

Smart Home Device Guide

tricoin

Contents

Signing In	1
Connect to Wi-Fi	2
Smart Home	3
Front Door Lock	4
Thermostat	5
Connecting the Doorbell Camera	6
Frequently Asked Questions	7

1 Signing In

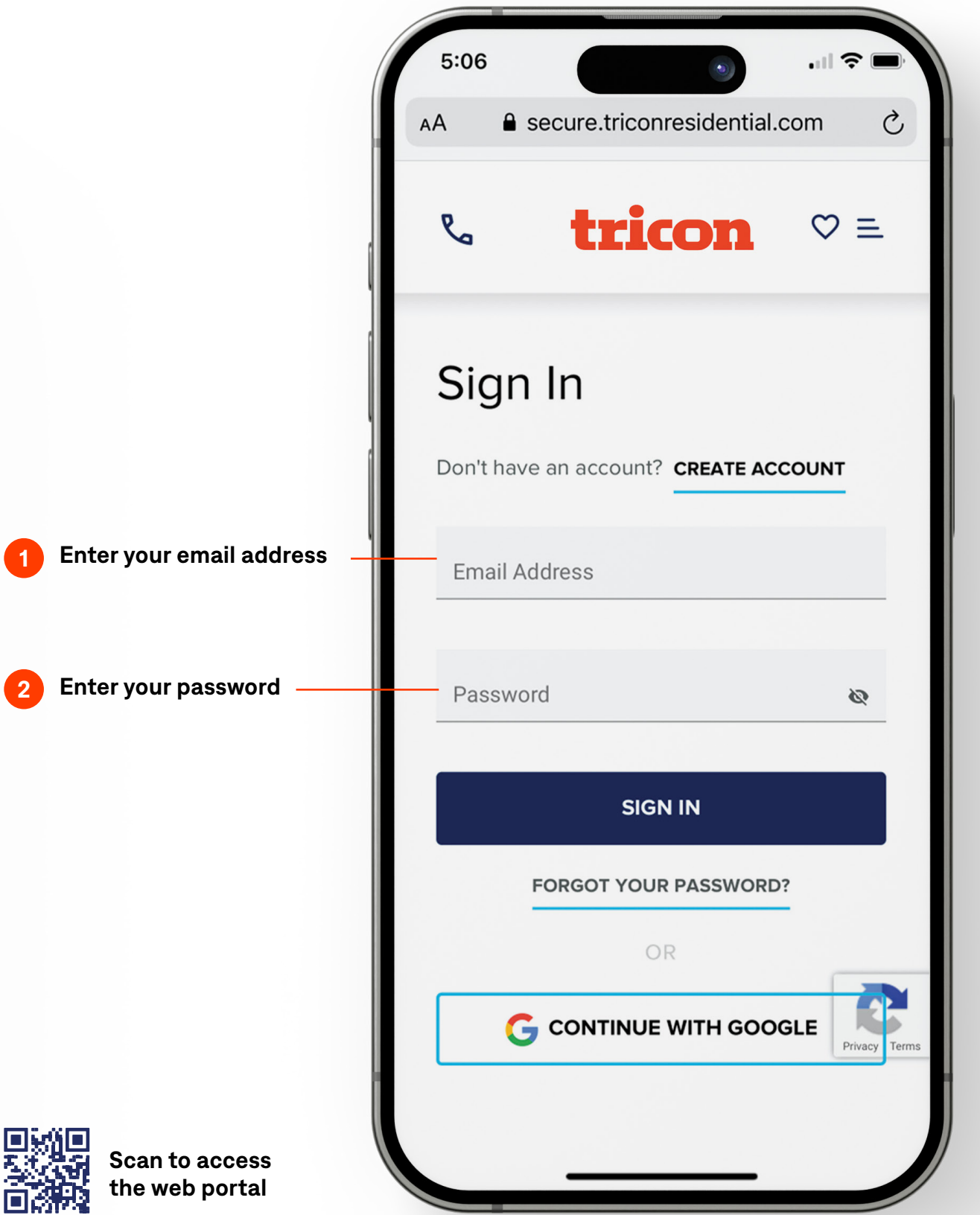
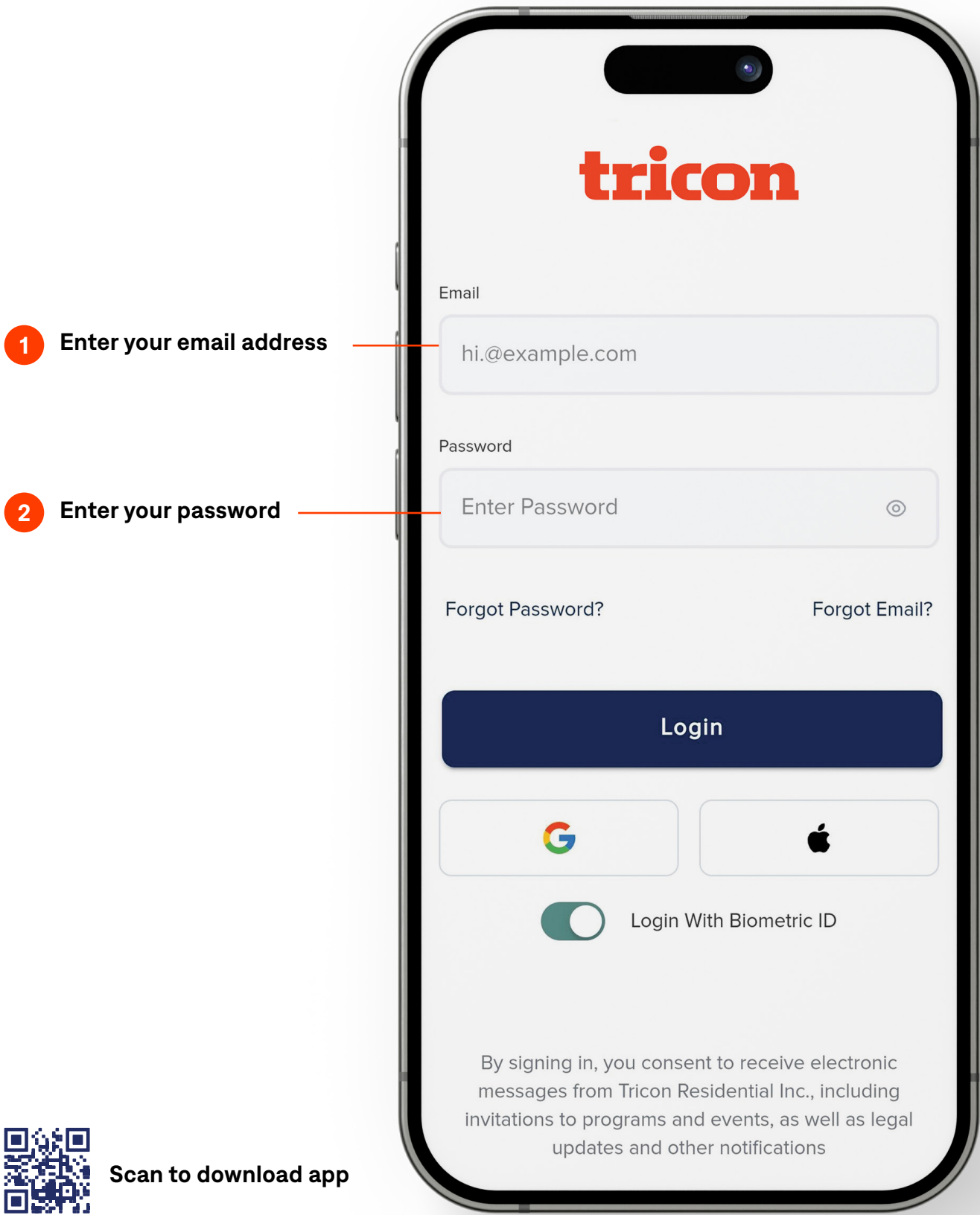
On move in day, you will receive an email that includes your door code and links to download the resident app and to access the online portal.

Existing Accounts

Use the Username and Password you created when touring homes and submitting your application.

New Accounts

The smart home email will include your username and temporary password.



2 Connect to Wi-Fi

To ensure that Smart Home devices work as expected, please ensure that your controller is connected to your Wi-Fi.

1

Connect to Wi-Fi
To connect the smart home system to Wi-Fi, tap the Controller Connection Status Box.

2

Select Network
Use the drop down to search for your network.

NOTE: Your phone must be connected to the same Wi-Fi network as your Smart Home controller.

