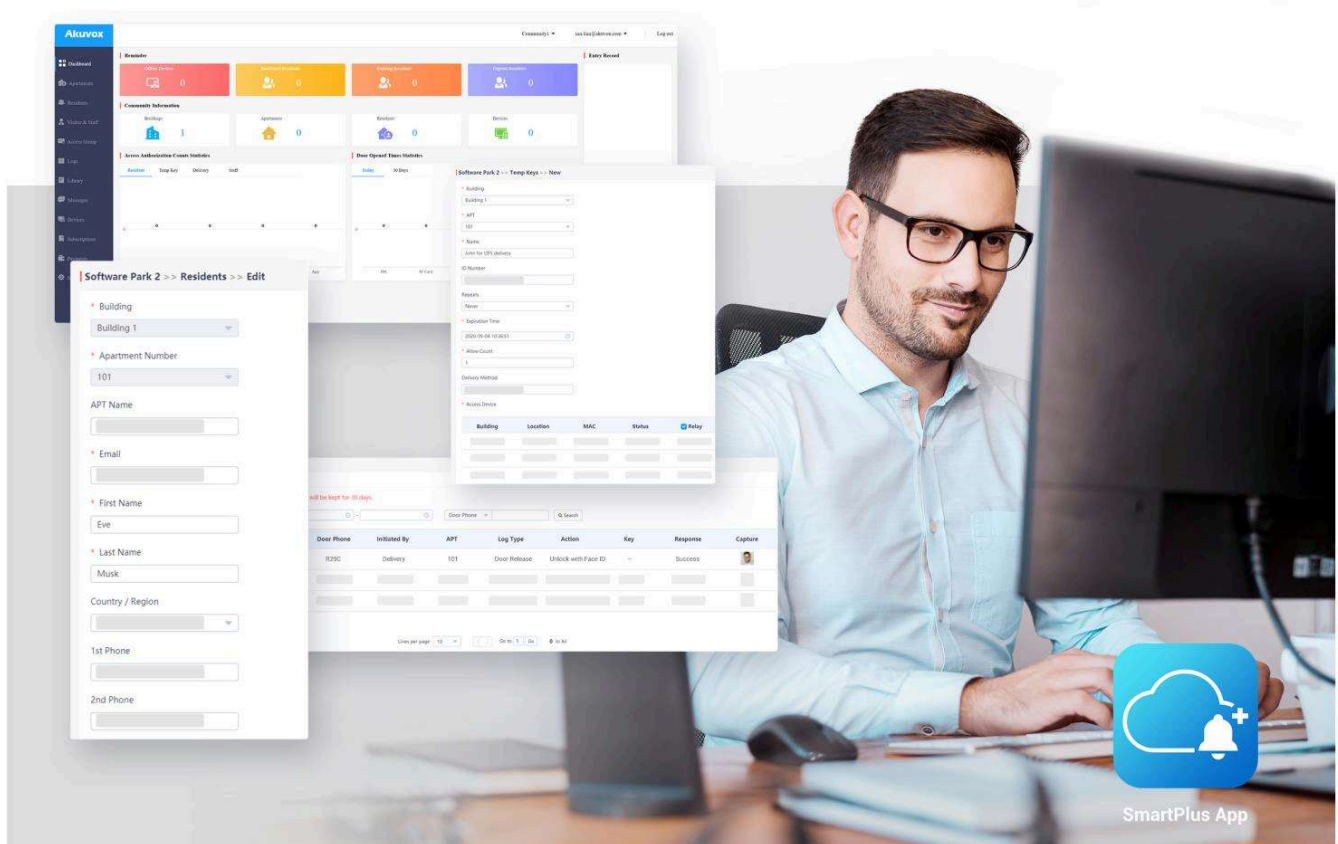


Akuvox V7.4.1 SmartPlus Property Manager Guide - Community

UPDATED

Updated on May 28, 2026 • Published on Aug 4, 2023





AKUVOX SMARTPLUS USER GUIDE

Property Manager



About This Manual

This manual is intended for property managers who need to manage residents, office staff, personnel, devices, access control, or remote maintenance on the Akuvox SmartPlus platform (**Version: 7.4.1**).

Note

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

What's New in Version 7.4.1:

- [Support the Care Alarm logs.](#)
- [Support the Care Alarm Emergency Access feature.](#)

System Overview

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

Property managers using this platform will be able to:

- Assign residents to their corresponding buildings and apartments, and check device MAC addresses, online status, and their relation to residents.
- Modify general device settings, including device name, relay settings, door unlock, etc.
- Set up various door access types using PIN code and RF card for different purposes and roles, and create corresponding door access control schedules.
- Monitor logs and records for security, including door logs, call logs, call history, temperature logs, captured images, and motion detection images.
- Send notifications to community residents.
- Perform remote operations such as auto-provisioning, device rebooting, modifying transmission types, and remote maintenance.
- Modify other settings such as community address, time & date, motion detection delay, etc.



- Get a full picture of device deployment, device status, access control & intercom call statistics.
- Subscribe to and renew the Akuvox SmartPlus.

Log in to SmartPlus

Account Application

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

- **Account Information**



Welcome to Akuvox smart intercom world

Dear Property Manager,

You Akuvox Cloud property manager account has been created.

Please check your account information below:

User Name: [4\[REDACTED\]@g.com](#)

Password: [REDACTED]

Area: 51

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

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



[If the QR code cannot be displayed, please click here.](#)

Android: 

Apple IOS: 

Best regards,

The Akuvox Team

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

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

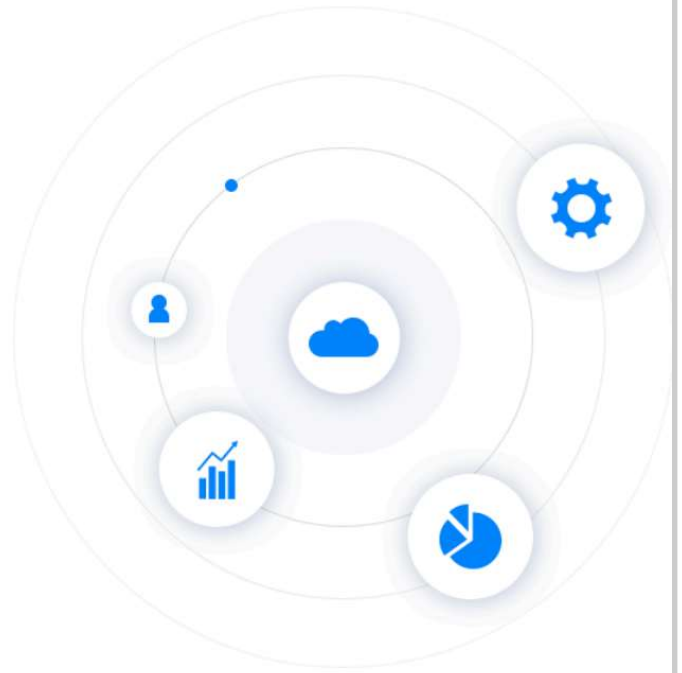




Login

[Forgot Password](#)



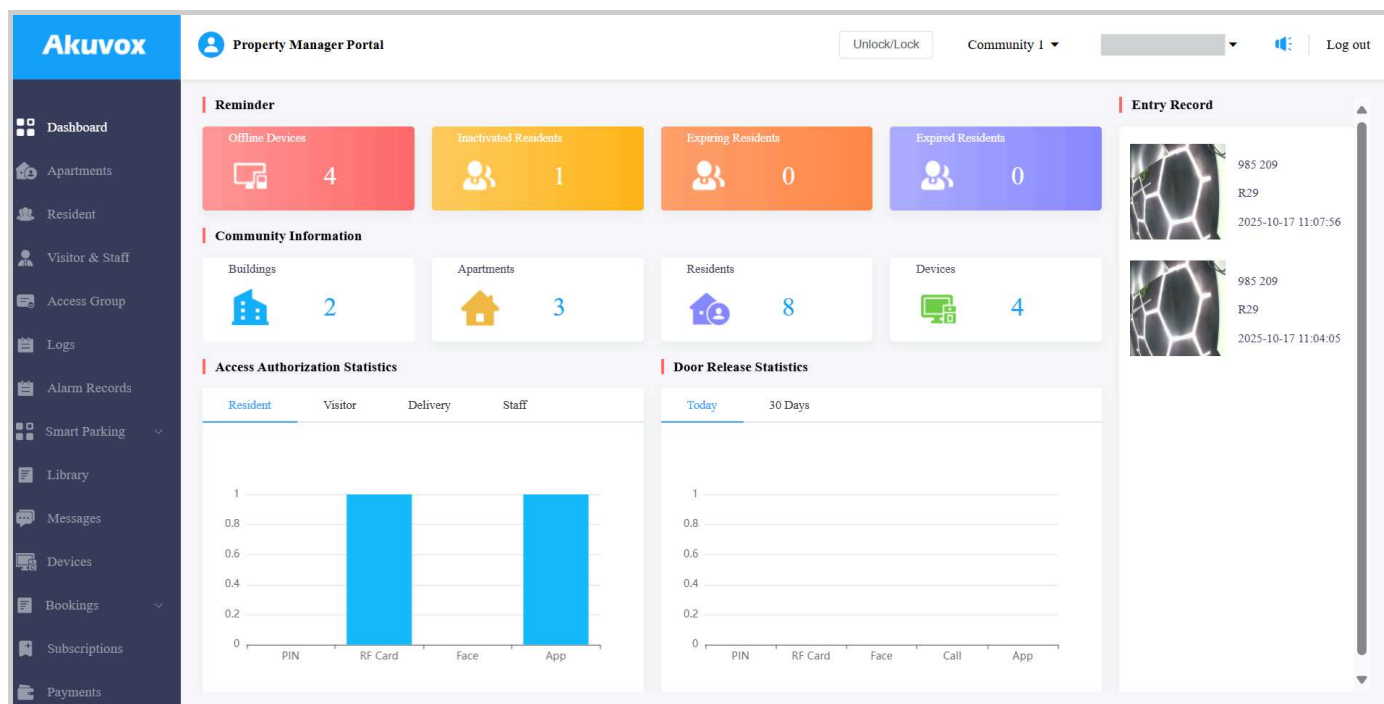
Note

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

Property Management Interface

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





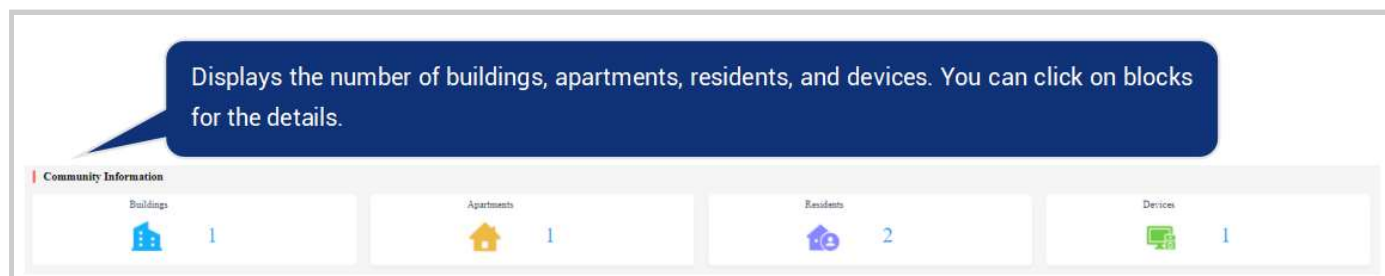
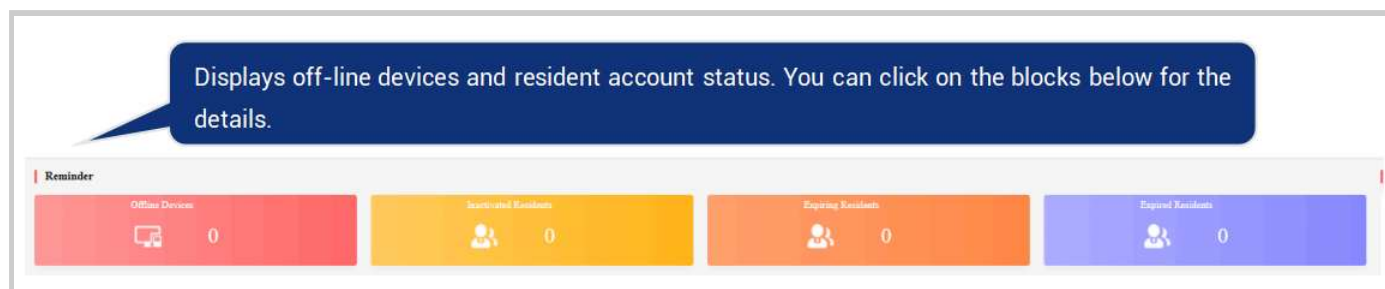
Module Description

Column Name	Description
Dashboard	Display community information, including: number of apartments; number of residents; number of devices; door access, and general statistics.
Apartment	Search for apartment information, indicating which building the apartment is in and the number of residents and devices in the apartment.
Residents	Manage resident accounts: create and check account and access card information; import face data and RF cards via templates; edit access groups.
Visitor & Staff	Allows you to set up temporary PIN codes for visitors, delivery PIN codes for delivery staff, and RF cards for the property management staff.
Access Group	Allows you to create an inventory of access control schedule templates applied to specific residents, buildings, and devices.
Logs	Check and search for door logs, temperature logs, call histories, and images. You can also manage motion alerts and review changes made to apartments, users, RF cards, PIN codes, faces, and temporary PIN codes.
Alarm Records	Enables you to check actions triggered by emergency and arming alarm and export logs.

Smart Parking	Allows you to register license plates for residents and manage parking
Library	Displays all the PIN Codes and RF cards created by a property manager
Messages	Allows you to create and send messages to the users' indoor monitors, SmartPlus apps, etc.
Devices	Allows you to check device information related to buildings and apartments and settings related to relays, calls, unlock types, and device names.
Bookings	Allows you to manage amenities and make reservations for residents.
Settings	Displays property manager information, PIN code access type, email time setting, motion setting, visitor setting, etc.

Dashboard Overview

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



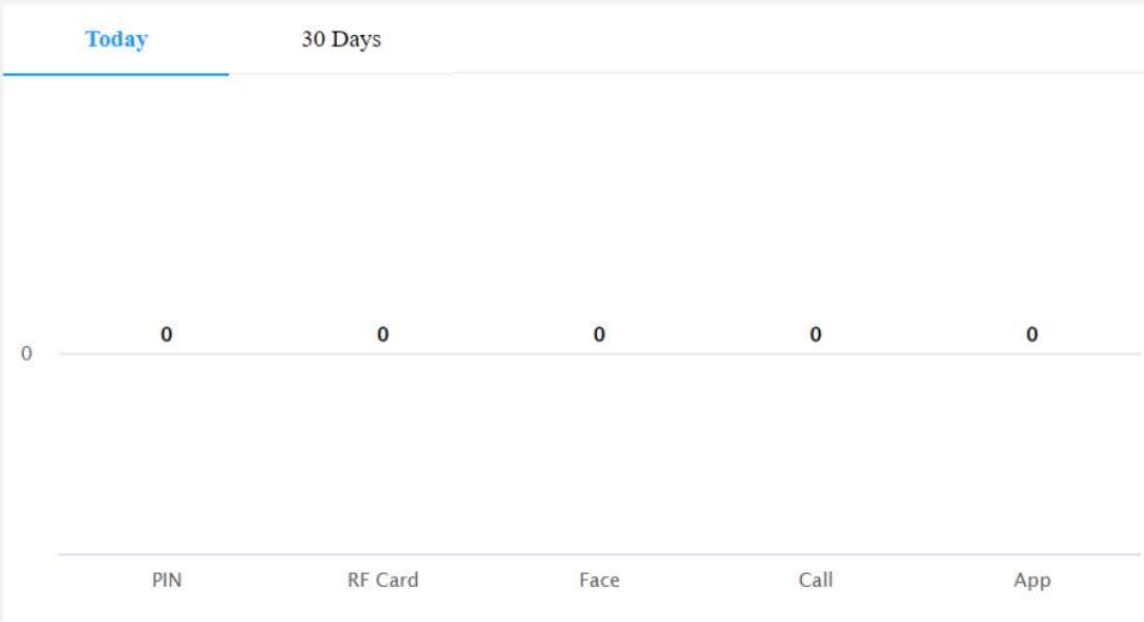
Displays recorded door access statistics.

Access Authorization Statistics

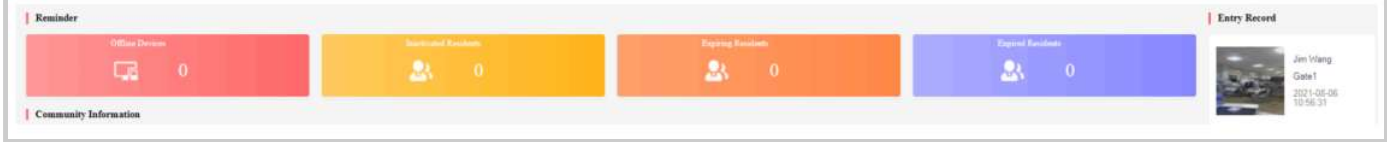


Display the door access statistics of various types of access.

Door Release Statistics

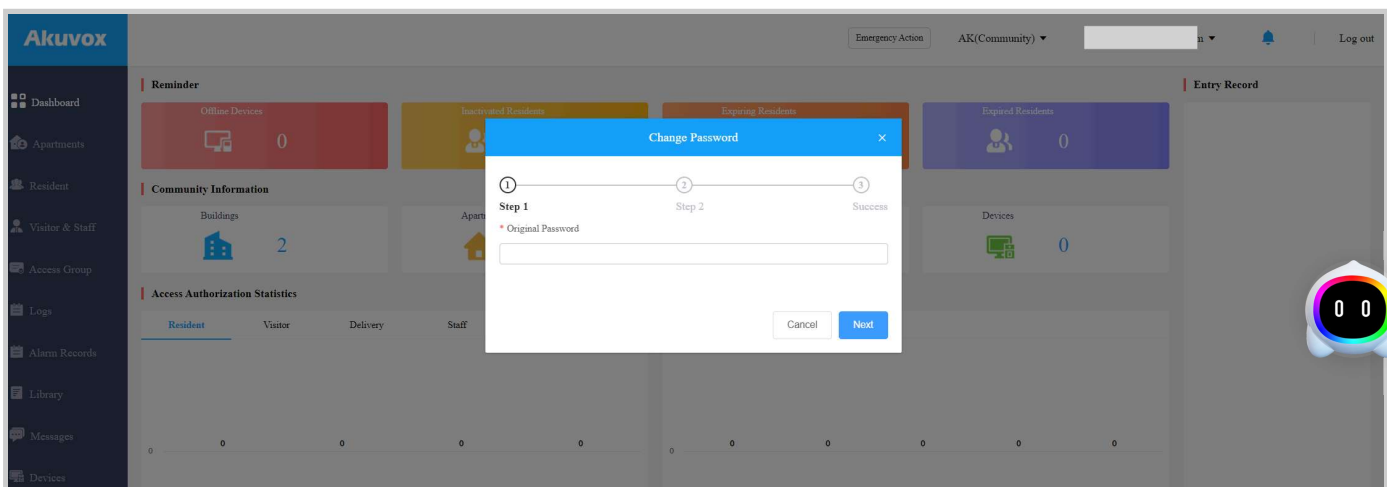
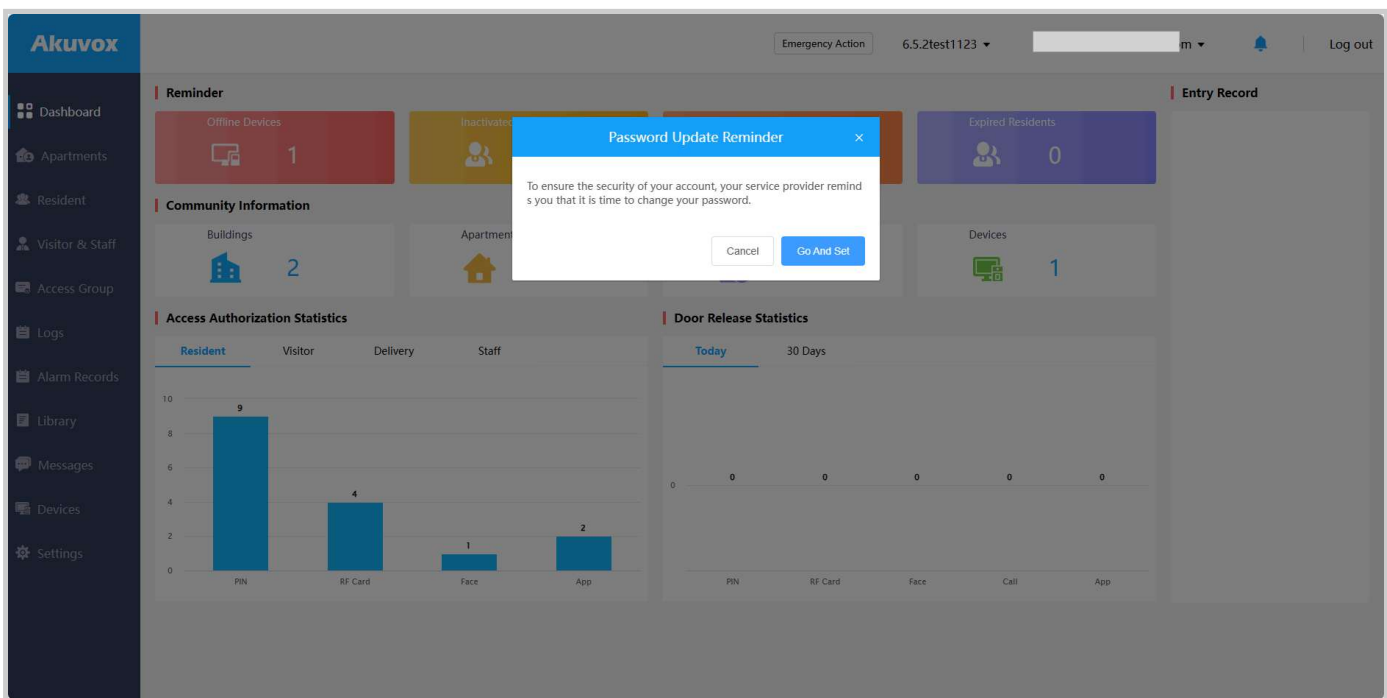


Displays entry records with captured images. You can click the image to enlarge the pictures.



