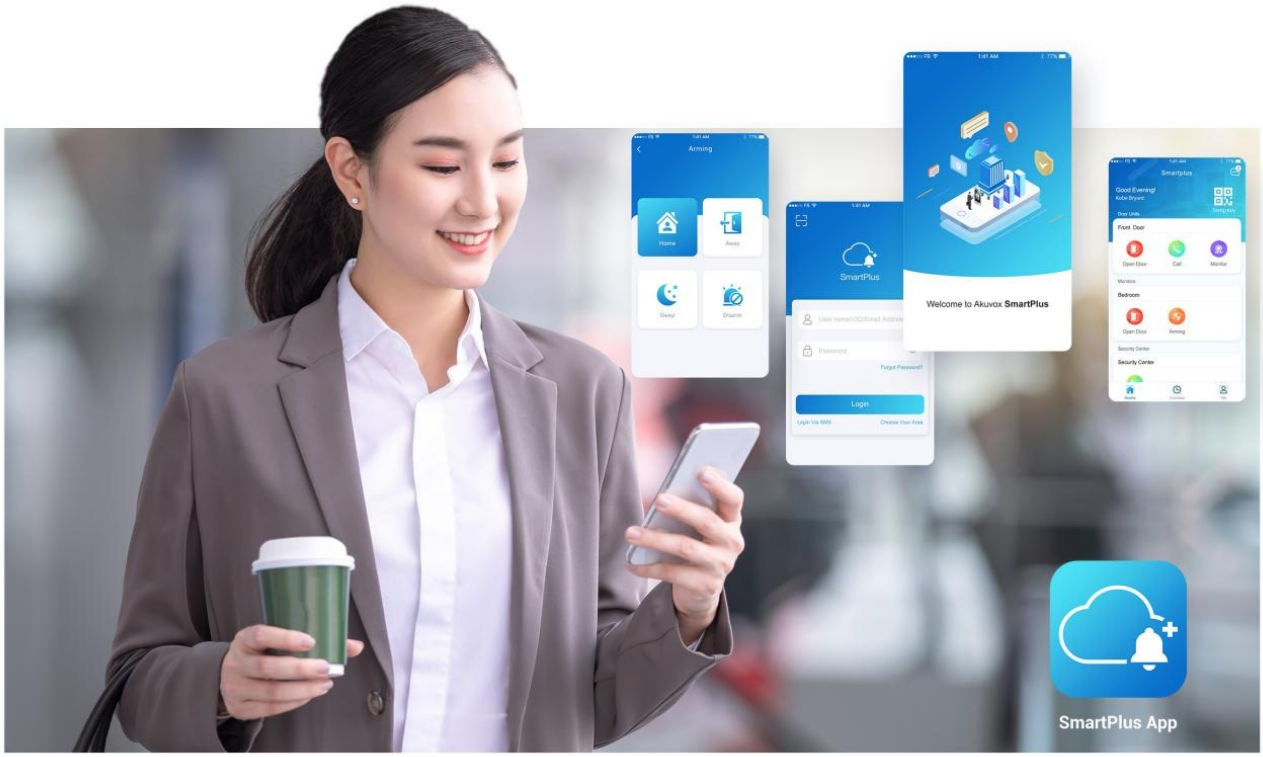
Akuvox SmartPlus App User Guide V5.0

Akuvox
Open A Smart World

Smart Intercom



AKUVOX SMARTPLUS USER GUIDE

About This Manual

This guide is applied to version 6.70.3 for iOS, and 6.67.0.3 for Android.

Akuvox SmartPlus is a mobile App that can work with SmartPlus Cloud service and smart intercom products. With the App, you can see and talk to visitors, open doors, monitor, and issue virtual keys from your smartphones, making door access management simpler and more convenient.

What's New:

- Support displaying door status
- Support assigning RF cards
- Support opening doors with Apple Watch
- Support opening doors with Alexa
- Support sharing temp keys via Telegram
- Support arming and disarming indoor monitors with Alexa
- Support reading messages by one tap and copying messages
- Optimize menu layout
- Support Persian, Hebrew, and Arabic when switching mobile phone language

Get Started

Before You Use

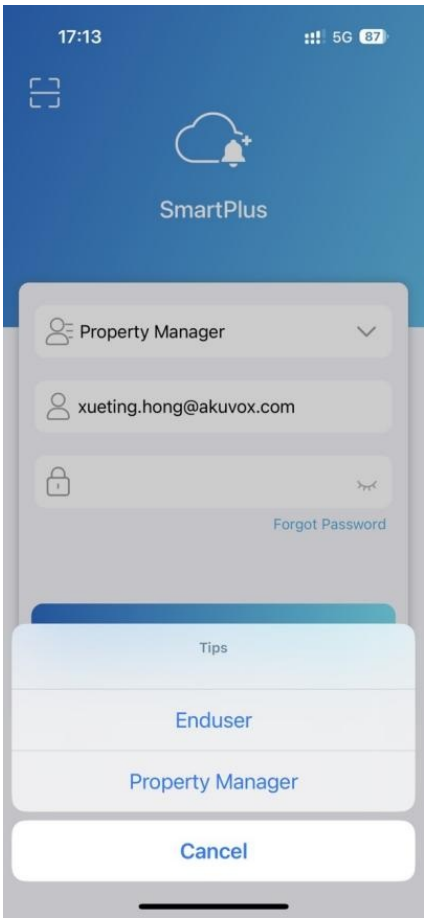
To make login and setup as smooth as possible, have the following items available:

- An internet connection through a Wi-Fi network or cellular data service through a carrier.
- SmartPlus App. You can download and install this App on Google Play Store or App Store.
- Your SmartPlus account.

To obtain an account, you need to provide an Email address and/or a phone number (if you'd like to login or reset your password via SMS) to your service provider. You then will receive an Email from Akuvox with your username, password and a QR code for login. Or you can enter your phone number and login with a verification code sent via SMS.

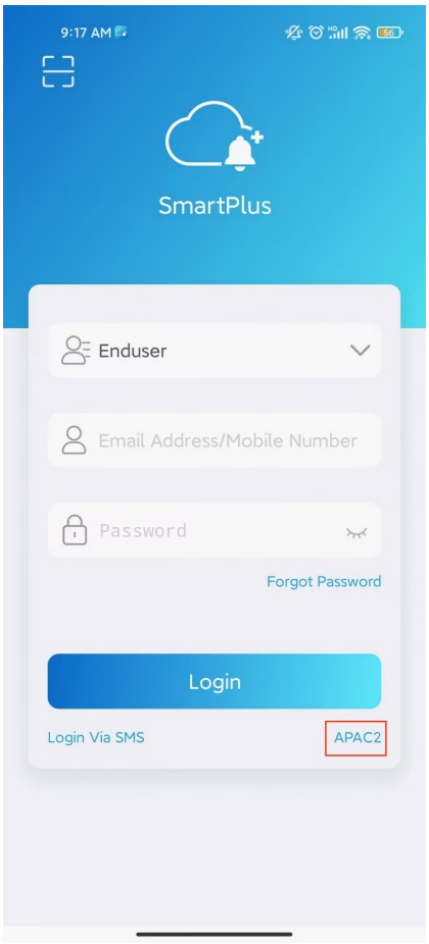
Login

With the account, you can sign in the SmartPlus App and access services such as receiving calls, opening doors, monitoring, checking door logs and histories, issuing virtual keys and more, with your phone. Before logging in, select **End User**.

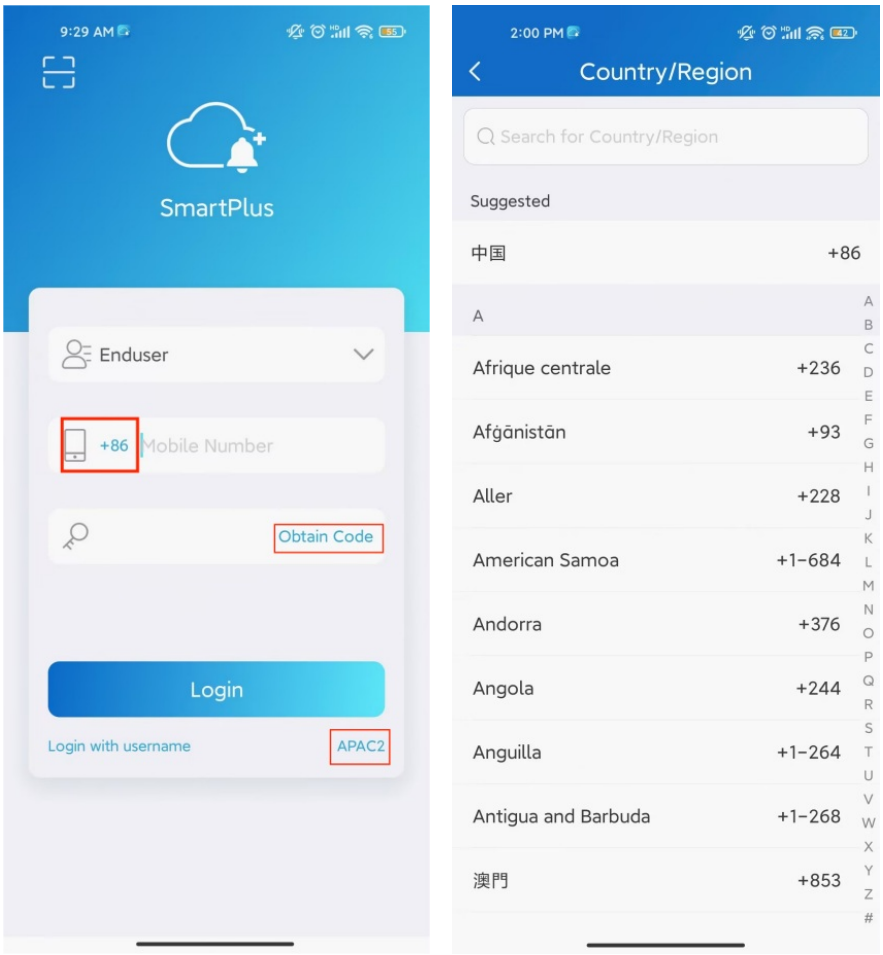


To sign in the App, do one of the following:

- **Login with username**
    - Choose your area in the lower-right corner
    - Enter your username and password, and tap **Login**.



- **Login via SMS**
  - The area code will be chosen automatically in the lower-right corner. You can also select it manually and the information can be found in the Welcome Email.
  - Enter your mobile number, tap the box before **Mobile Number** to choose the right area code and tap Obtain Code..
  - You will soon get a text message with a verification code.
  - Enter the code in the corresponding box and tap **Login**.



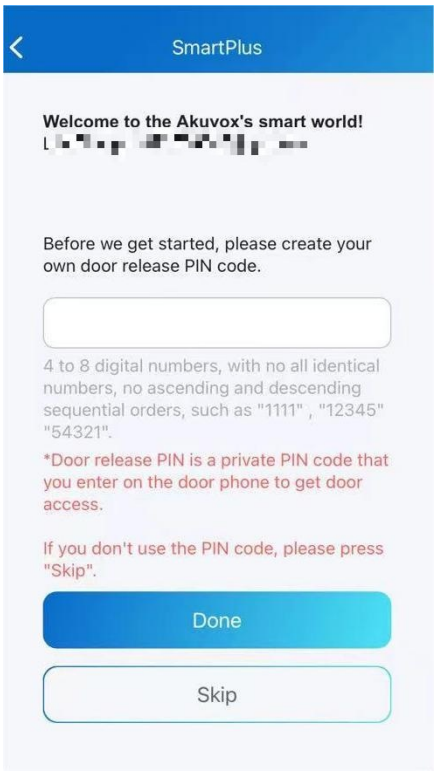
- **Login with QR code**
  - Use your PC or other devices to open the welcome Email sent from Akuvox, and you will see a QR code.

    If you open the Email with your phone, save the code to the photo album.
  - Open SmartPlus, tap **the scan icon** in the upper left corner, and the QR code scanner will be opened.
  - Center the QR code in camera view and you can log into the App automatically. Or you can choose the Code picture from your album to log into.

If you forget the password, see Forgot Password.

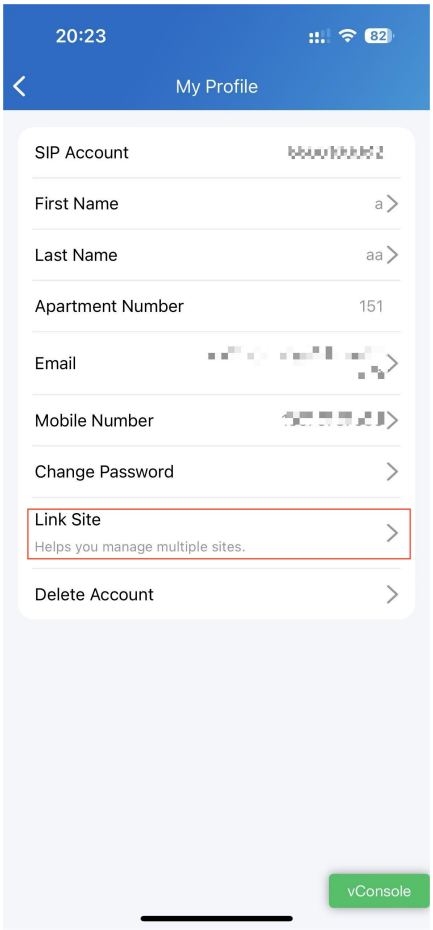
Note

- For multi-tenant building users, there will be a PIN setting page showing up. You can set a PIN for door access, or tap Skip to set up PIN later or whenever you need.



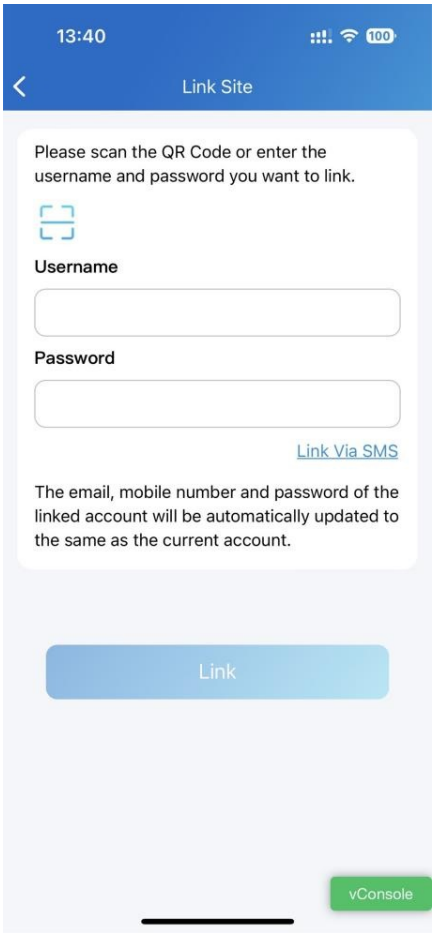
Link

You can manage multiple sites through one app account. Go to **Me > [*your name*]**.

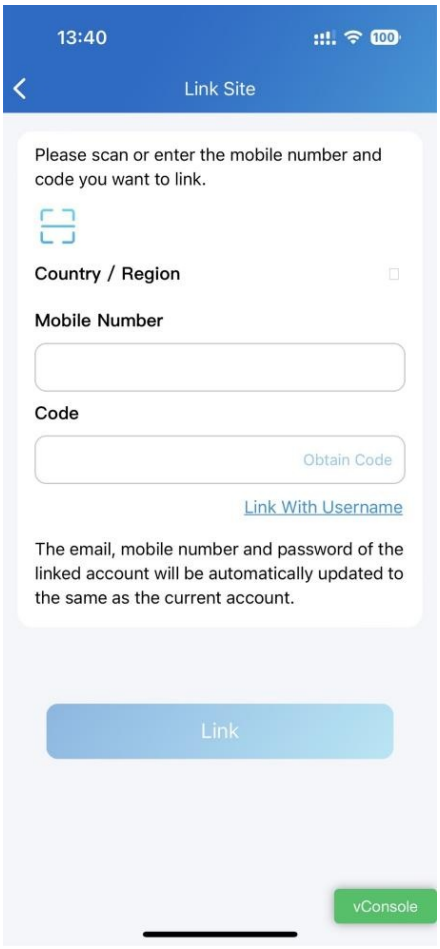


To link sites, do one of the following:

- **Link with Username**

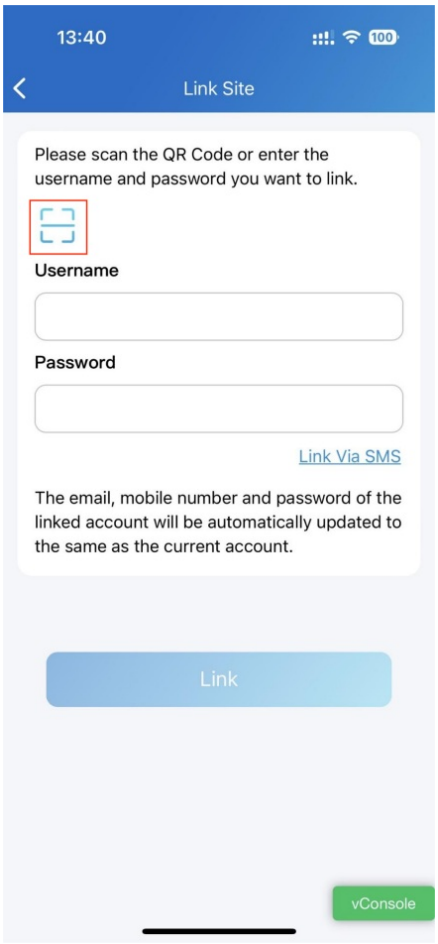


- **Link via SMS**

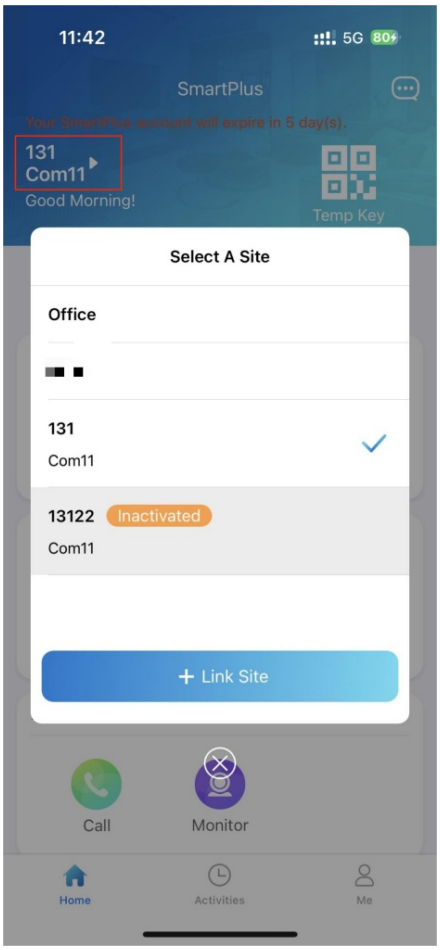


- **Link with QR Code**

Tap **the scan icon** .



After linking sites, you can choose the desired site on the **Home** page by tapping .



Note

- This function is not compatible with Home Automation. If Home Automation is enabled by your installer, Link Site option will not appear.
- One app account can link no more than 5 sites.
- Email or mobile number must be filled in to link other accounts.
- Cannot link accounts under one family master account or accounts that have linked multiple sites.
- The mobile number area codes of the main account and the linked account should be the same.
- The account dis-links sites after it is removed or reset.
- The activation and expiration status of different sites are independent.
- When account is inactivated or expires, you cannot select the site and receive messages.

Door Access

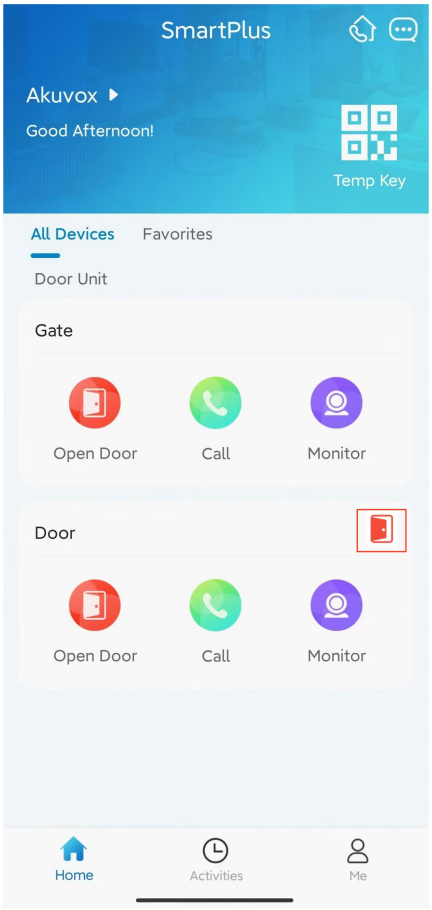
There are various access control options such as NFC, bluetooth, PIN code, temp keys, face recognition and remote open door. You can choose any of them based on your habits and preferences.

Check Door Status

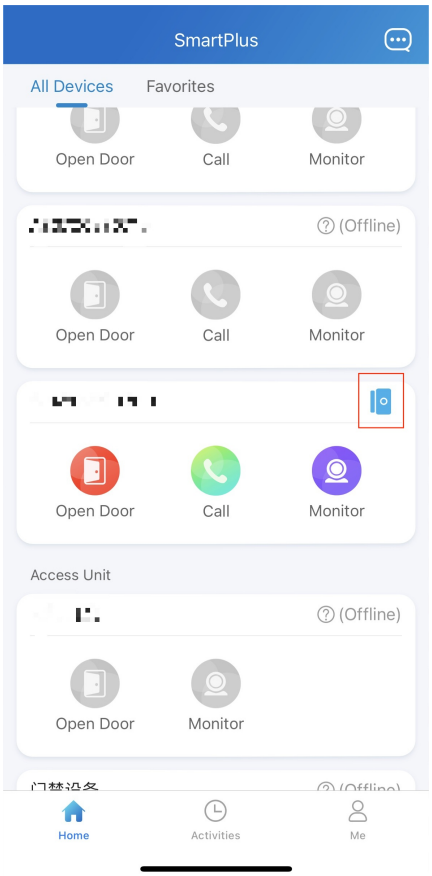
You can check whether the door is closed or not on the App home screen in case that users forget to close the door. So far, only R20A with firmware version 320.30.10.116 and above and X912 with firmware version 912.30.10.204 and above support this feature.

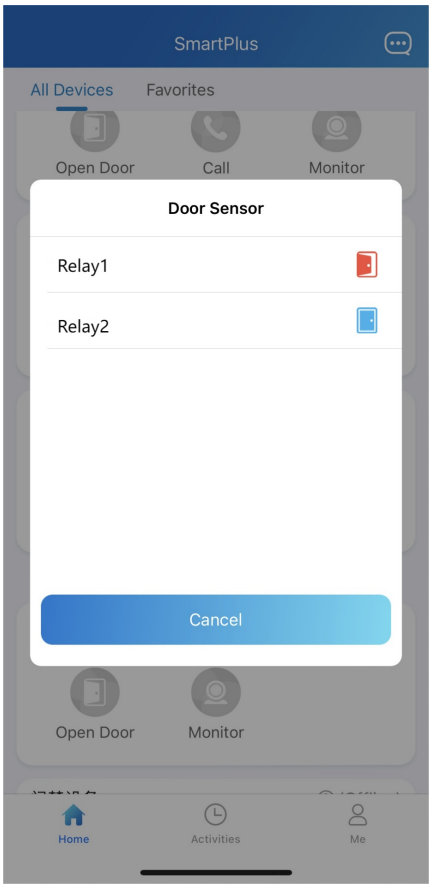
: Open

: Close



When multiple relays are set up, you can check them by clicking .

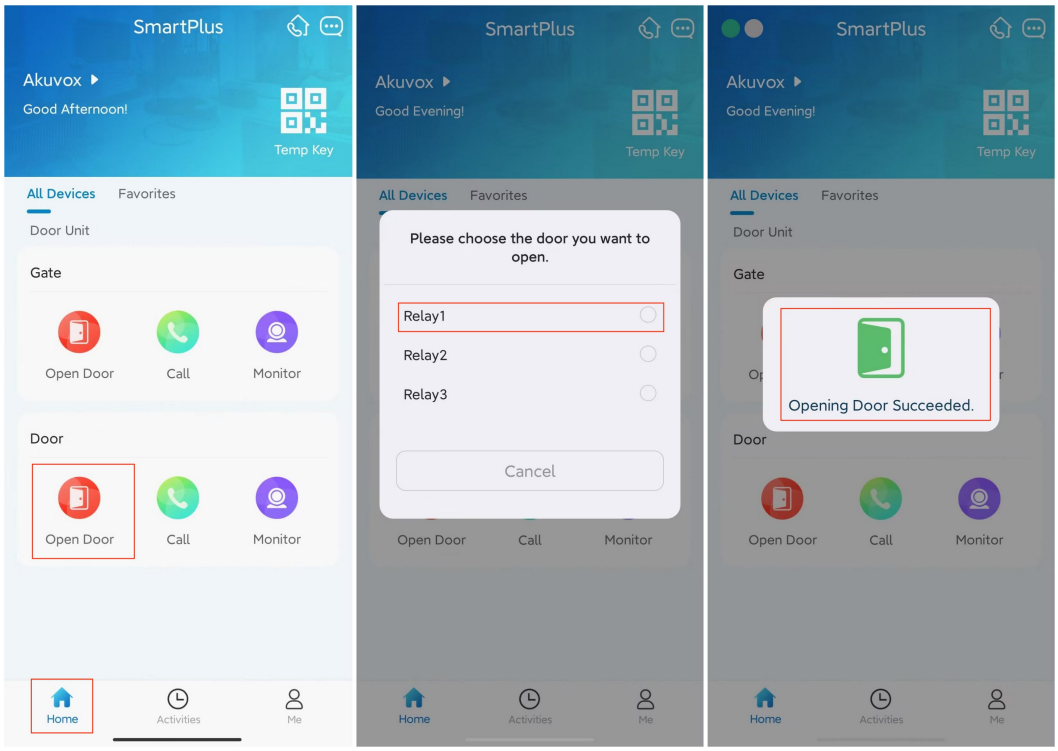




Remote Opening

You can open the door directly for your visitors just by tapping the specified button.

- Tap **Home**.
- Choose the device, and tap Open Door.
- Select the relay (the door) in the list.

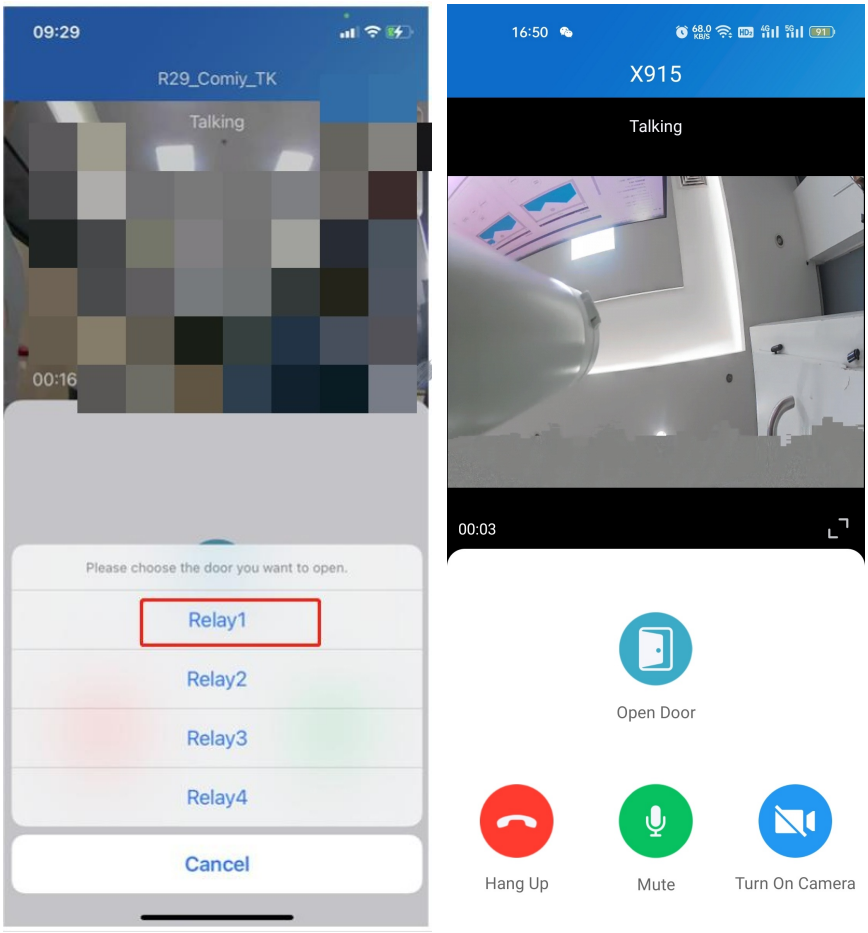


Opening Door During a Call

You can make or receive a call. During a call, you can open the door for visitors, mute the microphone 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 from the list.

