

NEW TENANT WELCOME GUIDE

- 02** Your New Intercom
- 03** Registering in the Mobile App
- 04** Video Calling
- 05** Visitor Access Codes
- 06** Personal Pin Codes
- 07** Vacation Mode

What your intercom can do

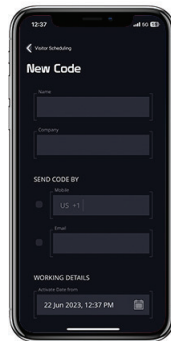
Video intercom with your visitors



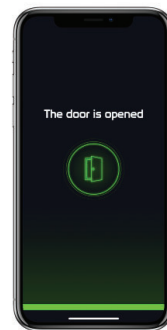
Create access codes for your visitors



Create a personal pin code for yourself



Open gate remotely from the mobile app



Video Intercom



Mobile App



Access Control



Visitor Codes

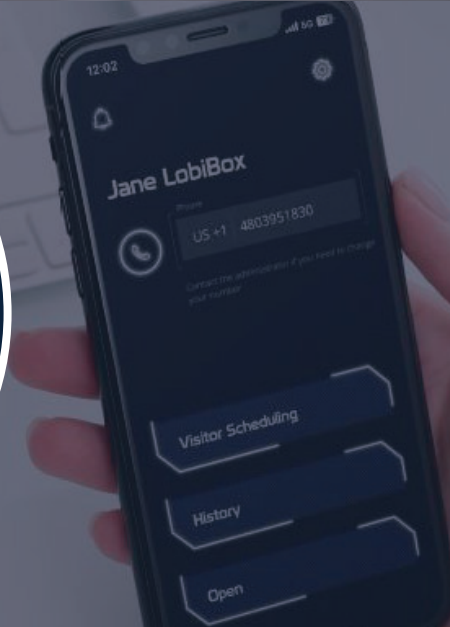


Event History



Vacation Mode

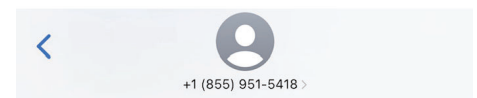
MOBILE APP REGISTRATION



Step 1: Download the LobiBox mobile app



Visit the Apple Store or Google Play Store to download the LobiBox mobile app.



Step 2: Click the link in your welcome text



When an administrator adds a new tenant, the tenant automatically receives a text to complete registration.

Greetings from LobiBox!
You have just been registered as the member of the new company!
Please follow your profile to see the additional information regarding your new company:
https://lobibox.page.link/mobile_application



Step 3: Set new password

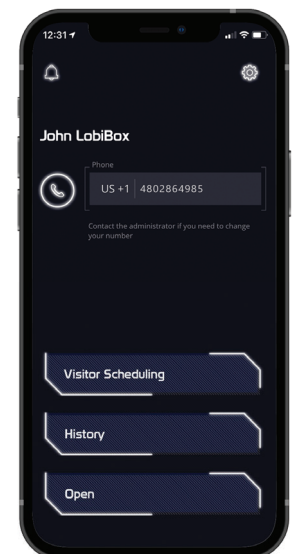


The tenant will have to enter the phone number associated with their account, and will be prompted to set a new password during their first log in.

Step 4: Ensure notifications and microphone are enabled



Make sure notifications and microphone are enabled in the device settings. Once logged in, tenants can receive video calls, issue visitor codes, create personal access codes, and view personal code and event history (if granted permissions).



