

Smart Home Device Guide

Connect to Wi-Fi

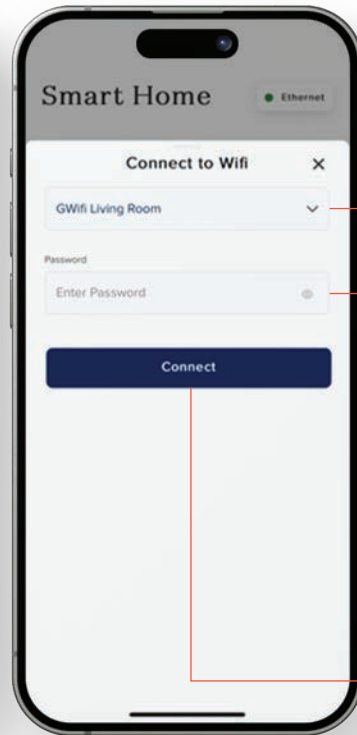
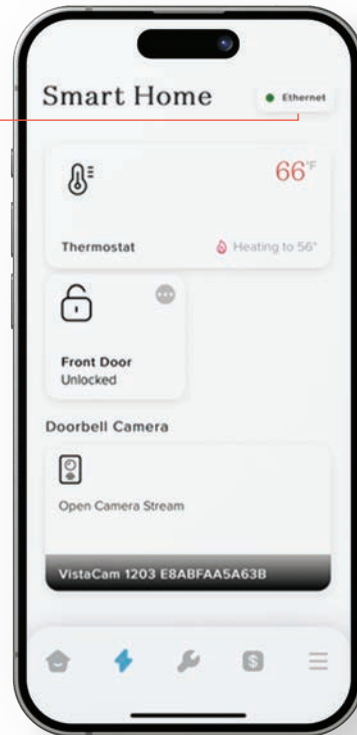
To ensure that Smart Home devices work as expected,
please ensure that your controller is connected to your Wi-Fi.



Connect to Wi-Fi

APP

1 Connect to Wi-Fi
To connect the smart home system to Wi-Fi, tap the Controller Connection Status Box.



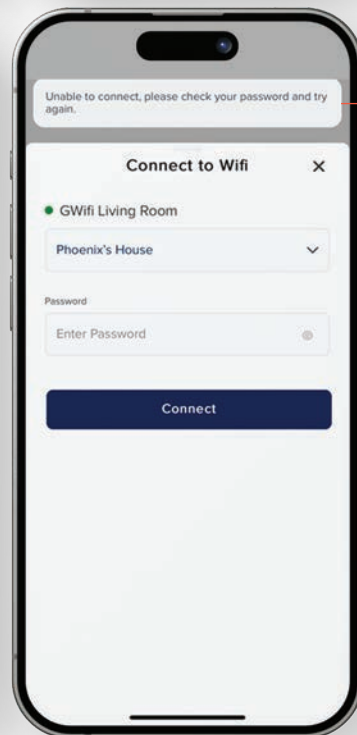
2 Select Network
Use the drop down to search for your network.

NOTE: Your phone must be connected to the same Wi-Fi network as your Smart Home controller.

3 Enter Password
Enter the password for the Wi-Fi network.

4 Connect
Tap Connect.

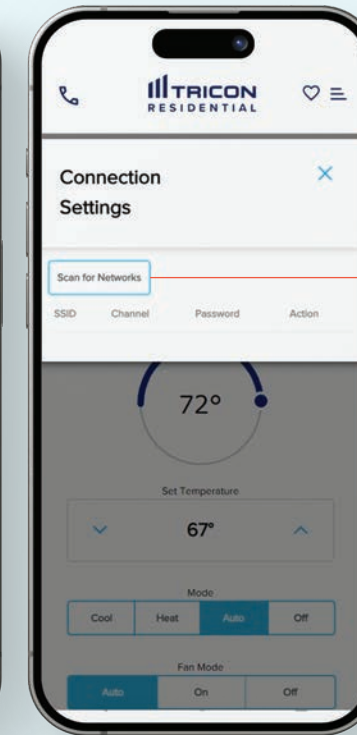
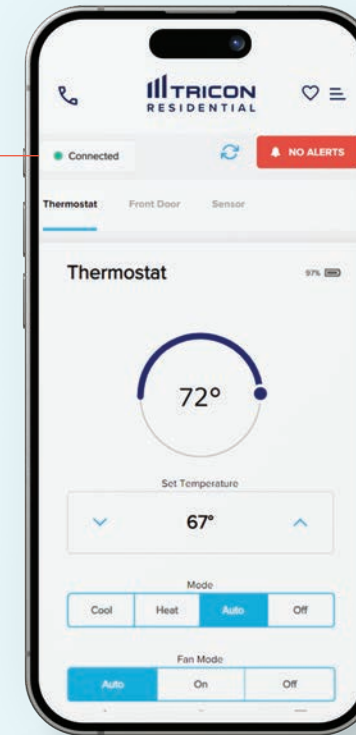
5 Success
Once the system is able to connect to the Wi-Fi, you will receive a success notification. Tap Close to complete the setup.



If the password is incorrect, you will get an error message at the top of the screen.

WEB PORTAL

1 Connect to Wi-Fi
To connect the smart home system to Wi-Fi, tap the Controller Connection Status Box.

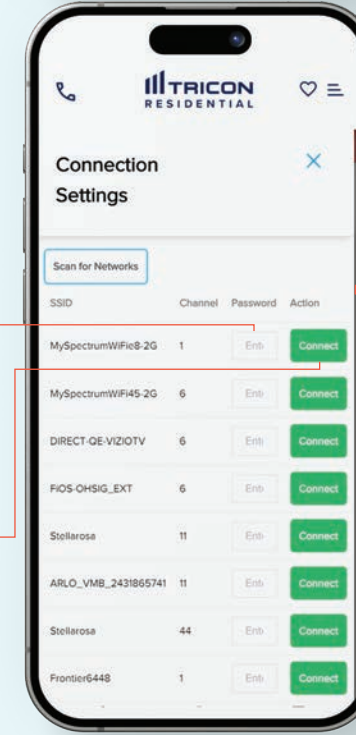


2 Scan for Networks
To search for your network, tap Scan for Networks.

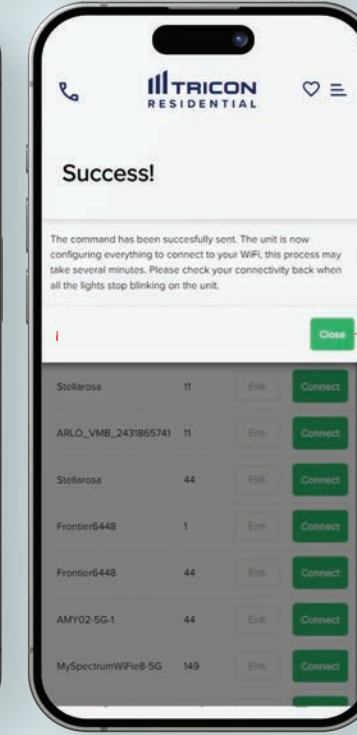
NOTE: Your phone must be connected to the same Wi-Fi network as your Smart Home controller.

