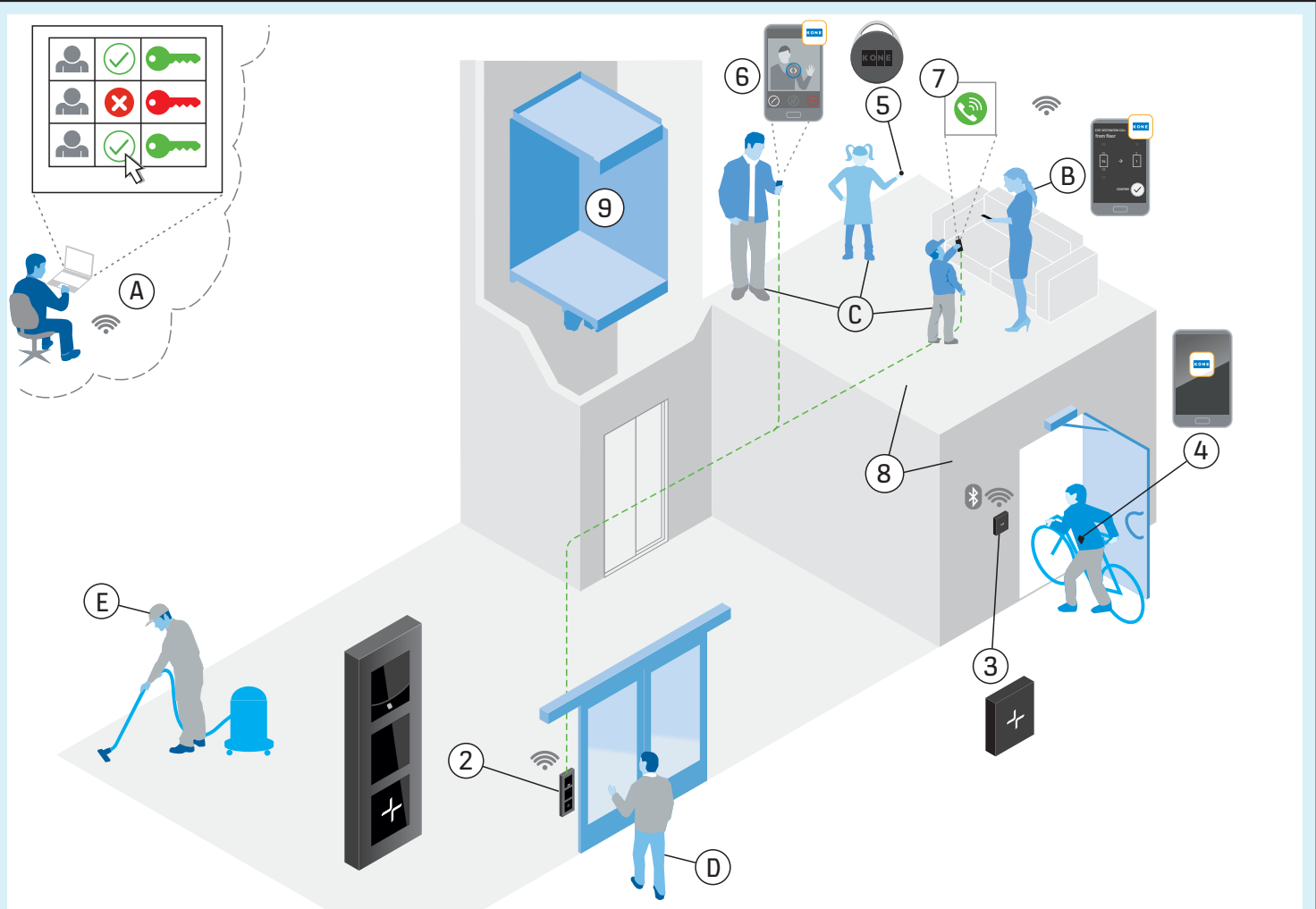


Overview of KONE Residential Flow



- ① User roles:
 - Ⓐ Administrator - adds main users and managed users with KONE Flow Manager, administrates KONE Residential Flow [typically the facility manager of the building]
 - Ⓑ Main user - adds sub-users and visitors with KONE Flow, lives in an apartment, uses KONE Residential Flow
 - Ⓒ Sub-user - lives in an apartment, uses KONE Residential Flow with KONE Flow, key tag, or audio only phone.
 - Ⓓ Visitor - uses KONE Residential Flow with KONE Flow or key tag if added to the system by main user
 - Ⓔ Managed user - uses KONE Residential Flow with KONE Flow or key tags if added to the system by administrator.
- ② Intercom unit with access reader
- ③ Access reader
When activated with a smartphone key or key tag, an access reader opens the door.
- ④ Smartphone key
KONE Flow application works as a smartphone key to open doors.
- ⑤ Key tag
An electronic key that is authorized to open doors.
- ⑥ Video call
When a visitor presses a contact name on the intercom, the intercom makes a video call to the user.
Requires the user to have the KONE Flow application.
- ⑦ Audio call
When a visitor presses a contact name on the intercom, the intercom makes an audio call if the user does not have the KONE Flow application.
- ⑧ Facility
A facility is an area of a site, for example, an apartment, penthouse, sauna, bike storage, or any place that needs access and permission management.
- ⑨ Automatic elevator call
The elevator can pick up users automatically when they open the main door with smartphone key, or visitors if the main door is opened during an intercom video call for them.

