

Akuvox V7.4.1 SmartPlus Installer Guide - Community

UPDATED

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AKUVOX SMARTPLUS USER GUIDE

Installer



Update Time: May. 2026

This manual is intended for the installers who need to manage the community, building, apartment, residents, devices, remote maintenance service, and more on the Akuvox SmartPlus platform (**Version: 7.4.1**).

For more information, please visit <http://www.akuvox.com/> or consult Akuvox technical support.

What's New in SmartPlus 7.4.1:

- [Support the Heath Care feature for adding Akuvox MR01 fall & bed-exit detection sensor.](#)
- [Support the Sensor Detection Call Alert feature.](#)
- [Added the Sensor device type in the device import template.](#)

System Overview

Akuvox SmartPlus is a cloud-based platform on which the installer can conduct integrated management of buildings, apartments, residents, devices, and relays for communities, as well as the remote maintenance service for all the devices deployed.

Installers using this platform will be able to:

- Add, edit, and delete the community, buildings, apartments, devices, and residents.
- Deploy and set up devices and relays for access control.
- Check and upgrade device firmware.
- Check and manage the MAC library.
- Conduct remote operations such as Auto-provisioning, device reboot, transmission type modification, and remote maintenance.
- Download the related technical manual and get access to the Akuvox ticket system for technical support.
- Subscribe and renew Akuvox SmartPlus.
- Manage sub-installer accounts.



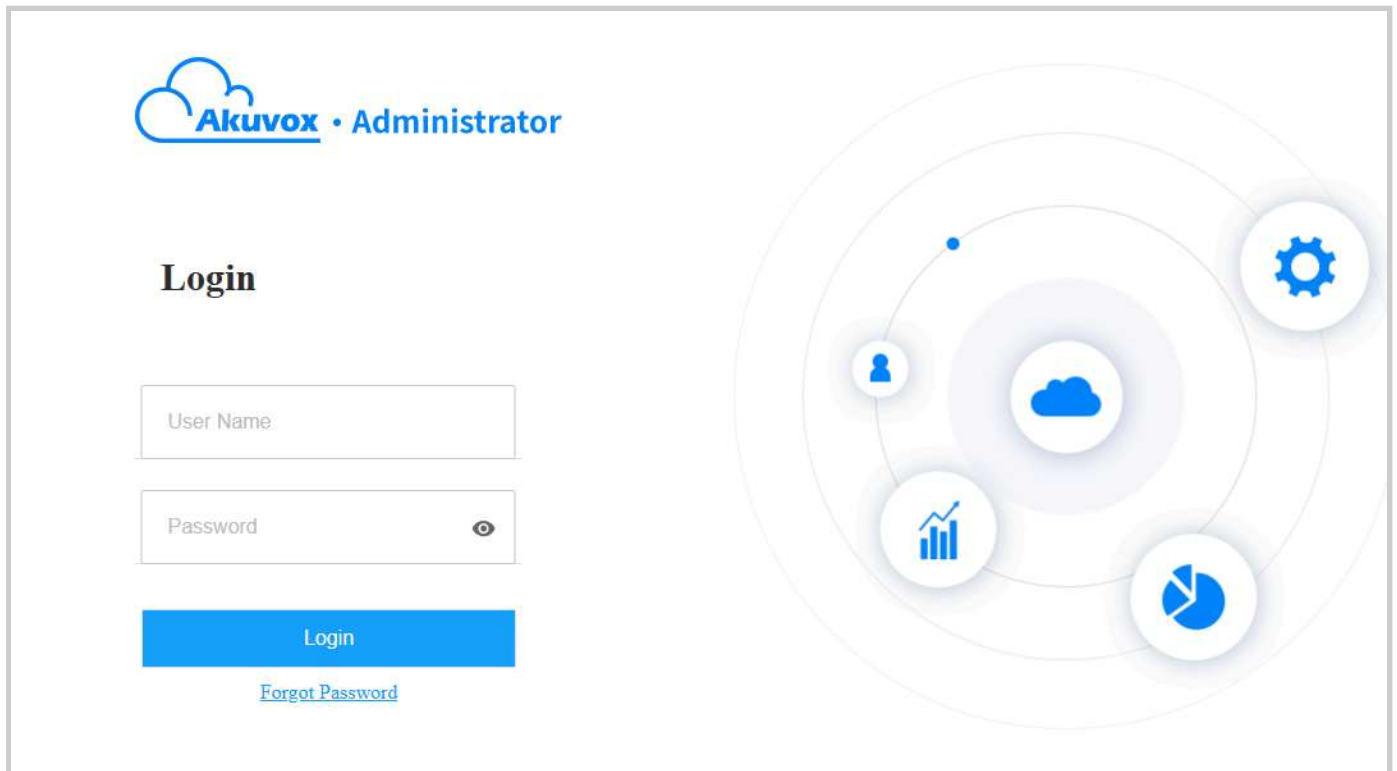
Login

Log in to the SmartPlus platform with the account obtained from your distributor.

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

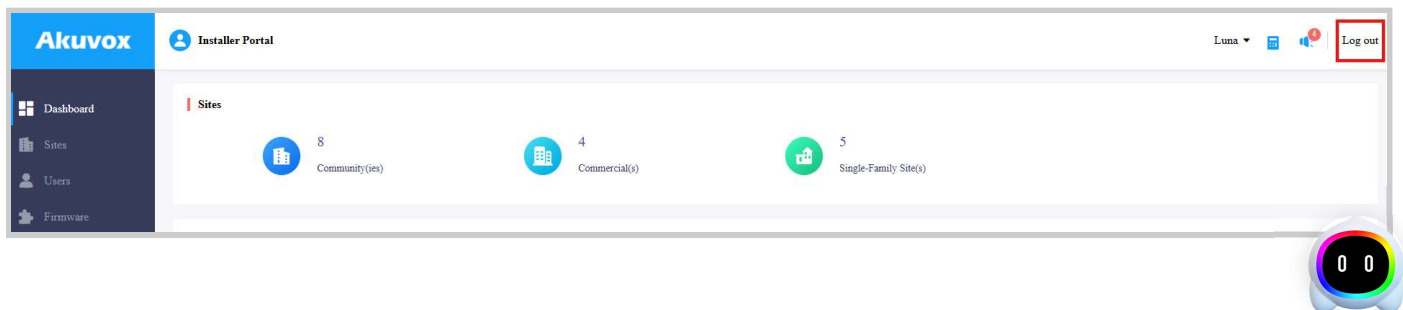
Note

Enter a verification code for login when your distributor enables two-factor authentication.



The screenshot shows the 'Akuvox • Administrator' login interface. On the left, there is a 'Login' section with a 'User Name' input field, a 'Password' input field with a toggle eye icon, a blue 'Login' button, and a '[Forgot Password](#)' link. On the right, there is a large circular graphic with a central cloud icon and four surrounding icons: a person, a bar chart, a pie chart, and a gear.

Click on **Log out** in the upper right corner to exit the system.

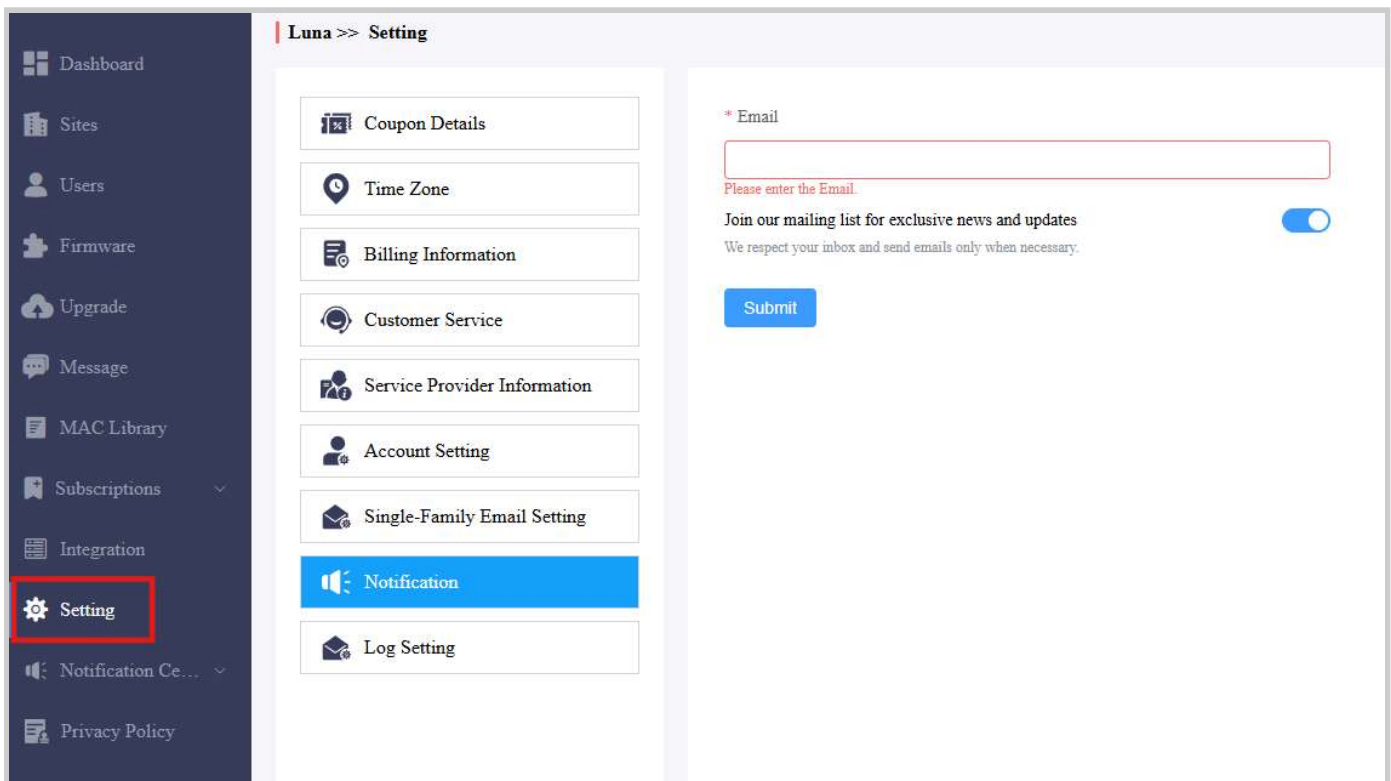


Email Confirmation

You are required to enter an email address when you log into the SmartPlus platform for the first time.

The email address is used to reset your login password and to receive notifications from Akuvox.

You can change the email address and turn off the notification push on the **Setting > Notification** interface.



The screenshot displays the 'Luna >> Setting' interface. On the left, a dark sidebar contains a list of settings: Dashboard, Sites, Users, Firmware, Upgrade, Message, MAC Library, Subscriptions, Integration, Setting (highlighted with a red box), Notification Ce..., and Privacy Policy. The main content area is titled 'Luna >> Setting' and features a list of settings on the left: Coupon Details, Time Zone, Billing Information, Customer Service, Service Provider Information, Account Setting, Single-Family Email Setting, Notification (highlighted in blue), and Log Setting. On the right, the 'Email' settings form is shown, featuring a text input field for the email address, a red error message 'Please enter the Email.', a toggle switch for 'Join our mailing list for exclusive news and updates' (currently turned on), and a 'Submit' button.

Note

Click [here](#) to view how to reset the SmartPlus login password using the email address.

Prior to the Management

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

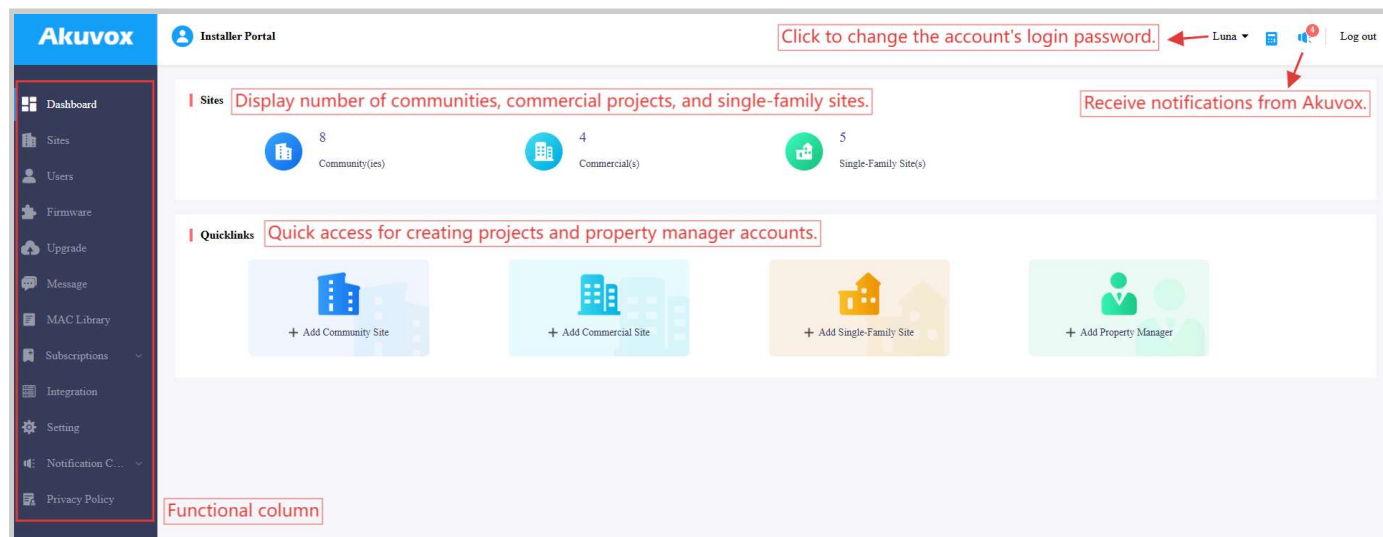
- Check if all device MAC addresses have already been registered by your distributor.
- Check if the device firmware supports cloud mode with no connection to SDMC.
- Check if the device is powered on and is connected to the internet, and make sure that the network is normal.



- Check and make sure that your resident information and device information are correct.

Dashboard

The functional column allows you to manage sites, users, devices, and account settings in an organized manner.



Module Description:

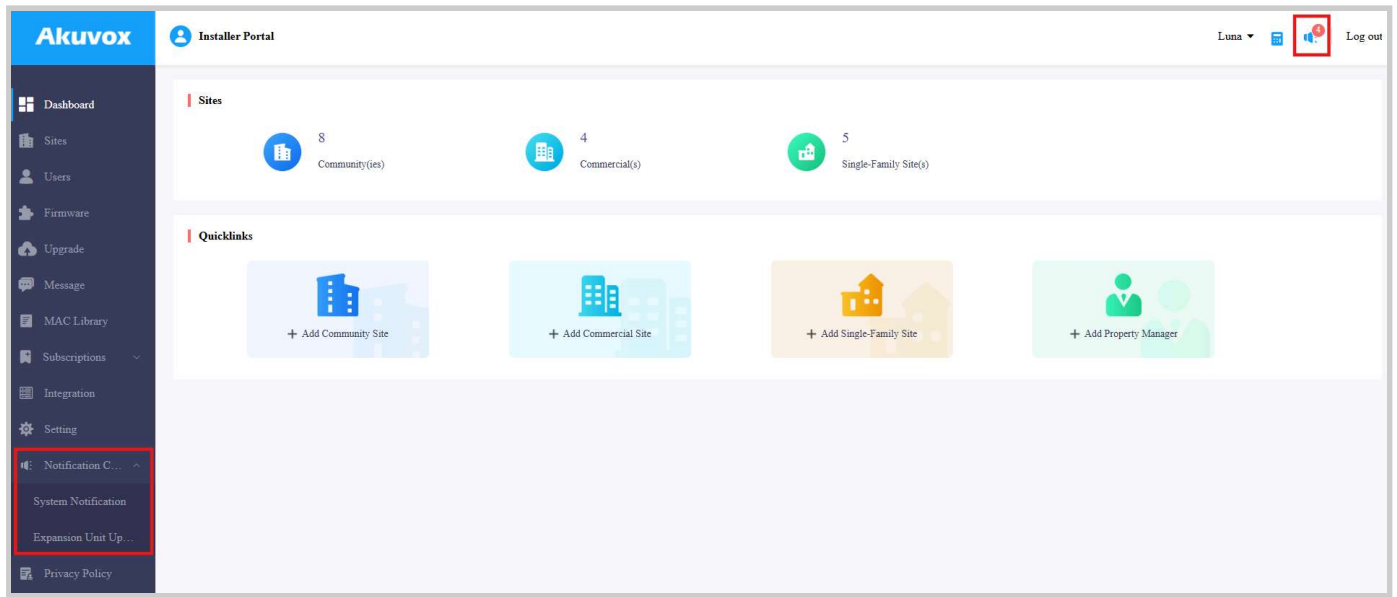
Modules	Description
Dashboard	Have quick access to create projects and property manager account, view of devices and SmartPlus App account status.
Sites	Click to go into specific project management.
Users	Add, edit, and delete property managers and sub-installer accounts.
Firmware	Check the available firmware versions and their information.
Upgrade	Upgrade the firmware version for a specific device.
Message	Create messages and send them to target users.
MAC Library	Check the device MAC registered by your distributor. You can add or delete MAC.
Integration	Display the third-party locks where you can also add the lock and manage the lock.
Setting	Check coupon details, credit logs, set up time, billing information, etc.

System Notification

Akuvox will send you notifications of the SmartPlus Cloud update and any changes that happen to the [expansion unit\(MD06/12\)](#).

Click the notification icon in the upper-right corner to check the messages.

Or, click **Notification Center** on the left column.



Community Management

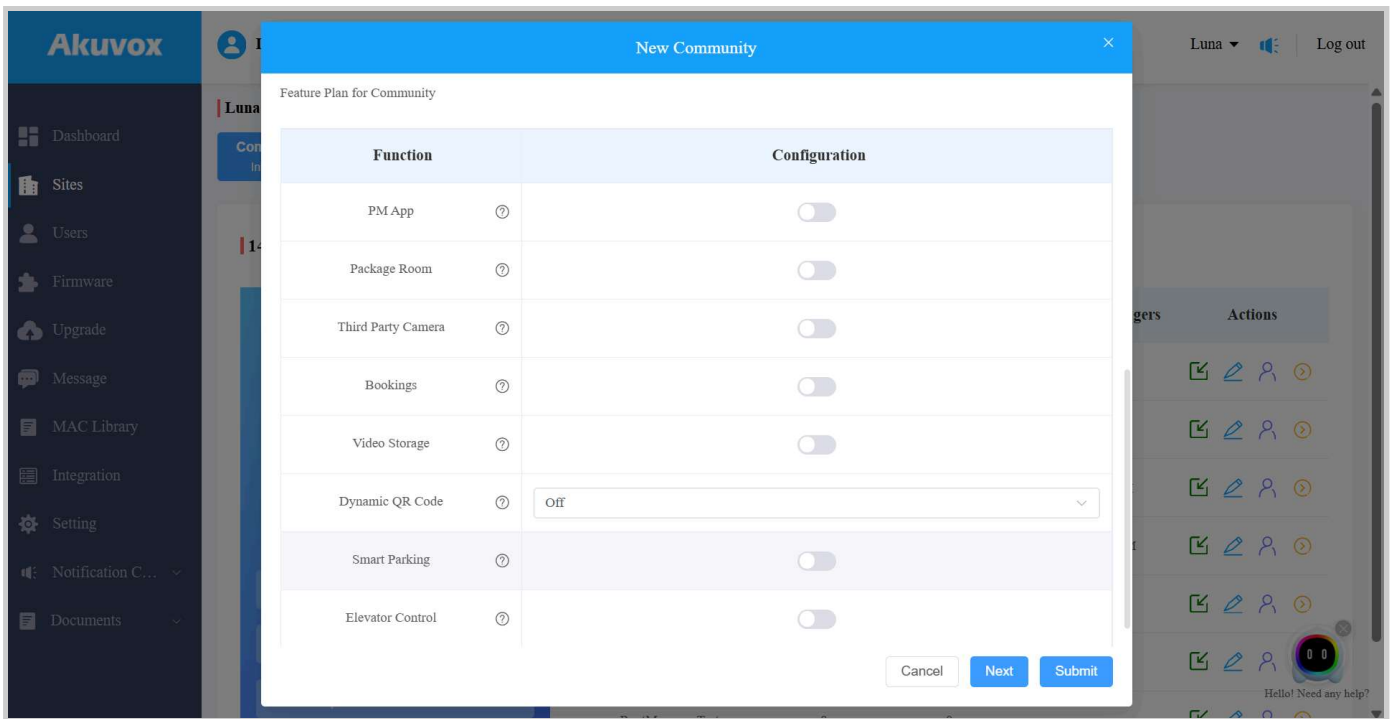
Create Community

A community must be created first on the dashboard before proceeding to the other management involving devices, residents, etc.

1. Click **+Add Community Site** on the dashboard for quick creation.

Or, click **Sites** on the left column and click **+New**.





Community Setting Description:

Item Name	Description
Community Name	Enter the community name.
Community Address	Enter the community address (Street, City, Post Code, State/Province) based on which the indoor monitor can access local weather. The temperature and weather conditions will be displayed on home screen. Click here to see the models that support displaying weather and detailed configuration.
Time Zone	Select the time zone of the community.
Default Charging Configuration in the Add Apartment Pop-up	Indoor Monitor Requirement: • Require at Least One Indoor Monitor: Each apartment must have at least one indoor monitor (Default). • No Indoor Monitor Required: No mandatory requirement for an indoor monitor in each apartment. Landline Service: Enables communication between telephone phones and intercom devices. It is off by default.
Feature Plan for Community	Enable services as needed to enhance user experience and community management capabilities.

Click [here](#) to view the description of each service.

3. Click **Submit** to finish creating the project or click **Next** to further set up the project. See the item descriptions in the chart below.

Akuvox New Community

Time Format
☒ 24-hour time ☐ 12-hour time

Date Format
Month-Day-Year

Community Calls
☐ On ☒ Off

Permission Of Access Control Management ⓘ
☐ Public Area + Private Area ☒ Only Public Area

Contact Display Order
☒ First Name, Last Name ☐ Last Name, First Name

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

akubela Smart Home Enabled
☐ On ☒ Off

Cancel Submit

Akuvox New Community

Contact Display Order
☒ First Name, Last Name ☐ Last Name, First Name

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

Scan indoor monitor QR code to register app account
☒ On ☐ Off

Health Care
☐ On ☒ Off

Third-Party Integration
☐ Dormakaba ⓘ

Elevator Access Limitation
☒ Allow only APT floors when triggered on indoor monitor.

Cancel Submit

Item Name	Description
Time Format	Select the preferred time format.
Date Format	Select the preferred date format.

Community Calls	Enable it if you allow residents in a community to call each and between indoor monitors and SmartPlus apps. Note: This feature will only be displayed when your distributor enables it for you.
Permission of Access Control Management	• Public Area+Private Area: If selected, property managers will be able to set personal authentications for residents to access both public devices and private devices. • Only Public Area: If selected, property managers will only be able to set personal authentications for residents to access public devices and not to set personal authentications for private devices.
Contact Display Mode	Select First Name, Last Name, or Last Name, First Name the order of user names on the device contact list.
PIN Access Mode	Select PIN Mode (PIN for direct PIN code access, APT+PIN for APT and PIN code access).
akubela Smart Home Enabled	• Once turned on, the project data will be synchronized to the cloud. • Enable this feature when smart home devices such as Hubble are installed.
Scan indoor monitor QR code to register app account	This function is used for the installer kit. It is enabled by default. Residents can scan the QR code on the indoor monitor, such as the Akuvox MR01, to register their SmartPlus App account.
Health Care	This option is designed for communities that provide elder care services. Once enabled, the Akuvox MR01 radar sensor can detect fall and bed-exit events, helping caregivers respond to emergencies.
Third-Party Integration	Check the Dormakaba option to enable the integration. This will link your community project to your Dormakaba account.
Elevator Access Limitation	Enabled by default. In Elevator Control scenario, the indoor monitor will only allow access to the resident's apartment floor (APT floor). When disabled, the indoor monitor can trigger all access requests.

