

Akuvox V6.5.2 SmartPlus User Guide - Single Tenant Management

 Updated on 10 Jan 2023

Akuvox
Open A Smart World

Smart Intercom



AKUVOX SMARTPLUS USER GUIDE

—
Installer



About This Manual



Thank you for reading this manual. This manual is intended for the installers who need to properly manage the Akuvox SmartPlus platform for integrated management of single family houses, single-tenant residents, devices, and remote maintenance services, etc. 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 SmartPlus version.

Introduction of Icons and Symbols

Warning

- **Always abide by this information in order to prevent the person 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> (<http://wiki.akuvox.com>)

System Overview

Ak  SmartPlus is a cloud-based platform on which the installer can conduct integrated management of residents, devices, relays and

remote maintenance services both on a single-tenant basis and a community basis (multi-tenant).

- **Installers using this platform will be able to:**
- Add, edit, and delete the devices and resident in the single-tenant management.
- Add, edit, and delete the community, building, apartment, device, residents in the multi-tenant management.
- Deploy and set up devices and relays for the access control.
- Check and upgrade device firmware for the residents.
- Check and manage the MAC library.
- Conduct remote operations such as Auto-provisioning, device reboot, transmission type modification, and remote maintenance.
- Download the related technical manual and get access to the Akuvox ticket system for technical support.
- Subscribe and renew Akuvox SmartPlus.

Login in to SmartPlus

You can log in SmartPlus platform using the user account information you obtain from your distributor.

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



Login



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

Akuvox Role:Single-tenant Manager | RyanChen | Log out

User

Name	SIP	Room	Email	Mobile Number	Address	Family Member	Active	Landline Status	Created Time	Landline Expiration Time	Action
Ryan	Family:5926000015 Personal:5926100051	Ryan's house	--	--	--	0	Inactivated	Off	2022-03-02 21:27:15	--	

Lines per page: 10 1 In All

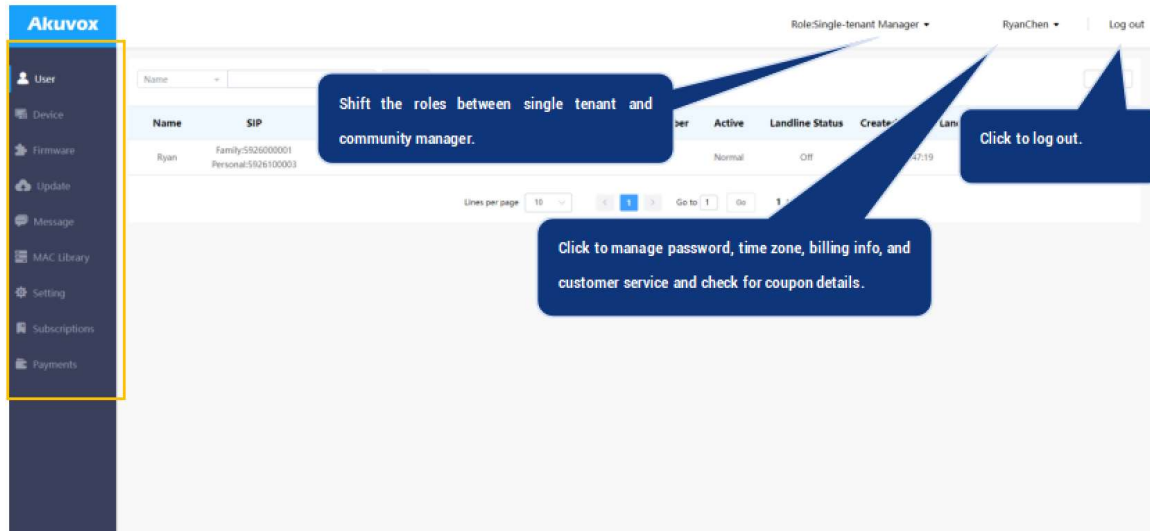
Prior to the Management

It is advised that you go through what is listed below before you start your management.

- Check if all of device MAC addresses have already been registered by your distributor.
- Check if the firmware in your devices support cloud mode with no connection to SDMC.
- Check if your device is powered on and is connected to the internet and make sure that the network is normal.
- Check and make sure that your resident information and device information are correct.

Single-tenant Manager Main Interface

The single-tenant manager main interface consists of 9 modules that are incorporated as a whole to allow you to manage single tenants, and devices in terms of adding residents and binding corresponding devices to the residents, etc.



- **Module Description**



No.	Modules	Description
1	User	Allows you to add users along with the devices.
2	Device	Allows you to search and check the device information.
3	Firmware	Allows you to check device firmware information.
4	Update	Allows you to update the firmware version for the specific device.
5	Message	Allows you to create and send messages or notifications to the targeting users.
6	MAC Library	Allows you to manage the MAC in the MAC library.
7	Setting	Allows you to select the payer for the Akuvox SmartPlus.
8	Subscription	Allows you to pay for the SmartPlus service activation and renewal, and pay for the extra family member account and so on.
9	Payments	Allows you to check for the information related to transactions made.



Single-Tenant Resident Management

The Single-Tenant resident management mainly deals with the addition, deletion, and edition of the user account, user's family member account, and devices you added for the residents.

User Account

Add User

The **User** module is where you can add the resident's user accounts.

1.  **User** module and click on **New**.
2.  resident information properly.



User

Device

Firmware

Update

Message

Name Search

Name	SIP	Room	Email	Mobile Number	Address	Family Member	Active	Landline Status	Created Time	Landline Expiration Time	Action
Ryan	Family:5926000001 Personal:5926100003	--	--	--	--	1	Normal	Off	2021-08-03 18:47:19	--	

Lines per page: 10 1 In All



Add User



* Name

Room Name

Email

Country / Region

Mobile Number

Address

SIP Call Or IP Call

Time Zone

Language

1st Landline

2nd Landline

3rd Landline

Home AutoMation


On Off

* Premium Plan

On Off

* Landline Service

On Off

Pi  **in contains landline service and thirty party camera.**



Cancel


Submit

- **User Account Information Description**

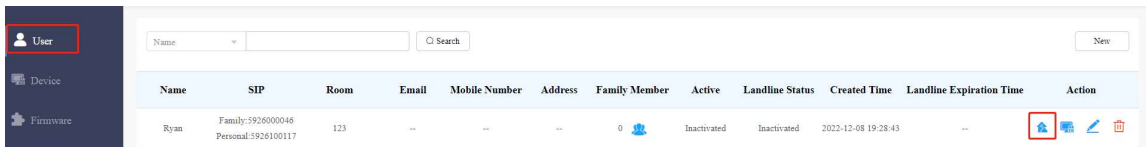






No.	Filed Name	Description
1	Name	Fill in the user name.
2	Room Name	Fill in the user's house name provided by the user, or you can customize the room name eg. " Ryan's Home "
3	Email	Fill in the user's email address.
4	Country/Region	Select the country or region code of the user.
5	Mobile Number	Fill in the user's mobile phone number.
6	Address	Fill in the user's address.
7	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 .
8	Time Zone	Select the time zone of the user.
9	Language	Select the language of the emails notifying the user of the account information. Currently, 12 languages are supported: English, Simplified Chinese, Korean, Japanese, Turkish, Polish, Russian, Spanish, Bosnian, Danish, Vietnamese, and French.
10	landline 1/2/3	Fill in the user's landline numbers, e.g mobile phone numbers or telephone numbers. Three landline numbers are supported.



