Comelit APP FAQs

Disclaimer The Comelit App is available free of charge on the *App store* and *Google Play store*. Albeit Free, the use of the app requires data connections that may be billable to an individual carrier if sufficient data is not met. The App is supported by iOS 10 or higher and Android devices with 4.3 and higher. If minimum specifications are not met, the app will not function as intended.**

- **Installing the app: In the App Store or Google play store, please download the "Comelit" app. (pictured below)**

- **Upon downloading, select "Create a new account" and register your email associated with Account creation that was given to your site Admin.**

- **Upon registration, please log in!**

- **Once you log in, you will see a prompt to "Configure device". You will Select "Door entry" from the drop down.**

- **Once you select, you will be directed to the "Activation via Cloud" screen. There should be a device already available for you. Please select the device, then the user. It will then pair and ask you to name the device. You can then End.**

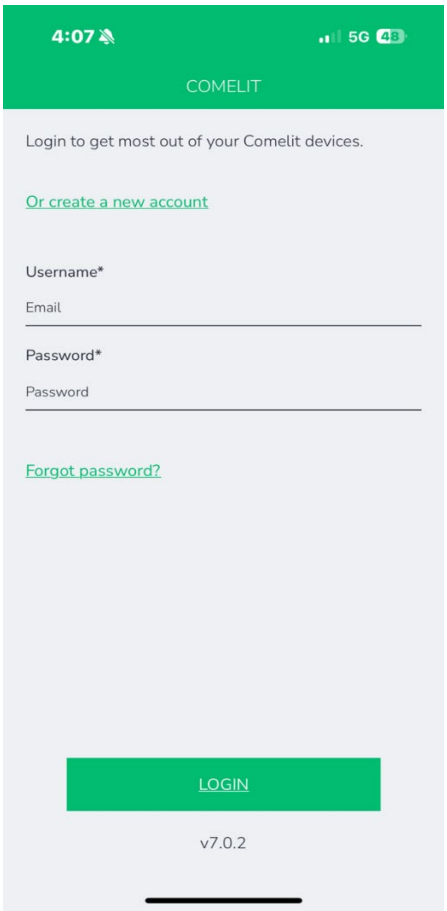
- **It will now appear on your main screen as the system added!**

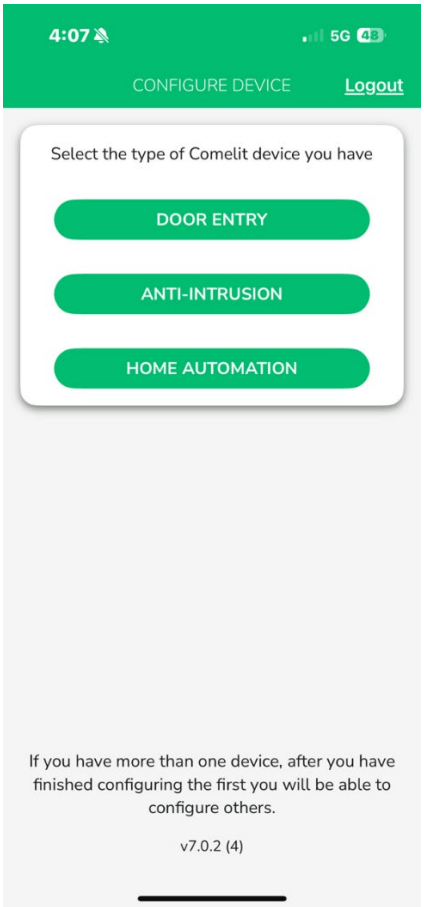
Possible reasons why your Comelit app might not be working as intended:

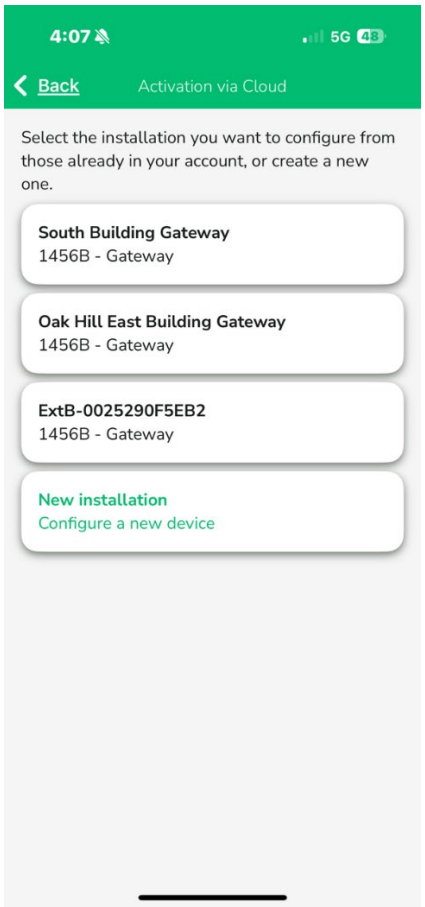
- Network issues:
  - Poor Wi-Fi signal
  - Cellular data not enabled for the app
- App related issues:
  - Outdated app version
  - App cache issues
- Device related issues:
  - Phone software needs updating
  - Insufficient storage space

