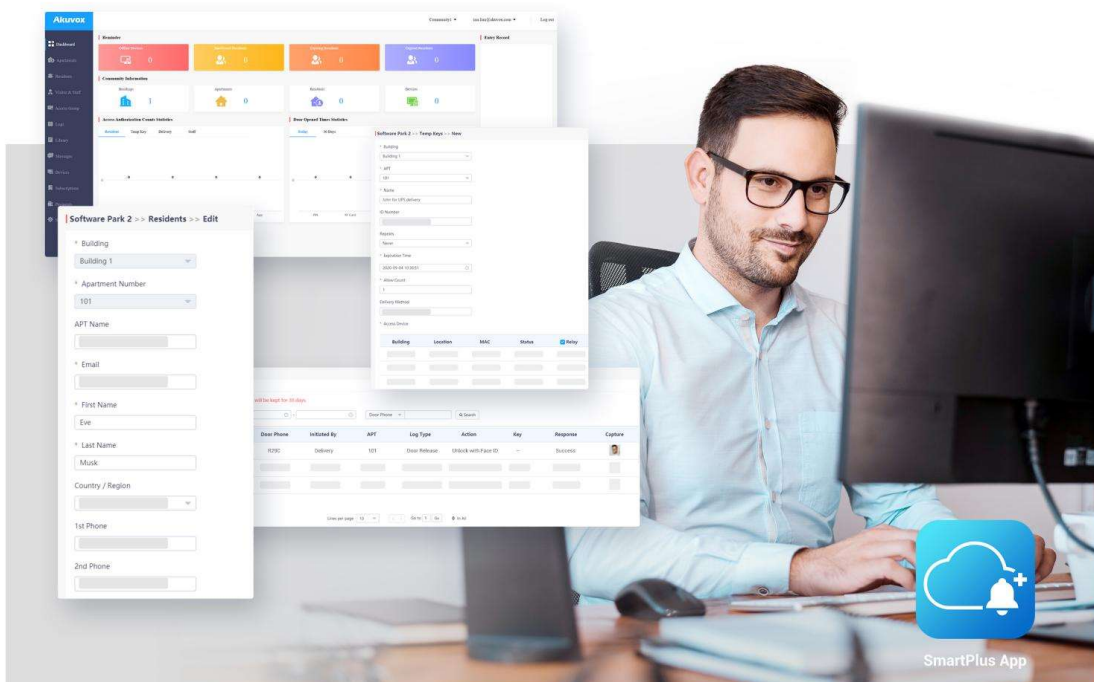


Akuvox V6.5.2 SmartPlus User Guide - Property Manager

Updated on 29 Dec 2022

Akuvox
Open A Smart World

Smart Intercom



AKUVOX SMARTPLUS USER GUIDE

Property Manager



Version: 8.0 | Date: Dec.2022



About This Manual

Thank you for reading this manual. This manual is intended for the property managers who need to properly manage the Akuvox SmartPlus platform for integrated management of the residents, Office staff, personnel, devices, access control and remote maintenance. This manual applies to SmartPlus platform version: V6.5.2 Please visit <http://www.akuvox.com/> (<http://www.akuvox.com/>) or consult our technical support for any new information or the latest software version.

This manual is divided into two parts: part one for community property management (from chapter 1 to chapter 13) and part two for office property management (from chapter 14 to chapter 23).

Introduction of Icons and Symbols

Warning

- **Always abide by this information in order to prevent the persons from injury.**

Caution

- **Always abide by this information in order to prevent damages to the device.**

Note

- **Informative information and advice for 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>

System Overview

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

- **Property manager using this platform will be able to:**
- Assign the residents to their corresponding buildings, apartments, And check device MAC, online status, and the device relation with residents.
- Assign office staff and personnel to their corresponding office, department, and check device MAC, online status, and device relation with the staff and personnel.
- Modify the general device setting in terms of device location, relay setting and door unlock, etc.
- Set up multiple types of door access via PIN code and RF card for different purposes and roles and create their corresponding door access control schedule.
- Check and monitor a variety of logs and records inclusive of door logs, call logs, call history, temperature logs, captured images, motion detection images for security purposes.
- Send notifications to the residents in the community.
- Conduct remote operations such as Autop provisioning,  e reboot, transmission type modification, and remote maintenance.

- Modify other setting such as modifying community address, time&date setting, motion detection delay setting, etc.
- Get a full picture of device deployment, device status, access control& intercom call statistics.
- Subscribe and renew the Akuvox SmartPlus.

Login into SmartPlus

Account Application

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

- **User Account Information**





Open A Smart World

Welcome to Akuvox smart intercom world

Dear Ryan Chen,

Your Akuvox cloud property manager account has been created.
Please check your account information as below:

User Name: ryan.chen@akuvox.com

Password: [REDACTED]

Please visit the [Akuvox Cloud](#) to enjoy the cloud service.

Best regards,

The Akuvox Team

Akuvox
Open A Smart World

(This is an automatically generated email. Please do not reply to it.)



Log in SmartPlus Platform

You can log in SmartPlus platform using the property manager account information you received from the E-mail sent to you automatically by Akuvox SmartPlus.

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

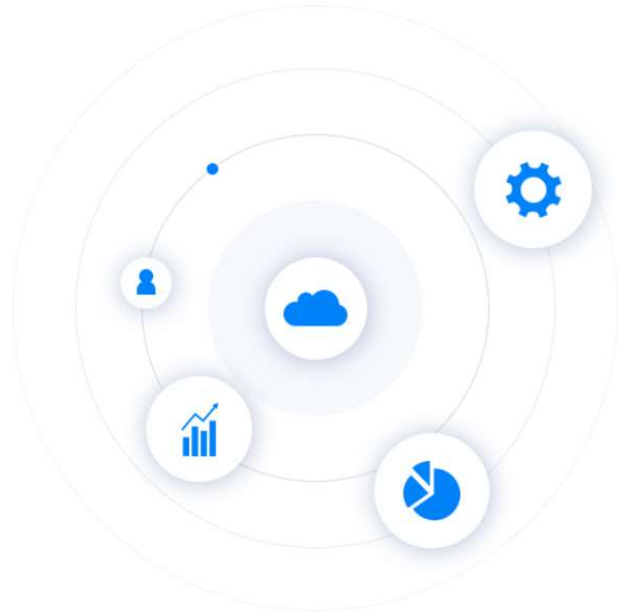


Login

ryan.chen@akuvox.com

.....

Login



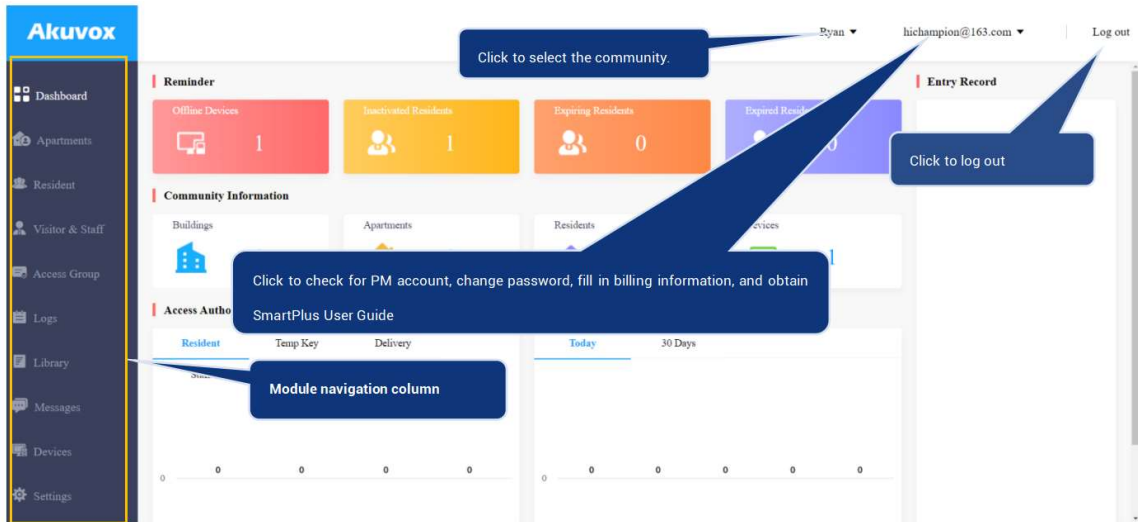
- You can click on **Log out** if you want to log out of the SmartPlus platform.



Akuvox SmartPlus Property Management Interface

Akuvox SmartPlus property management main interface mainly consists of 10 modules that are incorporated as a whole to allow you to manage tenants, devices, Akuvox SmartPlus app for the community-based intercom communication, door access control, monitoring, user account activation, and service subscription&renewal, etc. via the Akuvox SmartPlus platform.





- **Module Description**



No.	Column Name	Description
1	Dashboard	Displays information on community, devices, residents, door access and general statistics, etc. And the Number of apartments, and residents, devices.
2	Apartment	Allows you to search apartment information indicating which building the apartment belongs to and the number of residents and devices in the department.
3	Residents	Allows you to create a resident account and check the resident account and access control information and import residents' face data and RF card via template, and edit access type and access group.
4	Visitor & Stuff	Allows you to set up temporary PIN codes for visitors, Delivery PIN codes for delivery staff, and RF cards for the property management staff.
5	Access Group	Allows you to create an inventory of access control schedule templates that can be readily applied to specific resident(s), building(s), and device(s).
6	Logs	Allows you to check and search door logs, temperature logs, call histories, and captured images. It also allows you to check and delete motion alerts, and to check on the changes made on the apartment and end users and on the RF card, PIN code, face, temporary PIN code.



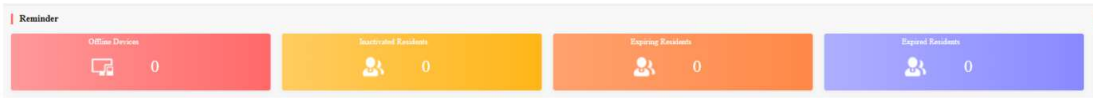
7	Library	Displays all the PIN Codes and RF cards created by a property manager.
8	Messages	Allows you to create and send messages to the users' indoor monitors and SmartPlus apps, etc.
9	Devices	Allows you to check device info related to the building, apartment, status, device type, and to check and edit settings related to relays, call, unlock type, and device location, etc.
10	Setting	Displays property manager info, PIN code access type, email notification, time setting, motion setting, and visitor setting, etc.

Dashboard Overview

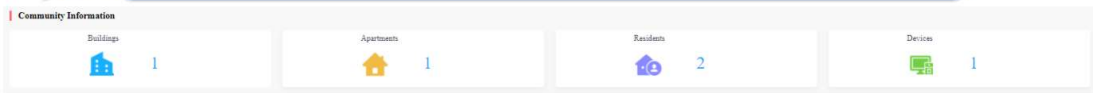
Dashboard Displays information on the community, residents, devices, and door access records and statistics, etc.



Displays off-line devices and resident account status. You can click on the blocks below for the details.



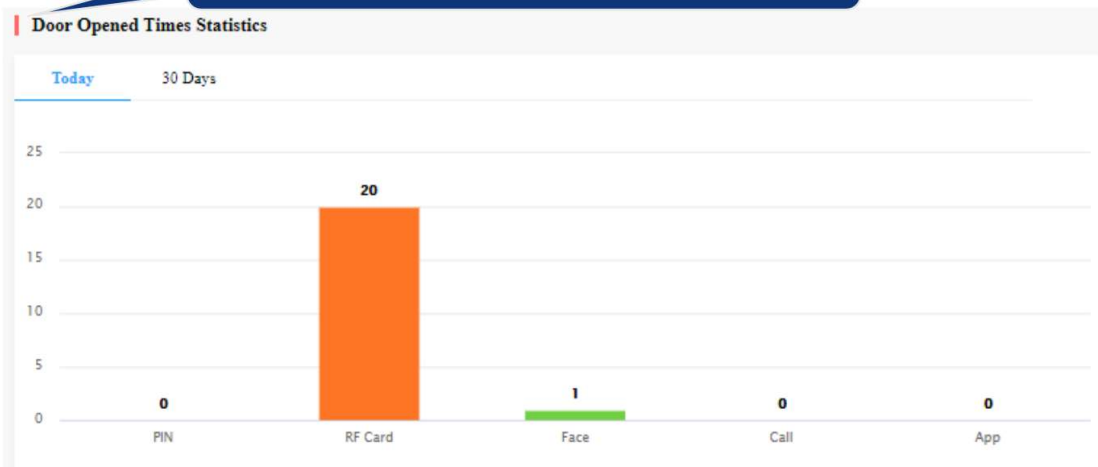
Displays the number of buildings, apartments, residents, and devices. You can click on blocks for the details.



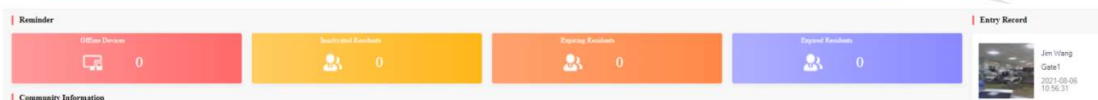
Displays recorded door access statistics.



Display the door access statistics of various types of access.



Displays entry records with captured images. You can click the image to enlarge the pictures.



Resident Management

Residents Module Overview

The **Residents** module in the navigation column is used to add residents for whom you can create SmartPlus end user account (family master account) and the family member account. You can set up access types and access control schedules for the end users and their family members. Moreover, you can search, modify, check and delete residents.

Add Residents

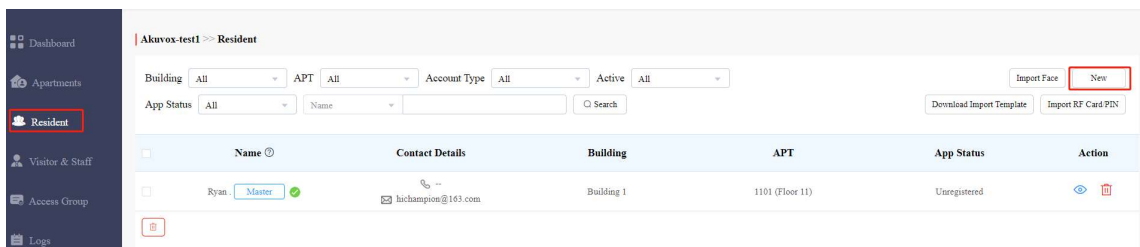
Add residents deals with creating residents' accounts (family master account) and setting up the door access types and access control schedules.

Create Resident's Account

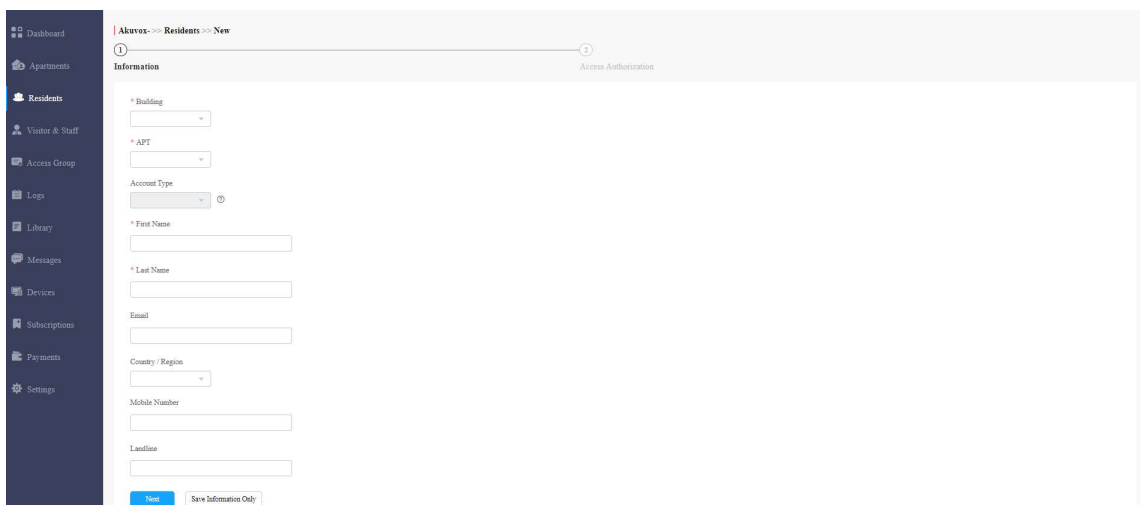
Before creating the account for the residents, you are required to double check the resident's information and then add them to the corresponding apartments and building set up by the community manager (Installer).

To create user account:

1. Click **Resident > New**.



2. Set up resident information.



3. Click on **Save Information Only** to complete creating an account.

Note

- A resident's master account should be created first before the family member account can be created. And the way to create the master account and family member account are identical.



Note

- Family member account must be created under the same apartment, building, and community as that of the master account.
- You can create three family member accounts for free. If you want to create more family member accounts, please contact Akuvox Sales.

Note


- SmartPlus app login method for family members varies depending on the information you entered when applying for a family member account. See below:

- **Description:**



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

Note

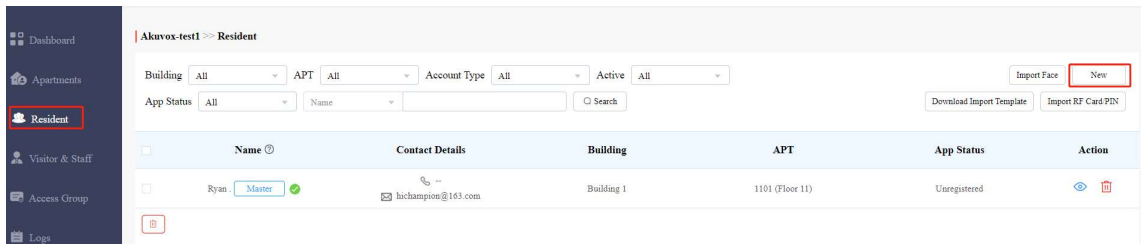
- Click on **Next** when you want to set up access method along with the access group, or click on  when you only want to set up and save resident's basic information.



Set up Access Control for Resident(s)


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

1. Click **Resident > New**.



2. Fill in the account information and click on **Next** to proceed to the next page where you can set up access types and schedules.

The screenshot shows the 'New Resident' form. The left sidebar is the same as in the previous image. The form fields are: Name (Chen), Email, Country / Region (dropdown), Mobile Number, 1st Landline, 2nd Landline, and 3rd Landline. At the bottom, there are two buttons: 'Next' (highlighted in blue) and 'Save Information Only'.

3. Fill in the PIN code, RF cards, and select the face picture to set up  access types.

Akuvox >> Residents >> New

Information 2 Access Authorization

Resident

Name: Ryan Chen Master

Building: Building 1

APT: 403 Akuvox

Access Type

PIN

RF Card

Face ID ?

+

4. Set up access control on public device and private devices.

- To set up access control on public devices:

a. Click on New .

Access Group ? New

Selected: Resident-Building Building 1 x

<input type="checkbox"/>	Name	Device	Repeats	Time
<input type="checkbox"/>	Akuvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
<input type="checkbox"/>	Test	Gate1	Daily	00:00:00 - 23:59:59
<input checked="" type="checkbox"/>	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59

Submit

b. Set up the access control schedule and devices to which you want to apply the access schedule and click on Submit .

New Access Group ✕

*** Access Group Name**

Access Group Name is required

Repeats

Weekly ▼

Day

Sunday Monday

Tuesday Wednesday

Thursday Friday

Saturday

*** Start Time**

🕒 00:00:00

*** End Time**

🕒 23:59:59

Building	Location	MAC	Status	Device Type	<input type="checkbox"/> Relay
Building 1	Gate1	0C11050069E6	●		<input type="checkbox"/> Relay1 <input type="checkbox"/> Relay2

Cancel

Submit

c. Tick the specific access control schedule(s) you want to apply for the resident, and click on **Submit**.

Access Group New

Selected: Akurvox Access schedule Resident-Building Building 1

<input type="checkbox"/>	Name	Device	Repeats	Time
<input checked="" type="checkbox"/>	Akurvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
<input type="checkbox"/>	Test	Gate1	Daily	00:00:00 - 23:59:59
<input checked="" type="checkbox"/>	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59

Submit

- Set up access control on the resident's private device

a. Click .

- b. Set up access control schedule for the resident's private device.
- c. Select the resident's private device you want apply the schedule to.

Self Devices Authorization ⓘ

Repeats

* Start Time

* End Time

Building	Location	MAC	Status	Device Type	<input checked="" type="checkbox"/> Relay
Building 1	Gate1	0C11050F2FEB			<input checked="" type="checkbox"/> Relay1

Note

- Private device will not be displayed here if you are not authorized by your installer to get access on residents' private device.

Search/Delete/Edit User Accounts


After the user account is created, you can search, edit, and delete the user account. You can also reset the user account password if needed.

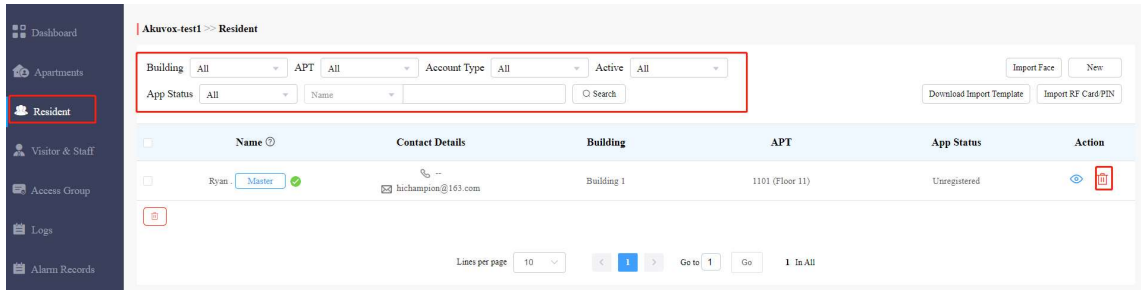
Search/Delete User Accounts

1. Click **Resident**.
2. Search the specific user account by building, apartment type, account status, app status, and user account.



3.

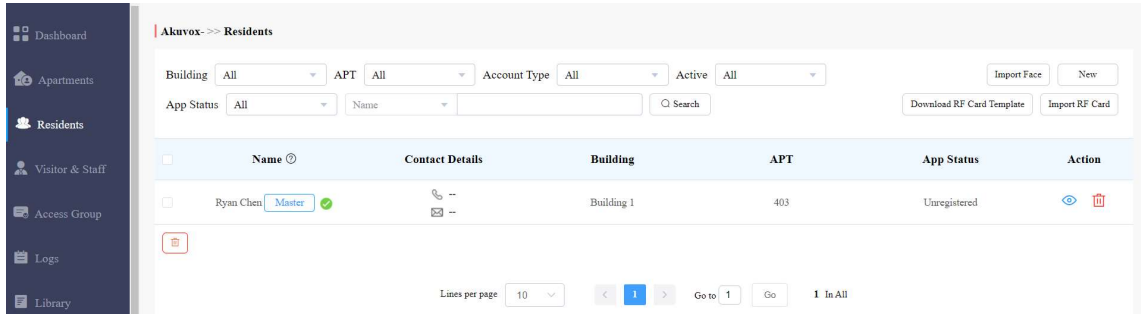
3. Tick the checkbox of the specific account(s) you want to delete or tick the checkbox by the **Name** field and click on  delete all the accounts.




Edit User Account

You can reset the users' SmartPlus app account password, and edit users' account information and their access control setting by replacing the current access type.

1. Click on  of the specific user account you want to edit.



2. Click on  if you want to reset the password (SmartPlus).

3. Click on  to change the account information.

4. Scroll down the page to edit the access type by deleting the current access types or creating new access types by clicking **New**.



Access Type				New
PIN	RF Card	Face ID		
PIN	Created By	Created Time	Action	
1234567	Property Manager	2021-08-06 17:02:51		

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

Access Group ©				Edit
Name	Device	Repeats	Time	
Resident-Building Building 1	Gate1	Daily	00:00:00 ~ 23:59:59	

Akuvox- >> Residents >> Edit Access Group

Access Group New

Selected: Resident-Building Building 1 Akuvox Access schedule

<input type="checkbox"/>	Name	Device	Repeats	Time
<input checked="" type="checkbox"/>	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59
<input checked="" type="checkbox"/>	Akuvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
<input type="checkbox"/>	Test	Gate1	Daily	00:00:00 - 23:59:59
<input type="checkbox"/>	Test1	Gate1	Daily	00:00:00 - 23:59:59

Submit

Import Face Data/RF Cards/PIN Codes

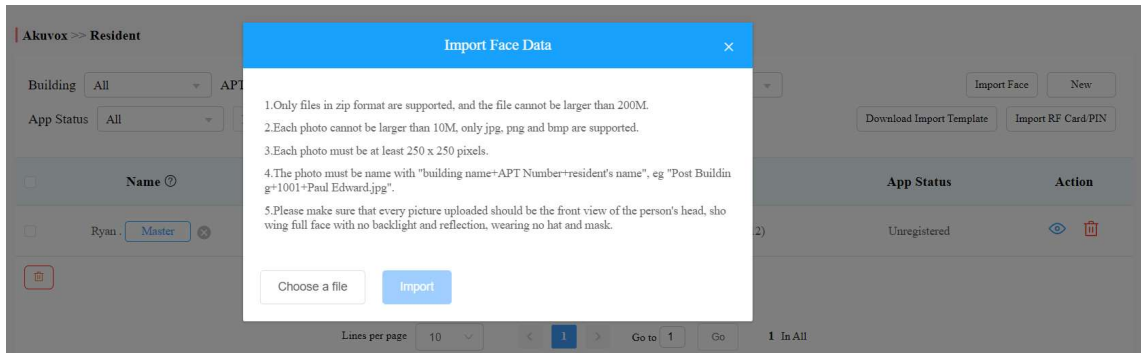
You can import the face data, RF cards, and PIN code in batch using the template for the users.