3

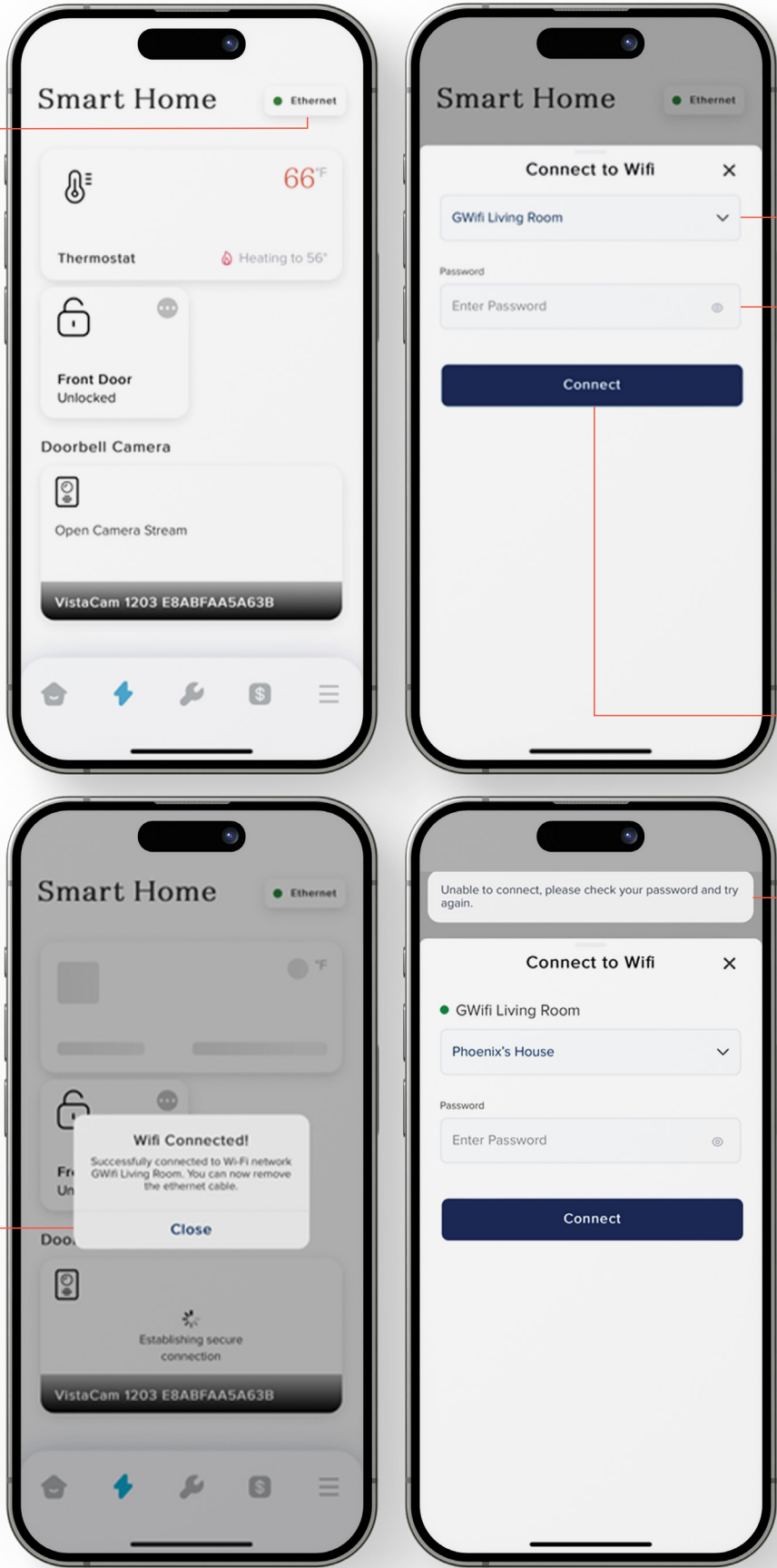
Enter Password
Enter the password for the Wi-Fi network.

4

Connect
Tap Connect.

5

Success
Once the system is able to connect to the Wi-Fi, you will receive a success notification. Tap Close to complete the setup.

The sequence of four screenshots shows the 'Smart Home' app's 'Connect to Wifi' process. The first screen shows the 'Controller Connection Status Box' at the bottom. The second screen shows a dropdown menu for selecting a network (currently 'GWifi Living Room') and a password field. The third screen shows the same interface after an incorrect password attempt, with an error message at the top. The fourth screen shows the 'Wifi Connected!' notification and the 'Close' button.

1

Connect to Wi-Fi
To connect the smart home system to Wi-Fi, tap the Controller Connection Status Box.

2

Scan for Networks
To search for your network, tap Scan for Networks.

NOTE: Your phone must be connected to the same Wi-Fi network as your Smart Home controller.

3

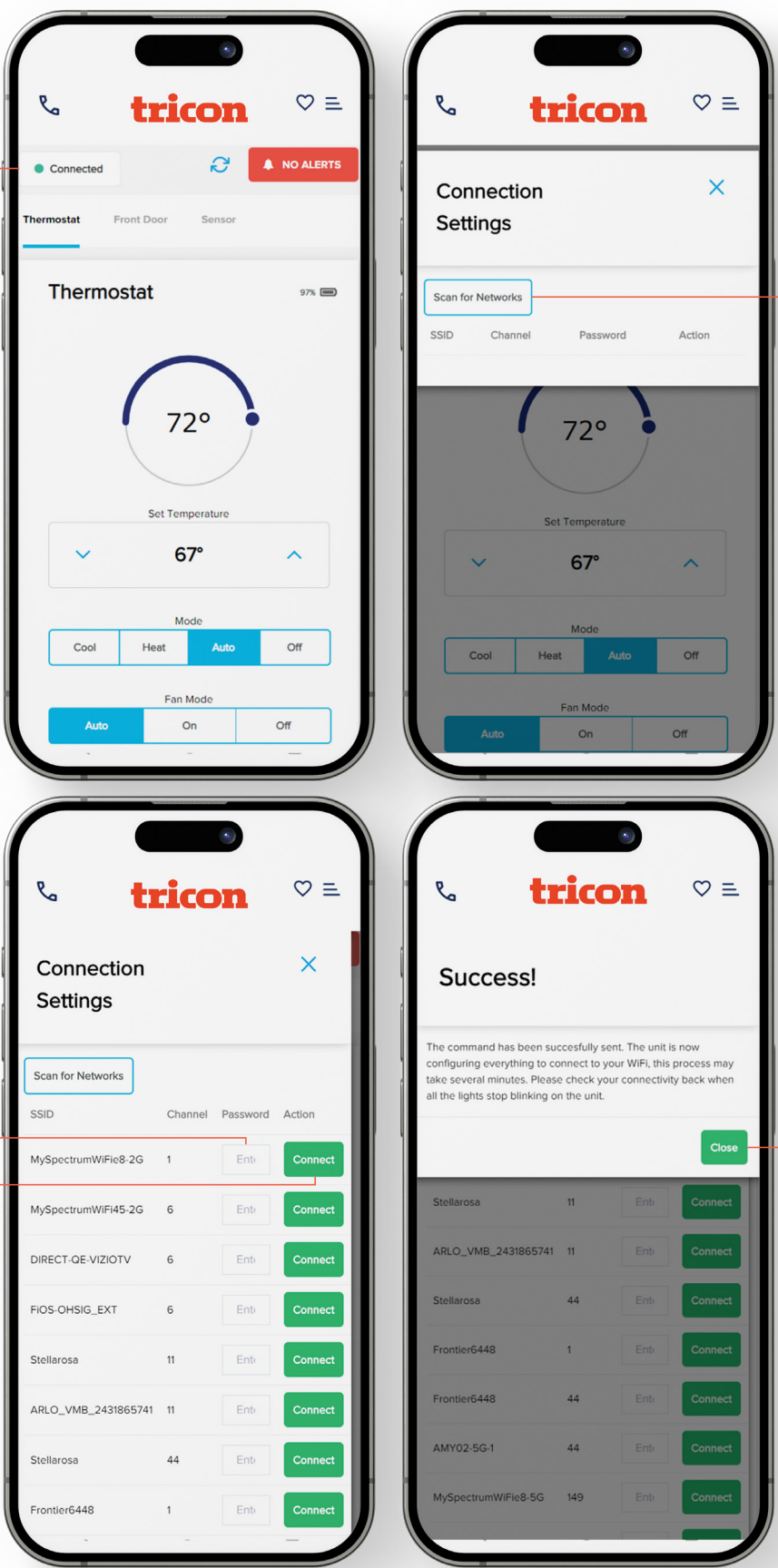
Enter Password
Find your network and tap enter password under the password column.

4

Connect
Tap Connect.

5

Success
Once the system is able to connect to the Wi-Fi, you will receive a success notification. Tap Close to complete the setup.

The sequence of four screenshots shows the 'tricon' web portal's 'Connection Settings' process. The first screen shows the 'Scan for Networks' button. The second screen shows a table of detected networks with columns for SSID, Channel, Password, and Action. The third screen shows the 'Success!' notification. The fourth screen shows the 'Close' button.

