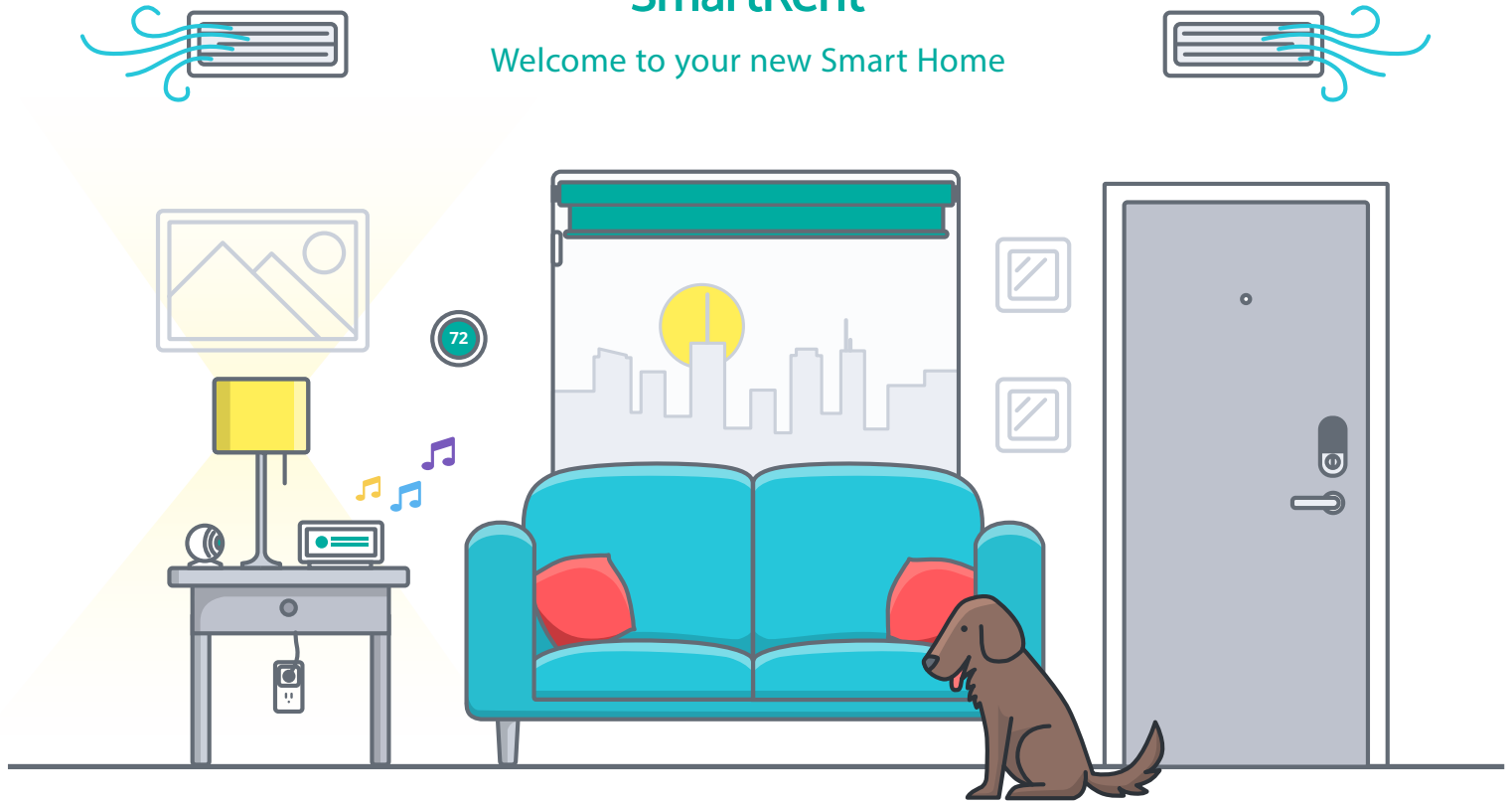




Welcome to your new Smart Home



Getting Started Guide

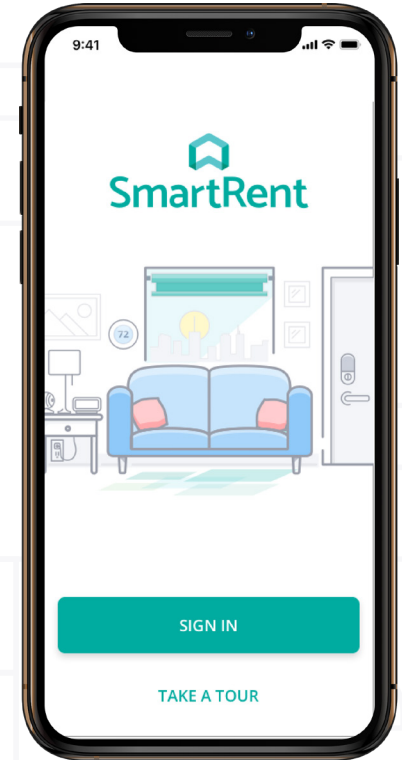
WELCOME

Welcome to the SmartRent community! We are excited to provide an elevated resident experience through smart home automation technology. We'll outline what you can expect from your devices and the benefits you get from using the SmartRent app. Whether you are at home or on the go, the SmartRent app provides a seamless connected home experience that you control. Take a look at the basic setup process and features of our most popular smart home devices.

What's Next?

By now you should have received an email from SmartRent with an activation link to set up your account and create a username and password. By default, your username will be the email address you've provided to your property. If you have not received an email, please reach out to your property manager to help set up your account.

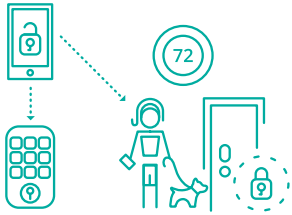
After you register your account, download the SmartRent app so you can control your lock, thermostat, lighting and more from anywhere in the world!



Smart device availability is determined by property management. Supported devices and features may vary.

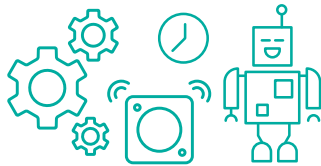
CONNECTED HOME

The hub is the brain of your smart home system. The hub connects to your local internet via WiFi or Ethernet connection to communicate with installed devices so you can control your smart home system through the SmartRent app. Depending on your community, **electing not to connect the hub to your home network will result in feature and functionality restrictions.**



Remote Access

Manage and control your devices from anywhere using the mobile app



