

First time installing the Intratone app (Video calls)

See the detailed video guide



We recommend watching our video guide for a detailed walkthrough of the installation process by opening this link:

<https://www.intratone.dk/app-guide/>

1. Install the app “**Intratone**”  from the App Store  (Apple) or “**My intercom-Intratone**” from Google Play  (Android)
2. Open the app and press “**CONTINUE**”
3. Enter the phone number you provided to the intercom administrator. Press “**NEXT**”
4. Enter the 4-digit SMS code, and press “**CONFIRM**”
5. Press “**CONFIGURE**”
6. Press “**ALLOW**” in the next 3 pop-ups.
7. Press “**NEXT**”
8. Press “**NO**” to hang up discreetly.
9. Press “**FINISH**”

NOTE: It may take up to 24 hours before you can receive video calls.

***The intercom makes a regular phone call (audio only) from a french number if video is not possible. (+33)*

How to answer a video call

1. The call will appear as a full-screen alert or a banner.
2. Answer the call by **swiping** or **pressing the green button**.
3. Now you can see the video signal from the intercom and speak with the guest.
The guest can't see you, and you haven't yet opened the door.
 - A. Press the **door icon**  to open the door.
 - B. Press the **red button**  to decline the call.

How to answer an audio call

***The intercom makes an audio call if video is not possible, or you are logged out of the app. There is no charge to receive the call.*

1. You will receive a phone call from the intercom.
NOTE: The call will come from a French phone number (+33)
2. Answer the call. You can now speak with the guest.
 - A. Press * on your phone's keypad to open the door.
 - B. Hang up to decline.

We recommend saving the phone number and naming it “Intercom” in your contact list so it's easy to recognize.

How to share app access with another phone/tablet



See the detailed video guide

<https://www.intratone.dk/app-guide/>

1. On the 2nd phone: Install the app “**Intratone**”  from the App Store  (Apple) or “**My intercom-Intratone**” from Google Play  (Android).
2. Open the app and press “**CONTINUE**”
3. Press the button “**By invitation**” 
4. Open the app on the first phone.
5. Press the  icon and then press “**CONFIRM**”.
6. On the second phone: Press “**I have a QR CODE**”
7. Scan the QR code that is now visible on the first phone.
8. Press “**CONFIGURE**”
9. Press “**ALLOW**” in the next 3 pop-ups.
10. Press “**NEXT**”
11. Press “**NO**” to hang up discreetly.
12. Press “**FINISH**”

*You can connect up to 6 phones/tablets in total to the same account.
The intercom will call all connected devices at the same time.*

FAQ - Frequently Asked Questions

You'll find most FAQ answers in the Intratone app menu under “About”

Why can't I log in?

Check that the phone number is the same as the one you provided to your administrator.

I'm not receiving video calls.

Try logging out (Unpair this device) in the menu point “My profile” and log back in (Follow the guide on page 1).

Try rebooting your phone (the phone must be completely turned off).

Can I receive calls when I'm not at home?

Intratone will generally call all connected devices, no matter where they are. Log out of the app if you don't want to receive calls.

What does “hang up discreetly” mean?

This feature allows you to see the visitor without them knowing. You can then decline the call and turn off the phone without the visitor receiving any notification.

You can always change this setting in the menu point “Settings”

Kan i get a dedicated answering phone for my apartment?

Yes, you can install the Intratone app on a tablet and place it wherever you prefer.

I've gotten a new phone number or changed my name.

Contact your administrator to have your data corrected.

Once the administrator has updated your details, log out (Unpair this device) under the menu point “My profile” and log back in.

I want to remove a user.

You can remove other users via the main account holder in the menu point “My profile”

Contact your administrator if you have any further questions.