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Akuvox V7.2.0 AK-Partner App Installer Guide

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App Download and Login

This manual guides you to use the AK-Partner App based on version 1.0.8(Android)/1.0.6(iOS).

Download

You can download the App on the Google Play Store or App Store.



Login

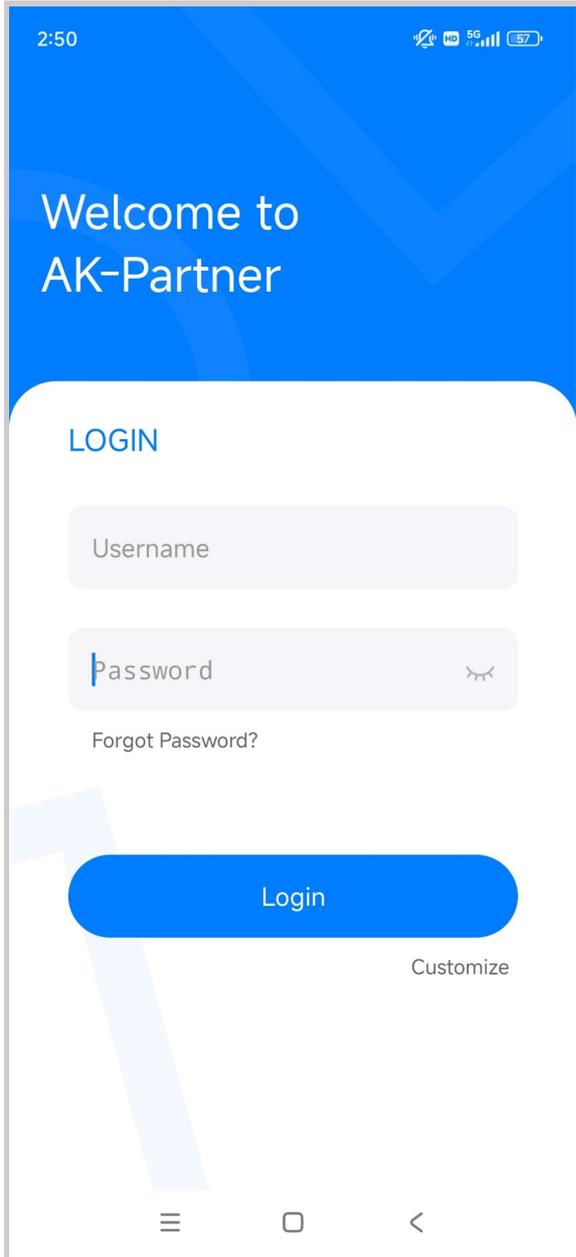
Obtain the installer account from your distributor.

Log in to the App with the same username and password as those of your SmartPlus installer account or sub-installer account.

The area code will be chosen automatically in the lower-right corner. You can also select it manually.

Note

When your distributor enables two-factor authorization for you, you need to fill in a verification code sent to your email for login.

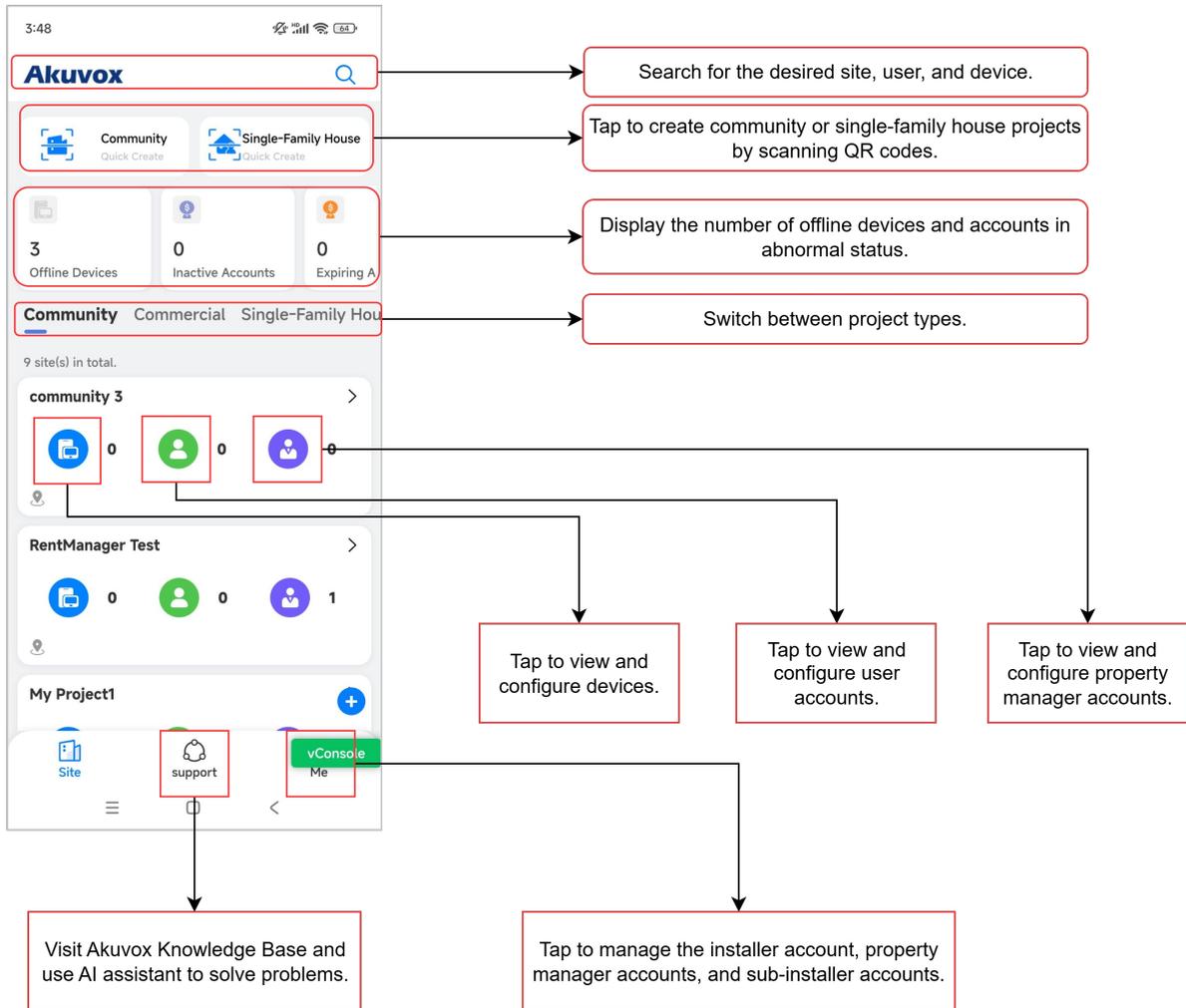


Changelog

What's new in version 1.0.8(Android)/1.0.6(iOS):

- [Support configuring the LTE of the R20K-L door phone via Bluetooth.](#)
- Support new languages: Polish, Spanish, Italian, and Portuguese.

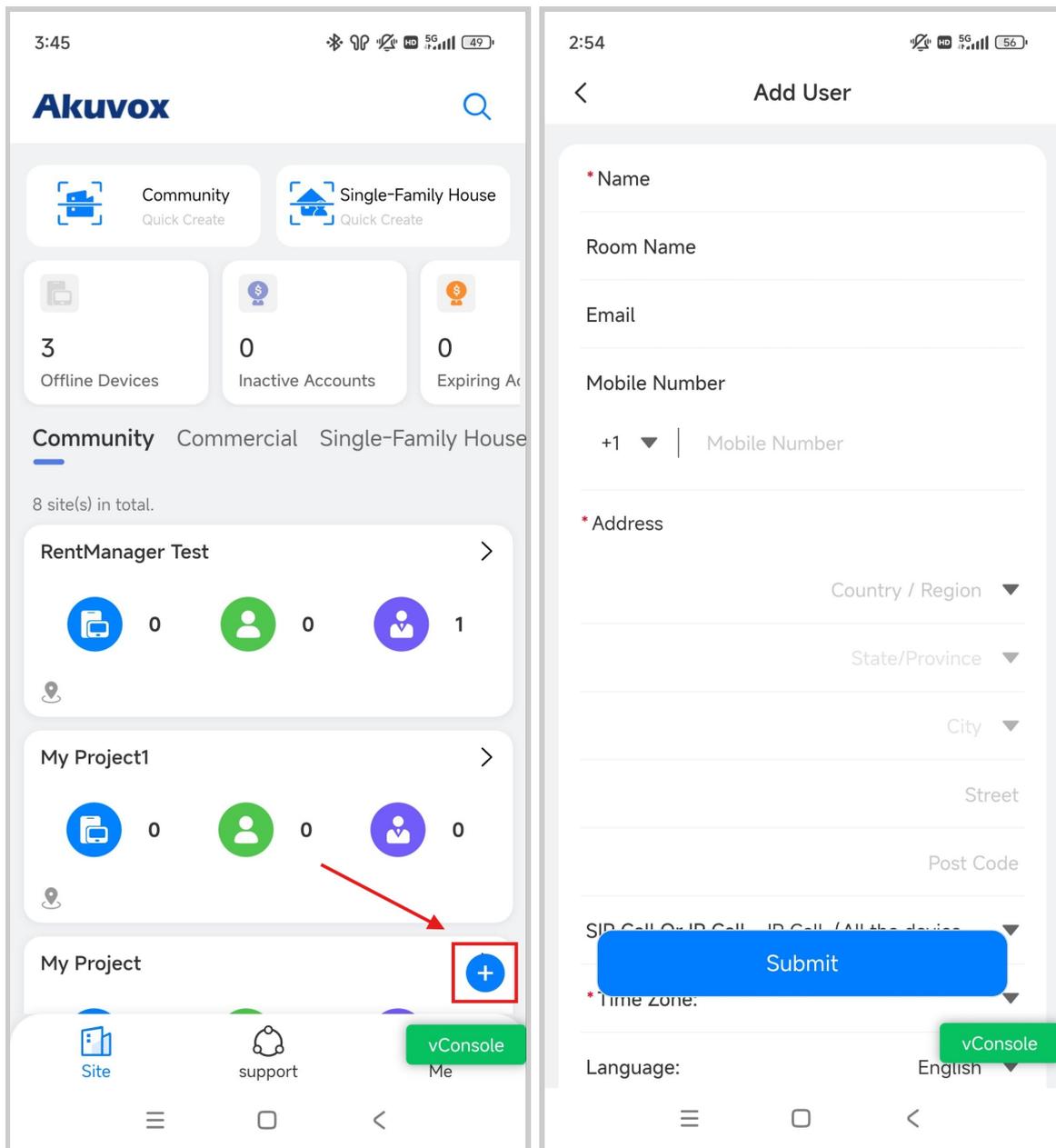
Homepage Introduction



Single-Family House Project

Add a Single-Family House Project

1. Tap  and select **Single-Family House**.
2. Set up the user account. See the description of each item in the chart below.

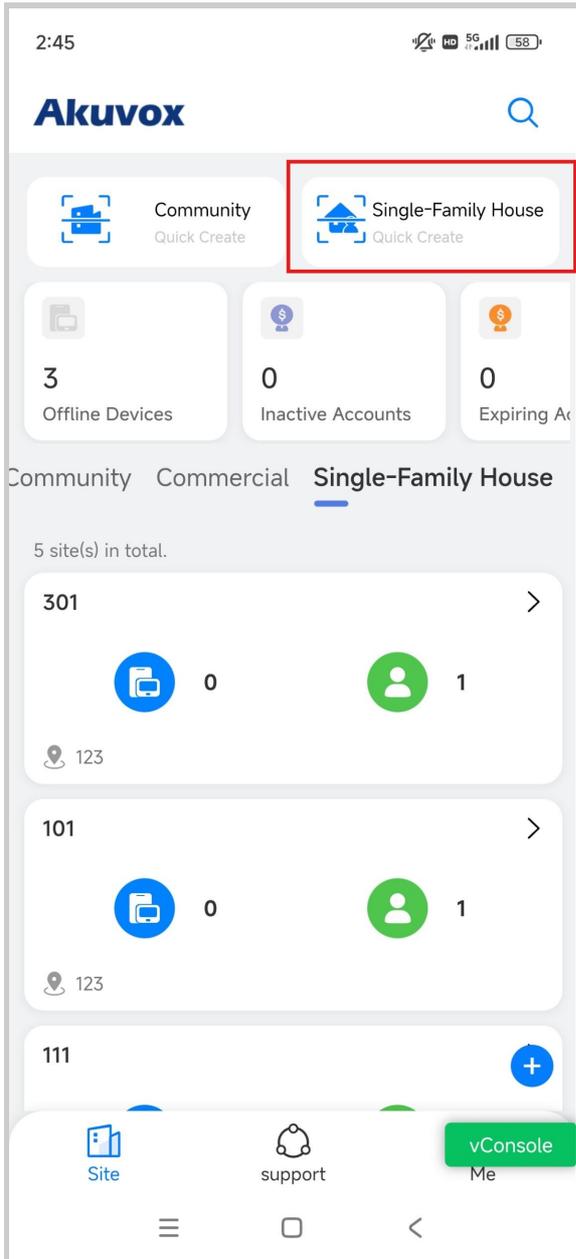


No.	Item Name	Description
1	Name	Fill in the username.
2	Room Name	Fill in the user's house name provided by the user, or you can customize it.
3	Email	The email address can be used to receive account-relevant emails from Akuvox.
4	Mobile Number	The mobile phone number can be used to receive an SMS verification code for logging in to the SmartPlus App.
5	Address	<p>Fill in the user's address, based on which the indoor monitor can access local weather conditions. The temperature and weather conditions will be displayed on the device's home screen.</p> <p>Click here to see the models that support displaying weather conditions and detailed configuration.</p>
6	SIP Call Or IP Call	<p>This option decides how devices communicate.</p> <ul style="list-style-type: none"> • Select IP Call when all devices are deployed on the same local network. • Select SIP Call when devices are deployed on different local networks.
7	Time Zone	Select the time zone.

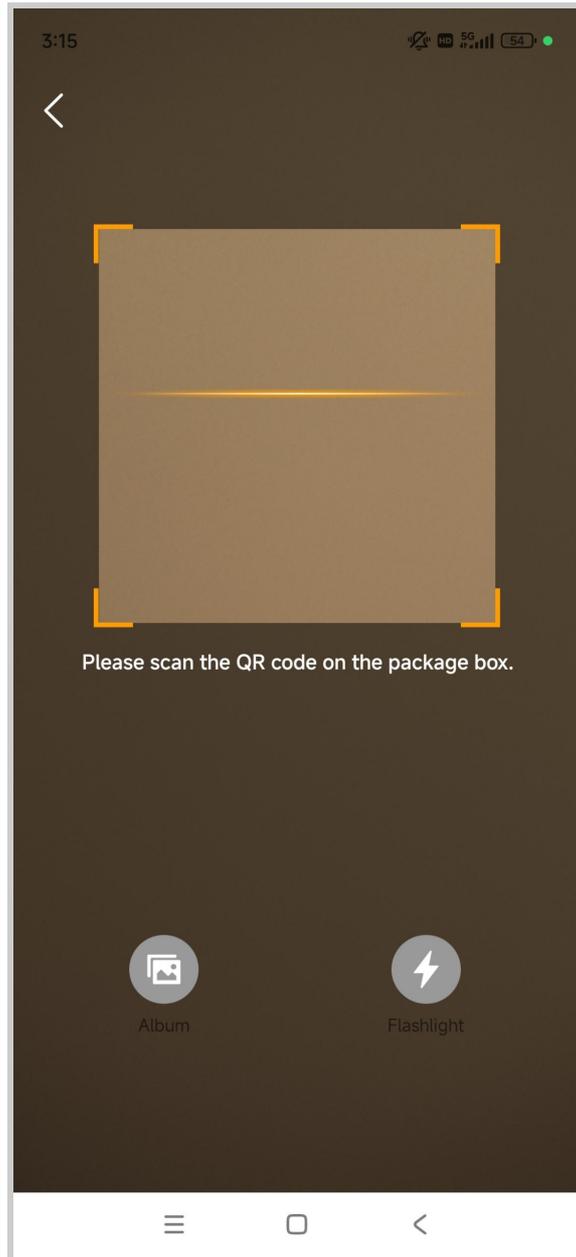
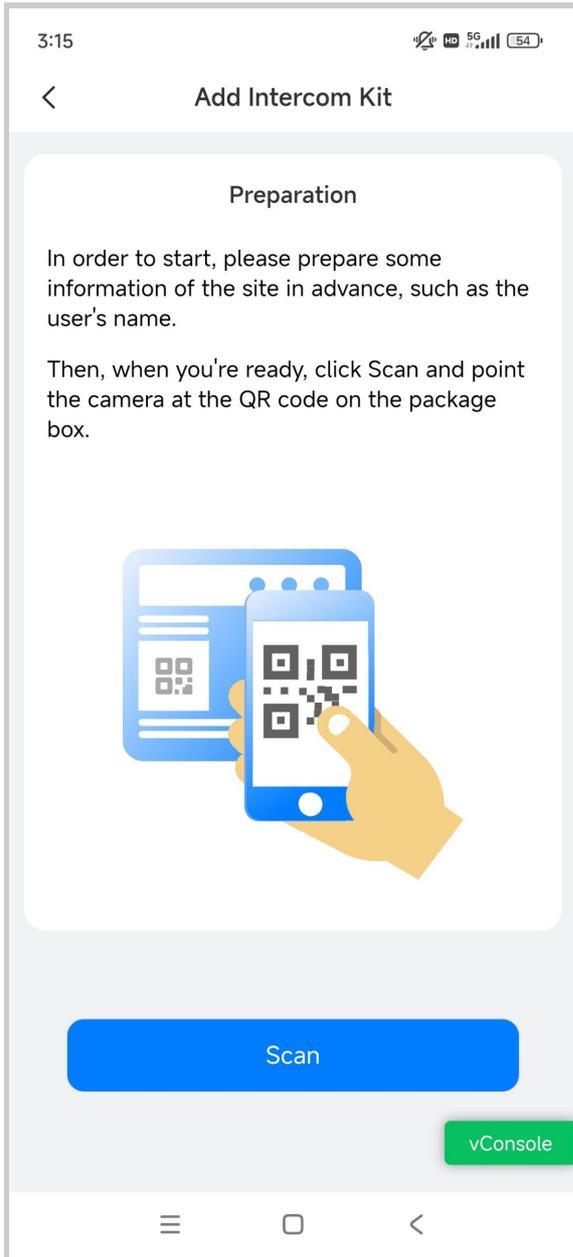
8	Language	<p>Select the language of the emails notifying the user of the account information.</p> <p>The following languages are supported:</p> <ul style="list-style-type: none"> English, Traditional Chinese, Simplified Chinese, Korean, Japanese, Turkish, Polish, Russian, Spanish, Bosnian, Danish, Vietnamese, French, Portuguese, German, Italian, Ukrainian, Hebrew, and Persian.
9	Time Format	24-hour time or 12-hour time.
10	1st/2nd/3rd Landline Numbers	<ul style="list-style-type: none"> Fill in the user's landline numbers, e.g., mobile phone numbers or telephone numbers. Three landline numbers are supported. Make sure the area code is correct before entering the number. The landline service is included in the Premium Plan.
11	Premium Plan	The Premium Plan includes landline service and third-party camera service.
12	Indoor Monitor	<p>Enable this option when the project has the Akuvox indoor monitor deployed.</p> <p>Fill in the indoor monitor's MAC address and name.</p>

Video Intercom Kit

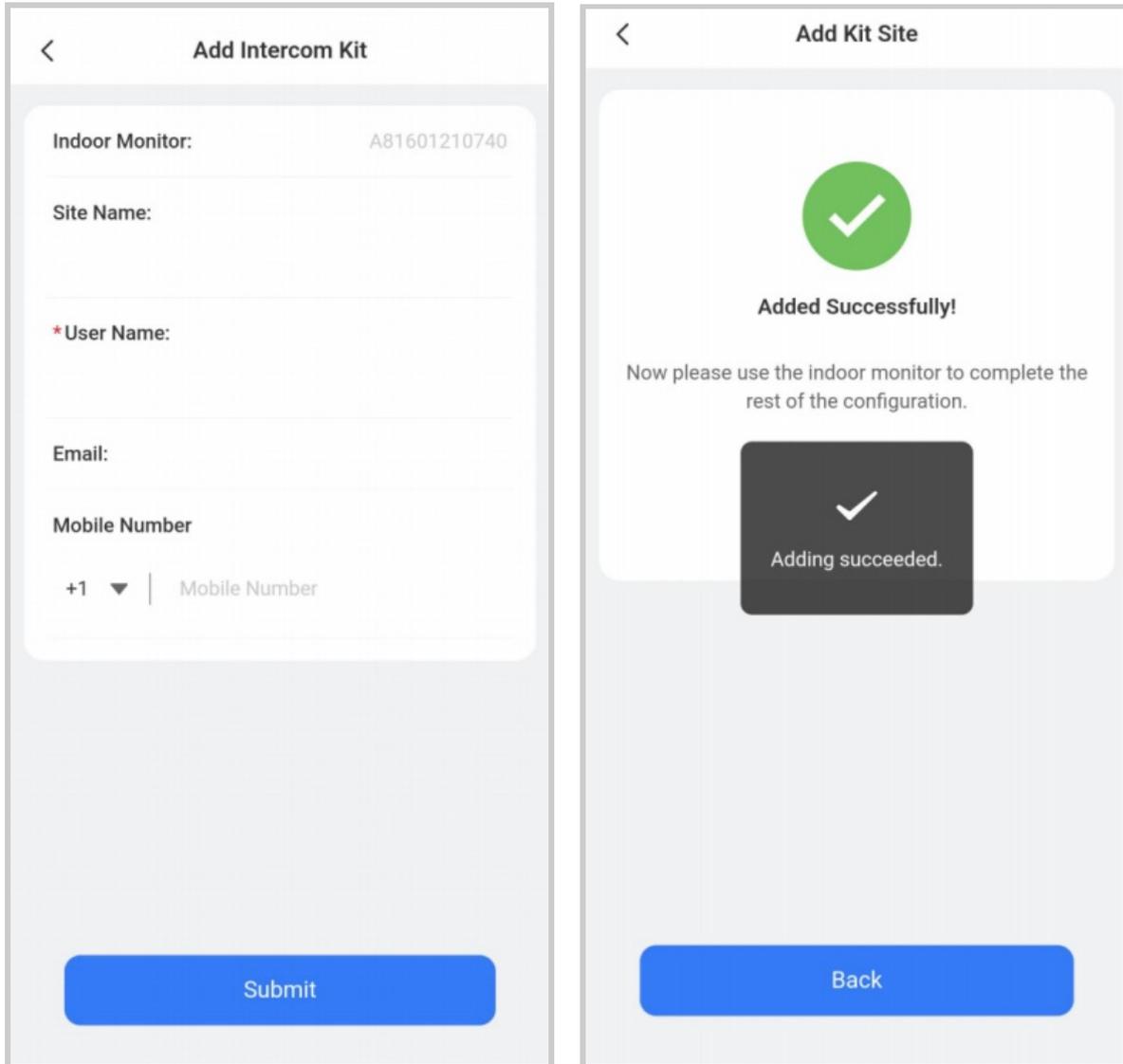
1. Tap **Single-Family House Quick Create**.
2. Select **Video Intercom Kit**.



3. Scan the QR code on the device's package box.



4. Enter the device's and user's information and tap **Submit**.

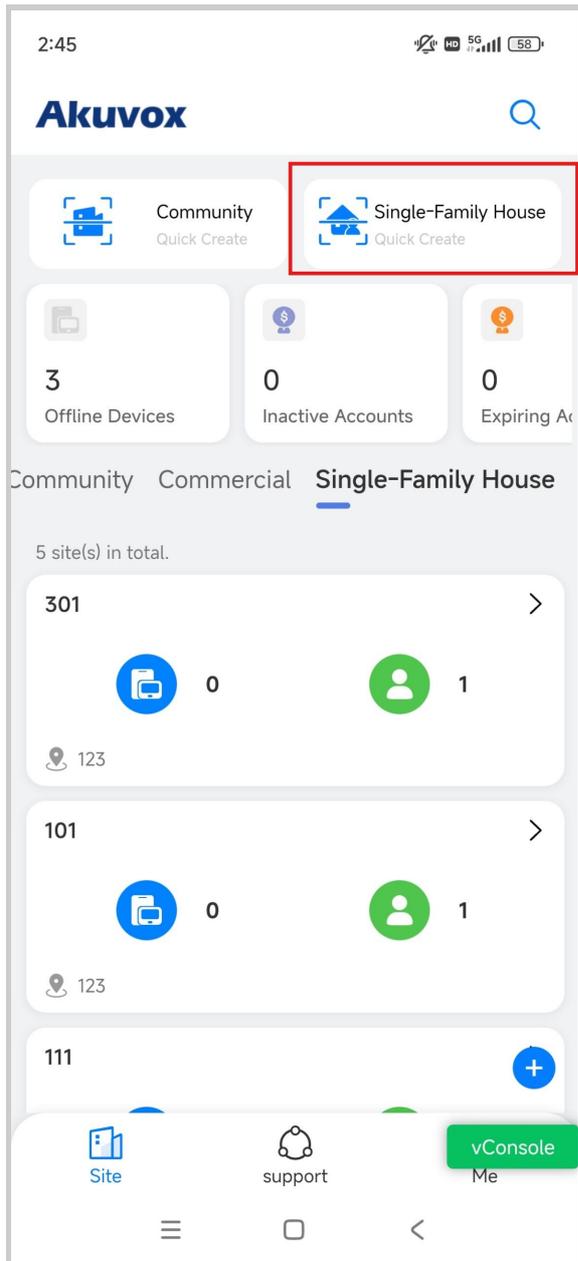


Smart Home Kit

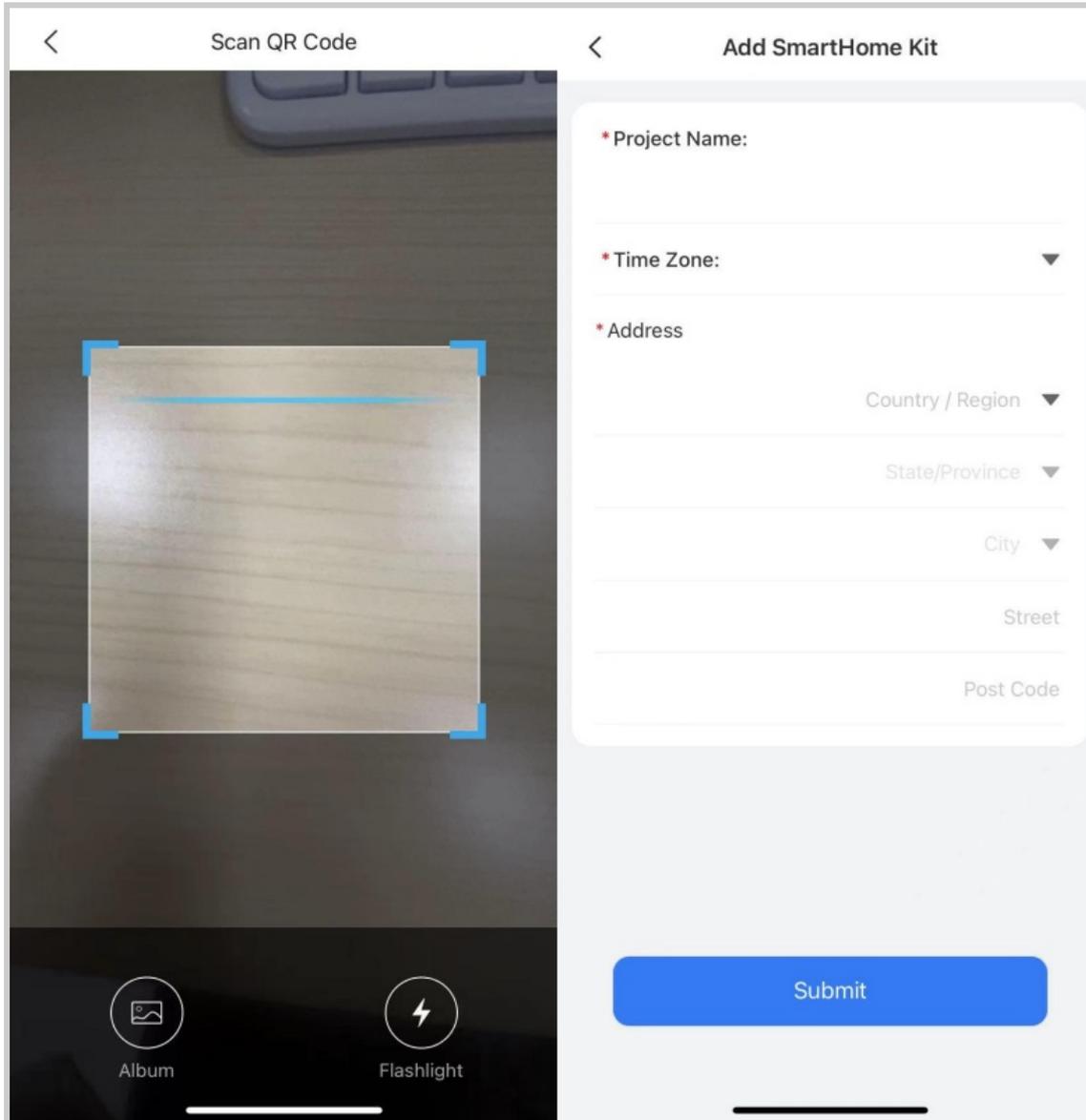
Note

Make sure **Home Automation** is enabled on the SmartPlus Cloud platform. If you have no Home Automation permission, please contact your distributor.

