



OWNER'S MANUAL



Klevio One

OPEN DOORS AND
SHARE DIGITAL KEYS
FROM ANYWHERE

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1 WELCOME TO KLEVIO

Now it's time to start enjoying all the benefits of a smart intercom. Not least, opening your doors and sharing digital keys with your phone - from anywhere in the world.

To help get you up and running, we've created a short guide for how to use Klevio.

2 GETTING STARTED

2.1. Klevio app

Your app lets you:

- Unlock your doors remotely
- Share and revoke digital keys
- See who's entered and when
- Get notified when someone rings your doorbell and speak to them through the app (*coming soon*)

Downloading the app

To start using Klevio, you need to download the Klevio app from the App Store or Google Play and sign up for a Klevio account. You'll then be sent your own digital keys directly to your app.

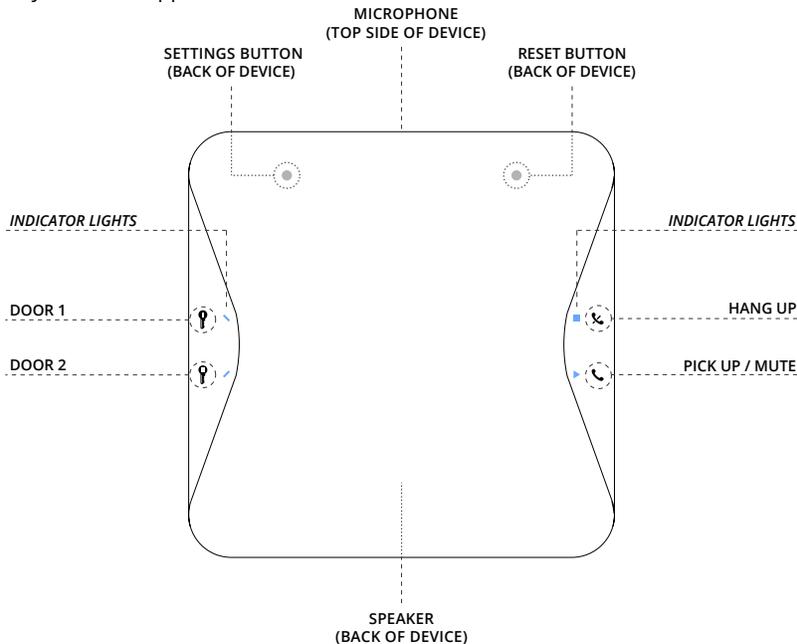
Please note: *For your app to work, both your phone and device need to be online, connected either to Wi-Fi or a 3G/4G network.*

You can learn more about all of your app features on the tutorial page in the app's 'More' tab MORE.

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2.2. Klevio device

Klevio can be used as a standalone intercom on the wall, or remotely via Klevio app.



There are four buttons on the front of your device and two on the back.

FRONT

- Door 1 🚪: press to open door 1 (usually communal doors)
- Door 2 🚪: press to open door 2 (usually private doors)
- Pick up / Mute 📞: press to answer call, press again to mute and again to unmute
- Hang up 📞: press to end call

BACK

- Reset: resets Klevio
- Settings: lets you access your device settings (Wi-Fi connection and audio) via the web page www.klevio.zone

ANSWERING A CALL: When Klevio is rung from outside, the device will ring and the 'Pick up / Mute' button (📞) will flash blue (If you're close to the unit the indicator lights on the left will turn blue at the same time). To pick up the call, press the 'Pick up / Mute' button (📞), which will change from blue to orange, and you can now speak to the person outside.

OPENING YOUR DOOR IF YOUR DEVICE STOPS WORKING: You can trigger a manual unlock of your communal door by pressing the small round button on the console behind the device. This can be accessed by unmounting the device with an upward sliding motion.

***Please note:** For your device to work, it needs to be plugged in and connected to Wi-Fi/4G at all times.*

*If you have any other questions about how to use Klevio, please visit [help.klevio.com](https://www.klevio.com). If you don't find the answer you need, you can write to us at support@klevio.com or reach us through the **Support page** on your app.*

3 SETTING UP YOUR WI-FI

If you've changed your home Wi-Fi settings or are using a new router, you'll need to adjust your device settings. To do so:

- 1 - Press and hold the 'Settings' (⚙️) button on the back of the device for at least one second.
- 2 - At this point, the indicator lights on the front of the device will flash orange and blue - once they go pink this means Klevio has set up a Wi-Fi hotspot called 'KlevioHotspot' which you can connect to from your phone/tablet/computer with the password 'lifeunlocked'. To connect to the hotspot,

you can also scan the QR code on this page:



- 3 - Once connected to the Klevio network, open a browser and navigate to the web page www.klevio.zone. Re-enter your new home Wi-Fi credentials, then tap 'Submit'. After a few seconds, the blue and orange lights should flash briefly and your Klevio should come back online.

