

Q&A for Remot

Account Issues

I never received the invite email

Make sure the property manager sent the email to the correct email address. If you are sure that they have the correct email address but you still haven't received anything, please contact the property manager and have them resend the invite.

I can't log in to my app

- If the screen shows "Password incorrect", then please check your password. If you forgot your password, please click "**Forgot your password?**" on the login page.
- Keep in mind that if your lease has ended, you'll no longer be able to log in to your account.
- If the screen shows "Your property manager has not set up access for this email", please double check your email address with your property manager.

I want to change my password

1. Go to the Profile page and click **Profile settings**.
2. From the Profile settings page, click **Reset password**.
3. Type in the original password and create your new password.

I want to change my home name

1. Go to the Profile page and click **Profile settings**.
2. From the Profile settings page, click **Home settings**.
3. Click the **pen icon** to customize your home name.

I want to change my lock name

1. Go to the Profile page and click **Profile settings**.
2. From the Profile settings page, click **Lock settings**.
3. Click the **pen icon** to customize your lock name.

I want to change my phone number and email address

For security reasons, there is no option to change the telephone number and/or email address associated with your account. We apologize for any inconvenience.

My app is forcing me to logout and log back in again

In order to provide the best user experience possible, we update the app periodically. Once the app has been updated, we require you to re-log in to your account.

Lock Issues

I want to manually lock my lock

You can manually lock your device by holding the # or ✓ symbol for 3 seconds.

My app unlock feature did not work

- Make sure to **enable the bluetooth capability** on your device.
- Make sure you are within **5 feet** of your lock.
- Try to wake up the lock by putting your hand on the lock keypad or by pressing the # or ✓ symbols on the lock.
- Try to refresh the homepage on your app by dragging the screen down.

My code did not work

- Try entering the code to verify that you input the code correctly. Press firmly on each button. Make sure to begin and end your code with either # or ✓ (i.e. ✓ 123456 ✓)
- Try to wake up the lock by putting your hand on the lock keypad or by pressing the # or ✓ on the lock before entering your code.
- Log in to the Remot app and use the bluetooth unlock feature.
- Check the battery status on your lock to make sure it hasn't run out of battery. See below for battery life instructions.

My bluetooth lock is not responding

- Try to wake up the lock by putting your hand on the lock keypad or by pressing either # or ✓ to see if the keypad lights up.
- You can check the battery life of the lock within the Remot app. If the battery is dead, you can simply charge the lock with a micro USB. If you do not have the ability to charge the lock, or the lock is not dead and still won't give you access, please contact the property manager.

My bluetooth lock keeps beeping

- If you've accidentally typed in your code wrong 5 times, your bluetooth lock will beep 5 times and turn into freeze mode for one minute.
- Double check that your lock has been installed correctly.
- Make sure that your lock hasn't gotten stuck on the door frame.

Where can I check the battery status of my lock?

1. Go to the Profile page and click **Profile settings**.
2. Your lock's battery status will show on the lock settings page. When your lock's battery is less than 20%, a low battery notification will show on the Remot app homepage.

My app is telling me the batteries on my Blue lock are low - what do I do?

If your lock's batteries are dead, you can charge the lock through a micro USB. If you do not have the ability to charge the lock, you can change the lock batteries. In order to do this, you'll need to be inside the house. Simply remove the backplate on the lock (this does not require additional tools). The lock requires 4 AA batteries. If you do not have the ability to change or charge the lock's batteries, or the lock is not dead and still won't give you access, please contact the property manager.

My batteries are dead and I am locked out

If your batteries are dead you can insert a micro USB cord in to the bottom of the lock. This will give the lock enough power to open. You can use an external cell phone charger that is capable of charging an Android or you can use a "Pop Charger." "Pop Chargers" are inexpensive external batteries that are available at drugstores, convenience stores, Targets, Walmarts, etc.



Once you have opened the lock change your 4 AA batteries immediately. **The external battery is a one time solution to get access to the property, not a permanent fix** . If you do not have access to a micro USB to give power to your lock please contact your property manager. Please note a fee may be assessed if a property manager has to travel to the property to open the door.

I want to change the settings on my Auto-lock feature

1. Go to the Profile page and click **Lock settings**.
2. From Lock settings, click **Auto-lock** to navigate to the auto-lock settings page.
3. You can disable, enable and set auto-lock timing for the bluetooth lock sensor.

Access Issues

Why can't I see other people's access information?

For security reasons, you are only allowed to check your own access details and any access details created by yourself. We apologize for any inconvenience.

What is the difference between "App access" and "Code access"?

App access: App access allows you to use your app to unlock your lock. You don't need to bring your key or use an access code for your door. App access can be set up remotely, and there is no limitation for setting up guest app access.

Code access: Code access allows you to unlock your lock by typing in the access code. For code access, there are no extra devices need. You can create either a **customized code** or an **auto code** by using the Remot app.

What is the difference between "Customize code" and "Auto code"?

Customized Code: A customized code lets you program any code that is 4-9 digits. However, customized codes must be set within 5 feet of the lock. Please note that the code won't work until you or your guest use the app to program the lock.

Auto Code: An auto code is generated by our system. It works immediately and does not require programming the lock. An auto code must be used within 24 hours after it is generated.

How can I edit and delete access?

- You can not delete your own customized access. You can change your customized code by simply going to your own access details page and clicking **change code**.
- In order to delete guest access, you need to be within 5 feet of the lock. Make sure that bluetooth is enabled on your device.

If you have additional questions please email: blue@rently.com.