Password Update Reminder

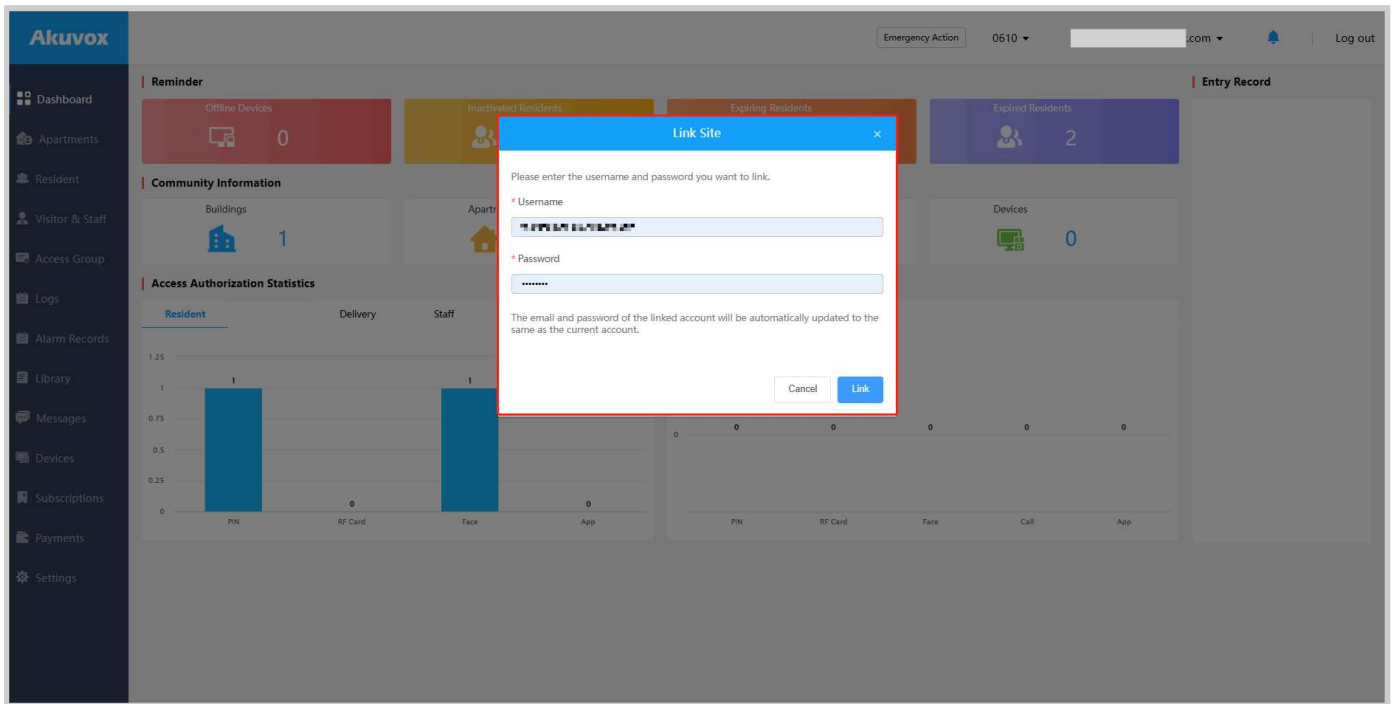
With **Monthly Password Update Reminder** enabled by your installer, a prompt will pop up to remind you to change the login password every month, which ensures the security of the account.



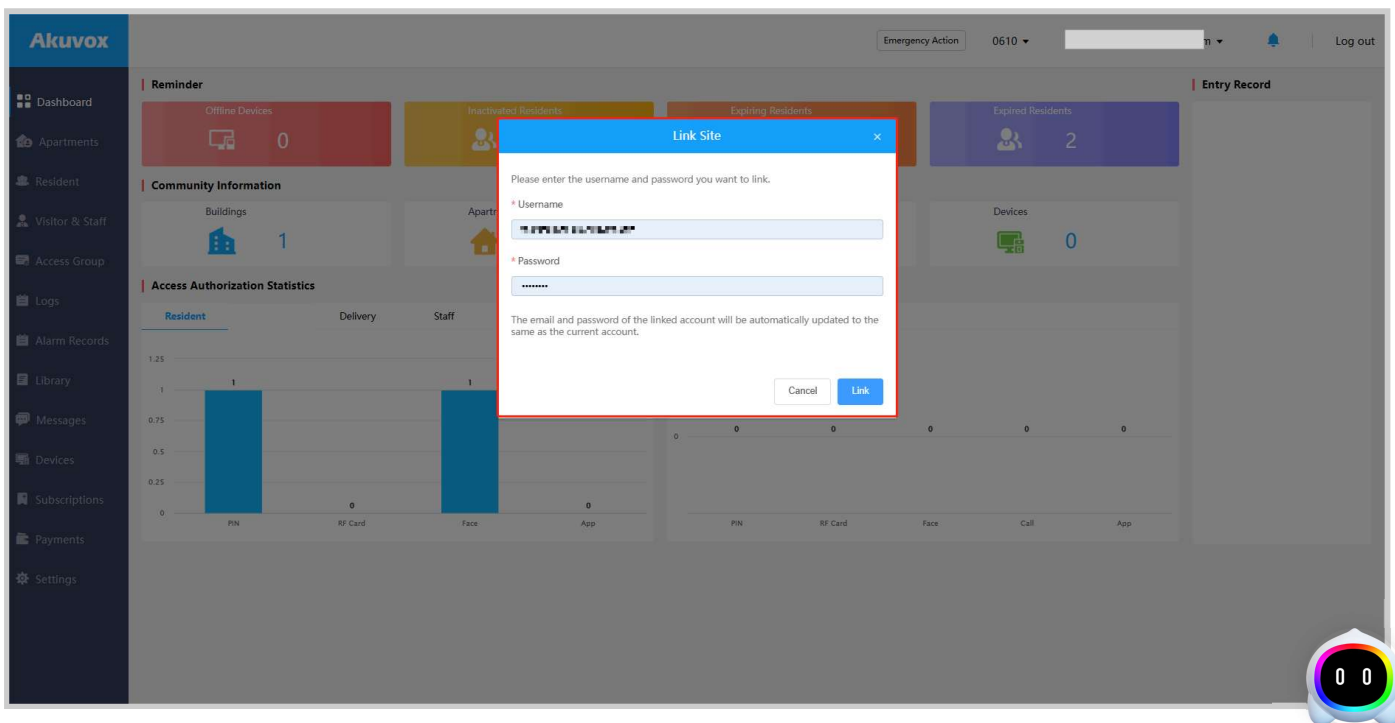
Link

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

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



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



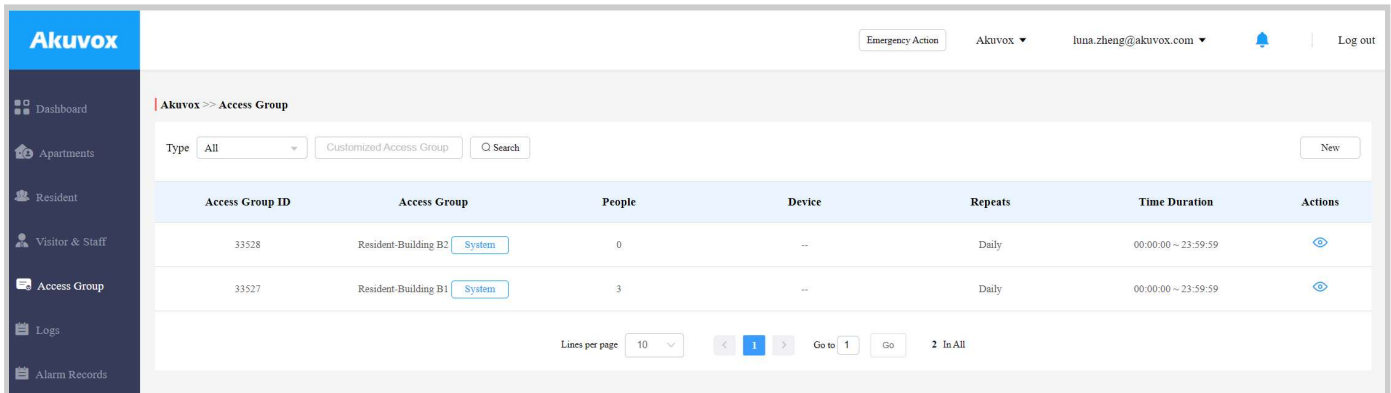
Access Group

The Access Group module allows you to create an inventory of ready-made access control schedules(access group), which can be readily pulled out and applied for

the door access control, targeting specific residents, delivery personnel, staff, buildings, apartments, and relays.

Create Access Group

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



2. Name the access group.

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

4. Select the access group time.

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

The screenshot shows the 'Create Access Group' form. It has a red asterisk next to 'Access Group Name' and a text input field. Below is a 'Repeats' dropdown set to 'Daily'. Then, 'Start Time' and 'End Time' are marked with red asterisks and have time pickers set to '00:00:00' and '23:59:59' respectively. There are two sections: 'Intercom Devices' and 'Third Party Devices'. 'Intercom Devices' has a table with columns: Building, Device Name, MAC, Status, Device Type, and a checkbox for 'Relay'. It currently shows 'No Data'. 'Third Party Devices' has a table with columns: Building, Brand, and Lock Name. It has one row with a checkbox, '---' for Building, 'iTec' for Brand, and 'iTecLock' for Lock Name. A 'Submit' button is at the bottom left. A small circular icon with '00' is on the right side.

6. Click Submit to save the settings.

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

Note

- The Self Devices Authorization option will only appear after devices are added to the resident's room.
- If your installer selects **Only Public Area** in Permission Of Access Control Management when creating or editing a new community, then
 - A) you are not able to set up access control permissions for the residents.
 - B) residents can only use access methods to open relays of public devices.

1. Click .
2. Set up an access control schedule for the resident's private device.
3. Select the device's relay(s).

Self Devices Authorization  

Repeats

Daily 

* Start Time

 00:00:00

* End Time

 23:59:59

Building	Device Name	MAC	Status	Device Type	☐ Relay
B1	gate	0C110515CE68			☐ Relay1

Submit

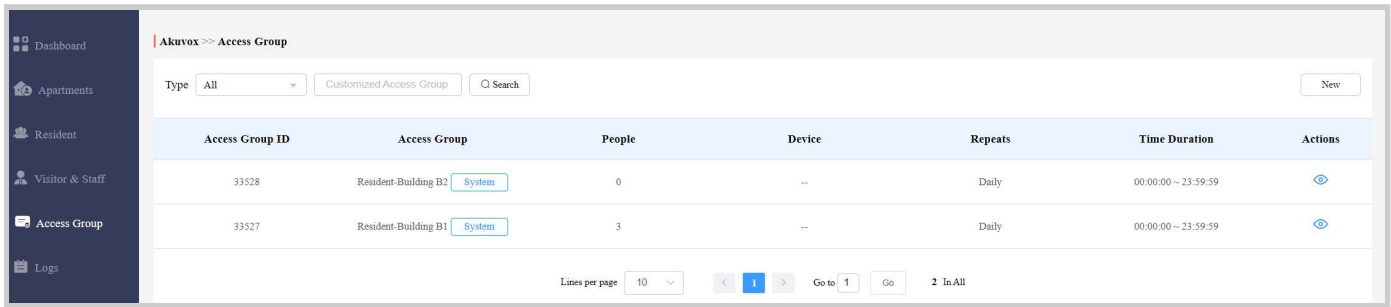


4. Click Submit to save the settings.

Search/Check/Edit Access Group

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

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

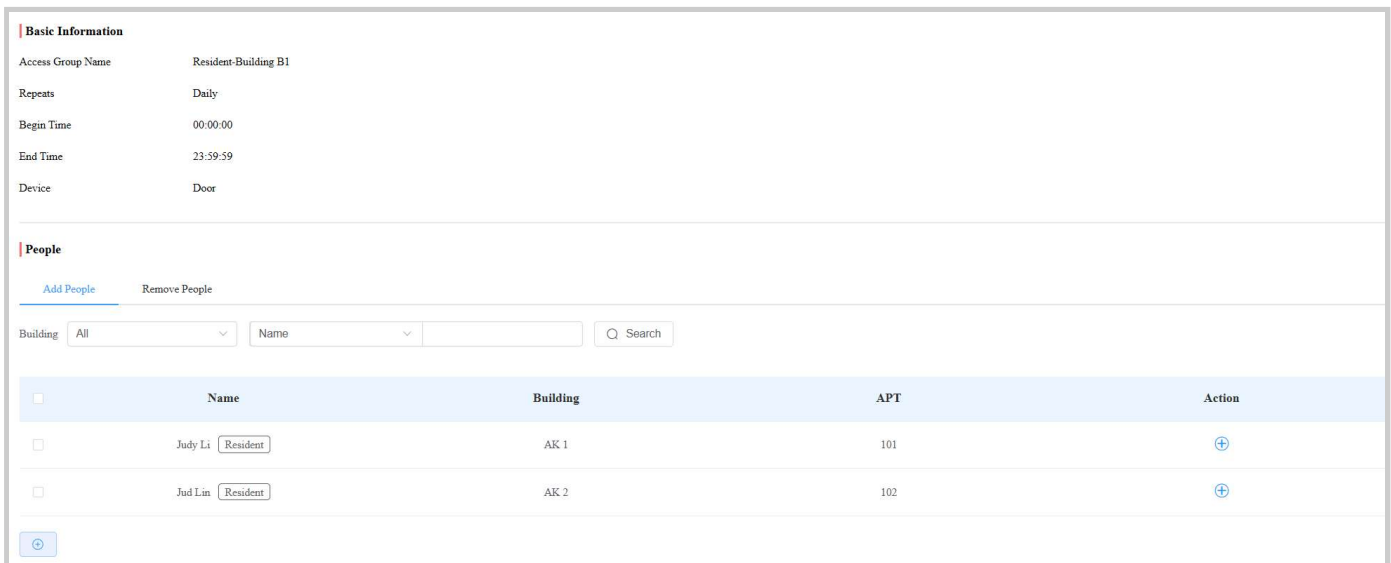


Access Group ID	Access Group	People	Device	Repeats	Time Duration	Actions
33528	Resident-Building B2 System	0	--	Daily	00:00:00 ~ 23:59:59	
33527	Resident-Building B1 System	3	--	Daily	00:00:00 ~ 23:59:59	

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

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

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



Basic Information				
Access Group Name	Resident-Building B1			
Repeats	Daily			
Begin Time	00:00:00			
End Time	23:59:59			
Device	Door			

People				
Add People Remove People				
Building	All	Name		
☐	Name	Building	APT	Action
☐	Judy Li Resident	AK 1	101	
☐	Jud Lin Resident	AK 2	102	

Resident Management

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

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

Add Residents

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

Add Resident Account

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

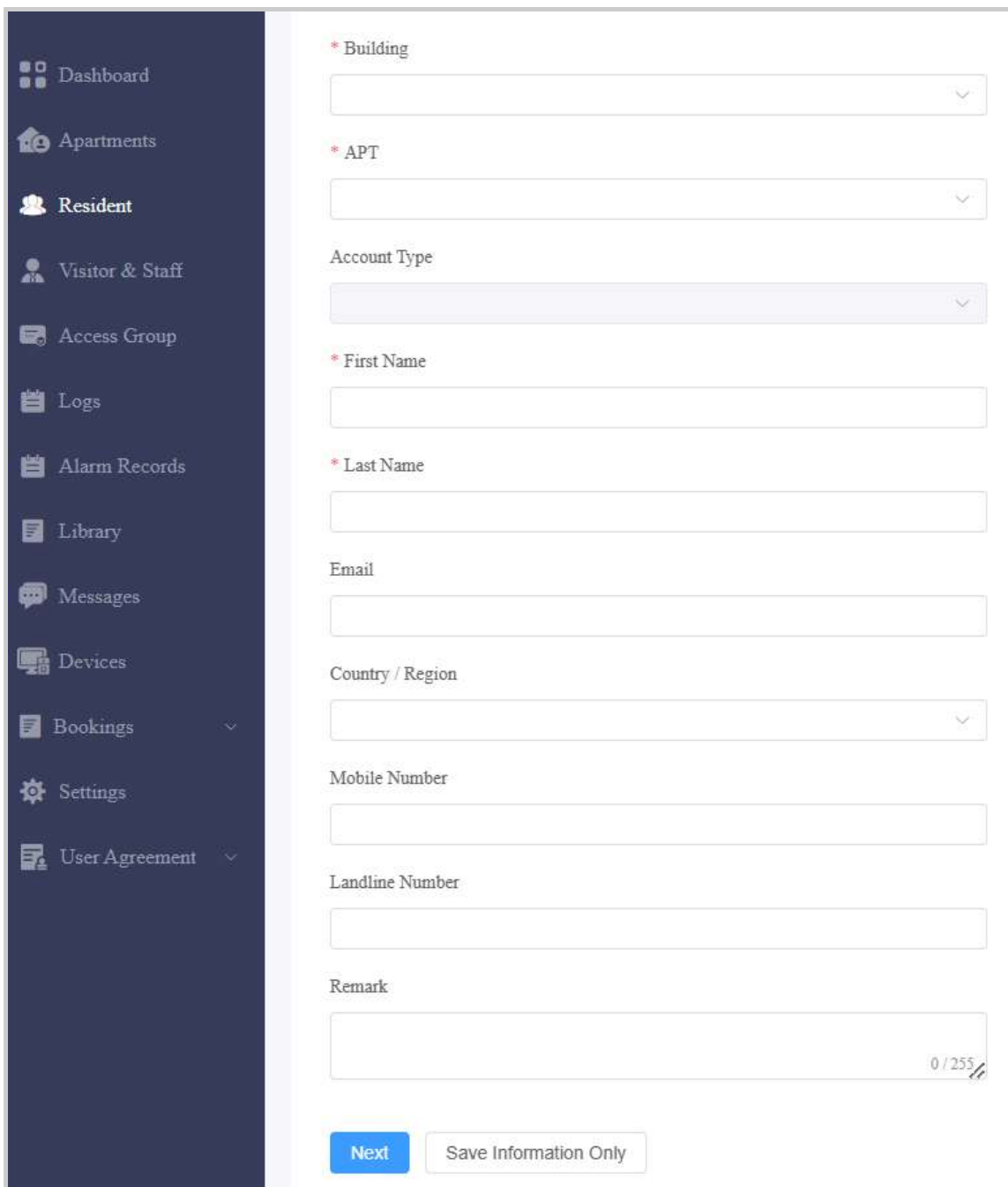
To create a user account:

1. Click **Resident > New**.

UID	Name	Contact Information	Building	APT	APT Name	App Status	Remark	Actions
5926100321	eee edd Member ✓	☎ -- ✉ --	Building A	2#203 (Floor 7)	Apartment 1	Unregistered	--	👁
5926100320	add ddf Member ✓	☎ -- ✉ --	Building A	2#203 (Floor 7)	Apartment 1	Unregistered	--	👁
5926100319	ssd ss Member ✓	☎ -- ✉ --	Building A	2#203 (Floor 7)	Apartment 1	Unregistered	--	👁

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





* Building

* APT

Account Type

* First Name

* Last Name

Email

Country / Region

Mobile Number

Landline Number

Remark

0 / 255

Next Save Information Only

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

Note

- The area code will display in the **Mobile Number** box after selecting **Country/Region**.
- A resident's master account should be created first before the family member's account can be created. The ways to create the master account and family member account are identical.



- Family member accounts must be created under the same apartment, building, and community as those of the master account.
- You can create a limited number of family member accounts for free. Creating more requires an activation fee.
- The SmartPlus app login method for family members varies depending on the information you entered when applying for a family member account. See below:

Description:

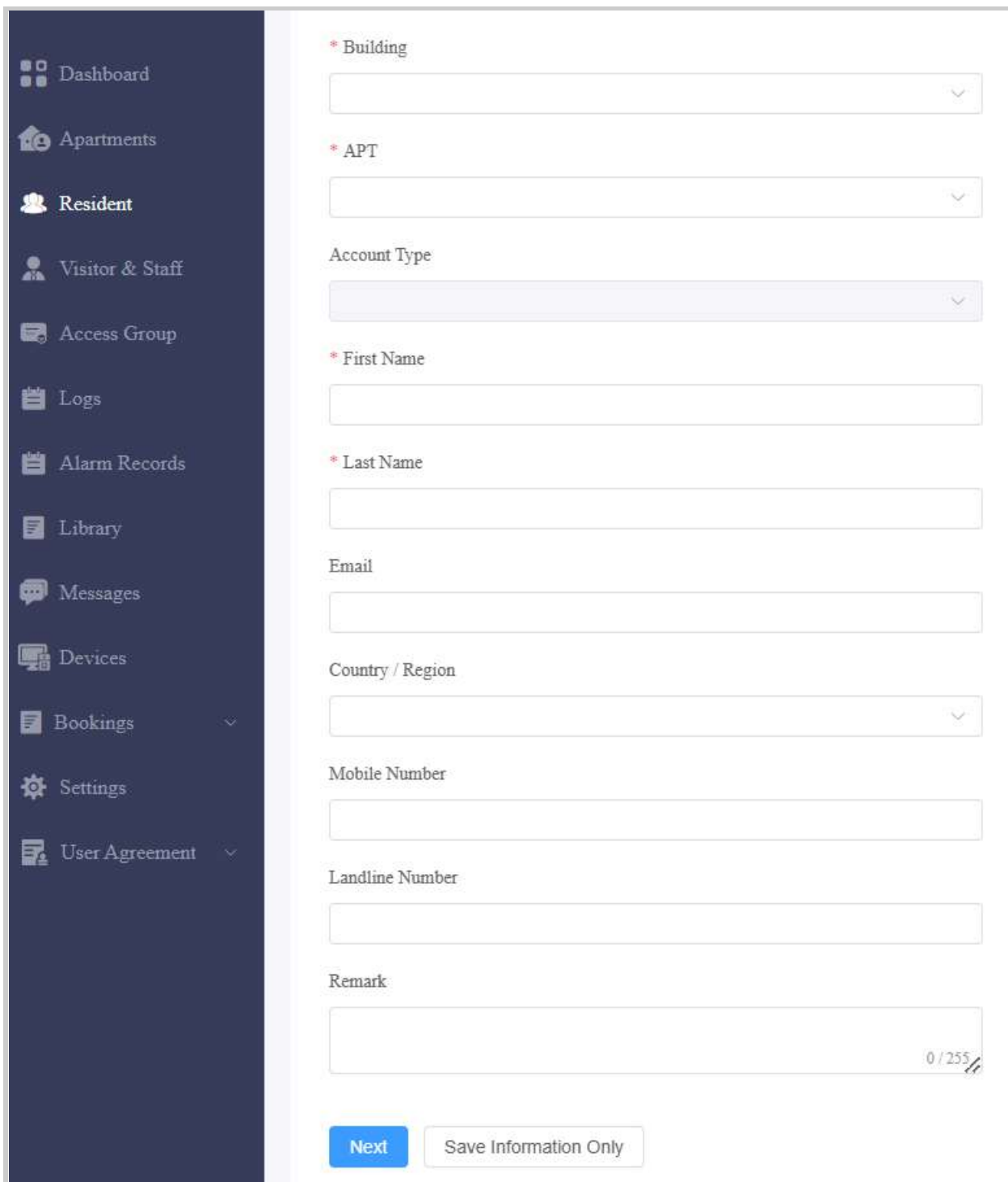
No.	If	Then
1	If you fill in a family member's email and mobile phone,	login information will be sent to email or mobile
2	If you do not fill in the family member's email and mobile phone number, but fill in the master account's email,	login information will be sent to email
3	If you do not fill in the family member's email and mobile phone number but fill in the master account's mobile phone number,	login information will be sent to mobile phone number to login.
4	If you do not fill in the family member's email and mobile phone number, the master account's email and mobile phone number,	login information will be sent to email or mobile phone number of the master account.

