

If you have already updated to Android 10 and the Kevo app continues to crash, please try the following:

1. Before starting, you will need your email and password to sign in for Kevo. (If you need to reset your password, please visit: mykevo.com.)
2. Uninstall the Kevo app and re-start the phone.
3. Re-install the Kevo app from Google Play.
4. Log back to the Kevo app using your email and password.
5. This should fix the crashing issue.
6. If you experience additional issues, please contact Consumer Service at 1-800-327-5625, M-F 7am-4pm PST, Sat 6:30am – 2:30pm PST.