

Akuvox V7.4.1 SmartPlus Installer Guide - Single-Family House

UPDATED

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AKUVOX SMARTPLUS USER GUIDE

Installer



Update Time: May. 2026

About This Manual

This manual is intended for installers who need to manage single-family houses, single-tenant residents, devices, remote maintenance services, 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 version 7.4.1:

- [Support the Health Care feature for adding the Akuvox MR01 fall & bed-exit detection sensor.](#)
- [Support the Sensor Detection Call Alert feature.](#)

System Overview

Akuvox SmartPlus is a cloud-based platform on which the installer can conduct integrated management of residents, devices, relays, and remote maintenance services.

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

Login



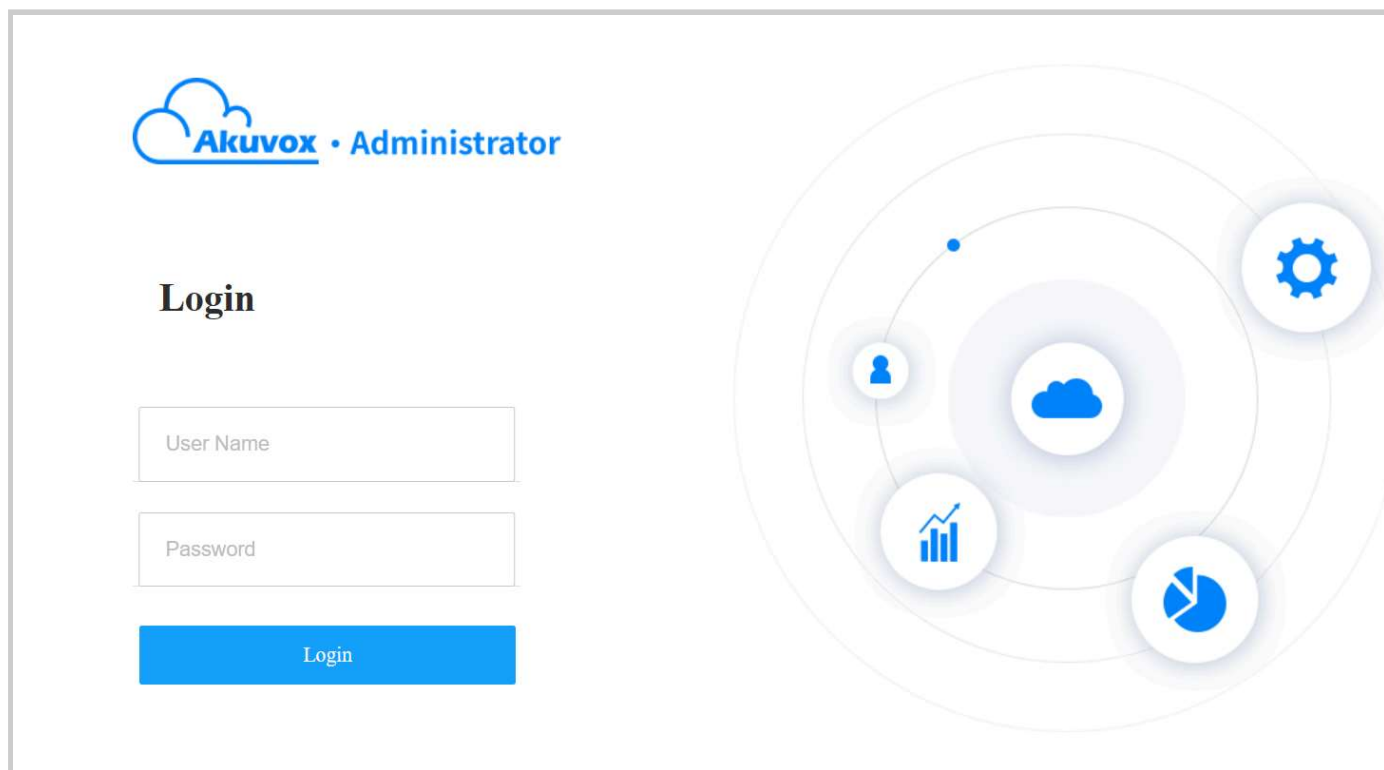
Log in to the SmartPlus platform using the user account information obtained from your distributor.

1. Open the web browser, enter the address (URL) of the SmartPlus server location in your area, and click **Enter**.

2. Enter your username and password.
3. Click **Login**.

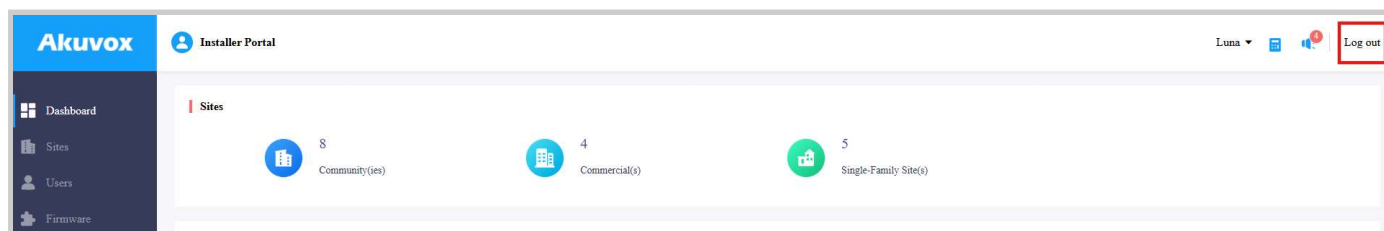
Note

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



The screenshot shows the 'Akuvox • Administrator' login interface. On the left, there is a 'Login' section with two input fields: 'User Name' and 'Password', followed by a blue 'Login' button. On the right, there is a large circular graphic with a central cloud icon, surrounded by four smaller icons: a user profile, a bar chart, a pie chart, and a gear, all connected by a circular line.

You can click **Log out** in the upper right corner to exit the system.



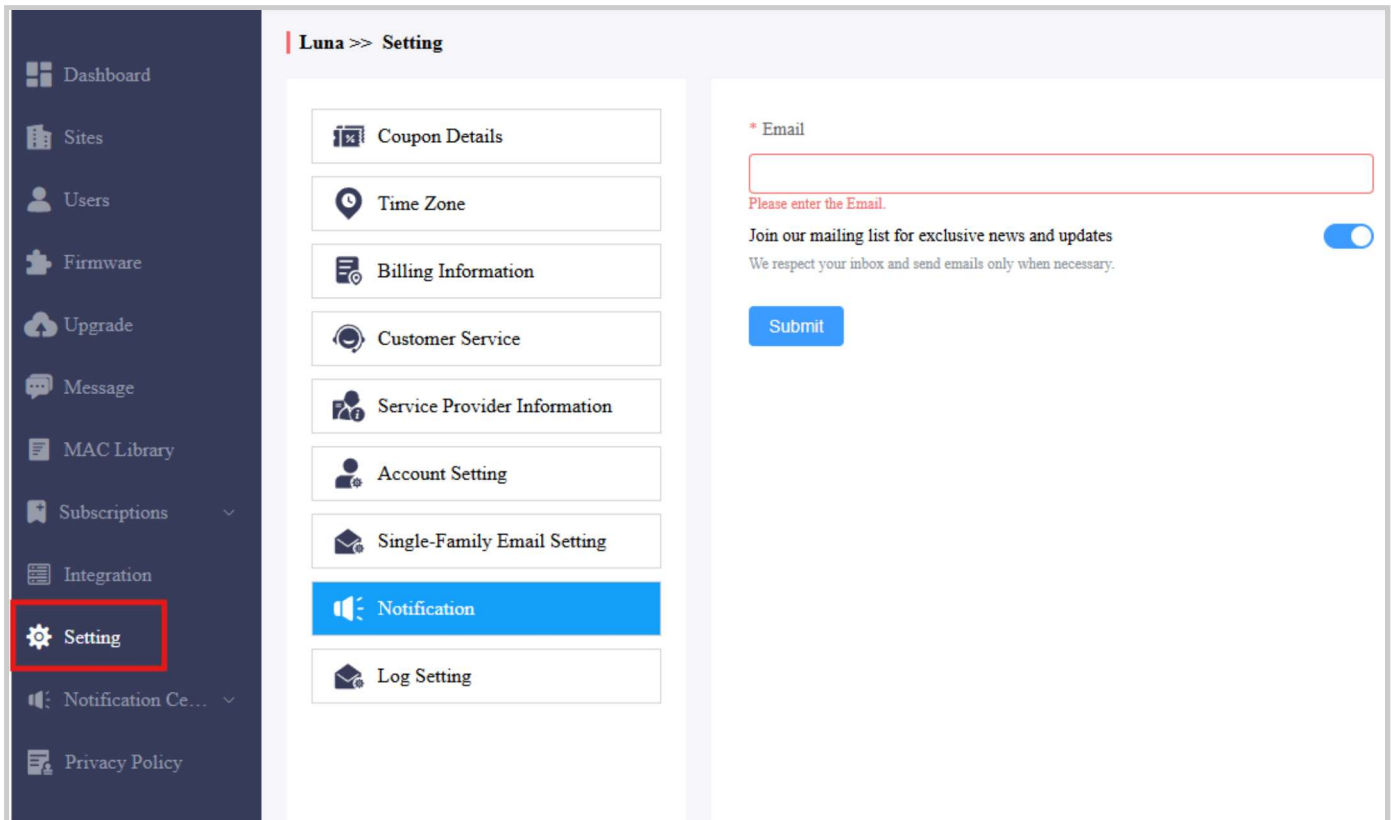
Email Confirmation



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 SmartPlus Cloud login password when you forget it 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 Center, and Privacy Policy. The main content area is titled 'Luna >> Setting' and features a list of settings: Coupon Details, Time Zone, Billing Information, Customer Service, Service Provider Information, Account Setting, Single-Family Email Setting, Notification (highlighted in blue), and Log Setting. The right panel shows the 'Email' setting, which includes a text input field for an 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 via email address.

Prior to the Management

You are advised to go through what is listed below before you start your management.

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



Dashboard

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



Module Description:

No.	Modules	Description
1	Dashboard	You can have quick access to create projects and pro accounts, and a quick view of devices and SmartPlus
2	Sites	Click to go into specific project management.
3	Users	You can add, edit, and delete property managers and accounts.
4	Firmware	Check the available firmware versions and their infor
5	Upgrade	Upgrade the firmware version for a specific device.
6	Message	You can create messages and send them to target us
7	MAC Library	Check the device MAC registered by your distributor. desired MAC.
9	Integration	Display the third-party locks where you can also add it to users.
10	Setting	This module contains the following sub-modules: - Coupon Details: Check the normal, used, and exp information. - Time Zone: Select the time zone. - Billing Information: Set up the billing information.

