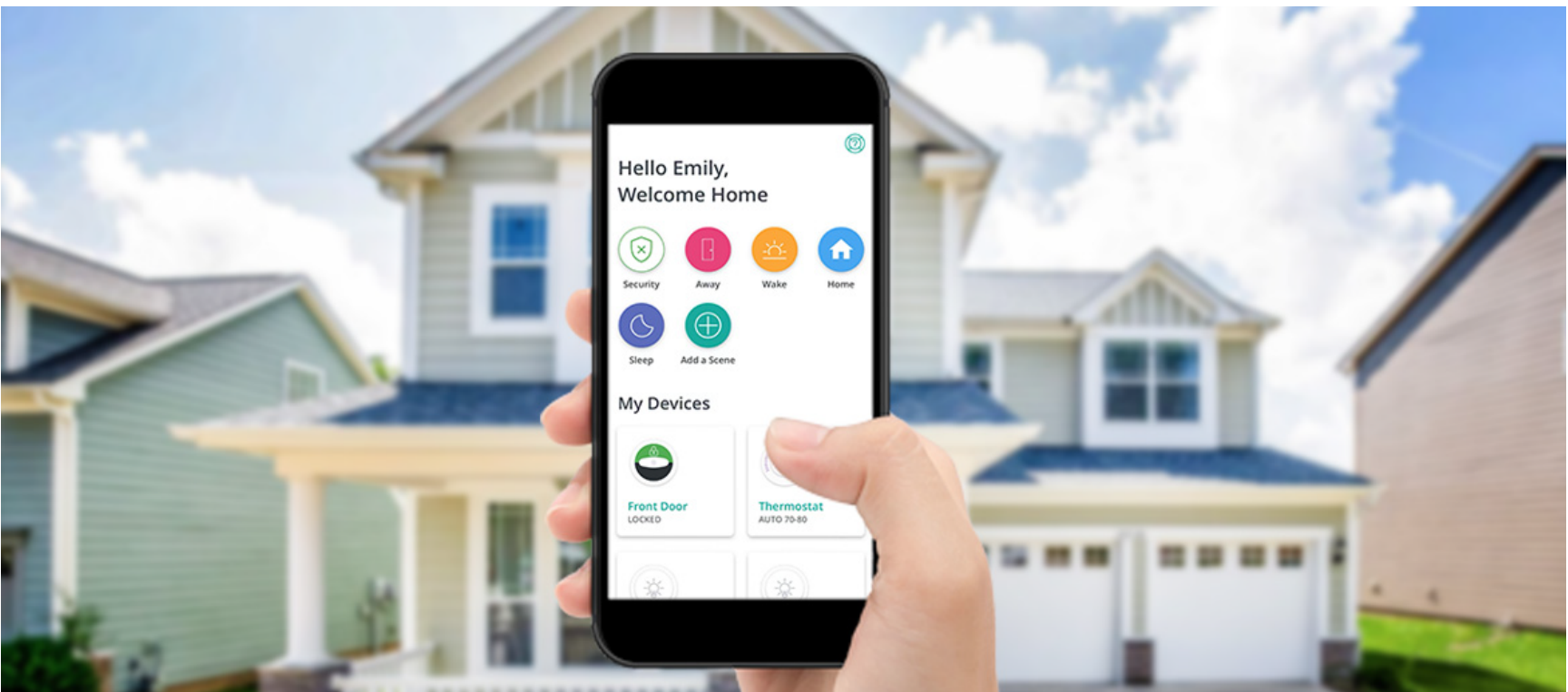




smart home

Powered by  SmartRent



Smart Home Guide

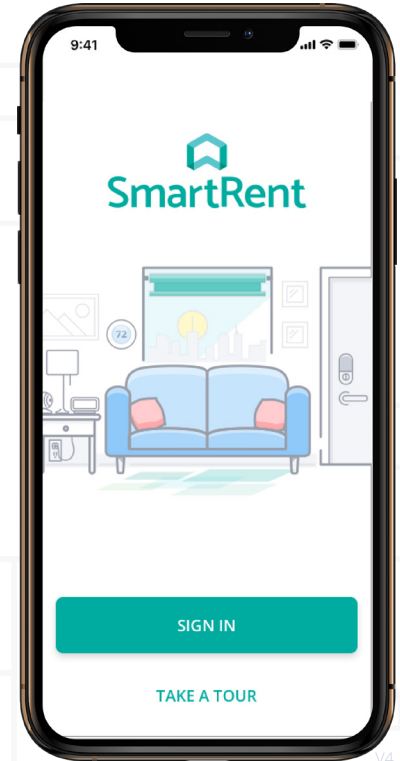
WELCOME

Welcome to the SmartRent community! We are excited to provide you with a smarter living experience through home automation. This may be your first experience with smart devices, but it's definitely not ours! We're here to help and answer any questions you may have; we've outlined a few of the most common ones in this book to help you get started.

