

Table of Contents

Subscription and Payment

Overview	2
Roles and Permissions	2
Payment Methods	3
Permission Control	3
For Distributors	5
Regular Payment	5
Credit Payment	8
Purchase Credits	8
Allocate Credits	11
Grant Permission to Installers	12
For Installers	14
Regular Payment	14
Credit Payment	17
Grant Permission to Property Managers	19
For Property Manager	21
Regular Payment	21
Credit Payment	23

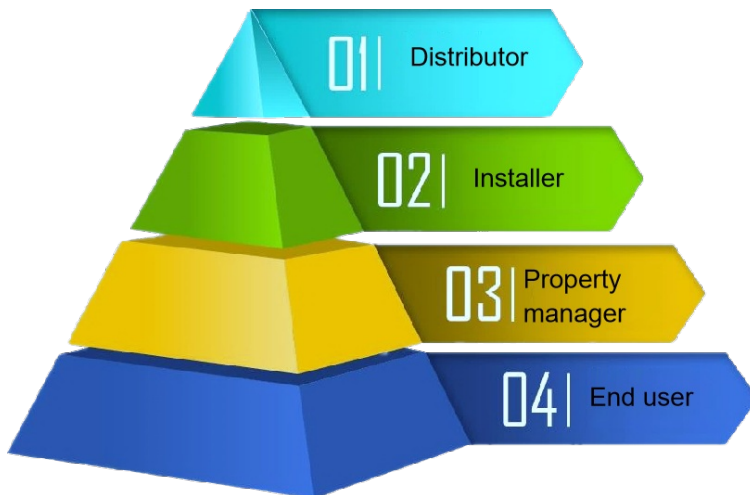
Overview

Distributors, installers, and property managers can pay fees for SmartPlus services.

Note

- Click [here](#) to view the key paid services of community and single-family house projects.
- Click [here](#) to view the key paid services of commercial projects.

Roles and Permissions



Roles	Service Recipient	Subscription Service
Distributor	<ul style="list-style-type: none"> • Installers 	The distributor normally pays the SmartPlus service for end users at the request of installers.
Installer	<ul style="list-style-type: none"> • Property managers • Single-house project end users 	The installer normally pays the SmartPlus service for end users before the service expiration.
Property Manager	<ul style="list-style-type: none"> • Property managers themselves • End users 	The property manager normally pays the SmartPlus service for themselves or end users before the service expiration.

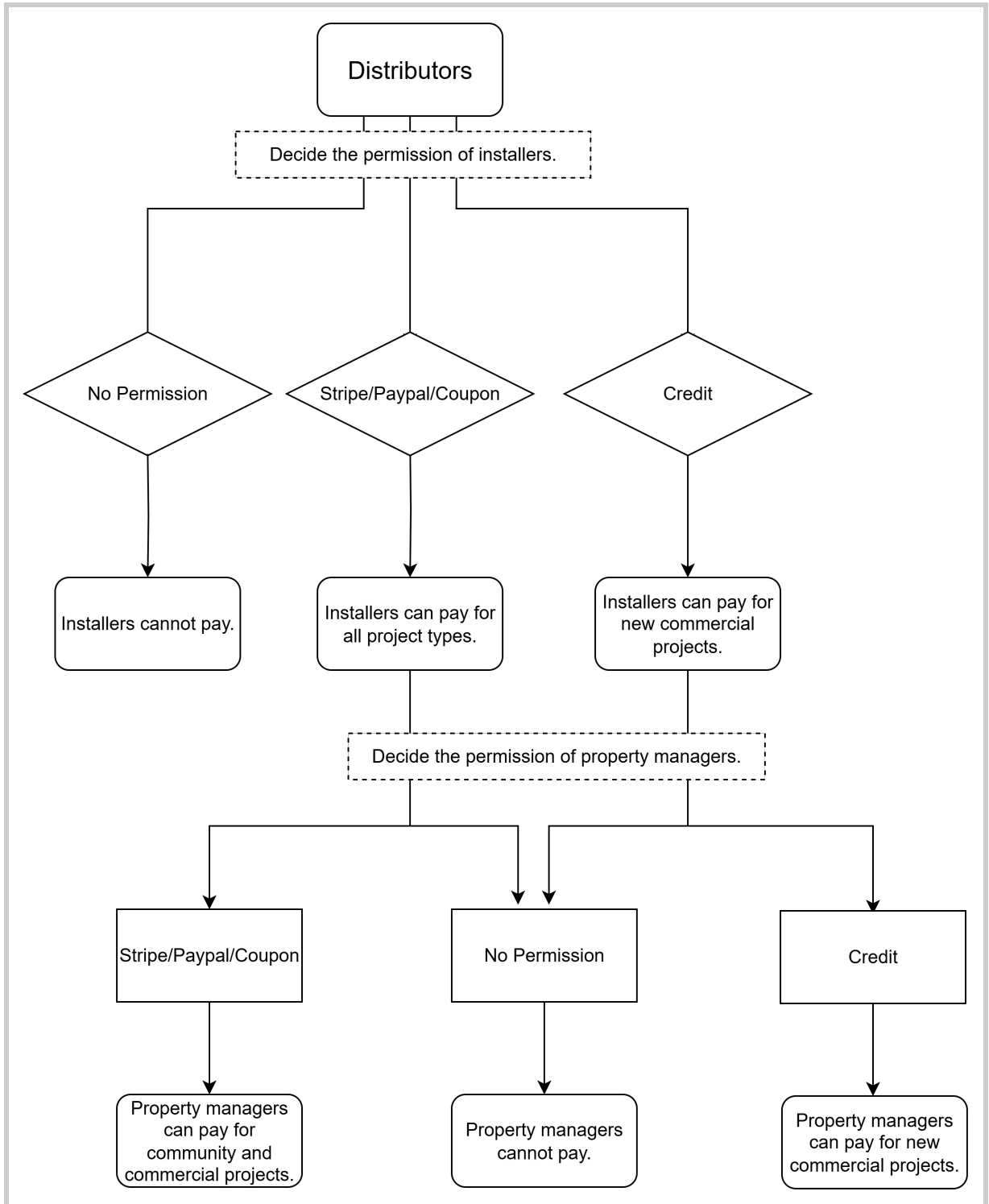
Payment Methods

Akuvox offers two main ways to pay for services.

- **Regular Payment:** Use Stripe or PayPal, or pay with coupons.
- **Credit Payment:** It can only be used for new commercial projects(created after **June 1, 2025**).

Permission Control

- Installers should be granted permission by their distributors before they can pay for services.
- Property managers should be granted permission by their installers.



For Distributors

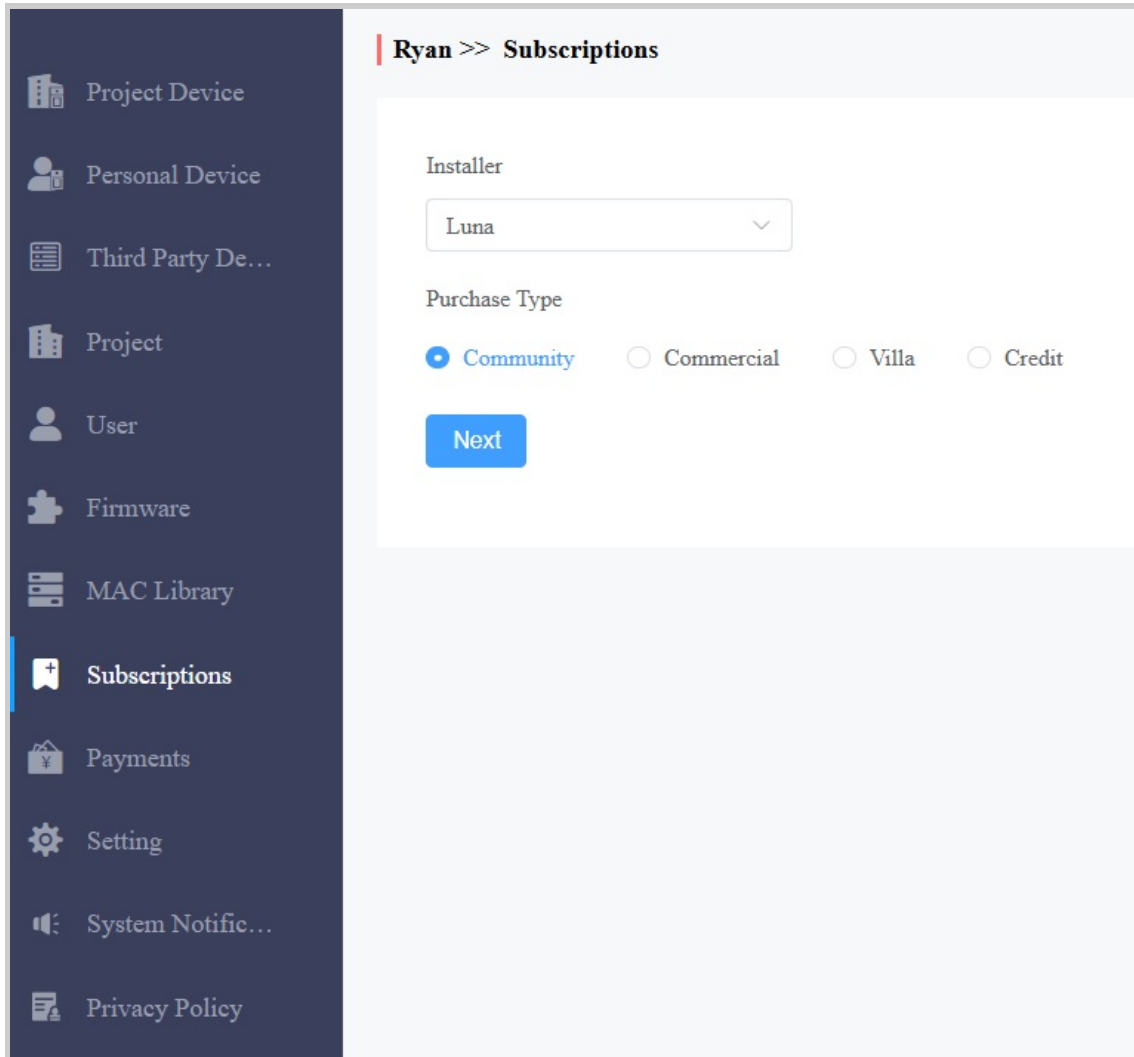
Akuvox offers two main ways to pay for services.

