



Resource Center FAQ

Contents

Amenities	1
Back-end system functionality	2
Classifieds	3
Community Calendar	4
Forms and documents	4
Groups	4
Installing Verizon Concierge at Property	5
Lobby Kiosk	5
Mass Communication	6
Mobile Access	7
Package Tracking	8
Recommended Hardware Peripherals	8
Registration Process	9
Reporting	9
Resident Alert	10
Resident Database	10
System Performance and Data Security	11
Video Camera Integration	12
Visitor Management	14
Website News	14
Other	15

Amenities

- Can residents reserve amenities through the community website?

Administrators have the choice of enabling or disabling the reserve feature for any amenity. If the reserve feature is enabled, administrators will have the ability to set up scheduling rules for

Resource Center FAQ



the amenity that comply with its hours of operation. Only then, will residents be able to reserve the amenity through the community website.

- Can I attach a document in the amenity? (e.g. rules or reservation request form)

Yes, any form or document can be attached in the amenity screen. Residents will be able to view, download or print the document from there.

Back-end system functionality

- If a renter of a unit generates a work order, can the system notify the unit owner (generating a notification to unit owner)?

No – but we can turn off the ability for renters to submit work orders with the result that only unit owners may submit them.

- If the property has a lobby kiosk showing package delivery information – does it still have the ability to have a scrolling message display on the screen?

(See Lobby Kiosk section below.)

- Do we have a known vendor that manufactures/installs Key Tracker Drawer for use with Verizon Concierge?

No - we do not have a Key Tracker vendor that we endorse.

- Can system self-populate email address on work order ticket (sending to property manager or super)?

Yes –it does this automatically.

- Do we have ability in backend to limit/grant access to specific sections to super? Front desk? Board? PM team? Guest in apartment? Visitor?

Yes – various access levels are available. Board does have separate access to the front end. For staff, various functionalities can be turned on and off so we can customize access. Guests and Visitors should never have access though they could be entered as an occupant in the back end which is not recommended.

Resource Center FAQ

- Will the Property have the ability to control the content posted on their site?

For the back-end, we can set up any number of admin rights so they can dictate who can see and/or edit what. For the front end, we have 3 areas that residents can post items – but any of them can be turned off: a) Message board – we recommend turning it off for the same concerns the property may have. b) Groups – Only a group administrator can post items in this area and the Property Manager has control over who the administrator is. c) Classifieds – All classified posting have to be approved by the Property Manager before it appears on the community website.

- In the Building Link backend, their system shows all packages at a property – snapshot of what is seen on Lobby Kiosk – is this the same with VC?

Yes – it's not exactly the same but there is a view of all packages.

- Is there any limitation to document/archive tenant information in our system?

No limit

Classifieds

- Can I control classified content?

Yes you can. When a resident submits a classified for the website, the classified does not go live until the administrator approves it based on content, so you don't have to worry about unsavory content on your custom website.

- How do I know when a new classified needs to be approved?

As an administrator, you can log in to the community website, click on 'classifieds' on the 'my community' tab, click on the 'administrator' button, then select 'waiting for approval' and you will see all classifieds requiring action.

- Can everyone see communication threads for a classified?

No. The only parties that are privy to a classified communication thread are the poster of the classified and the resident responding to the classified.

Resource Center FAQ

Community Calendar

- If our property has weekly events, do I have to create the event and post it in the calendar every week?

No, when creating a calendar event you will be able to set a repeat schedule to have that event post to the calendar daily, weekly, monthly, etc.

- My calendar event has a large description. Will I be able to fit all of my information?

Our system provides more than ample space to post any notes or descriptions of the event. You can also attach any sort of document that residents will be able to open, save or print from the calendar.

Forms and documents

- What file types can I upload to forms and documents?

The system will accept most file types, although PDF is the preferred file type. Residents will not always have access to programs such as Microsoft Word, Excel or Power Point, but all will be able to download Adobe reader free of charge.

- Will outdated documents eventually expire and be removed from the website?