11	Home Automation	If you turn this feature on, the Smart Home icon  will be displayed, and you can click the icon to redirect to the smart home web portal from the SmartPlus cloud platform. Note: if the home automation is turned on, the premium plan will be dimmed and cannot be selected.
12	Premium Plan	Premium Plan includes landline service and third-party camera service. Note: You should turn on premium plan if you want to add third-party camera.
13	Landline Service	Switch on/off the landline service (communication between telephone/mobile phone and intercom devices).


Smart home icon:

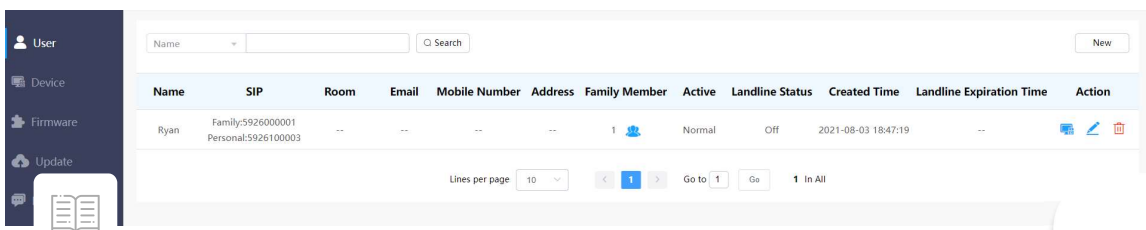






Name	SIP	Room	Email	Mobile Number	Address	Family Member	Active	Landline Status	Created Time	Landline Expiration Time	Action
Ryan	Family:5926000046 Personal:5926100117	123	--	--	--	0 	Inactivated	Inactivated	2022-12-08 19:28:43	--	  

Add User Family Account

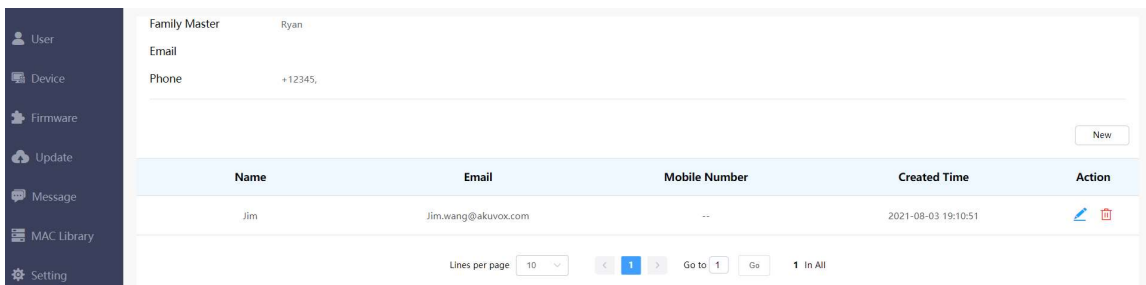
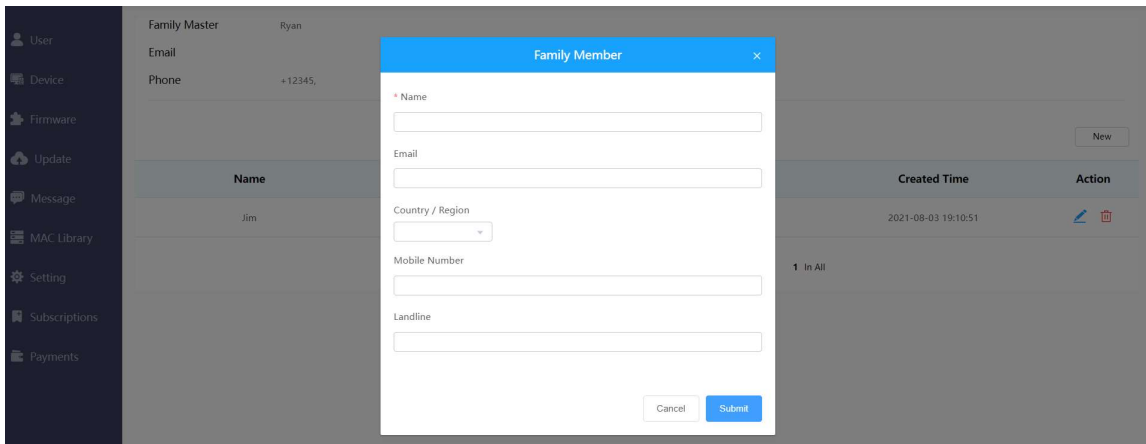
After a user account is created and activated, you can create family accounts at the request of users. In general, one family has one host account and three family accounts.

1. Click  of specific users for whom you want to add family account.
2. Click **New**, and fill in the family member account information.



Name	SIP	Room	Email	Mobile Number	Address	Family Member	Active	Landline Status	Created Time	Landline Expiration Time	Action
Ryan	Family:5926000001 Personal:5926100003	--	--	--	--	1 	Normal	Off	2021-08-03 18:47:19	--	  

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

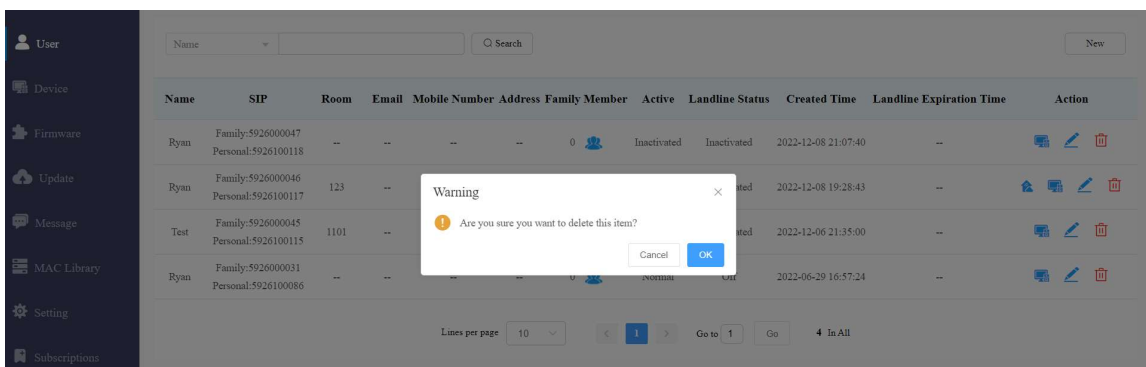




Edit/Delete User

When you are editing the user account information, you can not only, search, edit and delete the user account, but also reset the account password at the request of users.

1. Search and find the user by **Name, Email, Mobile Phone Number, Family SIP Number, and SIP number.**

2. Click  of the user you want to delete.



3.   to edit user information and click on **Submit** to save or click on **Reset Password** to reset the password if needed.



UID

5926000047

* Name

Ryan

Room Name

Email

Country / Region

Mobile Number

Address

SIP Call Or IP Call

All my devices ...

