

Resident User Instructions for the Touch Screen Intercom

As a resident, you can enjoy a variety of features when your building uses Touch Screen Intercom. This area will guide you through these features and provide full details on all functions and options.

» *Before Signing In*

In order to sign in to your account, you will need credentials, which consist of your email address and password. When your email address is first associated with a system resident, a random password will automatically be emailed to you at that email address. From this point forward you will be able to sign in to your services. If you have residency in more than one apartment, you will have access to your services as it relates to any and all of those apartments from this login, assuming you use the same email address with all of them.

» *Mobile Applications*

Mobile Apps are currently available for **Android** and **iOS** devices. Once you sign in to your mobile app, you will have some basic functionalities, but the most important one is that you will **immediately begin receiving calls** to your app whenever you have a visitor call you from a door camera panel. You will have the ability to answer the call with 2-way IP audio for crystal clear voice communication. You will also receive real-time streaming video of your visitor as you speak to them. If the call is being placed from a door camera panel that has a screen, you will also have the option to answer the call and share your video for **2-way video communications**.

Note: You'll want to make sure you know your login credentials. This information would have been emailed to you when management added you to their system. If you never received this email, please contact management and ask them to ensure your email address is specified and correctly entered. If you can't recall your login information, please use our [password reset utility](#). Please follow the links below to download the appropriate app for your device and proceed to its corresponding help section.

[Download Android App](#)

[Download iOS App](#)

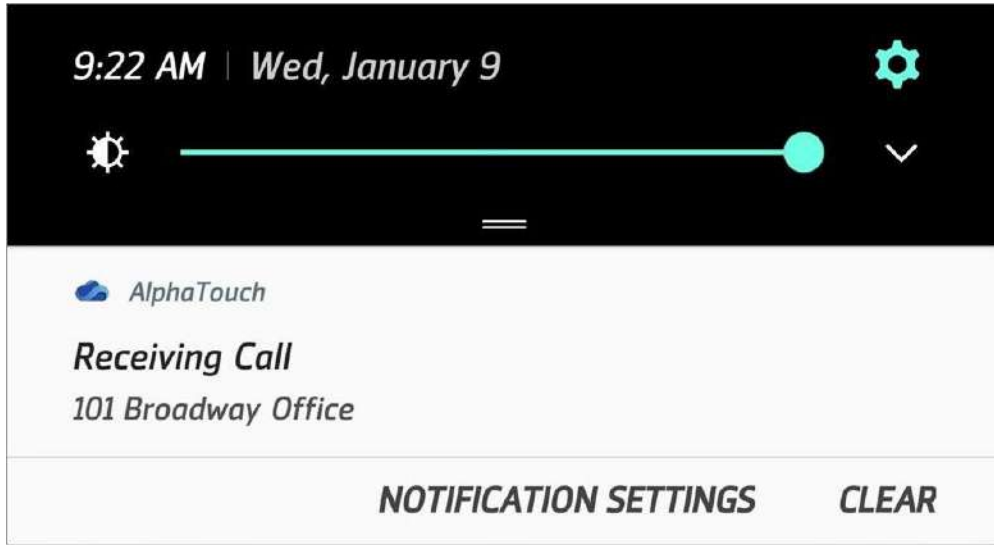
» *Android App Help*

The first time you open the app, you'll be prompted to sign in to intercom. Submit your email address and password. In the initial release of the app, there's not much else to do at this time until you receive a call. There will be more features coming soon. Stay tuned!

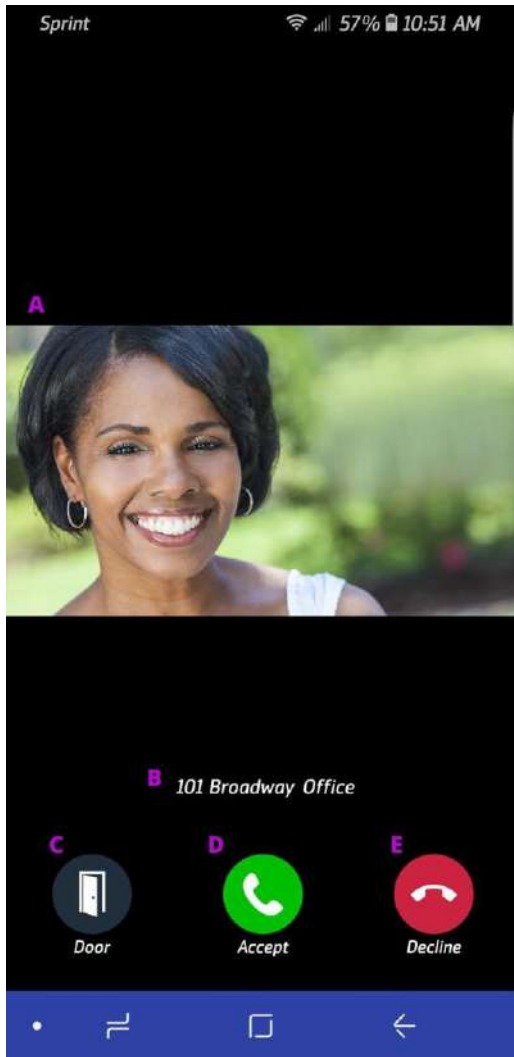
» [Receiving a Call](#)

