



AKUVOX My Mobile Key App User Guide

[Home](#) » [Akuvox](#) » AKUVOX My Mobile Key App User Guide 



Contents

- 1 AKUVOX My Mobile Key App User Guide
- 2 1. About This Manual
- 3 2. About My Mobile Key
- 4 3. Getting Started
- 5 4. Getting Your Initial Configuration Ready
- 6 5. Pairing Your App with Access Control Unit
- 7 6. Opening Door With My MobileKey
- 8 7. Checking Your Access Log
- 9 8. Updating Your App
- 10 9. Getting Help
- 11 10. Privacy Policy
- 12 11. Contact Us
- 13 Documents / Resources
 - 13.1 References
- 14 Related Posts

AKUVOX My Mobile Key App User Guide



Introduction of Icons and Symbols

Note

- Informative information and advice for the efficient use of the device.

Related Documentation

You are advised to refer to the related documents for more technical information via the link below:
<https://knowledge.akuvox.com>

1. About This Manual

Thank you for using My MobileKey app. This manual shows you how to use the Akuvox My Mobile Key for hands-free door opening. The manual is written based on My MobileKey version: 1.0.6.

2. About My Mobile Key

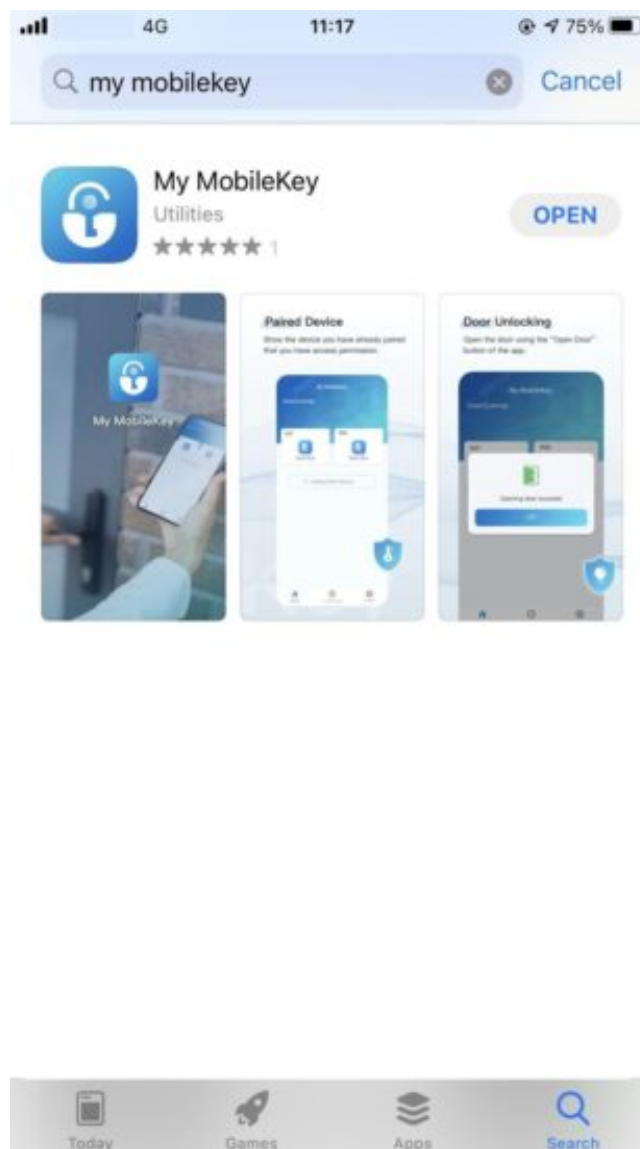
The Akuvox My Mobile Key allows you to open doors hands-free through Bluetooth or by tapping unlock icon on the app. The App can be paired up with selected Akuvox A03, X912, and X915 control units and more through

authentication, and communicate with the control units for the Bluetooth-based hands-free door opening. You can either wave your hand in front of the control units or simply tap the unlock icon on the app to open the door.

3. Getting Started

Before your start, you will need to have the following items:


- A Bluetooth-featured smartphone (Android OS 7. or higher; iOS 11.0 or higher).
- A My Mobile Key app, which you can download and install on Google Play Store or App Store (see the picture below).