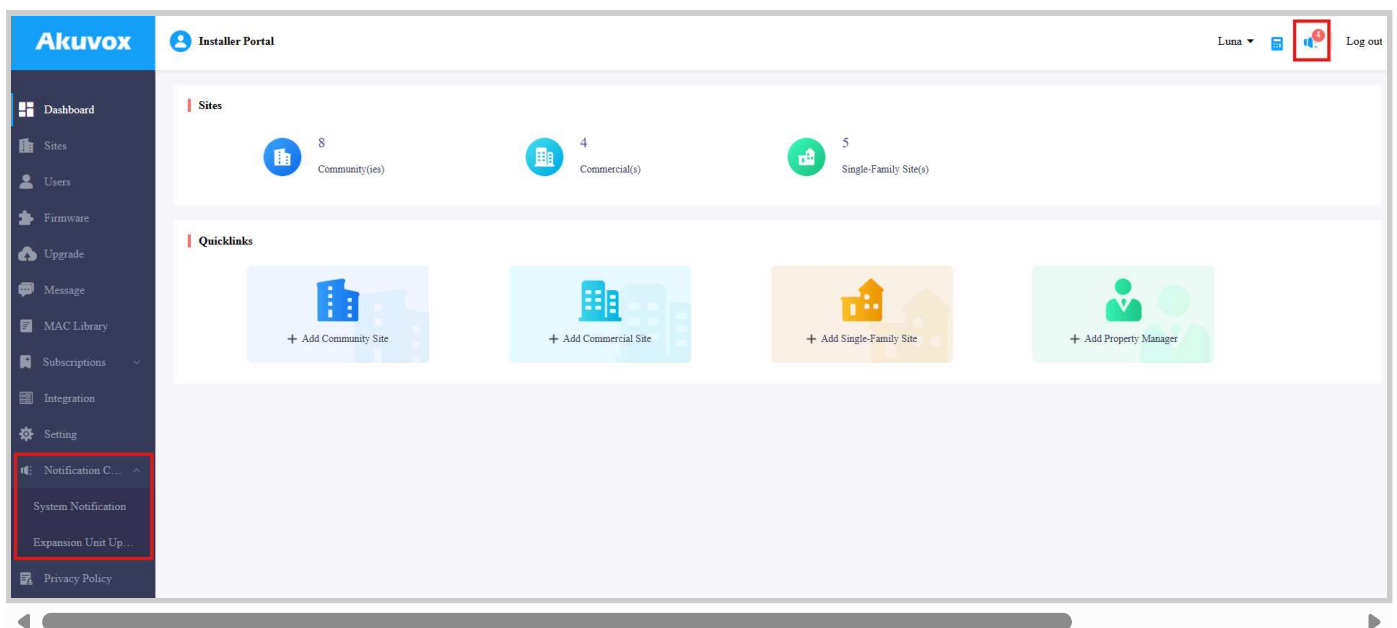
- Customer Service: Leave your contact information so customers can contact you.
- Account Setting: Set whether your distributor can access your account and enable/disable the use of the SmartPlus account.
- Single-Family Email Setting: Set whether to send expiration email notifications to end users.

System Notification

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

You can click the notification icon in the upper-right corner to check the messages.

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



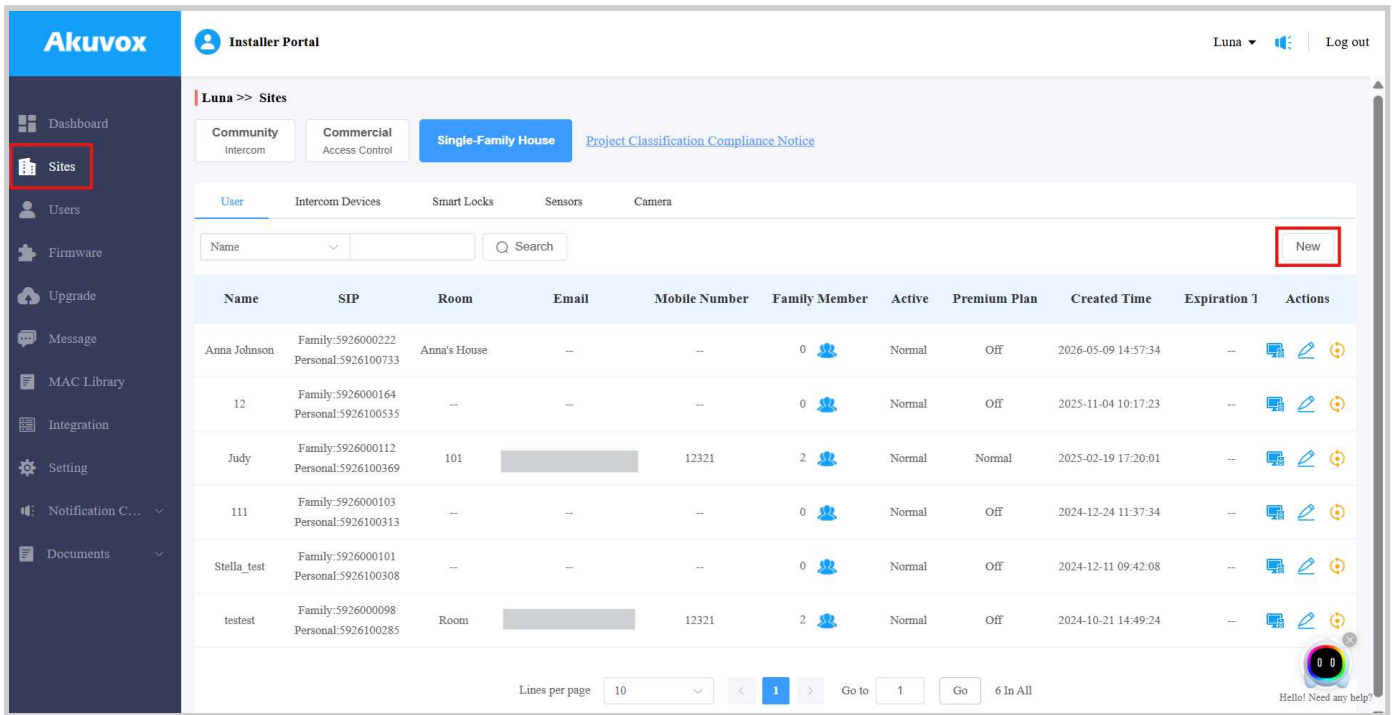
Single-Family Sites Management

Add a User

1. You can create a single-family user account by clicking **+Add Single-Family Site** on the dashboard.



Or, navigate to the **Sites** module and select **Single-Family House**. Then, click **New** on the right.



The screenshot shows the Akuvox Installer Portal interface. The left sidebar contains a menu with items: Dashboard, Sites (highlighted), Users, Firmware, Upgrade, Message, MAC Library, Integration, Setting, Notification C..., and Documents. The main content area is titled 'Luna >> Sites' and has tabs for 'Community Intercom', 'Commercial Access Control', and 'Single-Family House' (selected). Below the tabs is a 'Project Classification Compliance Notice' link. A search bar with a 'Search' button and a 'New' button (highlighted) are present. The table below lists users with columns: Name, SIP, Room, Email, Mobile Number, Family Member, Active, Premium Plan, Created Time, Expiration T, and Actions. The table contains 6 rows of user data. At the bottom, there is a pagination bar showing 'Lines per page' set to 10, and a 'Go to' button with '1' selected, indicating 6 items in all.

Name	SIP	Room	Email	Mobile Number	Family Member	Active	Premium Plan	Created Time	Expiration T	Actions
Anna Johnson	Family:5926000222 Personal:5926100733	Anna's House	--	--	0	Normal	Off	2026-05-09 14:57:34	--	[Icons]
12	Family:5926000164 Personal:5926100535	--	--	--	0	Normal	Off	2025-11-04 10:17:23	--	[Icons]
Judy	Family:5926000112 Personal:5926100369	101	[Redacted]	12321	2	Normal	Normal	2025-02-19 17:20:01	--	[Icons]
111	Family:5926000103 Personal:5926100313	--	--	--	0	Normal	Off	2024-12-24 11:37:34	--	[Icons]
Stella_test	Family:5926000101 Personal:5926100308	--	--	--	0	Normal	Off	2024-12-11 09:42:08	--	[Icons]
testest	Family:5926000098 Personal:5926100285	Room	[Redacted]	12321	2	Normal	Off	2024-10-21 14:49:24	--	[Icons]

2. Set up the account settings. See the description of each item in the chart below.



Add User

×

*

Name

Room Name

Email

Country / Region

▼

Mobile Number

*

Address

📍

Get Current Location

Canada

▼

State/Province

▼

City

▼

Post Code

Street



SIP Call Or IP Call

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

Time Zone

UTC+8:00 Shanghai ▼

Language

English ▼

Time Format

☒ 24-hour time ☐ 12-hour time

Health Care

☐ On ☒ Off

akubela Smart Home

☐ On ☒ Off

Premium Plan

Function	Configuration
Landline Service ?	☐
Third Party Camera ?	☐
Dynamic QR Code ?	Off ▼

1st Landline Number

2nd Landline Number

3rd Landline Number

Cancel

Next

Submit



Filed Name	Description
Name	Fill in the user name.
Room Name	Fill in the user's house name provided by the user, or you can use a room name, e.g., "Ryan's Home" .
Email	Fill in the user's email address.
Country/Region	Select the user's country or region.
Mobile Number	Fill in the user's mobile phone number. The area code will be displayed with the mobile number.
Address	Fill in the user's address, based on which the indoor monitor can display weather conditions. The temperature and weather conditions will be displayed on the device's home screen. Click here to see the models that support displaying weather conditions or detailed configuration.
SIP Call Or IP Call	Select "All my devices were installed in the same place (villa or call)" if all of the user's intercom devices are in the same LAN (Local Network). If not, select "Some of my devices were installed in a different place (house)" for the SIP call.
Time Zone	Select the time zone for the user.
Language	Select the language of the emails notifying the user of the alarm information. The following languages are supported: English, Traditional Chinese, Simplified Chinese, Korean, Japanese, Polish, Russian, Spanish, Bosnian, Danish, Vietnamese, French, F