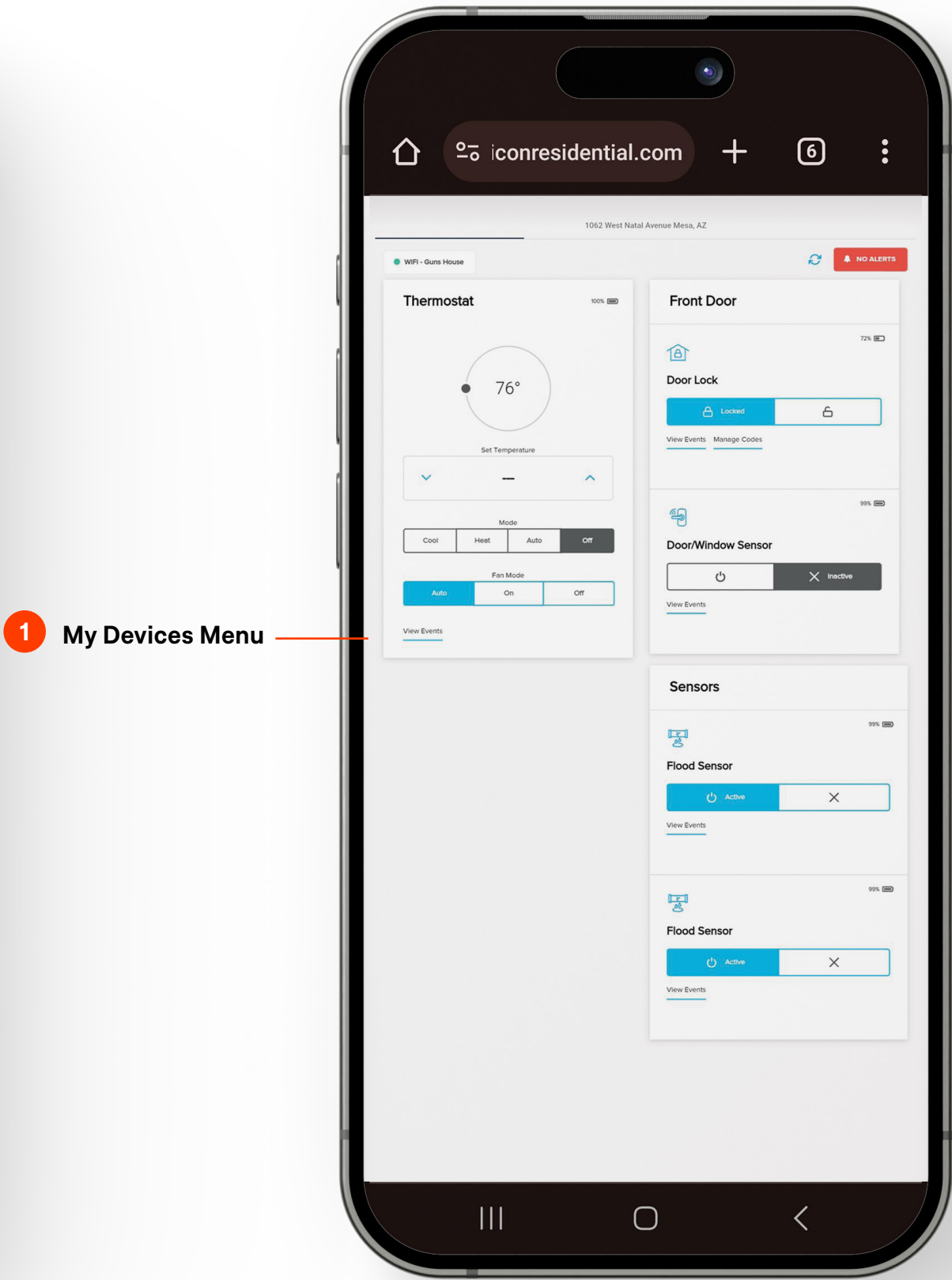
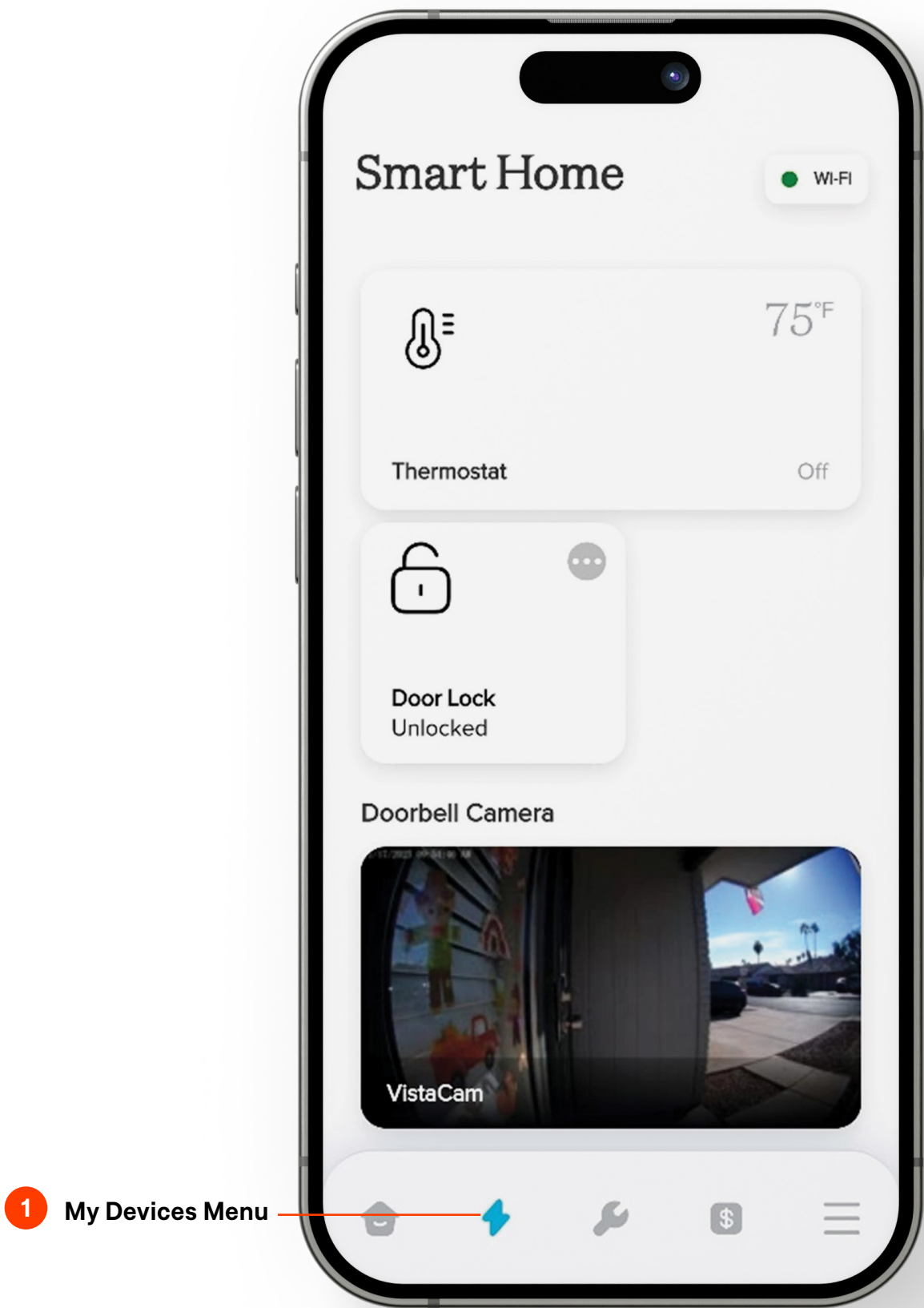
3 Smart Home



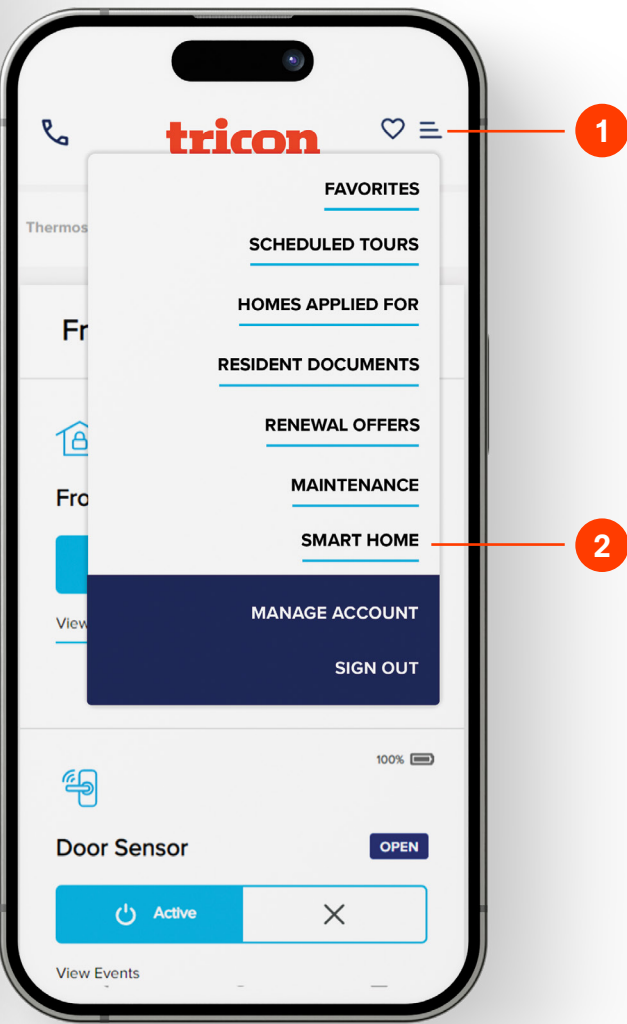
After logging into your account, you can access your smart home devices using My Devices menu.

From this page, you will be able to navigate through your:

- Front Door Controls
- Thermostat
- Doorbell Camera (if available in your region)



If you are not taken to the My Devices menu tap the top right menu button, then tap Smart Home



4

Front Door Lock

- Creating, deleting, or editing door codes
- Viewing door lock events
- Remotely locking or unlocking the front door on command
- Turning off front door sensor alarms
- Viewing front door sensor events
- Changing batteries

Remotely Lock and Unlock

App

Web Portal

1

Front Door Lock

To access the front door lock, tap Door Lock from the Smart Home Menu.

2

Lock Door

To remotely lock the door, tap Lock. The green circle and icon indicates the door is Locked.

2

Lock Door

To remotely lock the door, tap Lock.

3

Unlock Door

To remotely unlock the door, tap Unlock. The white circle and icon indicates the door is Unlocked.

1

Front Door Lock

To access the front door lock, tap Door Lock from the Smart Home Menu.

2

Lock Door

To remotely lock the door, tap Lock. The blue button and icon indicates the door is locked.

3

Unlock Door

To remotely unlock the door, tap Unlock. The grey button and icon indicates the door is unlocked.

Technical Support: 855 676 1680

10

Add a Front Door Code



App

1

Add Code
To add a code, tap Add Code.

2

Code Name & Number
Add a name for the code as well as define a 4-8 digit numeric code.

3

Save
When you are done, tap Create Code.

Web Portal

1

Manage Codes
To add a front door code, tap Manage Codes.

2

Add Code
To add a code, tap Add Code.

