



AKUVOX SMARTPLUS USER GUIDE

Installer

About This Manual

Thank you for reading this manual. This manual is intended for the installers who need to properly manage the Akuvox SmartPlus platform for an integrated management of the community, building, apartment, residents, devices, and remote maintenance service etc.

This manual is divided in to two parts: part one for the single-tenant management (from chapter 4 to chapter 11) and part two for the multi-tenant management (from chapter 12 to chapter 24).

This manual applies to SmartPlus platform version: V6.0. Please visit www.akuvox.com/ and consult our technical support for any new information or the latest software version.

Introduction of Icons and Symbols



Warning:

- Always abide by this information in order to prevent the persons from injury.



Caution:

- Always abide by this information in order to prevent damages to the device.



Note:

- Informative information and advice for the efficient use of the device.



Tip:

- Useful information for the quick and efficient use of the device.

Related Documentation

You are advised to refer to the related documents for more technical information via the link below:

<http://wiki.akuvox.com>

Table of Contents

1. System Overview.....	7
2. Login in to SmartPlus.....	8
3. Prior to the Management.....	9
Part One: Single-Tenant Management.....	10
4. Single-tenant Manager Main Interface.....	11
5. Single-Tenant Resident Management.....	12
5.1. User Account.....	12
5.1.1. Add User.....	12
5.1.2. Add User Family Account.....	14
5.1.3. Edit/Delete User.....	15
5.1.4. Edit and Delete Family Account.....	17
6. Device Management.....	18
6.1. Add Device for Users.....	18
6.2. Edit/Delete Device for Users.....	20
6.3. Remote Maintenance.....	22
6.4. Manage MAC Library.....	23
6.4.1. Add MAC to MAC Library.....	23
6.4.2. Remove the MAC from the MAC Library.....	25
7. Firmware Management.....	26
7.1. Check Firmware List.....	26
7.2. Update Firmware.....	27
7.3. Check/Edit Firmware Update List.....	28
8. Message.....	29
8.1. Create and Send Messages.....	30
8.2. Check/Delete Messages.....	31
9. Setting.....	33
10. Subscription.....	34
10.1. Activate End user Account.....	34
10.2. Renew End User Account.....	37
11. Transaction History.....	39
11.1. Check and Transaction History.....	39
12. Customer Service Contact Management.....	40
12.1. Modify Customer Service Contact.....	41
12.2. Technical Support&Service.....	41
12.2.1. Download SmartPlus User Guide.....	41
12.2.2. Ticket System.....	42
12.2.3. CAP System.....	43
Part Two: Multi-Tenant Management.....	44
13. Community Manager Main Interface.....	45

14. Community Management.....	46
14.1. Create Community.....	47
14.2. Edit/Delete Community.....	49
15. Resident Management.....	51
15.1. Add Residents to a Building.....	51
15.2. Add Residents to a Building Using Template.....	53
15.3. Edit/Delete Resident.....	55
15.4. Add/Edit/Delete Family Members for Resident.....	56
15.5. Search/Edit/Delete Resident at Community Level.....	57
16. Device Management.....	58
16.1. Add Device to a Building.....	58
16.2. Add Devices to a Building Using Template.....	60
16.3. Edit/Delete the Device.....	63
16.4. Add/Edit/Delete Device in Public Area.....	64
16.5. Search/Edit/Delete Device at Community Level.....	66
16.6. Remote Maintenance.....	66
16.7. Manage MAC Library.....	67
16.8. Add MAC to MAC Library.....	67
16.9. Remove the MAC from the MAC Library.....	69
17. Manage Property Manager Account.....	70
17.1. Add Property Manager Account.....	70
17.2. Edit/Delete Property Manager Account.....	72
18. Firmware Management.....	73
18.1. Check Firmware List.....	73
18.2. Update Firmware.....	74
18.3. Check and Edit Firmware Update List.....	75
19. Subscription.....	76
19.1. Activate End user Account.....	77
19.2. Renew End User Account.....	79
20. Transaction History.....	80
20.1. Check and Transaction History.....	80
21. Customer Service Contact Management.....	82
21.1. Modify Customer Service Contact.....	82
21.2. Technical Support&Service.....	83
21.2.1. Download SmartPlus User Guide.....	83
21.2.2. Ticket System.....	84
21.2.3. CAP System.....	84
22. Installer Account Management.....	86
22.1. Change Installer Account Password.....	86
22.2. Change Installer Time Zone.....	87
22.3. Billing Information.....	87
23. Contact Us.....	89

1. System Overview

Akuvox SmartPlus is a cloud-based platform on which installer can conduct an integrated management of community, building, apartment, residents, devices, relays and remote maintenance service both on the single-tenant basis and the community basis (multi-tenant).

➤ **Installers using this platform will be able to:**

- Add, edit, delete the device and resident in the single-tenant management.
- Add, edit and delete the community, building, apartment, device, residents in the multi-tenant management.
- Deploy and set up devices and relays for the access control.
- Check and upgrade device firmware for the residents.
- Check and manage MAC library.
- Send message to the single-tenant residents for the notification purpose.
- Conduct remote operations such as Autop provisioning, device reboot, transmission type modification, and remote maintenance.
- Modify other setting such as modifying detection delay setting etc.
- Download the related technical manual and get access to the Akuvox ticket system for technical support.
- Subscribe and renew Akuvox SmartPlus.

2. Login in to SmartPlus

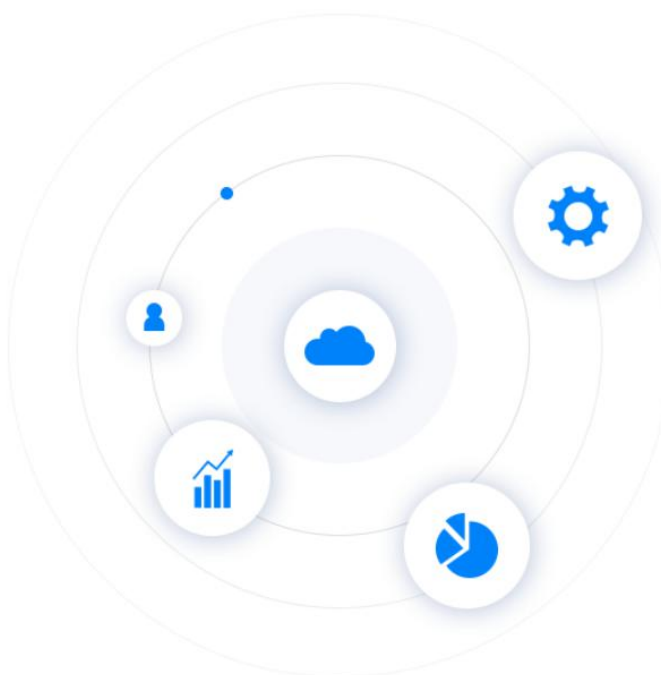
You can log in SmartPlus platform using the user account information you obtain from your distributor.

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



Login

Login



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

Role : Single-tenant Manager ▾ ryan-pmpm ▾ Log out

User List

Name ▾ Q Search

Refresh Add

SIP	Name	Room	Email	Mobile Number	Address	Family Member	Created Time	Expiration Time	Action
6601000000	Ryan	--	--	--	--	0	2021-03-17 15:47:01	2020-01-01 00:00:00	Device Edit Delete

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

3. Prior to the Management

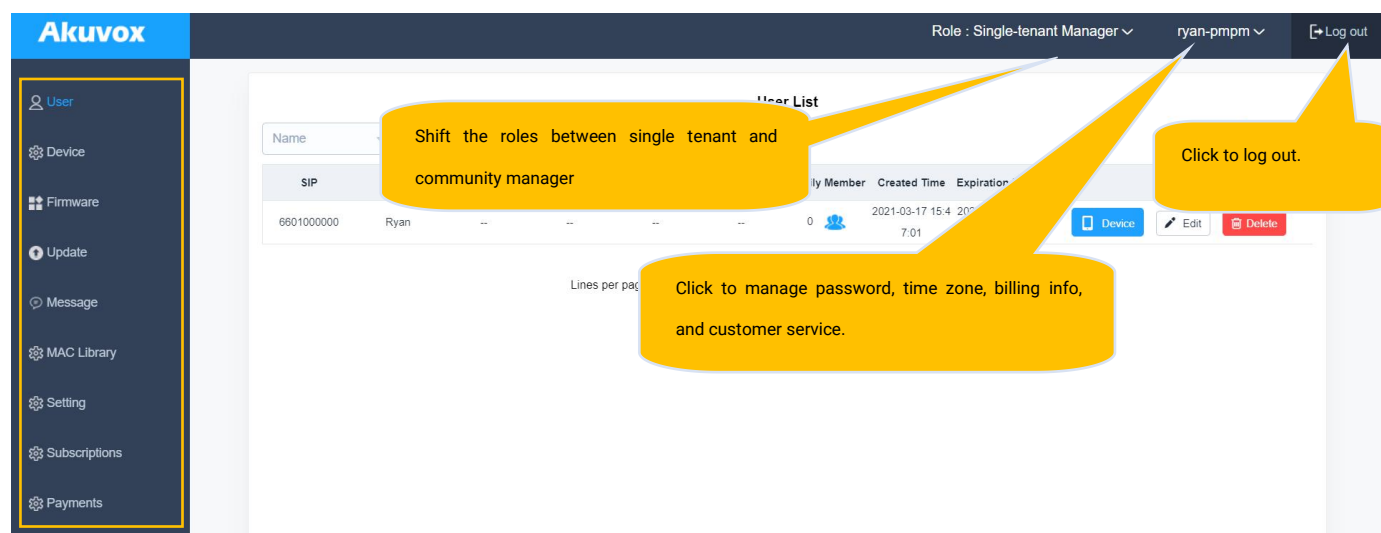
It is advised that you go through what are listed below before you start your management. and the list below is applicable to both single-tenant management and multi-tenant management.

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

Part One: Single-Tenant Management

4. Single-tenant Manager Main Interface

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



● Module Description

No.	Modules	Description
1	User	Allows you to add users along with the devices.
2	Device	Allows you to search and check the device information.
3	Firmware	Allows you to check device firmware information.
4	Update	Allows you to update the firmware version for the specific device.
5	Message	Allows you to create and send message or notification to the targeting users.
6	MAC Library	Allows you to manage the MAC in the MAC library.
7	Setting	Allows you to select the payer for the Akuvox SmartPlus.
8	Subscription	Allows you to active the Akuvox SmartPlus for the resident by paying the activation fees and renewing the fees etc.
9	Payments	Allows you to check for the information related to transactions made

5. Single-Tenant Resident Management

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

5.1. User Account

5.1.1. Add User

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

1. Go to **User** module and click on **Add**.
2. Fill in resident information properly.

User List

Name

SIP	Name	Room	Email	Mobile Number	Address	Family Member	Created Time	Expiration Time	Action
6601000000	Ryan	403	ryan.chen@akuvox.com	--	--	0	2021-03-17 15:47:0	2020-01-01 00:00:0	Device Edit Delete

Lines per page: 10 Go to Go 1 In All

The screenshot shows a web-based 'Add user' form. The form is titled 'Add user' and has a close button (X) in the top right corner. It contains the following fields and controls:

- Name:** A text input field with a red asterisk indicating it is required.
- Room Name:** A text input field.
- Email:** A text input field.
- Country / Region:** A dropdown menu.
- Mobile Number:** A text input field.
- Address:** A text input field.
- SIP Call Or IP Call:** A dropdown menu with the option 'All my devices were installed' selected.
- Time Zone:** A dropdown menu with 'GMT+8:00 Kuching' selected.
- Language:** A dropdown menu with 'English' selected.
- 1st Landline:** A text input field.
- 2nd Landline:** A text input field.
- 3rd Landline:** A text input field.
- Buttons:** 'Cancel' and 'Submit' buttons at the bottom right.

● User Account Information Description

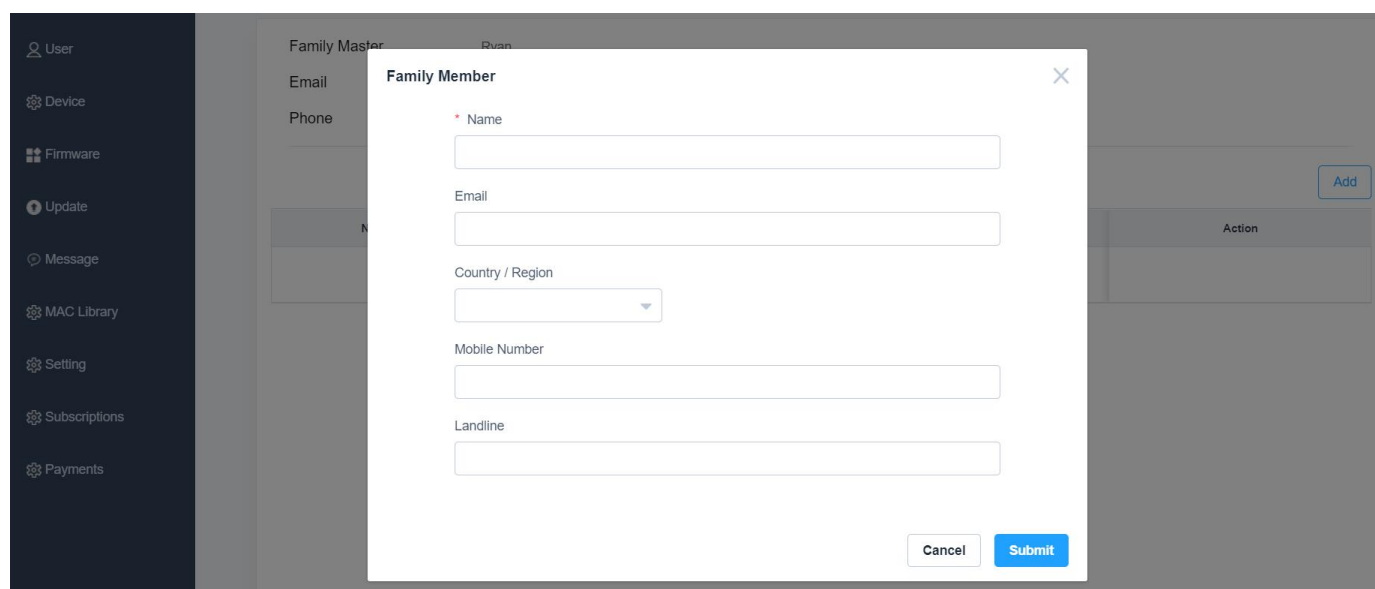
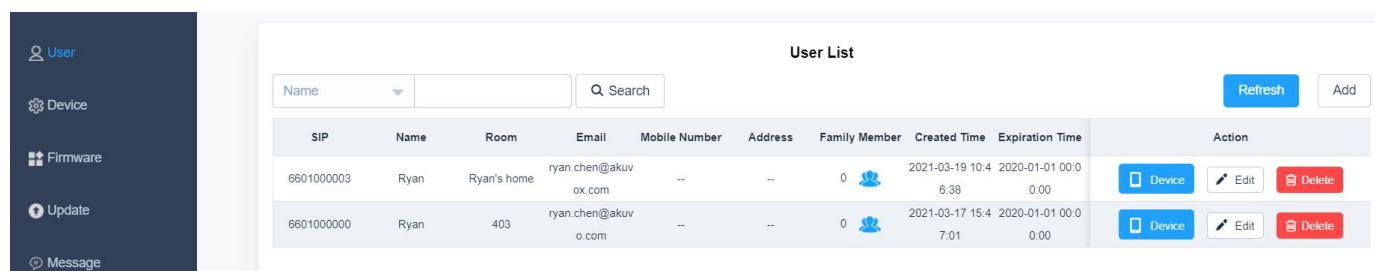
No.	Header	Description
1	Name	Fill in the user name.
2	Room Name	Fill in the user's house name provided by the user, or you can customize the room name eg. "Ryan's Home"
3	Email	Fill in the user's email address.
4	Country/Region	Select the country or region code of the user.
5	Mobile Number	Fill in the user's mobile phone number.
6	Address	Fill in the user's address
7	SIP Call Or IP Call	Select "All my device were installed in the same place (villa or house)" for IP call if all of the user's intercom device are in the same LAN (local Area Network). If not, select "Some of my devices were installed in the different place (villa or house)" for SIP call.
8	Time Zone	Select the time zone of the user.
9	Language	Select the language of the emails notifying the user the account information. Currently 7 languages are supported: English, Simplified Chinese, Korean, Japanese, Turkish, Polish,

		and Russian.
10	landline 1/2/3	Fill in the user's landline numbers, eg mobile phone numbers or telephone numbers. Three landline numbers are supported.