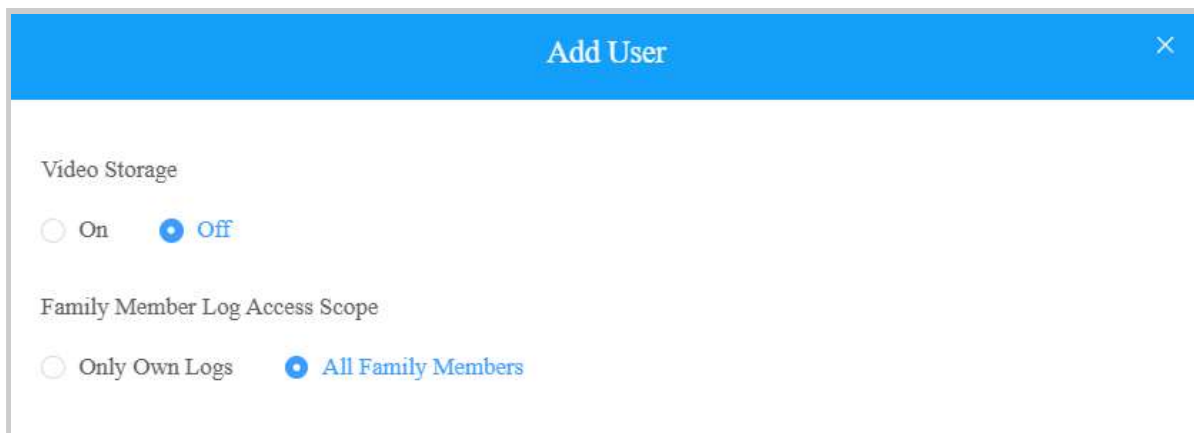
	German, Italian, Ukrainian, Hebrew, Persian, and Azerbaijani.
Time Format	Select the time format for the user.
Health Care	This option is designed for projects that provide elderly care or services. Once enabled, the Akuvox MR01 radar sensor can be a site for fall and bed-exit event detection, helping caregivers respond quickly to emergencies.
akubela Smart Home	- Once turned on, the project data will be synchronized to the and the Smart Home icon will be displayed on the Action col redirecting to the Smart Home web portal. - Enable this feature when smart home devices such as Hypan the project. - It cannot be turned off once enabled.
Landline 1/2/3	Fill in the user's landline numbers, e.g., mobile phone numbers o numbers. Three landline numbers are supported. The area code displayed before the landline number.
Premium Plan	Indoor Monitor Requirement: This option is available when / Villa with the Indoor Monitor solution for your distributor. Require at Least One Indoor Monitor: Each apartment m least one indoor monitor or MR01 radar sensor added. If the device's MAC address and name. No Indoor Monitor Required: No mandatory requirement indoor monitor/MR01 in each apartment. Landline Service: Enables communication between the telep phone and the intercom devices. Landline Number: When Landline Service is enable landline numbers. Third-Party Camera: Allows adding third-party cameras to tl Cloud and for residents to view live feeds via their SmartPlus



- **Dynamic QR Code:** Allows PM and residents to generate dynamic QR codes for door access.

3. Click **Submit** to finish creating the account, or click **Next** to enable **Video Storage** and Akubela Smart Home features.

- **Video Storage:** When enabled, Akuvox devices can automatically record 10 seconds of video when opening doors, calling, and detecting motion. End users can also record videos with their SmartPlus Apps.
- Set **Family Member Log Access Scope**.
 - **Only Own Logs:** The default option. Family members can ONLY check the logs of calling and door-opening initiated by themselves.
 - **All Family Members:** Family members can check all calls and access logs in the family.



The screenshot shows a modal window titled "Add User" with a close button (X) in the top right corner. Inside the modal, there are two sections. The first section is "Video Storage" with two radio buttons: "On" (unselected) and "Off" (selected). The second section is "Family Member Log Access Scope" with two radio buttons: "Only Own Logs" (unselected) and "All Family Members" (selected).

When Video Storage is enabled, further set up the feature. It contains a 7-day free trial once activated.

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



Video Storage Setting

Video Storage

☒ On ☐ Off

Video Storage Time

☒ 30 Days ☐ 60 Days ☐ 90 Days

Number of Stored Devices

☒ 1 Device ☐ 2 Devices ☐ 3 Devices ☐ Unlimited Devices

Device(s) for Video Storage ⓘ

Video Recording with Audio During Calls

☐ On ☒ Off

ⓘ Tips

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.

Cancel

Submit

Video Storage Plan

Mon Per Project

Plan benefits include:

✔ Video saving for 1 Akuvox device

✔ Video stored for 30 days

Expire Date:2025-11-11 10:34:35

Note

- Please note that once the video storage feature is turned off or expires, you cannot view the videos.
- Click [here](#) to view the detailed configuration of the video storage feature.

Add a Family Member Account

After a user account is created and activated, you can create family accounts at the request of users.

1. Click  of specific users.



Akuvox Installer Portal Luna Luna Log out

Luna >> Sites

Community Intercom Commercial Access Control **Single-Family House** [Project Classification Compliance Notice](#)

User Intercom Devices Smart Locks Sensors Camera

Name Search New

Name	SIP	Room	Email	Mobile Number	Family Member	Active	Premium Plan	Created Time	Expiration T	Actions
Anna Johnson	Family:5926000222 Personal:5926100733	Anna's House	--	--	0	Normal	Off	2026-05-09 14:57:34	--	
12	Family:5926000164 Personal:5926100535	--	--	--	0	Normal	Off	2025-11-04 10:17:23	--	
Judy	Family:5926000112 Personal:5926100369	101		12321	2	Normal	Normal	2025-02-19 17:20:01	--	
111	Family:5926000103 Personal:5926100313	--	--	--	0	Normal	Off	2024-12-24 11:37:34	--	
Stella_test	Family:5926000101 Personal:5926100308	--	--	--	0	Normal	Off	2024-12-11 09:42:08	--	
testest	Family:5926000098 Personal:5926100285	Room		12321	2	Normal	Off	2024-10-21 14:49:24	--	

Lines per page 10 < 1 > Go to 1 Go 6 In All

00 Hello! Need any help?

2. You can check the maximum number of family member accounts, which varies by project. Using more accounts requires activation fees.

3. Click **New**, and fill in the family member account information.

Lunaa >> Sites >> Family Member

Family Master Judy

Email

Phone

Family Member (0/10)

Name

Country / Region

Mobile Number

Landline Number

Cancel Submit

New

Created Time Action

Go 0 In All

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



Family Master

Judy

Email

Phone

Family Member (1/10)

New

Name	Email	Mobile Number	Created Time	Action
Lily	--	--	2025-10-15 15:28:49	 

Lines per page

10

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1

>

Go to

1

Go

1 In All

Edit, Reset, and Delete User Accounts

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

1. Search and find the user by **Name, Email, Mobile Phone Number, Family SIP Number, or SIP number.**
2. Do any of the following:
 - Click  to reset the user's account, and click  to modify the account's information.

Akuvox

Installer Portal

Luna >> Sites

Community Intercom

Commercial Access Control

Single-Family House

Project Classification Compliance Notice

User

Intercom Devices

Smart Locks

Sensors

Camera

Name

Q Search

New

Name	SIP	Room	Email	Mobile Number	Family Member	Active	Premium Plan	Created Time	Expiration T	Actions
Anna Johnson	Family:5926000222 Personal:5926100733	Anna's House	--	--	0 	Normal	Off	2026-05-09 14:57:34	--	 
12	Family:5926000164 Personal:5926100535	--	--	--	0 	Normal	Off	2025-11-04 10:17:23	--	 
Judy	Family:5926000112 Personal:5926100369	101		12321	2 	Normal	Normal	2025-02-19 17:20:01	--	 
111	Family:5926000103 Personal:5926100313	--	--	--	0 	Normal	Off	2024-12-24 11:37:34	--	 
Stella_test	Family:5926000101 Personal:5926100308	--	--	--	0 	Normal	Off	2024-12-11 09:42:08	--	 
testtest	Family:5926000098 Personal:5926100285	Room		12321	2 	Normal	Off	2024-10-21 14:49:24	--	 

Lines per page

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Go to 1 Go 6 In All

- Once reset, some data will be deleted 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 call type, time zone, language, home automation, premium plan, and the With Indoor Monitor feature.
 - Other changes include:
 - The user's app changes to be unregistered and needs to be reinitialized.
 - The user's login credentials are reset, and the user is not going to receive the reset email.
- Scroll down the editing page, click on **Delete** to delete the user's account, and click on **Reset Password** to reset the account's password.



Edit User

24-hour time 12-hour time

Premium Plan

Function	Configuration
Landline Service	☒
Third Party Camera	☒
Dynamic QR Code	Off

1st Landline Number

+86

2nd Landline Number

+86

3rd Landline Number

+86

Delete Reset Password Cancel Next Submit

Note

- The user's time zone will be synchronized with the installer's time zone if the time zone is not selected.
- 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.
- You cannot edit the mobile phone number, email address, and area code of user accounts that have linked sites.

Device Management

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



Click on  of the user you want to add an intercom device or third-party devices for.

Akuvox

Installer Portal

Luna

Log out

Dashboard

Sites

Users

Firmware

Upgrade

Message

MAC Library

Integration

Setting

Notification C...

Documents

Luna >> Sites

Community Intercom

Commercial Access Control

Single-Family House

Project Classification Compliance Notice

User

Intercom Devices

Smart Locks

Sensors

Camera

Name

Q Search

New

Name	SIP	Room	Email	Mobile Number	Family Member	Active	Premium Plan	Created Time	Expiration T	Actions
Anna Johnson	Family:5926000222 Personal:5926100733	Anna's House	--	--	0		Normal	Off	2026-05-09 14:57:34	--
12	Family:5926000164 Personal:5926100535	--	--	--	0		Normal	Off	2025-11-04 10:17:23	--
Judy	Family:5926000112 Personal:5926100369	101		12321	2		Normal	Normal	2025-02-19 17:20:01	--
111	Family:5926000103 Personal:5926100313	--	--	--	0		Normal	Off	2024-12-24 11:37:34	--
Stella_test	Family:5926000101 Personal:5926100308	--	--	--	0		Normal	Off	2024-12-11 09:42:08	--
testest	Family:5926000098 Personal:5926100285	Room		12321	2		Normal	Off	2024-10-21 14:49:24	--

Lines per page

10

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1

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Go to

1

Go

6 In All

00

Hello! Need any help?

Add Intercom Devices

Click **Intercom Devices** and click **New** to add the device.

After adding the device, you can click to change the device's settings and click to delete the device.

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.
- To add the device, simply set Device Type to **Indoor Monitor** and enter its MAC and name.
- 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.
- Adding A095 requires its version to be 95.30.10.125 or higher.



Intercom Devices

Sensors

Smart Locks

Third Party Devices

MAC



Q Search

AutoP

New

MAC

Owner

SIP

Device Name

Device Type

Status

Last Connected Time

Action

No Data

Lines per page

10



<

1



Go to

1

Go

0 In All

Add Device



Owner

5926100369

Device Type

Single-tenant Doorphone



Does this device have internet access?