Import Face Data

1. **Residents** module and click on Import Face .



2. Choose the face data .zip file and click on **Import** to import the file.



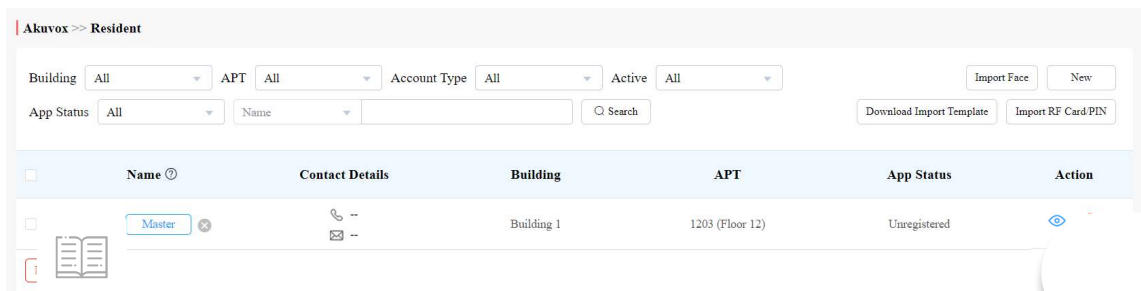
Note

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

Import RF Cards/PIN Codes

You can import RF cards and PIN code in batch at same time for the users.

1. Click on [Download Import Template](#) to download the RF card/PIN code template.
2. Fill the RF card and PIN code in the template and import the template.



RF card template:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	User	RF Card	PIN										
2	ryan.chen@akuvox.com	12345	12345										
3													
4													
5													
6													

Note

- Building and apartment information is not editable.

Visitor/Staff Management

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

Manage Access Credentials for Visitors

You can manage access credentials for the visitors in terms of creating and deleting temporary PIN code, QR code, and setting up the access control schedules for the validity of the credentials, while defining which building and relays the credential is applied to.

Create Temporary PIN Code

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

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



The screenshot shows the 'Visitor & Staff' section of the Akuvox interface. It features a sidebar with navigation options: Dashboard, Apartments, Residents, Visitor & Staff (selected), Access Group, Logs, and Library. The main content area is titled 'Akuvox -> Visitor & Staff' and has three tabs: 'Temp Keys' (active), 'Delivery Auth', and 'Staff Auth'. Below the tabs is a search bar with a 'Name' input field, a 'Search' button, and a 'New' button. A table lists temporary keys with the following columns: Name, Key, QR Code, Counts, Repeats, Created By, Expiration Time, and Action. One key is listed for 'Ryan Chen' with key '96012934', 3 counts, 'Never' repeats, created by 'hichampion@163.com', and an expiration time of '2021-08-25 00:00:00'. The table includes checkboxes for selection and icons for information and deletion. At the bottom, there is a pagination control showing 'Lines per page' set to 10, a page indicator '1', and a 'Go to 1 Go' button, with a total of '1 In All' items.

2. Create temporary key along with the access schedule.
3. Select the **specific relay(s)** to be triggered by the temporary key.
4. Click on **Submit** to generate a temporary key.



Building

APT

* Name

ID Number

Repeats

* Start Time

* End Time

* Each Door Counts

Delivery Method

Repeats

* Start Time

* End Time

Repeats

* Day
 Sunday Monday
 Tuesday Wednesday
 Thursday Friday
 Saturday

* Start Time

* End Time

Building	Location	MAC	Status	Relay
Building#1	Gate1	0C110515CE68	●	<input type="checkbox"/> Relay1 <input type="checkbox"/> Relay2 <input type="checkbox"/> Security Relay1

• **Parameter Set-up:**







No.	Column Name	Description
1	Building	Select the building in which the resident to be visited lives.
2	APT	Select the resident's apartment .
3	Name	Enter the visitor's name.
4	ID Number	Enter the visitor ID number.
5	Repeats	<p>Select "Never" "Daily", "Weekly" for the temporary key access schedule.</p> <ol style="list-style-type: none"> 1. "Never" means non-repetitive and one-time access schedule with a specific PIN code validity expiration time; 2. "Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis (eg. 08:00-20:00 every day). 3. "Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).
6	Expiration Time	Set the expiration time for the one-time "Never" schedule only. The PIN code validity will expire on the expiration time.



7	Each Door Counts	<p>You can put a number in the field based on the format: "each door count" * "the number of door phone selected" = "total number of PIN code validity". For example , If you type in "1" and select 3 door phones, then the PIN code will be valid three times in total (1 x 3 door phones=3 times). You can use the PIN code on any one of the door phones selected. When the PIN code is used out on any one of the door phone, it will no longer be valid on the rest of the door phones.</p> <p>Note: This is applicable when you select "Never" in the Repeat field.</p>
8	Start Time End Time	Set the Start Time and End Time for the PIN code validity time span during a day on a daily or on weekly basis.
9	Delivery Method	PIN code will be sent to the visitor's email address you entered.





Search/ Delete Temporary PIN Code

1. Enter the visitor name to search and find the specific temporary PIN code if needed.
2. Click on  to see the details of the temporary PIN code if needed.
3. Click  to delete the specific temporary PIN code or you can tick the checkbox of the temporary PIN code you want to delete, and  you can delete all the temporary PIN by ticking the checkbox of  **Name** .

Akuvox -> Visitor & Staff


Temp Keys Delivery Auth Staff Auth

Name Search

<input type="checkbox"/>	Name	Key	QR Code	Counts	Repeats	Created By	Expiration Time	Action
<input type="checkbox"/>	Ryan Chen	96012934		3	Never	hichampion@163.com	2021-08-25 00:00:00	 
<input type="checkbox"/>								

Lines per page: 10 1 In All

Note

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



Akuvox >> Visitor & Staff >> 96012934

Building --

APT --

Name Ryan Chen

ID Number 12345

Created By hichampion@163.com


Key 96012934 [View Door Logs](#)

Repeats Never

Counts 3

Expiration Time 2021-08-25 00:00:00

QR Code



Access Device

Location	Building	MAC	Relay
Gate1	Building 1	0C11050069E6	Relay1

Manage Access Credentials for Delivery Personnel

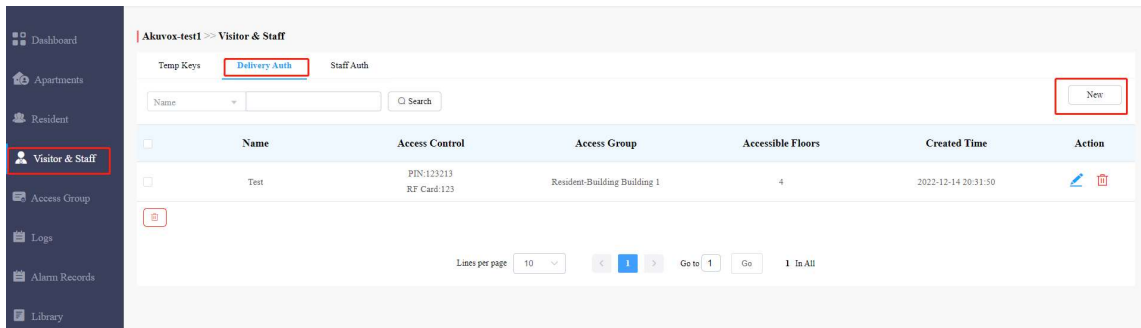
You can create both delivery PIN code and RF card for the delivery staff, who can use the PIN to access the designated place, for example, a parcel room to deliver the package to the residents.

CI **the Delivery PIN Codes/RF Cards**



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

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



2. Set up Delivery PIN code or RF card.

- Type in delivery people's name.
- Type in the PIN code or RF cards.
- Select the building and floor numbers that you allow deliver people to access to. If you allow them to access more buildings and floors, you can click **Add**.

* Name

PIN

RF Card

Accessible Floors

Please set the accessible floors for specific buildings.

Building 1 - 11 x 9 x

Building2 - 5 x 3 x

Add



3. Set Access Group



- Select from the existing access groups and assign it to the delivery people.

Access Group ⓘ New

Selected :

<input type="checkbox"/>	Name	Device	Repeats	Time
<input type="checkbox"/>	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59

Submit

- Create a new access group and assign it to the delivery people.

New Access Group ×

* Access Group Name

Repeats

* Start Time

* End Time

Building	Location	MAC	Status	Device Type	<input type="checkbox"/> Relay
Building 1	Gate1	0C11050F2FEB	●		<input type="checkbox"/> Relay1

Cancel Submit

- **Parameter Set-up:**



No.	Field Name	Description
1	Access Group Name	Fill in the access group name.
2	Repeats	<p>Select "Never" "Daily", "Weekly" for the delivery PIN code access schedule.</p> <ol style="list-style-type: none"> 1. "Never" means non-repetitive and one-time access schedule. 2. "Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis (eg. 08:00-20:00 every day). 3. "Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).
3	Start Time/ End Time	Set the start time and end time for the PIN code validity time span during a day on a daily or on weekly basis.

Note

- 8-digit PIN code starting with "9" is invalid in the **PIN** field.



Modify and Delete Deliver PIN Codes

1. Click **Visitor & Staff > Delivery Auth.**
2. Search the PIN code by name or PIN code in the fuzzy search field and click **Search** if needed.
3. Modify or Delete PIN code.

- To modify the PIN code.

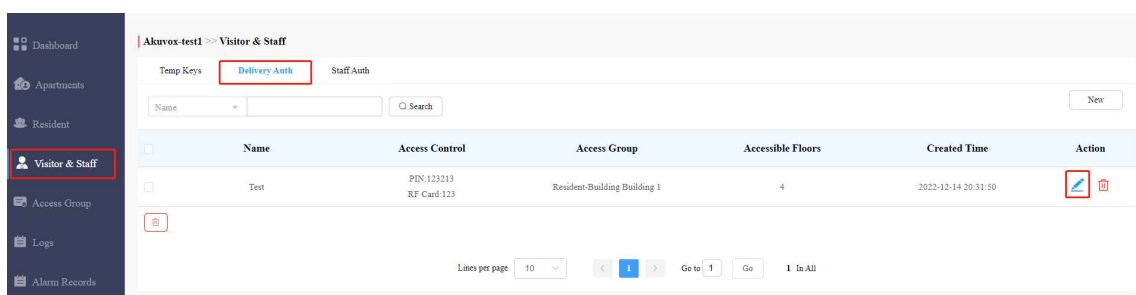
a. Click on  of the delivery PIN code.

b. Modify the delivery PIN code according to your need.

- To delete the PIN code.

a. Click  of the delivery PIN code.

b. Delete the PIN code.



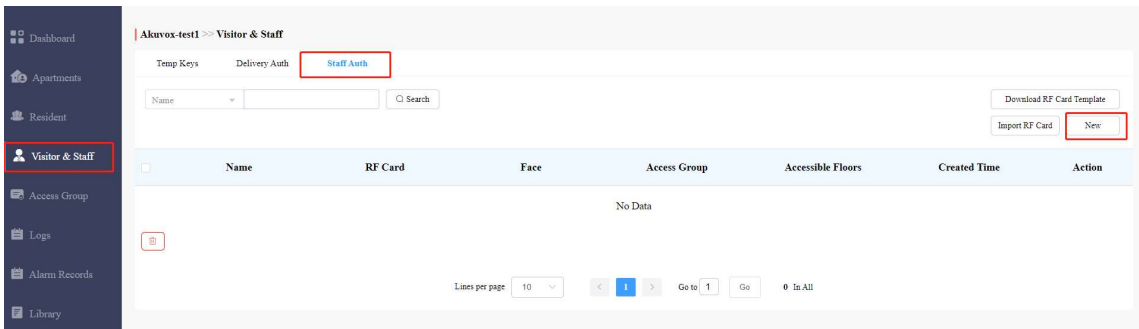
Manage Access Credentials for Property Management Staff

You can create, modify and delete RF cards for the property management staff. You can either create RF card(s) separately or in batch using a template.

Add RF Cards Separately for Property

Manager

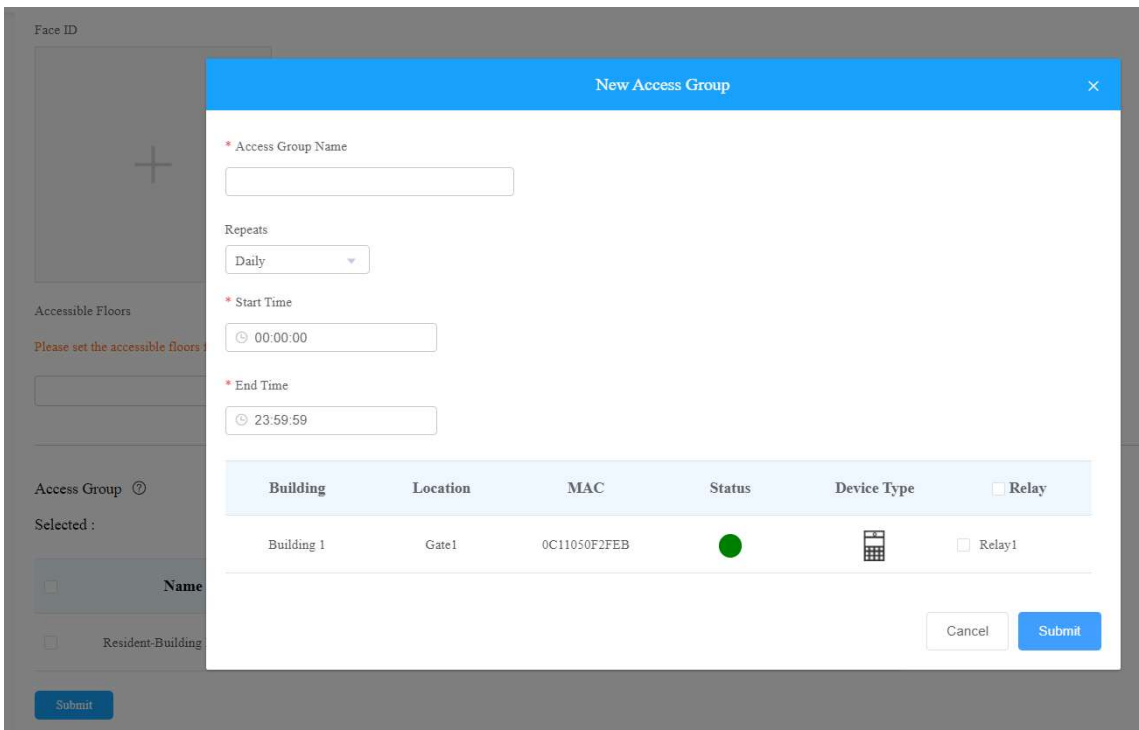
1. Click **Visitor & Staff > Staff Auth > New.**



2. Click **New**.



3. Set up RF card along with its access schedule (Access group).




-  **meter Description:**



No.	Column Name	Description
1	Access Group Name	Fill in the access group name.
2	Repeats	<p>Select "Never" "Daily", "Weekly" for the delivery PIN code access schedule.</p> <ol style="list-style-type: none"> 1. "Never" means non-repetitive and one-time access schedule. 2. "Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis(eg. 08:00-20:00 every day). 3. "Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).
3	Start Time/ End Time	Set the start time and end time for the PIN code validity time span during a day on a daily or on weekly basis.

Add RF Cards Using Template for Property Manager

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

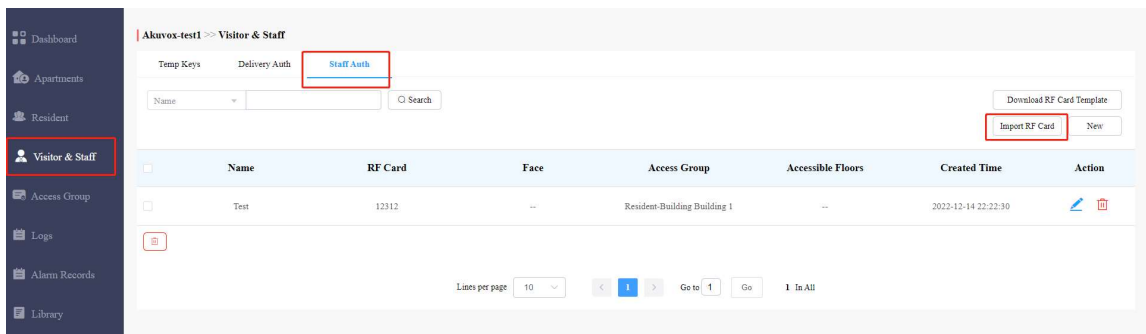
2. Click on  .



3. Manipulate the RF card template according to your need.



4. Click on **Import RF Card** to upload the template file.




• Template Sample

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

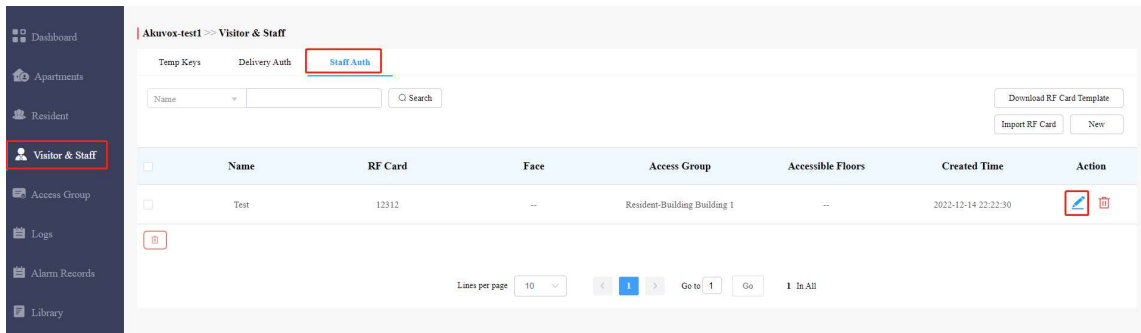
• Template Description:

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


Modify Property Manager RF Cards

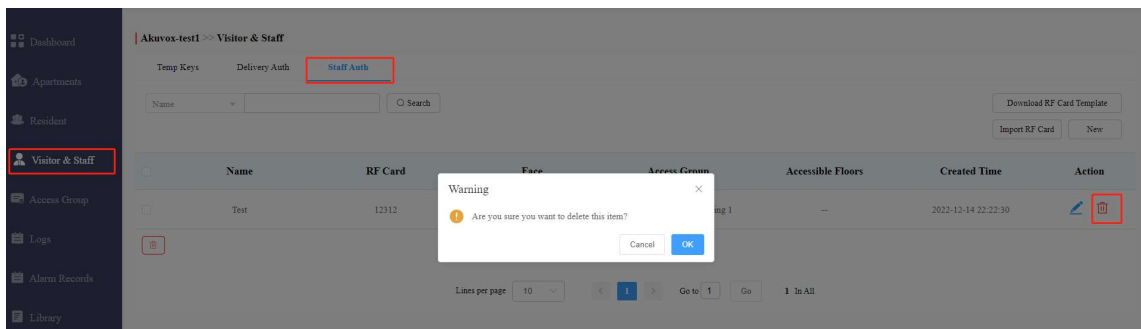
1. Click **Visitor & Staff > Staff Auth**.
2. Search the staff RF card info by name or RF card number code in the fuzzy search field and click **Search** if needed.
3. Click on  on the specific RF card you want to modify.

4. Modify the RF card setting.



Delete Property Manager RF Cards

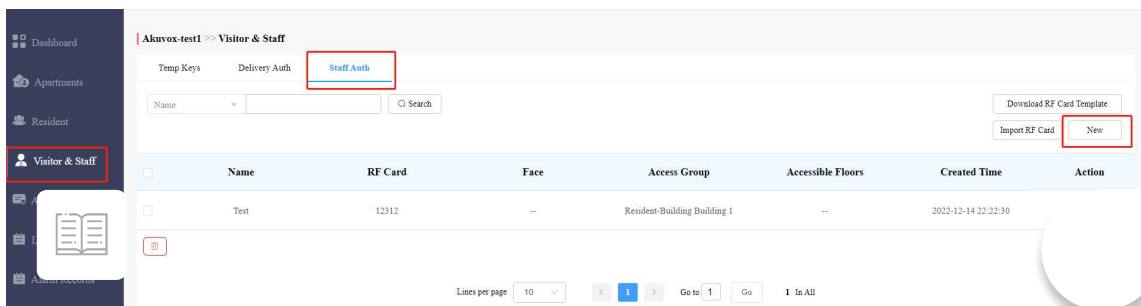
1. Click **Visitor & Staff > Staff Auth**.
2. Search the staff RF card info by name or RF card number code in the fuzzy search field and click **Search** if needed.
3. Click on  to delete the RF card.



Enroll Face for Property Manager

You can enroll face for property manager for building access.

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




2. Upload the property manager's face phone from your local PC.

- Select the building and floor numbers that you allow property manager to access to via face recognition. If you allow them to access more buildings and floors, you can click Add.

* Name

RF Card

Face ID



Accessible Floors

Please set the accessible floors for specific buildings.

Building 1	-	
	-	

Add

3. Select the the access group and assign it to the property manger. Property manager will only be able to access the building floors in the access group.



Access Group ⓘ

New

Selected :

<input type="checkbox"/>	Name	Device	Repeats	Time
<input type="checkbox"/>	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59

Submit

Edit and Delete Property Manager's Face ID

You can edit the property manager's face ID by changing the access group and accessible floors for the property manager. Click **Visitor & staff > Staff Auth.**

Akvox-test1 >> Visitor & Staff

Temp Keys Delivery Auth **Staff Auth**

Name Search Download RF Card Template Import RF Card New

<input type="checkbox"/>	Name	RF Card	Face	Access Group	Accessible Floors	Created Time	Action
<input type="checkbox"/>	Jim	--	✓	Resident-Building Building 1	2	2022-12-15 00:00:40	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	Test	12312	--	Resident-Building Building 1	--	2022-12-14 22:22:30	<input type="button" value="Edit"/> <input type="button" value="Delete"/>


Lines per page 10 < 1 > Go to 1 Go 2 In All



Akuvox-test1 >> Staff Auth >> Edit

* Name

RF Card

Face ID


Accessible Floors
Please set the accessible floors for specific buildings.

Access Group ? New

Selected:

<input checked="" type="checkbox"/>	Name	Device	Repeats	Time
<input checked="" type="checkbox"/>	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59

Submit

Access Group

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

Create Access Group

1. Click on **New**.



Dashboard

Apartments

Residents

Visitor & Staff

Access Group

Logs

Library

Messages

Devices

Akuvox -> Access Group

Type: All Customized Access Group Search New

Access Group ID	Access Group	People	Device	Repeats	Time	Action
4371	Test1 Customize	3	Gate1	Daily	00:00:00 ~ 23:59:59	View Delete
4370	Test Customize	2	Gate1	Daily	00:00:00 ~ 23:59:59	View Delete
4349	Akuvox Access schedule Customize	2	Gate1	Daily	00:00:00 ~ 23:59:59	View Delete
4319	Resident-Building Building 1 System	1	Gate1	Daily	00:00:00 ~ 23:59:59	View

Lines per page: 10 < 1 > Go to: 1 Go 4 In All

L. Set up access group.

New Access Group ×

* Access Group Name

Repeats

* Start Time

* End Time

Building	Location	MAC	Status	Device Type	<input checked="" type="checkbox"/> Relay
Building1	GATE1	0C1105060414	●		<input checked="" type="checkbox"/> Relay1

Search/Check/Edit Access Group

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

L. Search the access group by type and keywords.




Akuvox >>> Access Group

Type: All | Customized Access Group | Search | New

Access Group ID	Access Group	People	Device	Repeats	Time	Action
4371	Test1 Customize	3	Gate1	Daily	00:00:00 ~ 23:59:59	View Delete
4370	Test Customize	2	Gate1	Daily	00:00:00 ~ 23:59:59	View Delete
4349	Akuvox Access schedule Customize	2	Gate1	Daily	00:00:00 ~ 23:59:59	View Delete
4319	Resident-Building Building 1 System	1	Gate1	Daily	00:00:00 ~ 23:59:59	View

Lines per page: 10 | < 1 > | Go to 1 | Go | 4 In All

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

3. Go to **Remove People** or **Add people** to add or delete resident(s) if needed.

Akuvox >>> Access Group >>> View

Basic Information [Edit](#)

Access Group Name: Test1

Repeats: Daily

Begin Time: 00:00:00

End Time: 23:59:59

Device: Gate1

People

[Add People](#) [Remove People](#)

Name: Search

	Name	Building	APT	Action
<input type="checkbox"/>	Jim Delivery	--	--	+
<input type="checkbox"/>	Jim Staff	--	--	+

[+](#)

4. Click on **Edit** to edit access group.



Akuvox -> Access Group >> Edit

* Access Group Name


Repeats

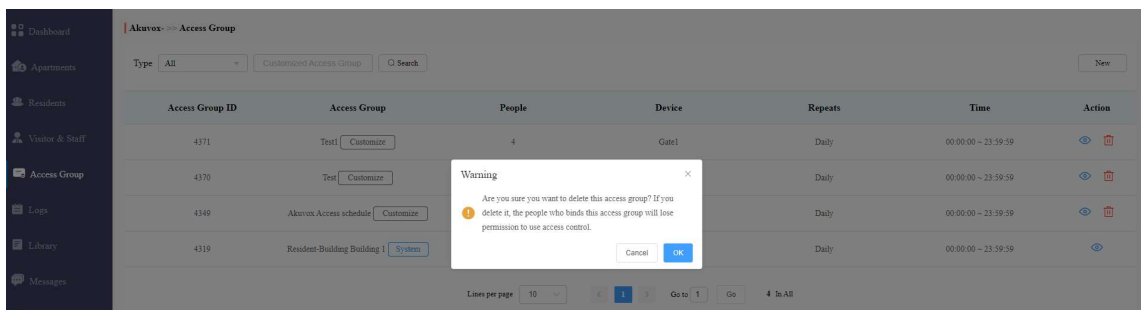
* Start Time

* End Time

Building	Location	MAC	Status	Device Type	<input type="checkbox"/> Relay
Building 1	Gate1	0C11050069E6	●		<input checked="" type="checkbox"/> Relay1 <input checked="" type="checkbox"/> Relay2

Delete Access Group

1. Click  on the specific access group you want to delete.
2. Click on **OK** to delete the access group.



The screenshot shows the 'Access Group' management page in the Akuvox system. A table lists several access groups with columns for ID, Name, People, Device, Repeats, Time, and Action. A warning dialog box is open over the table, asking for confirmation to delete a specific access group. The dialog text reads: 'Warning: Are you sure you want to delete this access group? If you delete it, the people who binds this access group will lose permission to use access control.' The dialog has 'Cancel' and 'OK' buttons.