5.1.2. Add User Family Account

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

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



User
Device
Firmware
Update
Message

Family Master: fuzhou
Email: wjsddsg@126.com
Phone:

Add

Name	Email	Created Time	Action
Ryan	wjsddsg@sina.com	2020-04-03 08:14:43	Edit Delete

5.1.3. Edit/Delete User

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

1. Search and find the user by Name, Email and SIP number.
2. Click on the user you want to edit or delete.

User
Device
Firmware
Update
Message
MAC Library
Setting

User List

Name

SIP	Name	Room	Email	Mobile Number	Address	Family Member	Created Time	Expiration Time	Action
6601000000	Ryan	403	ryan.chen@akuv o.com	--	--	0	2021-03-17 15:4 7:01	2020-01-01 00:0 0:00	Device Edit Delete

Warning

Are you sure you want to delete this item?

Cancel

OK

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

Edit User

×

UID

* Name

Room Name

* Email

Country / Region

Mobile Number

Address

SIP Call Or IP Call

Time Zone

1st Landline

2nd Landline

3rd Landline

Reset Password

Cancel

Submit

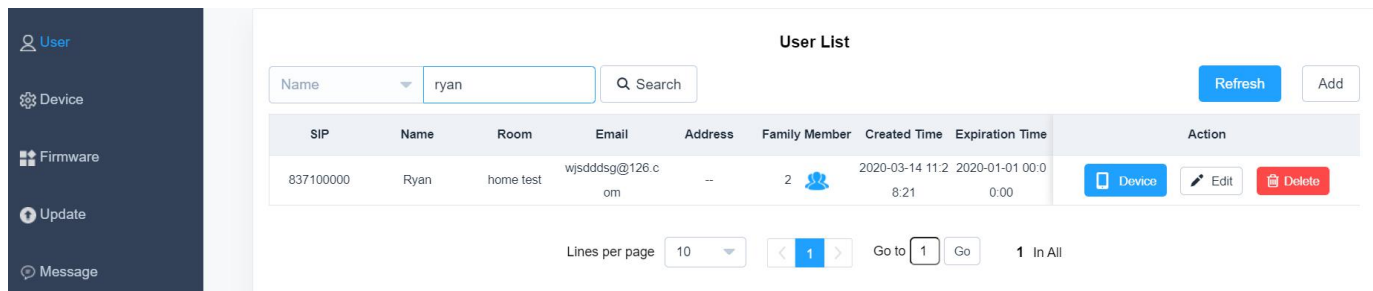


Note:

- User time zone will be synchronized with the installer time zone if it not selected .

5.1.4. Edit and Delete Family Account

1. Search and find the user by **Name**, **Email** and **SIP** number.
2. Click on : specific users for whom you want to delete family account.



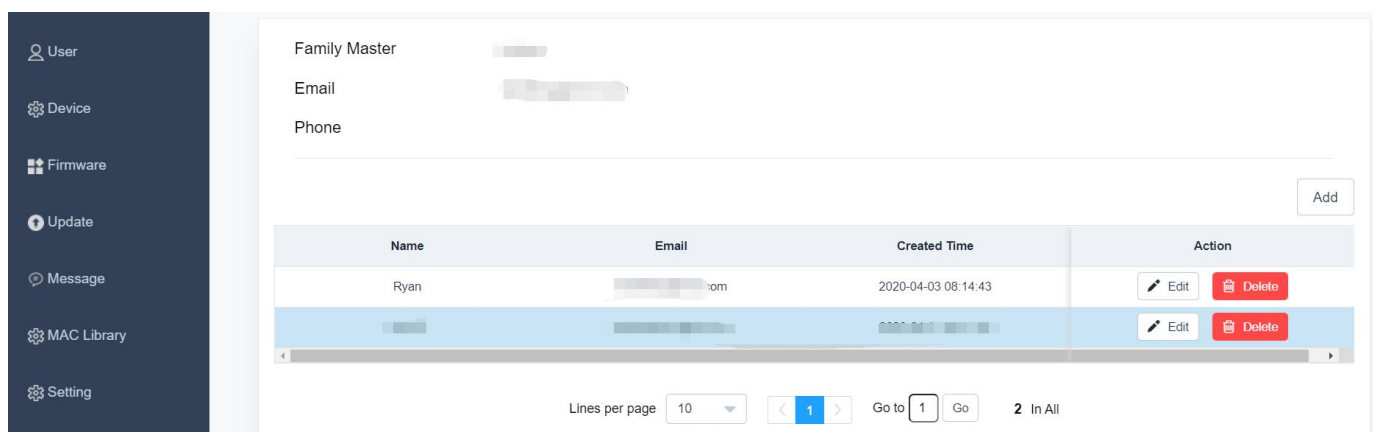
User List

Name

SIP	Name	Room	Email	Address	Family Member	Created Time	Expiration Time	Action
837100000	Ryan	home test	wjsddsg@126.com	--	2 	2020-03-14 11:28:21	2020-01-01 00:00:00	Device Edit Delete

Lines per page: 10 Go to Go 1 In All

3. Edit or delete the specific family account.



Family Master

Family Master

Email

Phone

Name	Email	Created Time	Action
Ryan	...om	2020-04-03 08:14:43	Edit Delete
...	...	...	Edit Delete

Lines per page: 10 Go to Go 2 In All

6. Device Management

6.1. Add Device for Users

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

1. Go to **User** Module.
2. Click on **Device** of the specific user.

User List

Name

SIP	Name	Room	Email	Mobile Number	Address	Family Member	Created Time	Expiration Time	Action
6601000003	Ryan	Ryan's home	ryan.chen@akuv ox.com	--	--	0	2021-03-19 10:4 6:38	2020-01-01 00:0 0:00	Device Edit Delete
6601000000	Ryan	403	ryan.chen@akuv o.com	--	--	0	2021-03-17 15:4 7:01	2020-01-01 00:0 0:00	Device Edit Delete

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

3. Click on **Add**, and fill in the device information, then set up relay if the device is door phone.

● Add Device Description

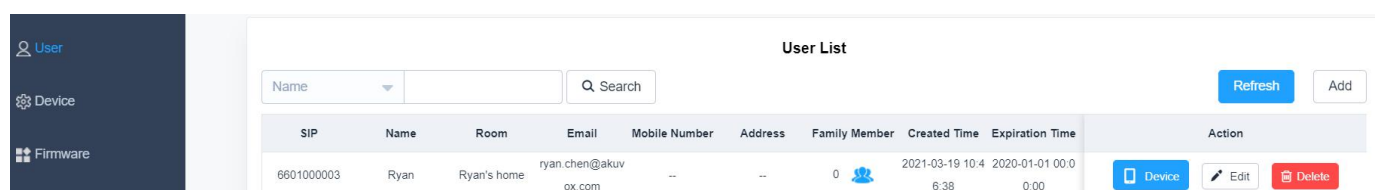
No.	Header	Indicator Description
1	Owner	The user identification number automatically generated.
2	MAC	Fill in the device MAC address.
3	Device Type	Select the device type of the device to be added.
4	Location	Fill in the device location.
5	Relay Name	Fill in the Relay Name, such as a location-based name“ Front Door”.
6	DTMF code	Set the DTMF code for the door unlock.

6.2. Edit/Delete Device for Users

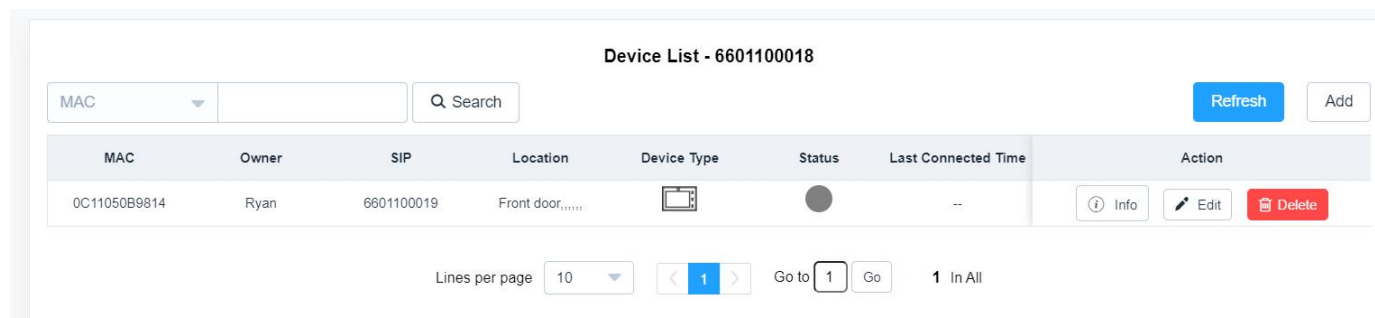
After the device is added, you can search, edit and delete the device both in the **User** module or in **Device** module.

➤ Edit /Delete the Device in User Module.

1. Search and find the user by Name, Email and SIP number.
2. Click on **Device** to go to device setting.



3. Click on **Edit** or **Delete** if you want to edit or delete the device(s).



In addition, you can click on **Info** if you want to see the detailed information of the device.

Edit Device



Owner 837100020

* MAC 0C11050A61BC

* Device Type Single-tenant Doorphone

* Location OUT

Relay 1

On

* Relay Name Relay1

* DTMF Code #

+ Add Relay

Cancel

Submit



Note:

- Owner ID and MAC address can not be edited.

➤ Delete the Device in Device Module

1. Go to **Device** module.
2. Search and find the device by **MAC**, **Location**, **SIP**, and **Owner**.
3. Delete the device if needed.

User
Device
Firmware
Update
Message

Personal Device List

MAC
Search
Refresh

MAC	Owner	SIP	Location	Device Type	Status	Last Connected Time	Action
0C11050B9814	Ryan	6601100020	Front door			--	Delete

Lines per page 10
Go to 1 Go 1 In All

6.3. Remote Maintenance

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

1. Click on **User** module.
2. Click on **Device** of the device selected.

User
Device
Firmware
Update
Message

User List

Name
Search
Refresh
Add

SIP	Name	Room	Email	Address	Family Member	Created Time	Expiration Time	Action
353100019	Ryan	403	--	--	0	2021-03-24 05:04:15	2019-12-31 11:00:00	Device Edit Delete

Lines per page 10
Go to 1 Go 1 In All

3. Click on **Info**.

Device List - 353100019

MAC
Search
Refresh
Add

MAC	Owner	SIP	Location	Device Type	Status	Last Connected Time	Action
0C11050893C6	Ryan	353100020	Gate			--	Info Edit Delete

Lines per page 10
Go to 1 Go 1 In All

4. Enter the commands for the provisioning.
5. Reboot or log in to device web interface remotely via remote control.


Note:

- If there are multiple lines of Autop commands, then they should be separated by a comma ",", otherwise the command will not be valid.

6.4. Manage MAC Library

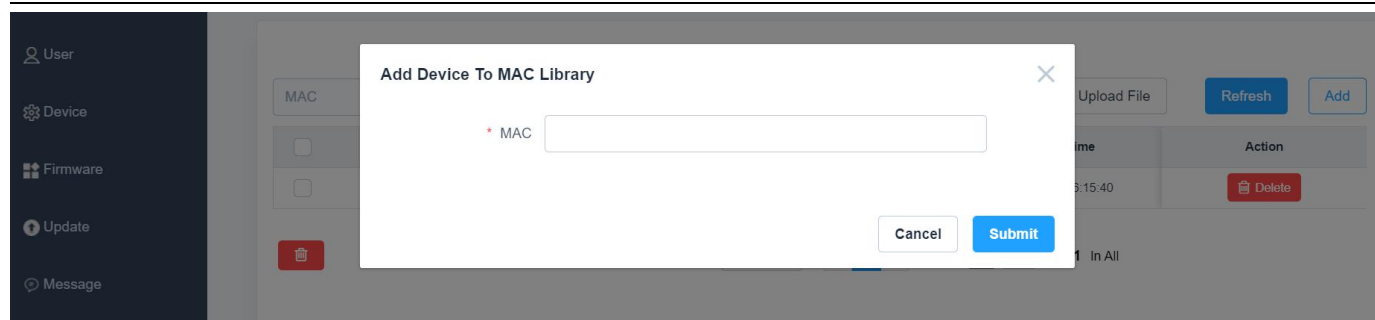
When you obtain the device MAC address, you will need to add and store them in the MAC library as a record. You can also search and check for the all the MAC addresses that are bond or not bond with the users.

6.4.1. Add MAC to MAC Library

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

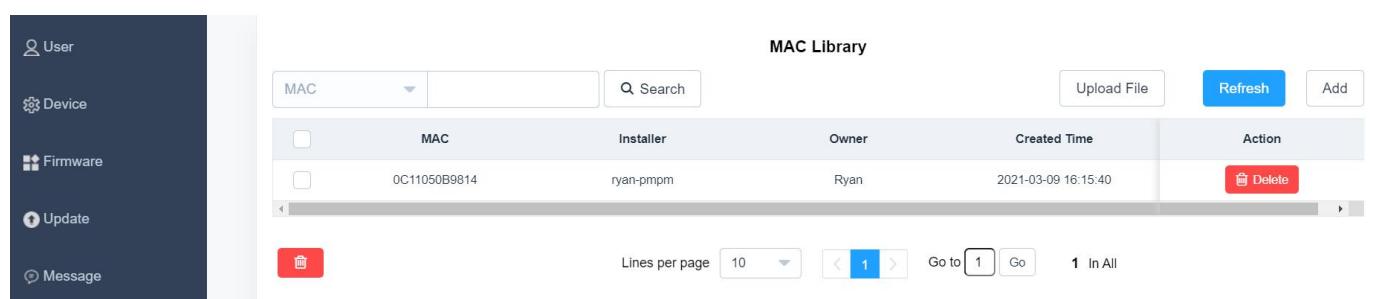
➤ Add MAC Manually

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



➤ Add MAC using Template

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



● MAC Template

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

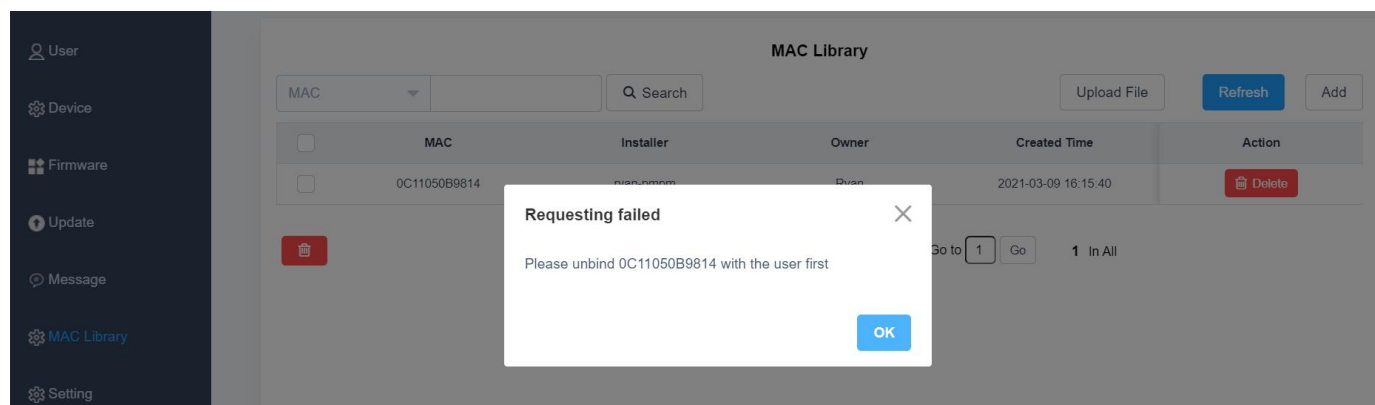


Note:

- The MAC Template can be obtained from your distributor.

6.4.2. Remove the MAC from the MAC Library

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



Note:

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

7. Firmware Management

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

7.1. Check Firmware List

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

Version	Model	Version Log	Created Time	Action
29.30.2.419	R29	29.30.2.419	2021-03-10 11:59:36	Info
105.30.1.100	A05	105.30.1.100	2021-03-03 13:36:17	Info
116.30.1.101	E16	116.30.1.101	2021-03-03 13:36:01	Info
220.30.2.9	R20 (Hardware version 2)	220.30.2.9	2021-03-03 10:56:58	Info
221.30.1.134	E21 (Hardware version 2)	221.30.1.134	2021-03-03 10:56:17	Info
83.30.2.808	IT83	83.30.2.808	2021-03-03 10:55:56	Info
915.30.1.12	X915	915.30.1.12	2021-02-08 11:44:47	Info
916.30.1.405	X916	916.30.1.405	2021-02-08 11:44:34	Info
226.30.2.16	R26 (Hardware version 2)	226.30.2.16	2021-02-08 11:44:21	Info
115.30.2.827	C315	115.30.2.827	2021-02-08 11:44:04	Info

● Firmware List Description

No.	Header	Indicator 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.