Time Zone

GMT+12:00 M...

1st Landline

2nd Landline

3rd Landline

Home AutoMation

On Off

* Premium Plan

On Off

* Landline Service

On Off

  lan contains landline service and thirty party camera.






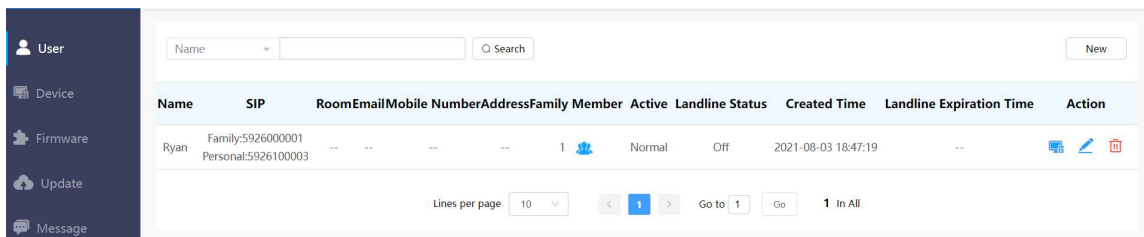
Note

- The user time zone will be synchronized with the installer time zone if the time zone is not selected.

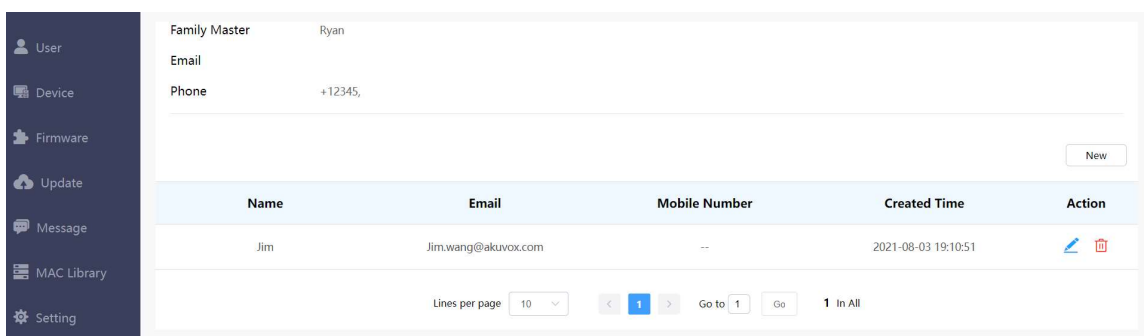
Edit and Delete Family Account

1. Search and find the user by **Name, Email, Mobile Number, and SIP Number.**

2. Click  on of specific users for whom you want to delete family account.



3. Edit or delete the specific family account.




Device Management

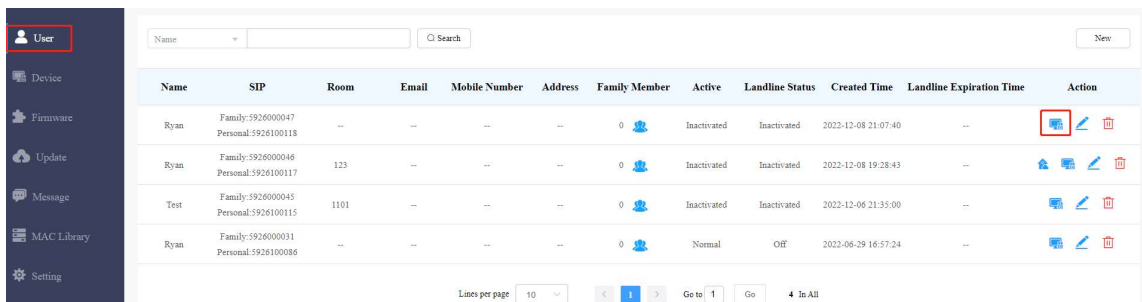
A Device for Users
















After the user account is created, you can start adding the device(s) and third-party camera for the specific user. However, you need to make sure that all the devices have been added to your distributor's MAC library.

1. Go to **User** Module.

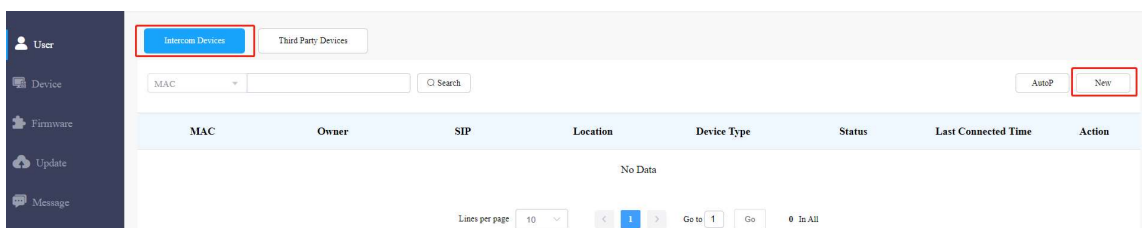
2. Click on  of the user you want to add intercom device or third party camera for.



Name	SIP	Room	Email	Mobile Number	Address	Family Member	Active	Landline Status	Created Time	Landline Expiration Time	Action
Ryan	Family:5926000047 Personal:5926100118	--	--	--	--	0	Inactivated	Inactivated	2022-12-08 21:07:40	--	  
Ryan	Family:5926000046 Personal:5926100117	123	--	--	--	0	Inactivated	Inactivated	2022-12-08 19:28:43	--	   
Test	Family:5926000045 Personal:5926100115	1101	--	--	--	0	Inactivated	Inactivated	2022-12-06 21:35:00	--	  
Ryan	Family:5926000031 Personal:5926100086	--	--	--	--	0	Normal	Off	2022-06-29 16:57:24	--	  

3. Add device for the users.

- To add intercom devices, click **Intercom Devices**, then click **New** to add the device.



MAC	Owner	SIP	Location	Device Type	Status	Last Connected Time	Action
No Data							



Add Device×

Owner

Device Type

* MAC

* Location

Relay 1 Off On

* Relay Name

DTMF Code

- **Add Device Description**



No.	Field Name	Description
1	Owner	The user identification number is automatically generated.
2	MAC	Fill in the device MAC address.
3	Device Type	Select the device type of the device to be added.
4	Location	Fill in the device location.
5	Relay	Enable or disable the relay. You can add four relays maximum.
6	Add Security Relay	Add the security relay if the door phone is connected to an Akuvox SR01 security relay for the door unlock control.
7	Relay Name	Fill in the Relay Name, such as a location-based name "Front Door".
8	DTMF code	Set the DTMF code for the door unlock.

- To add third-party camera, click **Third-party Devices** to add the camera.



Add Camera ×

Owner

Ryan

* Location

RTSP Address

rtsp://

Format - rtsp://ip:port or rtsp://domain:port

* Username

* Password

..... 👁

Link Device ?