Volume settings

You can also adjust the volume of your intercom by visiting the www.klevio.zone web page.

4 TROUBLESHOOTING

If you're experiencing a problem with Klevio, there are a number of basic troubleshooting measures that you can try, which we've outlined on the following page.

For more information about troubleshooting and using Klevio, visit our online guide at [help.klevio.com](https://www.klevio.com). If you need further help, you can write to us at support@klevio.com or speak to one of our team through the Live Chat function on www.klevio.com or through the **Support page** on your app.

Issue	Likely causes	Solution
When I try to use my digital keys my doors won't open and the message 'Uh-oh' appears with a red 'X' symbol on my app	<i>Your Klevio device has no power</i>	<ul style="list-style-type: none"> • Wave in front of your device (approx. 15 cm) to trigger the proximity sensor. If the buttons don't illuminate, you know you've lost power • Make sure your device is plugged in. If not, plug in and allow 30 seconds for your Klevio to reboot • Check that the top part of your Klevio device is properly clicked down onto the console
	<i>Your home internet is down</i> Or <i>You've changed your Wi-Fi password or replaced your router</i>	<ul style="list-style-type: none"> • If you're experiencing poor internet service, consult your internet provider or consider upgrading your Klevio to a 4G-enabled device • If your Wi-Fi setup has changed, follow the instructions in Section 3 of this document, called 'Setting up your Wi-Fi'
Klevio doesn't ring when someone presses my doorbell	<i>Your Klevio device has no power</i>	<i>See the solution in the first row</i>
	<i>Your Klevio device is working fine, but there's an issue with your building's intercom system</i>	Speak to our team through the Support page of your app
When I try to use my digital keys my doors won't open and a ' Network error ' message appears on my app	<i>Your phone has a poor network connection so can't communicate effectively with our servers</i>	<ul style="list-style-type: none"> • Check your phone's data or Wi-Fi connection • If your Wi-Fi signal strength is weak, consider switching Wi-Fi off temporarily to get a stronger 3G/4G connection. If you're standing outside your front door, your phone might be midway through the process of connecting to your home Wi-Fi, so wait a few seconds and try again. Failing this, reboot your phone
When I try to use my digital keys, the ' TA DA! ' message and green tick symbol appear on my app, but my door won't open	<i>Your Klevio device is working fine, but there's an issue with your lock or intercom system</i>	For possible solutions, go to the Troubleshooting section at help.klevio.com
I can't hear the person outside while talking through my device, or they can't hear me	<i>Audio levels are set incorrectly</i>	You can adjust the volume of your intercom by pressing the 'Settings' button at the back of your device, as per Section 3 of this document
I've been sent digital keys but can't see them in my app	<i>The Keys page on your app needs refreshing</i>	Go to your Keys page and swipe down to refresh, or press the button top right of your Keys page, depending on the version of your app.

5 INSTALLATION

We strongly recommend that Klevio installations are carried out by an approved Klevio installer.

Klevio Ltd disclaims any liability deriving from installations or modifications carried out by non-approved parties.

5.1 Klevio One box contents

With the purchase of a Klevio One you get one Klevio One device, which separates into the console and controller when pulled apart. The device's serial number is located on the back of the controller.

5.1.1. Additional materials and consumables required for installation

Depending on the type of installation required, additional hardware consumables and tools may be needed that aren't provided in the Klevio One box. In the event of this, your installer will come equipped with these additional items.

- Power supply unit with an output of 12 V DC, 1500 mA*
- Electric strike with an input of 12 V DC and max consumption of 500 mA
- CW1308 telephone cable or similar for wiring
- WAGO 206-840 wire removal tool
- Four wall screws and four wall plugs appropriate for the surface on which Klevio is being mounted

*The unit shall be supplied from external DC power supply source, which complies with clause 2.5 of standard IEC 60950-1+A1+A2 / EN 60950-1+A1+A2+A11+A12, requirements for Limited Power Source.
The AC-DC power supply shall be protected by

external fuse in building installation (16 A for EU, 13 A for UK).