- **Regular Payment:** Use Stripe or PayPal, or pay with coupons. You can purchase coupons by contacting Akuvox sales team.
- **Credit Payment:** It can only be used for new commercial projects(created after **June 1, 2025**). You can purchase credits and allocate them to sub-distributors, installers, and property managers for payment.

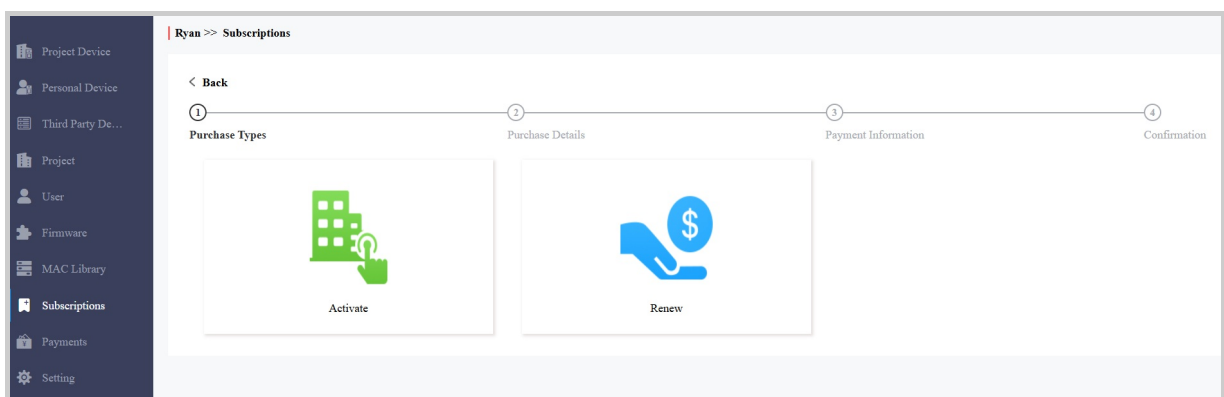
Besides, you can control whether installers have permission to pay.

Regular Payment

1. Log in to the SmartPlus Cloud platform with your account.
2. Click **Subscription** on the left column.
3. Choose the installer and project type.



4. Choose to activate or renew services.



5. Select the target site or check them all.

6. Select the service type or select All. The price will display.

7. Click Next.

Activate

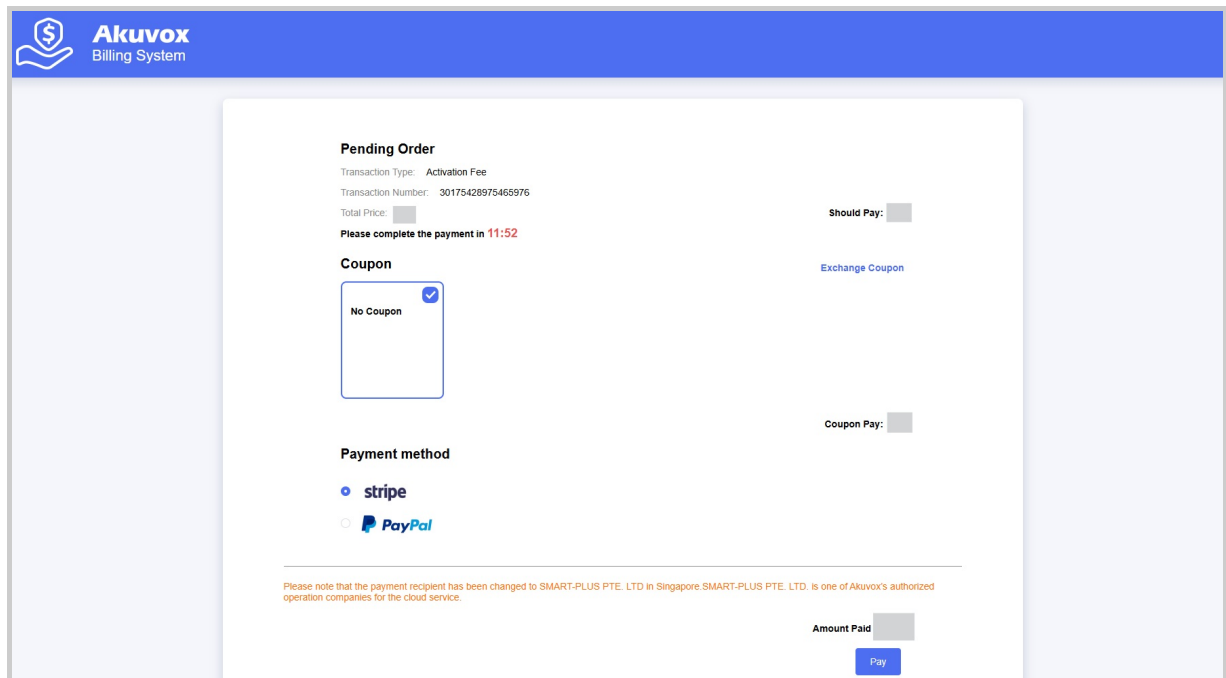
Renew

- a. To renew services, choose **Auto Renew** or **Manual Renew**.
- b. If **Auto Renew** is selected, Renewal occurs every 30 days and extends the account's upcoming expiration date by 30 days.
- c. Specify the time the renewal lasts.

NOTE: Coupons are not supported for auto-renewal.