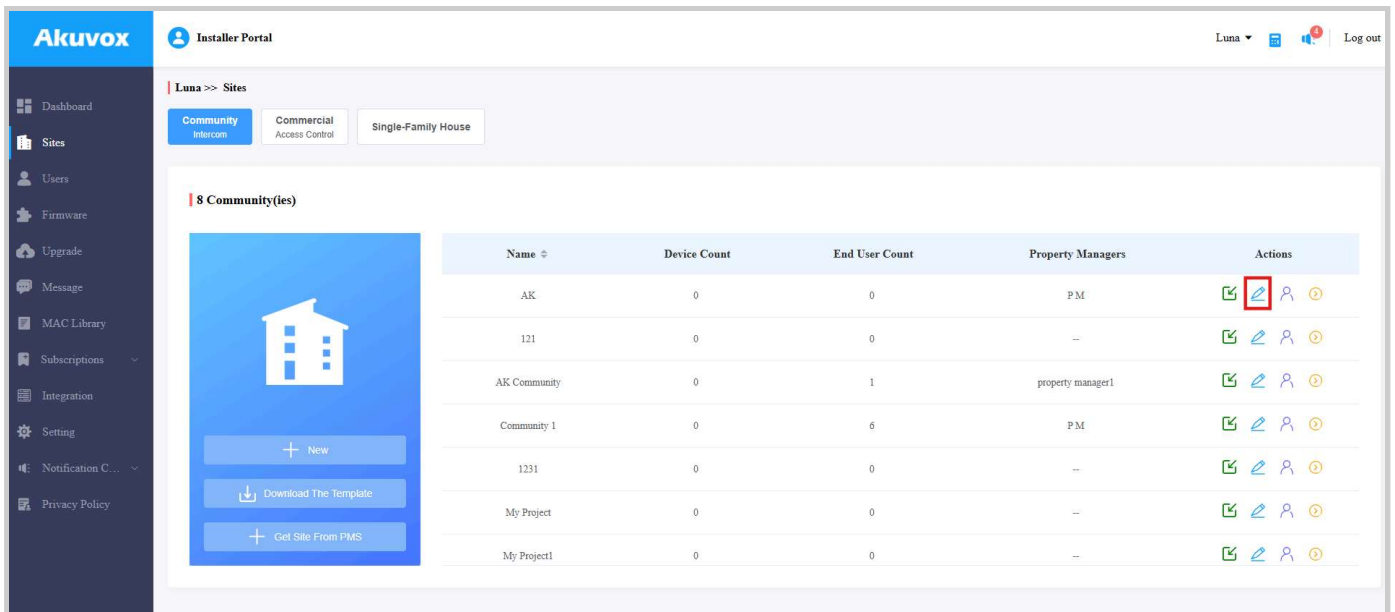


Edit/Delete Community

After a community is created, you can edit or delete it. To easily find the desired



1. Click  of the desired community to edit the information.



Akuvox Installer Portal

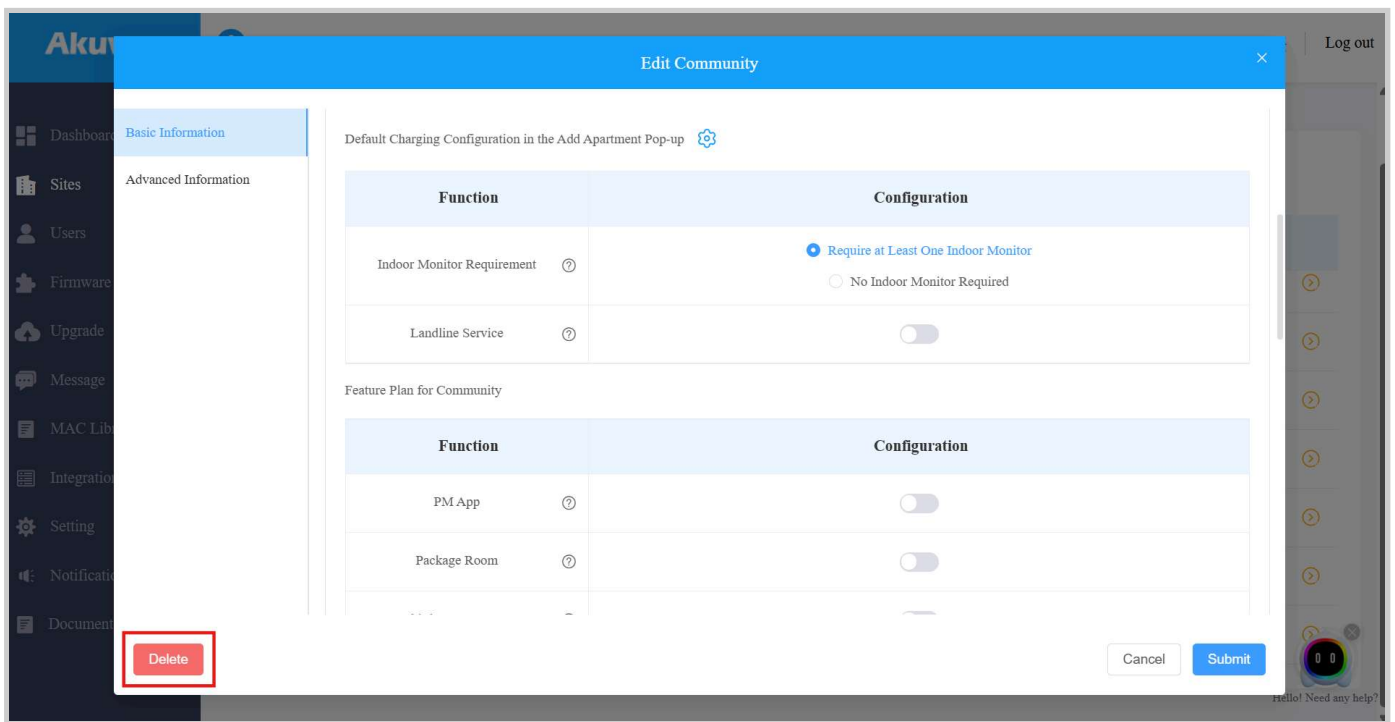
Luna >> Sites

Community Intercom Commercial Access Control Single-Family House

8 Community(ies)

Name	Device Count	End User Count	Property Managers	Actions
AK	0	0	PM	   
121	0	0	---	   
AK Community	0	1	property manager1	   
Community 1	0	6	PM	   
1231	0	0	---	   
My Project	0	0	---	   
My Project1	0	0	---	   

2. Click **Delete** at the bottom to remove the community.



Edit Community

Basic Information

Advanced Information

Default Charging Configuration in the Add Apartment Pop-up

Function	Configuration
Indoor Monitor Requirement	☒ Require at Least One Indoor Monitor ☐ No Indoor Monitor Required
Landline Service	☐

Feature Plan for Community

Function	Configuration
PM App	☐
Package Room	☐

Delete Cancel Submit

Additional Settings

When modifying the settings, you can click  to enable/disable **With Indoor Monitor** and **Landline Service** options for specific apartments.



Note

The icon  is ONLY available when Akuvox enables it for your distributor. Otherwise, you cannot set these two services for individual apartments.

Set Charging Configuration for Each Apartment

1

▼ Building A

▼ 501 (The Green's)

☐ Requests one Indoor Monitor for each family

☒ Landline Service

▼ Building B

▼ 1101 (My Home)

☐ Requests one Indoor Monitor for each family

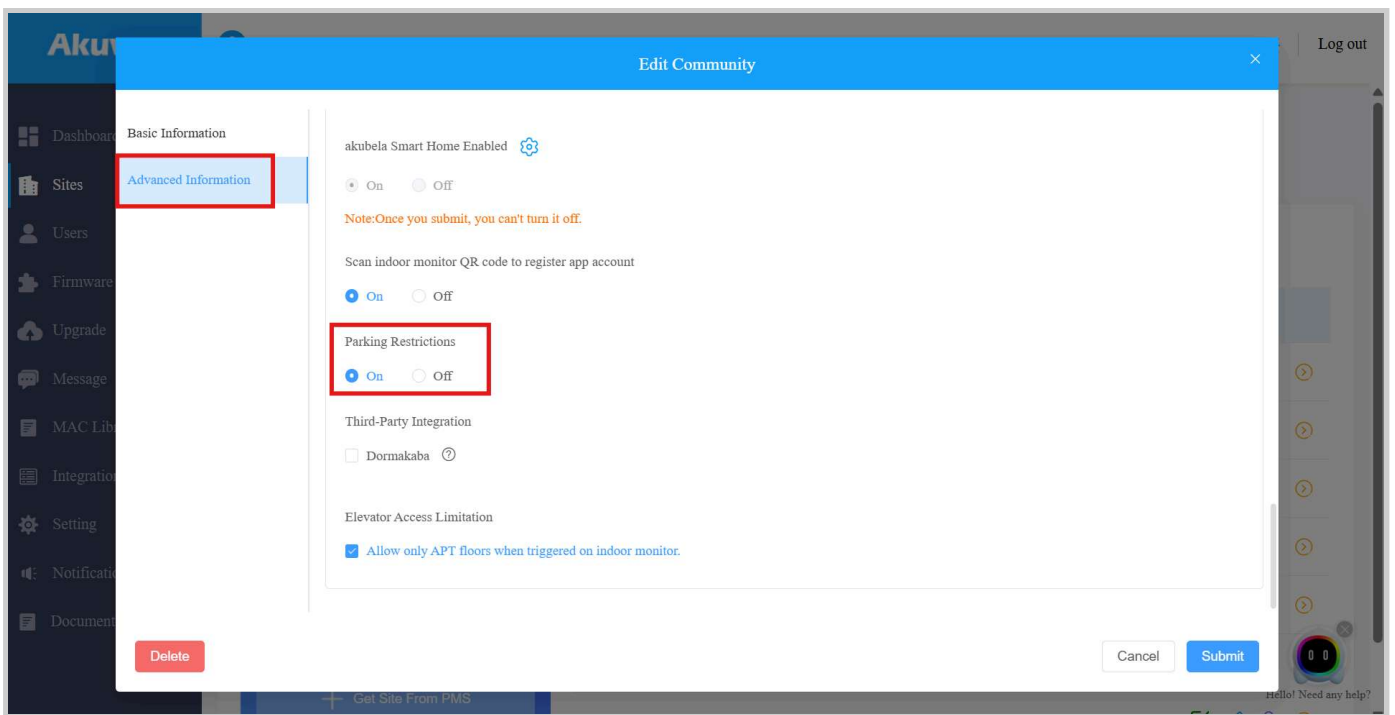
☒ Landline Service

Submit

The **Parking Restrictions** feature is available when you edit the project. It is used to define the actual number of spaces rented or purchased.

- With it enabled, you can specify the parking spaces for each apartment.
- Click [here](#) to view the detailed configuration.



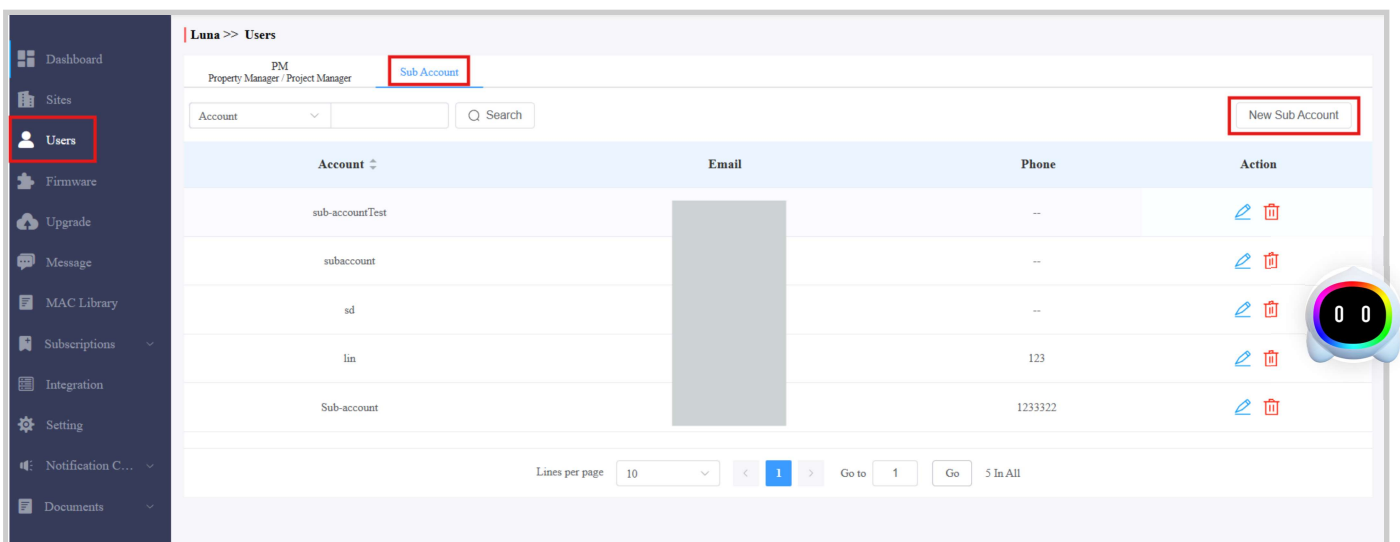


Sub-installer Account

When several people are responsible for one project, you can create and log in to different sub-installer accounts of the same main account at the same time. The data shown are the same.

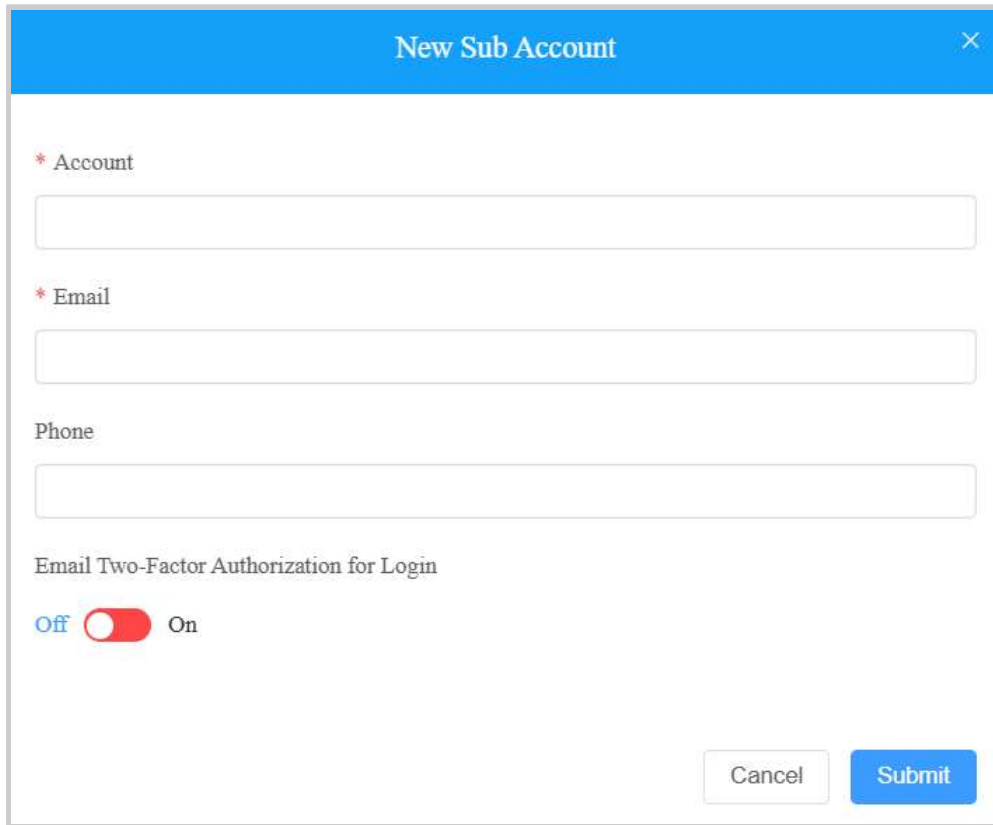
Add Sub-installer Account

1. Click **Users > Sub Account**.
2. Click **New Sub Account** on the right.



3. Enter the account's information. The SmartPlus portal login password will pop up after you create the account. You can copy and send it to the sub-installer. They can use the email address and password for login.

- **Email Two-Factor Authorization for Login:** Disabled by default. If enabled, when the sub-ins log in to the SmartPlus Cloud platform, they need to fill in a verification code for login.

A screenshot of a web form titled "New Sub Account" with a blue header bar and a close button (X) in the top right corner. The form contains three input fields: "Account" (marked with a red asterisk), "Email" (marked with a red asterisk), and "Phone". Below these fields is a toggle switch for "Email Two-Factor Authorization for Login", which is currently set to "Off" (indicated by a blue circle and the word "Off") and can be switched to "On" (indicated by a red circle and the word "On"). At the bottom right of the form are two buttons: "Cancel" and "Submit".

New Sub Account

* Account

* Email

Phone

Email Two-Factor Authorization for Login

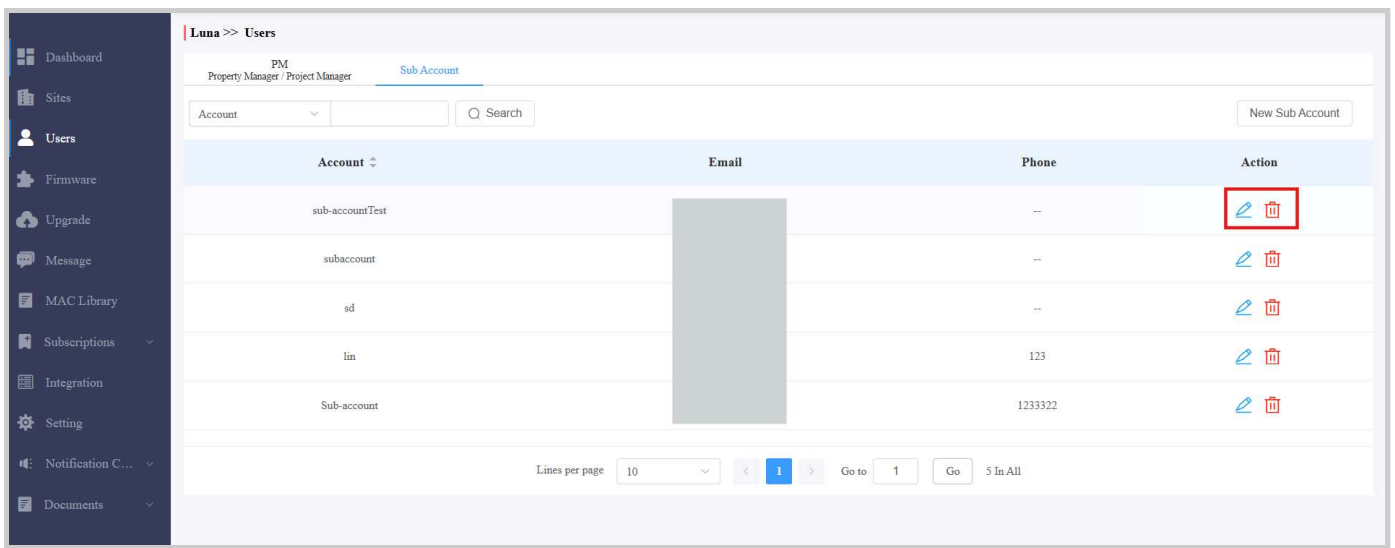
Off On

Cancel Submit

Edit/Delete Sub-Installer Account

1. Click  to edit the sub-account information and reset the password.
2. Click  to delete the account.





Account	Email	Phone	Action
sub-accountTest		--	 
subaccount		--	 
sd		--	 
lin		123	 
Sub-account		1233322	 

User Management

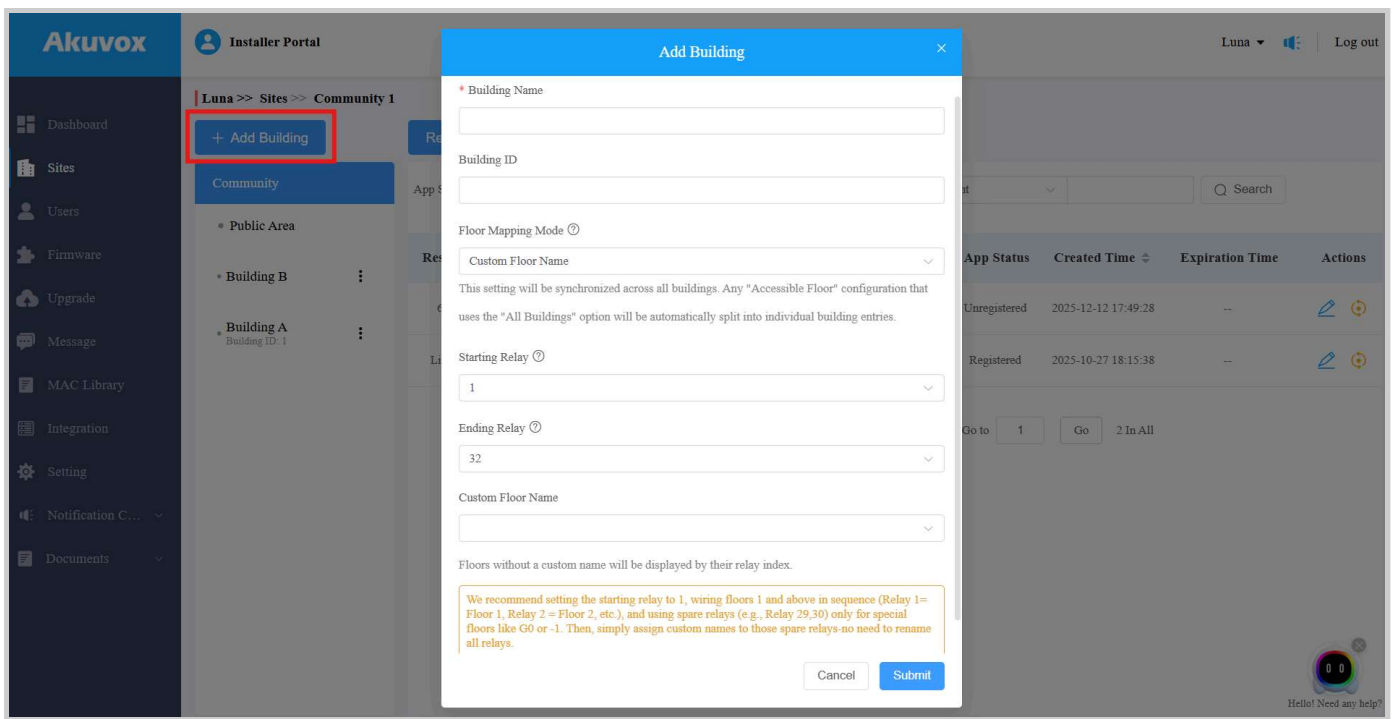
You are required to go to the specific community for the management of the users by moving them into the specific building and apartment.

Create Buildings

After the community is created, you are required to add buildings to the community before adding residents.

1. Click  of the target community on the Sites module.
2. Click **+ Add Building** to add a building.
3. Enter the Building Name.
4. Set the Building ID ranging from 1 to 99[Optional]. It is used to differentiate apartments with the same number across different buildings. Users can press *Building ID#Apartment Number* on the door phones to call the target apartment.
5. The remaining settings are for Akuvox **EC33 Elevator Control**. If this device is not deployed in your project, you can skip these settings and submit directly. To learn more about **Floor Mapping Mode** configuration, click [here](#).





Note

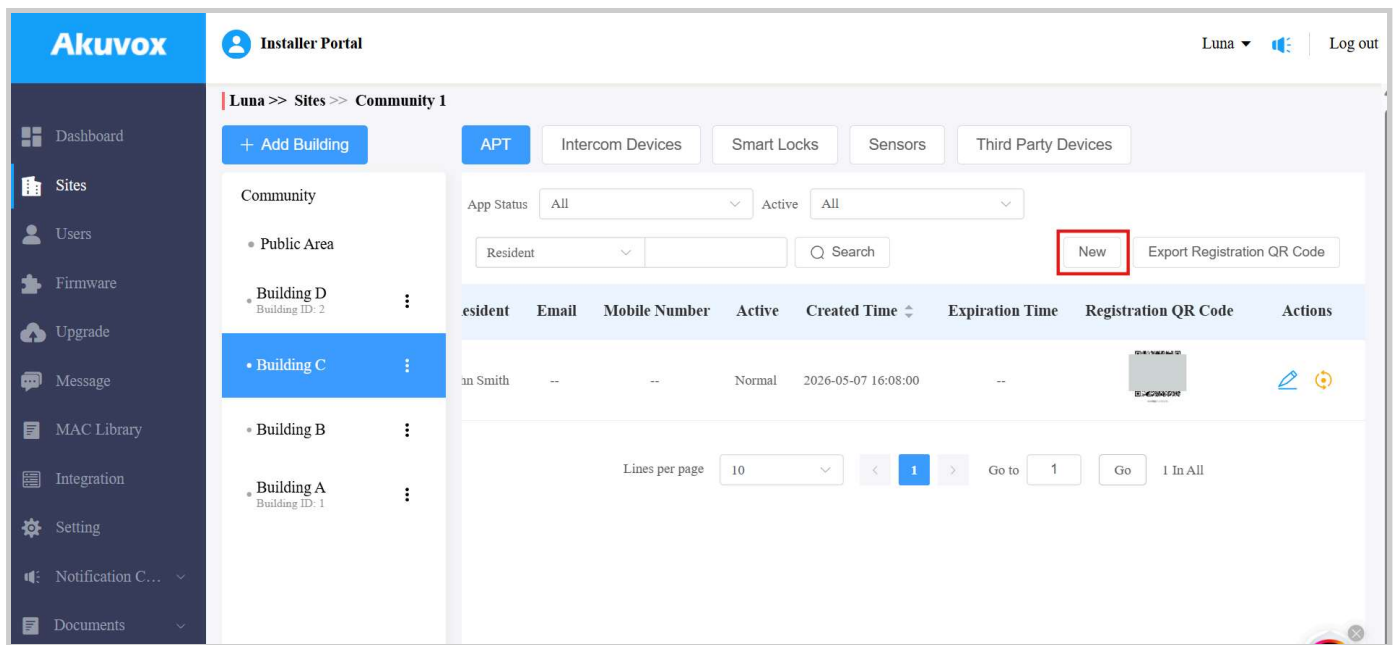
The following device models with specific firmware version or higher support using Building ID to call.

- R20K V5: 320.30.11.45
- R25K: 25.30.10.117
- R28 V2: 228.30.10.233
- R29: 29.30.10.609
- S532: 532.30.10.265
- S539: 539.30.10.509
- X916: 916.30.10.405
- X915 V2: 2915.30.10.631

Add an Apartment

1. Select the desired building and click **New** to add an apartment.





2. Fill in the apartment's information and set up features. See the setting description in the chart below.

You can add a resident right after setting up the apartment, or add later.

Add APT ×

Apartment

Floor

Usually a group of apartments, it can be used in the lift control feature.

*** APT**

A unique number, visitors can dial the APT on the door phone to reach the residents.

APT Name

☐ Set Valid Time ?

Web Relay ID

0

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

App Plan

Function	Configuration
Indoor Monitor Requirement?	☐ Require at Least One Indoor Monitor ☒ No Indoor Monitor Required
Landline Service?	☒

Video Storage

☐ On
 ☒ Off

Family Member Log Access Scope

☐ Only Own Logs
 ☒ All Family Members

akubela Smart Home

☐ On
 ☒ Off

Setting Description:

Field Name	Description
Floor	Fill in the apartment's floor number. With this filled in, the elevator will know which floor they live on. The number ranges from -10 to 128 and includes G0, G1, and G2. The floor setting works with the Akuvxo EC33 elevator controller.
APT	Fill in the resident's apartment number. Support entering number Note: 1. DO NOT start the apartment number with #, e.g., #2#123. If the authorization mode enabled will fail to recognize the apartment number, it will lead to door-opening failure. 2. So far, only the following devices with specific firmware versions are supported: - R27: 227.30.10.101 - R28: 28.30.10.7 - R28V2: 228.30.10.135

	• R29: 29.30.10.420 • R25K: 25.30.10.117 • R20K: 320.30.10.230 • S532: 532.30.10.117 • S535: 535.30.10.233 • S539: 539.30.10.246 • X912: 912.30.11.49(The device physical and soft keyboards d supports calling out the room number with “#” sent from the • X915V2: 2915.30.10.507 • X916: 916.30.10.226 • E18: 18.30.10.236 • E16V2: 216.30.11.3 3. The following devices with specific firmware versions or hig • X915V2: 2915.30.10.507 • R29: 29.30.10.420
APT Name	Fill in the resident’s apartment name.
Set Valid Time	This option is designed for the rental scenario, disabled by default. It allows the tenant to use the SmartPlus App and open doors. Beyond the set time, access methods will be restricted.
Auto-Delete Family Accounts on Expiry	This option is available when Set Valid Time is enabled. With it enabled, family accounts in the apartment will be automatically deleted.
Web Relay ID	Enter the Web Relay Action ID number. You select the specific web relay action. Note: Web relay must be set up on the door phone’s web interface.
Contact Preference	Select Group Call or Sequence Call. • Group Calls will be made to the indoor monitors and SmartPlus App. Users can press the push button or manager button on the door phone. • Sequence Calls will be made in a preset order to target numbers. Sequence calls. Each set has the following options: ◦ master account and all family member accounts; ◦ all indoor monitors;



	◦ landline numbers. Note: The following models with specific firmware versions or hi feature. ◦ R29: 29.30.10.205 ◦ R28: 228.30.10.135 ◦ R25: 25.30.10.117 ◦ R20: 320.30.10.230 ◦ X910: 2910.30.11.28 ◦ X912: 912.30.11.49 ◦ X915 V2: 2915.30.10.205 ◦ X916: 916.30.10.212 ◦ S539: 539.30.10.231 ◦ S535: 535.30.10.233 ◦ S532: 532.30.10.216 ◦ E18: 18.30.10.236 ◦ E16V2: 216.30.10.208 ◦ E12V2: 312.30.10.237
Call Type	Select the desired call type. For example, the indoor monitors w that when visitors call, the indoor monitors will first receive the c App will receive the call.
SIP Call or IP call	Select " All my devices were installed in the same place (villa or intercom devices are in the same LAN (Local Area Network). If not, select " Some of my devices were installed in the differer
Parking Restrictions	Available when the project has the Parking Restrictions feature Enter the number of parking spaces(0~9999) assigned to this Al the allocated parking capacity is exceeded.
App Plan	This section is available when you have permission to set it • Landline Service enables communication between telephon devices. ◦ It is a premium feature. Turning it on/off will affect the pr • Indoor Monitor Requirement: Configure whether the apartm monitor or MR01 radar sensor added. If yes, select the devic

Video Storage	When enabled, Akuvox devices can automatically record 10 seconds of calling, and detecting motions and package movement(For X910 devices) with their SmartPlus Apps. Click here to view the detailed configuration of this feature.
Family Member Log Access Scope	Set family members' permission to view logs. • Only Own Logs: The default option. Family members can only view opening initiated by themselves. • All Family Members: Family members can check all calls and logs.
akubela Smart Home	• This option is available when the smart home feature is enabled in the project. • Turn it on for the users who installed smart home devices, such as automation service.