Onboarding

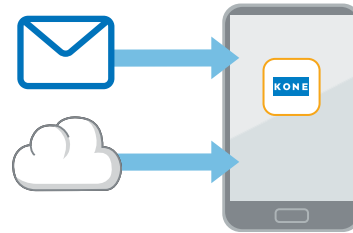
Share key tags.
Available in the starter kit from your administrator.



Activate your account and install KONE Flow.

The link to activate your account is in the email you have received from your administrator.

Note: Search for "KONE Flow" and check your spam folder.



Main user

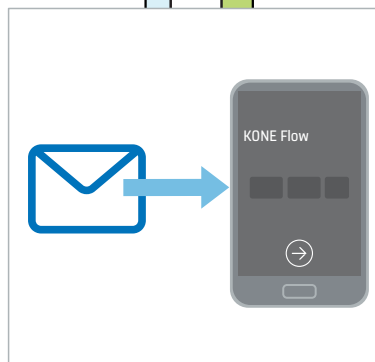
Sub-user / visitor

1.

Log in to KONE Flow.

Password is created using the link in the activation email you have received from your administrator.

Note: Search for "KONE Flow" and check your spam folder.



4.

Wait for your main user to create your activation email and permissions.

Log in to KONE Flow.

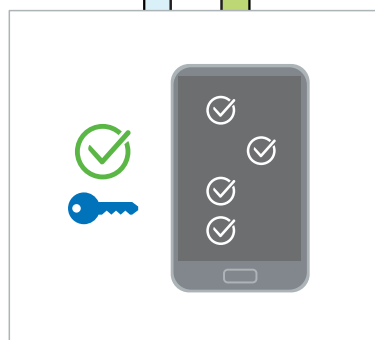
Password is created using the link in the activation email you have received from your main user.

Note: Search for "KONE Flow" and check your spam folder.

2.

Complete the setup wizard to:

- Register your smartphone as a key
- Register your key tag
- Add your name to the intercom



5.

Complete the setup wizard to:

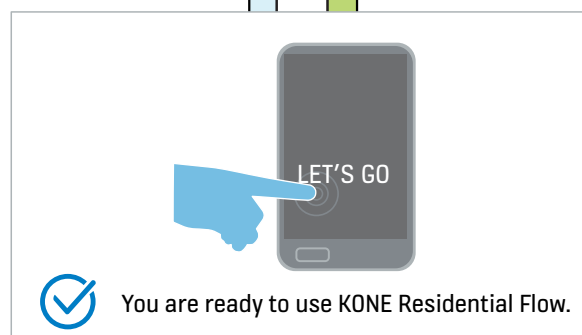
- Register your smartphone as a key
- Register your key tag
- Add your name to the intercom (not possible for visitor)

3.

Tap LET'S GO.

Create activation emails to sub-users and visitors using Menu -> MY PEOPLE.

Note: If you do not live in the apartment (landlords), go to MENU -> MY BUILDING to remove the accesses that you don't use to save licenses.



6.

Tap LET'S GO.

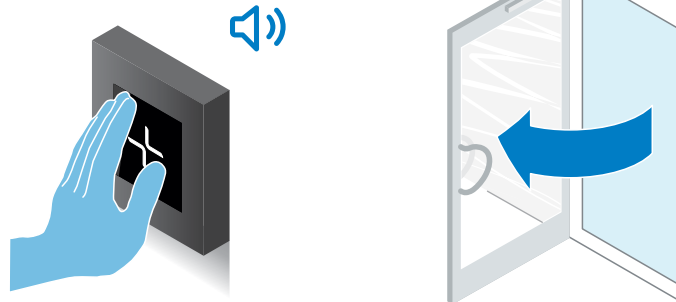
You are ready to use KONE Residential Flow.

Open door with smartphone

Make sure that:

- Your smartphone has a valid smartphone key
- Your smartphone has Bluetooth on
- Your smartphone is with you

Press the access reader firmly with your hand until you hear a sound.

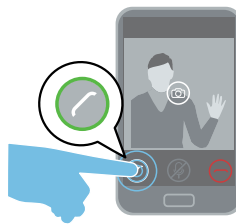


Receive video call from intercom

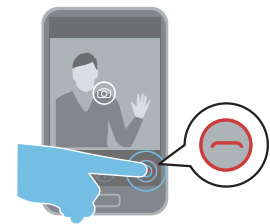
Visitor



Tap call to answer the call.



Tap end call to reject or end the call.



Make sure that:

- You have set up intercom video call in KONE Flow
- Your smartphone is not in silent or do not disturb mode

Tap the camera icon to take a photo of the visitor.



Tap open to open the door.



Call elevator with smartphone

In KONE Flow, tap on the route you want the elevator to travel.



The elevator picks you up.

If you want to edit a predefined route, press and hold the route.



1. www.kone.com/koneflow

2.