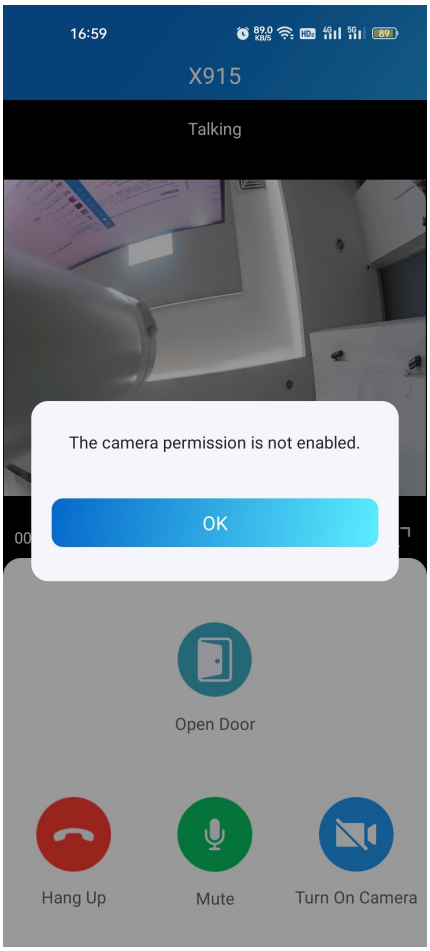


What else you can do on the talking page:

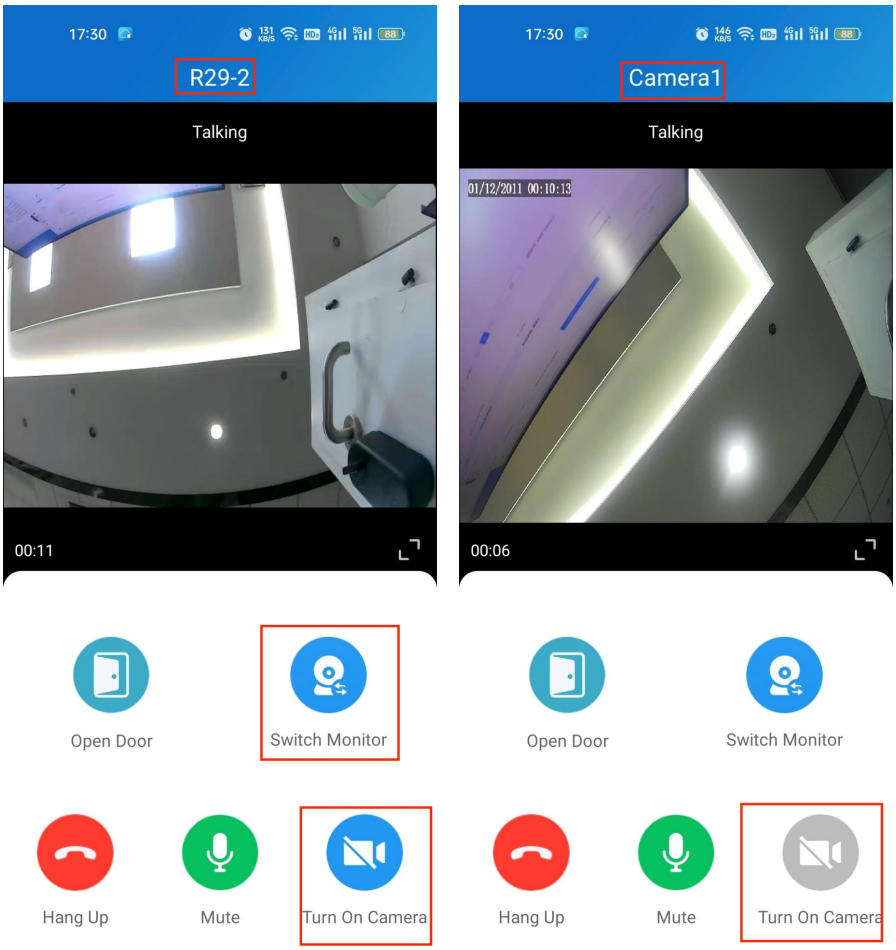
- Tap **Mute** to silence your microphone while on the call.
- Tap **Hang Up** to end the call.
- Tap **Turn On Camera/Turn Off Camera** to turn your phone's camera on/off in video calls. Your choice to turn on/off will be applied to later video calls with the device.

Note:

- To use the **Turn On Camera/Turn Off Camera** feature, you must allow the SmartPlus to turn on/off the cameras when using this app. Or you will see the below pop-up message.



If the door phone is linked with a third-party camera, then you also are allowed to tap **Switch Monitor** to switch monitoring streams between the door phone's and the third-party camera's. However, the Turn On Camera feature is unavailable when you change to see the third-party camera's stream.



Opening Door on the Monitoring Screen

You can watch the live video to know who is standing in front of your door, and then decide whether to open the door or not.

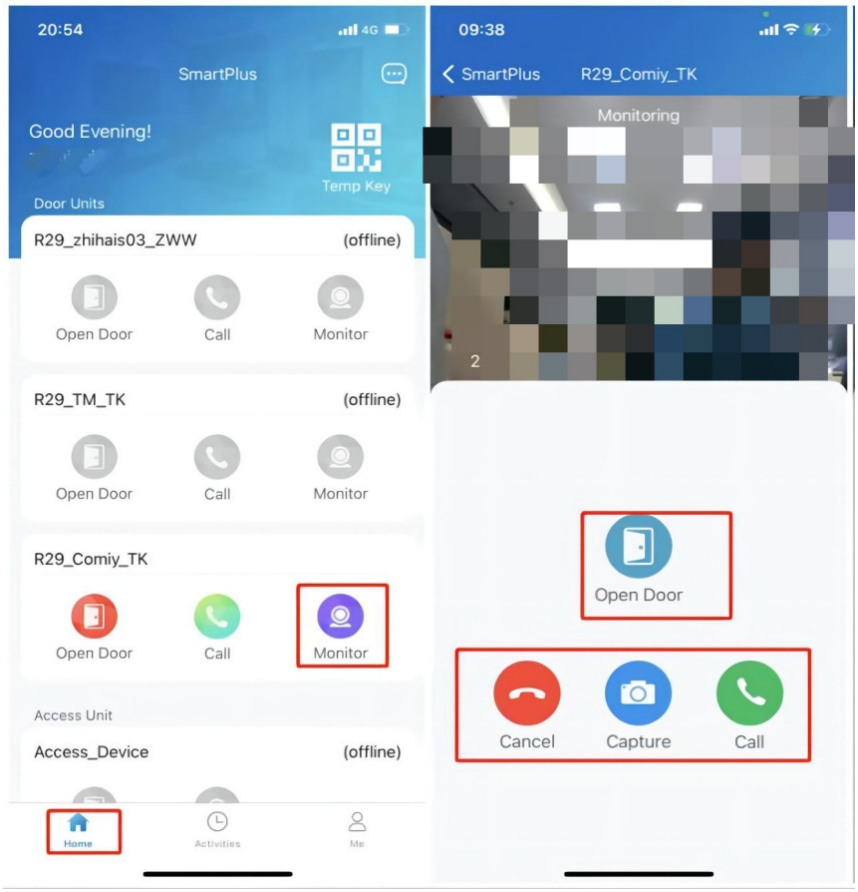
To open the door, do as the following:

- Tap **Home**, and choose the device.
- Tap **Monitor** .

Note

- Door phones without cameras do not have the monitor button .

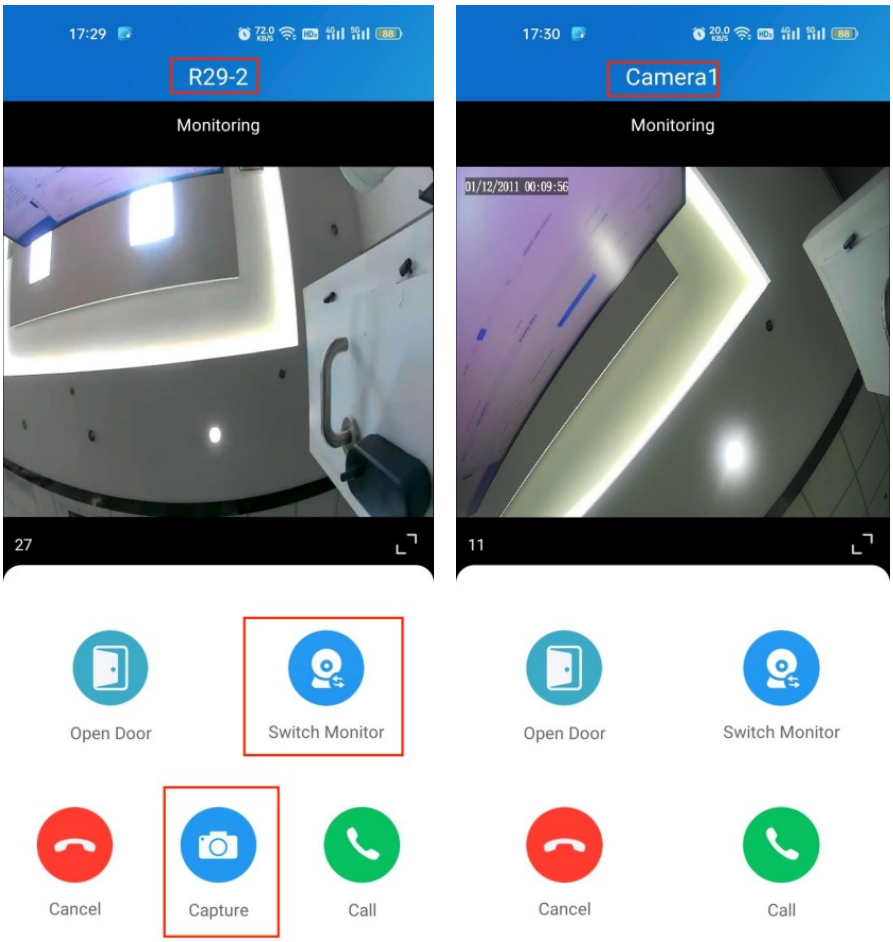
- To let the person enter your home, tap **Open Door** and select the relay.



What else you can do on the monitoring page:

- Tap **Cancel** to exit the current video watching a page,
- Tap **Capture** to make a screenshot.
- Tap **Call** to make a call with the visitor.

If the door phone is linked with a third-party camera, then you also are allowed to tap **Switch Monitor** to switch monitoring streams between the door phone's and the third-party camera's. However, the Capture feature is unavailable when you change to see the third-party camera's stream.

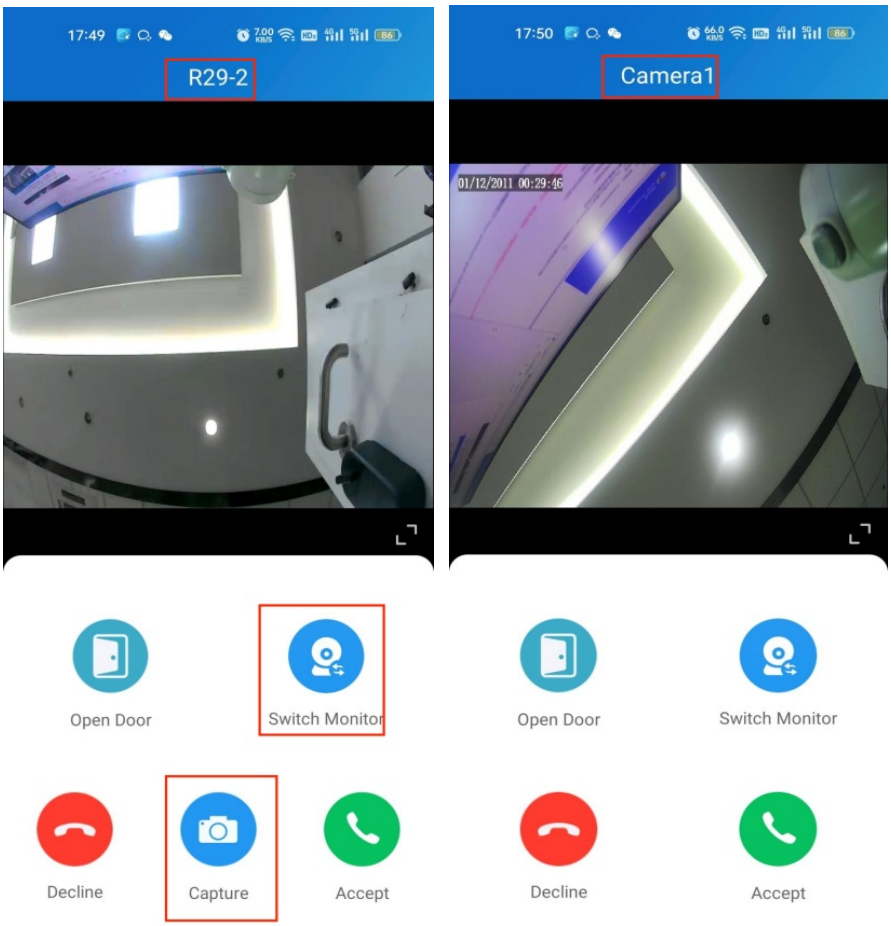


Opening Door on the Preview Screen

When someone calls, you are able to preview the monitoring streams to see who it is before answering the call.

On the call receiving screen, tap **Open Door** if you know who the visitor is.

If the door phone is linked with a third-party camera, then you can switch the streams by switching monitors. Note that the Capture feature is unavailable after switching to the third-party camera stream screen.



Unlock Doors with Temp Keys

A Temp Key can be a QR code or an 8 bits PIN. You can customize its validity period and the times for use, and the key will be valid immediately you create it. You can issue temp keys for your visitors, housekeepers, dogwalkers and so on.

Create Temp Key for Visitors

To issue a Temp Key, do one of the following:

- **In Home page**

1. Tap **the icon of the QR code** in the upper right corner.
2. Tap **+Temp Key**.
3. Enter the key user's name. Depending on the Repeat Mode you choose, you may be asked to set up valid Counts and/or Time for the key.
4. Tap **Submit**.

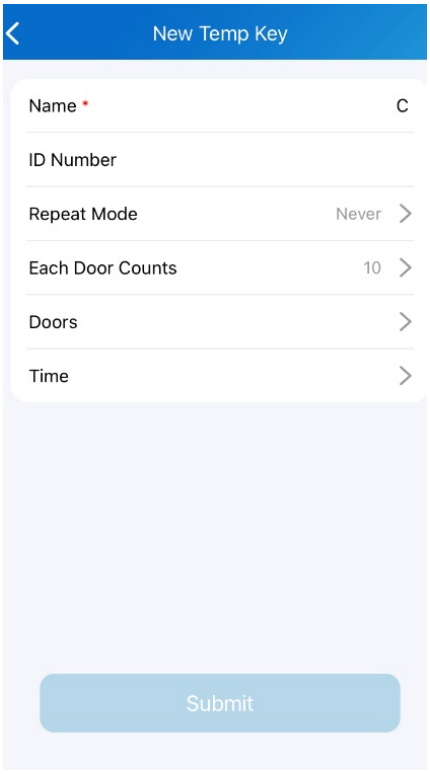
- **In Me page**

1. Tap **Me** in the bottom tap bar.
2. Go to **Authorization > Temp Keys**, and tap **+ Temp Key** in the upper right corner.
3. Enter the key user's name. Depending on the Repeat Mode you choose, you may be asked to set up valid

Counts and/or Time for the key.

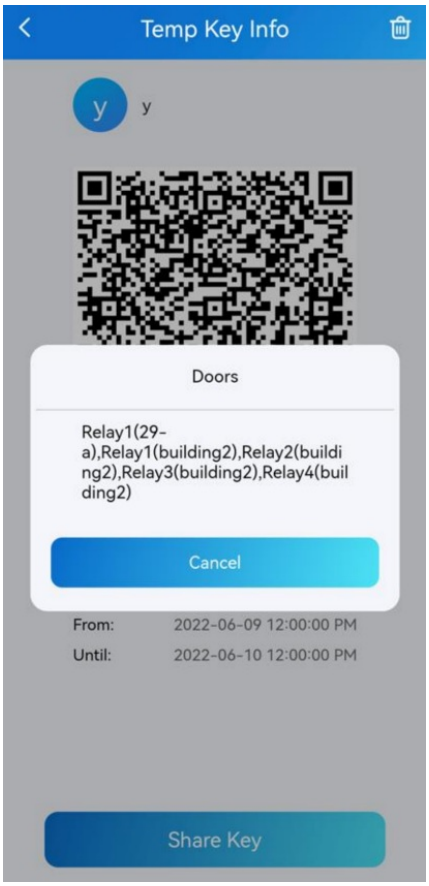
4. Tap **Submit**.

You can see the key on the Temp Keys page at any time.



Note

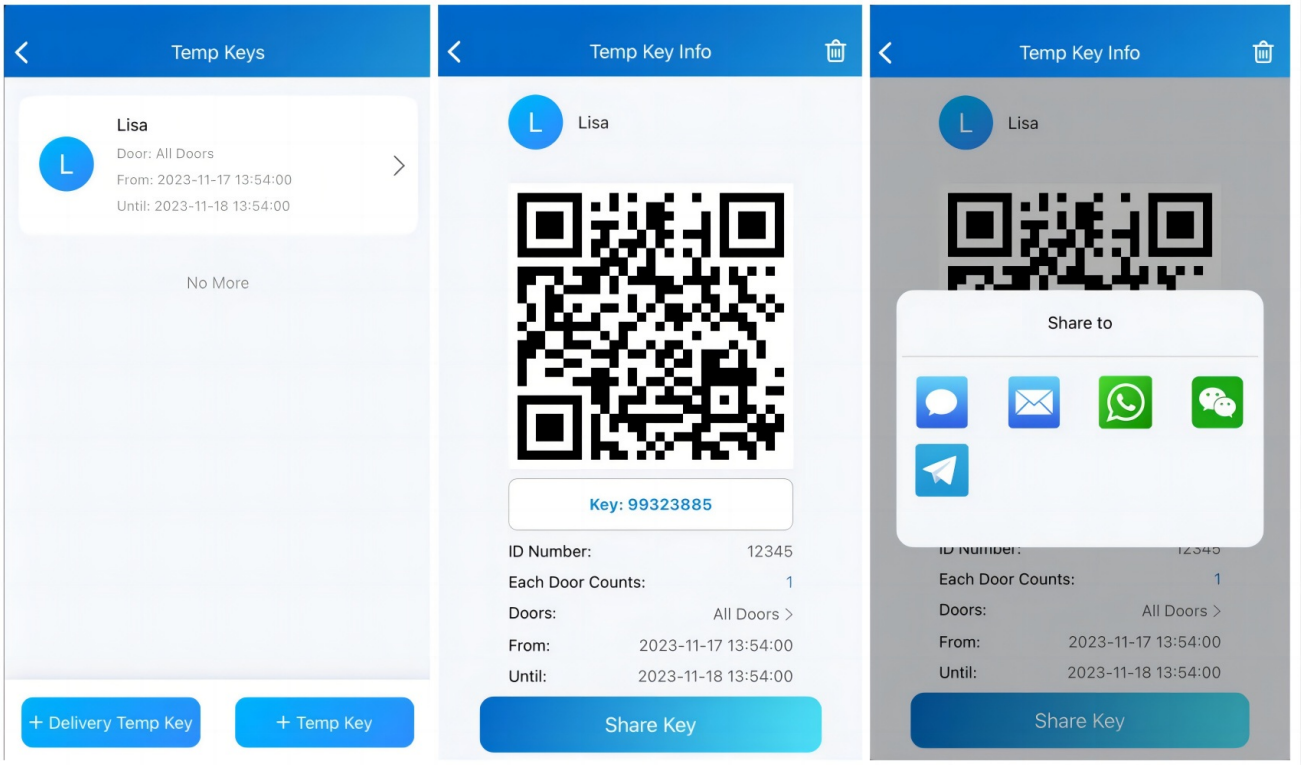
- When the repeat mode is **Never**, there is a limit to total times for use. The total times equals to **Each Door Counts** * the number of selected doors.
- If you want to check the selected doors, you can tap the Doors on the Temp Key Info screen.



Share a Key with the Visitor

After creating a new key, you can share it with the designated user.

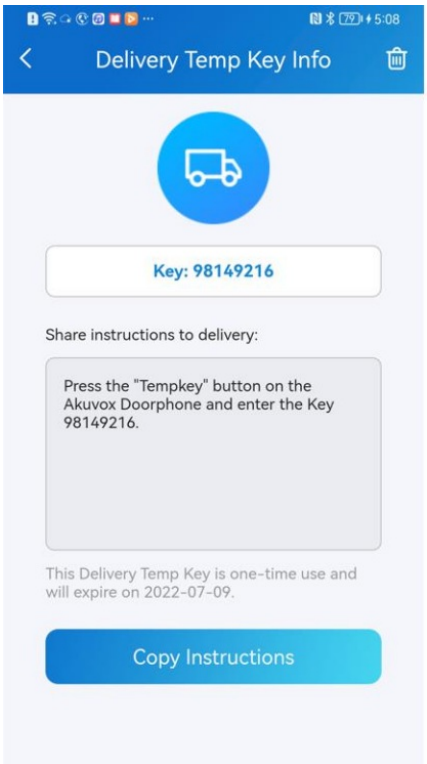
- Tap the **QR code** icon on the Home page or go to **Me > Authorization > Temp Keys**.
- Tap the **key** you created for the user, then tap **Share Key**.
- Share the key to a contact in your messages, email, WhatsApp, WeChat, or Telegram.



Create a Temp Key for a Delivery Person

The delivery temp key is one-time only. Its repeat mode is Never by default. A delivery person with this key is allowed to access all public doors that you can open.

1. Go to **Home >** , or go to **Me > Authorization > Temp Keys**.
2. Tap **+ Delivery Temp Key**, and a key will be auto-created.
3. Tap Copy Instructions to copy the instructions in the box to tell the delivery person how to use the key.



Use a Key for Entering

All visitors with shared temp keys can enter the gate directly. You will get a push notification on your phone when they come into your house.

See the following to learn how to use the keys:

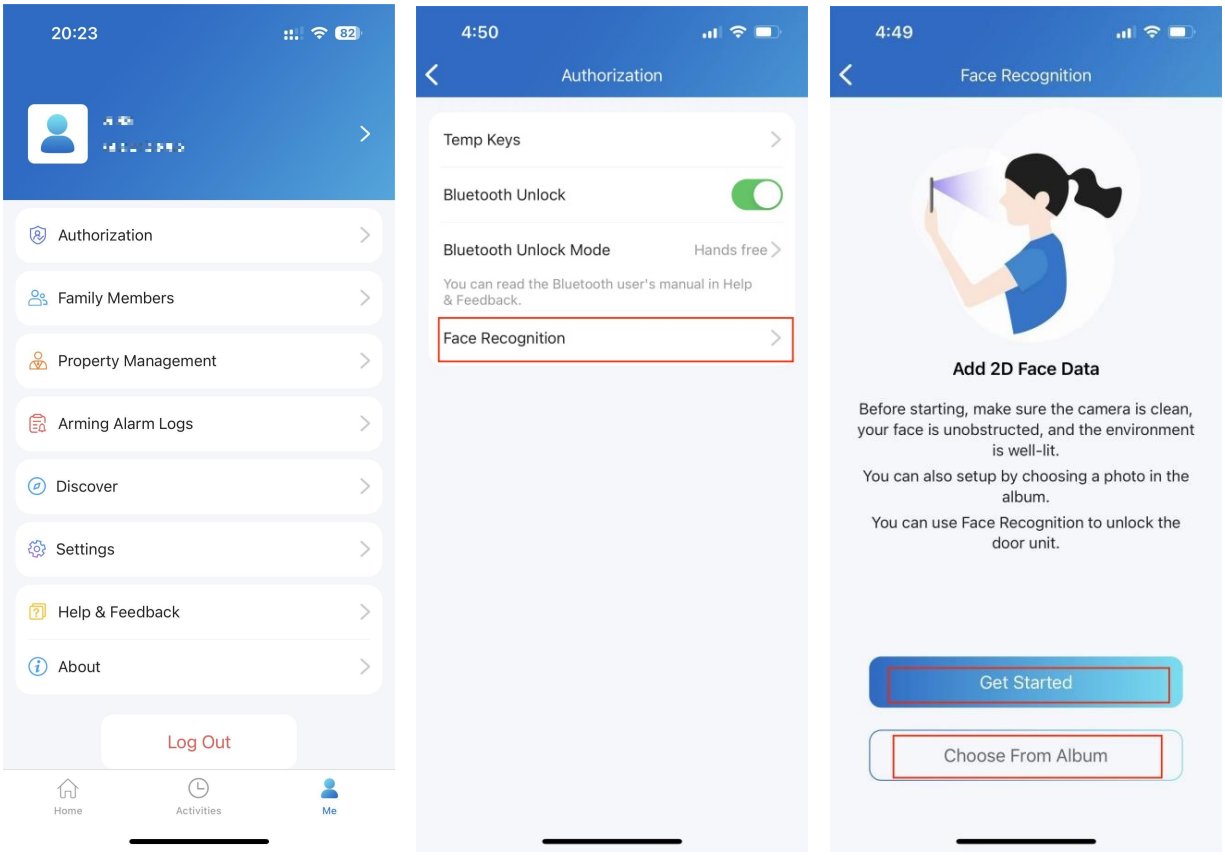
- **A QR code key.** Tap **Temp Key** on doorphone's screen, and place the QR code in front of its camera. When the camera reads the code, the door will open automatically.
- **A PIN code key**. Tap on **the PIN** on doorphone's screen, enter the code, and the door will open automatically.

Unlock Doors with Face ID

Using the facial recognition feature helps you to open the door fast and safely.

Set up Face ID

- Go to **Me > Authorization > Face Regnition**.
- Tap **Get Started** or Choose a photo from Album, then follow onscreen instructions.



Use Face ID to Open Doors

After you set up your face ID, you can use it for door access.

- Tap **doorphone** to wake it
- Make sure your face is centered in the camera view, glance at the camera, then the door will be open automatically.

Unlock Doors with NFC

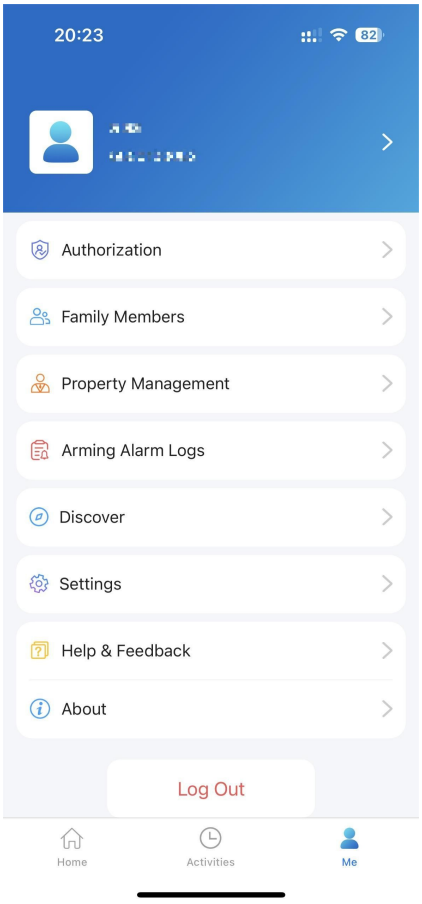
It is convenient when using a phone with NFC feature to open the door. You just need to put your phone onto the doorphone's card reader, then the door will open.

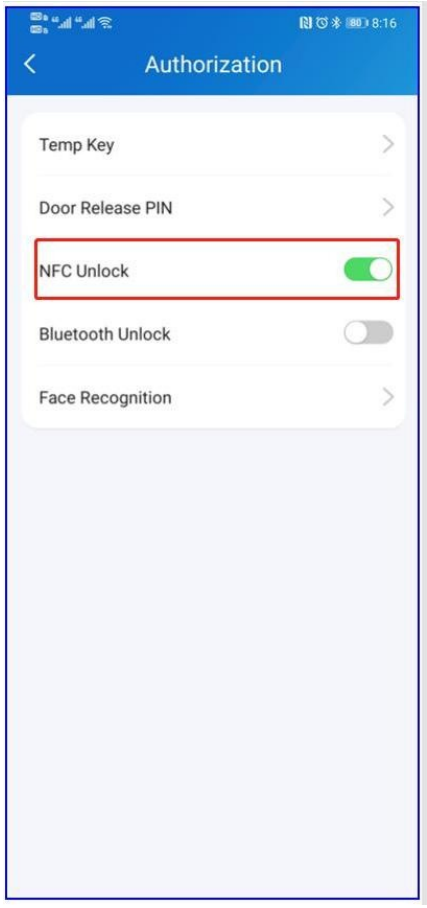
Note

- This method does NOT work on iPhones and Android phones without the NFC feature.

Enable NFC to Unlock

Go to **Me > Authorization**, and turn on NFC unlock. This function will be activated immediately.





Use NFC to Open Doors

Ensure NFC is turned on, both on your Android phone and SmartPlus App before using this feature.

- Wake your phone.

- Place the NFC detection areas of your phone on the doorphone's card reader area for a few seconds. Then, the door will open automatically.

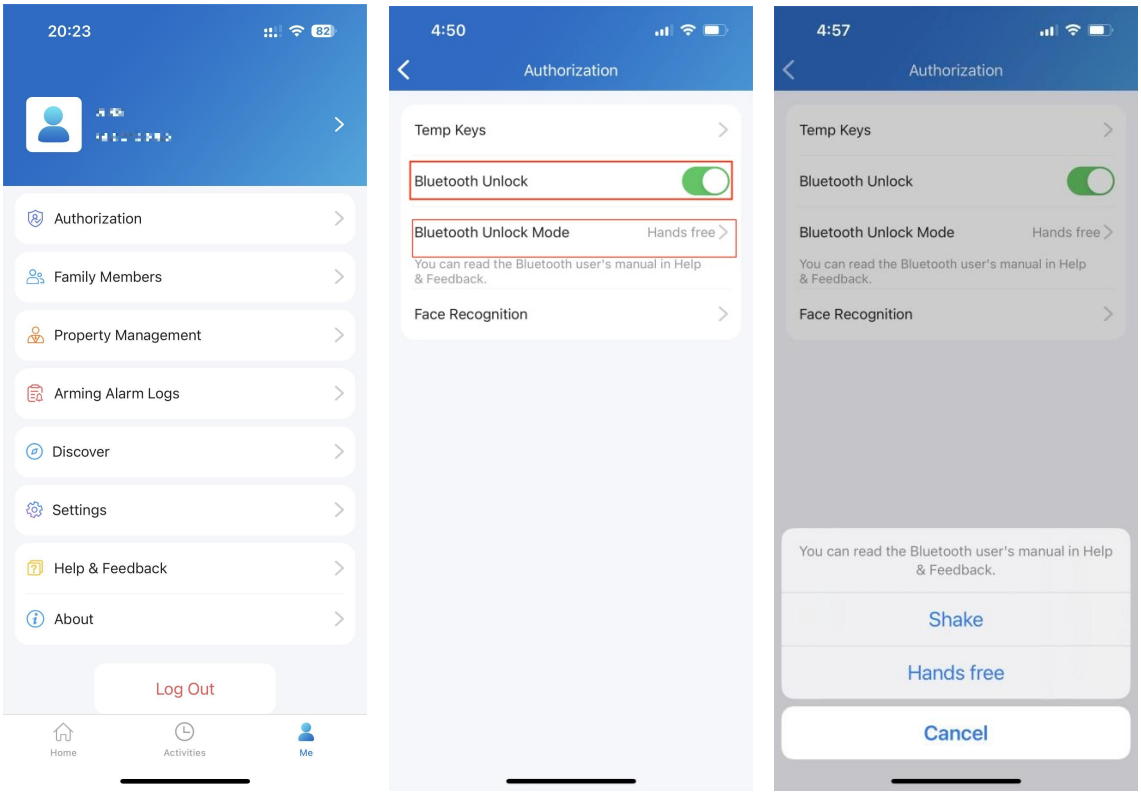
Unlock Doors with Bluetooth

Alternatively, you can use a Bluetooth connection to open the door without touching it.

