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SmartPlus APP – Residents User Brief Guide

This is a simplified user guide to assist any resident to load and use the Akuvox SmartPlus APP and does not cover all aspects of the APP

NOTE: The APP can now support multiple Sites ie. Home, Office, Air BnB etc.

Firstly, download your Akuvox SmartPlus APP either iOS or Android and allow access to all services requested when opening except for your Contact List.

From Akuvox Cloud Services you will receive an email such as this…..
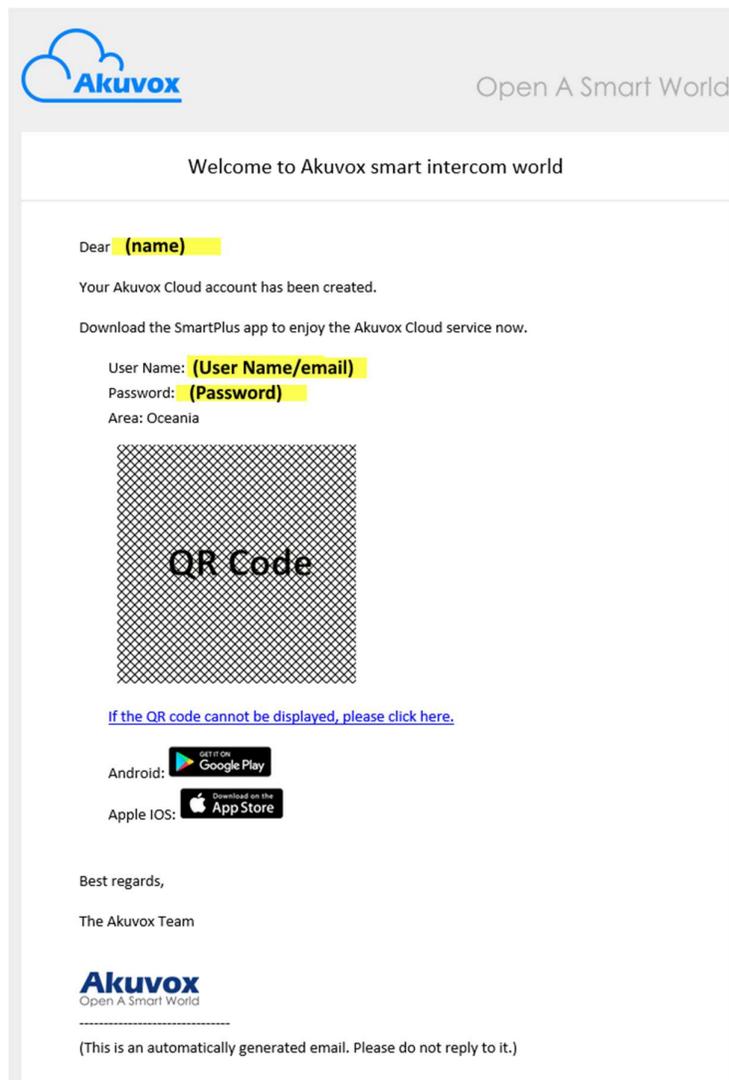
To Link with QR Code.
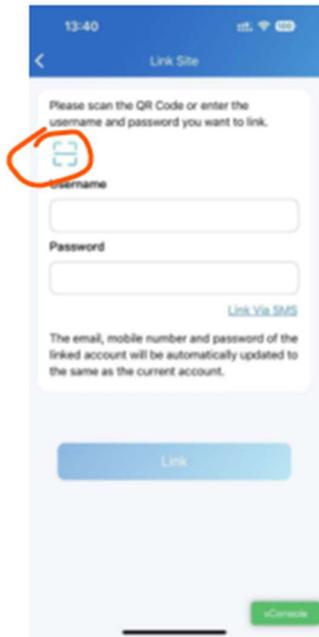
Oppen App and tap to get the camera and point it at the QR Code you receive via email. Your configuration will automatically load.