Cancel

Submit




No.	Field Name	Description
1	Owner	Display the owner of the camera.
2	Location	Type in the camera location.
3	RTSP address	Type in the third party RTSP URL in the Format, e.g., rtsp://ip:port or rtsp://domain:port. It is used to obtain the camera image. Note: RTSP URL formats may vary by third-party camera manufacturers.
4	User Name	Enter the authentication username provided by third-party camera manufacturer.
5	Password	Enter the authentication password provided by third-party camera manufacturer.
6	Link Device	You can link third-party camera with intercom device. When they are linked, you can tap the door phone camera icon on the SmartPlus app, then you can change between the door phone camera view or third-party camera view. And the third-party camera icon will not be displayed on the app. Note: When linking the camera with door phones, make sure they are in the same local network (LAN).

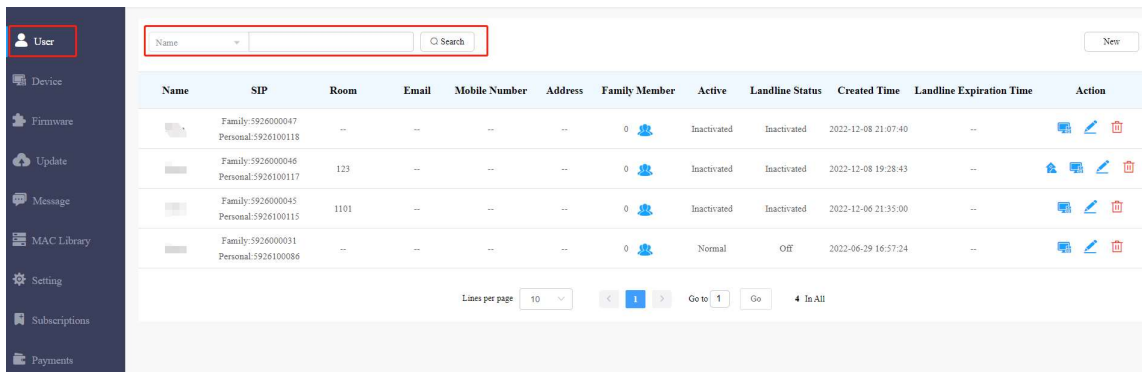
Edit and Delete User's Device









You can edit or delete the user's intercom device and third-party camera if needed.

Edit or Delete Intercom Devices

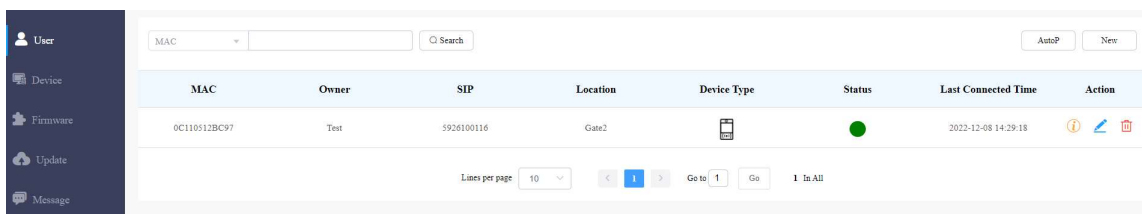
1. Go to the **User** screen.
2.  ch and find the user by **Name, Email, Mobile Number, SIP Number** if needed.





3. Click the user's device .




Name	SIP	Room	Email	Mobile Number	Address	Family Member	Active	Landline Status	Created Time	Landline Expiration Time	Action
Family:5926000047 Personal:5926100118		--	--	--	--	0	Inactivated	Inactivated	2022-12-08 21:07:40	--	 
Family:5926000046 Personal:5926100117		123	--	--	--	0	Inactivated	Inactivated	2022-12-08 19:28:43	--	 
Family:5926000045 Personal:5926100115		1101	--	--	--	0	Inactivated	Inactivated	2022-12-06 21:35:00	--	 
Family:5926000031 Personal:5926100086		--	--	--	--	0	Normal	Off	2022-06-29 16:57:24	--	 

4. Edit or delete the user's device.

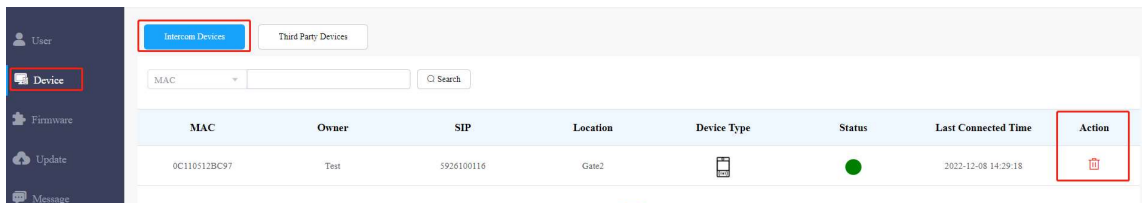





MAC	Owner	SIP	Location	Device Type	Status	Last Connected Time	Action
0C110512BC97	Test	5926100116	Gate2			2022-12-08 14:29:18	 

a. To delete the user's device, click  to delete the device.

b. To edit the user's device, click .

You can also delete the intercom device on the Device module.



MAC	Owner	SIP	Location	Device Type	Status	Last Connected Time	Action
0C110512BC97	Test	5926100116	Gate2			2022-12-08 14:29:18	



Edit Device
×

Owner

Device Type

Access Control
▼

* MAC

* Location

Relay 1 Off On

* Relay Name


DTMF Code

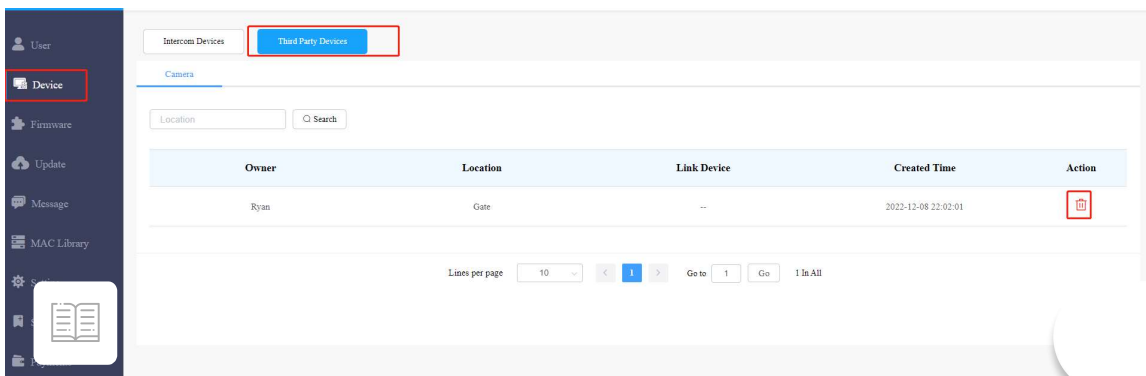
#
▼

Add Relay
Add Security Relay


Cancel
Submit

Delete Third-Party Camera


1. Go to **Device** module.
2. Search and find the camera by location.
3. Click  to delete the camera.
4. Edit or delete third-party device.