Enable Bluetooth Unlock

- Go to **Me > Authorization**, enable Bluetooth Unlock, and follow onscreen instructions.
- Select a Bluetooth Unlock Mode between Shake and Hands free.

If you are an Android user and select Hands free mode, follow onscreen instructions to complete Permission Settings.



Use Bluetooth for Contactless Door Access

Ensure Bluetooth is turned on, both on your phone and SmartPlus App before using this feature.

- **Shake mode**. Place your phone near the door unit, shake your phone a few times, and the door will open automatically.
- **Hands free mode**. Your phone must be within about 3.3 feet (1 meter) of the door unit, and the door will open automatically.

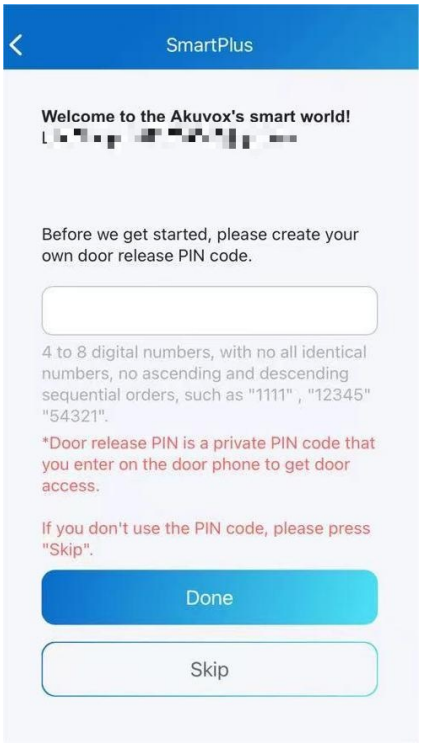
Note

- Only X912 door phone supports Hands free unlocking mode.
- Only X916, X915, R29 and E16C support shaking phones to unlock doors.

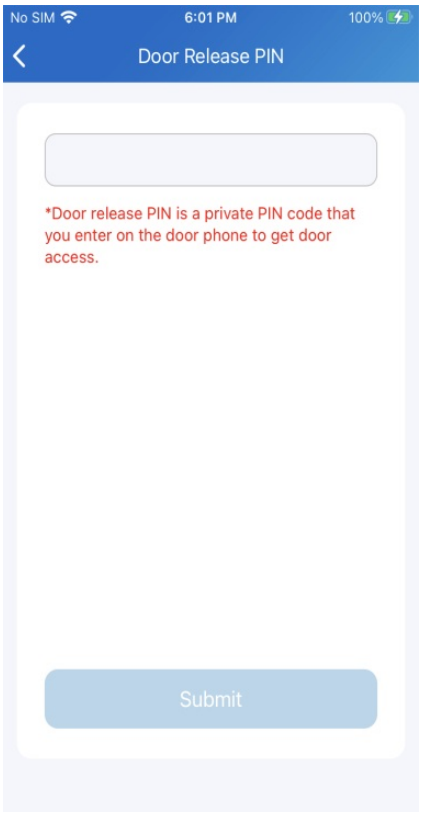
Unlock Doors with PIN Code

You can set a private PIN code for door entry.

In your first login, you are asked to set up a PIN code for your private use.



If you didn't set up, or you want to change the code for better security, go to **Me > Authorization > Door Release PIN**.



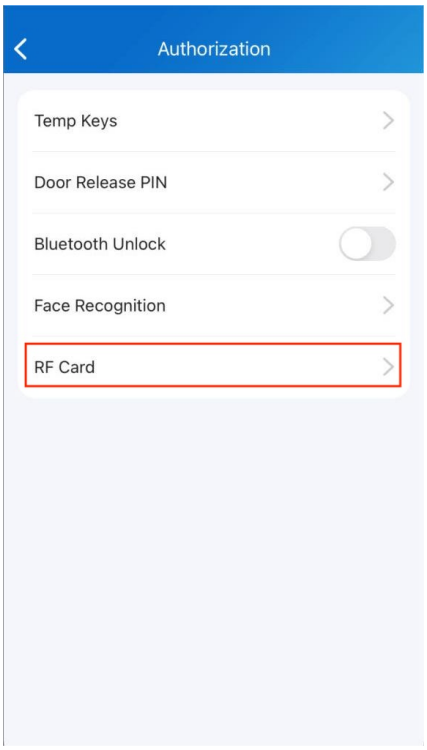
Unlock Doors with RF Card

Note

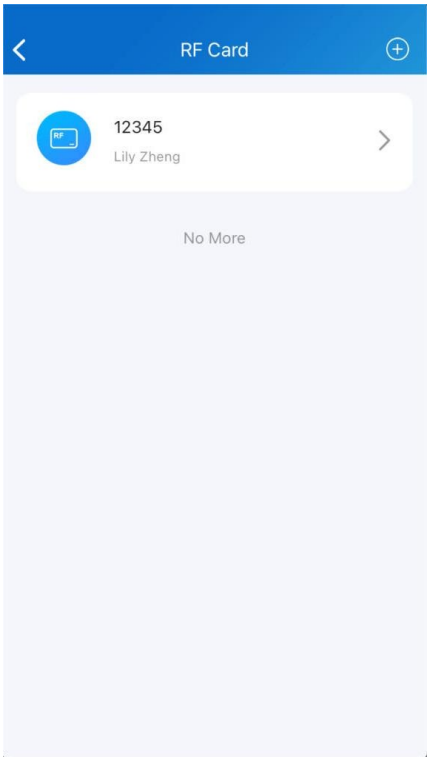
- Only family master accounts in single-tenant projects are allowed to add, edit, and delete RF cards for the family from SmartPlus app.
- The cards added from the end user web interface will be synced to the app.

To manage RF cards, follow the steps below:

1. Go to **Me > Authorization.**

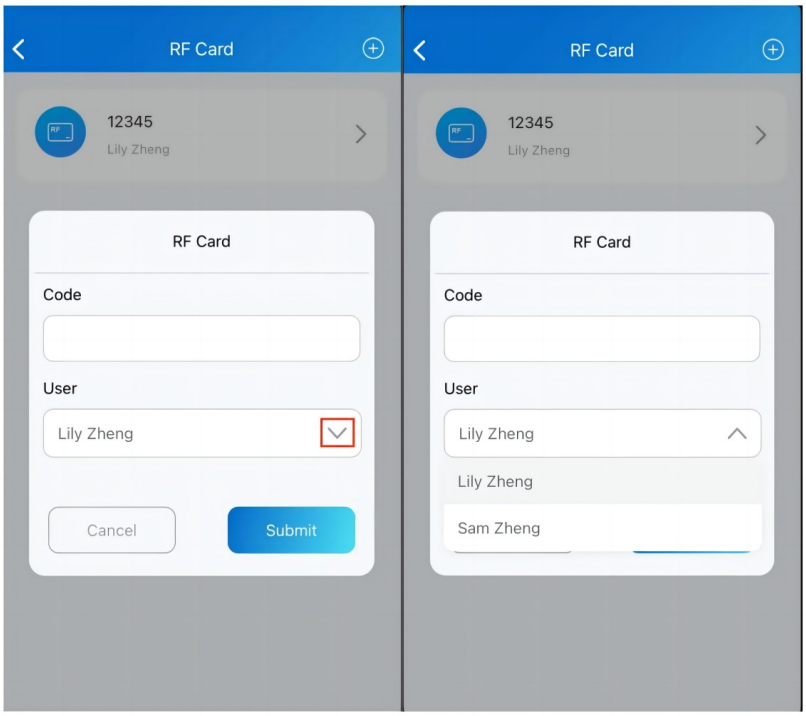


2. Select **RF card**.

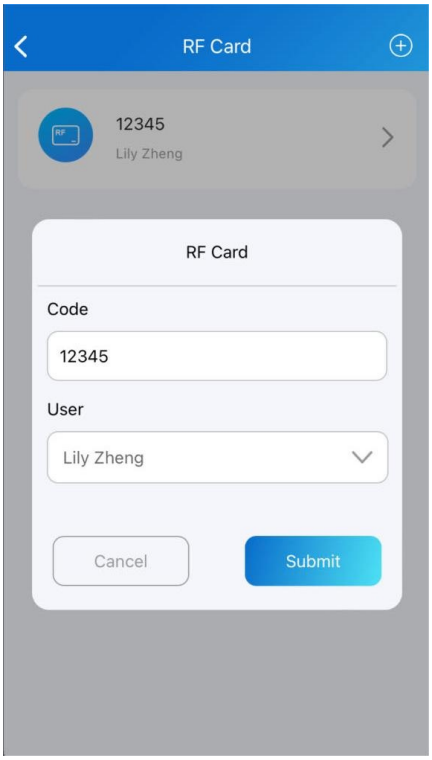


3. On the RF card screen, do any of the following:

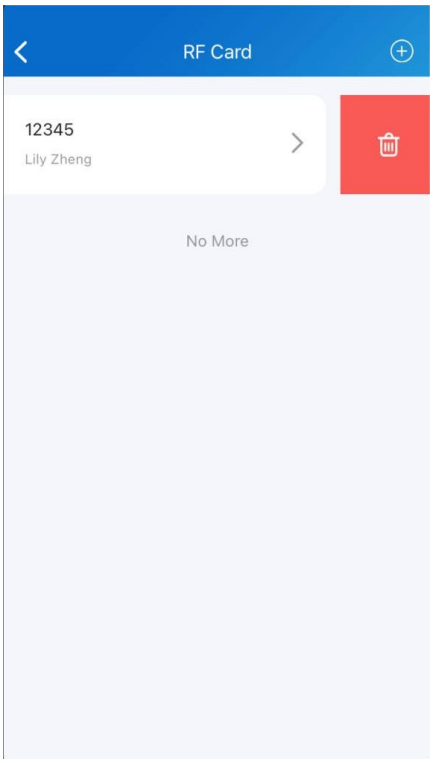
- Tap to add a card.
- Assign the RF card to the desired user by tapping .



- Tap > to edit the card.



- Hold the desired card, and swipe to left to delete.

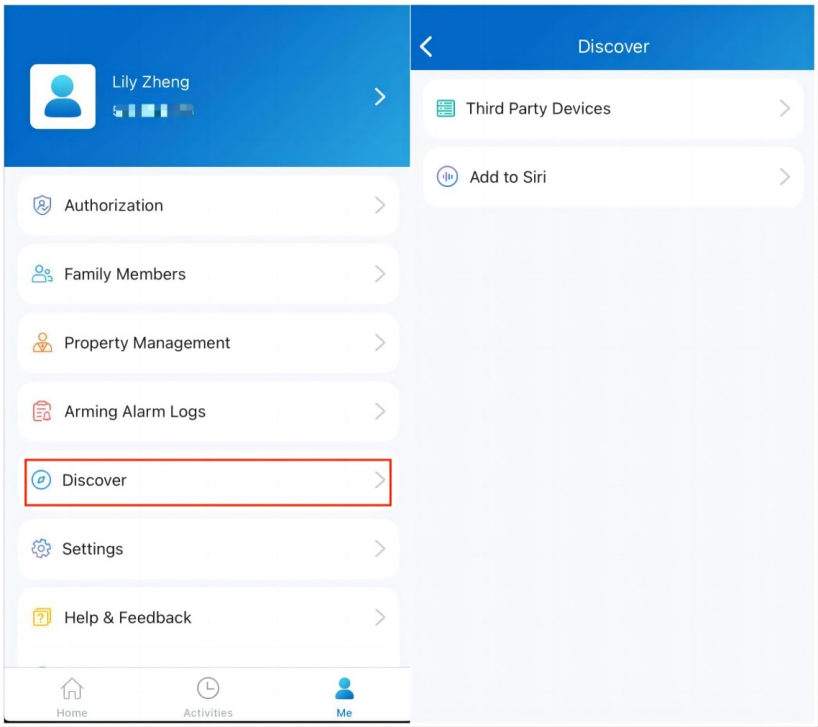


Unlock Doors with Siri

Note

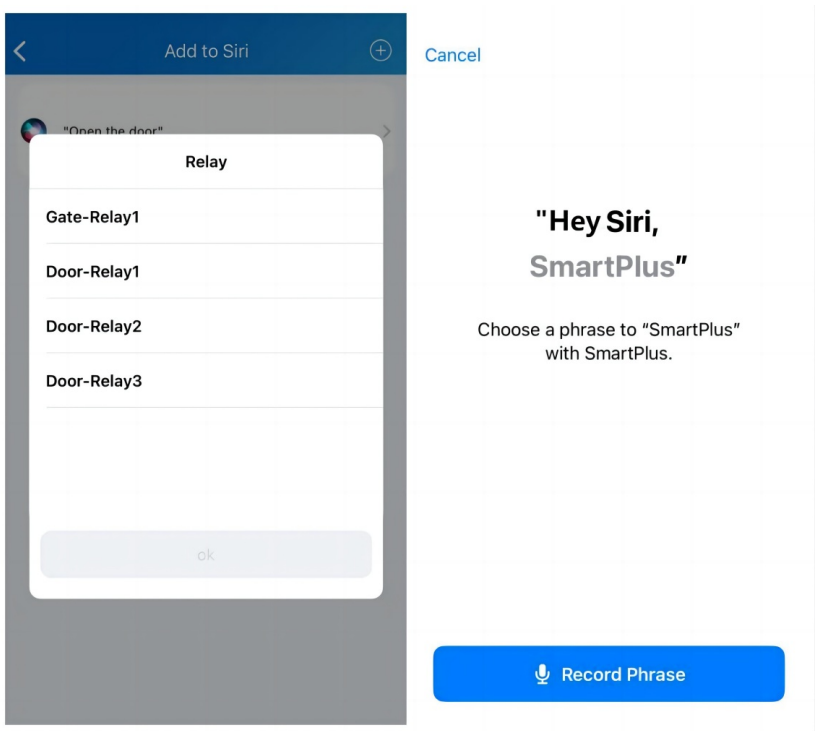
- The system should be IOS 12 or above.
- You can record no more than 10 voice commands.
- Commands do not interoperate between different accounts.

1. Go to **Me > Discover > Add to Siri**.

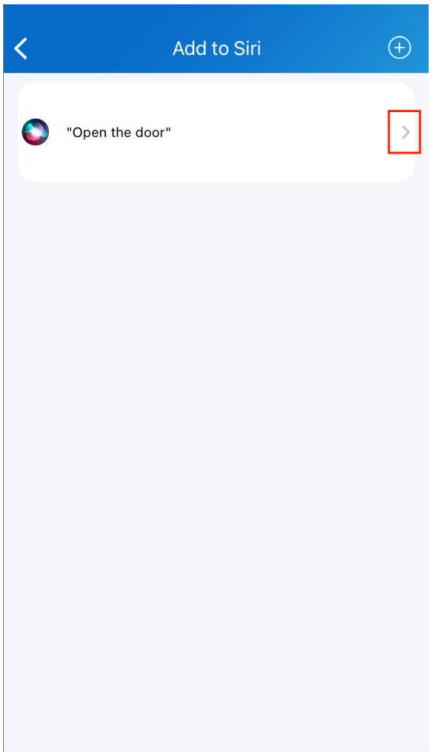


2. Tap the **add icon** . Select the desired door and record the command.

When you say the command to Siri, the selected door will open.



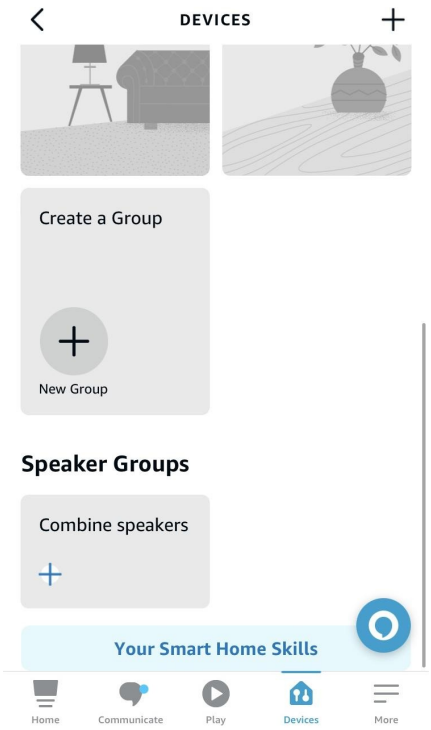
3. Tap > to check and edit the command.



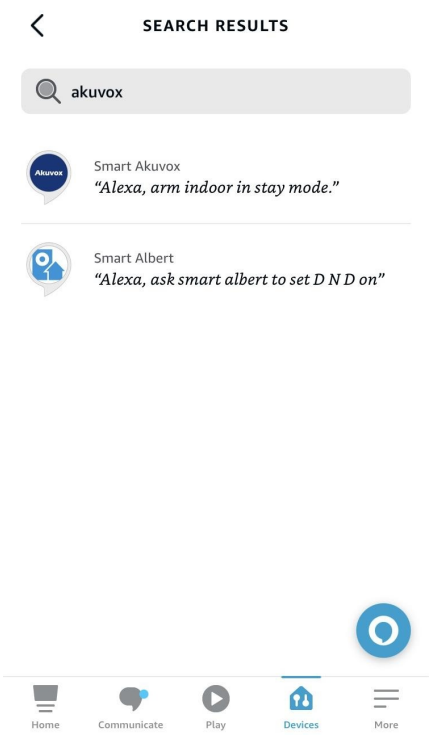
Unlock Doors with Alexa

Linking your account to the Alexa app, you can open the door by saying "Alexa, unlock *[device location]*" to Alexa app.

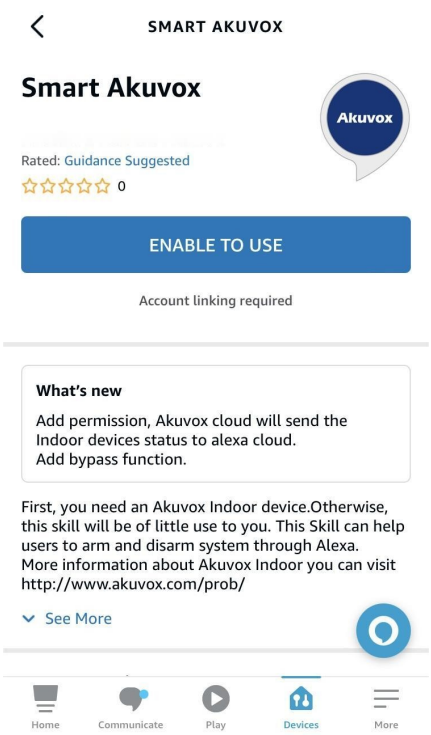
1. Log into your Alexa app, go to **Devices** and scroll down to the bottom. Tap **Your Smart Home Skills**.

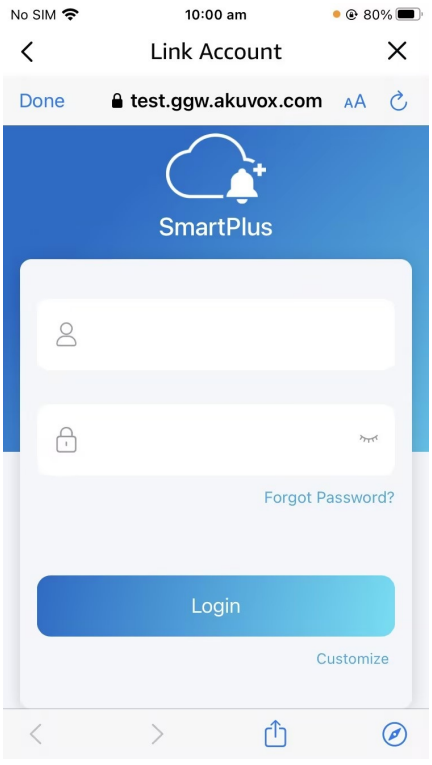


2. Enter Akuvox to search.

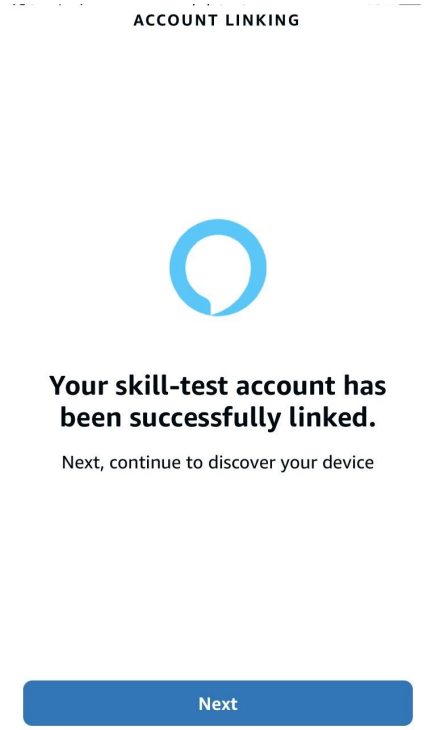


3. Tap **ENABLE TO USE** and enter your SmartPlus account username and password to login.

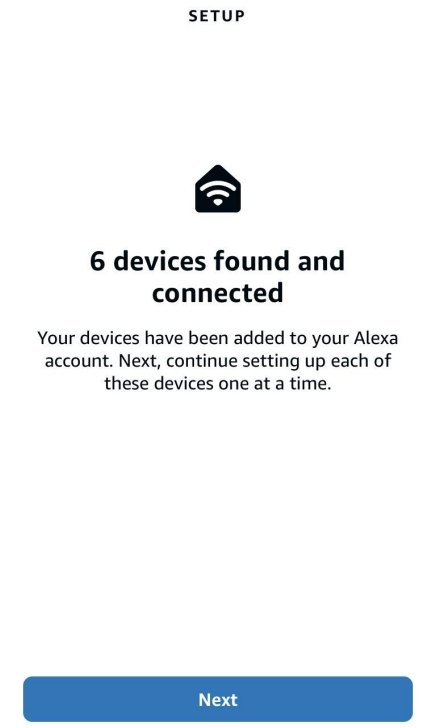




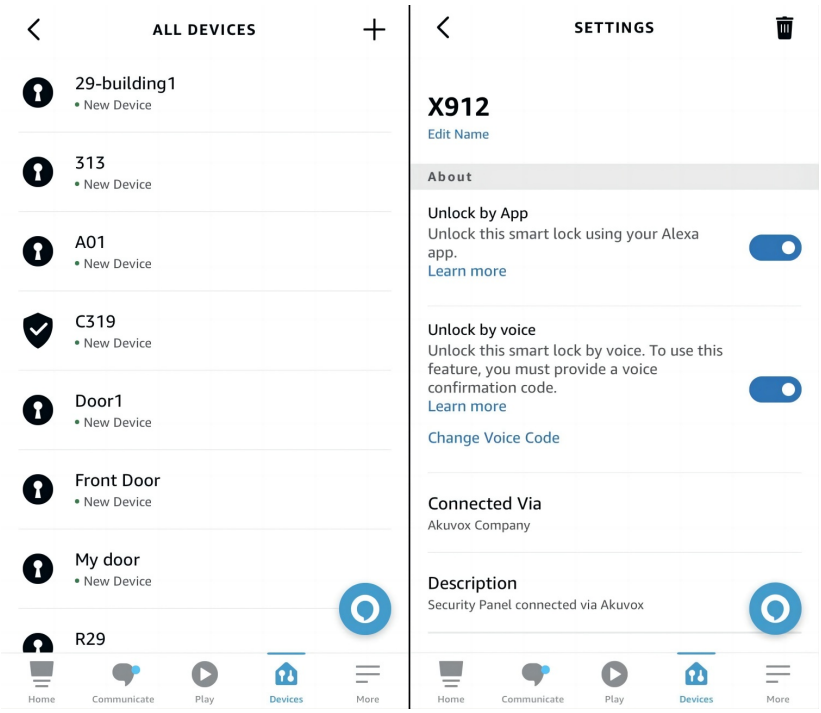
4. Tap **Next** to discover devices under your SmartPlus account.



5. Tap **Next** and add desired devices.



6. Return to the **Devices** module. Tap the desired device and enable Unlock by App and Unlock by Voice.

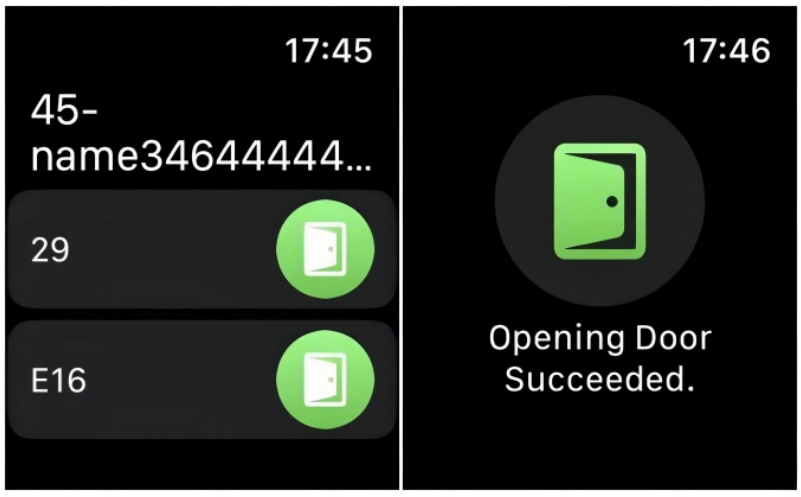


Unlock Doors with Apple Watch

You can open doors by tapping on SmartPlus that is installed in Apple Watch.

1. Download and install SmartPlus App in your Apple Watch.

2. Log into your SmartPlus account in your iPhone that is linked to the Apple Watch.



Devices with relays configured under you accounts will be synchronized to the Apple Watch.

Note

- Apple Watch cannot acquire the latest device status in real time. Only after data update on your iphone, do data on your Apple Watch refresh.

Calling

Note

- When you sign in the App with an official account that does NOT enable the calling feature, you cannot receive any calls or make calls by tapping softkey **Call** on the Home page. Accordingly, there are no Call Histories on the Activities page.

Make Outgoing Calls

To start a call, tap **Call** on the home page, on the monitoring page, or choose a family member.

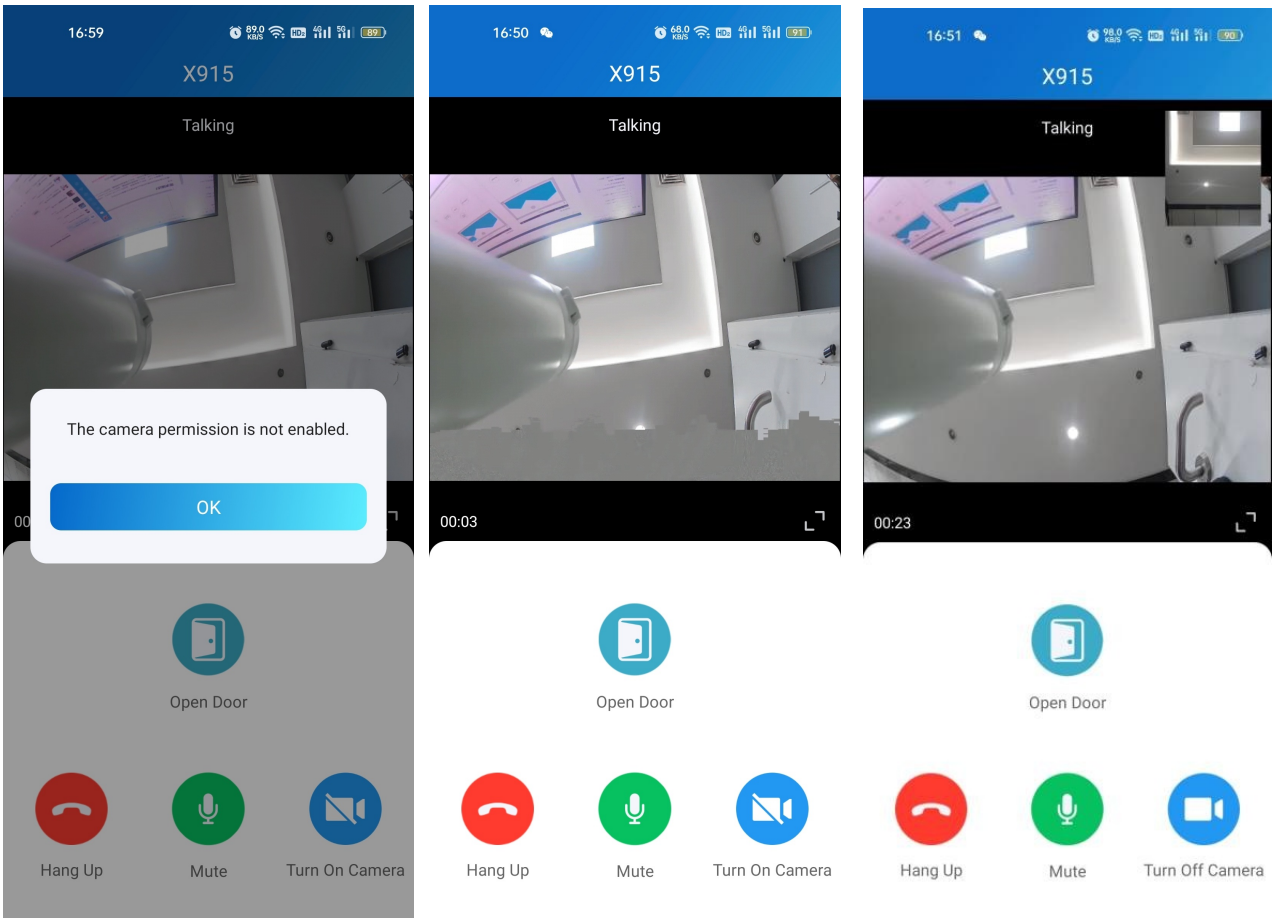
Call a Device

- Tap **Home**.
- Choose a device you want to call.
- Tap **Call** to start a call.
- Tap **Turn On Camera** to turn your phone's camera on if you want the called party to see you. You can turn off the camera at any time.

