



Open A Smart World

# Akuvox

Smart Intercom

**Smartplus User Guide For Community Residents**

# Smartplus User Guide For Community Residents

## Agenda

- Introduction
- Solution Overview
- Community Residents

# Introduction



# Introduction



Akuvox smart cloud service provide end users great convenience and safety experience. Users can use the app to see who standing in front of the door, make a audio&video call with visitors, open the door for vistors, and more.

# Solution Overview



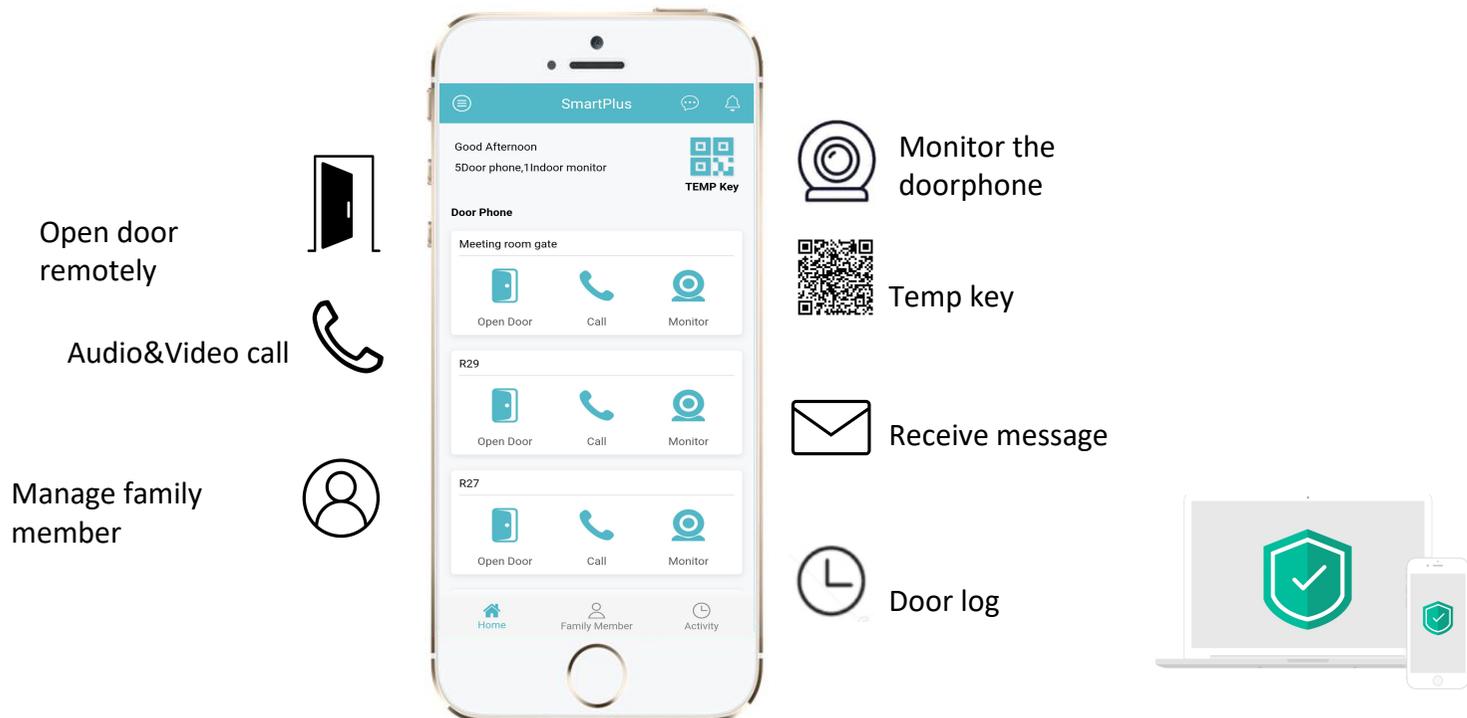
# Solution Overview



# Benefits



Akuvox cloud system provide unlimited mobility and high-level flexibility services to protect users' home.



# COMMUNITY RESIDENTS



## Get the Mobile APP



### Mobile phone:



Users can download the app from Google Play Store or Apple App Store.

### Web Portal

There is also a web for users to do configuration.

Asian - [scloud.akuvox.com](http://scloud.akuvox.com)

European - [ecloud.akuvox.com](http://ecloud.akuvox.com)

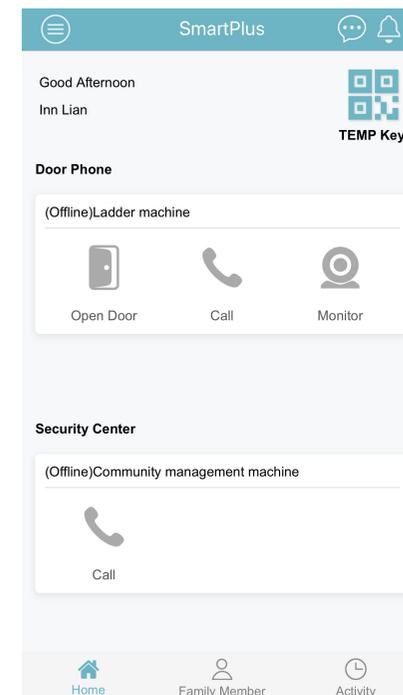
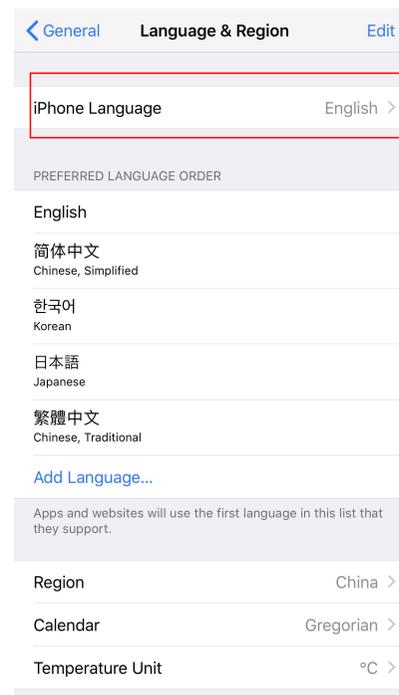
American - [ucloud.akuvox.com](http://ucloud.akuvox.com)

## Language of Smartplus

The app will display the corresponding language according to the language of the mobile phone system. So please confirm the language before using it.

The available language of smartplus : Simple Chinese, Traditional Chinese, English, Japanese, Korean, Turkish.

**Note :** The language library keeps updating.if you have any language questions, please consult Akuvox technical team.



# Get the Cloud Account



The residents account is created by the community manager.

Residents will receive an email with the cloud account information.

**[Akuvox] Welcome to Akuvox Cloud intercom service** ☆

From: **Akuvox** <cloud.info@akuvox.com> 

Date: Wednesday, May 22, 2019 6:27 PM

To: Shirleytest <3504677607@qq.com>

Dear shirley huang,

Your Akuvox Cloud account has been created.

To setup the smartplus service on your device, please follow the instructions below.

1. Install the Akuvox Cloud smartplus application to your smartphone or tablet.

Android: [Google Play](#)

Apple iOS: [iTunes](#)

2. Launch the mobile application.

3. Enter the following credentials and click Login or scan the QR Code below.

Username: [3504677607@qq.com](mailto:3504677607@qq.com)

Password: **sbIQR415**

Server ID: **08**



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

4. You can also visit [Akuvox Cloud](#) and log in to explore more.

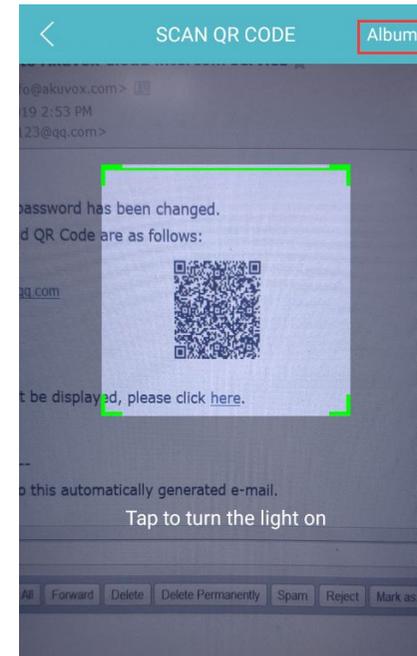
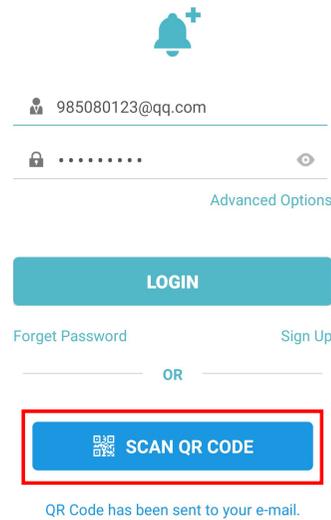
-----  
Please do not reply to this automatically generated e-mail.

# Login the SmartPlus

- Login via QR code

Click "SCAN QR CODE" to scan the QR code in the email.

**Note:** Users can save the QR code on the mobile phone's album.



# Login the SmartPlus

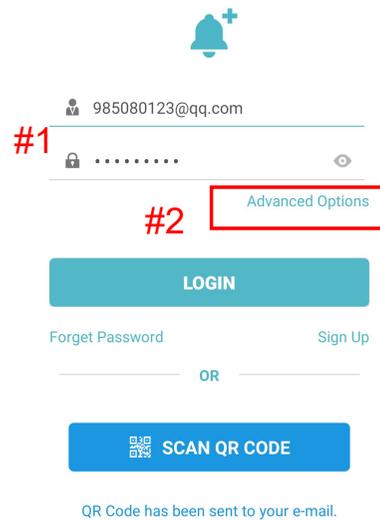
## Login via enter the account manually

1. Fill in the user name with the email address

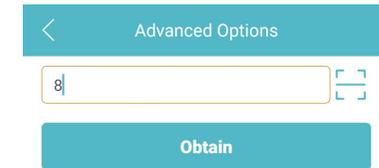
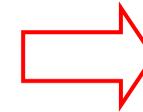
and password.