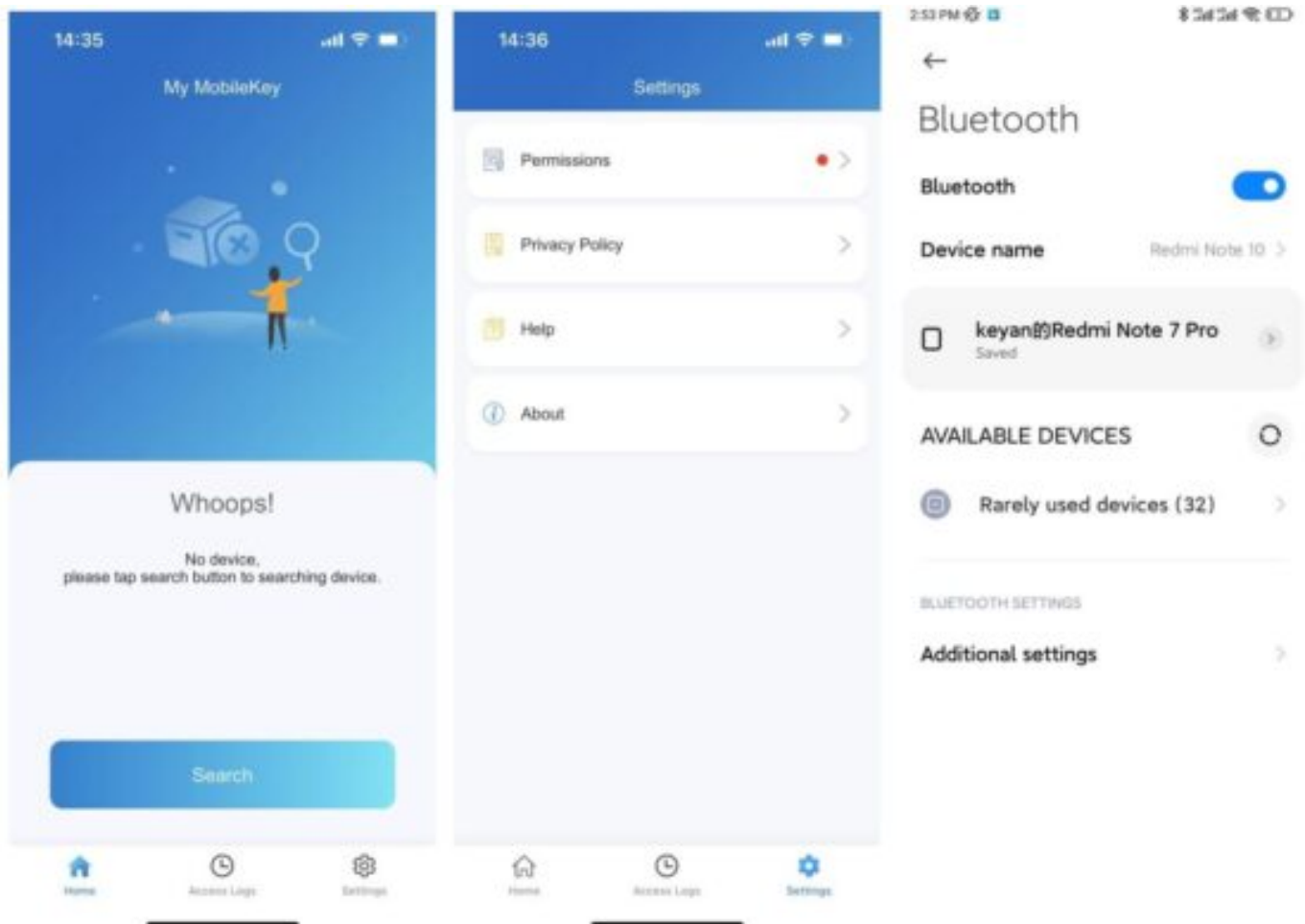


4. Getting Your Initial Configuration Ready

After you download the app, you need to enable the smartphone's Bluetooth feature for pairing up the app with the control unit, and set up your permissions to allow the app to run in the background for the door opening, etc.

To enable Bluetooth:

1. In the bottom taskbar, tap Setting .
2. Tap Permissions > Bluetooth Setting to enable the Bluetooth feature on your smartphone.