7.2. Update Firmware

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

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

The screenshot shows the 'Update List' interface. On the left is a sidebar with navigation links: Dashboard, Resident and Device, Firmware, Update (highlighted), and MAC Library. The main area has a title 'Update List' and filters for Status (All) and Version. There are 'Refresh' and 'Add' buttons. Below is a table with columns: Version, Device, Status, Update Time, Created Time, and Action. The table contains two rows of data. At the bottom, there are pagination controls: 'Lines per page' set to 10, a page indicator showing '1' of 2, and a 'Go to' field with '1' entered.

Version	Device	Status	Update Time	Created Time	Action
20.30.4.10	R20K	Executed	2020-11-14 14:16:33	2020-11-03 14:16:39	Delete
29.31.1.519	--	Executed	2019-07-01 01:19:10	2019-06-13 01:19:12	Delete

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

The screenshot shows the 'Update Strategy Creation' dialog box. It has fields for 'Version' (R29) and '29.30.2.408'. Below is a section for 'Device' with a note: '*The devices in different versions of the same model, which are connected, will be shown in the list below.' There is a search bar labeled 'MAC/Owner/Location'. Below that is a table with columns: Location, Owner, MAC, Current Version, and Status. The table has two rows of data. At the bottom, there is a 'Time' section with two radio buttons: 'Upgrade Right Now' (selected) and 'Specific Time'. There are 'Cancel' and 'Submit' buttons at the bottom right.

Location	Owner	MAC	Current Version	Status
R29C-F		0C110506D5D5	29.30.2.16	●
Jim-testR29		0C0C0C0C0C0D	29.30.2.16	●

7.3. Check/Edit Firmware Update List

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

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

Update List					
Status	All	Version	Q Search	Refresh	Add
Version	Device	Status	Update Time	Created Time	Action
20.30.4.110	R20K	Pending	2021-03-30 11:39:35	2021-03-22 11:39:49	Edit Delete
29.30.2.419	Jim-testIR29	Executed	2021-03-22 11:16:42	2021-03-22 11:16:41	Delete
20.30.4.4	R20K	Executed	2021-03-22 10:52:23	2021-03-22 10:52:23	Delete

● Update List Description

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

**Note:**

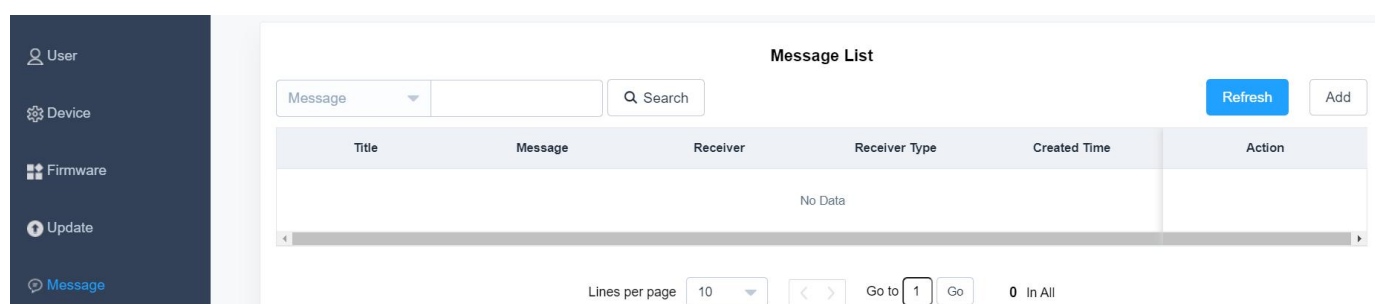
After you initiated the specific firmware update, you need to click to [Refresh](#) the update the firmware list.

8. Message

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

8.1. Create and Send Messages

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



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

Add Message

* Message Title

* Message

* Receiver

☒ Both indoor monitor and app ☐ Indoor monitor only ☐ App only

UID/Email/Name

	UID	Name	Email
☐	6601100004	Ryan	ryan.chen@akuvo.com
☐	6601100018	Ryan	ryan.chen@akuvox.com

Cancel Submit

8.2. Check/Delete Messages

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

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

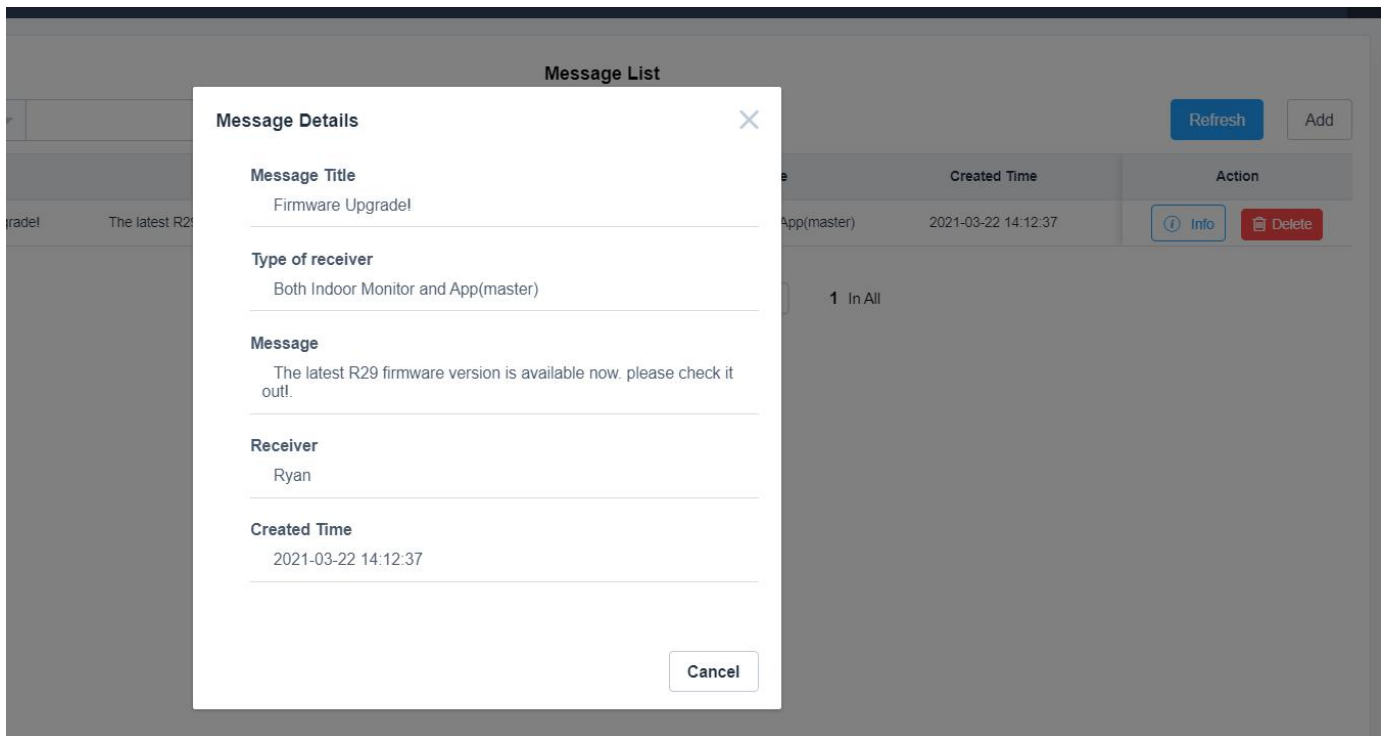
Message List

Message Search Refresh Add

Title	Message	Receiver	Receiver Type	Created Time	Action
New features!	The latest R29 has new featur...	Ryan,Ryan	Both Indoor Monitor and App(...	2021-03-22 13:55:08	Info Delete
Firmware Upgrade	The latest R29 firmware is a...	Ryan,Ryan	Both Indoor Monitor and App(...	2021-03-22 13:52:40	Info Delete

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

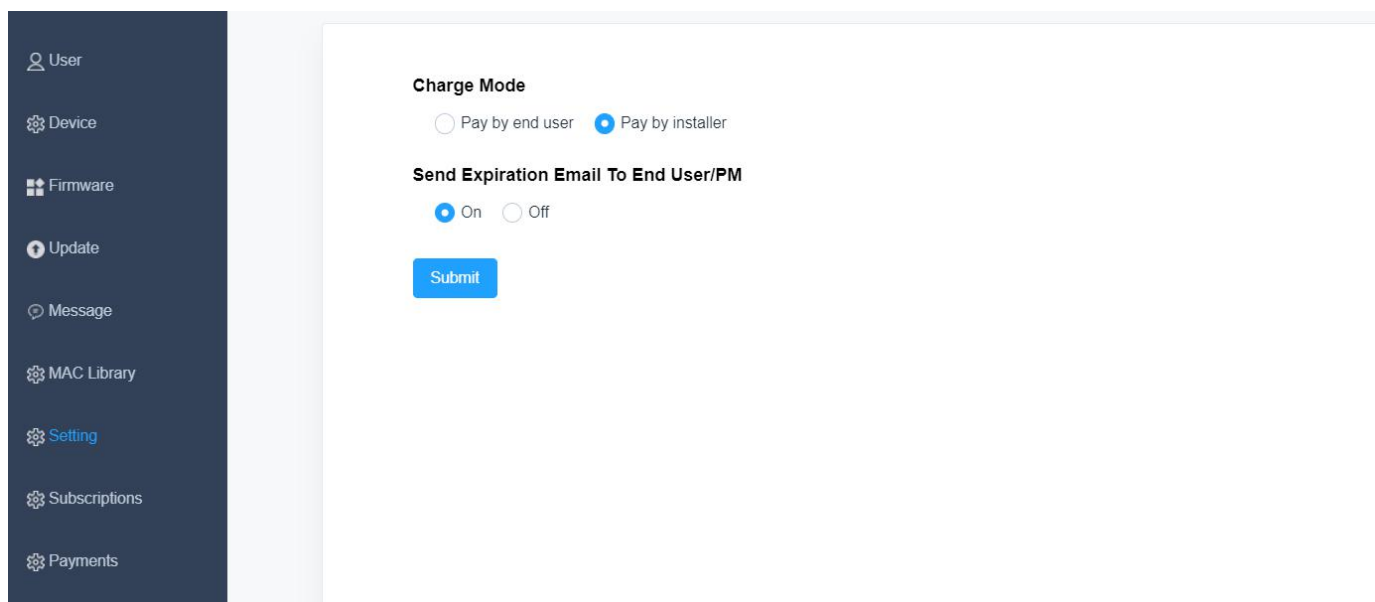
2. Click on **Info** to see the details of the messages.
3. Delete the messages if needed.



9. Setting

Subscription fee can be either by paid the end users or the installer, if you select “Pay by end user” then the user will be allowed to pay for activation and renewal of the Akuvox SmartPlus service. Installer however, will still be able to pay for the inscription when “ **Pay by end user**’ is selected.

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



Note:

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

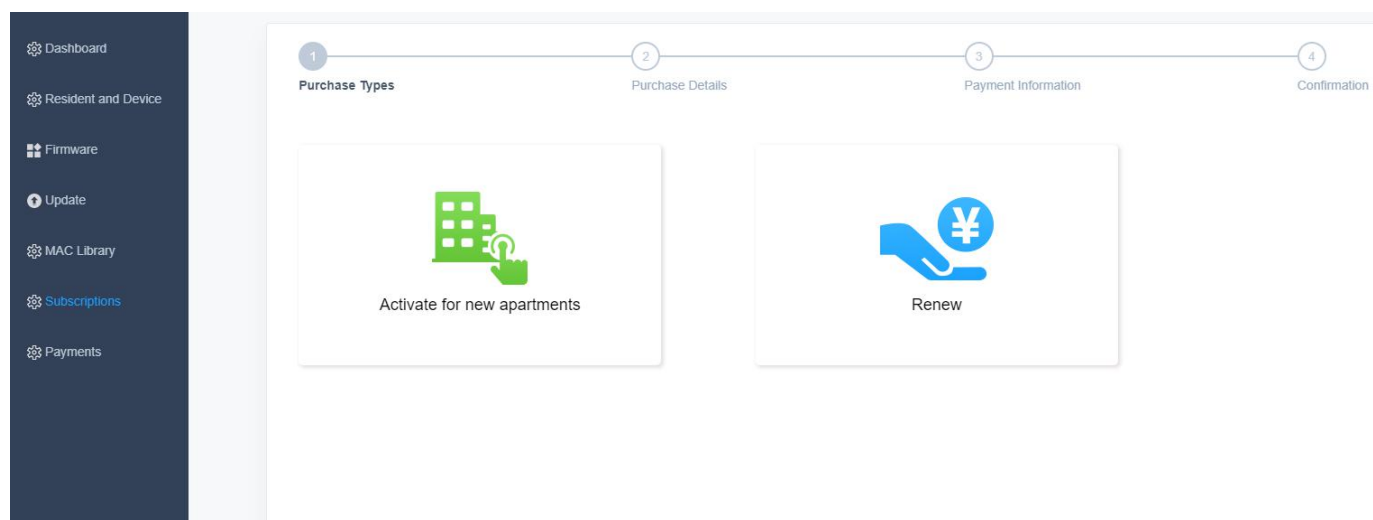
10. Subscription

You can pay for subscription fee for both the service activation and renewal for the end users.

10.1. Activate End user Account

1. Go to **Subscription** module.

2. Click on 



3. Select the end user account you want to activate.

User

Device

Firmware

Update

Message

MAC Library

Setting

Subscriptions

Payments

1 Purchase Types

2 Purchase Details

3 Payment Information

4 Confirmation

Please Select End Users(1/2)

	Email	Name	Activation Fee(\$)
☒	ryan.chen@akuvo.com	Ryan	2
☐	ryan.chen@akuvox.com	Ryan	2

Total Price

\$2

Next

4. Fill in the billing information.

1 Purchase Types

2 Purchase Details

3 Payment Information

4 Confirmation

Billing Information

Company/Family	Akuvox
ATTN	Ryan Chen
Address	xiamen 361006 Xiamen United States
TEL	11222333
Fax	adfd

Your Order

Email	Name	Activation Fee(\$)
ryan.chen@akuvo.com	Ryan	2

Total Price

\$2

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

Pay

5. Select the payment method and continue the steps until the service is paid.

Pending Order
Transaction Type: Activation Fee
Transaction Number: 5161640188870144
Total Price: \$2

Should Pay: **\$2**

Coupon

No Coupon ☒

Exchange Coupon

Payment method

☒ stripe

☐ PayPal

Amount Paid **\$2**

Pay

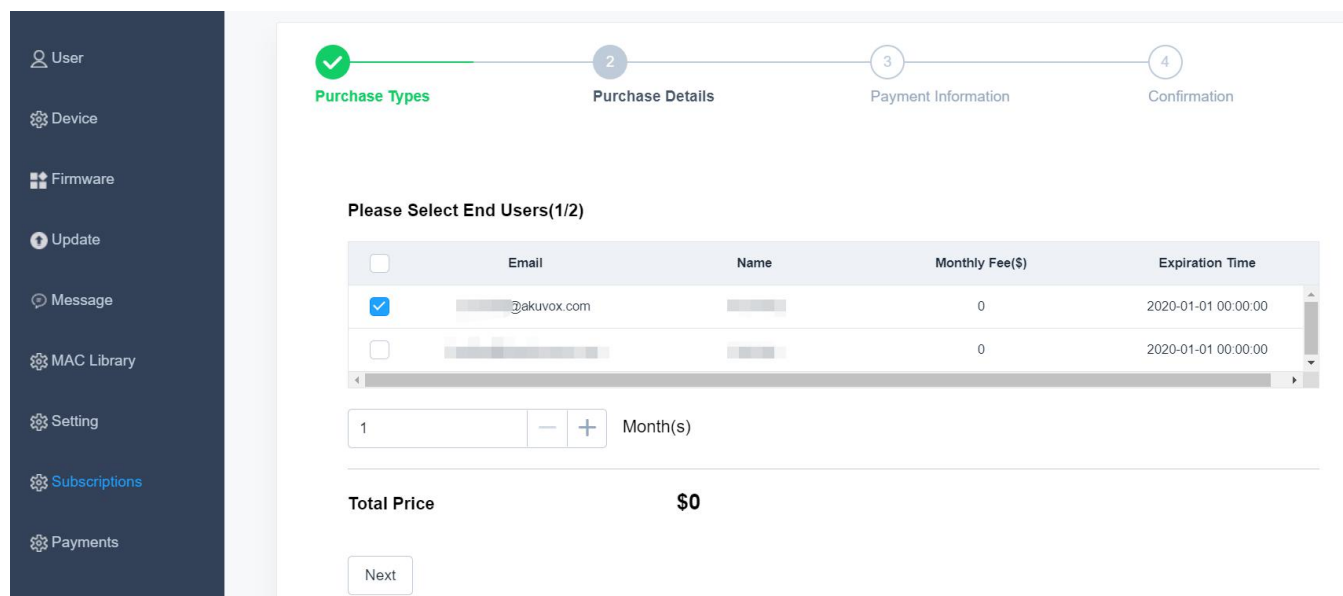
● Billing Information Description

No.	Header	Description
1	Company/Family	Fill in the installer company.
2	ATTN	Enter the name of installer.
3	Address	Enter the address of the installer.
4	TEL	Enter the telephone number of the installer.
5	Fax	Enter the Fax number of the installer.