2. Click **Advanced Options** to enter the server ID.

**Note:** The server ID can be seen in the email.



The login screen features a notification bell icon at the top center. Below it, there are two input fields: the first for the email address (containing '985080123@qq.com') and the second for the password (masked with dots). A red '#1' is placed to the left of the password field. Below the password field, there is a red box containing the text 'Advanced Options' with a red '#2' to its left. Underneath these fields is a teal 'LOGIN' button. To the left of the button are links for 'Forget Password' and 'Sign Up'. Below the login button is an 'OR' separator, followed by a blue 'SCAN QR CODE' button with a QR code icon. At the bottom, a message states 'QR Code has been sent to your e-mail.'



The 'Advanced Options' screen has a teal header with a back arrow and the text 'Advanced Options'. Below the header is a text input field containing the number '8'. To the right of the input field is a square icon with four smaller squares inside. Below the input field is a teal 'Obtain' button.

Server: 47.74.208.82

Port: 9999

Please enter the id of the server you want to sign in, and then click Obtain. you can ask your dealer or administrator for help if you don't have the server id.

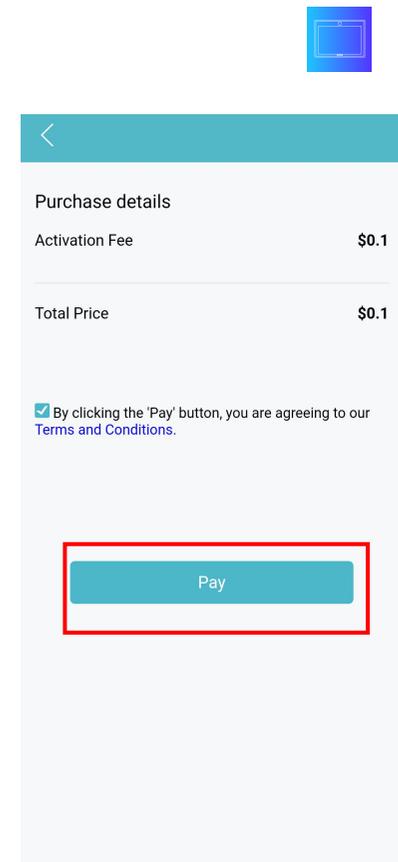
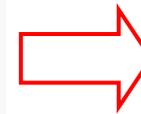
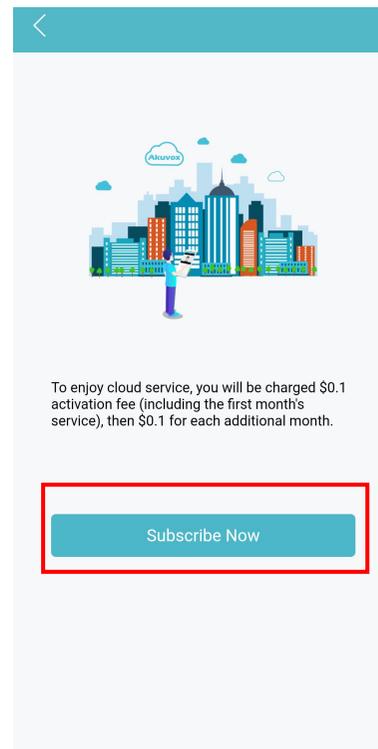
# Activation

## Subscribe on SmartPlus

When users login the app at the first time, users should pay the fee to activate the cloud account.

Click **Subscribe now** to enter the Subscription interface.

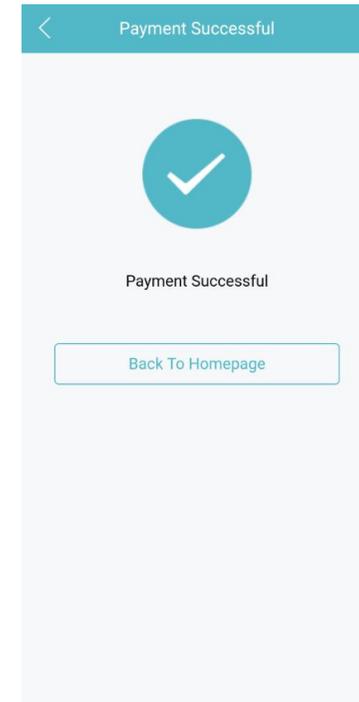
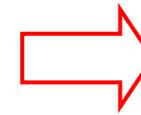
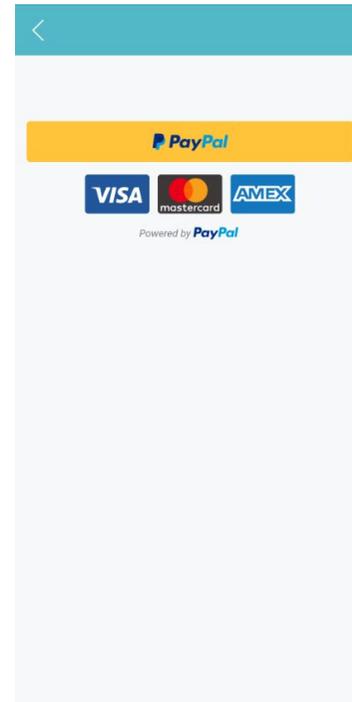
Click **Pay** to confirm the payment.



## Activation

Users can choose the way they prefer to pay the bill.

When it shows **Payment successful**, users can use the cloud service.



## Activation



When users pay successfully, users' account will be activated right now and cloud system will send an email to inform users.

**Akuvox** Open A Smart World

Cloud service activated

Dear shirley huang,  
Your cloud account has been activated.  
Download the SmartPlus app or go to the web [Akuvox Cloud](#) to enjoy the Akuvox cloud service now.  
Best regards,  
The Akuvox Team

**Akuvox**  
Open A Smart World

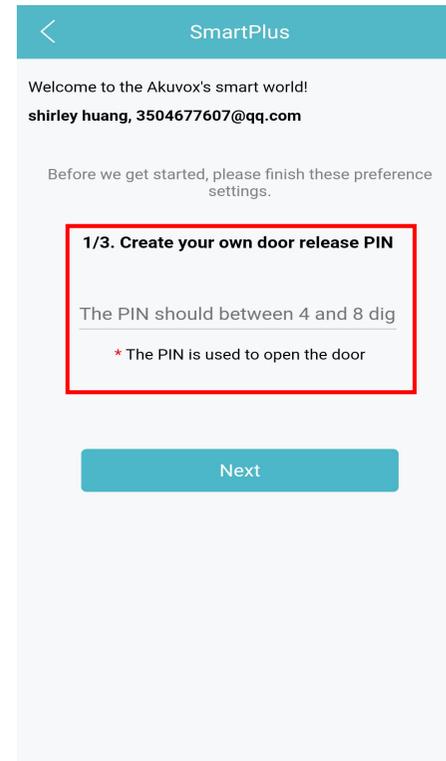
-----  
(This is an automatically generated email. Please do not reply to it.)

# Preference Setting

Users should finish preference setting when they login the app at the first time.

## 1. Create door release PIN.

Create the private pin code to open the door

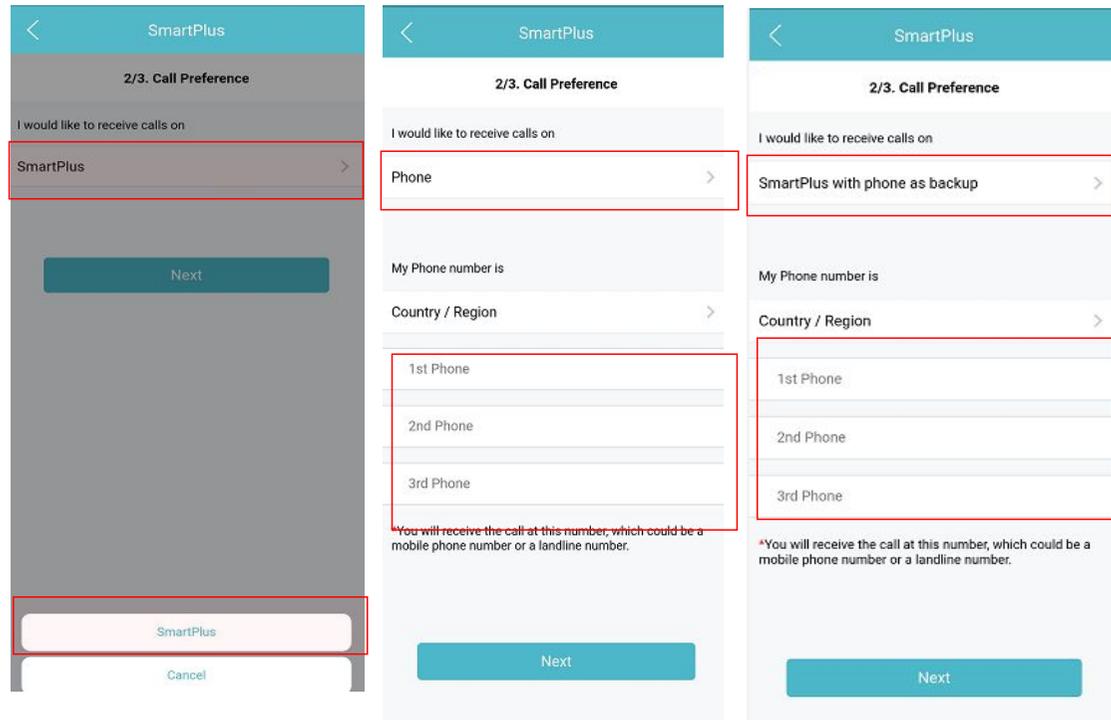


# Preference Setting



## 2. Call Preference Setting after Initial Login

- **Phone:** Select it if you wish to call with landline phone
  - **SmartPlus with phone as backup:** Select it if you want to call to transfer to landline number without answering by smartplus
  - **Smartplus:** Select it if you want to call with your Smartplus
- Note:** If your 'Landline' service is turned off before your initial login, options related to Phone will not be selected on the screen.



# Preference Setting

## 3. Change the login password.

Modify the original login password.



SmartPlus

3/3. Finally, please change your password.

.....