When a call is placed to you, you will receive a push-notification on your phone. To see who is calling you, click on the notification.

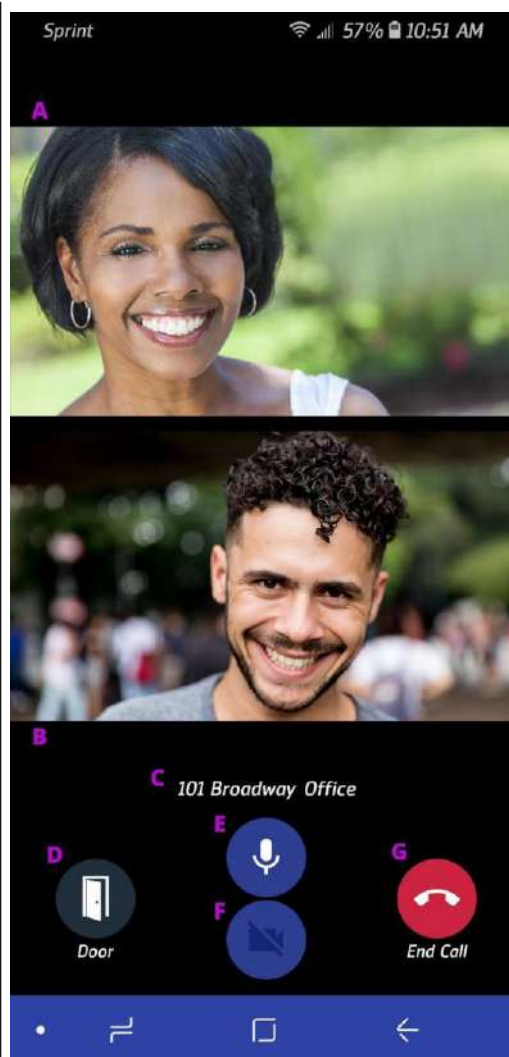




The App will open and present you a live audio and video of your visitor. You can either Accept or Decline the call at that time. When you accept the call, your audio will be turned on and you will be able to speak to your visitor. Optionally, you can also click the icon to turn your outgoing video stream on in order to allow your visitor to see you too. Once you've answered a call, you can click on the door release button to activate a door release action.



- A. Live Visitor Video Stream
- B. Call Source Location
- C. Door Release Button
- D. Accept the call and activates you outbound audio
- E. Dismiss the call without answering it



- A. Live Visitor Video Stream
- B. Live Outbound Video Screen
- C. Call Source Location
- D. Door Release Button
- E. Toggle your outbound audio on or off
- F. Toggle your outbound video on or off
- G. End the Call

» **iOS App Help**

[Download iOS App](#)

» **Website**

For now, logging into the website is the easiest way to access your more advanced functions. We hope to incorporate most of these functions into the mobile platforms as well in the near future. Such functionalities include:

- Detailed event logs with image capture.

- Updating your resident listing, phone number, email address and building access code.
- Send your visitors QR Codes that they can use to gain entrance to your building.

Please note: Management has the ability to disable some of these features.

You can sign in to the website by clicking the “Sign-In” button at the top of this page.

» [Managing My Resident Listing\(s\)](#)

When you first sign in to the website, you will be brought to the [My Homes](#) screen listing all of the apartments you reside in. You will have quick access to the most recent log images and pinned action buttons (set by management). You can also click on “ Edit My Apartment Listing” to manage your listings

*Changing any of these fields will change your settings as it relates to that particular apartment **only**. For example, perhaps a person has a residence as well as a commercial office in the same building. You might want the resident name to be “Smith, Bob” as it relates to your residential space, but for your commercial space you might want “Dr. Smith MD”.*