3 Enter Password
Find your network and tap enter password under the password column.

4 Connect
Tap Connect.



5 Success
Once the system is able to connect to the Wi-Fi, you will receive a success notification. Tap Close to complete the setup.



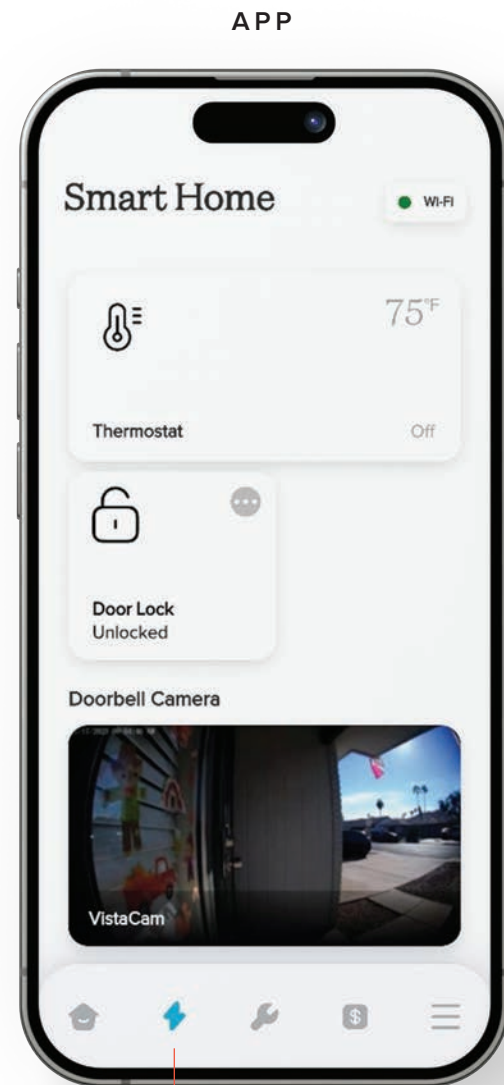
Smart Home



After logging into your account, you can access your smart home devices using My Devices menu

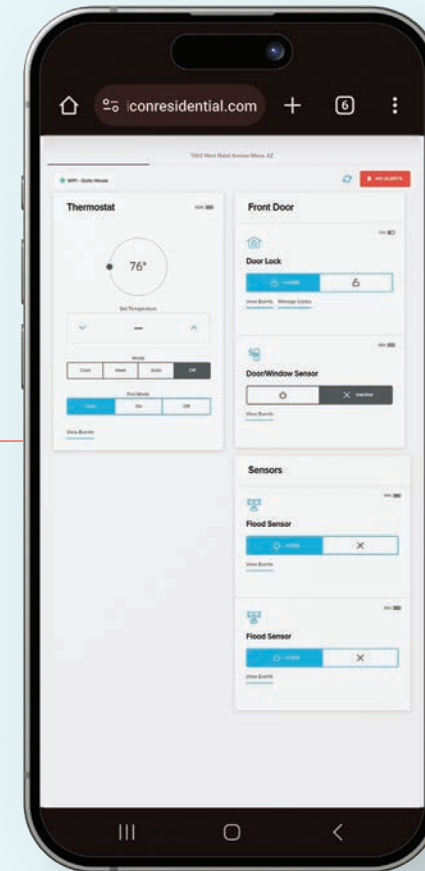
From this page, you will be able to navigate through your:

- ✓ Front Door Controls
- ✓ Thermostat
- ✓ Doorbell Camera (if available in your region)

