



Open A Smart World

Akuvox

Smart Intercom

Smartplus User Guide For Single Tenant

Getting Start



Get the Mobile APP



Mobile Phone:



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

Web Portal:

There is also a web for users to do configuration.

Asian - scloud.akuvox.com

European - ecloud.akuvox.com

American - ucloud.akuvox.com

Get the cloud account



Users will receive an email from Akuvox contained account information.

[Akuvox] Welcome to Akuvox Cloud intercom service ☆

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

Date: Monday, May 27, 2019 5:39 PM

To:  <985080123@qq.com>

Dear justin,

Your Akuvox Cloud account has been created.

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

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

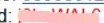
Android: [Google Play](#)

Apple iOS: [iTunes](#)

2. Launch the mobile application.

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

Username: [985080123@qq.com](#)

Password: 

Server ID: 8



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

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

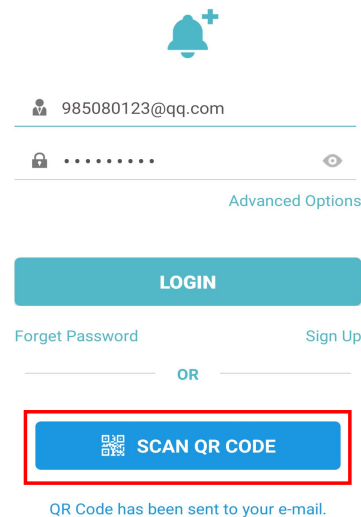
Please do not reply to this automatically generated e-mail.

Login the SmartPlus

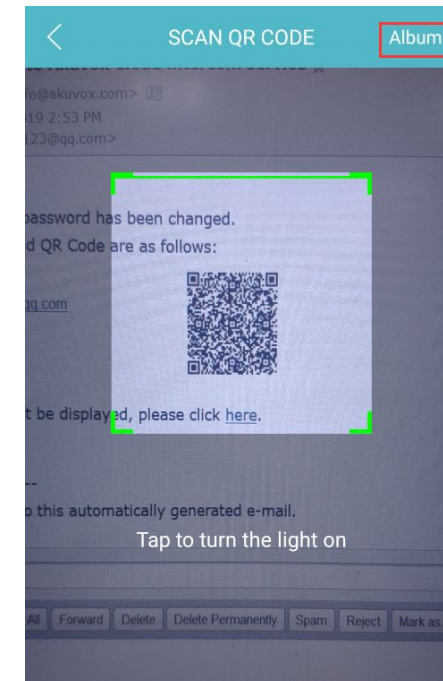
- Login via QR code

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

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



The image shows the SmartPlus login interface. At the top, there is a bell icon with a plus sign. Below it, the email address '985080123@qq.com' is entered. A password field with dots and an eye icon is visible. A blue 'LOGIN' button is present. Below the login button, there are links for 'Forgot Password' and 'Sign Up'. An 'OR' separator is shown. A blue button with a QR code icon and the text 'SCAN QR CODE' is highlighted with a red rectangle. Below this button, a message states 'QR Code has been sent to your e-mail.'

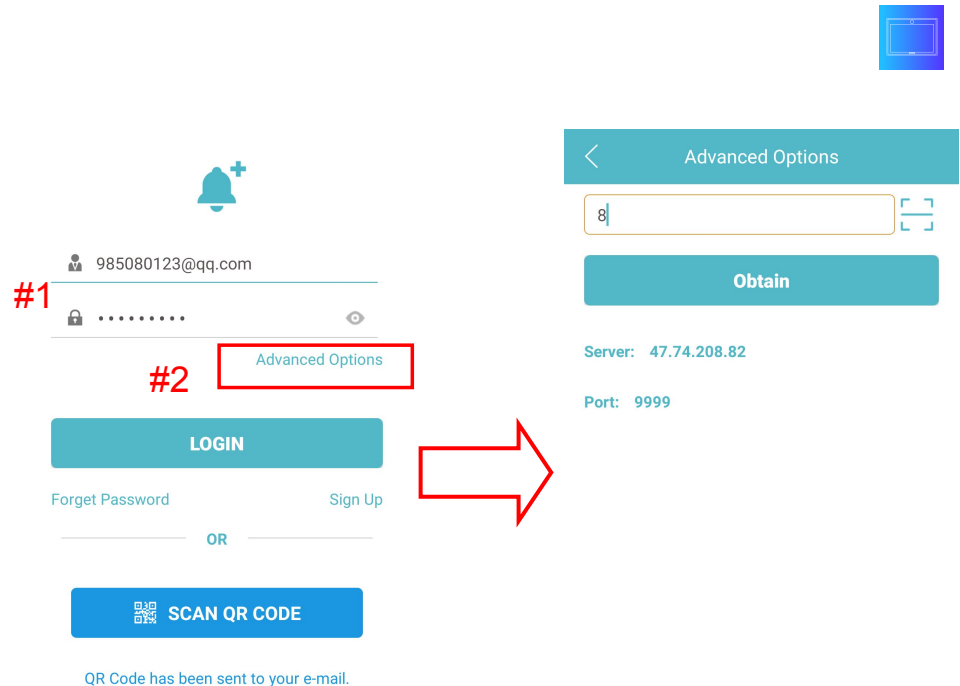


Login the SmartPlus

Login via enter the account manually

1. Fill in the user name with the email address and password.
2. Click **Advanced Options** to enter the server ID.

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



The image shows the SmartPlus login interface. On the left, the main login form has a bell icon with a plus sign at the top. Below it, the email field is pre-filled with '985080123@qq.com' and is marked with a red '#1'. The password field is masked with dots and has an eye icon to toggle visibility. A red box labeled '#2' highlights the 'Advanced Options' link. Below this are 'LOGIN' and 'Sign Up' buttons, with 'Forgot Password' and 'OR' links. At the bottom is a 'SCAN QR CODE' button and a message 'QR Code has been sent to your e-mail.' On the right, the 'Advanced Options' modal is open, showing a server ID input field with the number '8' and an 'Obtain' button. Below the button, the 'Server' is listed as '47.74.208.82' and the 'Port' as '9999'. A large red arrow points from the 'Advanced Options' link in the main form to the modal.