8. Click to complete the billing information before clicking Pay.

9. Choose the payment method. If coupons are available, you can check them.

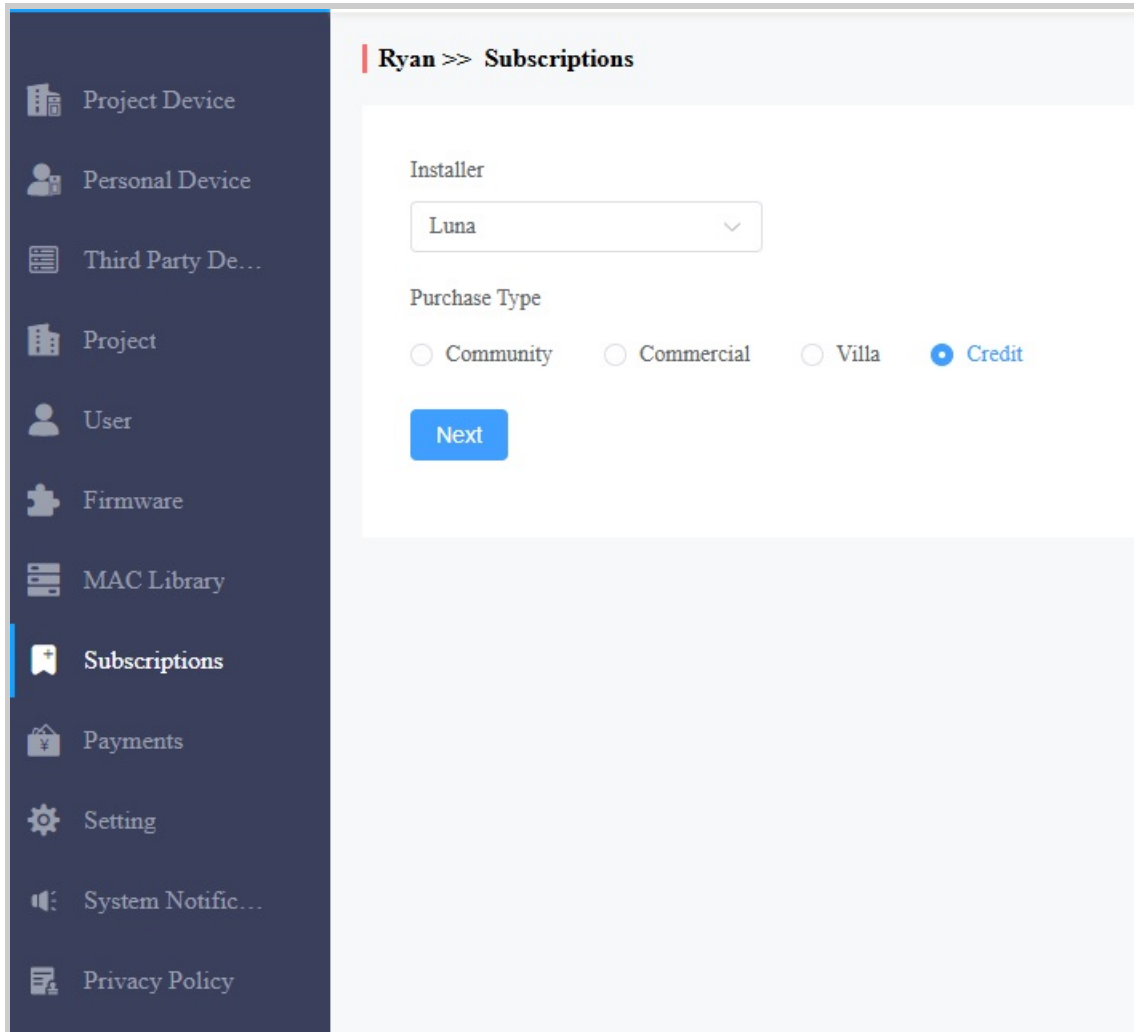


Credit Payment

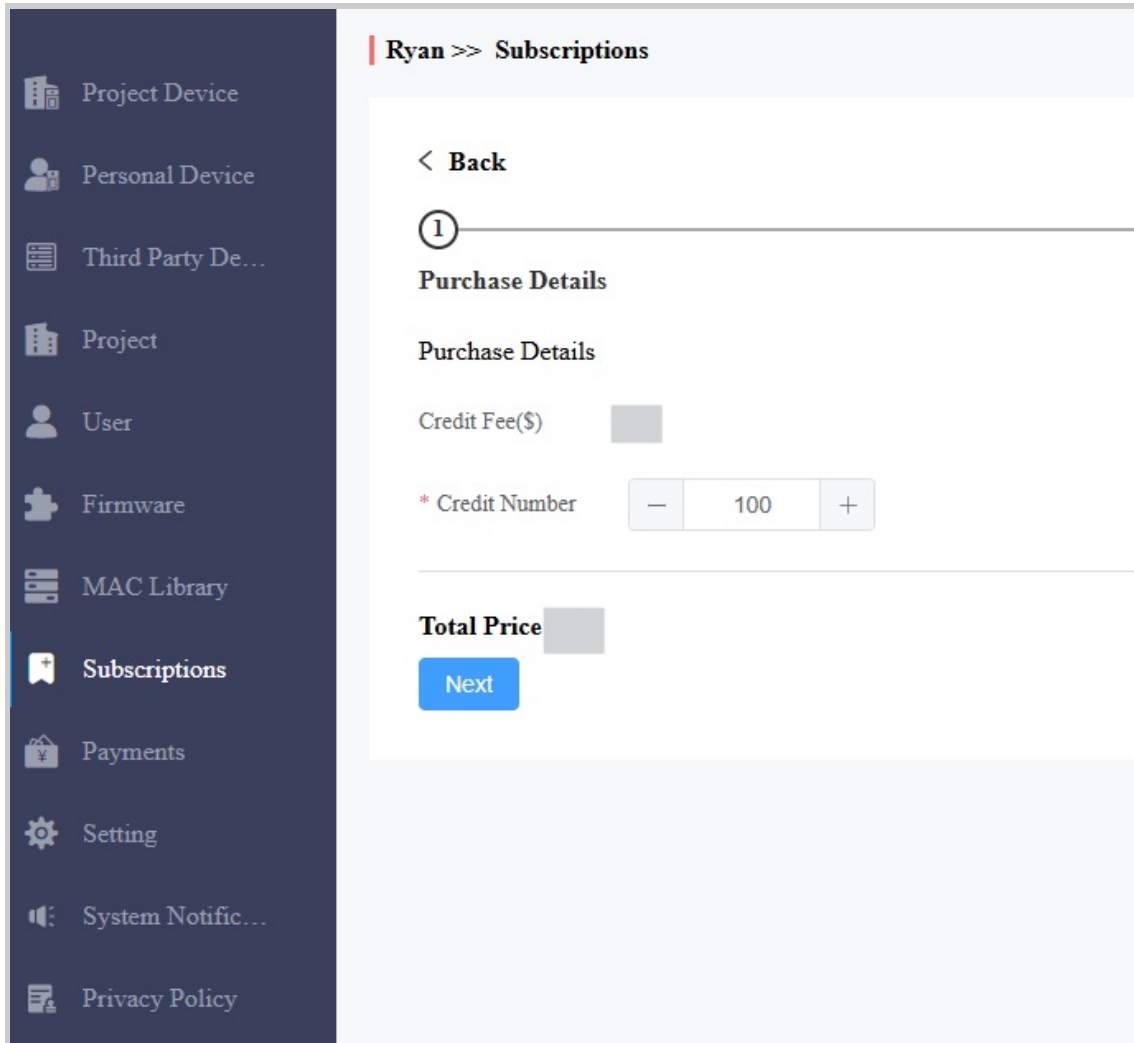
Credit payment is ONLY for commercial projects created after June 1, 2025.

Purchase Credits

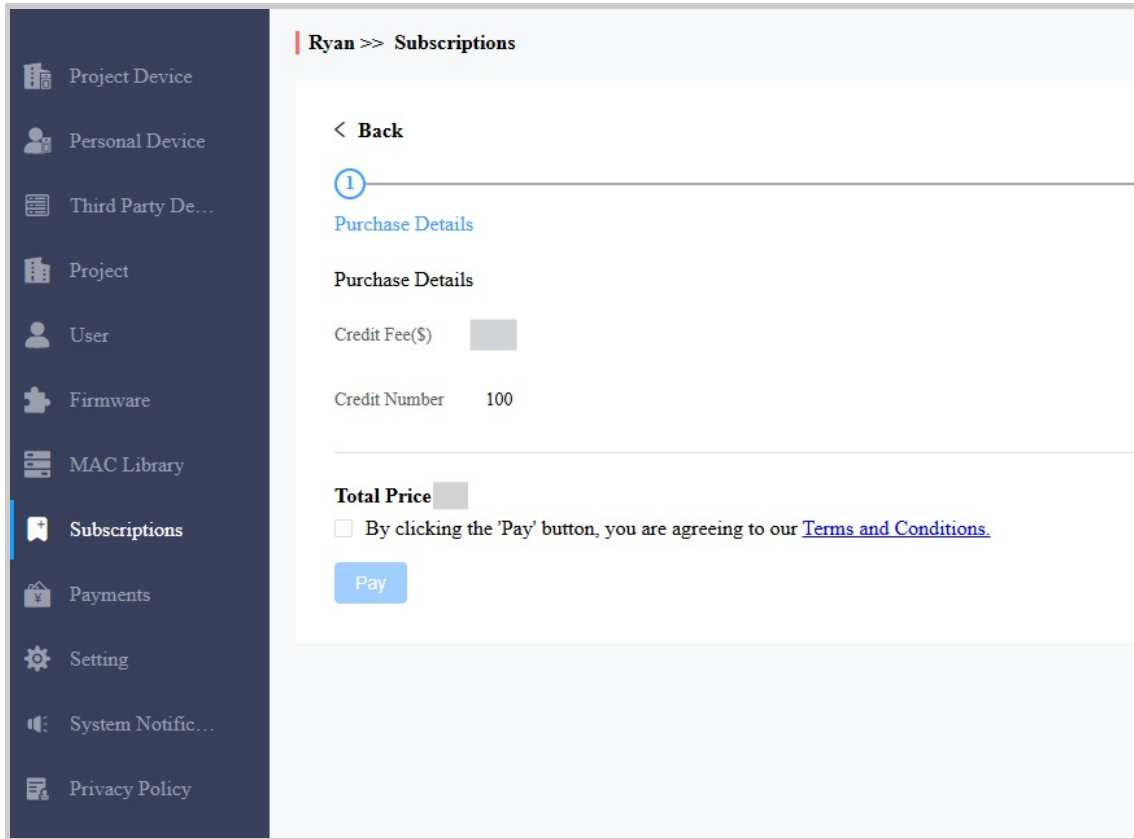
1. Log in to the SmartPlus Cloud platform with your account.
2. Click **Subscription** on the left column.
3. Choose the desired installer and select **Credit**.



4. Specify the credit number and click Next.



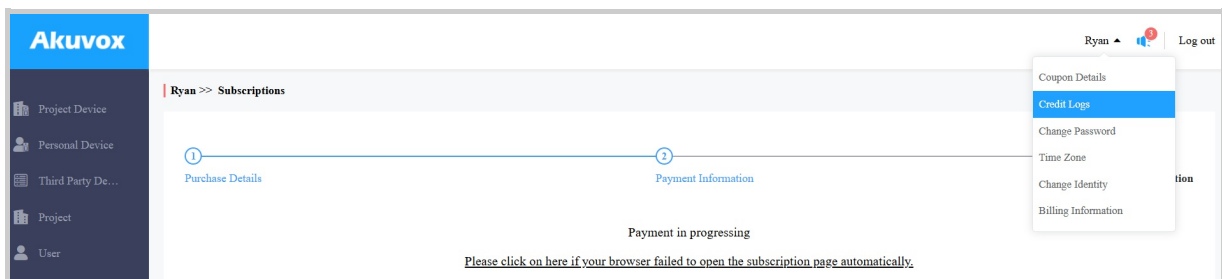
5. Check **Terms and Conditions** before clicking Pay.