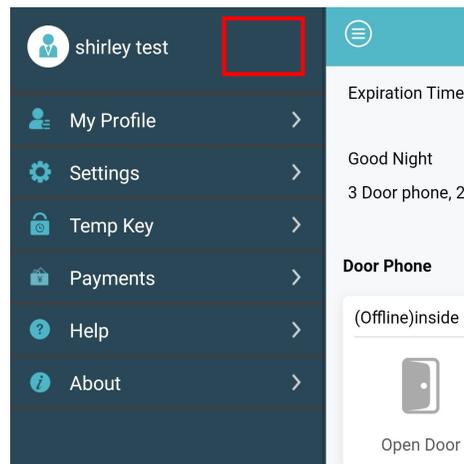
.....|

Submit

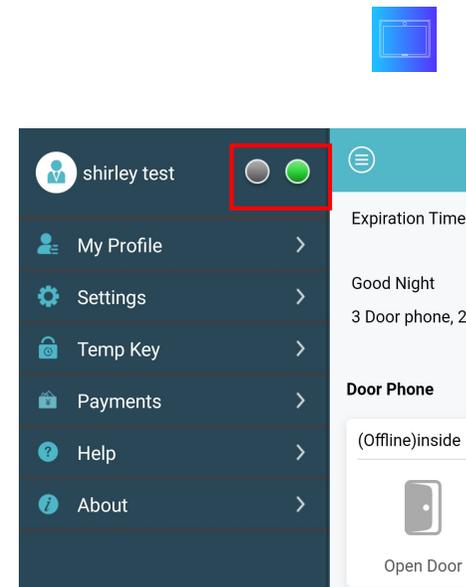
# APP Status

After login, users can click the menu icon  check the account status by the two indicators.

LED status	Description
Left Led is green	Connected Cloud
Left Led is orange	Connecting Cloud
Left led is red	Failed to connect Cloud
Right led is green	Registered sip account
Right led is orange	Registering sip account



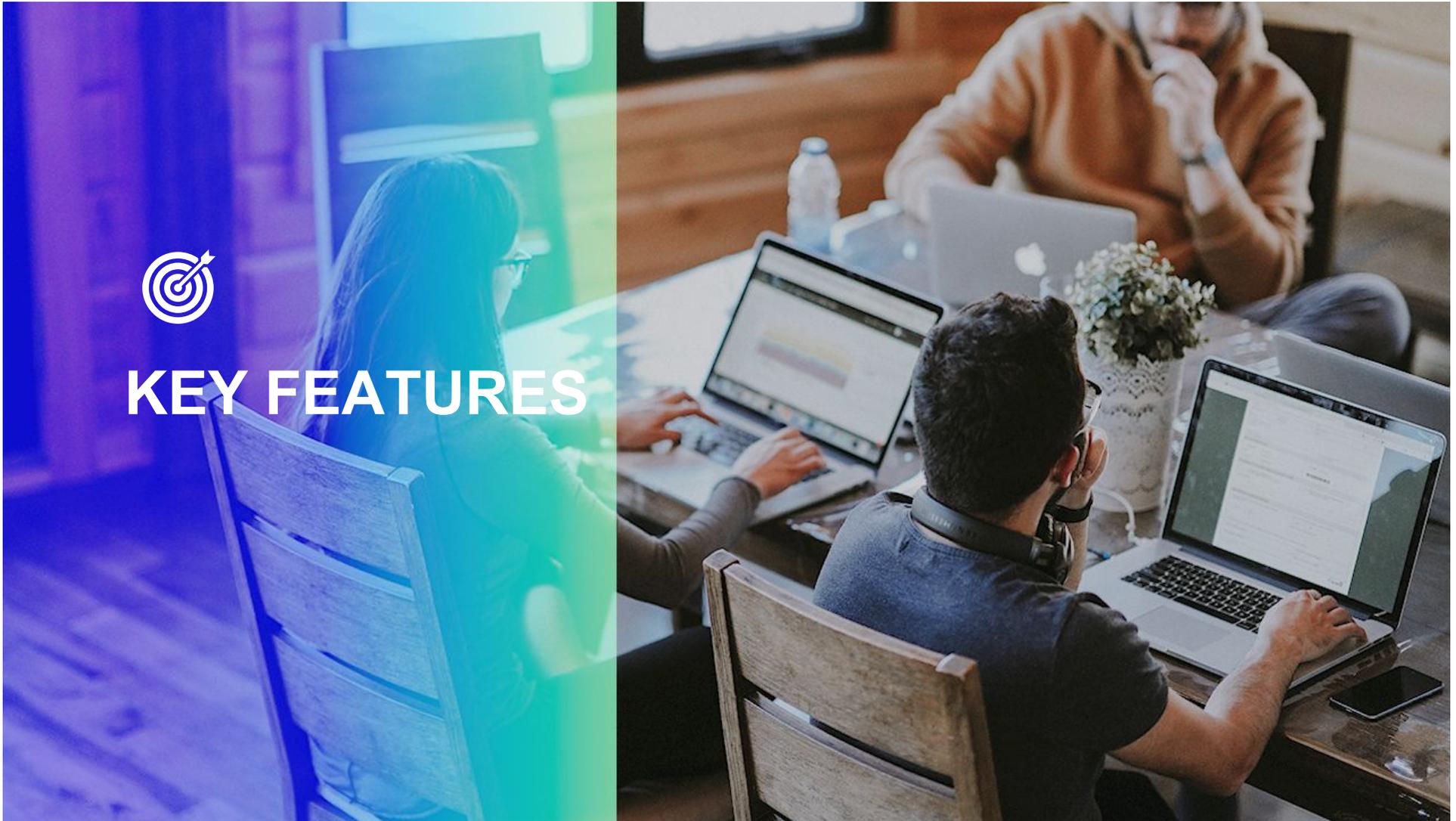
Normal status



Failed to connect Cloud



# KEY FEATURES



# ➤ Open the Door

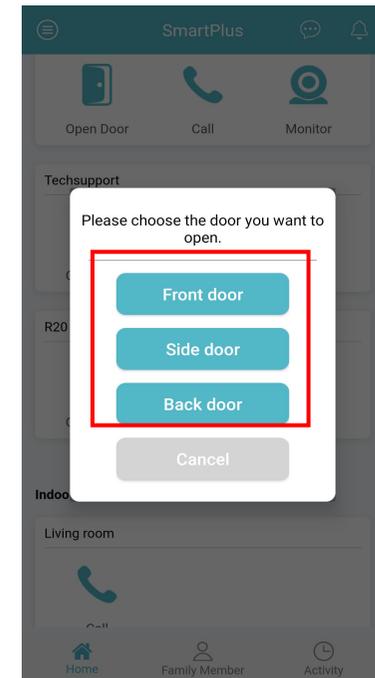
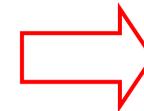
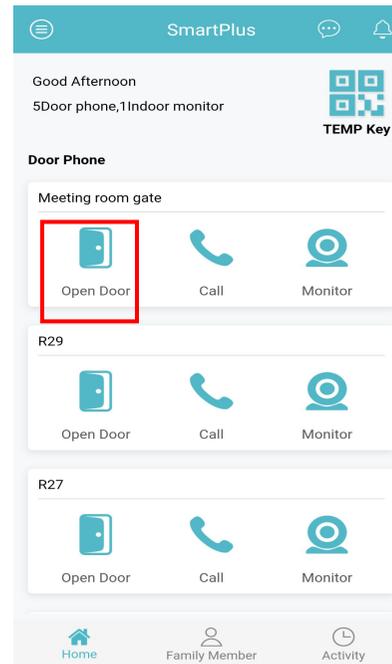


SmartPlus provide multiple methods for users to open the door.

## 1. Unlock Button

### In the homepage

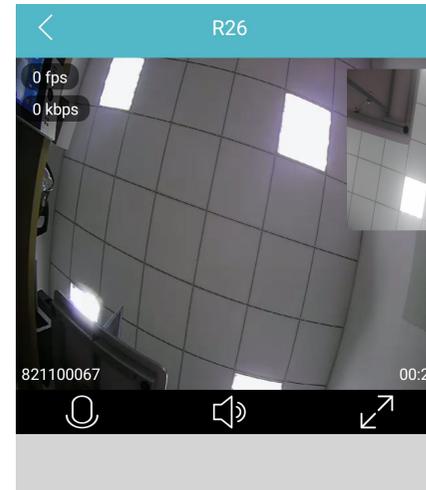
users can press **Open Door** icon, which allows users to open the door for visitors and themselves without making a call .



## ➤ Open the Door

### In the talking page

users can press the **Unlock** button to open the door for visitors.



Cancel



UnLock



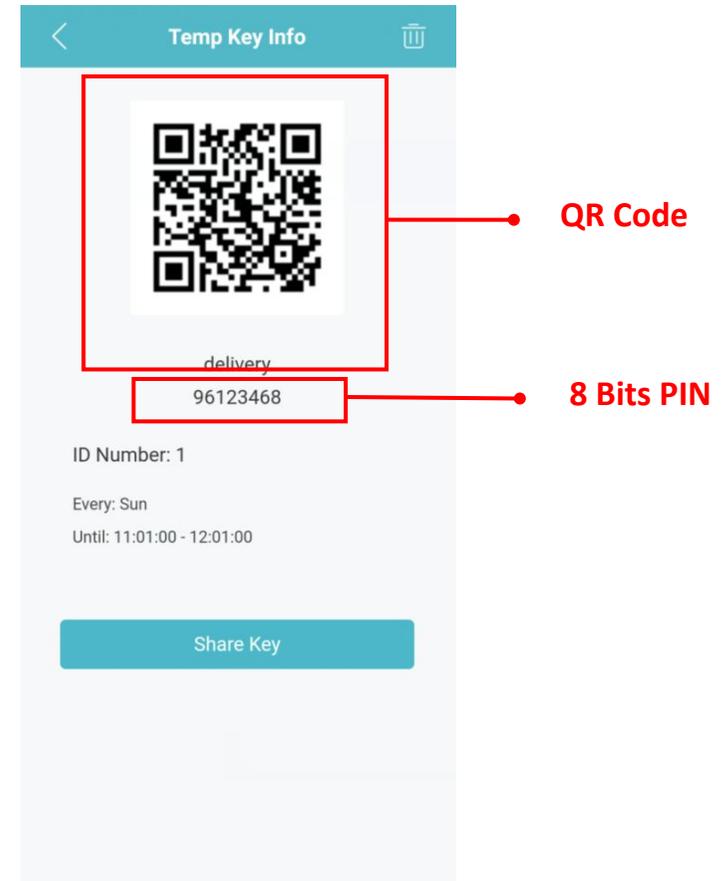
## 2. Temp Key

It will generate a **QR code** and a **8 bits PIN**.

Users can send the temp key with limited times and duration for visitors.

**Note:** Only the R29 can support QR code.

R29, R28 and R27 can support enter 8 bits PIN to open door.

