

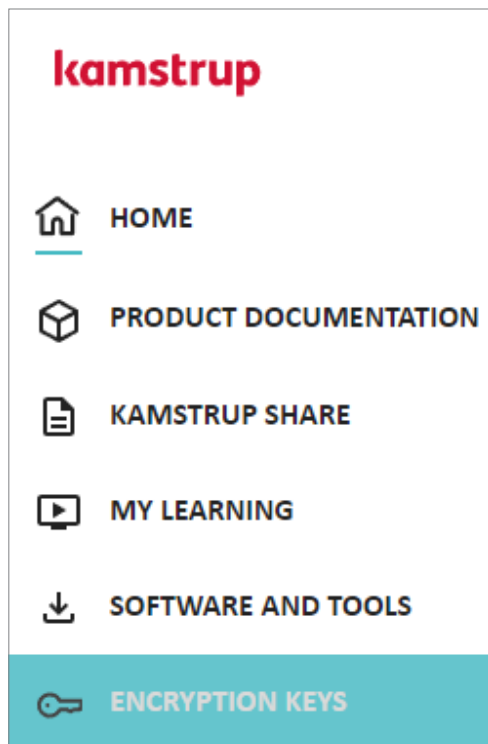
How to find and download your encryption keys

Relevant for companies purchasing directly from Kamstrup



View your encryption keys

1. Go to mykamstrup.com.
2. Log in with your username and password. If you do not have a login, please refer to our online My Kamstrup FAQ for guidance.
3. Select "ENCRYPTION KEYS" from the left-hand menu.



Download your encryption keys

1. Select the meter(s) you want encryption keys for, and click "Download" in the top right corner.
2. Choose KEM or KEM2 as format, enter a password if needed, and click "Download" in the bottom right corner.
3. The file is now available in your Downloads folder on your PC.

The screenshot displays the 'Encryption Key Service' interface. On the left, a sidebar contains navigation options for DEVICES, ORDERS, and PRODUCTS. The main area shows a table of 27 devices, with 4 selected. The table columns are SERIAL NUMBER, ORDER, PRODUCT, and READ RIGHTS. A 'DOWNLOAD DEVICES' modal is open on the right, showing a summary of selected devices (4 Meters) and options to choose a file format (KEM) and a password.

SERIAL NUMBER	ORDER	PRODUCT	READ RIGHTS
<input checked="" type="checkbox"/> KAM21354137	21056596	FlowIQ® 2200 (KWM3220)	
<input checked="" type="checkbox"/> KAM21340892	21049911	FlowIQ® 2200 (KWM3220)	
<input checked="" type="checkbox"/> KAM21335850	21047239	FlowIQ® 2200 (KWM3220)	
<input checked="" type="checkbox"/> KAM21335849	21047239	FlowIQ® 2200 (KWM3220)	
<input type="checkbox"/> KAM21335848	21047239	FlowIQ® 2200 (KWM3220)	
<input type="checkbox"/> KAM21335847	21047239	FlowIQ® 2200 (KWM3220)	
<input checked="" type="checkbox"/> KAM21335846	21047239	FlowIQ® 2200 (KWM3220)	
<input type="checkbox"/> KAM21335789	21049911	FlowIQ® 2200 (KWM3220)	
<input type="checkbox"/> KAM21330890	21049911	FlowIQ® 2200 (KWM3220)	
<input type="checkbox"/> KAM21330889	21049911	FlowIQ® 2200 (KWM3220)	
<input type="checkbox"/> KAM21330888	21049911	FlowIQ® 2200 (KWM3220)	
<input type="checkbox"/> KAM21294558	21051911	FlowIQ® 2200 (KWM3220)	
<input type="checkbox"/> KAM21294557	21051911	FlowIQ® 2200 (KWM3220)	
<input type="checkbox"/> KAM21294556	21051911	FlowIQ® 2200 (KWM3220)	
<input type="checkbox"/> KAM21294555	21051911	FlowIQ® 2200 (KWM3220)	

If your meters are not available in the Encryption Key Service

1. Contact Kamstrup via email at mykamstrup@kamstrup.com.
2. Include the email address you use for your "My Kamstrup" login, along with your customer name, customer number and your order number.
3. State serial numbers separated by commas e.g. 12345678, 87654321 etc.
4. You will receive a confirmation email from Kamstrup once you have access to your meters - this typically takes 2-3 business days.

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