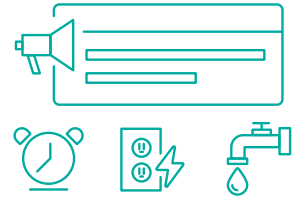
Home Automation

Set scenes, schedules and automations to simplify your life, and save time & money



Alloy SmartHome Hub

The "brain" of your system used to communicate with your devices



Notifications

Receive notifications for water leaks, access code usage and more



Monitor Activity

Use real time tracking to remotely view and monitor the activity of your devices

WIFI SETUP

More info can be found at:
smartrent.com/support/wifi
Support: (844) 212-2752

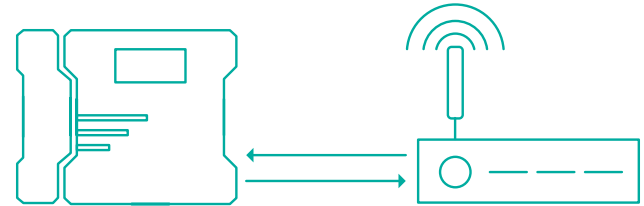


Connect to WiFi

Connecting the app to your local WiFi network is a necessary step if you plan to use the app regularly and benefit from remote management capabilities. If you choose to not connect to WiFi you will lose access to device control through the app.

- 1 Tap on the More menu
- 2 Tap on Settings
- 3 Tap on Network Settings
- 4 Tap on WiFi
- 5 Follow the in-app instructions for connecting to your WiFi network

Once connected, you will see a success message and your hub should have a green light indicating it is online. If the hub is offline, you will not be able to access or control devices using the mobile app.



Your hub may be disconnected if you don't connect to WiFi.

Need Help?

CONTACT SUPPORT

Phone: (844) 212-2752

Email: support@smartrent.com

In-app chat available



ACCESS CONTROL

The access feature of the SmartRent app is likely the biggest benefit of your new smart home system. From the app, you can remotely lock and unlock your door, update your access code and even create temporary codes for your guests to use.

To remotely control your lock, tap on the lock icon from the [My Devices](#) list on the app homepage. Tap on the lock icon to change the state of your lock.