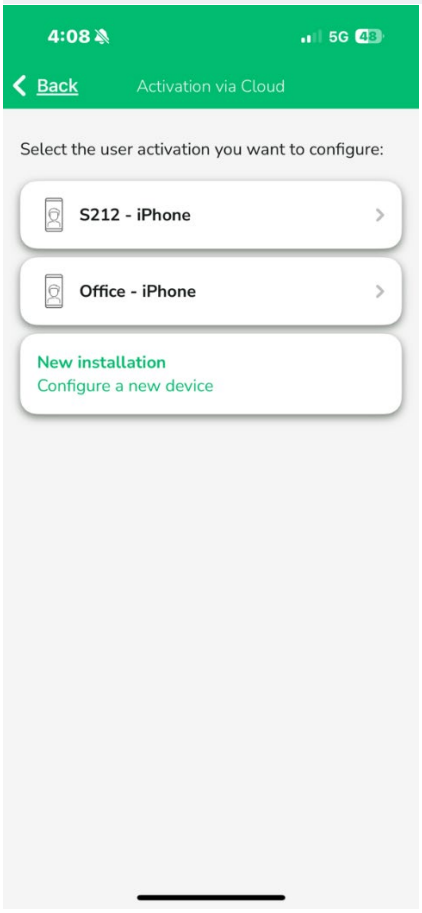
Troubleshooting steps:

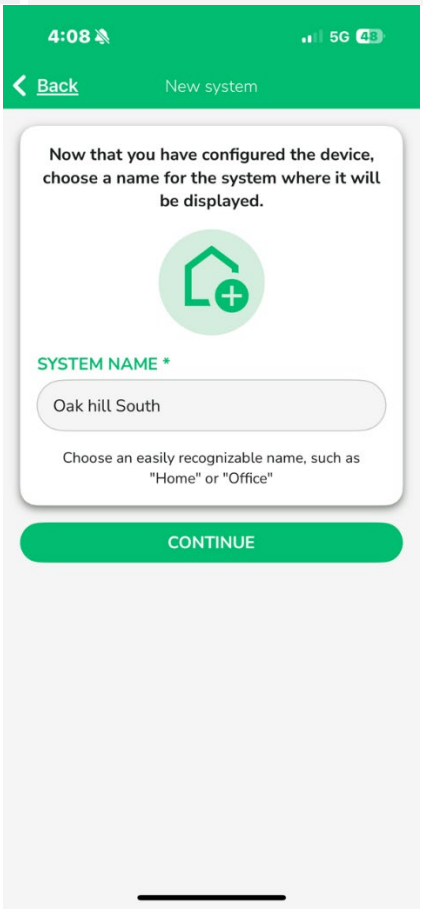
- Check your network connection:
  - Ensure you have a strong Wi-Fi signal.
  - Try switching to a different network if possible.
- Restart your iPhone:
  - Sometimes a simple restart can resolve connectivity issues.
- Update the Comelit app:
  - Open the App Store and check for updates for the Comelit app.
- Clear the app cache:
  - Go to your iPhone settings, then find the Comelit app, and select "Offload App" or "Clear Cache" option.
- Uninstall and reinstall the app:
  - Delete the Comelit app from your phone and then download it again from the App Store.
- Check system settings:
  - Verify that the Comelit app has the necessary permissions to access your network, location, camera, notifications and Data all need to be set as always valid to operate
- Save phone number to contacts to prevent scam block settings – 610-314-0516

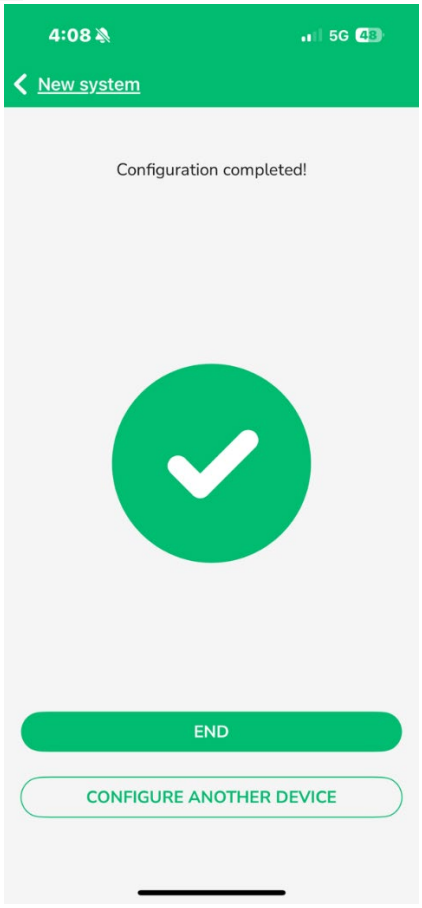

4:07
5G
COMELIT
Login to get most out of your Comelit devices.
Or create a new account
Username*
Email
Password*
Password
Forgot password?
LOGIN
v7.0.2


4:07
5G
CONFIGURE DEVICE
Logout
Select the type of Comelit device you have
DOOR ENTRY
ANTI-INTRUSION
HOME AUTOMATION
If you have more than one device, after you have finished configuring the first you will be able to configure others.
v7.0.2 (4)


4:07
5G
Back
Activation via Cloud
Select the installation you want to configure from those already in your account, or create a new one.
South Building Gateway
1456B - Gateway
Oak Hill East Building Gateway
1456B - Gateway
ExtB-0025290F5EB2
1456B - Gateway
New installation
Configure a new device


4:08
5G
Back
Activation via Cloud
Select the user activation you want to configure:
S212 - iPhone
Office - iPhone
New installation
Configure a new device


4:08
5G
Back
New system
Now that you have configured the device, choose a name for the system where it will be displayed.
SYSTEM NAME *
Oak hill South
Choose an easily recognizable name, such as "Home" or "Office"
CONTINUE


4:08
5G
New system
Configuration completed!
END
CONFIGURE ANOTHER DEVICE