



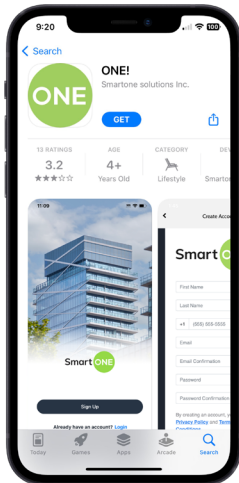
Getting Started

Step 1

Get the ONE! app



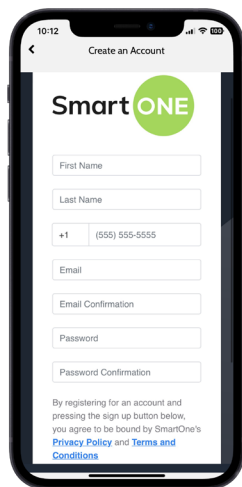
Please visit your respective store and search 'SmartONE Solutions' or click the following links.



- **Apple iOS App Store:**
<https://apps.apple.com/ca/app/one/id1480163846>
- **Android Play Store:**
https://play.google.com/store/apps/details?id=live.smart_one.resident

Step 2

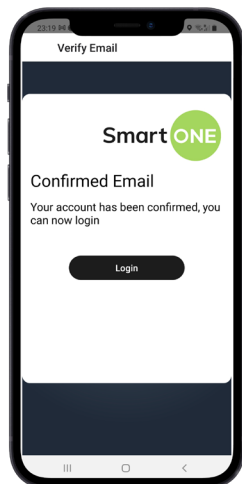
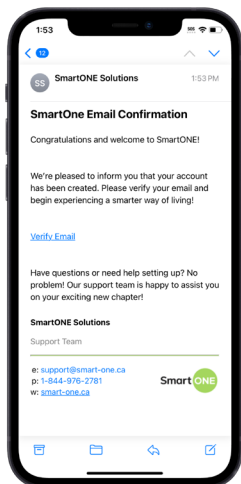
Open the ONE! app



Click **Sign Up**.

Then create a user account by filling in the required information.

Please review the terms of service and privacy policy.



You'll then receive an email confirmation. Follow the instructions to verify your email.

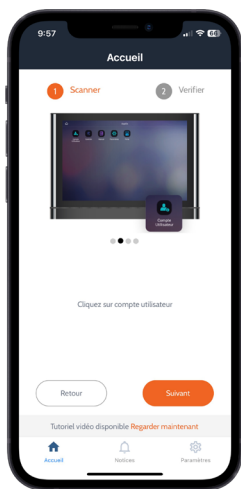
Step 2

Open the ONE! app



Once you're finished, sign-in to the ONE! App.

When signed in for the first time, follow the onboarding instructions to complete your registration.

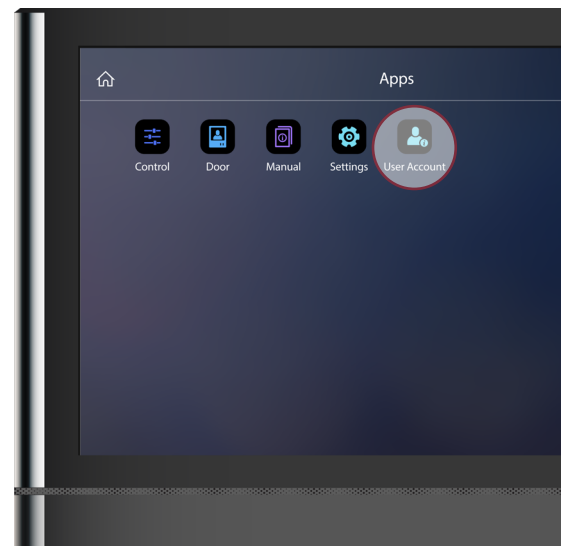
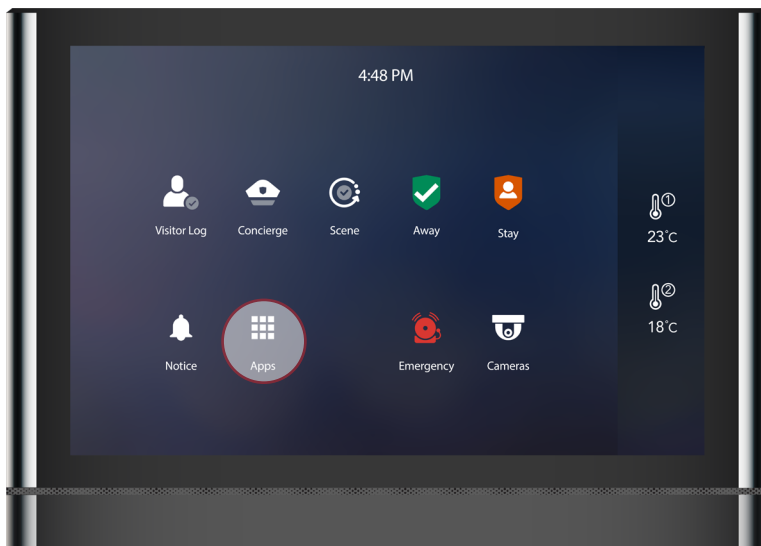


Please note the additional training video links located at the bottom of these screens.