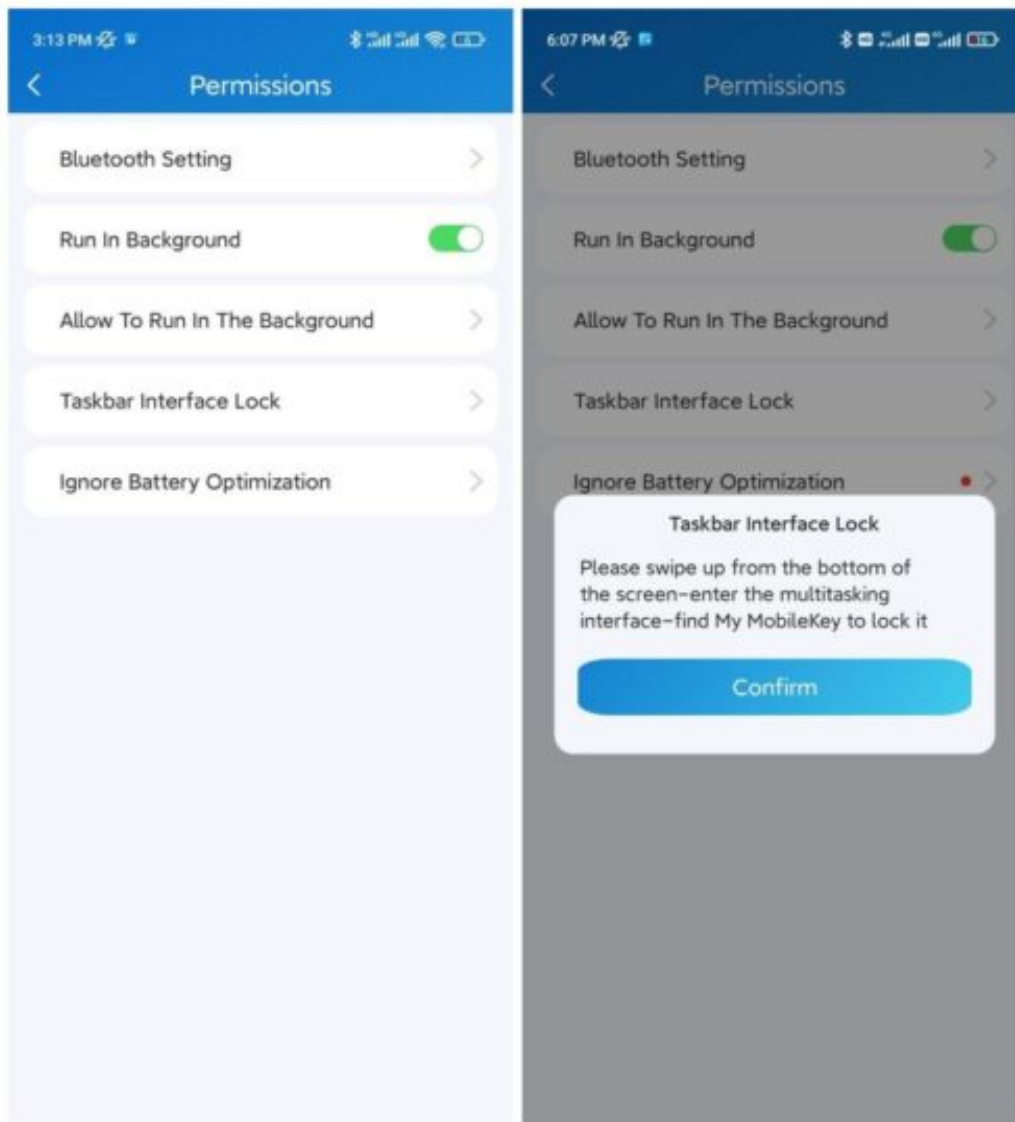


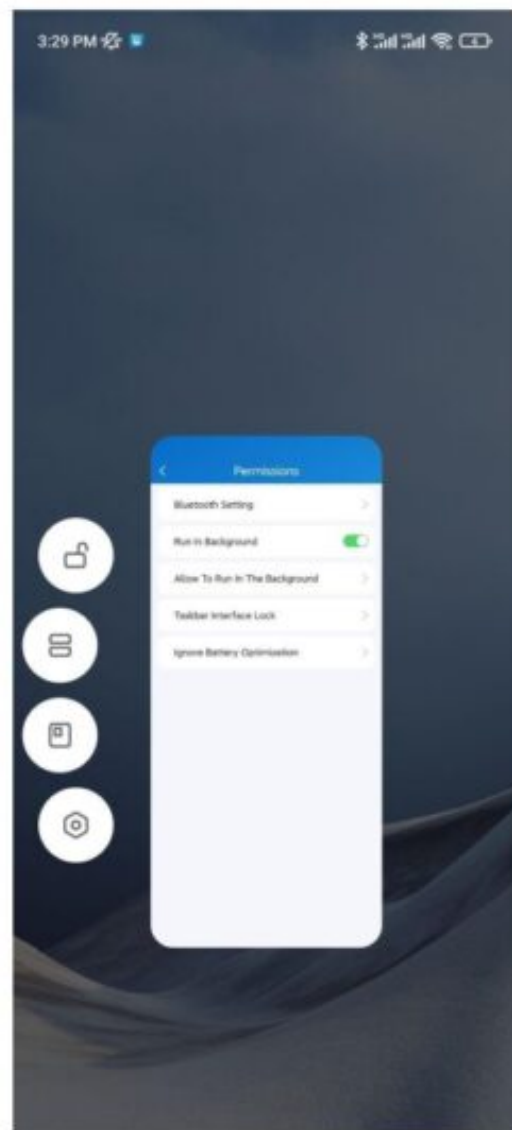
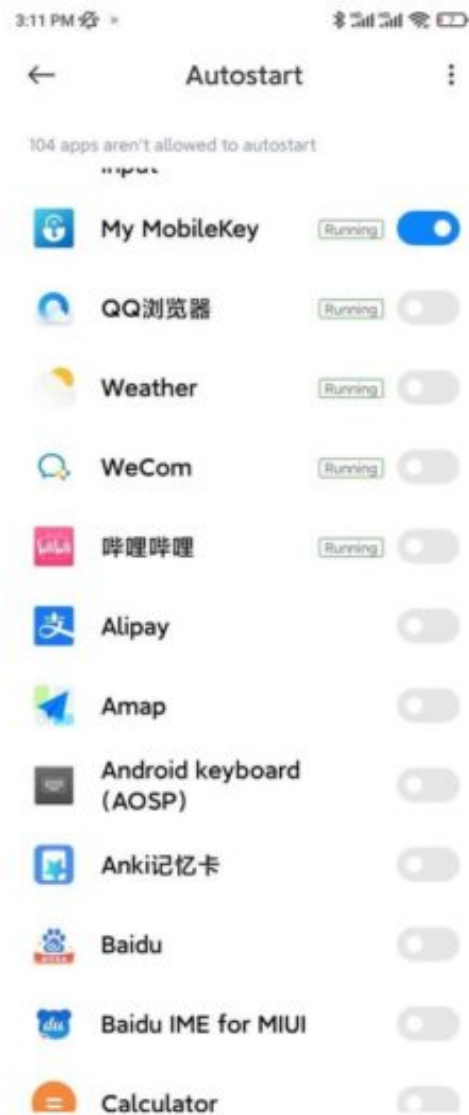
To enable and set up the Run in Background feature:

1. Enable Run in Background.
2. Allow the app to run in the background.

• For Android:

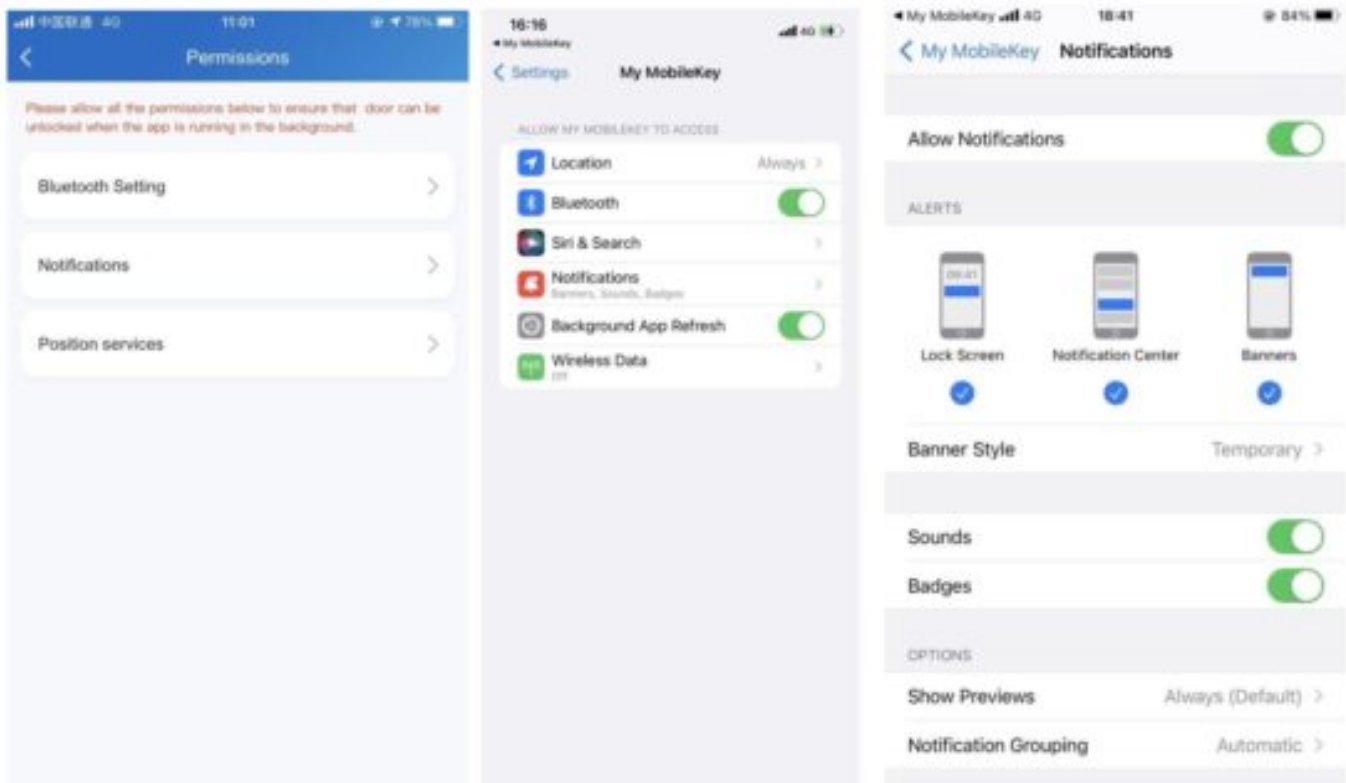
- enable the Auto Run in The Background, then enable Taskbar Interface lock if you want the app to stay running in the background without being suspended by the smartphone's operating system.
- select Non restrictions so that the app will not be suspended by the battery saver.





• **For iOS:**

- Tap Notifications, and enable the notification on your smartphone. When it is enabled, the app will stay running in the background, and you will receive an app keep-alive notification.
- Tap Position Services, and select Always, and you will receive an offline push notification when the app is suspended.



5. Pairing Your App with Access Control Unit

To pair My MobileKey with the control unit via Bluetooth, you need to scan and pair up your app with the device near you using the authentication code. After that, you will be ready for the Bluetooth-based door-opening experience.

To pair the app with the control unit:

Note

- You can receive your authentication code from your administrator via mobile phone text message.

Note

- Before pairing, make sure your smartphone is within the range of the Bluetooth signal emitted by the control unit. Favorably 0-5 meters.