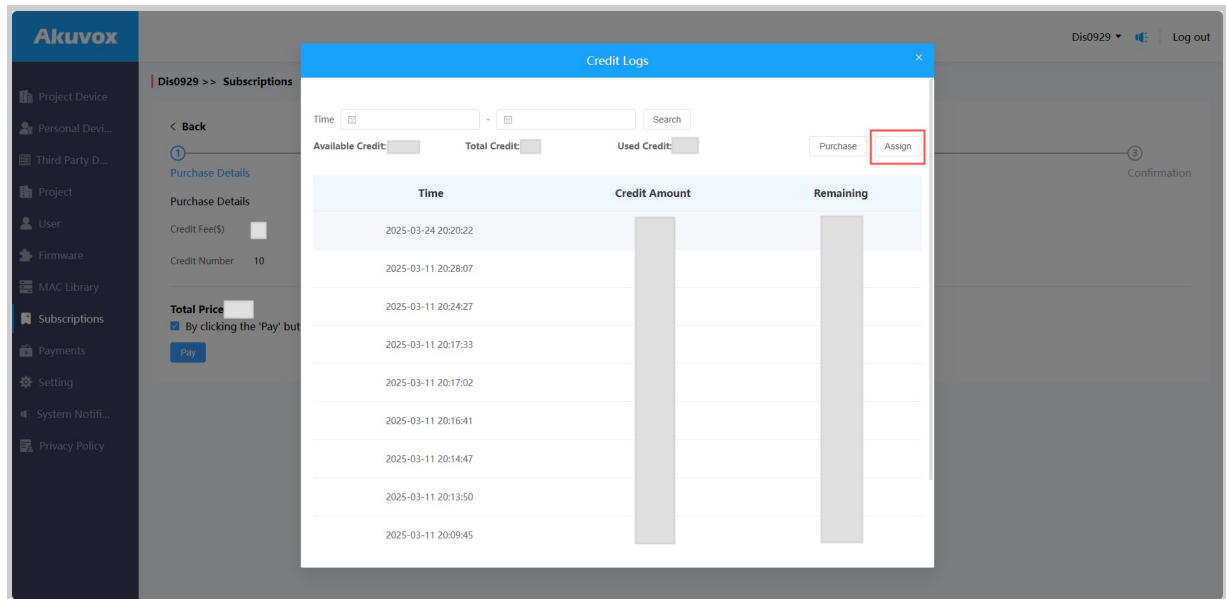
6. Pay for the order with Stripe, PayPal, or a Coupon.

Allocate Credits

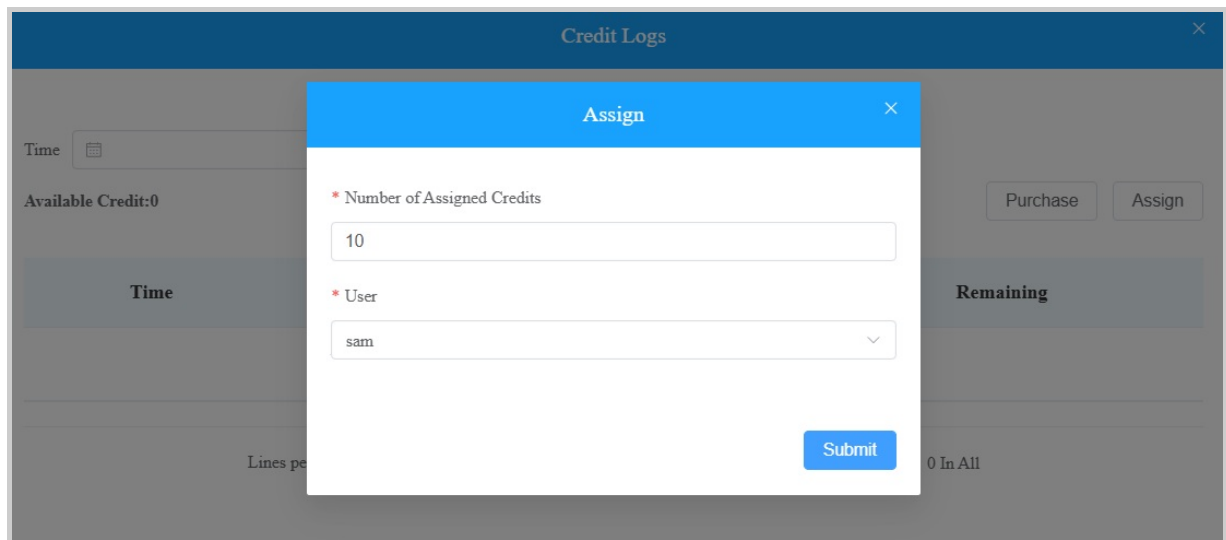
1. Click the account name in the upper right corner and select **Credit Logs**.



2. Check the available credits to be allocated. Click **Assign**.




3. Enter the number of assigned credits and select the user.



4. Click Submit.

Grant Permission to Installers

1. Log in to the SmartPlus Cloud platform with your account and click **Users** on the left column.
2. Select **Installer**.
3. Click **New** to create an installer account or click  to modify an existing one.
4. Find the **Pay by Installer** option. Choose the payment method.

The screenshot displays the Akuvox user management interface. On the left, a sidebar menu has the 'User' option highlighted with a red box and the number '1'. The main content area shows a breadcrumb 'aktest >> User' with a red box and '2' around the 'User' text, and a 'Sub Distributor' dropdown menu with 'Installer' selected, also boxed with a red '2'. A modal window titled 'Add User' is open in the center, with a red box and '4' around its 'Pay By Installer' dropdown menu, which is currently set to 'No Permission'. The dropdown options include 'No Permission', 'Stripe/Paypal Coupon', and 'Credit(Supported for office projects created after June 1, 2025.)'. Below this are several toggle switches for 'RTSPS', 'Get Access Without Password', and 'Email Two-Factor Authorization for Login', all of which are currently turned 'On'. At the bottom of the modal are 'Cancel' and 'Submit' buttons. On the right side of the interface, a table lists 'Sub Distributor' and 'Action' columns. A red box and '3' highlight a 'New' button in the top right of the table area. Another red box and '3' highlight a 'New' button in the 'Action' column of the table.

For Installers

Akuvox offers two main ways to pay for services.

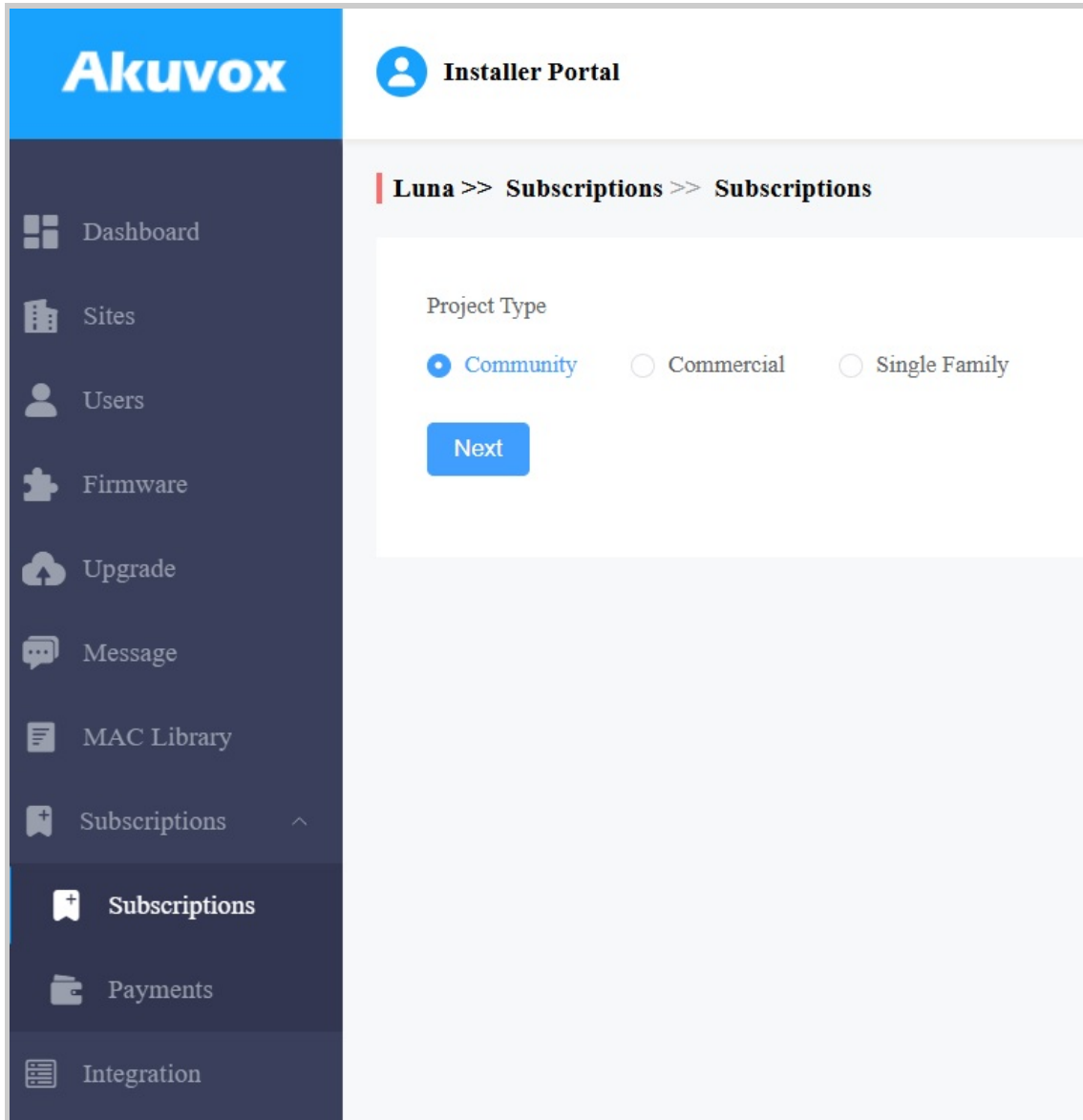
- **Regular Payment:** Use Stripe or PayPal, or pay with coupons. You can purchase coupons by contacting Akuvox sales team.
- **Credit Payment:** It can only be used for new commercial projects(created after **June 1, 2025**). You can purchase credits from your distributors.