Administrators will be able to set their own expiration date for a time sensitive document. The document will be removed from the website automatically on that date.

Groups

- Can I control group content?

Yes you can. As an administrator, you can create a group very quickly, tag yourself and/or a resident as a moderator of the group, and add content. If a moderator other than yourself posts content you would like to remove at some point, you can do that.

- Do I have to approve new members that want to join?

No you don't. All groups have the option to automatically accept or reject new members, and can also require approval by the group moderator.

- Is there a limit to the number of groups we can have?

Resource Center FAQ



You are not limited in the number of groups you may create.

Installing Verizon Concierge at Property

- Once signed, how much time is required to install Verizon Concierge?

At properties where FiOS is available and where property staff is able to provide the required secondary support, installation should take place in less than 70 calendar days from contract signature (and is often completed much sooner).

- If a property signs up and has a domain name, can that domain name be set up to point directly to Verizon Concierge?

They could link to Concierge from their website.

- What are the PC Requirements to run the back-end System software?

Windows Vista, 7, or XP with IE 8 or higher. Any basic PC will suffice. Sample specs for inexpensive PC that would work – see below:

<i>Operating Systems:</i>	<i>Windows</i>
<i>Platform:</i>	<i>PC</i>
<i>Total Memory Size:</i>	<i>2GB</i>
<i>USB Ports (Total):</i>	<i>4x USB 2.0</i>
<i>Processor Speed:</i>	<i>2GHz</i>
<i>Capacity:</i>	<i>250GB</i>
<i>LAN Data Transfer Rate:</i>	<i>10/100/1000Mbps</i>
<i>LAN Description:</i>	<i>Gigabit Ethernet</i>
<i>LAN Interface Type:</i>	<i>RJ-45</i>

Lobby Kiosk

- What are the requirements and steps (checklist) for installing the Lobby Kiosk?

Resource Center FAQ

Property staff should assure compliance with each requirement identified below. Where requirements are satisfied, please allow six weeks to configure the kiosk for the property.

New Kiosk Setup Checklist

- ✓ *Ensure Resident Database is loaded properly*
 - ✓ *Ensure 2 pieces of relevant website news are loaded*
 - ✓ *Ensure property monitor supports native resolution of 1920x1080 or higher (1080x1920 for vertical)*
 - ✓ *PC is running on of the following Windows operating systems and has DVI or VGA output:*
 - *XP*
 - *Windows XP Professional (32 bit only)*
 - *Vista*
 - *Windows Vista Ultimate (32 bit only)*
 - *Windows Vista Enterprise (32 bit only)*
 - *Windows Vista Business (32 bit only)*
 - *7*
 - *Windows 7 Ultimate (32 bit only)*
 - *Windows 7 Enterprise (32 bit only)*
 - *Windows 7 Professional (32 bit only)*
 - ✓ *1 High-res transparent PNG or Vector Logo of property*
 - ✓ *1 High-res color image of exterior of property (1920x1080 or greater, 1080x1920 for vertical)*
 - ✓ *3 High-res images of interior or exterior of property for Flash animation screen*
 - ✓ *Slogan/Tagline for Flash Animation screen*
- If the property has a lobby kiosk showing package delivery information – does it still have the ability to have a scrolling message display on the screen?

Scrolling messages will be supported where the above Kiosk checklist items are satisfied.

- Is there an option for Simplikate to order and ship the Kiosk?

Yes, for \$4,000, Simplikate will purchase and ship the hardware and software to provide a high resolution, HD commercial grade monitor with stand (floor mounted) and supporting graphics/configuration. Simplikate will provide off-site technical support for questions that may arise during installation.

Mass Communication

- Does it cost me anything to use the Mass Communication tool?

Resource Center FAQ



The Mass Communication tool is completely free. Use it as often as you wish.

- Can I send a message to a specific group of residents?

Yes you can. You can create unit groups and then when you send a mass communication email you can send the email to a specific unit group. For example, you may create a unit group for residents with pets and when you have a new pet policy you can send an email only to those residents that have pets.