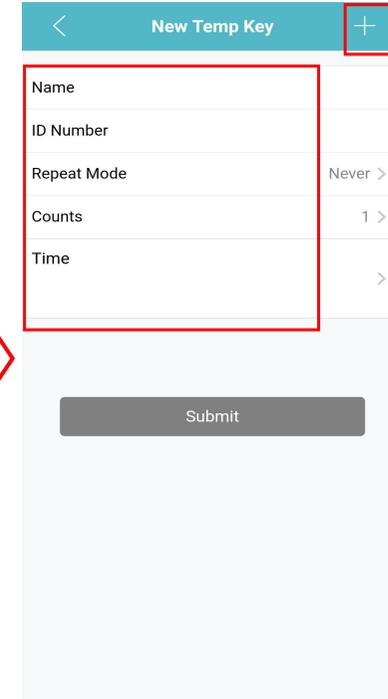
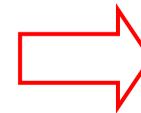
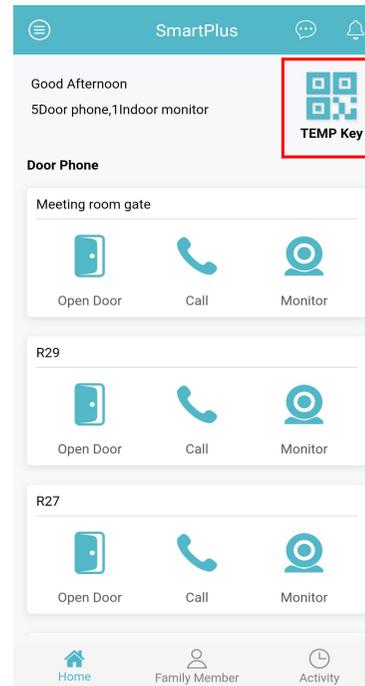


## 2. Temp Key

### How to create ?

1. In the homepage, press TEMP Key icon or Click the menu icon 
2. Click + to add a temp key
4. Enter the visitor's name and ID number
5. Set repeat mode (Never, Daily and Weekly) the valid counts and duration then click Submit.

**Note:** "Counts" is only available when you choose repeat mode as Never.



The screenshot shows the "New Temp Key" form. At the top, there is a teal header with a back arrow, the text "New Temp Key", and a red box around a "+" icon. Below the header, there are several input fields: "Name", "ID Number", "Repeat Mode" (with "Never" and a right arrow), "Counts" (with "1" and a right arrow), and "Time" (with a right arrow). At the bottom, there is a grey "Submit" button.

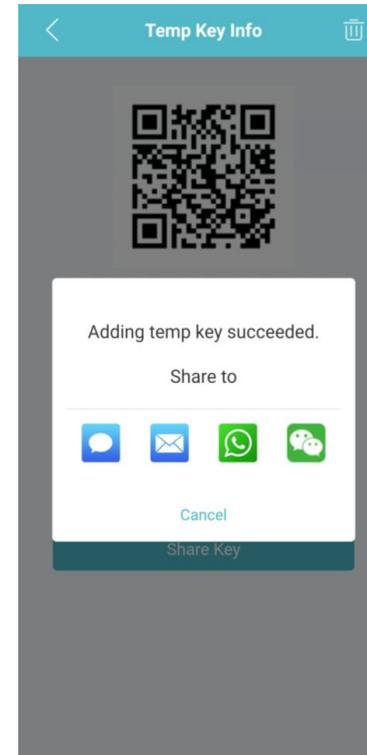


## 2. Temp Key

### How to send the temp key to visitor?

After create the QR code, user can choose a suitable way to share it with the visitor.

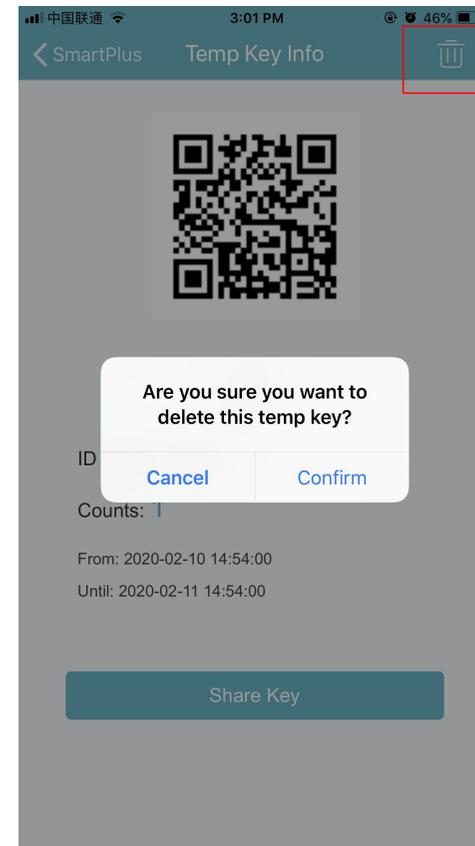
There are four methods to choose - text message, email, whatsapp or wechat.



## 2. Temp Key

### How to modify the temp key

Click the delete icon in the top right corner, and click "Confirm" in the prompt window to remove the invalid or wrong temp key.



### 3. Bluetooth

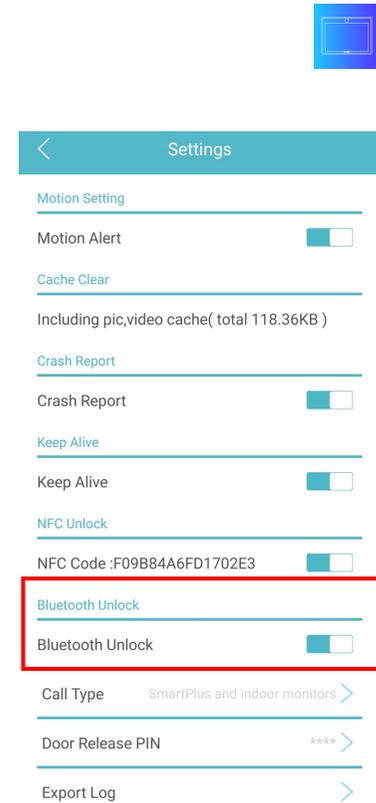
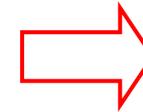
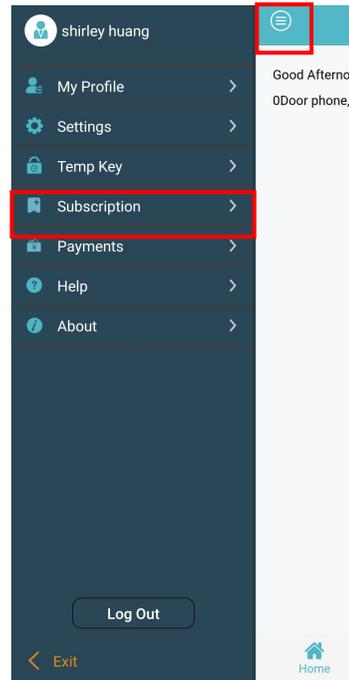
SmartPlus allow users to open the door via Bluetooth.

Click the menu icon.



Go to **Settings>Bluetooth**, then enable.

**Note:** Only the R29C can support the Bluetooth.

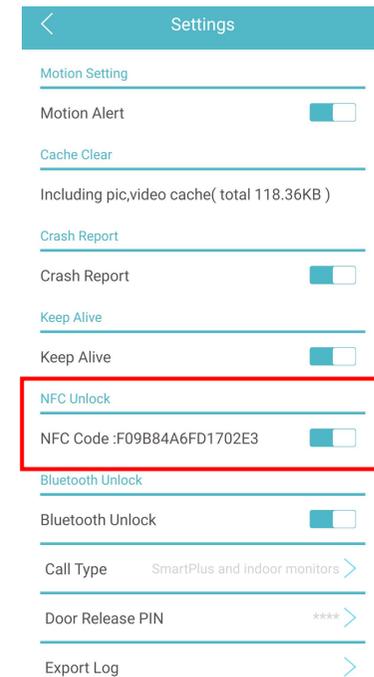
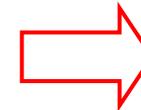
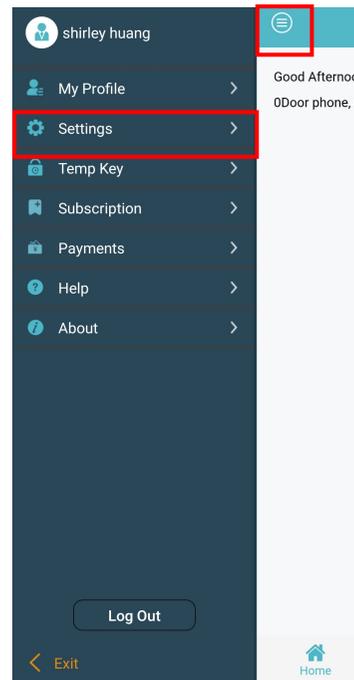


## 4. NFC (Android only)

SmartPlus allow users to open the door via NFC.

**Note:**

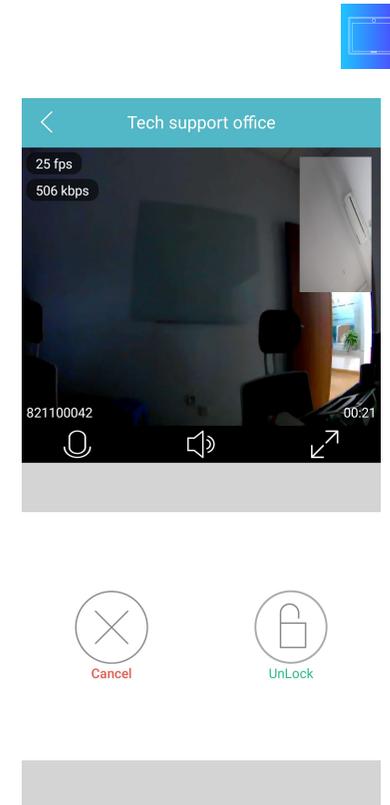
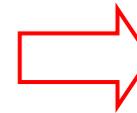
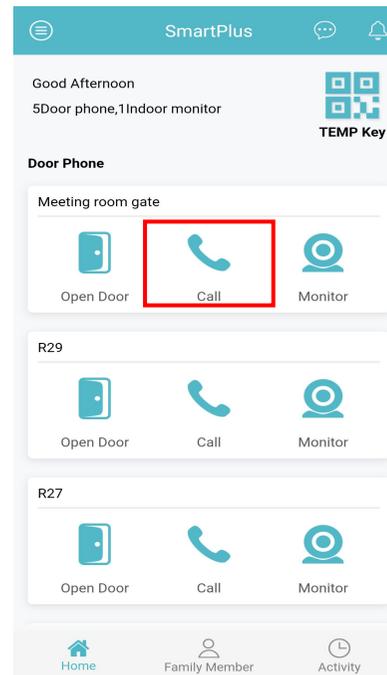
The doorphone should support the RFID.