If the following pops up then select "End User" profile as shown below
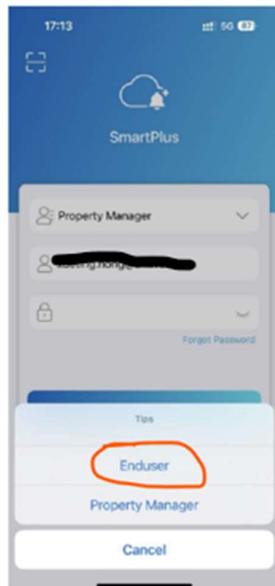
The "End User" profile should automatically load and request a PIN (personal Identification Number) This creates your PIN code on the intercom Keypad should it have one.

This can be changed at anytime by the individual user.
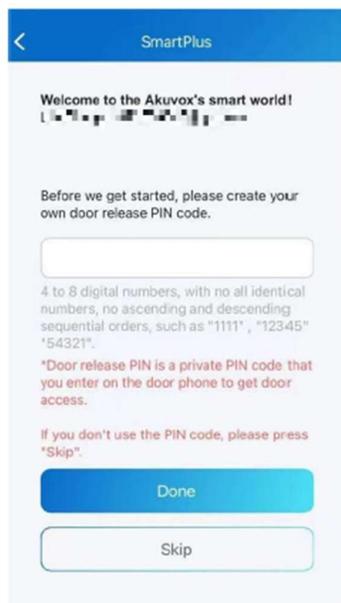
Unlock Gates with PIN Code

When setting up the Account you will be asked to enter a code. This code (suggest 4 digits) is your code to use on the keypad at any time to enter the premises.

When at the gate you enter # CODE # to enable the gate to open.

This code can be changed whenever you wish.

To change go to……………………

- "Me" bottom right corner "Home Page"
- Then "Authorisation" – "Door Release PIN"
- Change and submit.

Open Door for Visitor

You can open the door directly in the APP for you visitors just by tapping the specific door button.

- Tap Home (if not already there)
- Choose the Intercom Entry Unit
- Select the relay (or named control) in the list if you get a pop up.
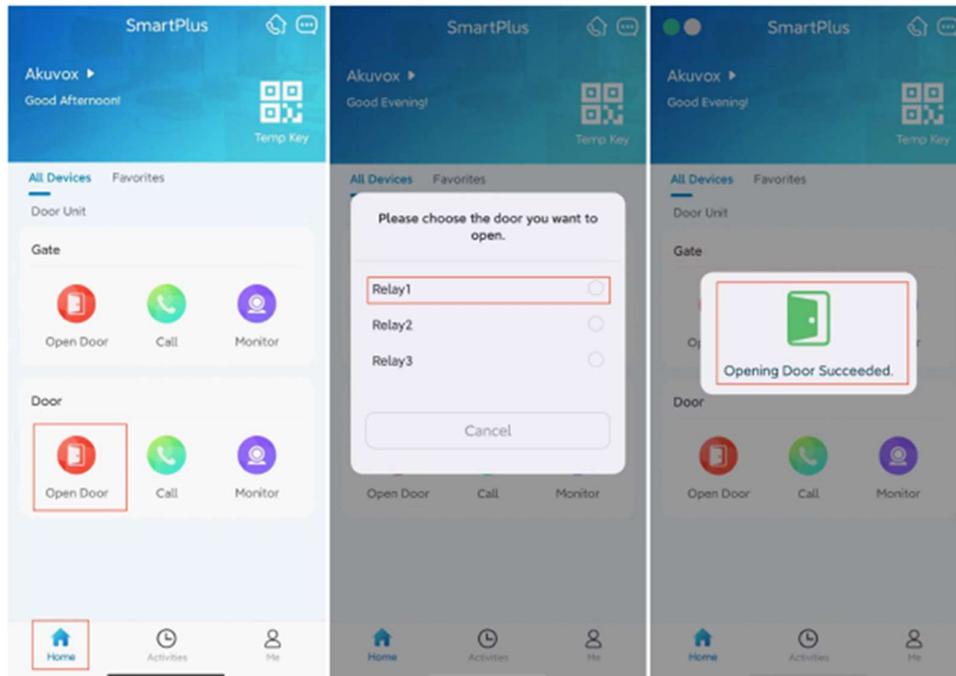
Opening Door During a Call

You can make or receive a call. During a call, you can open the door for visitors, mute the microphone if you wish and hang up the call.