5.2 Installing the Klevio One device

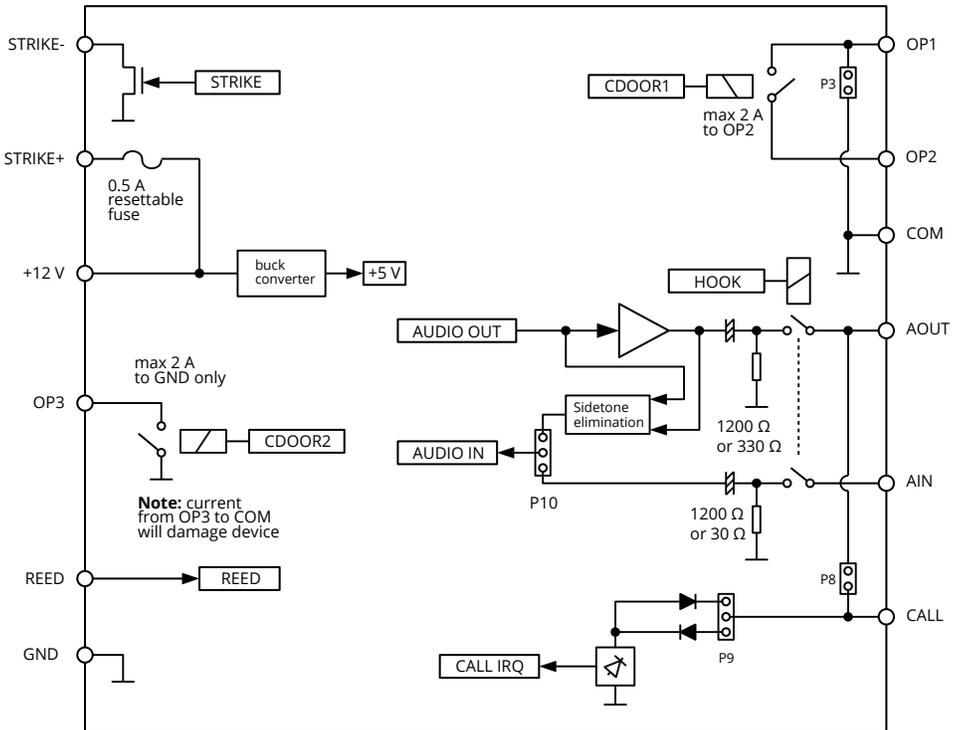
Typical Klevio One installations on existing intercom systems

The Klevio One device can be connected to many different types of analog intercom systems. Here we provide a diagram of two typical installations: one for a 5-wire (4+N line) system and one for a 2-wire (1+N line) system. These diagrams should be taken as a starting point and your installation will likely differ. Refer to other sections of this manual on how to wire your Klevio One device.

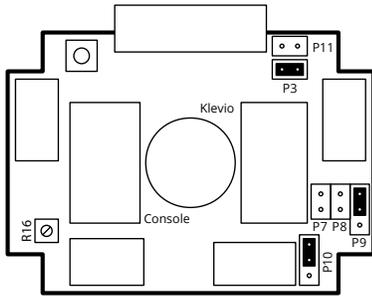
IMPORTANT

Never connect mains (230 V AC) voltage or any lines referenced to the mains directly to the console. If a lock is operated by the mains voltage, use an appropriate external relay.

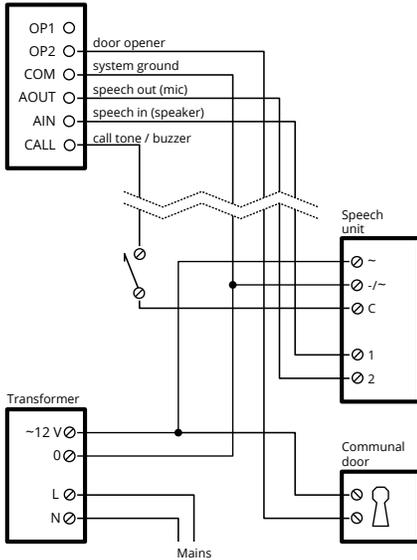
Functional diagram



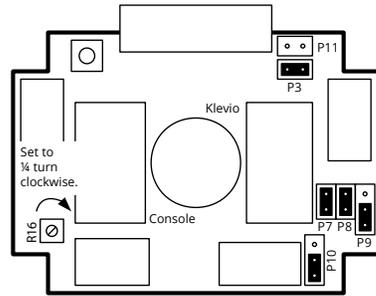
Example connection to a 5-wire (4+N) intercom