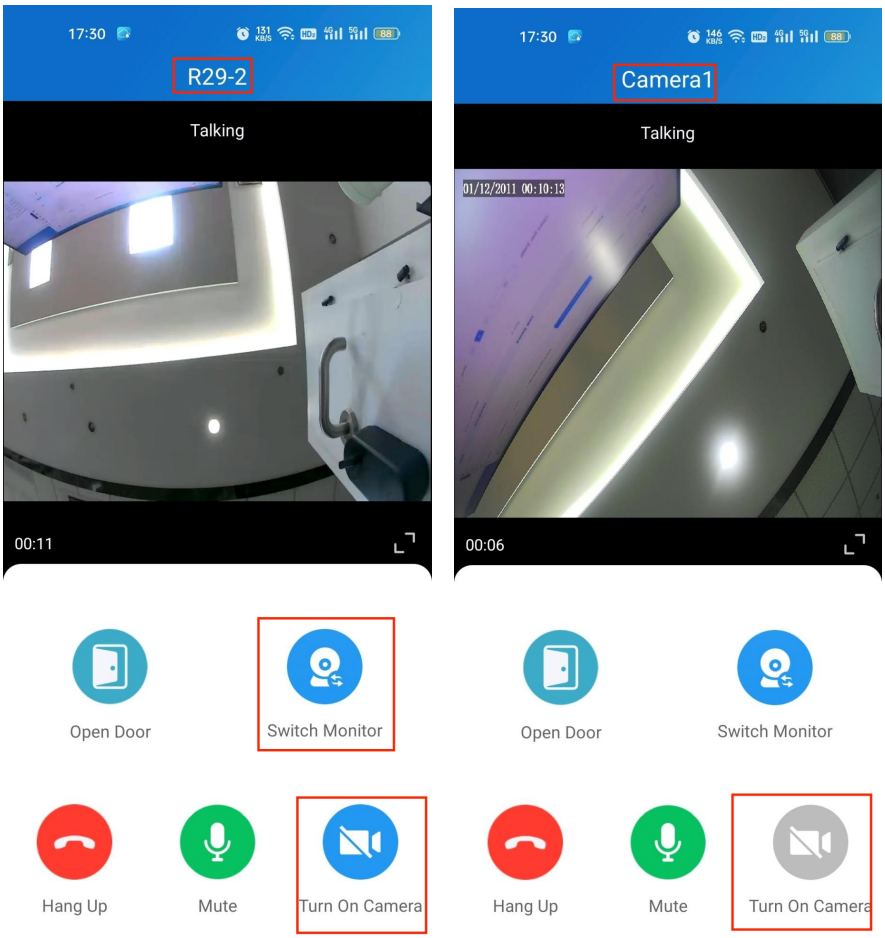
Your choice to turn on/off will be applied to later video calls with the device.

Note

- To use the Turn On Camera/Turn Off Camera feature, you must allow the SmartPlus to turn on/off the cameras when using this app. Or you will see the below pop-up message.



If the door phone is linked with a third-party camera, then you also are allowed to tap **Switch Monitor** to switch monitoring streams between the door phone's and the third-party camera's. However, the Turn On Camera feature is unavailable when you change to see the third-party camera's stream.

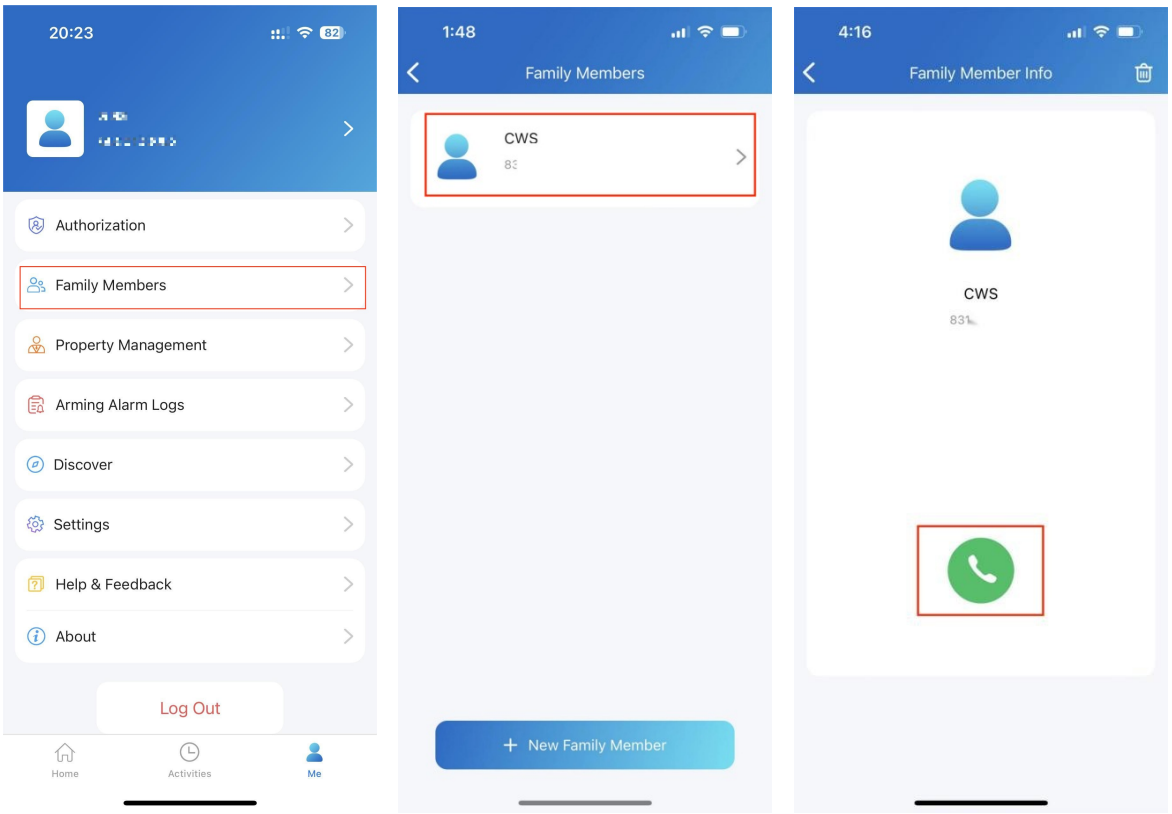


Call a Family Member

- Tap **Me** in the lower-bottom tap bar.
- Tap **Family Members**, and tap the member you want to call.

Note

- Only audio calls are allowed between App users.



Call Other Families within the Community

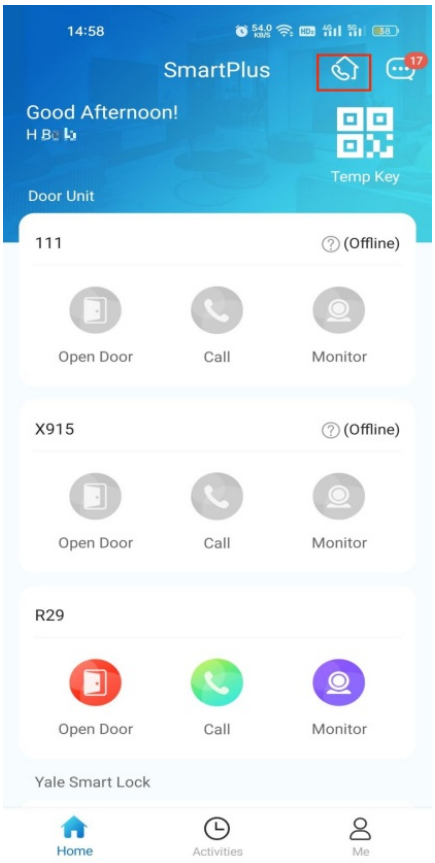
The Community Calls feature enables you to call other families living in the same community.

Note

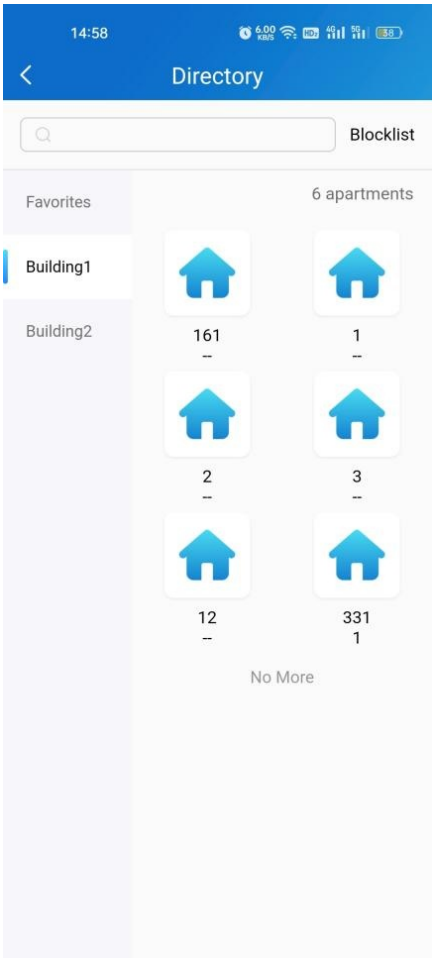
- This feature is only available for new communities. Besides, the community's service provider must enable this function from his/her end.

To access the feature, do as the following:

1. Tap **Home**, and tap the Community Calls icon on the top right.

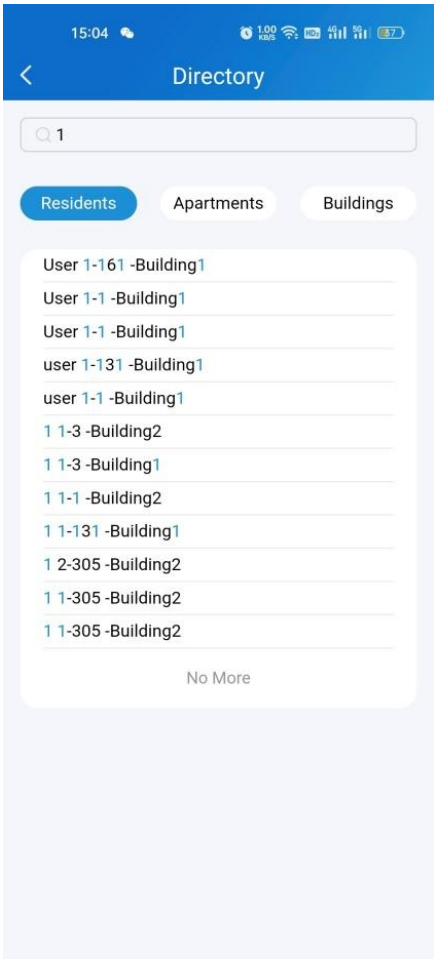


2. A directory screen opens.



3. On the Directory screen, do any of the following:

- Tap **Favorites** on the left side menu to see the families you added to the Favorites.
- Tap the building name to see all apartments in the specific building.
- Tap **Blocklist** on the top right to see all families blocked by you. You can call them while you will not receive their calls.
- Tap the search box on the top to search for a family. The searching results will display in an order of Resident-Apartment-Building.



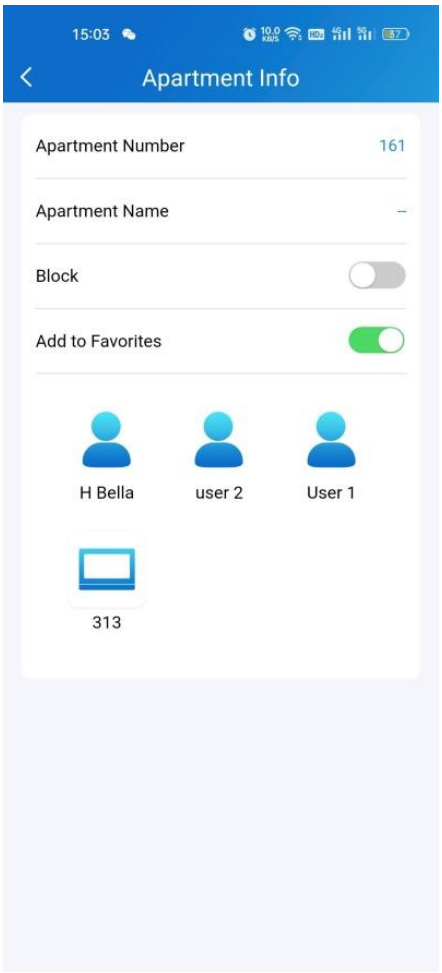
- Tap any of the apartments listed on the right side to

➢See its information, including the door number, apartment name, and the members and indoor monitors in this family.

➢Block this family. In this case, all its members and indoor monitors cannot call you while you can call them.

➢Add this family to the Favorites.

➢Tap and call a member or an indoor monitor.



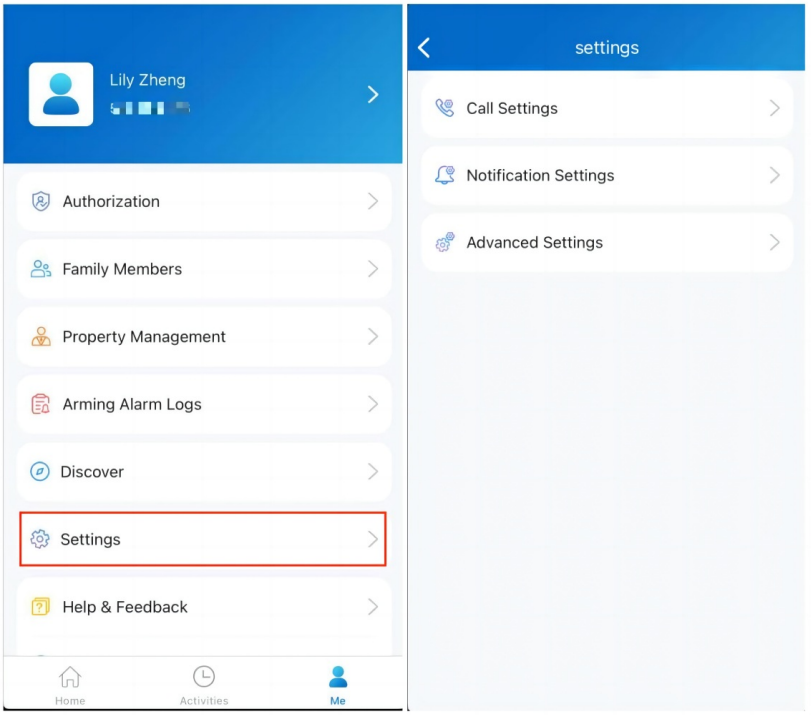
Landline, Contact and Call preference

You can answer or decline a call on the App, or you can forward a call to landline number(s).

Call Forwarded to Phone

To set up call forwarding, do as the following:

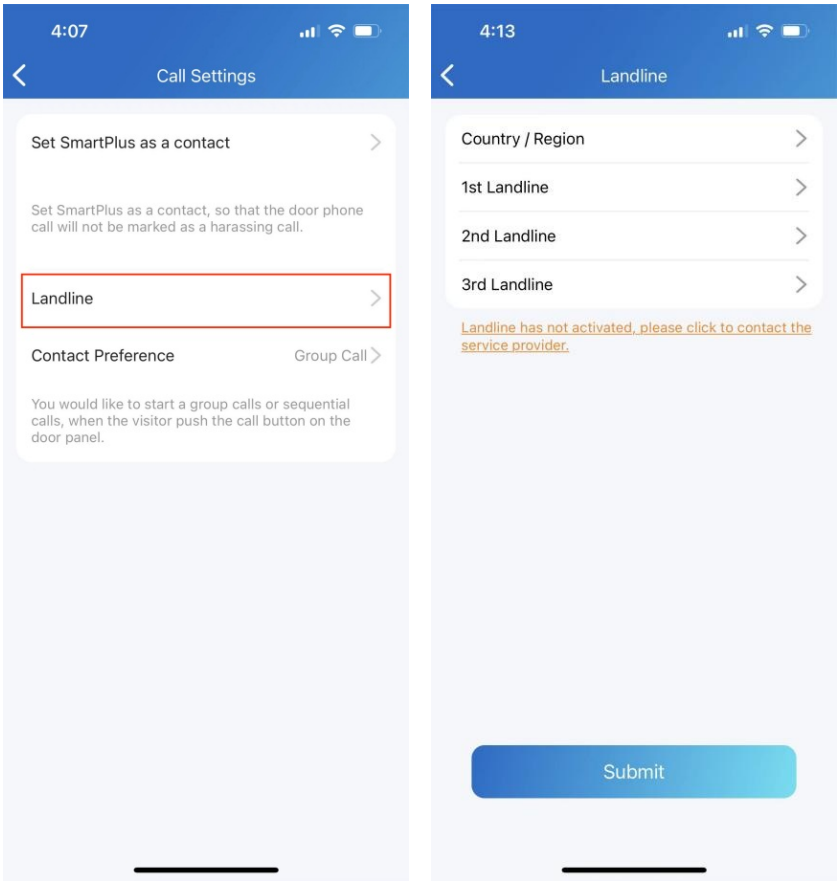
- Go to **Me > Settings > Call Settings**.



- Tap **Landline**, select the country/region the phone number(s) forwarded.
- Enter the number(s) in your preferred order.

Note

- A home master can add 3 forwarded landline numbers while the added members only 1 number.



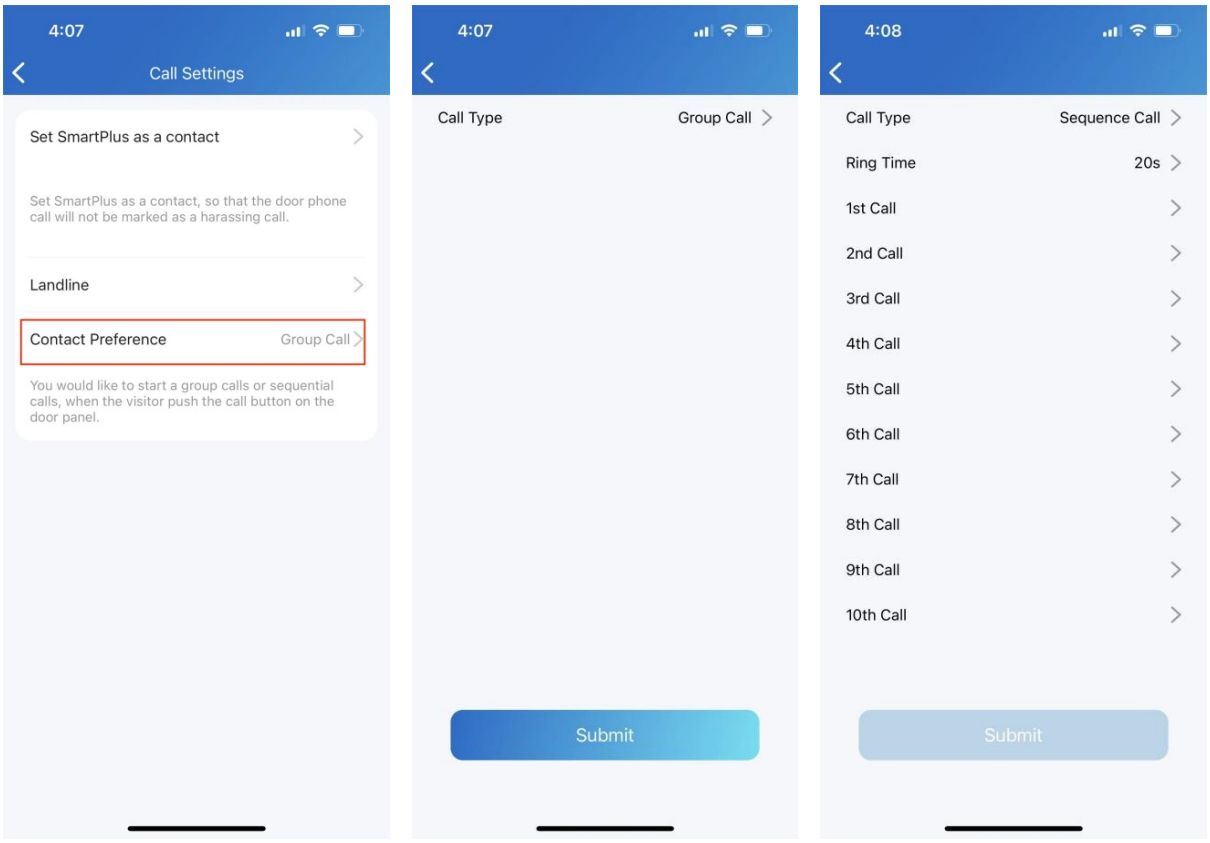
Set up Call-answered Order

Note

- Only the home master who owns the main account can set up call preference. Calls will only be forwarded to the phone number(s) added by the main account.

If you are a single-tenant user, you can choose a calling preference type between group call and sequence call.

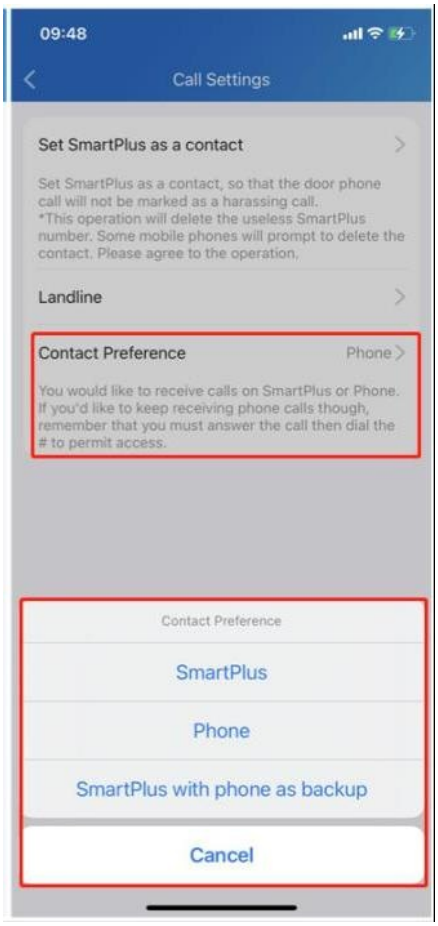
- Go to **Me > Settings > Call Settings**.
- Tap **Contact Preference**.
- Choose a call type and follow the onscreen instructions.
  - **Group Call**. All indoor monitors will receive the call. At the same time, family members will receive it in their Apps.
  - **Sequence Call**. The devices, family members and landline numbers in the same family will be called based on the preset order.



If you are a multi-tenant project user, you can choose among 3 options: SmartPlus, Phone, and SmartPlus with Phone as backup.

- Go to **Me > Settings > Call Settings**.
- Tap **Contact Preference**.
- Choose a call type.
  - **SmartPlus**. SmartPlus and indoor monitor(s) will be called.
  - **Phone**. Phone and indoor monitor(s) will be called.

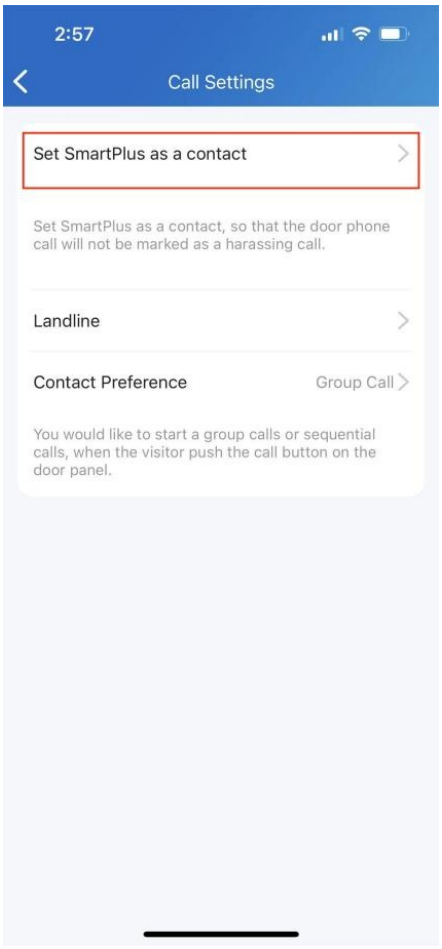
- **SmartPlus with Phone as backup**. SmartPlus and indoor monitor(s) will be called first, then the forwarded phone number if the call was not answered.



Set SmartPlus as a Contact

You can set SmartPlus as a contact, in case calls from doorphones are marked as harassing ones. By doing so, you would not miss the calls.

- Go to **Me > Settings > Call Settings.**
- Tap **Set SmartPlus as a contact**, and you can find Doorphone Call Number in your phone's contact list.

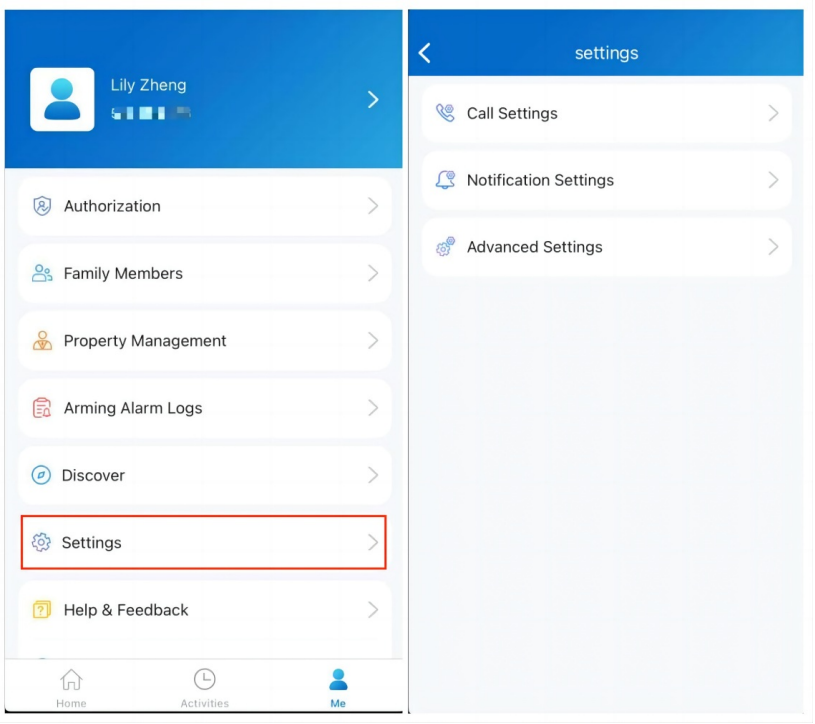


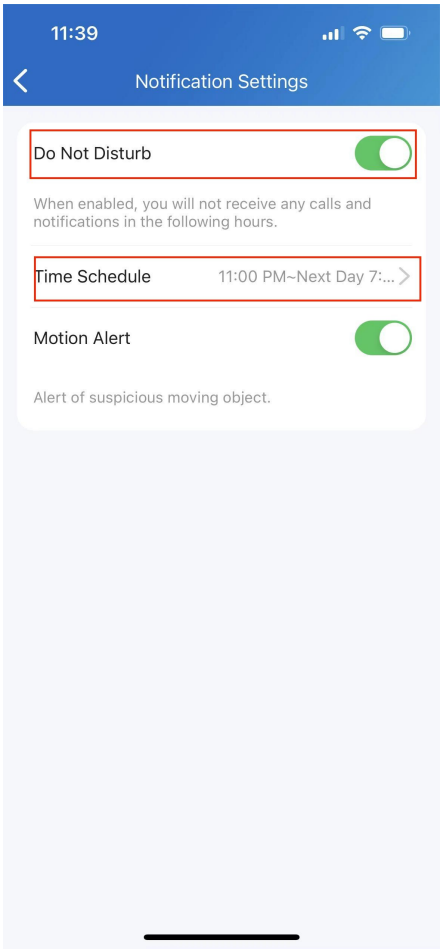
Not to Receive Calls

The app can silence all calls when you do not want to be disturbed.

- Go to **Me > Settings > Notification Settings**.
- Turn on Do Not Disturb.
- Set up Time Schedule.

