

INLIGHT SOLUTIONS X HIVE

FREQUENTLY ASKED QUESTIONS



FAQ: System and Services



HIVE
smart intercom

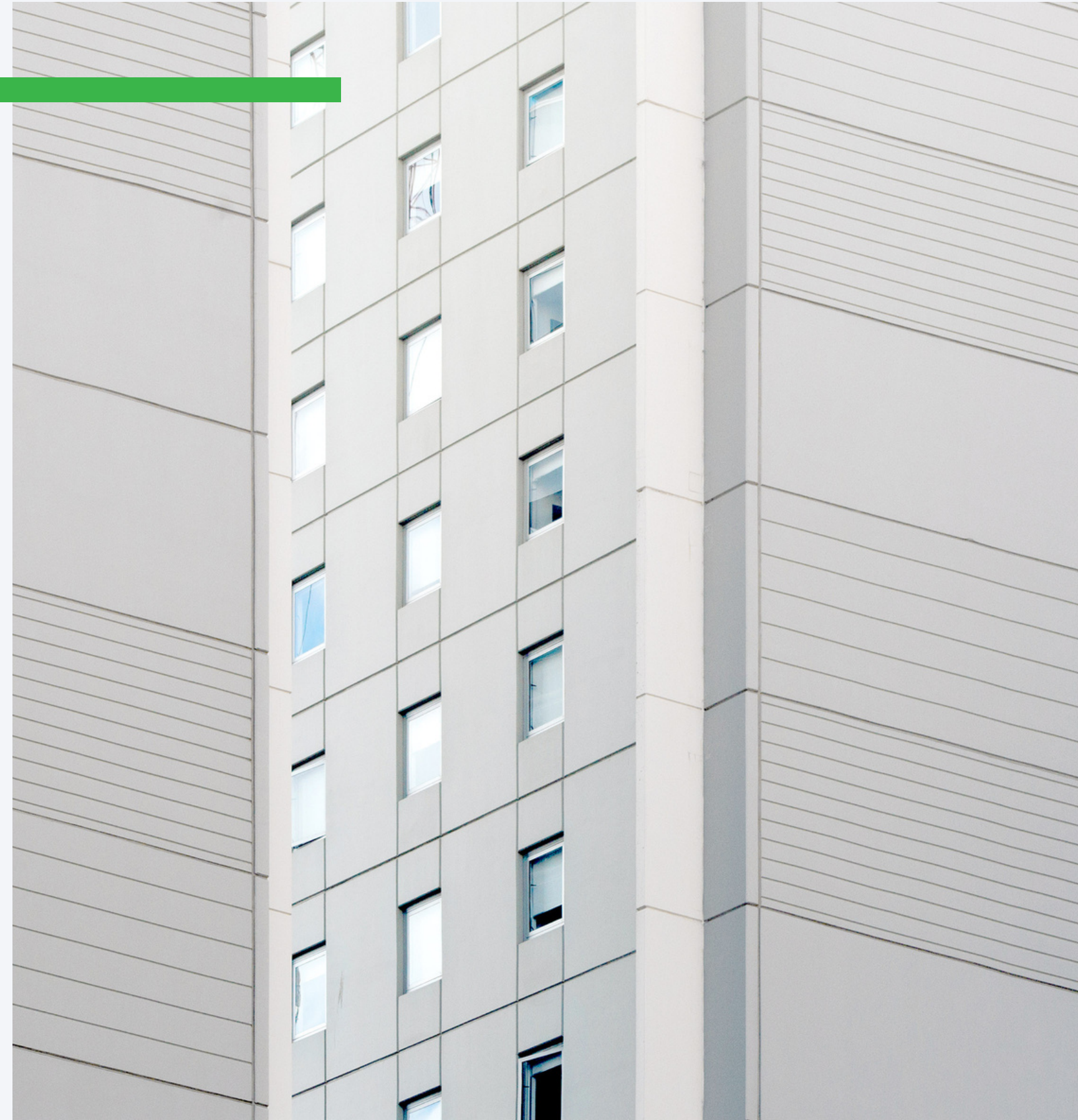


Can I add multiple household members of the same unit to the intercom directory? Yes! in fact, HIVE Intercom is intended to be used this way. We designed the intercom directory to call the TENANT instead of the UNIT. Every household member will be able to answer calls to them individually.