Add a Resident

You can add a resident right after [creating an apartment](#).

1. If you skip the step, click  of the target apartment.
2. Click  on the right.
3. Click **Add Resident**. See the setting description in the chart below.



Add APT

Resident

* First Name

* Last Name

Email

Language

English

Country / Region

Mobile Number

1st Landline Number

2nd Landline Number

3rd Landline Number

Accessible Floors

Please set the accessible floors for specific buildings.

Building A

-

-

All elevator control devices

+ Add

Remark

0 / 255

Add Resident Later

Cancel

Submit

Setting Description:

Field Name	Description
First Name	Fill in the resident's first name.
Last Name	Fill in the resident's last name.
Email	Fill in the resident's email.
Language	Select the desired language. All information sent to the user will be in the selected language. The following languages are supported: English, Traditional Chinese, Simplified Chinese, Korean, Japanese, Spanish, Bosnian, Danish, Vietnamese, French, Portuguese, Persian, and Azerbaijani.
Country/Region	Select the user's country or region code.
Mobile Number	Enter the resident's mobile phone number. The country/region code will be displayed before the number.
Landline 1/2/3	Fill in the user's landline numbers, e.g., mobile phone numbers and landline numbers are supported. The area code will be displayed before the number.
Accessible Floors	- This setting works with the Akuvox elevator control system. Select the accessible floors in specific buildings. - Select the elevator control device from the dropdown menu. - Click here to view how to set up the elevator control feature.
Remark	You can add remarks for users to indicate their identity, such as their job title.

Edit, Reset, and Delete Community Residents

Edit and Delete Apartment and Resident

You can edit and delete apartments and residents.

1. Navigate to the desired community by clicking  .
2. Select the building and apartment of the resident. You can click **Resident**, **Created Time**, or the icon  next to them to reorder the residents.
3. Check the **Registration QR Code**. When the account is registered, **Registered** will display above the QR code. Click [here](#) to view the feature details.
4. Do any of the following on the next page:



The screenshot shows the Akuvox Installer Portal interface. On the left is a sidebar with navigation options: Dashboard, Sites, Users, Firmware, Upgrade, Message, MAC Library, Integration, Setting, Notification C..., and Documents. The main area is titled 'Luna >> Sites >> Community 1'. It features a '+ Add Building' button and tabs for 'APT', 'Intercom Devices', 'Smart Locks', 'Sensors', and 'Third Party Devices'. Below these are filters for 'App Status' (All, Active) and 'Active' (All). A search bar for 'Resident' is also present. The main table lists APTs with columns: Email, Mobile Number, Active, Created Time, Expiration Time, Registration QR Code, and Actions. The first row is highlighted, and its 'Registration QR Code' is shown as a QR code with the text 'Registered' and a green checkmark. At the bottom, there are pagination controls: 'Lines per page' (10), 'Go to' (1), and '1 In All'.

- Click  and  to edit the apartment and the resident's information.

The screenshot shows the Akuvox Installer Portal interface for editing an APT. The left sidebar is the same as the previous screenshot. The main area is titled 'Luna >> Sites >> Community 1'. It features a '+ Add Building' button and tabs for 'APT', 'Intercom Devices', 'Smart Locks', and 'Third Party Devices'. Below these are filters for 'App Status' (All, Active) and 'Active' (All). A search bar for 'Resident' is also present. The main table lists APTs with columns: Building, APT, Web Relay ID, Call Type, SIP Call Or IP Call, Parking Restrictions, Landline Service, akubela Smart Home, and Valid Time. The first row is highlighted, and its details are shown in a form on the right. The 'Delete APT' button is highlighted with a red box and a red arrow.

- On the editing interface, click **Delete APT** on the bottom to delete the apartment.



Akuvox Edit APT

Luna Log out

Apartment

Floor

5

Usually a group of apartments, it can be used in the lift control feature.

* APT

501

A unique number, visitors can dial the APT on the door phone to reach the residents.

APT Name

The Green's

☐ Set Valid Time ⓘ

Web Relay ID

0

Contact Preference

Group Call

* Call Type

SmartPlus and indoor monitors

Delete APT

Reset Password Cancel Submit

Note

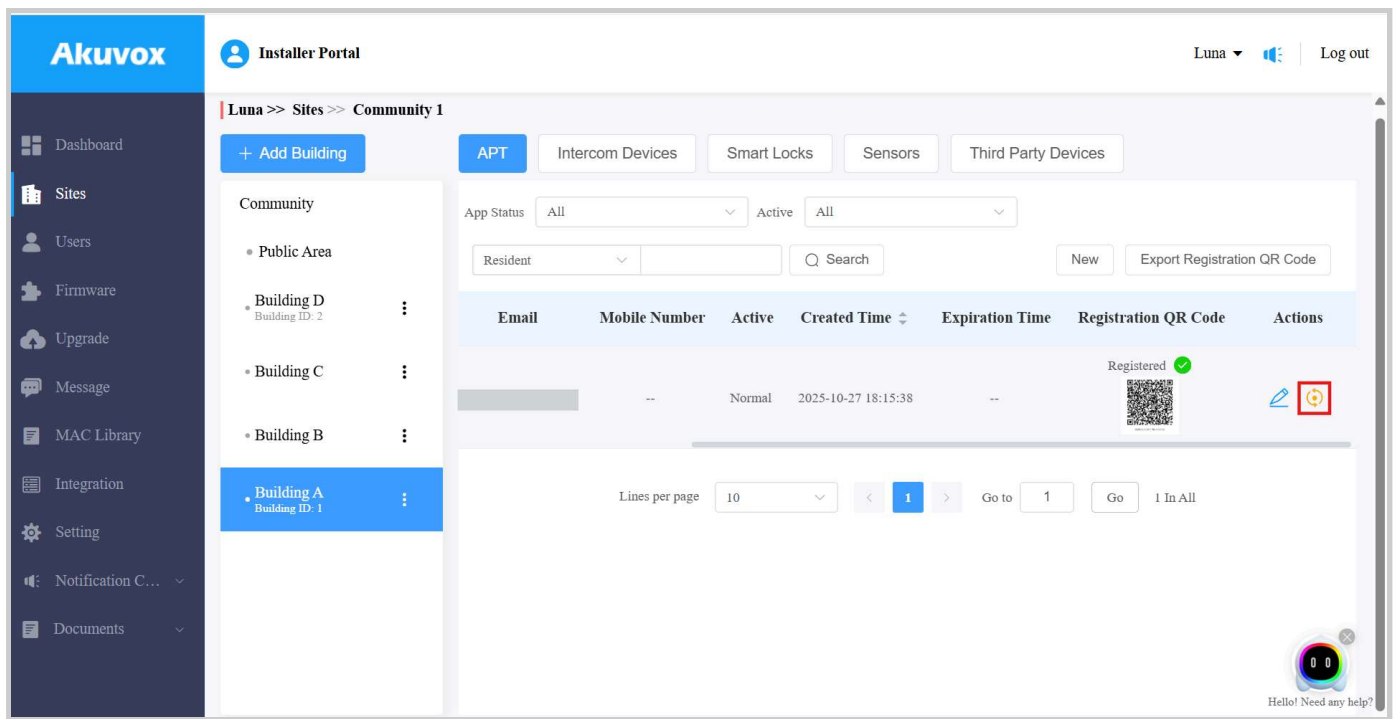
You cannot edit the mobile phone number, email address, and area code of the user accounts that have linked sites.

Reset Apartment and Resident Account

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.

1. Navigate to the desired community by clicking , and click  of the desired apartment.
2. Click **OK** to confirm the reset.





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

Data to be removed includes:

- 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 include:

- Subscription information of the family master account, such as inactivation and expiration.
- 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 include:

- 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.

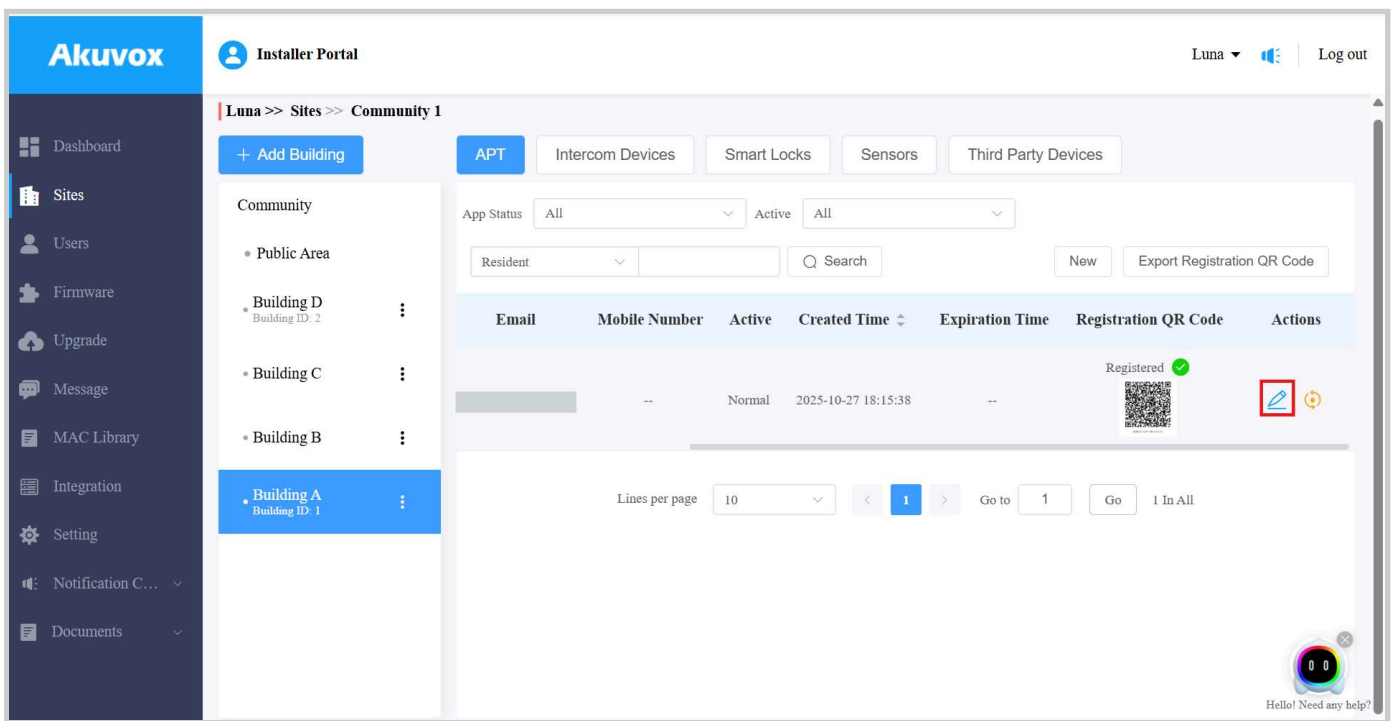
Note

It is free to create a new account in the family after resetting, while it charges after deleting.

Add/Edit/Delete Family Member Accounts

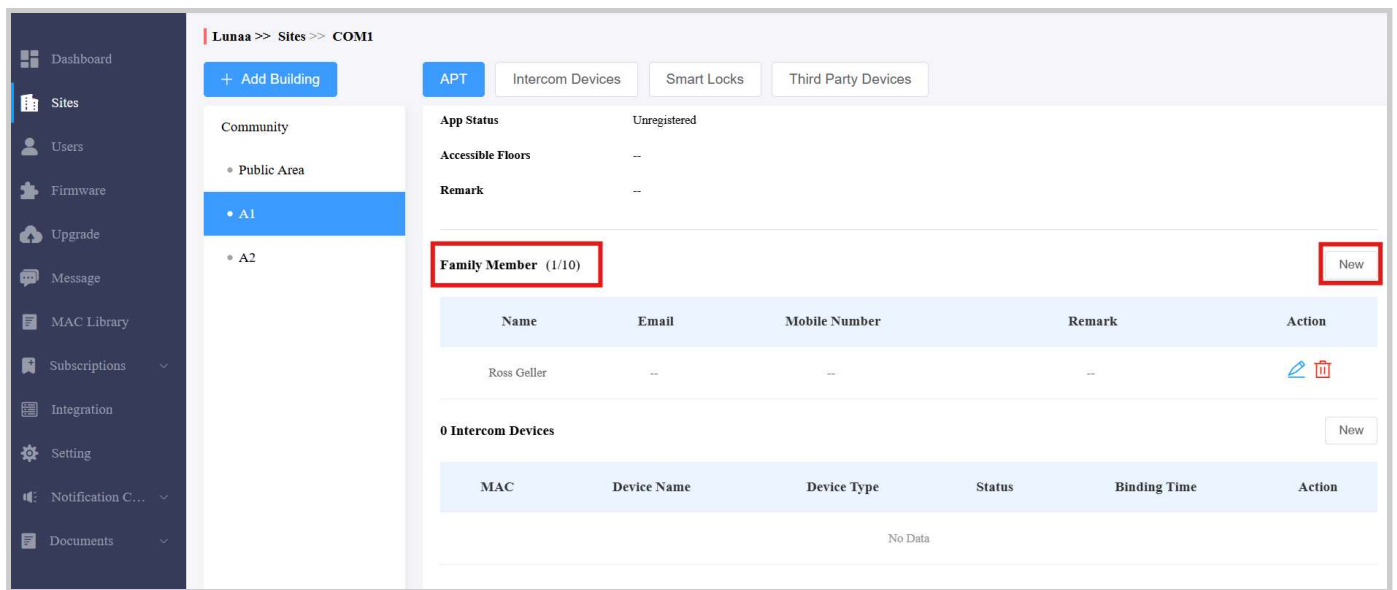
After you add the residents, you can start adding family member accounts for the SmartPlus app. Family member accounts can be edited and deleted afterward.

1. Click  of the desired community.
2. Select your building and apartment, then click .



3. Find the **Family Member** section. You can check the maximum number of family member accounts, which varies by project. Using more accounts requires activation fees.
4. Click **New** to create the family account.





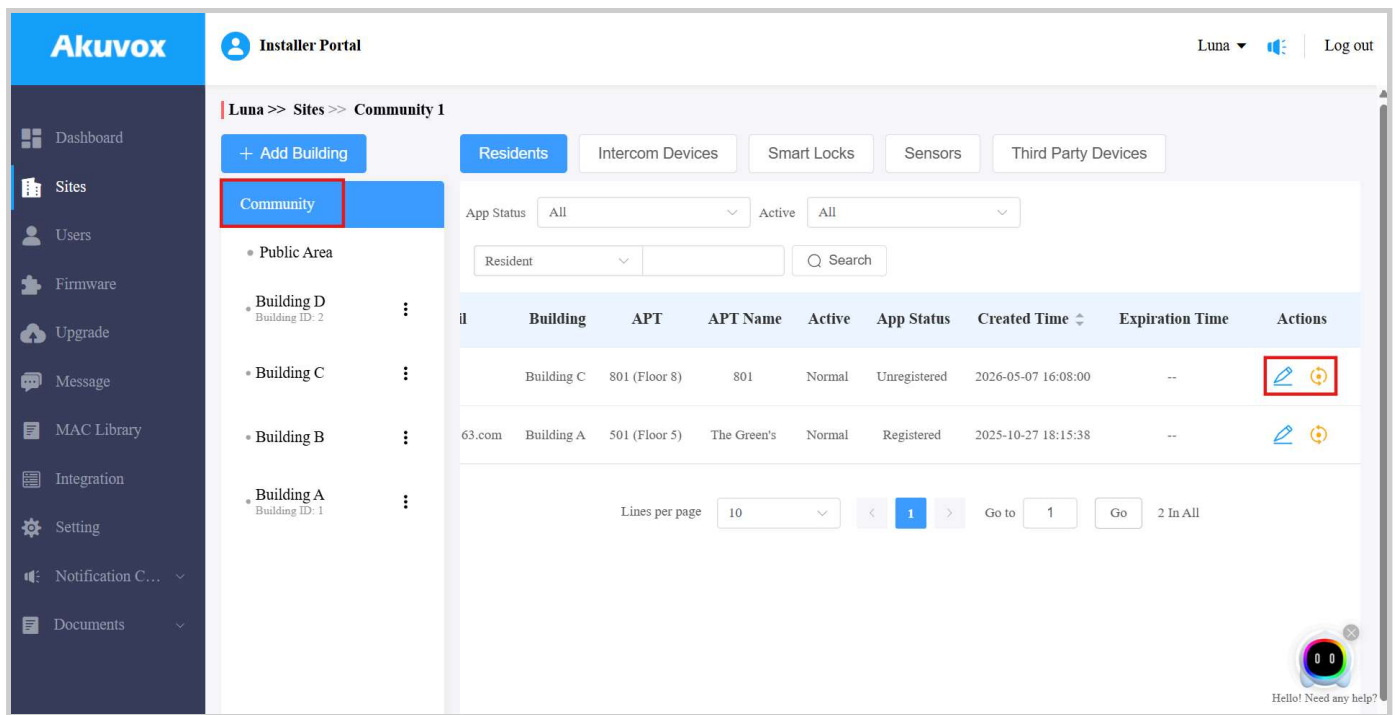
After creating the account, click  to edit it, and click  to delete it.

Search/Edit/Delete Resident at Community Level

You can manage all residents in the community without navigating to specific buildings or apartments.

1. Click  of the desired community.
2. Click **Community**.
3. Search for the resident by their app status, the resident's name, email address, and APT name.
4. Edit or reset the resident's account.

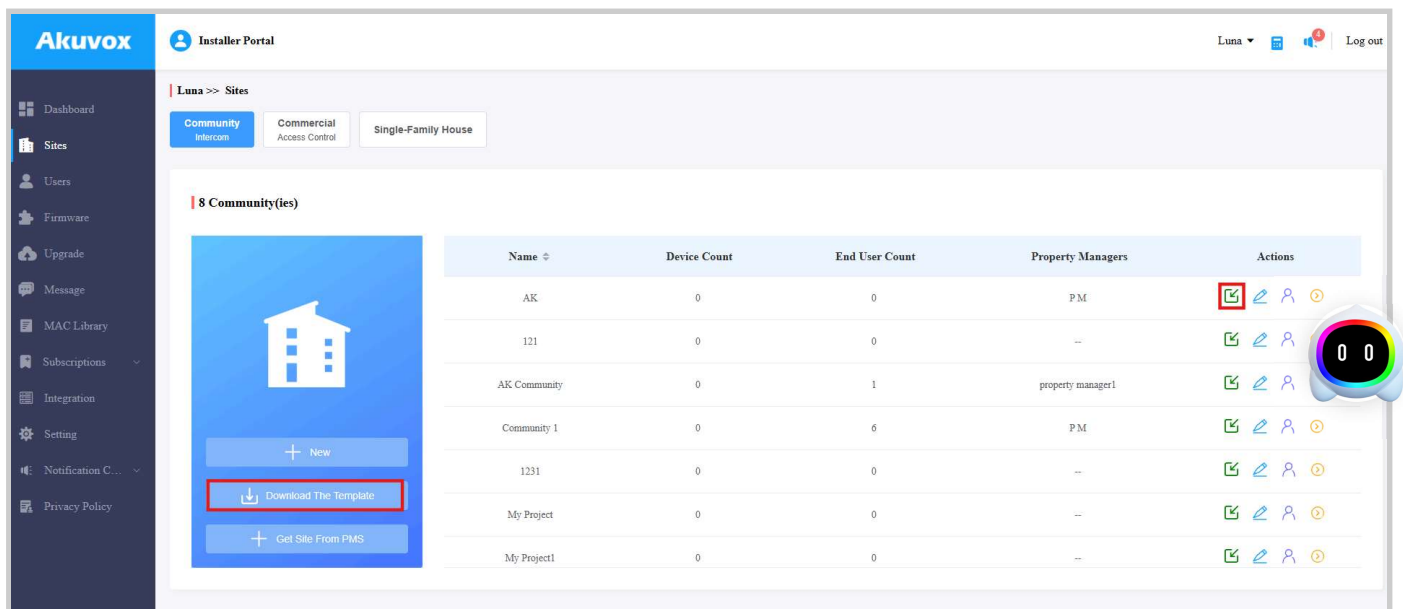




Import Residents and Devices Using a Template

The template can improve your efficiency in the management of the residents and devices.

1. Download the template on the **Sites** module.
2. Fill in the information in the template.
3. Import the template into the desired community.



Template Sample

Move your mouse cursor to specific columns to view instructions for filling in values.

	A	B	C	D	E	F	G	H	I	J	K
1	Building	Floor	Apt	AptName	Landline Service	With Indoor Monitor	Device	FirstName	LastName	Email	MobileNumber
2	Seaside Apartments	5	201	he Green	0	0	Bell, 2, A41003FFFFFF, Kitchen, 1, A41002FFFFFF	Lily	Green	Lily@aabbccc.com	14587444

	L	M	N	O	P	Q	R	S	T
	TelephoneCallingCode	1stPhone	2ndPhone	3rdPhone	CallType	Web Relay ID	akubela Smart Home	Analog Handset	Video Storage
	1	14587444	1458333		1	12		Handset 1, 09, #, Handset 2, 07, 8	

Template Description:

Settings	Description
Building	Fill in the building number or name. Note: Should not be more than 128 characters in length.
Floors	Fill in the apartment's floor number. Note: When the Floor Mapping Mode in this building is Custom field matches the customized floor name instead of the relay IC
Apt	Fill in the apartment number. Support entering 1-6 digit integral "#", e.g., 2#123A. Note: - DO NOT start the apartment number with #, e.g., #2#123, b APT#+PIN authorization mode enabled will fail to recognize and PIN codes. This will lead to door-opening failure. - So far, only the following devices with specific firmware ve entering #. - R27: 227.30.10.101 - R28: 28.30.10.7 - R28 V2: 228.30.10.135 - R29: 29.30.10.420 - R25K: 25.30.10.117 - 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



	• E16V2: 216.30.11.3 3. The following devices with specific firmware versions or hi letters. • X915V2: 2915.30.10.507 • R29: 29.30.10.420
Apt Name	Fill in the apartment name.
Landline Service	• This option is available when you have permission to set it apartments. • Landline Service enables communication between telephon intercom devices. • It is a premium feature. Turning it on/off will affect the proje • 0:Off; 1:On.
With Indoor Monitor	• This option is available when you have permission to set it apartments. • With it enabled, the apartment should have at least one ind added. • 0:Off; 1:On.
Device	• Device Type Code: Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 Access Control=50 Elevator Control=51 Sensor=52 • Device Setting Format: "Device name, Device type, Device MAC". E.g. Gate2,0,0C11050B9814; Living Room,2,0C11050893C6 Note: Every two devices need to be separated by ";". Note: Device MAC must be added first in the MAC library of the want to import the data.
First Name	Fill in the resident's first name. Note: Should not be more than 64 bytes in length.



Last Name	Fill in the resident's last name. Note: Should not be more than 64 bytes in length.
Email	Fill in the resident's Email.
Mobile Number	Fill in the resident's mobile phone number.
Telephone Calling Code	Fill in the resident's country code.
Phone1/2/3	Fill in the resident's mobile phone number.
Call Type	Call Type Code: • SmartPlus and indoor monitor=0 • Phone and indoor monitor =1 • SmartPlus and indoor monitor, with the phone as backup =2 • Indoor monitors with=3 • Indoor monitors with phone as backup=4 • Indoor monitors with SmartPlus as backup, finally phone=5 For example, "Indoor monitors with SmartPlus as backup, finally phone" will be received in sequential order, first by indoor monitor, the last by the mobile phone.
Web Relay ID	Enter the We Relay Action ID number. You select the specific web relay ID to trigger a specific action. Note: Web relay must be set up on the door phone's web interface.
akubela Smart Home	• This option is available when the smart home feature is enabled. Click edit the project. • Turn it on for the users who installed smart home devices, smart home automation service. • 0:Off; 1:On.
Analog Handset	Enter the analog handset's name and number. Separate multiple handsets with commas. The Akuvox analog handset is used with the door phone S532. Click here to view how it works with S532.
Video Storage	Set up the video storage feature by entering the device number and setting whether Video Recording with Audio During Calls. Multiple devices separated by ";". For example, 2 Devices, door phone 1, door phone 2.



Device Management

You can manage the devices deployed in communities. For community devices, you are required to go to the specific community and the specific building to manage the device.

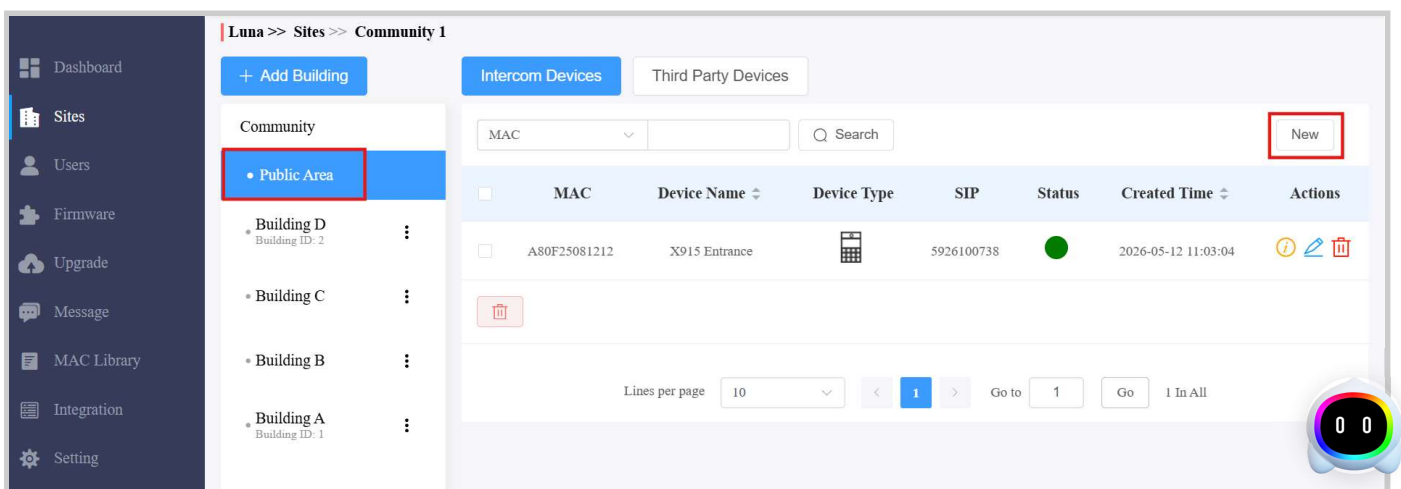
Add Intercom Devices to Public Areas

You can add intercom devices to the public areas of the community. After adding the devices, property managers and end users can monitor the camera surroundings.

Note

Adding A095 requires its version to be 95.30.10.125 or higher.