3

Code Name & Number
Add a name for the code as well as define a 4-8 digit numeric code. To have the system randomly decide a code, tap Random.

4

Save
When you are done, tap Save.

2

Add Code
To add a code, tap Add Code.

3

Code Name & Number
Add a name for the code as well as define a 4-8 digit numeric code. To have the system randomly decide a code, tap Random.

4

Save
When you are done, tap Save.

3

Code Name & Number
Add a name for the code as well as define a 4-8 digit numeric code. To have the system randomly decide a code, tap Random.

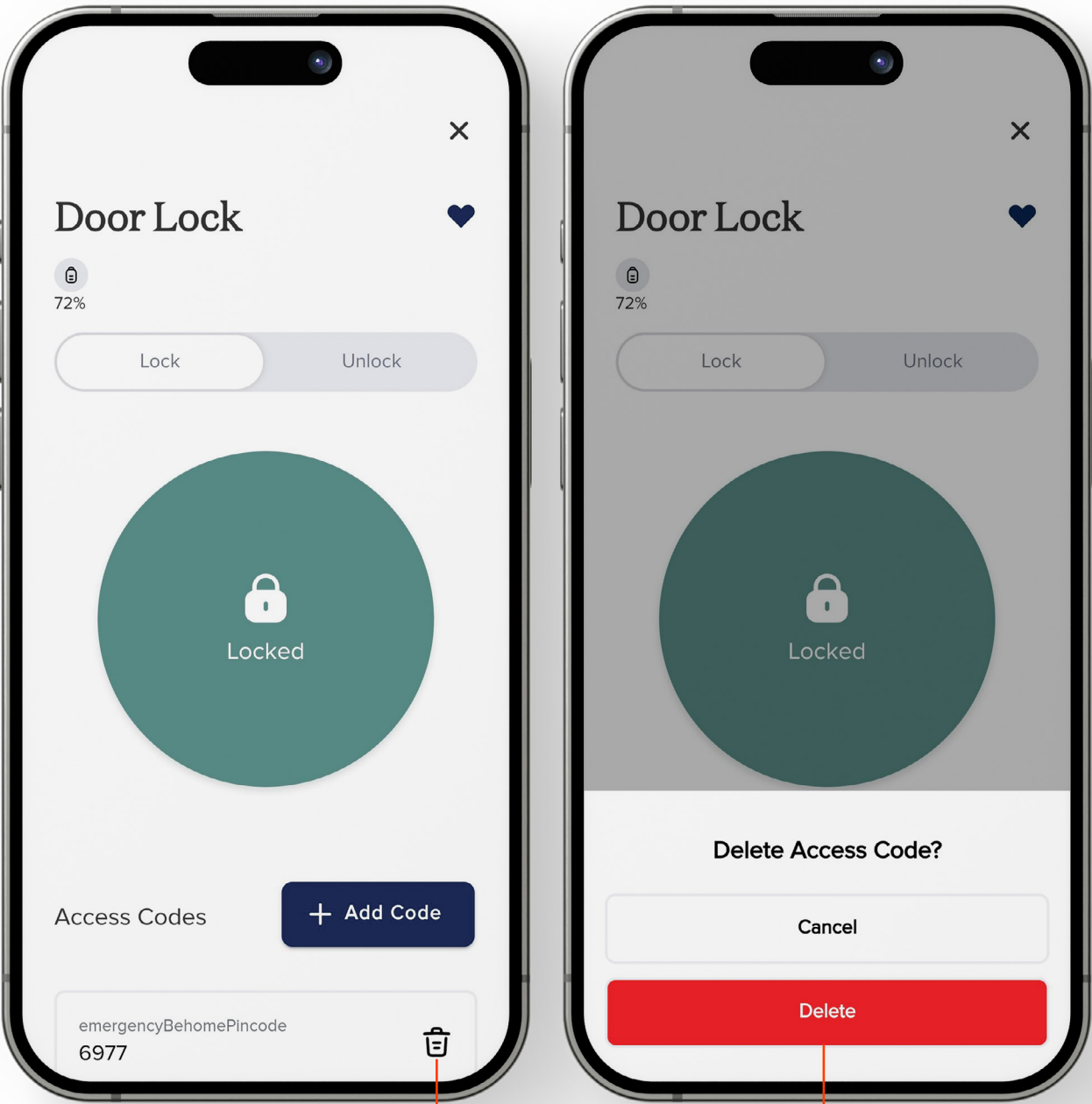
4

Save
When you are done, tap Save.

4

Save
When you are done, tap Save.

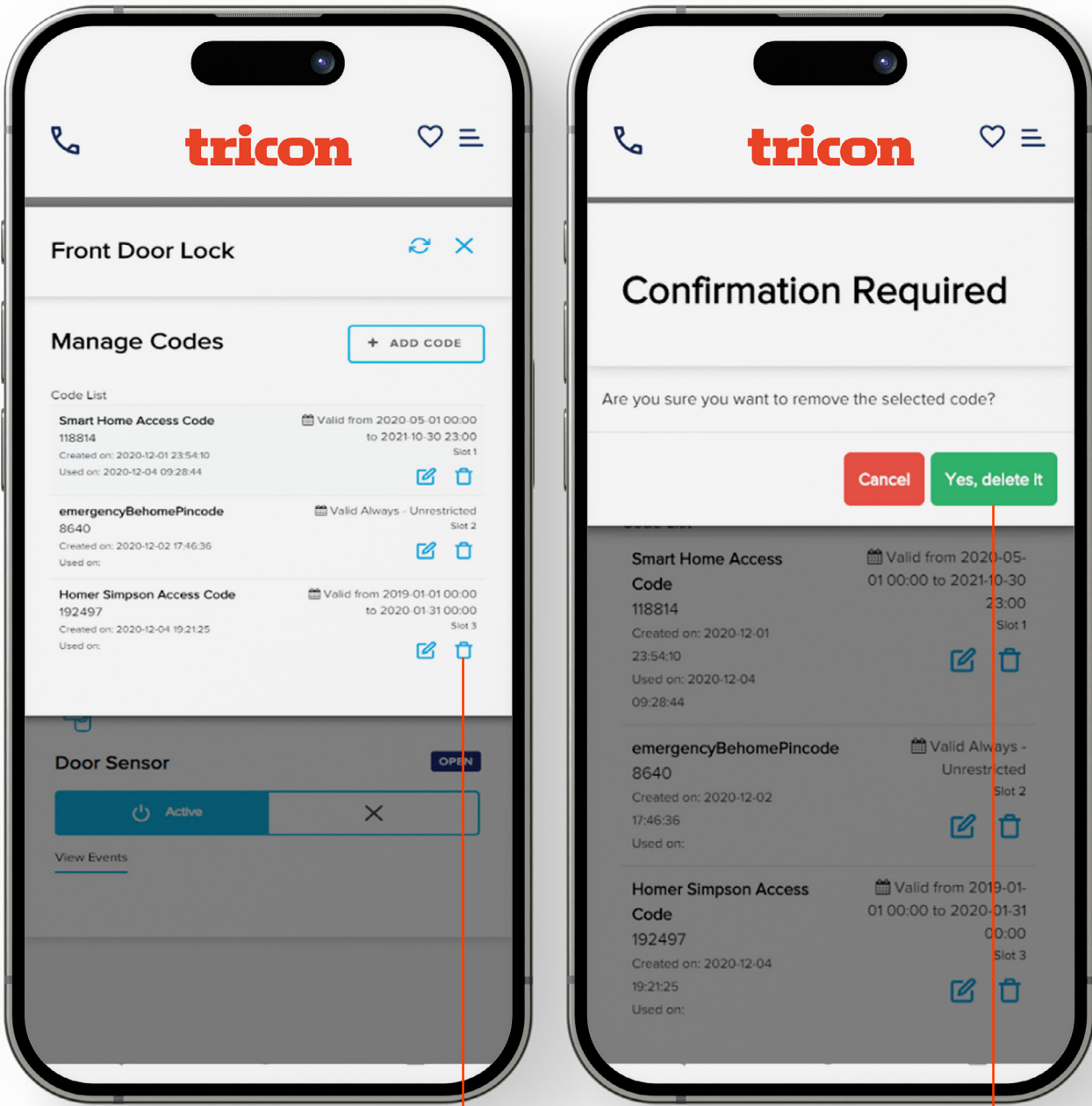
Delete a Front Door Code



- 1 Delete Code

To delete a front door code, tap the Trash Bin icon.
- 2 Confirm or Cancel

To confirm you wish to delete, tap Delete.