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

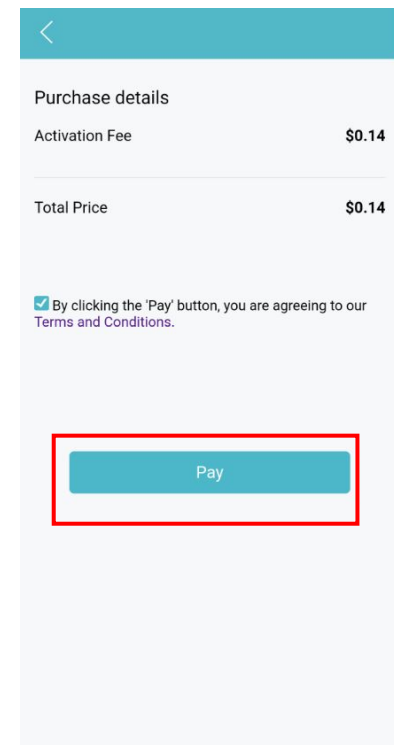
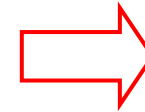
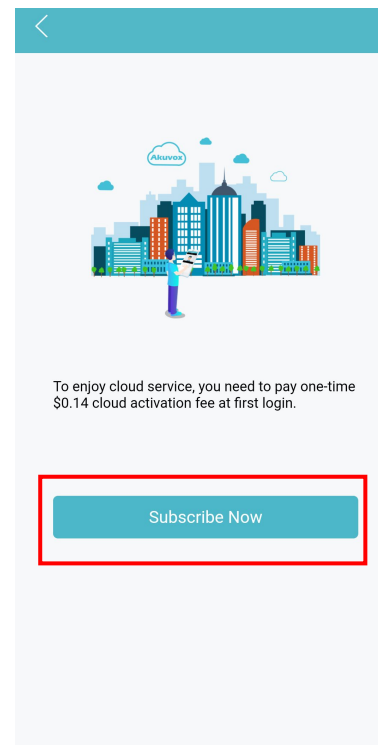
Activation

Activate on SmartPlus

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

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

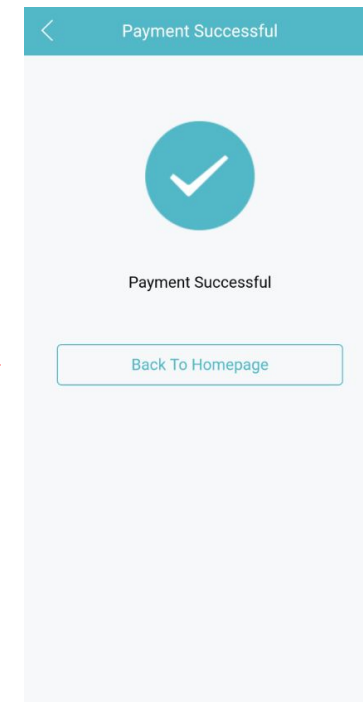
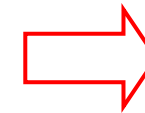
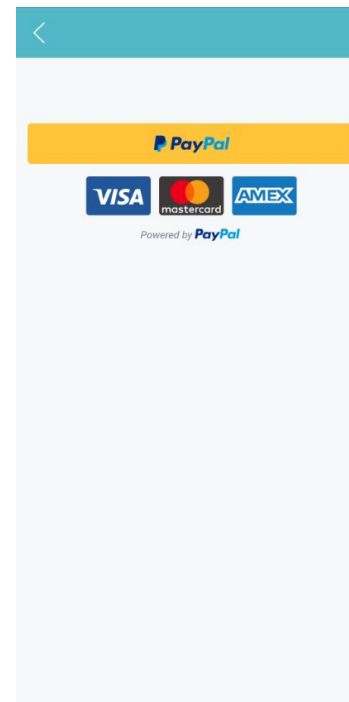
Click **Pay** to confirm the payment.



Activation

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

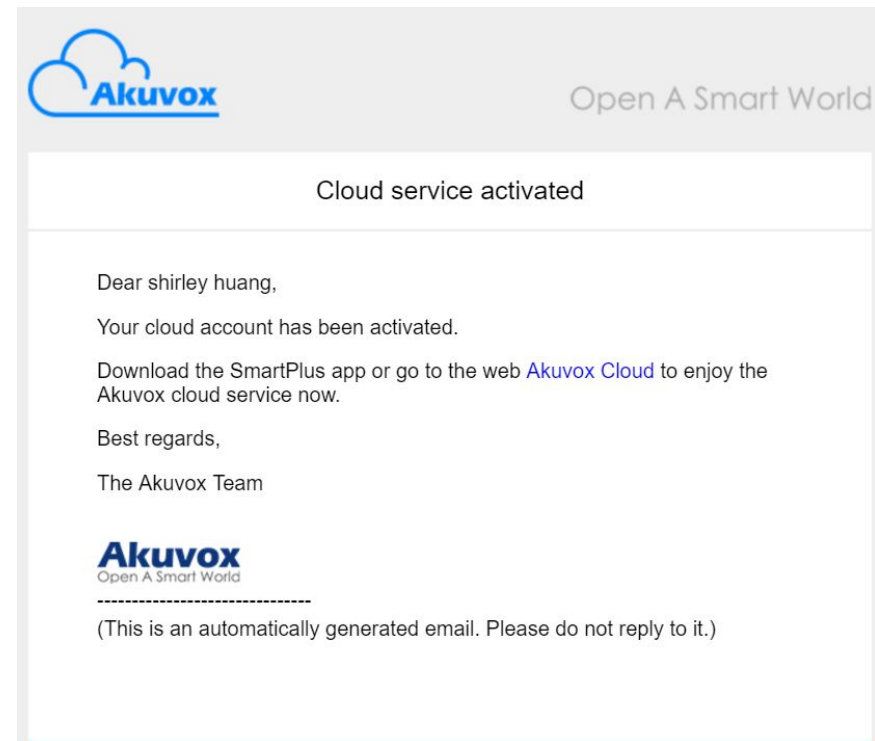
When it shows **Payment successful**, users can use the cloud service.