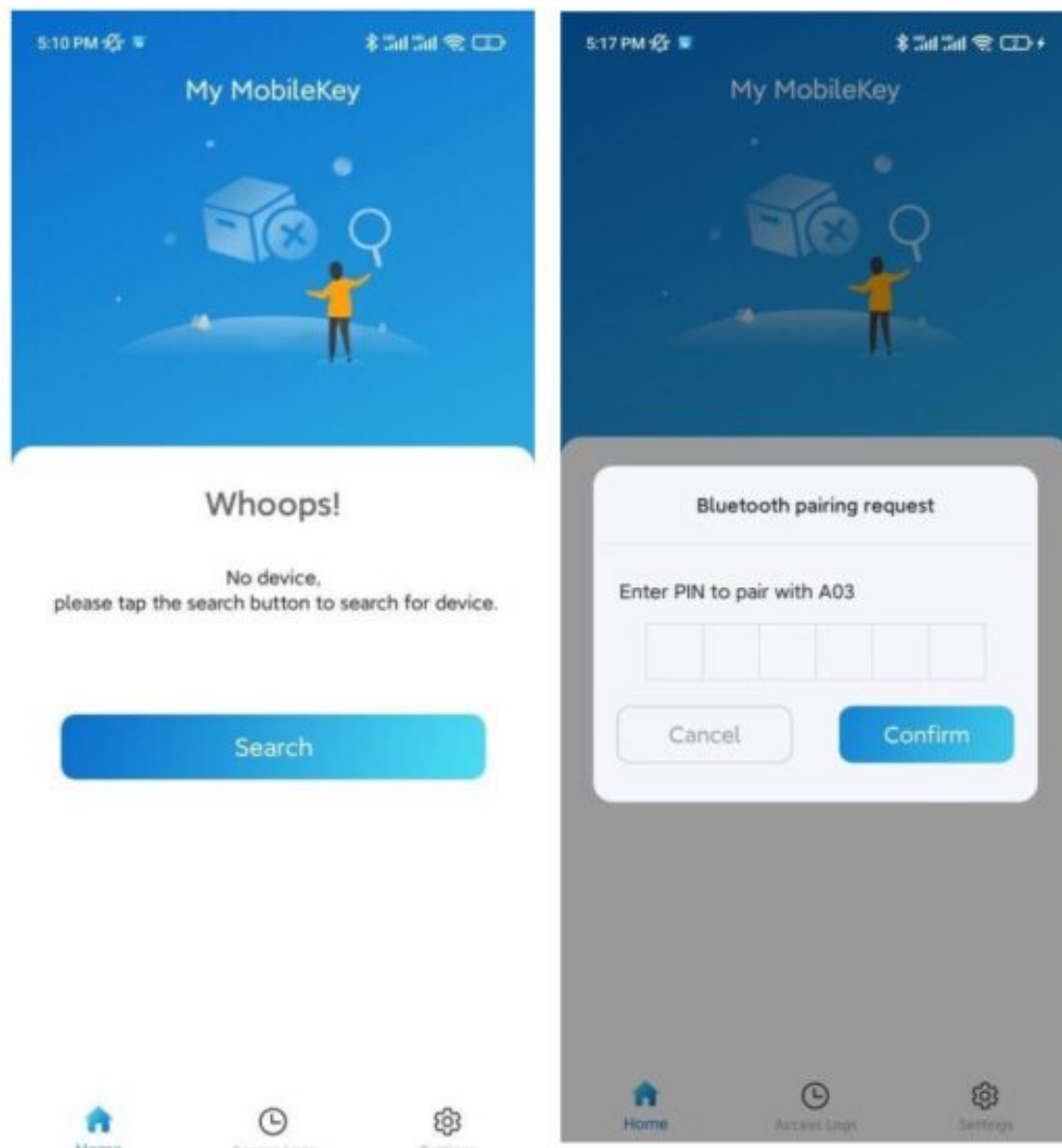


1. In the bottom taskbar, Tap Home

To pair My MobileKey with the control unit via Bluetooth, you need to scan and pair up your app with the device near you using the authentication code. After that, you will be ready for the Bluetooth-based door-opening experience.

To pair the app with the control unit:


2. Tap Search to search the control unit nearby. A pop-up window for entering the authentication code will be displayed.
3. Enter the authentication code obtained from your administrator. The device model number will appear on the screen if you pass the authentication.
4. If you want to add more control units, tap + Adding New Device, then repeat the above pairing process.



6. Opening Door With My MobileKey

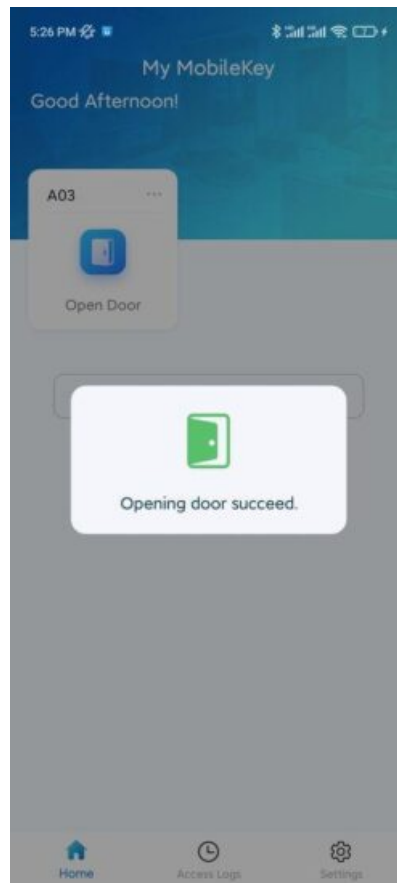
After the pairing up, you can open the door hands-free.

To open the door:

- Tap Open Door  or wave your hands near the control unit to open the door. A pop-up prompt will be displayed for the door opening success.

Note

- Make sure your smartphone is within the range of the Bluetooth signal emitted by the control unit for the pairing, favorably 0-5 meters.
- Keep a distance of 0.05m to 0.15m between you and the control unit when you open the door by waving your hand.