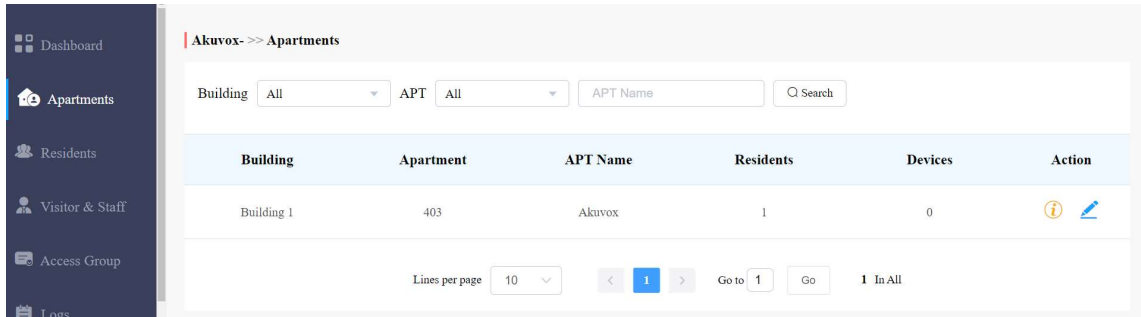
Apartment Management


Apartment module allows you to search and check the apartment-based information related to residents, devices, call type and call settings. And you can also modify call type, call setting, as well as authorize the resident to create QR codes for the door access.

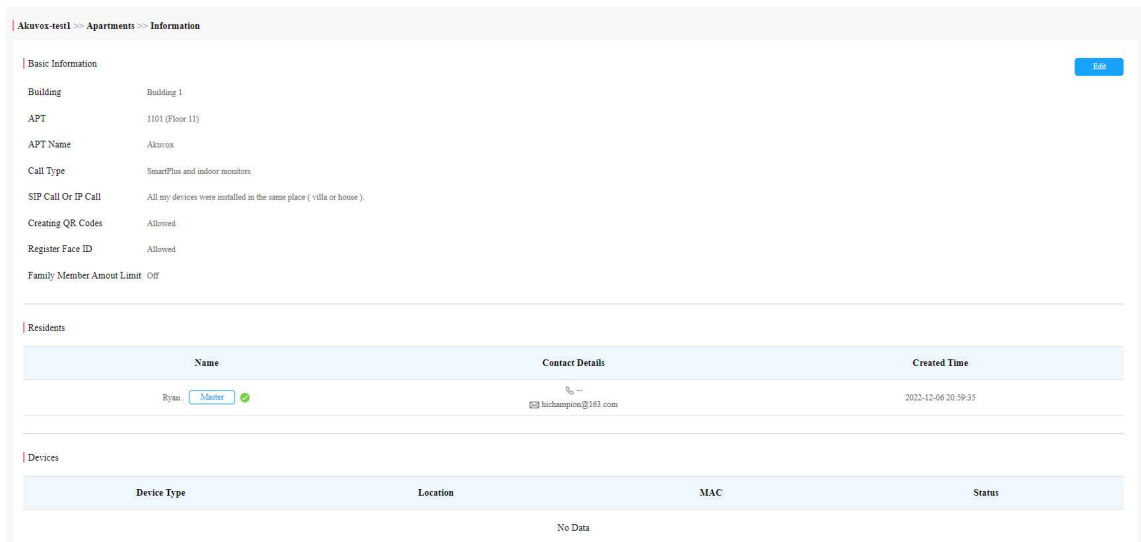
Search/Check Apartment



1. Search the apartment(s) by narrowing down the searching range from building to the apartment, or you can enter the apartment name or the keyword for the search.





2. Click on  to check the details of the apartment.



Edit Apartment for Resident

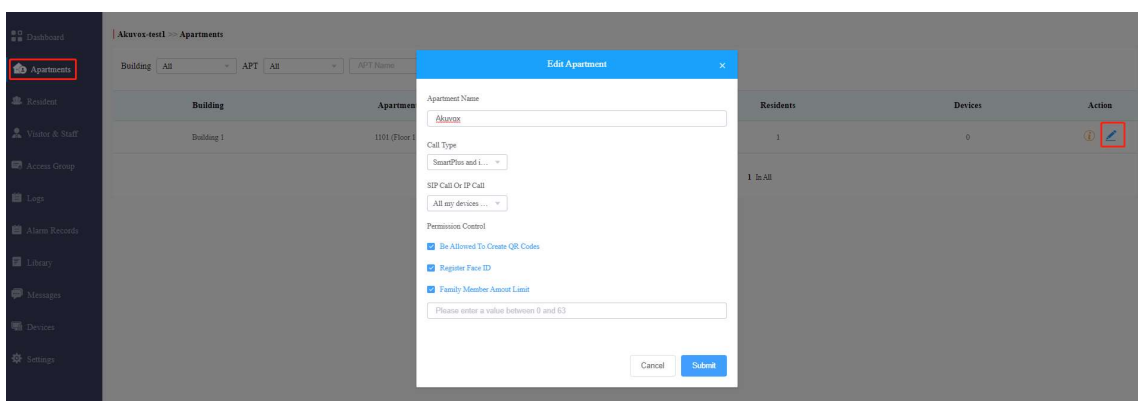
You can edit call type, call setting, and the apartment name for the resident.

- **Edit apartment by** 

1. Click on  of the specific apartment you want to edit.
2. Edit apartment name, call type, and call setting.
3.  permission control:

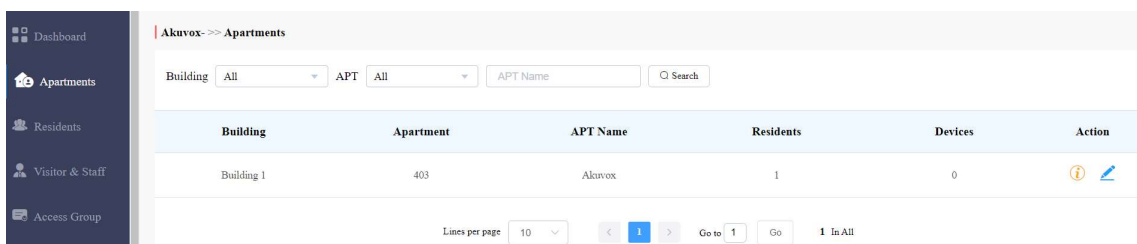


- Tick the checkbox of Be Allowed To Create QR Codes, If you want to allow the resident to create QR code for the access.
- Tick the checkbox of Register Face ID, if you want to allow the resident to enroll their face ID for access.
- Tick the checkbox of Family Amount Limit, if you want to set the number of family member account that user can create. The account limit is 0-63.



• **Edit apartment by** 

1. Click on  of the specific apartment you want to edit.



1. Click on **Edit** to edit apartment name, call type, and call setting.

2. Edit permission control:

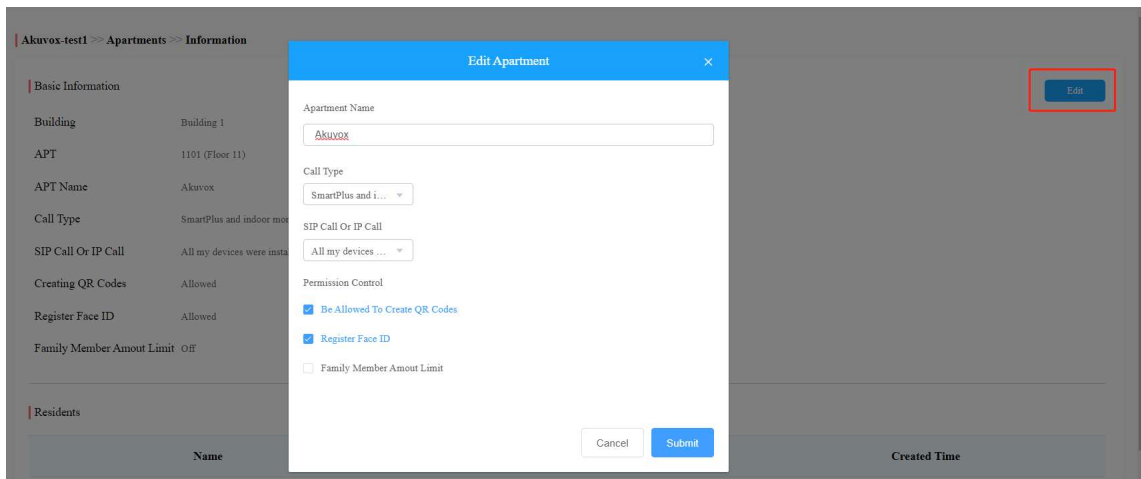
- Tick the checkbox of Be Allowed To Create QR Codes, if you want to allow the resident to create QR code for the



ss.



- Tick the checkbox of Register Face ID, if you want to allow the resident to enroll their face ID for access.
- Tick the checkbox of Family Amount Limit, if you want to set the number of family member account that user can create. The account limit is 0-63.



- **Parameter Set-up:**

No.	Column Name	Description
1	Apartment Name	Fill in the apartment name.
2	Call Type	Six call types. For example, if you select “SmartPlus and Indoor monitors” you will be able the answer the call using SmartPlus and Indoor monitor.
3	SIP Call Or IP Call	Select “All my devices were installed in the same place (villa or house)” for IP call if all of the user’s intercom devices are in the same LAN (Local Area Network). If not, select “Some of my devices were installed in a different place (villa or house)” for SIP call .

Log

Log module contains six sub-modules used for checking the door logs, call history, temperature logs and image captured that can be stored for 30 days. You can identify different logs on the specific device, location, etc.

Check/Export Door Logs

Door logs are divided into two types, namely, **Call** type and **Door release** type. The **Call** type log shows the SIP/IP-based calls initiated on the door phone, indicating when, where and to whom the calls are made, while the **Door release** type log tells you when, where and by whom the door unlocks are made (be it failure or success). You can narrow down your log check by the specific time range with parameters: **Door phone, Initiated by, Apartment,** and **RF card, PIN** for the targeted search.

- **Check “Call” Type Door Logs**

1. Click on **Door Logs**.
2. Select **Call** type in Log Type field.
3. Set up the time range for the door logs to be checked.
4. Select the building and further narrow down the search by **Door phone, Initiated by, Apartment,** and **RF card, PIN** for the targeted search if needed.
5. Click on **Export Logs** to export logs.



The screenshot shows the 'Akuvox -> Logs' interface. It features a sidebar with navigation options: Dashboard, Apartments, Residents, Visitor & Staff, Access Group, Logs, Library, and Messages. The main content area is titled 'Akuvox -> Logs' and includes tabs for Door Logs, Call History, Capture, Temperature Logs, Motion Alerts, and Audit Logs. A message states: 'The door logs, capture logs, motion logs and temperature logs will be kept for 30 days.' Below this, there are filters for Log Type (set to 'All'), Date, and Building (set to 'All'). There is also an 'Initiated By' dropdown, a search bar, and an 'Export Logs' button. The main table displays the following data:

Happened On	Building	Door Phone	Initiated By	APT	Log Type	Action	Key	Response	Capture
2021-08-13 15:17:38	Building 1	Gate1	000020	--	Door Release	Face Unlock	--	Success	
2021-08-13 15:16:58	Building 1	Gate1	000020	--	Door Release	Face Unlock	--	Success	
2021-08-13 15:16:56	Building 1	Gate1	visitor	--	Door Release	Face Unlock	--	Failed	

- **Parameter Set-up:**

No.	Column Name	Description
1	Happened On	Shows when the call is made on the door phone.
2	Building	Shows in which building the call was made.
3	Door Phone	Shows on which door phone the call is made.
4	Initiated By	Shows who has made the call on the door phone.
5	APT	Shows to which apartment the call is made.
6	Log Type	Indicates your current log type.
7	Action	This indicator is for the door release type log.
8	Key	This indicator is for “Door release type” log.
9	Response	This indicator will be shown as “Success” regardless of what number is dialed on the door phone.
10	Capture	Show you the captured image of the call initiators. You can click on image for an enlarged picture.



- **Check “Release” type door logs**

1. Select **Door Release** type in the Log Type field.
2. Set up the time range for the door logs to be checked.
3. Select the building and further narrow down the search by **Door phone, Initiated by, Apartment, and RF card, PIN** for the targeted search if needed.
4. Click on **Export Logs** to export logs.

The screenshot shows the 'Community1 >> Logs' interface. The left sidebar contains navigation options: Residents, Visitor & Staff, Access Group, Logs (selected), Library, Messages, Devices, Subscriptions, and Payments. The main content area has tabs for Door Logs, Call History, Capture, Temperature Logs, Motion Alerts, and Audit Logs. A message states: 'The door logs, capture logs, motion logs and temperature logs will be kept for 30 days.' Below this are search filters: Log Type (All), Date (range selector), Building (All), and Door Phone (dropdown). There are 'Search' and 'Export Logs' buttons. The table below contains the following data:

Happened On	Building	Door Phone	Initiated By	APT	Log Type	Action	Key	Response	Capture
2021-08-13 15:40:56	--	new_location	Delivery_Daily_All	--	Door Release	PIN Code Unlock	****	Success	
2021-08-13 15:37:29	--	new_location	delivery	--	Door Release	RF Card Unlock	FF20333	Success	
2021-08-06 10:50:05	--	new_location	testpin_new_com	103	Door Release	PIN Code Unlock	****	Success	
2021-08-06 10:40:52	--	new_location	visitor	101	Call	Call	--	Success	

- **Parameter Set-up:**



No.	Column Name	Description
1	Happened On	Shows when the door is unlocked.
2	Building	Shows in which building the door is unlocked.
3	Door Phone	Shows on which door phone the door unlock is made.
4	Initiated By	Shows who has unlocked the door on the door phone. It can be the name of the resident, the property management staff, the delivery personnel or the unidentified visitors.
5	APT	Shows the apartment of the resident who has unlocked the door.
6	Log Type	Indicates your current log type.
7	Action	Shows how the door is unlocked such as unlock via "Face recognition", "PIN code", "RF Card" etc.
8	Key	Shows the PIN code, the RF card number, Temp key or the face recognition that has been used for door unlock. "****" corresponds to PIN code access, the resident's name corresponds to facial recognition access, while the RF card code corresponds to the RF card access by residents or visitors.
9	Response	This field will be shown as " Success " regardless of what number is dialed on the door phone.



10	Capture	Show you the captured image of residents or visitors who have attempted the door unlock. You can click on the image for an enlarged picture.
----	---------	--

Check/Export Call History

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

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

Happened On	Caller	Receiver	Call Time
2021-08-06 10:40:52	virtual_stair	zhihai shi	00:00:04
2021-08-06 10:40:38	virtual_stair	zhihai shi	No Answer
2021-08-06 10:08:52	virtual_stair	zhihai shi	No Answer
2021-08-06 10:08:24	virtual_stair	zhihai shi	00:00:04

- **Parameter Set-up:**

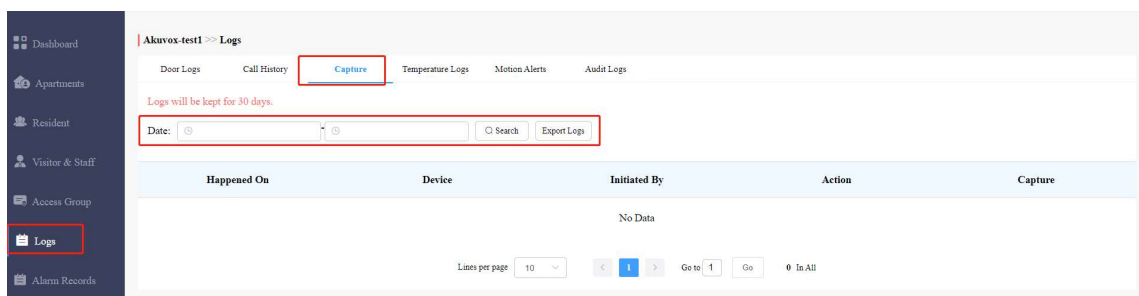


No.	Column Name	Description
1	Happened On	Shows when the calls are made.
2	Caller	Shows who have made the calls. Note: When a caller or a receiver is a property manager, then property manger's name will be displayed.
3	Receiver	Shows who have answered the call.
4	Call Time	Shows how long the call lasted.

Check/Export Captured Images

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

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



• Parameter Set-up:



No.	Column Name	Description
1	Happened On	Shows when the images are captured.
2	Device	Show you the door phone from which the images are captured.
3	Initiated By	Shows who have initiated the image capturing.
4	Action	Shows how the image capturing is initiated, the capturing can be initiated from SmartPlus, the indoor monitor, etc.
5	Capture	You click on the image to see a larger picture.

Check Temperature Logs

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

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

Akuvox -> Logs

Door Logs Call History Capture **Temperature Logs** Motion Alerts Audit Logs

The door logs, capture logs, motion logs and temperature logs will be kept for 30 days.

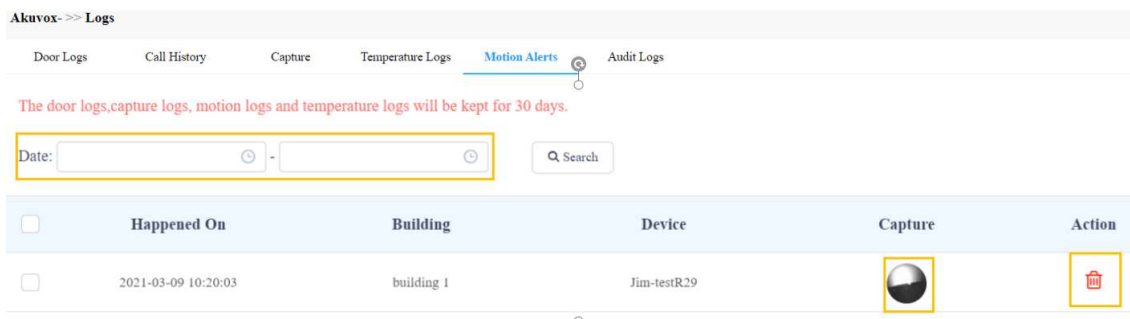
Date: - Status: All Unit: F Q Search

Happened On	Body Temperature	Status	Device	Capture
21 11:49:51	98.3°F	Normal	guard phone	
21 11:47:21	98.2°F	Normal	guard phone	
2020-09-18 16:09:43	97.1°F	Normal	guard phone	

Check Motion Alerts

Motion alerts Sub-module allows you to check the captured image of people whose movements have triggered the motion detection in the door phones (door phones with motion detection function).

1. Set the time range.
2. Click on **Search**.
3. Click on the specific captured image for an enlarged one.
4. Select and delete the motion alert if needed.



• Parameter Set-up:

No.	Column Name	Description
1	Happened On	Shows when the image is captured due to the motion detection.
2	Building	Shows in which building the image is captured.
3	Device	Shows which door phone the image is captured from.
4	Capture	Displays the images captured due to motion detection.
5	Action	Clicks on the image for an enlarged one.

Check Audit Logs



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


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

Happened On	Initiated By	Type	Action
2021-08-13 16:32:19	hichampion@163.com	Login Management	Log In: Web
2021-08-13 16:21:31	hichampion@163.com	Access Control	Add temporary key: 98862016
2021-08-13 16:20:35	hichampion@163.com	Access Control	Delete temporary key: 92159602
2021-08-13 16:03:19	hichampion@163.com	Access Control	Add temporary key: 92159602
2021-08-13 16:02:04	hichampion@163.com	Access Control	Add RF card: 123123
2021-08-13 16:02:04	hichampion@163.com	Access Control	Add PIN: 12313

- **Parameter Set-up:**


No.	Column Name	Description
1	Happened On	Shows when the operational changes are made.
2	Initiated By	Shows who have initiated the operations by indicating the property manager account.
3	Type	Shows the specific type of operation.
4	Action	Shows the specific operations made.

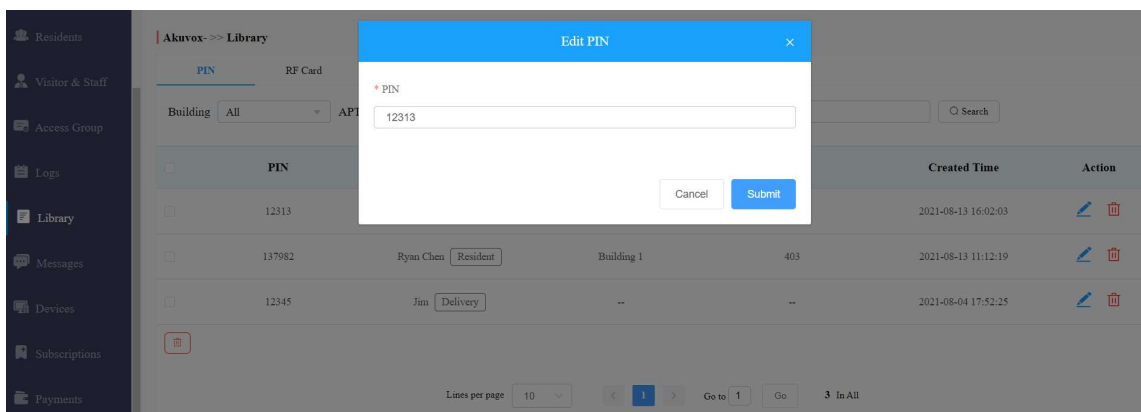
Library

Like  serves as a module where you can check, modify, and delete all types of created PIN codes and RF Cards conveniently at

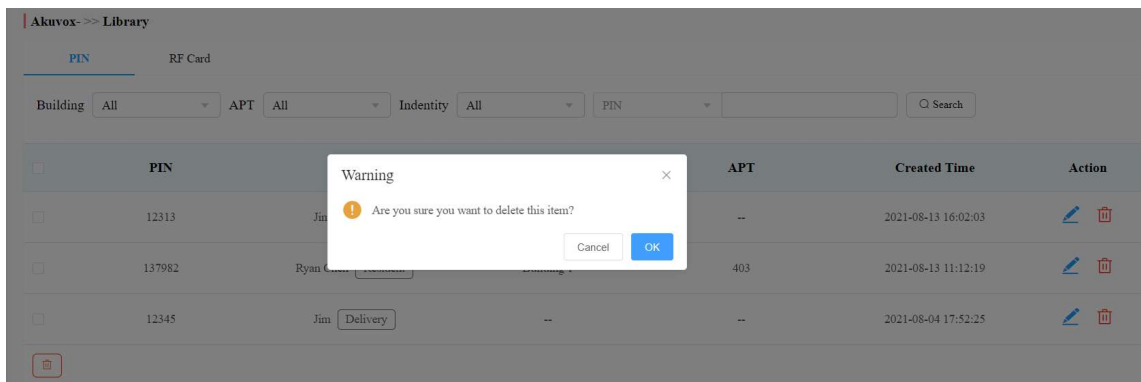
one stop.

Check/Modify/Delete PIN Code(s)



1. Click on **PIN**.
2. Search the PIN by building, apartment, identity, PIN code, and Name.
3. Click on  to edit the PIN code.

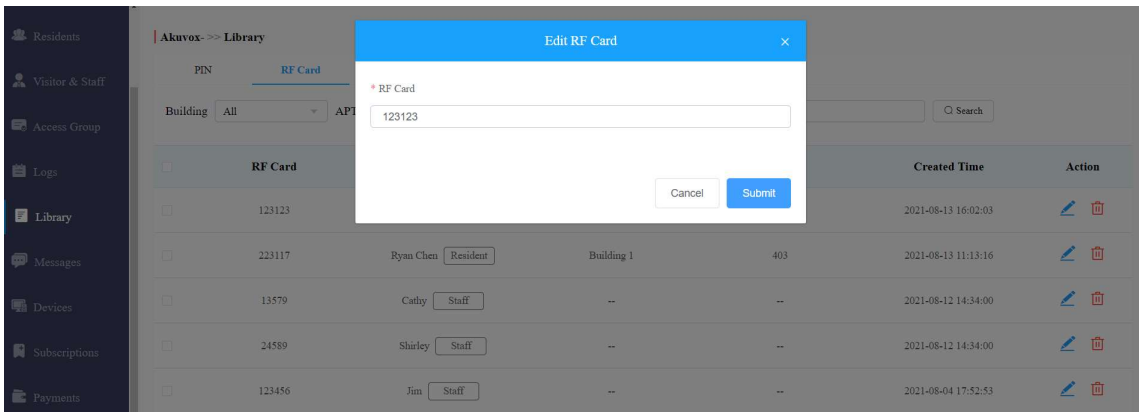


4. Click on  to delete the PIN code selected.

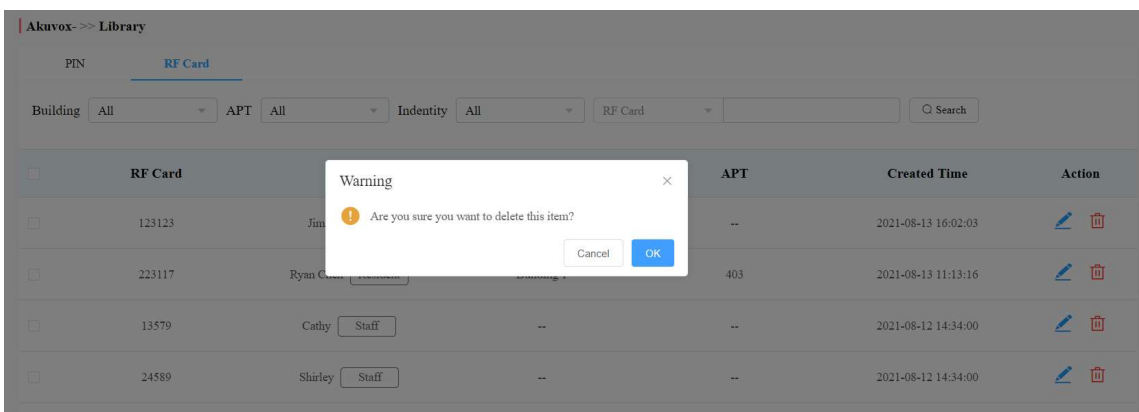


Check/Modify/Delete RF Card(s)

1. Click on **RF Card**.
2. Search the RF card by building, apartment, identity, PIN , and name.
3. Click on  to edit the PIN code.