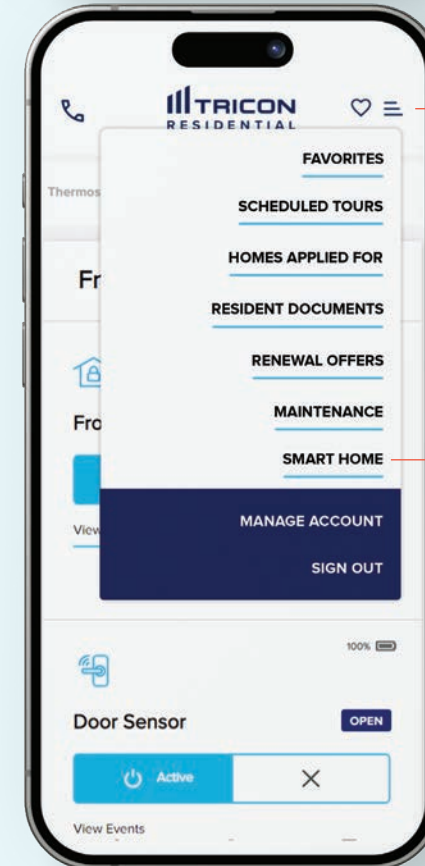


1 My Devices Menu

1 My Devices Menu

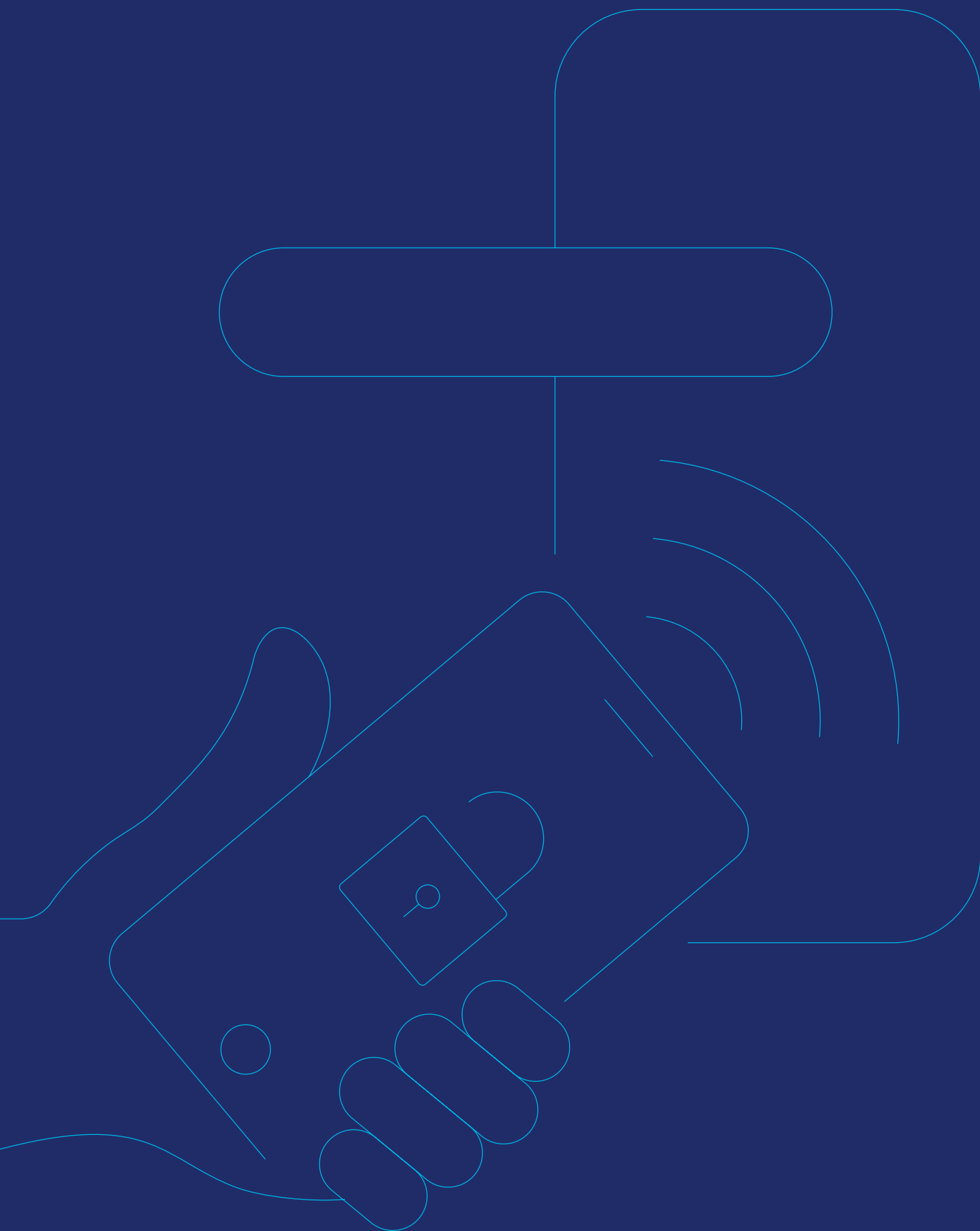


If you are not taken to the My Devices menu tap the top right menu button, then tap Smart Home



Front Door Lock

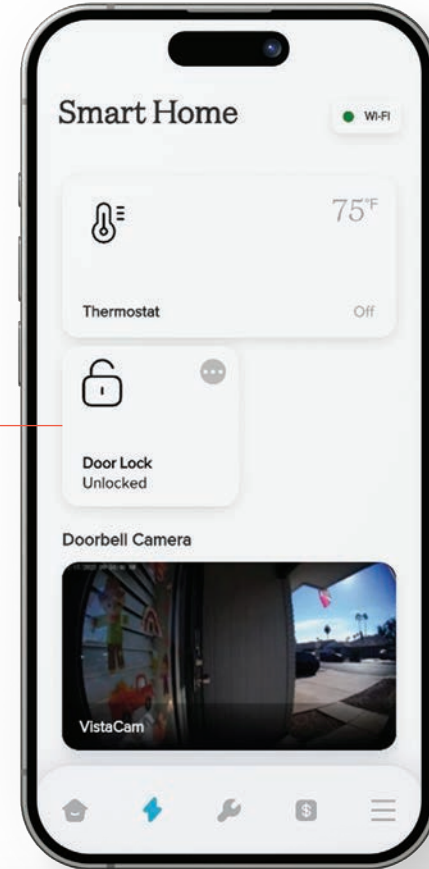
- ✔ Creating, deleting, or editing door codes
- ✔ Viewing door lock events
- ✔ Remotely locking or unlocking the front door on command
- ✔ Turning off front door sensor alarms
- ✔ Viewing front door sensor events



Remotely Lock & Unlock

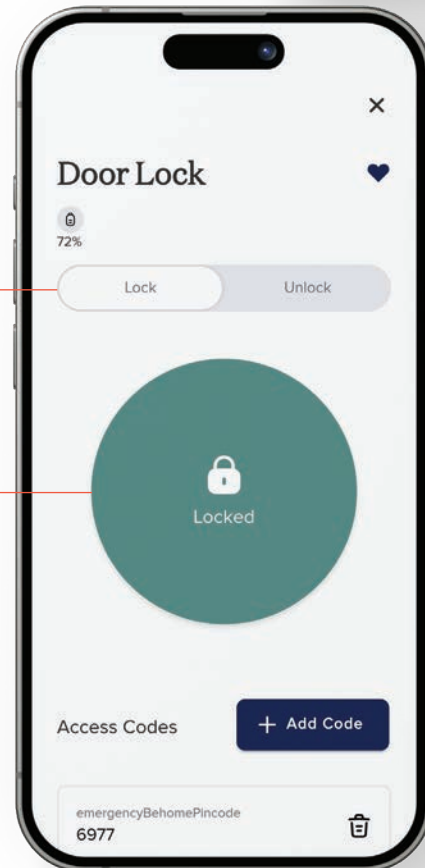
APP

1 Front Door Lock
To access the front door lock, tap Door Lock from the Smart Home Menu.



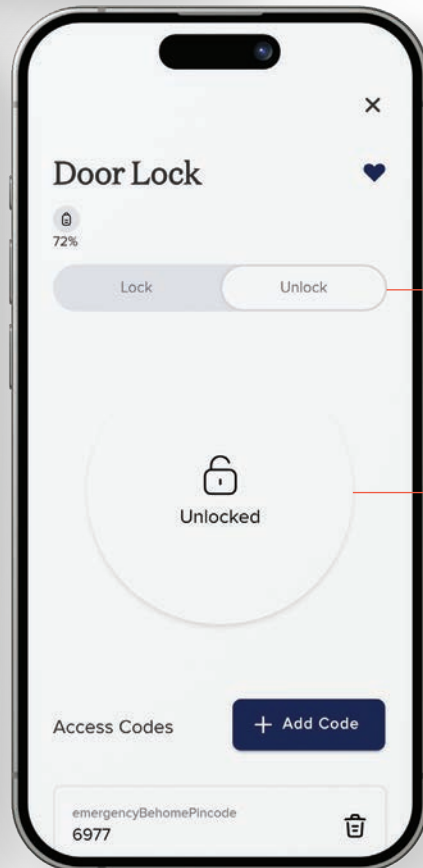
2 Lock Door
To remotely lock the door, tap Lock.