1. Tap **Single-Family House Quick Create**.
2. Select **Smart Home Kit**.

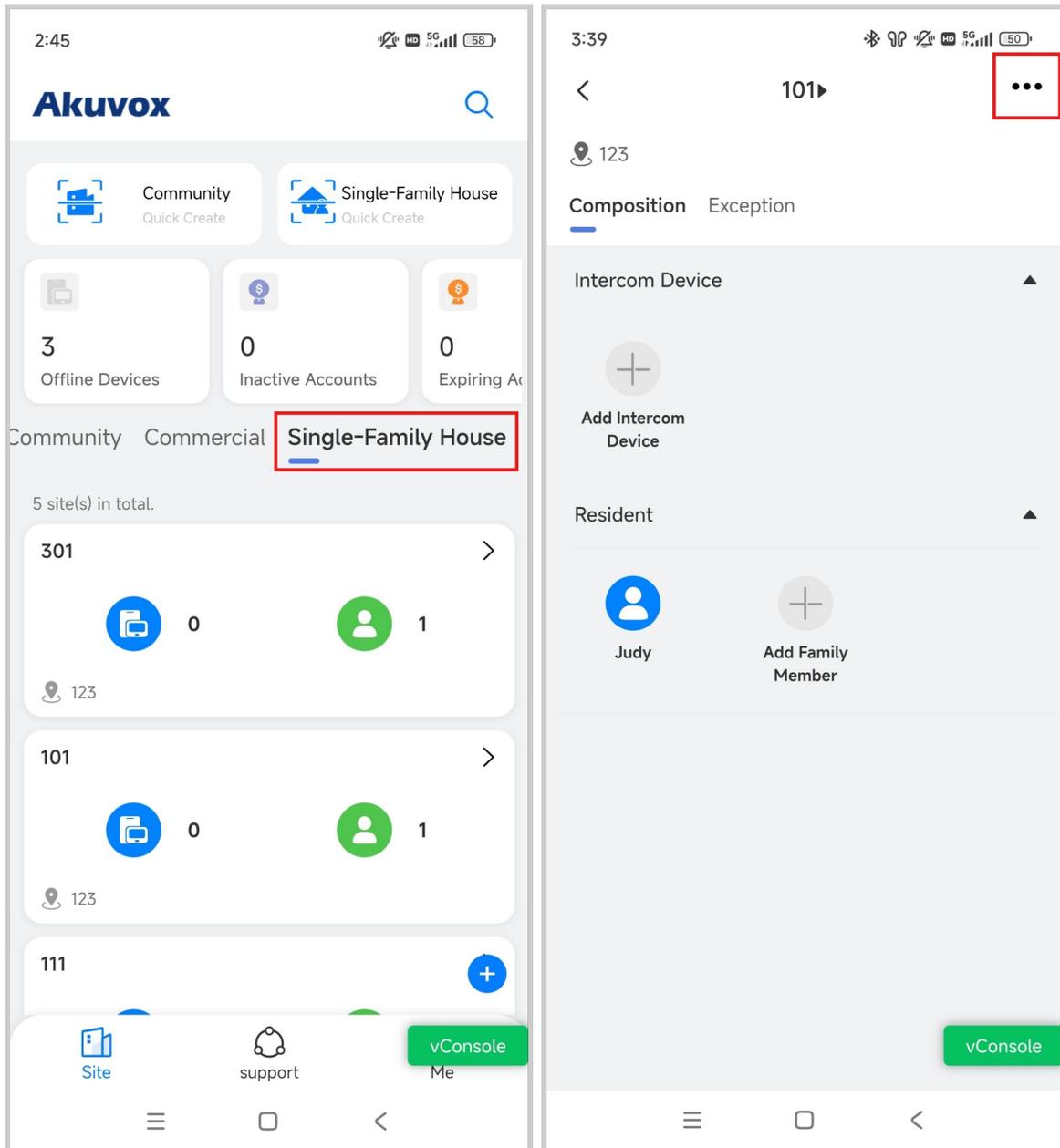


2. Scan the QR code on the back of the device or upload the QR code photo from the local album.
3. Configure the project name, time zone, and address.
4. Tap **Submit** to save the configuration.



Delete Single-Family House Projects

1. Select **Single-Family House**.
2. Tap a specific project.
3. Tap **...** in the upper right corner.
4. Tap **Delete**.



User Management

You can add, edit, and delete single-family house user accounts and reset the account password.

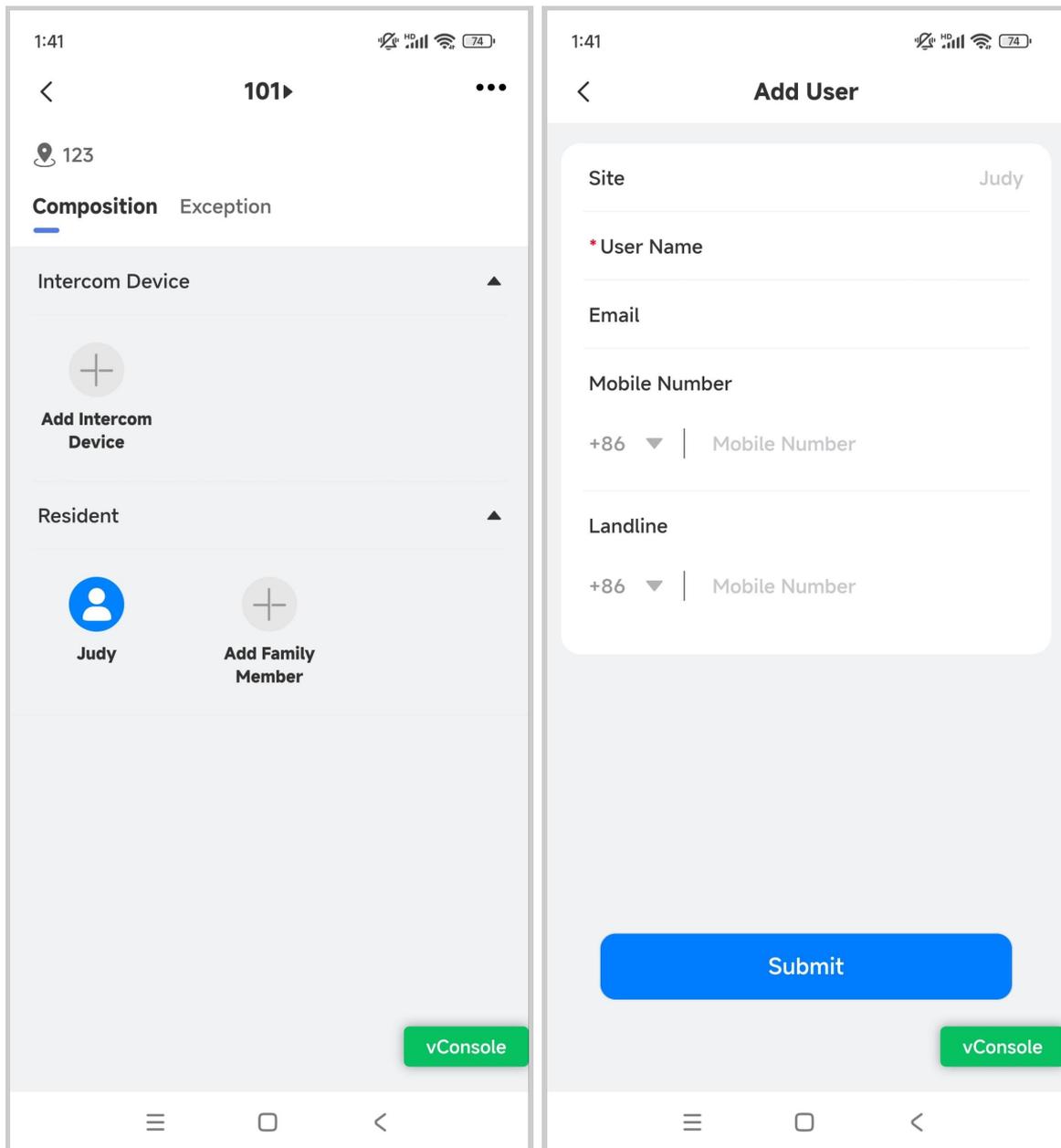
Add a User

To add single-family house users, please refer to the [Add a Single-Family House Project](#) chapter.

Add Family Members

1. Select **Single-Family House** on the homepage.
2. Tap the desired project and tap **Add Family Member**.
3. Fill in the user information and tap Submit.

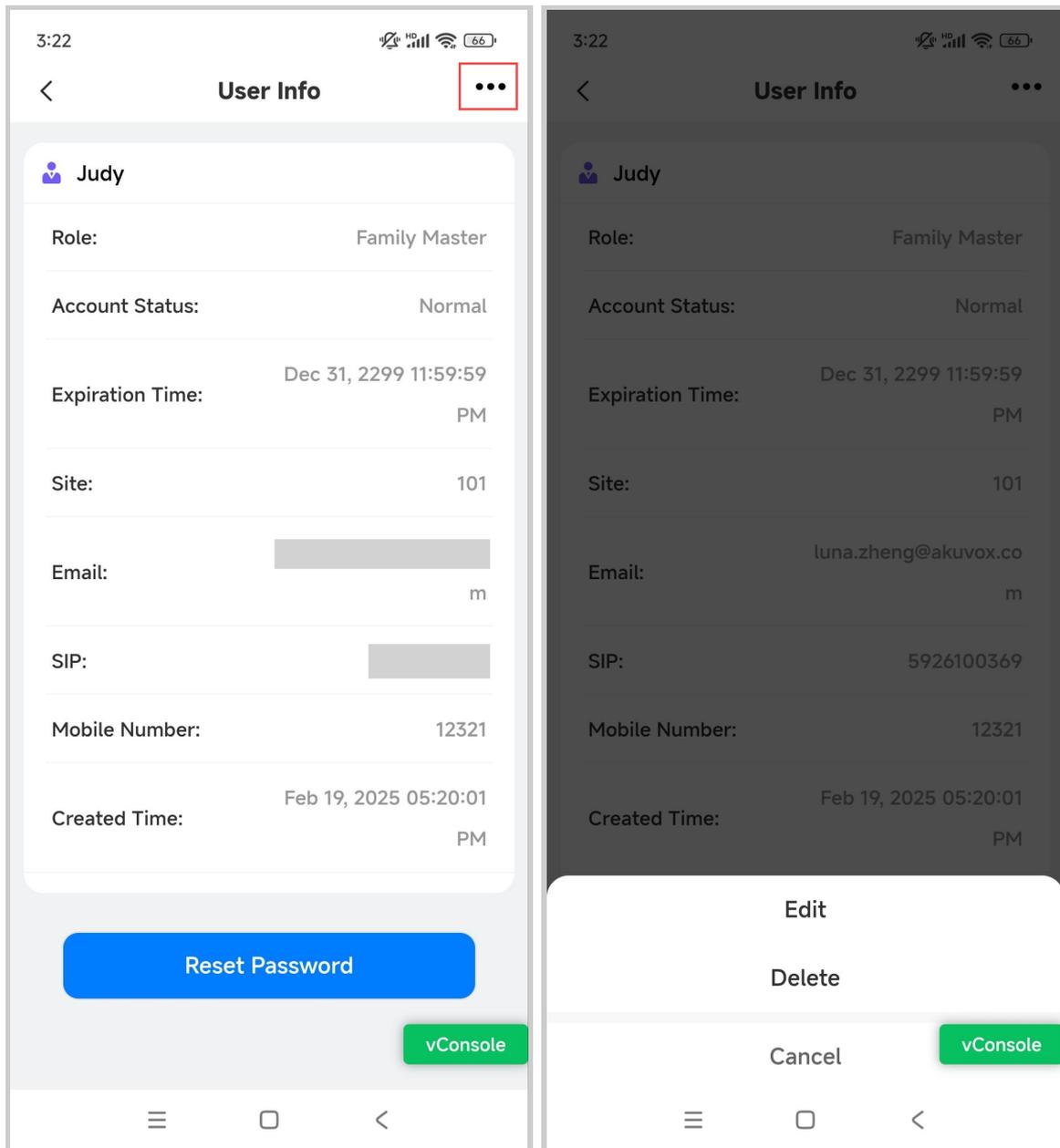
The email address or mobile number is used to receive SmartPlus App login information. Please make sure the area code is right before entering the mobile phone number and landline number.



Edit and Delete Users

1. Select **Single-Family House** on the homepage, or search for the user by entering the username in the upper search box.

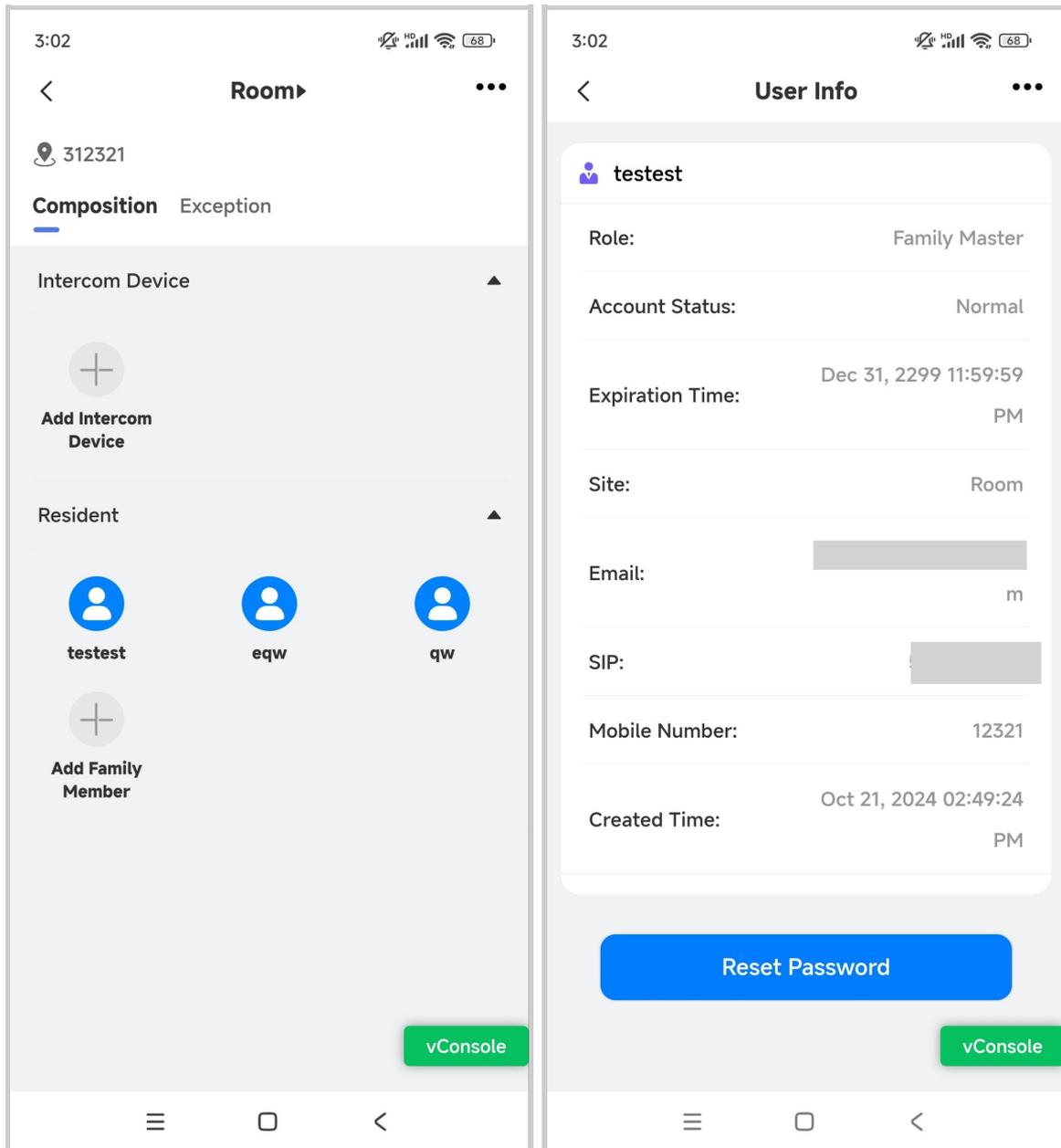
2. Tap the desired project and tap the resident's name.
3. Tap **...** in the upper right corner.
4. Tap **Edit** to modify the account information; tap **Delete** to remove it.



Reset Password for Users

You can reset users' master account passwords at their request. With their email address filled out, residents will receive the password reset email.

1. Select **Single-Family House** on the homepage, or search for the user by entering the username in the upper search box.
2. Tap the desired project and tap the resident's name.
3. Tap **Reset Password** and confirm.

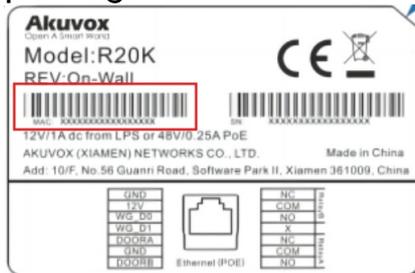


Device Management

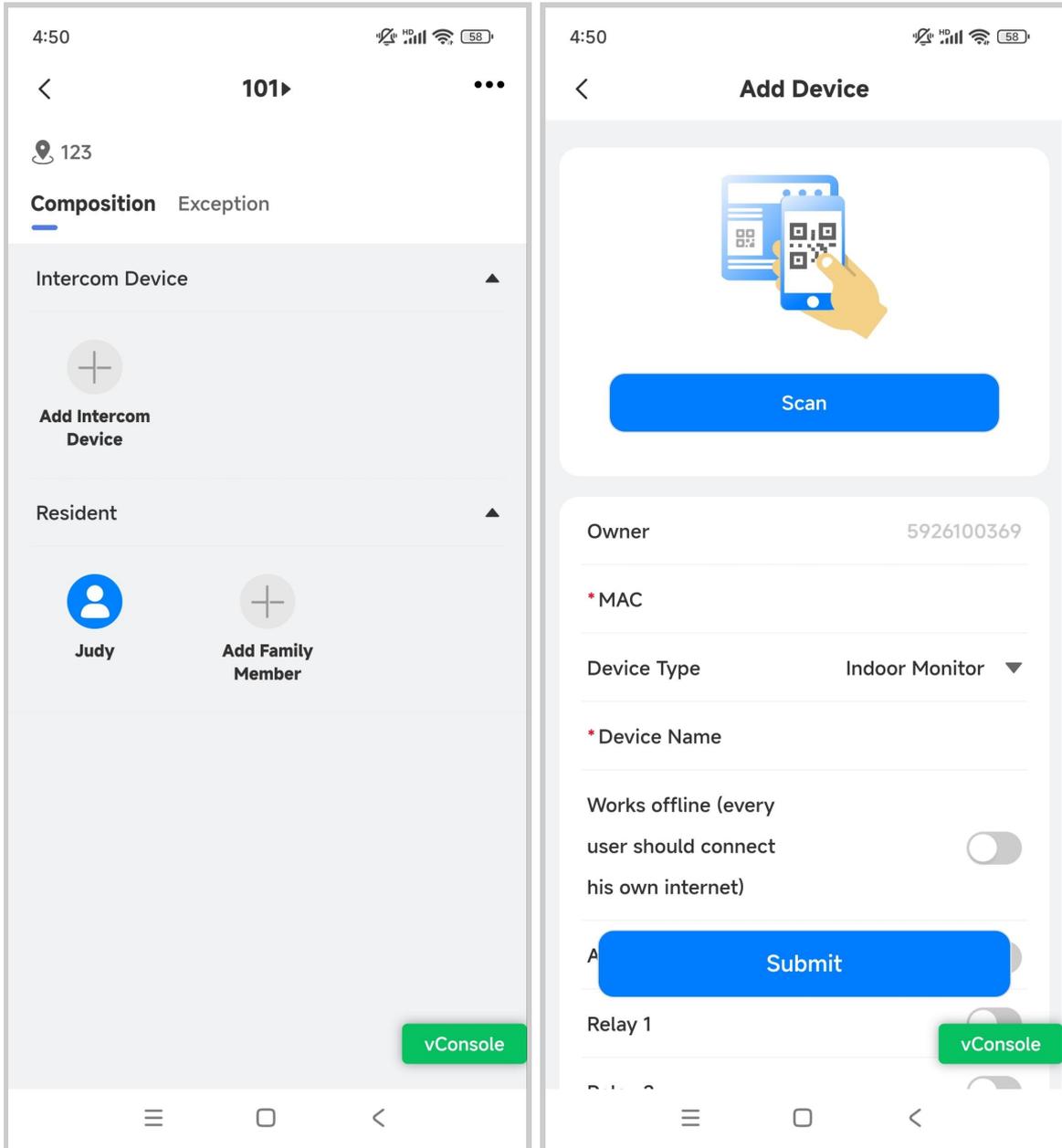
After the user account is created, you can start adding intercom devices for the specific user. Before that, make sure that all the intercom devices have been added to your distributor’s MAC library.

Add an Intercom Device

1. Select **Single-Family House** project type on the homepage.
2. Tap the desired project.
3. Tap **Add Intercom Device**.
4. Fill in the device's information. You can enter the device's MAC automatically by tapping **Scan** to scan the barcode on the package or on the device's back.



See the description of each item in the chart below.



5. Tap Submit. Added successfully will display.

Regardless of what type of device, device type, MAC address, and device name need to be set up.

No.	Field Name	Description
1	MAC	Type in the device's MAC address, or scan the device's barcode to fill in automatically.
2	Device Type	Select the device type.
3	Device Name	Name the device to distinguish it from others.

To add a door phone or an access control terminal, the following options should be additionally configured.

1	Allow users to monitor this device	<p>It is enabled by default.</p> <ul style="list-style-type: none"> You can decide whether the resident can view the monitoring video with their SmartPlus Apps and indoor monitors. If disabled, the Monitor button on users' SmartPlus Apps will be hidden, but users can still see the video during a call with an intercom device.
2	Does this device have internet access?	<p>It is enabled by default.</p> <ul style="list-style-type: none"> If the door phone is not connected to the Internet, disable the option so that calls can be transferred to the SmartPlus App through the indoor monitor. If the device is connected to the Internet, enable the option, and it can make calls normally. <p>Note: Click here to view the detailed configuration of the call transfer feature.</p>

3	IP Address	When Does this device have internet access option is disabled, you need to enter the static IP address of the door phone so that its calls can be transferred.
4	Relay Name	Fill in the relay name, which can be the device location.
5	DTMF Code	Enter the DTMF code for the door access.
6	Access Method	<p>Select specific unlock methods to trigger the desired relay. For example, if you select PIN for Relay1 and select RF Card for Relay2, when users enter PIN codes on the door phone, only Relay1 will be triggered, and vice versa.</p> <p>The following models with specific firmware versions or higher support this feature:</p> <ul style="list-style-type: none"> • S539: 539.30.10.118 • S532: 532.30.10.117 • X916: 916.30.10.216 • X915 V1: 915.30.10.128 • X915 V2: 2915.30.10.106 • X912: 912.30.10.225 • X910: 2910.30.10.240 • E16 V2: 216.30.10.69 • E18: 18.30.10.205 • R20 V5.0: 320.30.10.125 • R25A: 25.30.10.22 • R27: 227.30.10.201 • R28: 28.30.10.102 • R28 V2.0: 228.30.10.112 • R29: 29.30.10.123 • A094: 92.30.10.112 <p>Note: If SmartPlus Homepage or SmartPlus Talking Page is not checked, the corresponding icons will not appear on their apps' homepage.</p>

7	Add Relay	You can add more relays if needed.
8	Add Security Relay	Add the security relay if the door phone is connected to the Akuvox SR01 for access control.

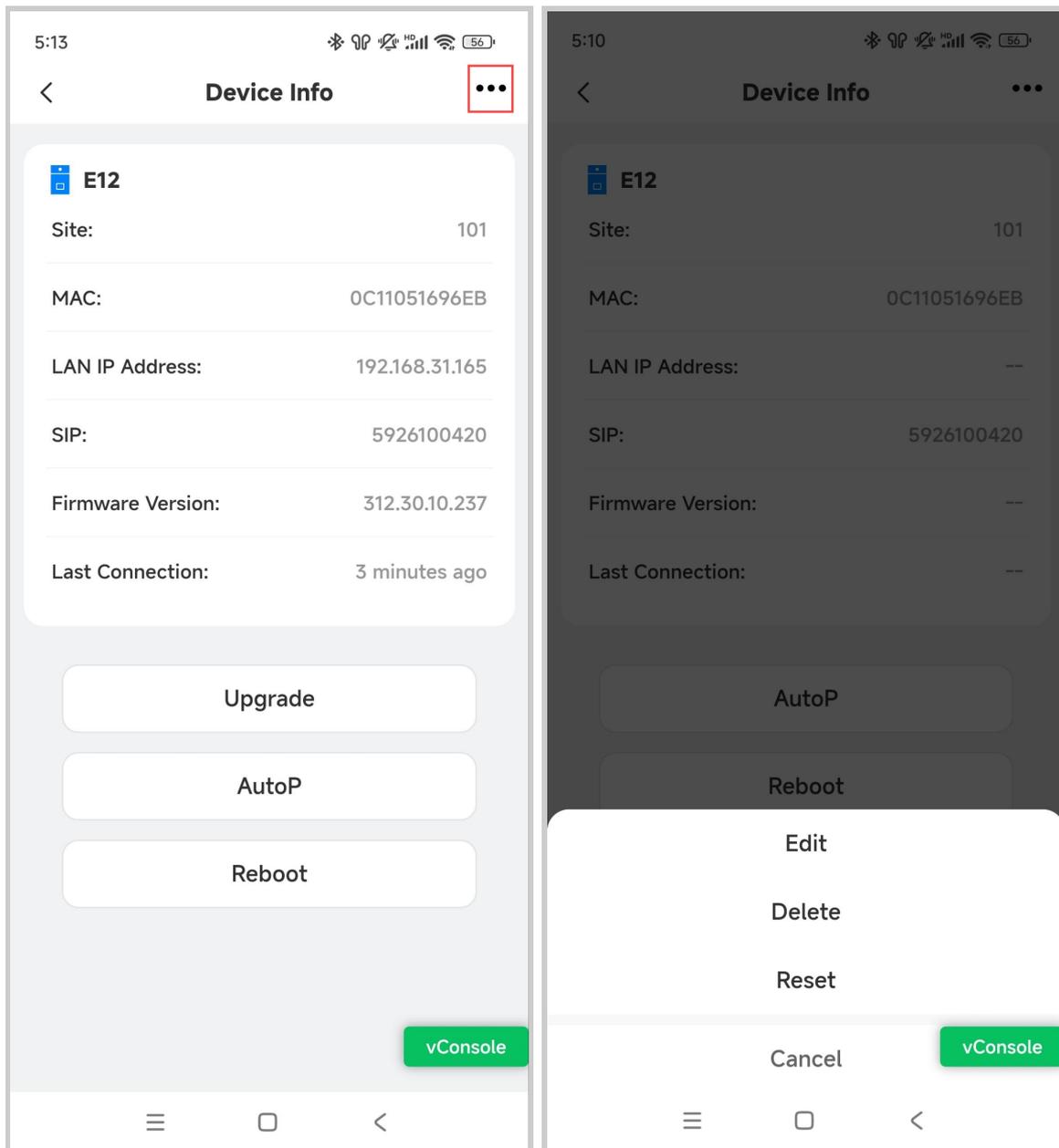
To add an indoor monitor, the following options should be additionally configured.

