

Akuvox Community Guide: Property Manager Portal

This guide makes the following assumptions:

- Your site has already been created
- A Property Manager User has been created and assigned to the site already

The property manager is the MANAGEMENT side of the Community. Installer has created buildings already so now it's the Property Managers turn to now add in Resident information and setup other relevant features for the community

Signing into the Property Manager Portal

You can sign into the Property Manager Portal using the cloud site

AU Cloud: <https://aucloud.akuvox.com/manager/#/login>

Editing Apartment settings

You can edit the permissions of the apartment in the Apartment section

Edit Apartment

Apartment Name

APT 001

Contact Preference

Group Call

Call Type

SmartPlus and indoor monitors

SIP Call Or IP Call

SIP Call (Not all the devices are deployed on the same local network)

Permission Control

☒ Allow User to Create QR Code

☒ Allow User to Register Face ID

☐ Family Member Amount Limit

☒ Allow User to Create RF Card

Reset

Cancel

Submit

❖ Go to Apartment

- ❖ Find the apartment you want to edit and click the edit (Pencil Icon)
- ❖ Tick/Untick any permissions you want to enable/disable for the apartment.
- ❖ Submit

Adding Residents

You can create residents and assign them to their apartments.

Smartplus app test >> Resident

Building: All APT: All Account Type: All Active: All App Status: All Import New

Name: Search

	UID	Name	Contact Information	Building	APT	APT Name	App Status	Remark	Actions
☐	847113287	Test User Member	--	DA holdin	001 (Floor 1)	APT 001	Unregistered	--	
☐	847113286	o p Member	--	DA holdin	001 (Floor 1)	APT 001	Unregistered	--	
☐	847114508	V S Member	-- TST_TEST12@hotmail.com	DA holdin	001 (Floor 1)	APT 001	Unregistered	--	
☐	847114536	Test User Master	-- test1234@outlook.com	DA holdin	001 (Floor 1)	APT 001	Registered	--	

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- ❖ Go to Resident
- ❖ Click New
- ❖ Fill in the information of the resident (Red Astrix fields are compulsory)
- ❖ Submit

Resident will be created and added to the apartment

Visitor & Staff

In this section, you can create and manage your own Temp Keys as well as Temp Keys created by Residents. Temp Keys are created per building. This section is also for assigning access for staff for the community e.g. cleaners.

Smartplus app test >> Visitor & Staff

Temp Keys Delivery Auth Staff Auth

Name: Name: Search Download RF Card Template Import RF Card New

	Name	Access Methods	Access Group	Accessible Floors	Created Time	Actions
No Data						

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- ❖ Go to Visitor & Staff
- ❖ Click on what key you want to make. (Temp Keys, Delivery Auth or Staff Auth)
- ❖ Click New
- ❖ Fill in the information (Red Astrix fields are compulsory)
- ❖ When you select the building, you want to make the key for, you can select the device and their relays that the Temp Key will work on.
- ❖ Submit

Access Group

You can create an Access Group and assign it to different devices in the building.

Smartphos app test -> Access Group

Type: All Customized Access Group Search New

Access Group ID	Access Group	People	Device	Third Party Device	Repeats	Time Duration	Actions
6289	Resident Building Building 1 System	4	--	--	Daily	12:00:00 AM - 11:59:59 PM	View
6291	Resident Building DA building System	4	429 demo	--	Daily	12:00:00 AM - 11:59:59 PM	View

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- ❖ Go to Access Group
- ❖ Click New
- ❖ Fill in information (Red Astrix fields are compulsory)
- ❖ Select the Relays you want the Access Group to apply too.
- ❖ Submit

Logs

Property Manager can check the logs from all the devices.

Smartphos app test -> Logs

[Door Logs](#) [Call History](#) [Capture & Video](#) [Temperature Logs](#) [Detection Logs](#) [Operation Logs](#)

Door logs will be kept for 30 days.