Set up Access Control for Resident(s)

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



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



The screenshot shows a web interface for user registration. On the left is a dark blue sidebar with a list of navigation items: Dashboard, Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records, Library, Messages, Devices, Bookings, Settings, and User Agreement. The main area is a light gray form with the following fields: Building (dropdown), APT (dropdown), Account Type (dropdown), First Name (text), Last Name (text), Email (text), Country / Region (dropdown), Mobile Number (text), Landline Number (text), and Remark (text area with a 0/255 character count). At the bottom are two buttons: 'Next' (blue) and 'Save Information Only' (gray).

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Library

Messages

Devices

Bookings

Settings

User Agreement

* Building

* APT

Account Type

* First Name

* Last Name

Email

Country / Region

Mobile Number

Landline Number

Remark

0 / 255

Next

Save Information Only

3. Select the accessible floors in specific buildings. This setting works with the [Akuvox elevator control system](#). Users can take the elevator to the permitted floor.

4. Select the elevator control device from the dropdown menu.



Accessible Floors

Accessible Floors

Please set the accessible floors for specific buildings.

Building B

All elevator control devices

+ Add

5. Configure the access methods.

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

Note

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



Access Type

PIN

RF Card

Fingerprint ?



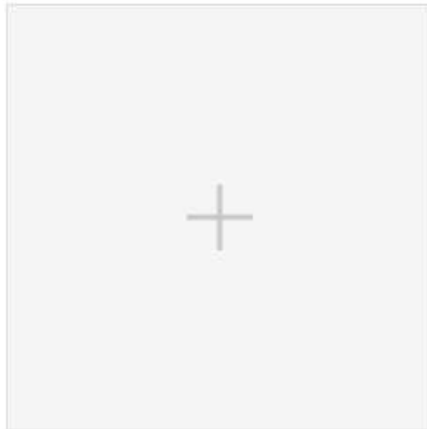
Not Enrolled

ID Access

Off



Face ID ?



License Plate

License Plate

UHF Card ?

Long-term Vehicle



6. Select the [access_group](#) and click Submit.



Access Group

Selected:

Resident-Building Building A

	Name	Device	Third Party Device	Repeats	Time
☒	Resident-Building Building A	S539;Doorphone	--	Daily	00:00:00 - 23:59:59
☐	Resident-Building Building B	--	--	Daily	00:00:00 - 23:59:59

Submit

Search/Delete/Edit User Accounts

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

Search/Delete User Accounts

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

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Smart Parking

Community 1 >> Resident

Building

All

APT

All

Account Type

All

Active

All

Import

New

App Status

All

Name

Q Search

UID	Name	Contact Information	Building	APT	APT Name	App Status	Remark	Actions
5926100321	eee edd Member		Building A	2#203 (Floor 7)	Apartment 1	Unregistered	--	
5926100320	add ddf Member		Building A	2#203 (Floor 7)	Apartment 1	Unregistered	--	
5926100319	ssd ss Member		Building A	2#203 (Floor 7)	Apartment 1	Unregistered	--	

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



Dashboard
Apartments
Resident
Visitor & Staff
Access Group
Logs
Alarm Records
Smart Parking
Library
Messages
Devices
Bookings

Community 1 >> Resident >> View

Basic Information

Reset Password
Delete
Edit

UID

5926100321

Name

eee edd Member

Building

Building A

APT

2#203 (Floor 7)

APT Name

Apartment 1

Active

Normal

Expiration Time

--

App Status

Unregistered

Email

--

Country / Region

--

Mobile Number

--

Landline Number

--

Remark

--

Note

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

Edit User Accounts

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

1. Click on  of the desired user accounts.

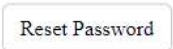
Dashboard
Apartments
Resident
Visitor & Staff
Access Group
Logs
Alarm Records
Smart Parking

Community 1 >> Resident

Building All APT All Account Type All Active All Import New

App Status All Name Search

UID	Name	Contact Information	Building	APT	APT Name	App Status	Remark	Actions
5926100321	eee edd Member	-- --	Building A	2#203 (Floor 7)	Apartment 1	Unregistered	--	
5926100320	sdd ddf Member	-- --	Building A	2#203 (Floor 7)	Apartment 1	Unregistered	--	
5926100319	ssd ss Member	-- --	Building A	2#203 (Floor 7)	Apartment 1	Unregistered	--	

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

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



Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Smart Parking

Library

Messages

Devices

Bookings

Community 1 >> Resident >> View

Basic Information

UID

5926100321

Name

eee edd Member

Building

Building A

APT

2#203 (Floor 7)

APT Name

Apartment 1

Active

Normal

Expiration Time

--

App Status

Unregistered

Email

--

Country / Region

--

Mobile Number

--

Landline Number

--

Remark

--

Reset Password

Delete

Edit

Note

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

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

Access Type

PIN

RF Card

Face ID

Fingerprint

License Plate

ID Access

New

PIN	Created By	Created Time	Action
No Data			

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

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

☐	Name	Device	Repeats	Time
☒	Resident-Building Building 1	Gate1	Daily	00:00:00 - 23:59:59
☒	Akuvox Access schedule	Gate1	Daily	00:00:00 - 23:59:59
☐	Test	Gate1	Daily	00:00:00 - 23:59:59
☐	Test1	Gate1	Daily	00:00:00 - 23:59:59

Submit

Add Community Residents to a Building Using a Template

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

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

Community 1 >> Resident

Building: All APT: All Account Type: All Active: All Import New

App Status: All

UID	Name	Member	App Status	Remark	Actions
5926100321	eee edd	Member	Unregistered	--	
5926100320	sdd ddf	Member	Unregistered	--	
5926100319	sdd ss	Member	Unregistered	--	
5926100283	095 763	Master	Unregistered	--	
5926100279	Lily Z	Member	Unregistered	--	
5926100277	Judy Z	Master	Registered	Residents	

243242
zmssylvia@163.com

Building A 2#203 (Floor 7) Apartment 1

Lines per page: 10 1 Go to: 1 Go 6 In All

Import

Batch Add Resident

Download Import Template

Batch Edit Resident

Export Resident

Import RF Card/PIN

Download Import Template

Import Face

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

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

Template Description:

Settings	Description
Building	Fill in the building number or name. Note: should not be more than 128 characters in length.
Accessible Floors	This setting works with the Akuvox elevator control system. Use the elevator to accessible floors in specific buildings. The format is {Building:Floor:Elevators}. For example, Building 1:1:1. Note: The Floor field should always be filled using numeric value (1,2,3) or All(All floors). The elevator configuration mode is managed by the installer. The system will automatically match the floor information with the project configuration.
Apt	Fill in the resident's apartment number. Support entering number with "#", e.g., 2#123A. Note: - DO NOT start the apartment number with #, e.g., #2#123, because phones with APT#+PIN authorization mode enabled will fail to recognize the apartment number and PIN codes. This will lead to door-opening failure. - So far, only the following devices with specific firmware version support entering #. - R27: 227.30.10.101 - R28: 28.30.10.7 - R28V2: 228.30.10.135 - R29: 29.30.10.420 - R20K: 320.30.10.230 - S532: 532.30.10.117 - S539: 539.30.10.246 - X912: 912.30.11.49 - X915V2: 2915.30.10.507



	• X916: 916.30.10.226 • E18: 18.30.10.236 3. The following devices with specific firmware versions or h entering letters. • X915V2: 2915.30.10.507 • R29: 29.30.10.420
Apt Name	Enter the apartment name.
Account Type	Enter 0 for the family master account and 1 for the family mem
First Name	Fill in the resident's first name. Note: should not be more than 64 characters in length.
Last Name	Fill in the resident's last name. Note: should not be more than 64 characters in length.
Email (Optional)	Fill in the resident's Email.
Mobile Number(Optional)	Fill in the resident's mobile phone number.
Telephone Calling Code (Optional)	Fill in the resident's country code.
Parking Restrictions(Optional)	• Available when the Parking Restrictions feature is enabled • Enter the number of parking spaces(0~9999) assigned to • Set this value for Family Master Account. It is invalid for F Account. • Vehicles will be denied entry once the allocated parking c exceeded.
Phone1/2/3 (Optional)	Fill in the resident's mobile phone number.
RF Card (Optional)	Fill in the RF card for the resident.
PIN (Optional)	Fill in the PIN code for the building access for the resident.



License Plate(Optional)	Fill in the license plate information, multiple plates separated by ";". You can add up to 5 codes.
UHF Card(Optional)	Fill in the UHF card code, multiple codes separated by ";". You can add up to 5 codes.
Access Group ID (Optional)	Fill in the access group for residents for the access control.
Remark(Optional)	You can add remarks for users to indicate their identity, such as "resident."

Edit Community Residents in Batch

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

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

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

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

Note

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

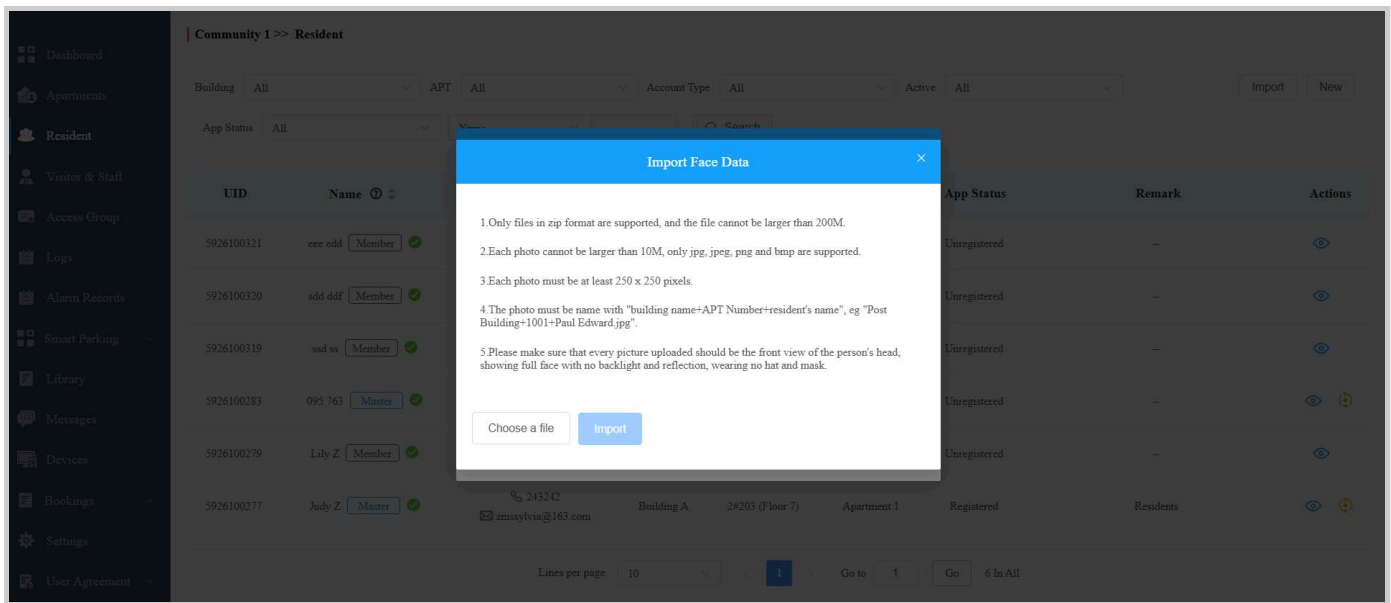
Import Face Data/RF Cards/PIN Codes

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

Import Face Data

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

The screenshot displays the SmartPlus App interface. On the left, a sidebar menu shows various modules, with 'Resident' highlighted. The main area shows the 'Community 1 >> Resident' page. At the top right, there is an 'Import' button. A modal dialog box titled 'Import' is open in the center, containing several options: 'Batch Add Resident', 'Download Import Template', 'Batch Edit Resident', 'Export Resident', 'Import RF Card/PIN', 'Download Import Template', and 'Import Face'. The 'Import Face' option is highlighted with a red box. The background shows a list of residents with columns for UID, Name, and Member status.



Note

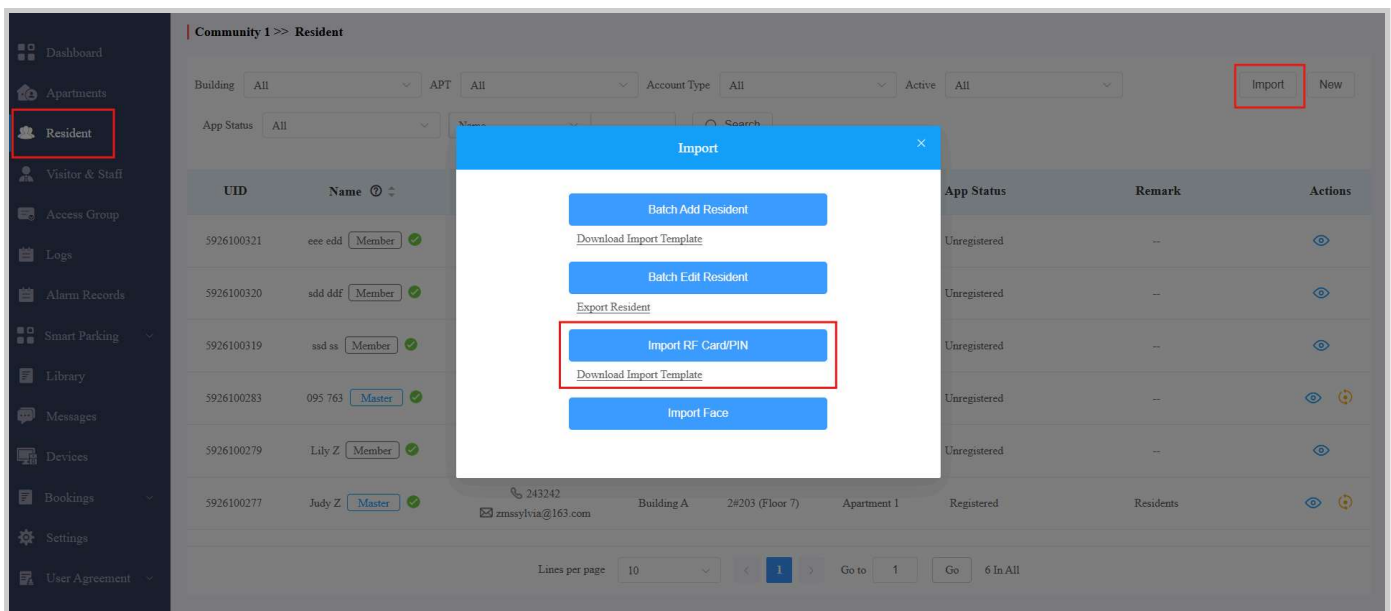
Face data should be imported in .zip file format, and the photos need to be named by building name, room number, and user name. e.g "Building1+1001+Paul Edward.jpg".

Import RF Cards/PIN Codes

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

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





RF card template:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Building	Apt	User	RF Card	PIN								
2	B1	101	Judy	12345	12345								
3													
4													
5													

Note

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

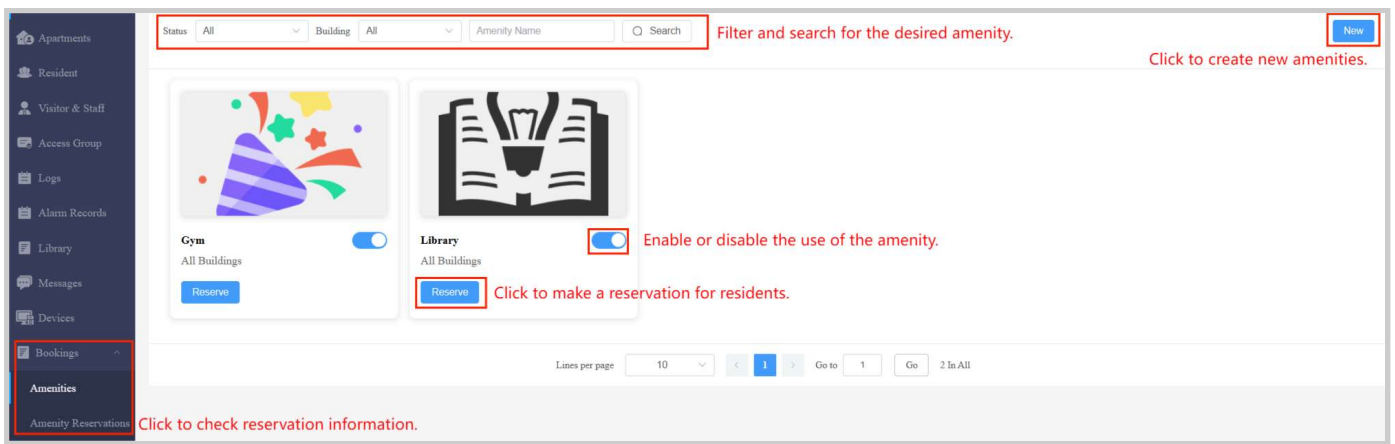
Bookings for Residents

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

Note

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





Visitor & Staff Management

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

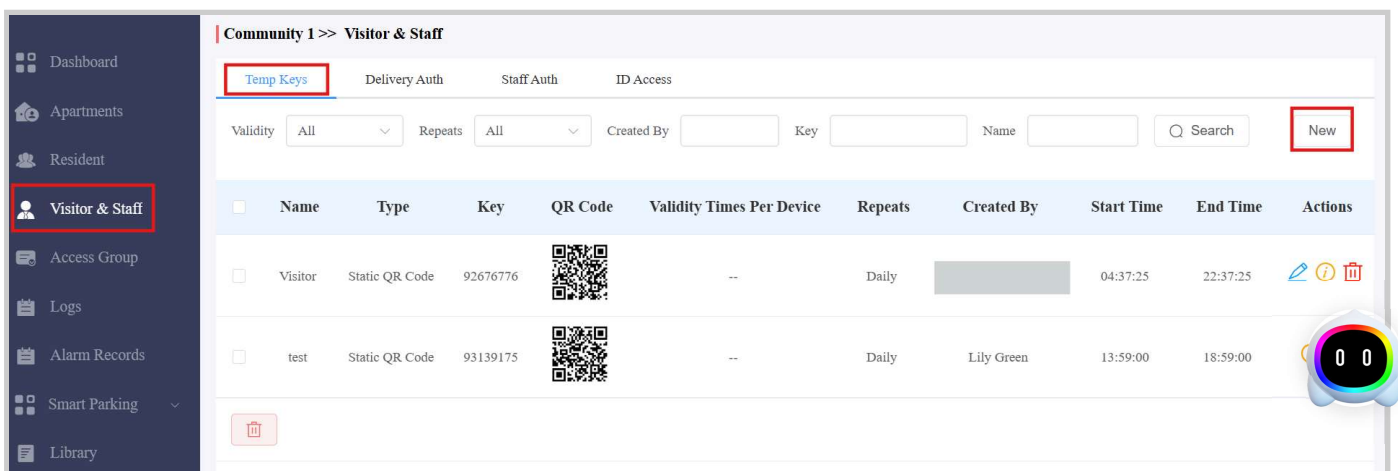
Manage Access Credentials for Visitors

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

Create a Temporary Key

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

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



2. Create a temp 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

* Name

ID Number

Repeats

* Begin Time

* End Time

* Validity Times Per Device

License Plate

UHF Card

Email

Building	Device Name	MAC	Status	☐ Relay
Building A	E16	0C1105272FC4	●	☐ Relay1
Building A	R20A	0C11051D38C5	●	☐ Relay1
Building A	R29	0C110518CC4D	●	☐ Relay1



Item Description:

Item Name	Description
Building	Select the building in which the resident to be visited lives.
APT	Select the resident's apartment .
Name	Enter the visitor's name.
ID Number	Enter the visitor ID number.
Repeats	Select Never, Daily, and Weekly for the temporary key access schedule. 1. Never means a non-repetitive and one-time access schedule with a specific PIN code validity expiration time; 2. Daily means the PIN code access is valid during a certain time of the day and is repetitive daily (eg, 08:00-20:00 every day) 3. Weekly means the PIN code access is valid during a certain time of the day and is repetitive every week. (eg. 08:00-20:00 selected day(s) of a week).
Validity Times Per Device	You can put a number in the field based on the format: "each count" * "the number of door phones selected" = "total number of times the 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). You can use the PIN code on any one of the door phones selected. When the PIN code is used on any one of the door phones, it will no longer be valid on the rest of the door phones. Note: This is applicable when you select Never in the Repeats field.
Start Time End Time	Set the Start Time and End Time for the PIN code validity per a day on a daily or weekly basis.
Email	The temp key will be sent to the visitor's email address you provide.
License Plate/UHF Card	Available when the Smart Parking feature is enabled. With their license plates and/or UHF cards registered, visitors can enter the parking lot during the valid time.