- Can I customize the email?

Yes you can. You are given a full template to add your own content, customize fonts and colors, add attachments, and include logos. Use the content editor section when sending the email to do this.

- Does Concierge have the ability to do mass cell phone sms texting? If not, is that in the works for the future?

Unfortunately this feature is not available or planned.

Mobile Access

- What model smart phones are supported?

We're currently expanding the number of smart phones that are supported. For a list, please see the latest mobile access flyer at (http://www.techcierge.info/cws_v3/custom/VerizonConciergeMobileFlyer.pdf).

- Is there a cost for the residents to have mobile access?

Mobile access is included as part of the Verizon Concierge service. The Verizon Concierge mobile application is a free download.

- What services are available on the smart phone?

Many of the services available in the browser version are also available on your smart phone your residents can stay connected with the property and its events on the go.



Resource Center FAQ

Package Tracking

- Can I track more than one package at a time?

Yes you can. The batch process allows checking in of 20 packages at a time. If you have more than 20 packages to process at once, you can create more than one batch.

- What if more than one person lives in a unit?

You can check the package in for any specific resident of a unit, owner or renter.

- How do I process packages when they are picked up by the resident?

If you do not have a digital signature pad allowing the resident to sign for the package, you can still go into the package and manually enter the name of the person picking up the package along with the date and time of pickup.

Recommended Hardware Peripherals

- What peripherals (Signature Pad, Web Camera, Barcode Scanner, Badge Printer) are recommended for use with Verizon Concierge?

Verizon Concierge works with specialized hardware to extend the web based software platform through peripherals that make property management simple. The following is a list of compatible hardware that we recommend for use with Verizon Concierge.

Peripheral Description	Recommended Hardware
<u>Signature Pad:</u> Record electronic signatures when residents pick up deliveries and when visitors sign in at the front desk.	Topaz SigLite LCD 1x5 T-LBK460-HSB
<u>Web Camera:</u> Take photos of residents, guests, and contractors for visual recognition and added security.	Logitech QuickCam Orbit AF
<u>Package Barcode Scanner</u> Scan tracking numbers from incoming packages for quicker entry and faster processing.	Wasp WWS500 Freedom Cordless Barcode Scanner
<u>Badge Printer:</u> Print Badges for Contractors for easy identification.	Printer: Dymo Labelwriter 450 Turbo Labels: DYMO LabelWriter Shipping Labels 30323

Resource Center FAQ



Registration Process

- How will the residents know that my property offers Verizon Concierge?

You will be provided with a PDF file that announces availability of the service and provides resident registration instructions. Simply print the file and distribute the flyers to the residents. The residents will then be aware of the service and can follow the instructions to register.

- What if the residents have questions about the process?

Your residents will be able to call our 24/7 call center for support, enabling you to focus on your other responsibilities.

- Some of the residents don't have computers. How do they register and use the service?

They can register at your business center if you have one, any public library, or any other computer with an Internet connection. They can access the service through those same computers, a supported smart phone, or coming soon if they have Verizon FiOS, using the widget button on their remote control in conjunction with their set-top box.

Reporting

- What if I don't see a report that I would like to have?

Ask your representative for the report. It may be part of the reporting suite, but not yet available to your specific property.

- Can I export any of the data on the reports for my own use?

Yes you can. In addition to conveniently printing reports, you can use the data export option on the management console and export the data into Excel or other software so that you may manipulate the data for your own specific needs.

- Can I separate unit owners from unit renters on my reports?

Yes you can. When you run reports you can filter them by occupant type, unit groups, and other criteria.

Resource Center FAQ

Resident Alert

- Does it cost me anything to use Resident alert?

There is no charge for the Resident Alert capability nor is there is a monthly maintenance fee. If you use the emergency service, you will be billed 2.9 cents per minute per call.

- How do I know what numbers are being called?

Using the management console you can view and edit which numbers are included on the Resident Alert recipient list.

