

# Portal Light 2

## Technical Bulletin



**Detail:** During March 2025, Kontakt.io released a **Portal Light 2 certificate update**—this certificate authenticates a connection to the Kontakt.io platform. Portal Lights that were **Online** when this update occurred **automatically received this required update**.

**Action required:** For any **Portal Light 2** inventory that **was OFFLINE or not powered ON** when this update occurred, must have their **certificate updated** using the **Kio Setup Manager** mobile app.

In addition:

- If you notice a Portal Light's **LED is blinking RED or reported to be OFFLINE**, the first troubleshooting step is to complete these instructions.
- Always use the Kio Setup Manager when installing new Portal Lights—they automatically receive any pending updates.

### How to update a Portal Light 2 certificate

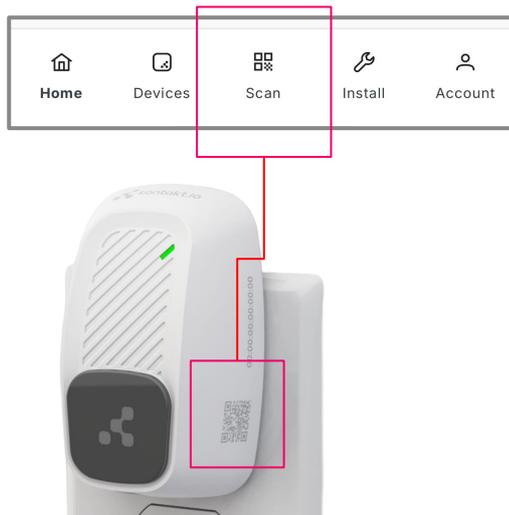
- Must be completed locally at the Portal Light.
- Ensure **Kio Setup Manager** is updated to the **latest version** — **iOS 5.0.7 or later** | **Android 3.0.6 or later**

**1** Open the **Kio Setup Manager** mobile app > **sign in** (refer to page 2).

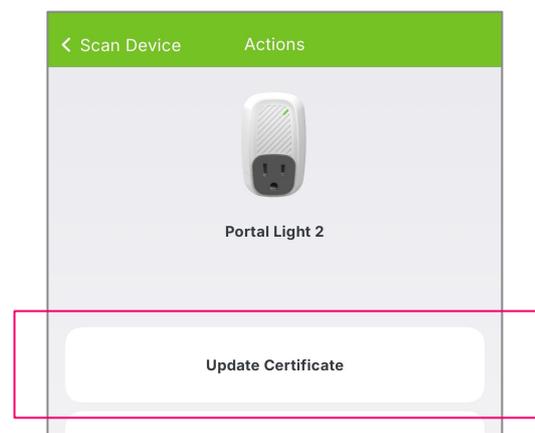
Verify the app version > tap **Account** > **Version**



**2** From the **bottom menu**, tap **Scan** > point your device's camera at the **Portal Light's QR code**.



**3** Tap **Update Certificate** > keep the **app open** until a **Success** confirmation is displayed.



#### Update Certificate not displayed?

This indicates the Portal Light has received the certificate update and no action is required.

**4** After a few minutes, verify its **LED is solid GREEN**.

### Get support

Need help or have a question? Please submit a [Kontakt.io support request](#).

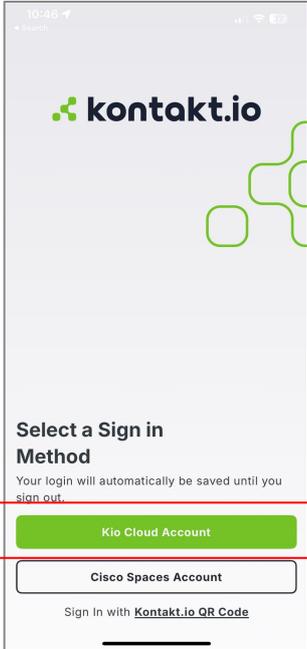
# Kio Setup Manager

Sign in steps



Kio Setup Manager

## 1 Tap Kio Cloud Account

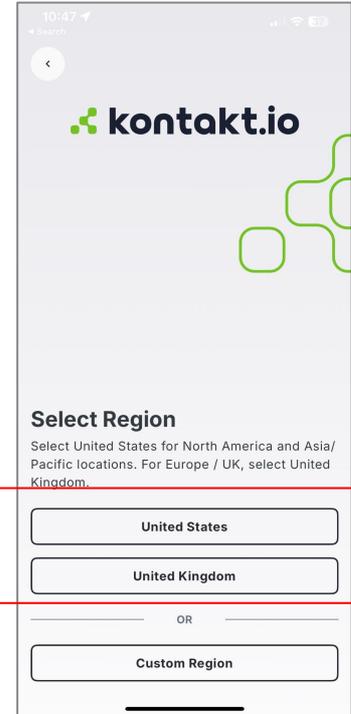


## 2 Tap the Region of your organization's Kio Cloud account

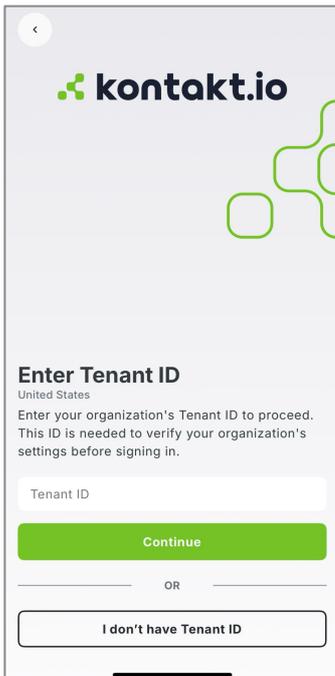
**United States:** located in North America or Japan-Asia Pacific locations.

**United Kingdom:** located in the UK, EU, and other European countries.

Don't know the Region?  
This can be found in your Kio Cloud account URL: app.cloud.[us or uk].kontakt.io



## 3 Enter Tenant ID—dependent on your organization's Kio Cloud account type



**Tenant account type:** You sign in to Kio Cloud from an unique URL that includes the Tenant ID—example below:

**https://[account Tenant ID].app.cloud.[us or uk].kontakt.io**

For a **tenant account:** enter the **account Tenant ID** > tap **Continue** > sign with your user credentials—email/password or SSO

**Non-Tenant account type:** You sign in to Kio Cloud from one of the below URLs.

**https://app.cloud.us.kontakt.io**

**https://app.cloud.uk.kontakt.io**

For a **Non-Tenant account** > tap **I don't have a Tenant ID** > enter your user credentials (email/password) > tap **Sign In**