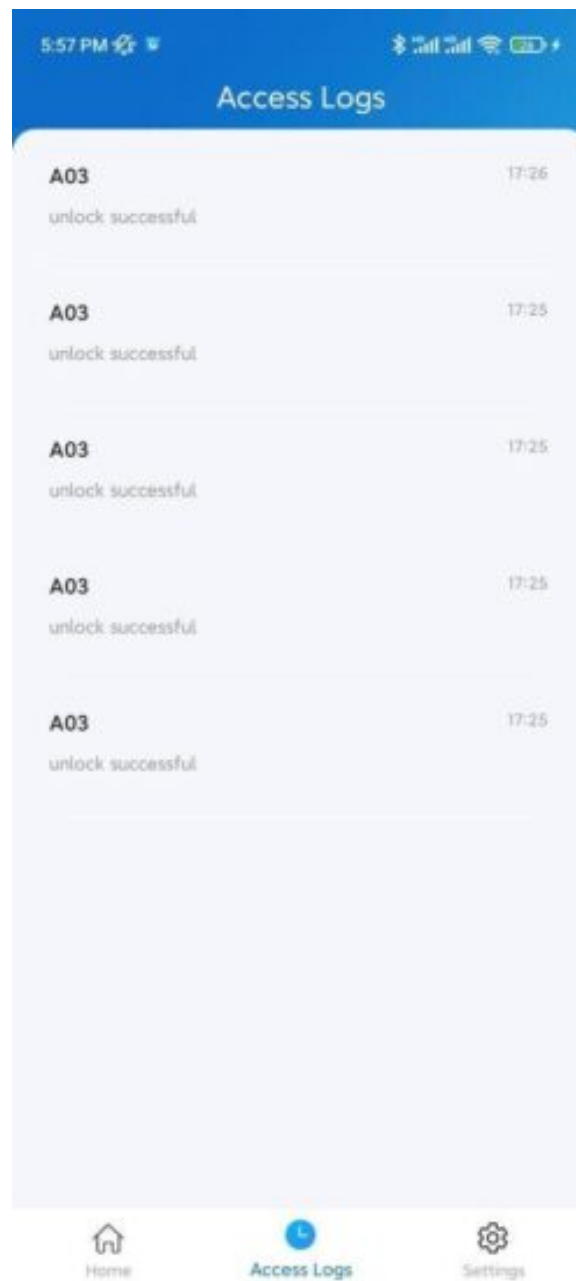


7. Checking Your Access Log

You can check your access history on your smartphone. You can get to know when and on which control unit the access attempts are made (both for success and failure).

To check your access history:


- At the bottom taskbar, tap Access Logs . The access history will be displayed.

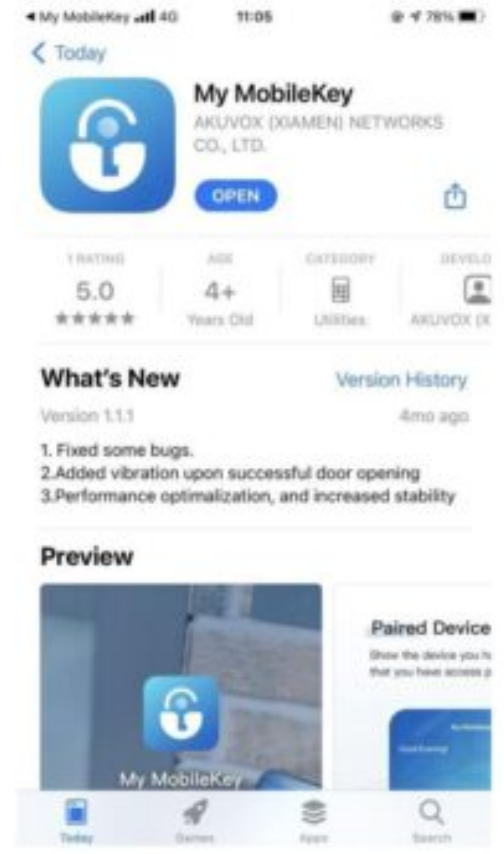
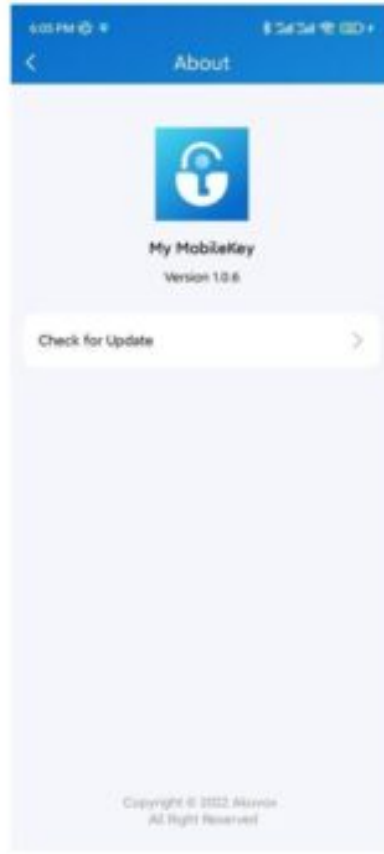
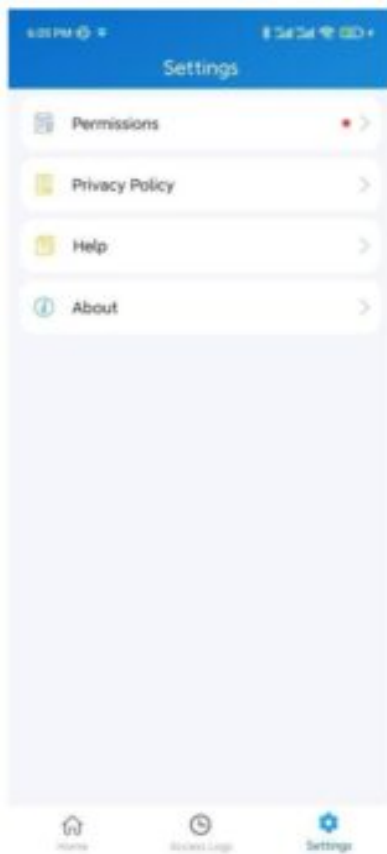