1	Works Offline	<p>It is disabled by default. When enabled, the device will transfer calls from offline door phones to the SmartPlus App.</p> <p>Note:</p> <ul style="list-style-type: none"> • This option will only appear after the super manager enables Doorphone Offline Solution for your distributor. • Click here to view the detailed configuration of the call transfer feature.
2	Arming Function	When enabled, the arming icon will be available on users' SmartPlus Apps for arming and disarming.
3	Relay	Turn on or off the device's built-in relay and name the relay.

Edit and Delete an Intercom Device

After adding an intercom device, you can change its settings or delete it.

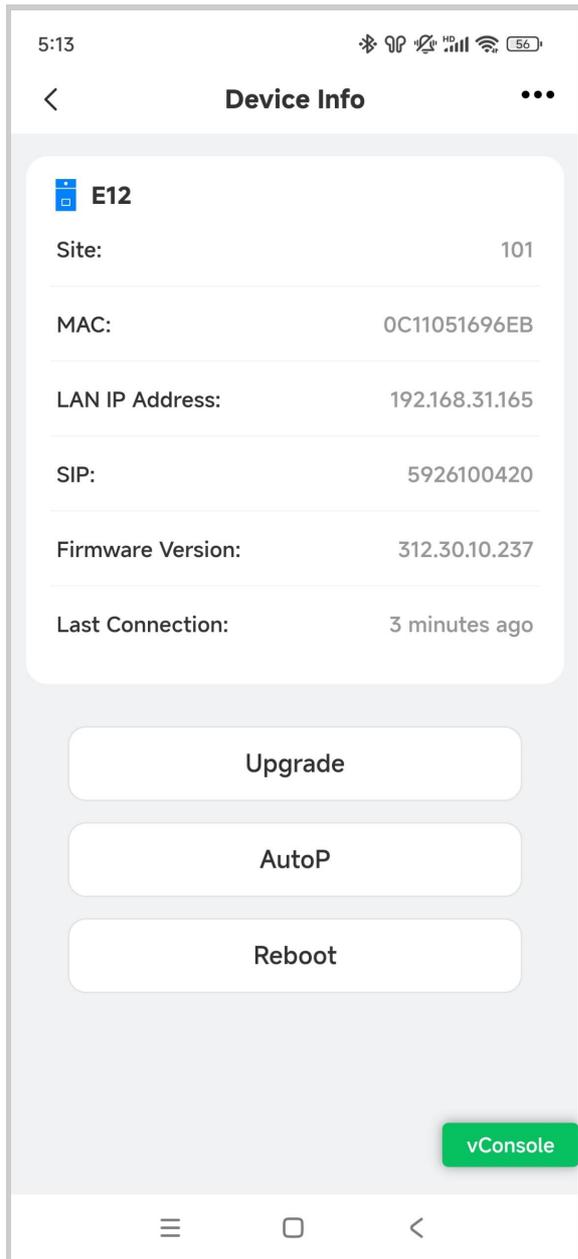
1. Tap the desired single-family house project on the homepage. Or, search for the device by entering the device name or MAC in the upper search box.
2. Tap the desired device. If the device icon is grey, it is offline. In that case, changing its settings will not take effect.
3. Tap **...** in the upper right corner.
4. Tap **Edit** to modify the device's settings; tap **Delete** to remove it.



Remotely Configure an Intercom Device

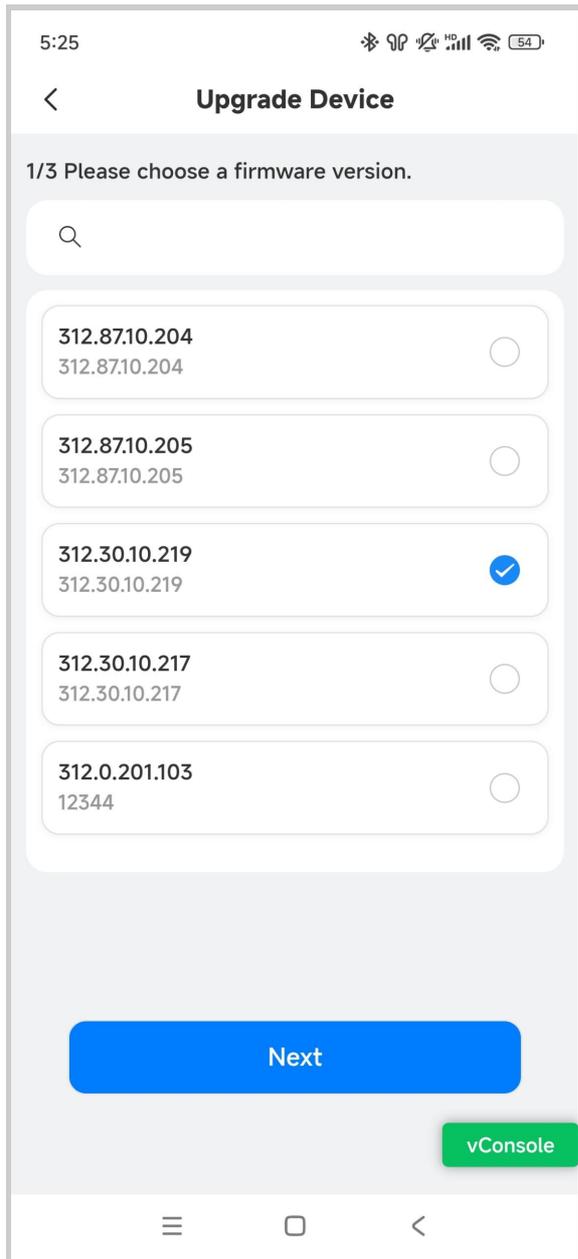
You can remotely reboot, reset, upgrade, and perform auto-provisioning(AutoP) for the device on the app.

1. Tap the desired single-family house project on the homepage. Or, search for the device by entering the device name or MAC in the upper search box.
2. Tap the desired device. If the device icon is grey, it is offline. In that case, remote configuration will not take effect.
3. On the device info page, choose the desired action.

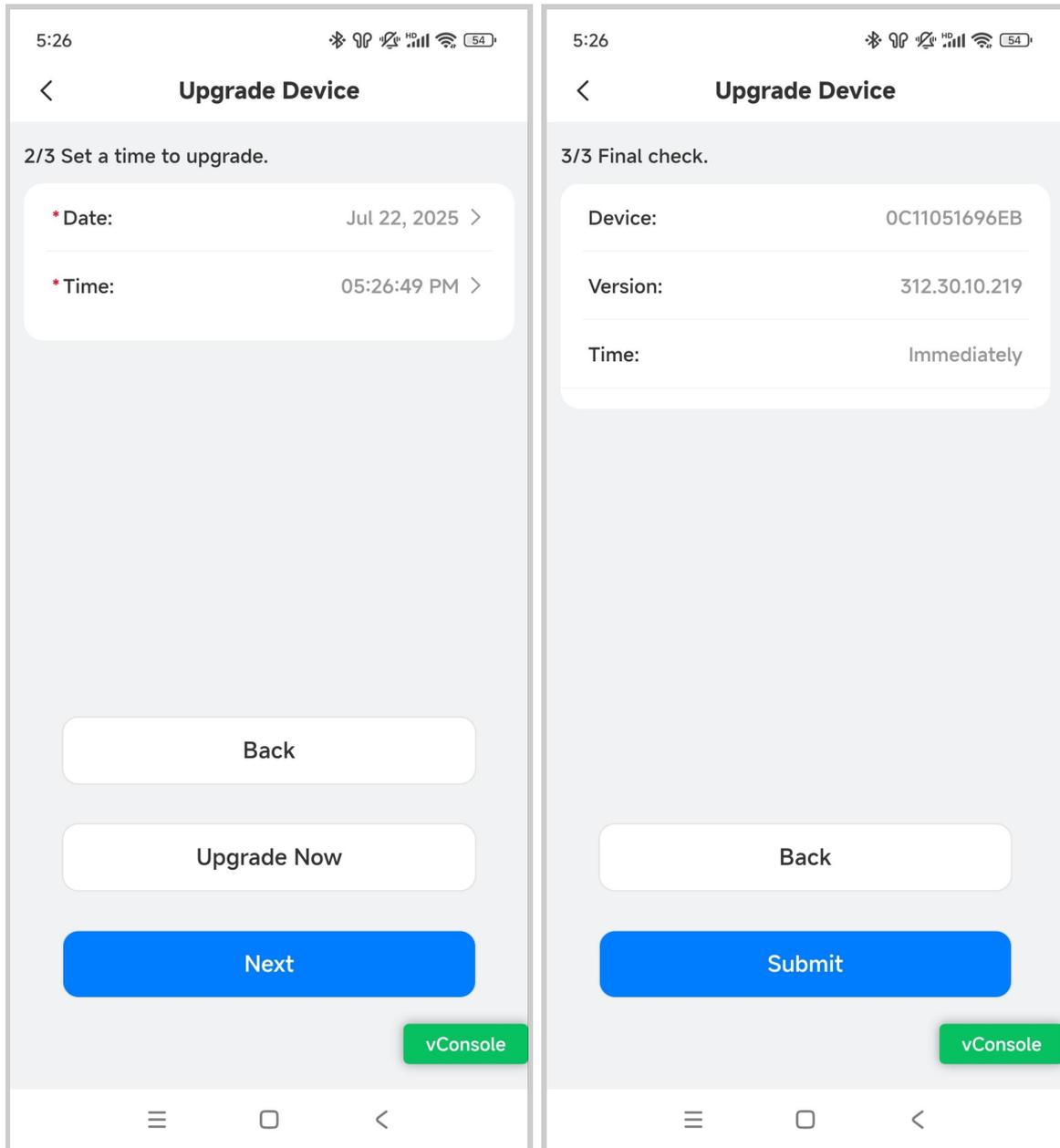


Upgrade the Device

1. Tap **Upgrade** and choose a desired firmware version.



2. Tap **Next**.
3. Set the **Upgrade Time** or tap **Upgrade Now**.
4. Check the upgrade information before tapping Submit.

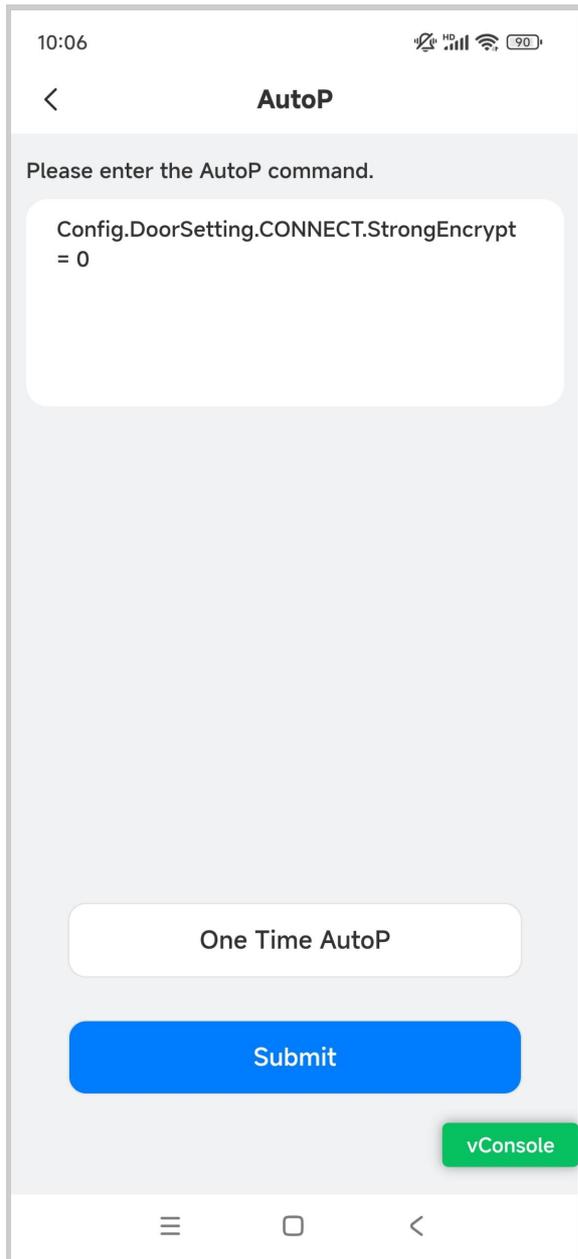


After the upgrade finishes, check the firmware version on the device info page.

Perform AutoP for the Device

You can issue AutoP command(s) to the device.

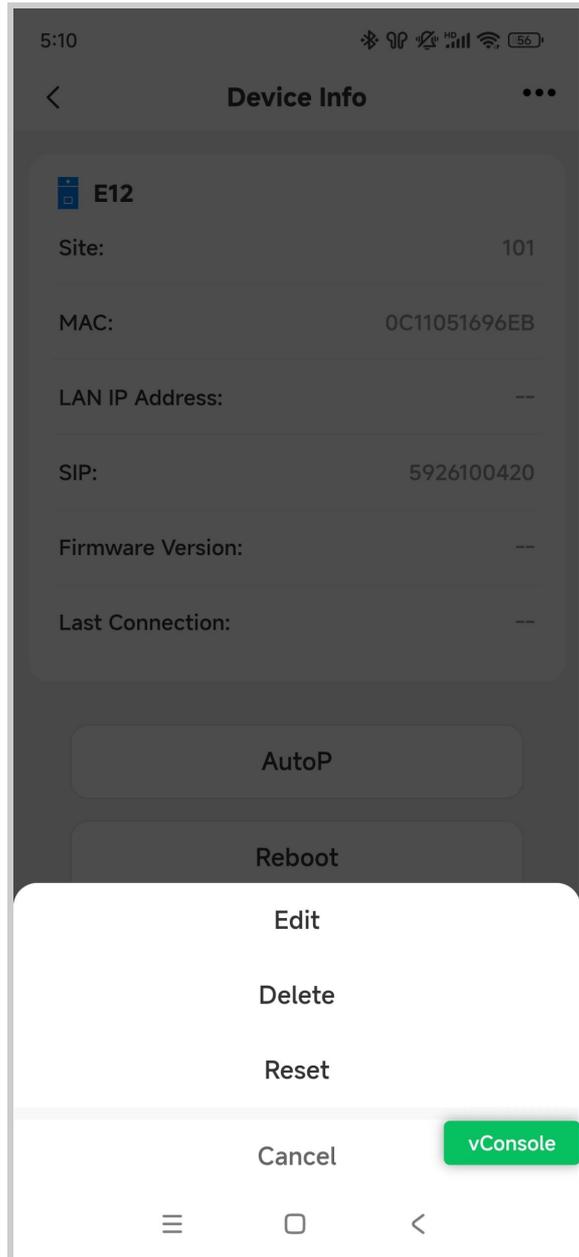
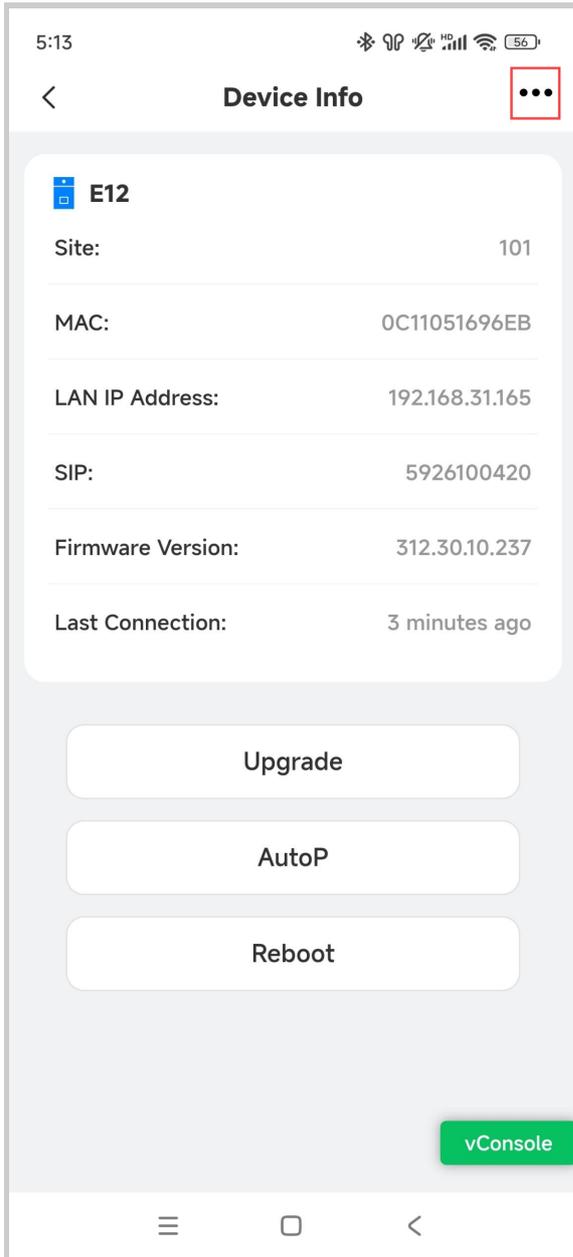
1. Tap **AutoP** and enter the command(s). If you want to carry the command once, tap One-Time AutoP.
2. Tap Submit. Modify Success will display.



Check whether the command is issued successfully on the [device's web interface](#).

Reboot and Reset the Device

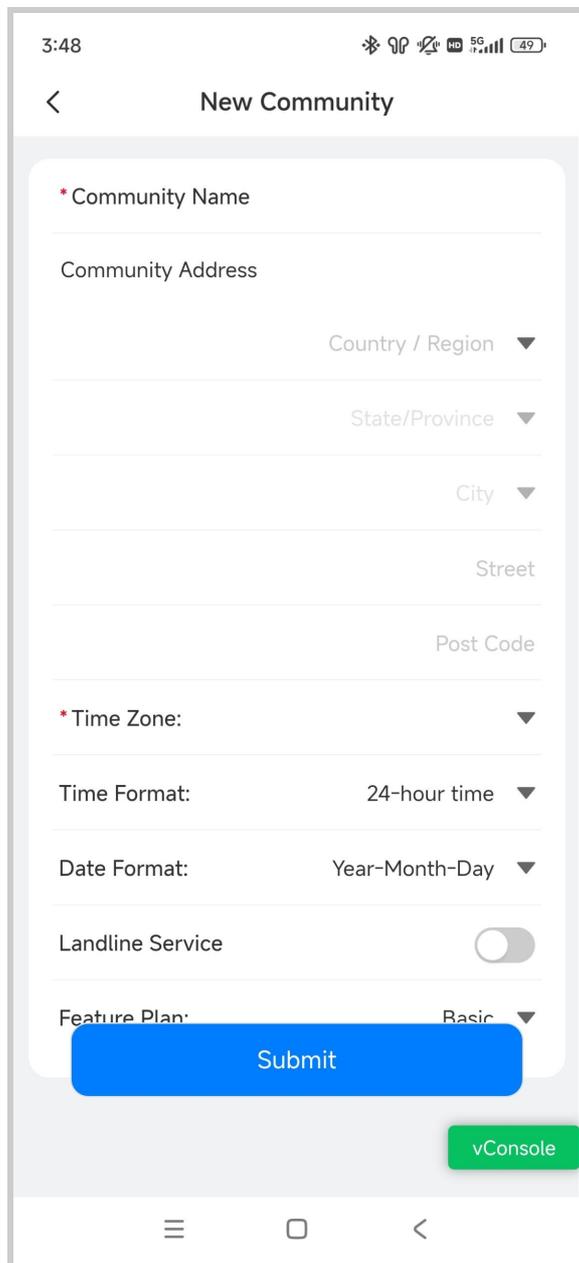
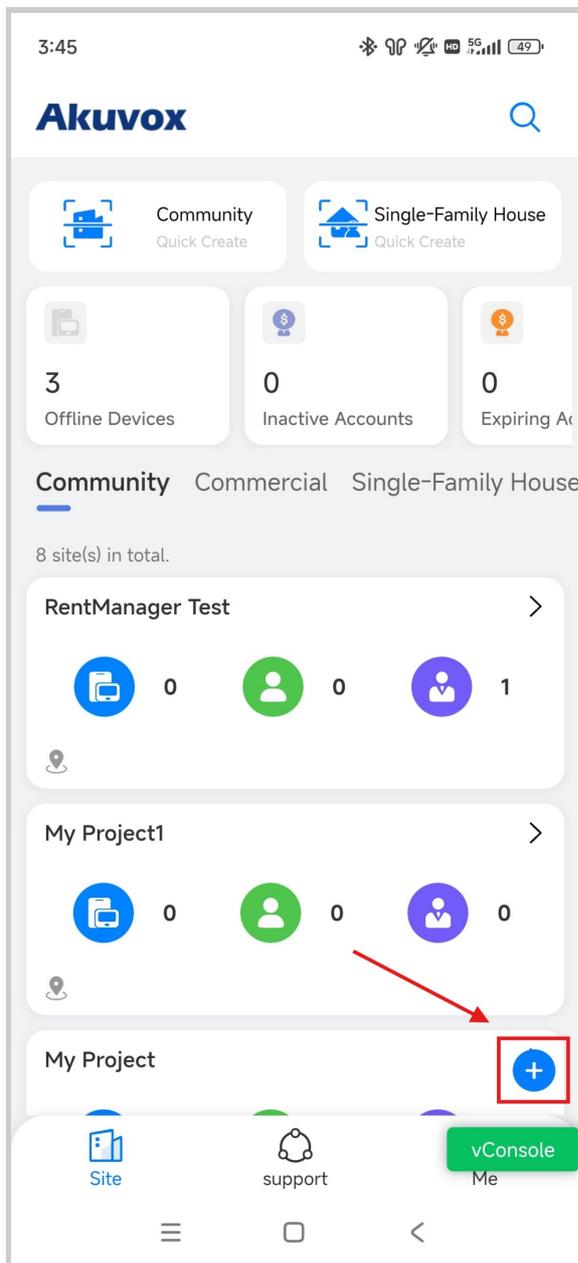
1. Tap **Reboot** to restart the device.
2. Tap **...** in the upper right corner and tap **Reset** to reset the device to factory settings.



Community Project

Add a Project

1. Tap  on the homepage and select **Community**.
2. Set up the community details. See the description of each item in the chart below.