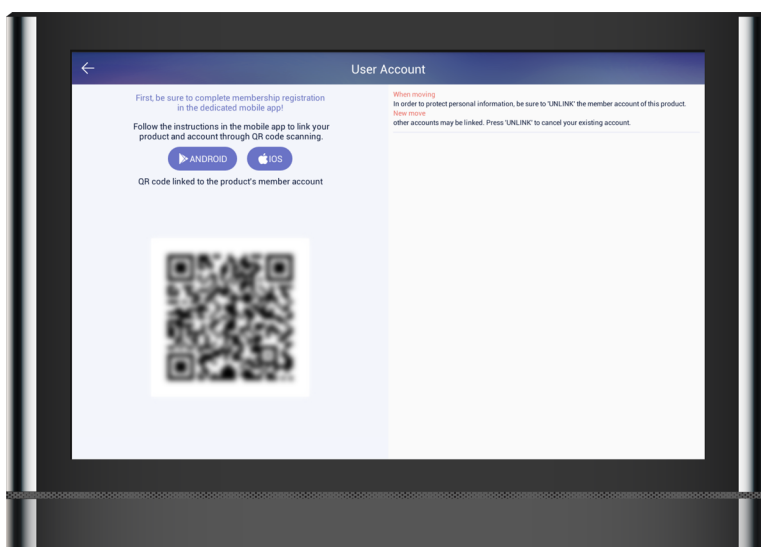
Step 3

Authenticate your account with your suite using your wall pad home screen

1. Click **Apps** > **User Account**



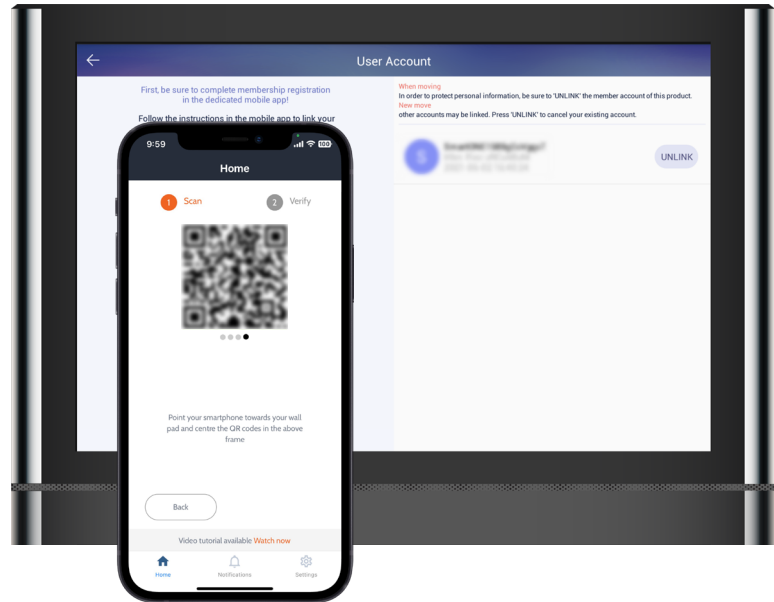
2. You'll now see a QR code on the left side of your wall pad screen.



