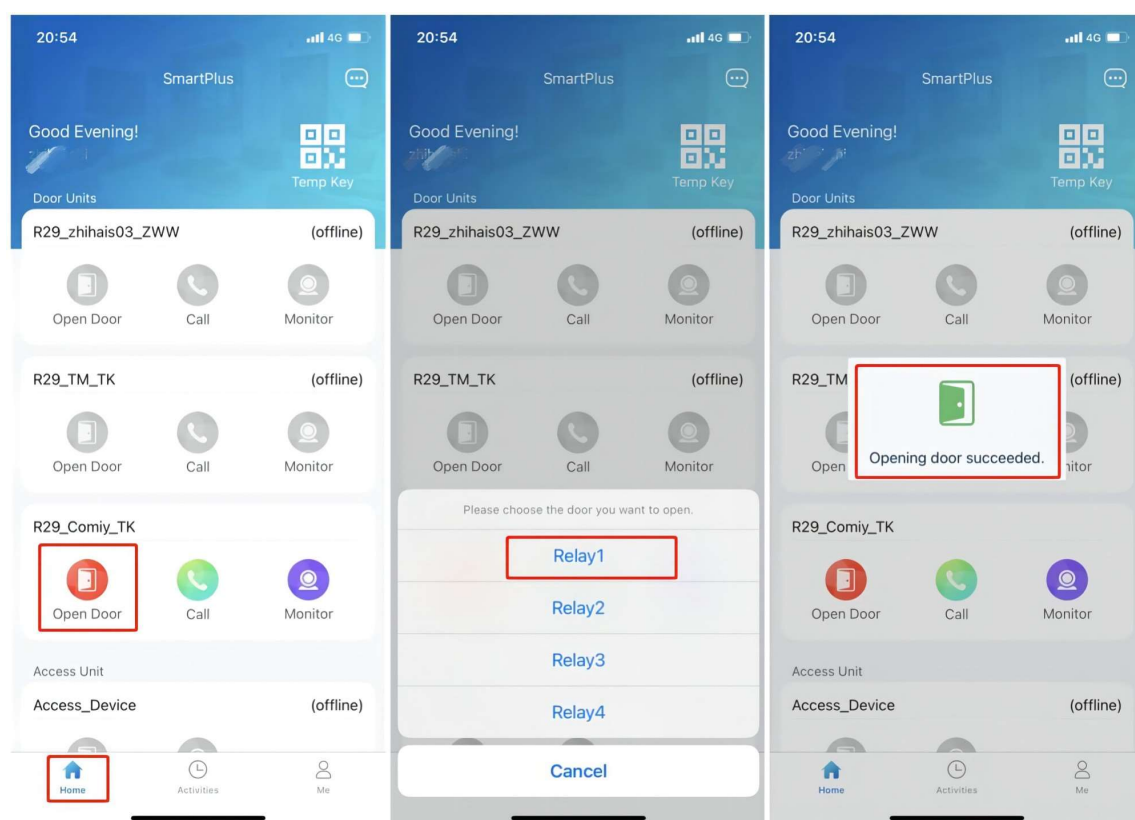
Face Recognition >



Remote Opening

You can open the door directly by tapping the specified softkey.

- Tap **Home**.
- Select the device, and tap **Open Door**.
- Select the relay (the door) in the list.
- The screen shows Opening door succeeded, which means the door is opened.



Unlock Door with PIN

If you didn't set up the door release PIN in initial settings, or you want to change the PIN for better security, go to **Me > Authorization > Door Release PIN**.

With the PIN, you can enter buildings by typing in it on the keypad (depending on the door unit's model, the keypad could be a soft or a physical one).

Unlock Door with Bluetooth

You can use the Bluetooth connection to open doors without touching them.

Enable Bluetooth Unlock

- Go to **Me > Authorization**, and enable Bluetooth Unlock.
- Select a Bluetooth Unlock Mode between Shake and Hands free.

Use Bluetooth for Contactless Access

Be sure that Bluetooth is turned on, both on your phone and SmartPlus App, before using it to open doors.

- **Shake mode.** Place your phone near the door unit, shake your phone a few times, and the door will open automatically.
- **Hands free mode.** When your phone is within about 3.3 feet (1 meter) of the door unit, the door will open automatically.

Note

1. X916S, X915S, X912S, R29C, R29Z, E12W, E12S, E16C, E18C, A05 and A03 support shaking phones to unlock doors.
2. Only X912 supports Hands free unlocking mode.
3. The Bluetooth range is adjustable on doorphones.



Unlock door with Face ID

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

Note

- Doorphones supporting facial recognition include X915S, X912S, R29C, R29Z, E16C and E18C.

Set up Face ID

- Go to **Me > Authorization > Face Recognition**.
- Tap **Get Started**, or select a picture from your phone album, then follow onscreen instructions.

Use Face ID to Open Door

After you finished setting, you can use it for door access.

- Tap anywhere of a doorphone screen to wake it.
- Make sure your face is centered in the camera view, glance at the camera, then the door will open automatically.

Unlock Door with NFC

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

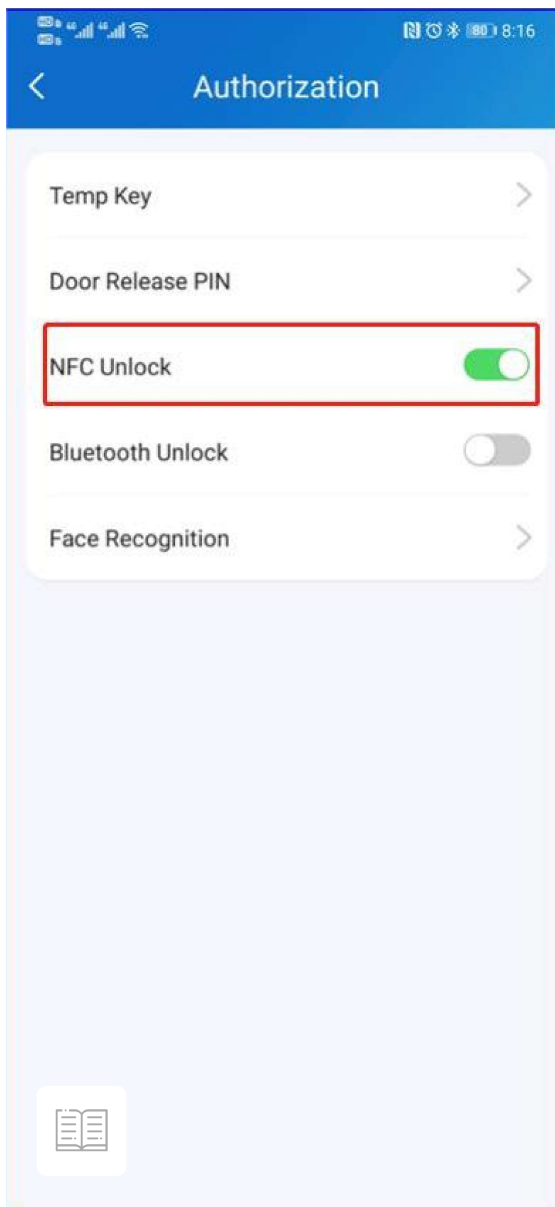


Note

- This feature is NOT available on iPhones and Android phones without NFC module.

