Livvi - Quick Start Guide
for Students

ASSA ABLOY
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Welcome to Livvi, your mobile access app.

This guide is intended to help you to get up and running as quickly as possible, walking you through the basic steps to access your room.

Before you begin...

Make sure that you have/have done the following:

- A mobile device with internet access, running iOS or Android
- Make sure you have (and keep) bluetooth enabled - Livvi needs this to communicate with your door lock. On both iOS and Android, this can normally be enabled by going to Settings > Bluetooth
- Ensure that you've set a PIN code or other form of entry ID such as face recognition or fingerprint for your mobile device - this gives an added layer of security and **Livvi will not operate without it**
- A permanent email address, ideally one to which you have easy access - in the event of a lost phone you'll need this to re-register Livvi on a new device

All you need is:

Internet connection | Bluetooth ON | Set PIN code | E-mail address

9:41

Livvi

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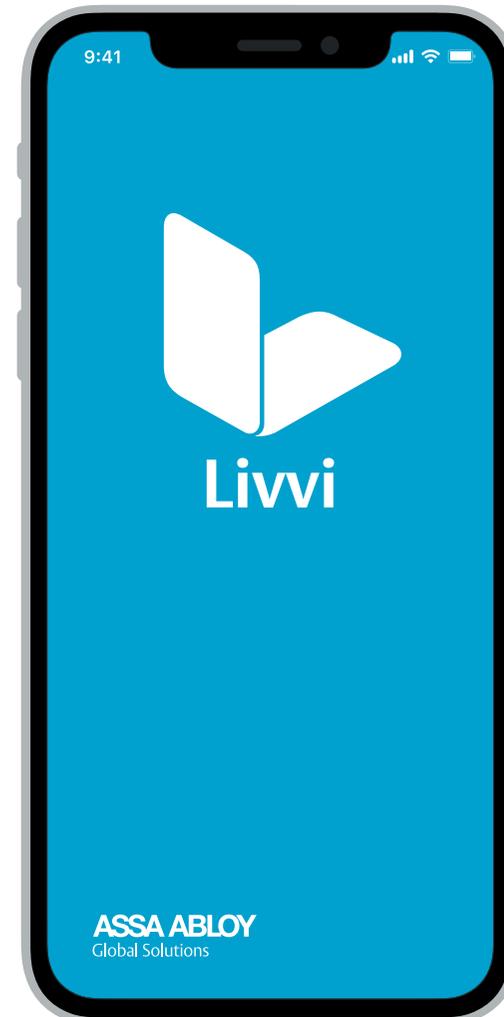
Let's get started...
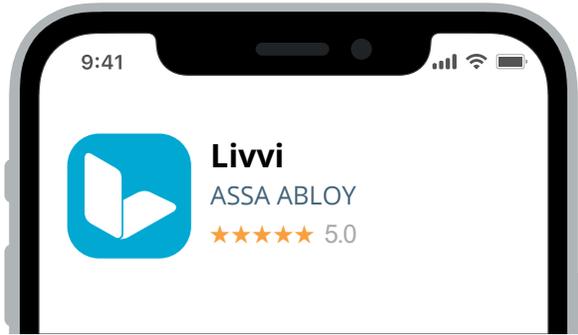
1 Download the Livvi app from either the Apple App Store or Google Play