Yes



No

* MAC

* Device Name

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 what type of device, device type, MAC address, and device name n

No.	Field Name	Description
1	Device Type	Select the device type.
2	MAC	Type in the device's MAC address.
3	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 user to monitor this device?	- You can decide whether the resident can vie and indoor monitors. It is Yes by default. - If No is selected, the Monitor button on user still see the video during a call with an interc
2	Allow user to call this device?	- You can decide whether the resident can call Yes by default. - If No is selected, the Call button on users' S



3	Does the device have internet access?	- If the door phone is not connected to the Internet, select No to connect to the SmartPlus App through the indoor monitor. - If the device is connected to the Internet, select Yes. Note: Click here to view the detailed configuration.
4	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 made.
5	Relay Name	Fill in the relay name, which can be the device location.
6	DTMF Code	Enter the DTMF code for the door access.
7	Access Method	Select specific unlock methods to trigger the door unlock. If you select RF Card as the unlock type for Relay1 and select RF Card for Relay2, only Relay1 will be triggered, and vice versa. If you select RF Card for Relay1 and select RF Card for Relay2, both Relays will be triggered. The following models with specific firmware 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 SmartPlus Homepage or SmartPlus Tall icons will not appear on the app home page.
8	Add Relay	You can add more relays if needed. To add an A095, you can continue adding AUX C
9	Add Security Relay	Add the security relay if the door phone is conn control.

To add an indoor monitor, the following options should be additionally configured.

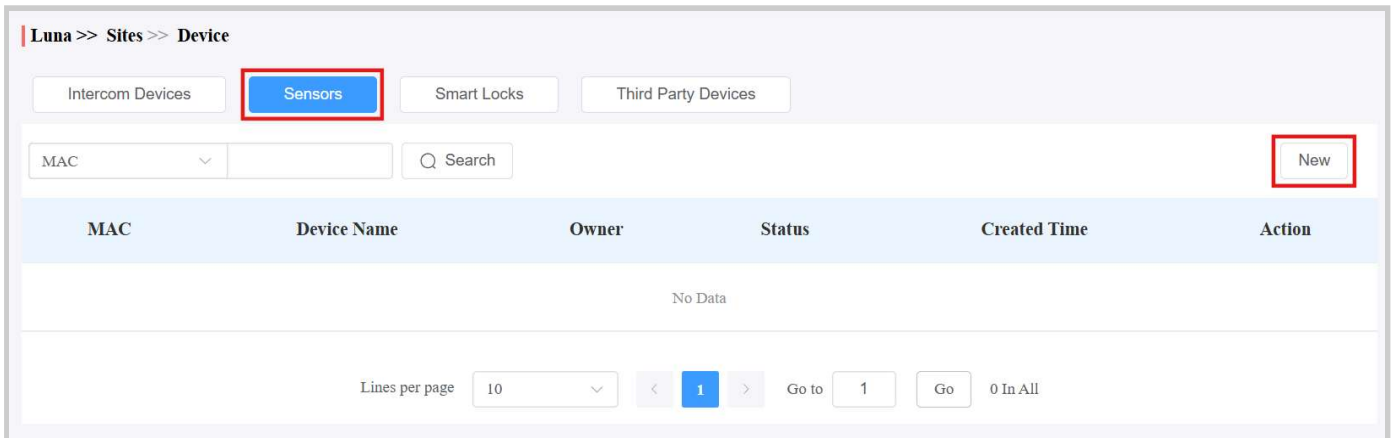
1	Works Offline	When enabled, the device will transfer calls from Note: This option will only appear after the supe for your distributor.
2	Arming Function	When enabled, the arming icon will be available disarming.
3	Relay	Turn on or off the device's built-in relay and nan When the relay is enabled, specify its function f
4	External Device	When the device is connected to an external rel Note: Please click here for the detailed external
5	External Device Type	Select the device type. Akuvox-MK485-G2R-8J8C and akubela RSAC-C1-R8 up to 16.
6	External Device Mode	- When Akuvox-MK485-G2R-8J8C V3.0 is sel RS485+input(Latching) options are available - When HF-8000 is selected, RS485 and Ether - When RSAC-C1-R8 is selected, RS485 is the
7	IP Address	When Ethernet is selected as the external relay
8	Port	When Ethernet is selected as the external relay
9	Relay Name	Name the external relay to distinguish it from 
10	Relay Function	Define the relay function according to the device

Manage MR01 Radar Sensor

You can add the MR01 radar sensor to the target site 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. Click  of the target user.
2. Click **Sensors > New**.



Luna >> Sites >> Device

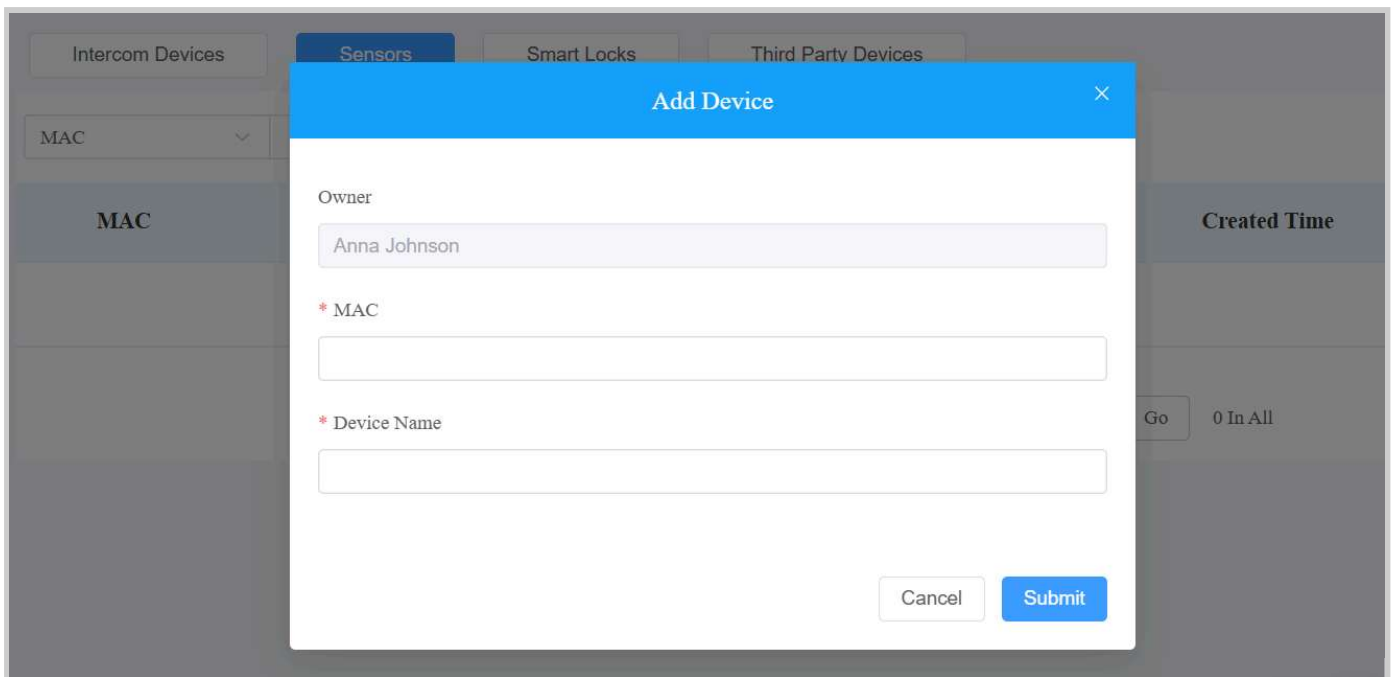
Intercom Devices **Sensors** Smart Locks Third Party Devices

MAC

MAC	Device Name	Owner	Status	Created Time	Action
No Data					

Lines per page 10 0 In All

3. Enter the device MAC and name.



Intercom Devices **Sensors** Smart Locks Third Party Devices

MAC

MAC

Created Time

Go 0 In All

Add Device

Owner
Anna Johnson

* MAC

* Device Name

4. Click Submit.



Once added, you can use the **Action** column icons to view the device information, modify its MAC and name, and delete the device.

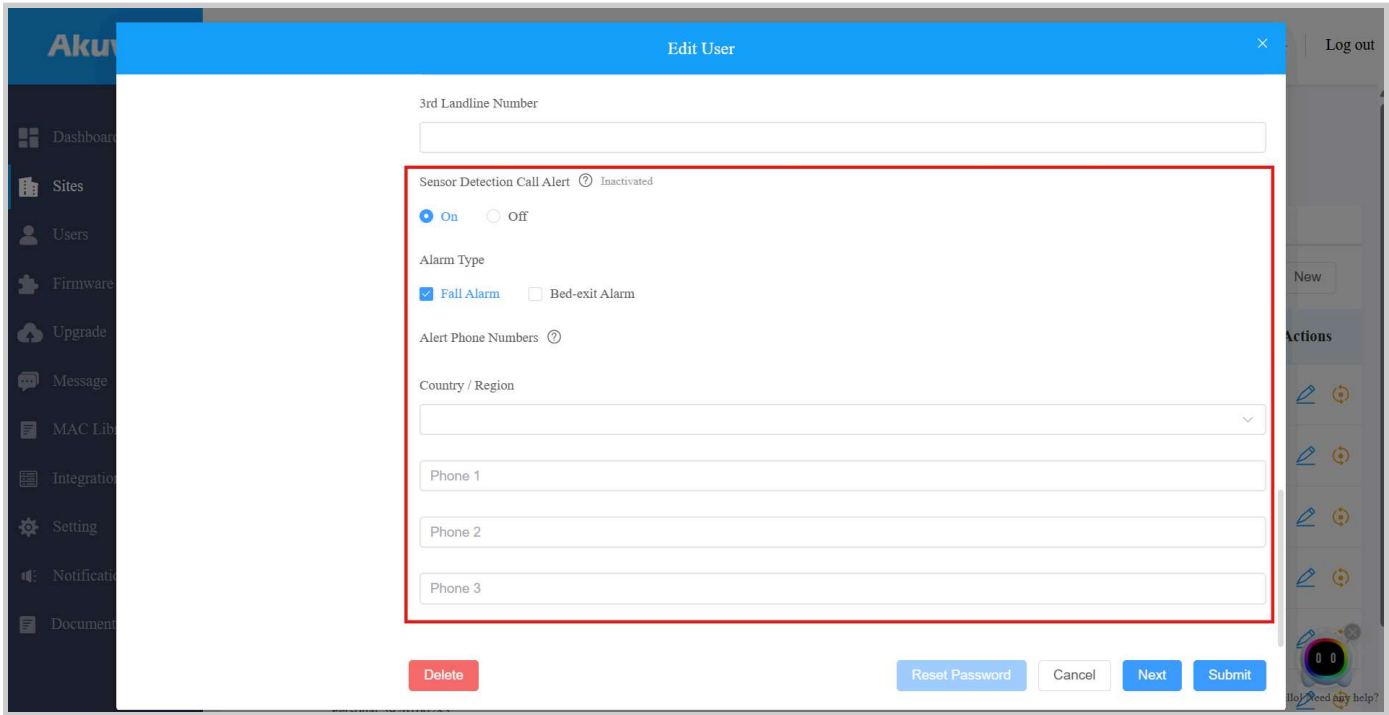
Sensor Detection Call Alert

Once the MR01 is added to the site, you can configure the **Sensor Detection Call Alert** under the project 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  of the target project.
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 c  - At the same time, SMS notifications will be sent to th - The call alert provides details, including the alarm ty name. - If no one answers, the call will be repeated for 3 rou

Edit and Delete akubela Smart Locks

Akuvox SmartPlus supports the integration with akubela locks.