The screenshot shows a web interface with a sidebar on the left containing menu items: User, Device (highlighted with a red box), Firmware, Update, Message, and MAC Library. The main content area has two tabs: 'Intercom Devices' and 'Third Party Devices' (highlighted with a red box). Below the tabs is a 'Camera' section with a search bar containing 'Location' and a 'Search' button. A table displays the following data:

Owner	Location	Link Device	Created Time	Action
Ryan	Gate	--	2023-12-08 22:02:01	

At the bottom of the table, there is a pagination control showing 'Lines per page' set to 10, a page number '1', and 'Go to 1 Go 1 In All'.

a. Click  to delete the third-party camera.

b. Click  to edit the third-party camera.

Edit Camera ×

Owner

* Location

RTSP Address

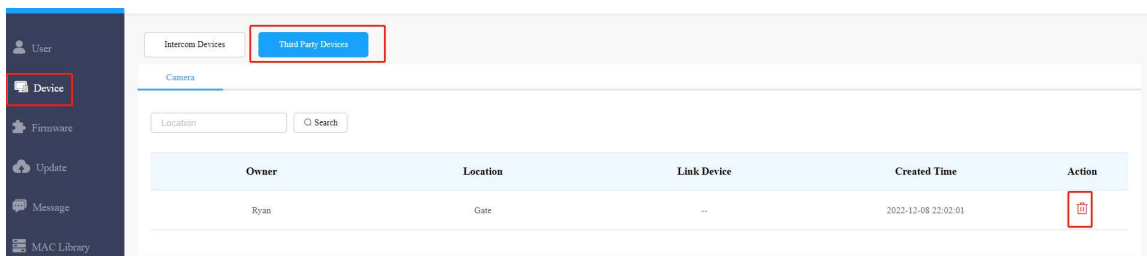
Format - rtsp://ip:port or rtsp://domain:port

* Username


* Password

Link Device ?

You can also delete the intercom device on the **Device** module.



The screenshot shows the 'Device' module interface. The 'Third Party Devices' tab is selected. Below the search bar, there is a table with the following columns: Owner, Location, Link Device, Created Time, and Action. A single row is visible with the following data: Owner: Ryan, Location: Gate, Link Device: --, Created Time: 2022-12-08 22:02:01. The delete icon in the Action column is highlighted with a red box.

Owner	Location	Link Device	Created Time	Action
Ryan	Gate	--	2022-12-08 22:02:01	

- **To edit or delete the third-party device**

Note

- **MAC** address can be edited.

-  **te the Device in Device Module**

1. Go to **Device** module.



2. Search and find the device by **MAC, Location, SIP,** and **Owner.**
3. Delete the device if needed.
4. Delete Device MAC address if needed.

Batch AutoP for Community Devices

You configure the intercom devices remotely via auto-provisioning. You have two options: Regular Auto provisioning or One Time auto-provisioning.

1. Go to **User** module, then select **Intercom Devices.**
2. Click **AutoP.**



3. Select your AutoP type.
 - If you want the configuration to be always valid, select **Regular AutoP.**
 - If you want the configuration to be valid for one time only, select **One Time AutoP.**



AutoP
✕


AutoP ?

Regular AutoP
 One Time AutoP

* Devices(500 Maximum At A Time)

Selected: 0 device(s)

Type: All MAC Search

	MAC	Location	Device Type
<input type="checkbox"/>	0C110512BC97	Gate2	

<
1
>
Go to

Go
1 In All

Cancel
Submit

4. Enter the AutoP commands you need.

5. Search and select the devices to be provisioned, then click **Submit**.
 You can synchronize the commands to 500 devices maximum at a time.

Note

- Clear the AutoP commands that you don't want to synchronize to the devices, otherwise, the commands will be synchronized to the selected devices repetitively.

Note


- One Time AutoP commands will not be valid once you reset the device(s) either for factory reset or configuration reset.

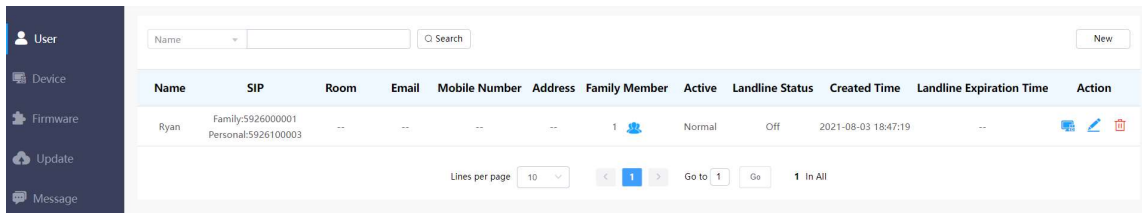
Remote Maintenance



You can provide residents with remote maintenance in terms of device data transmission type configuration, device reboot, device web interface remote control and device provisioning, etc.

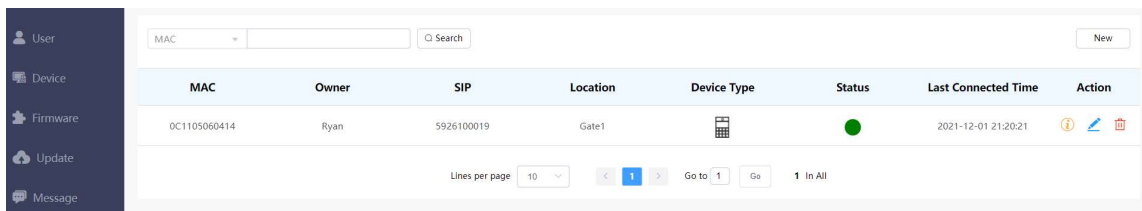
1. Click on **User** module.

2. Click on  of the device selected.



The screenshot shows the 'User' module interface. On the left is a sidebar with navigation options: User, Device, Firmware, Update, and Message. The main area features a search bar with 'Name' and a 'New' button. Below is a table with the following columns: Name, SIP, Room, Email, Mobile Number, Address, Family Member, Active, Landline Status, Created Time, Landline Expiration Time, and Action. A single user named 'Ryan' is listed with SIP Family:5926000001 and Personal:5926100003. At the bottom, there are pagination controls showing '1 In All'.

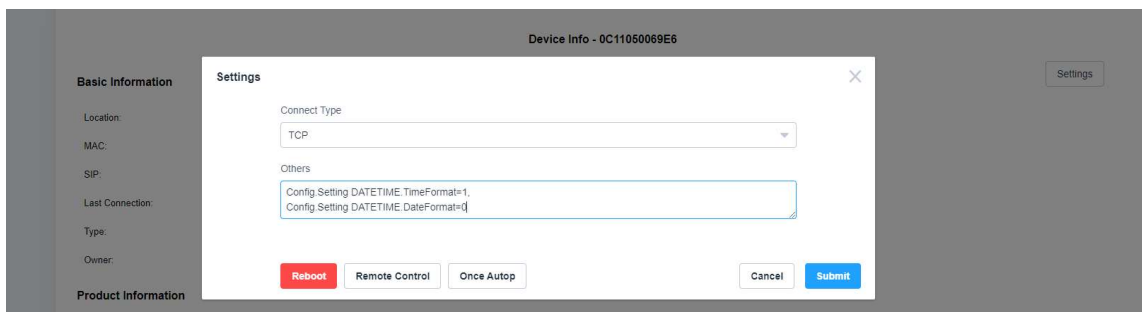
3. Click on , then click on **Setting**



The screenshot shows the 'Device' module interface. The sidebar is the same as in the previous screenshot. The main area has a search bar with 'MAC' and a 'New' button. Below is a table with columns: MAC, Owner, SIP, Location, Device Type, Status, Last Connected Time, and Action. One device is listed with MAC 0C1105060414, Owner Ryan, SIP 5926100019, Location Gate1, and Status green. The 'Action' column contains an info icon, a pencil icon, and a trash icon. Pagination controls at the bottom show '1 In All'.