Enable NFC to Unlock

Go to **Me > Authorization**, and turn on NFC unlock. This function will be activated immediately.



Use NFC to Open Door

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

- Wake your phone.
- Place the NFC detection areas of both your phone and the door phone against each other for a few seconds. Then the door will open automatically.

Calling

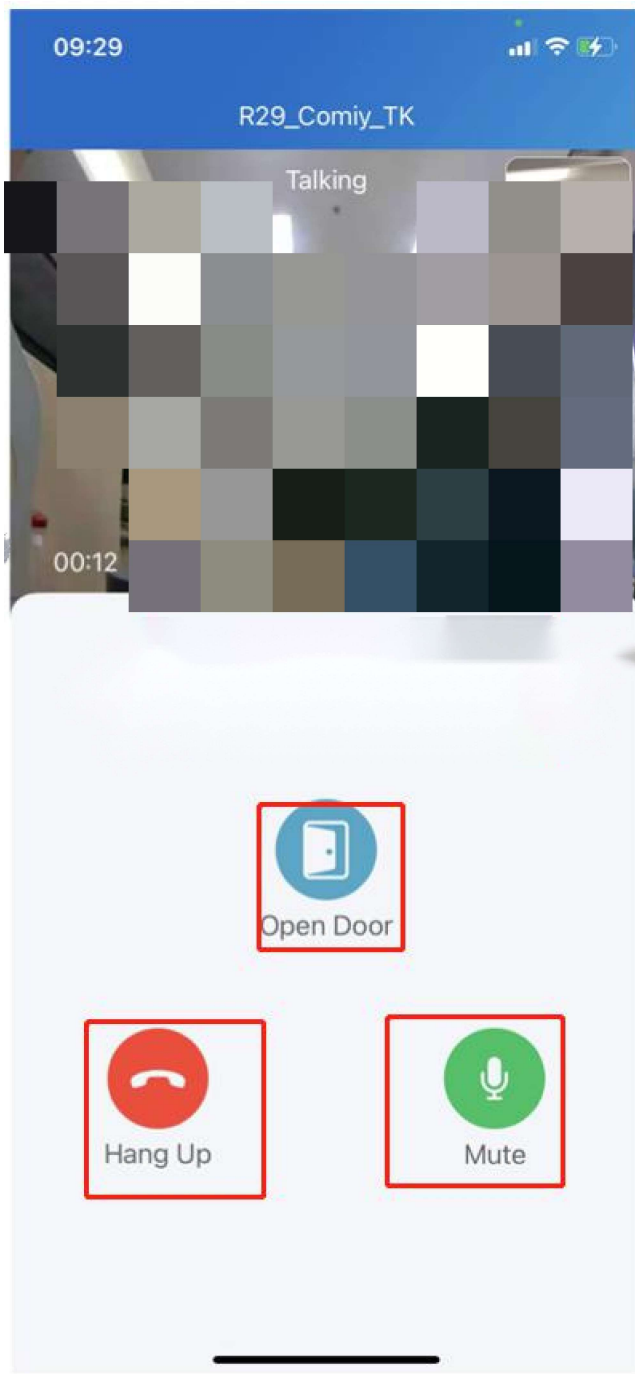
Make Outgoing Calls

You can call devices on the home page directly, or preview the monitoring live stream and talk to the person on the other end on screen.


On Home Page

- Tap **Home**.
- Choose a device you want to call.
- Tap **Call** to start a call.

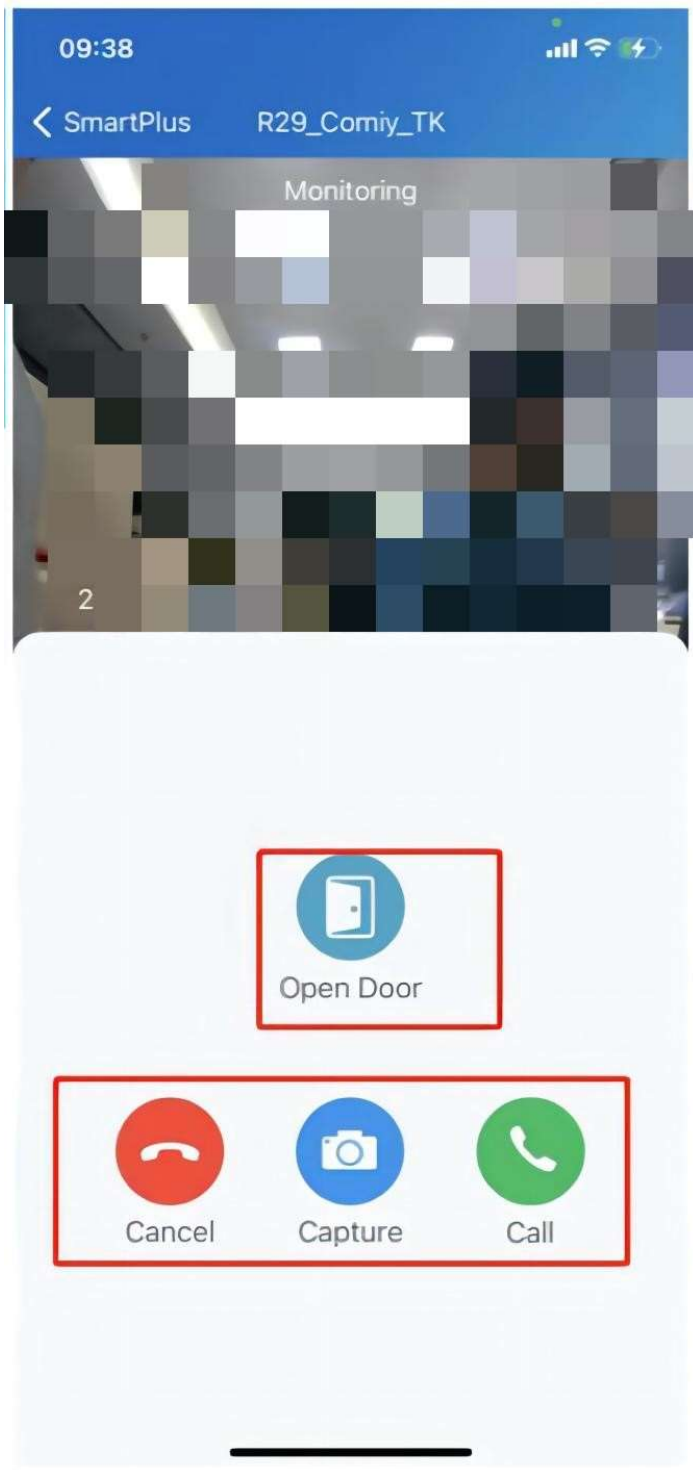




On Monitoring Page

- Tap **Home**.
- Select a device.
- Tap **Monitor** to preview the monitoring video, and Tap  if you'd like to talk to the visitor.