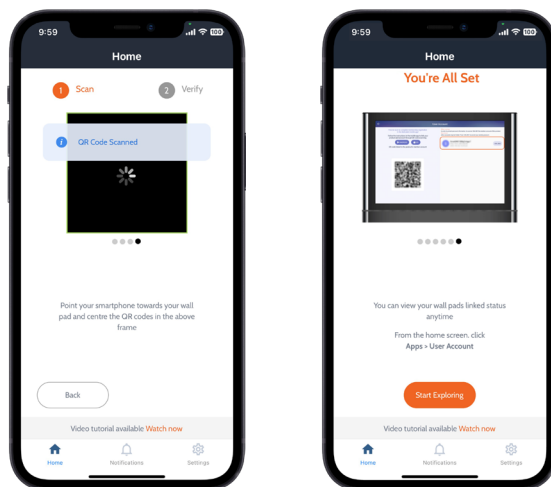
Step 3

Authenticate your account with your suite using your wall pad home screen

5. Scan the QR code on your wall pad screen with your smartphone camera.



6. You are now connected to your suite.

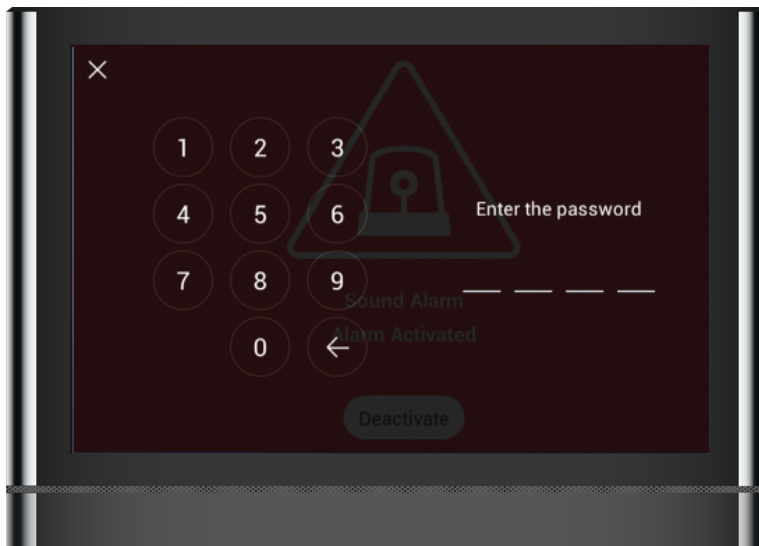



Attn.

Dismiss suite alarm

To silence the suite security alarm, select the '**Deactivate**' button located at the bottom of the emergency screen. Once the button is pressed and the alarm password screen appears, input your four-digit password to dismiss the alarm.

 **Please note: the initial password is '1234'**



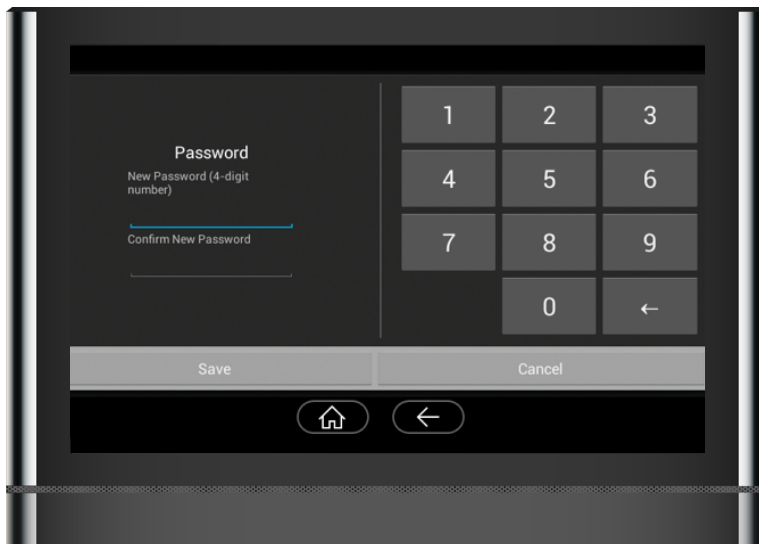
 If a valid password is not input within (20) twenty seconds or three incorrect entries are made, the suite alarm will sound.

Attn.

Change security password

The below Security Code Entry Screen is where you would reset your suite alarm password. You can access this screen by selecting the '**Apps**' menu from the home screen and then **Settings -> User Configuration -> Password**.

Simply enter a four-digit password twice to confirm your new security code.

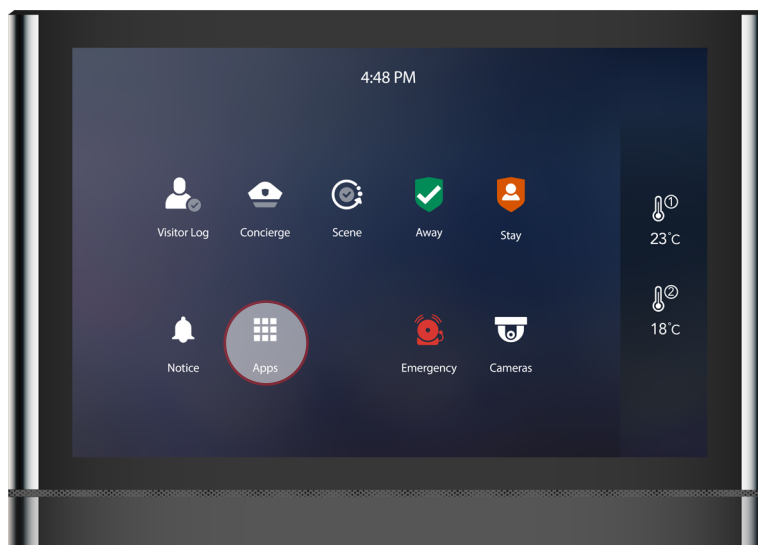


Attn.