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

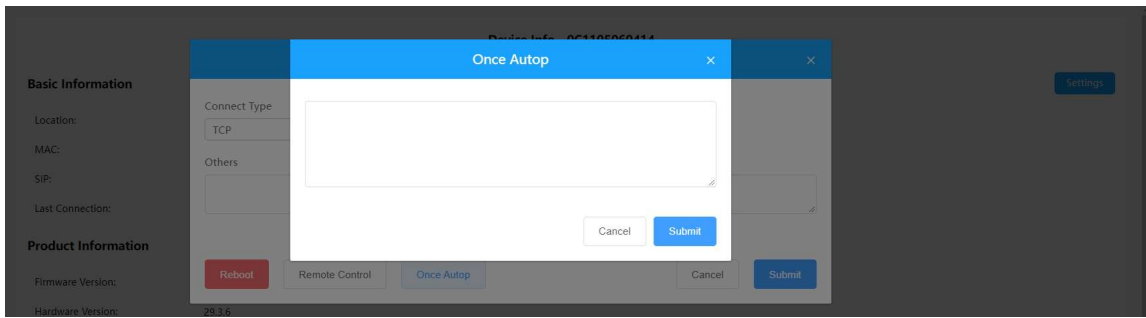
5. Enter the commands for the Auto-provisioning, then click on **Submit**.



The screenshot shows a 'Device Info - 0C11050069E6' window with a 'Settings' modal open. The modal has a 'Connect Type' dropdown set to 'TCP' and an 'Others' text area containing the commands: 'Config Setting DATETIME.TimeFormat=1,' and 'Config Setting DATETIME.DateFormat=|'. At the bottom of the modal are buttons for 'Reboot', 'Remote Control', 'Once Autop', 'Cancel', and 'Submit'. The background shows a sidebar with 'Basic Information' and 'Product Information' sections.

6. Click on **Once Autop** if only you want the Autop command(s) to be implemented one time.





Note

- Autop commands need to be deleted in the field if you do not intend to carry out the command repetitively.

Note

- **Once Autop** allows you to carry out the autop command(s) only one time with no repetition.

Manage MAC Library

When you obtain the device MAC address, you will need to add and store them in the MAC library as a record. You can also search and check for all the MAC addresses that are bonded or not bonded with the users.

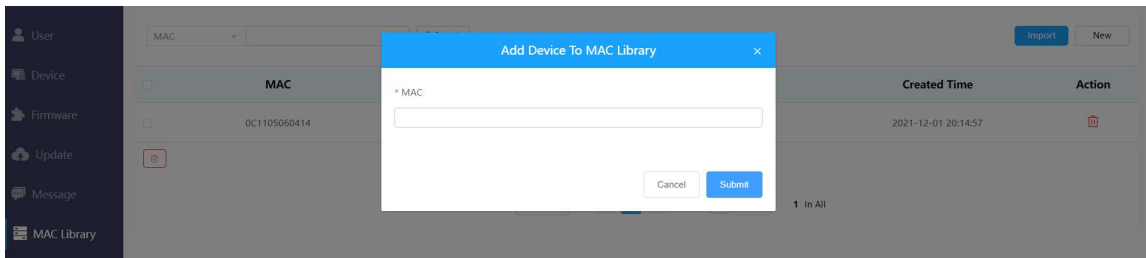
Add MAC to MAC Library

You can add the MAC to the MAC library manually or using a template.

- **Add MAC Manually**

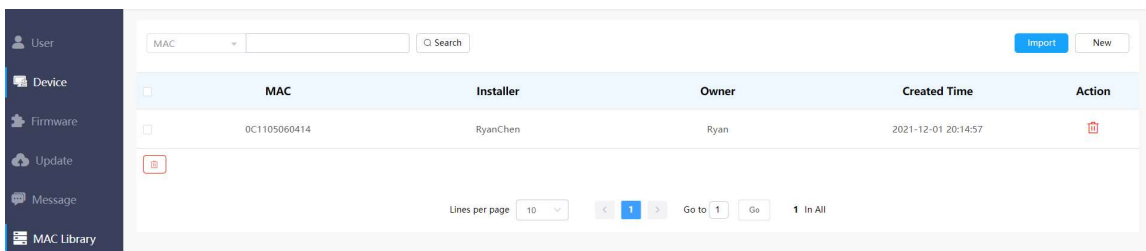
1. Go to **MAC Library** Module.
2. Click on **New** and fill in the device MAC.





• Add MAC using Template

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



• MAC Template

	A	B	C	D	E	F	G
1	MAC						
2	0C11050893CA						
3	0C11050893CB						
4	0C11050893CC						

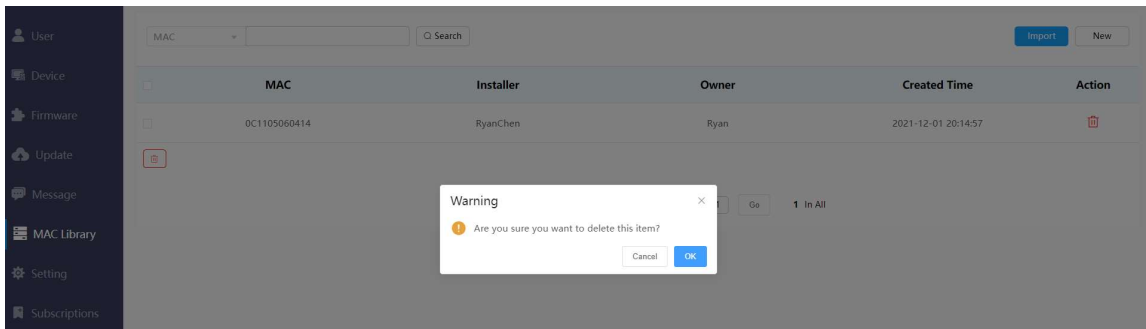
Note

- The MAC Template can be obtained from your distributor.

Remove the MAC from the MAC Library

1. Search the device by MAC.
2. Remove the device from your MAC library.





Note

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

Firmware Management

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

Check Firmware List

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

Version	Model	Version Log	Created Time	Action
29.30.2.805	R29	29.30.2.805	2021-08-04 22:24:52	
29.30.2.804	R29	29.30.2.804	2021-08-04 22:24:16	
29.30.102.820	R29	29.30.102.820_Log	2021-07-15 16:44:53	
29.30.2.803	R29	29.30.2.803	2021-07-14 17:02:16	
29.30.2.450	R29	29.30.2.450	2021-07-14 16:50:16	
916.30.101.303	x916	916.30.101.303	2020-09-14 21:03:52	
82.30.2.622	IT82	82.30.2.622	2020-05-26 20:40:11	
28.31.1.209	R28	28.31.1.209	2020-04-08 01:17:54	
227.31.1.131	R27	227.31.1.131	2020-03-30 19:10:44	
111.31.1.102	E11	111.31.1.102	2020-03-27 00:55:24	

- **Firmware List Description**

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

Update Firmware

You can update the device firmware to the firmware version you selected according to the update timing you defined.