Landline, Contacts and Call Preference

You can answer or decline a call via SmartPlus, or you can forward calls to the landline number.




Note


- ONLY when your service provider enabled the Landline Service at the same time he created your community project, you are able to use the feature.








 Authorization >

 Call Settings >

 Notification Settings >

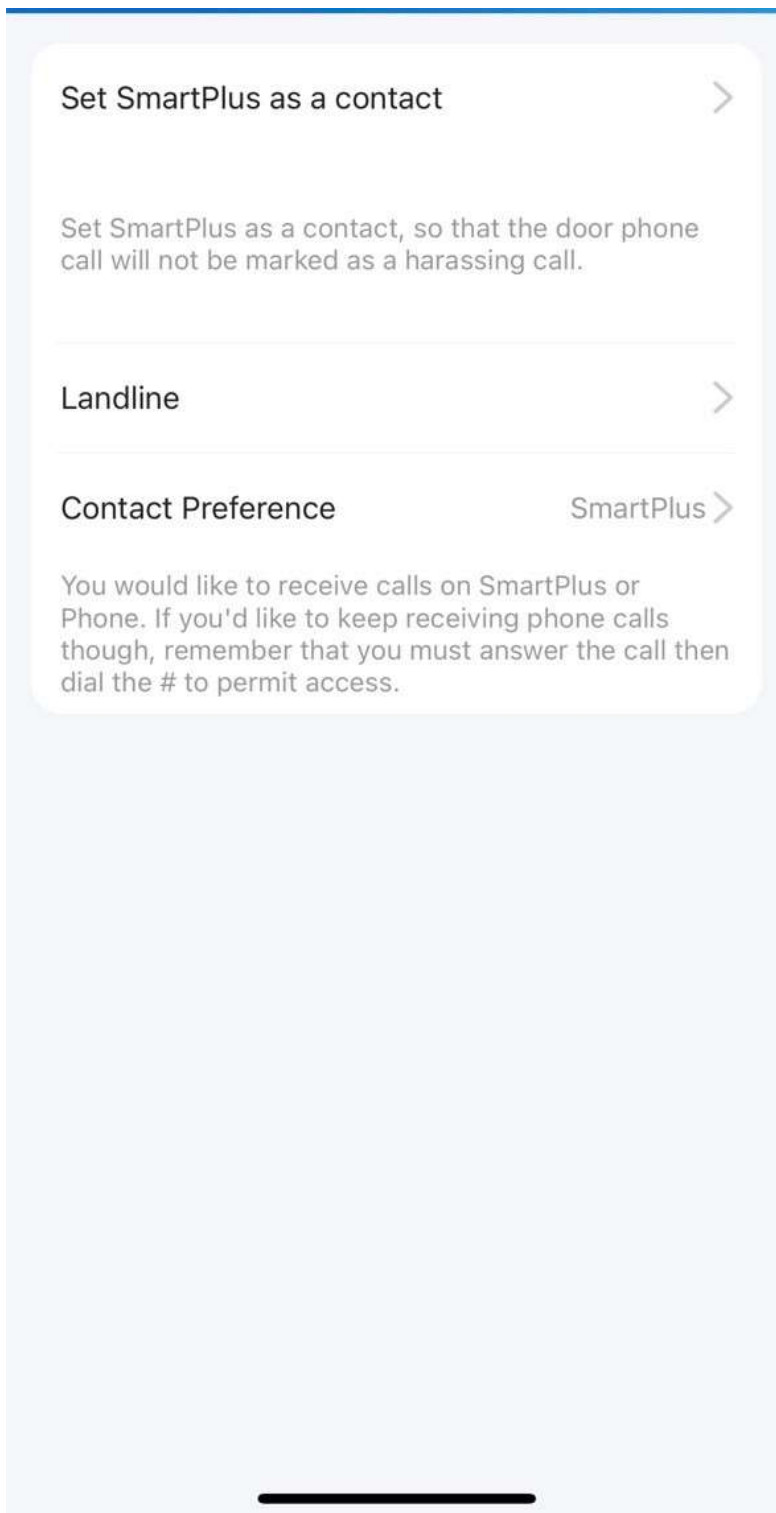
 Advanced Settings >

 Help & Feedback >

 Terms & Policies >


 About >

Log Out



Call Forwarded to Phone

To set up call forwarding, do as the following:

-  **Me > Call Settings.**



- Tap **Landline**, select the country/region the phone number belongs to.
- Tap **Landline**, and type in the number in the pop-up box.
- Tap **Submit**.

Set up Call Receiver

Contact Preference feature allows you to decide whether to receive calls on SmartPlus or your phone.

- Go to **Me > Call settings**.
- Tap **Contact Preference**.
- Select a call type.
 - **SmartPlus**. When selected, SmartPlus will be called.
 - **Phone**. When selected, the landline number will be called. To permit access, you must answer the call, and dial #.

Set SmartPlus as A Contact

You can set SmartPlus as a contact, in case calls from doorphones are marked as harassing ones.

- Go to **Me > Call settings**.
- Tap **Set SmartPlus as a contact**, and the screen shows Adding Succeeded. You will then see Doorphone Call Number in your phone's contact list.

Not to Receive Calls

SmartPlus allows you to silence all calls when you do not want to be disturbed.

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



- Turn on Do Not Disturb.
- Set up Time Schedule.

Note

- Call histories will still be recorded when enabling Do Not Disturb.