Activation

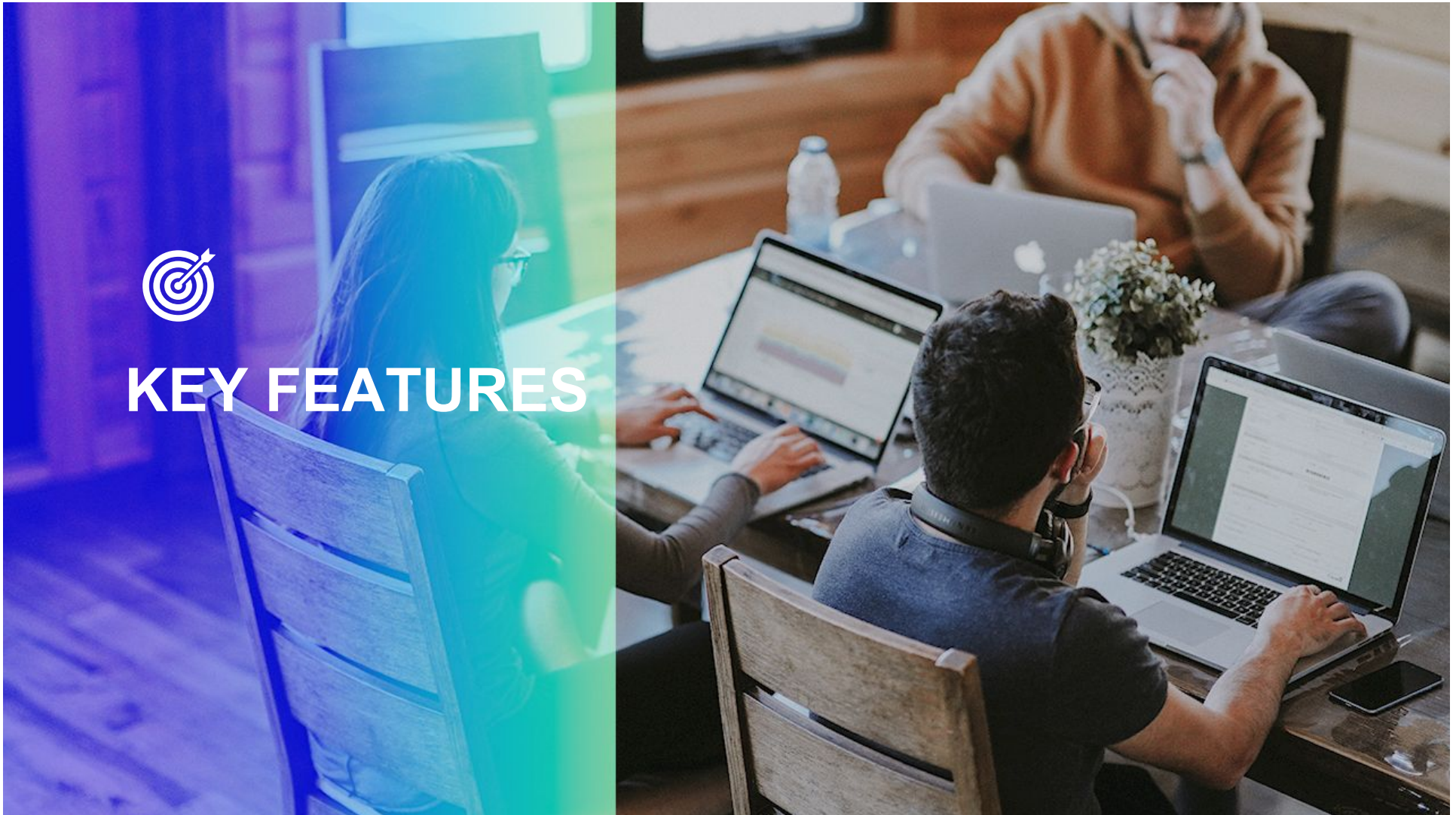


When users pay successfully, users' account will be activated right now and cloud system will send an email to inform users.





KEY FEATURES

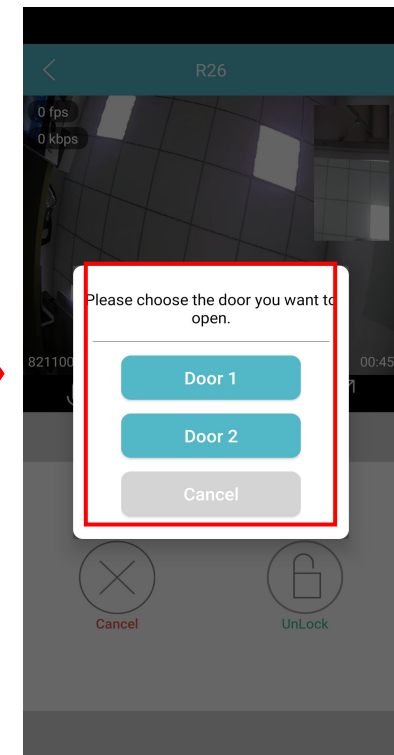
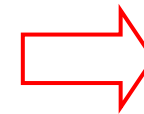
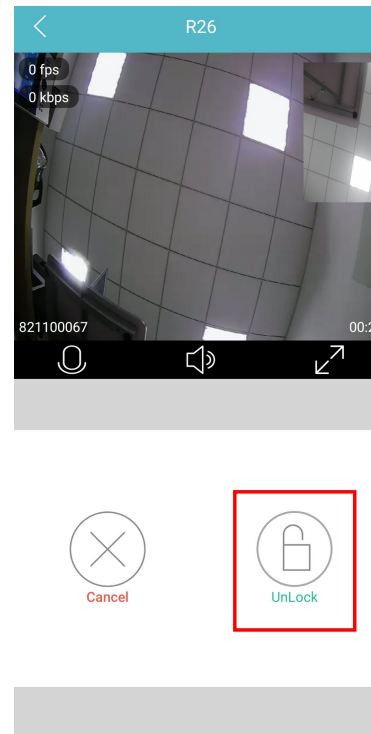


➤ Open the Door

SmartPlus provides multiple methods for users to open the door.

1. Unlock Button

In the talking page, users can press the **Unlock** button to open the door for visitors.



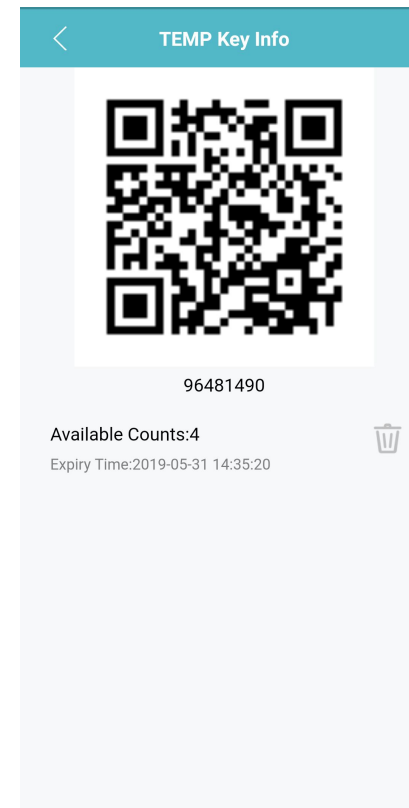
2. Temp key

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

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


Note: Only the R29 can support QR code.