- What if nobody answers?

The service will leave the message of your choice on the phone that is not answered.

- Can we confirm how many residents actually received/listened to a Resident Alert voice message blast?

Yes, upon query, the system will generate a report that provides this information.

- Do we archive the recorded Resident Alert voice messages? Can we listen to old voice message blasts if needed.

Yes, prior Resident Alert messages can be retrieved from the system.

Resident Database

- I don't have the time to input all of my resident info into the database. Is there an easy way to do this?

We give all properties the option of uploading a database for them. (We ask that you provide it to us in excel form if possible)

- Will I have the ability to modify the database?

Yes, administrators will have the ability to modify all resident information. Administrators have the ability to archive renters and owners, add new residents and update information. Residents

Resource Center FAQ



will also be able to update their email addresses and phone numbers when logged in to the community website, which will update your database automatically.

- I do not have information such as email addresses or even phone numbers of my residents.

When residents register with Verizon Concierge, they will be asked to provide an email address and at least one phone number. All of this information will automatically populate in your database.

- Is there a form a Property Manager can distribute to their residents requesting permission and pertinent information that they would then use to input into the Verizon Concierge database and if so, does Simplikate have a template or checklist for such form?

No we do not have a form like this. The whole idea behind the registration process is for residents to enter the information themselves online and thus essentially grant permission. If the property management wishes to enter the data manually, they can create the form. Different properties wish to capture different data so there is no standard.

System Performance and Data Security

- Are Verizon Concierge system updates automatic?

Yes

- Will the property have to do anything on their end to receive Verizon Concierge system updates?

No

- Are Verizon Concierge system updates free?

Yes

- Who can see the property's database records on the backend?

Only a Simplikate administrator and individuals the property authorizes.

- Who owns the system database records data?

The property – if they choose to go with a different system we will do an export for them.

Resource Center FAQ

- Who has access to the system database itself?

Only a Simplikate administrator and individuals the property authorizes.

- Is the system database auditable?

The entire infrastructure is PCI complaint and therefore audited quarterly by an independent agency as required by law.

- Is Verizon Concierge a cloud-based product? Can it go from site to site or is it hosted on a single site?

Yes, this is a cloud service that allows site to site with seamless transition.

- Will the system render a FAS 70 Report?

No, Verizon Concierge does not contain financial data, therefore FAS 70 does not apply.

- Is the resident database and access to the website encrypted?

Yes.

- What is Verizon Concierge uptime?

99% uptime.

- What is the timeframe from problem resolution if the site goes down?

Typically within 2 hours.

Video Camera Integration

- What are the benefits of video camera integration?

With Verizon Concierge, up to 4 property cameras can be integrated allowing remote viewing by the resident via web browser or smartphone app. See www.verizonconcierge.com/Verizontowers demo site to experience the power of this option.

Resource Center FAQ

- A Property is installing a DVR video camera system. It will connect directly to a router/modem. Do they still need to purchase a separate interface in order to have streaming video via Verizon Concierge?

Yes they would still need to pay for the axis server installation (see below).

- What are the system requirements for integration with Verizon Concierge video capability?

System requirements to integrate with Verizon Concierge camera capability:

- ✓ *Four feeds are available for resident view. All four cameras that are to be included in the feed must terminate to a single analog DVR with BNC feeds*
- ✓ *There must be a network/internet connection in the same room as the DVR*
- ✓ *You must provide a static IP address*

- Which company does Simplikate use for equipment and integration services for video views on Verizon Concierge?

The company Simplikate uses is Millennium Group Inc. Here is their contact information:

Gregory I. Goldman

**Chief Executive Officer
Millennium Group, Inc.**

16 Tech Circle

Natick, MA 01760

P: 866-455-5222

F: 508-651-2902

M: 617-512-3000

www.millennium-groupinc.com

- What option do I have for video integration if I don't want to use Millenium Group (see above Q and A).

You can have your IT/Security vendor install the necessary Axis video server per the instructions below. When following this option, any outages for the video service should be reported first to the IT/Security vendor.