Edit/Delete Temporary Key

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

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Smart Parking

Library

Community 1 >> Visitor & Staff

Temp Keys

Delivery Auth

Staff Auth

ID Access

Validity

All

Repeats

All

Created By

Key

Name

Q Search

New

☐	Name	Type	Key	QR Code	Validity Times Per Device	Repeats	Created By	Start Time	End Time	Actions
☐	Visitor	Static QR Code	92676776		--	Daily		04:37:25	22:37:25	
☐	test	Static QR Code	93139175		--	Daily	Lily Green	13:59:00	18:59:00	

Note

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



Building	B1
APT	#3
Name	Judy
ID Number	123
Created By	Ela Zheng

Key	91487640	View Door Logs
Repeats	Never	
Validity Times Per Device	1	
Start Time	2023-11-17 13:54:00	
End Time	2023-11-18 13:54:00	

QR Code



Access Device

Device Name	Building	MAC	Relay
Gate	B1	0C11051DED84	Relay1

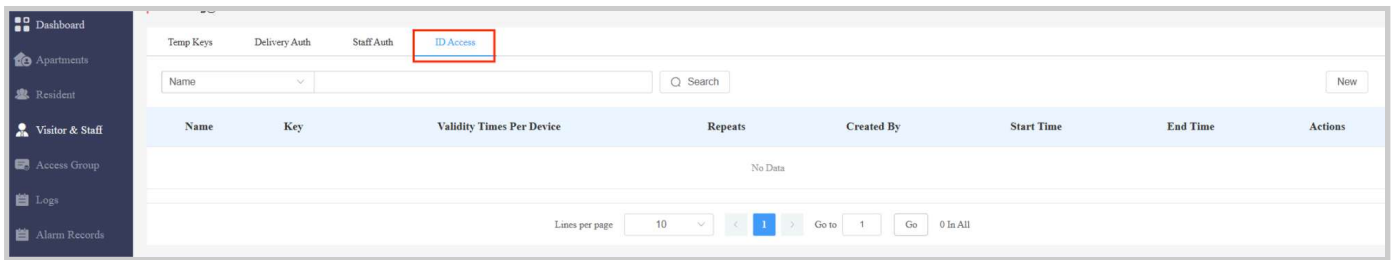
Set up ID Access

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

Note

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





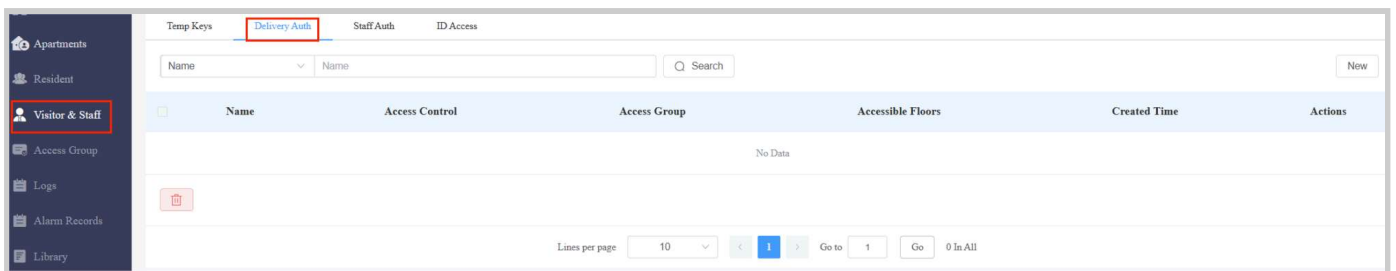
Manage Access Credentials for Delivery Personnel

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

Create Delivery PIN Codes/RF Cards

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

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



2. Enter the delivery person's name.

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

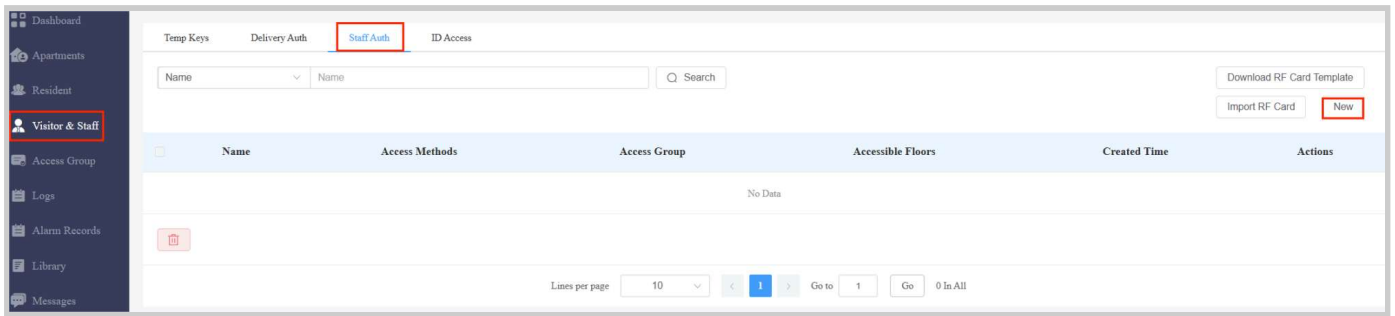
4. Select the accessible floors and elevator control device. This setting works with the Akuvox elevator control system. Users can take the elevator to the permitted floor.

5. Select the default or self-created [access group](#).



in batches using a template.

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



2. Set up the access methods.

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

Note

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

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



* Name

PIN

RF Card

ID Access

Off

Fingerprint ?



Not Enrolled

Face ID



Accessible Floors

Please set the accessible floors for specific buildings.

Add

4. Scroll down to select the default [access_group](#) or a self-created one.

Access Group

Selected:

	Name	Device	Repeats	Time
☐	AK1	Door	Weekly	00:00:00 - 23:59:59
☐	Resident-Building AK 1	--	Daily	00:00:00 - 23:59:59



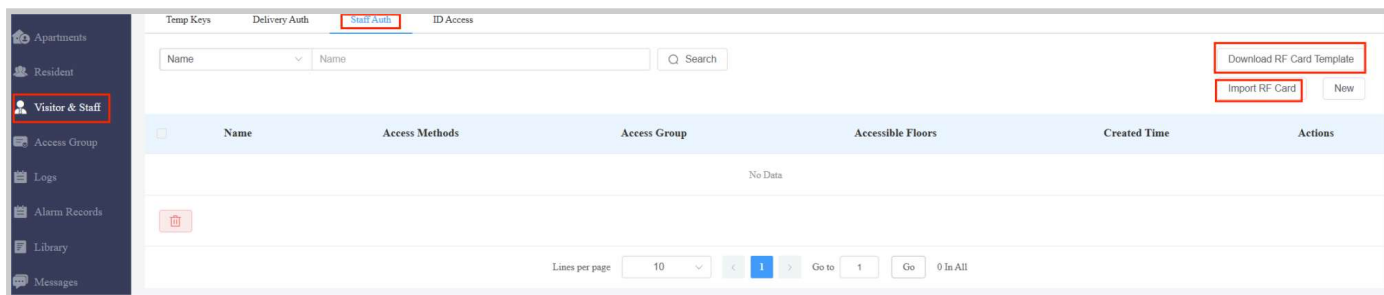
Add RF Cards Using Template for Property Manager

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

2. Click on  .

3. Populate the RF card template.

4. Click on  to upload the template file.



Template Sample

F31			
fx			
	A	B	C
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. Multiple Access Group IDs should be separated by a semicolon.

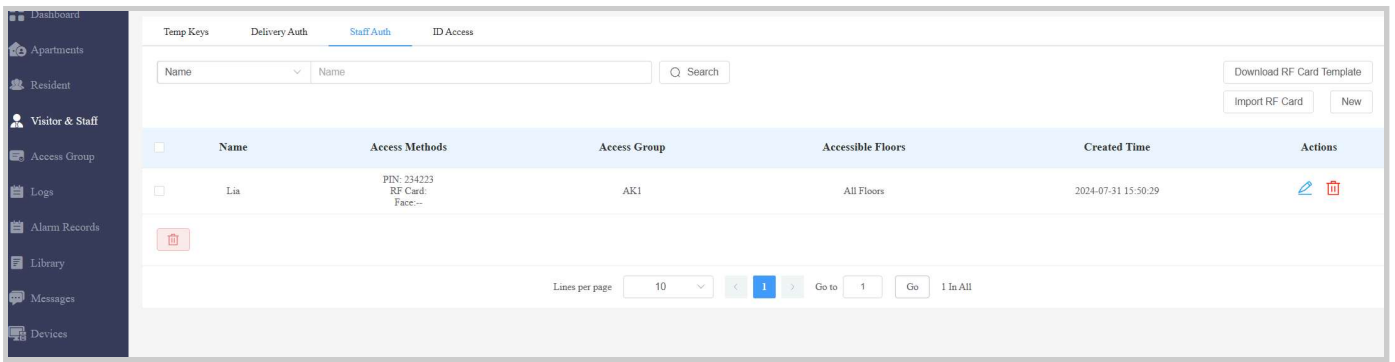
Modify/Delete Property Manager RF Cards/PIN Codes

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

2. Search the staff info by name, PIN code, or RF card number in the fuzzy search field and click **Search** if needed.

3. Click  to modify and  to delete the target user. Please note that in the staff info editing interface, the Face ID will be displayed using a default image instead of the enrolled one, though the staff has a Face ID enrolled already.



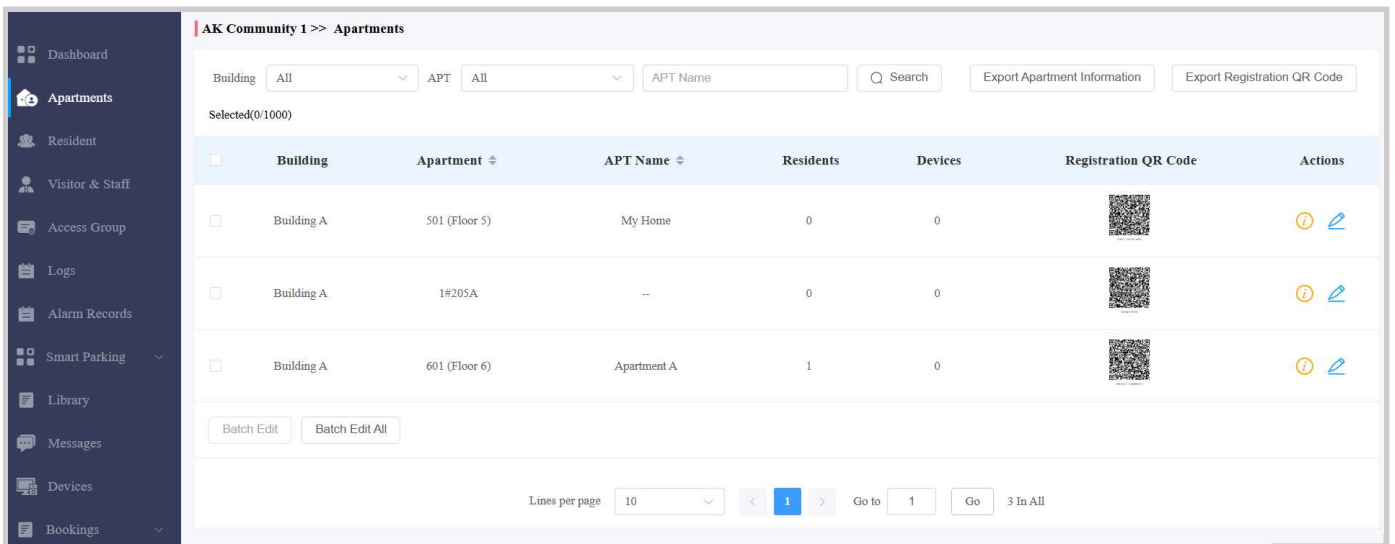


Apartment Management

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

Search for/Check Apartment

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



3. Click  to check the details of the apartment.



AK Community 1 >> Apartments >> Information

Basic Information

Edit

Building	Building A
APT	501 (Floor 5)
APT Name	My Home
Call Type	Phone and indoor monitors
SIP Call Or IP Call	IP Call (All the devices are deployed on the same local network)
Creating QR Codes	Allowed
Allow User to Register Face ID	Allowed
Family Member Creation Limit by Family Master	Off
Valid Time	--

Residents

Name	Contact Information	Created Time
------	---------------------	--------------

No Data

Devices

Device Type	Device Name	MAC	Status
-------------	-------------	-----	--------

Edit and Reset Apartment

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

Edit Apartments

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

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

AK Community 1 >> Apartments

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Smart Parking

Library

Messages

Devices

Bookings

Building

All

APT

All

APT Name

Q Search

Export Apartment Information

Export Registration QR Code

Selected(0/1000)

	Building	Apartment	APT Name	Residents	Devices	Registration QR Code	Actions
☐	Building A	501 (Floor 5)	My Home	0	0		
☐	Building A	1#205A	--	0	0		
☐	Building A	601 (Floor 6)	Apartment A	1	0		 

Batch Edit

Batch Edit All

Lines per page

10

< 1 >

Go to

1

Go

3 In All

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

3. Manage permission control:

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

Note

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



Edit Apartment



Apartment Name

The Green's

Contact Preference

Group Call



Call Type

SmartPlus and indoor monitors



SIP Call Or IP Call

IP Call (All the devices are deployed on the same local network)



Parking Restrictions

5

☐ Set Valid Time 

Visitor Free Parking Time

Follow Project Settings (600 minutes)



Care Alarm Emergency Access Accepted

☒ On ☐ Off

Emergency Contacts

A

Email

B

Phone

Add

Alarm Type

☒ Fall Alarm ☒ Bed-exit Alarm

Temporary Key Validity Duration

30 minutes

Valid Times

100

Permission Control

☒ Allow User to Create QR Code

☒ Allow User to Register Face ID

☒ Family Member Creation Limit by Family Master

3

☒ Allow User to Create ID Access

☒ Allow User to Create RF Card

☒ Allow User to Create PIN

Reset Apartment

Refresh Registration QR Code

Cancel

Submit



Item Name	Description
-----------	-------------

Apartment Name	Fill in the apartment name.
Contact Preference	• Group Call: All indoor monitors and SmartPlus App receive the call. • Sequence Call: The devices, family members, and numbers in the family will be called based on the p
Call Type	Six call types. For example, if you select " SmartPlus ar monitors ", residents can answer the call using SmartPl indoor monitor.
SIP Call Or IP Call	Select IP Call if devices are deployed on the same loca select SIP Call .
Parking Restrictions	• Available when the Parking Restrictions feature is installer. • Enter the number of parking spaces(0~9999) assign • Vehicles will be denied entry once the allocated pa is exceeded.
Set Valid Time	This option is designed for the rental scenario, disabled With it enabled, specify the time for the tenant to use tl App and open doors. Beyond this time, the SmartPlus A access methods will be restricted.
Auto-Delete Family Accounts on Expiry	This option is available when Set Valid Time is enabled enabled, when the lease ends, the accounts in the apar automatically deleted.
Visitor Free Parking Time	Available when Visitor Parking Time Management is er Smart Parking > Setting interface. • Follow Project Settings: Use the setting you set on Parking > Setting interface. • Custom: Specify the visitor free parking time(0~5
Care Alarm Emergency Access	This feature is used to allow healthcare personnel acce emergency happens. Note: It is ONLY available when the sensor MR01 is add by your installer.



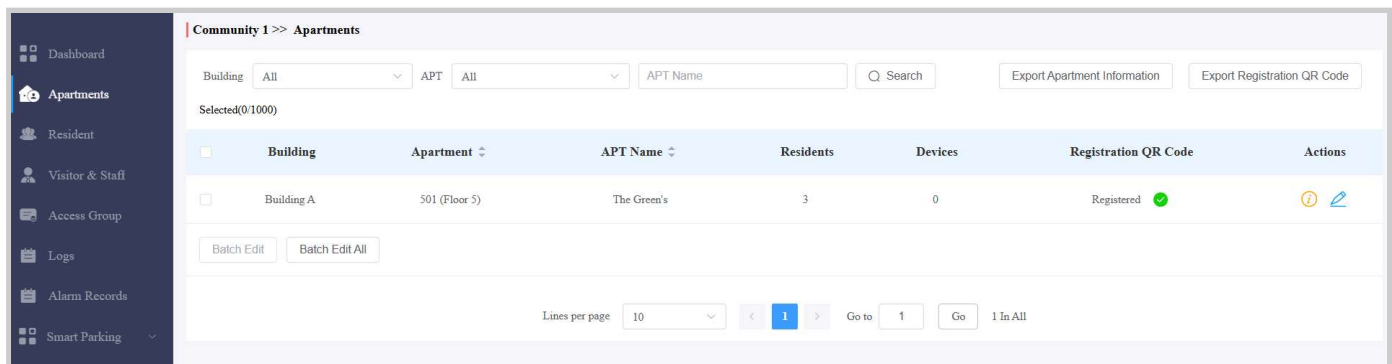
Emergency Contacts	Available when Care Alarm Emergency Access is enabled. - You can add up to 5 contacts. - Select the contact type: Email or Phone. This determines the contact receives the emergency access temporary key. - Enter the email address or phone number.
Alarm Type	Select the alarm type that triggers the emergency access.
Temporary Key Validity Duration	Set how long the key is valid for emergency access.
Valid Times	Set how many times the key can be used during the validity period.

Reset Apartments

To reset the apartment, do the following:

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

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



Community 1 >> Apartments

Building: All APT: All APT Name: Search Export Apartment Information Export Registration QR Code

Selected(0/1000)

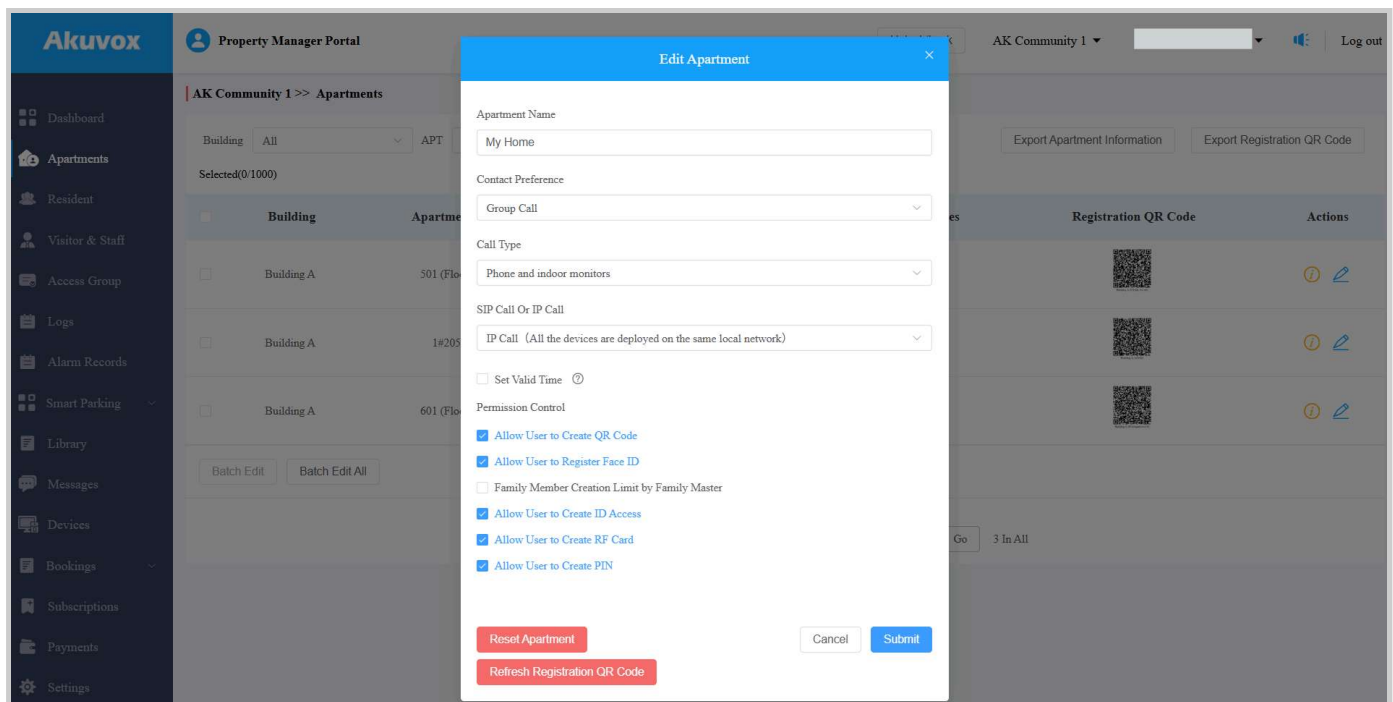
Building	Apartment	APT Name	Residents	Devices	Registration QR Code	Actions
Building A	501 (Floor 5)	The Green's	3	0	Registered	

Batch Edit Batch Edit All

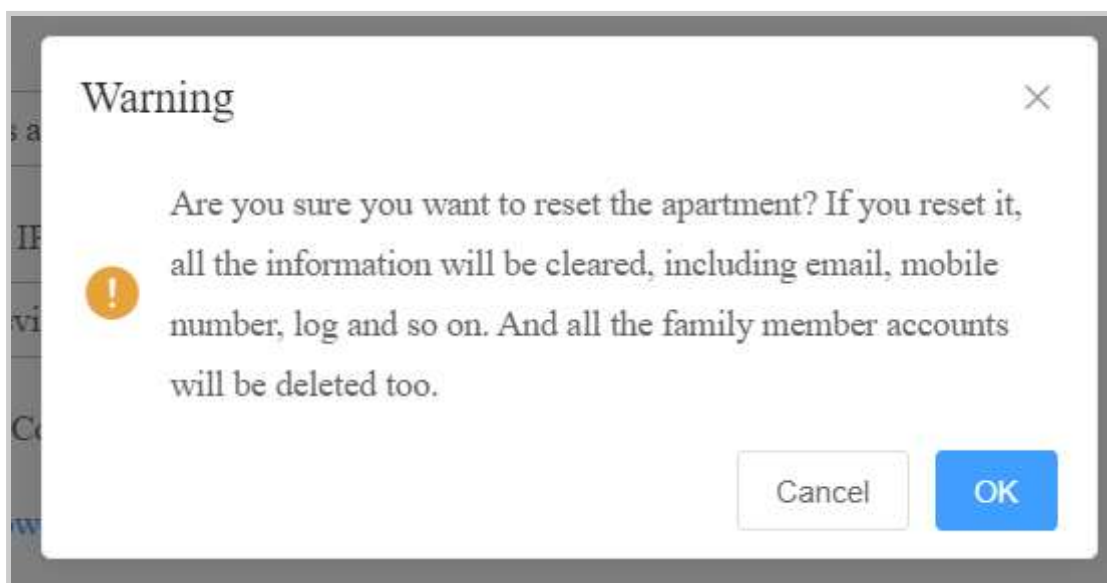
Lines per page: 10 < 1 > Go to: 1 Go 1 In All

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





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



Once you agree to reset, some information or data in this apartment will be removed, while some will not:

☐ Data to be removed, including

- Family member accounts.
- Emails, mobile numbers, country/region, and landlines.
- Logs(audit logs excluded) and histories.
- Messages and alarms, and
- Accessing settings, including PIN, face data, NFC, Bluetooth, and QR Codes.



□ Data to be kept includes

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

□ Other changes including

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

Note

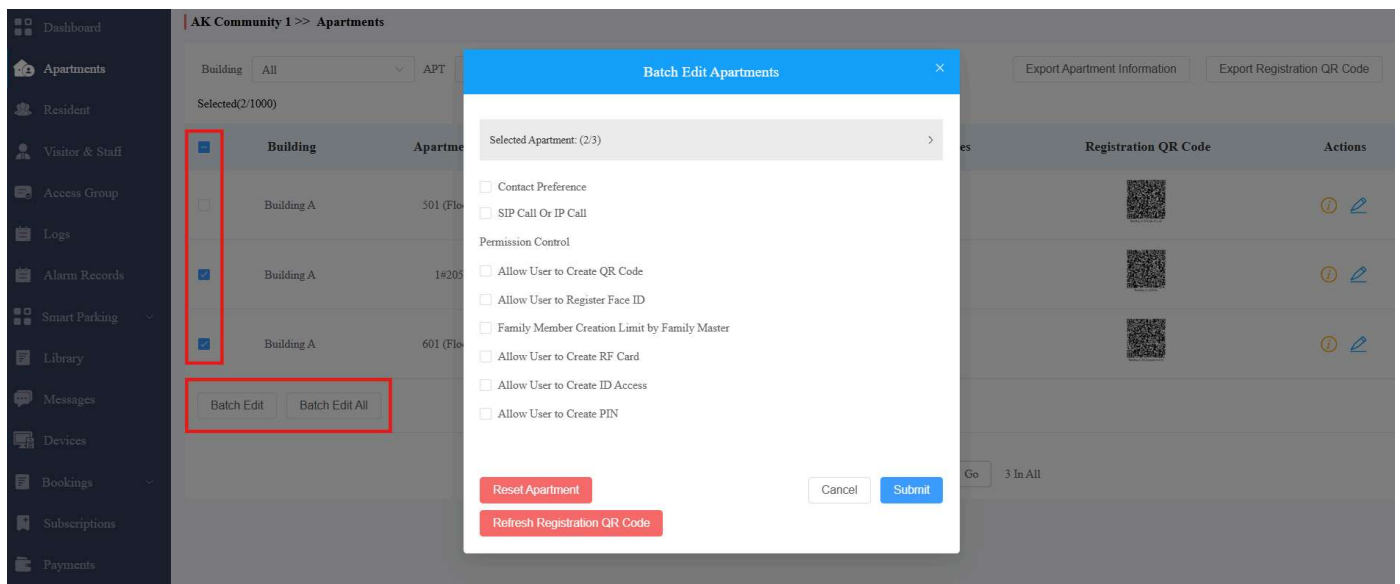
It is free to create a new account in the family after resetting, while it charges after deleting. The resetting feature is suitable for rental scenarios; you can empty the accounts after the tenants move out and create accounts for the new ones.