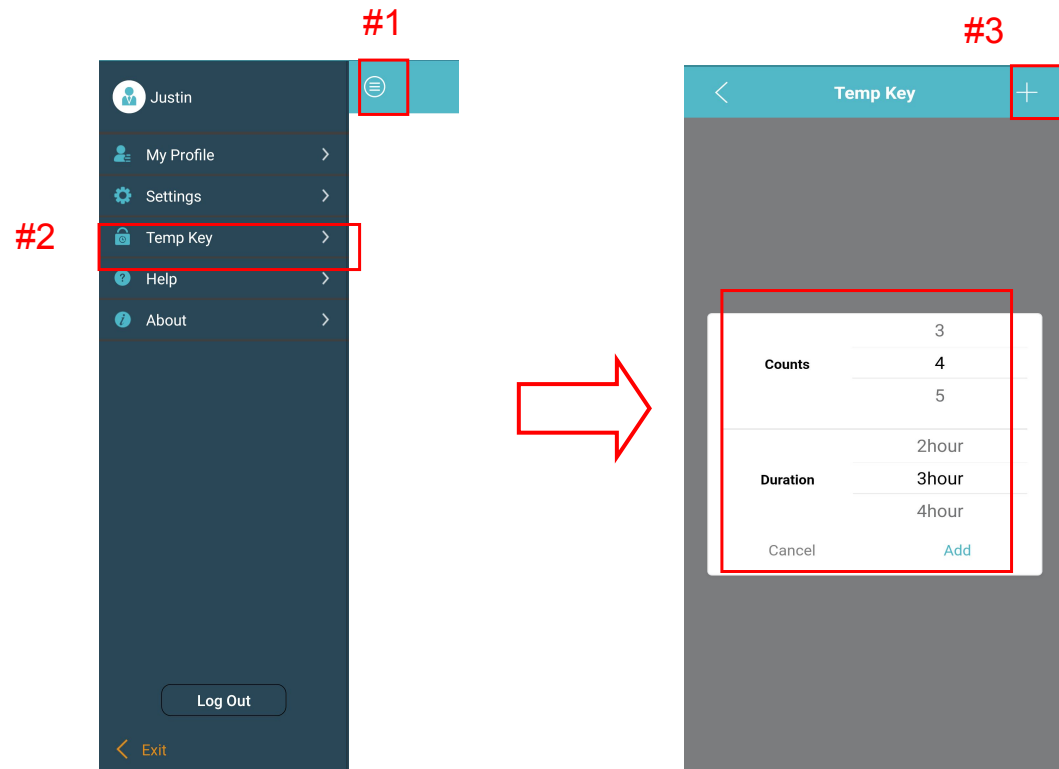
R29 and R27 can support enter 8 bits PIN to open door.



2. Temp key


Create the temp key on SmartPlus

1. Click the menu icon. 
2. Go to **Temp key**.
3. Click **+** to add a temp key
4. Set the valid counts and duration then click **Add**.

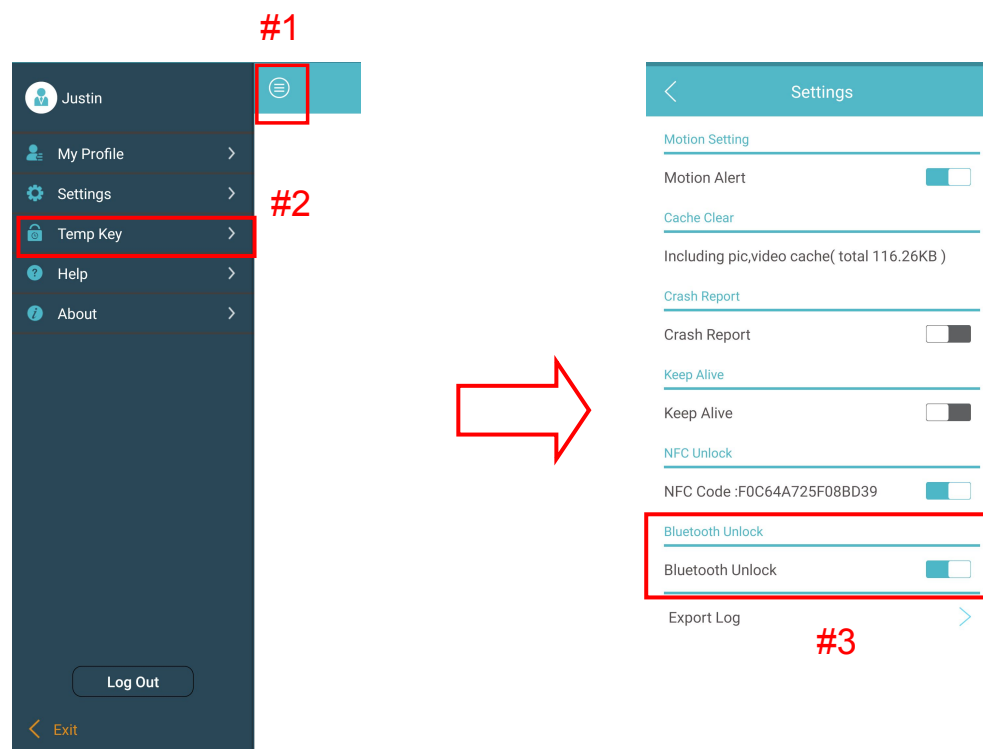


3. Bluetooth

SmartPlus allow users to open the door via Bluetooth.


1. Click the menu icon 
2. Go to **Settings**.
3. Enable the **Bluetooth Unlock**.

Note: Only the R29W can support the Bluetooth.