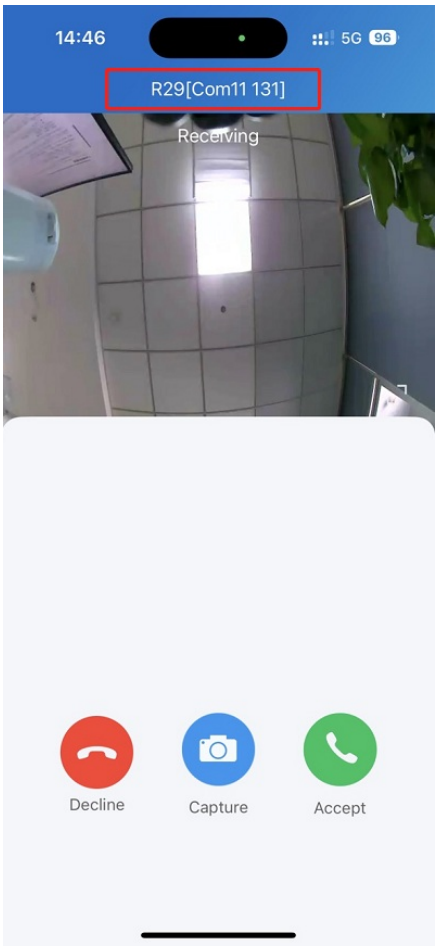
Call histories will still be recorded when enabling Do Not Disturb.





Receive Calls from a Different Site

You can receive calls from site 2 when you select site 1. The receiving page will display the information of site 2. The call logs will only be displayed in call-received site.



Security

Monitor

You can check the monitoring streams from either Akuvox intercom devices or third-party cameras to see who's the visitor or what's happening at your front door.

See Door Phone Stream

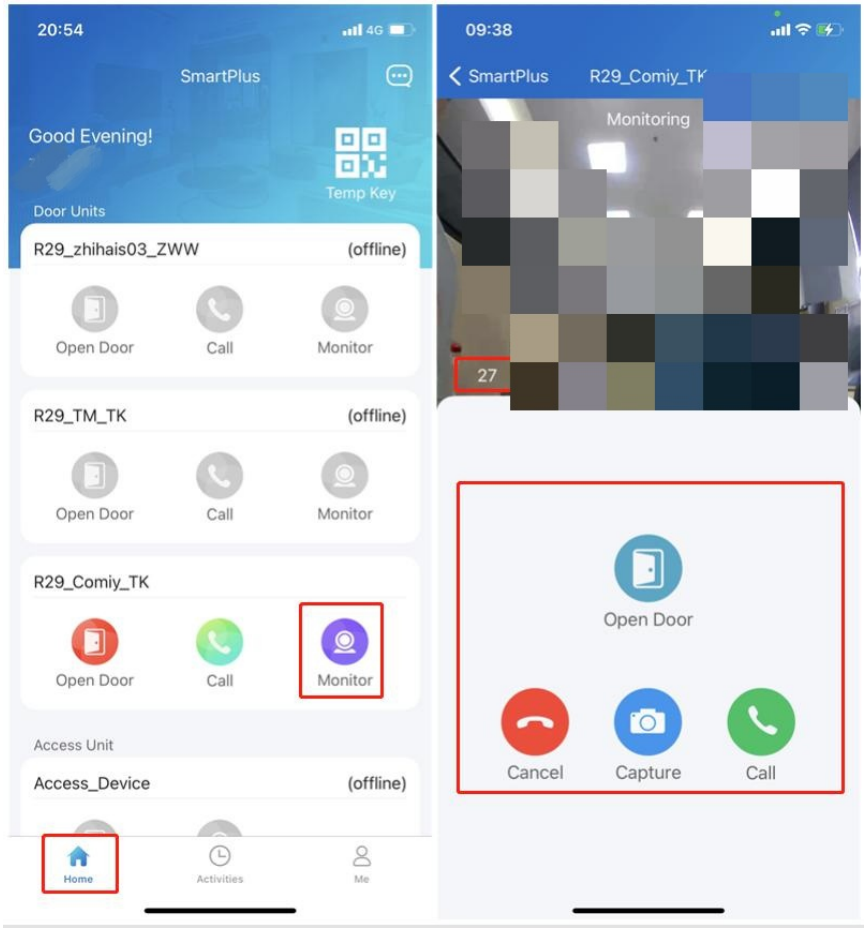
- Tap **Home**.
- Select the device and Tap **Monitor** . The monitoring streams will be shown for 30 seconds.

Note

- Door phones without cameras do not have the monitor button .

What you can do on the monitoring page:

- Tap **Cancel** to exit the current video watching page.
- Tap **Capture** to make a screenshot.
- Tap **Call** to make a call with the visitor.
- Tap **Open** to unlock the door.

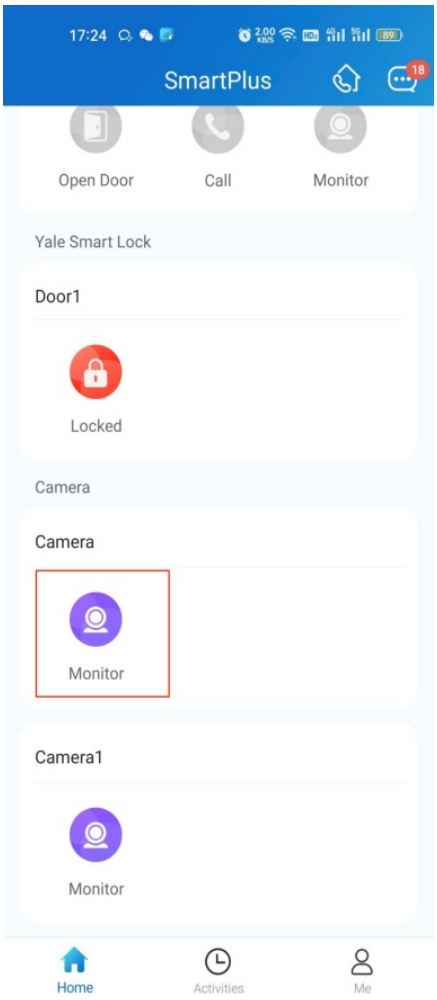


See Third-party Camera Stream

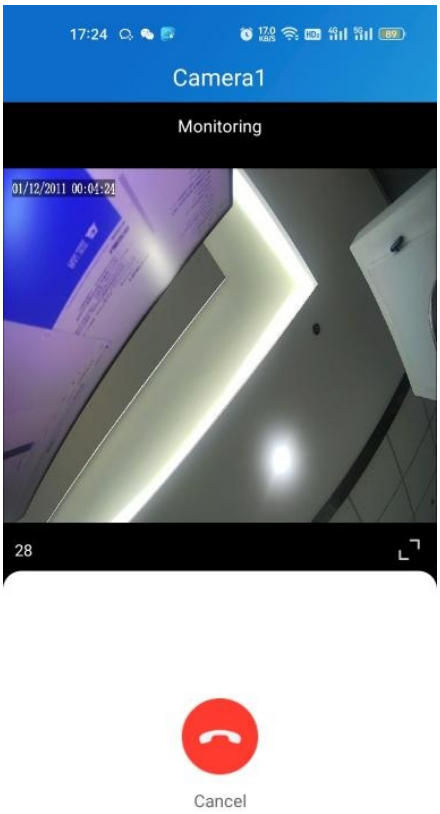
If your house or your community have third-party cameras installed, you are enabled to see their streams directly on the app. Besides, these cameras can be linked with Akuvox door phones.

- **When cameras not linked with door phones**

1. On the Home screen, scroll down, and find the Camera field.



2. Tap the desired camera's monitor icon , then you can see the live monitoring video. Note that the screen exits automatically in 30 seconds.

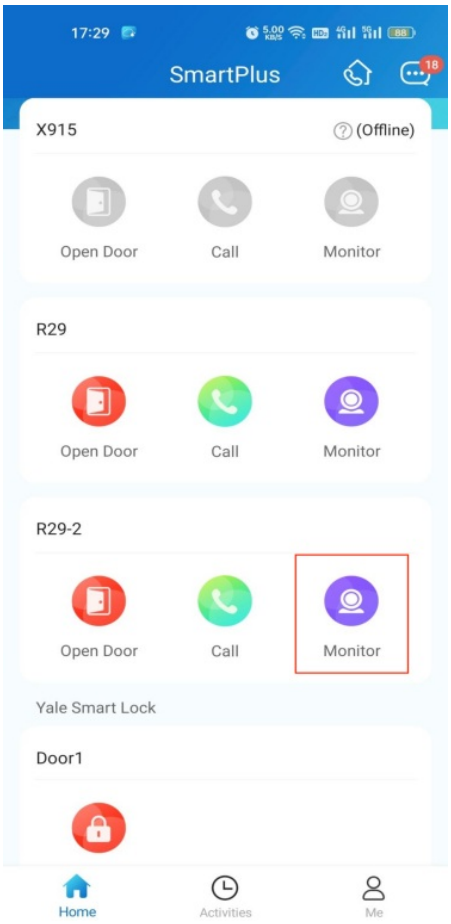


- **When cameras linked with door phones**

If the camera is linked with a door phone, then you can switch monitoring streams between the door phone's and camera's.

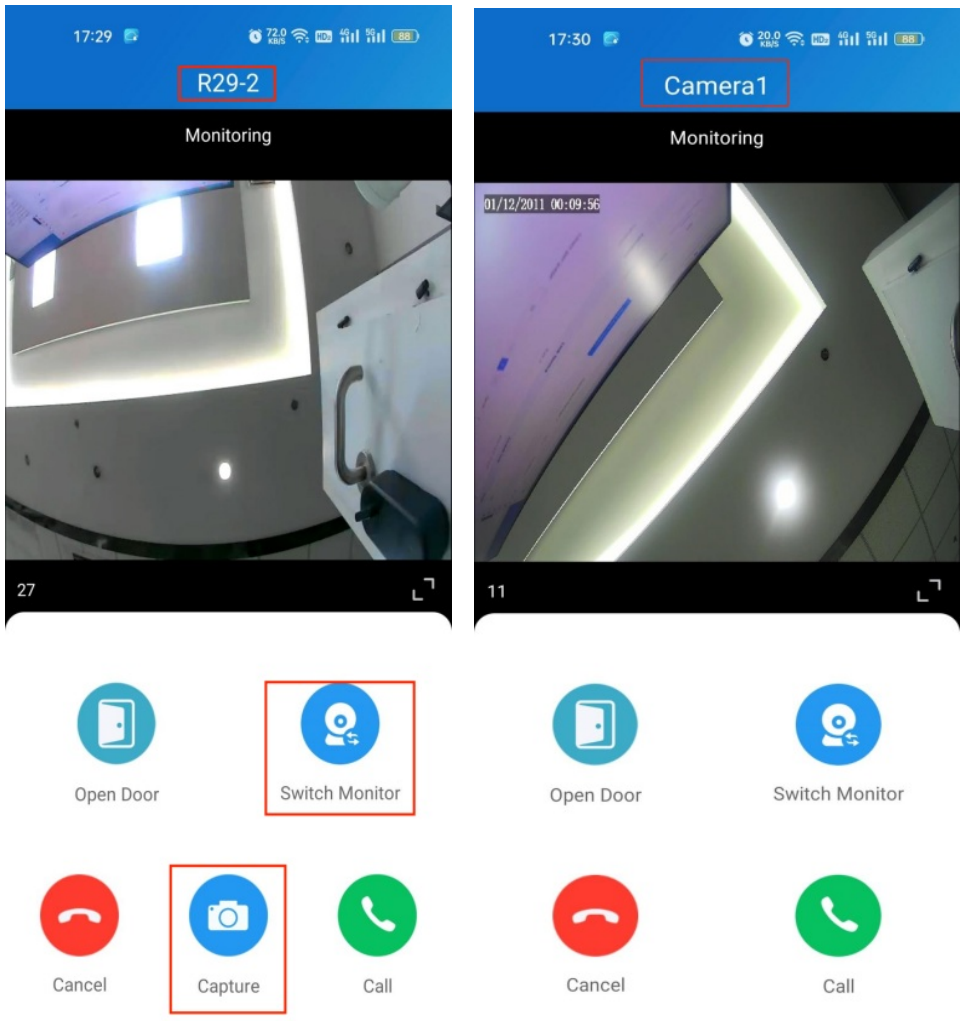
1. Tap **Home**.

2. Select the door phone and tap **Monitor** .



3. The default shown stream is from the door phone. To switch the stream, tap

. Note that the Capture feature is not available on third-party camera screen.



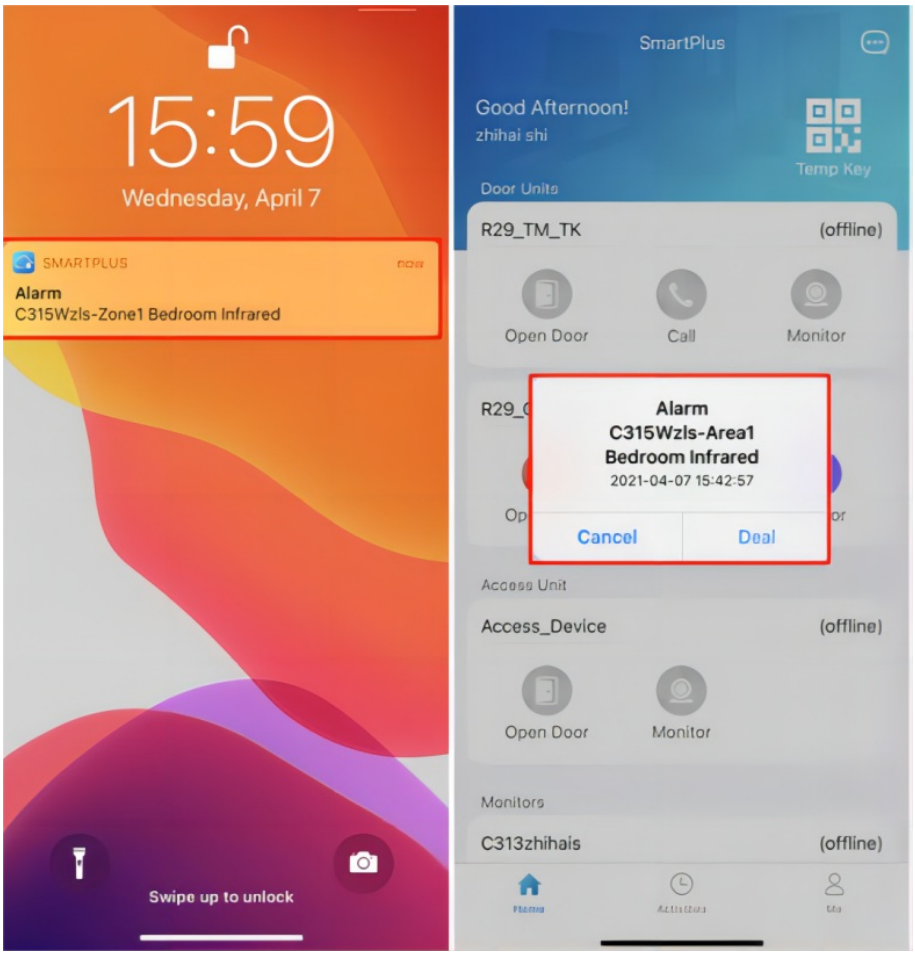
You are also able to switch the streams on calling screen and monitoring preview screen.

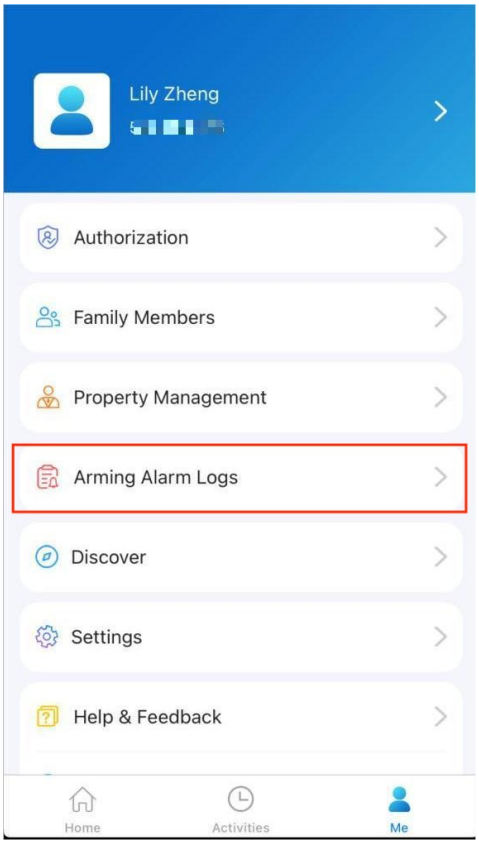
Alarm and SOS Warnings

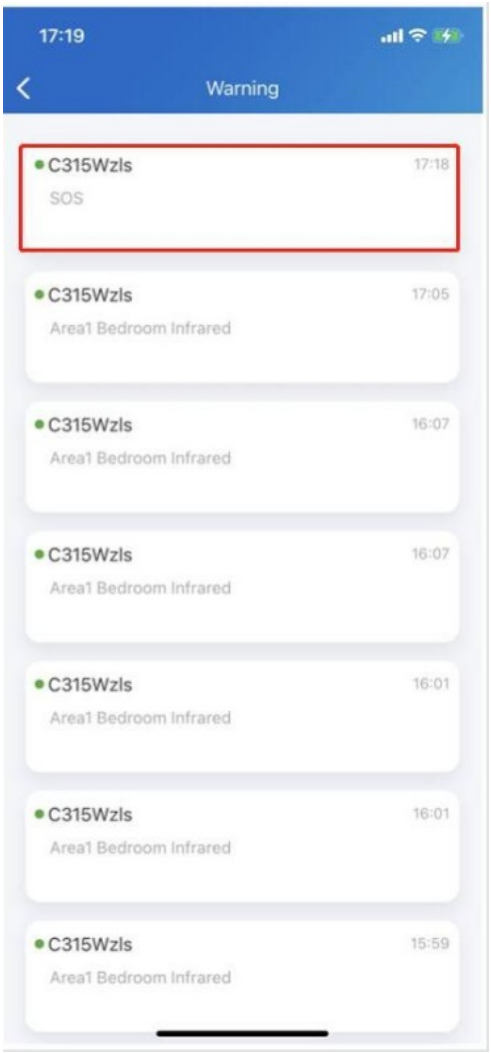
Alarm and SOS warnings triggered by indoor monitors can be received on the App. You can go to **Me > Arming Alarm Logs** to see and deal with warnings, or tap **Deal** on the popup notifications.

Note

- When a red dot appears in the Arming Alarm Logs bar, it means there are new warning messages to be dealt with.


15:59
Wednesday, April 7
SMARTPLUS
Alarm
C315Wzls-Zone1 Bedroom Infrared
Swipe up to unlock
SmartPlus
Good Afternoon!
zhihai shi
Temp Key
Door Units
R29_TM_TK
(offline)
Open Door
Call
Monitor
Alarm
C315Wzls-Area1
Bedroom Infrared
2021-04-07 15:42:57
Cancel
Deal
Access Unit
Access_Device
(offline)
Open Door
Monitor
Monitors
C313zhihais
(offline)


Lily Zheng
Authorization
Family Members
Property Management
Arming Alarm Logs
Discover
Settings
Help & Feedback
Home
Activities
Me

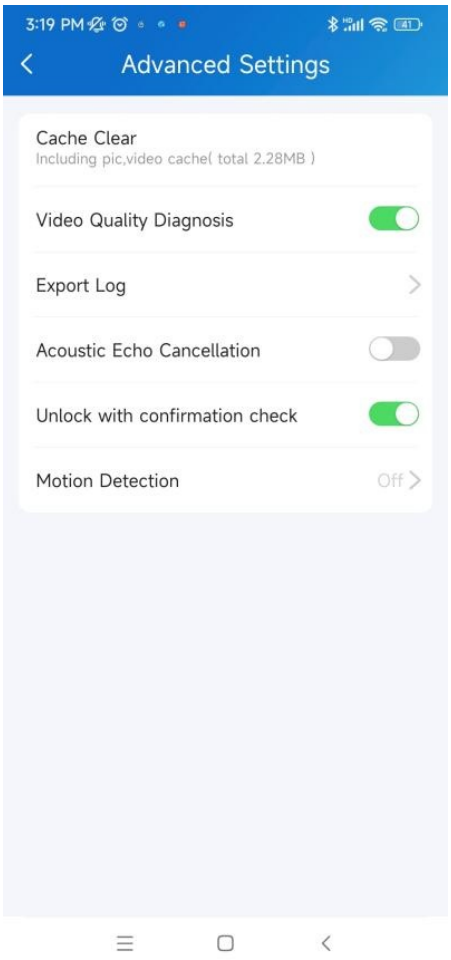


Motion Detection

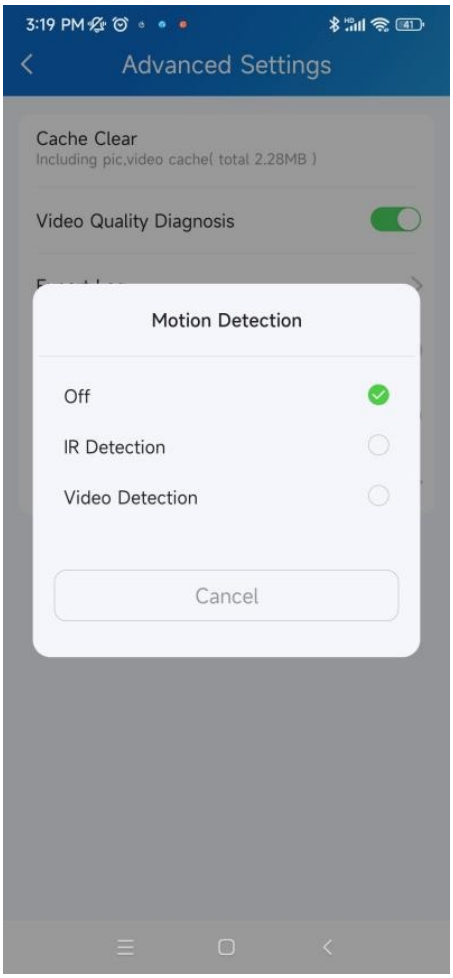
Single-tenant users are able to turn on the motion detection function and choose its detection type.

To enable this function, do as the following.

1. Go to **Me > Settings > Advanced Settings > Motion Detection**.

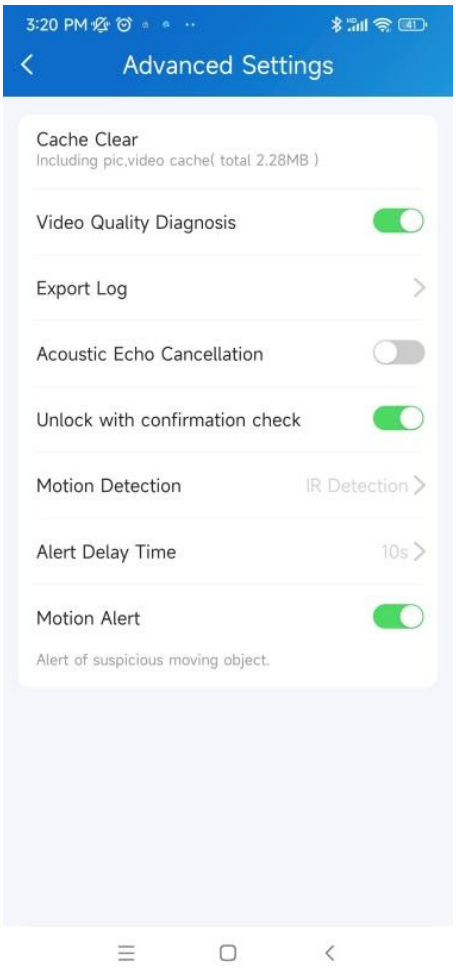


2. Select between IR and Video Detection.



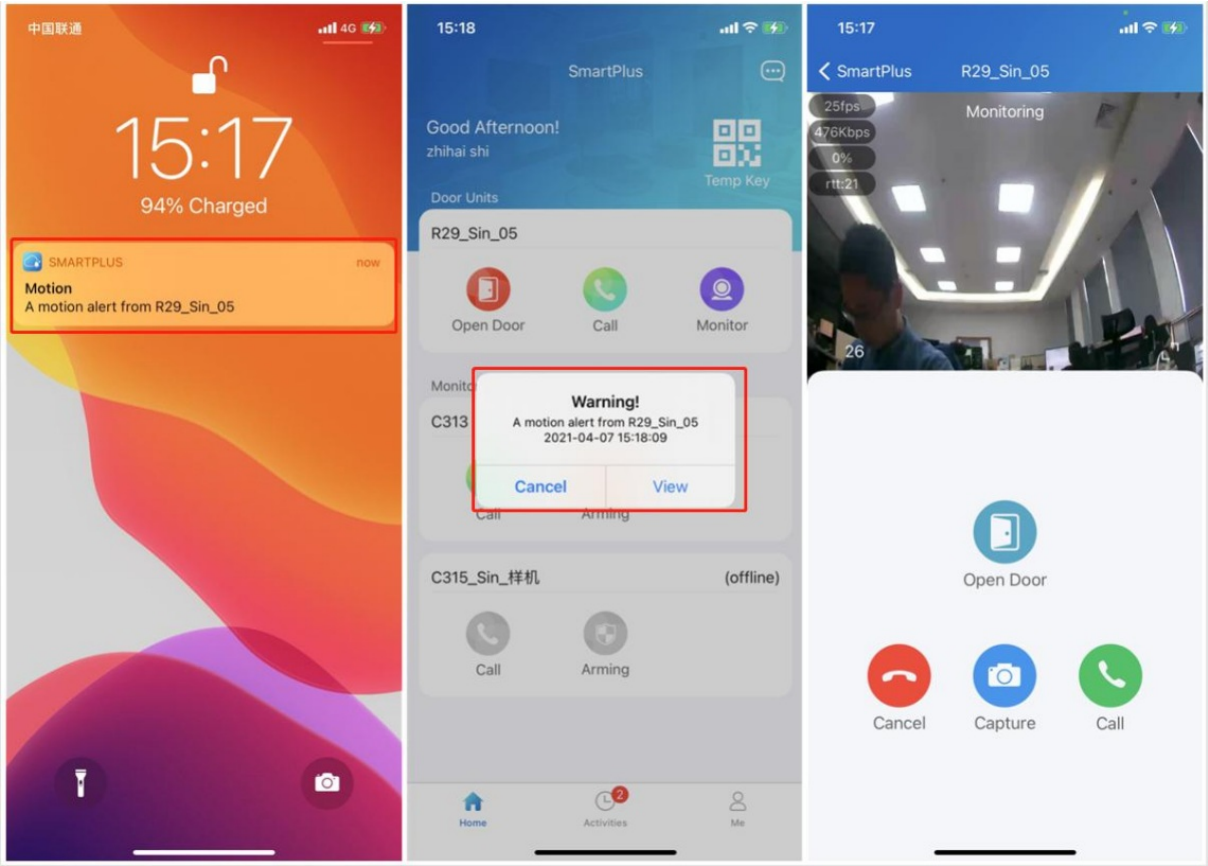
3. Once selected, do any of the following:

- Set the Alert Delay Time. By default, it is 10 seconds.



- Enable or disable the Motion Alert. This option only available when you turn on the motion detection.

Once enabled, a motion alert will be sent to you whenever an alert is triggered by a suspicious motion event.

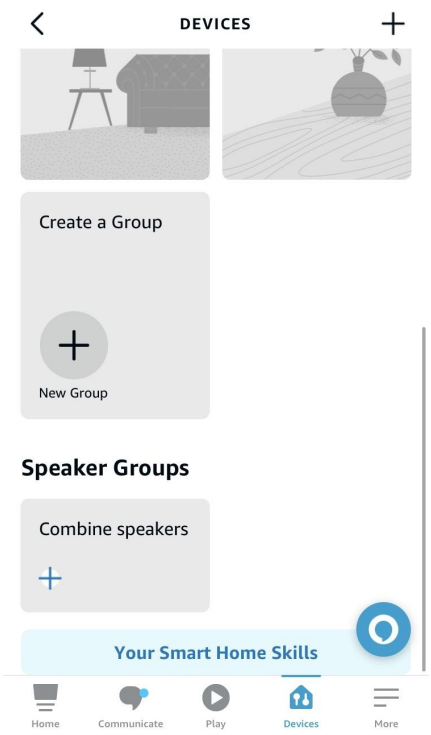


Arm and Disarm Indoor Monitors with Alexa

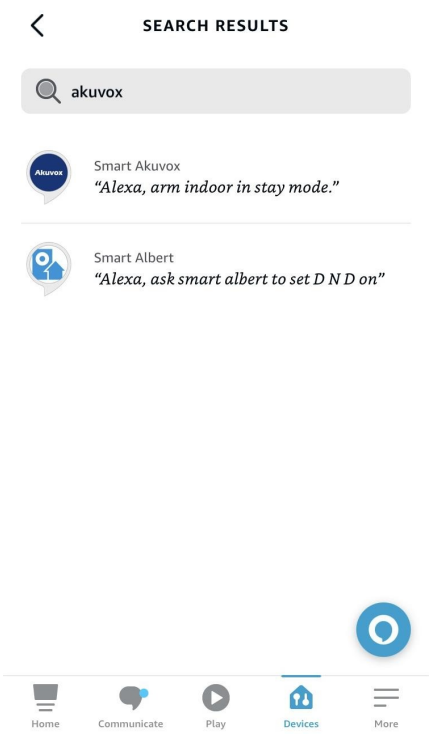
Linking your account to the Alexa app, you can arm or disarm the indoor monitor by saying the following commands to Alexa.

- Check whether the device is armed: Alexa, is [device location] armed?
- Arm the device in Home mode: Alexa, arm [device location] ; Alexa, Arm [device location] in Home mode.
- Arm the device in Away mode: Alexa, arm [device location] in away mode.
- Arm the device in Night mode: Alexa, arm [device location] in night mode.
- Disarm: Alexa, arm [device location] in night mode.