- Resident First Name & Last Name: This is the name that will appear on any door camera panels and directories for each apartment you belong to. Management will specify how your name is formatted (for example “[first name] [last name]” or “[last name], [first name]”.
- Resident Email: This is the email address that is associated with your resident listing for each apartment you belong to. Please note that it is very important that all of your resident listings share the same email address if you wish to access all of them from a single login and wish to receive video calls from all of your apartments to a single mobile device.
- Resident Phone Number: This is the phone number that is associated with your resident listing in each apartment you belong to. This can be a standard landline number, a cell phone or virtually any other phone number.
- Send SMS Alerts: If the phone number you’ve entered is a cell phone and can receive SMS text messages, we suggest enabling this option. This will allow us to send you notifications when a call is missed or when a visitor arrives using a temporary QR Access Code you’ve issued them.
- Proximity Tag Code: If proximity tags are enabled for your installation, this code will be specified by management and can not be changed. You can, however, see whether or not you have a proximity tag associated to you or not.
- Resident Access Code: If management has this feature enabled, you can specify an alphanumeric access code that can be used to grant yourself access to your building from any touchscreen door camera panel at your building. The intercom gives you a tool to generate a new secure, unique access code if you can not think of one.

» [Creating a Visitor Access Code](#)

Having a party? Expecting a visitor for a stay? You can provide your guests with their own personalized [Visitor QR Access Codes](#). The QR Code can be sent via email or SMS text message to your guests and they can use it at any door camera panel for your building. They only need to hold the QR code up to the panel’s camera to gain access.

- Click on **New Visitor QR Access Code**
- Enter a **Code Title**. This is just a label for this QR Code so you know what it is for. Name it something like *Leon’s Visit* or *Jesse’s Birthday Party*

- Specify the **Code Type**. There are two different types of codes that can be created:
- Unlimited Use: All recipients that receive this QR Code can use it as many times as needed as long as it is within the specified date/time range.
- One Use per Visitor: Each recipient that receives this QR Code can use it once at any time, as long as it is within the specified date/time range. There will be a grace period of 5 minutes, in case your visitor (for example) forgot something in their car, they can quickly run out and use their code to regain access to the building.
- Specify whether or not you would like to be notified when your guest(s) arrive. Since each visitor will receive a slightly different version of this QR Code, the system will know which one of your visitors has arrived when a QR Code is used, and can alert you right away.
- Specify which residence you wish to **Allow Access To**. This is the apartment or unit that you are granting visitors access to. This will dictate which door panels will accept the QR Code as valid - any door panel associated with the building your residence is in will recognize the codes. Please note that the management at your various residences may disable this feature. Those residences will not appear for selection and QR Codes can not be created for them.
- Specify the date/time range that this QR Code will be valid for. By default, Visitor QR Access Codes can be valid for a maximum of 2 weeks, but that limit can be adjusted by management.

» [Sharing a Visitor Access Code](#)

Once your new QR Code is created, you can click the **Share** button to send this QR Code to your guests. You will be presented with a large text box to enter your guests' contact information. Once you have entered your guests as outlined below, click the **Share** button.

Important Notes:

- Each guest receives their own unique QR Code Image. It is important that your guests do not share their QR Codes with one another. If they do, intercom will not be able to properly alert you to who is arriving.
- Enter one (1) email address or sms phone number per line.
 - Optionally, you can also add the guest's name to the line (separated from the email address or phone number with a comma). This will associate a name with the QR Code that is sent to each guest.
 - If you do add names to your share list, and you specified that you want to be notified of guest arrivals, your notification will include that guest's name.
 - Your building QR access code has been used by **Leon** (phone: 631-555-1212)
 - Your building QR access code has been used by **Visitor** (phone: 631-555-1212).
 - Example Input, Phone/Email Only
 - 631-555-1212 o 631-555-2121 o
mifflin_1275@gmail.com coolguy74@hotmail.com
 - Example Input, Phone/Email with Names
 - 631-555-1212, Bob Smith o 631-555-2121, Leon Billows o
mifflin_1275@gmail.com, Roberto Perez o

coolguy74@hotmail.com, Greg Miller Example
Input, Mixed

- 631-555-1212 631-555-2121, Leon Billows
mifflin_1275@gmail.com
- coolguy74@hotmail.com, Greg Miller

Upon completion, click “Share QR Access Code”. A unique QR Code will be sent to each of your visitors by SMS text or email, depending on the type of contact information you entered.

» **Revoking Visitor Access**

Once you’ve shared your Access Codes with your visitors, there are two ways to revoke access.

- Next to the QR Code listing, you will see text telling you how many visitors you’ve shared the code with. That text is a clickable link that allows you to view the visitors that have been invited. You can individually remove a visitor from the list. They will be sent a notification that their access has been revoke immediately.
- You can Delete the Visitor Access Code entirely. This will revoke access from all of the visitors you’ve included on the invite.

» **Event Logs**

Your **Event Logs** show you a complete listing of all system actions related to you and your residences. You can see what actions took place, when they took place and even view a snapshot image of the event (if applicable).