13:53



Authorization



Call Settings



Notification Settings



Advanced Settings



Help & Feedback



Terms & Policies



About



Log Out



Home



Activities



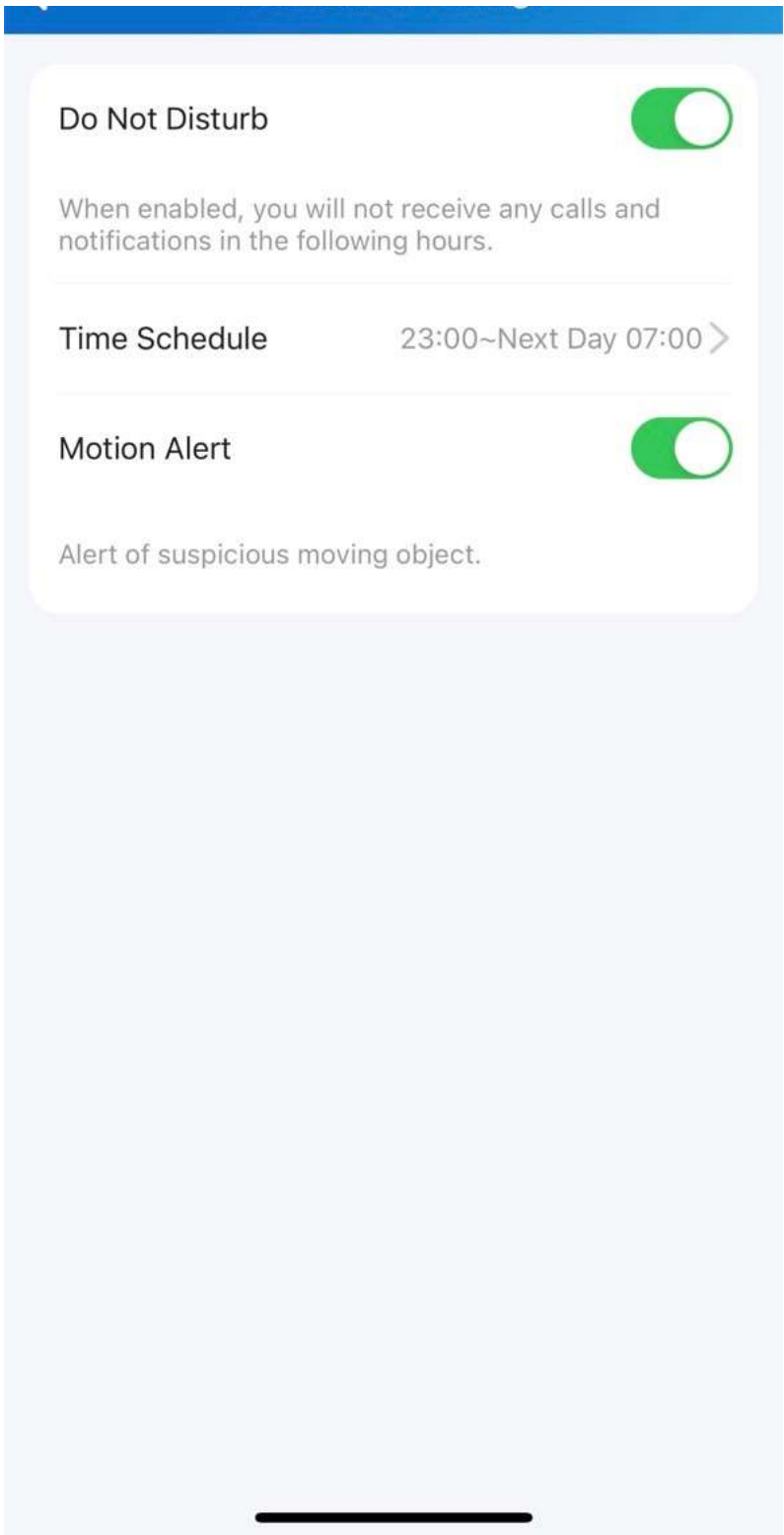
Me



:56



Notification Settings



Security

M  tor



You can see the live stream of the door units' cameras, take a shoot of the live view, and check who's the visitor and what's happening in front of the doors.

- Tap **Home**.
- Select the device, and Tap **Monitor**. You can see the monitoring live video for 30 seconds.

What you can do on the monitoring page:

- Tap **Cancel** to exit the current video watching page,
- Tap **Capture** to make a screenshot,
- Tap **Call** to make a call with the visitor.
- Tap **Open Door** to unlock the door.



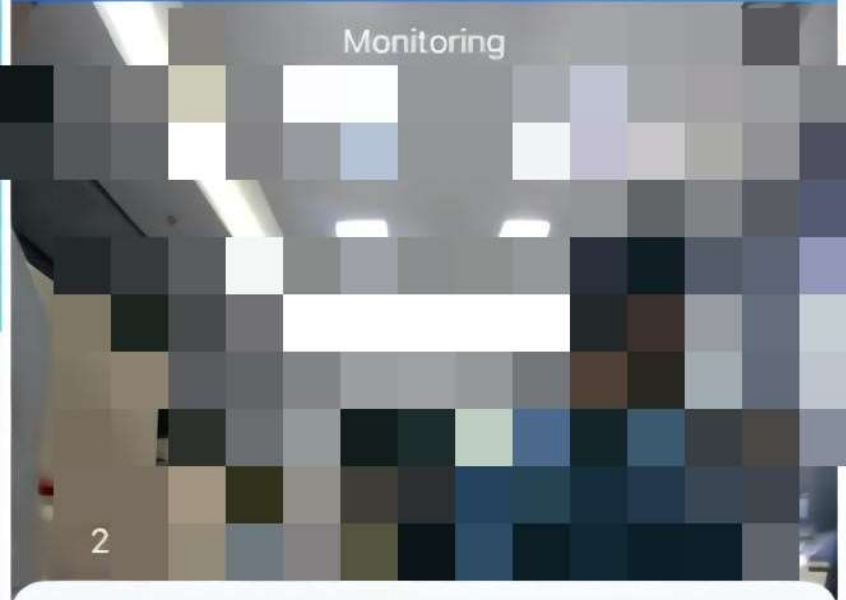
09:38



< SmartPlus

R29_Corridor_TK

Monitoring



2



Open Door



Cancel



Capture



Call



Motion Alert

Note

- The current version of App does not support for receiving motion alerts yet.

Motion Alert is turned on by default. You can go to **Me > Notification Settings > Motion Alert** to toggle it off.