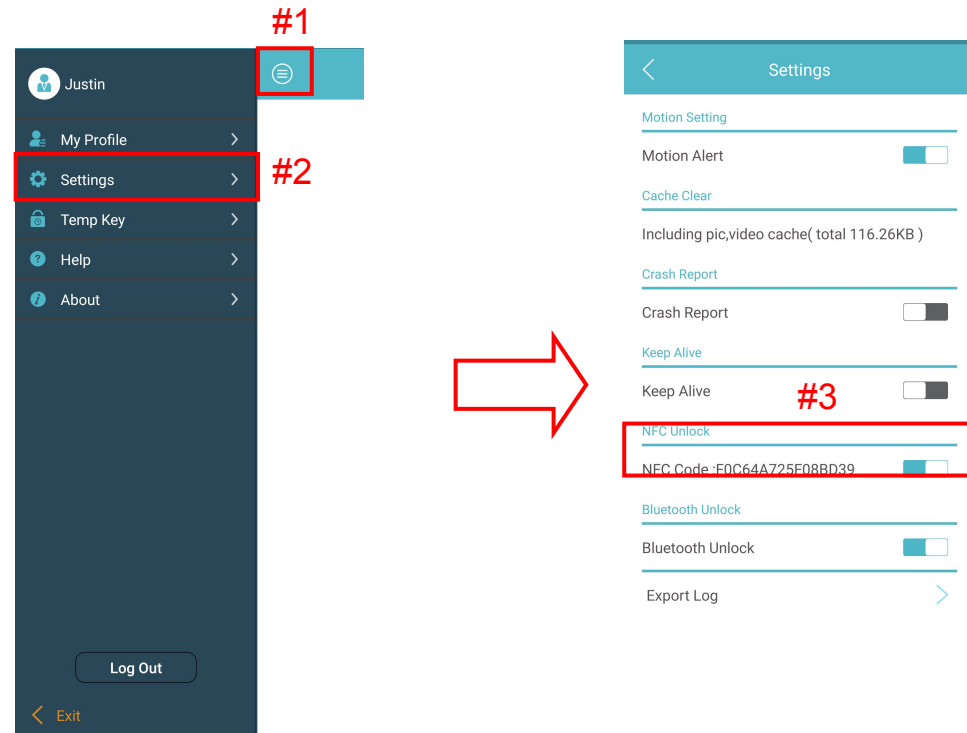


4. NFC (Android only)

SmartPlus allow users to open the door via NFC.

1. Click the menu icon. 
2. Go to **Settings**.
3. Enable the **NFC Unlock**.

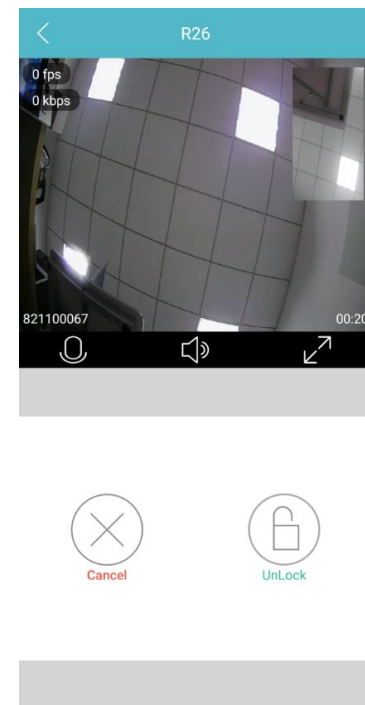
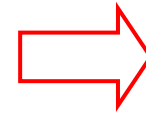
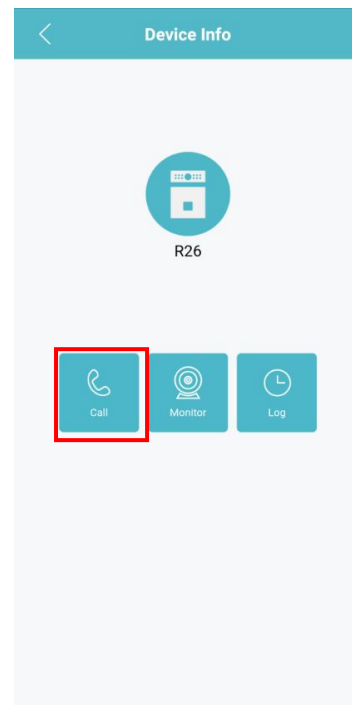
Note: The doorphone should support the RFID.



➤ Call

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

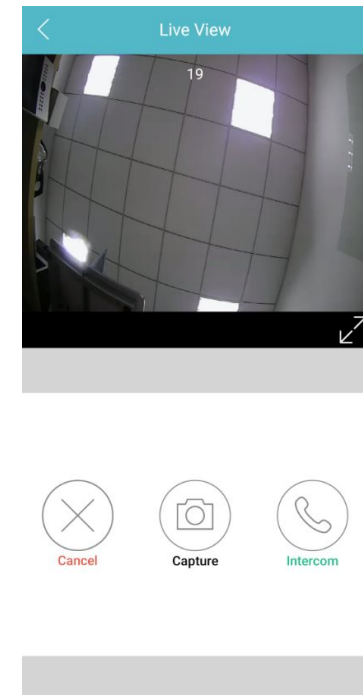
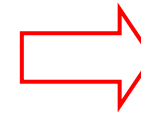
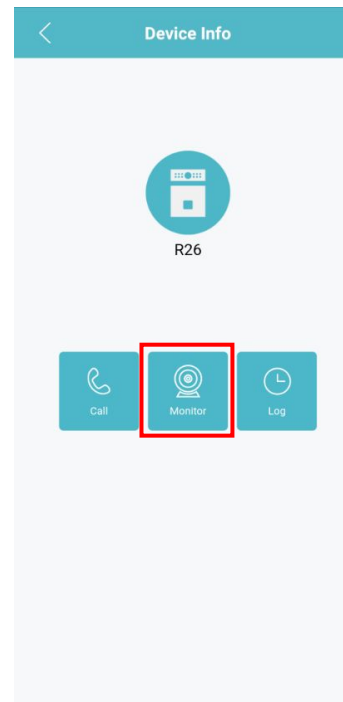
1. Press the device icon to enter the **Device Info** interface.
2. Press the Call icon to dial out.



➤ **Monitor** (Door station only)

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

1. Press the device icon to enter the **Device Info** interface.
2. Press the **Monitor** icon to enter the live view interface.