You should be granted permission by your distributors before paying fees.

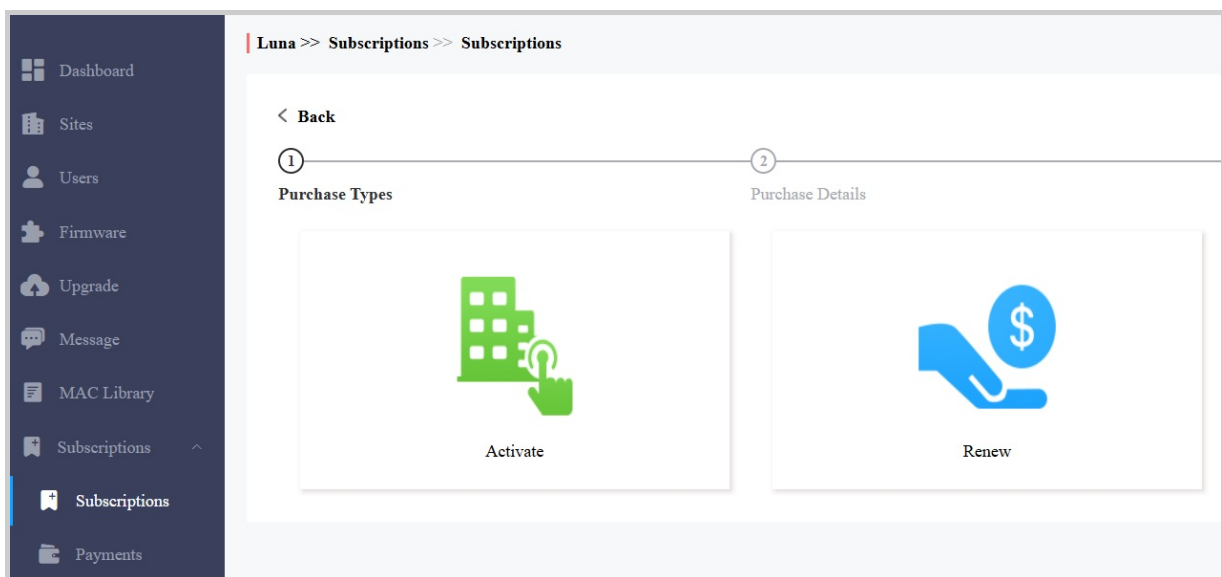
Besides, you can control whether property managers have permission to pay.

Regular Payment

1. Log in to the SmartPlus Cloud platform with your account.
2. Click **Subscription** on the left column.
3. Choose the project type and click Next.



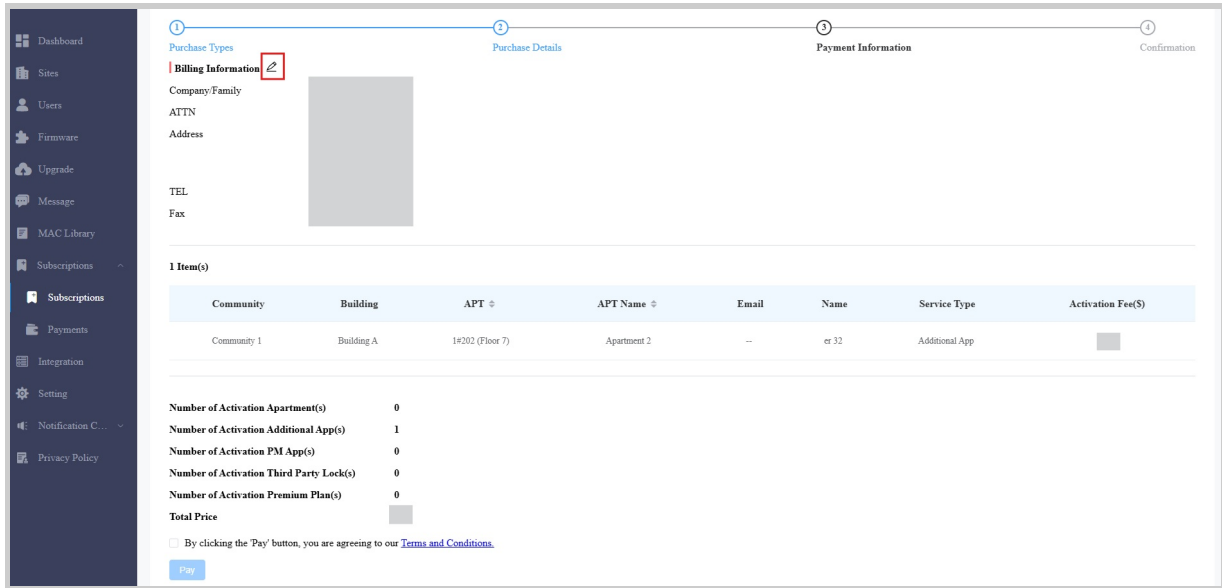
4. Choose to activate or renew services.



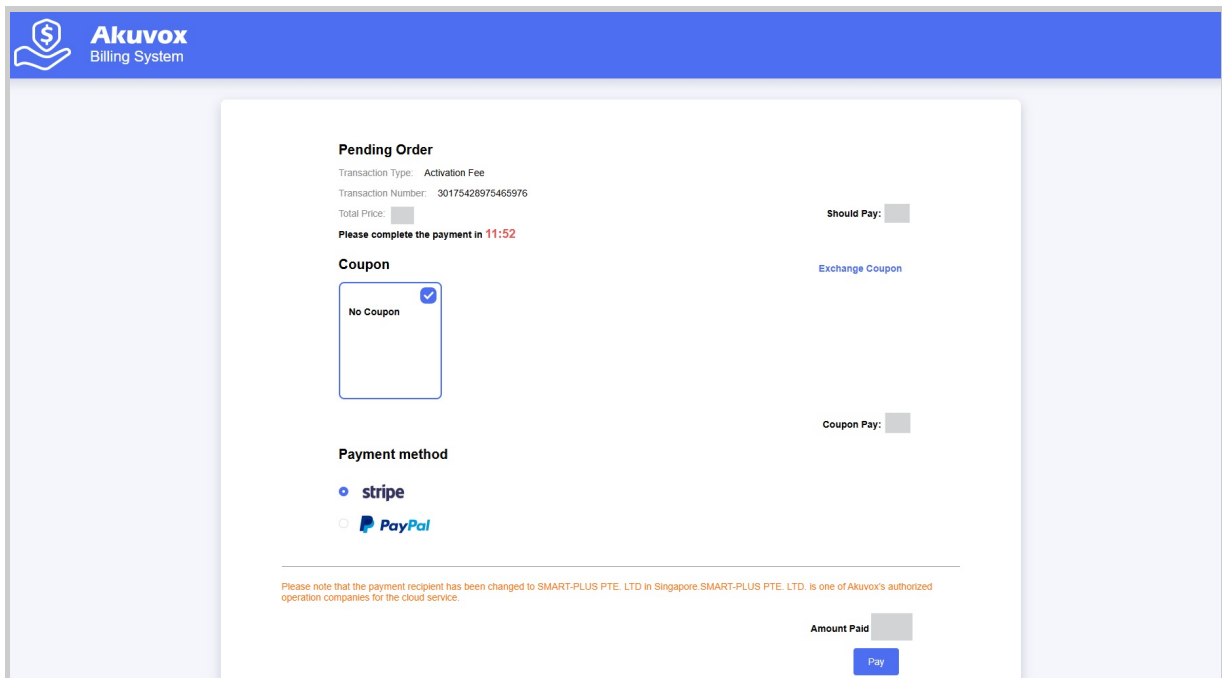
5. Select the target site or check them all.
6. Select the service type or select All. The price will display.
7. Click Next.