- 1 Delete Code

To delete a front door code, tap the Trash Bin icon.
- 2 Confirm or Cancel

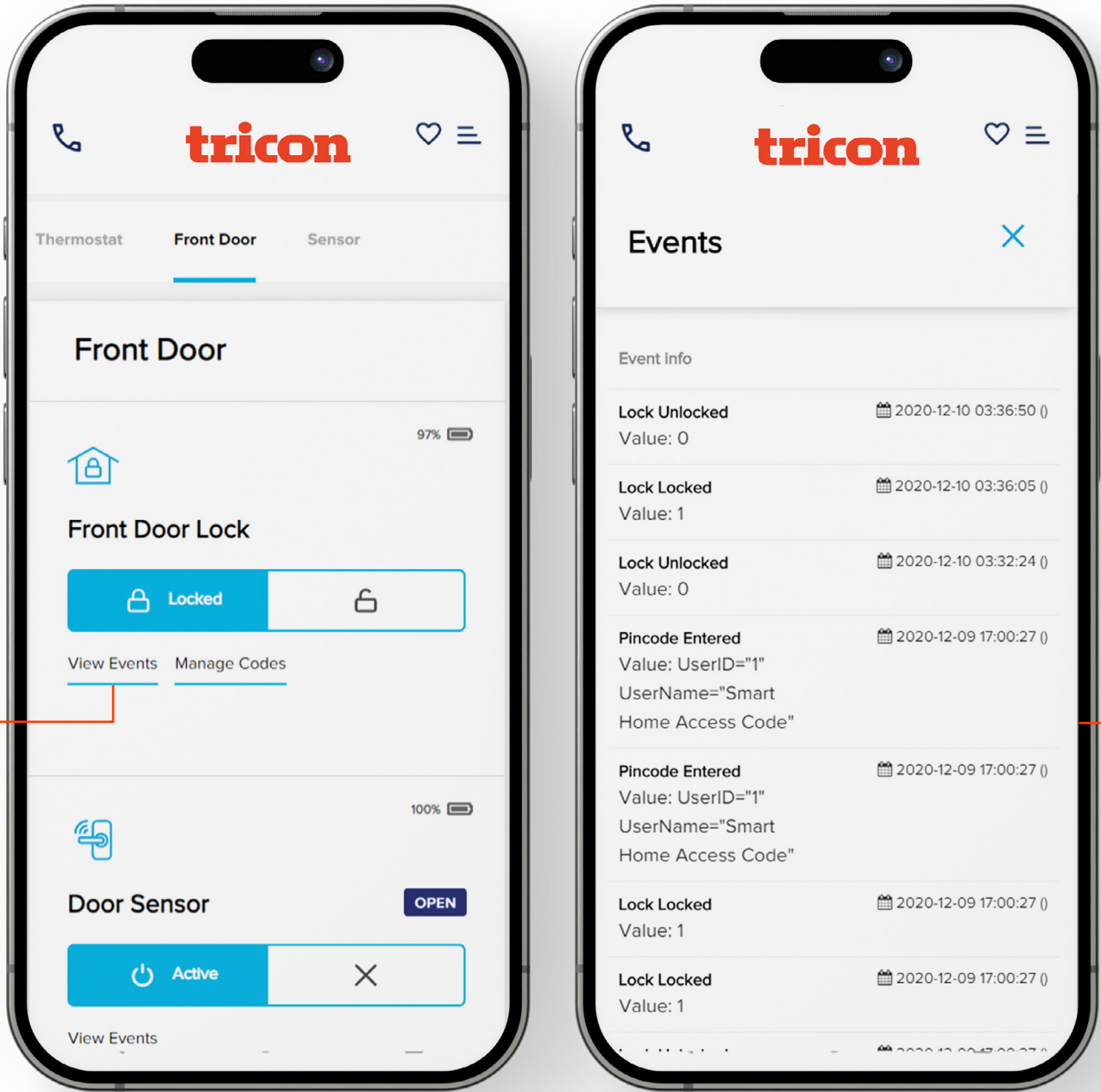
To confirm you wish to delete, tap Yes, delete it.

View Events

This feature is only available on the Tricon Web Portal.

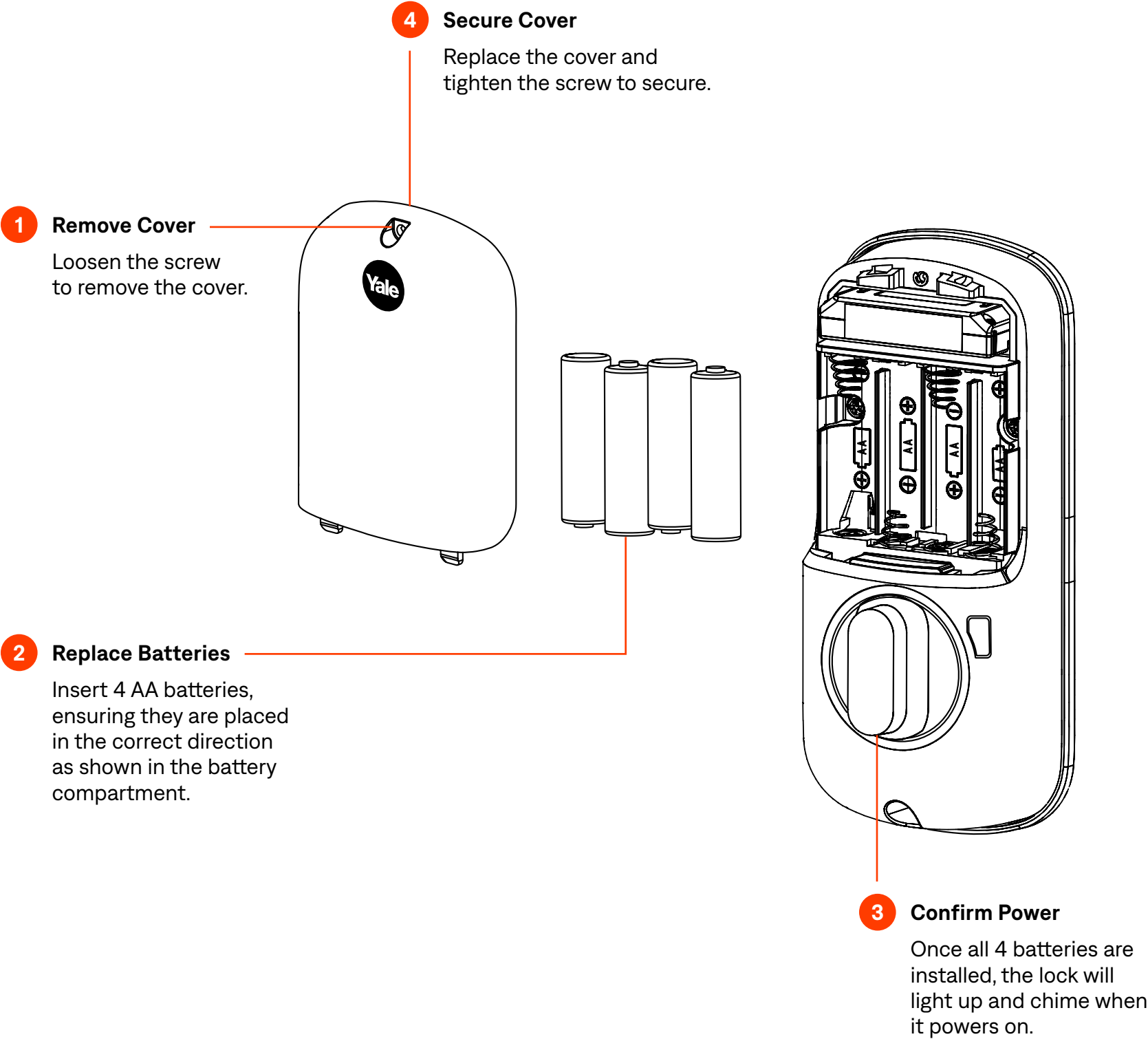
1 View Events
To view the thermostat events such as Temperature and Mode changes, tap View Events.