1. Go to **Update** Module.
2. Click on **New**.

Version	Device	Status	Upgrade Time	Created Time	Action
20.304.141	--	Executed	2021-09-10 09:38:07	2021-09-10 09:38:07	
20.304.141	--	Executed	2021-09-10 09:35:23	2021-09-10 09:35:23	
915.30.1.103	out1	Executed	2021-07-08 00:08:09	2021-07-08 00:08:09	
83.302.808	--	Executed	2021-06-02 16:53:39	2021-06-02 16:53:39	
220.302.17	--	Executed	2021-06-02 16:12:52	2021-06-02 16:12:52	
29.302.408	--	Executed	2021-04-27 15:09:53	2021-04-27 15:09:53	
20.312.171	--	Executed	2019-07-03 11:12:23	2019-07-03 11:12:23	

3. Select the device model and the firmware to be upgraded to.
4. Select the specific device(s) and update time.



Update Strategy Creation
✕

*** Version**

Please choose a model ▾

Please choose a version ▾

*** Device**

*The devices in different versions of the same model, which are connected, will be shown in the list below.

MAC/Owner/Location

<input checked="" type="checkbox"/>	Location	Owner	MAC	Current Version	Status
<input checked="" type="checkbox"/>	Test	████████	0C████████	221.30.1.106	●

*** Time**

Upgrade Right Now Specific Time

Cancel

Submit

Check/Edit Firmware Update List

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

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


Version	Device	Status	Upgrade Time	Created Time	Action
20.30.4.141	--	Executed	2021-09-10 09:38:07	2021-09-10 09:38:07	
20.30.4.141	--	Executed	2021-09-10 09:35:23	2021-09-10 09:35:23	
915.30.1.103	out1	Executed	2021-07-08 00:08:09	2021-07-08 00:08:09	
83.30.2.808	--	Executed	2021-06-02 16:53:39	2021-06-02 16:53:39	
220.30.2.17	--	Executed	2021-06-02 16:12:52	2021-06-02 16:12:52	
29.30.2.408	--	Executed	2021-04-27 15:09:53	2021-04-27 15:09:53	
20.31.2.171	--	Executed	2019-07-03 11:12:23	2019-07-03 11:12:23	

- **ate List Description**



No.	Field	Description
1	Version	Displays the firmware version number in the update list.
2	Device	Displays the device model in the update list.
3	Status	Displays update status: " Pending " for the firmware that will be updated according to the updating timing. " Executed " for the firmware that has finished updating, and " Processing " for the firmware that is being updated.
4	Update Time	Displays when the firmware is updated.
5	Created Time	Displays when the update setting is created.
6	Action	Action involves the update setting alteration and updates record removal.

Note

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

Message

Message module allows you to send messages to the users (residents) for the notifications regarding the device and firmware management etc.

Create and Send Messages

1. Go to **Message** module.
2. Click on **New**.



Title	Message	Receiver	Receiver Type	Created Time	Action
account expired	account expired	...	App Only	2019-07-25 10:02:07	[Info] [Delete]

3. Fill in your message information.

4. Set up your message receiver type (device or apps), and select the users to whom you want to send the message.

Add Message

* Message Title

* Message

* Receiver
 Both indoor monitor and app
 Indoor monitor only
 App only

UID/Email/Name

<input type="checkbox"/>	Account	Name	Email
<input type="checkbox"/>@...m
<input type="checkbox"/>	...8	jim	42...@...q.com
<input type="checkbox"/>@...om
<input type="checkbox"/>	...45@...n.tw
<input type="checkbox"/>@...n.tw


Cancel Submit

Check/Delete Messages

You can search and check messages that have been sent to the residents if needed.

1. Search the message by **Message** or **Receiver**.

Title	Message	Receiver	Receiver Type	Created Time	Action
account expired	account expired	...	App Only	2019-07-25 10:02:07	[Info] [Delete]

2. Click on  to see the details of the messages.
3. Delete the messages if needed.

Message Details ×

Message Title
account expired

Type of receiver
App Only

Message
account expired

Receiver
shirleyend

Created Time
2019-07-25 10:02:07

Cancel

Setting

The subscription fee can either be paid by the end users or the installers, if you select "**Pay by end user**" then the user will be allowed to pay for activation and renewal of the Akuvox SmartPlus service. Installer, however, will still be able to pay for the subscription when "**Pay by end user**" is selected.

1. Go to **Setting** module.
2. Select the payer between end user and installer.
3. Select if you want to send a notification email to the users when the service is reaching its expiration.

User

Device

Firmware

Update

Message

MAC Library

Setting

Subscriptions

Payments

Charge Mode

Pay By End User Pay By Installer

Send Expiration Email To End User

On Off

Send Renew Email To End User

On Off

Submit




- When "**Pay by end user**" is selected, end users will be able to pay for the subscription on their SmartPlus Apps or their SmartPlus user web interface.

Subscription

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

1. Click **Subscription** module.

2. Click **Active** . Then select the users you want to activate the service.

< Back

1
2
3
4

Purchase Types
Purchase Details
Payment Information
Confirmation

Please Select Items(3000 Maximum At A Time)

Selected 1 / 1:

	Email	Name	Activation Fee(S)
<input checked="" type="checkbox"/>	--	Ryan	

Pending Order

Transaction Type: Activation Fee
 Transaction Number: 4165648433739391
 Total Price: \$2

Should Pay:

Coupon

Don't Use Coupon

All Fee

rC16738Vq42M6765
2021-12-02 14:33:08 -
2022-12-31 00:00:00

\$9998

Exchange Coupon

Coupon Pay:

Payment method

stripe

[Other payment method](#)

Please note that the Stripe payment recipient has been changed to SMART-PLUS PTE. LTD. Singapore-based, SMART-PLUS PTE. LTD. is one of Akuvox's authorized operation companies for its cloud service.

Amount Paid

Pay


U

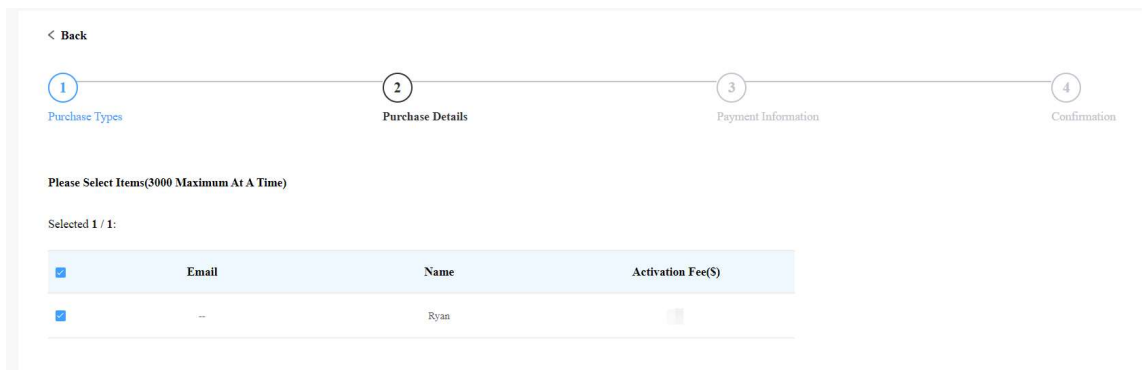
• Billing Information Description

No.	Filed Name	Description
1	Company/Family	Fill in the distributor company.
2	ATTN	Fill in the name of the distributor.
3	Address	Fill in the address of the distributor.
4	TEL	Fill in the telephone number of the installer.
5	Fax	Fill in the Fax number of the installer.
6	Email	Fill in the mail of the distributor.