Messages

Send Messages to Residents

Note

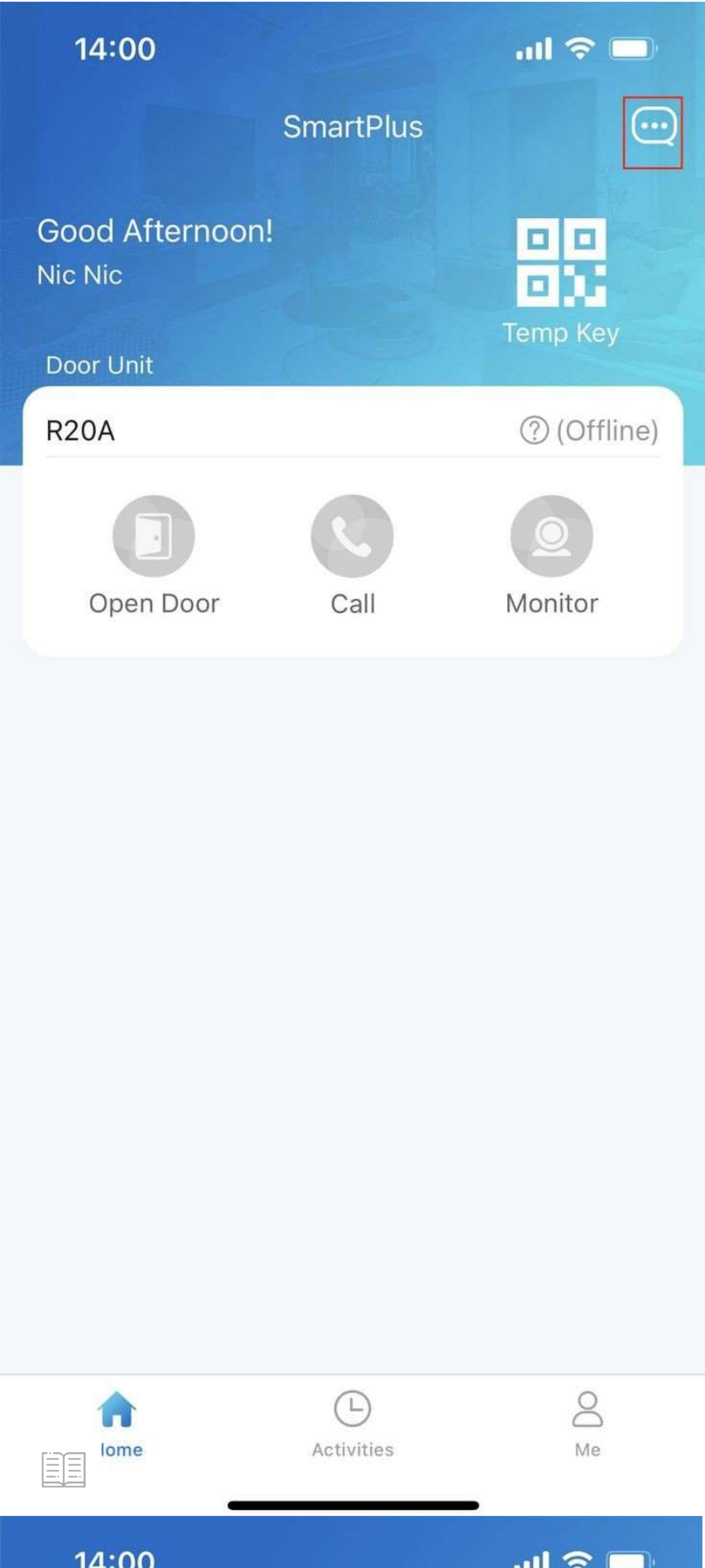
- You cannot receive messages on SmartPlus App.

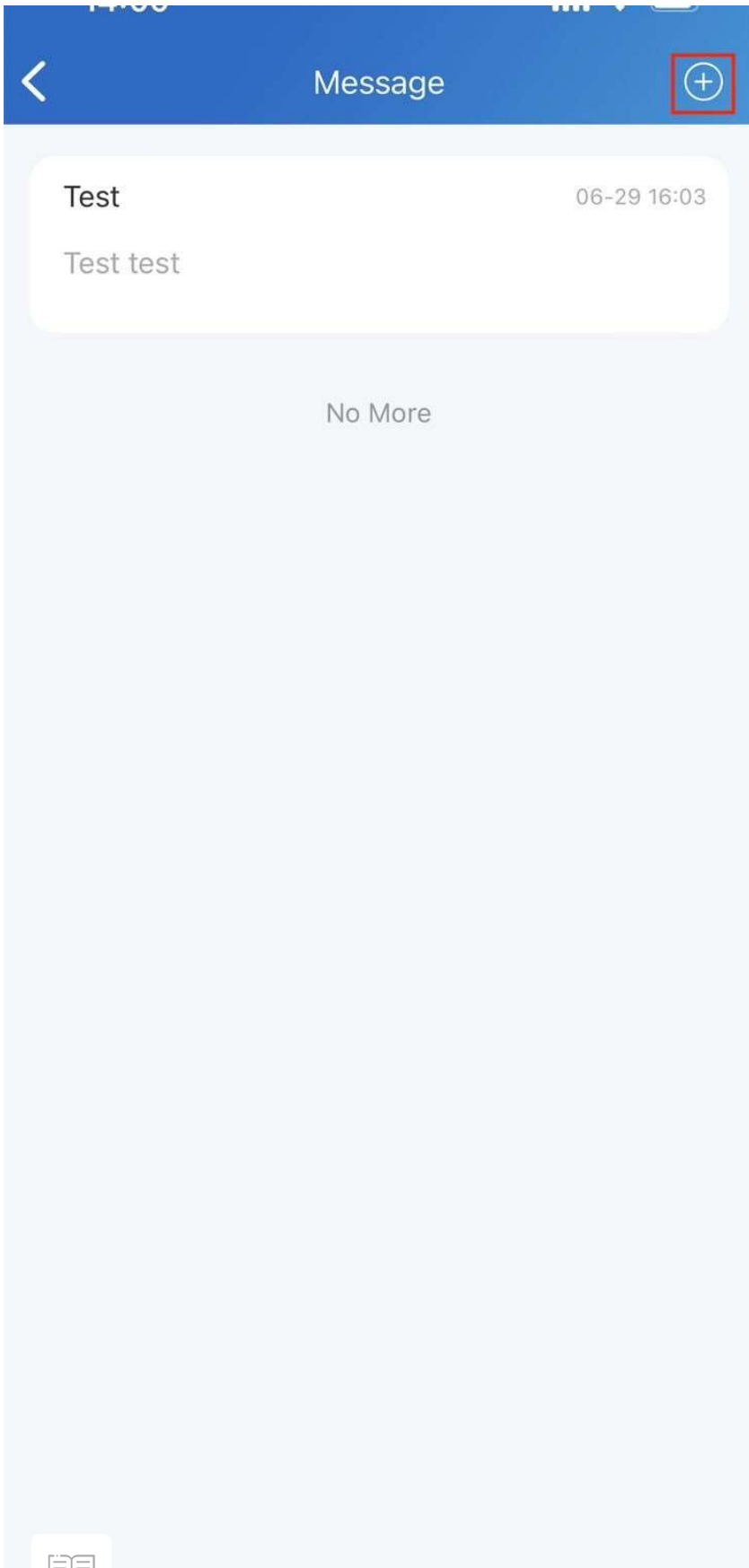
To send messages to all residents or the designated ones, do as the following:

- In Home page, tap **message icon**  in the upper right corner.
- Tap **add icon**  .
- For message title and content, define the receiving  e(s), and select residents or families to receive the message.

- Tap **Submit**.








See and Delete Sent-out Messages





All messages sent from SmartPlus App and Property Manager web portal are real-time

sync and all recorded in the message list.

To go to the message list and any message's detailed information, do as the following:

- On Home page, tap message icon  in the upper right corner. You can see the message list.
- Tap the one you want to see its details.