Activate	Renew
	<p>a. To renew services, choose Auto Renew or Manual Renew.</p> <p>b. If Auto Renew is selected, Renewal occurs every 30 days and extends the account's upcoming expiration date by 30 days.</p> <p>c. Specify the time the renewal lasts.</p> <p>NOTE: Coupons are not supported for auto-renewal.</p>

8. Click to complete the billing information before clicking Pay.

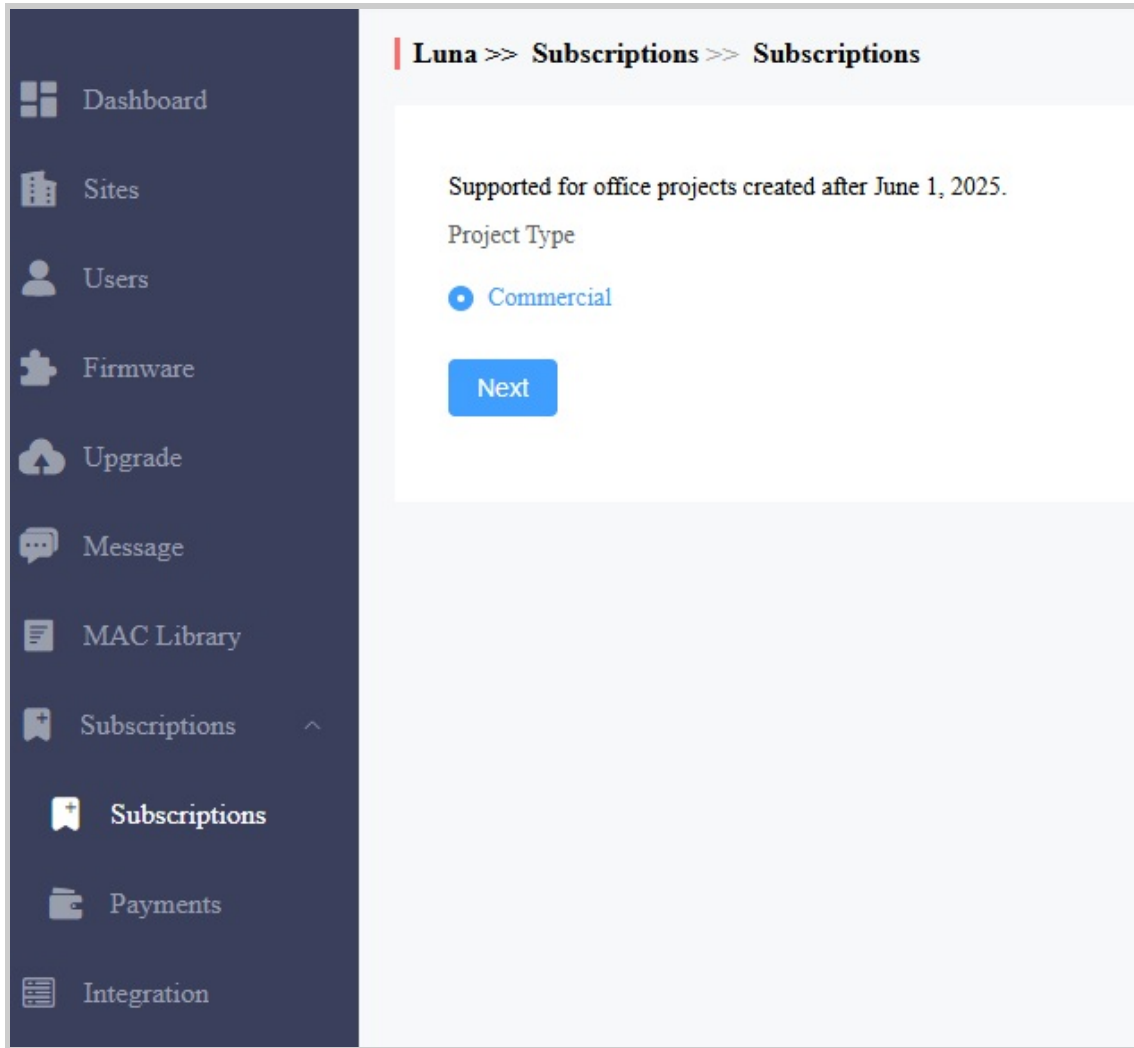


9. Choose the payment method. If coupons are available, you can check them.

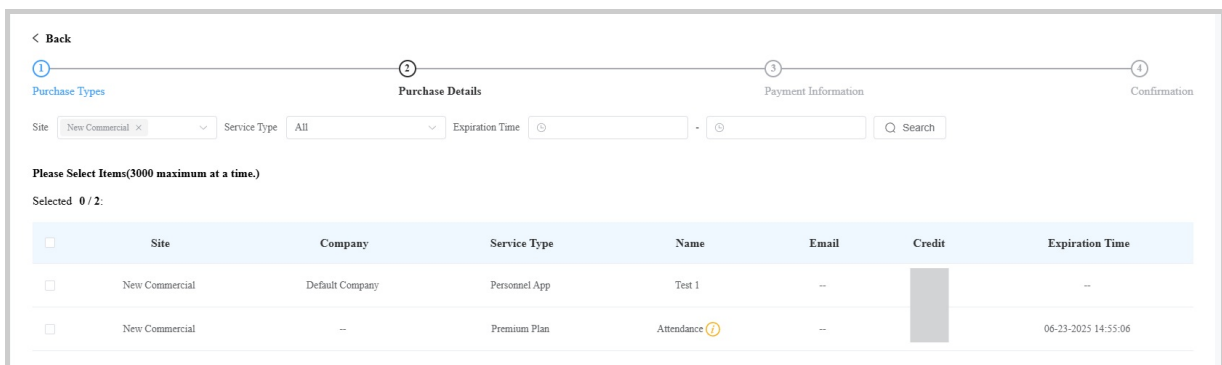


Credit Payment

1. Log in to the SmartPlus Cloud platform with your account.
2. Click **Subscription** on the left column and click Next.



3. Click **Renew**.
4. Check the desired sites or select All.
5. Select the service type or select All.



6. Specify the renewal time and click Next.

Go to 1 Go 2 In All

Renew To: 2025-09-30 GMT+8:00

Number of Renewal Door(s): 0


Number of Renewal Personnel App(s): 1

Number of Renewal Admin App(s): 0


Number of Renewal Premium Feature(s): 1

Total Credit: [Redacted]

[Next](#)

7. Click  to complete the billing information before clicking Pay.

1 Purchase Types 2 Purchase Details 3 Payment Information 4 Confirmation

Billing Information 

Company/Family: [Redacted]


ATTN: [Redacted]

Address: [Redacted]

TEL: [Redacted]

Fax: [Redacted]

2 Item(s)

Site	Company	Service Type	Name	Email	Credit	Expiration Time	Next Expiration Time
New Commercial	Default Company	Personnel App	Test 1	--	[Redacted]	--	09-30-2025 23:59:59
New Commercial	--	Premium Plan	Attendance 	--	[Redacted]	06-23-2025 14:55:06	09-30-2025 23:59:59

Renew To: 2025-09-30

Number of Renewal Door(s): 0

Number of Renewal Personnel App(s): 1

Number of Renewal Admin App(s): 0


Number of Renewal Premium Feature(s): 1

Total Credit: [Redacted]

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

[Pay](#)

8. Click **Pay** to finish the payment.



Pending Order

Transaction Type: Monthly Fee

Transaction Number: 30175429709414289

Total Credit: [Redacted]

Please complete the payment in 14:57

Credit

Available Credit: [Redacted]


Please note that the payment recipient has been changed to SMART-PLUS PTE. LTD in Singapore SMART-PLUS PTE. LTD. is one of Akuvox's authorized operation companies for the cloud service.

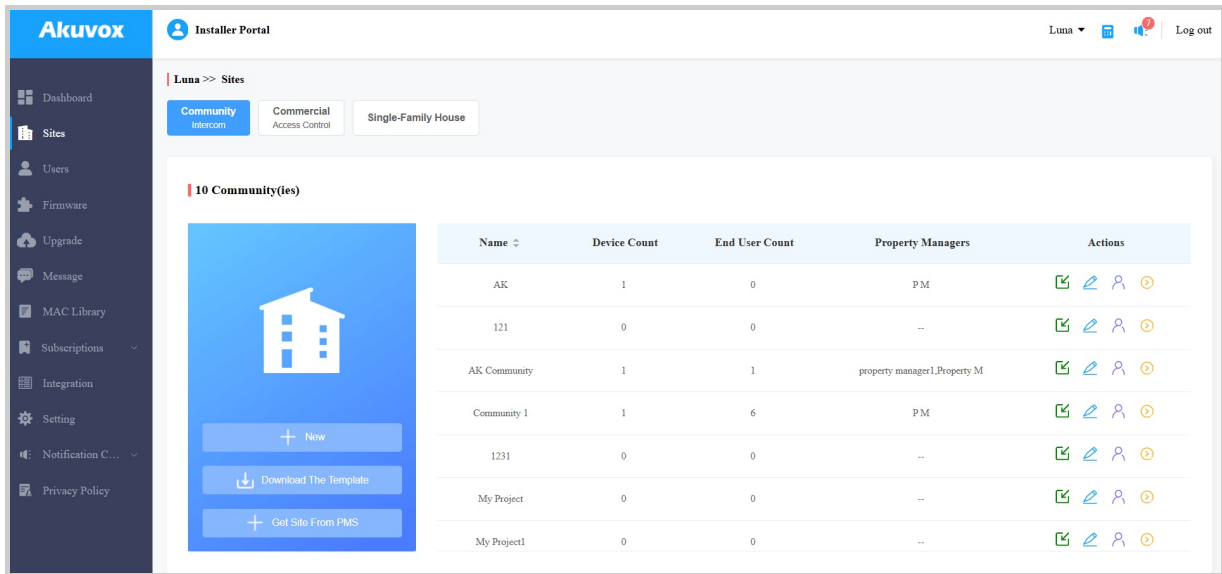
Amount Credit: [Redacted]

[Pay](#)