Renew Service

To renew services for users.

1. Click **Subscription** module.
2. Click **Renew** .
3. Select the end users you want to renew the service.



< Back

1 Purchase Types 2 Purchase Details 3 Payment Information 4 Confirmation

Please Select Items(3000 Maximum At A Time)

Selected 1 / 1:

<input checked="" type="checkbox"/>	Email	Name	Activation Fee(\$)
<input checked="" type="checkbox"/>	--	Ryan	



Pending Order

Transaction Type: Activation Fee
Transaction Number: 4165650125645462
Total Price: \$8

Should Pay: 

Coupon

<input checked="" type="checkbox"/> Don't Use Coupon	All Fee q1M67384fT2r6796 2021-12-02 14:33:52 - 2022-12-31 00:00:00 \$9928
--	---

Exchange Coupon

Coupon Pay: \$0

Payment method

stripe

[Other payment method](#)

Please note that the Stripe payment recipient has been changed to SMART-PLUS PTE. LTD, Singapore-based, SMART-PLUS PTE. LTD. is one of Akuvox's authorized operation companies for its cloud service.

Amount Paid 

[Pay](#)

Note

- You can only renew the service for 3000 users maximum at a time on one page.

Transaction History

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

Check and Transaction History

After the payment is made, you can check the details of the transaction if needed.

- Check the transactions by the **service type, status, and order number.**



Order Number	Type	The number of apartments	Total Price	Status	Created Time	Action
51163841408284580	Activation	1	\$0	Succeed	2021-12-02 11:01:22 AM	
51161672438596908	Subscription	1	\$3	Time out	2021-03-26 10:06:25 AM	
51161665757096940	Activation	1	\$2	Time out	2021-03-25 03:32:50 PM	
51161606295396954	Activation	1	\$2	Time out	2021-03-18 06:22:33 PM	
51161606203813321	Activation	1	\$2	Time out	2021-03-18 06:07:18 PM	
51161603178245475	Subscription	1	\$3	Time out	2021-03-18 09:43:02 AM	
51160550559543691	Additional App	1	\$1	Time out	2020-11-16 01:46:35 PM	

2. Click on of the transaction you want to check and download the invoice if needed.

Order Number: 8161640744576931 Download Invoice File

Created Time: 2021-03-22 18:04:05

Status: Succeed

Type: Subscription

Payer: fuzhou

Paypal Info

Paypal Order

Fee Details

1 household(s) Total Price: Discount : 100% Final Price :

Jay Yang

\$

3. Delete the specific transaction order if needed.

- **Search Description**



No.	Field Name	Description
1	Type	<p>Four types:</p> <ol style="list-style-type: none"> 1. All: for all of the above three types. 2. Activation: transaction for the initial activation of the user account. 3. Subscription: transaction for the renewal of the cloud service. 4. Additional app: transaction for the SmartPlus app service.
2	Status	<p>Seven types of status:</p> <ol style="list-style-type: none"> 1. Processing: for the order that is ready to be paid. 2. Succeed: for the order that is paid. 3. Failed: for the orders that are failed. 4. Time out: for the order that is not paid in time before reaching the time out. 5. All: for all of the above four types. 6. Cancel: for the order that has been canceled. 7. System Processing: the order is processed by the system after the payment is made.
3	Order Number	Shows the transaction order number.

Customer Service Contact Management

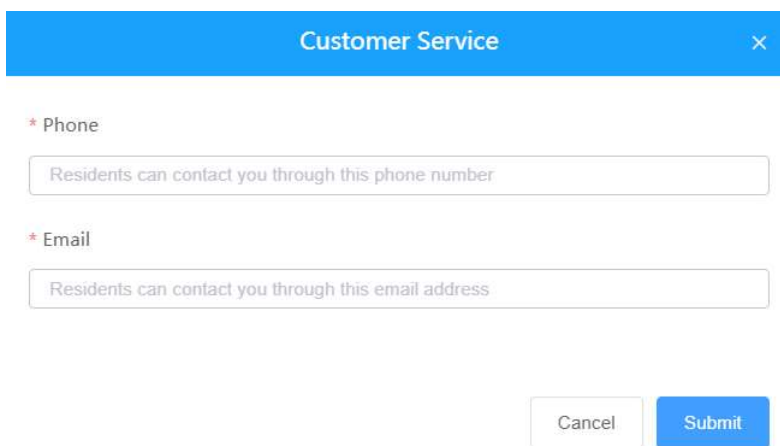
Customer service on the SmartPlus web interface involves installer contact information management and technical support service information.

M fy Customer Service Contact



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

1. Click on your installer account in the upper left corner of the screen.
2. On the drop-down menu, select **Customer Service**, and fill in your phone number and email.
3. Modify the information if needed.




The screenshot shows a form titled "Customer Service" with a close button (X) in the top right corner. Below the title, there are two required fields: "* Phone" and "* Email". The phone field contains the placeholder text "Residents can contact you through this phone number". The email field contains the placeholder text "Residents can contact you through this email address". At the bottom of the form, there are two buttons: "Cancel" and "Submit".

Set Account Access permission

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

1. On the upper right corner, click your account. A drop-down list is displayed.
2. Click **Account Setting**.
3. Turn on or off the permission based on your need.

Note

 The account setting will only appear once your distributor enables the account access feature. By default the

Permission Granted feature is turned off.

Name	SIP	Room	Email	Mobile Number	Address	Family Member	Active	Landline Status	Created Time	Landline E
Ryan	Family:5926000047 Personal:5926100118	--	--	--	--	0	Inactivated	Inactivated	2022-12-08 21:07:40	
Ryan	Family:5926000046 Personal:5926100117	123	--	--	--	0	Inactivated	Inactivated	2022-12-08 19:28:43	
Test	Family:5926000045 Personal:5926100115	1101	--	--	--	0	Inactivated	Inactivated	2022-12-06 21:35:00	--
Ryan	Family:5926000031 Personal:5926100086	--	--	--	--	0	Normal	Off	2022-06-29 16:57:24	--

Account Setting

Permission Granted
 On Off

Give authorisation to your distributor to access your account.
If you turn off the feature, your distributor can't help you.

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

Sales email: sales@akuvox.com

Technical support email: support@akuvox.com

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

We highly appreciate your feedback about our products.





Previous

SmartPlus App User Guide for Office Use Only

Next

Akuvox V6.5.2 SmartPlus User Guide - Property Manager