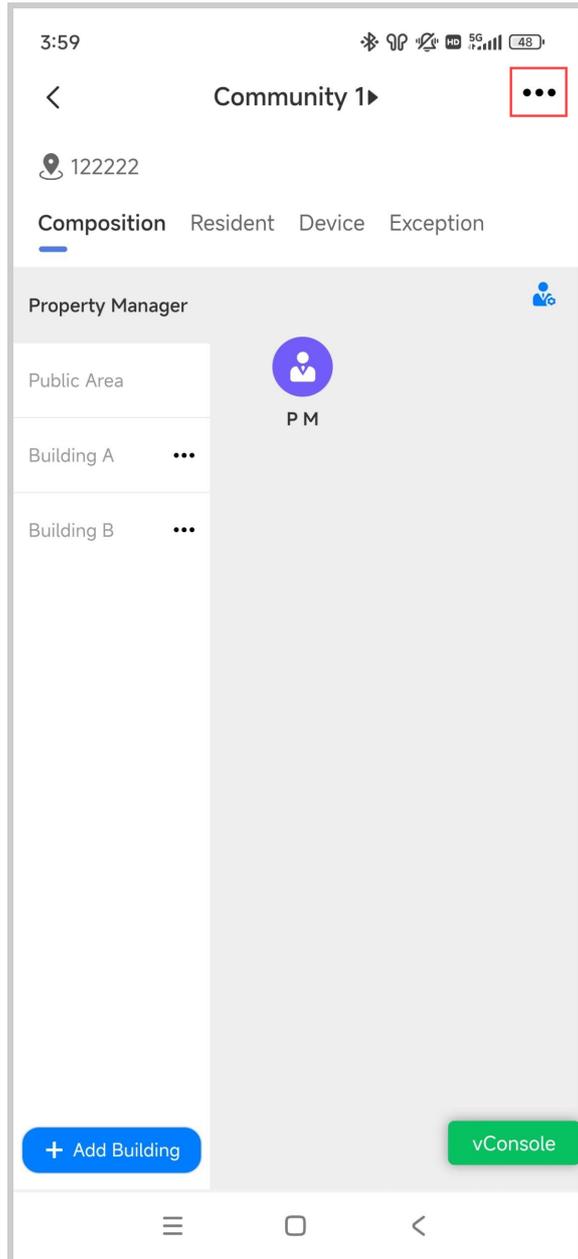
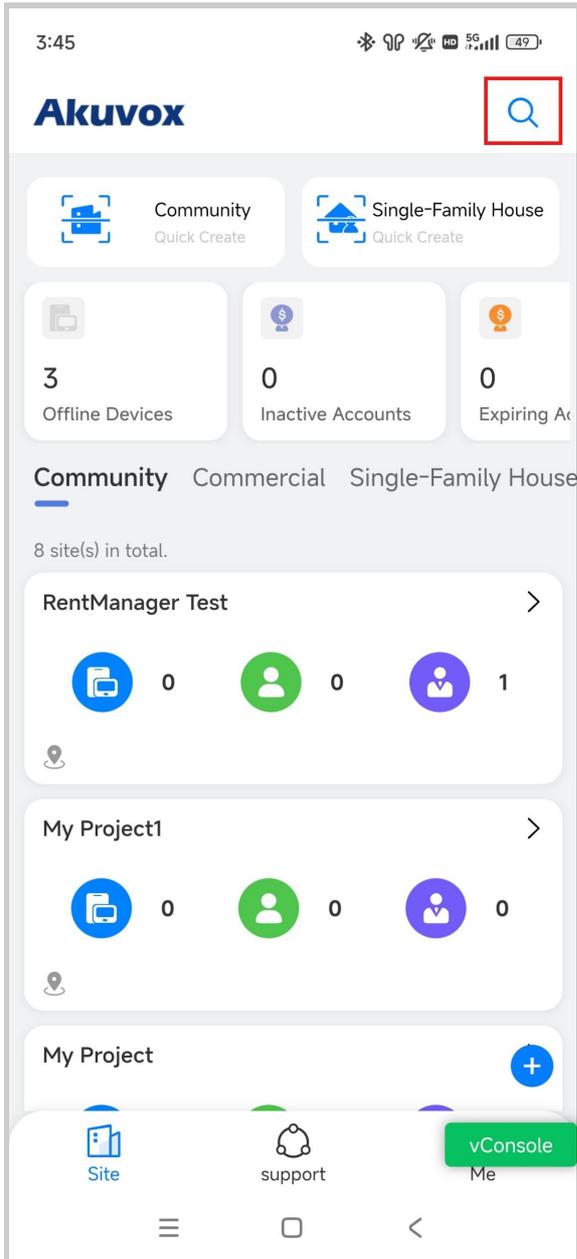


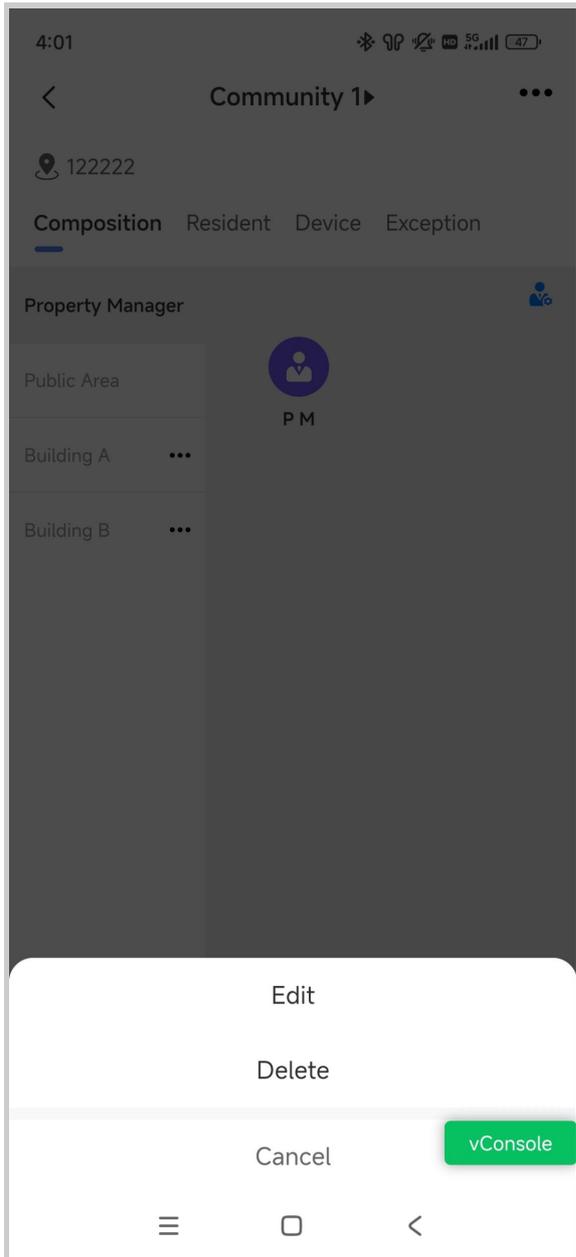
No.	Item Name	Description
1	Community Name	Enter the community name.
2	Community Address	<p>Select the community address based on which the indoor monitor can access local weather conditions. The temperature and weather conditions will be displayed on the device's home screen.</p> <p>Click here to see the models that support displaying weather conditions and detailed configuration.</p>
3	Time Zone	Select the time zone of the community.
4	Time Format	24-hour time or 12-hour time.
5	Date Format	Select the date format (Y/M/D; M/D/Y; D/M/Y).
6	Landline Service	<p>The landline service enables communication between a telephone/mobile phone and intercom devices. Landline service is a premium feature in the feature plan.</p>
7	Feature Plan	<ul style="list-style-type: none"> • Basic: This plan requires adding at least one indoor monitor in every apartment. Some permissions of property managers are limited. • Premium: This plan does not require installers to set up any indoor monitor in all the apartments. <p>Click here to view the differences between Basic and Premium feature plans.</p>

8	Permission Of Access Control Management	<ul style="list-style-type: none"> • Public Area+Private Area: If selected, property managers will be allowed to create credentials for residents to open both public and private doors and to set personal authentications for residents. • Only Public Area: If selected, property managers will only be allowed to create credentials to open public doors and not to set personal authentications for residents.
9	Scan indoor monitor QR code to register app account	It is enabled by default. Residents can scan the QR code on the indoor monitor to register their SmartPlus App account in the installer kit , intercom kit , and self-organizing network solutions .

Edit/Delete Projects

1. On the home page, tap a desired community. Or, searching for it by entering its name in the upper search box.
2. Tap **...** in the upper right corner.
3. Tap **Edit** to modify the project settings and tap **Delete** to remove it.





4. When modifying the settings, you can view and configure additional settings:

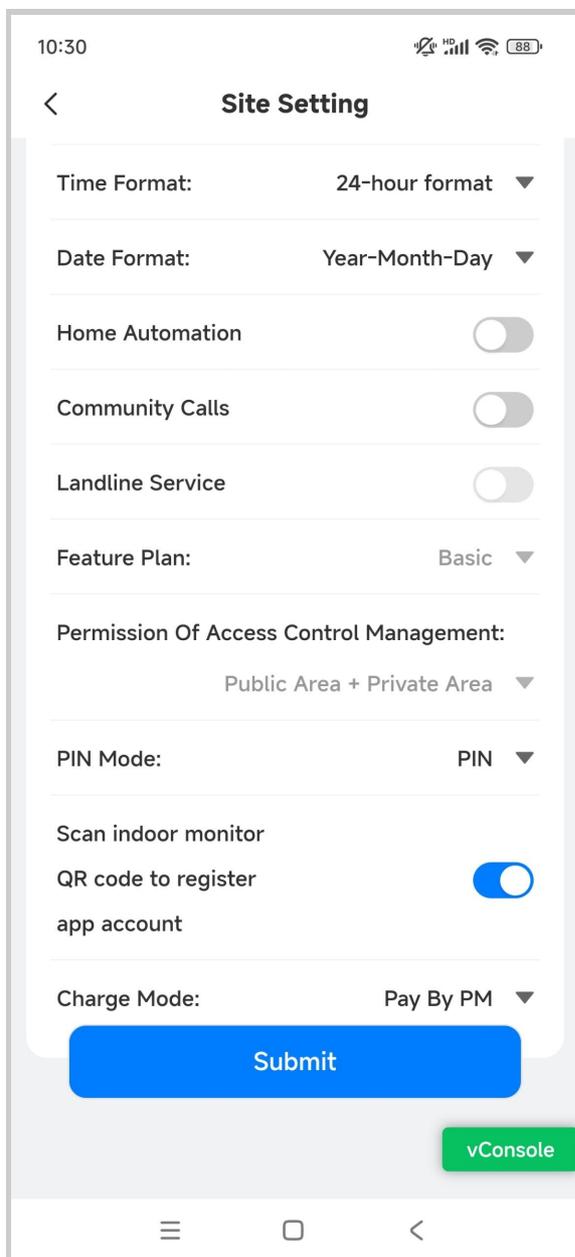
- **Home Automation:** Turn it on for the users who installed smart home devices such as X933H and C319H indoor monitors for the home automation service.
- **Community Calls:** With it enabled, residents can communicate via SmartPlus Apps and between indoor monitors and SmartPlus Apps.

Note: This feature is only available when your distributor enables the feature.

- **PIN Mode:** **PIN** requires entering the PIN code for door access; **APT+PIN** requires entering the apartment number followed by the PIN code.
- **Charge Mode:** **Pay By PM** means property managers can pay for SmartPlus service on the property manager cloud platform; **Pay by Installer** indicates you can pay for the service on the cloud platform.

Note

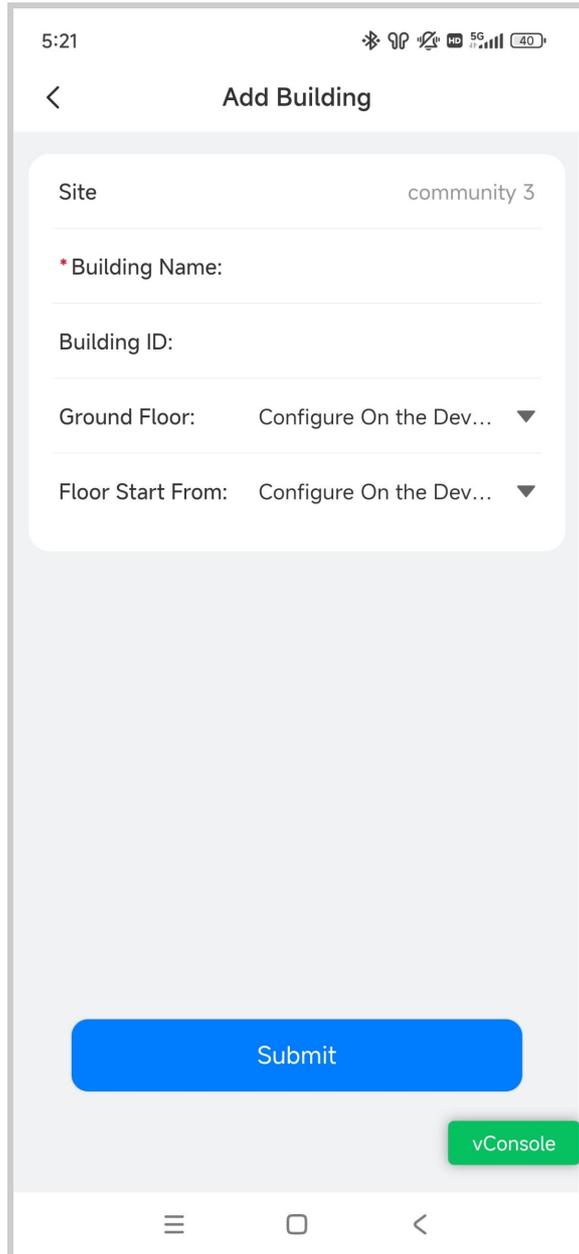
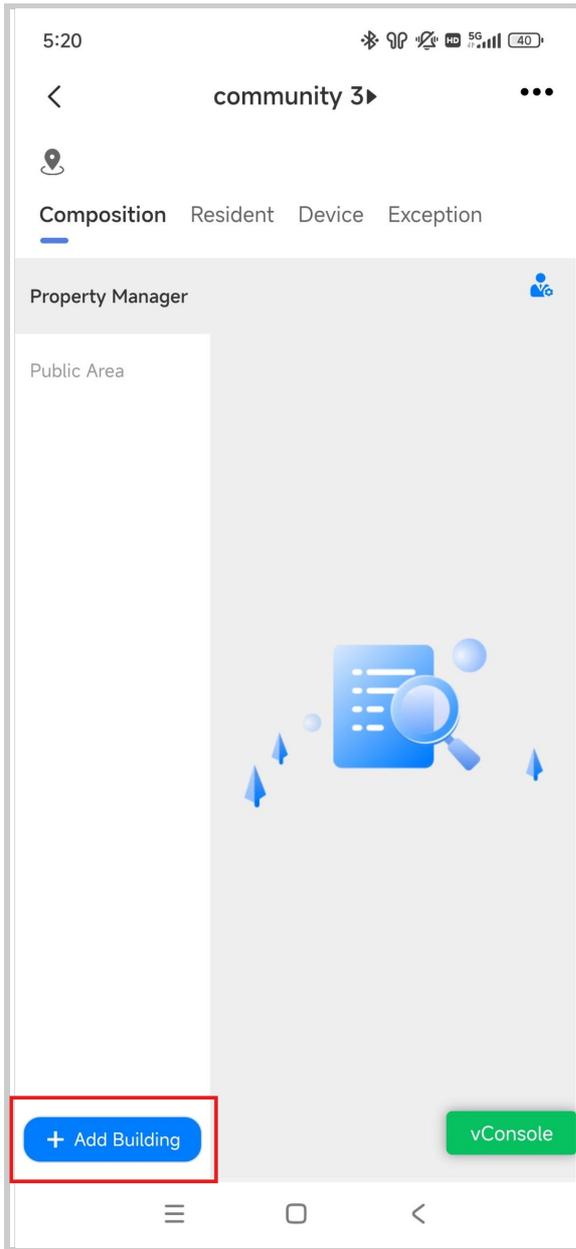
You cannot change the **Feature Plan** and **Permission Of Access Control Management** when editing the project.



Add Buildings in a Community

After the community is created, you are required to add buildings to it before adding residents to the desired building.

1. Tap the desired community on the homepage, or search for it by entering its name in the upper search box.
2. Tap **+Add Building** in the lower left corner.
3. Enter the Building Name.
4. Set the Building ID ranging from 1 to 99[Optional]. It is used to differentiate apartments with the same number across different buildings. Users can press *Building ID#Apartment Number* on the door phones to call the target apartment.
5. Select the Ground Floor. If the ground floor is configured on the device and the device settings take precedence, choose **Configure On the Device**.
6. Set the start floor. If the start floor is configured on the device and the device settings take precedence, choose **Configure On the Device**.



Note

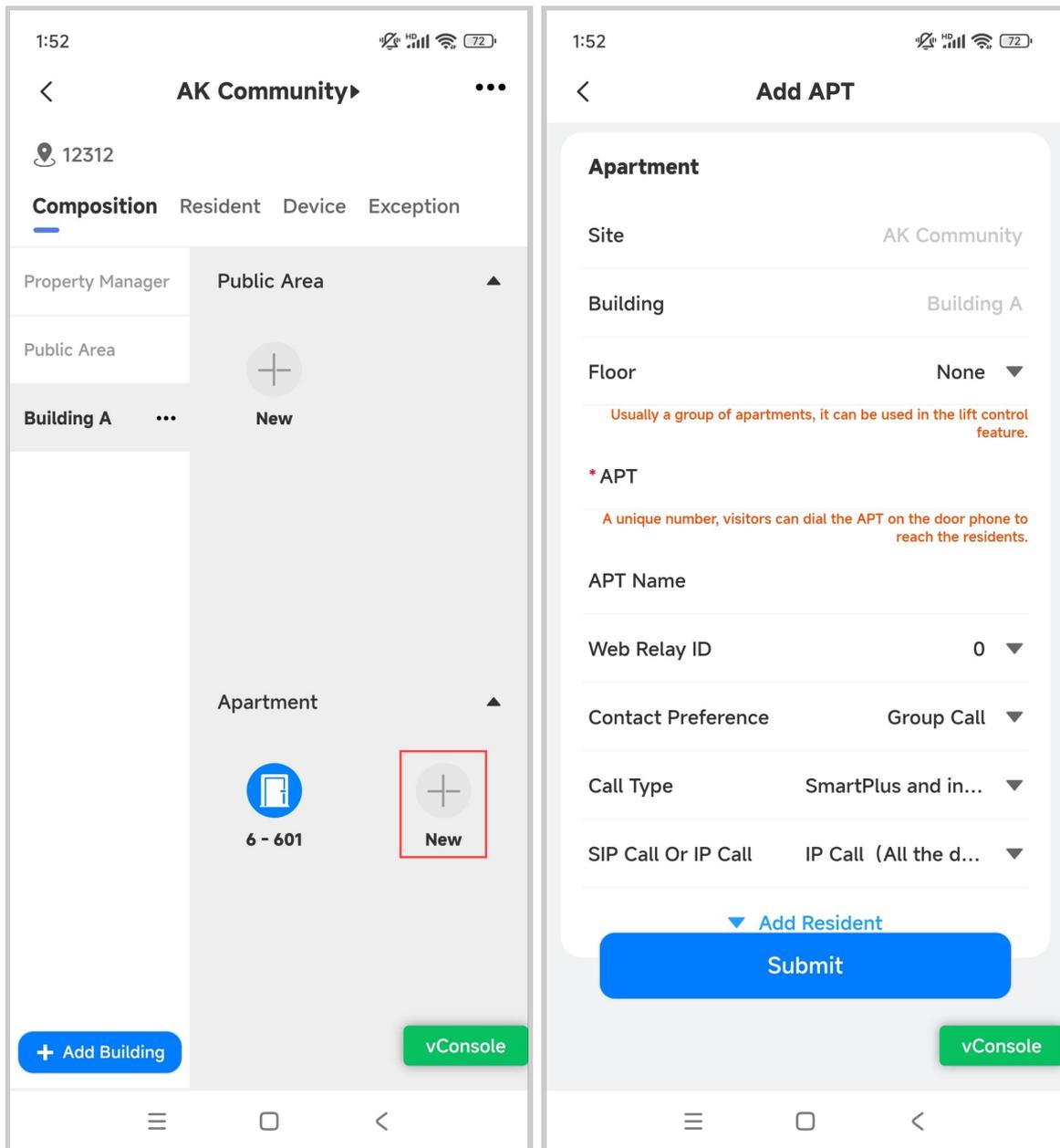
The following device models with specific firmware version or higher support using Building ID to call.

- R20K V5: 320.30.11.45
- R28 V2: 228.30.10.233
- S532: 532.30.10.265

Add Apartments in a Building

After adding buildings in a community project, you can add apartments in specific buildings.

1. Tap the desired community on the homepage, or search for it by entering its name in the upper search box.
2. Tap the desired building and tap **New**.
3. Fill in the apartment information. See the description of each item in the chart below.



When creating the apartment, you can tap **Add Resident** to add residents. Please refer to the [Add Community Residents](#) chapter for details.

No.	Item Name	Description
1	Floor	<ul style="list-style-type: none"> • Select the apartment's floor number. This setting works with Akuvox lift control, enabling residents to take the lift to the floor they live on. • The number ranges from -10 to 128 and includes G0, G1, and G2, which represent ground floors. <p>Note: EC33 with version 33.30.1.11 or higher supports selecting floors from -10 to 128, and G0 to G2.</p>

2	APT	<p>Fill in the apartment number. Support entering numbers, letters, and "#", e.g., 2#123A.</p> <p>Note:</p> <ul style="list-style-type: none"> • DO NOT start the apartment number with "#", e.g., #2#123, because door phones with APT#+PIN authorization mode enabled will fail to recognize the apartment number and PIN codes. This will lead to door-opening failure. • The following devices with specific firmware versions or higher support entering #. <ul style="list-style-type: none"> • R27: 227.30.10.101 • R28: 28.30.10.7 • R28V2: 228.30.10.135 • R29: 29.30.10.420 • R20K: 320.30.10.230 • S532: 532.30.10.117 • S539: 539.30.10.246 • X912: 912.30.11.49 • X915V2: 2915.30.10.507 • X916: 916.30.10.226 • E18: 18.30.10.236 • E16V2: 216.30.11.3 • The following devices with specific firmware versions or higher support entering letters. <ul style="list-style-type: none"> • X915V2: 2915.30.10.507 • R29: 29.30.10.420
3	APT Name	Fill in the apartment name.
4	Web Relay ID	<p>Enter the Web Relay Action ID number. You select the specific web relay action ID to carry out a specific action.</p> <p>Note: Web relay must be set up on the door phone's web interface first.</p>

5	Contact Preference	<p>Select Group Call or Sequence Call.</p> <ul style="list-style-type: none"> • Group Calls will be made to the indoor monitors and SmartPlus App(s) in the family when visitors press the push button or manager button on the door phone. • Sequence Calls will be made in a preset order to target numbers. You can configure three sets of sequence calls on the SmartPlus Cloud platform. <p>Note: The following models with specific firmware versions or higher support the sequence call feature.</p> <ul style="list-style-type: none"> ○ R29: 29.30.10.205 ○ R28: 228.30.10.135 ○ R20: 320.30.10.230 ○ X912: 912.30.11.49 ○ X915 V2: 2915.30.10.205 ○ X916: 916.30.10.212 ○ S539: 539.30.10.231 ○ S532: 532.30.10.216 ○ E18: 18.30.10.236 ○ E16V2: 216.30.10.208 ○ E12V2: 312.30.10.237
6	Call Type	<p>Select the desired call type. For example, if SmartPlus and indoor monitors option is selected, when making a call on the door phone, both the resident's SmartPlus App and indoor monitor will receive the call.</p>

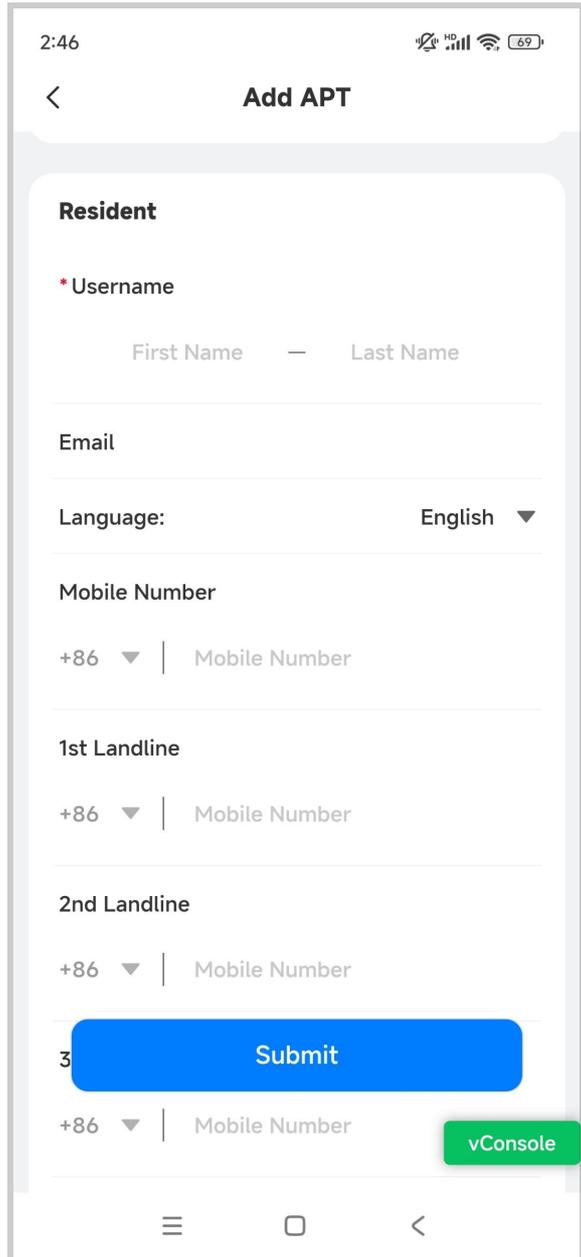
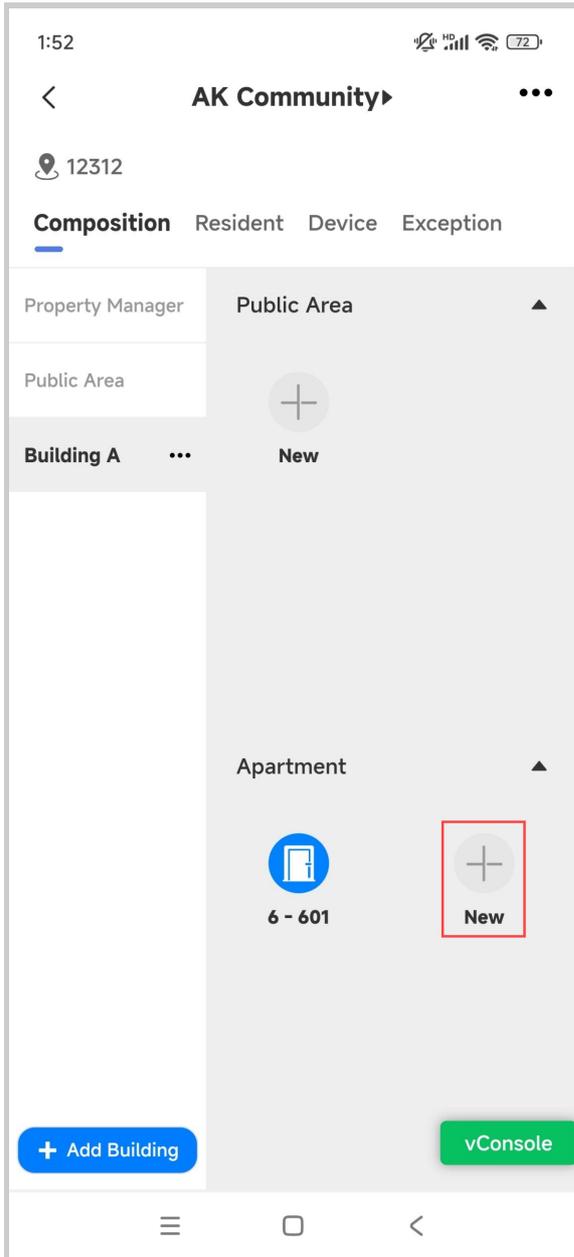
7	SIP Call or IP Call	<p>This option decides how devices communicate.</p> <ul style="list-style-type: none">• Select IP Call when all devices are deployed on the same local network.• Select SIP Call when devices are deployed on different local networks.
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Residents Management

You can add, edit, and delete community residents as well as reset account passwords for them.

Add Residents

1. Tap the desired community on the homepage, or search for it by entering its name in the upper search box.
2. Tap the desired building and tap **New** to add an apartment.
3. Tap **Add Resident** after filling in [the apartment's information](#). See the description of each item in the chart below.

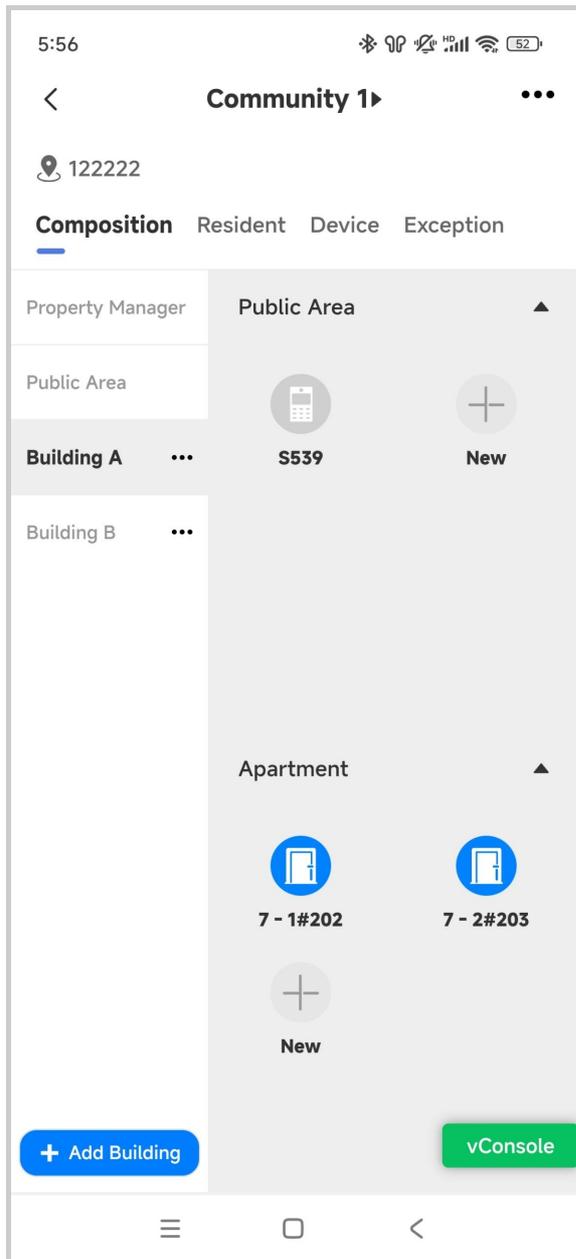


No.	Item Name	Description
1	Username	Fill in the resident's name.
2	Email	The email address is used to receive notifications from Akuvox.
3	Language	The language of the emails received by the resident.
4	Mobile Number	The mobile phone number can be used to receive an SMS verification code from Akuvox for SmartPlus App login. Please make sure the area code is correct.
5	1st/2nd/3rd Landline Numbers	<ul style="list-style-type: none"> • Fill in the user's landline numbers, e.g., mobile phone numbers or telephone numbers. • Three landline numbers are supported. • Make sure the right area code is right when entering the number. • The landline service is included in the Premium Plan.
6	Accessible Floors	<ul style="list-style-type: none"> • This setting works with the Akuvox lift control system. Residents can take the lift to their accessible floors in specific buildings. • Click here to view an example of Akuvox lift control configuration. • The floor options range from -10 to 128 and include G0, G1, G2, and All Floors.
7	Remark	You can add remarks for users to indicate their identity, such as "tenant" or "resident."