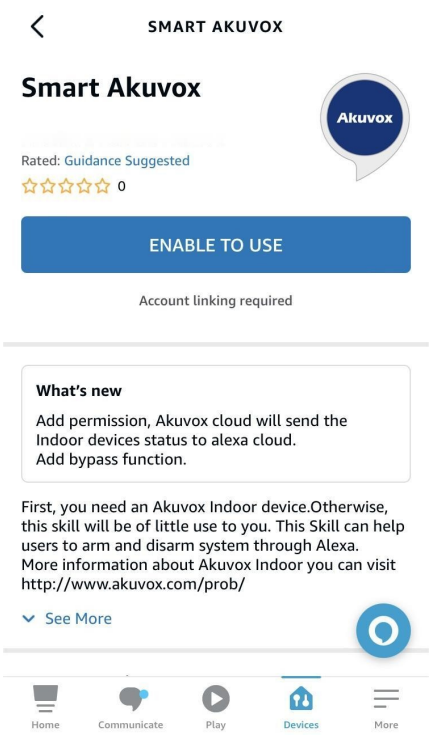
1. Log into your Alexa app, go to **Devices** and scroll down to the bottom. Tap **Your Smart Home Skills**.

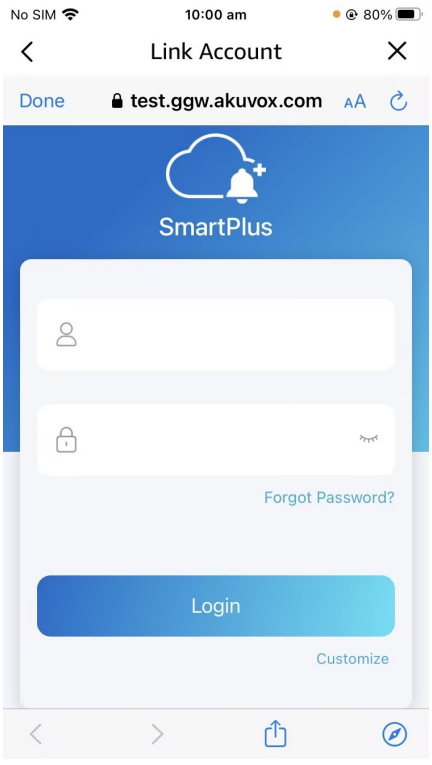


2. Enter Akuvox to search.

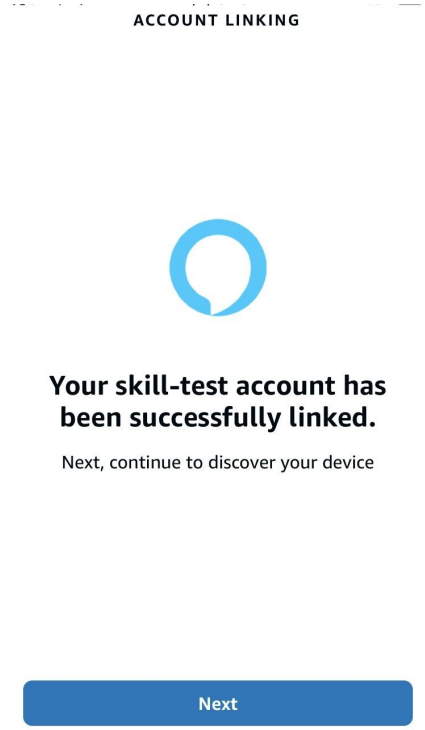


3. Tap **ENABLE TO USE** and enter your SmartPlus account username and password to login.

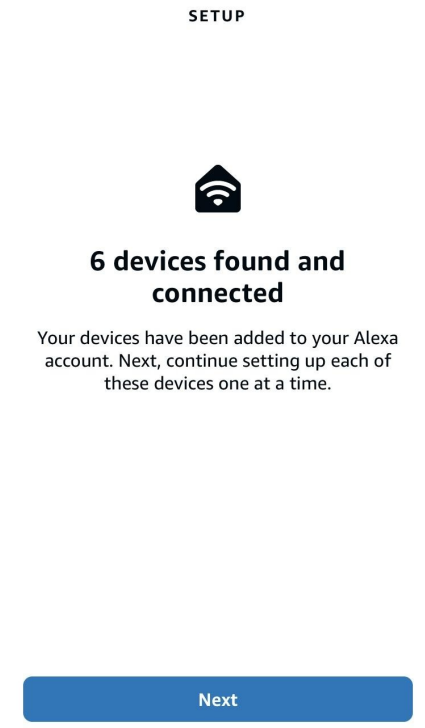




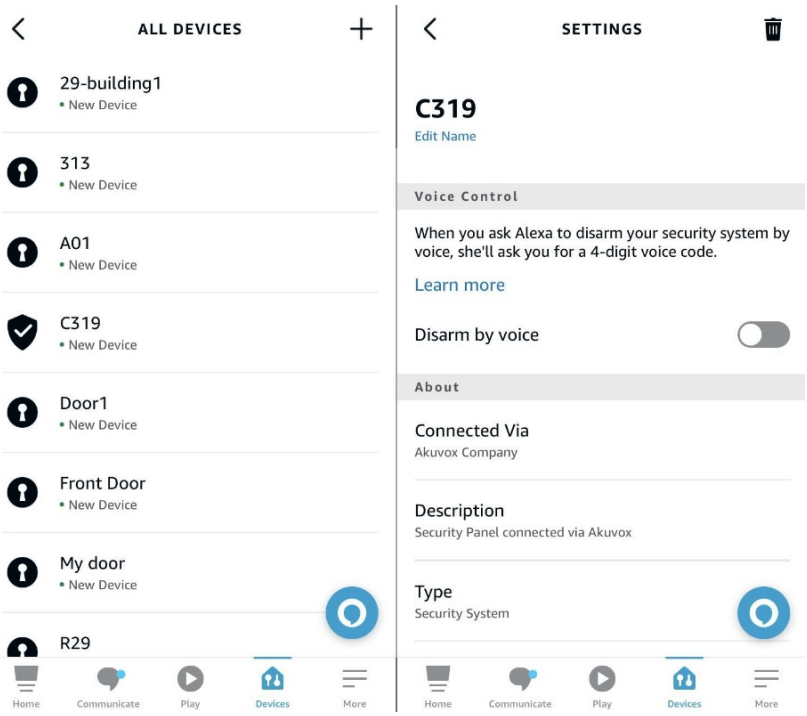
4. Tap **Next** to discover devices under your SmartPlus account.



5. Tap **Next** and add desired devices.



6. Return to the **Devices** module. Tap the desired device and enable Unlock by App and Unlock by Voice.



Devices

Third-party Locks

SmartPlus app allows you to add and control third-party locks from Qrio, Yale, and BSI, making the intercom process more integrated and more convenient.

Note

- Only Turkey supports adding Yale locks now.

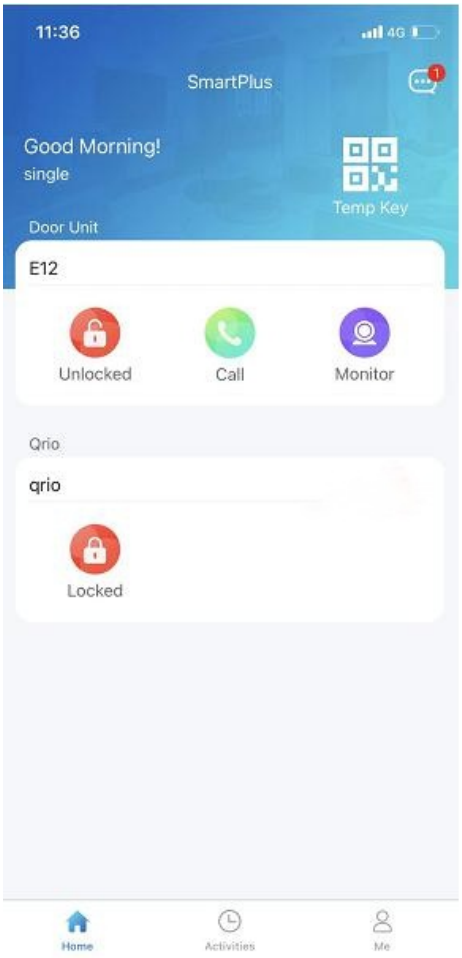
Display Locks

Third-party locks from Qrio and Yale can now be linked with E12, E16, and E18 door phones.

The linked and not-linked locks will display on different modules.

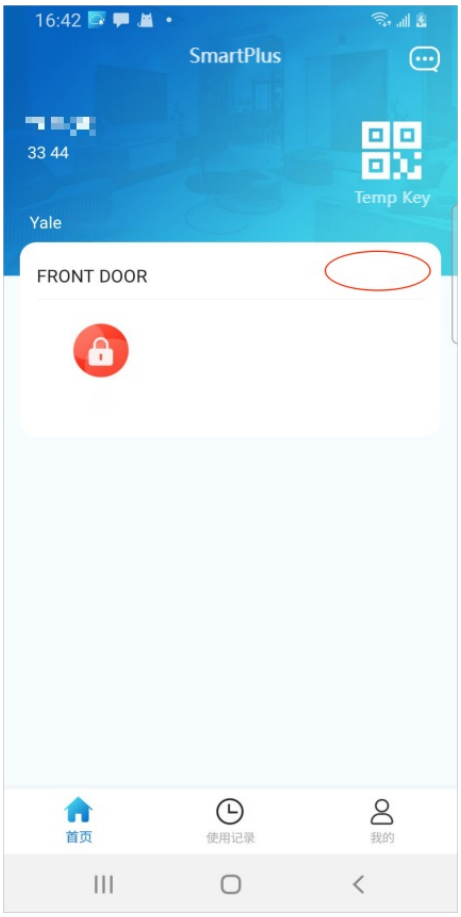
- **On the Home screen**

If your third-party locks do not link with any door phones, you can see them on the Home screen.



Note

- When a Yale lock is linked with a door/window sensor that has been added to the Yale app, the sensor's on or off status will display in the top right corner.
- When a Yale lock is linked with multiple door/window sensors, their status will NOT display.



- **In Relay list**

If a lock are linked with a door phone, it will display in the door phone's Relay list when tapping its Unlock button.

Add a Third-party Lock

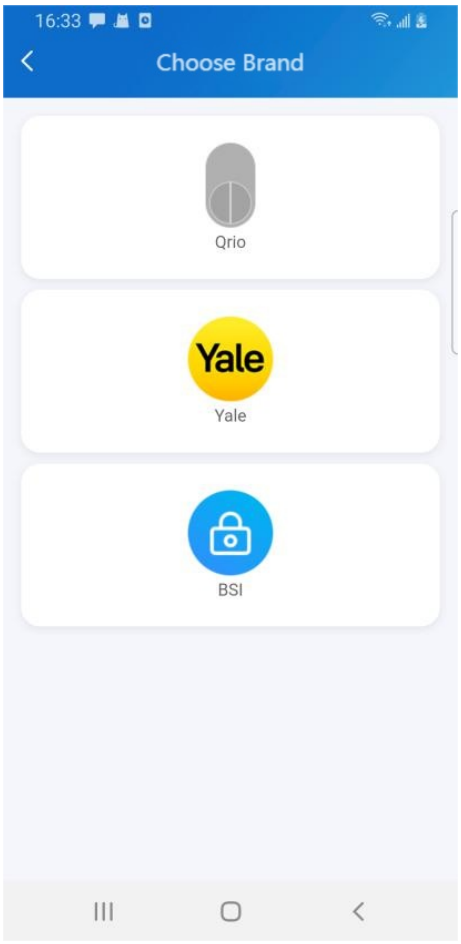
Note

- This function is available for single-tenant projects and new communities.
- Only family master accounts are enabled to add third-party locks.
- The supported third-party lock brands include Qrio, Yale, and BSI.

To add a third-party lock, for example, a Qrio, do as the following:

1. Go to **Me > Discover > Third Party Devices**, and tap the add icon in the top right.

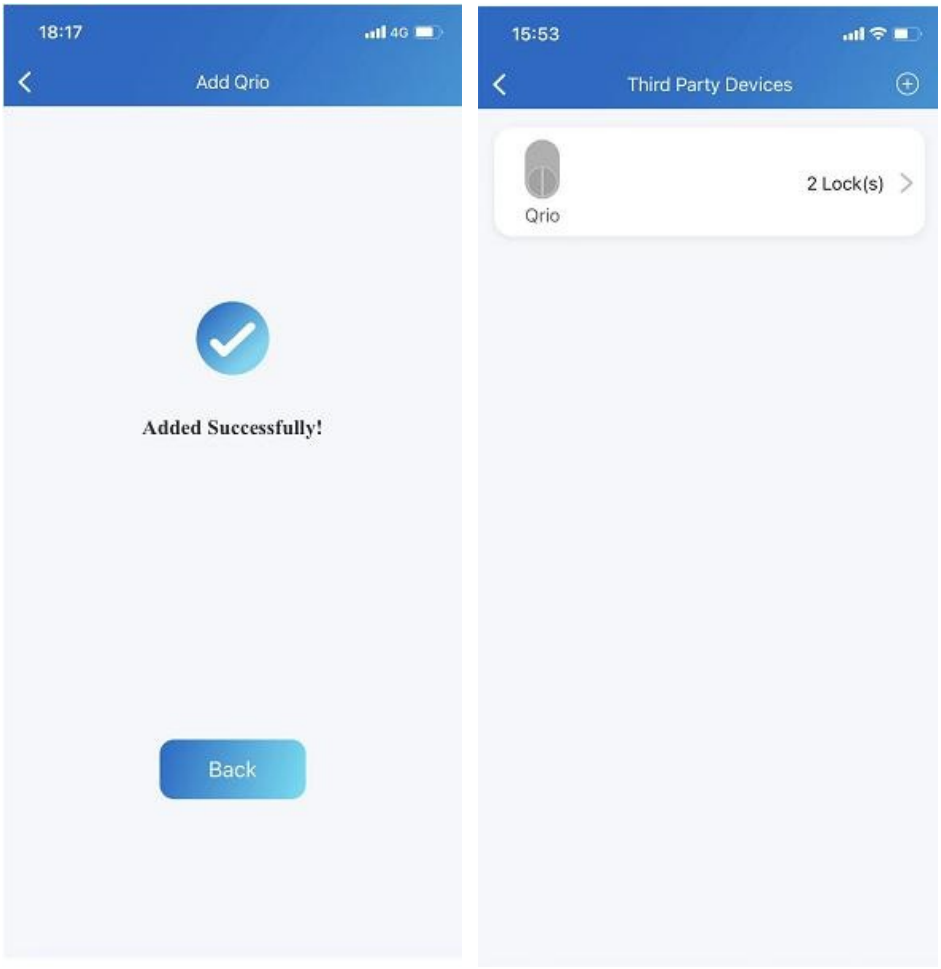
2. Choose the lock brand from the list.



3. Tap **Add** at the bottom.

4. Follow the onscreen instructions to complete the adding process.

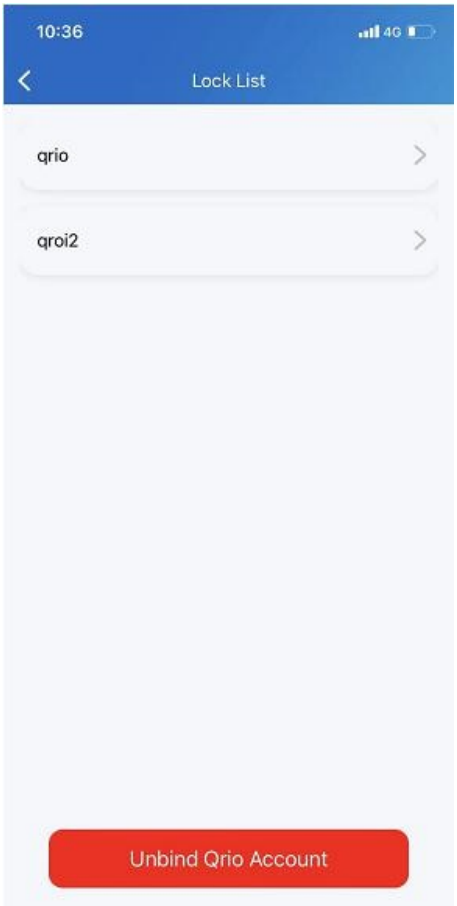
5. Tap **Back** on the Added Successfully screen to go back to the lock list. The newly-added lock will display there.



Once a third-party lock is added, all members within this family can see and control the lock on their app.

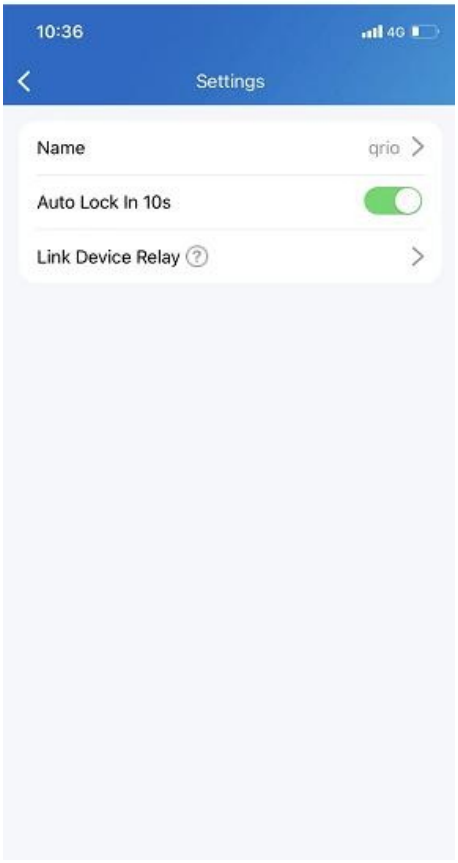
Change Lock's Settings

1. Go to **Me > Discover > Third Party Devices**, and tap the Lock brand. All the added same brand locks are listed here.



2. On the Lock list screen, do any of the following:

- Tap Unbind Qrio Account at the bottom to unbind your lock's account.
- Tap the specific lock to its Settings screen, then you can
  - ➢Change the lock's name.
  - ➢Enable/Disable Auto Lock in 10s feature.
  - ➢Link with a door phone. Third-party locks from Qrio and Yale can now be linked with E12, E16, and E18 door phones.



Favorite Your Devices

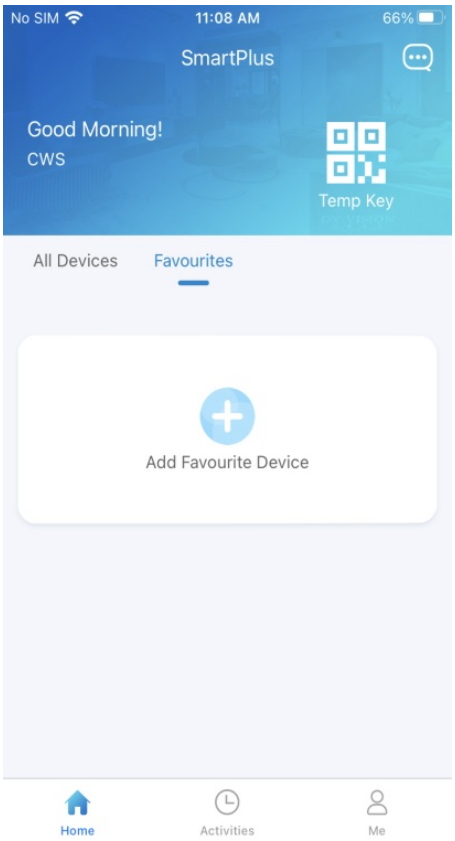
Note

- The Favorites feature ONLY supports for community projects.

Favorite Device feature enables you to easily add or remove the devices you use most.

Follow the steps below to access, view, or modify your Favorites for devices:

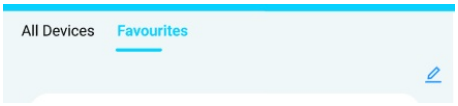
1. Tap **Home** > **Favorites**.



2. Tap **Add to Favorites**, and tick on the desired devices.

3. Tap < at the upper left corner. The favorite devices will automatically display on the Favorites list.

To reorder the favorite devices, tap at the upper right.



Note

- Once you switch the SmartPlus account, the previous account's Favorites will be cleared.

Messages and Notifications

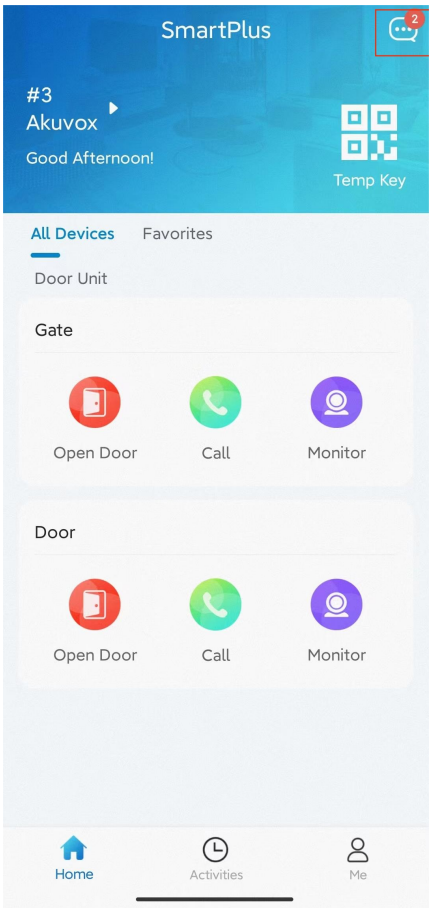
See Messages You've Received

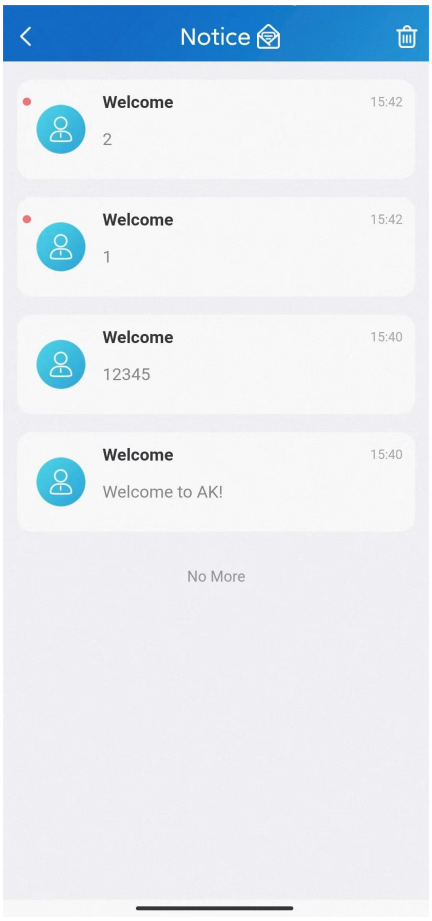
Go to Notification Center

To see messages you received from the Cloud, the security center, all sites and more, do as the following:

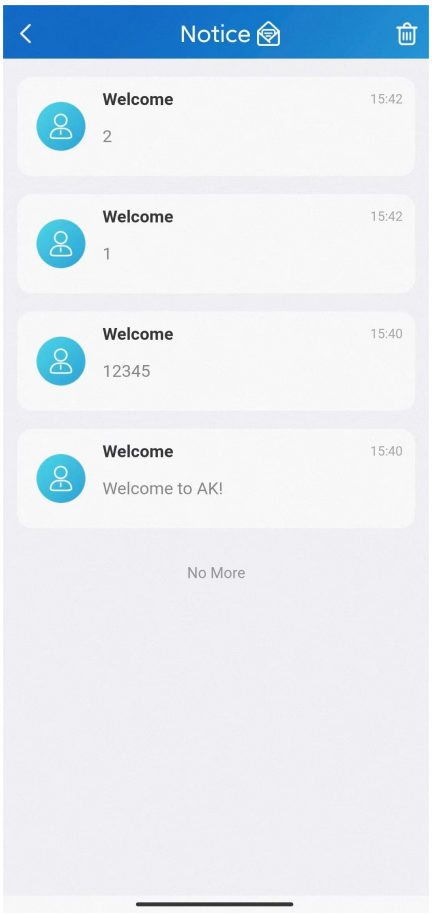
- Tap **Home**.
- Tap the **Message icon** in the upper right corner.

If there is a red dot appearing, it means that you have new or unread messages.

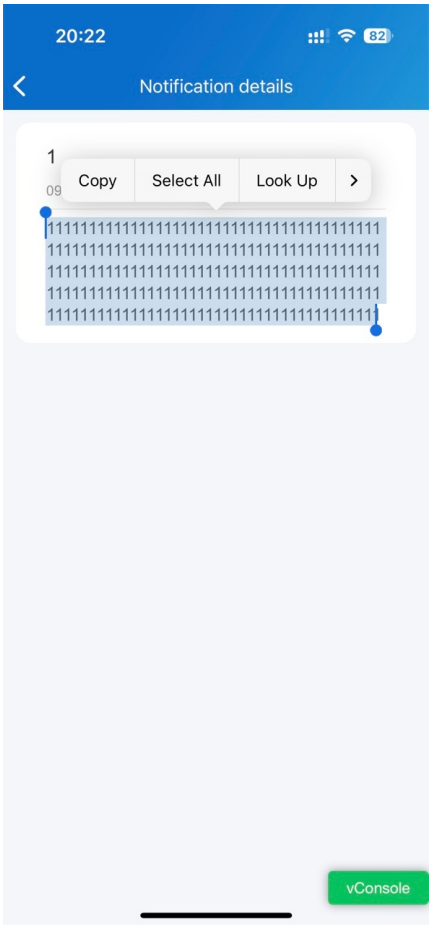




- If you want to remove all red dots by one tap. Tap and all the messages will be read automatically.



- Tap the desired message to see the details and copy the content if needed.

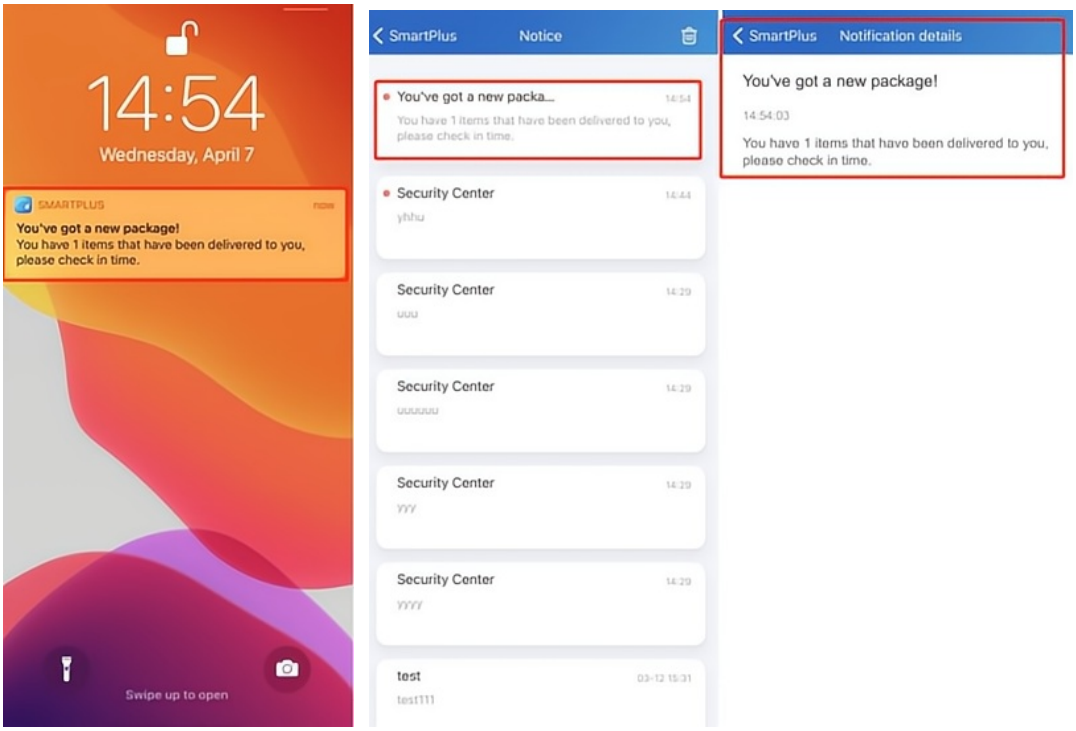


Note

- The home master who operates the main account can delete messages by tapping in the upper right corner, while the sub-accounts cannot do so.

See Package Messages

When having parcels delivered to the package room, you will receive a pop-up notification, or you can check it by tapping **Home > Message icon** .

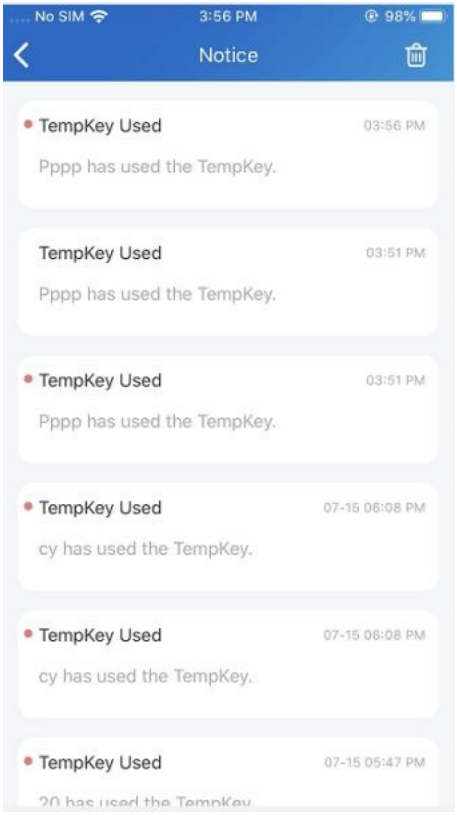


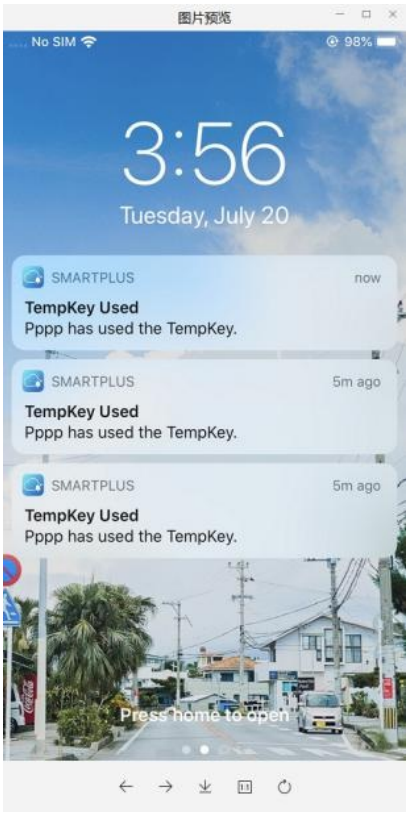
Note

- Only available for communities subscribing to premium feature plans.
- Only R29 door phone supports for pushing package room massages. And the previous version's app can not receive such messages.