UNLOCKED



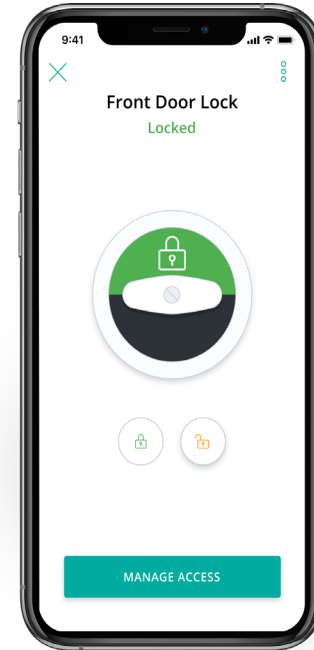
LOCKED

Please allow 30 seconds to pass before attempting to change the state again. Tapping too many times may cause an error.

To view your device activity, manage settings or create a schedule for your lock, tap the [three vertical dots](#) in the top right corner.



More info can be found at:
smartrent.com/support/lock
Support: (844) 212-2752



Smart device availability is determined by property management. Supported devices and features may vary.

ACCESS CODES

The app also lets you update your personal access code as well as create codes for others to use. To update your code, tap on [Access](#) from the bottom menu, then tap [My Access](#), then [Get a New Code](#).

If enabled by your property, you will see the option to [Pick a Code](#) in the My Access section of the app. This feature allows you to create a new 4- or 6-digit custom access code.

Types of Guest Codes

Temporary

This type of guest will be given a one-time use access code to the unit that will automatically expire after the specified time frame.

Recurring

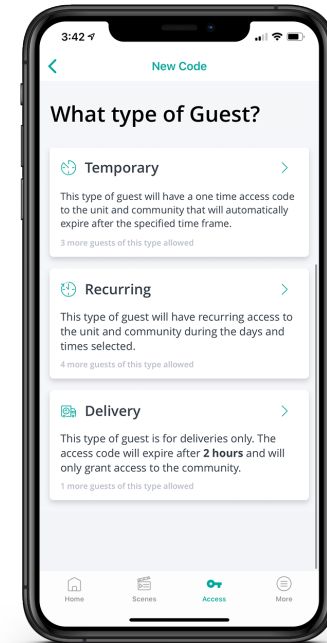
This type of guest will have recurring access to the unit during the days and times selected. This code is ideal for an ongoing service, like a dog walker or cleaners.

Delivery

This type of code is for delivery services only. The code will expire after 2 hours and will only grant access to community doors or gates.

[The availability of codes and time frames may differ depending on your community guidelines.](#)

More info can be found at:
smartrent.com/support/lock
Support: (844) 212-2752



THERMOSTAT

Controlling your thermostat from the mobile app is easy. On the home dashboard, tap the thermostat icon to view and change the current temperature, create a schedule, change modes and adjust settings. It may take up to 30 seconds for your physical device to register changes made through the app.

Operating Your Device



To turn your heater on, tap **HEAT** and set your desired temperature



To turn your air conditioning on, tap **COOL** and set your desired temperature



To keep your home temperature regulated, tap **AUTO** and set a range using the plus or minus signs, or drag your finger across the gauge to keep your home between that temperature range

Tap **OFF** to turn off your HVAC system

More info can be found at:
smartrent.com/support/thermostat
Support: (844) 212-2752



Smart device availability is determined by property management. Supported devices and features may vary.

APP FEATURES

More info can be found at:
smartrent.com/support
Support: (844) 212-2752



What are Scenes?

Scenes allow you to adjust the settings of multiple devices with one tap, and can be set up with just a few steps in the app. For example, you may want to create a “goodbye” scene for when you leave that turns off all of your lights and locks your front door. After you create this scene, you can run it each time you leave your house to ensure your lights are off and your door is locked. Scenes are a great way to create an efficient home and will take your smart home to the next level.



APP FEATURES

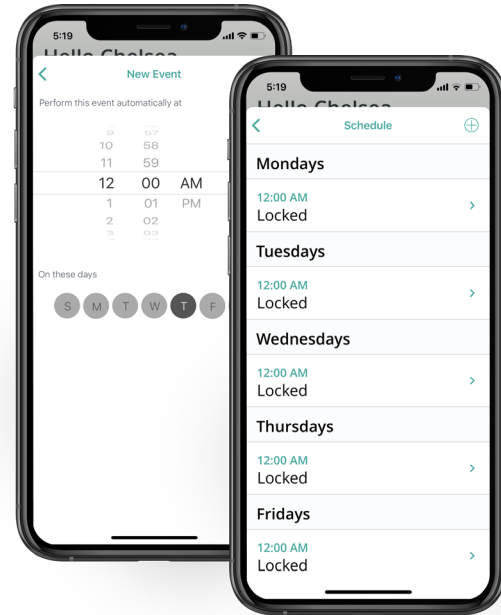
More info can be found at:
smartrent.com/support
Support: (844) 212-2752



What are Schedules?