What is involved with setting up the system and commissioning? InLight-HIVE Intercom will take care of that. All devices will be sent to the customer pre-configured.

What happens if the buildings internet or router loses service? The HIVE Intercom requires an internet connection to make video and audio calls. However, some features can still function without an internet connection, such as the “Keyless Access Code Entry”.

Wifi & Bluetooth connectivity – what does this mean for the tenants? Bluetooth is not being used at the moment. In the future it will be used for keyless entry. The HIVE Intercom does have wifi capabilities, however for security and stability reasons, we would highly recommend using a hard wire connection for building installations.



FAQ: Data Privacy and Security



How do we upload our tenant information? InLight-HIVE Intercom offers data entry services as part of the subscription. Every building will have a dedicated account manager. All directory updates will be done within 24 hours.

Can we export tenant information from other software ie Yardi, others?

HIVE Intercom offers data entry services as part of the subscription. Just send us your exported tenant information.

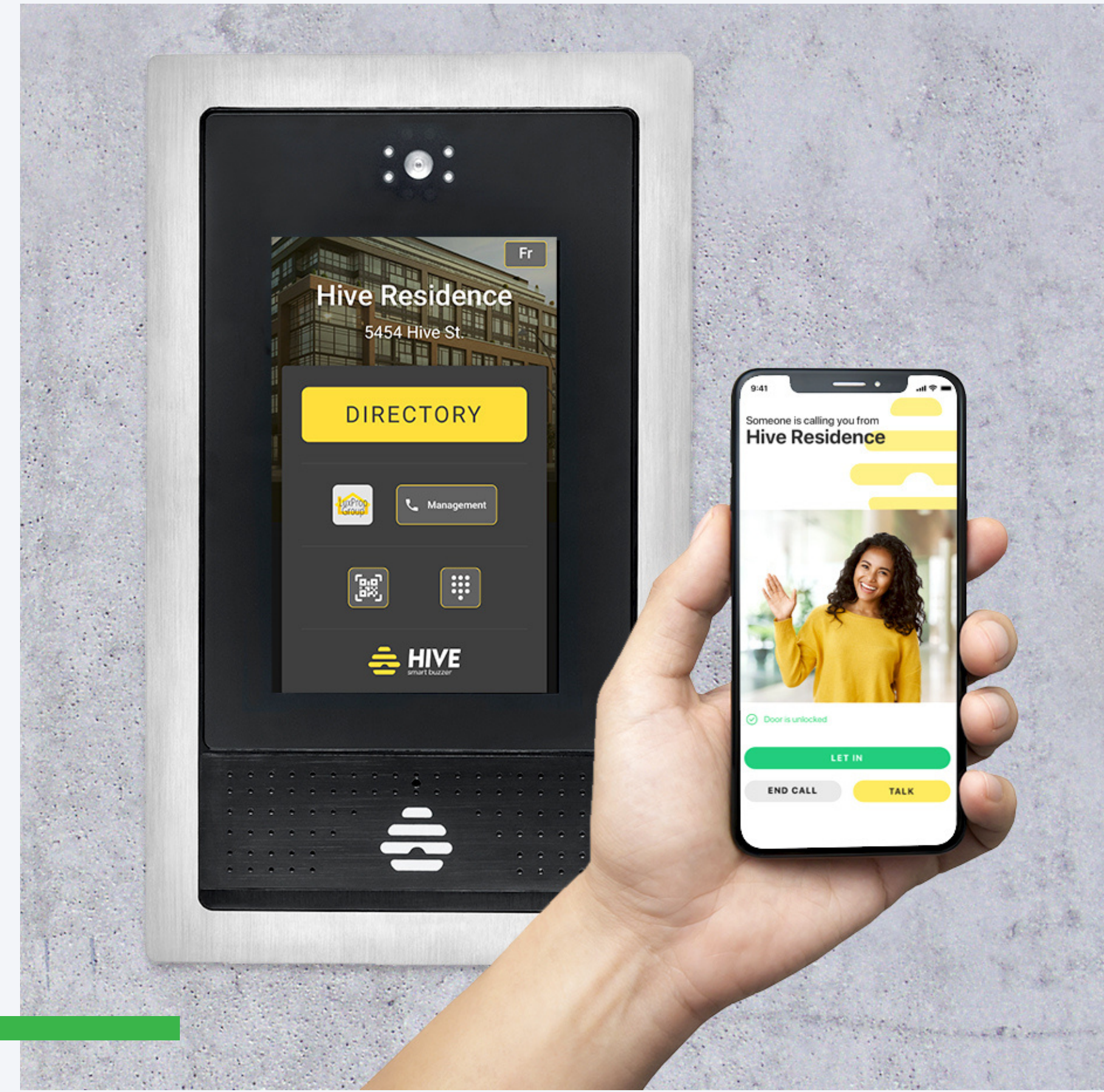
Are all visitors recorded in logs with their picture? Yes, the Property Manager can contact their HIVE Account Manager to get specific logs by email.