Batch Edit Apartment Settings

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

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

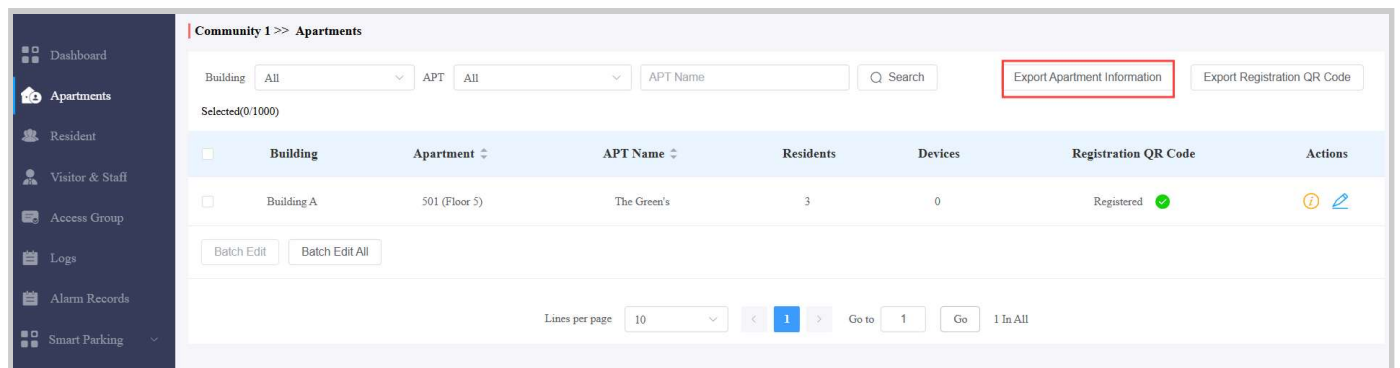




5. Submit the setting. "Batch Edit Complete" will display in the lower right corner.

Export Apartment Settings

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



Export File Example:

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

Smart Parking

Smart Parking provides vehicle access control, parking lot management, customizable access rules, vehicle management, and operational monitoring to

help improve parking efficiency and security in community projects.

Click [here](#) to view the feature configuration guidance.

Configure it on the **Smart Parking** module in the left menu.

Community 1 >> Smart Parking >> Overview

Overview

System Overview

- Total Parking Lots: 3 (Add Parking Lot +)
- Resident Vehicles: 6 (Add Vehicle +)
- Blocklisted Vehicles: 0 (Add to Blocklist +)
- Emergency Rules: 1 (Add Emergency Rule +)

Parking Statistics

- Current Parked:** 8 (Registered: 6, Visitor: 2). Total Parking Spaces: 200, Occupancy: 4%.
- Entry Count:** 10 (Registered: 6, Visitor: 4). Last 1 day, Last 7 days.
- Exit Count:** 3 (Registered: 1, Visitor: 2). Last 1 day, Last 7 days.
- Long-Stay (15+ days):** 0 (Registered: 0, Visitor: 0).

Visitor Parking Hours (2026-04)

- Total Parking Hours: 299.2
- Overtime Hours: 37.8
- Overtime Apartments: 1

Notifications

- AK1113: Exit (Yesterday 14:28:46). Visitor Vehicle. Set APT, Blocklist.
- AK1114: Exit (Yesterday 14:28:43). Visitor Vehicle. Set APT, Blocklist.
- AK1114: Entry (Yesterday 10:38:10).

Logs

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

Community 1 >> Logs

Door Logs | Call History | Capture & Video | Temperature Logs | Detection Logs | Operation Logs

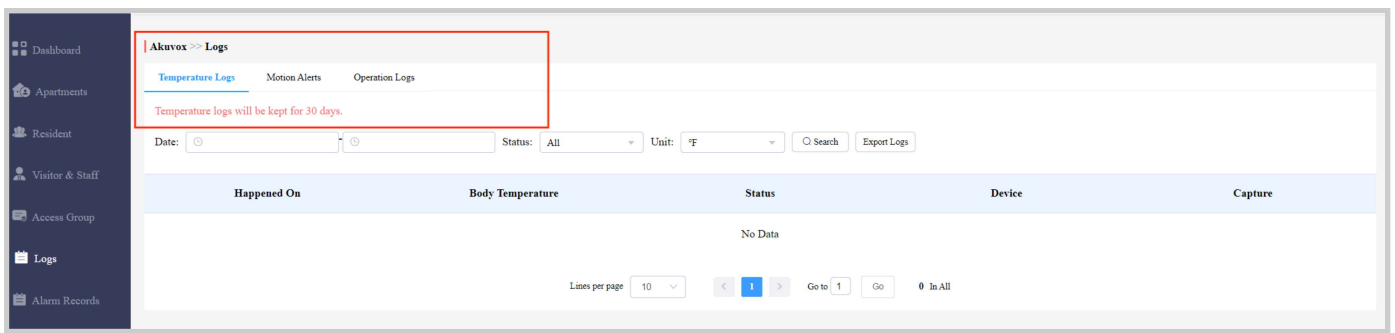
Logs will be kept for 30 days.

Log Type: All | Date: [] - [] | Building: All | APT: All

Device Location: All | Initiated By: [] | Action: All | Key: [] | Search | Export Logs

Happened On	Building	Device Location	Initiated By	APT	Log Type	Action	Key	Response	Capture & Video
2025-07-25 11:47:27	Building A	S539-Relay1	Judy Z	2#203 (Floor 7)	Door Release	PIN Unlock	****	Success	[Image]
2025-07-25 11:21:58	Building A	S539	visitor	—	Door Release	PIN Unlock	****	Failed	[Image]
2025-07-23 17:08:35	Building A	S539-Relay1	Judy Z	2#203 (Floor 7)	Door Release	SmartPlus Unlock	—	Success	[Image]

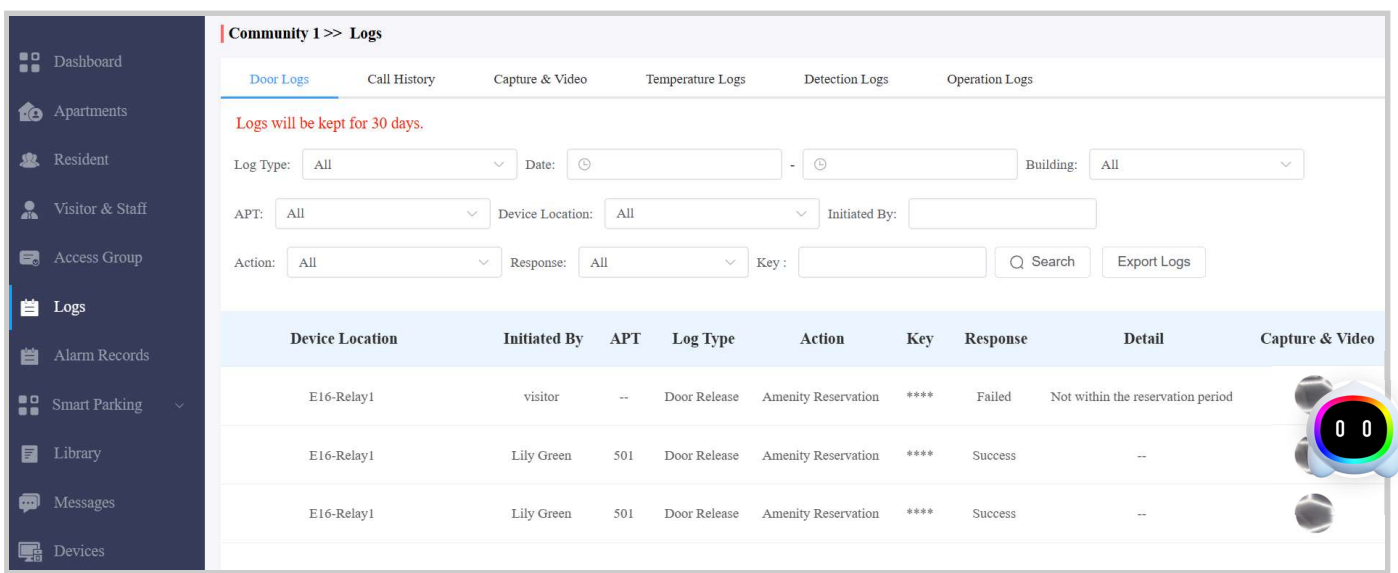
When **Log Access Control** is not enabled by your installer, you cannot check door logs, call history, or captured images. The three modules will be hidden.



Check/Export Door Logs

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

1. Click on **Door Logs**.
2. Select the log type.
3. Set up the time range for the door logs to be checked.
4. Select the building and further narrow down the search by **Device Location**, **Initiated by**, **Apartment**, and **Action** for the targeted search if needed.
5. Click on **Export Logs** to export logs.



Access Failure Reasons

The cloud provides clear failure reasons when an access attempt is denied under different scenarios.

Failure Scenario	Description	
Invalid credentials	Credentials not registered	E
Holiday restriction	Access attempted during a holiday period	N
No permission / Door inactivated or expired	User has no permission, outside schedule, or door inactivated/expired	N
Vehicle validity expired	License plate is outside the valid period	N
User validity expired	User validity period has expired(applies to PIN, RF card, license plate, face, Bluetooth, NFC, Amenity Reservation, and fingerprint authentication)	C
Door interlock	Access blocked due to door interlock	D
Two-factor authentication failure	Second authentication method does not match configuration	T
Parking limit reached	Parking capacity allocation exceeded	P

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

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Smart Parking

Library

Messages

Devices

Community 1 >> Logs

Door Logs

Call History

Capture & Video

Temperature Logs

Detection Logs

Operation Logs

Logs will be kept for 30 days.

Log Type: All

Date: -

Building: All

APT: All

Device Location: All

Initiated By:

Action: All

Response: All

Key:

Search

Export Logs

Device Location	Initiated By	APT	Log Type	Action	Key	Response	Detail	Capture & Video
E16-Relay1	visitor	--	Door Release	Amenity Reservation	****	Failed	Not within the reservation period	
E16-Relay1	Lily Green	501	Door Release	Amenity Reservation	****	Success	--	
E16-Relay1	Lily Green	501	Door Release	Amenity Reservation	****	Success	--	

Note

Check/Export Call History

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

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

The screenshot displays the Akuvox Property Manager Portal. The left sidebar contains navigation options: Dashboard, Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records, Smart Parking, Library, Messages, Devices, and Bookings. The main content area is titled 'Community 1 >> Logs' and includes tabs for Door Logs, Call History (selected), Capture & Video, Temperature Logs, Detection Logs, and Operation Logs. A message states 'Logs will be kept for 30 days.' Below this, there are input fields for 'Date' (with a calendar icon), 'Caller Or Receiver', a 'Search' button, and an 'Export Logs' button. A table displays the call history with columns: Happened On, Caller, Receiver, and Call Duration. The table contains three entries, all showing 'Family-call' as the receiver and 'No Answer' as the call duration. At the bottom, there is a pagination control showing 'Lines per page' set to 10, and a 'Go to' field with the value 1, indicating 3 items in total.

Happened On	Caller	Receiver	Call Duration
2025-08-14 11:36:13	S539	Family-call ⓘ	No Answer
2025-08-14 11:08:16	S539	Family-call ⓘ	No Answer
2025-08-14 11:03:50	S539	Family-call ⓘ	No Answer

Items Description:

Column Name	Description
Happened On	Shows when the calls are made.
Caller	Shows who has made the calls. Note: When a caller or a receiver is a property manager, then t manager's name will be displayed.
Receiver	Shows who have answered the call.

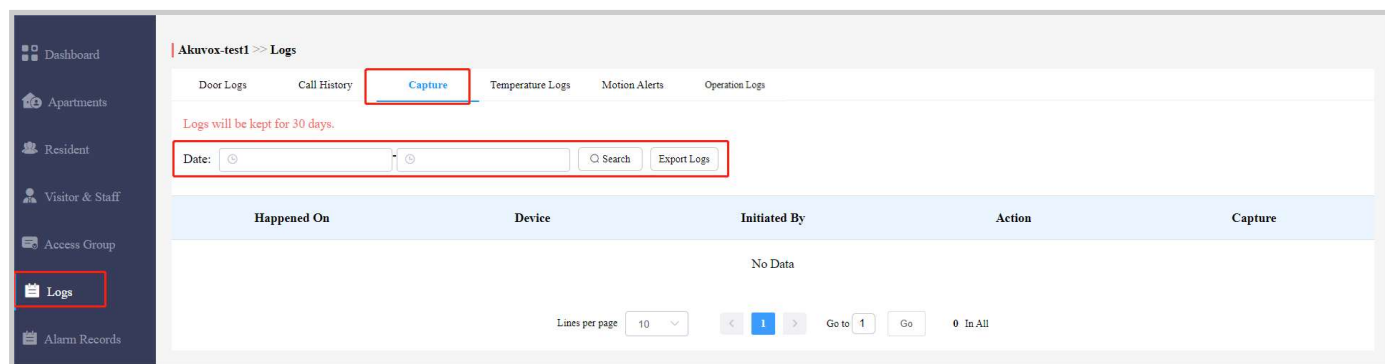


Call Duration	Shows how long the call lasted.
Capture & Video	Shows the captured images or recorded videos. This column is when you are granted permission by your installers to view cap

Check/Export Captured Images

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

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



Items Description:

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



Check Temperature Logs

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

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

Akuvox - >> Logs

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

Temperature logs will be kept for 30 days.

Date: - Status: Unit:

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 Detection Logs

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

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

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

Community 1 >> Logs

Door Logs Call History Capture & Video Temperature Logs **Detection Logs** Operation Logs

Logs will be kept for 30 days.

Detection Type: Date: -

☐	Happened On	Detection Type	Building	Device	Information	Capture & Video	Actions
No Data							

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

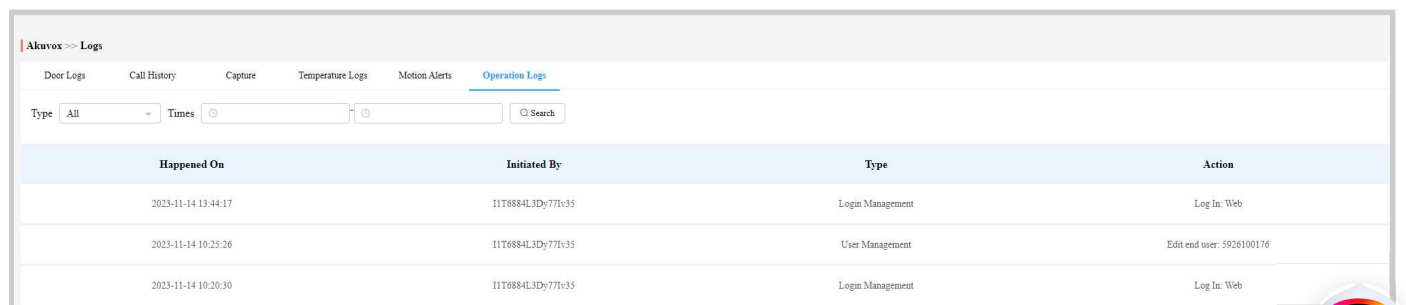
Items Description:

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

Check Operation Logs

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

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



Happened On	Initiated By	Type	Action
2023-11-14 13:44:17	11T6884L3Dy77iv35	Login Management	Log In: Web
2023-11-14 10:25:26	11T6884L3Dy77iv35	User Management	Edit end user: 5926100176
2023-11-14 10:20:30	11T6884L3Dy77iv35	Login Management	Log In: Web

Column Name	Description
Happened On	Shows when the operational changes are made.
Initiated By	Shows who has initiated the operations by indicating the pro manager account.

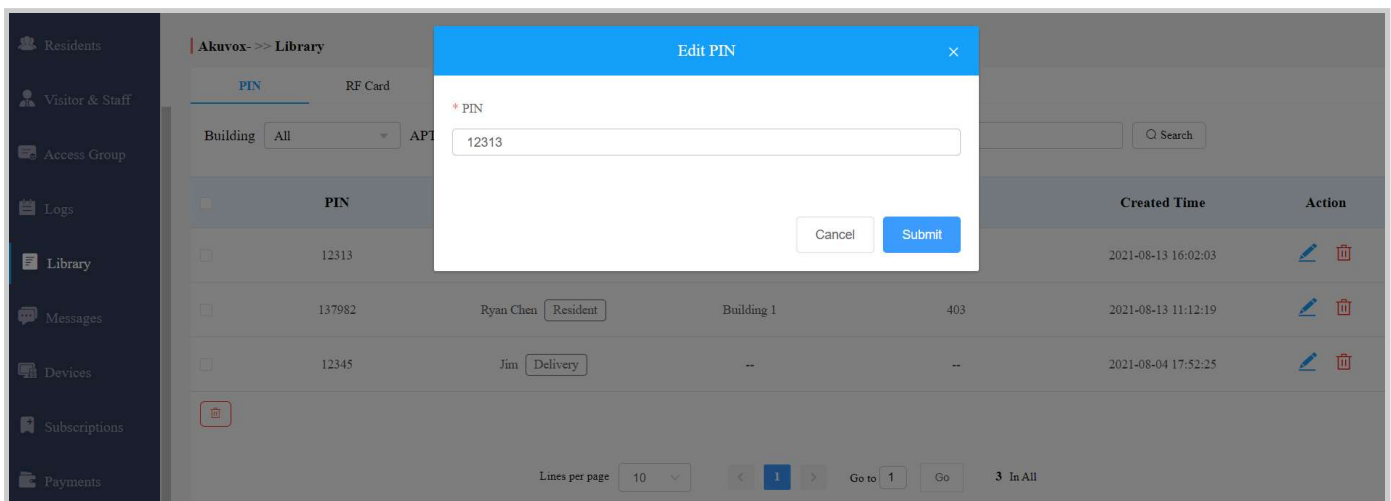
Type	Shows the specific type of operation.
Action	Shows the specific operations made.

Library

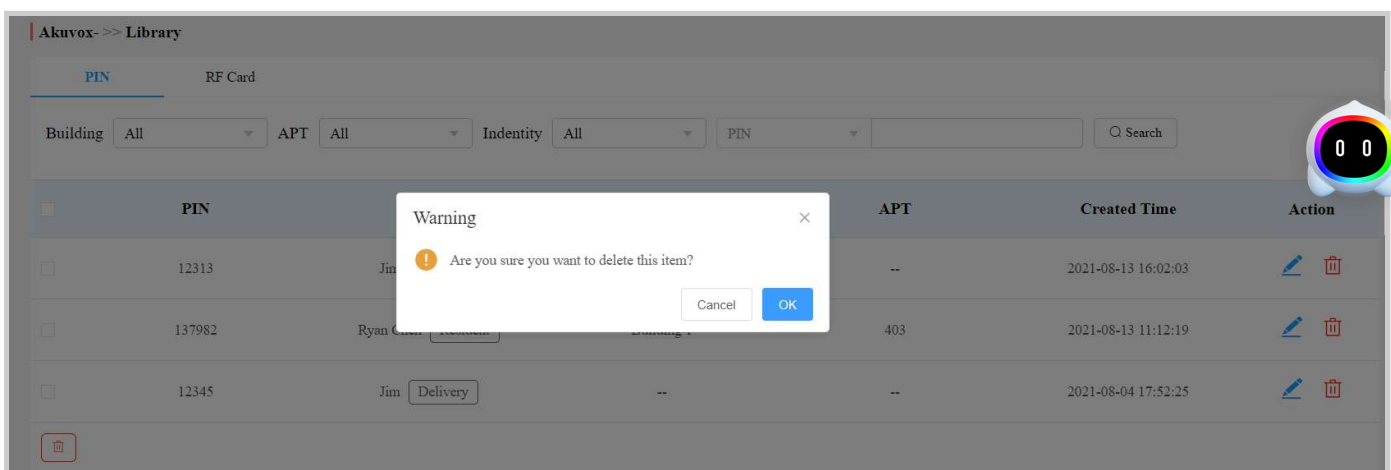
The library serves as a module where you can check, modify, and delete all types of created PIN codes and RF Cards conveniently at one stop.