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 password. By default, your username will be the email address you've provided to your property manager. If you have not received an email, please reach out to your property manager to help set up your account.

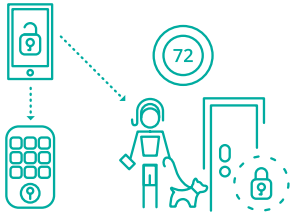
After you set up your account, download the SmartRent app so you can control your lock, thermostat, lighting and more* from anywhere in the world!



*Smart device availability is determined by property management. Not all devices are supported or allowed.

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



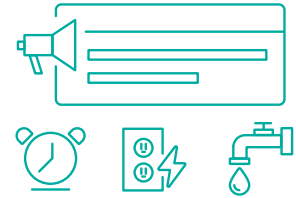
Home Automation

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



Alloy Home 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

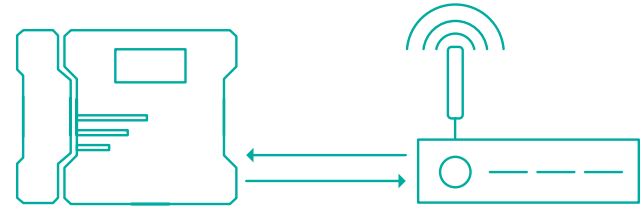


Connect your hub to WiFi

Connecting the hub to your local WiFi network is a great way to ensure that your devices update quickly and effectively from your SmartRent mobile app. Here's how to connect your hub to your wireless internet:

- 1 Open the app and 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

After completing these steps, the app will attempt to establish a connection. Once that connection is complete, you will see a success message in the app and your hub will be connected via WiFi.



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

Need Help?

CONTACT SUPPORT

Phone: (844) 212-2752

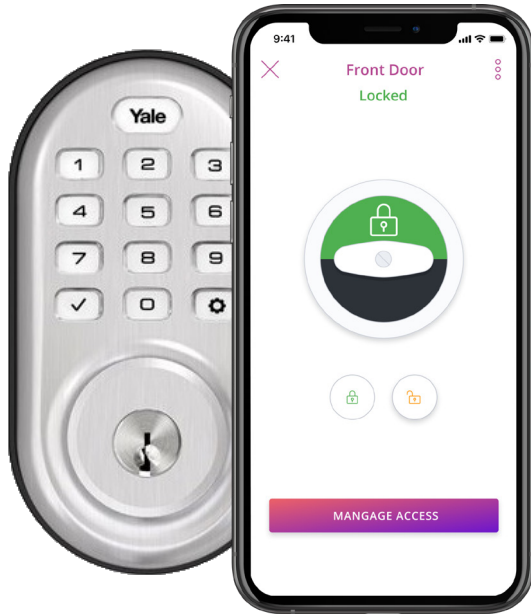
Email: support@smartrent.com

In-app chat available



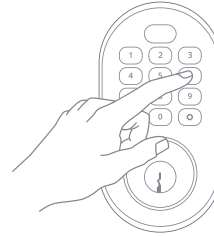
DOOR LOCK

There are two options to lock or unlock your door. The first option is to manually type in the door code sent to you after installation. The second option is to use the SmartRent mobile app once you have activated your account.



If you have not received your code, please contact our support team at (844) 212-2752.

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



To Unlock

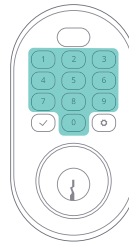
Enter your code that was emailed or texted to you.

If you have not received your code, contact your community manager for further assistance.



Press

After you enter your code, press the check mark in the lower left corner to unlock your door.



To Lock

Press any key.

When you leave, press any key or use your app to lock your door.

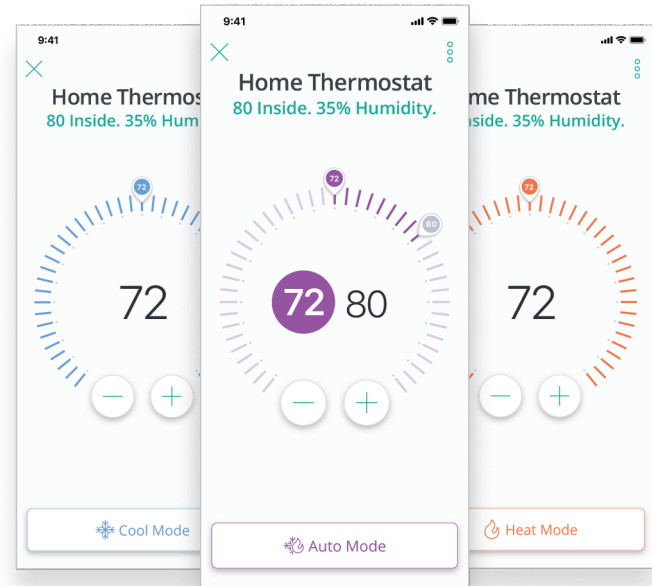
THERMOSTAT

Controlling your thermostat via the mobile app is easy. Simply drag your finger across the temperature gauge or tap the plus or minus signs to set your desired temperature and the thermostat will update to your chosen setting. It may take up to 30 seconds for your physical device to register changes made in the app.