2 Open the Livvi app

'Livvi' Would Like to Use Bluetooth

| Don't allow | OK |
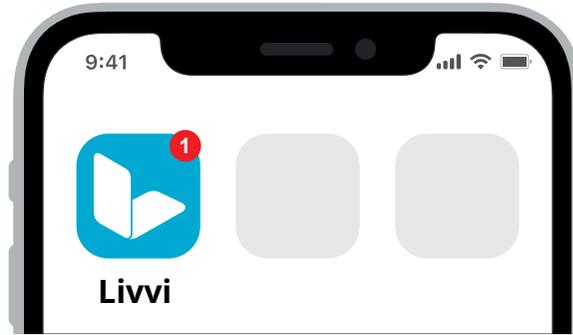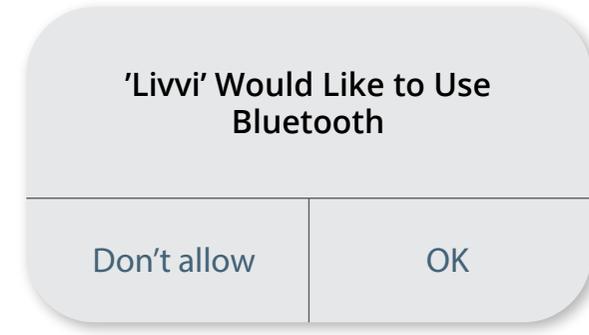
3 The app will ask for permission to use bluetooth - click 'ok' or 'yes'
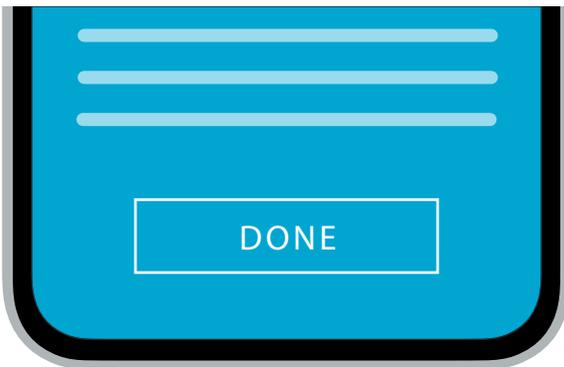
DONE

4 You'll see a short slide tutorial - read it! Click DONE

'Livvi' Would Like to Send You Notifications

| Don't allow | OK |
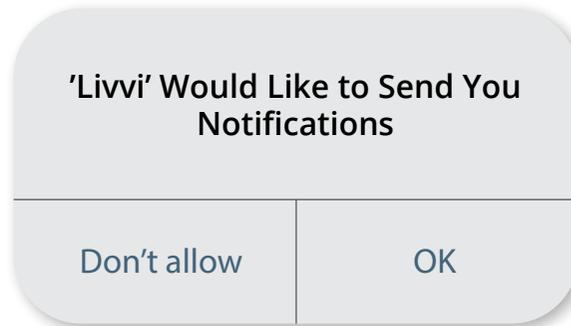
5 The app will ask if you want to receive notifications - we recommend you allow this, since it will let your property administrator contact you more easily

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Enter e-mail address

Register

6 Enter the email address with which you want to register in the white box - again, make sure you choose one that you can access from another computer or device. Click the 2 checkboxes accepting the terms and conditions, then click Register
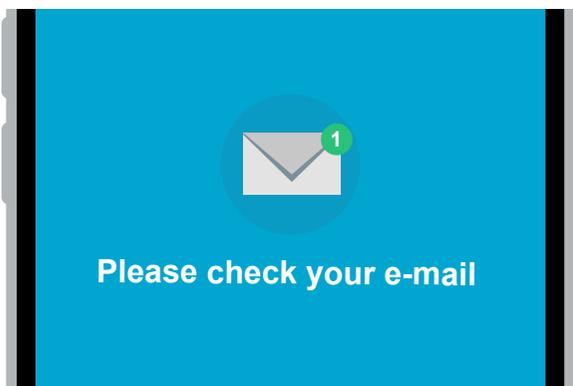
7 You'll be sent a verification link - check your email