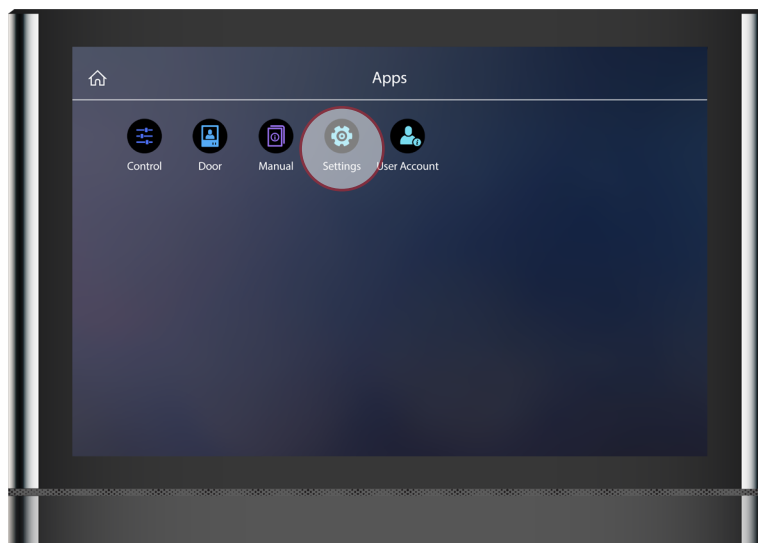
Change language settings

To change the language settings in your wall pad, follow the steps below.

1. Click on **Apps**

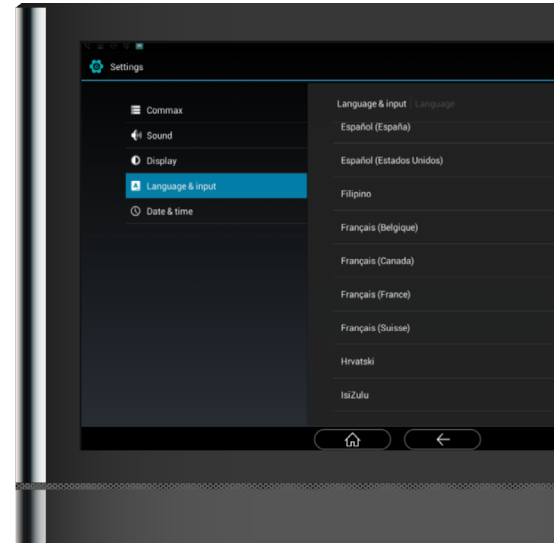
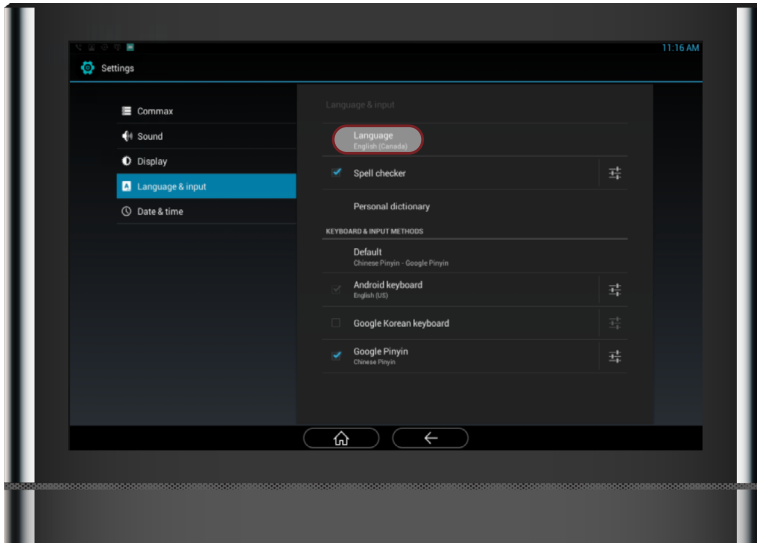


2. Click on **Settings**



Change language settings

3. Click on **Language & input**
Click on **Language** at the top



4. You can now change the language setting for your wall pad

⚠ Please note – at this time, only English and French are supported. If a resident selects another language, only a limited number of menu items will be translated. Therefore, they will need to change it back to either English or French.