1. Click  of the target community.
2. Click **Public Area** or the desired buildings. For example, if you select Building A, it means the device is installed in the public area of Building A.
3. You can click **+Add Building** to create new buildings and right-click to change the building name or delete it.
4. Click **Intercom Devices** and click **New** on the right.



5. Fill in the device's information.

Add Device

Device Type

Multi-tenants Doorphone

* MAC

Network Group

Network 1

Does this device have internet access?

☒ Yes
☐ No

* Device Name

Allow user to monitor this device?

☒ Yes
☐ No

Allow user to call this device?

☒ Yes
☐ No

Buildings

☒ All Buildings

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 what type of device it is, device type, MAC address, network group



No.	Field Name	Description
1	Device Type	Select your device type. Note:

		• ONLY when the Elevator Control feature is enabled, v available. • To add an EC33, its firmware version should be 33.30 • It can ONLY be added to the public area of specific bu
2	MAC	Type in the device's MAC address.
3	Network Group	Based on how devices communicate, select the network g • Select the same group for devices deployed in the sar communicate via IP. • Select a different group for devices deployed in differ via SIP.
4	Device Name	Name the device to distinguish it from others.
To add a door phone or an access control terminal, the following options should b		
1	Allow users to monitor this device	• You can decide whether the resident can view the mo and indoor monitors. It is Yes by default. • If No is selected, the Monitor button on users' SmartF still see the video during a call with an intercom devic
2	Allow user to call this device?	• You can decide whether the resident can call the door by default. • If No is selected, the Call button on users' SmartPlus ,
3	Does the device have internet access?	This option appears only after the super manager enables distributor. • If the door phone is not connected to the Internet, sel the SmartPlus App through the indoor monitor. • If the device is connected to the Internet, select Yes,
4	IP Address	When No is selected in Does the device have internet acc address of the door phone so that its calls can be tra
5	Buildings	The option is only for the devices installed in the Commur • When enabled, all residents in all buildings can contro • When disabled, you can select specific residents to c
6	Contact Display	The option is available for devices installed in the public a type is Multi-tenants Doorphone .

	Settings	Choose what to be displayed on the device's directory screen.
7	Relay Name	Fill in the relay name, which can be the device location.
8	DTMF code	Enter the DTMF code for the door access.
9	Access Method	Select specific unlock methods to trigger the desired relay type for Relay1 and select RF Card for Relay2 when users. Relay1 will be triggered and vice versa. The following models with specific firmware versions or hardware versions are supported: • S539: 539.30.10.118 • S535: 535.30.10.233 • S532: 532.30.10.117 • X916: 916.30.10.216 • X915 V1: 915.30.10.128 • X915 V2: 2915.30.10.106 • X912: 912.30.10.225 • X910: 2910.30.10.240 • E16 V2: 216.30.10.69 • E18: 18.30.10.205 • R20 V5.0: 320.30.10.125 • R25A: 25.30.10.22 • R25K: 25.30.10.117 • R27: 227.30.10.201 • R28: 28.30.10.102 • R28 V2.0: 228.30.10.112 • R29: 29.30.10.123 • A094: 92.30.10.112 • A095: 95.30.10.125 • A05V2: 205.30.10.157 • A08: 108.30.1.16 Note: If the SmartPlus Homepage or SmartPlus Talkingpanel icons will not appear on the app home page.
10	Add Relay	You can add more relays if needed. To add an A095, you can continue adding AUX OUT after



11	Add Security Relay	Add the security relay if the door phone is connected to a unlock control.
To add an indoor monitor, the following options should be additionally configured.		
1	Arming Function	When enabled, the arming icon will be available on users' disarming.
2	Relay	Turn on or off the device's built-in relay and name the relay. When the relay is enabled, specify its function from Door, Disarming, or Alarm.
3	External Device	When the device is connected to an external relay control, select the external device. Note: Please click here for the detailed external relay control.
4	External Device Type	Select the device type. Akuvox-MK485-G2R-8J8C V3.0 supports RS485 and RSAC-C1-R8 up to 16.
5	External Device Mode	- When Akuvox-MK485-G2R-8J8C V3.0 is selected, RS485 and RS485+input(Latching) options are available. - When HF-8000 is selected, RS485 and Ethernet options are available. - When RSAC-C1-R8 is selected, RS485 is by default.
6	IP Address	When Ethernet is selected as the external relay mode, enter the IP address.
7	Port	When Ethernet is selected as the external relay mode, enter the port number.
8	Relay Name	Name the external relay to distinguish it from others.
9	Relay Function	Define the relay function according to the device connection.

Add Intercom Devices to Residents' Apartments

After you create an apartment for a resident, you can add the resident's private intercom devices.



Note

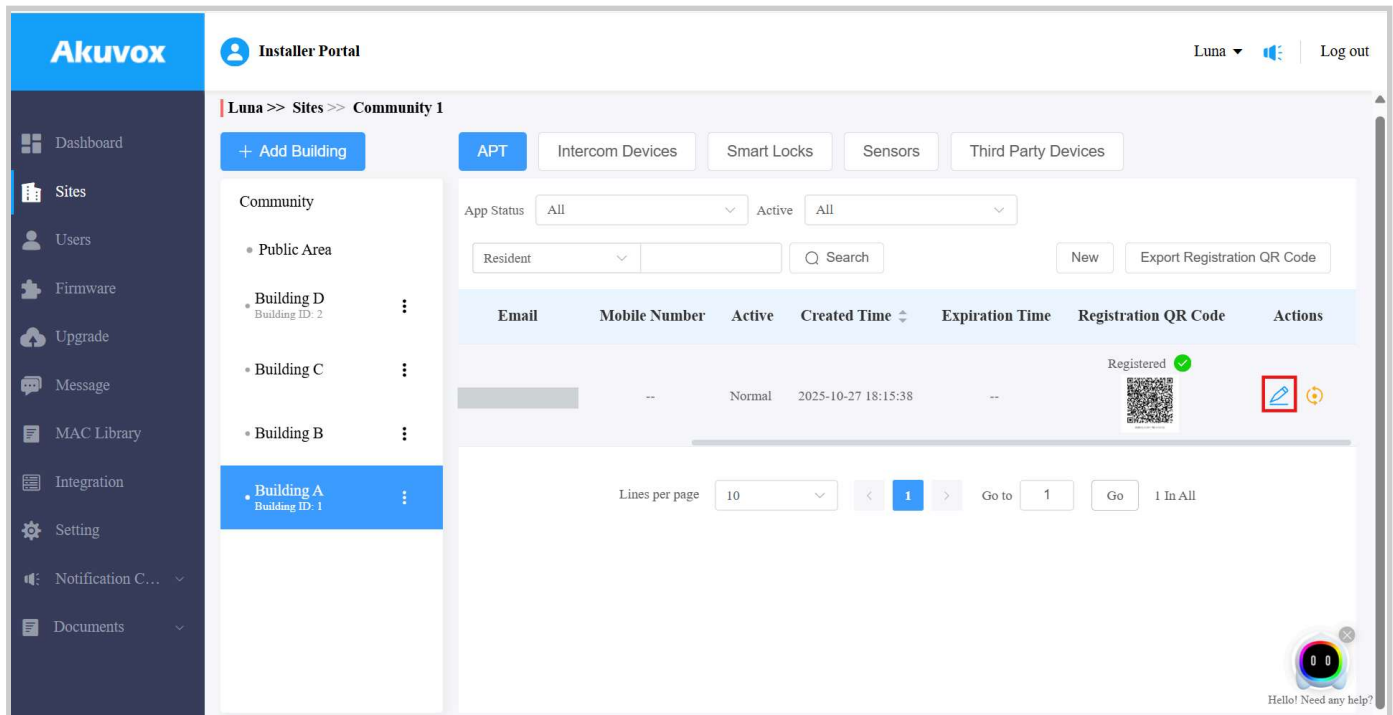
- The akubela Hypanel Ultra(PH81-PoE-ST) can be added to the cloud as an indoor monitor to achieve smart home devices control on the SmartPlus.

App.

- After adding the device, you can click  to view the Zigbee devices connected to it.
- Click [here](#) to learn detailed configuration and supported device version.

1. Select the resident's building and apartment.

2. Click  of the desired apartment.



The screenshot shows the Akuvox Installer Portal interface. The left sidebar contains navigation links: Dashboard, Sites, Users, Firmware, Upgrade, Message, MAC Library, Integration, Setting, Notification C..., and Documents. The main content area is titled 'Luna >> Sites >> Community 1'. It features a '+ Add Building' button and a list of buildings: Public Area, Building D (Building ID: 2), Building C, Building B, and Building A (Building ID: 1). Building A is selected. Below the building list, there are tabs for 'APT', 'Intercom Devices', 'Smart Locks', 'Sensors', and 'Third Party Devices'. The 'Intercom Devices' tab is active, displaying a table with columns: Email, Mobile Number, Active, Created Time, Expiration Time, Registration QR Code, and Actions. The table shows one device with a 'Registered' status and a QR code. A 'New' button and an 'Export Registration QR Code' button are also visible. At the bottom, there is a pagination control showing '1 In All'.

3. Scroll to the **Intercom Devices/Analog Handset** section and click **New** on the right.

Note

- The Akuvox analog handset is used with the door phone S532.
- Click [here](#) to view how it works with S532.



0 Intercom Devices

New

MAC	Device Name	Device Type	Status	Binding Time	Action
No Data					

0 Analog Handset ⓘ

New

Device Name	Number	Action
No Data		

4. Enter the device's information.



Add Device

Device Type

Single-tenant Doorphone

* MAC

Network Group

Network 1

Does this device have internet access?

☒ Yes
☐ No

* Device Name

Allow user to monitor this device?

☒ Yes
☐ No

Allow user to set door hold open?

☐ 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 type of device you are adding, device type, MAC address, to be set up.

No.	Field Name	Description
-----	------------	-------------

1	Device Type	Select your device type.
2	MAC	Type in the device's MAC address.
3	Network Group	Based on how devices communicate, select the network group. • Select the same group for devices deployed in the same case, they communicate via IP. • Select a different group for devices deployed in different cases, they communicate via SIP.
4	Device Name	Name the device to distinguish it from others.

To add a door phone or an access control terminal, the following options should be configured:

1	Does the device have internet access?	This option appears only after the super manager enables Internet access for your distributor. • If the door phone is not connected to the Internet, select No, and the device will be transferred to the SmartPlus App through the indoor monitor. • If the device is connected to the Internet, select Yes, and the device will be added to the SmartPlus App.
2	IP Address	When No is selected in Does the device have internet access, fill in the IP address of the door phone so that its calls can be transferred to the SmartPlus App.
3	Allow users to monitor this device	• You can decide whether the resident can view the monitor video through the SmartPlus Apps. It is Yes by default. • If No is selected, the Monitor button on users' SmartPlus Apps will be disabled, and users can still see the video during a call with an intercom device.
4	Allow user to call this device?	• You can decide whether the resident can call the door phone through the SmartPlus App. It is Yes by default. • If No is selected, the Call button on users' SmartPlus Apps will be disabled.
5	Allow User to Set Door Hold Open?	This option is only available when you are adding or editing a device. When it is enabled, users can set the door to open at a certain duration through the SmartPlus Apps with SmartPlus master accounts. Click here to learn about the supported models and configurations.
6	Relay Name	Fill in the relay name, which can be the device location.



7	DTMF Code	Enter the DTMF code for the door access.
8	Access Method	Select specific unlock methods to trigger the desired relay in Unlock type for Relay1 and select RF Card for Relay2 when door phone, only Relay1 will be triggered, and vice versa. The following models with specific firmware versions or higher: • S539: 539.30.10.118 • S535: 535.30.10.233 • S532: 532.30.10.117 • X916: 916.30.10.216 • X915 V1: 915.30.10.128 • X915 V2: 2915.30.10.106 • X912: 912.30.10.225 • X910: 2910.30.10.240 • E16 V2: 216.30.10.69 • E18: 18.30.10.205 • R20 V5.0: 320.30.10.125 • R25A: 25.30.10.22 • R25K: 25.30.10.117 • R27: 227.30.10.201 • R28: 28.30.10.102 • R28 V2.0: 228.30.10.112 • R29: 29.30.10.123 • A094: 92.30.10.112 • A095: 95.30.10.110 Note: If the SmartPlus Homepage or SmartPlus Talkingpa corresponding icons will not appear on the app home page
9	Add Relay	You can add more relays if needed. To add an A095, you can continue adding AUX OUT after 4
10	Add Security Relay	Add the security relay if the door phone is connected to an the door unlock control.



To add an indoor monitor, the following options should be additionally configured.		
1	Works offline	When enabled, the device will transfer calls from offline c Note: This option will only appear after the super manage Solution for your distributor.
2	Arming Function	When enabled, the arming icon will be available on users' disarming.
3	Relay	Turn on or off the device's built-in relay and name the rel When the relay is enabled, specify its function from Door,
4	External Device	When the device is connected to an external relay, enable Note: Please click here for the detailed external relay con
5	External Device Type	Select the device type. Akuvox-MK485-G2R-8J8C V3.0 sup 4, and akubela RSAC-C1-R8 up to 16.
6	External Device Mode	- When Akuvox-MK485-G2R-8J8C V3.0 is select, RS48 RS485+input(Latching) options are available. - When HF-8000 is selected, RS485 and Ethernet optio - When RSAC-C1-R8 is selected, RS485 is by default.
7	IP Address	When Ethernet is selected as the external relay mode, en
8	Port	When Ethernet is selected as the external relay mode, en
9	Relay Name	Name the external relay to distinguish it from others.
10	Relay Function	Define the relay function according to the device connect

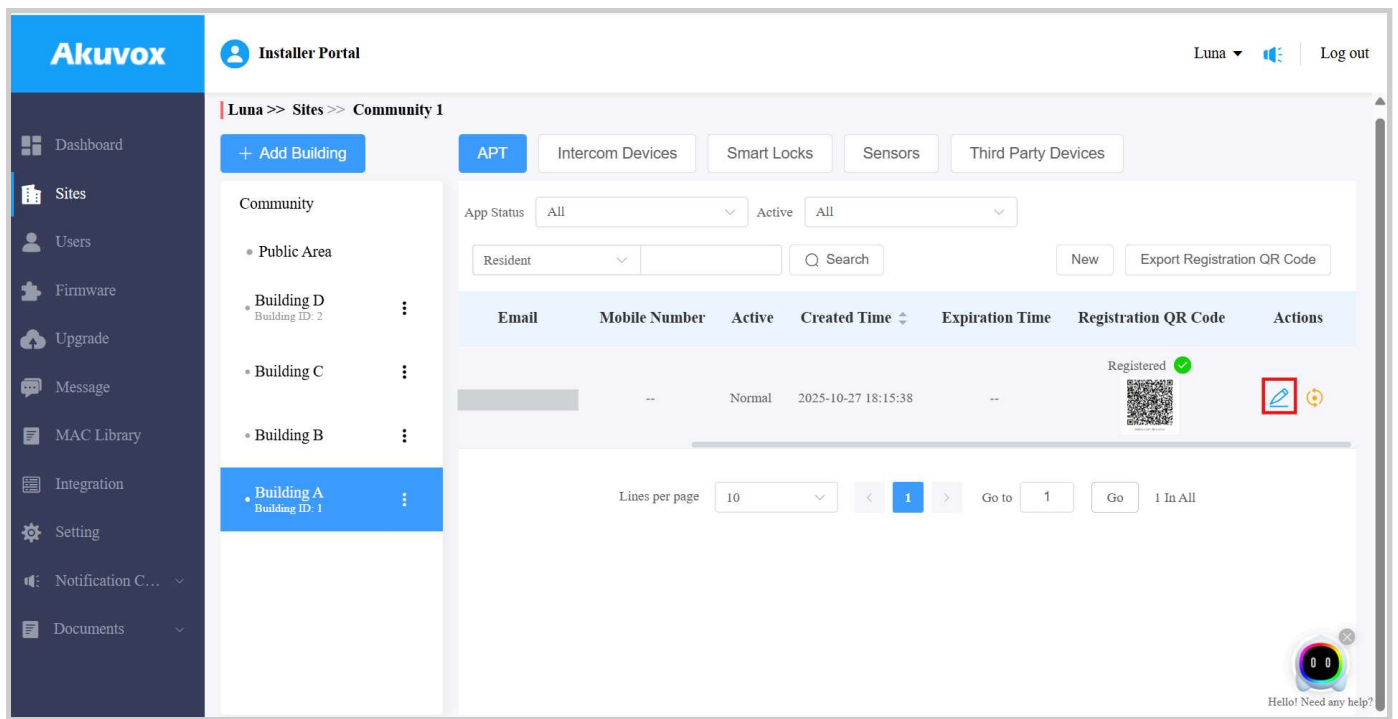
Manage MR01 Radar Sensor

You can add the MR01 radar sensor to the target apartment once the [Health Care](#) feature is enabled when you create/edit the project.



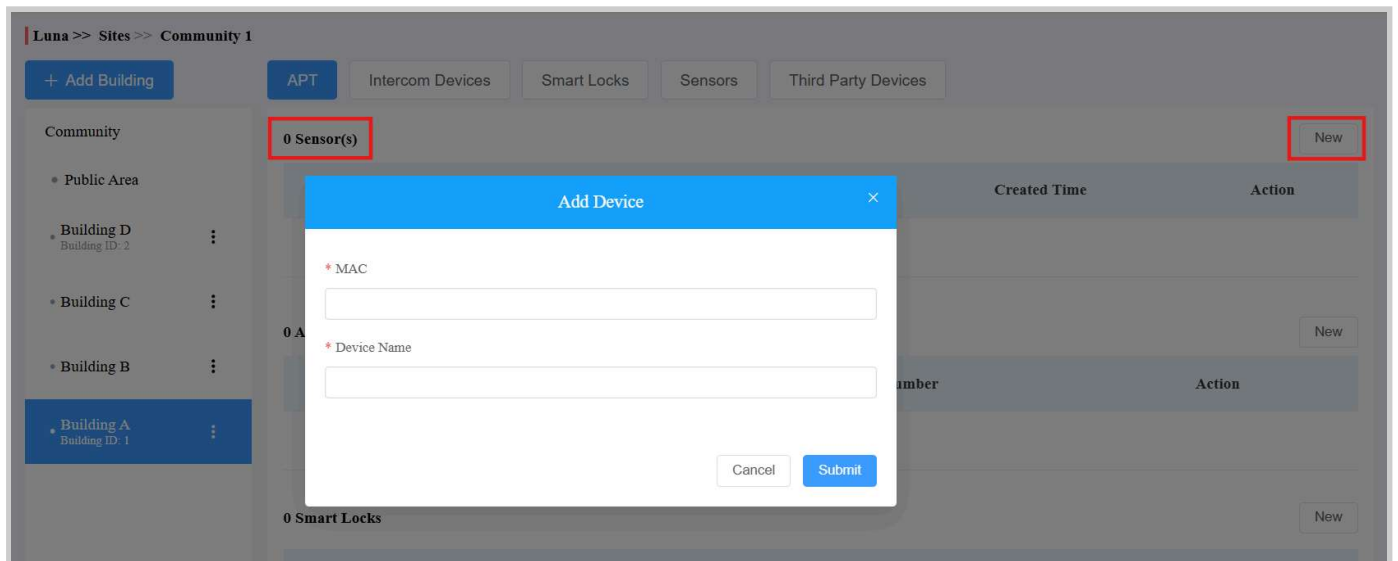
It supports fall and bed-exit detection, uploading alarms to the cloud, and more.

1. Select the resident's building and apartment.
2. Click  of the desired apartment.



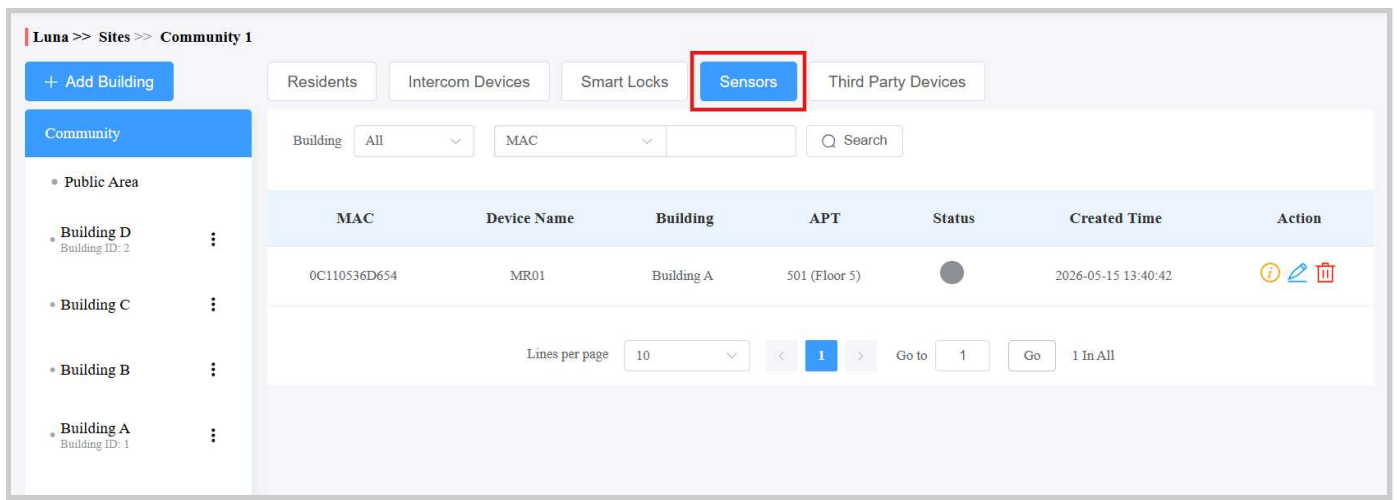
3. Scroll to the **Sensors** section and click **New** on the right.

4. Enter the device MAC and name.



5. Click Submit.

Once added, you can check all MR01s under the **Sensors** section. Use the **Act** column icons to view the device information, modify its MAC and name, and delete the device.



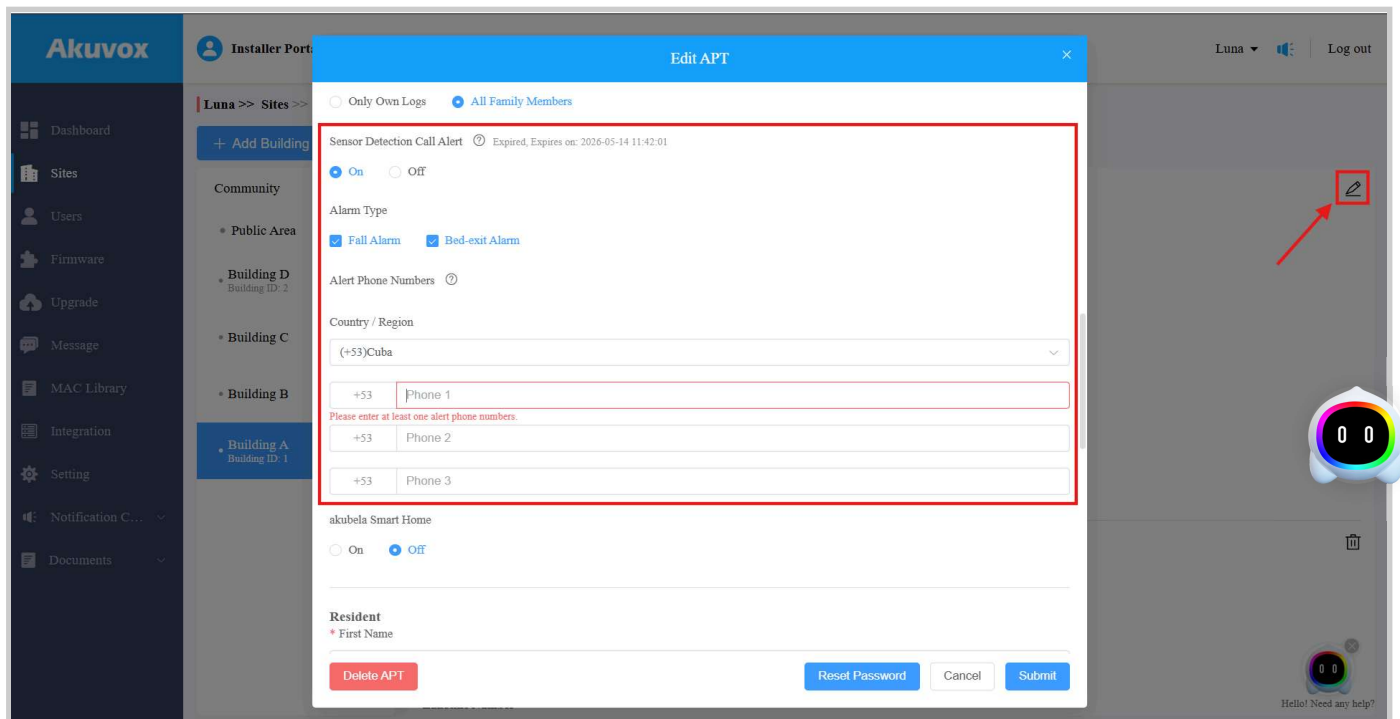
Sensor Detection Call Alert

Once the MR01 is added to the apartment, you can configure the **Sensor Detection Call Alert** under apartment settings. This feature allows configured numbers to receive a call alert when a fall or bed-exit event occurs.

Note

This is a premium feature that requires payment.

1. Click  in the upper-right corner.
2. Locate the **Sensor Detection Call Alert** option. Enable it if needed.
See item descriptions in the chart below.



Item	Description
Alarm Type	Select the alarm type that triggers the call alert.
Country/Region	Select the correct country/region. This determines the p code.
Alarm Phone Numbers	Enter up to 3 phone numbers that will receive the call sir • At the same time, SMS notifications will be sent to th • The call alert provides details, including the alarm ty apartment number, and community name. • If no one answers, the call will be repeated for 3 rou

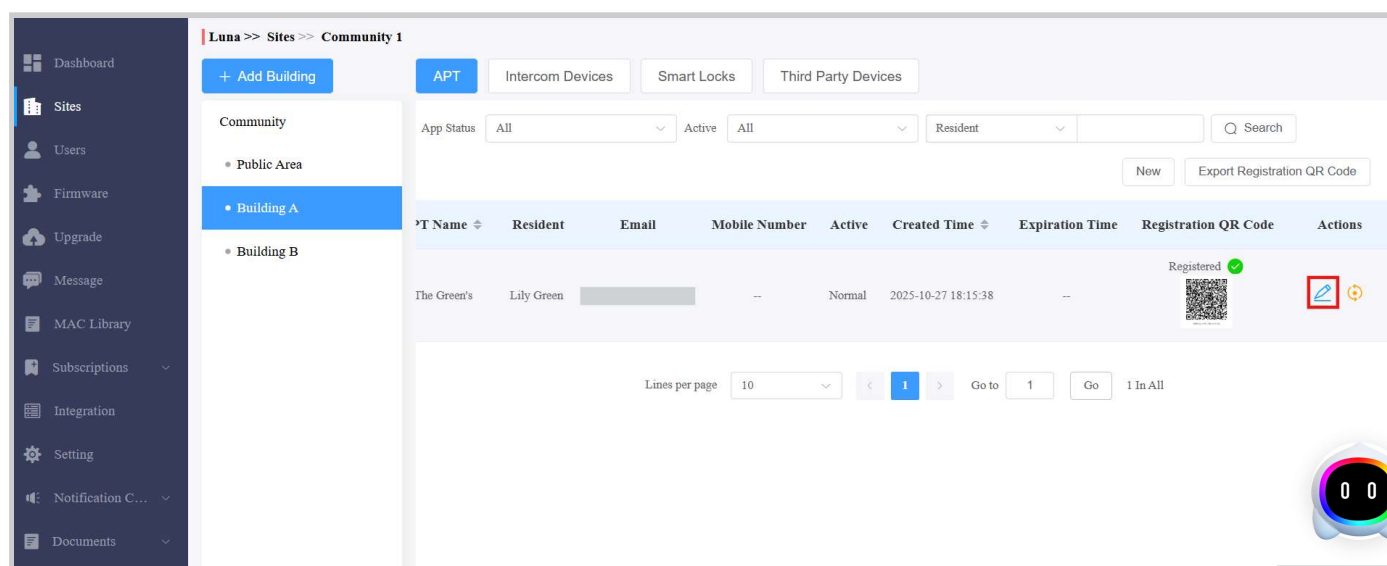
Manage akubela Smart Locks

Akuvox SmartPlus supports the integration with akubela locks.