10.2. Renew End User Account

1. Go **Subscription** module.

2. Click on 



Please Select End Users(1/2)

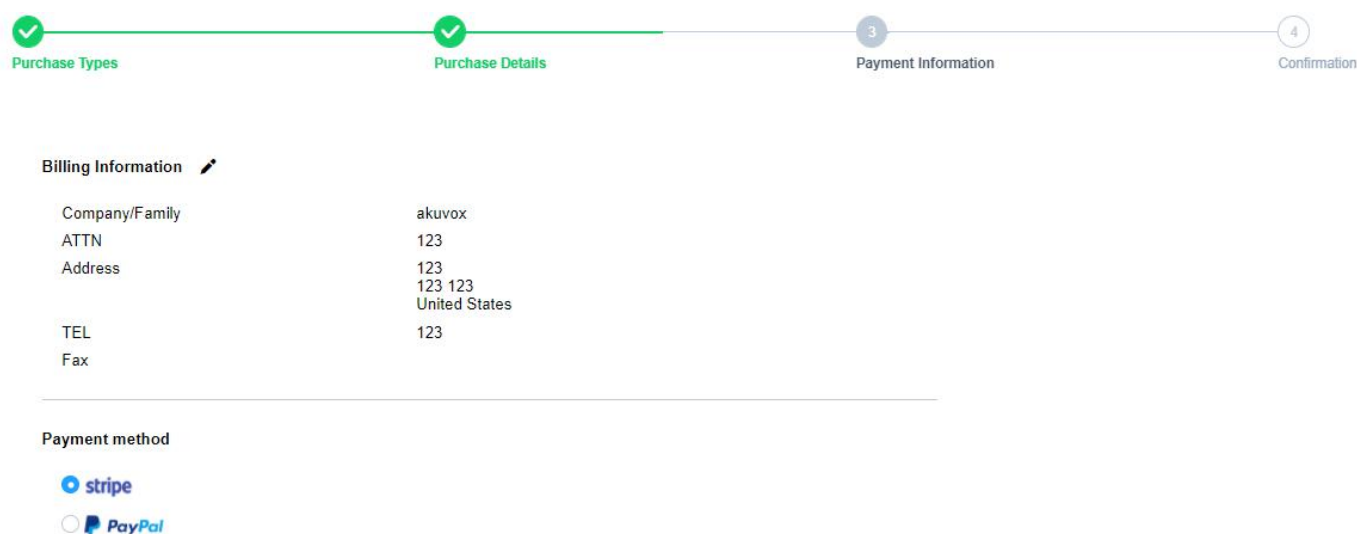
	Email	Name	Monthly Fee(\$)	Expiration Time
☒	@akuvox.com		0	2020-01-01 00:00:00
☐			0	2020-01-01 00:00:00

1 Month(s)

Total Price **\$0**

3. Fill in the billing information and select payment method.

4. Tick the check box to agree on the terms and condition.



Billing Information 

Company/Family akuvox

ATTN 123

Address 123 123 United States

TEL 123

Fax

Payment method

☒ stripe

☐ PayPal

Your Order

1 household(s)

Email	Name	Monthly Fee(\$)	Expiration Time	Next Expiration Time
jay.yang@akuvox.com	Jay Yang	0	2020-01-01 00:00:00	2021-04-22 17:58:31

Subscription Duration 1 Month(s)

Total Price \$0

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

Pay

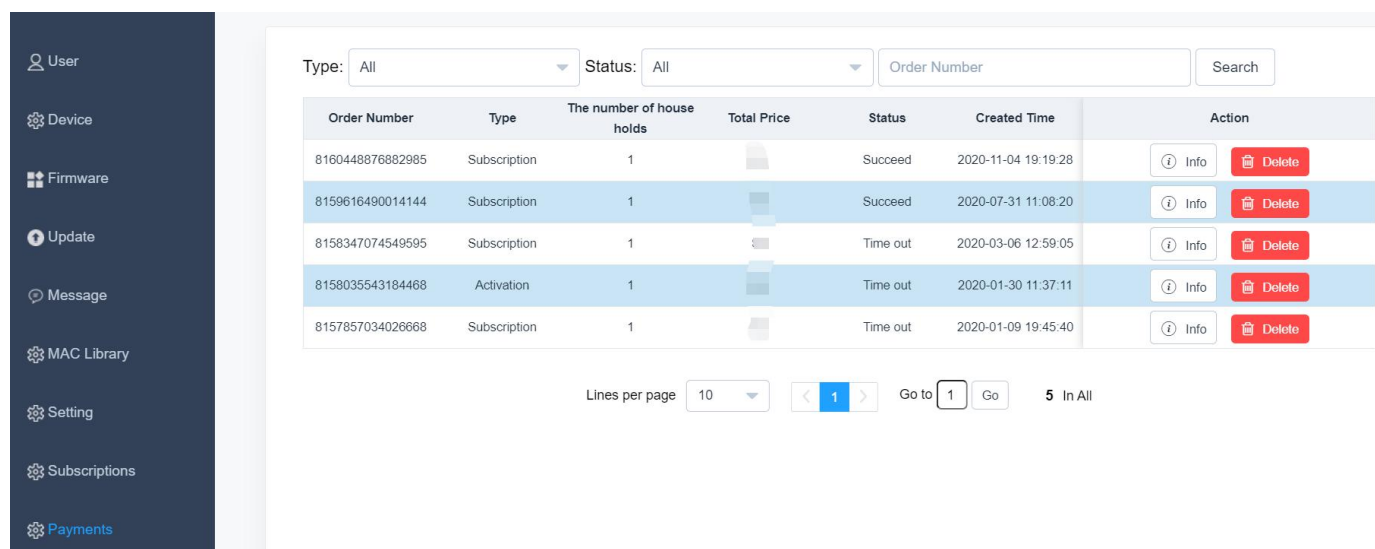
11. Transaction History

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

11.1. Check and Transaction History

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

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



The screenshot shows the 'Payments' module interface. On the left is a dark sidebar with navigation options: User, Device, Firmware, Update, Message, MAC Library, Setting, Subscriptions, and Payments (highlighted). The main area displays a table of transactions with filters for Type (All), Status (All), and Order Number. The table has columns for Order Number, Type, The number of house holds, Total Price, Status, Created Time, and Action. There are 5 transactions listed, each with an 'Info' button and a 'Delete' button. Below the table, there is a pagination control showing 'Lines per page' set to 10, a page number '1' in a blue box, and a total count of '5 In All'.

Order Number	Type	The number of house holds	Total Price	Status	Created Time	Action
8160448876882985	Subscription	1		Succeed	2020-11-04 19:19:28	Info Delete
8159616490014144	Subscription	1		Succeed	2020-07-31 11:08:20	Info Delete
8158347074549595	Subscription	1		Time out	2020-03-06 12:59:05	Info Delete
8158035543184468	Activation	1		Time out	2020-01-30 11:37:11	Info Delete
8157857034026668	Subscription	1		Time out	2020-01-09 19:45:40	Info Delete

Lines per page: 10 < 1 > Go to 1 Go 5 In All

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

Order Number	8161640744576931	Download Invoice File
Created Time	2021-03-22 18:04:05	
Status	Succeed	
Type	Subscription	
Payer	fuzhou	

Paypal Info

Paypal Order

Fee Details

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

Jay Yang
\$

3. Delete the specific transaction order if needed.

● **Search Description**

No.	Header	Description
1	Type	Three four types: 1. Activation: transaction for the initial activation of the user account. 2. Subscription: transaction for the renewal of the cloud service . 3. Additional app: transaction for the SmartPlus app service.
2	Status	Four types of status: 1. Processing: for the order that is ready to be paid. 2. Succeed: for the order that is paid. 3. Failed: for the orders that is failed. 4. Time out: for the order that is not paid in time before reaching the time out.
3	Order Number	Shows the transaction order number.

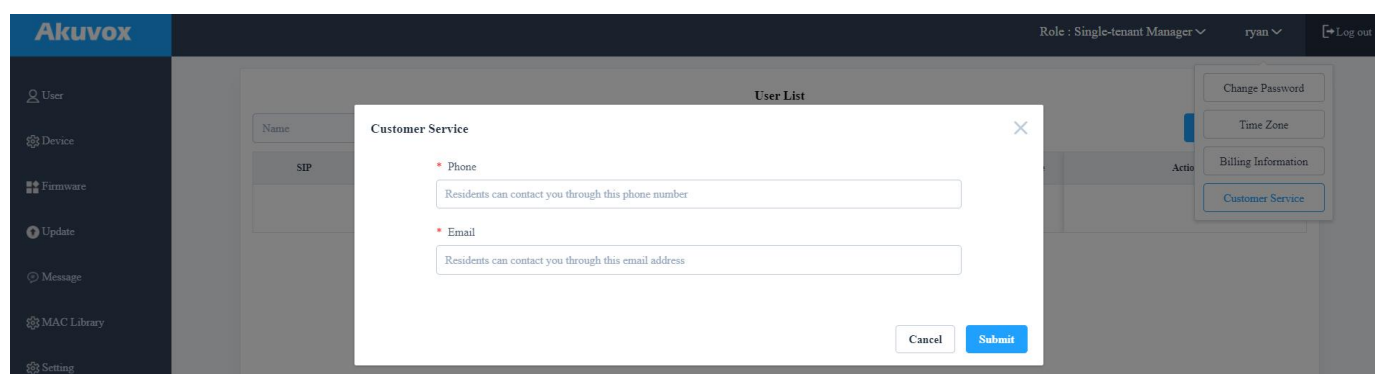
12. Customer Service Contact Management

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

12.1. Modify Customer Service Contact

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

1. Click on your installer account.
2. Click on **Customer Service** and fill in your phone number and email.
3. Modify the information if needed.

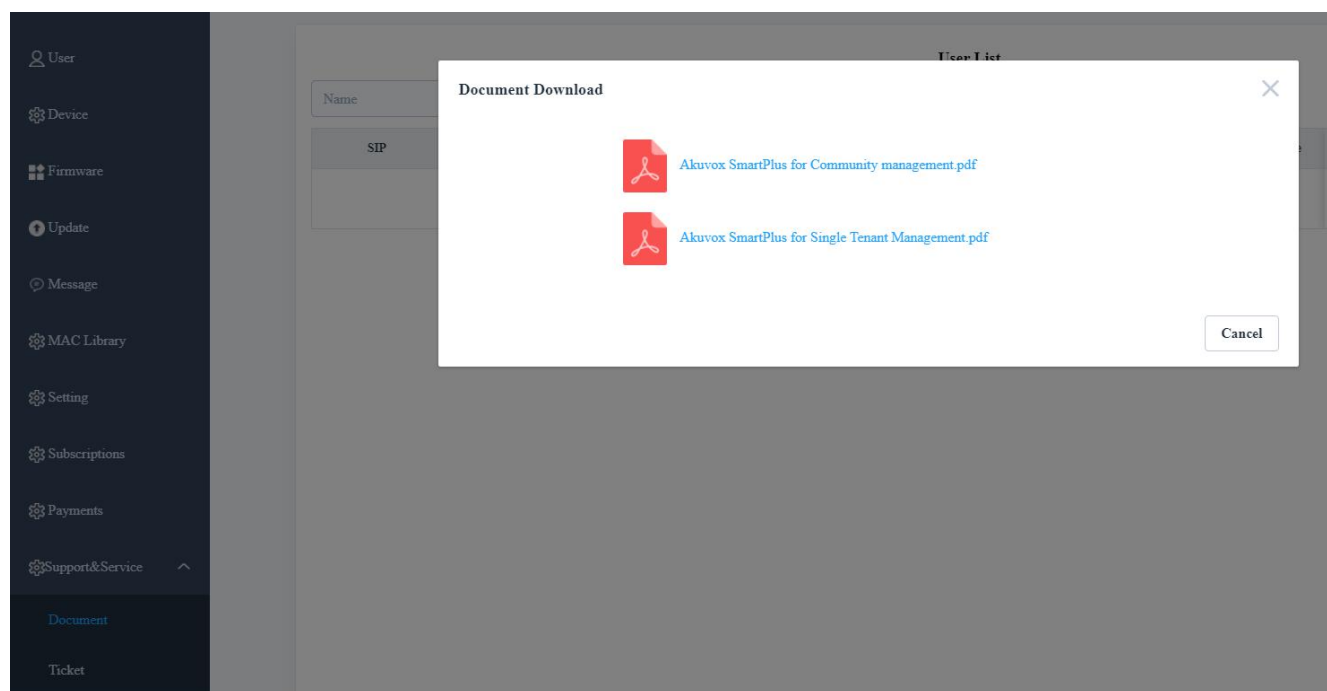


12.2. Technical Support&Service

Support&Service module offers you the link to the Akuvox ticket system in which you can not only get access to varieties 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.

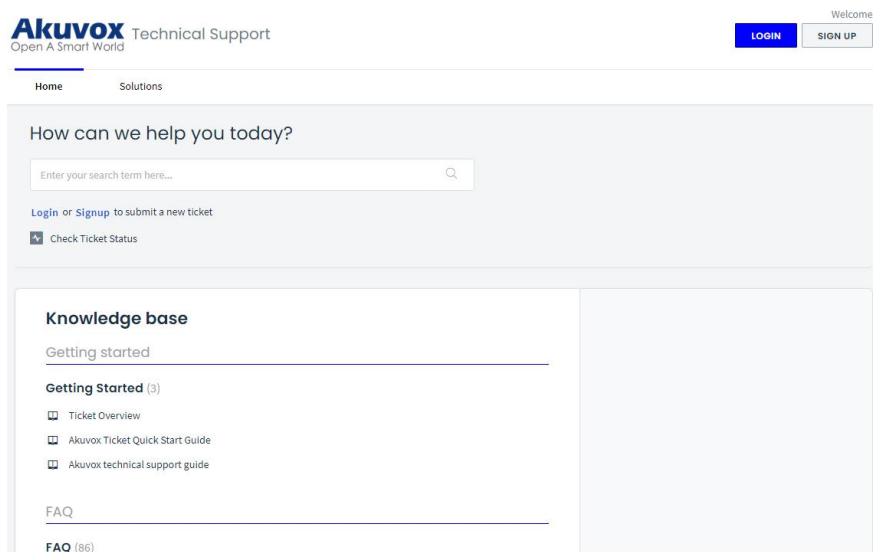
12.2.1. Download SmartPlus User Guide

1. Click on **Support&Service** module.
2. Click on **Document** sub-module.
3. Click on the documents to download.



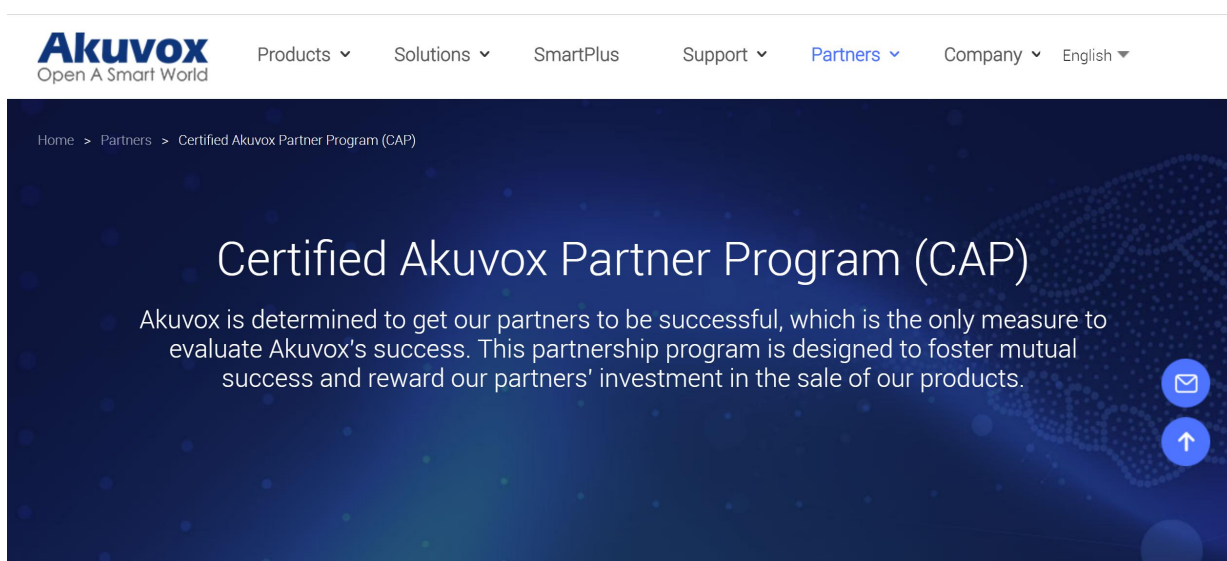
12.2.2. Ticket System

1. Click on **Ticket** sub-module.
2. Sign up and log in the Akuvox ticket system for the technical information and support.