Add Family Members

1. Tap the desired community project on the homepage, or search for it by entering its name in the upper search box.

2. Tap the desired building and apartment.

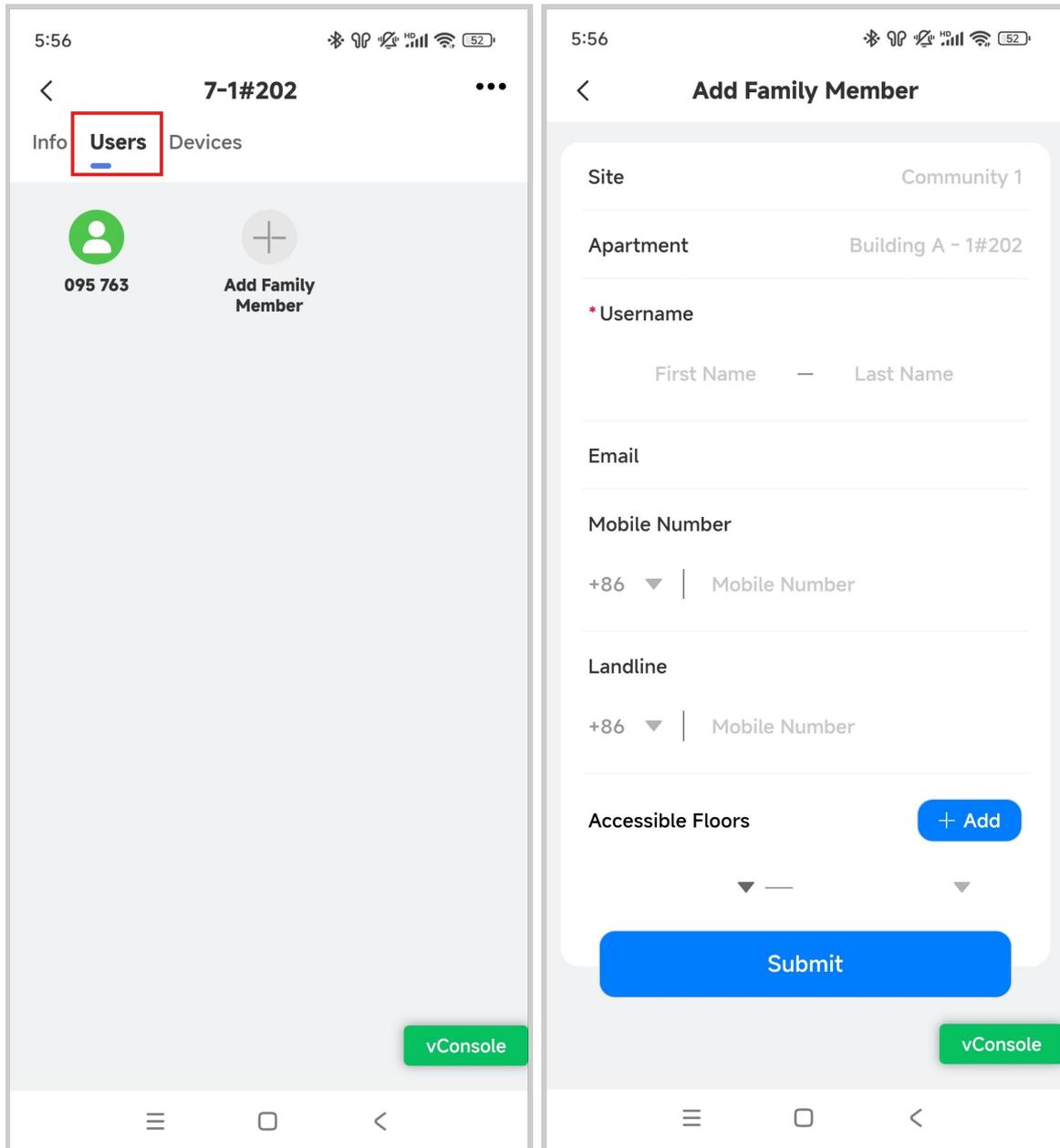


3. Select **Users** and tap **Add Family Member**.

4. Fill in the user information.

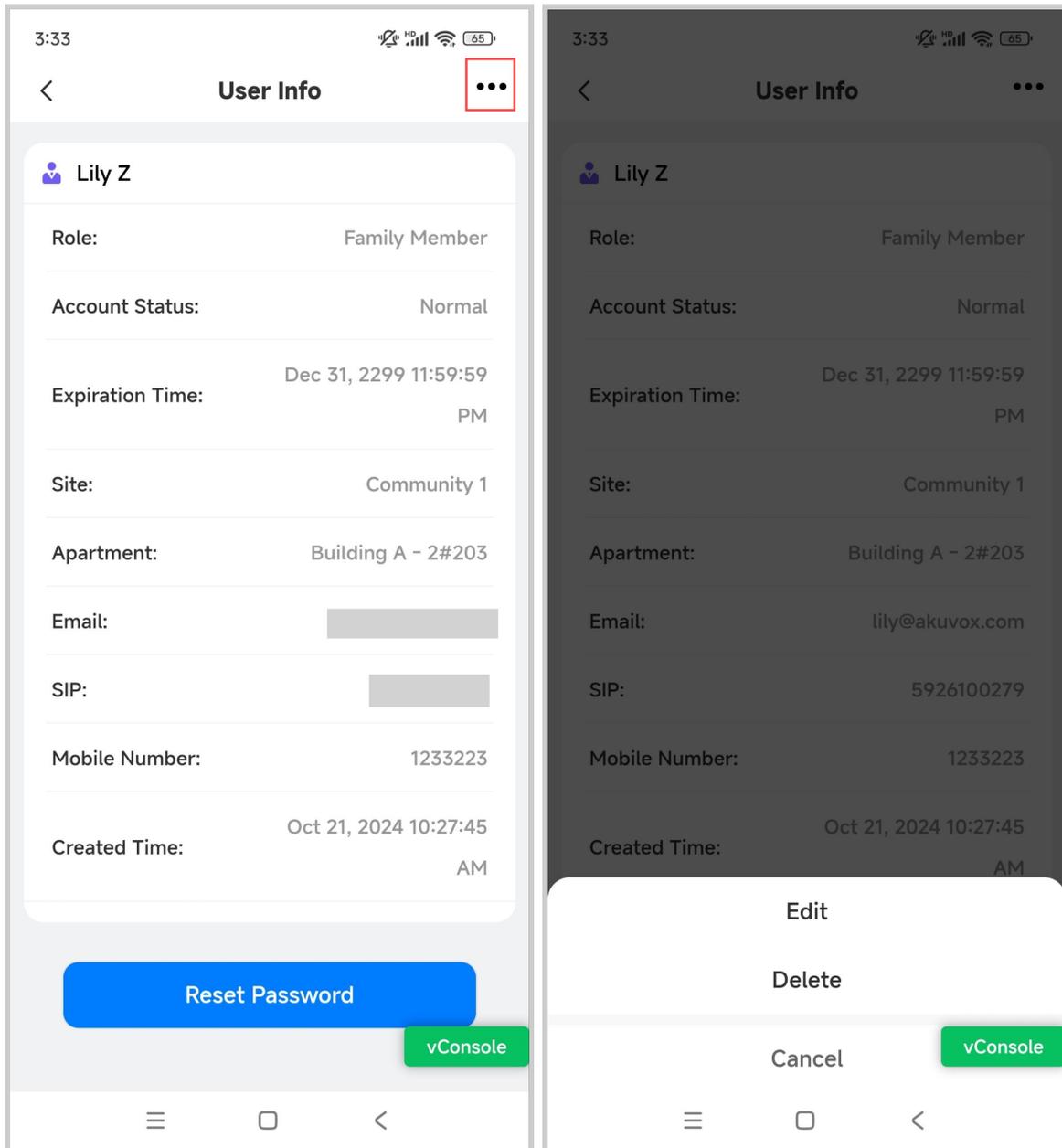
The email address or mobile number is used to receive SmartPlus App login information. Please make sure the area code is right before entering the mobile phone number and landline number.

5. Choose the accessible floors. This setting works with the [Akuvox lift control](#) system. Residents can take the lift to their accessible floors in specific buildings.



Edit and Delete Residents

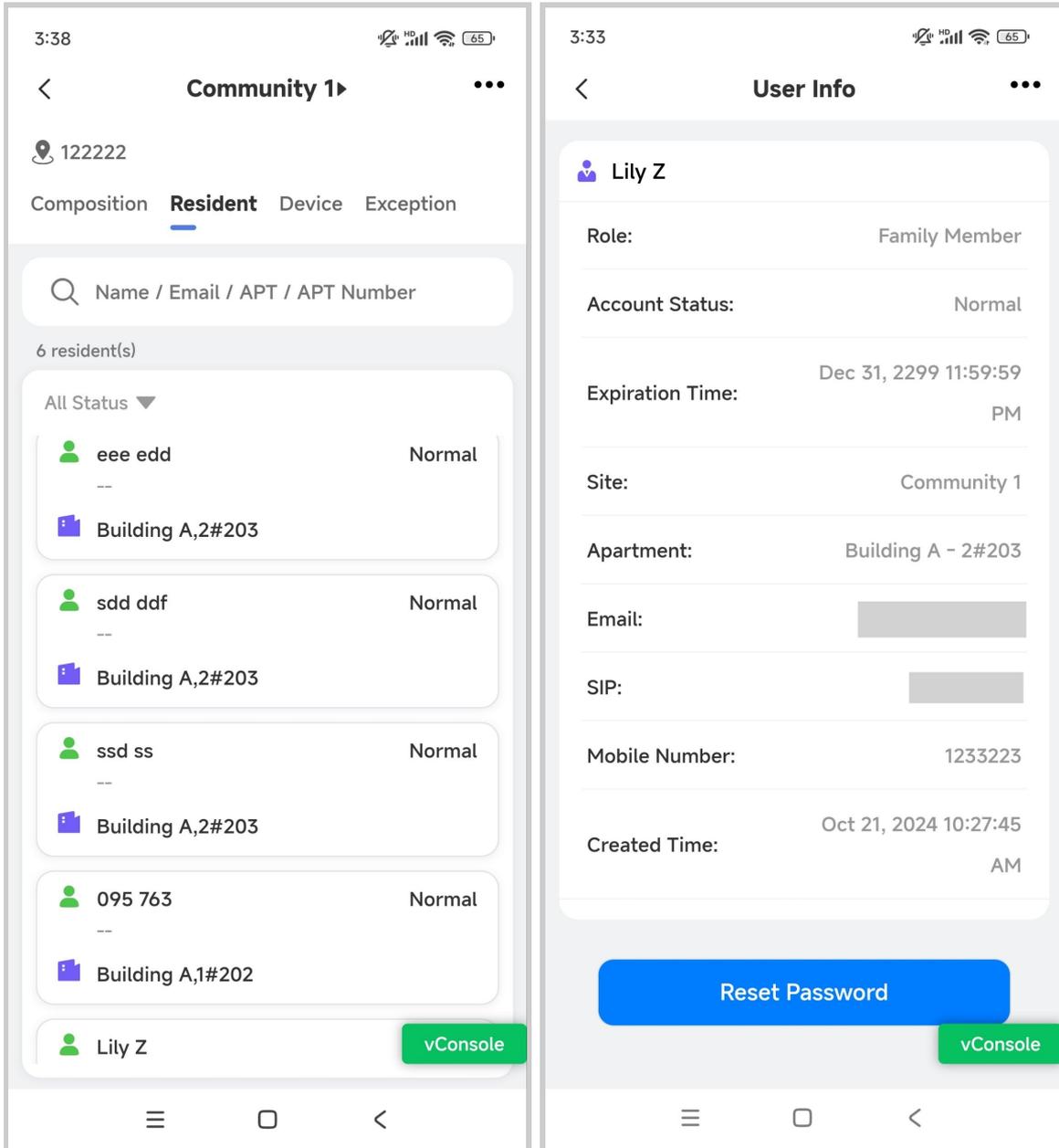
1. Tap  of the desired community. Or, search for the resident by entering the username in the upper search box.
2. Tap the target user.
3. Tap **...** in the upper right corner.
4. Tap **Edit** to modify the account information; tap **Delete** to remove it.



Reset Password for Residents

You can reset users' master account passwords at their request. With their email addresses filled out, residents will receive the password reset email.

1. On the homepage, tap  of the desired community, or search for the resident by entering the username in the upper search box.
2. Tap the desired resident.
3. Tap **Reset Password** and confirm.



Device Management

You can add and manage intercom devices in specific projects. Before adding devices, make sure that they have been added to your distributor’s MAC library.

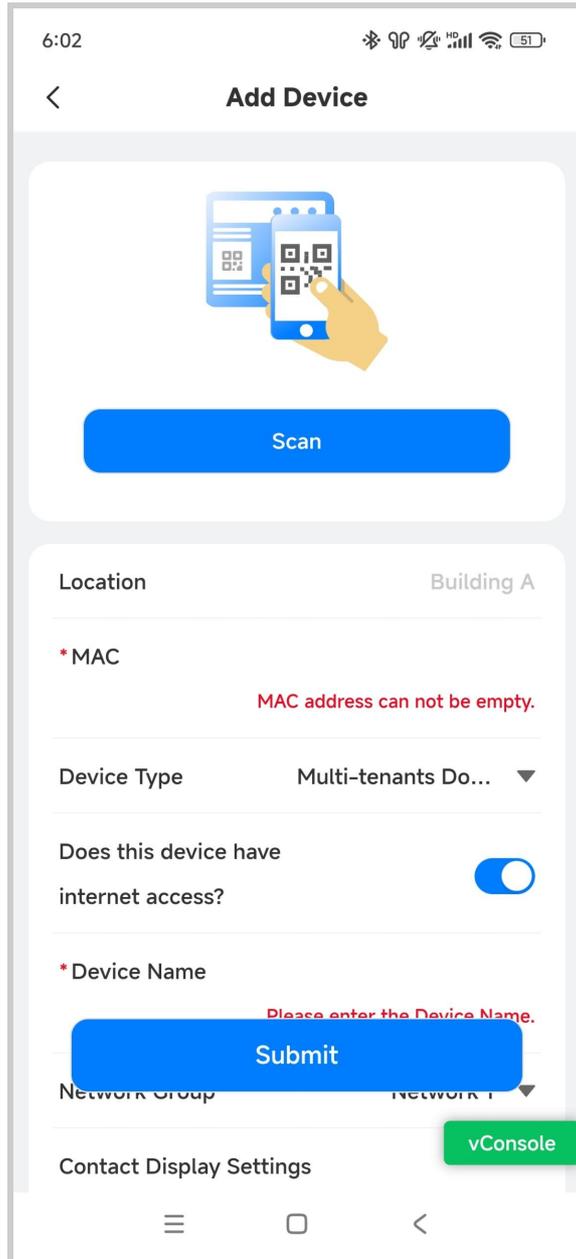
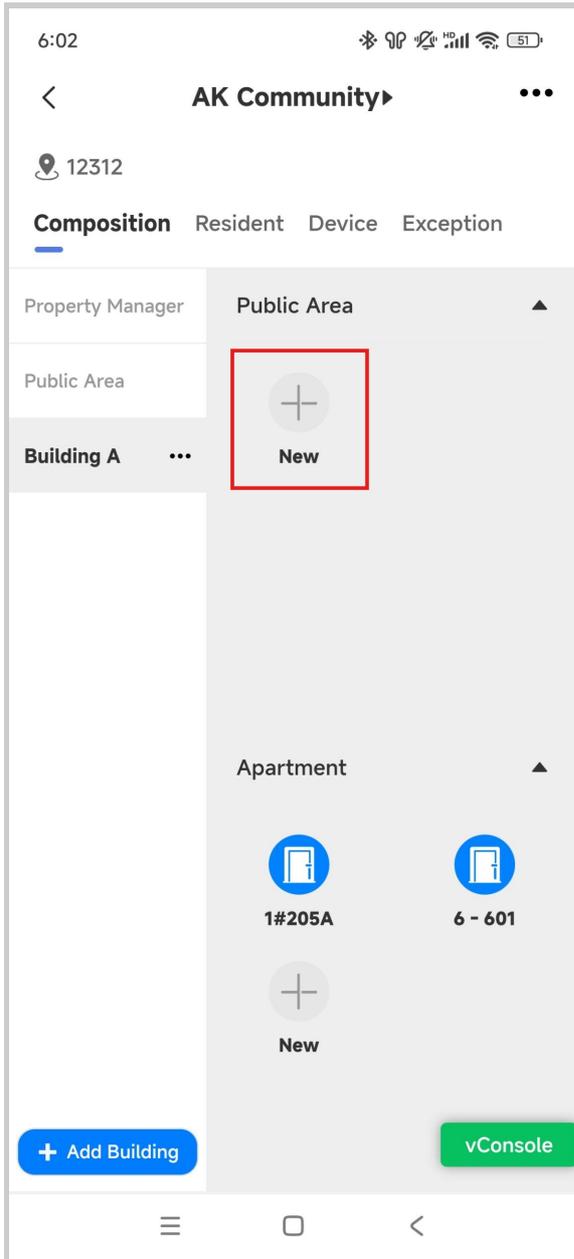
Add an Intercom Device to the Public Area

1. Tap the desired community project, or search for it by entering its name in the upper search box.

2. Select **Public Area** or the desired building. For example, if you select Building A, it means the device is installed in the public area of Building A.
3. Tap **New**.
4. Fill in the device's information. You can enter the device's MAC automatically by tapping **Scan** to scan the barcode on the package or the device's back.



See the description of each item in the chart below.



Regardless of what type of device it is, device type, MAC address, network group, and device name need to be set up.

No.	Field Name	Description
1	MAC	Type in the device's MAC address or scan it on the device's package or the device's back.
2	Device Type	Select the device type.

3	Device Name	Name the device to distinguish it from others.
4	Network Group	<p>Based on how devices communicate, select the network group.</p> <ul style="list-style-type: none"> • Select the same group for devices deployed in the same local network(LAN). In this case, they communicate via IP. • Select a different group for devices deployed in different LANs. In this case, they communicate via SIP.
<p>To add a door phone or an access control terminal, the following options should be additionally configured.</p>		
1	Does this device have internet access?	<p>This option appears only after the super manager enables Doorphone Offline Solution for your distributor.</p> <ul style="list-style-type: none"> • If the door phone is not connected to the Internet, disable this option so that calls can be transferred to the SmartPlus App through the indoor monitor. • If the device is connected to the Internet, enable this option, and it can make calls normally. <p>Note: Click here to view the detailed configuration of the call transfer feature.</p>
2	Contact Display Settings	<p>The option is available for devices installed in the public area of specific buildings, and the device type is Multi-tenant Doorphone.</p> <p>Choose what to be displayed on the device's directory screen.</p>

3	Allow users to monitor this device	<p>It is enabled by default.</p> <ul style="list-style-type: none"> • You can decide whether the resident can view the monitoring video with their SmartPlus Apps and indoor monitors. • If disabled, the Monitor button on users' SmartPlus Apps will be hidden, but users can still see the video during a call with an intercom device.
4	IP Address	<p>When Does the device have internet access option is disabled, enter the static IP address of the door phone so that its calls can be transferred.</p>
5	Buildings	<p>The option is only for the devices installed in the Community Public Area.</p> <ul style="list-style-type: none"> • When enabled, all residents in all buildings can control the device. • When disabled, you can select specific residents to control the device.
6	Relay Name	<p>Fill in the relay name, which can be the device location.</p>
7	DTMF code	<p>Enter the DTMF code for the door access.</p>

8	Access Method	<p>Select specific access methods to trigger the desired relay. For example, if you select PIN for Relay1 and select RF Card for Relay2, when users enter PIN codes on the door phone, only Relay1 will be triggered and vice versa.</p> <p>The following models with specific firmware versions or higher support this feature:</p> <ul style="list-style-type: none"> • S539: 539.30.10.118 • S532: 532.30.10.117 • X916: 916.30.10.216 • X915 V1: 915.30.10.128 • X915 V2: 2915.30.10.106 • X912: 912.30.10.225 • X910: 2910.30.10.240 • E16 V2: 216.30.10.69 • E18: 18.30.10.205 • R20 V5.0: 320.30.10.125 • R25A: 25.30.10.22 • R27: 227.30.10.201 • R28: 28.30.10.102 • R28 V2.0: 228.30.10.112 • R29: 29.30.10.123 • A094: 92.30.10.112 <p>Note: If the SmartPlus Homepage or SmartPlus Talking Page is not checked, the corresponding icons will not appear on the app home page.</p>
9	Add Relay	You can add more relays if needed.
10	Add Security Relay	Add the security relay if the door phone is connected to an Akuvox SR01 security relay for access control.

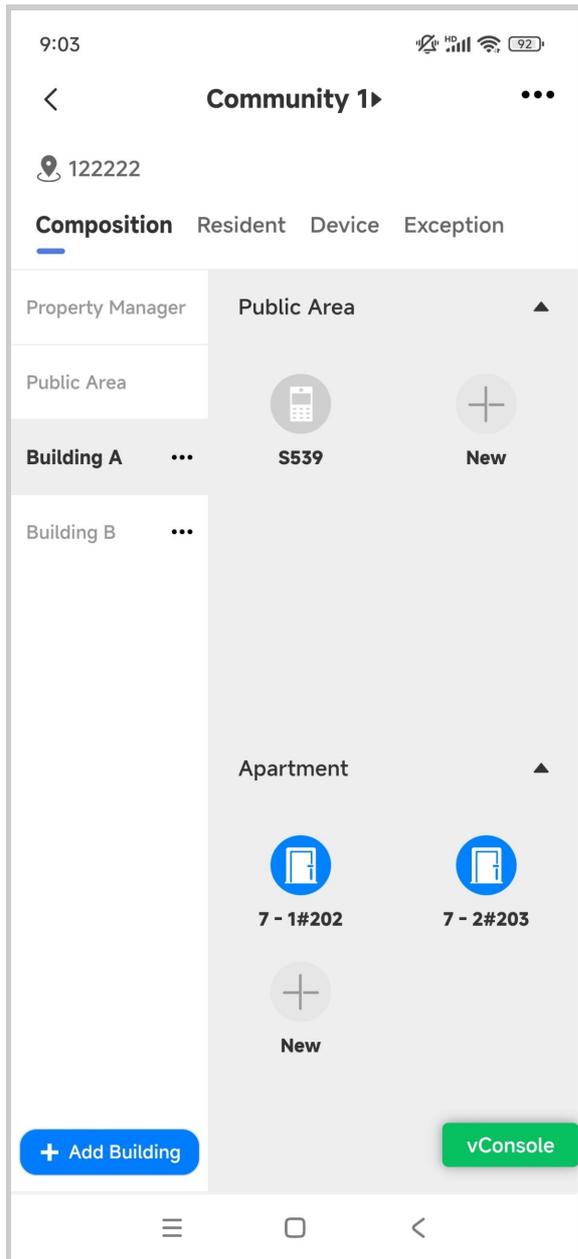
To add an indoor monitor, the following options should be additionally configured.

1	Arming Function	When enabled, the arming icon will be available on users' SmartPlus Apps for arming and disarming.
2	Relay	Turn on or off the device's built-in relay and name the relay.

Add an Intercom Device to an Apartment

After you create an apartment for a resident, you can add the resident's private intercom devices.

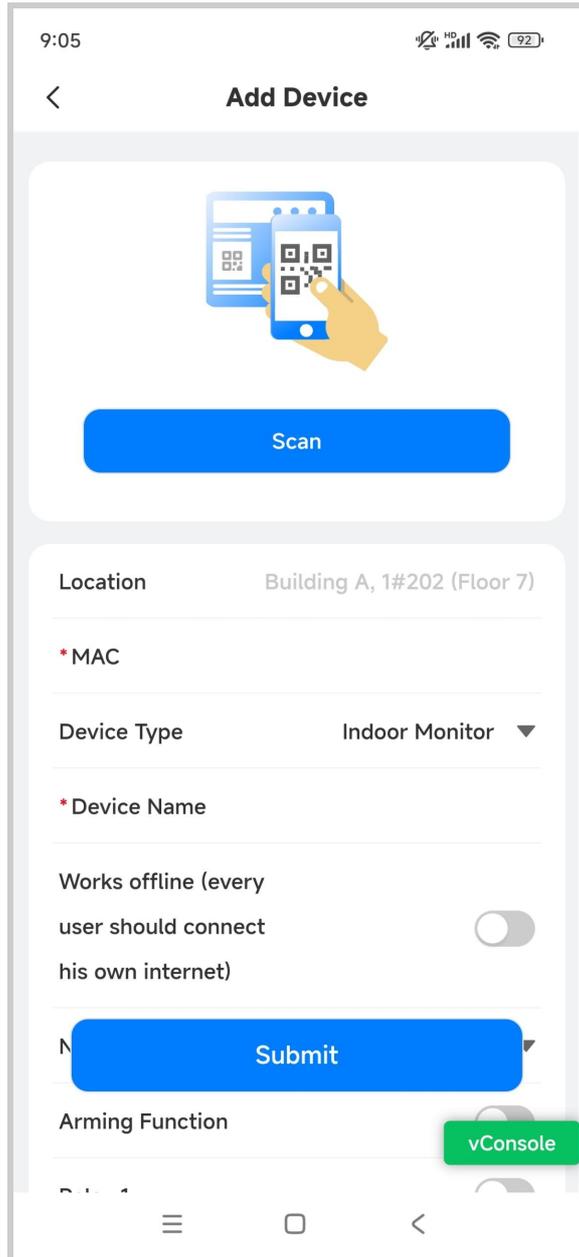
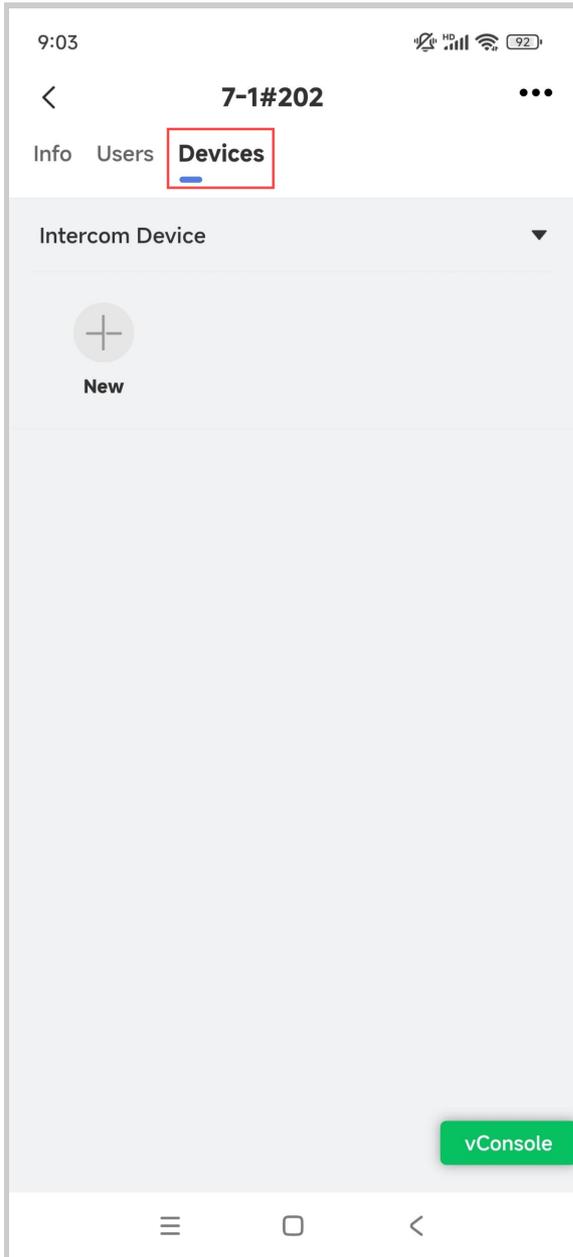
1. Tap the desired community project, or search for it by entering its name in the upper search box.
2. Tap the desired building and apartment.