You can:

- Add akubela SL21 smart locks. Click [here](#) to view the detailed steps.
- Edit and delete SL20 and SL50 locks added by users.

1. Click  of the target apartment.



2. Scroll to the **Smart Locks** section.

3. Click  to view the lock information,  to change its name, and  to delete it.

1 Smart Locks				
MAC	Device Name	Status	Created Time	Action
	11		2025-05-06 15:54:33	  

Add Third-Party Devices

You can add third-party devices(camera, NVR, and locks) to public areas of the community or residents' apartments.

Add Third-Party Cameras

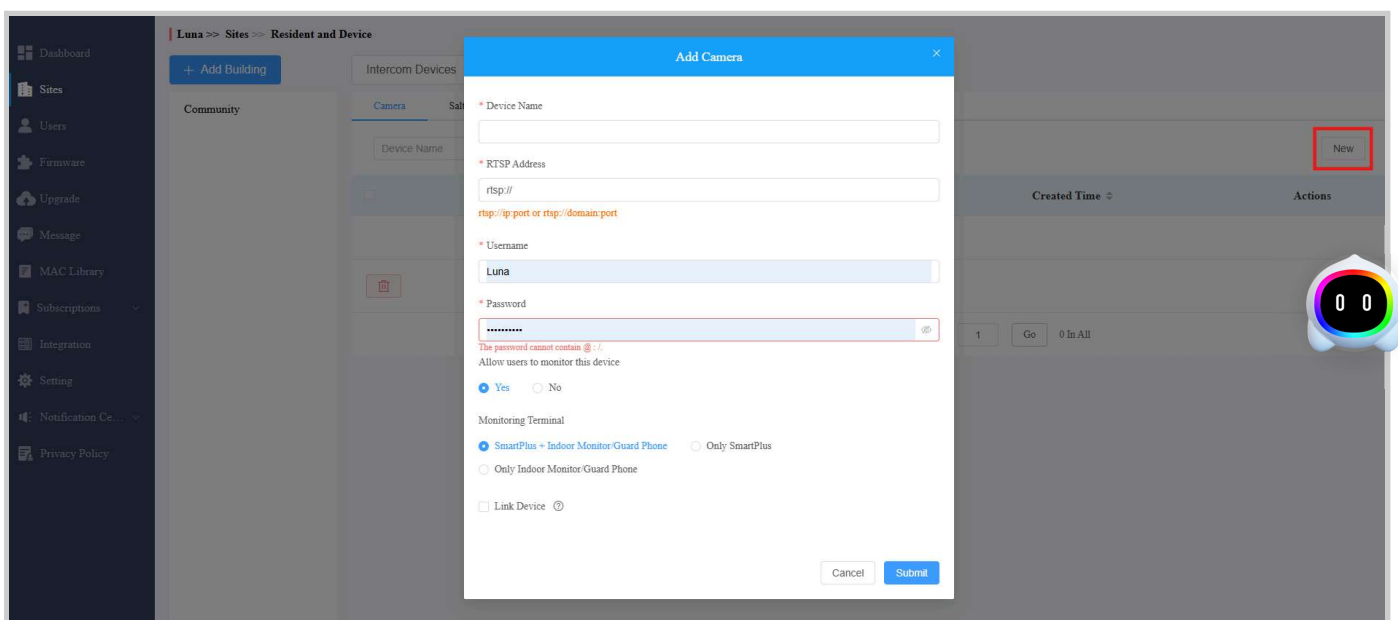
Note

Click [here](#) to see the supported brands of third-party cameras and detailed integration steps.

In Public Areas

By adding third-party cameras to the public areas, property managers and end users can monitor the camera surroundings. Also, you can link the camera to the door phone, allowing users to switch between the door phone and the third-party camera for monitoring.

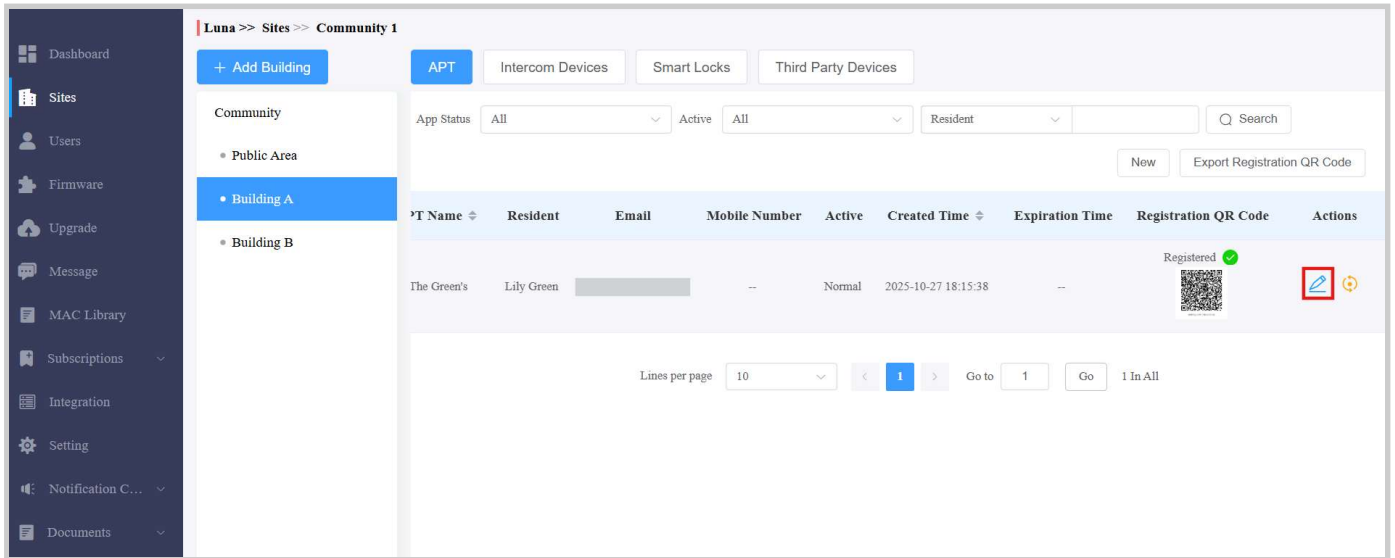
1. Click Public Area or the desired building.
2. Click **Third-Party Devices** and **Camera**.
3. Click **New** on the right.



In Residents' Apartments

By adding third-party cameras, end users can monitor the camera surroundings. Also, you can link the camera to the door phone, allowing users to switch between the door phone and the third-party camera for monitoring.

1. Click  of the desired resident.



2. Scroll to the **Third Party Devices** section and click **New** on the right.



3. Enter the device's information and click Submit.



Add Camera

* Device Name

* RTSP Address

rtsp://

rtsp://ip:port or rtsp://domain:port

* Username

Luna

* Password

.....

The password cannot contain @ : / .

Allow users to monitor this device

☒ Yes

☐ No

Monitoring Terminal

☒ SmartPlus + Indoor Monitor/Guard Phone

☐ Only SmartPlus

☐ Only Indoor Monitor/Guard Phone

☐ Link Device

Cancel

Submit

Field Name	Description
Device Name	Name the device to distinguish it from others.
RTSP Address	Type in the third-party RTSP URL in the Format: rtsp://ip:port or rtsp://domain:port. It is used to obtain the Note: RTSP URL formats may vary by third-party camera
User Name	Enter the authentication username provided by a third-pa
Password	Enter the authentication password provided by a third-pa
Allow users to monitor this device	Set whether users can view the monitoring stream th
Monitoring Terminal	If Yes is selected for the Allow users to monitor this devi users can monitor.
Snapshot	Available when Link Device is selected. Specify which me party cameras. The snapshots will display in the door log • ONVIF (Use RTSP Credentials)

	○ Supports ONVIF cameras where the ONVIF username and password are used to capture snapshots. ○ When this option is selected, no additional information is required to capture snapshots. ○ This is the default option. • ONVIF (Custom Credentials) ○ Supports ONVIF cameras where the ONVIF username and password are used to capture snapshots. ○ When this option is selected, enter the Username and Password. • Snapshot via URL ○ Captures snapshots using a URL. ○ When this option is selected, enter the URL.
Link Device	You can link third-party cameras with intercom devices supported by the SmartPlus Cloud. When linked, users can tap the door phone camera icon on the app to view the door phone camera view and the third-party camera view. The third-party camera view will be displayed on the app.

Add Third-Party Locks

You can add Dormakaba, Salto, and iTec locks to the SmartPlus Cloud, which allows users to unlock the locks conveniently on their SmartPlus Apps.

Note

Currently, ONLY SmartPlus Ucloud(American Cloud) supports the Dormakaba lock integration.

Please click the following articles to view how to add and assign third-party locks:

- [Integration with Dormakaba Lock.](#)
- [Integration with Salto Lock.](#)
- [Integration with iTec Lock.](#)



1. Click **Integration** on the left column.
2. Select the lock brand: Dormakaba, Salto, or iTec.
3. Click **User Guide** to view the instructions.

Dormakaba Lock
Salto Lock
iTec Lock

Project Type: All
Device ID:
Search

Update Lock List
User Guide

Device Name	Device ID	Project Type	Site	Link Device	Active	Created Time	Expiration Time	Action
No Data								

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

You can also navigate to the place where the lock is installed and assign the lock.

In Public Areas

1. Click **Public Area** or the desired building.
2. Click Third-Party Devices and select the lock brand.
3. Click **New** on the right to assign the desired lock or click **User Guide** to view the instructions.

Dashboard
Sites
Users
Firmware
Upgrade
Message
MAC Library
Subscriptions
Integration
Setting

Luna >> Sites >> Community 1

+ Add Building

Community
Public Area
Building A
Building B

APT
Intercom Devices
Smart Locks
Third Party Devices

Camera
Dormakaba Lock
Salto Lock
iTec Lock

Device Name:
Search

Salto KS Account: --
User Guide
New

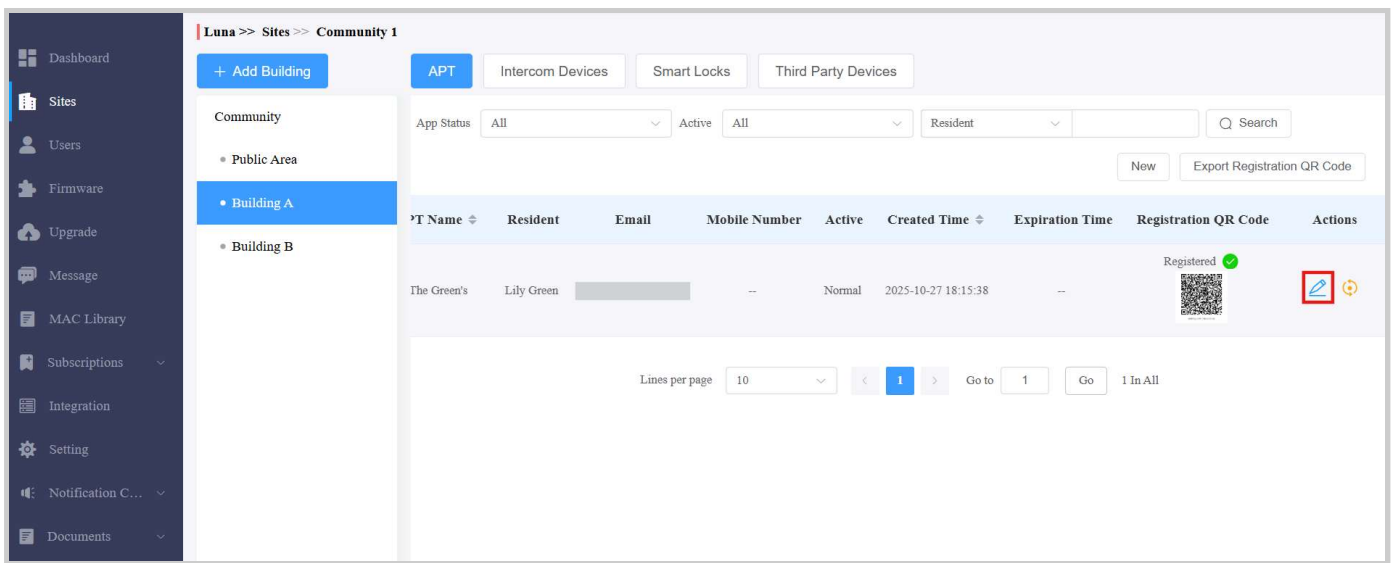
Device Name	IQ	Linked Device	Created Time	Action
No Data				

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

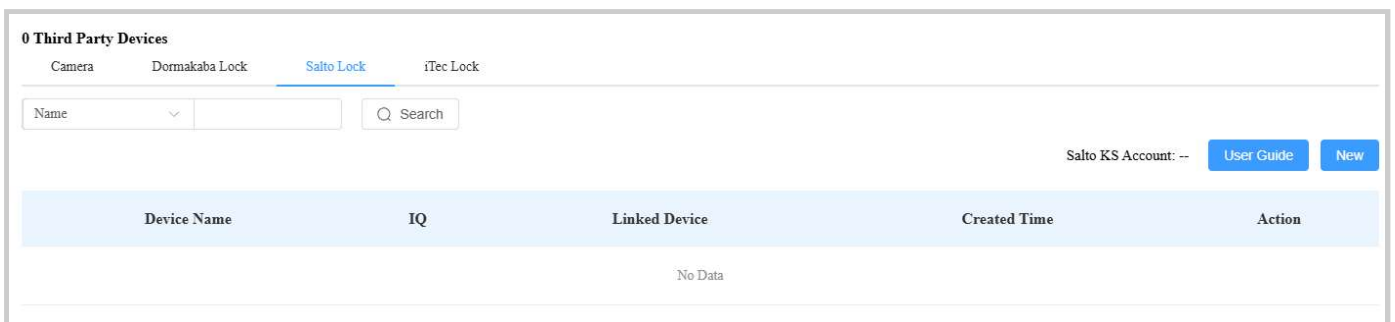
In Residents' Apartments

1. Click  of the desired resident.





2. Scroll to the **Third-Party Devices** section and select the lock brand.
3. Click **New** on the right to assign the lock or click **User Guide** to view the instructions.



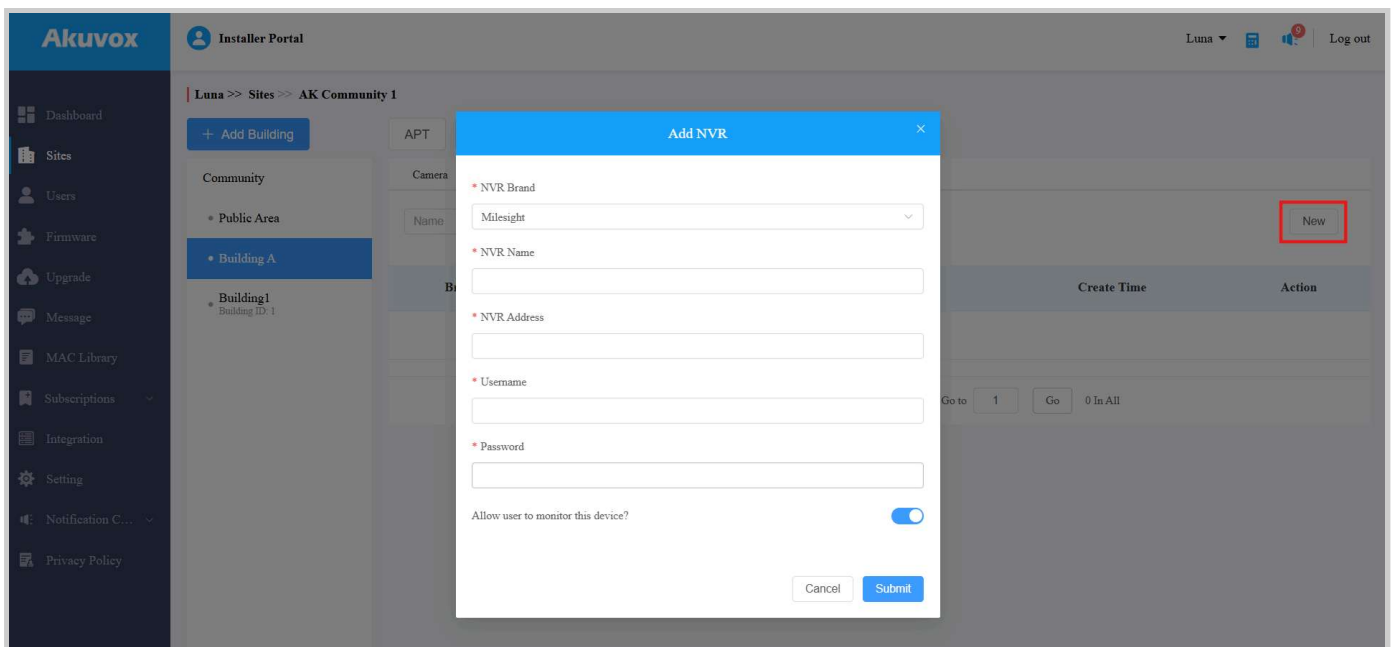
Add Third-Party NVR

You can add the Milesight and Hikivision NVR to the family. With their SmartPlus apps, residents can view the live stream and playback of the device.

In Public Areas

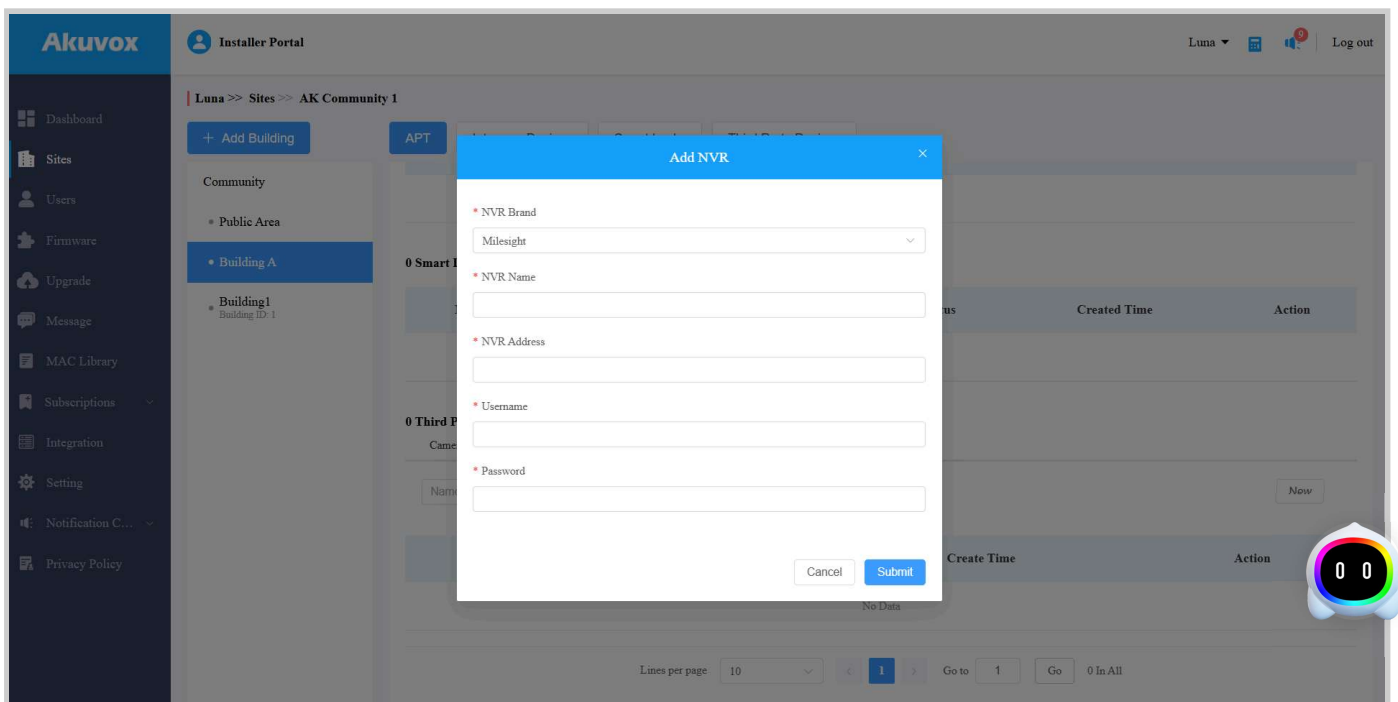
1. Click **Public Area** or the desired building.
2. Click **Third-Party Devices > NVR > New**.
3. Select the NVR brand and enter the NVR name, address, username, and password.
4. Enable/disable **Allow user to monitor this device**. This decides whether end users can view the monitoring stream of the NVR with their SmartPlus Apps. It is enabled by default.





In Residents' Apartments

1. Click  of the desired resident.
2. Scroll to the **Third-Party Devices** section and select **NVR**.
3. Click **New**.
4. Select the NVR brand and enter the NVR name, address, username, and password.

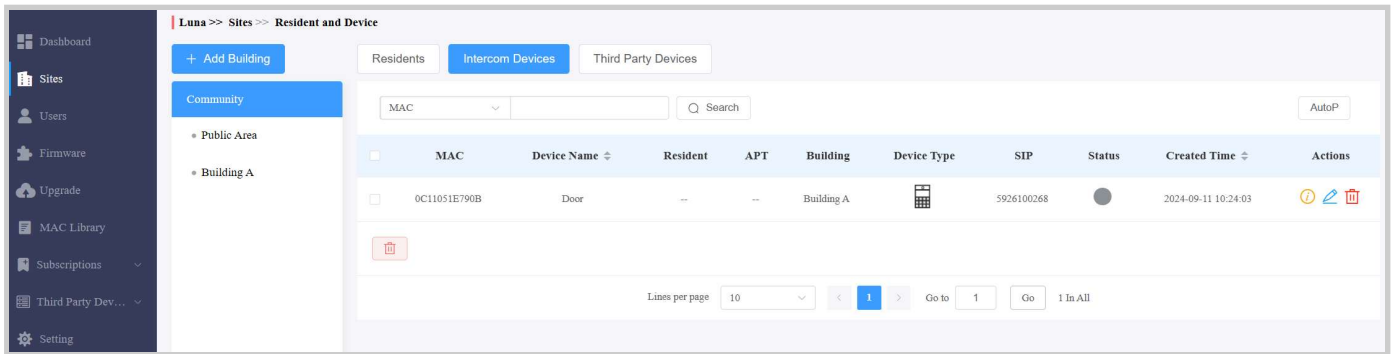


Edit/Delete the Device

You can edit and delete the device.

Edit Devices in Community Public Area

1. Click  of the target community on the Sites module.
2. Click **Public Area** and select **Intercom Devices** or **Third-Party Devices**. You can search the device by its MAC, Device Name, or SIP, and click the icon  next to them to reorder them to conveniently find the desired device.
3. Click  to modify the device's settings.



For **Intercom Devices**, if it is a multi-tenant door phone or a single-tenant door phone, the option **Directory** will be available for re-selecting the residents and indoor monitors that can be displayed as contacts on the door phone's Contacts screen.

Note

The following models with specific firmware versions or higher support the Directory 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



Edit Device

Device Type

Multi-tenants Doorphone

* MAC

0C11050073D9

Network Group

Network 1

* Device Name

Door29

Are end users allowed to monitor?

☒ Yes

☐ No

Buildings

☒ All Buildings

Directory

Relay1

Off ☒ On

* Relay Name

Relay1

DTMF Code

#

Access Method

☒ SmartPlus Homepage

☒ SmartPlus Talking page

☒ PIN

☒ Face

☒ RF Card

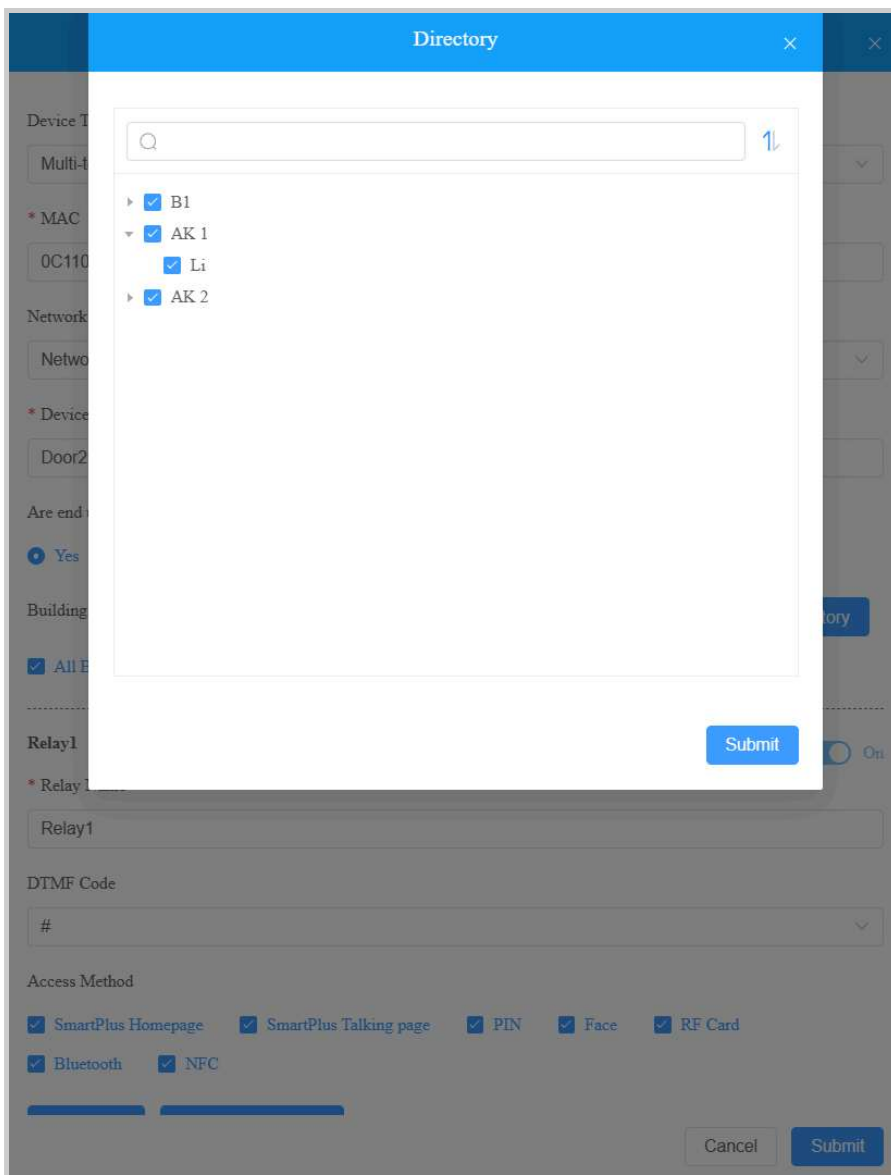
☒ Bluetooth

☒ NFC

Cancel

Submit

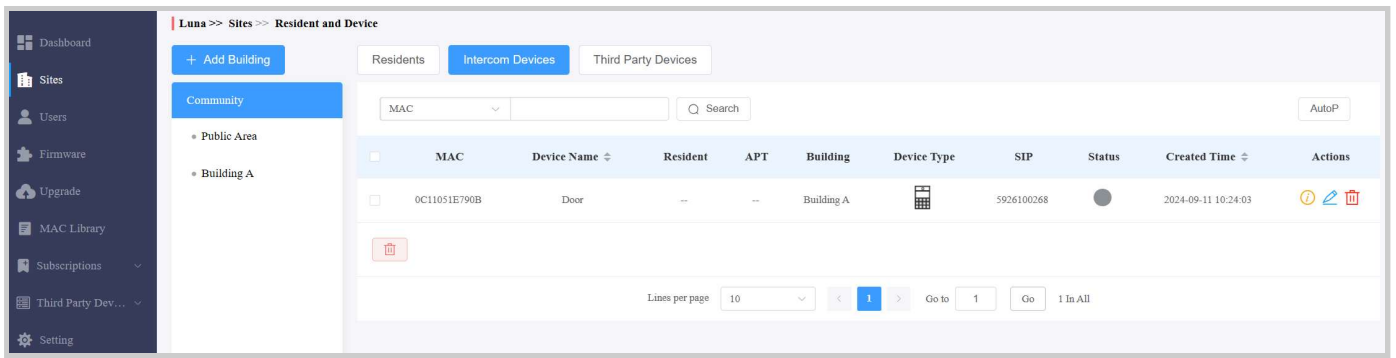




Edit/Delete Device in Building Public Area

1. Click  of the target community on the Sites module.
2. Select the target building and select **Intercom Devices** or **Third Party Devices**. You can search the device by its MAC, Device Name, or SIP, and click the icon  to reorder devices for quick access.
3. Click  to modify the device's settings.