To delete message(s), do as the following:

- Tap **message icon**  in the upper right corner. You can see the message list.
- Tap the one you want to delete.
- Tap **delete icon**  in the upper right corner, and tap **Confirm** to delete it.





14:00



Message



Test

06-29 16:03

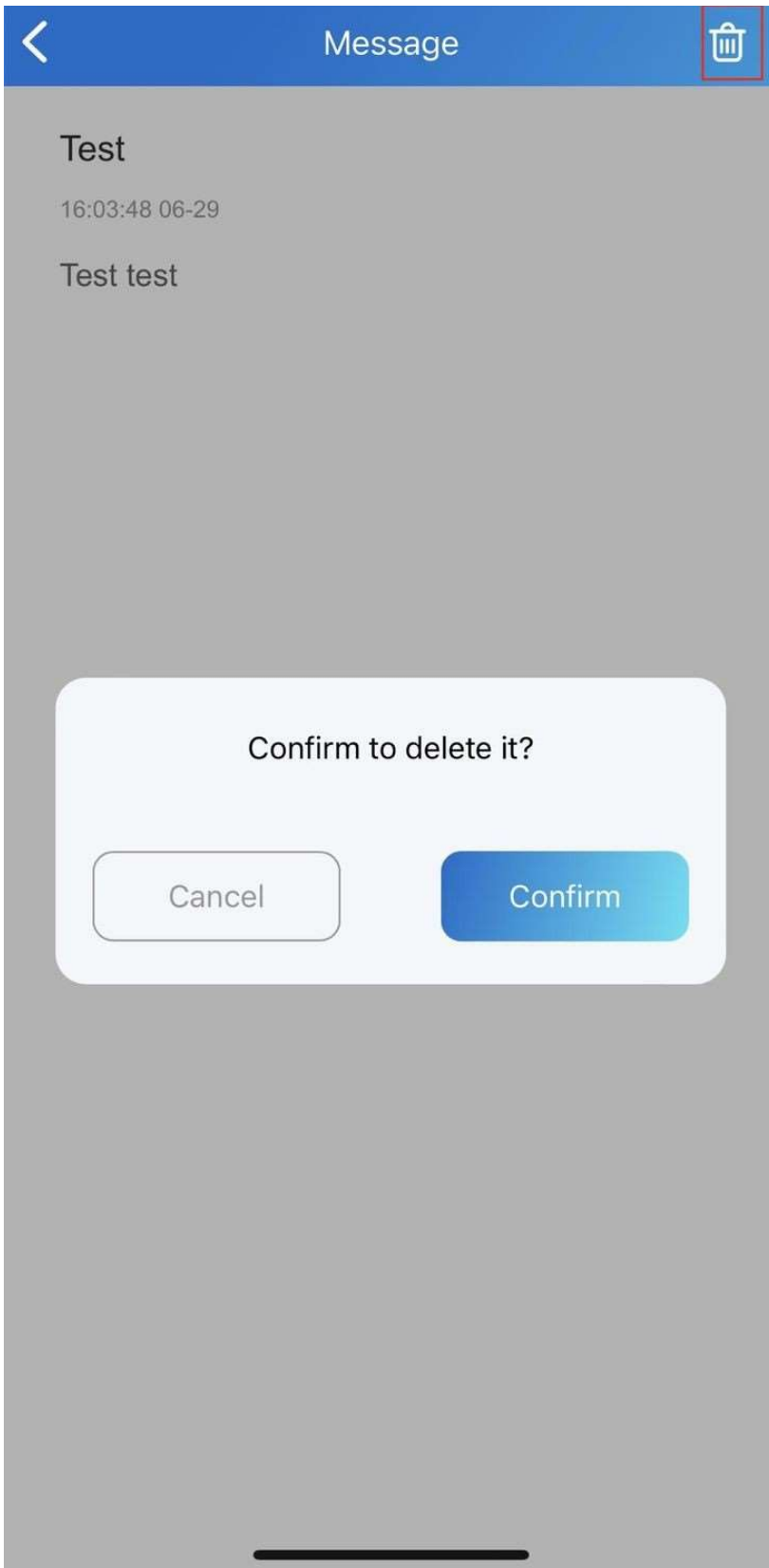
Test test

No More



14:08





Lists and Histories



All public devices' logs are available, including door logs, call history, capture logs and motion logs. They can also be uploaded to the Cloud if needed.

Check Histories


All calling, opening and monitoring-related histories are recorded. Via these logs, you can know which device at what time do what. Tap **Activities** in the bottom tab bar to see any of the following:

- **Door logs:** All calling and door opening histories.
- **Call history:** All outgoing/incoming/missed calls. No call back function here.
- **Capture log:** All snapshots of live videos. You can only delete your snapshots, while cannot delete snapshots made by others.
- **Motion logs:** All detected suspicious motions triggered by door units.

Set up and Upload Log

The log has 7 levels. By default is level 3. The higher the level is, the more detailed the log content is. When you can upload logs to the Cloud, so Akuvox technical engineers can analyze, if the device malfunctions.

Go to Me >Advanced Settings >Export Log.

- Select a level and Tap **Save**. You can ask our technical engineer for detailed information on each level.
- Tap **Upload To the Cloud**, the screen will shows *Upload*  *essfully*.





13:53



|
{



Authorization



Call Settings



Notification Settings



Advanced Settings



Help & Feedback



Terms & Policies



About



Log Out



Home



Activities



Me



14:14



Export Log

Log Level

7 >

Save

Upload To The Cloud



14:14



Advanced Settings

Cache Clear



Including pic,video,web cache etc.

Video Quality Diagnosis



Display fps, bps, loss rate and RTT etc.

Export Log



Advanced settings

Check Video Communication Qualities

Video Quality Diagnosis enables you to check real-time video quality. It can be applied to video calls, live monitoring videos and preview page.

Go to **Me > 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.





2:23



Advanced Settings

Cache Clear



Including pic,video,web cache etc.

