

To all residents regarding the door entry system.

The frustrating issues with the Intratone system should now be resolved, so the door entry system should operate reliably going forward.

You need to have the latest version of the app on your mobile phone, and a specific process must be followed to ensure that it works correctly afterwards.

The Intratone reseller in Denmark has produced a short, one-and-a-half-minute video explaining the process.

The video is available on YouTube via this link: <https://youtu.be/T8s60zlocgE>

In brief, the process involves removing all devices from your Intratone app. Then delete the app and install the new version. The French Intratone company has emphasised that it is important to follow the process exactly as shown in the video. The video uses screenshots from an iPhone, but the process is almost the same on an Android phone.

Remember:

The main phone number you previously provided and used must be used again to install Intratone for the specific apartment on the primary phone.

Afterwards, delete the app from any other mobile phones or tablets on which you also use Intratone. Then download the new version of the app and set it up using a code from the primary mobile phone. A link to the original Intratone PDF guide is available on the home page of <https://platanhusene.dk/>. See page 2, “ADD MORE SMARTPHONES/TABLETS”, in the document [English guide for residents – Intratone app – Getting started](#).

The Board has tested the process and the new version of the Intratone app, and it works.

Remember to inform any tenants.

Please also accept an apology from Intratone and the supplier for what has been a frustrating period for some residents.

Thank you for your understanding

/The Board