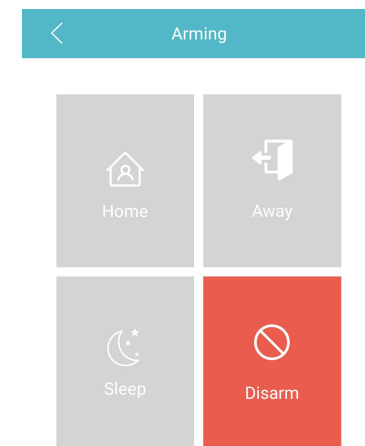
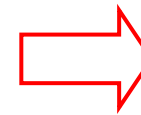
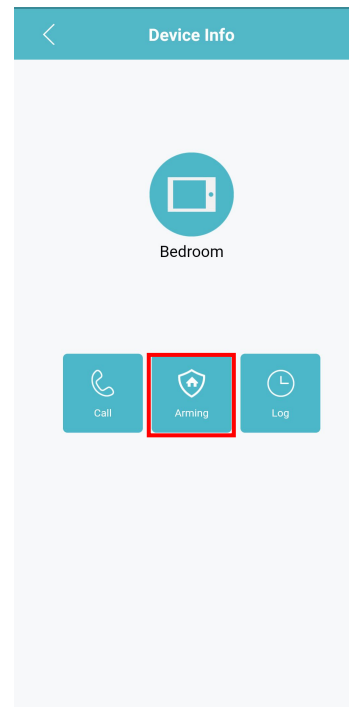


➤ Arming (Indoor monitor only)

Users can set the alarm mode for indoor monitor on app.

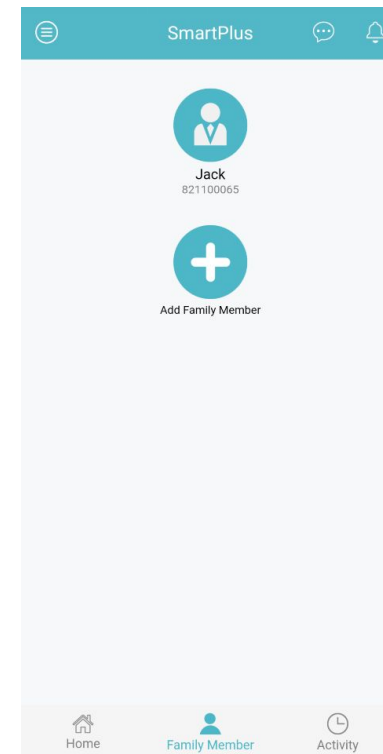
1. Press the device icon to enter the **Device Info** interface.
2. Press the Arming icon to dial out.

For more details about the arming mode, please refer to the **Basic settings for indoor monitor**.



➤ Add Family Member

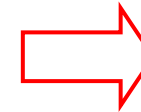
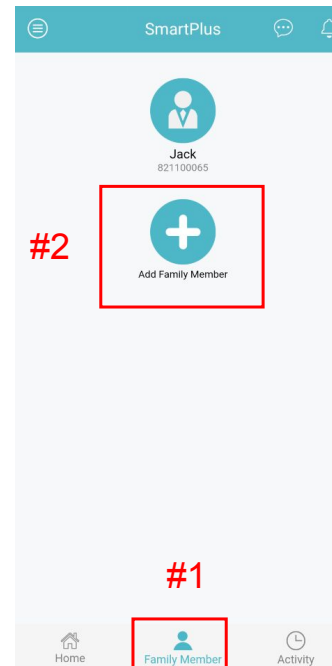
Family master can create the family member accounts for their family. Then their family members can use the account to login the SmartPlus and use the Akuvox cloud services.



➤ Add Family Member

Add family member on SmartPlus

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






The image shows the 'Add Family Member' form. At the top, there's a teal header with a back arrow and 'Add Family Member'. Below the header, there's a text 'You can create 7 accounts' labeled '#3'. Below that is a red box containing two input fields: 'Jack' and 'hxjtesting@163.com'. Below the input fields, there's a text 'An Email with the account information will be sent to this family member'. At the bottom, there's a red box labeled '#4' containing a blue button with the text 'Submit'.

➤ Add Family Member



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

Note: The maximum of the family members are configured by the installer. It can up to 9 members.

[Akuvox] Welcome to Akuvox Cloud intercom service   

发件人: Akuvox <cloud.info@akuvox.com> +

收件人: 821100065 <hxjtesting@163.com> +

时 间: 2019年05月31日 16:00 (星期五)

Dear Jack,

Your Akuvox Cloud account has been created.

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

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

Android: [Google Play](#)

Apple iOS: [iTunes](#)


2. Launch the mobile application.

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

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

Password: **W3agrouv**

Server ID: **8**



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

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

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

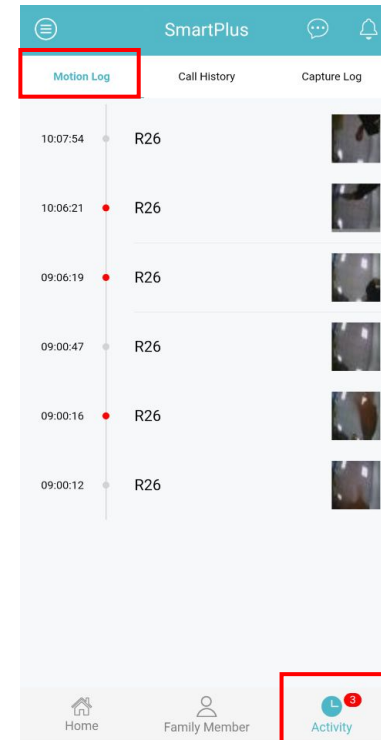
➤ Activity

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

Motion log

Show all the motion log from the door station.

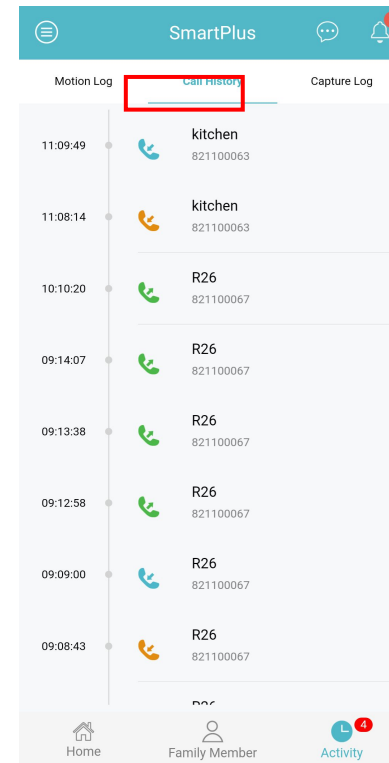
Note: The motion is enable by default. Users can go to Setting to enable it.



➤Activity

Call history

Show all the outgoing/incoming/missed call log.