VIDEO INTERCOM

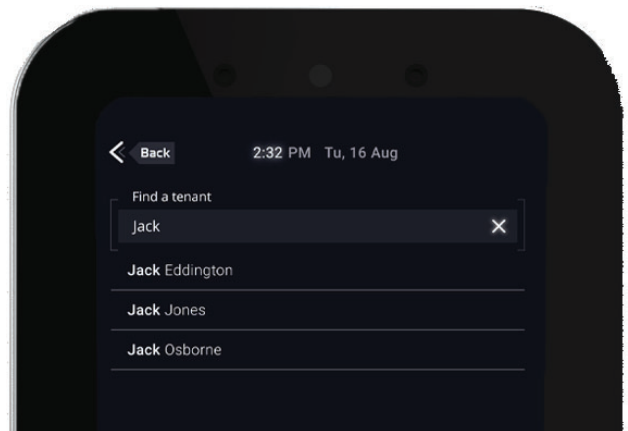
How it Works



How a visitor places a call

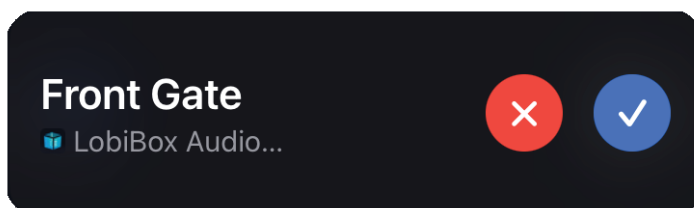
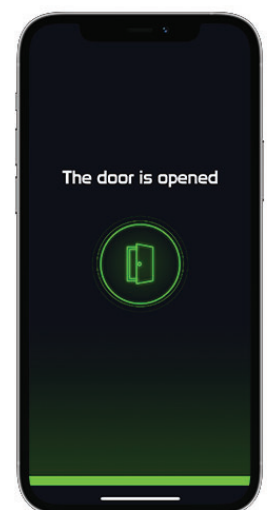
When a visitor arrives, they may use the LobiBox to dial directly to the resident they are there to visit. The visitor simply opens the tenant directory and press the tenant's name.

Directory codes & display names coming August 2023.



How a tenant receives a call

The tenant receives a call notification and must click "Accept." This will then show a picture of the person at the entrance and prompt the tenant to tap in to a video or voice call, or to grant or deny access.



VISITOR ACCESS CODES

How it Works

How to create a visitor code

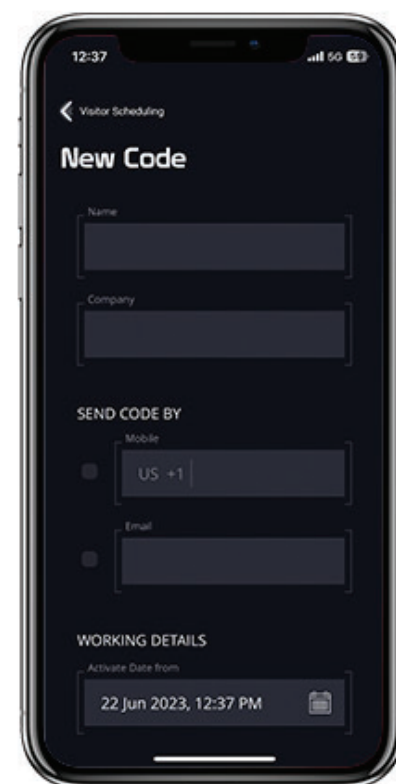
1. Go to 'Visitor Scheduling' in the LobiBox app
2. Create new code and enter in the visitor's information
3. Set the active times and access points for the code
4. Send the code via text or email

How to use a visitor code

1. The guest receives a text or email with the code
2. At the LobiBox, press 'I have a visitor code'
3. Scan the QR code or enter in 5-digit pin code
4. LobiBox will open the entrance

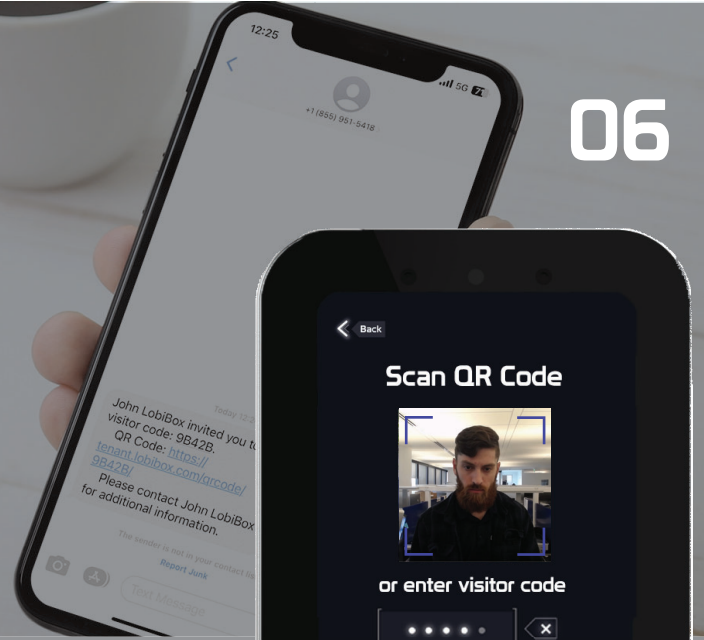
System administrators may set limits on visitor code durations and frequency.