## ➤ Call

Users can make a call out to the device or receive the call.

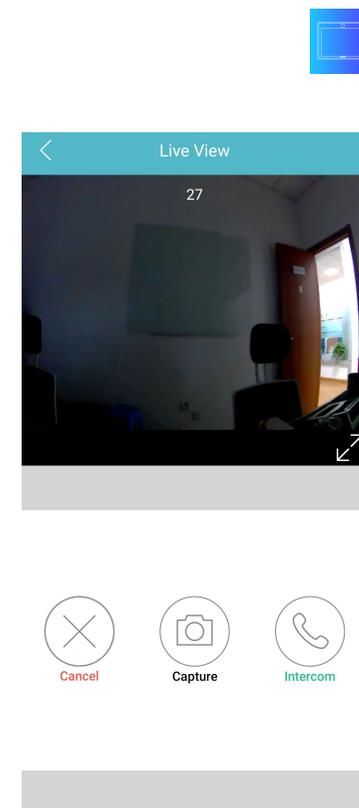
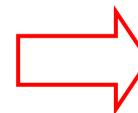
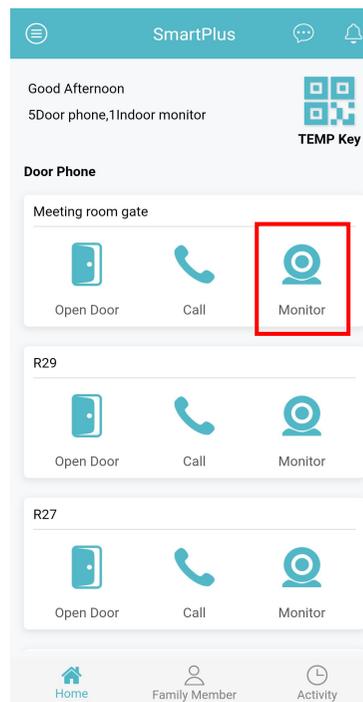
Press **Call** to make a call.



## ➤ **Monitor** (Door station only)

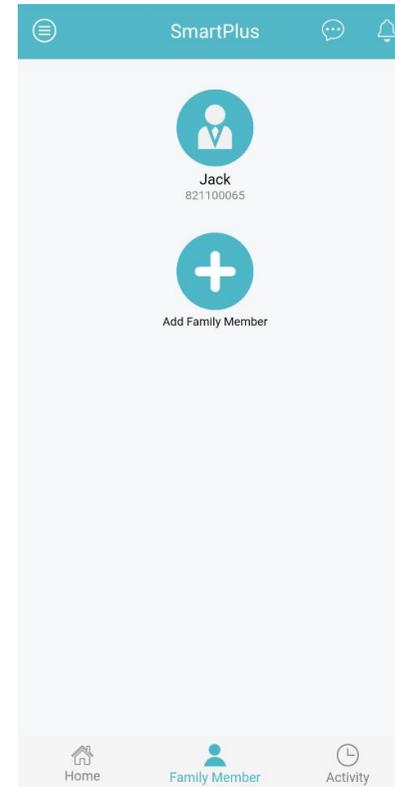
Users can get the live view video from the door station and see who is standing in front of the door.

Press the **Monitor** icon to enter the live view interface.



## ➤ Add Family Member

Family master can create the family member accounts for their family. Then their family members can use the account to login the SmartPlus and use the Akuvox cloud services.



## ➤ Add Family Member

### Add family member on SmartPlus

1. Go to **Family Member** interface.
2. Click **Add Family Member**.
3. Fill in the user name and email address and landline number.
4. Click **Submit**.

**Note:** Landline number is optional.

The image displays two screenshots from the SmartPlus mobile application. The first screenshot, titled 'SmartPlus', shows a teal header with a menu icon, the app name, and notification icons. Below the header is a large teal button with a white plus sign and the text 'Add Family Member', which is highlighted with a red box and labeled '#2'. The second screenshot, titled 'Add Family Member', shows a teal header with a back arrow and the title. Below the header is a teal button with a white plus sign and the text 'Add Family Member', which is highlighted with a red box and labeled '#3'. A red arrow points from this button to the first screenshot. Below the button is a teal button with a white plus sign and the text 'Add Family Member', which is highlighted with a red box and labeled '#4'. The form fields are: 'Runx' (name), 'Huang' (last name), 'Runx@akuvox.com' (email), '(+54)Argentina' (country code), and '123456' (landline number). Below the form fields is a teal button with the text 'Submit'. At the bottom of the second screenshot, there is a teal button with the text 'Submit' and a red box labeled '#4'. Below the second screenshot, there is a 'Setting' section with a 'Number of apartments' field set to '20' and a 'Landline Service' toggle set to 'Off'.



# ➤ Add Family Member

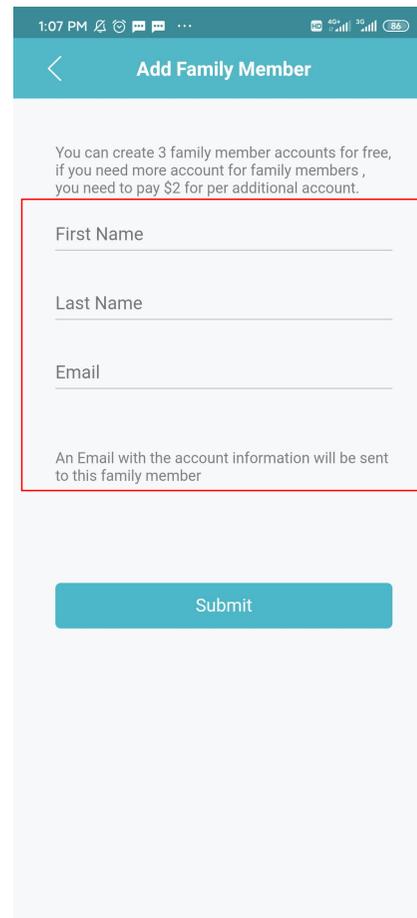
## Setting

Number of apartments  - +

Landline Service  On  Off

## Note:

When '**Landline service**' is set '**off**' by administrator, the information line for '**Country/Region**' and '**Phone**' will disappear.



1:07 PM

< Add Family Member

You can create 3 family member accounts for free, if you need more account for family members, you need to pay \$2 for per additional account.

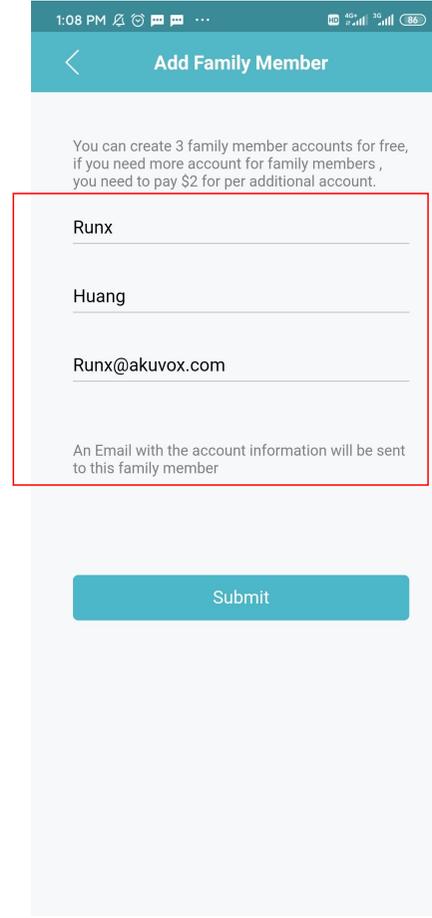
First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Email \_\_\_\_\_

An Email with the account information will be sent to this family member

Submit



1:08 PM

< Add Family Member

You can create 3 family member accounts for free, if you need more account for family members, you need to pay \$2 for per additional account.

Runx \_\_\_\_\_

Huang \_\_\_\_\_

Runx@akuvox.com \_\_\_\_\_

An Email with the account information will be sent to this family member

Submit



# ➤ Add Family Member



Add family member on the web

#1

1. Login to the web.
2. Go to **Family Member**.
3. Click **+Add** to add a family member account.

My Email Address : 985080123@qq.com  
My Cloud ID : 821100062

Homepage  
Device  
**Family Member**

Name

UID	Name	Email	Creation Time	Expired Date	Operate
821100065	Jack	hxjtesting@163.com	2019-05-31 08:00:31	--	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Lines per page 10   1  1 In All

#2

#3

## ➤ Add Family Member



The cloud account info will be sent to the users' email address.

**[Akuvox] Welcome to Akuvox Cloud intercom service** 📧 🔍 🌐 📄

发件人: Akuvox <cloud.info@akuvox.com> +

收件人: 821100065 <hxjtesting@163.com> +

时 间: 2019年05月31日 16:00 (星期五)

Dear Jack,

Your Akuvox Cloud account has been created.

To setup the smartplus service on your device, please follow the instructions below.

1. Install the Akuvox Cloud smartplus application to your smartphone or tablet.  
Android: [Google Play](#)  
Apple iOS: [iTunes](#)
2. Launch the mobile application.
3. Enter the following credentials and click Login or scan the QR Code below.