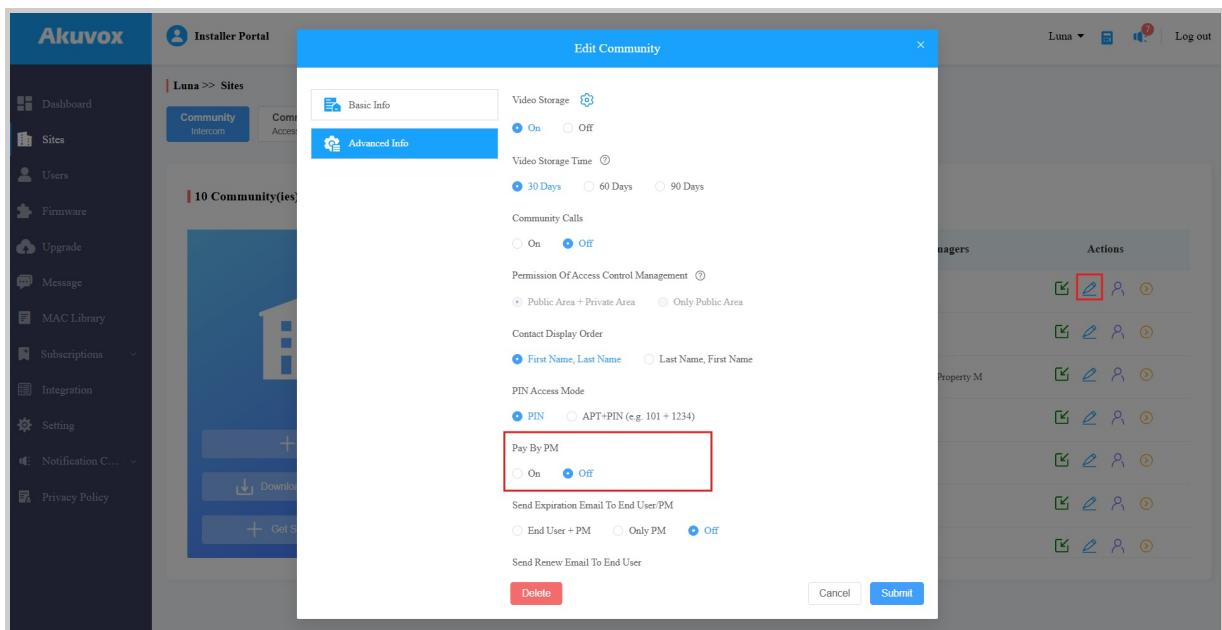
Grant Permission to Property Managers

You can set up the payment permission of property managers when creating or modifying a community/commercial project.

1. Log in to the SmartPlus Cloud platform with your account.
2. Click  of the desired project.



3. Find the **Pay By PM** option. For a community project, it is on the **Advanced Info** page.



For Property Manager

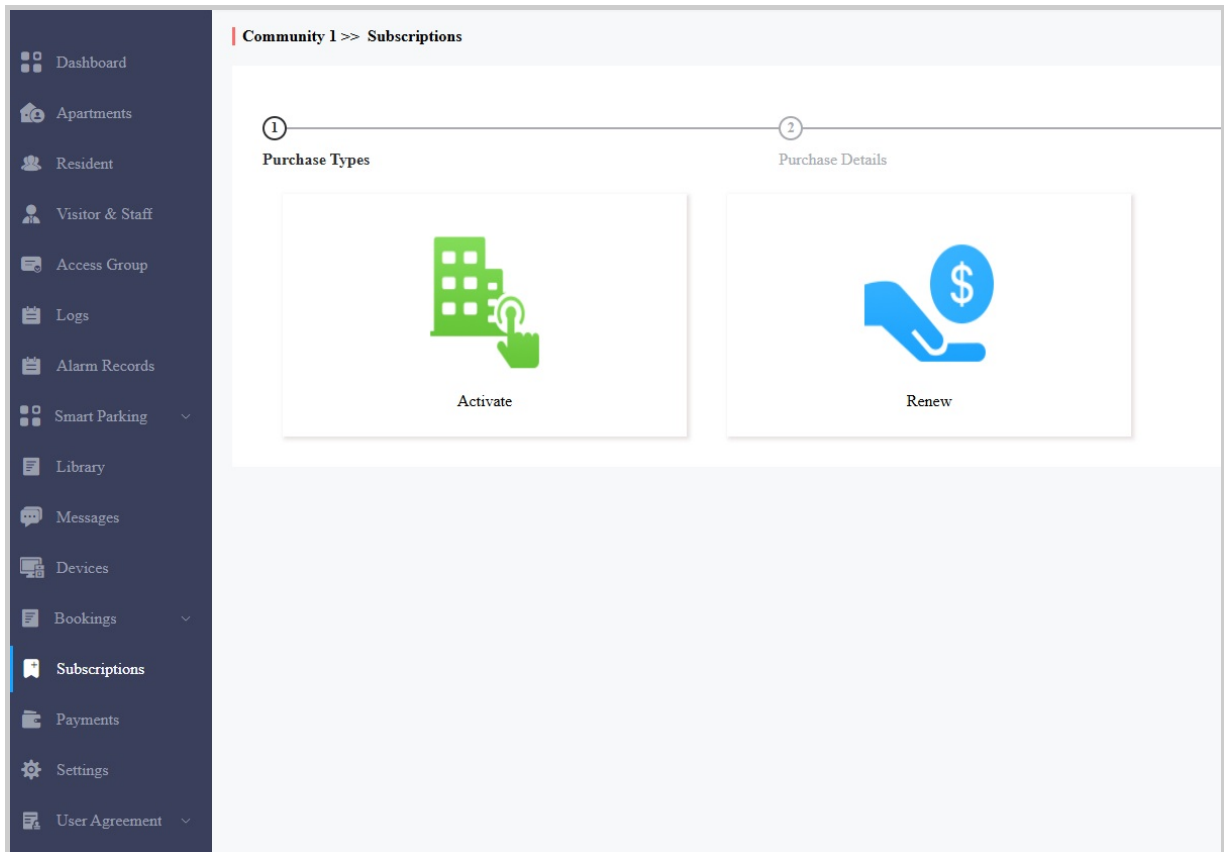
Akuvox offers two main ways to pay for services.

- **Regular Payment:** Use Stripe or PayPal, or pay with coupons. You can purchase coupons by contacting Akuvox sales team.
- **Credit Payment:** It can only be used for new commercial projects(created after **June 1, 2025**). You can purchase credits from your distributors.

You should be granted permission by your installers before paying fees.

Regular Payment

1. Log in to the SmartPlus Cloud platform with your account.
2. Click **Subscription** on the left column.
3. Choose to activate or renew services.