For **Intercom Devices**, when it is a multi-tenant door phone or a single-tenant door phone, the option **Directory** will be available for re-selecting the residents and indoor monitors that can be displayed as contacts on the door phone's Contacts screen.

Note

The following models with specific firmware versions or higher support the Directory 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



Edit Device

Device Type

Multi-tenants Doorphone

* MAC

0C11050073D9

Network Group

Network 1

Contact Display Settings

Directory

☐ Only APT numbers

☐ Indoor monitor and apps

☒ APT numbers, indoor monitors and apps

* Device Name

Door

Are end users allowed to monitor?

☒ Yes ☐ No

Relay1

Off ☒ On

* Relay Name

Relay1

DTMF Code

#

Access Method

☒ SmartPlus Homepage ☒ SmartPlus Talking page ☒ PIN ☒ Face ☒ RF Card

Cancel

Submit



Directory

B1

1

Lin L

AK 1

AK 2

!

 means that the user or indoor monitor is displayed in the directory but does not have access control permissions.

Submit

Relay1

Relay Name

Relay1

DTMF Code

#

Access Method

☒ SmartPlus Homepage
☒ SmartPlus Talking page
☒ PIN
☒ Face
☒ RF Card

Cancel

Submit

For **EC33(Elevator Control Device)**, configure additional elevator control settings when editing it.

Click [here](#) to view the setting details.

Basic Setting

Elevator Control

AutoP

System

Controlled Floors

☒ All Floors

Trigger Device

Add

Floor Schedule

The floor button will be enabled during the configured schedule.

Floor

Search

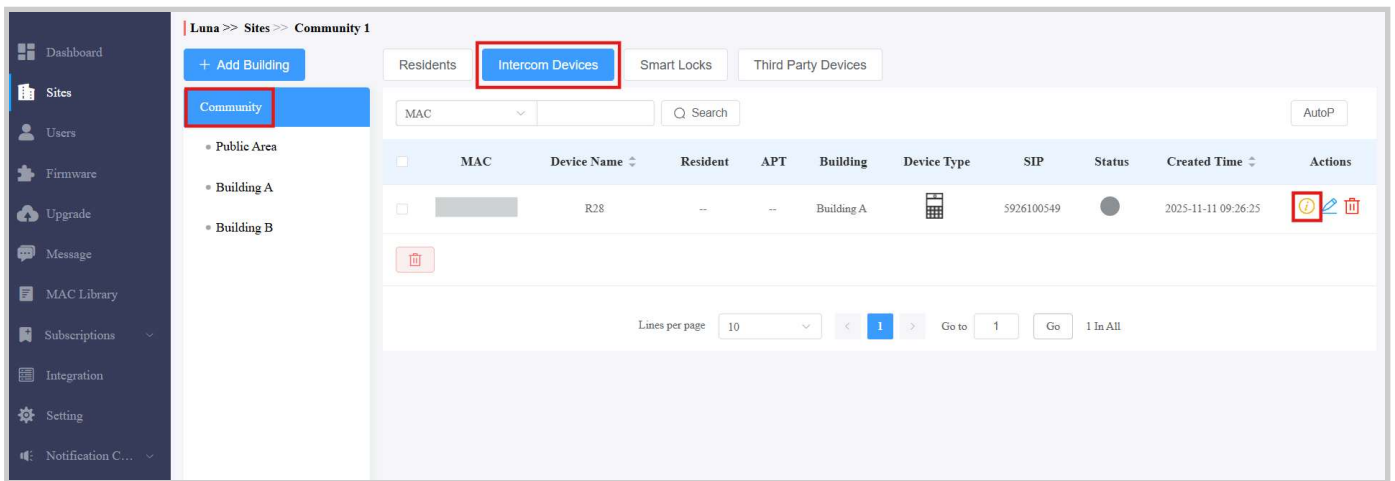
New

Floor	Schedule	Actions
No Data		

Remote Configuration and Maintenance

You can provide residents with remote maintenance in terms of device data transmission type configuration, device reboot, device web interface remote control, and device provisioning, etc., for the device on the community, building, and public area levels.

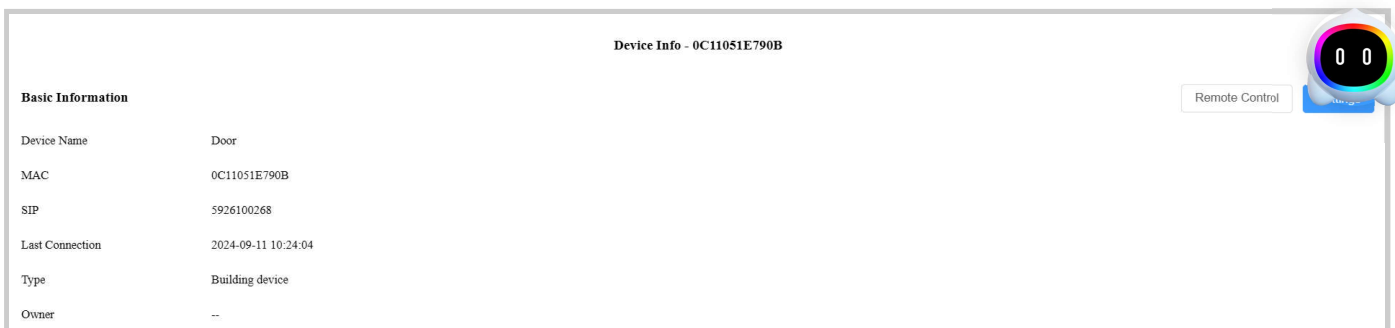
1. Click on **Community**.
2. Click Intercom Devices, then .



3. Click **Remote Control** to access the device's web settings.
4. Click **Settings** to set up the device further.

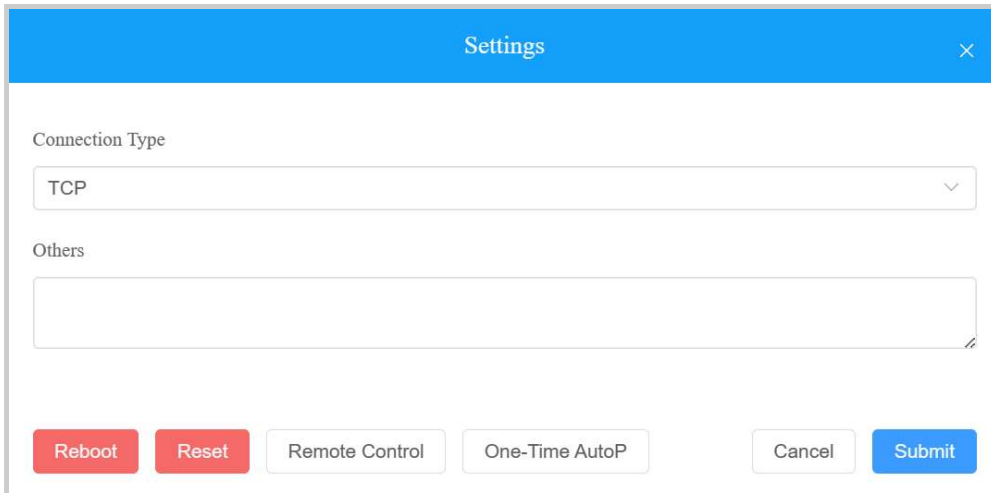
Note

- 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.



5. Reboot or reset the device.

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

A dialog box titled "Settings" with a close button (X) in the top right corner. It contains a "Connection Type" dropdown menu currently set to "TCP". Below it is a text area labeled "Others". At the bottom, there are six buttons: "Reboot" (red), "Reset" (red), "Remote Control" (light blue), "One-Time AutoP" (light blue), "Cancel" (light blue), and "Submit" (blue).

Settings

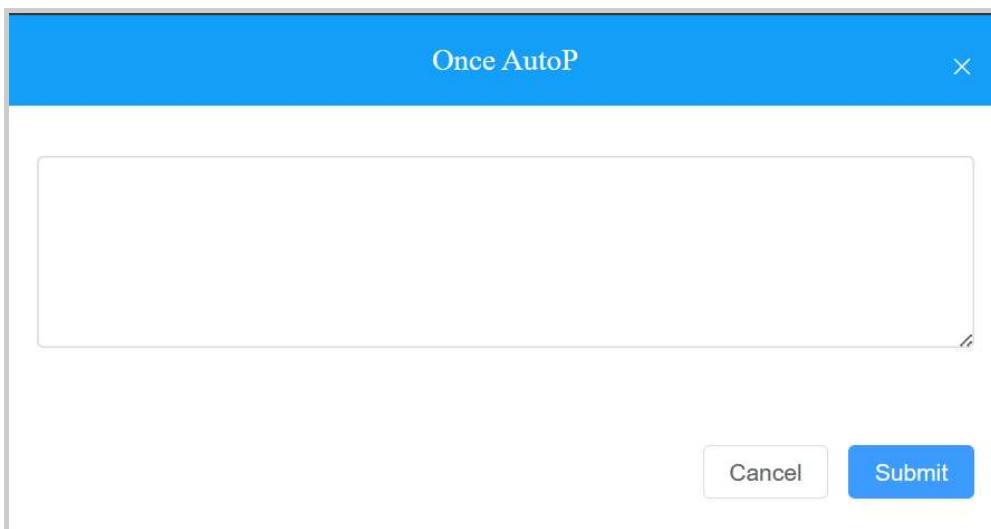
Connection Type

TCP

Others

Reboot Reset Remote Control One-Time AutoP Cancel Submit

7. Click **One-Time AutoP** if you want the Autop command(s) to be implemented only once.

A dialog box titled "Once AutoP" with a close button (X) in the top right corner. It contains a large text area for entering commands. At the bottom right, there are two buttons: "Cancel" (light blue) and "Submit" (blue).

Once AutoP

Cancel Submit

Note

- The auto-provisioning commands can be exported from the devices. To check the commands, you can refer to the following articles:
 - [AutoP Commands\(Door Phones\)](#).
 - [AutoP Commands\(Indoor Monitors\)](#).
- Duplicate commands will not be retained.



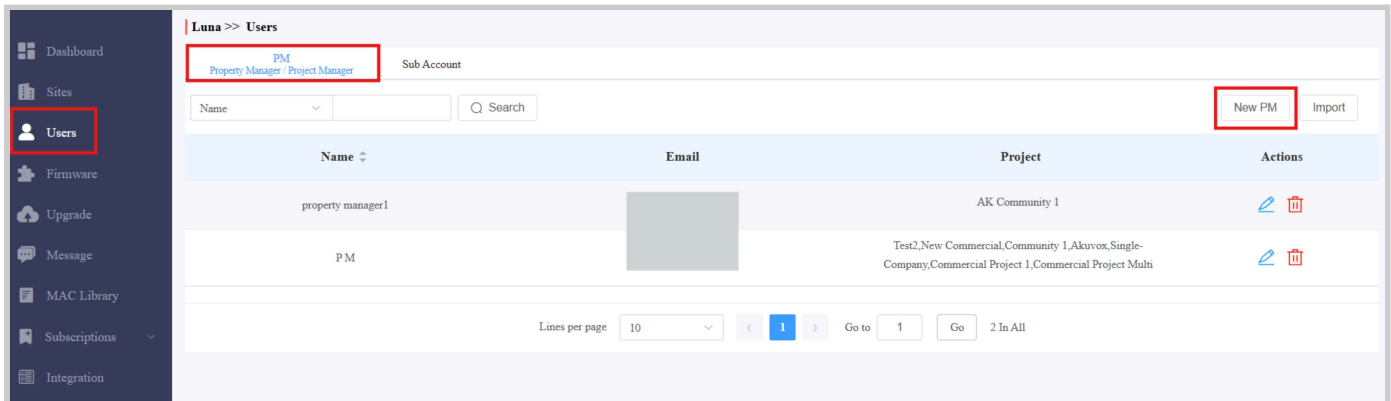
Property Manager Account

As an installer, you can manage property manager accounts for communities.

Add Property Manager Account

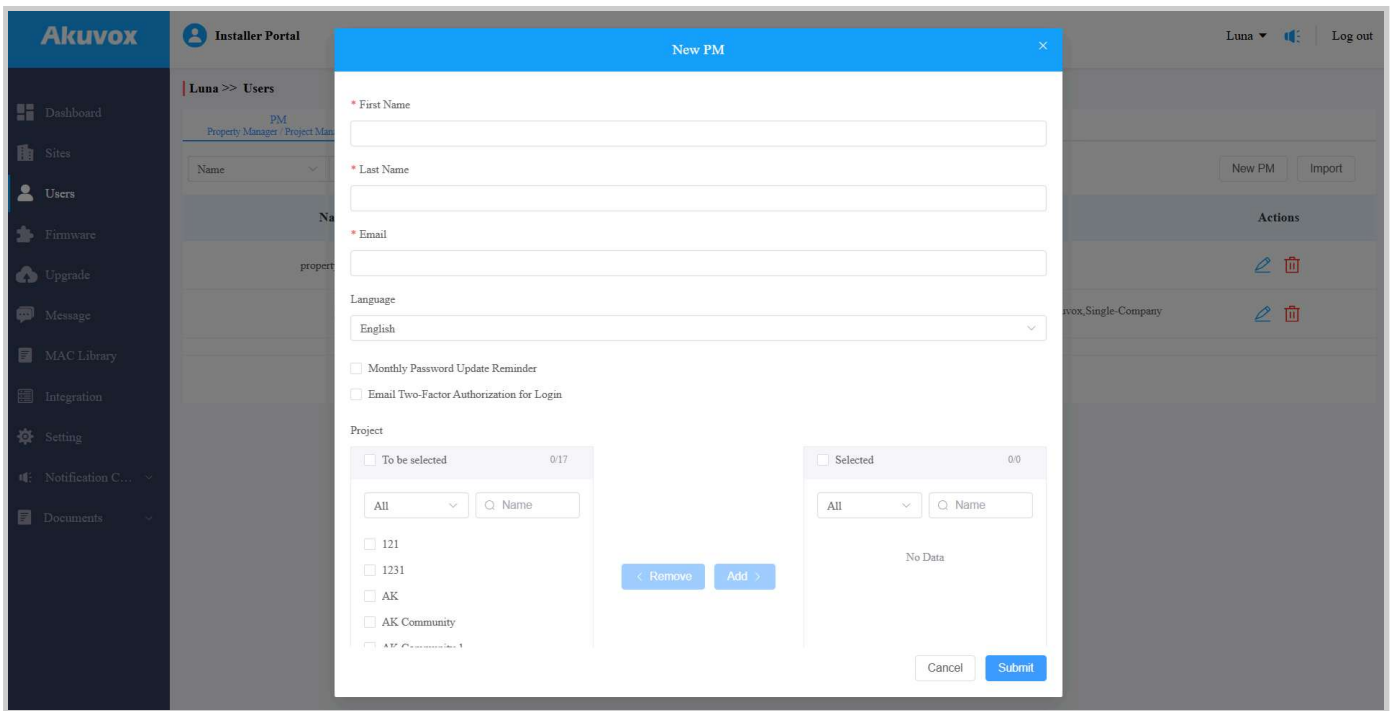
After a community is set up, you can create a property manager account and assign it to a specific community. Moreover, you can set up the SmartPlus App and landline service permission for property managers.

1. Click **Users > New PM**.



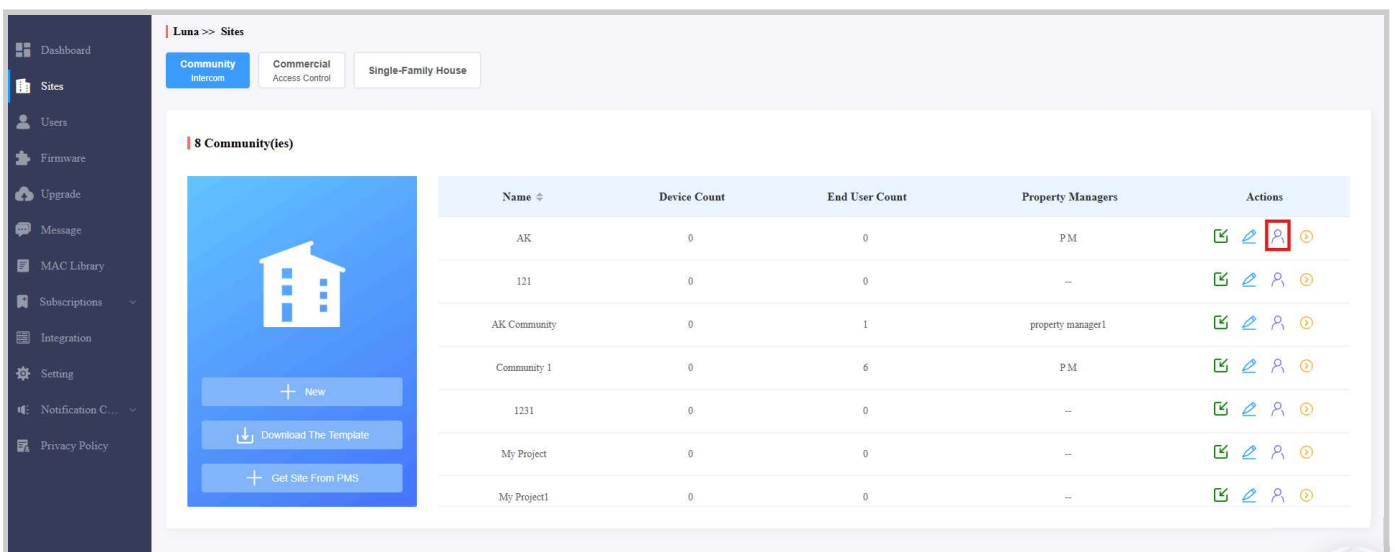
2. Fill in the property manager information and select the language of the email sent to the property manager.
3. Enable or disable the Monthly Password Update Reminder and Email Two-Factor Authorization for Login.
 - **Monthly Password Update Reminder:** If enabled, when property managers log into the SmartPlus Cloud platform, they will see a prompt every month reminding them to change their SmartPlus login passwords. This feature is used to enhance the security of property manager accounts.
 - **Email Two-Factor Authorization for Login:** If enabled, when property managers log in to the SmartPlus Cloud platform, they need to fill in a verification code for login.
4. Choose the project(s) that are managed by the property manager. Move th





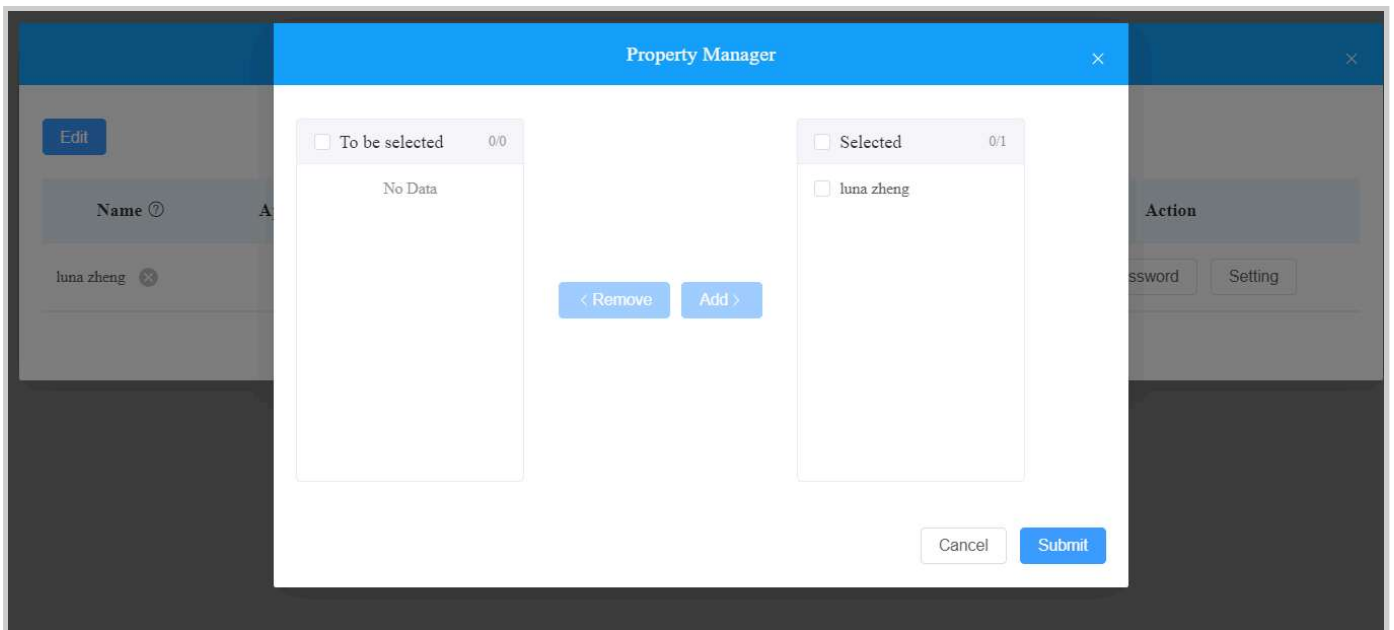
You can also assign property managers to projects on the **Sites** interface.

1. Click  of the desired community. A window will be displayed to select the property manager and set up permissions for the property manager.



2. Click **Edit**, then select the property manager.

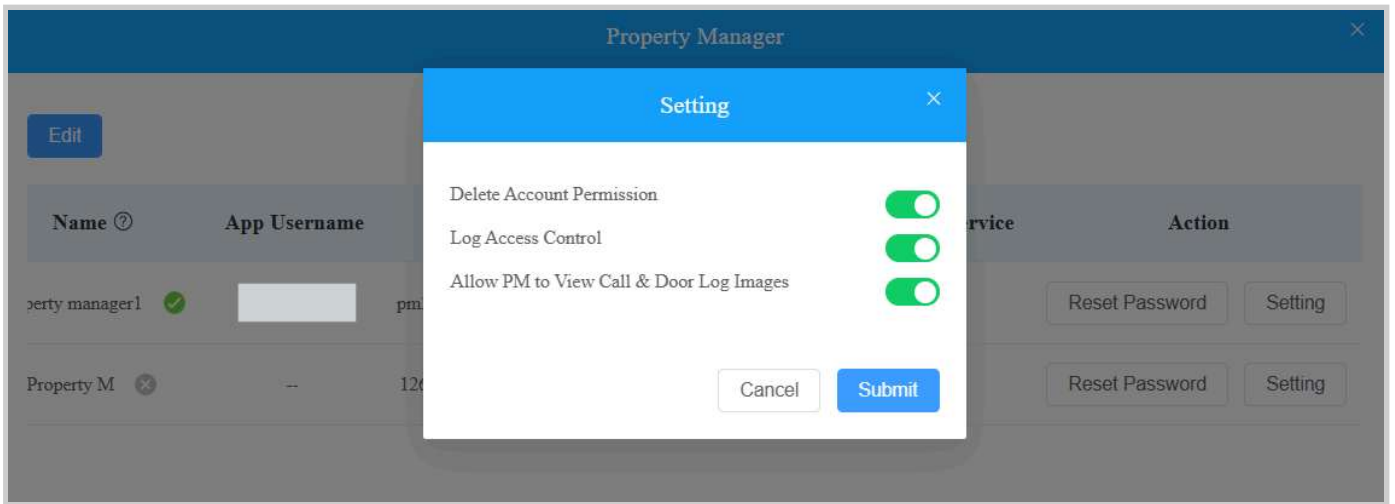
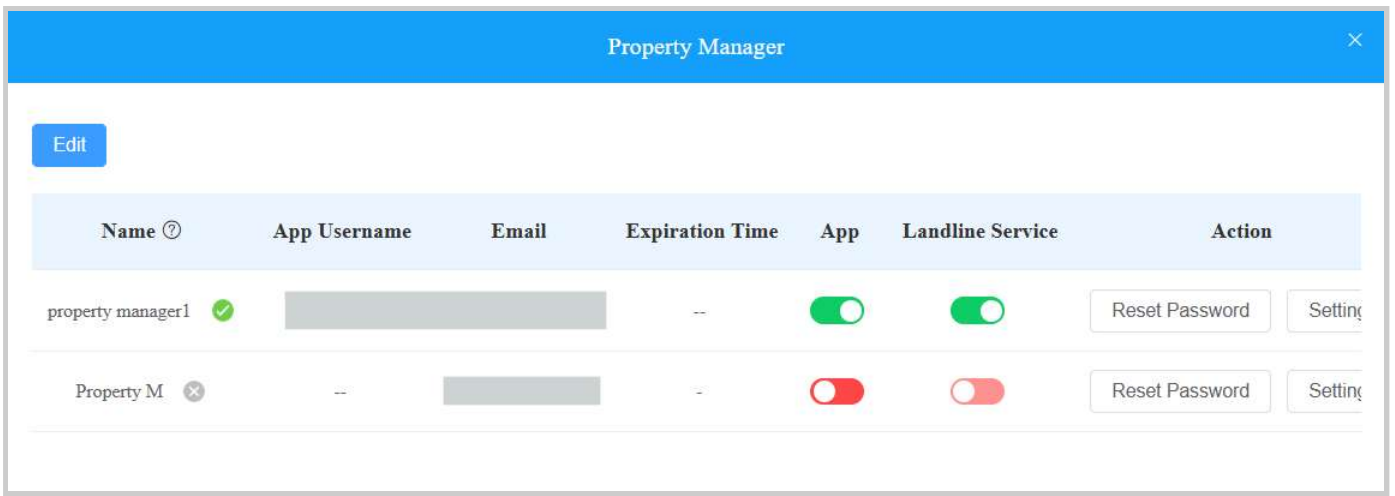




3. You can set up permissions for the property manager.

- Enable **App** to allow the property manager to use the SmartPlus App(The service requires payment). You can also reset the SmartPlus App login password.
- Enable/disable the **Landline Service** that allows communication between telephones/mobile phones and intercom devices.
- Click **Setting** and configure **Delete Account Permission** and log permissions.
 - With **Delete Account Permission** enabled, the property manager can delete resident accounts on the SmartPlus platform with a property manager account.
 - With **Log Access Control** enabled, the property manager can check door logs, call history, and captured images on the SmartPlus platform with a property manager account.
 - With **Allow PM to View Call & Door Log Images** enabled, the property manager can view the images captured during calls or door openings.

