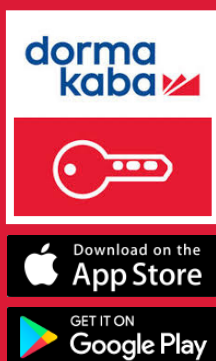


# USING YOUR SMARTPHONE AS A KEY.

Your smartphone will be the key for your stay at the 'Vestide Woonbedrijf' building.

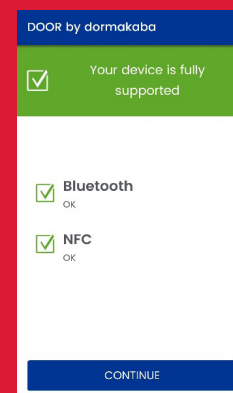
## 1. DOWNLOAD THE APP

- Download 'DOOR by dormakaba' in your appstore.
- Search for this app →
- Available for: Android (version 6 or up) and iPhone (iOS 11 or up).
- **Install only in English, please.**
- Windows Phone, older versions of iOS or Android are not supported.



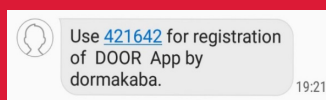
## 2. INSTALLATION

- Open the app and select Bluetooth or NFC (or both if you like).
- NFC is only available on most Android smartphones.
- Do not forget to activate NFC or Bluetooth in your smartphone settings.



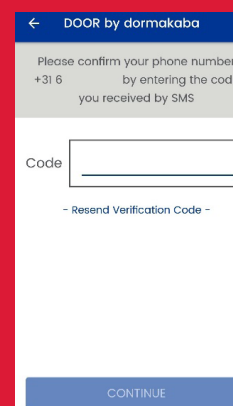
## 3. REGISTRATION

- Enter your telephone number including your country code, without the leading zero.
- For instance: +31612345678 (instead of 0031-(0)612345678)
- Our server in The Netherlands will send you an SMS that looks like this:



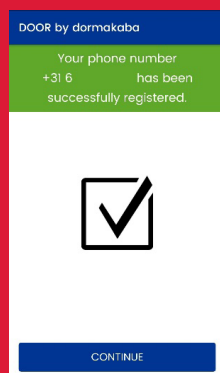
## 4. CONFIRMATION

- Enter the code you have received in the app.
- If you did not receive an SMS, please check your connection or check if you entered your phone number correctly (step 3).

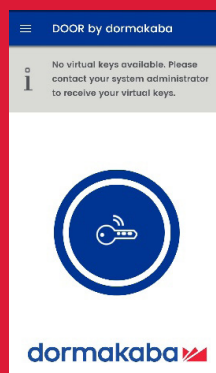


## 5. RECEIVING ACCESS RIGHTS

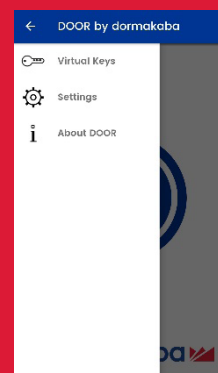
- If everything went well, Your phone is now registered, as shown.
- Follow the steps to gain your access rights.
- **These are your virtual keys!**
- Your phone will download your access rights, and it will show the doors you have access to.
- If it stays empty, try again in a few minutes. If it is still empty: contact our support: [support.eurokey@mastermate.nl](mailto:support.eurokey@mastermate.nl) or call +31402902600



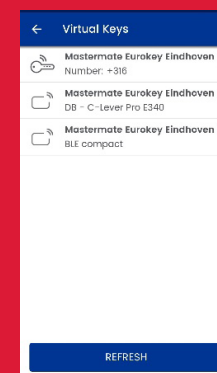
Successful registration



Go to menu



Go to virtual keys



Wait for your keys

# USING YOUR SMARTPHONE.

You can now use your smartphone as a key during your stay at Vestide Woonbedrijf

## CARD READERS.

- The main entrance of your hotel and your private room doors are equipped with the latest technology in card readers.



