

# How-To and FAQ Sheet

Connect with your home anywhere using the Tridel Connect App (powered by SmartOne Community). Set the alarm, adjust the temperature, let in your guests and receive community updates – all from your mobile device.

## Where do I find the Tridel Connect App?

The mobile Tridel Connect App is powered by SmartOne Community and can be found on both the Apple and the Google Play stores. Search for "SmartOne Community" to download. It will work with the majority of Android and IOS platforms.



Search for the SmartOne Community App

## How do I pair my Smart Phone to my in-suite wall pad and door lock?

### Wall Pad

Once you create an ID and passcode on your in-suite wall-pad, you are able to pair your phone after downloading the App. Simply log in using the credentials you created on your wall pad. For multiple phones paired to the same suite, you will be requested to provide a 'Nickname' when you log into the App for the first time.

### Door Lock

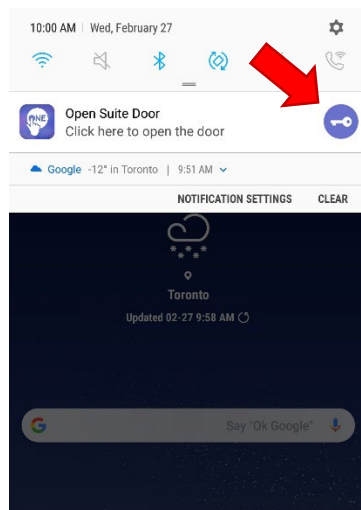
With your phone near your keyless door lock, press '**Apps**' from the bottom bar of the home screen and then select '**Access Control**'. When you select '**Suite Entry Door**', you will notice a big circle with a '+' symbol; pressing this symbol will pair your phone.

### Accessing the SmartOne widget on Android Phones

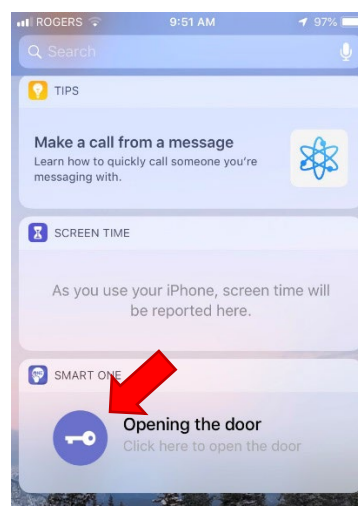
A door widget will be visible when swiping down from the top of the screen. To open the door, wake up the door lock by pressing the key pad and then press the key icon to open the door.

### Accessing the SmartOne widget on iPhones

To access the door widget on your iPhone, swipe right on your phone's home or lock screen. To open the door, wake up the door lock by pressing the key pad and then press the key icon to open the door.



Android Phones

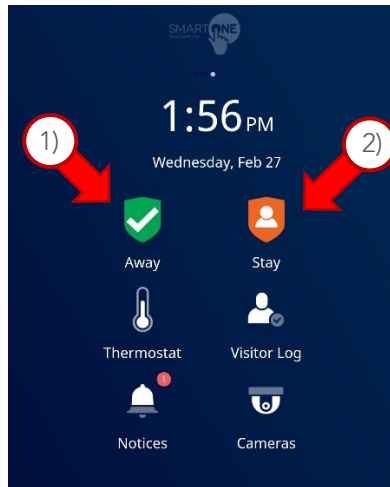


iPhones

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## A Suite of Security Features

Your mobile App lets you conveniently activate both the '**Away**' and '**Stay**' modes of your security alarm. The condition of your home's alarm will be displayed within the bar located at the bottom of the home screen. If your the alarm activates, all smartphones with the App paired to your home, as well as the Concierge, will be notified.

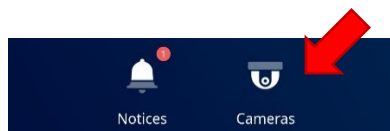


- 1) While on the App's home screen, press '**Away**' if you are leaving your suite and would like the security system activated.
- 2) If you are home, and would like the security system activated, select the '**Stay**' button from the App's home screen. Opening the suite entry door will immediately sound the suite alarm while in Stay mode, notifying all paired smart phones and the concierge.