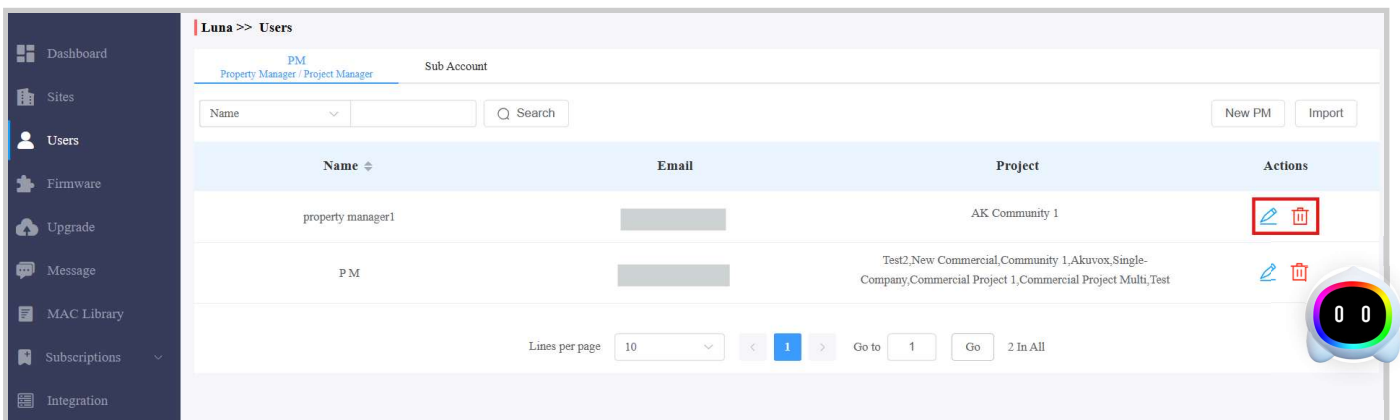




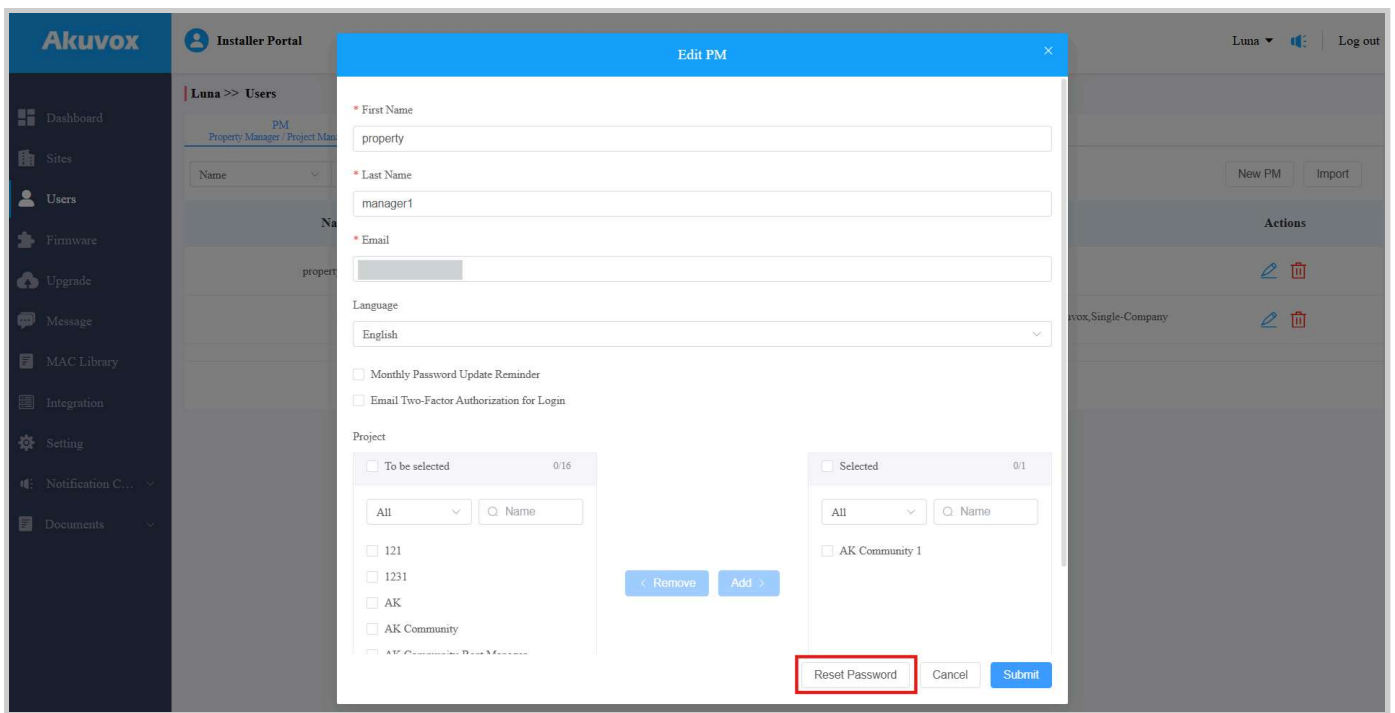
Edit/Delete Property Manager Account

You can edit and delete the property manager account if needed.

1. Go to the **Users** module and select **Property Manager**.



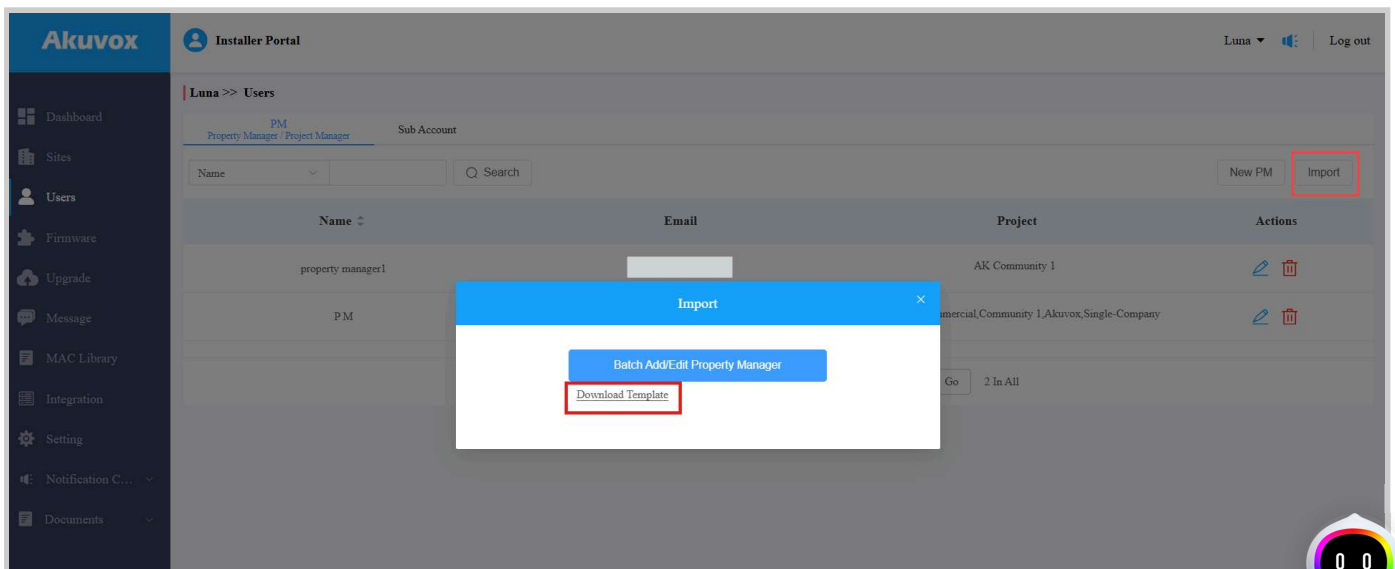
2. Click  to set up the account settings.



Batch Import Property Manager Accounts

You can add/edit property manager accounts in a batch to improve efficiency.

1. On the **Users** module, click **Import** on the right.
2. Click **Download Template**.



Note

- The email is a credential corresponding to the existing PM account and cannot be modified.

- For example, if you want to change the language of a certain account while keeping other items unchanged, select the target language in the file, enter the email of that account, and leave other items blank.

3. Edit the template. Enter the first name and last name of the property manager.
 4. Enter the email address to receive the account activation email. It is mandatory and cannot be modified for the existing property manager.
 5. Select the language of the email from the available options.
 6. Enter the community and/or commercial project name(s) to be managed.
- You can ONLY fill in one project name in one row. If the property manager manages multiple projects, use separate rows.
 - You can ONLY enter the project(s) that have been created.
 - You can check the instructions by moving your mouse cursor to the columns.

	A	B	C	D	E	F
1	First Name	Last Name	Email	Language	Community Project	Commercial Project
2	T	Test	test@l.com	English	community1	commercial
3						

7. Click **Batch Add/Edit Property Manager**. The importing result will then display.

Firmware Management

You can check and update your device firmware version in the **Firmware** and **Upgrade** modules, respectively.

Check Firmware List

Before upgrading your device firmware, you can go to the **Firmware** module to check the latest available for uploading.

Version	Model	Version Log	Created Time	Action
29.30.2.805	R29	29.30.2.805	2021-08-04 22:24:52	
29.30.2.804	R29	29.30.2.804	2021-08-04 22:24:16	
29.30.102.820	R29	29.30.102.820_Log	2021-07-15 16:44:53	
29.30.2.803	R29	29.30.2.803	2021-07-14 17:02:16	
29.30.2.450	R29	29.30.2.450	2021-07-14 16:50:16	
113.30.6.89	C313	113.30.6.89	2021-07-05 19:32:41	
916.30.101.303	x916	916.30.101.303	2020-09-14 21:03:52	
82.30.2.622	IT82	82.30.2.622	2020-05-26 20:40:11	
28.31.1.209	R28	28.31.1.209	2020-04-08 01:17:54	
227.31.1.131	R27	227.31.1.131	2020-03-30 19:10:44	

Firmware List Description

Field Name	Description
Version	Displays the firmware version number.
Model	Displays the device model.
Version Log	Generally displays remarks on the version.
Created Time	Displays when the firmware is uploaded.
Action	Click to check the detailed firmware information.

Upgrade Firmware

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



1. Go to **Upgrade** Module.
2. Click on **Add**.

Status

All

Version

Search

New

Version	Device	Status	Upgrade Time	Created Time	Action
No Data					

Lines per page

10

<

1

>

Go to

1

Go

0

In All

3. Select **Community** as the project type and choose the site.
4. Select the firmware version and the device to be upgraded.
5. Select the time to upgrade the device.
6. You can check **Reset After Upgrade** to reset the device's configuration after upgrading finishes.

Upgrade Strategy Creation

Project Type

Community

* Site

Community 1

* Model / Firmware

Change Log



* Device

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

MAC/Owner/Device Name

☐	Device Name	Owner	MAC	Current Version	Status
No Data					

* Time

☒ Upgrade Right Now ☐ Upgrade at a Specific Time

Reset After Upgrade ☐

*Please use this function carefully. Data and configuration cannot be retrieved after resetting.

Cancel Submit

Check and Edit the Firmware Upgrade List

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

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

Status

All

Version

Search

New

Version	Device	Status	Upgrade Time	Created Time	Action
20.30.4.4	--	Executed	2021-04-22 14:56:12	2021-04-14 14:56:55	
20.30.4.110	--	Executed	2021-03-30 11:39:35	2021-03-22 11:39:49	
29.30.2.419	R29test	Executed	2021-03-22 11:16:42	2021-03-22 11:16:41	
20.30.4.4	--	Executed	2021-03-22 10:52:23	2021-03-22 10:52:23	
20.30.4.10	--	Executed	2020-11-14 11:16:33	2020-11-03 11:16:39	
29.31.1.519	--	Executed	2019-06-30 22:19:10	2019-06-12 22:19:12	

Lines per page

10

1

Go to

1

Go

6 In All

Update List Description

Field Name	Description
Version	Displays the firmware version number in the update list.
Device	Displays the device model in the update list.
Status	Displays update status: Pending for the firmware that will be up according to the updating timing. Executed for the firmware the updating, and Processing for the firmware that is being updated.
Update Time	Displays when the firmware is updated.
Created Time	Displays when the update setting is created.
Action	The action involves the update setting alteration and the update removal.

Note

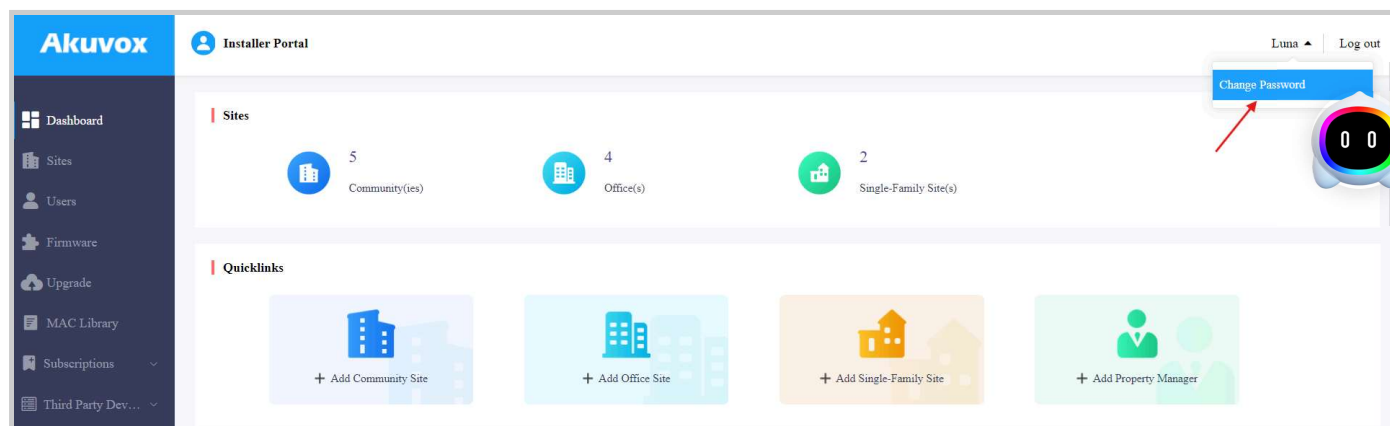
After you initiate the specific firmware update, refresh the window to update the firmware list.

Installer Account Management

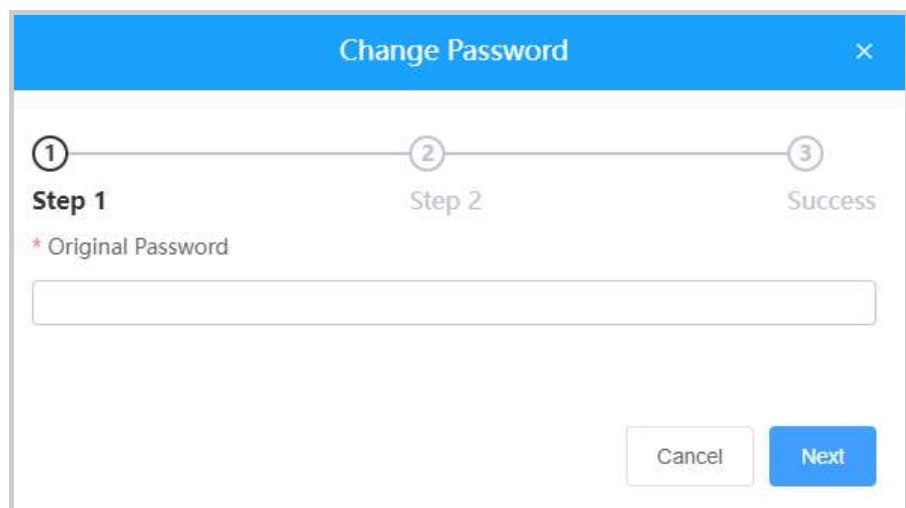
You can change the account password, time zone, billing information, etc.

Change Installer Account Password

1. Click on your account name in the upper right corner.
2. Click on **Change Password**.



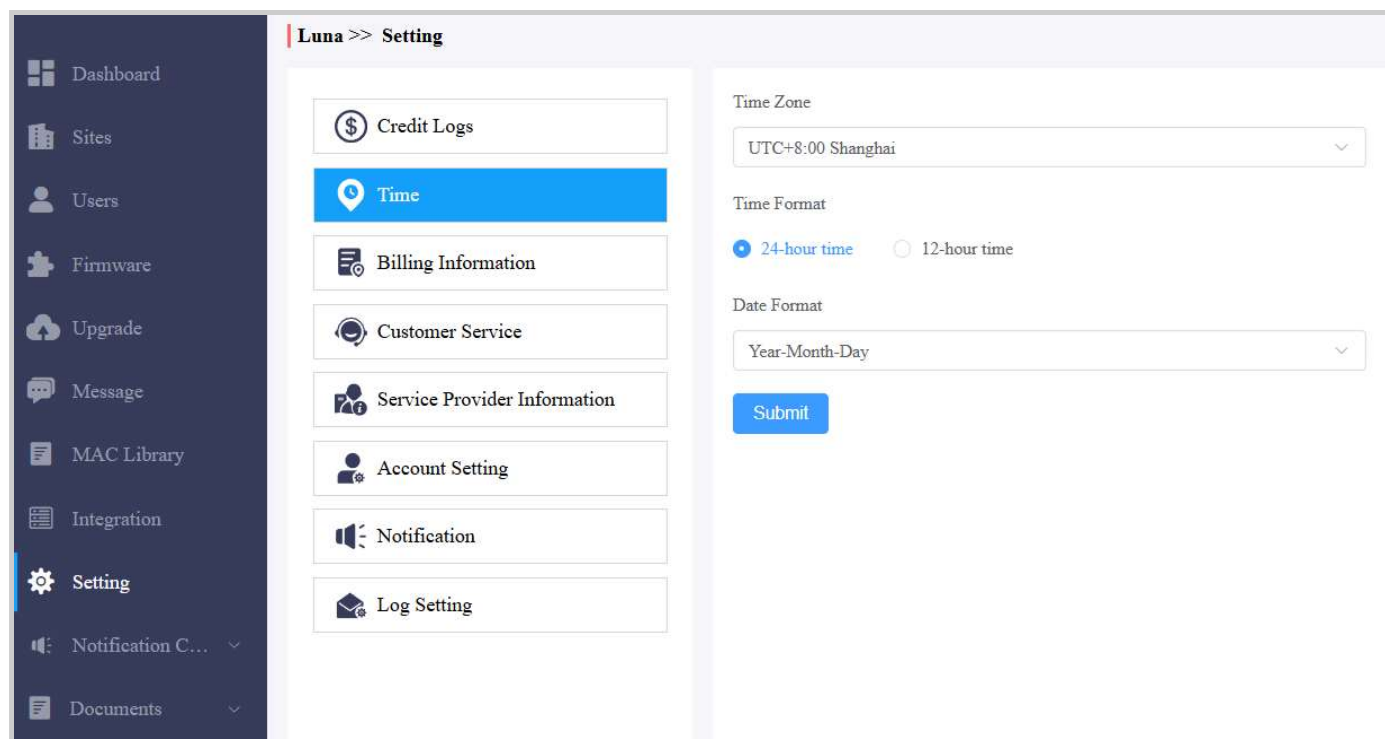
3. Change the password.



The image shows a 'Change Password' dialog box with a blue header and a close button (X) in the top right corner. Below the header is a progress bar with three steps: 'Step 1' (active), 'Step 2', and 'Success'. Under 'Step 1', there is a label '* Original Password' and a text input field. At the bottom right, there are two buttons: 'Cancel' and 'Next'.

Change Time Settings

Click **Setting** > **Time** to set up the time settings.



The image shows the 'Luna >> Setting' page. On the left is a dark sidebar with a menu: Dashboard, Sites, Users, Firmware, Upgrade, Message, MAC Library, Integration, Setting (highlighted), Notification C..., and Documents. The main content area has a title 'Luna >> Setting' and a list of settings: Credit Logs, Time (highlighted), Billing Information, Customer Service, Service Provider Information, Account Setting, Notification, and Log Setting. The 'Time' settings are expanded on the right, showing: Time Zone (UTC+8:00 Shanghai), Time Format (24-hour time selected, 12-hour time unselected), and Date Format (Year-Month-Day). A 'Submit' button is at the bottom right.

Set Account Access Permission

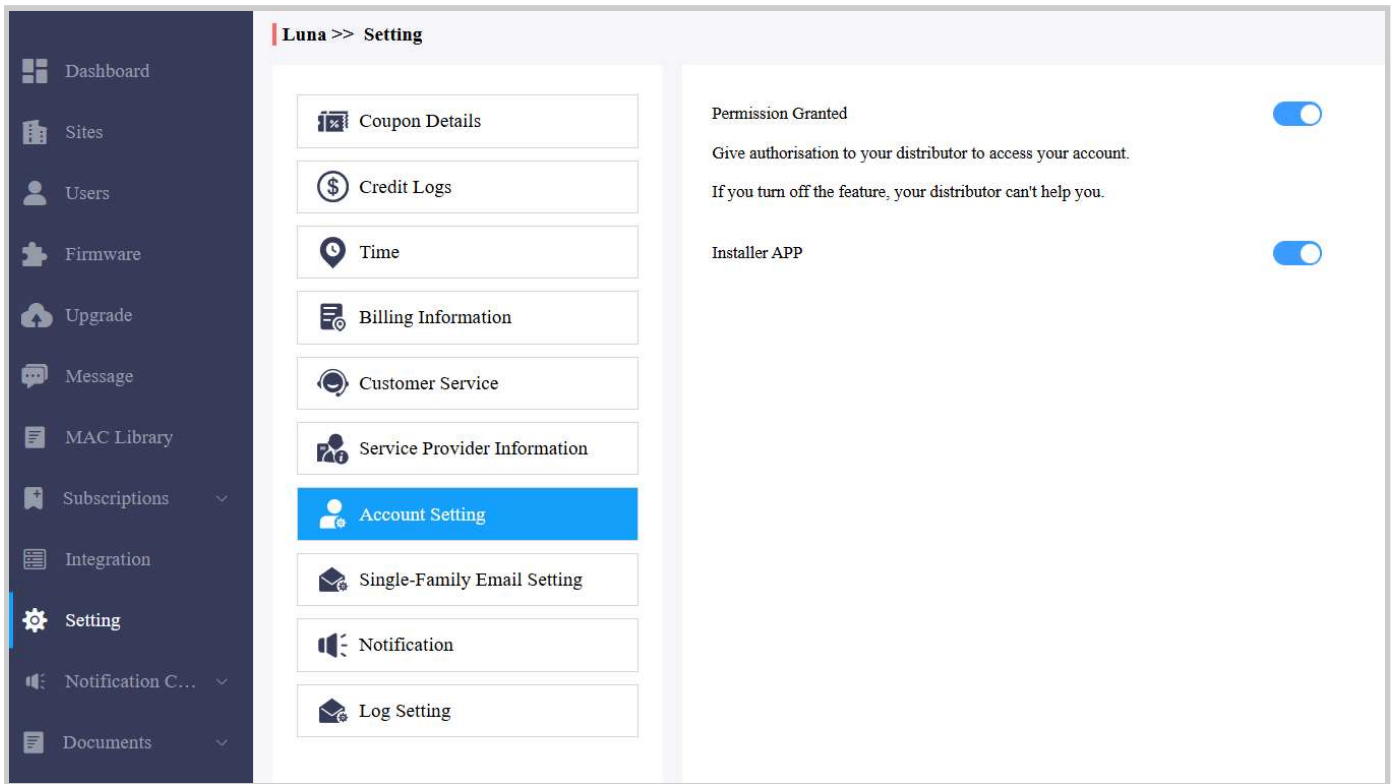


You can grant permission to your distributor to log in to your account without a password. With permission, distributors can switch to your account from their web portal to give you support or assistance. The account settings will be displayed in the drop-down list once the distributor enables the account access feature.

You can turn on or off the permission whenever you need.

1. Click **Setting** and select **Account Setting**.

2. Disable/enable the permissions.



Note

The account setting will only appear once your distributor enables the account access feature. By default, the Permission Granted feature is turned off.

Billing Information

You are required to fill in your billing information so that your distributor will be able to send you the bill according to the information you filled in.

Click **Setting > Billing** Information and enter the information.



Dashboard

Sites

Users

Firmware

Upgrade

Message

MAC Library

Subscriptions

Integration

Setting

Notification C...