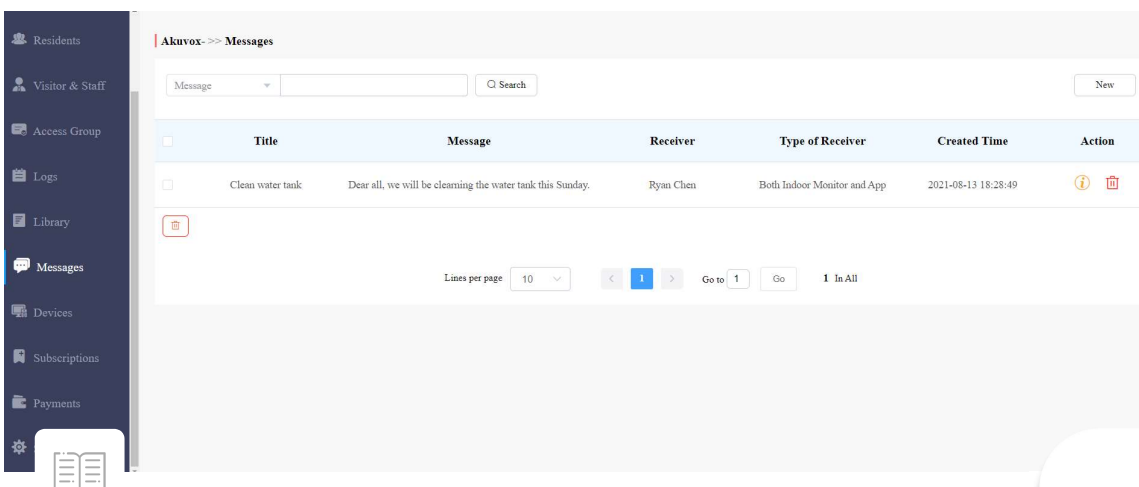


4. Click on  to delete the RF card selected.



Message

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



Create/Edit Messages

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

1. Click on **NEW**.
2. Create the message title and enter the message contents directly if you want to create one-time message(s). And select the receiver type for the receiver side.

Akuvox >> Messages >> New

Clean water tank + Add A Template

* Message Title

Message title is required.

* Message

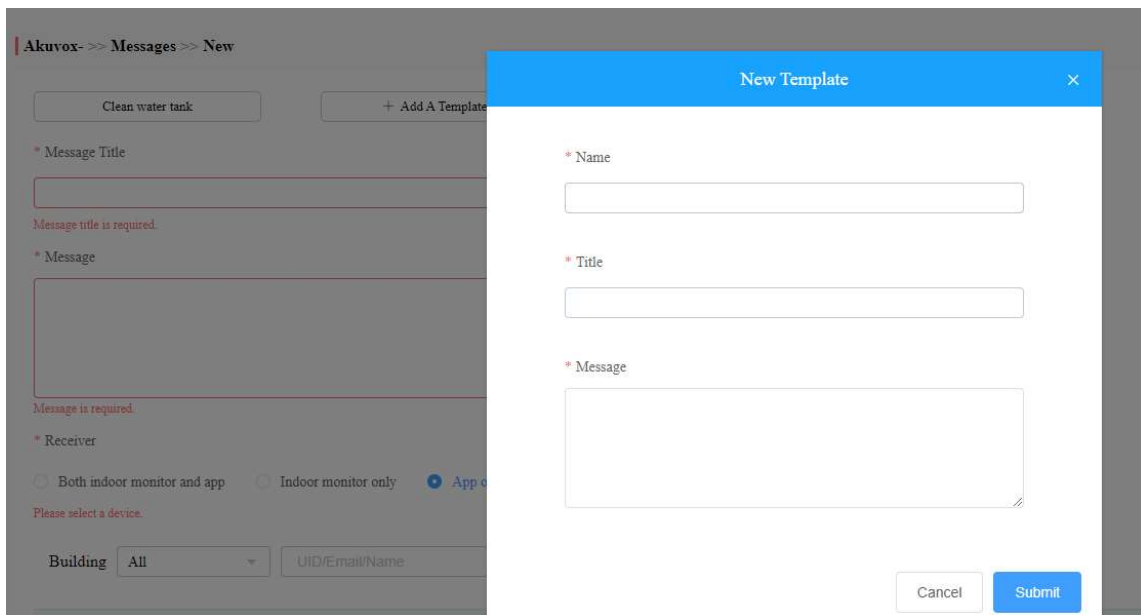
Message is required.

* Receiver



Both indoor monitor and app Indoor monitor only App only

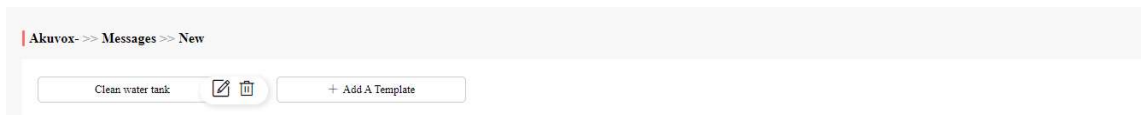
3. Click + **Add A Template** if you want to create reusable message templates.
4. Enter the template name, the message title, and contents.





You can edit and delete the message template if needed.

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



Send Messages

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

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





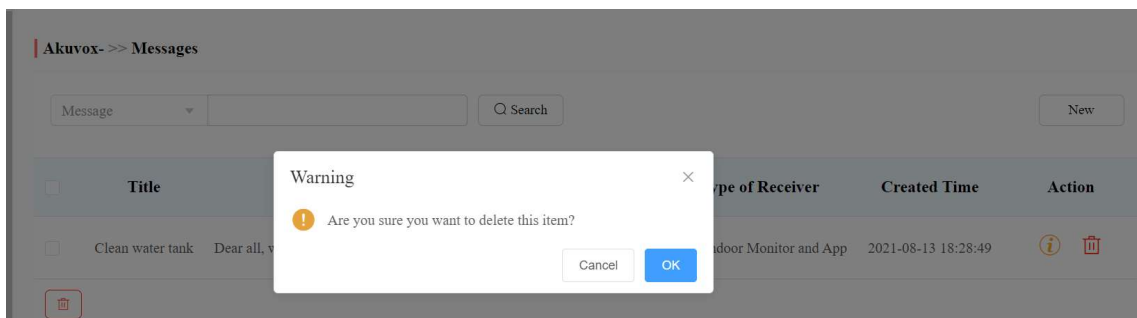
Building	UID	Name	Email	Building	Room
All	5926100011	Ryan Chen	hichampion@163.com	Building 1	403

Search

Search/Check/Delete Messages



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

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

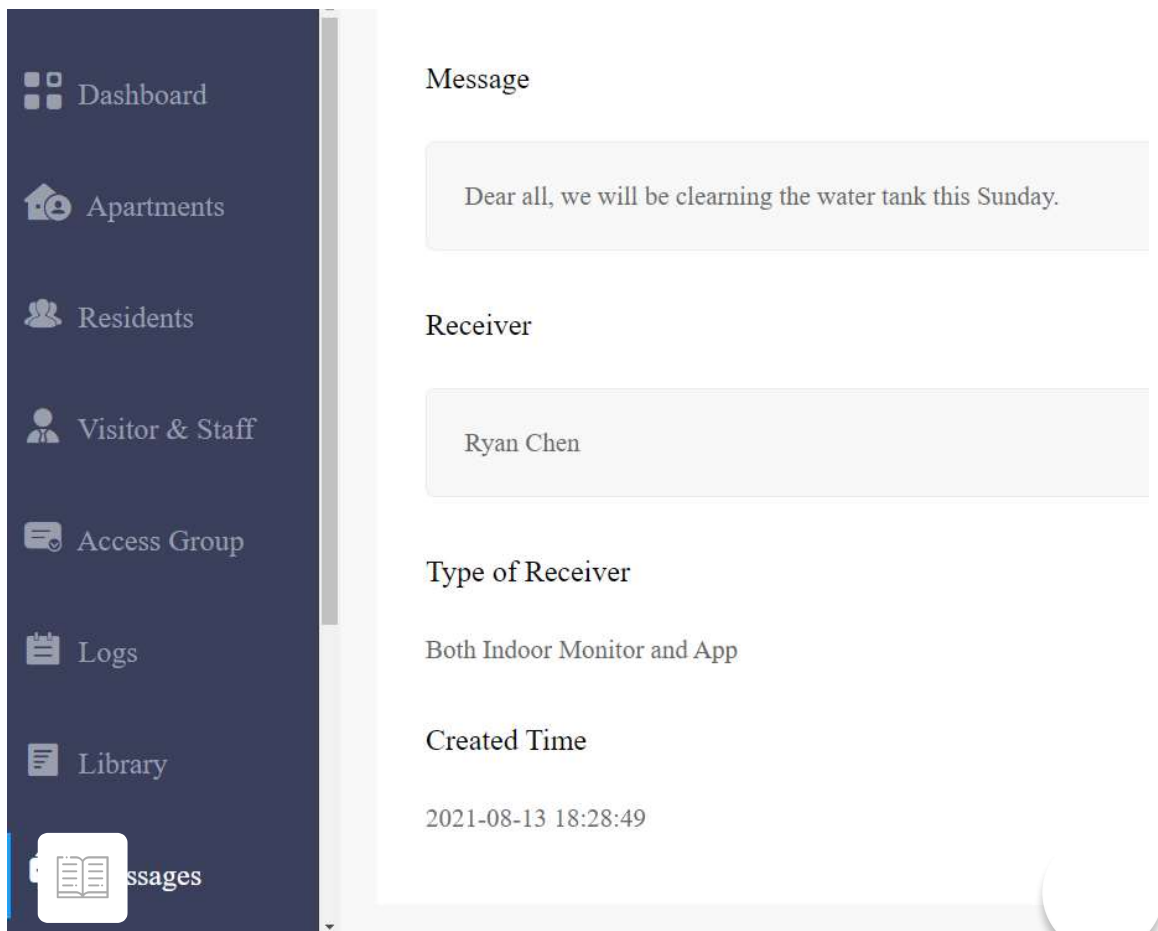


- **Parameter Set-up:**



No.	Column Name	Description
1	Title	Shows the message title.
2	Message	Shows the message contents.
3	Receiver	shows who have received the messages.
4	Type of Receiver	Shows the receiver types: Both indoor monitor and app, Indoor monitor only, App only.
5	Created Time	shows when the messages are created.
6	Action	Click to   see the message details and to delete the messages respectively.

• Message Details Sample

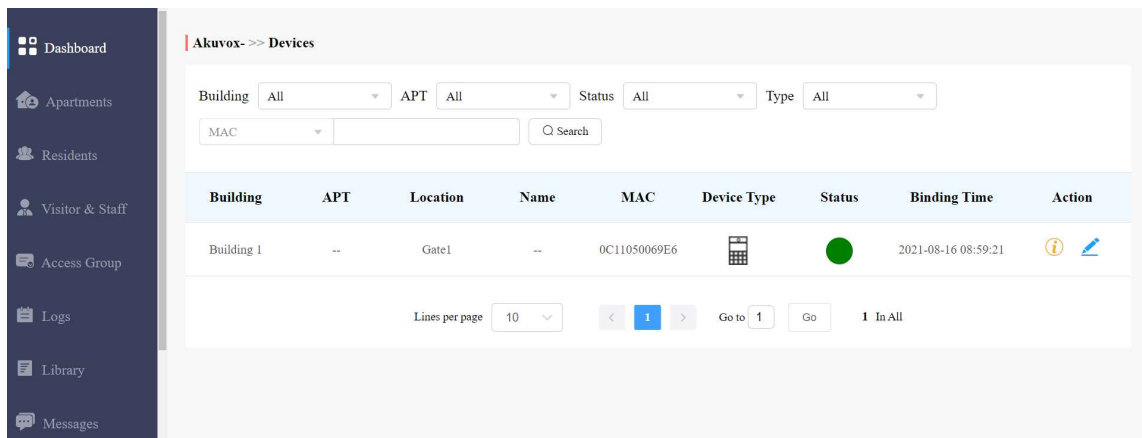


The screenshot shows a user interface for viewing message details. On the left is a dark blue sidebar with navigation icons and labels: Dashboard, Apartments, Residents, Visitor & Staff, Access Group, Logs, Library, and Messages. The main content area is light gray and displays the following information:

- Message:** Dear all, we will be cleaning the water tank this Sunday.
- Receiver:** Ryan Chen
- Type of Receiver:** Both Indoor Monitor and App
- Created Time:** 2021-08-13 18:28:49

Device Management


Device module allows you to manage all the devices added under your property management in terms of modifying their locations, contact screen display, relays, door unlock. You can also conduct device settings via provisioning, reboot and remote control. And you can change the location name for the third-party camera.



Modify Device Setting

You can modify the contact screen display, device location, relay name, DTMF code and unlock type as previously set up by your community manager. And you can also change the location name of the third party camera.

Modify Intercom Device

1. Click **Device**.
2. Click **Search** to find the targeted device(s) for the modification.
3. Click on  .



Akuvox-test1 >> Devices

Intercom Devices Third Party Devices

Building All APT All Status All Type All MAC Search

Building	APT	Location	Name	MAC	Device Type	Status	Binding Time	Action
Building 1	--	Gate1	--	0C11050F2FEB			2022-12-13 22:47:50	

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

4. Modify the setting according to your need.



Edit Device ×

Building

Building 1

APT

--

* Location

Gate1

Contacts Setting

Only APT numbers

Indoor monitor and apps

APT numbers, indoor monitors and apps

Relay 1

Off On

* Relay Name

Relay1

DTMF Code

#

Unlock

Unlock in homepage

Unlock in talking page

Relay 2

Off On

* Relay Name

Relay2

DTMF Code

2

Unlock

Unlock in homepage

Unlock in talking page

Add Relay

Cancel Submit


• **Parameter Set-up:**



No.	Column Name	Description
1	Building	Indicates in which building the device is located.
2	APT	Indicates in which apartment the device is located.
3	Location	Indicates the specific location of the device.
4	Name	Indicates the owner of the devices.
5	MAC	Shows the device's MAC address.
6	Device Type	Indicates the device type.
7	Status	Green for online devices and gray for offline devices.
8	Binding Time	Indicates when the device(s) are bonded with the resident. The devices will be bound automatically when they are powered on and connected to the internet.
9	Action	For modifying the device setting and displaying device information.

Modify Third-Party Device

You can modify the location of third-party camera if needed.

1. Click **Device**.
2. Click **Search** to find the targeted device(s) for the modification.
3. Click on , and change the location name.



Akuvox-test1 >> Devices

Intercom Devices **Third Party Device**

Camera

Building: All APT: All Location: Search

Building	APT	Location	Name	Link Device	Create Time	Action
Building 1		Gate3		--	2022-12-14 00:00:01	

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

Edit Camera [X]

Building

Building 1

APT

--

* Location

Gate3

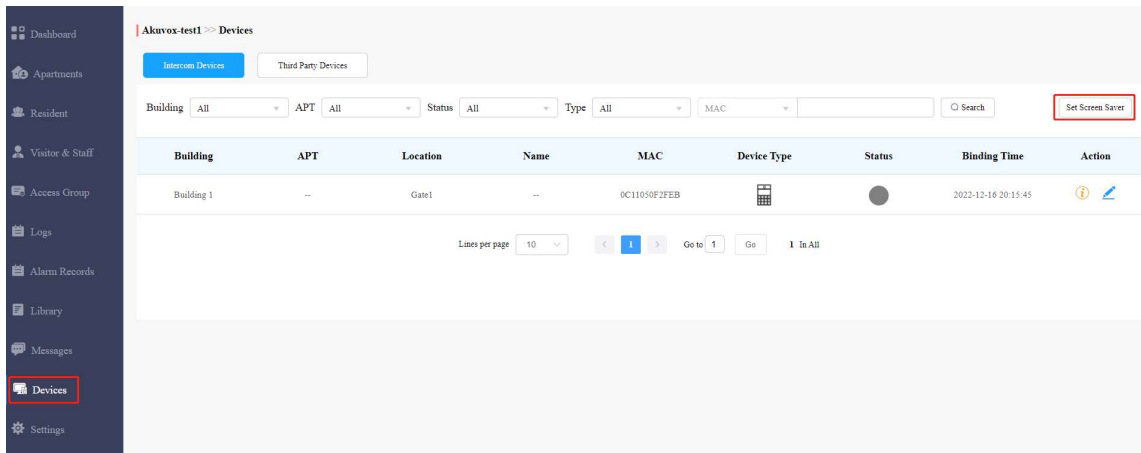
Cancel Submit

Add Screensaver to Device

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

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





2. Click **New**.



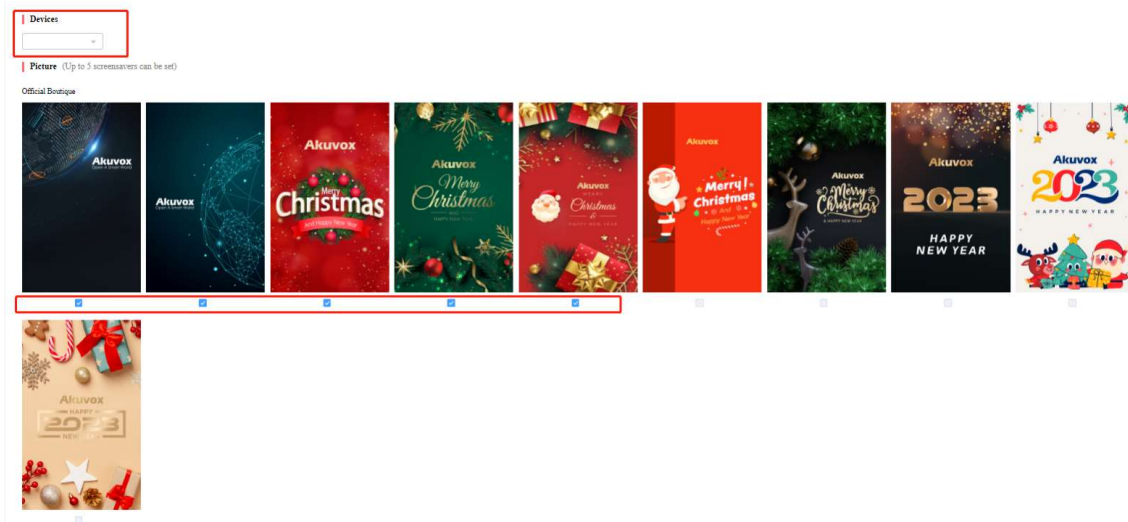
3. Select the door phones you want to set up the screen saver for.

Note

- Currently only applicable to R29 door phone with firmware version 29.30.3.104 or higher, and X915 door phone with the firmware version 915.30.1.408 or higher.

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



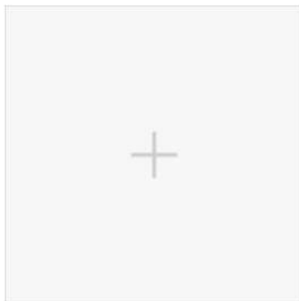


5. Select you screen saver display mode.

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

Customized

Max picture size: 2MB, Recommend resolution: 800*1280.



Screen Saver Mode

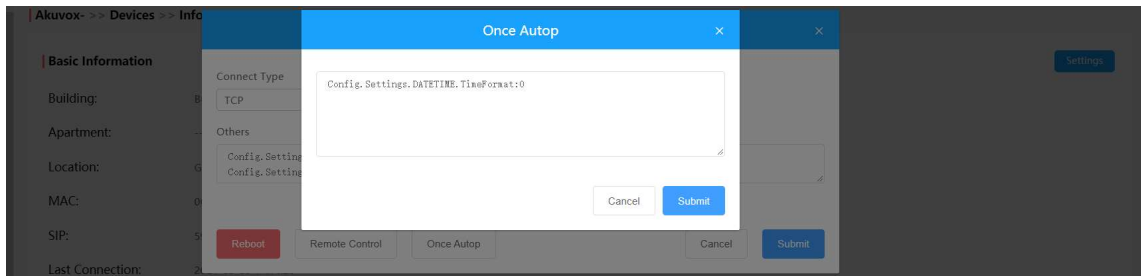
Blank

It will takes 1 to 2 minutes for the settings to take effect.

Submit

Device Setting

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



Note

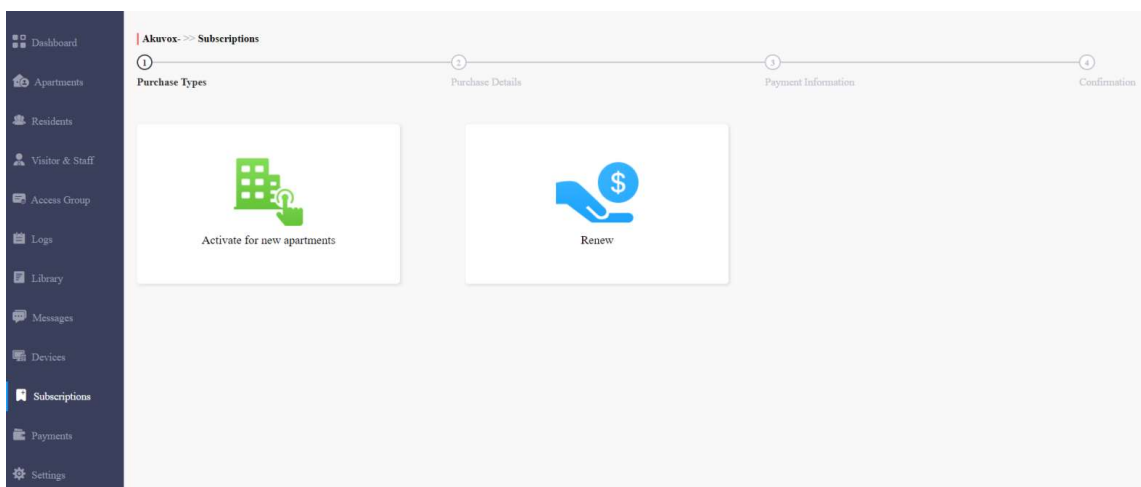
- Autop commands need to be deleted in the field if you do not intend to carry out the command repetitively.
- **Once Time Autop** allows you to carry out the autop command(s) only one time with no repetition.


Subscription

Subscription is the module where you can activate and renew the user accounts you created in your community for the Akuvox SmartPlus.

Activate End User Accounts

1. Click on  .



2.  on the specific user account you want to activate.

3. Click on **Next**.

Purchase Types 2 Purchase Details 3 Payment Information


Please Select Apartments(1/1)

Selected: 101


Building	APT	Email	Name	Activation Fee(S)
Building 1	101	[redacted]	[redacted]	[redacted]

Total Price \$ [redacted]

Next

4. Click on  to enter your **Billing information** and click **Submit**.

Purchase Types 2 Purchase Details 3 Payment Information

Billing Information 

Company/Family
ATTN
Address
United States
TEL
Fax


Building	APT	Email	Name	Activation Fee(S)
Building 1	101	[redacted]	[redacted]	[redacted]

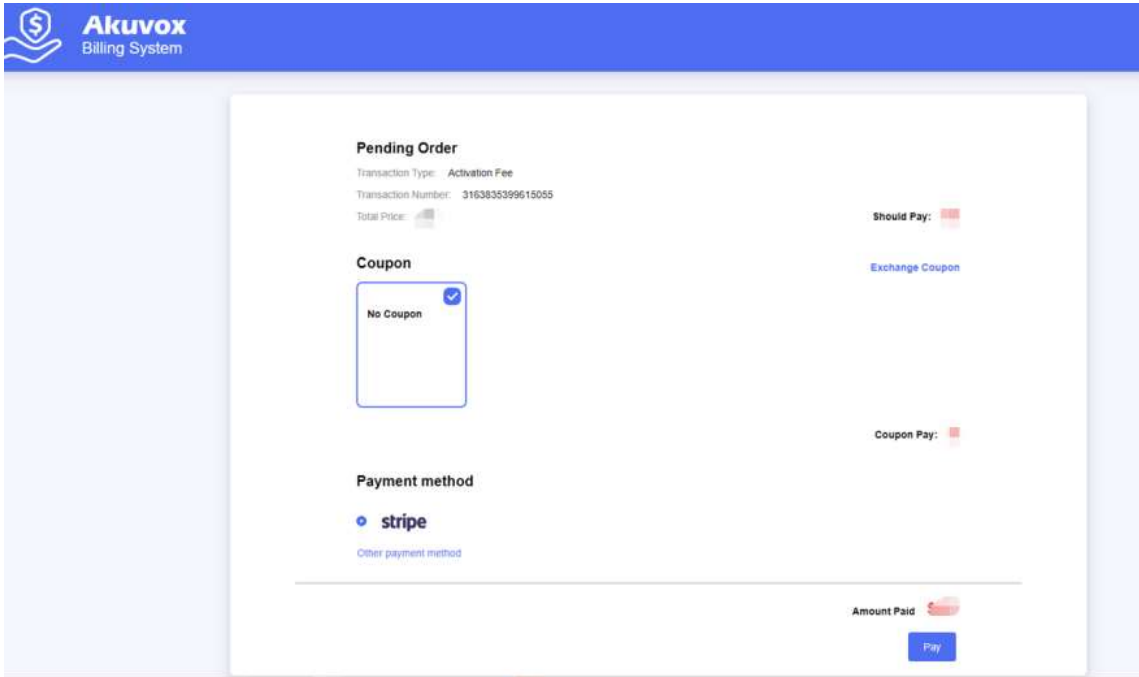
Total Price \$ [redacted]

By clicking the 'Pay' button, you are agreeing to our [Terms and Conditions](#).