Check/Modity/Delete PIN Code(s)

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

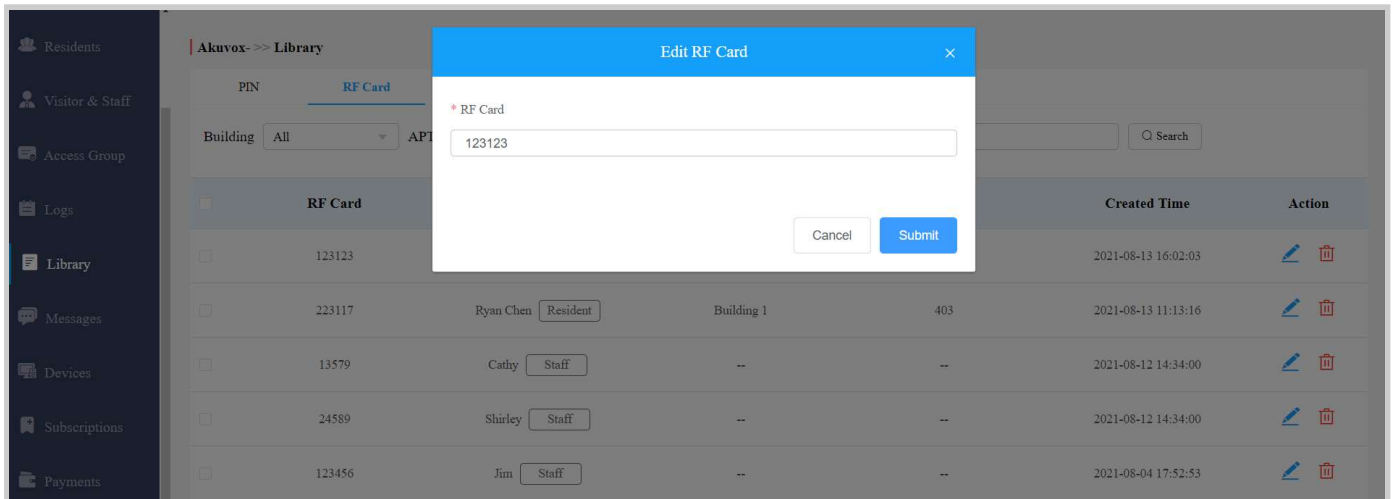


4. Click  to delete the PIN code selected.

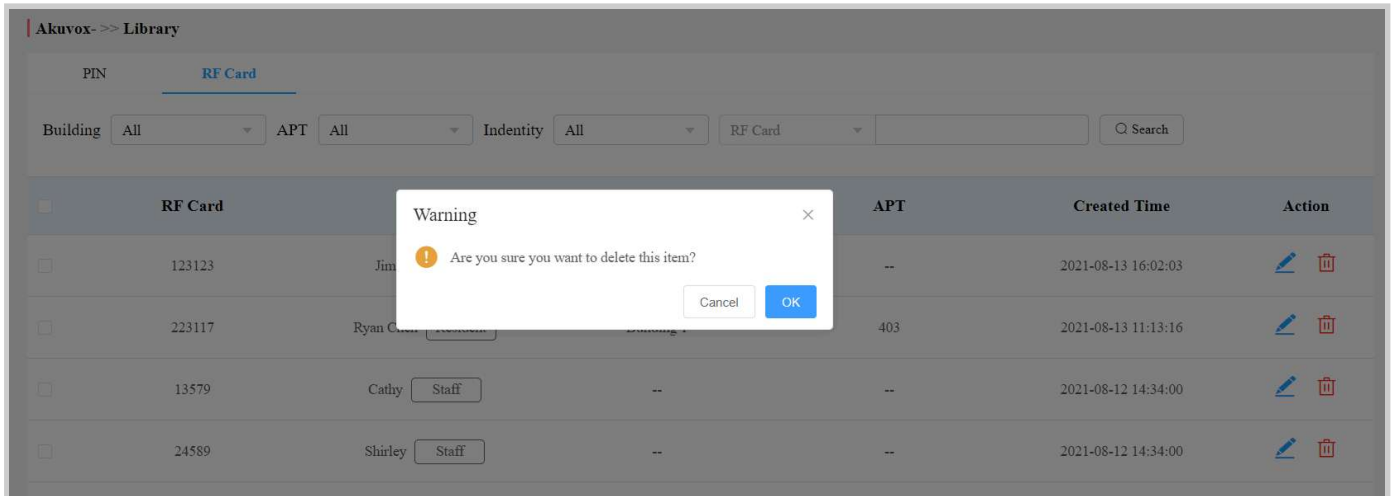


Check/Modify/Delete RF Card(s)

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



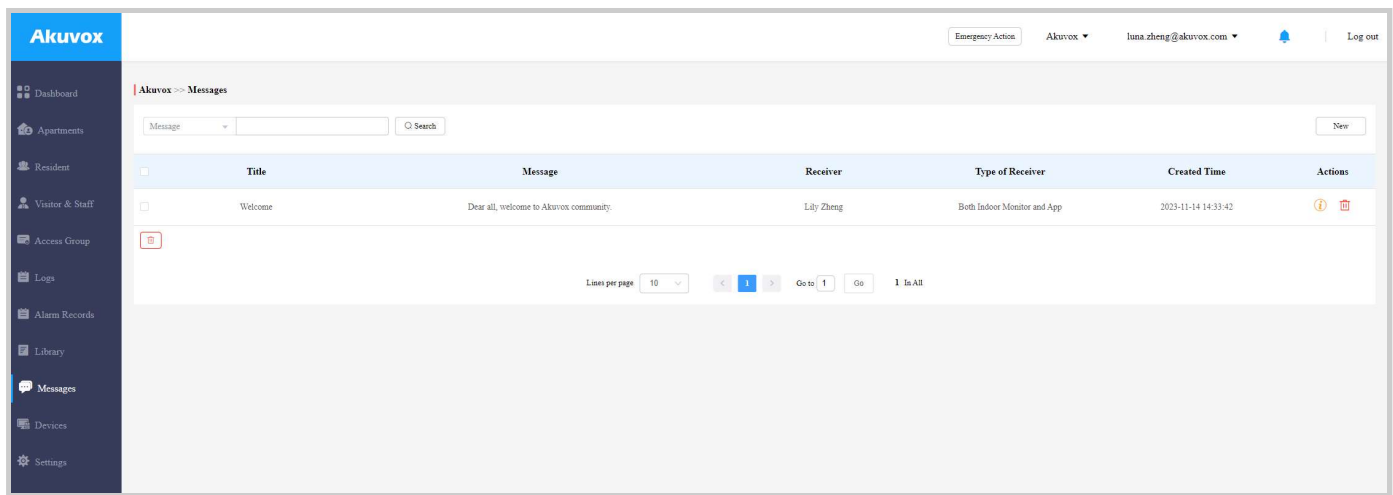
4. Click on  to delete the RF card selected.



Messages

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





Create/Edit Messages

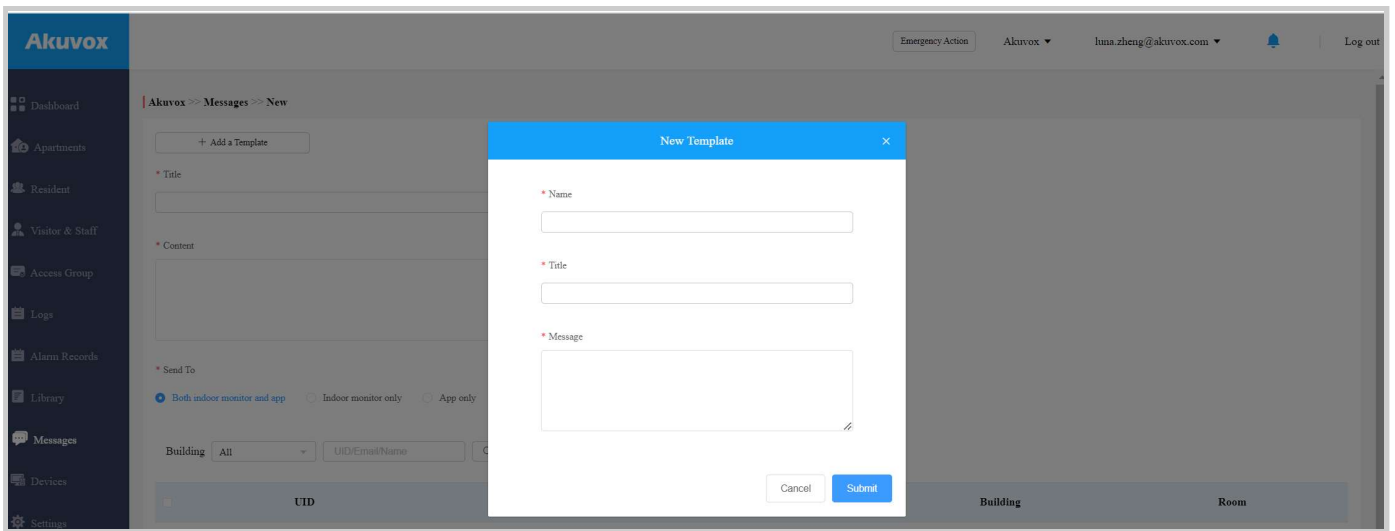
You can create one-time messages or message templates for your convenience.

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

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

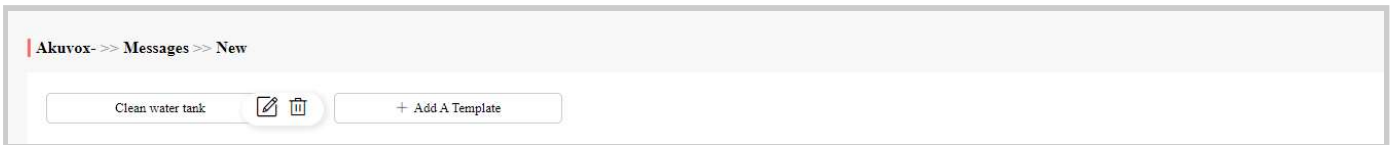
4. Enter the template name, the message title, and the contents.





You can edit and delete the message template if needed.

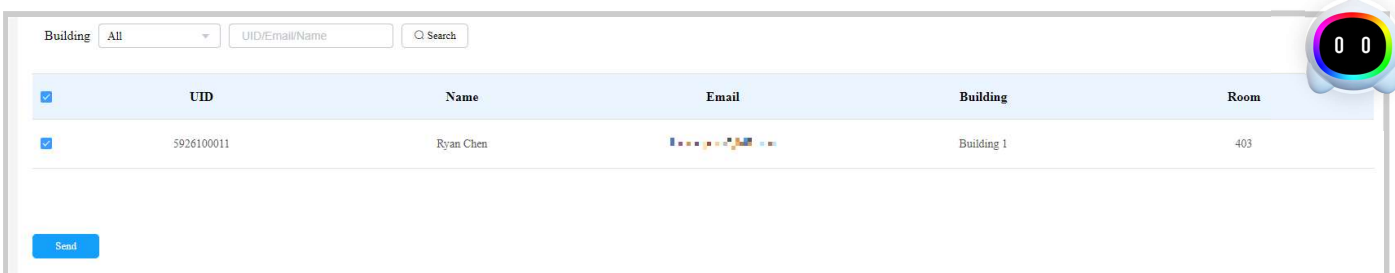
1. Move the arrow to the created message template.
2. Click on  if you want to delete the template directly.
3. Click on  to edit the message template you created.



Send Messages

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

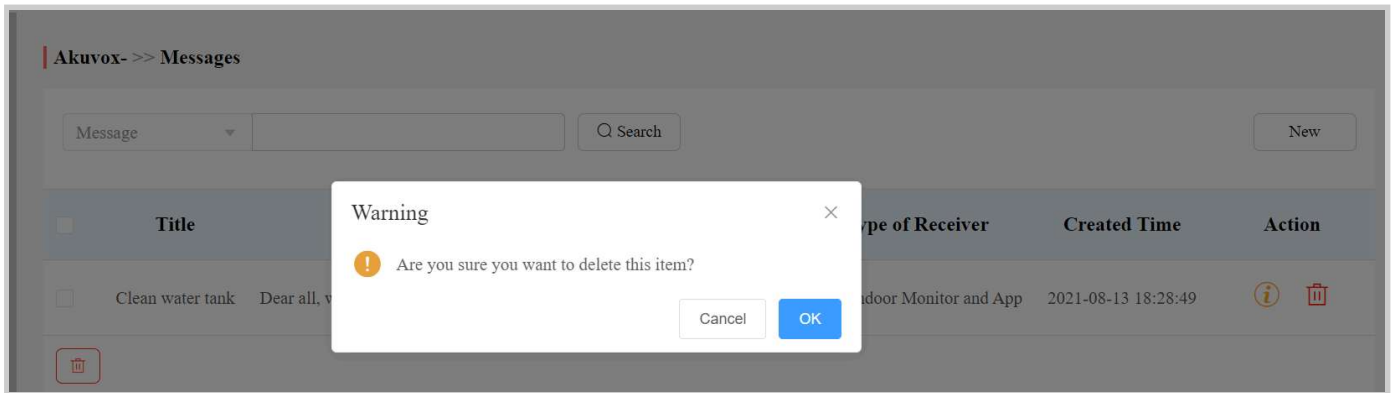
1. Select the **building(s)** in the community.
2. Select and tick the checkbox of the targeted resident(s) by their UID (user identification), name, and Email, or select **All** to include all the residents, then click **Search**.
3. Click on **Send** to send the message to the targeted resident(s).



Search/Check/Delete Messages

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

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

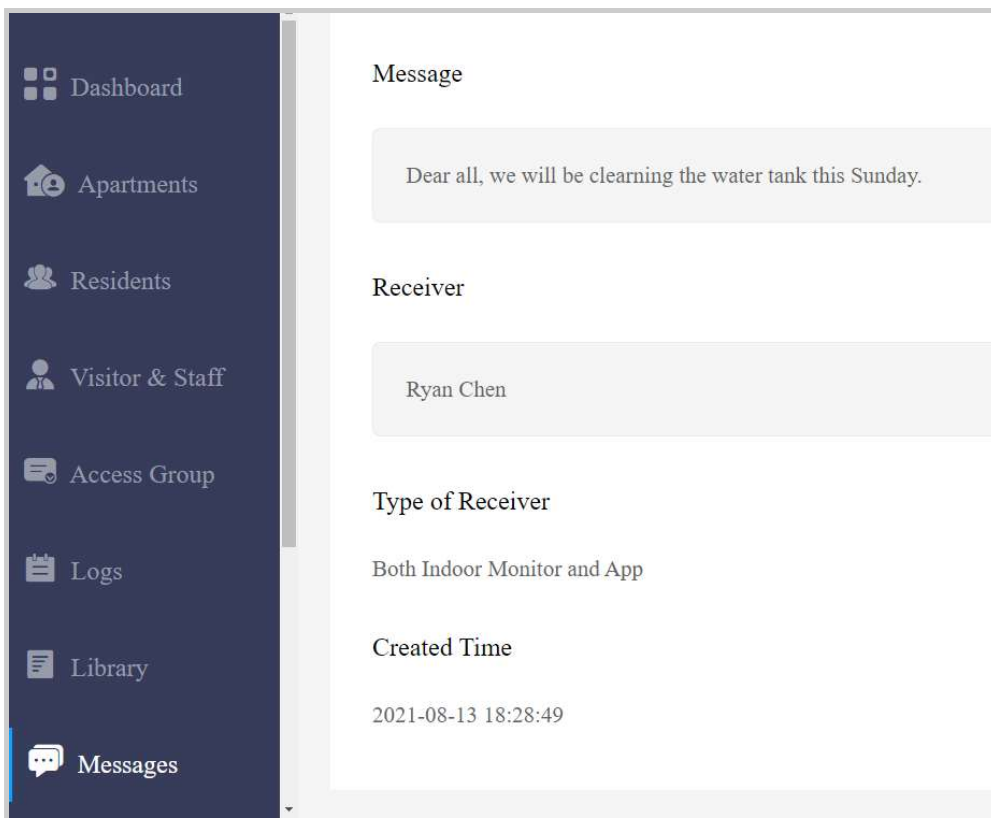


Parameter Set-up:

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

Message Details Sample

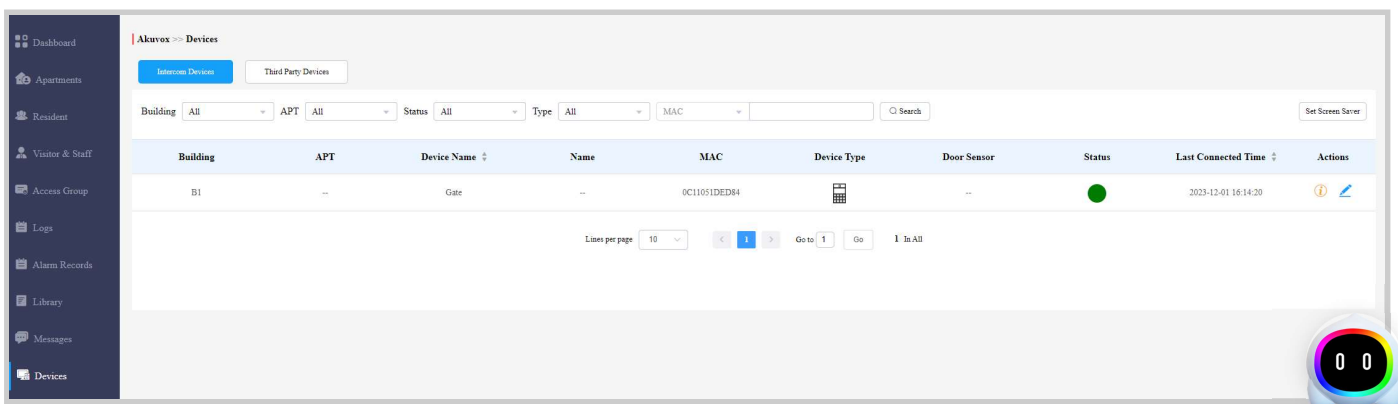




Device Management

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

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



Note

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

Modify Intercom Devices

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

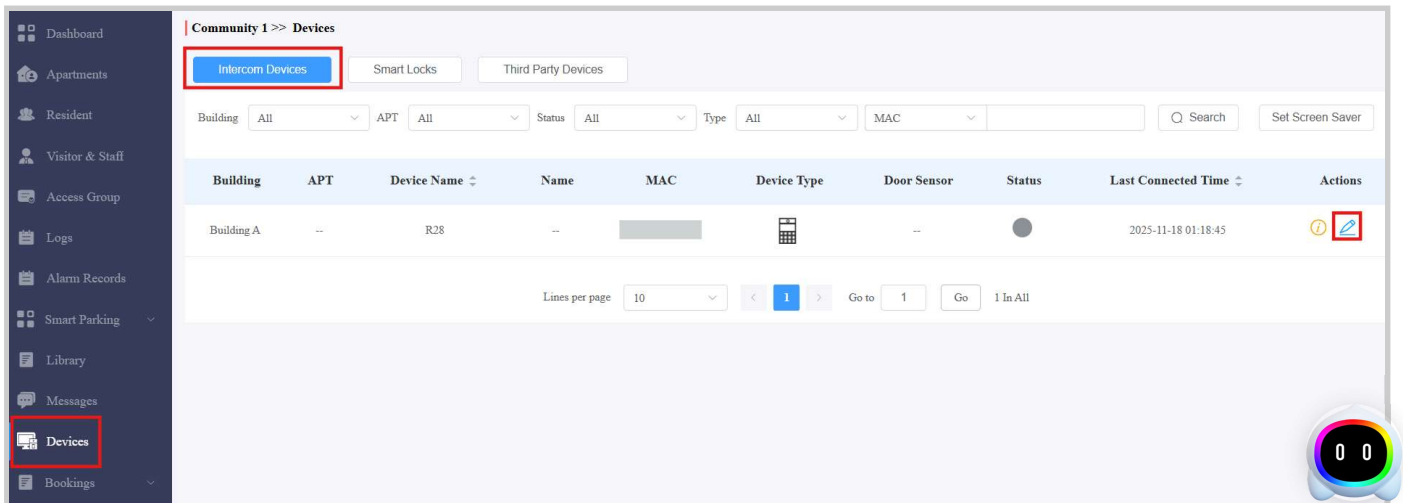
1. Click **Devices > Intercom Devices**.

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

Note

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

3. Click .



4. Modify the settings.

Edit Device

Building

Building A

APT

2#203 (Floor 7)

* Device Name

S539

Allow user to monitor this device?

☒ Yes
☐ No

Allow user to call this device?

☒ Yes
☐ No

Relay1

Off ☒ On

* Relay Name

Relay1

DTMF Code

#

Access Method

☒ SmartPlus Homepage for End User
☒ SmartPlus Talking Page and Monitor Page for End User
☒ PIN

☒ Face
☒ RF Card
☒ Bluetooth
☒ NFC
☒ LPR Camera
☒ Fingerprint

Add Relay

Add Security Relay

Cancel

Submit

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

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

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

1	Allow users to monitor this device?	- You can decide whether the resident can view the r and indoor monitors. It is Yes by default. - If No is selected, the Monitor button on users' Sma still see the video during a call with an intercom dev
2	Contact Display Settings	The option is available for devices installed in the publi type is Multi-tenants Doorphone. Choose what to be d Note: The following models with specific firmware vers selection feature: - E16 V2: 216.30.10.109 - E18: 18.30.10.236 - R29 : 29.30.10.205 - R28 V2: 228.30.10.139 - X912: 912.30.11.49 - X915 V2: 2915.30.10.205 - X916: 916.30.10.212 - S532: 532.30.10.228 - S535: 535.30.10.233 - S539: 539.30.10.231
3	Allow user to call this device?	- You can decide whether the resident can call the dc by default. - If No is selected, the Call button on users' SmartPlu
4	Relay Name	Name the relay to distinguish it from others.
5	DTMF code	Enter the DTMF code for the door access.
6	Access Method	Select specific unlock methods to trigger the desired re type for Relay1 and select RF Card for Relay2 when use Relay1 will be triggered, and vice versa. Note: If the SmartPlus Homepage or SmartPlus Talking icons will not appear on the app home page.
7	Relay Schedule	Apply the access group to the desired relay. Click here to view the models supporting this feature at



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

Modify akubela Smart Locks

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

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



Akuvox

Property Manager Portal

Unlock/Lock

Com11

x.com

Log out

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Smart Parking

Library

Messages

Devices

Bookings

Subscriptions

Payments

Settings

User Agreem...

Com11 >> Devices

Intercom Devices

Smart Locks

Third Party Devices

Model

All

Building

All

APT

All

Status

All

MAC

Q Search

Model	MAC	Device Name	APT	Building	Status	Created Time	Actions
SL21		Smart Lock	191A	Bul1		2025-08-14 15:05:38	
SL50		SL50 Smart Lock	191A	Bul1		2025-08-14 15:01:01	

Lines per page

10

<

1

>

Go to

1

Go

2 In All

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

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

Device Info

Generate Offline Code

Basic Information

Device Name

Smart Lock

MAC

Created Time

2025-12-17 09:55:04

Last Connection

2025-12-17 10:19:15

Model

SL21

Building

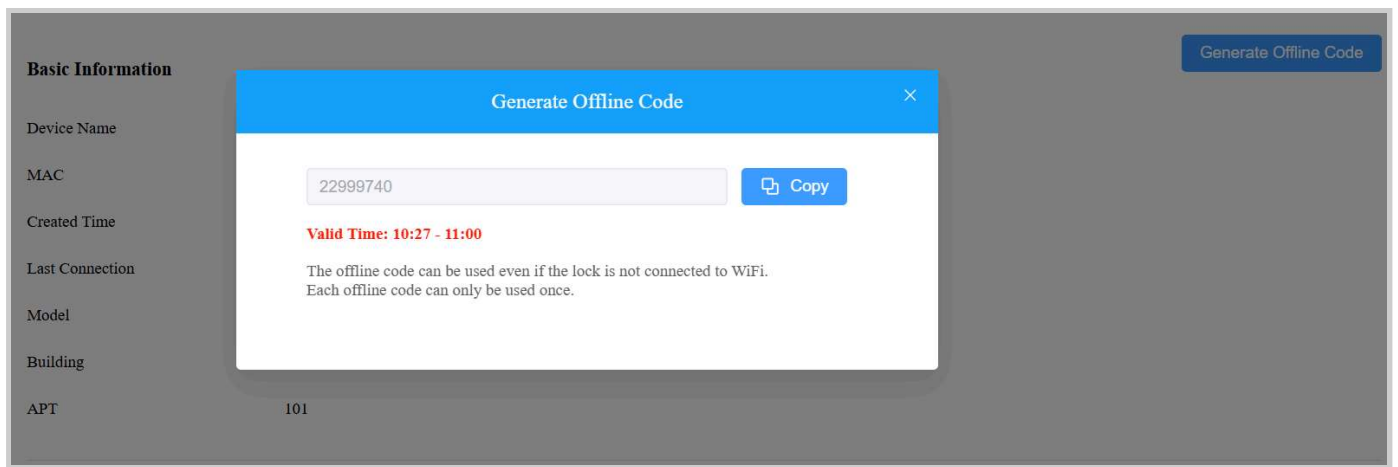
1

APT

101

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



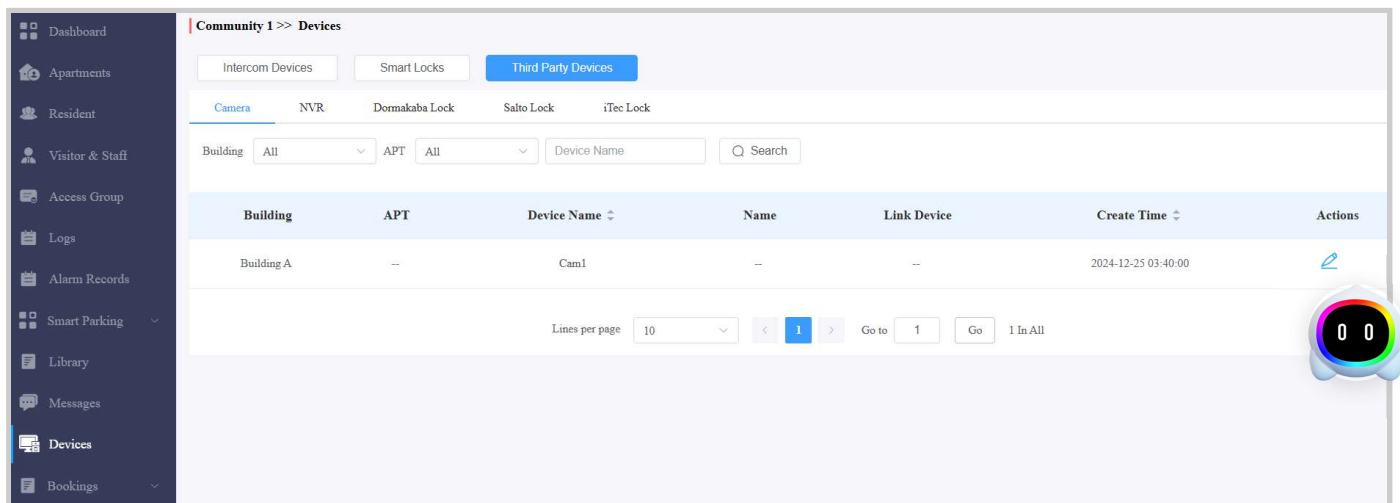


Modify Third-Party Device

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

Third-party Cameras

1. Click **Devices > Third Party Devices > Camera**.
2. Click **Search** to find the targeted device(s) for the modification.
3. Click . You can:
 - change the device name;
 - set whether users can view the monitoring stream through their indoor monitors and SmartPlus Apps.
 - If **Yes** is selected, specify through which devices users can monitor.