Username: [hxjtesting@163.com](mailto:hxjtesting@163.com)

Password: **W3agk0uv**

Server ID: **8**



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

4. You can also visit [Akuvox Cloud](#) and log in to explore more.

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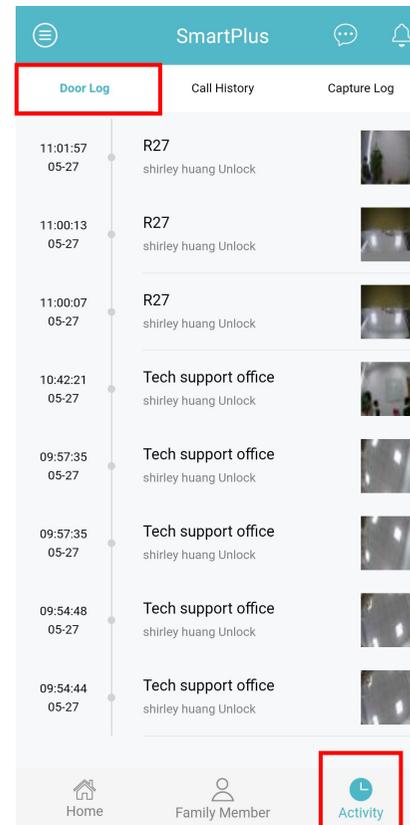
Please do not reply to this automatically generated e-mail.

# ➤ Activity

In the activity interface, it can check all the devices' log.

## Door log

Show all the door log about the call and open door history.



# ➤ Activity

## Call history

Show all the outgoing/incoming/missed call log.



The screenshot displays the SmartPlus mobile application interface. At the top, there is a teal header with the text 'SmartPlus' and icons for a menu, chat, and notifications. Below the header, three tabs are visible: 'Door Log', 'Call History' (highlighted with a red box), and 'Capture Log'. The main content area shows a vertical list of call log entries, each with a timestamp, a date, a phone icon, and the name of the contact. The entries are as follows:

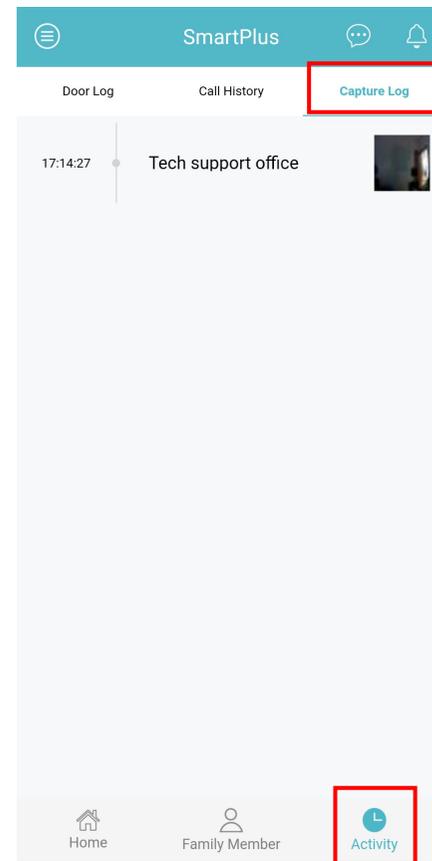
Time	Date	Contact	Phone Number
10:03:21	05-27	R27	821100002
10:03:06	05-27	R29 GATE	821100000
10:01:14	05-27	Inside R29	821100001
10:00:37	05-27	R29 GATE	821100000
09:57:25	05-27	Tech support office	821100042
09:56:18	05-27	R29 GATE	821100000
09:54:56	05-27	R27	821100002
09:54:35	05-27	Tech support office	821100042

At the bottom of the screen, there is a navigation bar with three icons: 'Home', 'Family Member', and 'Activity' (highlighted with a red box).

# ➤ Activity

## Capture log

On the monitor interface, users can capture the video. All the snapshot will be shown here.

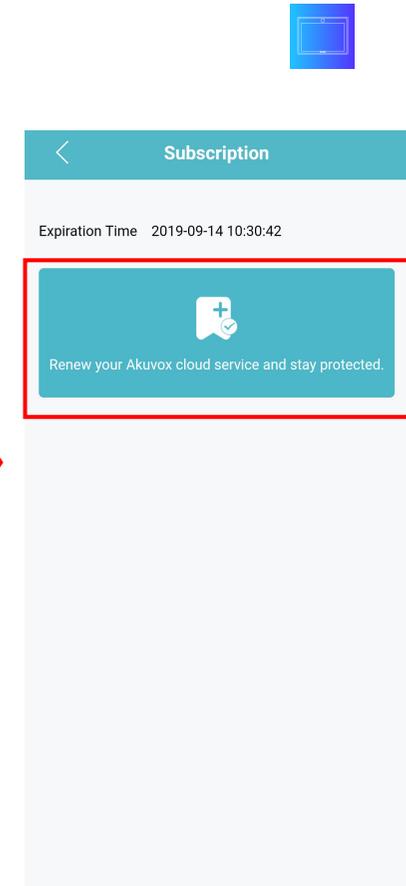
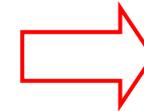
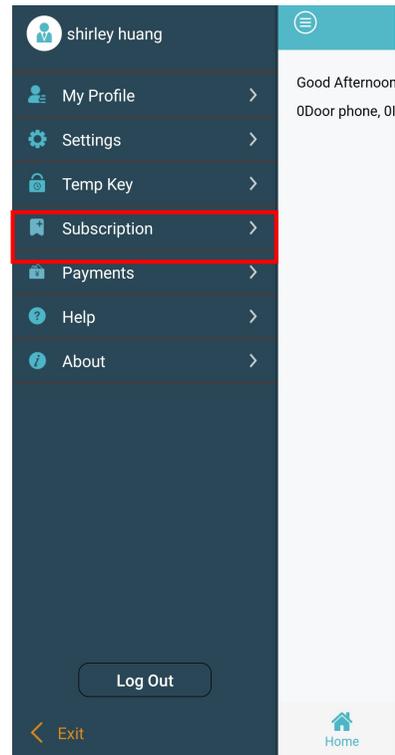


## ➤ Subscription

Users will be charged the monthly fee to use the cloud service.

### Subscribe on SmartPlus

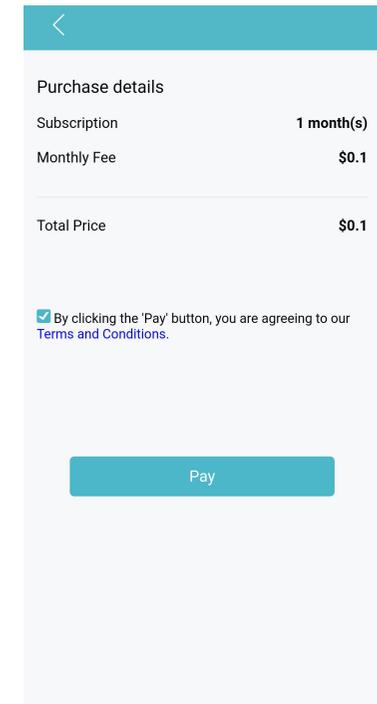
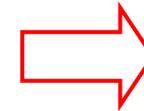
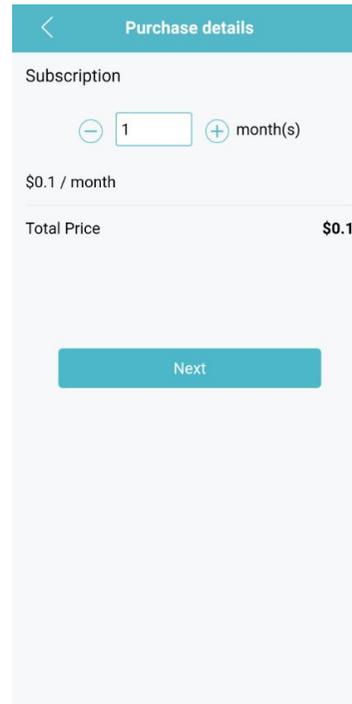
1. Go to **Subscription**.
2. Click **Renew**.



# ➤ Subscription

## Subscribe on SmartPlus

1. Select the subscribe months and go to **Next**.
2. Click **Pay**.



# ➤ Subscription



## Subscribe on web

1. Go to **Subscriptions** and select the subscription months

My Email Address :  
shirley.huang@akuvox.com  
My Cloud ID : 5112100029

- Homepage
- Device
- Family Member
- Access Method
- Alarm
- Log
- Activity
- Subscriptions**
- Payments
- Setting

### Billing Information

Company/Family: Akuvox  
ATTN: Akuvxo technical team  
Address: Jinshan Road, fuzhou, China  
TEL:  
Fax:

### Payment method

PayPal

### Your Order

Subscription Fee	
Monthly Fee	\$0.1
Additional App	\$0
Month(s)	1
Next Expiration Time	2019-10-14 10:30:42

**Total Price** \$0.1

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

Pay

# ➤ Subscription



## Invoice

When pay successfully, users can get an invoice from Akuvox.

### Step 1. Fill in Billing information

Go to **Subscriptions**, users can fill in the billing information.

Billing Information 	
Company/Family	Akuvox
ATTN	Akuvxo technical team
Address	Jinshan Road fuzhou China
TEL	
Fax	

# ➤ Subscription



## Invoice

### Step 2. Download invoice

Go to **Payments>Action>Info**, user can download the invoice file.

Order Number	Type	Amount	Status	Created Time	Action
51156577851783858	Activation	\$0.1	Succeed	2019-08-14 10:28:37	 



<b>Order Number</b>	51156577851783858
<b>Status</b>	Succeed
<b>Created Time</b>	2019-08-14 10:28:37
<b>Type</b>	Activation
<b>Payer</b>	shirley.huang@akuvox.com

[Download Invoice File](#)