To open the door when answering a call, do as the following:

Tap Open Door on the talking page.

Select the relay or other given name from the list.

If only one gate control then no list will Pop Up and it will automatically trigger that gate/door to open

What can you do during a call

During a call you can Mute your voice, hang up or open the gate.

Mute – Silences your microphone
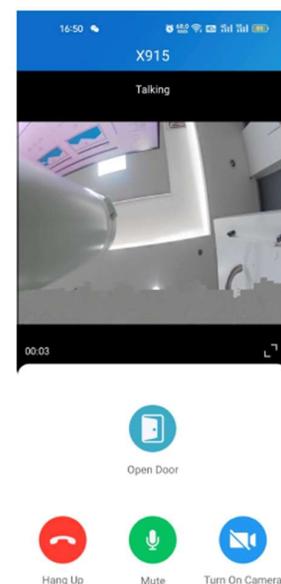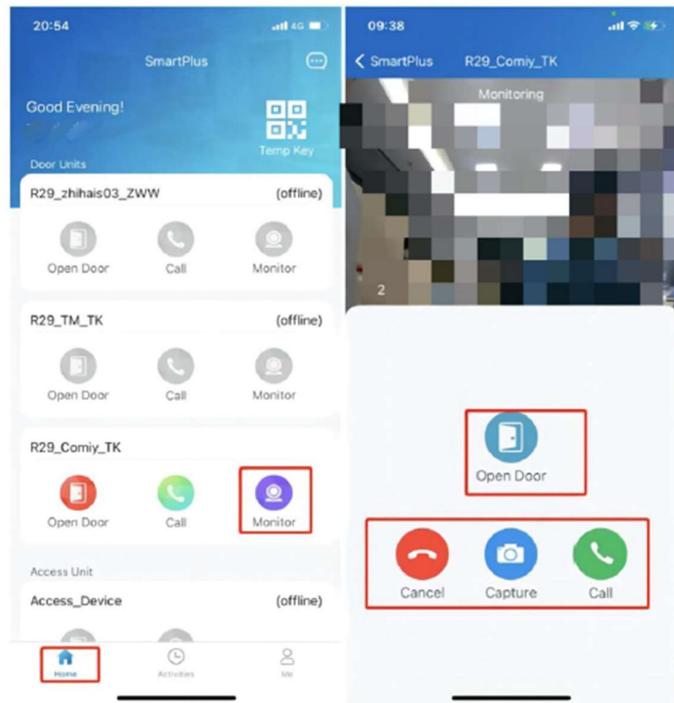
What can you do on the monitoring page:
- Tap Monitor to see gate camera
- Tap Cancel to exit the current video watching a page,
- Tap Capture to take a screenshot.
- Tap Call to make a call to the visitor.
- Tap Open Door to Open the Gate

Answering an Incoming Call

On receiving an incoming call from the Akuvox Door Station simply click the prompt and then "Accept" the call.

Call Logs

At the bottom centre of the APP click "Activities" this shows various logs of what has happen over and around the last 30 events.

- Door Logs   Access Entry Logs with Snapshot from devices with cameras
- Call History   History of Calls from the entry intercoms
- Capture Logs   Those logs which the user has initiated a "Capture" themselves.
- Motion Logs   Only shows if Motion Detection on intercoms has been "Enabled"

This is a "SmartPlus Resident User Brief". Hope it has been of help to you.