8 Click on the VERIFY link in the email

9 You'll be redirected to a 'Verification Successful' screen - click on OPEN APPLICATION. There'll be a short delay while your device is set up
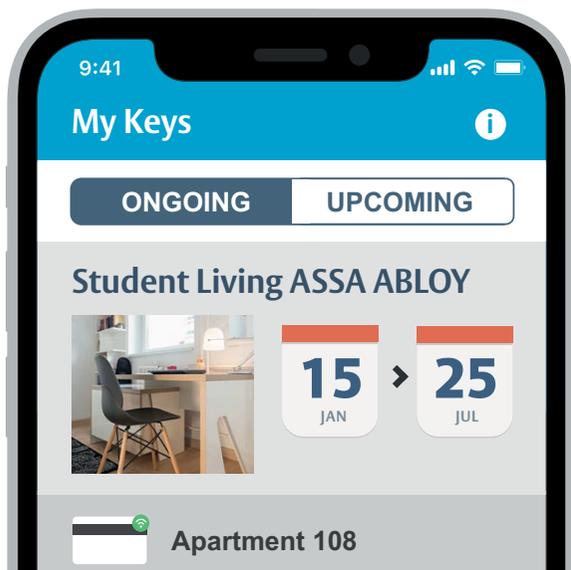
10 Your apartment access details should now appear under the screen's ONGOING tab, showing the apartment number and access dates - if not, contact your residence administrator to confirm that you've been granted access
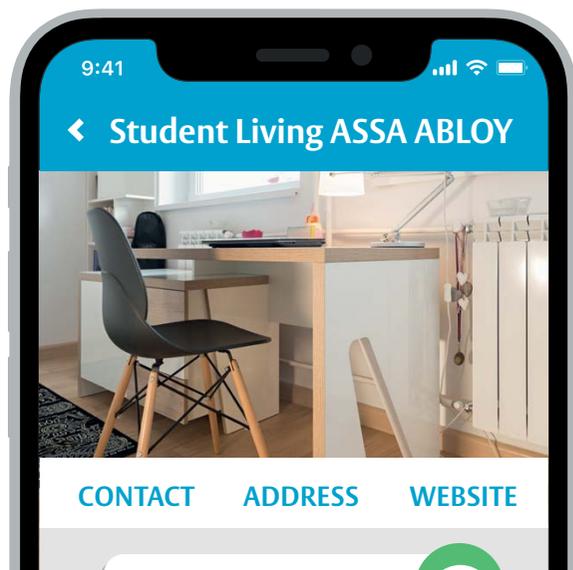
11 Click on the apartment card for further details, such as apartment address, contact options or website
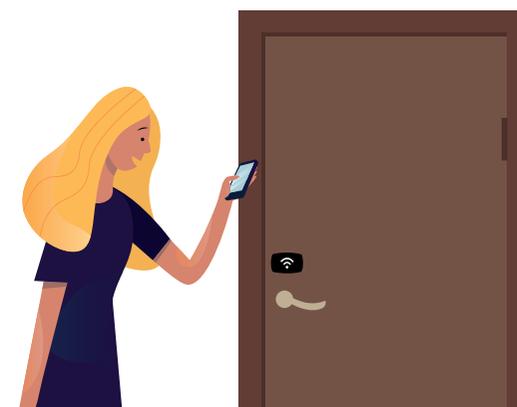
12 Now just hold your mobile device against the door lock to open - that's it!

What else do I need to know?

You can make a service request to your property administrator from within the app - just click on the speech bubble in the top right corner, then type a message in the box at the bottom, then click on the blue airplane - you can see a history of your conversation in the main window above. Service requests should be used to notify staff if you notice the low lock battery notification on your app, or if you have any difficulties with access

Your mobile device key needs battery to operate - keep it charged!

You only need internet for the download, setup and to receive or send messages - Livvi only requires bluetooth to unlock your door

If you lose or change your phone, simply follow the steps listed above on the new phone - your old phone's access will be automatically canceled and a new key set up

We recommend that you allow 'push notifications' on your mobile device. Information on setting up and managing notifications can be found here for iOS users and here for Android users

We also recommend that you enable 'automatic updates' to ensure you've got access to the latest app features. Information on enabling automatic updates can be found here for iOS users and here for Android users

Please avoid placing other RFID cards close to the lock while accessing your room or other areas – the lock may attempt to read the card and subsequently deny access

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