Visitor codes may grant access or just notify the tenant of the visitors arrival without granting access.



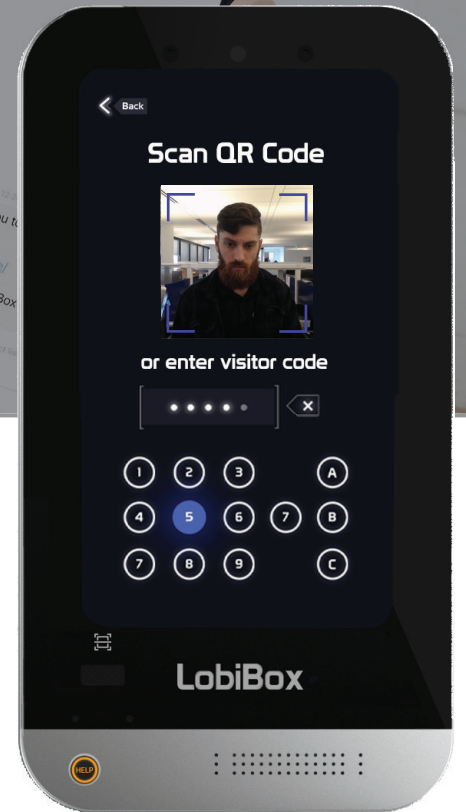
PERSONAL PIN CODES

How it Works



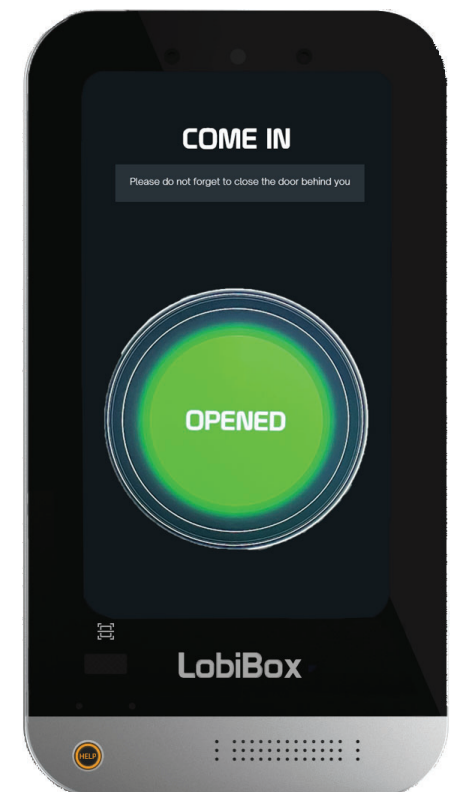
How to create a personal pin code

1. Open the LobiBox App
2. Create new code in 'Visitor Scheduling'
3. Enter your name & contact info
4. Set code for maximum allowed duration



How to use your code

1. Press 'I Have a Visitor Code' on LobiBox
2. Enter the 5-digit code you received
3. LobiBox will open the entrance



Codes are automatically generated to ensure no easy to guess codes compromise security on property.

VACATION MODE

How it Works

Redirect

Redirect automatically re-routes all calls to a set contact. If you are going away for a day or a month, simply set another family member, neighbor, or employee to receive your calls.

Rollover

Rollover pushes calls that you have missed to a backup point of contact. If you are not able to answer a call, it will dial the next person.

Additional Support

For additional support documentation, visit:
LobiBox.com/support/manuals

