# RESIDENT GUIDE

## Getting started with Rently Smart Home

888-340-6340 | support@rentlykeyless.com

WELCOME TO YOUR
NEW SMART HOME

Powered by Rently
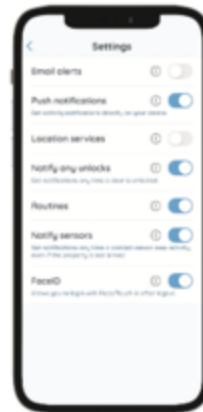
## Rently Smart Home Benefits

Rently's smart home technology provides enhanced security, access flexibility, and utility monitoring. Welcome to the new era of residential living.



Swipe to lock/unlock your door. Replace keys with codes.



Reduce utility bills with remote HVAC control.



Enhance security with real-time alerts.

# RENTLY KEYLESS APP

## Download App

Download our Rently Keyless app from the Apple App Store or Google Play Store. Once the download has finalized, enter the app and proceed with Registration and Login.

Available on the **App Store**

Get it on **Google play**

## Register and Log In

Please register using the email address you provided to your property management company.

Follow the instructions and fill out the required fields. Then, check your inbox and verify your account.

Log in using your email and password. After logging in, accept the invitation sent by your property manager.

Instantly view activity logs and alerts from anywhere, with or without Wi-Fi.

Tap **Manage** to send invites, customize your device name, enable Vacation Mode, etc.
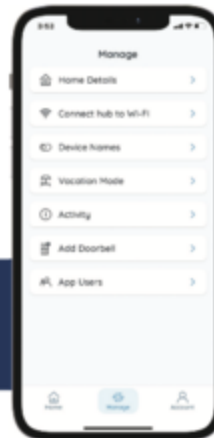
# SMART LOCK

One of the most useful features of your new smart home is finally eliminating keys! With Rently, your key is a unique 5-digit code. Need to provide a guest with access temporarily? Not a problem! Issue a 5-digit code to a friend and set a date for expiration.

## Locking Your Door

To lock the door from the outside, simply press the lock or check mark button, and the door will instantly lock.

To lock the door from the inside, simply rotate the interior knob towards the door frame.

## Unlocking Your Door

Input your 5-digit access code, then press the lock or check mark button on the numerical pad.

Unlock the door from inside by rotating the knob away from the door frame.

## Remote Lock/Unlock

With your new smart lock, you can lock and unlock your property from anywhere using the Rently Keyless app.

## Creating a Code

1. Open the app.
2. Go to Home Locks section.
3. Tap Lock Codes.
4. Tap Add Lock Code.
5. Input guest's name.
6. Create security code.
7. Select Notify Me to receive email alerts.
8. Customize validity.
9. Tap Save.



## Low Battery

1. When the battery is low, unscrew the back of the lock and replace with 4 AA batteries.
2. If the battery is dead, use a physical key backup to unlock door. If the lock model has no key, use a 9V battery. Place the 9V battery at the bottom of the lock keypad and input the code. Replace the 4 AA batteries.

Availability of smart devices is set by your property management company. Devices, features, and services may vary.

# THERMOSTAT

The smart thermostat allows you to remotely control heating, air conditioning, and fan settings using the Rently Keyless app.

1. To raise the target temperature of your thermostat, press the up arrow or the plus sign.
2. To lower the target temperature of your thermostat, press the down arrow or minus sign.



## Remote Thermostat Control

1. Open the app.
2. Go to Devices and select your thermostat.
3. Select Operating Mode and set the desired temperature
4. Slide the red dot to set the automatic heating temperature; slide the blue dot to set the automatic cooling temperature.

## Creating Schedules

Creating schedules allows you to customize temperature settings during different times of the week. To create a schedule...

1. Open the app.
2. Select your thermostat.
3. Tap the Schedule button.
4. Select Add New Schedule or edit an existing schedule.

# DOORBELL

The Rently Doorbell Camera provides enhanced security by connecting to the app, ensuring real-time updates!

With HD video, 2-way voice communication, motion detection, night vision, weather resistance, local video storage, and mobile phone alerts, you'll always be up-to-date on property activity.

## Adding the Doorbell

1. Click the Manage icon at the bottom of the screen, and select Add Doorbell.
2. Follow the prompts to enter your Wi-Fi Network information. Make sure you are using a 2.4GHz signal.
3. Click Next and a QR code will appear.
4. To scan the QR code, start by holding your phone about six inches from the camera, and then begin slowly moving it closer and farther away. Wait until you hear the prompt tone.
5. In the app, check the box that says A prompt is heard then wait for up to five minutes. The app will let you know when your device has been successfully added.

## Troubleshooting

If the pairing process fails, try again by clicking the back arrow on the app to restart the process, and then reset your doorbell.

To do this, locate the reset hole at the bottom of the doorbell and insert the pin provided. Hold for at least five seconds until you hear a ringtone. The light should turn red and be ready to pair.
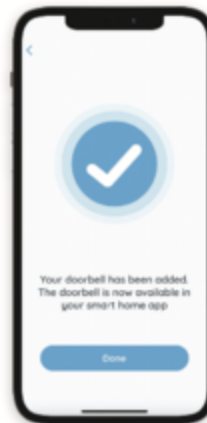
# FAQ

Q: My property manager instructed me to download a different app. Will my system still work?
A: Yes! Speak with your property manager about the specific app you should download.

Q: Do I need to set up Wi-Fi in order for my smart home to work?
A: No. Our smart home technology can use cellular, so there is no need to set up Wi-Fi.

Q: The power went out in my home. Will my lock still work?
A: Yes! All locks come with 4 AA Batteries, so a power outage will not lock you out.

Q: How far away do I need to be to control my smart home with the app?
A: You can be across the country and still lock your door! All you need is cellular or Wi-Fi signal on your device, and you can control your entire home.

Q: I downloaded the app and registered, but I don't see my smart home. How do I view my home?
A: A resident must be first "invited" to control a smart home. Ask your property manager for an invite, and make sure you register using the same email address the invite was sent to.

# SUPPORT: WHO TO CONTACT

If you experience issues with your devices or app, use the following as a general guideline for who to contact first. Our goal is to resolve any issue in the quickest way possible.



**Help Center**

888-340-6340
support@rentlykeyless.com

## Contact Your Property Manager For:

· Account access
· Maintenance requests
· Payments or fees
· Questions about your lease
· Issues with physical devices

## Contact Rently For:

· Login issues and access codes
· App features and settings
· Device showing offline in the app
· Questions about our devices

## Share Your Feedback!

If you want to provide feedback, you can do so directly within the app.

Go to your account, tap **Support**, click on **Chat With Us**, and select **Feedback**. You can schedule a meeting with our product manager or write to us from there.