3. Select **Devices** and tap **New**.
4. Fill in the device's information. You can enter the device's MAC automatically by tapping **Scan** to scan the barcode on the package or the device's back.



See the description of each item in the chart below.



Regardless of the type of device you are adding, device type, MAC address, network group, and device name need to be set up.

No.	Field Name	Description
1	MAC	Type in the device's MAC address, or scan the device's barcode to fill in automatically.
2	Device Type	Select the device type.
3	Network Group	<p>Based on how devices communicate, select the network group.</p> <ul style="list-style-type: none"> • Select the same group for devices deployed in the same local network(LAN). In this case, they communicate via IP. • Select a different group for devices deployed in different LANs. In this case, they communicate via SIP.
4	Device Name	Name the device to distinguish it from others.

To add a door phone or an access control terminal, the following options should be additionally configured.

1	Does this device have internet access?	<p>This option appears only after the super manager enables Doorphone Offline Solution for your distributor.</p> <ul style="list-style-type: none"> • If the door phone is not connected to the Internet, disable the option so that calls can be transferred to the SmartPlus App through the indoor monitor. • If the device is connected to the Internet, enable this option, and it can make calls normally.
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2	IP Address	When Does the device have internet access option is disabled, enter the static IP address of the door phone so that its calls can be transferred.
3	Allow users to monitor this device	<p>It is enabled by default.</p> <ul style="list-style-type: none"> • You can decide whether the resident can view the monitoring video with their SmartPlus Apps. It is Yes by default. • If disabled, the Monitor button on users' SmartPlus Apps will be hidden, but users can still see the video during a call with an intercom device.
4	Allow users to set door hold open?	<p>It is disabled by default.</p> <ul style="list-style-type: none"> • When it is enabled, users can set the door to open at a certain time on their SmartPlus Apps with SmartPlus master accounts. • Click here to learn about the supported models and configuration details.
5	Relay Name	Fill in the relay name, which can be the device location.
6	DTMF Code	Enter the DTMF code for the door access.

7	Access Method	<p>Select specific access methods to trigger the desired relay. For example, if you select PIN for Relay1 and select RF Card for Relay2, when users enter PIN codes on the door phone, only Relay1 will be triggered, and vice versa.</p> <p>The following models with specific firmware versions or higher support this feature:</p> <ul style="list-style-type: none"> • S539: 539.30.10.118 • S532: 532.30.10.117 • X916: 916.30.10.216 • X915 V1: 915.30.10.128 • X915 V2: 2915.30.10.106 • X912: 912.30.10.225 • X910: 2910.30.10.240 • E16 V2: 216.30.10.69 • E18: 18.30.10.205 • R20 V5.0: 320.30.10.125 • R25A: 25.30.10.22 • R27: 227.30.10.201 • R28: 28.30.10.102 • R28 V2.0: 228.30.10.112 • R29: 29.30.10.123 • A094: 92.30.10.112 <p>Note: If the SmartPlus Homepage or SmartPlus Talking Page is not checked, the corresponding icons will not appear on the app home page.</p>
8	Add Relay	You can add more relays if needed.
9	Add Security Relay	Add the security relay if the door phone is connected to an Akuvox SR01 security relay for the door unlock control.

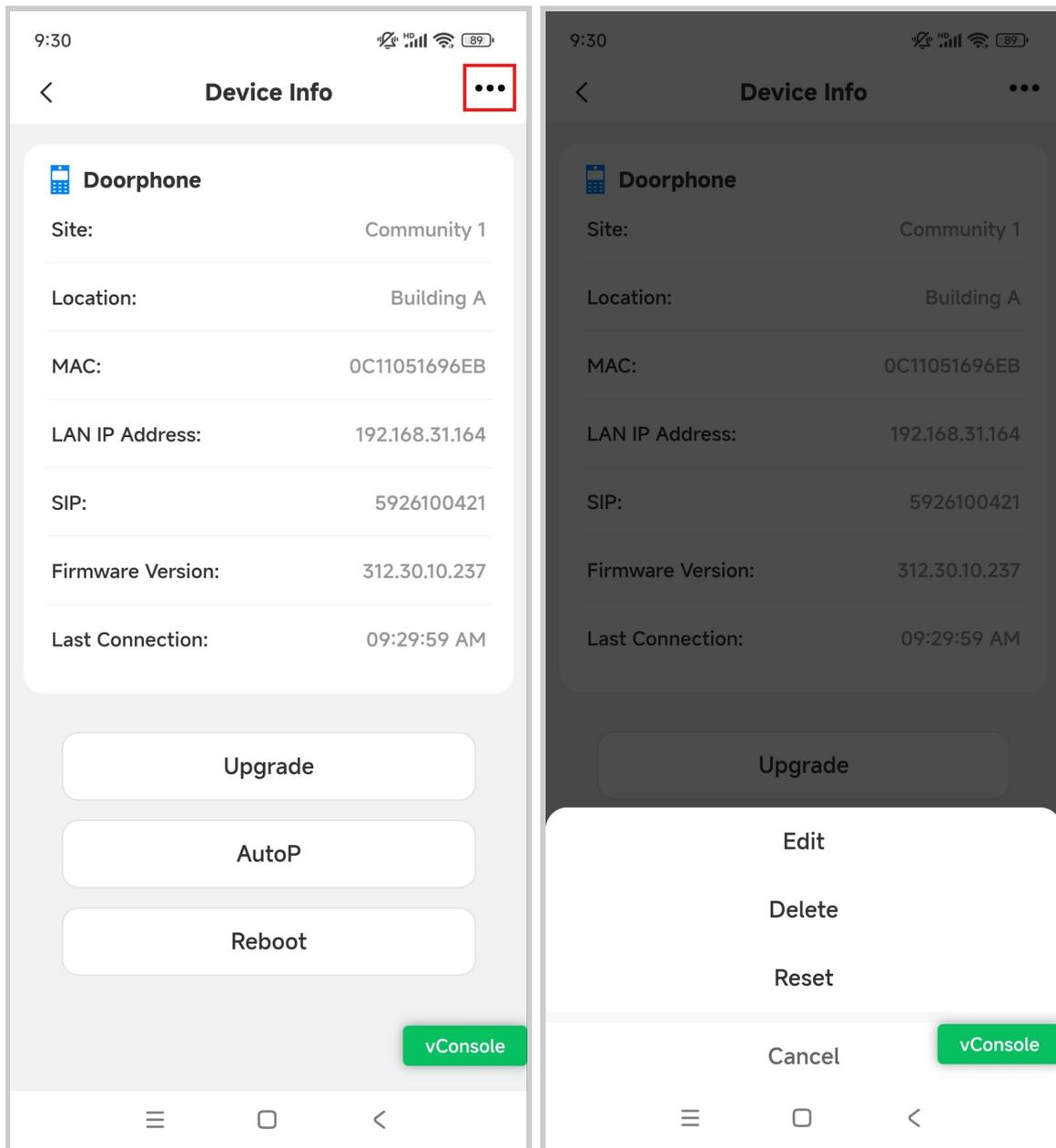
To add an indoor monitor, the following options should be additionally configured.

1	Works offline	<p>When enabled, the device will transfer calls from offline door phones to the SmartPlus App.</p> <p>Note:</p> <ul style="list-style-type: none"> • This option will only appear after the super manager enables Doorphone Offline Solution for your distributor. • Click here to view the detailed configuration of the call transfer feature.
2	Arming Function	<p>When enabled, the arming icon will be available on users' SmartPlus Apps for arming and disarming.</p>
3	Relay	<p>Turn on or off the device's built-in relay and name the relay.</p>

Edit and Delete an Intercom Device

After adding an intercom device, you can change its settings or delete it.

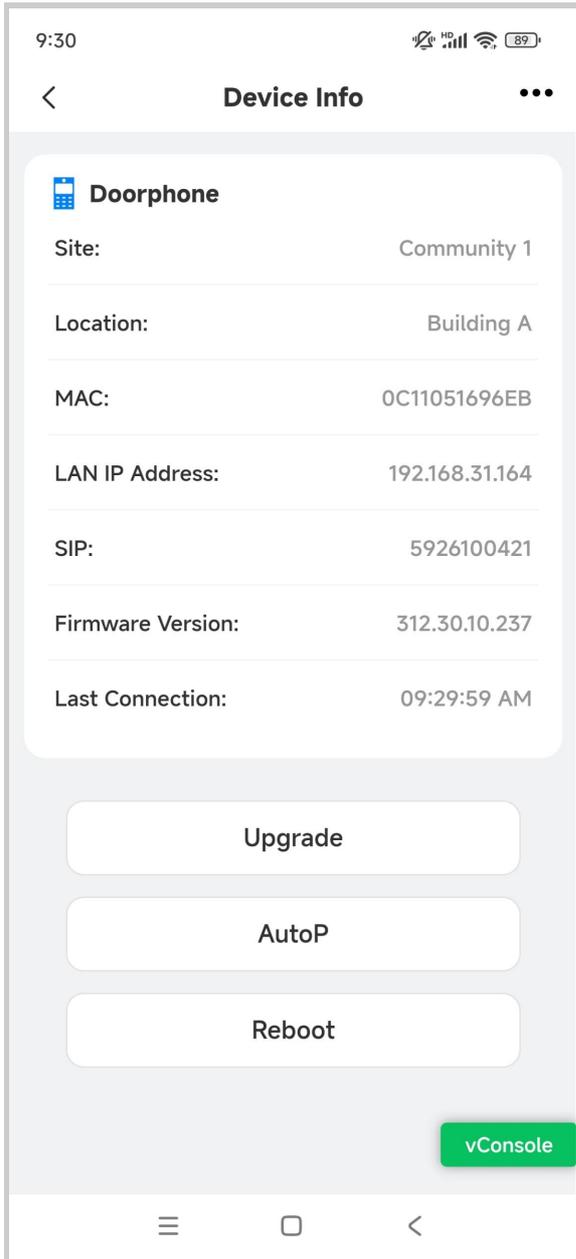
1. Tap the desired community project on the homepage. Or, search for the device by entering the device name or MAC in the upper search box.
2. Tap the desired device. If the device icon is grey, the device is offline. In that case, changing its settings will not take effect.
3. Tap **...** in the upper right corner.
4. Tap **Edit** to modify the device's settings; tap **Delete** to remove it.



Remotely Configure an Intercom Device

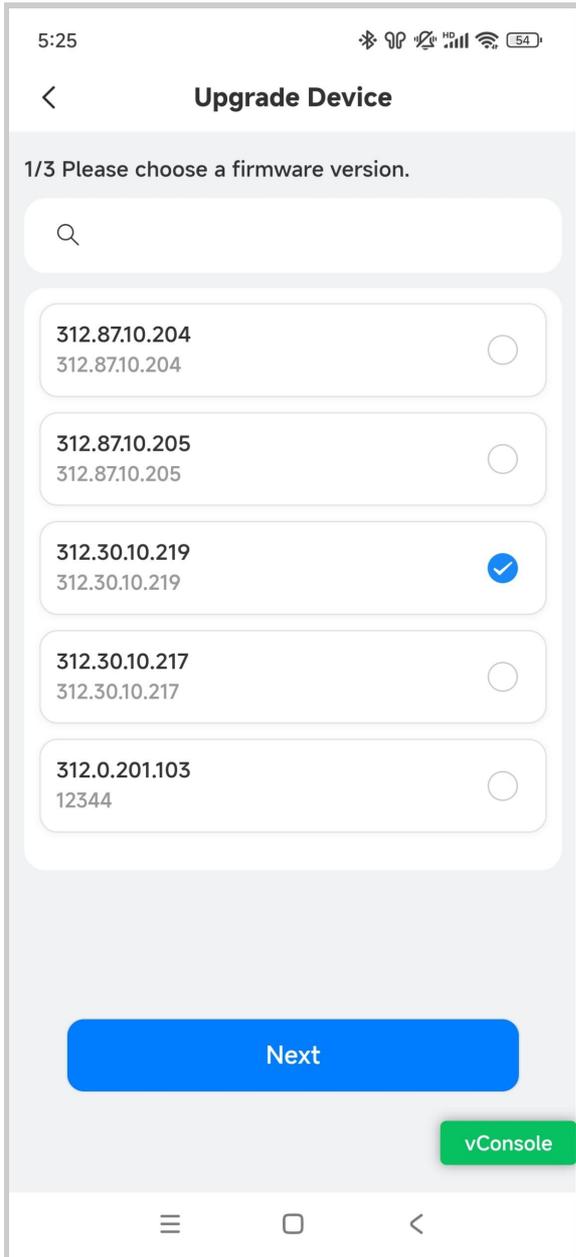
You can remotely reboot, reset, upgrade, and perform auto-provisioning(AutoP) for the device on the app.

1. Tap the desired community project on the homepage. Or, search for the device by entering the device name or MAC in the upper search box.
2. Tap the desired device. If the device icon is grey, it is offline. In that case, remote configuration will not take effect.
3. On the device info page, choose the desired action.

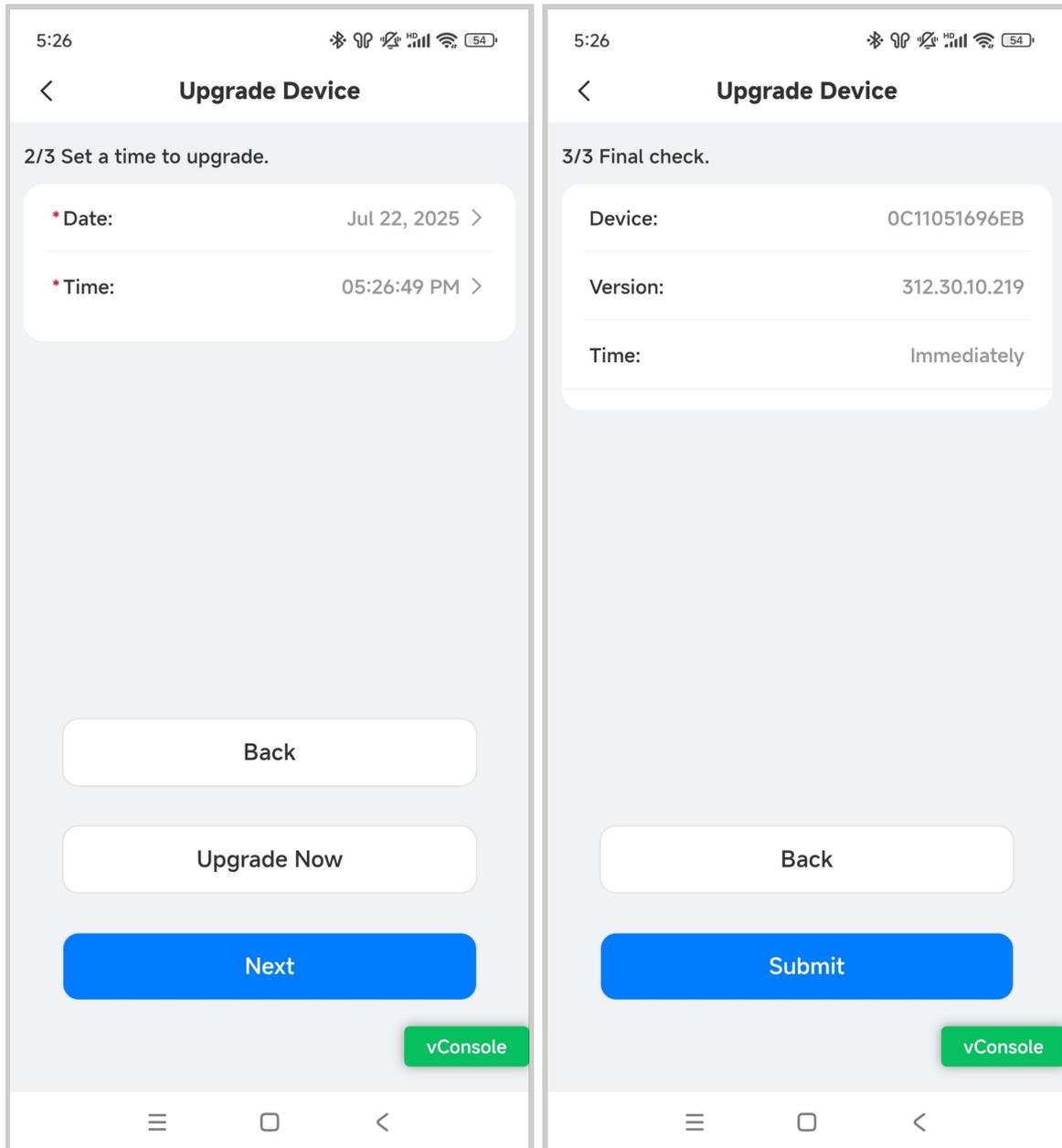


Upgrade the Device

1. Tap **Upgrade** and choose a desired firmware version.



2. Tap **Next**.
3. Set the **Upgrade Time** or tap **Upgrade Now**.
4. Check the upgrade information before tapping Submit.

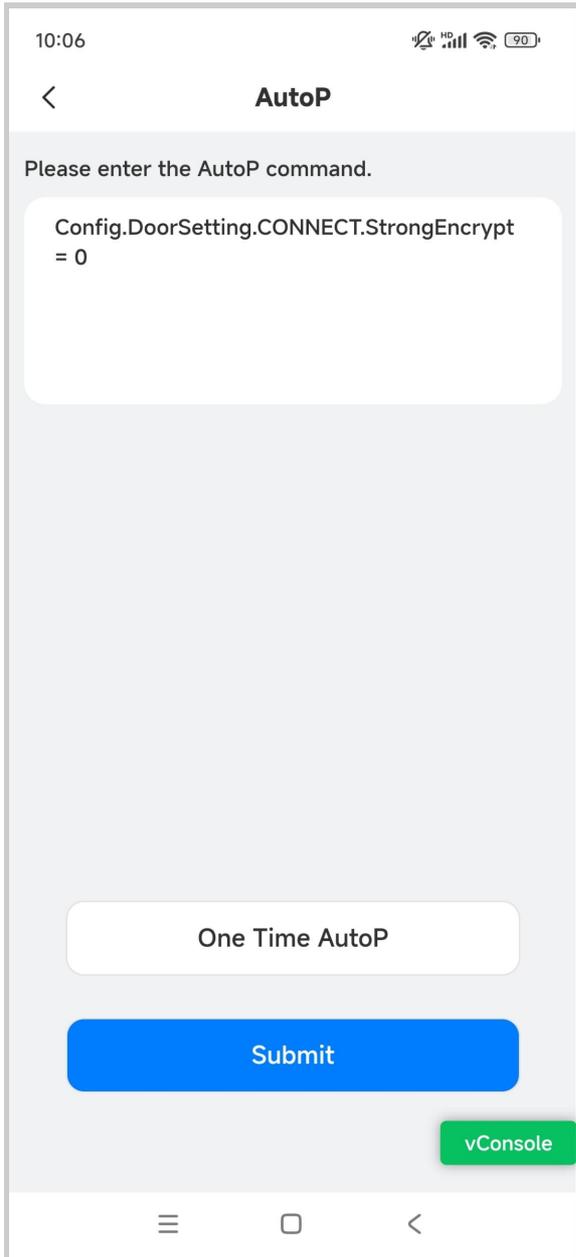


After the upgrade finishes, check the firmware version on the device info page.

Perform AutoP for the Device

You can issue AutoP command(s) to the device.

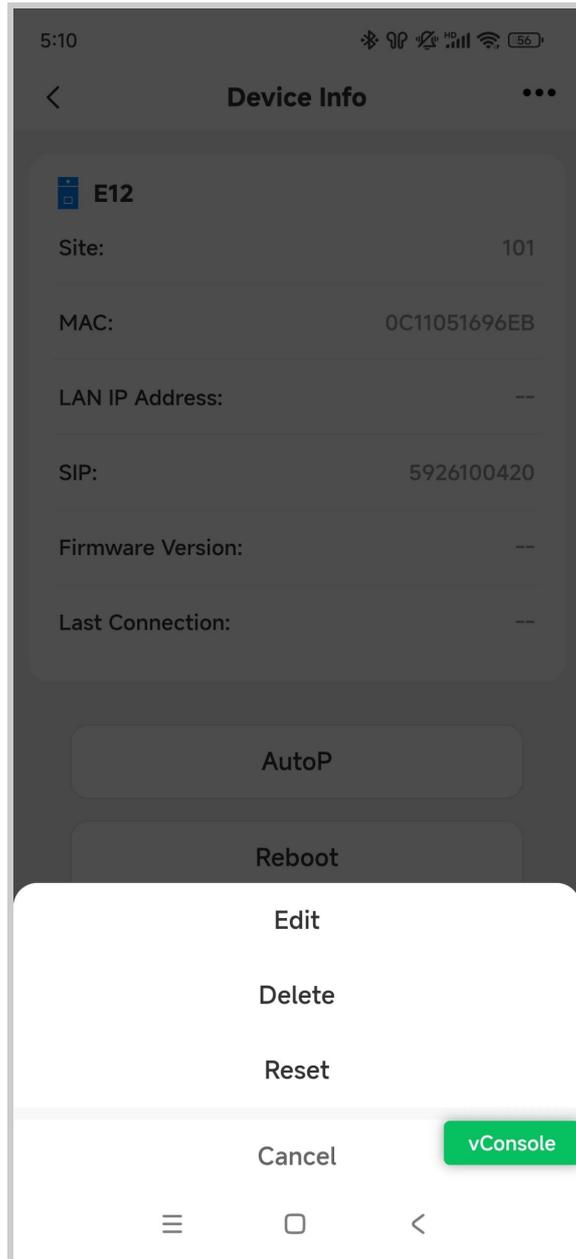
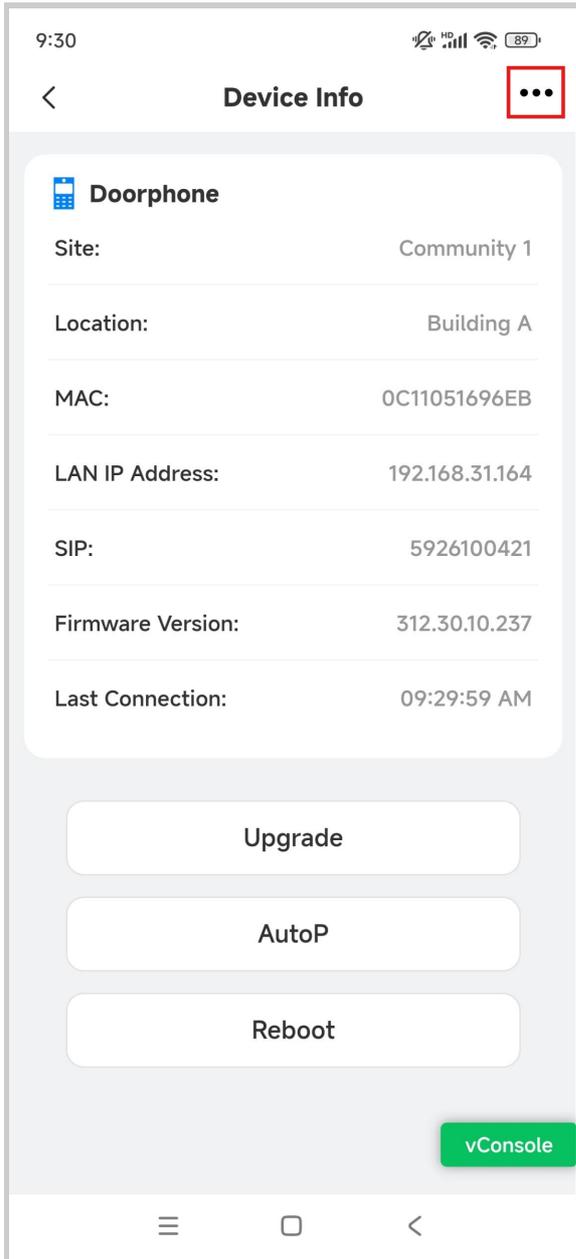
1. Tap **AutoP** and enter the command(s). If you want to carry the command once, tap One-Time AutoP.
2. Tap Submit. Modify Success will display.



Check whether the command is issued successfully on the [device's web interface](#).

Reboot and Reset the Device

1. Tap **Reboot** to restart the device.
2. Tap **...** in the upper right corner and tap **Reset** to reset the device to factory settings.



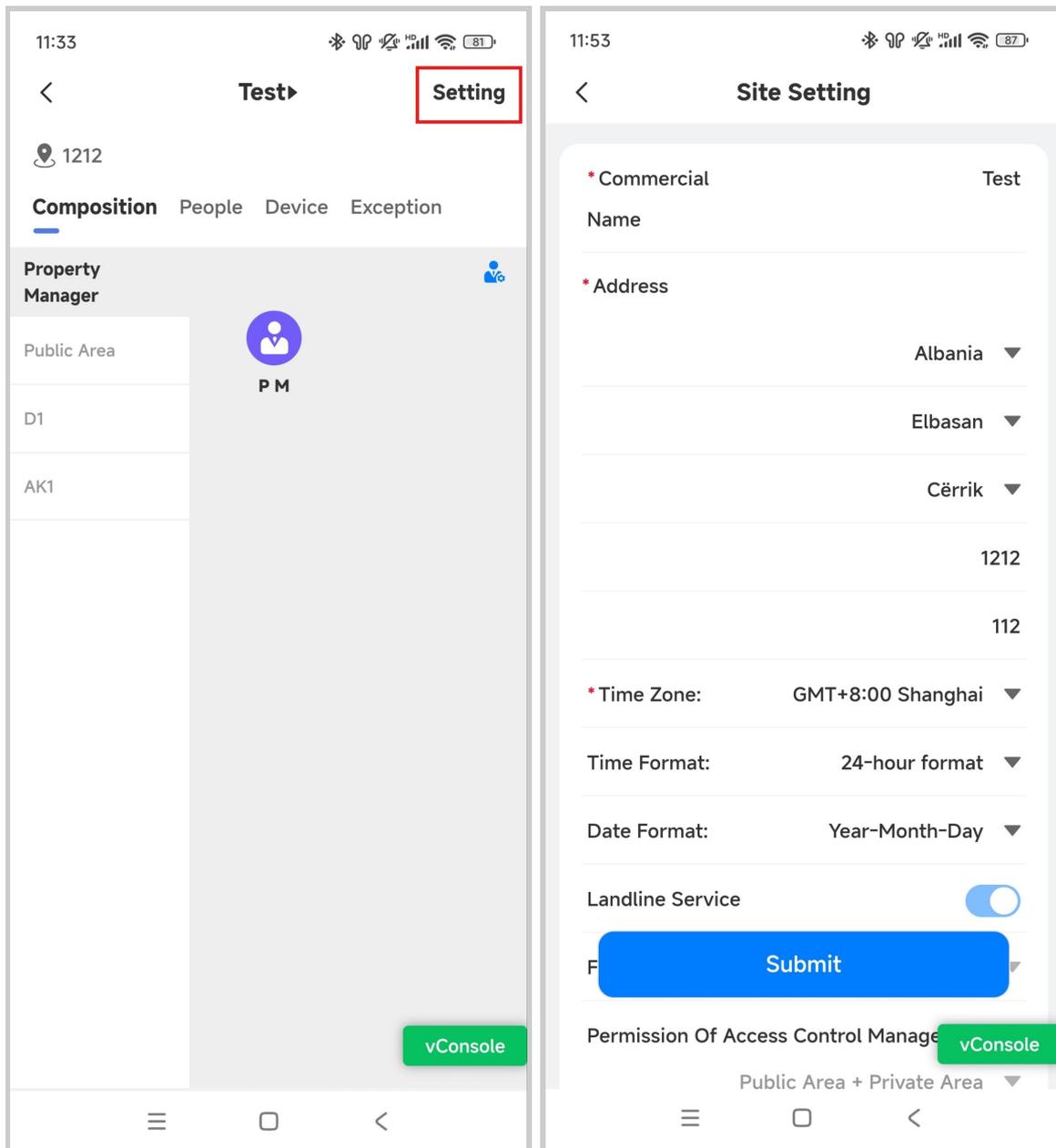
Old Commercial Project

Note

AK-Partner only supports checking and editing the old commercial projects created **before** October 15, 2024.