4. Select the service type or select All. The price will display.

5. Click Next.

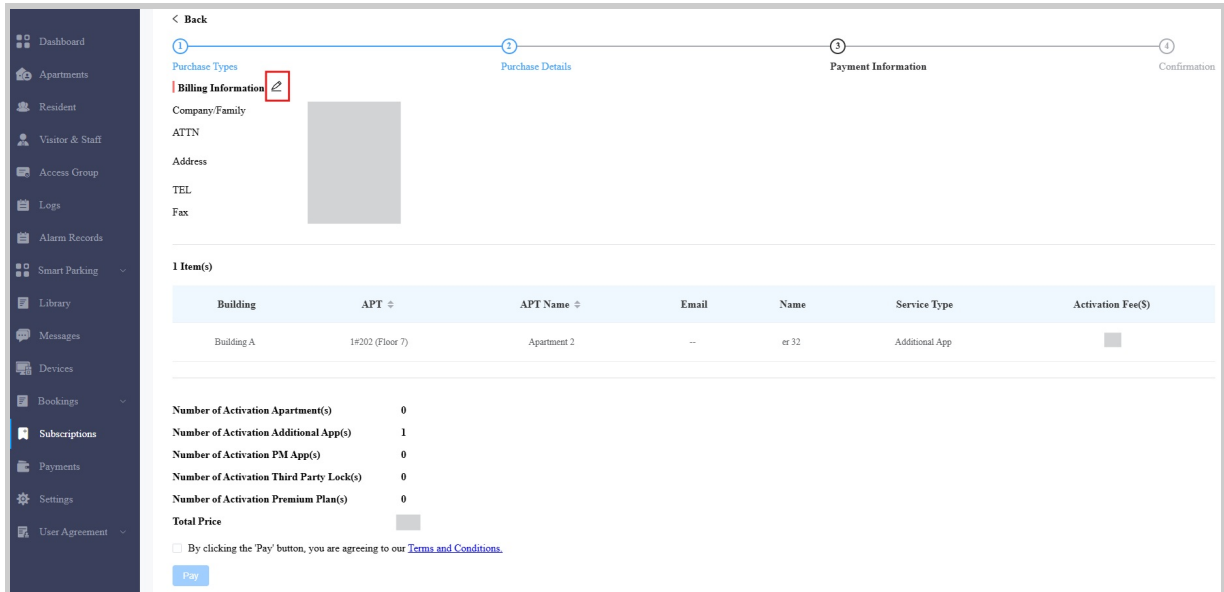
Activate

Renew

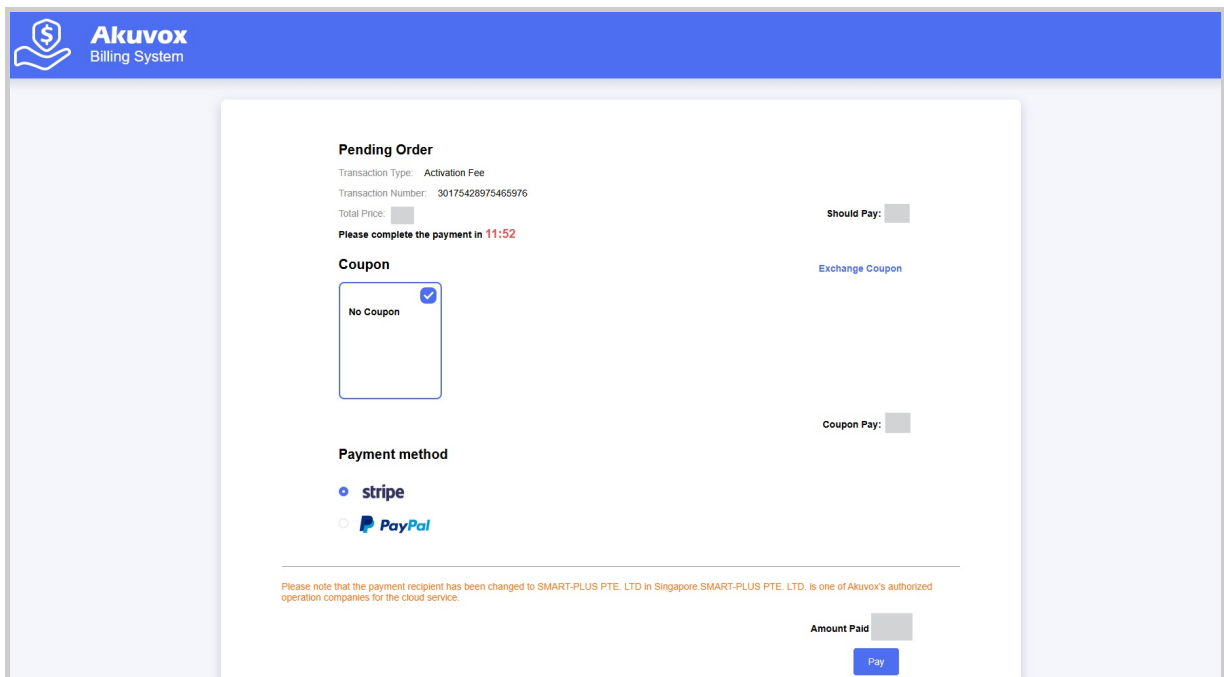
- a. To renew services, choose **Auto Renew** or **Manual Renew**.
- b. If **Auto Renew** is selected, Renewal occurs every 30 days and extends the account's upcoming expiration date by 30 days.
- c. Specify the time the renewal lasts.

NOTE: Coupons are not supported for auto-renewal.

6. Click to complete the billing information before clicking Pay.

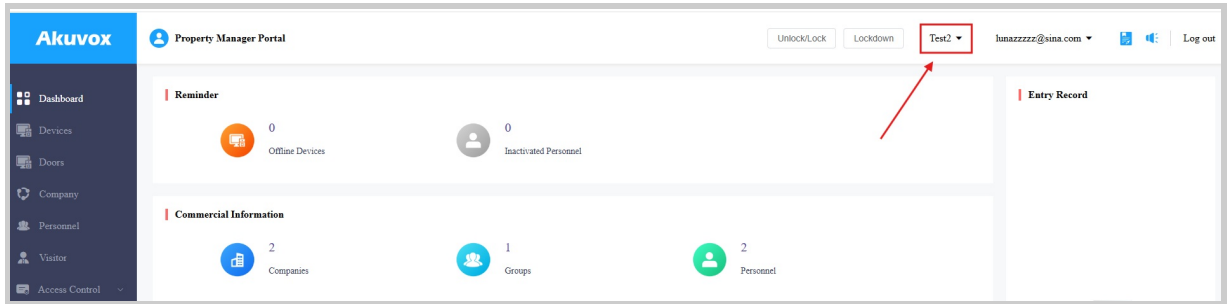


7. Choose the payment method. If coupons are available, you can check them.

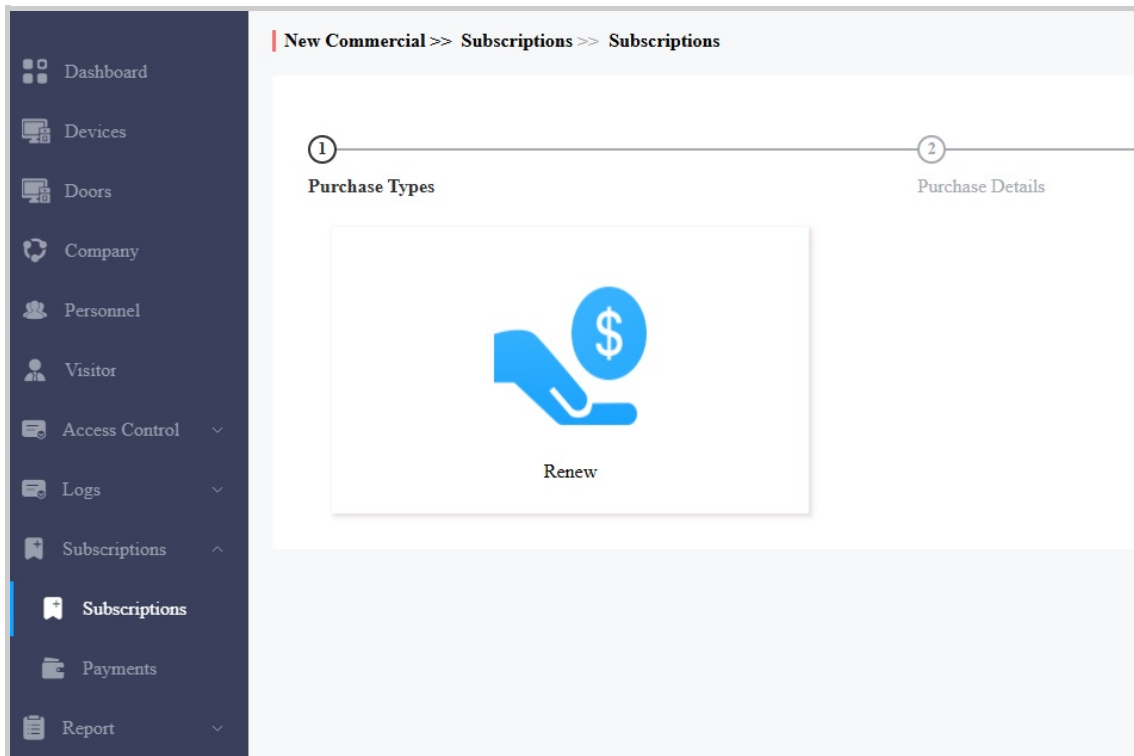


Credit Payment

1. Log in to the SmartPlus Cloud platform with your account.
2. Switch to the target commercial project by clicking the project name.

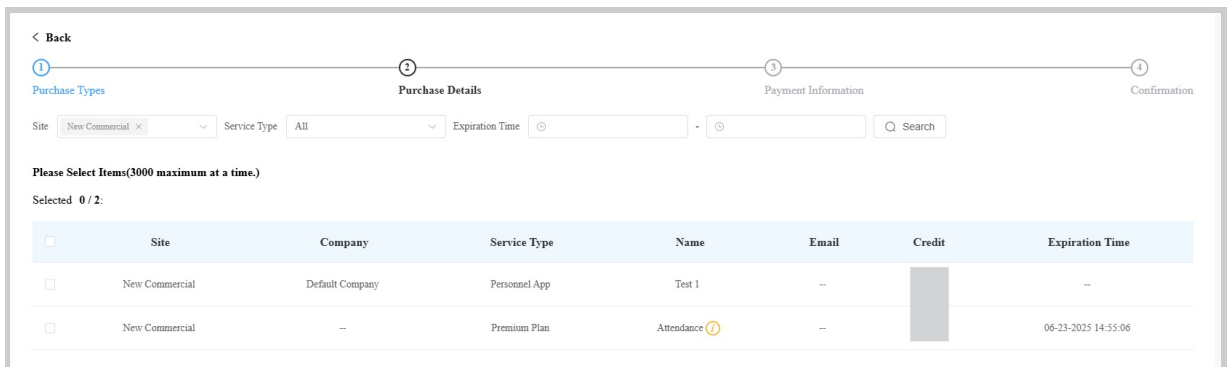


3. Click **Subscription** on the left column and click **Renew**.



4. Check the desired sites or select All.

5. Select the service type or select All.



6. Specify the renewal time and click Next.

< 1 > Go to 1 Go 2 In All

Renew To GMT+8:00


Number of Renewal Door(s) 0

Number of Renewal Personnel App(s) 1


Number of Renewal Admin App(s) 0

Number of Renewal Premium Feature(s) 1

Total Credit

7. Click  to complete the billing information before clicking Pay.

1 Purchase Types 2 Purchase Details 3 Payment Information 4 Confirmation

Billing Information 

Company/Family


ATTN

Address

TEL

Fax

2 Item(s)

Site	Company	Service Type	Name	Email	Credit	Expiration Time	Next Expiration Time
New Commercial	Default Company	Personnel App	Test 1	--	<input type="text"/>	--	09-30-2025 23:59:59
New Commercial	--	Premium Plan	Attendance 	--	<input type="text"/>	06-23-2025 14:55:06	09-30-2025 23:59:59

Renew To 2025-09-30

Number of Renewal Door(s) 0

Number of Renewal Personnel App(s) 1

Number of Renewal Admin App(s) 0

Number of Renewal Premium Feature(s) 1

Total Credit

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

8. Click **Pay** to finish the payment.



Pending Order

Transaction Type: Monthly Fee

Transaction Number: 30175429709414289

Total Credit

Please complete the payment in 14:57

Credit

Available Credit

Please note that the payment recipient has been changed to SMART-PLUS PTE. LTD in Singapore.SMART-PLUS PTE. LTD. is one of Akuvox's authorized operation companies for the cloud service.

Amount Credit