You can:

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

1. Click **Smart Locks**.

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

Intercom Devices Smart Locks Third Party Devices						
Model	All	MAC		Search		
Model	MAC	Owner	Device Name	Status	Created Time	Actions
SL50		Judy	SL50 Smart Lock		2025-08-20 17:17:06	  
Lines per page 10 < 1 > Go to 1 Go 1 In All						

Add Third-Party Devices

Click **Third-party Devices** and select from Camera, NVR, and third-party lock brands.

Add Third-party Cameras

Click **New** on the right to add a third-party camera and enter its information.

Note

Click [here](#) to see the integrated camera brands and configuration steps.



Akuvox

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Intercom Devices Smart Locks Third Party Devices

Camera NVR Dormakaba Lock Salto Lock iTec Lock

Device Name Search New

Owner	Device Name	Link Device	Created Time	Action
No Data				

Lines per page

10

< 1 >

Go to

1

Go

0 In All

Add Device

Owner

testest

* Device Name

* RTSP Address

rtsp://

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

* User Name

Please enter the Name.

* Password

Please enter the Password.

Allow users to monitor this device

Yes

No

Monitoring Terminal

SmartPlus + Indoor Monitor

Only SmartPlus

Only Indoor Monitor

Link Device

Cancel

Submit

Field Name	Description
Owner	Display the owner of the camera.
Device Name	Name the device to distinguish it from others.
RTSP Address	Type in the third-party RTSP URL in the Format, e.g., rtsp://ip:port or rtsp://domain:port . It is used to obtain the

	Note: RTSP URL formats may vary by third-party camera m
User Name	Enter the authentication username provided by a third-party
Password	Enter the authentication password provided by a third-party
Allow users to monitor this device	Set whether users can view the monitoring stream through
Monitoring Terminal	If Yes is selected for the Allow users to monitor this device , can monitor.
Snapshot	Available when Link Device is selected. Specify which method to capture snapshots. The snapshots will display in the door log of the I • 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. ◦ 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. When you click the camera icon on the SmartPlus app, and then you can change the third-party camera view. And the third-party camera icon will be displayed on the door phone. Note: When linking the camera with door phones, make sure the camera is compatible with the door phone.

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.

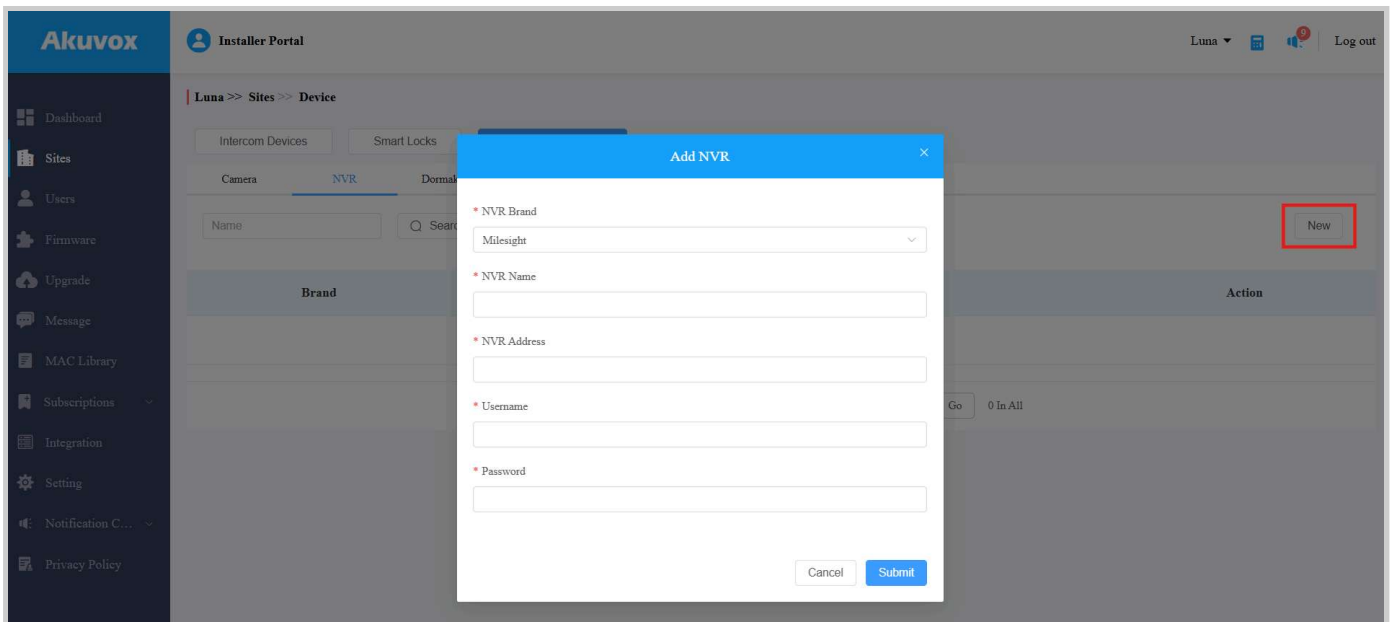
Dormakaba Lock Salto Lock iTec Lock								
Project Type	All	Device ID		Q Search		Update Lock List User Guide		
Device Name	Device ID	Project Type	Site	Link Device	Active	Created Time	Expiration Time	Action
No Data								
Lines per page 10 < 1 > Go to 1 Go 0 In All								

Add Third-party NVR

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

1. Click **Third-Party Devices > NVR > New**.
2. Select the NVR brand and enter the NVR name, address, username, and password.





3. Click Submit.

Edit and Delete Users' Devices

After adding devices, you can manage them by clicking  of the target user and selecting between Intercom Devices and Third-Party Devices.

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CommunityIntercom

CommercialAccess Control

Single-Family House

Project Classification Compliance Notice

User

Intercom Devices

Smart Locks

Camera

Name

Search

New

Name	SIP	Room	Email	Mobile Number	Family Member	Active	Premium Plan	Created Time	Expiration Time	Actions
12	Family:5926000164 Personal:5926100535	--	--	--	0	Normal	Off	2025-11-04 10:17:23	--	
Judy	Family:5926000112 Personal:5926100369	101		12321	0	Normal	Normal	2025-02-19 17:20:01	--	
111	Family:5926000103 Personal:5926100313	--	--	--	0	Normal	Off	2024-12-24 11:37:34	--	
Stella_test	Family:5926000101 Personal:5926100308	--	--	--	0	Normal	Off	2024-12-11 09:42:08	--	
testtest	Family:5926000098 Personal:5926100285	Room		12321	2	Normal	Off	2024-10-21 14:49:24	--	

Lines per page

10

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1

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Go to

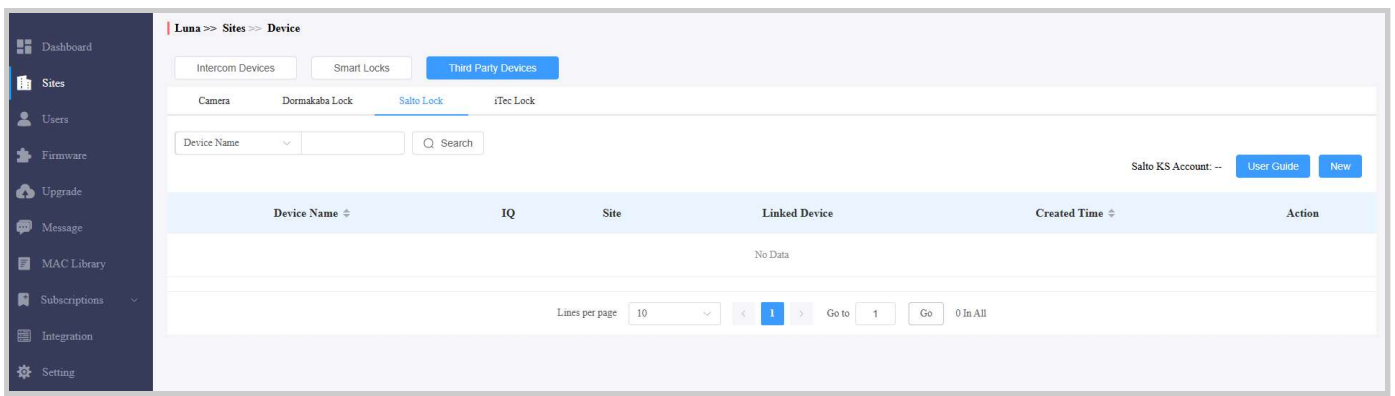
1

Go

5 In All

Click  to edit the device's settings and click  to delete the device.