Check/Edit Commercial Projects

1. On the homepage, select **Commercial** project type.
2. Tap the desired commercial project name, or search for it by entering its name in the upper search box.
3. Tap **Setting** in the upper right corner to enter the editing page.
4. Modify the information and tap **Submit** to save the setting.



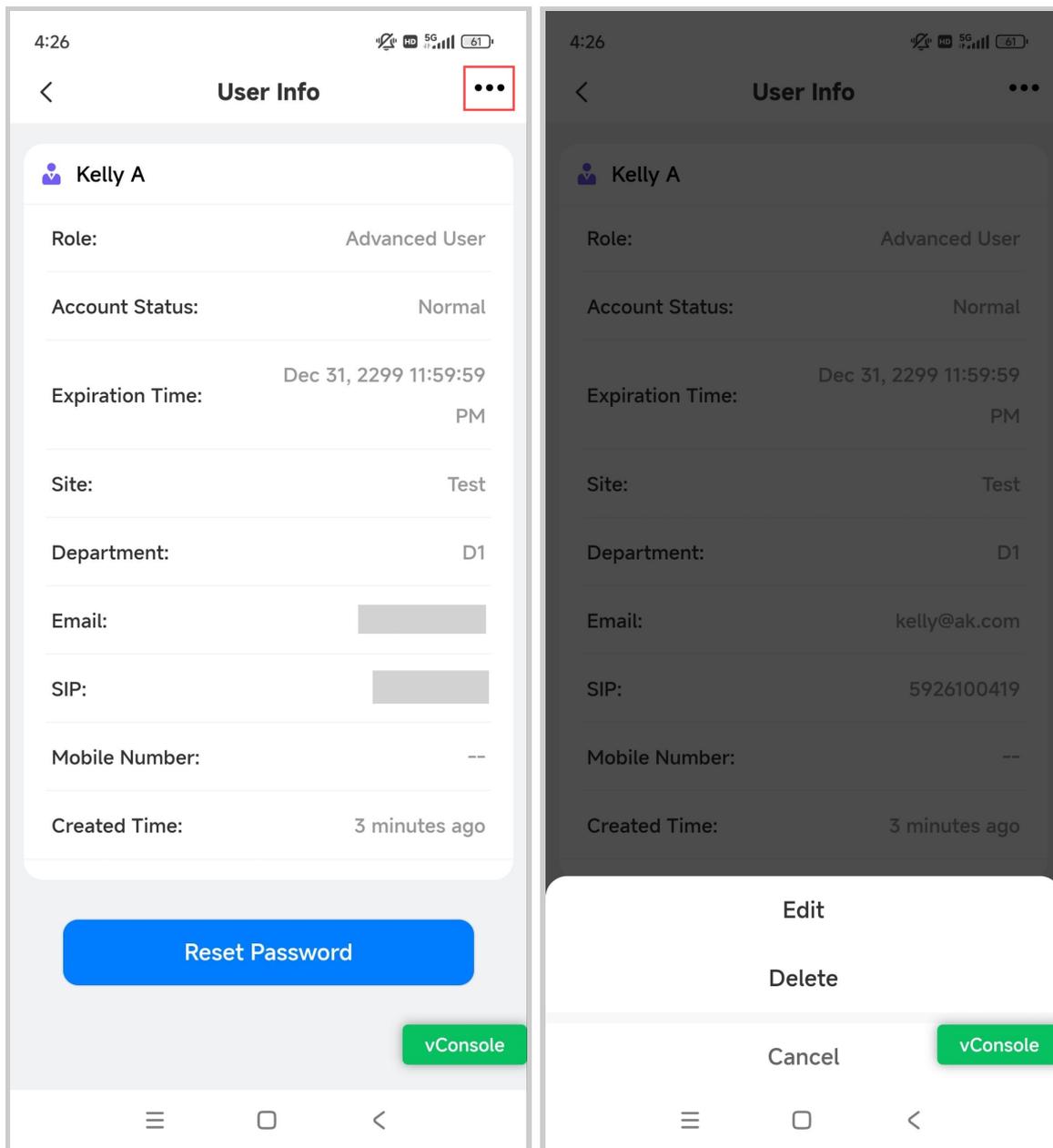
User Management

You can edit and delete users in the commercial projects as well as reset the SmartPlus account password for them.

Edit and Delete Users

1. Tap  of the target commercial project, or search for the user by entering the username in the upper search box.
2. Tap the desired user.
3. Tap  in the upper right corner.

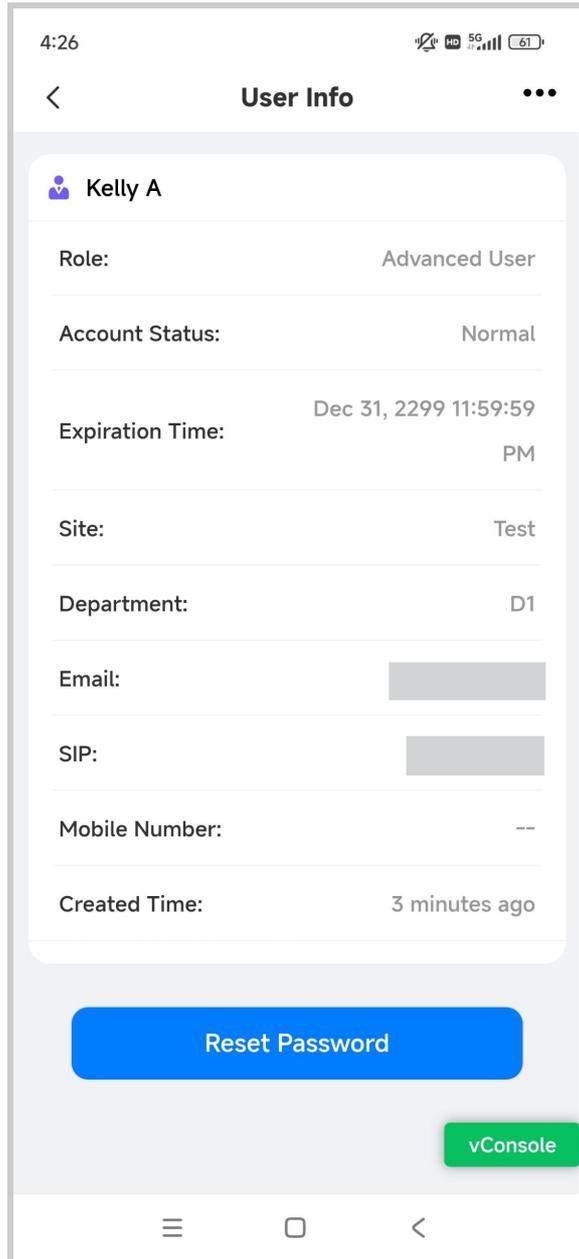
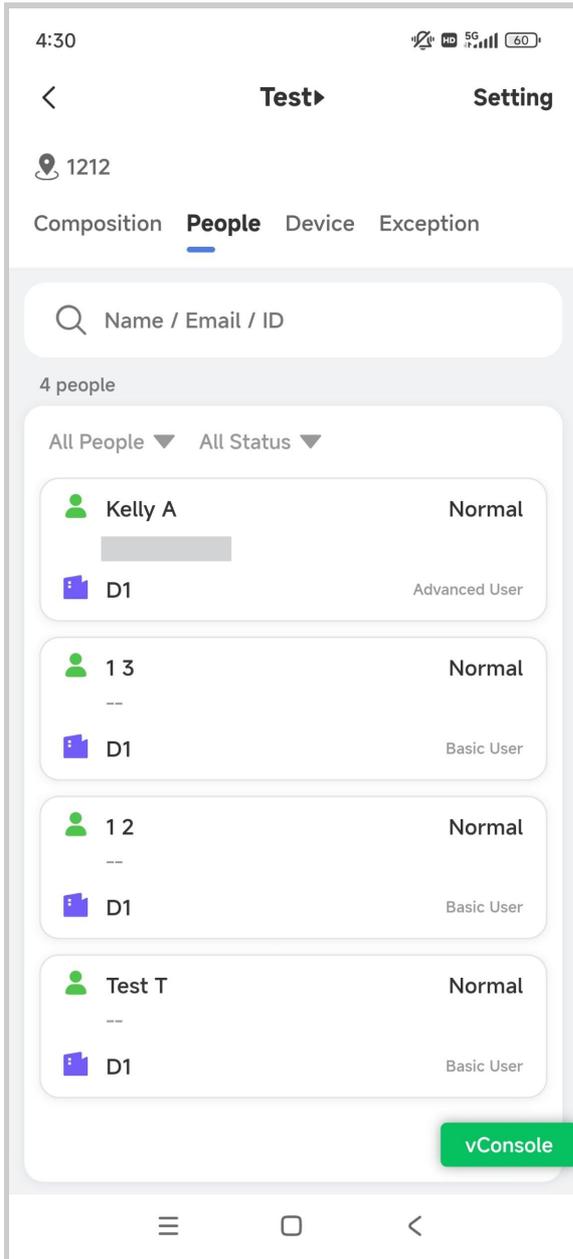
4. Tap **Edit** to modify the account information; tap **Delete** to remove it.



Reset Password for Users

You can reset users' SmartPlus account passwords at their request. Users will receive the password reset email.

1. On the home page, tap  of the desired project, or search for the user by entering the username in the upper search box.
2. Tap the desired user.
3. Tap **Reset Password** and confirm.

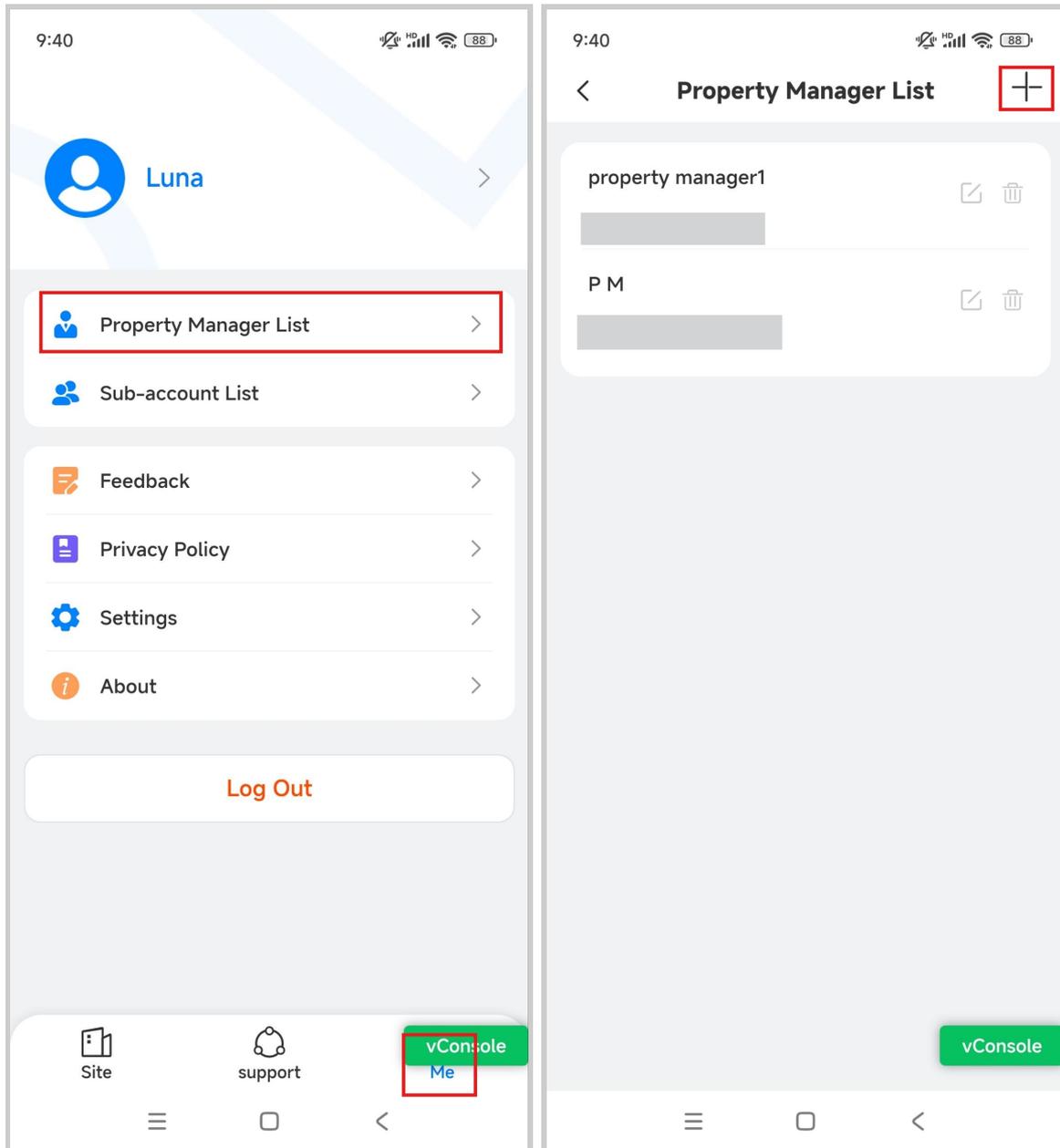


Property Manager Account Management

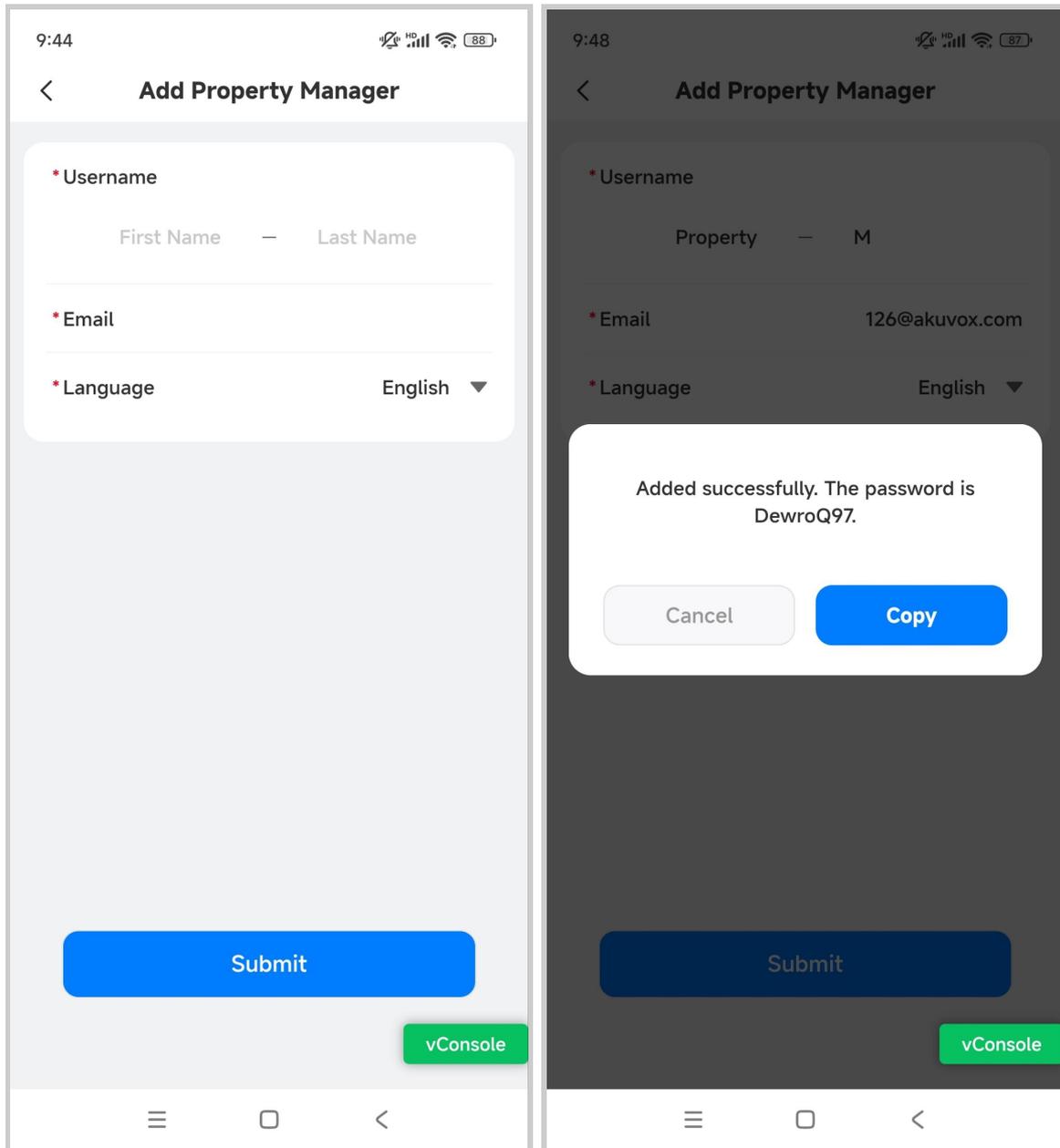
You can add property manager accounts and assign them to specific projects.

Add Property Managers

1. Tap **Me** on the bottom menu.
2. Tap **Property Manager List**.
3. Tap  to add a property manager account.



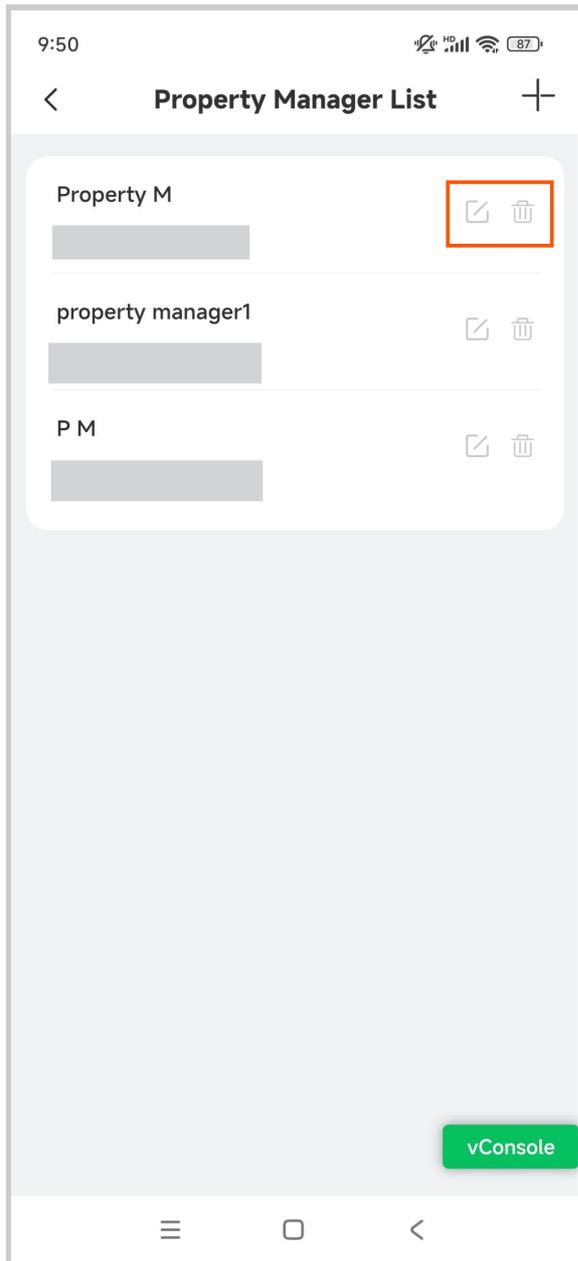
4. Enter the username and email address. The address is used to receive notifications from Akuvox, such as the SmartPlus login information.
5. Select the language of emails.
6. Tap Submit, and the account password will display. You can copy and send it to the property manager.
Property managers can use the email and password to log in to the SmartPlus platform for free, while using the SmartPlus App requires an additional fee.



Edit/Delete Property Managers

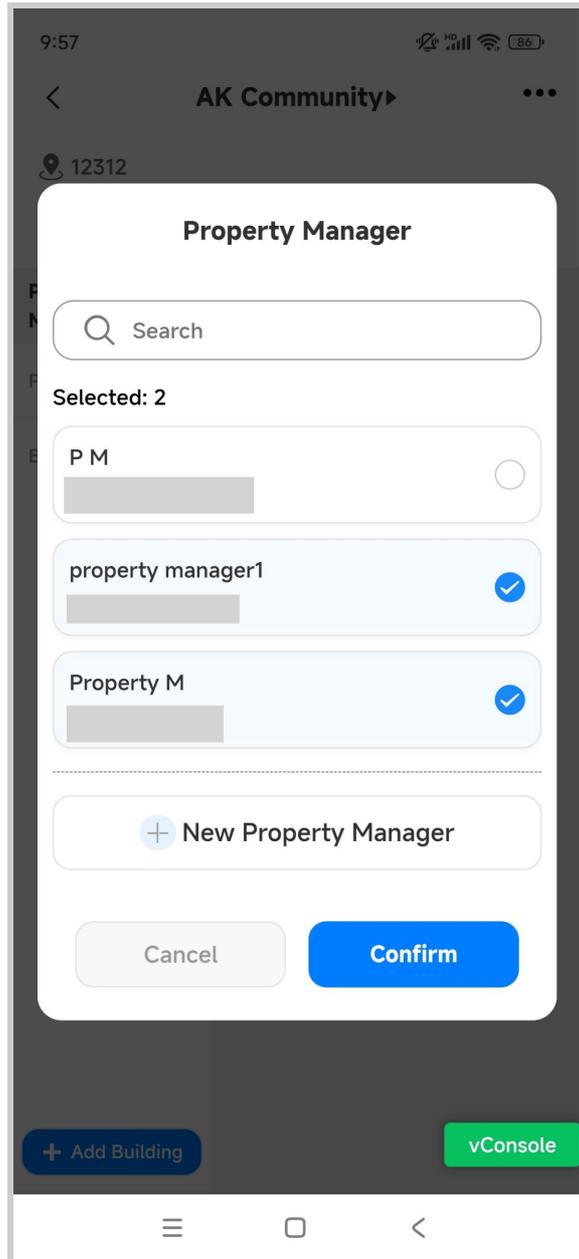
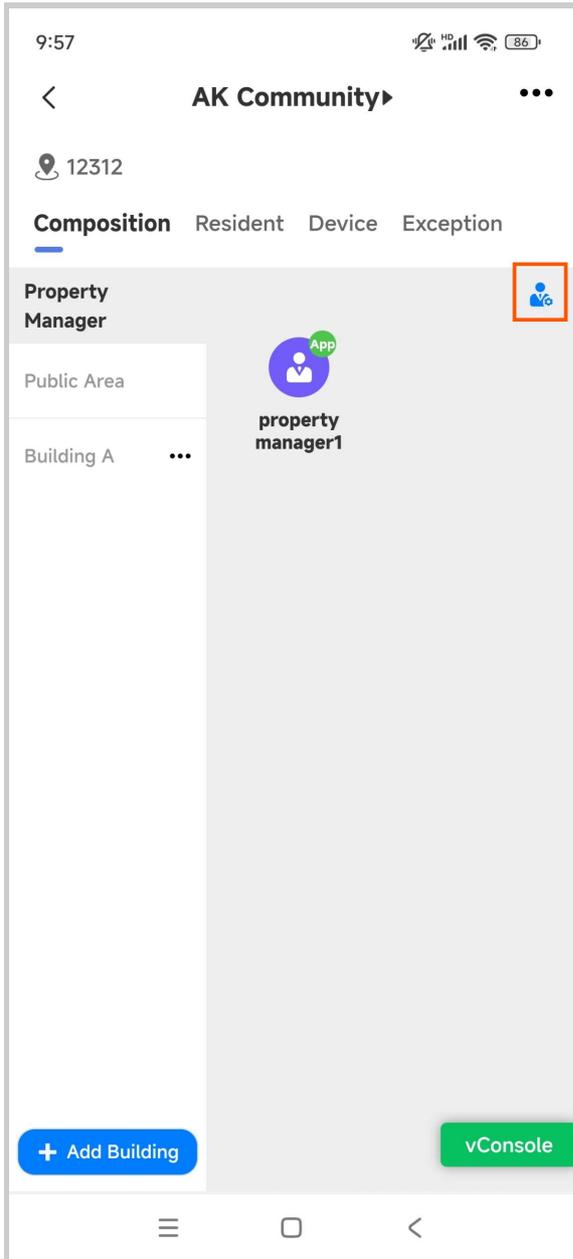
After adding the accounts, you can edit, delete, and reset passwords for them.

1. Tap **Me** on the bottom menu.
2. Tap **Property Manager List**.
3. Tap  to change the username and reset the account password; tap  to delete the account.



Assign Property Managers to Projects

1. Tap the desired community or commercial project on the homepage.
2. Tap  to choose property manager(s).
3. Check the desired property manager(s) and tap Confirm. You can add new property managers here by tapping **+New Property Manager**.