Video Quality Diagnosis



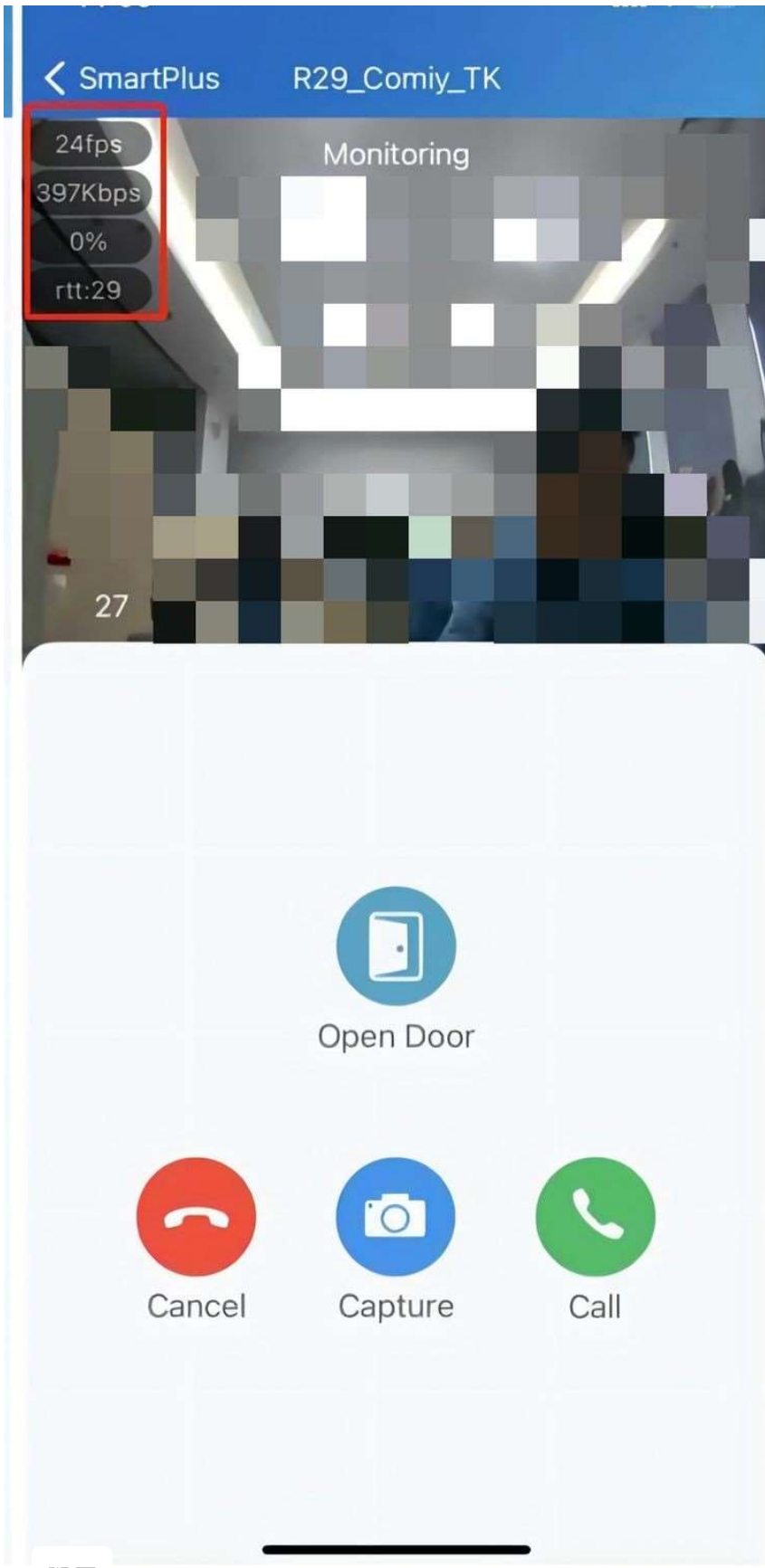
Display fps, bps, loss rate and RTT etc.

Export Log



14:09





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 > Advanced Settings**, and Tap **Cache Clear**.

Account Settings

Check Account Information

You can check your account information, including your SIP account, username, and Email address. For better security, you can make a change login password.





13:53





|
{


>

 Authorization >

 Call Settings >

 Notification Settings >

 Advanced Settings >

 Help & Feedback >

 Terms & Policies >

 About >

Log Out



14:21





My Profile

SIP Account



Username



Email

@.com

Change Password



Check Account Information

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

Change 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, just do the followings:

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

Forgot Password

To reset your login password, do as the following:

- Tap **Forgot Password** on the login page.
- Enter your username (NOT Email Address the screen shows) in the box.
- Tap **Submit**. You will receive an Email containing a link that will redirect you to the reset page.





14:24



SmartPlus

 831102459



[Forgot Password](#)

Login

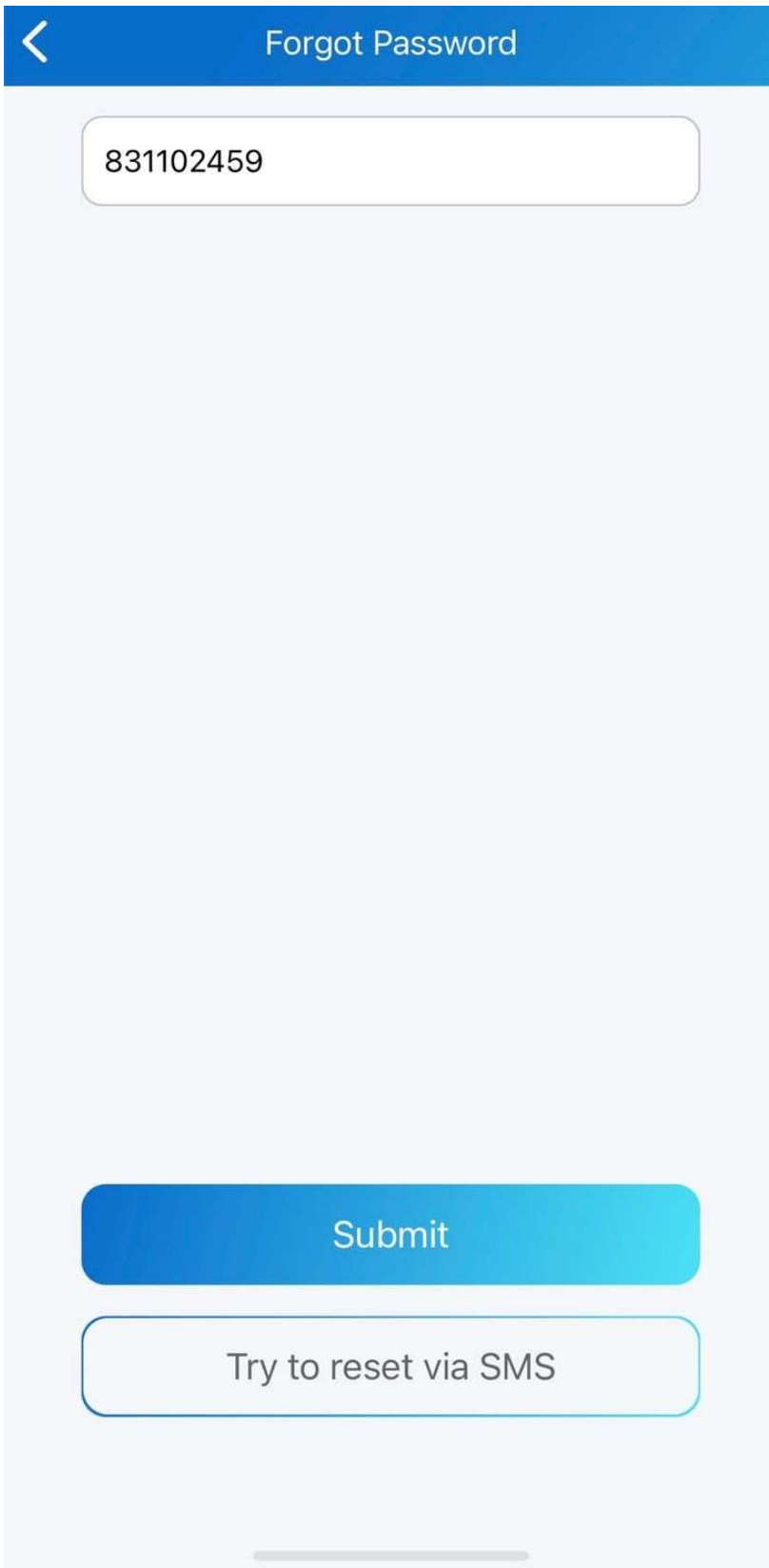
[Login Via SMS](#)