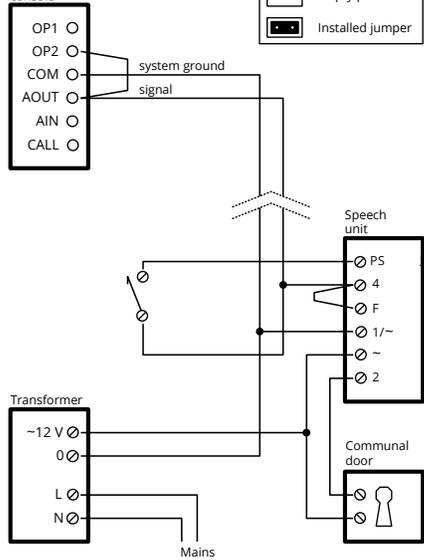
Klevio console



Example connection to a 2-wire (1+N) intercom



Klevio console



Klevio One console connections

Left terminal block

Pin	Name	Comment
1	STR-	Electronic switch to GND. Closed when strike lock is released.
2	STR+	Fused +12 V DC, 500 mA supply output for strike. In case of overcurrent, a PTC fuse will trip. The fuse will reset automatically in a few minutes after the load has been removed.
3	+12 V	+12 V DC, 1.5 A power supply input for Klevio One.
4	OP3	Relay switch to GND. Closed when third lock is released. Note: Don't use for switching loads where significant current would flow towards COM (e.g. OP3 can't be used to operate a lock powered by a supply referenced to COM). Significant current to COM can damage the device.
5	REED	Reed relay input.
6	GND	Power supply ground. Internally connected to COM.

Handling wire terminals

The preferred wire for use with the terminals is solid-core wire with cross-section between 0.5 and 1.5 mm² (wire diameter between 0.8 and 1.4 mm).

Recommended tools for connecting wires to Klevio One console's terminals: small needle-nose pliers, WAGO 206-840 wire removal tool.

Inserting wires

Strip approx. 8 mm of insulation at the end of the wire. Push the bare end into the hole of the terminal block until it stops. After inserting, try to

Right terminal block

Pin	Name	Comment
12	OP1	Volt free contact when P3 is not installed. See OP2. Shorted to COM when P3 is installed.
11	OP2	Relay switch between OP1 and OP2. Closed when intercom lock is released. Volt free contact when P3 is not installed.
10	COM	Intercom system and analog ground. Internally connected to power supply ground.
9	AOUT	Audio output (P10 in position 2-3) or bi-directional transceiver (P10 in position 1-2). There is a 1200 Ω or 330 Ω DC load towards COM (P7) when intercom is off-hook.
8	AIN	Audio input when P10 is in position 2-3. Not connected otherwise. There is a 1200 Ω or 30 Ω DC load towards COM (P11) when intercom is off-hook.
7	CALL	Ring / call detector. Depending on the position of P9, device will detect a call when level goes either positive or negative relative to ground. Shorted to AOUT when P8 is installed.

gently pull the wire from the terminal. If the spring has properly engaged it should not be possible to remove the wire straight out from the terminal.

Removing wires

Wires can be removed by using the wire removal tool (WAGO 206-840 wire removal tool). Insert the pin on the tool into the small hole on the top of the terminal and press until the broad end of the tool lands on the top of the terminal. While keeping pressure on the tool, pull the wire from the hole.

Wire lengths and cross-sections

Values calculated for copper wires.

a) Klevio power supply

Cross-section	0.2 mm ² / 24 AWG	0.5 mm ² / 20 AWG	1.0 mm ² / 17 AWG	2.0 mm ² / 14 AWG
Max. length	3 m	9 m	17 m	30 m

b) Strike

Cross-section	0.1 mm ² / 27 AWG	0.2 mm ² / 24 AWG	0.5 mm ² / 20 AWG	1.0 mm ² / 17 AWG
Max. length	5 m	10 m	30 m	50 m

Jumpers

By default, the Klevio One console is configured for a typical 5-wire system. To change the jumper configuration you will need to disassemble the Klevio One console using a torx T10 screwdriver.