*\*Note: If the alarm is triggered, it cannot be disarmed from the mobile App. You must be in the suite to deactivate the sounding alarm. While you can dismiss the alarm on your phone, the alarm will still sound in your suite until you manually deactivate it through your pass code on the wall pad.*

*\*\*Note: 911 should always be called in case of any life-safety emergencies.*

## Your Safety First – Additional Camera Features



Cameras located at the entrances of the Ten York community (Front Lobby, Harbour Street, P1 Elevator Lobby, and the entrance to visitor and resident parking) may also be viewed.

- 1) While on the App's home screen, press 'Cameras'. You can then select the entrance you wish to view.

## Letting Guests In

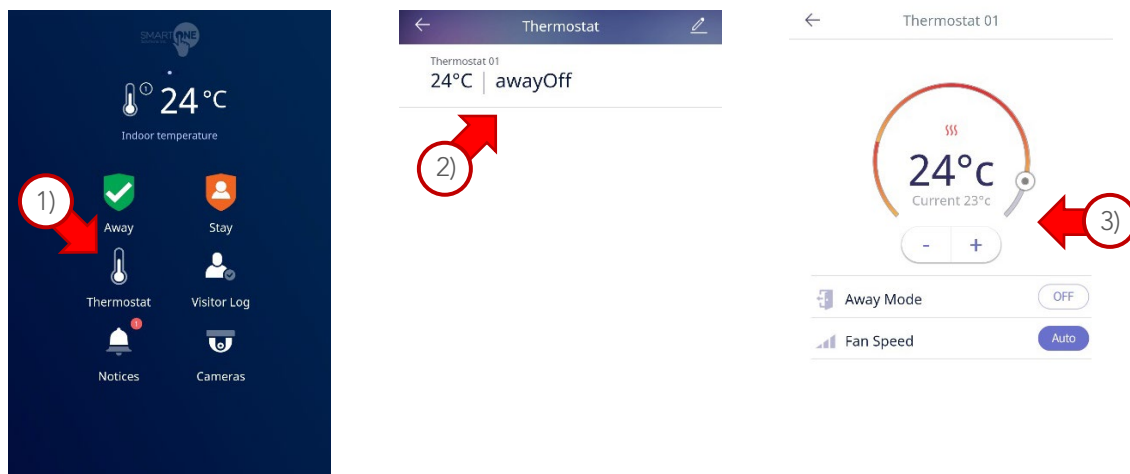
Expecting company? Your Tridel Connect App lets you see when a visitor calls your home from one of the lobby entrances. You can let your guest(s) in through your App by simply entering your unique pass code.

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## Control Your Comfort – Heating and Cooling in Your Suite

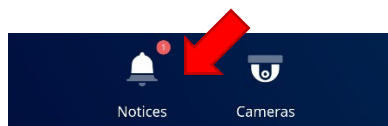
Control your home's temperature easily:

- 1) Using the 'Thermostat' icon on the App's home screen, you can review the current temperature of your home and quickly adjust it to your desired setting by using the '-' symbol to decrease the temperature, cooling your suite, or the '+' symbol, to increase the temperature and heat in your home.
- 2) The thermostat feature also allows you to change the system to your pre-set the 'Away' mode temperature by simply touching the "ON" or "OFF" button to the right to select the mode.
- 3) Adjust the fan speed from Auto, Low, Medium, or High from the button located on the right. Simply touch the button to select the speed you prefer.



*\*Note: The fan cannot be turned off. The proper functioning of the fan coil requires constant airflow to protect your belongings and your home's features and finishes.*

## Keeping Up-to-Date – Connecting with Your Community



Through the 'Notices' feature of the App, you can conveniently receive communications from your Property Management right on your phone. You may select an individual notice to read its contents and delete once finished. This feature provides easy access to receive important information about your home and community and keep you up-to-date and informed.