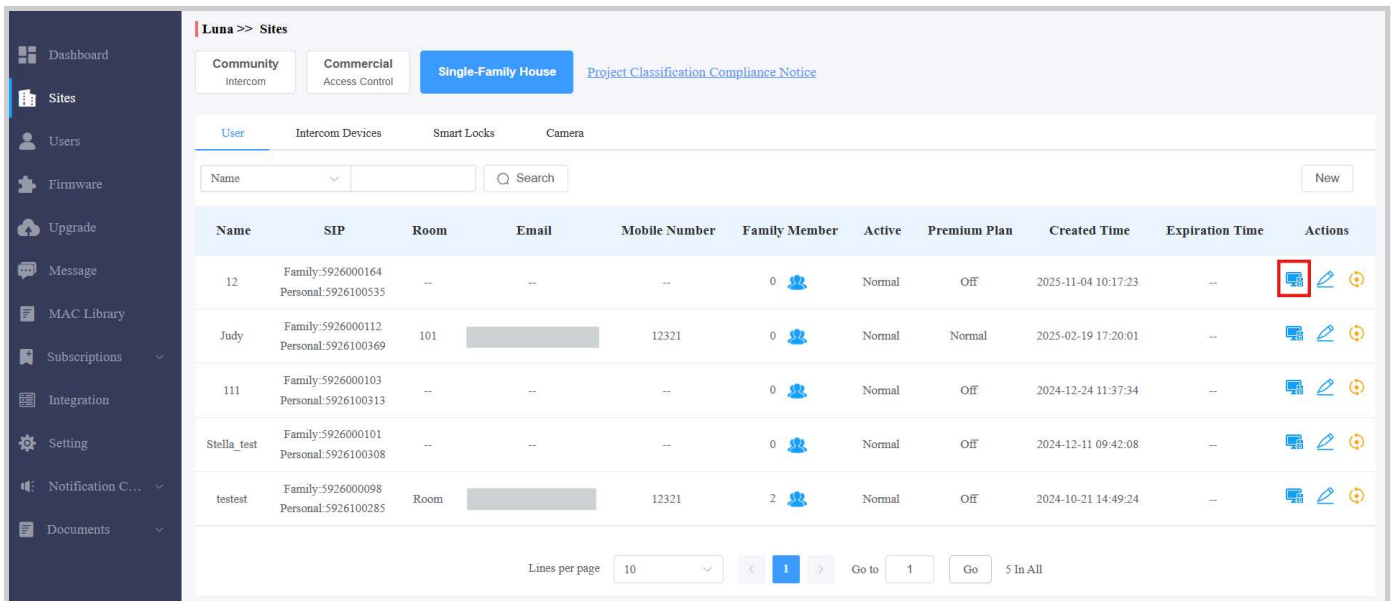
For third-party locks, you can assign them to the site by clicking **New** or view the instructions by clicking **User Manual** on the right.



Batch AutoP for Devices

You configure the intercom devices remotely via auto-provisioning. You have two options: Regular auto-provisioning or one-time auto-provisioning.

1. On the Sites module, click  of the target user and select **Intercom Devices**.



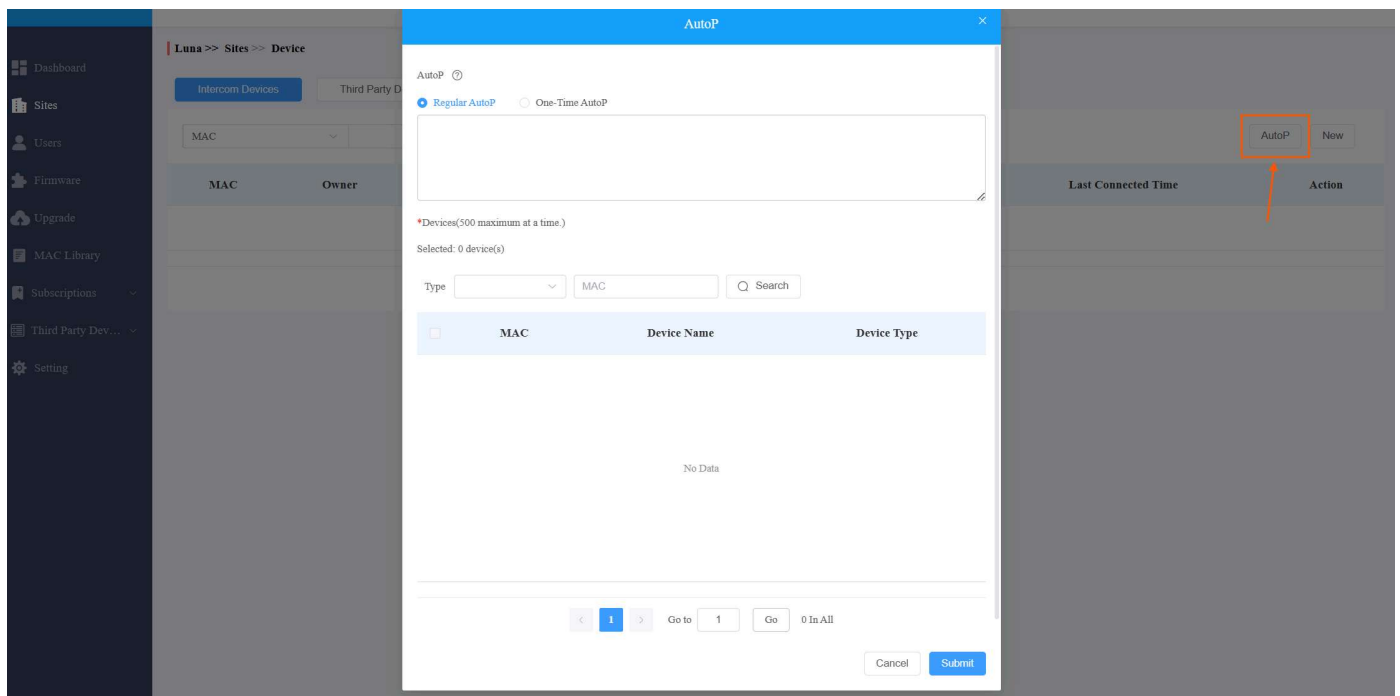
2. Click **AutoP** on the right. Select the AutoP type.

- Regular AutoP: The configuration will always be valid.
- One-Time AutoP: The configuration is only valid once.

3. Enter the AutoP command(s).



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



Note

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

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, device provisioning, etc.

1. On the Sites module, click  of the target user.



Luna >> Sites

Community Intercom Commercial Access Control **Single-Family House** [Project Classification Compliance Notice](#)

User Intercom Devices Smart Locks Camera

Name

Name	SIP	Room	Email	Mobile Number	Family Member	Active	Premium Plan	Created Time	Expiration Time	Actions
12	Family:5926000164 Personal:5926100535	--	--	--	0	Normal	Off	2025-11-04 10:17:23	--	
Judy	Family:5926000112 Personal:5926100369	101		12321	0	Normal	Normal	2025-02-19 17:20:01	--	
111	Family:5926000103 Personal:5926100313	--	--	--	0	Normal	Off	2024-12-24 11:37:34	--	
Stella_test	Family:5926000101 Personal:5926100308	--	--	--	0	Normal	Off	2024-12-11 09:42:08	--	
testtest	Family:5926000098 Personal:5926100285	Room		12321	2	Normal	Off	2024-10-21 14:49:24	--	

Lines per page: 10 1 5 In All

2. Click

Luna >> Sites >> Device

Intercom Devices Smart Locks Third Party Devices

MAC

MAC	Owner	SIP	Device Name	Device Type	Status	Last Connected Time	Action
	Judy		R20A			2025-05-14 12:04:26	

Lines per page: 10 1 1 In All

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.

Device Info - 0C11051E790B

Basic Information

Device Name	Gate
MAC	0C11051E790B
SIP	5926100266
Last Connection	2024-09-10 18:25:11

5. Reboot or reset the device.

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

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.

Once AutoP

Cancel

Submit

Note

Duplicate commands will not be retained.

Firmware Management

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

Check Firmware List

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

Dashboard Sites Users Firmware Upgrade MAC Library Subscriptions Third Party Dev... Setting	Luna >> Firmware				
	Version	Model	Version Log	Created Time	Action
	312.0.201.103	E12-SV823	12344	2023-03-06 16:49:38	
	216.30.0.35	E16V2	216.30.0.35	2022-11-18 11:37:35	
	216.30.0.39	E16V2	216.30.0.39	2022-11-18 11:36:15	
	103.30.2.51	A03	103.30.2.51	2022-09-28 18:22:31	
	103.30.4.3	A03	103.30.4.3	2022-09-28 18:21:48	
	18.30.4.20	E18	18.30.4.20	2022-08-29 16:10:24	
	18.30.4.21	E18	18.30.4.21	2022-08-29 16:10:04	
	116.30.2.228	E16	23	2022-08-19 17:58:38	
	116.30.2.226	E16	116.30.2.226	2022-08-19 17:57:49	
	116.30.4.33	E16	116.30.4.33	2022-08-18 12:14:13	
	Lines per page 10 < 1 2 3 4 5 6 7 > Go to 3 Go 64 In All				

Firmware List Description

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

Upgrade Firmware

You can upgrade the device firmware to the firmware version selected immediately or at a specific time.

1. On the Upgrade module, click **New** on the right.

Luna >> Upgrade

Status: All Project Type: All Site: Version: Search

New

Project Type	Site	Version	Device	Status	Upgrade Time	Created Time	Actions
--	Akavox	320.30.3.112	--	Executed	2024-01-03 10:37:33	2024-01-03 10:37:33	
--	AK	28.31.1.209	--	Executed	2023-08-31 11:31:24	2023-08-31 11:31:24	

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

2. Select Single Family as the project type.

3. Select the firmware version and the device to be upgraded.

4. Select the time to upgrade the device.

5. You can check **Reset After Upgrade** to reset the device's configuration after upgrading finishes.



Upgrade Strategy Creation

Project Type

Single Family

* 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

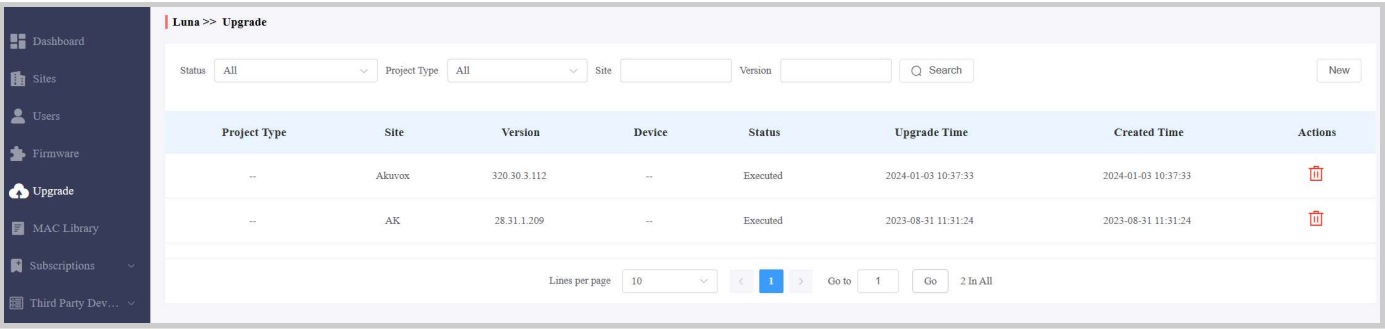
Check/Edit Firmware Upgrade List



After you upgrade the device, you can check the device's upgrade status, modify the settings of devices in the pending status, and delete the specific upgrading record.