Schedules allow you to automate a device by setting it to trigger an action (on, off, dim, etc.) at the same time on a specified day(s) of the week. Schedules are most commonly used for thermostats and entryway lighting, but can be customized for any of your devices.

For example, you may want to schedule your thermostat to auto mode for the hours and days you're at work to keep your home temperature regulated. Creating a schedule is a great way to conserve energy and save money.





What if my activation link isn't working?

If your activation link does not work or becomes expired, please forward your original activation email to support@smartrent.com and request a new activation link. Our support team will be happy to send you a new activation email so you can set up your account.



What happens if the power goes out or the internet goes down?

Will I be locked out?

If the power goes out you will NOT be locked out of your home. Smart **locks** use batteries (not internet connection) for power and functionality. Any codes that have been added to your lock will still work.

You will not be able to control the lock (or other devices) from the app until power is restored and the hub comes back online. This includes adding new codes, deleting codes and adjusting device settings.

If a power outage occurs, you will not be able to manually or remotely control your **thermostat**. HVAC systems also run off power and therefore will be rendered unusable until the power is restored. This scenario is no different than what you may have experienced with a non-connected thermostat. The thermostat display is battery-powered, so you will still see the screen display the current temperature and settings.

If the local internet in your home goes offline, you will not have the ability to control your smart devices from the mobile app until the hub comes back online. You will still be able to control your devices manually (typing your code into the lock, adjusting the temperature from the thermostat wall unit, etc.).

WHO TO CONTACT

We understand that smart home technology isn't always smart. If you experience issues with your devices or app, use below as a general guideline for who to contact first. Our goal is to resolve any issue in the quickest way possible, and while the SmartRent Support Team is happy to provide guidance, please understand there are limitations if the issue is with a device.

It's best to reach out to on-site staff first to resolve those issues and prevent further delay in finding a solution. It is your property's responsibility to fix or replace devices, if necessary.

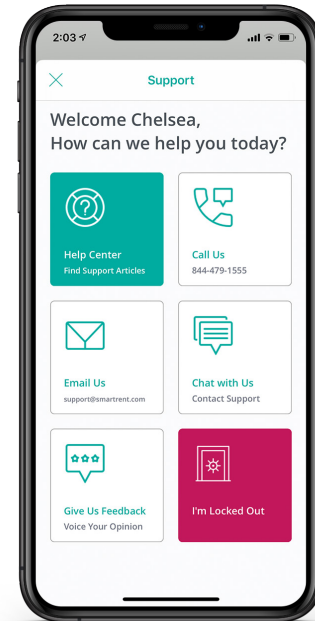
Contact Your Community

- SmartRent account access
- On-site maintenance requests
- Payments or fees of any kind
- Lease agreement
- Physical device issues

Contact SmartRent

- Login issues and access codes
- App features and settings
- Device showing offline in the app
- SmartRent installation process
- Questions about your devices

More info can be found at:
smartrent.com/support
Support: (844) 212-2752



EXTRAS

Download the App

Take advantage of your new smart home by downloading the SmartRent app.



Follow Us on Social Media

Twitter | Facebook | Instagram

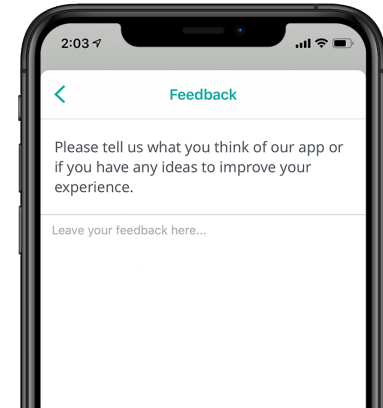
[@smartrentdotcom](https://www.instagram.com/smartrentdotcom)

Give Us Feedback

Our installation and support teams are dedicated to providing a positive experience. We encourage you to use [#SmartRentThumbsUp](https://www.instagram.com/smartrentdotcom) to let us know how we are doing. If you know the name of your installer or support member that you think deserves praise, let us know!

If you have feedback or would like to request a new app feature, you can do so directly within the app! In the [More](#) menu, tap [Support](#), then tap [Give Us Feedback](#). Comments submitted through the app are sent directly to SmartRent product and engineering teams for consideration.

More info can be found at:
smartrent.com/support
Support: (844) 212-2752





CONTACT SUPPORT

(844) 212-2752 | support@smartrent.com | In-app chat