

ButterflyMX Tenant User Guide

V

The smart intercom solution



PAGE 1 Registration Email





Hey Max, Welcome to ButterflyMX

d us to reach out and let you know that ButterflyMX Training is using ButterflyMX.

w open and manage doors from your smartphone.

GET STARTED NOW

Welcome to ButterflyMX!

Before using the service, you need to finish your registration.

You should have received an email from ButterflyMX recently. Your account registration process will take place from this email.

If you have not received this registration email, please contact your property management or our support team at support@butterflymx.com.

PAGE 2 Password





PAGE 3 Choose Contact Preference



Welcome to ButterflyMX				
Create an account bel	ow.			
Email address				
Primary phone number				
• (201) 555-0123				
SMS phone number				
• (201) 555-0123				
Contact preference				
Mobile app				
Phone call				
Mobile app				
First name				
First name				
Last name				
Last name				
sign up				

After setting up a password, choose how you'd like to be notified of visitors.

Option 1: Mobile App

Calls will come through the app via video call and the door can be opened from the app. If the call is missed through the app, it will rollover as a phone call to the backup phone number given.

**Make sure to select "Mobile App" in the drop down for "Contact Preference" if you plan to use the app.

Option 2: Phone Calls

Calls from the intercom will come in as a regular phone call and, after accepting the call, the door can be opened by dialing "9".

PAGE 4 Using the Mobile App



Now that you are registered...

Download the mobile app from your iTunes or Google Play store and sign in with your email and password that you created earlier.

The app will prompt you to enable notifications and access to your phone's Camera and Microphone. All notification settings can be updated later from the account.

Web Account:

To sign in on a web browser please go to www.butterflymx.com and click on "LOGIN" you will then proceed to enter in your email and password.

9:51 ৵	
	🐳 ButterflyMX
EMAIL AND PA	SSWORD
Email Addre	2SS
Password	
	Sign In
	Register
Forgot	Password? Reset your password <u>here</u> .
By signing in,	you agree to the ButterflyMX, Inc. <u>Terms of</u> <u>Service</u> & <u>Privacy Policy</u> .



PAGE 5 Key Mobile App Features 1



Now that you've signed into the app, here are notable features to check out on the next few screens...

Weighted Street

"Swipe to Open" Your Door

Swipe your finger across the "Swipe to Open" button on the Home tab of the app, and this will open the door in order for you to gain access.

PAGE 6 Key Mobile App Features 2





"Building Contact" Button

Our "Building Contact" button allows you to simply press a button to call a dedicated on-site team member as provided by your property manager.

PAGE 7 Key Mobile App Features 3





Activity Tracking

At any point, you can get a comprehensive list of the visitors and deliveries you have received.

Also, if a visitor comes while you are gone, you can find any voice or text message left to you in this activity section of the app.

PAGE 8 Key Mobile App Features 4



10:00 7		•	?
=	Account		
Max Knott Unit 1014			>
USER INFORMATION			
Email maxim	nilian.knot	t@butterflyr	nx.com
Phone Number		Not [Defined
Change Phone Nun	nber		
Change Password			
PIN CODE			
PIN			• •
Reset PIN			
You can use the PIN any access to your property.	time at the to	ouchscreen to g	Jain
DIRECTORY MESSAGE			
Not Defined			>
The directory message is visitors. Anything entere intercom when a visitor s	s intended to d here will b selects your	o communicate e displayed at tl name.	with your he
	Activity	Virtual Keys	



Account Page

In this section of the app, update your profile information, pin code, directory messages and more.

Also, your notification settings can be changed here.

PAGE 9 Key Mobile App Features: Virtual Keys







Virtual Keys

A final feature we'd like to tell you about is the virtual key.

If enabled by your property, virtual keys allow tenants to send access to the building with restricted times for visitors or service personnel without having to receive a call.

View how to create a virtual key on the next page.

PAGE 10 How to Create a Virtual Key 1

👬 ButterflyMX

How to Create a Virtual Key:

- Press on the key icon in the mobile app. Find the "ADD NEW KEY" button at the top of the screen.
- Create a title for the key, set the dates and time duration.
 To set up a recurring Virtual Keys choose the days under "Repeats".

(Steps 3-5 on following page)





PAGE 11 How to Create a Virtual Key 2



How to Create a Virtual Key:

(Steps 1-2 on previous page)

3. Review your Virtual Key details and click SHARE KEY.

4. Enter in the recipient's SMS phone number or email.

5. The recipient will receive a QR Code that they will hold up to the intercom camera to access the building.



PAGE 12 Create a Virtual Key on the Web



	Create New Degurring Access Key
	Create New Recurring Access Rey
	ur virtual keys Key Title
Create new key 👻	e.g. Jennifer's key
	All + Repeat
	M T W T F S S
Gol	From
	Expires
	Recipients
	e.g. test@test.com, 916 123 2323
	e.g. test@test.com, 916 123 2323
	Close Create new key
reate a virtual key online	From here enter the name of the Visitor
s at www.buttarflymx.com	Active Date and Evolvation Time

 Select "Create Virtual Key" as shown above. • The virtual key can be sent either by email or by text through the SMS Number.



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