

HOW TO INSTALL & USE THE INTRATONE APP



1.

Download the Intratone app onto every device you want to use to receive video calls from



Play Store



App Store

The app will prompt you to enter the phone number that has been recorded on the intercom system by your property manager.

2.

Note: If you want to use several devices with the app, download the app onto each device, and enter the same phone number on each of them. They will ring simultaneously.

3.

You will receive an SMS message with a code that you have to enter into the app to complete installation.



Ready! Now, if you have a call from the intercom, **the app will launch automatically**. You can see your visitor, talk to them, and select if you would like to open the door.

4.

Need further assistance?

ZEUK-FLY23-01

We are here to help. Contact our support team at 0208 037 9015 or support@intratone.uk.com.

Visit our FAQ page here



intratone



RESIDENT GUIDE | INTERCOMS

HOW TO USE THE INTERCOM



Resident's access

1. To open the door, hold your **key fob** against the proximity reader (they can be round or square, with a key sign).
2. You will see and hear a message confirming that the **door is open**.
3. Your property manager can program a code to enter on the keypad for you to open the door as well.



Visitors calling

1. Visitors will dial your **flat code** or **select your name** using the arrow buttons and press the call button.
2. The intercom will initiate an audio call to your registered phone number (landline or mobile).
3. Each flat can have **two phone numbers** programmed. If the first number does not answer after 4 rings, the second number will be dialled automatically.



*Note: phone numbers are registered in the system by your property manager. For any changes, call them.

RECEIVING CALLS

When visitors dial your flat code or select your name on the intercom, the intercom will **initiate a phone call**. The type of the call will depend on the system settings and the **network coverage**.



Receiving calls

Landline numbers receive audio calls.

You will also receive audio calls if no device has the Intratone app installed and registered with your phone number.

You can either **answer the call** to speak with your visitor or **reject the call** without granting access.

While you are on the call, press the ***** key to **open the door**.

Please note: The door opening code "*" is set at the factory but your property manager could have changed it in the system settings. If "star" does not open the door, contact your property manager.

Note: The intercom uses a phone number with a French prefix (+33 XXX XXX XXX). We recommend that you save this number in your phone.



Video calls

To receive video calls, you must **download the Intratone app** to every device you want to receive video calls on. You can use up to 6 devices with the same phone number!

Once downloaded, the app asks for the **phone number used by the intercom**. See detailed instructions on the next page.

You will need good network coverage to use video calls (at least 3G). If your network coverage is poor or if the network falls out, the intercom will revert to audio calls.