**MORE FEATURES**

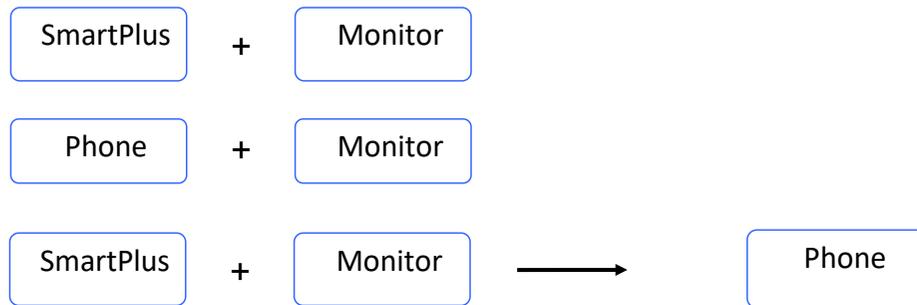


# ➤ Call Type

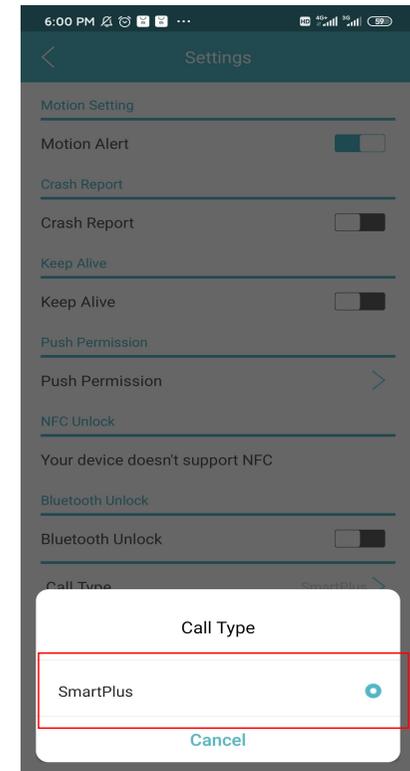
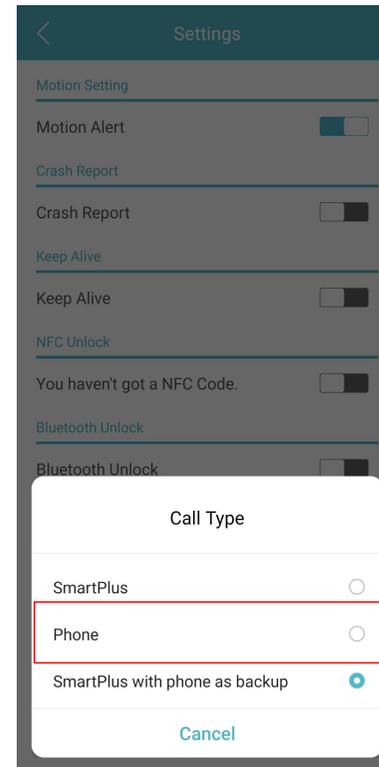
Go to **Setting > Call Type**, SmartPlus provide multiple call types for users.

Receive call at the same time

No answer forward to



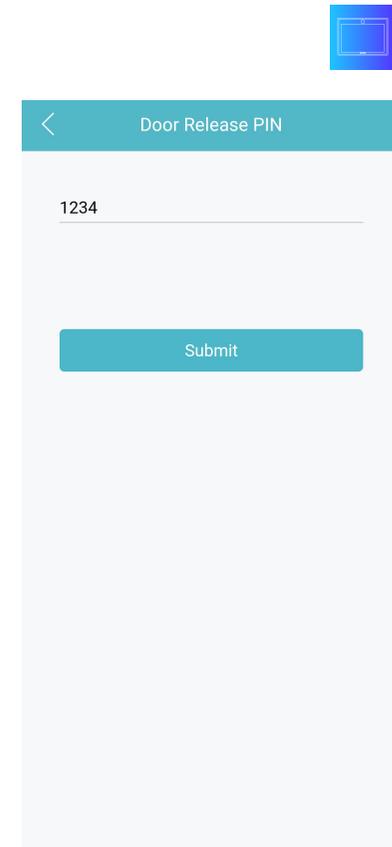
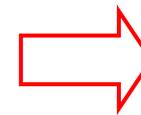
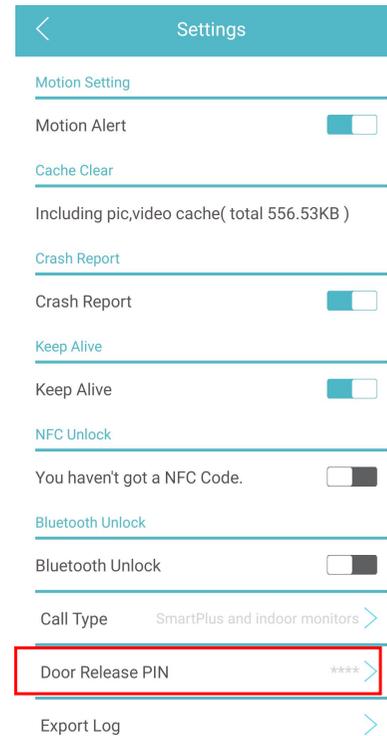
**Note:** 'Phone' option in the **Call Type** will disappear if the 'Landline' is set to 'off' by the administrator, and it is only applicable to the Smartplus with 5.2 version or above.



## ➤ Door Release PIN

Go to **Settings > Door Release PIN**.

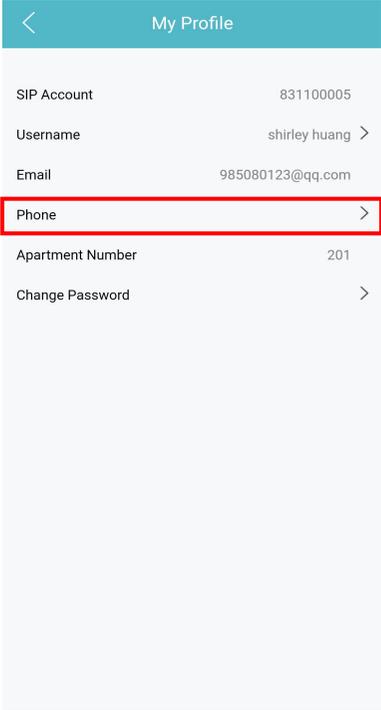
Door release PIN is a private PIN for users to open the door. Each resident can set his or her own PIN.



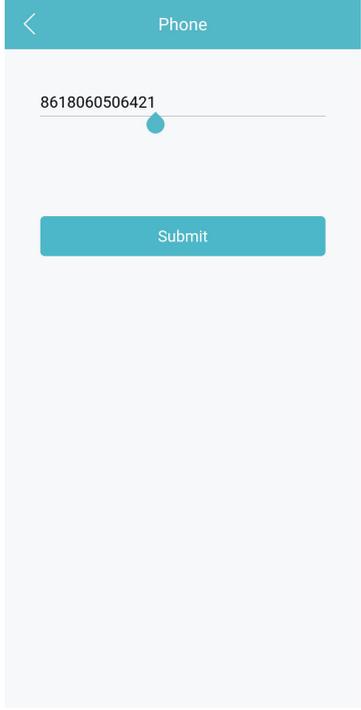
## ➤ Phone Number

SmartPlus allows users to receive the call via the phone number.

Go to **My Profile** > **Phone** to configure the phone number.



The screenshot shows the 'My Profile' page with a teal header. The page lists several profile details: SIP Account (831100005), Username (shirley huang), Email (985080123@qq.com), Phone (highlighted with a red box), Apartment Number (201), and Change Password. A red arrow points from the 'Phone' option to the next screenshot.

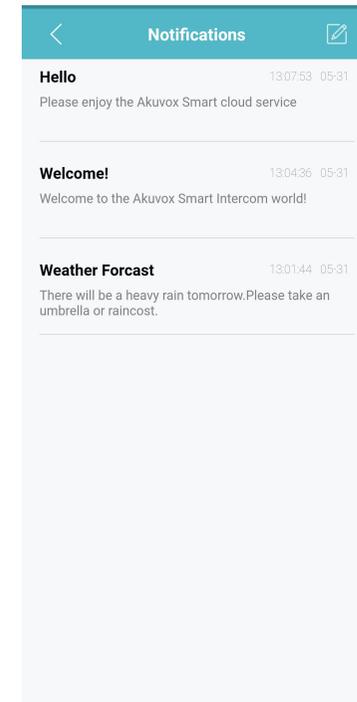
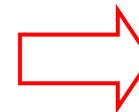
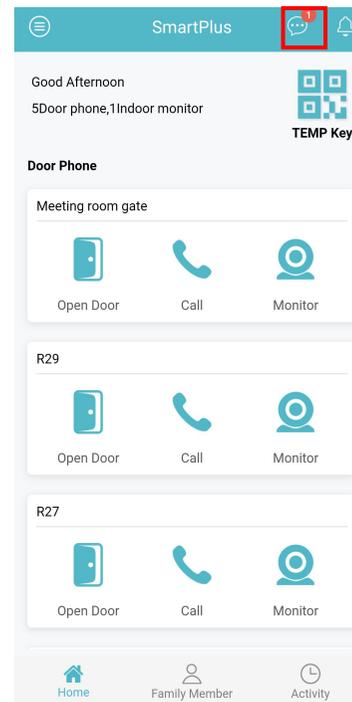


The screenshot shows the 'Phone' configuration page with a teal header. The page displays a phone number input field containing '8618060506421' and a teal 'Submit' button. A small blue icon is visible in the top right corner of the page.

# ➤ Notification

SmartPlus can receive the message sent from the property manager.

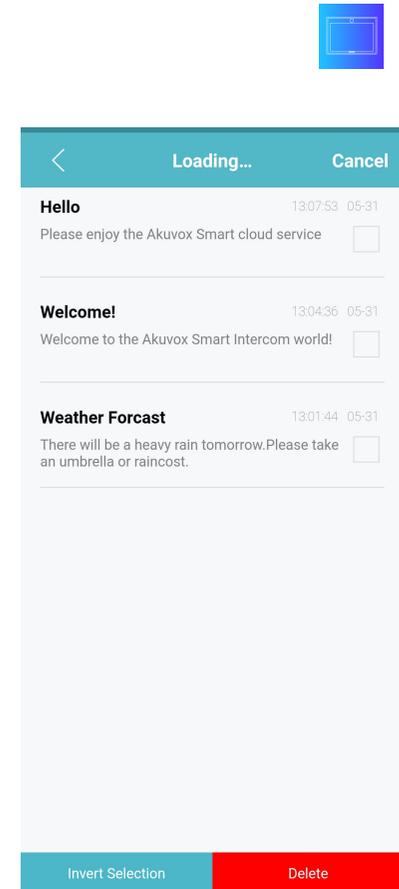
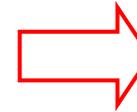
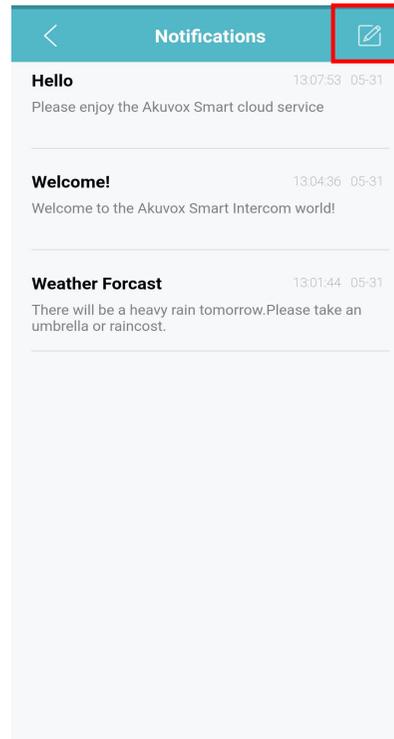
Press the message icon  to check.