Check the upgrade records on the Upgrade module, and you can search for a specific record by defining the status(All, Pending, Executed, and Processing),

project type, site, and version.



Update List Description

No.	Field	Description
1	Version	Displays the firmware version number in the update list.
2	Device	Displays the device model in the update list.
3	Status	Displays update status: "Pending" for the firmware that will b the updating timing. "Executed" for the firmware that has fini "Processing" for the firmware that is being updated.
4	Update Time	Displays when the firmware is updated.
5	Created Time	Displays when the update setting is created.
6	Action	The action involves altering the update setting and removing

Note

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

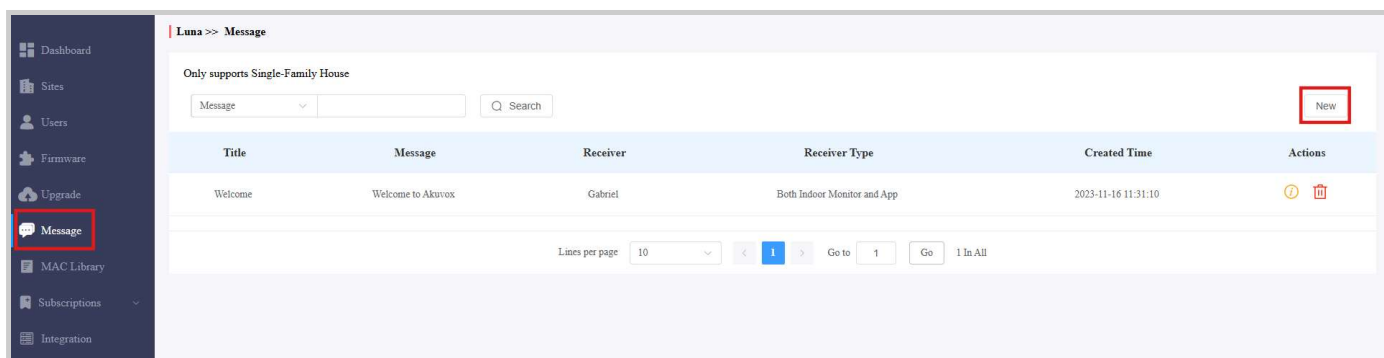
Messages



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

Create and Send Messages

1. Click **Message > New**.



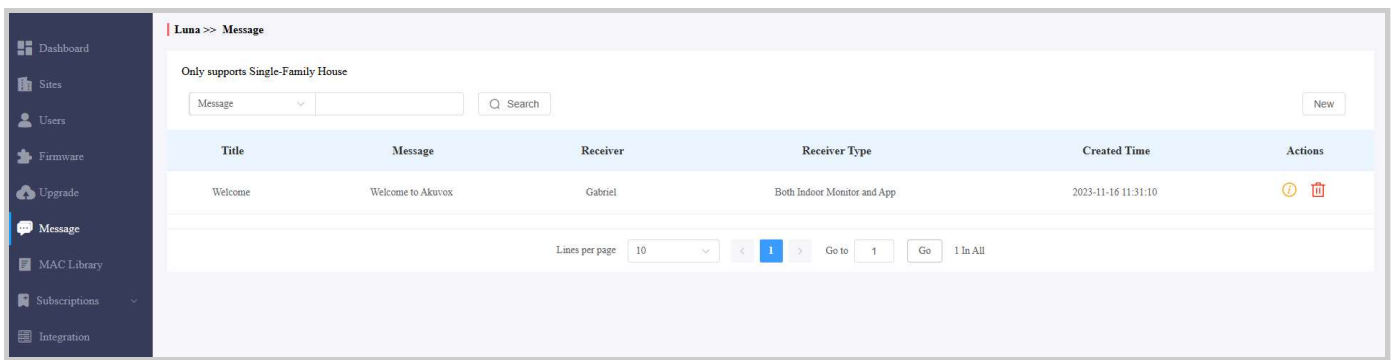
2. Enter the message and select the receiver(s).

The 'Add Message' form has a blue header with a close button. It contains three required fields: 'Message Title', 'Message', and 'Receiver'. The 'Receiver' section has three radio buttons: 'Both indoor monitor and app' (selected), 'Indoor monitor only', and 'App only'. Below these is a text input for 'UID/Email/Name'. A table lists available receivers with columns: UID, Name, and Email. At the bottom are 'Cancel' and 'Submit' buttons.

UID	Name	Email
5926100148	Gabriel	[redacted].com
5926100285	454680	--
5926100308	Stella_test	--
5926100313	111	--



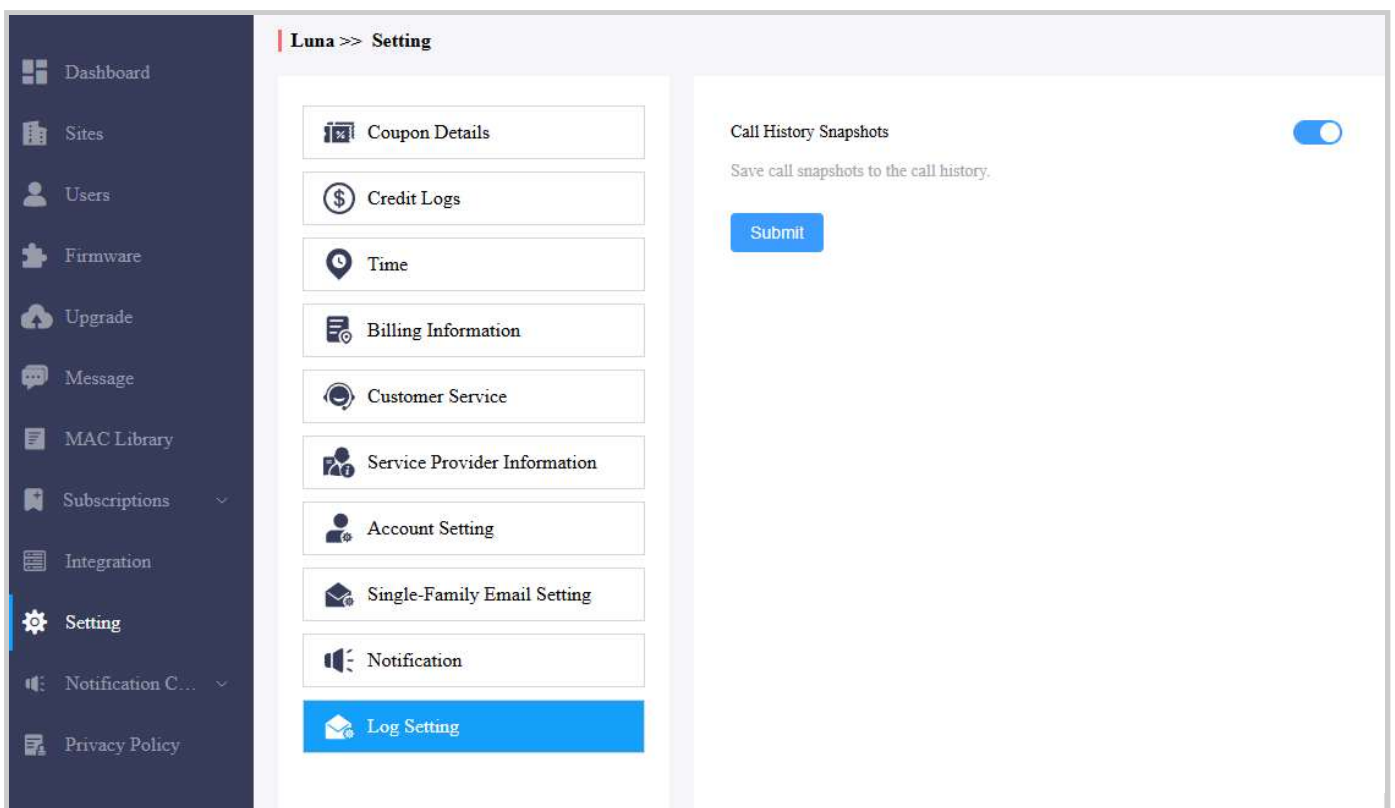
After creating and sending the messages, you can click to view the details and click to delete them.



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.

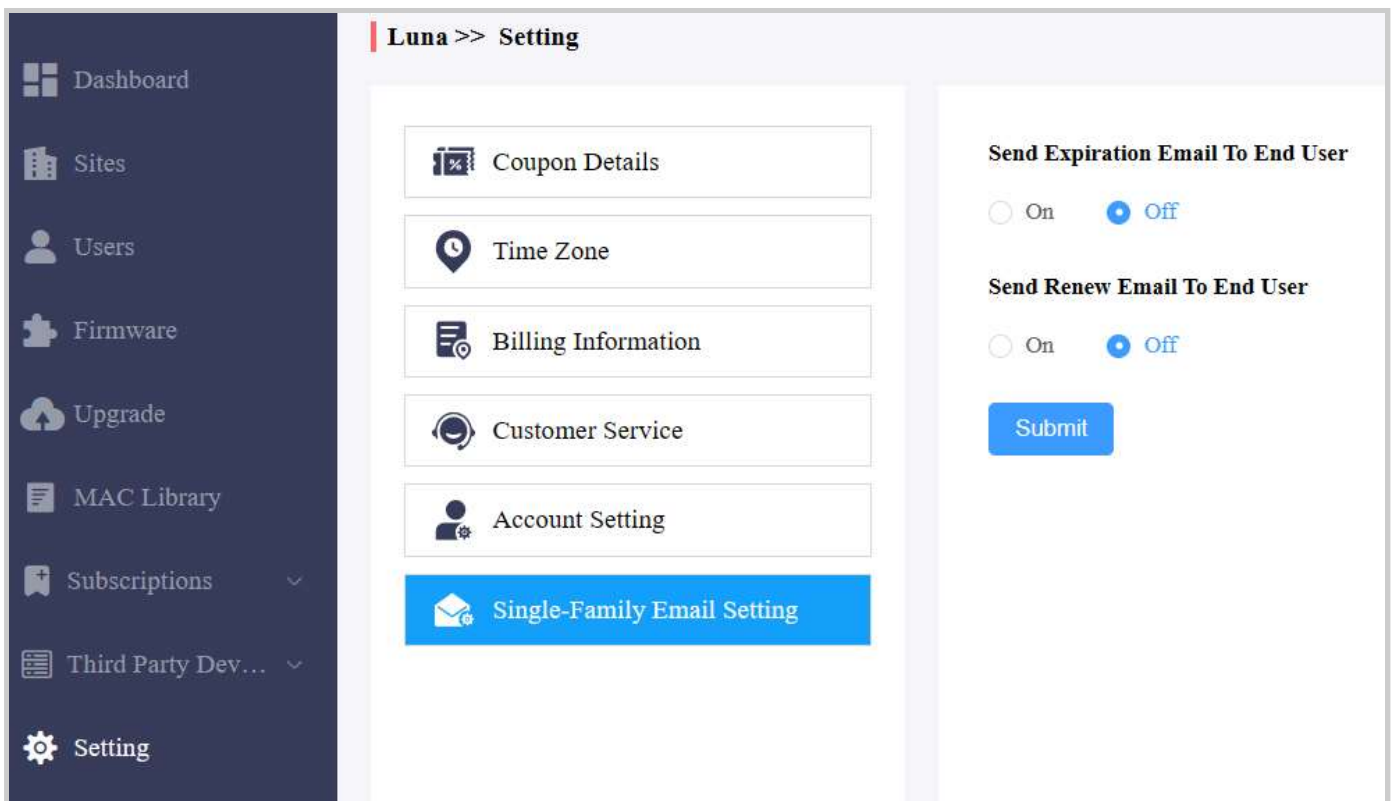


Email Notifications

You can decide whether to send account expiration and service renewal notifications to end users when you have permission to pay the service fee.