Log Type: All Date: - Building: All Device Location: Action: All Key: Search Export Logs

Happened On	Building	Device Location	Initiated By	APT	Log Type	Action	Key	Response	Capture & Video
No Data									

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All you need to do is click Logs and you'll have access to the following sections:

- Door Logs
- Call History
- Capture & Video
- Temp Logs
- Detection Logs
- Operations logs

Some of these will only be available if the device supports the function

Alarm Records

This is where you can check the logs of the Alarms that have been triggered on site

Smartplus app test >> Alarm Records

Emergency Alarm Arming Alarm

Alarm Time -

Alarm Time	Building	Device	Type
No Data			

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All you need to do is go to Alarm Records and you can view the records of the Alarm system on site.

Smart Parking

This one can only be used if the device supports LPR (Licence Plate Recognition). The way this works. Smart Parking is for if you plan to have an Akuvox device in a Parking Space.

Licence Plate

Here you can save the Licence Plate registration of community members.

Parking Lot

Here you can create a virtual Parking lot. You can assign devices as Entry and Exit Points. You can have 1 device act as an Entry/Exit or define 2 with one as an entry and another as an accent.

Library

This is where you can go to look at PIN code and RF cards that are currently logged into the site.

Smartplus app test >> Library

PIN RF Card

Building: All APT: All Identity: All PIN:

	PIN	Owner	Building	APT	Created Time	Actions
☐	1121	Test User Resident	DIA-holdin	001 (Floor 1)	10-04-2025 02:50:33 PM	Edit Delete

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You can go here and filter by Building and Apartments and search by names or PINs.

Messages

You can create messages to send to devices and smart plus apps throughout your site. These can be used to notify Residents of events or any important notices.

Smartplus app test >> Messages >> New

+ Add a Template

* Title

* Content

* Send To

☒ Both indoor monitor and app ☐ Indoor monitor only ☐ App only

Building: All UID/Email/Name Search

UID	Name	Email	Building	Room	
☐	847114336	Test User	tt_test@outlook.com	DA buildin	001 (Floor 1)

Send

- ❖ Go to Messages
- ❖ Click New
- ❖ Now select the devices you want to send the message too.
- ❖ Submit and the message will be sent
- ❖ The message will appear on either a Akuvox device or a SmartPlus app (Depending on what you set to display the message)

Devices

Property Managers can also manage the devices on site. They can't install new devices, but they can still change a device's setting, as well as reboot, reset and remote into them.

Smartplus app test >> Devices

Intercom Devices Third Party Devices

Building: All APT: All Status: All Type: All MAC: Search Set Score

Building	APT	Device Name	Name	MAC	Device Type	Door Sensor	Status	Last Connected Time	Action
DA buildin	--	x29 demo	--	0C1105201B4A		--		--	
DA buildin	001 (Floor 1)	DA APT MONITOR	Test User	0C11052238AE		--		28-01-2025 09:37:33 AM	

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Modify Device

- ❖ Go to Devices
- ❖ Find the device you want to modify
- ❖ You can click edit (Pencil Icon) to change the following settings
 - Name of device
 - Contact Display settings
 - Monitoring settings
 - Relay Settings
 - Access Methods
 - "Hold open during scheduled time" – Add an access group to it.

Reboot/Reset Device

- ❖ Go to Devices
- ❖ Find the device you want to modify

- ❖ Click the yellow information bubble
- ❖ Click Settings
 - Click Reboot if you want to turn it off and on
 - Click Reset if you want to Factory Reset the device.

Remote into Device

- ❖ Go to Devices
- ❖ Find the device you want to modify
- ❖ Click the yellow information bubble
- ❖ Click Settings
- ❖ Click Remote Control
- ❖ It will then take you to the Web GUI for the device and you can login with the device details.

Settings

This is the settings for the actual community site

Smartplus app test >> Settings

Basic Setting
Time Setting
Advanced Setting
Emergency Setting

Community Name

Smartplus app test

Community Address

New Zealand

Auckland

Auckland

1381

Fake Place

Allow resident to create PIN

☒ On
☐ Off

PIN Access Mode

☒ PIN
☐ APT+PIN (e.g. 101 + 1234)

Send email when the device is disconnected.

☐ On
☒ Off

Send message when SIM card data exceeds the limit

☐ On
☒ Off

Submit

You can modify Basic, Advanced, Time and Emergency settings.