Edit Device

Building

Building A

APT

--

* Device Name

Cam1

Allow users to monitor this device

☒ Yes
☐ No

Monitoring Terminal

☒ SmartPlus + Indoor Monitor/Guard Phone
☐ Only SmartPlus
☐ Only Indoor Monitor/Guard Phone

Cancel

Submit

Third-party Locks

1. Click **Devices > Third Party Devices**. Select the lock brand.
2. Click  to modify the device's name.
3. Click  to view the device's information.

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Smart Parking

Library

Messages

Devices

Akuvox >> Devices

Intercom Devices

Third Party Devices

Camera

Dormakaba Lock

Salto Lock

iTec Lock

Building

All

APT

All

Device Name

Search

Building	APT	Device Name	Name	Link Device	Create Time	Actions
B1	--	Camera	--	--	2023-11-30 17:24:23	

Lines per page

10

<

1

>

Go to

1

Go

1 In All

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

Then, select [an access group](#) and move it from the left to the right box.

Device Name ▾	Gateway Name	APT	Building	Linked Device	Battery Level	Active	Status	Created Time ▾	Expiration Time	Action
iTecLock	TrueGatewayJiayao@_@	--	--	--	90% ⓘ	Normal	●	03-19-2025 09:12:44	04-25-2025 02:01:25	ⓘ ✎

Lines per page
< 1 >
Go to 1 In All

Modify Device

Building

--

APT

--

* Device Name

Lock

Hold Open During Scheduled Time ⓘ

☒

☐ To be selected 0/10

☐ GG1
☐ Resident-Buildin...
☐ Resident-Buildin...
☐ Resident-Buildin...
☐ Resident-Buildin...
☐ Resident-Buildin...
☐

☐ Selected 0/0

No Data

Third-party NVR

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

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

Dashboard

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Smart Parking

Library

Messages

Devices

Bookings

Community 1 >> Devices

Intercom Devices

Smart Locks

Third Party Devices

Camera

NVR

Dormakaba Lock

Salto Lock

iTec Lock

Building

All

Name

Q Search

Brand	Name	Location	Create Time	Action
Milesight	NVR	Building A	2025-08-27 14:24:53	Edit

Lines per page

10

< 1 >

Go to

1

Go

1 In All

Edit NVR

* NVR Brand

Milesight

* NVR Name

NVR

* NVR Address

* Username

admin

* Password

.....

Allow user to monitor this device?

☒

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**.

Dashboard
Apartments
Resident
Visitor & Staff
Access Group
Logs
Alarm Records
Library
Messages
Devices

Akuvox >> Devices

Intercom DevicesThird Party Devices

Building: All
APT: All
Status: All
Type: All
MAC:
Search
Set Screen Saver

Building	APT	Device Name	Name	MAC	Device Type	Door Sensor	Status	Last Connected Time	Actions
B1	#3 (Floor 1)	gate	Ela Zhang	0C110515CE68		--		2023-12-01 17:09:40	
B1	--	Gate	--	0C11051DED84		--		2023-12-01 16:14:20	

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

2. Click **New**.

Akuvox >> Devices >> Set Screen Saver

Device Name
Search
New

Device Name	MAC	Screensaver	Actions
-------------	-----	-------------	---------

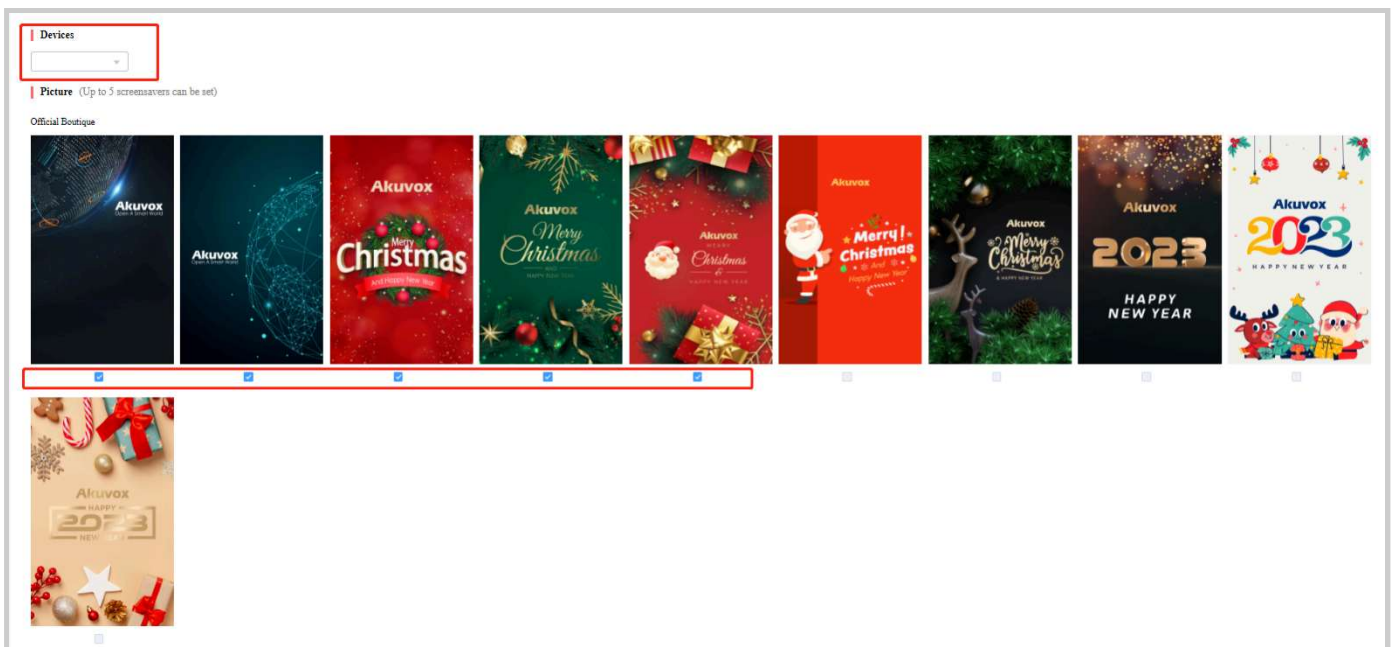
3. Select the door phones to set up.

Compatible models and versions(or higher):

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

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





5. Select the screen saver display mode.

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

Customized

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

Screen Saver Mode

Blank

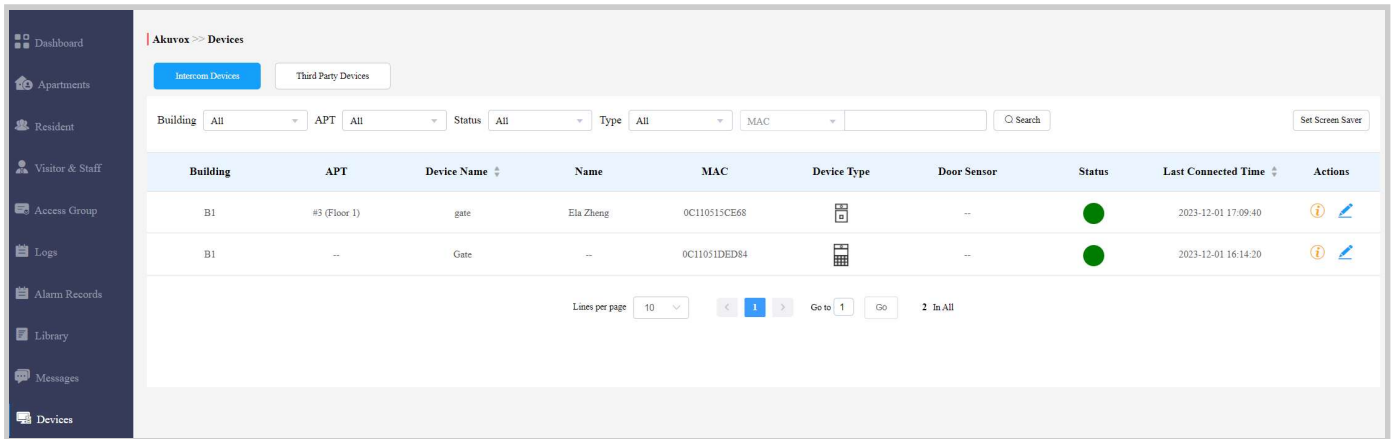
It will takes 1 to 2 minutes for the settings to take effect.

Submit

Device Setting

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

1. Click  of the specific devices.

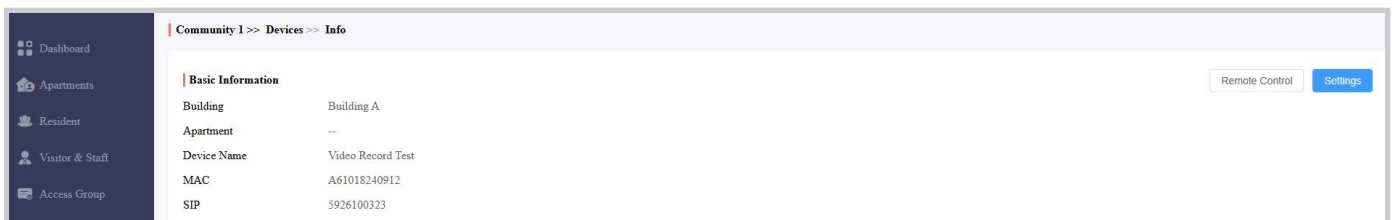


Building	APT	Device Name	Name	MAC	Device Type	Door Sensor	Status	Last Connected Time	Actions
B1	#3 (Floor 1)	gate	Ela Zheng	0C110515CE68		--		2023-12-01 17:09:40	 
B1	--	Gate	--	0C11051DED84		--		2023-12-01 16:14:20	 

2. Click on **Settings**.

Note

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



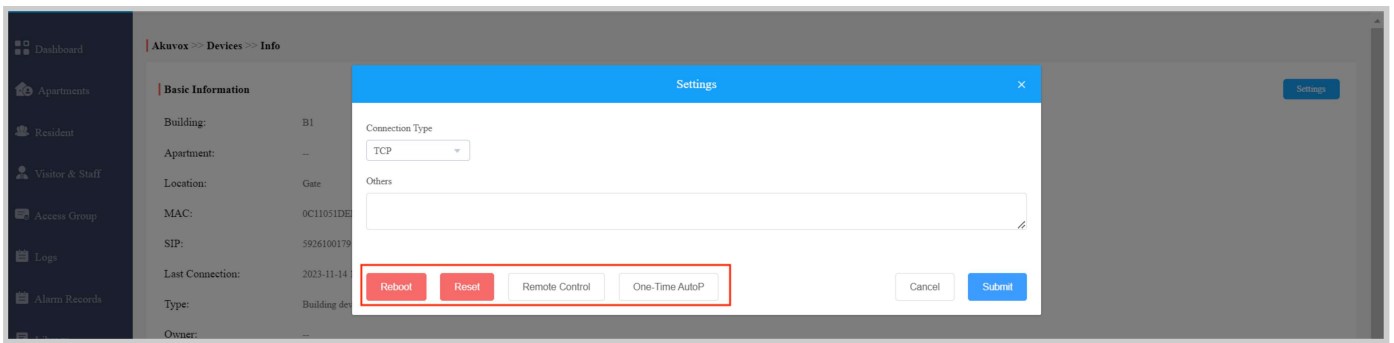
Basic Information	
Building	Building A
Apartment	--
Device Name	Video Record Test
MAC	A61018240912
SIP	5926100323

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

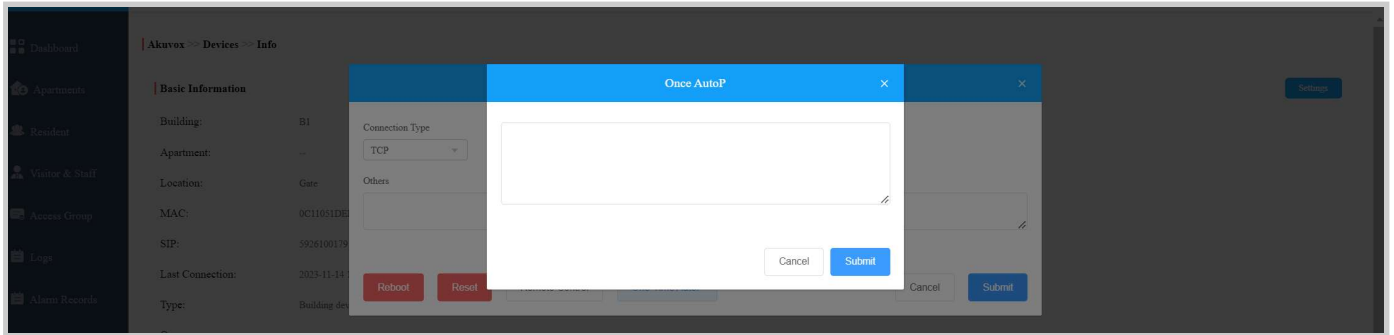
4. Reboot, reset, or log into the device web interface remotely via remote control

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





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



Note

- Duplicate commands will not be retained.
- One-Time Autop allows you to carry out the Autop command(s) only once with no repetition.

Settings

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

Basic Setting

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



- **Validity Period for Temp Key Created by Resident:**
 - **Unlimited:** The temp key's validity time follows the settings on the resident's SmartPlus App.
 - **Up to 30 Days:** The temp key is valid for 30 days at most.

- **PIN Access Mode:**

- **PIN:** Directly enter PIN for door access.
- **APT+PIN:** Enter the apartment number and the PIN code for door access.

Community 1 >> Settings

Basic Setting | Time Setting | Advanced Setting | Emergency Setting

Community Name
Community 1

Community Address
American Samoa
State/Province
Pago Pago 123333
122222

Validity Period for Temp Key Created by Resident
☒ Unlimited ☐ Up to 30 Days

PIN Access Mode
☒ PIN ☐ APT+PIN (e.g. 101 + 1234)

Send email when the device is disconnected.
☐ On ☒ Off

Send message to PM when SIM card data exceeds the limit
☐ On ☒ Off

Submit

Time Setting

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



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

Apartments

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Smart Parking

Library

Messages

Devices

Bookings

Subscriptions

Payments

Settings

User Agreement

Akuvox >> Settings

Basic Setting

Time Setting

Advanced Setting

Emergency Setting

Time Zone

GMT+8:00 Shanghai

Time Format

24-hour time

12-hour time

Date Format

Year-Month-Day

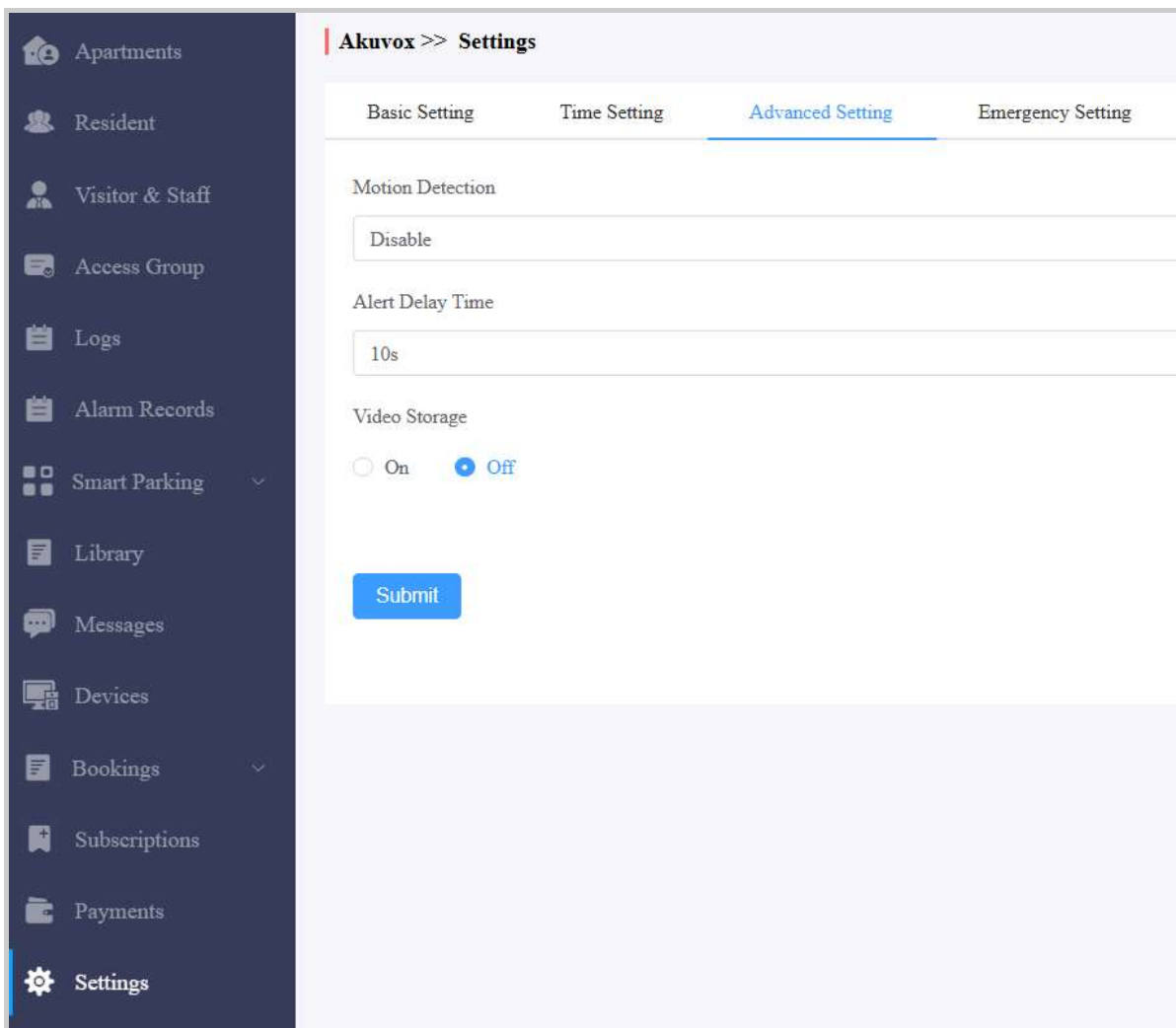
Submit

Motion Detection

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

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





Emergency Action

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

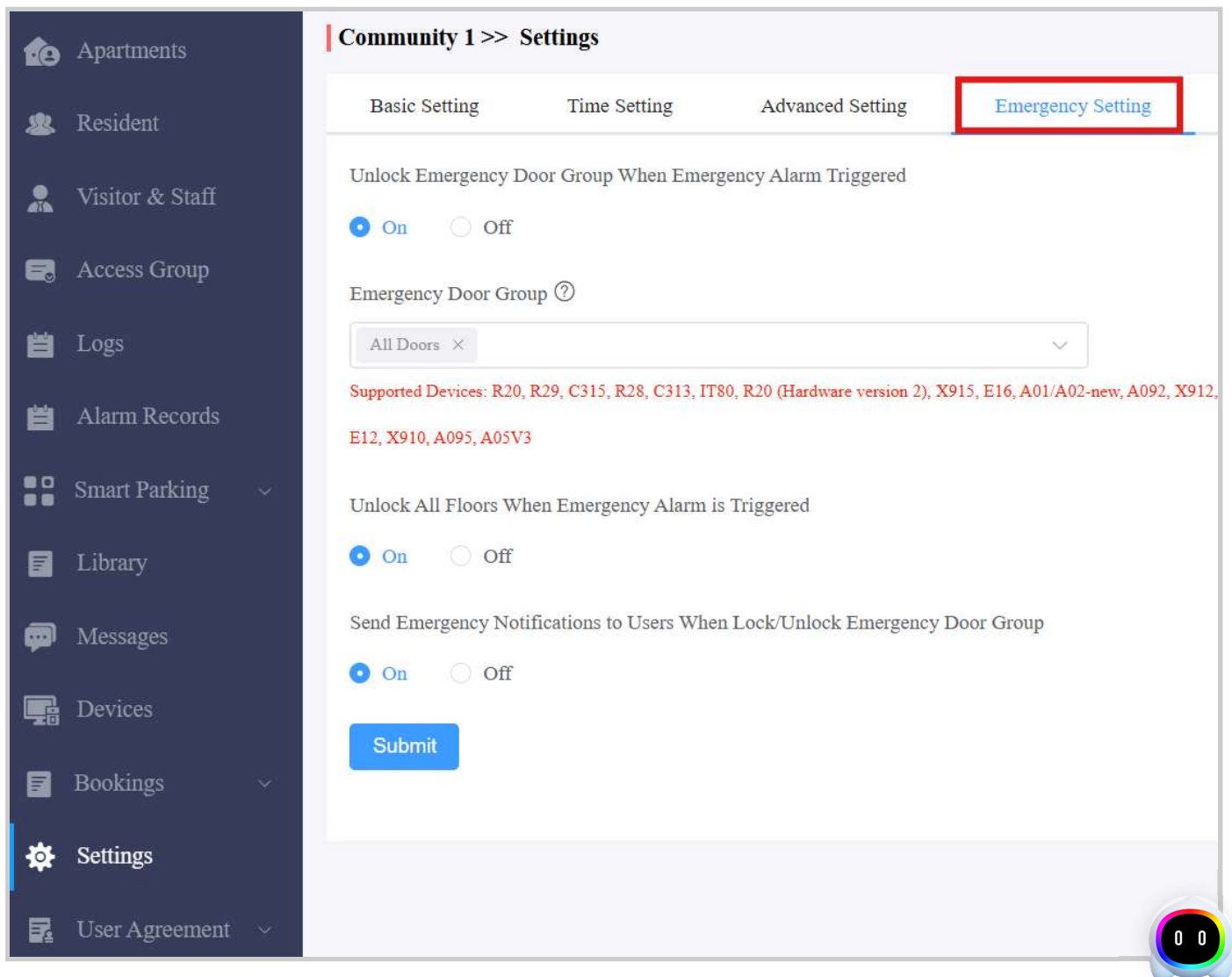
1. Go to **Settings > Emergency Setting**.
2. Select automatic door unlock or manual unlock.
 - Select **On** to open doors automatically when an emergency occurs.
 - Select **Off** to open doors manually on the SmartPlus web portal. You can click **Unlock/Lock** near the top of any interface to open or close the doors manually.
3. Set the **Emergency Door Group**. You can select **All Doors** or specific doors to open during an emergency.