The green circle and icon indicates the door is Locked.



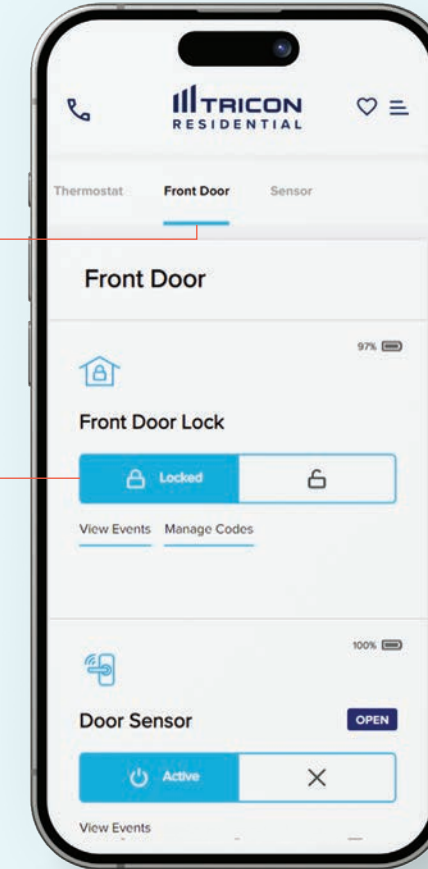
3 Unlock Door
To remotely unlock the door, tap Unlock.

The white circle and icon indicates the door is Unlocked.

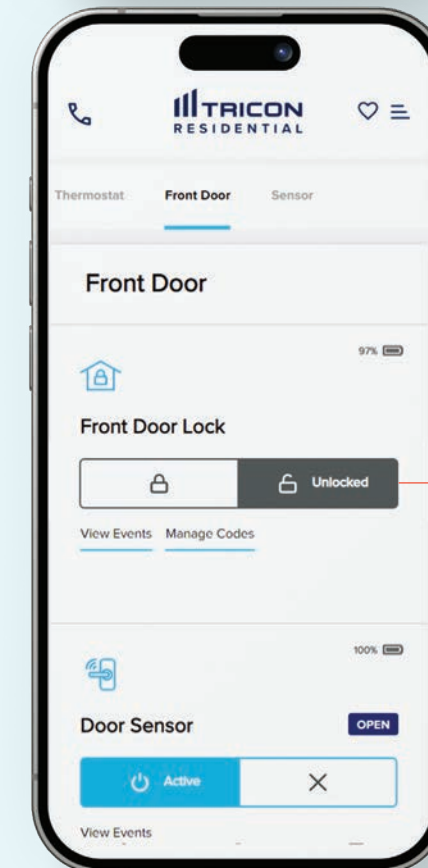


WEB PORTAL

1 Front Door Lock
To access the front door lock, tap Front Door from the Navigation Tabs.



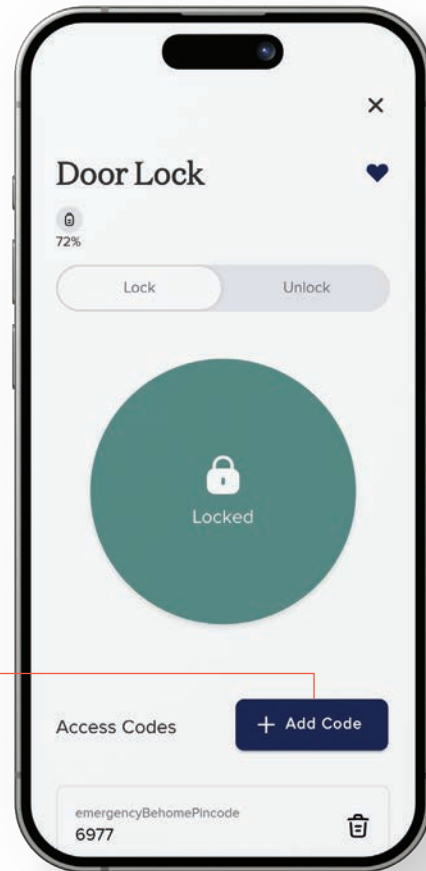
2 Lock Door
To remotely lock the door, tap Lock. The blue button and icon indicates the door is locked.



3 Unlock Door
To remotely unlock the door, tap Unlock. The grey button and icon indicates the door is unlocked.

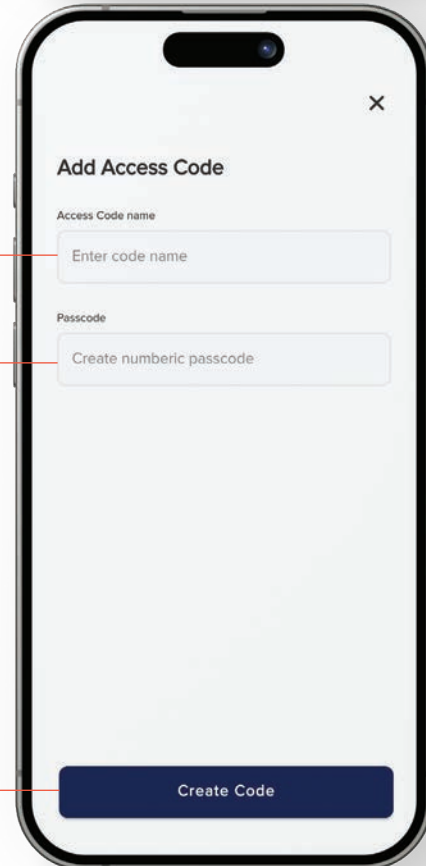
Add a Front Door Code

APP



1 Add Code

To add a code, tap Add Code.



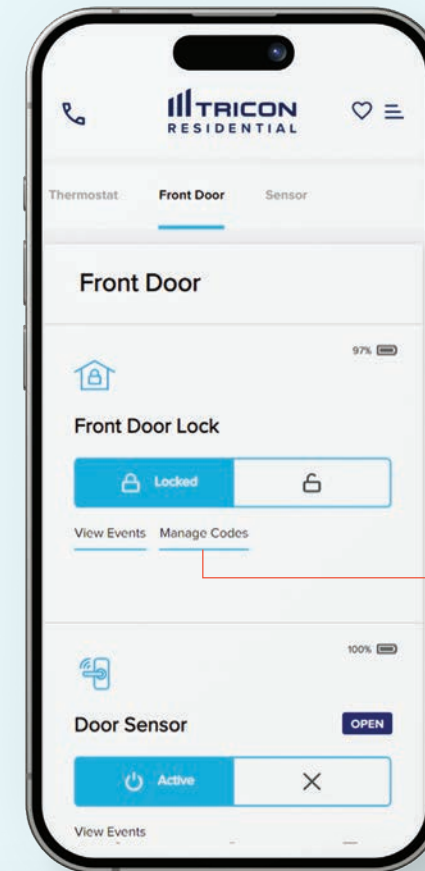
2 Code Name & Number

Add a name for the code as well as define a 4-8 digit numeric code.