See Temp Key Used Messages

The user who creates a Temp key will receive a message about the key being used. For example, if the PIN key is created by you, you will receive a pop-up message when it is used by the user, or you can check it by tapping **Home > Message icon** .





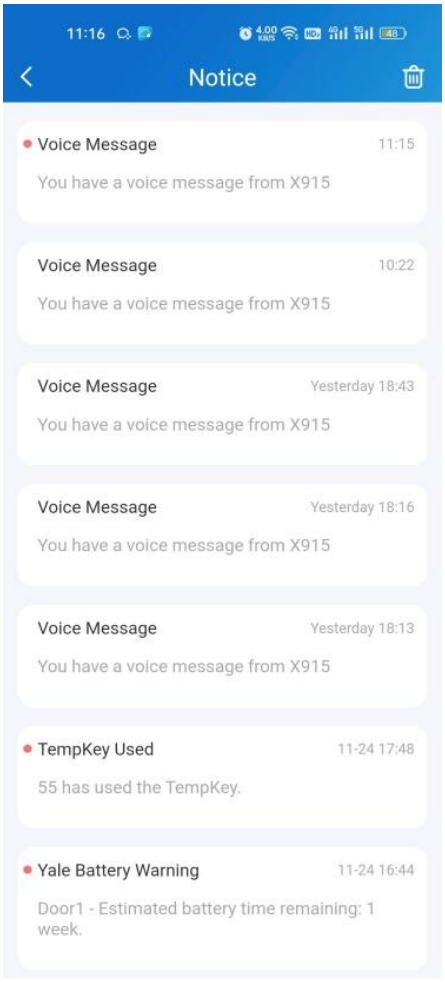
Note

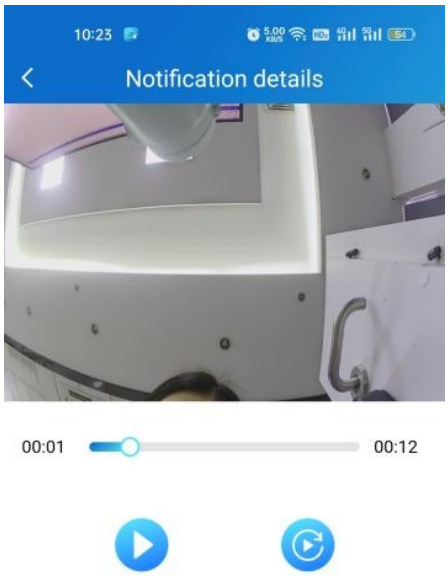
- App with Cloud 6.1 or later supports for pushing this kind of message.

Check Voice Messages

When someone leaves a voice message to your app using the door phone, you will receive a notification.

To check and listen to the message, go to **Home** > **Message icon** , and tap the desired one.





Note

- Voice messages will be kept for 1 month. In this case, you are not able to listen to the messages you received 1 month ago.
- Only S539 door phone now supports for leaving voice messages for residents.

Receive Offline Push Notifications

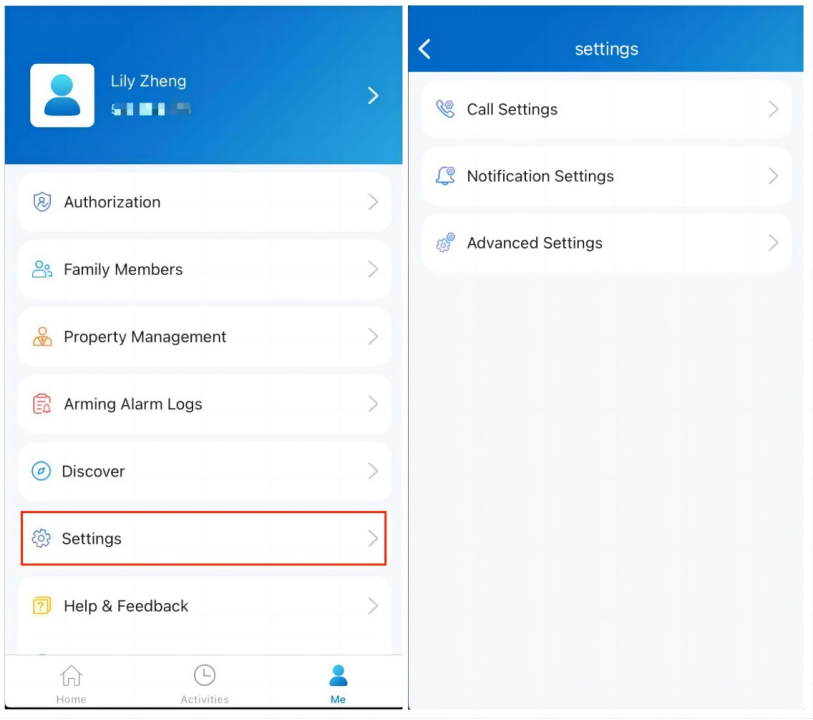
When the App is running backstage, it will push the following types of pop-up messages:

- Messages sent from Cloud and property managers
- Temp key used messages
- Package room massages
- Voice messages
- Yale lock's low battery status messages
- Motion alerts
- Alarms
- SOS

Not to Receive Notifications

You will not receive notifications (except Alarm warnings) if you enable Do Not Disturb function.

- Go to **Me > Settings > Notification Settings**.
- Turn on Do Not Disturb.
- Set up Time Schedule.



To see messages and notifications received when Do Not Disturb is on, go to **Home > Messages icon** .

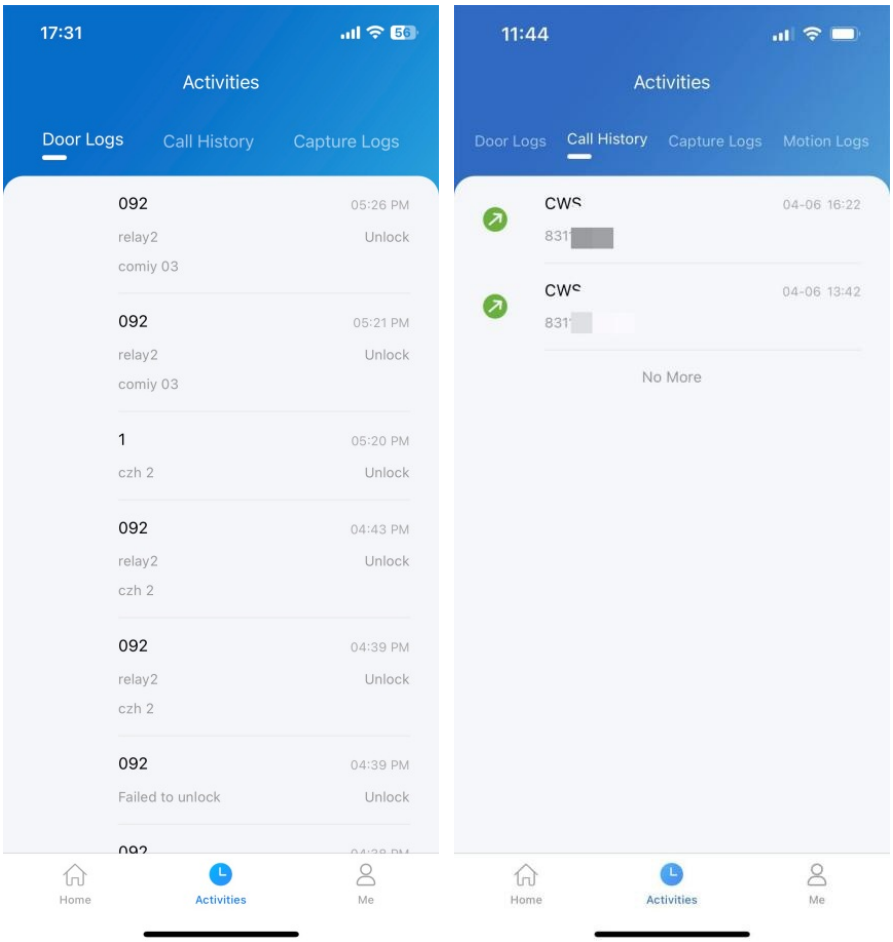
Logs and Histories

All devices' logs are available, such as door logs, call history, capture logs and motion logs. You can also set up log level and upload it to the Cloud.

Check Door Access Histories

All the calling, opening and monitoring-related histories are recorded. Via these logs, you can know which device at what time do what. Tap **Activities** in the bottom Tap bar to see any of the following:

- **Door logs**: All the calling and door opening histories. If the door phone has relays added, the triggered relay is also displayed here.
- **Call history**: All the outgoing/incoming/missed calls.
- **Capture log:** All snapshots you made of live videos.
- **Motion logs**: All the detected suspicious motions triggered by door units.

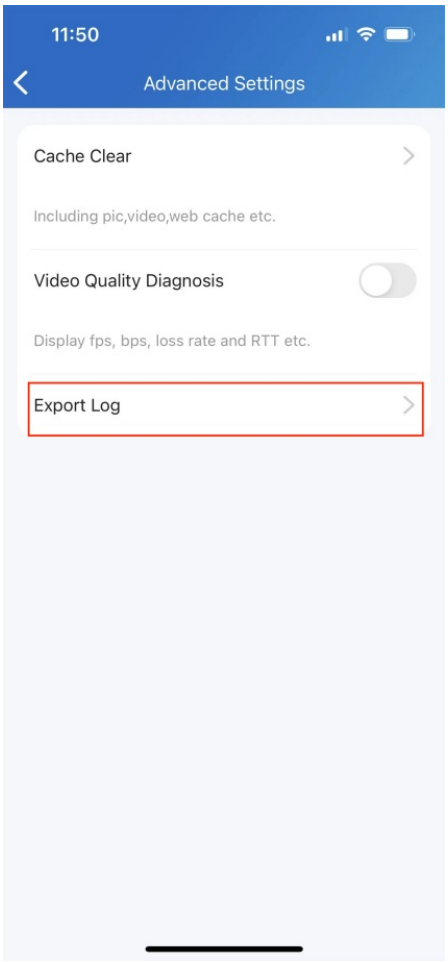


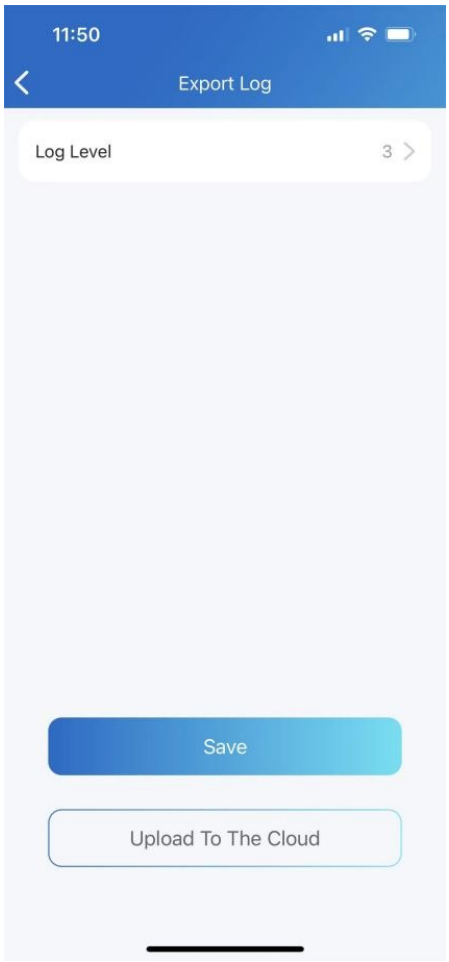
Set up, Export and Upload Logs

The log has 7 levels. The level is 3 by default. The higher the level is, the more detailed the log content is. You can export and send detailed logs to Akuvox technical engineers to analyze problems if the device malfunctions.

- Go to **Me > Settings > Advanced Settings > Export Log**.
- Select a level and Tap **Save**. You can ask our technical engineer for detailed information on each level.

If you want to upload the current log to the cloud, tap **Upload**.





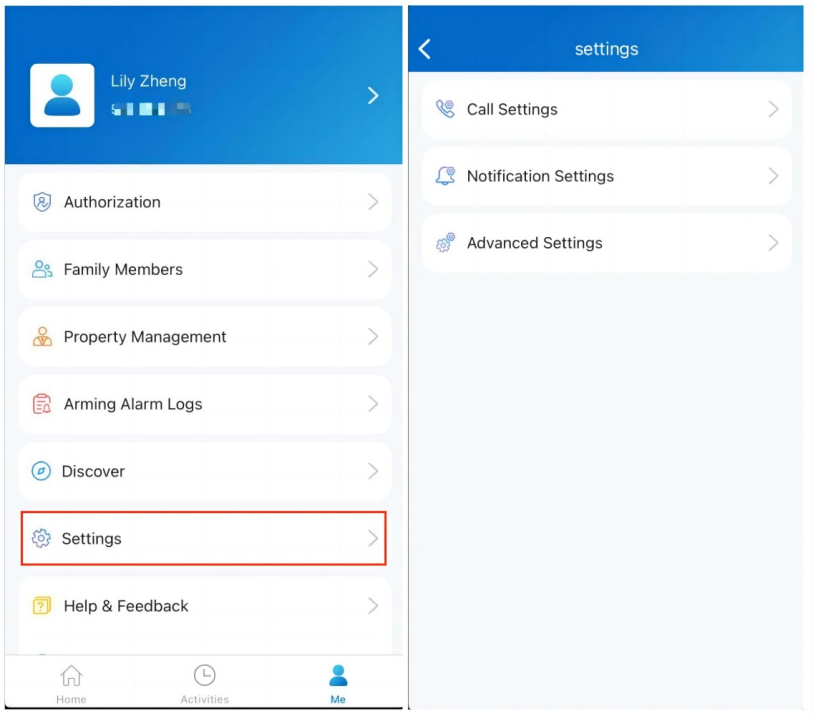
Advanced Settings

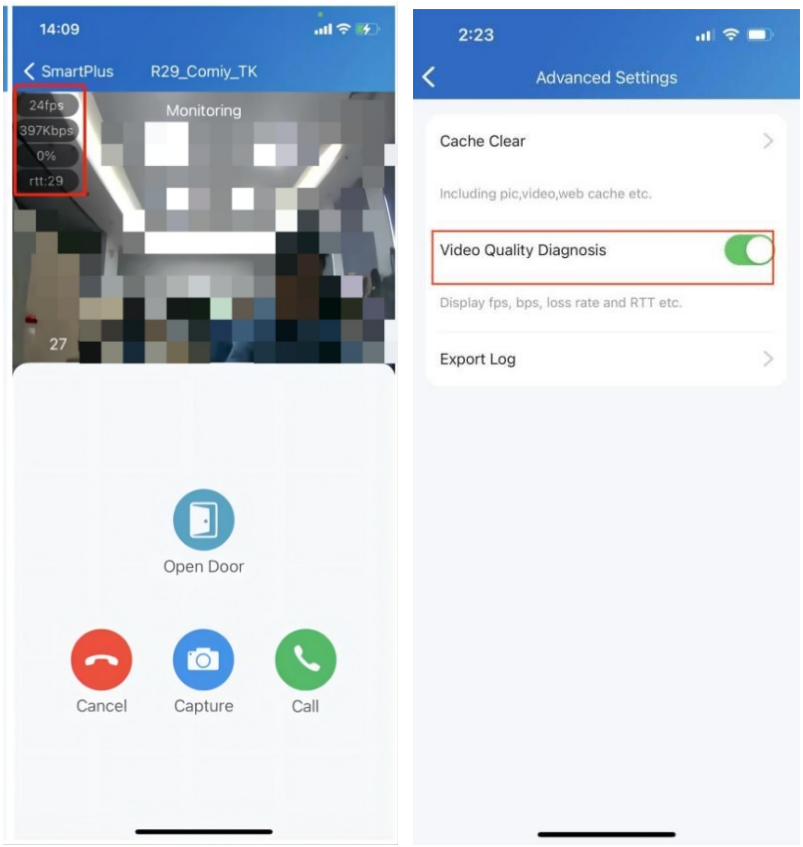
Check Video Communication Qualities

You can use Video Quality Diagnosis to check real-time video quality. It can be applied to video calls, live monitoring videos and preview pages.

Go to **Me > Settings > Advanced Settings**, and turn on Video Quality Diagnosis, then you can see below information shown in the upper left corner of the screen:

- **fps**: frames per second. If the value is low, it'll give a slow-motion or motion-blur effect to your video.
- **bps**: bits per second. The higher the bps rate is, the faster the download or upload time will be.
- **packet loss rate:** The lower the rate is, the better the network will be.
- **rtt**: round-trip time. It's the total time taken by a data packet as it travels from its source to the destination and back.

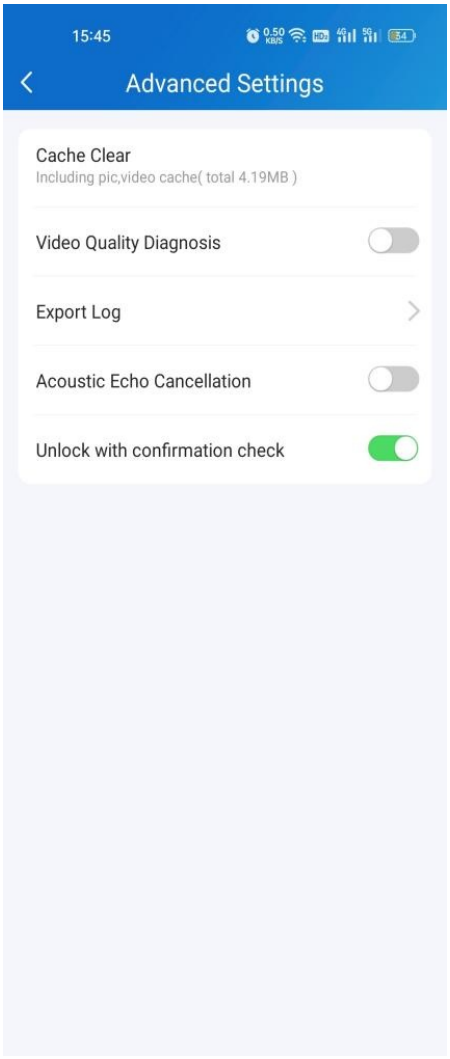


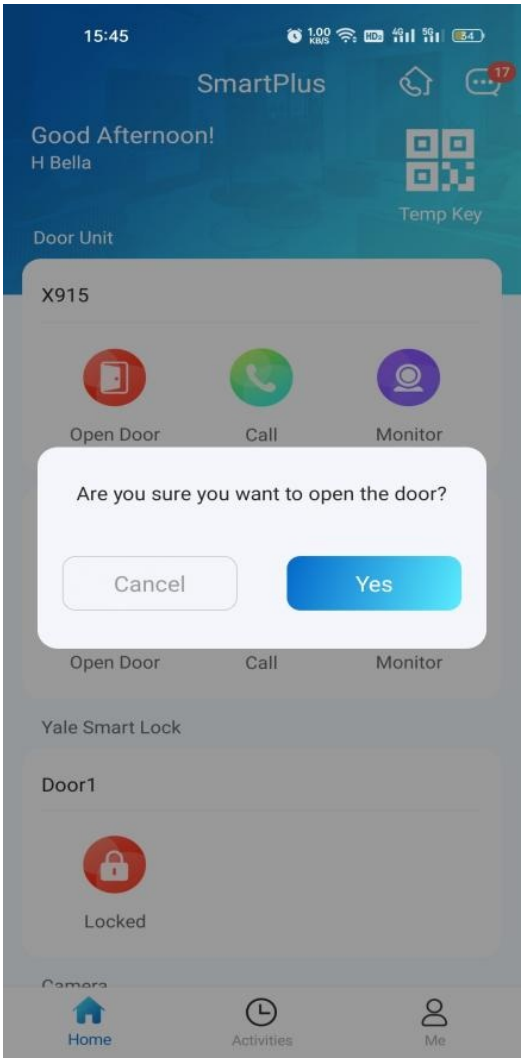


Enable Confirmation Prompts when Opening Doors

Unlock with confirmation check feature shows you a prompt to confirm your opening door command when you tap the unlock button of a device that links with only one door (relay). This helps prevent you from tapping the Unlock button by the incident, and give you a chance to double-check before you really open the door.

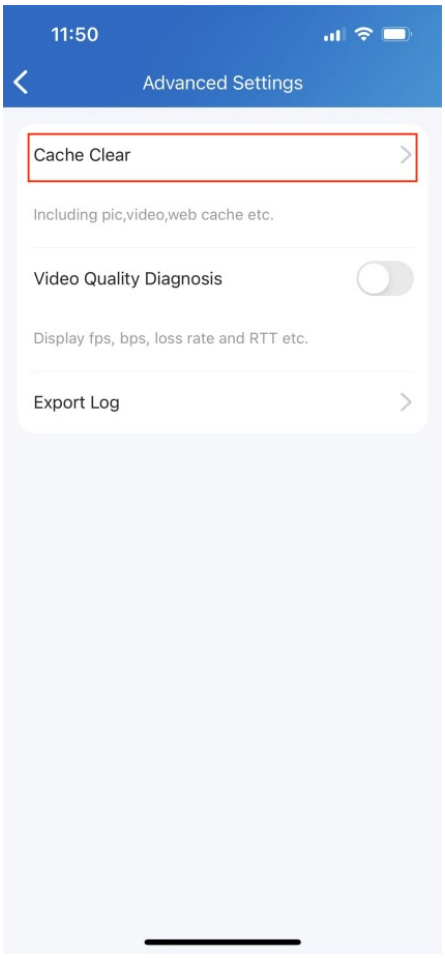
To enable this feature, go to **Me > Settings > Advanced Settings**, and toggle on **Unlock with confirmation check**.





Clear Cache to Improve App Performance

After using the App for a long time, you can clear the cache to run the App better and free up storage space. Go to **Me > Settings > Advanced Settings**, and Tap **Cache Clear**.



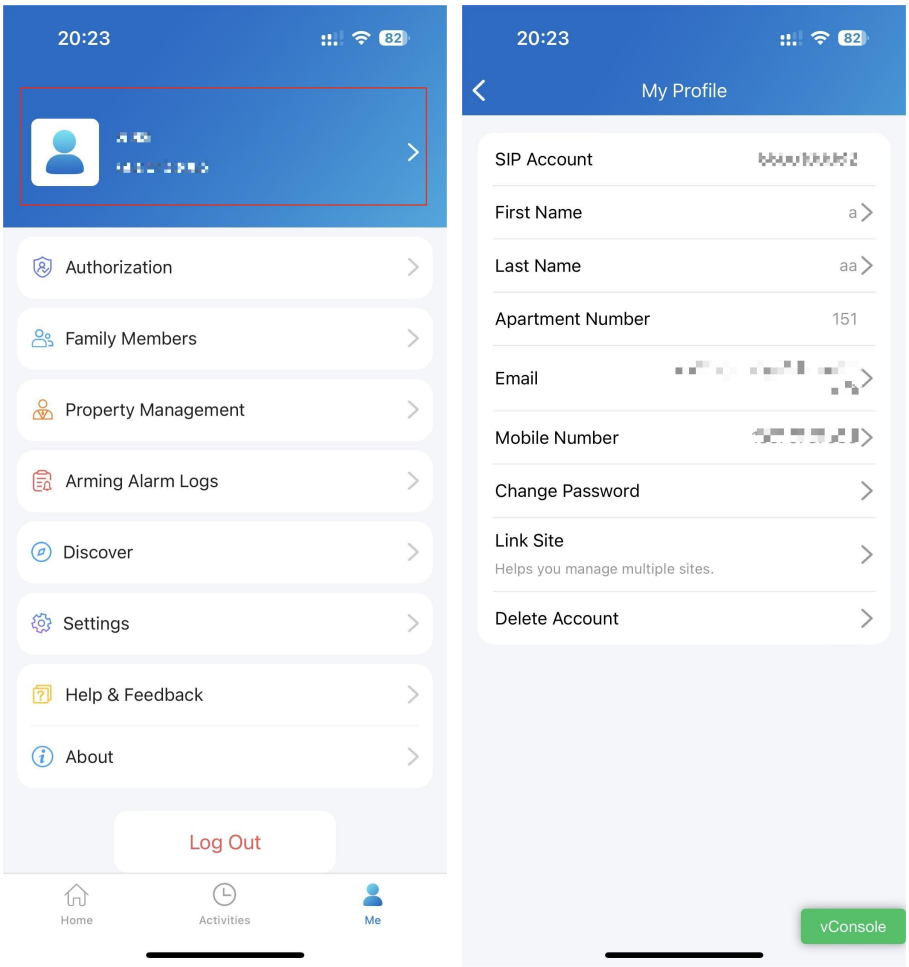
Account Settings

View and Change Account Information

You can check your account information, including your SIP account, username, apartment number, Email and mobile number. For better security, you can make a change on username and login password.

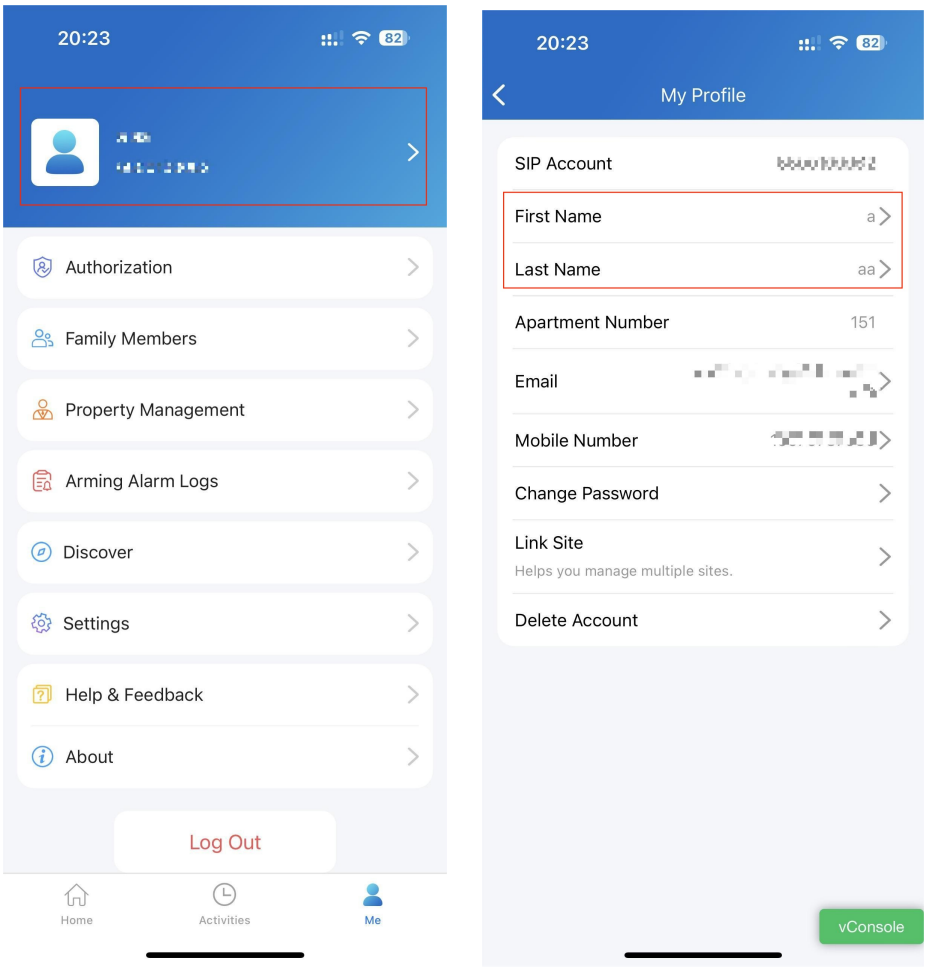
Check your account information

- Tap **Me** on the bottom Tap bar.
- Tap ***[your name]***, and you can see the details.