Enable or disable email notifications on the **Setting > Single-Family Email Setting** interface.



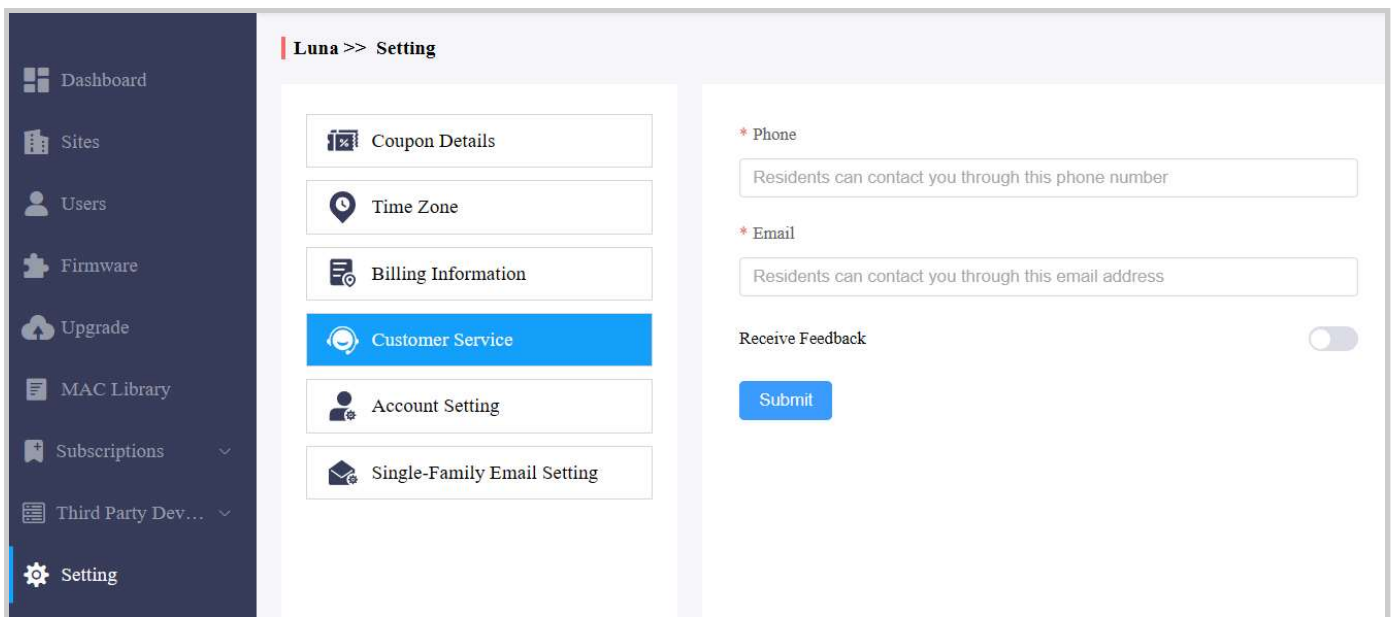


Customer Service

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.

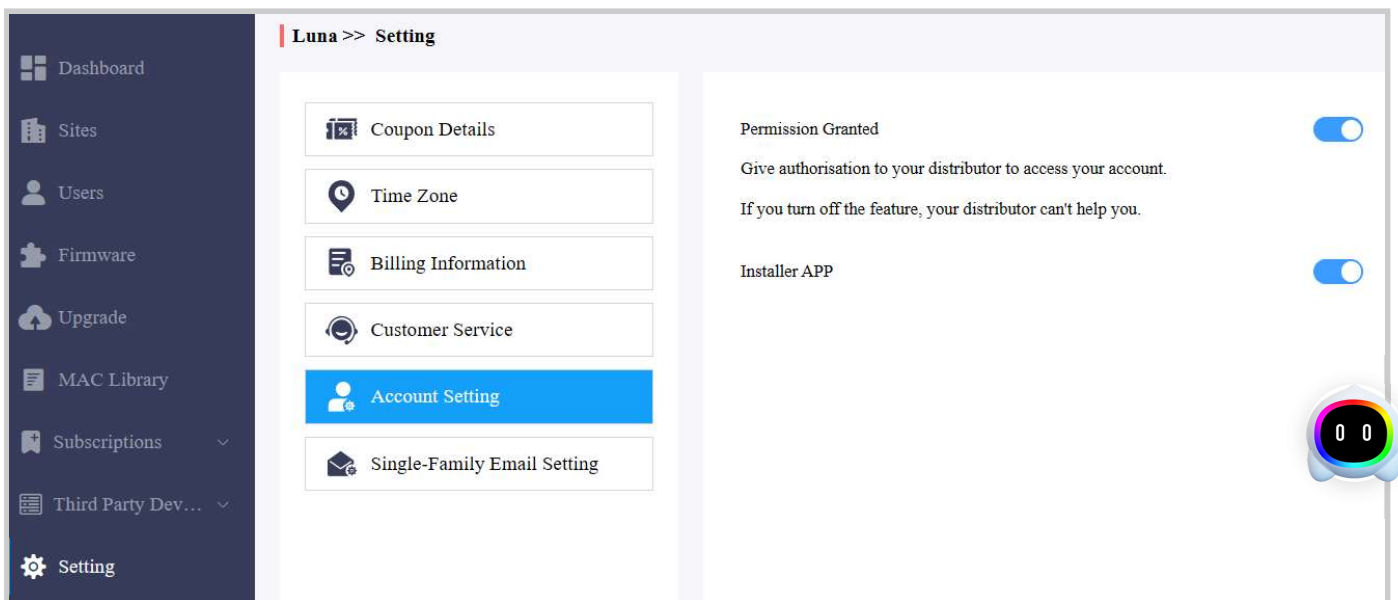




Set Account Access Permission

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 setting option 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.



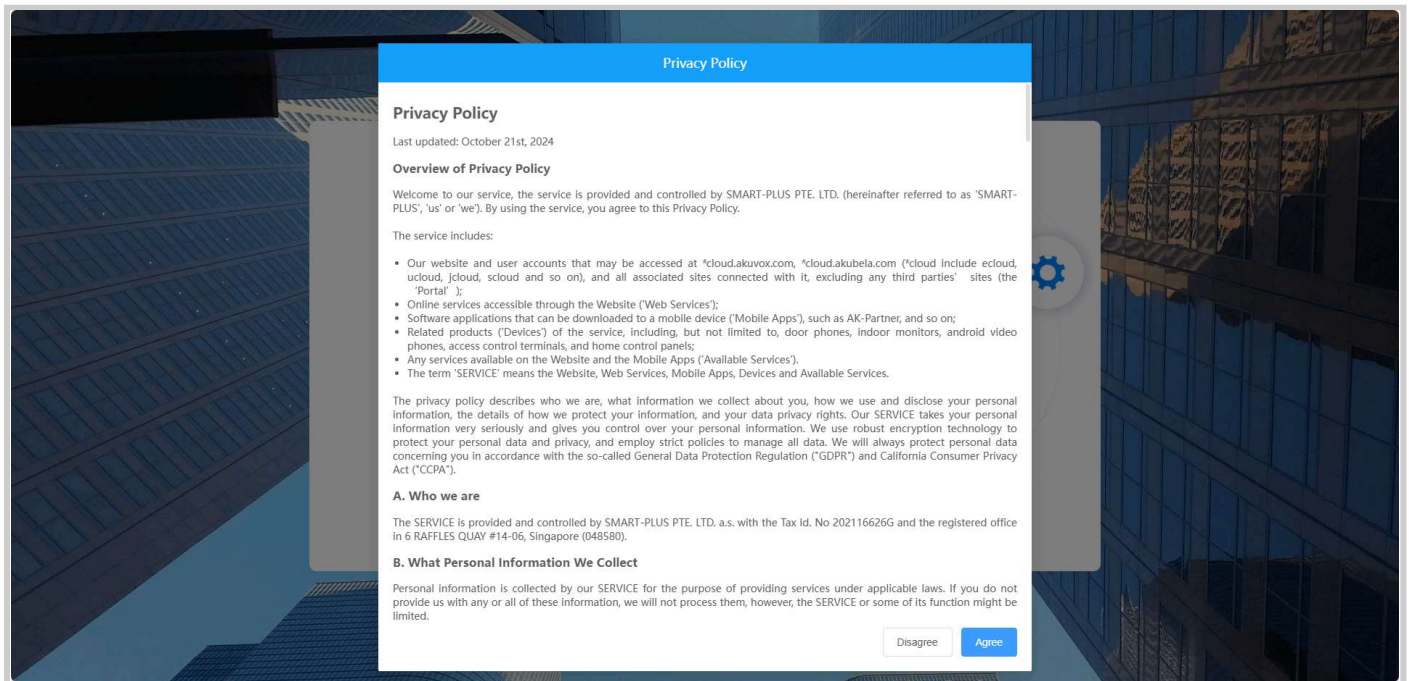
Note

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

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



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Service Provider Information

Account Setting

Single-Family Email Setting

Company

Company Address

Mobile Number

Email

Tax id

Company Website

If you are the service provider for the user, please fill in the relevant information, which will be displayed in the user's privacy policy. Otherwise, the service provider information in the user's privacy policy will be displayed as Akuvox.

Submit

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

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Luna >> Privacy Policy

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 AK-Partner, 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).

Contact Us

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

We highly appreciate your feedback about our products.