3 Save

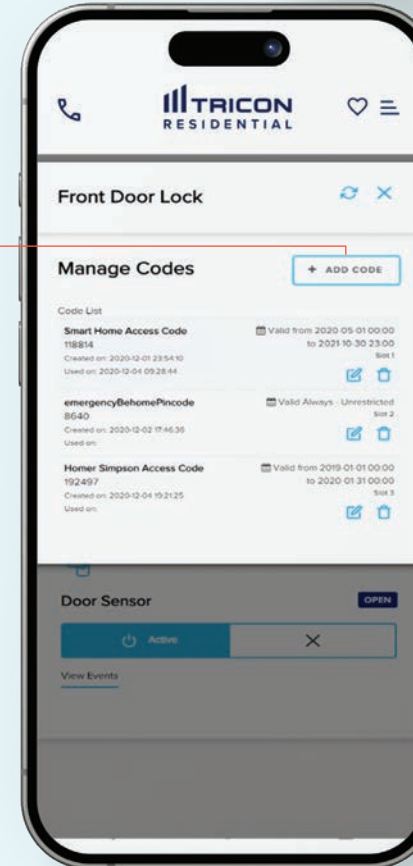
When you are done, tap Create Code.

WEB PORTAL



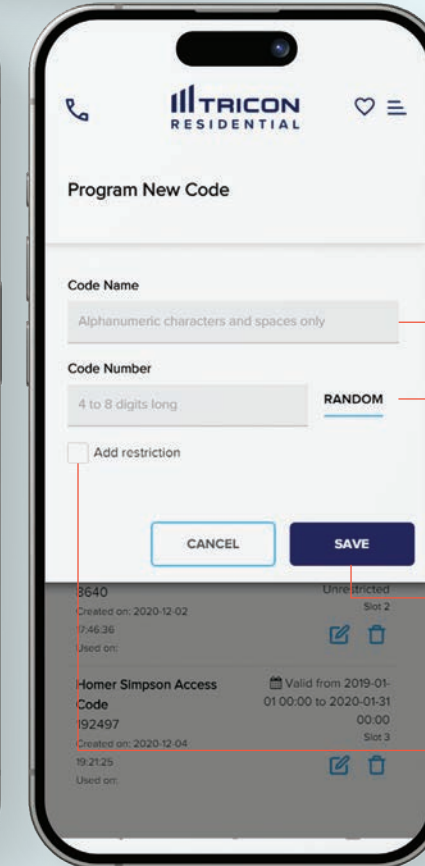
1 Manage Codes

To add a front door code, tap Manage Codes.



2 Add Code

To add a code, tap Add Code.



3 Code Name & Number

Add a name for the code as well as define a 4-8 digit numeric code. To have the system randomly decide a code, tap Random.

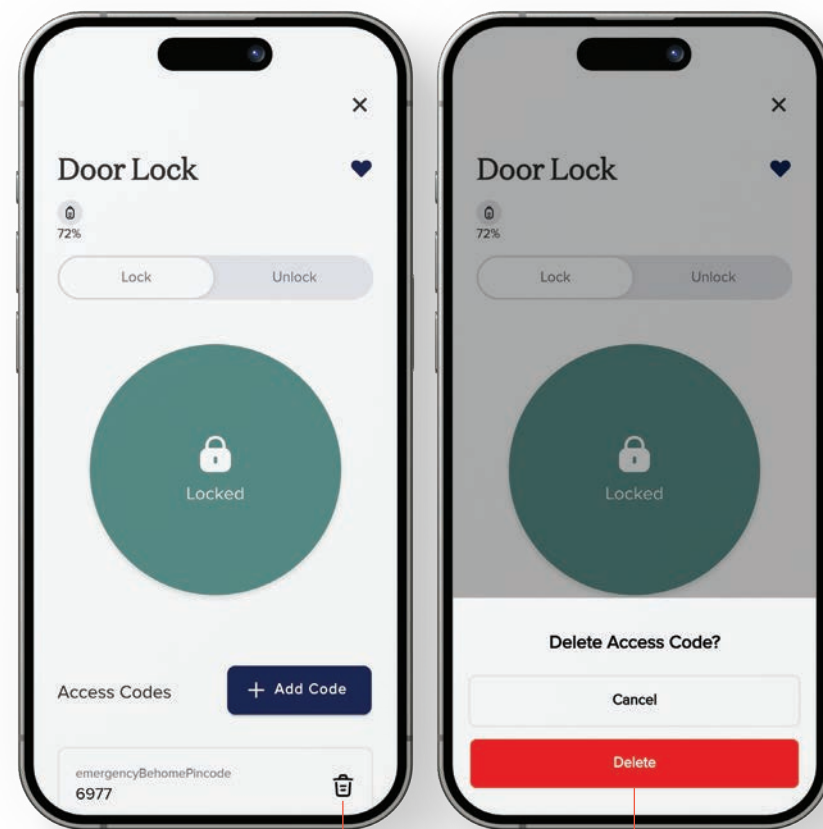
4 Save

When you are done, tap Save.

To add a restriction for the code, tap the add restriction checkbox.