➤Activity

Capture log

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



< Call History		
Motion Log	Call History	Capture Log
09:07:25	R26	
09:07:15	R26	
09:07:06	R26	
09:07:02	R26	
09:06:34	R26	
09:06:33	R26	
09:06:32	R26	
09:06:30	R26	
09:05:44	R26	



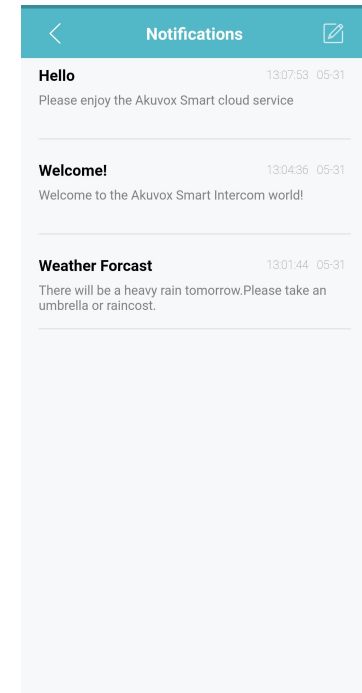
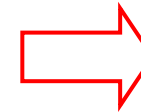
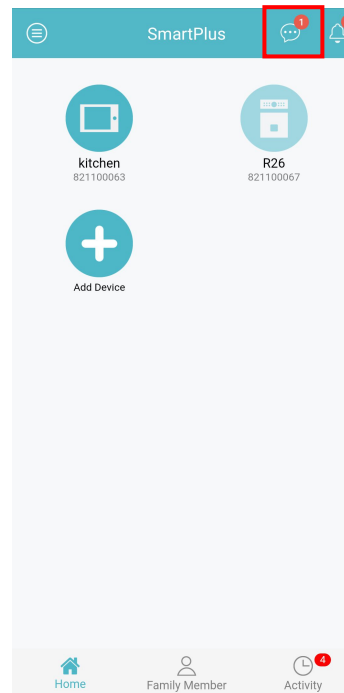
MORE FEATURES




➤ Notification

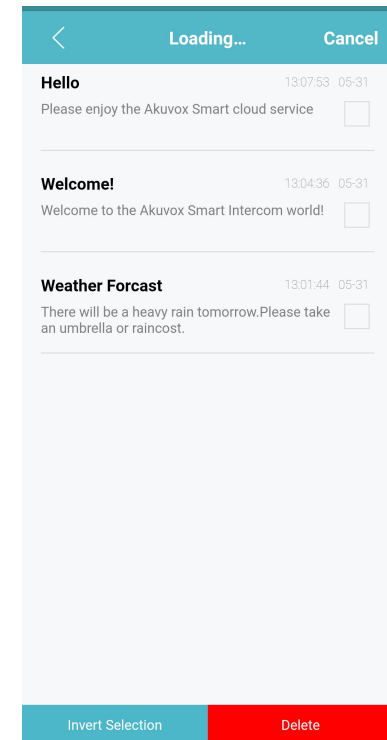
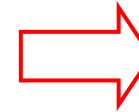
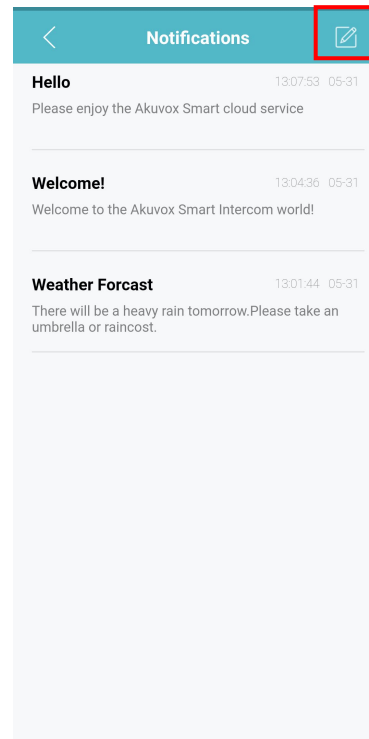
SmartPlus can receive the message sent from the installer.

Press the message icon  to check.



➤ Notification

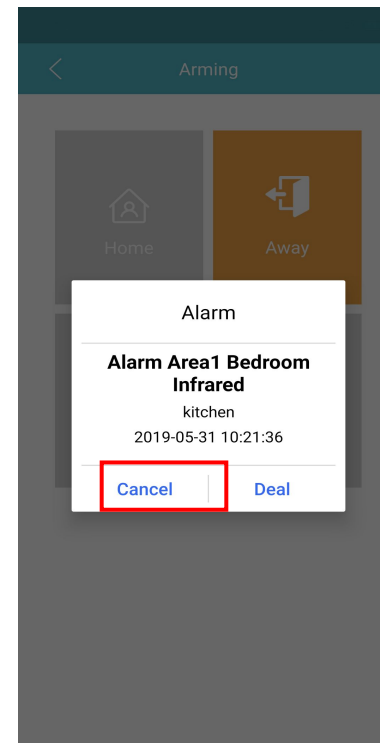
Press the edit icon to edit the message. 



➤ Alarm

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

When receiving the alarm warning, press **Deal** to check this warning.



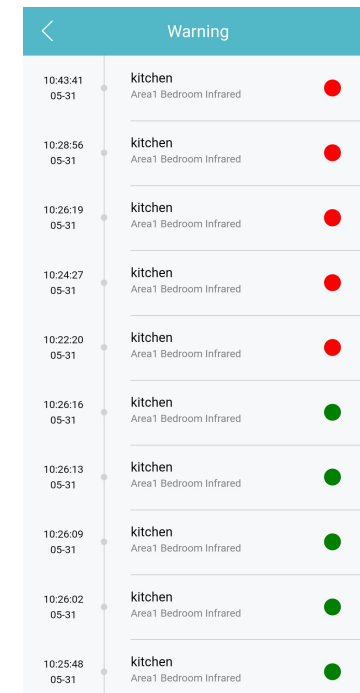
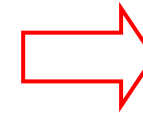
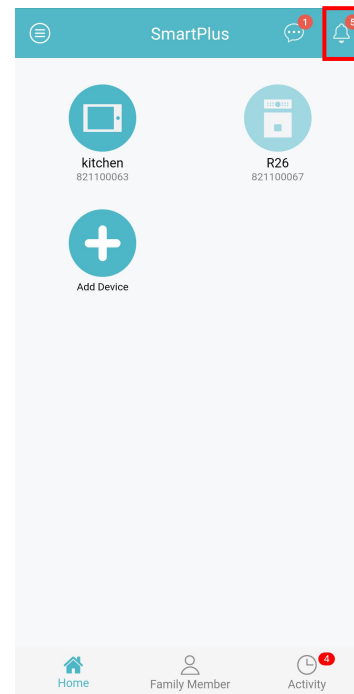
➤ Alarm

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



Red - The alarm warning has not be dealt

Green - The alarm warning has already be dealt.