12.2.3. CAP System

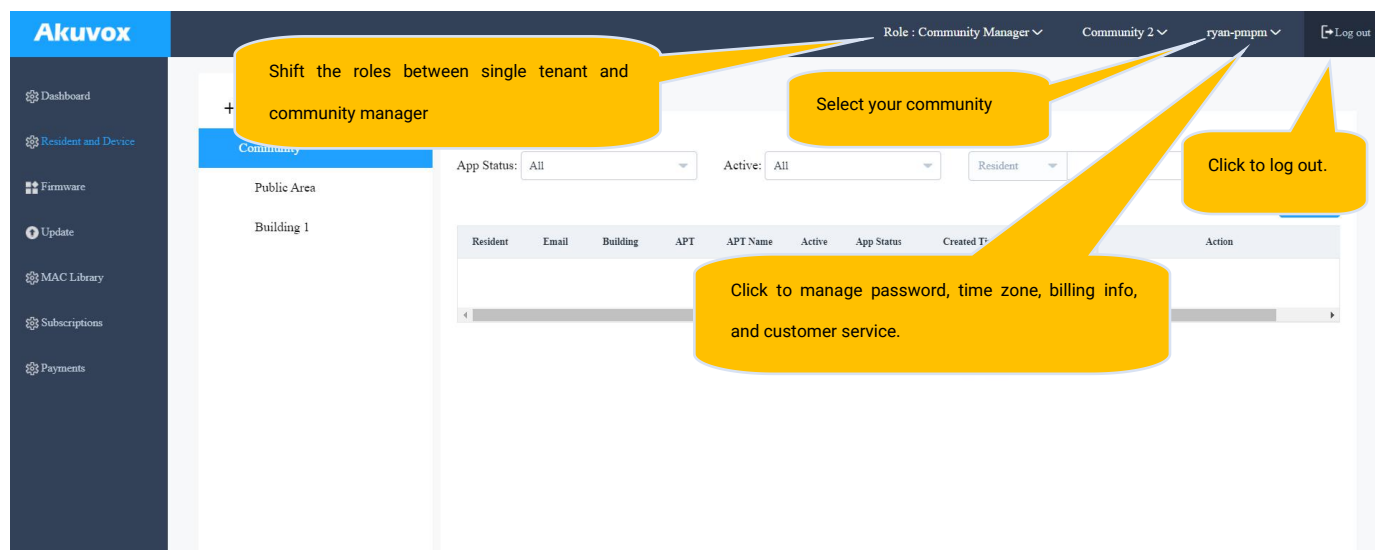
1. Click on **CAP** sub-module for the information about how to become an certified Akuvox partner.
2. Sign up and log in the Akuvox CAP system for the sales and technical information and support.



Part Two: Multi-Tenant Management

13. Community Manager Main Interface

The community manager main interface is mainly consisted of seven modules that are incorporated as a whole to allow you to manage community, building, apartment, devices.



● Module Description:

No.	Modules	Description
1	Dashboard	Allows you to manage community, building, apartment, resident, device and property manager.
2	Residents	Allows you to manage building, apartment, resident, device.
3	Firmware	Allows you to check device firmware information.
4	Update	Allows you to update the firmware version for the specific device.
6	MAC Library	Allows you to register the MAC in the MAC library.
7	Setting	Allows you to select the payer for the Akuvox SmartPlus service.
8	Subscription	Allows you to activate the Akuvox SmartPlus service for the resident by paying the activation fees and renewing the fees etc.
9	Payments	Allows you to check for the information related to transactions made.

**Note:**

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

14. Community Management

14.1. Create Community

A community must be created first in the dashboard before you can proceed to the other management involving device, residents etc.

1. Click on **New Community** in the dashboard.

Communities List



New Community

Download The Template

Name	Device Count	End User Count	Property Managers	Action
Community1	0	0		Import Edit Property Manager Details

Property Manager List

[New Property Manager](#)

Name	Email	Community	Action
No Data			

2. Set up a community by filling in the related community information.

New Community



Number of apartments

-
+

Landline Service

☒ On
 ☐ Off

* Community Name

* Address

Street

City Post code

State/Province

Country

Time Zone

GMT+8:00 Kuching

Time Format

☒ 24H ☐ 12H

Date Format

Year-Month-Day

PIN Mode

☒ PIN ☐ APT+PIN (e.g. 101 + 1234)

Charge Mode

☒ Pay by end user/PM ☐ Pay by installer

Number of apartments

20

Landline Service

☒ On ☐ Off

* Community Name

Cancel Submit

● Community Setting Description

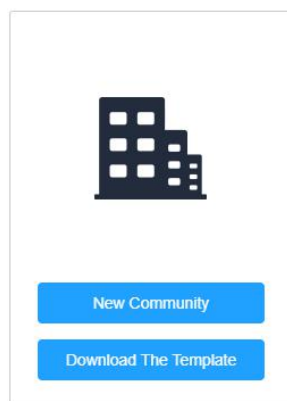
No.	Settings	Description
1	Number of apartments	Enter the number of apartments in the community.
2	Landline Service	Switch on/off the landline service (Communication between telephone/mobile phone and intercom devices).
3	Community Name	Enter the the community name.
4	Address	Enter community address (Street, City, Post code, State/Province).
6	Time Zone	Select the time zone of the community.
7	Time Format	Select the time zone of the community (12-hour/24-hour format).
8	Date Format	Select the date format (Y/M/D; M/D/Y;D/M/Y).
9	PIN Mode	Select PIN Mode (PIN for direct PIN code access, APT+PIN for apartment No.+ PIN code)
10	Charge Mode	Select the payer for the SmartPlus service (both account activation and renewal.

14.2. Edit/Delete Community

After a community is created, you can edit or delete the community if needed.

1. Click on **Edit** on the the community you want to edit or delete.
2. Edit the community setting or delete the setting.

Communities List



Name	Device Count	End User Count	Property Managers	Action
Community1	0	0		Import Edit Property Manager Details

Edit Community



Number of apartments

Landline Service

☒ On ☐ Off

* Community Name

* Address

361006

Time Zone

Time Format

☒ 24H ☐ 12H

Date Format

PIN Mode

☒ PIN ☐ APT+PIN (e.g. 101 + 1234)

Charge Mode

☒ Pay by end user PM ☐ Pay by installer

Delete

Cancel

Submit

15. Resident Management

Residents are managed on a community basis, and you are required to go to the specific community for the management of the resident by moving them into the specific building and apartment.

15.1. Add Residents to a Building

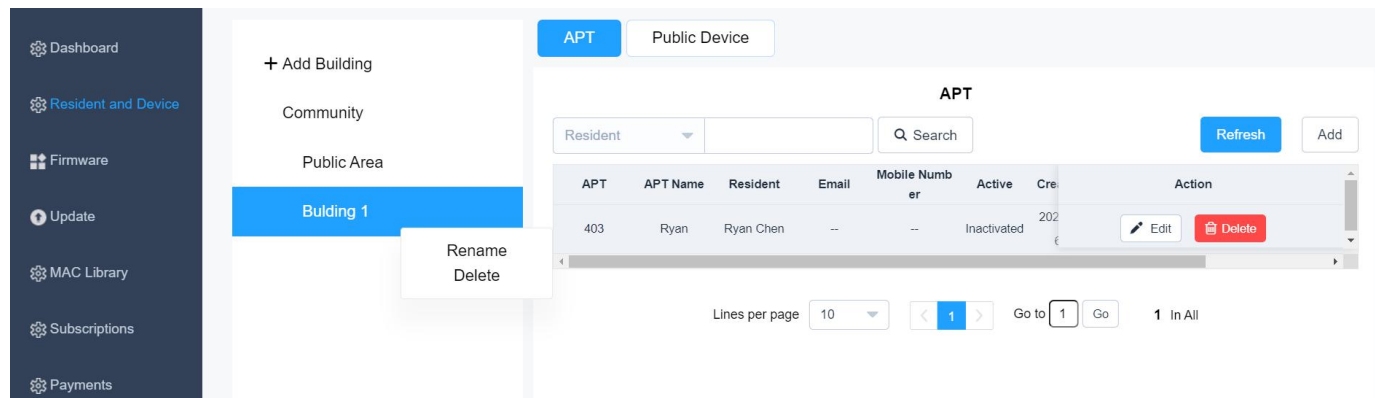
After the community is created, you are required to add buildings in the community, then you can start adding the residents to the building you added.

1. Click on **Details** of the community you intend for the management. (it will automatically skip to the **Resident and Device** module)

Communities List

 New Community Download The Template	Name	Device Count	End User Count	Property Managers	Action
	Community1	0	0		Import Edit Property Manager Details

2. Click on **+ Add Building** to add a build.
3. Rename the building if needed.
4. Click on **APT**, then click on **Add** to add resident.



5. Fill in apartment and resident's information.

Add APT

* APT No.

APT Name

* First Name

* Last Name

Email

Language

English

Country / Region

1st Landline

2nd Landline

3rd Landline

Call Type

SmartPlus and indoor mo

SIP Call Or IP Call

All my devices were insta

[Add Resident Later](#)

Cancel Submit

● **Setting Description:**

No.	Header	Indicator Description
1	APT No.	Fill in the residents apartment number.
2	APT Name	Fill in the resident apartment name.
3	First Name	Fill in the resident's first name.
4	Last Name	Fill in the resident's last name.
5	Email	Fill in the resident's email.
6	Language	Select the language of the emails notifying the user the account information. Currently 7 languages are supported: English, Simplified Chinese, Korean, Japanese, Turkish, Polish, and Russian.
7	Country/Region	Select the country or region code of the user.
8	Landline 1/2/3	Fill in the user's landline numbers, eg mobile phone numbers or telephone numbers. Three landline number are supported.
9	Call Type	Select your call type.
10	SIP Call or IP call	Select "All my device were installed in the same place (villa or house)" for IP call if all of the user's intercom device are in the same LAN (Local Area Network). If not, select "Some of my devices were installed in the different place (villa or house) " for SIP call.

15.2. Add Residents to a Building Using Template

Template can maximize your efficiency in the management of the resident especially when you are handling a large number of resident for a specific community.

1. Download the template on the dashboard.
2. Fill the information in the template.
3. Import the template to the community you selected.

Communities List



[New Community](#)

[Download The Template](#)

✓ Import data success ✕

Name	Device Count	End User Count	Property Managers	Action
Community1	2	2		Import Edit Property Manager Details

- **Template Sample**

[illegible]

- **Template Description:**

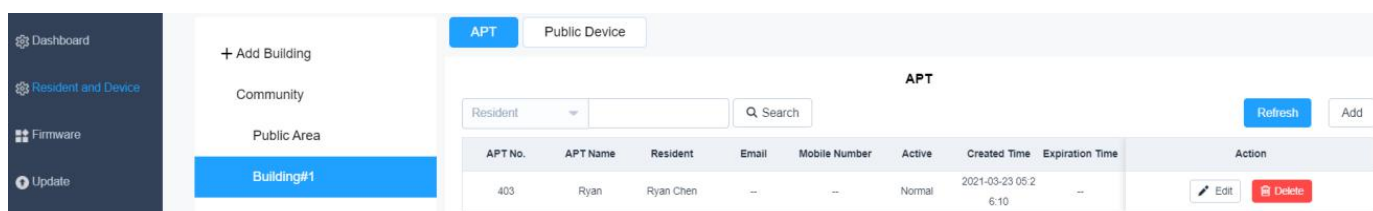
No.	Settings	Description
1	Building	Fill in the building number or name. Note: should not be more than 128 characters in length.
2	Apt	Fill in the apartment number. Note: must be 1-6 digit integral number(s).
3	Apartment	Fill in the apartment name.
4	Device	● Device Type Code: Multi-tenant door phone=0 Single-tenant door phone=1

		Indoor Monitor=2 Guard Phone=3 Access Control = ● Device Setting Format: “Device location, Device type,Device MAC”. Eg: 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 community to which you want to import the data.
5	First Name	Fill in the resident’s first name. Note: should not be more than 64 characters in length.
6	Last Name	Fill in the resident’s last name. Note: should not be more than 64 characters in length.
7	Email	Fill in the resident’s Email.
8	Telephone Calling Code	Fill in the resident’s country code.
9	Phone1/2/3	Fill in the resident’s mobile phone number.
10	Call Type	Call Type Code: Smartplus and indoor monitor=0 Phone and indoor monitor =1 Smartplus and indoor monitor, with phone as backup =2 Indoor monitors with=3 Indoor monitors with phone as backup=4 Indoor monitors with smartplus as backup, finally phone=5 Eg. “Indoor monitors with smartplus as backup, finally phone=5” means the call will be received in sequential order, first by indoor monitor, then SmartPlus app, and last mobile phone.

15.3. Edit/Delete Resident

You can edit and delete apartment for the resident if needed.

1. Select the apartment in the specific building you want to edit or delete.
2. Edit or delete the apartment.



APT

Public Device

Building	Building#1	
APT	403	

Family Master	Ryan Chen	
Email		
Landline		
Call Type	SmartPlus and indoor monitors	
Door Release PIN		
Active	Active	
App Status	Unregistered	

15.4. Add/Edit/Delete Family Members for Resident

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

1. Select your community in the dashboard.
2. Select your building and apartment.
3. Click Edit.
4. Add, edit or delete the family member account according to your need.

Dashboard

Resident and Device

Firmware

Update

MAC Library

Subscriptions

+ Add Building

Community

Public Area

Building#1

APT

Public Device

APT

Resident

Search

Refresh

Add

APT No.	APT Name	Resident	Email	Mobile Number	Active	Created Time	Expiration Time	Action
403	Ryan	Ryan Chen	--	--	Normal	2021-03-23 05:26:10	--	Edit Delete

Lines per page 10

< 1 >

Go to 1 Go 1 In All

0 Family Member

Add



Note:

The email information in the family member account can not be edited.

15.5. Search/Edit/Delete Resident at Community Level

1. Select the community you need for the management.
2. Click on **Community** and **Residents**.
3. Search, edit and delete the residents.

The screenshot displays the web interface for managing residents. On the left is a dark sidebar with navigation links: Dashboard, Resident and Device, Firmware, Update, and MAC Library. The main content area has a light blue header with 'Residents' and 'Devices' tabs. Below the header, there's a section for 'Community' with a '+ Add Building' button and a list of buildings: 'Public Area', 'Building#1', and 'Building#2'. The 'Residents' tab is active, showing a table of residents. The table has columns: Resident, Email, Building, APT No., APT Name, Active, App Status, Created Time, Expiration Time, and Action. A single resident, 'Ryan Chen', is listed with email '--', building 'Building#1', APT No. '403', APT Name 'Ryan', Active status 'Normal', App Status 'Unregistered', and Created Time '2021-03-23 05:26:10'. The Action column for this resident has 'Edit' and 'Delete' buttons. Above the table are filters for 'App Status' (All), 'Active' (All), and 'Resident' (Resident), along with a search bar and a 'Refresh' button. At the bottom, there's a pagination bar showing 'Lines per page' (10), a page indicator (1), and 'Go to 1 In All'.

16. Device Management

Devices are managed on a community basis, and you are required to go to the specific community for the management of the resident by moving them into the specific building and apartment. In addition, you can also set up the device in the public area.

16.1. Add Device to a Building

After the community is created, you are required to add buildings in the community, then you can start adding the devices to the building you added.