Events screen example



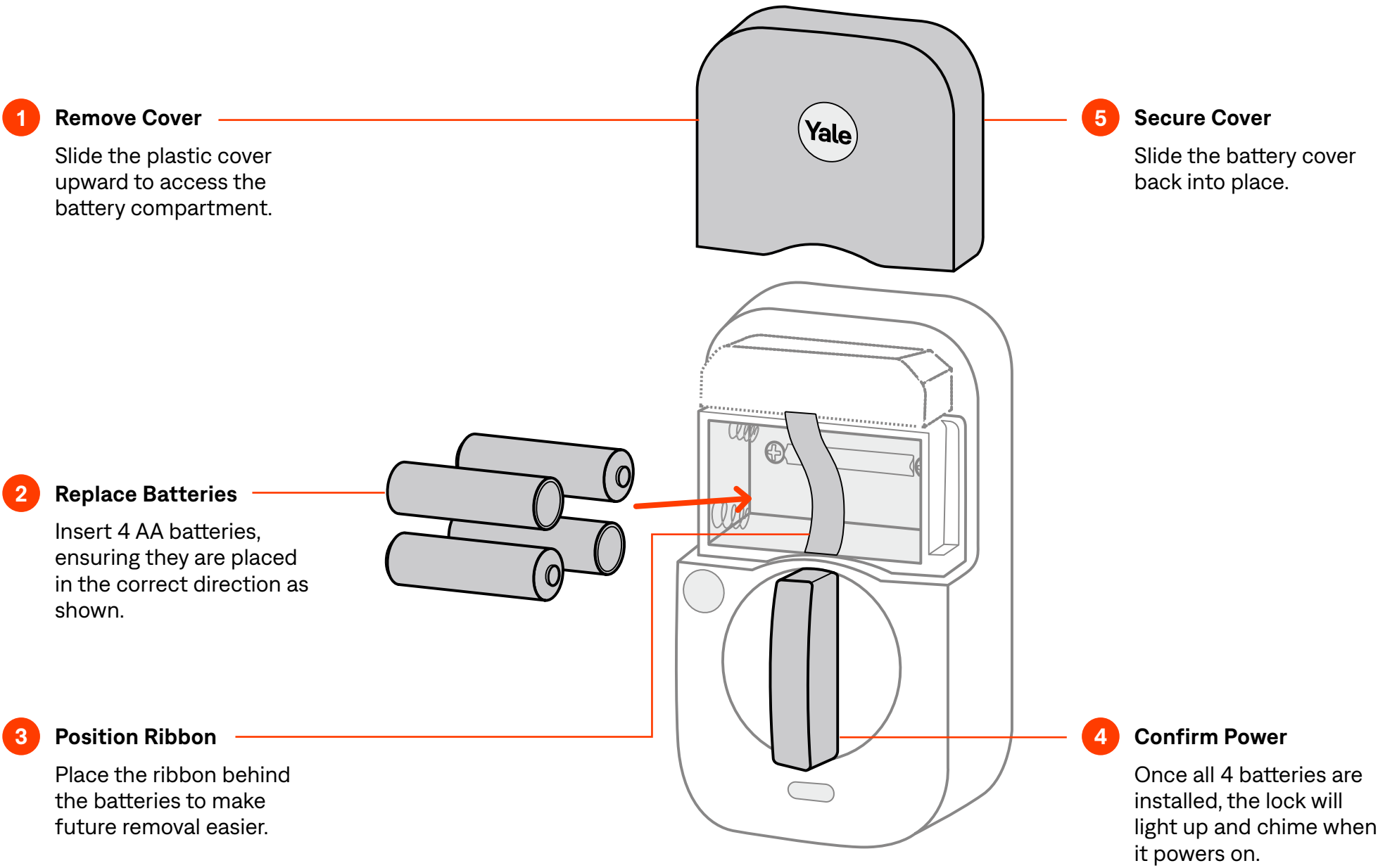
Change Batteries

Yale YRD 216



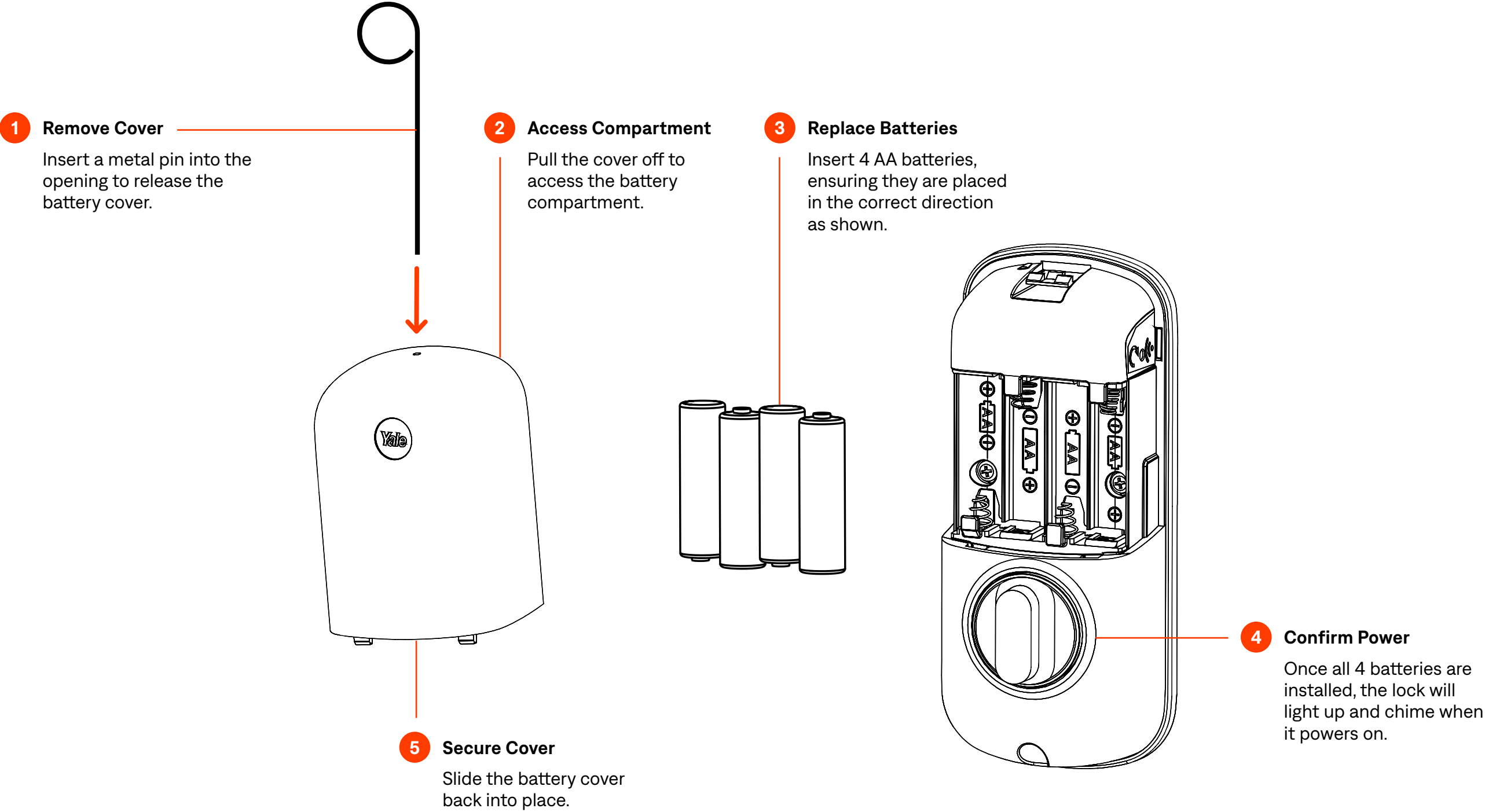
Change Batteries

Yale Pro 2 Keyed Deadbolt
YRD 614



Change Batteries

Yale Non-Keyed Deadbolt
YRD 136



5 Thermostat



1

Set Temperature
To Set a Temperature, tap the up or down arrow. To ensure it activates correctly, tap Set Temperature.

2

Mode
To change the Mode, tap Auto or On.

3

Fan Mode
To change the Fan Mode, tap Auto or On.

• Auto will turn the fan on when the AC or heating unit is activated.

• On will turn the fan on continuously.

1

Thermostat
To manage and perform functions, tap Thermostat.

2

Set Temperature
To Set a Temperature, tap the up or down arrow.

3

Fan Mode
To change the Fan Mode, tap Auto, On, or Off.

• Auto will turn the fan on when the AC or heating unit is activated.

• On will turn the fan on continuously.

• Off will turn the fan off.