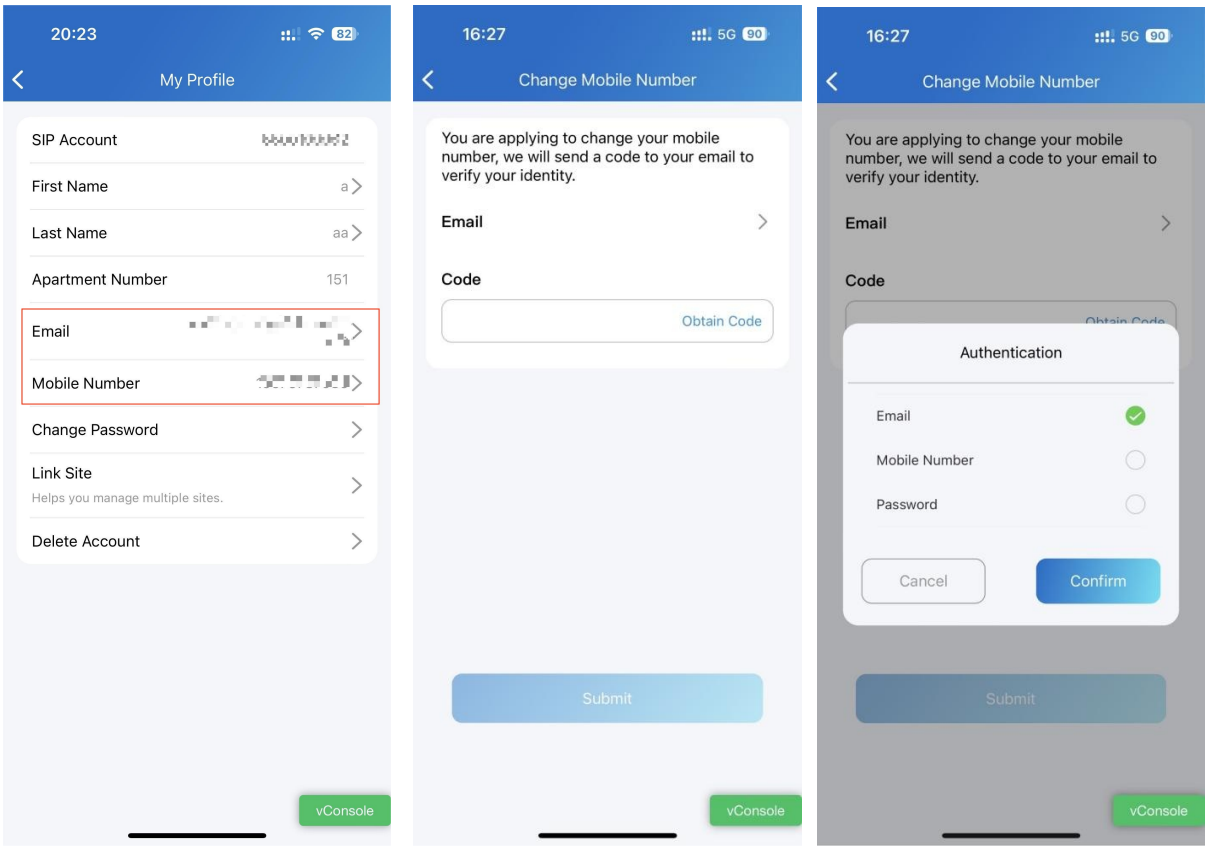
Change your username

- Go to **Me** > ***[your name]***.
- Tap **First Name** and **Last Name**, and type in new names in the boxes.
- Tap **Confirm** to validate the change.



Change your mobile phone and email number

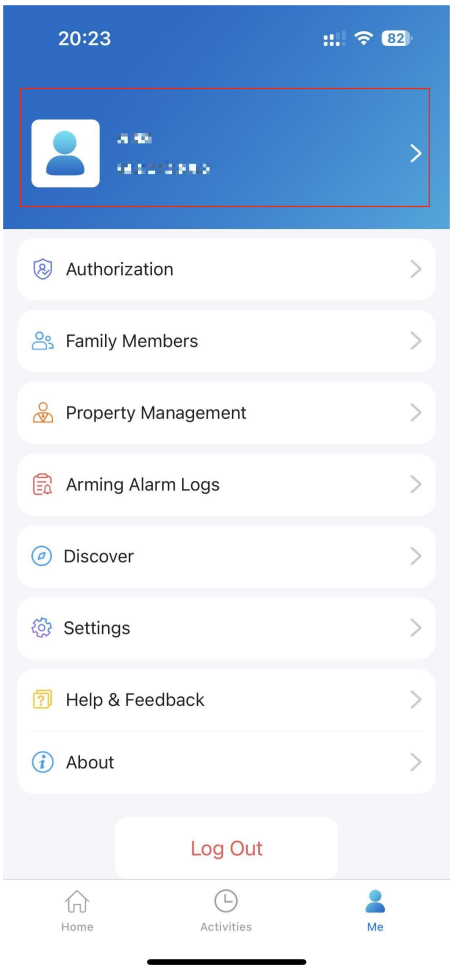
- Go to **Me** > [***your name***].
- Tap **Email** or **Mobile Number**.
- Choose the authentication mode. Enter password or verification code you receive from mobile phone or email.
- Tap **Confirm** to validate the change.
- You need to login again after the change.

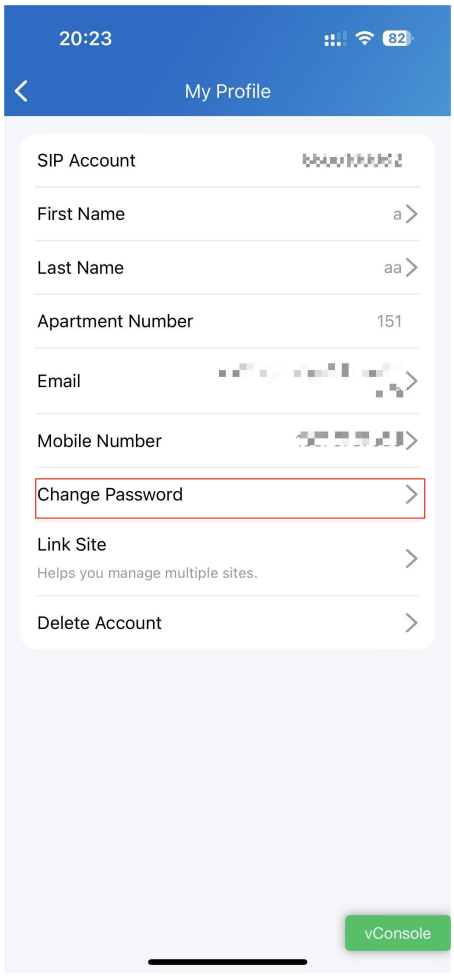


Change a weak or compromised password

You can change a compromised or weak (for example, it is easily guessed or has been used for a long time) login password, just do the followings:

- Go to **Me** > ***[your name]***.
- Tap **Password**.
- Create a new password. When doing so, you are asked to enter your old password.
- Tap **Submit** to validate the change.

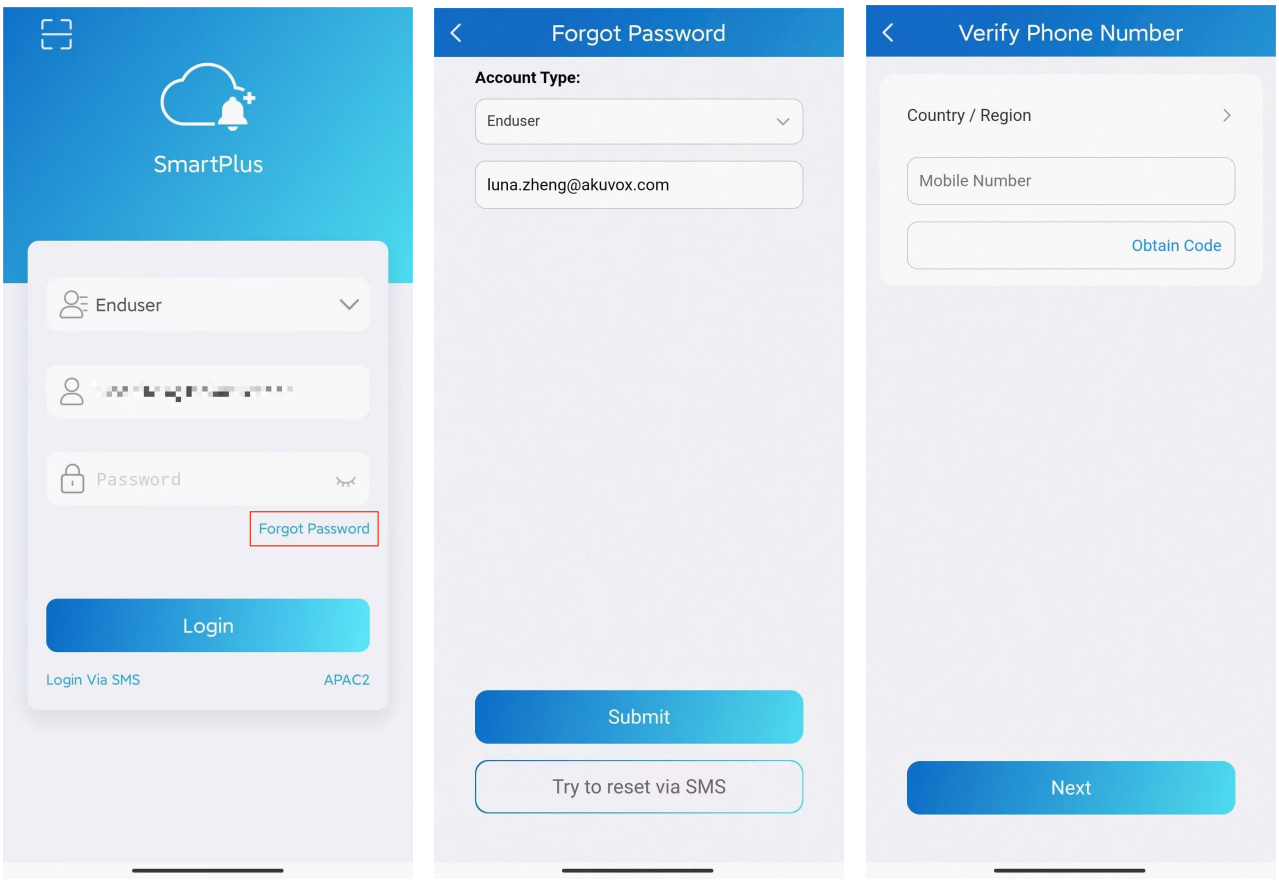




Forgot password

If you forget your login password, tap Forgot Password on the login page. You can reset your password using Email or message:

- **Email**. Select your account type and enter your email address. Then, you will receive an Email containing a link that will redirect you to the reset page.
- **SMS**.
    - Tap **Try to reset via SMS**.
    - Select Country/Region code.
    - Enter your mobile number and tap **Obtain Code**.
    - Enter the verification code you received. Tap **Next** and follow the onscreen instructions.



Create an Account for a Family Member

If you are the family's master, you are enabled to add family members and create accounts for them, so they can log in to the SmartPlus App and use Akuvox Cloud services.

1. Go to **Me > Family Members**.

2. Tap **+ New Family Member**.

3. Enter username and email address. Mobile numbers and landlines are optional.

Note

The user's information you enter matters. They decide how the member sign in and finding his/her password.

- If you entered the member's email address

The login credentials will be sent to your (the family master's) email, and the password reset email will be sent to the member.

- If you only entered the member's phone number

Both the login credentials and password reset email will be sent to your (the family master's) email.

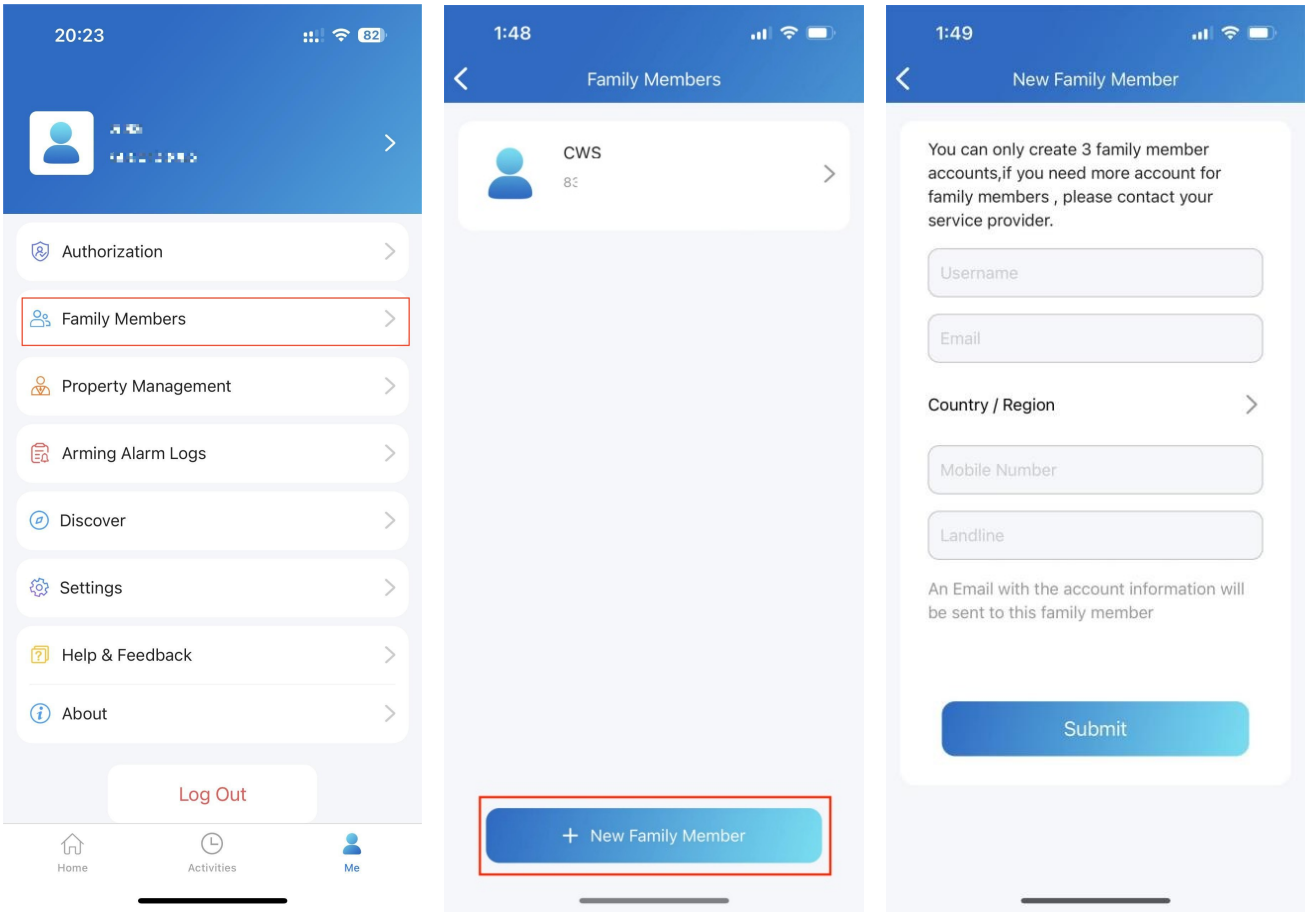
- If you did not enter the member's email address and phone number

He/She has to use SIP number and password for login. The password reset email will be sent to your (the family master's) email.

4. Tap **Submit**.

Once a family member is created, you can call with him/her by selecting him/her from the list.

You can see, edit, and remove the members on **Family Members** screen at any time.



Delete Your Account

You can cancel your account at any time.

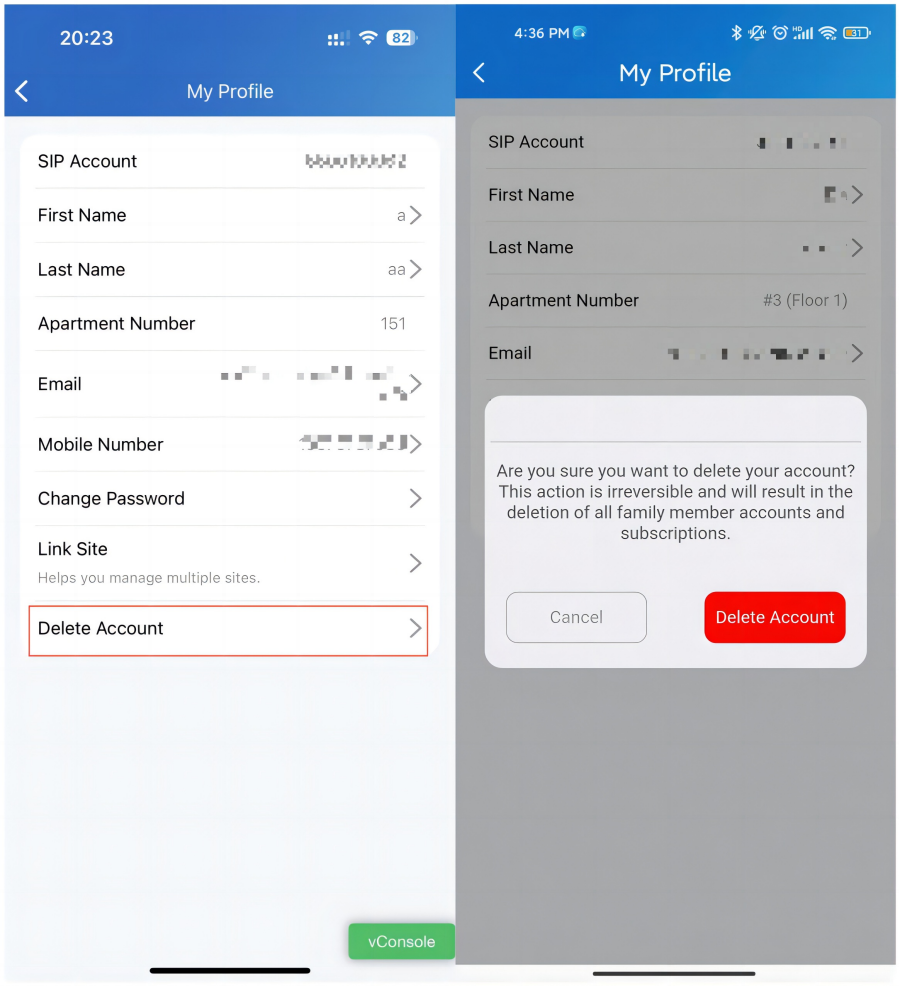
Once your account is deleted, you will not be able to sign into SmartPlus anymore. And it charges if you apply for a new account and use it.

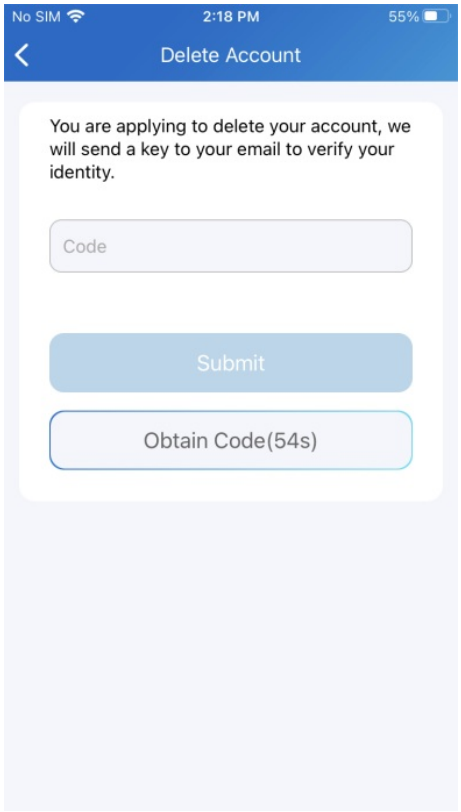
To delete the account, do as the following.

1. Go to **Me** > ***[your name]*** > **Delete Account**.
2. Tap **Confirm** when you're asked.
3. Enter the correct verification code.

The code will be sent to:

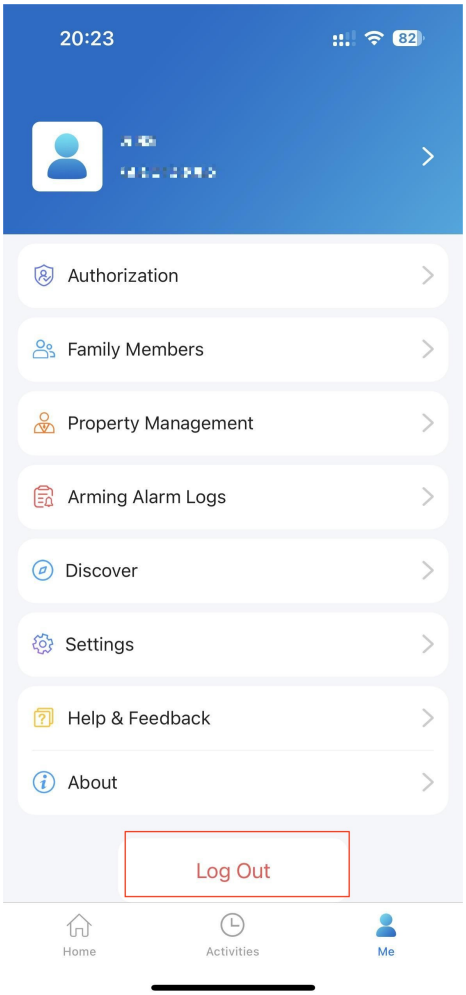
- Your email or phone number, if you use either of them to apply the account; Or
- The family master's email or phone, if you did not provide any of your information when applying.


20:23
My Profile
SIP Account
First Name
a
Last Name
aa
Apartment Number
151
Email
Mobile Number
Change Password
Link Site
Helps you manage multiple sites.
Delete Account
vConsole
4:36 PM
My Profile
SIP Account
First Name
Last Name
Apartment Number
#3 (Floor 1)
Email
Are you sure you want to delete your account? This action is irreversible and will result in the deletion of all family member accounts and subscriptions.
Cancel
Delete Account


No SIM
2:18 PM
55%
Delete Account
You are applying to delete your account, we will send a key to your email to verify your identity.
Code
Submit
Obtain Code(54s)

Log Out

To sign out of SamrtPlus, tap **Me >Log Out**.

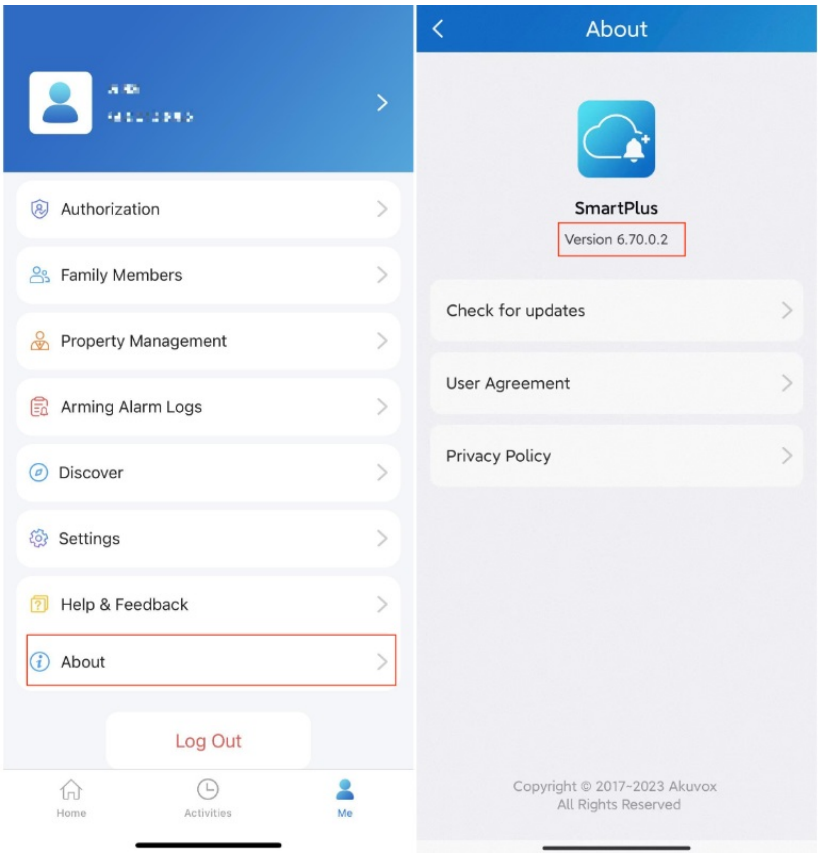


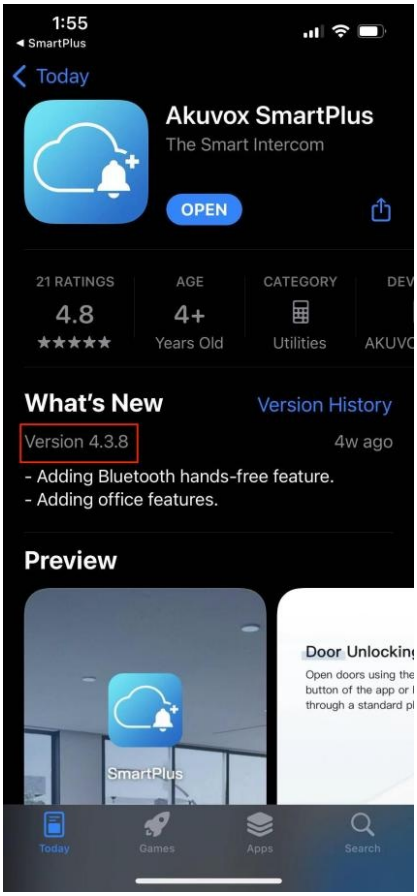
Support

Update

You can go to **Me > About** to see the current software version. Tap **Check for Updates**, it will turn to App Store or Google Play automatically, then you can check whether it is the latest one.

Your settings and data will remain unchanged when you update the App to the latest version.

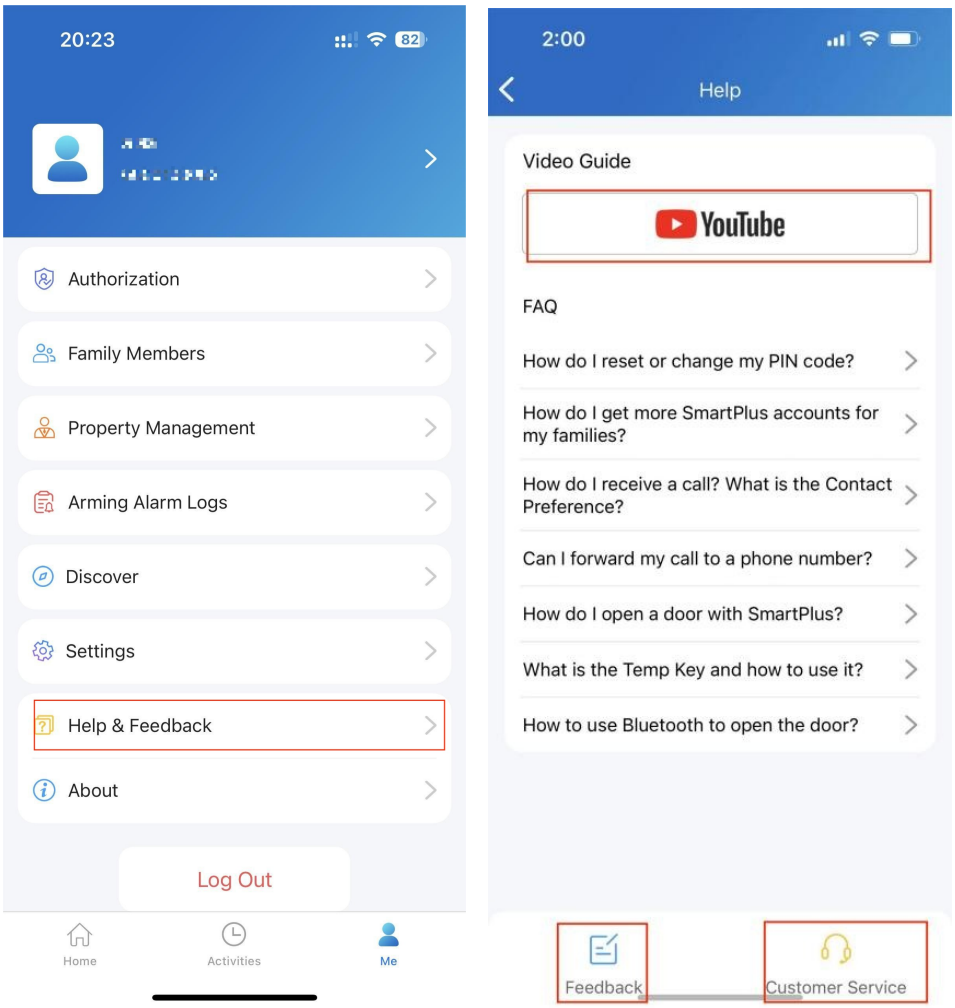

Authorization
Family Members
Property Management
Arming Alarm Logs
Discover
Settings
Help & Feedback
About
Log Out
Home
Activities
Me
About
SmartPlus
Version 6.70.0.2
Check for updates
User Agreement
Privacy Policy
Copyright © 2017-2023 Akuvox
All Rights Reserved


1:55
SmartPlus
Today
Akuvox SmartPlus
The Smart Intercom
OPEN
21 RATINGS
4.8
AGE
4+
Years Old
CATEGORY
Utilities
What's New
Version History
Version 4.3.8
4w ago
- Adding Bluetooth hands-free feature.
- Adding office features.
Preview
Door Unlocking
Today
Games
Apps
Search

Get Help

If you need help, go to **Me > Help & Feedback**. You can do any of the followings:

- Watch video tutorials
- Get answers on some frequently-asked questions.
- Tap **Constomer Service** to contact us for technical support.
- Tap **Feedback** to describe and submit your problems.



FAQ

(1) Can't call out on the App?

- Check your network is working.
- Update the App to the latest version.
- Check your account is activated and make sure you've paid the renewal fee. If not, please contact your service provider.

If the above doesn't work, please go to Me > Settings > Advanced Settings >Export Log, and send the log to Akuvox technical engineers.

(2) Can't see pictures when calling or monitoring?

- Only audio calls are supported between Apps.
- Update the App to the latest version.
- Check your account is activated and make sure you've paid the renewal fee. If not, please contact your service provider.
- Check door units cameras are working.

If the above doesn't work, please go to Me >Advanced>Export Log, and send the log to Akuvox technical engineers.

(3) Can't log in due to password forgotten?

Go to the **login page > Forgot Password**. You can reset your password using Email or message:

- **Email**. Enter your email address, and you will receive an Email with a new password.
- **SMS**. Tap Try to reset via SMS
    - Enter your mobile number and Tap Obtain Code.
    - Enter the verification code you received. tap Next and follow the onscreen instructions.

(4) How to obtain an account?

Provide your Email address and/or a phone number (if you'd like to login or reset your password via SMS) to your service provider. You then will receive an Email from Akuvox with your username, password, and a QR code for login.Or you can enter your phone number and login with a verification code sent via SMS.

If you want to create sub-accounts for your family members, go to **Me > Family Members**.

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.