Pay

5. Select your payment method (click on **Other payment method** for more payment options).

6.  the check box to agree on the terms and conditions and click on **Pay**.



- **Billing Information Description:**

No.	Column Name	Description
1	Company/Family	Enter the name of Property management company.
2	ATTN	Enter the name of Property manager.
3	Address	Enter the address of the property management company.
4	TEL	Enter the telephone number of the property management company.
5	Fax	Enter the fax number of the Property management company.

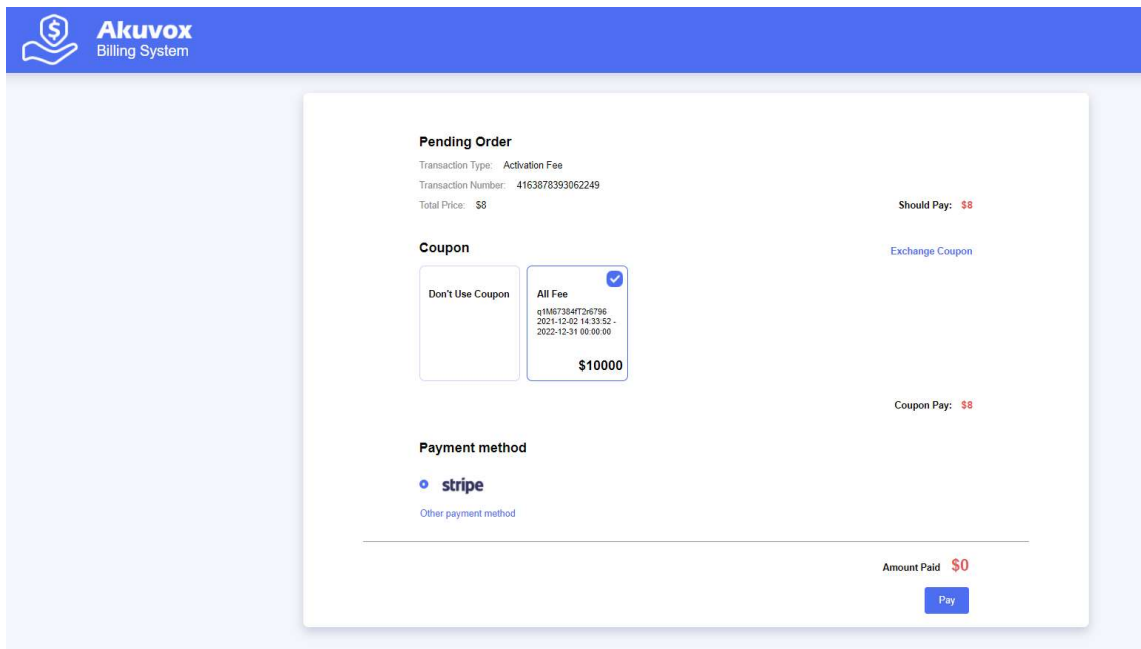
Note

- Akuvox SmartPlus can only be paid by **Stripe** and **pal**.



You can also pay for the service using coupon if you have any coupons.

1. Tick the checkbox of the coupon  , then click on **Pay**.



Akuvox
Billing System

Pending Order
Transaction Type: Activation Fee
Transaction Number: 4163878393062249
Total Price: \$8
Should Pay: \$8

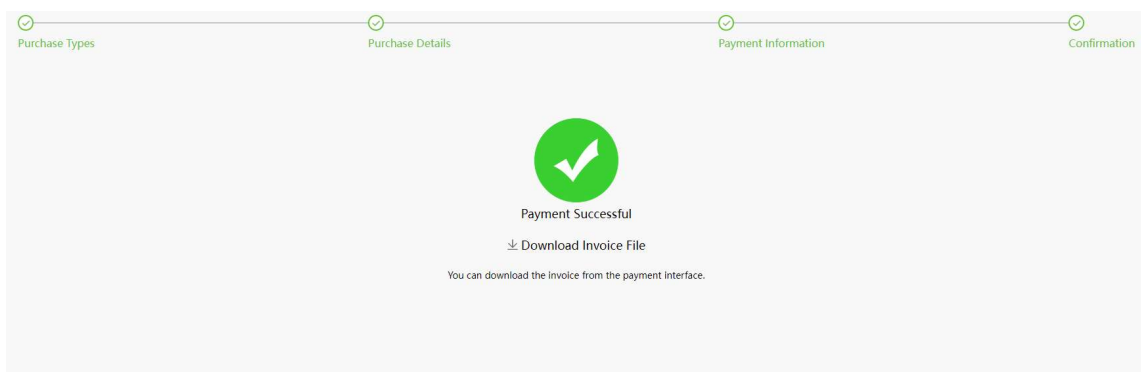
Coupon
Exchange Coupon

Don't Use Coupon
All Fee
q1M87384fT2e6796
2021-12-02 14:33:52 -
2022-12-31 00:00:00
\$10000

Payment method
 stripe
Other payment method

Amount Paid: \$0
Pay

2. Click **Download Invoice File** to download the invoice if needed.





Purchase Types Purchase Details Payment Information Confirmation

Payment Successful
Download Invoice File
You can download the invoice from the payment interface.

Renew End User Accounts

1. Go **Subscription** module.

2. Click on  , and select the **user account** you want to renew for  service, then select the service renewal by month.

3. Click on **Next**.

Purchase Types Purchase Details Payment Information Confirmation

Please Select Apartments(1/1)


Selected: 403

<input checked="" type="checkbox"/>	Building	APT	Email	Name	Monthly Fee(\$)	Expiration Time
<input checked="" type="checkbox"/>	Building1	403	om	Ryan Chen	2	2022-01-06 22:52:50

1 Month(s)

Total Price \$

Next

4. Click  to fill in the billing information.

Billing Information ×

* Company/Family

* ATTN

* Address

Street

City Post Code


United States


* TEL

Fax

* Email

Cancel

5.  the check box to agree on the terms and conditions, and click **pay**.

Billing Information 

Company/Family
 ATTN
 Address
 United States
 TEL
 Fax

1 Apartment(s)

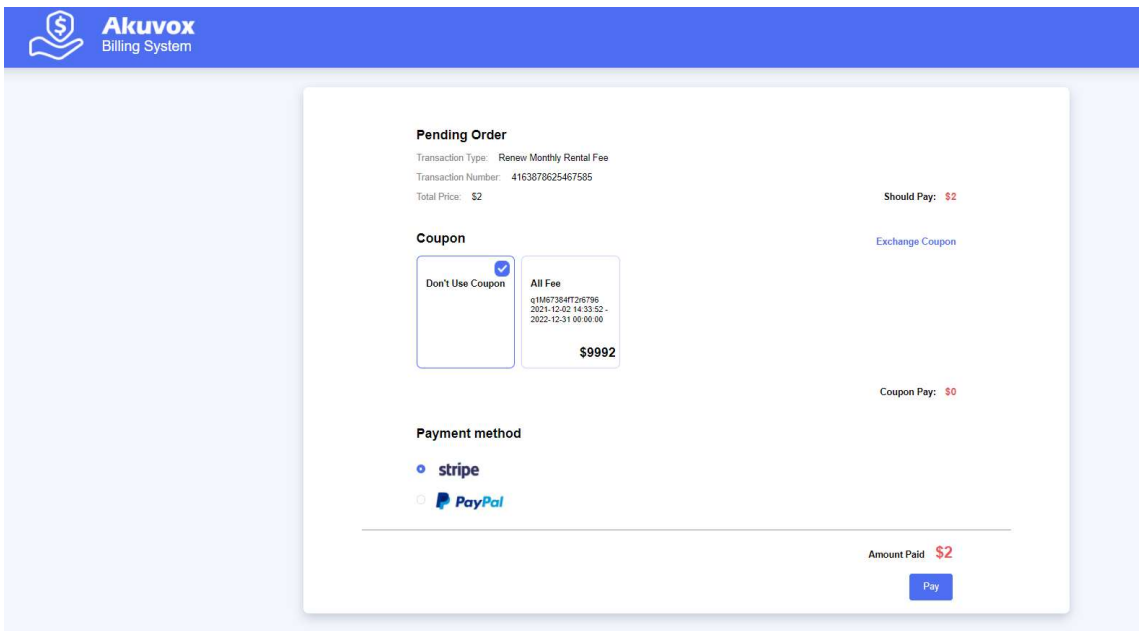
Building	APT	Email	Name	Monthly Fee(\$)	Expiration Time	Next Expiration Time
Building1	403	624224031@qq.com	Ryan Chen	2	2022-01-06 22:52:50	2022-02-06 22:52:50

Subscription Duration **1 Month(s)**

Total Price **\$2**

By clicking the 'Pay' button, you are agreeing to our [Terms and Conditions](#).

6. Select the **Payment method** and continue the steps until the service is paid.



Akuvox
Billing System

Pending Order
 Transaction Type: Renew Monthly Rental Fee
 Transaction Number: 4163878625467585
 Total Price: \$2
 Should Pay: \$2

Coupon
 Don't Use Coupon
 All Fee
 411867384FD26799
 2021-12-02 14:33:52 -
 2022-12-31 00:00:00
 \$9992
 Exchange Coupon
 Coupon Pay: \$0

Payment method
 stripe
 PayPal


Amount Paid **\$2**

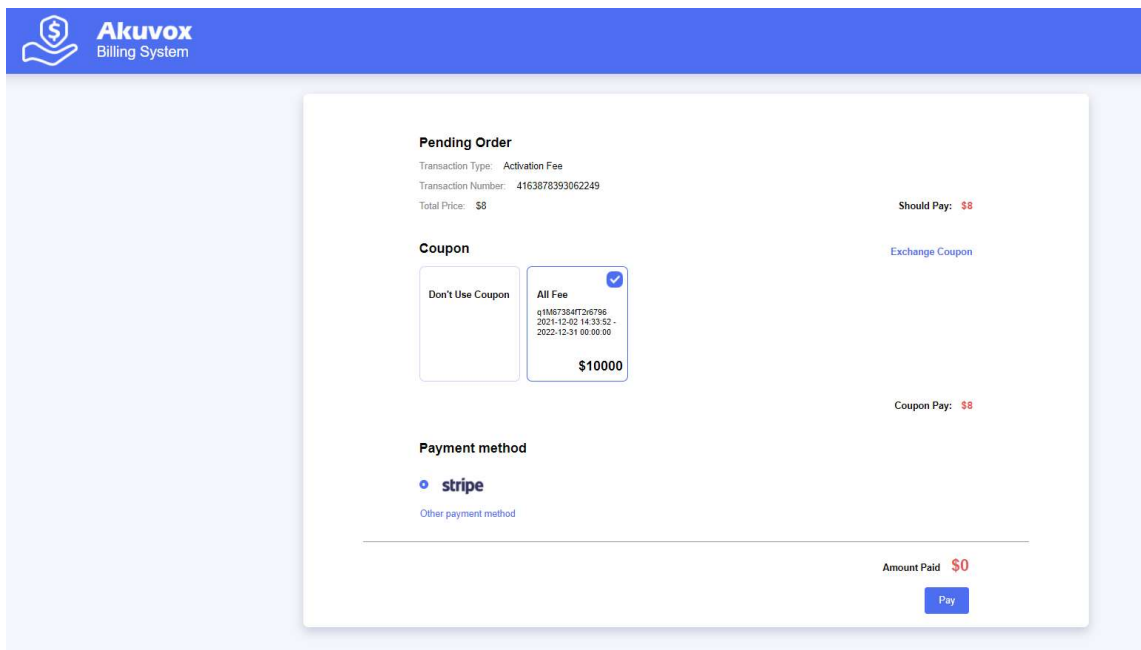
Note



uvox SmartPlus can be paid by **Stripe** and **Paypa**

You can also pay for the service using coupon if you have any coupons.

1. Tick checkbox  of the coupon , then click on **Pay**.



Akuvox
Billing System

Pending Order
Transaction Type: Activation Fee
Transaction Number: 4163878393062249
Total Price: \$8

Coupon

Don't Use Coupon

All Fee
e1M67364T2i6796
2021-12-02 14:35:52 -
2022-12-31 00:00:00
\$10000

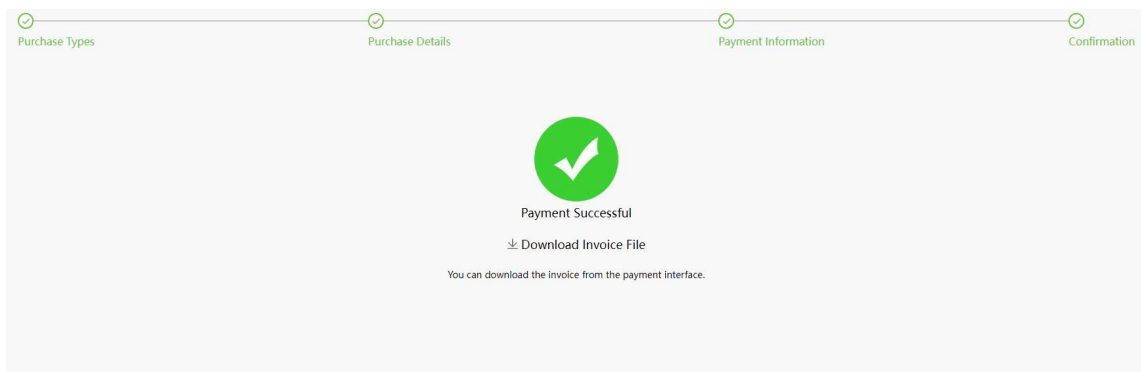
Payment method

stripe
[Other payment method](#)

Should Pay: \$8
Exchange Coupon
Coupon Pay: \$8

Amount Paid \$0
[Pay](#)

2. Click **Download Invoice File** to download the invoice if needed.



Transaction History





Payments module allows you to search, check, and delete the transaction history following the user account activation and renewal. You can also download the invoice if needed.

Check Transaction History



After the payment is made, you can check the details of the transaction if needed. Community transaction history will display the orders for the activation and renewal of the master account, extra family member account, property manager SmarPlus. While, Office transaction will display all the orders for the activation and renewal of the user account, as well as the orders for the premium functions.



1. Check the transactions by **type**, **Status** and transaction **Order Number**.


Order Number	Type	The number of apartments	Total Price	Status	Created Time	Action
51163878184294403	Activation	1	\$8	Processing	2021-12-06 22:10:42	   

2. Click on  of the transaction you want to check.

3. Click on **Download Invoice File** if you want to download the invoice if needed.


Order Number: 51163878625464405
 Created Time: 2021-12-06 23:24:14
 Status: Time out
 Type: Subscription
 Payer: RyanChen





1 Apartment(s) Total Price :  Final Price : 
 (One Price, Original Price \$0)





-  **meter Set-up:**



No.	Column Name	Description
1	Order Number	Shows the order of each transaction.
2	Type	Shows the transaction types: Activation, Subscription, Additional app.
3	The number of Apartments	Shows the numbers of apartments involved in one order.
4	Total Price	Shows the total cost of each transaction.
5	Status	<p>Seven types of status: All, Succeed, Processing, Failed, Time out, Cancel, System Processing.</p> <ol style="list-style-type: none"> 1. Succeed: is for the order that is paid. 2. Processing: is for the order that is created but not paid yet. 3. Failed: is for the order that is not paid successfully. 4. Time out is for the order that is not paid in time before reaching the timeout. 5. Cancel: is for the order that is canceled. 6. System Processing: is for the order being processed by the system after the payment is made. 7. All: is for all the above types.
6	Created Time 	Shows the time when the order is created







7	Action	Click on  to check for details. Click  pay for the order that is ready for payment. Click  to go to billing system. Click on  to delete orders.
---	--------	---


Delete Transaction History

1. Tick the check box(s) of the order you want to delete.
2. Click on  to delete each individual order.
3. Click on  to delete all the orders that are selected.

Ryan >> Payments

Type: Status:

<input type="checkbox"/>	Order Number	Type	The number of apartments	Total Price	Status	Created Time	Action
<input type="checkbox"/>	3161579717355389	Activation	1	\$5	Time out	2021-03-15 03:32:53	 
<input type="checkbox"/>	3161579645489197	Activation	1	\$5	Time out	2021-03-15 03:20:54	 
<input type="checkbox"/>	3161579490848235	Activation	1	\$5	Time out	2021-03-15 02:55:08	 




Setting

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

Basic Setting

You can configure and modify the community information, device access type and email notification.

1. Click on **Basic Setting**.
2. Enter the community name.
3.  community address (Street, City, Post code, State/Province).



4. Select on/off to authorize the resident to create PIN code on their SmartPlus App.
5. Select **PIN Mode** (PIN for direct PIN code access, APT+PIN for apartment No.+ PIN code).
5. Select on/off to enable or disable email notification when the device is disconnected.
7. Click on **Submit** for validation.

The screenshot displays the 'Basic Setting' configuration page. On the left is a dark sidebar with navigation options: Dashboard, Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records, Library, Messages, Devices, and Settings. The main content area has tabs for 'Basic Setting', 'Time Setting', 'Motion Setting', and 'Visitor Setting'. The 'Basic Setting' tab is active and contains the following fields and options:

- Community Name:** Text input field containing 'Akuvox'.
- Address:** Text input field containing 'fuzhou'.
- City:** Text input field containing '厦门'.
- Zip Code:** Text input field containing '361006'.
- Country:** Text input field containing '中国'.
- Country:** Dropdown menu with '中国' selected.
- Allow resident to create PIN:** Radio button group with 'On' selected.
- PIN Mode:** Radio button group with 'PIN' selected.
- Send email when device was disconnected:** Radio button group with 'Off' selected.
- Send SMS when SIM card data exceeds the limit:** Radio button group with 'Off' selected.
- Unlock All Doors When Emergency Alarm Triggered:** Radio button group with 'Off' selected.

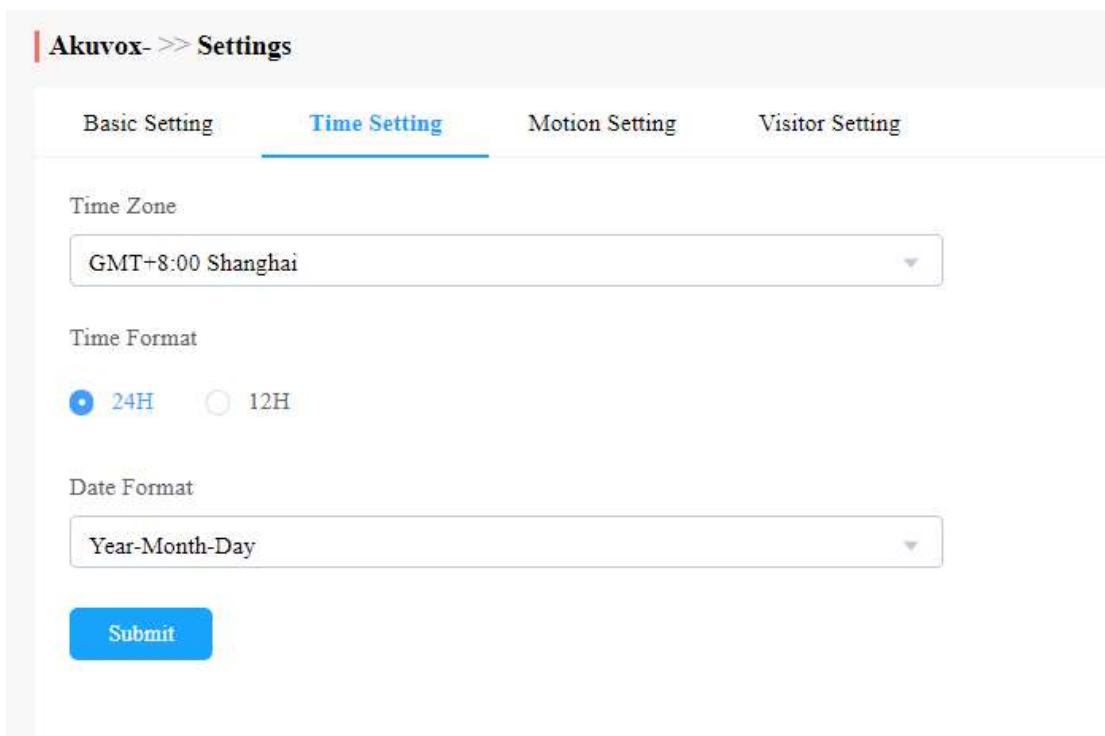
A red note at the bottom states: 'Not all devices support this function, please contact your service provider for further details.' A blue 'Submit' button is located at the bottom of the form.

Time Setting



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


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



The screenshot shows the 'Time Setting' tab in the Akuvox settings interface. It features four tabs: 'Basic Setting', 'Time Setting' (selected), 'Motion Setting', and 'Visitor Setting'. Below the tabs, there are three configuration sections: 'Time Zone' with a dropdown menu set to 'GMT+8:00 Shanghai'; 'Time Format' with radio buttons for '24H' (selected) and '12H'; and 'Date Format' with a dropdown menu set to 'Year-Month-Day'. A blue 'Submit' button is located at the bottom of the form.

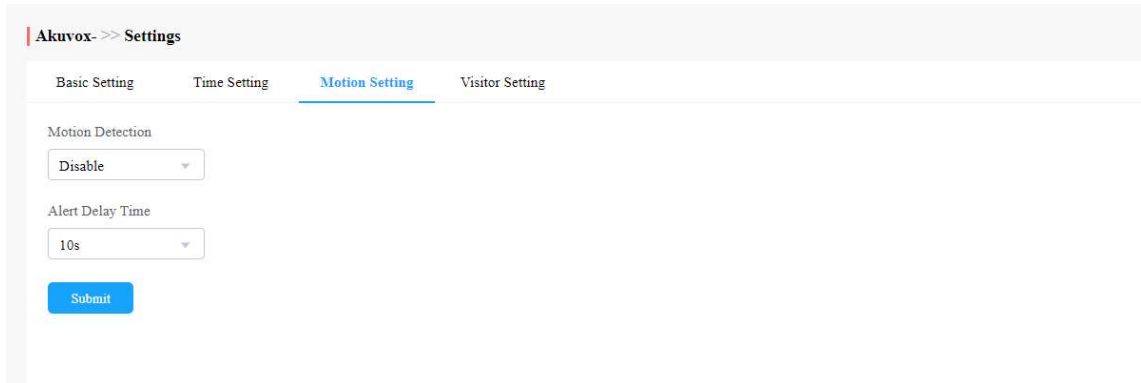
Motion Detection Setting

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

1. Click on **Motion Setting**.
2. Click **Enable** or **Disable** the motion detection according to  need.



3. Select motion detection type: IR detection (IR sensor) and video detection according to your need.
4. Set alert trigger delay time when the sensor is triggered.





The screenshot shows the 'Akuvox ->> Settings' interface. At the top, there are four tabs: 'Basic Setting', 'Time Setting', 'Motion Setting' (which is selected and highlighted in blue), and 'Visitor Setting'. Below the tabs, there are two dropdown menus. The first is labeled 'Motion Detection' and is currently set to 'Disable'. The second is labeled 'Alert Delay Time' and is currently set to '10s'. At the bottom of the form is a blue 'Submit' button.

Visitor Setting

Visitor setting in the SmartPlus mainly applied to the X916 series door phones on which visitors are allowed to gain door access either using their ID cards or through facial enrollment for facial recognition. You can switch on or off the ID card and facial recognition if needed.

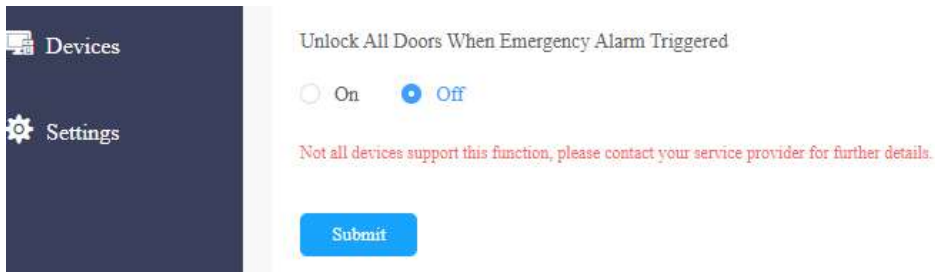
1. Click on **Visitors Setting**.
2. Switch on or off the ID card verification according to your need.
3. Switch on or off the Face Enrollment for facial recognition.
4. Click on **Submit** for validation.