4. Set whether to **Unlock All Floors when Emergency Alarm is Triggered**. This option works with Akuvox EC33 elevator control device. When an emergency alarm occurs, all floors controlled by EC33 will be released.
5. Select whether to send notifications to users' SmartPlus Apps and indoor monitors. When enabled, both devices will sound an alert when the emergency unlock happens.

Note

Click [here](#) to view models that support this feature and detailed configuration.



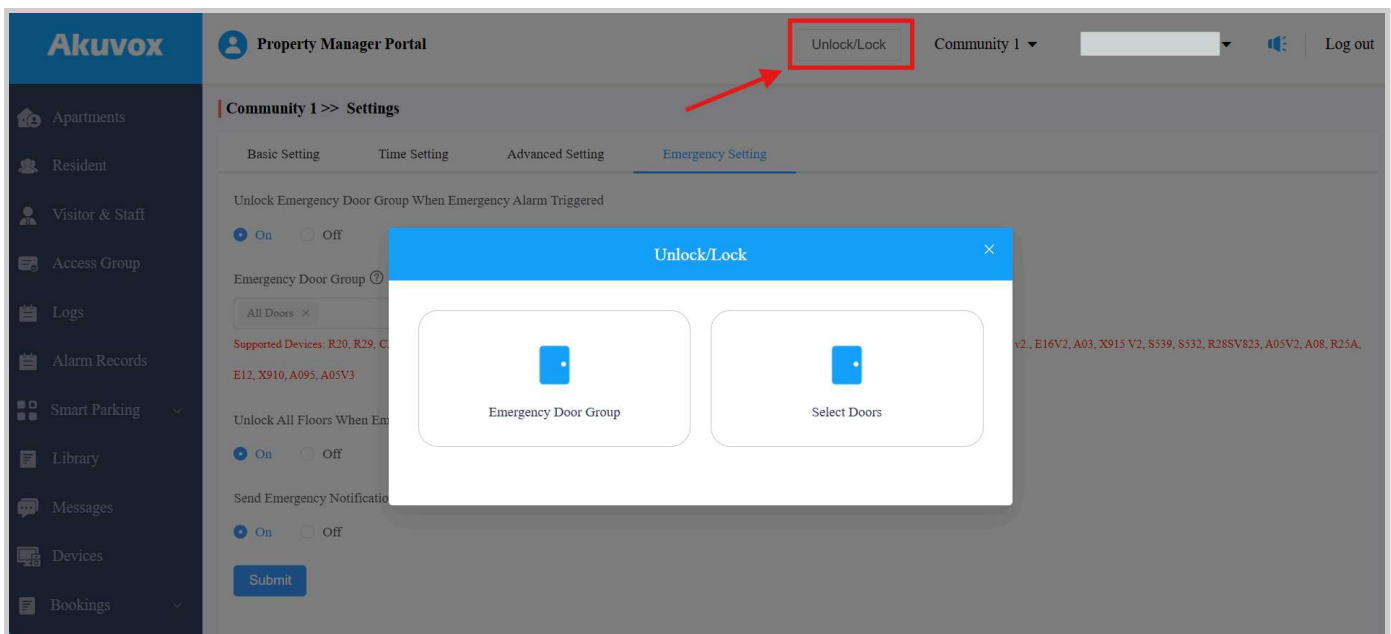
The screenshot shows the 'Community 1 >> Settings' interface. The left sidebar contains navigation options: Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records, Smart Parking, Library, Messages, Devices, Bookings, Settings (highlighted), and User Agreement. The main content area is titled 'Community 1 >> Settings' and has four tabs: Basic Setting, Time Setting, Advanced Setting, and Emergency Setting (highlighted with a red box). The Emergency Setting tab contains the following configuration options:

- Unlock Emergency Door Group When Emergency Alarm Triggered**: A toggle switch set to 'On'.
- Emergency Door Group**: A dropdown menu showing 'All Doors'.
- Supported Devices**: A list of supported devices: R20, R29, C315, R28, C313, IT80, R20 (Hardware version 2), X915, E16, A01/A02-new, A092, X912, E12, X910, A095, A05V3.
- Unlock All Floors When Emergency Alarm is Triggered**: A toggle switch set to 'On'.
- Send Emergency Notifications to Users When Lock/Unlock Emergency Door Group**: A toggle switch set to 'On'.
- Submit**: A blue button at the bottom.

A small cartoon character icon is visible in the bottom right corner of the interface.

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

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



Video Storage

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

Note

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

1. Click on **Advanced Settings**.

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

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



The screenshot shows the 'Video Storage' settings page in the SmartPlus Cloud interface. On the left is a dark sidebar with navigation links: Dashboard, Apartments, Resident, Visitor & Staff, Access Group, Logs, Alarm Records, Smart Parking, Library, Messages, Devices, Bookings, Subscriptions, Payments, Settings, and User Agreement. The main content area is titled 'Video Storage' and contains the following settings:

- Package Detection**: A dropdown menu set to 'Disable'.
- Alert Delay Time**: A dropdown menu set to '10s'.
- Video Storage**: Radio buttons for 'On' (selected) and 'Off'.
- Video Storage Time**: Radio buttons for '30 Days' (selected), '60 Days', and '90 Days'.
- Number of Stored Devices**: Radio buttons for '1 Device' (selected), '2 Devices', '3 Devices', and 'Unlimited Devices'.
- Device(s) for Video Storage**: A text input field.
- Video Recording with Audio During Calls**: Radio buttons for 'On' (selected) and 'Off'.

At the bottom of the settings area is a 'Submit' button. Below the settings is a 'Tips' section with four numbered points:

1. A 7-day free trial is included with your subscription.
2. Any changes to your video storage time will only be applied to content recorded after the update (Excludes 7-day free trial).
3. Stored videos will be unavailable during the subscription plan expiration or cancellation period.
4. Not all devices support this function, please contact your service provider for further details.

On the right side of the settings area, there is a 'Video Storage Plan' box. It displays a plan for '\$0/Mon Per Project' with benefits: 'Video saving for 1 Akuvox device' and 'Video stored for 30 days'. It also includes an 'Expire Date' field.

Note

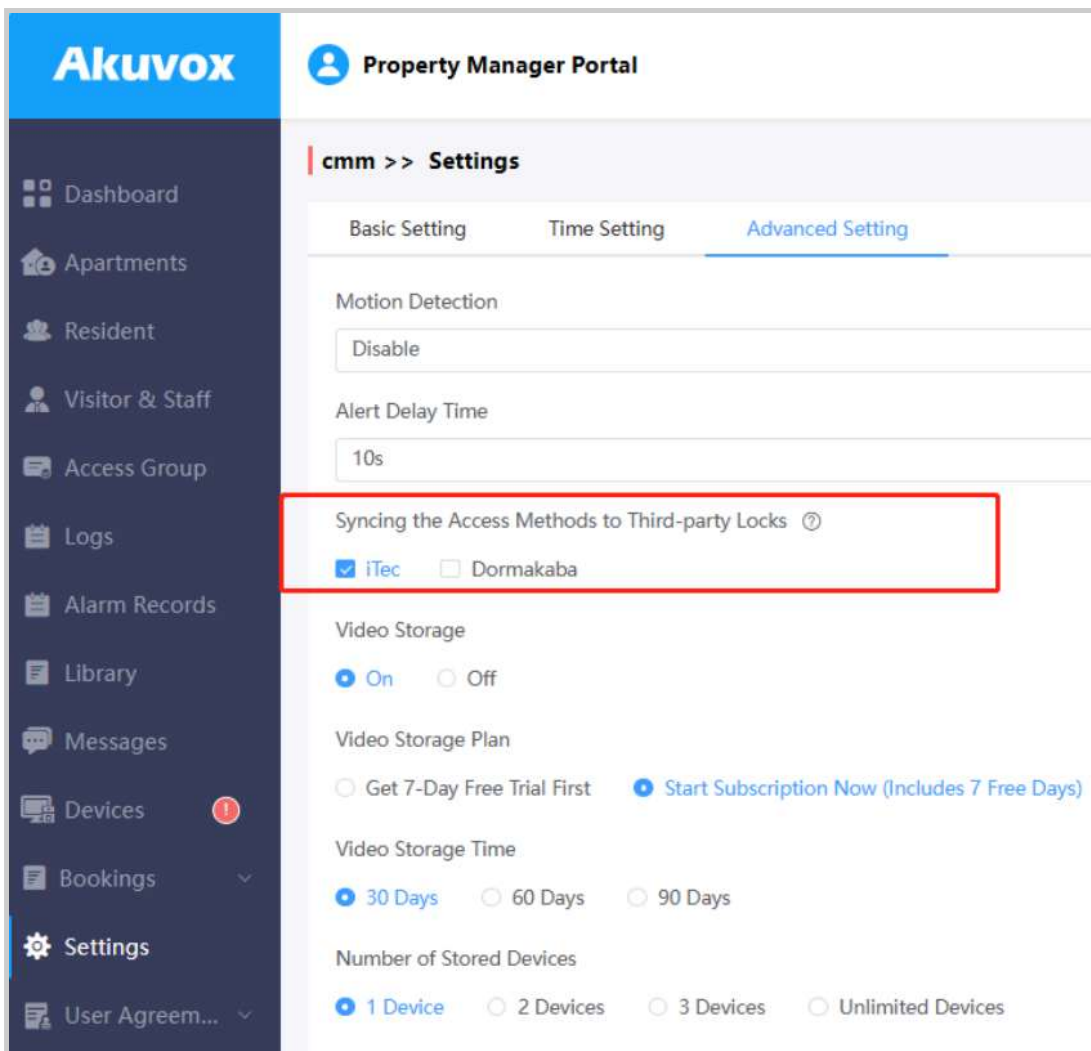
Click [here](#) to view the detailed configuration of this feature.

Synchronize User Access Methods to Open Third-party Locks

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

1. Click **Advanced Settings**.
2. Check the desired option(s).





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

Note

Dormakaba lock:

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

iTec lock:

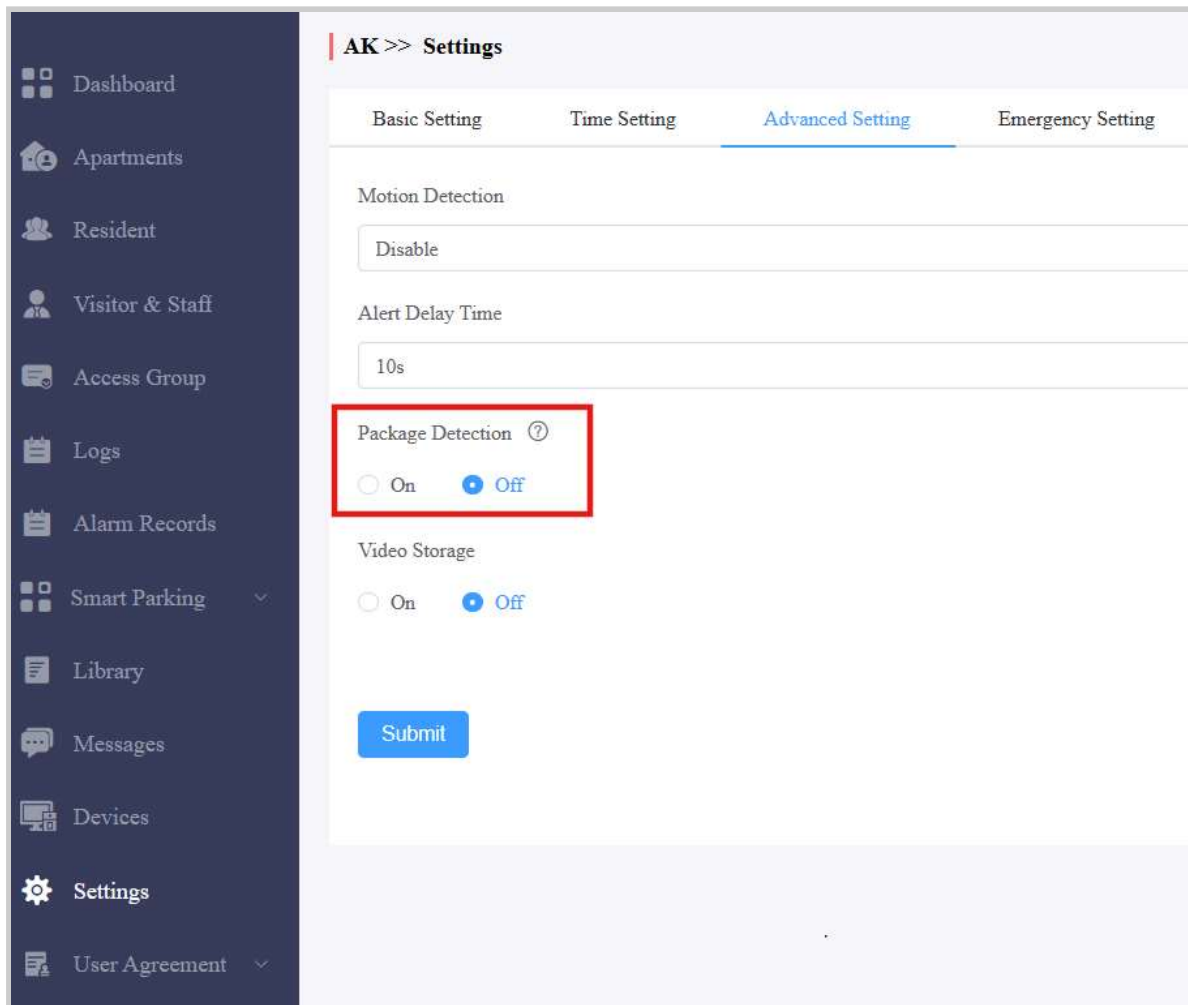
- PIN: Must be 4-8 digits.
- RF Card: Must be 1-16 characters long and contain only 0-9 and A-F.



Package Detection

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

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



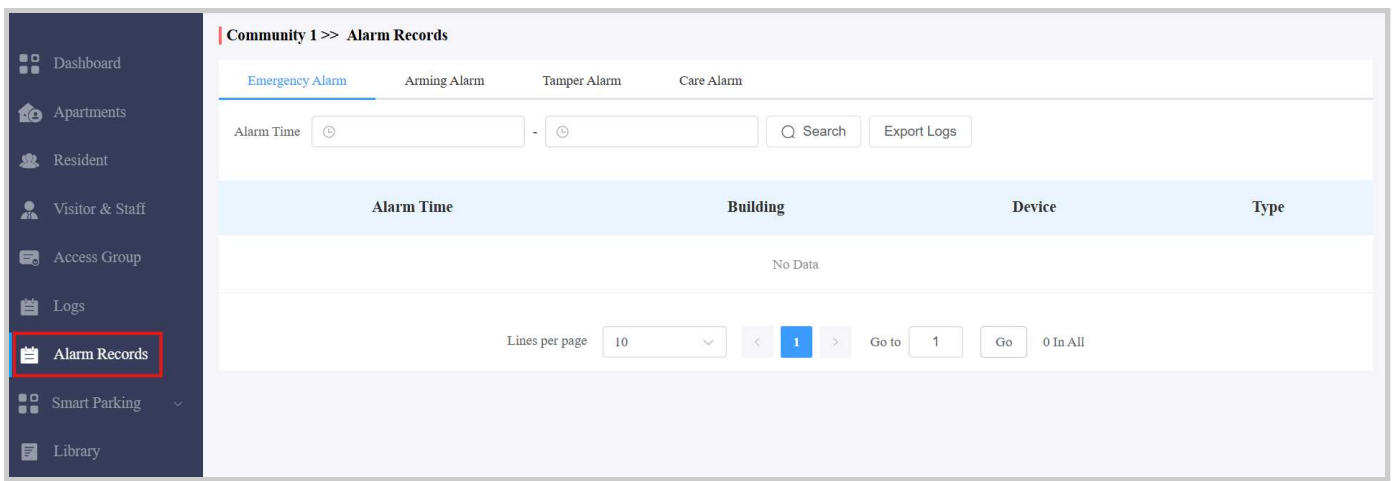
Alarm Records

The cloud currently supports 4 types of alarms: **Emergency Alarm**, **Arming Alarm**, **Tamper Alarm**, and **Care Alarm**.

Click [here](#) to view the details of each alarm type.

Check alarm records by clicking **Alarm Records** in the left-side bar.



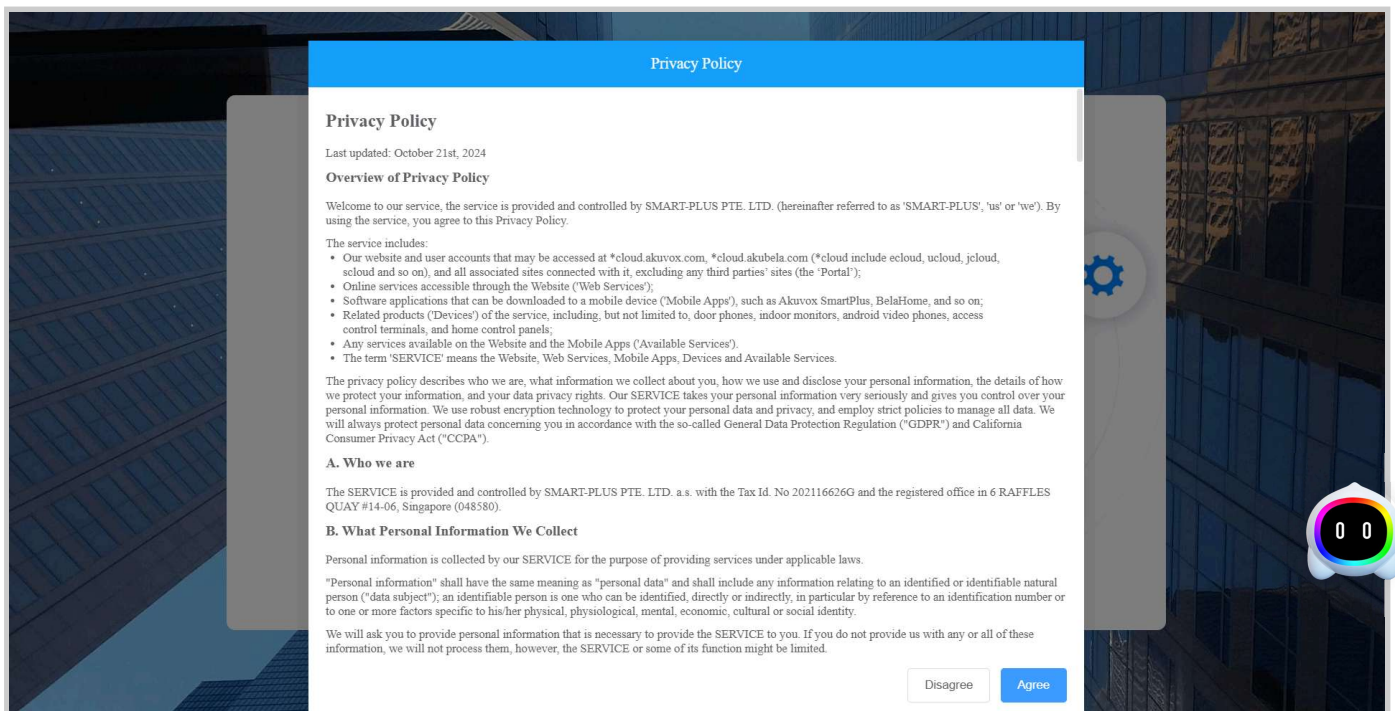


Privacy Policy

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

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

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



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

Community 1 >> User Agreement >> Privacy Policy

Apartment

Resident

Visitor & Staff

Access Group

Logs

Alarm Records

Library

Messages

Devices

Bookings

Settings

User Agreement

Privacy Policy

Terms of Service

Privacy Policy

Last updated: October 21st, 2024

Overview of Privacy Policy

Welcome to our service, the service is provided and controlled by SMART-PLUS PTE. LTD. (hereinafter referred to as 'SMART-PLUS', 'us' or 'we'). By using the service, you agree to this Privacy Policy.

The service includes:

- Our website and user accounts that may be accessed at *cloud.akuvox.com, *cloud.akubela.com (*cloud include ecloud, ucloud, jcloud, scloud and so on), and all associated sites connected with it, excluding any third parties' sites (the 'Portal');
- Online services accessible through the Website ('Web Services');
- Software applications that can be downloaded to a mobile device ('Mobile Apps'), such as Akuvox SmartPlus, BelaHome, and so on;
- Related products ('Devices') of the service, including, but not limited to, door phones, indoor monitors, android video phones, access control terminals, and home control panels;
- Any services available on the Website and the Mobile Apps ('Available Services');
- The term 'SERVICE' means the Website, Web Services, Mobile Apps, Devices and Available Services.

The privacy policy describes who we are, what information we collect about you, how we use and disclose your personal information, the details of how we protect your information, and your data privacy rights. Our SERVICE takes your personal information very seriously and gives you control over your personal information. We use robust encryption technology to protect your personal data and privacy, and employ strict policies to manage all data. We will always protect personal data concerning you in accordance with the so-called General Data Protection Regulation ("GDPR") and California Consumer Privacy Act ("CCPA").

A. Who we are

The SERVICE is provided and controlled by SMART-PLUS PTE. LTD. a.s. with the Tax Id. No 202116626G and the registered office in 6 RAFFLES QUAY #14-06, Singapore (048580).

B. What Personal Information We Collect

Personal information is collected by our SERVICE for the purpose of providing services under applicable laws.

"Personal information" shall have the same meaning as "personal data" and shall include any information relating to an identified or identifiable natural person ("data subject"); an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more factors specific to his/her physical, physiological, mental, economic, cultural or social identity.

We will ask you to provide personal information that is necessary to provide the SERVICE to you. If you do not provide us with any or all of these information, we will not process them, however, the SERVICE or some of its function might be limited.

Contact Us

For more information about the product, please visit us at www.akuvox.com, or feel free to contact us by

Sales email: sales@akuvox.com

Technical support email: support@akuvox.com

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

We highly appreciate your feedback about our products.