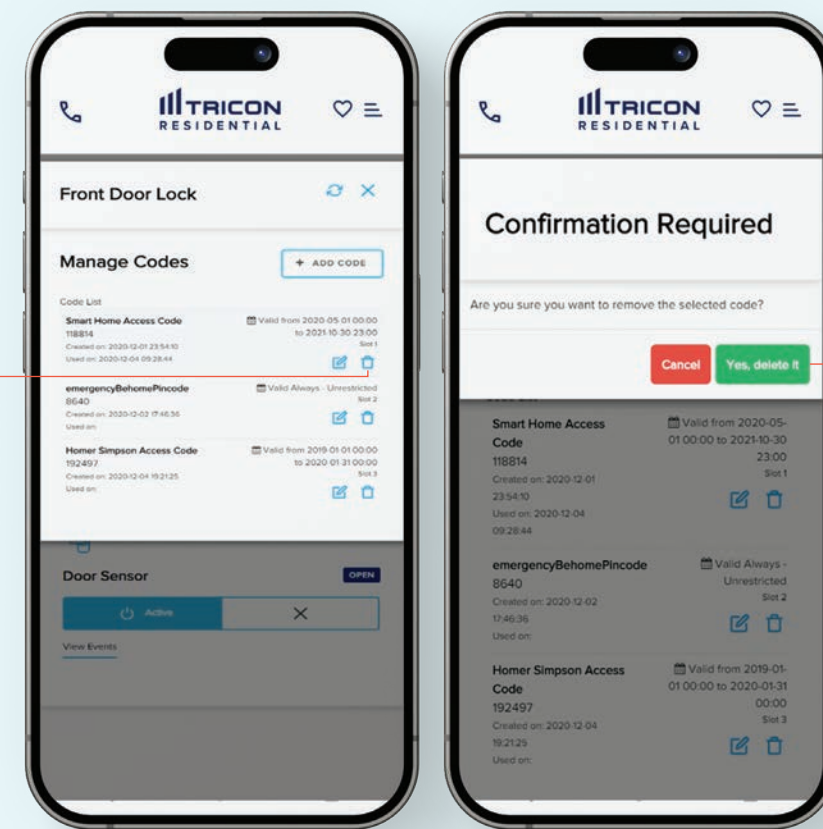
Delete a Front Door Code

APP



- 1 Delete Code**
To delete a front door code, tap the Trash Bin icon.
- 2 Confirm or Cancel**
To confirm you wish to delete, tap Delete.

WEB PORTAL

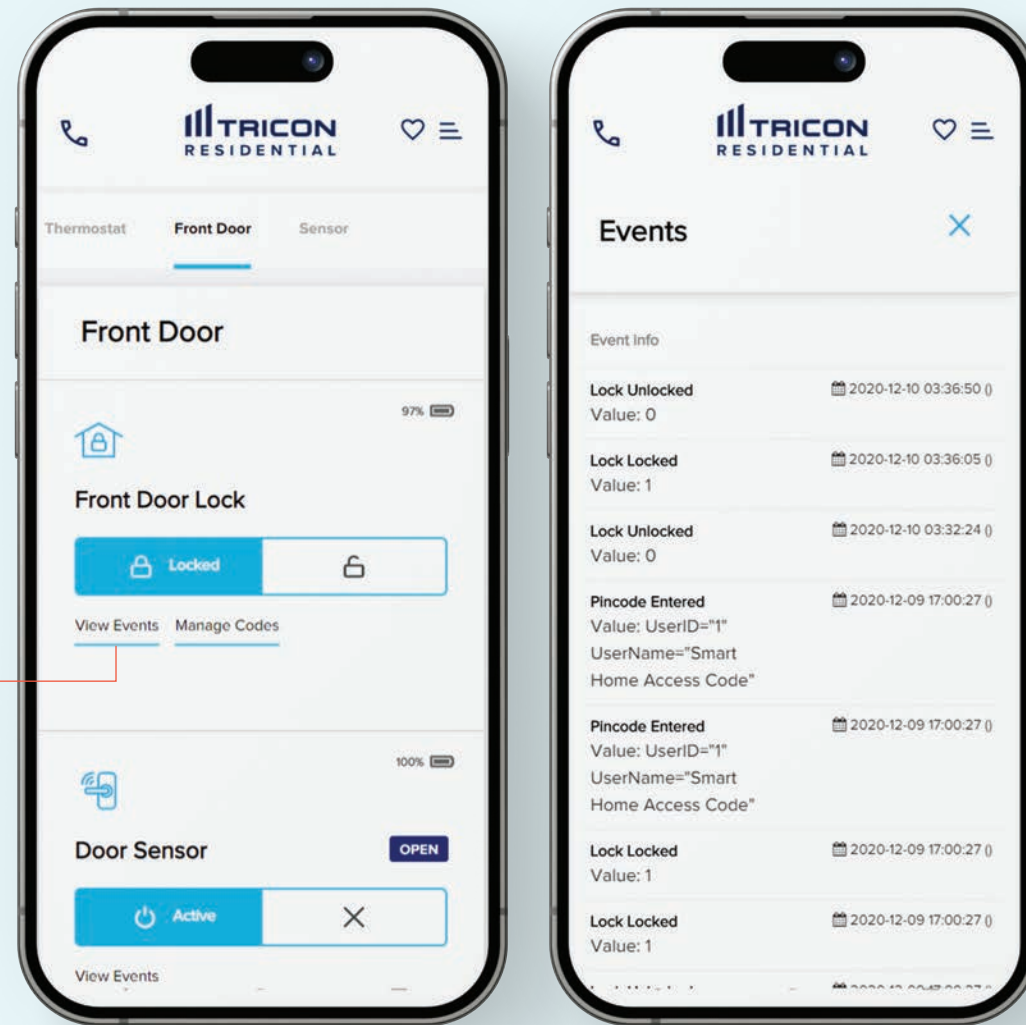


- 1 Delete Code**
To delete a front door code, tap the Trash Bin icon.
- 2 Confirm or Cancel**
To confirm you wish to delete, tap Yes, delete it.

View Events

This feature is only available on the Tricon Residential Web Portal.

WEB PORTAL



1 View Events
To view the thermostat events such as Temperature and Mode changes, tap View Events.

Events screen example

Thermostat



Thermostat

APP



1 Set Temperature

To Set a Temperature, tap the up or down arrow. To ensure it activates correctly, tap Set Temperature.

2 Mode

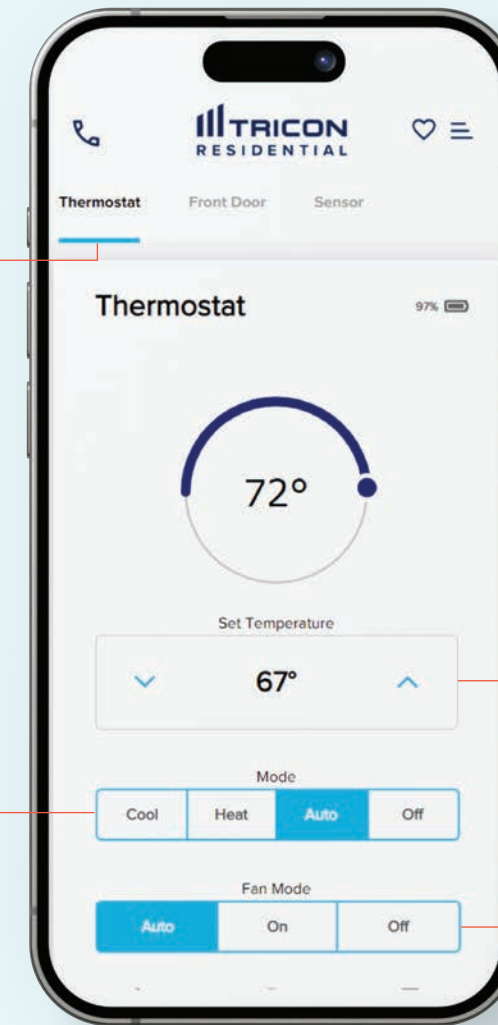
To change the Mode, tap Auto or On.