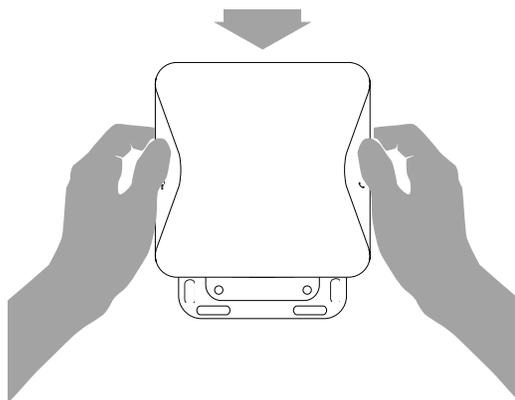
	Installed	Not installed	Comment	Default
P3	First communal door relay connects OP2 to COM. OP1 is shorted to COM.	First communal door relay connects OP2 to OP1. OP1 and OP2 are volt free contacts.	Usually needed for driving a communal lock.	Installed
P7	330 Ω DC load between AOUT and COM.	1200 Ω DC load between AOUT and COM.	Some 2-wire systems require termination with a DC load. Install jumper if external unit does not appear to respond to off-hook or audio is clipped.	No
P8	CALL is shorted to AOUT.	CALL is isolated from AOUT.	Convenience jumper for installation in 2-wire systems.	No
P11	30 Ω DC load between AIN and COM.	1200 Ω DC load between AIN and COM.	Some 5-wire systems require AIN termination with a DC load. Install jumper if external unit does not appear to respond to off-hook.	No

Jumpers P9 and P10 must always be installed in one of the two possible positions.

	Position 1-2	Position 2-3	Default
P9	Negative voltage on the CALL line signifies a ring. Typical for 2-wire systems.	Positive voltage on the CALL line signifies a ring. Typical for 5-wire systems.	2-3 (+ CALL)
P10	AOUT is bidirectional. AIN is not connected.	AOUT is audio output. AIN is audio input.	2-3 (5 wire)

Mounting the Klevio One console to the wall

If any of the cables that connect to the Klevio One console do not come out of the wall directly behind it, use a utility knife or a flush cutter to remove at least one of the indented areas of the console's edge that will sit flush against the wall. Guide the cables through the created indent and place the console on the wall. Use the spirit level in the top middle part of the console to align its position. Remove the console and drill holes for the screws or wall plugs where needed. Replace the console over the drilled holes, reposition the cables into the indents and screw the console to the wall.



Attaching the Klevio One controller

Place the Klevio One controller over the console, so both parts are properly aligned. With a downward motion, using light force, push the controller to the console until you hear a click or feel it snap into place.

6 CERTIFICATION AND LEGAL

Certification

The device has been tested against and conforms with the following standards: EN 55032:2012, EN 55024:2010, EN 61000-3-2:2014, EN 61000-3-3:2013, EN 60950-1:2006 + A1:2010 + A2:2013 + A11:2009 + A12:2011 and draft EN 303 446-1 V1.1.0.

The unit:

- is intended for indoor use only
- shall be kept away from water or excessive humidity
- shall be kept away from children
- should not be used or stored close to heaters, fireplaces or other sources of heat

Legal: www.klevio.com/legal.html

Your Klevio device is built on free and open source software. Please go to www.klevio.com/opensource for details on software copyrights, licenses and instructions for obtaining the source code.

7 TECHNICAL DATA

Klevio One is designed for home or office use.

Power supply

Power supply requirements	12 V (9.6 - 14.4 V) / 1.5 A DC
Power consumption	standby approx. 1.5 W / max. 18 W

Connectivity

Wireless LAN	IEEE 802.11b/g/n
Bluetooth	4.2

Intercom

Supported intercom types	2-wire / 1+N line 5-wire / 4+N line
Audio input / output	Analog
Audio level	1 V nominal
Audio frequency range	300 - 4000 Hz
Audio line DC load	AIN: 1200 Ω / 30 Ω (selectable) AOUT: 1200 Ω / 330 Ω (selectable)
Audio line DC level	max. 48 V (high-impedance)
Call input	Electronic / digital call Buzzer
Call input voltage	max. 48 V DC / 34 V AC

Strike rating (STR+ / STR-)

Voltage	12 V DC
Current	max. 500 mA

Communal door relays (OP1 / OP2 / OP3)

Maximum switching current	2.0 A DC / 1.4 A AC
Maximum switching voltage	48 V DC / 34 V AC
Maximum switching power	50 W

Reed input

Maximum voltage	5 V DC
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Wire terminals

Wire dimensions	Solid conductor, 0.5 - 1.5 mm ²
Strip length	8 - 9 mm
Type	Screwless, WAGO PUSH WIRE®

Miscellaneous

Ambient temperature	Operation: 0°C - 45°C Storage: 0°C - 45°C
Dimensions	approx. 160 x 160 x 35 mm
Mass	approx. 330 g