8. Updating Your App

You can check your app version and update it if needed.

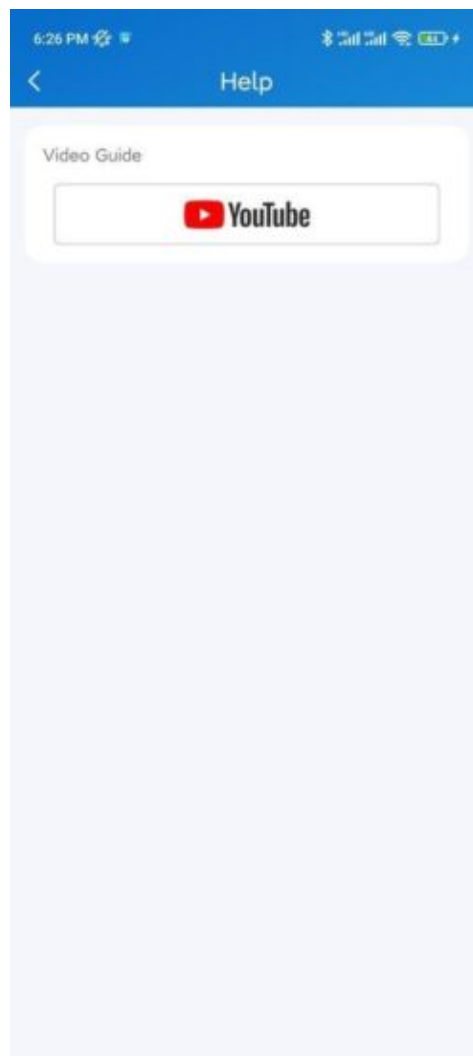
To check and update your app:

1. On the bottom taskbar, tap .
2. Tap About, then tap Check for Update. it will turn to App Store or Google Play automatically, then you can check whether it is the latest one.



9. Getting Help

If you need help, go to Setting> Help to watch the video tutorials.



10. Privacy Policy

To learn the terms and conditions for using Akuvox My MobileKey, and the privacy policies related to data collecting, go to Setting > Private Policy.

11. Contact Us

For more information about the product, please visit us [atwww.akuvox.com](http://www.akuvox.com) or feel free to contact us by

Sales email: sales@akuvox.com

Technical support email: support@akuvox.com

Telephone: +86-592-2133061 ext.7694/8162


We highly appreciate your feedback about our products.





www.akuvox.com

Read More About This Manual & Download PDF:

Documents / Resources

	<p>AKUVOX My Mobile Key App [pdf] User Guide My Mobile Key App, My Mobile Key, App</p>
---	--

References

-  [Akuvox | The Leader in Smart Intercom](#)
-  [Log in](#)