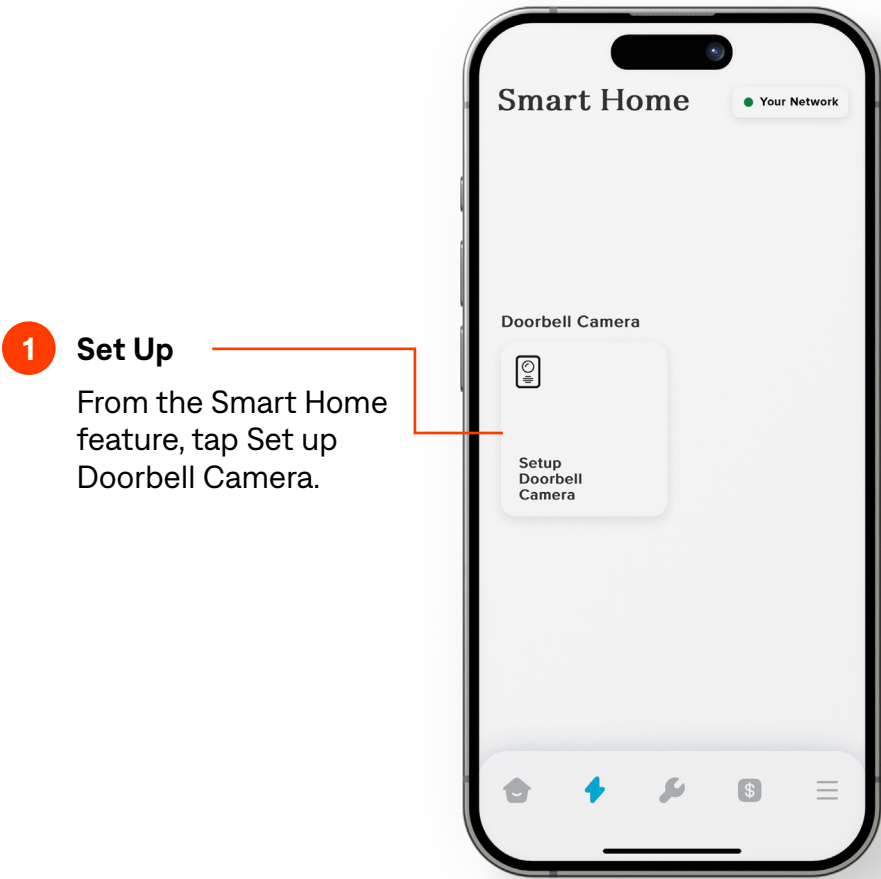
6

Connecting the Doorbell Camera

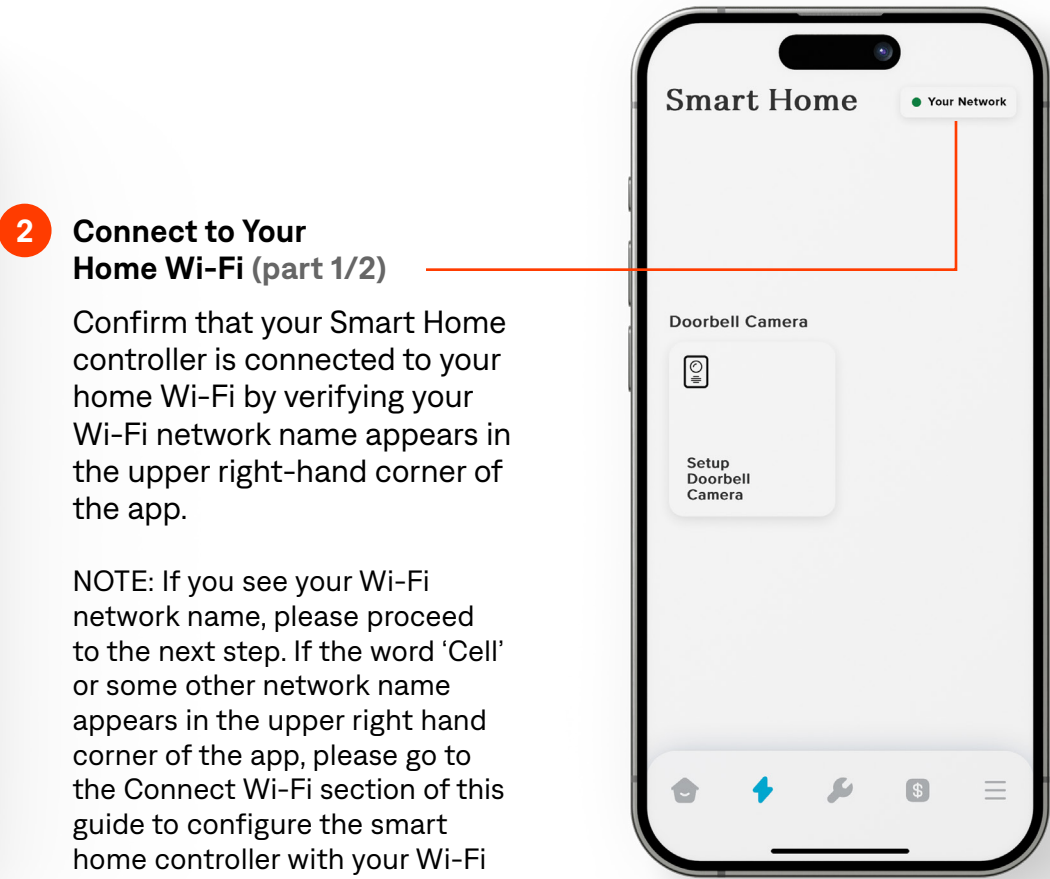
- Connect your Smart Home Controller to Wi-Fi
- Download the Tricon App
- Set your app settings to “Allow your precise location-tap “while using the app”
- Verify that your phone is on the same Wi-Fi network as your controller

6/ Connecting the Doorbell Camera

This feature is only available on the Tricon App.

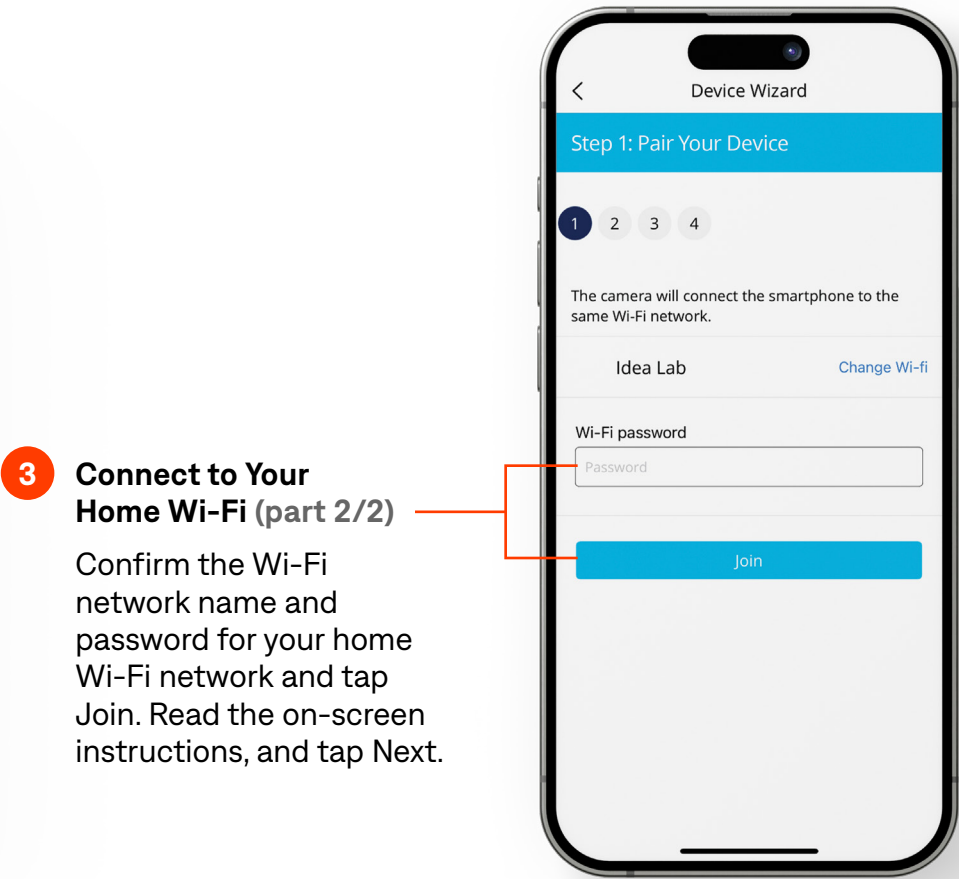


1 Set Up
From the Smart Home feature, tap Set up Doorbell Camera.

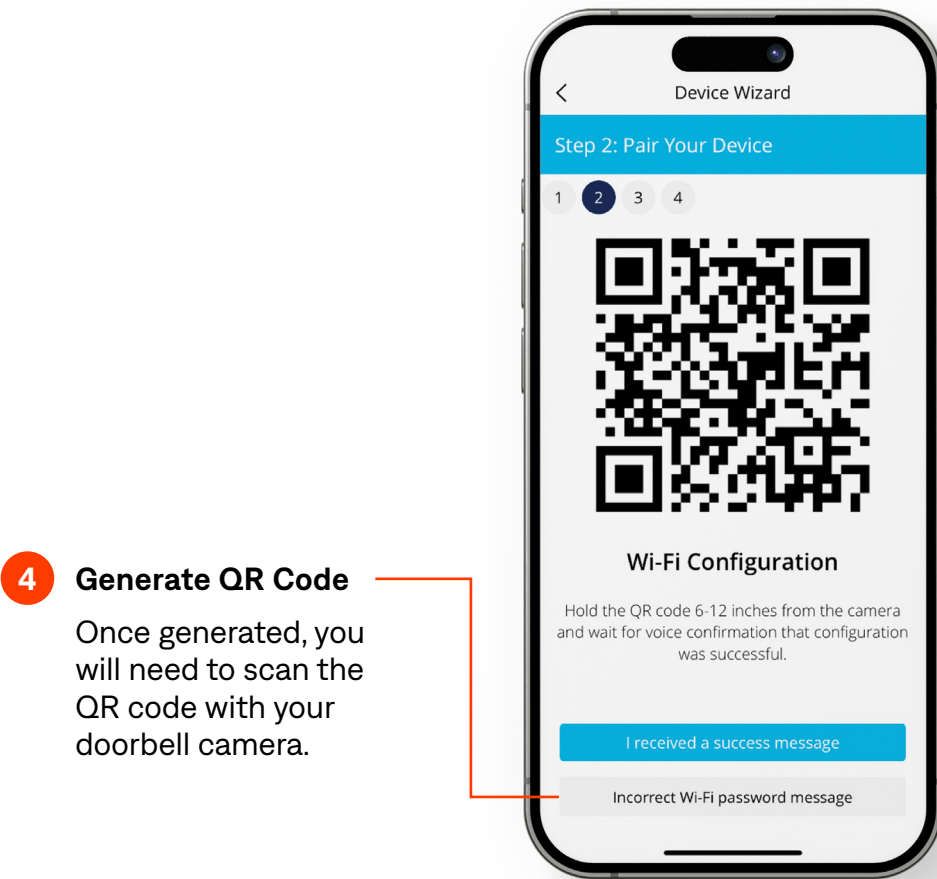


2 Connect to Your Home Wi-Fi (part 1/2)
Confirm that your Smart Home controller is connected to your home Wi-Fi by verifying your Wi-Fi network name appears in the upper right-hand corner of the app.

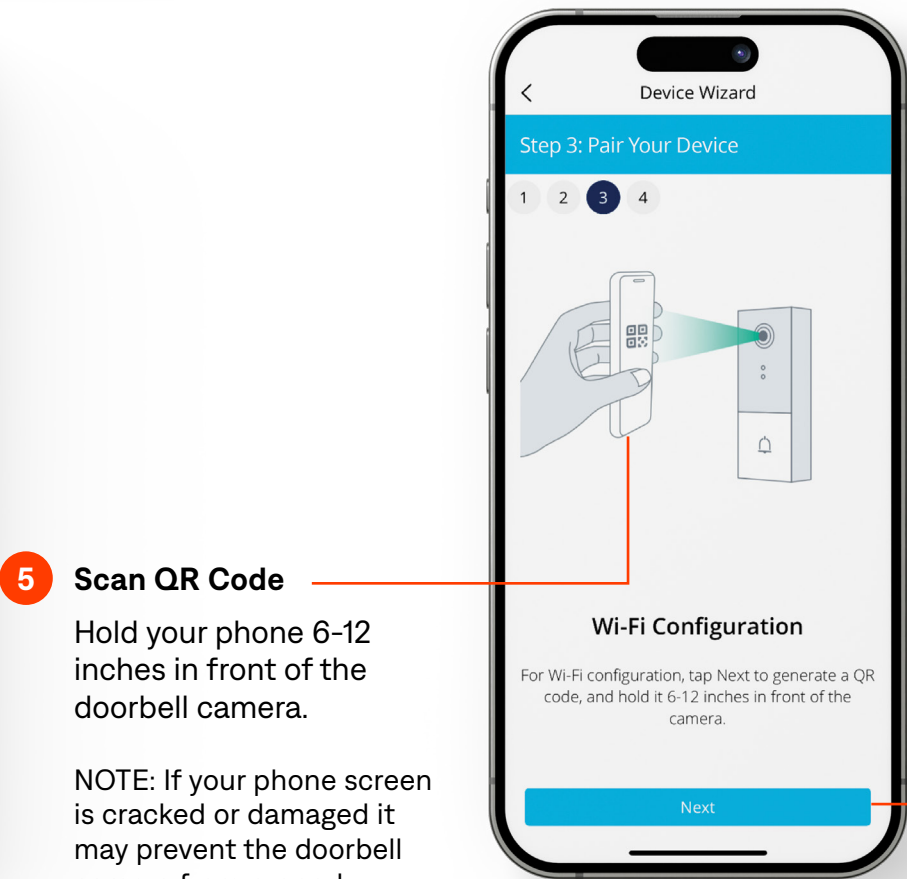
NOTE: If you see your Wi-Fi network name, please proceed to the next step. If the word 'Cell' or some other network name appears in the upper right hand corner of the app, please go to the Connect Wi-Fi section of this guide to configure the smart home controller with your Wi-Fi network.