3 Fan Mode

To change the Fan Mode, tap Auto or On.

- Auto will turn the fan on when the AC or heating unit is activated.
- On will turn the fan on continuously.

WEB PORTAL



1 Thermostat

To manage and perform functions, tap Thermostat.

2 Set Temperature

To Set a Temperature, tap the up or down arrow.

3 Mode

To change the Mode for the thermostat, tap the option under Mode.

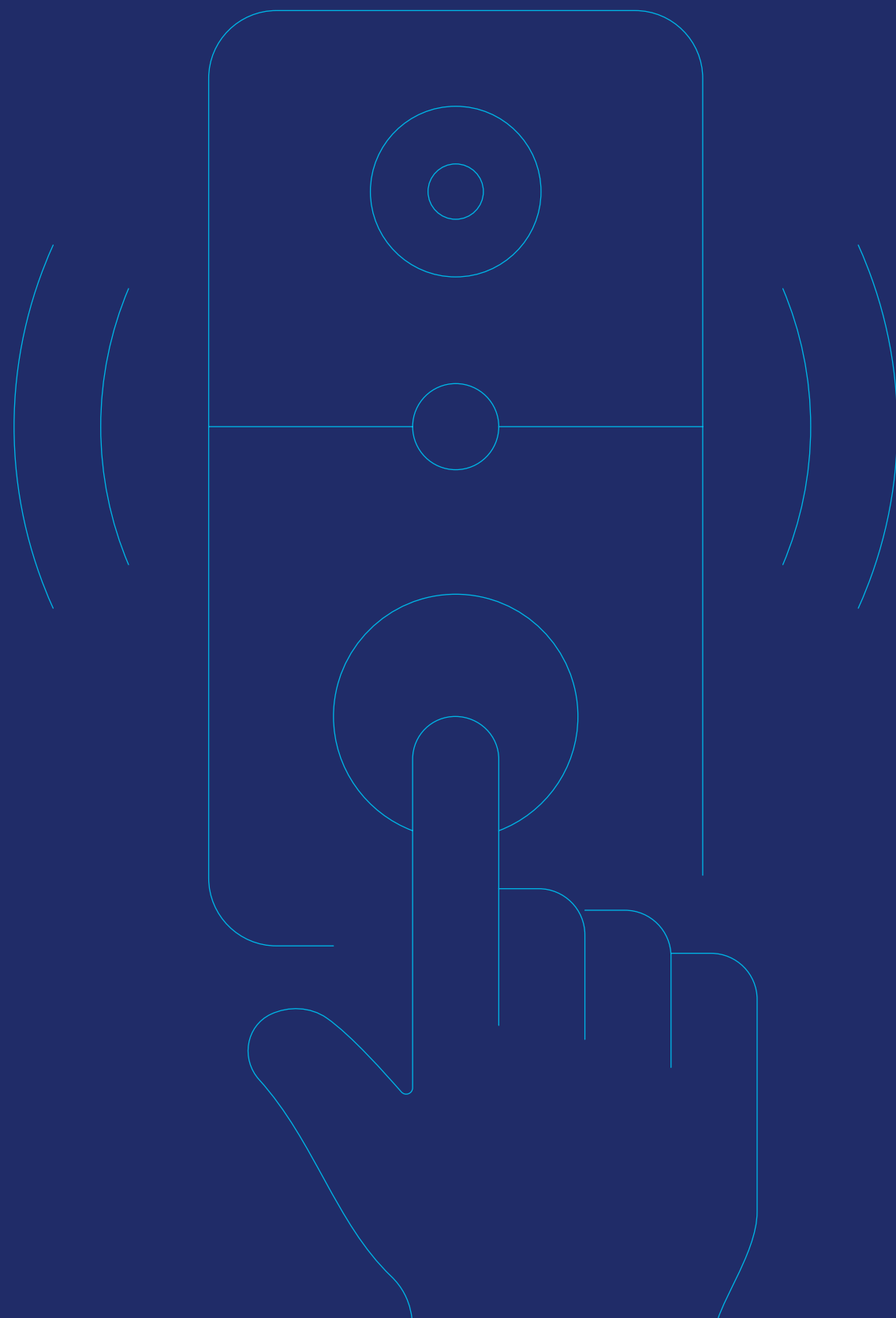
4 Fan Mode

To change the Fan Mode, tap Auto, On, or Off.

- Auto will turn the fan on when the AC or heating unit is activated.
- On will turn the fan on continuously.
- Off will turn the fan off.

Connecting the Doorbell Camera

- ✔ Connect your Smart Home Controller to Wi-Fi
- ✔ Download the Tricon Residential App
- ✔ Set your app settings to “Allow your precise location-tap “while using the app”
- ✔ Verify that your phone is on the same Wi-Fi network as your controller

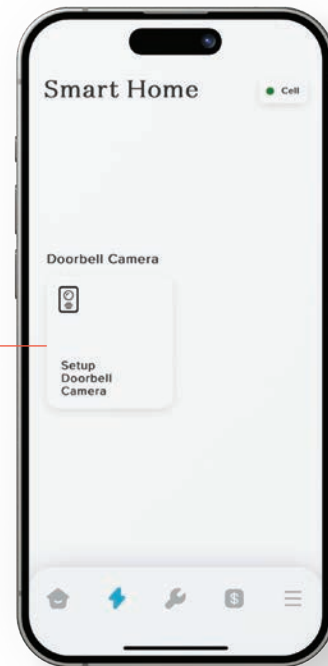


Connecting the Doorbell Camera

This feature is only available on the Tricon Residential App.