# ➤ Notification

Press the edit icon  to edit the message.

Select the messages and press **Delete**, the messages will be deleted.



# ➤ Alarm

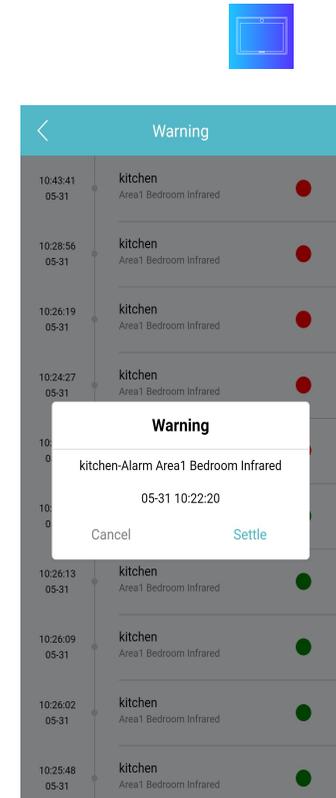
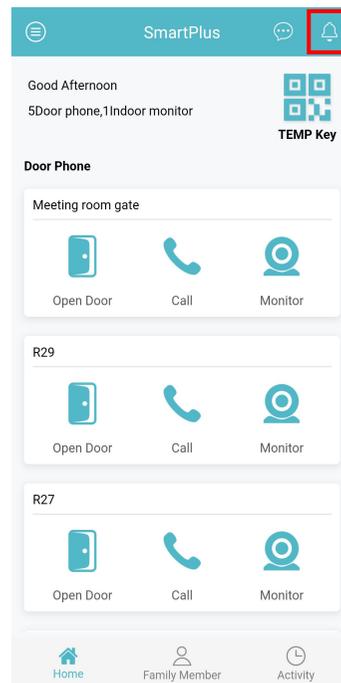
SmartPlus can receive the alarm warning that triggered by indoor monitors.

Press the alarm icon  to check the all the alarm records.

**Red** - The alarm warning has not be settled.

**Green** - The alarm warning has already be settled.

SmartPlus supports multi-language display and self-defined alarm display. Alarm languages changes automatically according to your to your smartphone system language.

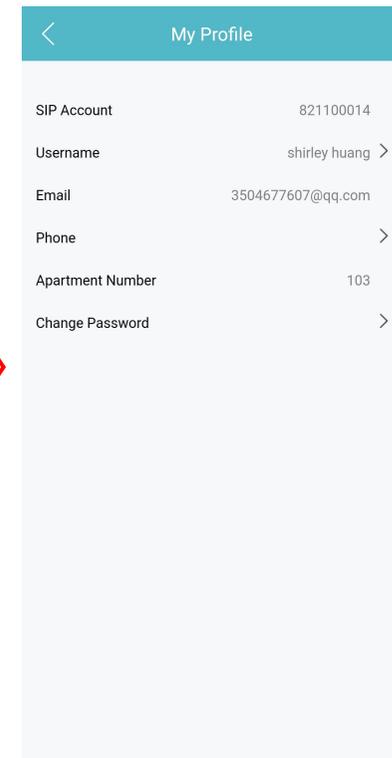
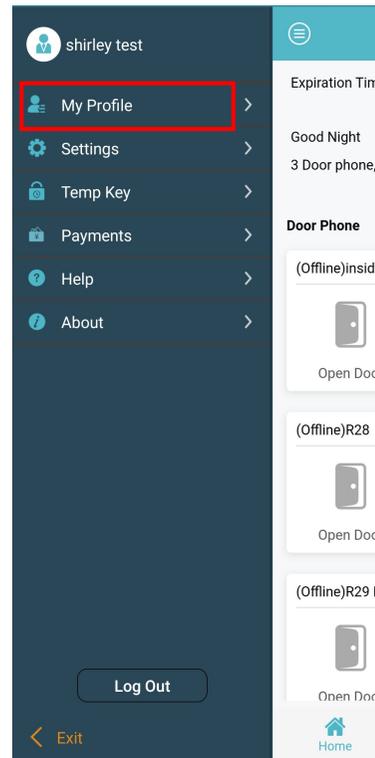


# ➤ Profile

**Username:** Users can modify their user name.

**Phone:** Modify the phone number to receive the call.

**Change Password:** Users can change the SmartPlus password.



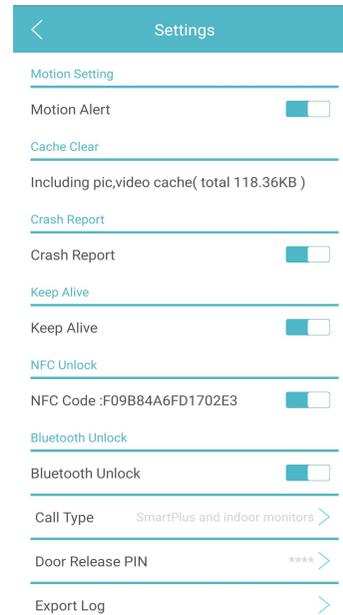
# ➤ Settings

**Motion Alert:** Enable the motion alert feature.

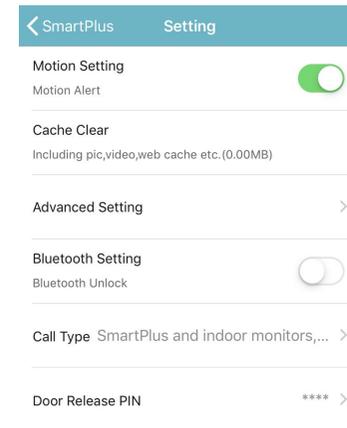
**Cache Clear:** Clear the cache of the app.

**Crash Report:** When SmartPlus crash, it will send the log to Akuvox R&D.

**Keep Alive:** To keep the SmartPlus running in the background.



Android

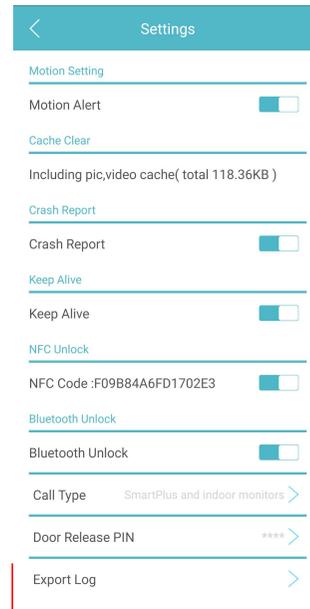


ios

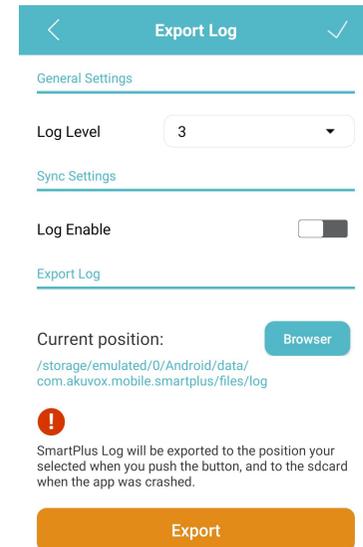
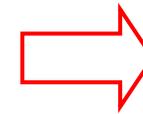
# ➤ Settings

**Export Log (Android only):** Export the log from the SmartPlus.

The app log is used for Akuvox R&D to analyze the problem.



**Android**

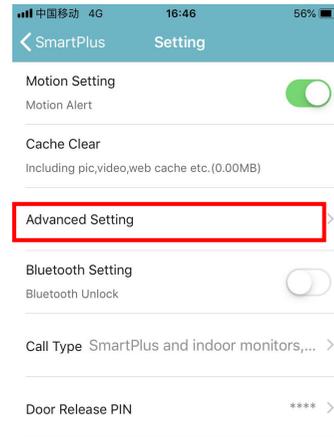


**Android**

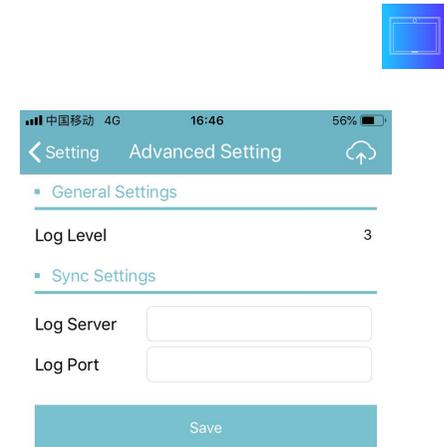
# ➤ Settings

For ios, go to **Setting>Advanced Setting**.

Enter the log server address to send the log to the server.



ios



ios

# ➤ Help

FAQ are listed.



< Help

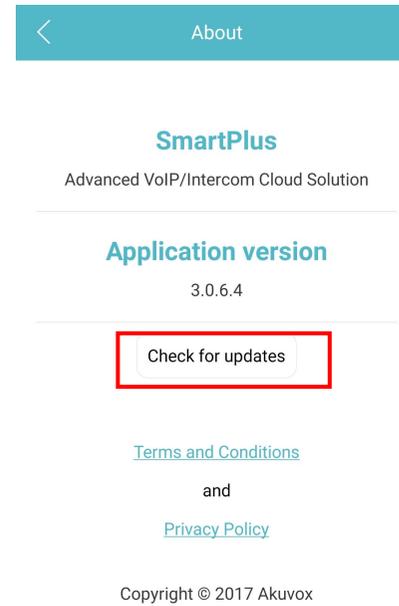
- How do I reset or change my PIN code? >
- How do I get more SmartPlus accounts for my families? >
- How do I receive a call? What is the Call Type? >
- Can I forward my call to a phone number? >
- How do I unlock a door with SmartPlus? >
- What is the Temp key and how to use it? >
- Can I use NFC to unlock the door? >

If any question, please contact:



## ➤ About

The interface shows the version of the SmartPlus. Press **Check for updates**, it will check whether there is a new application version and users can update to the latest one.



**Akuvox**

# Contact Us

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Sales email: [sales@akuvox.com](mailto:sales@akuvox.com)

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

[WWW.AKUVOX.COM](http://WWW.AKUVOX.COM)



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**Thank You**

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