3 Connect to Your Home Wi-Fi (part 2/2)
Confirm the Wi-Fi network name and password for your home Wi-Fi network and tap Join. Read the on-screen instructions, and tap Next.

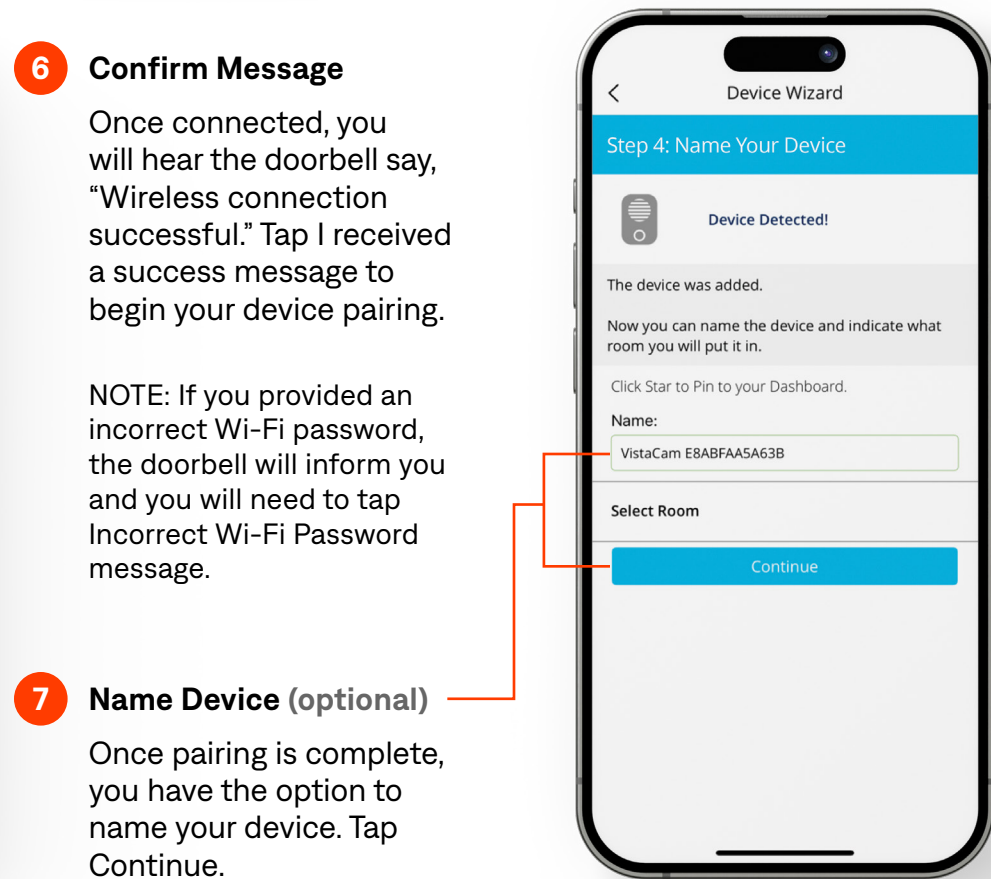


4 Generate QR Code
Once generated, you will need to scan the QR code with your doorbell camera.



5 Scan QR Code
Hold your phone 6-12 inches in front of the doorbell camera.

NOTE: If your phone screen is cracked or damaged it may prevent the doorbell camera from properly scanning the QR code.

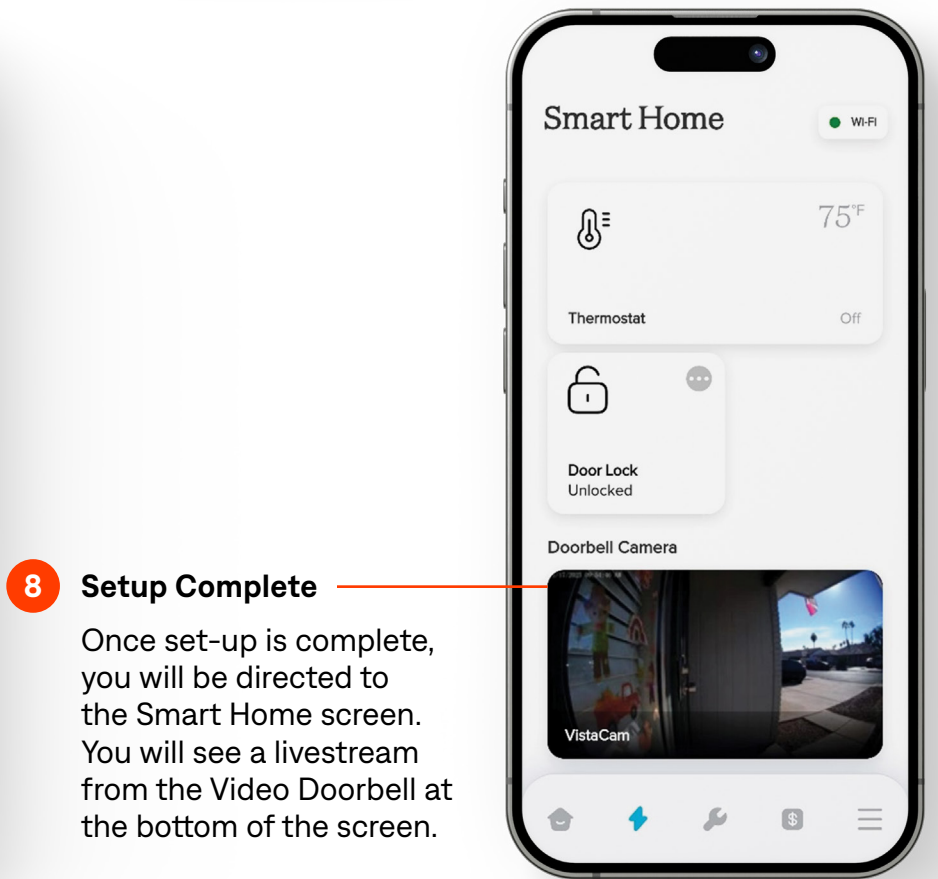


6 Confirm Message
Once connected, you will hear the doorbell say, "Wireless connection successful." Tap I received a success message to begin your device pairing.

NOTE: If you provided an incorrect Wi-Fi password, the doorbell will inform you and you will need to tap Incorrect Wi-Fi Password message.

7 Name Device (optional)
Once pairing is complete, you have the option to name your device. Tap Continue.

NOTE: The device name will display in the Smart Home Feature.



8 Setup Complete
Once set-up is complete, you will be directed to the Smart Home screen. You will see a livestream from the Video Doorbell at the bottom of the screen.

7/ Frequently Asked Questions

1

How do I set up my doorbell camera?

If your home is equipped with a doorbell camera, you will be able to access the device from the Smart Home feature in the Tricon app. Once logged into the mobile app, tap Set-up Doorbell and follow the instructions provided. If you have additional questions, you may review the How-to Install Your Doorbell Camera instructions. If you have questions or encounter an issue setting up your device please contact us at 855 676 1680.

2

Will Tricon or any of its employees have access to my video feed or saved videos?

No, Tricon and its employees will not have access to your video feed or saved videos. This includes our maintenance and customer support teams. When requesting support for your doorbell camera, you may be asked to provide screen recordings to illustrate issues that need support.

3

Why am I not receiving push notifications?

If you're not receiving push notifications from your doorbell camera, check that your phone settings allow permission for the Tricon app to send notifications. For the camera to function properly, be sure to enable access to your device's location, permission to find and connect to nearby devices, and audio recording. These settings ensure your doorbell camera operates smoothly and delivers real-time alerts.

4

Who has access to view videos and images from my Doorbell Camera?

Videos from your Doorbell Camera are only accessible and viewable by residents on the lease for the home via the Tricon app.

5

For how long will I have access to videos from my Doorbell Camera?

Videos and images captured by your Doorbell Camera are available for viewing in the Tricon app for 30 days. After 30 days the video will be deleted and no longer accessible.

6

Why is the audio for my Doorbell Camera not working?

If you are unable to hear audio for your videos or communicate using the Doorbell Camera, please ensure that the Tricon app has permission to access your mic. This can be done in your phone's settings.

7

How long is each recording from the Doorbell Camera?

Each recording is 30 seconds long. At any time you can choose to start a new recording by pressing the record button in your app. In addition each new motion detected via your Doorbell Camera will start a new recording.

8

How do I access recordings and pictures from my Doorbell Camera?

To access videos and images captured by your home's doorbell camera, access the Tricon app's Smart Home Doorbell feature. Tap the History button at the top right of the screen. From this view, you will see a list of your saved recordings which you may view for 30 days.

9

How can I share the recordings and pictures?

To share recordings and pictures from your doorbell camera, you will be required to record your screen while the video is playing or the image is selected. Videos and images are not available for download.