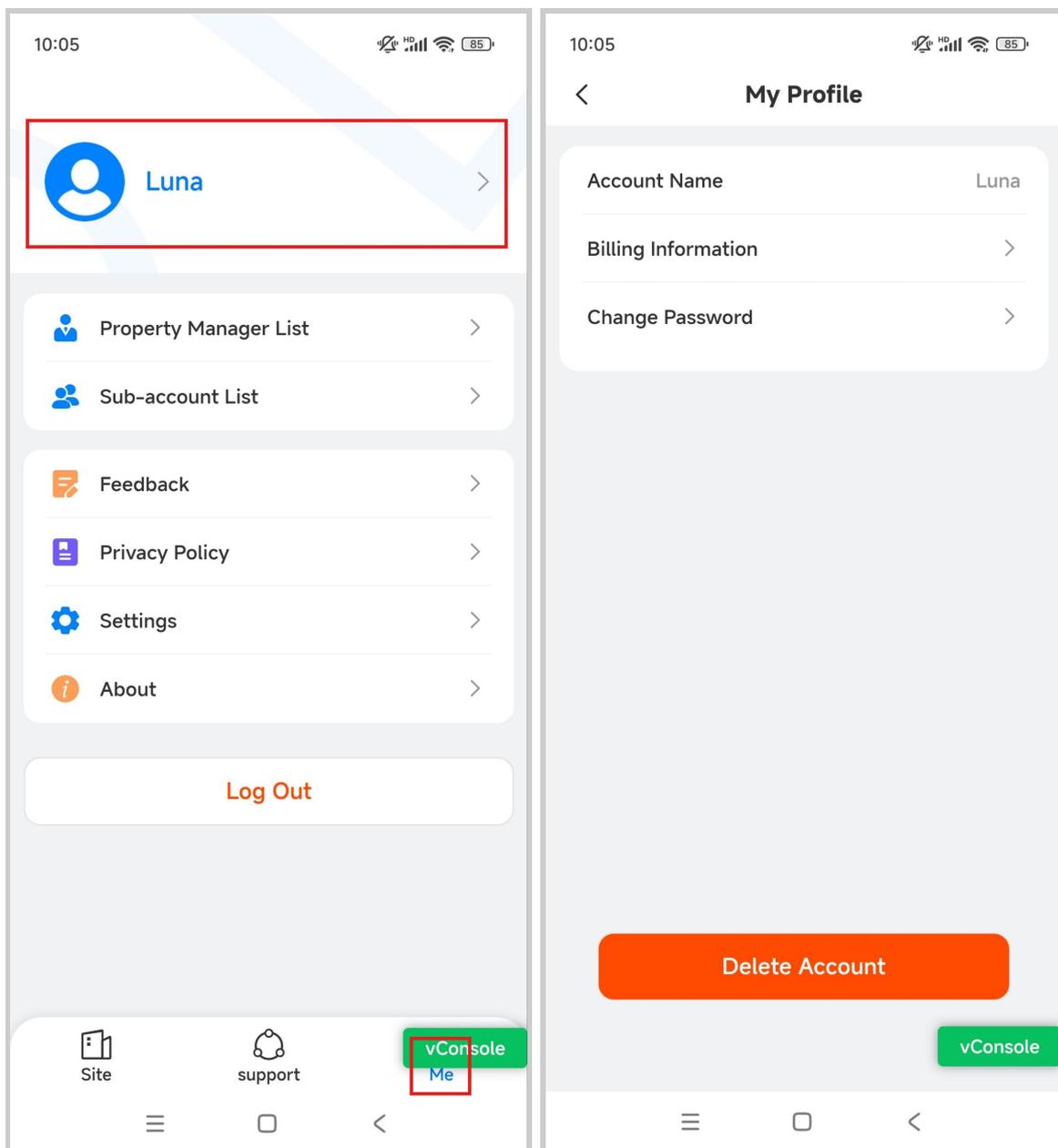


Installer Account Management

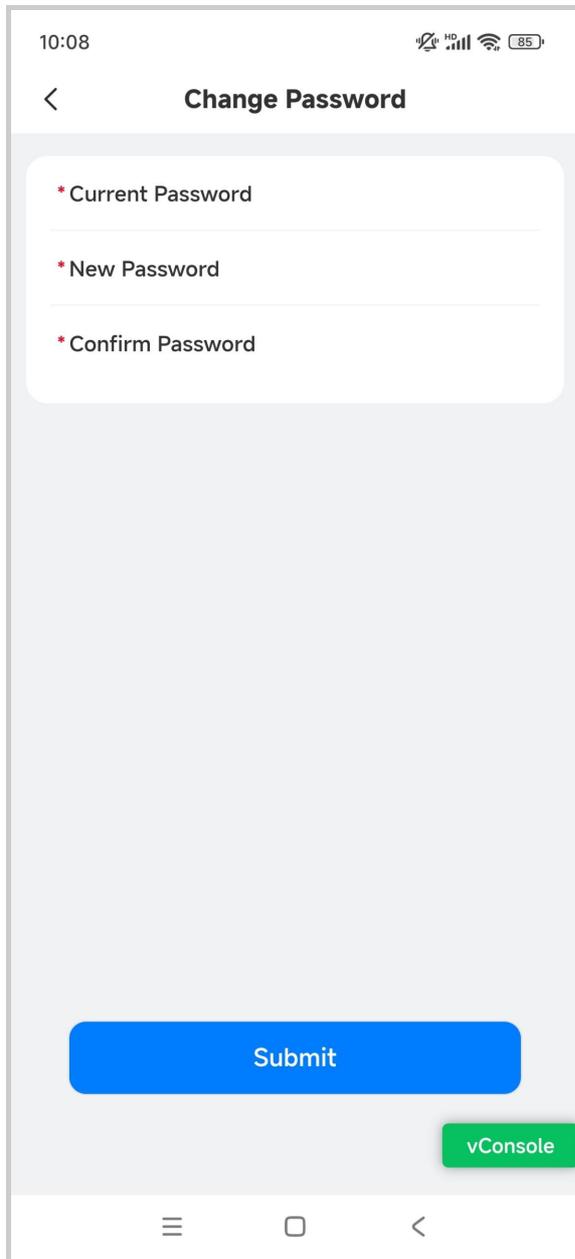
You can change your account password, billing information, delete your account, and manage sub-installer accounts.

Change Password

1. Tap **Me** on the bottom menu and tap [*your name*].
2. Tap **Change Password** to enter the setting page.

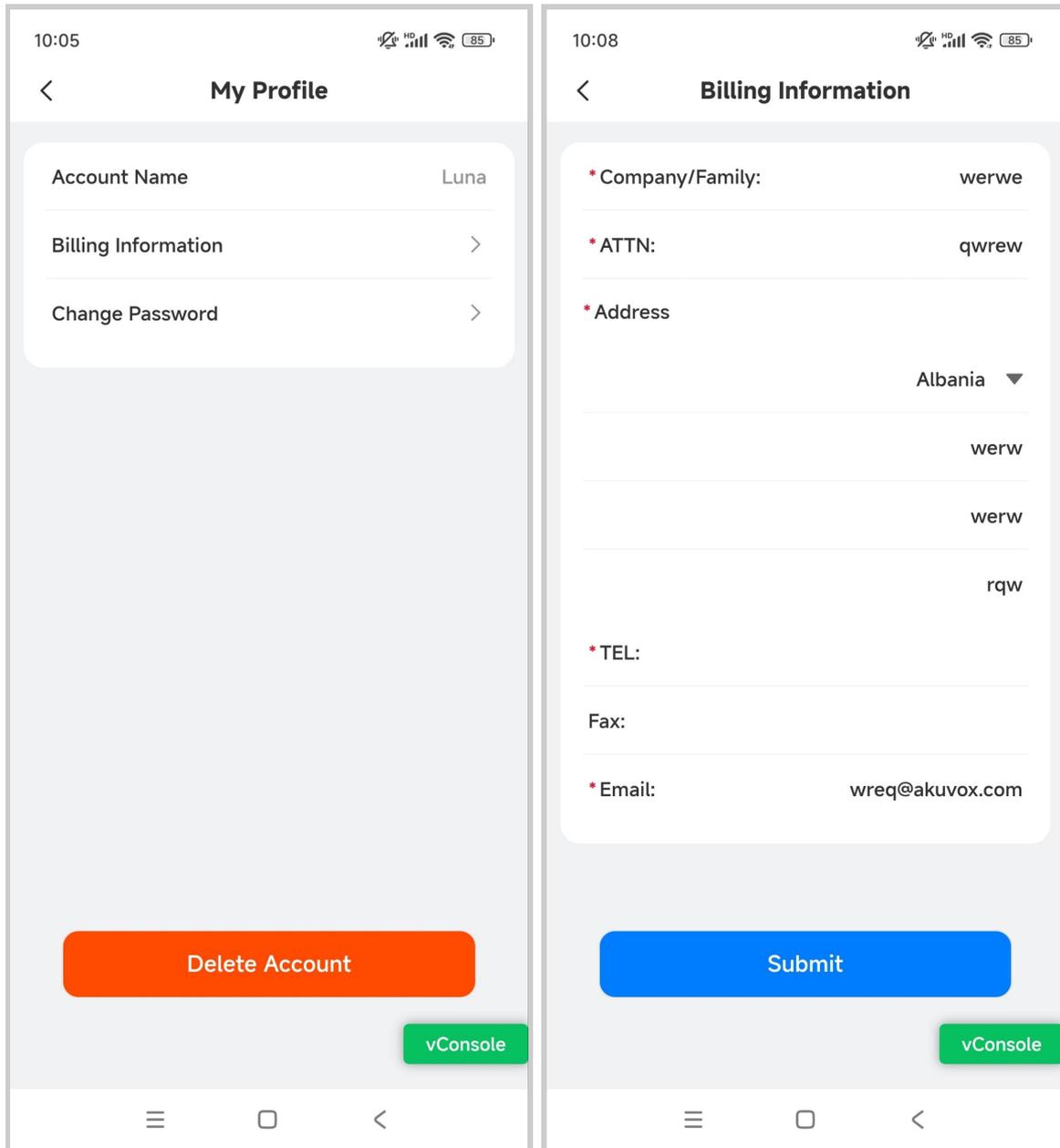


3. Enter the current password. Then, enter the new one and confirm it.



Billing Information

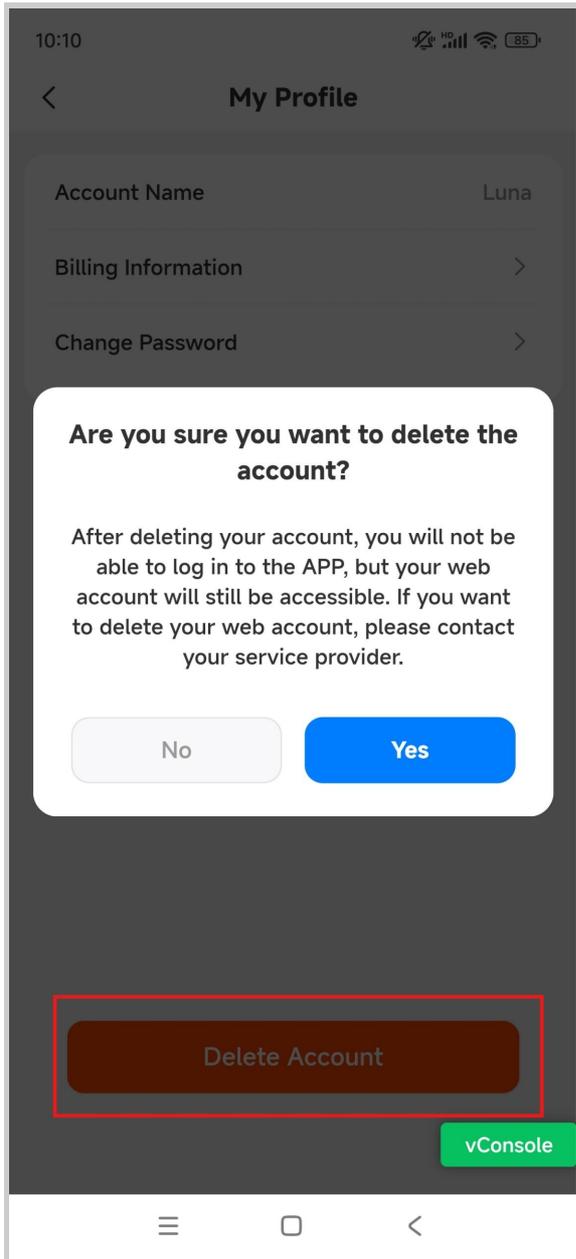
1. Tap **Me** on the bottom menu and tap [*your name*].
2. Tap **Billing Information**. Fill in or edit the information.



3. Tap Submit to save the settings.

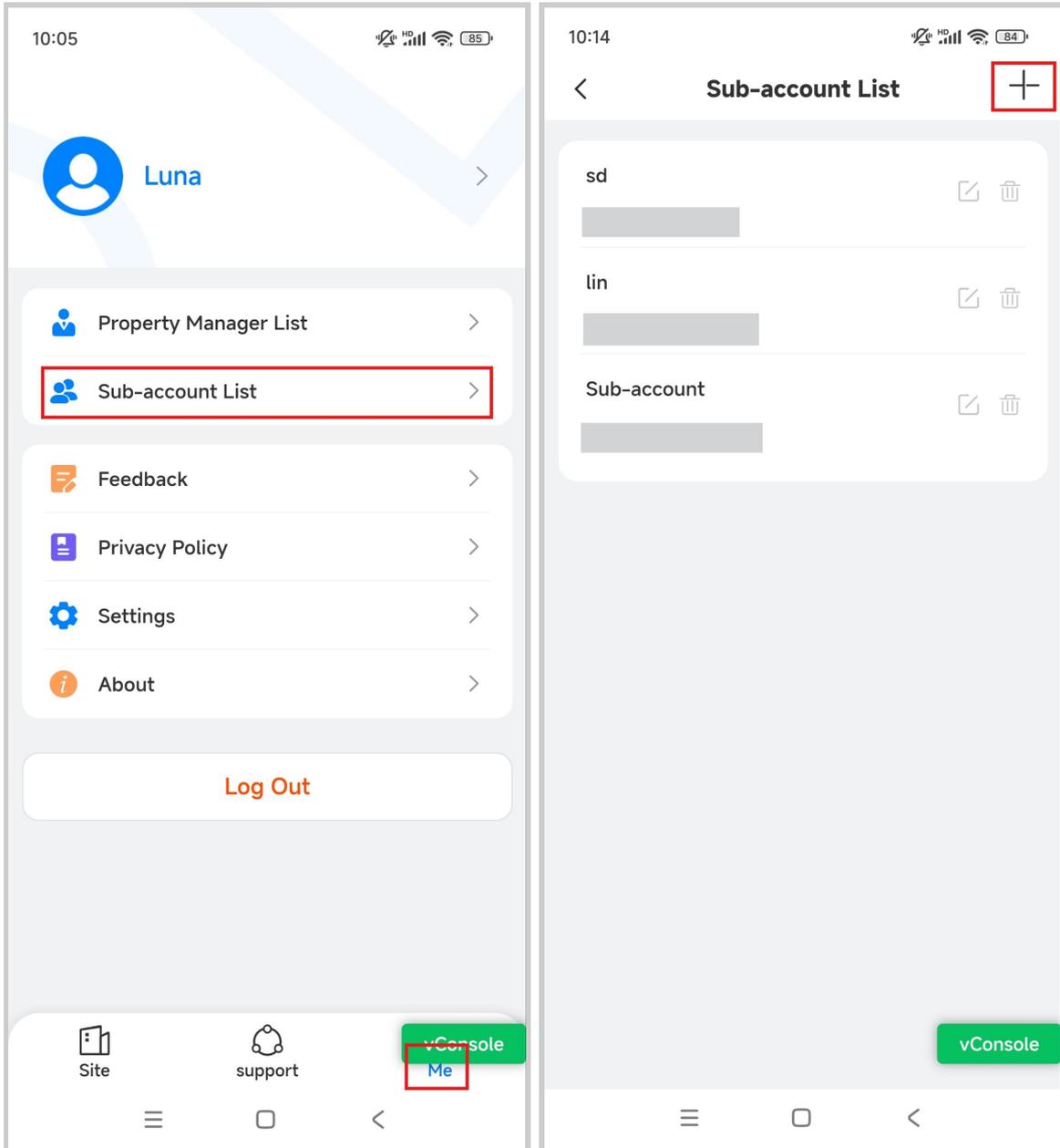
Delete Account

1. Tap **Me** on the bottom menu and tap [*your name*].
2. Tap **Delete Account** and **Yes** for confirmation. The deletion of the App account will not affect the use of your web account.

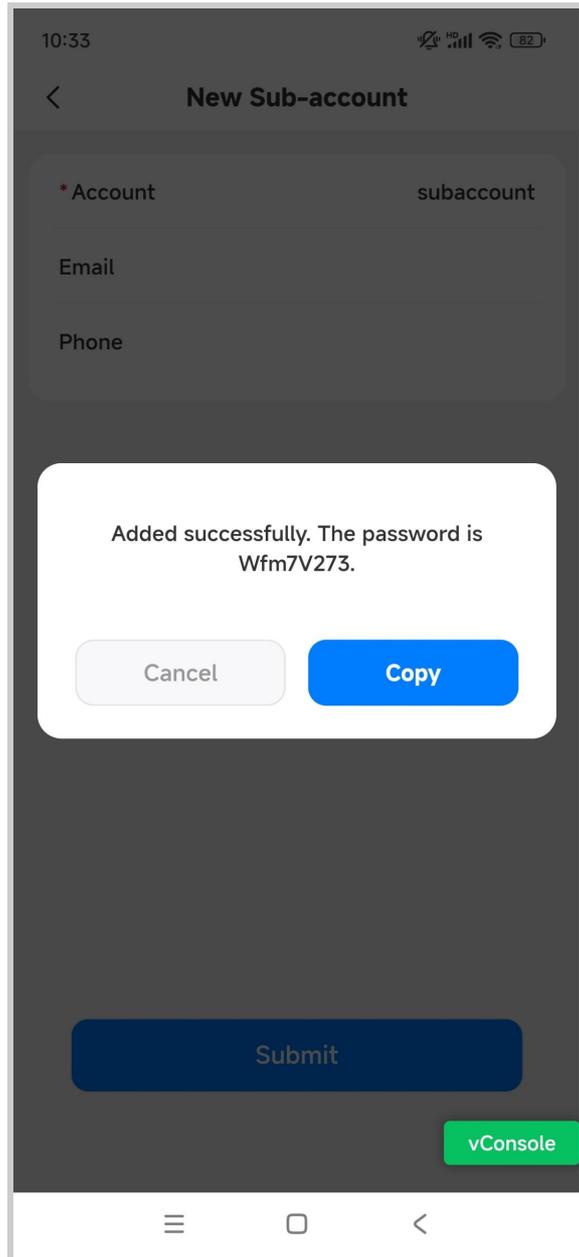
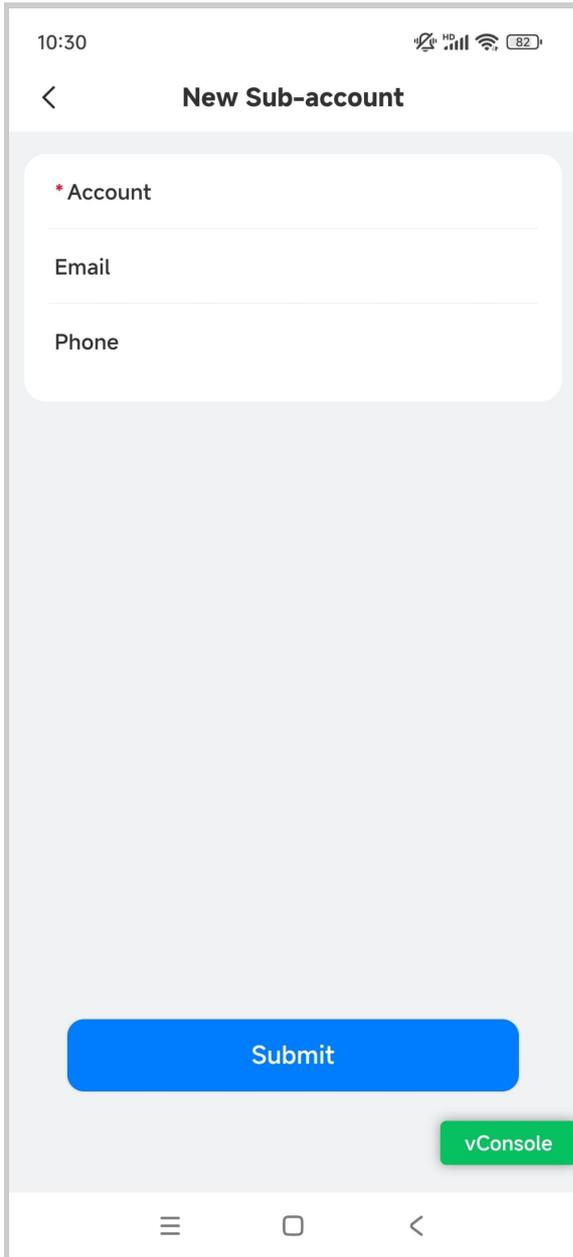


Sub-installer Account Management

1. Tap **Me** on the bottom menu and **Sub-account List**.
2. Tap  to add a sub-installer account; tap  to edit the account information and  to delete the account.



3. Enter the account information. Email address and phone number are optional.
4. After adding the account, you can copy the password and send it to the sub-installer.



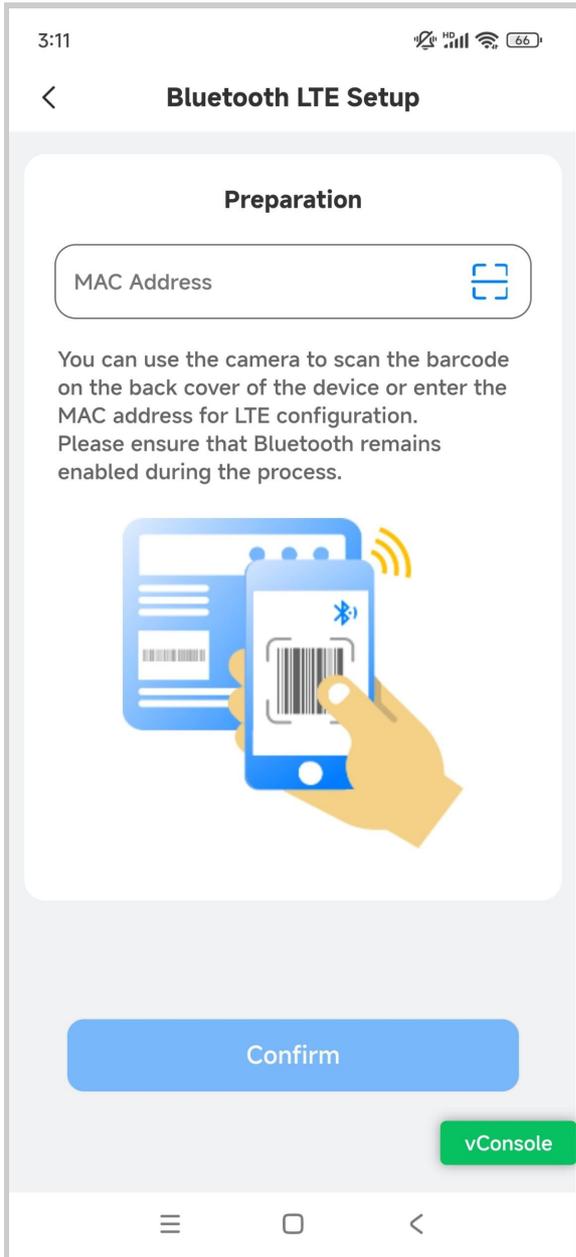
Additional Features

Set up LTE via Bluetooth

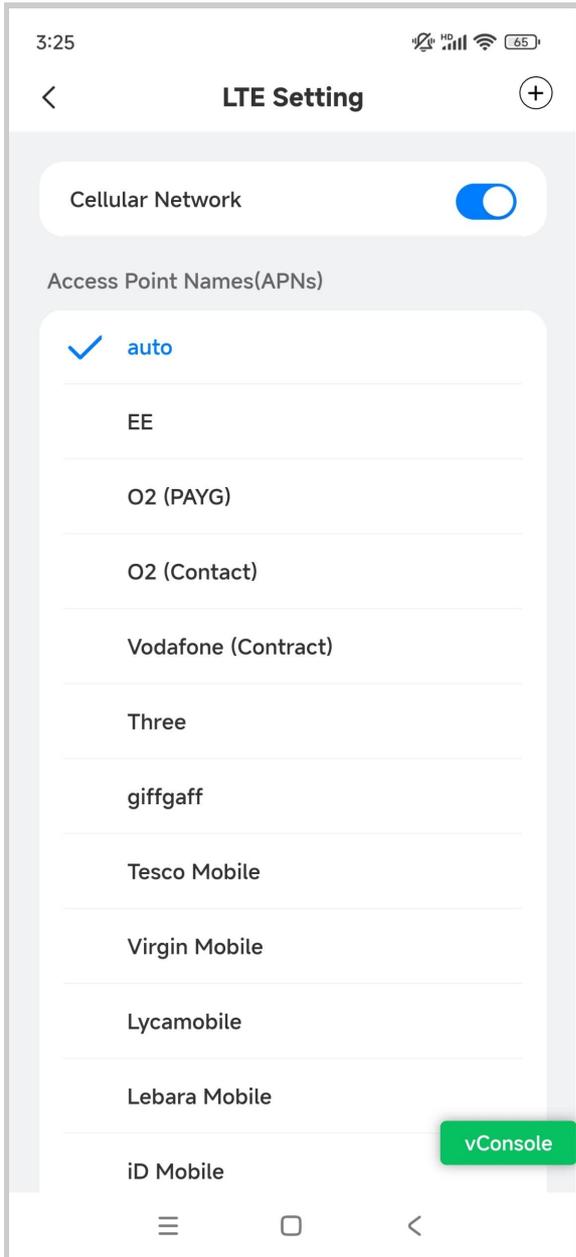
The app supports configuring the LTE of Akuvox door phones via Bluetooth.

Click [here](#) to view the supported model and detailed steps.

1. Tap **Me > Bluetooth LTE Setup**.
2. Enter the MAC manually or scan the barcode on the back of the device to fill it in automatically.
3. Tap Confirm.



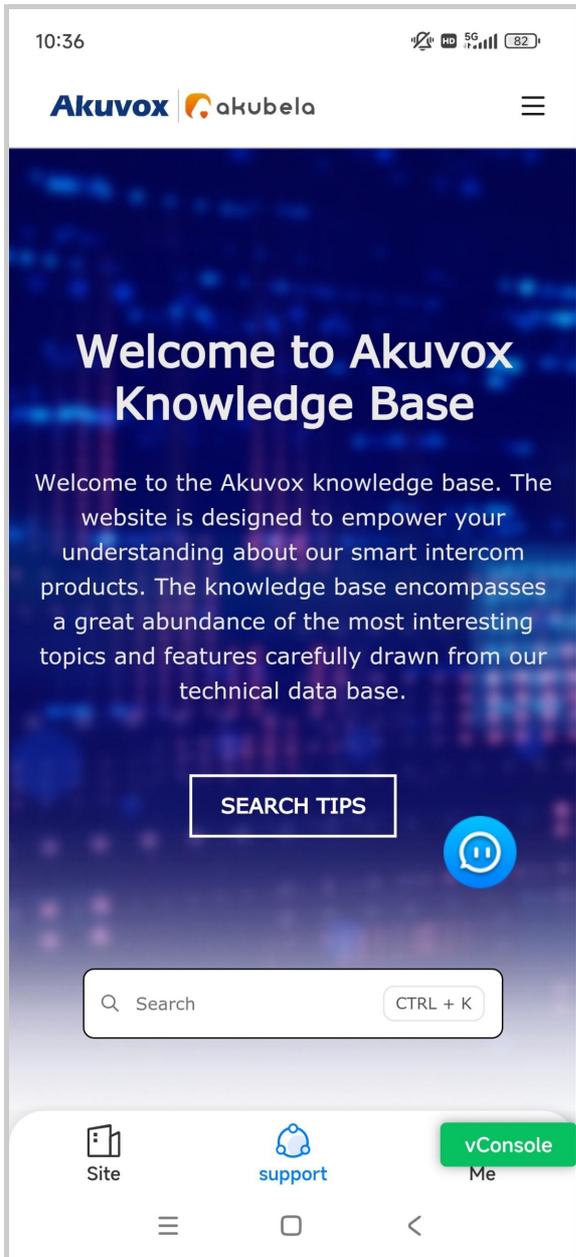
4. Enable **Cellular Network** and choose the desired APN.



Support and Feedback

Support

Tap **Support** on the bottom menu. You can access various manuals and guides and ask AI assistant questions.



Feedback

You can provide your valuable feedback for improving this App.

1. Tap **Me** on the bottom menu and **Feedback**.
2. Offer your suggestion and enter the email address to receive our reply.