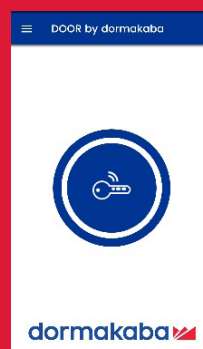
Main entrance and outside doors



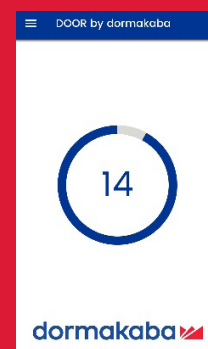
Private room doors and inside doors

## TO OPEN A DOOR.

- Start the app and press the key logo
- Make sure your Bluetooth or NFC is turned on.
- A remaining time counter will start.
- Now press your phone against the cardreader.
- Find the best position for your phone to match it's antennas with the cardreader.



Press the key



Place your smartphone against the cardreader

## POINTS FOR ATTENTION AND SUPPORT.

- Make sure your phones battery is charged on your arrival.
- Make sure your Bluetooth or NFC is activated!
- If you are using a prepaid SIM or change your SIM during your stay, your phone will not work as a key. In that case: please contact the owner (Woonbedrijf Vestide).
- After the approval of Woonbedrijf Vestide, you will receive an email when your new phone or SIM is activated.
- You will receive a reply on your request by email if the new number is activated.
- For urgent matters, please call: +31402902600 or email: [support.eurokey@mastermate.nl](mailto:support.eurokey@mastermate.nl)

Enjoy your stay at Woonbedrijf Vestide!

*Mastermate Eurokey is supplier of dormakaba door systems.*

## WHAT IF...

- ... my phone's battery is dead?
  - › There are no public charging points, please ask one of your neighbours to help you and lend you a charger.
- ... my phone is stolen or defect?
  - › Please contact Mastermate Eurokey at: +31 (0)40 290 26 00. We will immediately block access to your stolen phone. We will make sure you have access to your accommodation till you have a new phone. This does involve costs you'll have to pay yourself.
- ... the batteries of the electronic door fitting are empty?
  - › Please contact Vestide. Do not try to replace the batteries yourself.
- ... I buy a new phone (or SIM card) in The Netherlands during my stay?
  - › Inform Vestigde about your new number. Changing your phone number is free of charge if you do it within two weeks after you move in. After this, you'll need to pay a changing fee.
- ... I left my phone inside?
  - › Contact Vestide. They will make sure Mastermate Eurokey helps you open the door. This will involve a fee.
- ... I forgot to activate my phone (before arrival) in The Netherlands?
  - › Still activate it. Make sure this is the phone number you will use during your stay.
- ... I have to wait a few days until my new phone or SIM is activated and my previous number does not work anymore?
  - › Please contact Vestide and make sure you provide them your new phone number. They will send Mastermate Eurokey to provide a temporary solution.
- ... my phone does not meet the requirements?
  - › Contact Mastermate Eurokey to check if this is really the case. If it is: contact Vestide.
- ... the door does not respond to my phone?
  - › Try to remove the cover and/or try different positions.

## WHERE...

- ... do I have access rights with my phone?
  - › You have access to the general entrance of your block, your own studio, the common area, laundry room and the bicycle storage.
- ... can I find the prices for a lockout and such?
  - › You can find it on the website of Vestide: [www.vestide.nl](http://www.vestide.nl)

## HOW...

- ... do I pass on my new phone number and to whom?
  - › Please send an e-mail with your home address and new phone number to [vestide; info@vestide.nl](mailto:vestide; info@vestide.nl).
- ... long does it take before my new SIM or phone is activated?
  - › 2 business days after being notified by Vestide.
- ... do I give others permanent access to my apartment?
  - › More phone numbers can be added (additional costs), please contact Vestide.
- ... do I give others temporary access to my apartment?
  - › This is not possible.
- ... can I add or authorize other people myself?
  - › This is not possible.
- ... can I block my stolen phone from further access?
  - › Please contact Mastermate Eurokey.
- ... is my apartment secured against burglary?
  - › Of course it depends on many things. But we made sure the electronic lock is safe.
- ... can a social worker come in, in case of emergency?
  - › The lock is equipped with an emergency key.
- ... do I arrange the lock at pre-set times?
  - › This is not possible.
- ... do I lock the door from the inside?
  - › The door is always locked when closed.

## WHAT...

- ... phone number should I call in case of a defect?
  - › Please call Mastermate Eurokey at +31 (0)40 290 26 00
- ... e-mail address can I send my questions or comments to?
  - › You can send an e-mail to [support.eurokey@mastermate.nl](mailto:support.eurokey@mastermate.nl).
- ... company will come to me if I have troubles with my locks or access?
  - › Mastermate Eurokey, Avignonlaan 37, 5627 GA Eindhoven.