Set up Emergency Door Unlock

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

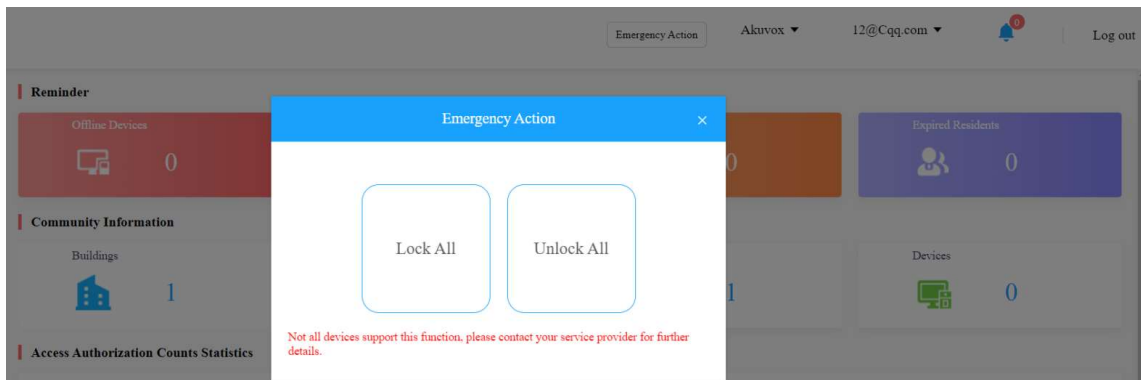
unlock all the doors manually on the SmartPlus Cloud for the emergency.

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



1. Select automatic door unlock or manual unlock

- Select **On**, if you want to the doors to be unlocked automatically when an emergency occurred.
- Select **Off**, if you want to unlock the doors manually on the SmartPlus web portal. You can click Emergency Action near the top of any page to open or close the doors manually.

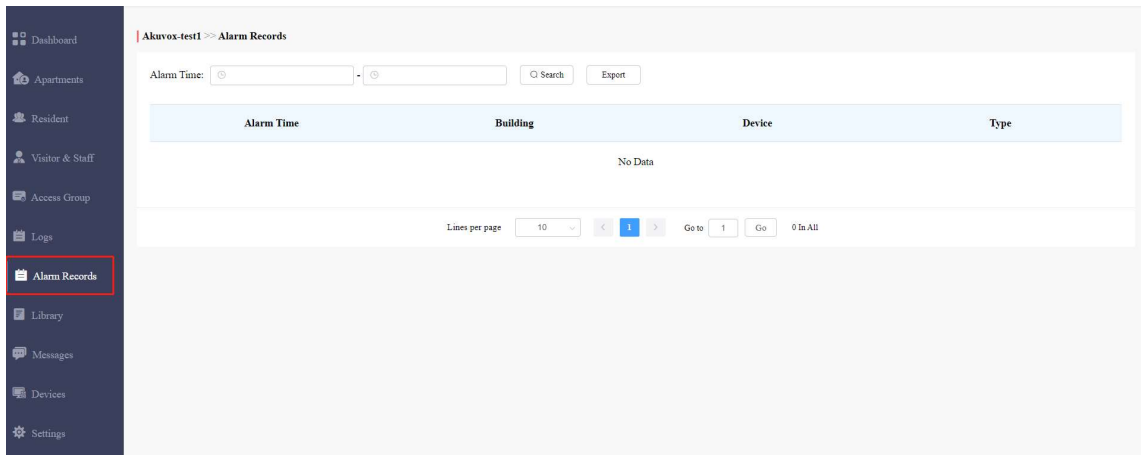


Alarm Records

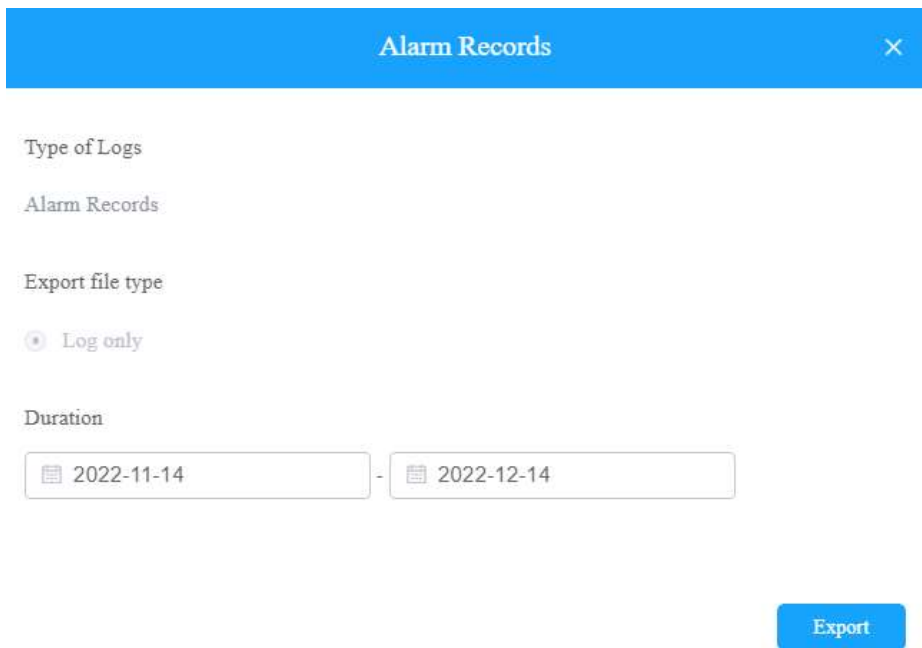
You can check and export alarm records if needed.

1. Click **Alarm Records**.
2. Select alarm records time interval, then search the alarm record you need.





3. Click **Export** if you want to export the alarm records if needed. You can select the alarm time interval before exporting alarm records.

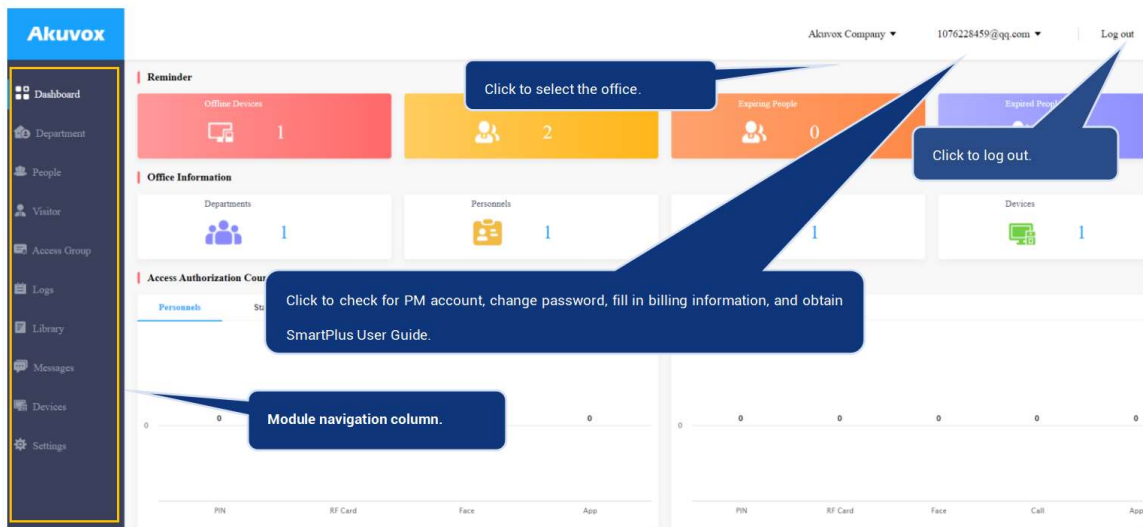


Office Property Management

Office Property Management Interface

The office property management main interface mainly consists of 10 modules that are incorporated as a whole to allow you to manage office staff, personnel, devices, Akuvox SmartPlus and the office-based intercom communication, door access control,

monitoring, user account activation, and service subscription&renewal, etc. via the Akuvox SmartPlus platform.



- **Module Description:**



No.	Column Name	Description
1	Dashboard	Displays information on community, devices, residents, door access and general statistics, etc. And the Number of apartments, and residents, devices.
2	Department	Allows you to search department information indicating department names, the number of people and devices in the depart. It also allows you to edit the department and delete the department.
3	People	Allows you to create office staff and personnel accounts and check their accounts and access control information and import their face data and RF card via template, and edit access type and access group.
4	Visitor	Allows you to set up temporary PIN code for visitors, Delivery PIN code for delivery staff.
5	Access Group	Allows you to create an inventory of access control schedule templates that can be readily applied to specific staff, personnel, departments, and devices.
6	Logs	Allows you to check and search door logs, temperature logs, call histories, captured images. It also allows you to check and delete motion alerts, and to check on the changes made on the apartment and end users and on the RF card, PIN code, face temporary PIN code.



7	Library	Displays all the PIN Codes and RF cards created by a property manager.
8	Messages	Allows you to create and send messages to the users' indoor monitors and SmartPlus apps, etc.
9	Devices	Allows you to check device info related to the building, apartment, status, device type, and to check and edit settings related to relays, call, unlock type, and device location, etc.
10	Setting	Displays property manager info, PIN code access type, email notification, time setting, motion setting, and visitor setting, etc.

Office Dashboard Overview

Dashboard Displays information on the office, office users, devices, and door access records, and statistics, etc.

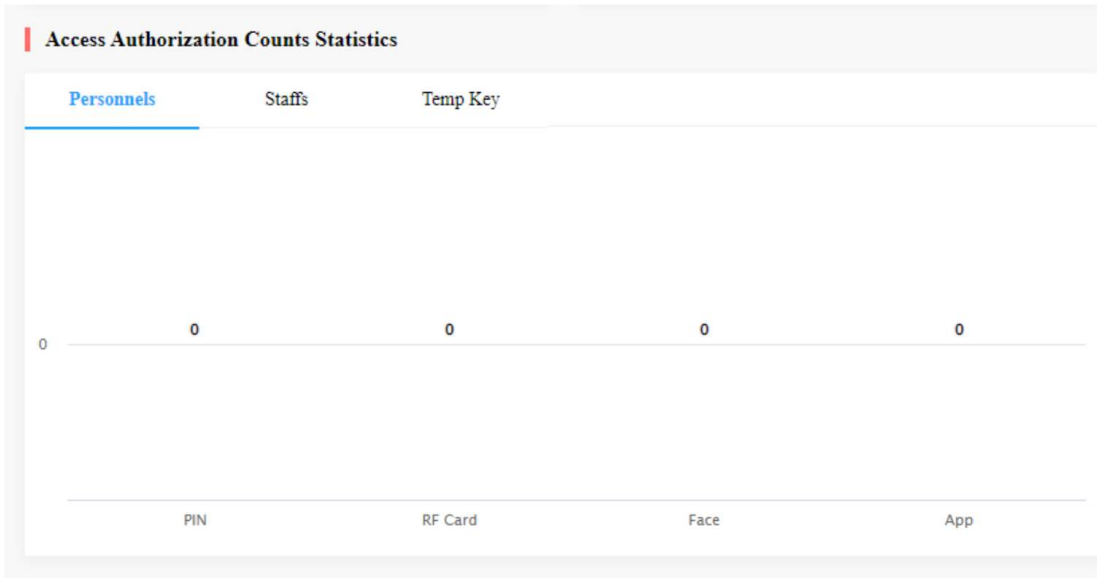
Displays off-line devices and user account status. You can click on the blocks below for the details.



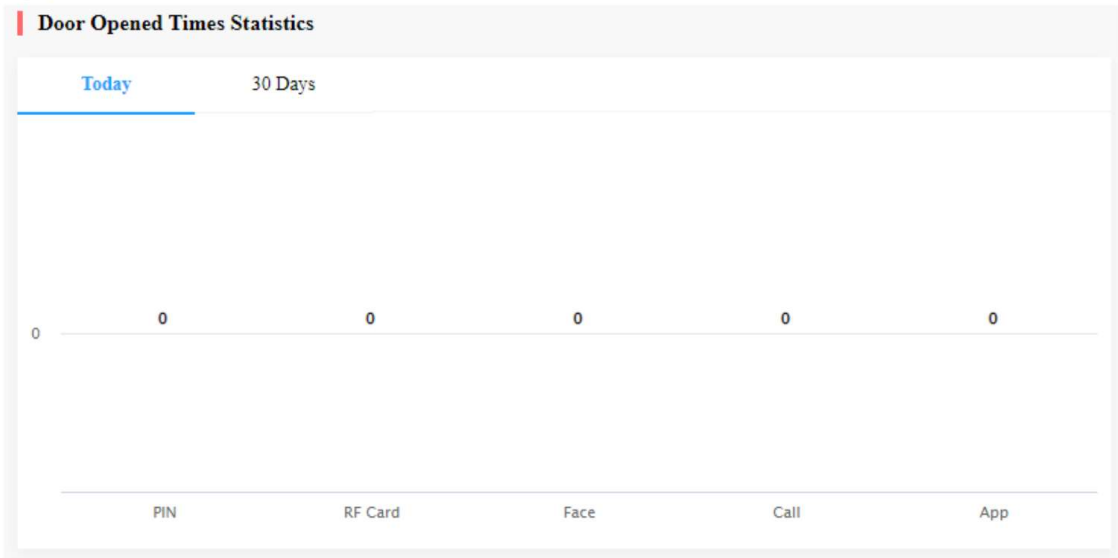
Displays the number of departments, personnel, staff and devices. You can click on blocks for the details.



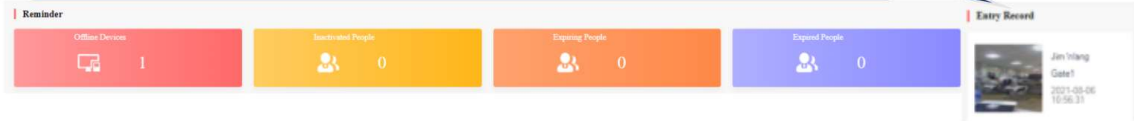
Displays recorded door access statistics.



Displays the door access statistics of various types of access.



Displays entry records with captured images. You can click the image to enlarge the pictures.



Staff&Personnel Management

People Module Overview

The **People** module in the navigation column is used to add office staff and personnel for whom you can create SmartPlus end user account. You can set up access types and access control schedules for them. Moreover, you can search, modify, check and delete staff and personnel's user accounts.


Office Staff&Personnel

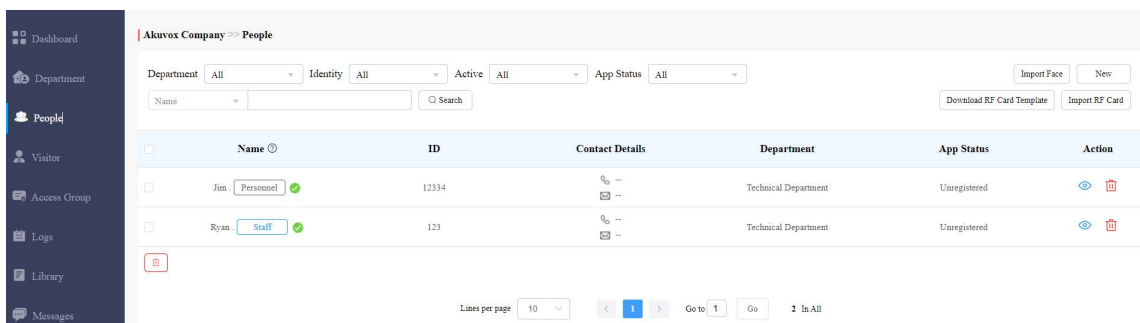


Adding office staff and personnel deals with creating their respective user account and setting up the door access types and access control schedules.

Create User Account

You can create user accounts for both office staff and personnel. Before creating the account for the residents, you are required to double check the staff and personnel information and then add them to the corresponding office and department set up by an installer.

1. Click on **Residents** module  in the left navigation column.
2. Click on **New**.



	Name	ID	Contact Details	Department	App Status	Action
<input type="checkbox"/>	Jim Personnel	12334	☎ -- ✉ --	Technical Department	Unregistered	
<input type="checkbox"/>	Ryan Staff	123	☎ -- ✉ --	Technical Department	Unregistered	

3. Set up staff or personnel information.

Note

- Staff can be assigned with multiple authority groups across the departments for access control.
- Personnel can only be assigned with an authority group in their own department for access control.



Akuvox Company >> People >> New

Information Access Authorization

* Department

* Identity ⓘ
 Personnel

* First Name

* Last Name

* ID

Email


Country / Region

Mobile Number

Be Allowed To Create QR Codes

4. Click on  to complete creating an account.

Note

- **Click on Next when you want to set up access method along with the access group, or click on  when you only want to set up and save staff or personnel's basic information.**

Set up Access Control for Users

You can set up access types such as PIN code, RF card and facial recognition as well as create access control schedules for office staff and personnel.

1.  on **People** module and click on  .

Name	ID	Contact Details	Department	App Status	Action
Jim Personnel	12334		Technical Department	Unregistered	
Ryan Staff	123		Technical Department	Unregistered	

2. Fill in the account information and click on **Next** to proceed to the next page where you can set up access types and schedules.

* Department

* Identity ?

* First Name

* Last Name

* ID

Email

Country / Region

Mobile Number

Be Allowed To Create QR Codes

Next Save Information Only

3. the PIN code, RF cards, and select face picture to set the access types.


ID: 12123


Department: Technical Department

Access Type


PIN


RF Card



Face ID 




4. Click on  .

Access Group 



Selected :  


<input type="checkbox"/>	Name	Device	Repeats	Time
<input checked="" type="checkbox"/>	Technical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59
<input checked="" type="checkbox"/>	Sales Department Access Group	--	Daily	00:00:00 - 23:59:59
<input type="checkbox"/>	Test	Gate1	Weekly	00:00:00 - 23:59:59
<input type="checkbox"/>	Test1	Gate1	Daily	00:00:00 - 23:59:59



Note

- Only the staff are given permission to perform access control across the departments as they are allowed to select multiple authority groups, while personnel is only allowed to get door access in their respective department.



5. Set up the access control schedule and devices to which you want to apply the access schedule and click on  .


New Access Group ×

* Access Group Name

Repeats

* Start Time

* End Time

Department	Location	MAC	Status	Device Type	<input type="checkbox"/> Relay
Technical Department	Gate1	0C11050D4897	●		<input type="checkbox"/> Relay1

6. Tick the specific access control schedule(s) you want to apply for the resident, and click on **Submit**.

Access Group New

Selected :

<input checked="" type="checkbox"/>	Name	Device	Repeats	Time
<input checked="" type="checkbox"/>	Technical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59

Search/Delete/Edit Office User Accounts


After the user account is created, you can search, edit, and delete the user account. You can also reset the user account password if needed.

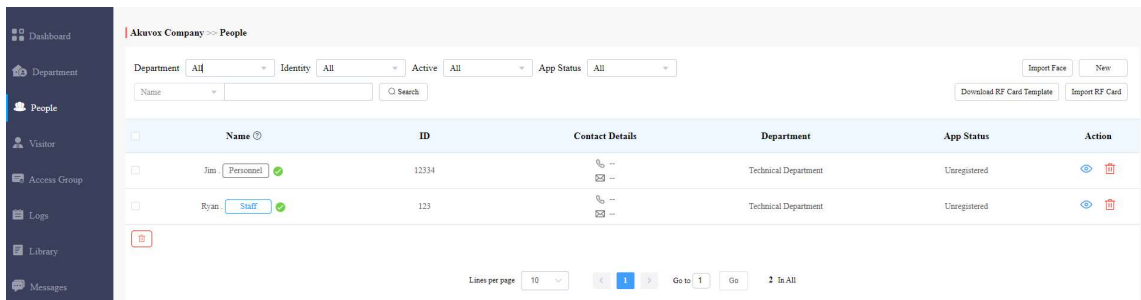
Se  **Delete User Accounts**



1. On the navigation column, click **People** module, then click



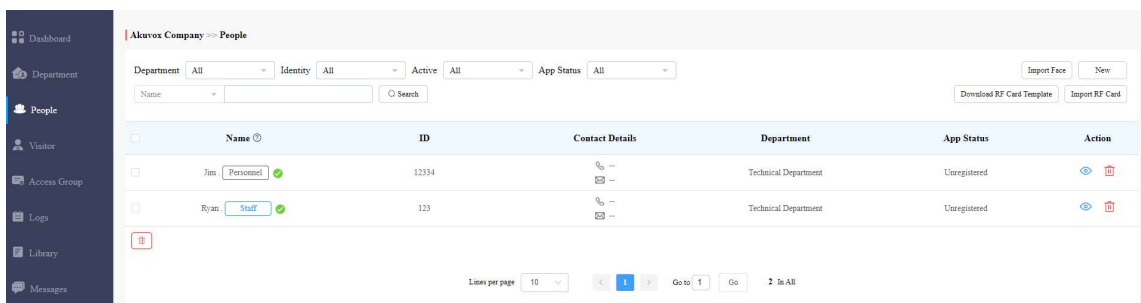
2. Tick the checkbox of the specific account(s) you want to delete or tick the checkbox by the **Name** field and click on  delete all the accounts.



Edit User Account

You can reset the users' SmartPlus app account password, and edit users' account information and their access control setting by replacing the current access type.

1. On the navigation column, click **People** module, then click



2. Click on  of the specific user account you want to edit.

3. Click on  to change the account information.



Akuvox Company >> People >> View

Information Edit

Name Jim.

ID 12334

Department Technical Department

Active Normal

Expiration Time 2022-04-07 11:06:39

App Status Unregistered

Email --

Country / Region --

Mobile Number --

Creating QR Codes On

Call Type Indoor monitors/guard phones

SIP Call Or IP Call All my devices were installed in the same place.

4. Scroll down the page to edit the access type by deleting the current access types or creating new access types by clicking **New**.

Access Type New

PIN RF Card Face ID

PIN	Created By	Created Time	Action
12345	Property Manager	2022-03-07 19:00:03	

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

Access Group Edit

Name	Device	Repeats	Time
Technical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59

Akuvox Company >> Residents >> Edit Access Group

Access Group New

Selected :

<input checked="" type="checkbox"/>	Name	Device	Repeats	Time
<input checked="" type="checkbox"/>	Technical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59


Submit

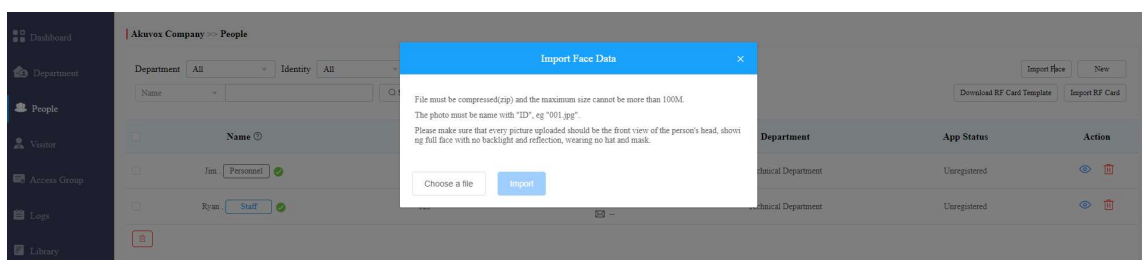
Import Face/RF Cards(s)



You can import the face data and RF cards in batch using the template for the users.

Import Face Data


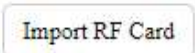
1. On the navigation column, select **People** module, then click  .
2. Choose the face data .zip file and click on **Import** to upload the file.



Note

- Face data should be imported in .zip file format and the photos need to be named with the ID number. For example: 12345.jpg.

Import RF Card

1. On the navigation column, select **People** module.
2. On the upper right corner of the screen, click  to download the RF card template, then fill the RF card formation.
3. Click  to upload the file.

RF card template:



	A	B	C	D	E	F	G	H	I	J	K	L
1	People	RF Card										
2		12345 1234566										
3												
4												
5												

Visitor Management

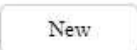
Visitor module allows you to create access credentials for the delivery personnel, and the visitors.

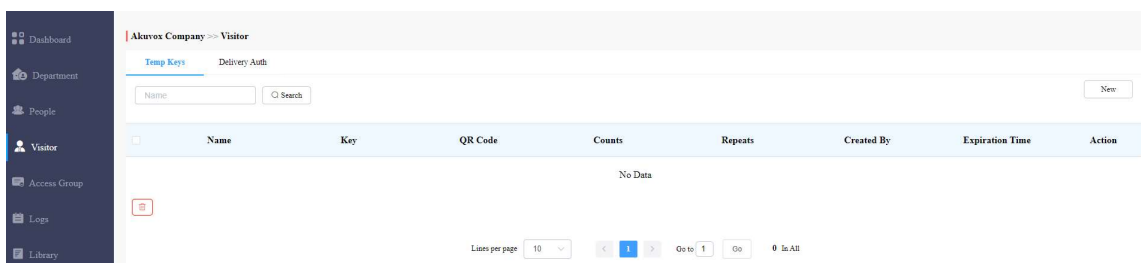
Manage Access Credentials for Visitors


You can manage access credentials for the visitors in terms of creating and deleting temporary PIN code, QR code, and setting up the access control schedules for the validity of the credentials, while defining which building and relays the credential is applied to.

Create Temporary PIN Code

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

1. On the navigation column, select **Visitor** module, then **Temp Keys**, then click  .



2. Create Temporary PIN code along with the access schedule.
3.  t the **specific relay(s)** to be triggered by the temporary key.

4. Click on **Submit** to generate temporary PIN code.

Department
Technical Depa...