What does the dashboard look like? The dashboard will be launching later, However all information is captured and available upon request.

Where is the data stored? By Google Cloud, in Montreal, Canada.

How can we be sure the data is safe and kept private? We build our product with privacy and security in mind, right from the beginning, using industry best practices. All communications are done through encrypted channels. Please see “Security and User privacy” at the bottom of the document for more info.

We manage your intercom database for you – how is this done? An Account Manager is assigned to every building and will be in close contact with the property manager and will attend to all directory update requests and security log requests. Normally fulfilled within 1 business day.





FAQ: Support and Residence Use

Who do we call if we have issues? You can email us: support@hivebuzzer.com or chat with us on the HIVE Mobile Application

What if a tenant does not have a smartphone? Residents who prefer not to use the smartphone will get their calls on a telephone number of their choice (with no limitations on area code / long distance - which exists in the common telephone intercom and is problematic for many residents). they can press "9" to give access. In the case that a smartphone user's phone is not connected to the internet at the time of an intercom call, the call will be redirected to the user's telephone number.

Will these units/doors be exempt from monthly subscription fees if they do not have a smartphone? Our VOIP audio calls are still going through our cloud infrastructure, plus the snapshot security logs are still active. Subscriptions are based exclusively on the number of units in a building, regardless of the number or type of users.

Does this intercom replace the key fobs? No, you would still need your key fobs for other common areas in your buildings, but you would not need your key fobs for the entry door anymore (if you are using the smartphone app).

Can this be used to open back doors or garage entrances?

Yes, Hive Intercom can be used on any door that can be controlled with a relay.

What is the warranty?

2 years. If you are not 100% satisfied you will be reimbursed for all costs including subscription fees.



FAQ: Cost and Maintenance



What is the cost of the HIVE Smart Intercom? \$4600.00

What is the cost of installation? The cost of installation can range between \$500.00 - \$1,000.00

Can we install the HIVE Smart Intercom ourselves? It is highly recommended that the installation is done by a professional (security and access control) installer.

What is needed to have this installed and connected? Power, a Door Strike and Internet.

Aside from the device itself and the cost of Installation are there any other costs? : HIVE Smart Intercom runs on a monthly subscription fee.

How much is the monthly subscription fee? Less than the cost of a specialty coffee! Depending on the number of units in the building, the cost will be \$3.99 per unit, every month.

Is the subscription paid monthly? Fees are billed annually.

Is there a bulk or portfolio wide pricing discounts? Yes! You can contact us for a custom quote: sales@inlightsolutions.ca

Is there a chance that subscription prices will increase after a HIVE Intercom is installed at our building? No, subscription prices will remain constant for all existing customers, with the exception of adjusting for national inflation rate.



Contact Us



Email us for more questions or to book a free assessment

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