1. Click on **Details** of the community you intend for the management. (it will automatically skip to the **Resident and Device** module)

Communities List

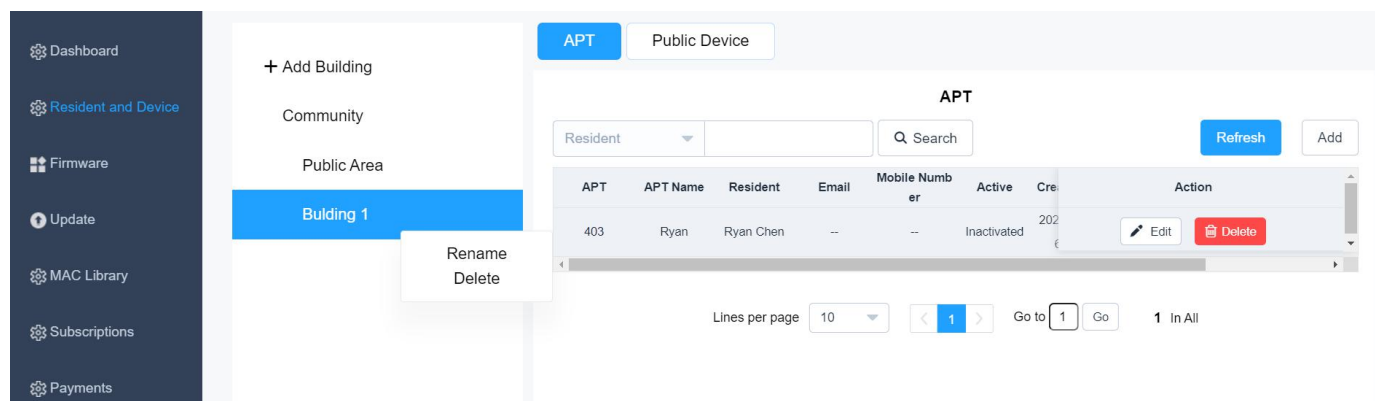


New Community

Download The Template

Name	Device Count	End User Count	Property Managers	Action
Community1	0	0		Import Edit Property Manager Details

2. Click on **+ Add Building** to add a build.
3. Rename or delete the building if needed.
4. Click on **Public Device**, then click on **Add** to add the device.



5. Add the device to the building.

Device Creation
×

* MAC

Type

Multi-tenants Doorphone

Network Group

Network 1

Contacts Setting

☒ Only APT numbers
☐ Indoor monitor and apps
☐ APT numbers, indoor monitors and apps

* Location

Relay 1

On

* Relay Name

* DTMF Code

#

Unlock

☒ Unlock in homepage
☒ Unlock in talking page

+ Add Relay

Cancel

Submit

● Setting Description:

No.	Header	Indicator Description
1	MAC	Fill the device MAC address.
2	Type	Fill the type of the device.
3	Network Group	Select the network group. Devices in the same building needs to be set up in the same network group.
4	Contact Setting	Select the contact screen display in the door phone.
5	Location	Fill the location of the device.
6	Relay1	Fill the relay name, which can be the device location.
7	DTMF code	Enter the DTMF code for the door access
8	Unlock	“ unlock in homepage ” means unlock can be done on the home screen, while “unlock in talking page” means unlock can be done while talking.
9	Add Relay	You can add more relays if needed.

16.2. Add Devices to a Building Using Template

Template can maximize your efficiency in the management of the devices especially when you are handling a large number of devices for a specific community.

1. Download the template on the dashboard.
2. Fill the information in the template.
3. Import the template to the community you selected.

Communities List

✓ Import data success ✕



New Community

Download The Template

Name	Device Count	End User Count	Property Managers	Action
Community1	2	2		Import Edit Property Manager Details

● Template Sample

	A	B	C	D	E	F	G	H	I	J	K	L
1	Building	Apt	AptName	Device	FirstName	LastName	Email	TelephoneCallingCode	1stPhone	2ndPhone	3rdPhone	CallType
2	Building#2	403	Ryan Chen	Gate2, 0, 0C11050B9914	Ryan	Chen		1				2
3												
4												
5												
6												

● Template Description

No.	Settings	Description
1	Building	Fill in the building number or name. Note: should not be more than 128 characters in length.
2	Apt	Fill in the apartment number. Note: must be 1-6 digit integral number(s).
3	Apartment	Fill in the apartment name.
4	Device	● Device Type Code: Multi-tenant door phone=0 Single-tenant door phone=1 Indoor Monitor=2 Guard Phone=3 Access Control ● Device Setting Format: "Device location, Device type, Device MAC". Eg: 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 community to which you want to import the data.
5	First Name	Fill in the resident's first name. Note: should not be more than 64 characters in length.
6	Last Name	Fill in the resident's last name. Note: should not be more than 64 characters in length.
7	Email	Fill in the resident's Email.
8	Telephone Calling Code	Fill in the resident's country code.
9	Phone1/2/3	Fill in the resident's mobile phone number.
10	Call Type	Call Type Code: Smartplus and indoor monitor=0 Phone and indoor monitor =1 Smartplus and indoor monitor, with phone as backup =2 Indoor monitors with=3 Indoor monitors with phone as backup=4 Indoor monitors with smartplus as backup, finally phone=5 Eg. "Indoor monitors with smartplus as backup, finally phone=5" means the call will be received in sequential order, first by indoor monitor, then SmartPlus app, and last mobile phone.


Note:

You can import both residents and devices at the same time using one template.

16.3. Edit/Delete the Device

You can edit and delete device of a building if needed.

1. Select the device in the specific building you want to edit or delete.
2. Click on **Info** to check the device basic information if needed.
3. Edit or delete the device according to your need.

APT Public Device

Public Device

MAC Search Refresh Add

	MAC	Location	Device Type	SIP	Status	Created Time	Action
☐	0C11050893C6	Gate1		353100010		2021-03-23 04:56:08	Info Edit Delete

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

16.4. Add/Edit/Delete Device in Public Area

1. Click on **Details** of the community you want to add public area device.

Communities List



New Community

Download The Template

Name	Device Count	End User Count	Property Managers	Action
Ryan Chen	1	1	Ryan Chen	Import Edit Property Manager Details

2. Click on **Public Area** and add the device to the public area.
3. Search, check, edit or delete the device.

- Dashboard
- Resident and Device
- Firmware
- Update
- MAC Library
- Subscriptions

Public Device

+ Add Building
 Community

Public Area

 Building#1
 Building#2

MAC Q Search

MAC	Location	Device Type	SIP	Status	Created Time	Action
☐	0C11050B9814	Guard Room	353100018		2021-03-24 02:18:34	Info Edit Delete

Add

Lines per page:

10

< 1 >

Go to

1

 Go

1 In All

Edit Device



* MAC

0C11050B9814

Type

Guard Phone

Network Group

Network 1

* Location

Guard Room

Buildings

☒ All Buildings

Cancel

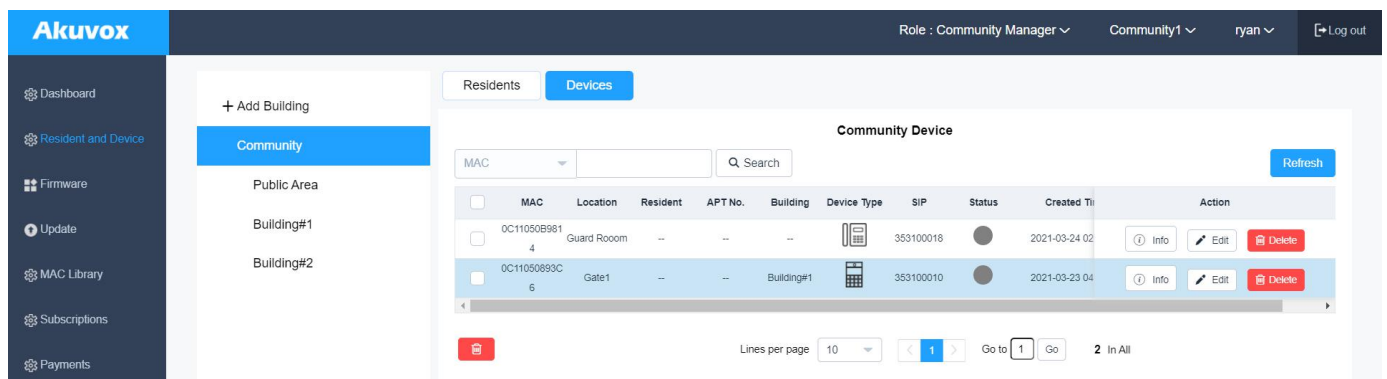
Submit

● Template Description

No.	Header	Indicator Description
1	MAC	Fill the device MAC address.
2	Type	Fill the type of the device.
3	Network Group	Select the network group. Devices in the same building needs to be set up in the same network group.
5	Location	Fill the location of the device.
6.	Buildings	Tick it, the guardphone will be accessed by all buildings.

16.5. Search/Edit/Delete Device at Community Level

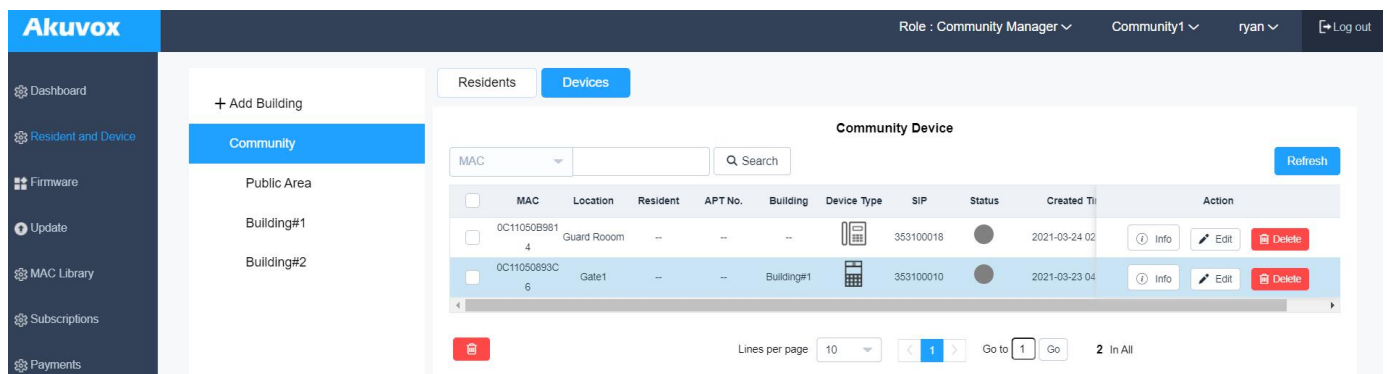
1. Select the community you need for the management.
2. Click on **Community** and **Devices**.
3. Search, edit and delete the devices.



16.6. Remote Maintenance

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

1. Click on **Community** (Taking community as an example).
2. Click on **Devices** and **Info**.



3. Click on Setting.
4. Enter the commands for the provisioning.
5. Reboot or log in to device web interface remotely via remote control.

The screenshot displays the 'Setting' dialog box in the Akuvox device web interface. The dialog is titled 'Setting' and has a close button (X) in the top right corner. It contains a 'Connect Type' dropdown menu currently set to 'TCP'. Below this is an 'Others' text area with the following content: 'Config.Setting DATETIME.TimeFormat=1,' and 'Config.Setting DATETIME.DateFormat=05'. At the bottom of the dialog are four buttons: 'Reboot' (red), 'Remote Control' (white), 'Cancel' (white), and 'Submit' (blue). The background of the web interface shows a sidebar with 'Basic Information' selected, and sections for 'Product Information' (Firmware Version: 227.30.2.110, Hardware Version: 227.0) and 'Network Information'.


Note:

- If there are multiple lines of Autop commands, then they should be separated by a coma “,” otherwise the command will not be valid. Autop commands can be exported out of device web interface or you can contact the Akuvox technical team for it.

16.7. Manage MAC Library

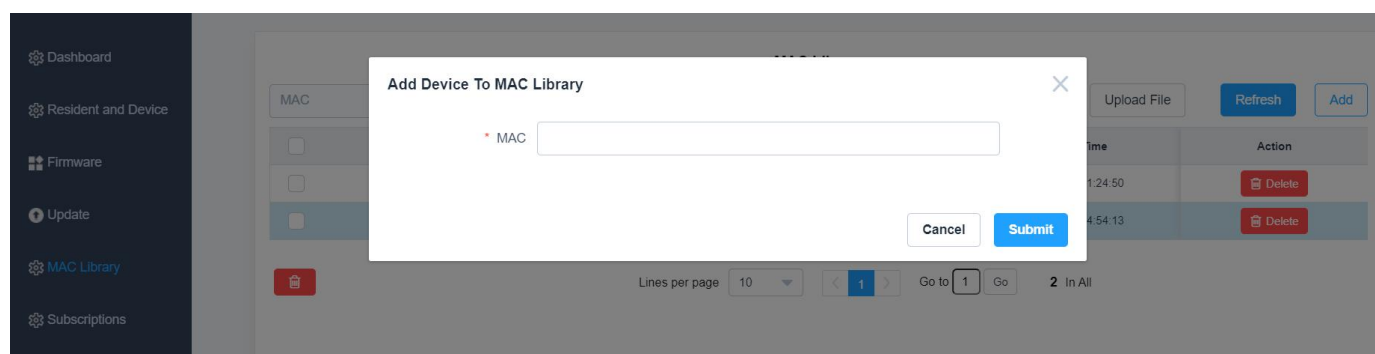
When you obtain the device MAC address, you will need to store them in the MAC library of the specific community as a record. You can also search and check for the all the MACs that are bound or not bound with the users.

16.8. Add MAC to MAC Library

You can add the MAC to the MAC library in the specific community manually or using template.

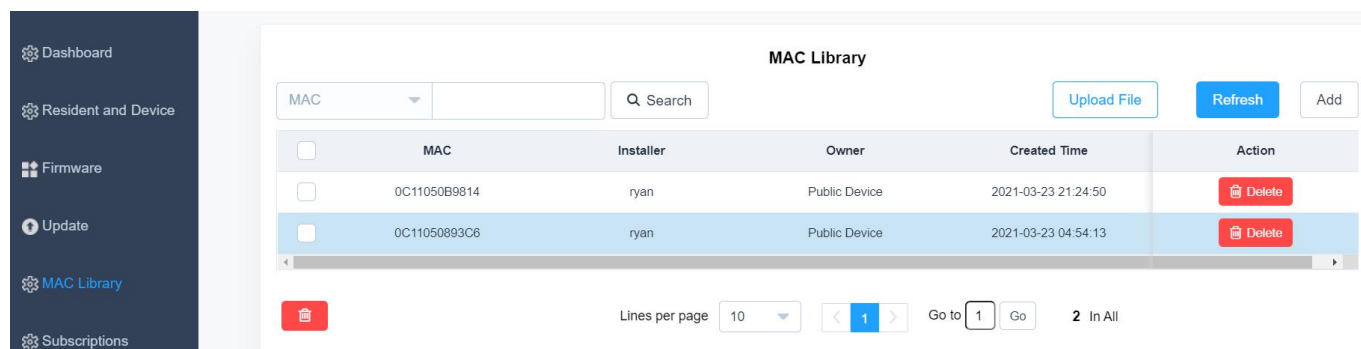
➤ Add MAC Manually

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



➤ Add MAC using Template

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



● MAC Template

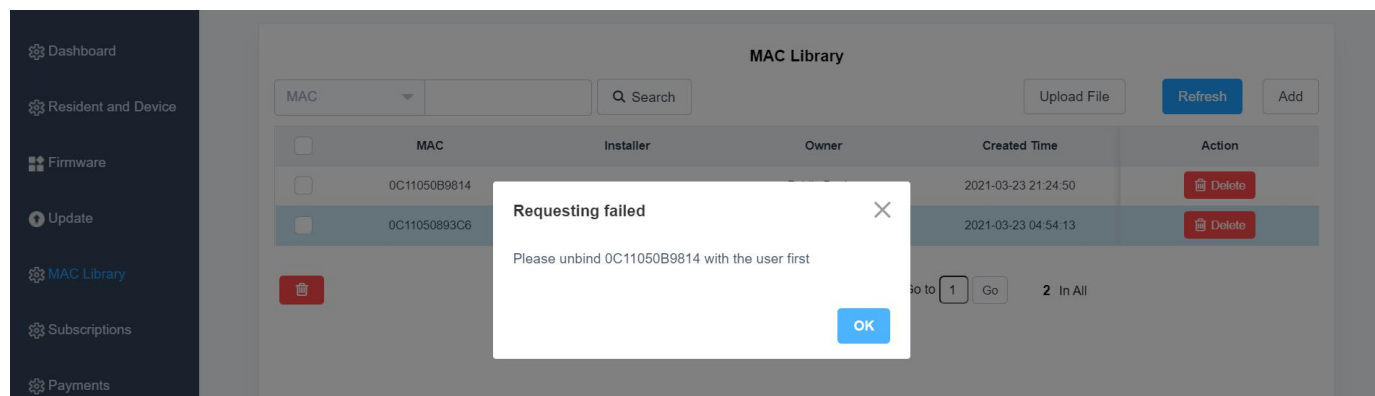
	C9						
1	MAC						
2	0C11050893CA						
3	0C11050893CB						
4	0C11050893CC						


Note:

- One MAC only in each line. And the MAC addresses in the template can be obtained from your distributor or you can find the MAC at the back of device.