People
[Dropdown]

* Name
[Text Field]

ID Number
[Text Field]

Repeats
Never

* Start Time
2022-07-08 15:19:51

* End Time
[Time Picker]

* Each Door Counts
[Text Field]

Delivery Method
Email

Repeats
Daily

* Start Time
08:00:00

* End Time
22:00:00

* Day
 Sunday Monday
 Tuesday Wednesday
 Thursday Friday
 Saturday

* Start Time
08:00:00

* End Time
22:00:00

Department	Location	MAC	Status	Relay
Technical Department	Gate1	0C11050D4897	<input checked="" type="checkbox"/>	<input type="checkbox"/> Relay1

Submit

• **Parameter Set-up:**






No.	Column Name	Description
1	People	Select the people to be visited.
2	Name	Enter the visitor's name.
3	ID Number	Enter the visitor ID number.
4	Repeats	<p>Select "Never", "Daily", "Weekly" for the temporary key access schedule.</p> <ol style="list-style-type: none"> 1. "Never" means non-repetitive and one-time access schedule with a specific PIN code validity expiration time. 2. "Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis (eg. 08:00-20:00 every day). 3. "Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).
5	Expiration Time	Set the expiration time for the one-time "Never" schedule only. The PIN code validity will expire on the expiration time.

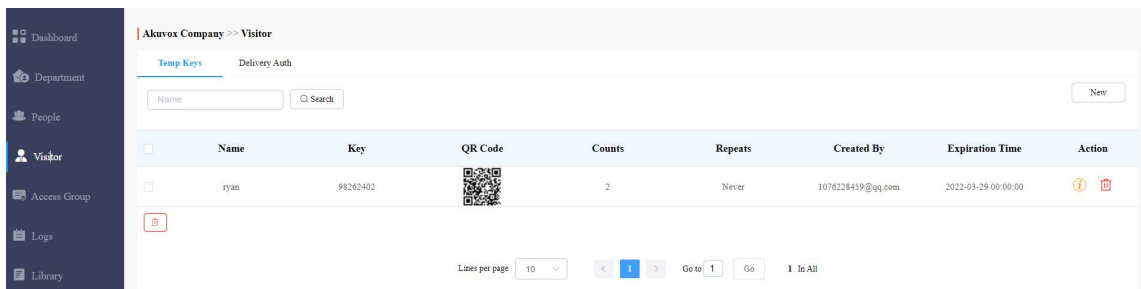


6	Each Door Count	<p>You can put a number in the field based on the format: "each door count" * "the number of door phone selected" = "Total number of PIN code validity". For example, if you type in "1" and select 3 door phones, then the PIN code will be valid for three times in total (1 x 3 door phones=3 times). You can use out the PIN code on any one of the door phones selected. When the PIN code is used out on any one of the door phone, it will no longer be valid on the rest of the door phones.</p> <p>Note: This is applicable when you select "Never" in the Repeat field.</p>
7	Start Time End Time	Set the Start Time and End Time for the PIN code validity time span during a day on a daily or on weekly basis.
8	Delivery Method	PIN code will be sent to the visitor's email address you entered.

Search/ Delete Temporary PIN Code


1. On the navigation column, select **Visitor** module, then **Temp Keys**.
2. Enter the visitor name to search and find the specific temporary PIN code if needed.
3. Click on  to see the details of the temporary PIN code if needed.
4.  to delete the specific temporary PIN code or you can click on the  checkbox of the temporary PIN code you want to delete.

and you can delete all the temporary PIN by ticking the checkbox of **Name** .



The screenshot shows a web interface for 'Akuvox Company -> Visitor'. It has a sidebar with navigation options: Dashboard, Department, People, Visitor (selected), Access Group, Logs, and Library. The main content area has tabs for 'Temp Keys' and 'Delivery Auth'. Below the tabs is a search bar with a 'Name' input field and a 'Search' button. A 'New' button is in the top right. A table lists temporary keys with columns: Name, Key, QR Code, Counts, Repeats, Created By, Expiration Time, and Action. One entry for 'ryan' is visible with a QR code, 2 counts, and an expiration time of 2022-03-29 00:00:00. The Action column contains an information icon and a delete icon. At the bottom, there are pagination controls: 'Lines per page' set to 10, a page indicator '1', and 'Go to 1 Go'.

Note

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

Key 98262402 [View Door Logs](#)
Repeats Never
Counts 2
Expiration Time 2022-03-29 00:00:00

QR Code



Access Device

Location	Department	MAC	Relay
Gate1	Technical Department	0C11050D4897	Relay1




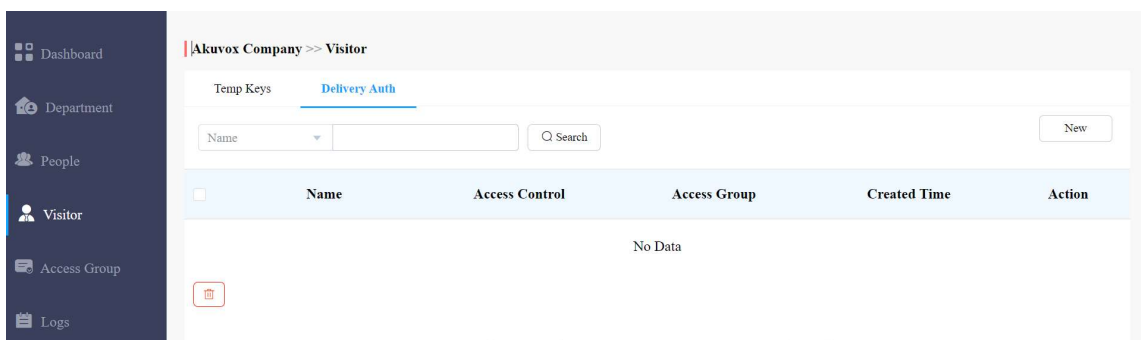
Manage Access Credentials for Delivery Personnel

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

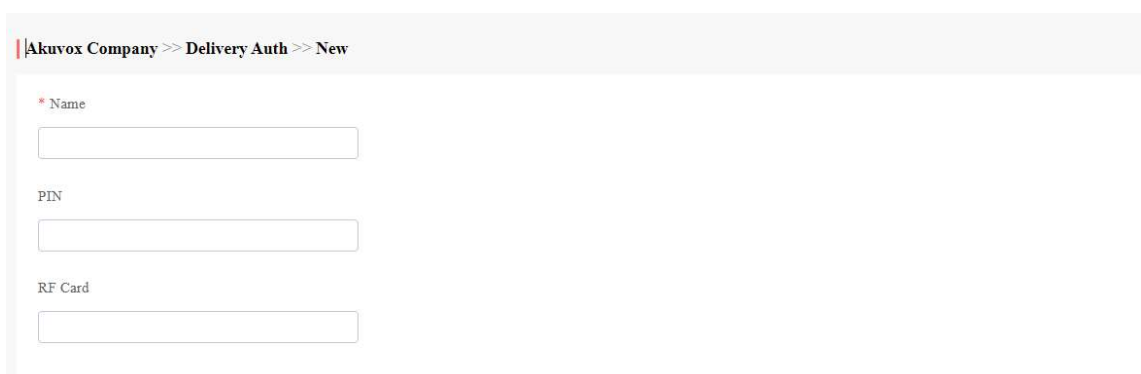
Create Delivery PIN Codes/RF Cards

You can create Delivery PIN code and RF card along with access control schedule (access group).

1. On the navigation column, select **Visitor** module, then **Delivery Auth**, then click  .



2. Set up Delivery PIN code and RF card.



The screenshot shows the 'New Delivery Auth' form. The breadcrumb path is 'Akuvox Company >> Delivery Auth >> New'. The form has three input fields: 'Name' (required, marked with a red asterisk), 'PIN', and 'RF Card'.

3. Select the **Access Group** to be applied.



Access Group ?

New

Selected : Technical Department Access Group

<input checked="" type="checkbox"/>	Name	Device	Repeats	Time
<input checked="" type="checkbox"/>	Technical Department Access Group	Gate1	Daily	00:00:00 - 23:59:59

Submit

4. Click on **New** to create a new access group.

New Access Group ×

* Access Group Name

Repeats

Daily

* Start Time

00:00:00

* End Time

23:59:59

Department	Location	MAC	Status	Device Type	<input type="checkbox"/> Relay
Technical Department	Gate1	0C11050D4897	<input checked="" type="radio"/>		<input type="checkbox"/> Relay1

Cancel

Submit

- **Parameter Set-up:**



No.	Column Name	Description
1	Access Group Name	Fill in the access group name.
2	Repeats	<p>Select "Never", "Daily", "Weekly" for the delivery PIN code access schedule.</p> <ol style="list-style-type: none"> 1. "Never" means non-repetitive and one-time access schedule. 2. "Daily" means the PIN code access is valid during a certain time span of a day and is repetitive on a daily basis (eg. 08:00-20:00 every day). 3. "Weekly" means the PIN code access is valid during a certain time span of a day and is repetitive on weekly basis. (eg. 08:00-20:00 during the selected day(s) of a week).
3	Begin Time/ End Time	Set the start time and end time for the PIN code validity time span during a day on a daily or on weekly basis.

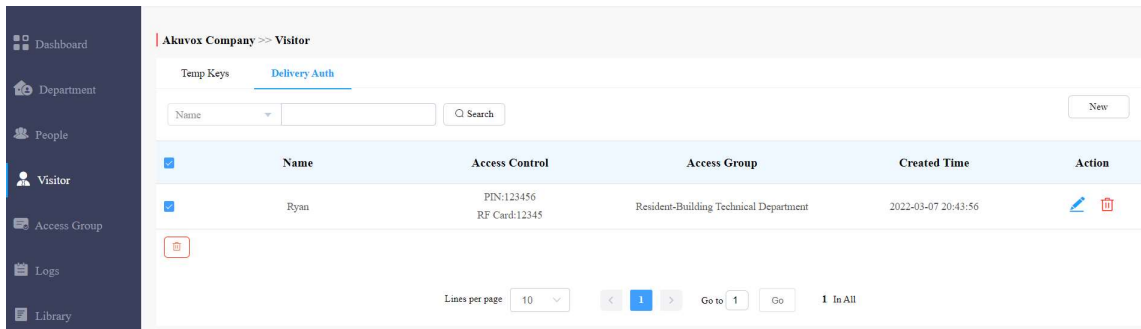
Note

- **8-digit PIN code starting with 9 is invalid in the PIN field. And the PIN code entered can not be repetitive.**



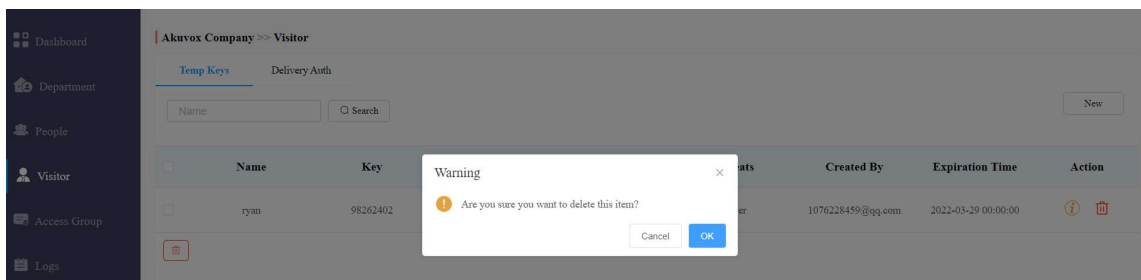
Modify Delivery PIN Codes/RF Card

1. On the navigation column, select **Visitor** module, then **Delivery Auth**.
2. Search the delivery PIN code and RF card by visitor's name, PIN code, and RF card number.



3. Click to edit the deliver PIN code.

4. Click to delete the PIN code one by one, or you can tick the checkbox of the PIN code you want to delete and click on the checkbox.



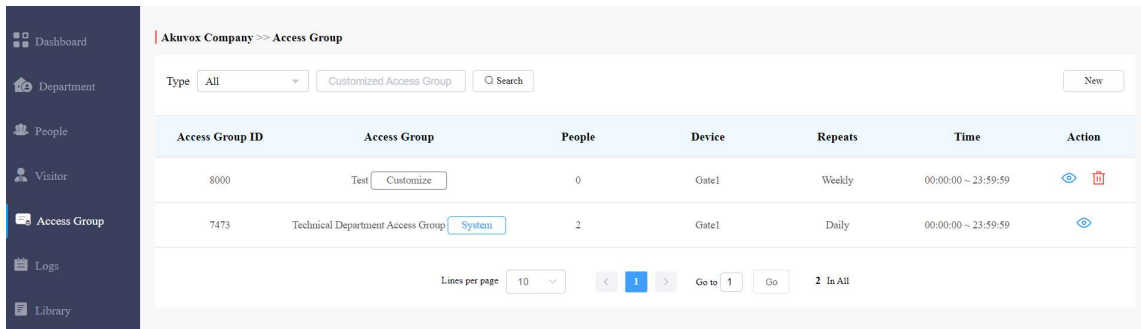
Access Group

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

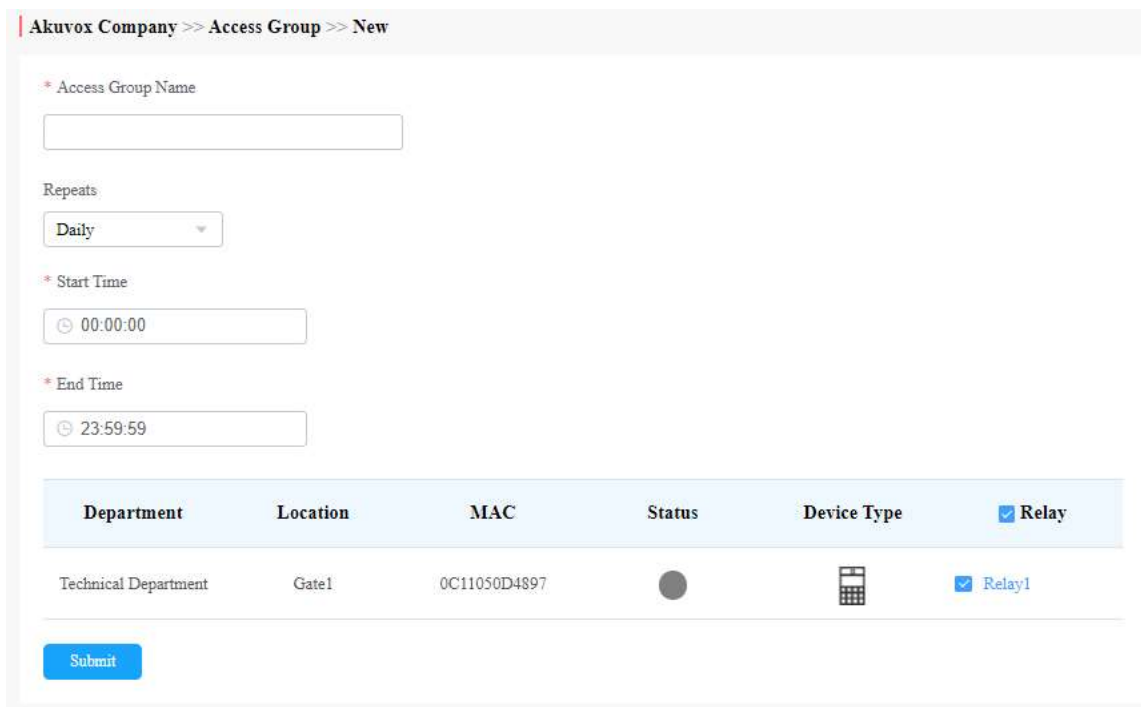


Create Access Group

1. On the navigation column, select **Access Group** module, then click .



1. Set up access group, and select the **relay** to be applied with the access control group.



Search/Check/Edit Access Group

You can not only search check the access group you have created, but also remove the existing resident(s) or add the removed access group back to the access group.

1. On the navigation column, select **Access Group** module.

Access Group ID	Access Group	People	Device	Repeats	Time	Action
8001	Test1 Customize	0	Gate1	Daily	00:00:00 ~ 23:59:59	
8000	Test Customize	0	Gate1	Weekly	00:00:00 ~ 23:59:59	
7473	Technical Department Access Group System	2	Gate1	Daily	00:00:00 ~ 23:59:59	

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

3. Go to **Add people** or **Remove People** to add or delete resident(s) if needed.

Name	Department	Action
Ryan Staff	Technical Department	
Jim Personnel	Technical Department	

4. Click on **Edit** to edit access group.



Akuvox Company >> Access Group >> Edit

* Access Group Name

Repeats

* Start Time

* End Time

Department	Location	MAC	Status	Device Type	<input type="checkbox"/> Relay
Technical Department	Gate1	0C11050D4897			<input checked="" type="checkbox"/> Relay1

Delete Access Group

1. On the navigation column, select **Access Group** module.

Akuvox Company >> Access Group

Type: Customized Access Group

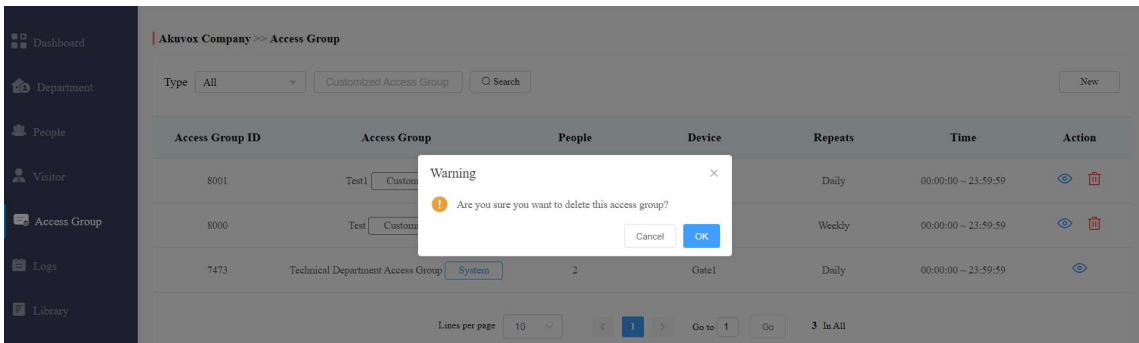
Access Group ID	Access Group	People	Device	Repeats	Time	Action
8001	Test1 <input type="button" value="Customize"/>	0	Gate1	Daily	00:00:00 ~ 23:59:59	
8000	Test <input type="button" value="Customize"/>	0	Gate1	Weekly	00:00:00 ~ 23:59:59	
7473	Technical Department Access Group <input type="button" value="System"/>	2	Gate1	Daily	00:00:00 ~ 23:59:59	

Lines per page:

1. Click on  of the specific access group you want to delete.

2. Click on **OK** to delete the access group.



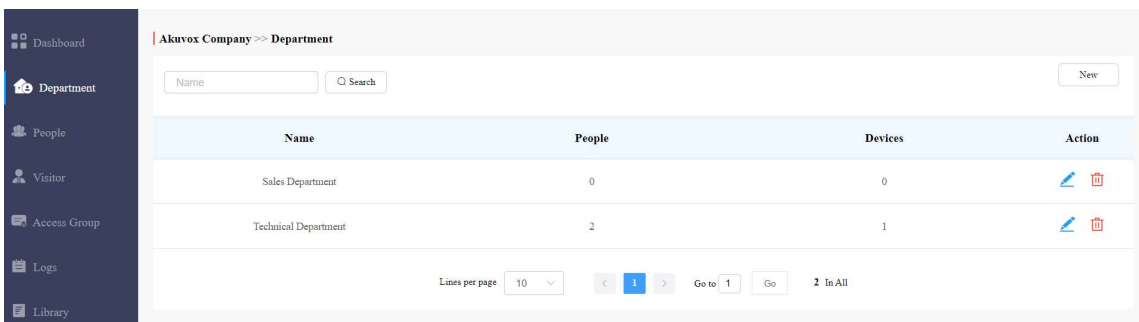


Department Management

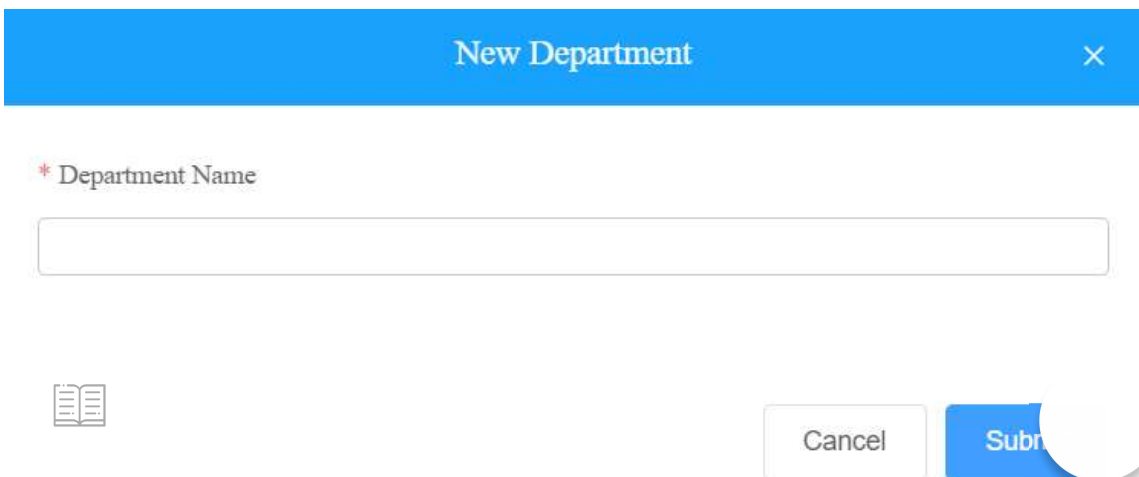
Department module allows you to create and search departments, and change department names.

Create Department

1. On the navigation column, select **Department** module, then click .



2. Enter the department name, and click **Submit**.

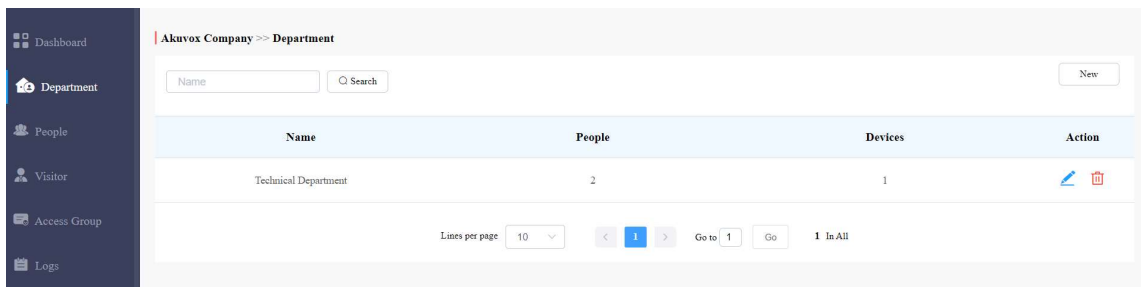



Note

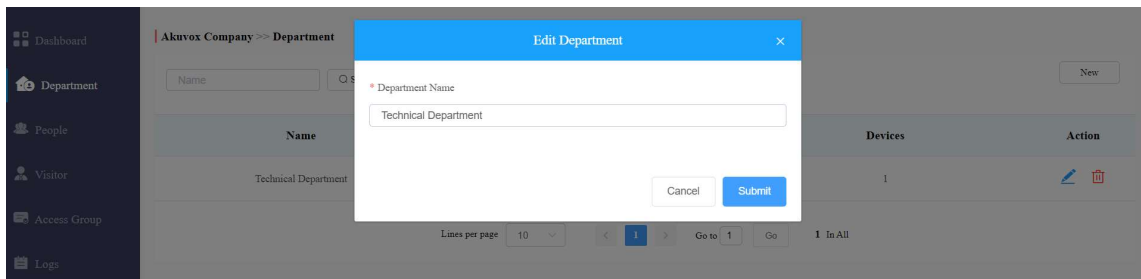
- You can add personnel or staff to the department created.


Search/Edit/Delete Department

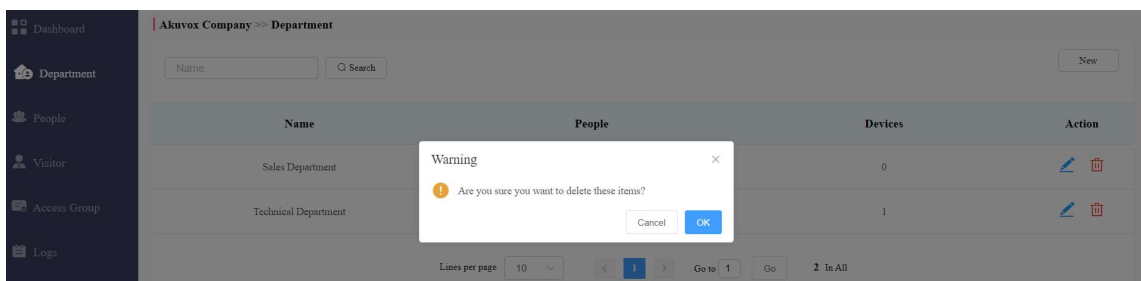
1. On the navigation column, select **Department** module.



1. Search the department by department name.
2. Click  to edit the department name if needed.



1. Click  to delete the department if needed.



Log module contains six sub-modules used for checking the door logs, call history, temperature logs and image captured that can be stored for 30 days. You can identify different logs on the specific device, location, etc.

Check/Export Door Logs

Door logs are divided into two types, namely, **Call** type and **Door release** type. The **Call** type log shows the SIP/IP-based calls initiated on the door phone, indicating when, where and to whom the calls are made, while the **Door release** type log tells you when, where and by whom the door unlocks are made (be it failure or success). You can narrow down your log check by the specific time range with parameters: **Door phone, Initiated by,** and **RF card, PIN** for the targeted search.

• Check Call Type Door Logs


1. On the navigation column, select **Logs** module, then **Door logs**.
2. In the Log Type field, select **Call** type.
3. Set up the time range for the door logs to be checked.
4. Select the department and further narrow down the search by **Door Phone, Initiated By, RF Card, PIN**.
5. Click on **Export Logs** to export logs.