In order for the cameras to be displayed on the web, app and widget, they must be connected to an Axis 240Q video server (http://www.axis.com/products/cam_240q/), and the Axis video server has to be connected to the Internet. Please have your IT contact/vendor follow the steps listed below so that they may provide us with a valid connection to the Axis video server from

Resource Center FAQ

the Internet. Once we are able to connect to the Axis video server from the Internet, then we will be able to enable the cameras feature by adding the IP address and port number into an browser address bar. For example, <http://IPAddress:PortNumber>.

Below are the instructions for configuring the Axis video server:

- ✓ *The router should have a static WAN address (from the ISP or a DNS service) so that the IP address does not change.*
- ✓ *The router should also assign a static LAN IP address to the Axis video server, which should not change.*
- ✓ *There should be a special port configured, and a rule wherein incoming network traffic on that port forwards to static IP address of the Axis video server.*
- ✓ *The Axis 240Q should be installed near the DVRs. 4 existing feeds will need to be split and connected to the Axis 240Q. These 4 feeds correspond with a camera on the property, and can be any 4 cameras of your choosing.*
- ✓ *The Axis video server username and password should be assigned and provided to Simplikate*
- ✓ *The Axis video server should be connected to the Internet.*
- ✓ *Once complete, from outside the network we should be able to type in the public IP address of the router from a web browser with the port number that you specify, and it should route to the Axis video server. For example: <http://IPAddress:PortNumber>.*

Visitor Management

- What is the main purpose of the visitor management system?

The Verizon Concierge visitor management system eliminates a lot of the phone calls back and forth between an attendant and a resident. If a resident will be having a one-time guest or a visitor such as a contractor or babysitter, they can input that information into the community website which will supply the information to the attendant's database. Attendants will be able to log each visit in the system and view reports of all visits.

- What if a resident forgets to add the visitor?

The attendant will be able to input the visitor's information on the management console as well.

Website News

- Where can residents view the news events?

Resource Center FAQ



Community website news events are listed in the bottom right hand corner of the community website screen. Administrators will also be able to have any news event scroll at the top of the screen to make sure residents see important information.

- If I create and post a news event such as a meeting, will I have to remove the event from the website when the meeting date has passed?

You will be able to specify a start and end date for each news event. The start option will post the event to the website on the date of your choice and the end option will remove it automatically.

Other

- Is there a checklist of options available for a property manager to choose from when considering Verizon Concierge?

There are a number of options available, but we do not maintain a checklist because every property is different. We talk them through the options during the orientations and trainings. But other than vendor services and the resident database, any other option can be turned off.

- Will Verizon Concierge work on Mac?

The front end will work on any operating system. However the back end only runs on Internet Explorer (IE). If the Mac runs IE, the back end will work.

- Are there any additional fees associated with Delivery.com?

There are no discrete charges applied by delivery.com (or Simplikate) to individual orders to cover the cost of the delivery.com service. Each restaurant, with each order or transaction, will either: a) specify discrete delivery charges (and sometimes tips); or b) price their menu items such that the prices cover the costs of delivery without a discrete charge.

- Can a user have access to multiple properties in Verizon Concierge (on the back-end)?

Yes – we can link an administrative user to multiple properties with one log-in.

- What are the protocols behind having a local vendor added to a Property's Concierge site so they can do business through Verizon Concierge?

Local vendors cannot be added to vendor services individually to conduct system integrated transactions. The local system administrator can simply list any local vendor information on their community website in the amenity section. Any subsequent transactions with these local vendors would be independent of the Verizon Concierge system.

Resource Center FAQ



- Will the Property have the ability to control the content posted on their site?

See Back-end System functionality Q&A above.

- Is video an option for posting in Downloadable Material? We want to post a video message to the residents from time to time (i.e., a welcome video introducing their property management staff).

Yes, the solution that will be easily accessible by the most residents is to post a video online (such as on Youtube) and then provide a link to the video within the CWS.