16.9. Remove the MAC from the MAC Library

- Search the device by MAC.
- Remove the device from your MAC library.


Note:

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

17. Manage Property Manager Account

After a community is set up, you can create a property manager account of the management of the community you selected.

17.1. Add Property Manager Account

You can create a property manager whom you can assign to a specific community.

1. Click on **New Property Manager**.
2. Fill in the community manager information.

New Property Manager

* First Name

* Last Name

* Email

Language

English

Cancel

Submit

Action

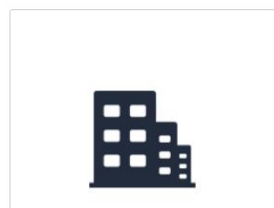
[Property Manager](#)
[Details](#)

New Property Manager

Action

- Click on **Property Manger** of the community to which you want to assign the property manager.

Communities List



Name	Device Count	End User Count	Property Managers	Action
Community1	0	2		Import Edit Property Manager Details

- Select the property manager and move it to the right box.

Property Manager

To be selected

☐ Ryan Chen

< Remove

Add >

Selected

Cancel

Submit


Note:

The check box on the left and right box needs to be ticked for adding the property manager.

17.2. Edit/Delete Property Manager Account

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

1. Select the property manager account in the **Property Manager List**.
2. Click on **Edit** to edit the property manager account information and edit the password by resetting the password.

Property Manager List				New Property Manager
Name	Email	Community	Action	
Ryan Chen	[redacted].com		Edit Delete	

Communities List

New Community
Download The Template

Edit Property Manager

* First Name

* Last Name

Reset Password
Cancel
Submit

Property Manager List

New Property Manager

Name	Email	Community	Action
Ryan Chen	[redacted].com		Edit Delete

18. Firmware Management

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

18.1. Check Firmware List

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

Version	Model	Version Log	Created Time	Action
29.30.2.419	R29	29.30.2.419	2021-03-09 23:01:17	Info
116.30.1.101	E16	116.30.1.101	2021-03-03 00:37:16	Info
105.30.1.100	A05	105.30.1.100	2021-03-03 00:37:02	Info
220.30.2.9	R20 (Hardware version 2)	220.30.2.9	2021-03-02 21:41:49	Info
221.30.1.134	E21 (Hardware version 2)	221.30.1.134	2021-03-02 21:40:02	Info
117.30.2.828	C317	117.30.2.828	2021-02-13 05:27:54	Info
915.30.1.12	X915	915.30.1.12	2021-02-07 22:39:04	Info

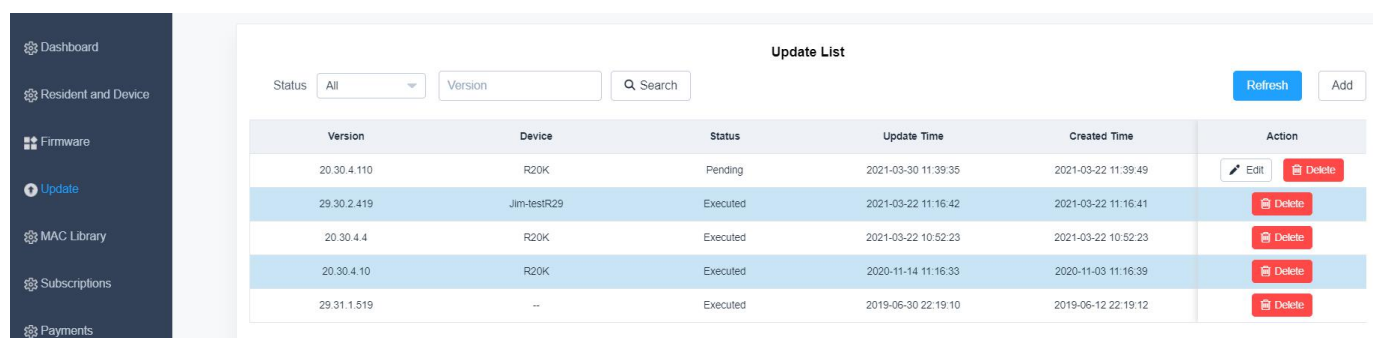
● Firmware List Description

No.	Header	Indicator Description
1	Version	Displays the firmware version number.
2	Model	Displays the device model corresponding to the .
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.

18.2. Update Firmware

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

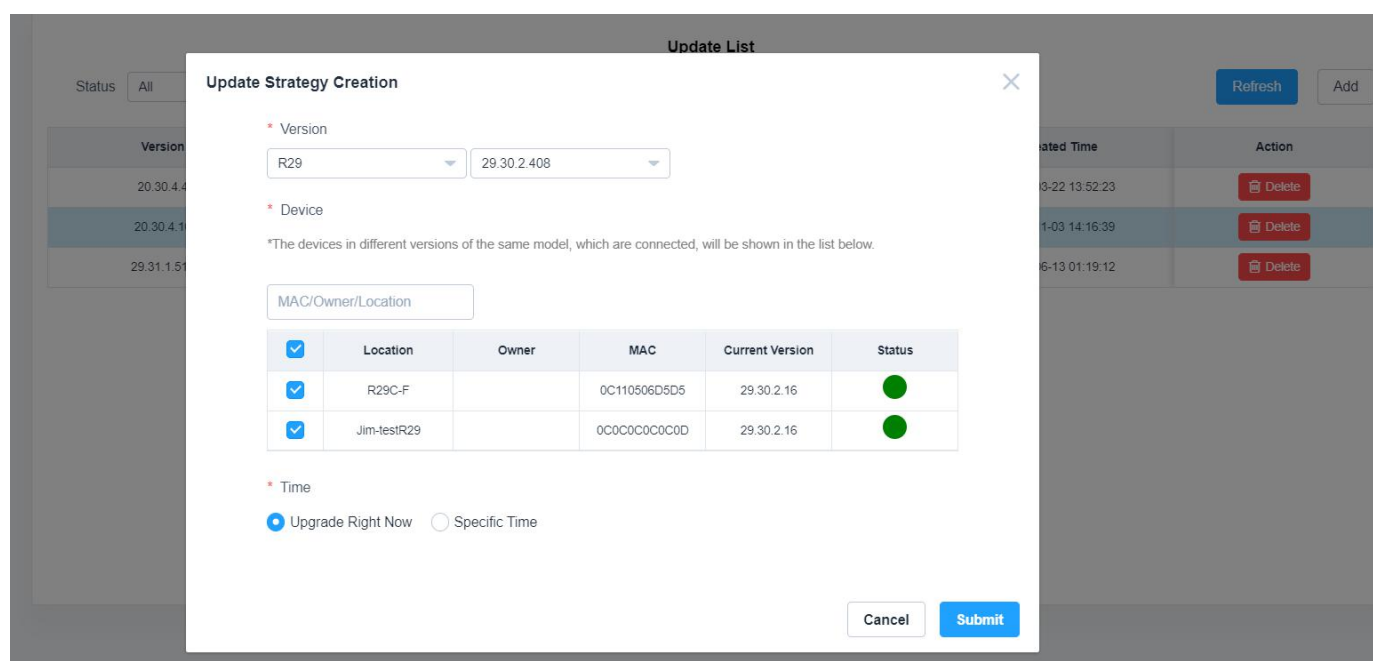
1. Go to **Update Module**.
2. Click on **Add**.



The screenshot shows the 'Update List' interface. On the left is a sidebar with navigation options: Dashboard, Resident and Device, Firmware, Update (highlighted), MAC Library, Subscriptions, and Payments. The main area has a search bar with 'Status' (All) and 'Version' filters, and 'Refresh' and 'Add' buttons. Below is a table with the following data:

Version	Device	Status	Update Time	Created Time	Action
20.30.4.110	R20K	Pending	2021-03-30 11:39:35	2021-03-22 11:39:49	Edit Delete
29.30.2.419	Jim-testR29	Executed	2021-03-22 11:16:42	2021-03-22 11:16:41	Delete
20.30.4.4	R20K	Executed	2021-03-22 10:52:23	2021-03-22 10:52:23	Delete
20.30.4.10	R20K	Executed	2020-11-14 11:16:33	2020-11-03 11:16:39	Delete
29.31.1.519	--	Executed	2019-06-30 22:19:10	2019-06-12 22:19:12	Delete

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



The screenshot shows the 'Update Strategy Creation' dialog box. It has a close button (X) in the top right. The form includes:

- * Version:** A dropdown menu set to 'R29' and a text input field containing '29.30.2.408'.
- * Device:** A section with a note: '*The devices in different versions of the same model, which are connected, will be shown in the list below.' Below this is a search input field labeled 'MAC/Owner/Location'.
- Device List:** A table with columns: Location, Owner, MAC, Current Version, and Status.

Location	Owner	MAC	Current Version	Status
☒ R29C-F		0C110506D5D5	29.30.2.16	●
☒ Jim-testR29		0C0C0C0C0C0D	29.30.2.16	●
- * Time:** Two radio buttons: 'Upgrade Right Now' (selected) and 'Specific Time'.
- Buttons:** 'Cancel' and 'Submit' at the bottom right.

18.3. Check and Edit Firmware Update List

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

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

- Dashboard - Resident and Device - Firmware Update - MAC Library	Update List					
	Status	All	Version	Q Search	Refresh	Add
	Version	Device	Status	Update Time	Created Time	Action
	20.30.4.110	R20K	Pending	2021-03-30 11:39:35	2021-03-22 11:39:49	Edit Delete
	29.30.2.419	Jim-testR29	Executed	2021-03-22 11:16:42	2021-03-22 11:16:41	Delete
	20.30.4.4	R20K	Executed	2021-03-22 10:52:23	2021-03-22 10:52:23	Delete

● Update List Description

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

**Note:**

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

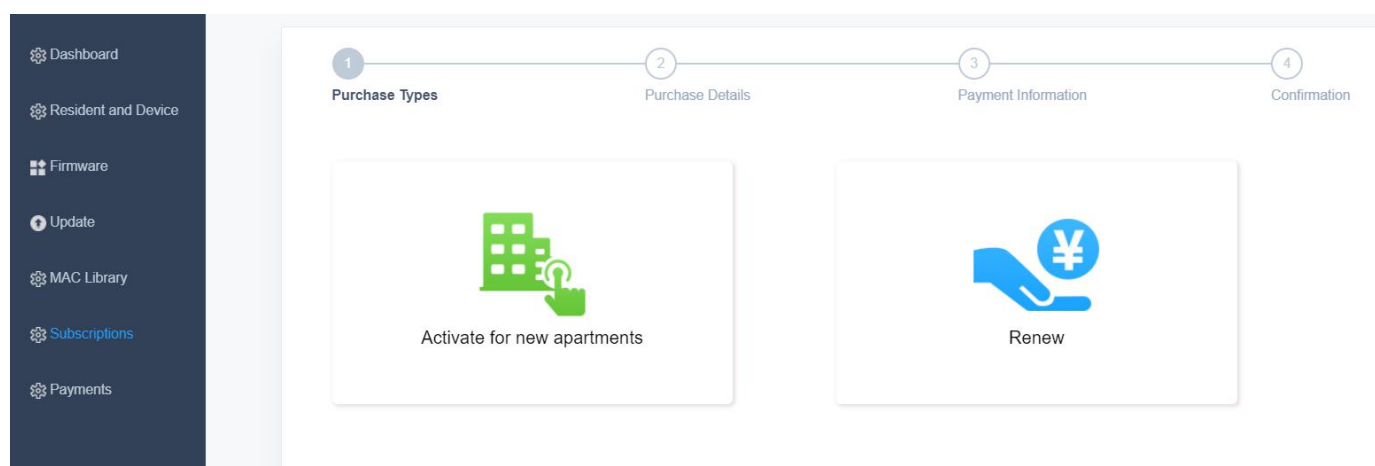
19. Subscription

You can pay for subscription fee for both the service activation and renewal for the end users.

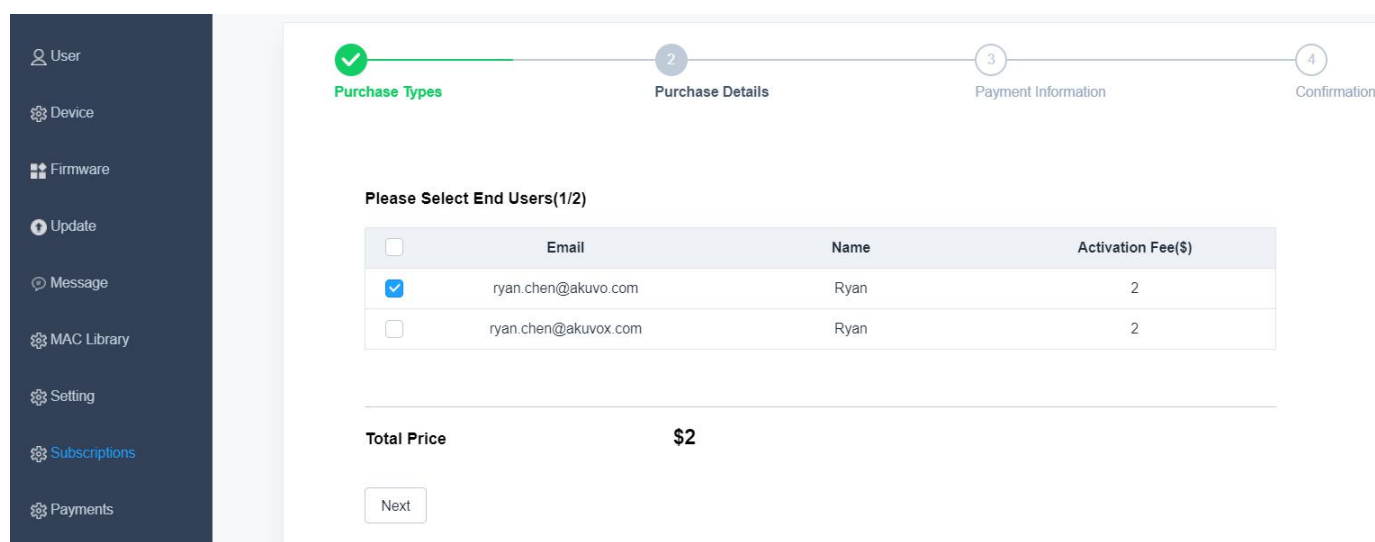
19.1. Activate End user Account

1. Go to **Subscription Module**.

2. Click on 



3. Select the end user account you want to activate.



4. Fill in the billing information.

✓

Purchase Types

✓

Purchase Details

3

Payment Information

4

Confirmation

Billing Information ✎

Company/Family

ATTN

Address

TEL

Fax

Akuvox

Ryan Chen

xiamen
361006 Xiamen
United States

11222333

adfd

Your Order

Email	Name	Activation Fee(\$)
ryan.chen@akuvo.com	Ryan	2

Total Price

\$2

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

Pay

5. Select the payment method and continue the steps until the service is paid.

Pending Order

Transaction Type: Activation Fee

Transaction Number: 5161640188870144

Total Price: \$2

Should Pay: \$2

Coupon

No Coupon ✓

Exchange Coupon

Coupon Pay: \$0

Payment method

☒ stripe

☐ PayPal

Amount Paid \$2

Pay

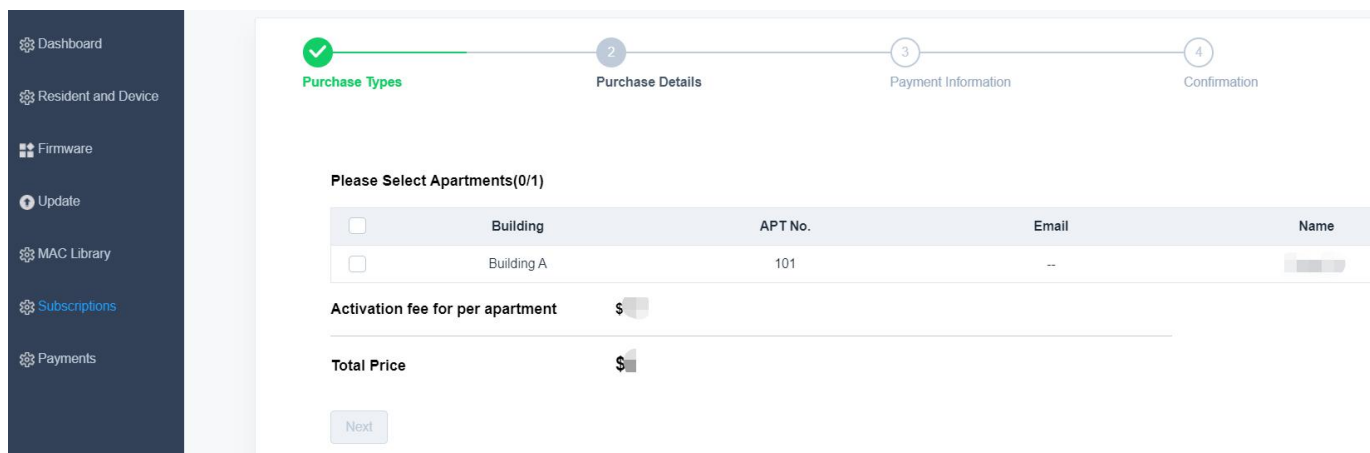
● Billing Information Description

No.	Header	Description
1	Company/Family	Fill in the installer company.
2	ATTN	Enter the name of Installer.
3	Address	Enter the address of the installer.
4	TEL	Enter the telephone number of the installer.
5	Fax	Enter the Fax number of the installer.