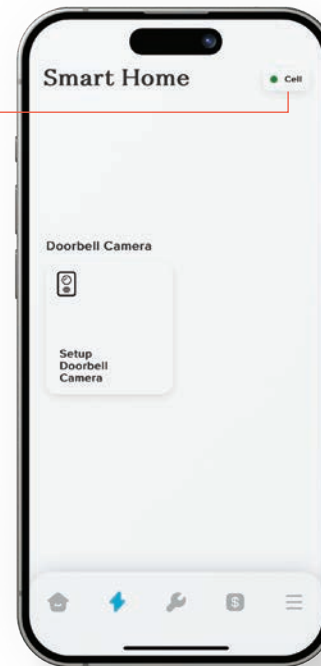
APP

1 Set Up
From the Smart Home feature, tap Set up Doorbell Camera.

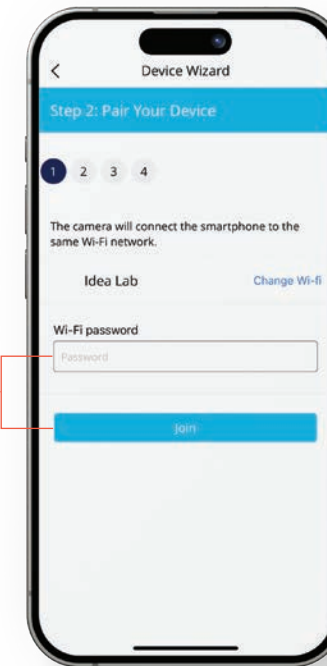


2 Confirm Connection
Confirm that your Smart Home controller is connected to your home Wi-Fi by verifying your Wi-Fi network name appears in the upper right-hand corner of the app.

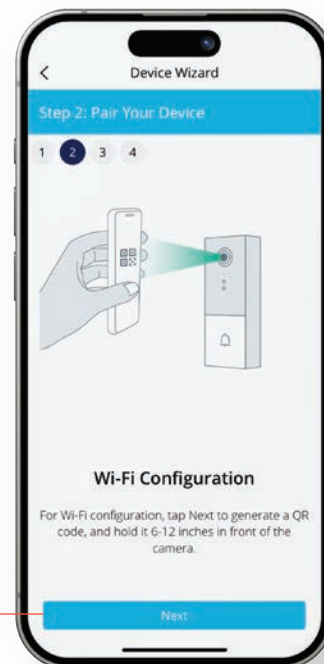
NOTE: If you see your Wi-Fi network name, please proceed to the next step. If the word 'Cell' or some other network name appears in the upper right hand corner of the app, please go to the Connect Wi-Fi section of this guide to configure the smart home controller with your Wi-Fi network.



3 Join Network
Confirm the Wi-Fi network name and password for your home Wi-Fi network and tap Join. Read the on-screen instructions, and tap Next.



4 Generate QR Code
Tap next to generate a QR code.



5 Scan QR Code
A QR code and instructions will appear on your phone's screen. Hold your phone 6-12 inches in front of the doorbell camera until you hear the doorbell communicate Wi-Fi Connecting.

NOTE: If your phone screen is cracked or damaged it may prevent the doorbell camera from properly scanning the QR code.

Once connected, you will hear the doorbell say Wireless connection successful.

NOTE: If you provided an incorrect Wi-Fi password, the doorbell will inform you and you will need to tap Incorrect Wi-Fi Password message.

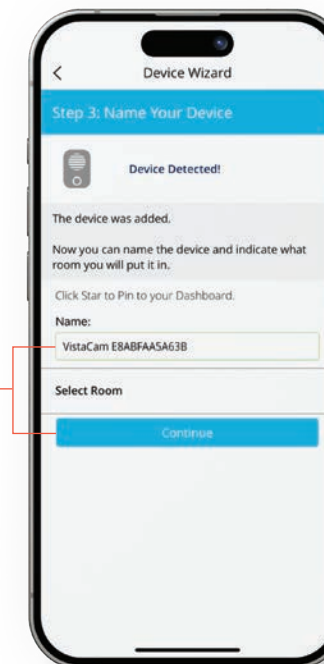


6 Confirm Message
Once connected, you will hear the doorbell say Wireless connection successful. Tap I received a success message to begin your device pairing.

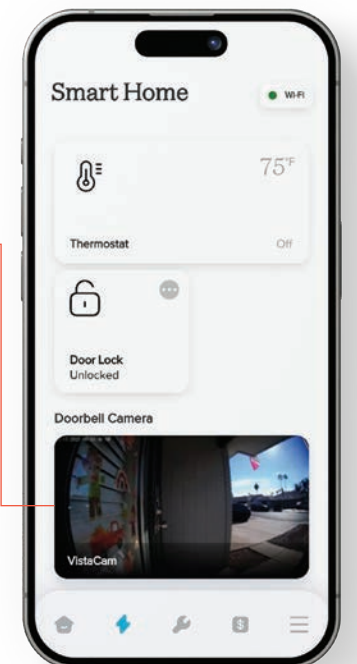
NOTE: If you provided an incorrect wifi password, the doorbell will inform you and you will need to tap the Incorrect Wi-Fi Password message.

7 Device Name
Once pairing is complete, create and enter a Device Name (Optional). Tap Continue.

NOTE: The device name will display in the Smart Home Feature.



8 Complete
Once set-up is complete you will be directed to Smart Home screen. You will see Livestream from the Video Doorbell at the bottom of the screen.



Frequently Asked Questions

1 How do I set up my doorbell camera?

If your home is equipped with a doorbell camera, you will be able to access the device from the Smart Home feature in the Tricon Residential app. Once logged into the mobile app, tap Set-up Doorbell and follow the instructions provided. If you have additional questions, you may review the How-to Install Your Doorbell Camera instructions. If you have questions or encounter an issue setting up your device please contact us at, 855 676 1680.

3 Who has access to view videos and images from my Doorbell Camera?

Videos from your Doorbell Camera are only accessible and viewable by residents on the lease for the home via the Tricon Residential app.

5 Why is the audio for my Doorbell Camera not working?

If you are unable to hear audio for your videos or communicate using the Doorbell Camera, please ensure that the Tricon Residential app has permission to access your mic. This can be done in your phone's settings.

7 How do I access recordings and pictures from my Doorbell Camera?

To access videos and images captured by your home's doorbell camera, access the Tricon Residential app's Smart Home Doorbell feature. Tap the History button at the top right of the screen. From this view, you will see a list of your saved recordings which you may view for 30 days.

2 Will Tricon Residential or any of its employees have access to my video feed or saved videos?

No, Tricon Residential and its employees will not have access to your video feed or saved videos. This includes our maintenance and customer support teams. When requesting support for your doorbell camera, you may be asked to provide screen recordings to illustrate issues that need support.

4 For how long will I have access to videos from my Doorbell Camera?

Videos and images captured by your Doorbell Camera are available for viewing in the Tricon Residential app for 30 days. After 30 days the video will be deleted and no longer accessible.

6 How long is each recording from the Doorbell Camera?

Each recording is 30 seconds long. At any time you can choose to start a new recording by pressing the record button in your app. In addition each new motion detected via your Doorbell Camera will start a new recording.

8 How can I share the recordings and pictures?

To share recordings and pictures from your doorbell camera, you will be required to record your screen while the video is playing or the image is selected. Videos and images are not available for download.