

Activate KentixONE online service



With a KentixONE plan (Small/Medium/Large), you can expand your Kentix system beyond the basic functionality and sit back and relax: you have full control via app from anywhere, are optimally protected by regular online updates and can rely on professional and fast support in the event of a problem. You can also add helpful functions to your system. KentixONE plans replace the previous Kentix360 cloud service and its smartphone app. Existing Kentix360 users can also upgrade to a KentixONE plan and the new app when updating their Kentix devices to KentixONE. The previous license key can still be used. KentixONE-GO users are not obliged to update.

The KentixONE app for iOS and Android is included in the scope of delivery. It enables access to the system overview, logbooks, live video images, measured values and system statuses, the arming/disarming of alarm zones, parts of the user administration as well as integrated PUSH and e-mail dispatch for alarm and system messages. The “Digital door key” function is also available. This allows door authorizations to be easily distributed and, if desired, operated via NFC or remote opening. There is also the “Daily system check” function (routine check) by KentixONE-GO to ensure general system availability. The number of users is not limited.

Quick activation guide

Configuration in KentixONE

1. Use the sidebar to navigate to “KentixONE Plan”.
2. Click on the “Activate” button, enter the KentixONE Plan activation code and confirm with “Register”.
3. If not set to “Active”, activate the KentixONE online service and confirm with “Save” at the top right.
4. In the upper status bar, the cloud briefly turns “red”, after a few seconds (15-60s) it changes to green and KentixONE online service is “Connected”.
5. Navigate to “Users” via sidebar
6. In the user list, click on the “Cloud” button of the desired user and click on “Manage KentixONE app access”.
7. Enter your e-mail address to create a KentixONE online account and confirm with “Activate”. The user receives an e-mail to activate their account and the app. If the KentixONE Online

account already exists under this e-mail, access to this installation will be added to the online account.

Configuration of the smartphone app

1. Download and install the app : iOS [KentixONE](#) Android [KentixONE](#)
2. Follow the invitation in the email
3. Activate the online account

Activate KentixONE plan

To use the service, the function must first be activated on the main device under “KentixONE Plan” configuration. The license key for the KentixONE plan can be entered and registered there.

Invite user

Click on the “Cloud” button to the right of the user to open a “KentixONE Online” option. Clicking this allows you to enter an email address of the user in question. With “Activate” the invitation is sent.

Register user in the app

The user receives an invitation e-mail. This can be opened on the smartphone or in the web browser. If the user does not yet have a KentixONE Online account, this will now be created and the KentixONE app will open automatically (if necessary, open with Allow app) or a page for setting the password will appear. The desired password must be entered and confirmed again.

If the user already has a KentixONE online account with the specified e-mail address, he or she will receive an e-mail notification that a KentixONE account has been created for him or her.

During registration via the app, another step is taken to authenticate the user by means of a temporary PIN and the creation of a password. In the process, another email is sent to the user. Follow the instructions in the APP and the email.

After launching the KentixONE-GO app, the user can now access the installation.

Communication or firewall settings in the network for KentixONE Online

In the vast majority of networks, no special authorizations or port activations are required to use KentixONE Online. KentixONE Online uses the same communication and security procedures as modern IoT and web applications and does not require insecure activation of IP ports from outside (inbound) into the network.

However, if firewall rules are required to communicate with the KentixONE servers from the network (outbound) or to restrict communication, the following information may be helpful:

Communication port of the KentixONE server: :

- TCP 443 (https)

DNS names of the KentixONE servers:

- cloud.kentixone.com
- auth.cloud.kentixone.com
- gateway.cloud.kentixone.com