19.2. Renew End User Account

1. Go **Subscription** module.

2. Click on 



Dashboard
Resident and Device
Firmware
Update
MAC Library
Subscriptions
Payments

1 **Purchase Types** 2 Purchase Details 3 Payment Information 4 Confirmation

Please Select Apartments(0/1)

☐	Building	APT No.	Email	Name
☐	Building A	101	--	

Activation fee for per apartment \$

Total Price \$

Next

3. Fill in the billing information and select payment method.

4. Tick the check box to agree on the terms and condition.



Purchase Types



Purchase Details



Payment Information



Confirmation

Billing Information ✎

Company/Family	akuvox
ATTN	123
Address	123 123 123 United States
TEL	123
Fax	

Payment method

☒ stripe
☐ PayPal

Your Order
1 household(s)

Email	Name	Monthly Fee(\$)	Expiration Time	Next Expiration Time
jay.yang@akuvox.com	Jay Yang	0	2020-01-01 00:00:00	2021-04-22 17:58:31

Subscription Duration **1 Month(s)**

Total Price **\$0**

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

Pay

20. Transaction History

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

20.1. Check and Transaction History

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

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

Dashboard
Resident and Device
Firmware
Update
MAC Library
Subscriptions
Payments

Type: All Status: All Order Number Search

Order Number	Type	The number of apartments	Total Price	Status	Created Time	Action
8160388001661179	Subscription	1		Succeed	2020-10-28 21:13:36	Info Delete

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

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

Order Number 8161640744576931 Download Invoice File
Created Time 2021-03-22 18:04:05
Status Succeed
Type Subscription
Payer fuzhou

Paypal Info
Paypal Order

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

Jay Yang
\$

3. Delete the specific transaction order if needed.

● Search Description

No.	Header	Description
1	Type	Three types: 1. Activation: transaction for the initial activation of the user account. 2. Subscription: transaction for the renewal of the cloud service . 3. Additional app: transaction for the SmartPlus app service.
2	Status	Four types of status:

		1. Processing: for the order that is ready to be paid. 2. Succeed: for the order that is paid. 3. Failed: for the orders that is failed. 4. Time out: for the order that is not paid in time before reaching the time out.
3	Order Number	Shows the transaction order number.

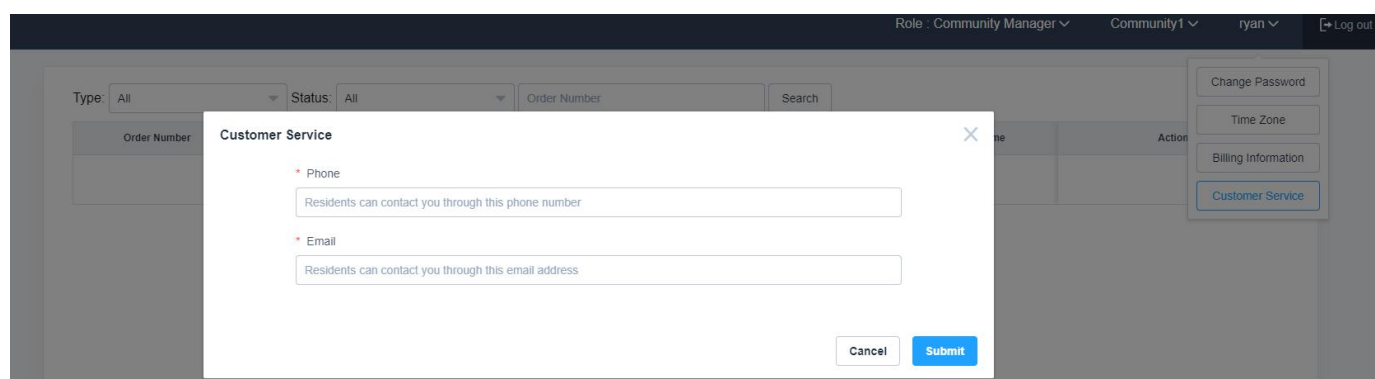
21. Customer Service Contact Management

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

21.1. Modify Customer Service Contact

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

1. Click on your installer account.
2. Click on **Customer Service** and fill in your phone number and email.
3. Modify the information if needed.

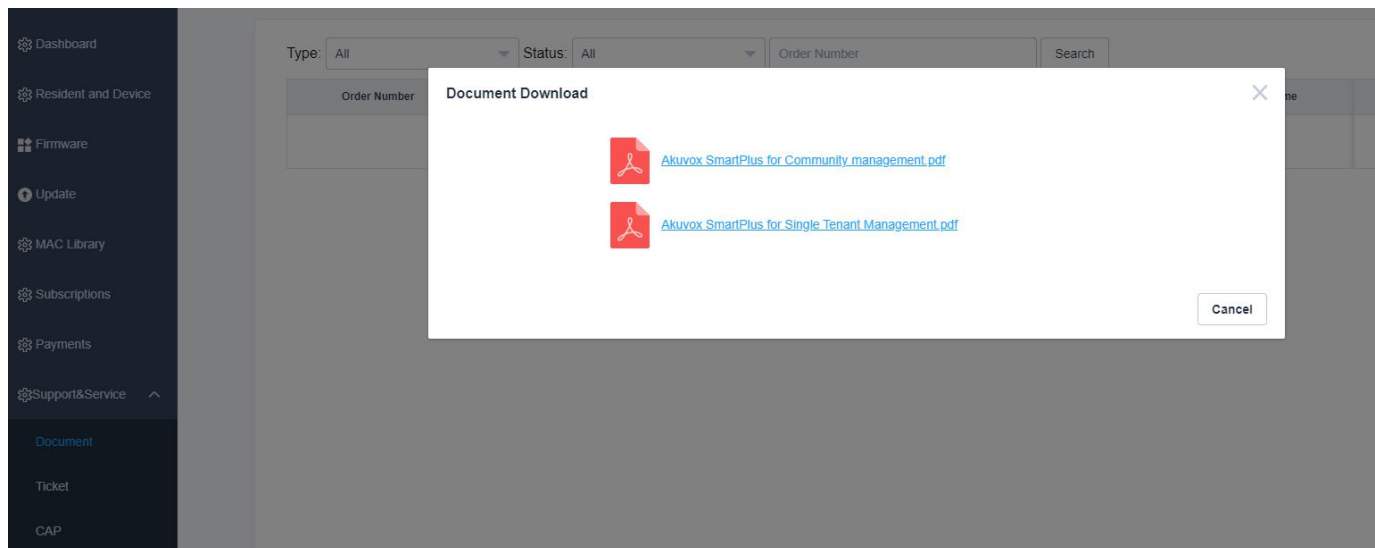


21.2. Technical Support&Service

Support&Service module offers you the link to the Akuvox ticket system in which you can not only get access to varieties 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.

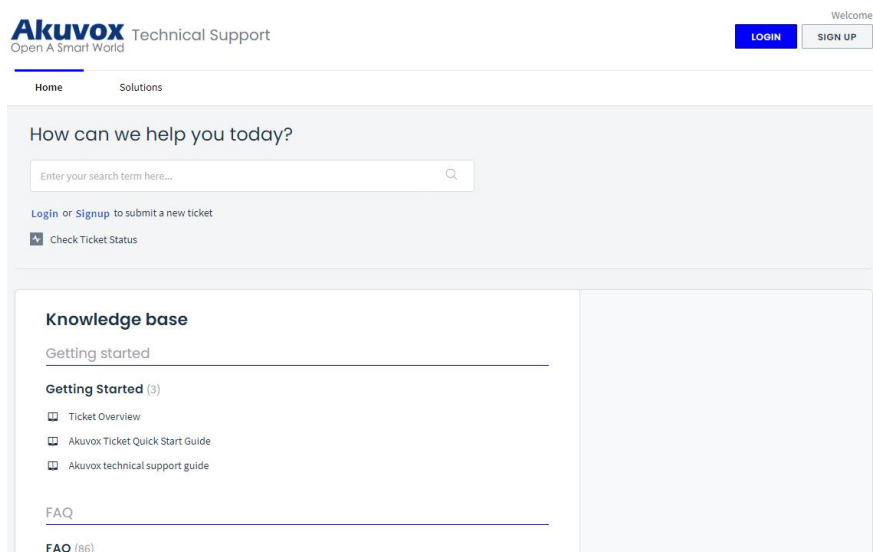
21.2.1. Download SmartPlus User Guide

1. Click on **Support&Service** Module.
2. Click on **Document** sub-module.
3. Click on the documents to download.



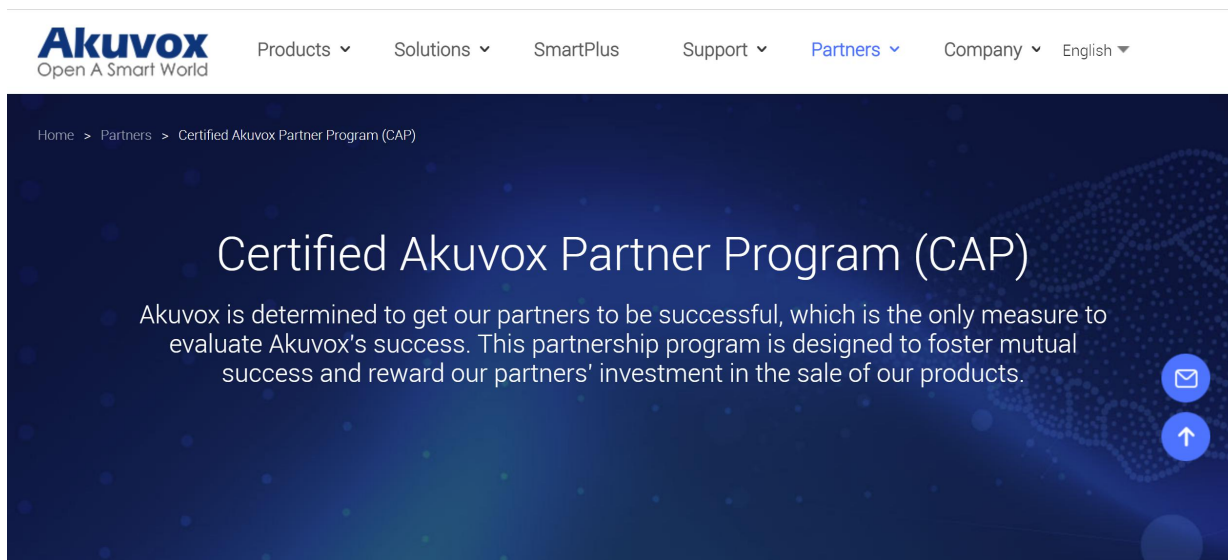
21.2.2. Ticket System

1. Click on **Ticket** sub-module.
2. Sign up and log in the Akuvox ticket system for the technical information and support.
3. Click on **CAP** sub-module for the information about how to become an certified Akuvox partner.



21.2.3. CAP System

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



22. Installer Account Management

You can change roles between single tenant and community manager(multi-tenant), change passwords, time zone and billing information.

22.1. Change Installer Account Password

1. Click on your account name.
2. Click on **Change Password**.

The screenshot shows the top navigation bar with the role 'Single-tenant Manager' and the user 'ryan'. Below the navigation bar is the 'User List' section. It includes a search bar and a table with columns: SIP, Name, Room, Email, Address, Family Member, Created Time, and Expiration Time. A user named 'Ryan' is listed with SIP 353100019 and room 403. To the right of the table is a 'Device' button. A dropdown menu is open, showing options: Change Password, Time Zone, Billing Information, and Customer Service.

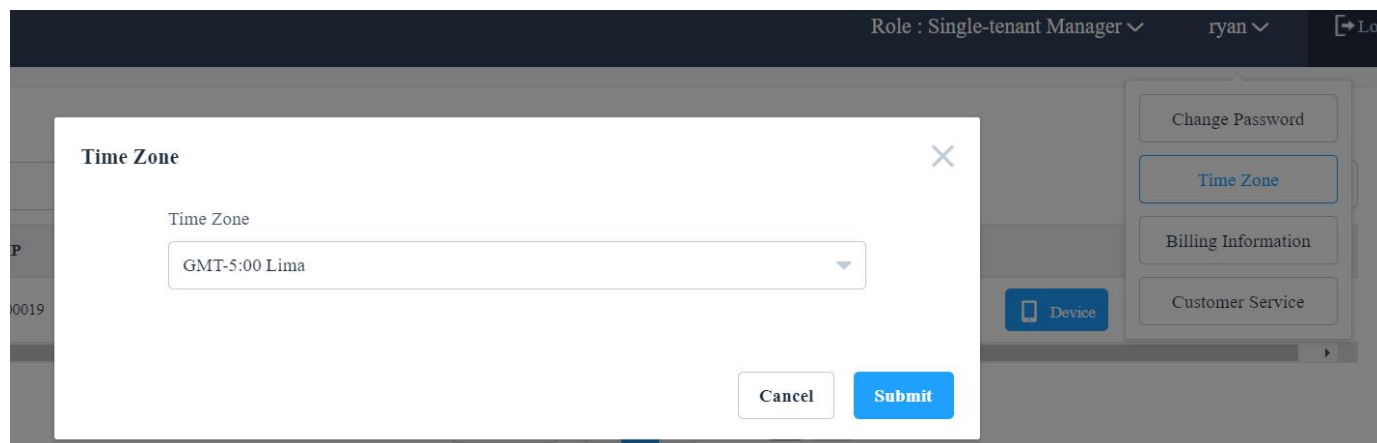
3. Change the password.

Change Password

The 'Change Password' form features a progress bar with three steps: Step 1 (active), Step 2, and Success. Below the progress bar, there is a label '* Original Password' followed by an input field. At the bottom right, there are 'Cancel' and 'Next' buttons.

22.2. Change Installer Time Zone

1. Click on your account name and change your time zone.



22.3. Billing Information

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

1. Click on your account name and fill in your billing information.

The screenshot displays the 'Billing Information' form within the Akuvox SmartPlus user interface. The form is a modal window with a close button (X) in the top right corner. It contains several input fields for user information, each preceded by a red asterisk indicating it is a required field. The fields are: Company/Family, ATTN, Address (with sub-fields for Street, City, and Post Code), United States (a dropdown menu), TEL, Fax, and Email. At the bottom right of the form are 'Cancel' and 'Submit' buttons. In the background, a 'User List' table is visible, showing columns for 'Time' and 'Action'. The 'Action' column has buttons for 'Device', 'Edit', and 'Billing Information'. A dropdown menu is open next to the 'Billing Information' button, showing options: 'Change Password', 'Time Zone', 'Billing Information' (highlighted), and 'Customer Service'. The top of the interface shows the user's role as 'Single-tenant Manager' and the name 'ryan' with a 'Log out' button.

Billing Information

* Company/Family

* ATTN

* Address

Street

City Post Code

United States

* TEL

Fax

* Email

Cancel Submit

Role : Single-tenant Manager ryan Log out

User List

Time Action

1:00:00 Device Edit Billing Information Customer Service

Change Password Time Zone Billing Information Customer Service

23. Contact Us

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

Sales email: sales@akuvox.com

Technical support email: support@akuvox.com

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

We highly appreciate your feedback about our products.