Documents

Luna >> Setting

Coupon Details

Credit Logs

Time

Billing Information

Customer Service

Service Provider Information

Account Setting

Single-Family Email Setting

Notification

Log Setting

* Company/Family

Company/Family is required

* ATTN

ATTN is required

* Address

Albania

City

Post Code

City is required

Post Code is required

Street

Street is required

* TEL

TEL is required

Fax

* Email

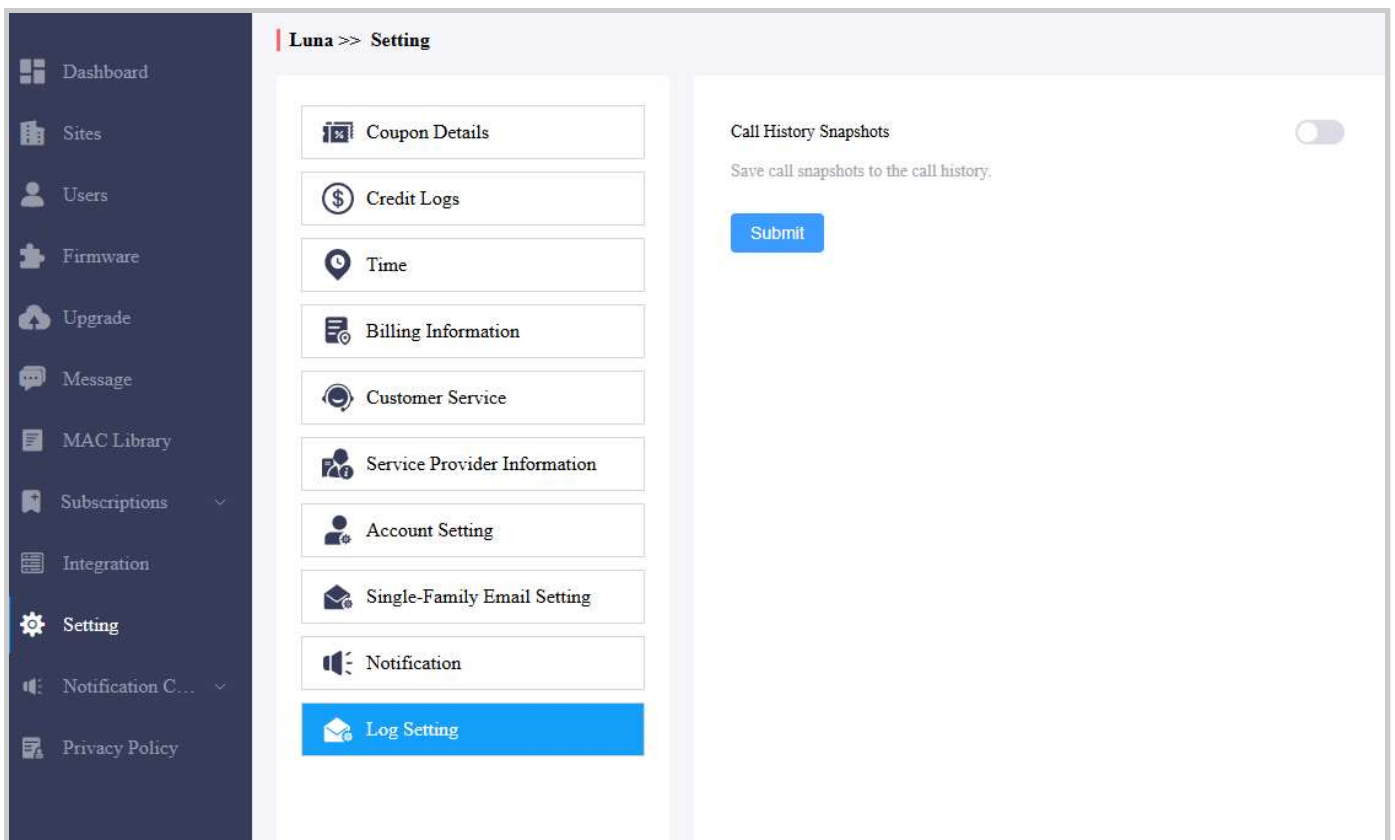
Submit

Log Control

You can control whether to display captured images or recorded videos in call logs.

Click **Setting > Log Setting**. Enable/disable **Call History Snapshots**. It is enabled by default.



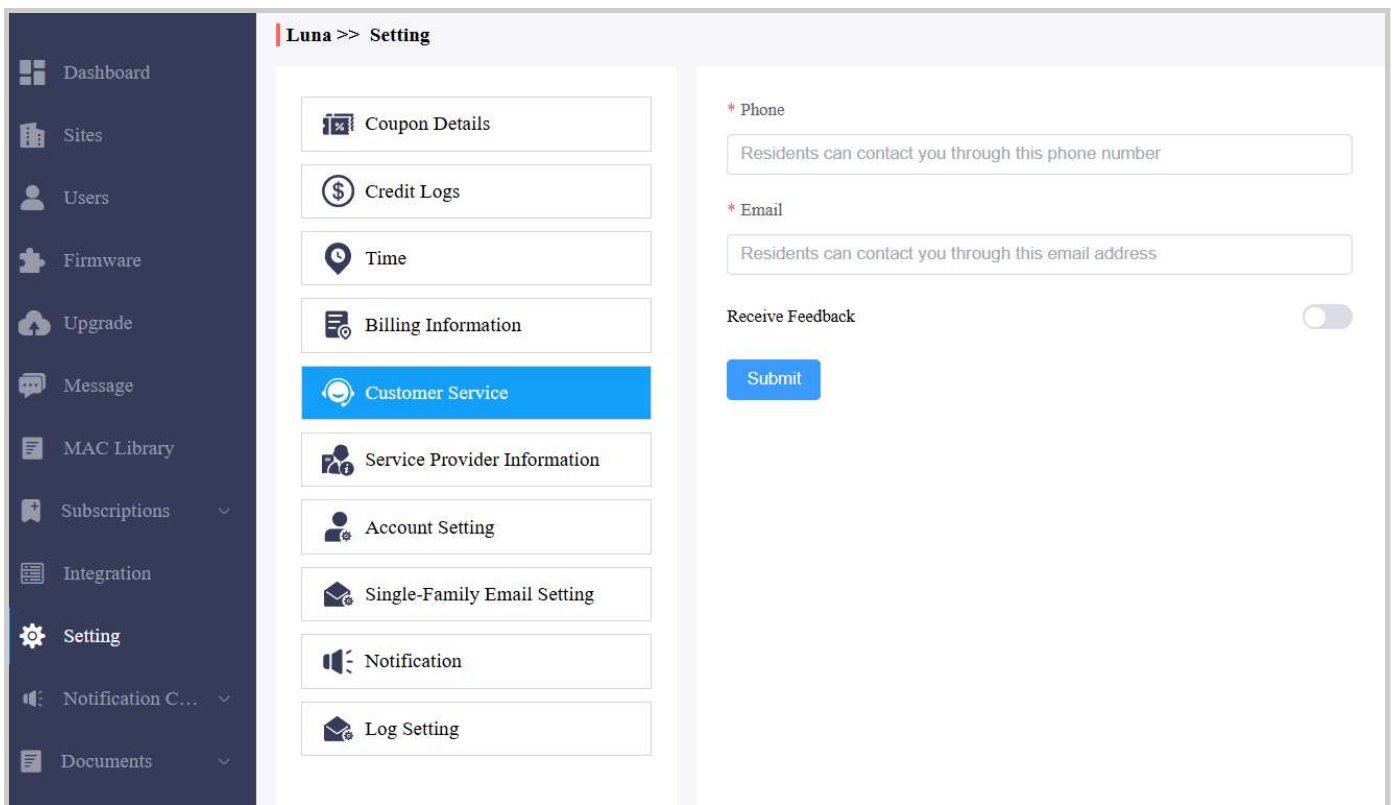


Customer Service

Customer service allows customers to contact you through the information you entered on the SmartPlus installer portal.

1. Click **Setting** and select **Customer Service**.
2. Enter or modify your phone number and email address.
3. Enable **Receive Feedback** if needed, and end users' feedback will be sent to the email address that you fill in.





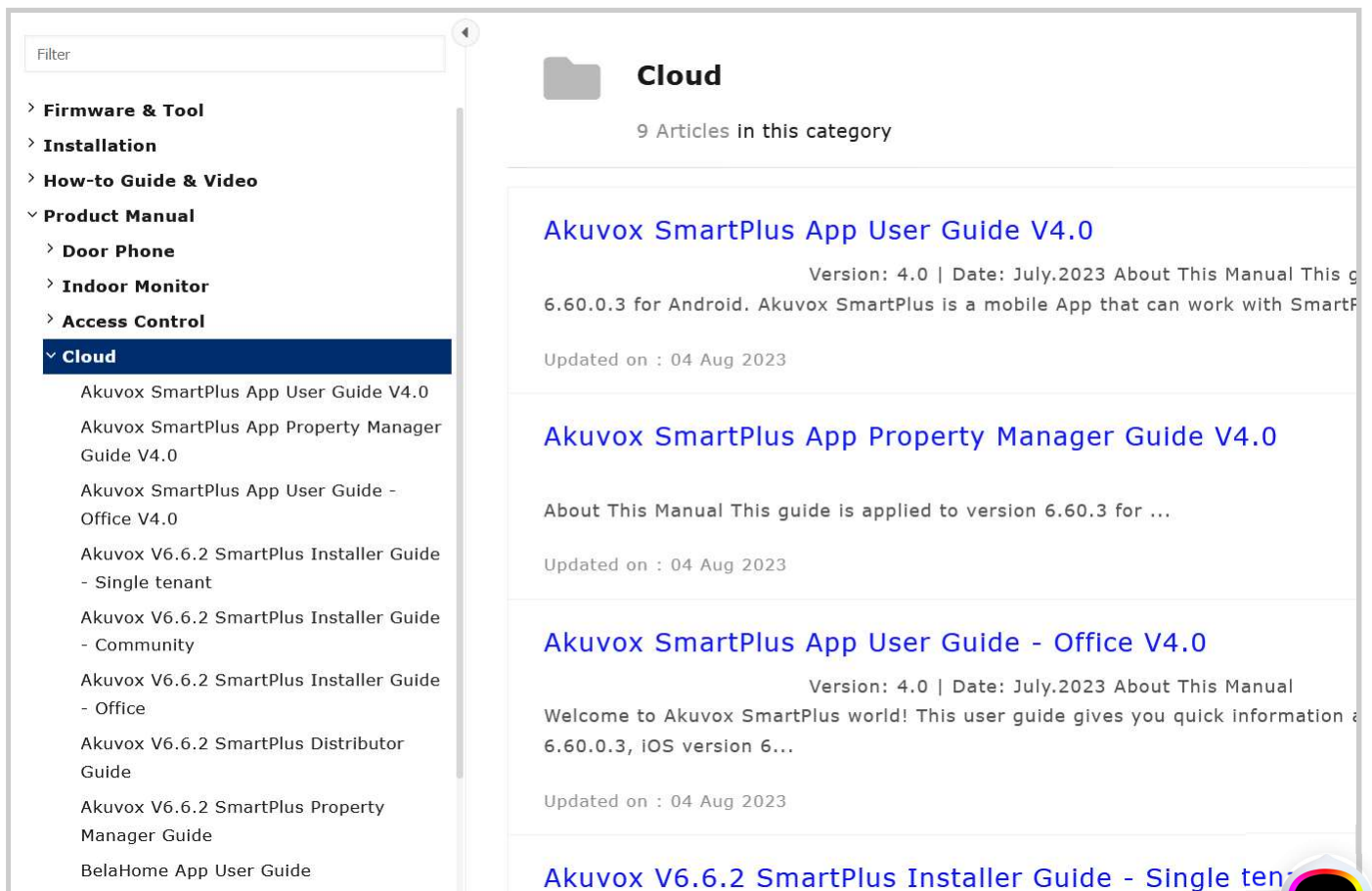
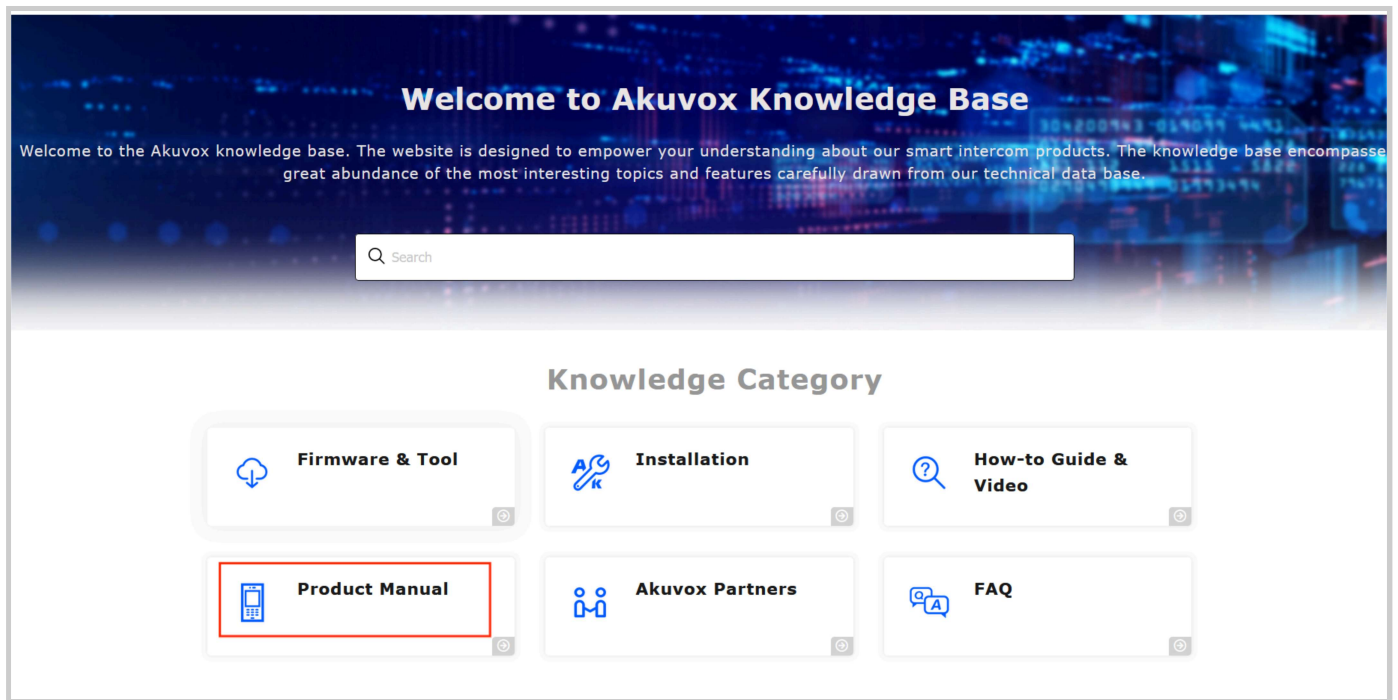
Technical Support & Service

Support&Service module offers you the link to the Akuvox ticket system, in which you can not only get access to a variety of technical information, such as feature guides, FAQ, etc., but also log in to the system where you can raise your questions that will be taken care of by Akuvox technical support team.

View SmartPlus User Guide

1. Click on **Support&Service** Module.
2. Click on **Knowledge Base** sub-module.
3. Click on **Product Manual** and then **Cloud**.

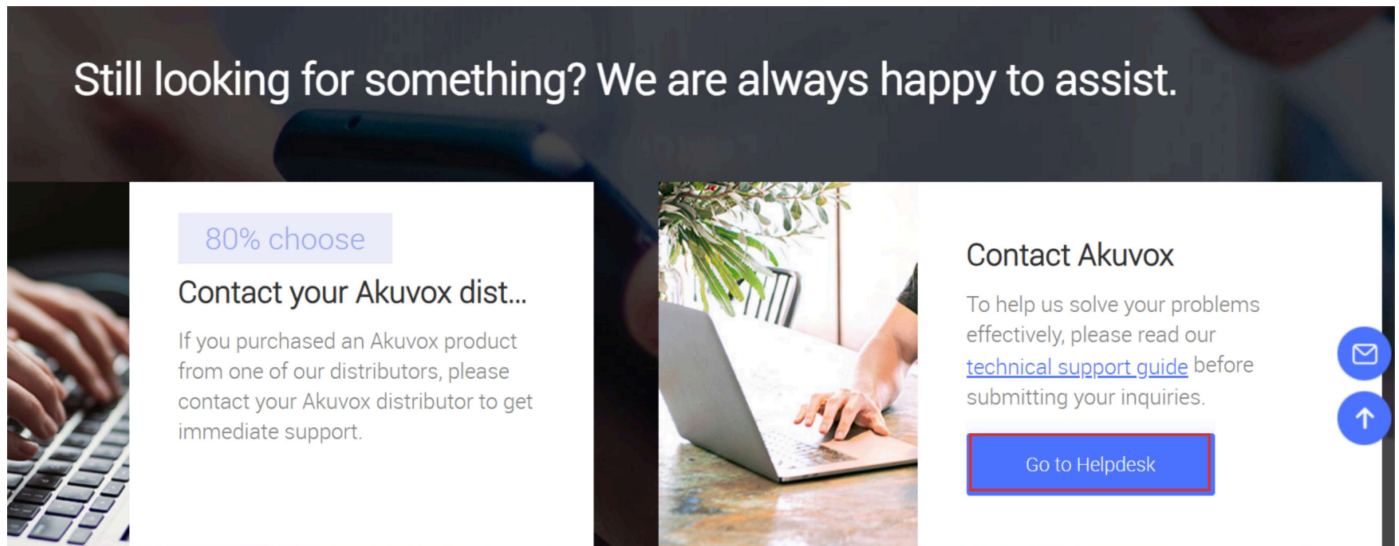




Ticket System

1. Click on the **Technical Support** sub-module.
2. Click on **Go to Helpdesk** to enter the Akuvox ticket system page.

3. Sign up and log in to the Akuvox ticket system for technical information and support.



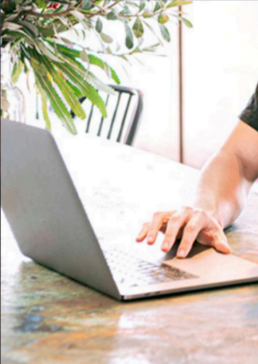
Still looking for something? We are always happy to assist.



80% choose

Contact your Akuvox dist...

If you purchased an Akuvox product from one of our distributors, please contact your Akuvox distributor to get immediate support.

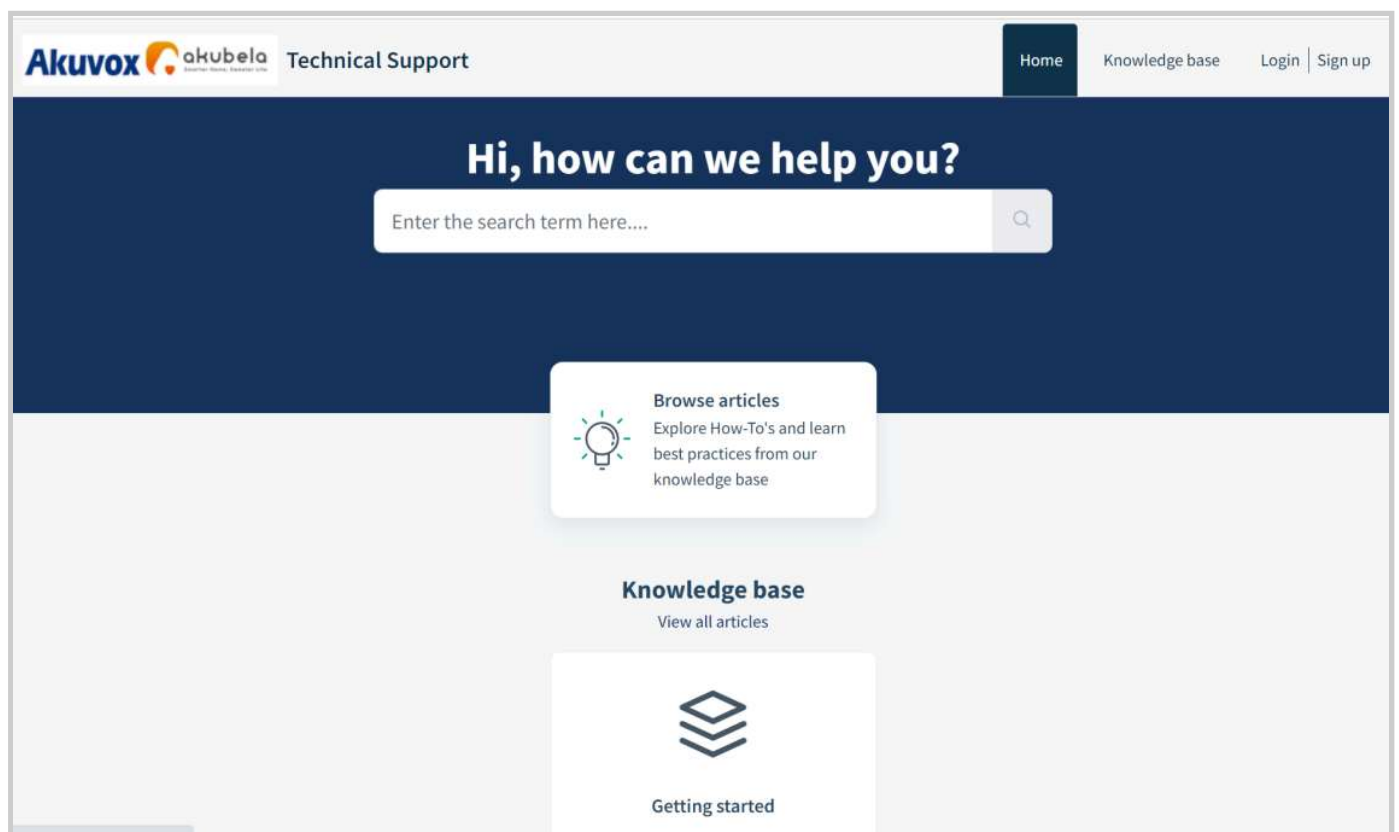


Contact Akuvox

To help us solve your problems effectively, please read our [technical support guide](#) before submitting your inquiries.

[Go to Helpdesk](#)





Akuvox akubela AKUVOX SYSTEMS Technical Support

Home Knowledge base Login | Sign up

Hi, how can we help you?

Enter the search term here....



Browse articles

Explore How-To's and learn best practices from our knowledge base

Knowledge base

[View all articles](#)

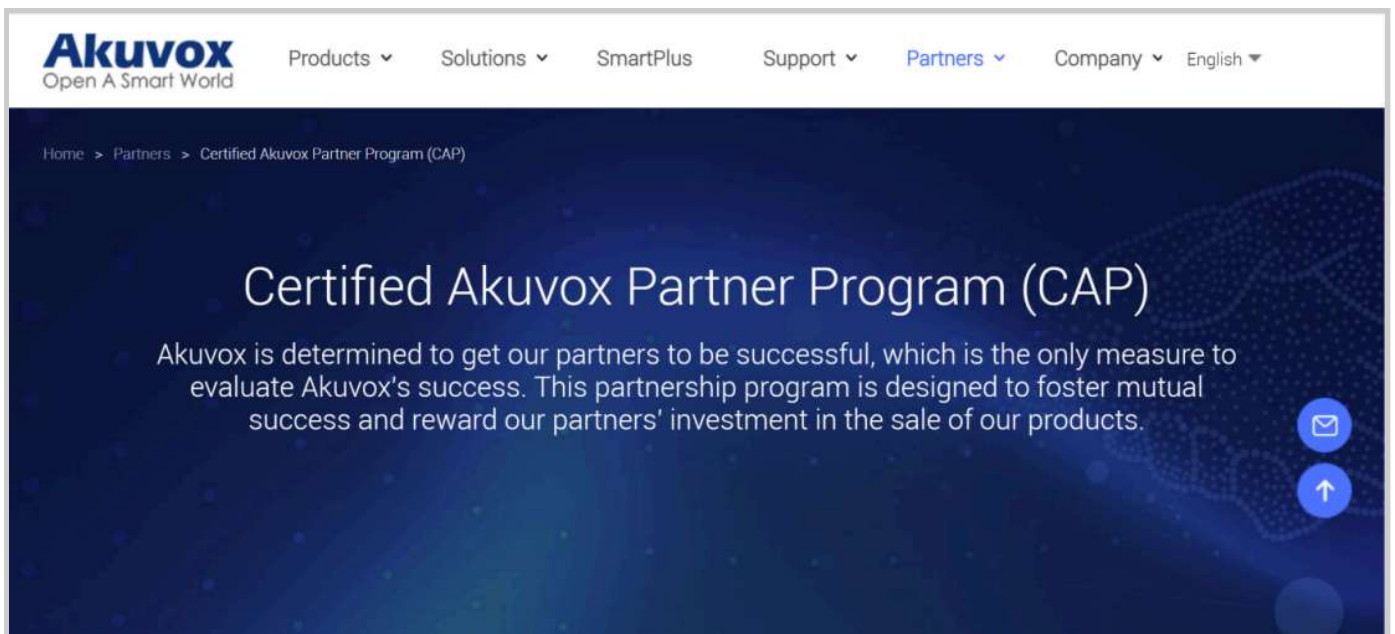


Getting started

CAP System



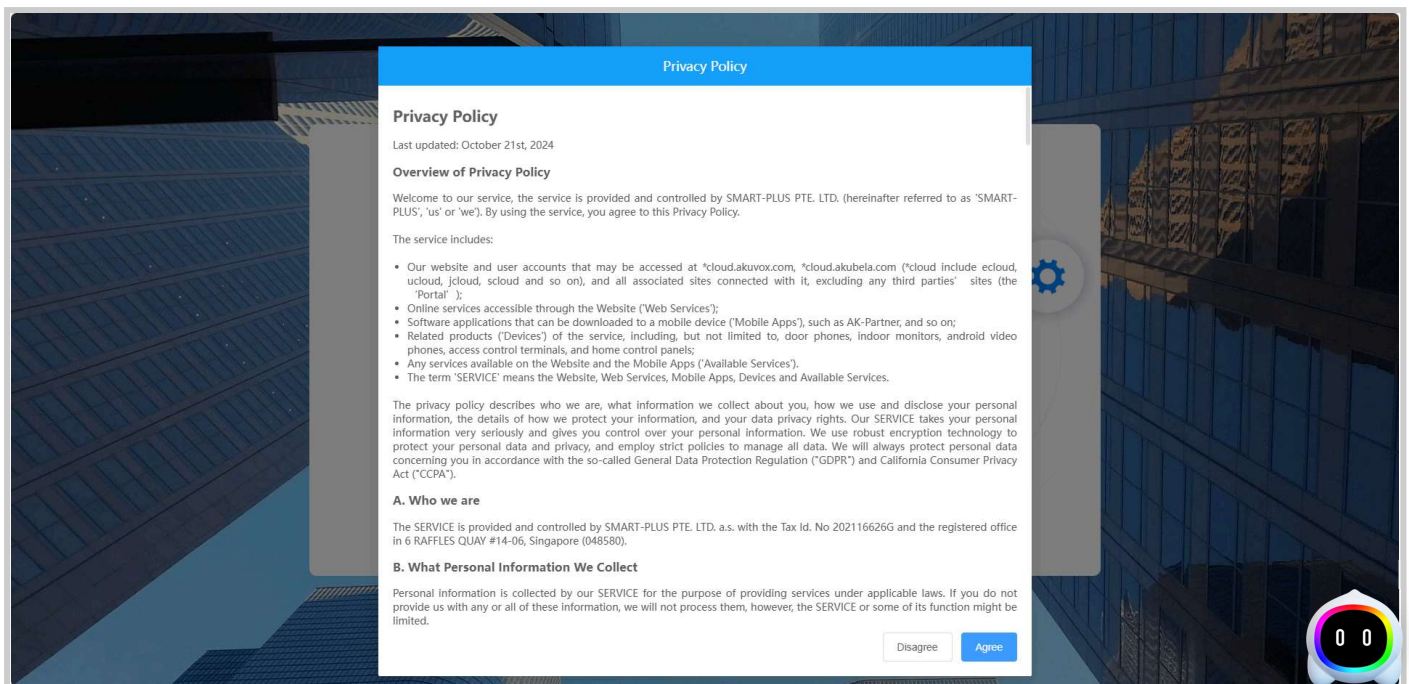
1. Click on **CAP** sub-module for information about how to become a certified Akuvox Partner.
2. Sign up and log in to the Akuvox CAP system for sales and technical information and support.



Privacy Policy

You will see the Privacy Policy 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.



- When you click **Agree**, you will be guided to the Service Provider Information interface to fill in your information. The information will be displayed in the privacy policy for end users. It is not mandatory to fill it out. Not filling it in will not affect your use of SmartPlus cloud services.

- When you click **Disagree**, you cannot log in to the SmartPlus platform.

You can also click **Privacy Policy** on the left column to view the agreement again.

Contact Us

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We highly appreciate your feedback about our products.