[APAC](#)



14:24





S  **port, Terms and Safety**



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.





13:53



|
{



Authorization



Call Settings



Notification Settings



Advanced Settings



Help & Feedback



Terms & Policies



About



Log Out



home



Activities



Me

14:17



About



SmartPlus

Version 4.4.3

Check for updates



Copyright © 2017~2022 Akuvox
All Rights Reserved



14:18

SmartPlus



< Today



Akuvox SmartPlus

The Smart Intercom

OPEN



21 RATINGS

4.8



AGE

4+

Years Old

CATEGORY



Utilities

DEV

AKUVC

What's New

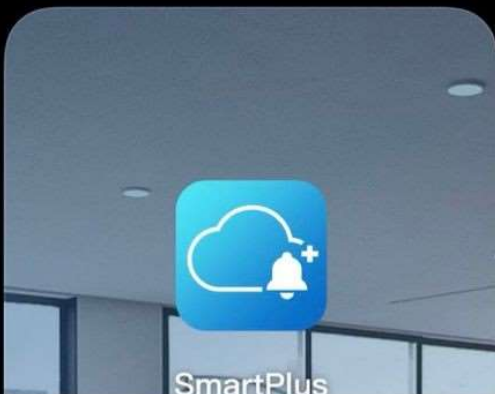
[Version History](#)

Version 4.4.3

1w ago

- 1.Optimized the tempkey function.
- 2.Added the account cancellation function.
- 3.Fixed some bugs.

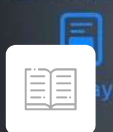
Preview



SmartPlus

Door Unlocking

Open doors using the button of the app or B through a standard ph



Games



Apps



Search

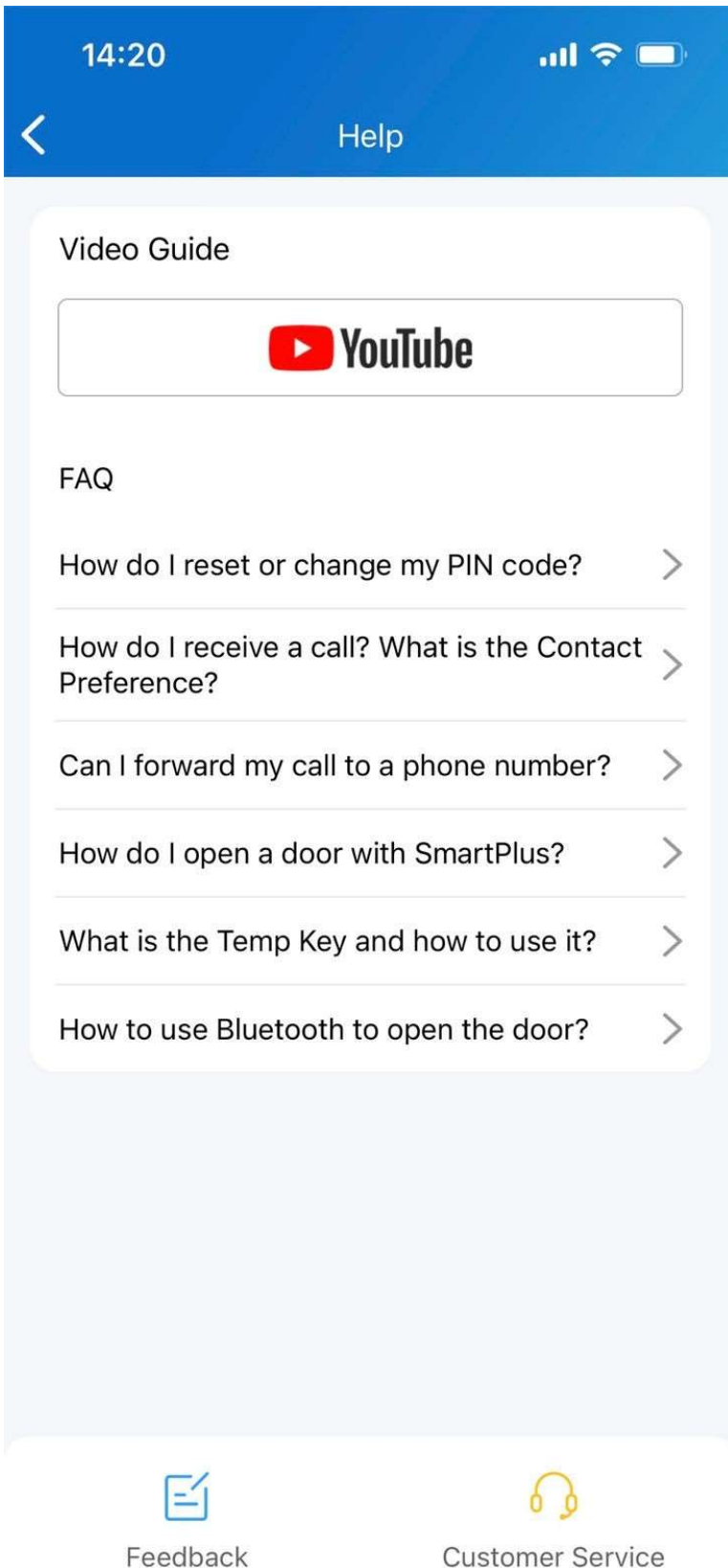


Get help

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

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





Learn Service Agreement and Privacy Policy



To learn the terms and conditions for using Akuvox Cloud service, and the privacy policies related to data collecting, go to **Me > Terms&Policies**.

Akuvox SmartPlus is a mobile App working with SmartPlus Cloud Service and intercom products. This App enables you to receive calls, see visitors and surroundings, open doors, issue virtual keys and more, making the property management easier and more convenient.

Previous
Akuvox SmartPlus App User Guide V1.0

Next
SmartPlus App User Guide for Office Use Only