The screenshot displays the 'Akvox Company >> Logs' interface. The left sidebar contains navigation items: Dashboard, Department, People, Visitor, Access Group, Logs, Devices, and Settings. The main area shows the 'Door Logs' section with sub-tabs for Door Logs, Call History, Capture, Temperature Logs, and Motion Alerts. A notification states: 'The door logs, capture logs, motion logs and temperature logs will be kept for 30 days.' Below this, there are search filters: Log Type (set to 'Call'), Date (calendar icon), Department (set to 'All'), and Initiated By (dropdown). There are 'Search' and 'Export Logs' buttons. A table with the following columns is shown: Happened On, Department, Door Phone, Initiated By, Log Type, Action, Key, Response, and Capture. The table currently contains 'No Data'. At the bottom, there are pagination controls: 'Lines per page' (set to 10), a page indicator '1', and 'Go to 1'.

- **Description:**

No.	Column Name	Description
1	Happened On	Shows when the call is made on the door phone.
2	Department	Shows in which department the call was made.
3	Door Phone	Shows on which door phone the call is made.
4	Initiated By	Shows who has made the call on the door phone.
5	Log Type	Indicates your current log type.
6	Action	This indicator is for the door release type log.
7	Key	This indicator is for " Door release type " log.
8	Response	This indicator will be shown as " Success " regardless of what number is dialed on the door phone.
9	Capture	Show you the captured image of the call initiators. You can click on the image for an enlarged picture.

- **Check Release type door logs**

1. In the Log Type field, select **Door Release** type.
2. Set up the time range for the door logs to be checked.
3. Select the department and further narrow down the ch.
4.  on **Export Logs** to export logs.



Aluvox Company >> Logs

Door Logs | Call History | Capture | Temperature Logs | Motion Alerts

The door logs, capture logs, motion logs and temperature logs will be kept for 30 days.

Log Type: Door Release | Date: | Department: All

Initiated By: | Search | Export Logs

Happened On	Department	Door Phone	Initiated By	Log Type	Action	Key	Response	Capture
No Data								

Lines per page: 10 | < 1 > | Go to 1 | Go | 0 In All

- **Description:**



No.	Column Name	Description
1	Happened On	Shows when the door is unlocked.
2	Department	Shows in which department the call was made.
3	Door Phone	Shows on which door phone the door unlock is made.
4	Initiated By	Shows who has unlocked the door on the door phone. It can be the name of the resident, the property management staff, the delivery personnel or the unidentified visitors.
5	Log Type	Indicates your current log type.
6	Action	Shows how the door is unlocked such as unlock via "Face recognition", "PIN code", "RF Card", etc.
7	Key	Shows the PIN code, the RF card number, Temp key or the face recognition that has been used for door unlock. "*****" corresponds to PIN code access, the resident's name corresponds to facial recognition access, while the RF card code corresponds to the RF card access by residents or visitors.
8	Response	This field will be shown as " Success " regardless of what number is dialed on the door phone.



9	Capture	Show you the captured image of residents or visitors who have attempted the door unlock. You can click on the image for an enlarged picture.
---	---------	--

Check/Export Call History

You can check call history in terms of when and by whom the SIP calls are made and received. Moreover, you can set the time range or enter the caller or receiver to check the targeted call information.

1. On the navigation column, select **Logs** module, then **Call History**.
2. Set the date and time range of the call history if needed.
3. Enter the caller name or receiver name if needed.
4. Search the call history, and click Export Logs to export logs.

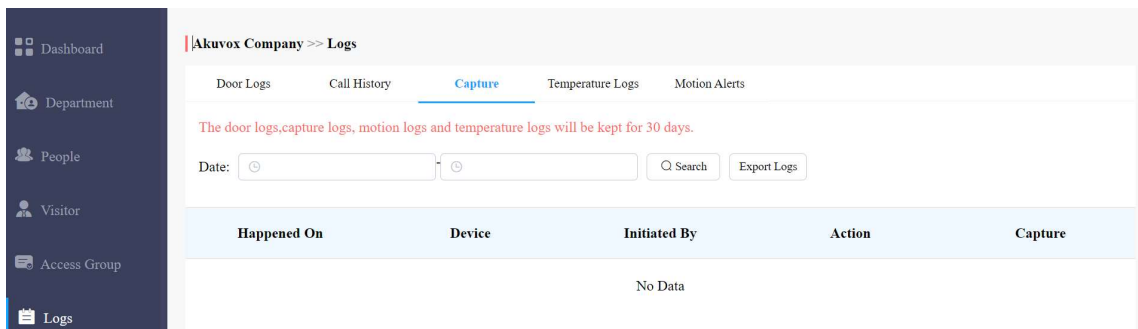
• Description:

No.	Column Name	Description
1	Happened On	Shows when the calls are made.
2	Caller	Shows who have made the calls.
3	Receiver	Shows who have answered the call.
4	Call Time	Shows how long the call lasted.

Check/Export Captured Image

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

1. On the navigation column, select **Log** module, then **Capture**.
2. Set the date and time range if needed.
3. Click on **Search**.
4. Click **Capture** to see the enlarged image.
5. Click on **Export Logs** to export logs.



The screenshot shows the 'Akuvox Company >> Logs' interface. The left sidebar contains navigation options: Dashboard, Department, People, Visitor, Access Group, and Logs. The main content area has tabs for Door Logs, Call History, Capture (selected), Temperature Logs, and Motion Alerts. A message states: 'The door logs,capture logs, motion logs and temperature logs will be kept for 30 days.' Below this is a 'Date:' field with two date pickers, a 'Search' button, and an 'Export Logs' button. A table with columns 'Happened On', 'Device', 'Initiated By', 'Action', and 'Capture' is shown, containing the text 'No Data'.

- **Description:**




No.	Column Name	Description
1	Happened On	Shows when the images are captured.
2	Device	Show you the door phone from which the images are captured.
3	Initiated By	Shows who have initiated the image capturing.
4	Action	Shows how the image capturing is initiated, the capturing can be initiated from SmartPlus, the indoor monitor, etc.
5	Capture	You click on the image to see a larger picture.

Check Temperature Logs

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

1. On the navigation column, select **Log** module, then **Capture**.

The screenshot shows the 'Akuvox Company >> Logs' interface. The left sidebar contains navigation options: People, Visitor, Access Group, Logs (highlighted), Library, Messages, and Devices. The main content area has tabs for Door Logs, Call History, Capture, Temperature Logs (selected), and Motion Alerts. A message states: 'The door logs, capture logs, motion logs and temperature logs will be kept for 30 days.' Below this, there are search filters for Date (with calendar icons), Status (set to 'All'), and Unit (set to 'F'). An 'Export Logs' button is also present. The table below has columns: Happened On, Body Temperature, Status, Device, and Capture. The table currently displays 'No Data'. At the bottom, there are pagination controls: 'Lines per page' set to 10, navigation arrows, a page number '1', and 'Go to 1' and 'Go' buttons, along with a total count of '0 In All'.

2.  the date and time to search the log if needed.
3. Click **Search**, and click **Capture** to see the enlarged image.

Akuvox >> Logs

Door Logs Call History Capture **Temperature Logs** Motion Alerts Audit Logs

The door logs,capture logs, motion logs and temperature logs will be kept for 30 days.

Date: - Status: All Unit: °F

Happened On	Body Temperature	Status	Device	Capture
2020-09-21 11:49:51	98.3°F	Normal	guard phone	
2020-09-21 11:47:21	98.2°F	Normal	guard phone	
2020-09-18 16:09:43	97.1°F	Normal	guard phone	

Check Motion Alerts

Motion alerts allow you to check the captured image of people whose movement has triggered the motion detection in the door phones (door phones with motion detection function).

1. On the navigation column, select **Log** module, then **Motion Alerts**.

Akuvox Company >> Logs

Door Logs Call History Capture Temperature Logs **Motion Alerts**

The door logs,capture logs, motion logs and temperature logs will be kept for 30 days.

Date: -

<input type="checkbox"/>	Happened On	Department	Device	Capture	Action
No Data					

Lines per page: 10 1 Go to: 1 0 In All

2. Set the date and time to search the captured pictures.
3. Click **Search**, and click the picture if you want to see the enlarged image.
4. Delete the motion alerts captures if needed.

- **Description:**



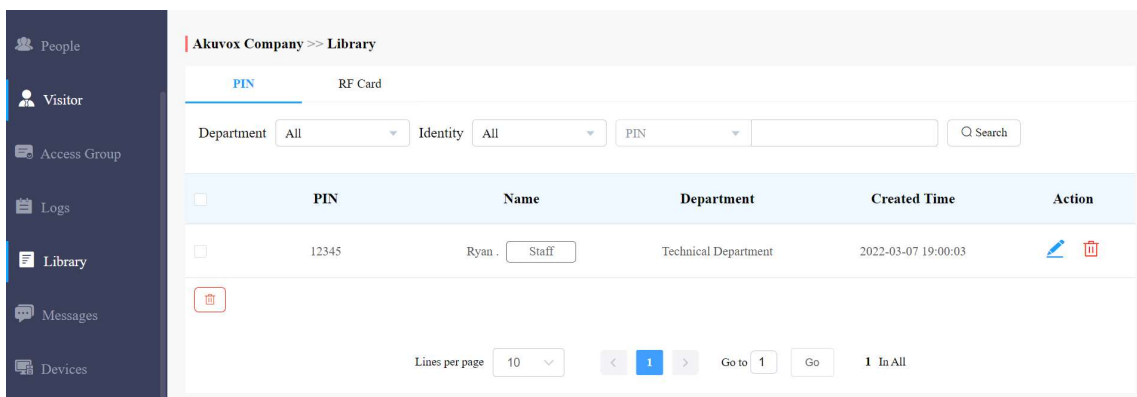
No.	Column Name	Description
1	Happened On	Shows when the image is captured due to motion detection.
2	Department	Shows in which department the image is captured.
3	Device	Shows which door phone the image is captured from.
4	Capture	Clicks on the image for an enlarged one.
5	Action	Delete the capture if needed.

Library

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

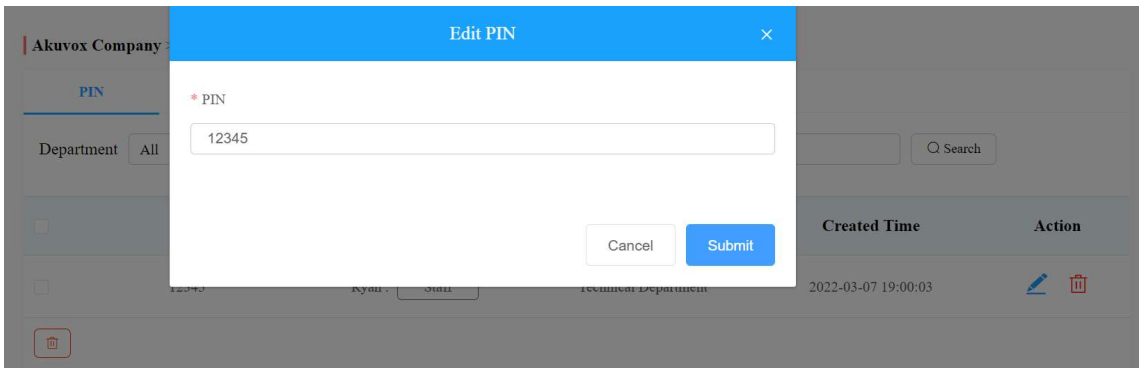
Check/Modify/Delete PIN Code(s)

1. On the navigation column, select **Library** module.
2. Search the PIN by building, apartment, identity, PIN code, and name.



The screenshot shows the 'Library' module interface for 'Akuvox Company'. The left sidebar contains navigation options: People, Visitor, Access Group, Logs, Library (selected), Messages, and Devices. The main content area is titled 'Akuvox Company >> Library' and has tabs for 'PIN' and 'RF Card'. Below the tabs are search filters for 'Department' (All), 'Identity' (All), and 'PIN'. A search bar is also present. The main table displays a list of PIN codes with columns for PIN, Name, Department, Created Time, and Action. One entry is visible: PIN 12345, Name Ryan . Staff, Department Technical Department, Created Time 2022-03-07 19:00:03. The Action column contains edit and delete icons. At the bottom, there is a pagination control showing 'Lines per page 10', 'Go to 1', and '1 In All'.

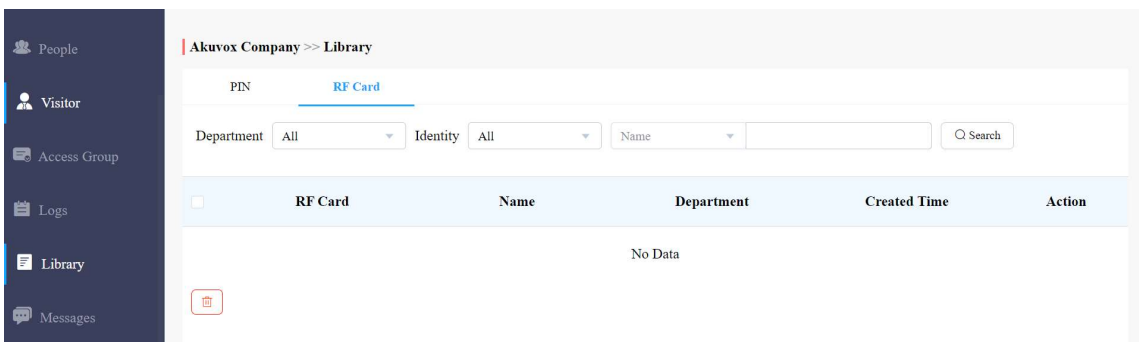
3.  on  to edit the PIN code.




4. Click on  to delete the PIN code selected.

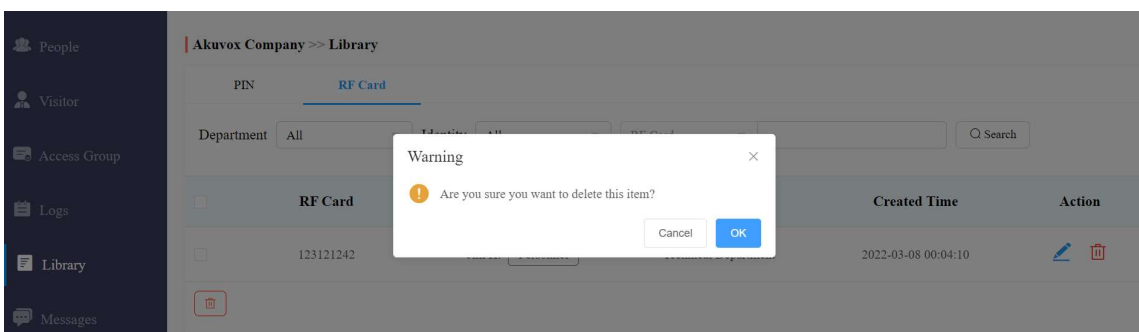
Check/Modify/Delete RF Card(s)

1. On the navigation column, select **Library** module, and **RF card**.



2. Search the RF card by department, identity, RF card number, and user's name.

3. Click on  to edit the RF card.

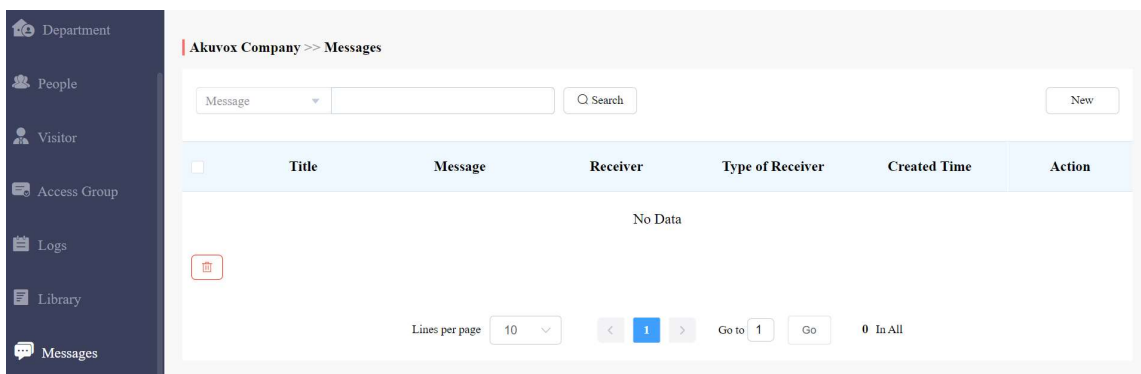


Message module allows you to create and send the message to the residents living in the community. Moreover, you can check the messages that have been sent if needed.

Create/Edit/Send Messages

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

1. On the navigation column, select **Message** module, then click .



2. Create the message title and enter the message contents directly if you want to create one-time messages. And select the receiver type for the receiver side.



Akuvox Company >> Messages >> New

+ Add A Template

* Message Title

* Message

* Receiver

Both indoor monitor and app
 Indoor monitor only
 App only

3. Click **+ Add A Template** if you want to create reusable message template(s).

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

Akuvox Company >> Messages >> New

+ Add A Template

* Message Title

* Message

* Receiver

Both indoor monitor and app
 Indoor monitor only
 App only

Department: All | UID/Email/Name | Search

UID

New Template ×

* Name



* Title

* Message

You can edit and delete the message template if needed.





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

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



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



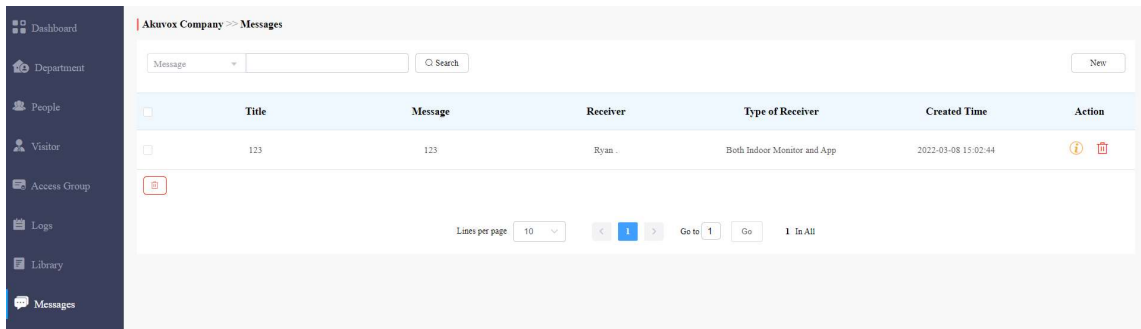
Search/Check/Delete Messages



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

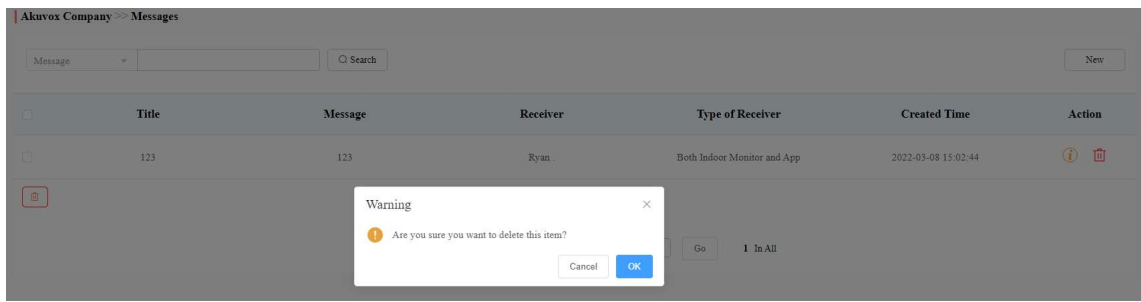


1. On the navigation column, select **Message** module.







2. Search to find the message you want to check or delete.
3. Click on  if you want to see the details of the message(s).
4. Click on  to delete the message.



• **Description:**

No.	Column Name	Description
1	Title	Shows the message title.
2	Message	Shows the message contents.
3	Receiver	shows who have received the messages.
4	Type of Receiver	Shows the receiver types: Both indoor monitor and app, Indoor monitor only, App only.
5	Created Time	shows when the messages are created.
6	Action	Click   to see the message details and to delete the messages respectively.

• Message Details Sample

Message

Dear all, we will be cleaning the water tank this Sunday.

Receiver

Ryan Chen

Type of Receiver

Both Indoor Monitor and App

Created Time

2021-08-13 18:28:49

Device Management

Device module allows you to manage all the devices added under your property management in terms of modifying their locations, contact screen display, relays, door unlock. Moreover, the device module enables you to conduct device settings via provisioning, reboot and remote control.

Akuvox Company -> Devices

Department: All Status: All Type: All MAC: Search

Department	Owner	Location	MAC	Device Type	Status	Binding Time	Action
Technical Department	--	Gate1	0C11050D4897			--	

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

Modify Device Setting

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

1. On the navigation column, select **Device** module.

Department	Owner	Location	MAC	Device Type	Status	Binding Time	Action
Technical Department	--	Gate1	0C11050D4897	[Icon]	[Grey Circle]	--	[Info] [Edit]

2. Search the device(s) by departments, status, types and MAC address.

3. Click on  to edit the device setting.



Edit Device



Department

Technical Department

* Location

Gate1

Contacts Setting

Only People

Indoor monitors, guard phones and apps

People, Indoor monitors, guard phones and apps

Relay 1

Off On

* Relay Name

Relay1

DTMF Code

#

Unlock

Unlock in homepage

Unlock in talking page

Add Relay

Cancel

Submit

• Description:



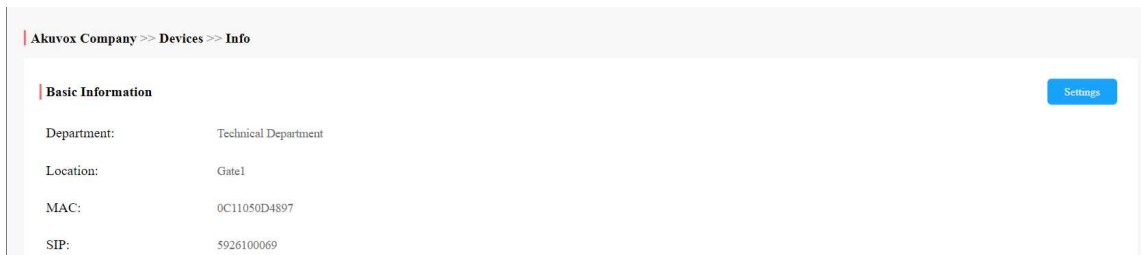
No.	Column Name	Description
1	Department	Displays in which building the device is located.
2	Owner	Displays the owner of the device, if it is a public device, will be displayed as "--".
3	Location	Displays the device location.
4	MAC	Shows the device's MAC address.
5	Device Type	Indicates the device type.
6	Status	Green for online devices and gray for off-line devices.
7	Binding Time	Displays when the device(s) are bound with the resident. The devices will be bound automatically when they are powered on and connected to the internet.
8	Action	For modifying the device setting and displaying device information.

Device Setting

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

- On the navigation column, select **Devices** module.

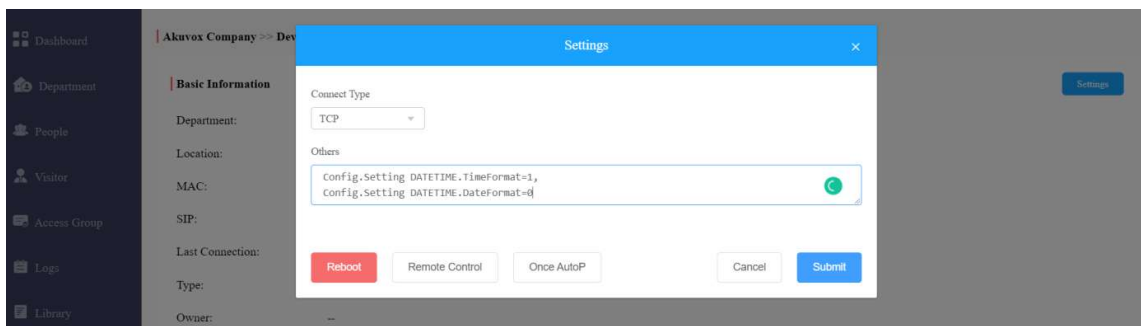
2. Click on  of the specific device, then click on **Setting**.



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

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

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




Setting

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

Basic Setting

You can configure and modify the office information, device access type and email notification.

1.  In the navigation column, select **Setting** module, then click on **Basic Setting**.

2. Enter the community name, address.
3. Select on/off to authorize the users to create PIN code on their SmartPlus App.
4. Select on/off to enable or disable email notification when the device is disconnected.
5. Select on/off to enable or disable the email notification when door phones with LTE function exceeds the (SIM card) data package limit.

Basic Setting Time Setting Motion Setting

Office Name

Address

Street

City Post Code

State/Province

United States

Allow people to create PIN

On Off

Send email when device was disconnected

On Off

Send SMS when SIM card data exceeds the limit

On Off

Submit

Time Setting

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



1. On the navigation column, select **Setting** module, then **Time Setting**.
2. Select your time zone.
3. Select your time format (24-hour or 12-hour format).
4. Select your data format (Y/M/D; M/D/Y; D/M/Y).

Akuvox Company >> Settings

Basic Setting **Time Setting** Motion Setting

Time Zone

GMT+12:00 McMurdo

Time Format

24H 12H


Date Format

Year-Month-Day

Submit

Motion Detection Setting

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

1. On the navigation column, select **Setting** module, then **Motion Setting**.
2. Click **Enable** or **Disable** the motion detection according to your need.
3.  ct motion detection type: **IR detection** (IR sensor) and **video detection** according to your need.

4. Set alert trigger delay time when the sensor is triggered.

Akuvox Company >> Settings

Basic Setting Time Setting **Motion Setting**

Motion Detection

Disable ▾

Alert Delay Time

10s ▾

Submit

Contact Us

For more information about the product, please visit us at www.akuvox.com (<http://www.akuvox.com/>) or feel free to contact us by

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