The 'Warning' screen in the app, showing a list of alarm events. Each row includes a timestamp, the location 'kitchen', the sensor type 'Area1 Bedroom Infrared', and a status indicator (red or green dot).

Warning		
10:43:41 05-31	kitchen Area1 Bedroom Infrared	●
10:28:56 05-31	kitchen Area1 Bedroom Infrared	●
10:26:19 05-31	kitchen Area1 Bedroom Infrared	●
10:24:27 05-31	kitchen Area1 Bedroom Infrared	●
10:22:20 05-31	kitchen Area1 Bedroom Infrared	●
10:26:16 05-31	kitchen Area1 Bedroom Infrared	●
10:26:13 05-31	kitchen Area1 Bedroom Infrared	●
10:26:09 05-31	kitchen Area1 Bedroom Infrared	●
10:26:02 05-31	kitchen Area1 Bedroom Infrared	●
10:25:48 05-31	kitchen Area1 Bedroom Infrared	●



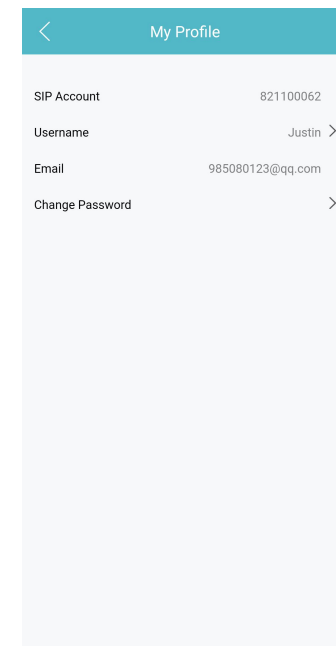
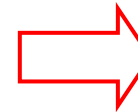
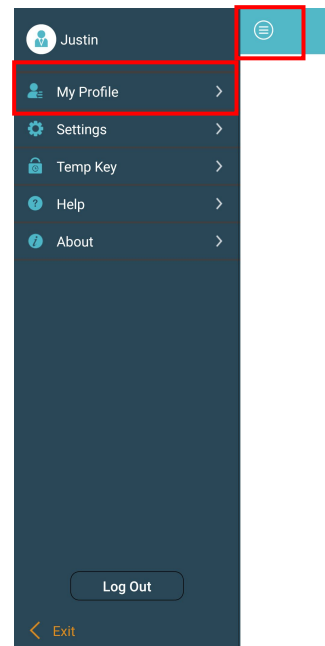
➤ Profile

Users can modify the account information on app.

Go to the menu  > **My Profile**.

Username: Users can modify their user name.

Change Password: Users can change the SmartPlus password.



➤ Settings



Motion Alert: Enable the motion alert feature.

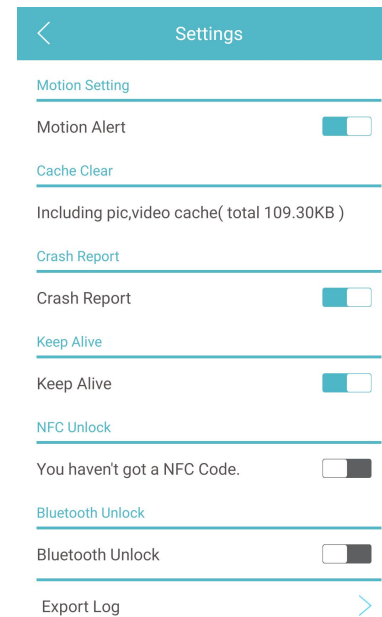
Cache Clear: Clear the cache of the SmartPlus

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

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

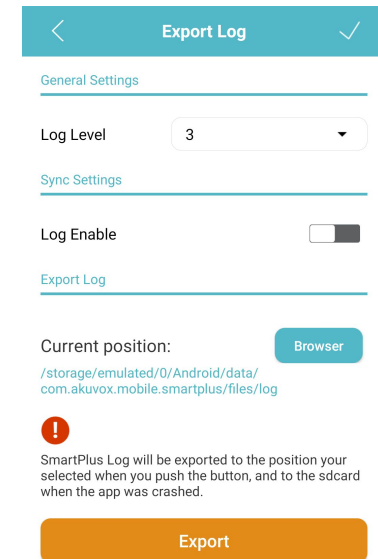
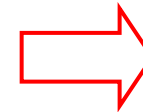
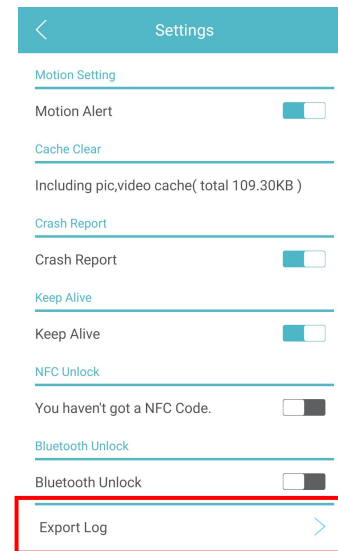
NFC Unlock: Enable the NFC feature to open the door.

Bluetooth Unlock: Enable the Bluetooth feature to open the door.



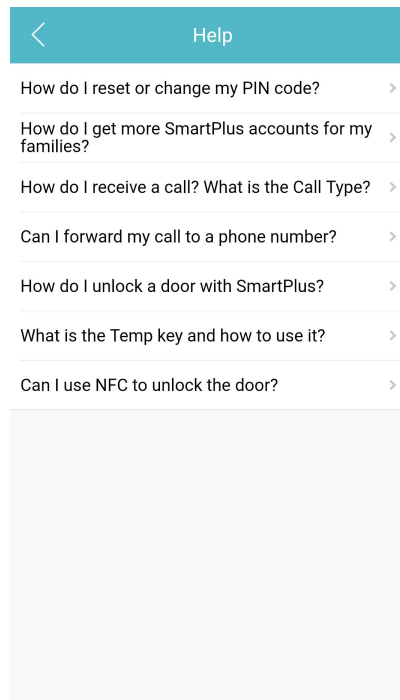
➤ Settings

Export Log (Android only): Export the log from the SmartPlus for Akuvox R&D to analyze problem.



➤ Help

FAQ are listed here.



If any question, please contact:



➤ About

The interface shows the version of the SmartPlus.

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