Operating Your Device

- To turn the thermostat off completely, tap **OFF**
- To turn on your heater, tap **HEAT** and set your desired temperature
- To turn on your air conditioning, tap **COOL** and set your desired temperature
- To keep your home temperature regulated, tap **AUTO** and set the range of temperature you wish to keep your home between using the plus and minus signs

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



OTHER DEVICES

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



Smart Plug

The Alloy Home smart plug is a great way to conserve energy and automate lighting for your home. Using the app, you can set schedules for most devices that use less than 200 watts and do not exceed 10 amps, like lamps, coffee makers and fans. Not all properties enable the use of smart plugs, so be sure to ask your property manager if your home has these devices or if you can purchase one through the app. Find out more at smartrent.com/support/smart-plug-basics.



Leak Sensor

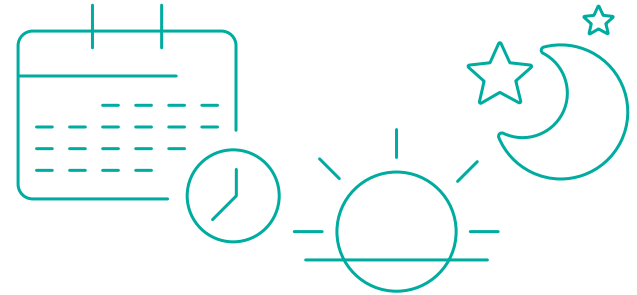
Leak sensors are discreet water detection devices that fit under or near almost any appliance that might be susceptible to leakage and water damage, like sump pumps, water heaters, sinks, refrigerators, toilets, etc. Leak sensors notify you and your property manager when a leak has been detected, saving costly repair expenses. Not all properties are equipped with these devices. Check with your property manager to see if you have leak sensors in your home.

APP FEATURES



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 your lamp, changes the thermostat temperature and locks the front door. You can also set up a voice assistant to play a scene for a more efficient smart home. Learn how to create a scene at smartrent.com/support/scenes.



What are Schedules?

Schedules allow you to automate a device by setting it to trigger an action at the same time on a specified day or days of the week. Schedules are most common for thermostats and entryway lighting but can be customized for many of your paired devices. For example, you can schedule your thermostat to adjust its temperature for the hours and days you’re at work to save money and energy. Learn how to create a schedule on the SmartRent app at smartrent.com/support/schedules.



What if my activation link isn't working?

If your activation link does not work or expires, 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.

How do I change the access code on my lock?

You can change your code any time in the SmartRent app. For security reasons, all codes are randomly generated for you by our system. When you initiate a change, you will receive another system-generated code. You will not be able to create your own code. For further instructions on how to change your access code, please visit smartrent.com/support/change-code.



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. Your **smart door lock** runs off of batteries and any codes that have already been added to your lock will still work.

You will not, however, be able to remotely control the lock (or any other devices in the app) or add and delete access codes until the power and the hub come back online. The hub is how the app communicates with your paired devices, and it is powered through an electrical wall outlet.

Your **thermostat** and HVAC run off electricity as well, so similar to power outages before smart home devices, you will not be able to use your thermostat and HVAC until your power comes back on. The thermostat does have battery backup, so the screen will still display the current temperature and settings.

If your home loses local internet connectivity or your local internet connection is weak, you will not have the ability to control your smart devices via the mobile app until a sufficient connection is restored or the hub comes back online. However, you can still control your devices manually (typing your code into the lock, adjusting the temperature from the thermostat wall unit and so on) if the internet is disconnected.



How do I get my hub back online?

If your hub goes offline due to an internet outage or loss of power, the hub should automatically come back online once the power and internet connection are reestablished. However, if you log into your SmartRent app and notice a message saying your 'home is offline' when you have stable power and internet, you can follow these steps to get your hub back online and connected successfully.

1. **Check the hub.** Make sure that your hub is plugged into an outlet and also connected to your WiFi. If you have your hub connected via Ethernet, check the connection with the Ethernet cord.
2. **Check the hub light.** You want the light on the top of the hub to be a solid green color. If the hub light is blinking, attempt to reboot the hub.
3. **Reboot the hub.** To reboot, hold down Button 2 until the light goes out; this may take up to five seconds. Wait 2-3 minutes or until you see a solid green light, then restart your app to see if it is back online.
4. **Contact support.** If your hub is successfully connected to WiFi or Ethernet and plugged into power, and you've attempted to reboot the hub, please contact our customer support team for further assistance.



Contact Support

Phone: (844) 212-2752 • email: support@smartrent.com • In-app chat